

# City of Durham 2015 Resident Survey *Appendix A: GIS Maps*

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Findings  
Report

**Submitted to the City of Durham, NC by:**

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**January 2016**

## Interpreting the Maps

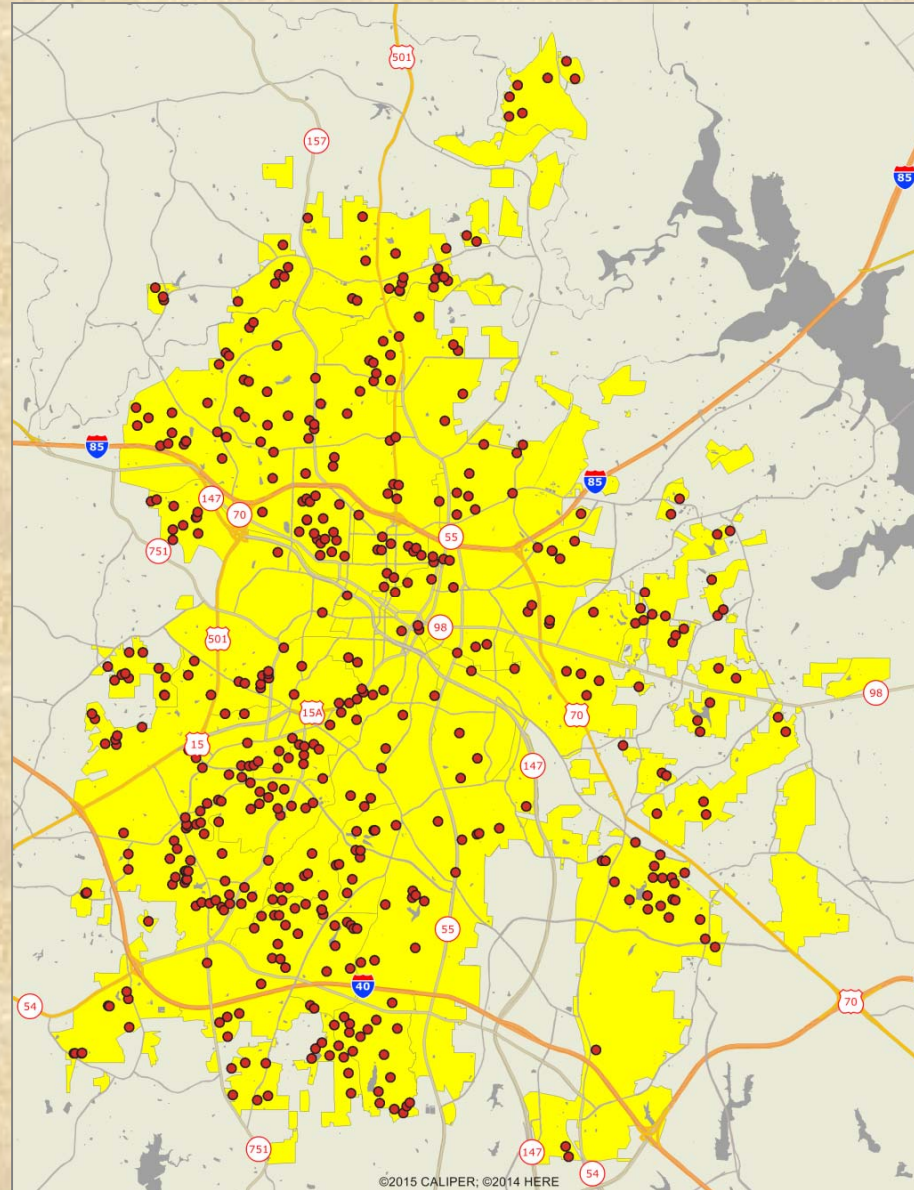
The maps on the following pages show the mean ratings for several questions by Census Block Group in the City of Durham.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

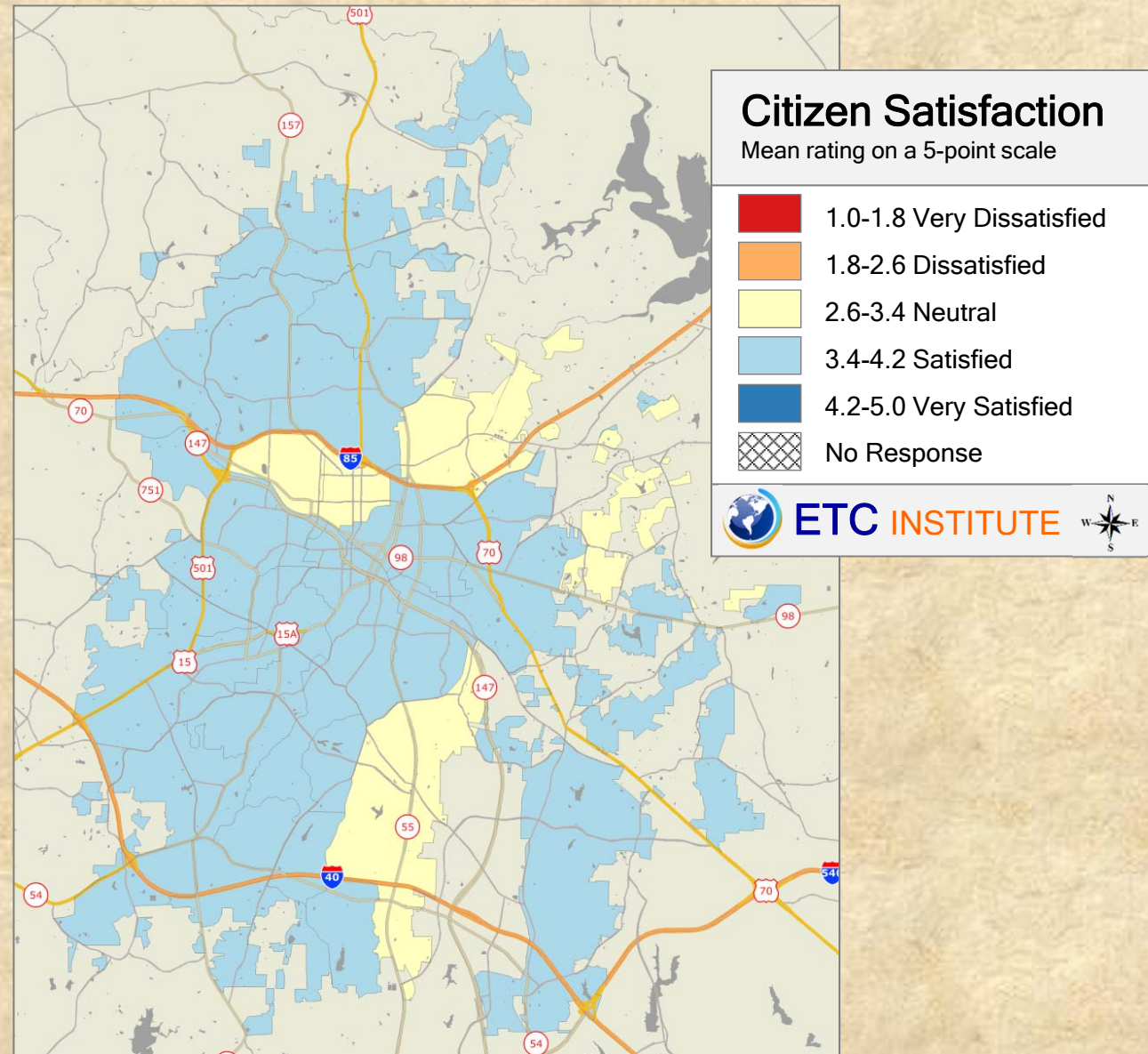
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of “very satisfied” or “satisfied” responses, higher levels of “very safe” or “safe” responses or higher levels of “excellent” or “good” responses depending upon the type of question.
- **YELLOW** shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **DARK/ORANGE** shades indicate NEGATIVE ratings. Shades of red generally indicate higher levels of “dissatisfied” or “very dissatisfied” responses, higher levels of “unsafe” or “very unsafe” responses or higher levels of “below average” or “poor” responses depending on the type of question.

## Location of Survey Respondents



## City of Durham 2015 Resident Survey

## Q1-1. Satisfaction with the Overall Quality of Police Protection

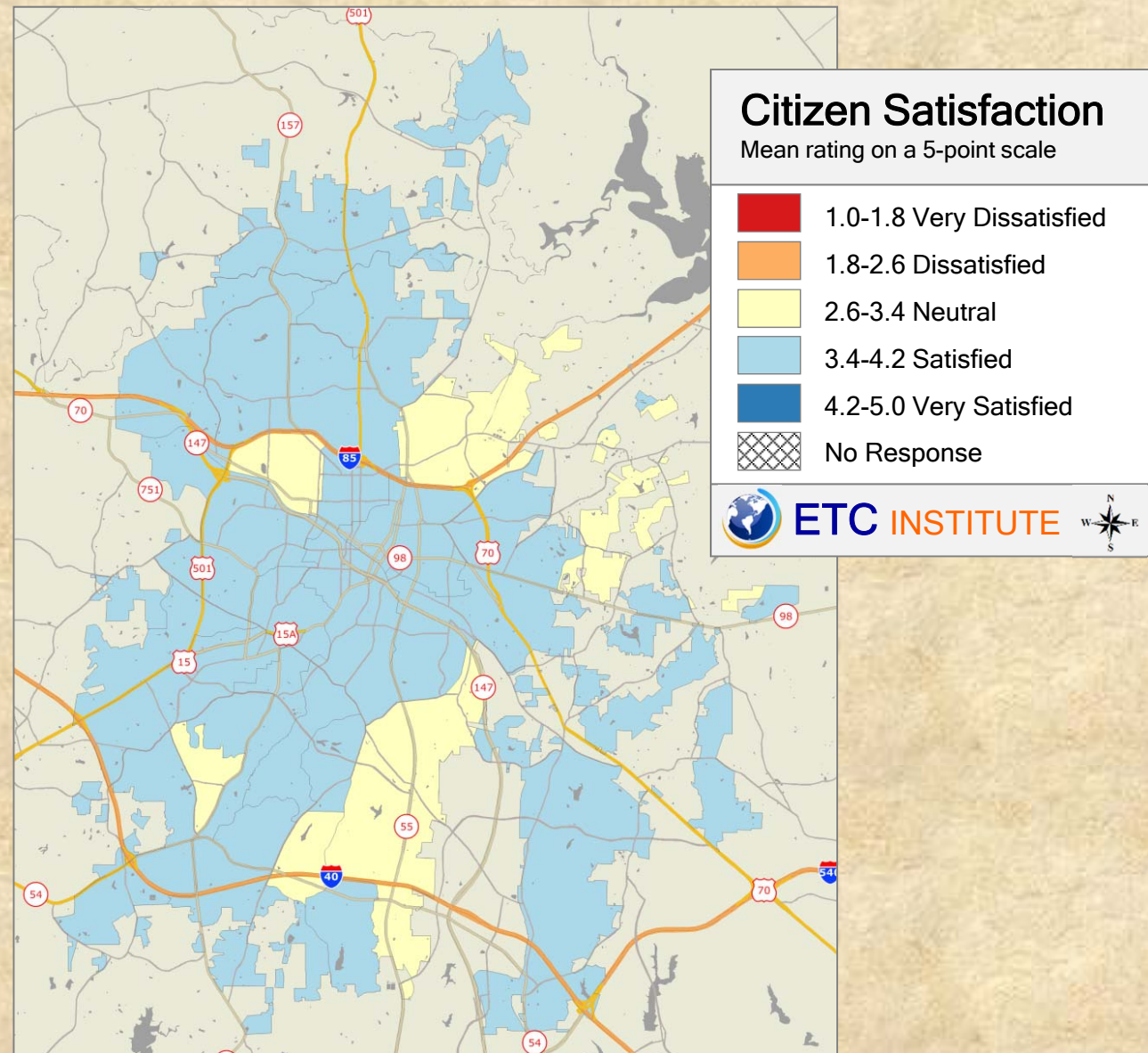


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



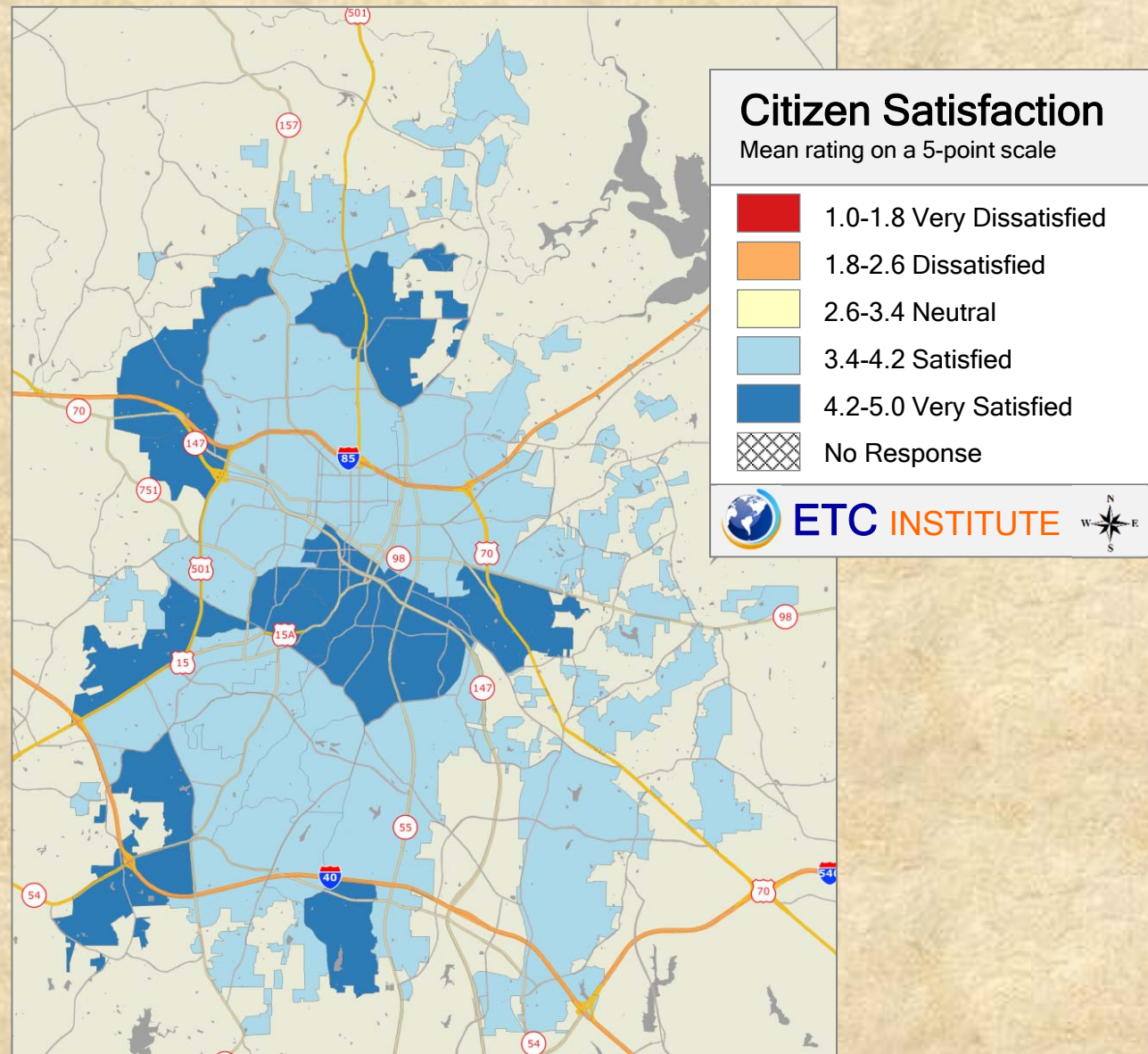
## Q1-2. Satisfaction with the Overall Quality of Sheriff Protection



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-3. Satisfaction with the Overall Quality of Fire Protection and Rescue Services

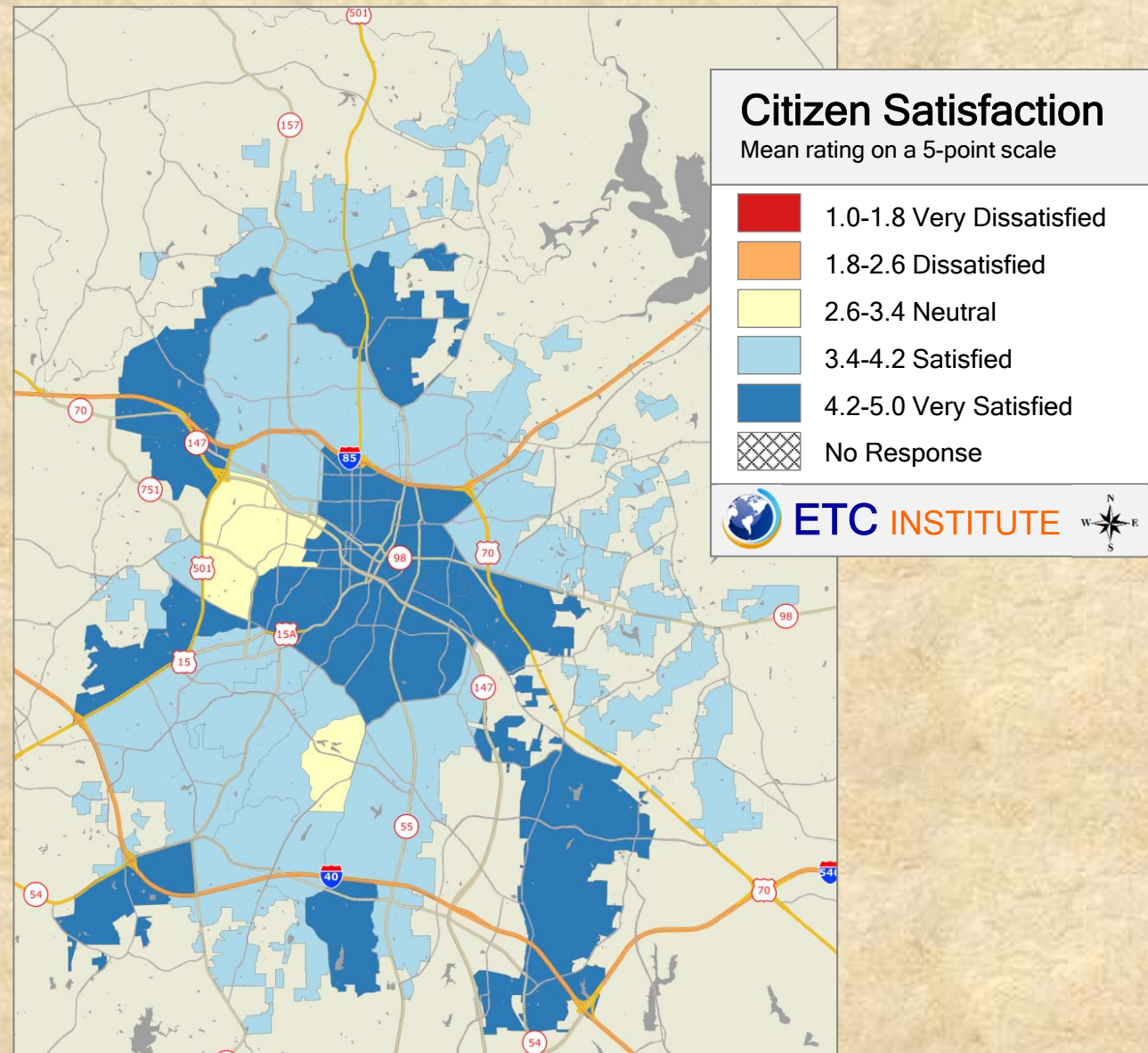


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



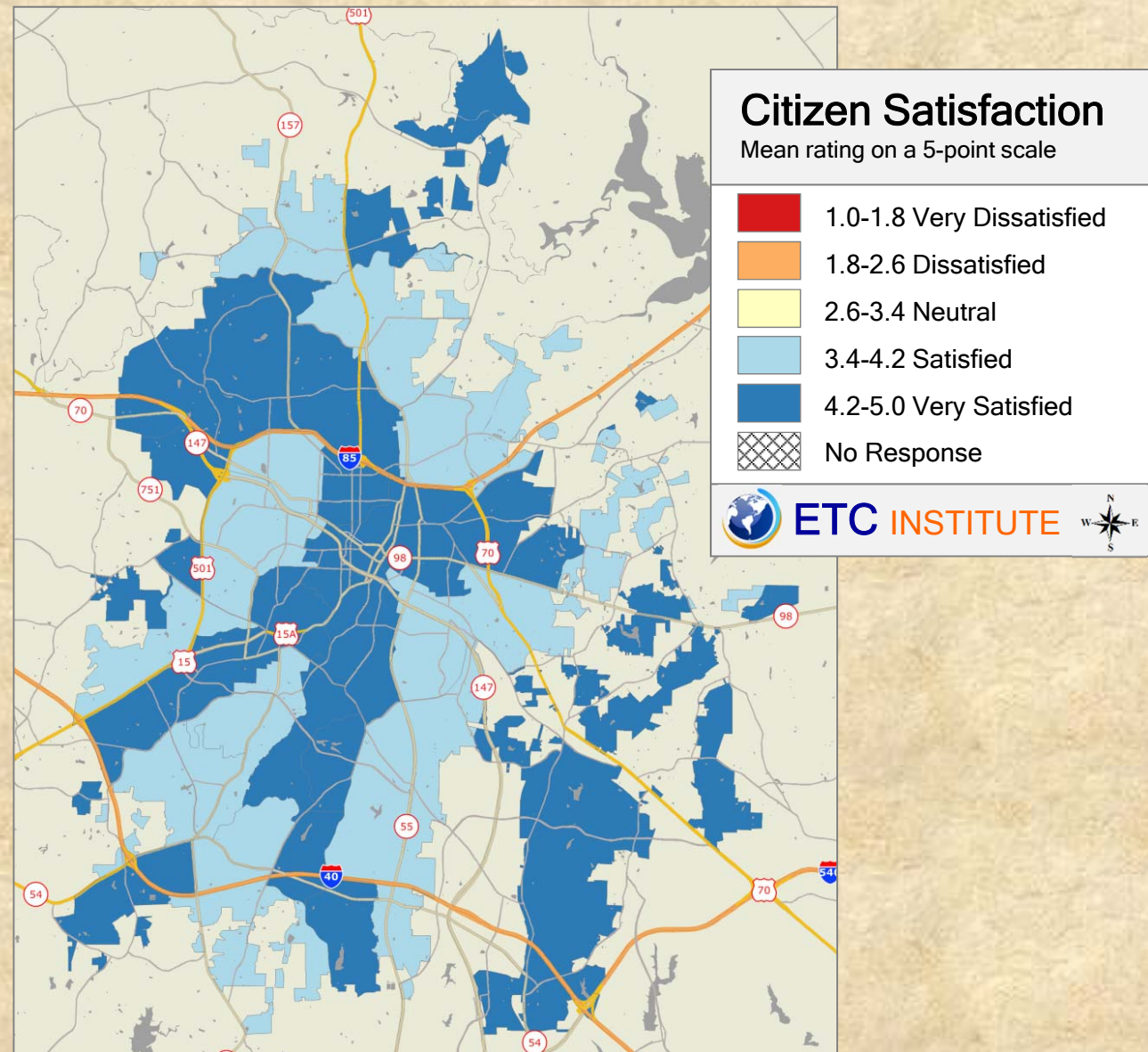
## Q1-4. Satisfaction with the Response Time for Fire Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-5. Satisfaction with the Overall Quality of EMS Services

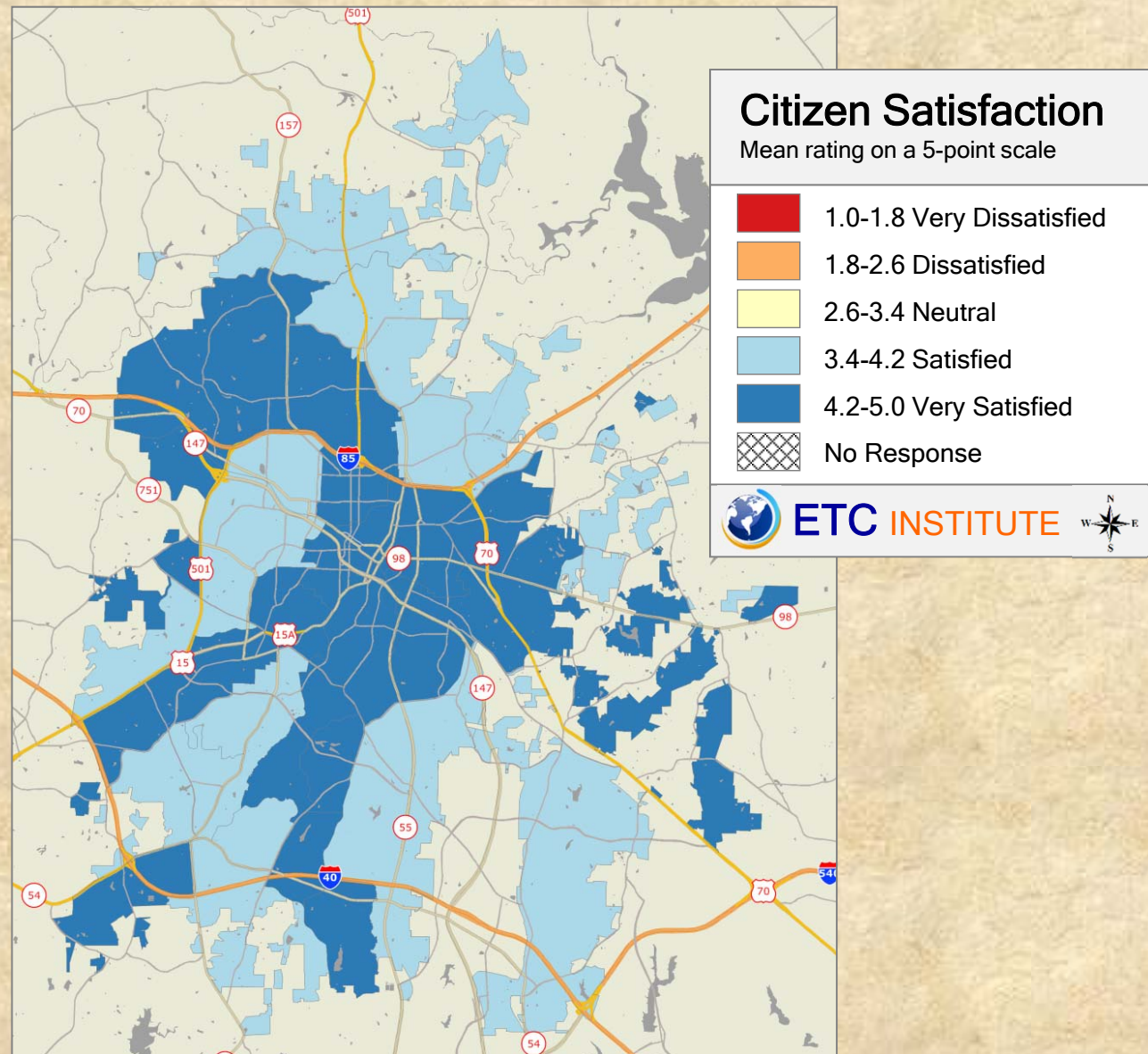


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



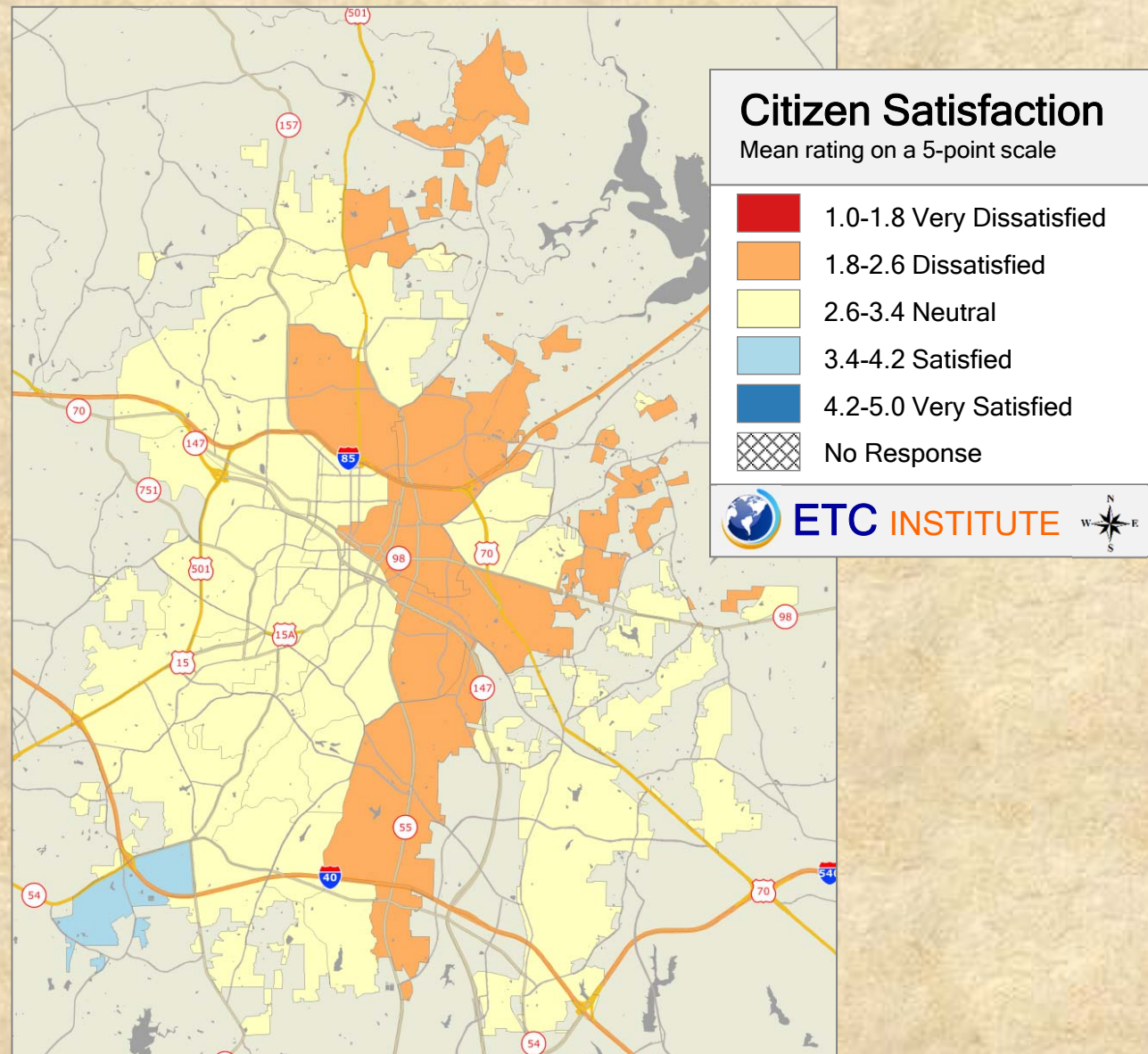
## Q1-6. Satisfaction with the Response Time for EMS Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-7. Satisfaction with the Overall Maintenance of Streets in the City

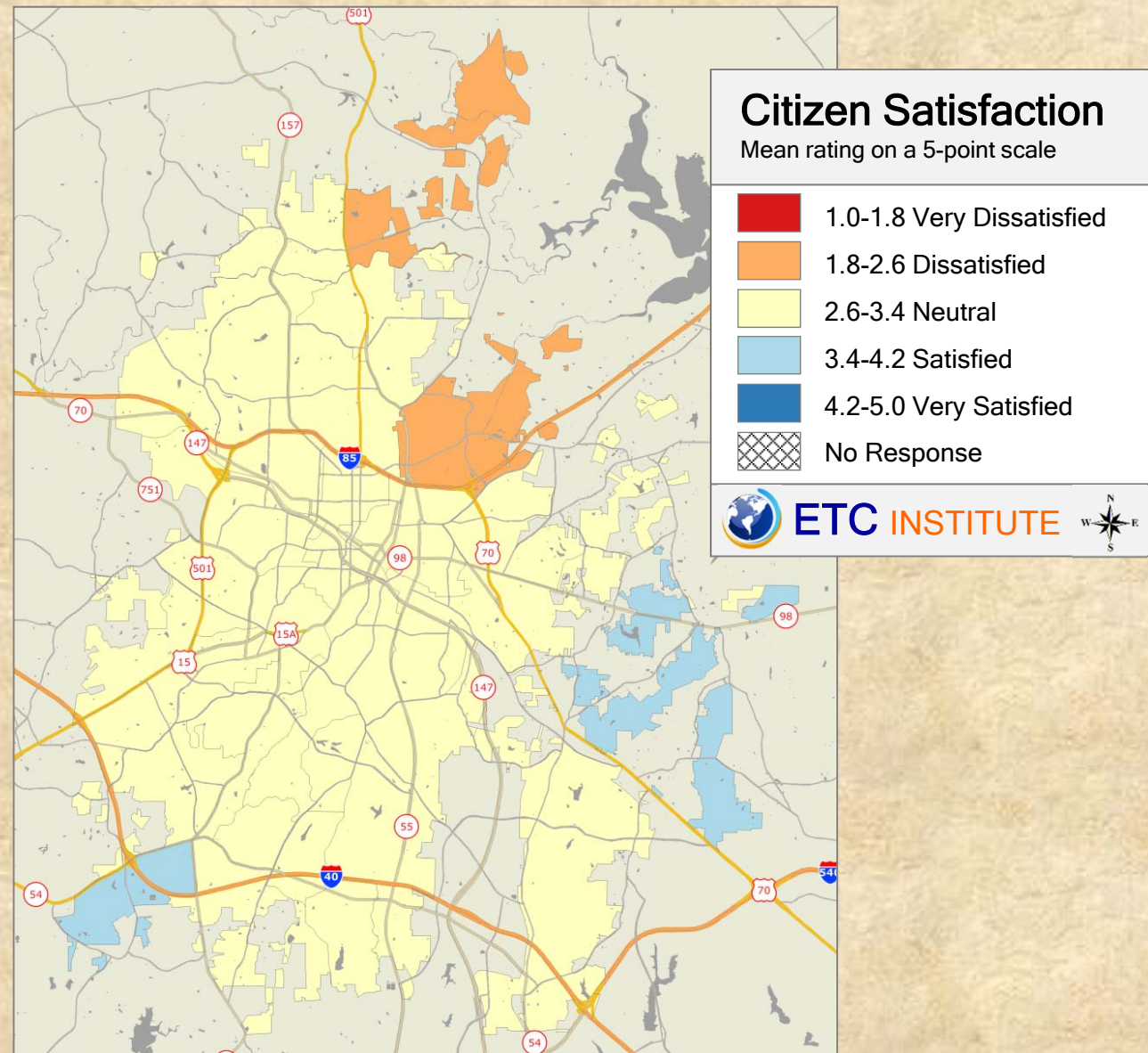


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



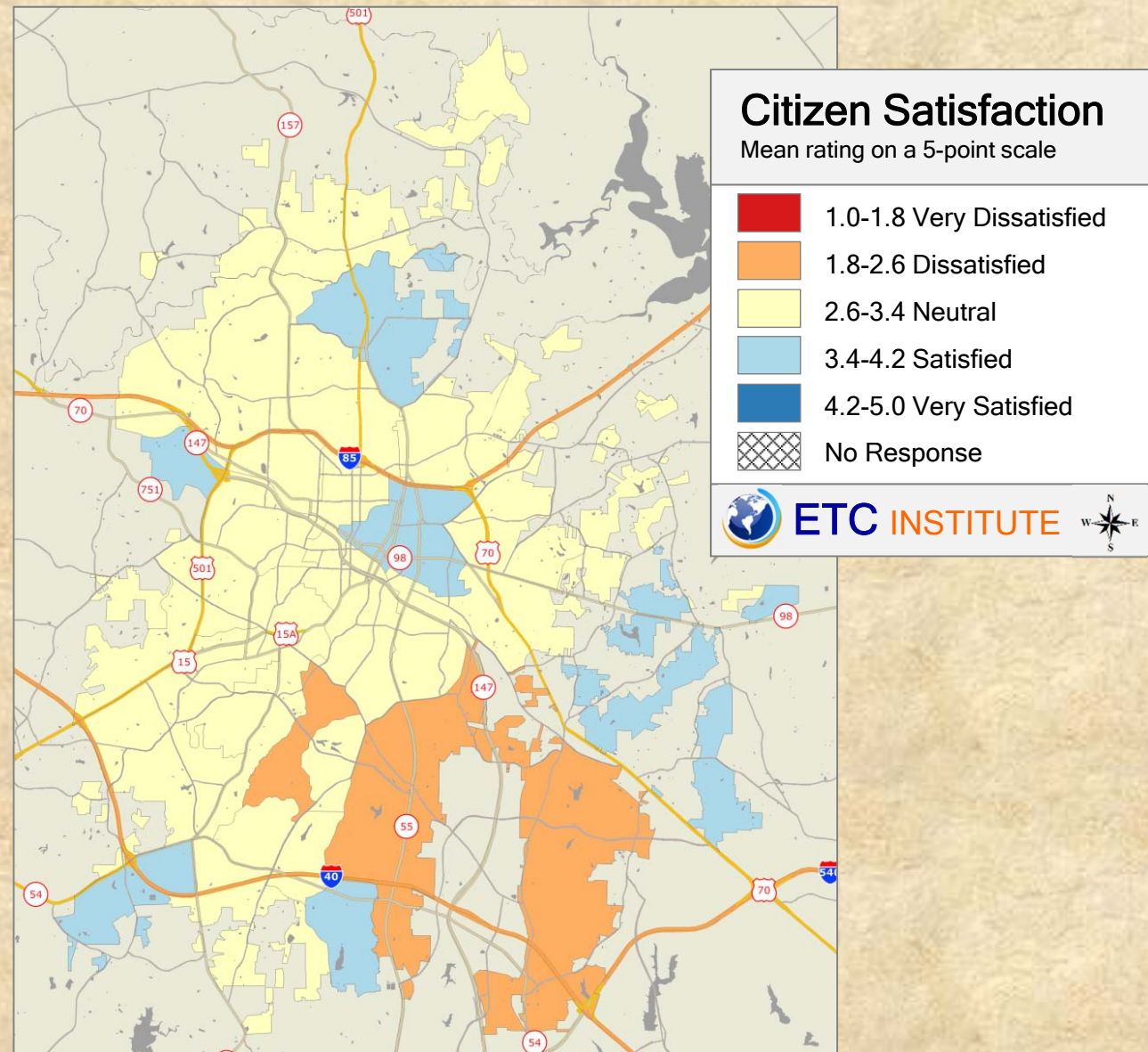
## Q1-8. Satisfaction with the Overall Flow of Traffic in Durham



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-9. Satisfaction with the Overall Quality of the Public Transit System

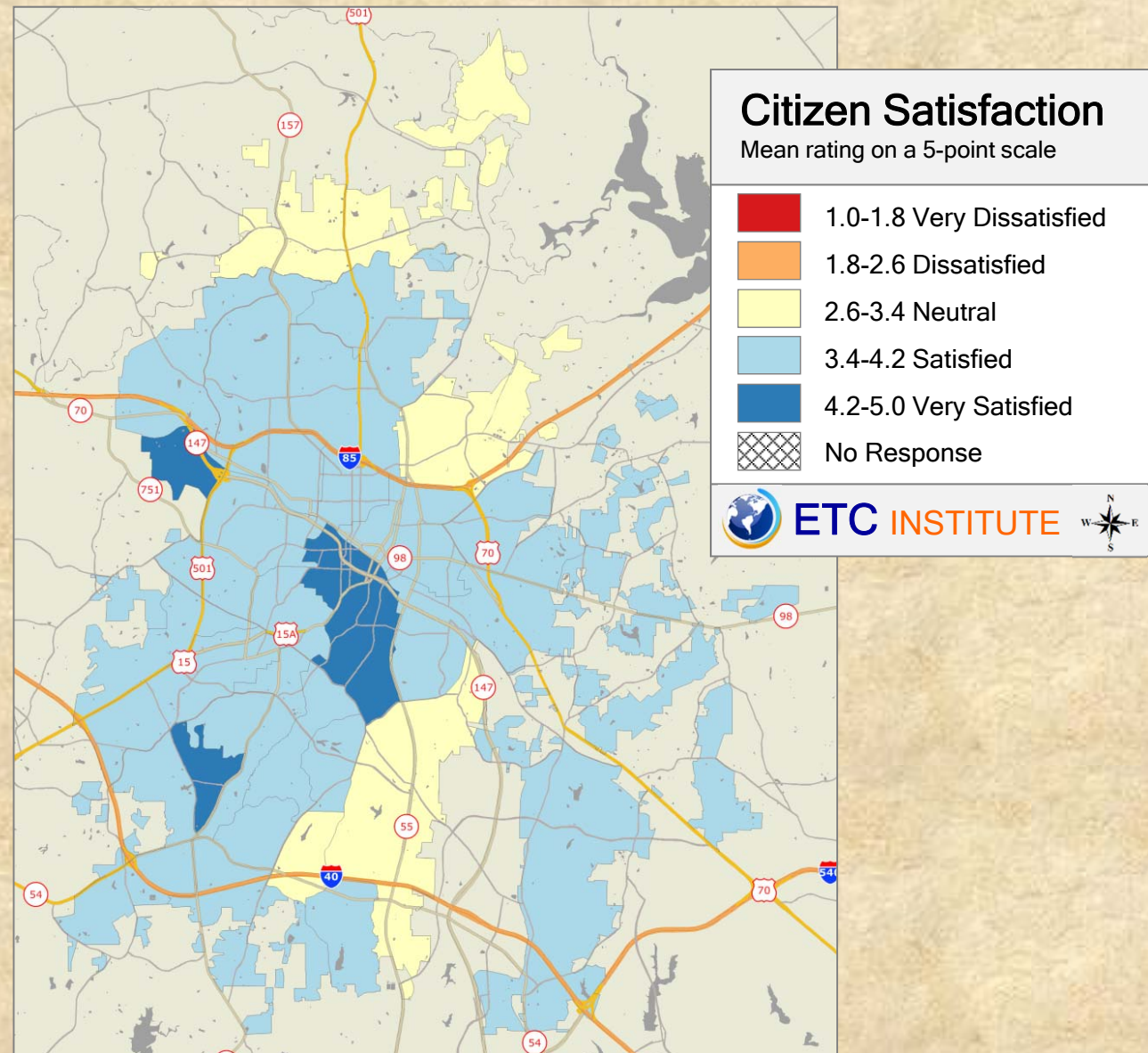


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



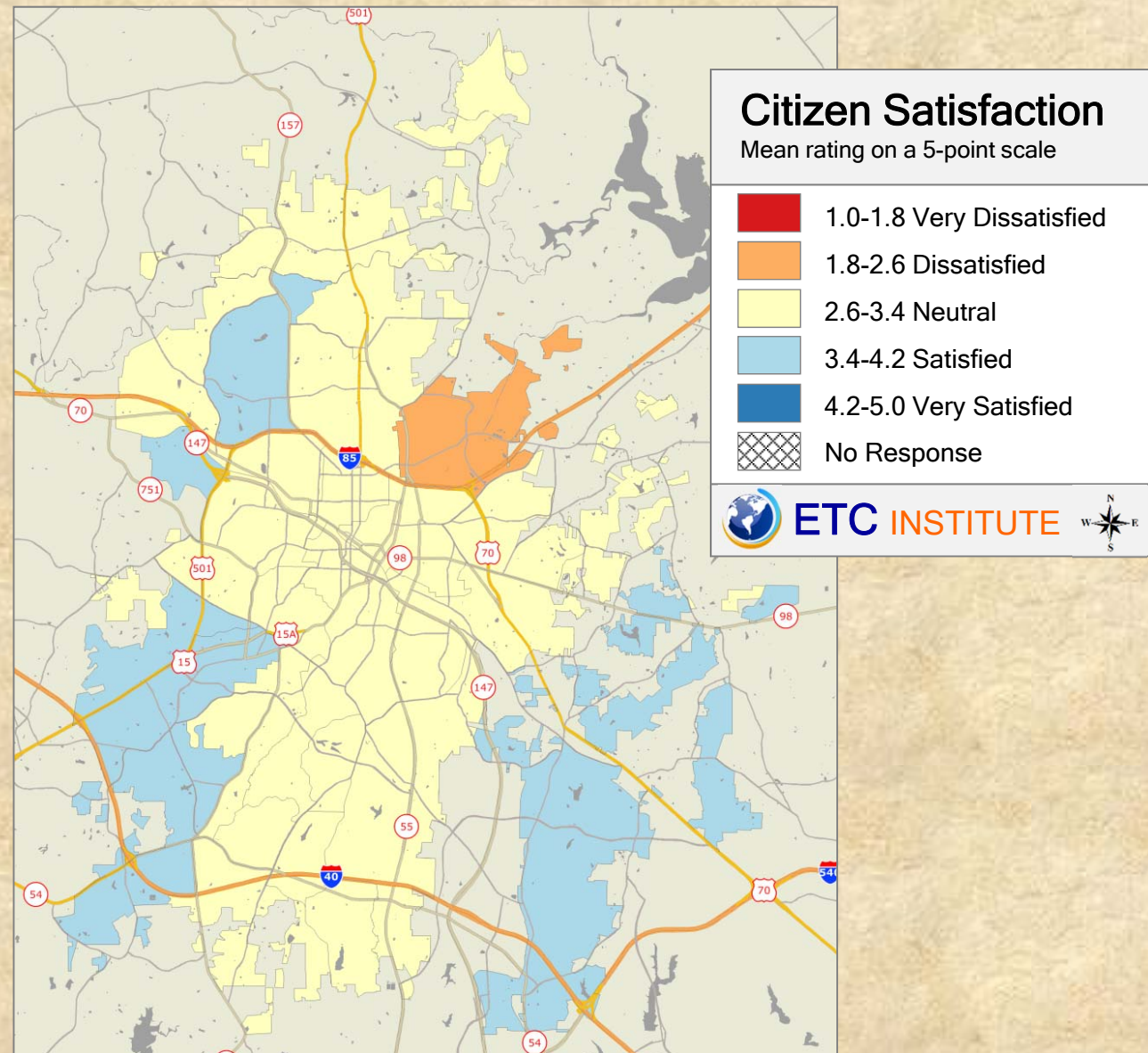
## Q1-10. Satisfaction with the Overall Quality of Water and Sewer Utilities



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-11. Satisfaction with the Overall Enforcement of Codes and Ordinances

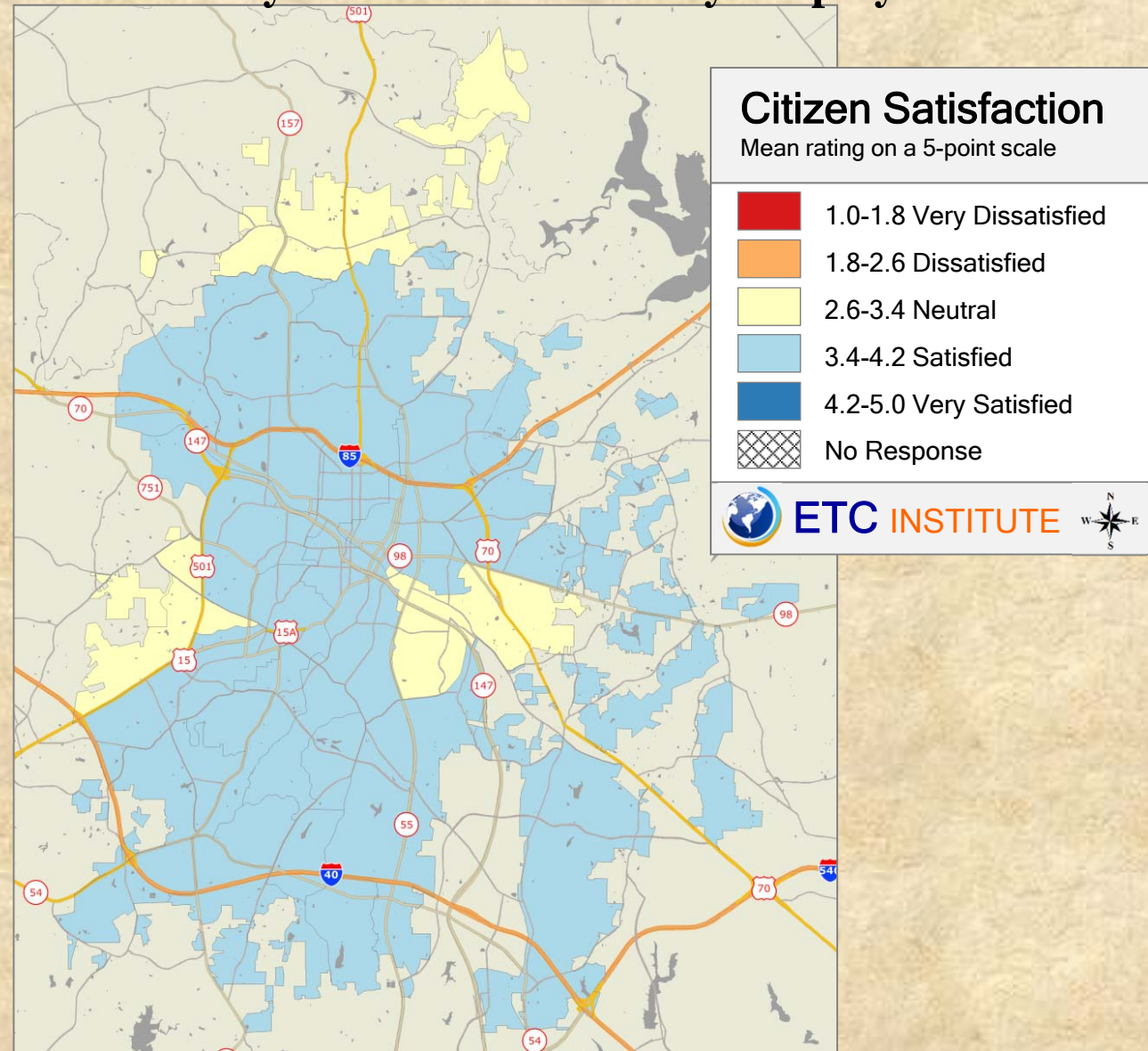


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



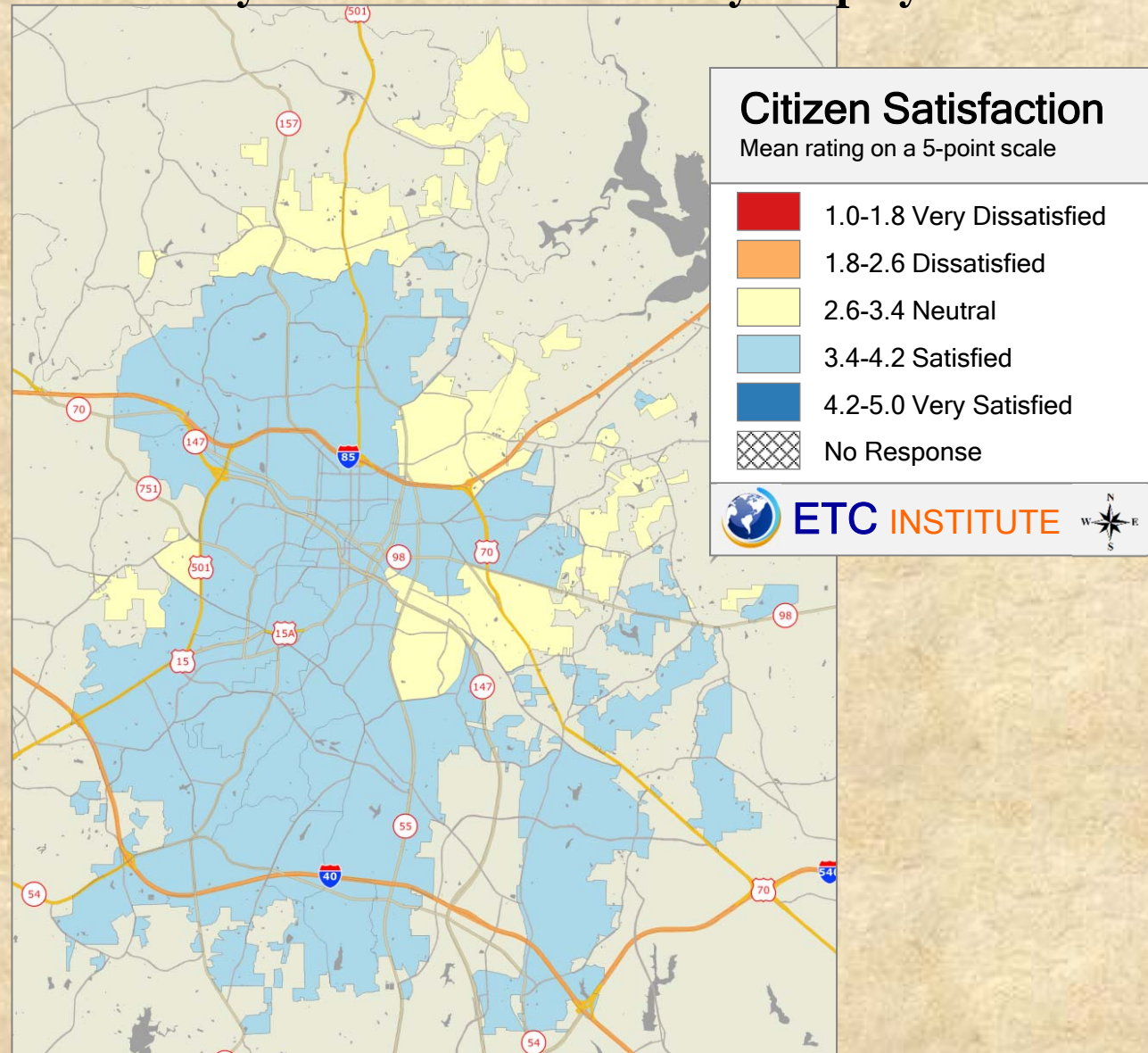
## Q1-12. Satisfaction with the Overall Quality of Customer Service you Receive From City Employees



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-13. Satisfaction with the Overall Quality of Customer Service you Receive from County Employees

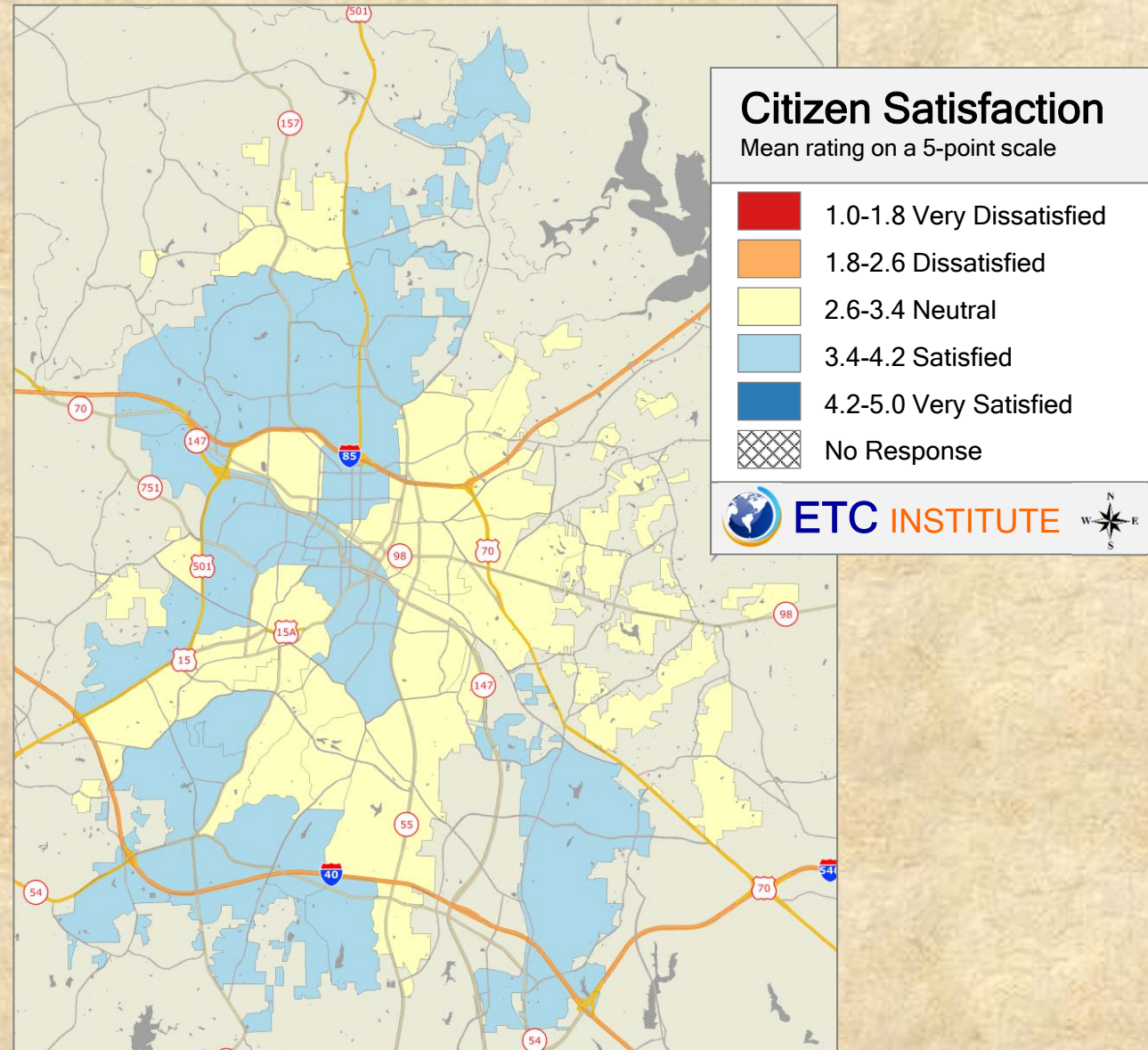


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



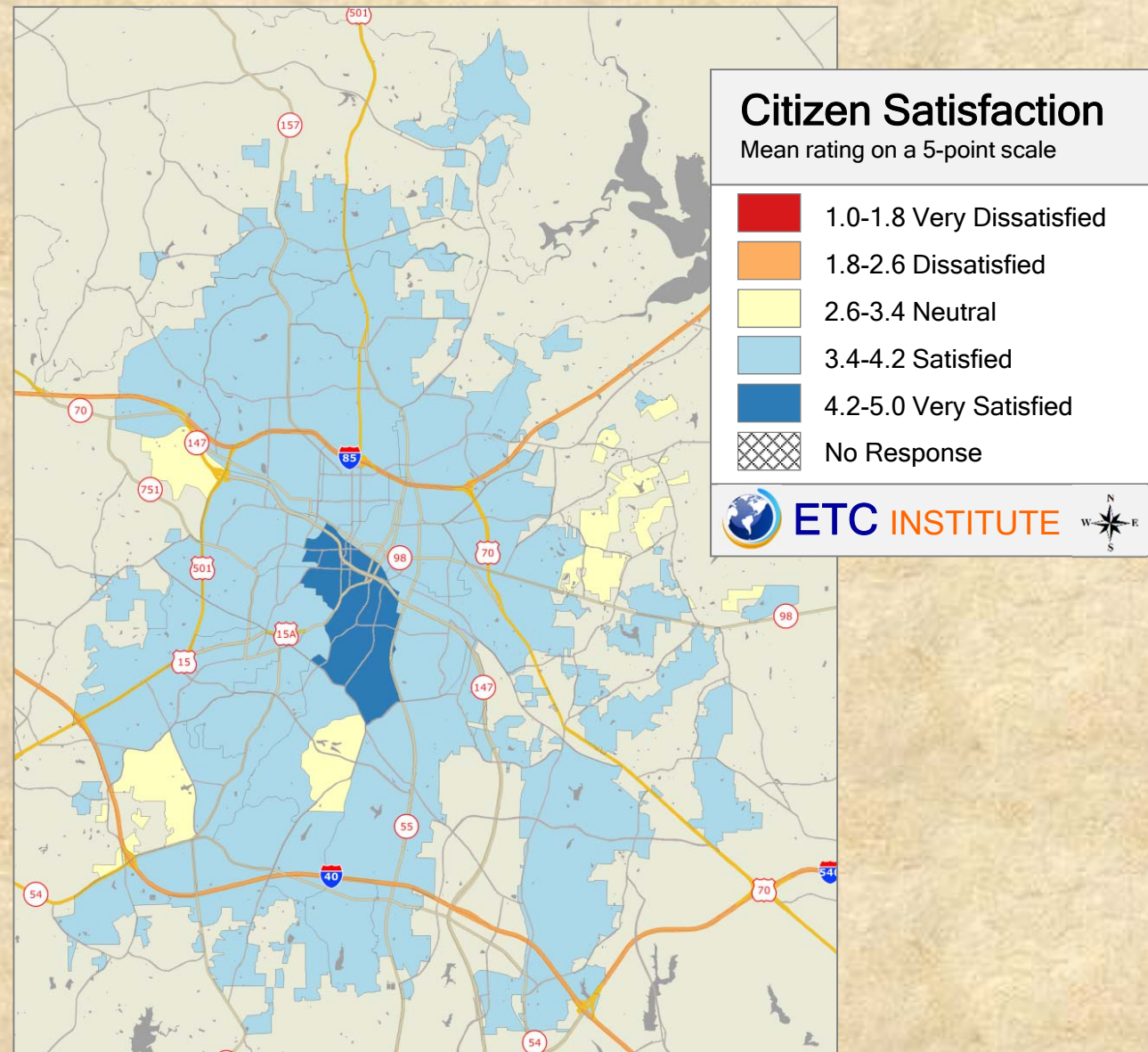
## Q1-14. Satisfaction with the Overall Effectiveness of Communication with the Public



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-15. Satisfaction with the Overall Quality of Parks and Recreation Programs

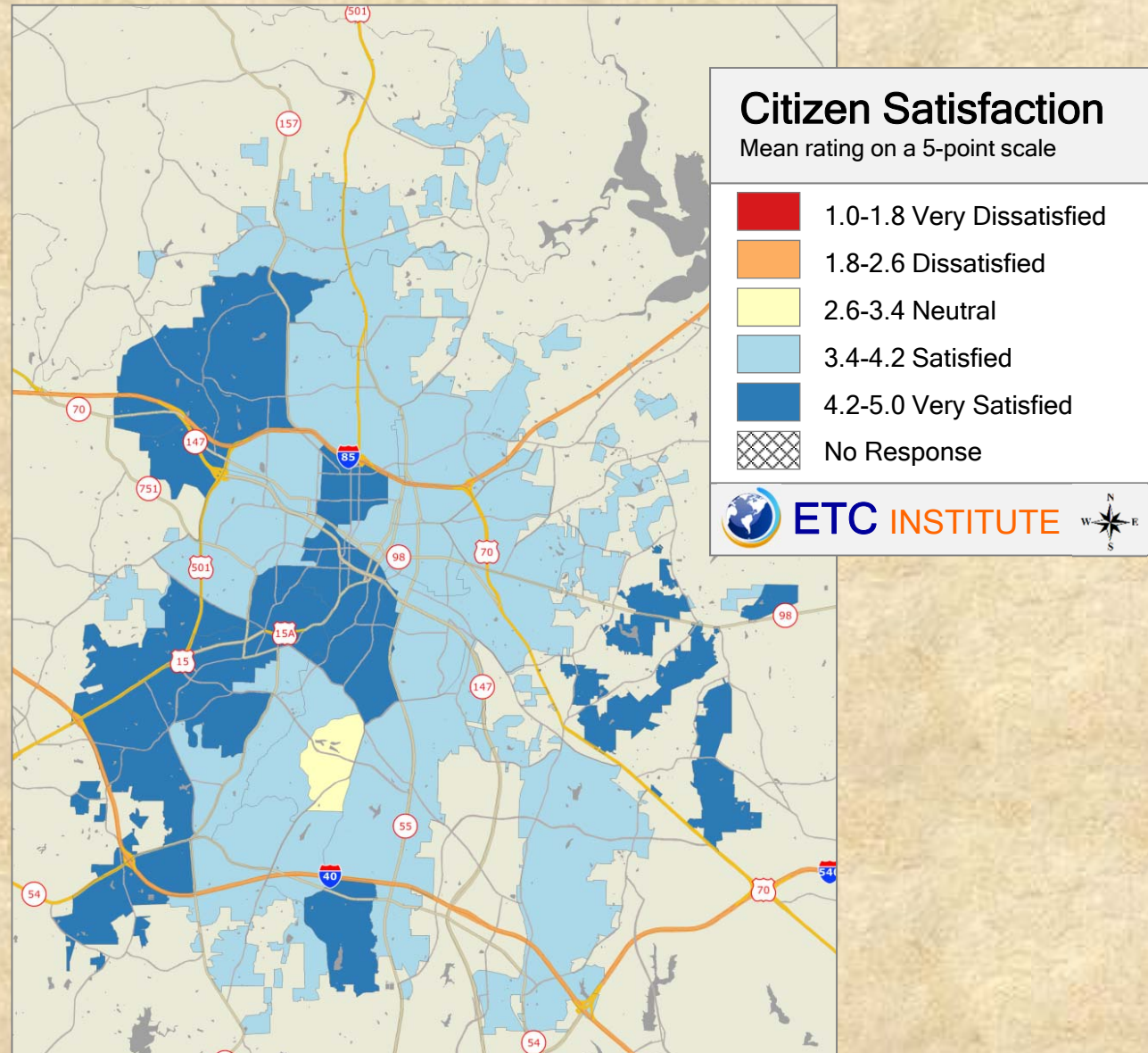


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



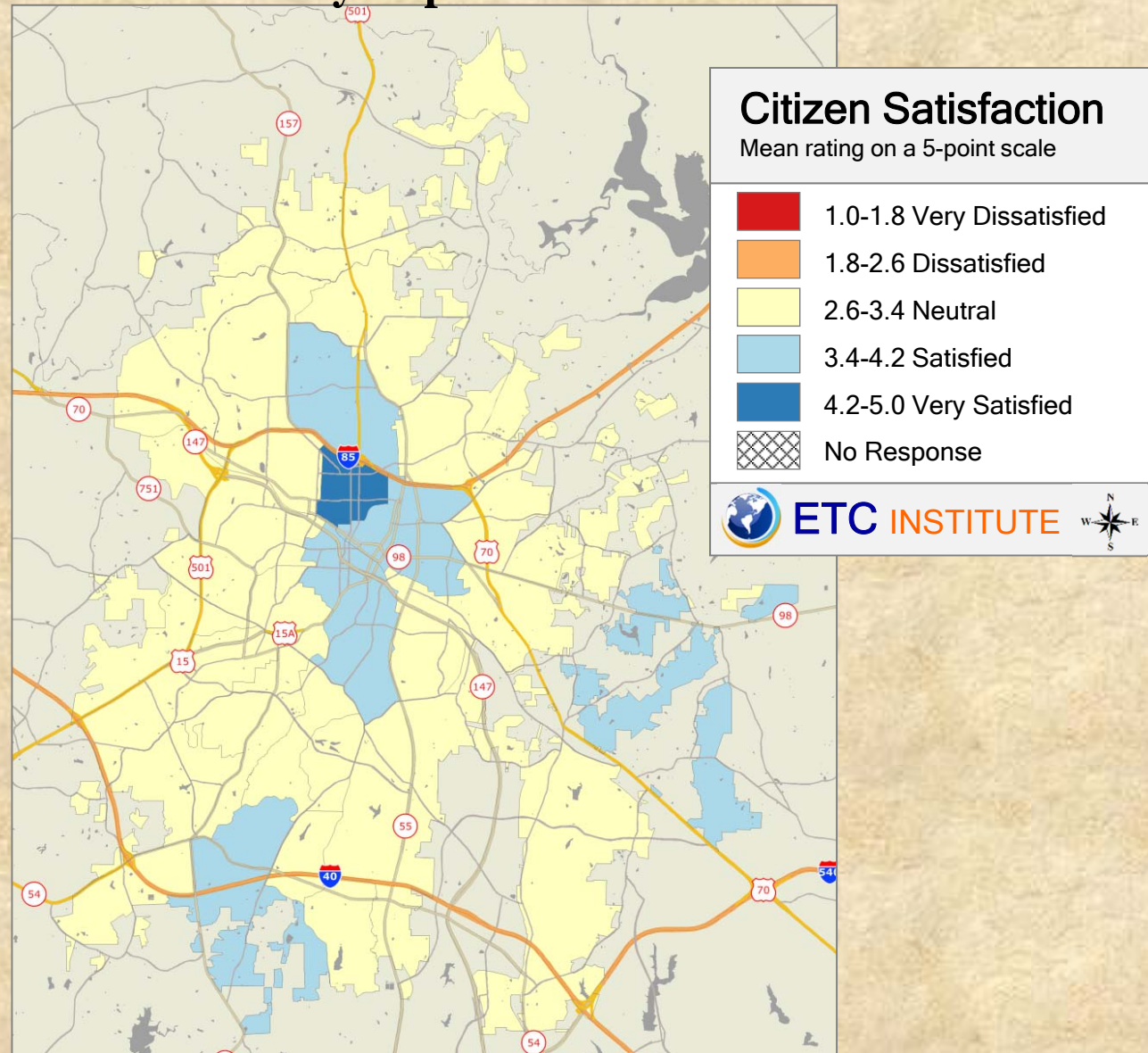
## Q1-16. Satisfaction with the Overall Quality of Library Services and Programs



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-17. Satisfaction with the Overall Quality of Services Provided by the Durham County Department of Social Services

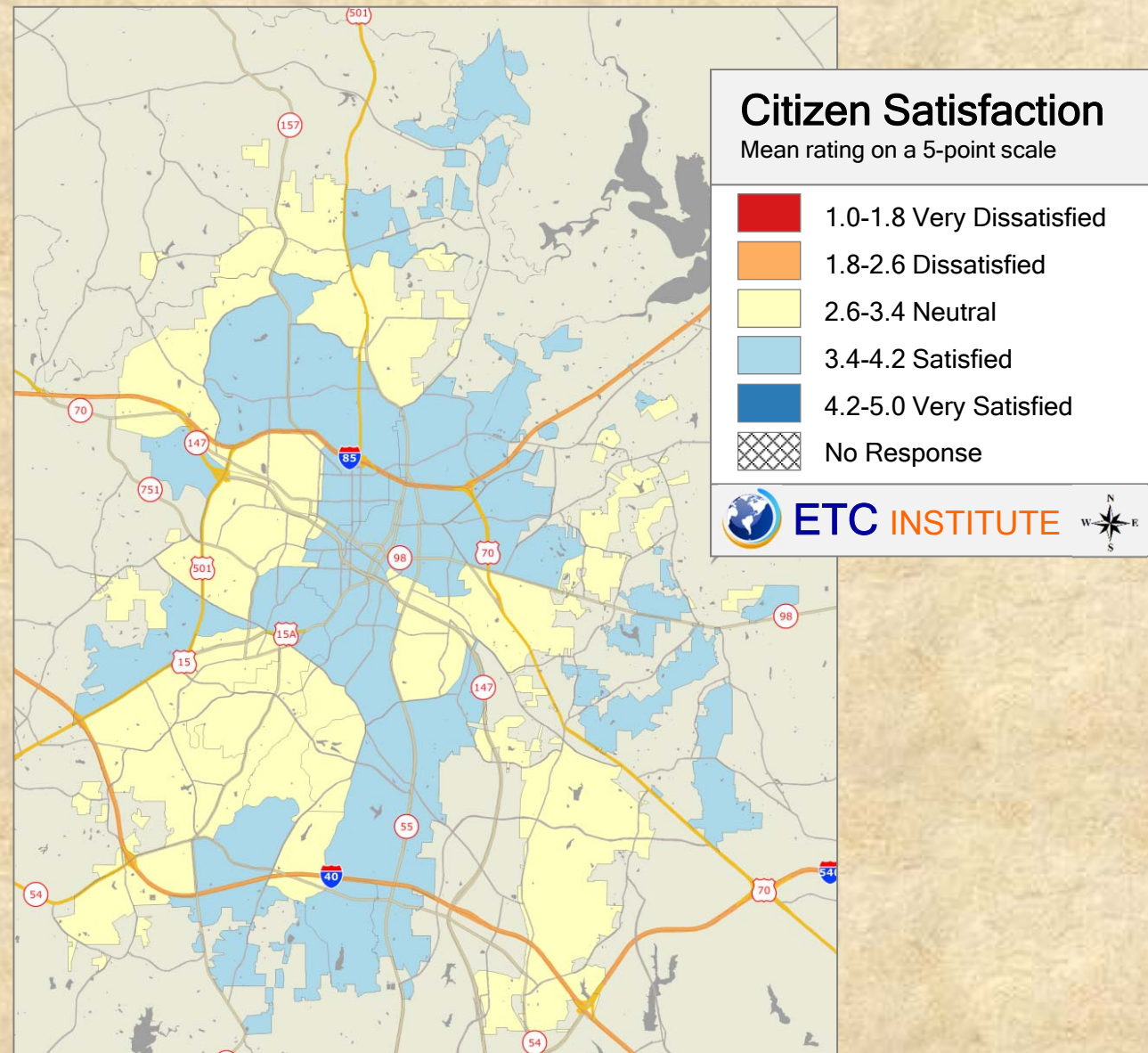


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



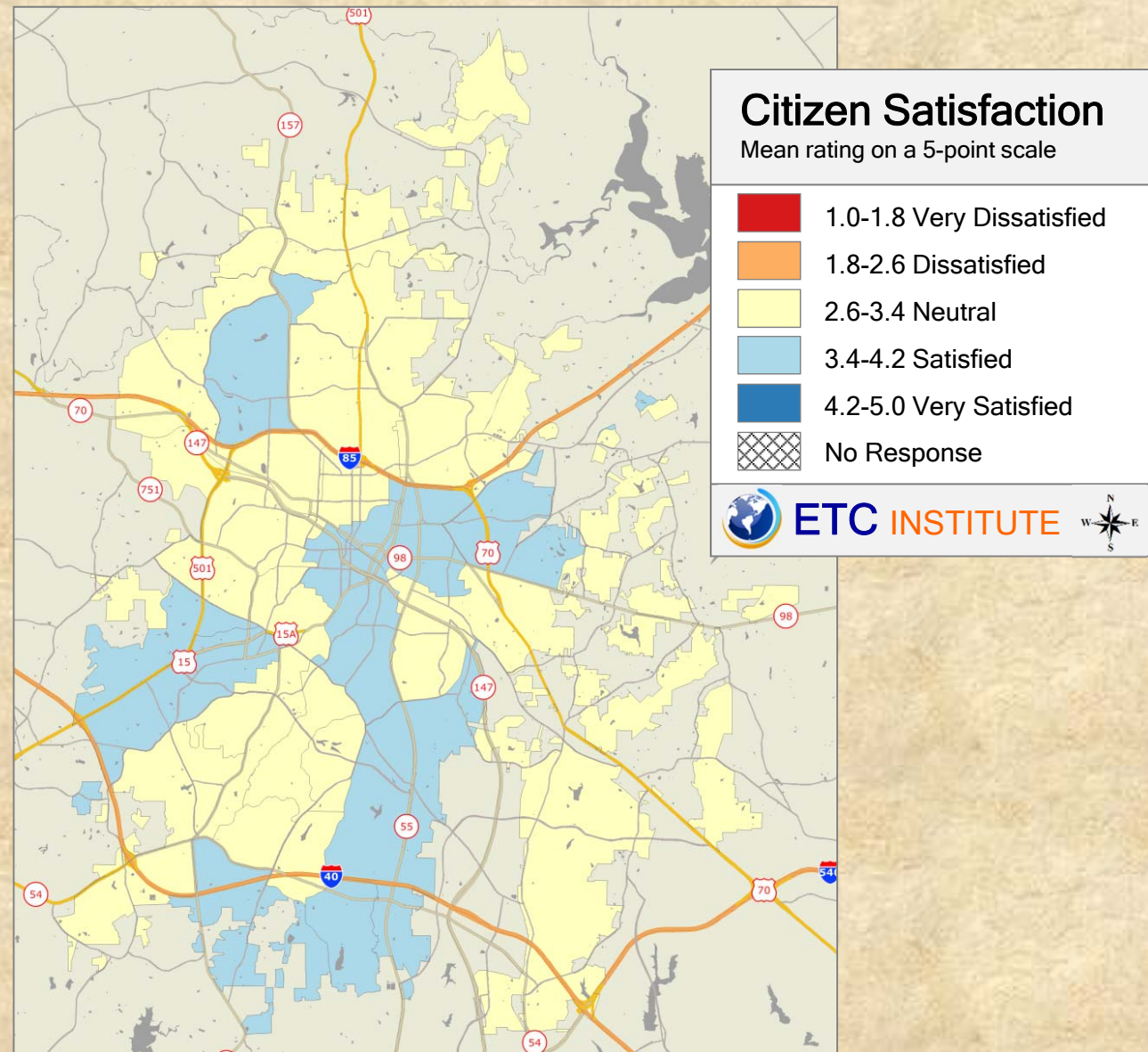
## Q1-18. Satisfaction with the Overall Quality of Public Health Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-19. Satisfaction with the Overall Quality of Tax Administration Services

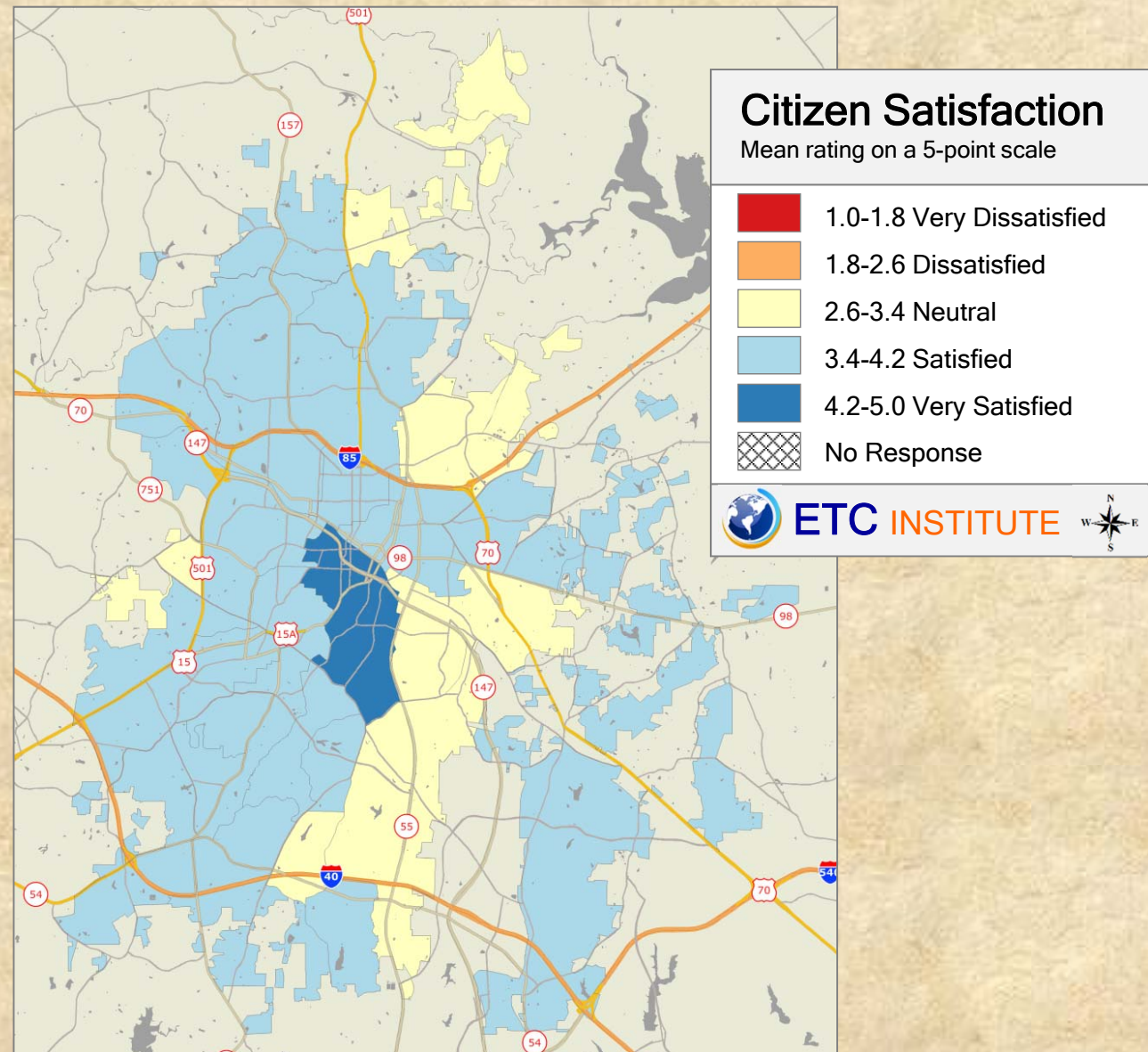


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



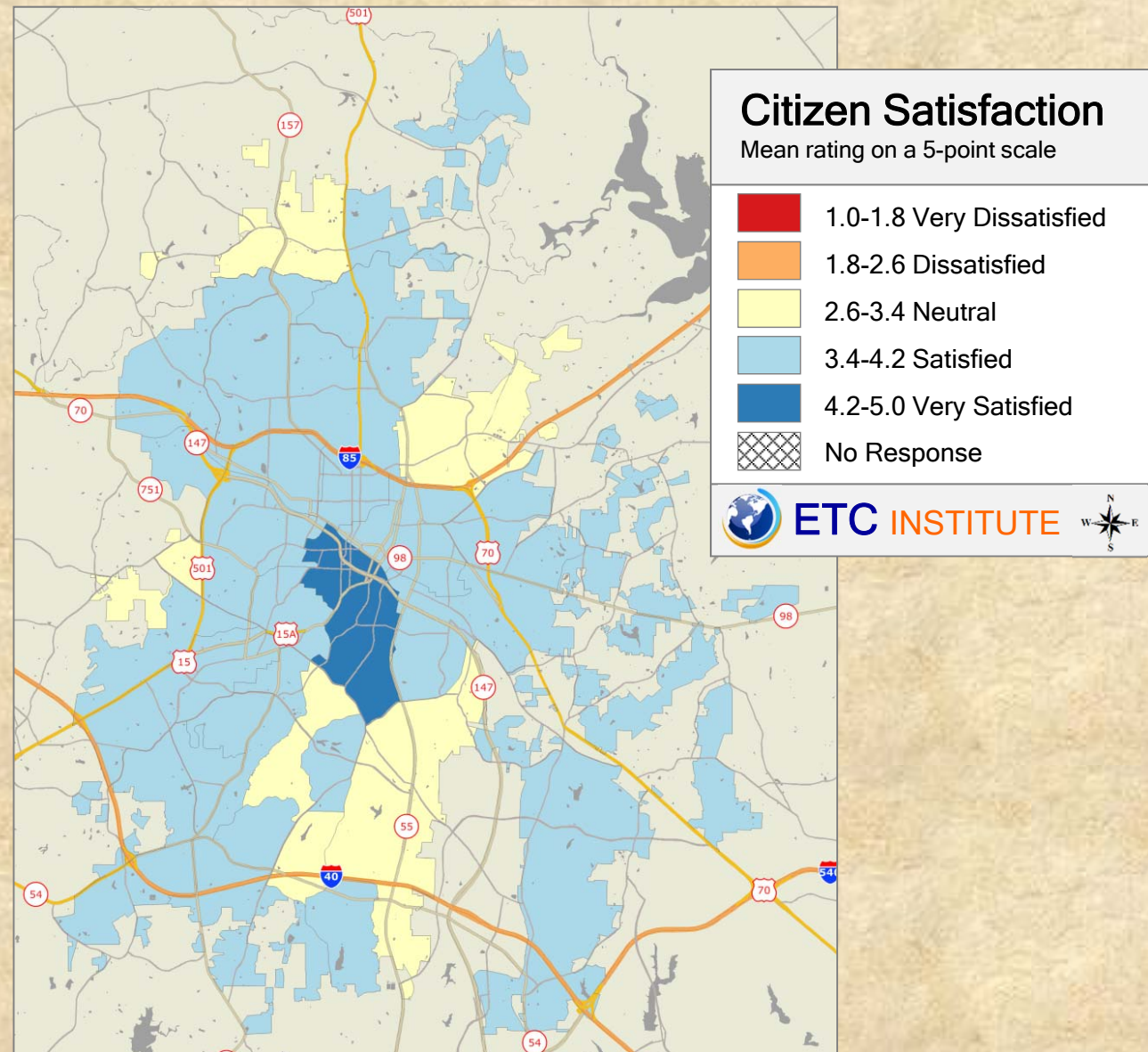
## Q3-1. Satisfaction with the Overall Quality of Services Provided by the City



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q3-2. Satisfaction with the Overall Quality of Services Provided by the County

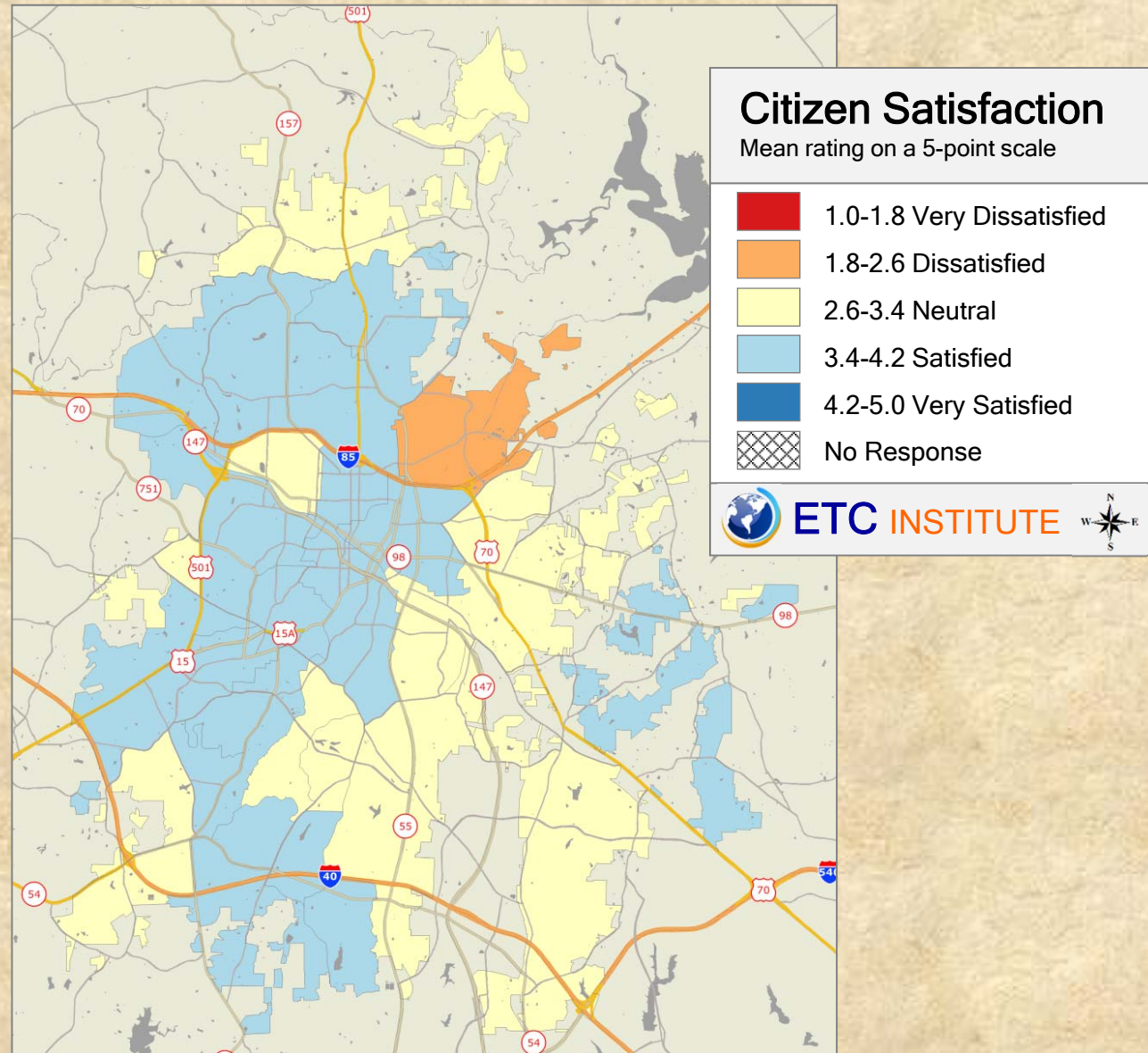


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



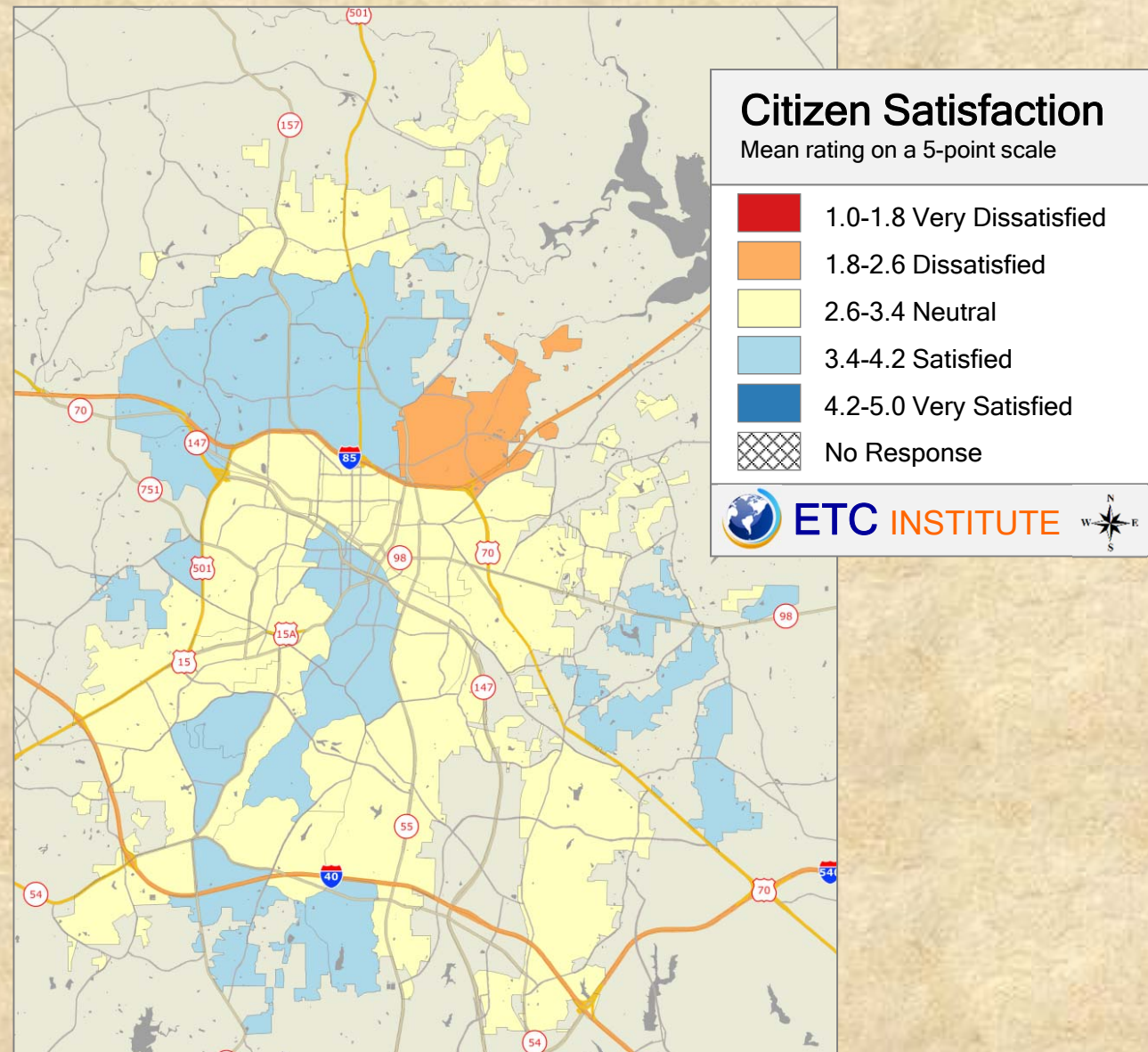
### Q3-3. Satisfaction with the Overall Appearance of Durham



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q3-4. Satisfaction with the Overall Management of Development and Growth

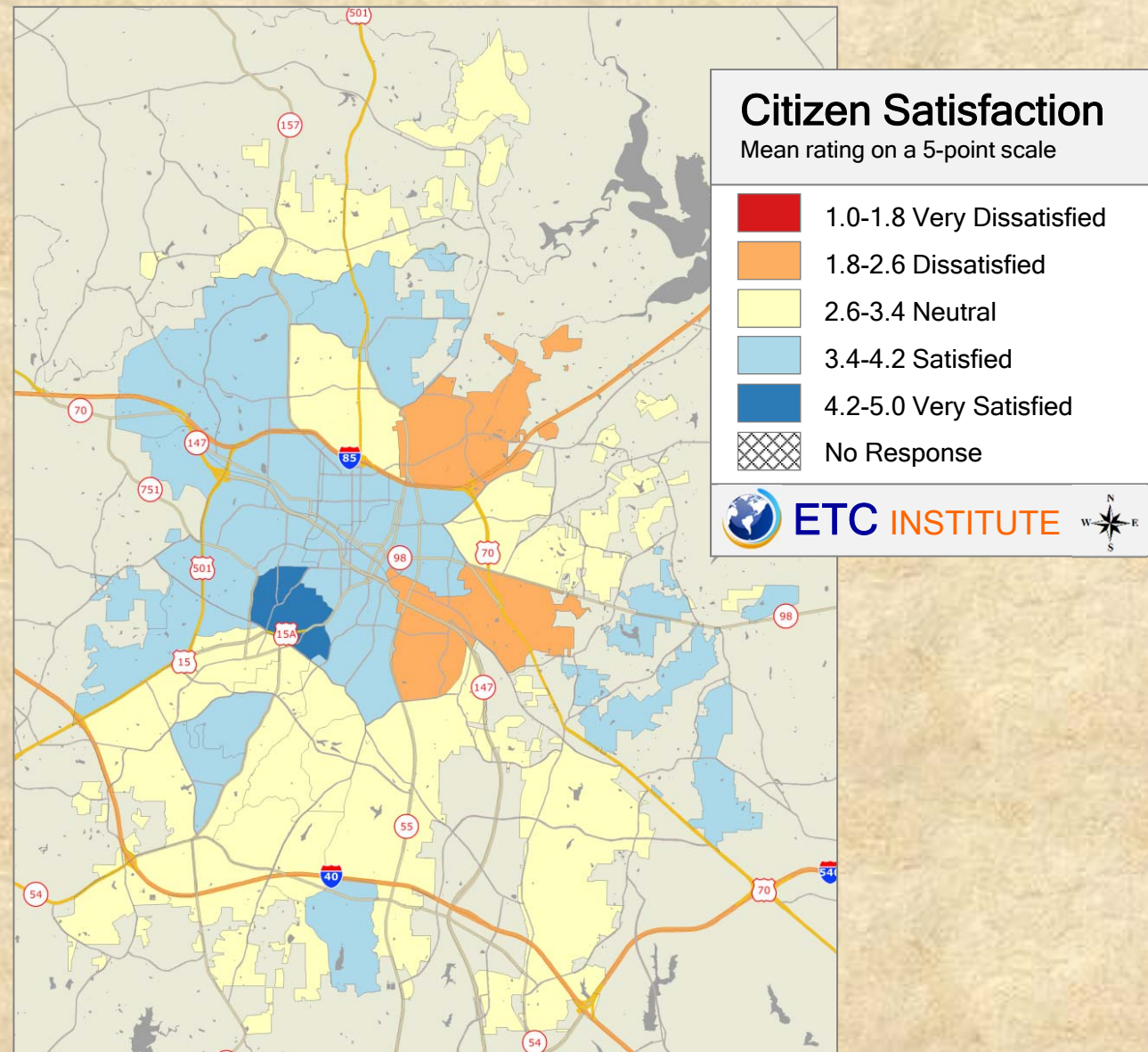


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



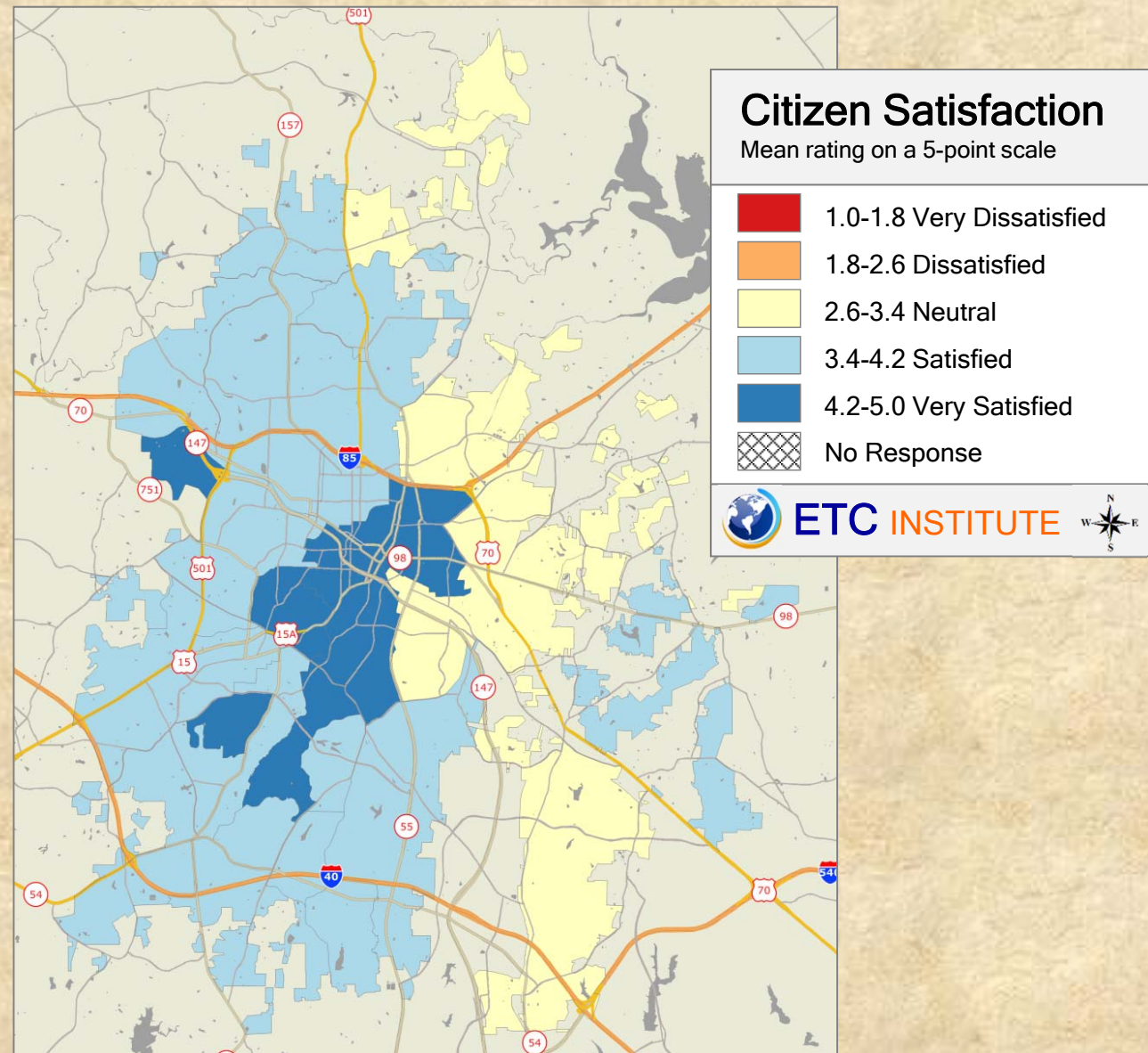
## Q3-5. Satisfaction with the Overall Image of Durham



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

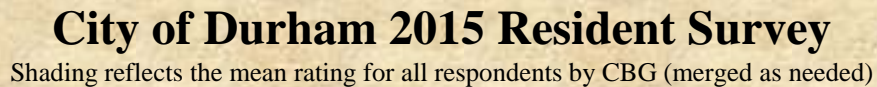
## Q3-6. Satisfaction with the Overall Quality of Life in Durham



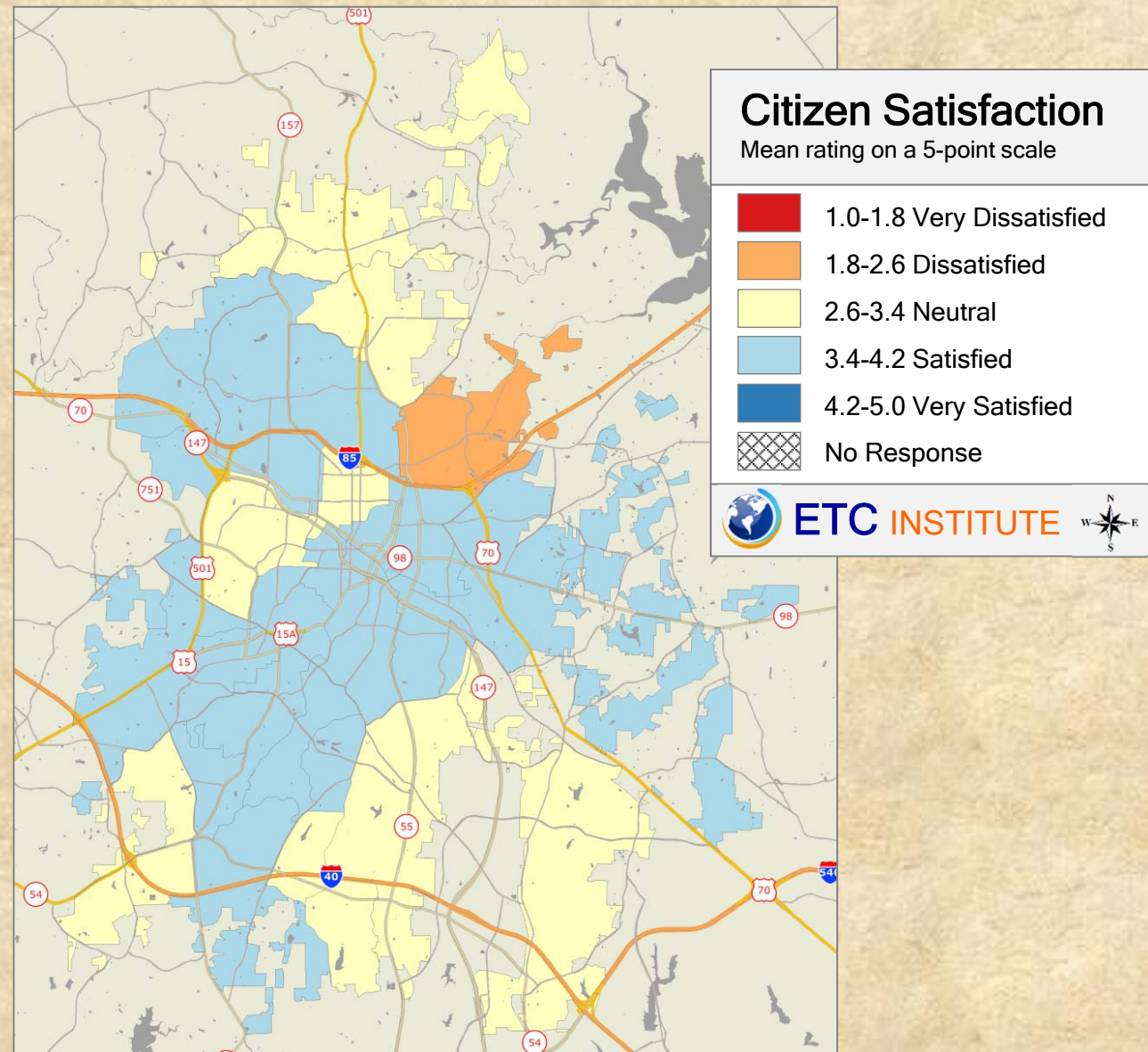
### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





## Q3-8. Satisfaction with the Overall Ease of Travel Within Durham

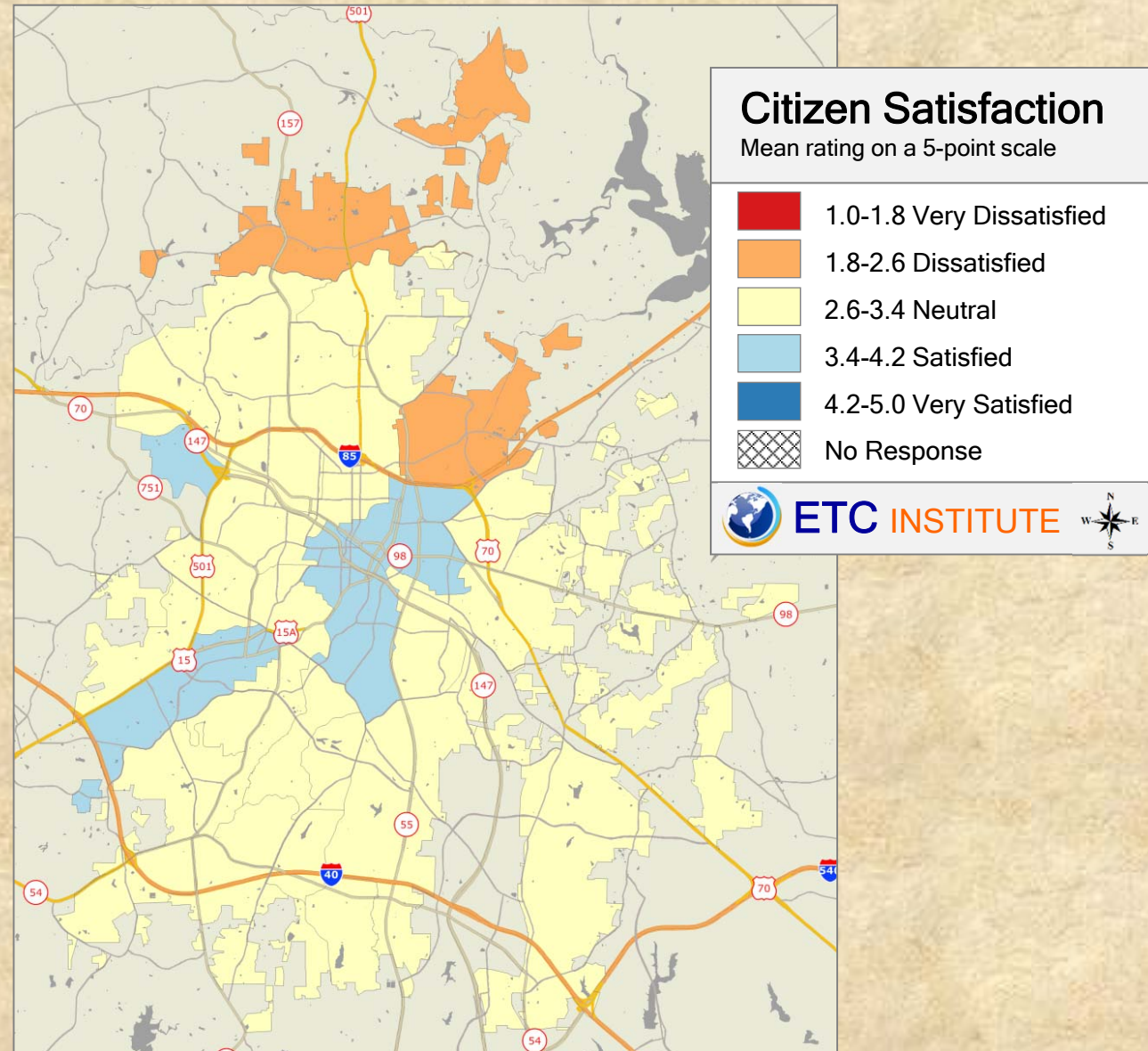


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



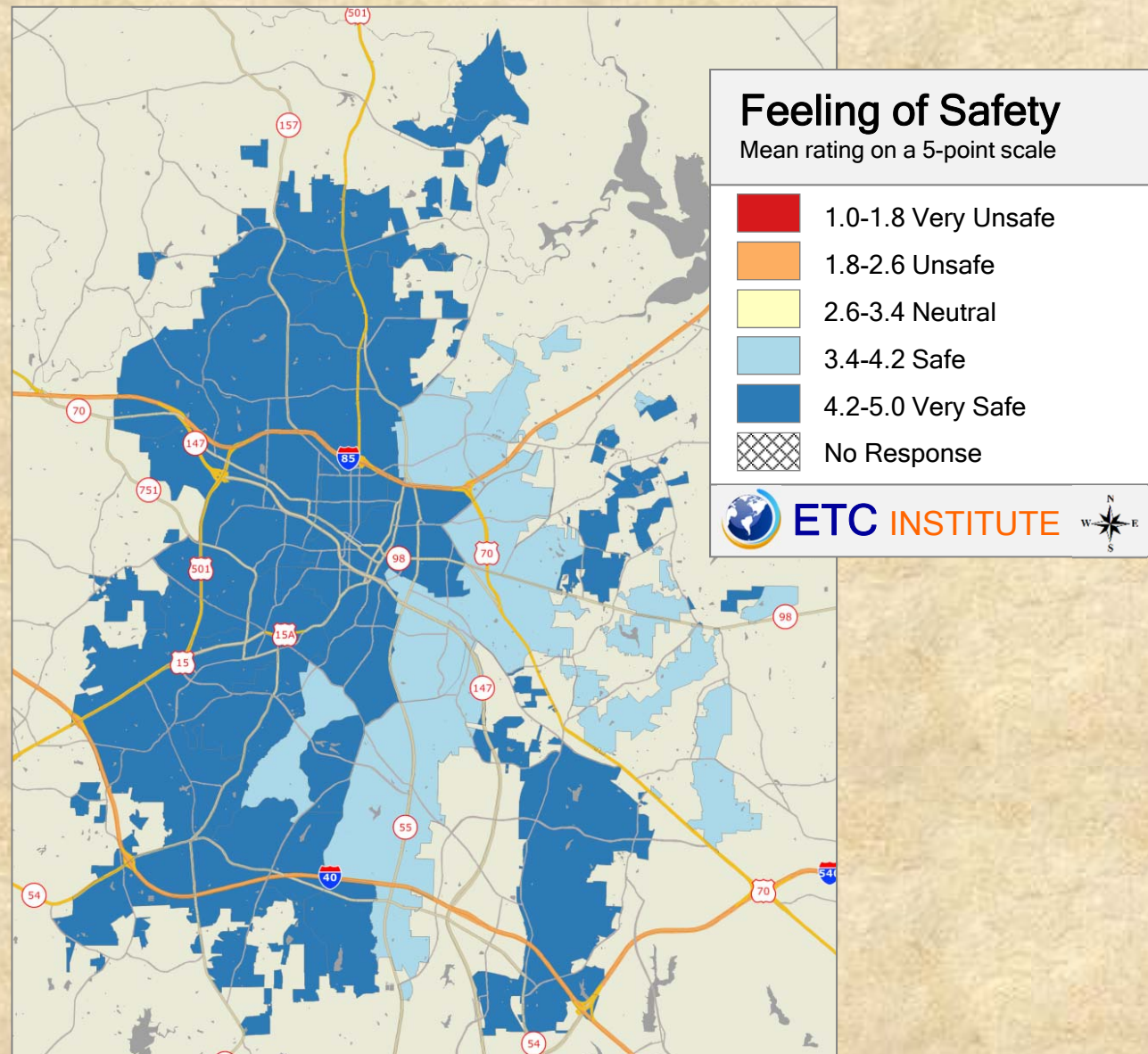
## Q3-9. Satisfaction with the Overall Value You Receive for Your Local Taxes and Fees



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q4-1. Feeling of Safety When Walking Alone in Your Neighborhood During the Day

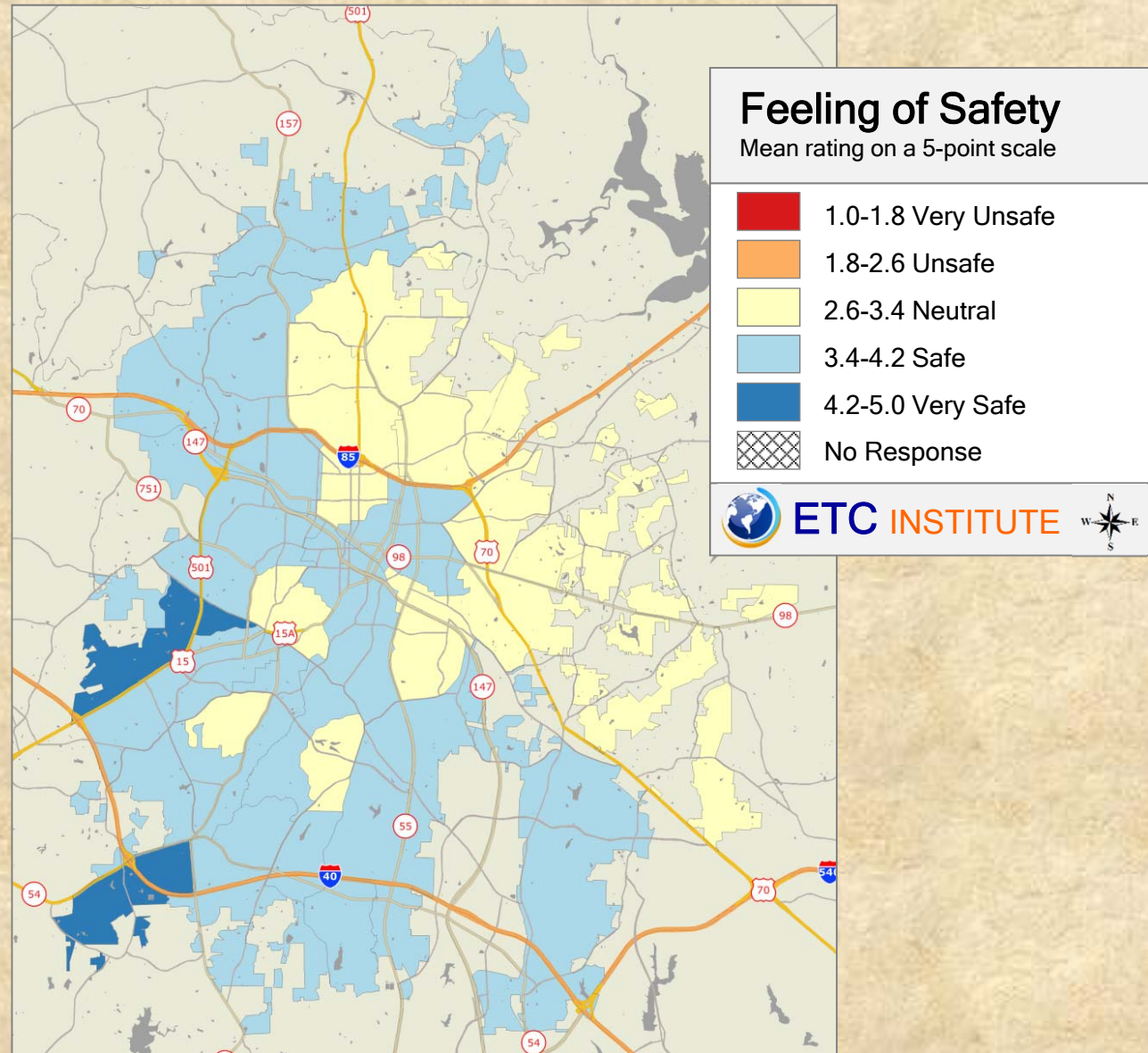


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



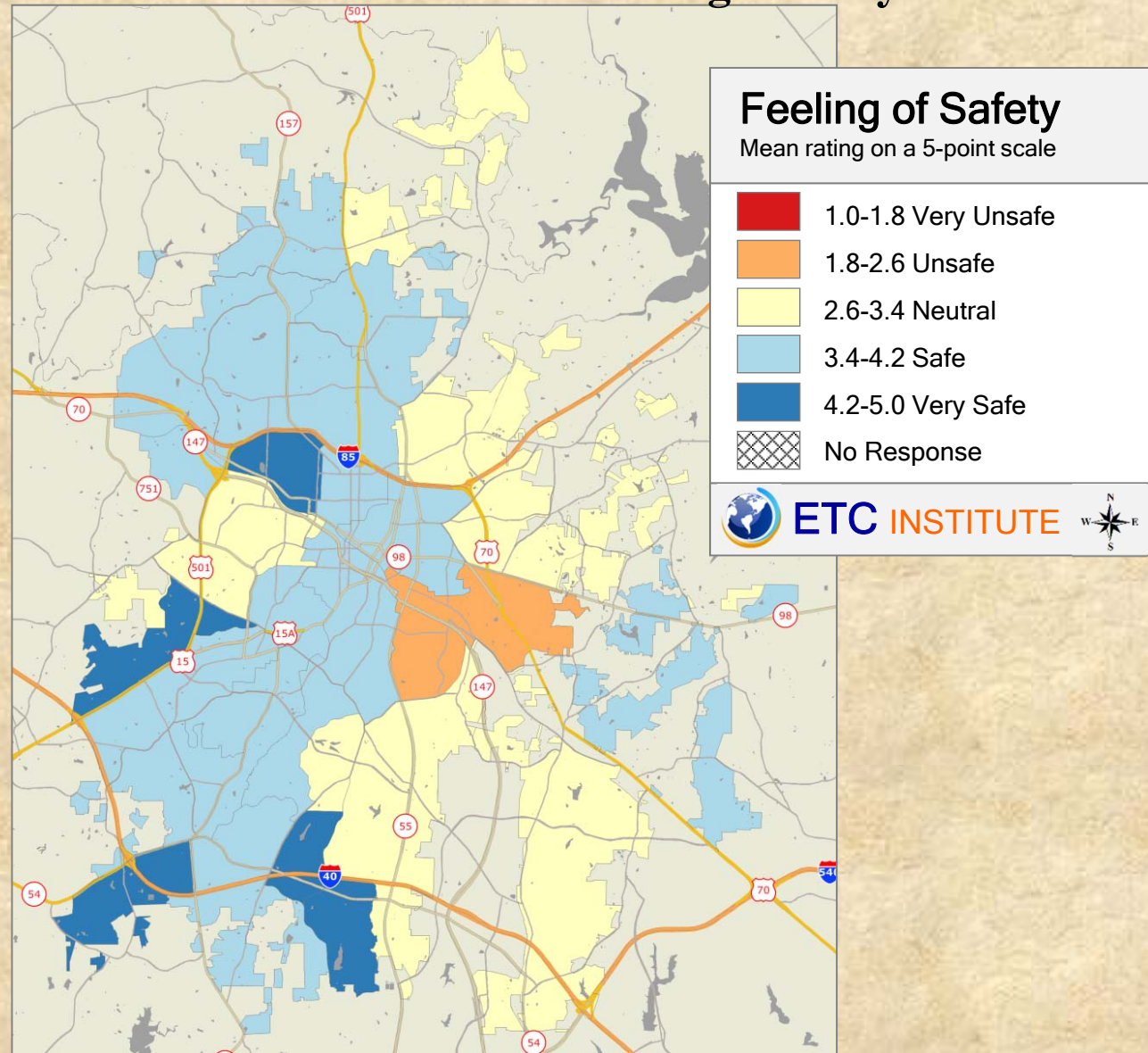
## Q4-2. Feeling of Safety When Walking Alone in Your Neighborhood at Night



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q4-3. Feeling of Safety When Walking Alone to the Closest Park From Your Home During the Day

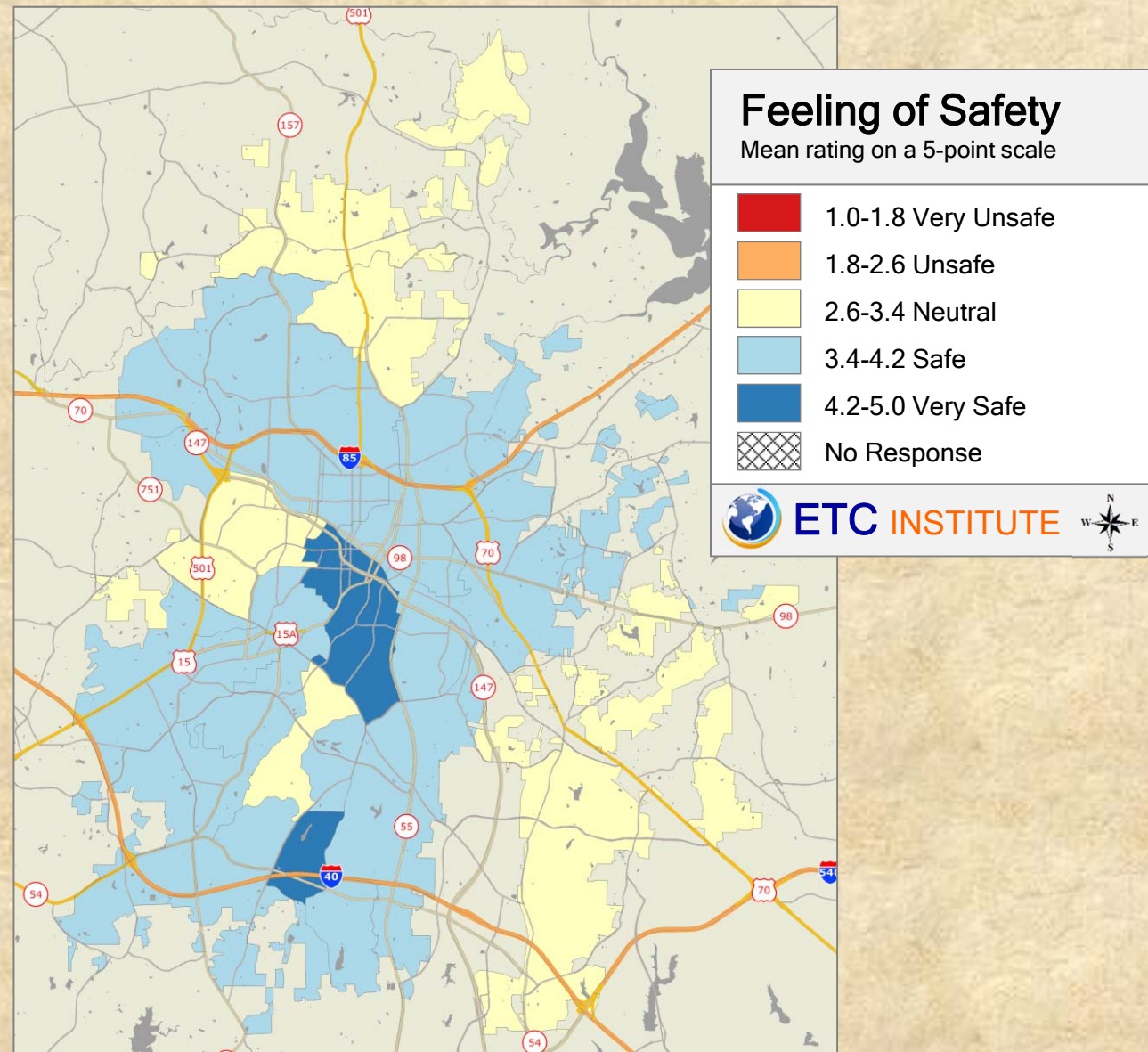


### City of Durham 2015 Resident Survey

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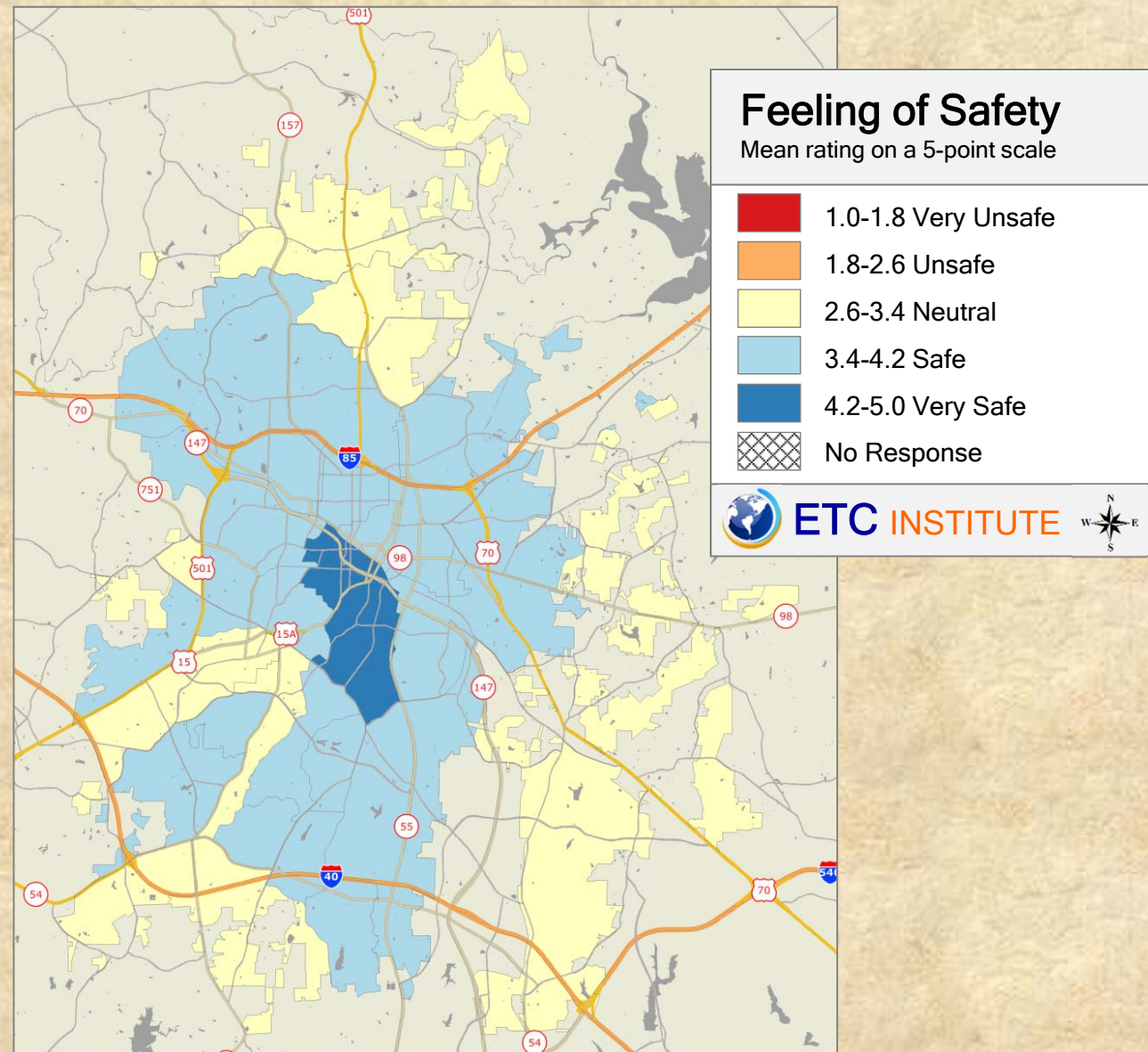
## Q4-4. Feeling of Safety When Visiting Recreation Centers



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q4-5. Feeling of Safety in Downtown Durham

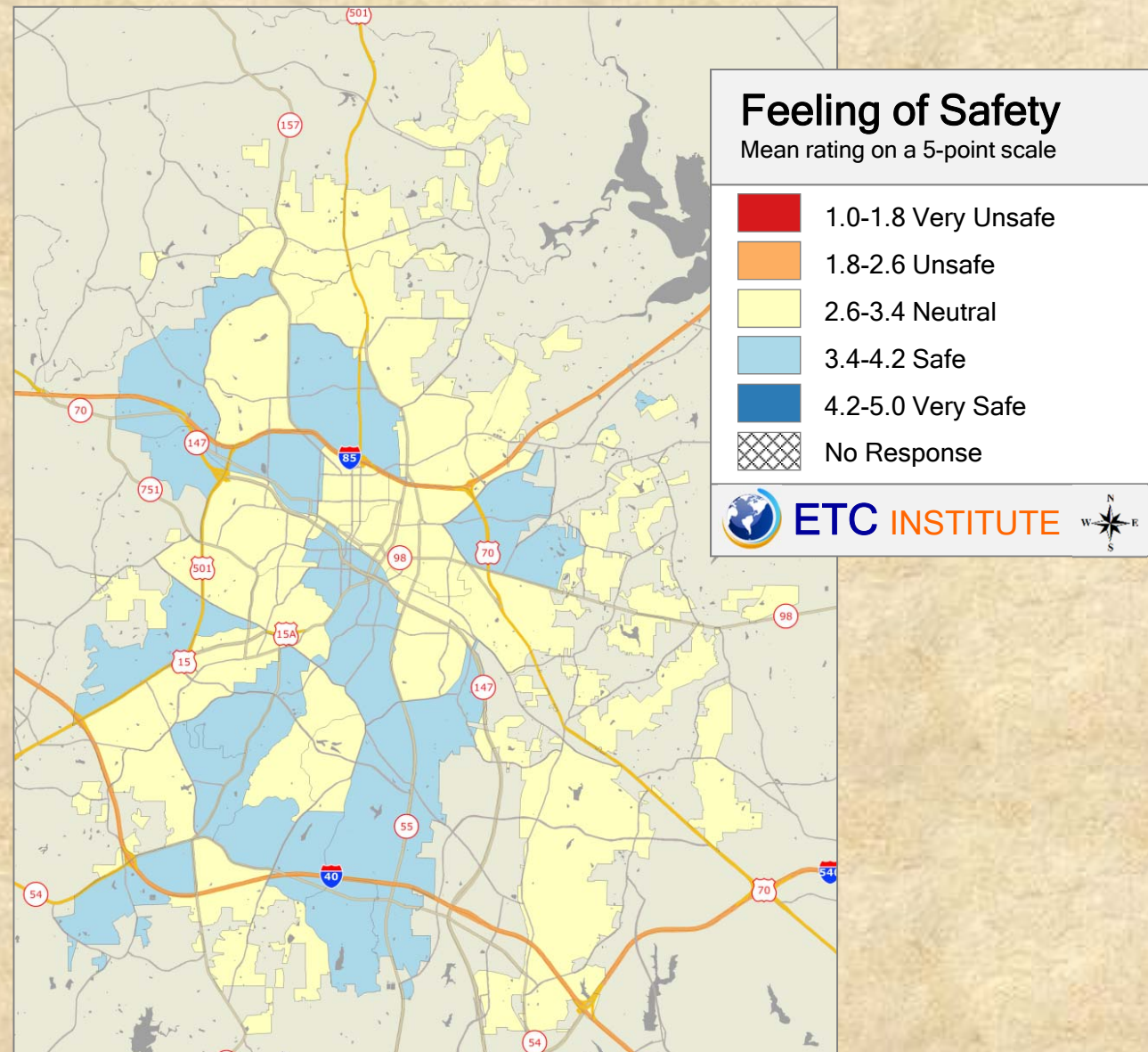


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



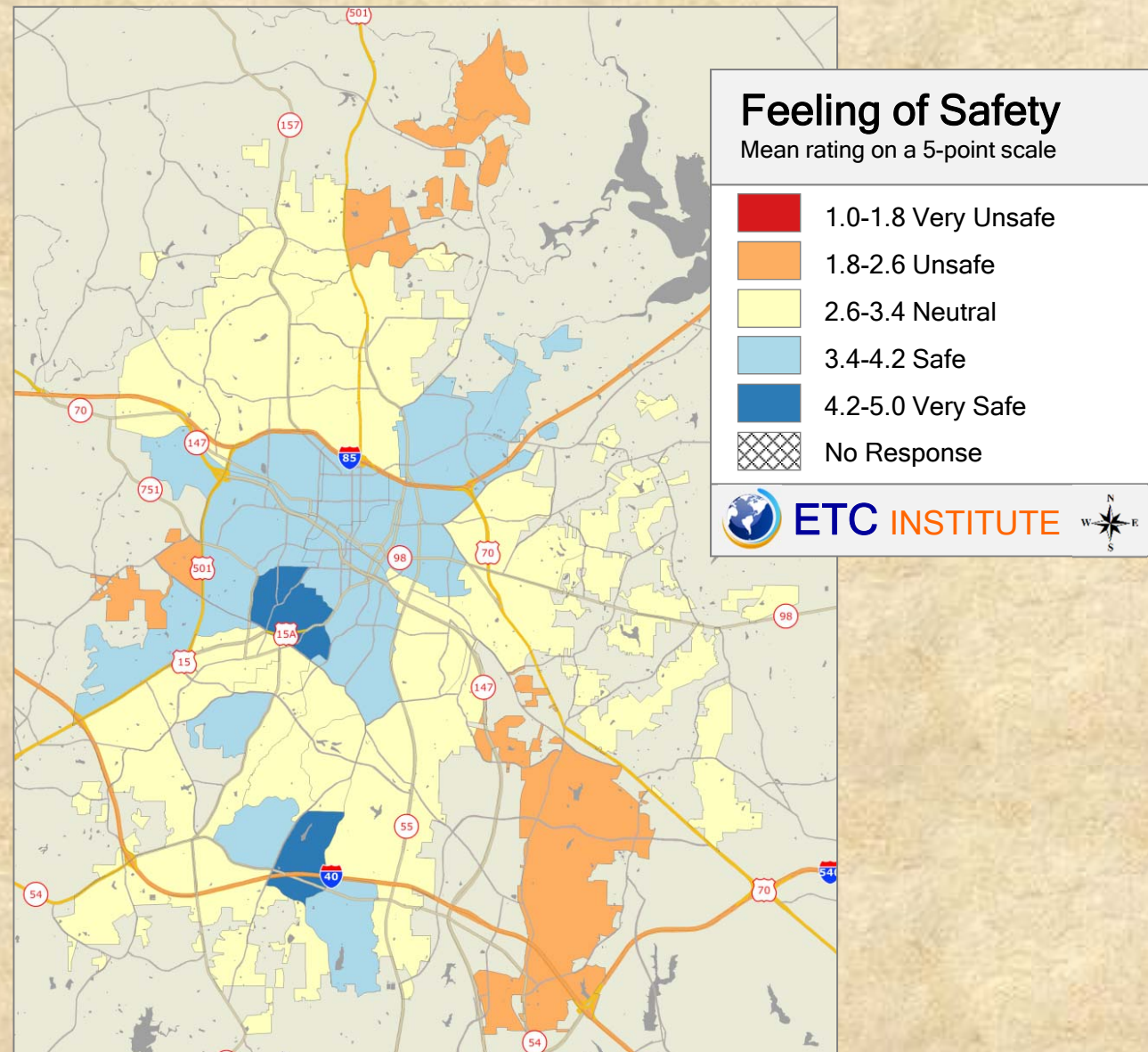
## Q4-6. Feeling of Safety in Durham Overall



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q4-7. Feeling of Safety when Riding GoDurham

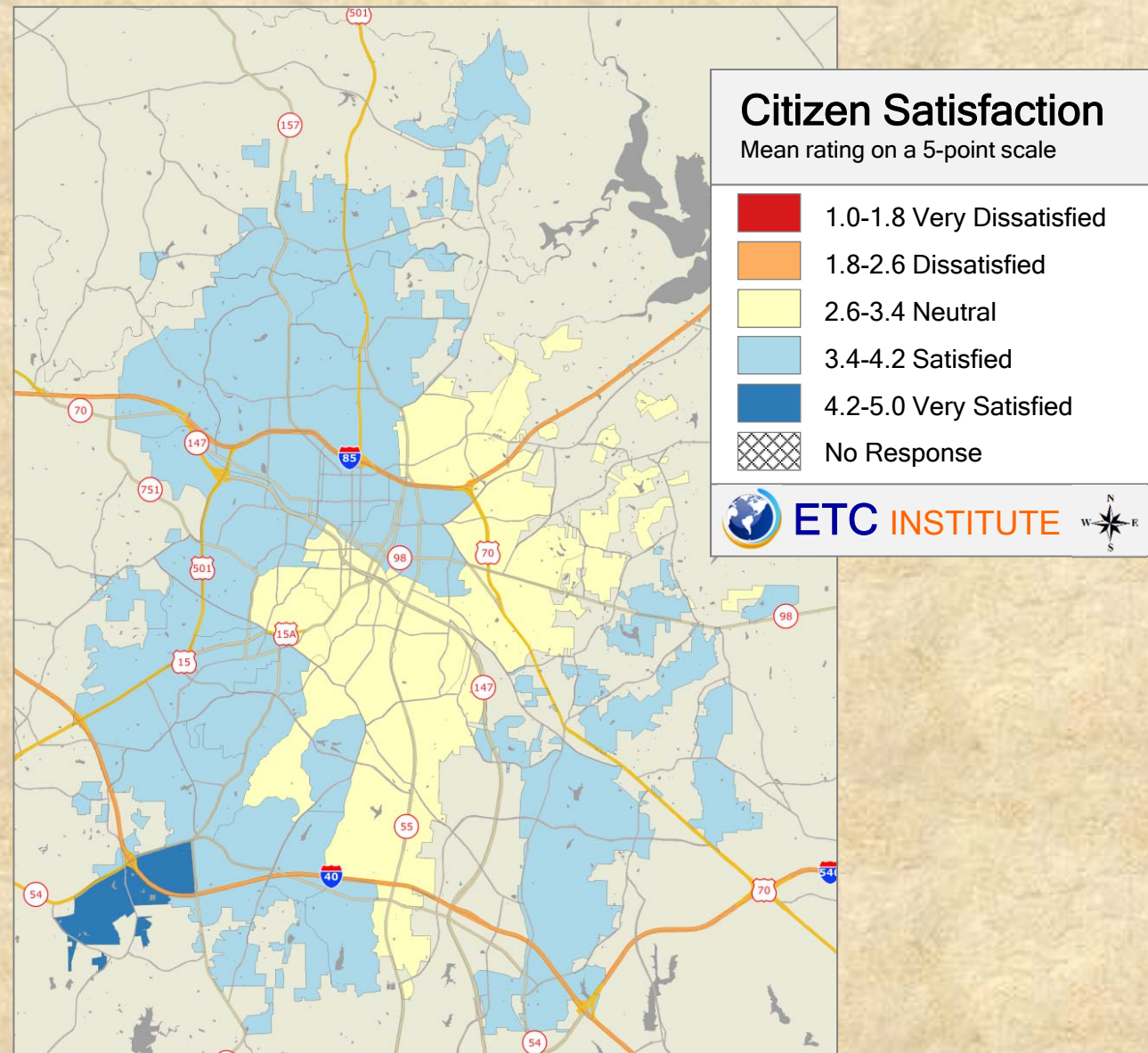


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



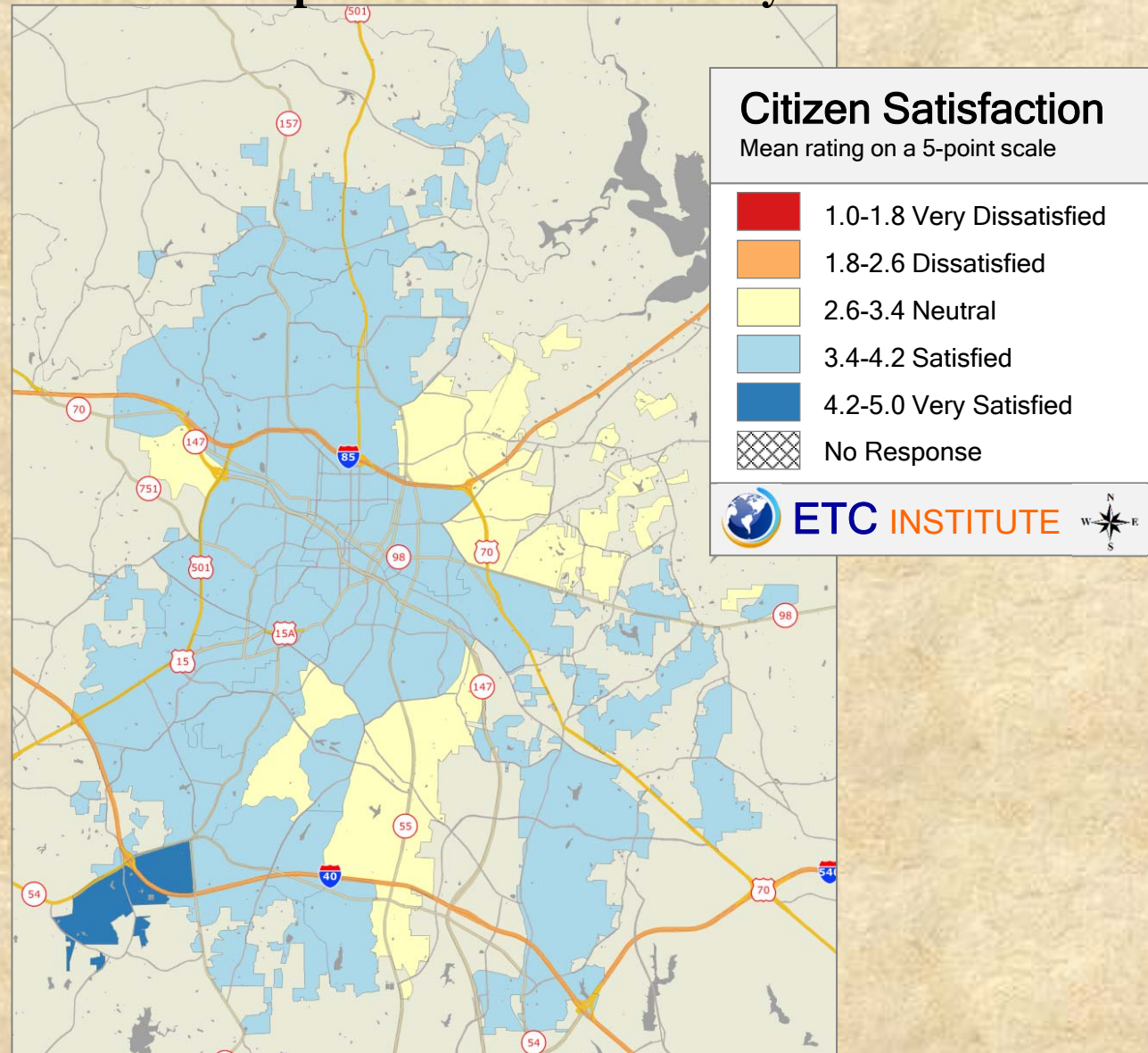
## Q5-1. Satisfaction with the Overall Police Relationship with Your Community



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q5-2. Satisfaction with the Overall Sheriff Office Relationship with Your Community

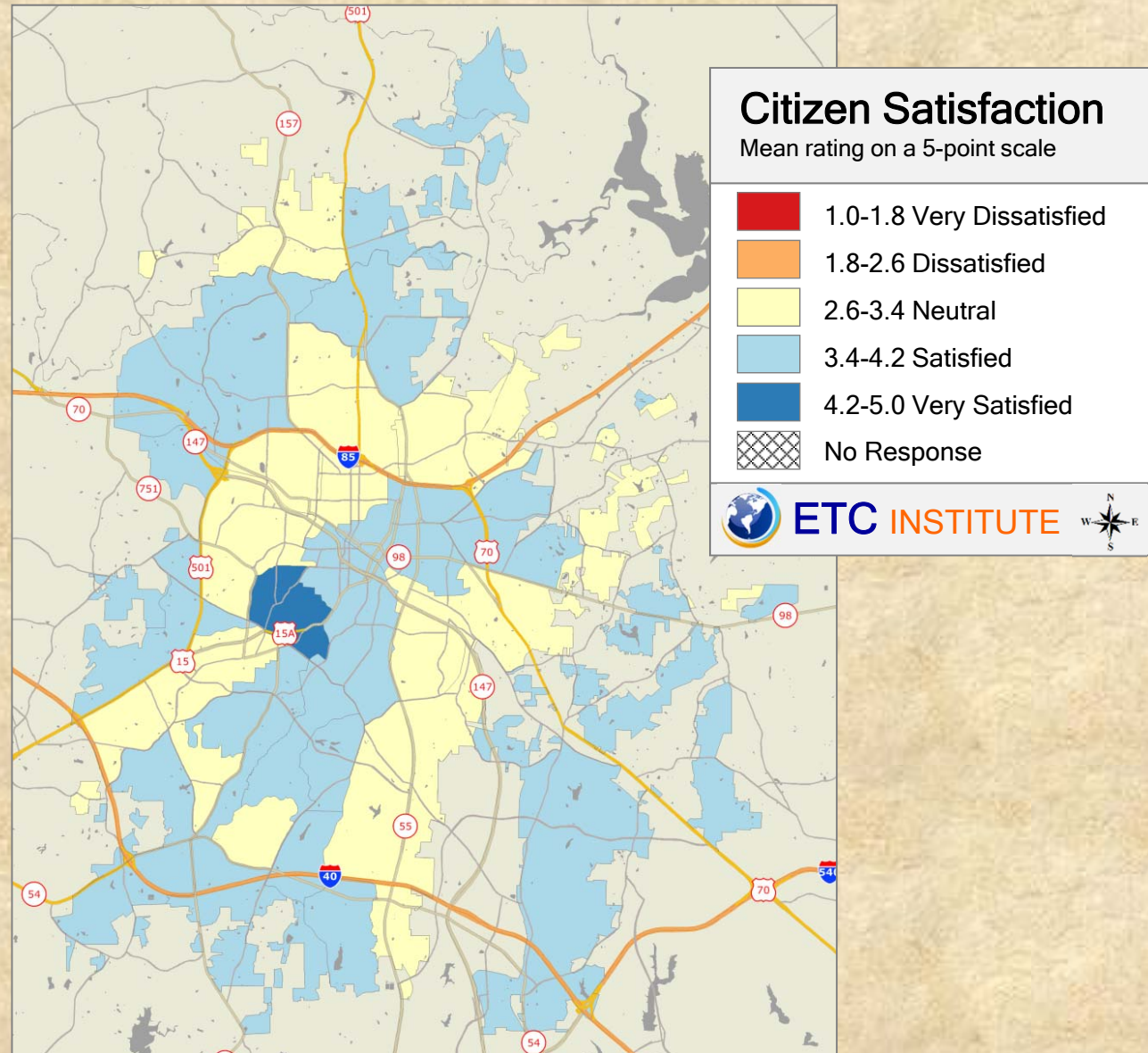


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



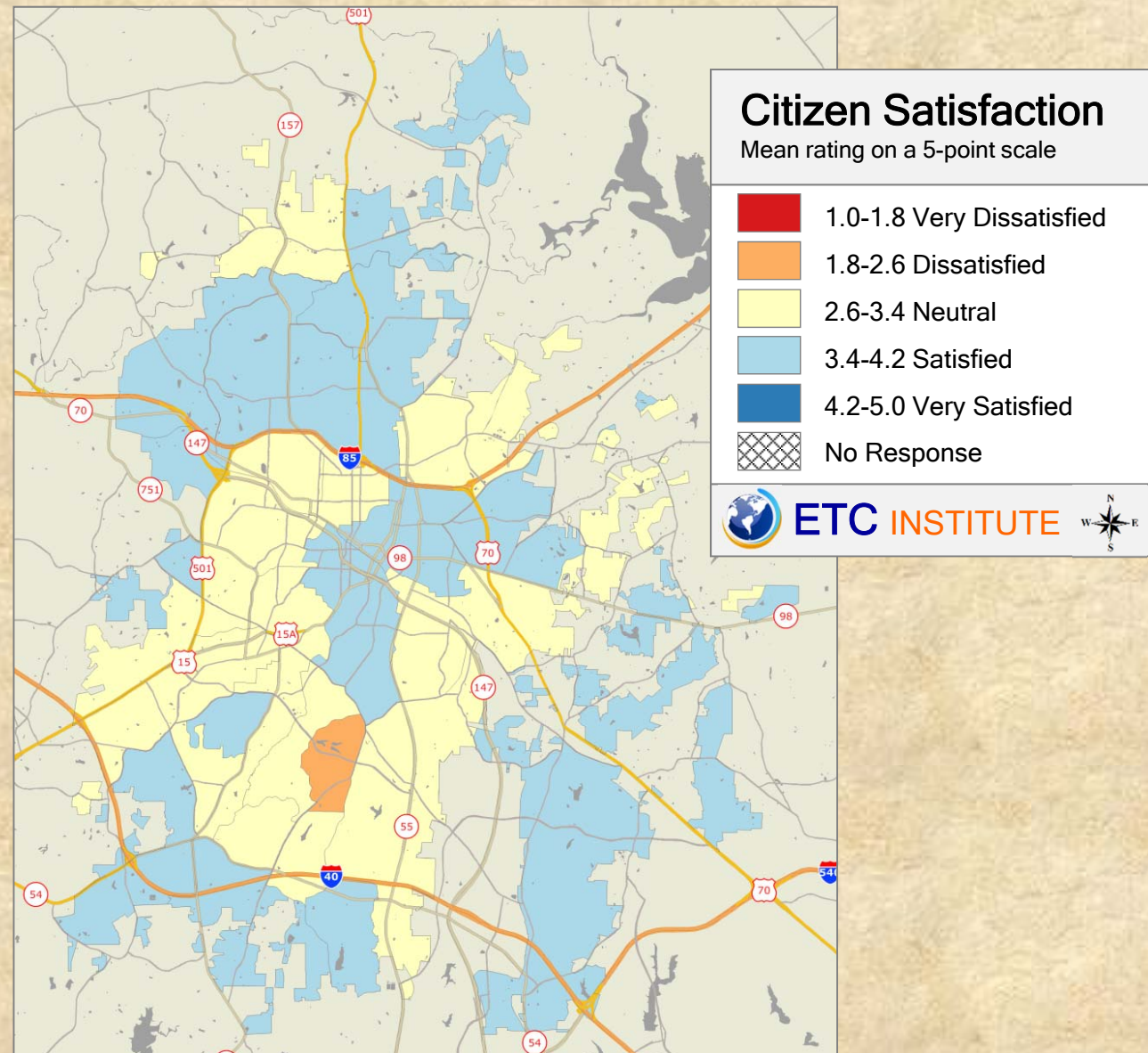
## Q5-3. Satisfaction with the Animal Control Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q5-4. Satisfaction with the Enforcement of Traffic Safety Laws

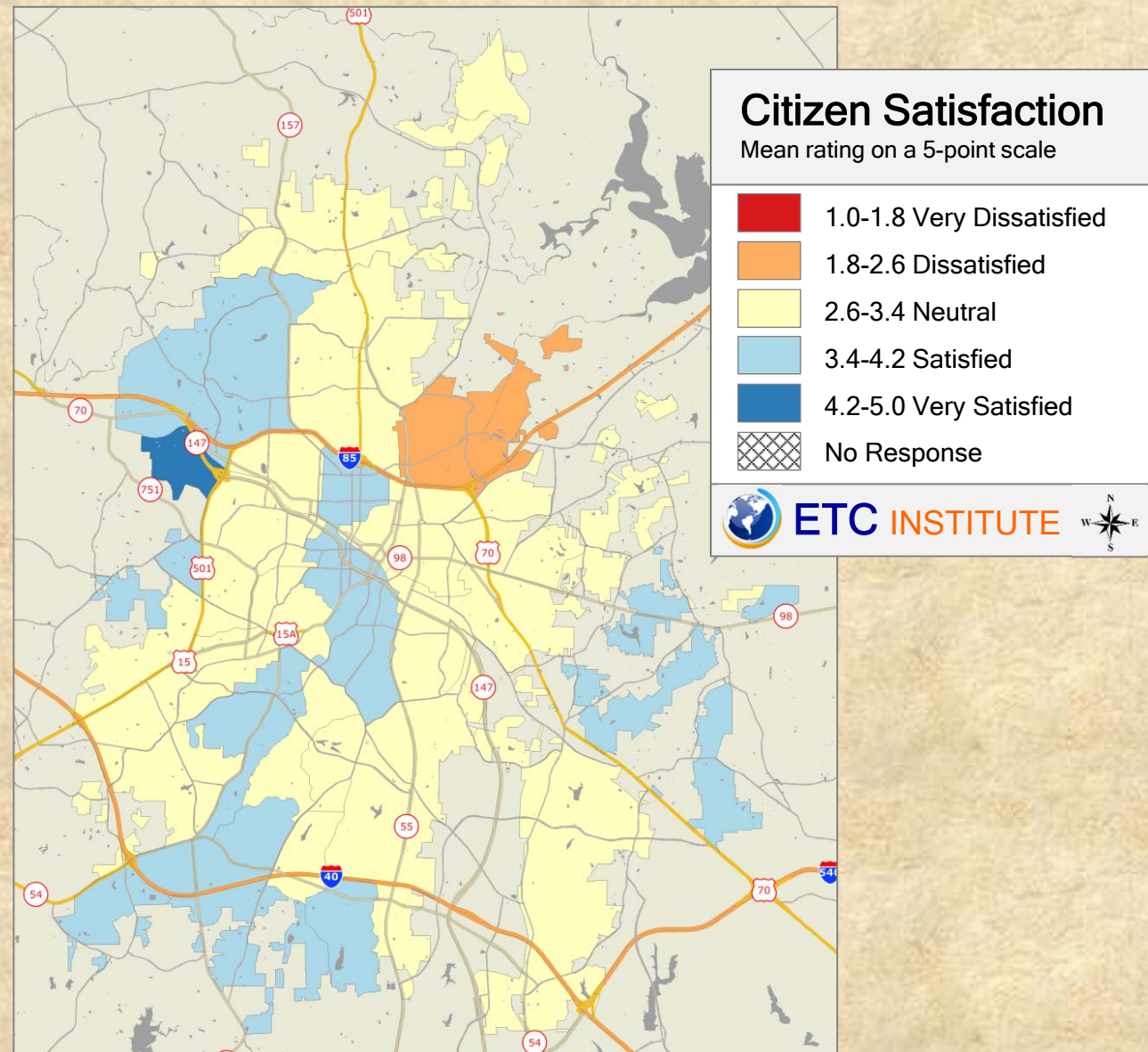


### City of Durham 2015 Resident Survey

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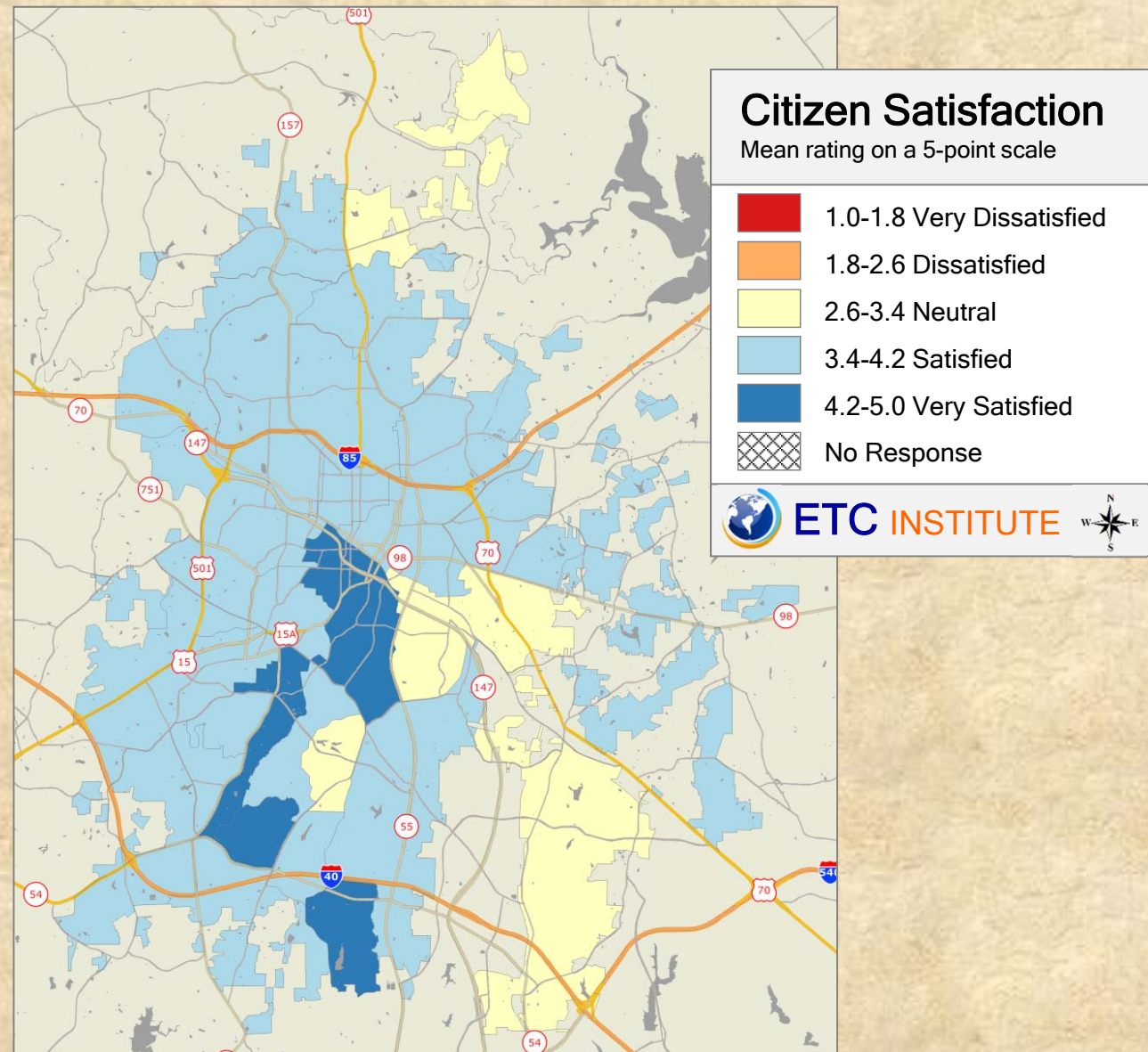
## Q5-5. Satisfaction with the Local Court System



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-1. Satisfaction with the Greenways and Trails

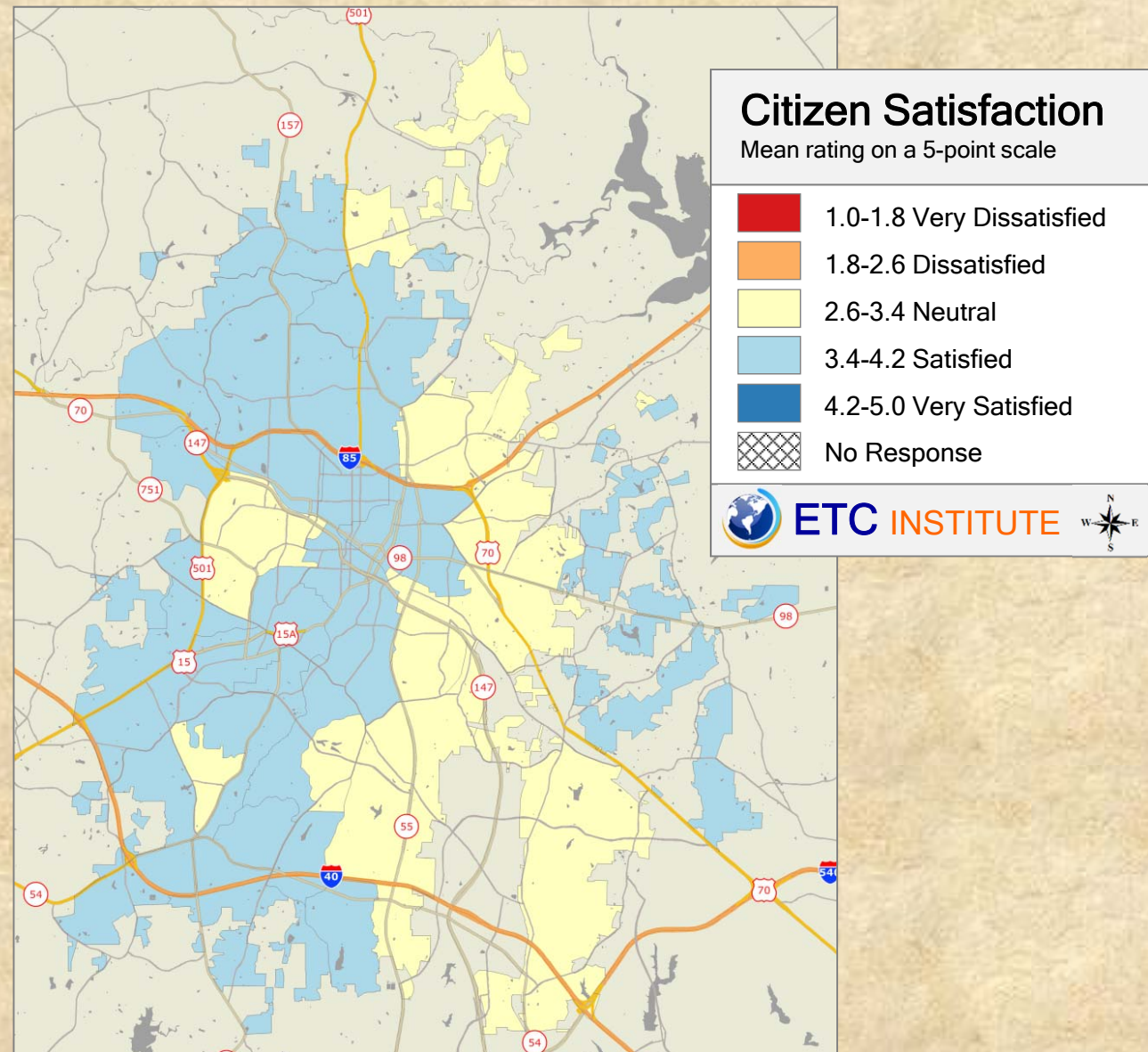


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



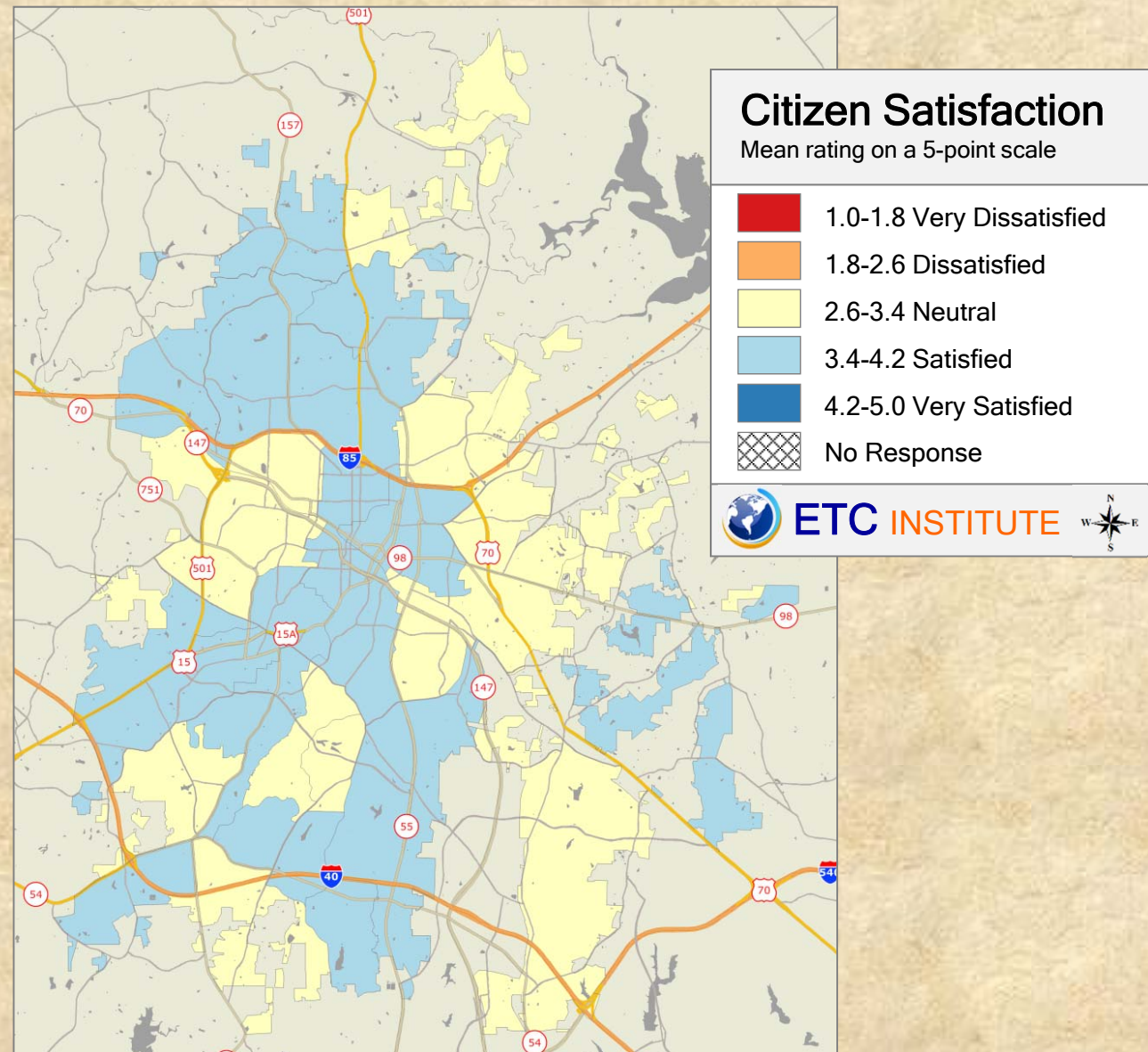
## Q7-2. Satisfaction with the Outdoor Athletic Fields and Courts



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-3. Satisfaction with the Variety of City Recreation Opportunities

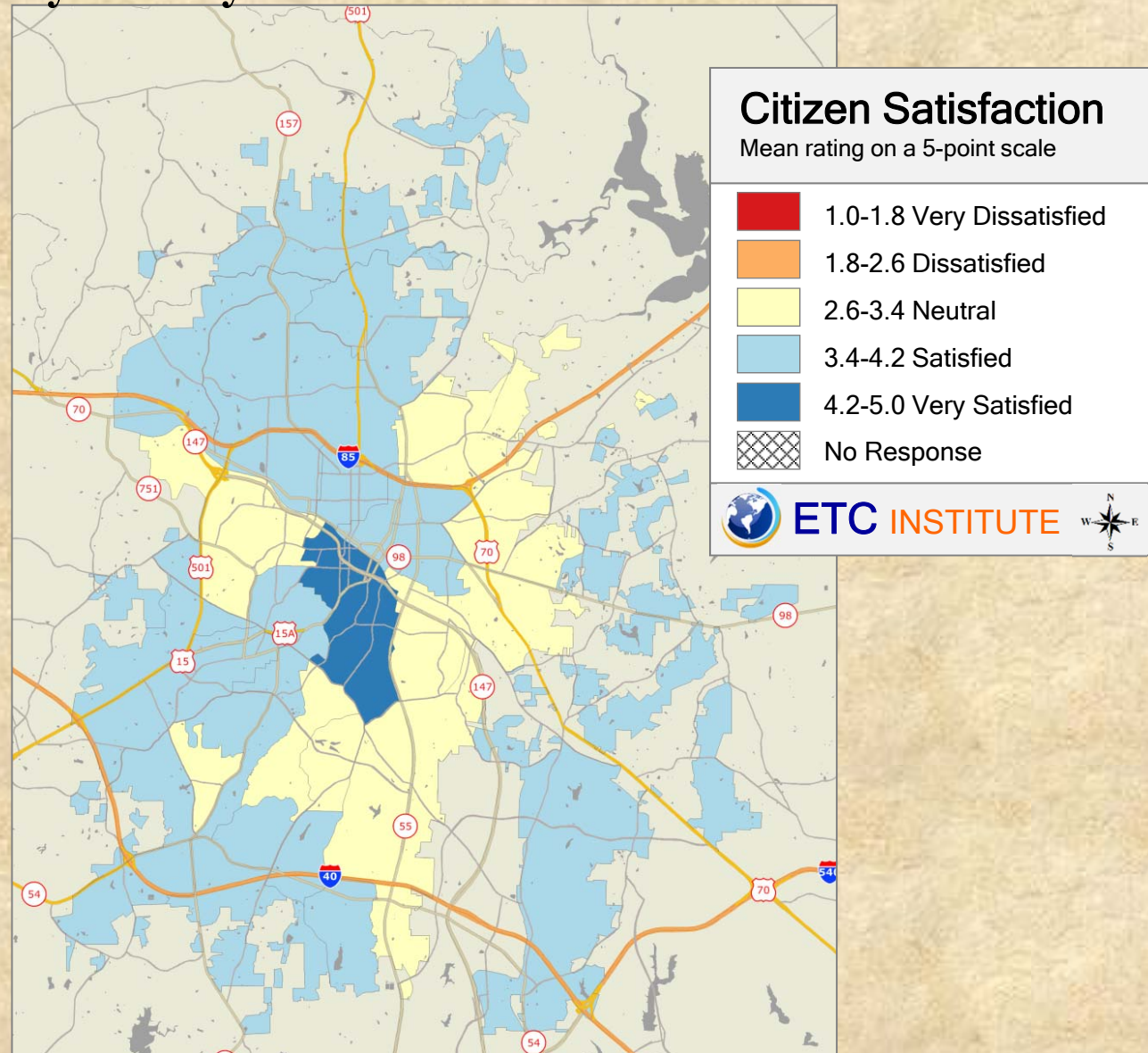


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



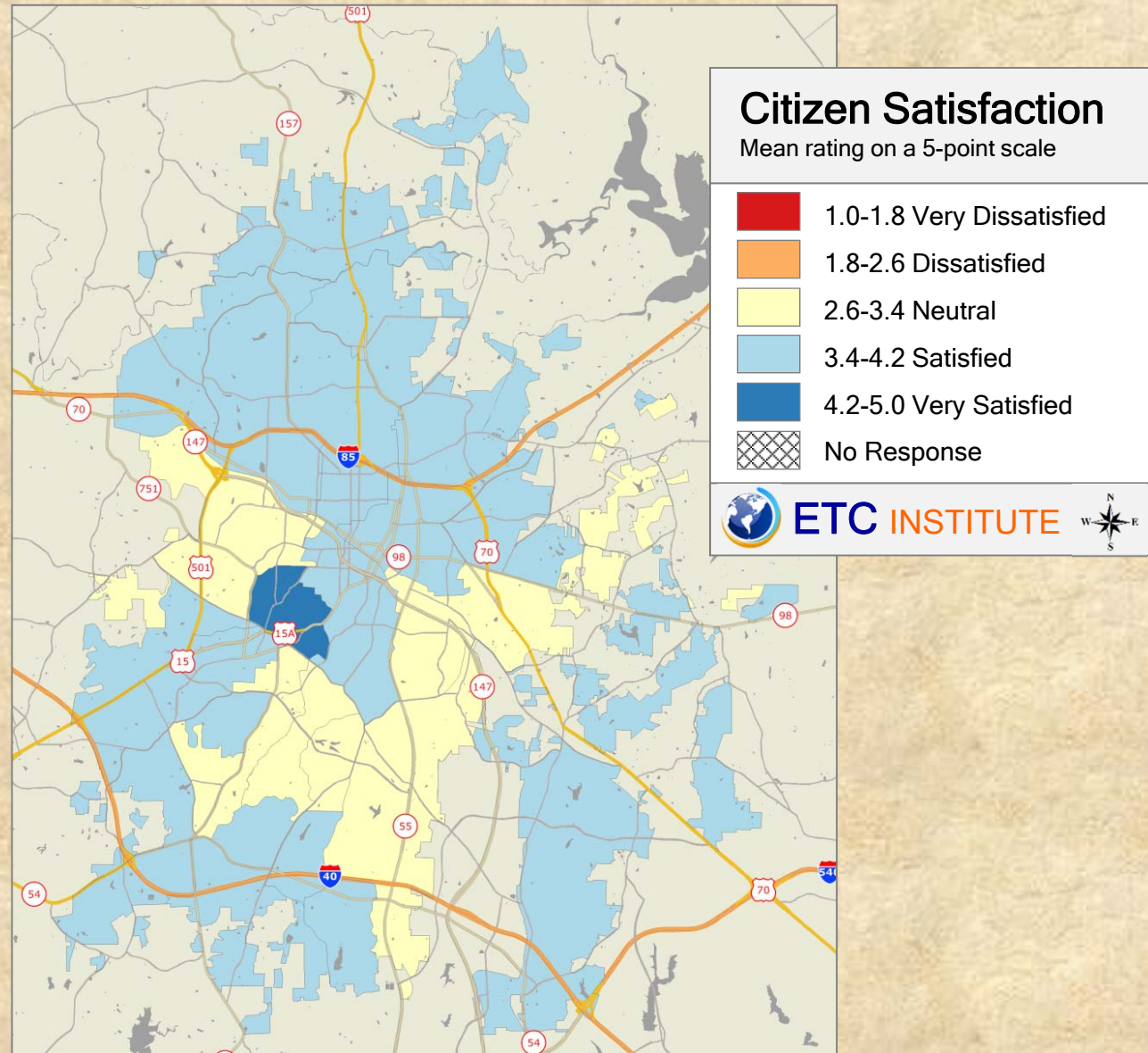
## Q7-4. Satisfaction with the Customer Service Provided by the City's Parks and Recreation Staff



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-5. Satisfaction with the Length of Your Commute to Your Desired Recreation Amenities

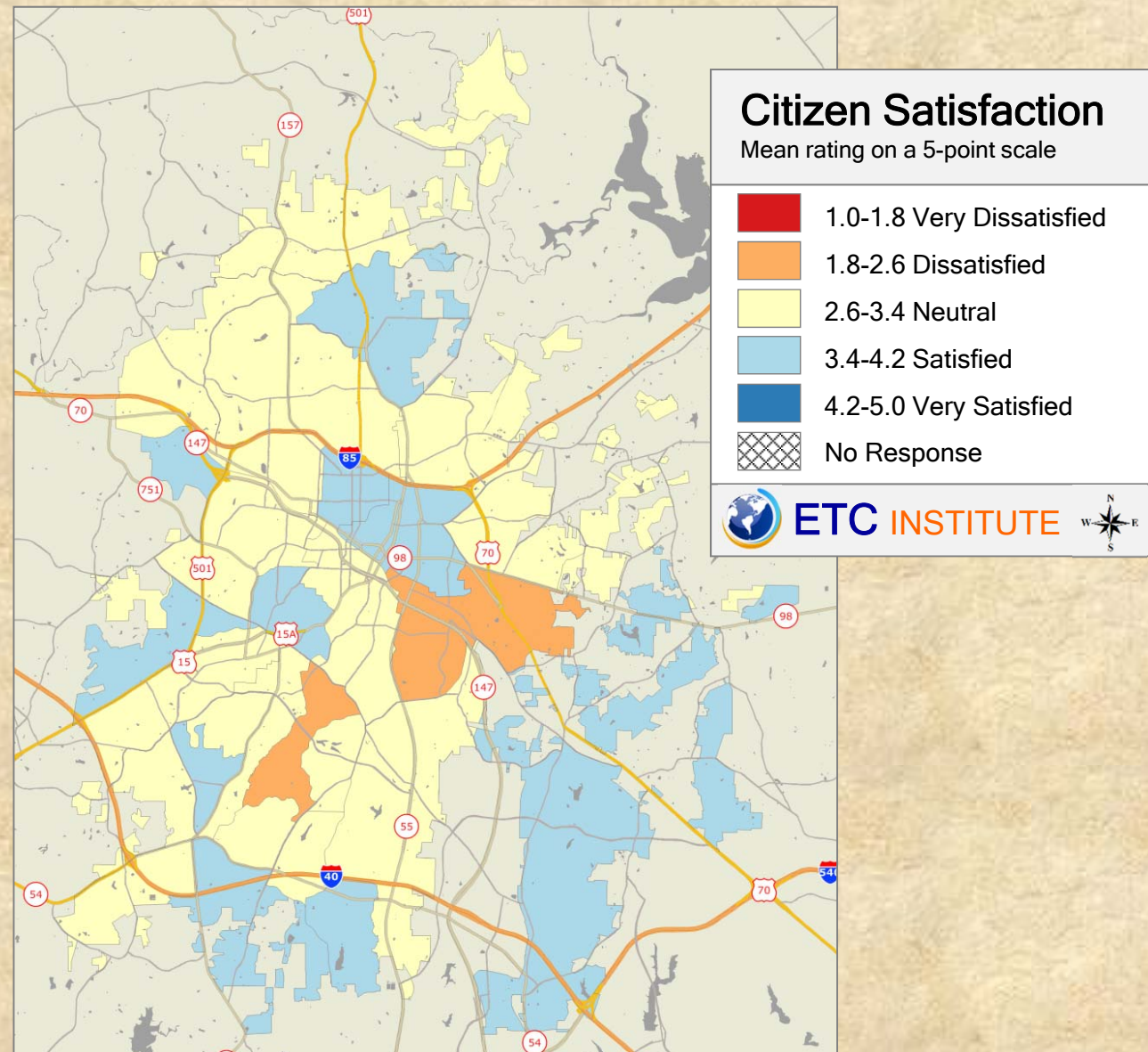


### City of Durham 2015 Resident Survey

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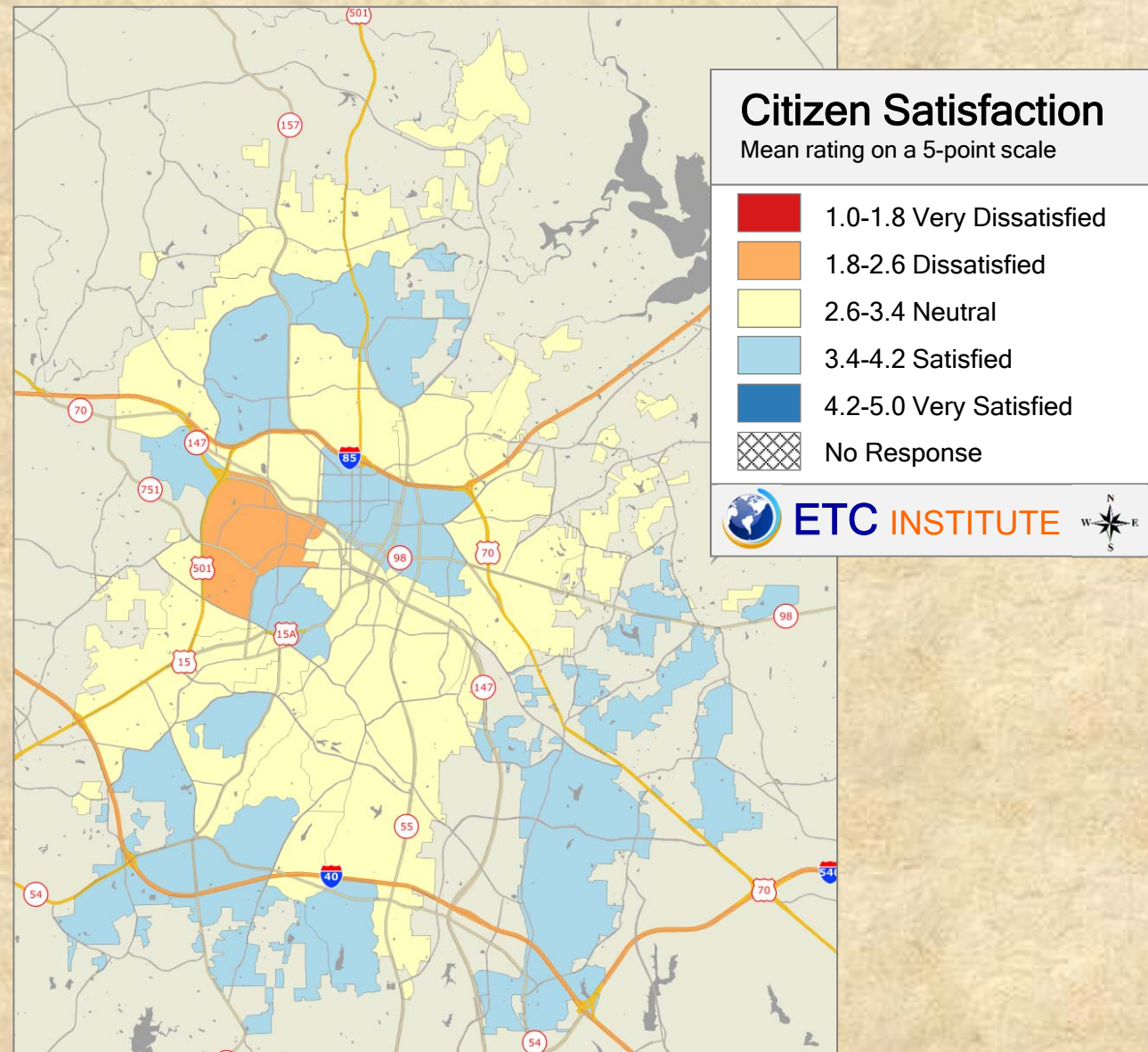
## Q7-6. Satisfaction with Aquatic Programs



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-7. Satisfaction with Athletic Programs

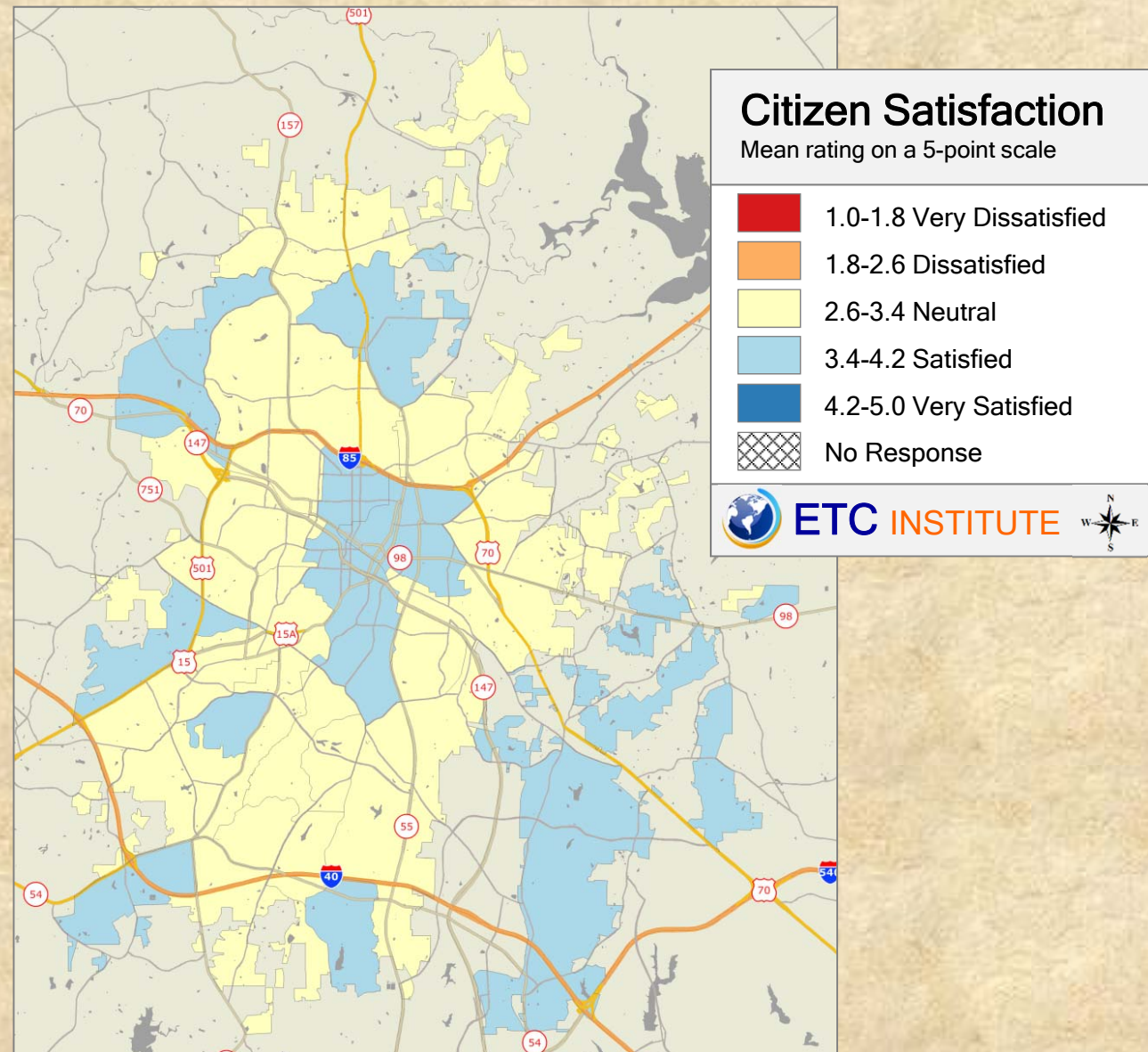


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



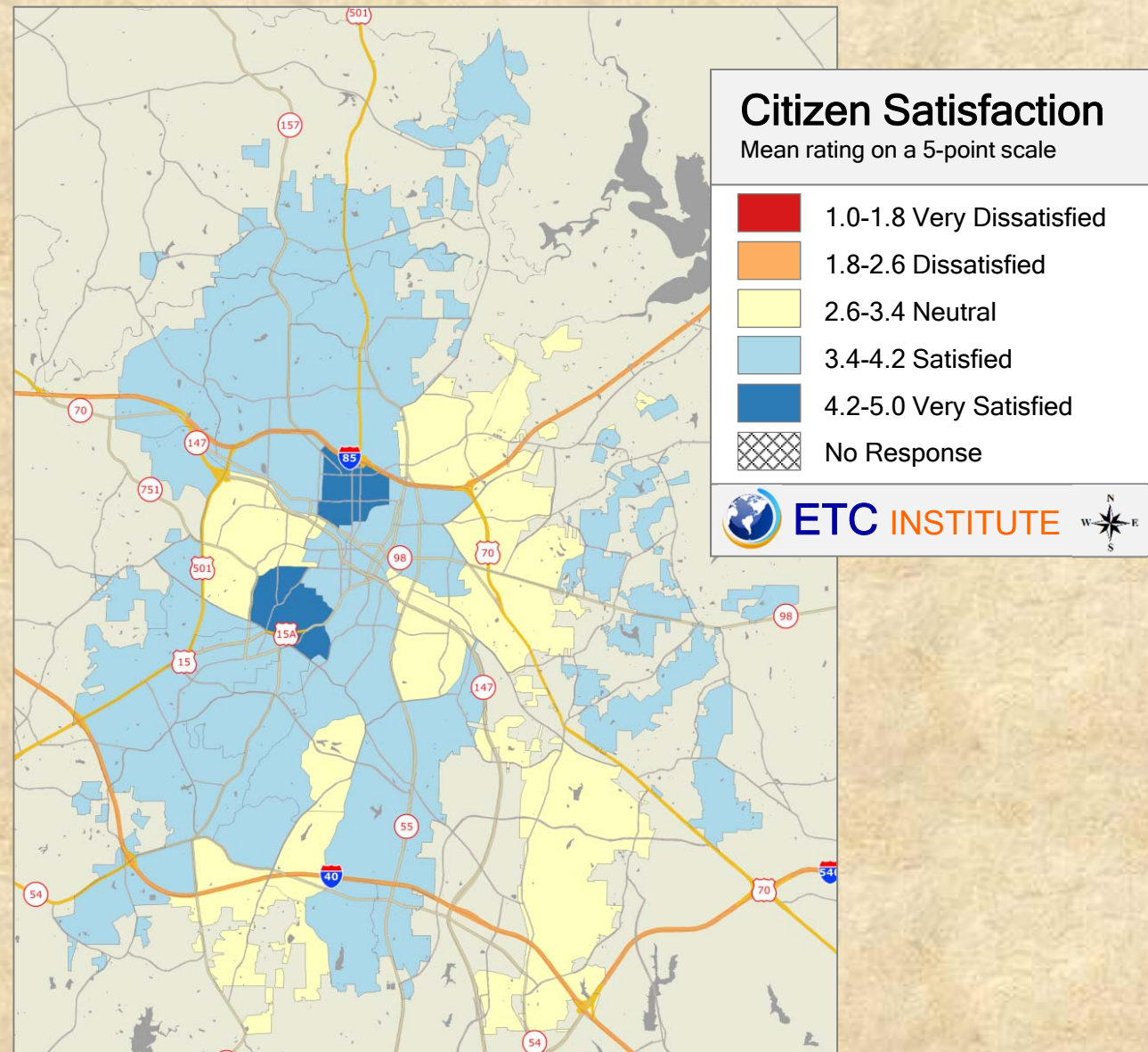
## Q7-8. Satisfaction with Recreation Center Programs



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-9. Satisfaction with Cultural Programming

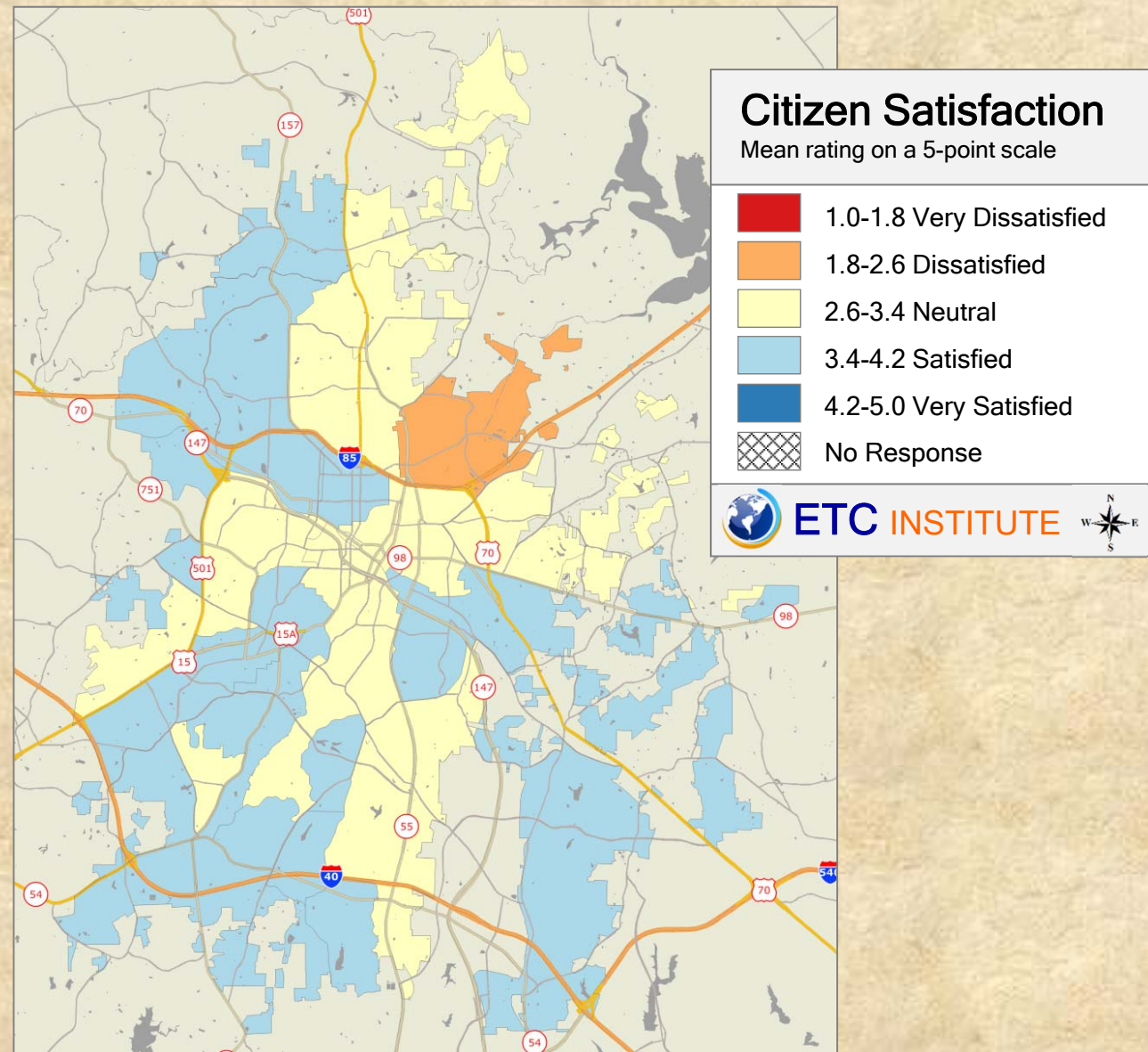


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



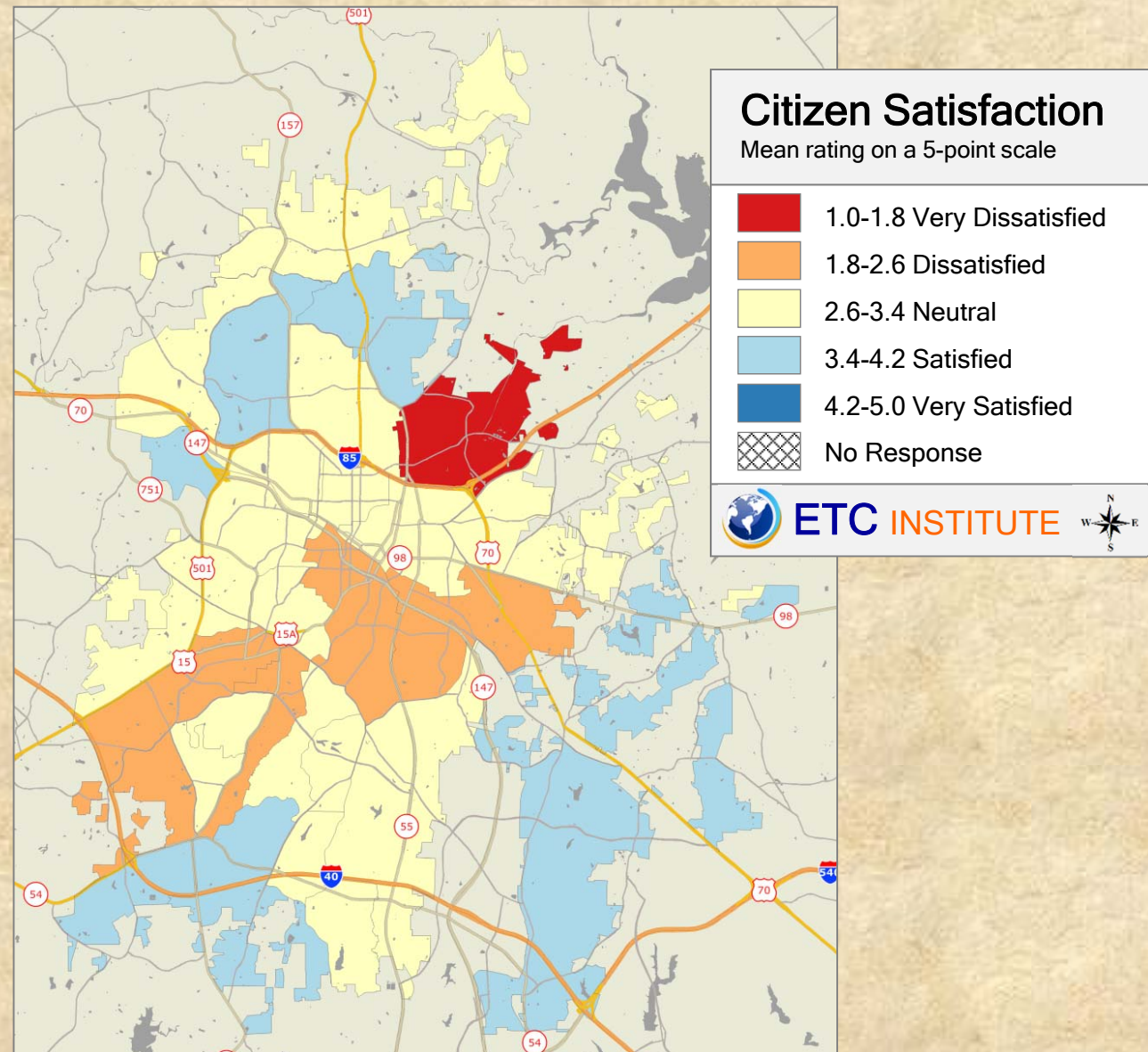
## Q9-1. Satisfaction with the Condition of Streets in Your Neighborhood



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-2. Satisfaction with the Condition of Sidewalks in Your Neighborhood

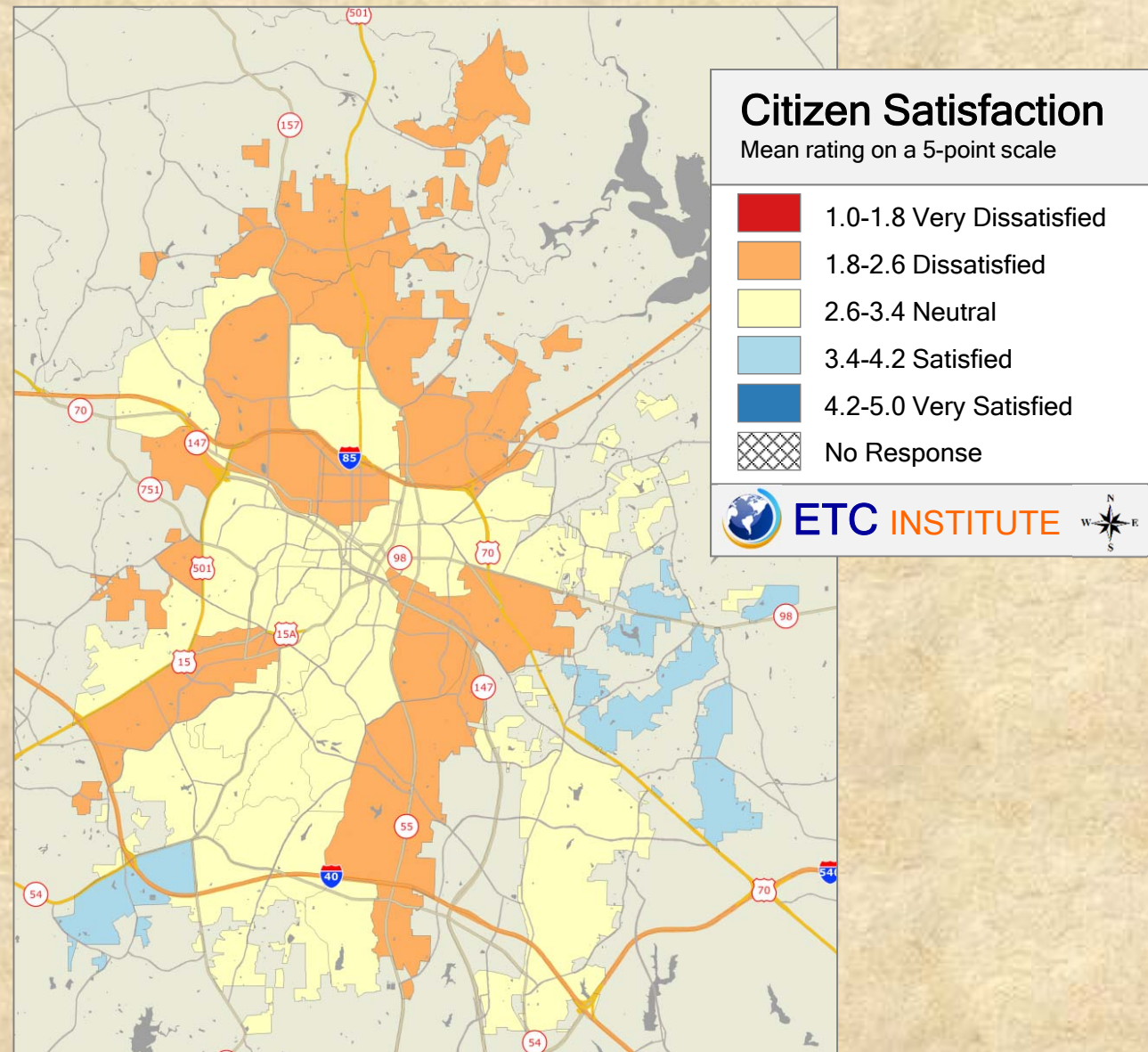


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



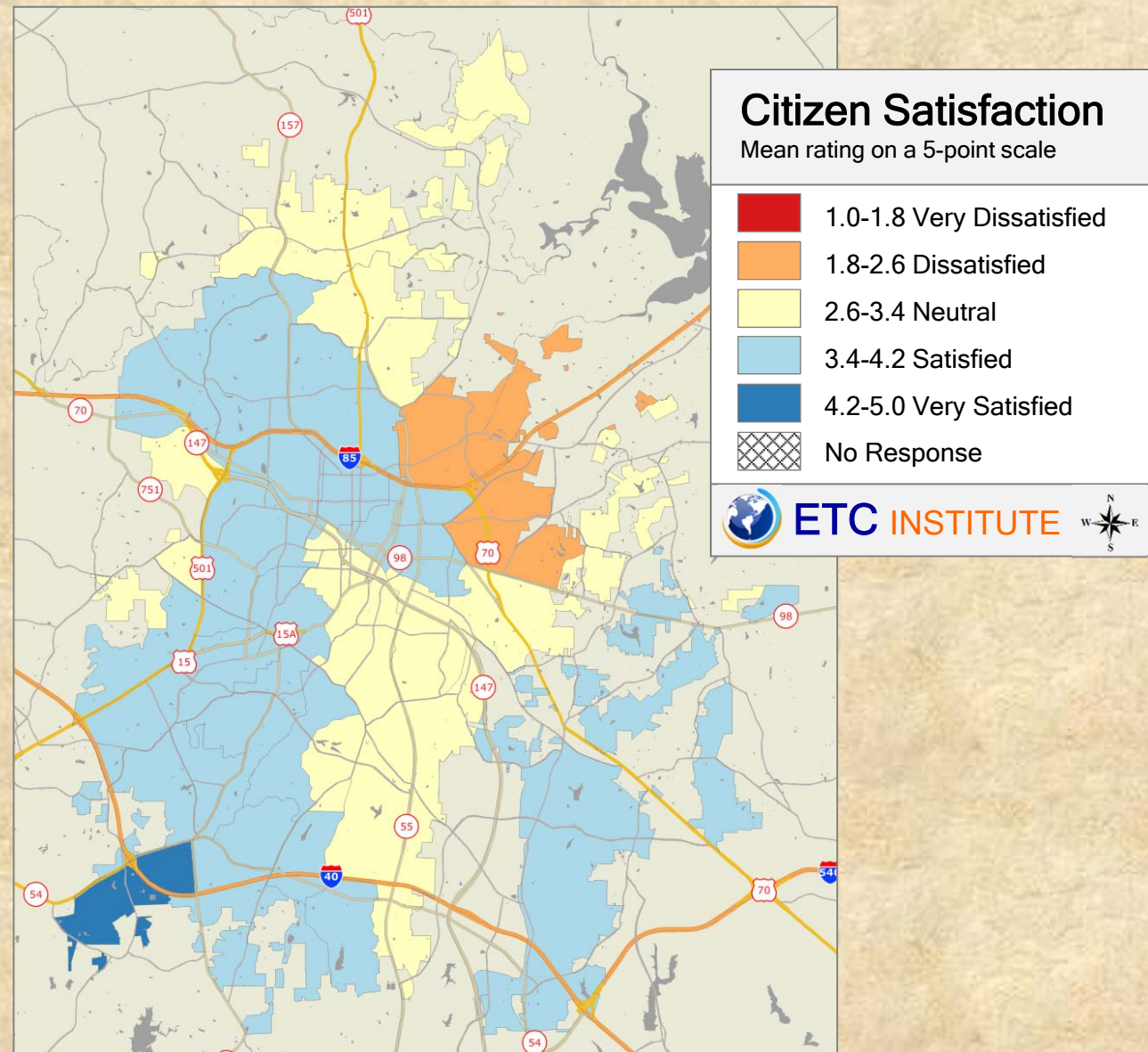
## Q9-3. Satisfaction with the Condition of Bicycle Facilities



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-4. Satisfaction with the Cleanliness of Streets

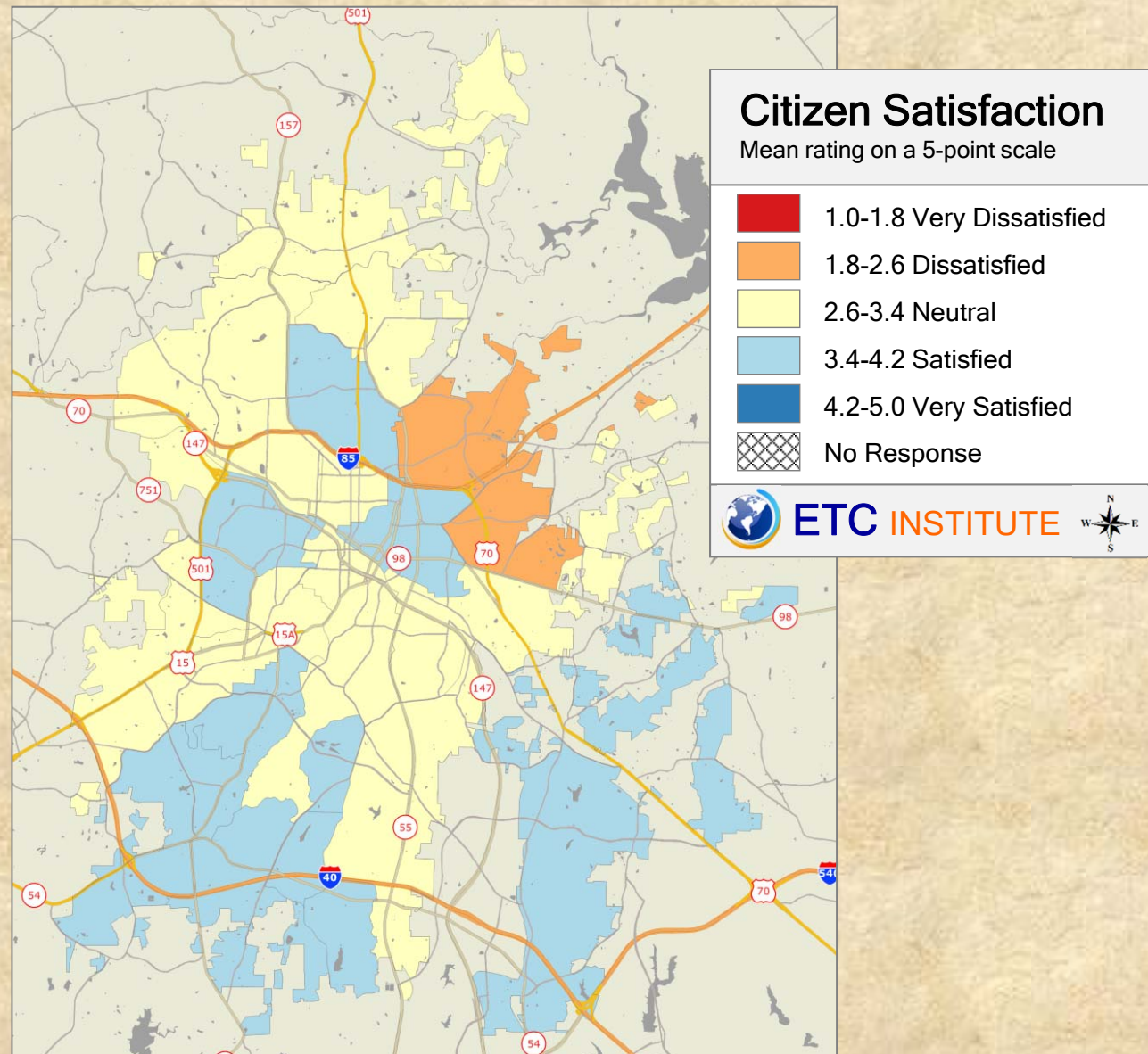


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



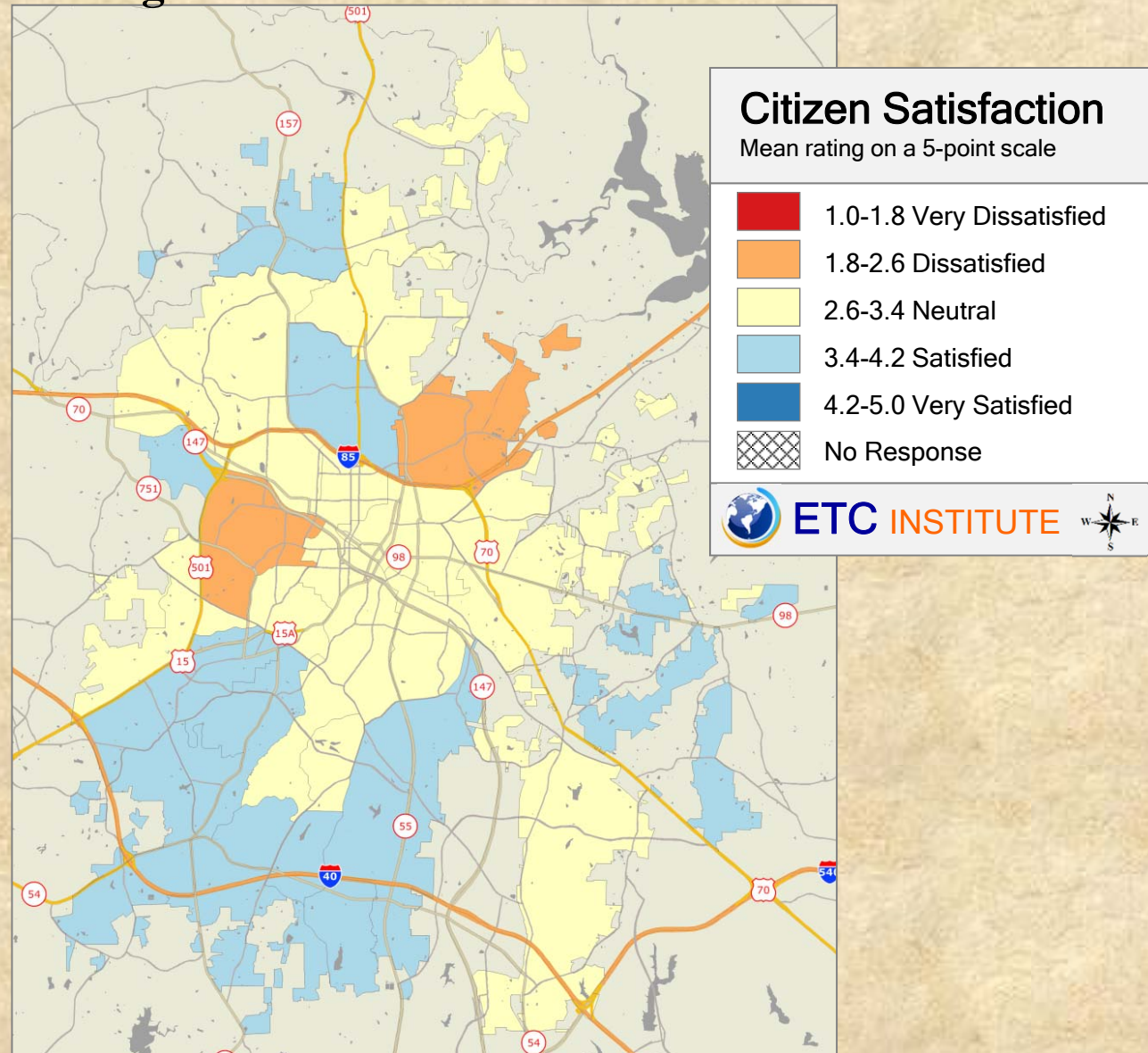
## Q9-5. Satisfaction with Cleanliness and Appearance of Medians and Roadsides



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-6. Satisfaction with the Mowing and Tree Trimming Along Streets and Other Public Areas

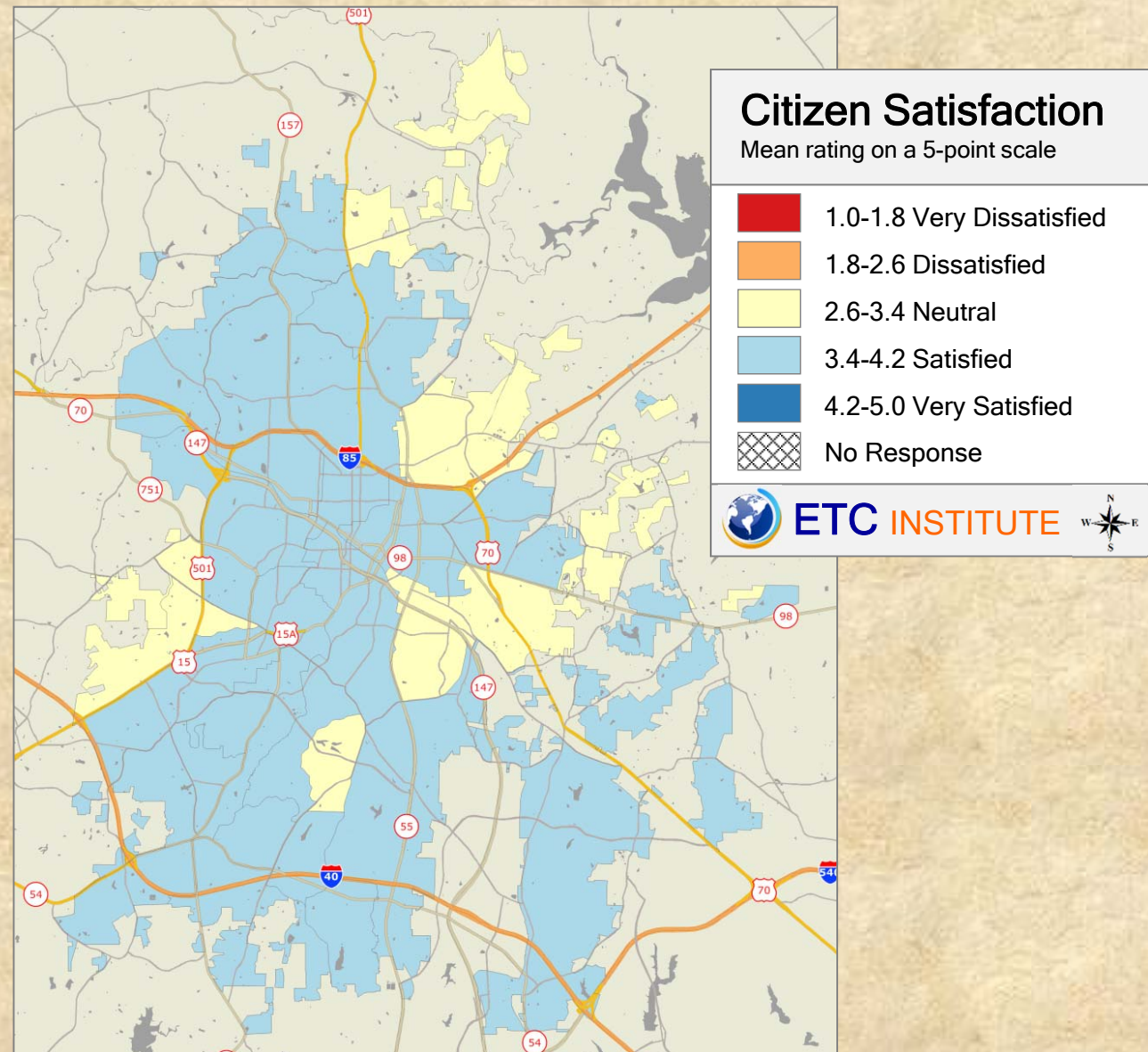


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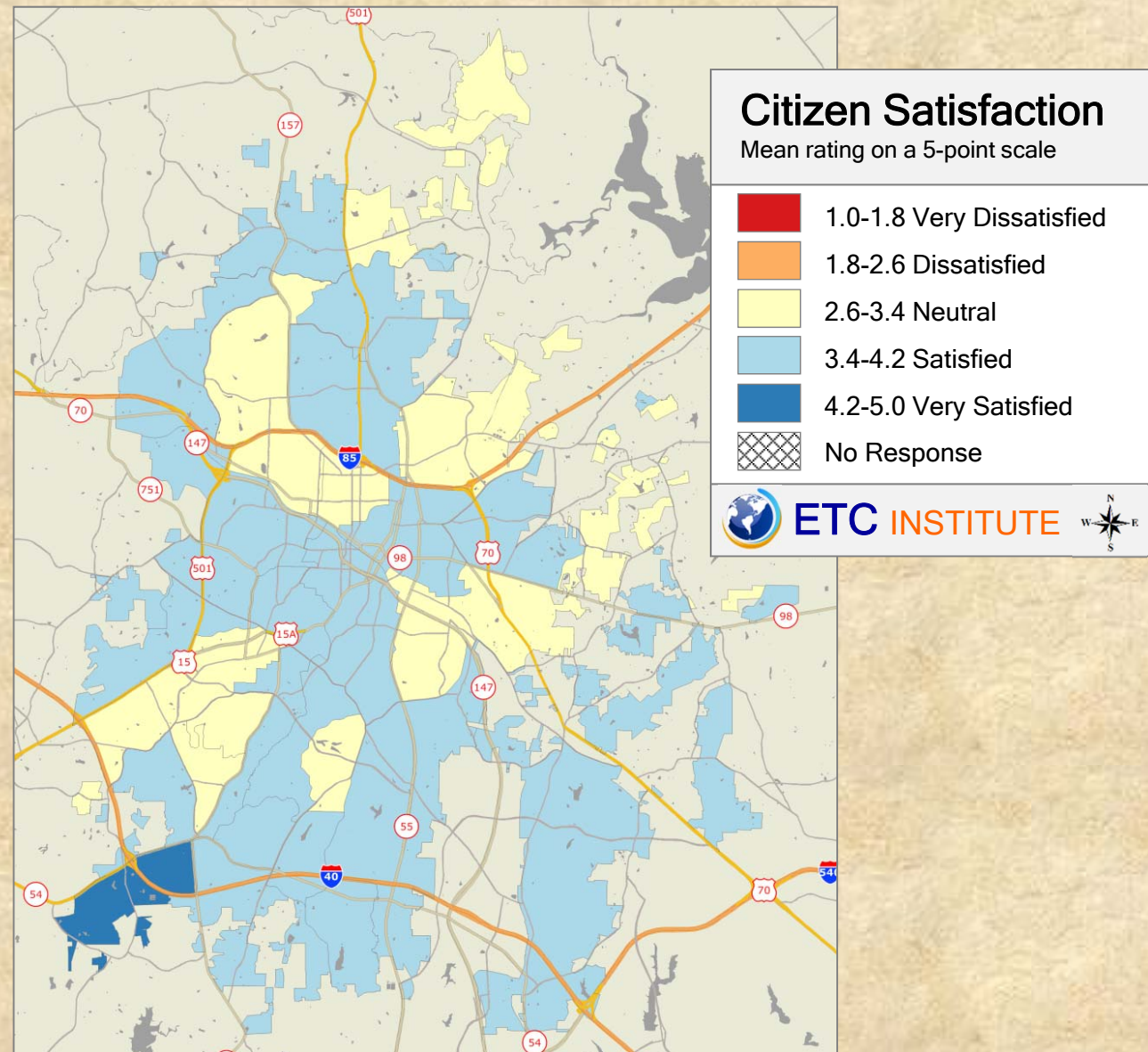
## Q9-7. Satisfaction with the Condition of Parks



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-8. Satisfaction with the Condition of Recreation Centers and Facilities

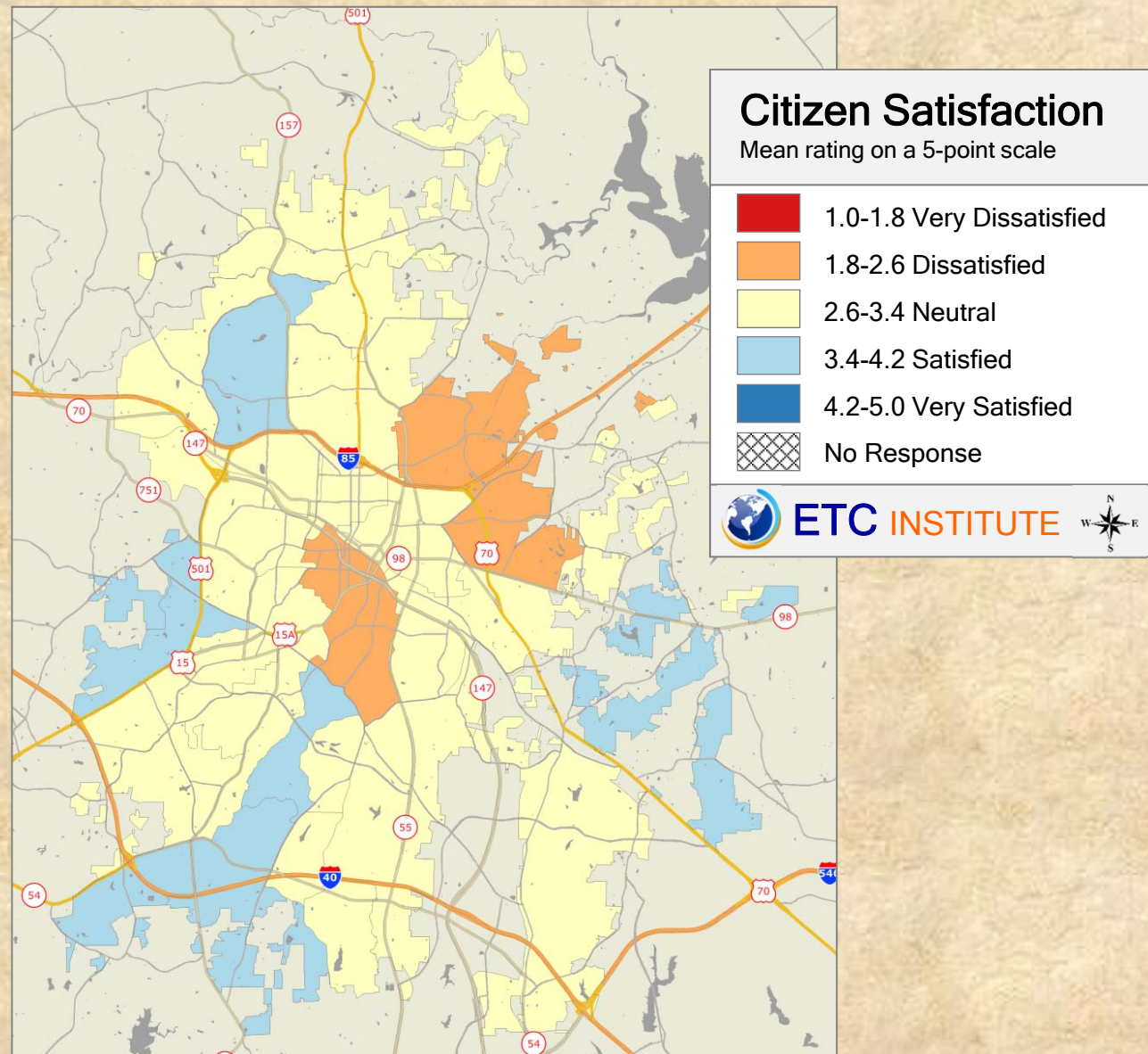


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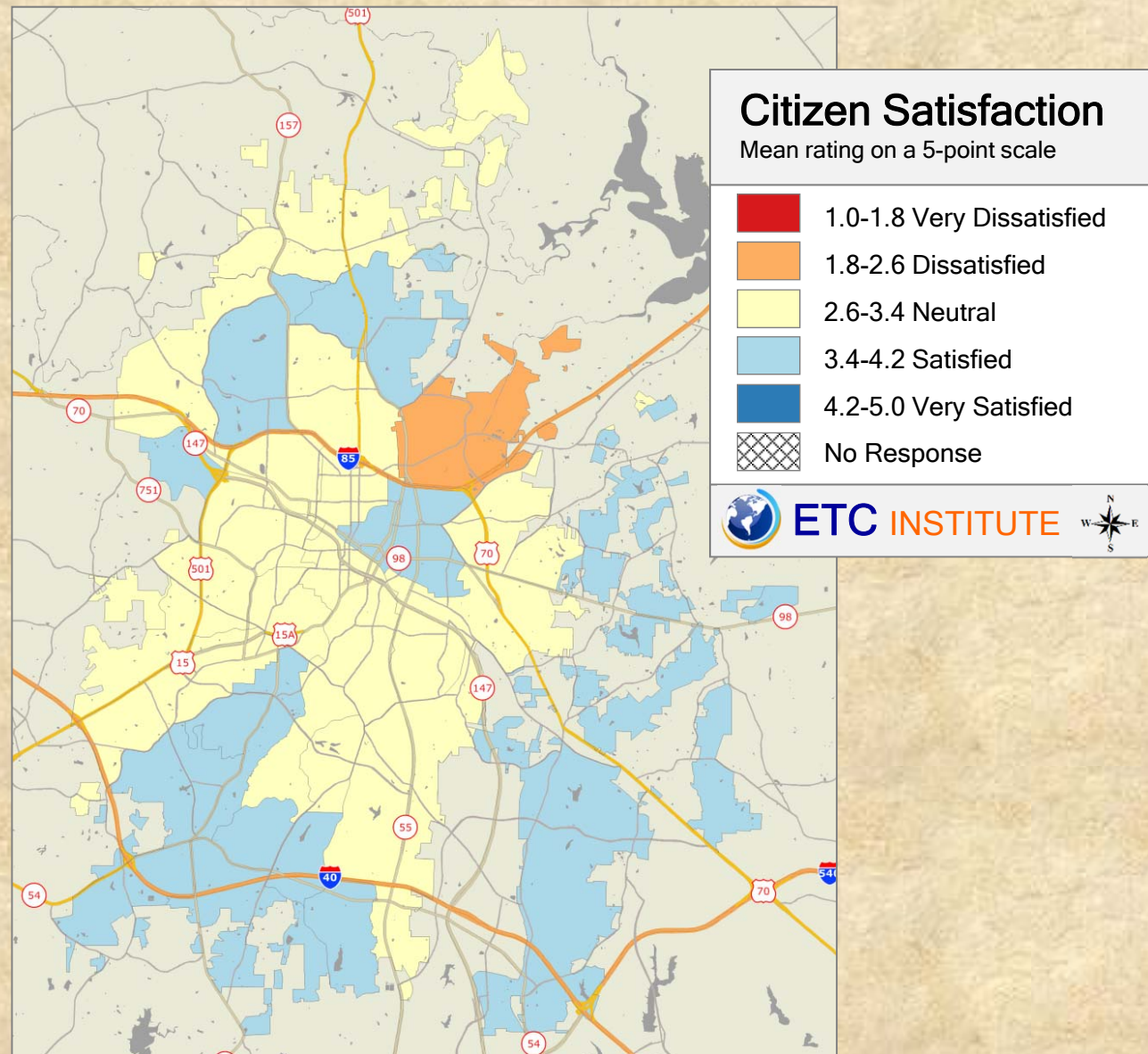
## Q9-9. Satisfaction with the Cleanliness of Stormwater Drains



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-10. Satisfaction with the Overall Appearance of Major Entryways to Durham

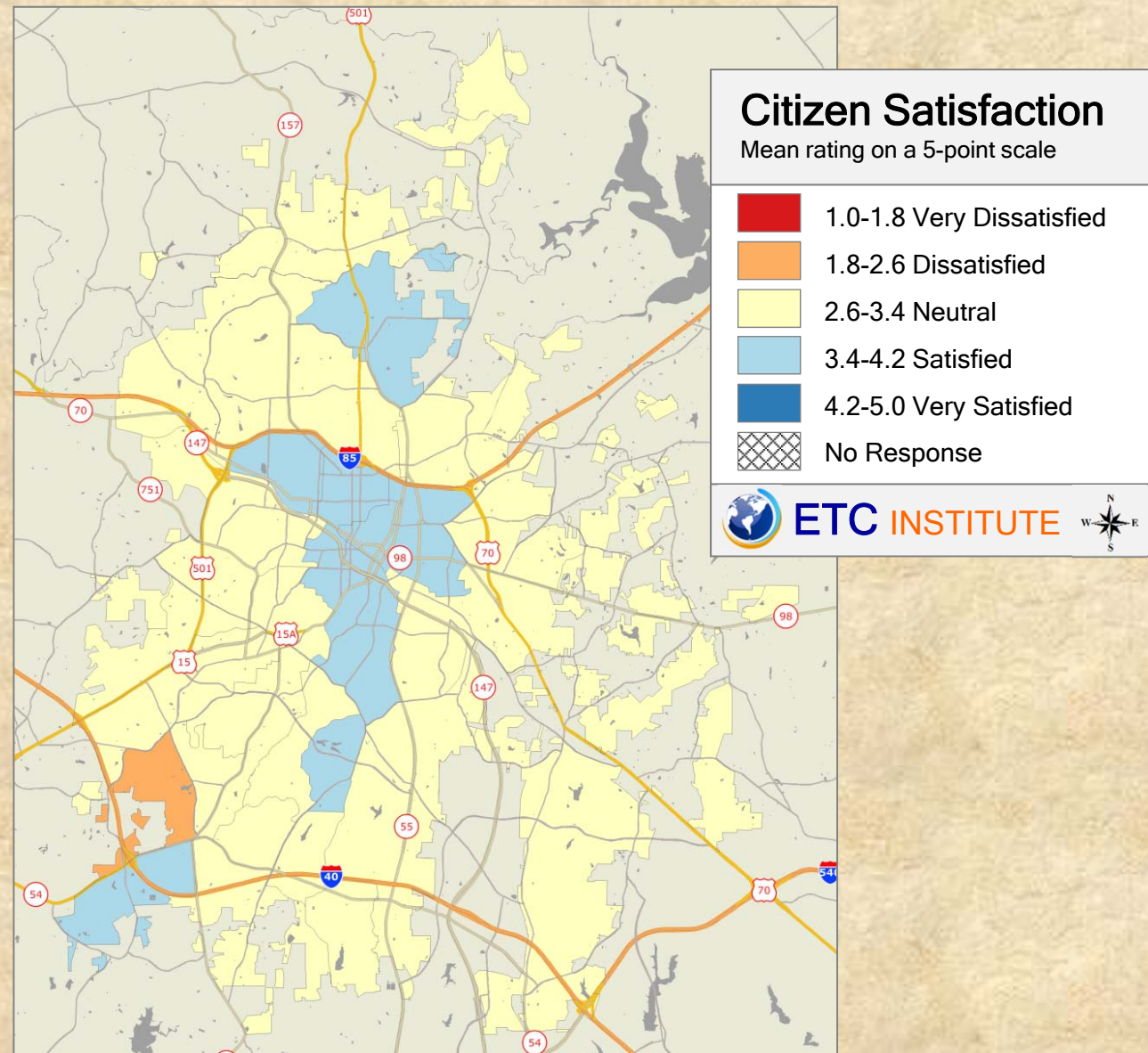


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



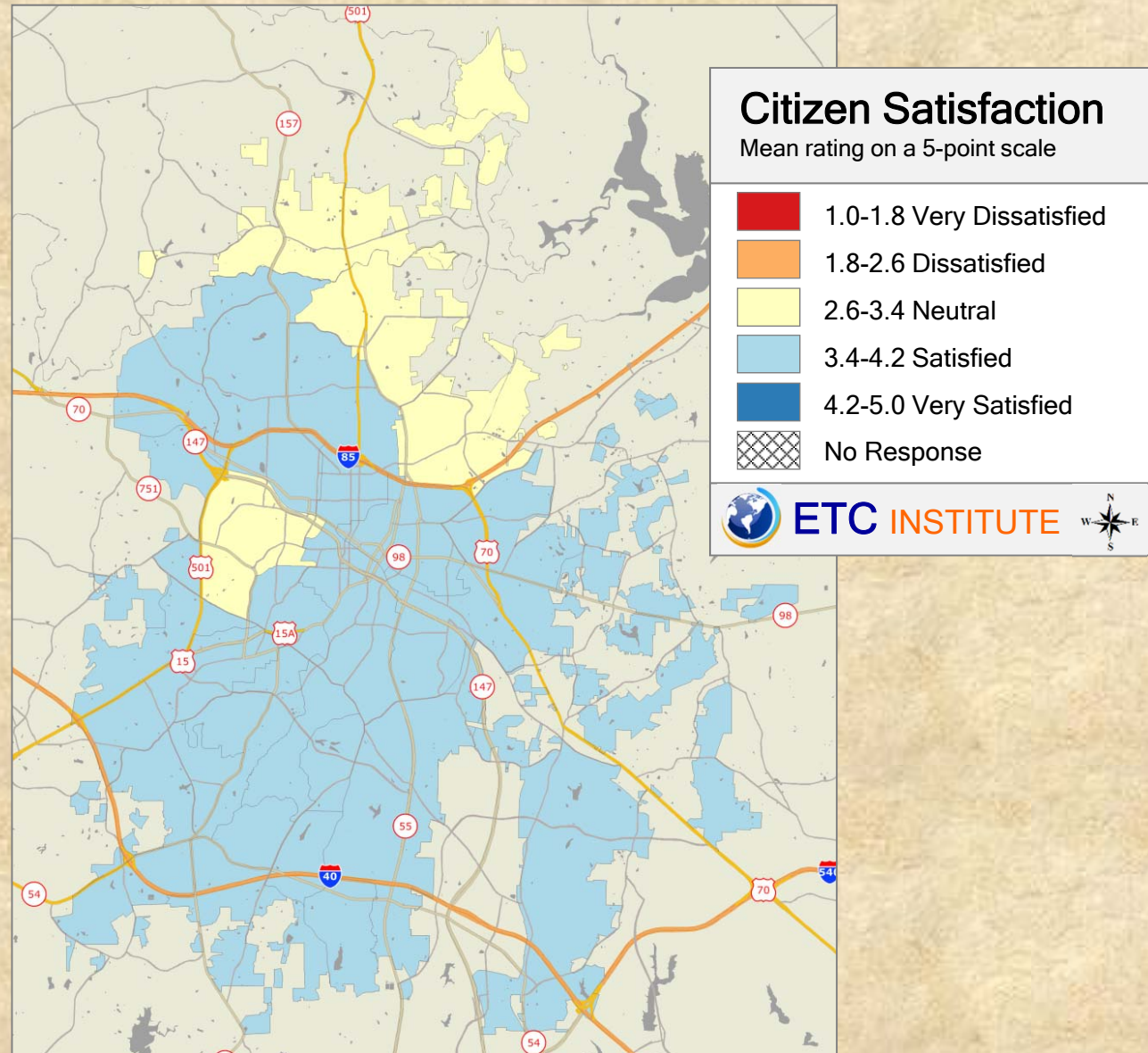
## Q11-1. Satisfaction with the Ease of Travel by Walking



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11-2. Satisfaction with the Ease of Travel by Driving

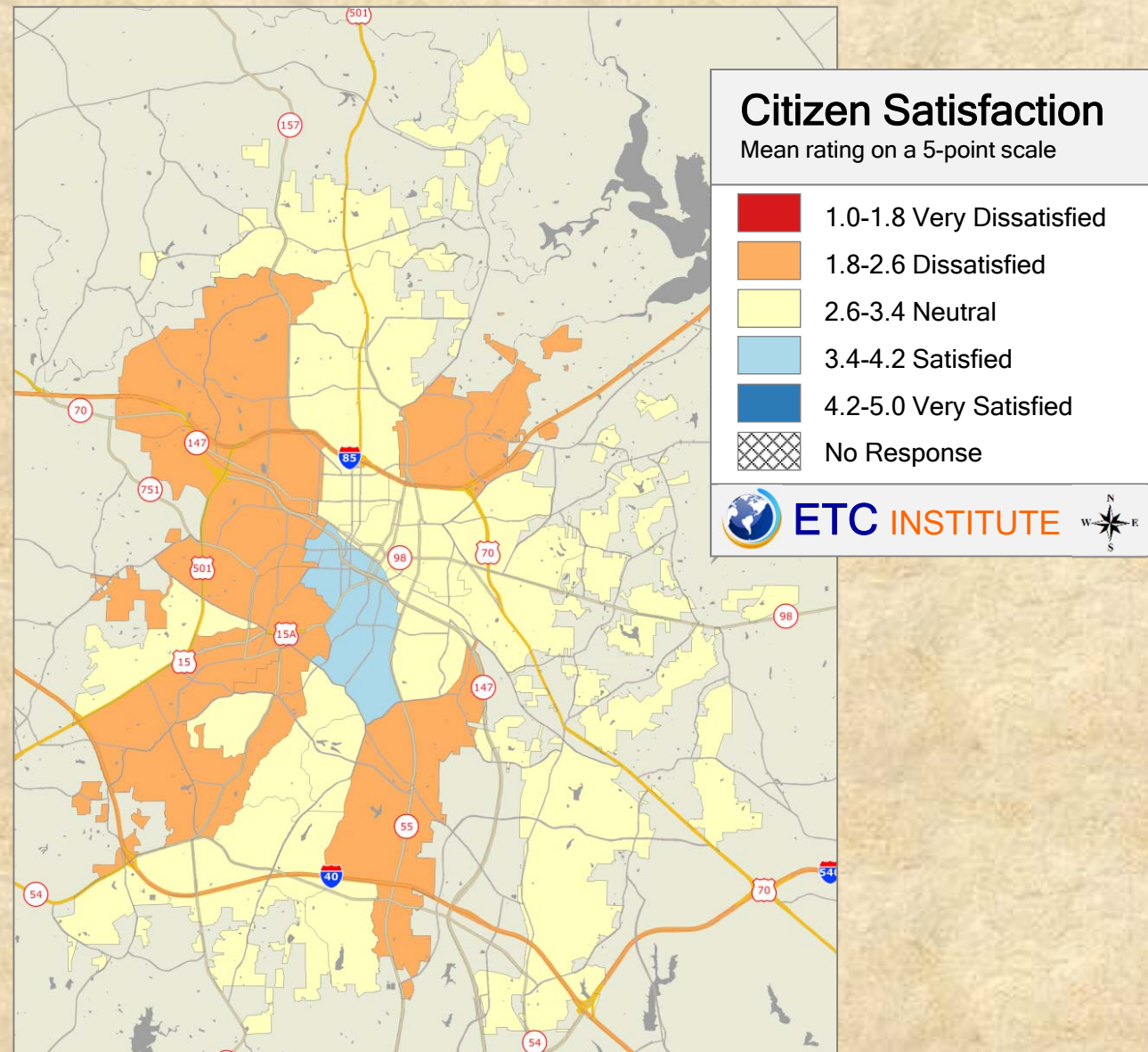


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



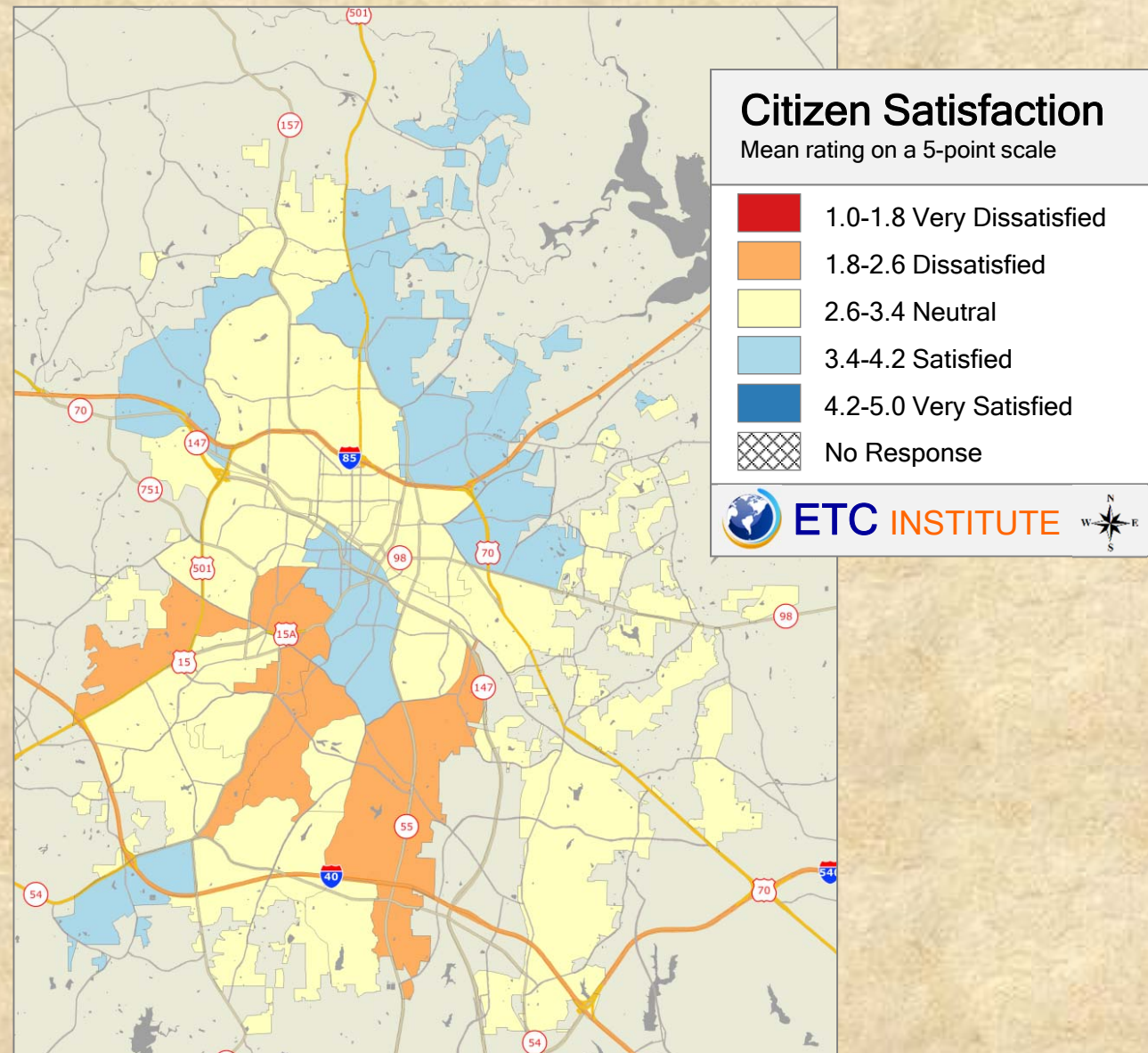
## Q11-3. Satisfaction with the Ease of Travel by Biking



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11-4. Satisfaction with the Ease of Travel by Bus

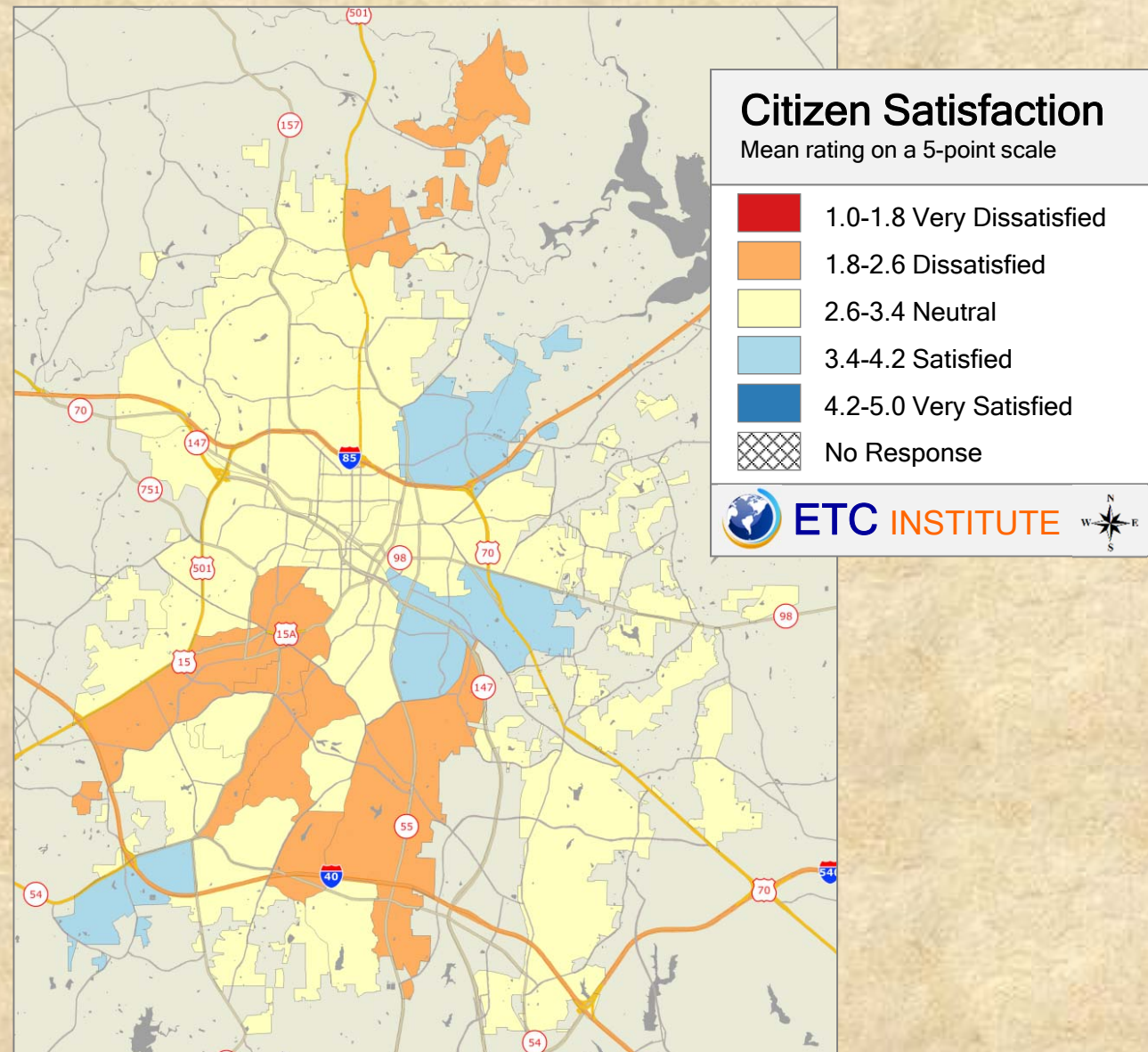


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



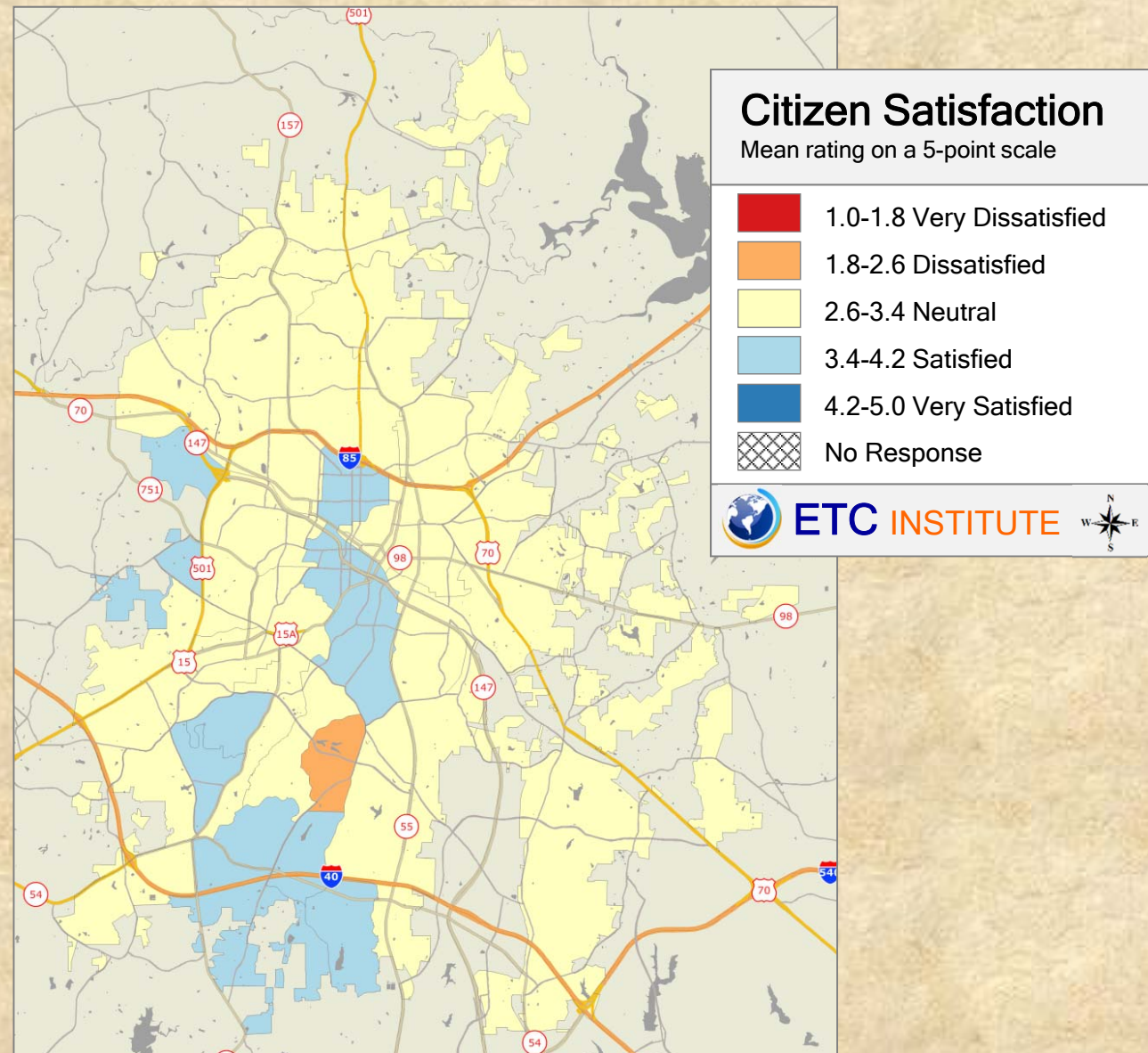
## Q11-5. Satisfaction with the GoDurham Routes and Schedules



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11-6. Satisfaction with the Location of Downtown Parking Facilities

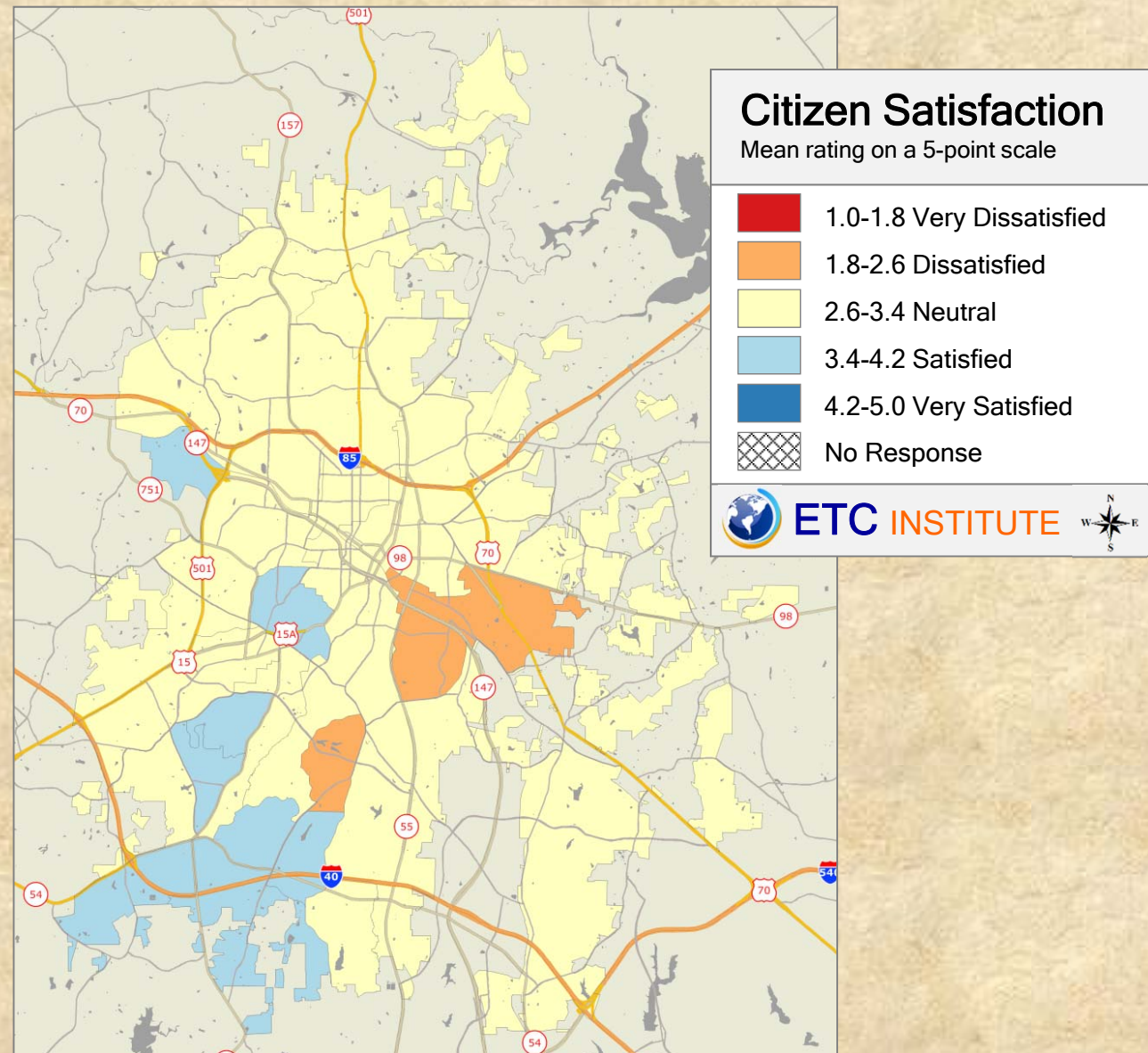


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



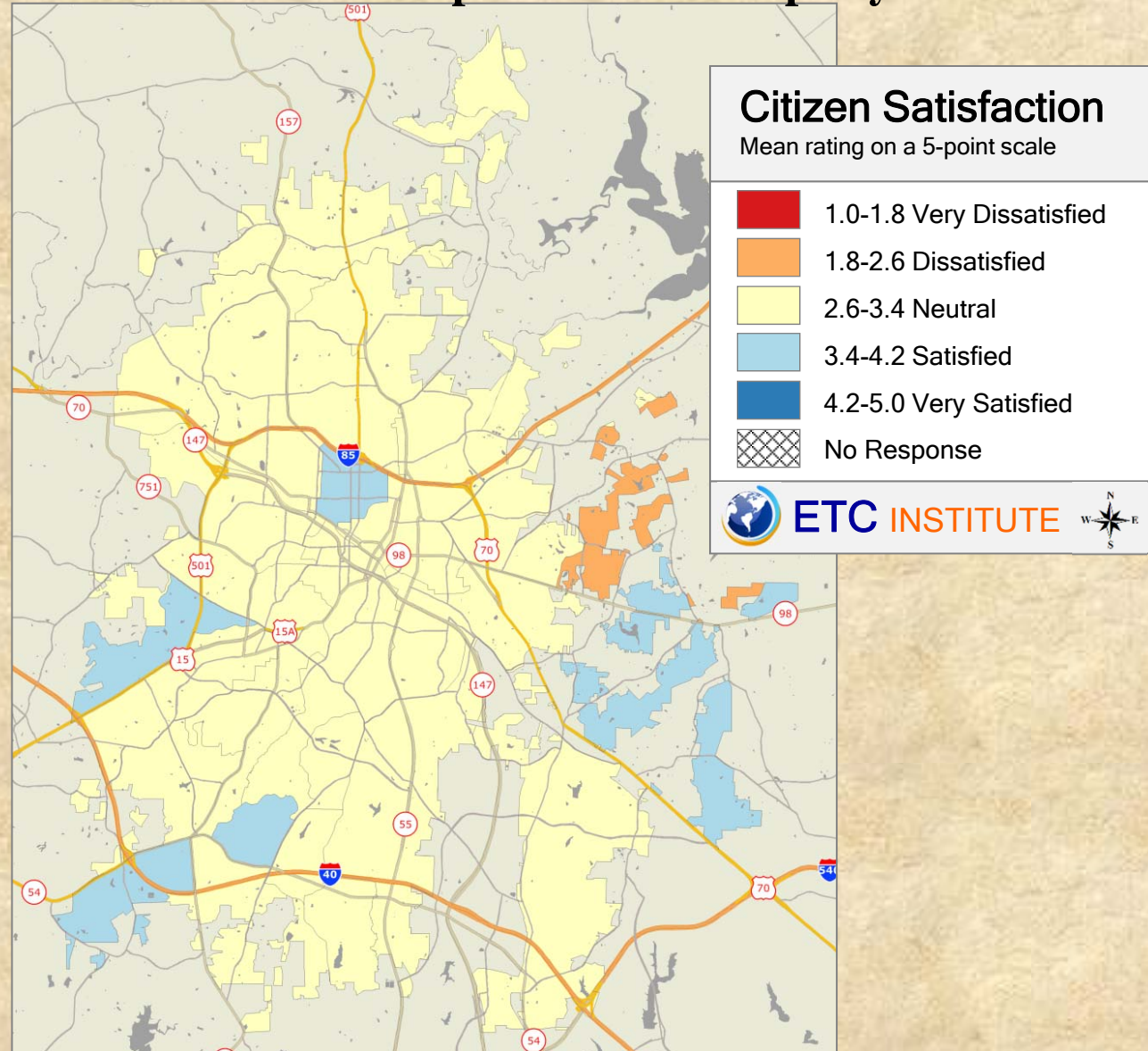
## Q11-7. Satisfaction with the Quality of Downtown Parking Facilities



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-1. Satisfaction with the Enforcement of Junk and Debris Cleanup on Private Property

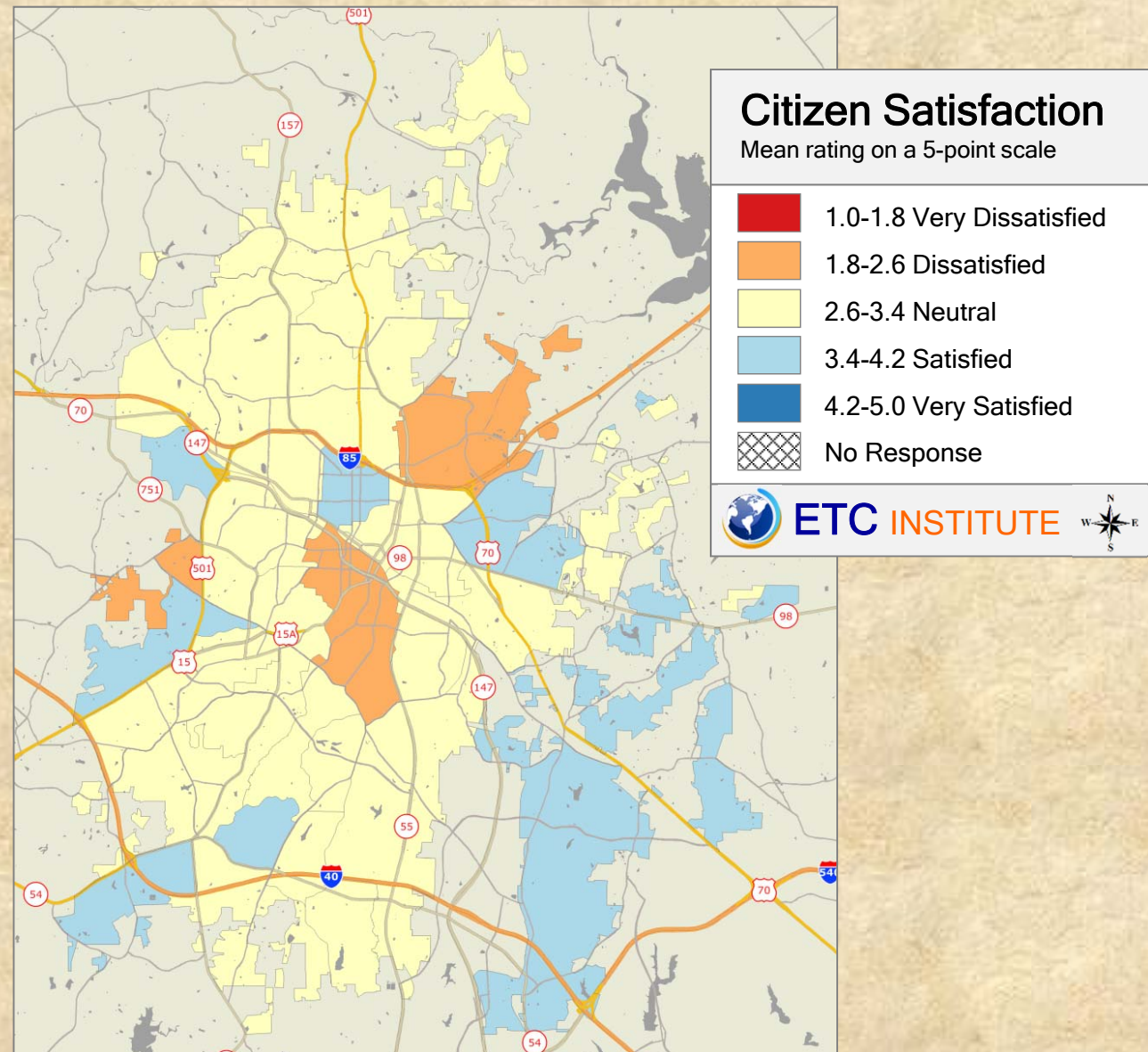


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



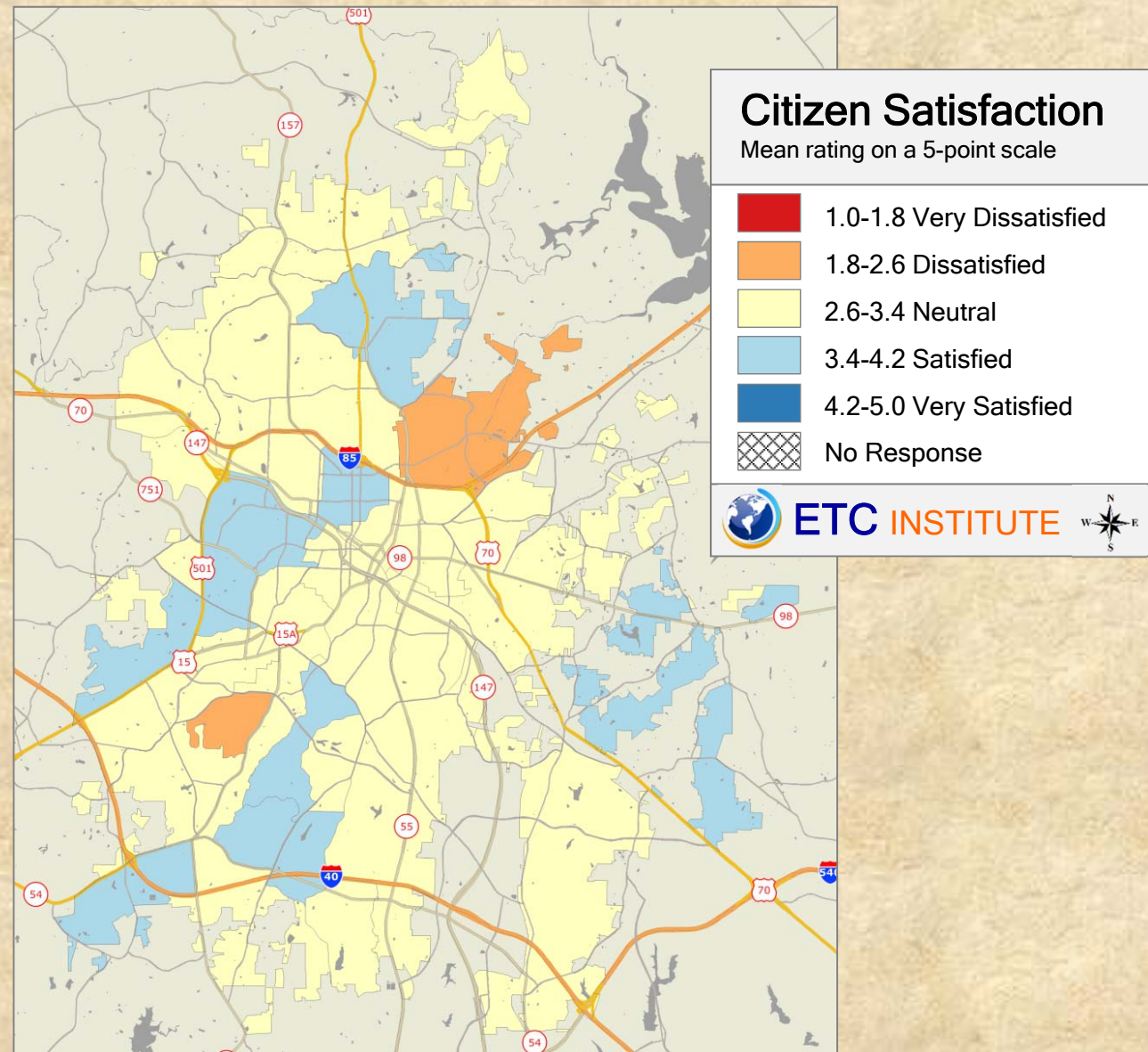
## Q13-2. Satisfaction with the Enforcement of Mowing on Private Property



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-3. Satisfaction with the Enforcement of the Ban on Parking in Front Yards

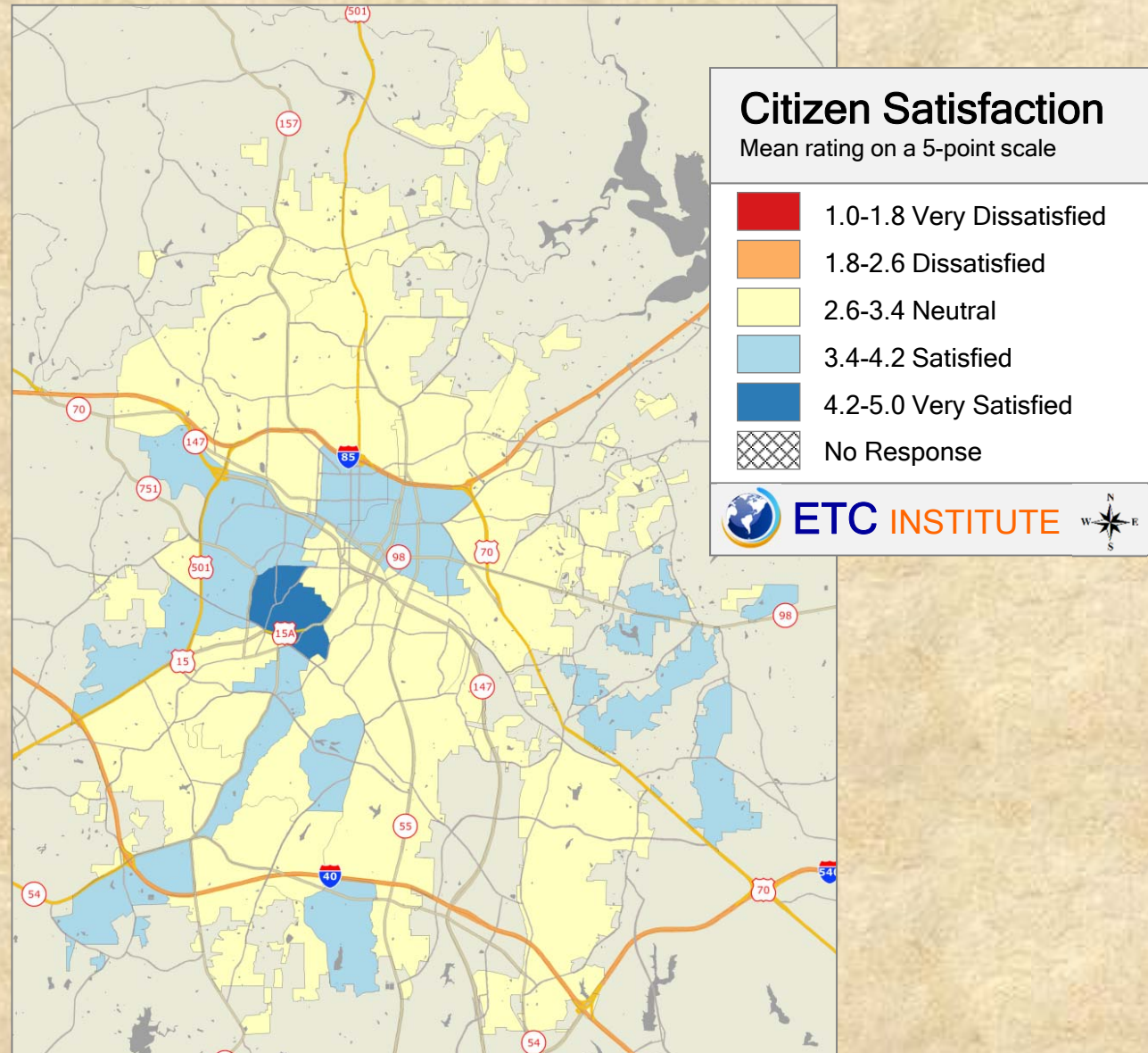


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



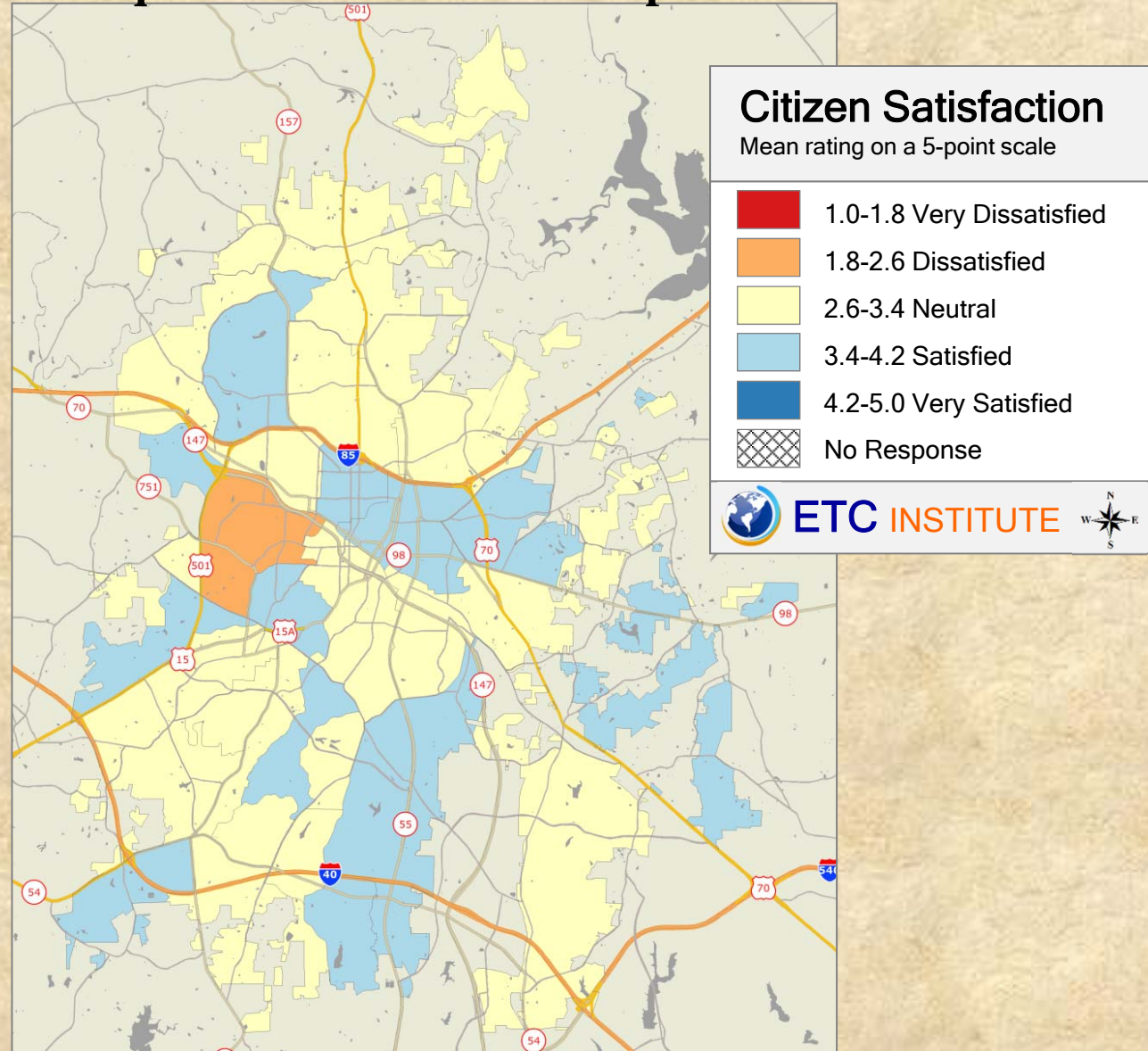
## Q13-4. Satisfaction with How Quickly Graffiti is Removed in Your Neighborhood



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-5. Satisfaction with the Response to Code Enforcement Requests for Service or Complaints

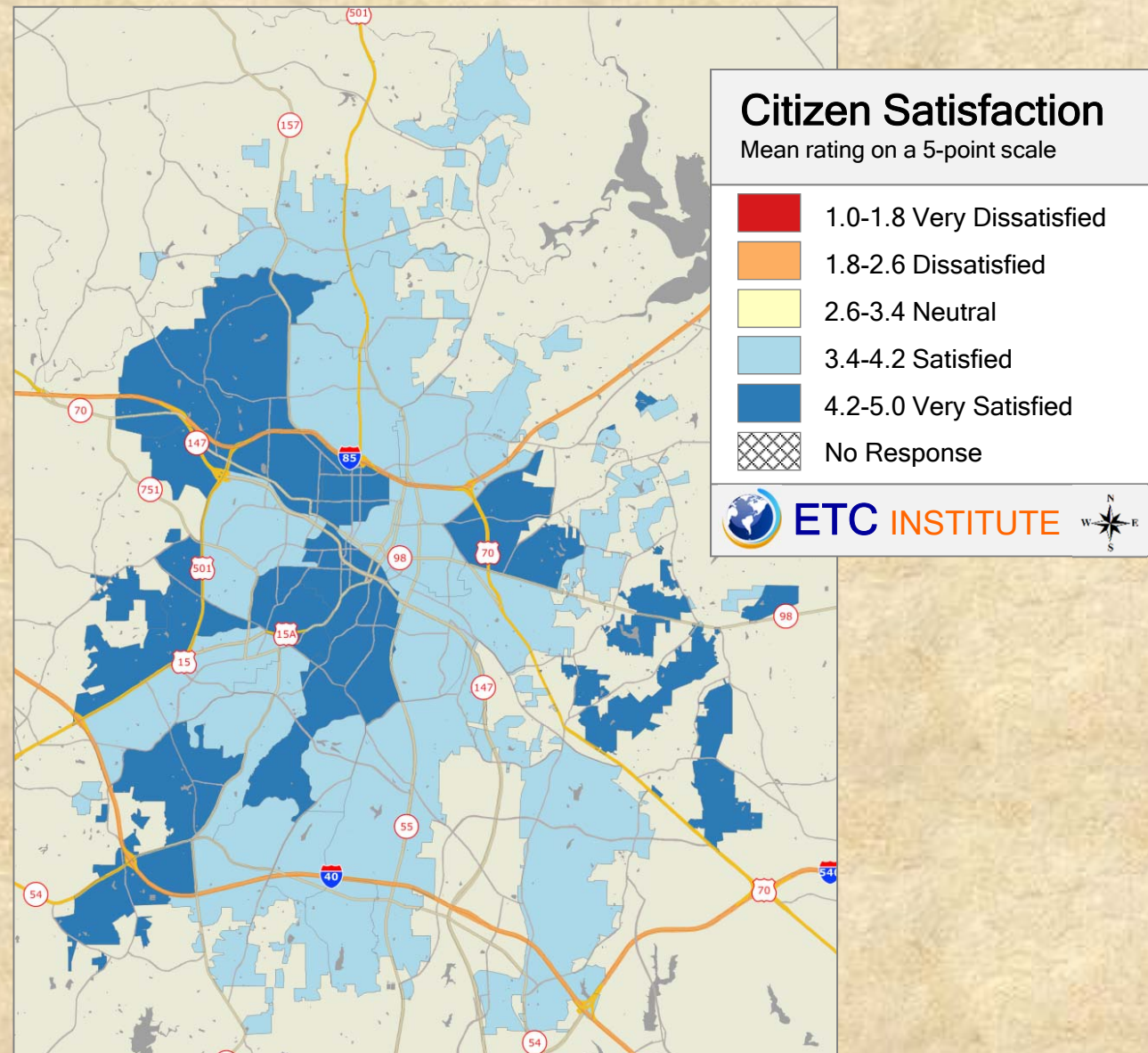


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



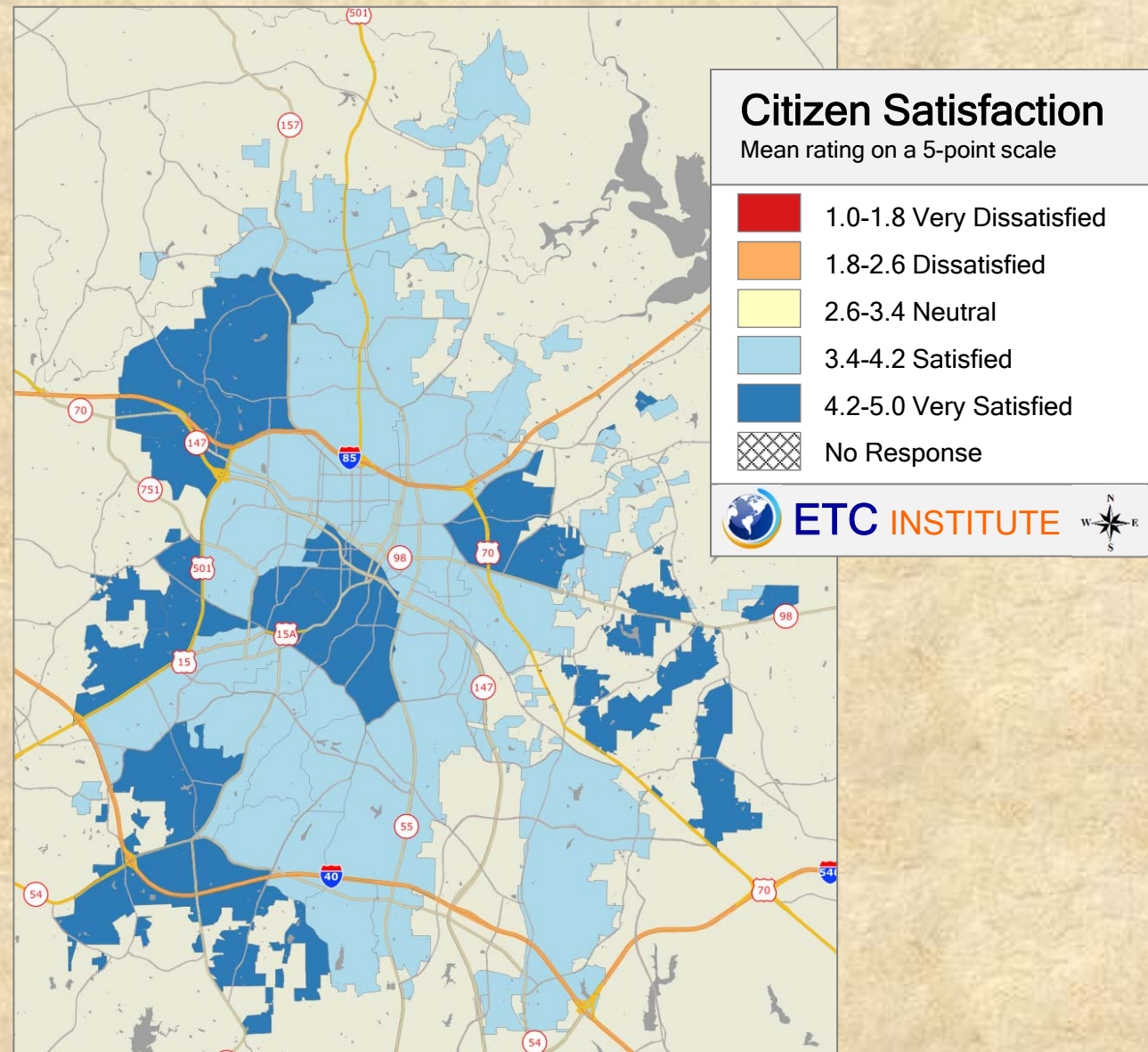
## Q14-1. Satisfaction with Solid Waste Collection Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-2. Satisfaction with the Curbside Recycling Services



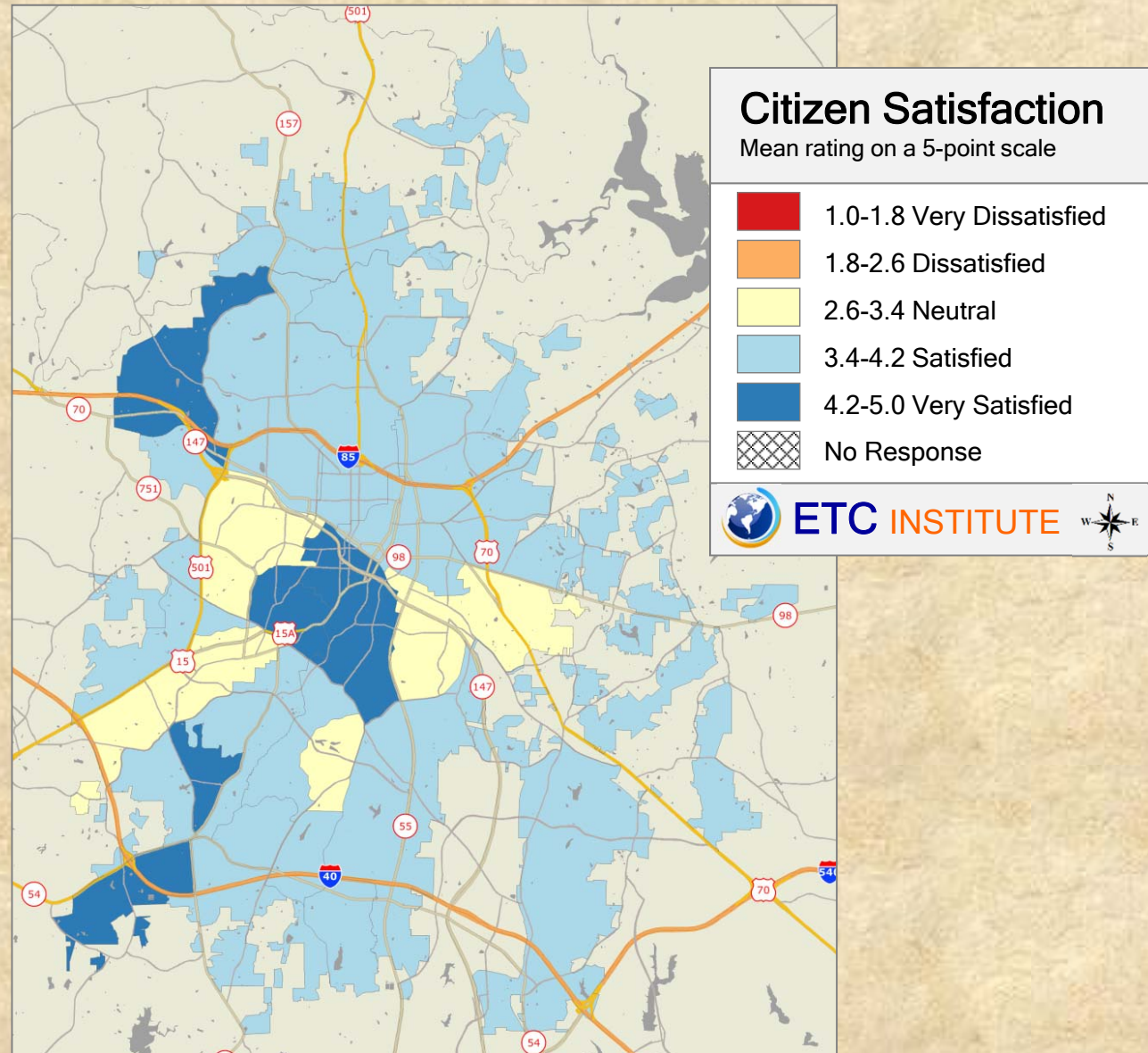
### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





## Q14-4. Satisfaction with the Yard Waste Collection Services for Subscriber Members

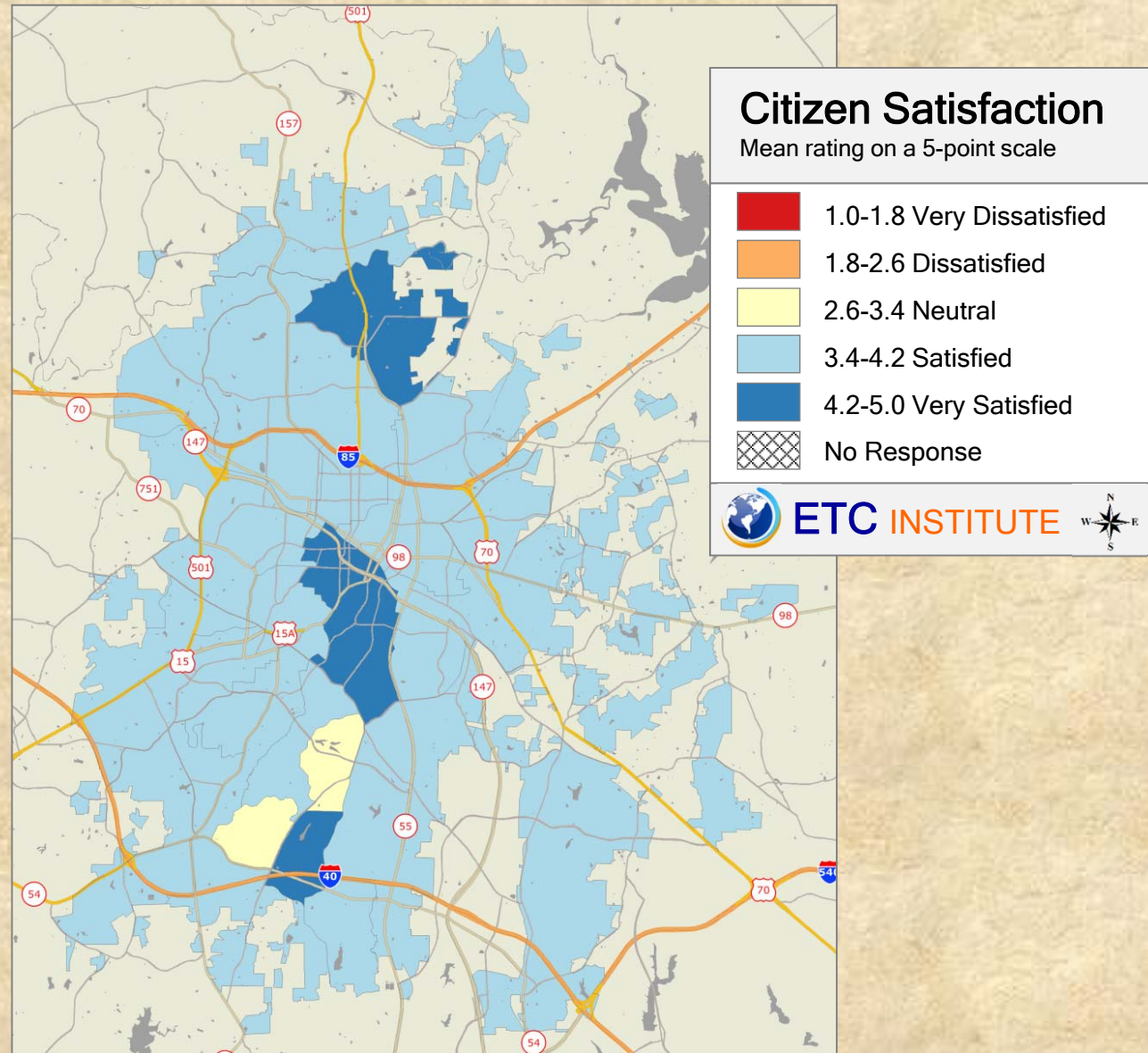


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



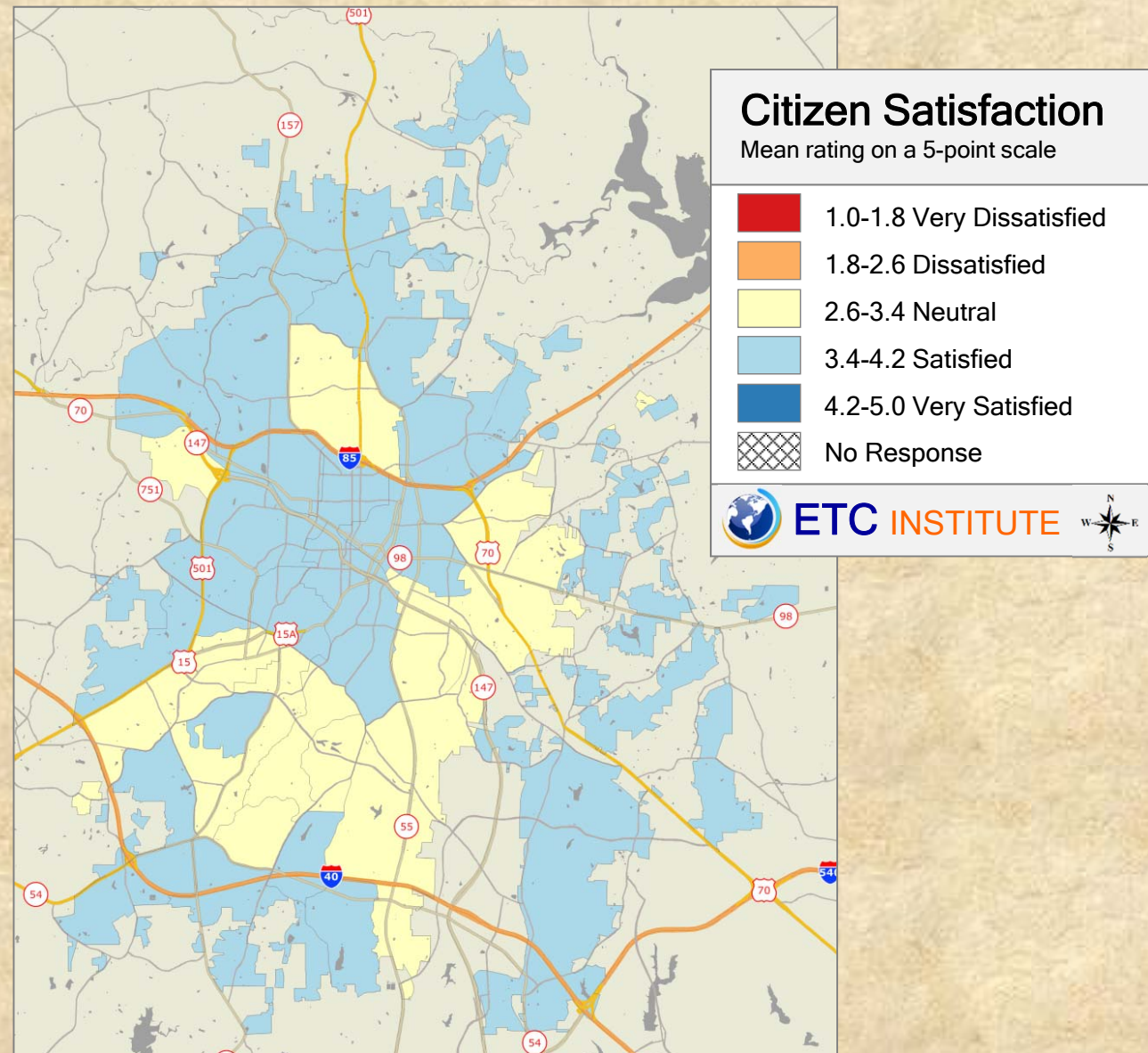
## Q14-5. Satisfaction with the City Waste Disposal Center



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-6. Satisfaction with the County Solid Waste Convenience Centers

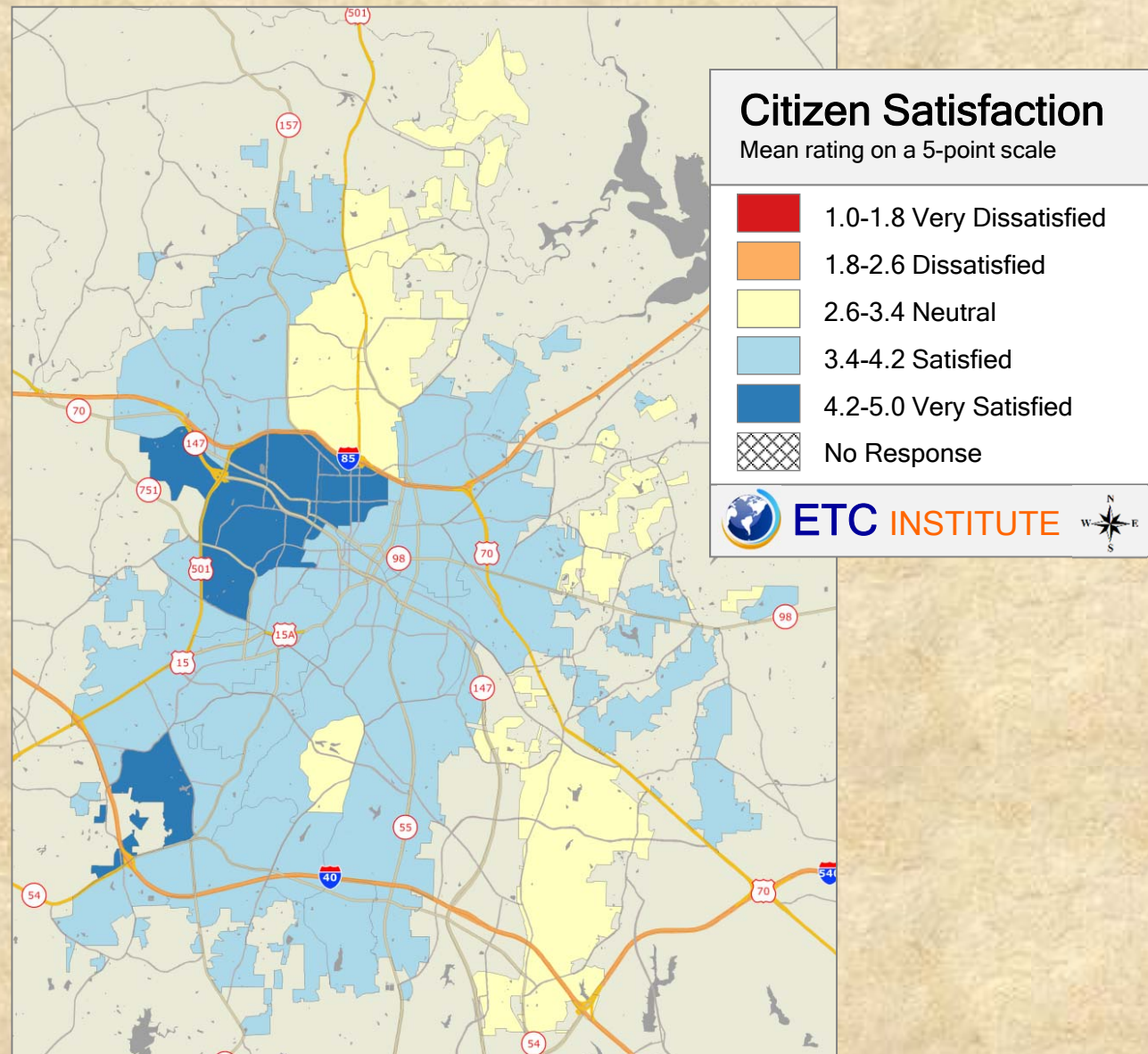


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



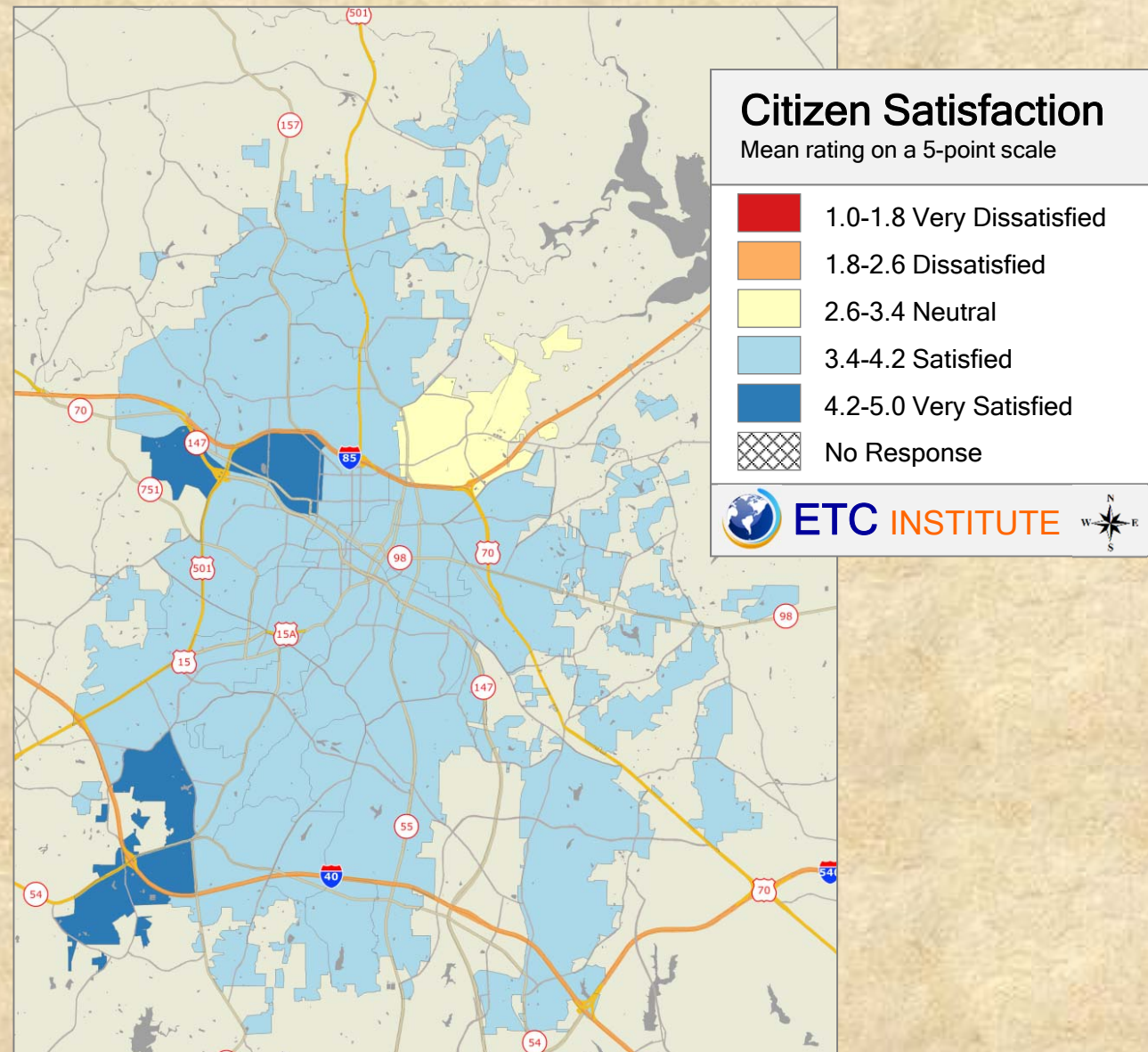
## Q14-7. Satisfaction with the Quality of Drinking Water



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-8. Satisfaction with the Sewer Services

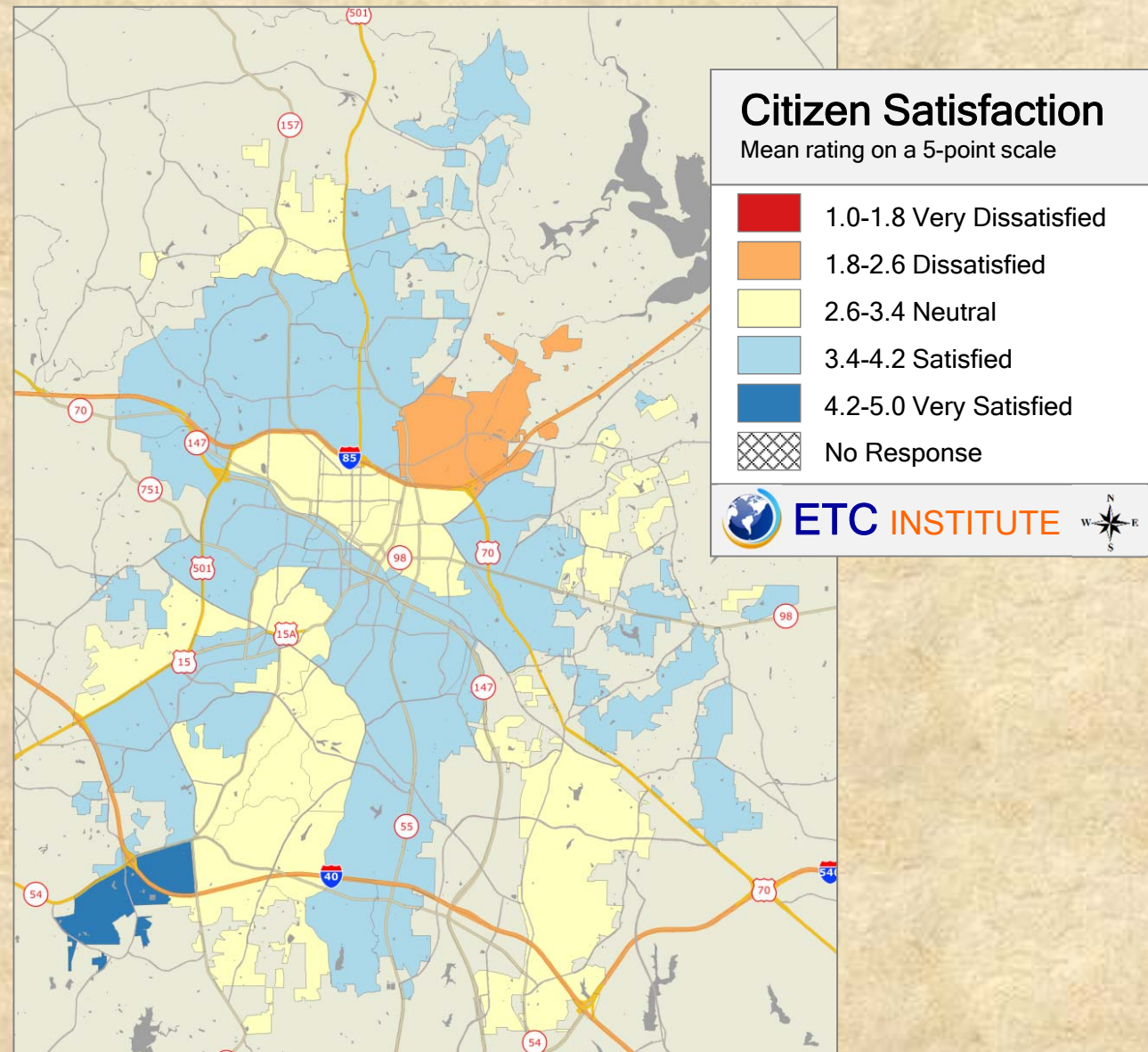


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



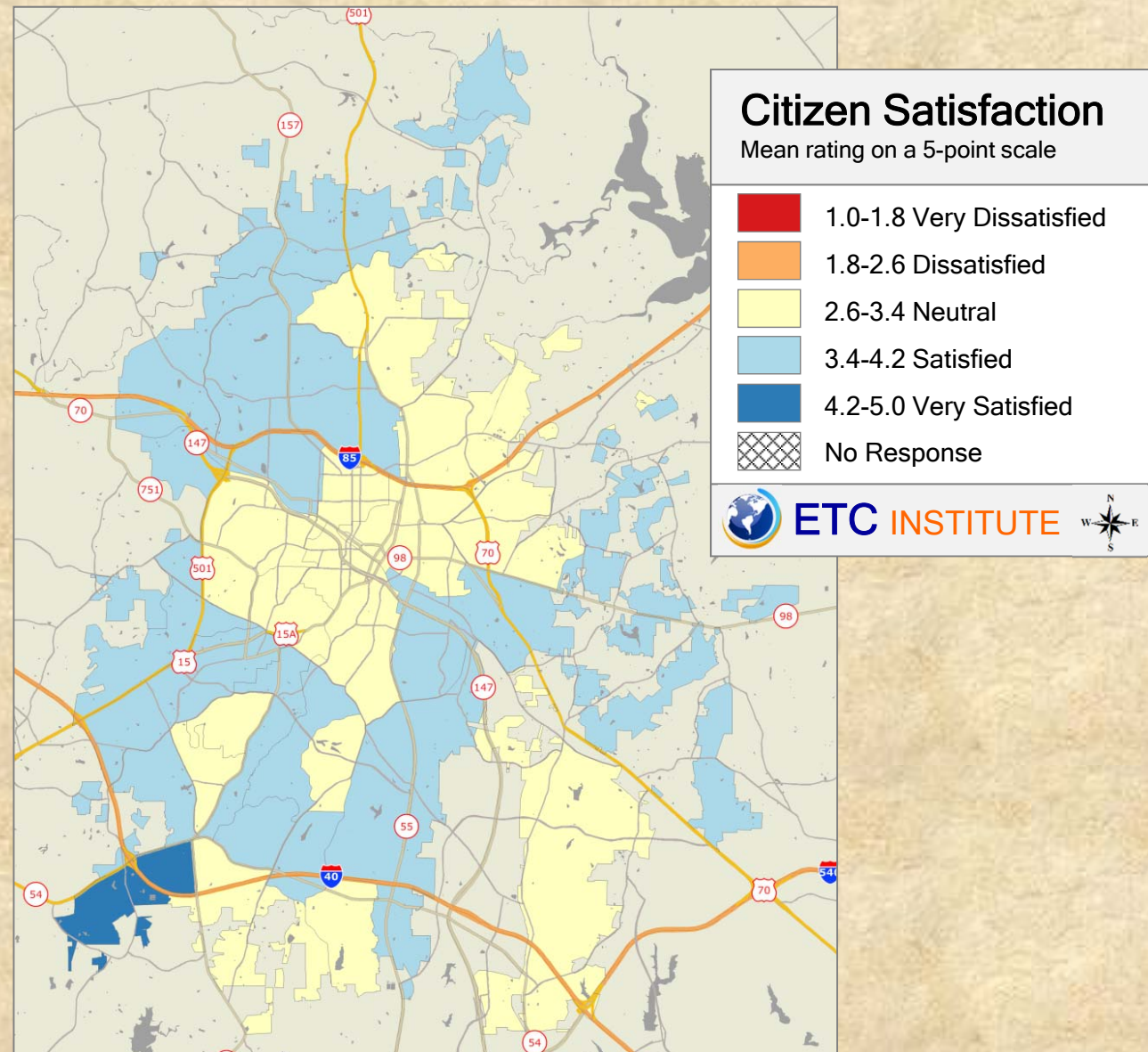
## Q14-9. Satisfaction with the Stream and Lake Protection



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-10. Satisfaction with the Drainage of City Streets

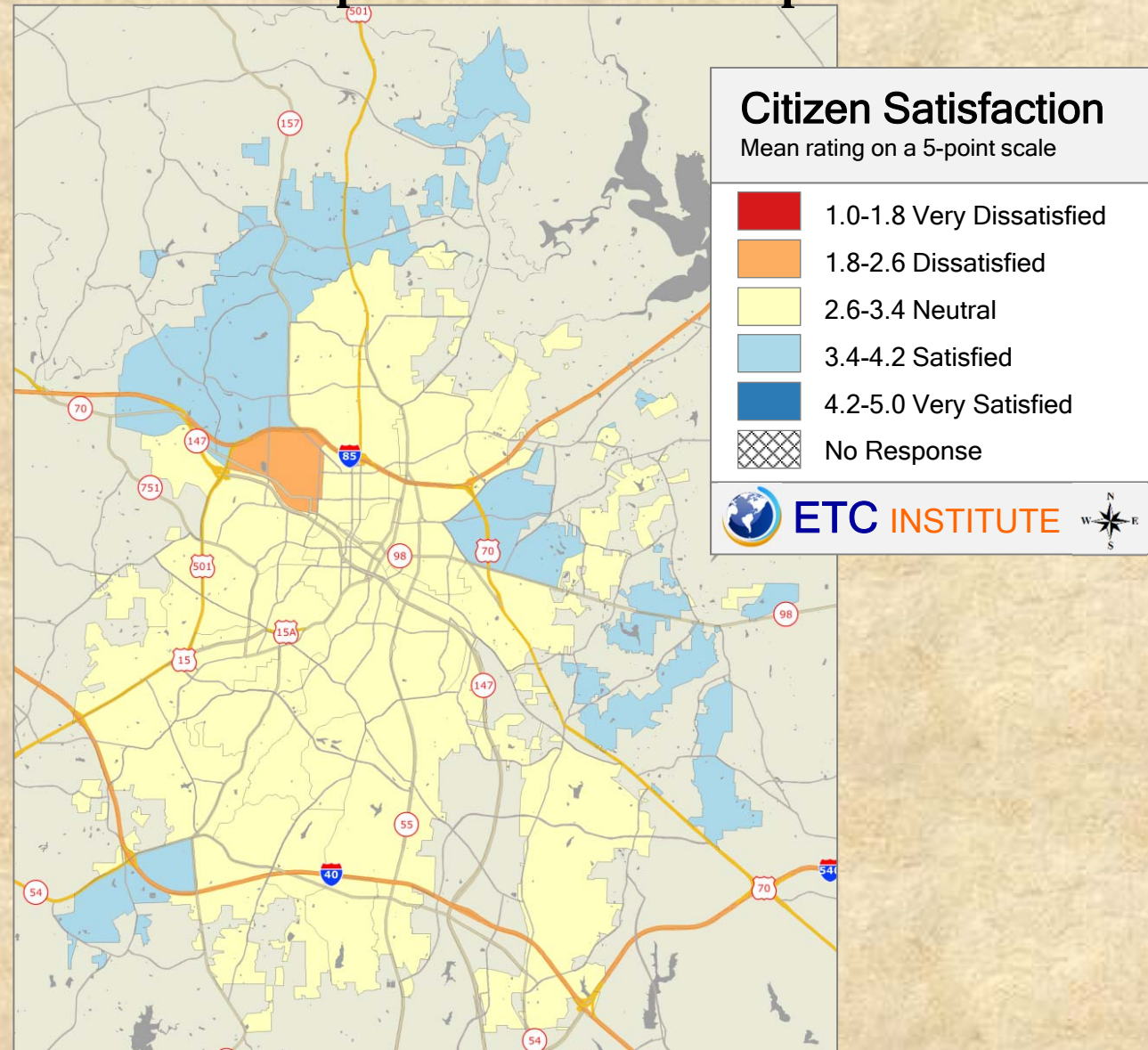


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



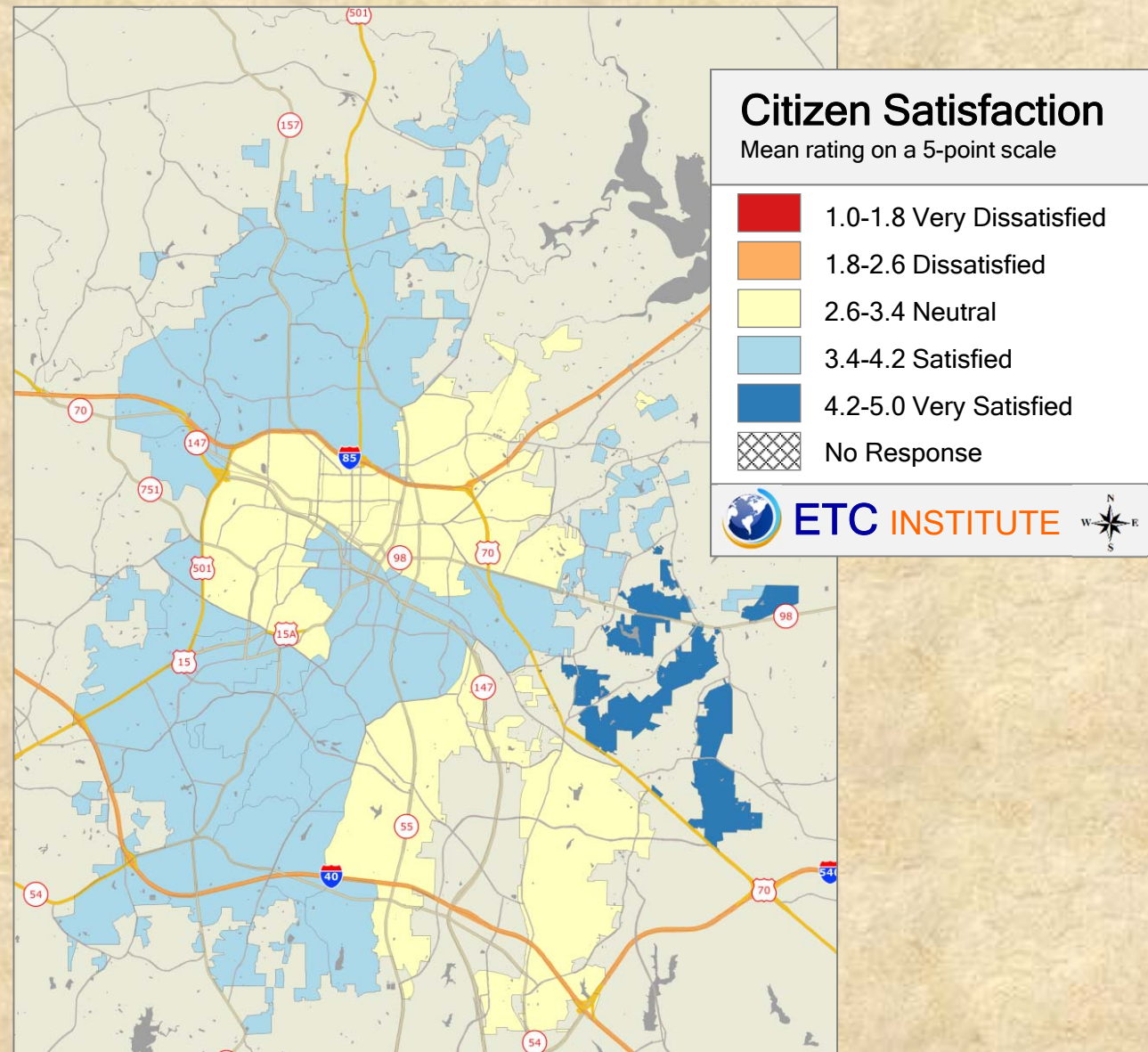
## Q15-1. Satisfaction with the Amount of Trees and Shrubs Retained and/or Replaced on New Development



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-2. Satisfaction with the Protection of Historic Buildings

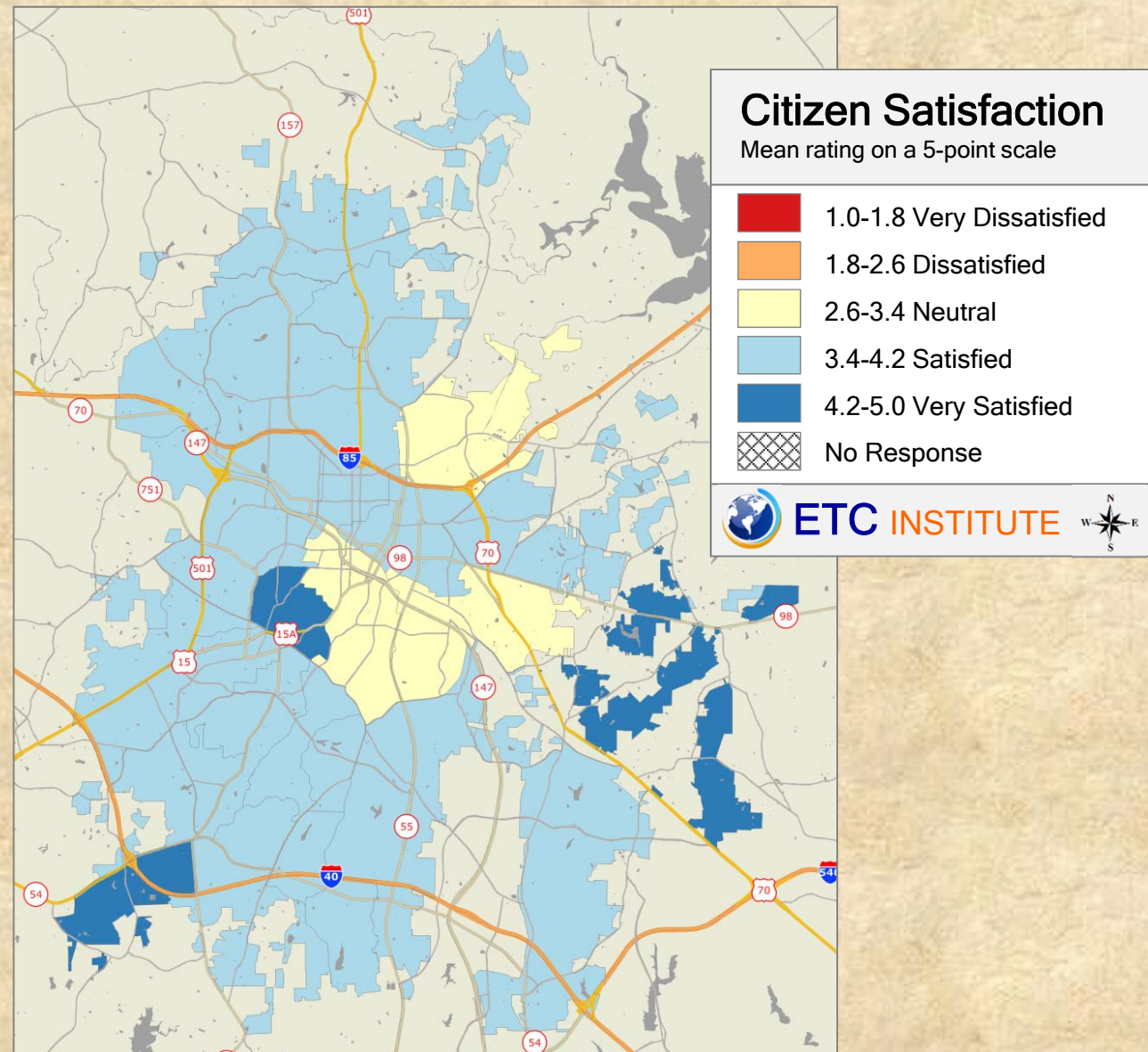


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



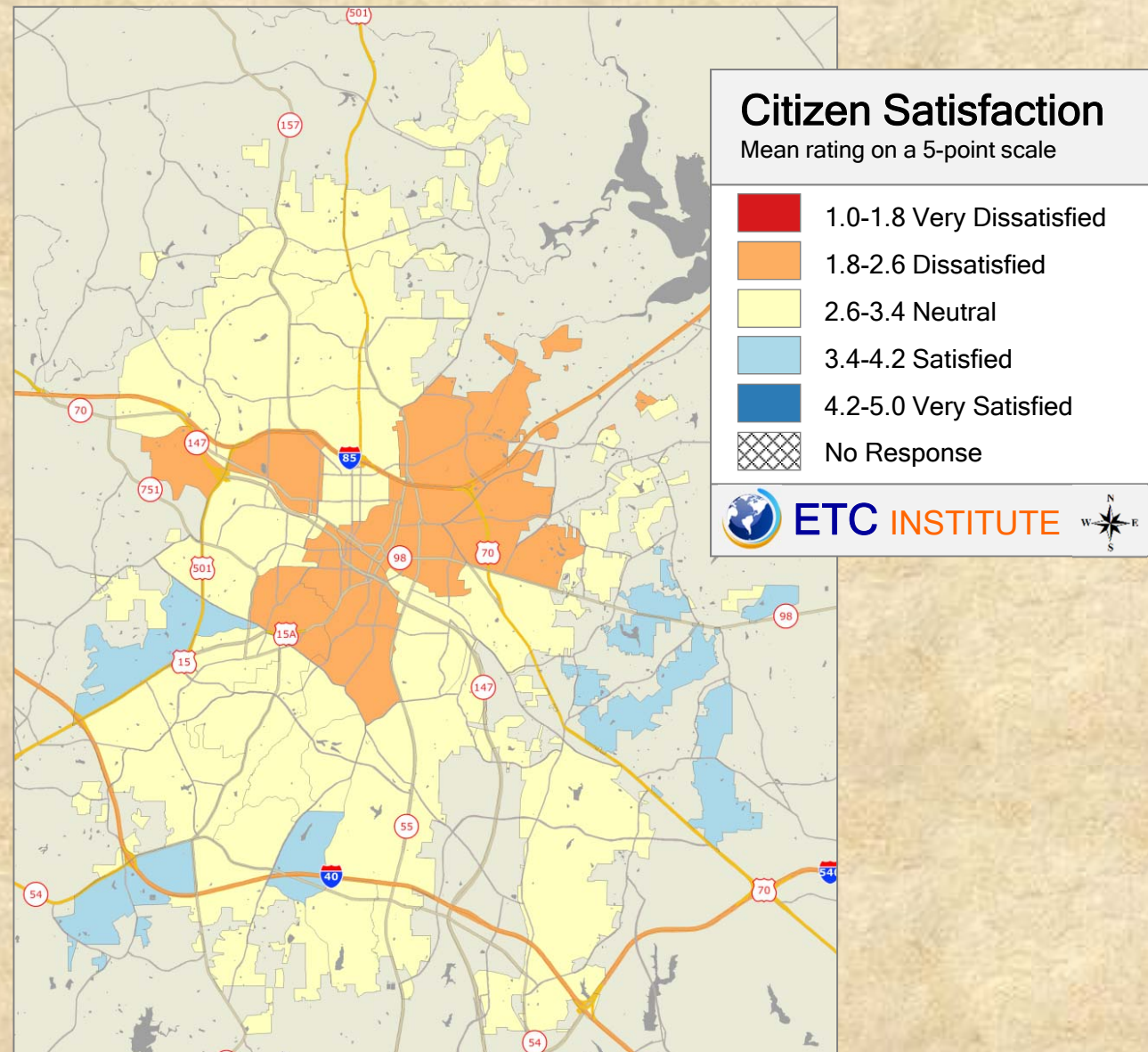
## Q15-3. Satisfaction with the Appearance of Houses in Your Neighborhood



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-4. Satisfaction with the Availability of Affordable Housing

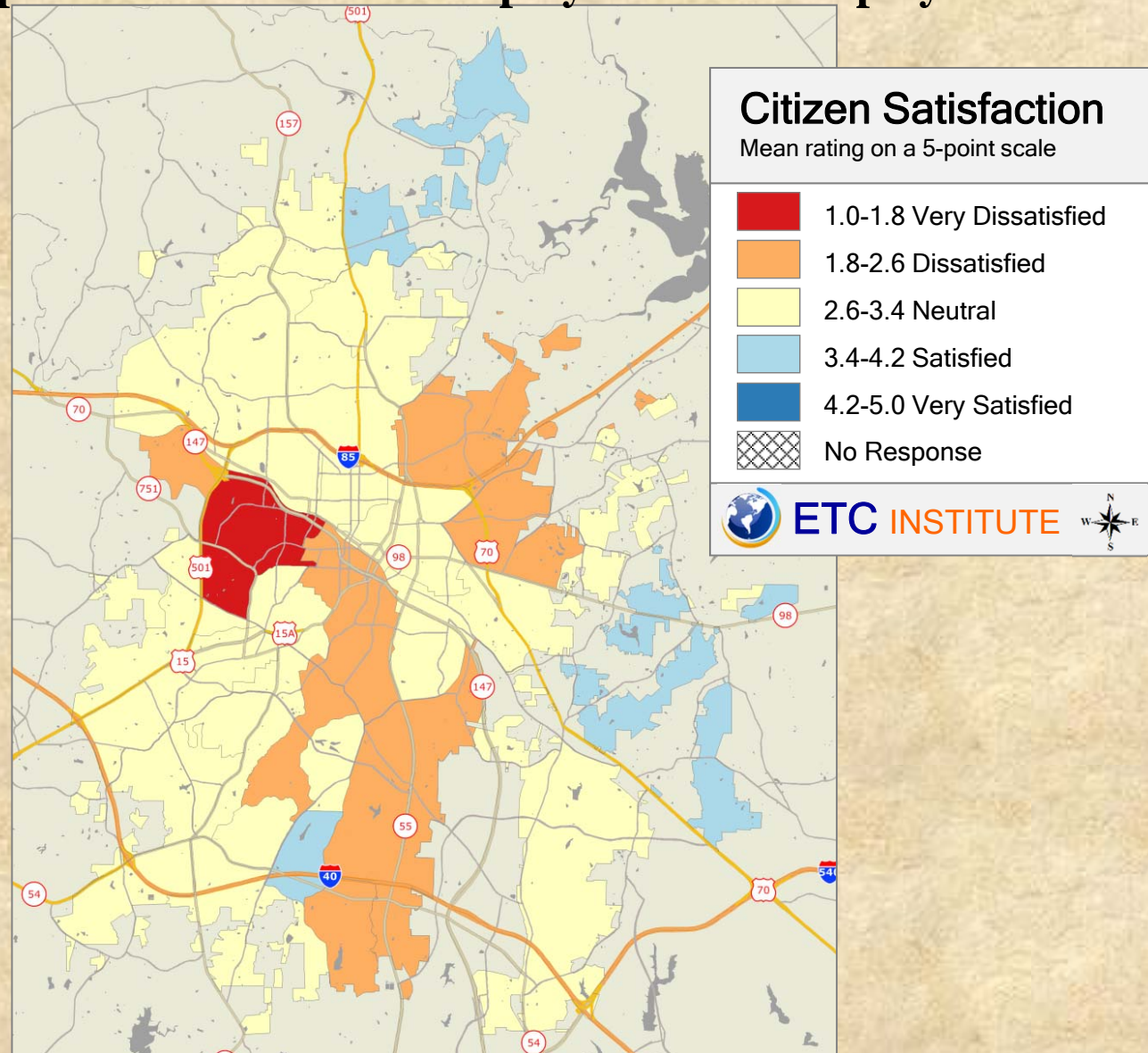


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



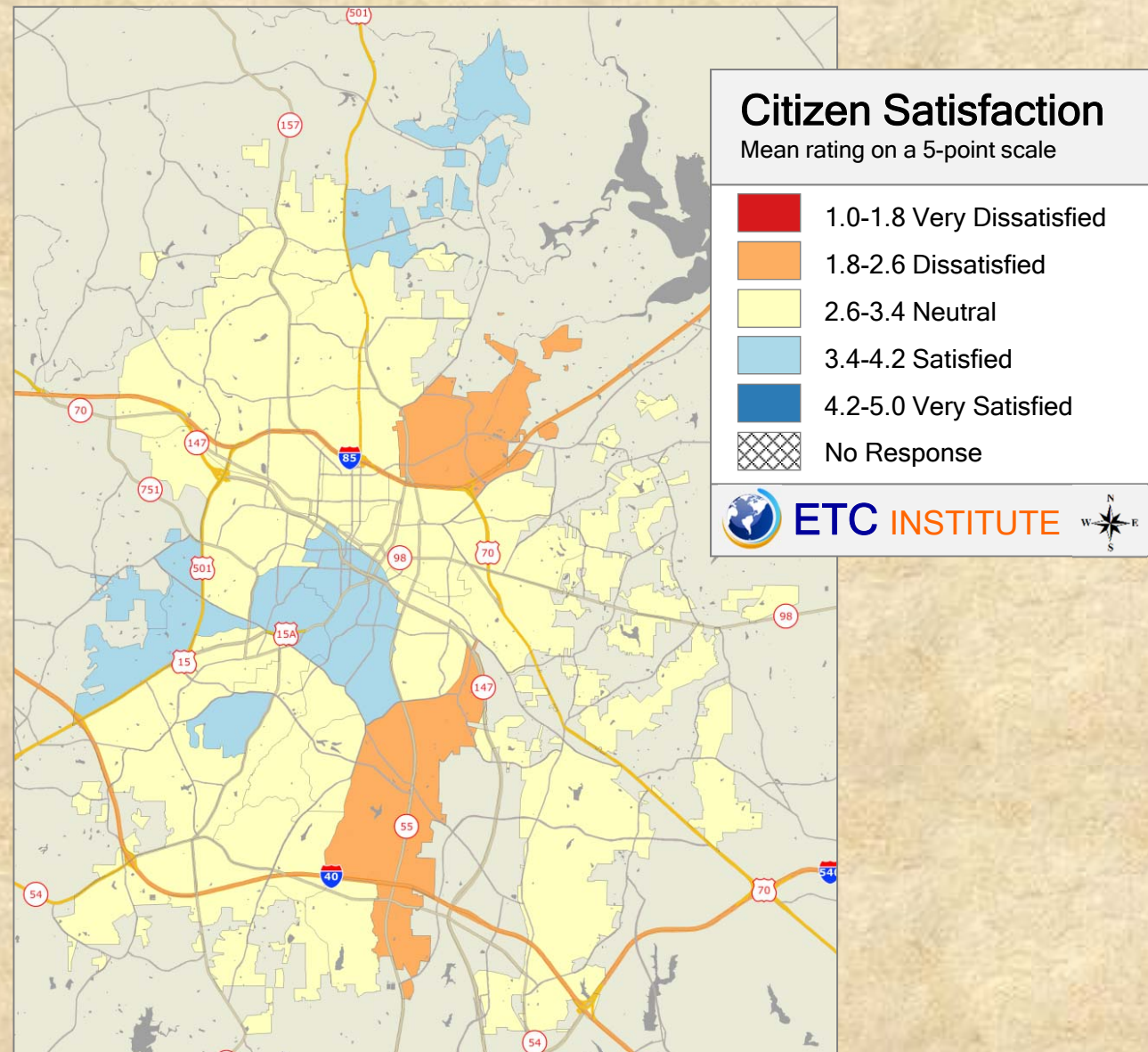
## Q16-1. Satisfaction with the Access to Training and Development for the Under-Employed and Unemployed



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q16-2. Satisfaction with the Resources to Support Small Business Development

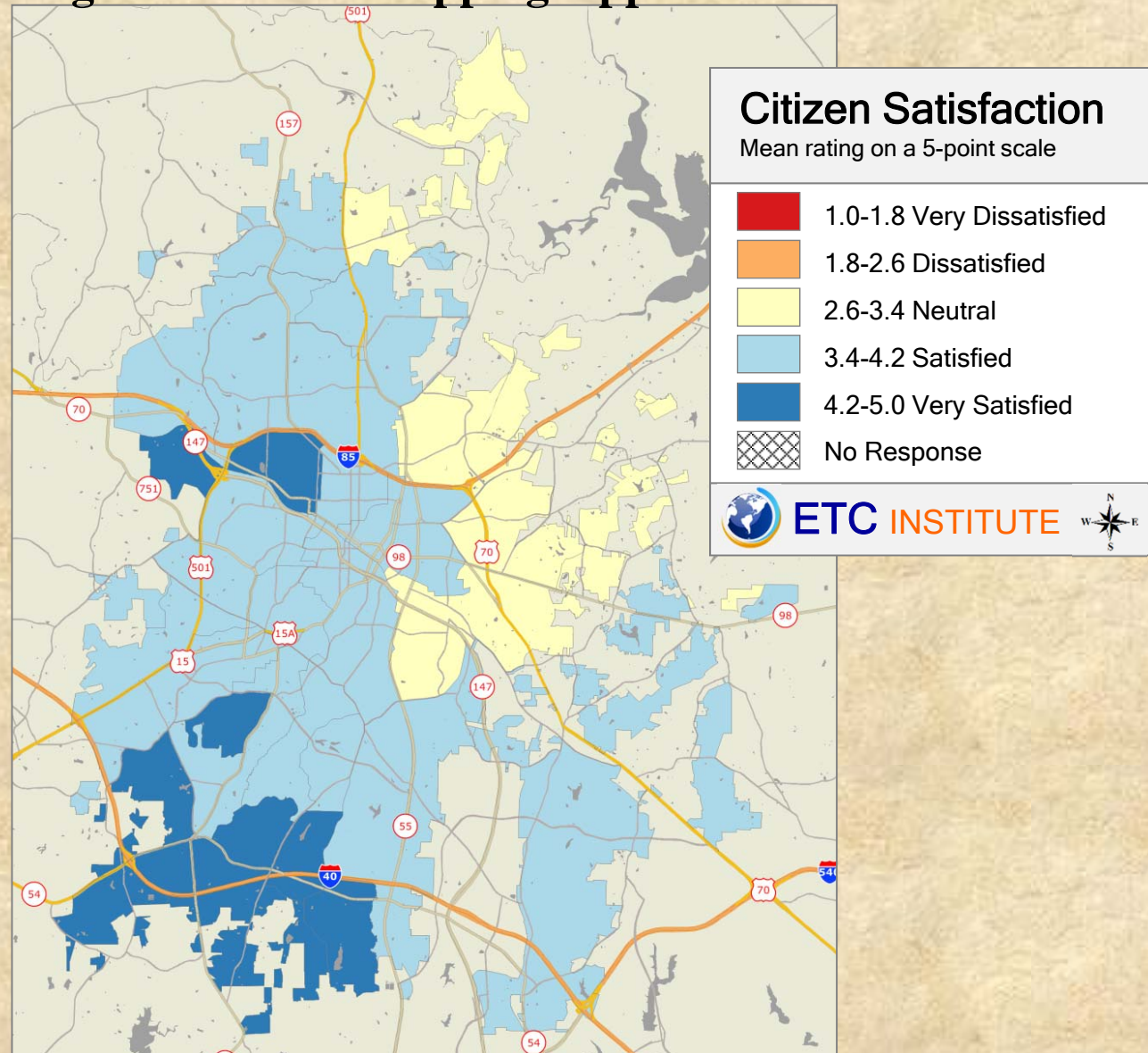


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



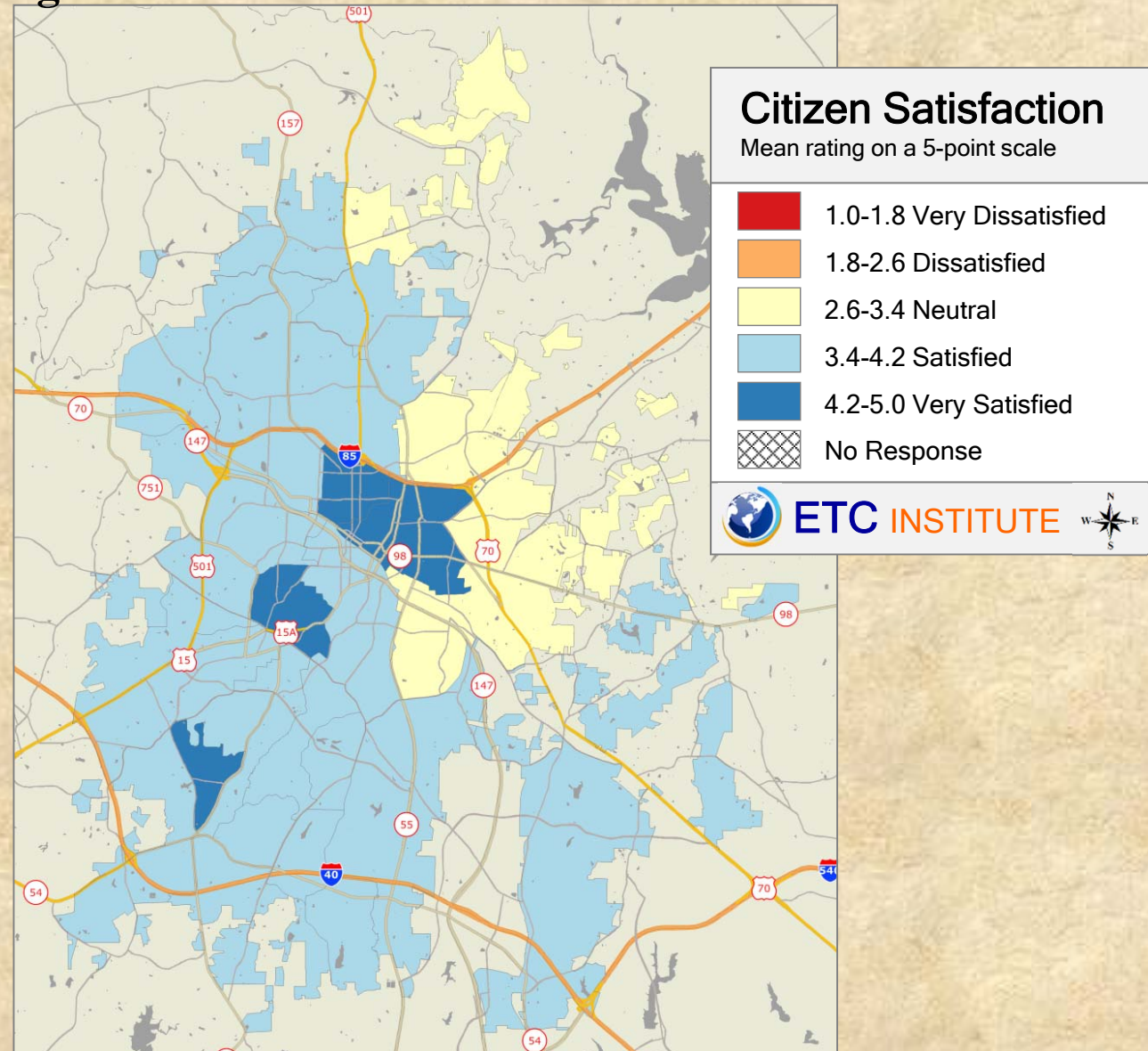
## Q16-3. Satisfaction with the Proximity of Your Neighborhood to Shopping Opportunities



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q16-4. Satisfaction with the Proximity of Your Neighborhood to Arts and Cultural Amenities

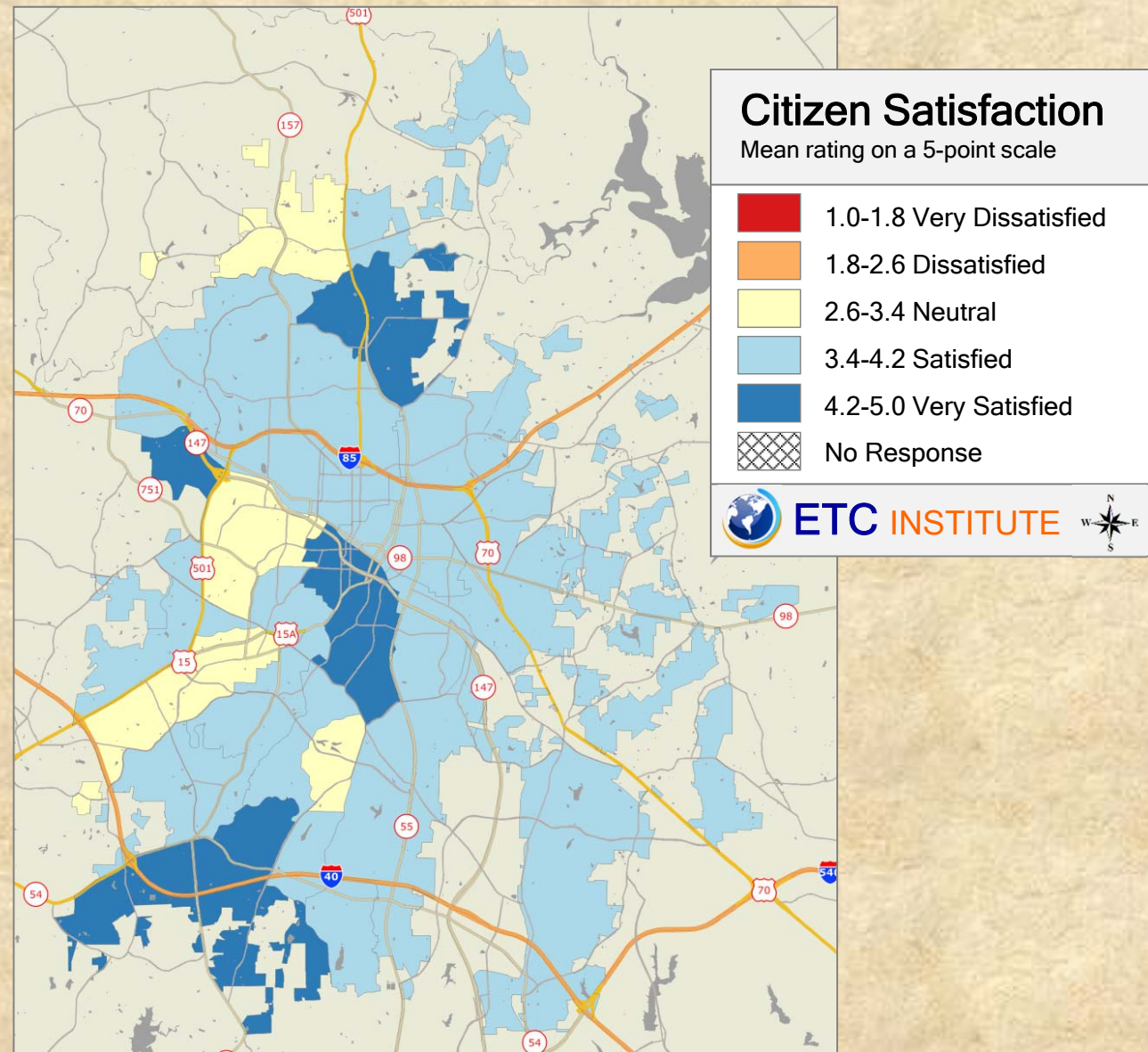


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



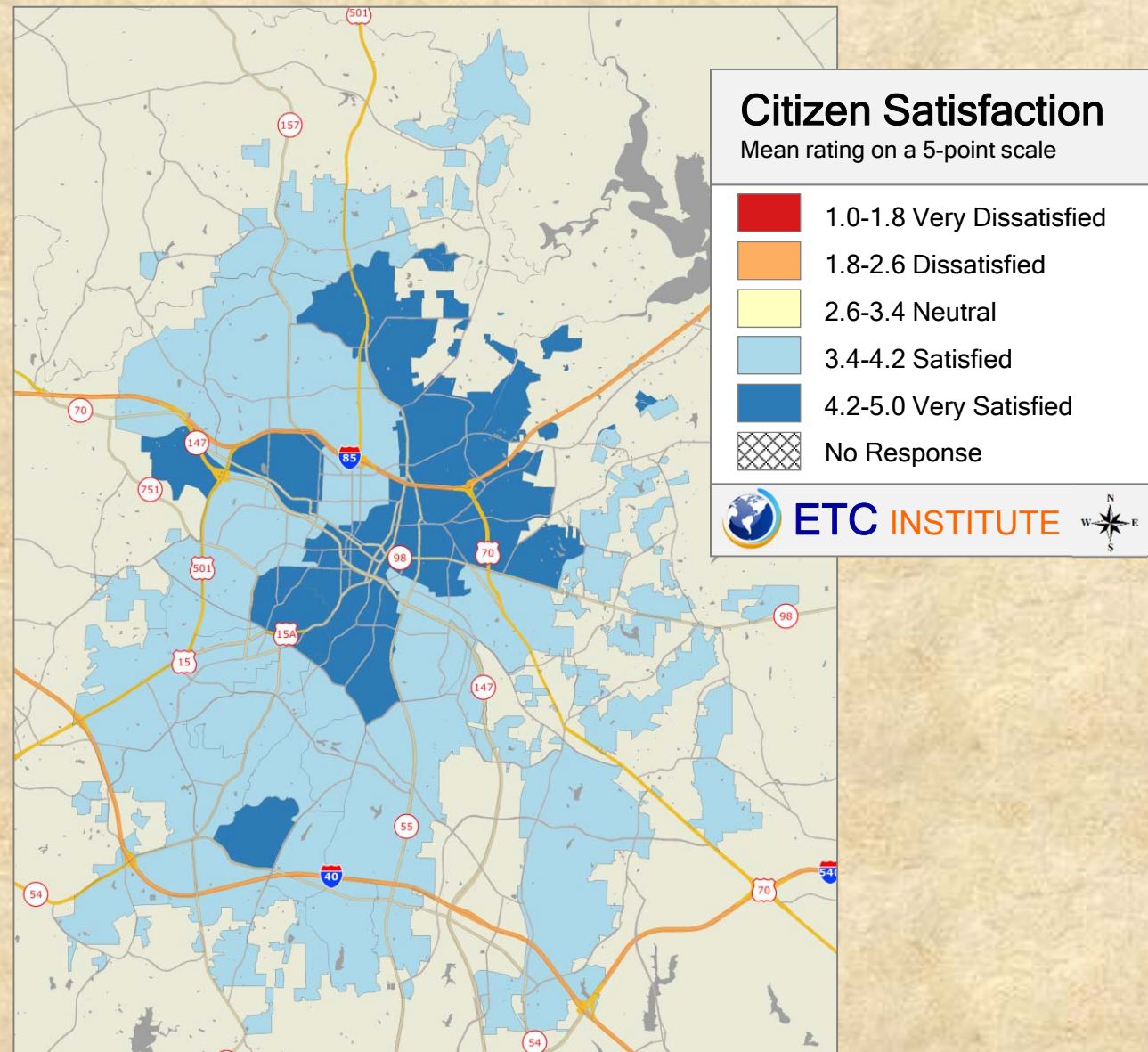
## Q17B-1. Satisfaction with How Easy They Were to Contact



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-2. Satisfaction with the Courtesy of Employees

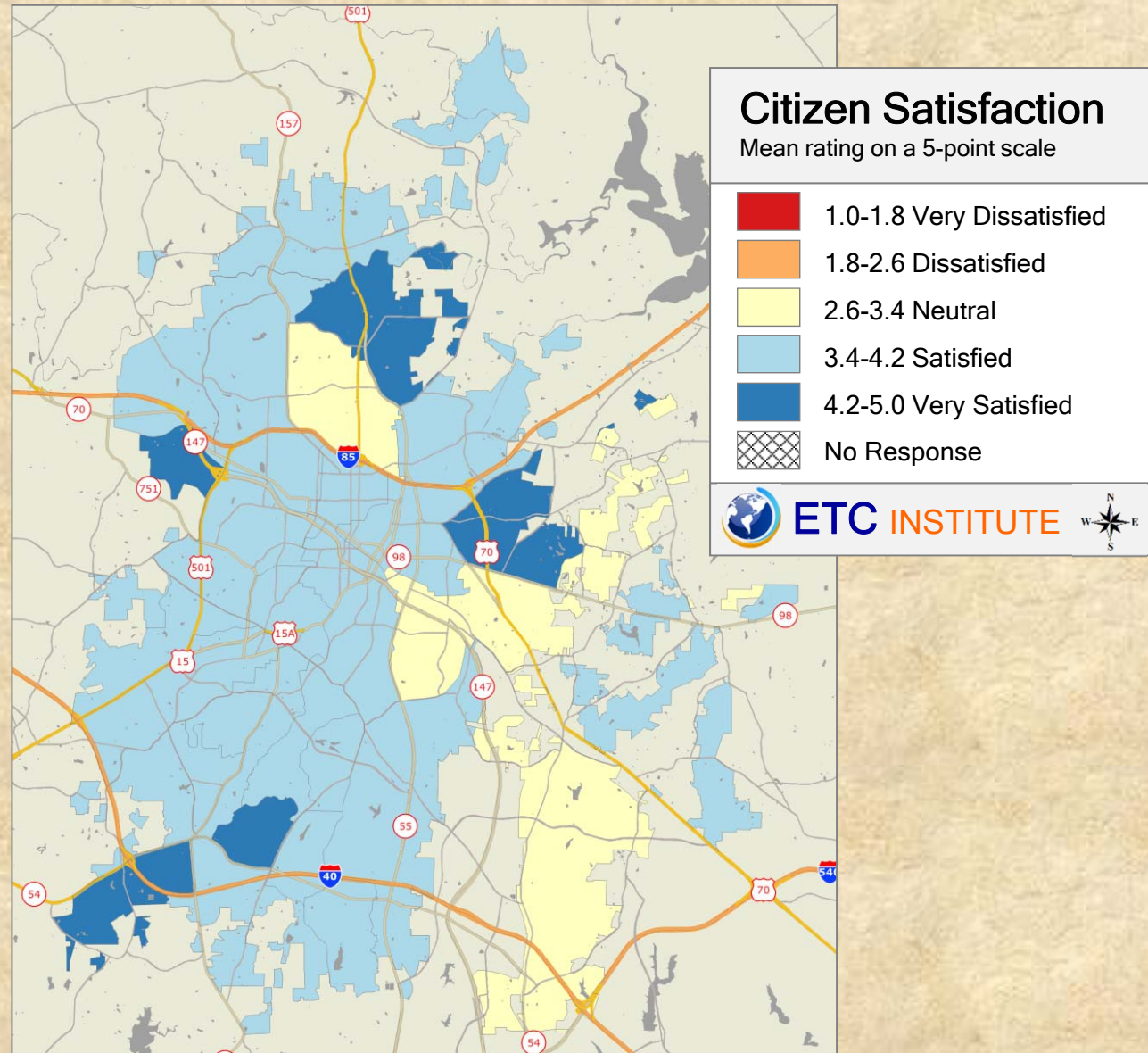


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



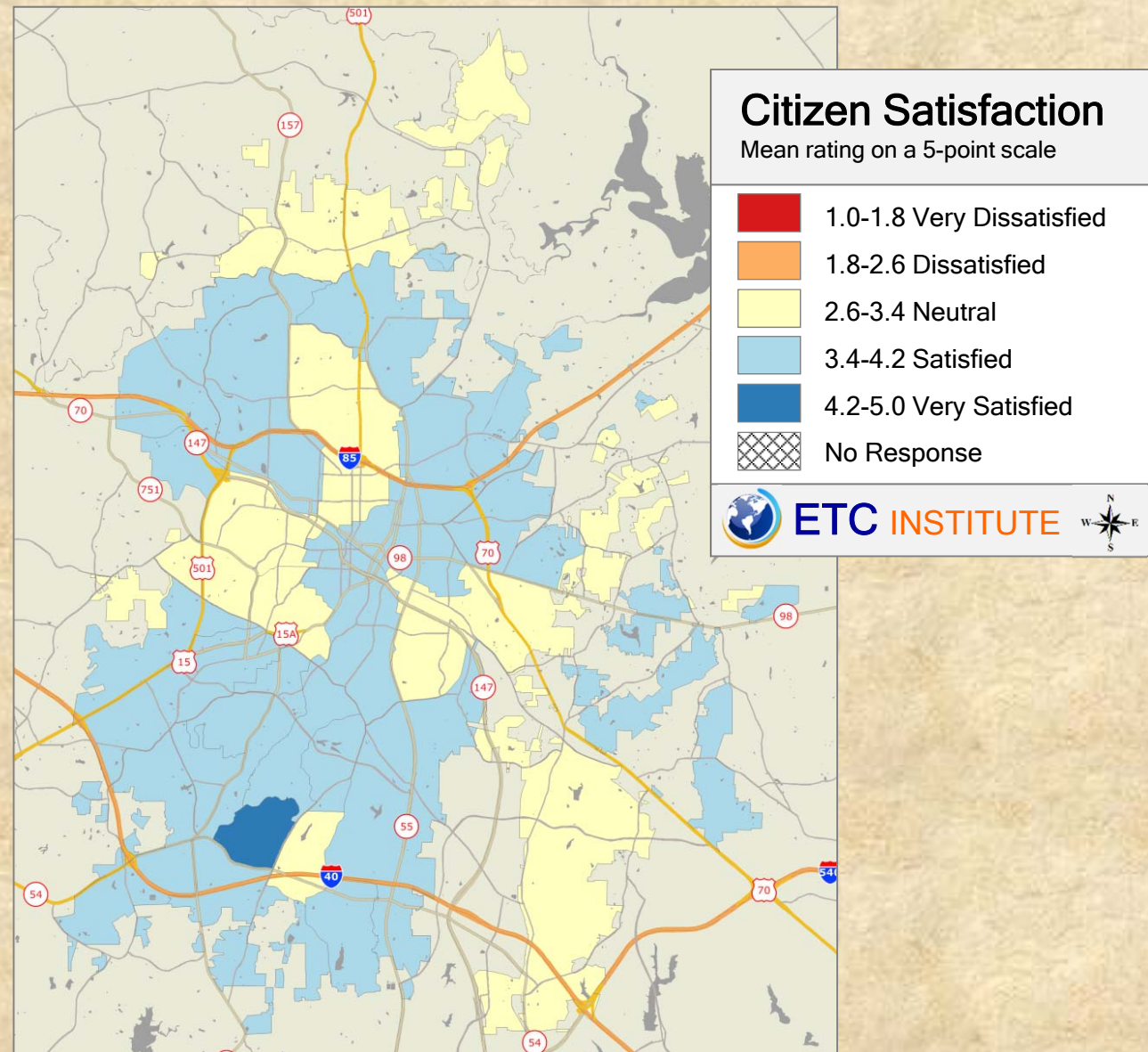
### Q17B-3. Satisfaction with the Accuracy of the Information and Assistance You Were Given



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-4. Satisfaction with the Time it Took for Your Request to be Completed

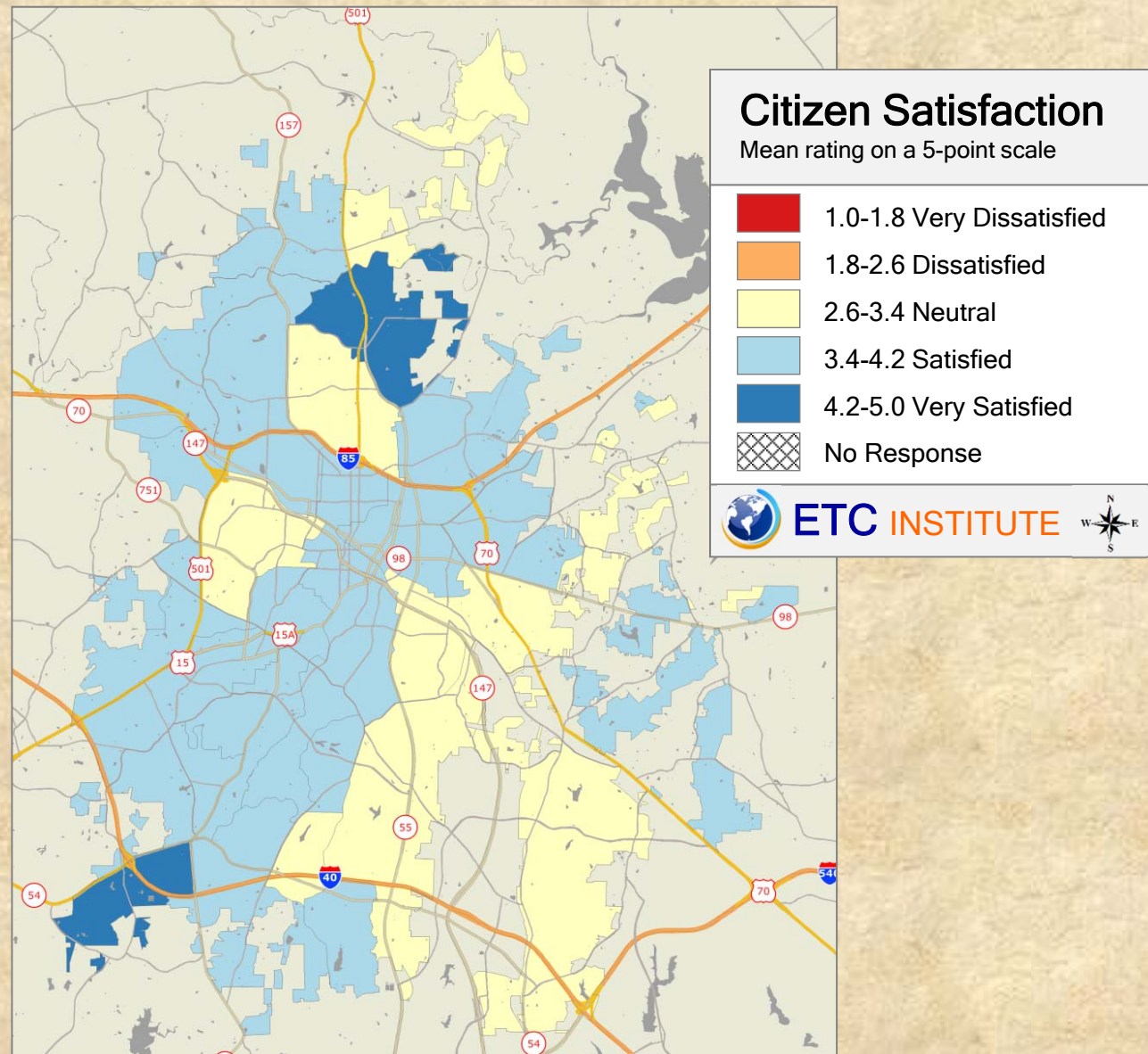


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



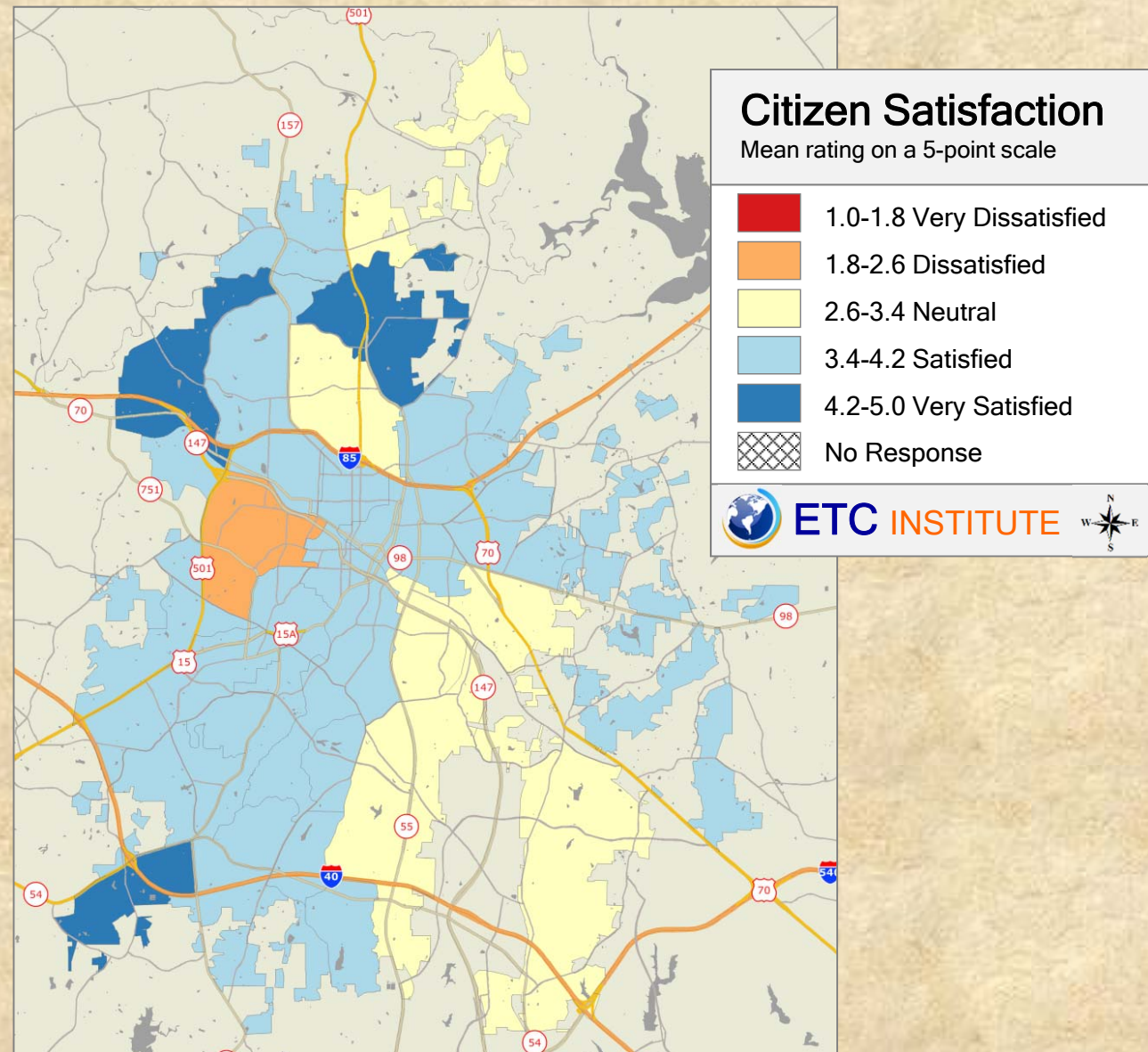
## Q17B-5. Satisfaction with How Well Your Issue was Handled



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-6. Satisfaction with the Resolution to Your Issue/Concern

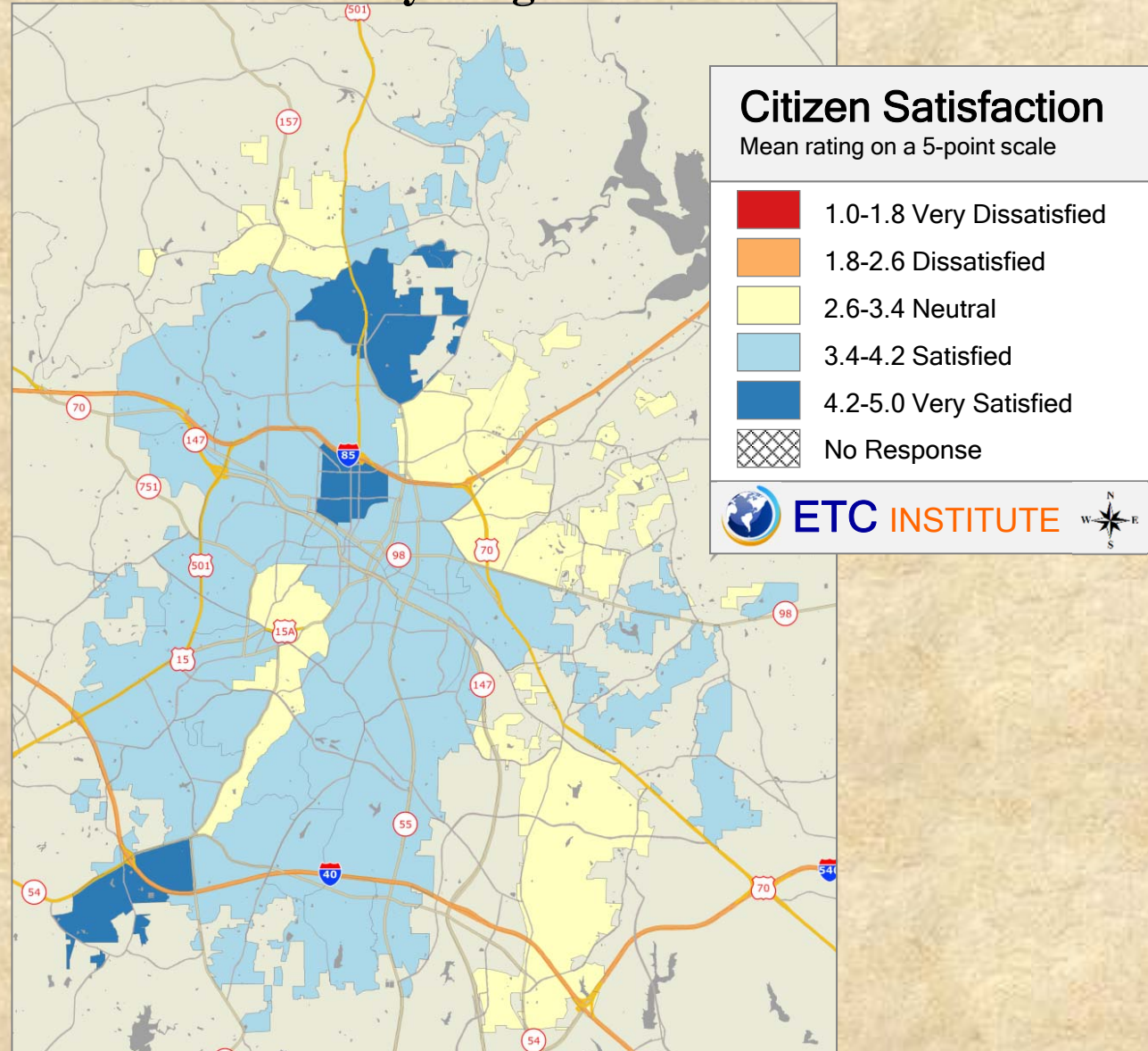


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



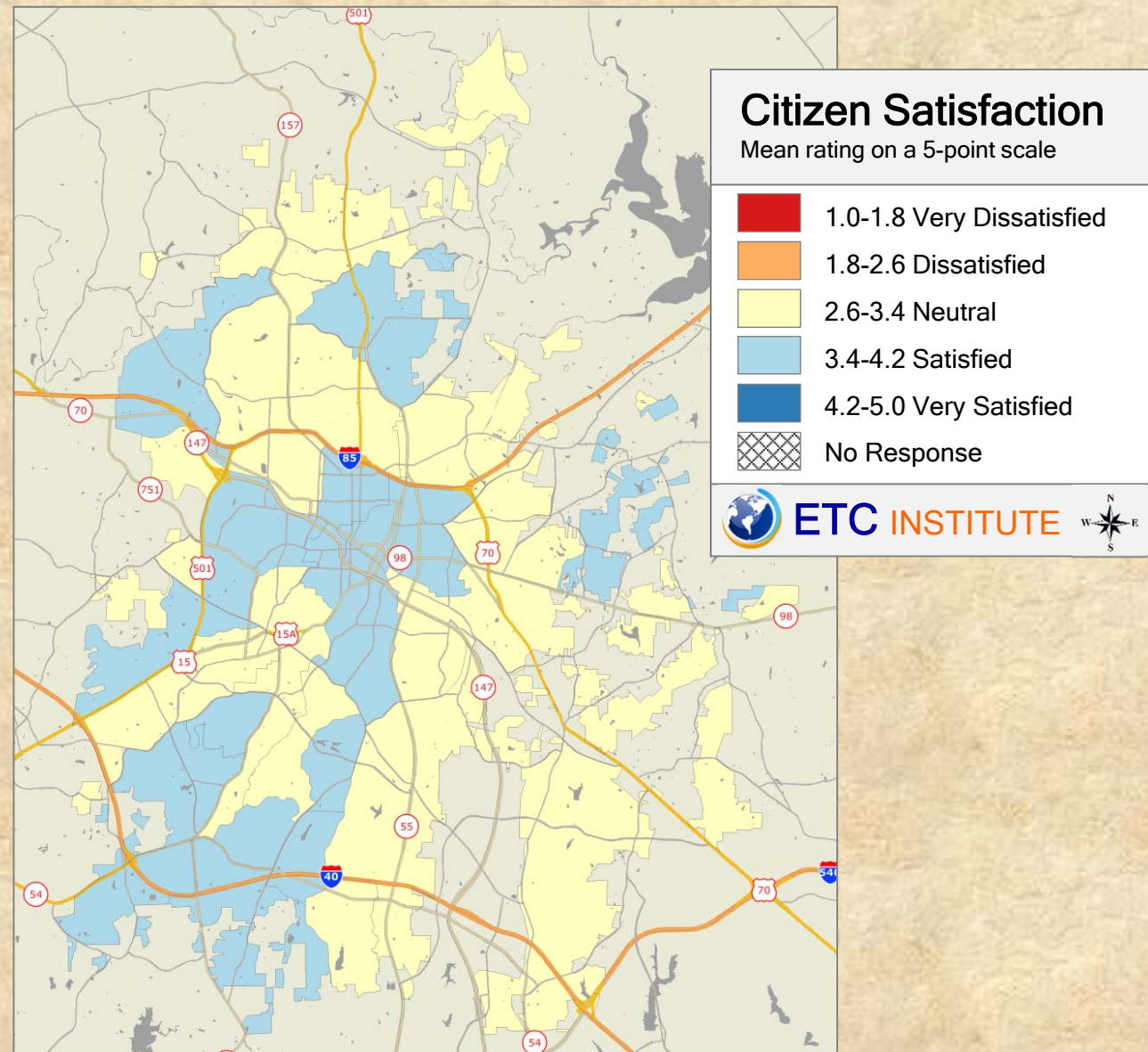
## Q17B-7. Satisfaction with the Availability of Information About City Programs and Services



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-8. Satisfaction with the Ease of Locating Information on the City Website

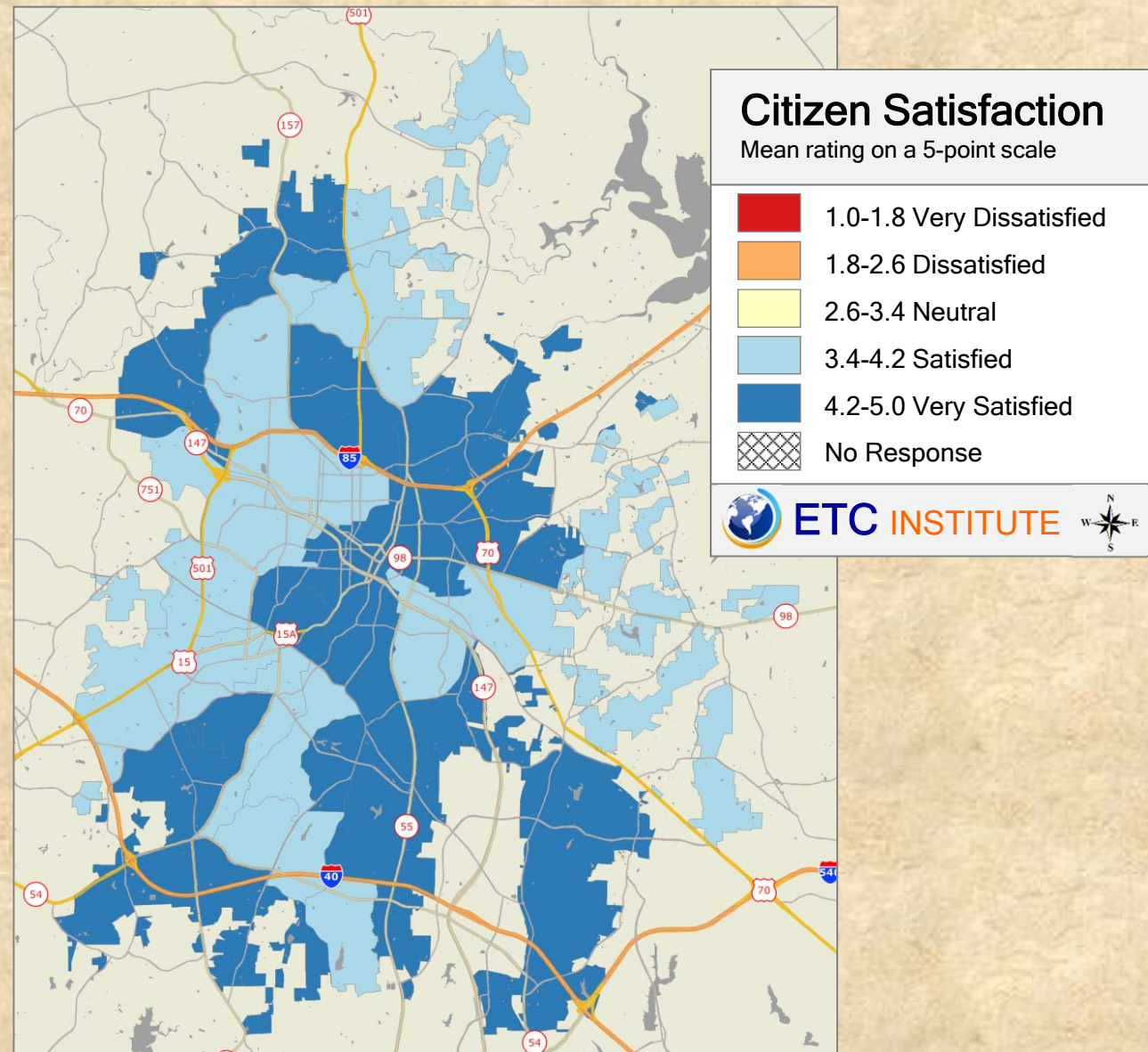


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



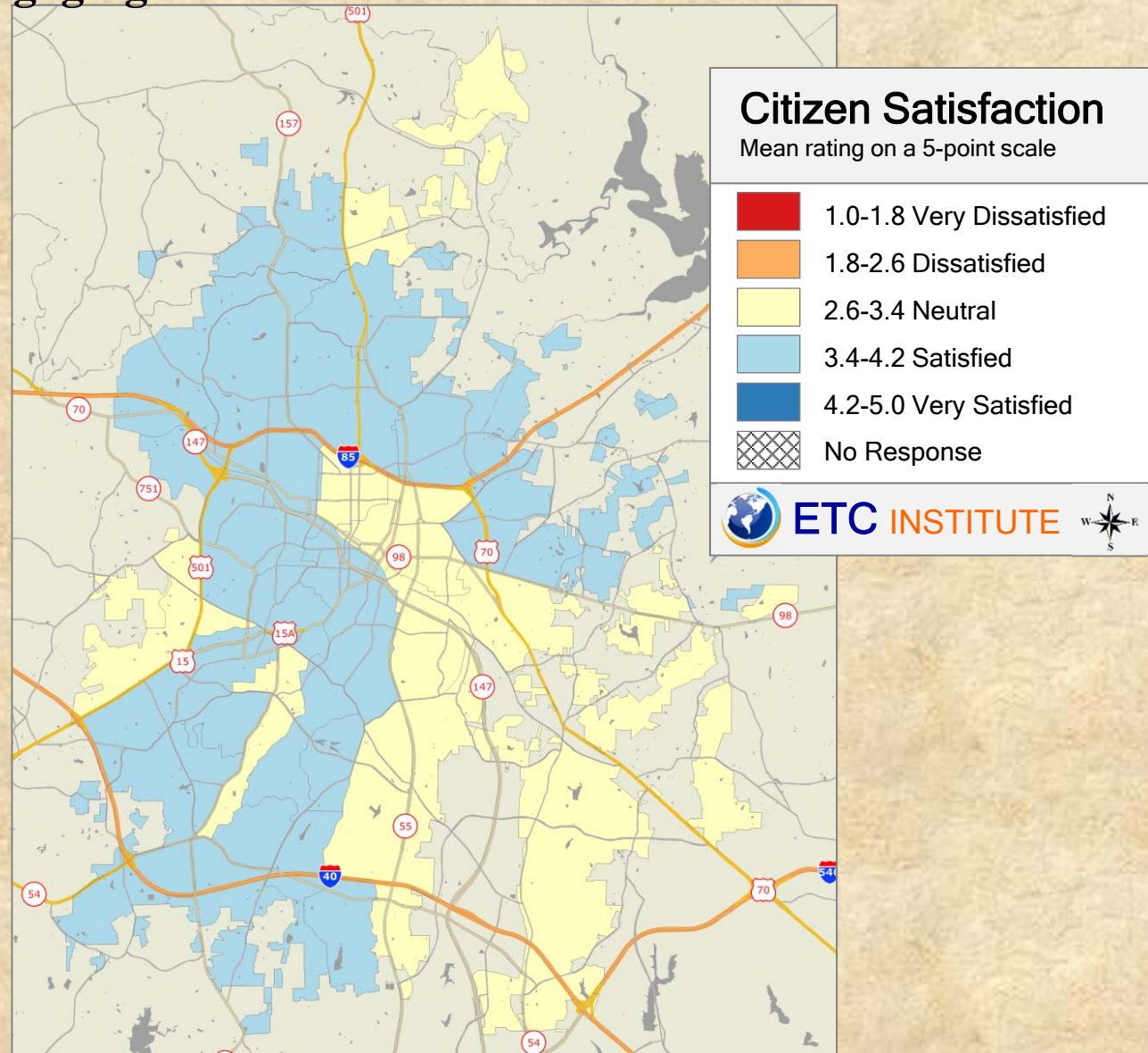
## Q17B-9. Satisfaction with the Ease of Paying Water Bill



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-10. Satisfaction with Your Experience Engaging With the Local Government Process

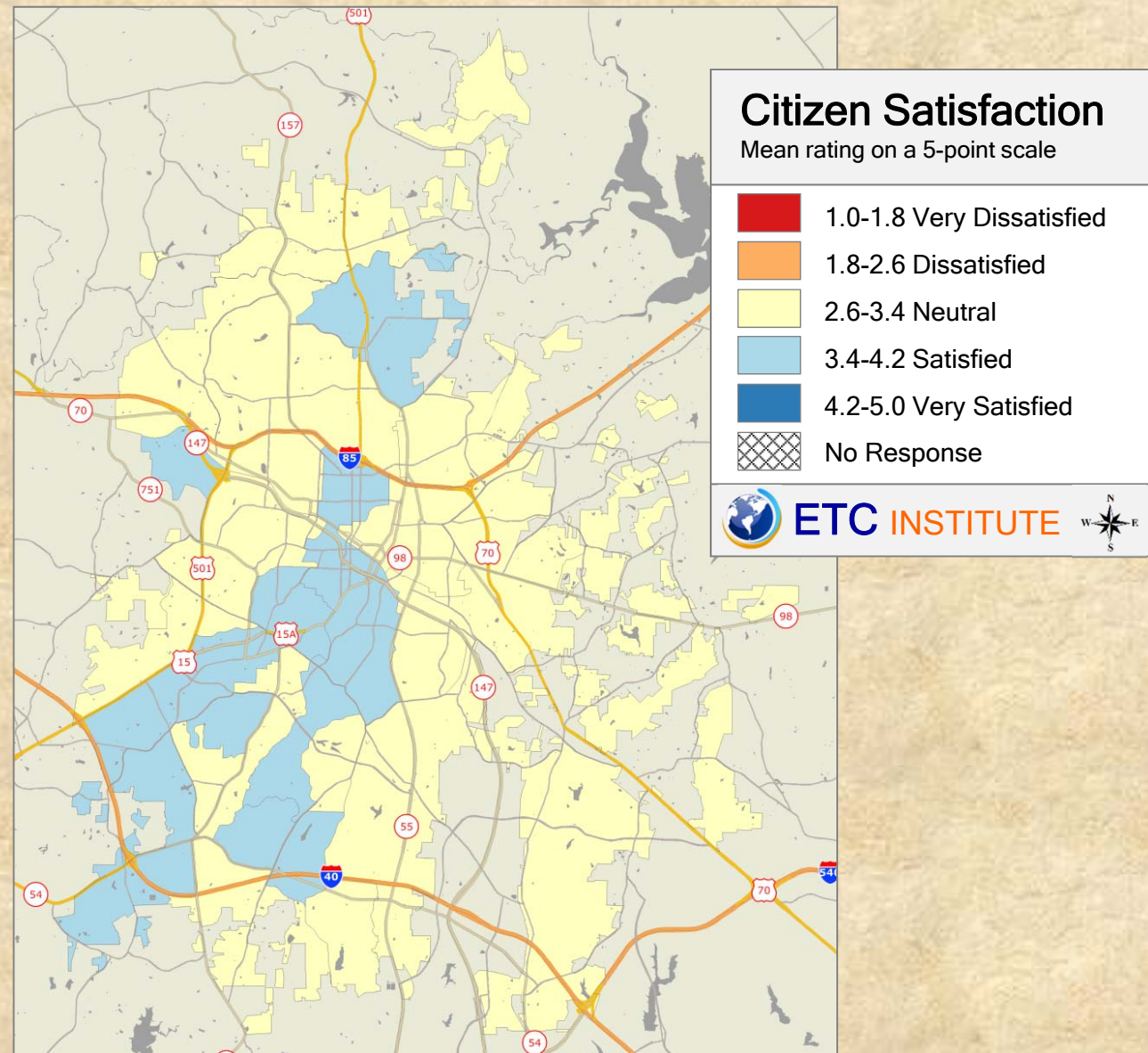


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



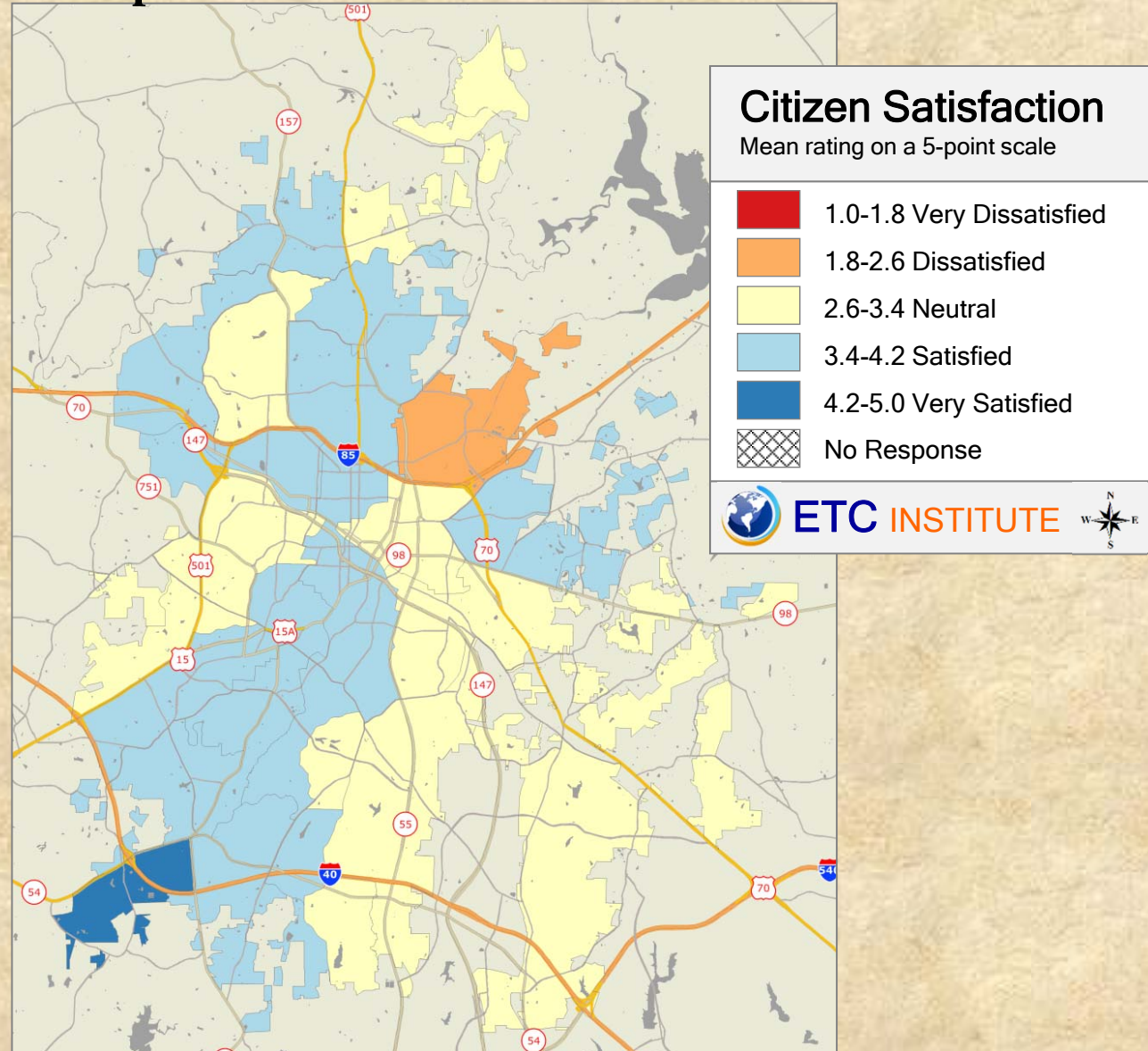
## Q17B-11. Satisfaction with the Level of Public Involvement in Local Decisions



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q17B-12. Satisfaction with the City Efforts to Keep You Informed About Local Issues

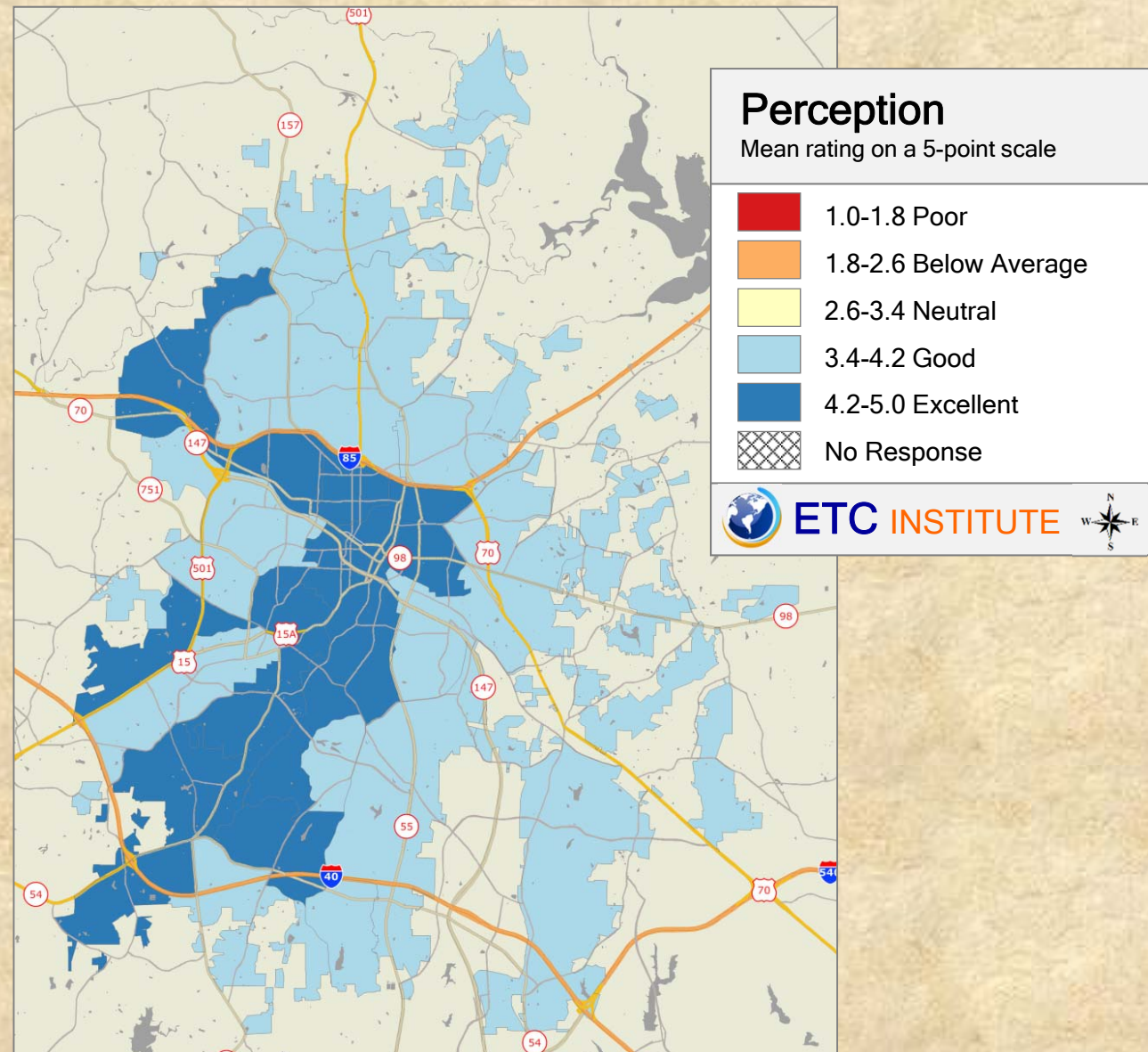


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



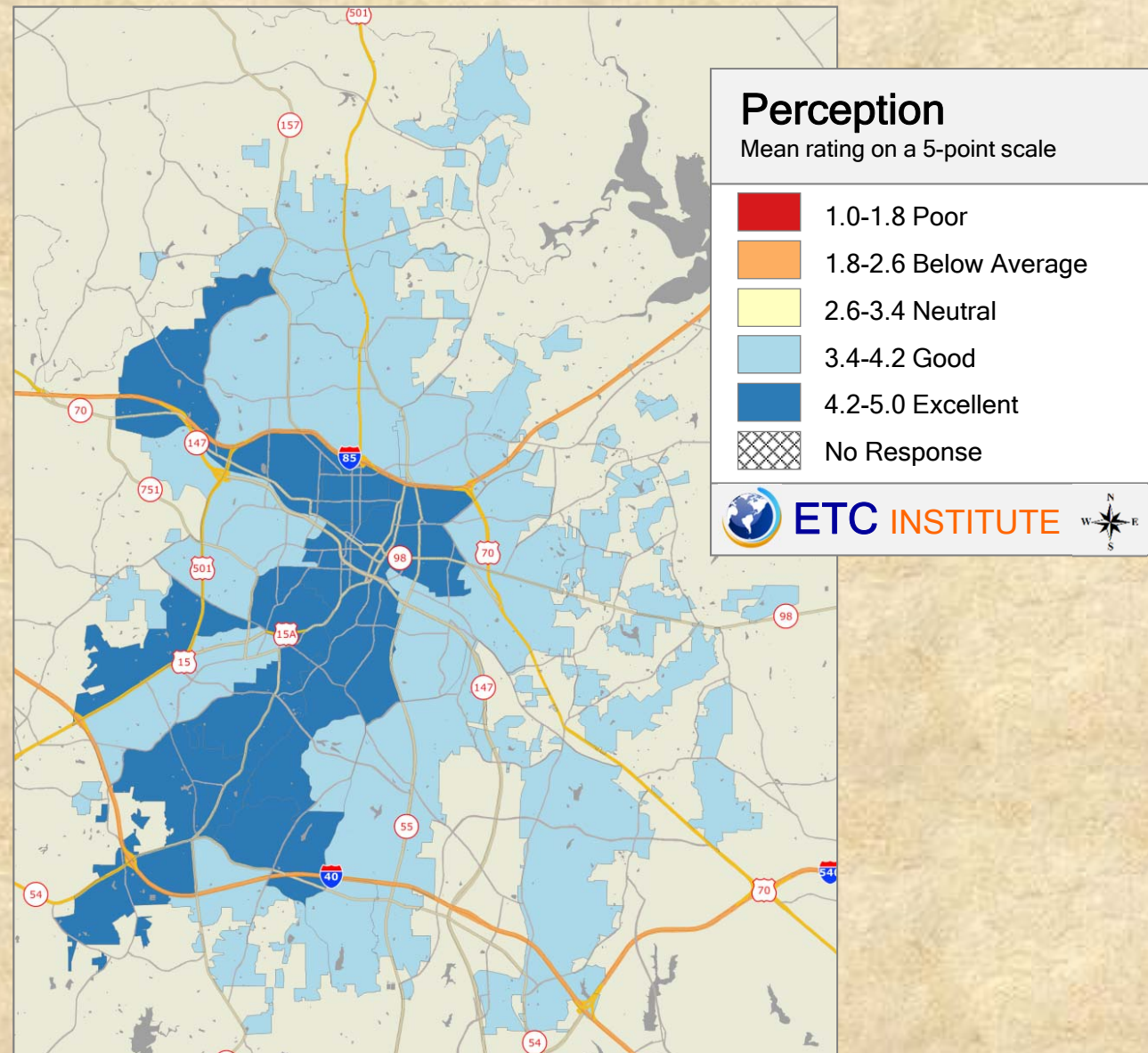
## Q21-1. Perception of Durham As a Place to Live



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21-2. Perception of Durham As a Place to Work

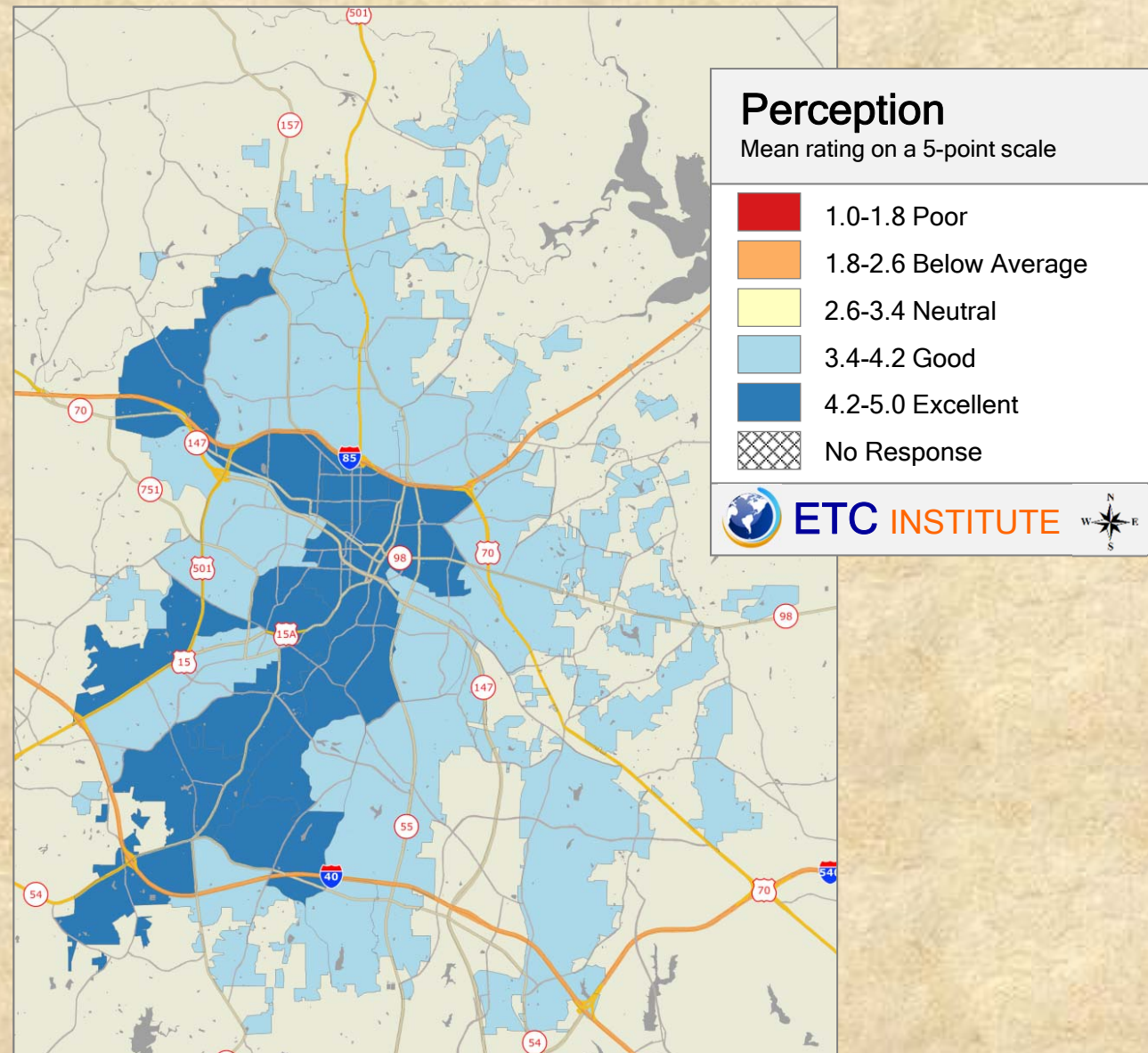


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



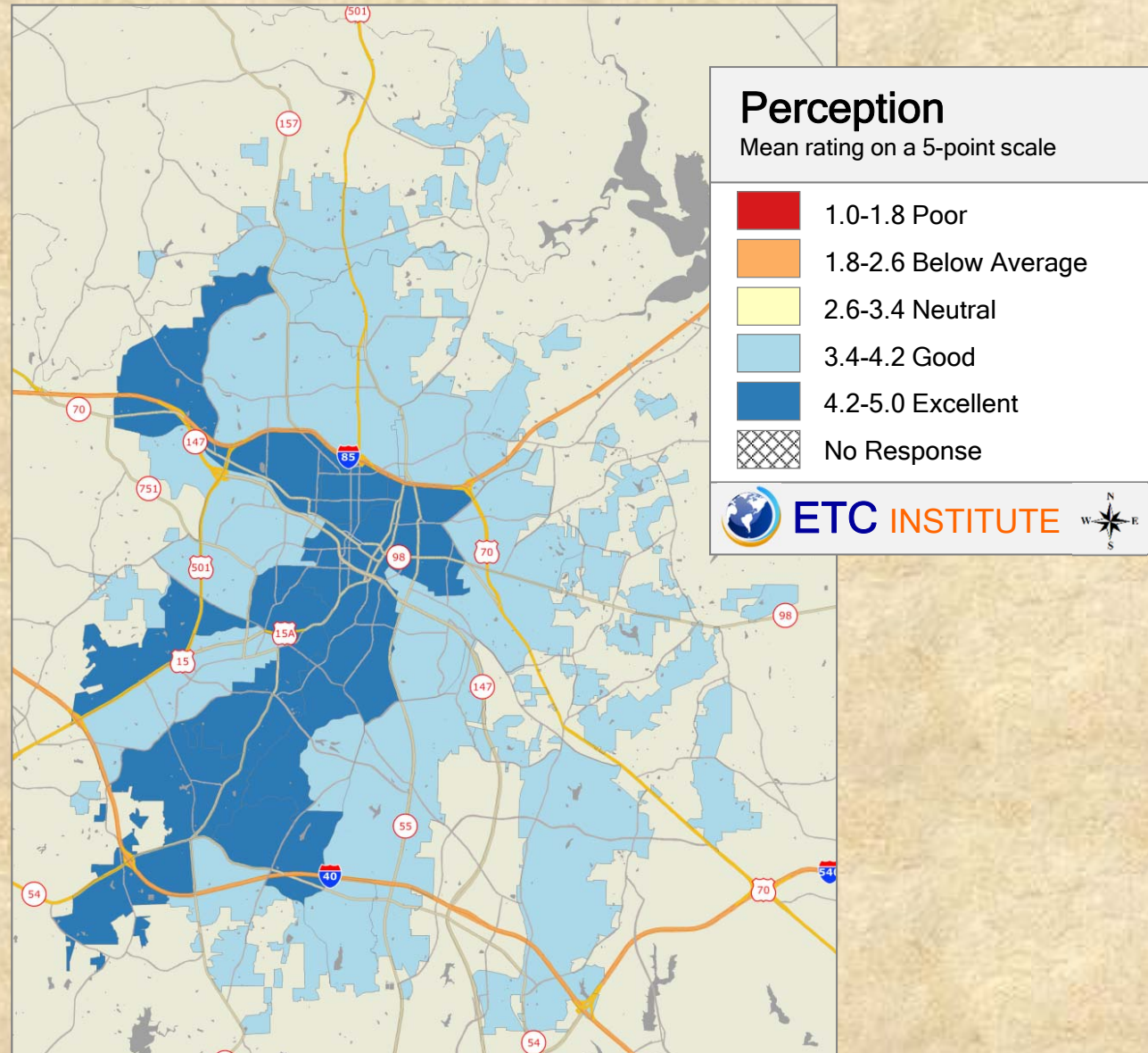
## Q21-3. Perception of Durham As a Place to Play



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21-4. Perception of Durham As a Place to Raise Children

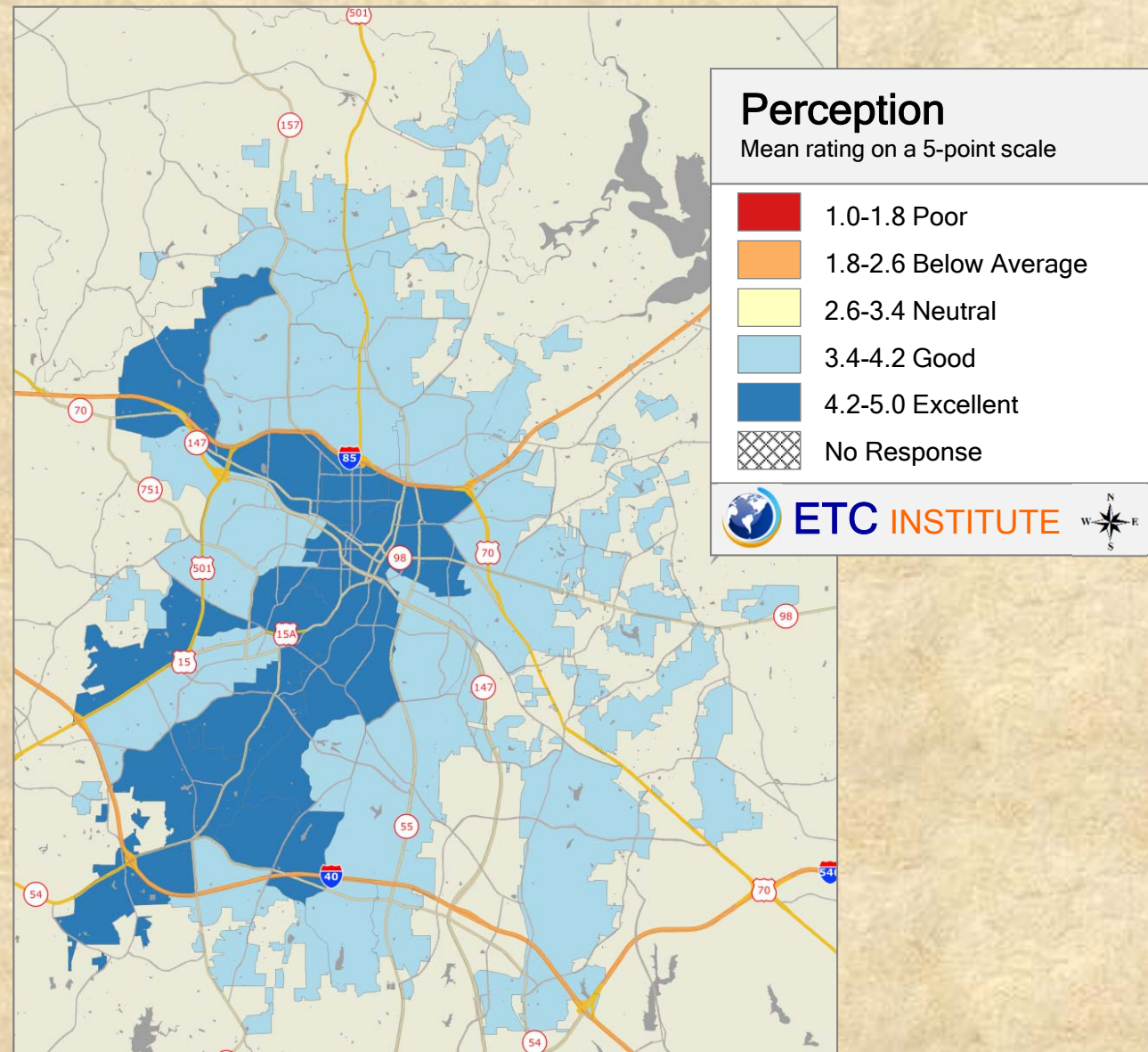


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



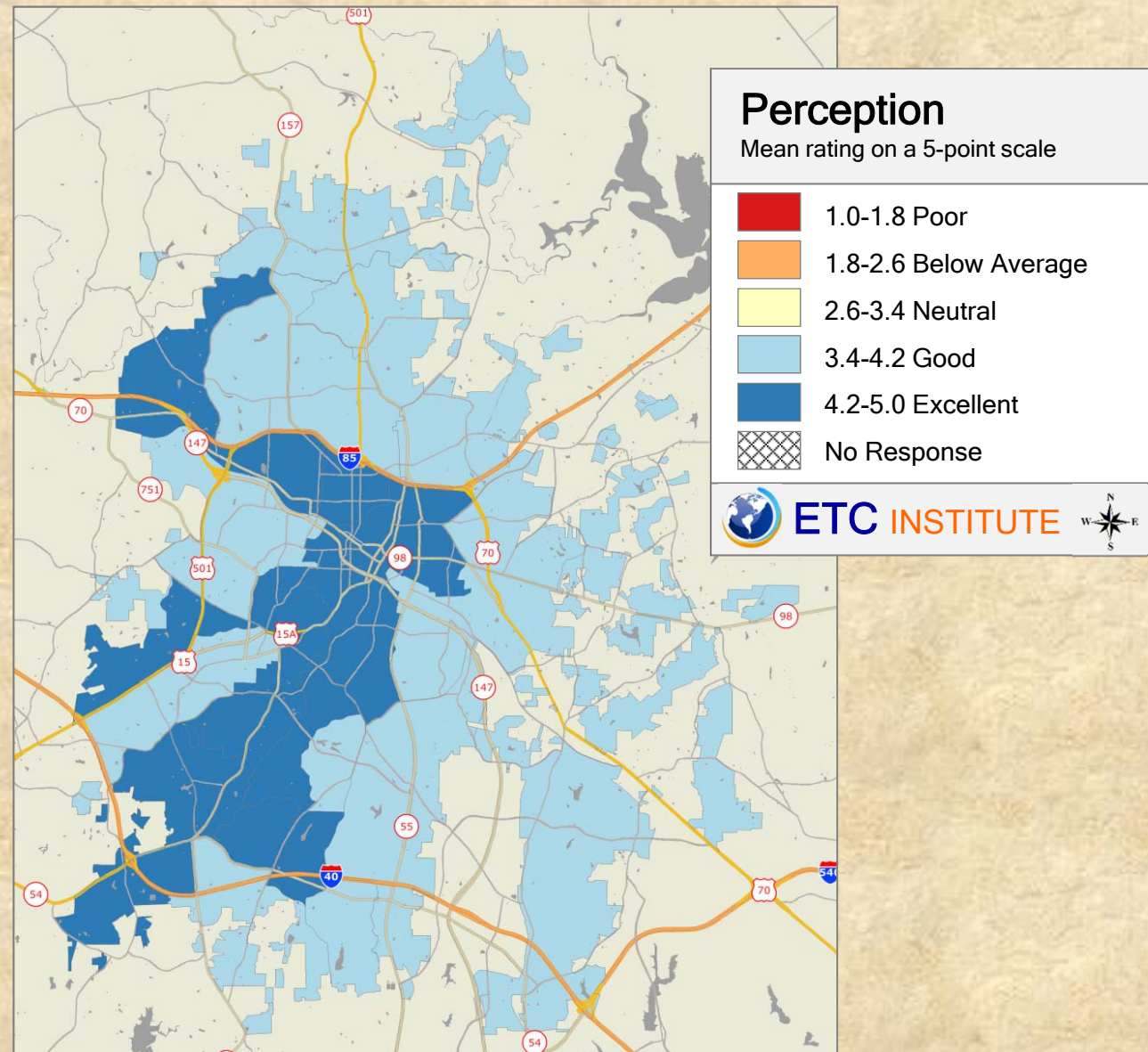
## Q21-5. Perception of Durham As a Place to Retire



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21-6. Perception of Durham As a Place to Visit

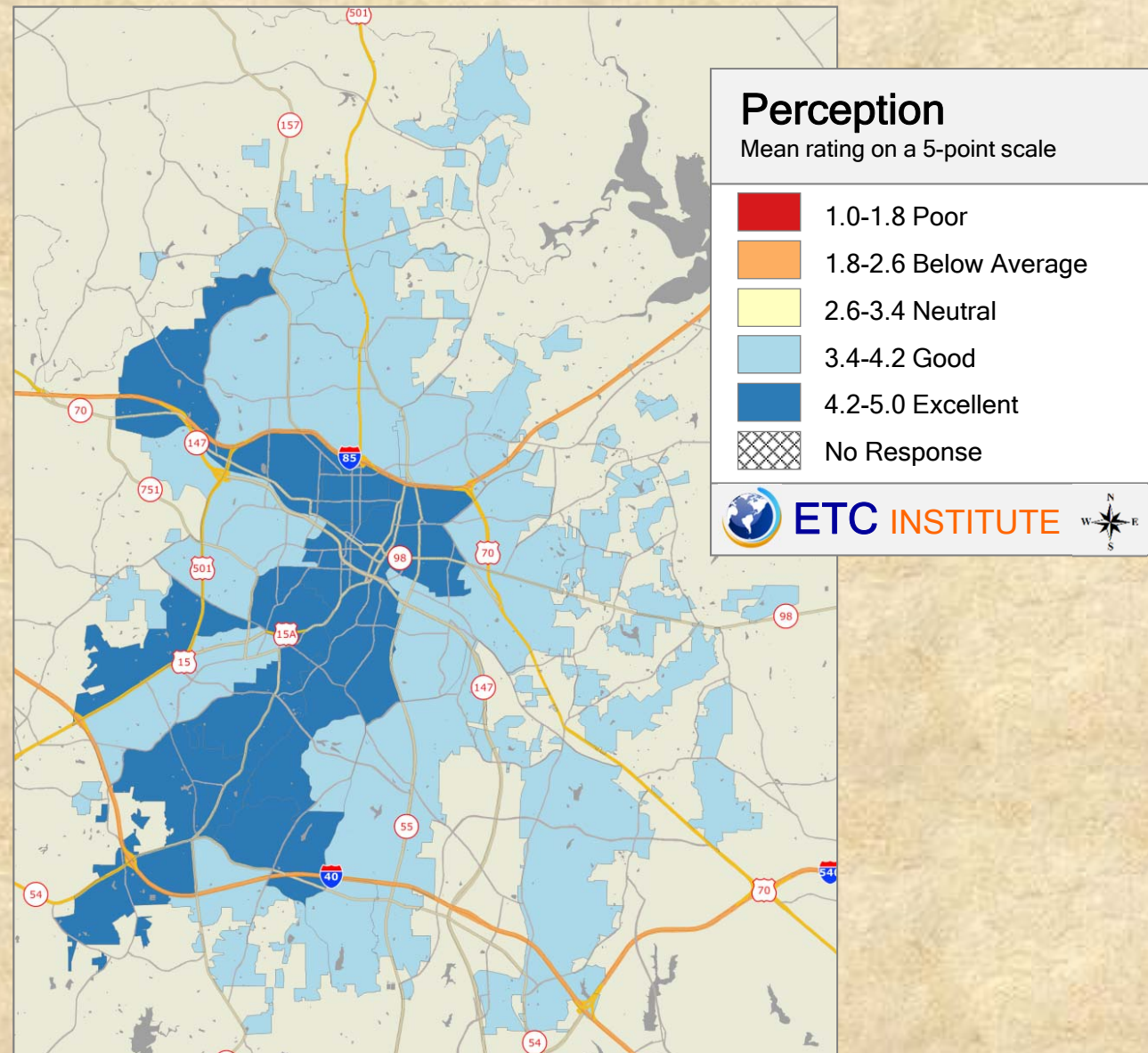


### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



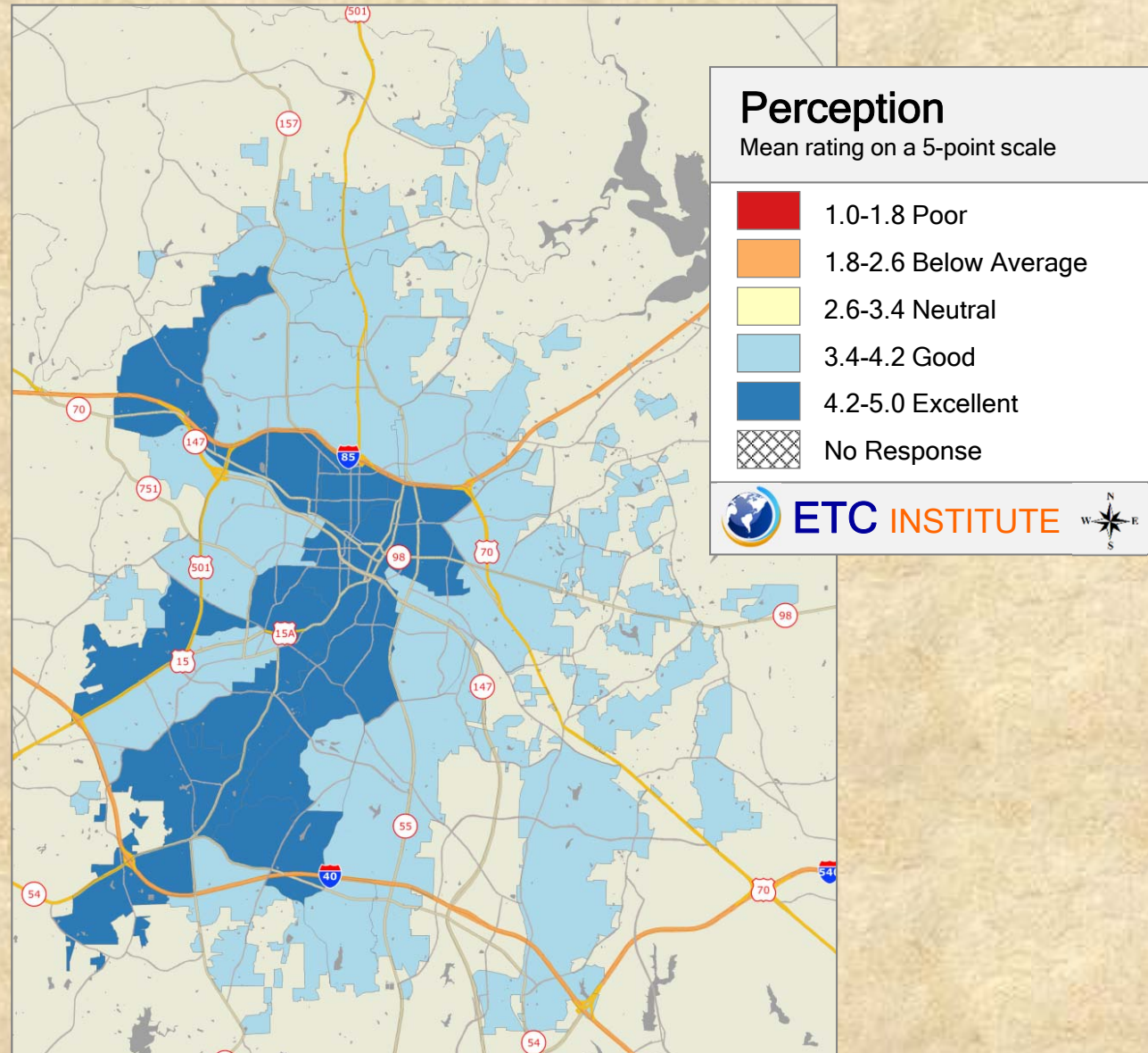
## Q21-7. Perception of Durham As a Place to Start a Business



### City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21-8. Perception of Durham As a City That is Moving in the Right Direction



# City of Durham 2015 Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)