

Chatham County 2015 Biennial Citizen Satisfaction Survey Report

Methodology

The Chatham County 2015 Citizen Satisfaction Survey was conducted from November 2nd through November 23rd. The survey instrument is included in Appendix A. BKL Research & Consulting administered the telephone survey to 400 residents of Chatham County. This resulted in a $\pm 4.89\%$ margin of error. Both listed/unlisted landline and wireless telephone numbers coinciding with census tracts in the Chatham County area were included in the sampling frame and contacted using a random selection process. The breakdown for the sample was 71.5% wireless versus 28.5% landlines. A minimum of four separate callbacks was attempted on each number not screened (eliminated) from the sampling frame. The potential respondents were screened with regards to residence in Chatham County and whether they were over the age of 18. The average survey completion time was approximately 7 to 9 minutes and the refusal rate was 24.0%. This is low considering the high percentage of wireless calls.

The survey consisted of 45 core questions and related subparts. Respondents were asked to rate a number of service dimensions and the staff for 12 County departments including Tax, Water Utilities, Library Services, Parks & Recreation, Planning, Permitting & Inspections, Environmental Health, Soil Erosion & Sedimentation, Central Permitting & Planning, Solid Waste & Recycling, Register of Deeds, Animal Service, and Human Resources. The residents were also asked questions concerning communication and overall satisfaction with Chatham County. There were open-ended questions to gather more detailed information on low scores given to any of the service dimensions and the two most pressing issues or challenges facing Chatham County. Demographic information was collected for age, race, years lived in Chatham County, and region of residence. The survey primarily used a five-point rating scale reflecting a standard grading system of A (very good), B (good), C (average), D (poor), and F (very poor).

Demographic Characteristics of the Sample

The demographic profiles of the sample are exhibited in Figures 1-4. The age profile of the sample indicates a large percentage of the respondents (69.3%) fell between the ages of 26 to 65 with the largest portion in the 56-65 year-old (19.9%) and 46-55 year-old (18.6%) categories (Figure 1). Figure 2 shows the number of years the respondents had lived in Chatham County. The respondents tended to be long-time residents with 48.1% residing in the County for more

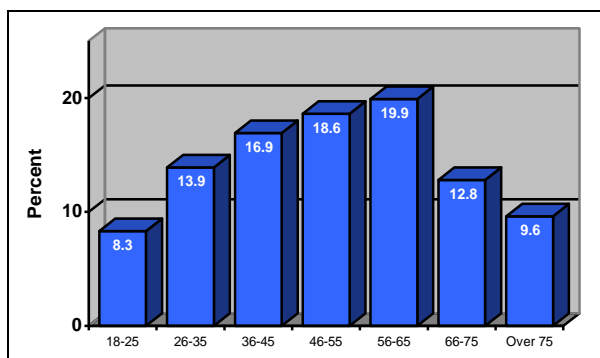


Figure 1. Sample: Age Distribution.

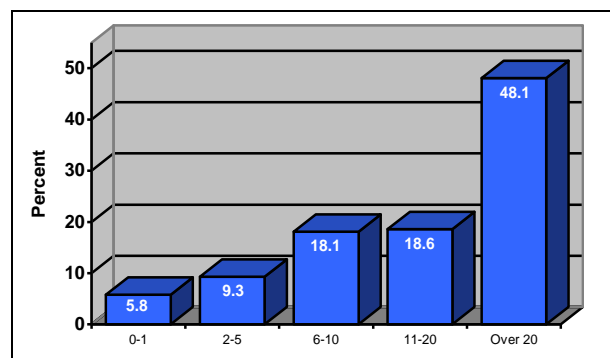


Figure 2. Sample: Years in Chatham County.

than 20 years. Figure 3 shows the racial breakdown of the sample. Caucasians made up 80.8% of the respondents, while 15.4% were African-American and 2.5% Hispanic. Finally, Figure 4 indicates that 42.9% of the sample were from the Central region with 24.5% from the Northwest region and 19.8% from the Northeast region as the most represented areas in the sample.

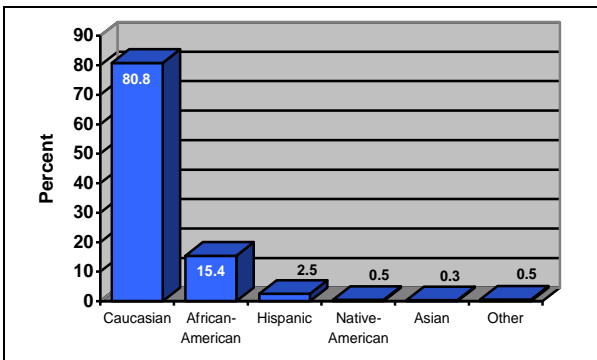


Figure 3. Sample: Race.

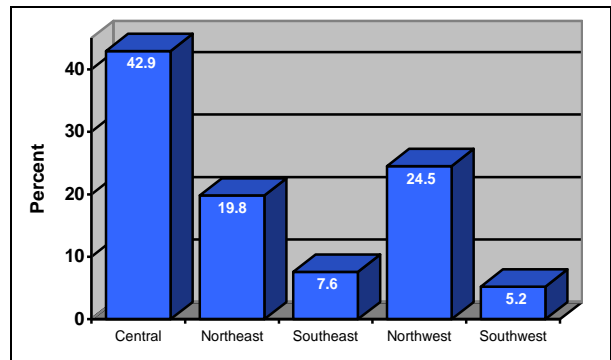


Figure 4. Sample: Region.

Crosstabulations and Grading

The report will include the selected crosstabulations from the demographic variables. These are included in Appendix B. It is important to exercise caution in the interpretation and generalization of crosstabulations. They will act to segment or slice up the sample size and in turn increase the margin of error for that particular question. In some cases, this increase in the margin of error can be quite large depending on the sample size of the demographic variable in question. Keep in mind, any reduction in the sample sizes within a crosstabulation would serve to further increase this margin of error. For that reason, the crosstabulations will not be discussed within the report and are included in the appendices for exploratory purposes only. They may represent areas for further research and investigation with more focused research.

The percentages shown in all the tables within the report are rounded off to one decimal place. Due to rounding, this may result in row totals that do not always add up to exactly 100.0% in every instance. The grading scale was converted into a 4.0 scale by assigning numerical equivalents to the grades of A (4), B (3), C (2), D (1), F (0). The means shown in the ratings tables were converted to grades using the following standard grade conversion table (Table 1).

Table 1. Grade Conversion Table.

GPA	Grade	GPA	Grade
3.80 – 4.00	A	1.90 – 2.19	C
3.50 – 3.79	A-	1.50 – 1.89	C-
3.20 – 3.49	B+	1.20 – 1.49	D+
2.90 – 3.19	B	.90 – 1.19	D
2.50 – 2.89	B-	.50 – .89	D-
2.20 – 2.49	C+	< .50	F

Chatham County Overall

A set of six questions examined several aspects rating Chatham County overall. A group of three questions related specifically to the Chatham County government. These aspects included the government welcoming feedback, the government providing good value for the taxes paid, and trusting the government to do the right thing. Another group of three questions asked the respondents to grade the Chatham County region as a good place to live, as a good place to work, and as a good place to raise a family.

Chatham County Government

Table 2 shows slightly above average grades for the County government on all three aspects examined. Chatham County government welcoming citizen feedback rated slightly higher in terms of means (2.27) but earned the same grade of C+ as the other aspects. The County government providing good value for the taxes paid (2.26) and citizens generally trusting the government to do the right thing (2.22) both earned a grade of C+ as well.

Table 2. Satisfaction Rating for the Chatham County Government.

Chatham County Government	Mean	A	B	C	D	F	Grade
Welcomes citizen feedback	2.27	11.5	28.1	43.5	9.8	7.0	C+
Provides good value for taxes paid	2.26	14.2	27.3	36.9	13.1	8.5	C+
Generally trusted to do the right thing	2.22	12.6	27.4	39.5	9.7	10.8	C+

Chatham County Region

The region itself rated very high on Chatham County is a good place to live with a mean of 3.21 and grade of B+. The area also rated very high on Chatham County is a good place to raise a family (3.20) with a grade of B+ as well (Table 3). However, the grade for Chatham County is a good place to work was slightly below average. The mean was 1.81 which corresponds to a grade of C-. This area of concern will be evident in the upcoming open-ended question asking respondents what are the two most pressing issues or challenges.

Table 3. Satisfaction Rating for the Chatham County Region.

Chatham County Region	Mean	A	B	C	D	F	Grade
Good place to live	3.21	43.8	36.0	18.3	1.0	1.0	B+
Good place to raise a family	3.20	42.9	37.1	17.7	1.3	1.0	B+
Good place to work	1.81	13.6	16.4	29.4	18.5	22.0	C-

Selected crosstabulations (B1-B12) for the government and region questions are shown in Appendix B.

Pressing Issues or Challenges

The respondents were asked what they think are the two most pressing issues or challenges facing Chatham County as a whole. Table 4 shows that bringing jobs and businesses to the area as the most pressing concern for the respondents with 98 comments along with 7 other related comments to increase growth in the area. Again, this reinforces the lower grade (C-) for Chatham County as a good place to work. Of almost equal importance to the respondents was controlling rapid growth and development in the County with 87 comments. In addition, there were 20 related comments concerning infrastructure issues with the growth and 13 comments regarding losing the small town feel with growth. The third major issue was improving schools and education in the area with 45 comments. Note that there were 51 remarks from the respondents not sure of any issues and 40 respondents who said nothing or could not think of anything. This is to a large degree positive since no major issues came to mind.

Chatham Park drew quite a few comments including 34 remarks that growth in that area was exceeding the infrastructure's ability to support it and 3 other comments that Chatham Park was not needed. Conversely, there were 12 comments that it would be good for the area. The other key concerns were environment protection with 18 comments many centering on fracking and coal ash. There were 17 comments that the taxes in the area were high and 16 comments indicating roads/traffic signals need improvement. Water quality issues were mentioned 15 times and the need for more youth activities garnered 13 comments. There were also 8 comments each for improving law enforcement/police presence and concern for rezoning in the area. Finally, bringing more entertainment to the area and traffic were mentioned 7 times. All the responses are shown in Appendix C.

Table 4. Chatham County's Most Pressing Issues or Challenges.

Most Pressing Issues or Challenges	# Mentioned
Bringing jobs/businesses to the area	98
Controlling rapid growth/development	87
Not sure	51
Improve schools/education	45
Nothing/can't think of anything	40
Chatham Park growing too quickly for infrastructure	34
Infrastructure issues with growth	20
Environmental protection/fracking/coal ash	18
High taxes	17
Roads/traffic signals need improvement	16
Water quality issues	15
More activities for youth	13
Losing small town feel/rural agricultural nature	13
Chatham Park will be good for the area	12
Improve law enforcement/police presence	8
Rezoning issues	8
Bring more entertainment/things to do to the area	7
Increase growth/development	7
Traffic	7

Communication Methods

The next group of five questions examined the respondent's usage in the past year of five communication methods used by the County to communicate with residents about programs and services. These methods included Chatham County's website, email notices received by signing up on the County's website, online videos of County Commissioner meetings, Chatham County's television channel, and news articles about the County.

Table 5 shows the respondents used news articles (72.5%) and the Chatham County website (42.3%) as their most frequent communication sources. There was a smaller degree of usage for the Chatham County's television channel (11.5%) and email notices (10.3%). The most limited usage was for the online County Commissioner meeting videos with only 6.3% indicating viewed the videos in the past year. Selected crosstabulations (B13-B22) for the communication questions are shown in Appendix B.

Table 5. Chatham County Communication Methods Usage.

Communication Methods	% Yes	% No
News articles	72.5	27.5
Chatham County's website	42.3	57.7
Chatham County's television channel	11.5	88.5
Email notices	10.3	89.7
Commissioner meeting videos	6.3	93.7

Tax Office

The next section in the survey consisted of eight questions that examined the Chatham County Tax Office. There were four questions that examined services offered by the Office including help with motor vehicle taxes, help with real estate taxes, help with personal property taxes, and online tax record searches. The last four questions graded the staff on being courteous, providing timely service, knowledgeable, and overall grade. These four questions will serve as the core customer service questions asked to the staffs of each County department. This year, 28.2% of the respondents had contact with the Tax Office.

Services Offered

The Tax Office received very high grades for their services offered this year (Table 6). The highest mark was earned by online tax records search (3.63) with a grade of A-. While help with real estate taxes (3.37), help with personal property taxes (3.35), and help with motor vehicle taxes (3.31) all earned very strong B+ grades.

Table 6. Satisfaction Rating for the Chatham County Tax Office Services.

Tax Office Services	Mean	A	B	C	D	F	Grade
Online tax records search (n=30)	3.63	70.0	23.3	6.7	0.0	0.0	A-
Help with real estate taxes (n=71)	3.37	59.2	22.5	15.5	1.4	1.4	B+
Help with personal property taxes (n=71)	3.35	59.2	18.3	21.1	1.4	0.0	B+
Help with motor vehicle taxes (n=75)	3.31	60.0	18.7	16.0	2.7	2.7	B+

Staff

The Tax Office staff also earned very high marks from the respondents (Table 7). The staff was graded with a B+ for all the core customer service dimensions including courteous (3.49), service in a timely manner (3.42), knowledgeable (3.42), as well as the overall grade (3.35). Selected crosstabulations (B23-B24) for the Tax Office are shown in Appendix B.

Table 7. Satisfaction Rating for the Chatham County Tax Office Staff.

Tax Office Staff	Mean	A	B	C	D	F	Grade
Courteous (n=110)	3.49	62.7	25.5	10.9	0.0	0.9	B+
Service in a timely manner (n=109)	3.42	63.3	22.9	9.2	1.8	2.8	B+
Knowledgeable (n=109)	3.42	59.6	29.4	6.4	2.8	1.8	B+
Overall grade (n=109)	3.35	57.8	26.6	9.2	5.5	0.9	B+

Reasons for Low Marks

Respondents who gave low grades (D or F) to any of the Tax Office questions were asked the reason for their dissatisfaction. Appendix D shows 7 respondents gave reasons for the lower grades and the only theme were 3 comments referring to a problem with respondent attempting name changes.

Water Utilities Office

The next set of eight questions examined the Chatham County Water Utilities Office. There were four questions that examined the services offered by the Office including billing/payment, on-site waterline repairs, opening/closing an account, and general information/questions. The last four core questions graded the Water Utilities Office staff on being courteous, providing timely service, knowledgeable, and the overall grade. This year, 17.2% of the respondents were customers of the Chatham County Water System and 25.0% of those had contact with Water Utilities Office.

Services Offered

The Tax Office received relatively high marks for the services offered this year (Table 8). It is important to note the sample sizes were limited. The highest mark (A) was earned by opening/closing an account (4.00). General information/questions (3.09) earned a grade of B and on-site repair of waterlines (2.60) garnered a grade of B-. The lowest mark was for billing/payment issues (1.89) which earned a C- grade. This would be the area for concern for Water Utilities although billing and payment issues can be contentious and again the sample size (n=9) was low.

Table 8. Satisfaction Rating for the Chatham County Water Utilities Services.

Water Utilities Office Services	Mean	A	B	C	D	F	Grade
Opening or closing account (n=4)	4.00	100.0	0.0	0.0	0.0	0.0	A
General information/questions (n=11)	3.09	72.7	0.0	9.1	0.0	18.2	B
On-site repair of water lines (n=10)	2.60	40.0	20.0	20.0	0.0	20.0	B-
Billing/payment issues (n=9)	1.89	33.3	11.1	0.0	22.2	33.3	C-

Staff

The Water Utilities Office staff earned relatively good marks from the respondents (Table 9). The staff was graded with a solid B for courteousness (3.00) and slightly lower B- grade for service in a timely manner (2.89), knowledgeable (2.74), and the overall grade (2.58). Selected crosstabulations (B25-B26) for the Water Utilities are shown in Appendix B.

Table 9. Satisfaction Rating for the Chatham County Water Utilities Office Staff.

Water Utilities Office Staff	Mean	A	B	C	D	F	Grade
Courteous (n=19)	3.00	52.6	21.1	10.5	5.3	10.5	B
Service in a timely manner (n=19)	2.89	57.9	5.3	21.1	0.0	15.8	B-
Knowledgeable (n=19)	2.74	52.6	10.5	10.5	10.5	15.8	B-
Overall grade (n=19)	2.58	52.6	5.3	15.8	0.0	26.3	B-

Reasons for Low Marks

Appendix E shows 8 respondents offered reasons for their lower grades (D or F) for Water Utilities. Their comments referred to the staff being rude and not getting any answers for high water bills both with 2 comments each.

Library System

A set of 11 questions asked the respondents to rate the Chatham County Library System. The first six questions examined services offered by the libraries including check out and usage of library materials, online library resources, youth programs/events, adult programs/events, computer lab in Pittsboro, and genealogy resources. The last four core questions graded the library staff for being courteous, providing timely service, knowledgeable, and the overall grade. This year, 40.9% of the respondents visited one of the three library branches in Chatham County.

Services Offered

The services offered by the Library System received excellent marks with very high means and grades (Table 10). All the services earned impressive grades including an A for programs/events for adults (3.88), online library resources (3.86), genealogy research services (3.83), and the computer lab in Pittsboro (3.83). Two other services earned an A- including programs/events for youth (3.78) and checkout of library materials (3.73).

Table 10. Satisfaction Rating for the Chatham County Library Services.

Library System Services	Mean	A	B	C	D	F	Grade
Programs/events for adults (n=32)	3.88	90.6	6.3	3.1	0.0	0.0	A
Online library resources (n=36)	3.86	88.9	8.3	2.8	0.0	0.0	A
Genealogy research services (n=24)	3.83	87.5	8.3	4.2	0.0	0.0	A
Computer lab in Pittsboro (n=46)	3.83	84.8	13.0	2.2	0.0	0.0	A
Programs/events for youth (n=41)	3.78	85.4	12.2	0.0	0.0	2.4	A-
Checkout of library materials (n=132)	3.73	78.8	16.7	3.8	0.0	0.8	A-

Staff

The library staff also earned excellent grades as well from the respondents (Table 11). The staff was graded with an A- for all service dimensions including (in mean order) knowledgeable (3.74), service in a timely manner (3.73), courteousness (3.72), as well as the overall grade (3.69). Selected crosstabulations (B27-B28) for the Library System are shown in Appendix B.

Table 11. Satisfaction Rating for the Chatham County Library Staff.

Library System Staff	Mean	A	B	C	D	F	Grade
Courteous (n=19)	3.72	78.3	17.8	2.5	0.0	1.3	A-
Service in a timely manner (n=19)	3.73	80.8	14.1	3.8	0.0	1.3	A-
Knowledgeable (n=19)	3.74	80.8	14.7	3.2	0.0	1.3	A-
Overall grade (n=19)	3.69	77.7	16.6	4.5	0.0	1.3	A-

Reasons for Low Marks

There were 8 respondents who gave reasons for their lower grades for the Library System (Appendix F). The only comment mentioned more than once was the bad odor in the Pittsboro Library location.

Parks & Recreation Department

A set of 14 questions rated the Chatham County Parks & Recreation Department. The first five questions examined the services offered by the Department including organized youth sports, organized adult sports, other youth events (i.e., classes, summer camps), online registration/park registration system, and special events at County parks. A second series of questions asked the respondents who were involved in a Parks & Recreation program or event which of the five County park facilities they had visited this year. Finally, the last four questions were the core items grading the staff on being courteous, providing timely service, knowledgeable, and the overall grade. This year, 18.0% of the respondents or family members had been involved in a Parks & Recreation program or event.

Services Offered

The services offered by the Parks & Recreation Department received very good marks this year (Table 12). Other youth events (3.65), special events at one of the parks (3.56), and organized adult sports (3.50) all earned the very strong grade of A-. While online registration (3.42) earned a grade of B+ and organized youth sports (3.16) garnered a grade of B. Keep in mind, the number of respondents were somewhat limited for organized adult sports (n=6).

Table 12. Satisfaction Rating for the Chatham County Parks & Recreation Services.

Parks & Recreation Services	Mean	A	B	C	D	F	Grade
Other youth events (n=17)	3.65	76.5	11.8	11.8	0.0	0.0	A-
Special events at one of the parks (n=39)	3.56	71.8	12.8	15.4	0.0	0.0	A-
Organized adult sports (n=6)	3.50	66.7	16.7	16.7	0.0	0.0	A-
Online registration (n=19)	3.42	68.4	15.8	5.3	10.5	0.0	B+
Organized youth sports (n=25)	3.16	44.0	40.0	8.0	4.0	4.0	B

Facilities Visited

The respondents (n=64) who were involved in a Parks & Recreation program or event were asked which parks they had visited during the year (Table 13). The most visited park was Earl Thompson Park at Bynum (96.8%), followed by Southeast District Park near Chatham Central High School (87.1%), Briar Chapel Park (81.0%), and Northwest District Park near Silk Hope (78.1%). The least visited was Northeast District Park on Big Woods Road (59.4%).

Table 13. County Park Visitation in Past Year (n=64).

County Parks	% Yes	% No
Earl Thompson Park	96.8	3.2
Southeast District Park	87.1	12.9
Briar Chapel Park	81.0	19.0
Northwest District Park	78.1	21.9
Northeast District Park	59.4	40.6

Staff

The Parks & Recreation staff earned very good marks from the respondents (Table 14). The staff was graded with a B+ for all core service dimension including courteous (3.46), service in a timely manner (3.43), and knowledgeable (3.36). In addition, the overall grade (3.39) was also a B+. Selected crosstabulations (B29-B30) for Parks & Recreation are shown in Appendix B.

Table 14. Satisfaction Rating for the Parks & Recreation Staff.

Parks & Recreation Staff	Mean	A	B	C	D	F	Grade
Courteous (n=28)	3.46	75.0	14.3	0.0	3.6	7.1	B+
Service in a timely manner (n=28)	3.43	71.4	17.9	0.0	3.6	7.1	B+
Knowledgeable (n=28)	3.36	64.3	25.0	0.0	3.6	7.1	B+
Overall grade (n=28)	3.39	67.9	21.4	0.0	3.6	7.1	B+

Reasons for Low Marks

There were only 3 respondents who offered reasons for their lower grades for Parks & Recreation and there was no theme in the limited number of remarks (Appendix G).

Planning Department

The next section in the survey included four questions to rate the Chatham County Planning Department. The Department was rated on the application process/procedures and the staff was rated on being courteous, providing timely service, and the overall grade. This year 6.8% of the respondents had contact with the Planning Department.

The Planning Department earned above average results overall from the respondents; although, two of the grades were somewhat low (Table 15). The application process/procedure (2.30) used by the Department earned a slightly above average grade of C+. While the staff garnered marks of B- for courteous (2.85) and C+ for service in a timely manner (2.48). The overall grade (2.59) given to this Department was still solid at the B- level.

Table 15. Satisfaction Rating for the Chatham County Planning Department.

Planning Department	Mean	A	B	C	D	F	Grade
Application process/procedure (n=20)	2.30	25.0	20.0	30.0	10.0	15.0	C+
Courteous (n=27)	2.85	44.4	22.2	18.5	3.7	11.1	B-
Service in a timely manner (n=23)	2.48	30.4	26.1	17.4	13.0	13.0	C+
Overall grade (n=27)	2.59	33.3	33.3	7.4	11.1	14.8	B-

Reasons for Low Marks

Appendix H shows all the reasons for lower grades (D or F) for Planning, Permitting & Inspections, Environmental Health, and Soil Erosion & Sedimentation Control combined. Seven of the respondents gave comments that pertained directly to the Planning Department. The only themes were problems with getting to the correct department or getting the “runaround” and not getting the answers or information they needed.

Permitting & Inspections Office

The Chatham County Permitting & Inspections Office was rated with a set of five questions. The Office was rated on the application process/procedures, inspection process, while the staff was rated on being courteous, providing timely service, and the overall grade. This year 9.3% of the respondents indicated they had contact with this Office.

The Permitting & Inspections Office earned very solid marks overall this year (Table 16). A grade of B was earned for the inspection process (2.90) and a B- for the application process/procedure (2.73). Whereas the staff garnered a B for courteous (3.00) and a B- for service in a timely manner (2.77). The overall grade (2.85) was a B- as well. Selected crosstabulations (B31-B32) for Permitting & Inspections are shown in Appendix B.

Table 16. Satisfaction Rating for the Chatham County Permitting & Inspections Office.

Permitting & Inspections Office	Mean	A	B	C	D	F	Grade
Application process/procedure (n=30)	2.73	43.3	23.3	10.0	10.0	13.3	B-
Inspection process (n=29)	2.90	41.4	31.0	13.8	3.4	10.3	B
Courteous (n=35)	3.00	48.6	28.6	8.6	2.9	11.4	B
Service in a timely manner (n=35)	2.77	42.9	25.7	11.4	5.7	14.3	B-
Overall grade (n=34)	2.85	41.2	32.4	8.8	5.9	11.8	B-

Reasons for Low Marks

Seven of the respondents left comments relating to lower grades that pertained directly to the Permitting & Inspections Office. The major themes were the permit cost is too high, unnecessary permits needed, the approval process is too slow, and not getting to the correct department (Appendix H).

Environmental Health Office

A same set of five questions used for the Permitting & Inspections was used to rate the Chatham County Environmental Health Office. The Office was rated on the application process/procedures, inspection process, and the staff was rated on being courteous, providing timely service, and the overall grade. This year only 5.3% of the respondents had contact with the Environmental Health Office.

Table 17 shows the Environmental Health Office earned very good ratings overall this year. The application process/procedure and inspection process both garnered at B-. While the staff earned a grade of B+ for courteousness (3.21) and B- for service in a timely manner (2.84). The overall grade (2.95) for this Office was a very solid grade of B.

Table 17. Satisfaction Rating for the Chatham County Environmental Health Office.

Environmental Health Office	Mean	A	B	C	D	F	Grade
Application process/procedure (n=14)	2.71	35.7	28.6	14.3	14.3	7.1	B-
Inspection process (n=16)	2.75	31.3	37.5	12.5	12.5	6.3	B-
Courteous (n=19)	3.21	57.9	21.1	10.5	5.3	5.3	B+
Service in a timely manner (n=19)	2.84	36.8	36.8	10.5	5.3	10.5	B-
Overall grade (n=19)	2.95	36.8	36.8	15.8	5.3	5.3	B

Reasons for Low Marks

There were 2 comments pertaining to the Environmental Health Office and this concerned not getting an issue resolved (Appendix H).

Soil Erosion & Sedimentation Control Office

A same set of five questions was used to rate the Chatham County Soil Erosion & Sedimentation Control Office. The Office was rated on the application process/procedures and the inspection process. The staff was again rated on being courteous, providing timely service, and the overall grade. This year only 2.3% of the respondents had contact with the Soil Erosion & Sedimentation Control Office resulting in very small sample sizes.

Table 18 shows the Soil Erosion & Sedimentation Control Office earned excellent ratings. A grade of A- was earned for both the inspection process (3.67) and the application process/procedure (3.60). The Office staff earned a very strong grade of B+ for courteous (3.44), service in a timely manner (3.44), and overall grade (3.44). Keep in mind, the sample sizes were small for all the ratings. Note the 9 respondents rated the same mean for all three staff customer service dimensions. They either gave A's, B's, or C's to each one resulting in the same mean score. Not an unusual occurrence for small sample sizes.

Table 18. Satisfaction Rating for the Chatham County Soil Erosion & Sedimentation Control Office.

Soil Erosion Office	Mean	A	B	C	D	F	Grade
Inspection process (n=6)	3.67	66.7	33.3	0.0	0.0	0.0	A-
Application process/procedure (n=5)	3.60	60.0	40.0	0.0	0.0	0.0	A-
Courteous (n=9)	3.44	55.6	33.3	11.1	0.0	0.0	B+
Service in a timely manner (n=9)	3.44	55.6	33.3	11.1	0.0	0.0	B+
Overall grade (n=9)	3.44	55.6	33.3	11.1	0.0	0.0	B+

Reasons for Low Marks

There were no comments regarding lower grades due to the fact no grades were lower than C for this Office (Appendix H).

Solid Waste & Recycling Office

A series of ten questions asked the respondents to rate the Chatham County Solid Waste & Recycling Office. The first six questions examined services offered by the Office including recycling/collection centers, composting/mulch/yard debris services, construction/demolition services, business recycling, household hazardous waste collection, and electronics recycling. The last four core questions graded the staff on being courteous, providing timely service, knowledgeable, and the overall grade.

Services Offered

The services offered by the Solid Waste & Recycling Office received very good ratings this year (Table 19). All the services earned higher marks including a B+ for electronics recycling (3.38), recycling & collection centers (3.37), and business recycling (3.33). While construction/demolition debris services (3.18) and household hazardous waste collection (3.17) earned a grade of B. The lowest rated service was composting/mulch/yard debris (2.88) which still earned a mark of B- from the respondents.

Table 19. Satisfaction Rating for the Chatham County Solid Waste & Recycling Office Services.

Solid Waste/Recycling Services	Mean	A	B	C	D	F	Grade
Electronics recycling (n=87)	3.38	52.9	36.8	8.0	0.0	2.3	B+
Recycling & collection centers (n=304)	3.37	49.0	39.8	10.2	0.7	0.3	B+
Business recycling (n=9)	3.33	55.6	22.2	22.2	0.0	0.0	B+
Construction/demolition debris (n=11)	3.18	45.5	27.3	27.3	0.0	0.0	B
Hazardous waste collection (n=60)	3.17	38.3	48.3	8.3	1.7	3.3	B
Composting/mulch/yard debris (n=25)	2.88	28.0	44.0	20.0	4.0	4.0	B-

Staff

This past year, there were 6.0% of the respondents who had contact with Solid Waste & Recycling Office. The Office staff earned very strong grades from these respondents (Table 20). The staff was graded with a B+ for all customer service dimensions including (in mean order) knowledgeable (3.46), service in a timely manner (3.42), courteousness (3.33), as well as the overall grade (3.25). Selected crosstabulations (B33-B36) for these Solid Waste & Recycling are illustrated in Appendix B.

Table 20. Satisfaction Rating for the Chatham County Solid Waste & Recycling Office Staff.

Solid Waste/Recycling Staff	Mean	A	B	C	D	F	Grade
Courteous (n=24)	3.33	66.7	16.7	8.3	0.0	8.3	B+
Service in a timely manner (n=24)	3.42	66.7	16.7	12.5	0.0	4.2	B+
Knowledgeable (n=24)	3.46	66.7	20.8	8.3	0.0	4.2	B+
Overall grade (n=24)	3.25	62.5	20.8	4.2	4.2	8.3	B+

Reasons for Low Marks

Appendix I shows the remarks from 7 respondents who gave reasons for their lower grades. The key issues were the County should not charge for services that taxes should cover, too picky in what items they accept, and rude staff. All of these were mentioned more than once.

Register of Deeds Office

The next section in the survey examined the Chatham County Register of Deed Office with four questions. The Department staff was rated on the core questions of courteous, providing timely service, knowledgeable, and the overall grade. This year 8.3% of the respondents had contact with the Register of Deeds Office.

The staff earned excellent marks with A- grades (in mean order) for courteous (3.61), knowledgeable (3.55), and service in a timely manner (3.52). The overall grade for the Office was also a very strong mark of B+ (Table 21). Selected crosstabulations (B37-B38) for the Register of Deeds are shown in Appendix B.

Table 21. Satisfaction Rating for the Chatham County Register of Deeds Office Staff.

Register of Deeds Office	Mean	A	B	C	D	F	Grade
Courteous (n=33)	3.61	66.7	30.3	0.0	3.0	0.0	A-
Service in a timely manner (n=33)	3.52	60.6	33.3	3.0	3.0	0.0	A-
Knowledgeable (n=33)	3.55	60.6	36.4	0.0	3.0	0.0	A-
Overall grade (n=33)	3.48	54.5	42.4	0.0	3.0	0.0	B+

Reasons for Low Marks

Appendix J shows there was only one comment concerning a lower grade and it concerned poor staff interaction with residents.

Animal Services

The next to last set of eight questions asked the respondents to rate Chatham County Animal Services. The first four questions examined services offered by Animal Services including animal shelter, spay/neutering programs, rabies clinics, and animal control. The last four core questions graded the staff on being courteous, providing timely service, knowledgeable, and the overall grade.

Services Offered

Animal Services received excellent grades this year especially for their rabies clinics (3.88) and spay/neutering programs (3.75) which earned an A and A-, respectively (Table 22). In addition, animal shelter services (3.45) earned a B+. There was a slight drop off for animal control services (2.84) compared to the other services with a grade of B-.

Table 22. Satisfaction Rating for the Chatham County Animal Services.

Animal Services	Mean	A	B	C	D	F	Grade
Rabies clinics (n=8)	3.88	87.5	12.5	0.0	0.0	0.0	A
Spay/neutering programs (n=8)	3.75	75.0	25.0	0.0	0.0	0.0	A-
Animal shelter services (n=22)	3.45	77.3	9.1	4.5	0.0	9.1	B+
Animal control services (n=26)	2.84	46.2	26.9	7.7	3.8	15.4	B-

Staff

This past year, 12.8% of the respondents had contact with Animal Services. The staff earned very good ratings from the respondents (Table 23). All the service dimensions earned a grade of B+ including (in mean order) courteousness (3.46), knowledgeable (3.35), and service in a timely manner (3.33). The overall grade (3.35) for this Department was also a very strong B+. Selected crosstabulations (B39-B40) for Animal Services are shown in Appendix B.

Table 23. Satisfaction Rating for the Chatham County Animal Services Staff.

Animal Services Staff	Mean	A	B	C	D	F	Grade
Courteous (n=52)	3.46	73.1	15.4	3.8	0.0	7.7	B+
Service in a timely manner (n=52)	3.33	67.3	17.3	5.8	0.0	9.6	B+
Knowledgeable (n=52)	3.35	67.3	17.3	5.8	1.9	7.7	B+
Overall grade (n=52)	3.35	67.3	19.2	3.8	0.0	9.6	B+

Reasons for Low Marks

Appendix K shows 9 respondents left comments with 4 of the remarks concerning slow or no response from Animal Services as the key issue.

Human Resources

The last set of six questions asked the respondents to rate Chatham County Human Resources Department. The first two questions examined aspects of the Department including the application process and seeking information on employment benefits/policies. The last four core questions graded the staff on being courteous, providing timely service, knowledgeable, and overall grade.

Services Offered

There were only 2.5% of the respondents who had contact with the Human Resource Department this year. Table 24 shows the respondents rated seeking information on benefits/policies (3.33) with a grade of B+ while applying for a County job (2.50) was rated with a lower grade of C+. However, the sample sizes were very low for both aspects.

Table 24. Satisfaction Rating for the Chatham County Human Resources.

Human Resources Aspects	Mean	A	B	C	D	F	Grade
Information on benefits/policies (n=3)	3.33	66.7	0.0	33.3	0.0	0.0	B+
Applying for a County job (n=6)	2.50	33.3	0.0	50.0	16.7	0.0	C+

Staff

The staff for Human Resources Department earned slightly better than average grades from the respondents (Table 25). The limited number of respondents (n=9) who had contact with the Department rated the staff with the same mean (2.44) and grade (C+) for all service dimensions including courteous, service in a timely manner, knowledgeable, and the overall grade (Table 25). This indicates the limited number of respondents rated the same grade for each customer service dimension either with A's, C's, or F's this time. Selected crosstabulations (B41-B42) for Human Resources are shown in Appendix B.

Table 25. Satisfaction Rating for the Chatham County Human Resources Staff.

Human Resources Staff	Mean	A	B	C	D	F	Grade
Courteous (n=9)	2.44	44.4	0.0	33.3	0.0	22.2	C+
Service in a timely manner (n=9)	2.44	44.4	0.0	33.3	0.0	22.2	C+
Knowledgeable (n=9)	2.44	44.4	0.0	33.3	0.0	22.2	C+
Overall grade (n=9)	2.44	44.4	0.0	33.3	0.0	22.2	C+

Reasons for Low Marks

Appendix L shows 3 respondents offered reasons for lower grades (D or F) with no theme evident in the limited number of comments.

Summary

The 2015 Chatham County Citizen Satisfaction Survey of 400 residents generated a positive rating for the County. The grade distribution for the County is shown in Table 26. Note that 70.5% of the grades were at the B level or above and 36.4% of the grades were B+. The lowest grades were two C- grades which were the only grades below average or C. These were for billing and payment issues with Water Utilities Office and Chatham County as a good place to work.

Table 26. Grade Distribution.

Grades	#	%
A (4.0)	6	6.8
A- (3.7)	16	18.2
B+ (3.3)	32	36.4
B (3.0)	8	9.1
B- (2.7)	14	15.9
C+ (2.3)	10	11.4
C (2.0)	0	0.0
C- (1.7)	2	2.3

The County's overall grade point average (GPA) for all questions on the survey was 3.18 for a solid grade of B. A breakout of the various survey sections gives more detail:

- Chatham County Government earned 2.25 GPA for a grade of C+ on three questions.
- Chatham County region earned at 2.74 GPA for a grade of B- on three questions with the C- grade for good place to work pulling down the average.
- The services offered by the County earned a very impressive 3.29 GPA for a B+ grade on the 38 services examined.
- The County staff earned a strong 3.21 GPA for a grade of B+ on the service dimensions (courteous, service in a timely manner, knowledgeable) across all departments and offices.
- The overall grade given to each County Department and Office was 3.11 for grade of B.

Chatham County Overall

- Government - welcomes citizen feedback (C+), provided good value for taxes paid (C+), generally trusted to do the right thing (C+).
- Region - good place to live (B+), good place to raise a family (B+), good place to work (C-).
- Chatham County overall composite mean was 2.50 (B-).

Pressing Issue or Challenges

- Bringing jobs/business to the area (98 comments), controlling rapid growth/development (87 comments), improving schools/education (45 comments), Chatham Park growing too fast for the infrastructure (34 comments).

Communication Methods

- Usage - news articles about Chatham County (72.5%), Chatham County website (42.3%), Chatham County television channel (11.5%), email notices (10.3%), and commissioner meeting videos (6.3%).

Tax Office

- Services - online tax records search (A-), help with real estate taxes (B+), help with personal property taxes (B+), help with motor vehicle taxes (B+).
- Staff - courteous (B+), service in a timely manner (B+), knowledgeable (B+), and the overall grade (B+).
- Services/staff composite mean was 3.42 (B+)

Water Utilities Office

- Services - opening/closing an account (A), general information/questions (B), on-site repair of water lines (B-), billing/payment issues (C-).
- Staff - courteous (B), service in a timely manner (B-), knowledgeable (B-), and the overall grade (B-).
- Services/staff composite mean was 2.85 (B-)

Library System

- Services - programs/events for adults (A), online library resources (A), genealogy research service (A), computer lab in Pittsboro (A), program/events for youth (A-), checkout of library materials (A-).
- Staff - courteous (A-), service in a timely manner (A-), knowledgeable (A-), and the overall grade (A-).
- Services/staff composite mean was 3.78 (A-)

Parks & Recreation Department

- Services - other youth activities (A-), special events at one of the parks (A-), organized adult sports (A-), online registration (B+), organized youth sports (B).
- Staff - courteous (B+), service in a timely manner (B+), knowledgeable (B+), and the overall grade (B+).
- Services/staff composite mean was 3.44 (B+)

Planning Department

- Services - application process/procedures (C+).
- Staff - courteous (B-), service in a timely manner (C+), and the overall grade (B-).
- Services/staff composite mean was 2.56 (B-)

Permitting & Inspections Office

- Services - application process/procedures (B-), inspection process (B).
- Staff - courteous (B), service in a timely manner (B-), and the overall grade (B-).
- Services/staff composite mean was 2.85 (B-)

Environmental Health Office

- Services - application process/procedures (B-), inspection process (B-).
- Staff - courteous (B+), service in a timely manner (B-), and the overall grade (B).
- Services/staff composite mean was 2.89 (B-)

Soil Erosion & Sedimentation Control Office

- Services - application process/procedures (A-), inspection process (A-).
- Staff - courteous (B+), service in a timely manner (B+), and the overall grade (B+).
- Services/staff composite mean was 3.52 (A-)

Solid Waste & Recycling Office

- Services - electronics recycling (B+), recycling & collection centers (B+), business recycling (B+), construction/demolition debris (B), hazardous waste collection (B), composting/mulch/yard debris (B-).
- Staff - courteous (B+), service in a timely manner (B+), knowledgeable (B+), and the overall grade (B+).
- Services/staff composite mean was 3.28 (B+)

Register of Deeds Office

- Staff - courteous (A-), service in a timely manner (A-), knowledgeable (A-), and the overall grade (B+).
- Services/staff composite mean was 3.54 (A-)

Animal Services

- Services - rabies clinic (A), spay/neutering programs (A-), animal shelter services (B+), animal control services (B-).
- Staff - courteous (B+), service in a timely manner (B+), knowledgeable (B+), and the overall grade (B+).
- Services/staff composite mean was 3.43 (B+)

Human Resources Department

- Services - giving information on benefits/policies (B+), applying for a County job (C+).
- Staff - courteous (C+), service in a timely manner (C+), knowledgeable (C+), and the overall grade (C+).
- Services/staff composite mean was 2.60 (B-)

Appendix A

Chatham County 2015 Citizen Satisfaction Survey

Hello, my name is _____ and I am calling for Chatham County. On a regular basis Chatham County conducts a citizen survey so that we can improve the services that the County offers you.

Are you a resident of Chatham County?

- Yes (Continue) No (Stop and thank the respondent)

Are you over the age of 18?

- Yes (Continue) No (Ask politely to speak with someone over 18)

1. Chatham County uses several methods to communicate with its residents about County programs and services. Please tell me which one of the following you have read or viewed in the past year?

- | | Yes | No |
|---|--------------------------|--------------------------|
| a. Chatham County Website (www.chathamnc.org). | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Email notices that you received by signing up through the County's website. | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Videos of County commissioner meetings available online. | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Information provided on the County's TV channel. | <input type="checkbox"/> | <input type="checkbox"/> |
| e. News articles about Chatham County. | <input type="checkbox"/> | <input type="checkbox"/> |

2. Please rate your satisfaction with the following aspects of Chatham County overall. Use a 5-point A through F grading scale where A is very good, B is good, C is average, D is poor, and F is very poor.

- | | Very Good | Good | Average | Poor | Very Poor |
|---|-----------|------|---------|------|-----------|
| a. Chatham County government welcomes citizen feedback and involvement. | A | B | C | D | F |
| b. Chatham County government provides good value the taxes I pay. | A | B | C | D | F |
| c. I generally trust Chatham County government to do the right thing. | A | B | C | D | F |
| d. What would be your grade for Chatham County as a good place to live. | A | B | C | D | F |
| e. What would be your grade for Chatham County as a good place to work. | A | B | C | D | F |
| f. What would be your grade for Chatham County as a good place to raise a family. | A | B | C | D | F |

3. What do you think are the two most pressing issues or challenges facing Chatham County as a whole?

4. Have you contacted or visited the Chatham County Tax Office in the past year?

- Yes (Continue) No (Skip to #8)

5. Please rate your satisfaction with the following services provided by the Tax Office using the same 5-point A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Help with motor vehicle taxes, including how to pay.	A	B	C	D	F	N/A
b. Help with real estate taxes, including payments, exemptions, or mapping.	A	B	C	D	F	N/A
c. Help with personal property taxes, including listing of items and payments.	A	B	C	D	F	N/A
d. Online tax records search website.	A	B	C	D	F	N/A

6. Please rate your satisfaction with the staff in the Tax Office using the same 5-point A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

7. If you were not satisfied with your experience with the Tax Office in some way, can you tell us why?
[Ask specifically about D or F grades]

8. Are you or your business a customer of the Chatham County Water System which is not the same as the Siler City or Pittsboro Water System?

- Yes (Continue) No (Skip to #13)

9. Have you contacted or visited the Chatham County Water Utilities Office in the past year or have they been to your property for service in the past year?

- Yes (Continue) No (Skip to #13)

10. Please rate your satisfaction with the following services provided by the Water Utilities Office using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Billing and payment issues.	A	B	C	D	F	N/A
b. On-site repairs of waterlines or related issues.	A	B	C	D	F	N/A
c. Opening or closing an account.	A	B	C	D	F	N/A
d. General information and questions.	A	B	C	D	F	N/A

11. Please rate your satisfaction with the staff in the Water Utilities Office using the same 5-point A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

12. If you were not satisfied with your experience with the Water Utilities Office in some way, can you tell us why? [Ask specifically about D or F grades]

13. In the past year, have you contacted or visited any of the three of the Chatham County library branches located in Pittsboro, Siler City, or Goldston?

Yes (Continue)

No (Skip to #17)

14. Please rate your satisfaction with the following services or programs provided by the library system that you used in the past year using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Check out and usage of library books, periodicals, videos, and other materials.	A	B	C	D	F	N/A
b. Online library resources such as electronic download of books.	A	B	C	D	F	N/A
c. Children and youth programs and events.	A	B	C	D	F	N/A
d. Programs and events for adults.	A	B	C	D	F	N/A
e. Computer lab in Pittsboro.	A	B	C	D	F	N/A
f. Genealogy research resources.	A	B	C	D	F	N/A

15. Please rate your satisfaction with the staff in the library system using the same 5-point A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

16. If you were not satisfied with your experience with the library system in some way, can you tell us why? [Ask specifically about D or F grades]

17. In the past year, have you or your family members been involved in any Chatham County Parks and Recreation programs or events?

Yes (Continue)

No (Skip to #22)

18. Please rate your satisfaction with the following services or programs provided by Parks and Recreation that you used in the past year using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Organized youth sports.	A	B	C	D	F	N/A
b. Organized adult sports.	A	B	C	D	F	N/A
c. Other youth events such as classes and summer camps.	A	B	C	D	F	N/A
d. Online registration and park reservation system.	A	B	C	D	F	N/A
e. Special events at one of the County parks.	A	B	C	D	F	N/A

19. Which of the County park facilities have you visited in the past year?
- | | Yes | No |
|--|--------------------------|--------------------------|
| a. Northwest District Park near Silk Hope. | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Northeast District Park on Big Woods Road near Jordan Lake. | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Southeast District Park near Chatham Central High School. | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Park at Briar Chapel. | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Earl Thompson Park at Bynum. | <input type="checkbox"/> | <input type="checkbox"/> |

20. Please rate your satisfaction with the staff in the Parks and Recreation Office using the same 5-point A through F grading scale. If you did not have contact with the staff, then tell us it does not apply to you.

- | | Very Good | Good | Average | Poor | Very Poor |
|--|-----------|------|---------|------|-----------|
| a. They were courteous. | A | B | C | D | F |
| b. They provided service in a timely manner. | A | B | C | D | F |
| c. They were knowledgeable. | A | B | C | D | F |
| d. Overall, I would give them a grade of? | A | B | C | D | F |

21. If you were not satisfied with your experience with Parks and Recreation in some way, can you tell us why? [Ask specifically about D or F grades]

22. In the past year, have you contacted or visited Chatham County Planning Department?

- Yes (Continue) No (Skip to #24)

23. Please rate your satisfaction of the following aspects of your experience with the Planning Department in the past year using the same A through F grading scale.

- | | Very Good | Good | Average | Poor | Very Poor |
|--|-----------|------|---------|------|-----------|
| a. The application process and procedures worked well. | A | B | C | D | F |
| b. They were courteous. | A | B | C | D | F |
| c. They provided service in a timely manner. | A | B | C | D | F |
| d. Overall, I would give them a grade of? | A | B | C | D | F |

24. In the past year, have you contacted or visited Chatham County Permitting & Inspections Offices?

- Yes (Continue) No (Skip to #26)

25. Please rate your satisfaction of the following aspects of your experience with the Permitting & Inspections Office in the past year using the same A through F grading scale.

- | | Very Good | Good | Average | Poor | Very Poor |
|--|-----------|------|---------|------|-----------|
| a. The application process and procedures worked well. | A | B | C | D | F |
| b. The inspection process worked well. | A | B | C | D | F |
| c. They were courteous. | A | B | C | D | F |
| d. They provided service in a timely manner. | A | B | C | D | F |
| e. Overall, I would give them a grade of? | A | B | C | D | F |

26. In the past year, have you contacted or visited Chatham County Environmental Health Offices?

- Yes (Continue) No (Skip to #28)

27. Please rate your satisfaction of the following aspects of your experience with the Environmental Health Office in the past year using the same A through F grading scale

	Very Good	Good	Average	Poor	Very Poor
a. The application process and procedures worked well.	A	B	C	D	F
b. The inspection process worked well.	A	B	C	D	F
c. They were courteous.	A	B	C	D	F
d. They provided service in a timely manner.	A	B	C	D	F
e. Overall, I would give them a grade of?	A	B	C	D	F

28. In the past year, have you contacted or visited Chatham County Soil Erosion & Sedimentation Control Offices?

Yes (Continue)

No (Skip to #30)

29. Please rate your satisfaction of the following aspects of your experience with Soil Erosion & Sedimentation Control Offices in the past year using the same A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. The application process and procedures worked well.	A	B	C	D	F
b. The inspection process worked well.	A	B	C	D	F
c. They were courteous.	A	B	C	D	F
d. They provided service in a timely manner.	A	B	C	D	F
e. Overall, I would give them a grade of?	A	B	C	D	F

30. For any areas of the Central Permitting & Planning (Planning, Permitting & Inspections, Environmental Health, and Soil Erosion & Sedimentation Control) that received a D or F rating ask.

a. Which service was involved?

b. Why were you displeased?

31. Please rate your satisfaction with the following services and programs provided by Solid Waste and Recycling Office that you used in the past year using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Collection & Recycling (13 centers located around the County).	A	B	C	D	F	N/A
b. Composting, mulch, and yard debris services.	A	B	C	D	F	N/A
c. Construction and demolition debris services.	A	B	C	D	F	N/A
d. Business recycling.	A	B	C	D	F	N/A
e. Household hazardous waste collection.	A	B	C	D	F	N/A
f. Electronics recycling.	A	B	C	D	F	N/A

32. In the past year, have you contacted or visited the Solid Waste and Recycling Office in the past year?

Yes (Continue)

No (Skip to #35)

33. Please rate your satisfaction with the staff in the Solid Waste & Recycling Office using the same 5-point A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

34. If you were not satisfied with your experience with Solid Waste & Recycling in some way, can you tell us why? [Ask specifically about D or F grades]

35. In the past year, have you contacted or visited the Chatham County Register of Deeds Office?

- Yes (Continue) No (Skip to #38)

36. Please rate your satisfaction of the following aspects of your experience with the Register of Deeds Office in the past year using the same A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

37. If you were not satisfied with your experience with the Register of Deeds in some way, can you tell us why? [Ask specifically about D or F grades]

38. In the past year, have you contacted or visited Chatham County Animal Services, including the animal shelter in Chatham County?

- Yes (Continue) No (Skip to #42)

39. Please rate your satisfaction with the following services or programs provided by Animal Services that you used in the past year using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Animal shelter services.	A	B	C	D	F	N/A
b. Low cost spay and neuter programs.	A	B	C	D	F	N/A
c. Rabies clinics for pets.	A	B	C	D	F	N/A
d. Animal control services (dangerous dogs, rabid animal)	A	B	C	D	F	N/A

40. Please rate your satisfaction with the staff in Animal Services using the same 5-point A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

41. If you were not satisfied with your experience with Animal Services in some way, can you tell us why? [Ask specifically about D or F grades]

42. In the past year, have you contacted or visited the Chatham County Human Resources, including applying for County job positions?

Yes (Continue)

No (Skip to #46)

43. Please rate your satisfaction with the following aspects of services that you used in the past year using the same A through F grading scale. If you did not use the service, then tell us it does not apply to you.

	Very Good	Good	Average	Poor	Very Poor	
a. Applied for a County job position.	A	B	C	D	F	N/A
b. Sought information on employment benefits and policies.	A	B	C	D	F	N/A

44. Please rate your satisfaction with the staff of Human Resources in the past year using the same A through F grading scale.

	Very Good	Good	Average	Poor	Very Poor
a. They were courteous.	A	B	C	D	F
b. They provided service in a timely manner.	A	B	C	D	F
c. They were knowledgeable.	A	B	C	D	F
d. Overall, I would give them a grade of?	A	B	C	D	F

45. If you were not satisfied with your experience with Human Resources in some way, can you tell us why? [Ask specifically about D or F grades]

That concludes our questions about Chatham County. Now tell us a little about yourself.

46. How many years have you lived in Chatham County?

0-1

2-5

6-10

11-20

Over 20

47. Stop me when I reach the age group you fall in.

18-25

26-35

36-45

46-55

56-65

66-75

Over 75

48. Can I ask your race?

Caucasian

African-American

Native- American

Asian

Hispanic

Other

49. Can I ask what part of Chatham County do you reside in? [Read choices]

Central Chatham
including Pittsboro

Northeast Chatham

Southeast Chatham

Northwest Chatham
including Siler City

Southwest Chatham

That concludes our survey and we want to thank you for your valuable input.

Appendix B

Chatham County Overall: Chatham County Government Welcomes Citizen Feedback and Involvement Crosstabulations

Table B1. Chatham County Government Welcomes Citizen Feedback and Involvement by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	277	2.21	8.7	28.9	45.1	9.7	7.6	C+
African-American	57	2.42	21.1	22.8	38.6	12.3	5.3	C+
Hispanic	9	2.78	22.2	44.4	22.2	11.1	0.0	B-
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	0.00	0.0	0.0	0.0	0.0	100.0	F
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

Table B2. Chatham County Government Welcomes Citizen Feedback and Involvement by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	127	2.40	11.8	32.3	43.3	9.4	3.1	C+
Northeast Chatham	59	2.25	11.9	27.1	42.4	11.9	6.8	C+
Southeast Chatham	23	2.30	4.3	34.8	52.2	4.3	4.3	C+
Northwest Chatham	79	1.99	7.6	20.3	46.8	13.9	11.4	C
Southwest Chatham	17	1.94	5.9	23.5	47.1	5.9	17.6	C

**Chatham County Overall: Chatham County Government Provides
Good Value for the Taxes I Pay Crosstabulations**

Table B3. Chatham County Government Provides Good Value for the Taxes I Pay by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	289	2.25	11.8	28.7	39.4	12.8	7.3	C+
African-American	56	2.25	21.4	23.2	26.8	16.1	12.5	C+
Hispanic	8	2.25	25.0	12.5	37.5	12.5	12.5	C+
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	0.00	0.0	0.0	0.0	0.0	100.0	F
Other	1	3.00	0.0	100.0	0.0	0.0	0.0	B

Table B4. Chatham County Government Provides Good Value for the Taxes I Pay by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	131	2.40	17.6	27.4	38.2	10.7	6.1	C+
Northeast Chatham	63	2.33	17.5	27.0	33.3	15.9	6.3	C+
Southeast Chatham	24	2.29	4.2	37.5	50.0	0.0	8.3	C+
Northwest Chatham	79	1.92	11.4	17.7	35.4	22.8	12.7	C
Southwest Chatham	17	2.00	0.0	41.2	29.4	17.6	11.8	C

**Chatham County Overall: I Generally Trust Chatham County
Government to Do the Right Thing Crosstabulations**

Table B5. I Generally Trust Chatham County Government to do the Right Thing by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	295	2.20	10.5	28.5	41.7	8.8	10.5	C+
African-American	56	2.27	17.9	26.8	32.1	10.7	12.5	C+
Hispanic	9	2.56	22.2	33.3	22.2	22.2	0.0	B-
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	0.00	0.0	0.0	0.0	0.0	100.0	F
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

Table B6. I Generally Trust Chatham County Government to do the Right Thing by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	135	2.36	13.3	30.4	41.5	8.1	6.7	C+
Northeast Chatham	60	2.32	13.3	35.0	35.0	3.3	13.3	C+
Southeast Chatham	26	2.35	3.8	42.3	46.2	0.0	7.7	C+
Northwest Chatham	81	1.84	9.9	14.8	42.0	16.0	17.3	C-
Southwest Chatham	17	1.94	5.9	29.4	35.3	11.8	17.6	C

**Chatham County Overall: Grade for Chatham County
as a Good Place to Live Crosstabulations**

Table B7. Grade for Chatham County as a Good Place to Live by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	315	3.23	43.8	38.4	15.9	0.6	1.3	B+
African-American	60	3.05	38.3	31.7	26.7	3.3	0.0	B
Hispanic	10	3.10	50.0	10.0	40.0	0.0	0.0	B
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	2.00	0.0	0.0	100.0	0.0	0.0	C
Other	2	4.00	100.0	0.0	0.0	0.0	0.0	A

Table B8. Grade for Chatham County as a Good Place to Live by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	147	3.32	50.3	32.0	17.0	0.7	0.0	B+
Northeast Chatham	68	3.19	39.7	45.6	11.8	0.0	2.9	B
Southeast Chatham	26	3.42	61.5	19.2	19.2	0.0	0.0	B+
Northwest Chatham	84	2.89	22.6	46.4	28.6	2.4	0.0	B-
Southwest Chatham	18	3.17	44.4	38.9	11.1	0.0	5.6	B

**Chatham County Overall: Grade for Chatham County
as a Good Place to Work Crosstabulations**

Table B9. Grade for Chatham County as a Good Place to Work by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	216	1.84	12.5	17.6	31.0	19.4	19.4	C-
African-American	50	1.58	14.0	12.0	24.0	18.0	32.0	C-
Hispanic	9	2.11	11.1	33.3	33.3	0.0	22.2	C
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	0.0	0.0	0.0	0.0	0.0	100.0	F
Other	1	4.00	100.0	0.0	0.0	0.0	0.0	A

Table B10. Grade for Chatham County as a Good Place to Work by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	104	1.97	11.5	19.2	41.3	10.6	17.3	C
Northeast Chatham	37	1.95	10.8	16.2	37.8	27.0	8.1	C
Southeast Chatham	20	2.15	30.0	10.0	25.0	15.0	20.0	C
Northwest Chatham	70	1.41	11.4	10.0	18.6	28.6	31.4	D+
Southwest Chatham	16	1.56	6.3	31.3	12.5	12.5	37.5	C-

**Chatham County Overall: Grade for Chatham County
as a Good Place to Raise a Family Crosstabulations**

Table B11. Grade for Chatham County as a Good Place to Raise a Family by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	311	3.21	43.1	38.6	16.1	1.0	1.3	B+
African-American	60	3.12	40.0	35.0	21.7	3.3	0.0	B
Hispanic	10	2.90	30.0	30.0	40.0	0.0	0.0	B
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	2.00	0.0	0.0	100.0	0.0	0.0	C
Other	2	4.00	100.0	0.0	0.0	0.0	0.0	A

Table B12. Grade for Chatham County as a Good Place to Raise a Family by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	147	3.35	51.7	32.0	15.6	0.7	0.0	B+
Northeast Chatham	67	3.06	31.3	49.3	16.4	0.0	3.0	B
Southeast Chatham	26	3.35	57.7	23.1	15.4	3.8	0.0	B+
Northwest Chatham	81	2.95	25.9	45.7	25.9	2.5	0.0	B
Southwest Chatham	18	3.22	44.4	44.4	5.6	0.0	5.6	B+

Communication Source: Chatham County Website Crosstabulations

Table B13. Read or Viewed Chatham County Website by Race.

Race	n	% Yes	% No
Caucasian	315	45.4	54.6
African-American	60	28.3	71.7
Hispanic	10	50.0	50.0
Native-American	2	50.0	50.0
Asian	1	0.0	100.0
Other	2	0.0	100.0

Table B14. Read or Viewed Chatham County Website by Region.

Region	n	% Yes	% No
Central Chatham	147	37.4	62.6
Northeast Chatham	68	55.9	44.1
Southeast Chatham	26	34.6	65.4
Northwest Chatham	84	45.2	54.8
Southwest Chatham	18	27.8	72.2

Communication Source: Chatham County Email Notices Crosstabulations

Table B15. Read or Viewed Email Notices by Race.

Race	n	% Yes	% No
Caucasian	314	10.8	89.2
African-American	60	5.0	95.0
Hispanic	10	30.0	70.0
Native-American	2	50.0	50.0
Asian	1	0.0	100.0
Other	2	0.0	100.0

Table B16. Read or Viewed Email Notices by Region.

Region	n	% Yes	% No
Central Chatham	147	8.2	91.8
Northeast Chatham	68	11.8	88.2
Southeast Chatham	26	11.5	88.5
Northwest Chatham	84	13.1	86.9
Southwest Chatham	17	0.0	100.0

Communication Source: Videos of County Commissioners Crosstabulations

Table B17. Viewed Videos of County Commissioners Meetings Available Online by Ward.

Race	n	% Yes	% No
Caucasian	313	7.0	93.0
African-American	59	5.1	94.9
Hispanic	10	0.0	100.0
Native-American	2	0.0	100.0
Asian	1	0.0	100.0
Other	2	0.0	100.0

Table B18. Viewed Videos of County Commissioners Meetings Available Online by Region.

Region	n	% Yes	% No
Central Chatham	147	7.5	92.5
Northeast Chatham	67	6.0	94.0
Southeast Chatham	26	3.8	96.2
Northwest Chatham	84	7.1	92.9
Southwest Chatham	17	5.9	94.1

Communication Source: Information Provided by County’s TV Channel Crosstabulations

Table B19. Viewed Information Provided by County’s TV Channel by Ward.

Race	n	% Yes	% No
Caucasian	315	9.8	90.2
African-American	60	18.3	81.7
Hispanic	10	30.0	70.0
Native-American	2	0.0	100.0
Asian	1	0.0	100.0
Other	2	0.0	100.0

Table B20. Viewed Information Provided by County’s TV Channel by Region.

Region	n	% Yes	% No
Central Chatham	147	15.0	85.0
Northeast Chatham	68	10.3	89.7
Southeast Chatham	26	3.8	96.2
Northwest Chatham	84	9.5	90.5
Southwest Chatham	18	5.6	94.4

Communication Source: News Articles About Chatham County Crosstabulations

Table B21. Read or Viewed News Articles About Chatham County by Ward.

Race	n	% Yes	% No
Caucasian	315	74.3	25.7
African-American	60	66.7	33.3
Hispanic	10	40.0	60.0
Native-American	2	50.0	50.0
Asian	1	100.0	0.0
Other	2	0.0	100.0

Table B22. Read or Viewed News Articles About Chatham County by Region.

Region	n	% Yes	% No
Central Chatham	147	72.1	27.9
Northeast Chatham	68	82.4	17.6
Southeast Chatham	26	53.8	46.2
Northwest Chatham	84	73.8	26.2
Southwest Chatham	18	77.8	22.2

Tax Office: Overall Grade Crosstabulations

Table B23. Overall Grade for Tax Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	80	3.30	55.0	27.5	11.3	5.0	1.3	B+
African-American	18	3.83	83.3	16.7	0.0	0.0	0.0	A
Hispanic	6	3.17	33.3	50.0	16.7	0.0	0.0	B
Native-American	0	--	--	--	--	--	--	--
Asian	1	1.00	0.0	0.0	0.0	100.0	0.0	D
Other	0	--	--	--	--	--	--	--

Table B24. Overall Grade for Tax Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	40	3.50	67.5	20.0	7.5	5.0	0.0	A-
Northeast Chatham	13	3.31	61.5	23.1	0.0	15.4	0.0	B+
Southeast Chatham	8	3.38	50.0	37.5	12.5	0.0	0.0	B+
Northwest Chatham	29	3.28	48.3	34.5	13.8	3.4	0.0	B+
Southwest Chatham	5	3.20	40.0	40.0	20.0	0.0	0.0	B+

Water Utilities Office: Overall Grade Crosstabulations

Table B25. Overall Grade for Water Utilities Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	13	2.23	38.5	7.7	23.1	0.0	30.8	C+
African-American	3	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Native-American	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	1	0.00	0.0	0.0	0.0	0.0	100.0	F
Other	0	--	--	--	--	--	--	--

Table B26. Overall Grade for Water Utilities Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	4	2.50	50.0	0.0	25.0	0.0	25.0	B-
Northeast Chatham	6	2.33	50.0	0.0	16.7	0.0	33.3	C+
Southeast Chatham	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Northwest Chatham	3	2.00	33.3	0.0	33.3	0.0	33.3	C
Southwest Chatham	0	--	--	--	--	--	--	--

Library System: Overall Grade Crosstabulations

Table B27. Overall Grade for Library System by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	128	3.73	80.5	15.6	2.3	0.0	1.6	A-
African-American	13	3.62	69.2	23.1	7.7	0.0	0.0	A-
Hispanic	7	3.71	71.4	28.6	0.0	0.0	0.0	A-
Native-American	1	4.00	0.0	0.0	0.0	0.0	0.0	A
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B28. Overall Grade for Library System by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	75	3.77	82.7	12.0	5.3	0.0	0.0	A-
Northeast Chatham	22	3.77	81.8	13.6	4.5	0.0	0.0	A-
Southeast Chatham	5	3.40	40.0	60.0	0.0	0.0	0.0	B+
Northwest Chatham	30	3.37	63.3	23.3	6.7	0.0	6.7	B+
Southwest Chatham	4	3.50	50.0	50.0	0.0	0.0	0.0	A-

Parks & Recreation Office: Overall Grade Crosstabulations

Table B29. Overall Grade for Parks & Recreation Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	21	3.43	66.7	23.8	0.0	4.8	4.8	B+
African-American	4	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	2	2.00	50.0	0.0	0.0	0.0	50.0	C
Native-American	0	--	--	--	--	--	--	--
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B30. Overall Grade for Parks & Recreation Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	12	3.67	66.7	33.3	0.0	0.0	0.0	A-
Northeast Chatham	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Southeast Chatham	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Northwest Chatham	6	3.17	66.7	16.7	0.0	0.0	16.7	B
Southwest Chatham	2	0.50	0.0	0.0	0.0	50.0	50.0	D-

Permitting & Inspections Office: Overall Grade Crosstabulations

Table B31. Overall Grade for Permitting & Inspections Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	31	2.77	38.7	32.3	9.7	6.5	12.9	B-
African-American	1	3.00	0.0	100.0	0.0	0.0	0.0	B
Hispanic	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Native-American	0	--	--	--	--	--	--	--
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B32. Overall Grade for Permitting & Inspections Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	13	3.00	46.2	30.8	7.7	7.7	7.7	B
Northeast Chatham	4	2.25	25.0	25.0	25.0	0.0	25.0	C+
Southeast Chatham	3	2.33	0.0	66.7	0.0	33.3	0.0	C+
Northwest Chatham	10	2.80	50.0	20.0	10.0	0.0	20.0	B-
Southwest Chatham	2	3.50	50.0	50.0	0.0	0.0	0.0	A-

Waste and Recycling Office: Waste Recycling & Collection Centers Crosstabulations

Table B33. Grade for Waste Recycling & Collection Centers by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	249	3.35	47.4	41.8	9.6	0.8	0.4	B+
African-American	39	3.36	48.7	38.5	12.8	0.0	0.0	B+
Hispanic	6	3.33	50.0	33.3	16.7	0.0	0.0	B+
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B34. Grade for Waste Recycling & Collection Centers by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	115	3.34	50.4	35.7	12.2	0.9	0.9	B+
Northeast Chatham	51	3.29	47.1	35.3	17.6	0.0	0.0	B+
Southeast Chatham	23	3.22	30.4	60.9	8.7	0.0	0.0	B+
Northwest Chatham	64	3.39	48.4	43.8	6.3	1.6	0.0	B+
Southwest Chatham	16	3.50	50.0	50.0	0.0	0.0	0.0	A-

Waste and Recycling Office: Overall Grade Crosstabulations

Table B35. Overall Grade for Waste and Recycling Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	19	3.05	52.6	26.3	5.3	5.3	10.5	B
African-American	4	4.00	100.0	0.0	0.0	0.0	0.0	A
Hispanic	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Native-American	0	--	--	--	--	--	--	--
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B36. Overall Grade for Waste and Recycling Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	9	3.67	66.7	33.3	0.0	0.0	0.0	A-
Northeast Chatham	5	3.40	60.0	20.0	20.0	0.0	0.0	B+
Southeast Chatham	0	--	--	--	--	--	--	--
Northwest Chatham	8	2.63	62.5	0.0	0.0	12.5	25.0	B-
Southwest Chatham	1	3.00	0.0	100.0	0.0	0.0	0.0	B

Register of Deeds Office: Overall Grade Crosstabulations

Table B37. Overall Grade for Register of Deeds Office by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	25	3.40	48.0	48.0	0.0	4.0	0.0	B+
African-American	5	3.80	80.0	20.0	0.0	0.0	0.0	A
Hispanic	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Native-American	0	--	--	--	--	--	--	--
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B38. Overall Grade for Register of Deeds Office by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	6	3.67	66.7	33.3	0.0	0.0	0.0	A-
Northeast Chatham	6	3.50	50.0	50.0	0.0	0.0	0.0	A-
Southeast Chatham	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Northwest Chatham	12	3.25	41.7	50.0	0.0	8.3	0.0	B+
Southwest Chatham	3	3.33	33.3	66.7	0.0	0.0	0.0	B+

Animal Services: Overall Grade Crosstabulations

Table B39. Overall Grade for Animal Services by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	42	3.33	66.7	19.0	4.8	0.0	9.5	B+
African-American	5	3.00	60.0	20.0	0.0	0.0	20.0	B
Hispanic	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Native-American	2	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B40. Overall Grade for Animal Services by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	23	3.61	78.3	13.0	4.3	0.0	4.3	A-
Northeast Chatham	6	3.83	83.3	16.7	0.0	0.0	0.0	A
Southeast Chatham	2	3.50	50.0	50.0	0.0	0.0	0.0	A-
Northwest Chatham	14	2.71	42.9	28.6	7.1	0.0	21.4	B-
Southwest Chatham	3	3.67	66.7	33.3	0.0	0.0	0.0	A-

Human Resources Department: Overall Grade Crosstabulations

Table B41. Overall Grade for Human Resources Department by Race.

Race	n	Mean	A	B	C	D	F	Grade
Caucasian	5	1.60	20.0	0.0	40.0	0.0	40.0	C-
African-American	2	3.00	50.0	0.0	50.0	0.0	0.0	B
Hispanic	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Native-American	1	4.00	100.0	0.0	0.0	0.0	0.0	A
Asian	0	--	--	--	--	--	--	--
Other	0	--	--	--	--	--	--	--

Table B42. Overall Grade for Human Resources Department by Region.

Region	n	Mean	A	B	C	D	F	Grade
Central Chatham	3	2.67	66.7	0.0	0.0	0.0	33.3	B-
Northeast Chatham	0	--	--	--	--	--	--	--
Southeast Chatham	0	--	--	--	--	--	--	--
Northwest Chatham	4	3.00	50.0	0.0	50.0	0.0	0.0	B
Southwest Chatham	1	0.00	0.0	0.0	0.0	0.0	100.0	F

Appendix C

3. What do you think are the two most pressing issues or challenges facing Chatham County as a whole?
- Bringing jobs/business to the area. (98)
 - Controlling rapid growth/development. (87)
 - Not sure. (51)
 - Improving schools/education. (45)
 - None/can't think of anything. (40)
 - Chatham Park growing too quickly for the infrastructure to keep pace. (34)
 - Infrastructure issues with growth. (20)
 - Environmental protection/fracking/coal ash. (18)
 - High taxes. (17)
 - Roads/traffic signals need improvement. (16)
 - Water quality issues. (15)
 - Activities for youth. (13)
 - Losing small town feel/rural agricultural nature with growth. (13)
 - Chatham Park will be good for the area. (12)
 - Improve law enforcement/police presence/crime. (8)
 - Rezoning issues. (8)
 - Bring more entertainment/things to do to the area. (7)
 - Increase growth/development. (7)
 - Traffic. (7)
 - More places to shop. (6)
 - Poverty/homeless. (6)
 - Improved public transportation. (6)
 - Water bill too high. (5)
 - Bring more restaurants. (5)
 - Doing a great job. (5)
 - Availability of County services (water, sewer, trash, fire stations) throughout the rural area. (5)
 - Chatham Park is not needed. (3)
 - More family friendly activities and events. (3)
 - Wasting tax dollars. (3)
 - Bring back the bowling alley. (2)
 - Better planning. (2)
 - Division between the East and West Chatham County. (2)
 - More recreation activities. (2)
 - Sewer issues. (2)
 - Activities for seniors.
 - Spending too much money on Sheriff's Office and residents get nothing out of it.
 - County Commissioners lack of concern for agriculture.
 - Big business is trying to take over and the County wants that.
 - Leadership of the County.
 - Siler City is not growing like the rest of the surrounding areas and really needs an economic boost.

- County could be more informative about what the County has to offer as well as what events or programs they have coming up.
- Chatham County refused to cover fire damage even though I pay \$400 a year for the fire protection so they get poor ratings.
- Bring the chicken business back to the area.
- Tax rate compared to Eastside is not fair – Eastside gets better service with more available yet the tax rate is the exactly same; the tax rate needs to either drop in Westside or offer the same services.
- Take citizen input in Chatham Park and not rush the development.
- Current residents taking a hit absorbing the cost of many new growth projects that are not wanted such as Chatham Park.
- There are positives and negatives to Chatham Park development.
- Bring too many unneeded businesses to the area such as Advance Auto and piano stores.
- Road repair needed near Jordan Lake Road.
- More police patrol on Pea Ridge Road for tractor trailers.
- Chatham County values.
- The County rushes out good business and only brings in what they want and what they can make a lot of money off.
- Commissioners set in their ways; meetings and resident's input is pointless because they are going to do what they want either way.
- I don't keep up with Chatham County because I live too close to Orange County.
- Let communities handle things themselves and keep County Commissioners fingers out of it.
- Too many things to list; Chatham County needs to work at everything; it really needs a facelift.
- Government is poor and needs not to discriminate against the whites.
- Family Violence and Rape Center needs help growing; needs more support.
- Recreational things for children getting too expensive.
- Abandonment of Health Department in Pittsboro; it needs to be brought back from Siler City.
- Middle class needs more opportunities; need a good balance between lower, middle, and upper class.
- Chatham County needs to be equal with Chapel Hill; moved everything out of Siler City, no jobs, and nothing there; everything is in Chapel Hill and needs to be spread out equally.
- Do not like paying taxes on services I don't use.
- Don't get to vote in the small area except elections.
- Council in Siler City needs to stop trying to sell everything and every Council member needs to be replaced; growth can be a positive thing and good for the area.
- Illegal immigrants and Sheriff's Office; illegals are everywhere and need to go; Sheriff's Office has poor service.
- Fix roads on Stonewall; it is full of potholes.
- Drug problems in area.
- Elderly issues need more awareness.
- Government and infrastructure need to really be looked at and a lot of changes need to be made with policies and developments.
- Better government in general.

- Too strict on Hispanics; need an ID to do anything.
- Communication with residents; I never know about events or programs; I never knew Chatham County has a County channel; it needs to be advertised differently.
- Clean up around the area.
- More cell phone towers.
- Fire Department desperately needed in the area (Central Chatham) and high speed internet needs to be made available.
- Young people have difficulty perking land to be able to build; it is very discouraging for people trying to come to the area.
- Major project coming up in Pittsboro; I hope Chatham County can manage the changes that are coming.
- Recreational opportunities are limited.
- Deer are overpopulated and really need to do more to control them.
- Quality of life is going to drop off with growth.
- Just a personal issue with building a house and septic tank size with bedroom quantity needed to be changed; regulations need to be changed.
- Pollution flowing into Jordan Lake.
- Preserve the river and Jordan Lake.
- The mayor is a joke; there are too many stupid people in the County.
- More handicap accessible.
- Not happy with the current Board.
- The sewer smell where I live is bad.
- The government does not make good decisions and emergency management needs attention.
- Everything is high-end or low-end, there are no middle class people.
- The pool by my house has be closed for years.
- Lack of childcare.
- Tax revenue.
- Don't allow rock quarry.
- Taxes should include County services throughout the area without charging extra taxes.
- I would like the survey be done by the County Commissioners.
- Maintaining home values in the area.
- Equal opportunities.
- Old money trying to run growth.
- Siler City needs big growth like Chatham Park on their side of town; need to provide less impact fees; find a new mayor, always the same family running the area and nothing will ever change if leadership does not change.
- Treat everyone equally.
- Need a tax break for farmers.
- The State and Federal because of Jordan Lake have too much say so in my personal land.
- Need a new government in the area; need the Lowes that wanted to come to the area; FedEx wanted to put in a terminal and got denied; it would have brought in tons of jobs.
- Need roundabout stoplight at Big Woods Road and Highway 64.
- Disparity between Southwest and Northeast Chatham needs to be addressed.

- North Chatham High School project needs to be started back up to make room for overpopulation of current and coming students.
- In Goldston area everything is great and the only negative is the government tries to change the country areas; stop trying to change my area; Northeast needs to stay on their side and leave the county alone; stop forcing change on farmers and long-time citizens; if they want a city then move back to one.
- School Board seems to have a lot of issues; way too much drama in the School Board.
- A light rail system is needed in the area.
- More public utilities and more street lighting to help see wild animals at night.
- Need sidewalks and crosswalks.
- I don't feel the County has financial stability; one side of the County sees more of the tax money spent on upgrading it rather than the County as a whole.
- The current leadership is ruining the area; northerners coming down changing to what they want; not listening to current residents; we are moving very soon because of the leadership.
- More resources to help citizens find jobs.

Appendix D

7. If you were not satisfied with your experience with the Tax Office in some way, can you tell us why?
- Need to be able to better evaluate and contest taxes; I would like to know a good basic breakdown.
 - Rebate for a few bucks took four to five months to receive.
 - Not very professional.
 - Some issues have not been resolved yet with the tax adjuster.
 - They did not respond. They would not let me make changes online or over the phone. I had to go in for County name error correction that was not my fault to begin with.
 - I changed the name of the property owner and they did get the name changed and corrected, but they illegally changed property owner information without approval or knowledge of either party.
 - They changed address without me knowing to an unknown address, not sure if they corrected it.

Appendix E

12. If you were not satisfied with your experience with the Water Utilities Office in some way, can you tell us why?
- The lady I talked to was rude. There was a \$35 fee to send someone out and acted like it was the resident's problem and it ended up being a County problem. It was resolved but handled poorly.
 - They are so rude, poor attitudes. Pricing, poor water pressure, and water meter could take years to fix.
 - Horrible water, bleachy taste and green. Need to supply clean water. Our filter comes out greenish-black dirty. The County does nothing.
 - They did a water test but cannot give them a solid grade until results are back and job is done.
 - The Office contacted me because my water bill was high and they suggested we check for a water leak.
 - My water bill is crazy high and no one was able to help me.
 - When I had a leak a long time back they were wonderful help and reimbursed me for what I had to pay.
 - Water bill keeps getting higher and just got generic answers as to why, no real help.

Appendix F

16. If you were not satisfied with your experience with the Library System in some way, can you tell us why?

- I was kicked out for wearing a pro-life shirt. Library is run by a bunch of bleeding heart liberal baby killers and I will never go back to Chatham County libraries.
- The fair had a Siler City library stand giving out free/cheap books. I picked out several with my children and got denied because I did not have a current ID with me. I had just moved to the area and was working on getting an updated ID.
- They didn't have the book I was looking for.
- Open on Sunday would be great.
- Pittsboro smells funny ever since it opened 5 years ago.
- Needs a large collection of books.
- The Pittsboro location smells bad like gas or something strong like that. Needs something done.
- The equipment needs upgrades and computer programs update.

Appendix G

21. If you were not satisfied with your experience with Parks & Recreation in some way, can you tell us why?
- Scheduling is inconsistent and poor leadership.
 - In a softball league in Pittsboro area they took money and did not have a coach or anything for my daughter's game. Not friendly or healthy. Just took money and application and did nothing.
 - Hard to get in touch with anyone to get information on reservations and events.

Appendix H

30. For any areas of the Central Permitting & Planning (Planning, Permitting & Inspections, Environmental Health, and Soil Erosion & Sedimentation Control) that received a D or F rating ask, which service was involved and why were you displeased?
- Permitting & Inspections – pay is too high for permits, you should not have to have a permit to set a pre-built building on property or pay a fee to rip an old building down.
 - Planning – it is difficult for small business to get started, too many hoops to jump through, not very helpful.
 - Permitting & Inspections – not timely in the gun permit approval process and the cost went from \$15 to \$75 in five years.
 - Planning and Permitting & Inspections – they don't give you much help or send you to the right area. They need to provide code reference for people who do the work themselves so work can be done right the first time.
 - Environmental Health – they said it was not within their responsibility and did nothing to help me resolve an issue with neighbor's chickens.
 - Permitting & Inspections – we were removing trees on our property for a pond and the process was very slow.
 - Planning and Permitting & Inspections – there were so many red flags and the process was unbearable for both the offices.
 - Planning – they never returned my calls, left message. I had a general question about zoning. I finally gave up trying to reach anyone.
 - Planning – so many different entities. Zoning approves and Planning doesn't or vice versa. Too many rules and regulations and the departments don't even agree with each other.
 - Planning and Permitting & Inspections – trying to make me get a permit and pay fees over building a pole barn. My property should not be a County concern if I am not building a house. County should stop trying to make money off showing people where their well and septic is, we know where it is.
 - All of the above – I kept getting the runaround from every department. Too many fees and hoops to jump through.

Appendix I

34. If you were not satisfied with your experience with Solid Waste & Recycling in some way, can you tell us why?
- I had to pay to bring tree debris to the dump even though I already pay taxes to cover the service. (Northwest)
 - Too picky about what can and can't go into each bin and it takes too long; I was yelled out for putting something in wrong bin. (Northeast)
 - Don't charge for services that residents pay taxes for and County services should be included at no additional cost such as composting, mulch, and debris services. (Northeast)
 - They refused to take a 46" television.
 - They are not happy, depressed employees. Need friendlier staff. (Northwest)
 - Very rude lady because I was a few days over my renewal date. They should be a little more lenient for loyal local residents. (Northwest)
 - Should be able to take things that others are throwing away if they are still in good shape and usage. No need to trash good stuff when it can be reused by someone else. A new bike was being thrown out and workers would not let us take it. (Central)

Appendix J

37. If you were not satisfied with your experience with the Register of Deeds Office in some way, can you tell us why?
- Find staff that can interact with residents. Not so bland and unhappy.

Appendix K

41. If you were not satisfied with your experience with Animal Services in some way, can you tell us why?
- I called four or five times for Animal Control to get the neighbor's dog to stay out of my yard and my trash. After the fifth time being called, they came out finally and fined the neighbors and took them to court.
 - Poor response – nobody available on weekends. Dog just runs and does what it wants to; the leash law does not seem to matter.
 - A cat had kittens in the yard and Animal Control never came out or responded, they must need more staff.
 - There are dogs that run loose all around me and Animal Control needs to go there.
 - They put my dog in jail; after I paid to get the dog out and I saw they charged way too much.
 - Animal Control needs to be more educated on animals.
 - Called about a cat hoarder and they did nothing to resolve the issue.
 - I offered my services and they refused to ever get back to me. I own a farm and could take on any kind of animal but they blew me off.
 - Did not give much opportunity with dogs; should have given me a chance to make things right.

Appendix L

45. If you were not satisfied with your experience with Human Resources in some way, can you tell us why?
- Hard to find, poor signs, no feedback received after applying twice this year.
 - Be more polite to residents.
 - I used the website to apply for a County job and I would give an A on the overall process.