

2011 City of Durham Resident Survey

Final Report

Submitted to

The City of Durham NC



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2011 Durham Resident Survey

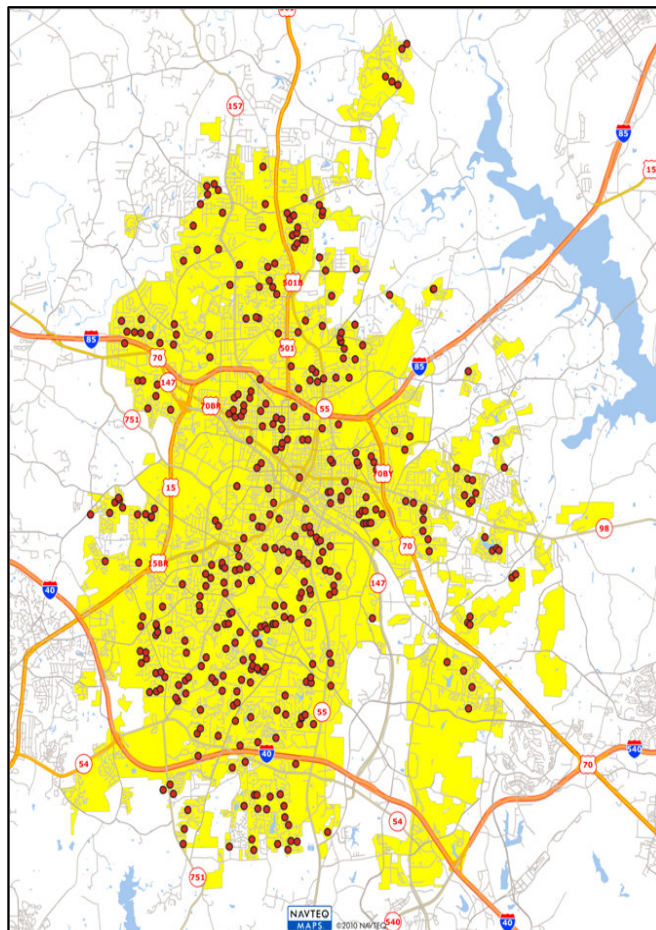
Executive Summary Report

Overview and Methodology

During the winter of 2011, ETC Institute administered its fourth DirectionFinder® Survey for the City of Durham to assess citizen satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process. Previous DirectionFinder® surveys were administered in 2005, 2007 and 2009.

The seven-page survey was mailed to a random sample of 1,200 households in the City of Durham. Approximately seven days after the surveys were mailed; residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, a total of 401 completed surveys (33% response rate). The results for the random sample of 401 households have a 95% level of confidence with a precision of at least +/- 4.9%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right (TO BE ADDED) shows the physical distribution of survey respondents based on the location of their home.



Interpretation of “Don’t Know” Responses. The percentage of persons who gave “don’t know” responses is important because it often reflects the level of utilization of City services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons among different services that are provided by the City. The percentage of “don’t know” responses for each question is 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:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- importance-satisfaction analysis to help the City use survey data to set priorities
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument.

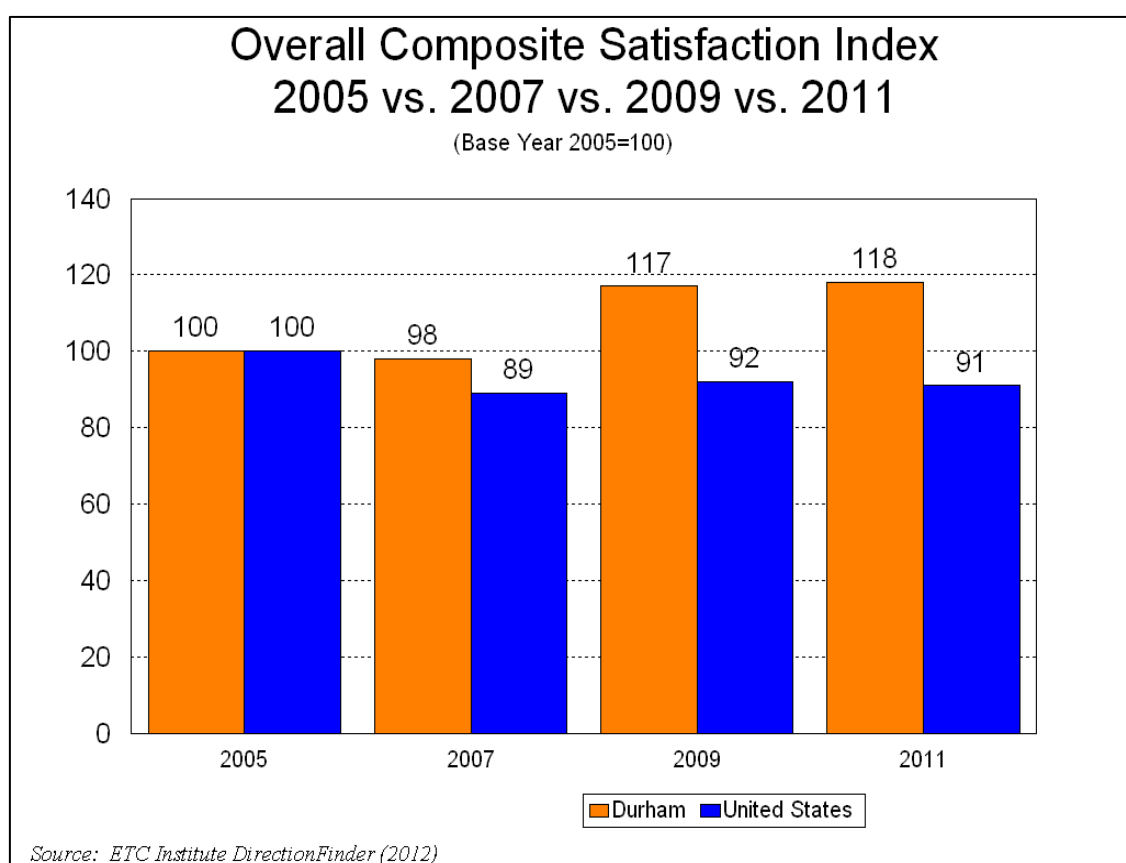
Perceptions of the City

- **Overall Ratings of the City of Durham.** Eighty-two percent (82%) of the residents surveyed who had an opinion rated the City as an “excellent” or “good” place to live and 77% rated it as an “excellent” or “good” place to work.
- **Overall Perceptions of the City.** Seventy-six percent (76%) of the residents surveyed who had an opinion were satisfied with the quality of life in their neighborhood, 70% of those surveyed were satisfied with the quality of services provided by the City and 68% were satisfied with the overall quality of life in the City. Although residents were least satisfied with the value they receive for their tax dollars and fees (40%), the level of satisfaction has increased significantly from the 2009 survey.

Overall Satisfaction

- **Major Categories of City Services.** The overall city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of fire protection and rescue services (85%) and the proximity of fire stations (85%). Although residents were least satisfied with the maintenance of City streets (36%), the level of satisfaction has increased significantly from the 2009 survey.
- **Trends.** Satisfaction increased in seven of the ten major categories of City services that were rated from 2009 and decreased in two areas. The major categories of City services that showed statistically significant increases in satisfaction were: parks and recreation programs and facilities (+6%) and the maintenance of City streets (+5%). There were no statistically significant decreases in satisfaction in any of the overall city services from 2009.

- Overall Composite Satisfaction Index.** To objectively assess the overall change in satisfaction with city services from 2005, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean rating of the nine major categories of City services that were asked in 2005, 2007, 2009 and 2011. The index is calculated by dividing the mean rating from 2011 by the mean rating from 2005 and then multiplying the result by 100. The chart below shows the Composite Customer Satisfaction Index from 2005, 2007, 2009 2011 for the City of Durham and for all U.S. cities. The Composite Satisfaction Index for all U.S. cities showed a significant decrease of 9 points from 2005. In comparison, the Composite Satisfaction Index for the City of Durham increased 18 points from 2005. City leaders in Durham are to be commended for their efforts in significantly improving overall satisfaction from 2005.



Overall Priorities

- The three major categories of City services that residents thought should receive the most emphasis from City leaders over the next two years were: (1) the maintenance of City streets, (2) the quality of police protection and (3) the flow of traffic in the city. These were the same top three priorities identified in 2009.

Satisfaction with Specific Services

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation in City of Durham based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, were greenways and trails in the City (71%) and the cultural programming in the City (70%). Residents were least satisfied with the City swimming pools (37%).
- **City Maintenance.** The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, were the condition of street signs and traffic signals (71%), the condition of City parks (61%) and the condition of recreation centers and facilities (61%). Residents were least satisfied with street repair and maintenance (34%).
- **Code Enforcement.** The highest levels of satisfaction with Code Enforcement based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, was the appearance of houses in neighborhoods (74%) and graffiti removal (56%).
- **City Zoning Services.** The highest levels of satisfaction with City zoning services, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, were the enforcement of the mobile vendor ordinance (56%) and the enforcement of the noise ordinance (53%).
- **City Utilities Services.** The highest levels of satisfaction with City utility services based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, were: City solid waste services (86%), the City’s curbside recycling services (85%) and sewer services (78%). Residents were least satisfied with stream and lake protection (57%).
- **Customer Service.** Residents were generally satisfied with City customer service. The highest levels of satisfaction with various aspects of City customer service based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how courteous City employee were (78%) and how easy City employees were to contact (71%).

Analysis of Trends

The City of Durham had increases in satisfaction and/or feelings of safety in 48 of the 57 areas that were assessed from 2009; 2 of the areas stayed the same and there were 7 decreases in satisfaction and/or feelings of safety from 2009. Of the 48 items that showed increases, 27 of these increases were significant; none of the decreases from 2009 were significant. The significant increases from the 2009 survey are provided in the table on the following page.

Category by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)	2011	2009	Increase in Percentage
Condition of recreation centers and facilities	61%	44%	17%
Walking alone in your neighborhood at night	56%	42%	14%
Condition of streets in your neighborhood	55%	42%	14%
Condition of City parks	61%	50%	11%
Cleanliness of City streets	58%	47%	11%
Quality of life in the City	68%	57%	11%
Overall quality of City services	70%	60%	10%
Street maintenance and repair	34%	24%	10%
Greenways and trails in the City	71%	61%	10%
Feeling of safety walking alone in the nearest City park during day	62%	53%	9%
The City as a place to retire	65%	56%	9%
Quality of life in your neighborhood	76%	69%	7%
Durham as a City that is moving in the right direction	71%	64%	7%
Outdoor athletic fields	55%	49%	6%
Customer service by Parks and Recreation staff	57%	51%	6%
Mowing/trimming along City streets and public areas	58%	52%	6%
Feeling of safety walking alone in your neighborhood during the day	86%	80%	6%
Condition of streets signs and traffic signals	71%	65%	6%
Bulky item pick up and removal services	73%	67%	6%
Durham as a place to raise children	69%	63%	6%
Parks and Recreation facilities and programs	64%	59%	6%
Quality of drinking water	76%	71%	5%
Quality of recreation programs and services	53%	48%	5%
Value you receive for your City taxes and fees	40%	35%	5%
Curbside recycling services	85%	80%	5%
Maintenance of city streets	36%	31%	5%
Feeling of safety when visiting City recreation centers	64%	60%	5%

Other Major Findings

- Based upon a combination of “very safe” and “safe” responses among residents who had an opinion, residents felt most safe walking alone in their neighborhood during the day (86%). Residents felt least safe when riding the DATA/Bull City Connector (48%).
- The top sources that residents use to get information about the City were: local television news (65%), the Durham Citizen’s newsletter (53%), the City’s website (49%) and The Herald Sun Newspaper (43%).
- Sixty-eight percent (68%) of residents had not heard about the City’s strategic plan; 29% indicated they had heard about the City’s strategic plan and 3% did not provide a response.
- Two-thirds (66%) of residents, who had an opinion, were “very satisfied” or “satisfied” with the proximity of arts/cultural amenities; 23% were neutral and 11% were dissatisfied.

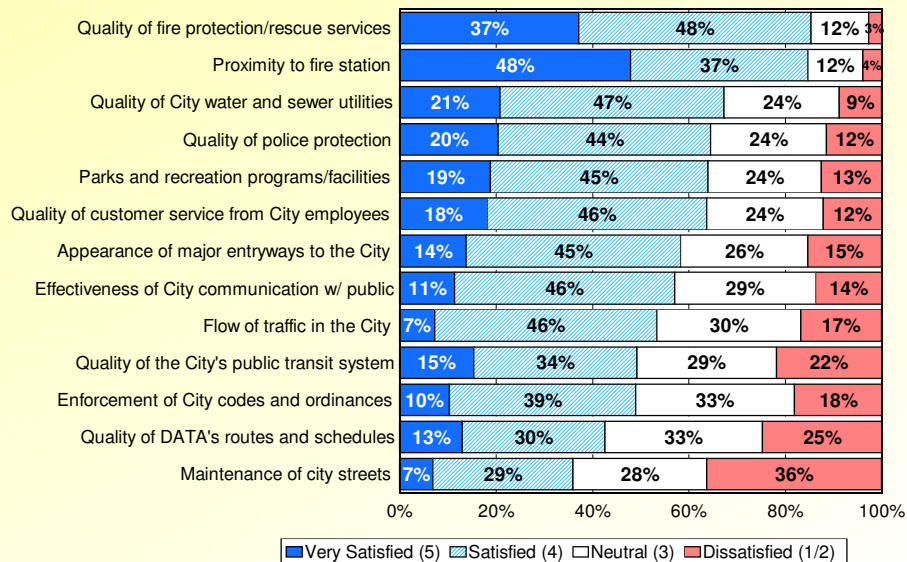
Section 1:

Charts and Graphs

City of Durham **2011 Resident Survey**

Overall Satisfaction with City Services by Major Category

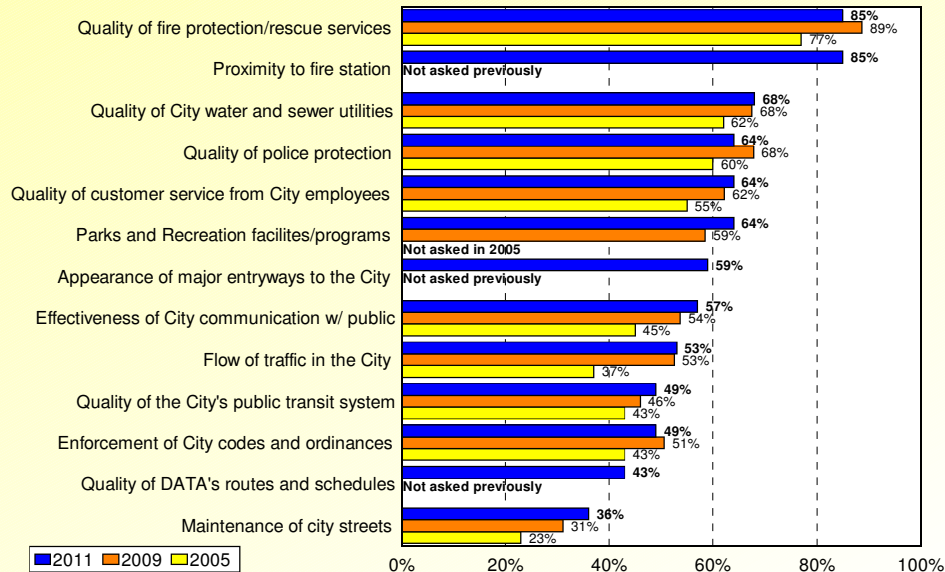
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012)

Trends: Satisfaction with Various Aspects of City Services - 2011 vs 2009 vs 2005

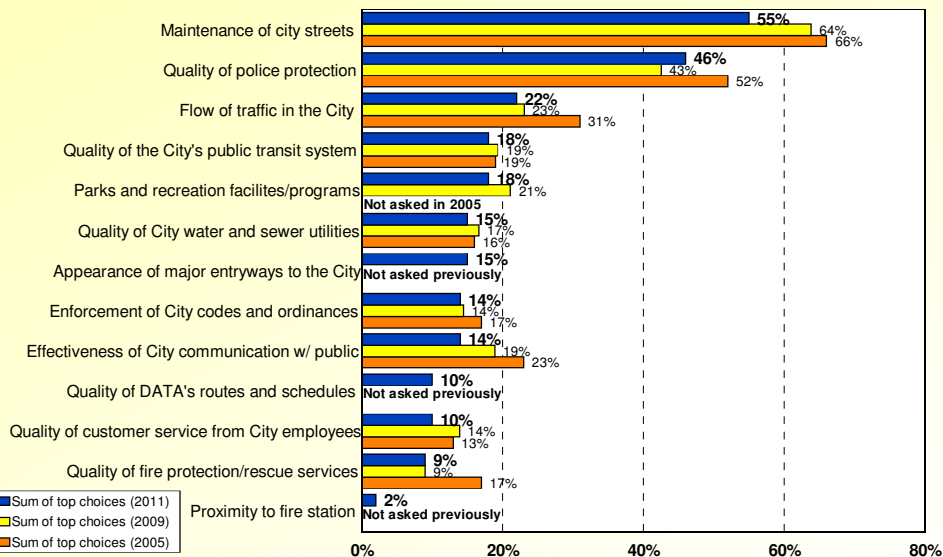
by percentage of respondents who rated the item either "Very Satisfied" or "Satisfied" (excluding don't knows)



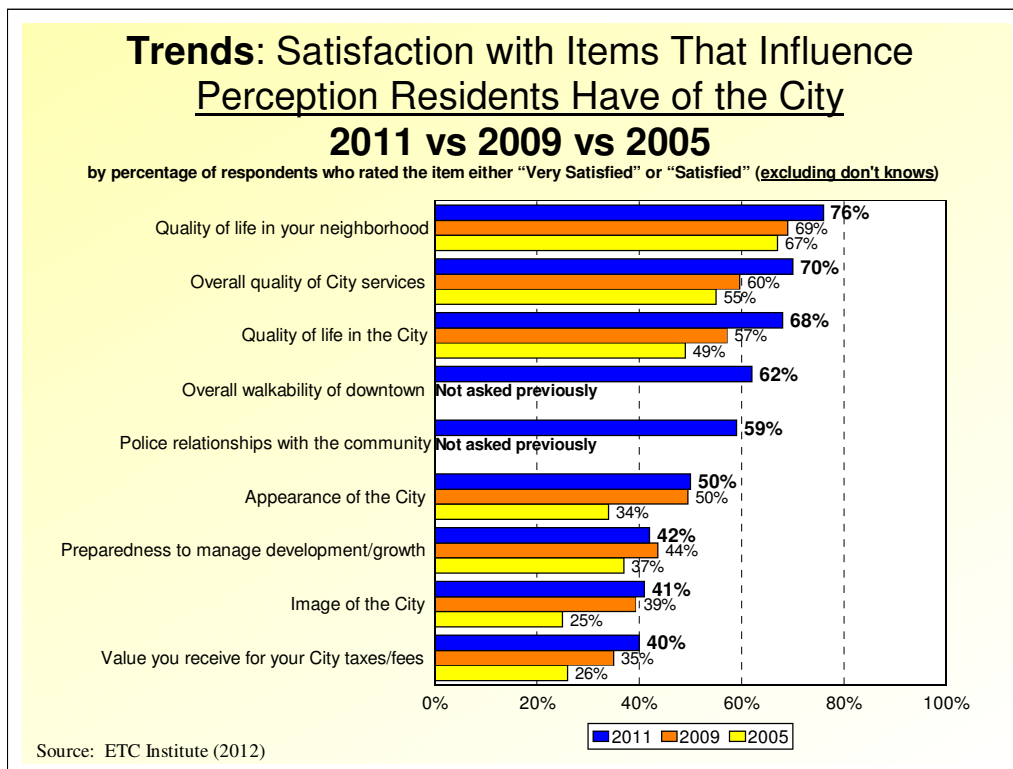
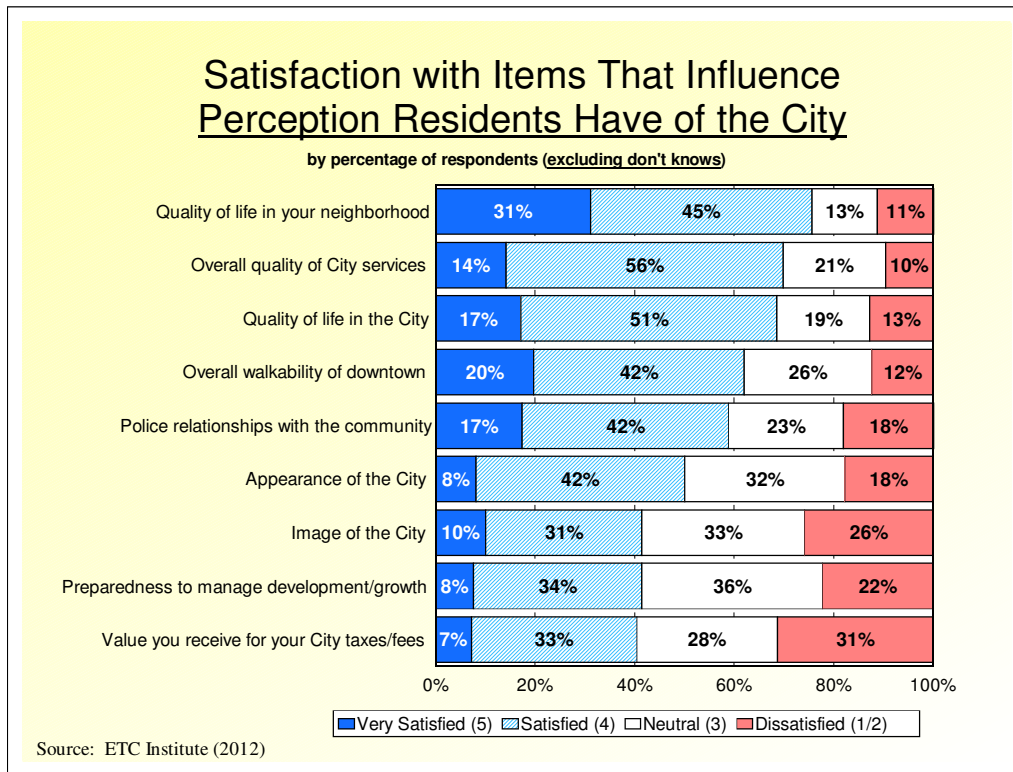
Source: ETC Institute (2012)

Trends: City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category 2011 vs. 2009 vs. 2005

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

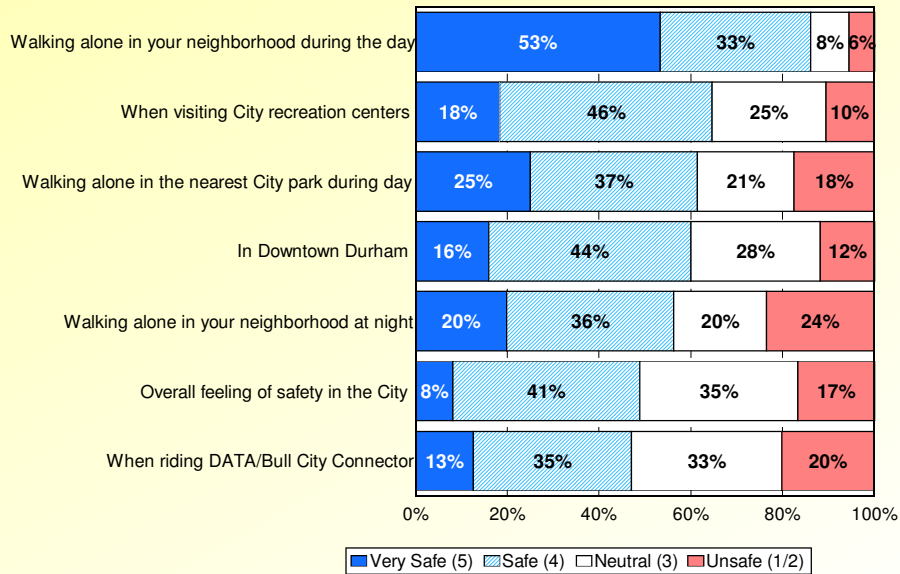


Source: ETC Institute (2012)



Perceptions of Safety in Durham

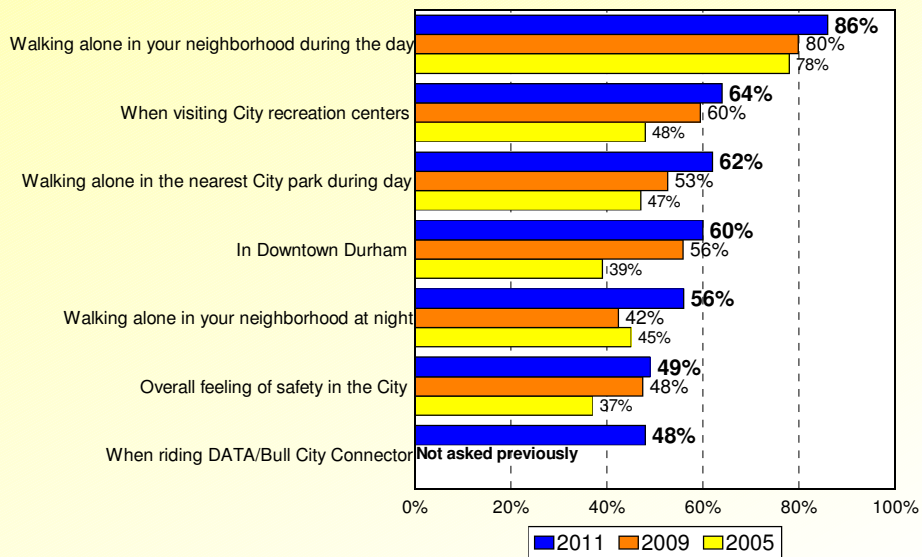
by percentage of respondents (excluding don't knows)



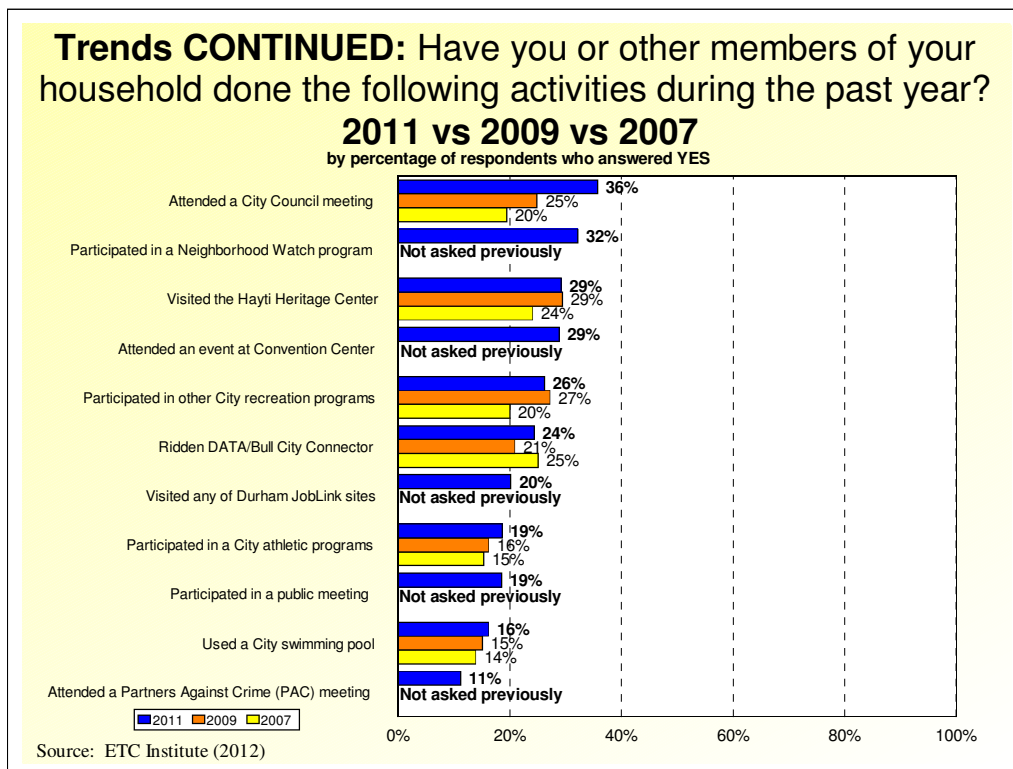
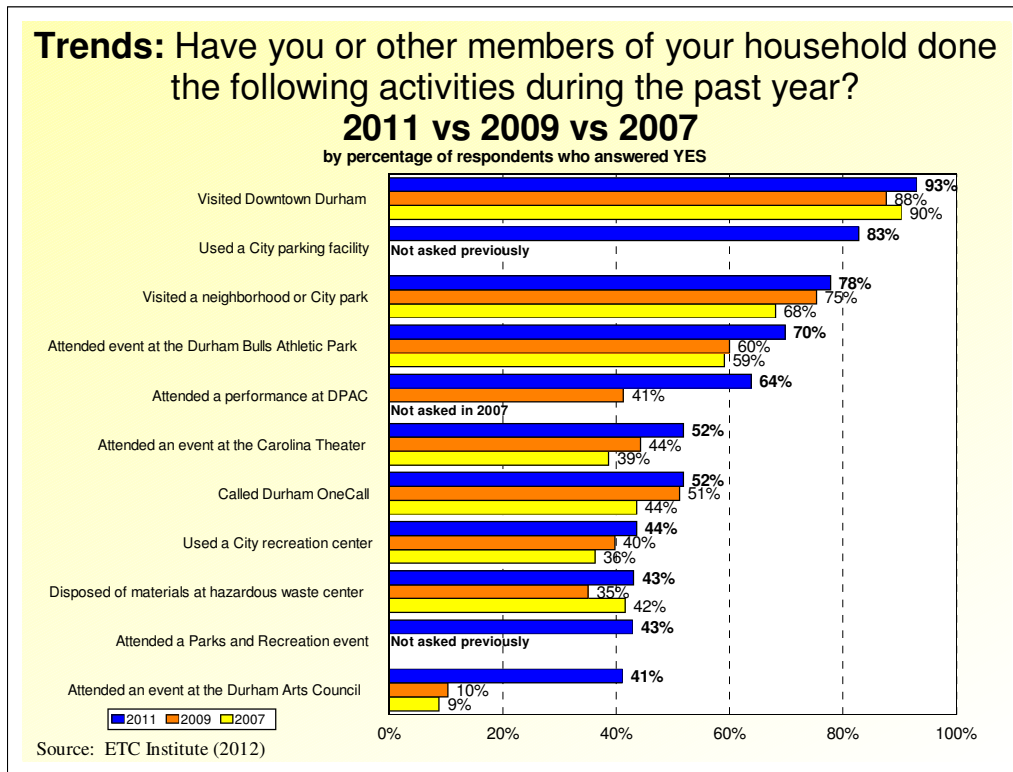
Source: ETC Institute (2012)

Trends: Perceptions of Safety in Durham 2011 vs 2009 vs 2005

by percentage of respondents who rated the item either "Very Safe" or "Safe" (excluding don't knows)

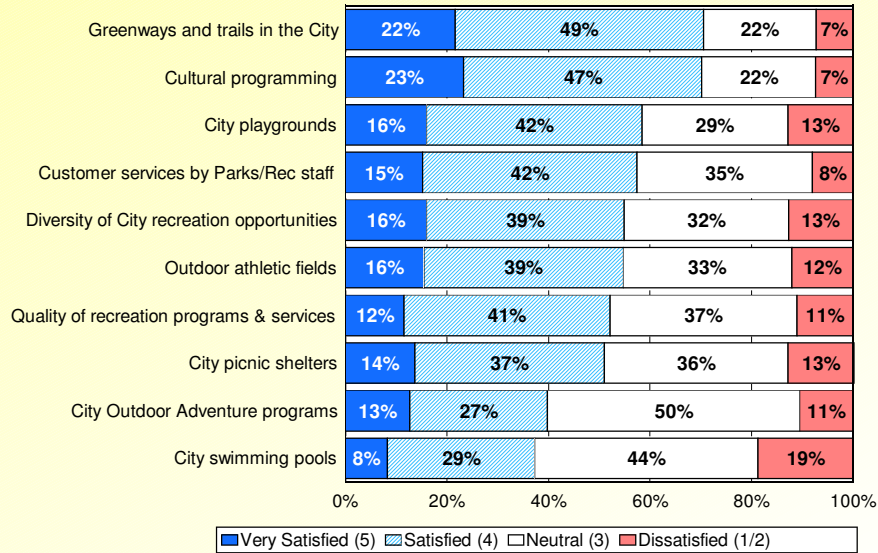


Source: ETC Institute (2012)



Satisfaction with Various Aspects of Parks and Recreation

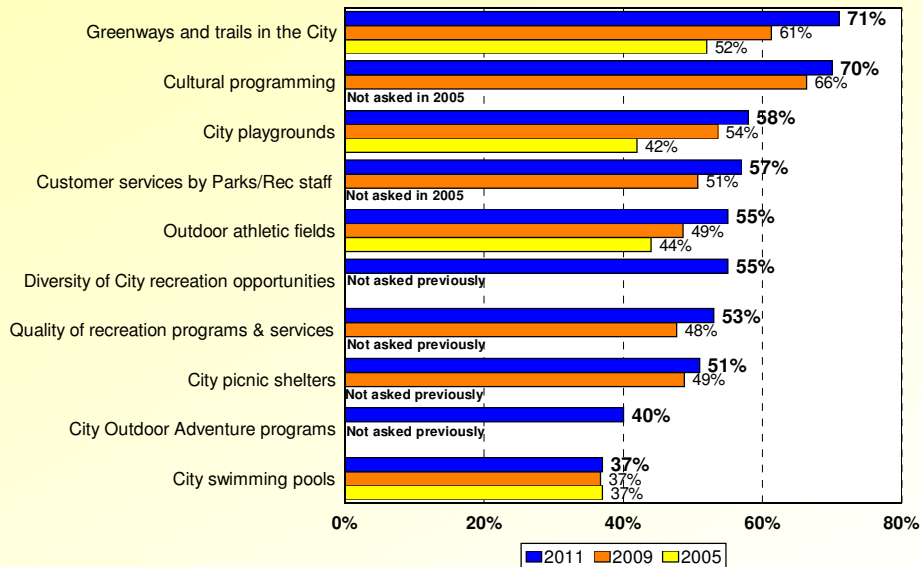
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012)

Trends: Satisfaction with Various Aspects of Parks and Recreation - 2011 vs 2009 vs 2005

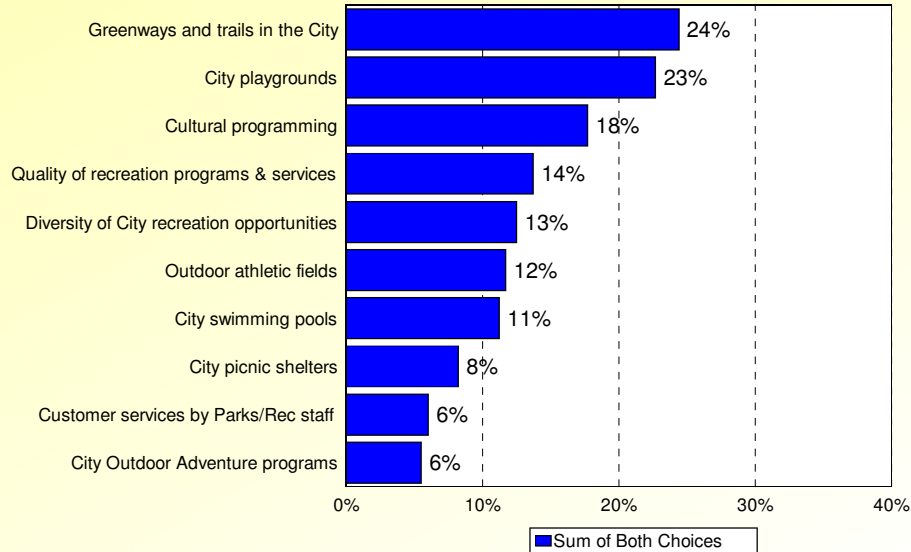
by percentage of respondents who rated the item either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2012)

Parks and Recreation Items that Should Receive the Most Emphasis From City Leaders Over the Next Two Years

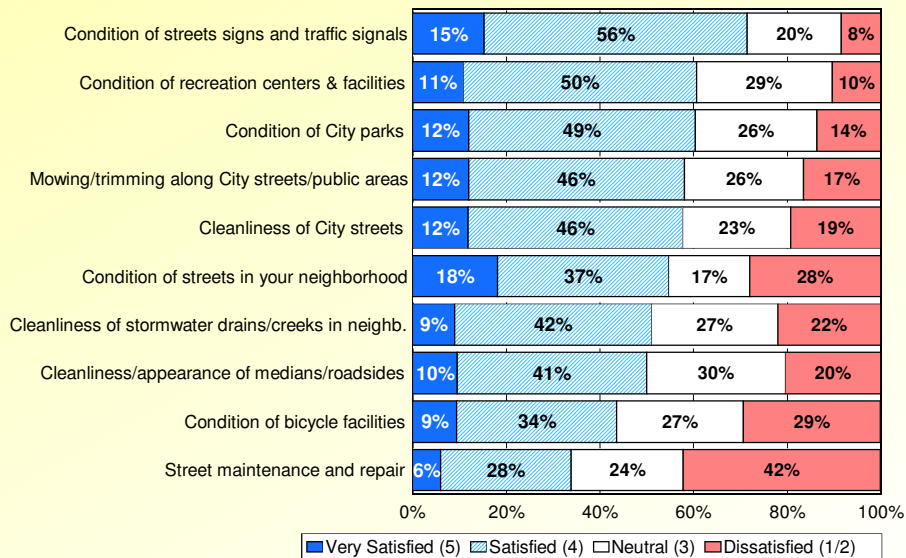
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2012)

Satisfaction with Various Aspects of Maintenance Services

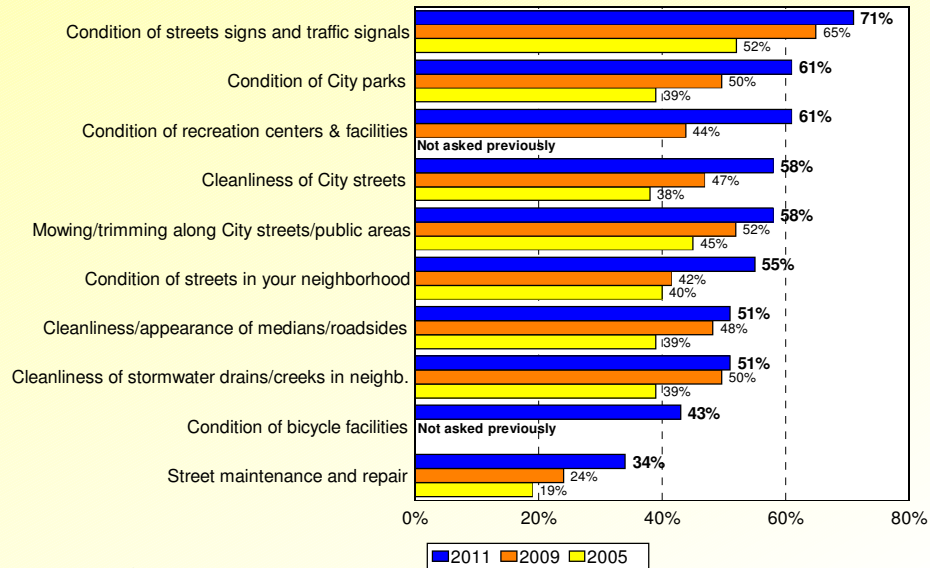
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012)

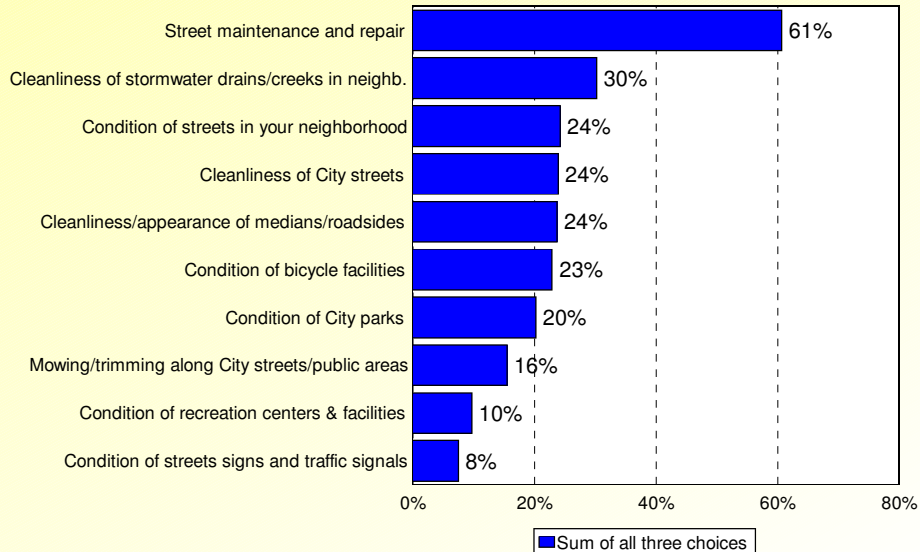
Trends: Satisfaction with Various Aspects of Maintenance Services - 2011 vs 2009 vs 2005

by percentage of respondents who rated the item either "Very Satisfied" or "Satisfied" (excluding don't knows)



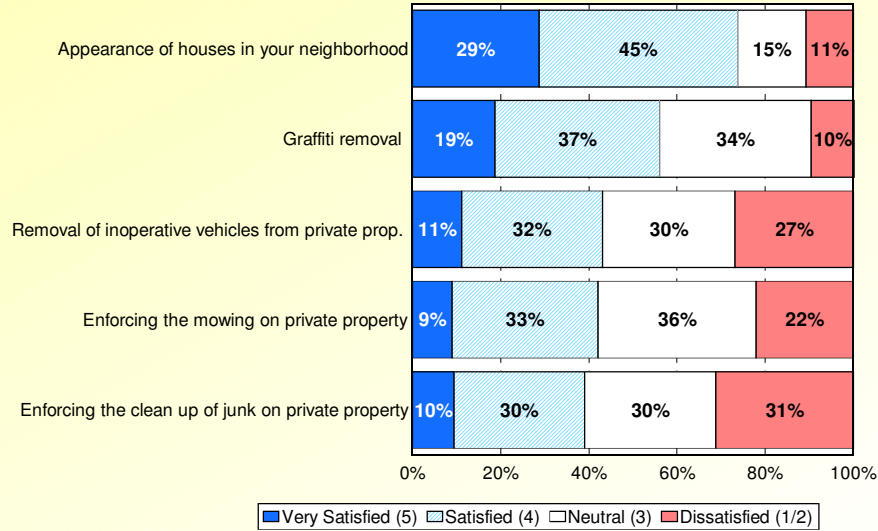
Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



Satisfaction with Various Aspects of Code Enforcement

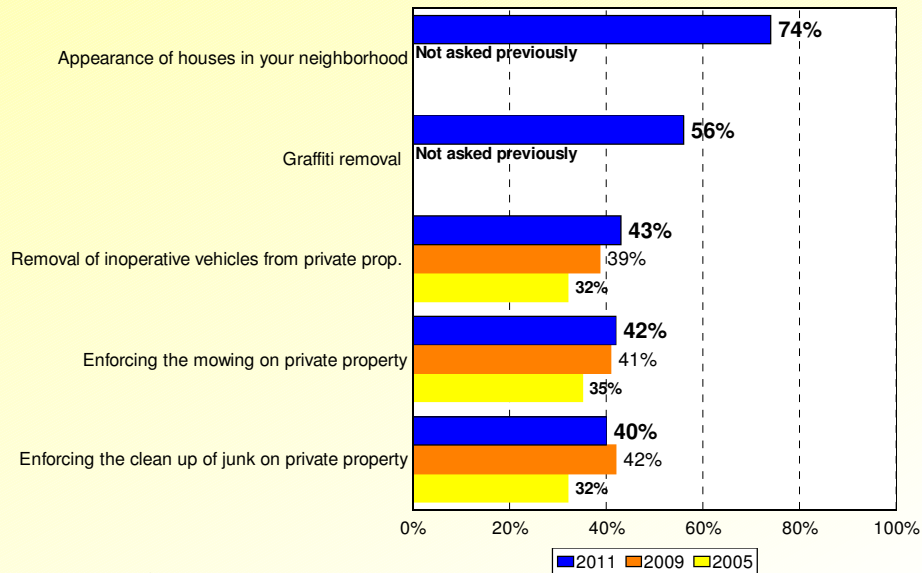
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012)

Trends: Satisfaction with Various Aspects of Code Enforcement - 2011 vs 2009 vs 2005

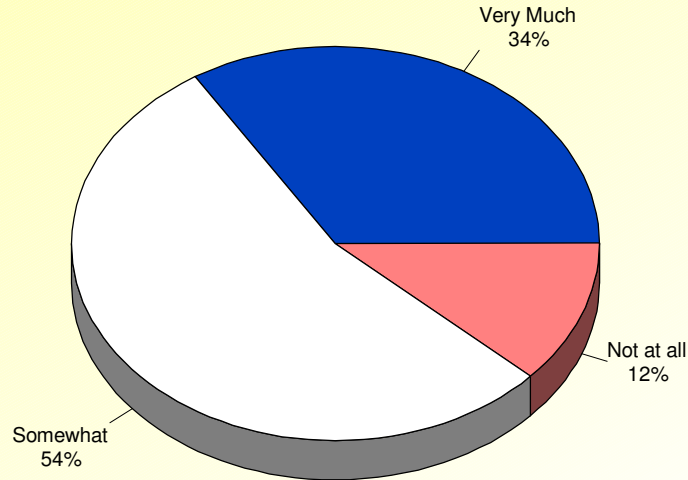
by percentage of respondents who rated the item either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2012)

Code Enforcement- How responsive was the City to your code enforcement requests for service/complaints?

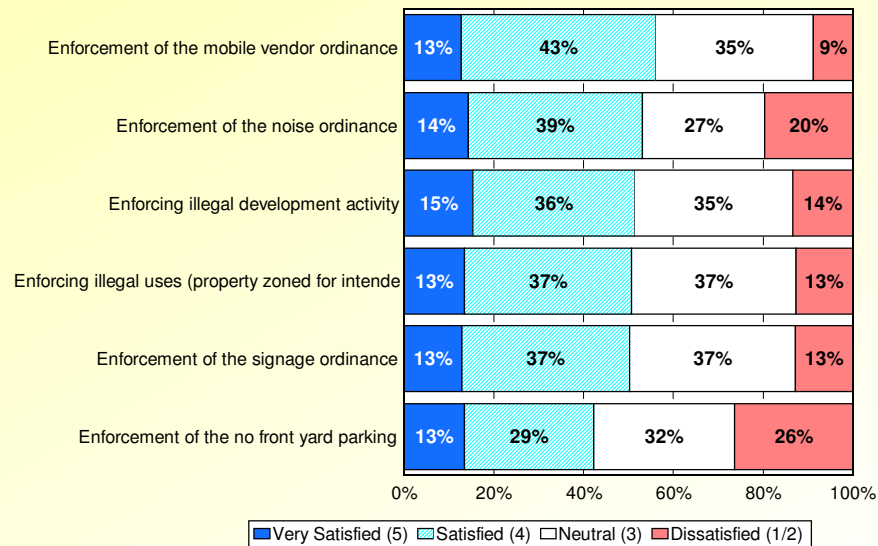
by percentage of respondents (excluding not applicable)



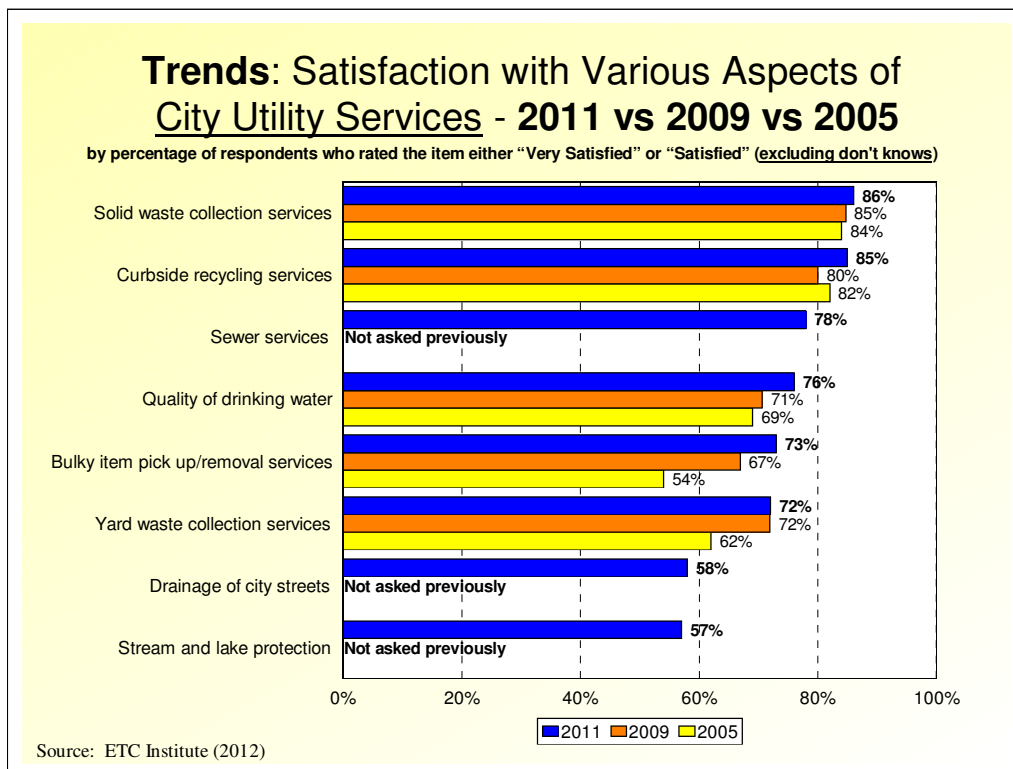
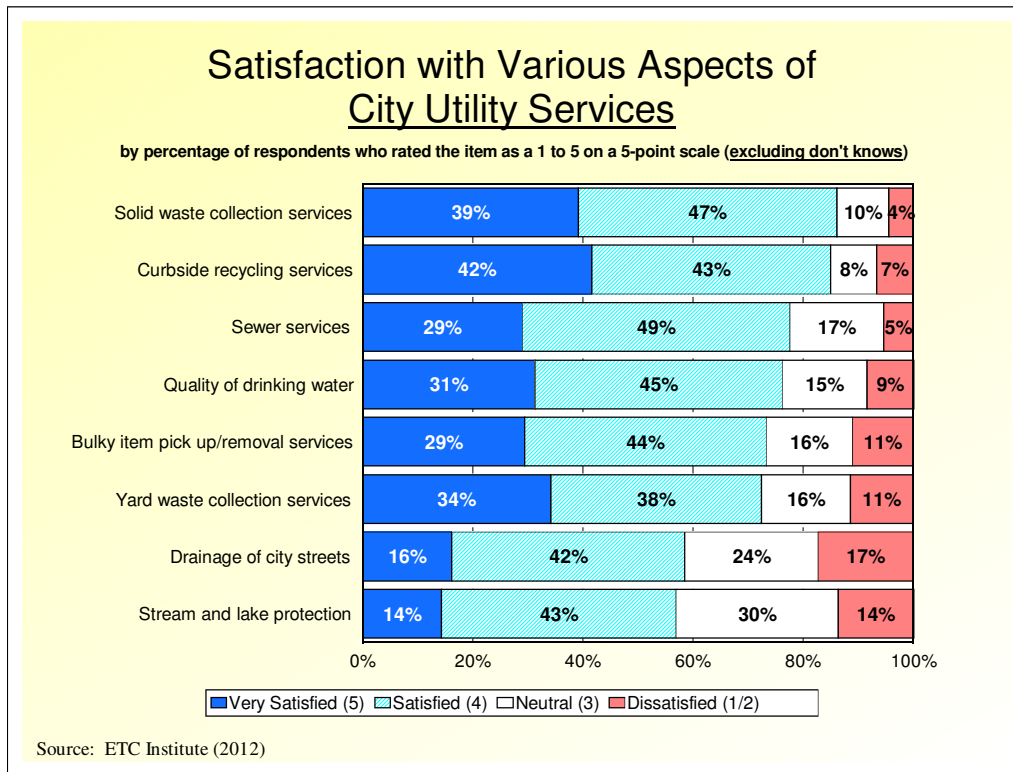
Source: ETC Institute (2012)

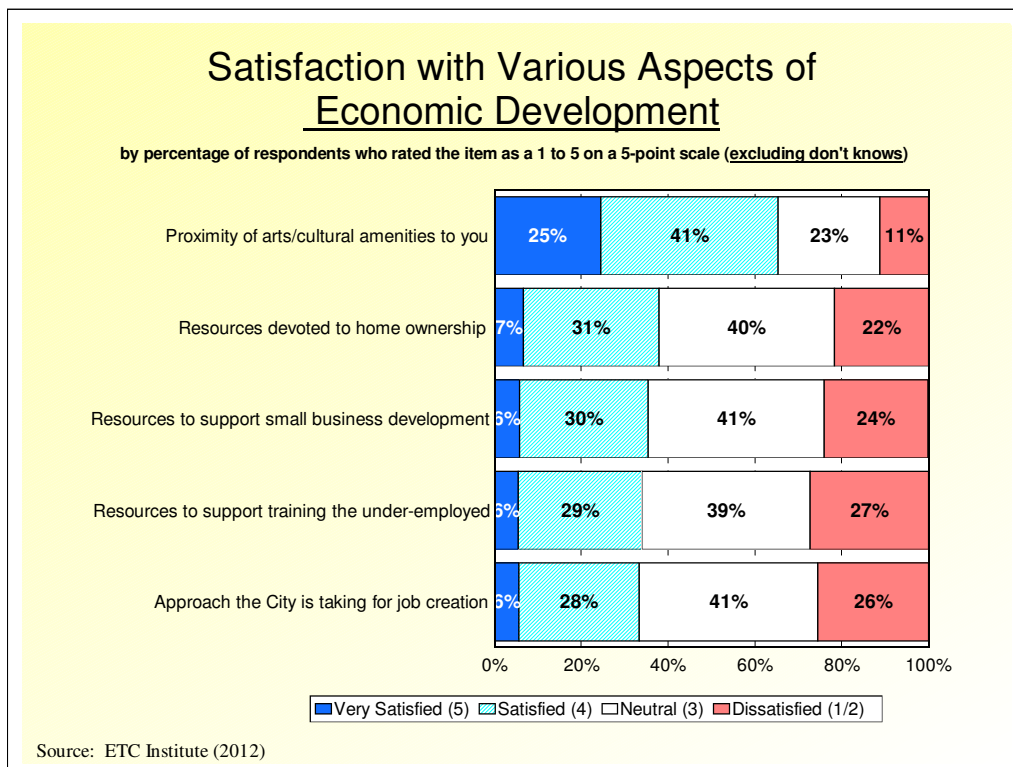
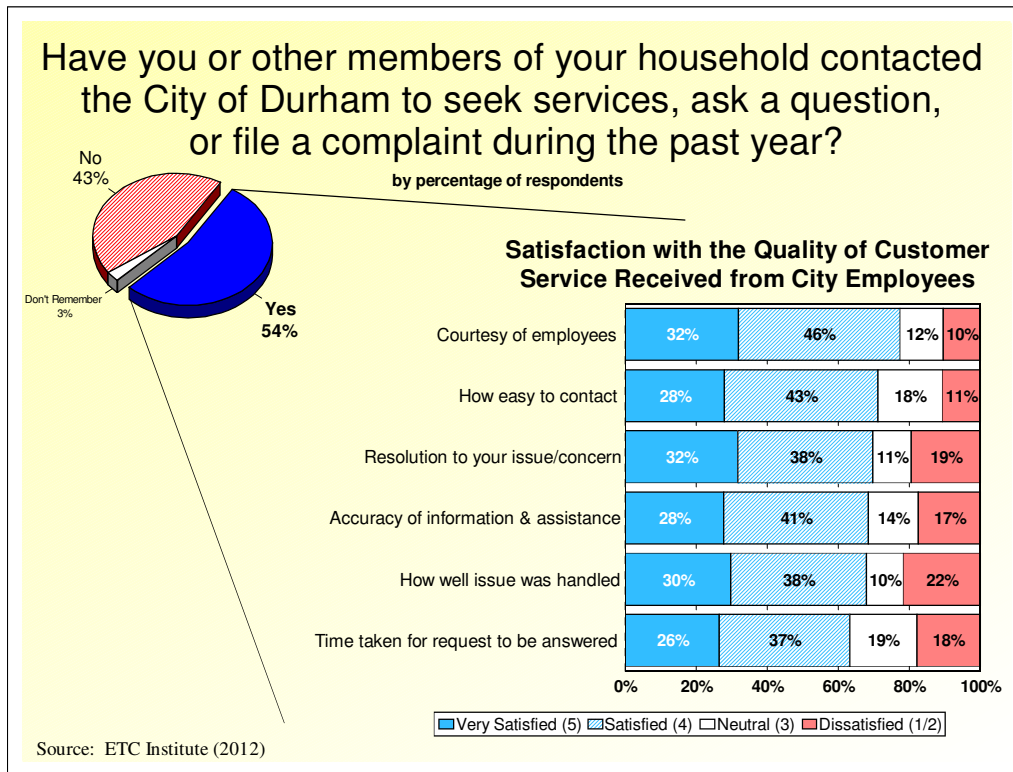
Satisfaction with Various Aspects of Zoning Enforcement

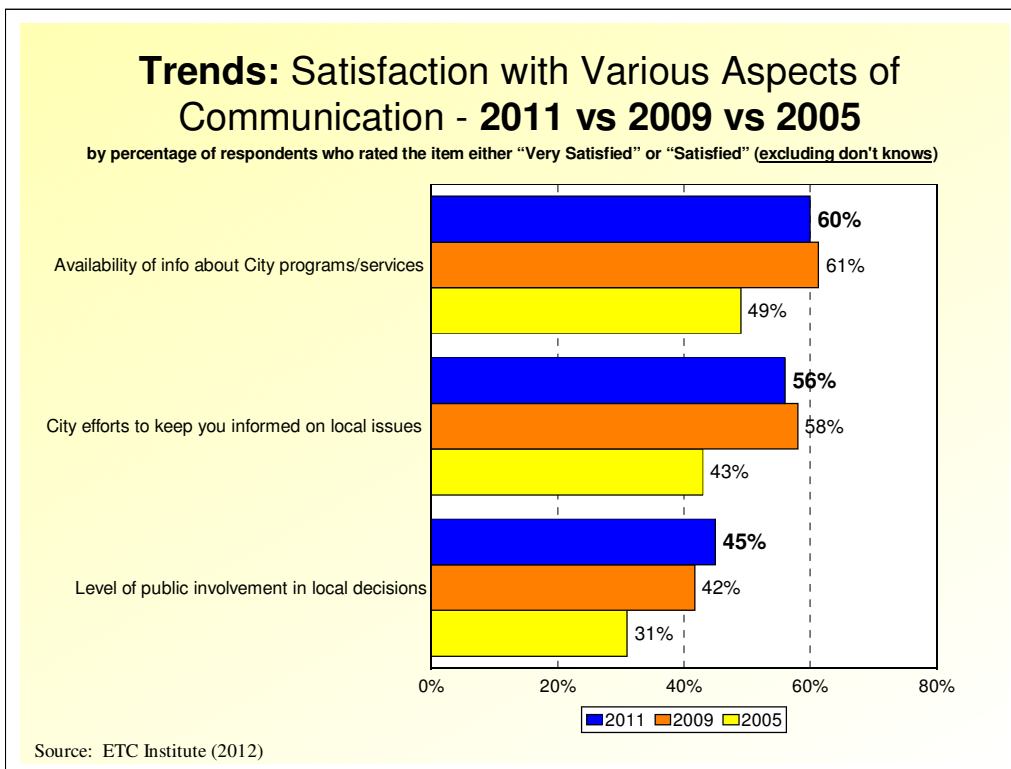
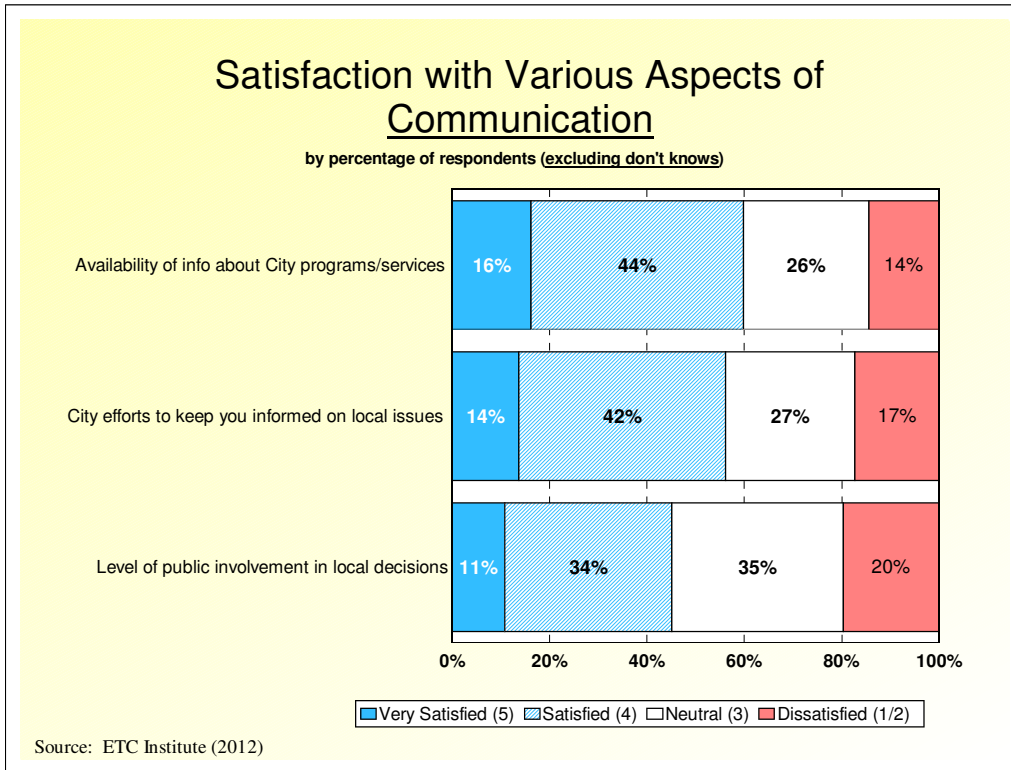
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

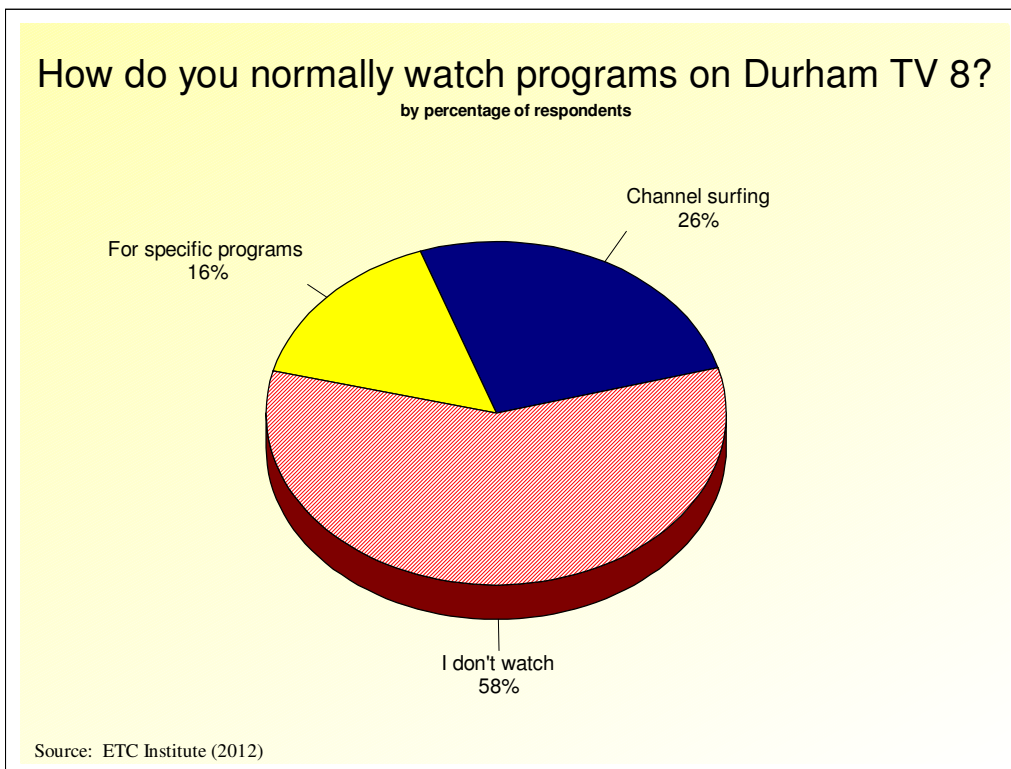
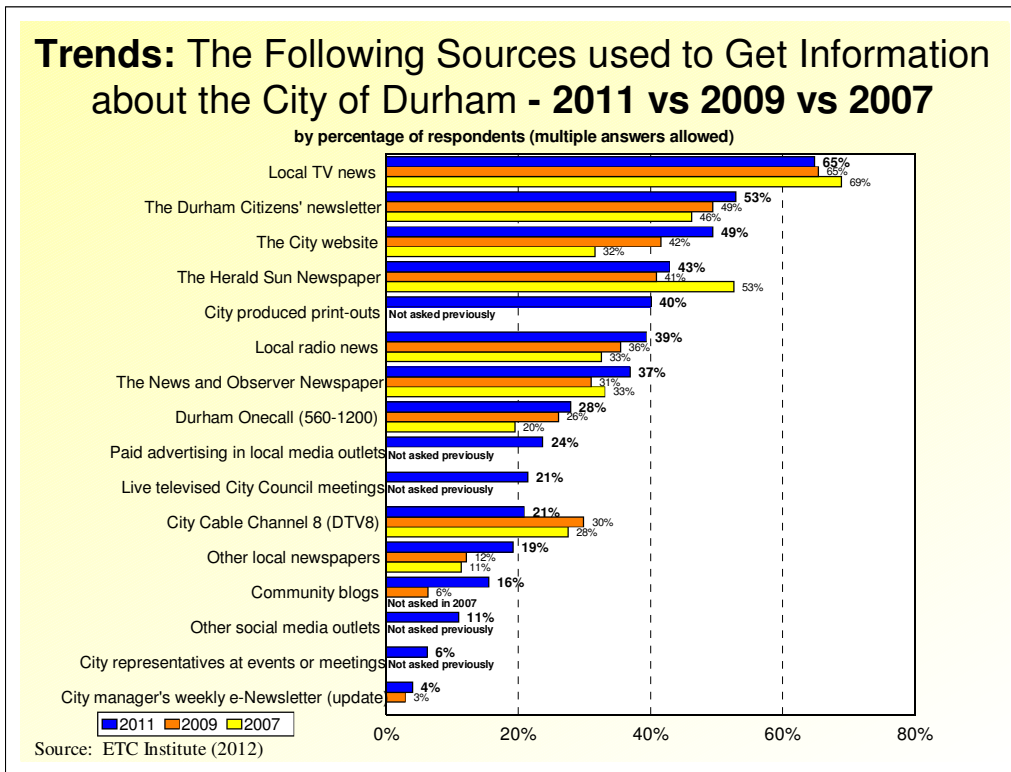


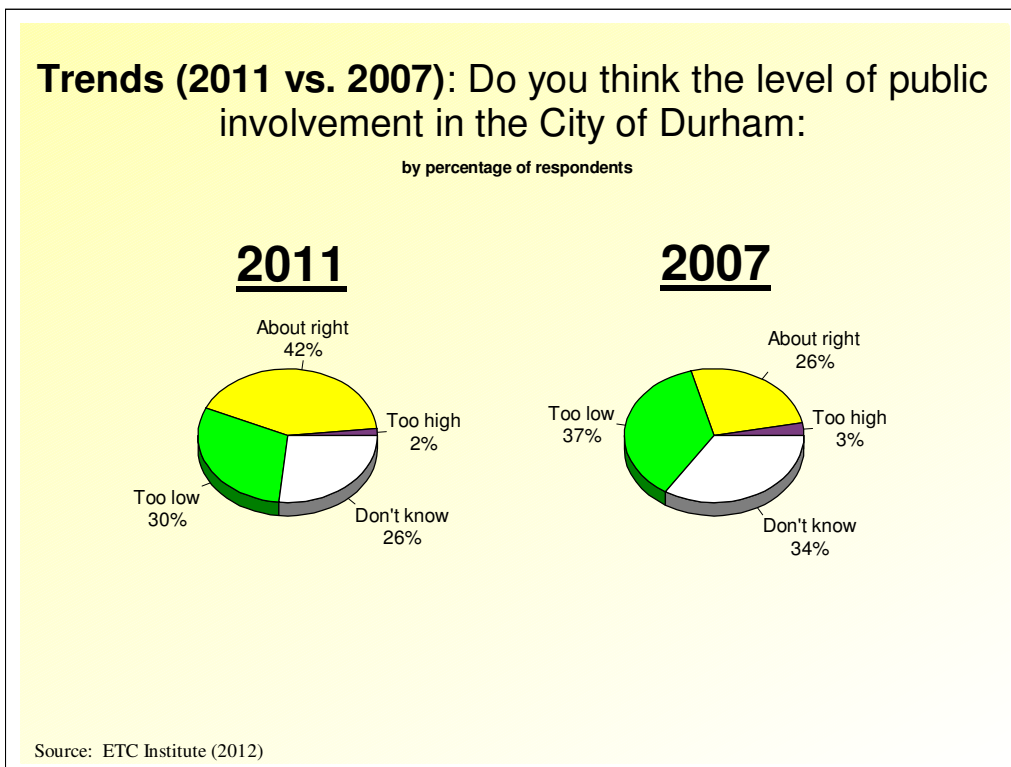
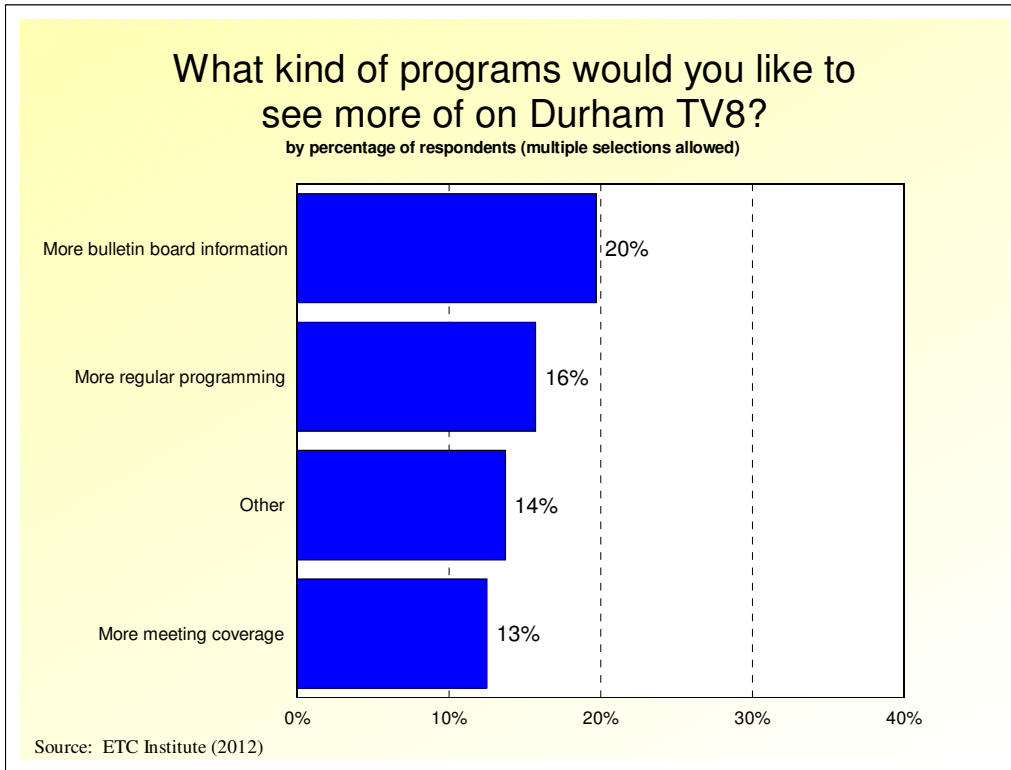
Source: ETC Institute (2012)





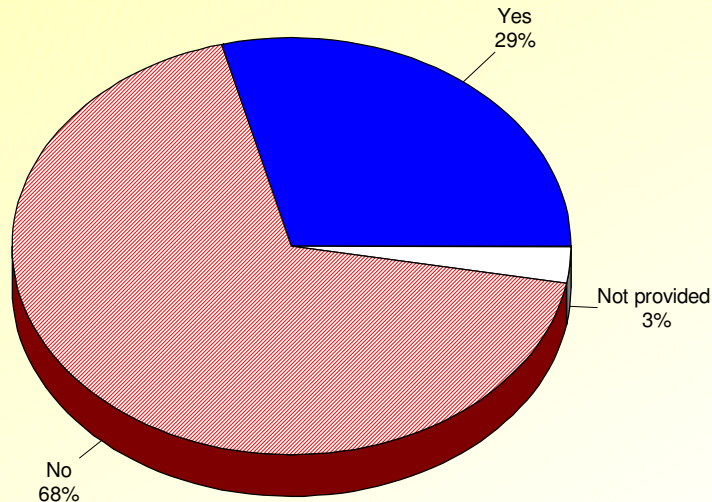






Have you heard about the City's strategic plan?

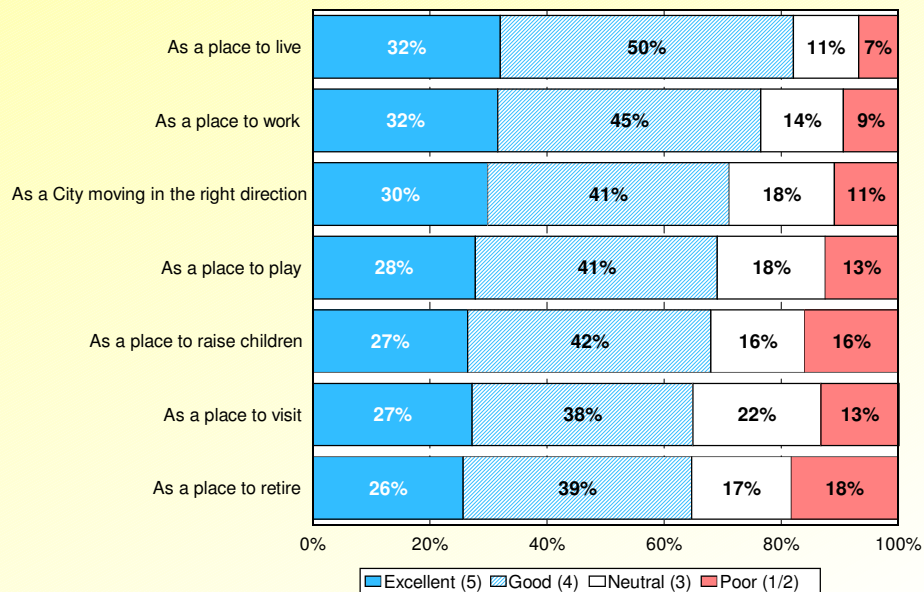
by percentage of respondents



Source: ETC Institute (2012)

Ratings of the City of Durham as a Place to Live

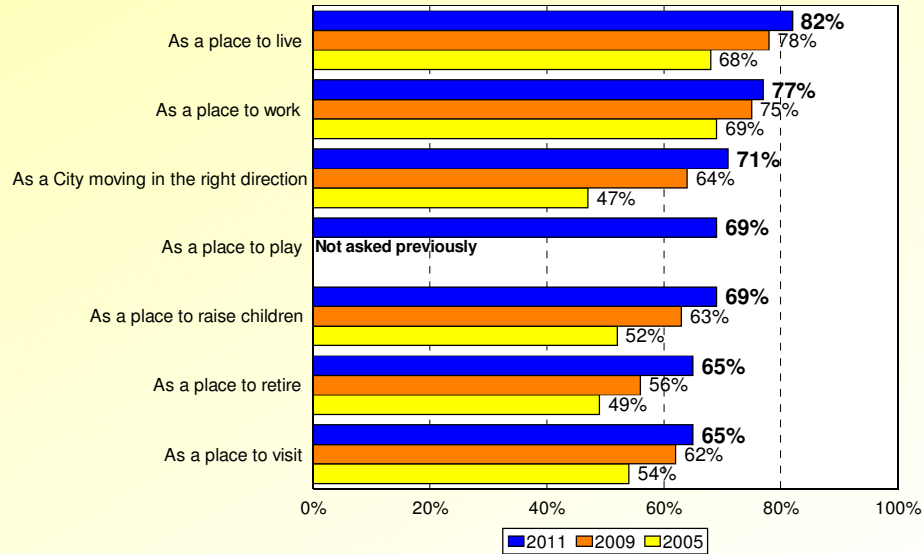
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012)

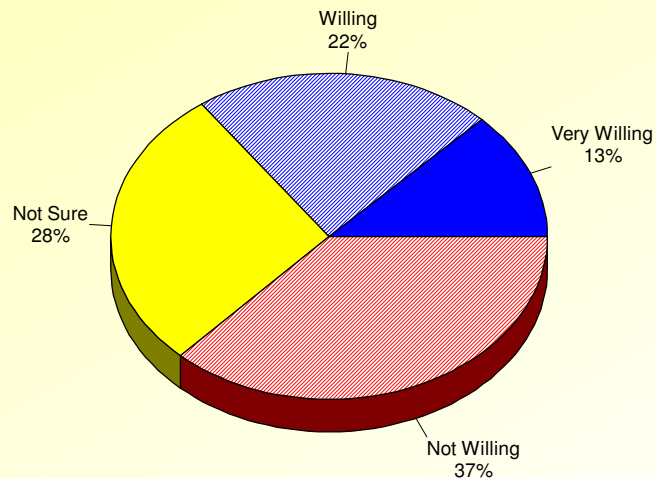
Trends: Ratings of the City of Durham as a Place to Live - 2011 vs 2009 vs 2005

by percentage of respondents who rated the item either "Very Satisfied" or "Satisfied" (excluding don't knows)



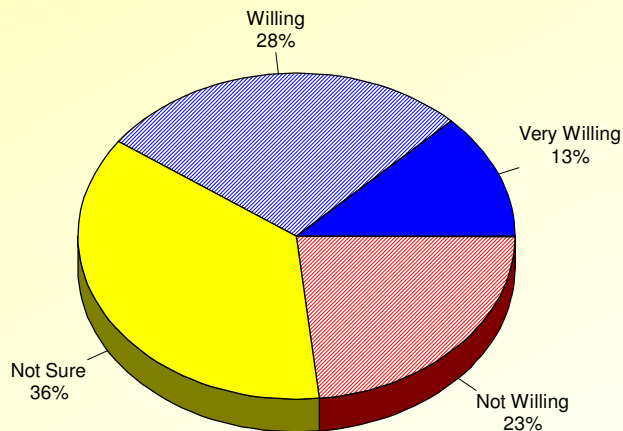
How willing would you be to pay slightly more in taxes to fund affordable housing programs?

by percentage of respondents



How willing would you be to pay fees instead of taxes to fund improvements to City services that you use or benefit from?

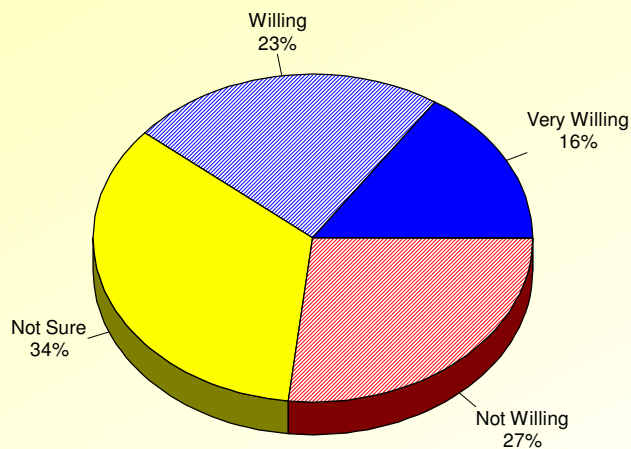
by percentage of respondents



Source: ETC Institute (2012)

How willing would you be to pay a slight increase in taxes to fund the elimination of blight in Durham?

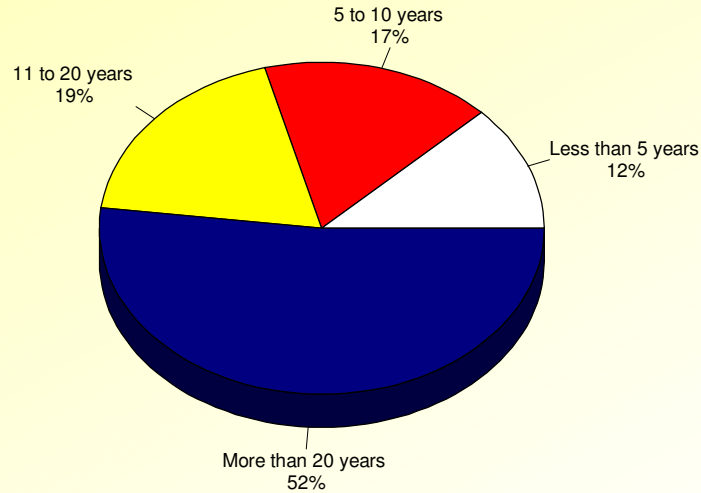
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Number of Years Respondents Have Lived in the City of Durham

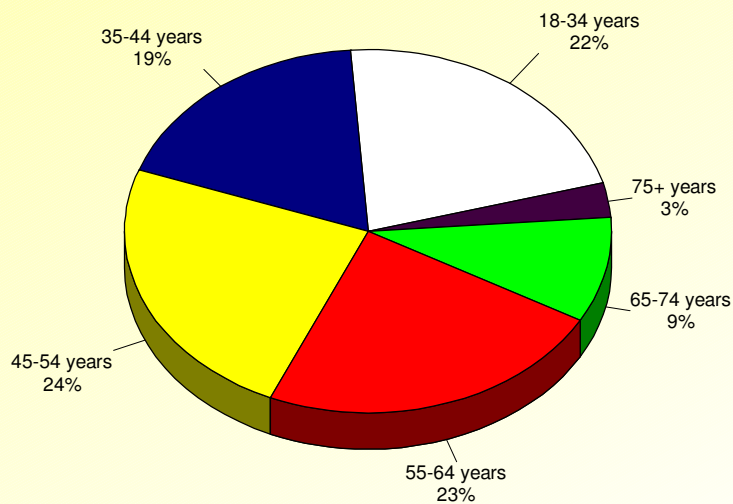
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Age of Respondents

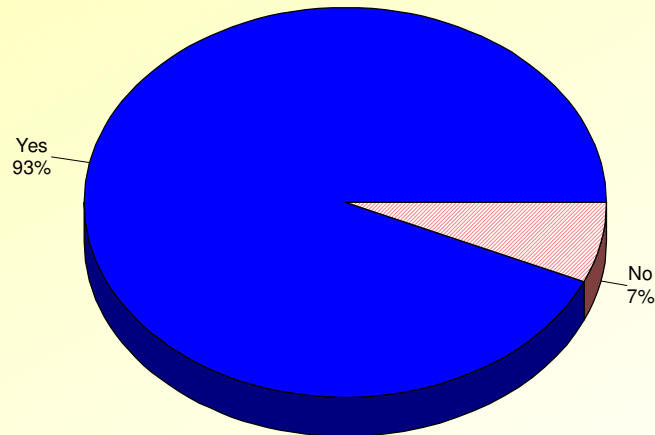
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Do you have access to the Internet?

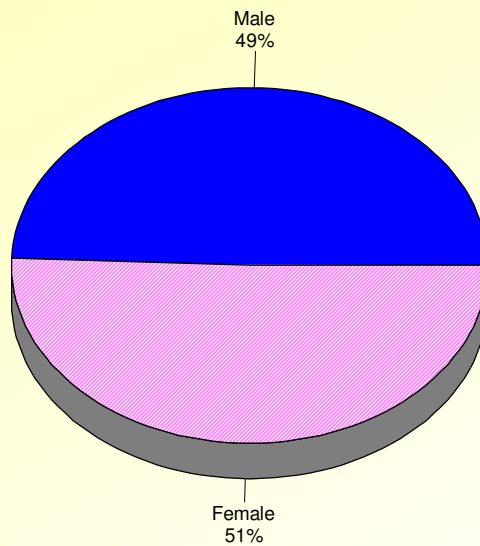
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Gender

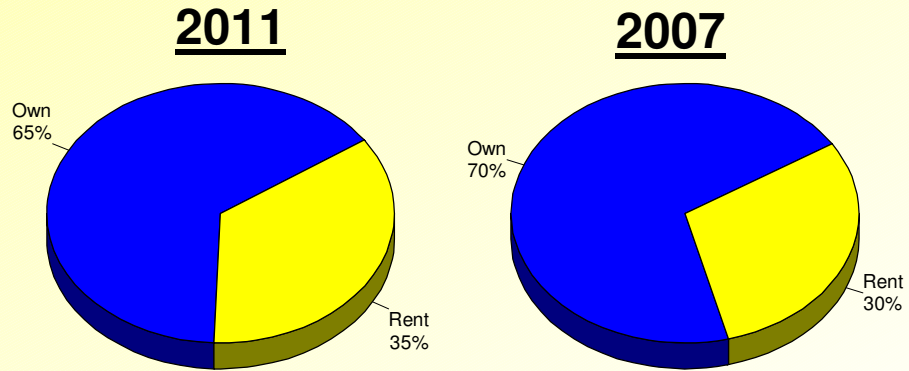
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Do You Own Or Rent Current Residence? - **2011 vs. 2007**

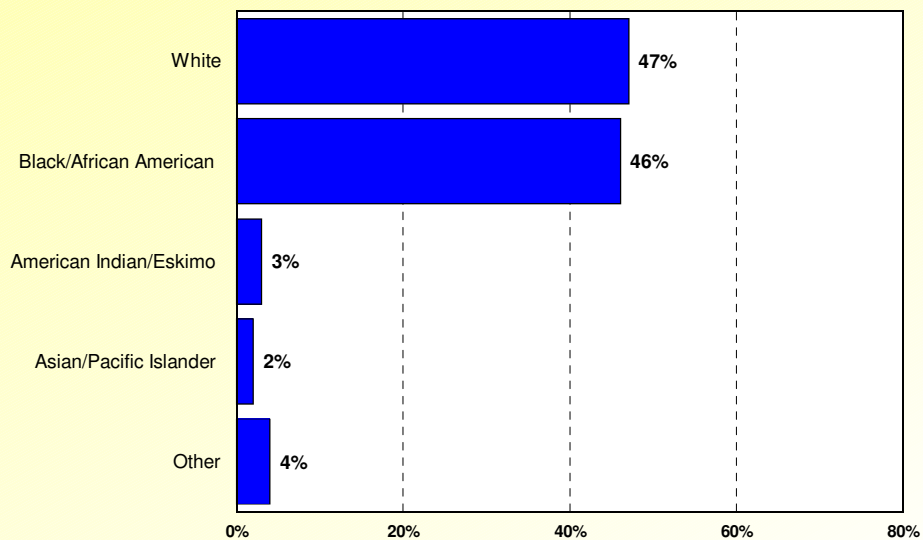
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Race/Ethnicity

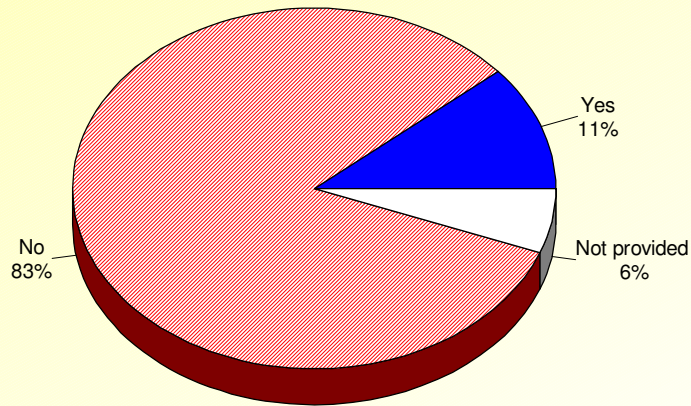
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2012)

Demographics: Are You of Hispanic, Latino, or Other Spanish Ancestry

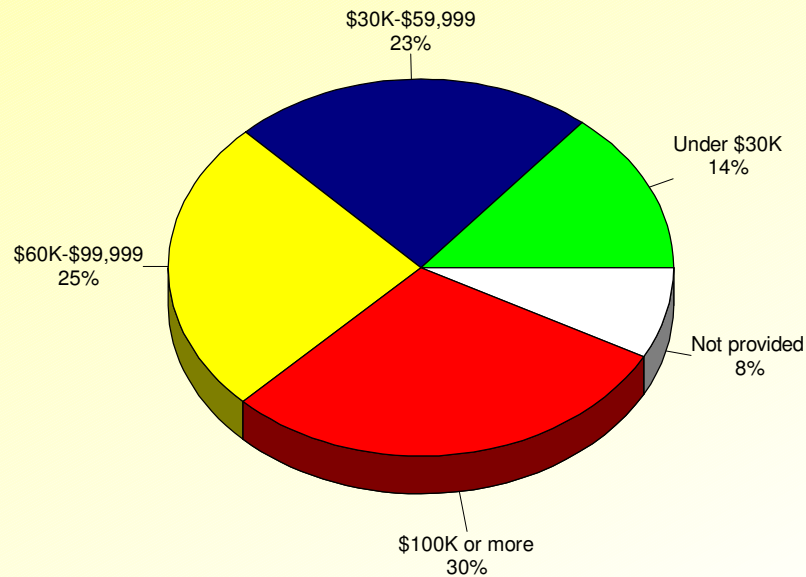
by percentage of respondents



Source: ETC Institute (2012)

Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute (2012)

Section 2:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Durham, North Carolina

Overview

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

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories 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 most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the maintenance services they thought should receive the most emphasis over the next two years. Sixty-one percent (60.6%) of residents ranked street maintenance and repair as the most important maintenance service to emphasize over the next two years.

With regard to satisfaction, street maintenance and repair was ranked tenth overall with 33.9% rating street maintenance and repair as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for street maintenance and repair was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 60.6% was multiplied by 66.1% (1-0.339). This calculation yielded an I-S rating of 0.4006, which was ranked first out of the ten maintenance service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices to emphasize over the next two years and 0% indicated that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Durham are provided on the following pages.

Importance-Satisfaction Rating

City of Durham, North Carolina

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of city streets	55%	1	36%	13	0.3500	1
<u>High Priority (IS .10-.20)</u>						
Quality of police protection	46%	2	64%	4	0.1660	2
Flow of traffic in the City	22%	3	53%	9	0.1037	3
<u>Medium Priority (IS < .10)</u>						
Quality of the City's public transit system	18%	5	49%	10	0.0899	4
Enforcement of City codes and ordinances	14%	9	49%	11	0.0700	5
Parks and recreation programs and facilities	18%	4	64%	5	0.0650	6
Appearance of major entryways to the City	15%	6	59%	7	0.0623	7
Effectiveness of City communication with the public	14%	8	57%	8	0.0611	8
Quality of DATA's routes and schedules	10%	10	43%	12	0.0585	9
Quality of City water and sewer utilities	15%	7	68%	3	0.0480	10
Quality of customer service from City employees	10%	11	64%	6	0.0370	11
Quality of fire protection and rescue services	9%	12	85%	1	0.0132	12
Proximity to fire station	2%	13	85%	2	0.0026	13

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Durham, North Carolina

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Ranking
Medium Priority (IS < .10)						
City playgrounds	23%	2	58%	3	0.0944	1
Greenways and trails in the City	24%	1	71%	1	0.0720	2
City swimming pools	11%	7	37%	10	0.0702	3
Quality of recreation programs & services	14%	4	53%	7	0.0644	4
Diversity of City recreation opportunities	13%	5	55%	5	0.0564	5
Outdoor athletic fields	12%	6	55%	6	0.0530	6
Cultural programming	18%	3	70%	2	0.0527	7
City picnic shelters	8%	8	51%	8	0.0402	8
City Outdoor Adventure programs	6%	10	40%	9	0.0331	9
Customer services by Parks/Recreation staff	6%	9	57%	4	0.0256	10

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Durham, North Carolina

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Street maintenance and repair	61%	1	34%	10	0.4006	1
<u>High Priority (IS .10-.20)</u>						
Cleanliness of stormwater drains and creeks in neighborhoods	30%	2	51%	7	0.1480	2
Condition of bicycle facilities	23%	6	43%	9	0.1305	3
Cleanliness and appearance of medians and roadsides	24%	5	51%	8	0.1161	4
Condition of streets in your neighborhood	24%	3	55%	6	0.1096	5
Cleanliness of City streets	24%	4	58%	5	0.1011	6
<u>Medium Priority (IS <.10)</u>						
Condition of City parks	20%	7	61%	2	0.0788	7
Mowing/trimming along City streets and public areas	16%	8	58%	4	0.0651	8
Condition of recreation centers and facilities	10%	9	61%	3	0.0382	9
Condition of streets signs and traffic signals	8%	10	71%	1	0.0218	10

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis.

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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

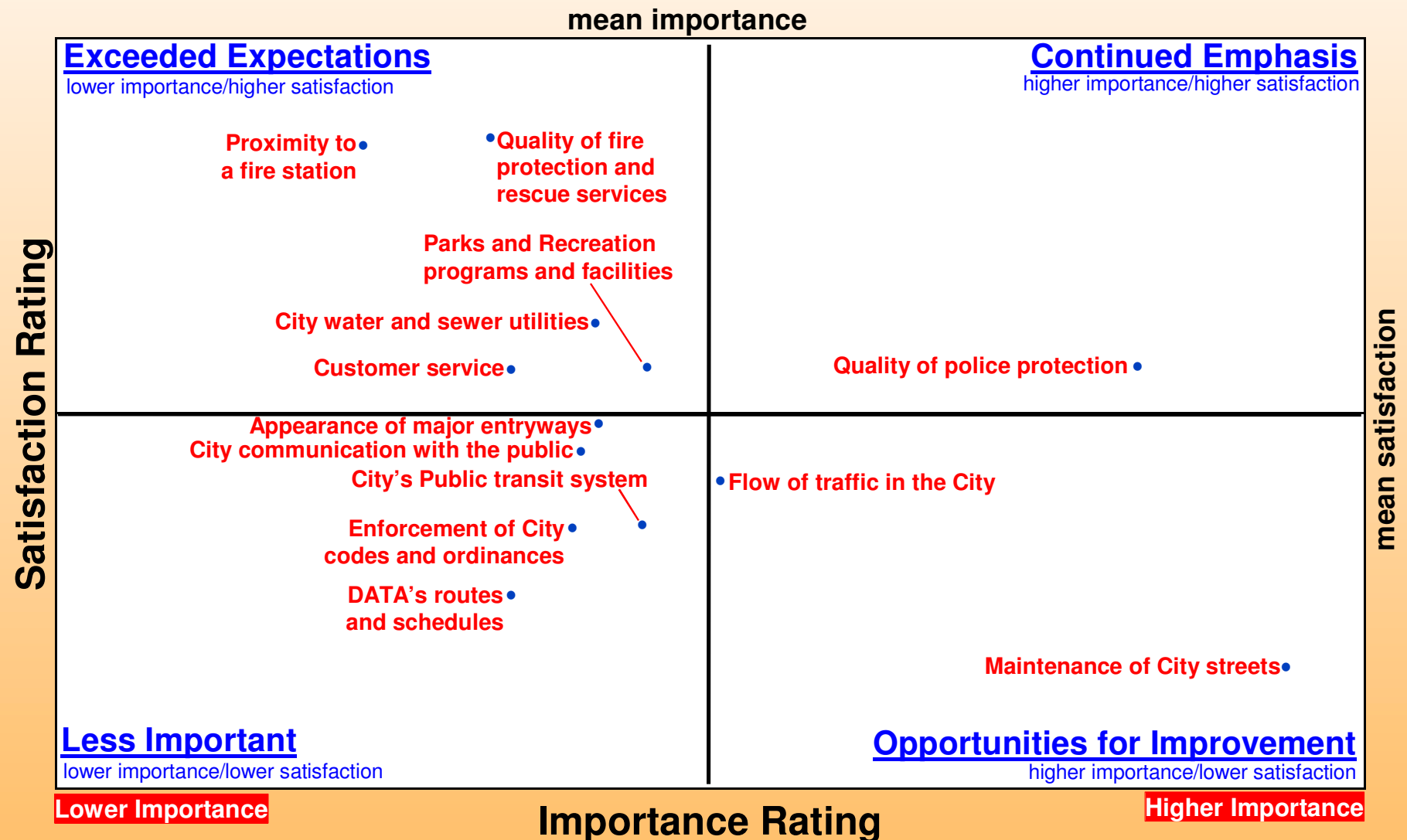
- Continued Emphasis (above average importance and above average satisfaction). This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- Exceeding Expectations (below average importance and above average satisfaction). This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- Opportunities for Improvement (above average importance and below average satisfaction). This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- Less Important (below average importance and below average satisfaction). This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Durham are provided on the following pages.

2011 City of Durham DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

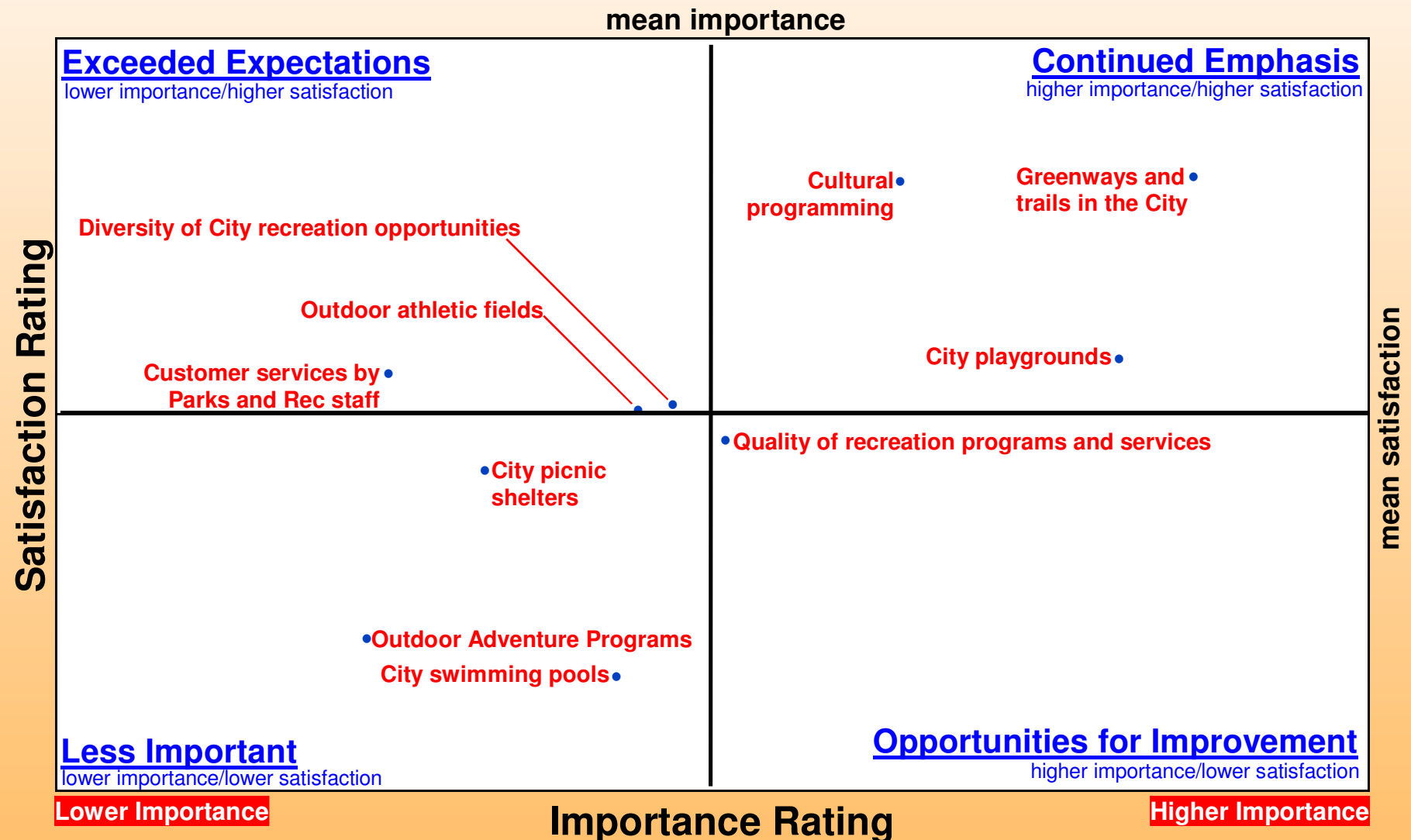
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2011 City of Durham DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

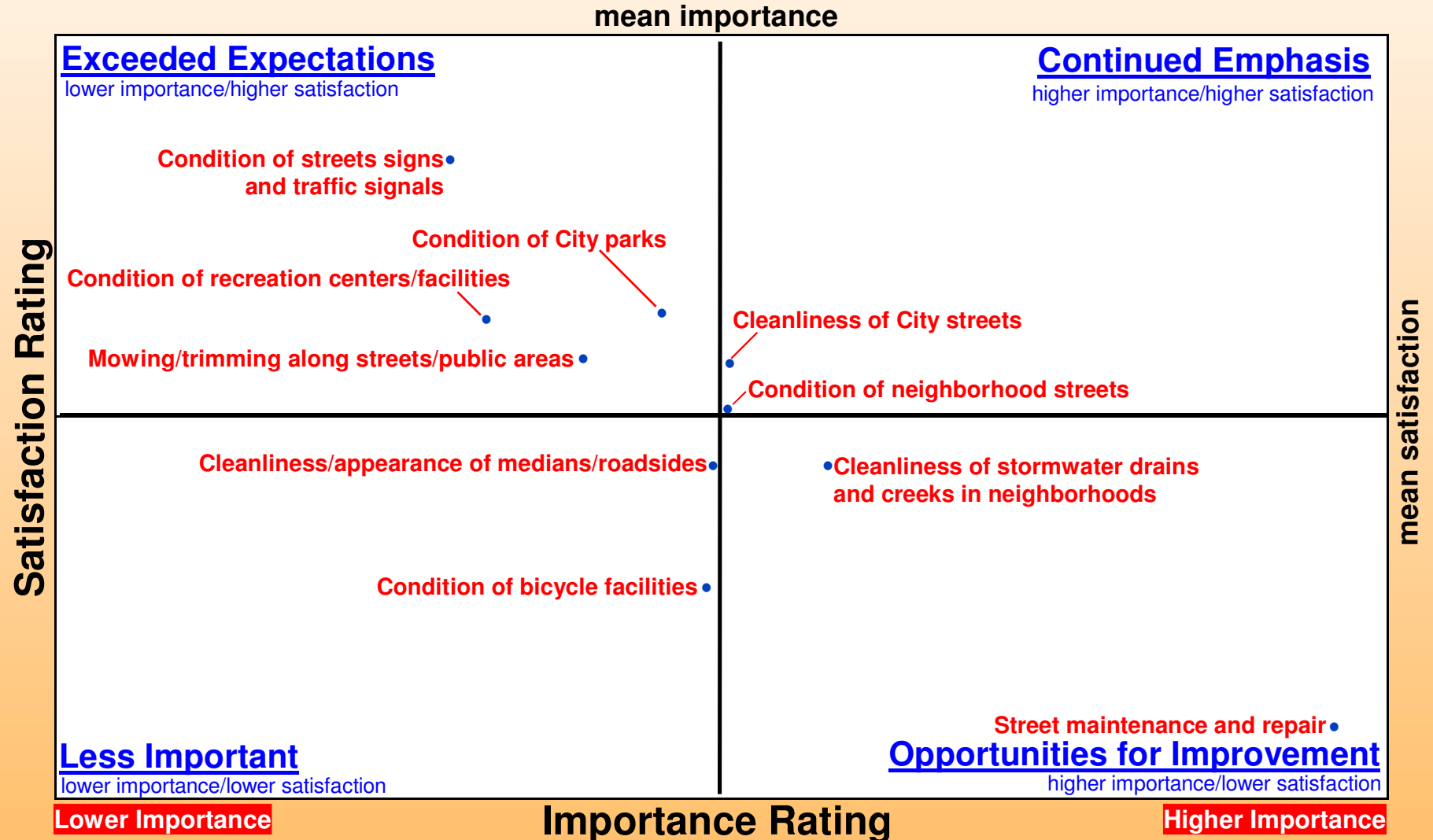
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2011 City of Durham DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 3:

Tabular Data

Q1. Major categories of services provided by the City 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q1a Police protection	19.5%	42.1%	22.9%	8.5%	2.5%	4.5%
Q1b Fire protection and rescue services	33.4%	43.4%	10.7%	2.0%	0.5%	10.0%
Q1c Proximity to a fire station	45.9%	35.2%	11.0%	3.5%	0.2%	4.2%
Q1d Maintenance of city streets	6.7%	28.7%	27.4%	26.4%	9.2%	1.5%
Q1e Flow of traffic in the City	7.0%	44.6%	28.9%	12.2%	4.0%	3.2%
Q1f Quality of the public transit system	9.2%	20.4%	17.5%	9.7%	3.5%	39.7%
Q1g Quality of DATA routes/schedules	7.5%	17.0%	18.7%	9.7%	4.5%	42.6%
Q1h Water and sewer utilities	20.2%	45.1%	23.2%	5.2%	3.2%	3.0%
Q1i Enforcement of codes/ordinances	9.0%	33.7%	28.7%	12.2%	3.7%	12.7%
Q1j Quality of Customer Service	17.0%	42.4%	22.4%	8.5%	3.0%	6.7%
Q1k Effectiveness of communication	11.0%	43.9%	28.2%	9.5%	3.7%	3.7%
Q1l Parks and recreation facilities and programs	16.7%	40.1%	20.9%	6.2%	5.0%	11.0%
Q1m Appearance of major entryways to the City	13.5%	43.4%	25.7%	11.2%	3.7%	2.5%

EXCLUDING NOT APPLICABLE

Q1. Major categories of services provided by the City 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a Police protection	20.4%	44.1%	24.0%	8.9%	2.6%
Q1b Fire protection and rescue services	37.1%	48.2%	11.9%	2.2%	0.6%
Q1c Proximity to a fire station	47.9%	36.7%	11.5%	3.6%	0.3%
Q1d Maintenance of city streets	6.8%	29.1%	27.8%	26.8%	9.4%
Q1e Flow of traffic in the City	7.2%	46.1%	29.9%	12.6%	4.1%
Q1f Quality of public transit system	15.3%	33.9%	28.9%	16.1%	5.8%
Q1g Quality of DATA routes/schedules	13.0%	29.6%	32.6%	17.0%	7.8%
Q1h Water and sewer utilities	20.8%	46.5%	23.9%	5.4%	3.3%
Q1i Enforcement of codes/ordinances	10.3%	38.6%	32.9%	14.0%	4.3%
Q1j Quality of Customer Service	18.2%	45.5%	24.1%	9.1%	3.2%
Q1k Effectiveness of communication	11.4%	45.6%	29.3%	9.8%	3.9%
Q1l Parks and recreation facilities	18.8%	45.1%	23.5%	7.0%	5.6%
Q1m Appearance of major entryways to the City	13.8%	44.5%	26.3%	11.5%	3.8%

Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	126	31.4 %
B=Fire protection and rescue services	2	0.5 %
C=Proximity to a Fire Station	1	0.2 %
D=Maintenance of city streets	100	24.9 %
E=Flow of traffic in the city	23	5.7 %
F=Quality of the transit system	31	7.7 %
G=DATA's routes/schedules	14	3.5 %
H=Water/sewer utilities	14	3.5 %
I=Enforcement of codes/ordinances	11	2.7 %
J=Customer service	6	1.5 %
K=Communication	14	3.5 %
L=Parks and recreation programs/facilities	10	2.5 %
M=Appearance of major entryways	12	3.0 %
Z=None chosen	37	9.2 %
Total	401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q2 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	36	9.0 %
B=Fire protection and rescue services	25	6.2 %
C=Proximity to a Fire Station	3	0.7 %
D=Maintenance of city streets	75	18.7 %
E=Flow of traffic in the city	42	10.5 %
F=Quality of the transit system	25	6.2 %
G=DATA's routes/schedules	15	3.7 %
H=Water/sewer utilities	13	3.2 %
I=Enforcement of codes/ordinances	27	6.7 %
J=Customer service	16	4.0 %
K=Communication	15	3.7 %
L=Parks and recreation programs/facilities	28	7.0 %
M=Appearance of major entryways	14	3.5 %
Z=None chosen	67	16.7 %
Total	401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q2 3rd Choice	Number	Percent
A=Police protection	23	5.7 %
B=Fire protection and rescue services	9	2.2 %
C=Proximity to a Fire Station	3	0.7 %
D=Maintenance of city streets	44	11.0 %
E=Flow of traffic in the city	24	6.0 %
F=Quality of the transit system	15	3.7 %
G=DATA's routes/schedules	12	3.0 %
H=Water/sewer utilities	33	8.2 %
I=Enforcement of codes/ordinances	17	4.2 %
J=Customer service	19	4.7 %
K=Communication	28	7.0 %
L=Parks and recreation programs/facilities	34	8.5 %
M=Appearance of major entryways	35	8.7 %
Z=None chosen	105	26.2 %
Total	401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q2 Sum of Top Three Choices	Number	Percent
A = Police protection	185	46.1 %
B = Fire protection and rescue services	36	9.0 %
C = Proximity to a Fire Station	7	1.7 %
D = Maintenance of city streets	219	54.6 %
E = Flow of traffic in the city	89	22.2 %
F = Quality of the transit system	71	17.7 %
G = DATA's routes/schedules	41	10.2 %
H = Water/sewer utilities	60	15.0 %
I = Enforcement of codes/ordinances	55	13.7 %
J = Customer service	41	10.2 %
K = Communication	57	14.2 %
L = Parks and recreation programs/facilities	72	18.0 %
M = Appearance of major entryways	61	15.2 %
Z = None chosen	37	9.2 %
Total	1031	

Q3. Several items that may influence your perception of the City 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q3a Quality of service provided	13.7%	53.9%	20.0%	7.5%	1.7%	3.2%
Q3b Appearance of the City	8.0%	41.4%	31.7%	15.0%	2.5%	1.5%
Q3c Image of the city	9.7%	30.4%	31.7%	19.7%	5.2%	3.2%
Q3d Police relationship with the community	16.7%	39.9%	22.2%	13.5%	4.0%	3.7%
Q3e Preparedness to manage development/growth	7.0%	31.2%	33.4%	14.5%	6.0%	8.0%
Q3f Quality of life in City	17.0%	50.6%	18.5%	10.2%	2.2%	1.5%
Q3g Quality of life in your neighborhood	30.9%	44.1%	13.0%	8.0%	3.2%	0.7%
Q3h Walkability of downtown Durham	18.5%	39.7%	23.9%	9.0%	2.5%	6.5%
Q3i Value you receive for taxes/fees	7.0%	32.4%	27.4%	18.7%	11.7%	2.7%

EXCLUDING NOT APPLICABLE

Q3. Several items that may influence your perception of the City 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a Quality of service provided	14.2%	55.7%	20.6%	7.7%	1.8%
Q3b Appearance of the City	8.1%	42.0%	32.2%	15.2%	2.5%
Q3c Image of the city	10.1%	31.4%	32.7%	20.4%	5.4%
Q3d Police relationship w/ community	17.4%	41.5%	23.1%	14.0%	4.1%
Q3e Preparedness to manage development/growth	7.6%	33.9%	36.3%	15.7%	6.5%
Q3f Quality of life in City	17.2%	51.4%	18.7%	10.4%	2.3%
Q3g Quality of life in neighborhood	31.2%	44.5%	13.1%	8.0%	3.3%
Q3h Walkability of downtown Durham	19.7%	42.4%	25.6%	9.6%	2.7%
Q3i Value you receive for taxes/fees	7.2%	33.3%	28.2%	19.2%	12.1%

Q4. 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=401)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
Q4a When walking alone in your neighborhood during the day	53.1%	32.7%	8.2%	3.2%	2.2%	0.5%
Q4b When walking alone in your neighborhood at night	19.2%	35.2%	19.5%	14.2%	8.5%	3.5%
Q4c When walking alone in the nearest park during the day	21.7%	31.7%	18.2%	9.0%	6.2%	13.2%
Q4d When visiting recreation centers	14.5%	36.4%	19.5%	6.2%	2.0%	21.4%
Q4e In Downtown Durham	15.2%	41.9%	26.9%	8.5%	2.7%	4.7%
Q4f In the City of Durham overall	8.0%	40.4%	34.2%	14.2%	2.2%	1.0%
Q4g When riding DATA/Bull City Connector	5.5%	15.0%	14.2%	7.0%	1.7%	56.6%

EXCLUDING NOT APPLICABLE

Q4. 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=401)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q4a When walking alone in your neighborhood during the day	53.4%	32.8%	8.3%	3.3%	2.3%
Q4b When walking alone in your neighborhood at night	19.9%	36.4%	20.2%	14.7%	8.8%
Q4c When walking alone in the nearest park during the day	25.0%	36.5%	21.0%	10.3%	7.2%
Q4d When visiting recreation centers	18.4%	46.3%	24.8%	7.9%	2.5%
Q4e In Downtown Durham	16.0%	44.0%	28.3%	8.9%	2.9%
Q4f In the City of Durham overall	8.1%	40.8%	34.5%	14.4%	2.3%
Q4g When riding DATA/Bull City Connector	12.6%	34.5%	32.8%	16.1%	4.0%

Q5. Please indicate whether you or other members of your household have done the following activities during the past year.

(N=401)

	Yes	No	Not provided
Q5a Used City recreation center	43.6%	56.1%	0.2%
Q5b Used City swimming pool	16.2%	83.5%	0.2%
Q5c Participated in City athletic programs	18.7%	81.0%	0.2%
Q5d Participated in other recreation programs	26.2%	73.6%	0.2%
Q5e Visited a neighborhood or city park	77.8%	21.9%	0.2%
Q5f Attended a Parks & Recreation event	42.9%	56.9%	0.2%
Q5g Participated in a Neighborhood Watch program	32.2%	67.6%	0.2%
Q5h Attended a Partners Against Crime (PAC) meeting	11.2%	88.5%	0.2%
Q5i Participated in a public meeting	18.5%	81.3%	0.2%
Q5j Attended/viewed a City Council meeting	35.7%	64.1%	0.2%
Q5k Ridden DATA/Bull City Connector	24.4%	75.3%	0.2%
Q5l Attended an event at Durham Arts Council	41.1%	58.6%	0.2%
Q5m Attended an event at the Carolina Theater	51.9%	47.9%	0.2%
Q5n Attended an event at Durham Bulls Athletic Park	69.8%	29.9%	0.2%
Q5o Visited Hayti Heritage Center	29.2%	70.6%	0.2%
Q5p Attended a performance at the Durham Performing Arts Center	63.8%	35.9%	0.2%
Q5q Attended an event at the Durham Convention Center	28.9%	70.8%	0.2%
Q5r Disposed of materials at the City's Household Hazardous Waste Disposal Center	43.1%	56.6%	0.2%
Q5s Contacted Durham One Call	51.9%	47.9%	0.2%
Q5t Visited downtown Durham	93.0%	6.7%	0.2%
Q5u Used a City parking facility	82.8%	17.0%	0.2%
Q5v Visited any of Durham JobLink sites	20.2%	79.6%	0.2%

Q6. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q6a City playgrounds	11.5%	30.4%	20.7%	6.0%	3.2%	28.2%
Q6b Greenways/trails in the City	18.0%	40.6%	18.5%	5.0%	1.0%	17.0%
Q6c City swimming pools	4.0%	14.0%	21.2%	6.0%	3.0%	51.9%
Q6d Outdoor athletic fields	10.2%	25.9%	21.9%	5.7%	2.2%	33.9%
Q6e City picnic shelters	9.2%	25.2%	24.4%	6.5%	2.2%	32.4%
Q6f Diversity of city recreation opportunities	11.7%	28.4%	23.7%	6.0%	3.2%	26.9%
Q6g City Outdoor Adventure programs	5.7%	12.2%	22.4%	2.7%	2.0%	54.9%
Q6h City's recreation programs/ services	8.2%	29.2%	26.4%	6.5%	1.5%	28.2%
Q6i Cultural programming	19.0%	38.2%	18.2%	4.5%	1.5%	18.7%
Q6j Customer service provided by City's Parks and Recreation staff	10.0%	27.7%	22.7%	3.0%	2.2%	34.4%

EXCLUDING NOT APPLICABLE

Q6. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a City playgrounds	16.0%	42.4%	28.8%	8.3%	4.5%
Q6b Greenways/trails in the City	21.6%	48.9%	22.2%	6.0%	1.2%
Q6c City swimming pools	8.3%	29.0%	44.0%	12.4%	6.2%
Q6d Outdoor athletic fields	15.5%	39.2%	33.2%	8.7%	3.4%
Q6e City picnic shelters	13.7%	37.3%	36.2%	9.6%	3.3%
Q6f Diversity of city recreation opportunity	16.0%	38.9%	32.4%	8.2%	4.4%
Q6g City Outdoor Adventure programs	12.7%	27.1%	49.7%	6.1%	4.4%
Q6h City's recreation programs/services	11.5%	40.6%	36.8%	9.0%	2.1%
Q6i Cultural programming	23.3%	46.9%	22.4%	5.5%	1.8%
Q6j Customer service Provided by City's Parks and Recreation Staff	15.2%	42.2%	34.6%	4.6%	3.4%

Q7. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q7 1st Choice	Number	Percent
A=City playgrounds	65	16.2 %
B=Greenways and trails	62	15.5 %
C=Swimming pools	23	5.7 %
D=Outdoor athletic fields	20	5.0 %
E=Picnic shelters	14	3.5 %
F=Diversity of recreation opportunities	24	6.0 %
G=City Outdoor Adventure programs	6	1.5 %
H=Overall quality of recreation programs and services	27	6.7 %
I=Cultural programming	34	8.5 %
J=Customer service	11	2.7 %
Z=None Chosen	115	28.7 %
Total	401	100.0 %

Q7. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q7 2nd Choice	Number	Percent
A=City playgrounds	26	6.5 %
B=Greenways and trails	36	9.0 %
C=Swimming pools	22	5.5 %
D=Outdoor athletic fields	27	6.7 %
E=Picnic shelters	19	4.7 %
F=Diversity of recreation opportunities	26	6.5 %
G=City Outdoor Adventure programs	16	4.0 %
H=Overall quality of recreation programs and services	28	7.0 %
I=Cultural programming	37	9.2 %
J=Customer service	13	3.2 %
Z=None Chosen	151	37.7 %
Total	401	100.0 %

Q7. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

<u>Q7 Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = City playgrounds	91	22.7 %
B = Greenways and trails	98	24.4 %
C = Swimming pools	45	11.2 %
D = Outdoor athletic fields	47	11.7 %
E = Picnic shelters	33	8.2 %
F = Diversity of recreation opportunities	50	12.5 %
G = City Outdoor Adventure programs	22	5.5 %
H = Overall quality of recreation programs and services	55	13.7 %
I = Cultural programming	71	17.7 %
J = Customer service	24	6.0 %
Z = None Chosen	115	28.7 %
Total	651	

Q8. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q8a Street maintenance and repair	5.7%	27.2%	23.2%	28.2%	12.7%	3.0%
Q8b Condition of street in your neighborhood	17.7%	35.9%	17.0%	18.7%	8.7%	2.0%
Q8c Cleanliness of city streets	11.5%	44.6%	22.4%	14.2%	4.5%	2.7%
Q8d Condition street signs/signals	15.0%	55.1%	19.7%	6.0%	2.2%	2.0%
Q8e Condition of bicycle facilities	7.2%	26.2%	20.7%	15.7%	6.7%	23.4%
Q8f Cleanliness/appearance of medians	9.2%	39.2%	28.7%	14.2%	5.5%	3.2%
Q8g Mowing/tree trimming along streets	11.5%	44.6%	24.7%	11.0%	5.0%	3.2%
Q8h Condition of city parks	10.0%	40.6%	21.7%	9.0%	2.5%	16.2%
Q8i Condition of recreation centers and facilities	7.5%	34.7%	20.2%	6.5%	0.7%	30.4%
Q8j Cleanliness of stormwater drains/creeks	8.2%	38.4%	24.7%	13.2%	7.0%	8.5%

EXCLUDING NOT APPLICABLE

Q8. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a Street maintenance and repair	5.9%	28.0%	23.9%	29.0%	13.1%
Q8b Condition of street in your neighborhood	18.1%	36.6%	17.3%	19.1%	8.9%
Q8c Cleanliness of city streets	11.8%	45.9%	23.1%	14.6%	4.6%
Q8d Condition street signs/signals	15.3%	56.2%	20.1%	6.1%	2.3%
Q8e Condition of bicycle facilities	9.4%	34.2%	27.0%	20.5%	8.8%
Q8f Cleanliness/appearance of medians	9.5%	40.5%	29.6%	14.7%	5.7%
Q8g Mowing/tree trimming along streets	11.9%	46.1%	25.5%	11.3%	5.2%
Q8h Condition of city parks	11.9%	48.5%	25.9%	10.7%	3.0%
Q8i Condition of recreation centers and facilities	10.8%	49.8%	29.0%	9.3%	1.1%
Q8j Cleanliness stormwater drains/creeks	9.0%	42.0%	27.0%	14.4%	7.6%

Q9. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q9 1st Choice	Number	Percent
A=Street maintenance and repair	170	42.4 %
B=Condition of neighborhood streets	32	8.0 %
C=Cleanliness of city streets	15	3.7 %
D=Street signs and traffic signals	6	1.5 %
E=Condition of bicycle facilities	44	11.0 %
F=Medians and roadsides	15	3.7 %
G=Mowing/tree trimming along city streets	7	1.7 %
H=Condition of city parks	20	5.0 %
I=Recreation centers and facilities	4	1.0 %
J=Stormwater drains and creeks	38	9.5 %
Z=None Chosen	50	12.5 %
Total	401	100.0 %

Q9. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q9 2 nd Choice	Number	Percent
A=Street maintenance and repair	46	11.5 %
B=Condition of neighborhood streets	49	12.2 %
C=Cleanliness of city streets	45	11.2 %
D=Street signs and traffic signals	7	1.7 %
E=Condition of bicycle facilities	26	6.5 %
F=Medians and roadsides	42	10.5 %
G=Mowing/tree trimming along city streets	20	5.0 %
H=Condition of city parks	34	8.5 %
I=Recreation centers and facilities	12	3.0 %
J=Stormwater drains and creeks	38	9.5 %
Z=None Chosen	82	20.4 %
Total	401	100.0 %

Q9. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q9 3 rd Choice	Number	Percent
A=Street maintenance and repair	27	6.7 %
B=Condition of neighborhood streets	16	4.0 %
C=Cleanliness of city streets	36	9.0 %
D=Street signs and traffic signals	17	4.2 %
E=Condition of bicycle facilities	22	5.5 %
F=Medians and roadsides	38	9.5 %
G=Mowing/tree trimming along city streets	35	8.7 %
H=Condition of city parks	27	6.7 %
I=Recreation centers and facilities	23	5.7 %
J=Stormwater drains and creeks	45	11.2 %
Z=None Chosen	115	28.7 %
Total	401	100.0 %

Q9. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q9 Sum of Top Three Choices	Number	Percent
A = Street maintenance and repair	243	60.6 %
B = Condition of neighborhood streets	97	24.2 %
C = Cleanliness of city streets	96	23.9 %
D = Street signs and traffic signals	30	7.5 %
E = Condition of bicycle facilities	92	22.9 %
F = Medians and roadsides	95	23.7 %
G = Mowing/tree trimming along city streets	62	15.5 %
H = Condition of city parks	81	20.2 %
I = Recreation centers and facilities	39	9.7 %
J = Stormwater drains and creeks	121	30.2 %
Z = None Chosen	50	12.5 %
Total	1006	

Q10. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q10a Enforcement of junk and debris cleanup on private property	8.2%	25.4%	25.7%	16.5%	10.5%	13.7%
Q10b Enforcement of the mowing on private property	7.5%	27.4%	29.7%	12.7%	5.5%	17.2%
Q10c Removal of abandoned or inoperable vehicles	9.2%	26.2%	24.7%	12.5%	9.5%	18.0%
Q10d Appearance of houses in your neighborhood	27.9%	43.9%	15.0%	7.5%	3.0%	2.7%
Q10e Graffiti removal	13.5%	26.9%	24.7%	4.7%	2.2%	27.9%

EXCLUDING NOT APPLICABLE

Q10. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a Enforcement of junk and debris cleanup on private property	9.5%	29.5%	29.8%	19.1%	12.1%
Q10b Enforcement of mowing on private property	9.0%	33.1%	35.8%	15.4%	6.6%
Q10c Removal of abandoned or inoperable vehicles	11.2%	31.9%	30.1%	15.2%	11.6%
Q10d Appearance houses in your neighborhood	28.7%	45.1%	15.4%	7.7%	3.1%
Q10e Graffiti removal	18.7%	37.4%	34.3%	6.6%	3.1%

Q11. How responsive is the City to your code enforcement requests for service/complaints?

<u>Q11 How responsive is Code Enforcement</u>	<u>Number</u>	<u>Percent</u>
Very Much	92	22.9 %
Somewhat	147	36.7 %
Not at all	32	8.0 %
Not Applicable	130	32.4 %
Total	401	100.0 %

Q12. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q12a Enforcing the no front yard parking ordinance	9.7%	20.9%	22.9%	10.0%	9.2%	27.2%
Q12b Enforcing the signage ordinance	9.7%	28.4%	28.2%	6.0%	3.7%	23.9%
Q12c Enforcing the noise ordinance	11.5%	31.4%	21.9%	10.2%	5.7%	19.2%
Q12d Enforcing the mobile vendor ordinance and city code provisions	9.0%	30.7%	24.9%	4.7%	1.5%	29.2%
Q12e Enforcing illegal uses	9.5%	26.4%	25.9%	6.0%	3.0%	29.2%
Q12f Enforcing the ordinance preventing illegal development activity	10.5%	24.7%	24.2%	6.2%	3.0%	31.4%

EXCLUDING NOT APPLICABLE

Q12. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a Enforcing the no front yard parking ordinance	13.4%	28.8%	31.5%	13.7%	12.7%
Q12b Enforcing the signage ordinance	12.8%	37.4%	37.0%	7.9%	4.9%
Q12c Enforcing the noise ordinance	14.2%	38.9%	27.2%	12.7%	7.1%
Q12d Enforcing the mobile vendor ordinance and city code provisions	12.7%	43.3%	35.2%	6.7%	2.1%
Q12e Enforcing illegal uses	13.4%	37.3%	36.6%	8.5%	4.2%
Q12f Enforcing the ordinance preventing illegal development activity	15.3%	36.0%	35.3%	9.1%	4.4%

Q13. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q13a Solid waste collection services	37.9%	45.4%	9.2%	3.0%	1.2%	3.2%
Q13b Curbside recycling	39.9%	41.6%	8.0%	4.7%	1.7%	4.0%
Q13c Bulky item pick up/ removal services	24.7%	36.9%	13.2%	7.7%	1.5%	16.0%
Q13d Yard waste collection services	29.9%	33.4%	14.2%	6.7%	3.2%	12.5%
Q13e Quality of drinking water	30.4%	43.6%	15.0%	5.2%	3.0%	2.7%
Q13f Sewer services	27.7%	46.4%	16.2%	3.0%	2.2%	4.5%
Q13g Stream/lake protection	12.0%	35.7%	24.7%	8.2%	3.2%	16.2%
Q13h Drainage of city streets	15.2%	39.7%	22.7%	12.7%	3.5%	6.2%

EXCLUDING NOT APPLICABLE

Q13. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a Solid waste collection	39.2%	46.9%	9.5%	3.1%	1.3%
Q13b Curbside recycling	41.6%	43.4%	8.3%	4.9%	1.8%
Q13c Bulky item pick up/ removal services	29.4%	43.9%	15.7%	9.2%	1.8%
Q13d Yard waste collection	34.2%	38.2%	16.2%	7.7%	3.7%
Q13e Quality drinking water	31.3%	44.9%	15.4%	5.4%	3.1%
Q13f Sewer services	29.0%	48.6%	17.0%	3.1%	2.3%
Q13g Stream/lake protection	14.3%	42.6%	29.5%	9.8%	3.9%
Q13h Drainage of city streets	16.2%	42.3%	24.2%	13.6%	3.7%

Q14. During the past year, have you or other members of your household contacted the City of Durham to seek services, ask a question, or file a complaint?

Q14 Contacted City of Durham	Number	Percent
Yes	216	53.9 %
No	174	43.4 %
Don't remember	11	2.7 %
Total	401	100.0 %

Q15. [ONLY IF "YES" to QUESTION 14] Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:

(N=216)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q15a How easy they were to contact	27.8%	43.1%	18.1%	7.4%	3.2%	0.5%
Q15b Courtesy of employees	31.5%	44.9%	12.0%	8.3%	1.9%	1.4%
Q15c Accuracy of information and assistance given	27.3%	40.3%	13.9%	12.0%	5.1%	1.4%
Q15d Time it took for requests to be answered	25.9%	36.1%	18.5%	10.2%	7.4%	1.9%
Q15e How well your issue was handled	29.2%	37.5%	10.2%	12.0%	9.3%	1.9%
Q15f The resolution to your issue/ concern	31.0%	37.5%	10.6%	8.8%	10.2%	1.9%

EXCLUDING NOT APPLICABLE

Q15. [ONLY IF "YES" to QUESTION 14] Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (without "N/A")

(N=216)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a How easy they were to contact	27.9%	43.3%	18.1%	7.4%	3.3%
Q15b Courtesy of employees	31.9%	45.5%	12.2%	8.5%	1.9%
Q15c Accuracy of the Information and assistance given	27.7%	40.8%	14.1%	12.2%	5.2%
Q15d Time it took for your request to be answered	26.4%	36.8%	18.9%	10.4%	7.5%
Q15e How well your issue was handled	29.7%	38.2%	10.4%	12.3%	9.4%
Q15f Resolution to your issue/concern	31.6%	38.2%	10.8%	9.0%	10.4%

Q16. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q16a Approach the City is taking to address job creation	4.2%	20.9%	30.9%	11.0%	8.2%	24.7%
Q16b Resources to support training and development for under-employed	3.7%	19.5%	26.4%	12.5%	6.2%	31.7%
Q16c Resources to support small business development	4.2%	21.4%	29.4%	11.0%	6.5%	27.4%
Q16d Resources devoted to home ownership	4.7%	22.2%	28.7%	10.5%	5.0%	28.9%
Q16e Proximity of your neighborhood to amenities	22.4%	37.4%	21.4%	7.5%	2.7%	8.5%

EXCLUDING NOT APPLICABLE

Q16. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a Approach the City is taking to address job creation	5.6%	27.8%	41.1%	14.6%	10.9%
Q16b Resources to support training and development for under-employed	5.5%	28.5%	38.7%	18.2%	9.1%
Q16c Resources to support small business development	5.8%	29.6%	40.5%	15.1%	8.9%
Q16d Resources devoted to home ownership	6.7%	31.2%	40.4%	14.7%	7.0%
Q16e Proximity of your neighborhood to amenities	24.5%	40.9%	23.4%	8.2%	3.0%

Q17. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q17a Availability of information about programs/services	15.2%	40.9%	24.2%	10.7%	2.7%	6.2%
Q17b City efforts to keep you Informed about local issues	13.0%	40.1%	25.2%	11.7%	4.7%	5.2%
Q17c Level of public involvement in local decisions	9.7%	30.9%	31.7%	12.0%	5.7%	10.0%

EXCLUDING NOT APPLICABLE

Q17. 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=401)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a Availability of information about programs/services	16.2%	43.6%	25.8%	11.4%	2.9%
Q17b City efforts to keep you informed about local issues	13.7%	42.4%	26.6%	12.4%	5.0%
Q17c Level of public involvement in local decisions	10.8%	34.3%	35.2%	13.3%	6.4%

Q18. Which of the following do you use to get information about the City of Durham?

<u>Q18 Use to get information</u>	<u>Number</u>	<u>Percent</u>
00 = None chosen	4	1.0 %
01 = Durham Citizens' Newsletter	212	52.9 %
02 = The Herald-Sun Newspaper	172	42.9 %
03 = The News & Observer Newspaper	148	36.9 %
04 = Other local newspapers	77	19.2 %
05 = Government Access Channel 8	84	20.9 %
06 = Local radio news	158	39.4 %
07 = Local TV news	260	64.8 %
08 = City Manager's Weekly e-Newsletter	16	4.0 %
09 = City representative at events or meetings	25	6.2 %
10 = Community blogs or list serves	62	15.5 %
11 = Other social media outlets	44	11.0 %
12 = City printed brochures, fliers etc.	161	40.1 %
13 = Paid advertising in local media outlets	95	23.7 %
14 = Live televised City Council meetings	86	21.4 %
15 = Durham One Call	112	27.9 %
16 = City website www.DurhamNC.gov	198	49.4 %
Total	1914	

Q19. How do you normally watch programs on the City's government access channel (DTV8)?

<u>Q19 Normally watch programs Channel DTV8</u>	<u>Number</u>	<u>Percent</u>
Channel surfing	105	26.2 %
For specific programs	62	15.5 %
I don't watch	234	58.4 %
Total	401	100.0 %

Q20. What kind of programs would you like to see more of on DTV8?

<u>Q20 Kind of programs like more on DTV8</u>	<u>Number</u>	<u>Percent</u>
More meeting coverage	50	12.5 %
More regular programming	63	15.7 %
More bulletin board information	79	19.7 %
Other	55	13.7 %
None chosen	194	48.4 %
Total	441	

Q20. Other Programs Residents Would Like to See More of On DTV8.
(Duplicate comments were combined).

Q20 Other

NOTHING – DO NOT WATCH IT (10 COMMENTS)
SPECIAL EVENTS INFORMATION (10 COMMENTS)
POLICE INFORMATION – (8 COMMENTS)
TRAFFIC CAMERAS (4 COMMENTS)
HISTORY OF DURHAM (2 COMMENTS)
CITY INFORMATION NEEDS TO BE MAILED
FOOD SHOWS; INFO ON CULTURAL EVENTS
GOOD THINGS HAPPENING, NOT ALWAYS BAD NEWS
HEALTH & FITNESS
HIGH SCHOOL SPORTS ON LOCAL MEDIA; RADIO AND/OR TV
HOW TO REPORT PROBLEMS & CONCERNS
INFORMATION FOR RESIDENTS ABOUT CITY SERVICES
MORE 24 HR TRAFFIC CAMERAS WHEN OTHER SHOWS AREN'T AIRING
MORE COMMUNITY INFORMATION; MORE CULTURAL STUFF; MORE FAMILY PROGRAMS
MORE INFORMATION ON THE CITY
MORE INFORMATION/PROGRAMMING ABOUT SMALL BUSINESS
MORE SPIRITUAL INFORMATION
MORE TRAFFIC INFORMATION
TRAFFIC OR CONSTRUCTION WARNINGS
SPORTING EVENTS

Q21. Provide your top three methods to get information about the City of Durham?
(FIRST METHOD)

Q21 FIRST METHOD	Number	Percent
NONE PROVIDED	61	15.2 %
ALL	1	0.2 %
BB INFORMATION	1	0.2 %
BLOGS	1	0.2 %
BULLETINS/FLYERS	1	0.2 %
CALL DOWNTOWN	1	0.2 %
CITIZENS' NEWSLETTER	14	3.5 %
CITY COUNCIL MEETINGS	1	0.2 %
CITY HALL PRINTED MATERIAL	1	0.2 %
CITY MAGAZINE	1	0.2 %
CITY'S WEBSITE	55	13.7 %
COMPUTER	1	0.2 %
DTV8	7	1.7 %
DURHAM FARMERS' MARKET	1	0.2 %
DURHAM ONE CALL	1	0.2 %
E-DURHAM	1	0.2 %
E-NEWSLETTER	1	0.2 %
EMAIL	1	0.2 %
EMAIL LISTSERVE	1	0.2 %
FACEBOOK	3	0.7 %
GOVERNMENT EMPLOYEES	1	0.2 %
HERALD SUN NEWSPAPER	22	5.5 %
HERALD SUN ONLINE	1	0.2 %
INTERNET/ONLINE	36	9.0 %
LIBRARY BULLETINS	1	0.2 %
RADIO	6	1.5 %
MAILINGS	5	1.2 %
MEDIA	1	0.2 %
MEETINGS, NOTES	1	0.2 %
N&O	1	0.2 %
NEIGHBORHOOD LISTSERV	2	0.5 %
NEWS & OBSERVER NEWSPAPER	7	1.7 %
NEWSLETTER	11	2.7 %
NEWSPAPER	41	10.2 %
NPR	1	0.2 %
ONE CALL	1	0.2 %
PAC 3 LISTSERVE	1	0.2 %
PERSONAL EXPERIENCE	1	0.2 %
PHONE	1	0.2 %
POLICE INFORMATION	1	0.2 %
SOCIAL MEDIA SITES	4	1.0 %
SPECIAL EVENTS	1	0.2 %
TELEVISION NEWS	78	19.5 %
BILL INSERT	13	3.2 %
WORD OF MOUTH	7	1.7 %
WUNC	1	0.2 %
Total	401	100.0 %

Q21. Provide your top three methods to get information about the City of Durham?
(SECOND METHOD)

Q21 SECOND METHOD	Number	Percent
NONE PROVIDED	102	25.4 %
BILL INSERTS	10	2.5 %
BULLETIN BOARD	4	1.0 %
CHANNEL DTV8	13	3.2 %
CITY COUNCIL MEETINGS	1	0.2 %
CITY MAILERS	1	0.2 %
CITY MANAGER'S E-NEWSLETTER	2	0.5 %
CITY PRINTED MATERIAL	3	0.7 %
CITY'S WEBSITE	20	5.0 %
COMMUNICATION	1	0.2 %
COMMUNITY BLOGS OR LISTSERVES	3	0.7 %
DURHAM CITIZENS NEWSLETTER	17	4.2 %
DURHAM ONE CALL	6	1.5 %
E-MAILS	2	0.5 %
FLYERS/MAIL	5	1.2 %
FREE PAPER REC'D 2-3X/WEEK	1	0.2 %
HERALD SUN NEWSPAPER	19	4.7 %
INDEPENDENT WEEKLY	5	1.2 %
INTERNET/ONLINE	13	3.2 %
LETTER INSERTS	1	0.2 %
MAIL	1	0.2 %
MEETINGS	2	0.5 %
N & O PAPER	1	0.2 %
NEIGHBORHOOD ASSOCIATION	2	0.7 %
NEIGHBORHOOD LISTSERVES	2	0.5 %
NEWS & OBSERVER	12	3.0 %
NEWSPAPER	28	7.0 %
NPR STATION	1	0.2 %
OBSERVER	1	0.2 %
ONE CALL	4	1.0 %
ONE STOP	1	0.2 %
PAID ADVERTISING	1	0.2 %
PHONE	6	1.5 %
PHONE BOOKS	1	0.2 %
RADIO	27	6.7 %
SOCIAL MEDIA	4	1.0 %
SPECIAL EVENTS	1	0.2 %
TELEVISION NEWS	63	15.7 %
TV/RADIO	1	0.2 %
WORD OF MOUTH	10	2.5 %
WPAL	1	0.2 %
WRAL	1	0.2 %
WUNC	1	0.2 %
Total	401	100.0 %

Q21. Provide your top three methods to get information about the City of Durham?
(THIRD METHOD)

Q21 THIRD METHOD	Number	Percent
NONE PROVIDED	170	42.4 %
ADVERTISING IN LOCAL MEDIA	1	0.2 %
BLOGS	2	0.5 %
BROCHURES	2	0.5 %
BULLETIN	2	0.5 %
CITY BROCHURES	2	0.5 %
CITY MAILING	1	0.2 %
CITY MANAGER'S E-NEWSLETTER	1	0.2 %
CITY PRINTED MATERIAL	1	0.2 %
CITY'S WEBSITE	24	6.0 %
COMMUNITY BLOGS OR LISTSERVES	2	0.5 %
DTV8	5	1.2 %
DURHAM CITIZENS' NEWSLETTER	9	2.2 %
DURHAM MAGAZINE	1	0.2 %
DURHAM NEWS	1	0.2 %
DURHAM ONE CALL	3	0.7 %
ELECTRONIC SIGNS	1	0.2 %
FLYERS	5	1.2 %
GOING DOWNTOWN	1	0.2 %
HERALD SUN NEWSPAPER	14	3.5 %
HOMEOWNERS ASSOCIATION	1	0.2 %
INTERNET/ONLINE	12	3.0 %
KUNC RADIO (NPR)	1	0.2 %
LEASE HOUSING	1	0.2 %
LIVE CITY COUNCIL MEETINGS	1	0.2 %
MAGAZINE	1	0.2 %
MAILINGS	11	2.7 %
N&O	1	0.2 %
NEWS & OBSERVER NEWSPAPER	8	2.0 %
NEWSLETTER	4	1.0 %
NEWSLETTER THROUGH BILL	1	0.2 %
NEWSPAPER	17	4.2 %
NEWSPAPER/FLYERS	1	0.2 %
ONE CALL	2	0.5 %
PAPER	1	0.2 %
RADIO	29	7.2 %
SIGNAGE	2	0.5 %
SOCIAL MEDIA	2	0.5 %
TELEVISION NEWS	31	7.7 %
THE INDEPENDENT	3	0.7 %
USPS	1	0.2 %
WEB-E-MAIL	1	0.2 %
WORD OF MOUTH	18	4.5 %
WRAL.COM	1	0.2 %
WRITTEN INFO	1	0.2 %
WUNC	1	0.2 %
Total	401	100.0 %

Q22. Do you think the level of public involvement in the City of Durham is:

<u>Q22 Level of public involvement is</u>	<u>Number</u>	<u>Percent</u>
Too high	7	1.7 %
About right	167	41.6 %
Too low	121	30.2 %
Don't know	106	26.4 %
Total	401	100.0 %

Q23. Have you heard about the City's Strategic Plan?

<u>Q23 Heard about City's strategic Plan</u>	<u>Number</u>	<u>Percent</u>
Yes	116	28.9 %
No	274	68.3 %
Don't Know	11	2.7 %
Total	401	100.0 %

Q24. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following:

(N=401)

	Excellent	Good	Neutral	Below Average	Poor	N/A
Q24a As a place to live	31.7%	49.6%	11.0%	5.7%	1.0%	1.0%
Q24b As a place to work	30.2%	42.9%	13.5%	7.0%	2.0%	4.5%
Q24c As a place to play	27.2%	40.4%	18.0%	9.5%	2.7%	2.2%
Q24d As a place to raise children	25.2%	39.4%	15.2%	11.7%	3.5%	5.0%
Q24e As a place to retire	24.2%	36.7%	16.0%	10.7%	6.5%	6.0%
Q24f As a place to visit	26.7%	36.9%	21.4%	10.0%	3.0%	2.0%
Q24g As a City that is moving in the right direction	28.9%	39.9%	17.5%	6.5%	4.0%	3.2%

EXCLUDING NOT APPLICABLE

Q24. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following: (without "N/A")

(N=401)

	Excellent	Good	Neutral	Below Average	Poor
Q24a As a place to live	32.0%	50.1%	11.1%	5.8%	1.0%
Q24b As a place to work	31.6%	44.9%	14.1%	7.3%	2.1%
Q24c As a place to play	27.8%	41.3%	18.4%	9.7%	2.8%
Q24d As a place to raise children	26.5%	41.5%	16.0%	12.3%	3.7%
Q24e As a place to retire	25.7%	39.0%	17.0%	11.4%	6.9%
Q24f As a place to visit	27.2%	37.7%	21.9%	10.2%	3.1%
Q24g As a City that is moving in the right direction	29.9%	41.2%	18.0%	6.7%	4.1%

Q25. What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- A BIG CITY, BUT NOT TOO BIG
- A NEW PLACE TO BE
- A PROGRESSIVE GOVT & PEOPLE; ACADEMIC COMMUNITY
- ACADEMIC & RESEARCH INSTITUTIONS
- ACCESS TO ARTS-WEATHER-IMPROVEMENTS IN DOWNTOWN
- ACCESS TO CULTURAL ATTRACTIONS
- ACCESS TO MANY DIFFERENT TYPES OF ACTIVITIES
- ACCESSIBILITY
- ACCESSIBILITY TO ARTS & CULTURAL AMENITIES
- ACTIVITIES; DIVERSITY
- AFFORDABILITY TO LIVE
- ALL OF MY FAMILY LIVES HERE; DIVERSIFIED; RIGHT SIZE
- ARTS AND ARCHITECTURE
- ARTS CENTER; PROXIMITY TO UNIVERSITIES
- ARTS OPPORTUNITIES
- ARTS, CULTURAL & ENTERTAINMENT OPPORTUNITIES
- ARTS, DINING, DIVERSITY, BRIGHT CITIZENS
- AVAILABILITY & PROXIMITY OF SOCIAL/CULTURAL/COMM & RESID
- AVAILABILITY OF AMENITIES
- AVAILABILITY OF EVENTS/SHOWS
- BASEBALL TEAM
- BECOMING MORE LIVEABLE WITH BIKE LANES & PUBLIC TRANSIT
- BEEN HERE ALL MY LIFE
- BEING A LIFE LONG RESIDENT FOR OVER 50 YEARS
- BEING IN AN EDUCATED COMMUNITY, AND THE DIVERSITY
- BENEFITS OF THE COMPANY I WORK FOR
- BORN & RAISED HERE & 99% OF MY FAMILY STILL LIVING HERE
- CAN'T SAY AT THE MOMENT
- CELEBRATION OF DIVERSITY
- CHEAPER THAN RALEIGH & CHAPEL HILL
- CHEAPER THAN SURROUNDING AREAS
- CLEANLINESS
- CLIMATE
- CLOSE BY SHOPPING; NICE RESTAURANTS; LOCALLY OWNED BUSINESS
- CLOSE ENTERTAINMENT; DPAC
- CLOSE TO FAMILY (2 Comments)
- CLOSE TO FAMILY & MILD CLIMATE
- CLOSE TO FAMILY MEMBERS AFTER RETIRING
- CLOSE TO HOSPITALS
- CLOSE TO MY JOB

Q25. CONTINUED What do you like BEST about living in the City of Durham?
(Duplicate comments were combined)

- CLOSE TO RALEIGH
- CLOSE TO SPORTING EVENTS, BEACH, MOUNTAINS & HIGHWAY
- CLOSE TO WORK
- COMFORTABLE LIVING; THE PEOPLE ARE NICE IN THE COMMUNITY
- COMFORTABLE PLACE
- COMMUTE TO WORK EASY; GROWING ARTS & CULTURAL CENTER
- CONVENIENCE
- CONVENIENCE TO ALL FACILITIES--SHOPPING, MEDICAL, EDUC, ETC
- CONVENIENCE TO MY CHURCH
- CONVENIENCE TO OTHER AREAS & WEATHER
- CONVENIENCE TO STORES, CULTURAL AMENITIES, BALL GAMES
- CONVENIENCES
- COST OF LIVING
- COST OF LIVING RELATIVE TO RALEIGH & CHAPEL HILL
- CULTURAL & EDUCATIONAL OPPORTUNITIES
- CULTURAL AMENITIES
- CULTURAL ATTRACTIONS
- CULTURAL OPPORTUNITIES
- CULTURAL OPPORTUNITIES
- CULTURAL OPPORTUNITIES-DIVERSITY-DOWNTOWN
- CULTURAL VARIETY
- CULTURE (2 Comments)
- CULTURE, VARIETY, CLIMATE
- CULTURE; FAMILY-LIKE
- DISTANCE TO OTHER MAJOR/POPULAR CITIES OR STATES
- DIVERSE AREA TO LIVE IN; HISTORY
- DIVERSE POPULATION & PROGRAMS
- DIVERSE POPULATION OF CREATIVE, INTERESTING PEOPLE
- DIVERSITY (17 Comments)
- DIVERSITY & CULTURAL OPPORTUNITIES
- DIVERSITY & EDUCATIONAL OPPORTUNITIES; ARTS
- DIVERSITY AND SOCIAL LIFE
- DIVERSITY OF CULTURAL AMENITIES
- DIVERSITY OF PEOPLE AND LIFESTYLES
- DIVERSITY OF PEOPLE ATTITUDES & EDUCATION OPPORTUNITY
- DIVERSITY OF PEOPLE; THINGS TO DO
- DIVERSITY OF THE CITY & CULTURAL EVENTS
- DIVERSITY OF THE PEOPLE
- DIVERSITY; CLIMATE; CULTURAL EVENTS
- DIVERSITY; GREAT RESTAURANTS; FARMERS' MARKET
- DON'T KNOW

Q25. CONTINUED What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- DOWNTOWN REVIVAL; OUTDOOR SPACES; BIKING/WALKING TRAILS
- DOWNTOWN; RESTAURANTS; EVENTS; JOB OPPORTUNITIES
- DOWNTOWN; TOBACCO TRAIL; ECLECTIC FEEL
- DPAC
- DPAC, RESTAURANTS, DIVERSITY
- DPAC-DUKE-DBAP-REVIVAL OF DOWNTOWN-ATT
- DUKE HOSPITAL INVOLVEMENT, THE COLLEGES, AND THE POLICE
- DUKE HOSPITAL-WEATHER-FAMILY-FRIENDS
- DUKE UNIVERSITY & MED CENTER; DPAC
- DUKE UNIVERSITY; OPEN SPACE NEARBY
- DURHAM BULLS; DPAC
- DURHAM BULLS-DPAC
- DURHAM DPAC
- DURHAM IS WELL KNOWN WITH LOTS OF HISTORY; UNIVERSITY
- EASE TO SHOPPING
- EASY ACCESS TO STORES
- EASY TO LIVE IN IF YOU HAVE A CAR; GREEN SPACE; LOW TRAFFIC
- ECLECTIC CHARM FOR ARTISTS
- EDUCATION
- EDUCATION, CHURCHES, RECREATIONAL ACTIVITY
- EDUCATIONAL OPPORTUNITIES, INCL UNIVERSITIES, ETC
- EVERYTHING (3 Comments)
- EXCELLENT MEDICAL CARE
- EXPANSION; ENTERTAINMENT
- FABULOUS CULTURAL RESOURCES
- FAMILY IS HERE
- FAMILY IS NEARBY
- FARMERS' MARKET
- FARMERS' MARKET; DPAC
- FARMERS' MARKET; RESTAURANTS; FRIENDLINESS
- FOOD
- FREEDOM; CONVENIENT
- FRIENDLINESS
- FRIENDLY PEOPLE
- GOOD EDUCATION
- GOOD LIFE!!!
- GOOD MEDICAL SERVICE
- GOOD PLACE TO BE
- GREAT PLACE TO LIVE
- GREAT RESTAURANTS, ACCESS TO ARTS & SPORTS
- GREEN SPACE & TREES
- GREEN, TREES & FLOWERS IN THE CITY/COUNTY

Q25. CONTINUED What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- GREENWAYS FOR BICYCLING; DPAC; REVITALIZED DOWNTOWN; DBAP
- GROWTH AND RENEWAL OF CITY
- HOME! BORN & RAISED HERE
- HOMETOWN FEELING IN A THRIVING, CULTURED SMALL CITY
- HOSPITAL FACILITIES
- HOSPITALS
- HOW ACCESSIBLE AND ECONOMICAL FUN ACTIVITIES ARE
- I HAVE EMPLOYMENT HERE
- I JUST LIKE DURHAM
- I KNOW A LOT OF PEOPLE
- I LOVE THAT THERE ARE THINGS TO DO
- I WAS BORN & RAISED HERE; I FEEL GOOD
- IN MY SUBDIVISION, IT'S CLEAN
- IN THE HEART OF THE TRIANGLE; PEOPLE VISIT FROM ALL AROUND
- INTERNATIONAL; DEMOCRATIC; SPIRITUAL; CLOSE TO DC
- IT IS A NICE SIZE CITY WITH LOTS OF THINGS TO DO
- IT IS COUNTRY & CITY AT THE SAME TIME
- IT IS DIVERSE & INTERESTING
- IT IS EASY TO MANEUVER
- IT'S A MANAGEABLE SIZED CITY
- IT'S CLEAN
- IT'S HOME
- IT'S HOME; I WAS BORN HERE
- IT'S MY HOMETOWN
- IT'S SLOWLY BECOMING A REAL CITY
- IT'S WHERE MY GRAND CHILDREN ARE
- JOB CREATION; HOME OWNERSHIP
- JOB OPPORTUNITIES
- JOBS; RTP
- LACK OF SNOW
- LAID BACK LIVING
- LOCAL RESTAURANTS, ENTERTAINMENT, PROXIMITY TO BEACH & MTNS
- LOCATION
- LOTS TO DO (4 Comments)
- LOVE THE DIVERSITY & THE COMMITMENT TO MOVE FORWARD
- LOW COST OF LIVING
- LOWER COST OF LIVING
- MEDICAL FACILITIES
- MEDICAL FACILITIES AND CULTURE
- MEETING PEOPLE FROM ALL BACKGROUNDS
- MIX OF PEOPLE

Q25. CONTINUED What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- MOST TOLERANT & DIVERSE CITY IN AMERICA! WHAT'S NOT TO LOVE?
- MY FAMILY AND CHURCH
- MY FAMILY IS HERE
- MY FRIENDS
- MY NEIGHBORS
- NEAR RTP
- NEIGHBORHOOD
- NEIGHBORHOOD FUN ACTIVITIES FOR KIDS
- NEIGHBORHOOD IS NICE
- NEW EVENTS at DPAC
- NEW SMALL BUSINESSES & GETTING INVOLVED
- NICE MIX OF EVERYTHING, REAL DIVERSE
- NICE PEOPLE, SOUTHERN ATMOSPHERE
- NO PLACE LIKE HOME; ESPECIALLY IF IT'S ALL YOU KNOW
- NO TRAFFIC JAMS; EASY ACCESS AROUND THE CITY
- NOISE AND JUST LIKE CITY OF MEDICINE
- NONE
- NOT AS CONGESTED AS CHAPEL HILL OR RALEIGH
- NOT TOO LARGE
- NUMEROUS CITY PARKS
- OLDER NEIGHBORHOODS; SHOPS; RESTAURANTS; THEATER; BULLS
- ONLY WORK IN TOWN PROPERTY IN DURHAM
- OPENNESS OF MAYOR & COUNCIL TO CITIZENS
- OPPORTUNITIES FOR ENTREPRENEURSHIP
- OPPORTUNITIES; CLOSE TO RTP & JOBS
- OUR HOME; LOCATED NEAR OUR INTERESTS
- PARKS & REC PROGRAMS
- PARKS AND REC
- PEACE & QUIET, THE MALL
- PEOPLE & PROGRESSIVE IDEAS; NEW DOWNTOWN VIBRANCY
- PEOPLE ARE NICE
- PEOPLE DIVERSITY-LOCAL FOOD MOVEMENT-RESTAURANTS
- PEOPLE; WEATHER
- PERFORMING ARTS CENTER; ACTIVITIES; MEDICAL FACILITIES
- POPULATION DIVERSITY
- PRIVATE CULTURAL ATTRACTIONS; WHOLE FOODS
- PROGRESSIVE ATTITUDE & CULTURAL OPPORTUNITY
- PROGRESSIVE; DIVERSITY; ENTERTAINMENT OPTIONS; FRIENDLY
- PROXIMITY TO CHAPEL HILL
- PROXIMITY TO JOBS
- PROXIMITY TO MAIN ENTRYWAYS-SHOPPING AREAS-FRIENDS
- PROXIMITY TO MEDICAL FACILITIES

Q25. CONTINUED What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- PROXIMITY TO PARKS-NEIGHBORHOOD LIFE-FOOD OPTIONS
- PROXIMITY TO RTP
- PROXIMITY TO WORK
- PROXIMITY TO WORK; LOTS OF PARKS/NATURE TRAILS
- PROXIMITY; CHARMING HISTORIC NEIGHBORHOODS
- PUBLIC INVOLVEMENT
- PUBLIC PROTECTION; ACCESS TO MANY RECREATIONAL EVENTS
- PUBLIC TRANSPORTATION
- QUALITY FOOD & ENTERTAINMENT
- QUALITY OF ARTS & CULTURE; FOOD & LIFE IN GENERAL
- QUALITY OF LIFE
- QUIET (3 Comments)
- RAISING KIDS; SCHOOLS
- RELATIVELY GOOD ECONOMY EXISTS HERE; DIVERSITY
- RELAXING; NOT MUCH TRAFFIC
- RESTAURANTS
- RESTAURANTS, HOME VALUE
- RESTAURANTS; LIVEABILITY
- SCHOOLS
- SCHOOLS AND TRANSIT
- SEASONS
- SENSE OF COMMUNITY PRIDE AMONG RESIDENTS
- SHOPPING; PROXIMITY TO AIRPORT
- SIZE-NOT TOO LARGE AND NOT TOO SMALL
- SMALLEST OF THE CITY
- SO MUCH TO DO-LOTS OF HISTORY
- SOME PEOPLE
- SOUTHPOINT AREA; WAREHOUSE DISTRICT; DPAC/DBAC
- STILL SEEMS LIKE A HIDDEN GEM; MAKING PROGRESS
- TAXES
- TAXES-NEIGHBORHOOD-CONVENIENT TO I-40-RTP-CHAPEL HILL
- THE ATTENTION OF DUKE HOSPITAL
- THE BUSINESS JUST MOVED HERE
- THE CULTURAL OPPORTUNITIES
- THE DIVERSE COMMUNITY AND CULTURAL RESOURCES-THE PEOPLE
- THE DIVERSITY AND ARTS/MUSIC/CULTURE
- THE DIVERSITY AND CREATIVE CITIZENS
- THE DIVERSITY AND CULTURAL MELTING POT
- THE DIVERSITY IS VALUED EVERYONE IS WELCOME
- THE DIVERSITY-INDUSTRY AND NIGHT LIFE
- THE EDUCATED CITIZENS, CULTURAL OPPORTUNITIES & RESTAURANTS
- THE GROWTH OF DOWNTOWN

Q25. CONTINUED What do you like BEST about living in the City of Durham?

(Duplicate comments were combined)

- THE HISTORY OF THE CITY
- THE LOCATION
- THE PARKS, THE SCHOOL SYSTEM, CONCERTS
- THE PEOPLE (6 Comments)
- THE PEOPLE, THE FOOD AND THE LOCAL BREWERIES
- THE SCHOOL SYSTEM & OPPORTUNITIES TO BETTER YOUR EDUCATION
- THE SPIRIT OF INNOVATION & ACCEPTANCE OF DIVERSE IDEAS
- THE TRIANGLE PROXIMITY TO OTHER HAPPENINGS
- THE VARIETY OF PEOPLE AND ACTIVENESS
- THE VARIOUS FOOD OPPORTUNITIES
- THEY PROVIDE PUBLIC TRANSPORTATION & EAT MY FAVORITE FOODS
- THINGS TO DO
- THINGS TO DO
- TREES, DPAC, AMTRAC, LOTS OF SHOPPING CENTERS
- UNIVERSITY; ARTS
- VARIETY OF ACTIVITIES AVAILABLE
- VARIETY OF CULTURAL ACTIVITIES; RESTAURANTS
- VARIOUS ACTIVITIES
- VERY QUIET
- VIBRANT ARTS COMMUNITY; INTELLECTUAL ENVIRON; REVITALIZATION
- WALKABILITY
- WAY IN WHICH DOWNTOWN HAS BEEN RENNOVATED IN RECENT YEARS
- WAY MORE PEACEFUL COMPARED TO WHERE I CAME FROM
- WE ARE EXCITED ABOUT DOWNTOWN CENTRAL PARK
- WEATHER (3 Comments)
- WEATHER, DIVERSITY, OPTION VARIETY
- WEATHER; NICE PEOPLE

Q26. What do you like LEAST about living in the City of Durham?

(Duplicate comments were combined)

- AMOUNT OF DEVELOPMENT
- APARTMENTS AREN'T NICE AND DON'T KEEP UP MAINTENANCE
- APPEARANCE
- BAD REPUTATION (2 Comments)
- BAD REPUTATION ABOUT SCHOOLS AND SAFETY
- BAD REPUTATION AROUND CRIME
- BAD REPUTATION WITH OUTSIDERS
- BAD SECTIONS OF TOWN & TOO MANY POTHOLES
- BAD STREETS; UNPAVED STREETS; DRAINAGE; BOARDED-UP HOUSES
- BIKE PATHS
- BILL BELL; ROADS; LACK OF RECREATIONAL FACILITIES
- CAN'T FIND EMPLOYMENT; TOO MUCH CRIME; NOT ENOUGH LAW ENFORC
- CITY ALWAYS TAXING-TOO MUCH TAXING
- CITY NEEDS TO BE CLEANER & OFFER MORE EMPLOYMENT
- CITY STREETS
- CITY'S IMAGE; SEVERAL AREAS ARE UNSAFE; CRIME IN THOSE AREAS
- CITY'S MIAGE & POLITICS (LEFT/RIGHT & BLACK/WHITE SPLIT)
- COMMISSIONS & BOARDS ARE NOT OPEN WITH INFORMATION
- CONTINUE CLEANING UP/IMPROVING DOWNTOWN; GOING IN RIGHT DIR
- COUNTY TAXES
- COURT SYSTEM
- CRIME (39 Comments)
- CRIME & DRUG USE
- CRIME & GANG ACTIVITY
- CRIME & REPUTATION
- CRIME & SAFETY ISSUES; PUBLIC SCHOOLS
- CRIME & SCHOOLS
- CRIME AND POVERTY; TRASHY NEIGHBORHOODS
- CRIME AND/OR REPUTATION OF CRIME
- CRIME AREAS; DOWNTOWN STILL DILAPIDATED (SLOW PROGRESS)
- CRIME LEVELS EAST OF THE COURTHOUSE
- CRIME MAKES IT HARD TO ENJOY DURHAM! WE ARE SICK OF IT!
- CRIME POTENTIAL-NEGATIVE LOCAL PERCEPTION
- CRIME RATE & THE WAY NON-CRIMINALS ARE TREATED
- CRIME, TAXES
- CRIME/MURDER RATE; LACK OF USEABLE PUBLIC TRANSIT
- CRIME/REPUTATION FOR CRIME; MORE LIVELY DOWNTOWN
- CRIME; BEHIND ON DEVELOPMENT
- CRIME; BLIGHTED HOUSING; NEED MIXED-INCOME HOUSING
- CRIME; BREAK-INS IN NEIGHBORHOOD
- CRIME; GANGS; THUGS; SCHOOL SYSTEM

Q26. CONTINUED What do you like LEAST about living in the City of Durham?

(Duplicate comments were combined)

- CRIME; HOME BREAK-INS; NO OR VERY, VERY POOR POLICE RESPONSE
- CRIME; LOW-LIFE AREAS; DOWNTOWN IS UNSAFE AT ANY TIME
- CRIME; MAY HAVE TO MOVE FOR BETTER SCHOOLS FOR CHILDREN
- CRIME; POOR PUBLIC SCHOOLS
- CRIME; POOR SCHOOLS
- CRIME; POVERTY POCKETS
- CRIME-BOARDED UP BUILDINGS-THROW TRASH IN MY YARD
- CRIME-DRUGS-GANGS
- CRIME-TOO MANY BAD AREAS
- DANGER OR LACK OF SAFETY
- DEATHS-CRIME RATE
- DIRECTION THE CITY IS HEADED
- DIRTY; STREET UPKEEP; NOT CLEAN
- DISORGANIZED DEVELOPMENT IN RESIDENTIAL AREAS
- DON'T LIKE THE PEOPLE IN LEADERSHIP IN LAW ENFORCEMENT
- DOWNTOWN DURHAM
- DOWNTOWN DURHAM IS NOT SAFE
- DPD SEEMS TO BE DRAGGING THEIR FEET WITH THE WAR ON DRUGS
- DRUG DEALERS
- ENFORCING CODES
- ENFORCING HOMEOWNERS TO MAINTAIN/BEAUTIFY HOMES
- ENFORCING OF CODES; MAINTENANCE OF LAKES & STREAMS
- ENFORCING PRIVATE PROPERTY CODES HAVE HOME OWNERS AWARE OF
- ENTRYWAYS TO CITY; COMMUNICATION W/PUBLIC
- FEES
- GANG ACTIVITY (5 Comments)
- GANGS, NO JOBS, NOT BEING ABLE TO WALK AT NIGHT
- GANGS; NOT ENOUGH YOUTH PROGRAMS
- GHETTO THUGS BUT STILL ANNOYING CORRUPT POLICE; ORDINANCES
- GREEN FIRE DEVELOPMENT
- HAD TO DRIVE EVERYWHERE; POORLY MAINTAINED STREETS
- HAVING TO CONSTANTLY EXPLAIN DURHAM IS NOT SCARY/DANGEROUS
- HERE IN DURHAM WE HAVE EASY ACCESS TO STORES
- HIGH CRIME RATE AND HIGH TAXES
- HIGH CRIME RATES, POOR SCHOOLS
- HIGH POVERTY LEVEL
- HIGH TAXES (2 Comments)
- HIGH TAXES; CITY WILLINGNESS TO RAISE TAXES BUT INEFFICIENT
- HOMELESSNESS & SOLICITATION OF MONEY DOWNTOWN & INTERSECTION
- HOW EASILY DEVELOPERS BUILD W/O CONSIDERING SCHOOL DISTRICTS
- HUGE DISPARITIES WITH RESIDENTS

Q26. CONTINUED What do you like LEAST about living in the City of Durham?

(Duplicate comments were combined)

- ILL TIMED TRAFFIC LIGHTS; COMPUTER ASST SYSTEM NOT INSTALLED
- INDIGENT POPULATION; POVERTY
- INEFFECTIVE POLITICIANS
- INEQUALITY; TOO MANY PEOPLE STILL IN POVERTY
- IT'S TOUGH TO GET ACTION ABOUT NOISY NEIGHBORS DOG
- ITS UNDESERVED REPUTATION AS A CITY OF CRIME
- JOB OPPORTUNITIES ARE LOW; HAVE TO DRIVE ELSEWHERE FOR WORK
- JUNK CARS IN PEOPLE'S YARDS & JUNK ON PORCHES ON NORTH SIDE
- KIND OF BORING WITH TEENAGERS
- LACK OF BIKE PATHS
- LACK OF BUSES IN RESIDENTIAL AREAS FOR SENIORS
- LACK OF CULTURAL INTERESTS & TRANSPORTATION SYSTEM
- LACK OF EDUCATION AND JOBS FOR MINORITIES
- LACK OF GOVERNMENT SUPPORT FOR THE ARTS
- LACK OF PARKS
- LACK OF SERVICES PROVIDED TO LOW-INCOME NEIGHBORHOODS
- LACK OF SIDEWALKS
- LACK OF SIDEWALKS
- LACK OF VEHICLE SPEED CONTROL ON RESIDENTIAL STREETS
- LAID BACK
- LANGUAGE BARRIERS
- LARGE AREAS STILL ARE UNSIGHTLY & UNSAFE
- LESS POLICING OF AREAS
- LIMITED ACCESS TO MULTI-CULTURAL LIVING; LOW SALARIES
- LIMITED NIGHTLIFE
- MESSED UP STREETS; ABANDONED HOUSES
- MEXICANS TAKING OVER
- MORE TRANSIT OPTIONS
- MOUNTAINS ARE TOO FAR AWAY
- NEED TO REMOVE GANGS!
- NEED TO WORK ON ALTERNATIVE TRANSIT
- NEGATIVE COMMENTS BY OUTSIDERS THAT DON'T KNOW THE CITY
- NEGATIVE PUBLICITY
- NO COMMENTS
- NO COMPLAINTS
- NO ECONOMIC GROWTH, DIVIDED WEALTH
- NO SIDEWALKS NEED A CAR DUE TO LACK OF BIKE LANES
- NO SIDEWALKS! NO BIKE LANES & VERY DARK & HARD TO DRIVE PM
- NO TOGETHERNESS IN MY NEIGHBORHOOD
- NO WATER
- NOISE AND CRIME
- NORTHERN DURHAM NEEDS IMPROVEMENT; TRAVEL TO OTHER AREAS

Q26. CONTINUED What do you like LEAST about living in the City of Durham?
(Duplicate comments were combined)

- NOT CONSERVATIVE ENOUGH POLITICALLY
- NOT ENOUGH BIKE LANES
- NOT ENOUGH GOING ON
- NOT ENOUGH JOBS
- NOT ENOUGH OPPORTUNITIES
- NOT ENOUGH PLACES TO WALK AND HAVE FUN AT NIGHT
- NOT ENOUGH RESTAURANTS AND PLACES TO ATTEND
- NOT MUCH FOR A FAMILY TO DOO
- NOT MUCH WALKING AREA; DOWNTOWN IS IMPROVING, THOUGH!
- NOT REALLY DISSATISFIED
- NOT WALKABLE ENOUGH
- NOTHING (4 Comments)
- OUR NEGATIVE IMAGE ON SAFETY COMPARED TO OTHER TRIANGLE COMM
- OVERALL IMAGE; CONTINUE TO WORK ON CRIME RATE
- PANHANDLERS
- PARKS & REC
- PARKS NEED IMPROVEMENT-SAFETY-SPORTS AND ARTS
- PERCEPTION OF OTHERS THAT WE ARE CRIME-RIDDEN
- POLICE DEPT
- POLICE PROTECTION
- POLITICAL & RACIAL FRACTIOUSNESS
- POLITICAL MANEUVERING OF THE MAYOR PRO TEMPORE
- POLITICS
- POOR CYCLING ROUTES; POOR BUS TIMETABLES
- POOR IMAGE OTHER CITIES HAVE OF DURHAM
- POOR NEIGHBORHOODS
- POOR SCHOOL ZONES AND POORLY MAINTAINED CITY PARKS
- POTHOLE-POOR ROADS-PUBLIC SCHOOLS
- POVERTY
- POVERTY; CRIME
- PROPERTY CRIMES OUR HOUSE AND CARS HAVE BEEN BROKEN INTO
- PROPERTY TAX RATE
- PROXIMITY TO OTHER AMENITIES
- PUBLIC SCHOOL SYSTEM (3 Comments)
- PUBLIC SCHOOLS; SAFETY CONCERNS
- PUBLIC SCHOOLS; TRASH REMOVAL
- PUBLIC TRANSIT
- RACIAL BIAS
- RACIAL CONFLICT
- RAISING TAXES IS THE ONLY SOLUTION; DISPARITY IN WEALTH
- RELATIONSHIP WITH POLICE & COMMUNITY
- REPUTATION (2 Comments)

Q26. CONTINUED What do you like LEAST about living in the City of Durham?

(Duplicate comments were combined)

- REPUTATION & GANGS
- REPUTATION AS A DANGEROUS CITY
- REPUTATION FOR CRIME
- REPUTATION TO PEOPLE WHO AREN'T RESIDENTS
- ROAD CONDITIONS; NO EMPHASIS ON SECONDARY ROADS DURING SNOW
- ROADS (2 Comments)
- ROADS ARE A MESS, AND TOO MANY ABANDONED HOMES
- ROADS; CRIME
- RUN DOWN BUILDINGS
- RUN DOWN PARTS OF TOWN
- SAFETY (3 Comments)
- SCHOOL SYSTEM (2 Comments)
- SCHOOL SYSTEM; FOCUSED ON REMEDIAL PGMS INSTEAD OF ACADEMICS
- SCHOOLS (3 Comments)
- SCHOOLS AND CRIME
- SCHOOLS; HIGH TAXES
- SLOW TRAFFIC FLOW-LONG WAITS AT STOP LIGHTS-HIGH GAS PRICES
- SO FEW CULTURAL ACTIVITIES
- SO MANY EXTREMELY POOR NEIGHBORHOODS; SCARY AREAS OF TOWN
- SOCIAL ACTIVITIES ARE LIMITED FOR ADULTS
- SOME AREAS GET MORE ATTENTION; NOT EQUAL
- SOME OF THE LIVING CONDITIONS
- SOME PARTS ARE NOT SAFE FOR WALKING
- SOMETIMES FEELS UNSAFE DOWNTOWN AT NIGHT; GETTING BETTER
- STILL NEED TO ADDRESS OUR CRIME ISSUES
- STREET MAINTENANCE
- STREET MAINTENANCE & TRAFFIC
- STREET MAINTENANCE IS NOT GOOD
- STREET MAINTENANCE; SIDEWALKS; NOT PEDESTRIAN FRIENDLY
- STREETS ARE IN BAD SHAPE
- STREETS NEED IMPROVEMENTS
- SUBURBAN SPRAWL-UNSAFE BIKE RIDING-TRAFFIC LIGHT AT MAIN ST
- TAXES (4 Comments)
- TAXES & CRIME
- TAXES & STREET BEGGARS
- TAXES AND MISMANAGEMENT OF FUNDS
- TAXES ARE TOO HIGH FOR CITY OUR SIZE; TRYING TO DO TOO MUCH
- TAXES FOR NOTHING
- TAXES TOO HIGH
- TAXES TOO HIGH DON'T SEE CHANGES FROM TAXES
- THAT IT IS DIRTY AND THERE IS TOO MUCH VIOLENCE
- THAT MY STREET IS NOT PAVED

Q26. CONTINUED What do you like LEAST about living in the City of Durham?

(Duplicate comments were combined)

- THE BAD AREAS OF TOWN AND CRIME
- THE BUSES COME INTO MY NEIGHBORHOOD OR BIKE TRAILS
- THE CITY REPUTATION IS NOT GOOD-PEOPLE ASSOCIATE W/GANGS
- THE CRIME AND ILLEGAL ACTIVITY
- THE CRIME IS TOO HIGH
- THE CRIME OF ASSUALT & ROBBERY-THE OLD PROJECTS
- THE EMPHASIS ON BAD NEWS
- THE HEAT; ROUGH ROADS; PUBLIC BEGGING; SOLICITATION OF MONEY
- THE LACK OF ATHLECTIC FIELD SPACE
- THE POOR ARE VERY POOR & WORRY ABOUT CRIME
- THE PUBLIC PERCEPTION THAT IT'S A DANGEROUS PLACE TO LIVE
- THE PUBLIC SCHOOLS CONTINUE TO BE UNSTABLE
- THE RIDICULOUS STREET MAINTENANCE CYCLE
- THE ROADS, AND LACK OF REHABILITATION
- THE SCHOOLS, ESP THE NEIGHBORHOOD HIGH SCHOOL
- THE STREETS NEED REPAIR; AND SECTION 8
- THE WAY THEY ALLOCATE THEIR MONEY
- TO UPLIFT THE DOWNTRODDEN VIA EDUCATION & OTHER NECESSITIES
- TOO MANY HOUSE RENTALS; REPURPOSE INSTEAD OF RAZING HISTORIC
- TOO MANY LEASE HOUSING FOR YOUNG PARENTS; INCREASE AGE REQ
- TOO MUCH CRIME
- TOO MUCH DISPARITY IN INCOMES & INBALANCE FOR LOW-INC FAMILY
- TOO MUCH SHOOTING
- TRAFFIC CONGESTION (2 Comments)
- TRAFFIC CONGESTION; NOT ENOUGH OPEN SPACE FOR PARKS
- TRAFFIC IN NORTHERN DURHAM & THE TOLL ROADS
- TRAFFIC ON NC 147
- VERY POOR POLICE PROTECTION IN MY NEIGHBORHOOD
- VIOLENCE
- VIOLENCE & CRIME
- VIOLENT CRIME IN LOWER SOCIOECONOMIC NEIGHBORHOODS
- WATER & PROPERTY TAXES SEEM HIGH
- WORK JOB OPPORTUNITIES ARE UNFAIRLY DISTRIBUTED
- YOUTHS PROGRAM; CITY LIFE FOR OLDER PEOPLE

Q27. How willing would you be to pay slightly more in taxes to fund affordable housing programs?

<u>Q27 Willing to pay more in taxes</u>	<u>Number</u>	<u>Percent</u>
Very Willing	51	12.7 %
Willing	89	22.2 %
Not Sure	113	28.2 %
<u>Not Willing</u>	<u>148</u>	<u>36.9 %</u>
Total	401	100.0 %

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

<u>Q28 Pay fees instead of taxes fund</u>	<u>Number</u>	<u>Percent</u>
Very Willing	50	12.5 %
Willing	111	27.7 %
Not Sure	146	36.4 %
<u>Not Willing</u>	<u>94</u>	<u>23.4 %</u>
Total	401	100.0 %

Q29. How willing would you be to pay a slight increase in taxes to fund the elimination of blight in Durham?

<u>Q29 Pay taxes to fund blight elimination</u>	<u>Number</u>	<u>Percent</u>
Very Willing	63	15.7 %
Willing	93	23.2 %
Not Sure	138	34.4 %
<u>Not Willing</u>	<u>107</u>	<u>26.7 %</u>
Total	401	100.0 %

Q30. What is the main issue you think the City of Durham will have over the next five years?(Duplicate comments were combined)

- Accommodations for social life and bringing in culture for activities for people to do.
- Affordable housing in Northern Durham.
- Affordable housing.
- Affordable housing/poverty.
- Aging infrastructure.
- All young people will be left.
- Amount of poverty.
- Bad streets and crime.
- Balancing budget.
- Blight should have been dealt with before it became blight; has to continue to grow to keep up with the region.
- Budget and smart management.
- Cannot say-not truly up to date on needs or desire of area's decision making.
- City was more integrated.
- Cleaning up all the drains in our streets.
- Competing with cities like Raleigh.
- Continue its growth and popularity.
- Continued blight; criminal activities centered around drugs, prostitution, and homelessness.
- Continued economic downtown and impact on revenues.
- Continued gangs, school drop outs; unemployment based on race.
- Continued unemployment.
- Continuing to focus on a balanced budget while maintaining infrastructure.
- Continuing unemployment, foreclosures, higher crime.
- Corruption in city government.
- Credibility, relevance.
- Crime (25 Comments)
- Crime and drugs.
- Crime and high unemployment.
- Crime and keep up with other metropolitan areas.
- Crime getting in the way of good development.
- Crime in East Durham.
- Crime levels east of the courthouse.
- Crime or perception that Durham is dangerous.
- Crime rate (2 Comments)
- Crime rate and becoming too much like every other built up city, all chain stores.
- Crime ratings and gangs.
- Crime reputation-ordinance compliance (front yard parking, wrong way parking).
- Crime, development of affordable housing.
- Crime, jobs.
- Crime, schools, racism.
- Crime, shootings in particular, theft.
- Crime, unemployment, housing issues.
- Crime/increased population growth/jobs.
- Crime/jobs.

Q30. What is the main issue you think the City of Durham will have over the next five years?

(Duplicate comments were combined)

- Crime/violence.
- Criminal activity and road conditions.
- Cultural.
- Deteriorating services.
- Disconnect with the people. No communication.
- Don't know, better housing programs, subsidized housing.
- Downtown entertainment.
- Drug, violence, increase crime, unemployment, gangs.
- Drugs; gang violence.
- Economic decline.
- Economic development
- Economic development
- Economic disparity, crime, poor schools.
- Economic growth and jobs.
- Economic growth-(we spend too much money on affordable housing with no one working to pay for them.)
- Economics
- Economy (3 Comments)
- Education, crime rate, transit.
- Education.
- Education/budget
- Effects of the inadequate public school system.
- Eliminate crime and improve housing condition and security.
- Elimination of blight.
- Employment (3 Comments)
- Expansion-need to get ahead of it.
- External perceptions.
- Financial compression/debt rating problem.
- Finding a way to a locally sustainable economy.
- Funding for schools and roads.
- Gang problems (5 Comments).
- Getting rid of the crime.
- Government waste and unnecessary problems.
- Growing traffic congestion.
- Growth (7 Comments)
- Growth and crime (2 Comments)
- Growth and more growth!
- Growth that city can't handle and not enough job opportunities.
- Growth vs. quality of life.
- Growth, division of wealth.
- Growth-reorganizing it in a smart way, not like Wake Co.
- Growth-sprawl of S Durham/traffic, business, rentals, downtown, historic neighborhoods and the properties that stand to be demolished.
- Have City Council use common sense! They vote on items that are not worth messing with.

Q30. What is the main issue you think the City of Durham will have over the next five years?

(Duplicate comments were combined)

- Have to get more people employed and make the city more inviting.
- Help people of other races settle in and language issues.
- High unemployment, high crime rates etc.
- High unemployment.
- Hispanics taking over the roads to bring their kids to out of district schools.
- Home foreclosures.
- Homelessness (2 Comments)
- Housing
- Housing crisis/property value, jobs.
- How to provide safety to all citizens.
- I see things getting radically worse if unemployment rate doesn't improve.
- Illegal Hispanics/Mexicans and the jobs they take.
- Illegal immigrants.
- Image (2 Comments)
- Image concerns and school system rankings.
- Image improvement.
- Image of a city laden with crime and poverty.
- Immigration.
- Improve public transportation, work on railway/metro building.
- Improving crime and public schools for young families invested in city.
- Improving image.
- Improving public education.
- Improving the K-12 schools.
- Increase in crime rate due to lack of employment.
- Increase in crime; deterioration of the surrounding downtown neighborhoods, turning into slums, and no one is doing anything to clean up project housing in downtown.
- Increased gang activity, criminal enterprises in areas so close to now-developing downtown.
- Increased population and development.
- Influx of people wanting to change Durham diversity.
- Infrastructure deterioration.
- Infrastructure repairs.
- Infrastructure to support growth.
- Issues stemming from growth.
- It's a city with several poor neighborhoods and a rich University-inequality is Durham's biggest challenge.
- It's a dirty city.
- Job creation (10 Comments)
- Keep tax increases from contributing to the continuing erosion of the middle class.
- Keeping educated people, continue to positively grow Durham/Southern Durham to grab high income earning from RTP.
- Keeping small professional business downtown.
- Keeping the youth out of trouble.
- Lack of economic opportunities, leading to increase in aforementioned property crimes.
- Lack of growth.

Q30. What is the main issue you think the City of Durham will have over the next five years?

(Duplicate comments were combined)

- Lack of taxes due to failing business.
- Language barriers.
- Low income people coming into Durham (more crime, gangs, etc. mid/high income families moving out!)
- Maintenance of affordable housing and repairing and upkeep at older houses.
- Making central Durham more hospitable for residents. Safer, cleaner, more sidewalks.
- Managing a balanced approach to growth.
- Managing growth and development.
- Managing growth.
- Mixed income.
- More crimes.
- More jobs for the people living in Durham to be able to work in Durham.
- Municipal budget difficulties given state legislative priorities.
- Natural resources and climate change (we need to do our part).
- Need for good schools. Look at the Montessori magnets and Central Park school for ideas on what works.
- No jobs; more homeless people.
- No money.
- Not enough jobs for blacks and whites.
- Not enough public school space for all the available housing.
- Not sure, maybe increase crime.
- Not sure.
- Organized gang activity.
- Over population-services can't keep up.
- Over-crowded schools.
- Overcrowding in suburbs.
- Overcrowding, illegal citizens.
- Overcrowding.
- Overpopulation (particularly in our schools).
- Perception of crime, and underfunding of police department.
- Police protection.
- Poor economy.
- Population growth (3 Comments)
- Poverty and crime.
- Poverty, safety.
- Poverty (2 Comments)
- Providing services for a growing population and stopping slum lords.
- Public education.
- Public rail transit.
- Public school district.
- Public school system.
- Racial bias.
- Reduce crime (I live at a city park entrance and often see prostitutes using park for tricks.)
- Reduce crime; if not, we will have a higher rate.

Q30. What is the main issue you think the City of Durham will have over the next five years?

(Duplicate comments were combined)

- Reducing crime and creating a positive image.
- Rejuvenate growth and development.
- Responsible development and effects on natural resources.
- Rich moving in to Durham-cause RTP area.
- Rich vs. poor gap: crime, jobs, housing.
- Rising unemployment.
- Roads.
- Safety
- School improvement, continued renewal.
- School systems and crime.
- Schools and public transportation.
- Schools and violent crimes-poor sections of the city.
- Schools will overflow.
- Schools (2 Comments)
- Schools-low quality will send homebuyers elsewhere-criminals in school.
- Seniors trying to live on a fixed income.
- Services for immigrants.
- Smart growth.
- Smart, environmentally friendly growth.
- Stalled economic development, inability to reduce crime.
- Street capacity and clarification of all costs.
- Supplying more options for teenagers today to have fun.
- Sustaining growth without breaking the bank; regarding education: growing too fast.
- Taxes (4 Comments)
- The demands for higher quality public education will increase as more people move to Durham to take advantage of the other higher quality offerings of the City.
- The poor and elderly will suffer.
- The school systems: the lottery system is not enough; the neighborhoods need more attention.
- Too high of a cost of living.
- Too much growth.
- Too much growth-please don't turn us into another Cary!
- Traffic (2 Comments)
- Traffic-need some kind of train system to eliminate the amount of cars and pollution.
- Transit.
- Transportation, like a rail system. We need it.
- Transportation (4 Comments)
- Uncontrolled growth.
- Underperforming schools and traffic congestion.
- Underserved communities that refuse to clean up their properties.
- Un-development and unemployment.
- Unemployment (2 Comments)
- Unemployment and crime (2 Comments)
- Unemployment and crime.

Q30. What is the main issue you think the City of Durham will have over the next five years?

(Duplicate comments were combined)

- Unemployment and poverty.
- Unemployment, increasing gang violence, no gun permit too many Hispanic, or Spanish speaking people.
- Unemployment (3 Comments)
- Unemployment/disparity in income/healthcare.
- Use money from taxes better.
- Violence in communities from gangs.
- Violence.
- Violent crime
- Wasting taxpayers' money.
- We already pay high taxes, but the quality received is low.
- Youth crime.

Q31. Approximately how many years have you lived in Durham?

<u>Q31 How many years live in Durham</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	49	12.2 %
5-10 years	67	16.7 %
11-20 years	78	19.5 %
More than 20 years	207	51.6 %
Total	401	100.0 %

Q32. What is your age?

<u>Q32 Respondent age</u>	<u>Number</u>	<u>Percent</u>
18-34 years	88	21.9 %
35-44 years	74	18.5 %
45-54 years	96	23.9 %
55-64 years	94	23.4 %
65-74 years	37	9.2 %
75+ years	12	3.0 %
Total	401	100.0 %

Q33. Do you have access to the Internet?

<u>Q33 Have access to internet</u>	<u>Number</u>	<u>Percent</u>
Yes	375	93.5 %
No	26	6.5 %
Total	401	100.0 %

Q34. What is your gender?

Q34 Respondents gender	Number	Percent
Male	198	49.4 %
Female	203	50.6 %
Total	401	100.0 %

Q35. Do you own or rent your current residence?

Q35 Own or rent residence	Number	Percent
Own	260	64.8 %
Rent	141	35.2 %
Total	401	100.0 %

Q36. Which of the following best describes your race/ethnicity?

Q36 Race/ethnicity	Number	Percent
Asian/Pacific Islander	8	2.0 %
White	189	47.1 %
American Indian/Eskimo	12	3.0 %
Black/African American	185	46.1 %
Other	16	4.0 %
Not provided	8	2.0 %
Total	418	

Q37. Are you of Hispanic, Latino, or other Spanish ancestry?

<u>Q37 Hispanic/Latino/other ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	45	11.2 %
No	333	83.0 %
Not provided	23	5.7 %
Total	401	100.0 %

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

<u>Q38 Annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30,000	56	14.0 %
\$30,000-\$59,999	93	23.2 %
\$60,000-\$99,999	102	25.4 %
\$100,000 or more	119	29.7 %
Not provided	31	7.7 %
Total	401	100.0 %

Q39. What is your home zip code?

<u>Zip code</u>	<u>Number</u>	<u>Percent</u>
27701	35	8.7 %
27703	52	13.0 %
27704	49	12.2 %
27705	55	13.7 %
27707	91	22.7 %
27712	25	6.2 %
27713	88	21.9 %
Not provided	6	1.5 %
Total	401	100.0 %

Section 4:

Survey Instrument



CITY OF DURHAM

City Manager's Office

101 CITY HALL PLAZA | DURHAM, NC 27701

919.560.4222 | F 919.560.4949

www.DurhamNC.gov

January 2012

Dear City of Durham Resident:

Thanks to you, the City of Durham remains one of the most vibrant and progressive cities 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 City 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 *2012 City of Durham Resident Survey*.

By completing and returning this survey, you will assist the City Council, as well as the City Administration, in making critical decisions about prioritizing City 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 the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions about this survey, or wish to learn more about the City's Strategic Plan and how your responses will impact the decisions made by your local government, please contact Durham One Call at (919) 560-1200 or visit the City's website at www.DurhamNC.gov/StrategicPlan.

Your feedback is very vital to us and we appreciate your help in making Durham an even better community to live, work, and play.

Sincerely,

Thomas J. Bonfield
City Manager

c: Enclosure

*Si usted tiene preguntas o no habla inglés,
por favor llame al 1-888-801-5368 y hable con Terry.*

CITY OF DURHAM RESIDENT SURVEY

Please take a few minutes to complete this survey. Your input is an important part of the City of Durham's on-going effort to identify and respond to resident concerns. If you have questions, please contact Durham One Call at (919) 560-1200. This survey is intended for City of Durham residents only.

- 1. Major categories of services provided by the City 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."**

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Overall quality of police protection	5	4	3	2	1	9
B.	Overall quality of fire protection and rescue services	5	4	3	2	1	9
C.	Overall proximity to fire station	5	4	3	2	1	9
D.	Overall maintenance of city streets	5	4	3	2	1	9
E.	Overall flow of traffic in the city	5	4	3	2	1	9
F.	Overall quality of the public transit system (Durham Area Transit Authority (DATA)/Bull City Connector)	5	4	3	2	1	9
G.	Overall quality of DATA's routes and schedules	5	4	3	2	1	9
H.	Overall quality of water and sewer utilities	5	4	3	2	1	9
I.	Overall enforcement of codes and ordinances	5	4	3	2	1	9
J.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
K.	Overall effectiveness of communication with the public	5	4	3	2	1	9
L.	Overall quality of the Parks and Recreation facilities and programs	5	4	3	2	1	9
M.	Overall appearance of major entryways to the city	5	4	3	2	1	9

- 2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?** [Write the letters below for your top three choices using the letters from the list in Question 1].

1st_____

2nd_____

3rd_____

- 3. Several items that may influence your perception of the City 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."**

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Overall quality of services provided by the City of Durham	5	4	3	2	1	9
B.	Overall appearance of the city	5	4	3	2	1	9
C.	Overall image of the city	5	4	3	2	1	9
D.	Overall police relationship with your community	5	4	3	2	1	9
E.	Overall preparedness to manage development and growth	5	4	3	2	1	9
F.	Overall quality of life in the city	5	4	3	2	1	9
G.	Overall quality of life in your neighborhood	5	4	3	2	1	9
H.	Overall walkability of downtown Durham	5	4	3	2	1	9
I.	Overall value you receive for your city taxes and fees	5	4	3	2	1	9

4. **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:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>N/A</i>
A.	When walking alone in your neighborhood during the day	5	4	3	2	1	9
B.	When walking alone in your neighborhood at night	5	4	3	2	1	9
C.	When walking alone in the nearest park to your home during the day	5	4	3	2	1	9
D.	When visiting recreation centers	5	4	3	2	1	9
E.	In downtown Durham	5	4	3	2	1	9
F.	In the City of Durham overall	5	4	3	2	1	9
G.	When riding DATA/Bull City Connector	5	4	3	2	1	9

5. **Please indicate whether you or other members of your household have done the following activities during the past year by circling YES or NO for each of the items listed below.**

A.	Used a City recreation center.....	YES	NO
B.	Used a City swimming pool	YES	NO
C.	Participated in City athletic programs.....	YES	NO
D.	Participated in other City recreation programs	YES	NO
E.	Visited a neighborhood or City park.....	YES	NO
F.	Attended a Parks and Recreation event.....	YES	NO
G.	Participated in a Neighborhood Watch program.....	YES	NO
H.	Attended a Partners Against Crime (PAC) meeting.....	YES	NO
I.	Participated in a public meeting of an appointed board or commission.....	YES	NO
J.	Attended or viewed a City Council meeting	YES	NO
K.	Ridden DATA/Bull City Connector	YES	NO
L.	Attended an event at the Durham Arts Council	YES	NO
M.	Attended an event at the Carolina Theatre	YES	NO
N.	Attended an event at the Durham Bulls Athletic Park.....	YES	NO
O.	Visited the Hayti Heritage Center	YES	NO
P.	Attended a performance at the Durham Performing Arts Center.....	YES	NO
Q.	Attended an event at the Durham Convention Center.....	YES	NO
R.	Disposed of materials at the City's household hazardous waste disposal center	YES	NO
S.	Contacted Durham One Call (560-1200)	YES	NO
T.	Visited downtown Durham	YES	NO
U.	Used a City parking facility.....	YES	NO
V.	Visited any of the Durham JobLink sites	YES	NO

6. **Parks and Recreation.** 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.”

<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A. City playgrounds	5	4	3	2	1	9
B. Greenways and trails in the city	5	4	3	2	1	9
C. City swimming pools	5	4	3	2	1	9
D. Outdoor athletic fields (e.g., baseball, soccer, and flag football)	5	4	3	2	1	9
E. City picnic shelters	5	4	3	2	1	9
F. Diversity of City recreation opportunities	5	4	3	2	1	9
G. City Outdoor Adventure programs	5	4	3	2	1	9
H. Overall quality of the City’s recreation programs and services	5	4	3	2	1	9
I. Cultural programming (events, concerts, festivals)	5	4	3	2	1	9
J. Customer service provided by City’s Parks and Recreation staff	5	4	3	2	1	9

7. Which **TWO** of the **parks and recreation** items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? (Write in the letters below using the letters from the list in Question 6).

1st. _____

2nd. _____

8. **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.”

<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A. Street maintenance and repair	5	4	3	2	1	9
B. Condition of streets in YOUR neighborhood	5	4	3	2	1	9
C. Cleanliness of city streets	5	4	3	2	1	9
D. Condition of street signs and traffic signals	5	4	3	2	1	9
E. Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	5	4	3	2	1	9
F. Cleanliness and appearance of medians and roadsides	5	4	3	2	1	9
G. Mowing and tree trimming along city streets and other public areas	5	4	3	2	1	9
H. Condition of city parks	5	4	3	2	1	9
I. Condition of recreation centers and facilities	5	4	3	2	1	9
J. Cleanliness of stormwater drains and creeks in your neighborhood	5	4	3	2	1	9

9. Which **THREE** of the **maintenance** items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? (Write in the letters below using the letters from the list in Question 8).

1st. _____

2nd. _____

3rd. _____

- 10. Code Enforcement:** 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
A.	Enforcement of junk and debris cleanup on private property	5	4	3	2	1	9
B.	Enforcement of mowing on private property	5	4	3	2	1	9
C.	Removal of abandoned or inoperative vehicles from private property	5	4	3	2	1	9
D.	Appearance of houses in your neighborhood	5	4	3	2	1	9
E.	Graffiti removal	5	4	3	2	1	9

- 11. How responsive is the City to your code enforcement requests for service/complaints?**

(Circle one only)

- ☐ (1) Very much
☐ (2) Somewhat
☐ (3) Not at all

- 12. Zoning Enforcement:** 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
A.	Enforcing the no front yard parking ordinance on private property	5	4	3	2	1	9
B.	Enforcing the signage ordinance	5	4	3	2	1	9
C.	Enforcing the noise ordinance	5	4	3	2	1	9
D.	Enforcing the mobile vendor ordinance and city code provisions	5	4	3	2	1	9
E.	Enforcing illegal uses (e.g., property correctly zoned for intended use)	5	4	3	2	1	9
F.	Enforcing ordinance preventing illegal development activity	5	4	3	2	1	9

- 13. City Utility Services.** 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
A.	Solid waste collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Bulky item pick up/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9
D.	Yard waste (leaves/tree limbs) collection services	5	4	3	2	1	9
E.	Quality of drinking water	5	4	3	2	1	9
F.	Sewer services	5	4	3	2	1	9
G.	Stream and lake protection	5	4	3	2	1	9
H.	Drainage of city streets	5	4	3	2	1	9

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

___(1) Yes (go to Question 15, sections A – F)

___(2) No (go to Question 16)

15. [ONLY IF “YES” to QUESTION 14] Using a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with the City employees you have contacted with regard to the following:

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	How easy they were to contact	5	4	3	2	1	9
B.	Courtesy of employees	5	4	3	2	1	9
C.	Accuracy of the information and assistance you were given	5	4	3	2	1	9
D.	Time it took for your request to be answered	5	4	3	2	1	9
E.	How well your issue was handled	5	4	3	2	1	9
F.	The resolution to your issue/concern	5	4	3	2	1	9

16. Economic Development: 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
A.	Approach the City is taking to address job creation	5	4	3	2	1	9
B.	Resources to support training and development for the under-employed	5	4	3	2	1	9
C.	Resources to support small business development	5	4	3	2	1	9
D.	Resources devoted to home ownership	5	4	3	2	1	9
E.	Proximity of your neighborhood to arts and cultural amenities	5	4	3	2	1	9

17. Communication. 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
A.	Availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	Level of public involvement in local decisions	5	4	3	2	1	9

18. Which of the following do you use to get information about the City of Durham?(check all that apply)

- | | |
|---|--|
| ___ (01) Durham Citizens' Newsletter (w/water bill) | ___ (11) Other Social media outlets such as the City's DTV8 Facebook page, Twitter page, or YouTube page |
| ___ (02) The Herald-Sun Newspaper | ___ (12) City produced printed brochures, flyers, posters, postcards, letters, etc. |
| ___ (03) The News & Observer Newspaper | ___ (13) Paid advertising in local media outlets (radio/TV/newspapers/magazines) |
| ___ (04) Other local newspapers | ___ (14) Live televised City Council meetings |
| ___ (05) Government Access Channel 8 (DTV8) | ___ (15) Durham One Call (560-1200) |
| ___ (06) Local radio news | ___ (16) City website (www.DurhamNC.gov) |
| ___ (07) Local television news | |
| ___ (08) City Manager's Weekly e-Newsletter | |
| ___ (09) City representatives at events or meeting | |
| ___ (10) Community blogs or list serves | |

19 . How do you normally watch programs on the City's government access channel (DTV8)?

- ☐ (1) Channel surfing
☐ (2) For specific programs (City Council meetings, *City Hall This Week*, *CityLife*, Planning Commission meetings, other special programming)
☐ (3) I don't watch

20. What kind of programs would you like to see more of on DTV8?

- ☐ (1) More meeting coverage (City Council meetings, Planning Commission meetings, etc.)
☐ (2) More regular programming (*CityLife*, *City Hall This Week*, *We Care Series*, etc.)
☐ (3) More bulletin board information
☐ (4) Other (Please write in your choice, for example traffic cameras, police information, special events, etc.)
-

21. Provide your top three methods to get information about the City of Durham?

1st _____ 2nd _____ 3rd _____

22. Do you think the level of public involvement in the City of Durham is:

- ☐ (1) Too high – too many opportunities for public involvement
☐ (2) About right
☐ (3) Too low – not enough opportunities for public involvement
☐ (9) I don't know

23. Have you heard about the City's Strategic Plan?

- ☐ (1) Yes ☐ (2) No

24. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following:

How would you rate the City of Durham:		Excellent	Good	Neutral	Below Average	Poor	N/A
A.	As a place to live	5	4	3	2	1	9
B.	As a place to work	5	4	3	2	1	9
C.	As a place to play	5	4	3	2	1	9
D.	As a place to raise children	5	4	3	2	1	9
E.	As a place to retire	5	4	3	2	1	9
F.	As a place to visit	5	4	3	2	1	9
G.	As a city that is moving in the right direction	5	4	3	2	1	9

25. (Optional) What do you like BEST about living in the City of Durham?

26. (Optional) What do you like LEAST about living in the City of Durham?

27. How willing would you be to pay slightly more in taxes to fund affordable housing programs?

- ☐ (1) Very Willing
☐ (2) Willing
☐ (3) Not Sure
☐ (4) Not Willing

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

- ☐ (1) Very Willing
☐ (2) Willing
☐ (3) Not Sure
☐ (4) Not Willing

29. How willing would you be to pay a slight increase in taxes to fund the elimination of blight in Durham?

- ☐ (1) Very Willing
☐ (2) Willing
☐ (3) Not Sure
☐ (4) Not Willing

30. (Optional) What is the main issue you think the City of Durham will face over the next five years?

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

- ☐ (1) Less than 5 years ☐ (3) 11-20 years
☐ (2) 5-10 years ☐ (4) More than 20 years

32. What is your age?

- ☐ (1) Under 25 years ☐ (5) 55-64 years
☐ (2) 25-34 years ☐ (6) 65-74 years
☐ (3) 35-44 years ☐ (7) 75+ years
☐ (4) 45-54 years

33. Do you have access to the Internet? ☐ (1) Yes ☐ (2) No

34. What is your gender? ☐ (1) Male ☐ (2) Female

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

36. Which of the following best describes your race/ethnicity? (check all that apply)

- ☐ (1) Asian/Pacific Islander ☐ (4) Black/African American
☐ (2) White ☐ (5) Other: _____
☐ (3) American Indian/Eskimo

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

38. Would you say your total annual household income is:

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

39. What is your home zip code? _____

If you have other comments about ways to improve the quality of City services, please write your comments below. Your responses will remain completely confidential. The information printed on the sticker will ONLY be used to help identify which areas of the city are having difficulties with City-provided services. If your address is not correct, please provide the correct information.

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 on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with city services. If your address is not correct, please provide the correct information. Thanks.