

# Chapel Hill Community Survey

| 1. OVERALL SATISFACTION WITH TOWN SERVICES. Please rate your satisfaction with each of the services listed below. |                |                   |            |                   |                   |                   |                |
|---|----------------|-------------------|------------|-------------------|-------------------|-------------------|----------------|
|   | Very Satisfied | Satisfied         | Neutral    | Dissatisfied      | Very Dissatisfied | Don't Know        | Response Count |
| Overall quality of services provided by the Town of Chapel Hill   | 16.7% (15)     | <b>60.0% (54)</b> | 16.7% (15) | 4.4% (4)          | 1.1% (1)          | 1.1% (1)          | 90             |
| Overall quality of public safety services (e.g., police, fire)  | 35.2% (32)     | <b>49.5% (45)</b> | 8.8% (8)   | 4.4% (4)          | 1.1% (1)          | 1.1% (1)          | 91             |
| Overall quality of Town parks and recreation programs and facilities  | 18.9% (17)     | <b>38.9% (35)</b> | 24.4% (22) | 5.6% (5)          | 3.3% (3)          | 8.9% (8)          | 90             |
| Overall quality of customer service you receive from Town employees   | 17.8% (16)     | <b>40.0% (36)</b> | 23.3% (21) | 5.6% (5)          | 4.4% (4)          | 8.9% (8)          | 90             |
| Overall quality of Public Library services  | 18.7% (17)     | <b>49.5% (45)</b> | 18.7% (17) | 5.5% (5)          | 1.1% (1)          | 6.6% (6)          | 91             |
| Overall enforcement of Town codes and ordinances  | 7.7% (7)       | <b>30.8% (28)</b> | 25.3% (23) | 15.4% (14)        | 4.4% (4)          | 16.5% (15)        | 91             |
| Overall maintenance of Town streets   | 9.9% (9)       | <b>42.9% (39)</b> | 18.7% (17) | 24.2% (22)        | 3.3% (3)          | 1.1% (1)          | 91             |
| Overall maintenance of Town buildings and facilities  | 7.7% (7)       | <b>38.5% (35)</b> | 28.6% (26) | 6.6% (6)          | 2.2% (2)          | 16.5% (15)        | 91             |
| Overall maintenance of public housing buildings   | 6.7% (6)       | 10.1% (9)         | 23.6% (21) | 7.9% (7)          | 1.1% (1)          | <b>50.6% (45)</b> | 89             |
| Overall flow of traffic and congestion management in the Town   | 6.7% (6)       | 26.7% (24)        | 22.2% (20) | <b>28.9% (26)</b> | 14.4% (13)        | 1.1% (1)          | 90             |
| Overall effectiveness of Town communication with the public   | 12.4% (11)     | <b>43.8% (39)</b> | 23.6% (21) | 11.2% (10)        | 7.9% (7)          | 1.1% (1)          | 89             |
| Overall value that you receive for your Town tax dollars and fees   | 6.7% (6)       | <b>27.8% (25)</b> | 21.1% (19) | 23.3% (21)        | 18.9% (17)        | 2.2% (2)          | 90             |
| How well the Town is planning for growth  | 3.4% (3)       | 15.7% (14)        | 20.2% (18) | <b>33.7% (30)</b> | 21.3% (19)        | 5.6% (5)          | 89             |
| How well the Town is managing growth  | 3.4% (3)       | 18.0% (16)        | 20.2% (18) | <b>33.7% (30)</b> | 22.5% (20)        | 2.2% (2)          | 89             |

|   |                          |                             |               |            |          |               |           |
|---|--------------------------|-----------------------------|---------------|------------|----------|---------------|-----------|
| Emergency preparedness  | 13.3%<br>(12)            | <b>32.2%</b><br><b>(29)</b> | 22.2%<br>(20) | 7.8% (7)   | 0.0% (0) | 24.4%<br>(22) | 90        |
| Quality of landscaping in parks, medians and other public areas | 12.4%<br>(11)            | <b>50.6%</b><br><b>(45)</b> | 20.2%<br>(18) | 11.2% (10) | 3.4% (3) | 2.2%<br>(2)   | 89        |
|   | <b>answered question</b> |                             |               |            |          |               | <b>91</b> |
|   | <b>skipped question</b>  |                             |               |            |          |               | <b>1</b>  |

| <b>2. Which THREE of these items do you think should receive the most emphasis from Town leaders over the next TWO Years? (check the item that corresponds with your 1st, 2nd and 3rd choices)</b> |                   |                   |                   |                       |
|--|-------------------|-------------------|-------------------|-----------------------|
|  | <b>1st choice</b> | <b>2nd choice</b> | <b>3rd choice</b> | <b>Response Count</b> |
| Overall quality of services provided by the Town of Chapel Hill  | 14.3% (1)         | <b>57.1% (4)</b>  | 28.6% (2)         | 7                     |
| Overall quality of public safety services (e.g., police, fire)   | <b>42.1% (8)</b>  | 26.3% (5)         | 31.6% (6)         | 19                    |
| Overall quality of Town parks and recreation programs and facilities   | 20.0% (2)         | <b>40.0% (4)</b>  | <b>40.0% (4)</b>  | 10                    |
| Overall quality of customer service you receive from Town employees  | 28.6% (2)         | 14.3% (1)         | <b>57.1% (4)</b>  | 7                     |
| Overall quality of Public Library services   | 20.0% (2)         | 10.0% (1)         | <b>70.0% (7)</b>  | 10                    |
| Overall enforcement of Town codes and ordinances   | <b>50.0% (1)</b>  | <b>50.0% (1)</b>  | 0.0% (0)          | 2                     |
| Overall maintenance of Town streets  | 23.1% (3)         | <b>69.2% (9)</b>  | 7.7% (1)          | 13                    |
| Overall maintenance of Town buildings and facilities   | <b>50.0% (1)</b>  | 0.0% (0)          | <b>50.0% (1)</b>  | 2                     |
| Overall maintenance of public housing buildings  | 0.0% (0)          | 0.0% (0)          | <b>100.0% (1)</b> | 1                     |
| Overall flow of traffic and congestion management in the Town  | 29.7% (11)        | 29.7% (11)        | <b>40.5% (15)</b> | 37                    |
| Overall effectiveness of Town communication with the public  | 12.5% (1)         | 12.5% (1)         | <b>75.0% (6)</b>  | 8                     |
| Overall value that you receive for   | <b>66.7% (24)</b> | 13.9% (5)         | 19.4% (7)         | 36                    |

|   |                                 |                   |                  |           |
|---|---------------------------------|-------------------|------------------|-----------|
| your Town tax dollars and fees                                  |                                 |                   |                  |           |
| How well the Town is planning for growth                        | <b>42.3% (22)</b>               | 28.8% (15)        | 28.8% (15)       | 52        |
| How well the Town is managing growth                            | 13.3% (6)                       | <b>53.3% (24)</b> | 33.3% (15)       | 45        |
| Emergency preparedness  | 16.7% (1)                       | <b>66.7% (4)</b>  | 16.7% (1)        | 6         |
| Quality of landscaping in parks, medians and other public areas | <b>33.3% (3)</b>                | <b>33.3% (3)</b>  | <b>33.3% (3)</b> | 9         |
|   | <b><i>answered question</i></b> |                   |                  | <b>88</b> |
|   | <b><i>skipped question</i></b>  |                   |                  | <b>4</b>  |

**3. Several items that may influence your perception of Chapel Hill as a community are listed below. Please rate your satisfaction with each item.**

|  | Excellent                       | Good              | Neutral           | Below Average     | Poor              | Don't Know | Response Count |
|--|---------------------------------|-------------------|-------------------|-------------------|-------------------|------------|----------------|
| Overall image of the Town              | 22.7% (20)                      | <b>56.8% (50)</b> | 11.4% (10)        | 8.0% (7)          | 1.1% (1)          | 0.0% (0)   | 88             |
| Overall quality of life in the Town    | 21.6% (19)                      | <b>59.1% (52)</b> | 14.8% (13)        | 3.4% (3)          | 1.1% (1)          | 0.0% (0)   | 88             |
| Overall feeling of safety in the Town  | 23.6% (21)                      | <b>43.8% (39)</b> | 20.2% (18)        | 11.2% (10)        | 1.1% (1)          | 0.0% (0)   | 89             |
| Quality of new development in the Town | 3.4% (3)                        | <b>28.1% (25)</b> | <b>28.1% (25)</b> | 19.1% (17)        | 15.7% (14)        | 5.6% (5)   | 89             |
| As a place to retire                   | 17.0% (15)                      | <b>34.1% (30)</b> | 20.5% (18)        | 10.2% (9)         | 13.6% (12)        | 4.5% (4)   | 88             |
| Overall appearance of the Town         | 12.6% (11)                      | <b>41.4% (36)</b> | 29.9% (26)        | 11.5% (10)        | 4.6% (4)          | 0.0% (0)   | 87             |
| Availability of affordable housing     | 6.9% (6)                        | 16.1% (14)        | 19.5% (17)        | <b>29.9% (26)</b> | 17.2% (15)        | 10.3% (9)  | 87             |
| Acceptance of diverse populations      | 27.3% (24)                      | <b>39.8% (35)</b> | 14.8% (13)        | 9.1% (8)          | 3.4% (3)          | 5.7% (5)   | 88             |
| Job availability                       | 2.3% (2)                        | <b>22.7% (20)</b> | 20.5% (18)        | 20.5% (18)        | <b>22.7% (20)</b> | 11.4% (10) | 88             |
|  | <b><i>answered question</i></b> |                   |                   |                   |                   |            | <b>89</b>      |
|  | <b><i>skipped question</i></b>  |                   |                   |                   |                   |            | <b>3</b>       |

**4. PUBLIC SAFETY. Please rate your satisfaction with each of the public safety items listed below.**

|  | <b>Very Satisfied</b>    | <b>Satisfied</b>  | <b>Neutral</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> | <b>Response Count</b> |
|--|--------------------------|-------------------|----------------|---------------------|--------------------------|-------------------|-----------------------|
| Overall quality of local police protection | 29.9% (26)               | <b>51.7% (45)</b> | 11.5% (10)     | 2.3% (2)            | 1.1% (1)                 | 3.4% (3)          | 87                    |
| The visibility of police in neighborhoods  | 18.6% (16)               | <b>43.0% (37)</b> | 16.3% (14)     | 17.4% (15)          | 2.3% (2)                 | 2.3% (2)          | 86                    |
| The Town's efforts to prevent crime        | 13.8% (12)               | <b>42.5% (37)</b> | 21.8% (19)     | 10.3% (9)           | 2.3% (2)                 | 9.2% (8)          | 87                    |
| How quickly police respond to emergencies  | 24.1% (21)               | <b>42.5% (37)</b> | 14.9% (13)     | 2.3% (2)            | 0.0% (0)                 | 16.1% (14)        | 87                    |
| Enforcement of local traffic laws          | 17.2% (15)               | <b>33.3% (29)</b> | 23.0% (20)     | 17.2% (15)          | 3.4% (3)                 | 5.7% (5)          | 87                    |
| Police safety education programs           | 14.9% (13)               | 27.6% (24)        | 19.5% (17)     | 1.1% (1)            | 1.1% (1)                 | <b>35.6% (31)</b> | 87                    |
| Overall quality of local fire protection   | 24.1% (21)               | <b>49.4% (43)</b> | 12.6% (11)     | 0.0% (0)            | 0.0% (0)                 | 13.8% (12)        | 87                    |
| Location of fire stations                  | 24.1% (21)               | <b>54.0% (47)</b> | 9.2% (8)       | 0.0% (0)            | 1.1% (1)                 | 11.5% (10)        | 87                    |
| Fire safety education programs             | 17.2% (15)               | 29.9% (26)        | 12.6% (11)     | 0.0% (0)            | 1.1% (1)                 | <b>39.1% (34)</b> | 87                    |
|  | <b>answered question</b> |                   |                |                     |                          |                   | <b>87</b>             |
|  | <b>skipped question</b>  |                   |                |                     |                          |                   | <b>5</b>              |

| <b>5. Which THREE of these public safety items do you think should receive the most emphasis from Town leaders over the next TWO Years? (check the item that corresponds with your 1st, 2nd and 3rd choices)</b> |                          |                   |                   |                       |
|--|--------------------------|-------------------|-------------------|-----------------------|
|  | <b>1st choice</b>        | <b>2nd choice</b> | <b>3rd choice</b> | <b>Response Count</b> |
| Overall quality of local police protection   | 31.7% (13)               | 29.3% (12)        | <b>39.0% (16)</b> | 41                    |
| The visibility of police in neighborhoods  | 35.6% (16)               | <b>37.8% (17)</b> | 26.7% (12)        | 45                    |
| The Town's efforts to prevent crime  | <b>58.1% (36)</b>        | 27.4% (17)        | 14.5% (9)         | 62                    |
| How quickly police respond to emergencies  | 24.0% (6)                | 28.0% (7)         | <b>48.0% (12)</b> | 25                    |
| Enforcement of local traffic laws  | 29.6% (8)                | <b>48.1% (13)</b> | 22.2% (6)         | 27                    |
| Police safety education programs   | 8.3% (1)                 | 33.3% (4)         | <b>58.3% (7)</b>  | 12                    |
| Overall quality of local fire protection   | 12.5% (3)                | 33.3% (8)         | <b>54.2% (13)</b> | 24                    |
| Location of fire stations  | 0.0% (0)                 | <b>66.7% (2)</b>  | 33.3% (1)         | 3                     |
| Fire safety education programs   | 12.5% (1)                | 25.0% (2)         | <b>62.5% (5)</b>  | 8                     |
|  | <b>answered question</b> |                   |                   | <b>84</b>             |
|  | <b>skipped question</b>  |                   |                   | <b>8</b>              |

| <b>6. POLICE DEPARTMENT. Please rate your satisfaction with each of the police department items listed below.</b> |                          |                   |                |                     |                          |                   |                       |
|---|--------------------------|-------------------|----------------|---------------------|--------------------------|-------------------|-----------------------|
|   | <b>Very Satisfied</b>    | <b>Satisfied</b>  | <b>Neutral</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> | <b>Response Count</b> |
| Chapel Hill Police Department's overall performance   | 27.1% (23)               | <b>61.2% (52)</b> | 5.9% (5)       | 1.2% (1)            | 1.2% (1)                 | 3.5% (3)          | 85                    |
| The attitude and behavior of Police Department personnel toward residents   | 29.8% (25)               | <b>46.4% (39)</b> | 13.1% (11)     | 2.4% (2)            | 2.4% (2)                 | 6.0% (5)          | 84                    |
| The level of safety and security in your neighborhood   | 12.9% (11)               | <b>51.8% (44)</b> | 22.4% (19)     | 10.6% (9)           | 2.4% (2)                 | 0.0% (0)          | 85                    |
|   | <b>answered question</b> |                   |                |                     |                          |                   | <b>85</b>             |
|   | <b>skipped question</b>  |                   |                |                     |                          |                   | <b>7</b>              |

| 7. Do you have any recommendations for improvement of the services provided by the Police Department? |                          |                |
|---|--------------------------|----------------|
|   |                          | Response Count |
|   |                          | 34             |
|   | <i>answered question</i> | <b>34</b>      |
|   | <i>skipped question</i>  | <b>58</b>      |

| 8. Please rate how safe you feel in the following situations. |                          |                   |                 |             |            |                |
|---|--------------------------|-------------------|-----------------|-------------|------------|----------------|
|   | Very Safe                | Somewhat Safe     | Somewhat Unsafe | Very Unsafe | Don't Know | Response Count |
| In your neighborhood during the day                           | <b>80.5% (70)</b>        | 19.5% (17)        | 0.0% (0)        | 0.0% (0)    | 0.0% (0)   | 87             |
| In your neighborhood at night                                 | <b>47.1% (41)</b>        | 44.8% (39)        | 8.0% (7)        | 0.0% (0)    | 0.0% (0)   | 87             |
| In downtown Chapel Hill                                       | 14.9% (13)               | <b>36.8% (32)</b> | 32.2% (28)      | 13.8% (12)  | 2.3% (2)   | 87             |
| Other commercial areas  | 20.7% (18)               | <b>51.7% (45)</b> | 18.4% (16)      | 3.4% (3)    | 5.7% (5)   | 87             |
|   | <i>answered question</i> |                   |                 |             |            | <b>87</b>      |
|   | <i>skipped question</i>  |                   |                 |             |            | <b>5</b>       |

**9. TOWN REGULATIONS. Please rate your satisfaction with each of the items listed below.**

|   | <b>Very Satisfied</b>           | <b>Satisfied</b>  | <b>Neutral</b>    | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> | <b>Response Count</b> |
|---|---------------------------------|-------------------|-------------------|---------------------|--------------------------|-------------------|-----------------------|
| Enforcing the clean up of litter and debris on private property       | 10.6% (9)                       | <b>34.1% (29)</b> | 27.1% (23)        | 7.1% (6)            | 4.7% (4)                 | 16.5% (14)        | 85                    |
| Enforcing the mowing and trimming of property                         | 9.4% (8)                        | <b>32.9% (28)</b> | 30.6% (26)        | 4.7% (4)            | 5.9% (5)                 | 16.5% (14)        | 85                    |
| Enforcing the maintenance of residential property (exterior of homes) | 8.2% (7)                        | 31.8% (27)        | <b>34.1% (29)</b> | 8.2% (7)            | 3.5% (3)                 | 14.1% (12)        | 85                    |
| Enforcing the maintenance of business property                        | 9.5% (8)                        | 26.2% (22)        | <b>38.1% (32)</b> | 9.5% (8)            | 2.4% (2)                 | 14.3% (12)        | 84                    |
| Enforcing codes designed to protect public safety                     | 11.8% (10)                      | <b>32.9% (28)</b> | 28.2% (24)        | 8.2% (7)            | 3.5% (3)                 | 15.3% (13)        | 85                    |
| Enforcing sign regulations  | 13.1% (11)                      | 28.6% (24)        | <b>33.3% (28)</b> | 9.5% (8)            | 2.4% (2)                 | 13.1% (11)        | 84                    |
|   | <b><i>answered question</i></b> |                   |                   |                     |                          |                   | <b>85</b>             |
|   | <b><i>skipped question</i></b>  |                   |                   |                     |                          |                   | <b>7</b>              |



**10. PARKS AND RECREATION. Please rate your satisfaction with each of the parks and recreation items listed below.**

|  | Very Satisfied           | Satisfied         | Neutral           | Dissatisfied | Very Dissatisfied | Don't Know        | Response Count |
|--|--------------------------|-------------------|-------------------|--------------|-------------------|-------------------|----------------|
| Maintenance of Town parks  | 16.5% (13)               | <b>48.1% (38)</b> | 21.5% (17)        | 6.3% (5)     | 0.0% (0)          | 7.6% (6)          | 79             |
| Number of Town parks   | 15.2% (12)               | <b>57.0% (45)</b> | 16.5% (13)        | 6.3% (5)     | 0.0% (0)          | 5.1% (4)          | 79             |
| Number of walking and biking trails                                  | 15.2% (12)               | <b>36.7% (29)</b> | 12.7% (10)        | 27.8% (22)   | 2.5% (2)          | 5.1% (4)          | 79             |
| Quality of outdoor athletic fields                                   | 13.9% (11)               | <b>32.9% (26)</b> | 19.0% (15)        | 12.7% (10)   | 3.8% (3)          | 17.7% (14)        | 79             |
| Number of outdoor athletic fields                                    | 11.5% (9)                | <b>38.5% (30)</b> | 23.1% (18)        | 11.5% (9)    | 0.0% (0)          | 15.4% (12)        | 78             |
| Availability of information about Town parks and recreation programs | 11.4% (9)                | <b>50.6% (40)</b> | 27.8% (22)        | 6.3% (5)     | 1.3% (1)          | 2.5% (2)          | 79             |
| The Town's youth athletic programs                                   | 8.9% (7)                 | <b>38.0% (30)</b> | 20.3% (16)        | 3.8% (3)     | 1.3% (1)          | 27.8% (22)        | 79             |
| The Town's adult athletic programs                                   | 10.1% (8)                | 26.6% (21)        | <b>29.1% (23)</b> | 3.8% (3)     | 1.3% (1)          | <b>29.1% (23)</b> | 79             |
| Town special events and festivals                                    | 16.5% (13)               | <b>40.5% (32)</b> | 22.8% (18)        | 12.7% (10)   | 3.8% (3)          | 3.8% (3)          | 79             |
| Therapeutic recreation programs                                      | 6.4% (5)                 | 19.2% (15)        | 17.9% (14)        | 2.6% (2)     | 1.3% (1)          | <b>52.6% (41)</b> | 78             |
| Cultural arts programs (ceramics, dance, etc.)                       | 11.5% (9)                | <b>33.3% (26)</b> | 23.1% (18)        | 5.1% (4)     | 1.3% (1)          | 25.6% (20)        | 78             |
| Public art   | 13.9% (11)               | <b>39.2% (31)</b> | 19.0% (15)        | 7.6% (6)     | 10.1% (8)         | 10.1% (8)         | 79             |
| Landscaping and appearance of public areas along Town streets        | 12.7% (10)               | <b>45.6% (36)</b> | 21.5% (17)        | 15.2% (12)   | 3.8% (3)          | 1.3% (1)          | 79             |
|  | <b>answered question</b> |                   |                   |              |                   |                   | <b>79</b>      |
|  | <b>skipped question</b>  |                   |                   |              |                   |                   | <b>13</b>      |

**11. Which THREE of these parks and recreation items do you think should receive the most emphasis from Town leaders over the next TWO Years? (check the item that corresponds with your 1st, 2nd and 3rd choices)**

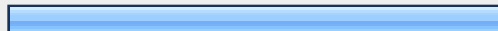
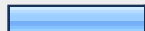
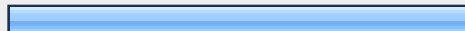
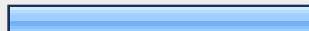

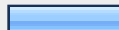
|  | <b>1st choice</b>        | <b>2nd choice</b> | <b>3rd choice</b> | <b>Response Count</b> |
|--|--------------------------|-------------------|-------------------|-----------------------|
| Maintenance of Town parks  | <b>59.3% (16)</b>        | 14.8% (4)         | 25.9% (7)         | 27                    |
| Number of Town parks   | 20.0% (2)                | <b>50.0% (5)</b>  | 30.0% (3)         | 10                    |
| Number of walking and biking trails                                  | <b>55.1% (27)</b>        | 32.7% (16)        | 12.2% (6)         | 49                    |
| Quality of outdoor athletic fields                                   | 25.0% (4)                | <b>43.8% (7)</b>  | 31.3% (5)         | 16                    |
| Number of outdoor athletic fields                                    | 18.2% (2)                | 36.4% (4)         | <b>45.5% (5)</b>  | 11                    |
| Availability of information about Town parks and recreation programs | 25.0% (2)                | <b>50.0% (4)</b>  | 25.0% (2)         | 8                     |
| The Town's youth athletic programs                                   | 27.8% (5)                | <b>38.9% (7)</b>  | 33.3% (6)         | 18                    |
| The Town's adult athletic programs                                   | 14.3% (1)                | 14.3% (1)         | <b>71.4% (5)</b>  | 7                     |
| Town special events and festivals                                    | 15.8% (3)                | 21.1% (4)         | <b>63.2% (12)</b> | 19                    |
| Therapeutic recreation programs                                      | 14.3% (1)                | <b>85.7% (6)</b>  | 0.0% (0)          | 7                     |
| Cultural arts programs (ceramics, dance, etc.)                       | 25.0% (3)                | <b>41.7% (5)</b>  | 33.3% (4)         | 12                    |
| Public art   | 22.2% (2)                | 22.2% (2)         | <b>55.6% (5)</b>  | 9                     |
| Landscaping and appearance of public areas along Town streets        | 27.3% (9)                | 33.3% (11)        | <b>39.4% (13)</b> | 33                    |
|  | <b>answered question</b> |                   |                   | <b>77</b>             |
|  | <b>skipped question</b>  |                   |                   | <b>15</b>             |

| <b>12. Several reasons for deciding where to live are listed below. How important was each reason in your decision to live in Chapel Hill?</b> |                                 |                           |                 |                     |                       |
|--|---------------------------------|---------------------------|-----------------|---------------------|-----------------------|
|  | <b>Very Important</b>           | <b>Somewhat Important</b> | <b>Not Sure</b> | <b>Un-important</b> | <b>Response Count</b> |
| Sense of belonging to the community  | <b>42.3% (33)</b>               | 38.5% (30)                | 1.3% (1)        | 17.9% (14)          | 78                    |
| Quality of public schools  | <b>62.3% (48)</b>               | 24.7% (19)                | 0.0% (0)        | 13.0% (10)          | 77                    |
| Employment opportunities   | 32.5% (25)                      | <b>36.4% (28)</b>         | 5.2% (4)        | 26.0% (20)          | 77                    |
| Types of housing   | 31.2% (24)                      | <b>45.5% (35)</b>         | 5.2% (4)        | 18.2% (14)          | 77                    |
| Affordability of housing   | <b>35.5% (27)</b>               | <b>35.5% (27)</b>         | 7.9% (6)        | 21.1% (16)          | 76                    |
| Access to quality shopping   | 26.9% (21)                      | <b>53.8% (42)</b>         | 5.1% (4)        | 14.1% (11)          | 78                    |
| Availability of parks and recreation opportunities   | 30.3% (23)                      | <b>55.3% (42)</b>         | 3.9% (3)        | 10.5% (8)           | 76                    |
| Near family or friends   | 27.6% (21)                      | <b>35.5% (27)</b>         | 5.3% (4)        | 31.6% (24)          | 76                    |
| Safety and security  | <b>67.5% (52)</b>               | 28.6% (22)                | 1.3% (1)        | 2.6% (2)            | 77                    |
| Availability of transportation options   | 26.3% (20)                      | <b>43.4% (33)</b>         | 1.3% (1)        | 28.9% (22)          | 76                    |
| Availability of cultural activities and the arts   | 35.1% (27)                      | <b>41.6% (32)</b>         | 6.5% (5)        | 16.9% (13)          | 77                    |
| Access to restaurants and entertainment  | 41.6% (32)                      | <b>44.2% (34)</b>         | 3.9% (3)        | 10.4% (8)           | 77                    |
| University community   | <b>43.6% (34)</b>               | 35.9% (28)                | 3.8% (3)        | 16.7% (13)          | 78                    |
| Access to Research Triangle Park   | 31.2% (24)                      | 22.1% (17)                | 7.8% (6)        | <b>39.0% (30)</b>   | 77                    |
|  | <b><i>answered question</i></b> |                           |                 |                     | <b>78</b>             |
|  | <b><i>skipped question</i></b>  |                           |                 |                     | <b>14</b>             |

**13. TOWN COMMUNICATION. Please rate your satisfaction with each of the items listed below.**

|   | <b>Very Satisfied</b>           | <b>Satisfied</b>            | <b>Neutral</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b>           | <b>Response Count</b> |
|---|---------------------------------|-----------------------------|----------------|---------------------|--------------------------|-----------------------------|-----------------------|
| Availability of information about Town programs and services            | 16.9%<br>(13)                   | <b>49.4%</b><br><b>(38)</b> | 26.0%<br>(20)  | 3.9% (3)            | 2.6% (2)                 | 1.3%<br>(1)                 | 77                    |
| Efforts to keep you informed about local issues/events                  | 20.8%<br>(16)                   | <b>39.0%</b><br><b>(30)</b> | 31.2%<br>(24)  | 6.5% (5)            | 2.6% (2)                 | 0.0%<br>(0)                 | 77                    |
| How open the Town is to public involvement and input                    | 17.9%<br>(14)                   | <b>30.8%</b><br><b>(24)</b> | 23.1%<br>(18)  | 9.0% (7)            | 14.1% (11)               | 5.1%<br>(4)                 | 78                    |
| Access to the Mayor and Town Council                                    | 14.1%<br>(11)                   | <b>32.1%</b><br><b>(25)</b> | 17.9%<br>(14)  | 10.3% (8)           | 9.0% (7)                 | 16.7%<br>(13)               | 78                    |
| The quality of programming on Chapel Hill TV-18, the government channel | 11.7%<br>(9)                    | 20.8%<br>(16)               | 23.4%<br>(18)  | 5.2% (4)            | 6.5% (5)                 | <b>32.5%</b><br><b>(25)</b> | 77                    |
| The quality of the Town's website                                       | 11.5%<br>(9)                    | <b>39.7%</b><br><b>(31)</b> | 24.4%<br>(19)  | 14.1% (11)          | 3.8% (3)                 | 6.4%<br>(5)                 | 78                    |
| Chapel Hill eNews updates   | 19.5%<br>(15)                   | <b>33.8%</b><br><b>(26)</b> | 22.1%<br>(17)  | 2.6% (2)            | 2.6% (2)                 | 19.5%<br>(15)               | 77                    |
|   | <b><i>answered question</i></b> |                             |                |                     |                          |                             | <b>78</b>             |
|   | <b><i>skipped question</i></b>  |                             |                |                     |                          |                             | <b>14</b>             |

14. Which of the following are your primary sources of information about Town issues, services, and events?

|                           |  | Response Percent         | Response Count |
|---------------------------|--|--------------------------|----------------|
| Newspapers                |  | 75.6%                    | 62             |
| Television news           |   | 20.7%                    | 17             |
| Internet                  |  | 70.7%                    | 58             |
| Email                     |   | 46.3%                    | 38             |
| Government access channel |   | 13.4%                    | 11             |
| Social media              |   | 17.1%                    | 14             |
| Other (please specify)    |  |                          | 9              |
|                           |  | <b>answered question</b> | <b>82</b>      |
|                           |  | <b>skipped question</b>  | <b>10</b>      |

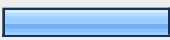
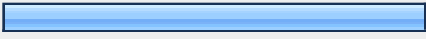
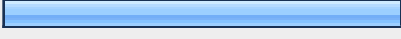
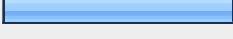
**15. PUBLIC WORKS. Please rate your satisfaction with each of the public works items listed below.**

|   | Very Satisfied           | Satisfied         | Neutral           | Dissatisfied | Very Dissatisfied | Don't Know | Response Count |
|---|--------------------------|-------------------|-------------------|--------------|-------------------|------------|----------------|
| Maintenance of main Town street thoroughfares                         | 13.9% (11)               | <b>51.9% (41)</b> | 13.9% (11)        | 12.7% (10)   | 7.6% (6)          | 0.0% (0)   | 79             |
| Maintenance of streets in your neighborhood                           | 16.5% (13)               | <b>57.0% (45)</b> | 15.2% (12)        | 7.6% (6)     | 3.8% (3)          | 0.0% (0)   | 79             |
| Maintenance of street signs/pavement markings                         | 15.2% (12)               | <b>45.6% (36)</b> | 19.0% (15)        | 16.5% (13)   | 3.8% (3)          | 0.0% (0)   | 79             |
| Maintenance/preservation of downtown                                  | 13.0% (10)               | <b>28.6% (22)</b> | 19.5% (15)        | 23.4% (18)   | 13.0% (10)        | 2.6% (2)   | 77             |
| Overall cleanliness of streets, and other public areas                | 11.4% (9)                | <b>43.0% (34)</b> | 26.6% (21)        | 16.5% (13)   | 2.5% (2)          | 0.0% (0)   | 79             |
| Adequacy of street lighting   | 10.1% (8)                | <b>27.8% (22)</b> | <b>27.8% (22)</b> | 24.1% (19)   | 10.1% (8)         | 0.0% (0)   | 79             |
| Condition of sidewalks  | 7.7% (6)                 | <b>30.8% (24)</b> | 26.9% (21)        | 21.8% (17)   | 11.5% (9)         | 1.3% (1)   | 78             |
| Overall quality of the stormwater runoff/stormwater management system | 12.7% (10)               | <b>40.5% (32)</b> | 27.8% (22)        | 10.1% (8)    | 3.8% (3)          | 5.1% (4)   | 79             |
|   | <b>answered question</b> |                   |                   |              |                   |            | <b>79</b>      |
|   | <b>skipped question</b>  |                   |                   |              |                   |            | <b>13</b>      |

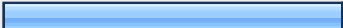
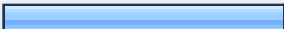
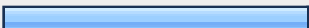


**16. Which THREE of these public works items do you think should receive the most emphasis from Town leaders over the next TWO Years? (check the item that corresponds with your 1st, 2nd and 3rd choices)**

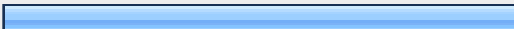
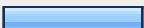
|   | <b>1st choice</b>               | <b>2nd choice</b> | <b>3rd choice</b> | <b>Response Count</b> |
|---|---------------------------------|-------------------|-------------------|-----------------------|
| Maintenance of main Town street thoroughfares                         | <b>42.1% (16)</b>               | 28.9% (11)        | 28.9% (11)        | 38                    |
| Maintenance of streets in your neighborhood                           | 28.6% (4)                       | <b>35.7% (5)</b>  | <b>35.7% (5)</b>  | 14                    |
| Maintenance of street signs/pavement markings                         | 13.3% (2)                       | 33.3% (5)         | <b>53.3% (8)</b>  | 15                    |
| Maintenance/preservation of downtown                                  | <b>39.0% (16)</b>               | <b>39.0% (16)</b> | 22.0% (9)         | 41                    |
| Overall cleanliness of streets, and other public areas                | 32.4% (11)                      | 29.4% (10)        | <b>38.2% (13)</b> | 34                    |
| Adequacy of street lighting   | 31.4% (11)                      | <b>45.7% (16)</b> | 22.9% (8)         | 35                    |
| Condition of sidewalks  | 24.0% (6)                       | 28.0% (7)         | <b>48.0% (12)</b> | 25                    |
| Overall quality of the stormwater runoff/stormwater management system | <b>44.4% (12)</b>               | 22.2% (6)         | 33.3% (9)         | 27                    |
|   | <b><i>answered question</i></b> |                   |                   | <b>78</b>             |
|   | <b><i>skipped question</i></b>  |                   |                   | <b>14</b>             |

| 17. TRANSPORTATION. Please rate your satisfaction with each of the transportation items listed below. |                          |                   |            |                   |                   |            |                |
|---|--------------------------|-------------------|------------|-------------------|-------------------|------------|----------------|
|   | Very Satisfied           | Satisfied         | Neutral    | Dissatisfied      | Very Dissatisfied | Don't Know | Response Count |
| How well the traffic signal system provides for efficient traffic flow                                | 7.7% (6)                 | 24.4% (19)        | 21.8% (17) | <b>29.5% (23)</b> | 16.7% (13)        | 0.0% (0)   | 78             |
| The quality of Chapel Hill Transit  | 17.9% (14)               | <b>43.6% (34)</b> | 14.1% (11) | 6.4% (5)          | 1.3% (1)          | 16.7% (13) | 78             |
| The ease of walking or biking in Chapel Hill  | 9.1% (7)                 | <b>27.3% (21)</b> | 20.8% (16) | 24.7% (19)        | 15.6% (12)        | 2.6% (2)   | 77             |
| Availability of sidewalks in the Town   | 7.7% (6)                 | <b>28.2% (22)</b> | 16.7% (13) | 26.9% (21)        | 17.9% (14)        | 2.6% (2)   | 78             |
| Availability of greenways and walking trails  | 12.8% (10)               | <b>39.7% (31)</b> | 21.8% (17) | 14.1% (11)        | 10.3% (8)         | 1.3% (1)   | 78             |
|   | <b>answered question</b> |                   |            |                   |                   |            | <b>78</b>      |
|   | <b>skipped question</b>  |                   |            |                   |                   |            | <b>14</b>      |

| 18. In your experience, which are the most congested east-west roads? (Please check two) |   |                  |                |
|--|---|------------------|----------------|
|  |   | Response Percent | Response Count |
| Franklin Street  |  | 25.0%            | 20             |
| <b>U.S. 15-501</b>   |  | <b>65.0%</b>     | <b>52</b>      |
| Raleigh Road and NC-54   |  | 61.3%            | 49             |
| Estes Drive  |  | 35.0%            | 28             |
|  | <b>answered question</b>  |                  | <b>80</b>      |
|  | <b>skipped question</b>   |                  | <b>12</b>      |




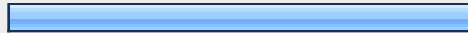
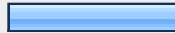
| 19. Which are the most congested north-south roads? (Please check two) |   |                          |                |
|--|---|--------------------------|----------------|
|  |   | Response Percent         | Response Count |
| Fordham Boulevard  |  | 51.9%                    | 40             |
| U.S. 15-501 South  |  | 42.9%                    | 33             |
| S. Columbia Street   |  | 46.8%                    | 36             |
| Martin Luther King Jr. Boulevard                                       |  | 27.3%                    | 21             |
| Hillsborough Street-Raleigh Street                                     |  | 11.7%                    | 9              |
|  |   | <i>answered question</i> | <b>77</b>      |
|  |   | <i>skipped question</i>  | <b>15</b>      |

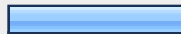
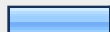
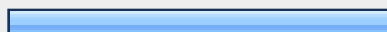
| 20. Have you or any member of your household ever used Chapel Hill Transit bus service? |  |                          |                |
|---|--|--------------------------|----------------|
|   |  | Response Percent         | Response Count |
| Yes   |  | 79.0%                    | 64             |
| No  |   | 21.0%                    | 17             |
|   |  | <i>answered question</i> | <b>81</b>      |
|   |  | <i>skipped question</i>  | <b>11</b>      |

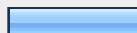
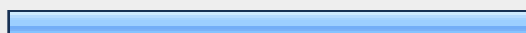
| 21. What is the primary reason for taking the bus? |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| To go to and from work                             |  | 45.9%                    | 28             |
| To go to and from shopping                         |  | 11.5%                    | 7              |
| To go to and from medical appointments             |  | 3.3%                     | 2              |
| To go to and from social activities                |  | 31.1%                    | 19             |
| To go to and from school                           |  | 8.2%                     | 5              |
|  |  | <b>answered question</b> | <b>61</b>      |
|  |  | <b>skipped question</b>  | <b>31</b>      |

| 22. Do you live within walking distance of a bus stop? |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| Yes  |  | 78.8%                    | 63             |
| No   |  | 21.3%                    | 17             |
|  |  | <b>answered question</b> | <b>80</b>      |
|  |  | <b>skipped question</b>  | <b>12</b>      |

| 23. Does anyone in your household ride a bicycle? |  |                          |                |
|---|--|--------------------------|----------------|
|   |  | Response Percent         | Response Count |
| Yes   |  | 67.9%                    | 55             |
| No  |  | 32.1%                    | 26             |
|   |  | <b>answered question</b> | <b>81</b>      |
|   |  | <b>skipped question</b>  | <b>11</b>      |

| 24. If yes, someone in your household rides a bicycle: |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| Do they bike to commute to work or school              |   | 3.6%                     | 2              |
| <b>Do they bike for recreation only</b>                |  | <b>70.9%</b>             | <b>39</b>      |
| Do they bike for BOTH commuting and recreation         |   | 25.5%                    | 14             |
|  |  | <i>answered question</i> | <b>55</b>      |
|  |  | <i>skipped question</i>  | <b>37</b>      |

| 25. What type of bicycle amenities would you like for the Town to provide? |   |                          |                |
|--|---|--------------------------|----------------|
|  |   | Response Percent         | Response Count |
| Wide outside lanes on streets  |    | 26.4%                    | 14             |
| Striped on-road lanes  |  | 15.1%                    | 8              |
| <b>Separate bike paths</b>   |  | <b>58.5%</b>             | <b>31</b>      |
|  |   | <i>answered question</i> | <b>53</b>      |
|  |   | <i>skipped question</i>  | <b>39</b>      |

| 26. Do you feel that riding a bicycle in Chapel Hill is safe? |  |                          |                |
|---|--|--------------------------|----------------|
|   |  | Response Percent         | Response Count |
| Yes   |   | 19.8%                    | 16             |
| <b>No</b>   |  | <b>80.2%</b>             | <b>65</b>      |
|   |  | <i>answered question</i> | <b>81</b>      |
|   |  | <i>skipped question</i>  | <b>11</b>      |

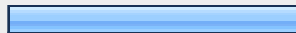



| 27. If you don't feel that riding a bicycle in Chapel Hill is safe, why not? |                          | Response Count |
|--|--------------------------|----------------|
|  |                          | 1              |
|  | <i>answered question</i> | 1              |
|  | <i>skipped question</i>  | 91             |

| 28. ECONOMIC DEVELOPMENT. Please rate the Town's current pace of development in each of the following areas. |                          |                   |                   |            |                   |            |                |
|--|--------------------------|-------------------|-------------------|------------|-------------------|------------|----------------|
|  | Much Too Slow            | Slow              | Just Right        | Fast       | Much Too Fast     | Don't Know | Response Count |
| Office development   | 16.9% (13)               | 15.6% (12)        | <b>19.5% (15)</b> | 18.2% (14) | 15.6% (12)        | 14.3% (11) | 77             |
| Multi-family residential development   | 2.6% (2)                 | 13.0% (10)        | 20.8% (16)        | 20.8% (16) | <b>29.9% (23)</b> | 13.0% (10) | 77             |
| Single-family residential development  | 5.3% (4)                 | 14.7% (11)        | <b>38.7% (29)</b> | 14.7% (11) | 13.3% (10)        | 13.3% (10) | 75             |
| Retail development   | 21.8% (17)               | <b>32.1% (25)</b> | 20.5% (16)        | 7.7% (6)   | 11.5% (9)         | 6.4% (5)   | 78             |
| Mixed use development  | 9.1% (7)                 | 15.6% (12)        | <b>32.5% (25)</b> | 14.3% (11) | 16.9% (13)        | 11.7% (9)  | 77             |
|  | <i>answered question</i> |                   |                   |            |                   |            | <b>78</b>      |
|  | <i>skipped question</i>  |                   |                   |            |                   |            | <b>14</b>      |



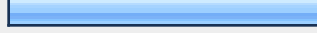


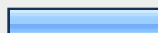
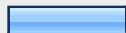

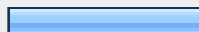
| 29. How often do you typically go outside Chapel Hill Town limits to shop? |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| Every day  |  | 24.1%                    | 19             |
| <b>A few times per week</b>  |  | <b>26.6%</b>             | <b>21</b>      |
| At least once a week   |  | 21.5%                    | 17             |
| A few times per month  |  | 22.8%                    | 18             |
| A few times per year   |  | 5.1%                     | 4              |
| Seldom or never  |  | 0.0%                     | 0              |
|  |  | <b>answered question</b> | <b>79</b>      |
|  |  | <b>skipped question</b>  | <b>13</b>      |

| 30. Do you feel that a redeveloped downtown is an important part of the Town's economic development strategy? |  |                          |                |
|---|--|--------------------------|----------------|
|   |  | Response Percent         | Response Count |
| <b>Essential</b>  |  | <b>54.4%</b>             | <b>43</b>      |
| Important   |  | 29.1%                    | 23             |
| Not sure  |  | 5.1%                     | 4              |
| Not important   |  | 10.1%                    | 8              |
| Detrimental   |  | 1.3%                     | 1              |
|   |  | <b>answered question</b> | <b>79</b>      |
|   |  | <b>skipped question</b>  | <b>13</b>      |

**31. In general, how supportive are you of having the Town use incentives to attract and expand retail, science & technology, research and regional office companies?**

|                     |   | Response Percent         | Response Count |
|---------------------|---|--------------------------|----------------|
| Very supportive     |  | 44.3%                    | 35             |
| Somewhat supportive |  | 17.7%                    | 14             |
| Not sure            |  | 16.5%                    | 13             |
| Not supportive      |  | 21.5%                    | 17             |
|                     |   | <i>answered question</i> | <b>79</b>      |
|                     |   | <i>skipped question</i>  | <b>13</b>      |

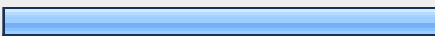


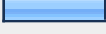

**32. Of the following Capital Improvements, which three would you select as the most important? (check only 3)**

|  |   | Response Percent         | Response Count |
|--|---|--------------------------|----------------|
| Stormwater system improvements                 |   | 23.1%                    | 18             |
| Street extensions                              |  | 16.7%                    | 13             |
| Sidewalk construction                          |  | 47.4%                    | 37             |
| Street reconstruction                          |  | 30.8%                    | 24             |
| Traffic signal replacements/upgrades           |  | 44.9%                    | 35             |
| Parks  |  | 23.1%                    | 18             |
| Public facilities                              |  | 17.9%                    | 14             |
| <b>Additional bicycle lanes/off-road paths</b> |  | <b>53.8%</b>             | <b>42</b>      |
| Transit – Regional transit services            |  | 29.5%                    | 23             |
|  |   | <i>answered question</i> | <b>78</b>      |
|  |   | <i>skipped question</i>  | <b>14</b>      |

**33. The Town may have the capacity to issue general obligation bonds that would require a tax increase, to fund capital projects. How likely would you be to vote in favor of issuing general obligation bonds to fund:**

|   | Very Likely              | Somewhat Likely | Not Likely        | Don't Know | Response Count |
|---|--------------------------|-----------------|-------------------|------------|----------------|
| Re-development of downtown                        | 31.2% (24)               | 23.4% (18)      | <b>42.9% (33)</b> | 2.6% (2)   | 77             |
| Paving and reconstruction of neighborhood streets | 12.0% (9)                | 13.3% (10)      | <b>73.3% (55)</b> | 1.3% (1)   | 75             |
| Sidewalk improvement program                      | 22.7% (17)               | 21.3% (16)      | <b>50.7% (38)</b> | 5.3% (4)   | 75             |
| Additional trails and greenways                   | 23.7% (18)               | 22.4% (17)      | <b>51.3% (39)</b> | 2.6% (2)   | 76             |
| Major park renovations                            | 14.7% (11)               | 18.7% (14)      | <b>65.3% (49)</b> | 1.3% (1)   | 75             |
| Open space acquisition                            | 27.0% (20)               | 23.0% (17)      | <b>47.3% (35)</b> | 2.7% (2)   | 74             |
| Bicycle lanes or off-road paths                   | 28.6% (22)               | 27.3% (21)      | <b>40.3% (31)</b> | 3.9% (3)   | 77             |
|   | <i>answered question</i> |                 |                   |            | <b>77</b>      |
|   | <i>skipped question</i>  |                 |                   |            | <b>15</b>      |


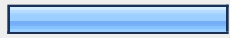
**34. Chapel Hill is managing the inevitable crowds at Halloween that gather on Franklin Street with restrictions aimed at making the event smaller and safer. Please let us know how you would like for the Town to address this event in the future.**

|  |   | Response Percent | Response Count |
|--|---|------------------|----------------|
| <b>Continue to manage the event to keep it small and local</b> |  | <b>66.7%</b>     | <b>52</b>      |
| Add festival activities  |  | 9.0%             | 7              |
| Discontinue efforts to reduce the size                         |  | 5.1%             | 4              |
| Prohibit the celebration completely                            |  | 15.4%            | 12             |
| I don't have an opinion  |  | 3.8%             | 3              |
|  | <i>answered question</i>  |                  | <b>78</b>      |
|  | <i>skipped question</i>   |                  | <b>14</b>      |

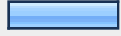
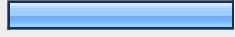
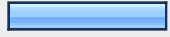
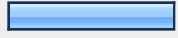
| <b>35. DOWNTOWN PARKING. Please rate your satisfaction with each of the items listed below.</b> |                          |                   |                |                     |                          |                   |                       |
|---|--------------------------|-------------------|----------------|---------------------|--------------------------|-------------------|-----------------------|
|   | <b>Very Satisfied</b>    | <b>Satisfied</b>  | <b>Neutral</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> | <b>Response Count</b> |
| Availability of parking downtown  | 2.5% (2)                 | 29.1% (23)        | 10.1% (8)      | <b>31.6% (25)</b>   | 25.3% (20)               | 1.3% (1)          | 79                    |
| Cost of parking in downtown   | 6.3% (5)                 | <b>30.4% (24)</b> | 15.2% (12)     | 21.5% (17)          | 24.1% (19)               | 2.5% (2)          | 79                    |
| Overall parking philosophy in downtown  | 5.1% (4)                 | 10.1% (8)         | 21.5% (17)     | 25.3% (20)          | <b>32.9% (26)</b>        | 5.1% (4)          | 79                    |
| Security of parking downtown  | 6.3% (5)                 | <b>30.4% (24)</b> | 22.8% (18)     | 17.7% (14)          | 17.7% (14)               | 5.1% (4)          | 79                    |
|   | <b>answered question</b> |                   |                |                     |                          |                   | <b>79</b>             |
|   | <b>skipped question</b>  |                   |                |                     |                          |                   | <b>13</b>             |



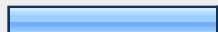
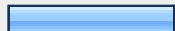
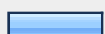
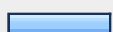
| <b>36. TRASH SERVICES. Please rate your satisfaction with each of the trash service items listed below.</b> |                          |                  |                |                     |                          |                   |                       |
|---|--------------------------|------------------|----------------|---------------------|--------------------------|-------------------|-----------------------|
|   | <b>Very Satisfied</b>    | <b>Satisfied</b> | <b>Neutral</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> | <b>Response Count</b> |
| Residential trash collection services   | <b>48.7% (38)</b>        | 35.9% (28)       | 7.7% (6)       | 1.3% (1)            | 3.8% (3)                 | 2.6% (2)          | 78                    |
| Brush and bulky removal services  | <b>36.7% (29)</b>        | 29.1% (23)       | 15.2% (12)     | 5.1% (4)            | 5.1% (4)                 | 8.9% (7)          | 79                    |
| Leaf collection   | <b>34.2% (27)</b>        | 29.1% (23)       | 12.7% (10)     | 7.6% (6)            | 7.6% (6)                 | 8.9% (7)          | 79                    |
| Residential recycling service   | <b>46.8% (37)</b>        | 34.2% (27)       | 8.9% (7)       | 5.1% (4)            | 1.3% (1)                 | 3.8% (3)          | 79                    |
| Dead animal removal from right-of-way   | 13.9% (11)               | 29.1% (23)       | 13.9% (11)     | 3.8% (3)            | 2.5% (2)                 | <b>36.7% (29)</b> | 79                    |
|   | <b>answered question</b> |                  |                |                     |                          |                   | <b>79</b>             |
|   | <b>skipped question</b>  |                  |                |                     |                          |                   | <b>13</b>             |


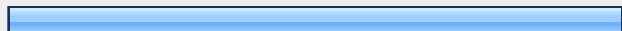






| 37. Do you currently use the recycling center services located in Chapel Hill or Eubanks Road? |   |                          |                |
|--|---|--------------------------|----------------|
|  |   | Response Percent         | Response Count |
| Yes  |  | 66.7%                    | 52             |
| No   |  | 33.3%                    | 26             |
|  |   | <b>answered question</b> | <b>78</b>      |
|  |   | <b>skipped question</b>  | <b>14</b>      |

| 38. About how many times a year do you take items to be recycled? |  |  |                          |
|---|--|--|--------------------------|
|   |  |  | Response Count           |
|   |  |  | 52                       |
|   |  |  | <b>answered question</b> |
|   |  |  | <b>52</b>                |
|   |  |  | <b>skipped question</b>  |
|   |  |  | <b>40</b>                |





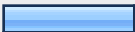
| 39. Approximately how many years have you lived in the Town of Chapel Hill? |   |                          |                |
|---|---|--------------------------|----------------|
|   |   | Response Percent         | Response Count |
| Less than 5 years   |  | 16.5%                    | 13             |
| 5-10 years  |  | 34.2%                    | 27             |
| 11-20 years   |  | 24.1%                    | 19             |
| More than 20 years  |  | 25.3%                    | 20             |
|   |   | <b>answered question</b> | <b>79</b>      |
|   |   | <b>skipped question</b>  | <b>13</b>      |

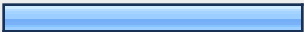
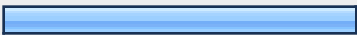
| 40. What is your age? |   |                          |                |
|-----------------------|---|--------------------------|----------------|
|                       |   | Response Percent         | Response Count |
| Under 25 years        |  | 1.3%                     | 1              |
| 25-34 years           |  | 12.7%                    | 10             |
| <b>35-44 years</b>    |  | <b>31.6%</b>             | <b>25</b>      |
| 45-54 years           |  | 25.3%                    | 20             |
| 55-64 years           |  | 13.9%                    | 11             |
| 65+ years             |  | 15.2%                    | 12             |
|                       |   | <i>answered question</i> | <b>79</b>      |
|                       |   | <i>skipped question</i>  | <b>13</b>      |

| 41. Are you or other members of your household of Hispanic or Latino ancestry? |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| Yes  |   | 5.2%                     | 4              |
| <b>No</b>  |  | <b>94.8%</b>             | <b>73</b>      |
|  |  | <i>answered question</i> | <b>77</b>      |
|  |  | <i>skipped question</i>  | <b>15</b>      |

| 42. Which of the following best describes your race? |  |                          |                |
|--|--|--------------------------|----------------|
|  |  | Response Percent         | Response Count |
| African American/Black                               |   | 4.3%                     | 3              |
| American Indian or Alaska Native                     |   | 1.4%                     | 1              |
| Asian, Hawaiian or Other Pacific Islander            |   | 7.1%                     | 5              |
| <b>White</b>   |  | <b>91.4%</b>             | <b>64</b>      |
|  |  | Other (please specify)   | 7              |
|  |  | <b>answered question</b> | <b>70</b>      |
|  |  | <b>skipped question</b>  | <b>22</b>      |

| 43. Which of the following best describes your current place of employment? |   |                          |                |
|---|---|--------------------------|----------------|
|   |   | Response Percent         | Response Count |
| <b>Employed outside the home</b>  |  | <b>57.0%</b>             | <b>45</b>      |
| Self-employed or work out of home   |  | 25.3%                    | 20             |
| Student, Retired, or Not currently employed outside the home                |  | 17.7%                    | 14             |
|   |   | <b>answered question</b> | <b>79</b>      |
|   |   | <b>skipped question</b>  | <b>13</b>      |

| 44. Where do you work?                        |  |                          | Response Percent | Response Count |
|---|--|--------------------------|------------------|----------------|
| In Chapel Hill                                |  |                          | 68.9%            | 31             |
| In Carrboro                                   |  |                          | 0.0%             | 0              |
| Somewhere else in Orange County               |   |                          | 2.2%             | 1              |
| In Raleigh                                    |   |                          | 6.7%             | 3              |
| In Cary                                       |   |                          | 2.2%             | 1              |
| In Apex                                       |  |                          | 0.0%             | 0              |
| In Greensboro                                 |  |                          | 0.0%             | 0              |
| Somewhere else in North Carolina<br>In Durham |   |                          | 20.0%            | 9              |
|   |  | <b>answered question</b> |                  | <b>45</b>      |
|   |  | <b>skipped question</b>  |                  | <b>47</b>      |

| 45. What is your gender? |   |                          | Response Percent | Response Count |
|--------------------------|---|--------------------------|------------------|----------------|
| Male                     |  |                          | 46.1%            | 35             |
| Female                   |  |                          | 53.9%            | 41             |
|                          |   | <b>answered question</b> |                  | <b>76</b>      |
|                          |   | <b>skipped question</b>  |                  | <b>16</b>      |