


FY2013-14 CITIZEN SURVEY


Dear Hillsborough Citizen:

We are conducting our bi-annual Citizen Survey in which we randomly select and survey 25 percent of the Town's households for their opinions about the Town's programs and services. The Town will use the results of this survey to benchmark how it is doing in the development, monitoring and evaluation of priorities. These priorities will be tracked through the annual budget and operational planning process. Please take a few minutes to answer the questions below. At your earliest convenience, please submit your responses via the self-addressed and stamped envelope provided. Your feedback is invaluable and we appreciate your participation in this anonymous survey. If you have any questions about the survey, please contact Jamie Johnson at 919-732-1270 ext. 73 or jamie.johnson@hillsboroughnc.org. *Deadline to submit survey is Friday, September 19, 2014.*

You may also complete the survey online at: <https://www.surveymonkey.com/s/hillsboroughcitizensurvey>

Sincerely,


Tom Stevens, Mayor


Eric Peterson, Town Manager

ON A SCALE OF 1 TO 10, WITH 1 = STRONGLY DISAGREE, 6 = AGREE, AND 10 = STRONGLY AGREE, HOW DO YOU FEEL ABOUT THE FOLLOWING STATEMENTS? (CIRCLE THE NUMBER)

PUBLIC SAFETY:

	STRONGLY DISAGREE								STRONGLY AGREE		
	1	2	3	4	5	6	7	8	9	10	
I feel safe in Hillsborough overall.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel safe in my neighborhood.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel safe in my workplace.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel safe in public places in Hillsborough.....	1	2	3	4	5	6	7	8	9	10	N/A
Hillsborough police have a visible presence around Hillsborough.....	1	2	3	4	5	6	7	8	9	10	N/A
Hillsborough police have a visible presence in my neighborhood.....	1	2	3	4	5	6	7	8	9	10	N/A
Hillsborough police have a visible presence in my workplace.....	1	2	3	4	5	6	7	8	9	10	N/A
Hillsborough police have a visible presence in public places.....	1	2	3	4	5	6	7	8	9	10	N/A
I have had opportunities to speak or interact with Hillsborough police officers (outside of enforcement actions)	<input type="checkbox"/> Yes <input type="checkbox"/> No										
If yes, please rate the following statement:											
Hillsborough police officers left a favorable impression on me when I spoke or interacted with them.....	1	2	3	4	5	6	7	8	9	10	

SERVICES / GOVERNING / TOWN MANAGEMENT:

	STRONGLY DISAGREE								STRONGLY AGREE		
	1	2	3	4	5	6	7	8	9	10	
The Town is responsive to the needs of citizens.....	1	2	3	4	5	6	7	8	9	10	N/A
I have access to Town officials and staff when I have a concern.....	1	2	3	4	5	6	7	8	9	10	N/A
Town employees treat customers courteously.....	1	2	3	4	5	6	7	8	9	10	N/A
Town employees do their jobs in a professional manner.....	1	2	3	4	5	6	7	8	9	10	N/A
Customer Service staff (located at Town Hall Annex) are helpful.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel that the Town spends my tax dollars wisely.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel that the water and wastewater services received are of good quality.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel that the water and wastewater services received are a good value.....	1	2	3	4	5	6	7	8	9	10	N/A
Would you use a payment kiosk (similar to an ATM) for afterhours utility bill payments if it was offered? (check one)	<input type="checkbox"/> Yes <input type="checkbox"/> No										
I feel that the parks are adequately maintained.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel that the streets are adequately maintained.....	1	2	3	4	5	6	7	8	9	10	N/A
I feel that the sidewalks are adequately maintained.....	1	2	3	4	5	6	7	8	9	10	N/A
I am satisfied with the overall appearance of Hillsborough.....	1	2	3	4	5	6	7	8	9	10	N/A

(CONTINUED ON THE BACK)

COMMUNICATION:

STRONGLY DISAGREE 1 2 3 4 5 6 7 8 9 10 STRONGLY AGREE N/A

I feel informed about the Town and its services.....

Do you feel more informed about the Town and its services than you did a year ago? (check one) Yes No

Have you ever visited the Town’s website? (check one) Yes No

If yes, how often do you visit the Town’s website: (check one) Daily Weekly Monthly Less than once a month

I regularly visit the Town’s website to get information about Town services and key issues..... 1 2 3 4 5 6 7 8 9 10 N/A

The Town’s website is easy to navigate..... 1 2 3 4 5 6 7 8 9 10 N/A

Have you ever watched the Town’s Government Access Channel (Channel 18 on Time Warner Cable)? (check one) Yes No

If yes, how often do you watch the Town’s Government Access Channel: (check one) Daily Weekly Monthly Less than once a month

The best way to communicate with you: (please rank your top 5 methods, with 1 being your most preferred)

- ___ Government Access Channel (Ch.18) ___ Town Newsletter ___ Twitter
___ Newspaper ___ Town Website ___ YouTube
___ Direct Mailing ___ Email ___ Instagram
___ Water/Sewer Bill ___ Facebook ___ Tumblr

Is there a better way to contact you? _____

You may sign up for the Town’s listserv at <http://www.ci.hillsborough.nc.us/newsletter/subscriptions> or by providing your email below:

Email address: _____

INVOLVEMENT:

What barriers are there to your involvement in town government (please rank your top 3, with 1 being the biggest barrier)

- ___ Too busy ___ Topics don’t interest me ___ One person can’t make a difference
___ Don’t have time ___ Issues don’t affect me ___ Don’t have transportation
___ Timing is inconvenient ___ Don’t understand government processes ___ Waste of time
___ Don’t know about opportunities ___ Don’t feel qualified to offer input ___ No barriers, already involved

COMMENTS/SUGGESTIONS:

What are the top three issues facing Hillsborough? _____

What can the Town do to improve its services? _____

Is there information you would like to see on the Town’s website or government access channel that is not currently provided? _____

THANK YOU!