

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-1. Overall quality of police protection

Very satisfied	12.8%	13.5%	10.1%	14.0%
Satisfied	42.9%	36.5%	38.0%	39.0%
Neutral	31.1%	32.3%	32.9%	31.1%
Dissatisfied	9.0%	9.8%	13.9%	10.0%
Very dissatisfied	4.2%	7.9%	5.1%	5.9%

Q1-2. Overall quality of sheriff protection

Very satisfied	10.9%	13.2%	9.0%	12.9%
Satisfied	39.5%	36.0%	35.8%	37.0%
Neutral	40.6%	37.2%	44.8%	38.3%
Dissatisfied	5.1%	7.9%	6.0%	7.1%
Very dissatisfied	3.9%	5.8%	4.5%	4.7%

Q1-3. Overall quality of fire & life safety programming

Very satisfied	29.0%	28.5%	23.2%	28.7%
Satisfied	47.9%	48.5%	60.9%	48.1%
Neutral	22.0%	20.5%	14.5%	21.3%
Dissatisfied	0.8%	1.3%	0.0%	0.9%
Very dissatisfied	0.4%	1.3%	1.4%	0.9%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-4. Response time for fire services

Very satisfied	33.9%	37.3%	37.5%	35.8%
Satisfied	39.8%	39.5%	39.6%	40.0%
Neutral	24.6%	21.5%	22.9%	22.6%
Dissatisfied	1.8%	0.6%	0.0%	1.1%
Very dissatisfied	0.0%	1.1%	0.0%	0.5%

Q1-5. Overall quality of EMS services

Very satisfied	37.8%	38.2%	33.3%	37.9%
Satisfied	39.3%	38.7%	45.1%	38.8%
Neutral	19.9%	20.6%	19.6%	20.8%
Dissatisfied	1.5%	1.5%	2.0%	1.4%
Very dissatisfied	1.5%	1.0%	0.0%	1.2%

Q1-6. Response time for EMS services

Very satisfied	36.2%	36.2%	35.4%	36.3%
Satisfied	38.4%	35.1%	37.5%	36.3%
Neutral	21.5%	25.9%	25.0%	24.2%
Dissatisfied	2.8%	1.6%	2.1%	2.3%
Very dissatisfied	1.1%	1.1%	0.0%	1.0%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-7. Overall maintenance of City streets

Very satisfied	4.2%	8.2%	1.3%	6.4%
Satisfied	32.7%	22.7%	30.0%	27.4%
Neutral	24.5%	17.8%	32.5%	22.0%
Dissatisfied	31.0%	29.7%	26.3%	29.5%
Very dissatisfied	7.5%	21.6%	10.0%	14.6%

Q1-8. Overall ease of travel within Durham

Very satisfied	10.8%	10.2%	6.3%	10.2%
Satisfied	40.8%	36.0%	39.2%	38.8%
Neutral	31.4%	25.4%	27.8%	28.2%
Dissatisfied	15.4%	21.2%	22.8%	18.3%
Very dissatisfied	1.6%	7.2%	3.8%	4.4%

Q1-9. Overall quality of public transit system (GoDurham)

Very satisfied	7.1%	13.9%	4.2%	10.6%
Satisfied	25.8%	27.1%	39.6%	26.0%
Neutral	37.4%	37.5%	29.2%	36.9%
Dissatisfied	20.6%	13.2%	16.7%	17.2%
Very dissatisfied	9.0%	8.3%	10.4%	9.4%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)

Very satisfied	8.5%	12.4%	7.7%	10.4%
Satisfied	23.7%	34.2%	27.7%	29.2%
Neutral	27.5%	32.2%	26.2%	28.2%
Dissatisfied	32.6%	12.9%	29.2%	23.6%
Very dissatisfied	7.6%	8.4%	9.2%	8.6%

Q1-11. Overall quality of pedestrian facilities (e.g. sidewalks)

Very satisfied	5.5%	6.7%	2.6%	6.6%
Satisfied	28.9%	29.8%	35.9%	29.3%
Neutral	23.0%	26.2%	20.5%	24.4%
Dissatisfied	30.9%	23.8%	32.1%	27.3%
Very dissatisfied	11.7%	13.5%	9.0%	12.4%

Q1-12. Overall quality of water & sewer utilities

Very satisfied	23.4%	11.5%	21.1%	17.8%
Satisfied	49.3%	47.9%	50.0%	48.8%
Neutral	20.1%	25.7%	15.8%	22.4%
Dissatisfied	4.9%	9.2%	11.8%	6.9%
Very dissatisfied	2.3%	5.7%	1.3%	4.1%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-13. Overall enforcement of codes & ordinances

Very satisfied	8.1%	7.6%	10.3%	8.4%
Satisfied	35.1%	31.4%	36.8%	33.7%
Neutral	37.8%	41.9%	30.9%	39.1%
Dissatisfied	12.7%	14.8%	14.7%	13.2%
Very dissatisfied	6.2%	4.2%	7.4%	5.6%

Q1-14. Overall quality of customer service you receive from City employees

Very satisfied	23.3%	17.1%	22.4%	20.7%
Satisfied	46.7%	46.5%	38.8%	45.2%
Neutral	20.4%	25.7%	25.4%	23.6%
Dissatisfied	6.3%	8.2%	7.5%	7.4%
Very dissatisfied	3.3%	2.4%	6.0%	3.1%

Q1-15. Overall quality of customer service you receive from County employees

Very satisfied	20.9%	19.2%	14.8%	20.0%
Satisfied	44.1%	42.7%	42.6%	42.6%
Neutral	28.2%	29.5%	29.6%	29.5%
Dissatisfied	4.1%	5.6%	3.7%	4.7%
Very dissatisfied	2.7%	3.0%	9.3%	3.3%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-16. Overall effectiveness of communication with the public

Very satisfied	12.9%	11.9%	12.2%	12.5%
Satisfied	50.5%	43.3%	43.2%	46.2%
Neutral	26.1%	31.0%	28.4%	28.3%
Dissatisfied	7.5%	9.9%	10.8%	9.3%
Very dissatisfied	3.1%	4.0%	5.4%	3.7%

Q1-17. Overall quality of parks & recreation programs

Very satisfied	20.1%	15.6%	16.2%	18.1%
Satisfied	45.8%	44.3%	47.3%	44.5%
Neutral	23.9%	29.1%	23.0%	26.4%
Dissatisfied	7.6%	6.8%	9.5%	7.4%
Very dissatisfied	2.7%	4.2%	4.1%	3.7%

Q1-18. Overall quality of library services & programs

Very satisfied	42.8%	31.5%	36.6%	36.4%
Satisfied	42.0%	46.5%	50.7%	44.5%
Neutral	11.0%	17.0%	8.5%	14.1%
Dissatisfied	3.8%	2.1%	4.2%	3.3%
Very dissatisfied	0.4%	2.9%	0.0%	1.6%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-19. Overall quality of services provided by Durham County Department of Social Services

Very satisfied	9.5%	13.8%	5.4%	12.3%
Satisfied	24.6%	27.5%	27.0%	26.3%
Neutral	52.4%	36.3%	51.4%	43.4%
Dissatisfied	9.5%	11.9%	13.5%	11.1%
Very dissatisfied	4.0%	10.6%	2.7%	7.0%

Q1-20. Overall quality of public health services

Very satisfied	11.2%	14.5%	5.6%	13.6%
Satisfied	41.0%	39.4%	42.6%	39.0%
Neutral	41.0%	30.6%	40.7%	35.7%
Dissatisfied	5.1%	9.3%	9.3%	7.7%
Very dissatisfied	1.7%	6.2%	1.9%	4.0%

Q1-21. Overall quality of tax administration services

Very satisfied	8.2%	10.7%	1.7%	10.0%
Satisfied	42.2%	37.5%	45.8%	38.8%
Neutral	38.4%	37.1%	37.3%	38.0%
Dissatisfied	6.9%	7.1%	6.8%	7.0%
Very dissatisfied	4.3%	7.6%	8.5%	6.2%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q1-22. Overall quality of public schools

Very satisfied	6.7%	8.4%	3.6%	7.6%
Satisfied	25.2%	28.1%	33.9%	27.1%
Neutral	30.0%	35.0%	26.8%	31.6%
Dissatisfied	24.8%	17.2%	26.8%	20.9%
Very dissatisfied	13.3%	11.3%	8.9%	12.9%

Q1-23. Overall quality of charter schools

Very satisfied	8.6%	6.8%	5.7%	7.7%
Satisfied	32.8%	23.3%	40.0%	29.4%
Neutral	38.3%	48.6%	31.4%	42.8%
Dissatisfied	10.2%	14.4%	20.0%	11.7%
Very dissatisfied	10.2%	6.8%	2.9%	8.4%

Q1-24. Overall quality of private schools

Very satisfied	27.1%	12.3%	17.1%	20.2%
Satisfied	30.2%	26.9%	45.7%	29.1%
Neutral	34.1%	48.5%	22.9%	41.1%
Dissatisfied	3.9%	6.9%	11.4%	5.0%
Very dissatisfied	4.7%	5.4%	2.9%	4.6%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q2. Sum of Top 3 Choices

Overall quality of police protection	49.4%	54.6%	46.3%	50.4%
Overall quality of sheriff protection	9.2%	15.0%	8.5%	11.6%
Overall quality of fire & life safety programming	5.1%	4.8%	1.2%	5.0%
Response time for fire services	1.3%	2.2%	0.0%	1.7%
Overall quality of EMS services	4.1%	2.2%	2.4%	3.1%
Response time for EMS services	1.3%	3.3%	1.2%	2.4%
Overall maintenance of City streets	33.1%	39.6%	31.7%	35.9%
Overall ease of travel within Durham	10.8%	12.5%	15.9%	11.8%
Overall quality of public transit system (GoDurham)	14.3%	5.9%	19.5%	10.4%
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	13.7%	6.2%	11.0%	9.9%
Overall quality of pedestrian facilities (e.g. sidewalks)	20.1%	12.1%	17.1%	16.2%
Overall quality of water & sewer utilities	10.2%	9.2%	11.0%	9.9%
Overall enforcement of codes & ordinances	7.0%	6.2%	8.5%	6.6%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q2. Sum of Top 3 Choices (Cont.)

Overall quality of customer service you receive from City employees	3.2%	2.2%	4.9%	2.8%
Overall quality of customer service you receive from County employees	1.9%	0.4%	1.2%	1.3%
Overall effectiveness of communication with the public	4.5%	6.2%	11.0%	5.7%
Overall quality of parks & recreation programs	9.6%	7.7%	9.8%	8.2%
Overall quality of library services & programs	4.1%	3.7%	6.1%	3.9%
Overall quality of services provided by Durham County Department of Social Services	8.0%	9.5%	3.7%	8.2%
Overall quality of public health services	14.6%	12.5%	17.1%	13.8%
Overall quality of tax administration services	1.9%	2.6%	4.9%	2.4%
Overall quality of public schools	45.2%	35.5%	41.5%	40.7%
Overall quality of charter schools	1.3%	0.7%	1.2%	1.4%
None chosen	6.1%	12.1%	4.9%	9.4%

Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	
<u>Q3-1. Overall quality of services provided by City</u>				
Very satisfied	9.3%	7.8%	8.8%	9.0%
Satisfied	58.7%	50.2%	58.8%	53.6%
Neutral	24.0%	30.0%	22.5%	27.1%
Dissatisfied	6.3%	9.3%	5.0%	8.0%
Very dissatisfied	1.7%	2.7%	5.0%	2.3%
<u>Q3-2. Overall quality of services provided by County</u>				
Very satisfied	5.9%	8.3%	4.2%	7.2%
Satisfied	57.5%	47.5%	56.9%	51.7%
Neutral	31.1%	33.3%	29.2%	32.6%
Dissatisfied	4.0%	7.5%	5.6%	5.9%
Very dissatisfied	1.5%	3.3%	4.2%	2.5%
<u>Q3-3. Overall appearance of Durham</u>				
Very satisfied	9.2%	8.3%	6.3%	8.8%
Satisfied	49.2%	44.9%	43.8%	46.5%
Neutral	23.3%	27.5%	28.8%	25.0%
Dissatisfied	14.8%	14.3%	13.8%	15.2%
Very dissatisfied	3.6%	4.9%	7.5%	4.5%

Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q3-4. Overall management of development & growth

Very satisfied	4.7%	8.7%	0.0%	7.1%
Satisfied	34.3%	28.1%	37.7%	31.3%
Neutral	26.3%	34.0%	26.0%	29.7%
Dissatisfied	24.9%	22.1%	26.0%	23.2%
Very dissatisfied	9.8%	7.1%	10.4%	8.7%

Q3-5. Overall image of Durham

Very satisfied	12.1%	8.7%	12.3%	11.2%
Satisfied	45.0%	32.7%	43.2%	38.6%
Neutral	25.7%	35.0%	22.2%	29.1%
Dissatisfied	12.1%	15.2%	17.3%	14.4%
Very dissatisfied	5.2%	8.4%	4.9%	6.7%

Q3-6. Overall quality of life in Durham

Very satisfied	21.5%	9.9%	16.0%	16.4%
Satisfied	49.8%	44.1%	50.6%	46.5%
Neutral	18.9%	29.7%	21.0%	23.9%
Dissatisfied	7.8%	11.8%	9.9%	10.2%
Very dissatisfied	2.0%	4.6%	2.5%	2.9%

Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q3-7. Overall quality of life in your neighborhood

Very satisfied	38.8%	24.7%	32.9%	31.6%
Satisfied	42.7%	44.9%	41.5%	44.1%
Neutral	11.7%	15.7%	9.8%	13.5%
Dissatisfied	4.2%	10.9%	11.0%	7.7%
Very dissatisfied	2.6%	3.7%	4.9%	3.1%

Q3-8. Overall value you receive for your local property taxes

Very satisfied	10.3%	7.9%	11.5%	9.0%
Satisfied	37.1%	27.7%	35.9%	32.5%
Neutral	27.8%	36.4%	24.4%	32.0%
Dissatisfied	17.5%	17.8%	16.7%	17.7%
Very dissatisfied	7.2%	10.3%	11.5%	8.7%

Q4. COVID-19 Response. Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	
<u>Q4-1. City Government</u>				
Very satisfied	29.6%	21.3%	29.6%	25.5%
Satisfied	45.5%	43.0%	43.2%	43.2%
Neutral	15.0%	22.4%	16.0%	19.0%
Dissatisfied	5.6%	9.1%	3.7%	7.4%
Very dissatisfied	4.3%	4.2%	7.4%	4.9%
<u>Q4-2. County Government</u>				
Very satisfied	24.0%	20.2%	24.7%	21.9%
Satisfied	45.6%	42.3%	46.6%	42.8%
Neutral	20.8%	24.9%	20.5%	23.5%
Dissatisfied	5.7%	9.1%	2.7%	7.3%
Very dissatisfied	3.9%	3.6%	5.5%	4.5%
<u>Q4-3. State Government</u>				
Very satisfied	28.4%	25.0%	27.5%	26.8%
Satisfied	39.9%	42.7%	40.0%	40.5%
Neutral	13.1%	16.5%	12.5%	14.7%
Dissatisfied	11.4%	11.9%	11.3%	11.4%
Very dissatisfied	7.2%	3.8%	8.8%	6.5%

Q4. COVID-19 Response. Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q4-4. Federal Government

Very satisfied	5.2%	7.4%	1.2%	6.7%
Satisfied	10.7%	15.9%	12.3%	13.7%
Neutral	10.4%	16.7%	7.4%	13.6%
Dissatisfied	25.1%	23.6%	33.3%	23.9%
Very dissatisfied	48.5%	36.4%	45.7%	42.1%

Q4-5. Durham Public School System

Very satisfied	16.0%	17.6%	16.0%	17.1%
Satisfied	32.4%	33.7%	22.0%	32.9%
Neutral	27.1%	28.8%	34.0%	27.7%
Dissatisfied	15.4%	13.2%	18.0%	14.3%
Very dissatisfied	9.0%	6.8%	10.0%	8.0%

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19. (top 5)

N=637

	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	
<u>Q5. Sum of Top 5 Choices</u>				
Utility payment assistance	30.9%	37.7%	37.8%	34.4%
Housing & rent assistance	67.2%	65.6%	68.3%	64.8%
Food	58.0%	50.9%	53.7%	54.5%
Ensuring access to medical health services	50.6%	49.5%	51.2%	51.0%
Ensuring access to behavioral health services	22.0%	21.2%	25.6%	22.1%
Preventing COVID-19 spread	59.2%	57.9%	58.5%	58.2%
Helping small businesses	58.9%	44.3%	51.2%	51.8%
Providing PPE (face masks, hand sanitizer & other protective equipment)	20.4%	24.9%	22.0%	23.4%
Creating more testing access	29.0%	24.5%	29.3%	26.2%
Quarantine spaces for families & individuals	9.9%	7.7%	8.5%	9.3%
Communicating information about COVID-19	15.6%	15.4%	17.1%	16.0%
Ensuring safe schooling through Durham public schools	40.8%	38.8%	45.1%	39.1%
Other	2.5%	1.5%	3.7%	2.4%
None chosen	2.9%	7.7%	2.4%	4.9%

Q6. How often do you wear a mask in the following settings? (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	
<u>Q6-1. Public indoor gathering</u>				
Always	92.2%	94.8%	94.7%	93.3%
Frequently	3.7%	3.6%	3.9%	3.9%
Sometimes	1.5%	1.6%	0.0%	1.4%
Rarely	0.7%	0.0%	1.3%	0.4%
Never	1.9%	0.0%	0.0%	1.1%
<u>Q6-2. Private indoor gathering with people you don't live with</u>				
Always	61.2%	70.2%	58.2%	65.8%
Frequently	17.8%	18.0%	25.4%	17.5%
Sometimes	13.2%	7.9%	11.9%	10.4%
Rarely	5.0%	2.6%	4.5%	3.8%
Never	2.7%	1.3%	0.0%	2.5%
<u>Q6-3. Public outdoor gathering</u>				
Always	72.1%	80.9%	75.3%	76.7%
Frequently	15.4%	11.6%	14.3%	13.4%
Sometimes	8.9%	5.0%	7.8%	6.7%
Rarely	1.8%	1.7%	2.6%	1.6%
Never	1.8%	0.8%	0.0%	1.6%

Q6. How often do you wear a mask in the following settings? (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
		Black/ African		
	White	American	Hispanic	

Q6-4. Private outdoor gathering with people you don't live with

Always	50.7%	75.0%	51.3%	62.3%
Frequently	19.0%	12.9%	23.7%	16.6%
Sometimes	18.0%	6.5%	14.5%	12.0%
Rarely	6.3%	4.3%	6.6%	5.4%
Never	6.0%	1.3%	3.9%	3.8%

Q6-5. Workplace

Always	89.9%	84.1%	87.5%	87.4%
Frequently	6.9%	9.9%	7.1%	7.5%
Sometimes	0.5%	4.6%	1.8%	2.7%
Rarely	1.1%	1.3%	0.0%	1.1%
Never	1.6%	0.0%	3.6%	1.3%

Q7. Which of the following best describes the education status of children in your household?

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q7. What following best describes the education status of children in your household

My children are enrolled in Durham public schools	9.9%	17.2%	14.6%	13.3%
My children are enrolled in a charter school in Durham County	1.9%	4.0%	1.2%	3.1%
My children are enrolled in a private school in Durham County	3.5%	2.9%	2.4%	3.3%
My children go to school outside of Durham County	0.6%	2.2%	2.4%	1.7%
My children went to or graduated from Durham public schools	14.6%	26.0%	14.6%	19.2%
My children went to or graduated from a charter school in Durham County	0.3%	2.6%	0.0%	1.3%
My children went to or graduated from a private school in Durham County	4.1%	3.7%	2.4%	3.8%
My children went to or graduated from a school outside of Durham County	2.9%	3.3%	3.7%	3.3%
My children are homeschooled	2.5%	1.1%	3.7%	2.2%
This question does not apply to me	62.7%	49.1%	59.8%	56.0%

Q8. Durham Public Schools. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about Durham Public Schools. (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q8-1. Manages education budget well

Strongly agree	5.8%	6.5%	6.5%	7.0%
Agree	24.4%	26.0%	19.6%	23.7%
Neutral	46.8%	43.2%	50.0%	44.8%
Disagree	15.4%	15.4%	10.9%	15.6%
Strongly disagree	7.7%	8.9%	13.0%	8.9%

Q8-2. Attracts high quality teachers

Strongly agree	7.1%	9.5%	6.3%	8.8%
Agree	22.0%	23.7%	31.3%	22.0%
Neutral	37.5%	40.8%	35.4%	38.1%
Disagree	25.0%	18.9%	16.7%	23.1%
Strongly disagree	8.3%	7.1%	10.4%	8.0%

Q8-3. Is transparent about education-related decision making

Strongly agree	6.8%	7.7%	10.6%	7.8%
Agree	26.1%	31.0%	29.8%	27.1%
Neutral	43.5%	36.3%	42.6%	39.6%
Disagree	15.5%	17.3%	4.3%	17.5%
Strongly disagree	8.1%	7.7%	12.8%	8.0%

Q8. Durham Public Schools. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements about Durham Public Schools. (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q8-4. Encourages community involvement in education-related decision making

Strongly agree	7.5%	12.2%	8.5%	10.1%
Agree	31.7%	32.6%	38.3%	31.1%
Neutral	34.8%	33.1%	27.7%	33.3%
Disagree	19.3%	14.5%	14.9%	18.0%
Strongly disagree	6.8%	7.6%	10.6%	7.4%

Q8-5. Ensures quality education for students

Strongly agree	7.1%	7.9%	6.0%	7.9%
Agree	20.2%	27.5%	28.0%	23.6%
Neutral	39.9%	36.0%	32.0%	37.3%
Disagree	22.6%	17.4%	20.0%	19.7%
Strongly disagree	10.1%	11.2%	14.0%	11.5%

Q8-6. Has effective leadership in K-12 education

Strongly agree	8.6%	10.3%	6.5%	9.7%
Agree	23.8%	28.0%	28.3%	24.9%
Neutral	41.1%	41.7%	43.5%	41.3%
Disagree	15.9%	11.4%	15.2%	14.1%
Strongly disagree	10.6%	8.6%	6.5%	10.0%

Q9. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q9-1. When walking alone in your neighborhood during the day

Very safe	65.0%	48.5%	60.5%	56.5%
Safe	26.5%	37.9%	30.9%	32.3%
Neutral	3.9%	6.1%	4.9%	5.0%
Unsafe	3.2%	5.3%	3.7%	4.2%
Very unsafe	1.3%	2.3%	0.0%	1.9%

Q9-2. When walking alone in your neighborhood at night

Very safe	22.7%	17.2%	20.5%	19.8%
Safe	41.0%	37.0%	38.5%	38.8%
Neutral	16.7%	15.1%	17.9%	16.6%
Unsafe	13.3%	19.3%	11.5%	16.0%
Very unsafe	6.3%	11.3%	11.5%	8.8%

Q9-3. In Downtown Durham

Very safe	14.2%	13.1%	11.5%	13.5%
Safe	42.4%	38.9%	42.3%	40.0%
Neutral	22.8%	31.1%	25.6%	26.0%
Unsafe	14.6%	10.2%	12.8%	13.5%
Very unsafe	6.0%	6.6%	7.7%	6.9%

Q9. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q9-4. In Durham overall

Very safe	8.5%	5.8%	6.3%	7.2%
Safe	39.2%	35.0%	34.2%	36.5%
Neutral	34.0%	33.5%	40.5%	33.7%
Unsafe	15.0%	18.3%	16.5%	17.2%
Very unsafe	3.3%	7.4%	2.5%	5.4%

Q9-5. When using City recreation centers

Very safe	20.5%	10.9%	9.8%	15.7%
Safe	42.7%	42.0%	45.1%	41.0%
Neutral	27.5%	31.0%	31.4%	29.2%
Unsafe	5.3%	10.9%	7.8%	9.4%
Very unsafe	4.1%	5.2%	5.9%	4.7%

Q9-6. When visiting City parks

Very safe	17.8%	8.8%	11.1%	13.6%
Safe	51.9%	40.7%	51.4%	45.7%
Neutral	20.5%	33.3%	26.4%	26.9%
Unsafe	6.2%	10.2%	5.6%	8.7%
Very unsafe	3.5%	6.9%	5.6%	5.0%

Q10. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate how you feel with regard to the following aspects of Law Enforcement and the Criminal Justice System. (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q10-1. Overall police relationship with your community

Very satisfied	10.0%	13.3%	9.3%	11.7%
Satisfied	46.6%	30.1%	42.7%	38.3%
Neutral	30.7%	31.6%	36.0%	30.8%
Dissatisfied	9.7%	16.4%	6.7%	13.4%
Very dissatisfied	3.1%	8.6%	5.3%	5.8%

Q10-2. Overall Sheriff's Office relationship with your community

Very satisfied	10.0%	12.8%	7.7%	11.5%
Satisfied	34.4%	29.1%	35.4%	31.7%
Neutral	40.0%	37.0%	47.7%	37.5%
Dissatisfied	12.8%	12.8%	6.2%	13.7%
Very dissatisfied	2.8%	8.4%	3.1%	5.6%

Q10-3. Animal Control services

Very satisfied	11.8%	7.9%	13.5%	10.5%
Satisfied	44.3%	34.7%	42.3%	39.1%
Neutral	32.5%	43.2%	34.6%	37.8%
Dissatisfied	9.4%	8.4%	7.7%	8.7%
Very dissatisfied	1.9%	5.8%	1.9%	3.9%

Q10. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate how you feel with regard to the following aspects of Law Enforcement and the Criminal Justice System. (without "N/A")

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q10-4. Enforcement of traffic safety laws

Very satisfied	5.4%	8.8%	4.1%	7.8%
Satisfied	40.1%	32.9%	38.4%	37.1%
Neutral	26.5%	36.7%	30.1%	30.5%
Dissatisfied	19.0%	13.3%	16.4%	16.0%
Very dissatisfied	9.0%	8.3%	11.0%	8.6%

Q10-5. Local court system

Very satisfied	6.6%	6.2%	3.9%	7.3%
Satisfied	31.0%	28.0%	31.4%	28.8%
Neutral	42.6%	44.0%	47.1%	42.9%
Dissatisfied	11.7%	12.4%	5.9%	11.7%
Very dissatisfied	8.1%	9.3%	11.8%	9.4%

Q11. Affordable Housing. How satisfied are you with the availability of affordable housing? (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
		Black/ African American		
	<u>White</u>	<u>American</u>	<u>Hispanic</u>	<u></u>

Q11. How satisfied are you with the availability of affordable housing

Very satisfied	4.1%	1.9%	3.4%	3.3%
Satisfied	13.8%	11.7%	12.1%	13.6%
Neutral	28.6%	21.8%	31.0%	25.2%
Dissatisfied	35.9%	30.6%	36.2%	32.4%
Very dissatisfied	17.5%	34.0%	17.2%	25.6%

Q12. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
		Black/ African American	Hispanic	
	White			

Q12-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income

Yes	18.2%	37.3%	27.6%	27.6%
No	81.8%	62.7%	72.4%	72.4%

Q12-2. Are you able to find housing you can afford in Durham

Yes	87.4%	64.3%	80.3%	77.6%
No	12.6%	35.7%	19.7%	22.4%

Q12-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources

Yes	24.4%	32.7%	27.3%	28.6%
No	75.6%	67.3%	72.7%	71.4%

Q13. Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q13-1. Greenways & trails

Very satisfied	19.3%	14.0%	18.1%	16.8%
Satisfied	50.4%	52.1%	52.8%	50.9%
Neutral	19.0%	24.2%	16.7%	20.8%
Dissatisfied	9.1%	7.0%	9.7%	8.7%
Very dissatisfied	2.2%	2.8%	2.8%	2.8%

Q13-2. Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)

Very satisfied	10.0%	9.1%	6.3%	9.7%
Satisfied	41.1%	48.5%	46.9%	44.4%
Neutral	34.9%	30.3%	21.9%	31.5%
Dissatisfied	12.9%	9.1%	21.9%	12.2%
Very dissatisfied	1.0%	3.0%	3.1%	2.3%

Q13. Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q13-3. Customer service provided by City's Parks & Recreation staff

Very satisfied	16.0%	13.0%	17.0%	14.4%
Satisfied	38.5%	42.7%	31.9%	39.9%
Neutral	36.7%	38.4%	38.3%	36.8%
Dissatisfied	6.5%	4.9%	8.5%	6.8%
Very dissatisfied	2.4%	1.1%	4.3%	2.1%

Q13-4. Public art

Very satisfied	17.0%	14.9%	21.7%	16.6%
Satisfied	47.5%	49.3%	49.3%	48.0%
Neutral	25.9%	29.4%	21.7%	26.9%
Dissatisfied	6.9%	4.1%	4.3%	5.8%
Very dissatisfied	2.7%	2.3%	2.9%	2.7%

Q14. How would you rate Durham in the following areas? (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q14-1. Current state of race relations

Excellent	2.3%	3.4%	0.0%	3.8%
Good	38.3%	28.7%	34.2%	33.7%
Neutral	37.2%	31.7%	44.3%	34.2%
Below average	17.1%	21.5%	11.4%	18.4%
Poor	5.0%	14.7%	10.1%	9.9%

Q14-2. Progress addressing racial equity

Excellent	3.1%	2.7%	1.3%	4.2%
Good	45.7%	29.4%	42.9%	37.4%
Neutral	32.3%	28.2%	31.2%	30.2%
Below average	13.7%	24.8%	14.3%	18.1%
Poor	5.2%	14.9%	10.4%	10.2%

Q15. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q15-1. Condition of streets in your neighborhood

Very satisfied	14.3%	12.4%	12.7%	13.7%
Satisfied	40.7%	39.7%	43.0%	39.8%
Neutral	13.7%	12.0%	10.1%	12.9%
Dissatisfied	22.5%	21.7%	22.8%	22.4%
Very dissatisfied	8.8%	14.2%	11.4%	11.3%

Q15-2. Condition of sidewalks in your neighborhood

Very satisfied	12.6%	14.2%	10.8%	13.7%
Satisfied	34.2%	32.3%	35.4%	33.1%
Neutral	14.9%	17.7%	10.8%	16.1%
Dissatisfied	26.0%	21.6%	26.2%	24.1%
Very dissatisfied	12.3%	14.2%	16.9%	13.0%

Q15-3. Condition of bicycle facilities (e.g. bike lanes, bike parking)

Very satisfied	7.3%	6.8%	3.2%	7.9%
Satisfied	30.3%	31.1%	27.0%	29.6%
Neutral	27.8%	37.9%	27.0%	31.3%
Dissatisfied	26.5%	12.6%	28.6%	20.6%
Very dissatisfied	8.1%	11.7%	14.3%	10.6%

Q15. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q15-4. Appearance of landscaping on right of ways, along streets, & in public areas

Very satisfied	8.2%	7.3%	6.3%	8.5%
Satisfied	38.7%	36.7%	31.3%	36.5%
Neutral	27.2%	27.4%	30.0%	27.0%
Dissatisfied	17.0%	20.8%	21.3%	19.8%
Very dissatisfied	8.9%	7.7%	11.3%	8.2%

Q15-5. Condition of parks & open space

Very satisfied	11.2%	7.3%	9.2%	9.4%
Satisfied	53.1%	44.9%	47.4%	50.1%
Neutral	24.9%	33.8%	28.9%	27.6%
Dissatisfied	7.6%	10.3%	13.2%	9.5%
Very dissatisfied	3.2%	3.8%	1.3%	3.4%

Q15-6. Condition of recreation centers & facilities

Very satisfied	9.2%	6.4%	7.3%	8.4%
Satisfied	43.5%	44.4%	49.1%	42.8%
Neutral	39.7%	36.9%	34.5%	37.6%
Dissatisfied	4.3%	7.5%	5.5%	7.4%
Very dissatisfied	3.3%	4.8%	3.6%	3.9%

Q15. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q15-7. Overall appearance of major entryways to Downtown Durham

Very satisfied	7.5%	7.5%	3.9%	7.6%
Satisfied	37.3%	43.7%	36.8%	39.9%
Neutral	34.9%	30.3%	34.2%	32.3%
Dissatisfied	14.9%	14.2%	18.4%	15.5%
Very dissatisfied	5.4%	4.3%	6.6%	4.7%

Q15-8. Condition of public school facilities

Very satisfied	4.0%	4.9%	1.9%	4.3%
Satisfied	27.1%	32.4%	28.8%	28.6%
Neutral	32.2%	37.3%	28.8%	35.2%
Dissatisfied	27.1%	15.7%	28.8%	22.6%
Very dissatisfied	9.6%	9.7%	11.5%	9.3%

Q15-9. Condition of trails & greenways

Very satisfied	11.6%	9.3%	7.0%	10.7%
Satisfied	55.2%	47.7%	62.0%	51.8%
Neutral	24.3%	33.2%	21.1%	27.6%
Dissatisfied	7.5%	7.0%	8.5%	8.0%
Very dissatisfied	1.5%	2.8%	1.4%	1.9%

Q15. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q15-10. Condition of public art

Very satisfied	12.3%	13.4%	6.3%	13.1%
Satisfied	53.5%	48.4%	59.4%	49.7%
Neutral	27.2%	31.8%	25.0%	30.2%
Dissatisfied	4.1%	5.1%	7.8%	5.0%
Very dissatisfied	2.9%	1.4%	1.6%	2.0%

Q15-11. Condition of aquatic facilities

Very satisfied	4.4%	8.1%	3.1%	6.6%
Satisfied	34.2%	29.7%	31.3%	30.6%
Neutral	39.5%	45.3%	46.9%	42.4%
Dissatisfied	12.3%	10.1%	12.5%	13.2%
Very dissatisfied	9.6%	6.8%	6.3%	7.3%

Q15-12. Condition of parking

Very satisfied	7.0%	3.3%	8.1%	5.3%
Satisfied	32.1%	32.2%	35.1%	32.6%
Neutral	30.3%	33.1%	27.0%	30.9%
Dissatisfied	20.9%	21.8%	20.3%	21.2%
Very dissatisfied	9.8%	9.6%	9.5%	10.0%

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q16. Sum of Top 3 Choices

Condition of streets in your neighborhood	38.2%	46.5%	35.4%	41.9%
Condition of sidewalks in your neighborhood	32.8%	28.9%	32.9%	30.8%
Condition of bicycle facilities (e.g. bike lanes, bike parking)	23.6%	10.3%	24.4%	18.2%
Appearance of landscaping on right of ways, along streets, & in public areas	23.9%	28.9%	24.4%	26.2%
Condition of parks & open space	28.0%	17.6%	36.6%	22.9%
Condition of recreation centers & facilities	9.6%	13.9%	15.9%	11.9%
Overall appearance of major entryways to Downtown Durham	18.8%	18.7%	14.6%	18.4%
Condition of public school facilities	47.8%	39.9%	48.8%	43.2%
Condition of trails & greenways	17.2%	12.1%	14.6%	14.8%
Condition of public art	4.5%	1.8%	3.7%	3.3%
Condition of aquatic facilities	3.8%	5.9%	4.9%	4.9%
Condition of parking	28.7%	28.9%	26.8%	29.2%
None chosen	4.8%	12.5%	4.9%	8.5%

Q17a. Multi-Modal Transportation. If you do not or have not ridden public transit in Durham, please select up to 3 reasons why not from the options listed below.

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q17a. Reasons why you do not or have not ridden public transit in Durham

It is too far from my home to nearest bus stop	27.1%	24.5%	25.6%	25.9%
The bus does not serve where I need to go	22.0%	19.4%	18.3%	20.9%
I prefer driving my car/need to use my car	70.7%	72.5%	67.1%	70.8%
I have safety concerns	21.3%	24.2%	26.8%	23.1%
The bus would take too long	46.5%	38.8%	46.3%	42.2%
Other	4.5%	5.1%	4.9%	4.6%
We ride public transit in Durham	10.5%	15.0%	14.6%	13.0%

Q17b. If you DO ride or have ridden public transit in Durham, please select up to 3 reasons why from the options listed below.

N=83	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q17b. Reasons why you do or have ridden public transit in Durham

I don't have/cannot use a car	15.2%	36.6%	25.0%	27.7%
The bus gets me where I need to go in a reasonable amount of time	33.3%	31.7%	33.3%	32.5%
I ride the bus for environmental reasons	72.7%	29.3%	50.0%	49.4%
Parking at my work is difficult/expensive	30.3%	24.4%	25.0%	25.3%
Taking the bus is cheaper than driving	42.4%	26.8%	41.7%	36.1%
Other	9.1%	9.8%	16.7%	9.6%

Q18. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q18-1. Ease of travel by walking

Very satisfied	8.9%	7.6%	5.6%	8.2%
Satisfied	33.6%	26.2%	31.0%	30.6%
Neutral	23.2%	33.8%	21.1%	27.2%
Dissatisfied	25.1%	22.9%	31.0%	24.1%
Very dissatisfied	9.2%	9.5%	11.3%	9.9%

Q18-2. Ease of travel by biking

Very satisfied	6.1%	7.1%	5.4%	6.8%
Satisfied	25.3%	27.1%	25.0%	25.2%
Neutral	30.8%	35.5%	32.1%	33.0%
Dissatisfied	28.8%	21.9%	28.6%	25.5%
Very dissatisfied	9.1%	8.4%	8.9%	9.6%

Q18-3. Ease of travel by bus (GoDurham)

Very satisfied	3.4%	4.3%	2.6%	5.1%
Satisfied	21.8%	21.6%	25.6%	20.6%
Neutral	44.5%	44.8%	41.0%	43.2%
Dissatisfied	21.0%	18.1%	15.4%	19.8%
Very dissatisfied	9.2%	11.2%	15.4%	11.3%

Q18. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

N=637	<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q18-4. Quality of Downtown parking facilities

Very satisfied	5.9%	5.0%	9.0%	5.4%
Satisfied	32.1%	24.6%	32.1%	28.6%
Neutral	27.5%	30.8%	24.4%	28.6%
Dissatisfied	25.4%	27.1%	21.8%	25.5%
Very dissatisfied	9.1%	12.5%	12.8%	11.9%

Q18-5. Ability in your neighborhood to run, walk, bike, & exercise outdoors

Very satisfied	36.6%	28.0%	29.1%	32.3%
Satisfied	38.6%	36.8%	32.9%	36.9%
Neutral	11.7%	19.2%	20.3%	15.8%
Dissatisfied	9.1%	10.4%	13.9%	9.9%
Very dissatisfied	4.0%	5.6%	3.8%	5.1%

Q19. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q19-1. Solid waste collection services

Very satisfied	37.7%	25.3%	33.3%	32.0%
Satisfied	51.8%	55.2%	48.7%	52.9%
Neutral	6.9%	11.9%	11.5%	8.8%
Dissatisfied	2.6%	7.3%	3.8%	5.2%
Very dissatisfied	1.0%	0.4%	2.6%	1.0%

Q19-2. Curbside recycling services

Very satisfied	35.3%	24.9%	33.8%	30.8%
Satisfied	47.5%	55.3%	40.3%	50.7%
Neutral	9.9%	9.1%	14.3%	9.2%
Dissatisfied	5.9%	9.1%	9.1%	8.0%
Very dissatisfied	1.3%	1.6%	2.6%	1.3%

Q19-3. Yard waste (leaves/tree limbs) collection services for subscriber members

Very satisfied	21.8%	15.3%	21.6%	19.3%
Satisfied	40.0%	37.2%	35.3%	38.4%
Neutral	16.8%	20.4%	15.7%	18.2%
Dissatisfied	12.7%	21.4%	15.7%	16.4%
Very dissatisfied	8.6%	5.6%	11.8%	7.6%

Q19. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q19-4. City Waste Disposal & Recycling Center (2115 East Club)

Very satisfied	24.0%	20.1%	23.6%	22.6%
Satisfied	45.7%	44.3%	41.8%	43.8%
Neutral	26.2%	25.8%	29.1%	25.7%
Dissatisfied	3.2%	6.7%	3.6%	5.8%
Very dissatisfied	0.9%	3.1%	1.8%	2.0%

Q19-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)

Very satisfied	16.8%	15.2%	8.0%	17.1%
Satisfied	41.6%	32.1%	36.0%	35.9%
Neutral	35.6%	43.8%	44.0%	39.3%
Dissatisfied	4.0%	6.3%	4.0%	5.6%
Very dissatisfied	2.0%	2.7%	8.0%	2.1%

Q19-6. Quality of drinking water

Very satisfied	34.3%	14.3%	30.9%	25.0%
Satisfied	45.4%	39.0%	40.7%	41.6%
Neutral	11.1%	24.3%	17.3%	18.2%
Dissatisfied	6.9%	12.7%	4.9%	9.2%
Very dissatisfied	2.3%	9.7%	6.2%	6.1%

Q19. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	Race	Race	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q19-7. Sewer services

Very satisfied	28.7%	13.6%	27.6%	22.3%
Satisfied	51.7%	52.0%	47.4%	51.1%
Neutral	16.3%	25.6%	21.1%	20.8%
Dissatisfied	2.3%	5.2%	2.6%	3.7%
Very dissatisfied	1.0%	3.6%	1.3%	2.2%

Q19-8. Overall management of public stormwater runoff/drainage/flood control

Very satisfied	15.7%	9.6%	13.2%	13.5%
Satisfied	39.1%	41.8%	38.2%	40.1%
Neutral	23.1%	26.5%	25.0%	24.5%
Dissatisfied	15.4%	14.9%	17.1%	14.3%
Very dissatisfied	6.7%	7.2%	6.6%	7.6%

Q19-9. Stream & lake protection

Very satisfied	12.8%	7.1%	10.4%	11.0%
Satisfied	40.2%	38.1%	37.3%	38.7%
Neutral	28.9%	40.5%	38.8%	34.6%
Dissatisfied	13.9%	10.0%	10.4%	11.4%
Very dissatisfied	4.1%	4.3%	3.0%	4.3%

Q20. Please rank the importance of the following planning goals, where 1 is "most important" and 6 is "least important." (without "not provided")

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
	Black/ African American		
<u>White</u>	<u>American</u>	<u>Hispanic</u>	

Q20-1. Durham residents learn about new development with enough notice to have their voice heard in the process

Most important	36.0%	35.6%	35.1%	36.0%
2	24.8%	20.8%	29.7%	23.0%
3	15.8%	17.3%	16.2%	16.2%
4	14.0%	14.4%	10.8%	14.5%
5	7.2%	8.4%	6.8%	7.5%
Least important	2.2%	3.5%	1.4%	2.7%

Q20-2. It is easy for residents to have a say in new development proposals

Most important	11.2%	15.5%	10.8%	12.7%
2	38.4%	34.2%	37.8%	36.3%
3	22.8%	16.1%	18.9%	19.8%
4	12.7%	12.4%	20.3%	12.9%
5	11.6%	15.5%	8.1%	13.3%
Least important	3.3%	6.2%	4.1%	5.0%

Q20. Please rank the importance of the following planning goals, where 1 is "most important" and 6 is "least important." (without "not provided")

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q20-3. The character of Durham's neighborhoods should stay the same

Most important	8.2%	3.2%	6.8%	5.9%
2	7.4%	7.9%	5.5%	7.3%
3	22.3%	19.0%	19.2%	21.0%
4	18.6%	22.2%	20.5%	19.6%
5	15.6%	19.6%	17.8%	17.9%
Least important	27.9%	28.0%	30.1%	28.3%

Q20-4. Durham should have more racially & economically integrated neighborhoods

Most important	27.5%	28.2%	35.1%	27.9%
2	12.0%	15.9%	6.8%	13.0%
3	14.9%	22.1%	23.0%	17.6%
4	18.5%	19.5%	18.9%	19.8%
5	16.3%	9.2%	8.1%	12.6%
Least important	10.9%	5.1%	8.1%	9.1%

Q20. Please rank the importance of the following planning goals, where 1 is "most important" and 6 is "least important." (without "not provided")

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q20-5. I would like to have shopping & employment opportunities close to where I live

Most important	15.6%	16.5%	9.9%	15.4%
2	7.4%	12.8%	12.7%	10.6%
3	15.6%	13.8%	14.1%	15.7%
4	17.0%	19.1%	15.5%	16.9%
5	24.4%	21.3%	28.2%	23.2%
Least important	20.0%	16.5%	19.7%	18.3%

Q20-6. I would be OK with a greater variety of housing types & sizes in my neighborhood

Most important	4.1%	7.3%	5.6%	6.4%
2	11.9%	9.3%	11.1%	11.1%
3	10.0%	9.8%	11.1%	9.9%
4	17.8%	8.8%	9.7%	13.9%
5	23.0%	23.3%	27.8%	22.9%
Least important	33.3%	41.5%	34.7%	35.8%

Q22a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q22a-1. Availability of information about City programs & services

Very satisfied	8.7%	7.7%	5.6%	8.8%
Satisfied	49.8%	37.8%	52.1%	43.3%
Neutral	30.0%	31.8%	23.9%	30.8%
Dissatisfied	9.5%	18.5%	12.7%	13.7%
Very dissatisfied	1.9%	4.3%	5.6%	3.4%

Q22a-2. Ease of locating information on City website

Very satisfied	9.5%	8.5%	6.9%	9.6%
Satisfied	50.0%	45.5%	54.2%	47.3%
Neutral	26.3%	28.5%	18.1%	27.2%
Dissatisfied	10.3%	14.0%	9.7%	12.4%
Very dissatisfied	3.8%	3.4%	11.1%	3.6%

Q22a-3. Your experience engaging with City Government process

Very satisfied	9.1%	5.0%	7.4%	7.8%
Satisfied	36.1%	35.7%	38.9%	35.3%
Neutral	39.3%	42.7%	35.2%	40.4%
Dissatisfied	11.9%	14.1%	7.4%	13.3%
Very dissatisfied	3.7%	2.5%	11.1%	3.3%

Q22a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q22a-4. Level of public involvement in local decisions with City

Very satisfied	5.5%	3.5%	1.7%	4.9%
Satisfied	26.2%	27.0%	16.7%	25.4%
Neutral	48.1%	42.0%	58.3%	45.6%
Dissatisfied	15.6%	22.0%	15.0%	18.8%
Very dissatisfied	4.6%	5.5%	8.3%	5.3%

Q22a-5. City efforts to keep you informed about local issues

Very satisfied	7.1%	5.7%	7.4%	6.6%
Satisfied	39.1%	34.4%	33.8%	36.4%
Neutral	35.3%	35.2%	38.2%	35.4%
Dissatisfied	13.5%	16.3%	10.3%	15.2%
Very dissatisfied	4.9%	8.4%	10.3%	6.4%

Q22a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "N/A")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q22b-1. City of Durham website

Daily	0.4%	0.4%	0.0%	0.7%
A few times a week	1.5%	6.5%	4.1%	3.9%
Weekly	7.5%	11.3%	4.1%	9.0%
Once or twice a month	50.4%	35.1%	46.6%	42.9%
Almost never	30.2%	33.8%	32.9%	31.9%
Never	10.1%	13.0%	12.3%	11.6%

Q22b-2. City of Durham Twitter feed

Daily	0.8%	0.5%	1.4%	1.0%
A few times a week	0.8%	2.3%	1.4%	1.4%
Weekly	4.6%	3.7%	4.1%	3.9%
Once or twice a month	5.0%	9.7%	6.8%	6.8%
Almost never	14.1%	16.6%	13.5%	15.3%
Never	74.8%	67.3%	73.0%	71.7%

Q22b. Please tell us how often you typically get important City of Durham government-related information. (without "not provided")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
		Black/ African American	Hispanic	
	White			

Q22b-3. City of Durham Facebook page

Daily	0.4%	0.9%	0.0%	1.0%
A few times a week	0.8%	2.8%	4.1%	1.7%
Weekly	3.4%	5.1%	4.1%	4.1%
Once or twice a month	7.2%	8.8%	6.8%	7.6%
Almost never	14.4%	18.4%	10.8%	16.1%
Never	73.8%	64.1%	74.3%	69.6%

Q22b-4. Mailings of direct contact from City of Durham departments

Daily	0.0%	0.9%	0.0%	0.8%
A few times a week	3.1%	5.4%	8.3%	3.8%
Weekly	4.6%	5.0%	8.3%	4.8%
Once or twice a month	45.0%	36.9%	40.3%	40.7%
Almost never	37.4%	30.2%	26.4%	33.8%
Never	9.9%	21.6%	16.7%	16.1%

Q22b. Please tell us how often you typically get important City of Durham government-related information. (without "not provided")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
		Black/ African American	Hispanic	
	White			

Q22b-5. Durham Television Network

Daily	3.0%	4.5%	8.1%	4.2%
A few times a week	1.9%	6.8%	1.4%	4.0%
Weekly	1.1%	5.4%	1.4%	3.3%
Once or twice a month	3.0%	17.2%	5.4%	9.0%
Almost never	17.5%	16.7%	12.2%	16.7%
Never	73.4%	49.3%	71.6%	62.8%

Q22b-6. Traditional media (TV, newspapers, or their social media)

Daily	17.6%	19.0%	14.9%	18.6%
A few times a week	16.5%	15.2%	18.9%	15.6%
Weekly	16.9%	15.2%	13.5%	15.8%
Once or twice a month	18.7%	19.9%	20.3%	18.8%
Almost never	12.7%	14.3%	17.6%	13.9%
Never	17.6%	16.5%	14.9%	17.4%

Q22b. Please tell us how often you typically get important City of Durham government-related information. (without "not provided")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	
<u>Q22b-7. Friends/colleagues/word of mouth</u>				
Daily	5.6%	6.7%	9.6%	6.5%
A few times a week	14.6%	18.7%	16.4%	15.8%
Weekly	23.2%	15.1%	23.3%	19.8%
Once or twice a month	31.5%	25.8%	24.7%	27.9%
Almost never	13.9%	17.8%	12.3%	15.8%
Never	11.2%	16.0%	13.7%	14.3%

Q22c. During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint? (without "not provided")

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	
<u>Q22c. Have you contacted employees of City of Durham or visited City website during past year</u>				
Yes	60.2%	55.8%	51.9%	57.5%
No	39.8%	44.2%	48.1%	42.5%

Q22d. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with your experience interacting with the City Government department you contacted. (without "N/A")

N=344	Q32. 2nd	Q32. 4th	Ethnicity	Total
	White	Black/ African American	Hispanic	

Q22d-1. How easy City government was to contact

Very satisfied	27.3%	20.7%	19.5%	24.3%
Satisfied	45.9%	51.4%	46.3%	47.6%
Neutral	17.4%	11.4%	22.0%	15.0%
Dissatisfied	5.8%	10.0%	2.4%	8.1%
Very dissatisfied	3.5%	6.4%	9.8%	5.1%

Q22d-2. Courtesy of City employee(s) you interacted with

Very satisfied	40.1%	28.6%	35.0%	34.8%
Satisfied	40.1%	50.7%	42.5%	44.5%
Neutral	12.0%	10.0%	5.0%	11.6%
Dissatisfied	4.2%	9.3%	7.5%	6.1%
Very dissatisfied	3.6%	1.4%	10.0%	3.0%

Q22d-3. Accuracy of information you were given

Very satisfied	32.2%	22.6%	30.8%	28.1%
Satisfied	41.5%	47.4%	38.5%	43.4%
Neutral	18.1%	17.5%	12.8%	17.4%
Dissatisfied	4.7%	9.5%	5.1%	7.0%
Very dissatisfied	3.5%	2.9%	12.8%	4.0%

Q22d. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with your experience interacting with the City Government department you contacted. (without "N/A")

N=344	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q22d-4. Appropriateness of City employees' response

Very satisfied	37.1%	24.3%	30.0%	30.9%
Satisfied	40.7%	47.9%	42.5%	43.4%
Neutral	13.2%	15.0%	10.0%	14.4%
Dissatisfied	6.0%	10.0%	5.0%	7.3%
Very dissatisfied	3.0%	2.9%	12.5%	4.0%

Q22d-5. Timeliness of City employees' response

Very satisfied	32.1%	21.4%	27.5%	27.1%
Satisfied	41.7%	46.4%	37.5%	42.9%
Neutral	16.7%	11.4%	15.0%	14.6%
Dissatisfied	6.0%	15.0%	7.5%	10.0%
Very dissatisfied	3.6%	5.7%	12.5%	5.5%

Q22d-6. Resolution of your issue/concern

Very satisfied	29.6%	20.1%	28.2%	25.3%
Satisfied	36.7%	45.3%	35.9%	39.3%
Neutral	17.2%	15.1%	12.8%	16.2%
Dissatisfied	11.2%	12.2%	15.4%	12.5%
Very dissatisfied	5.3%	7.2%	7.7%	6.7%

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

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q24-1. As a place to live

Excellent	33.0%	26.2%	23.5%	29.3%
Good	53.2%	56.2%	55.6%	53.9%
Neutral	7.7%	10.4%	11.1%	9.4%
Below average	4.5%	5.0%	7.4%	5.2%
Poor	1.6%	2.3%	2.5%	2.1%

Q24-2. As a place to work

Excellent	35.5%	21.6%	26.8%	28.3%
Good	51.3%	55.8%	54.9%	53.5%
Neutral	9.2%	15.2%	8.5%	12.1%
Below average	3.3%	4.3%	7.0%	4.0%
Poor	0.7%	3.0%	2.8%	2.0%

Q24-3. As a place to play

Excellent	20.6%	17.4%	15.0%	18.7%
Good	52.8%	46.6%	52.5%	49.4%
Neutral	17.9%	21.9%	17.5%	19.7%
Below average	6.3%	10.5%	10.0%	8.5%
Poor	2.3%	3.6%	5.0%	3.7%

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

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	White	Black/ African American	Hispanic	

Q24-4. As a place to raise children

Excellent	18.7%	18.3%	11.6%	17.8%
Good	48.0%	43.9%	44.9%	45.6%
Neutral	16.3%	23.0%	18.8%	20.7%
Below average	13.5%	10.0%	14.5%	11.4%
Poor	3.6%	4.8%	10.1%	4.6%

Q24-5. As a place to educate children

Excellent	8.6%	11.5%	2.9%	9.8%
Good	30.2%	39.4%	38.6%	34.8%
Neutral	28.2%	26.5%	20.0%	26.9%
Below average	24.9%	14.2%	24.3%	20.0%
Poor	8.2%	8.4%	14.3%	8.4%

Q24-6. As a place to retire

Excellent	17.9%	20.4%	13.7%	19.0%
Good	40.1%	40.8%	38.4%	39.9%
Neutral	25.1%	19.2%	26.0%	22.6%
Below average	11.1%	11.3%	11.0%	11.3%
Poor	5.7%	8.3%	11.0%	7.2%

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

N=637	<u>Q32. 2nd</u>	<u>Q32. 4th</u>	<u>Ethnicity</u>	<u>Total</u>
	<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q24-7. As a place to visit

Excellent	20.7%	22.0%	15.2%	21.3%
Good	50.3%	50.2%	55.7%	49.7%
Neutral	20.0%	15.7%	19.0%	18.1%
Below average	6.3%	7.5%	3.8%	7.0%
Poor	2.7%	4.7%	6.3%	3.9%

Q24-8. As a place to start a business

Excellent	20.1%	15.5%	10.8%	17.9%
Good	41.1%	41.8%	50.8%	40.6%
Neutral	29.0%	31.9%	24.6%	30.4%
Below average	5.8%	5.2%	6.2%	6.0%
Poor	4.0%	5.6%	7.7%	5.1%

Q24-9. As a community that is moving in right direction

Excellent	19.8%	17.7%	10.4%	19.4%
Good	44.6%	36.6%	51.9%	40.2%
Neutral	23.8%	29.1%	18.2%	26.0%
Below average	5.6%	9.1%	10.4%	7.0%
Poor	6.3%	7.5%	9.1%	7.4%

Q25. From the list of local government services below, prioritize your top 5 to increase funding for.

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q25. What local government services will be your top priorities to increase funding for

Affordable housing	56.4%	73.6%	62.2%	63.1%
Street maintenance	48.4%	48.0%	46.3%	47.3%
Sidewalk construction	33.1%	25.3%	35.4%	29.2%
Universal Pre-K	36.3%	23.8%	31.7%	29.8%
Social services	42.0%	36.3%	41.5%	39.7%
Youth programming	37.6%	47.3%	39.0%	40.8%
Job creation/training	33.4%	48.0%	39.0%	41.0%
Community-led safety initiatives	32.2%	25.6%	32.9%	29.4%
Law enforcement-led safety initiatives	36.6%	39.6%	30.5%	38.0%
Public school operations (teachers, salaries)	77.1%	66.7%	75.6%	71.0%
Court services	6.1%	4.8%	7.3%	5.7%
I would not increase funding for any of these	2.2%	1.8%	1.2%	2.0%

Q26. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")

N=637

<u>Race</u>	<u>Race</u>	<u>Ethnicity</u>	<u>Total</u>
<u>White</u>	<u>Black/ African American</u>	<u>Hispanic</u>	

Q26. Have you had trouble accessing healthcare needed in past year

Yes	7.6%	11.4%	11.0%	10.2%
No	92.4%	88.6%	89.0%	89.8%