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December 2022

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 *2022 Durham Resident Survey*.

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

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

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

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

Wanda S. Page
City Manager

Dr. Kimberly J. Sowell
County Manager

cc: Enclosure

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

2022 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 7, what are the reasons you feel unsafe?

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. Which THREE items from the list in Question 12 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 12.]

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

14. 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

15. **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

16. 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

17. 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.]*

18. Have you voted in the past 5 years?

☐ (1) Yes *[Answer Q18a.]* ☐ (2) No *[Skip to Q19.]*

- 18a. How would you rate your overall satisfaction with your voting experience.

☐ (5) Very Satisfied *[Skip to Q19.]* ☐ (2) Dissatisfied *[Answer Q18b.]*
☐ (4) Satisfied *[Skip to Q19.]* ☐ (1) Very Dissatisfied *[Answer Q18b.]*
☐ (3) Neutral *[Skip to Q19.]*

- 18b. If you answered "Dissatisfied" or "Very Dissatisfied" to Q18a, 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 19a-c and 20a-c. If you are a COUNTY resident outside of City limits, please skip to Questions 20a-c.

City Residents Only

19a. 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

19b. 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 Q19c.] ____ (2) No [Skip to Q20a.]

19c. 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

20a. 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

20b. 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 Q20c.] ____ (2) No [Skip to Q21.]

20c. 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

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

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

22. From the lists below, organized by City Strategic Plan Goals, please select the top 3 focus areas for each goal that the City should concentrate on in the next 3 to 5 years.

Goal 1: Shared Economic Prosperity [Select up to 3.]

- ☐ (1) Provide tools and resources to help local, small businesses become and remain successful.
- ☐ (2) Establish rules encouraging and supporting local businesses so they can benefit from doing work for the City.
- ☐ (3) Connect residents to quality job opportunities in high-demand fields so they can provide for themselves and their families.
- ☐ (4) Provide job training for residents to prepare them for employment opportunities.
- ☐ (5) Build and maintain relationships with private-sector companies to benefit residents, neighborhoods, and local businesses.

Goal 2: Building a Safer Community Together [Select up to 3.]

- ☐ (1) Coordinate with other agencies to provide support and resources to help people with quality-of-life concerns beyond what law enforcement can provide.
- ☐ (2) Build relationships and trust between neighbors and public safety providers to encourage working together to create safer communities.
- ☐ (3) Hold community events where residents can interact with multiple public safety providers to foster improved trust and create opportunities for safety-related education.
- ☐ (4) Recognize and support the unique wellness needs of Public Safety staff to ensure they remain healthy and engaged in service to the community.
- ☐ (5) Recruit and keep dedicated public safety employees to ensure quality services and responsiveness to the community.
- ☐ (6) Continue prioritizing crime reduction strategies and response efforts to create safer neighborhoods

Goal 3: Connected, Engaged & Diverse Community [Select up to 3.]

- ☐ (1) Enhance community engagement efforts and events to do a better job of bringing neighbors together.
- ☐ (2) Continue to build affordable homes, renovate existing properties, and provide helpful services for renters and homeowners with below average incomes so they can continue to live, work, and play in Durham.
- ☐ (3) Provide opportunities for residents to have a voice in local government planning and decision-making so decisions reflect their priorities.
- ☐ (4) Connect residents with local community resources such as the city's many parks and recreational facilities.
- ☐ (5) Close the gap between residents who can access technology (e.g., computers and the internet) and those who cannot
- ☐ (6) Use art and cultural experiences to create a sense of community

Goal 4: Thriving and Vibrant Environment [Select up to 3.]

- ☐ (1) Continue to replace gas-powered City vehicles with electric vehicles, and build a network of charging stations for residents to use to help reduce air pollution and decrease our carbon footprint.
- ☐ (2) Manage and preserve tree canopy, open space, and natural habitats to benefit current residents and future generations.
- ☐ (3) Continue to transition City buildings and operations to run on clean, renewable energy sources, such as solar and battery storage, and to promote renewable energy resources to help residents benefit from lower energy bills, less air pollution, and less greenhouse gas emissions.
- ☐ (4) Reduce the amount of trash sent to the landfill by encouraging residents to reuse and recycle.
- ☐ (5) Maintain and improve existing City buildings, streets, sidewalks, water and sewer lines, parks, community centers, and more so they can continue to serve the community

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

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
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

25. From the list of local government services below, please select the top 5 to increase funding for. [Select up to 5 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
____ (04) Universal Pre-K ____ (10) Public school operations (teachers, funding for any of these
____ (05) Social services salaries)
____ (06) Youth programming ____ (11) Court services

26. 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

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

28. What is your age? ____ years

29. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Other: _____

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

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

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

- ____ (01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
____ (02) Black or African American ____ (06) Hispanic, Spanish, or Latino/a/x
____ (03) American Indian or Alaska Native ____ (99) Other: _____
____ (04) White

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

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

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