

# 2024 Durham County Resident Survey Findings Report

Presented to Durham County,  
North Carolina

February 2025





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# Executive Summary

# 2024 Durham County Resident Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to residents of Durham County between November 2024 and January 2025. The purpose of this survey was to help Durham County strategically plan for the future as they continue to grow and meet new challenges. The City and County are jointly overseeing the survey so that more Durham residents have an opportunity to be heard. The survey will assist elected officials, as well as the City and County administrators, in making critical decisions about prioritizing resources and helping guide the direction for the future of the community. The Durham County resident survey has been conducted annually since 2015.

### Methodology

The survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Durham County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Approximately ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The text messages contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain a total of 800 completed surveys from residents of Durham County, including at least 600 from City of Durham residents and at least 200 from residents who live in Durham County outside of the City of Durham. This goal was met, with a total of 810 residents completing the survey: 600 City of Durham residents and 210 Durham County residents who live outside of the City completed the survey. The overall residents for the sample of 810 households have a precision of at least  $\pm 3.4\%$  at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Durham with the results from other communities in ETC Institute’s *DirectionFinder*® Survey database. Since the number of “don’t know” responses often reflects the utilization and awareness of City/County services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”



# 2024 Durham County Resident Survey

## Executive Summary



This report contains:

- an executive summary of the survey methodology and major findings
- charts showing the overall results for most questions on the survey and trends comparing the 2024 results to previous survey results
- benchmarking analysis showing how Durham County compares to other communities regionally and nationally
- Importance-Satisfaction analysis that outlines priorities for investment
- tabular data showing the overall results of the survey
- a copy of the cover letter and survey instrument

### Major Categories of Services

- Residents were asked to rate how satisfied they were with the major categories of services provided by the City of Durham and Durham County. The major services that had the highest satisfaction ratings (sum of very satisfied and satisfied responses) were:
  - Quality of library services (82.6%)
  - Quality of fire and life safety programming (70.1%)
  - Response time for fire services (69.8%)
  - Quality of EMS services (67.7%)
- Based on the sum of their top three choices, the major categories of service residents thought should receive the most emphasis from City and County leaders over the next two years were:
  - Quality of public schools (41.6%)
  - Quality of police protection (37.6%)
  - Maintenance of City streets (32.3%)

### Perceptions of Durham

- Residents were given a list of eight (8) items that have an influence on their perceptions of a community. Based on the sum of very satisfied and satisfied responses, the following three items had the highest ratings of satisfaction:
  - Quality of life in your neighborhood (74.6%)
  - Quality of life in Durham (54.7%)
  - Quality of services provided by the City (49%)

### Feeling of Safety & Law Enforcement/Criminal Justice

- Residents were asked to rate how safe they feel in various situations. Eighty-three percent (83.2%) of residents feel very safe or safe when walking alone in their neighborhood during the day; 60.9% feel safe when using City recreation centers, 58.6% feel safe when engaging with law enforcement, and 57.7% feel safe when visiting City parks.

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## Executive Summary



- Residents were asked how satisfied they were with law enforcement and criminal justice services, and 53% indicated they are either very satisfied or satisfied with the overall HEART relationship with the community. Forty-nine percent (49.3%) of the respondents surveyed were satisfied with the overall police relationship with the community.

### Parks, Recreation, & Open Space

- Residents were asked to rate how satisfied they were with parks, recreation, and open space services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses):
  - Greenways and trails (63.7%)
  - Length of commute to desired recreation amenities (58.4%)
  - Customer service provided by the City's Parks and Recreation staff (54%)
  - Cultural programming (53.2%)

### Transportation

- Residents were asked to rate how satisfied they were with transportation services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses):
  - The ability in your neighborhood to run, walk, bike, and exercise outdoors (63.6%)
  - Quality of downtown parking facilities (35.1%)
  - Ease of travel by walking (26.3%)

### Maintenance Services

- Residents were asked to rate how well they were satisfied with maintenance services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses):
  - Condition of trails and greenways (59.5%)
  - Condition of public art (56.3%)
  - Condition of streets in your neighborhood (51.6%)
  - Amount of litter in your neighborhood (51.5%)
- Based on the sum of their top three choices, the maintenance services residents thought should receive the most emphasis from City and County leaders over the next two years were:
  - Condition of public school facilities (41.1%)
  - Condition of neighborhood sidewalks (32.5%)
  - Condition of neighborhood streets (31.3%)

### Sustainability and Environmental Services

- Residents were asked to rate how satisfied they were with sustainability and environmental services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses):
  - Solid waste collection services (85.6%)

# 2024 Durham County Resident Survey

## Executive Summary



- Curbside recycling services (83.4%)
- Yard waste collection services for members (73%)
- Sewer services (70.3%)

### Communication from Durham County

- Residents were asked to rate how satisfied they were with communication from Durham County and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses):
  - Ability to receive timely emergency and disaster information (54.3%)
  - Ease of locating information on the County website (43.6%)
  - Availability of information about County programs and services (37.7%)

### Overall Ratings of the County

- Residents were asked to rate various aspects of the County and the following had the highest ratings (sum of excellent and good responses):
  - As a place to live (76.2%)
  - As a place to work (73.8%)
  - As a place to visit (64.8%)
  - As a community that values diversity of residents (64.3%)

# 2024 Durham County Resident Survey Executive Summary



## How Durham County Compares to Other Communities Nationally

Durham County **rated above the National Average** in 25 of the 48 areas that were assessed. The County rated significantly higher than the National Average (5% or more above) in 18 of these areas. The table below shows how Durham County compares to the National Average:

Service	Durham County	U.S.	Difference	Category
As a place to live	79.3%	48.5%	30.8%	Overall Ratings of the Community
Curbside recycling services	85.1%	55.6%	29.5%	Sustainability & Environmental Services
Customer service received from City employees	66.0%	39.4%	26.6%	Major Categories of Services
Yard waste collection services for members	76.8%	53.8%	23.0%	Sustainability & Environmental Services
Quality of library services and programs	85.8%	63.9%	21.9%	Major Categories of Services
Sewer services	73.4%	52.8%	20.6%	Sustainability & Environmental Services
Solid waste collection services	88.0%	67.5%	20.5%	Sustainability & Environmental Services
Quality of fire and life safety programming	68.6%	48.6%	20.0%	Major Categories of Services
As a community that values diversity of residents	65.9%	46.2%	19.7%	Overall Ratings of the Community
As a place to work	76.6%	57.1%	19.5%	Overall Ratings of the Community
City Waste Disposal and Recycling Center	69.8%	55.1%	14.7%	Sustainability & Environmental Services
Quality of water and sewer utilities	65.7%	51.9%	13.8%	Major Categories of Services
Effectiveness of communication with the public	48.5%	36.9%	11.6%	Major Categories of Services
Ease of locating information on the City website	53.7%	42.4%	11.3%	Communication
As a place to visit	68.1%	57.7%	10.4%	Overall Ratings of the Community
Quality of parks and recreation programs	58.6%	49.2%	9.4%	Major Categories of Services
When visiting City parks	61.3%	54.6%	6.7%	Feeling of Safety
Value you receive for your local property taxes	38.5%	32.9%	5.6%	Perceptions of the City & County
As a place to retire	55.3%	51.6%	3.7%	Overall Ratings of the Community
When walking alone in neighborhood during the day	84.8%	81.2%	3.6%	Feeling of Safety
Mgmt of stormwater runoff/drainage/flood control	52.6%	49.5%	3.1%	Sustainability & Environmental Services
Condition of streets in your neighborhood	52.3%	49.3%	3.0%	Maintenance
Quality of services provided by the City	51.8%	49.0%	2.8%	Perceptions of the City & County
Quality of drinking water	61.8%	59.1%	2.7%	Sustainability & Environmental Services
Availability of information about City programs and services	48.5%	46.4%	2.1%	Communication
In downtown	53.7%	53.9%	-0.2%	Feeling of Safety
Response time for fire services	69.8%	71.7%	-1.9%	Major Categories of Services
Quality of EMS services	68.2%	70.5%	-2.3%	Major Categories of Services
City efforts to keep you informed about local issues	41.0%	43.3%	-2.3%	Communication
Ease of travel within Durham	42.3%	44.8%	-2.5%	Major Categories of Services
Level of public involvement in local decisions with the City	30.3%	33.9%	-3.6%	Communication
Condition of sidewalks in your neighborhood	42.9%	46.7%	-3.8%	Maintenance
As a place to raise children	56.7%	61.4%	-4.7%	Overall Ratings of the Community
When walking alone in the neighborhood at night	55.8%	61.4%	-5.6%	Feeling of Safety
Enforcement of codes and ordinances	34.2%	40.1%	-5.9%	Major Categories of Services
Response time for EMS services	62.7%	68.7%	-6.0%	Major Categories of Services
Quality of police protection	46.9%	53.0%	-6.1%	Major Categories of Services
Image of Durham	46.7%	53.4%	-6.7%	Perceptions of the City & County
Appearance of Durham	47.6%	54.7%	-7.1%	Perceptions of the City & County
Animal Control services	41.3%	48.6%	-7.3%	Law Enforcement/Criminal Justice
Maintenance of City streets	30.5%	40.5%	-10.0%	Major Categories of Services
Quality of the public transit system	26.2%	37.1%	-10.9%	Major Categories of Services
Management of development and growth	25.9%	38.9%	-13.0%	Perceptions of the City & County
Quality of bicycle facilities	28.3%	41.9%	-13.6%	Major Categories of Services
Enforcement of traffic safety laws	34.9%	49.6%	-14.7%	Law Enforcement/Criminal Justice
Appearance of landscaping on right of ways, along streets, and in public areas	40.1%	55.4%	-15.3%	Maintenance
In the City overall	42.8%	66.0%	-23.2%	Feeling of Safety
Quality of public schools	23.0%	46.4%	-23.4%	Major Categories of Services



# 2024 Durham County Resident Survey

## Executive Summary



### How Durham County Compares to Other Communities in the Region

Durham County **rated above the Atlantic Regional Average** in 23 of the 48 areas that were assessed. The County rated significantly higher than the Atlantic Regional Average (5% or more above) in 16 of these areas. The table below shows how Durham County compares to the Atlantic Regional Average:

Service	Durham County	Atlantic Region	Difference	Category
Customer service received from City employees	66.0%	36.3%	29.7%	Major Categories of Services
Curbside recycling services	85.1%	62.5%	22.6%	Sustainability & Environmental Services
As a place to live	79.3%	58.0%	21.3%	Overall Ratings of the Community
Yard waste collection services for members	76.8%	56.2%	20.6%	Sustainability & Environmental Services
As a community that values diversity of residents	65.9%	45.6%	20.3%	Overall Ratings of the Community
Sewer services	73.4%	56.2%	17.2%	Sustainability & Environmental Services
Quality of library services and programs	85.8%	70.2%	15.6%	Major Categories of Services
Quality of fire and life safety programming	68.6%	53.2%	15.4%	Major Categories of Services
As a place to work	76.6%	62.6%	14.0%	Overall Ratings of the Community
Solid waste collection services	88.0%	74.1%	13.9%	Sustainability & Environmental Services
Ease of locating information on the City website	53.7%	42.2%	11.5%	Communication
Quality of parks and recreation programs	58.6%	48.9%	9.7%	Major Categories of Services
Quality of water and sewer utilities	65.7%	57.9%	7.8%	Major Categories of Services
Value you receive for your local property taxes	38.5%	31.1%	7.4%	Perceptions of the City & County
As a place to visit	68.1%	61.3%	6.8%	Overall Ratings of the Community
City Waste Disposal and Recycling Center	69.8%	63.7%	6.1%	Sustainability & Environmental Services
When walking alone in neighborhood during the day	84.8%	81.4%	3.4%	Feeling of Safety
Quality of drinking water	61.8%	60.0%	1.8%	Sustainability & Environmental Services
Condition of streets in your neighborhood	52.3%	51.3%	1.0%	Maintenance
Effectiveness of communication with the public	48.5%	48.1%	0.4%	Major Categories of Services
When visiting City parks	61.3%	60.9%	0.4%	Feeling of Safety
Quality of services provided by the City	51.8%	51.6%	0.2%	Perceptions of the City & County
As a place to retire	55.3%	55.1%	0.2%	Overall Ratings of the Community
In downtown	53.7%	54.3%	-0.6%	Feeling of Safety
Availability of information about City programs and services	48.5%	50.0%	-1.5%	Communication
Enforcement of codes and ordinances	34.2%	36.9%	-2.7%	Major Categories of Services
Management of development and growth	25.9%	31.8%	-5.9%	Perceptions of the City & County
Ease of travel within Durham	42.3%	49.1%	-6.8%	Major Categories of Services
Condition of sidewalks in your neighborhood	42.9%	49.9%	-7.0%	Maintenance
Level of public involvement in local decisions with the City	30.3%	37.7%	-7.4%	Communication
Response time for fire services	69.8%	79.1%	-9.3%	Major Categories of Services
Quality of EMS services	68.2%	77.7%	-9.5%	Major Categories of Services
City efforts to keep you informed about local issues	41.0%	51.2%	-10.2%	Communication
As a place to raise children	56.7%	67.3%	-10.6%	Overall Ratings of the Community
Mgmt of stormwater runoff/drainage/flood control	52.6%	64.3%	-11.7%	Sustainability & Environmental Services
Quality of police protection	46.9%	60.3%	-13.4%	Major Categories of Services
When walking alone in the neighborhood at night	55.8%	70.3%	-14.5%	Feeling of Safety
Response time for EMS services	62.7%	78.1%	-15.4%	Major Categories of Services
Appearance of Durham	47.6%	63.9%	-16.3%	Perceptions of the City & County
Animal Control services	41.3%	57.8%	-16.5%	Law Enforcement/Criminal Justice
Maintenance of City streets	30.5%	48.2%	-17.7%	Major Categories of Services
Quality of bicycle facilities	28.3%	46.0%	-17.7%	Major Categories of Services
Image of Durham	46.7%	64.7%	-18.0%	Perceptions of the City & County
Quality of the public transit system	26.2%	45.3%	-19.1%	Major Categories of Services
Appearance of landscaping on right of ways, along streets, and in public areas	40.1%	61.9%	-21.8%	Maintenance
Enforcement of traffic safety laws	34.9%	59.7%	-24.8%	Law Enforcement/Criminal Justice
Quality of public schools	23.0%	48.0%	-25.0%	Major Categories of Services
In the City overall	42.8%	71.0%	-28.2%	Feeling of Safety

# 2024 Durham County Resident Survey

## Executive Summary



### Investment Priorities

To ensure the County continues to deliver a high quality of services to residents, ETC Institute recommends the County emphasize the following areas.

- **Major Categories of Services.** The table below shows the Importance-Satisfaction Analysis for five of the twenty-four major categories of services analyzed. Based on the results of this analysis, two services that are recommended as the top priorities for investment over the next two years, in order to raise the County's overall satisfaction rating are:
  - Quality of public schools (I-S Rating=0.3216)
  - Maintenance of City streets (I-S Rating=0.2280)

#### Importance-Satisfaction Analysis Ratings (2024)

##### Major Categories of City & County Services

Durham County, NC

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Quality of public schools	42%	1	23%	24	0.3216	1
Maintenance of City streets	32%	3	29%	19	0.2280	2
<b>High Priority (I-S=0.10-0.20)</b>						
Quality of police protection	38%	2	47%	11	0.1985	3
Quality of pedestrian facilities	23%	4	27%	22	0.1706	4
Quality of the public transit system (GoDurham)	15%	6	27%	23	0.1086	5

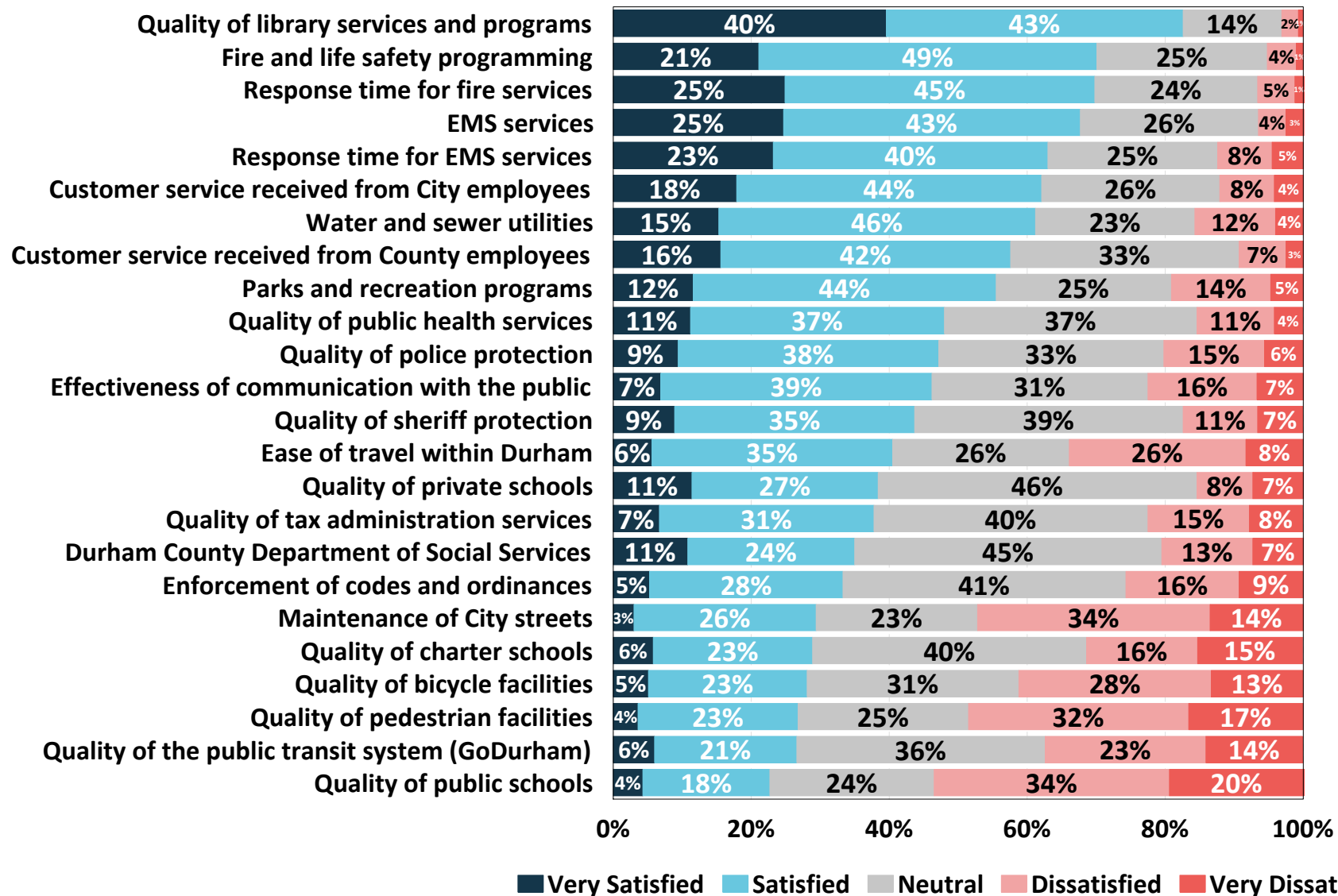


# Charts and Graphs



# Q1. Satisfaction with Major Categories of Services Provided by the City and County

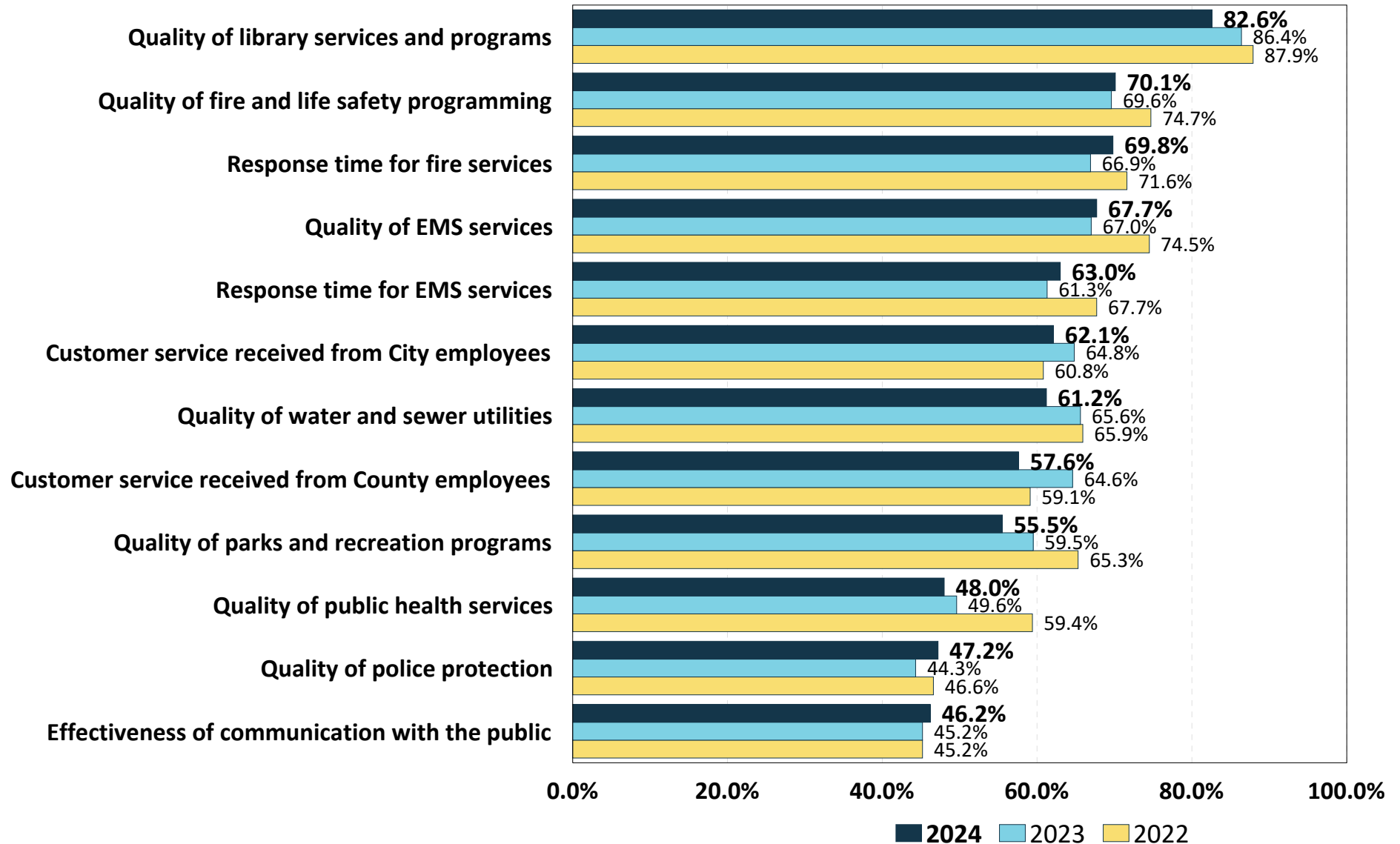
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding N/A responses)



## Trends: 2022 to 2024

### Major Categories of Services Provided by the City & County

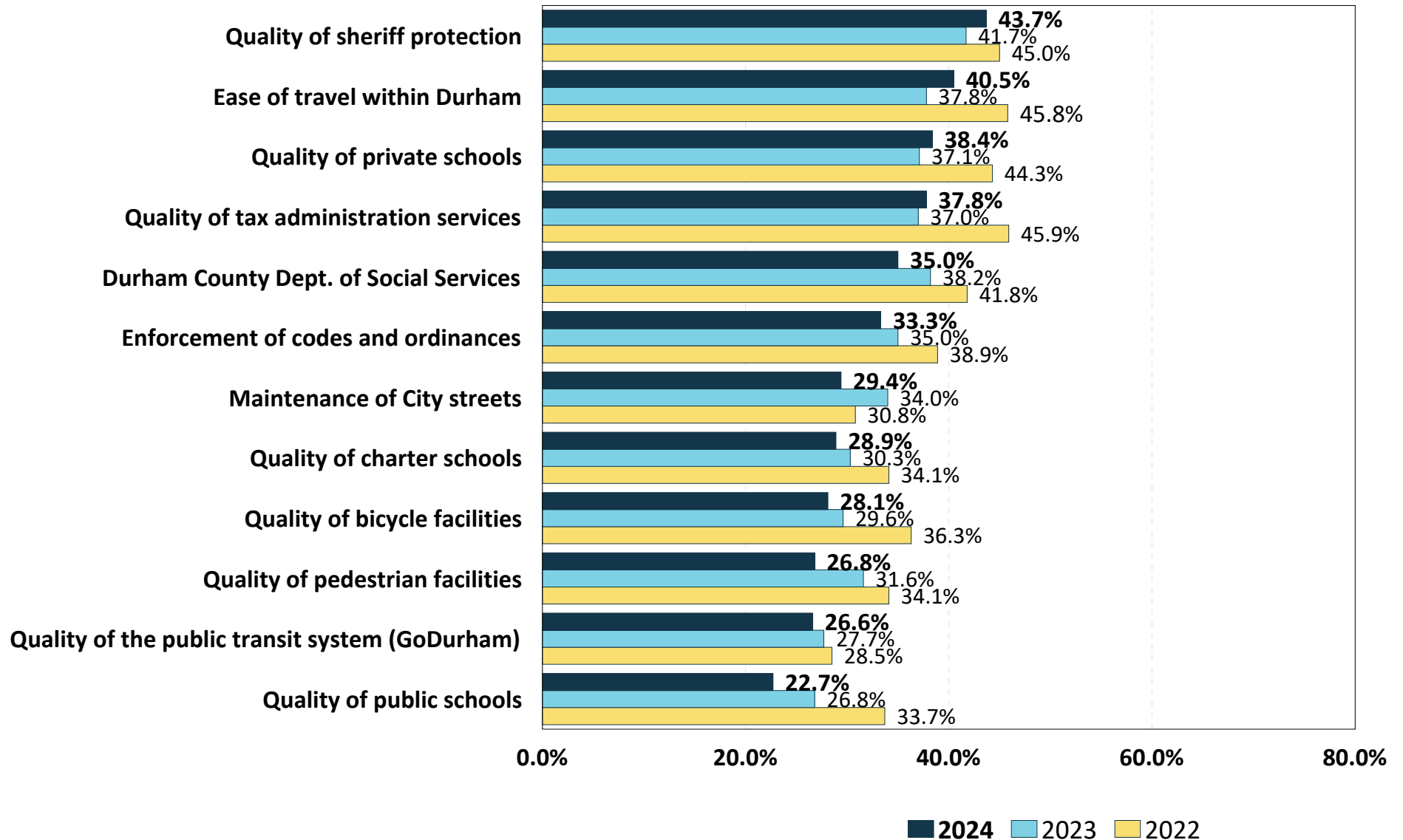
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



## Trends: 2022 to 2024

### (Continued) Major Categories of Services Provided by the City & County

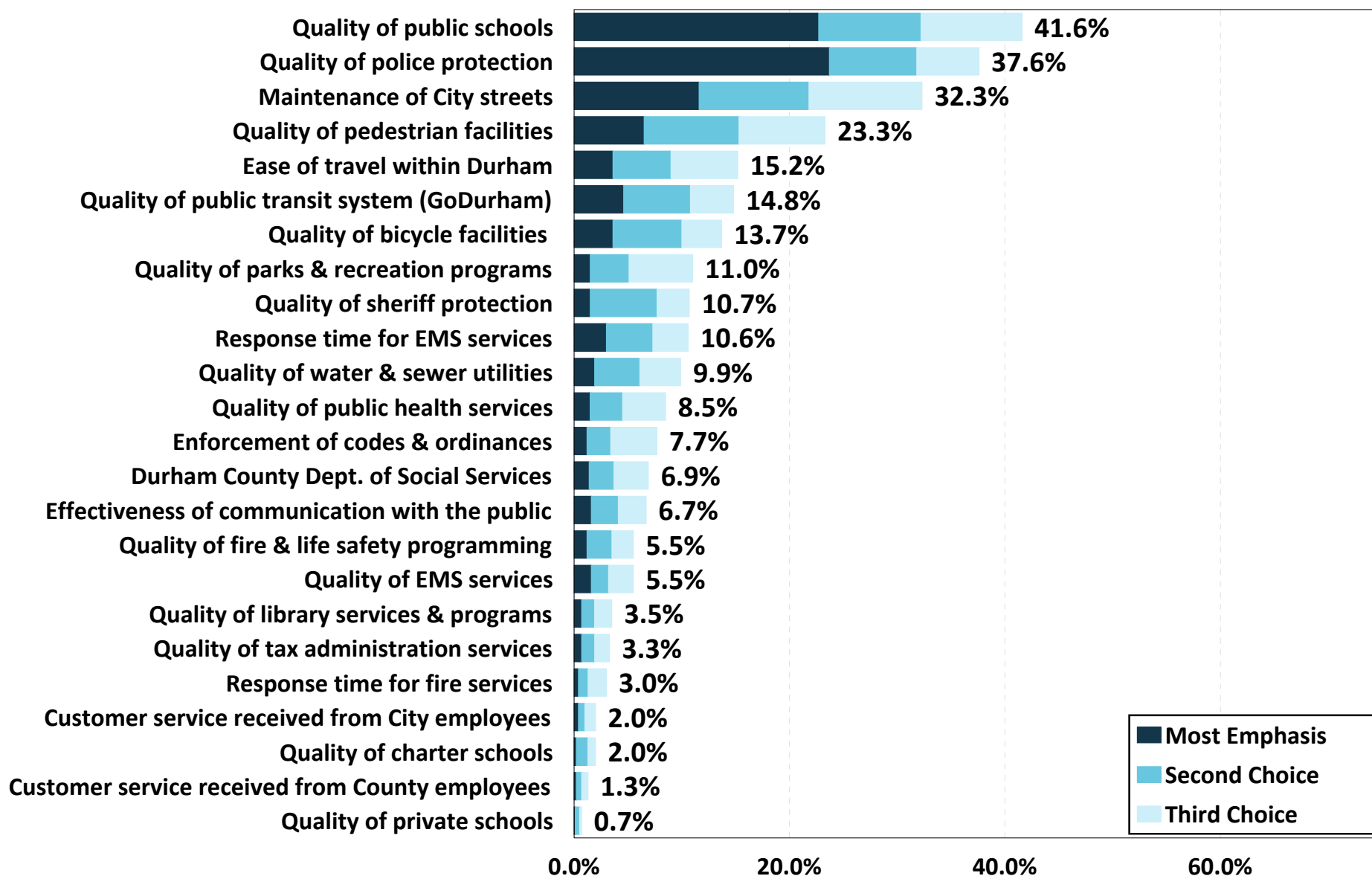
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)





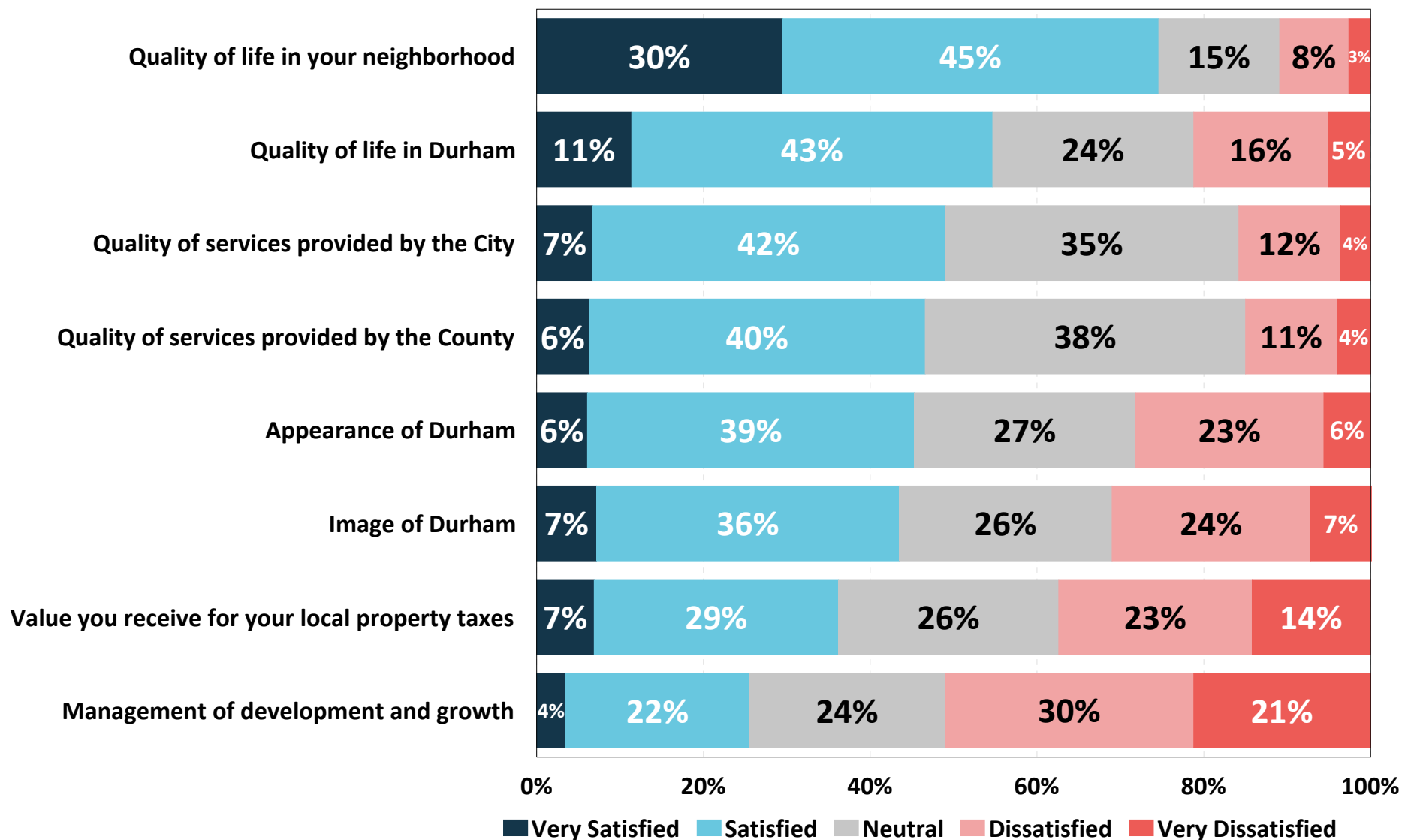
## Q2. Which Major Categories of Services do you think should receive the MOST EMPHASIS from City & County leaders over the next TWO years?

by the sum percentage of respondents' top three choices



## Q3. Level of Satisfaction with Items That Influence Perceptions of Durham

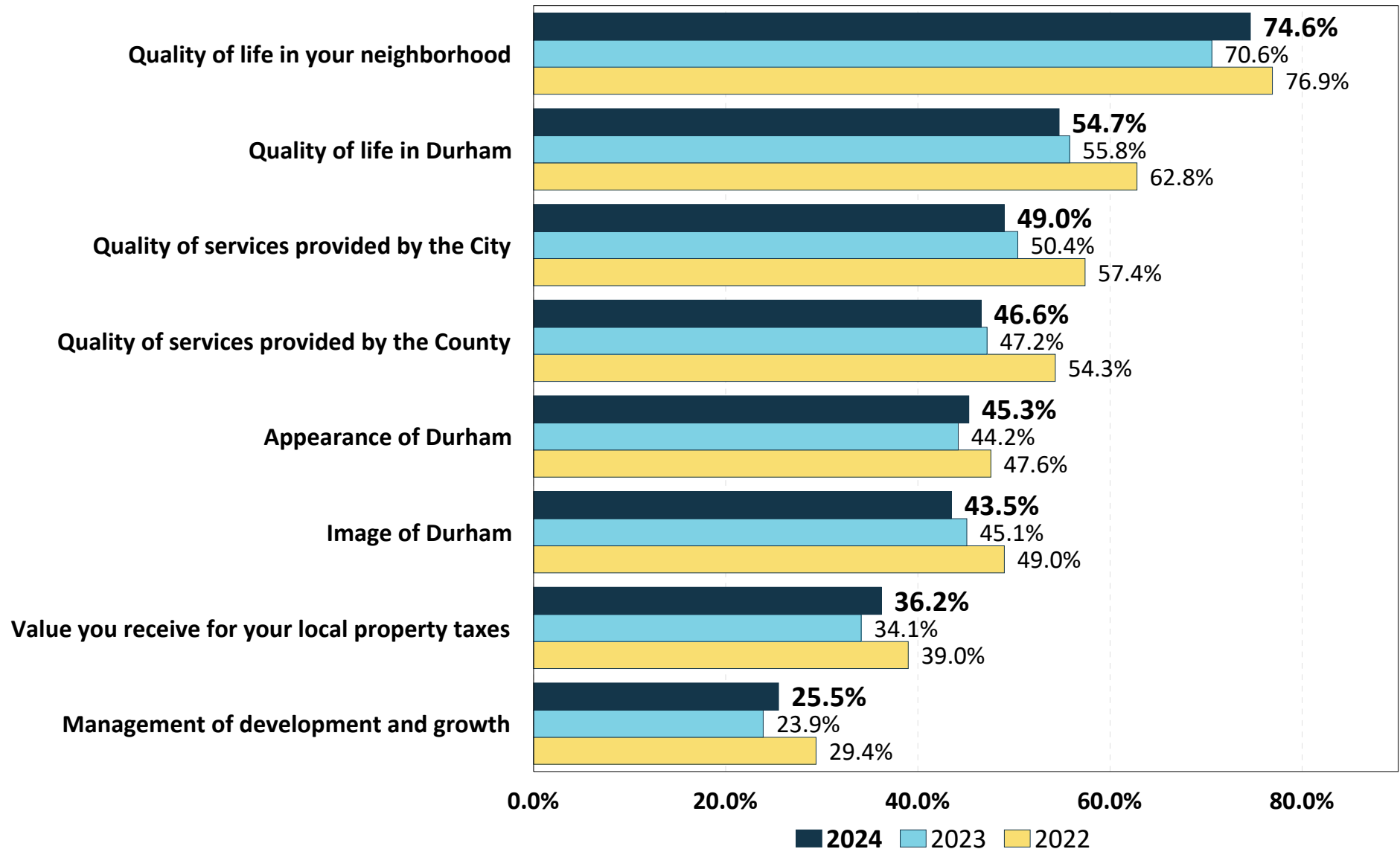
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding N/A responses)



## Trends: 2022 to 2024

# Satisfaction with Items That Influence Perceptions of Durham

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)

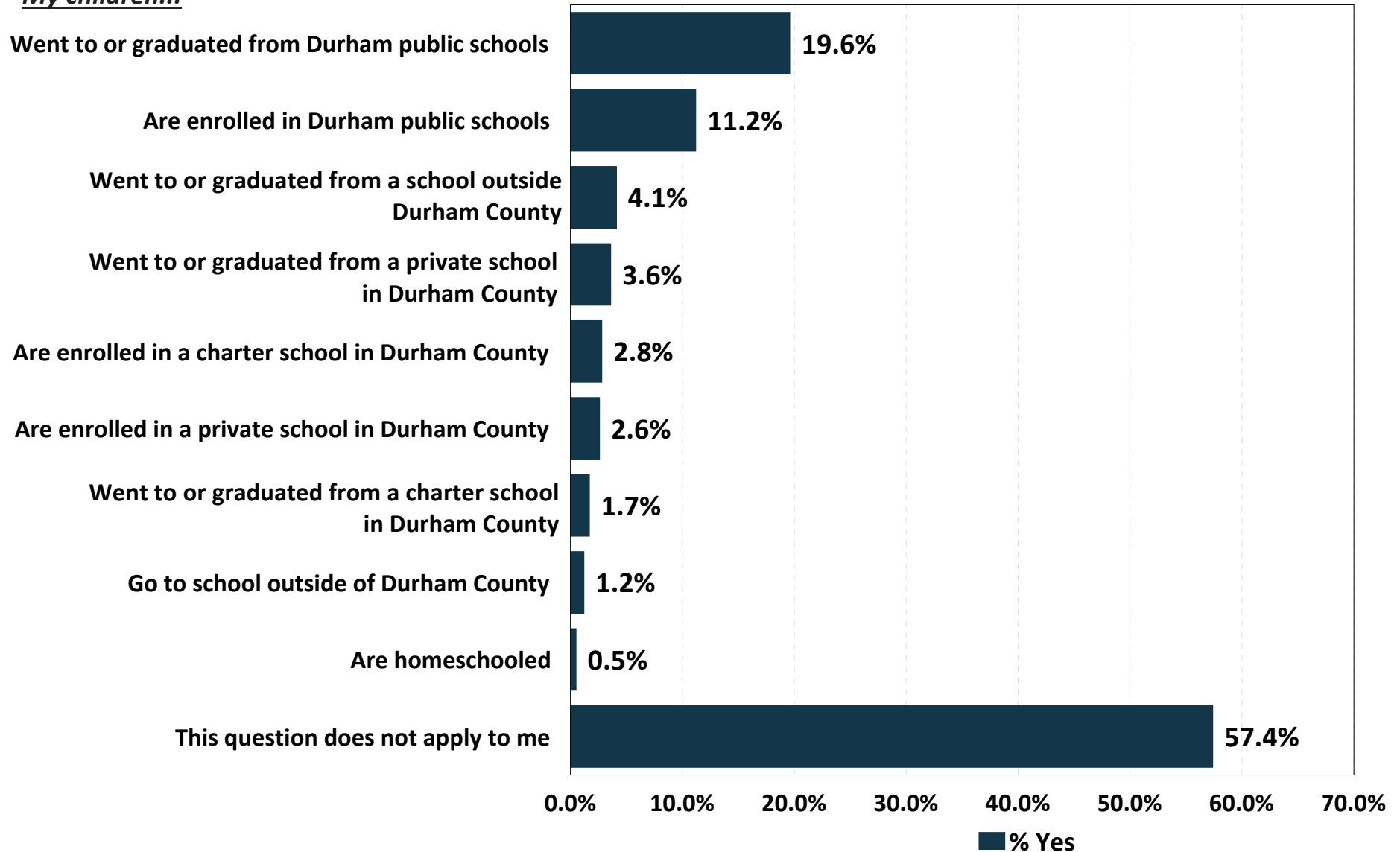




## Q4. Which of the following best describes the education status of children in your household?

by the percentage of respondents that responded with **yes** (excluding *this question does not apply to me* responses)

### My children...

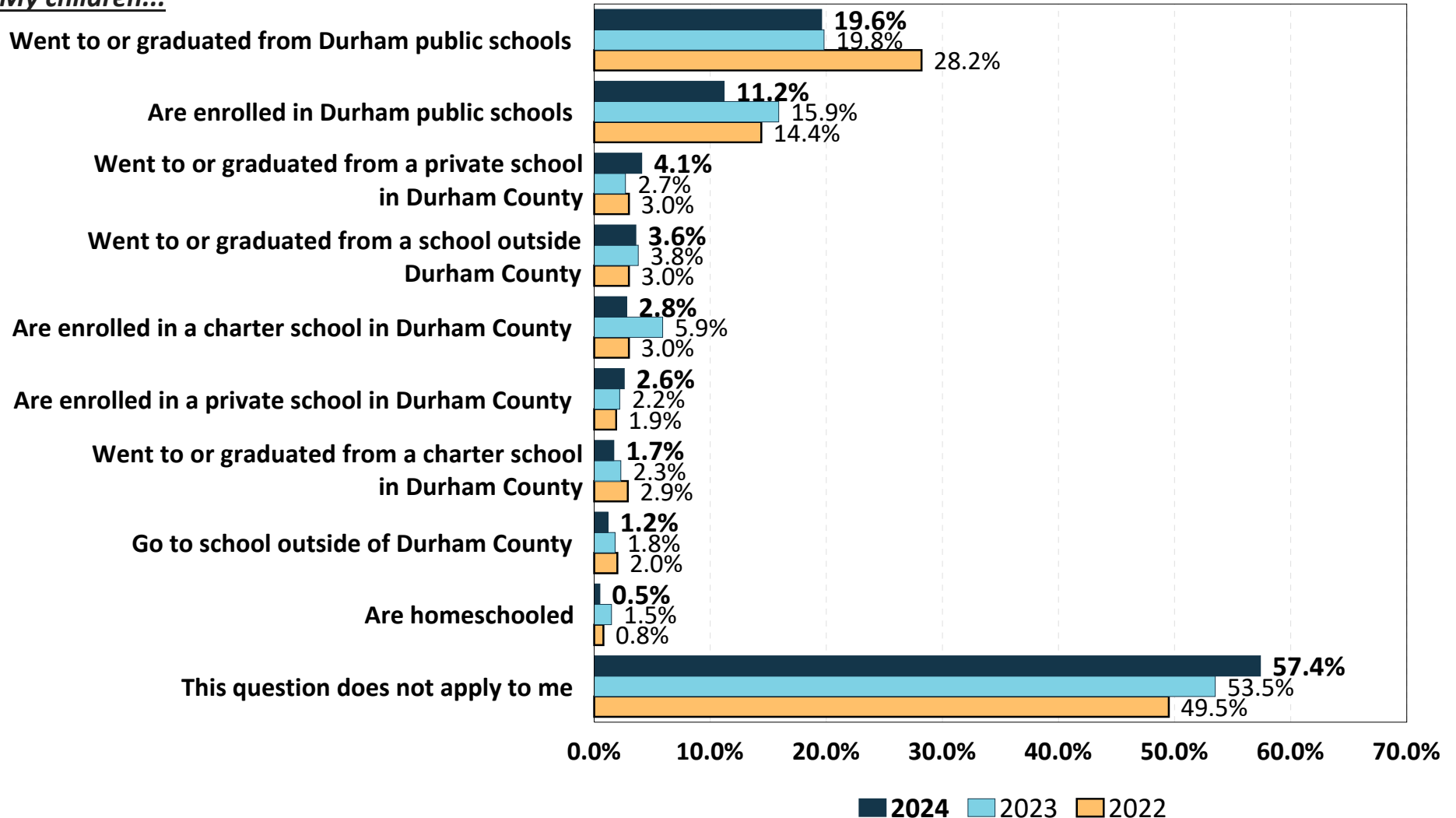


## Trends: 2022 to 2024

# Which of the following best describes the education status of children in your household?

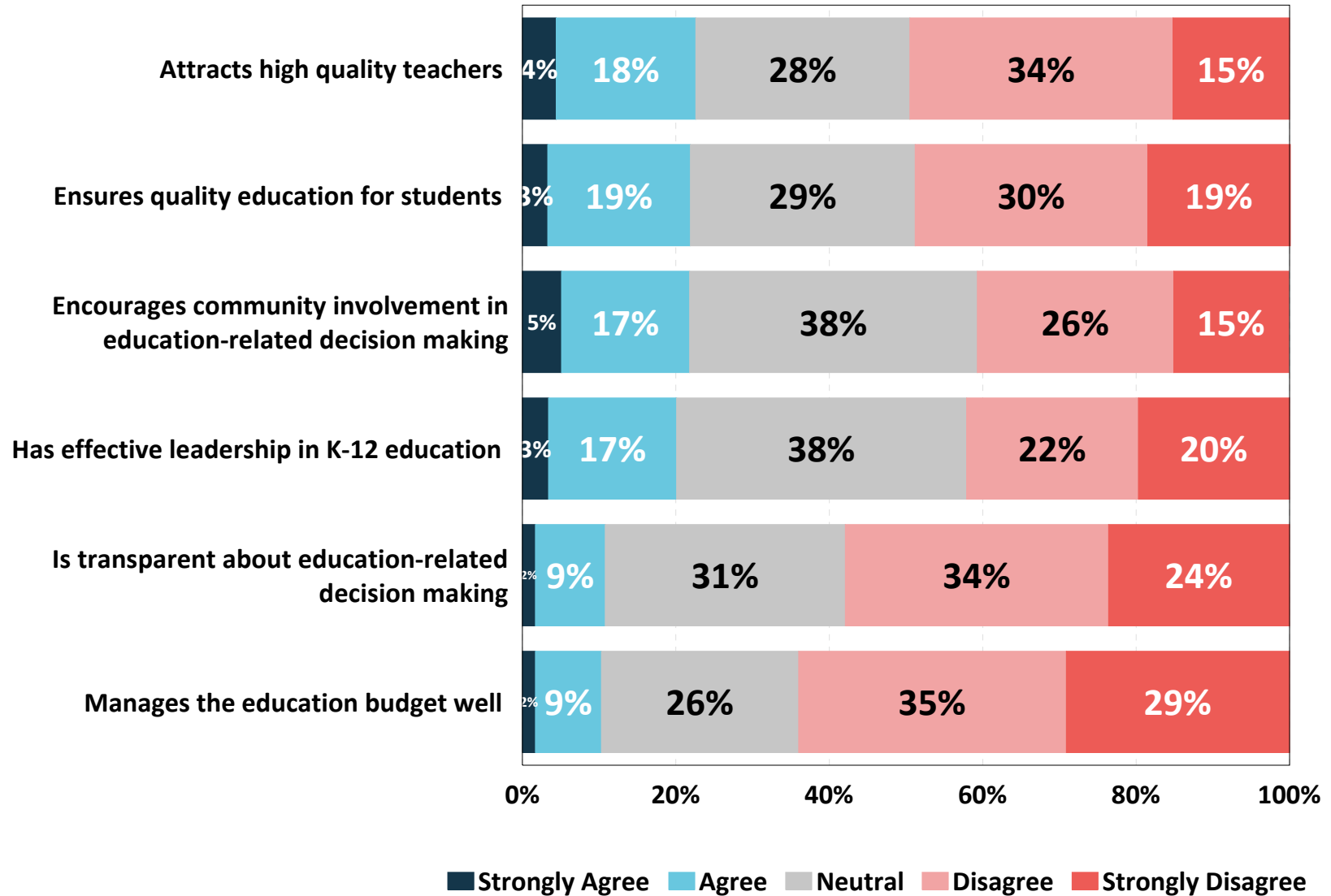
by the percentage of respondents that responded with *yes* (excluding *this question does not apply to me* responses)

### My children...



## Q5. Level of Agreement with Statements About Durham Public Schools

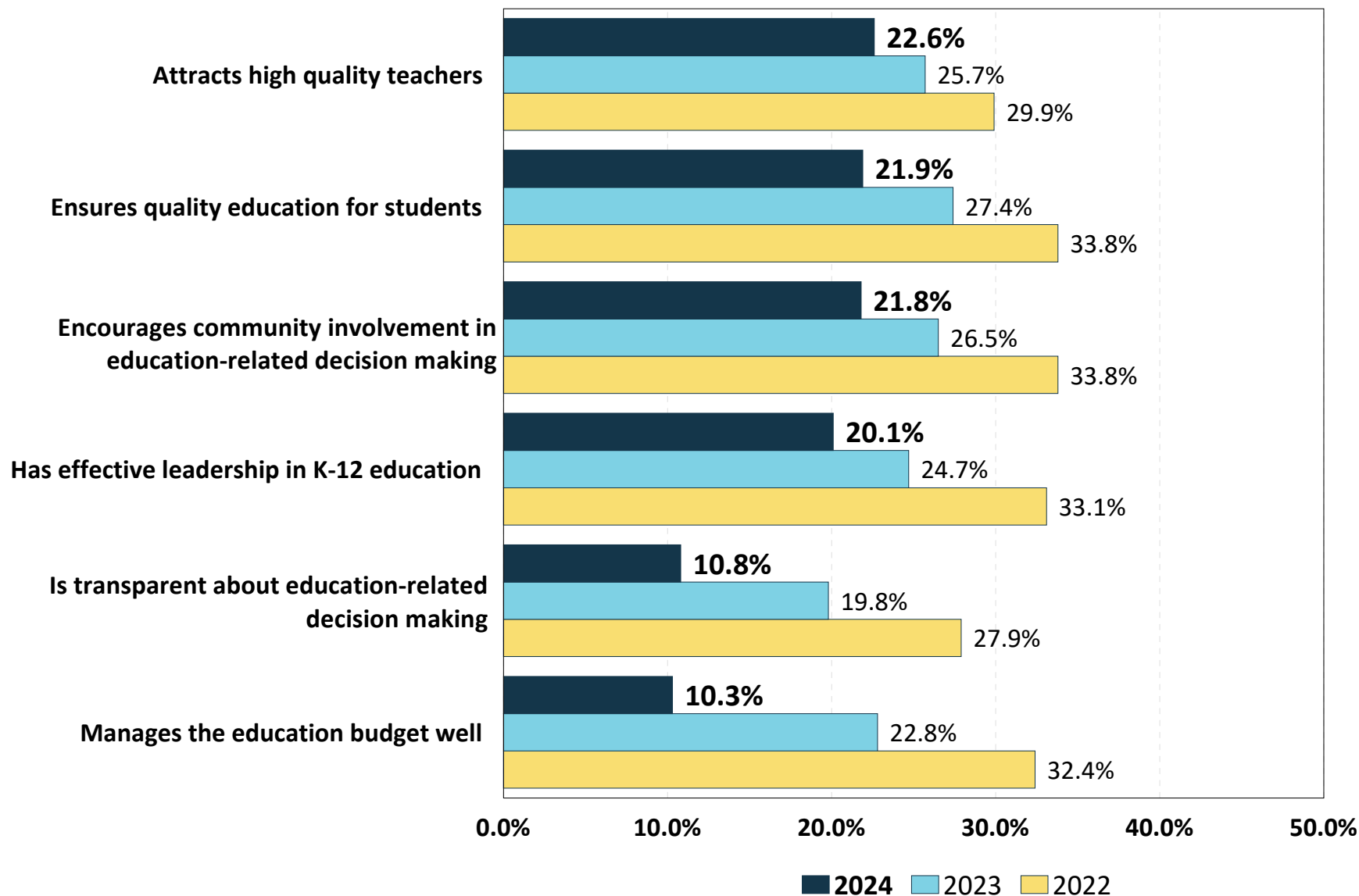
by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *N/A* responses)



## Trends: 2022 to 2024

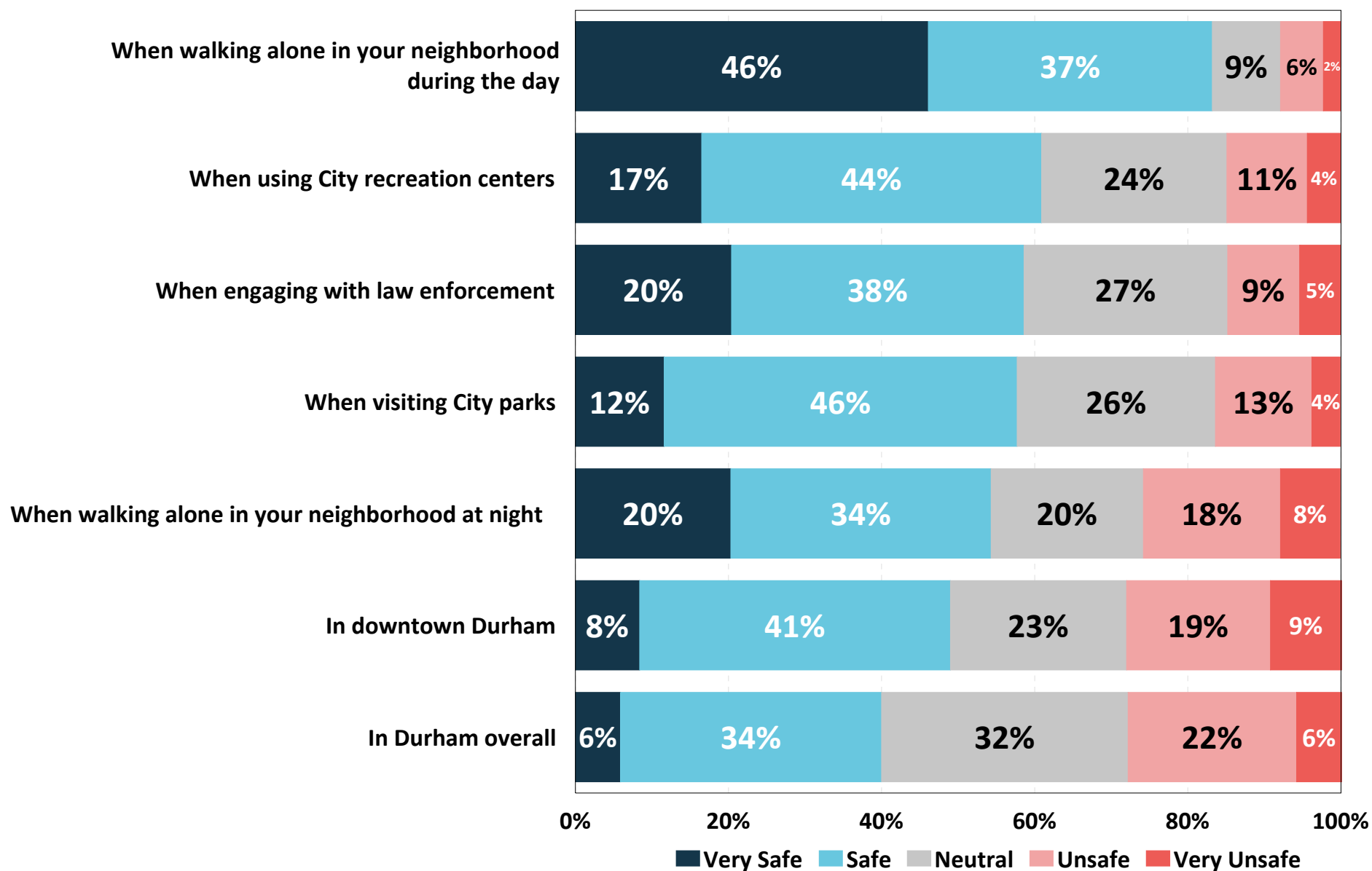
### Statements About Durham Public Schools

by the sum percentage of respondents that either ***strongly agree*** or ***agree*** with the statement  
(excluding ***N/A*** responses)



## Q6. Feeling of Safety in the City in Various Situations

by the percentage of respondents, using a 5-point scale where 5 means *very safe* and 1 means *very unsafe*  
(excluding *N/A* responses)

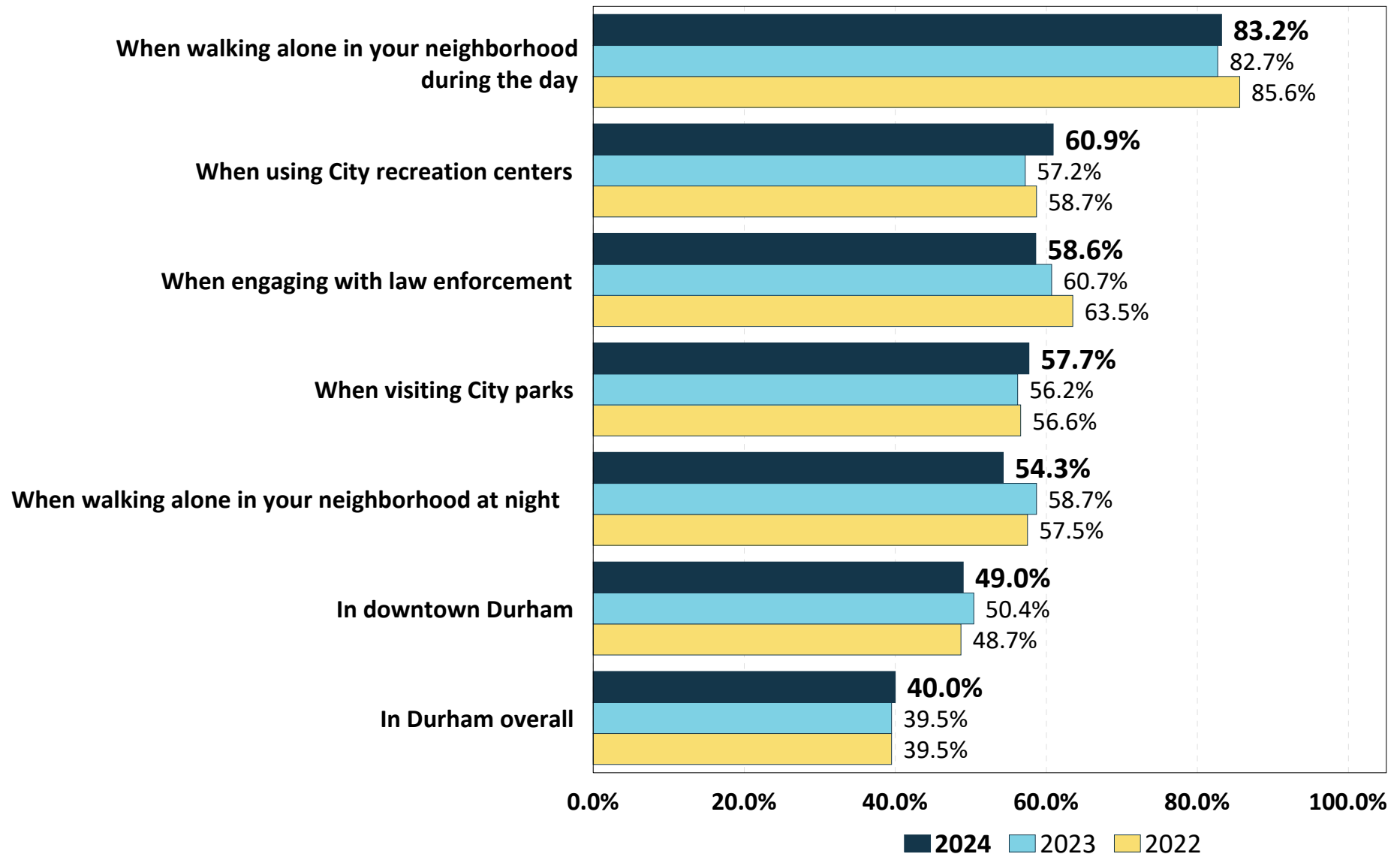




## Trends: 2022 to 2024

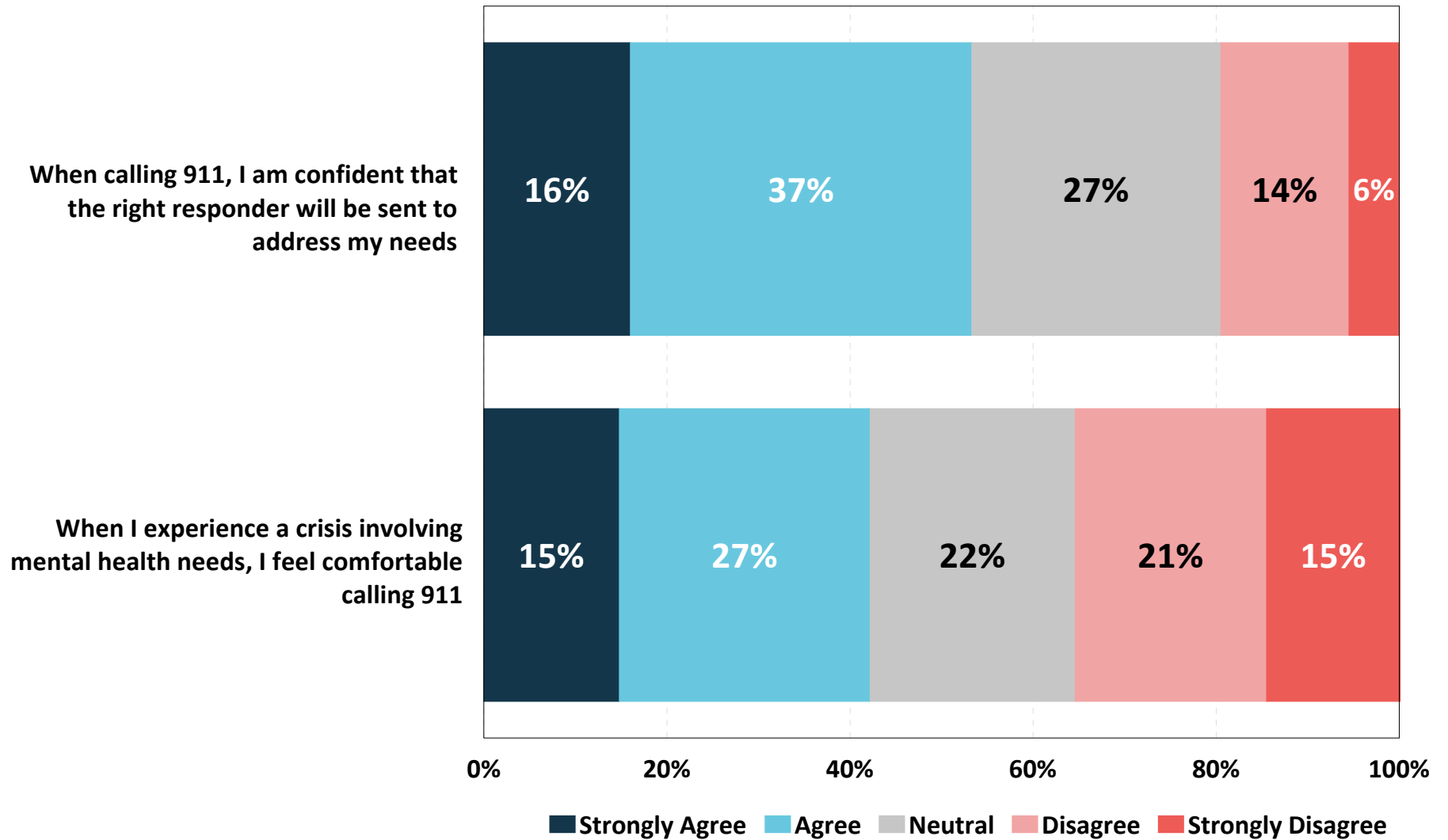
### Feeling of Safety in the City in Various Situations

by the sum percentage of respondents that either feel *very safe* or *safe* in the situation  
(excluding *N/A* responses)



## Q7. Level of Agreement with Statements Regarding 911 Service

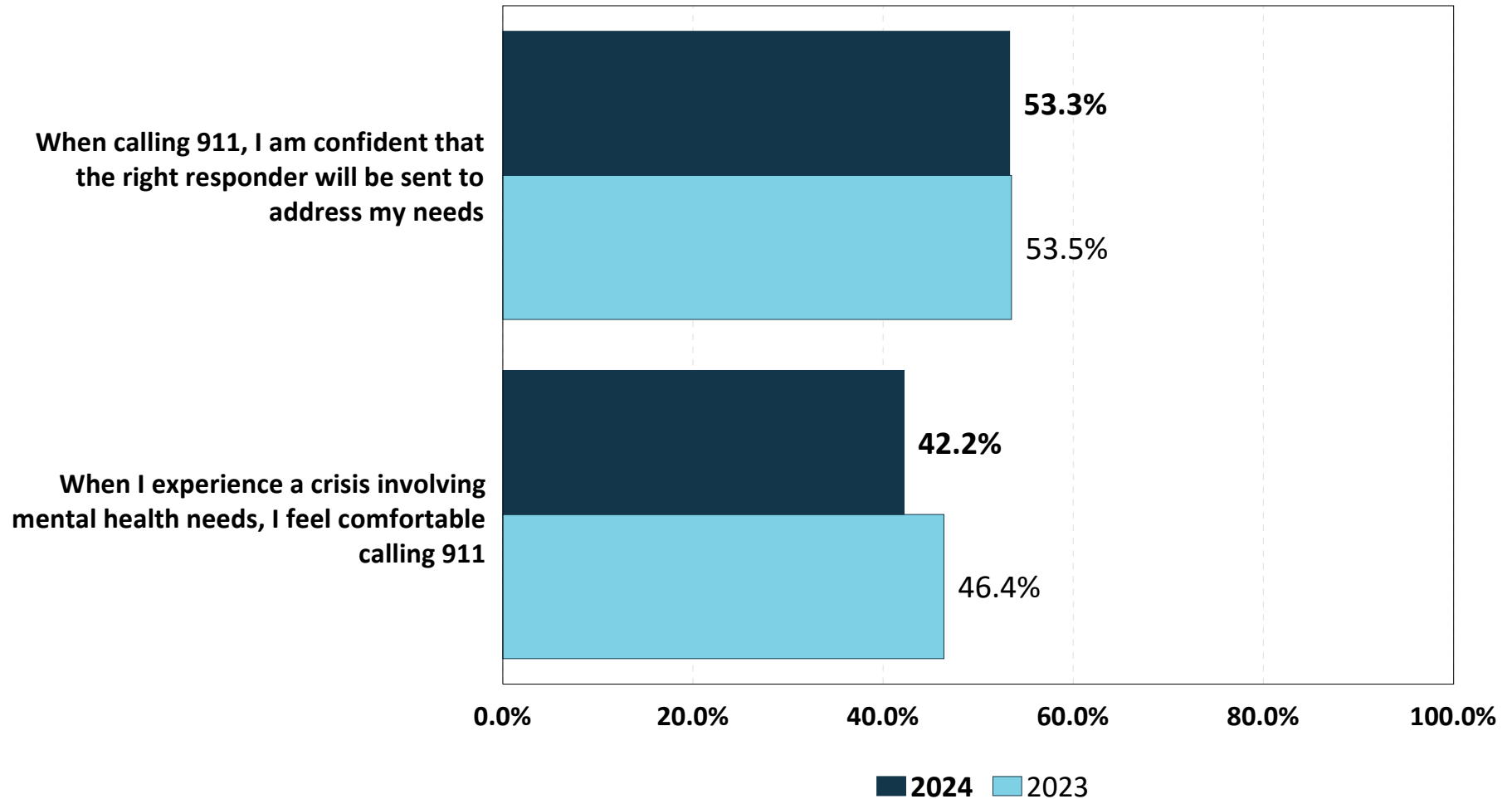
by the percentage of respondents, using a 5-point scale where 5 means **strongly agree** and 1 means **strongly disagree**  
(excluding **N/A** responses)



## **Trends: 2023 vs. 2024**

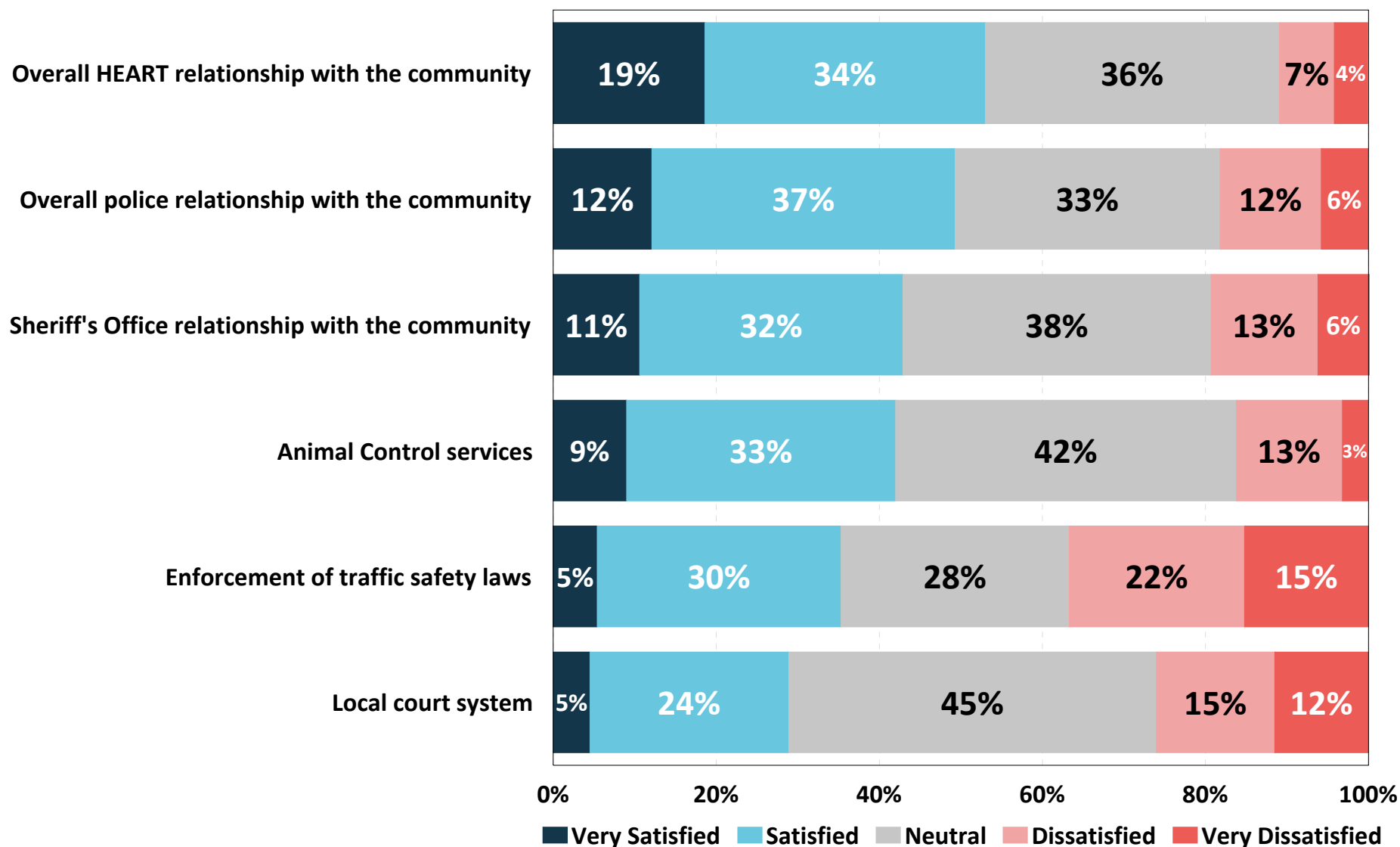
### **Level of Agreement with Statements Regarding 911 Service**

by the sum percentage of respondents that either ***strongly agree*** or ***agree*** with the statement  
(excluding ***N/A*** responses)



## Q8. Level of Satisfaction with Law Enforcement/ Criminal Justice Services

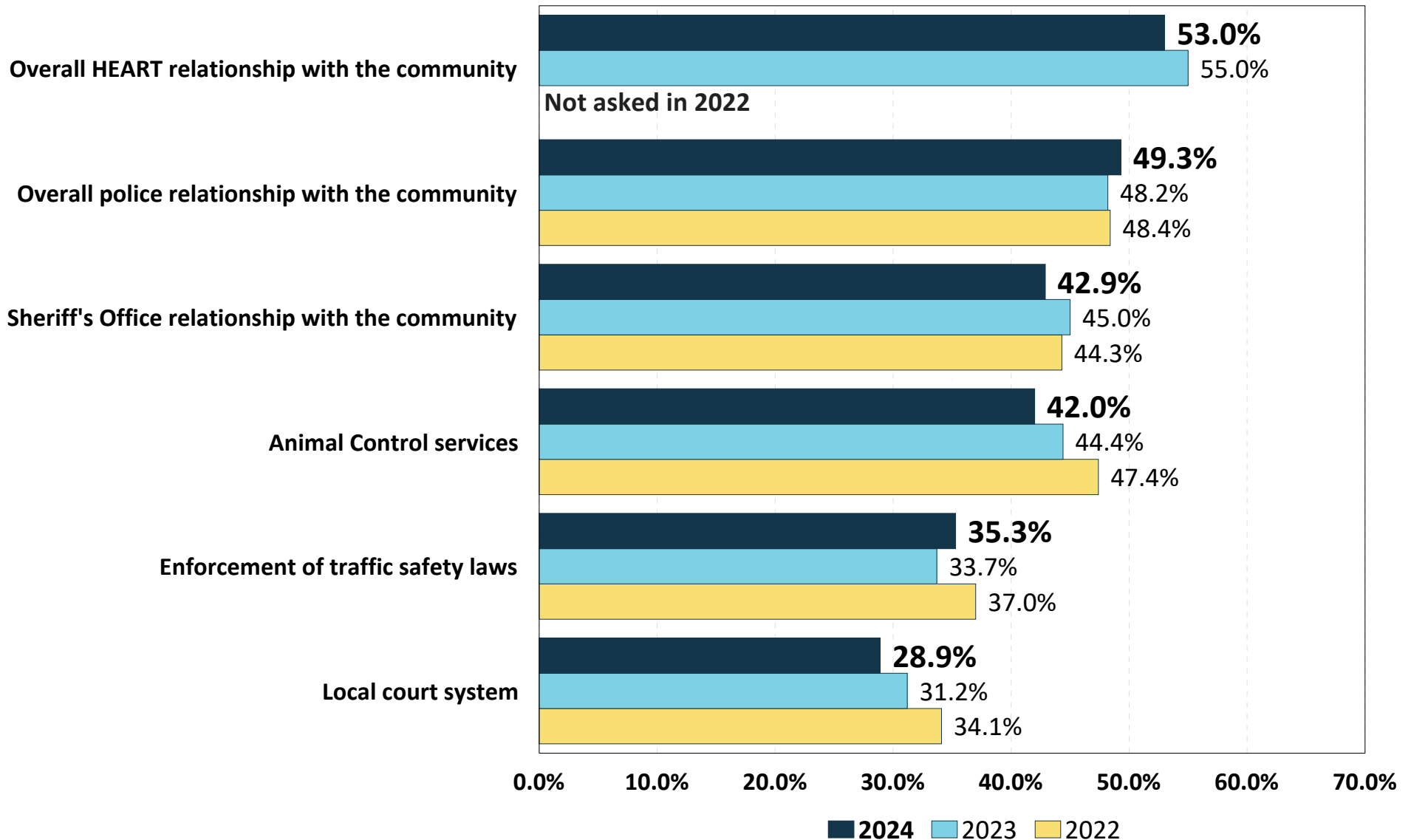
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding N/A responses)



## Trends: 2022 to 2024

# Satisfaction with Law Enforcement/Criminal Justice Services

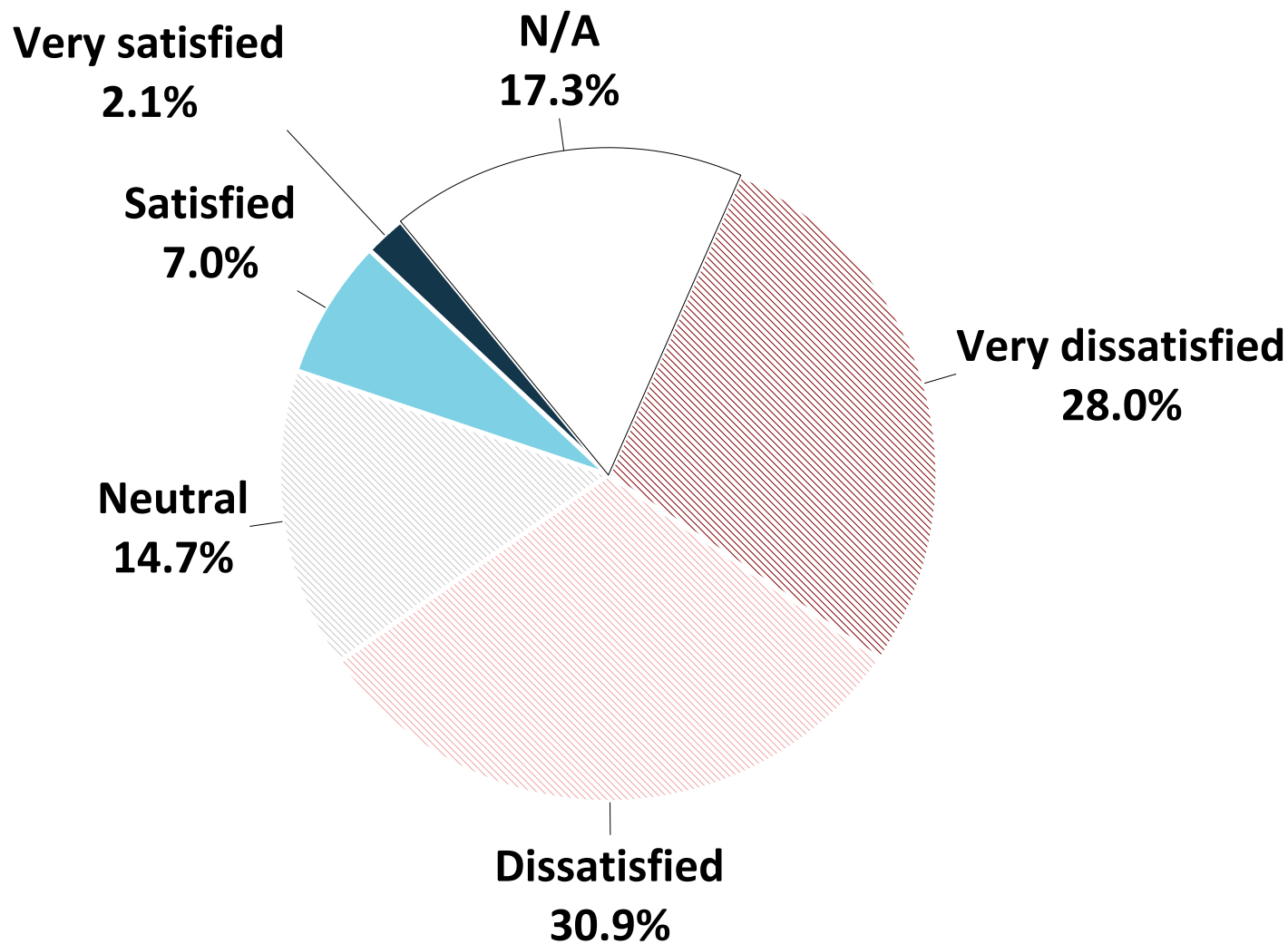
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)





## Q9. How satisfied are you with the availability of affordable housing?

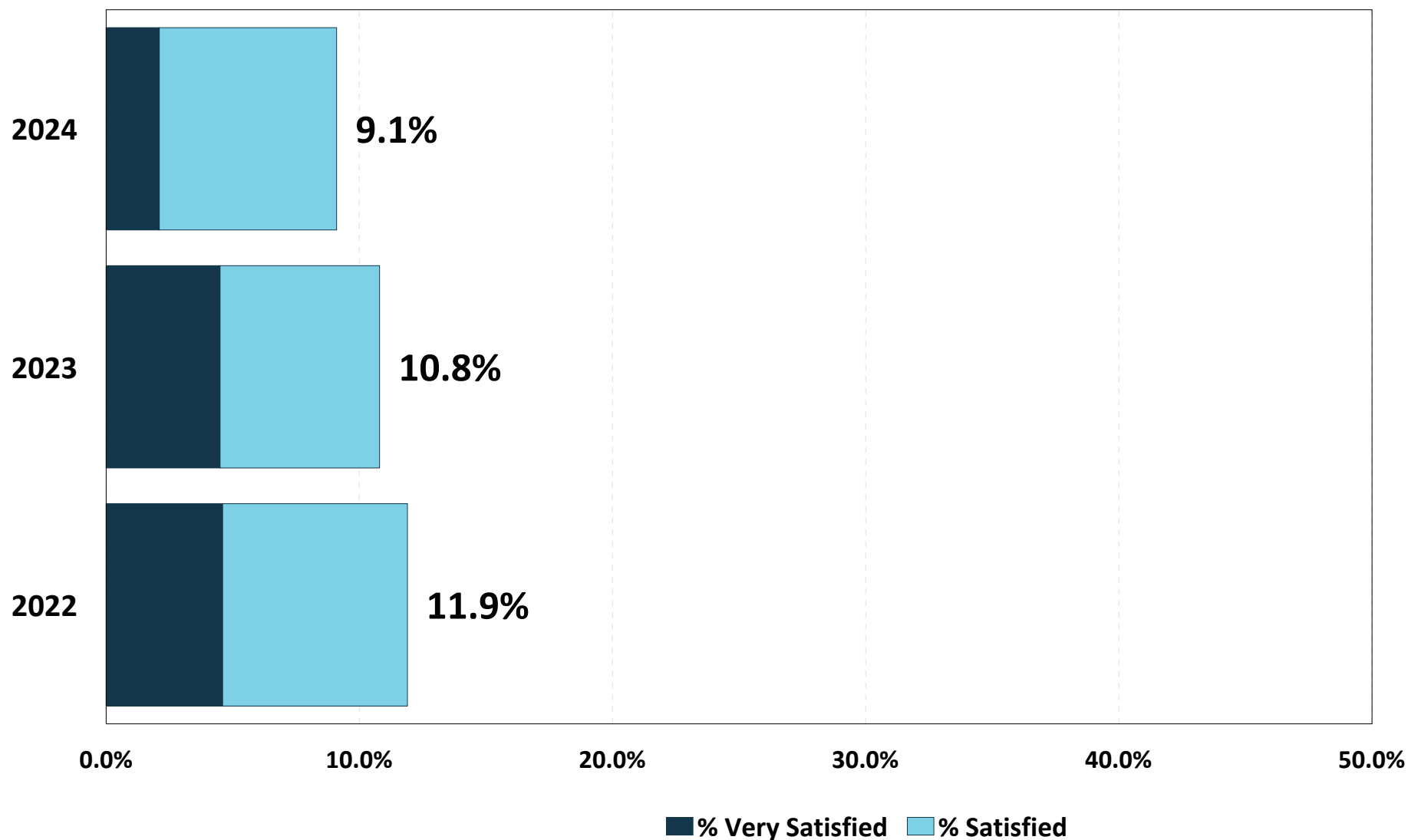
by percentage of respondents



## Trends: 2022 to 2024

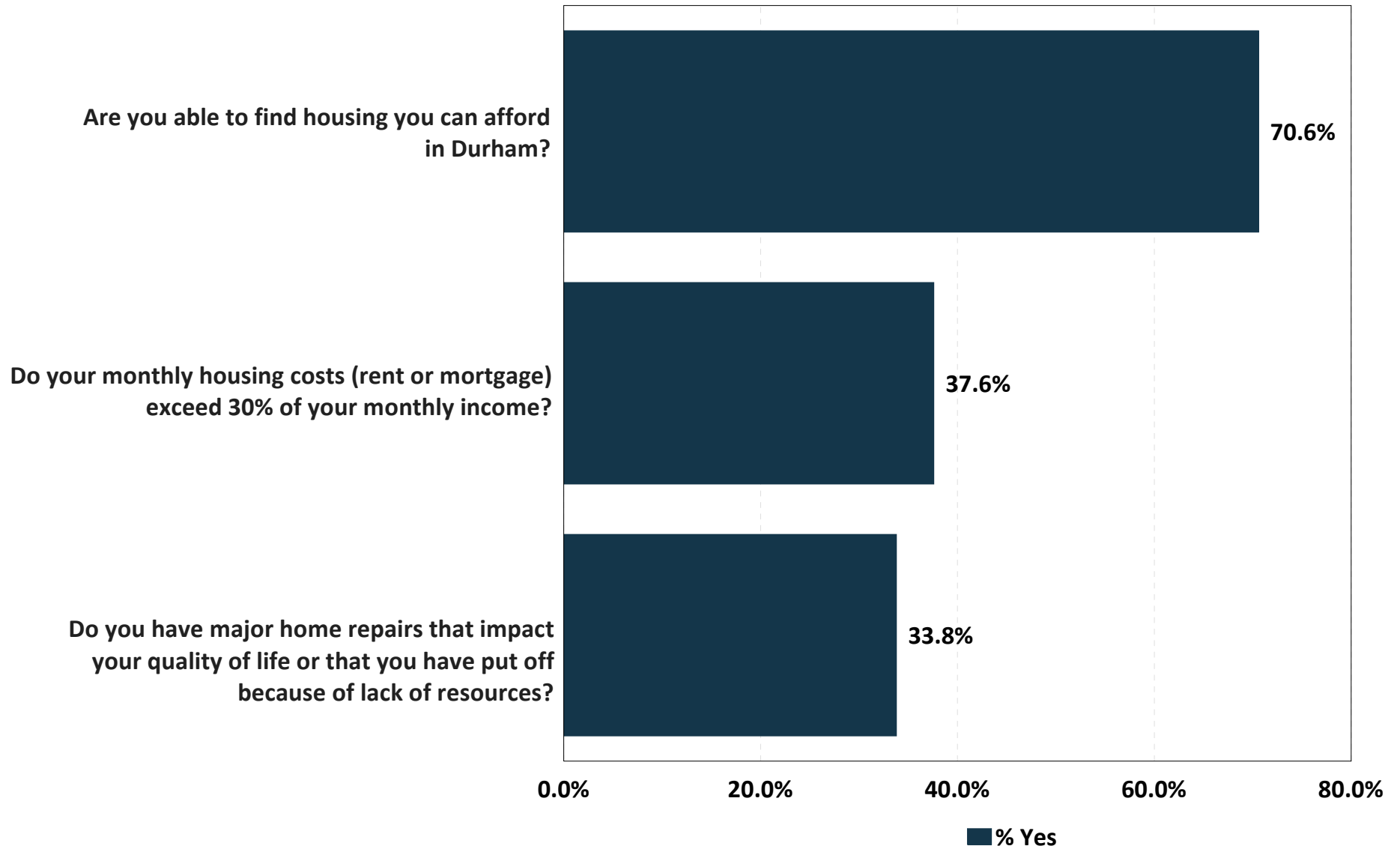
# How satisfied are you with the availability of affordable housing?

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



## Q10. Percentage of Respondents That Indicated “Yes” to Each Question

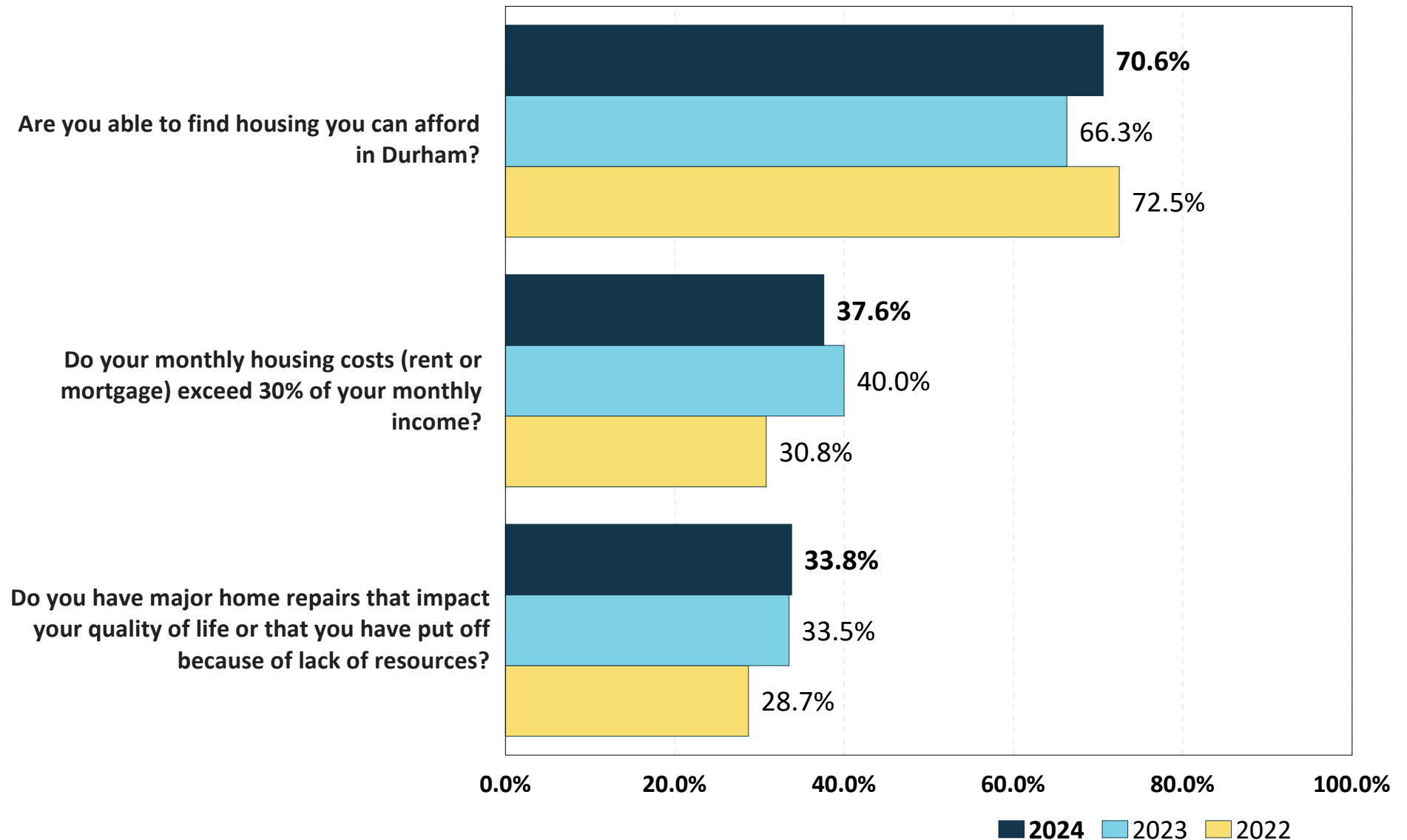
by the percentage of respondents (excluding *not provided* responses)



## Trends: 2022 to 2024

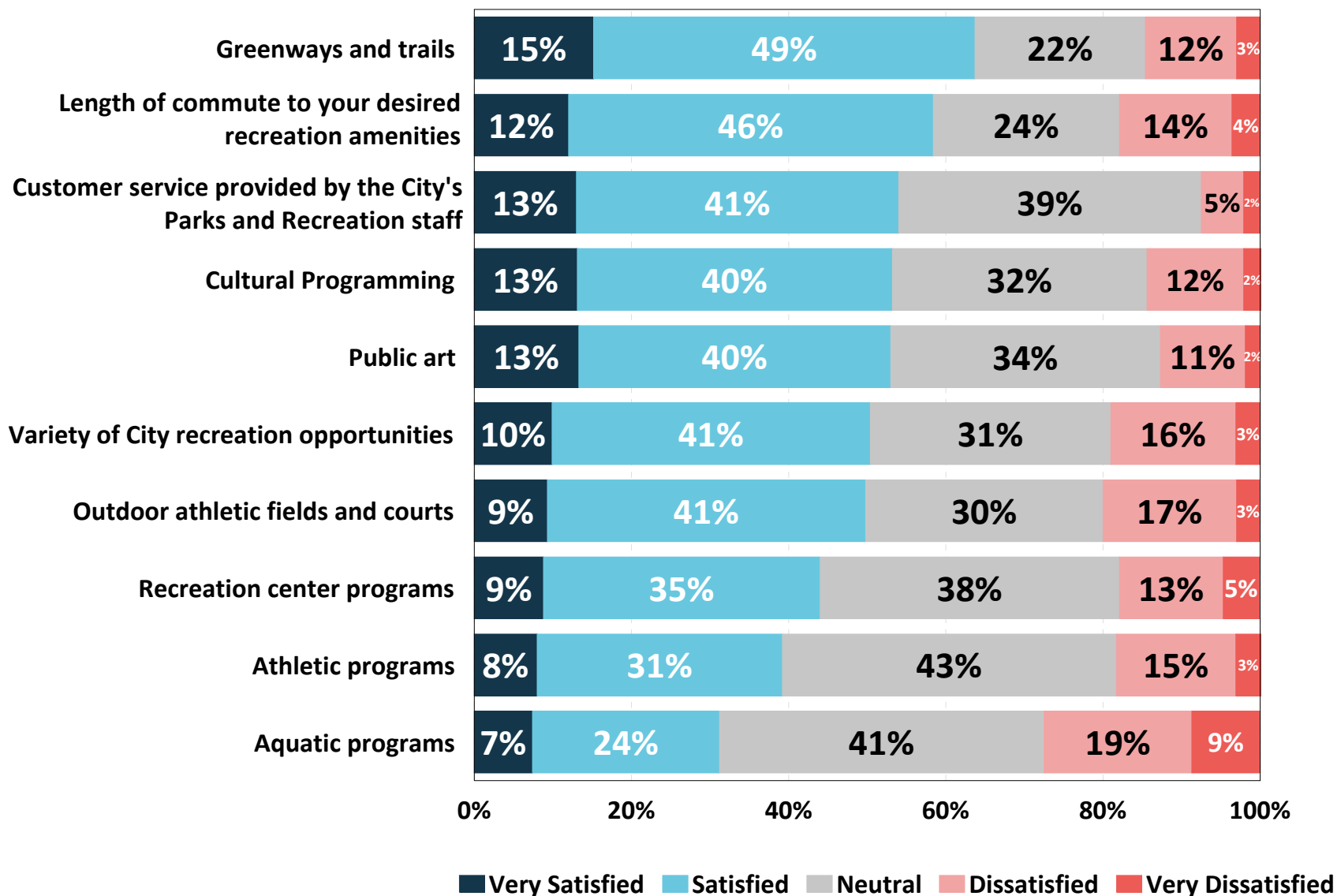
### Percentage of Respondents That Answered “Yes” to Each Question

by the sum percentage of respondents that responded with **yes** for each question  
(excluding **N/A** responses)



# Q11. Level of Satisfaction with Parks, Recreation, and Open Space Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)

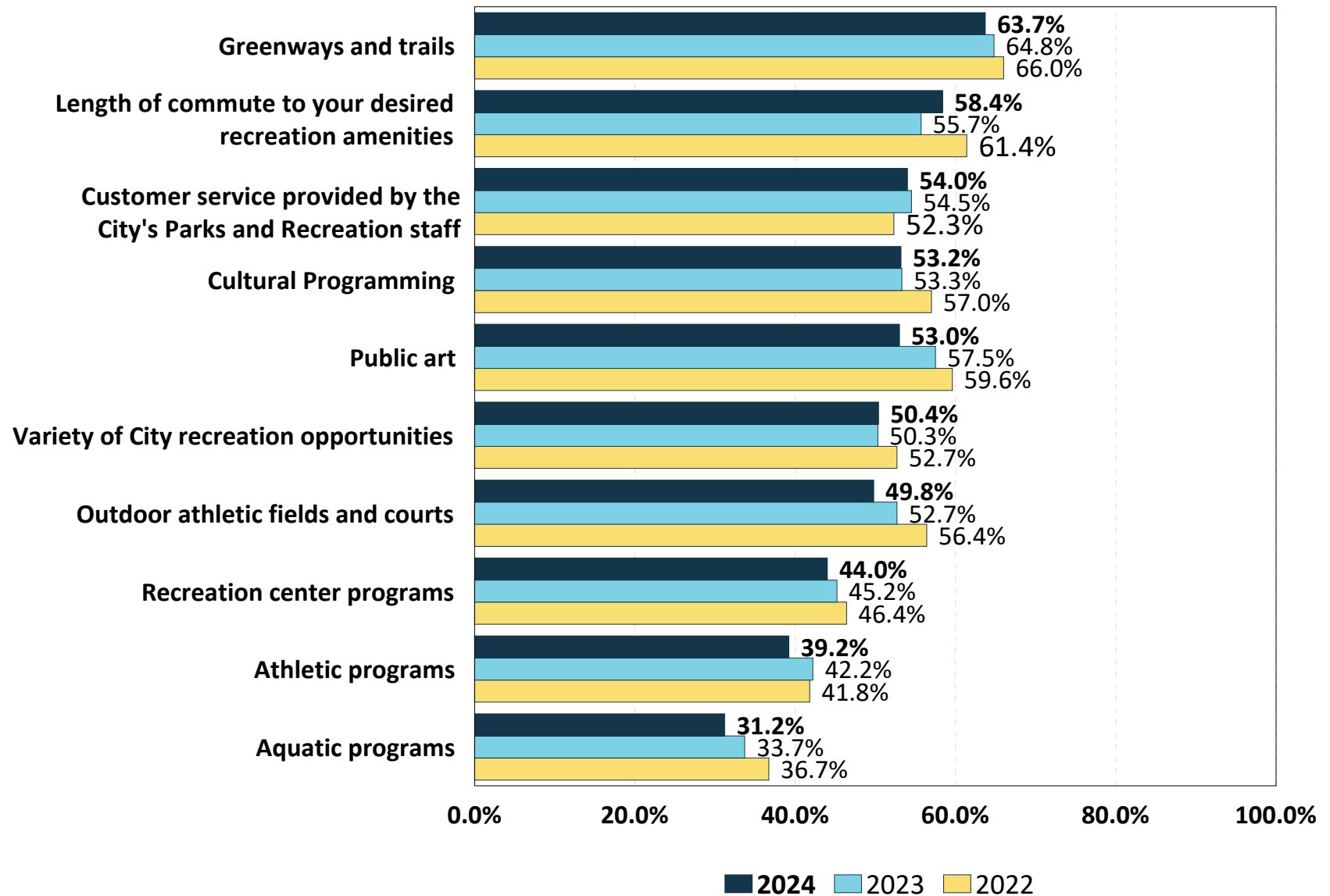




## Trends: 2022 to 2024

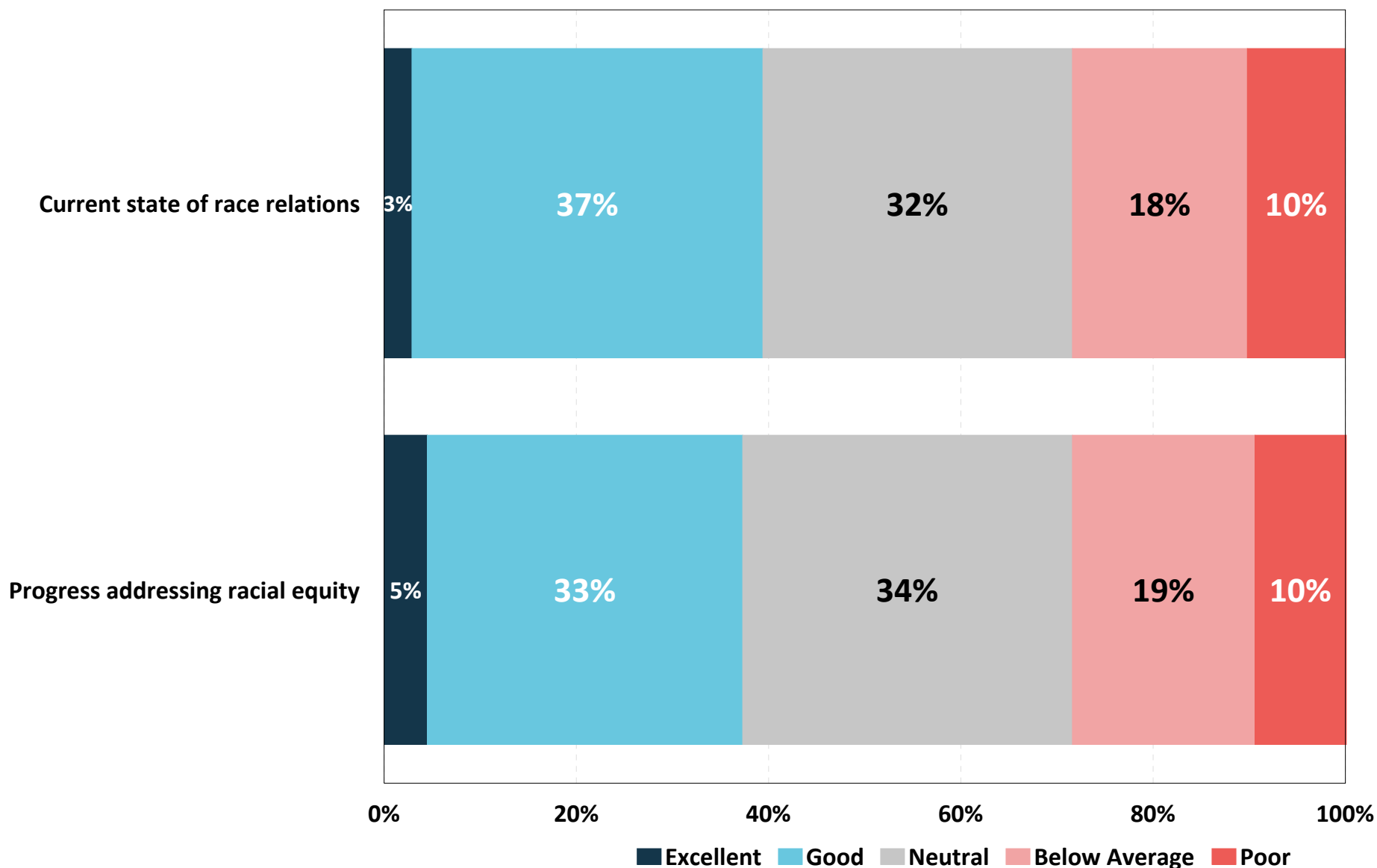
### Parks, Recreation, and Open Space Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



## Q12. Ratings of Durham in the Following Areas

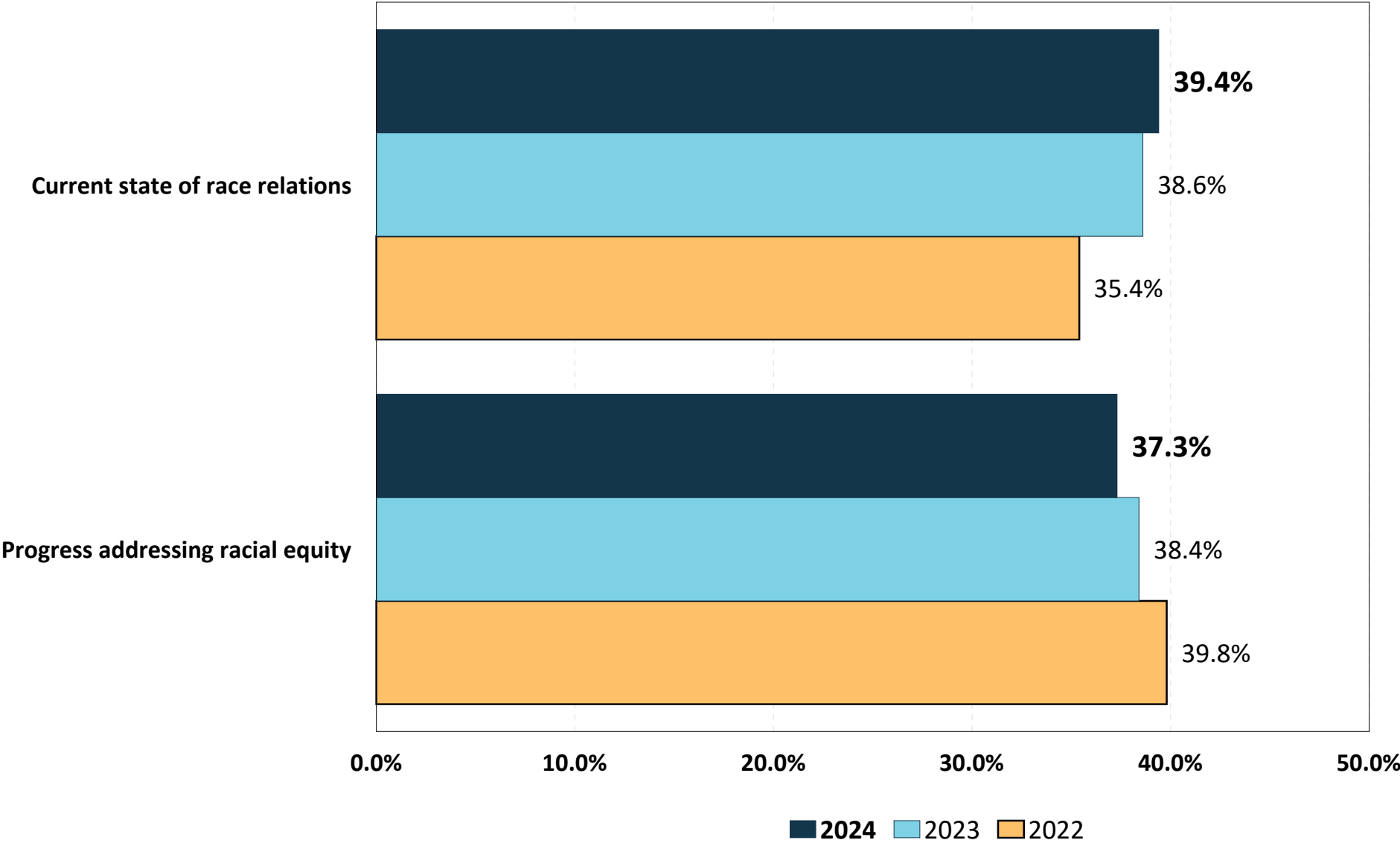
by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*  
(excluding *N/A* responses)



**Trends: 2022 to 2024**

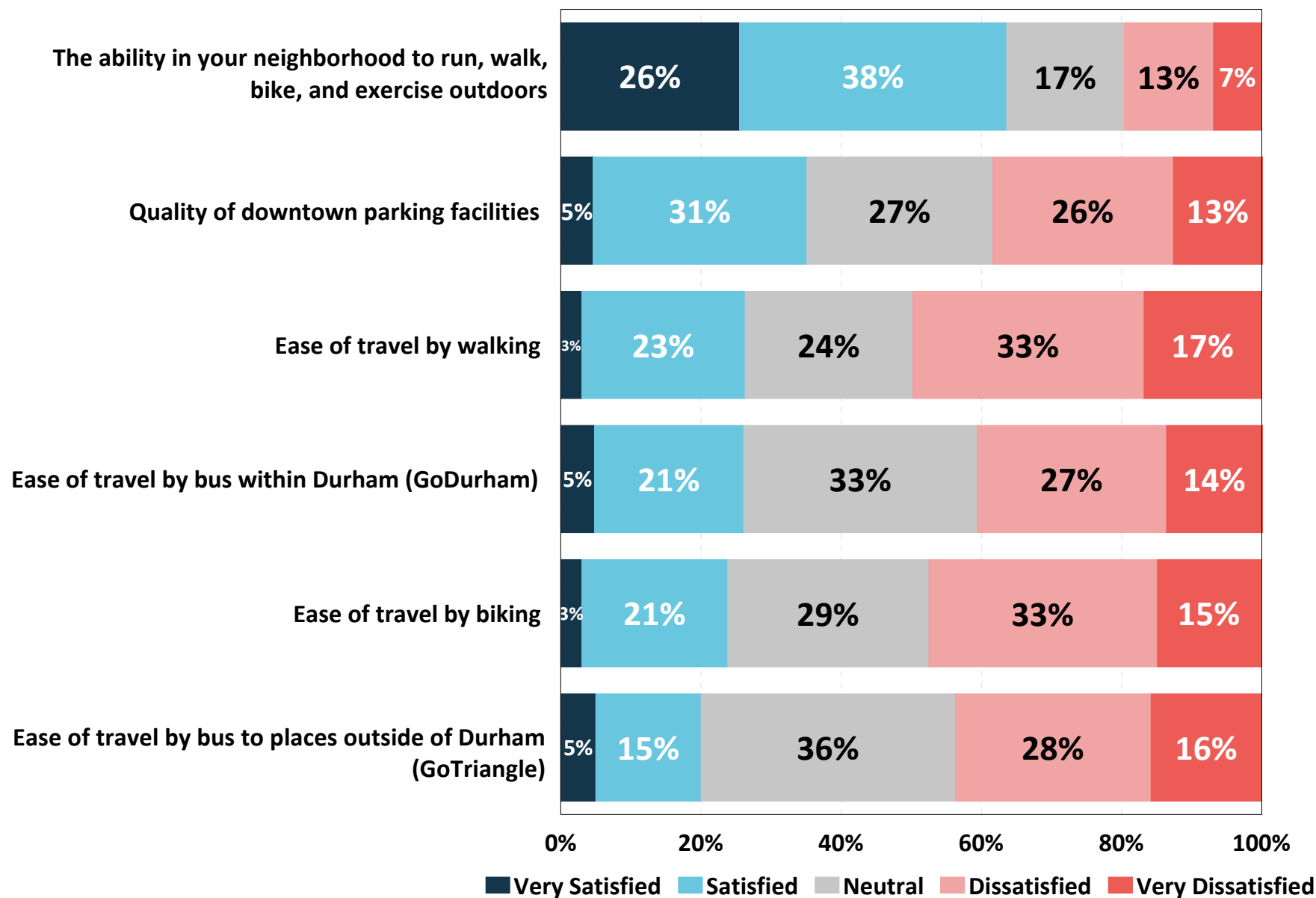
**Ratings of Durham in the Following Areas**

by the sum percentage of respondents that gave the City an *excellent* or *good* rating  
(excluding *N/A* responses)



## Q13. Level of Satisfaction with Transportation

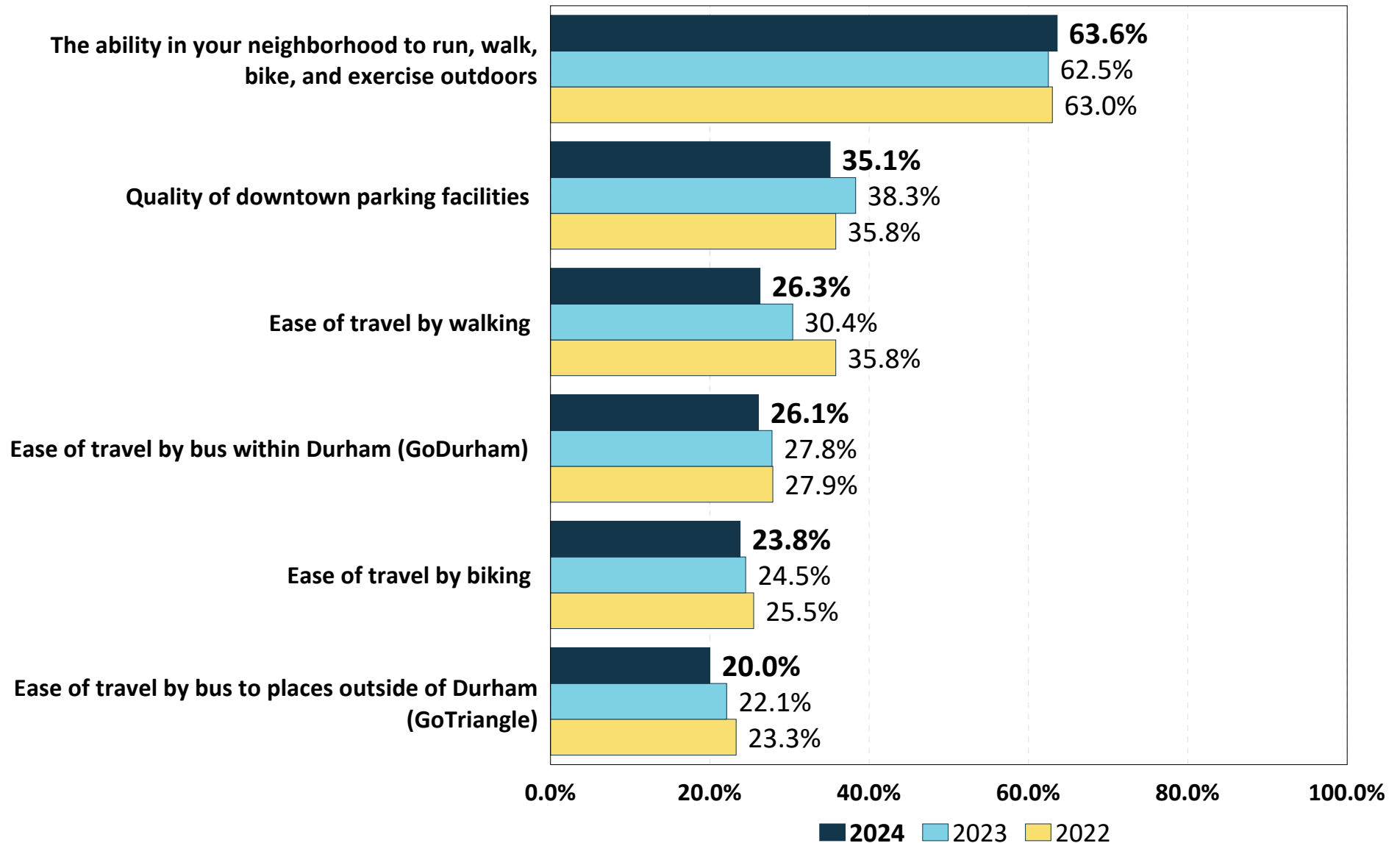
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *N/A* responses)



## Trends: 2022 to 2024

### Satisfaction with Transportation

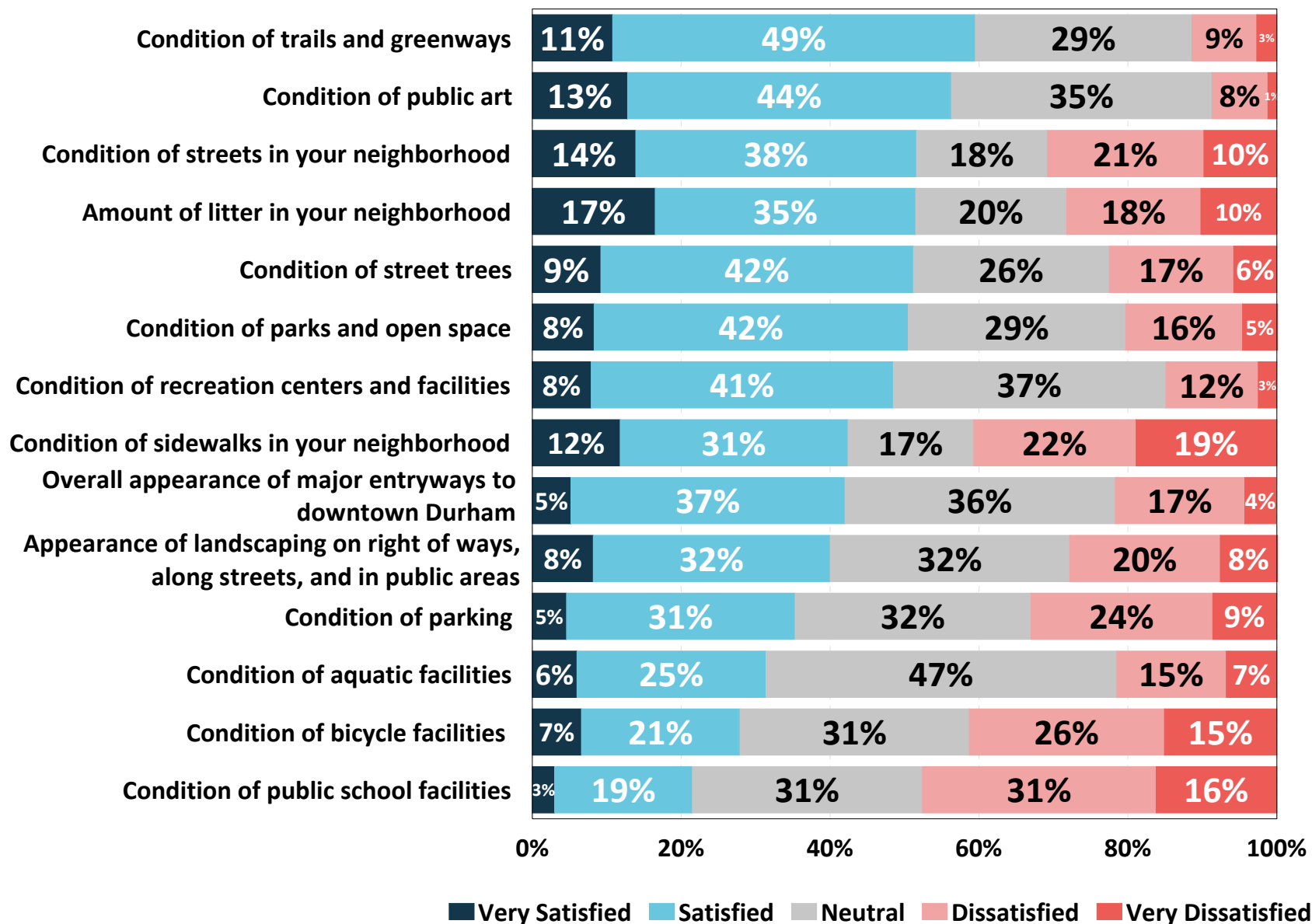
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)





## Q14. Level of Satisfaction with Maintenance Services

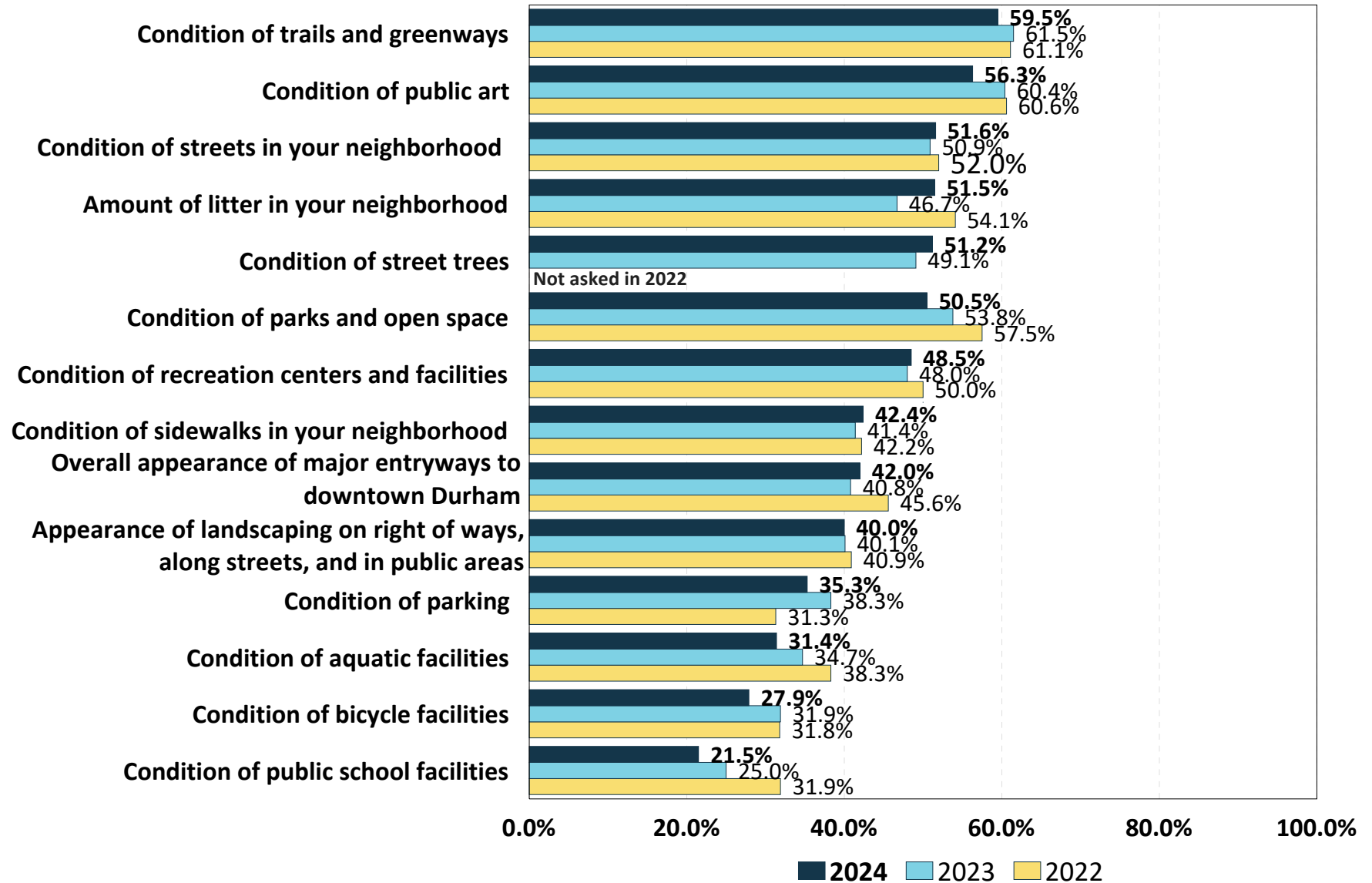
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



## Trends: 2022 to 2024

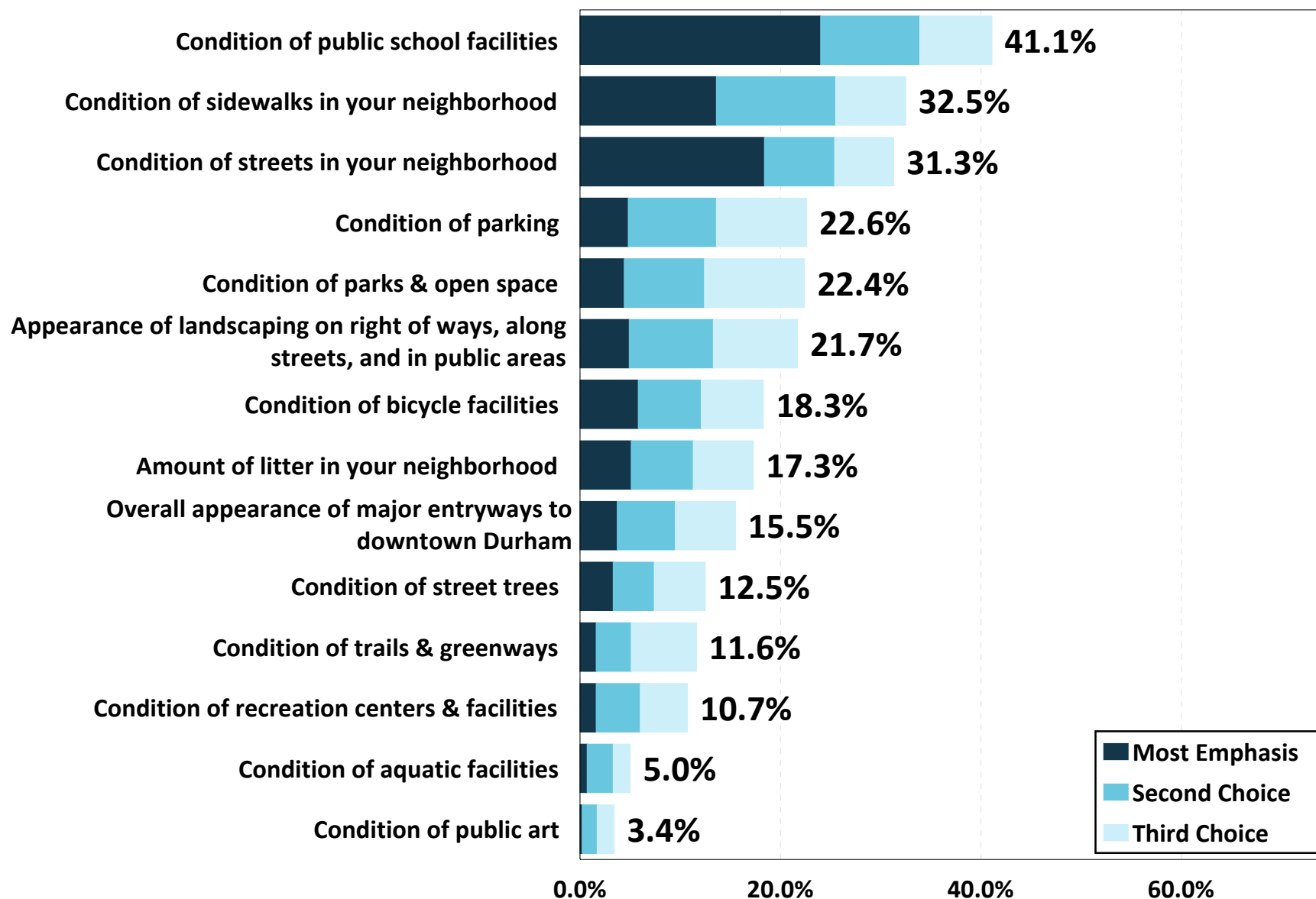
### Satisfaction with Maintenance Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



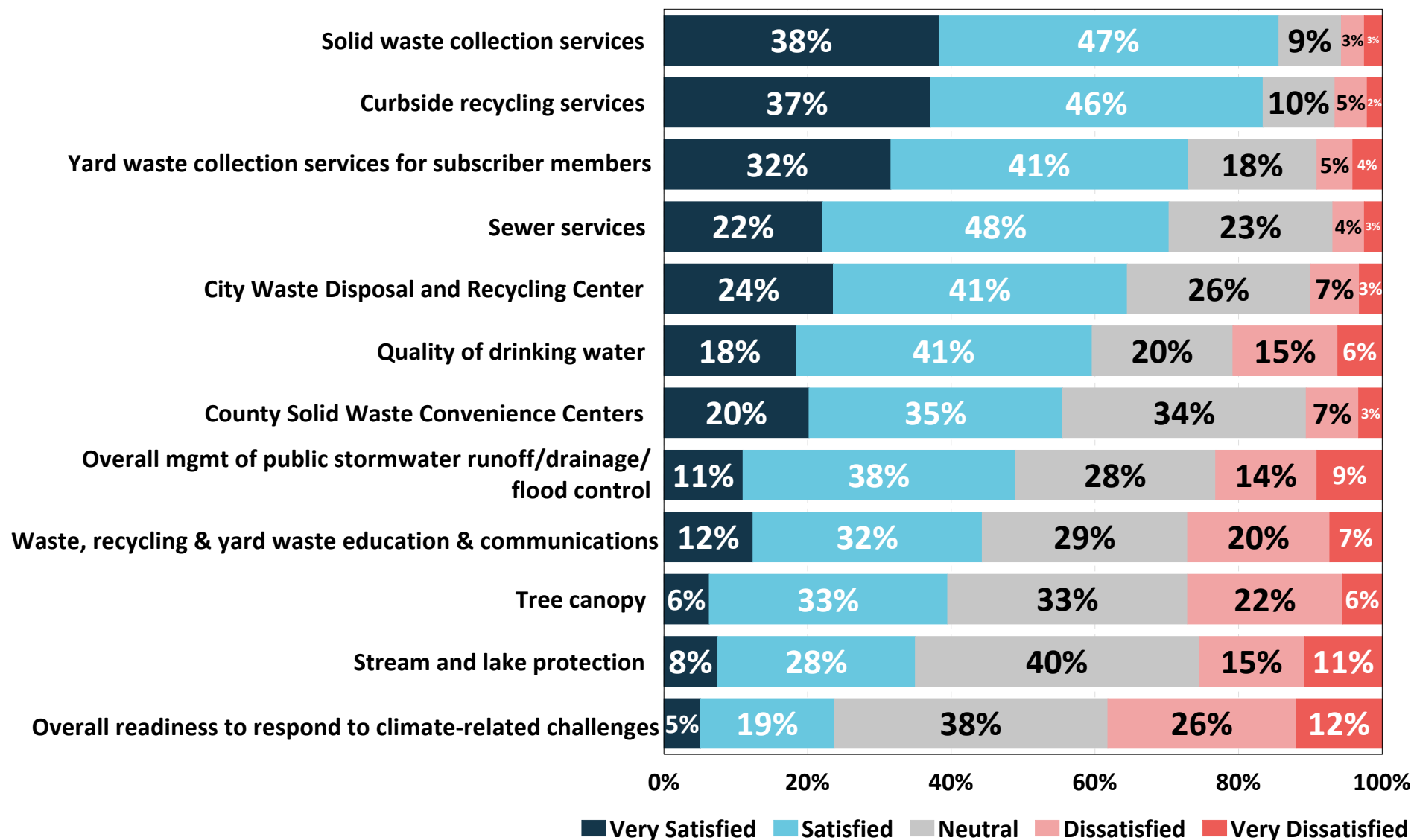
# Q15. Which Maintenance Services do you think should receive the MOST EMPHASIS from City & County leaders over the next TWO years?

by the sum percentage of respondents' top three choices



# Q16. Level of Satisfaction with Sustainability and Environmental Services

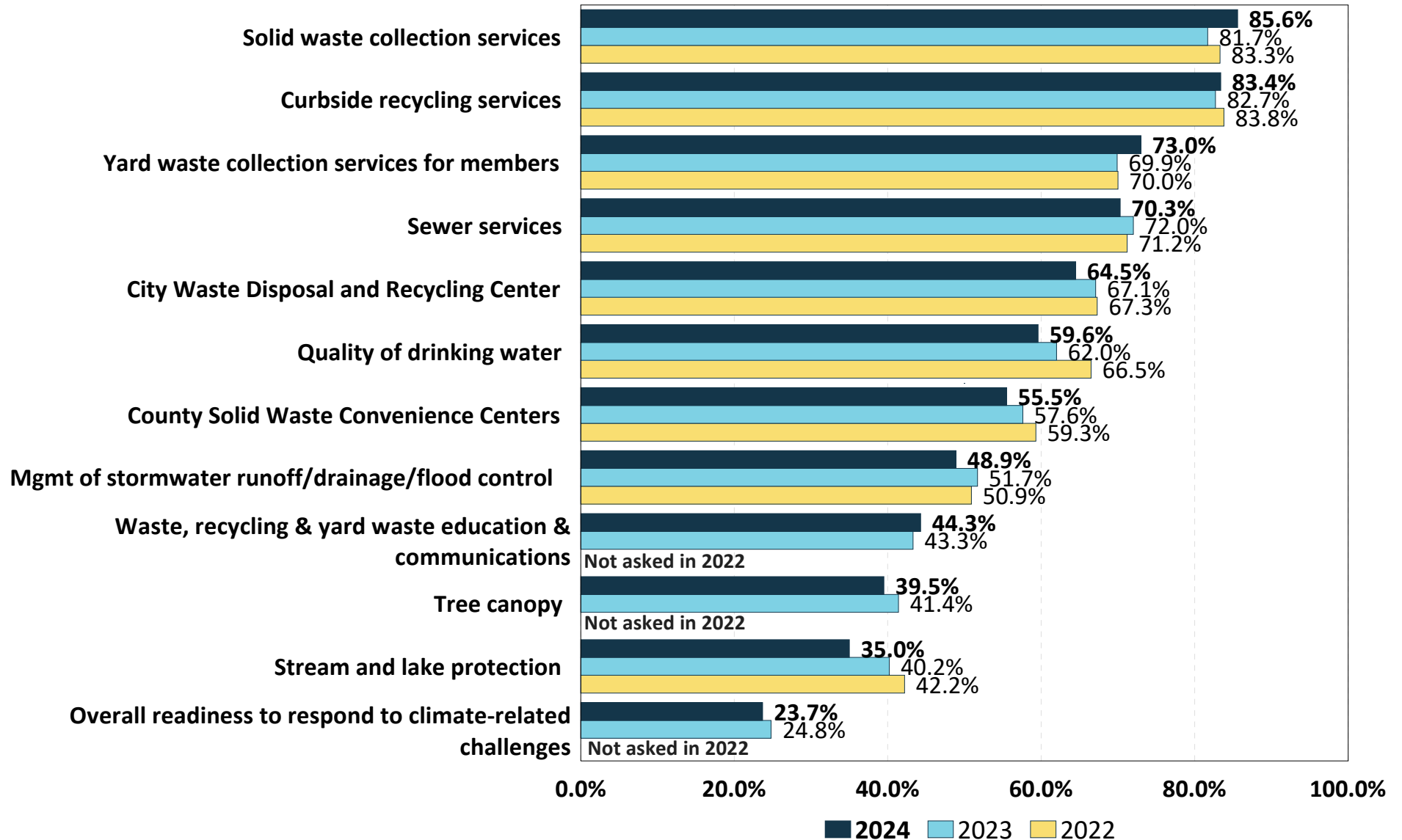
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



## Trends: 2022 to 2024

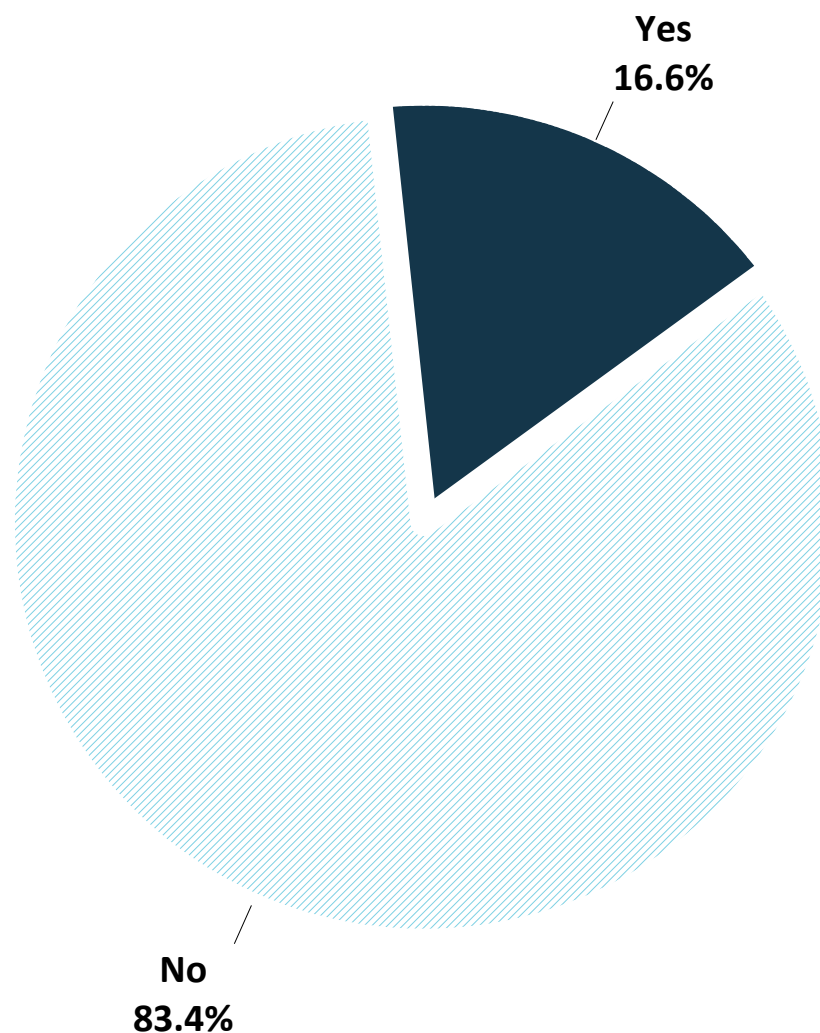
# Satisfaction with Sustainability and Environmental Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding N/A responses)



## Q18. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

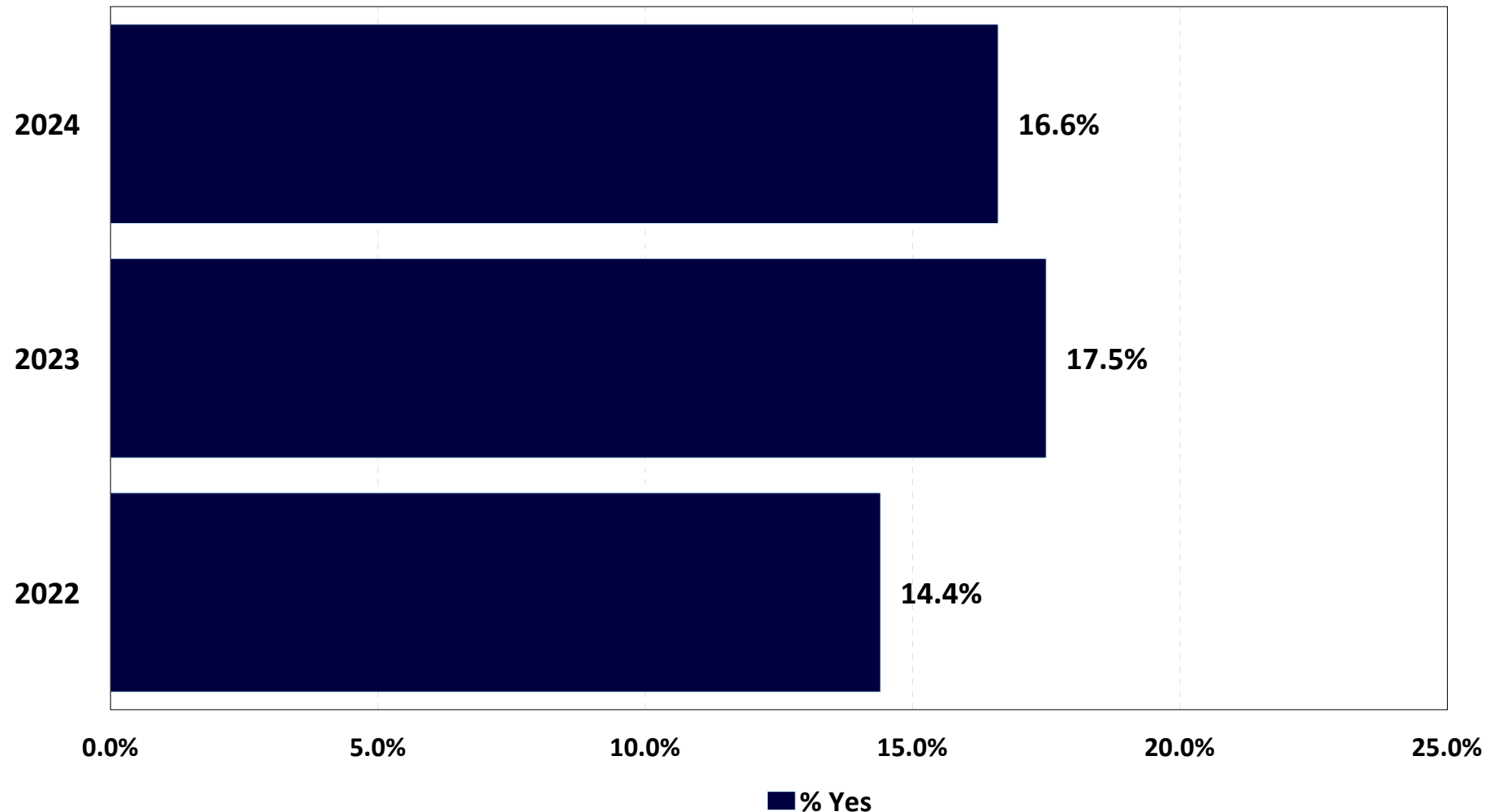
by percentage of respondents (excluding *not provided* responses)



## **Trends: 2022 to 2024**

# **Have you or someone in your household had trouble accessing the healthcare they need in the past year?**

By the percentage of respondents that have or known someone that has had trouble accessing the healthcare they need in the past year  
(excluding *not provided* responses)



## Q19. Have you voted in the past 5 years?

by percentage of respondents (excluding *not provided* responses)

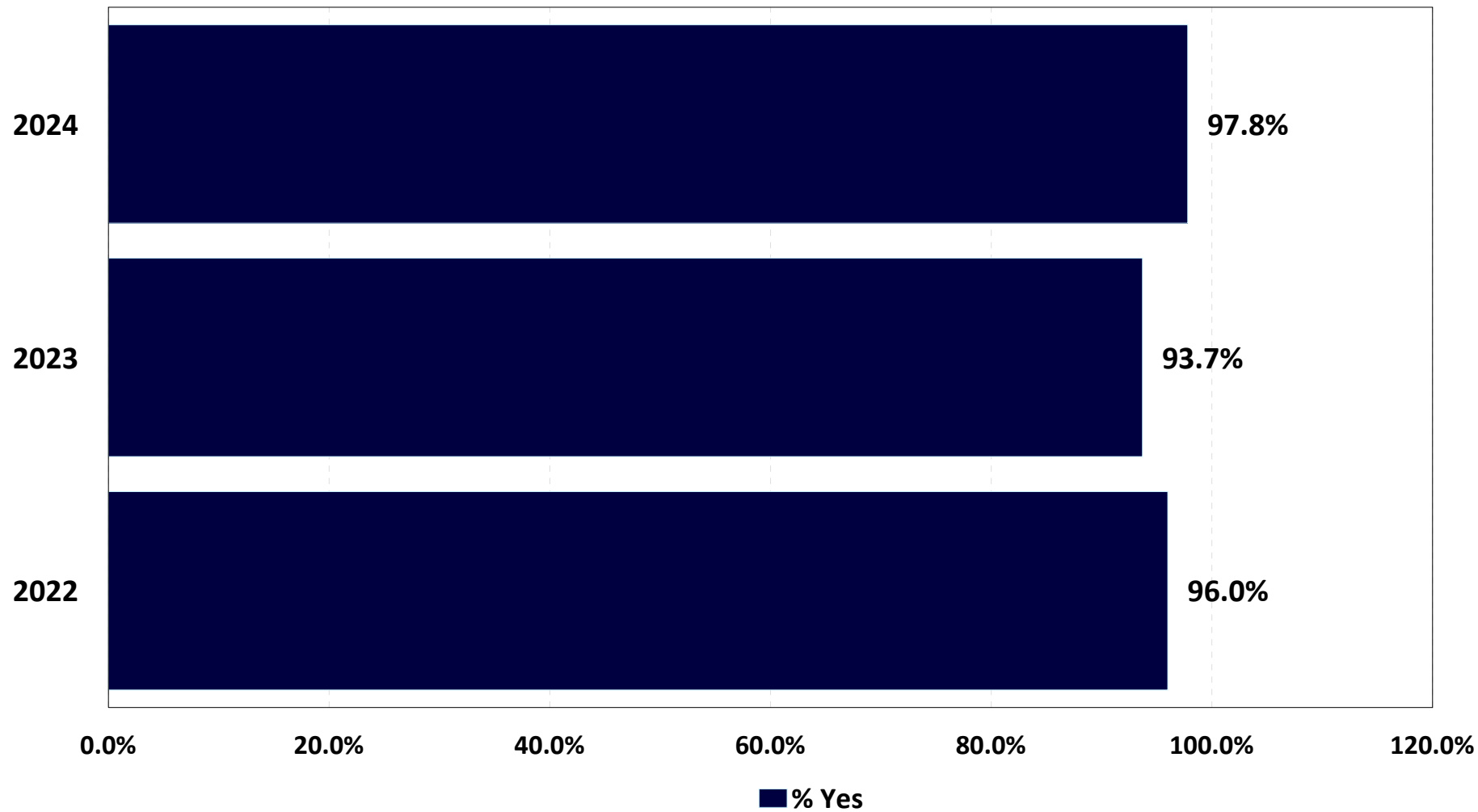




**Trends: 2022 to 2024**

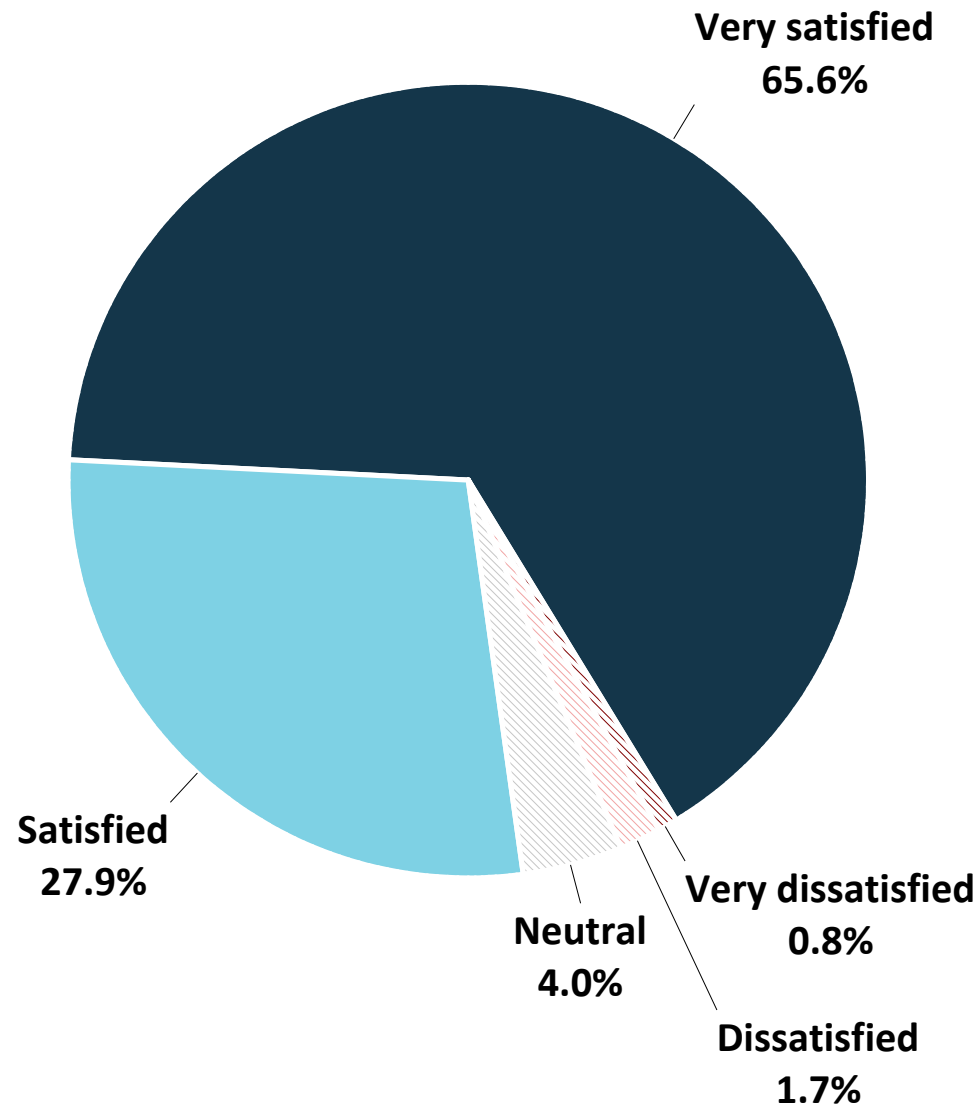
**Have you voted in the past 5 years?**

By the percentage of respondents that answered “yes” (excluding *not provided* responses)



## Q19a. How would you rate your overall satisfaction with your voting experience?

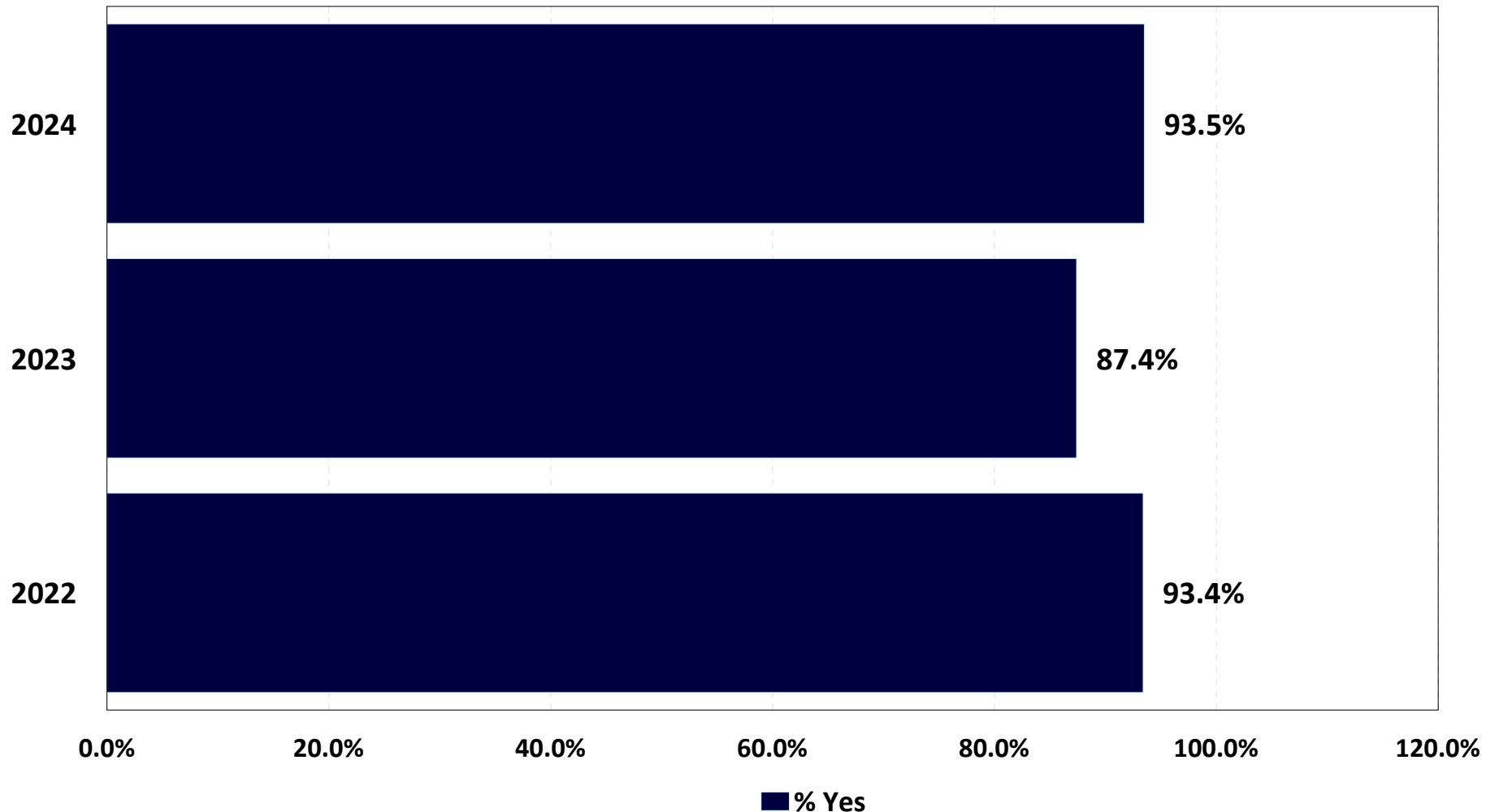
by percentage of respondents (excluding *not provided* responses)



## **Trends: 2022 to 2024**

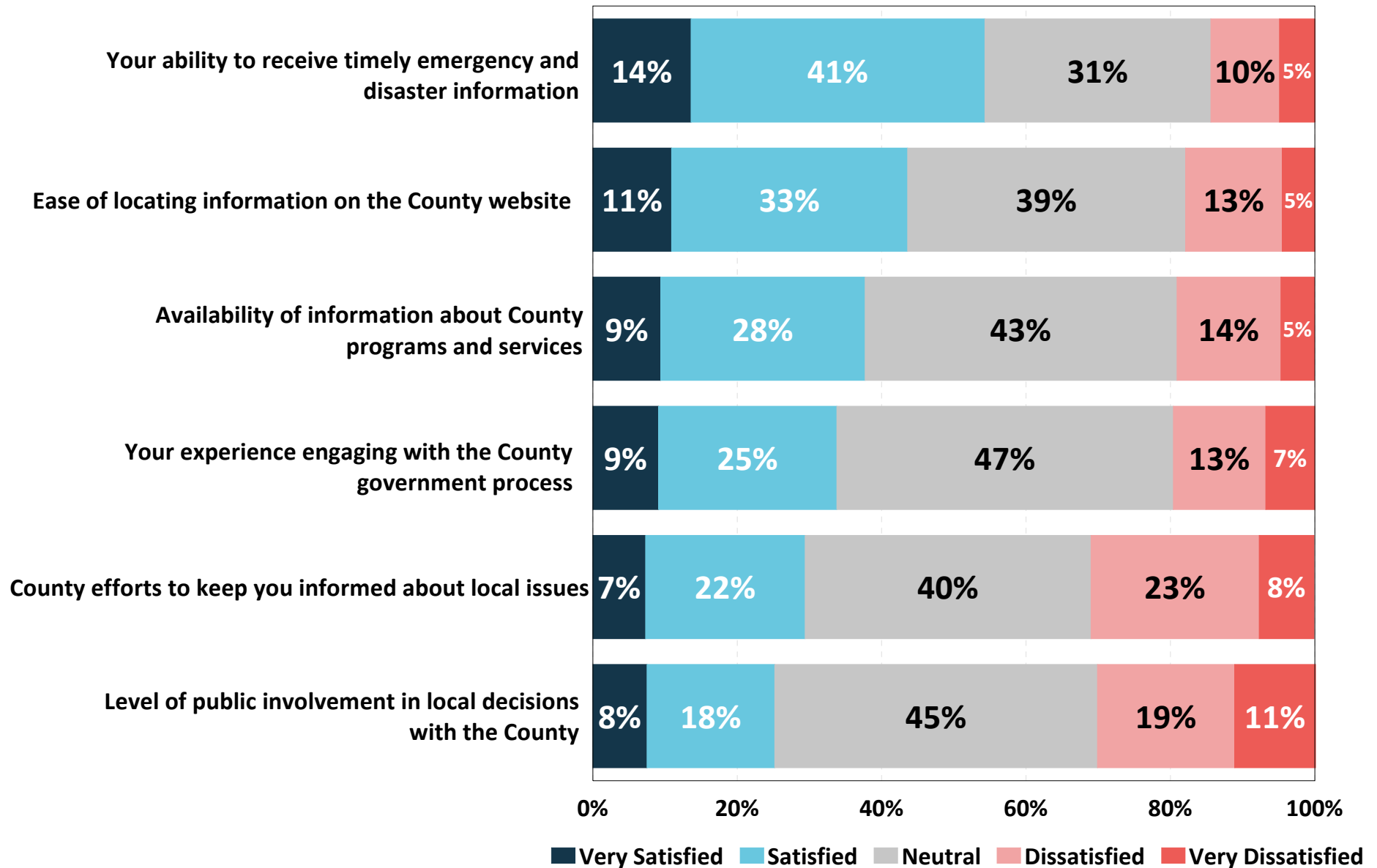
# How would you rate your overall satisfaction with your voting experience?

by percentage of respondents that voted in the past 5 years and were “very satisfied” or “satisfied” with the experience  
(excluding *not provided* responses)



## Q23. Level of Satisfaction with County Communication

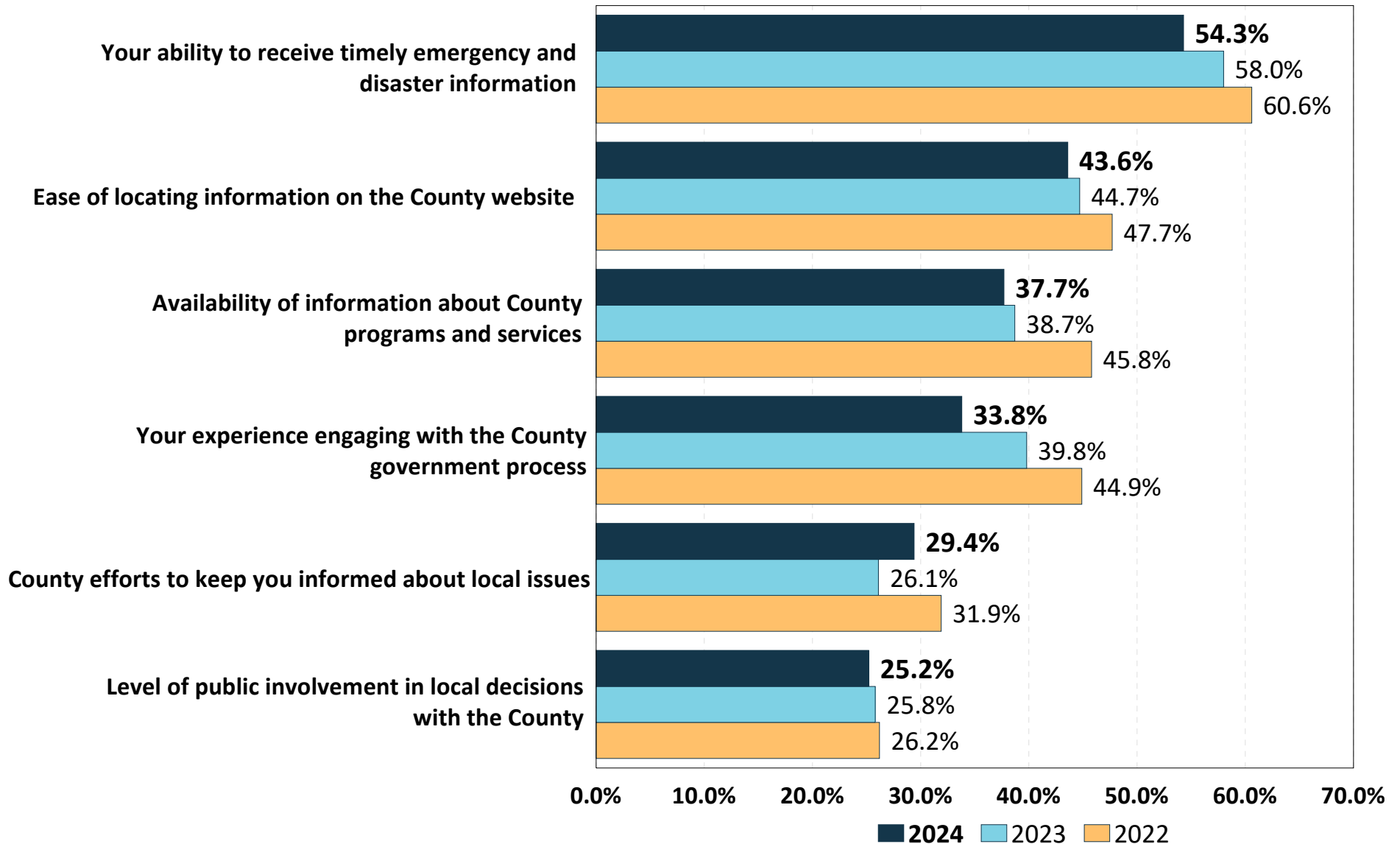
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *N/A* responses)



## Trends: 2022 to 2024

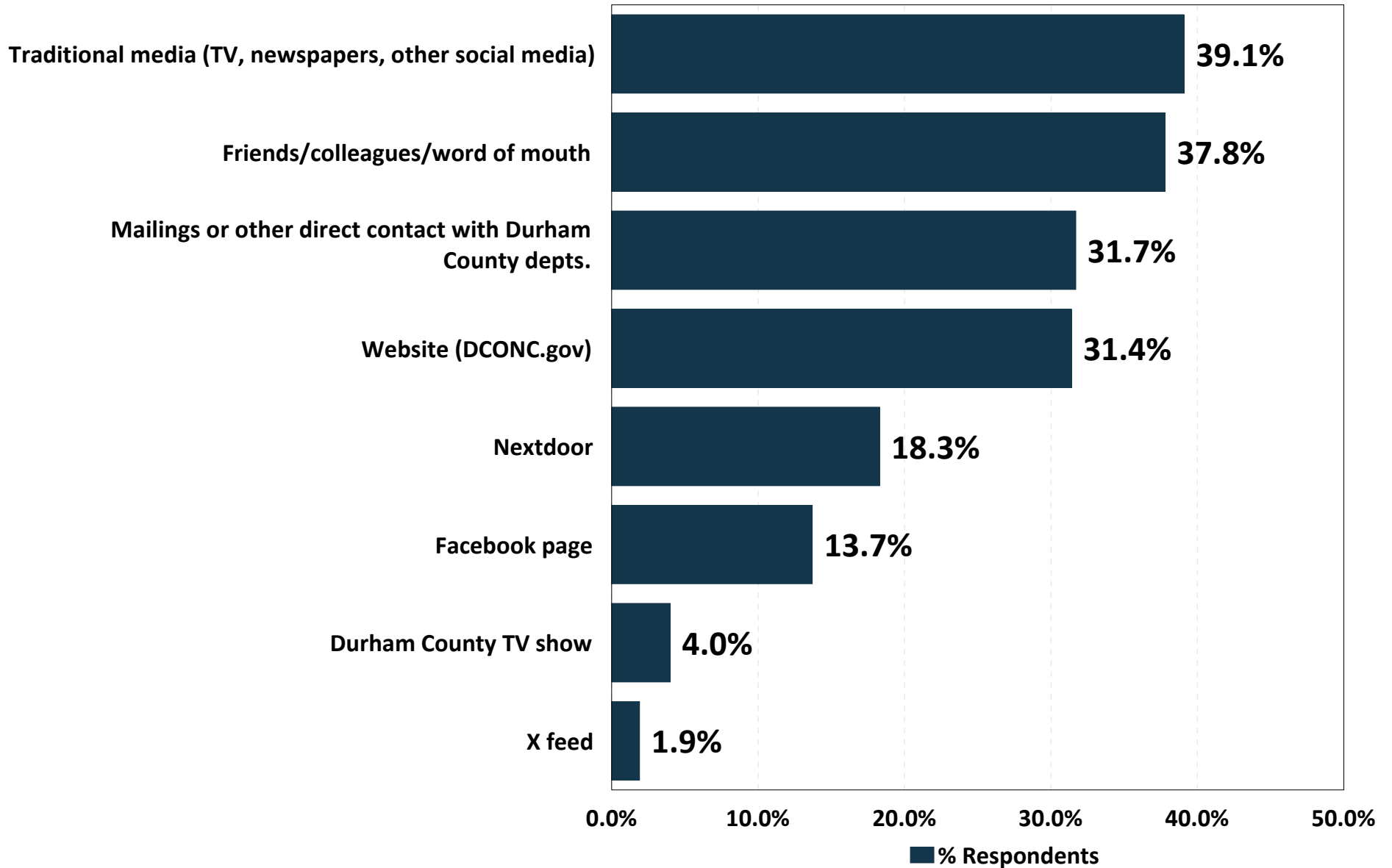
### Satisfaction with County Communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



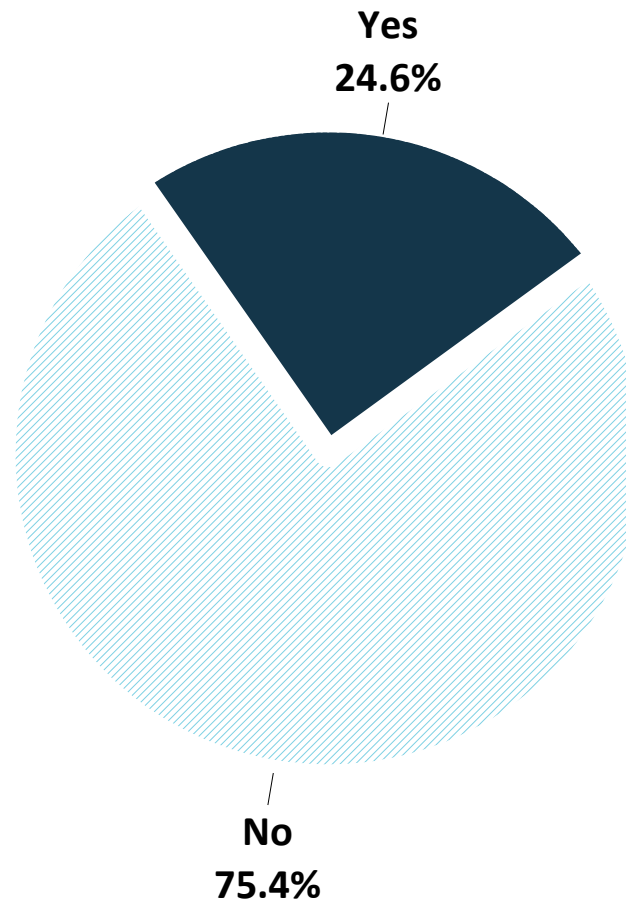
## Q24. How do you receive information from Durham County?

by the percentage of respondents (multiple choices could be selected)



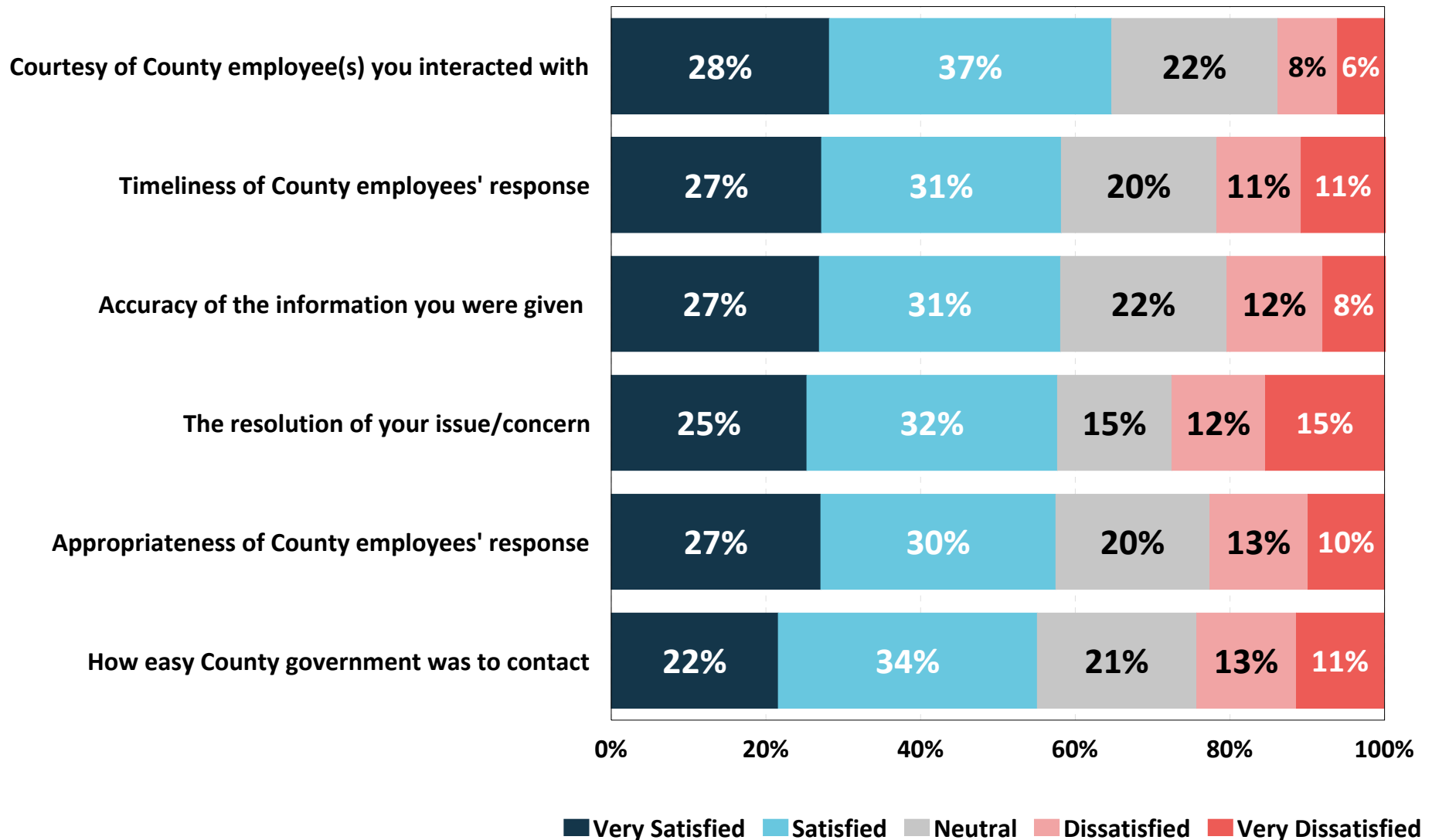
## Q25. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?

by percentage of respondents



## Q25a. Level of Satisfaction with the Experience Interacting with the County Government Department Contacted

by the percentage of respondents that contacted employees of the County or visited the website during the past year, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)

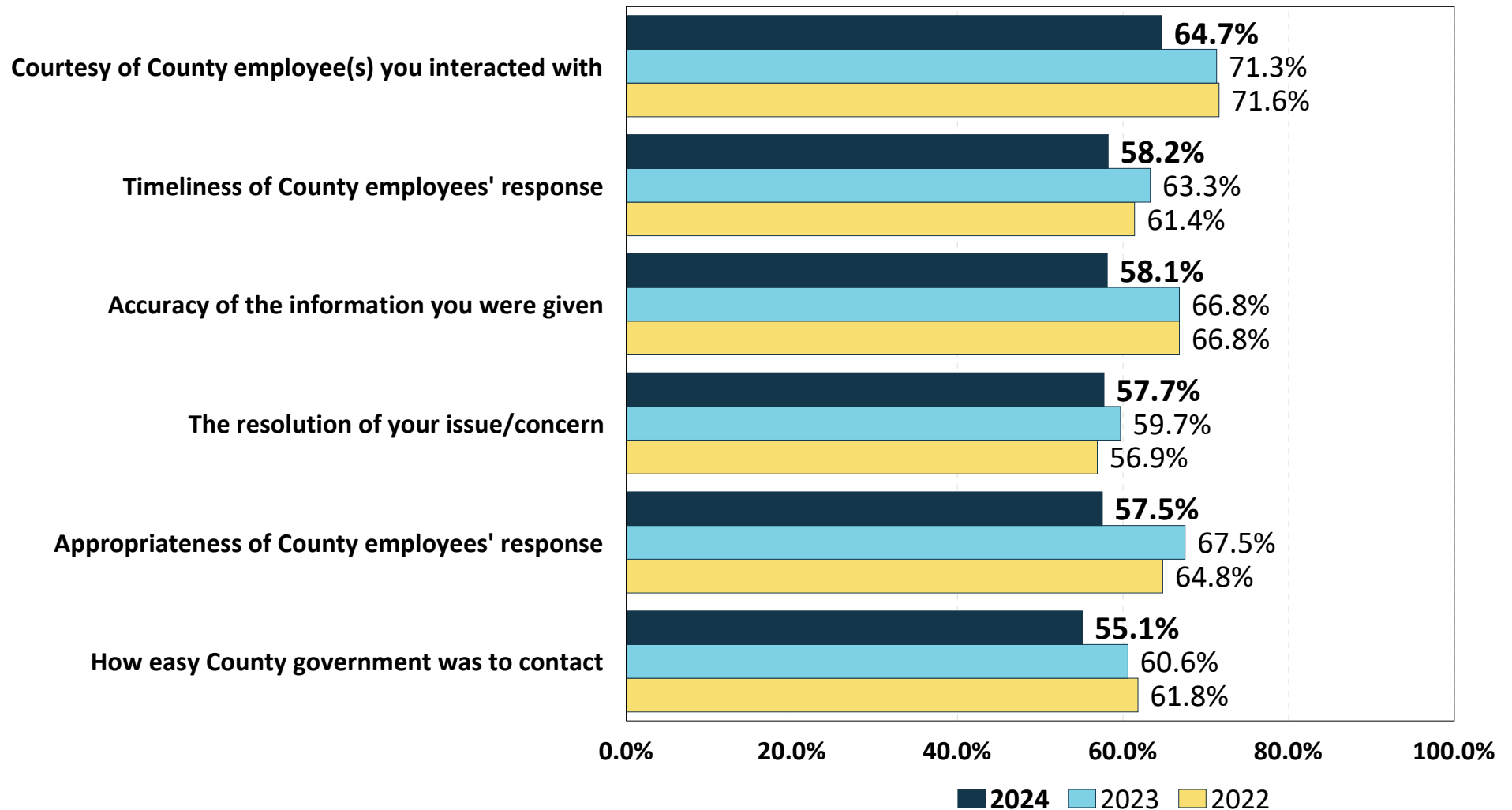




## Trends: 2022 to 2024

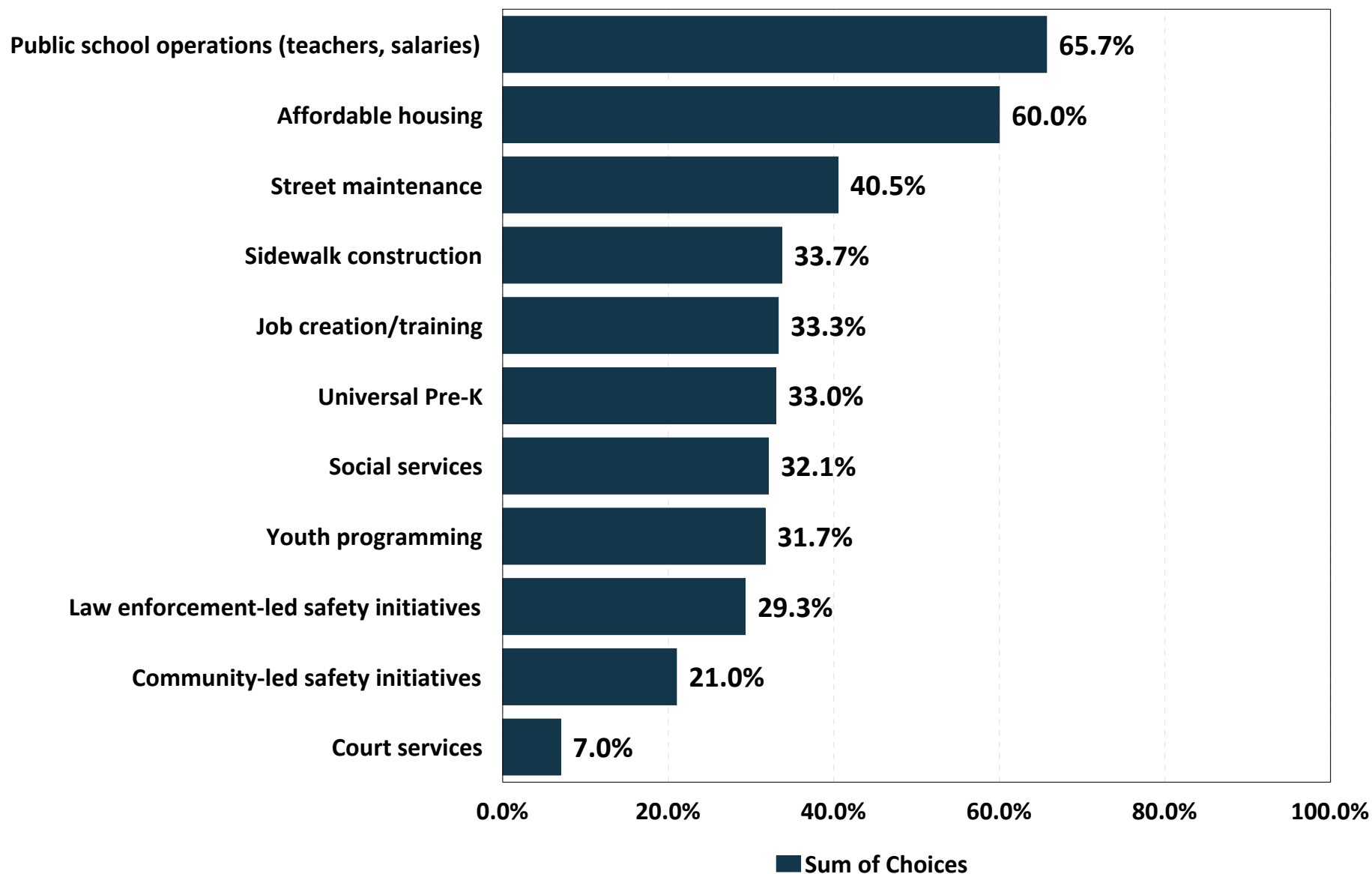
### Level of Satisfaction with the Experience Interacting with the County Government Department Contacted

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



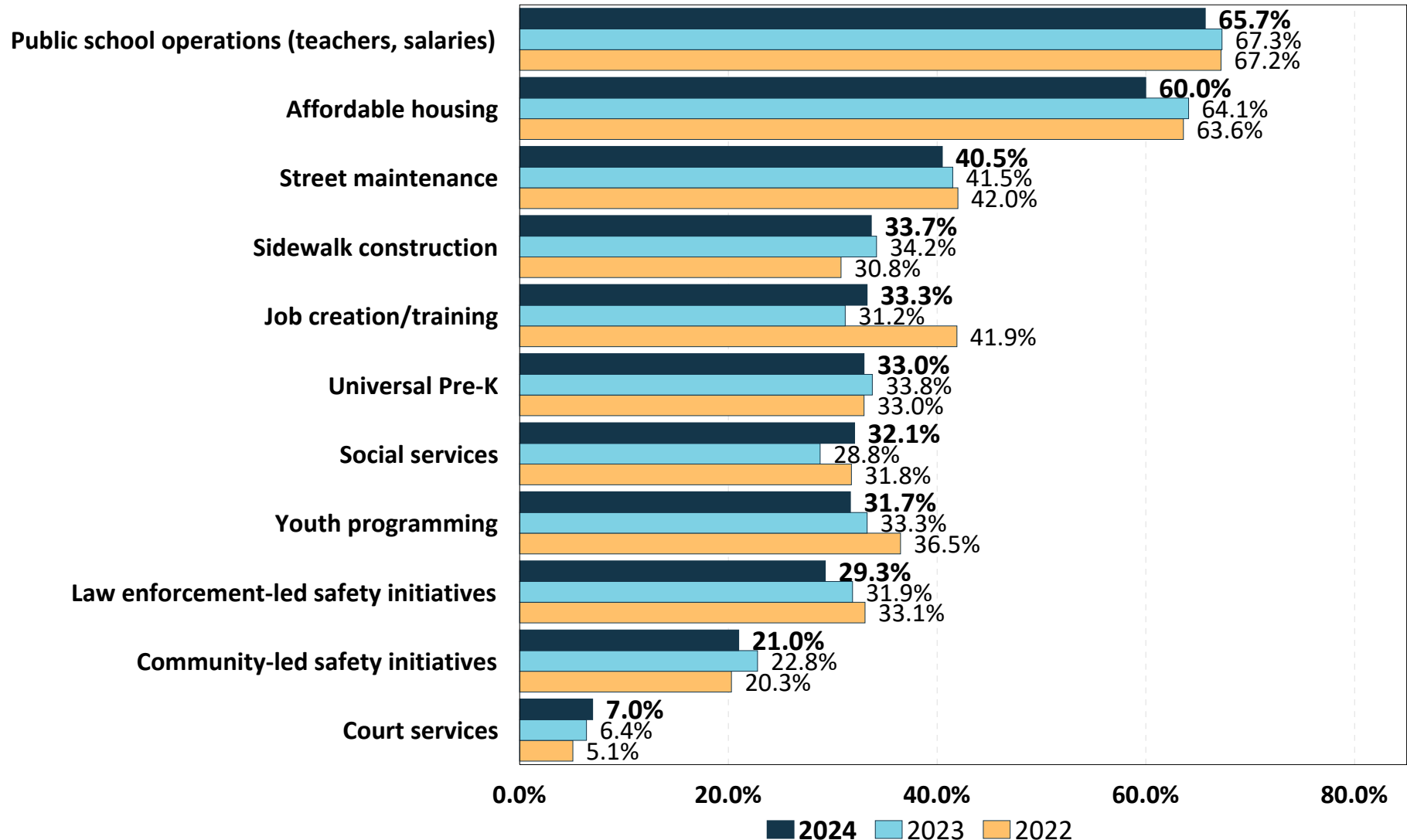
## Q26. From the list of local government services below, prioritize your top 5 to increase funding for

by the percentage of respondents (five choices could be selected)



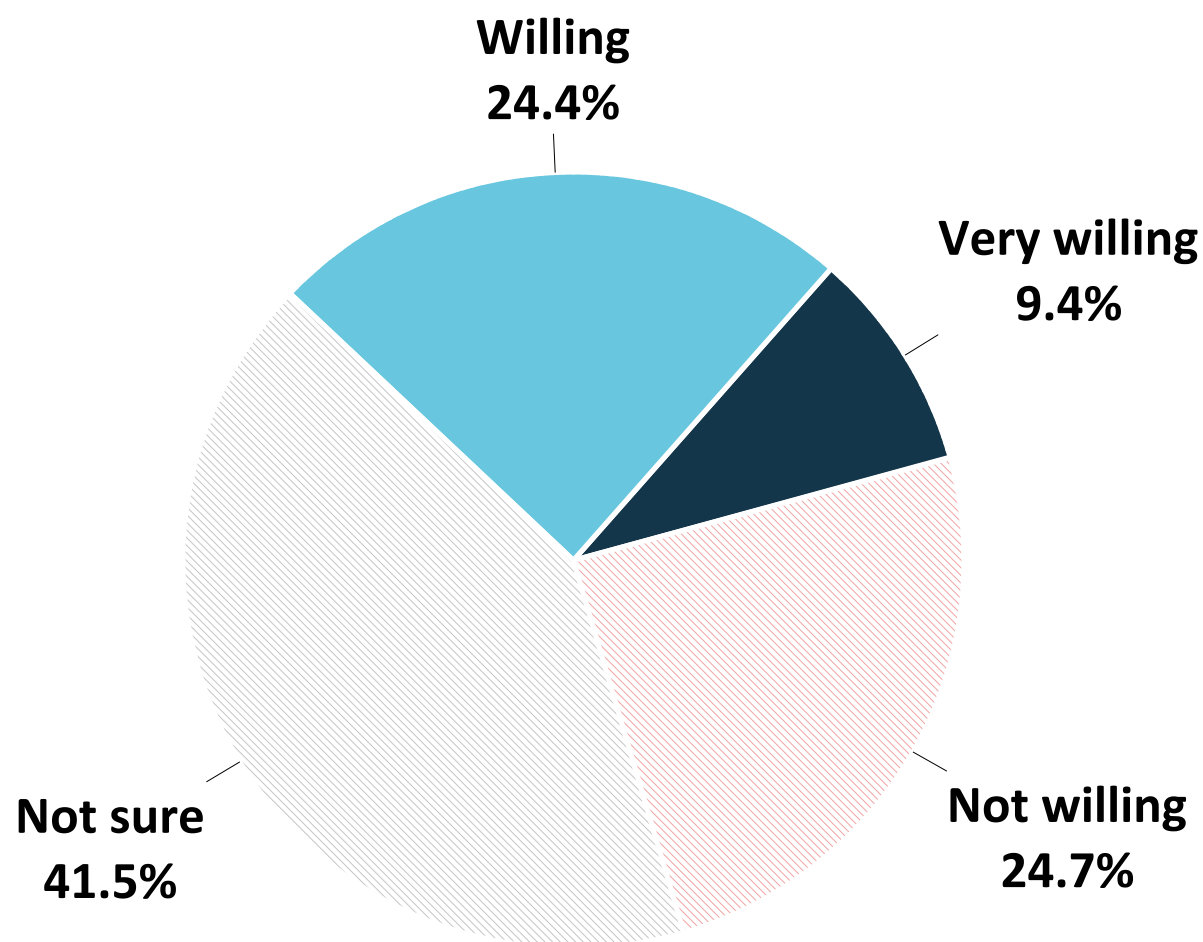
## Trends: 2022 to 2024

**From the list of local government services below, prioritize your top 5 to increase funding for**  
by the percentage of respondents' top 5 choices



## Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

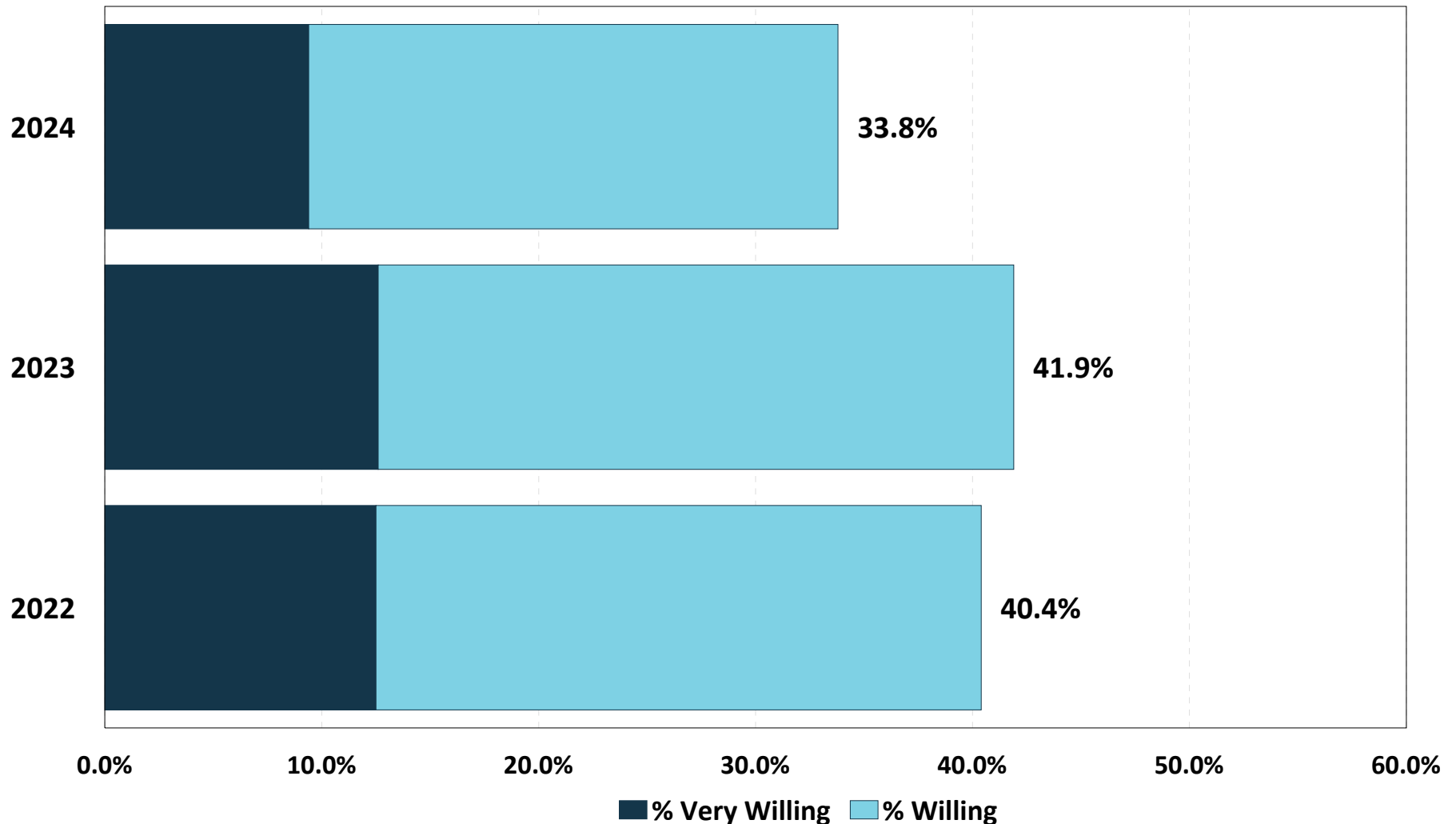
by percentage of respondents (excluding *not provided* responses)



## **Trends: 2022 to 2024**

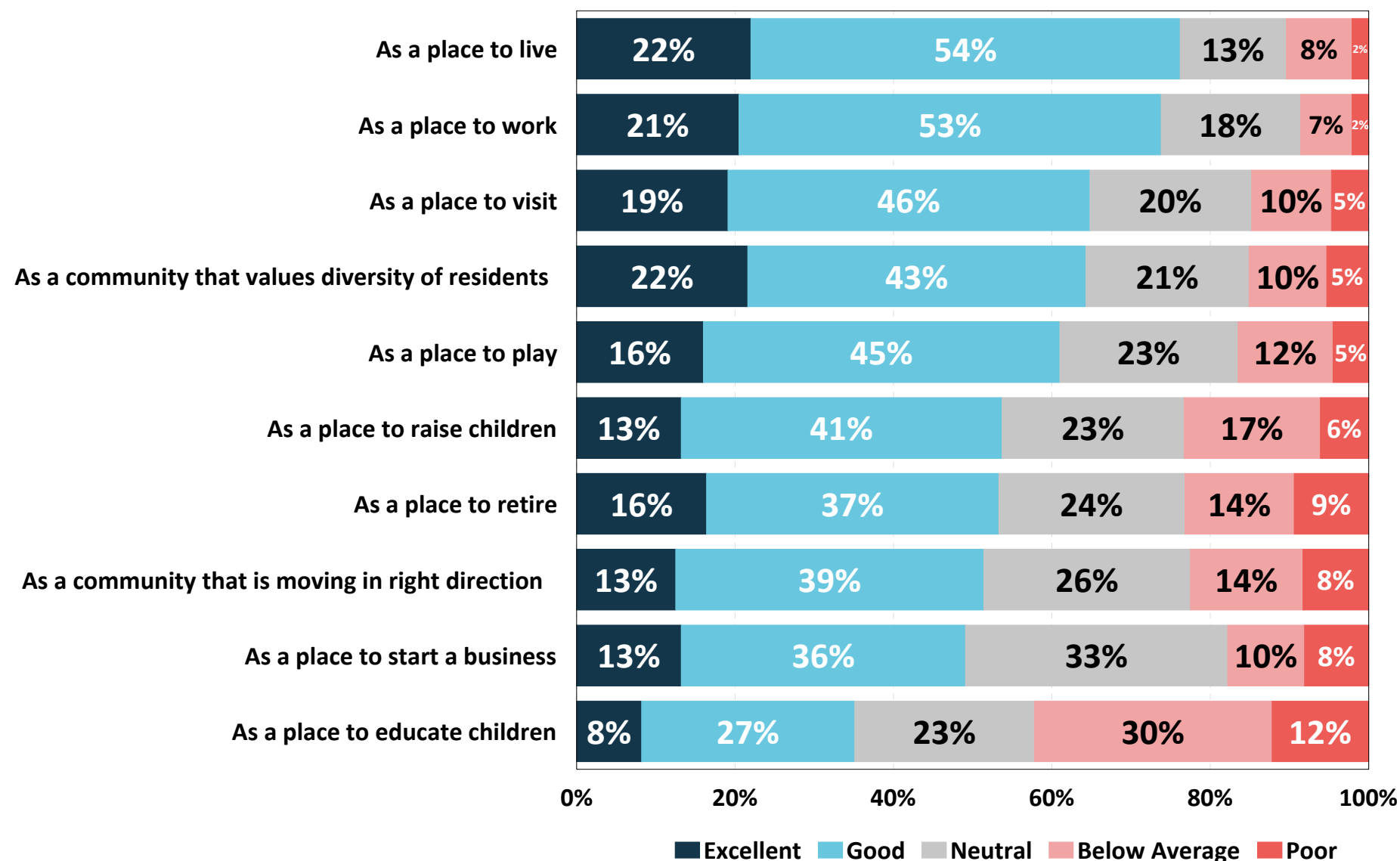
# **How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?**

by the sum percentage of respondents that would either be *very willing* or *willing* to pay fees instead of taxes for improvements to services (excluding *not provided* responses)



## Q28. Overall Ratings of the Community with Regard to the County

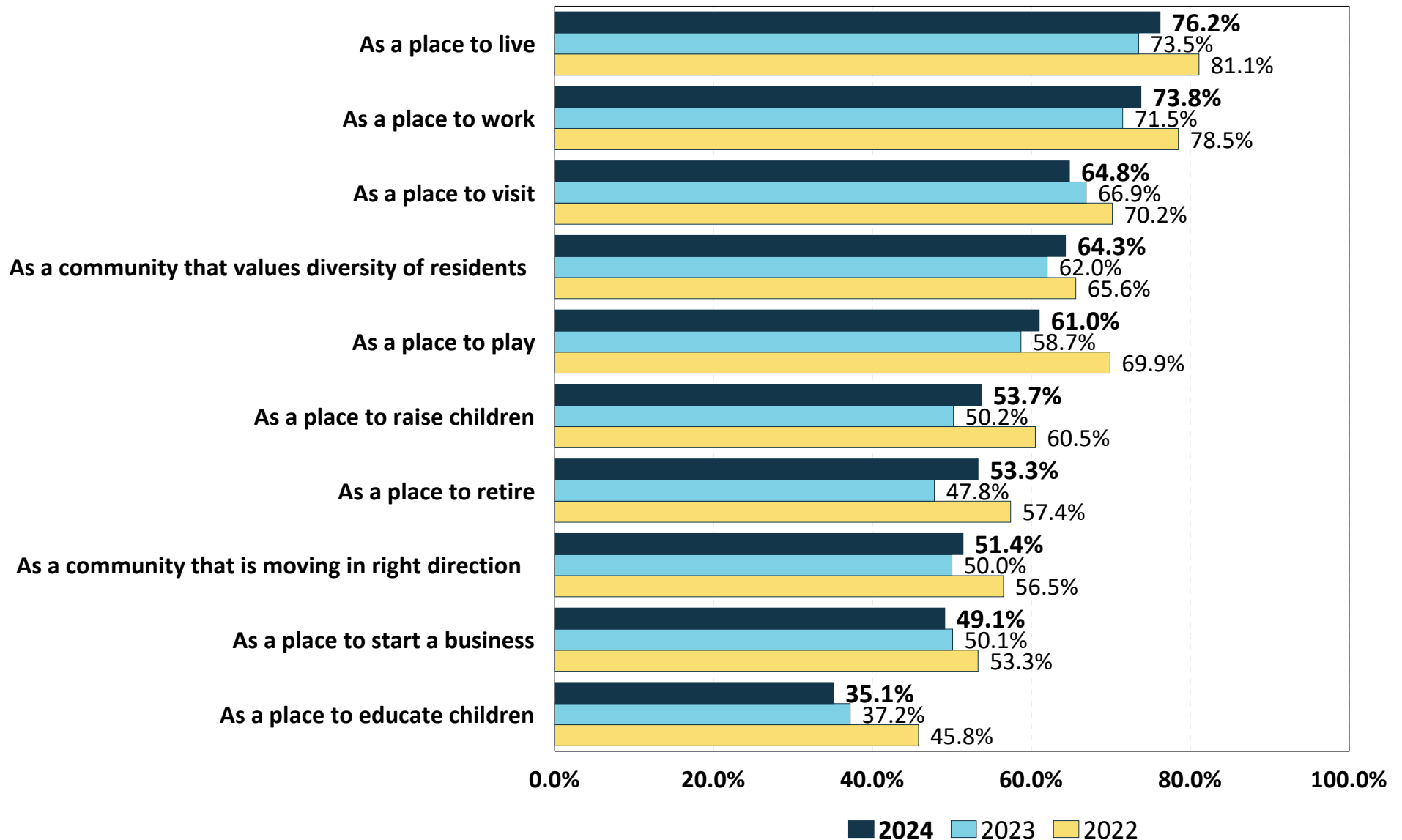
by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*  
(excluding *N/A* responses)



## Trends: 2022 to 2024

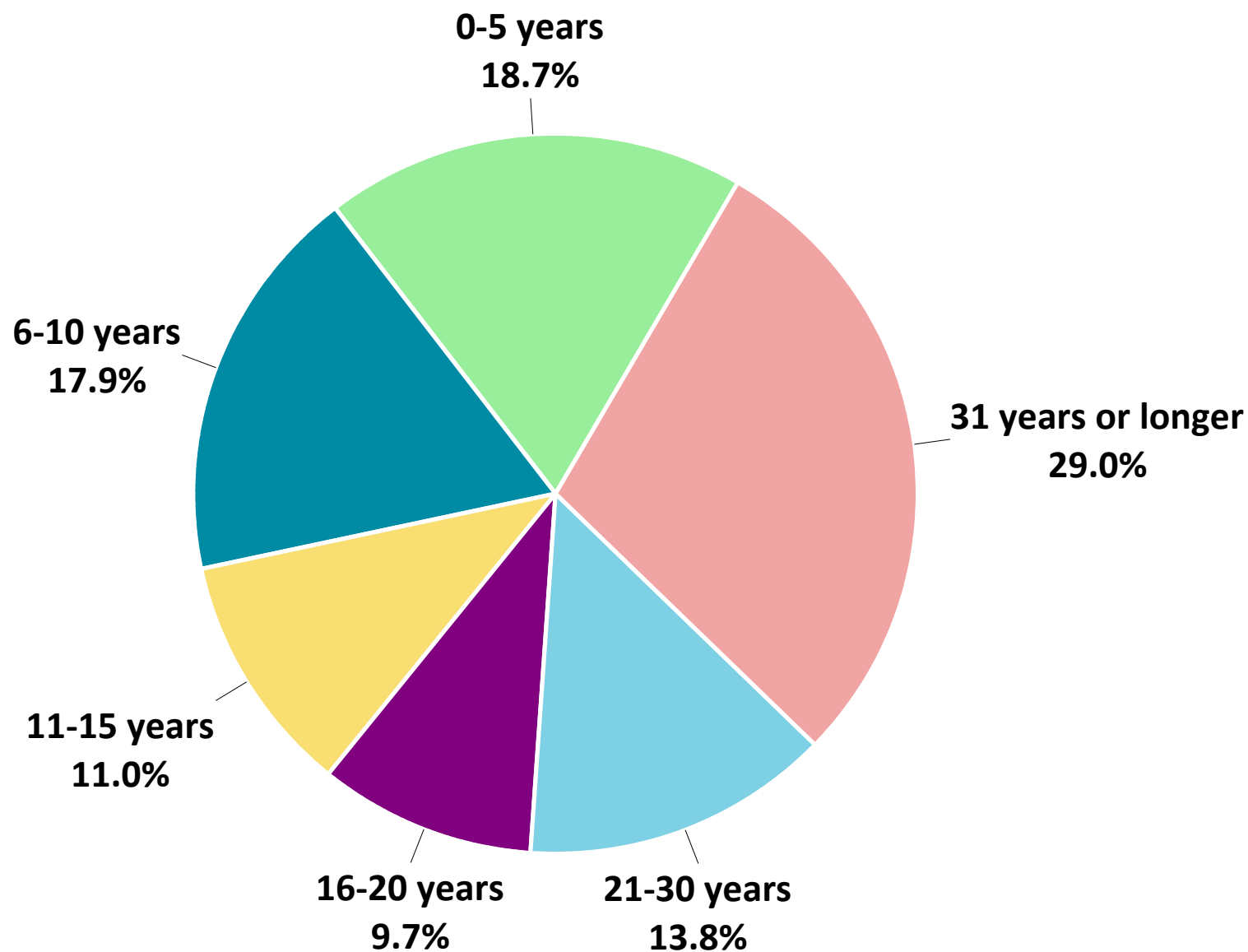
### Overall Ratings of the Community

by the sum percentage of respondents that gave a rating of either *excellent* or *good*  
(excluding *N/A* responses)



## Q29. Approximately how many years have you lived in Durham?

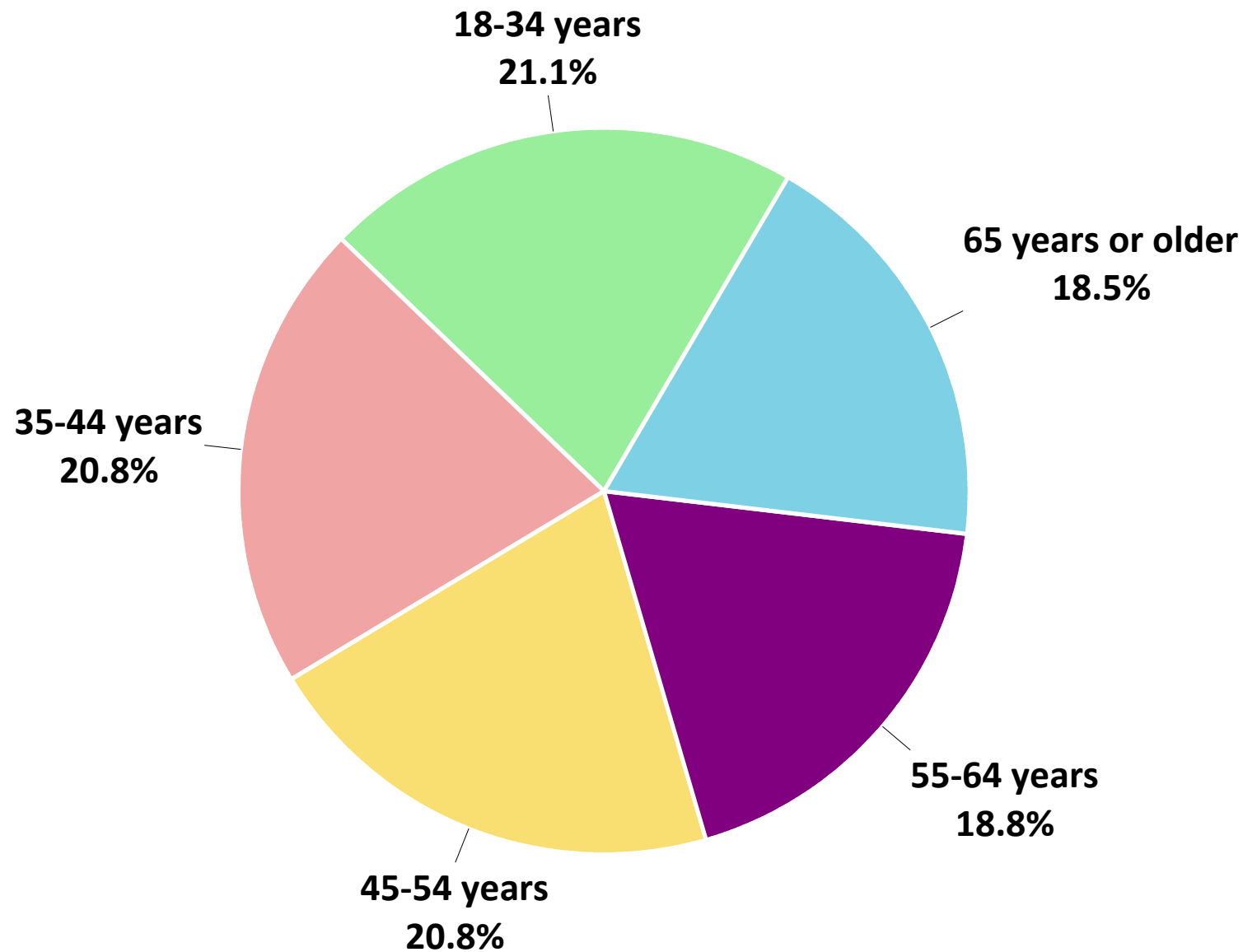
by percentage of respondents (excluding *not provided* responses)





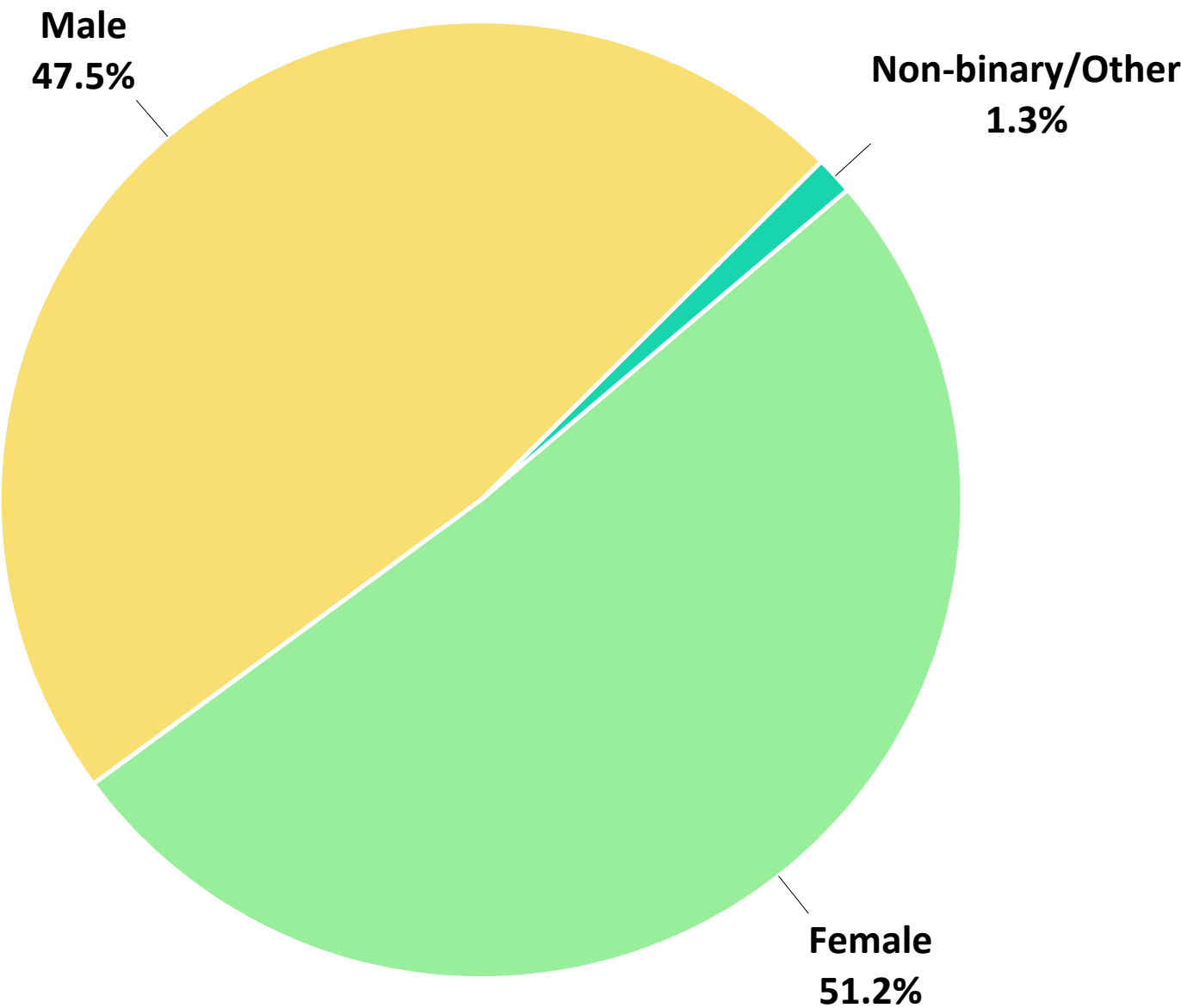
## Q30. What is your age?

by percentage of respondents (excluding *not provided* responses)



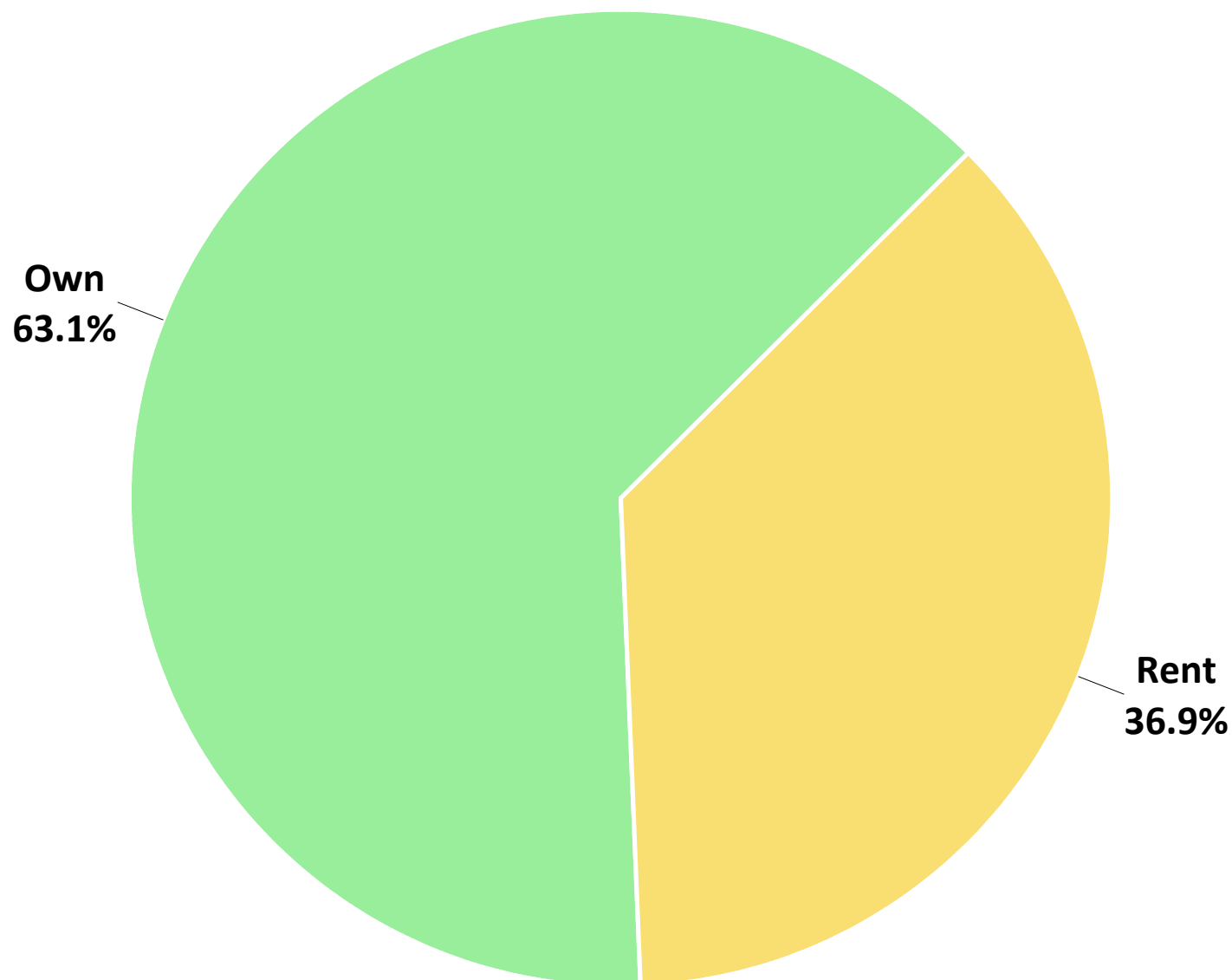
# Q31. What is your gender?

by percentage of respondents (excluding *not provided* responses)



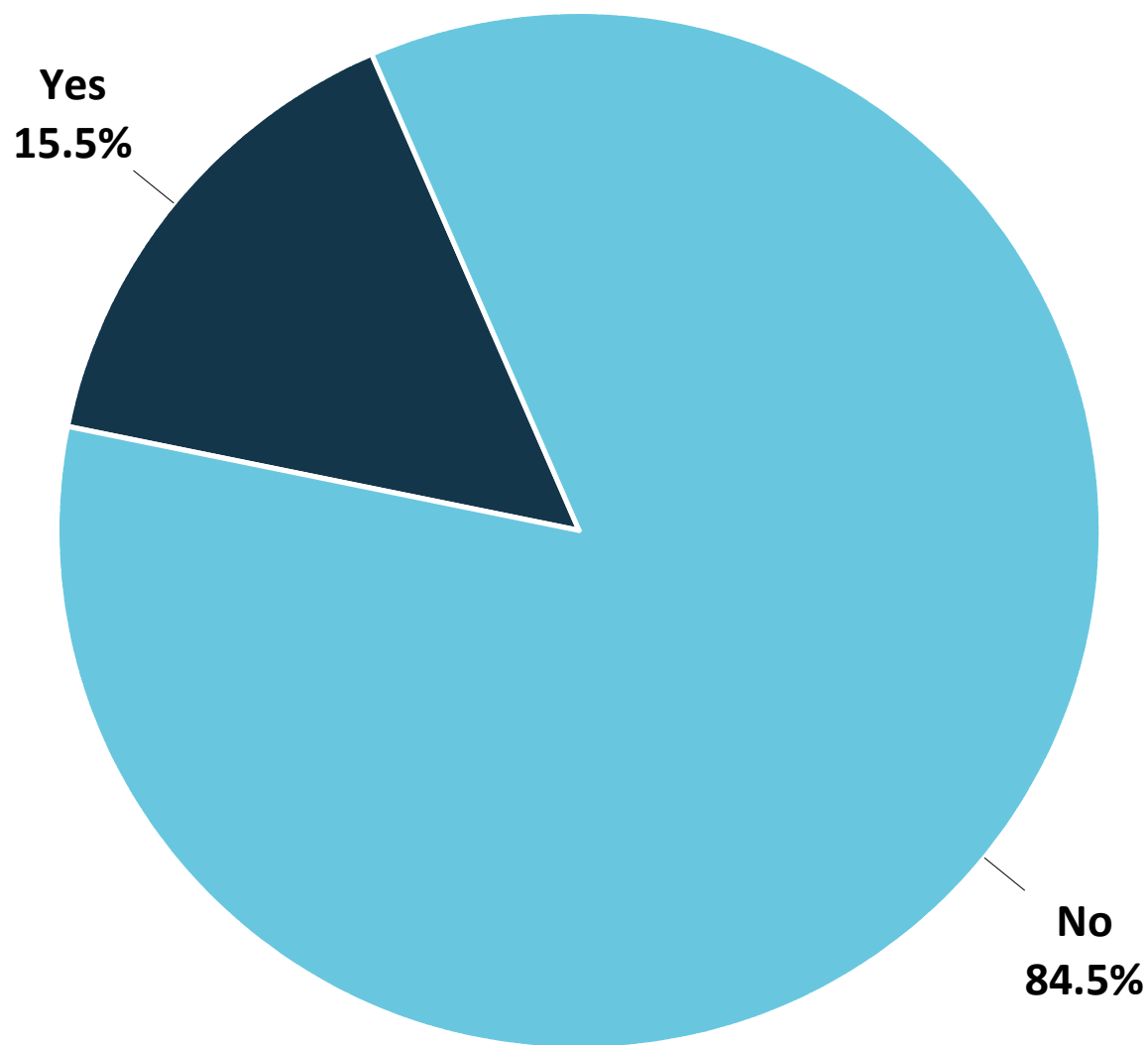
## Q32. Do you own or rent your current residence?

by percentage of respondents (excluding *not provided* responses)



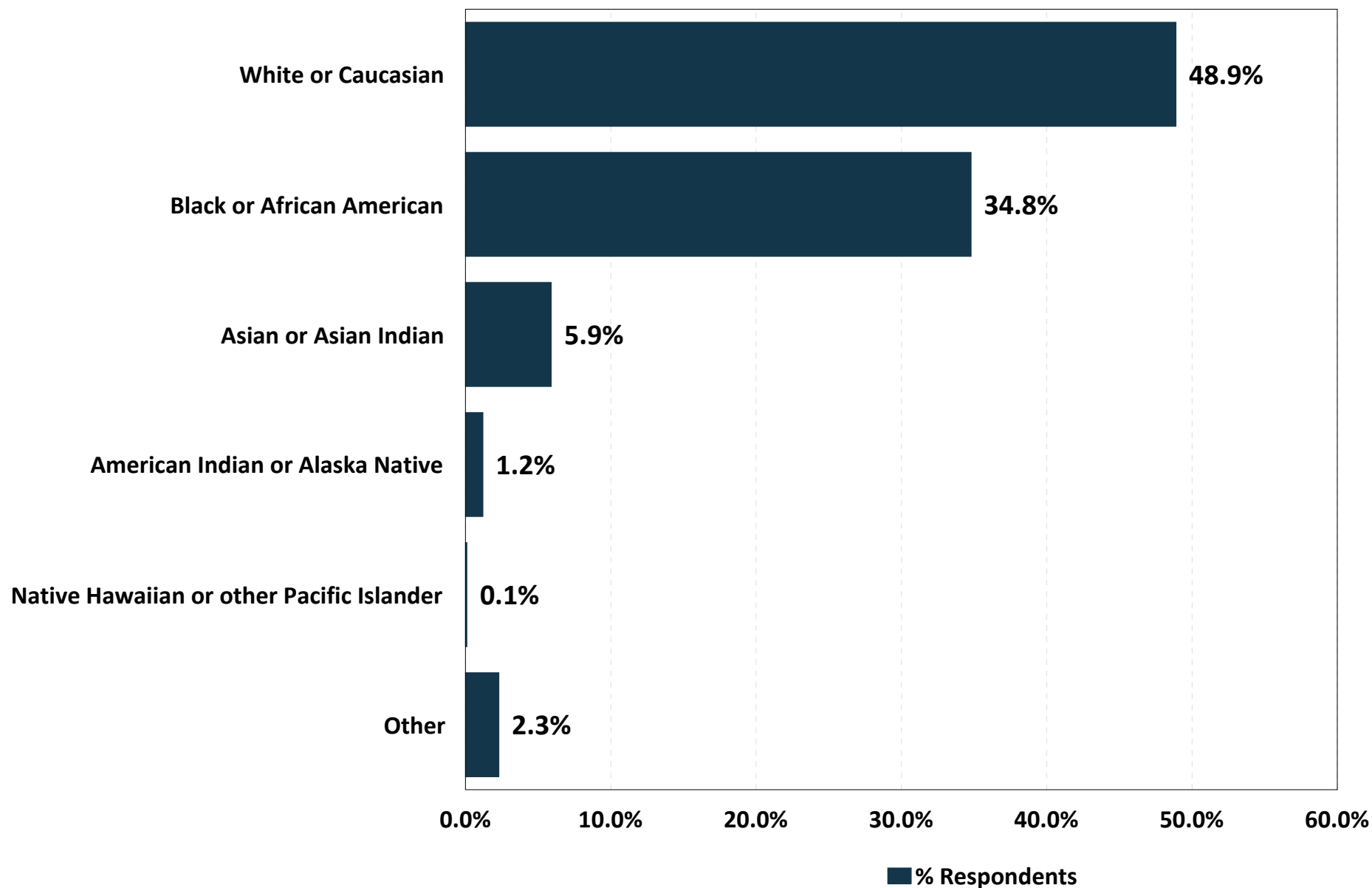
## Q33. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents (excluding *not provided* responses)



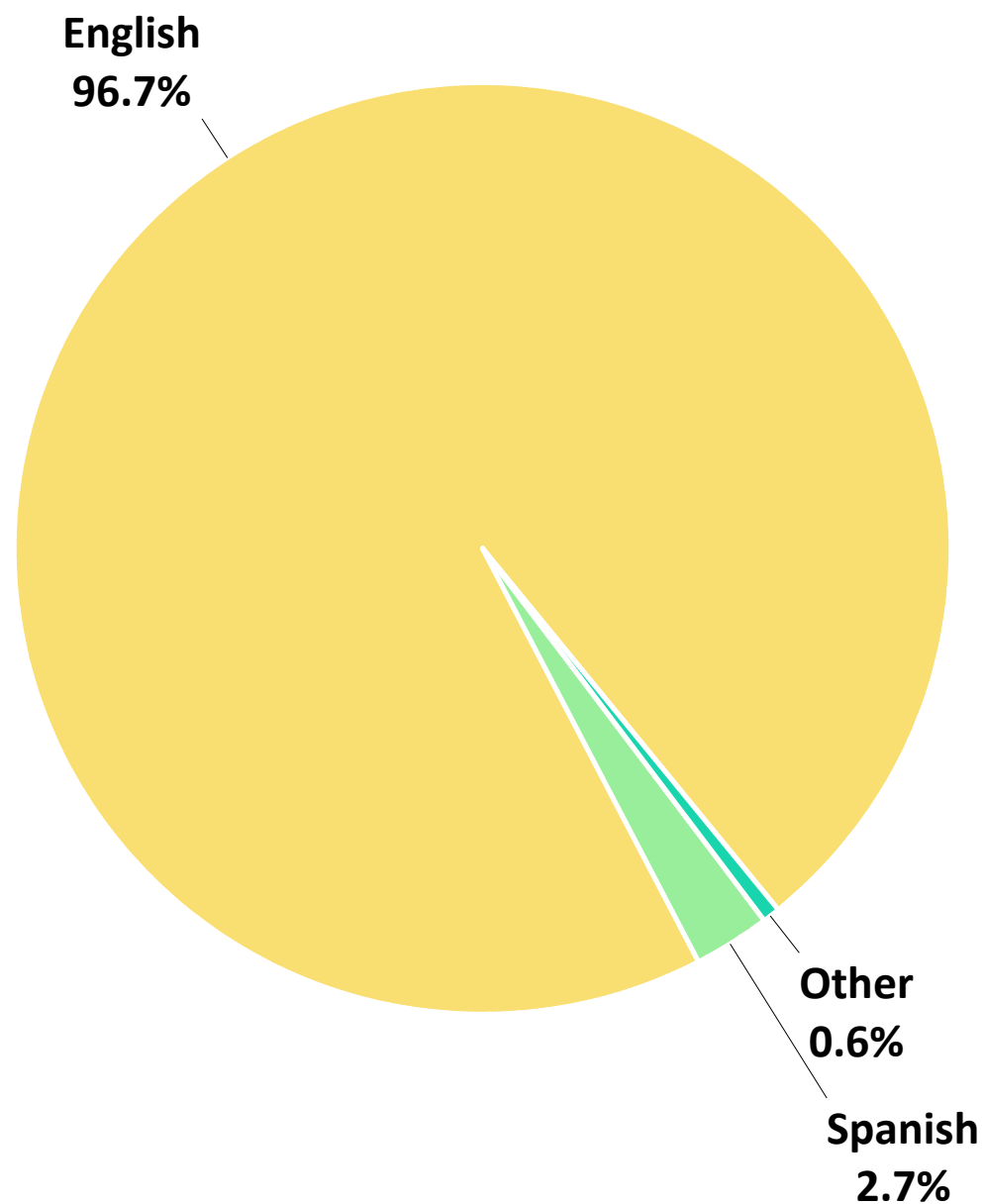
## Q34. Which of the following best describes your race/ethnicity?

by the percentage of respondents (multiple choices could be selected)



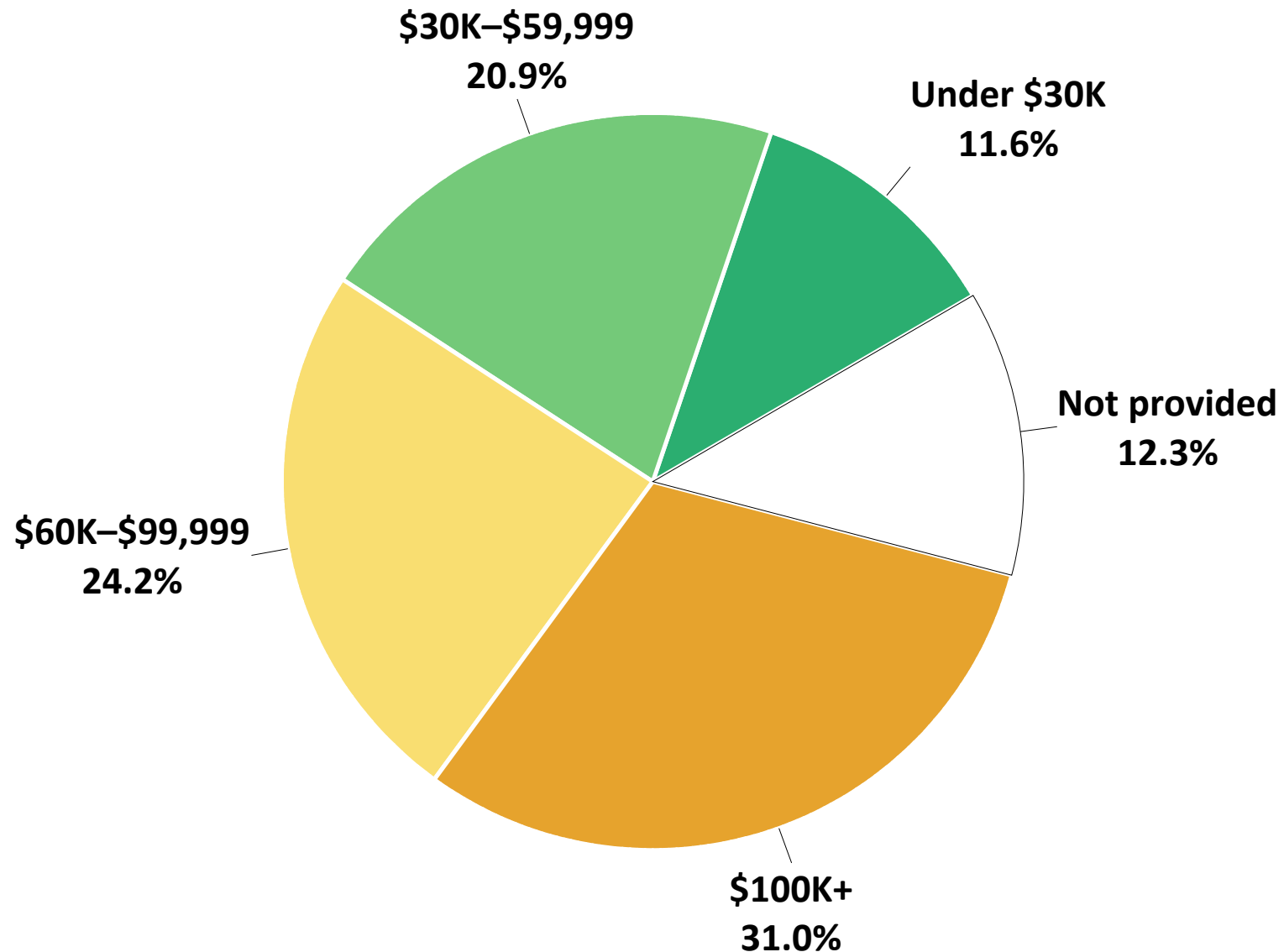
## Q35. What is the primary language used in your household?

by percentage of respondents (excluding *not provided* responses)



## Q37. Would you say your total annual household income is...

by percentage of respondents





# Benchmarking Analysis



# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 49 states.

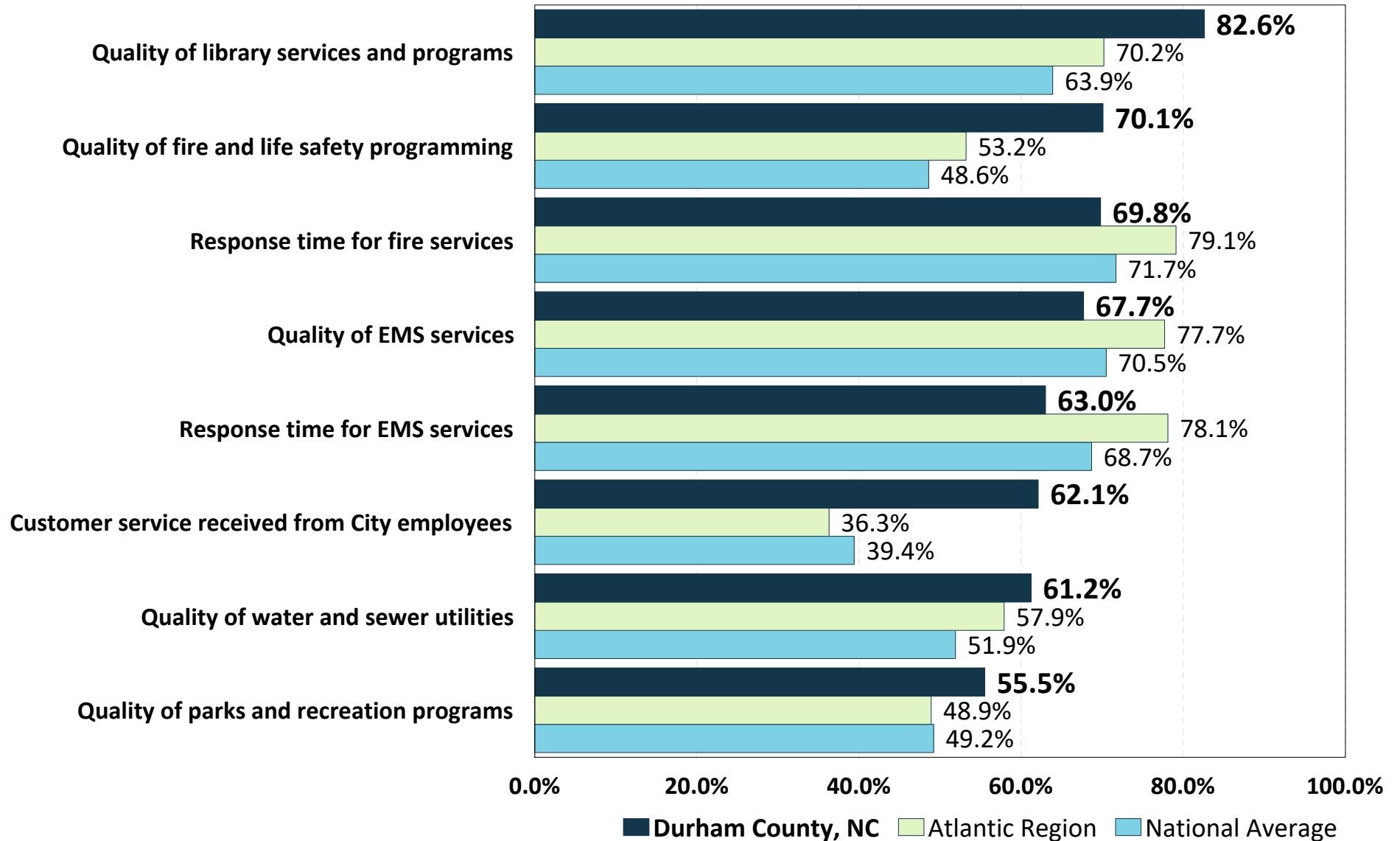
This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in the Atlantic Region of the United States during the summer of 2023. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Atlantic Regional Average” shown in the charts reflects the results of the regional survey of residents in the Atlantic Region.

# Benchmarks: Durham County v. Atlantic Region & National Average

## Major Categories of Services Provided by the City & County

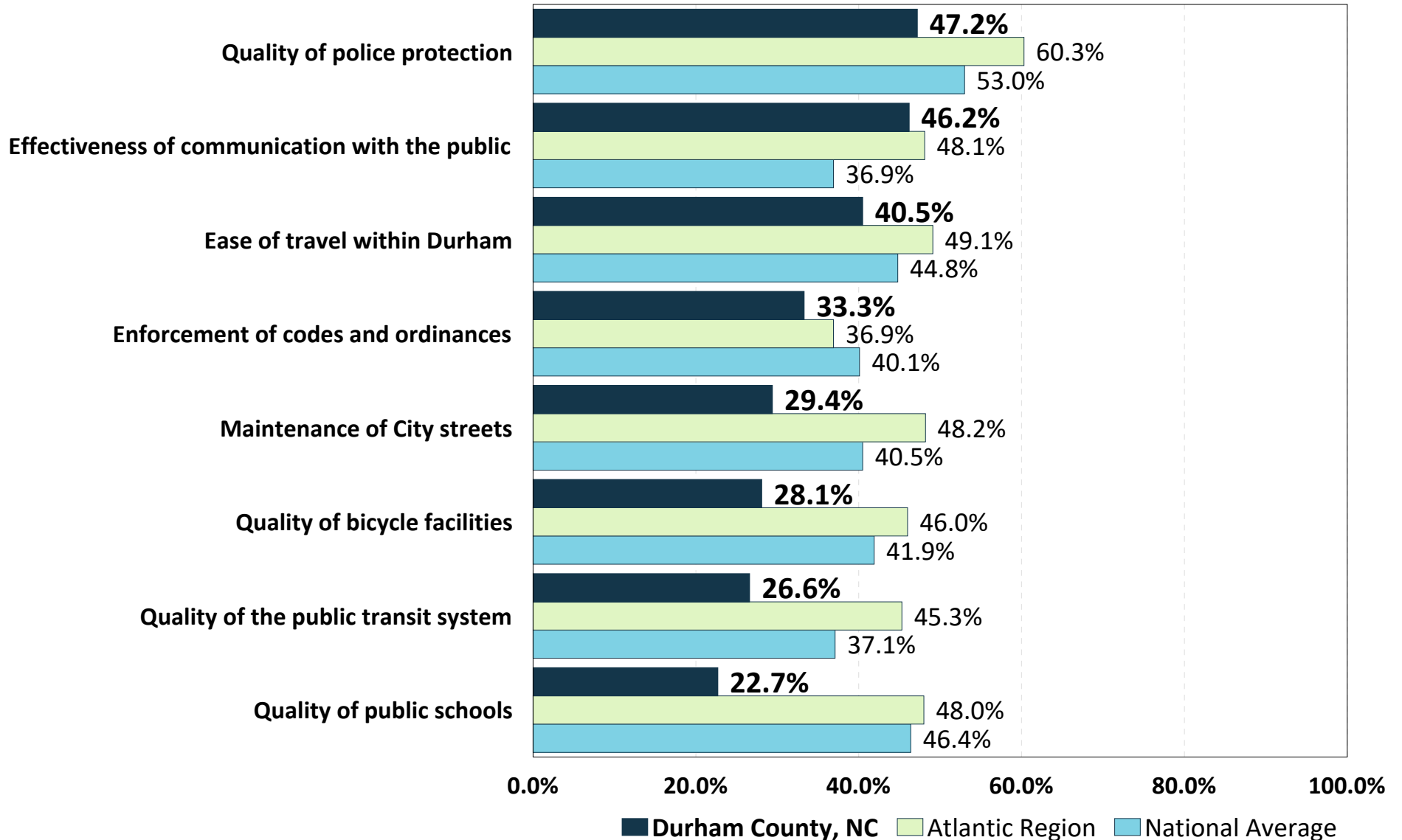
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Major Categories of Services Provided by the City & County (Cont.)

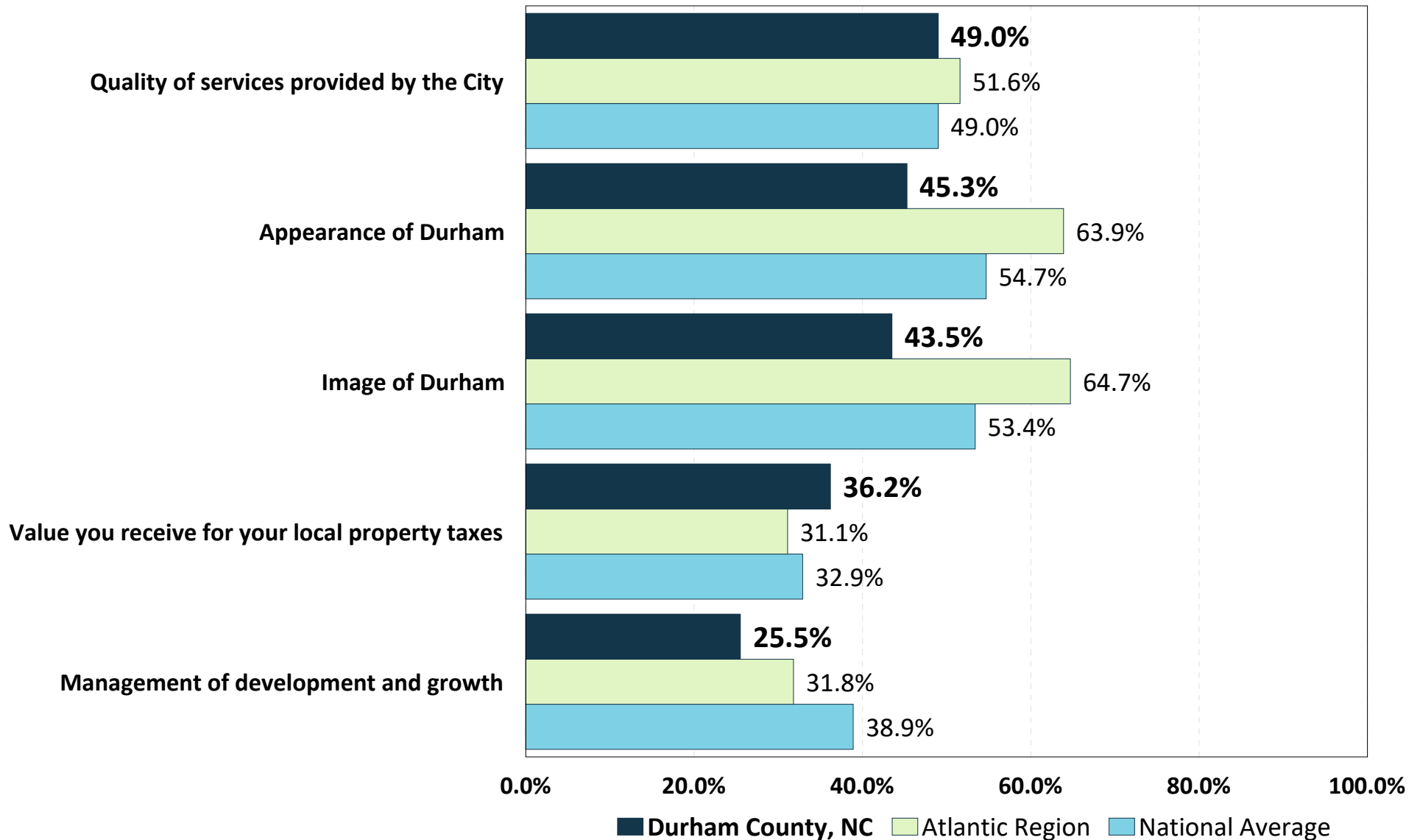
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Perceptions of the City & County

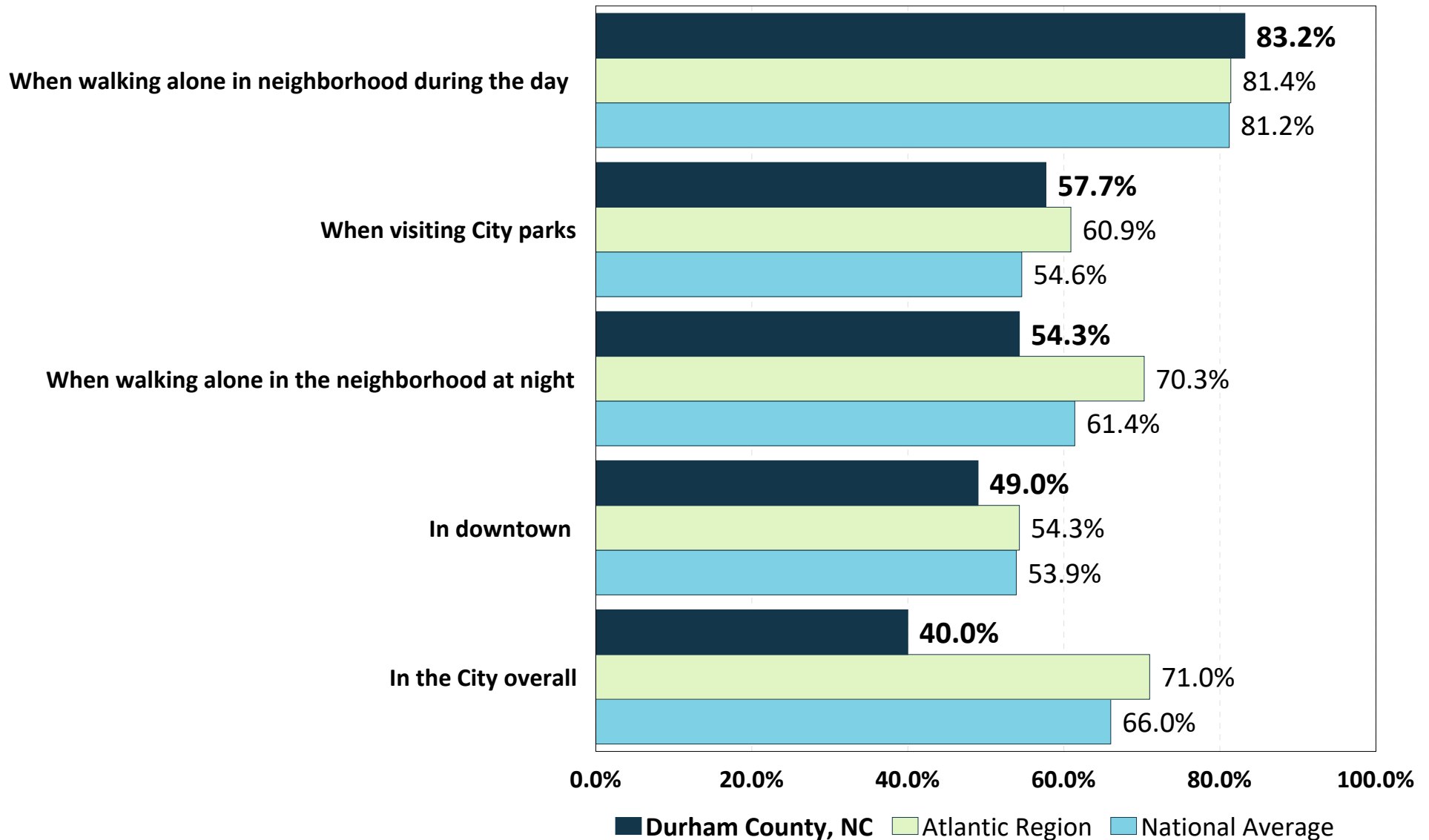
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Feeling of Safety in the City in Various Situations

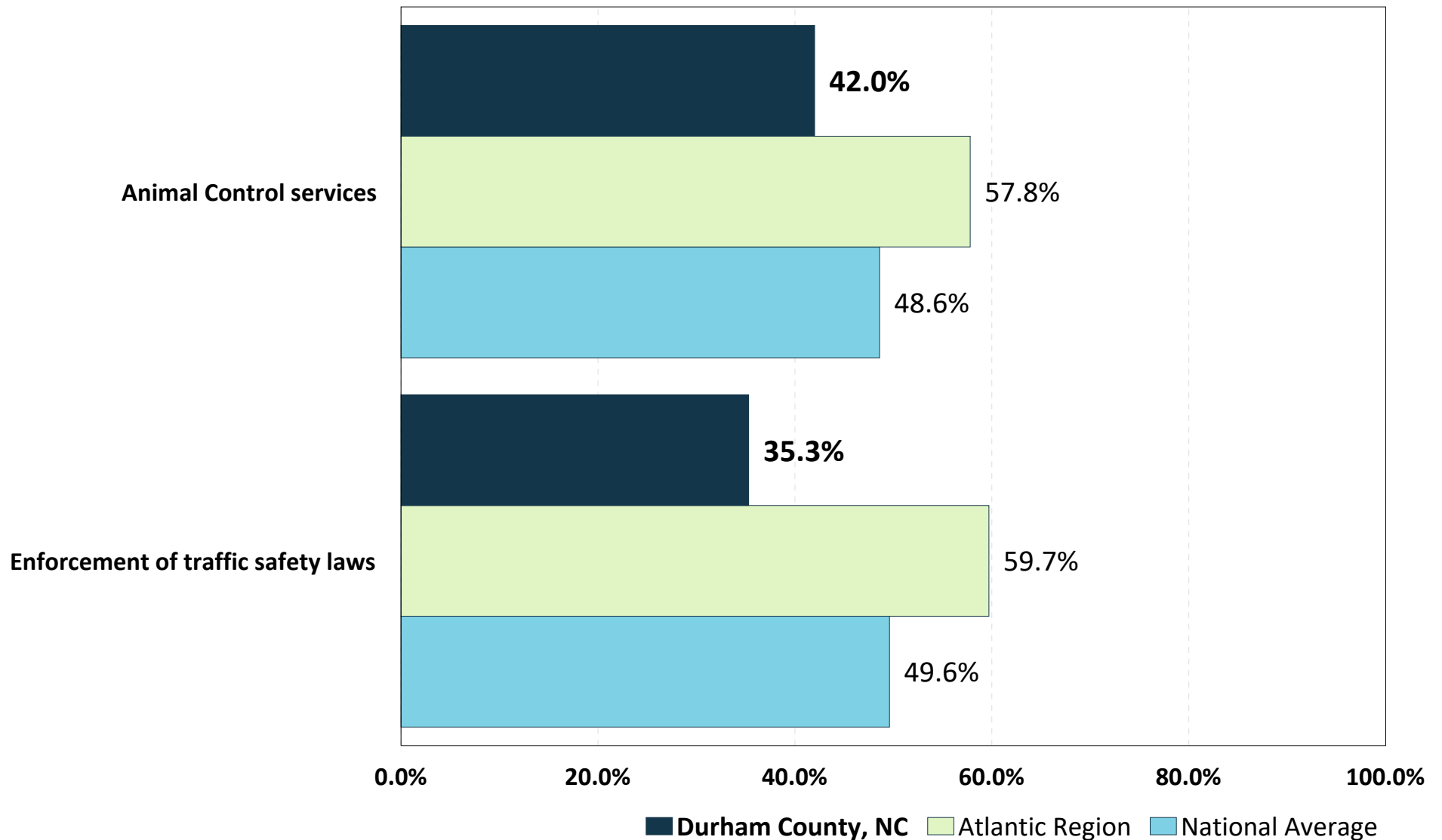
by the sum percentage of respondents that were either *very safe* or *safe* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Law Enforcement/Criminal Justice Services

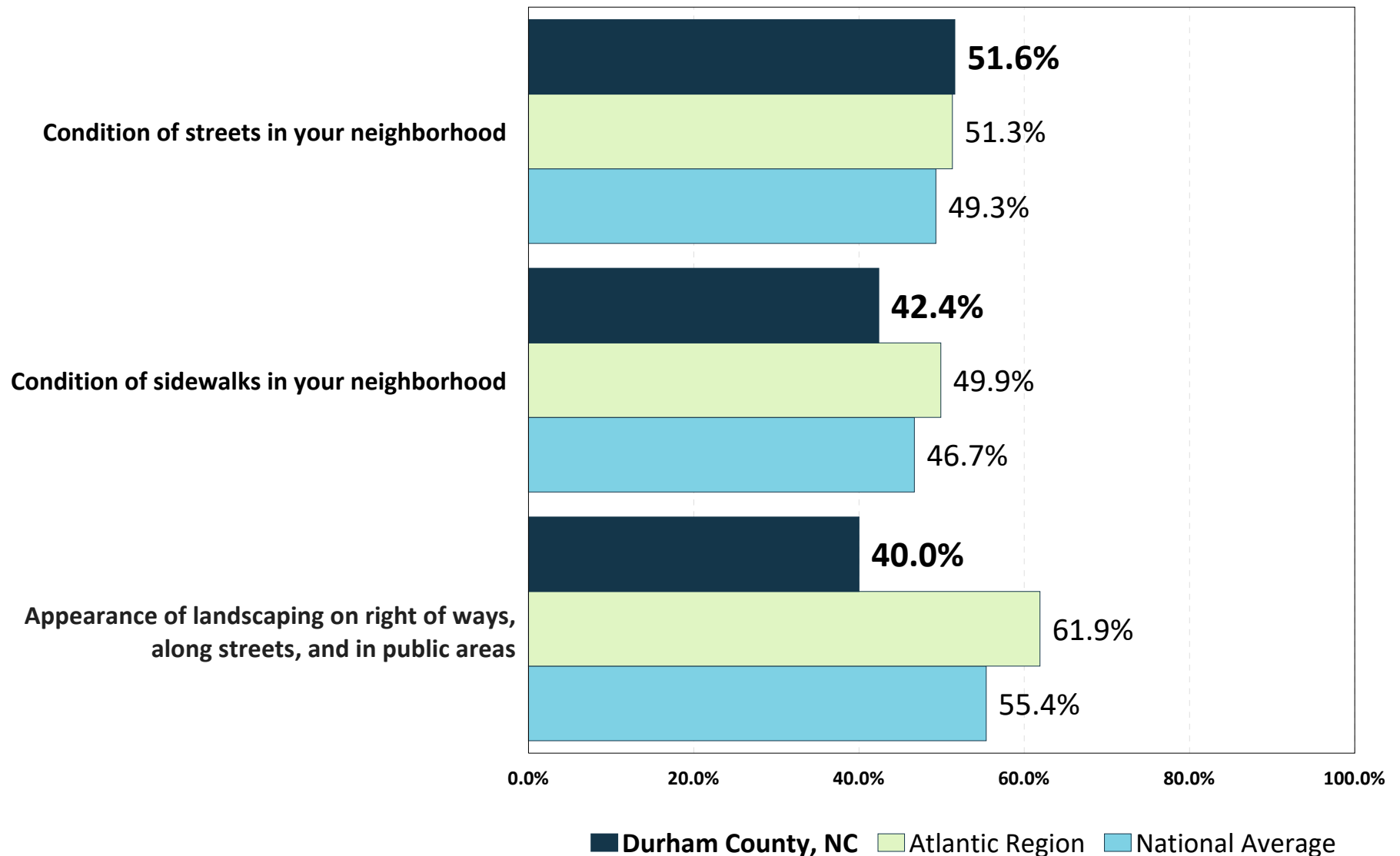
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Maintenance Services

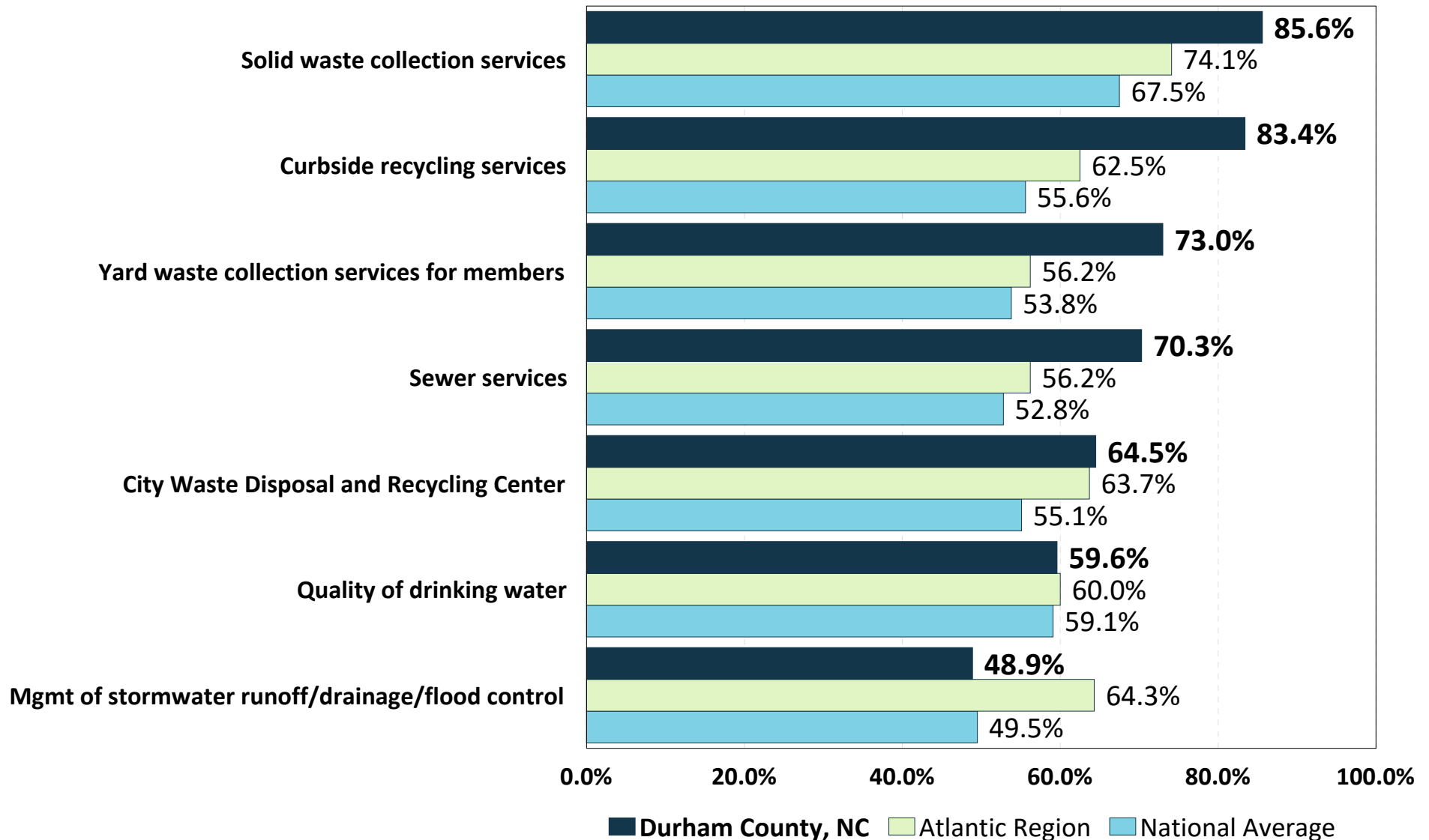
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Satisfaction with Sustainability and Environmental Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)

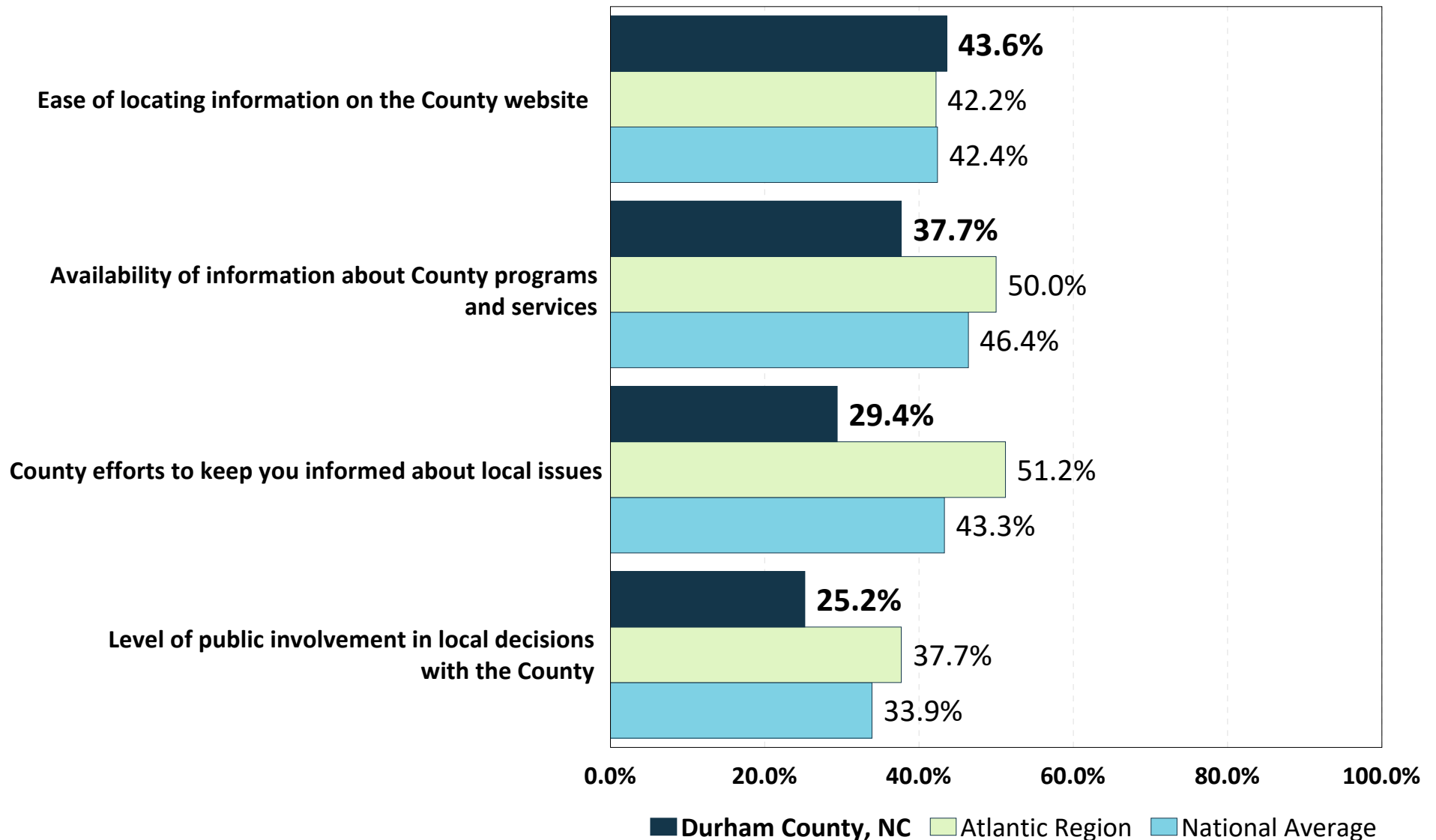




# Benchmarks: Durham County v. Atlantic Region & National Average

## Communication Services

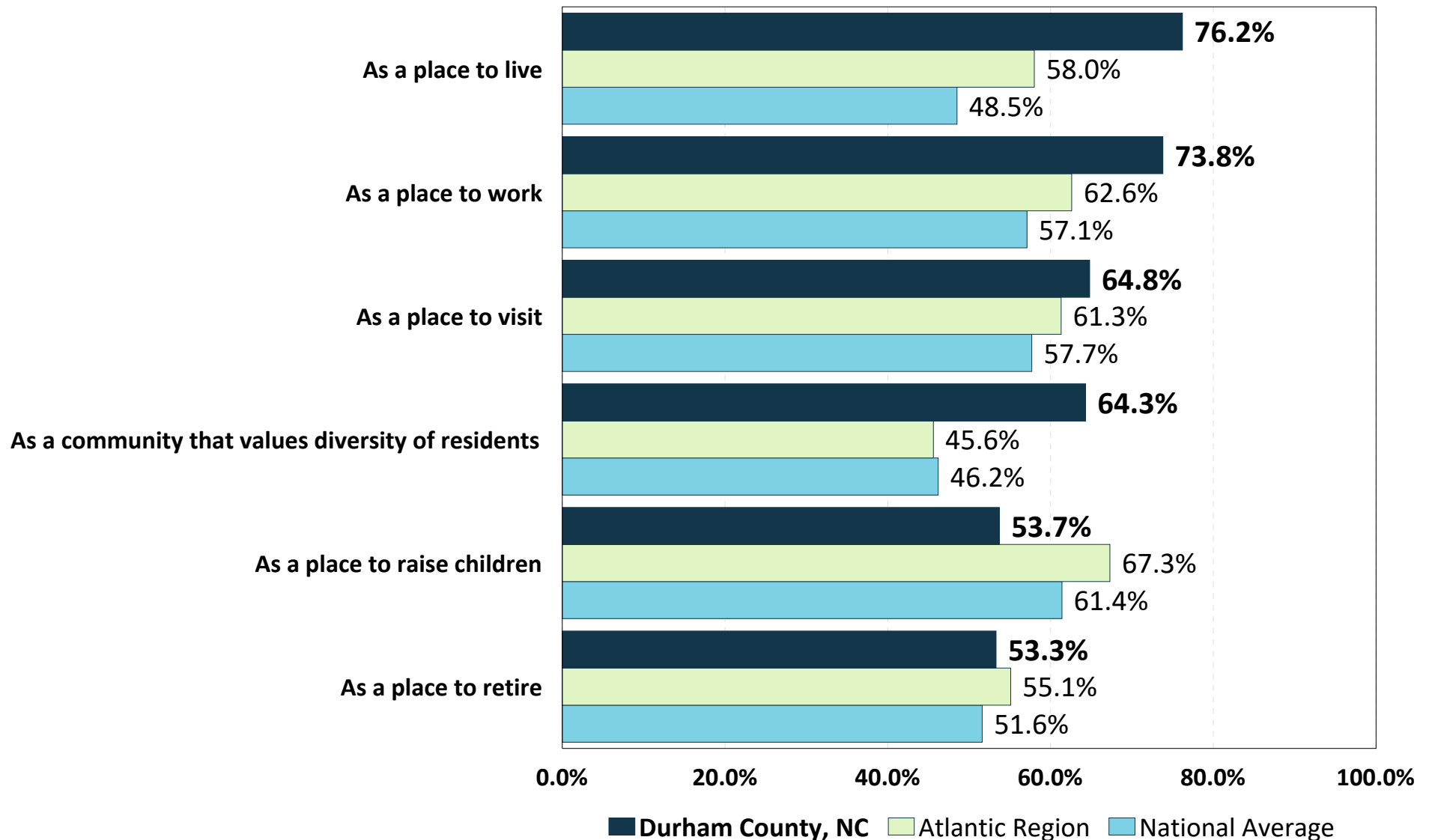
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



# Benchmarks: Durham County v. Atlantic Region & National Average

## Overall Ratings of the Community

by the sum percentage of respondents that gave a rating of either *excellent* or *good*  
(excluding *N/A* responses)



# **3** Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of City and County services that were most important to emphasize over the next two years. Nearly one-third of the respondents surveyed (32.3%) selected "*maintenance of City streets*" as one of the most important services for the City and County to emphasize.

With regard to satisfaction, 29.4% of the respondents surveyed rated "*maintenance of City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 32.3% was multiplied by 70.6% (1-0.294). This calculation yielded an I-S rating of 0.2280, which ranked second out of twenty-four major categories of City and County services analyzed.

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for Durham County are provided on the following pages.

## Importance-Satisfaction Analysis Ratings (2024)

### Major Categories of City & County Services

Durham County, NC

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Quality of public schools	42%	1	23%	24	0.3216	1
Maintenance of City streets	32%	3	29%	19	0.2280	2
<b>High Priority (I-S=0.10-0.20)</b>						
Quality of police protection	38%	2	47%	11	0.1985	3
Quality of pedestrian facilities	23%	4	27%	22	0.1706	4
Quality of the public transit system (GoDurham)	15%	6	27%	23	0.1086	5
<b>Medium Priority (I-S &lt; 0.10)</b>						
Quality of bicycle facilities	14%	7	28%	21	0.0985	6
Ease of travel within Durham	15%	5	41%	14	0.0904	7
Quality of sheriff protection	11%	9	44%	13	0.0602	8
Enforcement of codes and ordinances	8%	13	33%	18	0.0514	9
Quality of parks and recreation programs	11%	8	56%	9	0.0490	10
Durham County Dept. of Social Services	7%	14	35%	17	0.0449	11
Quality of public health services	9%	12	48%	10	0.0442	12
Response time for EMS services	11%	10	63%	5	0.0392	13
Quality of water and sewer utilities	10%	11	61%	7	0.0384	14
Effectiveness of communication with the public	7%	15	46%	12	0.0360	15
Quality of tax administration services	3%	19	38%	16	0.0205	16
Quality of EMS services	6%	17	68%	4	0.0178	17
Quality of fire and life safety programming	6%	16	70%	2	0.0164	18
Quality of charter schools	2%	22	29%	20	0.0142	19
Response time for fire services	3%	20	70%	3	0.0091	20
Customer service received from City employees	2%	21	62%	6	0.0076	21
Quality of library services and programs	4%	18	83%	1	0.0061	22
Customer service received from County employees	1%	23	58%	8	0.0055	23
Quality of private schools	1%	24	38%	15	0.0043	24

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Analysis Ratings (2024)

### Maintenance Services

Durham County, NC

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Condition of public school facilities	41%	1	22%	14	0.3226	1
<b>High Priority (I-S=0.10-0.20)</b>						
Condition of sidewalks in your neighborhood	33%	2	42%	8	0.1872	2
Condition of streets in your neighborhood	31%	3	52%	3	0.1515	3
Condition of parking	23%	4	35%	11	0.1462	4
Condition of bicycle facilities	18%	7	28%	13	0.1319	5
Appearance of landscaping on right of ways, along streets, and in public areas	22%	6	40%	10	0.1302	6
Condition of parks and open space	22%	5	51%	6	0.1109	7
<b>Medium Priority (I-S &lt; 0.10)</b>						
Overall appearance of major entryways to downtown Durham	16%	9	42%	9	0.0899	8
Amount of litter in your neighborhood	17%	8	52%	4	0.0839	9
Condition of street trees	13%	10	51%	5	0.0610	10
Condition of recreation centers and facilities	11%	12	49%	7	0.0551	11
Condition of trails and greenways	12%	11	60%	1	0.0470	12
Condition of aquatic facilities	5%	13	31%	12	0.0343	13
Condition of public art	3%	14	56%	2	0.0149	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Tabular Data



**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q1-1. Overall quality of police protection	8.5%	34.1%	29.4%	13.2%	5.1%	9.8%
Q1-2. Overall quality of sheriff protection	7.3%	28.4%	31.7%	8.8%	5.3%	18.5%
Q1-3. Overall quality of fire & life safety programming	18.0%	41.9%	21.1%	3.6%	0.9%	14.6%
Q1-4. Response time for fire services	16.5%	29.9%	15.7%	3.6%	0.9%	33.5%
Q1-5. Overall quality of EMS services	17.8%	30.9%	18.5%	2.8%	1.9%	28.1%
Q1-6. Response time for EMS services	16.0%	27.5%	17.0%	5.4%	3.1%	30.9%
Q1-7. Overall maintenance of City streets	3.0%	25.8%	22.8%	33.0%	13.2%	2.2%
Q1-8. Overall ease of travel within Durham	5.6%	34.3%	25.2%	25.2%	8.1%	1.6%
Q1-9. Overall quality of public transit system-(GoDurham)	3.6%	12.2%	21.4%	13.8%	8.3%	40.7%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	4.0%	17.9%	24.0%	21.7%	10.4%	22.1%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	3.3%	21.7%	23.1%	29.9%	15.6%	6.4%
Q1-12. Overall quality of water & sewer utilities	14.1%	42.2%	21.2%	10.7%	3.7%	8.0%
Q1-13. Overall enforcement of codes & ordinances	4.3%	23.0%	33.6%	13.5%	7.7%	18.0%
Q1-14. Overall quality of customer service you receive from City employees	15.2%	37.4%	21.9%	6.7%	3.6%	15.3%

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q1-15. Overall quality of customer service you receive from County employees	12.2%	32.8%	25.9%	5.3%	2.0%	21.7%
Q1-16. Overall effectiveness of communication with the public	6.4%	36.8%	29.3%	14.8%	6.3%	6.4%
Q1-17. Overall quality of parks & recreation programs	10.4%	39.4%	22.8%	13.0%	4.2%	10.2%
Q1-18. Overall quality of library services & programs	36.5%	39.6%	13.2%	2.2%	0.6%	7.8%
Q1-19. Overall quality of services provided by Durham County Department of Social Services	5.7%	12.7%	23.3%	6.9%	3.8%	47.5%
Q1-20. Overall quality of public health services	7.0%	23.1%	23.0%	7.0%	2.6%	37.3%
Q1-21. Overall quality of tax administration services	5.2%	24.0%	30.6%	11.4%	5.9%	23.0%
Q1-22. Overall quality of public schools	3.2%	13.8%	17.9%	25.7%	14.7%	24.7%
Q1-23. Overall quality of charter schools	3.1%	12.2%	21.0%	8.5%	8.0%	47.2%
Q1-24. Overall quality of private schools	5.2%	12.3%	21.1%	3.7%	3.3%	54.3%

**WITHOUT "N/A"**

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police protection	9.4%	37.8%	32.6%	14.6%	5.6%
Q1-2. Overall quality of sheriff protection	8.9%	34.8%	38.9%	10.8%	6.5%
Q1-3. Overall quality of fire & life safety programming	21.1%	49.0%	24.7%	4.2%	1.0%
Q1-4. Response time for fire services	24.9%	44.9%	23.6%	5.4%	1.3%
Q1-5. Overall quality of EMS services	24.7%	43.0%	25.8%	4.0%	2.6%
Q1-6. Response time for EMS services	23.2%	39.8%	24.6%	7.9%	4.5%
Q1-7. Overall maintenance of City streets	3.0%	26.4%	23.4%	33.7%	13.5%
Q1-8. Overall ease of travel within Durham	5.6%	34.9%	25.6%	25.6%	8.3%
Q1-9. Overall quality of public transit system- (GoDurham)	6.0%	20.6%	36.0%	23.3%	14.0%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	5.1%	23.0%	30.7%	27.9%	13.3%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	3.6%	23.2%	24.7%	31.9%	16.6%
Q1-12. Overall quality of water & sewer utilities	15.3%	45.9%	23.1%	11.7%	4.0%
Q1-13. Overall enforcement of codes & ordinances	5.3%	28.0%	41.0%	16.4%	9.3%
Q1-14. Overall quality of customer service you receive from City employees	17.9%	44.2%	25.8%	7.9%	4.2%

**WITHOUT "N/A"**

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-15. Overall quality of customer service you receive from County employees	15.6%	42.0%	33.1%	6.8%	2.5%
Q1-16. Overall effectiveness of communication with the public	6.9%	39.3%	31.3%	15.8%	6.7%
Q1-17. Overall quality of parks & recreation programs	11.6%	43.9%	25.4%	14.4%	4.7%
Q1-18. Overall quality of library services & programs	39.6%	43.0%	14.3%	2.4%	0.7%
Q1-19. Overall quality of services provided by Durham County Department of Social Services	10.8%	24.2%	44.5%	13.2%	7.3%
Q1-20. Overall quality of public health services	11.2%	36.8%	36.6%	11.2%	4.1%
Q1-21. Overall quality of tax administration services	6.7%	31.1%	39.7%	14.7%	7.7%
Q1-22. Overall quality of public schools	4.3%	18.4%	23.8%	34.1%	19.5%
Q1-23. Overall quality of charter schools	5.8%	23.1%	39.7%	16.1%	15.2%
Q1-24. Overall quality of private schools	11.4%	27.0%	46.2%	8.1%	7.3%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	192	23.7 %
Overall quality of sheriff protection	12	1.5 %
Overall quality of fire & life safety programming	10	1.2 %
Response time for fire services	3	0.4 %
Overall quality of EMS services	13	1.6 %
Response time for EMS services	24	3.0 %
Overall maintenance of City streets	94	11.6 %
Overall ease of travel within Durham	29	3.6 %
Overall quality of public transit system (GoDurham)	37	4.6 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	29	3.6 %
Overall quality of pedestrian facilities (e.g. sidewalks)	53	6.5 %
Overall quality of water & sewer utilities	15	1.9 %
Overall enforcement of codes & ordinances	10	1.2 %
Overall quality of customer service you receive from City employees	3	0.4 %
Overall quality of customer service you receive from County employees	2	0.2 %
Overall effectiveness of communication with the public	13	1.6 %
Overall quality of parks & recreation programs	12	1.5 %
Overall quality of library services & programs	6	0.7 %
Overall quality of services provided by Durham County Department of Social Services	11	1.4 %
Overall quality of public health services	12	1.5 %
Overall quality of tax administration services	6	0.7 %
Overall quality of public schools	184	22.7 %
Overall quality of charter schools	2	0.2 %
Overall quality of private schools	1	0.1 %
None chosen	37	4.6 %
Total	810	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	66	8.1 %
Overall quality of sheriff protection	50	6.2 %
Overall quality of fire & life safety programming	19	2.3 %
Response time for fire services	7	0.9 %
Overall quality of EMS services	13	1.6 %
Response time for EMS services	35	4.3 %
Overall maintenance of City streets	83	10.2 %
Overall ease of travel within Durham	44	5.4 %
Overall quality of public transit system (GoDurham)	50	6.2 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	52	6.4 %
Overall quality of pedestrian facilities (e.g. sidewalks)	71	8.8 %
Overall quality of water & sewer utilities	34	4.2 %
Overall enforcement of codes & ordinances	18	2.2 %
Overall quality of customer service you receive from City employees	5	0.6 %
Overall quality of customer service you receive from County employees	4	0.5 %
Overall effectiveness of communication with the public	20	2.5 %
Overall quality of parks & recreation programs	29	3.6 %
Overall quality of library services & programs	10	1.2 %
Overall quality of services provided by Durham County Department of Social Services	19	2.3 %
Overall quality of public health services	24	3.0 %
Overall quality of tax administration services	10	1.2 %
Overall quality of public schools	77	9.5 %
Overall quality of charter schools	9	1.1 %
Overall quality of private schools	3	0.4 %
<u>None chosen</u>	<u>58</u>	<u>7.2 %</u>
Total	810	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	47	5.8 %
Overall quality of sheriff protection	24	3.0 %
Overall quality of fire & life safety programming	16	2.0 %
Response time for fire services	14	1.7 %
Overall quality of EMS services	19	2.3 %
Response time for EMS services	27	3.3 %
Overall maintenance of City streets	85	10.5 %
Overall ease of travel within Durham	50	6.2 %
Overall quality of public transit system (GoDurham)	32	4.0 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	30	3.7 %
Overall quality of pedestrian facilities (e.g. sidewalks)	65	8.0 %
Overall quality of water & sewer utilities	31	3.8 %
Overall enforcement of codes & ordinances	35	4.3 %
Overall quality of customer service you receive from City employees	8	1.0 %
Overall quality of customer service you receive from County employees	5	0.6 %
Overall effectiveness of communication with the public	21	2.6 %
Overall quality of parks & recreation programs	48	5.9 %
Overall quality of library services & programs	13	1.6 %
Overall quality of services provided by Durham County Department of Social Services	26	3.2 %
Overall quality of public health services	32	4.0 %
Overall quality of tax administration services	11	1.4 %
Overall quality of public schools	76	9.4 %
Overall quality of charter schools	6	0.7 %
Overall quality of private schools	2	0.2 %
<u>None chosen</u>	<u>87</u>	<u>10.7 %</u>
Total	810	100.0 %

**SUM OF TOP 3 CHOICES****Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	305	37.7 %
Overall quality of sheriff protection	86	10.6 %
Overall quality of fire & life safety programming	45	5.6 %
Response time for fire services	24	3.0 %
Overall quality of EMS services	45	5.6 %
Response time for EMS services	86	10.6 %
Overall maintenance of City streets	262	32.3 %
Overall ease of travel within Durham	123	15.2 %
Overall quality of public transit system (GoDurham)	119	14.7 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	111	13.7 %
Overall quality of pedestrian facilities (e.g. sidewalks)	189	23.3 %
Overall quality of water & sewer utilities	80	9.9 %
Overall enforcement of codes & ordinances	63	7.8 %
Overall quality of customer service you receive from City employees	16	2.0 %
Overall quality of customer service you receive from County employees	11	1.4 %
Overall effectiveness of communication with the public	54	6.7 %
Overall quality of parks & recreation programs	89	11.0 %
Overall quality of library services & programs	29	3.6 %
Overall quality of services provided by Durham County Department of Social Services	56	6.9 %
Overall quality of public health services	68	8.4 %
Overall quality of tax administration services	27	3.3 %
Overall quality of public schools	337	41.6 %
Overall quality of charter schools	17	2.1 %
Overall quality of private schools	6	0.7 %
None chosen	37	4.6 %
Total	2285	



**Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q3-1. Overall quality of services provided by City	6.2%	39.0%	32.5%	11.2%	3.3%	7.8%
Q3-2. Overall quality of services provided by County	5.6%	35.7%	34.1%	9.8%	3.6%	11.4%
Q3-3. Overall appearance of Durham	5.9%	38.0%	25.7%	22.0%	5.4%	3.0%
Q3-4. Overall management of development & growth	3.3%	21.0%	22.5%	28.5%	20.2%	4.4%
Q3-5. Overall image of Durham	6.9%	35.1%	24.7%	23.0%	7.0%	3.3%
Q3-6. Overall quality of life in Durham	11.2%	42.6%	23.7%	15.8%	4.9%	1.7%
Q3-7. Overall quality of life in your neighborhood	29.1%	44.4%	14.3%	8.1%	2.6%	1.4%
Q3-8. Overall value you receive for your local property taxes	6.2%	26.3%	23.7%	20.9%	12.7%	10.2%

**WITHOUT "N/A"**

**Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	6.7%	42.3%	35.2%	12.2%	3.6%
Q3-2. Overall quality of services provided by County	6.3%	40.3%	38.4%	11.0%	4.0%
Q3-3. Overall appearance of Durham	6.1%	39.2%	26.5%	22.6%	5.6%
Q3-4. Overall management of development & growth	3.5%	22.0%	23.5%	29.8%	21.2%
Q3-5. Overall image of Durham	7.2%	36.3%	25.5%	23.8%	7.3%
Q3-6. Overall quality of life in Durham	11.4%	43.3%	24.1%	16.1%	5.0%
Q3-7. Overall quality of life in your neighborhood	29.5%	45.1%	14.5%	8.3%	2.6%
Q3-8. Overall value you receive for your local property taxes	6.9%	29.3%	26.4%	23.2%	14.2%

**Q4. Which of the following best describes the education status of the children in your household?**

Q4. Which following best describes the education status of the children in your household	Number	Percent
My children are enrolled in Durham public schools	91	11.2 %
My children are enrolled in a charter school in Durham County	23	2.8 %
My children are enrolled in a private school in Durham County	21	2.6 %
My children go to school outside of Durham County	10	1.2 %
My children went to or graduated from Durham public schools	159	19.6 %
My children went to or graduated from a charter school in Durham County	14	1.7 %
My children went to or graduated from a private school in Durham County	29	3.6 %
My children went to or graduated from a school outside of Durham County	33	4.1 %
My children are homeschooled	4	0.5 %
<u>This question does not apply to me</u>	465	57.4 %
Total	849	

**WITHOUT "THIS QUESTION DOES NOT APPLY TO ME"****Q4. Which of the following best describes the education status of children in your household? (without "this question does not apply to me")**

Q4. Which following best describes the education status of the children in your household	Number	Percent
My children are enrolled in Durham public schools	91	26.4 %
My children are enrolled in a charter school in Durham County	23	6.7 %
My children are enrolled in a private school in Durham County	21	6.1 %
My children go to school outside of Durham County	10	2.9 %
My children went to or graduated from Durham public schools	159	46.1 %
My children went to or graduated from a charter school in Durham County	14	4.1 %
My children went to or graduated from a private school in Durham County	29	8.4 %
My children went to or graduated from a school outside of Durham County	33	9.6 %
My children are homeschooled	4	1.2 %
Total	384	

**Q5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about Durham Public Schools.**

(N=345)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q5-1. Manages education budget well	1.4%	7.2%	21.7%	29.6%	24.6%	15.4%
Q5-2. Attracts high quality teachers	3.8%	15.7%	24.1%	29.6%	13.0%	13.9%
Q5-3. Is transparent about education-related decision making	1.4%	7.8%	27.0%	29.6%	20.3%	13.9%
Q5-4. Encourages community involvement in education-related decision making	4.3%	14.2%	31.9%	21.7%	12.8%	15.1%
Q5-5. Ensures quality education for students	2.9%	16.5%	26.1%	27.0%	16.5%	11.0%
Q5-6. Has effective leadership in K-12 education	2.9%	14.2%	32.2%	19.1%	16.8%	14.8%

**WITHOUT "N/A"**

**Q5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about Durham Public Schools. (without "N/A")**

(N=345)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. Manages education budget well	1.7%	8.6%	25.7%	34.9%	29.1%
Q5-2. Attracts high quality teachers	4.4%	18.2%	27.9%	34.3%	15.2%
Q5-3. Is transparent about education-related decision making	1.7%	9.1%	31.3%	34.3%	23.6%
Q5-4. Encourages community involvement in education-related decision making	5.1%	16.7%	37.5%	25.6%	15.0%
Q5-5. Ensures quality education for students	3.3%	18.6%	29.3%	30.3%	18.6%
Q5-6. Has effective leadership in K-12 education	3.4%	16.7%	37.8%	22.4%	19.7%

**Q6. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.**

(N=810)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	N/A
Q6-1. When walking alone in your neighborhood during the day	44.9%	36.2%	8.6%	5.4%	2.2%	2.6%
Q6-2. When walking alone in your neighborhood at night	19.3%	32.2%	18.9%	16.9%	7.4%	5.3%
Q6-3. In Downtown Durham	7.9%	38.4%	21.7%	17.8%	8.8%	5.4%
Q6-4. In Durham overall	5.7%	33.0%	31.1%	21.2%	5.7%	3.3%
Q6-5. When using City recreation centers	11.1%	29.9%	16.3%	7.0%	3.0%	32.7%
Q6-6. When visiting City parks	9.6%	38.3%	21.5%	10.5%	3.1%	17.0%
Q6-7. When engaging with law enforcement	17.2%	32.2%	22.5%	7.9%	4.6%	15.7%

**WITHOUT "N/A"**

**Q6. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "N/A")**

(N=810)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. When walking alone in your neighborhood during the day	46.1%	37.1%	8.9%	5.6%	2.3%
Q6-2. When walking alone in your neighborhood at night	20.3%	34.0%	19.9%	17.9%	7.8%
Q6-3. In Downtown Durham	8.4%	40.6%	23.0%	18.8%	9.3%
Q6-4. In Durham overall	5.9%	34.1%	32.2%	22.0%	5.9%
Q6-5. When using City recreation centers	16.5%	44.4%	24.2%	10.5%	4.4%
Q6-6. When visiting City parks	11.6%	46.1%	25.9%	12.6%	3.7%
Q6-7. When engaging with law enforcement	20.4%	38.2%	26.6%	9.4%	5.4%

**Q7. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements.**

(N=810)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q7-1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	9.3%	17.2%	14.1%	13.1%	9.1%	37.3%
Q7-2. When calling 911, I am confident that the right responder will be sent to address my needs	13.2%	30.9%	22.5%	11.6%	4.6%	17.3%

**WITHOUT "N/A"**

**Q7. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements. (without "N/A")**

(N=810)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	14.8%	27.4%	22.4%	20.9%	14.6%
Q7-2. When calling 911, I am confident that the right responder will be sent to address my needs	16.0%	37.3%	27.2%	14.0%	5.5%

**Q8. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate how you feel with regard to the following aspects of law enforcement and the criminal justice system.**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q8-1. Overall police relationship with your community	10.5%	32.2%	28.1%	10.7%	4.9%	13.5%
Q8-2. Overall Sheriff's Office relationship with your community	8.3%	25.3%	29.6%	10.2%	4.9%	21.6%
Q8-3. Animal control services	6.4%	23.5%	29.8%	9.3%	2.2%	28.9%
Q8-4. Enforcement of traffic safety laws	4.9%	27.2%	25.4%	19.5%	13.8%	9.1%
Q8-5. Local court system	3.0%	16.2%	29.9%	9.6%	7.7%	33.7%
Q8-6. Overall HEART relationship with the community	10.6%	19.6%	20.6%	3.8%	2.3%	43.0%

**WITHOUT "N/A"**

**Q8. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate how you feel with regard to the following aspects of law enforcement and the criminal justice system. (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall police relationship with your community	12.1%	37.2%	32.5%	12.4%	5.7%
Q8-2. Overall Sheriff's Office relationship with your community	10.6%	32.3%	37.8%	13.1%	6.3%
Q8-3. Animal control services	9.0%	33.0%	41.8%	13.0%	3.1%
Q8-4. Enforcement of traffic safety laws	5.4%	29.9%	28.0%	21.5%	15.2%
Q8-5. Local court system	4.5%	24.4%	45.1%	14.5%	11.5%
Q8-6. Overall HEART relationship with the community	18.6%	34.4%	36.1%	6.7%	4.1%



**Q9. Affordable Housing. How satisfied are you with the availability of affordable housing?**

Q9. How satisfied are you with the availability of  
affordable housing

	Number	Percent
Very satisfied	17	2.1 %
Satisfied	57	7.0 %
Neutral	119	14.7 %
Dissatisfied	250	30.9 %
Very dissatisfied	227	28.0 %
N/A	140	17.3 %
Total	810	100.0 %

**WITHOUT "N/A"****Q9. Affordable Housing. How satisfied are you with the availability of affordable housing? (without "N/A")**

Q9. How satisfied are you with the availability of  
affordable housing

	Number	Percent
Very satisfied	17	2.5 %
Satisfied	57	8.5 %
Neutral	119	17.8 %
Dissatisfied	250	37.3 %
Very dissatisfied	227	33.9 %
Total	670	100.0 %

**Q10. Please answer the following questions by circling either "Yes" or "No."**

(N=810)

	Yes	No	Not provided
Q10-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	34.6%	57.3%	8.1%
Q10-2. Are you able to find housing you can afford in Durham	61.4%	25.6%	13.1%
Q10-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources	30.2%	59.1%	10.6%

**WITHOUT "NOT PROVIDED"****Q10. Please answer the following questions by circling either "Yes" or "No." (without "not provided")**

(N=810)

	Yes	No
Q10-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	37.6%	62.4%
Q10-2. Are you able to find housing you can afford in Durham	70.6%	29.4%
Q10-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources	33.8%	66.2%

**Q11. Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q11-1. Greenways & trails	13.1%	41.7%	18.6%	10.0%	2.6%	14.0%
Q11-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	7.0%	30.6%	22.8%	12.8%	2.2%	24.4%
Q11-3. Customer service provided by City's Parks & Recreation staff	8.4%	26.4%	24.8%	3.5%	1.4%	35.6%
Q11-4. Public art	11.0%	32.7%	28.3%	8.9%	1.6%	17.5%
Q11-5. Cultural programming	10.5%	32.1%	25.9%	9.9%	1.7%	19.9%
Q11-6. Length of commute to your desired recreation amenities	9.9%	38.1%	19.5%	11.7%	3.0%	17.8%
Q11-7. Variety of City recreation opportunities	7.8%	31.7%	24.0%	12.5%	2.5%	21.6%
Q11-8. Recreation center programs	5.7%	22.7%	24.6%	8.5%	3.0%	35.6%
Q11-9. Athletic programs	4.7%	18.3%	24.9%	8.9%	1.9%	41.4%
Q11-10. Aquatic programs	4.4%	14.2%	24.7%	11.2%	5.2%	40.2%

**WITHOUT "N/A"**

**Q11. Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Greenways & trails	15.2%	48.5%	21.7%	11.6%	3.0%
Q11-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	9.3%	40.5%	30.2%	17.0%	2.9%
Q11-3. Customer service provided by City's Parks & Recreation staff	13.0%	41.0%	38.5%	5.4%	2.1%
Q11-4. Public art	13.3%	39.7%	34.3%	10.8%	1.9%
Q11-5. Cultural programming	13.1%	40.1%	32.4%	12.3%	2.2%
Q11-6. Length of commute to your desired recreation amenities	12.0%	46.4%	23.7%	14.3%	3.6%
Q11-7. Variety of City recreation opportunities	9.9%	40.5%	30.6%	15.9%	3.1%
Q11-8. Recreation center programs	8.8%	35.2%	38.1%	13.2%	4.6%
Q11-9. Athletic programs	8.0%	31.2%	42.5%	15.2%	3.2%
Q11-10. Aquatic programs	7.4%	23.8%	41.3%	18.8%	8.7%

**Q12. How would you rate Durham in the following areas?**

(N=810)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q12-1. Current state of race relations	2.7%	34.1%	30.1%	17.0%	9.5%	6.5%
Q12-2. Progress addressing racial equity	4.1%	29.9%	31.2%	17.3%	8.6%	8.9%

**WITHOUT "N/A"****Q12. How would you rate Durham in the following areas? (without "N/A")**

(N=810)

	Excellent	Good	Neutral	Below average	Poor
Q12-1. Current state of race relations	2.9%	36.5%	32.2%	18.2%	10.2%
Q12-2. Progress addressing racial equity	4.5%	32.8%	34.3%	19.0%	9.5%

**Q13. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q13-1. Ease of travel by walking	2.7%	21.0%	21.6%	29.8%	15.2%	9.8%
Q13-2. Ease of travel by biking	2.1%	14.6%	20.1%	22.8%	10.4%	30.0%
Q13-3. Ease of travel by bus within Durham (GoDurham)	2.7%	12.1%	18.9%	15.3%	7.8%	43.2%
Q13-4. Ease of travel by bus to places outside of Durham (GoTriangle)	2.6%	7.8%	18.8%	14.4%	8.1%	48.3%
Q13-5. Quality of Downtown parking facilities	4.2%	27.9%	24.2%	23.6%	11.6%	8.5%
Q13-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	24.2%	36.2%	15.9%	12.1%	6.5%	5.1%

**WITHOUT "N/A"**

**Q13. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Ease of travel by walking	3.0%	23.3%	23.9%	33.0%	16.8%
Q13-2. Ease of travel by biking	3.0%	20.8%	28.7%	32.6%	14.8%
Q13-3. Ease of travel by bus within Durham (GoDurham)	4.8%	21.3%	33.3%	27.0%	13.7%
Q13-4. Ease of travel by bus to places outside of Durham (GoTriangle)	5.0%	15.0%	36.3%	27.9%	15.8%
Q13-5. Quality of Downtown parking facilities	4.6%	30.5%	26.5%	25.8%	12.7%
Q13-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	25.5%	38.1%	16.8%	12.7%	6.9%

**Q14. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q14-1. Condition of streets in your neighborhood	13.5%	36.5%	17.0%	20.4%	9.5%	3.1%
Q14-2. Condition of sidewalks in your neighborhood	9.5%	24.6%	13.6%	17.5%	15.2%	19.6%
Q14-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	4.7%	15.2%	22.0%	18.6%	10.7%	28.8%
Q14-4. Appearance of landscaping on right of ways, along streets, & in public areas	7.7%	29.8%	30.1%	18.9%	7.2%	6.4%
Q14-5. Condition of parks & open space	7.2%	36.5%	25.3%	13.6%	4.1%	13.3%
Q14-6. Condition of recreation centers & facilities	5.4%	27.9%	25.2%	8.5%	1.7%	31.2%
Q14-7. Overall appearance of major entryways to Downtown Durham	4.7%	33.2%	32.7%	15.7%	3.8%	9.9%
Q14-8. Condition of public school facilities	2.0%	12.0%	20.0%	20.4%	10.5%	35.2%
Q14-9. Condition of trails & greenways	8.9%	40.1%	24.0%	7.2%	2.2%	17.7%
Q14-10. Condition of public art	10.1%	34.6%	27.8%	5.9%	1.0%	20.6%
Q14-11. Condition of aquatic facilities	3.1%	13.0%	24.1%	7.5%	3.5%	48.9%
Q14-12. Condition of parking	4.1%	26.9%	27.8%	21.4%	7.5%	12.3%
Q14-13. Amount of litter in your neighborhood	15.3%	32.5%	18.9%	16.7%	9.5%	7.2%
Q14-14. Condition of street trees	8.4%	38.5%	24.1%	15.3%	5.3%	8.4%

**WITHOUT "N/A"**

**Q14. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Condition of streets in your neighborhood	13.9%	37.7%	17.6%	21.0%	9.8%
Q14-2. Condition of sidewalks in your neighborhood	11.8%	30.6%	16.9%	21.8%	18.9%
Q14-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	6.6%	21.3%	30.8%	26.2%	15.1%
Q14-4. Appearance of landscaping on right of ways, along streets, & in public areas	8.2%	31.8%	32.2%	20.2%	7.7%
Q14-5. Condition of parks & open space	8.3%	42.2%	29.2%	15.7%	4.7%
Q14-6. Condition of recreation centers & facilities	7.9%	40.6%	36.6%	12.4%	2.5%
Q14-7. Overall appearance of major entryways to Downtown Durham	5.2%	36.8%	36.3%	17.4%	4.2%
Q14-8. Condition of public school facilities	3.0%	18.5%	30.9%	31.4%	16.2%
Q14-9. Condition of trails & greenways	10.8%	48.7%	29.1%	8.7%	2.7%
Q14-10. Condition of public art	12.8%	43.5%	35.0%	7.5%	1.2%
Q14-11. Condition of aquatic facilities	6.0%	25.4%	47.1%	14.7%	6.8%
Q14-12. Condition of parking	4.6%	30.7%	31.7%	24.4%	8.6%
Q14-13. Amount of litter in your neighborhood	16.5%	35.0%	20.3%	18.0%	10.2%
Q14-14. Condition of street trees	9.2%	42.0%	26.3%	16.7%	5.8%



**Q15. Which THREE items from the list in Question 14 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q15. Top choice	Number	Percent
Condition of streets in your neighborhood	149	18.4 %
Condition of sidewalks in your neighborhood	110	13.6 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	47	5.8 %
Appearance of landscaping on right of ways, along streets, & in public areas	40	4.9 %
Condition of parks & open space	36	4.4 %
Condition of recreation centers & facilities	13	1.6 %
Overall appearance of major entryways to Downtown Durham	30	3.7 %
Condition of public school facilities	194	24.0 %
Condition of trails & greenways	13	1.6 %
Condition of public art	2	0.2 %
Condition of aquatic facilities	6	0.7 %
Condition of parking	39	4.8 %
Amount of litter in your neighborhood	41	5.1 %
Condition of street trees	27	3.3 %
None chosen	63	7.8 %
Total	810	100.0 %

**Q15. Which THREE items from the list in Question 14 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q15. 2nd choice	Number	Percent
Condition of streets in your neighborhood	57	7.0 %
Condition of sidewalks in your neighborhood	96	11.9 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	51	6.3 %
Appearance of landscaping on right of ways, along streets, & in public areas	68	8.4 %
Condition of parks & open space	65	8.0 %
Condition of recreation centers & facilities	36	4.4 %
Overall appearance of major entryways to Downtown Durham	47	5.8 %
Condition of public school facilities	80	9.9 %
Condition of trails & greenways	28	3.5 %
Condition of public art	12	1.5 %
Condition of aquatic facilities	21	2.6 %
Condition of parking	71	8.8 %
Amount of litter in your neighborhood	50	6.2 %
Condition of street trees	33	4.1 %
None chosen	95	11.7 %
Total	810	100.0 %

**Q15. Which THREE items from the list in Question 14 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q15. 3rd choice	Number	Percent
Condition of streets in your neighborhood	48	5.9 %
Condition of sidewalks in your neighborhood	57	7.0 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	50	6.2 %
Appearance of landscaping on right of ways, along streets, & in public areas	68	8.4 %
Condition of parks & open space	81	10.0 %
Condition of recreation centers & facilities	38	4.7 %
Overall appearance of major entryways to Downtown Durham	49	6.0 %
Condition of public school facilities	58	7.2 %
Condition of trails & greenways	53	6.5 %
Condition of public art	14	1.7 %
Condition of aquatic facilities	14	1.7 %
Condition of parking	73	9.0 %
Amount of litter in your neighborhood	49	6.0 %
Condition of street trees	41	5.1 %
None chosen	117	14.4 %
Total	810	100.0 %

**SUM OF TOP 3 CHOICES**

**Q15. Which THREE items from the list in Question 14 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)**

Q15. Sum of top 3 choices	Number	Percent
Condition of streets in your neighborhood	254	31.4 %
Condition of sidewalks in your neighborhood	263	32.5 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	148	18.3 %
Appearance of landscaping on right of ways, along streets, & in public areas	176	21.7 %
Condition of parks & open space	182	22.5 %
Condition of recreation centers & facilities	87	10.7 %
Overall appearance of major entryways to Downtown Durham	126	15.6 %
Condition of public school facilities	332	41.0 %
Condition of trails & greenways	94	11.6 %
Condition of public art	28	3.5 %
Condition of aquatic facilities	41	5.1 %
Condition of parking	183	22.6 %
Amount of litter in your neighborhood	140	17.3 %
Condition of street trees	101	12.5 %
None chosen	63	7.8 %
Total	2218	

**Q16. Sustainability and Environmental Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q16-1. Solid waste collection services	33.8%	41.7%	7.7%	2.8%	2.2%	11.7%
Q16-2. Curbside recycling services	33.0%	41.1%	8.9%	4.0%	1.9%	11.2%
Q16-3. Yard waste (leaves/tree limbs) collection services for subscriber members	21.1%	27.7%	12.0%	3.3%	2.7%	33.2%
Q16-4. City Waste Disposal & Recycling Center (2115 East Club)	15.4%	26.8%	16.7%	4.4%	2.1%	34.6%
Q16-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	8.9%	15.6%	14.9%	3.2%	1.5%	55.9%
Q16-6. Quality of drinking water	16.4%	36.7%	17.4%	13.0%	5.6%	11.0%
Q16-7. Sewer services	18.6%	40.6%	19.3%	3.7%	2.1%	15.7%
Q16-8. Overall management of public stormwater runoff/drainage/flood control	9.8%	33.7%	24.8%	12.6%	8.1%	11.0%
Q16-9. Stream & lake protection	5.9%	21.7%	31.2%	11.6%	8.5%	21.0%
Q16-10. Waste, recycling, & yard waste education & communications (knowing what items should be recycled, cost of contamination, etc.)	10.6%	27.4%	24.6%	17.0%	6.3%	14.1%
Q16-11. Tree canopy	5.1%	26.8%	26.9%	17.4%	4.4%	19.4%
Q16-12. Overall readiness to respond to climate-related challenges	4.1%	14.9%	30.5%	21.0%	9.6%	19.9%

**WITHOUT "N/A"**

**Q16. Sustainability and Environmental Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Solid waste collection services	38.3%	47.3%	8.7%	3.2%	2.5%
Q16-2. Curbside recycling services	37.1%	46.3%	10.0%	4.5%	2.1%
Q16-3. Yard waste (leaves/ tree limbs) collection services for subscriber members	31.6%	41.4%	17.9%	5.0%	4.1%
Q16-4. City Waste Disposal & Recycling Center (2115 East Club)	23.6%	40.9%	25.5%	6.8%	3.2%
Q16-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	20.2%	35.3%	33.9%	7.3%	3.4%
Q16-6. Quality of drinking water	18.4%	41.2%	19.6%	14.6%	6.2%
Q16-7. Sewer services	22.1%	48.2%	22.8%	4.4%	2.5%
Q16-8. Overall management of public stormwater runoff/ drainage/flood control	11.0%	37.9%	27.9%	14.1%	9.2%
Q16-9. Stream & lake protection	7.5%	27.5%	39.5%	14.7%	10.8%
Q16-10. Waste, recycling, & yard waste education & communications (knowing what items should be recycled, cost of contamination, etc.)	12.4%	31.9%	28.6%	19.8%	7.3%
Q16-11. Tree canopy	6.3%	33.2%	33.4%	21.6%	5.5%
Q16-12. Overall readiness to respond to climate-related challenges	5.1%	18.6%	38.1%	26.2%	12.0%

**Q18. Have you or someone in your household had trouble accessing the healthcare they need in the past year?**

Q18. Have your household members had trouble accessing healthcare they need in past year	Number	Percent
Yes	126	15.6 %
No	633	78.1 %
Not provided	51	6.3 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q18. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")**

Q18. Have your household members had trouble accessing healthcare they need in past year	Number	Percent
Yes	126	16.6 %
No	633	83.4 %
Total	759	100.0 %

**Q19. Have you voted in the past 5 years?**

Q19. Have you voted in past 5 years	Number	Percent
Yes	761	94.0 %
No	17	2.1 %
Not provided	32	4.0 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q19. Have you voted in the past 5 years? (without "not provided")**

Q19. Have you voted in past 5 years	Number	Percent
Yes	761	97.8 %
No	17	2.2 %
Total	778	100.0 %

**Q19a. How would you rate your overall satisfaction with your voting experience.**

Q19a. Your overall satisfaction with your voting experience

	Number	Percent
Very satisfied	495	65.0 %
Satisfied	210	27.6 %
Neutral	30	3.9 %
Dissatisfied	13	1.7 %
Very dissatisfied	6	0.8 %
Not provided	7	0.9 %
Total	761	100.0 %

**WITHOUT "NOT PROVIDED"****Q19a. How would you rate your overall satisfaction with your voting experience. (without "not provided")**

Q19a. Your overall satisfaction with your voting experience

	Number	Percent
Very satisfied	495	65.6 %
Satisfied	210	27.9 %
Neutral	30	4.0 %
Dissatisfied	13	1.7 %
Very dissatisfied	6	0.8 %
Total	754	100.0 %

**Q19b. If you answered "Dissatisfied" or "Very Dissatisfied" to Question 19a, what is the reason why?**

- Accessibility
- Don't feel safe. Also, I've been solicited by a woman who called herself the "election manager" who told me she was having people sign a petition to volunteer to keep Trump out. No matter what side you're on, this should not happen.
- Durham ties to Israel is concerning. The Congresswoman denies our need to call for ceasefire.
- I volunteered to work at the voting site. They never answered. The only guess I have as to why is because I am Republican.
- Lack of transparency in vote counting
- My registration was purged at some point between elections, and with it I briefly lost my own voting record. This cast doubt on whether my votes were counted properly in previous midterm and local elections, as poll workers have had difficulty locating my registration in the past.
- No opposition. All liberal Democrats.
- The people being elected are not doing what is best for Durham at this time. Too much growth is affecting the infrastructure
- Unequal representation

**Q20. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q20-1. Availability of information about City programs & services	8.8%	33.2%	27.8%	14.3%	2.5%	13.3%
Q20-2. Ease of locating information on City website	9.0%	36.2%	22.3%	14.2%	2.5%	15.8%
Q20-3. Your experience engaging with City government process	7.7%	26.0%	26.5%	10.8%	3.5%	25.5%
Q20-4. Level of public involvement in local decisions with City	4.8%	19.0%	30.5%	17.0%	7.3%	21.3%
Q20-5. City efforts to keep you informed about local issues, services, programs, events, & happenings	7.0%	28.3%	27.5%	18.0%	5.2%	14.0%

**WITHOUT "N/A"**

**Q20. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of information about City programs & services	10.2%	38.3%	32.1%	16.5%	2.9%
Q20-2. Ease of locating information on City website	10.7%	43.0%	26.5%	16.8%	3.0%
Q20-3. Your experience engaging with City government process	10.3%	34.9%	35.6%	14.5%	4.7%
Q20-4. Level of public involvement in local decisions with City	6.1%	24.2%	38.8%	21.6%	9.3%
Q20-5. City efforts to keep you informed about local issues, services, programs, events, & happenings	8.1%	32.9%	32.0%	20.9%	6.0%



**Q21. How do you receive information from the City of Durham?**

Q21. How do you receive information from City of Durham	Number	Percent
Participating in/watching City Council or commission/board/committee meetings	88	14.7 %
Durham Digest, quarterly printed newsletter in water bills or bilingual digital version	133	22.2 %
Direct mail such as postcards or letters	184	30.7 %
www.DurhamNC.gov, City website	288	48.0 %
City Connect, bi-weekly digital newsletter	48	8.0 %
@CityofDurhamNC social media (Facebook, X, Instagram, Threads, YouTube, LinkedIn, Nextdoor, and/or Flickr)	187	31.2 %
Text alerts (Notify Me on the website)	94	15.7 %
Podcast (City Life)	9	1.5 %
Smartphone apps (Durham One Call or Durham Rollout)	105	17.5 %
Durham Television Network (Spectrum 8 or digital 1302, Frontier 70, AT&T U-verse 99)	46	7.7 %
Streaming "City of Durham" to a smart TV with the free Boxcast app on Roku, Apple TV, or Amazon Fire TV	13	2.2 %
Video programming (Bull City Today & City Life)	11	1.8 %
Local news media (TV, print, & radio)	273	45.5 %
Other social media channels that are NOT @CityofDurhamNC	119	19.8 %
Neighborhood, HOA, or Partners Against Crime (PAC) meetings & listservs	164	27.3 %
Word of mouth	261	43.5 %
Other	9	1.5 %
Total	2032	

**Q21-17. Other:**

Q21-17. Other	Number	Percent
Water bill inserts	2	22.2 %
News	1	11.1 %
Durham one call via phone	1	11.1 %
Nextdoor app	1	11.1 %
REDDIT LOCAL CITY PAGE	1	11.1 %
I get nothing no notification	1	11.1 %
Free and Cheap Triangle	1	11.1 %
Signs posted around town	1	11.1 %
Total	9	100.0 %

**Q22. Customer Service. During the past year, have you or members of your household contacted City of Durham employees and/or Durham One Call to seek services, ask a question, or file a complaint?**

Q22. Have your household members contacted City employees and/or Durham One Call during past year	Number	Percent
Yes	289	48.2 %
No	311	51.8 %
Total	600	100.0 %

**Q22a. Please rate your satisfaction with your experience interacting with the City employees you contacted.**

(N=289)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q22a-1. How easy City government was to contact	31.5%	42.6%	11.1%	9.7%	4.5%	0.7%
Q22a-2. Courtesy of City employee(s) you interacted with	38.4%	39.4%	10.4%	5.5%	3.1%	3.1%
Q22a-3. Accuracy of information you were given	32.9%	38.8%	14.2%	9.7%	2.4%	2.1%
Q22a-4. Appropriateness of City employees' response	32.9%	39.1%	13.1%	9.7%	2.4%	2.8%
Q22a-5. Timeliness of City employees' response	32.5%	38.8%	15.2%	9.0%	3.5%	1.0%
Q22a-6. Resolution of your issue/ concern	30.1%	32.5%	13.8%	14.2%	8.0%	1.4%

**WITHOUT "N/A"****Q22a. Please rate your satisfaction with your experience interacting with the City employees you contacted.  
(without "N/A")**

(N=289)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22a-1. How easy City government was to contact	31.7%	42.9%	11.1%	9.8%	4.5%
Q22a-2. Courtesy of City employee(s) you interacted with	39.6%	40.7%	10.7%	5.7%	3.2%
Q22a-3. Accuracy of information you were given	33.6%	39.6%	14.5%	9.9%	2.5%
Q22a-4. Appropriateness of City employees' response	33.8%	40.2%	13.5%	10.0%	2.5%
Q22a-5. Timeliness of City employees' response	32.9%	39.2%	15.4%	9.1%	3.5%
Q22a-6. Resolution of your issue/concern	30.5%	33.0%	14.0%	14.4%	8.1%

**Q23. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q23-1. Availability of information about County programs & services	8.3%	24.8%	37.9%	12.6%	4.1%	12.3%
Q23-2. Ease of locating information on County website	8.8%	26.2%	30.9%	10.7%	3.6%	19.9%
Q23-3. Your experience engaging with County government process	6.3%	17.2%	32.3%	8.9%	4.7%	30.6%
Q23-4. Level of public involvement in local decisions with County	5.6%	13.1%	33.1%	14.1%	8.3%	25.9%
Q23-5. County efforts to keep you informed about local issues	5.9%	17.9%	32.1%	18.9%	6.2%	19.0%
Q23-6. Your ability to receive timely emergency & disaster information	11.4%	34.0%	26.0%	7.9%	4.1%	16.7%

**WITHOUT "N/A"**

**Q23. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")**

(N=810)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of information about County programs & services	9.4%	28.3%	43.2%	14.4%	4.6%
Q23-2. Ease of locating information on County website	10.9%	32.7%	38.5%	13.4%	4.5%
Q23-3. Your experience engaging with County government process	9.1%	24.7%	46.6%	12.8%	6.8%
Q23-4. Level of public involvement in local decisions with County	7.5%	17.7%	44.7%	19.0%	11.2%
Q23-5. County efforts to keep you informed about local issues	7.3%	22.1%	39.6%	23.3%	7.6%
Q23-6. Your ability to receive timely emergency & disaster information	13.6%	40.7%	31.3%	9.5%	4.9%

**Q24. How do you receive information from Durham County?**

Q24. How do you receive information from Durham County	Number	Percent
Website (DCONC.gov)	254	31.4 %
X feed	15	1.9 %
Facebook page	111	13.7 %
Nextdoor	148	18.3 %
Durham County TV show	32	4.0 %
Mailings or other direct contact with Durham County departments	257	31.7 %
Traditional media (TV, newspapers, other social media)	317	39.1 %
Friends/colleagues/word of mouth	306	37.8 %
Other	32	4.0 %
Total	1472	

**Q24-9. Other:**

Q24-9. Other	Number	Percent
Instagram	2	6.7 %
The library	2	6.7 %
Texts	2	6.7 %
Ring	1	3.3 %
Durham News Update	1	3.3 %
Water bill	1	3.3 %
Neighborhood listservs	1	3.3 %
Never received anything	1	3.3 %
HOA meetings	1	3.3 %
Social media	1	3.3 %
REDDIT	1	3.3 %
Church	1	3.3 %
Worked for board of elections	1	3.3 %
TikTok and Instagram	1	3.3 %
Local community groups	1	3.3 %
Receive County's weekly email on events and services	1	3.3 %
Received NOTHING	1	3.3 %
Texts and phone calls	1	3.3 %
ENTRANCE TO DUMP PAVEMENT	1	3.3 %
Word of mouth and individual County social media	1	3.3 %
Community organizations and church	1	3.3 %
Community email	1	3.3 %
Bluesky	1	3.3 %
One Call	1	3.3 %
Duke University	1	3.3 %
Preserve Rural Durham newsletters	1	3.3 %
Instagram and Reddit	1	3.3 %
Total	30	100.0 %

**Q25. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?**

Q25. Have your household members contacted employees of Durham County or visited County website during past year

	Number	Percent
Yes	199	24.6 %
No	611	75.4 %
Total	810	100.0 %

**Q25a. Please rate your satisfaction with your experience interacting with the County Government department you contacted.**

(N=199)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q25a-1. How easy County government was to contact	21.1%	32.7%	20.1%	12.6%	11.1%	2.5%
Q25a-2. Courtesy of County employee(s) you interacted with	25.6%	33.2%	19.6%	7.0%	5.5%	9.0%
Q25a-3. Accuracy of the information you were given	25.1%	29.1%	20.1%	11.6%	7.5%	6.5%
Q25a-4. Appropriateness of County employees' response	24.6%	27.6%	18.1%	11.6%	9.0%	9.0%
Q25a-5. Timeliness of County employees' response	25.1%	28.6%	18.6%	10.1%	10.1%	7.5%
Q25a-6. Resolution of your issue/concern	23.1%	29.6%	13.6%	11.1%	14.1%	8.5%

**WITHOUT "N/A"****Q25a. Please rate your satisfaction with your experience interacting with the County Government department you contacted. (without "N/A")**

(N=199)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25a-1. How easy County government was to contact	21.6%	33.5%	20.6%	12.9%	11.3%
Q25a-2. Courtesy of County employee(s) you interacted with	28.2%	36.5%	21.5%	7.7%	6.1%
Q25a-3. Accuracy of the information you were given	26.9%	31.2%	21.5%	12.4%	8.1%
Q25a-4. Appropriateness of County employees' response	27.1%	30.4%	19.9%	12.7%	9.9%
Q25a-5. Timeliness of County employees' response	27.2%	31.0%	20.1%	10.9%	10.9%
Q25a-6. Resolution of your issue/concern	25.3%	32.4%	14.8%	12.1%	15.4%



**Q26. From the list of local government services below, please select the top 5 to increase funding for.**

Q26. Top choice	Number	Percent
Affordable housing	245	30.2 %
Street maintenance	83	10.2 %
Sidewalk construction	30	3.7 %
Universal Pre-K	26	3.2 %
Social services	7	0.9 %
Youth programming	14	1.7 %
Job creation/training	12	1.5 %
Community-led safety initiatives	15	1.9 %
Law enforcement-led safety initiatives	67	8.3 %
Public school operations (teachers, salaries)	185	22.8 %
Court services	2	0.2 %
Other	6	0.7 %
I would not increase funding for any of these	20	2.5 %
None chosen	98	12.1 %
Total	810	100.0 %

**Q26. From the list of local government services below, please select the top 5 to increase funding for.**

Q26. 2nd choice	Number	Percent
Affordable housing	94	11.6 %
Street maintenance	77	9.5 %
Sidewalk construction	75	9.3 %
Universal Pre-K	65	8.0 %
Social services	37	4.6 %
Youth programming	42	5.2 %
Job creation/training	50	6.2 %
Community-led safety initiatives	30	3.7 %
Law enforcement-led safety initiatives	59	7.3 %
Public school operations (teachers, salaries)	134	16.5 %
Court services	10	1.2 %
Other	10	1.2 %
I would not increase funding for any of these	10	1.2 %
None chosen	117	14.4 %
Total	810	100.0 %

**Q26. From the list of local government services below, please select the top 5 to increase funding for.**

Q26. 3rd choice	Number	Percent
Affordable housing	55	6.8 %
Street maintenance	69	8.5 %
Sidewalk construction	55	6.8 %
Universal Pre-K	72	8.9 %
Social services	72	8.9 %
Youth programming	55	6.8 %
Job creation/training	68	8.4 %
Community-led safety initiatives	44	5.4 %
Law enforcement-led safety initiatives	49	6.0 %
Public school operations (teachers, salaries)	101	12.5 %
Court services	12	1.5 %
Other	14	1.7 %
I would not increase funding for any of these	5	0.6 %
None chosen	139	17.2 %
Total	810	100.0 %

**Q26. From the list of local government services below, please select the top 5 to increase funding for.**

Q26. 4th choice	Number	Percent
Affordable housing	49	6.0 %
Street maintenance	48	5.9 %
Sidewalk construction	68	8.4 %
Universal Pre-K	57	7.0 %
Social services	68	8.4 %
Youth programming	77	9.5 %
Job creation/training	73	9.0 %
Community-led safety initiatives	34	4.2 %
Law enforcement-led safety initiatives	37	4.6 %
Public school operations (teachers, salaries)	67	8.3 %
Court services	17	2.1 %
Other	11	1.4 %
I would not increase funding for any of these	5	0.6 %
None chosen	199	24.6 %
Total	810	100.0 %

**Q26. From the list of local government services below, please select the top 5 to increase funding for.**

Q26. 5th choice	Number	Percent
Affordable housing	43	5.3 %
Street maintenance	51	6.3 %
Sidewalk construction	45	5.6 %
Universal Pre-K	47	5.8 %
Social services	76	9.4 %
Youth programming	69	8.5 %
Job creation/training	67	8.3 %
Community-led safety initiatives	47	5.8 %
Law enforcement-led safety initiatives	25	3.1 %
Public school operations (teachers, salaries)	45	5.6 %
Court services	16	2.0 %
Other	13	1.6 %
I would not increase funding for any of these	5	0.6 %
None chosen	261	32.2 %
Total	810	100.0 %

**SUM OF TOP 5 CHOICES****Q26. From the list of local government services below, please select the top 5 to increase funding for. (top 5)**

Q26. Sum of top 5 choices	Number	Percent
Affordable housing	486	60.0 %
Street maintenance	328	40.5 %
Sidewalk construction	273	33.7 %
Universal Pre-K	267	33.0 %
Social services	260	32.1 %
Youth programming	257	31.7 %
Job creation/training	270	33.3 %
Community-led safety initiatives	170	21.0 %
Law enforcement-led safety initiatives	237	29.3 %
Public school operations (teachers, salaries)	532	65.7 %
Court services	57	7.0 %
Other	54	6.7 %
I would not increase funding for any of these	45	5.6 %
None chosen	98	12.1 %
Total	3334	

**Q26-12. Other**

- Auto tags
- Better management and accountability by Durham Coty Council of reporting & responsibilities to the Durham tax payers. NO Property tax increases for the next four years!
- Better traffic enforcement. Too many people running red lights, excessive speeding and reckless driving.
- Bicycle lanes
- Bike paths
- Building inspection department
- Bus driver pay
- Construction or renovations of elementary schools (Club and Morehead) that were scheduled to be repaired and then got put on the back burner.
- County development. Planning is very poor.
- Development and long term planning both for where houses are built and the infrastructure, especially roads, is struggling.
- Development planning is a joke
- Durham City/County should focus on better planning. It seems that all the city and county want to do is build more buildings and apartments, none of which have any significant units designated for affordable housing. Decisions are being made which are reducing the amount of greenspace we have and filling all available space with buildings. Being able to spend time outside is one of the best things about living in this community. Increased building also brings increased traffic and puts a heavy burden on our environment and ecosystem.
- Durham is too dark at night, we need more street lighting for the regular road ways and ALL of the freeways in Durham.
- EMS services
- EMS services
- Hire staff at your recycling centers that can interact appropriately with the public.
- I wouldn't increase any
- Improve EMS services
- Increase funding for bicycle safety on City of Durham streets. Concrete barriers to protect bicycle lanes are needed.
- Increase library funding
- Law enforcement
- Law enforcement. eliminate dirt bikes, and four wheelers riding on Public Streets
- library
- Library services! The library is filling every gap in city and county funding and not even listed as a choice! The library deserves more funding! Particularly when city and county departments just tell people to come to the library for help.
- Litter clean up
- Lower property taxes.
- mental health
- More environmental initiatives:  
Native grasses, less clear cutting for development.
- More hosting initiatives for young people
- More roads
- More traffic patrols/more police. I feel safe in my neighborhood but every time I am out of it it's scary.
- Mostly none of the above. Sheriffs dept needs more funding and higher pay to keep staff.
- open space protection

**Q26-12. Other**

- Parks and Greenways
- PARKS AND REC
- Parks and Rec facilities to encourage sports participation and attract tournaments/meets.
- Planning and permitting departments
- Plant trees
- public health
- Public transportation
- Public transportation.  
I live 3 miles from Duke and cannot get a direct bus there.
- Raising pay for fully staffing police and 911.
- Reduce my property taxes.
- School facilities
- Sheriff department and more EMS availability ! All the new developments and we have less EMS Fire Sheriridd presence as well as public schools for the additional housing!
- Something not listed.
- The library needs more funding as it is filling all the gaps in services. Every other department just sends people to the library for help.
- This might not apply but I think that property owners over the age of 70yo should only be assessed a certain percentage of their property taxes. If increases on property taxes continue I won't be able to pay my taxes and the city/county will seize my home for the taxes and I will be homeless. Please consider some kind of change for those seniors that don't qualify for the lower income help.
- water dept
- Ways of making the city more climate/environmentally friendly and carbon neutral.  
Sign plant based treaty, sign fossil fuel treaty, more walkable/bikeable city. Cheaper solar, fight Duke energy on charging double rider fee for solar, plant based by default, plant based hospitals, ev charging stations, solar on public buildings
- What is really needed is solar panels for a and disabled population.

**Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?**

Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services	Number	Percent
Very willing	68	8.4 %
Willing	177	21.9 %
Not sure	301	37.2 %
Not willing	179	22.1 %
Not provided	85	10.5 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from? (without "not provided")**

Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services	Number	Percent
Very willing	68	9.4 %
Willing	177	24.4 %
Not sure	301	41.5 %
Not willing	179	24.7 %
Total	725	100.0 %

**Q28. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the community with regard to the following.**

(N=810)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q28-1. As a place to live	22.0%	54.1%	13.3%	8.3%	2.1%	0.2%
Q28-2. As a place to work	17.9%	46.7%	15.4%	5.7%	1.9%	12.5%
Q28-3. As a place to play	15.3%	43.2%	21.6%	11.5%	4.3%	4.1%
Q28-4. As a place to raise children	10.9%	33.5%	19.0%	14.2%	5.1%	17.4%
Q28-5. As a place to educate children	7.0%	23.0%	19.4%	25.6%	10.4%	14.7%
Q28-6. As a place to retire	14.9%	33.6%	21.4%	12.6%	8.5%	9.0%
Q28-7. As a place to visit	18.4%	44.0%	19.6%	9.8%	4.4%	3.8%
Q28-8. As a place to start a business	9.4%	25.6%	23.6%	6.9%	5.8%	28.8%
Q28-9. As a community that is moving in the right direction	12.1%	37.5%	25.2%	13.7%	8.0%	3.5%
Q28-10. As a community that values diversity of residents	20.6%	40.7%	19.6%	9.4%	4.9%	4.7%

**WITHOUT "N/A"**

**Q28. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the community with regard to the following. (without "N/A")**

(N=810)

	Excellent	Good	Neutral	Below average	Poor
Q28-1. As a place to live	22.0%	54.2%	13.4%	8.3%	2.1%
Q28-2. As a place to work	20.5%	53.3%	17.6%	6.5%	2.1%
Q28-3. As a place to play	16.0%	45.0%	22.5%	12.0%	4.5%
Q28-4. As a place to raise children	13.2%	40.5%	23.0%	17.2%	6.1%
Q28-5. As a place to educate children	8.2%	26.9%	22.7%	30.0%	12.2%
Q28-6. As a place to retire	16.4%	36.9%	23.5%	13.8%	9.4%
Q28-7. As a place to visit	19.1%	45.7%	20.4%	10.1%	4.6%
Q28-8. As a place to start a business	13.2%	35.9%	33.1%	9.7%	8.1%
Q28-9. As a community that is moving in the right direction	12.5%	38.9%	26.1%	14.2%	8.3%
Q28-10. As a community that values diversity of residents	21.6%	42.7%	20.6%	9.8%	5.2%



**Q29. Approximately how many years have you lived in Durham?**

Q29. How many years have you lived in Durham	Number	Percent
0-5	141	17.4 %
6-10	135	16.7 %
11-15	83	10.2 %
16-20	73	9.0 %
21-30	104	12.8 %
31+	219	27.0 %
Not provided	55	6.8 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Approximately how many years have you lived in Durham? (without "not provided")**

Q29. How many years have you lived in Durham	Number	Percent
0-5	141	18.7 %
6-10	135	17.9 %
11-15	83	11.0 %
16-20	73	9.7 %
21-30	104	13.8 %
31+	219	29.0 %
Total	755	100.0 %

**Q30. What is your age?**

Q30. Your age	Number	Percent
18-34	166	20.5 %
35-44	164	20.2 %
45-54	164	20.2 %
55-64	148	18.3 %
65+	146	18.0 %
Not provided	22	2.7 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What is your age? (without "not provided")**

Q30. Your age	Number	Percent
18-34	166	21.1 %
35-44	164	20.8 %
45-54	164	20.8 %
55-64	148	18.8 %
65+	146	18.5 %
Total	788	100.0 %

**Q31. What is your gender?**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	381	47.0 %
Female	410	50.6 %
Non-binary	9	1.1 %
Other	2	0.2 %
Not provided	8	1.0 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. What is your gender? (without "not provided")**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	381	47.5 %
Female	410	51.1 %
Non-binary	9	1.1 %
Other	2	0.2 %
Total	802	100.0 %

**Q31-4. Self-describe your gender:**

<u>Q31-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Genderqueer	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

**Q32. Do you own or rent your current residence?**

Q32. Do you own or rent your current residence	Number	Percent
Own	485	59.9 %
Rent	284	35.1 %
Not provided	41	5.1 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Do you own or rent your current residence? (without "not provided")**

Q32. Do you own or rent your current residence	Number	Percent
Own	485	63.1 %
Rent	284	36.9 %
Total	769	100.0 %

**Q33. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q33. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	124	15.3 %
No	677	83.6 %
Not provided	9	1.1 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q33. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	124	15.5 %
No	677	84.5 %
Total	801	100.0 %

**Q34. Which of the following best describes your race/ethnicity?**

<u>Q34. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	48	5.9 %
Black or African American	282	34.8 %
American Indian or Alaska Native	10	1.2 %
White or Caucasian	396	48.9 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Other	19	2.3 %
Total	756	

**Q34-6. Self-describe your race/ethnicity:**

<u>Q34-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	2	10.5 %
Multi-racial	2	10.5 %
Middle Eastern	1	5.3 %
Mexican	1	5.3 %
Hispanic Black	1	5.3 %
Eastern Europe	1	5.3 %
Latino	1	5.3 %
Bi-racial	1	5.3 %
Italian/Brazilian	1	5.3 %
Ashkenazi Jewish	1	5.3 %
Latin American	1	5.3 %
Multi ethnic, Greek/French/Native American	1	5.3 %
Mestizo	1	5.3 %
Salvadoran	1	5.3 %
Mixed	1	5.3 %
Puerto Rican	1	5.3 %
Irish American	1	5.3 %
Total	19	100.0 %

**Q35. What is the primary language used in your household?**

Q35. Primary language used in your household	Number	Percent
English	775	95.7 %
Spanish	22	2.7 %
Other	5	0.6 %
Not provided	8	1.0 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. What is the primary language used in your household? (without "not provided")**

Q35. Primary language used in your household	Number	Percent
English	775	96.6 %
Spanish	22	2.7 %
Other	5	0.6 %
Total	802	100.0 %

**Q35-3. Other:**

Q35-3. Other	Number	Percent
Mandarin Chinese	2	40.0 %
Tagalog(Filipino)	1	20.0 %
French	1	20.0 %
Gujarati	1	20.0 %
Total	5	100.0 %

**Q36. If the primary language is not English, how might we better provide services and engage with you?**

- Everyone should speak English
- Get people involved in the community
- have things in Spanish
- More services and programs in Spanish
- provide interpreters
- Serve the community and not corporate issues
- Spanish
- This is America. Its citizens speak ENGLISH.
- This is one of the problems what are you offering to help us learn Spanish?
- translate into Spanish

**Q37. Would you say your total annual household income is...**

Q37. Your total annual household income	Number	Percent
Under \$30K	94	11.6 %
\$30K-\$59,999	169	20.9 %
\$60K-\$99,999	196	24.2 %
\$100K+	251	31.0 %
Not provided	100	12.3 %
Total	810	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. Would you say your total annual household income is... (without "not provided")**

Q37. Your total annual household income	Number	Percent
Under \$30K	94	13.2 %
\$30K-\$59,999	169	23.8 %
\$60K-\$99,999	196	27.6 %
\$100K+	251	35.4 %
Total	710	100.0 %



# Survey Instrument



**CITY OF DURHAM**  
City Manager's Office  
101 CITY HALL PLAZA | DURHAM, NC 27701  
919.560.4222 | F 919.560.4949

**DURHAM COUNTY**  
County Manager's Office  
200 E. MAIN ST. | DURHAM, NC 27701  
919.560.0000 | F 919.560.0020



[www.DurhamNC.gov](http://www.DurhamNC.gov)

[www.DCoNC.gov](http://www.DCoNC.gov)

November 2024

Dear Durham Resident:

Thanks to you, Durham remains one of the most vibrant and progressive communities in the United States. As we continue to grow and meet new challenges, it is important that we also continue to strategically plan for our future.

An important part of this planning process involves gathering input from residents on a wide range of issues impacting our quality of life. We want you to be a part of this process by taking a few minutes to complete the enclosed *2024 Durham Resident Survey*.

The City and County jointly oversee the survey so that more Durham residents have an opportunity to be heard. By completing and returning this survey, you will assist elected officials, as well as the City and County administrations, in making critical decisions about prioritizing resources and helping set the direction for the future of our community.

Please return your completed survey in the enclosed postage-paid envelope **within the next 10 days** to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions about this survey, please contact Durham One Call at (919) 560-1200.

Your feedback is very vital to us and we appreciate your help in making Durham an even better place to call home.

Wanda S. Page  
City Manager

Claudia Hager  
County Manager

cc: Enclosure

*Si tiene preguntas acerca de la encuesta y no habla  
Inglés, por favor llame al 1-844-811-0411. Gracias.*





# 2024 Durham City and County Resident Survey



Please take a few minutes to complete this survey. Your input is an important part of the City and County's on-going effort to identify and respond to resident concerns. If you have questions, please contact Durham One Call at (919) 560-1200 or the Durham County Tax Administration at (919) 560-0300. If you would like to complete this survey online, please go to [durhamresident.org](https://durhamresident.org). At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for completing the survey.

1. **Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Overall quality of police protection	5	4	3	2	1	9
02. Overall quality of sheriff protection	5	4	3	2	1	9
03. Overall quality of fire and life safety programming	5	4	3	2	1	9
04. Response time for fire services	5	4	3	2	1	9
05. Overall quality of EMS services	5	4	3	2	1	9
06. Response time for EMS services	5	4	3	2	1	9
07. Overall maintenance of City streets	5	4	3	2	1	9
08. Overall ease of travel within Durham	5	4	3	2	1	9
09. Overall quality of the public transit system (GoDurham)	5	4	3	2	1	9
10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design and signage)	5	4	3	2	1	9
11. Overall quality of pedestrian facilities (e.g., sidewalks)	5	4	3	2	1	9
12. Overall quality of water and sewer utilities	5	4	3	2	1	9
13. Overall enforcement of codes and ordinances	5	4	3	2	1	9
14. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
15. Overall quality of customer service you receive from County employees	5	4	3	2	1	9
16. Overall effectiveness of communication with the public	5	4	3	2	1	9
17. Overall quality of parks and recreation programs	5	4	3	2	1	9
18. Overall quality of library services and programs	5	4	3	2	1	9
19. Overall quality of services provided by the Durham County Department of Social Services	5	4	3	2	1	9
20. Overall quality of public health services	5	4	3	2	1	9
21. Overall quality of tax administration services	5	4	3	2	1	9
22. Overall quality of public schools	5	4	3	2	1	9
23. Overall quality of charter schools	5	4	3	2	1	9
24. Overall quality of private schools	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

3. **Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall quality of services provided by the County	5	4	3	2	1	9
3. Overall appearance of Durham	5	4	3	2	1	9
4. Overall management of development and growth	5	4	3	2	1	9
5. Overall image of Durham	5	4	3	2	1	9
6. Overall quality of life in Durham	5	4	3	2	1	9
7. Overall quality of life in your neighborhood	5	4	3	2	1	9
8. Overall value you receive for your local property taxes	5	4	3	2	1	9

**4. Which of the following best describes the education status of the children in your household?**  
*[Check all that apply.]*

- ☐ (01) My children are enrolled in Durham Public Schools  
☐ (02) My children are enrolled in a charter school in Durham County  
☐ (03) My children are enrolled in a private school in Durham County  
☐ (04) My children go to school outside of Durham County  
☐ (05) My children went to or graduated from Durham Public Schools  
☐ (06) My children went to or graduated from a charter school in Durham County  
☐ (07) My children went to or graduated from a private school in Durham County  
☐ (08) My children went to or graduated from a school outside of Durham County  
☐ (09) My children are homeschooled  
☐ (10) This question does not apply to me *[Skip to Q6.]*

**5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools.**

Durham Public Schools...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Manages the education budget well	5	4	3	2	1	9
2. Attracts high quality teachers	5	4	3	2	1	9
3. Is transparent about education-related decision making	5	4	3	2	1	9
4. Encourages community involvement in education-related decision making	5	4	3	2	1	9
5. Ensures quality education for students	5	4	3	2	1	9
6. Has effective leadership in K-12 education	5	4	3	2	1	9

**6. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
1. When walking alone in your neighborhood during the day	5	4	3	2	1	9
2. When walking alone in your neighborhood at night	5	4	3	2	1	9
3. In downtown Durham	5	4	3	2	1	9
4. In Durham overall	5	4	3	2	1	9
5. When using City recreation centers	5	4	3	2	1	9
6. When visiting City parks	5	4	3	2	1	9
7. When engaging with Law Enforcement	5	4	3	2	1	9

**6a. If you feel "Unsafe" or "Very Unsafe" in any of the situations listed in Question 6, what are the reasons you feel unsafe?**

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**7. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	5	4	3	2	1	9
2. When calling 911, I am confident that the right responder will be sent to address my needs	5	4	3	2	1	9

8. **Law Enforcement/Criminal Justice.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel with regard to the following aspects of law enforcement and the criminal justice system.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Overall police relationship with your community	5	4	3	2	1	9
2. Overall Sheriff's Office relationship with your community	5	4	3	2	1	9
3. Animal Control services	5	4	3	2	1	9
4. Enforcement of traffic safety laws	5	4	3	2	1	9
5. Local court system	5	4	3	2	1	9
6. Overall HEART relationship with the community	5	4	3	2	1	9

9. **Affordable Housing.** How satisfied are you with the availability of affordable housing?

\_\_\_\_ (5) Very Satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (1) Very Dissatisfied  
 \_\_\_\_ (4) Satisfied      \_\_\_\_ (2) Dissatisfied      \_\_\_\_ (9) N/A

10. Please answer the following questions by circling either "Yes" or "No."

1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income?	Yes	No
2. Are you able to find housing you can afford in Durham?	Yes	No
3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources?	Yes	No

11. **Parks, Recreation, and Open Space.** Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Greenways and trails	5	4	3	2	1	9
02. Outdoor athletic fields and courts (e.g., baseball, soccer, futsal, tennis)	5	4	3	2	1	9
03. Customer service provided by the City's Parks and Recreation staff	5	4	3	2	1	9
04. Public art	5	4	3	2	1	9
05. Cultural programming	5	4	3	2	1	9
06. Length of commute to your desired recreation amenities	5	4	3	2	1	9
07. Variety of City recreation opportunities	5	4	3	2	1	9
08. Recreation center programs	5	4	3	2	1	9
09. Athletic programs	5	4	3	2	1	9
10. Aquatic programs	5	4	3	2	1	9

12. How would you rate Durham in the following areas?

	Excellent	Good	Neutral	Below Average	Poor	N/A
1. Current state of race relations	5	4	3	2	1	9
2. Progress addressing racial equity	5	4	3	2	1	9

13. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Ease of travel by walking	5	4	3	2	1	9
2. Ease of travel by biking	5	4	3	2	1	9
3. Ease of travel by bus within Durham (GoDurham)	5	4	3	2	1	9
4. Ease of travel by bus to places outside of Durham (GoTriangle)	5	4	3	2	1	9
5. Quality of downtown parking facilities	5	4	3	2	1	9
6. The ability in your neighborhood to run, walk, bike, and exercise outdoors	5	4	3	2	1	9

14. **Maintenance.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Condition of streets in your neighborhood	5	4	3	2	1	9
02. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
03. Condition of bicycle facilities (e.g., bike lanes, bike parking)	5	4	3	2	1	9
04. Appearance of landscaping on right of ways, along streets, and in public areas	5	4	3	2	1	9
05. Condition of parks and open space	5	4	3	2	1	9
06. Condition of recreation centers and facilities	5	4	3	2	1	9
07. Overall appearance of major entryways to downtown Durham	5	4	3	2	1	9
08. Condition of public school facilities	5	4	3	2	1	9
09. Condition of trails and greenways	5	4	3	2	1	9
10. Condition of public art	5	4	3	2	1	9
11. Condition of aquatic facilities	5	4	3	2	1	9
12. Condition of parking	5	4	3	2	1	9
13. The amount of litter in your neighborhood	5	4	3	2	1	9
14. The condition of street trees	5	4	3	2	1	9

15. Which THREE items from the list in Question 14 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 14.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

16. **Sustainability and Environmental Services.** Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Solid waste collection services	5	4	3	2	1	9
02. Curbside recycling services	5	4	3	2	1	9
03. Yard waste (leaves/tree limbs) collection services for subscriber members	5	4	3	2	1	9
04. City Waste Disposal and Recycling Center (2115 East Club)	5	4	3	2	1	9
05. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, and Rougemont)	5	4	3	2	1	9
06. Quality of drinking water	5	4	3	2	1	9
07. Sewer services	5	4	3	2	1	9
08. Overall management of public stormwater runoff/drainage/flood control	5	4	3	2	1	9
09. Stream and lake protection	5	4	3	2	1	9
10. Waste, recycling, and yard waste education and communications (knowing what items should be recycled, cost of contamination, etc.)	5	4	3	2	1	9
11. Tree canopy	5	4	3	2	1	9
12. Overall readiness to respond to climate-related challenges	5	4	3	2	1	9

17. What can the City and County do to support young people ages 13-24 years, and make sure they are seen, celebrated, and feel welcomed in our community? [If your response relates to a certain age group, please specify the ages.]

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18. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

19. Have you voted in the past 5 years? \_\_\_\_ (1) Yes [Answer Q19a.] \_\_\_\_ (2) No [Skip to Q20.]

19a. How would you rate your overall satisfaction with your voting experience.

\_\_\_\_ (5) Very Satisfied [Skip to Q20.]

\_\_\_\_ (2) Dissatisfied [Answer Q19b.]

\_\_\_\_ (4) Satisfied [Skip to Q20.]

\_\_\_\_ (1) Very Dissatisfied [Answer Q19b.]

\_\_\_\_ (3) Neutral [Skip to Q20.]

19b. If you answered "Dissatisfied" or "Very Dissatisfied" to Q19a, what is the reason why?

**The following questions will ask you to separately rate your communication and customer service experience with the City of Durham and Durham County.**

**If you are a CITY resident, please answer Questions 20-22.**

**If you are a COUNTY resident living outside the city limits, please skip to Question 23.**

### City of Durham Residents Only

20. **Communication.** Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Availability of information about City programs and services	5	4	3	2	1	9
2. Ease of locating information on the City website	5	4	3	2	1	9
3. Your experience engaging with the City government process	5	4	3	2	1	9
4. Level of public involvement in local decisions with the City	5	4	3	2	1	9
5. City efforts to keep you informed about local issues, services, programs, events, and happenings	5	4	3	2	1	9

21. How do you receive information from the City of Durham? [Check all that apply.]

\_\_\_\_ (01) Participating in/watching City Council or commission/board/committee meetings

\_\_\_\_ (02) Durham Digest, quarterly printed newsletter in water bills or bilingual digital version

\_\_\_\_ (03) Direct mail such as postcards or letters

\_\_\_\_ (04) www.DurhamNC.gov, City website

\_\_\_\_ (05) City Connect, bi-weekly digital newsletter

\_\_\_\_ (06) @CityofDurhamNC social media (Facebook, X, Instagram, Threads, YouTube, LinkedIn, Nextdoor, and/or Flickr)

\_\_\_\_ (07) Text alerts (Notify Me on the website)

\_\_\_\_ (08) Podcast (City Life)

\_\_\_\_ (09) Smartphone apps (Durham One Call or Durham Rollout)

\_\_\_\_ (10) Durham Television Network (Spectrum 8 or digital 1302, Frontier 70, AT&T U-verse 99)

\_\_\_\_ (11) Streaming "City of Durham" to a smart TV with the free Boxcast app on Roku, Apple TV, or Amazon Fire TV

\_\_\_\_ (12) Video programming (Bull City Today and City Life)

\_\_\_\_ (13) Local news media (TV, print, and radio)

\_\_\_\_ (14) Other social media channels that are NOT @CityofDurhamNC

\_\_\_\_ (15) Neighborhood, HOA, or Partners Against Crime (PAC) meetings and listservs

\_\_\_\_ (16) Word of mouth

\_\_\_\_ (17) Other: \_\_\_\_\_

22. **Customer Service.** During the past year, have you or members of your household contacted City of Durham employees and/or Durham One Call to seek services, ask a question, or file a complaint?

\_\_\_\_ (1) Yes [Answer Q22a.]

\_\_\_\_ (2) No [Skip to Q23.]

**22a. Please rate your satisfaction with your experience interacting with the City employees you contacted.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1.	How easy the City government was to contact	5	4	3	2	1	9
2.	Courtesy of City employee(s) you interacted with	5	4	3	2	1	9
3.	Accuracy of the information you were given	5	4	3	2	1	9
4.	Appropriateness of City employees' response	5	4	3	2	1	9
5.	Timeliness of City employees' response	5	4	3	2	1	9
6.	The resolution of your issue/concern	5	4	3	2	1	9

**All Residents of Durham County**

**23. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1.	Availability of information about County programs and services	5	4	3	2	1	9
2.	Ease of locating information on the County website	5	4	3	2	1	9
3.	Your experience engaging with the County government process	5	4	3	2	1	9
4.	Level of public involvement in local decisions with the County	5	4	3	2	1	9
5.	County efforts to keep you informed about local issues	5	4	3	2	1	9
6.	Your ability to receive timely emergency and disaster information	5	4	3	2	1	9

**24. How do you receive information from Durham County? [Check all that apply.]**

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Website (DCONC.gov)   | <input type="checkbox"/> (6) Mailings or other direct contact with Durham County departments |
| <input type="checkbox"/> (2) X feed                | <input type="checkbox"/> (7) Traditional media (TV, newspapers, other social media)          |
| <input type="checkbox"/> (3) Facebook page         | <input type="checkbox"/> (8) Friends/colleagues/word of mouth                                |
| <input type="checkbox"/> (4) Nextdoor              | <input type="checkbox"/> (9) Other: _____  |
| <input type="checkbox"/> (5) Durham County TV show |  |

**25. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?**

- ☐ (1) Yes [Answer Q25a.]      ☐ (2) No [Skip to Q26.]

**25a. Please rate your satisfaction with your experience interacting with the County government department you contacted.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1.	How easy the County government was to contact	5	4	3	2	1	9
2.	Courtesy of County employee(s) you interacted with	5	4	3	2	1	9
3.	Accuracy of the information you were given	5	4	3	2	1	9
4.	Appropriateness of County employees' response	5	4	3	2	1	9
5.	Timeliness of County employees' response	5	4	3	2	1	9
6.	The resolution of your issue/concern	5	4	3	2	1	9

**26. From the list of local government services below, please select the top 5 to increase funding for. [Write in your answers using the numbers from the list below.]**

- |                           |   |   |
|---------------------------|---|---|
| 01. Affordable housing    | 06. Youth programming                             | 11. Court services                                |
| 02. Street maintenance    | 07. Job creation/training                         | 12. Other: _____                                  |
| 03. Sidewalk construction | 08. Community-led safety initiatives              | 13. I would not increase funding for any of these |
| 04. Universal Pre-K       | 09. Law enforcement-led safety initiatives        |   |
| 05. Social services       | 10. Public school operations (teachers, salaries) |   |

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_ 5th: \_\_\_\_\_

27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

\_\_\_\_(4) Very willing      \_\_\_\_ (3) Willing      \_\_\_\_ (2) Not sure      \_\_\_\_ (1) Not willing

28. **Overall Ratings of the Community.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the community with regard to the following.

How would you rate the community...		Excellent	Good	Neutral	Below Average	Poor	N/A
01.	As a place to live	5	4	3	2	1	9
02.	As a place to work	5	4	3	2	1	9
03.	As a place to play	5	4	3	2	1	9
04.	As a place to raise children	5	4	3	2	1	9
05.	As a place to educate children	5	4	3	2	1	9
06.	As a place to retire	5	4	3	2	1	9
07.	As a place to visit	5	4	3	2	1	9
08.	As a place to start a business	5	4	3	2	1	9
09.	As a community that is moving in the right direction	5	4	3	2	1	9
10.	As a community that values diversity of residents	5	4	3	2	1	9

29. Approximately how many years have you lived in Durham? \_\_\_\_ years

30. What is your age? \_\_\_\_ years

31. What is your gender? \_\_\_\_ (1) Male      \_\_\_\_ (2) Female      \_\_\_\_ (3) Non-binary      \_\_\_\_ (4) Other: \_\_\_\_\_

32. Do you own or rent your current residence? \_\_\_\_ (1) Own      \_\_\_\_ (2) Rent

33. Are you of Hispanic, Latino, or other Spanish ancestry? \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

34. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

\_\_\_\_ (01) Asian or Asian Indian

\_\_\_\_ (04) White or Caucasian

\_\_\_\_ (02) Black or African American

\_\_\_\_ (05) Native Hawaiian or other Pacific Islander

\_\_\_\_ (03) American Indian or Alaska Native

\_\_\_\_ (99) Other: \_\_\_\_\_

35. What is the primary language used in your household?

\_\_\_\_ (1) English      \_\_\_\_ (2) Spanish      \_\_\_\_ (3) Other: \_\_\_\_\_

36. If the primary language is not English, how might we better provide services and engage with you?

\_\_\_\_\_

37. Would you say your total annual household income is...

\_\_\_\_ (1) Under \$30,000      \_\_\_\_ (2) \$30,000-\$59,999      \_\_\_\_ (3) \$60,000-\$99,999      \_\_\_\_ (4) \$100,000 or more

**As a way to say thank you for your time, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card. To enter the drawing, please provide your name and email below:**

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City/County are having problems with city services. If your address is not correct, please provide the correct information. Thank you.