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November 2020

Dear Durham Resident:

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

An important part of this planning process involves gathering input from residents on a wide range of issues impacting our quality of life. We want you to be a part of this process by taking a few minutes to complete the enclosed *2020 Durham Resident Survey*.

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

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

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

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

Wanda S. Page
 Interim City Manager

Wendell M. Davis
 County Manager

cc: Enclosure

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

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. This survey is intended for Durham City and County residents only. If you would like to complete this survey online, please go to www.durhamresident.org.

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. **COVID-19 Response.** Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? 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. City Government	5	4	3	2	1	9
2. County Government	5	4	3	2	1	9
3. State Government	5	4	3	2	1	9
4. Federal Government	5	4	3	2	1	9
5. Durham Public School System	5	4	3	2	1	9

5. **Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.** [Write in your answers using the numbers from the list below.]

- | | |
|--|--|
| (01) Utility payment assistance | (08) Providing PPE (face masks, hand sanitizer and other protective equipment) |
| (02) Housing and rent assistance | (09) Creating more testing access |
| (03) Food | (10) Quarantine spaces for families and individuals |
| (04) Ensuring access to medical health services | (11) Communicating information about COVID-19 |
| (05) Ensuring access to behavioral health services | (12) Ensuring safe schooling through Durham Public Schools |
| (06) Preventing COVID-19 Spread | (13) Other: (Please list): _____ |
| (07) Helping small businesses | |

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

6. **How often do you wear a mask in the following settings?**

	Always	Frequently	Sometimes	Rarely	Never	N/A
1. Public indoor gathering	5	4	3	2	1	9
2. Private indoor gathering with people you don't live with	5	4	3	2	1	9
3. Public outdoor gathering	5	4	3	2	1	9
4. Private outdoor gathering with people you don't live with	5	4	3	2	1	9
5. Workplace	5	4	3	2	1	9

7. **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

8. **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

9. 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

10. 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

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

____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) N/A

12. 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

13. 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
1. Greenways and trails	5	4	3	2	1	9
2. Outdoor athletic fields and courts (e.g. baseball, soccer, futsal, tennis)	5	4	3	2	1	9
3. Customer service provided by the city's Parks and Recreation staff	5	4	3	2	1	9
4. Public art	5	4	3	2	1	9

14. 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

15. **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

16. 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? [Write in your answers below using the numbers from the list in Question 15.]

1st: _____ 2nd: _____ 3rd: _____

- 17a. **Multi-Modal Transportation.** If you **do not or have not ridden public transit** in Durham, please select up to 3 reasons why not from the options listed below.

- ____ (1) It is too far from my home to the nearest bus stop
 ____ (2) The bus does not serve where I need to go
 ____ (3) I prefer driving my car/need to use my car
 ____ (4) I have safety concerns
 ____ (5) The bus would take too long
 ____ (6) Other: _____
 ____ (7) We ride public transit in Durham

- 17b. If you **DO ride or have ridden public transit** in Durham, please select up to 3 reasons why from the options listed below.

- ____ (1) I don't have/cannot use a car
 ____ (2) The bus gets me where I need to go in a reasonable amount of time
 ____ (3) I ride the bus for environmental reasons
 ____ (4) Parking at my work is difficult/expensive
 ____ (5) Taking the bus is cheaper than driving
 ____ (6) Other: _____
 ____ (7) We **don't** ride public transit in Durham

18. 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 (GoDurham)	5	4	3	2	1	9
4. Quality of downtown parking facilities	5	4	3	2	1	9
5. The ability in your neighborhood to run, walk, bike, and exercise outdoors	5	4	3	2	1	9

19. Solid Waste and Utility 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
1. Solid waste collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yard waste (leaves/tree limbs) collection services for subscriber members	5	4	3	2	1	9
4. City Waste Disposal and Recycling Center (2115 East Club)	5	4	3	2	1	9
5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, and Rougemont)	5	4	3	2	1	9
6. Quality of drinking water	5	4	3	2	1	9
7. Sewer services	5	4	3	2	1	9
8. Overall management of public stormwater runoff/drainage/flood control	5	4	3	2	1	9
9. Stream and lake protection	5	4	3	2	1	9

20. Please rank the importance of the following planning goals, where 1 is "Most Important" and 6 is "Least Important."

- ☐ Durham residents learn about new development with enough notice to have their voice heard in the process
☐ It is easy for residents to have a say in new development proposals
☐ The character of Durham's neighborhoods should stay the same
☐ Durham should have more racially and economically integrated neighborhoods
☐ I would like to have shopping and employment opportunities close to where I live
☐ I would be OK with a greater variety of housing types and sizes in my neighborhood

21. What can the City and County do to make sure all children and youth in Durham reach their full potential and thrive? [If your response relates to a certain age group, please specify the ages.]

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 22a-d and 23a-d. If you are a COUNTY resident outside of City limits, please skip to Questions 23a-d.

City Residents Only

22a. 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

22b. Please tell us how often you typically get important City of Durham government-related information.

How often do you get City of Durham information from...	Daily	A few times a week	Weekly	Once or twice a month	Almost never	Never
1. City of Durham website	6	5	4	3	2	1
2. City of Durham Twitter feed	6	5	4	3	2	1
3. City of Durham Facebook page	6	5	4	3	2	1
4. Mailings of other direct contact from City of Durham departments	6	5	4	3	2	1
5. Durham Television Network	6	5	4	3	2	1
6. Traditional media (TV, newspapers, or their social media)	6	5	4	3	2	1
7. Friends/Colleagues/Word of Mouth	6	5	4	3	2	1
8. Other: _____	6	5	4	3	2	1

22c. 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 Q22d.] ____ (2) No [Skip to Q23a.]

22d. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," 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

23a. 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 get timely emergency/disaster information 24 hours a day	5	4	3	2	1	9

23b. Please tell us how often you typically get important Durham County government-related information.

How often do you get Durham County information from...	Daily	A few times a week	Weekly	Once or twice a month	Almost never	Never
1. Durham County website	6	5	4	3	2	1
2. Durham County Twitter feed	6	5	4	3	2	1
3. Durham County Facebook page	6	5	4	3	2	1
4. Durham County Nextdoor	6	5	4	3	2	1
5. Mailings of other direct contact from Durham County departments	6	5	4	3	2	1
6. Durham County TV Show	6	5	4	3	2	1
7. Traditional media (TV, newspapers, or their social media)	6	5	4	3	2	1
8. Friends/Colleagues/Word of Mouth	6	5	4	3	2	1
9. Other: _____	6	5	4	3	2	1

23c. 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 Q23d.] ____ (2) No [Skip to Q24.]

23d. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," 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

24. 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
1. As a place to live	5	4	3	2	1	9
2. As a place to work	5	4	3	2	1	9
3. As a place to play	5	4	3	2	1	9
4. As a place to raise children	5	4	3	2	1	9
5. As a place to educate children	5	4	3	2	1	9
6. As a place to retire	5	4	3	2	1	9
7. As a place to visit	5	4	3	2	1	9
8. As a place to start a business	5	4	3	2	1	9
9. As a community that is moving in the right direction	5	4	3	2	1	9

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

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

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

____(1) Yes ____ (2) No

27. If you voted recently, was there anything particularly good or bad about your voting experience?

28. Approximately how many years have you lived in Durham? ____ years

29. What is your age? ____ years

30. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Non-binary/Other

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

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

- | | | |
|---------------------------------|---------------------------------|-----------------------|
| ____ (1) Asian/Pacific Islander | ____ (3) Native American/Inuit | ____ (5) Other: _____ |
| ____ (2) White | ____ (4) Black/African American | |

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

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

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

34a. If the primary language is not English, how might we better provide services and engage with you?

35. 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