



Durham County, North Carolina 2023 Durham County Resident Survey Findings Report

Submitted to Durham County, North Carolina by:

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Executive Summary



Purpose & Methodology

ETC Institute administered a survey to residents of Durham County during the winter of 2023. 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 survey will assist elected officials, as well as the City and County administrators, in making critical decisions about prioritizing resources and helping set the direction for the future of the community. The Durham County resident survey has been conducted annually since 2015.

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. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

ETC Institute followed-up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation. All respondents who completed the survey online were required to provide their home address before submitting their responses. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database.

The goal was to obtain a total of 800 with residents, including at least 600 from the City of Durham residents and at least 200 from residents who live in Durham County, but not in the City of Durham. This goal was exceeded, with a total of 825 residents completing the survey, 622 from the City of Durham and 203 from Durham County but they do not live in the City of Durham. The overall results for the sample of 825 households have a precision of at least +/- 3.41% at the 95% level of confidence. To understand how well services are being delivered in different areas of the County, ETC Institute geocoded the home address of respondents to the survey.

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 database. Since the number of “don’t know” responses often reflects the utilization and awareness of County services, the percentage of “don’t know” responses have 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”.

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results for most questions on the survey
- Trends comparing the 2023 results to the 2022 & 5-year average
- Benchmark analysis showing how Durham County compares to similar sized counties and nationally
- Importance-satisfaction analysis
- Tabular Data that shows the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.



Major Findings

Major Categories of Services

Residents were asked to assess their satisfaction levels with the major categories of services provided by Durham County. Combining the top two box answers from residents, “very satisfied” or “satisfied”, three distinct tiers were formed. These tiers are outlined below:

Top Tier

- Overall quality of library services and programs (86%)
- Overall quality of fire and life safety programming (70%)
- Overall quality of EMS services (67%)
- Response time for fire services (67%)
- Overall quality of water and sewer utilities (66%)
- Overall quality of customer service you receive from City employees (65%)
- Overall quality of customer service you receive from County employees (65%)
- Response time for EMS services (61%)
- Overall quality of parks and recreation programs (60%)

Middle Tier

- Overall quality of public health services (50%)
- Overall effectiveness of communication with the public (45%)
- Overall quality of police protection (44%)
- Overall quality of sheriff protection (42%)
- Overall quality of services provided by the Durham County Department of Social Services (38%)
- Overall ease of travel within Durham (38%)
- Overall quality of private schools (37%)
- Overall quality of tax administration services (37%)

Bottom Tier

- Overall enforcement of codes and ordinances (35%)
- Overall maintenance of City streets (34%)
- Overall quality of pedestrian facilities (32%)
- Overall quality of charter schools (30%)
- Overall quality of bicycle facilities (30%)
- Overall quality of the public transit system (28%)
- Overall quality of public schools (27%)

The top three choices for major categories of services residents think should receive the most emphasis from City and County leaders over the next two years has not changed since 2022, the following three remained the same:

- Quality of police protection (43%)
- Quality of public schools (35%)
- Maintenance of City streets (32%)



To help the County identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis on the major categories of service. This analysis examined the importance residents placed on each County service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with County services over the next two years.

To enhance its overall satisfaction rating, the County is advised to allocate resources judiciously, prioritizing investments in services that boast the highest Importance-Satisfaction (I-S) ratings. Comprehensive details on the analytical methodology and a comprehensive breakdown of the Importance-Satisfaction (I-S) scores for each category can be found in Section 5 of this report. The three major categories of services warranting focused attention over the next two years are as follows:

Top Overall Priorities for Major Categories of Service

1. Overall quality of public schools
2. Overall quality of police protection
3. Overall maintenance of City streets

The top three most important services that residents think should receive most emphasis from County leaders over the next two years and the top three items in ETC's Importance-Satisfaction rating are the same. This underscores a consensus between public expectations and the empirical assessment of service importance and satisfaction. Acknowledging and acting upon this will likely lead to more impactful and resonant decisions, fostering a shared commitment to address the community's most pressing needs.

Maintenance Services

By combining the top two responses of “very satisfied” or “satisfied” from residents in relation to maintenance services in Durham, three tiers were created. Those tiers are below.

Top Tier

- Condition of trails and greenways (62%)
- Condition of public art (60%)
- Condition of parks and open space (54%)

Middle Tier

- Condition of streets in your neighborhood (51%)
- The condition of street trees (49%)
- Condition of recreation centers and facilities (48%)
- The amount of litter in your neighborhood (47%)
- Condition of sidewalks in your neighborhood (41%)
- Overall appearance of major entryways to downtown Durham (41%)
- Appearance of landscaping on right of ways, along streets, and in public areas (40%)

Bottom Tier

- Condition of parking (38%)
- Condition of aquatic facilities (35%)
- Condition of bicycle facilities (32%)
- Condition of public school facilities (25%)



The residents’ top three choices for maintenance services they think should receive the most emphasis from County leaders over the next two years has not changed from 2022.

- Condition of public school facilities (41%)
- Condition of streets in your neighborhood (37%)
- Condition of sidewalks in your neighborhood (33%)

Using ETC’s Importance-Satisfaction Rating we can see that the top three most important services that residents think should receive most emphasis from County leaders over the next two years and the top three items in ETC’s Importance-Satisfaction rating are the same. This underscores a consensus between public expectations and the empirical assessment of service importance and satisfaction. Acknowledging and acting upon this will likely lead to more impactful and resonant decisions. The three maintenance areas warranting focused attention over the next two years are as follows:

Top Overall Priorities for Maintenance

1. Condition of public school facilities
2. Condition of sidewalks in your neighborhood
3. Condition of streets in your neighborhood

Perceptions of Durham

Residents were given a list of eight various items that have influence on people’s perception of a community. Based on the sum of very satisfied and satisfied responses, you can see the top four and bottom four below.

Top 4		Bottom 4	
1. Overall Quality of Life in your neighborhood	71%	5. Overall Image of Durham	45%
2. Overall Quality of life in Durham	56%	6. Overall appearance of Durham	44%
3. Overall Quality of Services provided by the City	50%	7. Overall Value you receive from your local property taxes	34%
4. Overall Quality of Services Provided by the County	47%	8. Overall management of development and growth	24%

Over a third of the respondents are “very satisfied” or “satisfied” with the overall quality of life in their neighborhood and over half are “very satisfied” or “satisfied” with the overall quality of life in Durham. The only perception where half of the residents were not satisfied was with the overall management of development and growth with 55% of residents saying they were either “dissatisfied” or “very dissatisfied.” Addressing concerns related to the management of development and growth may enhance overall community satisfaction.

Durham Public Schools

Residents were given six statements about Durham Public Schools and were asked to rate their level of agreement with each one. Based on the sum of strongly agree and agree responses, and the sum of disagree and strongly disagree responses, residents disagree more on all these statements than they agree. The results are below:



Statement	Strongly Agree or Agree	Disagree or Strongly Disagree
Ensures quality education for students	27%	40%
Encourages community involvement in education-related decision making	27%	40%
Attracts high quality teachers	26%	43%
Has effective leadership in K-12 education	25%	40%
Manages the education budget well	23%	40%
Is transparent about education-related decision making	20%	45%

While opinions among residents may vary on these statements, the preceding sections underscore the significance attributed by the community to enhancing the quality of public schools and the condition of their facilities. This presents an opportunity for advancements and improvements.

Public Safety and Law Enforcement/Criminal Justice

Residents were asked to rate how safe they feel in various situations. Eighty-three percent (83%) of residents feel either very safe or safe when walking alone in their neighborhood during the day, 61% feel either very safe or safe when engaging with law enforcement, and 59% feel either very safe or safe when walking alone in your neighborhood at night. However, only 40% of residents said they feel very safe or safe in Durham overall.

Residents were asked how satisfied they were with Law Enforcement and 48% indicated they are either very satisfied or satisfied with the overall police relationship with the community. Over half of the respondents indicate they strongly agree or agree with the statement, “when calling 911, I am confident that the right responder will be sent to address my needs.”

Over half of residents indicated that they are very satisfied or satisfied with the overall HEART relationship with the community and 55% of respondent residents either strongly agree or agree with the statement, “the presence of HEART makes me more likely to call 911.” These numbers indicate the positive impact HEART has had on the community since its introduction in 2022.

Parks, Recreation, & Open Space

Residents were asked to rate how well they were satisfied with parks, recreation, and open space services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses) were:

- Greenways and trails (65%)
- Public art (58%)
- Length of commute to your desired recreation amenities (56%)
- Customer service provided by the City’s Parks and Recreation staff (55%)

Sustainability and Environmental Services

Residents were asked to rate how well they were satisfied with solid waste and utility services and the following had the highest satisfaction ratings (sum of very satisfied and satisfied responses) were:

- Curbside recycling services (83%)
- Solid waste collection services (82%)
- Sewer services (72%)
- Yard waste (leaves/tree limbs) collection services (70%)



County Communication

The top three source of information that residents use to get information about Durham County are below:

- City website (DurhamNC.gov) (49%)
- Friends/colleagues/word of mouth (49%)
- Mailings or direct contact with City of Durham departments (39%)

When asked to rate their satisfaction with various areas of County communication, the top areas that residents were very satisfied or satisfied with were, your ability to receive timely emergency and disaster information (58%), ease of locating information on the County website (45%), and your experience engaging with the County government process (40%).

Residents were surveyed regarding their satisfaction levels with their interactions with County staff, and the top three combined results for "very satisfied" and "satisfied" responses are as follows:

- Courtesy of County employee(s) you interacted with (71%)
- Appropriateness of County employees' response (68%)
- Accuracy of the information you were given (67%)

Additional Findings

- 72% of residents indicated they are dissatisfied or very dissatisfied with the availability of affordable housing in Durham.
- 63% of residents are very satisfied or satisfied with the ability to run, walk, bike and exercise outdoors.
 - 83% of residents never use GoDurham. The top three features that could be added to GoDurham to make it more appealing are more routes, more frequent services, and permanently eliminate fares or lower fares.
- 94% of Durham residents have voted in the last 5 years.
 - 87% of residents are very satisfied or satisfied with the overall voting experience.



How Durham County Compares to Other Communities Nationally

Satisfaction ratings for Durham County **rated above the U.S. average in 18 of the 44 areas** that were assessed. Durham County rated significantly higher than the U.S. average (difference of 3.41% or more) in 12 of these areas. Listed below are the comparisons between Durham County and the U.S. average:

Durham County 2023 vs National Average				
Services	Durham 2023	National Benchmarks	% Difference between Durham and National Average	Categories
Curbside recycling services	82.7%	55.6%	27.1%	Sustainability and Environmental Services
Solid waste collection services	81.7%	55.1%	26.6%	Sustainability and Environmental Services
Overall quality of customer service you receive from County employees	64.6%	39.4%	25.2%	Major Categories of Service
As a place to live	73.5%	48.5%	25.0%	Overall Ratings
Overall quality of library services and programs	86.4%	63.9%	22.5%	Major Categories of Service
Sewer services	72.0%	52.8%	19.2%	Sustainability and Environmental Services
Yard waste collection services	69.9%	53.8%	16.1%	Sustainability and Environmental Services
As a place to work	71.5%	57.1%	14.4%	Overall Ratings
Overall quality of water and sewer utilities	65.6%	52.8%	12.8%	Major Categories of Service
Overall quality of parks and recreation programs	59.5%	49.2%	10.3%	Major Categories of Service
As a place to visit	66.9%	57.7%	9.2%	Overall Ratings
Overall effectiveness of communication with the public	45.2%	36.9%	8.3%	Major Categories of Service
Ease of locating information on County website	44.7%	42.4%	2.3%	County Communication
Management of public stormwater runoff/drainage/flood control	51.7%	49.5%	2.2%	Sustainability and Environmental Services
Visiting City parks	56.2%	54.6%	1.6%	Public Safety
Condition of streets in your neighborhood	50.9%	49.3%	1.6%	Maintenance
Walking alone in your neighborhood during the day	82.7%	81.2%	1.5%	Public Safety
Overall value you receive for your local property taxes	34.1%	33.5%	0.6%	Perceptions
Overall quality of services provided by the County	47.2%	49.0%	-1.8%	Perceptions
Walking alone in your neighborhood at night	58.7%	61.4%	-2.7%	Public Safety
Overall quality of EMS services	67.0%	70.5%	-3.5%	Major Categories of Service
In Downtown Durham	50.4%	53.9%	-3.5%	Public Safety
As a place to retire	47.8%	51.6%	-3.8%	Overall Ratings
Animal control services	44.4%	48.6%	-4.2%	Law Enforcement/Criminal Justice
Response time for fire services	66.9%	71.7%	-4.8%	Major Categories of Service
Overall enforcement of codes and ordinances	35.0%	40.1%	-5.1%	Major Categories of Service
Condition of sidewalks in your neighborhood	41.4%	46.7%	-5.3%	Maintenance
Overall maintenance of City streets	34.0%	40.5%	-6.5%	Major Categories of Service
Response time for EMS services	61.3%	68.7%	-7.4%	Major Categories of Service
Availability of information about County programs and services	38.7%	46.4%	-7.7%	County Communication
Level of public involvement in local decisions with the County	25.8%	33.9%	-8.1%	County Communication
Overall image of Durham	45.1%	53.4%	-8.3%	Perceptions

2023 Durham County Resident Survey

Executive Summary



Services	Durham 2023	National Benchmarks	% Difference between Durham and National Average	Categories
Overall quality of police protection	44.3%	53.0%	-8.7%	Major Categories of Service
Overall quality of the public transit system (GoDurham)	27.7%	37.1%	-9.4%	Major Categories of Service
Overall appearance of Durham	44.2%	54.7%	-10.5%	Perceptions
As a place to raise children	50.2%	61.4%	-11.2%	Overall Ratings
Overall quality of bicycle facilities	29.6%	41.9%	-12.3%	Major Categories of Service
Overall management of development and growth	23.9%	38.9%	-15.0%	Perceptions
Appearance of landscaping on right of ways along streets/public areas	40.1%	55.4%	-15.3%	Maintenance
Enforcement of traffic safety laws	33.7%	49.6%	-15.9%	Law Enforcement/Criminal Justice
County efforts to keep you informed about local issues	26.1%	43.3%	-17.2%	County Communication
Overall readiness to respond to climate-related challenges	24.8%	42.5%	-17.7%	Sustainability and Environmental Services
Overall quality of public schools	26.8%	46.4%	-19.6%	Major Categories of Service
In Durham overall	39.5%	66.0%	-26.5%	Public Safety



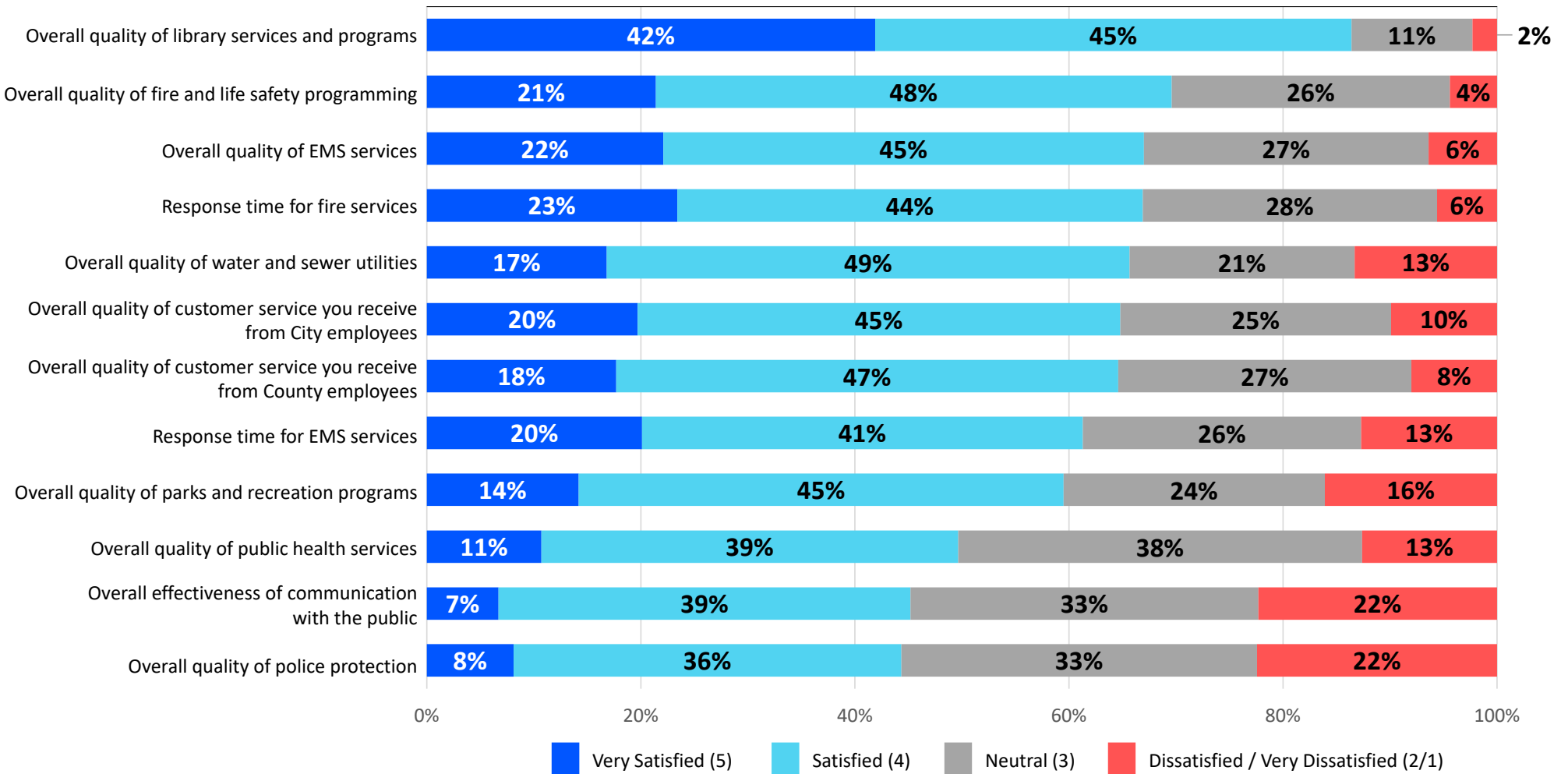
Charts and Graphs

Durham County Charts and Graphs

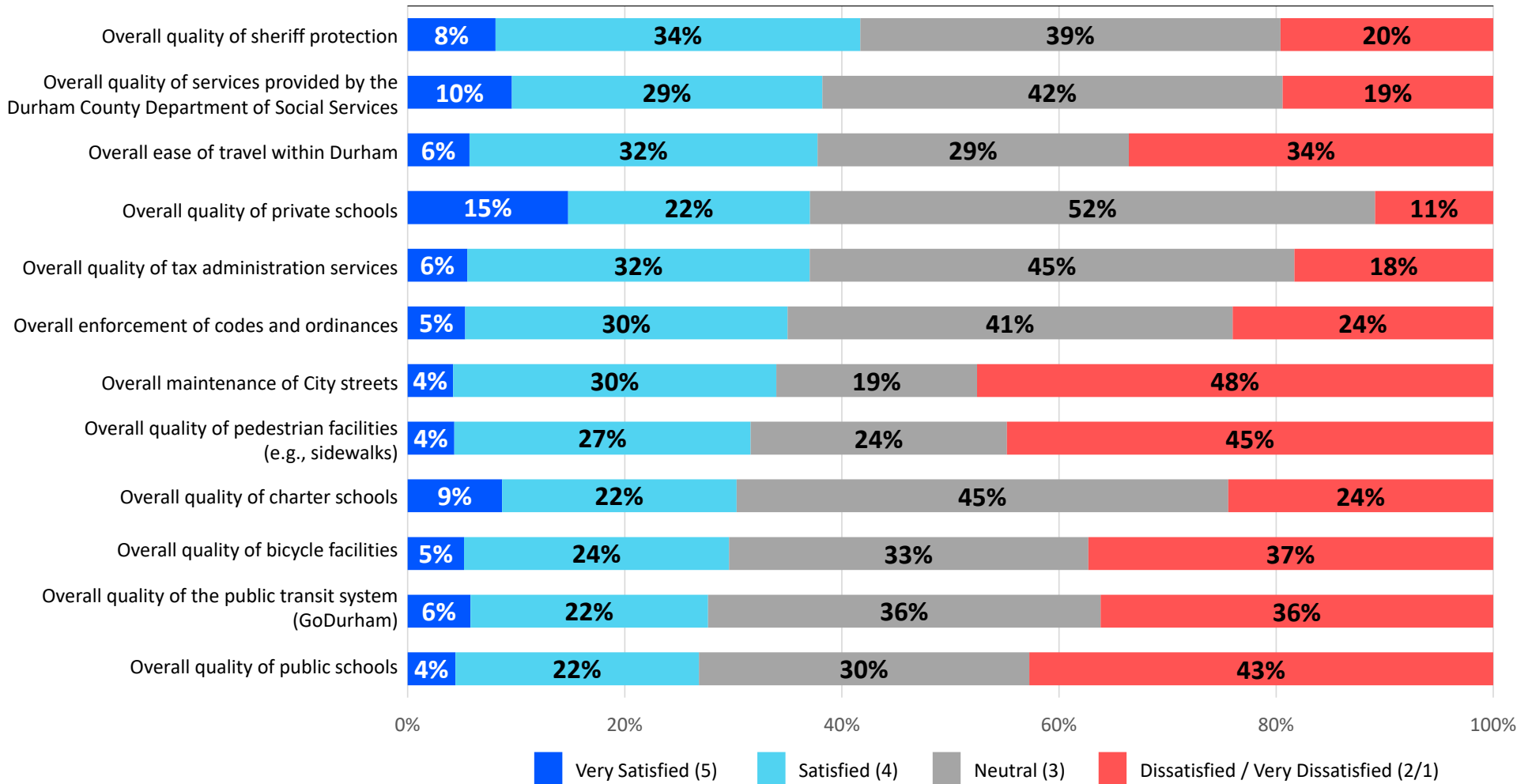
The following slides show the charts and graphs for Durham County in 2023.



Q1. Satisfaction with Major Categories of Service in Durham County: Top 12 by percentage of respondents (excluding don't know)

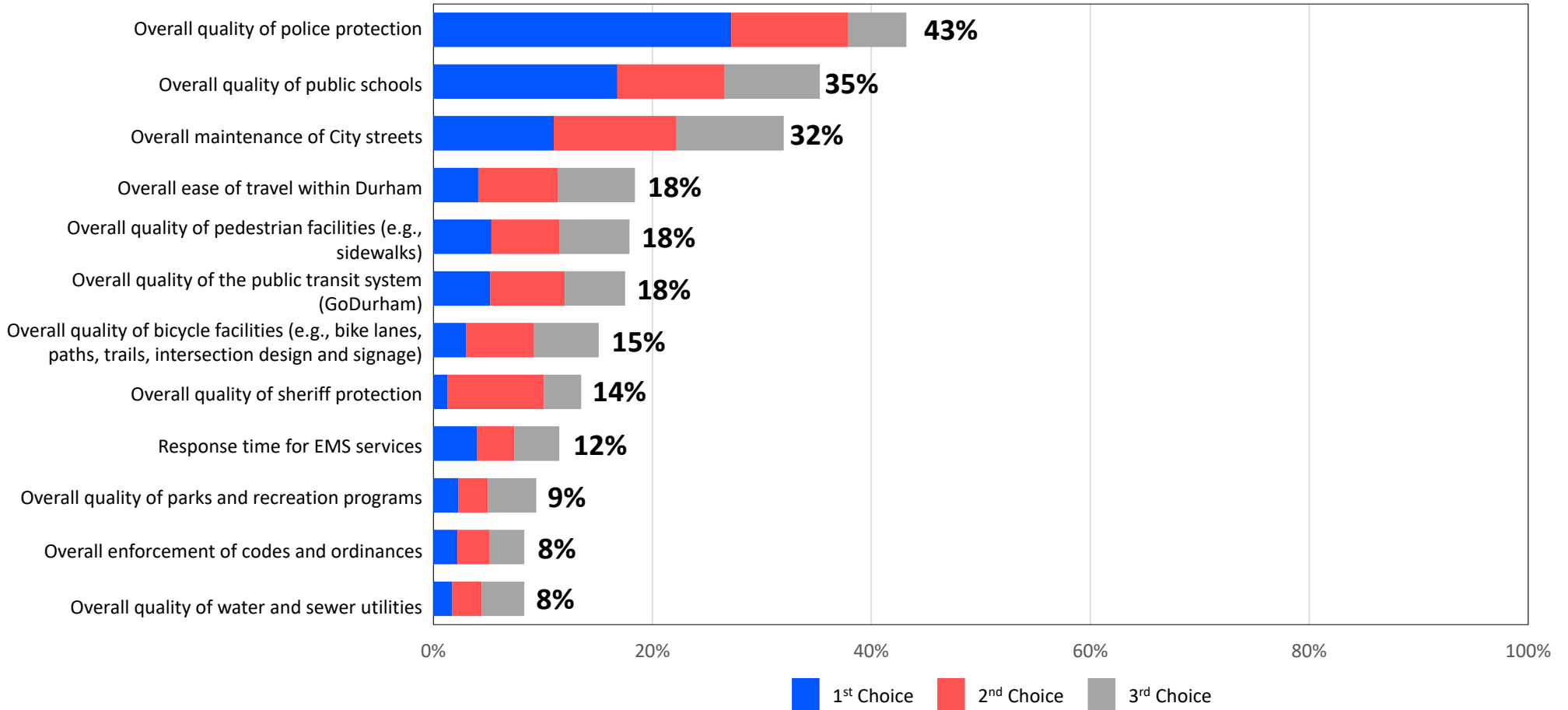


Q1. Satisfaction with Major Categories of Service in Durham County: Bottom 12 by percentage of respondents (excluding don't know)

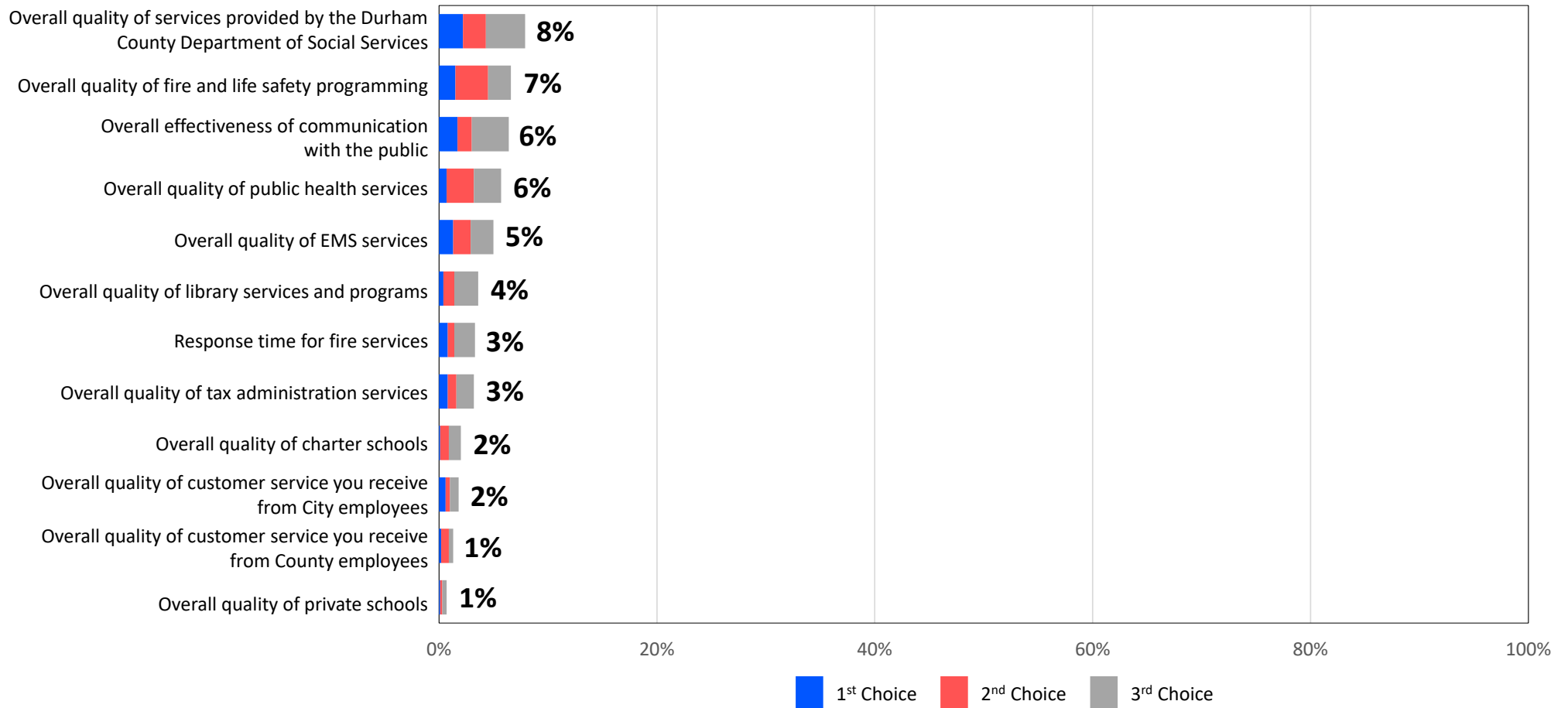


Q2. Major Categories of Service in Durham that are Most Important for the County to Emphasize: Top 12

by percentage of respondents who selected the item as one of their top three choices

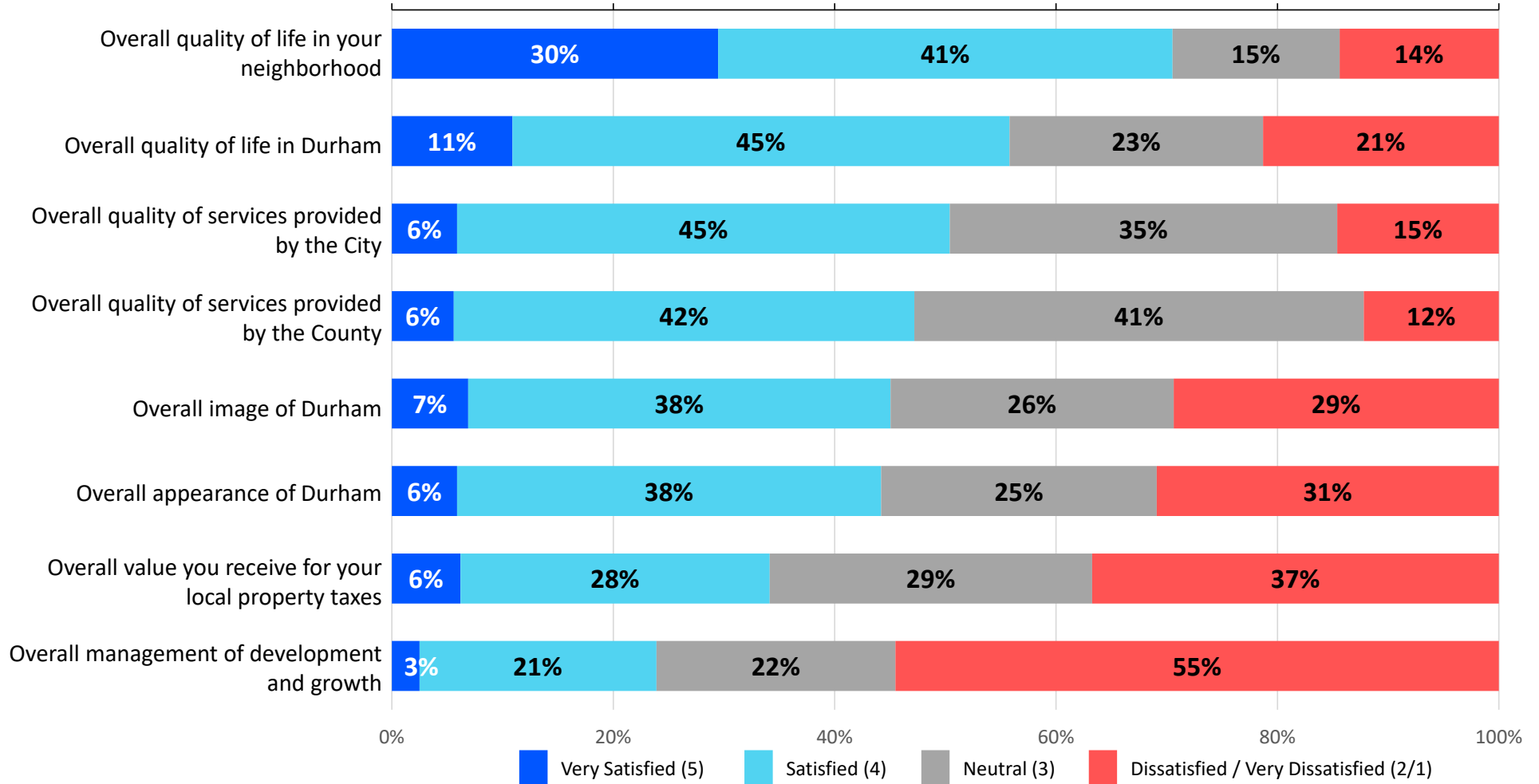


Q2. Major Categories of Service in Durham that are Most Important for the County to Emphasize: Bottom 12 by percentage of respondents who selected the item as one of their top three choices



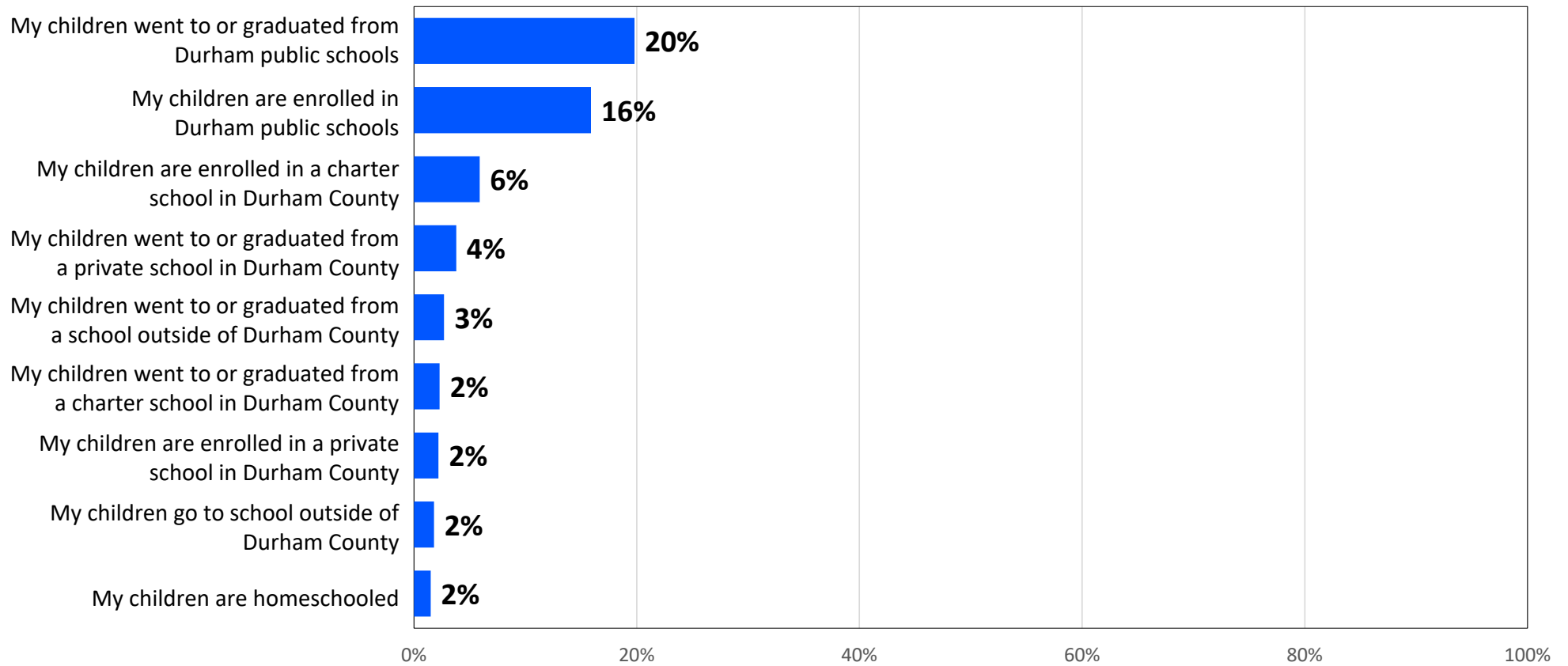
Q3. Overall Perceptions of the City of Durham

by percentage of respondents (excluding don't know)

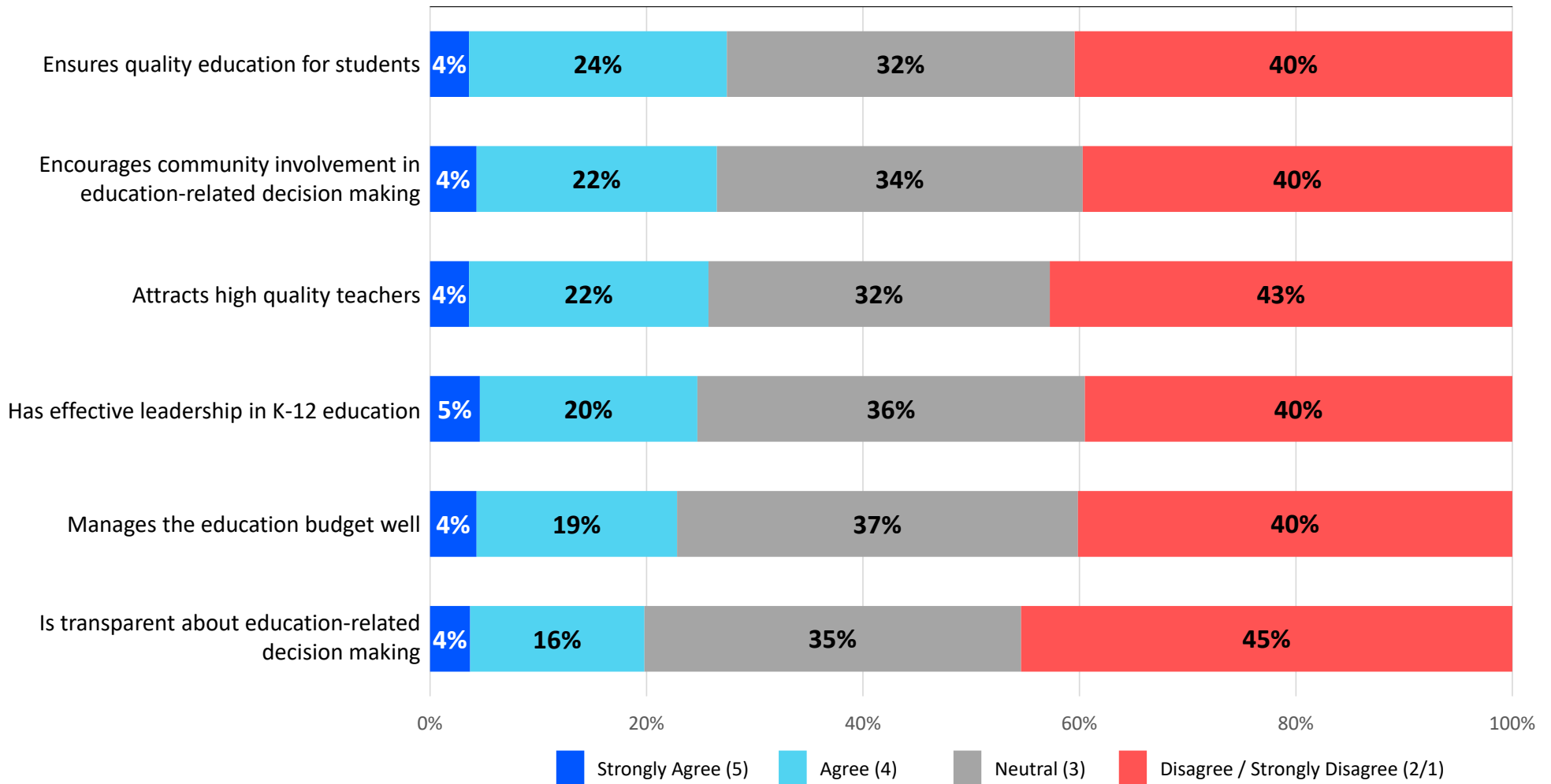


Q4. Which of the following best describes the education status of the children in your household?

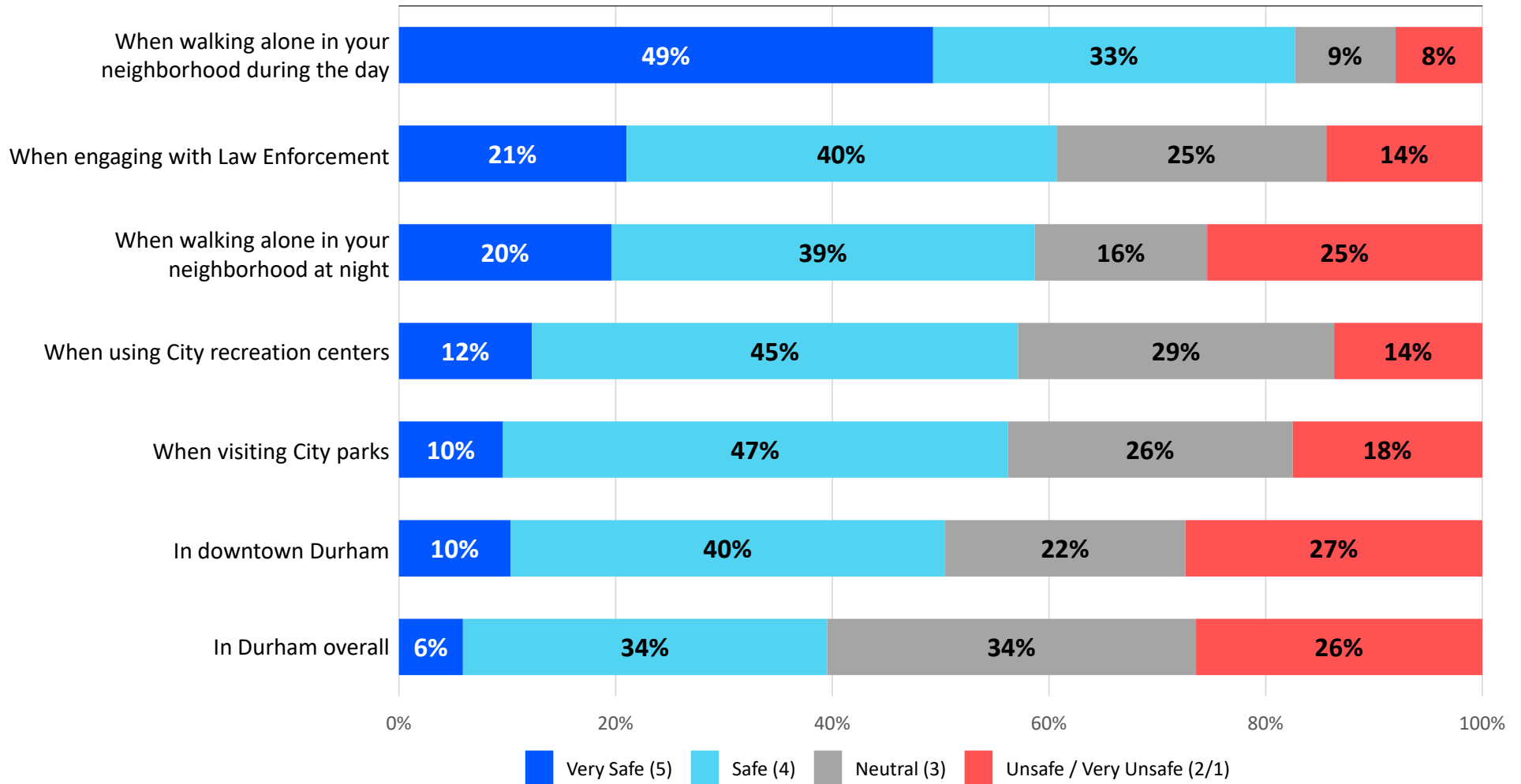
by percentage of respondents (multiple selections could be made)



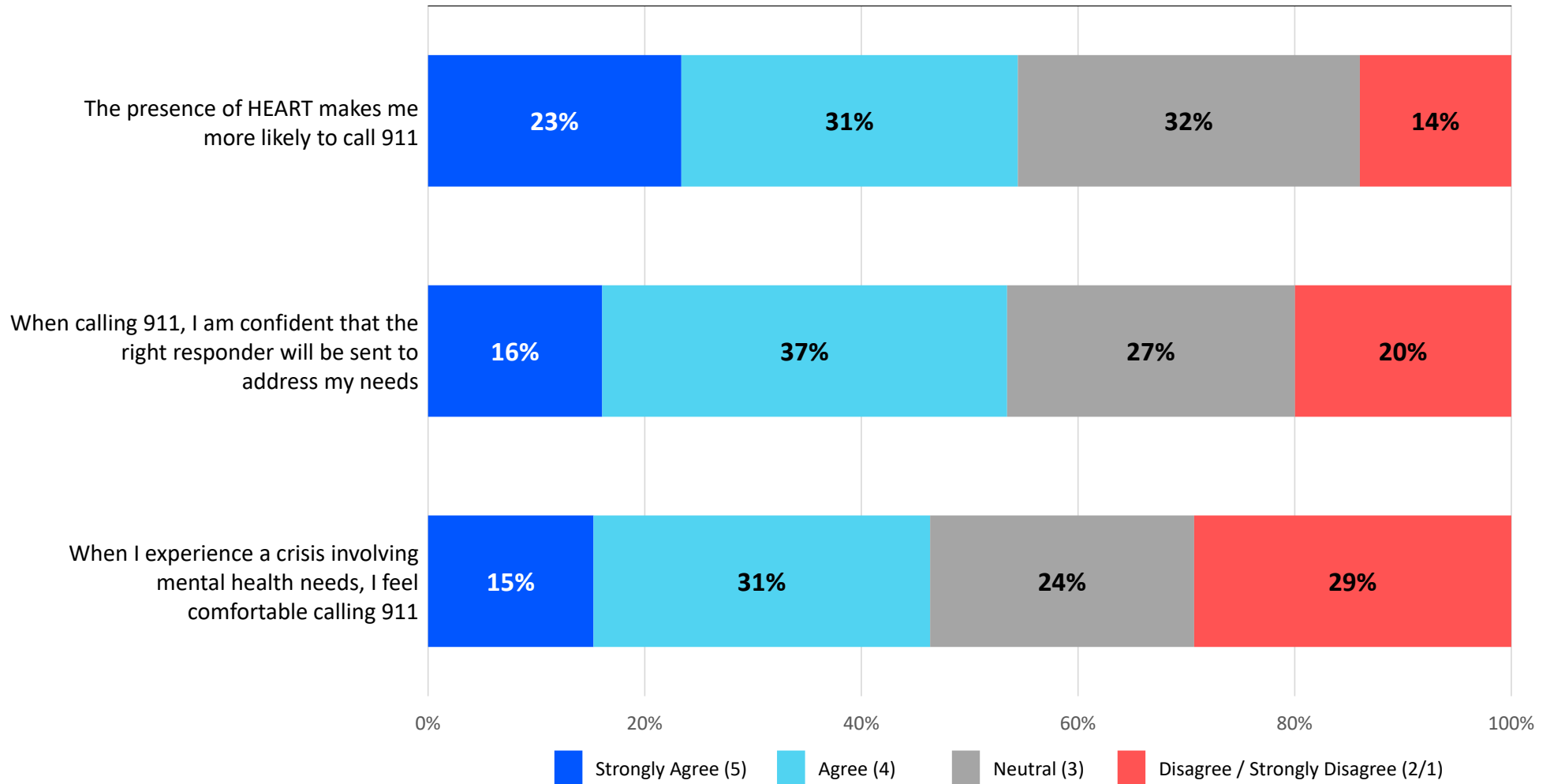
Q5. Level of Agreement with Statements about Durham Public Schools by percentage of respondents (excluding don't know)



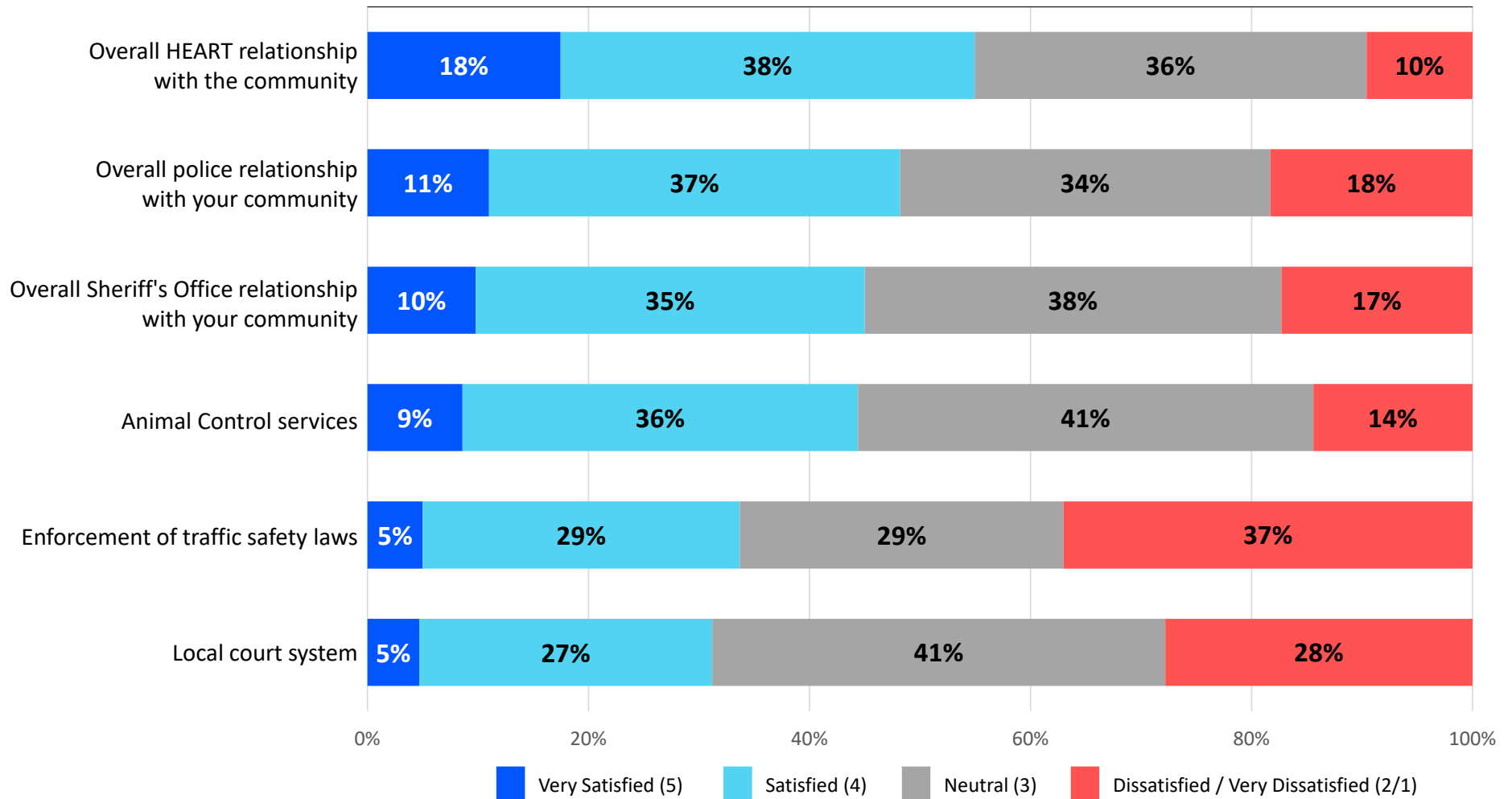
Q6. Satisfaction with Perceptions of Safety and Security by percentage of respondents (excluding don't know)



Q7. Level of Agreement with Statements about Calling 9-1-1 by percentage of respondents (excluding don't know)

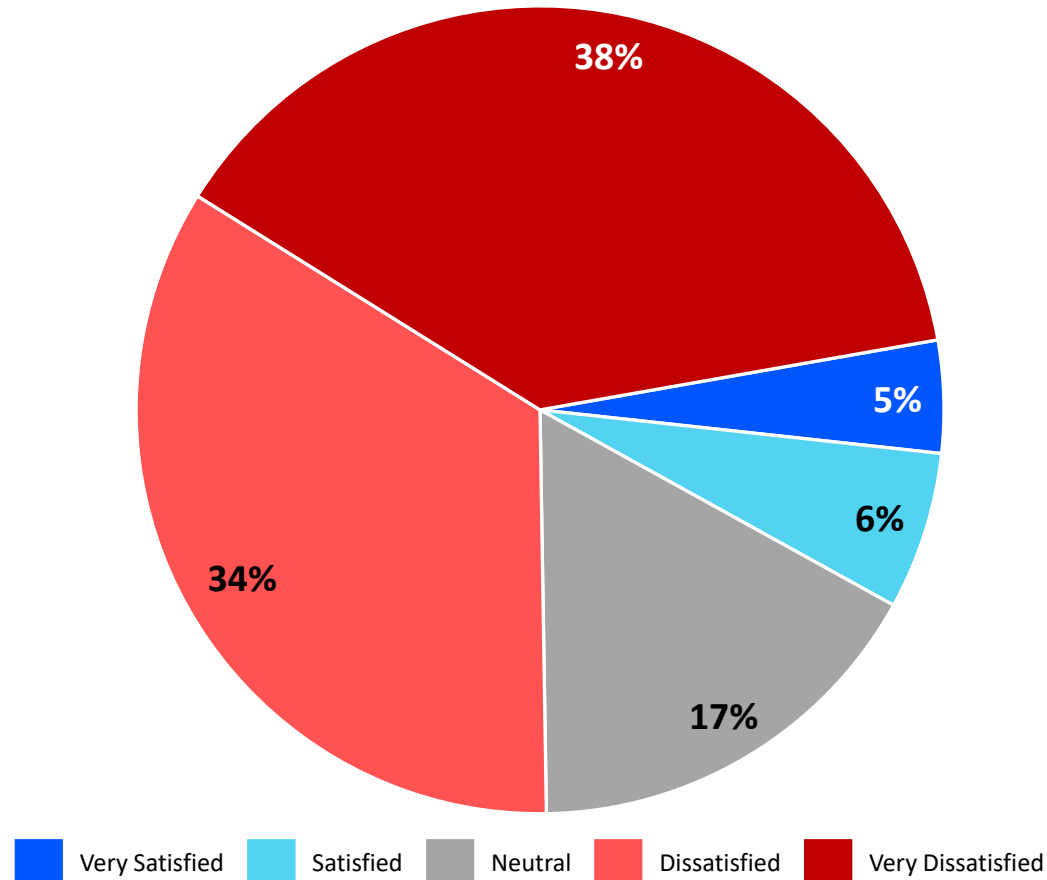


Q8. Satisfaction with Law Enforcement/Criminal Justice by percentage of respondents (excluding don't know)



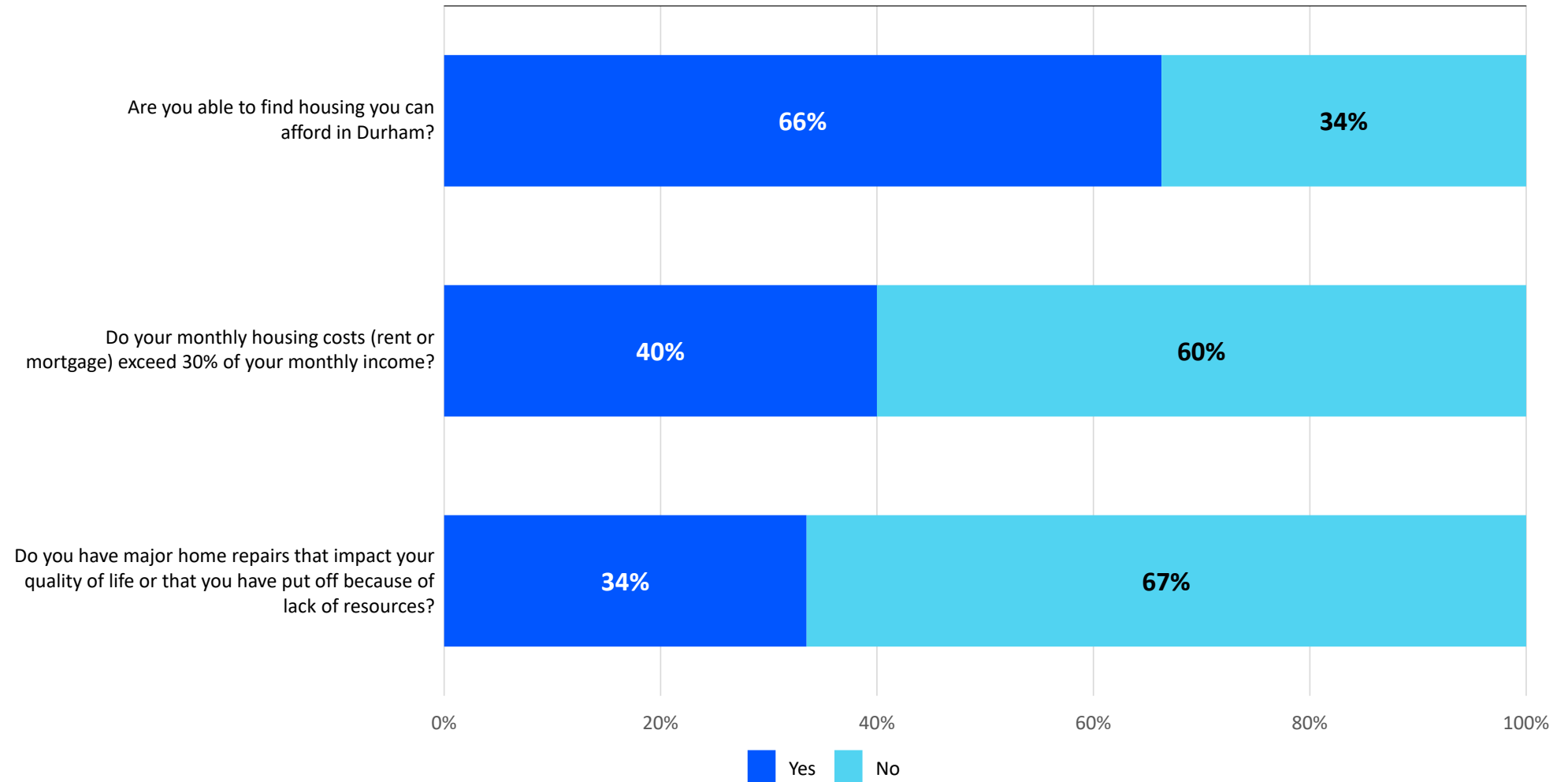
Q9. How Satisfied Are You With The Availability of Affordable Housing?

by percentage of respondents (excluding not provided)

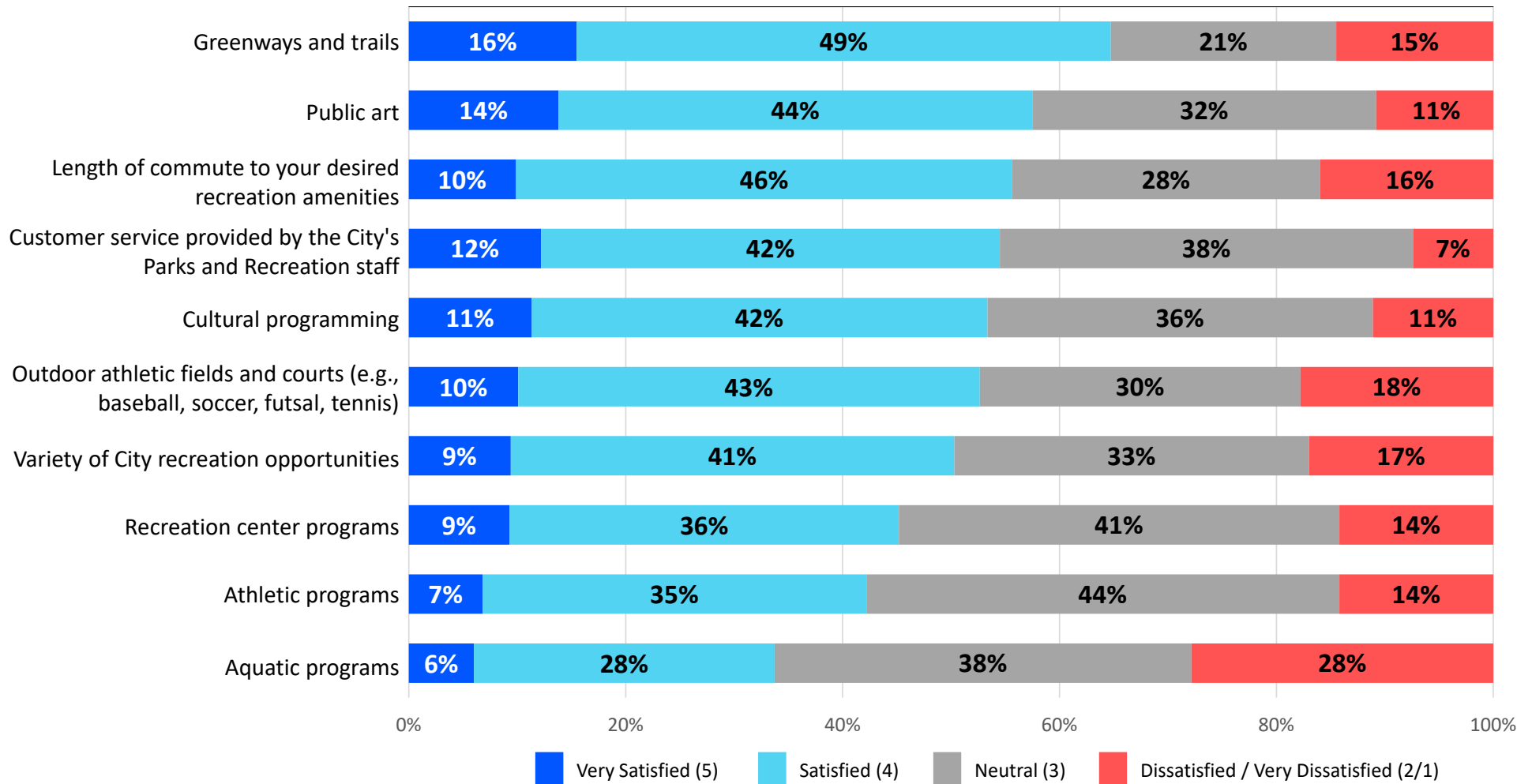


Q10. Affordable Housing Statements

by percentage of respondents (excluding don't know)

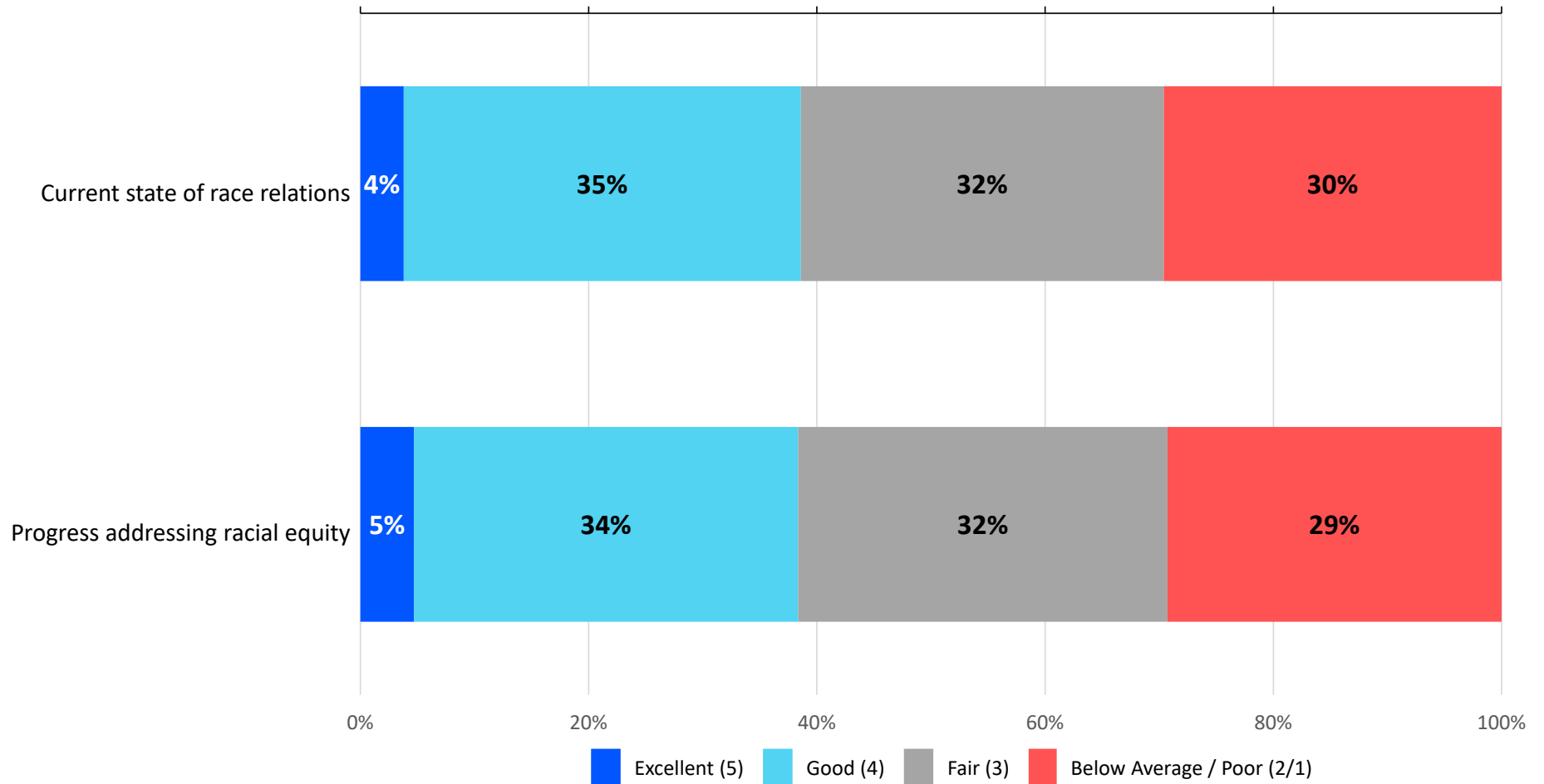


Q11. Satisfaction with Parks and Recreation and Open Space by percentage of respondents (excluding don't know)



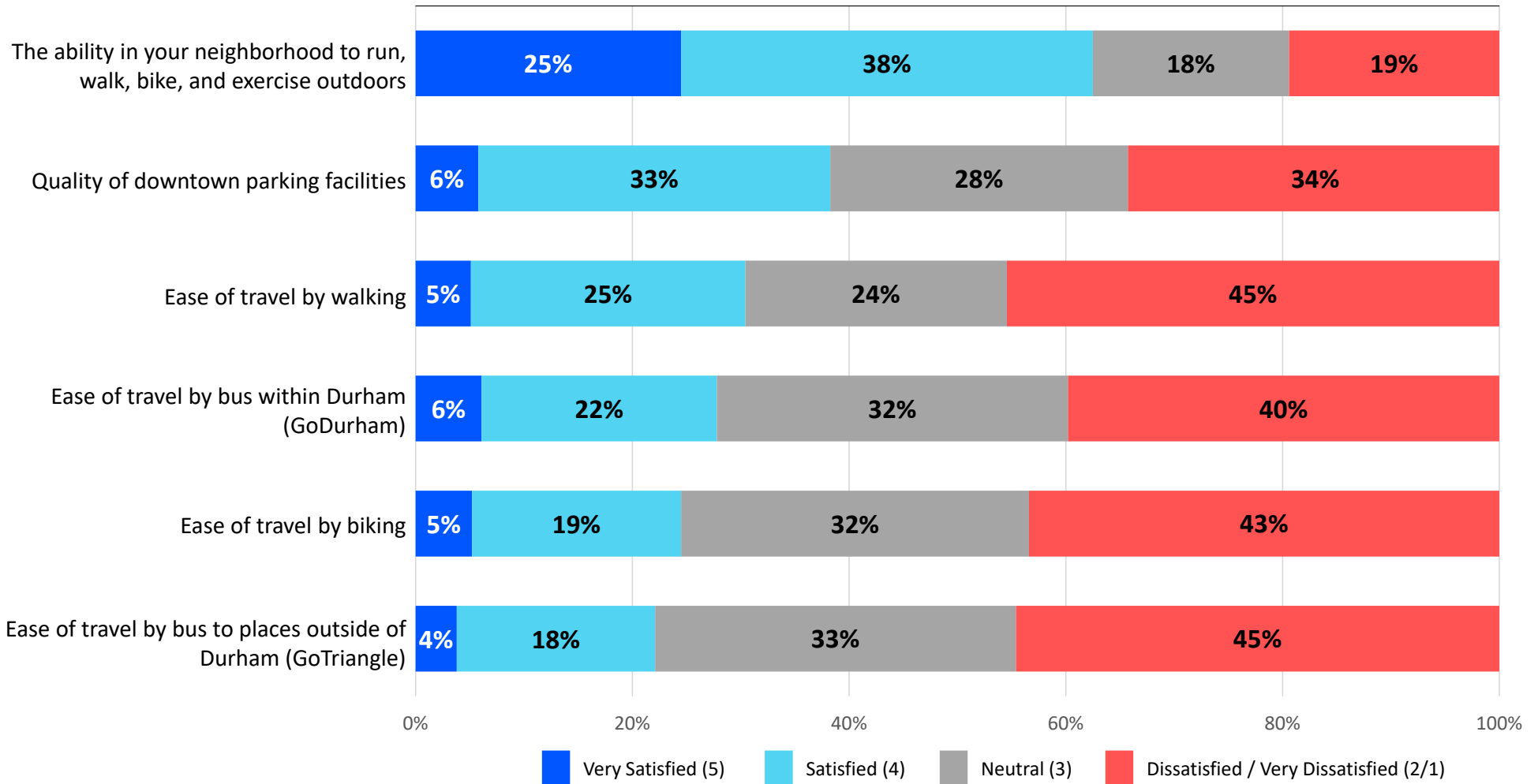
Q12. Racial Equality Statements

by percentage of respondents (excluding don't know)



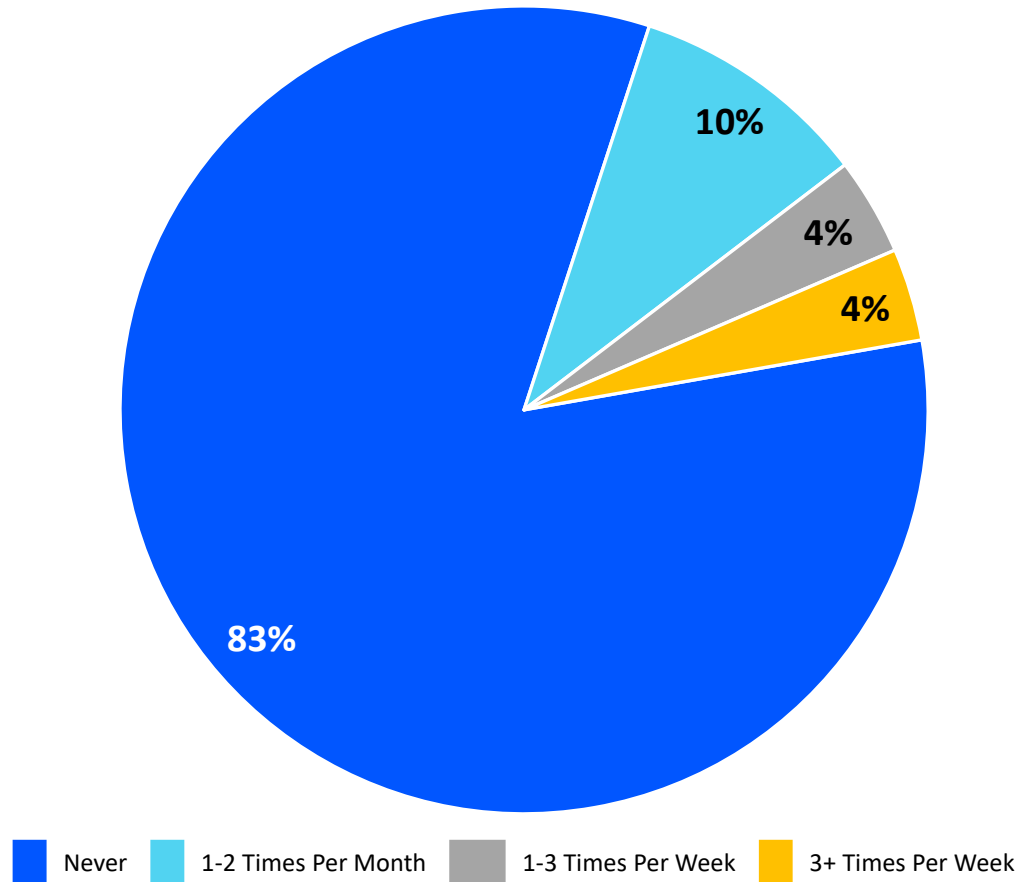
Q13. Satisfaction with Travel

by percentage of respondents (excluding don't know)



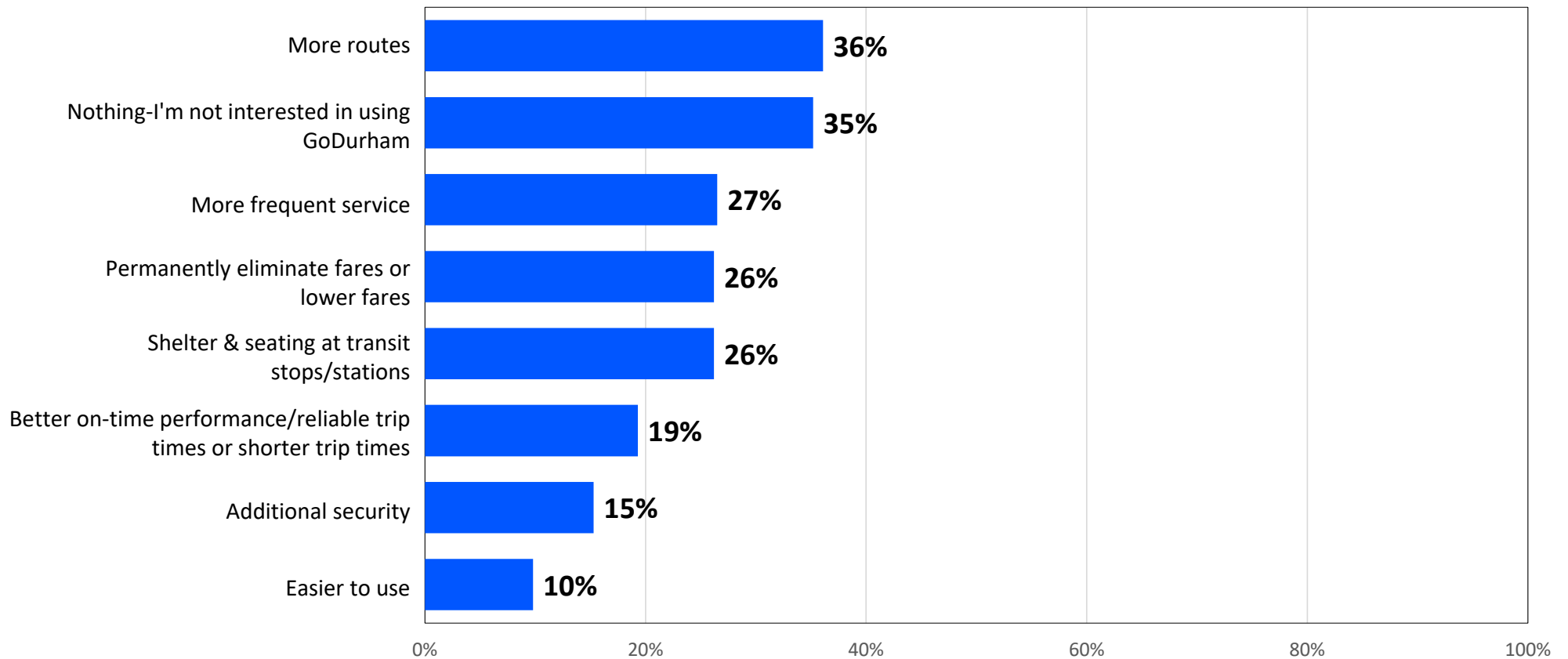
Q14. On Average, How Often do you Use GoDurham?

by percentage of respondents (excluding not provided)



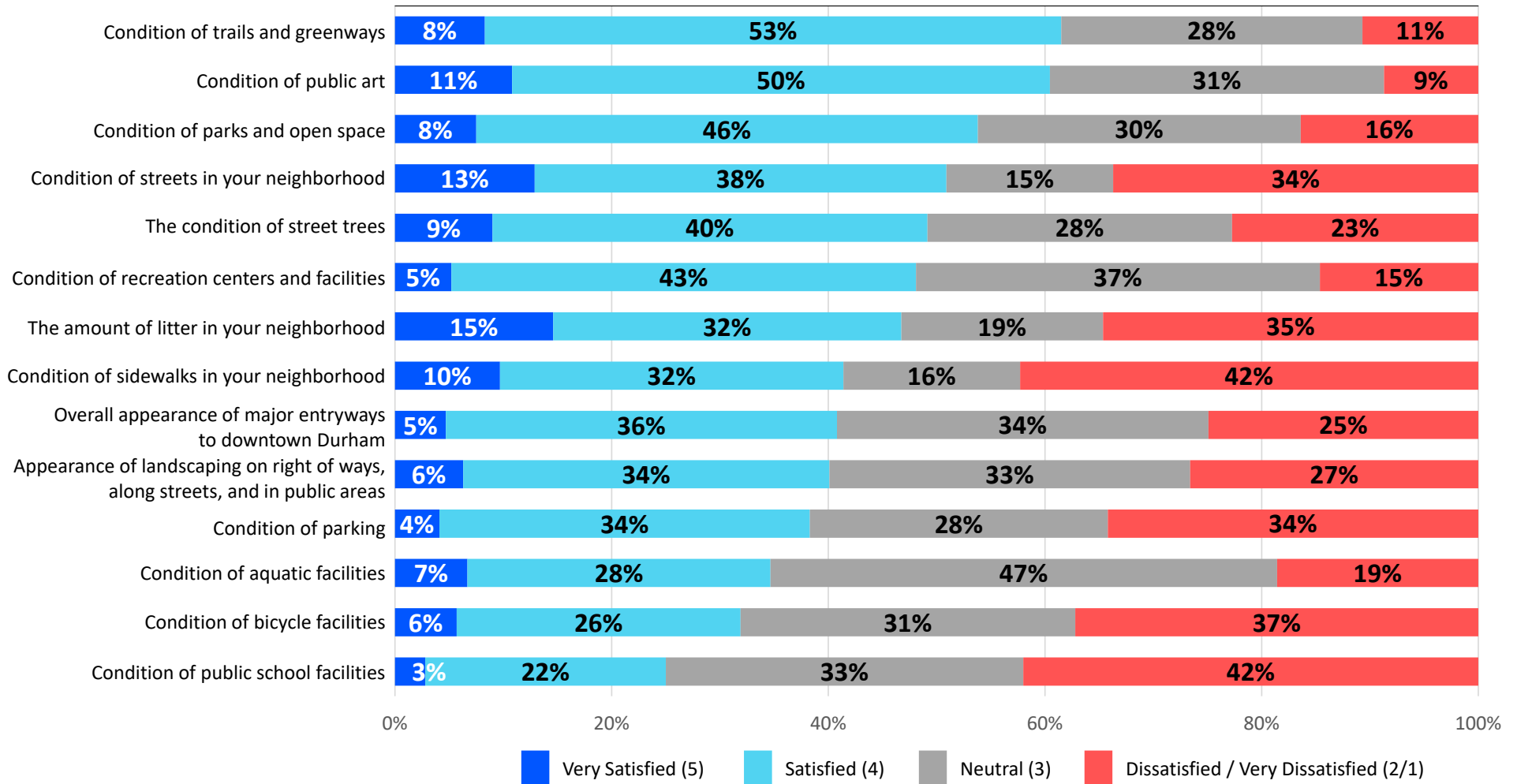
Q15. Please select the **THREE** features/amenities that GoDurham could add to its current transit service that would make it more appealing for you to use public transportation?

by percentage of respondents (multiple selections could be made)



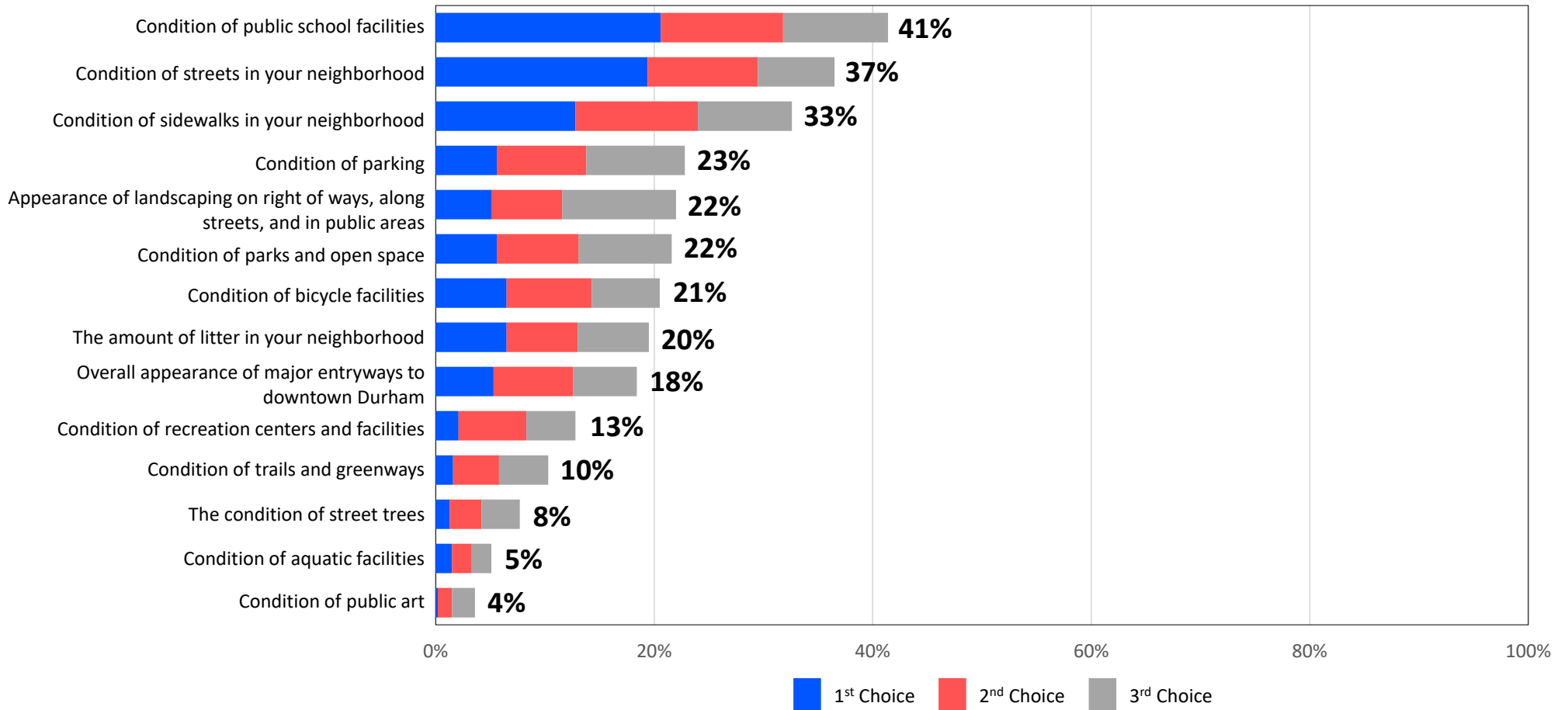
Q16. Satisfaction with Maintenance

by percentage of respondents (excluding don't know)

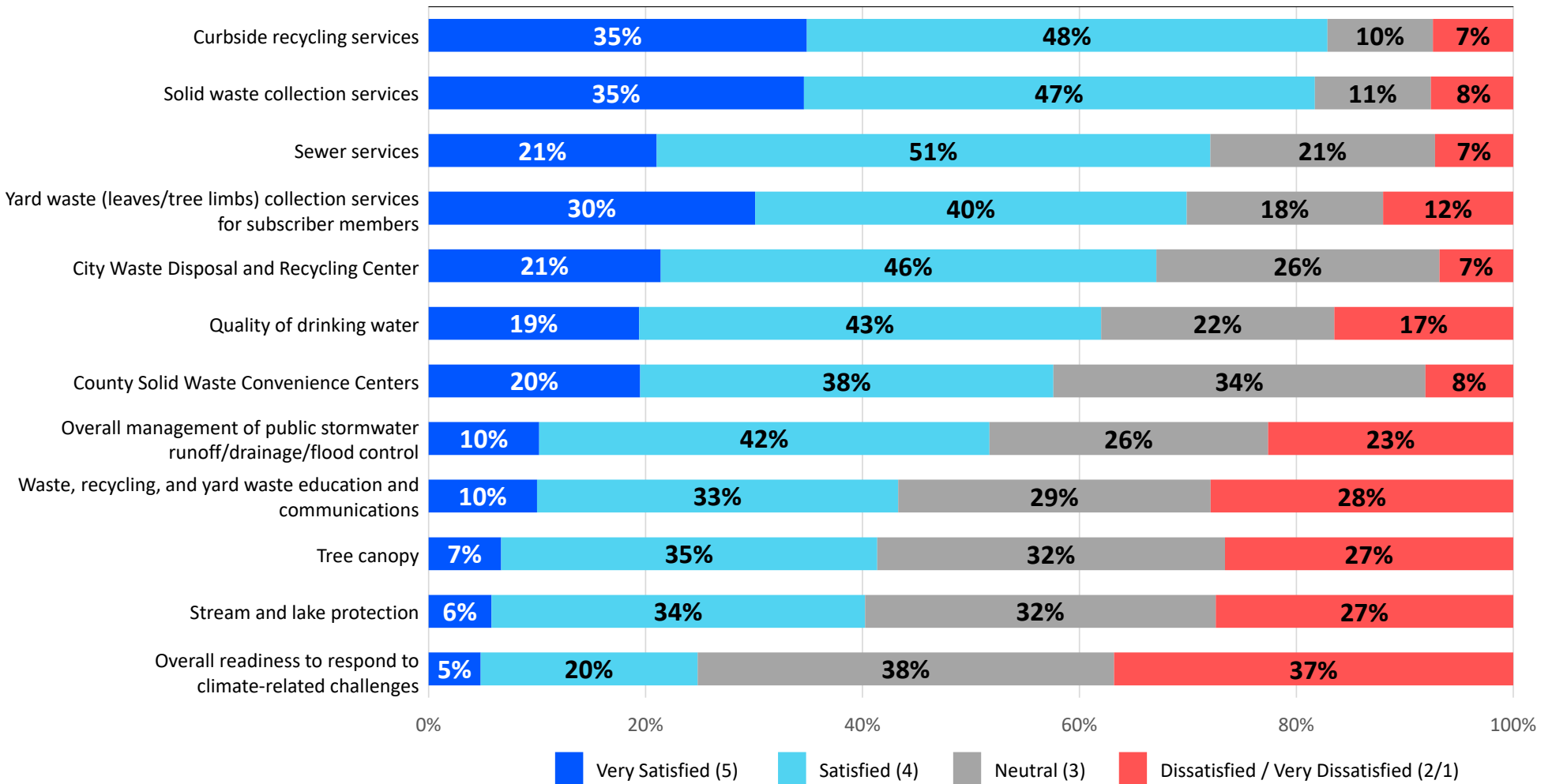


Q17. Maintenance in Durham that are Most Important for the County to Emphasize

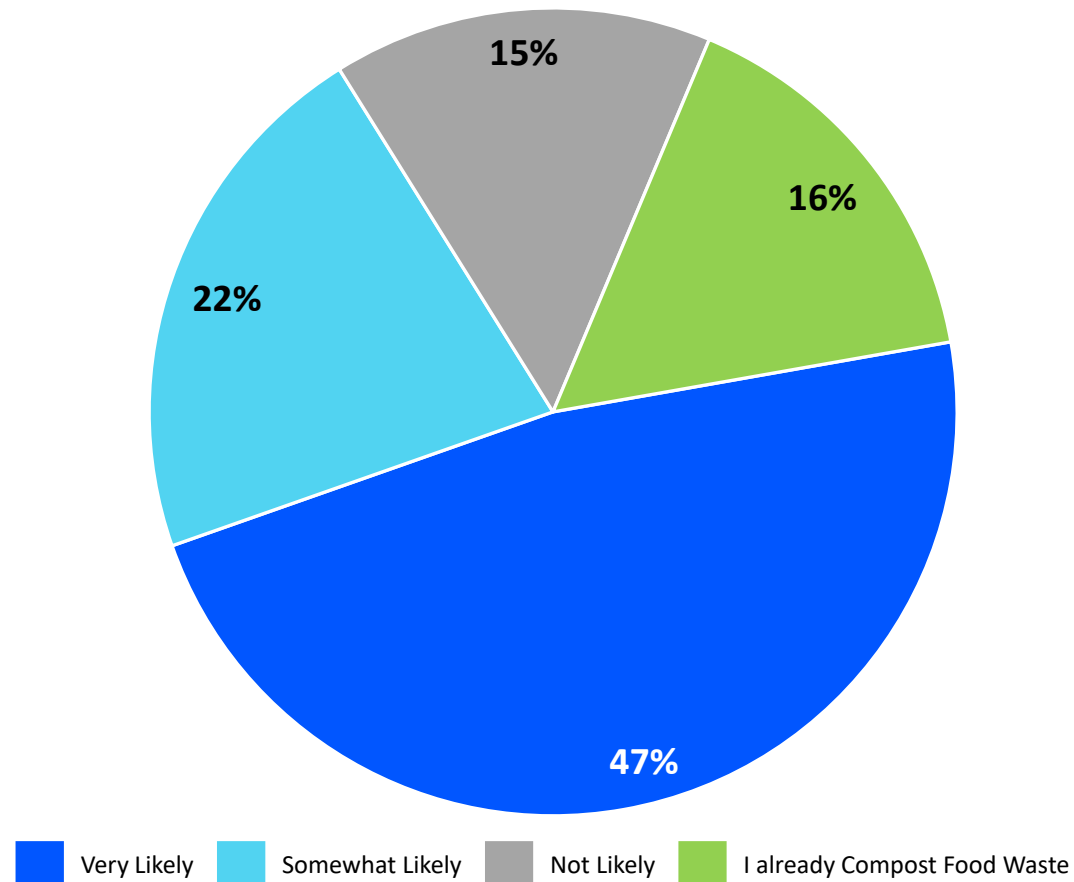
by percentage of respondents who selected the item as one of their top three choices



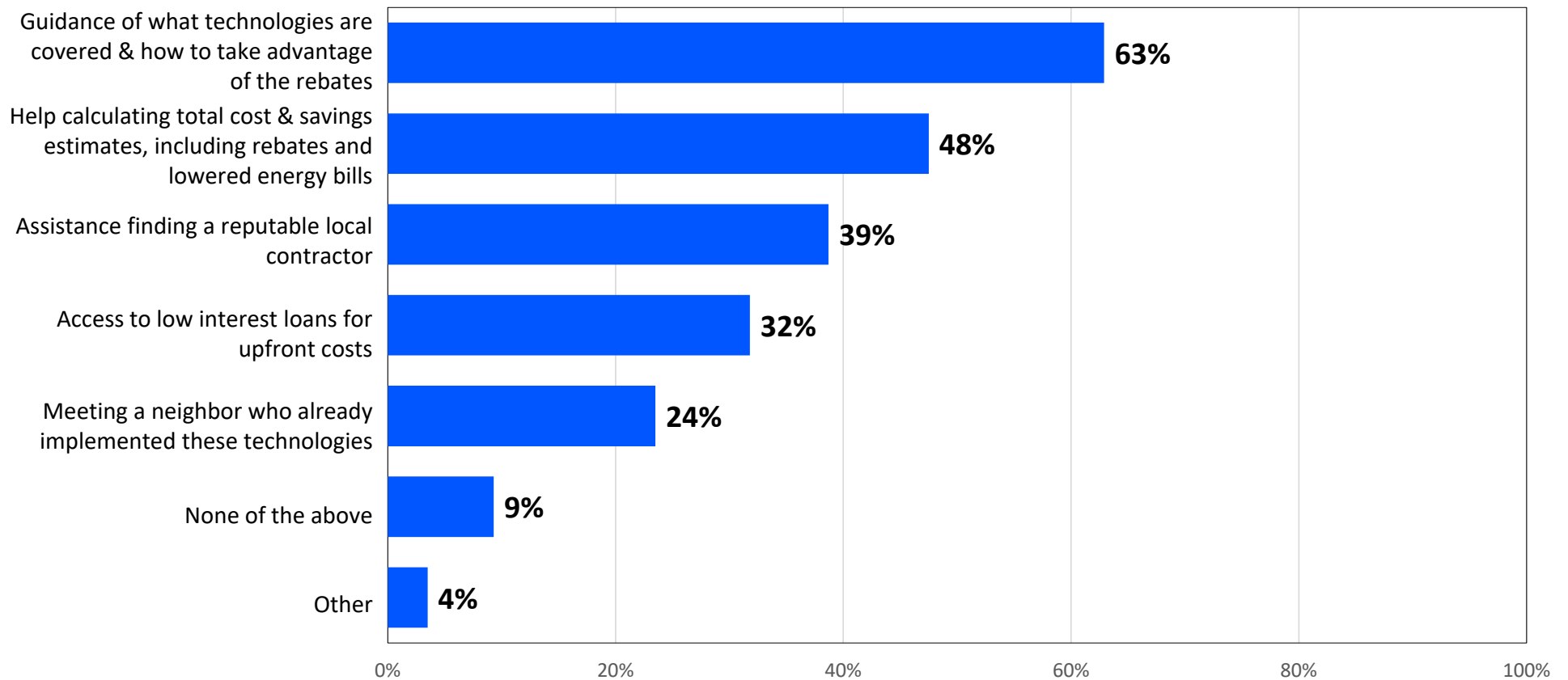
Q18. Satisfaction with Sustainability and Environmental Services by percentage of respondents (excluding don't know)



Q19. How likely would you be to participate in separating food waste from your garbage if the City provided a cart and weekly curbside collection?
by percentage of respondents (excluding not provided)

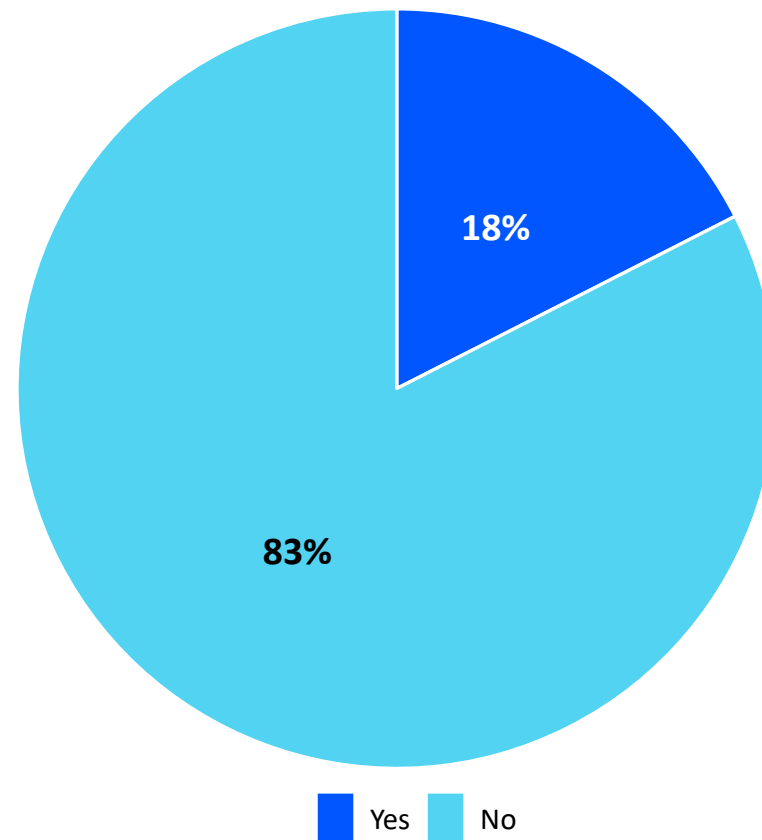


Q20. Which of the following would motivate you to use these rebates? by percentage of respondents (multiple selections could be made)



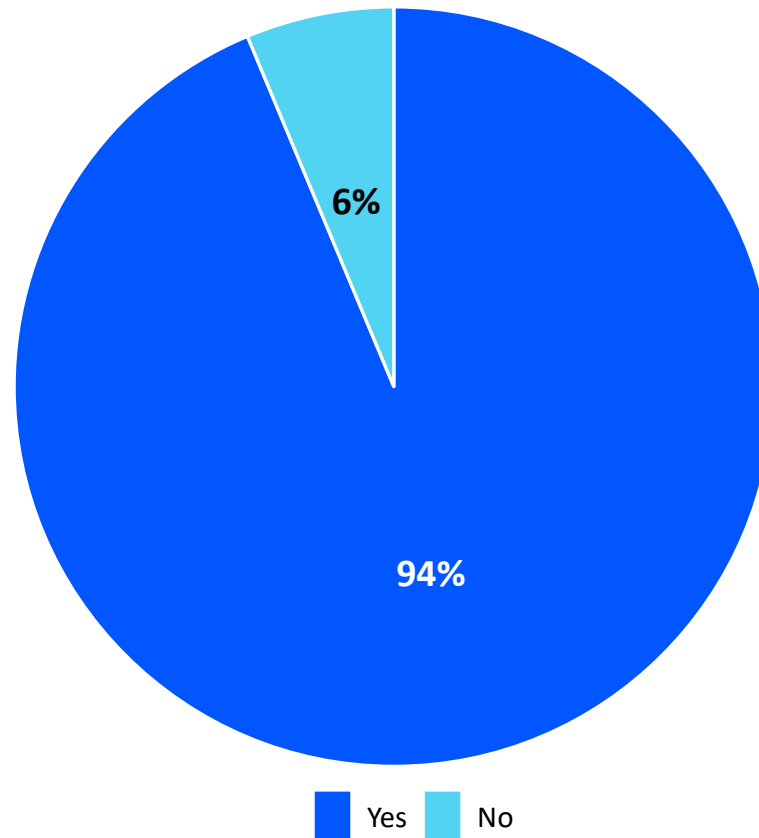
Q22. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

by percentage of respondents



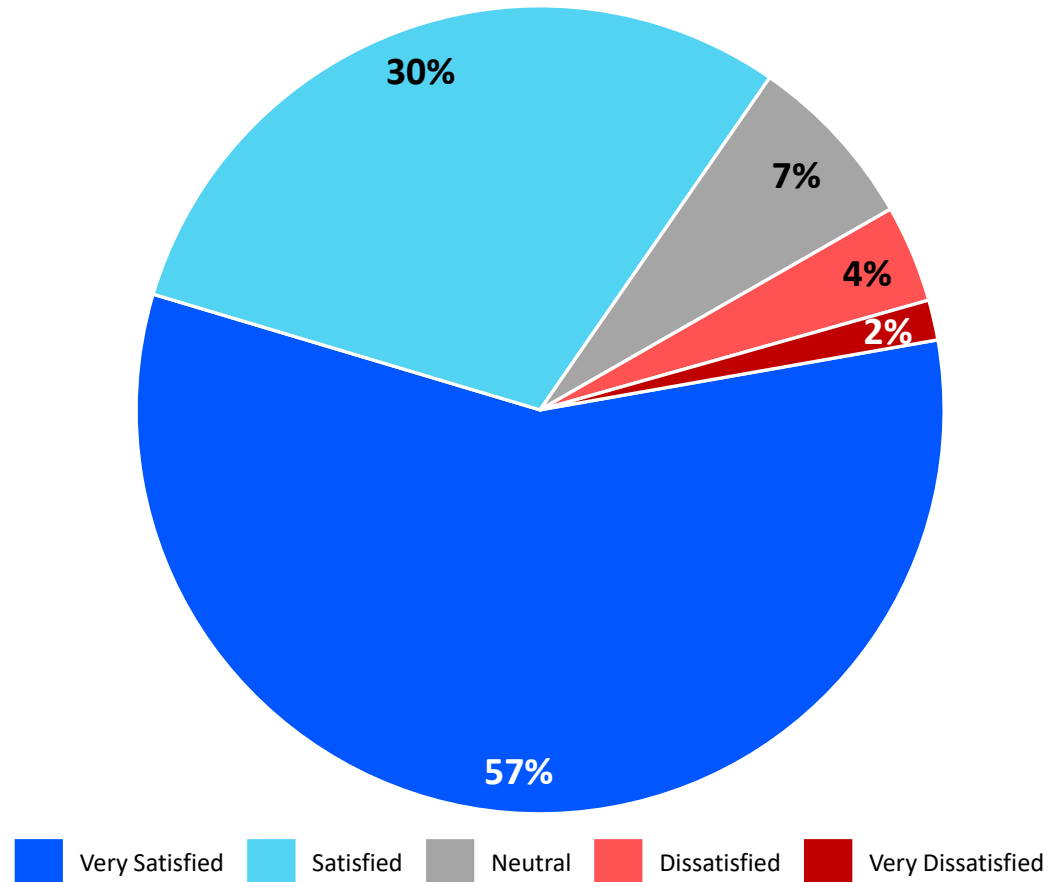
Q23. Have you voted in the last 5 years?

by percentage of respondents



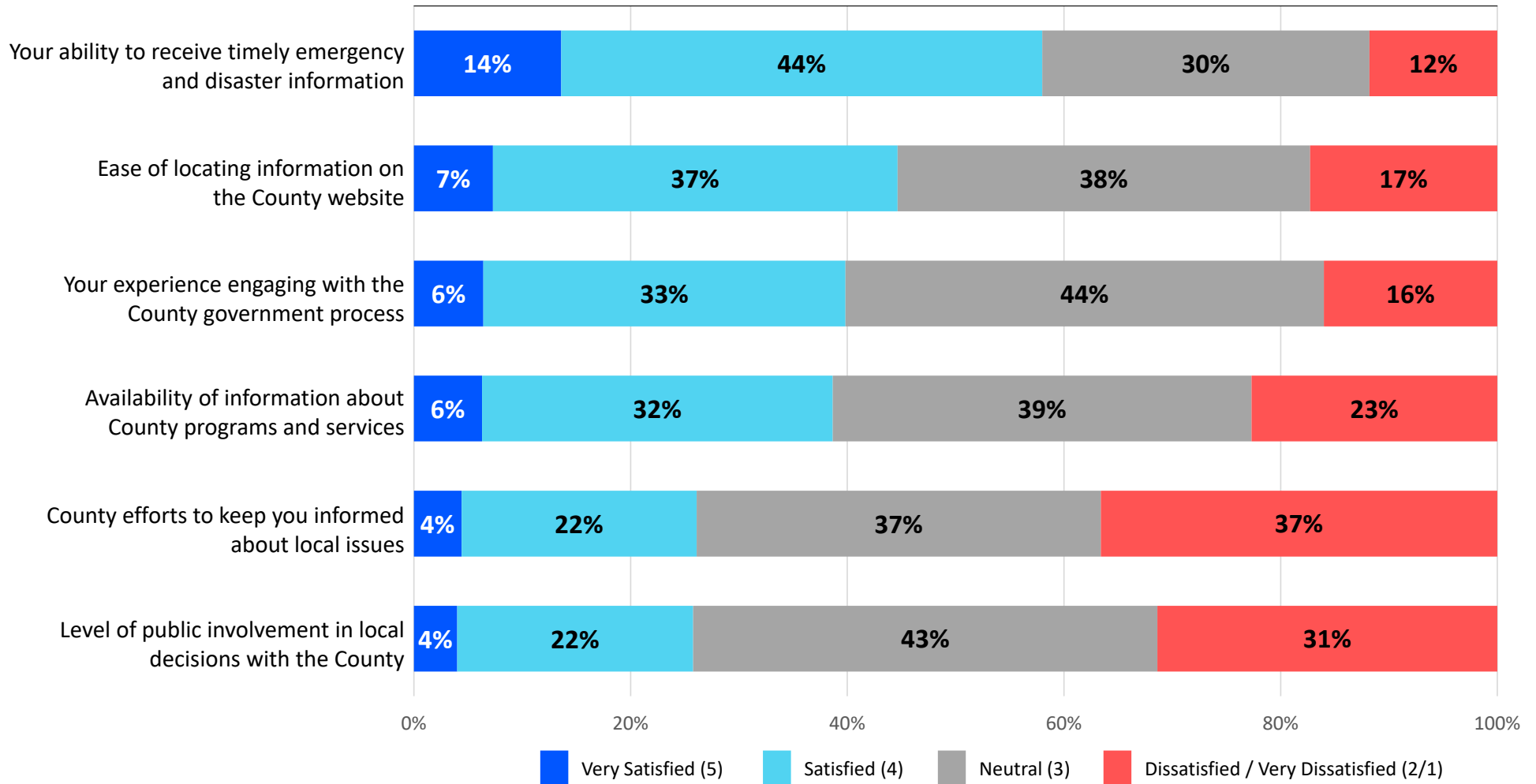
Q23a. How would you rate your overall satisfaction with your voting experience

by percentage of respondents (excluding not provided)

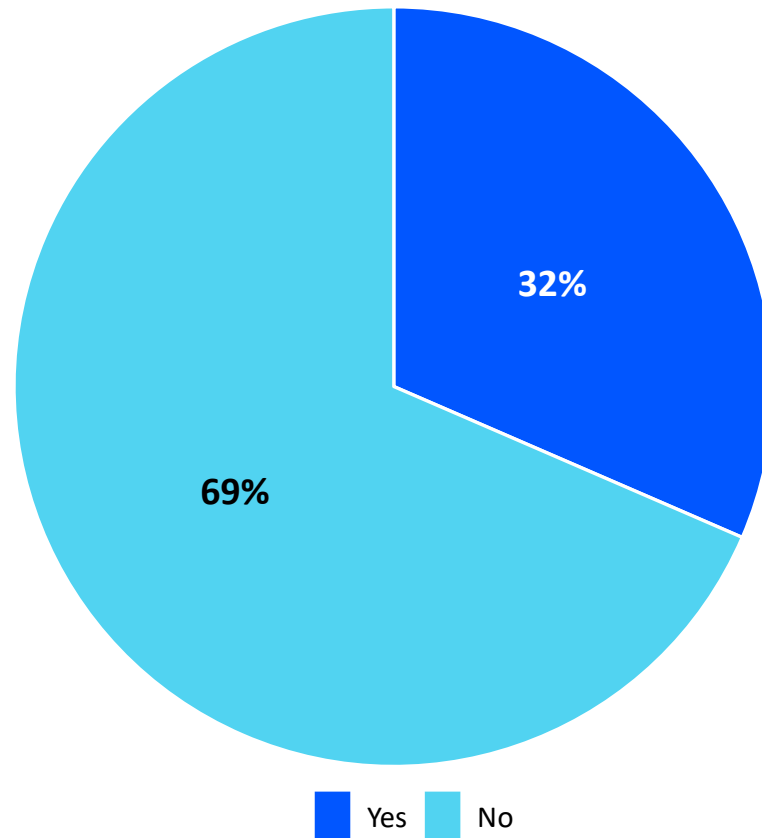


Q25a. Satisfaction with County Communication

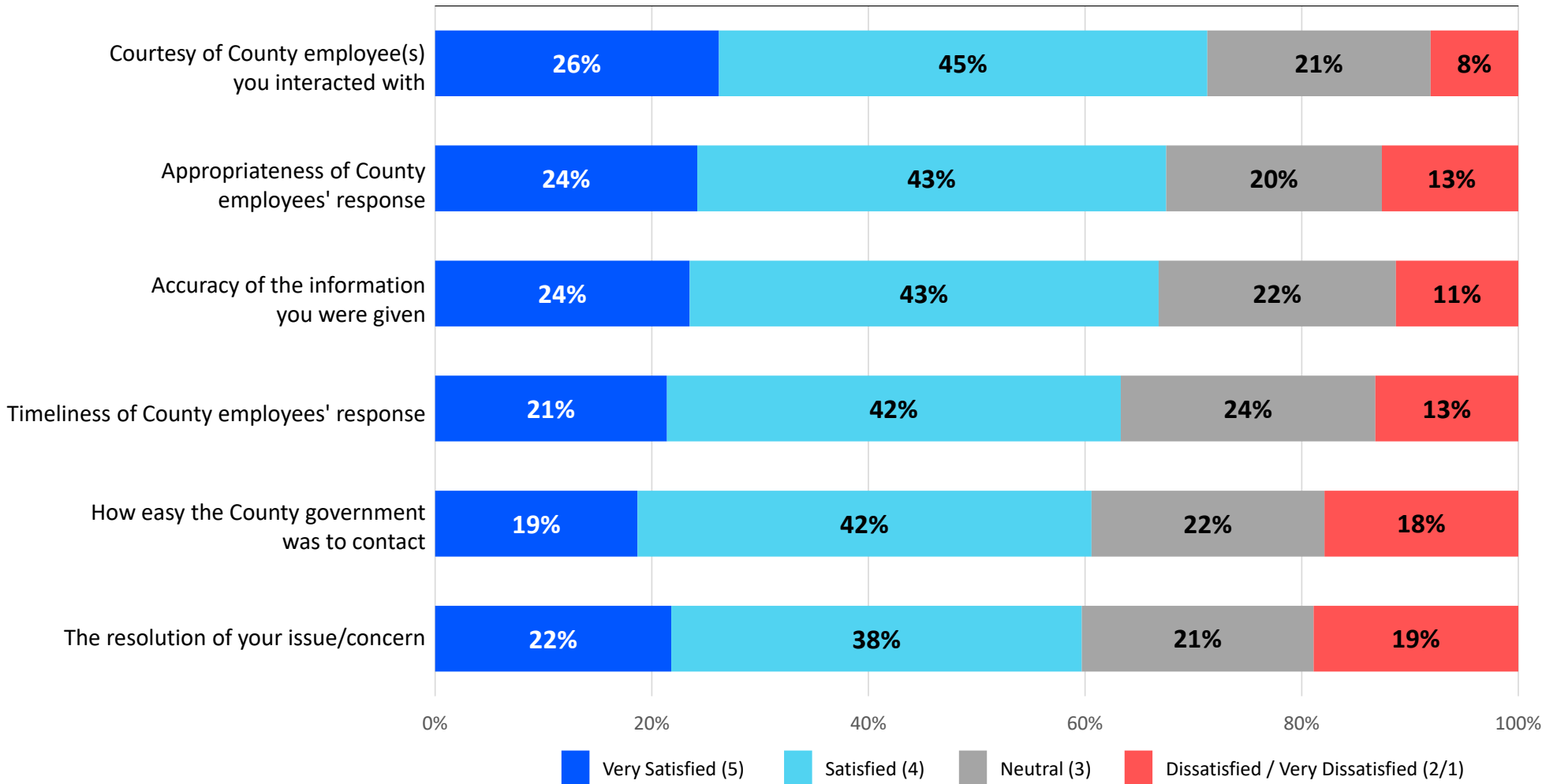
by percentage of respondents (excluding don't know)



Q25b. 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

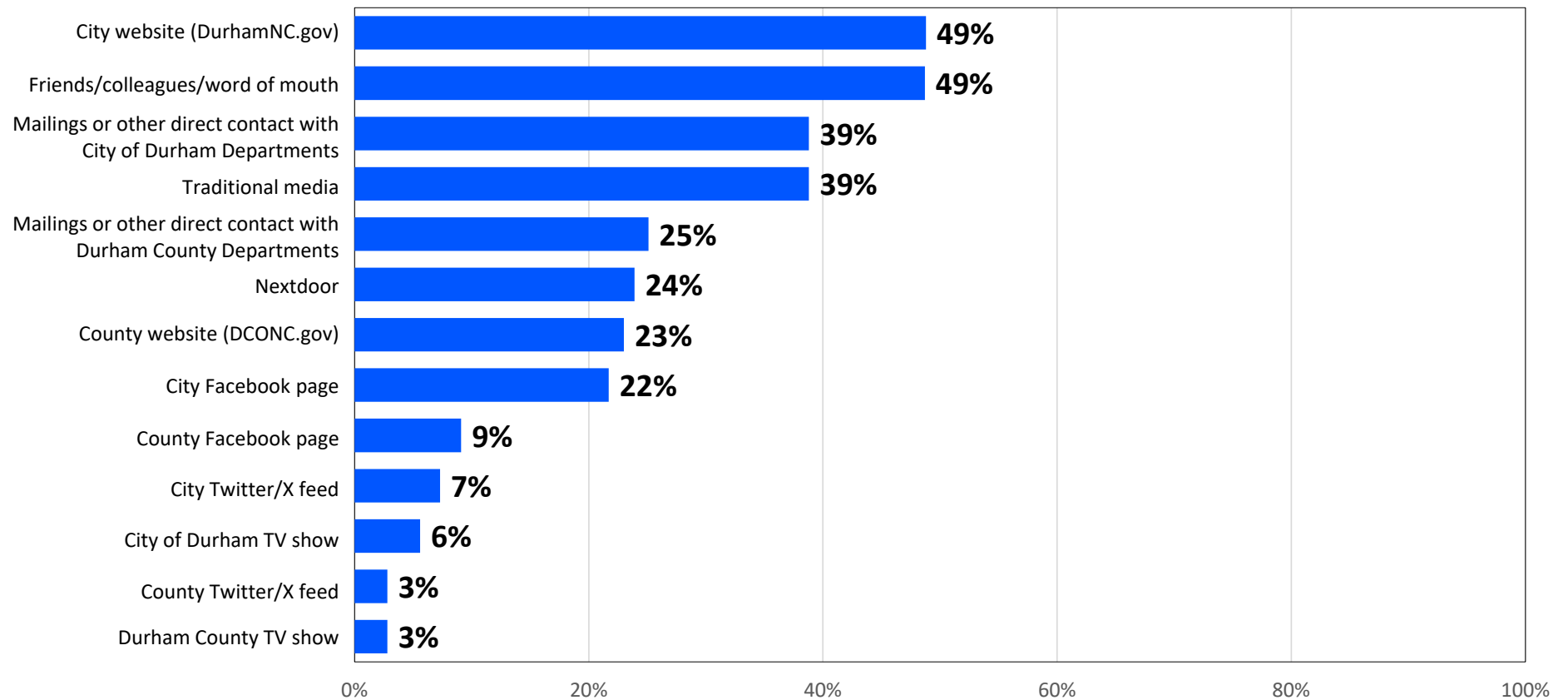


Q25c. Satisfaction with County Government Department Contacted by percentage of respondents (excluding don't know)

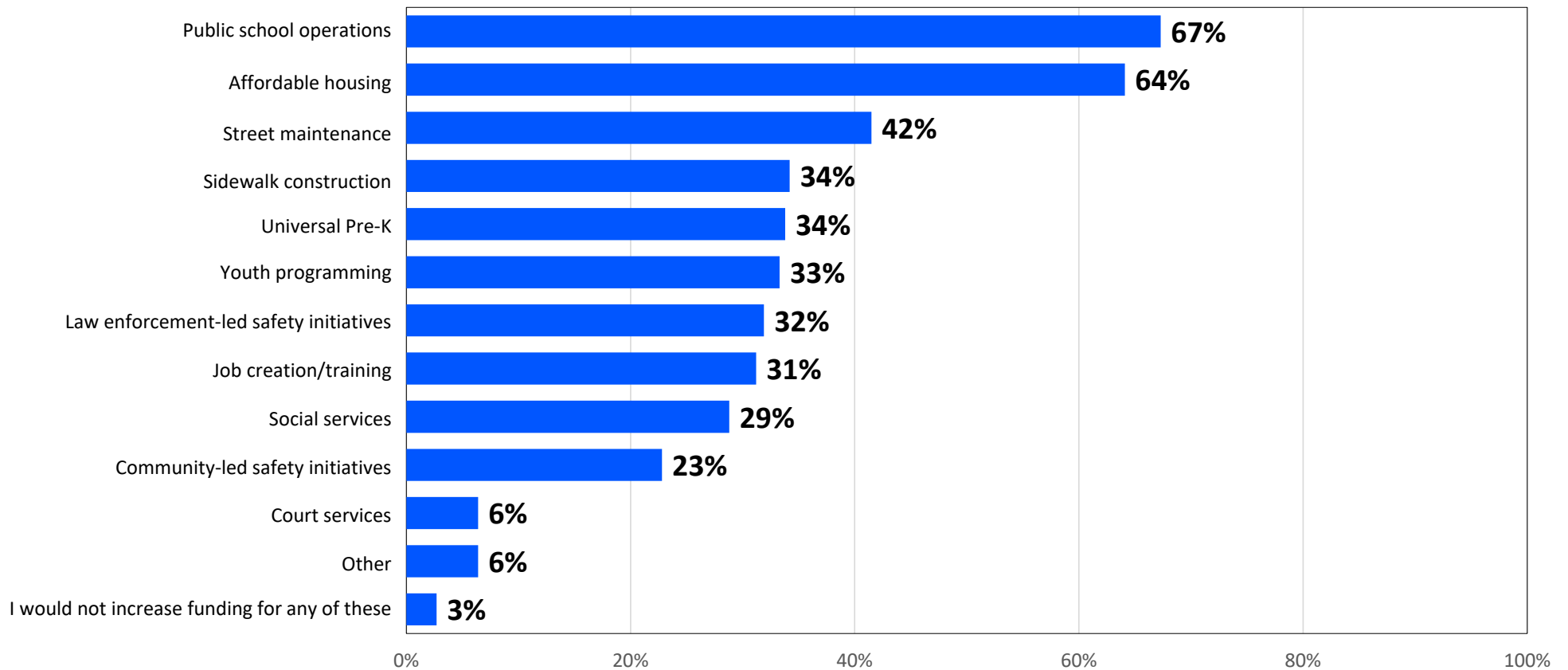


Q26. How do you hear or receive information about community issues, services, and events?

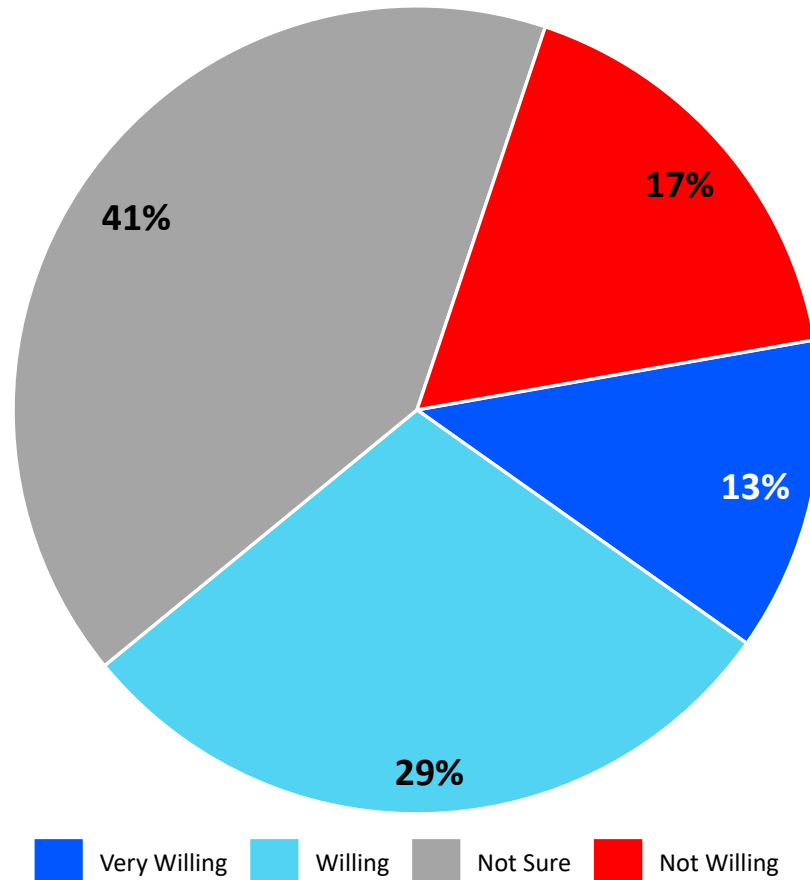
by percentage of respondents (multiple selections could be made)



Q27. From the list of local government services below, please select the top five to increase funding for by percentage of respondents (multiple selections could be made)

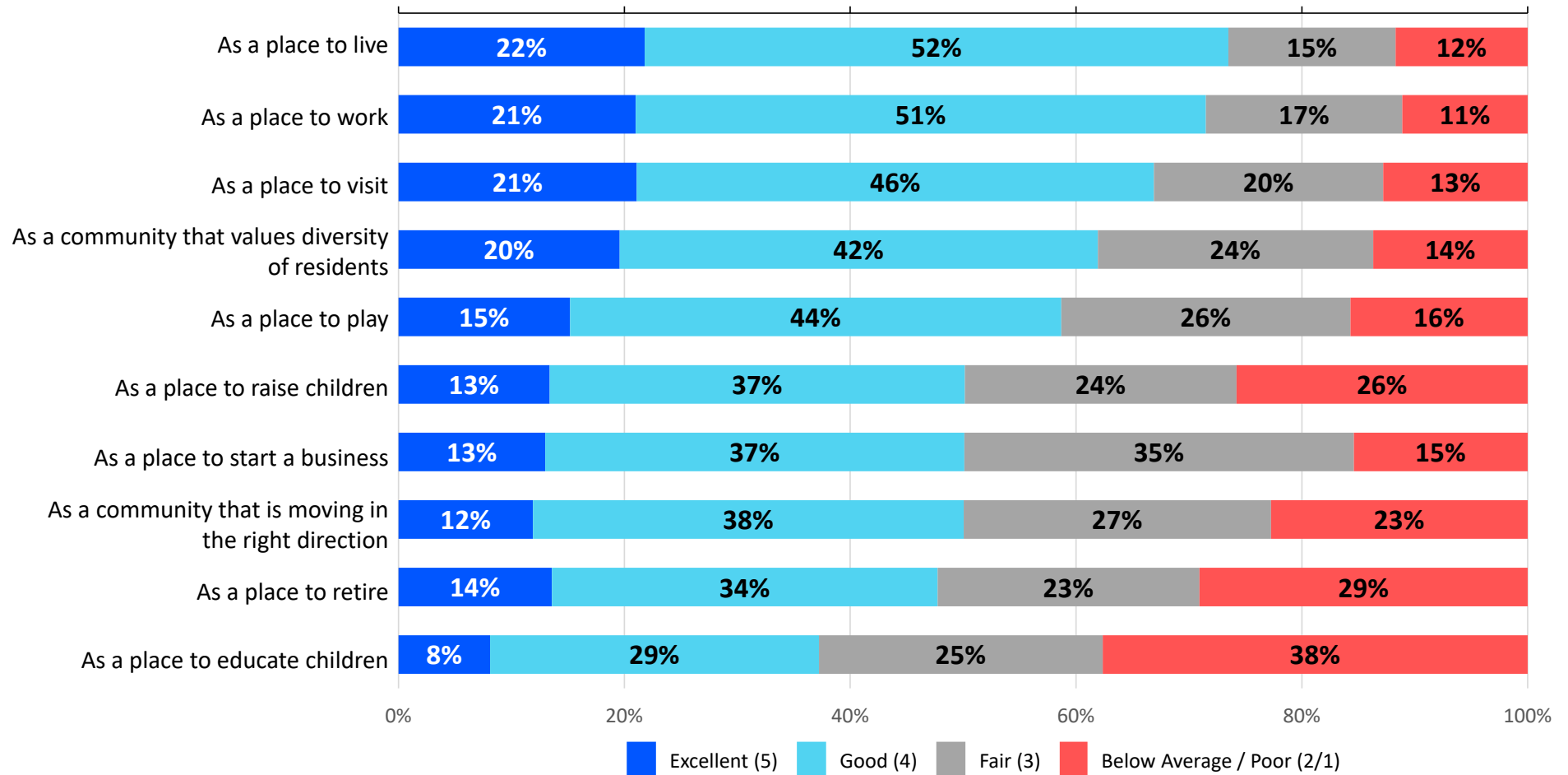


Q28. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?
by percentage of respondents (excluding not provided)



Q29. Overall Ratings of the Community

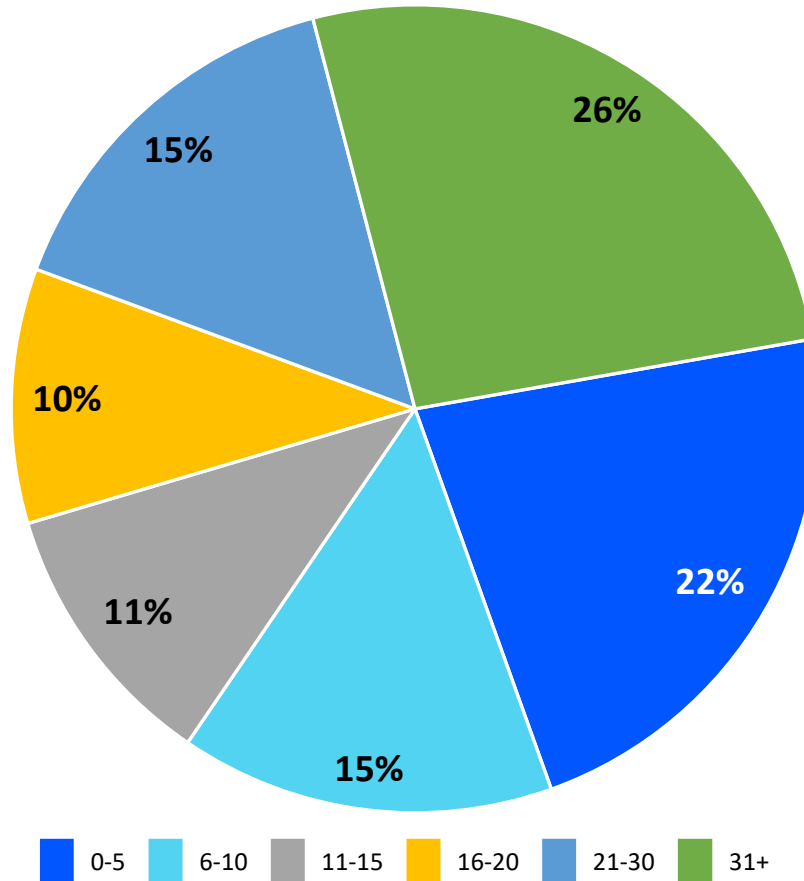
by percentage of respondents (excluding don't know)



Demographics

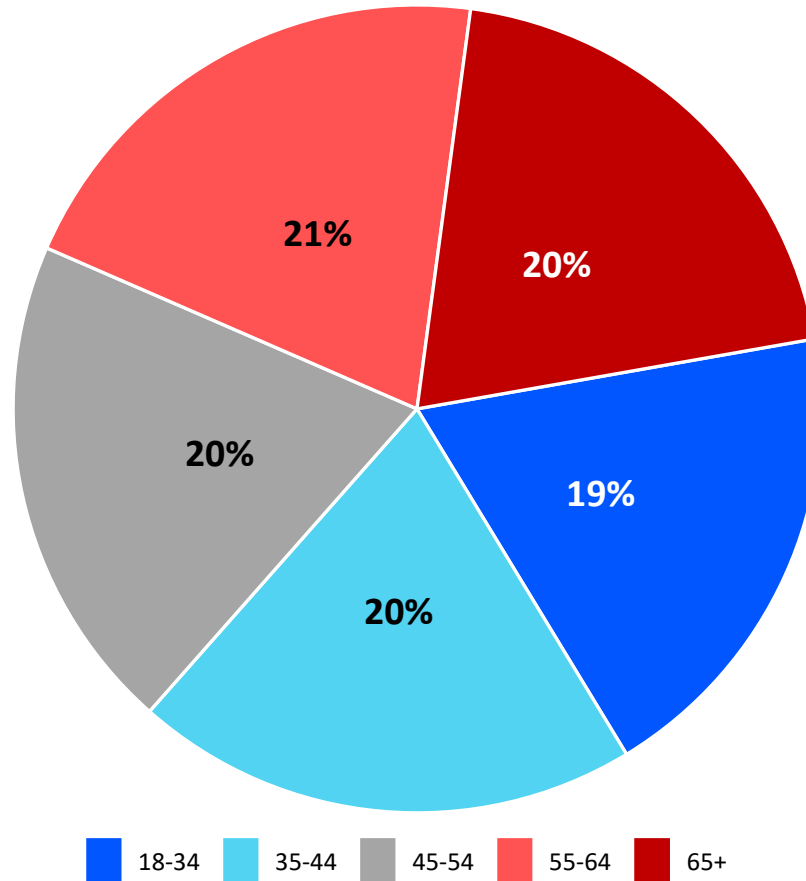
Q30. Approximately how many years have you lived in Durham?

by percentage of respondents (excluding not provided)



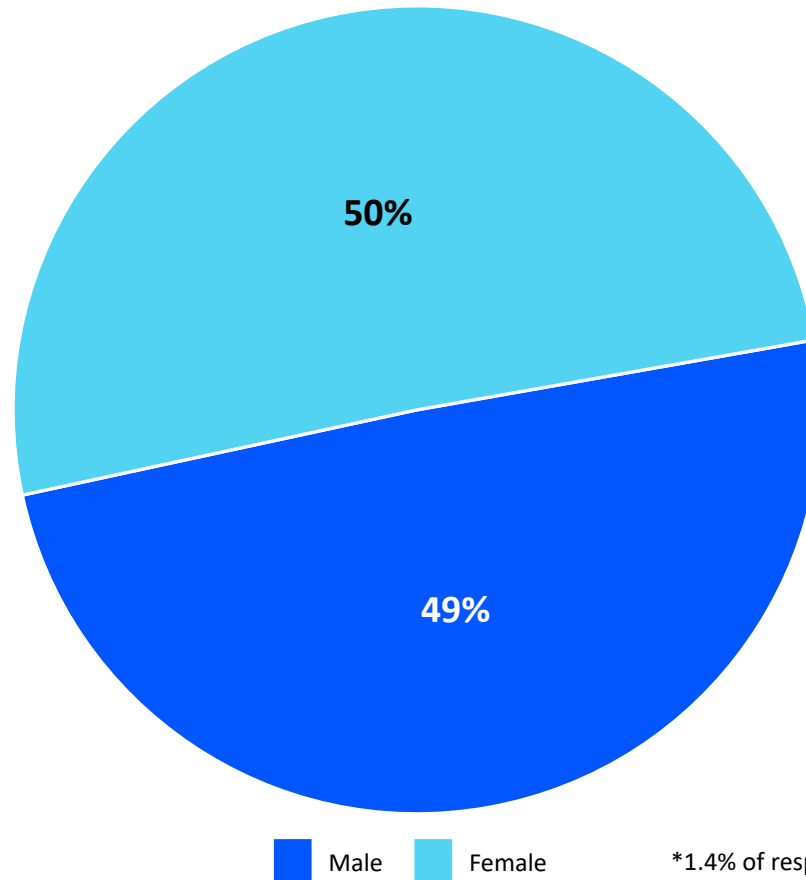
Q31. What is your Age?

by percentage of respondents (excluding not provided)



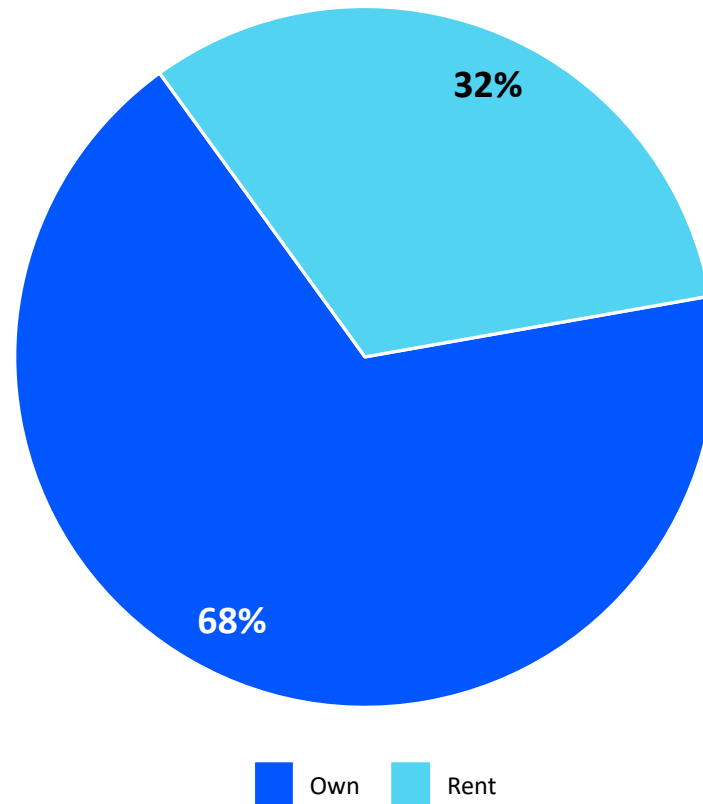
Q32. What is your Gender?

by percentage of respondents (excluding not provided)

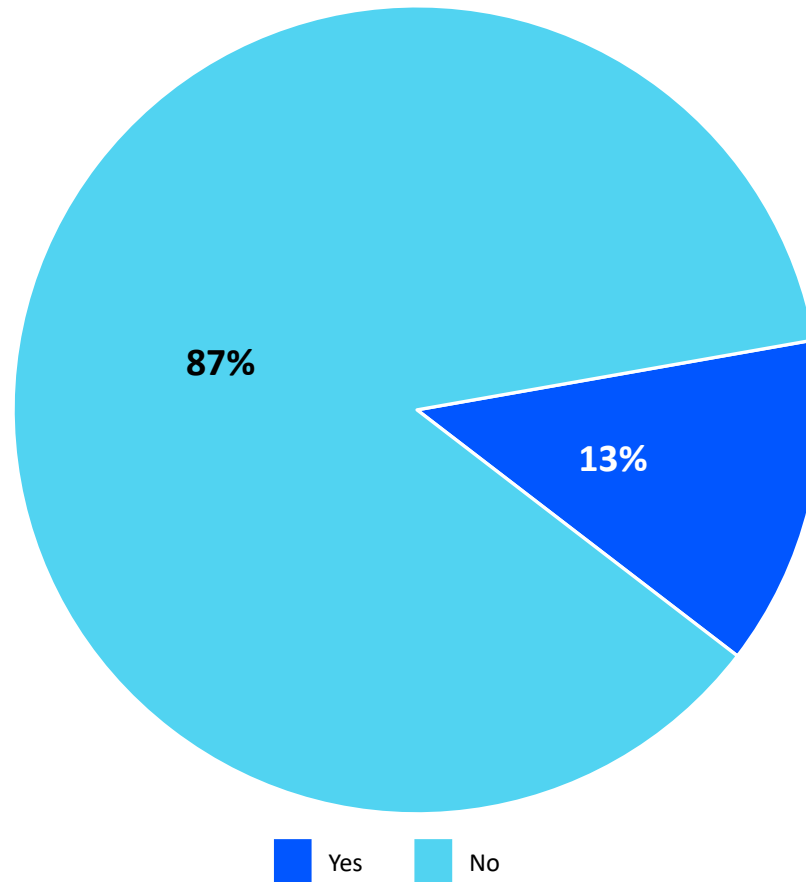


Q33. Do you own or rent your current residence?

by percentage of respondents (excluding not provided)

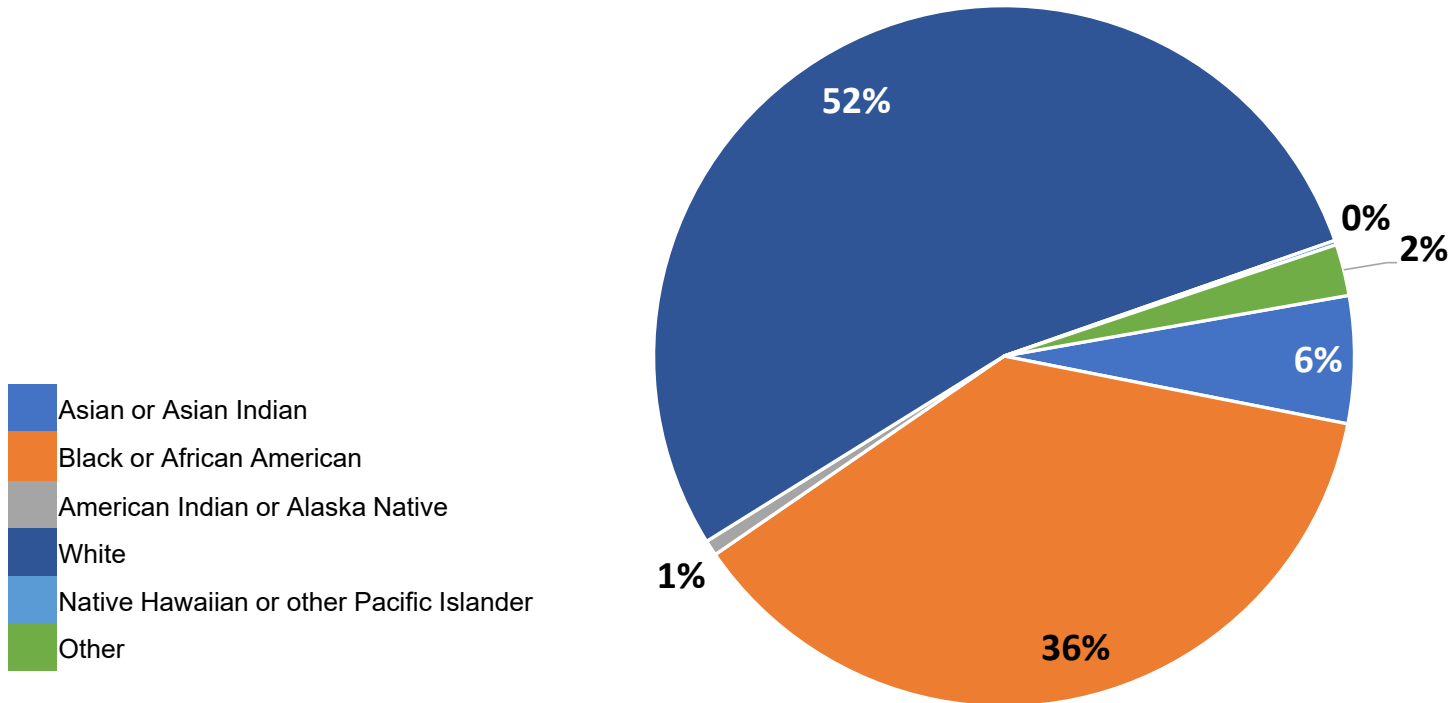


Q34. Are you of Hispanic, Latino, or other Spanish ancestry? by percentage of respondents (excluding not provided)

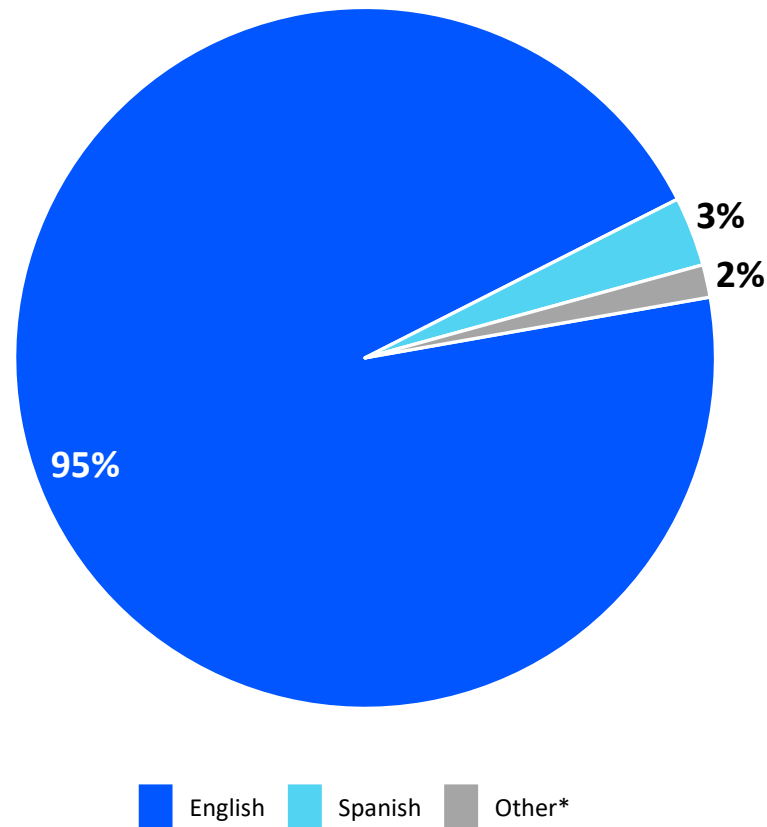


Q35. Which of the following best describes your race/ethnicity?

by percentage of respondents



Q36. What is the primary language used in your household? by percentage of respondents (excluding not provided)

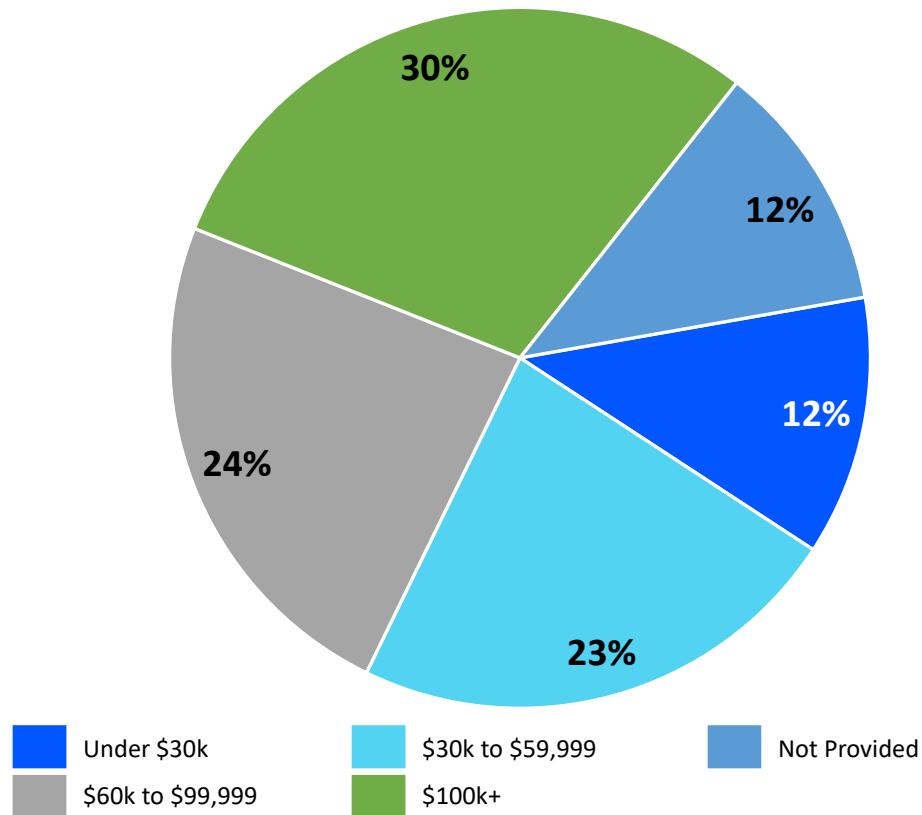


*Other Languages included:

- Hindi
- Hungarian
- Ukrainian
- German
- Urdu
- French
- Arabic
- Russian
- Amharic

Q38. Would you say your total annual household income is...

by percentage of respondents





2

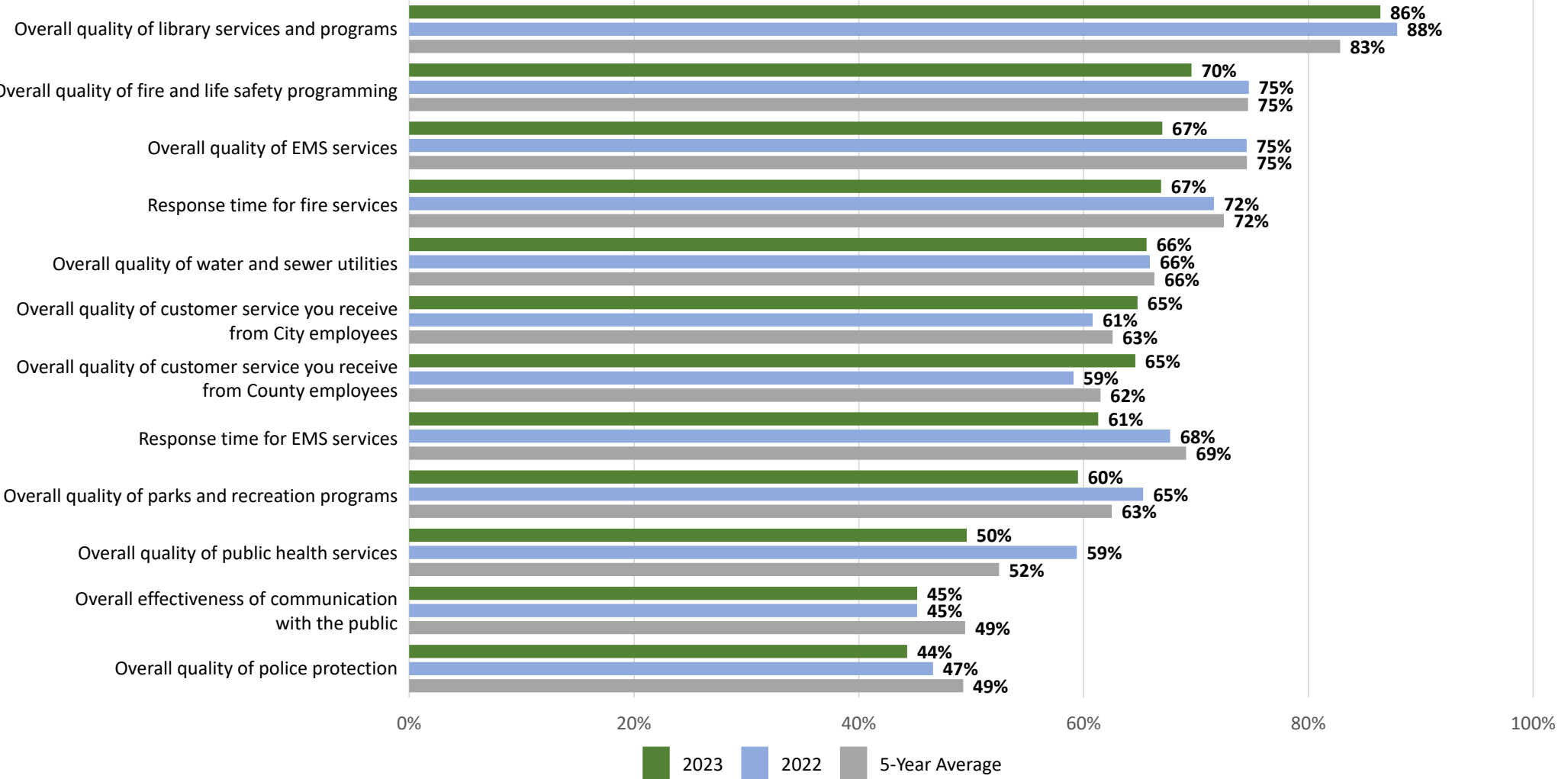
Trends Report

Durham County Trends Reports

The following slides show the charts and graphs for Durham County in 2023 compared to 2022 and the 5-year average.

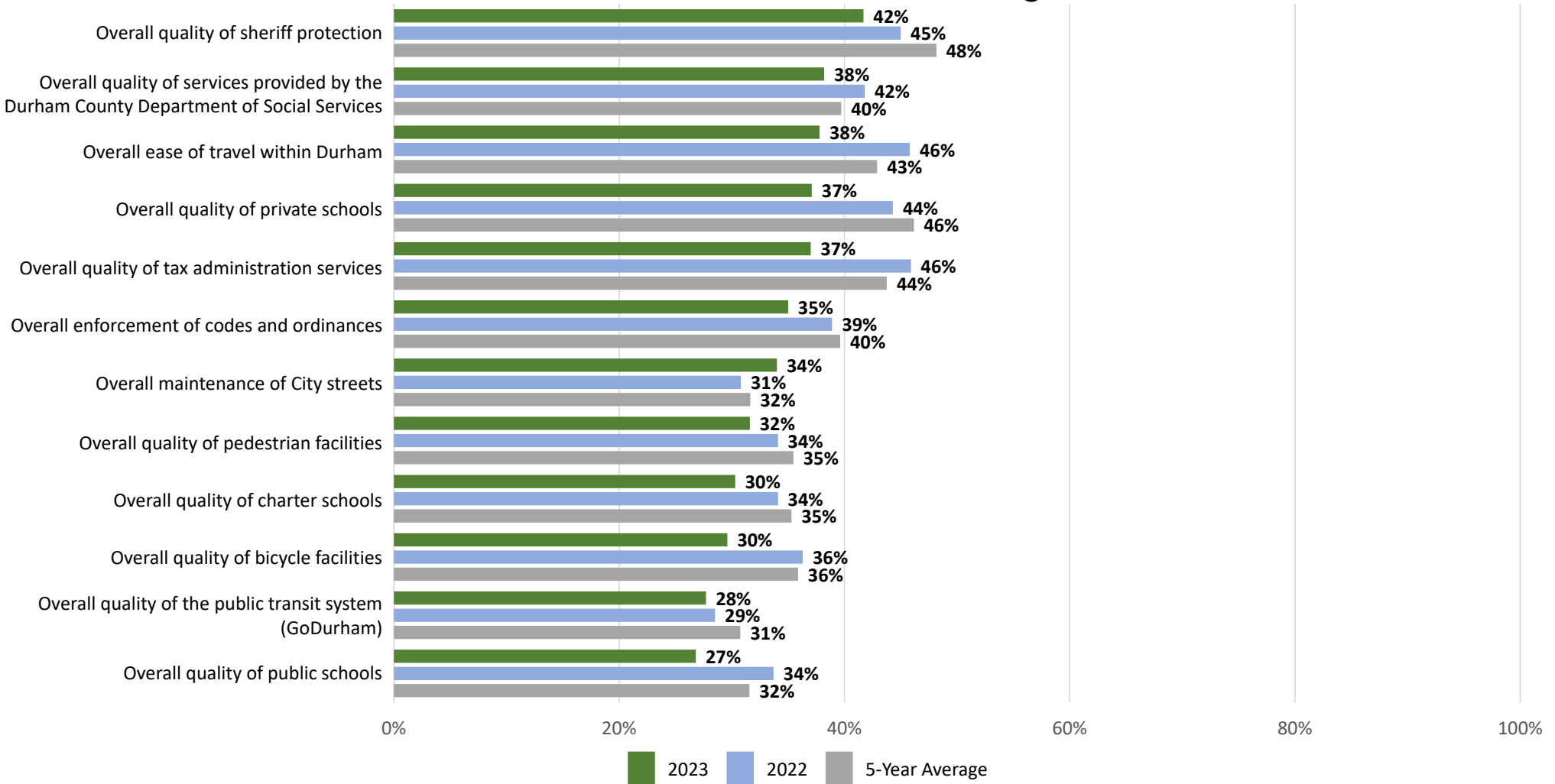


Q1. Major Categories of Services: Top 12 Trends 2023 vs 2022 vs 5-Year Average

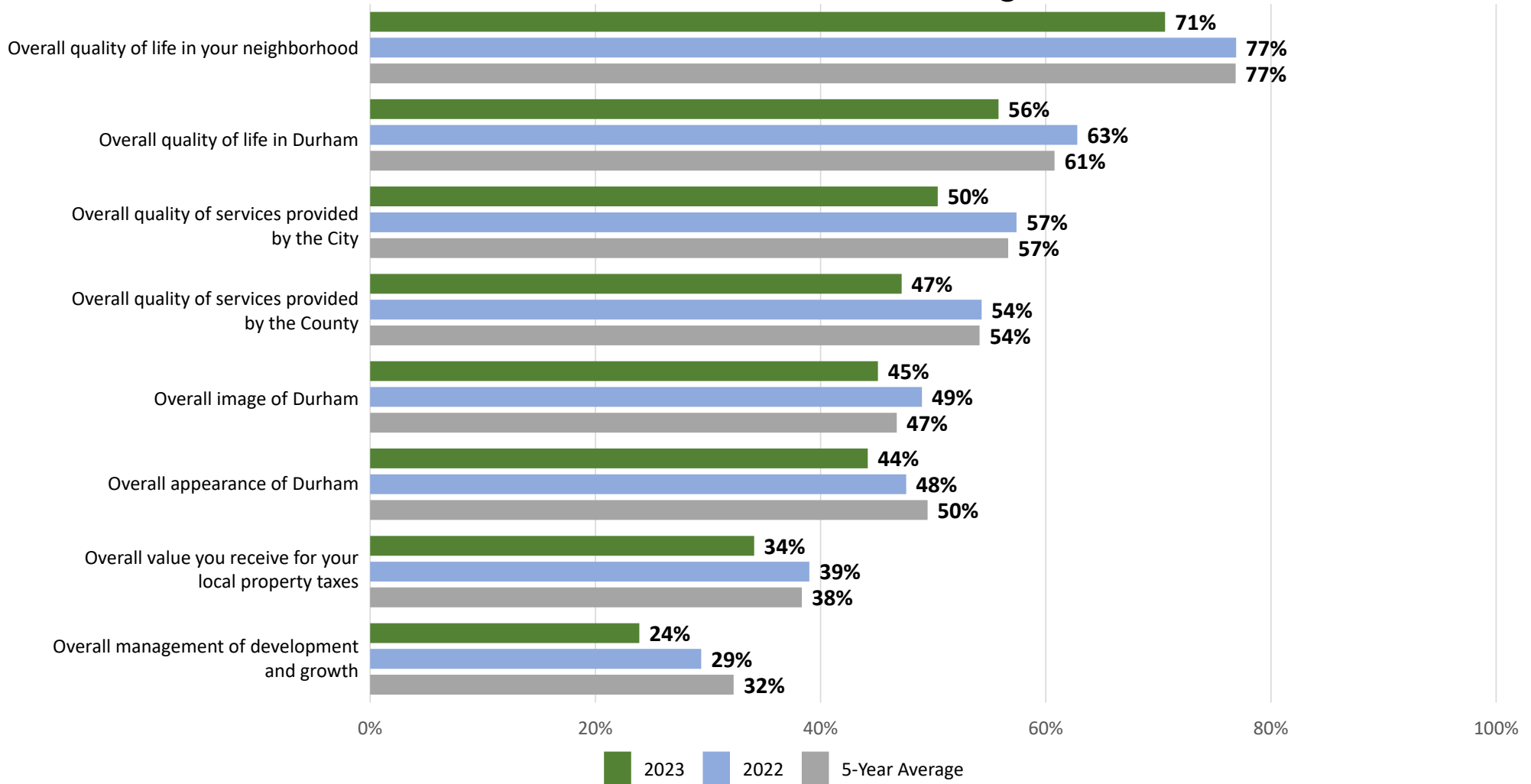


Q1. Major Categories of Services: Bottom 12 Trends

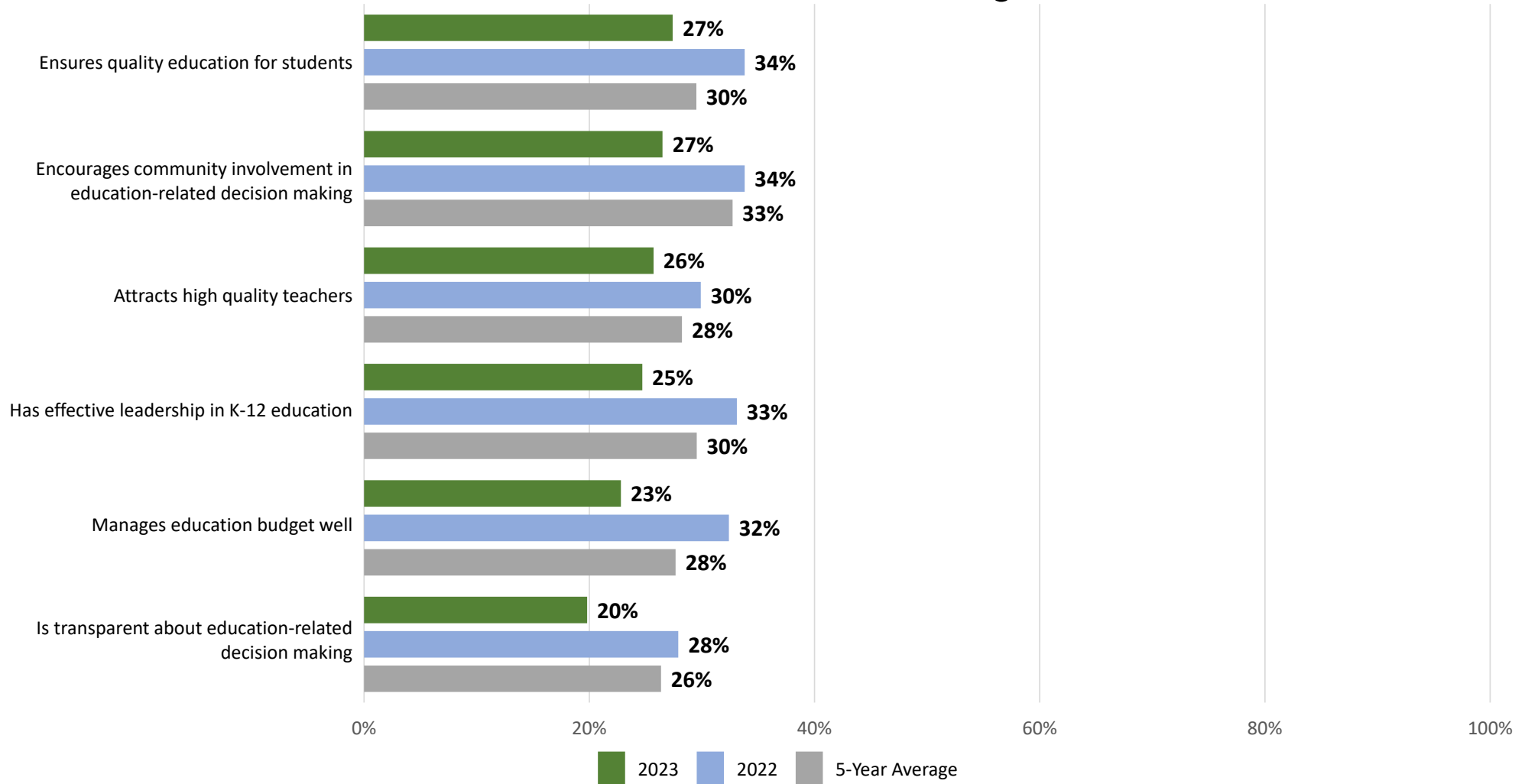
2023 vs 2022 vs 5-Year Average



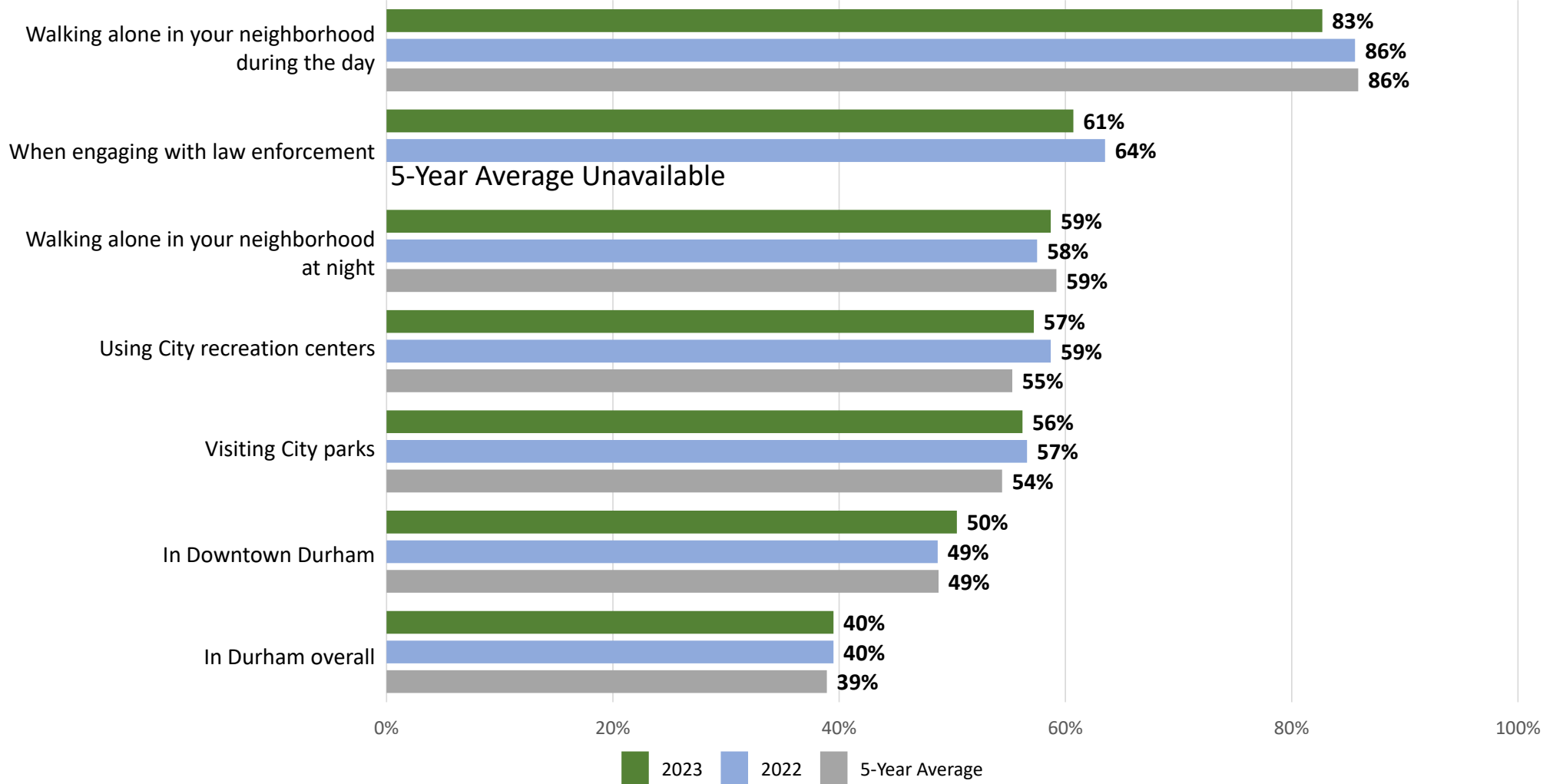
Q3. Perceptions of Durham: Trends 2023 vs 2022 vs 5-Year Average



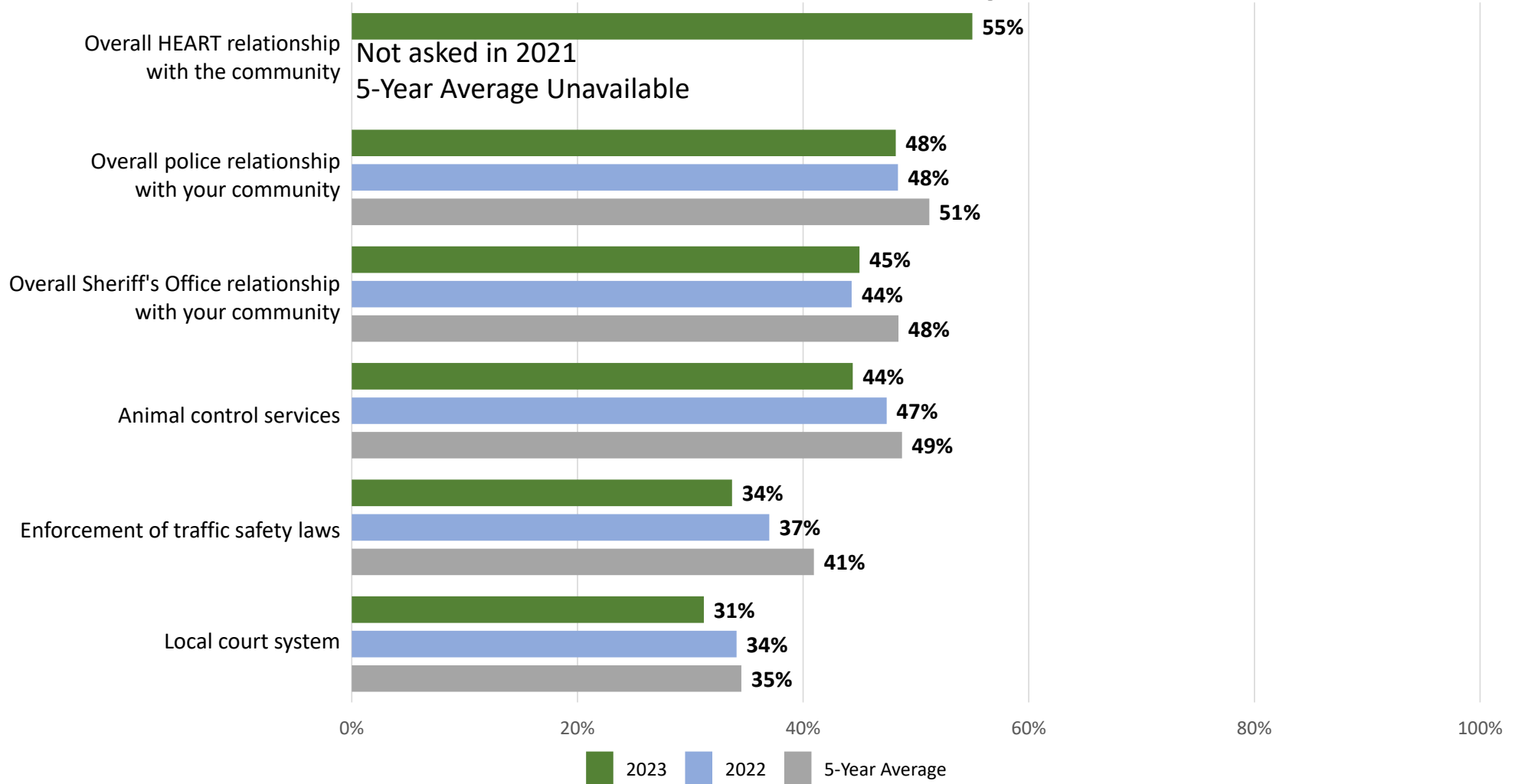
Q5. Durham Public Schools: Trends 2023 vs 2022 vs 5-Year Average



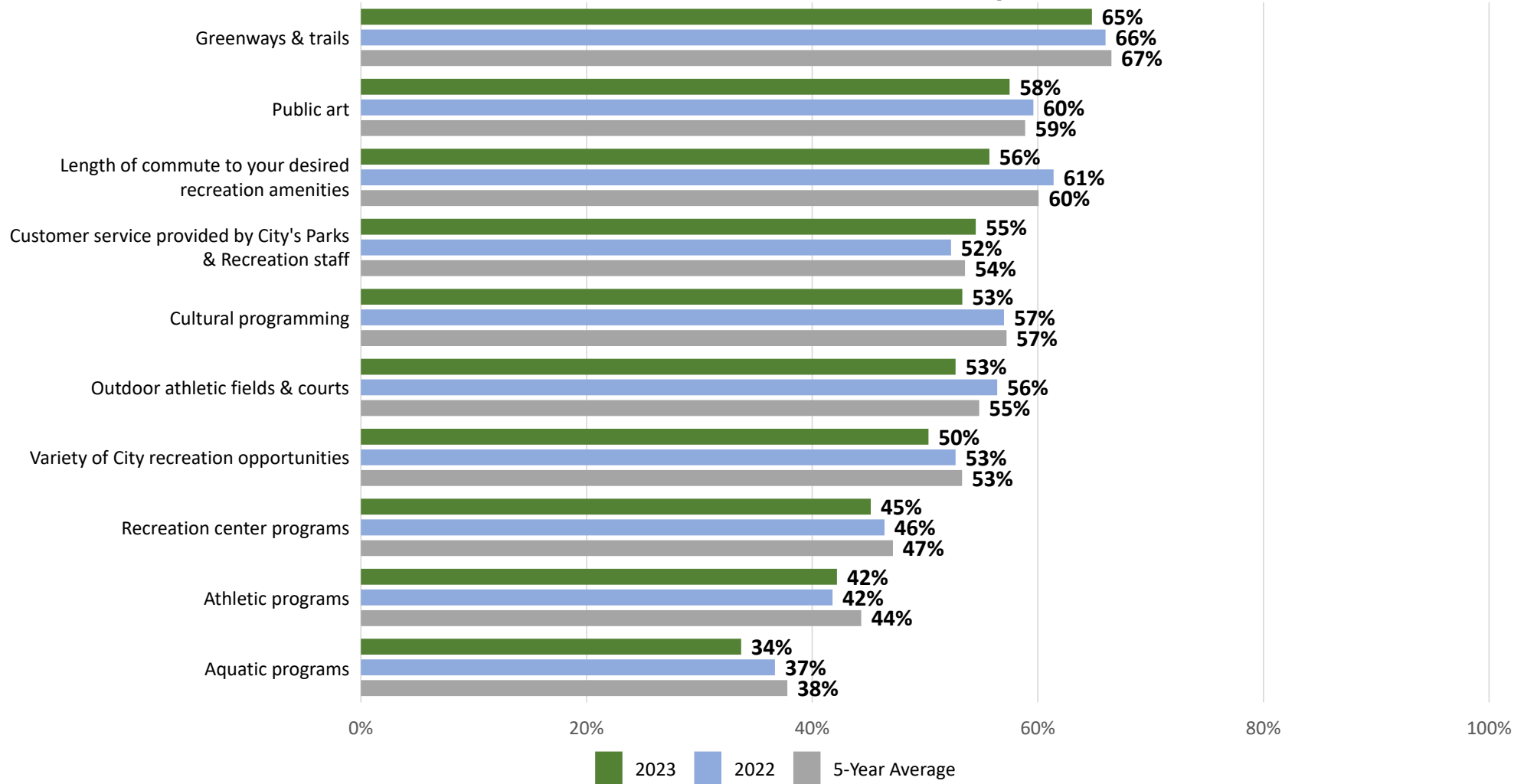
Q6. Public Safety: Trends 2023 vs 2022 vs 5-Year Average



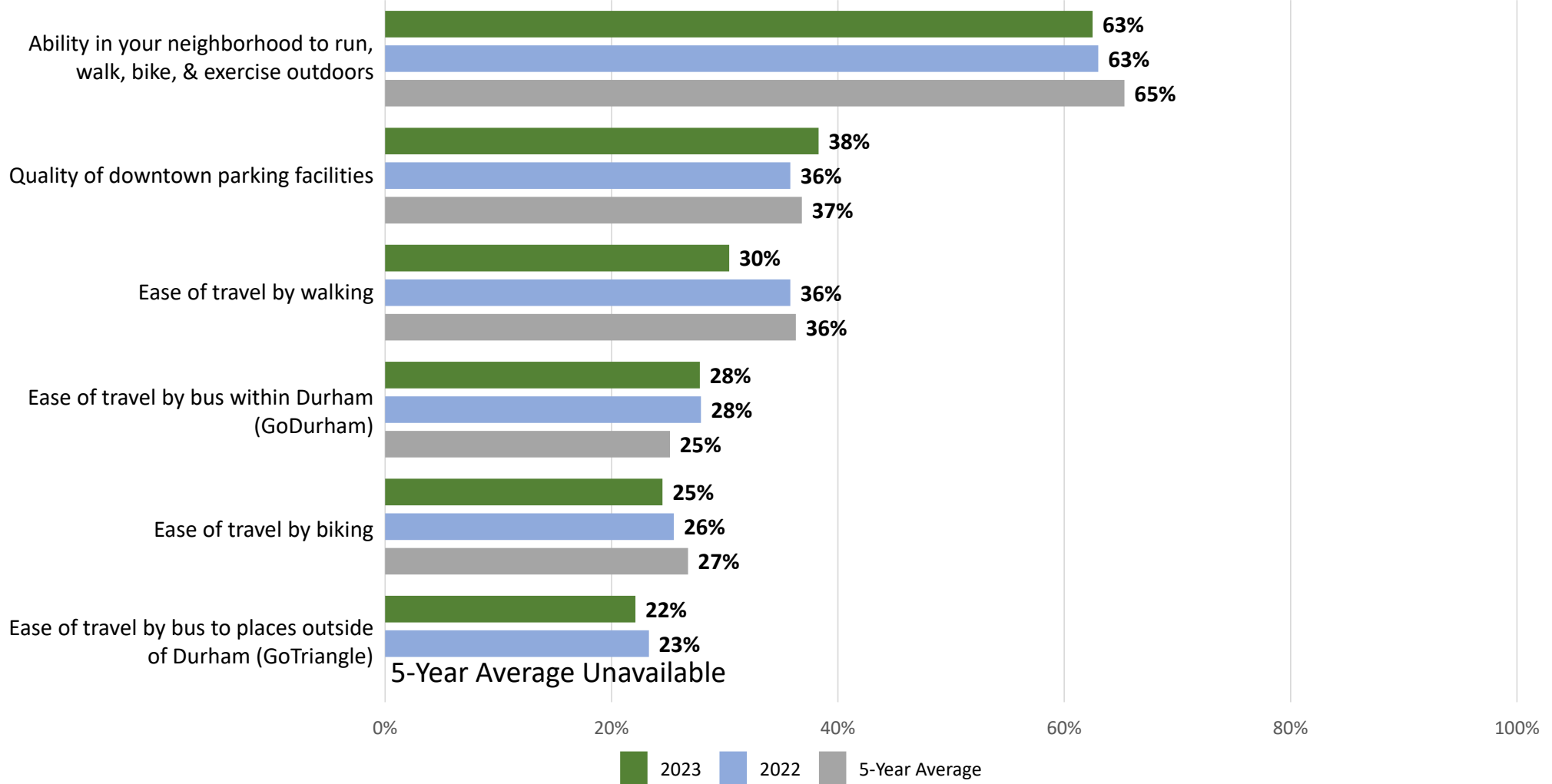
Q8. Law Enforcement / Criminal Justice: Trends 2023 vs 2022 vs 5-Year Average



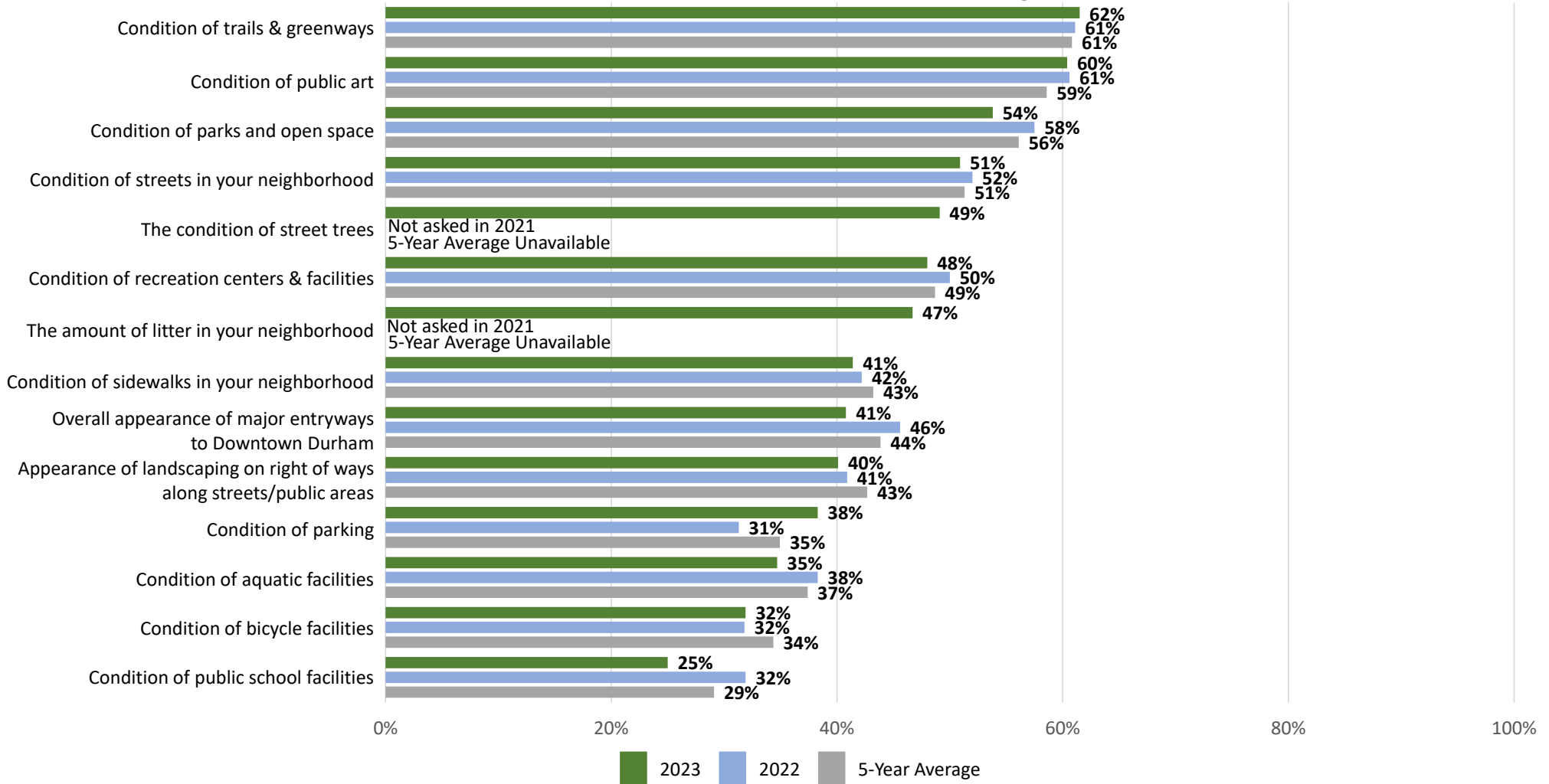
Q11. Parks, Recreation, and Open Space: Trends 2023 vs 2022 vs 5-Year Average



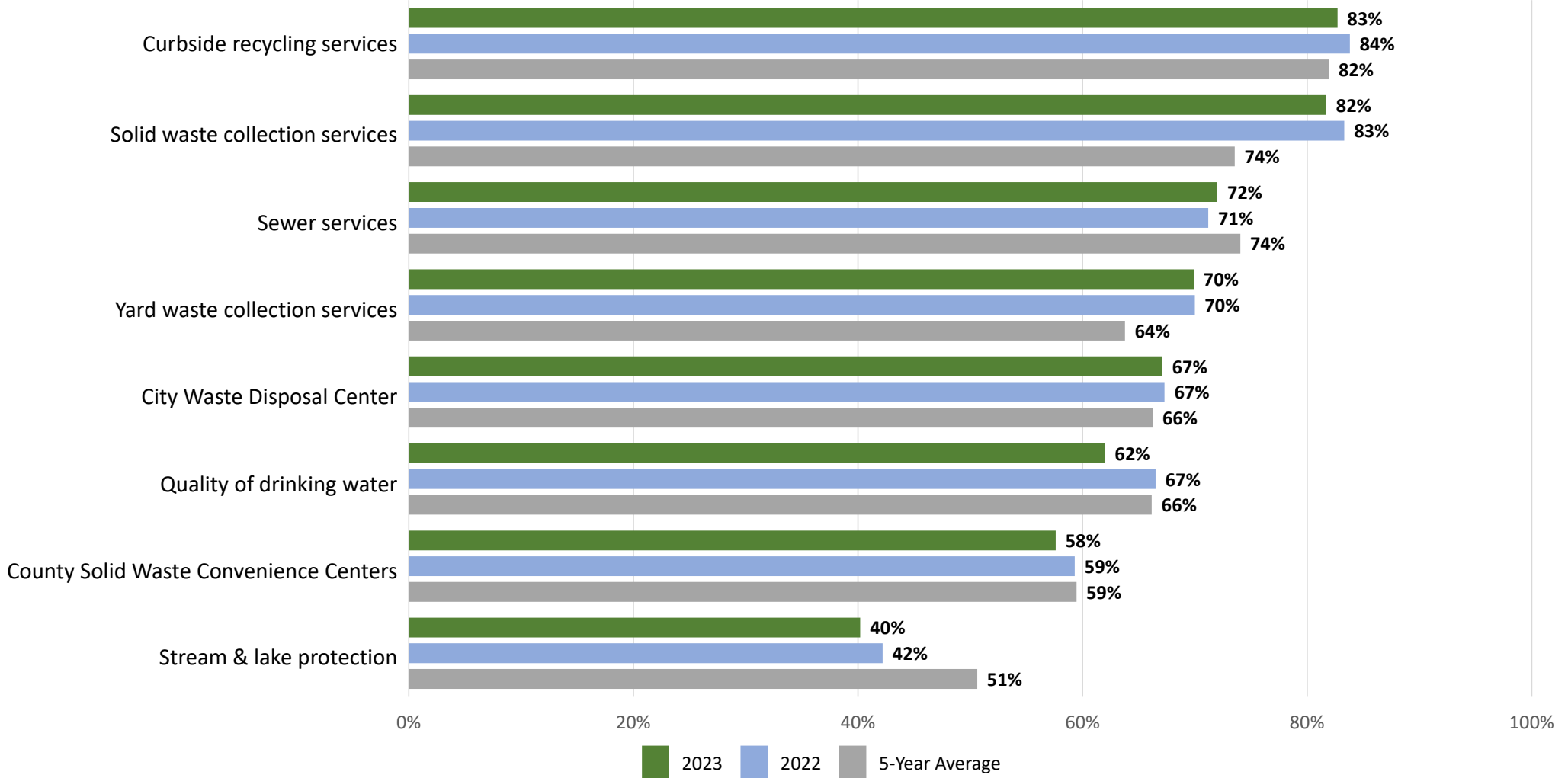
Q13. Travel in Durham: Trends 2023 vs 2022 vs 5-Year Average



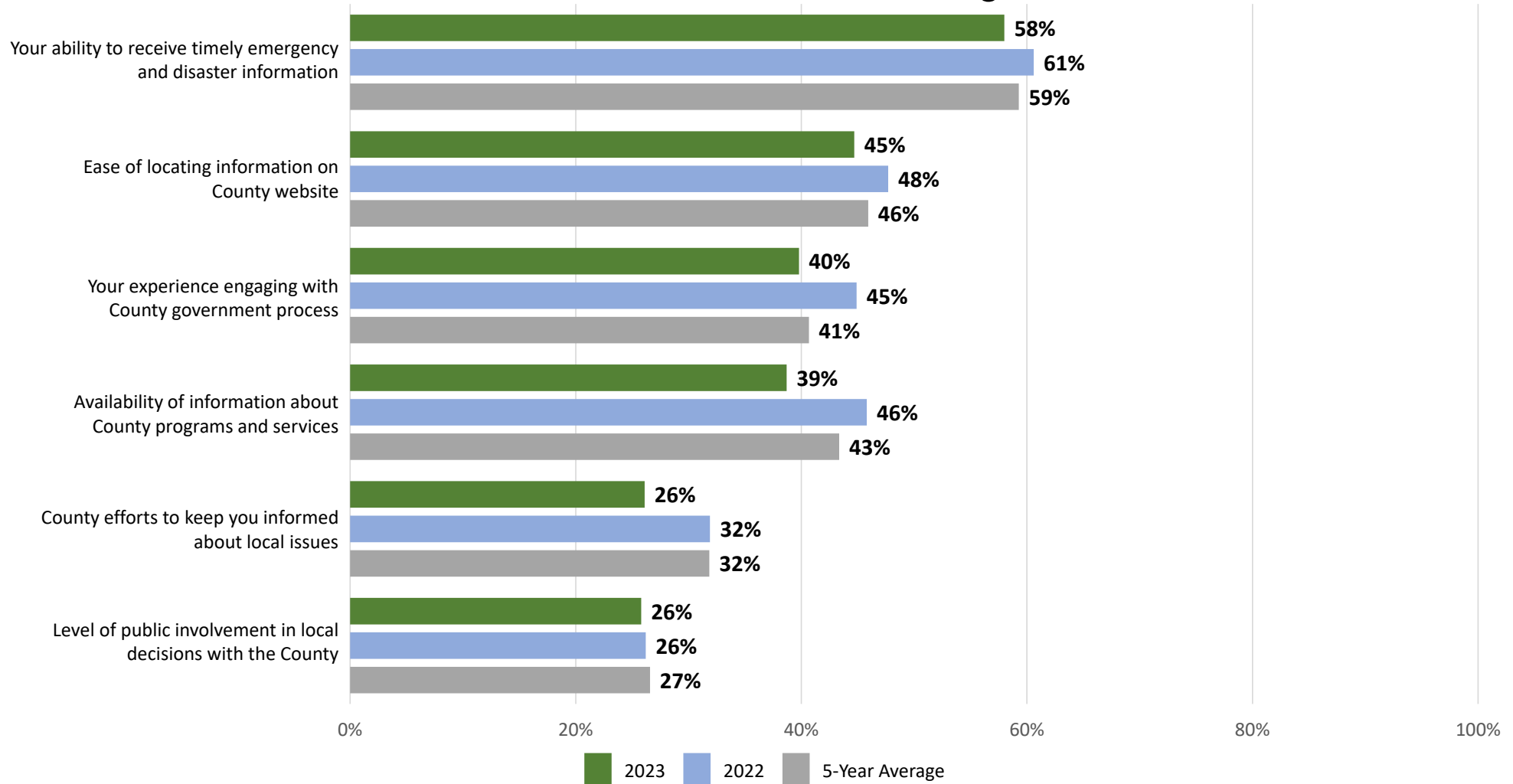
Q16. Maintenance: Trends 2023 vs 2022 vs 5-Year Average



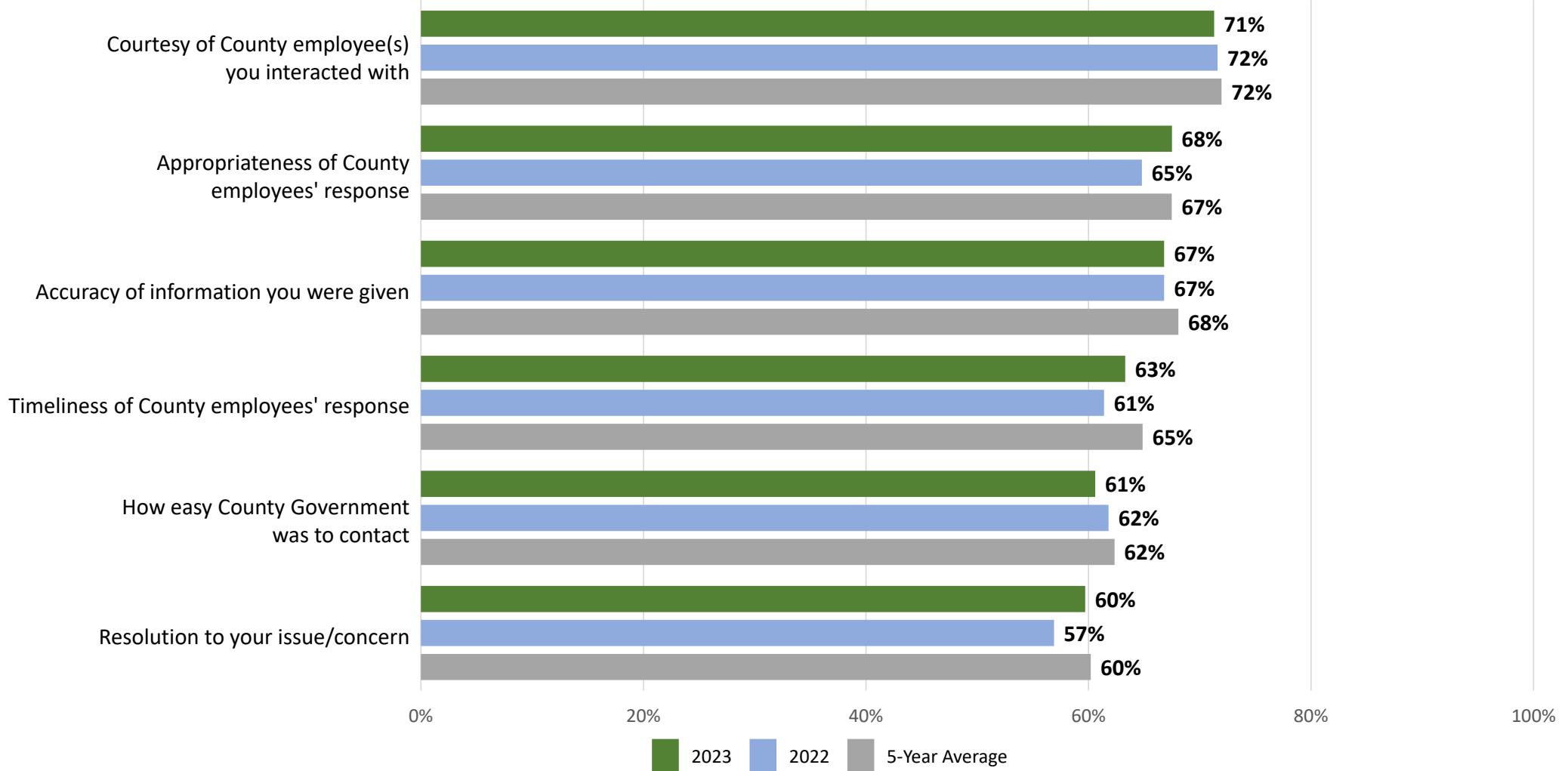
Q18. Sustainability and Environmental Services: Trends 2023 vs 2022 vs 5-Year Average



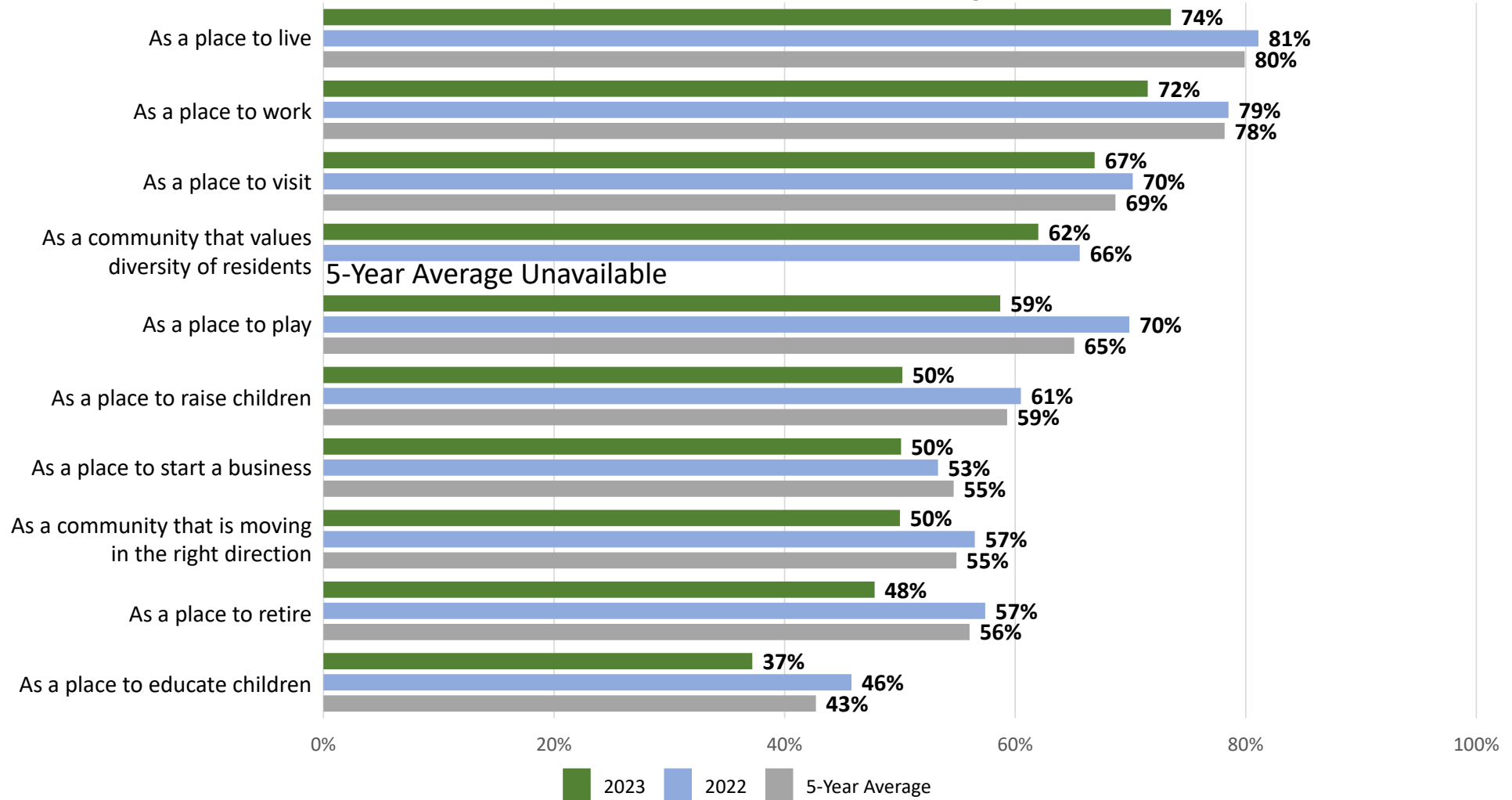
Q25a. County Communication: Trends 2023 vs 2022 vs 5-Year Average



Q25c. County Government Department: Trends 2023 vs 2022 vs 5-Year Average



Q29. Overall Ratings of the Community: Trends 2023 vs 2022 vs 5-Year Average



A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle with a dark blue outline containing the number '3'. To the right of the circle, the text 'Benchmarking Analysis' is written in white, bold, sans-serif font.

3 Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 5,000 residents in the continental United States and (2) from a select group of similar sized counties that also administered surveys from 2021 to 2023. The counties that are included are listed below with populations.

- Bucks County, PA – 628,270
- Buncombe County, NC – 261,191
- Cabarrus County, NC – 231,278
- Forsyth County, NC – 382,295
- Jefferson County, AL – 658,573
- Johnson County, KS – 613,219
- Wyandotte County, KS – 165,429

The charts on the following pages show how the results for the City of Durham compare to the national average and a similar sized county average. The green bar shows the results for the City of Durham in 2023. The light blue bar shows the similar sized county average. The grey bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2023.

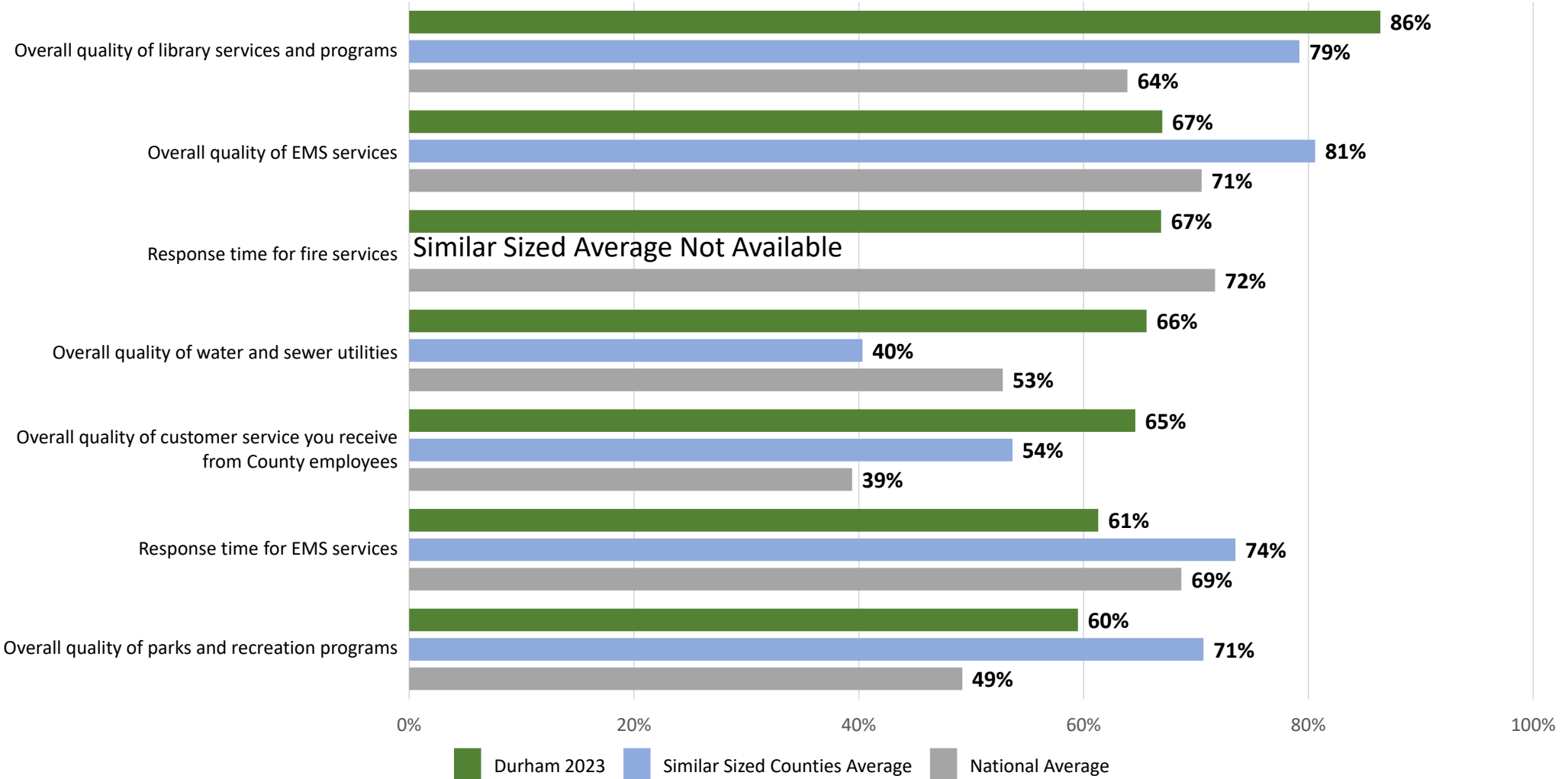
ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2023 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

Durham County Benchmarking

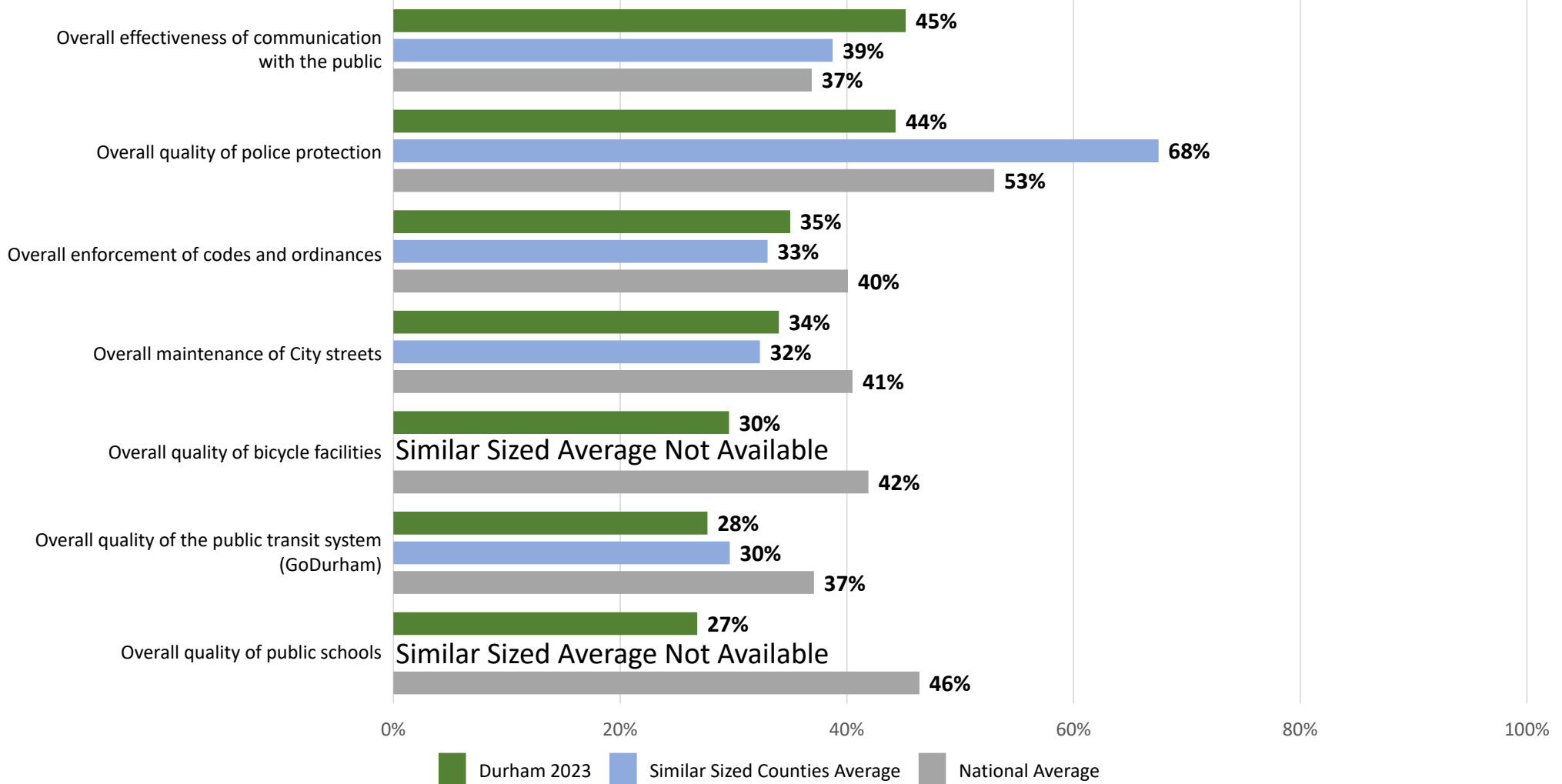
The following slides show how Durham County in 2023 compares to an average of similar sized counties and the National Average.



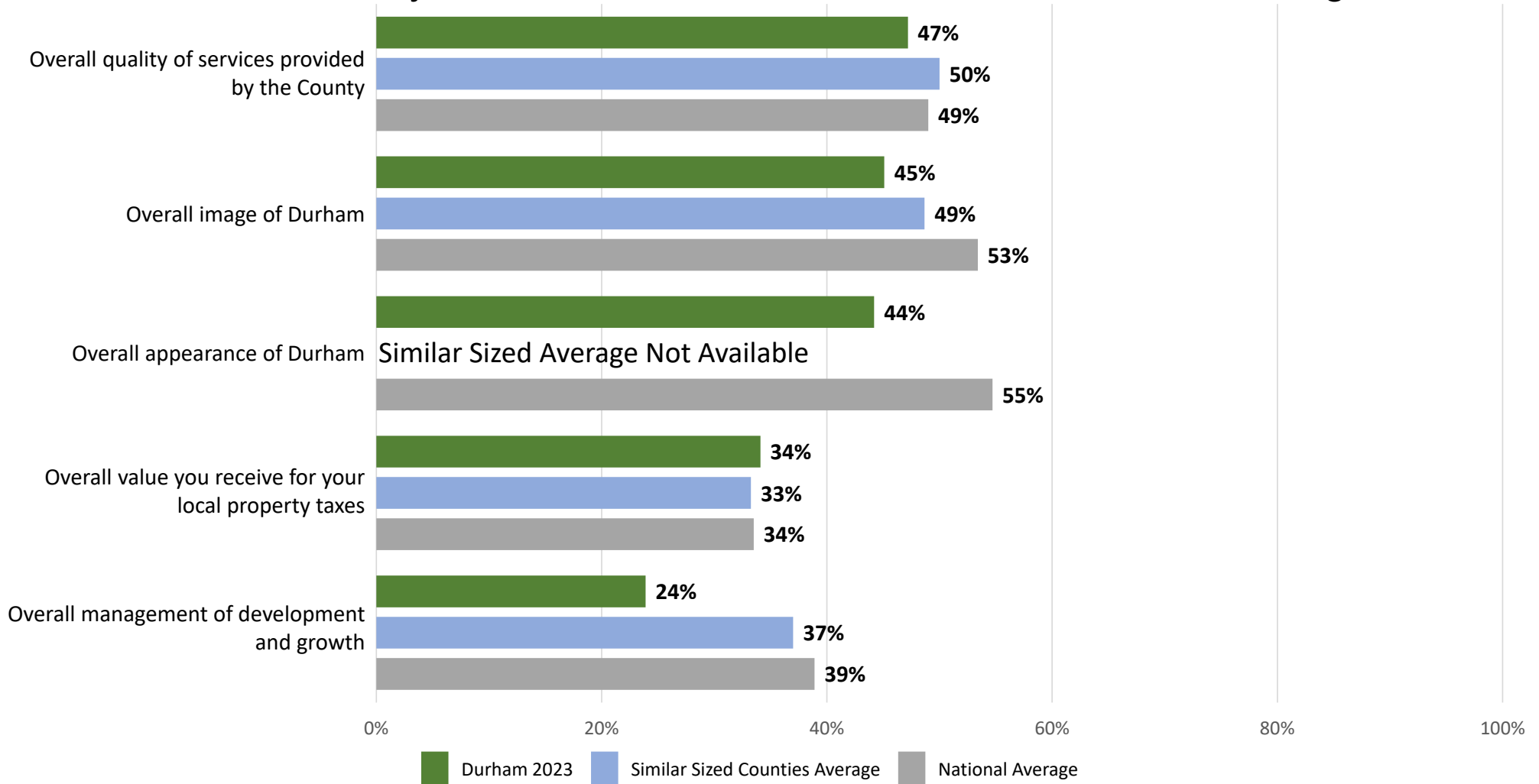
Q1. Major Categories of Services: Top 8 Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



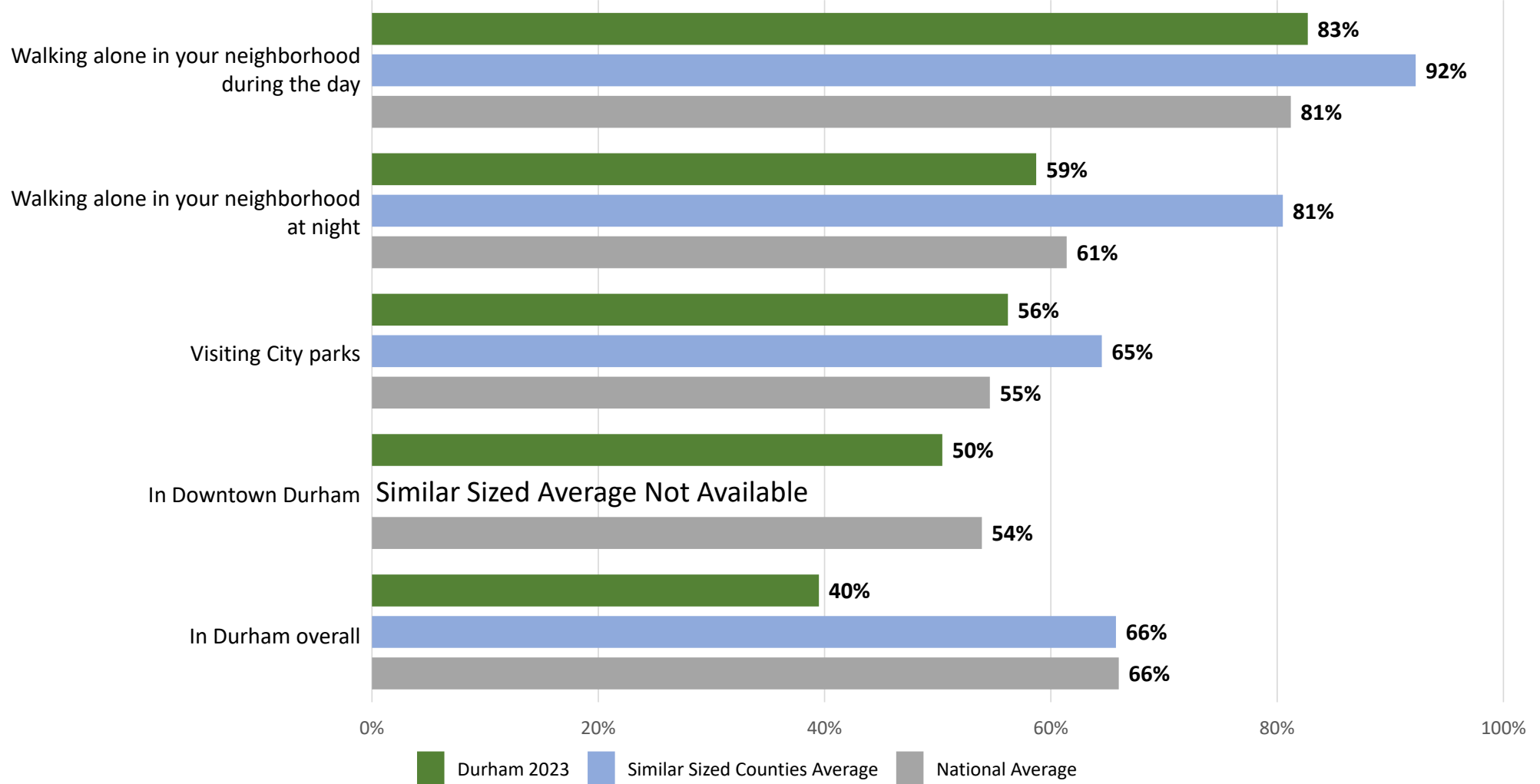
Q1. Major Categories of Services: Bottom 7 Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



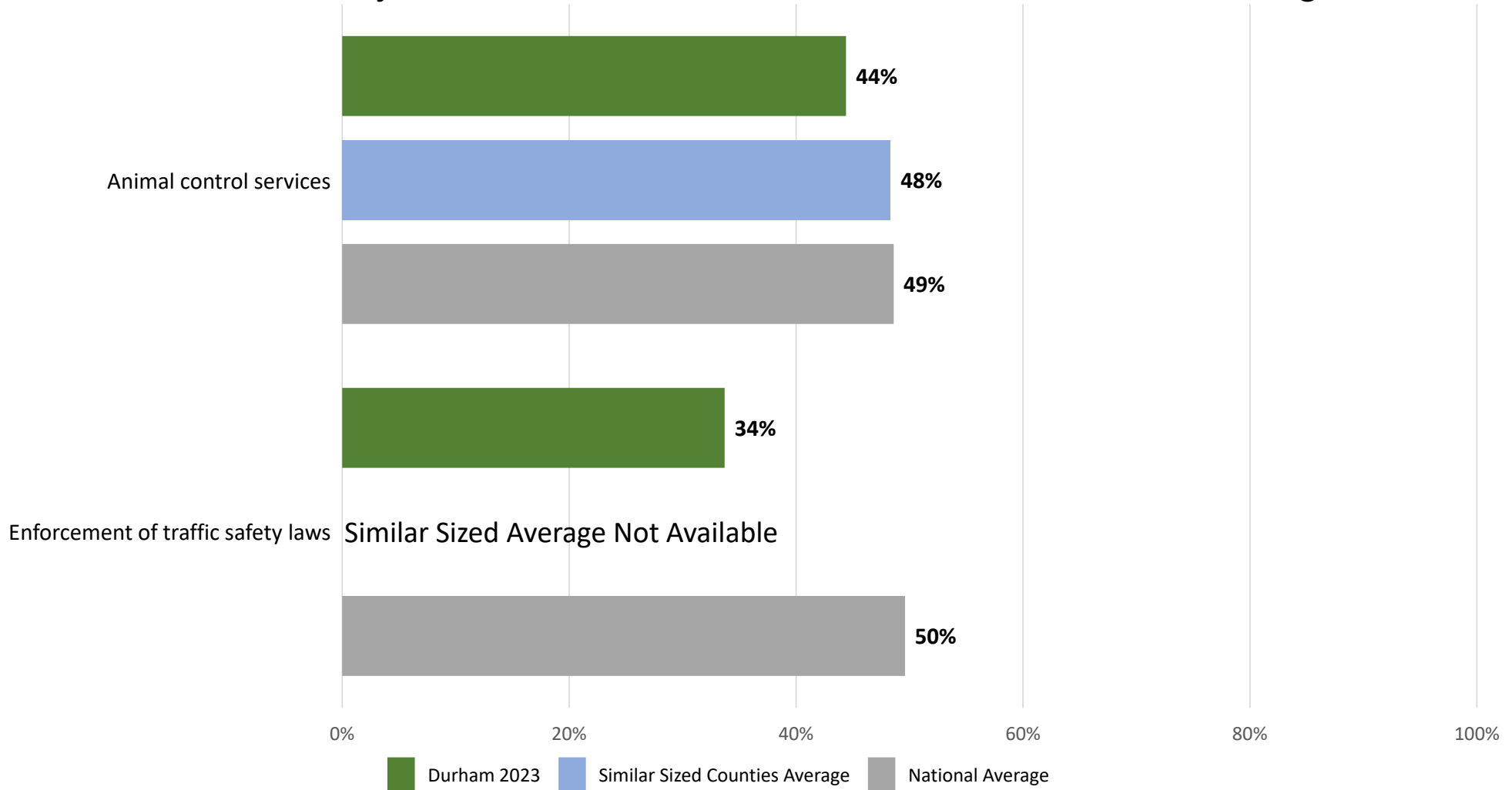
Q3. Perceptions of Durham: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



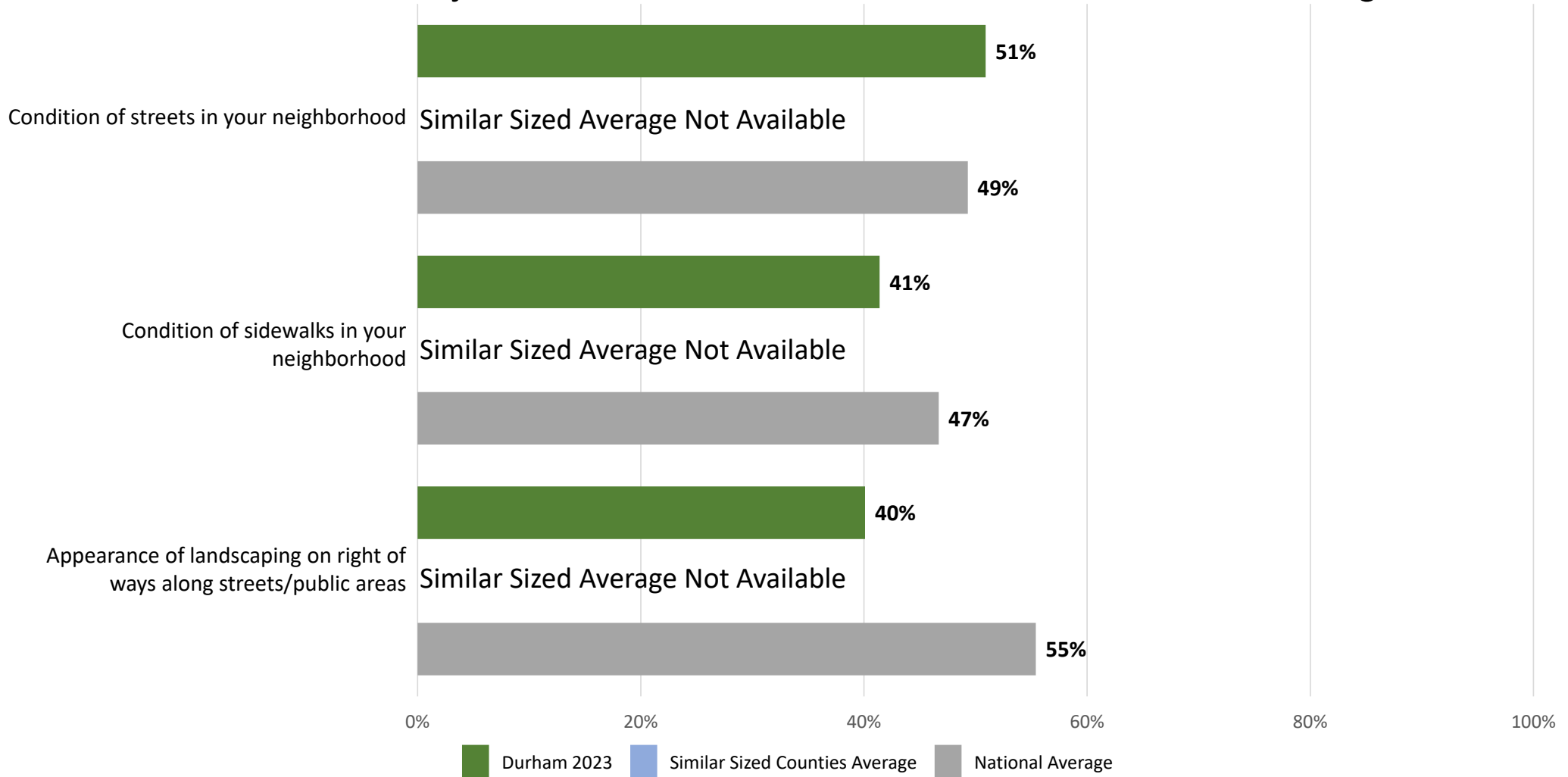
Q6. Public Safety: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



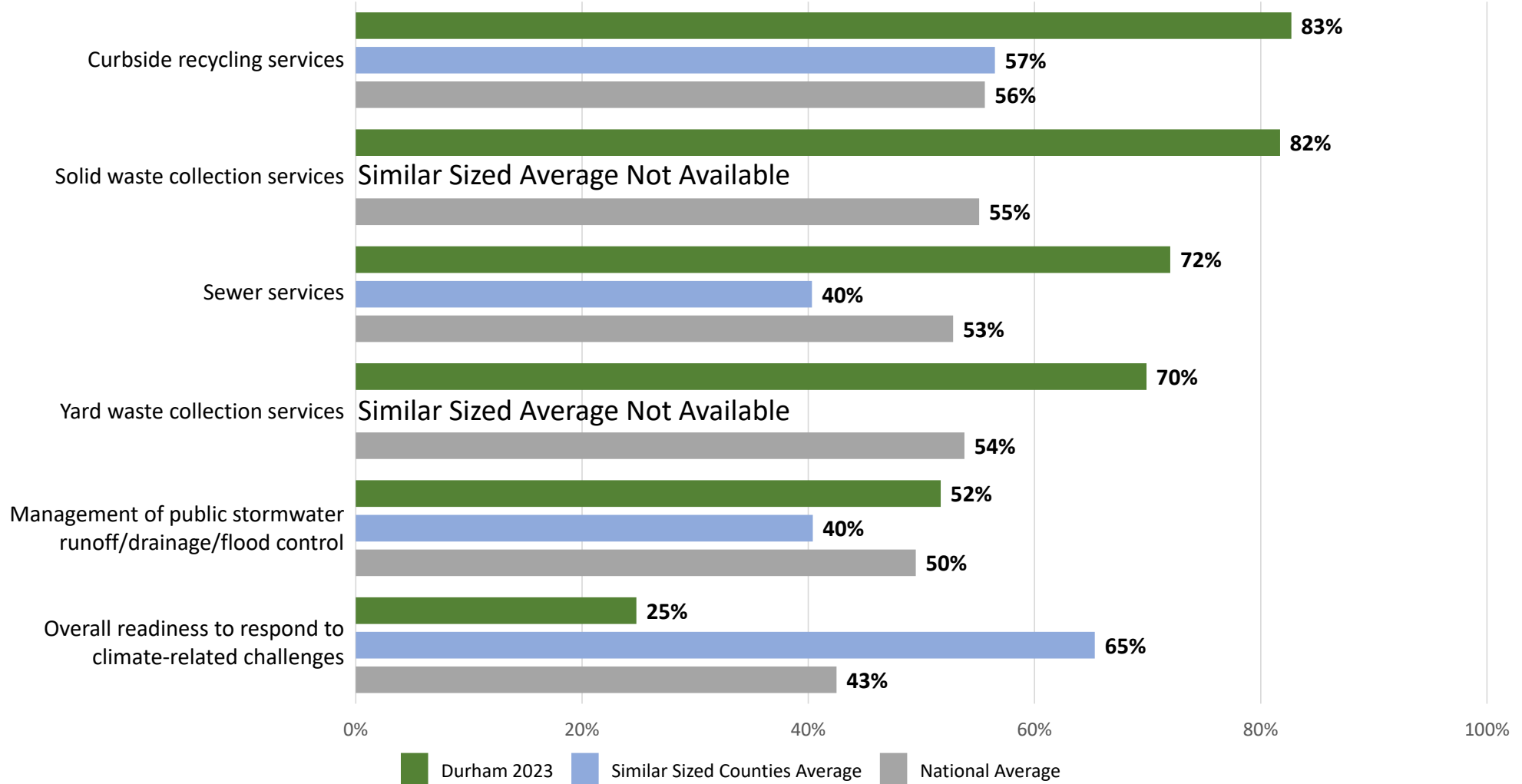
Q8. Law Enforcement / Criminal Justice: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



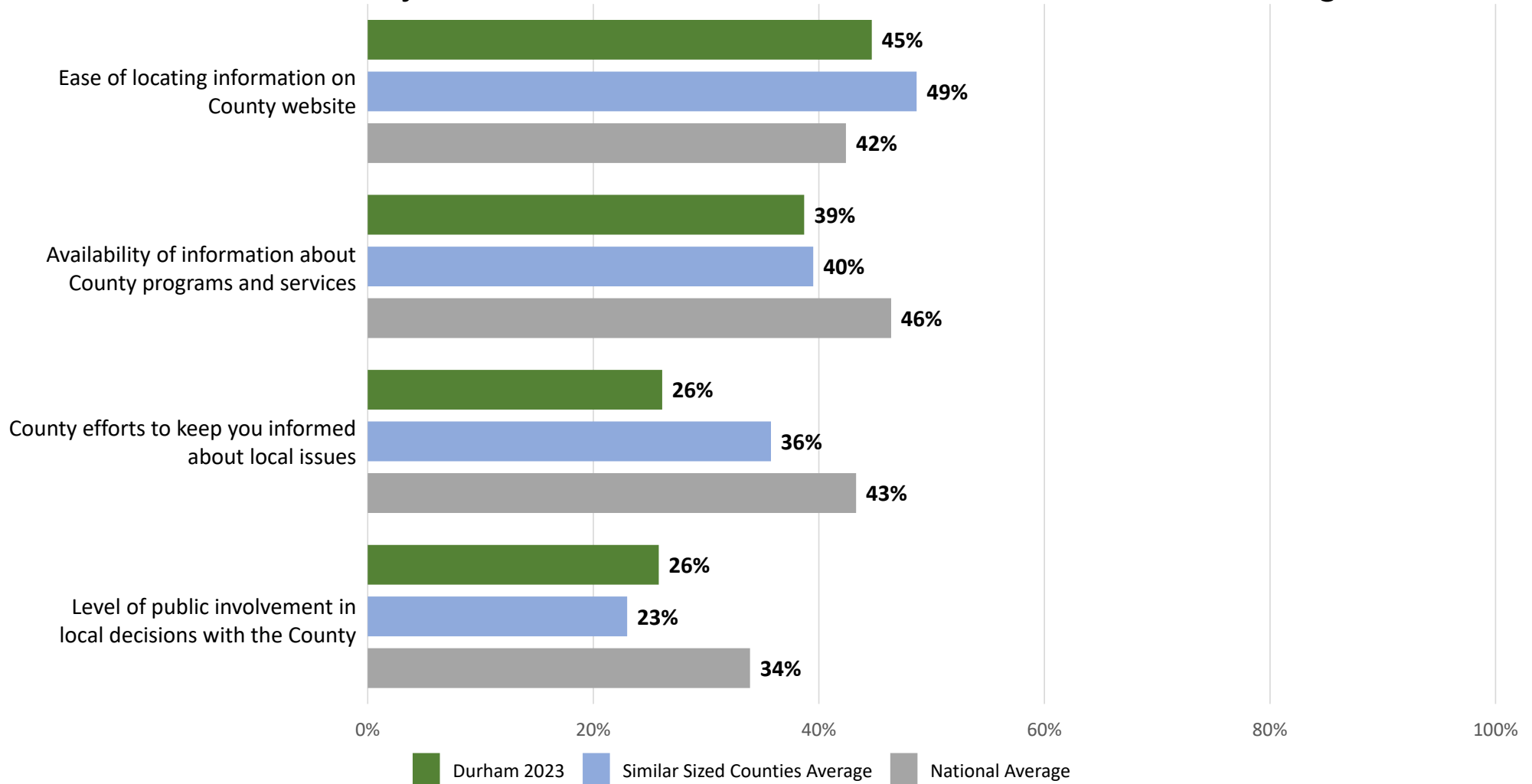
Q16. Maintenance: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



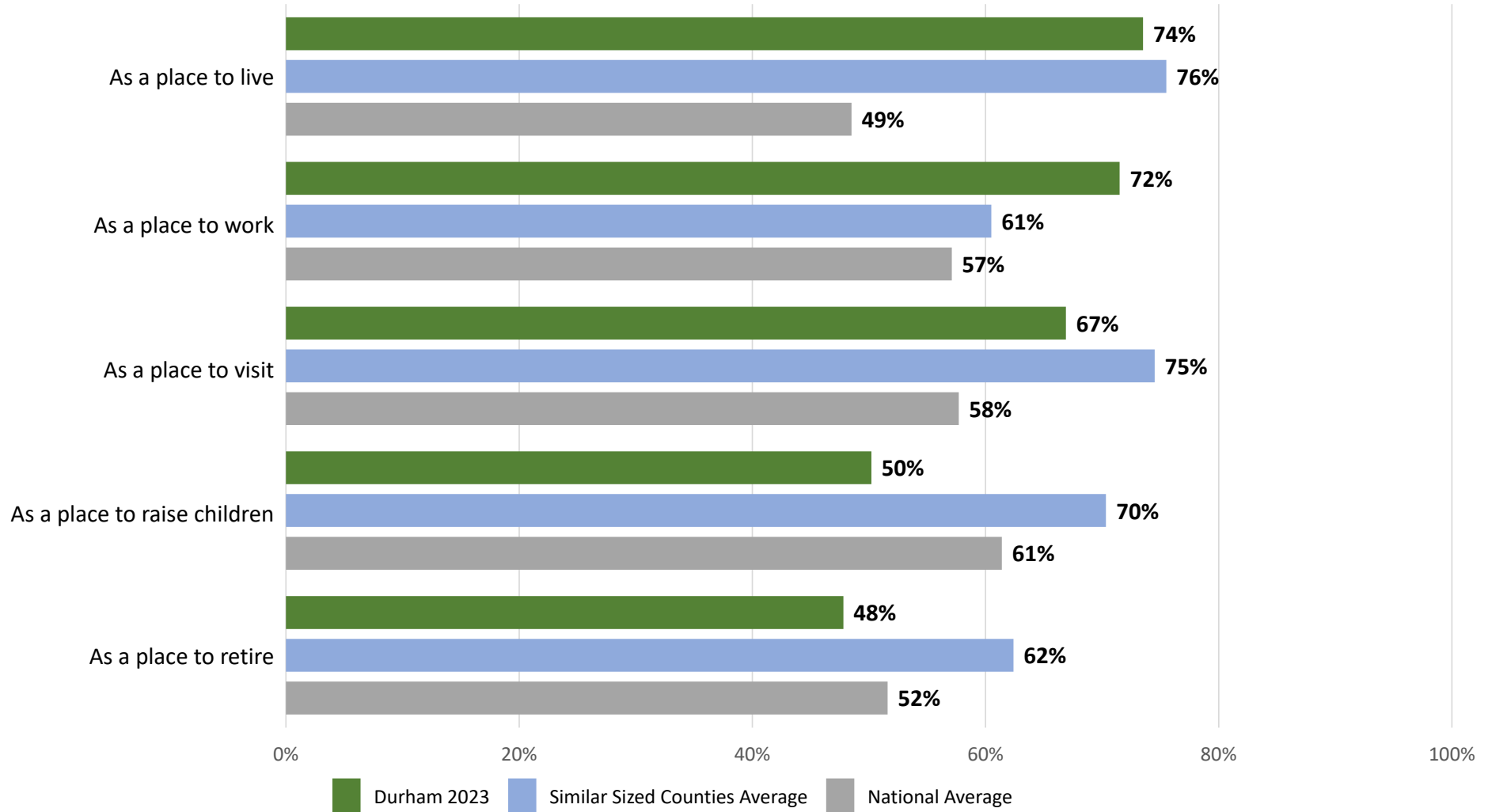
Q18. Sustainability and Environmental Services: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



Q25a. County Communication: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average



Q29. Overall Ratings of the Community: Benchmarking Durham County 2023 vs Similar Sized Counties vs National Average





Importance-Satisfaction Analysis

Importance-Satisfaction Overview

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

The Importance-Satisfaction (IS) 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 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.

Methodology

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 provide. 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. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation: Respondents were asked to identify the major categories of services they think are most important for the County to provide. Forty-three percent (43.2%) of respondents selected overall quality of police protection as the most important service for the County to emphasize.

Regarding satisfaction, forty-four percent (44.3%) of respondents surveyed rated the overall quality of police protection as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for overall quality of police protection was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 43.2% was multiplied by 55.7% (1-0.443). This calculation yielded an I-S rating of 0.2406 which ranked second out of 24 major categories of service.

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 to emphasize over the next two years 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 for the City to emphasize over the next two years.

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.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for Durham County are provided on the following pages.

2023 Importance-Satisfaction Rating Durham County, North Carolina Major Categories of Service



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall quality of public schools	35%	2	27%	24	0.2591	1
Overall quality of police protection	43%	1	44%	12	0.2406	2
Overall maintenance of City streets	32%	3	34%	19	0.2112	3
High Priority (IS .10-.20)						
Overall quality of the public transit system (GoDurham)	18%	6	28%	23	0.1265	4
Overall quality of pedestrian facilities (e.g., sidewalks)	18%	5	32%	20	0.1224	5
Overall ease of travel within Durham	18%	4	38%	15	0.1144	6
Overall quality of bicycle facilities	15%	7	30%	22	0.1070	7
Medium Priority (IS <.10)						
Overall quality of sheriff protection	14%	8	42%	13	0.0793	8
Overall enforcement of codes and ordinances	8%	12	35%	18	0.0533	9
Overall quality of services provided by the Durham County Department of Social Services	8%	13	38%	14	0.0488	10
Response time for EMS services	12%	9	61%	8	0.0445	11
Overall quality of parks and recreation programs	9%	10	60%	9	0.0377	12
Overall effectiveness of communication with the public	6%	15	45%	11	0.0351	13
Overall quality of public health services	6%	16	50%	10	0.0292	14
Overall quality of water and sewer utilities	8%	11	66%	5	0.0282	15
Overall quality of tax administration services	3%	20	37%	17	0.0208	16
Overall quality of fire and life safety programming	7%	14	70%	2	0.0198	17
Overall quality of EMS services	5%	17	67%	3	0.0165	18
Overall quality of charter schools	2%	21	30%	21	0.0146	19
Response time for fire services	3%	19	67%	4	0.0113	20
Overall quality of customer service you receive from City employees	2%	22	65%	6	0.0063	21
Overall quality of library services and programs	4%	18	86%	1	0.0048	22
Overall quality of customer service you receive from County employees	1%	23	65%	7	0.0046	23
Overall quality of private schools	1%	24	37%	16	0.0044	24

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 be the Town's top priorities.

Satisfaction %:

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

2023 Importance-Satisfaction Rating

Durham County, North Carolina

Maintenance



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of public school facilities	41%	1	25%	14	0.3098	1
High Priority (IS .10-.20)						
Condition of sidewalks in your neighborhood	33%	3	41%	8	0.1910	2
Condition of streets in your neighborhood	37%	2	51%	4	0.1792	3
Condition of parking	23%	4	38%	11	0.1407	4
Condition of bicycle facilities (e.g., bike lanes, bike parking)	21%	7	32%	13	0.1396	5
Appearance of landscaping on right of ways, along streets, and in public areas	22%	5	40%	10	0.1324	6
Overall appearance of major entryways to downtown Durham	18%	9	41%	9	0.1089	7
The amount of litter in your neighborhood	20%	8	47%	7	0.1045	8
Medium Priority (IS <.10)						
Condition of parks and open space	22%	6	54%	3	0.0998	9
Condition of recreation centers and facilities	13%	10	48%	6	0.0660	10
The condition of street trees	8%	12	49%	5	0.0397	11
Condition of trails and greenways	10%	11	62%	1	0.0397	12
Condition of aquatic facilities	5%	13	35%	12	0.0333	13
Condition of public art	4%	14	60%	2	0.0143	14

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 be the Town's top priorities.

Satisfaction %:

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



5

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisf- ed	N/A
Q1-1. Overall quality of police protection	7.5%	33.5%	30.7%	16.0%	4.7%	7.6%
Q1-2. Overall quality of sheriff protection	7.0%	29.1%	33.6%	12.5%	4.5%	13.3%
Q1-3. Overall quality of fire & life safety programming	18.9%	42.5%	22.9%	2.9%	1.0%	11.8%
Q1-4. Response time for fire services	15.3%	28.4%	17.9%	2.9%	0.7%	34.8%
Q1-5. Overall quality of EMS services	15.9%	32.4%	19.2%	3.9%	0.7%	28.0%
Q1-6. Response time for EMS services	13.7%	28.0%	17.7%	6.3%	2.3%	32.0%
Q1-7. Overall maintenance of City streets	4.1%	29.3%	18.2%	33.1%	13.8%	1.5%
Q1-8. Overall ease of travel within Durham	5.6%	31.6%	28.2%	26.2%	6.9%	1.5%
Q1-9. Overall quality of public transit system (GoDurham)	3.6%	13.7%	22.7%	14.5%	8.1%	37.3%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	4.1%	19.3%	26.2%	19.0%	10.4%	21.0%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	4.0%	25.5%	21.9%	28.5%	13.2%	6.9%
Q1-12. Overall quality of water & sewer utilities	15.6%	45.6%	19.6%	9.9%	2.5%	6.7%
Q1-13. Overall enforcement of codes & ordinances	4.6%	25.7%	35.4%	14.1%	6.7%	13.6%
Q1-14. Overall quality of customer service you receive from City employees	16.7%	38.2%	21.5%	5.9%	2.4%	15.3%
Q1-15. Overall quality of customer service you receive from County employees	13.7%	36.2%	21.2%	4.8%	1.3%	22.7%
Q1-16. Overall effectiveness of communication with the public	6.3%	36.2%	30.5%	16.7%	4.2%	5.9%
Q1-17. Overall quality of parks & recreation programs	12.7%	40.6%	21.8%	10.9%	3.5%	10.4%
Q1-18. Overall quality of library services & programs	38.2%	40.5%	10.3%	1.8%	0.2%	9.0%

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	Dissatisf- ied	Very dissatisfi- ed	N/A
Q1-19. Overall quality of services provided by Durham County Department of Social Services	5.0%	14.8%	21.9%	6.9%	3.2%	48.2%
Q1-20. Overall quality of public health services	6.8%	24.6%	23.9%	5.3%	2.7%	36.7%
Q1-21. Overall quality of tax administration services	4.2%	24.1%	34.2%	9.8%	4.2%	23.4%
Q1-22. Overall quality of public schools	3.3%	16.7%	22.7%	19.6%	12.2%	25.5%
Q1-23. Overall quality of charter schools	4.6%	11.4%	23.9%	7.3%	5.6%	47.3%
Q1-24. Overall quality of private schools	6.4%	9.7%	22.7%	3.0%	1.7%	56.5%

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police protection	8.1%	36.2%	33.2%	17.3%	5.1%
Q1-2. Overall quality of sheriff protection	8.1%	33.6%	38.7%	14.4%	5.2%
Q1-3. Overall quality of fire & life safety programming	21.4%	48.2%	26.0%	3.3%	1.1%
Q1-4. Response time for fire services	23.4%	43.5%	27.5%	4.5%	1.1%
Q1-5. Overall quality of EMS services	22.1%	44.9%	26.6%	5.4%	1.0%
Q1-6. Response time for EMS services	20.1%	41.2%	26.0%	9.3%	3.4%
Q1-7. Overall maintenance of City streets	4.2%	29.8%	18.5%	33.6%	14.0%
Q1-8. Overall ease of travel within Durham	5.7%	32.1%	28.7%	26.6%	7.0%
Q1-9. Overall quality of public transit system (GoDurham)	5.8%	21.9%	36.2%	23.2%	13.0%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	5.2%	24.4%	33.1%	24.1%	13.2%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	4.3%	27.3%	23.6%	30.6%	14.2%
Q1-12. Overall quality of water & sewer utilities	16.8%	48.8%	21.0%	10.6%	2.7%
Q1-13. Overall enforcement of codes & ordinances	5.3%	29.7%	41.0%	16.3%	7.7%
Q1-14. Overall quality of customer service you receive from City employees	19.7%	45.1%	25.3%	7.0%	2.9%
Q1-15. Overall quality of customer service you receive from County employees	17.7%	46.9%	27.4%	6.3%	1.7%
Q1-16. Overall effectiveness of communication with the public	6.7%	38.5%	32.5%	17.8%	4.5%
Q1-17. Overall quality of parks & recreation programs	14.2%	45.3%	24.4%	12.2%	3.9%
Q1-18. Overall quality of library services & programs	41.9%	44.5%	11.3%	2.0%	0.3%

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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-19. Overall quality of services provided by Durham County Department of Social Services	9.6%	28.6%	42.4%	13.3%	6.1%
Q1-20. Overall quality of public health services	10.7%	38.9%	37.7%	8.4%	4.2%
Q1-21. Overall quality of tax administration services	5.5%	31.5%	44.6%	12.8%	5.5%
Q1-22. Overall quality of public schools	4.4%	22.4%	30.4%	26.3%	16.4%
Q1-23. Overall quality of charter schools	8.7%	21.6%	45.3%	13.8%	10.6%
Q1-24. Overall quality of private schools	14.8%	22.3%	52.1%	7.0%	3.9%

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	224	27.2 %
Overall quality of sheriff protection	11	1.3 %
Overall quality of fire & life safety programming	12	1.5 %
Response time for fire services	7	0.8 %
Overall quality of EMS services	11	1.3 %
Response time for EMS services	33	4.0 %
Overall maintenance of City streets	91	11.0 %
Overall ease of travel within Durham	34	4.1 %
Overall quality of public transit system (GoDurham)	43	5.2 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	25	3.0 %
Overall quality of pedestrian facilities (e.g. sidewalks)	44	5.3 %
Overall quality of water & sewer utilities	14	1.7 %
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	2	0.2 %
Overall effectiveness of communication with the public	14	1.7 %
Overall quality of parks & recreation programs	19	2.3 %
Overall quality of library services & programs	3	0.4 %
Overall quality of services provided by Durham County Department of Social Services	18	2.2 %
Overall quality of public health services	6	0.7 %
Overall quality of tax administration services	7	0.8 %
Overall quality of public schools	139	16.8 %
Overall quality of charter schools	1	0.1 %
Overall quality of private schools	1	0.1 %
None chosen	43	5.2 %
Total	825	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	88	10.7 %
Overall quality of sheriff protection	73	8.8 %
Overall quality of fire & life safety programming	25	3.0 %
Response time for fire services	5	0.6 %
Overall quality of EMS services	13	1.6 %
Response time for EMS services	28	3.4 %
Overall maintenance of City streets	92	11.2 %
Overall ease of travel within Durham	60	7.3 %
Overall quality of public transit system (GoDurham)	56	6.8 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	51	6.2 %
Overall quality of pedestrian facilities (e.g. sidewalks)	51	6.2 %
Overall quality of water & sewer utilities	22	2.7 %
Overall enforcement of codes & ordinances	24	2.9 %
Overall quality of customer service you receive from City employees	3	0.4 %
Overall quality of customer service you receive from County employees	6	0.7 %
Overall effectiveness of communication with the public	11	1.3 %
Overall quality of parks & recreation programs	22	2.7 %
Overall quality of library services & programs	8	1.0 %
Overall quality of services provided by Durham County Department of Social Services	17	2.1 %
Overall quality of public health services	21	2.5 %
Overall quality of tax administration services	7	0.8 %
Overall quality of public schools	81	9.8 %
Overall quality of charter schools	7	0.8 %
Overall quality of private schools	2	0.2 %
None chosen	52	6.3 %
Total	825	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	44	5.3 %
Overall quality of sheriff protection	28	3.4 %
Overall quality of fire & life safety programming	17	2.1 %
Response time for fire services	16	1.9 %
Overall quality of EMS services	17	2.1 %
Response time for EMS services	34	4.1 %
Overall maintenance of City streets	81	9.8 %
Overall ease of travel within Durham	58	7.0 %
Overall quality of public transit system (GoDurham)	45	5.5 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	49	5.9 %
Overall quality of pedestrian facilities (e.g. sidewalks)	53	6.4 %
Overall quality of water & sewer utilities	32	3.9 %
Overall enforcement of codes & ordinances	26	3.2 %
Overall quality of customer service you receive from City employees	7	0.8 %
Overall quality of customer service you receive from County employees	3	0.4 %
Overall effectiveness of communication with the public	28	3.4 %
Overall quality of parks & recreation programs	36	4.4 %
Overall quality of library services & programs	18	2.2 %
Overall quality of services provided by Durham County Department of Social Services	30	3.6 %
Overall quality of public health services	21	2.5 %
Overall quality of tax administration services	13	1.6 %
Overall quality of public schools	72	8.7 %
Overall quality of charter schools	9	1.1 %
Overall quality of private schools	3	0.4 %
None chosen	85	10.3 %
Total	825	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)**

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of police protection	356	43.2 %
Overall quality of sheriff protection	112	13.6 %
Overall quality of fire & life safety programming	54	6.5 %
Response time for fire services	28	3.4 %
Overall quality of EMS services	41	5.0 %
Response time for EMS services	95	11.5 %
Overall maintenance of City streets	264	32.0 %
Overall ease of travel within Durham	152	18.4 %
Overall quality of public transit system (GoDurham)	144	17.5 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	125	15.2 %
Overall quality of pedestrian facilities (e.g. sidewalks)	148	17.9 %
Overall quality of water & sewer utilities	68	8.2 %
Overall enforcement of codes & ordinances	68	8.2 %
Overall quality of customer service you receive from City employees	15	1.8 %
Overall quality of customer service you receive from County employees	11	1.3 %
Overall effectiveness of communication with the public	53	6.4 %
Overall quality of parks & recreation programs	77	9.3 %
Overall quality of library services & programs	29	3.5 %
Overall quality of services provided by Durham County Department of Social Services	65	7.9 %
Overall quality of public health services	48	5.8 %
Overall quality of tax administration services	27	3.3 %
Overall quality of public schools	292	35.4 %
Overall quality of charter schools	17	2.1 %
Overall quality of private schools	6	0.7 %
None chosen	43	5.2 %
Total	2338	

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q3-1. Overall quality of services provided by City	5.6%	41.8%	32.8%	11.8%	1.9%	6.1%
Q3-2. Overall quality of services provided by County	5.0%	36.6%	35.8%	9.2%	1.5%	12.0%
Q3-3. Overall appearance of Durham	5.7%	37.2%	24.2%	22.3%	7.8%	2.8%
Q3-4. Overall management of development & growth	2.4%	20.6%	20.7%	31.2%	21.2%	3.9%
Q3-5. Overall image of Durham	6.7%	37.1%	24.8%	20.4%	8.1%	2.9%
Q3-6. Overall quality of life in Durham	10.7%	44.0%	22.4%	16.1%	4.8%	1.9%
Q3-7. Overall quality of life in your neighborhood	28.8%	40.2%	14.8%	9.6%	4.5%	2.1%
Q3-8. Overall value you receive for your local property taxes	5.6%	25.1%	26.2%	22.4%	10.5%	10.2%

WITHOUT NA

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	5.9%	44.5%	35.0%	12.5%	2.1%
Q3-2. Overall quality of services provided by County	5.6%	41.6%	40.6%	10.5%	1.7%
Q3-3. Overall appearance of Durham	5.9%	38.3%	24.9%	22.9%	8.0%
Q3-4. Overall management of development & growth	2.5%	21.4%	21.6%	32.4%	22.1%
Q3-5. Overall image of Durham	6.9%	38.2%	25.6%	21.0%	8.4%
Q3-6. Overall quality of life in Durham	10.9%	44.9%	22.9%	16.4%	4.9%
Q3-7. Overall quality of life in your neighborhood	29.5%	41.1%	15.1%	9.8%	4.6%
Q3-8. Overall value you receive for your local property taxes	6.2%	27.9%	29.1%	25.0%	11.7%

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 children in your household	Number	Percent
My children are enrolled in Durham public schools	131	15.9 %
My children are enrolled in a charter school in Durham County	49	5.9 %
My children are enrolled in a private school in Durham County	18	2.2 %
My children go to school outside of Durham County	15	1.8 %
My children went to or graduated from Durham public schools	163	19.8 %
My children went to or graduated from a charter school in Durham County	19	2.3 %
My children went to or graduated from a private school in Durham County	31	3.8 %
My children went to or graduated from a school outside of Durham County	22	2.7 %
My children are homeschooled	12	1.5 %
This question does not apply to me	441	53.5 %
Total	901	

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=384)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q5-1. Manages education budget well	3.6%	15.6%	31.3%	21.6%	12.2%	15.6%
Q5-2. Attracts high quality teachers	3.1%	19.0%	27.1%	24.0%	12.8%	14.1%
Q5-3. Is transparent about education-related decision making	3.1%	13.5%	29.2%	23.4%	14.6%	16.1%
Q5-4. Encourages community involvement in education-related decision making	3.6%	18.8%	28.6%	22.7%	10.9%	15.4%
Q5-5. Ensures quality education for students	3.1%	20.8%	28.1%	17.7%	17.7%	12.5%
Q5-6. Has effective leadership in K-12 education	3.9%	16.9%	30.2%	20.6%	12.8%	15.6%

WITHOUT NA

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=384)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. Manages education budget well	4.3%	18.5%	37.0%	25.6%	14.5%
Q5-2. Attracts high quality teachers	3.6%	22.1%	31.5%	27.9%	14.8%
Q5-3. Is transparent about education-related decision making	3.7%	16.1%	34.8%	28.0%	17.4%
Q5-4. Encourages community involvement in education-related decision making	4.3%	22.2%	33.8%	26.8%	12.9%
Q5-5. Ensures quality education for students	3.6%	23.8%	32.1%	20.2%	20.2%
Q5-6. Has effective leadership in K-12 education	4.6%	20.1%	35.8%	24.4%	15.1%

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=825)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	N/A
Q6-1. When walking alone in your neighborhood during the day	48.8%	33.1%	9.2%	6.8%	1.2%	0.8%
Q6-2. When walking alone in your neighborhood at night	19.0%	37.9%	15.4%	16.8%	7.8%	3.0%
Q6-3. In Downtown Durham	9.8%	38.3%	21.2%	18.2%	8.0%	4.5%
Q6-4. In Durham overall	5.8%	33.0%	33.3%	21.1%	4.8%	1.9%
Q6-5. When using City recreation centers	8.2%	30.2%	19.6%	6.5%	2.7%	32.7%
Q6-6. When visiting City parks	8.2%	40.1%	22.7%	11.8%	3.4%	13.8%
Q6-7. When engaging with law enforcement	18.5%	35.0%	21.9%	7.4%	5.3%	11.8%

WITHOUT NA

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=825)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. When walking alone in your neighborhood during the day	49.3%	33.4%	9.3%	6.8%	1.2%
Q6-2. When walking alone in your neighborhood at night	19.6%	39.1%	15.9%	17.4%	8.0%
Q6-3. In Downtown Durham	10.3%	40.1%	22.2%	19.0%	8.4%
Q6-4. In Durham overall	5.9%	33.6%	34.0%	21.5%	4.9%
Q6-5. When using City recreation centers	12.3%	44.9%	29.2%	9.7%	4.0%
Q6-6. When visiting City parks	9.6%	46.6%	26.3%	13.6%	3.9%
Q6-7. When engaging with law enforcement	21.0%	39.7%	24.9%	8.4%	6.0%

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=825)

	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	10.2%	20.7%	16.2%	11.4%	8.1%	33.3%
Q7-2. When calling 911, I am confident that the right responder will be sent to address my needs	13.7%	31.9%	22.7%	11.5%	5.6%	14.7%
Q7-3. The presence of HEART makes me more likely to call 911	16.6%	22.1%	22.4%	5.1%	4.8%	29.0%

WITHOUT NA

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=825)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	15.3%	31.1%	24.4%	17.1%	12.2%
Q7-2. When calling 911, I am confident that the right responder will be sent to address my needs	16.1%	37.4%	26.6%	13.5%	6.5%
Q7-3. The presence of HEART makes me more likely to call 911	23.4%	31.1%	31.6%	7.2%	6.8%

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q8-1. Overall police relationship with your community	9.9%	33.6%	30.2%	11.2%	5.3%	9.8%
Q8-2. Overall Sheriff's Office relationship with your community	8.0%	28.6%	30.7%	9.5%	4.6%	18.7%
Q8-3. Animal control services	6.3%	26.2%	30.2%	7.9%	2.7%	26.8%
Q8-4. Enforcement of traffic safety laws	4.6%	26.7%	27.3%	21.3%	13.1%	7.0%
Q8-5. Local court system	3.2%	17.7%	27.4%	9.8%	8.7%	33.2%
Q8-6. Overall HEART relationship with the community	10.8%	23.2%	21.9%	2.5%	3.4%	38.2%

WITHOUT NA

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall police relationship with your community	11.0%	37.2%	33.5%	12.4%	5.9%
Q8-2. Overall Sheriff's Office relationship with your community	9.8%	35.2%	37.7%	11.6%	5.7%
Q8-3. Animal control services	8.6%	35.8%	41.2%	10.8%	3.6%
Q8-4. Enforcement of traffic safety laws	5.0%	28.7%	29.3%	22.9%	14.1%
Q8-5. Local court system	4.7%	26.5%	41.0%	14.7%	13.1%
Q8-6. Overall HEART relationship with the community	17.5%	37.5%	35.5%	4.1%	5.5%

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

Q9. How satisfied are you with availability of affordable housing	Number	Percent
Very satisfied	31	3.8 %
Satisfied	44	5.3 %
Neutral	116	14.1 %
Dissatisfied	237	28.7 %
Very dissatisfied	266	32.2 %
N/A	131	15.9 %
Total	825	100.0 %

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

Q9. How satisfied are you with availability of affordable housing	Number	Percent
Very satisfied	31	4.5 %
Satisfied	44	6.3 %
Neutral	116	16.7 %
Dissatisfied	237	34.1 %
Very dissatisfied	266	38.3 %
Total	694	100.0 %

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

(N=825)

	Yes	No
Q10-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	40.0%	60.0%
Q10-2. Are you able to find housing you can afford in Durham	66.3%	33.7%
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	33.5%	66.5%

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q11-1. Greenways & trails	13.8%	44.0%	18.5%	10.3%	2.7%	10.7%
Q11-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	7.6%	32.2%	22.4%	10.4%	3.0%	24.2%
Q11-3. Customer service provided by City's Parks & Recreation staff	8.1%	28.2%	25.5%	3.9%	1.1%	33.2%
Q11-4. Public art	11.6%	36.8%	26.7%	7.8%	1.3%	15.8%
Q11-5. Cultural programming	9.1%	33.8%	28.6%	6.5%	2.4%	19.5%
Q11-6. Length of commute to your desired recreation amenities	8.6%	39.9%	24.7%	11.5%	2.4%	12.8%
Q11-7. Variety of City recreation opportunities	7.9%	34.2%	27.3%	11.8%	2.4%	16.5%
Q11-8. Recreation center programs	6.2%	23.9%	27.0%	7.3%	2.2%	33.5%
Q11-9. Athletic programs	4.1%	21.5%	26.4%	6.4%	2.2%	39.4%
Q11-10. Aquatic programs	3.5%	16.2%	22.5%	11.9%	4.5%	41.3%

WITHOUT NA

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Greenways & trails	15.5%	49.3%	20.8%	11.5%	3.0%
Q11-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	10.1%	42.6%	29.6%	13.8%	4.0%
Q11-3. Customer service provided by City's Parks & Recreation staff	12.2%	42.3%	38.1%	5.8%	1.6%
Q11-4. Public art	13.8%	43.7%	31.7%	9.2%	1.6%
Q11-5. Cultural programming	11.3%	42.0%	35.5%	8.1%	3.0%
Q11-6. Length of commute to your desired recreation amenities	9.9%	45.8%	28.4%	13.2%	2.8%
Q11-7. Variety of City recreation opportunities	9.4%	40.9%	32.7%	14.1%	2.9%
Q11-8. Recreation center programs	9.3%	35.9%	40.6%	10.9%	3.3%
Q11-9. Athletic programs	6.8%	35.4%	43.6%	10.6%	3.6%
Q11-10. Aquatic programs	6.0%	27.7%	38.4%	20.2%	7.6%

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

(N=825)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q12-1. Current state of race relations	3.6%	33.1%	30.2%	19.3%	8.8%	5.0%
Q12-2. Progress addressing racial equity	4.2%	30.7%	29.5%	18.1%	8.6%	9.0%

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

(N=825)

	Excellent	Good	Neutral	Below average	Poor
Q12-1. Current state of race relations	3.8%	34.8%	31.8%	20.3%	9.3%
Q12-2. Progress addressing racial equity	4.7%	33.7%	32.4%	19.8%	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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q13-1. Ease of travel by walking	4.7%	23.4%	22.3%	26.1%	15.9%	7.6%
Q13-2. Ease of travel by biking	3.6%	13.5%	22.3%	19.6%	10.5%	30.4%
Q13-3. Ease of travel by bus within Durham (GoDurham)	3.4%	12.0%	17.9%	13.7%	8.4%	44.6%
Q13-4. Ease of travel by bus to places outside of Durham (GoTriangle)	1.9%	9.5%	17.2%	14.2%	8.8%	48.4%
Q13-5. Quality of Downtown parking facilities	5.3%	29.9%	25.3%	22.1%	9.6%	7.8%
Q13-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	23.6%	36.6%	17.5%	12.5%	6.2%	3.6%

WITHOUT NA

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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Ease of travel by walking	5.1%	25.3%	24.1%	28.2%	17.2%
Q13-2. Ease of travel by biking	5.2%	19.3%	32.1%	28.2%	15.2%
Q13-3. Ease of travel by bus within Durham (GoDurham)	6.1%	21.7%	32.4%	24.7%	15.1%
Q13-4. Ease of travel by bus to places outside of Durham (GoTriangle)	3.8%	18.3%	33.3%	27.5%	17.1%
Q13-5. Quality of Downtown parking facilities	5.8%	32.5%	27.5%	23.9%	10.4%
Q13-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	24.5%	38.0%	18.1%	13.0%	6.4%

Q14. On average, how often do you use GoDurham?

Q14. How often do you use GoDurham	Number	Percent
Never	655	79.4 %
1 to 2 times per month	76	9.2 %
1 to 3 times per week	31	3.8 %
3+ times per week	29	3.5 %
Not provided	34	4.1 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q14. On average, how often do you use GoDurham? (without "not provided")**

Q14. How often do you use GoDurham	Number	Percent
Never	655	82.8 %
1 to 2 times per month	76	9.6 %
1 to 3 times per week	31	3.9 %
3+ times per week	29	3.7 %
Total	791	100.0 %

Q15. Please select the THREE features/amenities that GoDurham could add to its current transit service that would make it more appealing for you to use public transportation?

Q15. Features/amenities that GoDurham could add to its current transit service	Number	Percent
Permanently eliminate fares or lower fares	216	26.2 %
More frequent service	219	26.5 %
Better on-time performance/reliable trip times or shorter trip times	159	19.3 %
Shelter & seating at transit stops/stations	216	26.2 %
More routes	298	36.1 %
Easier to use	81	9.8 %
Additional security	126	15.3 %
Nothing-I'm not interested in using GoDurham	290	35.2 %
Total	1605	

Q16. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q16-1. Condition of streets in your neighborhood	12.7%	37.3%	15.2%	23.3%	9.8%	1.7%
Q16-2. Condition of sidewalks in your neighborhood	8.0%	26.1%	13.5%	19.6%	15.2%	17.7%
Q16-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	4.2%	19.5%	23.0%	17.2%	10.5%	25.5%
Q16-4. Appearance of landscaping on right of ways, along streets, & in public areas	5.9%	31.9%	31.4%	17.0%	8.1%	5.7%
Q16-5. Condition of parks & open space	6.7%	41.2%	26.5%	11.2%	3.5%	10.9%
Q16-6. Condition of recreation centers & facilities	3.6%	29.7%	25.8%	7.5%	2.7%	30.7%
Q16-7. Overall appearance of major entryways to Downtown Durham	4.5%	34.1%	32.4%	18.5%	5.0%	5.6%
Q16-8. Condition of public school facilities	1.8%	14.7%	21.8%	19.5%	8.2%	33.9%
Q16-9. Condition of trails & greenways	7.3%	46.9%	24.5%	7.5%	1.9%	11.9%
Q16-10. Condition of public art	8.7%	40.0%	24.8%	5.8%	1.2%	19.4%
Q16-11. Condition of aquatic facilities	3.5%	14.8%	24.7%	6.9%	2.9%	47.2%
Q16-12. Condition of parking	3.6%	30.5%	24.6%	23.3%	7.3%	10.7%
Q16-13. Amount of litter in your neighborhood	14.1%	30.9%	17.9%	21.6%	11.8%	3.8%
Q16-14. Condition of street trees	8.5%	37.8%	26.5%	15.9%	5.6%	5.7%

WITHOUT NA

Q16. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Condition of streets in your neighborhood	12.9%	38.0%	15.4%	23.7%	10.0%
Q16-2. Condition of sidewalks in your neighborhood	9.7%	31.7%	16.3%	23.9%	18.4%
Q16-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	5.7%	26.2%	30.9%	23.1%	14.1%
Q16-4. Appearance of landscaping on right of ways, along streets, & in public areas	6.3%	33.8%	33.3%	18.0%	8.6%
Q16-5. Condition of parks & open space	7.5%	46.3%	29.8%	12.5%	3.9%
Q16-6. Condition of recreation centers & facilities	5.2%	42.8%	37.2%	10.8%	3.8%
Q16-7. Overall appearance of major entryways to Downtown Durham	4.7%	36.1%	34.3%	19.6%	5.3%
Q16-8. Condition of public school facilities	2.8%	22.2%	33.0%	29.5%	12.5%
Q16-9. Condition of trails & greenways	8.3%	53.2%	27.8%	8.5%	2.2%
Q16-10. Condition of public art	10.8%	49.6%	30.8%	7.2%	1.5%
Q16-11. Condition of aquatic facilities	6.7%	28.0%	46.8%	13.1%	5.5%
Q16-12. Condition of parking	4.1%	34.2%	27.5%	26.1%	8.1%
Q16-13. Amount of litter in your neighborhood	14.6%	32.1%	18.6%	22.4%	12.2%
Q16-14. Condition of street trees	9.0%	40.1%	28.1%	16.8%	5.9%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

Q17. Top choice	Number	Percent
Condition of streets in your neighborhood	160	19.4 %
Condition of sidewalks in your neighborhood	106	12.8 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	54	6.5 %
Appearance of landscaping on right of ways, along streets, & in public areas	42	5.1 %
Condition of parks & open space	46	5.6 %
Condition of recreation centers & facilities	17	2.1 %
Overall appearance of major entryways to Downtown Durham	44	5.3 %
Condition of public school facilities	170	20.6 %
Condition of trails & greenways	13	1.6 %
Condition of public art	2	0.2 %
Condition of aquatic facilities	12	1.5 %
Condition of parking	46	5.6 %
Amount of litter in your neighborhood	54	6.5 %
Condition of street trees	11	1.3 %
None chosen	48	5.8 %
Total	825	100.0 %

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

Q17. 2nd choice	Number	Percent
Condition of streets in your neighborhood	83	10.1 %
Condition of sidewalks in your neighborhood	92	11.2 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	64	7.8 %
Appearance of landscaping on right of ways, along streets, & in public areas	54	6.5 %
Condition of parks & open space	62	7.5 %
Condition of recreation centers & facilities	51	6.2 %
Overall appearance of major entryways to Downtown Durham	60	7.3 %
Condition of public school facilities	92	11.2 %
Condition of trails & greenways	35	4.2 %
Condition of public art	11	1.3 %
Condition of aquatic facilities	15	1.8 %
Condition of parking	68	8.2 %
Amount of litter in your neighborhood	54	6.5 %
Condition of street trees	24	2.9 %
None chosen	60	7.3 %
Total	825	100.0 %

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

Q17. 3rd choice	Number	Percent
Condition of streets in your neighborhood	58	7.0 %
Condition of sidewalks in your neighborhood	71	8.6 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	51	6.2 %
Appearance of landscaping on right of ways, along streets, & in public areas	86	10.4 %
Condition of parks & open space	70	8.5 %
Condition of recreation centers & facilities	37	4.5 %
Overall appearance of major entryways to Downtown Durham	48	5.8 %
Condition of public school facilities	79	9.6 %
Condition of trails & greenways	37	4.5 %
Condition of public art	17	2.1 %
Condition of aquatic facilities	15	1.8 %
Condition of parking	74	9.0 %
Amount of litter in your neighborhood	54	6.5 %
Condition of street trees	29	3.5 %
None chosen	99	12.0 %
Total	825	100.0 %

SUM OF TOP 3 CHOICES

Q17. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)

Q17. Top choice	Number	Percent
Condition of streets in your neighborhood	301	36.5 %
Condition of sidewalks in your neighborhood	269	32.6 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	169	20.5 %
Appearance of landscaping on right of ways, along streets, & in public areas	182	22.1 %
Condition of parks & open space	178	21.6 %
Condition of recreation centers & facilities	105	12.7 %
Overall appearance of major entryways to Downtown Durham	152	18.4 %
Condition of public school facilities	341	41.3 %
Condition of trails & greenways	85	10.3 %
Condition of public art	30	3.6 %
Condition of aquatic facilities	42	5.1 %
Condition of parking	188	22.8 %
Amount of litter in your neighborhood	162	19.6 %
Condition of street trees	64	7.8 %
None chosen	48	5.8 %
Total	2316	

Q18. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q18-1. Solid waste collection services	31.4%	42.7%	9.7%	4.8%	2.1%	9.3%
Q18-2. Curbside recycling services	31.6%	43.5%	8.8%	4.8%	1.9%	9.2%
Q18-3. Yard waste (leaves/tree limbs) collection services for subscriber members	19.2%	25.3%	11.5%	5.0%	2.7%	36.4%
Q18-4. City Waste Disposal & Recycling Center (2115 East Club)	14.2%	30.3%	17.3%	3.0%	1.5%	33.7%
Q18-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	8.1%	15.9%	14.3%	2.2%	1.2%	58.3%
Q18-6. Quality of drinking water	17.8%	39.2%	19.8%	9.8%	5.3%	8.1%
Q18-7. Sewer services	18.3%	44.5%	18.1%	4.5%	1.8%	12.8%
Q18-8. Overall management of public stormwater runoff/drainage/flood control	9.2%	37.6%	23.3%	14.8%	5.7%	9.5%
Q18-9. Stream & lake protection	4.7%	28.0%	26.3%	14.1%	8.2%	18.7%
Q18-10. Waste, recycling, & yard waste education & communications (knowing what items should be recycled, cost of contamination, etc.)	8.7%	29.1%	25.2%	18.1%	6.3%	12.6%
Q18-11. Tree canopy	5.6%	28.8%	26.7%	16.8%	5.2%	16.8%
Q18-12. Overall readiness to respond to climate-related challenges	3.9%	16.1%	31.0%	21.0%	8.7%	19.3%

WITHOUT NA

Q18. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Solid waste collection services	34.6%	47.1%	10.7%	5.3%	2.3%
Q18-2. Curbside recycling services	34.8%	47.9%	9.7%	5.3%	2.1%
Q18-3. Yard waste (leaves/tree limbs) collection services for subscriber members	30.1%	39.8%	18.1%	7.8%	4.2%
Q18-4. City Waste Disposal & Recycling Center (2115 East Club)	21.4%	45.7%	26.1%	4.6%	2.2%
Q18-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	19.5%	38.1%	34.3%	5.2%	2.9%
Q18-6. Quality of drinking water	19.4%	42.6%	21.5%	10.7%	5.8%
Q18-7. Sewer services	21.0%	51.0%	20.7%	5.1%	2.1%
Q18-8. Overall management of public stormwater runoff/drainage/flood control	10.2%	41.5%	25.7%	16.3%	6.3%
Q18-9. Stream & lake protection	5.8%	34.4%	32.3%	17.3%	10.1%
Q18-10. Waste, recycling, & yard waste education & communications (knowing what items should be recycled, cost of contamination, etc.)	10.0%	33.3%	28.8%	20.7%	7.2%
Q18-11. Tree canopy	6.7%	34.7%	32.1%	20.3%	6.3%
Q18-12. Overall readiness to respond to climate-related challenges	4.8%	20.0%	38.4%	26.0%	10.8%

Q19. How likely would you be to participate in separating food waste from your garbage if the City provided a cart and weekly curbside collection?

Q19. How likely would you be to participate in separating food waste from your garbage	Number	Percent
Very likely	376	45.6 %
Somewhat likely	171	20.7 %
Not likely	121	14.7 %
I already compost food waste	126	15.3 %
Not provided	31	3.8 %
Total	825	100.0 %

WITHOUT NOT PROVIDED

Q19. How likely would you be to participate in separating food waste from your garbage if the City provided a cart and weekly curbside collection? (without "not provided")

Q19. How likely would you be to participate in separating food waste from your garbage	Number	Percent
Very likely	376	47.4 %
Somewhat likely	171	21.5 %
Not likely	121	15.2 %
I already compost food waste	126	15.9 %
Total	794	100.0 %

Q20. Which of the following would motivate you to use these rebates?

Q20. Which following would motivate you to use these rebates	Number	Percent
Guidance of what technologies are covered & how to take advantage of the rebates	519	62.9 %
Access to low interest loans for upfront costs	262	31.8 %
Access to low interest loans for upfront costs	156	18.9 %
Assistance finding a reputable local contractor	319	38.7 %
Help calculating total cost & savings estimates, including rebates & lowered energy bills	392	47.5 %
Meeting a neighbor who already implemented these technologies	194	23.5 %
Other	29	3.5 %
None of the above	77	9.3 %
Total	1948	

Q22. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

Q22. Have you had trouble accessing the healthcare they need in past year	Number	Percent
Yes	143	17.3 %
No	674	81.7 %
Not provided	8	1.0 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q22. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")**

Q22. Have you had trouble accessing the healthcare they need in past year	Number	Percent
Yes	143	17.5 %
No	674	82.5 %
Total	817	100.0 %

Q23. Have you voted in the past 5 years?

Q23. Have you voted in past 5 years	Number	Percent
Yes	773	93.7 %
No	52	6.3 %
Total	825	100.0 %

Q23a. How would you rate your overall satisfaction with your voting experience.

Q23a. How would you rate your overall satisfaction with your voting experience	Number	Percent
Very satisfied	444	57.4 %
Satisfied	232	30.0 %
Neutral	55	7.1 %
Dissatisfied	30	3.9 %
Very dissatisfied	12	1.6 %
Total	773	100.0 %

Q25a. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q25a-1. Availability of information about County programs & services	4.7%	24.2%	29.0%	13.7%	3.3%	25.1%
Q25a-2. Ease of locating information on County website	5.1%	26.2%	26.7%	9.1%	3.0%	29.9%
Q25a-3. Your experience engaging with County government process	4.0%	20.7%	27.4%	7.6%	2.3%	37.9%
Q25a-4. Level of public involvement in local decisions with County	2.7%	14.7%	28.8%	14.2%	6.9%	32.7%
Q25a-5. County efforts to keep you informed about local issues	3.2%	15.6%	26.9%	19.8%	6.7%	27.9%
Q25a-6. Your ability to receive timely emergency & disaster information	10.1%	33.0%	22.4%	6.9%	1.8%	25.8%

WITHOUT NA

Q25a. 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=825)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25a-1. Availability of information about County programs & services	6.3%	32.4%	38.7%	18.3%	4.4%
Q25a-2. Ease of locating information on County website	7.3%	37.4%	38.1%	13.0%	4.3%
Q25a-3. Your experience engaging with County government process	6.4%	33.4%	44.1%	12.3%	3.7%
Q25a-4. Level of public involvement in local decisions with County	4.0%	21.8%	42.9%	21.1%	10.3%
Q25a-5. County efforts to keep you informed about local issues	4.4%	21.7%	37.3%	27.4%	9.2%
Q25a-6. Your ability to receive timely emergency & disaster information	13.6%	44.4%	30.2%	9.3%	2.5%

Q25b. 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?

Q25b. Have you contacted County employees or visited County website during past year	Number	Percent
Yes	260	31.5 %
No	565	68.5 %
Total	825	100.0 %

Q25c. Please rate your satisfaction with your experience interacting with the County Government department you contacted.

(N=260)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q25c-1. How easy County government was to contact	17.7%	39.6%	20.4%	10.8%	6.2%	5.4%
Q25c-2. Courtesy of County employee(s) you interacted with	23.5%	40.4%	18.5%	4.2%	3.1%	10.4%
Q25c-3. Accuracy of information you were given	22.3%	41.2%	20.8%	8.1%	2.7%	5.0%
Q25c-4. Appropriateness of County employees' response	21.5%	38.5%	17.7%	7.7%	3.5%	11.2%
Q25c-5. Timeliness of County employees' response	19.2%	37.7%	21.2%	8.5%	3.5%	10.0%
Q25c-6. Resolution of your issue/concern	20.4%	35.4%	20.0%	11.2%	6.5%	6.5%

WITHOUT NA

Q25C. Please rate your satisfaction with your experience interacting with the County Government department you contacted. (without "N/A")

(N=260)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25c-1. How easy County government was to contact	18.7%	41.9%	21.5%	11.4%	6.5%
Q25c-2. Courtesy of County employee(s) you interacted with	26.2%	45.1%	20.6%	4.7%	3.4%
Q25c-3. Accuracy of information you were given	23.5%	43.3%	21.9%	8.5%	2.8%
Q25c-4. Appropriateness of County employees' response	24.2%	43.3%	19.9%	8.7%	3.9%
Q25c-5. Timeliness of County employees' response	21.4%	41.9%	23.5%	9.4%	3.8%
Q25c-6. Resolution of your issue/concern	21.8%	37.9%	21.4%	11.9%	7.0%

Q26. How do you hear or receive information about community issues, services, and events?

Q26. How do you hear or receive information about community issues, services, & events	Number	Percent
City website (DurhamNC.gov)	403	48.8 %
City Twitter/X feed	60	7.3 %
City Facebook page	179	21.7 %
County website (DCONC.gov)	190	23.0 %
County Twitter/X feed	23	2.8 %
County Facebook page	75	9.1 %
Nextdoor	197	23.9 %
City of Durham TV show	46	5.6 %
Durham County TV show	23	2.8 %
Mailings or other direct contact with City of Durham departments	320	38.8 %
Mailings or other direct contact with Durham County departments	207	25.1 %
Traditional media (TV, newspapers, other social media)	320	38.8 %
Friends/colleagues/word of mouth	402	48.7 %
Other	52	6.3 %
Total	2497	

Q27. From the list of local government services below, please select the top five to increase funding for.

Q27. What local government services that need increased funding	Number	Percent
Public school operations (teachers, salaries)	555	67.3 %
Affordable housing	529	64.1 %
Street maintenance	342	41.5 %
Sidewalk construction	282	34.2 %
Universal Pre-K	279	33.8 %
Youth programming	275	33.3 %
Law enforcement-led safety initiatives	263	31.9 %
Job creation/training	257	31.2 %
Social services	238	28.8 %
Community-led safety initiatives	188	22.8 %
Court services	53	6.4 %
Other	53	6.4 %
I would not increase funding for any of these	22	2.7 %
Total	3336	

Q28. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

Q28. How willing would you be to pay fees instead of taxes	Number	Percent
Very willing	100	12.1 %
Willing	233	28.2 %
Not sure	327	39.6 %
Not willing	136	16.5 %
Not provided	29	3.5 %
Total	825	100.0 %

WITHOUT NOT PROVIDED

Q28. 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")

Q28. How willing would you be to pay fees instead of taxes	Number	Percent
Very willing	100	12.6 %
Willing	233	29.3 %
Not sure	327	41.1 %
Not willing	136	17.1 %
Total	796	100.0 %

Q29. 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=825)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q29-1. As a place to live	21.3%	50.5%	14.4%	8.6%	2.8%	2.3%
Q29-2. As a place to work	18.5%	44.7%	15.4%	6.9%	2.9%	11.5%
Q29-3. As a place to play	14.5%	41.7%	24.5%	11.5%	3.5%	4.2%
Q29-4. As a place to raise children	10.9%	29.9%	19.6%	15.0%	5.9%	18.5%
Q29-5. As a place to educate children	6.7%	23.9%	20.6%	18.4%	12.4%	18.1%
Q29-6. As a place to retire	12.0%	30.3%	20.5%	17.0%	8.7%	11.5%
Q29-7. As a place to visit	20.2%	44.0%	19.5%	9.1%	3.2%	4.0%
Q29-8. As a place to start a business	9.1%	26.1%	24.2%	7.0%	3.8%	29.8%
Q29-9. As a community that is moving in the right direction	11.4%	36.4%	25.9%	12.7%	9.0%	4.6%
Q29-10. As a community that values diversity of residents	18.4%	39.9%	22.9%	8.4%	4.5%	5.9%

WITHOUT NA

Q29. 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=825)

	Excellent	Good	Neutral	Below average	Poor
Q29-1. As a place to live	21.8%	51.7%	14.8%	8.8%	2.9%
Q29-2. As a place to work	21.0%	50.5%	17.4%	7.8%	3.3%
Q29-3. As a place to play	15.2%	43.5%	25.6%	12.0%	3.7%
Q29-4. As a place to raise children	13.4%	36.8%	24.1%	18.5%	7.3%
Q29-5. As a place to educate children	8.1%	29.1%	25.1%	22.5%	15.1%
Q29-6. As a place to retire	13.6%	34.2%	23.2%	19.2%	9.9%
Q29-7. As a place to visit	21.1%	45.8%	20.3%	9.5%	3.3%
Q29-8. As a place to start a business	13.0%	37.1%	34.5%	10.0%	5.4%
Q29-9. As a community that is moving in the right direction	11.9%	38.1%	27.2%	13.3%	9.4%
Q29-10. As a community that values diversity of residents	19.6%	42.4%	24.4%	8.9%	4.8%

Q30. Approximately how many years have you lived in Durham?

<u>Q30. How many years have you lived in Durham</u>	<u>Number</u>	<u>Percent</u>
0-5	182	22.1 %
6-10	122	14.8 %
11-15	89	10.8 %
16-20	83	10.1 %
21-30	125	15.2 %
31+	215	26.1 %
Not provided	9	1.1 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q30. Approximately how many years have you lived in Durham? (without "not provided")**

<u>Q30. How many years have you lived in Durham</u>	<u>Number</u>	<u>Percent</u>
0-5	182	22.3 %
6-10	122	15.0 %
11-15	89	10.9 %
16-20	83	10.2 %
21-30	125	15.3 %
31+	215	26.3 %
Total	816	100.0 %

Q31. What is your age?

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	155	18.8 %
35-44	164	19.9 %
45-54	162	19.6 %
55-64	167	20.2 %
65+	163	19.8 %
Not provided	14	1.7 %
Total	825	100.0 %

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

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	155	19.1 %
35-44	164	20.2 %
45-54	162	20.0 %
55-64	167	20.6 %
65+	163	20.1 %
Total	811	100.0 %

Q32. What is your gender?

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	400	48.5 %
Female	410	49.7 %
Non-binary	10	1.2 %
Other	2	0.2 %
<u>Not provided</u>	<u>3</u>	<u>0.4 %</u>
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q32. What is your gender? (without "not provided")**

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	400	48.7 %
Female	410	49.9 %
Non-binary	10	1.2 %
<u>Other</u>	<u>2</u>	<u>0.2 %</u>
Total	822	100.0 %

Q32-4. Self-describe your gender:

<u>Q32-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Fluid	1	50.0 %
<u>Transmale</u>	<u>1</u>	<u>50.0 %</u>
Total	2	100.0 %

Q33. Do you own or rent your current residence?

<u>Q33. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	557	67.5 %
Rent	265	32.1 %
Not provided	3	0.4 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q33. Do you own or rent your current residence? (without "not provided")**

<u>Q33. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	557	67.8 %
Rent	265	32.2 %
Total	822	100.0 %

Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

<u>Q34. Are you of Hispanic, Latino, or other Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	108	13.1 %
No	712	86.3 %
Not provided	5	0.6 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q34. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

<u>Q34. Are you of Hispanic, Latino, or other Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	108	13.2 %
No	712	86.8 %
Total	820	100.0 %

Q35. Which of the following best describes your race/ethnicity?

<u>Q35. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	47	5.7 %
Black or African American	299	36.2 %
American Indian or Alaska Native	6	0.7 %
White	428	51.9 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Other	19	2.3 %
Total	801	

Q35-6. Self-describe your race/ethnicity:

<u>Q35-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	7	36.8 %
Latino	2	10.5 %
Mixed	2	10.5 %
Caribbean Black	1	5.3 %
Chicana, Irish, and British	1	5.3 %
Ashkenazi Jew	1	5.3 %
German and Native American	1	5.3 %
Jewish	1	5.3 %
Middle Eastern and North African	1	5.3 %
South American Mestizo	1	5.3 %
<u>Latino or Chicana</u>	<u>1</u>	<u>5.3 %</u>
Total	19	100.0 %

Q36. What is the primary language used in your household?

Q36. Primary language used in your household	Number	Percent
English	778	94.3 %
Spanish	26	3.2 %
Other	12	1.5 %
Not provided	9	1.1 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q36. What is the primary language used in your household? (without "not provided")**

Q36. Primary language used in your household	Number	Percent
English	778	95.3 %
Spanish	26	3.2 %
Other	12	1.5 %
Total	816	100.0 %

Q36-3. Other:

Q36-3. Other	Number	Percent
Hindi	1	11.1 %
Hungarian	1	11.1 %
Ukrainian	1	11.1 %
German	1	11.1 %
Urdu	1	11.1 %
French	1	11.1 %
Arabic	1	11.1 %
Russian	1	11.1 %
Amharic	1	11.1 %
Total	9	100.0 %

Q38. Would you say your total annual household income is...

<u>Q38. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	99	12.0 %
\$30K-\$59,999	190	23.0 %
\$60K-\$99,999	196	23.8 %
\$100K+	244	29.6 %
Not provided	96	11.6 %
Total	825	100.0 %

WITHOUT NOT PROVIDED**Q38. Would you say your total annual household income is... (without "not provided")**

<u>Q38. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	99	13.6 %
\$30K-\$59,999	190	26.1 %
\$60K-\$99,999	196	26.9 %
\$100K+	244	33.5 %
Total	729	100.0 %



6

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

www.dconcc.gov

November 28, 2023

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 that have an impact on our quality of life. We want you to be a part of this process by taking a few minutes to complete the enclosed *2023 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.

Sincerely,

Wanda S. Page
City Manager

Dr. Kimberly J. Sowell
County Manager

cc: Enclosure

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

2023 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. 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?

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
3. The presence of HEART makes me more likely to call 911	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
5. 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. On average, how often do you use GoDurham?

____(1) Never ____ (2) 1 to 2 times per month ____ (3) 1 to 3 times per week ____ (4) More than 3 times per week

15. Please select the THREE features/amenities that GoDurham could add to its current transit service that would make it more appealing for you to use public transportation? [Select up to three.]

- ____ (1) Permanently eliminate fares or lower fares
- ____ (2) More frequent service
- ____ (3) Better on-time performance/reliable trip times or shorter trip times
- ____ (4) Shelter and seating at transit stops/stations
- ____ (5) More routes
- ____ (6) Easier to use
- ____ (7) Additional security
- ____ (8) Nothing - I'm not interested in using GoDurham

16. 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

17. Which THREE items from the list in Question 16 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 16.]

1st: ____ 2nd: ____ 3rd: ____

18. 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

19. How likely would you be to participate in separating food waste from your garbage if the City provided a cart and weekly curbside collection?

___(4) Very likely ___(3) Somewhat likely ___(2) Not likely ___(1) I already compost food waste

There are rebates and tax credits available to make climate-friendly home improvements such as weatherization, installing heat pumps and solar panels, or switching to electric appliances and vehicles.

20. Which of the following would motivate you to use these rebates? [Check all that apply.]

- ___(1) Guidance of what technologies are covered and how to take advantage of the rebates
- ___(2) Access to low interest loans for upfront costs
- ___(3) Access to low interest loans for upfront costs
- ___(4) Assistance finding a reputable local contractor
- ___(5) Help calculating total cost and savings estimates, including rebates and lowered energy bills
- ___(6) Meeting a neighbor who already implemented these technologies
- ___(7) Other: _____
- ___(8) None of the above

21. 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.]

22. Have you or someone in your household had trouble accessing the healthcare they need in the past year? ___(1) Yes ___(2) No

23. Have you voted in the past 5 years? ___(1) Yes [Answer Q23a.] ___(2) No [Skip to Q24.]

23a. How would you rate your overall satisfaction with your voting experience.

- ___(5) Very satisfied [Skip to Q24.]
- ___(2) Dissatisfied [Answer Q23b.]
- ___(4) Satisfied [Skip to Q24.]
- ___(1) Very dissatisfied [Answer Q23b.]
- ___(3) Neutral [Skip to Q24.]

23b. If you answered "Dissatisfied" or "Very Dissatisfied" to Q23a, what is the reason why?

The following questions will ask you to rate your customer service experience with the City of Durham and Durham County, separately. If you are a CITY resident, please answer Questions 24a-c and 25a-c. If you are a COUNTY resident outside of City limits, please skip to Questions 25a-c.

City Residents Only

24a. **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	5	4	3	2	1	9

24b. During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?

___(1) Yes [Answer Q24c.] ___(2) No [Skip to Q25a.]

24c. Please rate your satisfaction with your experience interacting with the City government department 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

25a. 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

25b. 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 Q25c.] ___ (2) No [Skip to Q26.]

25c. 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. How do you hear or receive information about community issues, services, and events? [Check all that apply.]

- | | |
|--------------------------------------|---|
| ___ (01) City website (DurhamNC.gov) | ___ (08) City of Durham TV show |
| ___ (02) City Twitter/X feed | ___ (09) Durham County TV show |
| ___ (03) City Facebook page | ___ (10) Mailings or other direct contact with City of Durham departments |
| ___ (04) County Website (DCONC.gov) | ___ (11) Mailings or other direct contact with Durham County departments |
| ___ (05) County Twitter/X feed | ___ (12) Traditional media (TV, newspapers, other social media) |
| ___ (06) County Facebook page | ___ (13) Friends/colleagues/word of mouth |
| ___ (07) Nextdoor | ___ (14) Other: _____ |

27. From the list of local government services below, please select the top five to increase funding for. [Select up to five choices.]

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

28. 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

29. **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

30. Approximately how many years have you lived in Durham? _____ years

31. What is your age? _____ years

32. What is your gender?

___(1) Male ___(2) Female ___(3) Non-binary ___(4) Other: _____

33. Do you own or rent your current residence? ___(1) Own ___(2) Rent

34. Are you of Hispanic, Latino, or other Spanish ancestry? ___(1) Yes ___(2) No

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

___(01) Asian or Asian Indian ___(04) White
 ___(02) Black or African American ___(05) Native Hawaiian or other Pacific Islander
 ___(03) American Indian or Alaska Native ___(99) Other: _____

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

___(1) English ___(2) Spanish ___(3) Other: _____

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

38. 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 and fully completing this survey, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card. To enter the drawing, please provide your email and/or phone number below:

Email: _____ Phone Number: _____

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.