

Town of Cary

2010 Biennial Survey Focus Group Report

Methodology

In January/February 2010, the Cary Biennial Citizen Survey was conducted examining numerous issues relating to the overall citizen satisfaction with the functioning and operation of Cary as well as current issues related to the Town. The results of this survey were followed-up by two focus groups conducted by BKL Research that examined specific issues from the survey in order to gather more detailed insight. Respondents to the citizen survey were asked if they would be willing to participate in a focus group session (44% of the sample agreed to participate) and this was the pool that the participants were selected.

The composition of the groups was controlled in respect to two factors, age and gender. Participants were selected so that there was a balance of both age and gender in each session. All the participants owned homes. A total of 6 participants were in the first session and 7 in the second session. Appendix A has the roster of participants for both sessions including their age groups and Appendix B contains the seating charts. The participants were compensated for their involvement.

The sessions were held on May 15th at 1:00 p.m. and 3:00 p.m. at the Town Hall in Cary. The first session lasted 1 hour and 15 minutes and the second session lasted 1 hour. A relatively structured set of questions was used for both groups (Appendix C). This ensured that both groups were asked the same core questions, although discretion was allowed to explore other areas of importance during the sessions. Appendices D and E contain the transcribed text of both focus groups.

Summary of Results

Growth in Cary

- 1a. Growth in Cary showed up again in this year's survey as a concern, even though the population and tax base growth rates are way down compared to the recent past, probably due to the recession. How much do you think concerns about growth might be impacted if the Town did more to educate citizens on what the actual growth rate is as it changes over time?**

Session 1

The respondents did not think educating the citizens on the actual growth rate would make a significant difference. One participant asked why growth is a concern and stated it is not necessarily a bad thing. Several of the participants agreed with this statement and they did not necessarily view growth as negative. Another member expressed concerns about growth. This individual indicated Cary generally did a good job with growth and enforced stringent development standards especially the requirement of buffers around developments. This person indicated concerns with increased number of apartment-type units of recent developments instead of single family homes. This would cause the population to multiply more quickly. Another participant stressed the need for goals in growth not just growth for growth's sake, but was satisfied with the level of growth in Cary. There was concern for the infrastructure especially water, community centers, greenways, and parks. The participants worried that fast growth could impact these quality of life aspects. Overall, this group generally agreed Cary is doing a very good job with growth.

Session 2

The participants were supportive of Cary publicizing the actual growth rate. One participant mentioned seeing the huge growth in the 80's and 90's and how Cary went from a sleepy little bedroom town to a big community. It was felt that publicizing the growth rate for different time periods would give a point of reference to residents. When asked if they knew the recent growth rate in Cary, none could name it. One member expressed a degree of concern for widespread growth such as moving into Chatham County and felt the infrastructure could not support it.

- 1b. What about growth do you think concerns folks? For example, is it the byproducts of growth such as traffic or waiting in line at stores?**

Session 1

The participants were primarily concerned about resources and environmental aspects. The water supply at Jordan Lake was an issue with continued growth in the region. Several of the participants were concerned about the loss of greenspace and trees with developments and growth. The Highway 540 area was noted as a region where trees were leveled for development. One other participant was concerned about the increased number of traffic lights with development and the impact on traffic flow citing Cary Parkway. However, this participant perceived overall traffic to be better than other places.

Session 2

The key concern for the participants was infrastructure items such as police and fire. They noted the airport area where it was hard to tell if you are in Cary or Morrisville. A participant referred to this as spider web growth. Another member cited the same issue at the Chatham County and Cary line. This individual wanted more defined lines of development where whole areas or sections are annexed. The issue of the water supply was also brought up. The concern was for Durham developing around the lake and the impact on the water for Cary.

1c. How much of the concern is growth in Cary, growth in Wake County, or growth in the Triangle?

Session 1

The conversation centered on the Wake County issue of schools. One participant questioned whether the School Board could make decisions for the whole county since the issues vary from region to region and one size does not fit all. Many of the participants with children pointed out their children go to private schools. One member indicated the School Board does not seem to be consistent with their goals or plans citing year-round schools, busing, and reassignments. The participants were surprised when one other member indicated parents of children in private schools do not get to fill out the Wake County public school parent surveys and give their opinions. The participants noted that half the children in their neighborhood who are eligible for elementary school in Wake County are in private schools and these parents are not surveyed. The issue of community-based schools was discussed and one participant stated that only 1 of 8 eligible children was actually assigned to attend the community-based elementary school in their neighborhood. Another participant commented that all residents are affected by schools through property values. There was a degree of support for Cary starting its own school system and increasing local taxes. Toward the end of the conversation a participant indicated growth in the Town not the county or Triangle was more of a concern. Several participants felt the recession may have had a positive impact by slowing growth and giving a breathing period.

Session 2

The participants generally focused on growth issues in Cary; although, one member indicated more concern for Wake County growth. The primary conversation centered on demographic changes in Cary. One participant was concerned with the changes in Cary in the past 12 years. This individual noted the growth in the 90's was young people starting families. This forced schools to be built and they were soon maxed out. However, recent growth is from baby boomers and retirees. There was concern for the resources that are being provided to both these groups. The participants discussed that many retirees are moving here to be near their children and this is driving more adult day care. Several members indicated most of the building has been apartments and multi-family units for this group. The Town was perceived to be offering good activities for retirees through parks & recreation. The participants saw a need for services for the in-between seniors who are less independent but not needing a nursing home. The participants also expressed some concern for the increased level of retail development in Town citing the multiple drug stores on every corner.

1d. When you think about what the Town government has done regarding growth over the last two years, what comes to mind – either positive or negative?

Session 1

The participants thought the Town was doing a very good job with growth in the past two years. They liked that the Town reduced spending on many capital projects such as downtown development and reduced development due to the poor economic conditions. One respondent stated he thought the Town had put \$70-\$80 million of new projects on hold. The participants also complimented the Town on the greenways throughout Cary but did not like the new posts erected in Town.

Session 2

The conversation turned to roads and streets in Cary. One participant indicated the roads were better while another member thought maintenance on them was actually worse. A participant suggested the Town used stop signs and traffic lights too often when roundabouts would work more effectively. This individual cited how long the traffic lights take on Tryon Road and Cary Parkway with minimal traffic present. Overall, the participants thought the Town was doing a good job with growth.

1e. What do you think the Town should be doing to better manage growth?

Session 1

Several participants had concerns about development on the outskirts or fringes of Town. They felt the cost to move infrastructure aspects to the development could be too expensive. Several participants agreed the Town should work to fill in areas inside Town where it would be less expensive since infrastructure items are in place. The participants stressed the need for more balance between the two. Another member was not sure this was entirely feasible and noted developers prefer to build 100 houses instead of a few. One member expressed concern with out-of-town developers taking money away from the area and having too much influence. Toward the end of the conversation one participant indicated the Town is fortunate to have a growth problem while other areas did not have growth. There was concern that building too many houses in the market may damage property values but another member stated market forces would determine the amount of building.

Session 2

One participant indicated the Town needed a new post office and several others agreed. The participants liked what the Town had done with community policing. They liked the concept of having police officers and captains that can be contacted and are familiar with the area. One big concern that was discussed in more detail was the perception the Town had eliminated the required buffers in developments. The participants were concerned with the lost of mature trees and greenspace in newer developments. They mentioned Maynard Road, Old Apex Road, and Chatham Street as areas they noted this occurring. One other member suggested road construction should be completed at night when possible.

1f. What would be the ideal situation in Cary?

Session 1

The participants preferred controlled growth in Cary. They stressed the need for infrastructure items to be in place first such as police, fire, EMS, and schools. Water and housing turnover were also mentioned as contributing factors. A member would like the Town to go slower with growth and regularly evaluate the impact of the growth. One participant stressed the need to have an ultimate goal for growth. However, there was also concern for trying to inhibit growth such as what they did in Chapel Hill. This resulted in negative consequences for that area and the participants felt it made the place too expensive to live in.

Session 2

The participants expressed a concern for having too many houses for sale in the area and its impact on property values. One member mentioned the growth cessation period put in place by Mayor Lang. This participant also stressed the number of apartments, townhomes, condos, houses, and retail spaces for sale while there continues to be development. The idea of stopping growth for a while to see where Cary is and what it needs was appealing to this member. The concept of slow, steady, controlled growth was the theme of the conversation. There was also a concern for protecting environmental aspects in future developments.

Traffic

- 2a. Now let's talk traffic. Are most of the problem spots more in Cary or outside Cary. Can you name some of them? Are they problems on weekdays, weekends, or specific times of day?**

Session 1

The participants mentioned several specific areas in Cary and other general concerns for traffic. One participant mentioned Highway 55 during rush hour. This member also complimented the Town for responding quickly to alter the intersection of Green Level to Durham Road and Cary Glen after a serious accident occurred. The area around Cary Elementary was also mentioned as a concern especially in the morning. One participant thought the Town was going to put a circle in to help the problem but it had been delayed. There was a long discussion on the lack of left turns in Cary. The areas of Harrison & Maynard and Davis & High House were cited as examples. A participant thought the decision to eliminate left turns was made several years earlier to stop traffic from backing up. Another member was not sure it was needed as much today considering the wider roads with left turn lanes in Town. Another issue was the fact that lanes change into left or right turn only especially in the downtown area with West Chatham and Cary Parkway cited as examples. The participants felt this was not a concern for residents but it makes the Town not driver friendly for visitors and more signage is needed to warn drivers of the lane change.

Session 2

The participants mentioned several areas inside of Cary as traffic problems. One area mentioned for potholes and road condition was Maynard Road. Highways 55 and 540 were mentioned for poor traffic light timing with the main problems occurring when coming from Durham to Apex at rush hour. Two other areas viewed as problem areas for traffic backups due to light timing were High House & Cary Parkway and High House & Davis Drive. Green Level to Durham was also viewed as a road in poor condition. One of the participants was uncertain if all of these were Cary's problems but may be State concerns.

- 2b. What ideas do you have for how the Town should improve traffic?**

Session 1

One participant indicated synchronizing lights with the new fiber optic network can be a problem for side streets entering the main road such as Kildaire Farm. The participant wanted more intelligent traffic lights that would operate independently when needed to let cars on side streets go when no traffic was present. It was thought that Lochmere Drive works that way. There were concerns for Cary Parkway & High House where there is a short left-turn traffic light cycle paired with a short left-turn lane. This causes a backup for those in the straight lane who get behind those waiting to enter the left-turn lane. Several participants indicated it is only a problem for approximately three hours a day and they have learned to avoid the area. Another participant indicated Davis & High House does not have the same problem and works more efficiently due to more lanes, longer left-turn lane, and a center lane for overflow. Preston Corners & High House was also mentioned as a problem area but it was thought there is not enough room for more lanes. Again, the lack of left turns was discussed.

Session 2

The participants suggested better synchronization of traffic lights especially for areas such as High House & Cary Parkway and High House & Davis. The use of roundabouts was also mentioned. One participant thought they would work well in residential areas by slowing traffic while keeping it moving without stopping it like speed bumps. Several participants noted the lack of bike lanes. They indicated some bike lanes are too narrow and nonexistent in certain areas. They stressed they served to slow traffic especially when turning across them. There was also a conversation on flow-through lanes such as on Evans & Aviation. They would like to see more signs telling drivers in advance so they will not stop when merging. Finally, there was a call to increase the length of the acceleration ramp for drivers pulling off the Beltline to Cary Parkway.

Street Maintenance

- 3a. Another of the concerns raised in the survey was street maintenance, things like fixing potholes and repaving. To get us started on that issue, who do you think is responsible for paving streets and fixing potholes in Cary?**

Session 1

It was correctly answered that it depends on the street.

Session 2

It was correctly answered that it depends on the street.

- 3b. The correct answer is that it depends on the street. Some streets are owned by the State (NCDOT), some are owned by the Town, and others are private streets. With this in mind, let me throw out a few names and you tell me whether it's a State maintained road, a Town of Cary maintained road, or a private road that's maintained by the people who live along it. First one. Raise your hands if you think Kildaire Farm Road is a State road? How many think it's a Town road? Any of you think it's private?**

Session 1

There were two participants who correctly identified that it was a State road while two other participants thought it was a Town road. The other two were not sure and did not answer.

Session 2

Only one participant correctly identified that Kildaire Farm was a State road while the other six believed it was a Cary maintained road. This group was surprised to find it was a State road not a Town road.

- 3c. Let's do another one. Raise your hands if you think Maynard Road is a State road? How many think it's a Town road? Any of you think it's private?**

Session 1

Only one participant correctly identified that Maynard Road was a State road while four believed it was a Town road. The other respondent was not sure and did not respond. In addition, the participants seemed surprised when informed it was a State road.

Session 2

The same pattern emerged in this group, only one participant correctly identified that Maynard Road was a State road while the other six believed it was a Town road. The participant who identified it as a State road admitted he recently read that in the newspaper. Again, the participants were surprised when told it was a State road.

3d. Two more. Raise your hands if you think Cary Parkway is a State road? How many think it's a Town road? Any of you think it's private?

Session 1

There was more uncertainty as to Cary Parkway. Only one participant thought it was a State road while two participants thought it was a Town road. The three other participants were uncertain and did not respond.

Session 2

In this group, one participant identified Cary Parkway as a State road while the other six perceived it to be a Town road.

3e. Last one. Raise your hands if you think Academy Street is a State road? How many think it's a Town road? Any of you think it's private?

Session 1

There was more certainty for Academy Street. There was only one participant who thought that it was a State road while the other five correctly identified it to be a Town road.

Session 2

All seven participants correctly identified Academy Street as a Town road.

3f. So, while no one likes potholes, there is an equity issue that the Town would like your thoughts on. Should Cary citizens pay twice to have State roads maintained – once through our state taxes and once through our local taxes. Or should the Town continue to do what it's doing which is letting the State know when they need to come fix a pothole or make other repairs? What would you like to see done on this issue?

Session 1

The participants felt the Town should keep doing what they are doing by informing the State about the potholes or needed road maintenance and let them repair the road. The residents should only pay once. One participant was not sure if the Town had an agreement where they get reimbursed if they repair the road for the State. The participants were concerned if the Town were to make the repairs it would enable the State to stop making any repairs that were their responsibility. One of the members was unsure who to contact when they wanted to report a pothole since they did not know if the road was Town or State maintained. Another participant directed them to the Town's website which has the information. When asked about the Town's website the participants were very complimentary. They mentioned they use it to get information on the parks, community centers, and to sign up for events. Several of the participants receive email notifications.

Session 2

In the initial conversation, a participant indicated Cary should repair it and be reimbursed by the State. This was supported by others. When asked if there was no reimbursement, the participants all agreed the Town should not repair the roads. The participants did agree Cary should repair roads in emergency situations when the road could cause damage to cars. One participant thought the State was suppose to repair a maintenance problem that is reported within 72 hours.

Revenue and Spending

- 4a. Okay on to money. We heard some conflicting ideas in the survey this year and want to get your thoughts on them. Many people want the Town to keep taxes and fees low and slow growth but at the same time spend more on roads and move forward more quickly with new projects. As you can imagine, the revenues the Town gets from consumer spending, like sales tax and wine & beer tax, are way down because of the economy's impact on citizen spending habits and the Town hasn't raised property taxes in over 20 years and growth is way down too. The revenues that come from sales taxes and growth make up a big part of the money Cary gets to provide you with new and better things. Keep in mind that to live within its means without raising your taxes, the Town has already had to cut its operations way back and cancel or delay indefinitely many projects, like improving downtown. So, we'd like your ideas on how to deal with the conflict of citizens wanting the Town to slow growth even further, not raise taxes, yet still pay for improvement. What are your thoughts?**

Session 1

The participants felt you cannot have slow growth, not raise taxes, and add new improvement projects. One participant would like the Town to use an online survey to ask the public which projects to pursue with the funds that are available like a mini-referendum. Other participants thought participation would be a concern with the online survey and how many citizens need to participate to make it valid. Another member felt large projects such as downtown revitalization should be actually voted on by the public just like in an election. There was a discussion by the participants that the taxes in Cary are low compared to other areas and they may possibly be willing to pay more for keeping services such as greenways at a high-level. Although they were careful to indicate this does not endorse a tax increase. Other members expressed concerns that additional funds could lead to pursuing projects that are not needed. They stressed the need for the Town to be as efficient as possible first.

Session 2

A participant stressed that Cary must live within its budget just like everyone else. The Town needs to look at where it is wasting money. A couple of wasteful projects were mentioned (flashing yellow lights and informational signs) and it was stressed not just to buy something just to say you have it. The participants all agreed Cary has done an overall good job in the past two years living within the budget and not raising taxes.

- 4b. Are there certain types of projects or activities that you think should have a higher priority over others? For example, do you think the Town should focus more on maintenance and upkeep of existing facilities and focus less on new things, or do you think the Town should strike a balance between the two or what?**

Session 1

The participants all agreed the Town should focus on upkeep and maintenance of existing facilities. One participant indicated the Town seems to have everything now and they are very happy here. One other participant thought the economic conditions may have helped by giving the Town time to step back and evaluate the need for certain projects.

Session 2

All the participants agreed the Town should first focus on maintaining the existing services and facilities. One participant indicated the Town is like a house where you maintain it properly before you look to add any additions. Another member said the Town should put money to maintain what you have and make things high quality rather than spend money a bit here and there and not have any quality. On a side topic, when asked for any new things they would like to see Cary spend money on, the participants mentioned more police/EMS, parks, recreation facilities, and greenways. They were very complimentary of the greenways, parks, and activities provided by the parks & recreation department. The participants also liked the new recycle bins provided by the Town.

- 4c. Staying with this for a few more minutes, do you generally agree or disagree with the things the Town is spending taxpayers' dollars on? Do you think the Town is spending money wisely and appropriately?**

Session 1

All the participants agreed the Town was spending money wisely.

Session 2

The participants all felt Cary was spending money wisely. They noted the Town has not raised taxes and continues to provide the same level of service. When asked about the tax rate compared to other areas they felt Cary was low. When asked about the tax rate compared to other places they have lived, they felt the tax rate was good. However, a couple of the participants indicated the tax rate in Cary was somewhat higher than some areas they had lived in but the rate was reasonable.

- 4d. Is there anything that sticks out in your mind as something you wish the Town hadn't or wouldn't pursue?**

Session 1

The conversation started with the Town spending more on roads but the participants recognized that many of the roads may be State maintained. One member felt needed road repairs sometimes take too long. The participants had a relatively difficult time thinking of items they wish the Town had not pursued. One item with a degree of discussion was the aquatic center and its usage. However, the participants noted Cary has selected projects to provide activities for everyone and to attract people to Town such as the soccer facility and baseball park. Other participants indicated that Cary has not gotten carried away with adding amenities compared to Raleigh with the new convention center and downtown amphitheater. They felt Cary has top-tier facilities that they can be proud of and they add a wow factor for visitors. Another member was cautious that Cary not get caught up in the race to add facilities and overspend. There was a conversation concerning the usage of facilities and there was a level of concern for usage of the aquatic center compared to the soccer and baseball facilities. The participants recognized the facilities are not just for residents but also visitors who bring money into Town. Overall, there was agreement the Town is pursuing appropriate projects.

Session 2

One participant indicated the new flashing yellow lights for left turns and the informational signs. The other participants did not think of any items when given time. The only comment was to improve snow removal.

Communications

- 5a. The Town is very interested in having citizens participate in the governing process. They want to create, implement, and make good decisions on programs, projects, policies, and laws. They want these decisions to reflect the wants, needs, and values of the community. They want you to be happy with how things are going. So, lets start by defining involvement. When you think of being involved in Town government, what kinds of things come to mind?**

Session 1

The participants indicated voting was a key method to get involved. One participant stressed going to Town Council meetings. When asked if they watch the meetings on Cary TV, a few of the participants indicated they watch occasionally. The conversation turned to representation on Town Council. One of the participants noted there are only 4 districts representing 140,000 residents. The level of growth in Town had made each Council member represent an increasing number of people and areas. It was suggested more districts would result in better representation and knowledge of the specific problems in different regions. This was highly supported by the other participants.

Session 2

The conversation started with one participant mentioning involvement would mean attending the Town Council meetings. The participant quickly brought up Channel 11. Several of the members had concerns about the interest level generated by Channel 11. When asked what the concerns were, the participants mentioned that the information displays were horizontal and vertical, no focus on one topic, and stimulus overload. They did feel Channel 11 was a good way to get quick information on what was happening in Town. Other members stated they are on the email list for the Town. They thought with emails and Channel 11 you can stay very well informed. Advisory panels were also mentioned as a method to get involved. Finally, one other member was complimentary to BUD for giving Town information.

- 5b. Generally speaking, how interested are you in being involved in Town government? Talk a little about this – would you say you're very interested or somewhat interested? Depends on the issue?**

Session 1

There was limited discussion with the participants indicating the issue would be the key reason to get involved. A participant noted getting involved in the focus group reflected more involvement than most residents.

Session 2

The participants were more concerned about staying informed than involved; although, two of the members would like to be more involved to some degree. The concern was for their neighborhood and one member indicated the police and fire departments were doing a good job meeting with them. There was a comment to add an online suggestion box to communicate with the Town and others agreed this was a good idea. The participants also agreed with the statement that the level of involvement depends on the issue.

5c. What kinds of things would motivate you to get more involved?

Session 1

The participants all generally agreed they would get involved if the Town did something or proposed doing something they did not agree with. One of the participants then stated they were not involved due to apathy, but because they were satisfied with what the Town was doing. The other members agreed. Several participants noted the Town is a great retirement area and a good place to raise a family. When asked if Cary was a better place to live compared to previous places they lived, all agreed it was better. One participant stated seniors moving to the area can be positive since they don't overburden schools and result in fewer families as long as Cary does not turn into Florida.

Session 2

The participants generally indicated it would depend on the issue and how it affected them. Several issues were mentioned that would be important to participants. The issue of schools was brought up and suggestions were made that Cary start their own system with Apex or Morrisville. There were also concerns for redundancy of police, fire, EMS services with outlying communities. Two participants indicated they had contact with the Town for problems. One member had water runoff from a daycare built in their area but the Town could not resolve the issue. The second member had a similar problem with creek flooding from development in the area and it was resolved.

5d. Outside of participating in the survey and this focus group, how many of you had some level of involvement in Town issues in the past two years – raise hands.

Session 1

None had involvement in Town issues in the past two years.

Session 2

Three of the participants had involvement with the Town in the past two years.

5e. What were you involved in, what did you do?

Session 1

Not applicable.

Session 2

One member had involvement through their homeowners association (HOA). They had an issue with neighbors and asked the Town for advice. This member would have preferred more specifics from the Town as to what is right and wrong for the HOA to do. The issue was eventually resolved by the police speaking with the neighbors. Another participant indicated the police were very helpful in setting up a neighborhood watch in their community. One other participant contacted the Town concerning signage and the number of words that can be on a sign.

5f. Do you think you benefited from the experience? How?

Session 1

Not applicable.

Session 2

See responses from 5e. It appears all benefited from the involvement and interaction with the Town. Although one participant would have liked the Town to give more definite advice to their homeowners association.

5g. How did you find out about the issue and how to get involved?

Session 1

Not applicable.

Session 2

With the exception of the signage issue, the two other participants were involved due to the fact they were neighborhood-based problems.

5h. Finally and real quick. How many people who read print media are reading it online?

Session 1

All of the participants indicated they read print media both hard copy and online.

Session 2

The participants indicated Cary News was their major source of information about the Town. All of them read this hard copy source. There were two members who indicated they also read online. One member stated he reads online during the week but gets the newspaper on the weekends. One other member indicated they read online emails from the Town as their primary news source.

Other Comments

- 6. In closing, is there anything else about the Town of Cary government that you'd like to share with us before we close today?**

Session 1

The participants were concerned about their email address being accessed by others when they signed up for the Town of Cary emailing service. Several members indicated they are getting unsolicited emails. They would have liked prior notification that this could happen before they signed up. They would like the Town to find a way around the Freedom of Information provisions.

Session 2

There were several comments by the participants. One member wanted to know where to get the tree mulch. The Cary police and fire departments were complimented for being very approachable. There was a comment that Cary should stay Cary with what makes it a good place to live. There was also a call for Cary to fight to protect the water supply at Jordan Lake. The participants liked the alternative day watering system; although, one participant would like to know how to change days. There were several compliments on the landscaping in Town. There was a concern expressed by one participant of building the sewage plant in someone else's backyard (New Hill). One participant wanted to know if Cary was planning to add cisterns for the water issues. The restrictions on garage size were viewed as too narrow for two cars and families. One participant who completed an addition noted that Cary was wonderful to work with and the inspector made the contractor do the job right.

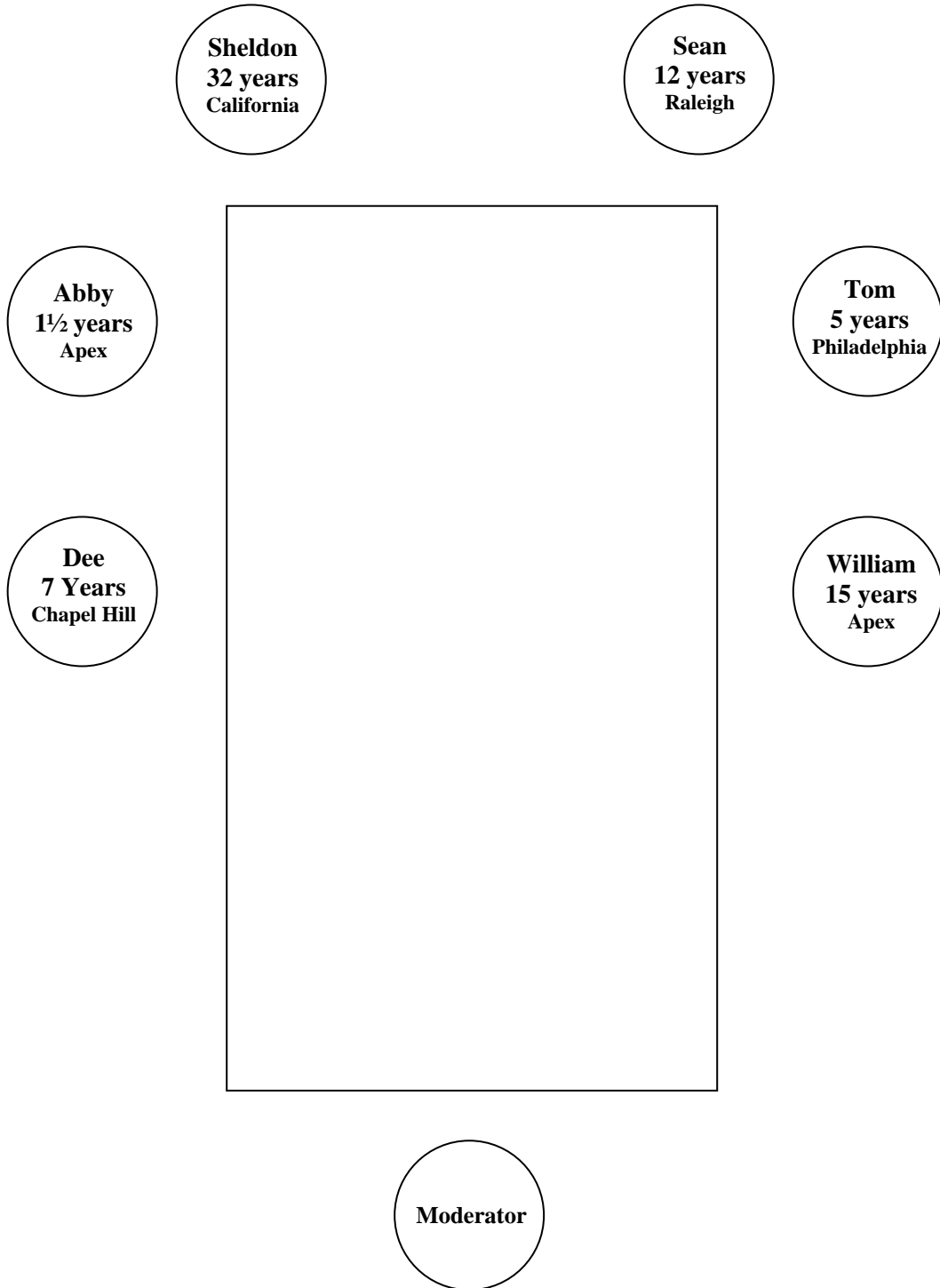
Comments from Notepads

- Please fix Green Level Church Road – too many potholes for too long! Thank you.
- Goals for Town to go green – conserve water with cisterns and use of solar or wind E systems.
- Protect our water; developing businesses with concerns for environment (i.e., stormwater runoff).
- Please do everything possible to keep email distribution lists private. On several occasions individuals have gotten my email address via Freedom of Information Law. This bothered me.

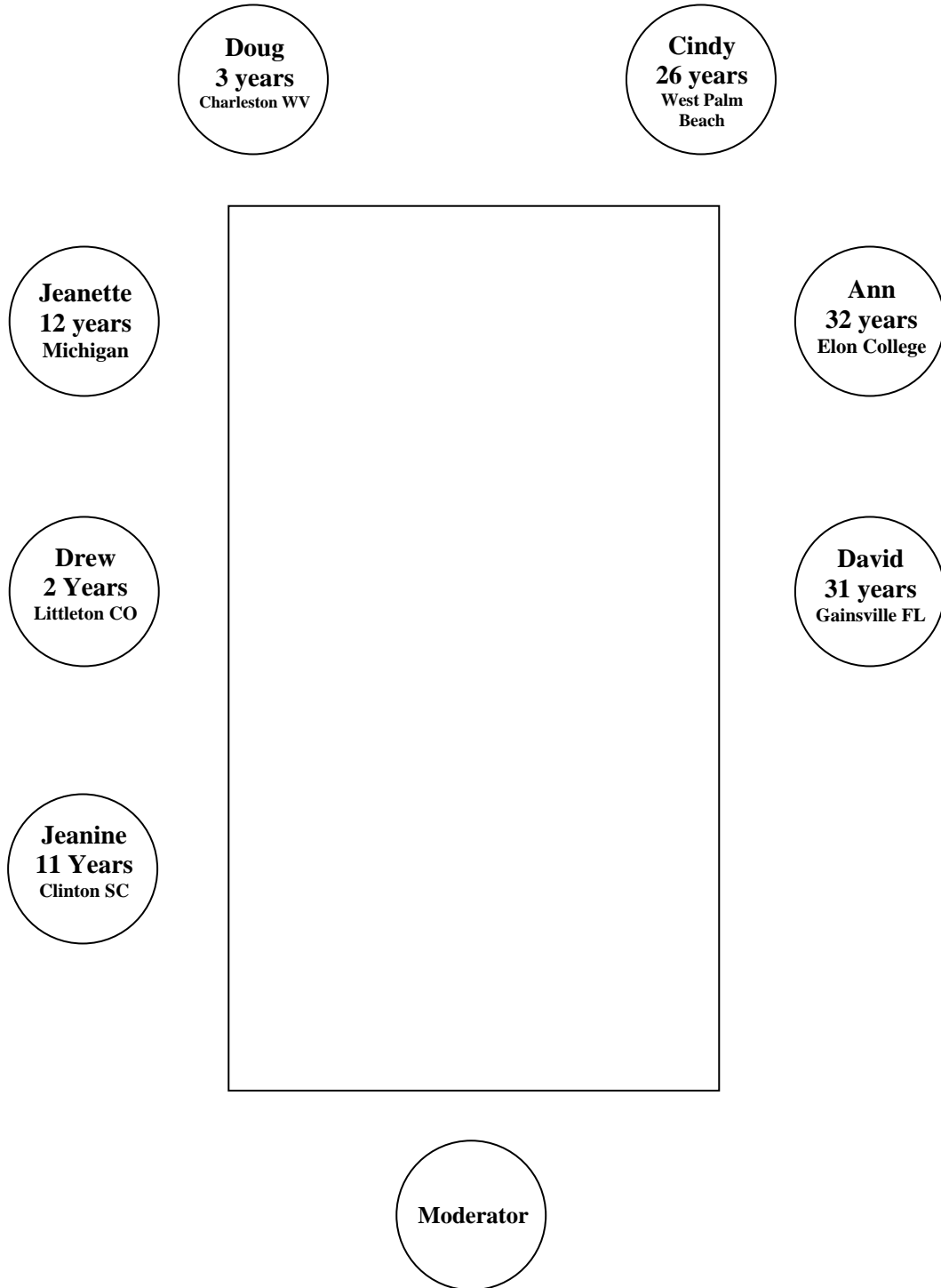
Appendix A
Session Focus Group Participants
2010 Biennial Citizen Survey

Session 1		Session 2	
Name	Age Group	Name	Age Group
William	56-65	David	56-65
Tom	36-45	Ann	56-65
Sean	36-45	Cindy	36-45
Sheldon	56-65	Doug	46-55
Abbie	26-35	Jeanette	46-55
Dee	36-45	Andrew	36-45
		Jeanine	36-45

Appendix B
2010 Biennial Citizen Survey Focus Group Seating Chart
(Name, Years in Cary, Where Lived Before Cary)
Session 1



Appendix B
2010 Biennial Citizen Survey Focus Group Seating Chart
(Name, Years in Cary, Where Lived Before Cary)
Session 2



Appendix C
Focus Group Questionnaire
2010 Biennial Survey

Introduction

Our goal today is to get your opinions about how the Town might move forward in improving upon its scores on specific items in the survey and to discuss in more detail issues and concerns respondents like you raised in the survey.

How many of you ever participated in a focus group before? *Facilitator explains how it works. Asks folks to capture extra or extended thoughts on the paper and turn in before leaving.*

Just to get an idea of whom you all are, let me ask a few demographic questions.

Demographics

Do all of you live within the Town limits?

How long has each of you lived in Cary?

Where did you live before moving to Cary?

How many of you live in apartments?

GROWTH

- 1a. Growth in Cary showed up again in this year's survey as a concern, even though the population and tax base growth rates are way down compared to the recent past, probably due to the recession. How much do you think concerns over growth might be impacted if the Town did more to educate citizens on what the actual growth rate is as it changes over time?
- 1b. What about growth do you think concerns folks? For example, is it byproducts of growth, such as traffic or waiting in line at stores?
- 1c. How much of the concern is growth in Cary, growth in Wake County, or growth in the Triangle?
- 1d. When you think about what the Town government has done regarding growth over the last two years, what comes to mind – either positively or negatively?
- 1e. What do you think the Town should be doing to better manage growth?
- 1f. What would be the ideal growth situation in Cary?

TRAFFIC

- 2a. Now let's talk about traffic. Are most of the problem spots more in Cary or outside Cary? Can you name some of them? Are they problem spots on weekdays, weekends, or specific times of day?
- 2b. What ideas do you have for how the Town should improve traffic? (*probe as necessary with building more roads, getting state roads widened, developing mass transit, bike lanes, HOV lanes, better traffic signal system timing...*)

STREET MAINTENANCE

- 3a. Another of the concerns raised in the survey was street maintenance, things like fixing potholes and repaving. To get us started on that issue, who do think is responsible for paving streets and fixing potholes in Cary?
- 3b. The correct answer is that it depends on the street. Some streets are owned by the State (NCDOT), some are owned by the Town, and others are private streets. With this in mind, let me throw out a few street names, and you tell me whether it's a State maintained road, a Town of Cary maintained road, or a private road that's maintained by the people who live along it. First one. Raise your hands if you think that Kildaire Farm Road is a State road. How many of you think it's a Town road? Any of you think it's private?
- 3c. Kildaire Farm is a State road, which means the State is supposed to use some of the money you pay in state taxes to keep it up. Let's do another one. Raise your hands if you think that Maynard Road is a State road. How many of you think it's a Town road? Any of you think it's private?
- 3d. Maynard Road is also a State road, and the State is supposed to use some of the money you pay in state taxes to keep it up. Two more. Raise your hands if you think that Cary Parkway is a State road. How many of you think it's a Town road? Any of you think it's private?
- 3e. It is both. Parts of Cary Parkway are the responsibility of the State and the northern leg is the Town's. Last one. Raise your hands if you think that Academy Street is a State road. How many of you think it's a Town road? Any of you think it's private?
- 3f. Academy Street is a Town road, and the Town is responsible for keeping it up. So, while no one likes potholes, there's an equity issue that the Town would like your thoughts on: Should Cary citizens pay twice to have a State road maintained – once through our state taxes and once through our local taxes – or should the Town continue to do what it's doing, which is letting the state know when they need to come fix a pothole or make other repairs? What would you like to see done on this issue?

REVENUES & SPENDING

- 4a. Okay, on to money. We heard some conflicting ideas in the survey this year and want to get your thoughts on them. Many people want the Town to keep taxes and fees low and slow growth but at the same time spend more on roads and move forward more quickly with new projects. As you can imagine, the revenues the Town gets from consumer spending, like sales tax and wine & beer tax, are way down because of the economy's impact on citizen spending habits, and the Town hasn't raised property taxes in over 20 years and growth is way down too. The revenues that come from sales taxes and growth make up a big part of the money Cary gets to provide you with new and better things. Keep in mind that to live within its means without raising your taxes, the Town has already had to cut its operations way back and cancel or delay indefinitely many projects, like improving downtown. So, we'd like your ideas on how to deal with the conflict of citizens wanting the Town to slow growth even further, not raise taxes, yet still pay for improvements. What are your thoughts?
- 4b. Are there certain types of projects or activities that you think should have a higher priority over others? For example, do you think the Town should focus more on maintenance and upkeep of existing facilities and focus less on new things, or do you think the Town should strike a balance between the two or what?
- 4c. Staying with this for a few more minutes, do you generally agree or disagree with the things the Town is spending taxpayers' dollars on. Do you think the Town is spending money wisely and appropriately?
- 4d. Is there anything that sticks out in your mind as something you wish the Town hadn't or wouldn't pursue?

COMMUNICATIONS

- 5a. The Town is very interested in having citizens participate in the governing process. They want to create, implement, and make good decisions on programs, projects, policies, and laws. They want these decisions to reflect the wants, needs, and values of the community. They want you to be happy with how things are going. So let's start by defining involvement. When you think of being involved in Town government, what kinds of things come to mind?
- 5b. Generally speaking, how interested are you in being involved in Town government? Talk a little about this – would you say you're generally very interested or somewhat interested? Depends on the issue?
- 5c. What kinds of things would motivate you to get more involved?
- 5d. Outside of participating in the survey and this focus group, how many of you've had some level of involvement in Town issues in the past two years (raise hands)?
- 5e. What were you involved in, what did you do?
- 5f. Do you think you benefited from the experience? How?

5g. How did you find out about the issue and how to get involved? (*probe as necessary: newspaper article, neighbor, Bud, TV story...*)

5h. Finally and real quick. How many people who read print media are reading it online?

Closing

6. In closing, is there anything else about the Town of Cary government that you'd like to share with us before we close today? *Facilitator closes by thanking participants and other "housekeeping" issues.*

Appendix D
2010 Biennial Survey Focus Group Transcript
Session 1

Moderator: Now let's go ahead and get started. First, let's get an idea about you. All of you live in Cary, right?

[Agreement]

Moderator: Okay. Good. So that's all of you live in Cary. Now I'd like to – now we're not going to use your full names in this, but we would like you just to tell us your first name of course as we go through this and how long you've lived in Cary and where you lived before you moved to Cary. And we'll start out with William.

- I've been in Cary probably 15 years now and seven years in Apex.

Moderator: Okay. Apex. Tom?

- I've been in Cary 5 years, and I moved from Philadelphia.

Moderator: Philadelphia. Sean?

- I'm Sean. I've been here 12 years and North Raleigh before that.

Moderator: Okay.

- Sheldon. I've been in Cary 32 years and prior to that was California.
- My name is Abby, and we've lived in Cary for about a year and a half. And prior to that we lived in Apex.
- My name is Dee, and I've lived in Cary for about 7 years and before that Chapel Hill and before that Buffalo.

Moderator: Okay. Good. Okay. Anybody live in apartments?

- I did. I don't now, but I did. [Agreement that no one else lived in apartment]

Moderator: You did. Okay. That's fine. But all of you live in houses now. Okay. Now growth in Cary showed up again on the survey as a concern. Now the population and the tax base growth rate have been way down recently, and that's due to economic conditions of course. Now how much do you think concerns over growth may be impacted if the Town did more to educate citizens on what the actual growth rate is at this time? William, we'll start and what do you think?

- I don't think that would make much difference to me anyway.
- I mean not really.

- Well, I guess I have to ask what is the concern? I mean are we assuming growth is bad or growth is good and we're just not sure how good we're growing?

Moderator: Well, I think the concern in the survey was exactly – the concern in the survey was a bit that growth was a bit fast. Okay. What is your perception of growth?

- Well, 12 years ago I was a huge fan of it.
- Yeah. What's wrong with it?
- Yeah. I was part of the growth. I loved it.
- Yeah. I've lived here since it was I think it was 17,000 people. So I've seen it grow tremendously, and I've always been a fan of it. I can see where – I can see where it's caused problems and some people wouldn't like it if the Town's growing up around certain people and I can see where they'd resent it. But it's kind of like stopping a flood.
- I am starting to be the hypocrite in the group I guess. Now that I'm here I want it to slow, and now I just want to be the last one in I guess is what I'm saying. Just up the street from me at Old Apex and West Chatham, another three acres just this week and even in this economy surprising was just leveled all the trees. I mean it's been for sale. I saw a commercial lot for sale for the last two or three years. But when you finally see whoosh in about three days something for five years I've been used to, I hate to be not in my backyard, but the only balance that I say is they also just built a big senior home up the street from me. But the good thing I think certainly I don't worry so much in Cary is because it's still the stringent standards about buffers. And there's a certain way things are going to be built. Because even around the property that was just leveled, I already see the whole line of 40 15-foot buffered pines. So in a way I want to see growth slow. Like I said I don't want to live in a metropolis. But I also know Cary does a pretty good job at making sure when things are built they look pretty reasonably pleasing. But if it is going to, you know, I lot more – it seems like a lot more apartment-type units going up, which is making the population multiply so much quicker than the single-family homes of the '90s and the early 2000s that seem to be the mode.
- I agree a lot with what Tom has said. I think that growth is good, and I generally view it as a positive thing. But it can tend to have kind of a negative overshadow with overcrowding and traffic.

Moderator: Okay.

- What's the goal? How does – is 200,000 people a goal or something? Or just making builders richer? Or do we not have enough type citizens? I don't know. I'm pretty satisfied. I mean it was 120 when I moved here five years ago. It's a 140 now. That's a lot of – from where I grew up, that's a whole other town in population.
- I think growth is good, which Cary has done an excellent job of making sure we always have enough water. Other towns have run out of water. So that was the big issue when we moved here. It was right after a drought, and Cary had water and Hillsborough didn't. And so making sure we have enough water and greenways and facilities and that we still have all

the things. As long as we have all the things that we're used to, like I use the community centers a lot and I can get my kids into programs in the community centers. I use the greenways all the time, the parks all the time. As long as we have enough of those things, I think it's fine. But that's a concern to me. If you grow too fast, then you don't want to lose those things.

Moderator: So what I'm getting from you is growth is okay. It's just that if it's done properly maybe is what you're trying to tell me and everything and the infrastructure keeps up with it.

- Not growth for the sake of growth. Growth because it's a good planned part of the maturing of the community I think.
- Right. And I think Cary's done an excellent job.
- I have no complaints.

Moderator: That would be my next question. What are the things about growth that people are concerned about? Is it the byproducts of growth? Is it the traffic, the waiting in line? I mean what about growth would be the concerns?

- The concern right now I think about growth would be protecting Jordan Lake, our water supply more than anything.

Moderator: Okay. And I know that you mentioned some of the concerns would be that if the growth is done that they do the buffers.

- You're going to need the buffers around Jordan Lake for the runoffs and everything going into it. I mean it is the main water supply for Apex, Raleigh and probably part of Morrisville and the airport, too, isn't it?
- I think it needs to have a good balance. This is a good group finding out what people are thinking. But making sure that it's not going too fast, making sure that what we need is preserved – the green. You know my children are constantly commenting on how beautiful and green it is and then they see a whole bunch of trees leveled and it saddens them.
- They can level the trees overnight.
- We live over by where they're building the 540. And we're seeing a lot.
- Mm hmm. I was just out there at the baseball complex today.
- Yeah. We're seeing a lot going on over there. And it's going to be a convenience to have that road being able to take you south and north. But at the same time, I think when you see all the green and the trees being knocked down its kind of sad.
- I do know on Cary Parkway on the Southwest Cary, I can visually already recognize that – I'm not a complainer of traffic. I still think this place is a million times better than many places I've lived on traffic. I don't complain like because I have to wait one second in a

traffic light. But there's two or three lights more than when I moved here on High House Road. And then the Fresh Market was built and all that. And I just know on the daily basis to drive on Parkway is not – when I first moved here I was like wow there's never any traffic at all. And then five years later I'm going like you know it's starting to get a little hustle bustle in this little Parkway of ours. But it still flows and I just hope we don't just start dotting every 100 yards with traffic lights either.

Moderator: Okay. Another question is if we look at growth, you can look at growth in Cary, Wake County and the Triangle. As a concern which or all of those, what are concerns for you?

- I don't know if it applies to the schools. But I'm starting to have an ax to grind with the Wake County Schools.
- Yeah.
- It's just too big. It's just too big.
- For me at the schools, when they asked me on the original survey what the one thing I would change about Cary is I said Cary Public Schools instead of Wake County Public Schools. It's the schools.
- I agree with you 100 percent.

Moderator: When we talk about growth is it the growth in the Triangle area, the county or just Cary that's more a concern?

- As it applies to the schools, it's really the whole county.

Moderator: So it includes that.

- Right.
- Because it includes Apex and Holly Springs and all the way up to Wake Forest and Rolesville and all that. And the School Board is certainly – how do you as a School Board or whatever with a number of 15 people and the issues on the Rolesville side of the county are totally different here than in the southwestern part of the county. And they try to put their formula into almost the county that's separate regions. You have city regions, suburban regions, country region and – or the county region kind of because of the northern or western parts and now it just seems to be pretty hard to have a one size fits all for all those diverse areas.
- Our children go to a private school, so the public schools don't affect me directly.
- Sure they do.
- Well...

- My children go to a private school, but it's because of the public school that they go to a private school. Yeah.
- Part of the reason, yes, that's true. That's true. But one of the things I've noticed since we've lived here and we moved from Florida four years ago. We lived in Apex. So we saw it in Apex and Cary for a year and a half. Every time I turn on the news something is different. First they want everyone to be this and year-round. Then they want everyone to do this. Then they want everyone to go here. Then they want everyone to go here and be bussed and not be bussed.
- It's crazy.
- It just sounds so unorganized and chaotic.
- You think the new Board is going to go in a better direction on that. That's the goal hopefully. And I met a couple of School Board members. So we think that's the new latest fix it all.
- You know as not having any kids, the School Board sends surveys out to the parents, what the parents want. But they never send surveys out to the taxpayers and what the taxpayers want.
- Sorry. I'm a parent. They didn't send me a survey either, because my kid goes to private school.
- Yeah. It's kind of the same.
- And in my development, 50 percent of the students who are eligible for elementary school are not going to Wake County Public Schools.
- Oh, gosh.
- But they don't get surveyed. And we're the people – it's like why aren't we going to public schools?
- Yeah. I mean that's it.
- I mean I have three kids. Why am I spending \$20,000, you know what I mean?
- You know I'd make all the schools year-round.
- Yeah.
- I would actually pay more – God forbid I would pay more in taxes...
- Exactly.

- ...if the Cary School System – and people might think that’s elitist, but that’s what the squawk is on the others. Oh, Cary is going to – well, so be it. If you want to move here, we’ll welcome you in. That’s the way that’s fair. You vote with your tax dollars. But then again, I guess we could go on for several hours on the schools.

Moderator: What about some of these other folks?

- I’m retired.
- Let’s not go there.
- I’m retired, too. Now my concern would be for my grandchildren.
- My kids are in private school, too. So this would be interesting.
- It’s affecting your property values, though.
- It’s affecting the property. Well, I’m not – I don’t want to get political. I’m a big – I’ve always been a big proponent of community based schools. It’s just...
- Logical.
- ...logical. If my kids can walk to the school – I mean when I was a kid growing up, I walked to the school in two feet of snow and all that – up hill all the way both ways.
- But I knew that if I stayed in that neighborhood that my kids would go to that school. Their kids would go to that school. I mean it may have changed. I haven’t been back in a long time.
- Everywhere – it hasn’t changed anywhere else except in Wake County, USA. Or maybe there’s another county in Missouri. Who knows? But I know the rest of the country does it the normal way.
- In my development, there’s eight families of kids eligible to go to elementary school. Only one family sends them to the base school. So even if you were like oh I want to send my kid to the school that all the other – no kid – only one family in the neighborhood is going to that school. Their friends aren’t going there. And I can’t – so I mean there’s just no option.
- It’s just insanity.
- We could go on and on.

Moderator: Schools are an issue.

- Yeah.
- Just on that issue just from my perspective as far as Cary, Triangle and the Wake County, I mean maybe it’s because I’m retired. I would focus on Cary. I mean I like Cary the way it

is, and I'd like to keep Cary the way it is. I mean just so if you want to know what my perspective is in that priority, it would be Cary. I don't – I used to work in the Triangle. So maybe four years ago my focus would've been different and I would've been concerned about growth. Although to be honest with you with the economy the way it is now, I'm not sure I see the Triangle growing economically. Who knows? Maybe it will actually take off again. It's changed a lot of focus.

- I'm glad actually that the recession put the brakes on – it slowed down a lot. Maybe it forced everyone to take a breather. The growth proponents, the non-growth proponents, the recession maybe put everything – it gave us all a chance to take a breather and stop battling and everyone trying to do their particular issues. So that may have been a good thing. I think it was nice to see Western Cary slow down and just take a breather.

Moderator: Well, let me ask you another one. When you think about the Town government and what they've done regarding growth in the past two years, what does come to mind? And it could be positive or negative.

- The Greenways, the Tobacco Trail, getting people outside to really experience and enjoy the nature of North Carolina and Cary.
- I don't like the new posts, though.
- You know I think that's to keep vehicles off – out, you know?
- Yeah. It just says Greenway. I've seen a couple of those.
- Yeah.
- It's a personal preference. It's just like that doesn't seem necessary.

Moderator: Are these posts on the Greenway?

- Yeah. They're like on Cary Parkway. They're about five feet tall. They say Greenway on them. They're very modern-looking. I don't think it just doesn't fit in with the green.
- It seems like it doesn't need a sign.
- No, it hasn't in the past I don't think. No.
- Maybe they're trying to draw attention to it.
- Absolutely. I'm sure that's what it is. And there's even one more. Like I went out to the baseball park today, out where you were mentioning. I just saw it and there's another one of those posts.

Moderator: And what about growth? Anything about growth per se that the Town government has done positive or negative in the past two years that comes to mind?

- Well, I mean the thing that comes to mind is the fact that I think Cary was very responsible as far as the government goes in halting the spending on all these projects they had on the books. One was Downtown Cary. There was a lot of – I've just been reading the articles in the paper about the millions of dollars that they've not spent in the last two years. And to me it was – I think it was a positive thing. Don't keep spending that money.

Moderator: Were those mostly like fiscal?

- They were capital projects. They put – I won't say it. It was in tens of millions. It could've been as much as \$70 or \$80 million of capital projects were put on hold. And definitely some of them they delayed them for a couple years, and then they're going to take a look at them. They've been running articles in the paper about as small as \$200,000 for one and as much as \$5 or \$6 million for maybe redoing pavement. The downtown area of Cary was scheduled for a major revamp.
- I had seen the entire architecture of the downtown project. The thing was going to be an awesome – gentrify these property values I think it would be through the roof in ten years. I can see what they're getting at from older cities that I've lived in. I think it's an awesome thing. But I think it is awesome the Town of Cary said great idea. We're going for it, but in this economy we're going to be smart. It's just as though with all their building permits down, they seemingly maybe through attrition or whatever have not kept the staffs up in City Hall. Just because we might start having a million building permits again, it just seems they've been pretty pragmatic during their session saying hey we're going to keep doing what we're doing and stay smart on this thing.
- Yeah. I think at the end of the day, I think they've done a good job.
- They've done a good job.
- Yeah.
- I mean the city's done a good job of it as far as managing the budget and keeping it in line.

Moderator: Okay. Another question on this. Anything they should – you think they should do that would better manage growth? Or do you think they're doing all they should have?

- I mean the thing that comes to my mind is sort of on Tom's – a little bit on Tom's point. Sometimes we get I think they get carried away, because they get pushed by developers to go out to the fringe parts of the Town and develop that, which means projecting a lot of infrastructure out there, which is expensive. Whereas there's still an awful lot of Town area that could be – I think the term is infill, right? If I was running the Town of Cary, I'd focus my growth on infill. I don't have to add infrastructure. I don't have to run sewers to them. I mean to me that would be a proper place if I wanted to improve my tax base, get more people to live in this Town so that I had more money to spend as a government. Then I would focus my growth on infill. That would be my focus as opposed to saying I'm going to go down to Holly Springs – past Holly Springs where people – the Swift Creek area

where they have all these people that don't want to be part of Cary and have websites and everything. As opposed to going in, maybe that's in our extra judicial territory where we're allowed to go, where we could go and extend it. I'm sure developers want to go and have us pump sewer lines and water lines down there.

- Well, builders want to build – I want to build 100 houses at a time. I don't want to put one here and one there and fill in dots.
- Right. And that's the only thing I think I'm glad that hopefully maybe with this current mayor and with the recession, hopefully this speculation – hopefully our politics have gotten out of the pockets of developers. In my opinion there's a lot of comfort there between developers and making guys who probably lived in California or Florida super-rich with these huge construction companies. And they know how to follow the rules, do Cary's rules, but ultimately they're taking the money out of town. They're just here to build and say good-bye.
- I know a lot of builders. I don't – I kind of like...
- They're not the devil.
- ...your comment was – seemed pretty reasonable. I mean, dang, you want to put a new development way out there? I never really ever even thought about, jeez, it costs a lot of money to get the services even out there.
- Right.
- So, yeah. That – it seems like following something like that gives you a better – it's not that you don't build out there, but maybe you balance it better.
- Right. That's the ten year approach as opposed to what I'm going to for the next few years.
- There's a lot of donut holes to fill in. And I live right by where they're building Governors Row. And that makes total sense, because you're right by us – just develop that area instead.

Moderator: I probably should've mentioned this. And some of you have already been doing it. If you have any comments that maybe on stuff we didn't go over in the presentation, the notepads are there for you just to jot it down and they'll still be here at the city, the Town. So anything that you – we don't cover you think maybe we should look at next time in the survey or something that we need to do, just jot it down. And we'll make sure the Town does know about it.

- I mean if I could, I mean I travel a lot for work. And we are so lucky to be in a growing area. So and I respect you want to ding the developers for just getting fat, dumb and happy. Okay. You don't want any – no one said this exact same way, but don't build another house. We don't realize how lucky we are. I mean every town I go to – not town. Every city I go to, my gosh, we are so fortunate. And we're so fortunate to have a problem called, hmm, how do we manage growth?

- Yeah.
- I mean it's – there is a lot of blight out there.
- Well, what we don't want to build houses so fast that the current inventory of non-new houses won't sell.
- That's for sure.
- I mean that's basically the concern. I mean as long as we can turn over all the houses, then more is good.
- Well, but I also think that the market will determine that, whether we put a clamp on the developer or not in my opinion.
- Right.
- So whether you put a new \$10,000 per lot surplus on a developer to try to stem growth, they'll probably keep building it, and people – we're in an area where things will keep turning.

Moderator: One more question. What would the – if you could give the ideal growth situation for Cary, what would you say it should be, the ideal? I think some of you sort of hinted at things already.

- I think it's determined by water facilities and housing turnover. I don't think there is – that it will fit through at some very high rate. As long as you have those things, I think it's fine.

Moderator: Infrastructure type of things.

- Infrastructure and housing – as long as you can sell the current houses. You want to live in a place where you can sell your house afterwards if you have to move.

Moderator: Okay. Do others agree?

- And I think moving slowly is important, too. Because if you move too fast and just keep developing and developing, you get to a point where you stop and say wait a minute. What have we done? It's too late. So to kind of go slow and evaluate it and then keep moving forward.
- Because if you figure if you keep developing, you're going to have to hire more police, put more fire stations in, more EMS stations in.
- More schools.
- More schools. You're going to have to tax more to supply.

Moderator: So more controlled growth is that what you're saying? Does everybody agree that more controlled growth is what you're saying?

- Yeah.
- And my only thing I wonder about it, what is the goal of growth? It's nice to be in a vibrant area as compared to a lot of places that aren't so vibrant. And we can say, hey, we can claim that we are an area that's still growing, but growing for what point? Or even filling in spots, do I want to be filling in anymore? I think 140,000 people in our square mileage, whatever it is right now, seems to be a pretty – I mean what is the goal of growth? I mean keep the area vibrant. Keep the inventory turning over. Get some new stuff going and continue creating I guess. But what is ultimately the goal of growth? Growth is just good because growth is what we do from sea to shining sea? I don't know. What is the goal?
- Yeah. I don't know if I know the goal, but I – every – everything I've read about inhibiting growth has a lot of negative connotations. Chapel Hill inhibited growth through water. They just didn't develop water. It didn't mean that – so it meant the town was a very expensive town to live in. And it also had water problems that are exacerbated when they have droughts. So I mean not having – trying to dampen growth is just as hard as growing nicely I think. I mean most of the inhibitors that you artificially place that I've seen or read about that get put in place on growth usually have consequences.
- So ultimately it is managed growth that you really want. We're going to continue to grow. Growth is probably a good thing in a prudent manner. Inhibitors and being hard to work with never works for anybody whether it's water or anything. So the Chapel Hill's approach was we're just going to make it really hard. And that does – and then it just causes problems secondarily. So I guess – I guess my opinion would be to manage growth, which apparently Cary does and I guess focus groups to say how fast we want to go.

Moderator: Exactly. Well, let's move to traffic. Let's talk traffic for just a moment. Now what are the problems – the problem spots you see for traffic? First of all, are they inside Cary? Are they outside Cary? Maybe – maybe name a few for us.

- There's – I think they're inside Cary. I definitely when I drive my children to school avoid certain roads because of traffic.

Moderator: What roads would those be?

- The 55.

Moderator: The 55. At what time?

- Certain times – certain times of the day. You know the rush hour times are busier. I'd say from even 2 p.m. on it starts to pick up. It does move well. Prior to living here, we lived up north and that's traffic. So really I feel like this is very well-managed. Like you said it's grown from around 120,000 to 140,000. Okay. That's 20,000 more people here and half of them are kids maybe. So 10,000 more cars on the road – I don't know – in a few years. But one of the things that I've noticed that they've done is they were very quick to move over

where I live when there were numerous accidents in one particular intersection that was heavily traveled.

Moderator: Which intersection was that?

- It was the intersection of – it used to be called Green Level to Durham Road and Cary Glen. There was a fatality. And they had a traffic light up there within a month or two, which was great, because the Town kind of really asked for it. And I was very pleased with how fast they moved to get the approvals and to get it up. That made a big difference. And one of the other things that I had complained about – I guess complained on the – when I was doing the telephone survey was some of the roads are a mess and potholes.
- Oh, yeah.
- They – I'm starting to see some of that repair work.

Moderator: We'll get to that.

- Okay.
- The area around Cary Elementary is kind of tight if you have to drive in there everyday. That's where my daughter goes to school around there.
- That's a weird intersection.
- It is. I don't know how you'd fix it is the problem.
- They've had fixes in place. They've had proposed fixes for that intersection for at least 20 years. I've seen them, and they've never done them.
- I don't know how.
- Well, the plan that's on hold now is there is a circle that's going to go in there.
- Yeah. But that is a real overhaul.
- It's going to maybe circle around.

Moderator: Is that the Cary Elementary?

- Yeah. The Cary Elementary.

Moderator: And that's during school time?

- Mm hmm. Yeah.

Moderator: Okay. Any other areas?

- I have some pet peeves on how they do the left-turn lanes or now what aren't left-turn lanes. No, not the blinking things.
- You can't see them coming.
- And this is in almost any major intersection area where there's – I don't know how to describe it. So if you're like this, you're coming this way, and there's a shop and you want to go right there, they – you know they now barrier off any left turn before you get to the light. So you have to go up to the light, go down – but then there aren't any left turns from that lane either. So you got to go down sometimes to the next light. It's like we have five-lane wide roads. What is – is there a – and I don't know. I've never seen a problem with like that middle lane being a turn lane just to turn into somewhere.
- Can I visualize like an example of where that is? I have a pretty good memory.
- Like Harrison and Maynard.
- There's a lot of places.
- There's a lot of places like that.

Moderator: Give me an example.

- Like at Davis and High House.

Moderator: Davis and High House. And you said Harrison?

- Harrison and Maynard is like that.
- I think that this is just a general – they made a decision years ago. This is – I mean what they used to do was they'd put these yellow poles up so you couldn't make a left turn even though there was a left-turn lane there. And part of that was like if you've come through that intersection that you described, and you've come through it, they don't want you turning left into and backing into the intersection. And that was the problem they were trying to prevent. So when you came into an intersection, cleared the intersection and then you wanted to make a left turn into a shopping center, that has just almost been routed out of Cary.
- Right. And just because I don't understand it, it takes me longer.
- The reason they came in was a lot of these lanes were still – a lot of these roads were three-lane roads, where the center lane was a turn lane, and there was a lane on either side. And if they let you turn left into that shopping center, that line would back up. No one could turn left coming...
- At the light.

- ...at the light. So their logic there was good. And there were places that they did it back 20 years ago that really made a lot of sense. They haven't – I don't think they've given it a lot of thought to the fact that now these roads are five-lane roads with left-turn lanes. The intersection – they've controlled some new shopping centers where they've put the entrances back further than they used to be. And so they still have the concept that they don't want you turning left into a shopping center from after an intersection.
- And it's just I'm a simple guy. I just kind of want to get where I'm going. And I don't want to have to go through a couple of lights.
- It's just a safety thing I think.
- I think that they're still thinking that it's – it will back traffic up.
- Mm hmm.
- And so they just didn't – in general, everything I've seen around here for the last 15 years, what you've asked what you don't like is what the traffic people in local Cary have made an effort to do. This wasn't haphazard.
- Well, I see it at most major Cary intersections that are either as they're being widened or whatever.

Moderator: Okay. Left turns. Any other areas?

- What I thought you were going to say is there's several lanes where unless you know it's there either your lane will become a left-turn lane or a right-turn only lane. Because I drive them all the time, I know. But if somebody's not used to driving those roads, you can't really anticipate that would happen. And that's Downtown Cary, like Chatham and stuff.

Moderator: Downtown Cary.

- And it's hard for people...
- Maybe just a few more signs like to tell people ahead of time?
- Yeah. The problem is the first couple times you drive it, it's like oh my gosh, and then you never notice again.
- It's weird to go down West Chatham and stuff.
- Yeah.
- But then once you live here, we all – I mean we all probably spend about 98 percent of our lives in our five miles – square miles.
- Yeah. Like the Cary Parkway, if you come Cary Parkway – we live a block from there so we do. I saw this road develop. If you drive in the right lane, you are going to go on U.S. 1.

- Yeah.
- It becomes a right-turn only. That was done a long time ago when that road was – it went – I mean there is a lot of historical fact. They redid it and left it. They could've fixed that and they chose not to put a right-turn lane in. They just left it there. I mean those are I think the kind of little quirks.
- But they don't tell you.
- Well, those are the kinds of things where if you've lived here you know you go left if you want to go through into Town, and you go right if you want to go on U.S. 1. But for people coming into the Town, it's not very friendly.
- Yeah.
- I mean I'd agree with you. I'm agreeing with you 100 percent. Most of those wound up being historical – they just kind of grew. But in that case, I don't know what that would cost to fix it.
- I don't know. But I...
- It's not much.
- ...yeah. I just had a baby. And the people who were going to watch my older children while I had the baby, I had to spend 20 minutes taking them down and make sure you're not in this lane, you know? Because there's no way that this person was going to be able to take my kids to school and not mess this up without me showing them.

Moderator: Okay. Any ideas on how the Town can improve traffic? And I think you've already said some. Anything else you think?

- Well, one of my pet peeves is the Town spent a lot of money on the fiber optic interconnected traffic lights – Kildaire Farm. I mean a lot of them are supposedly interconnected to fiber optics. And so they like to time the streets, and they've I think documented that they've made significant improvements in time. And this is the only time I'm going to say this. I came from – I didn't live in California very long. I didn't like California. But 32 years ago, California had a lot of what they called – I called them intelligent traffic. So if I came up to a traffic signal and there wasn't a lot of traffic coming either way and I pulled into the left-turn lane to go into my subdivision, it clicked an arrow on in five seconds. I turned. It clicked the arrow back off and it left. And it never opened the side streets at all. It just didn't. It didn't cycle them. There weren't any cars on them. Now if I came up to that same intersection and there was a car waiting on the side road, when I got up to that left-turn lane, it didn't give me that arrow. It would go red for everybody, let those guys clear out and then I got the arrow. So I'm a big fan for distributed processing I guess it is. And in this case I'm not a big fan of the – we've got this \$10 million fiber optic system. I can slot the traffic down through Kildaire Farm Road and you know what? I can save you seven minutes. But every road that intersects with it, if you want to make a left turn into the post office, you're going to wait a long time, period.

- Yeah.
- You're going to wait a long time. And if it's at 3 p.m. when there's not a lot of traffic, you're still going to wait a long time. The example of a California – I call it the California light. Lochmere Drive is right by my house and the Cary Parkway – that light behaves independent or has – had until maybe now that they're fiber optics – it still does it sometimes. It behaves like I like it to sometimes. I'll pull up into the left-turn lane, and there's – it's green from the Cary both ways but no traffic's coming. There's nobody on the other side streets. It just clicks to the left turn. I go through it. It clicks. I can see it. It clicks back and it's cleared me. And if there were five cars following me, they didn't have to stop. You know what I mean? Those – and it didn't go red and let nobody coming on the side streets. So I just – it's probably way too technical for them to solve this problem. But I mean I just think that we got in love with this technology we paid for, whereas – and part of that technology is every light now has intelligence with it. They're just driving it from a central focal point.

Moderator: Any other ways you can think of?

- I just have a comment on what is it? It's Cary Parkway and High House. I've noticed at certain times of the day those lights are longer. They're timed longer. And you think you're not going to make it and you do and then ten more cars behind you make it. Okay. So they're obviously timed to be longer at certain times of the day. I think that can be improved, because there's a huge backup coming on High House to turn left on Cary Parkway. There's one left-turn lane that's kind of short, maybe fits about five cars. And there's 20 cars back, and most of them want to turn left. And I have to stay in that lane. And no one's moving, because they all want to turn left. So now this light is green. Everyone's going. But the people that want to turn left are stuck and they're just kind of sitting there. So that's definitely an intersection.
- And I would like to say to the camera, please, Cary, don't get all excited again about improving the intersection with that plan that was absolutely insane.
- Yeah.
- And you know what? I can live with knowing I live right down there. I know High House and Cary Parkway. And I know it's 6 p.m. I don't want to try to get through there quickly if I'm impatient. But I am certainly willing to live with the extra – they did this study – one minute and four seconds at certain times of the day – blah blah blah. In 12 years it's going to be one minute and 18 seconds. Oh my gosh. There's 18 seconds of my life I'll never get back. I'm willing to kind of live with it.
- Yeah. I've sat there for six to seven minutes quite a bit.
- And guess what? If I know it's 6 p.m. and oh no. I know I'm going to live with that. I mean that's in that area. Now I think it was dumb that they blocked it in so I can't make a left back up towards St. Michael's. Now I got to go – that frustrates me. I got to go Blockbuster and Lowe's, which one do I hit first so I make sure I'm going the right direction?

- Right.
- But the whole plan they had to zigzag people through, that was just unnecessary except for the three hours of the day where it's going to back up. I've been through there rush hour a million times. And most of the time if I have to stop at all, I'm willing to live with that. At 6 p.m. I avoid that left-hand turn lane.
- You just helped my pet peeve, because where I was talking about you can't turn left quite often to get into a shopping center.
- When you said that, I had that one in my head.
- You also have to go – you're forced out through the intersection. So you're – you're forced out into the areas we seem to have the toughest trouble trying to get the most number of people through. So if you let more people out or in without having to go through the intersection, maybe that will help. But I'm not a fiber optical engineer. So I can't...
- And really that's the only intersection in my life – or that shopping center now in my life that I know is my only little headache in the world. So 90 percent of the time I go up to Foodland or whatever. So I don't get too excited. I don't want to see them start getting creative with that intersection, just because then they'll try to do it to five others. And like I said, between 7:30 to 8:30 a.m. you might have to wait a couple seconds. And from 4:30 to 6 p.m. if you don't want to wait, don't go that way. The other 22 hours of the day, it's groovy.
- I'll say Davis and High House, I think there's a lot of – there's a big volume of traffic there. I don't know if it's as much as...
- It's going to get more, too.
- ...High House and Cary Parkway. But Davis and High House, those it seems – I mean I've never had to double-cycle a light. It seems – I don't know – and I never thought about it until now when you were saying that other intersection. It's maybe they're doing something right there, or maybe they're doing something totally different about it.
- Well, there are more lanes, and there is a larger left-turn lane.
- Okay.
- I think you have a center lane there, too, that people can kind of overflow into.
- And the Preston Corners going east on High House, too, there's just no room to do anything to make that left-hand turn lane.
- Right. I know. Yeah.
- At that time of day it's going to back up to the golf course. And that left-hand turn lane does only allow five cars. Coming the other way on the Lowe's side, that left-hand turn lane can

hold ten cars, but it's still sometimes back things up. But and you're right about Davis and High House. I remember when they were building it, though.

- It used to be a problem. Now it seems to be flowing well.
- Yeah. Now it's pretty – so it's done.

Moderator: Okay. Let's move on. We talked about street maintenance. Let's get to that. Okay. The other concern was the street maintenance. That's the repaving of potholes issue. Let's get started on the issue. Now who is responsible for paving the streets and fixing potholes in Cary?

- It depends on the roads. Are they State roads or Town roads?

Moderator: Okay. Good. It is. It depends on State roads, Town roads or it could be private roads, too. Let's go into that. Well, we're going to throw out a couple street names here. And you tell us if it's State-maintained, which we'll see if you know that, or if it's Town-maintained or possibly a private road maintained by the people who live on it. Okay. Let's start out first off, who thinks that Kildaire Farm Road is a State road? Raise your hand. [2 hands raised]

- I have no idea.

Moderator: Okay. How about a Town road? [2 hands raised]

- Which one?

Moderator: Kildaire Farm Road.

- I think it's a Town road.
- I don't think it's a State route.

Moderator: Let's start again. Okay. State road, raise your hand.

- No. I don't know. I don't have any idea.

Moderator: Okay. Then you don't have to answer. Do you have to guess? Okay. The rest of you think it's a State road or you're not sure. Okay. That's a State road. Your State taxes go into the repair and maintenance of that one. Alright. Let's try another one.

- How would someone know that?
- If you lived here 32 years.
- There's a number somewhere on it I'm sure.
- Most roads on the – well, I don't want to mess up your – go ahead.

Moderator: Okay. Let's try another one then. How about Maynard Road? Who thinks that's a State road, Maynard? [1 hand raised]

- I'm not playing that game anymore.
- Yeah. I'll say a State road.
- A State road.

Moderator: Well, we're just trying to get a feeling for how the residents see the different roads. How about a Town road? [4 hands raised]

- I think it's a Town road.
- I think it's a Town route.

Moderator: Does anybody think it's private? [0 hands raised]

- No.

Moderator: That's a State road, too, maintained by the State.

- Oh.
- They're all.

Moderator: And your State – your tax dollars that go to the State should maintain that one. Okay. I've got two more. How about Cary Parkway? How about State? [1 hand raised]

- The way we're going, yeah, State.

Moderator: Okay. How about Town? [2 hands raised] Private? [0 hands raised] You're all right. It's both. The northern part of it is the Town's. The rest of that is the State. So that's both. So Cary maintains a part of that. The last one is Academy Street. How about Academy? Is that a State? [1 hand raised]

- It's probably a Town.

Moderator: How about Town? [5 hands raised]

- Town.

Moderator: That one's Town. That one is maintained by the Town, and they're responsible for all the upkeep.

Moderator: Now we know potholes and stuff are a problem and everything. And there's an equity issue here with the Town. Let's get your thoughts on this. Should the Town and should the citizens in this Town pay twice to have the State maintain – the State road maintained? In other words, once

through State taxes and once through local. In other words, if the road's not good, should Cary come in and fix it even though it's a State road? Now what Cary is presently doing is when they find a State road that needs repair in their area, they just simply call them and say fix the road. What's your feeling towards that?

- I was under the impression that in some places Cary has actually paid for the pavement redone and then got reimbursed by the State. Is that not true?

Moderator: Would that be the option you want to see then?

- Well, no. I was under the impression the city's already done that.
- Okay. I was under that impression.

Moderator: That might have happened in the past. But presently what they do is they contact the state and say this road needs repair. So that your city – it's all of your state taxes that go to repair and not your city taxes.

- Well, let me just focus into it. Are we talking again about potholes or are we talking about half-mile stretches here? If it's potholes, the Town of Cary does everything great. I think they'd step up to the plate and fix the pothole. The State very well anyway will show its stuff and maybe they'd do that.
- Of course the Town's opinion would be that if we started doing that, then they're going to let you fix all the potholes.
- Yeah. That's the problem.
- Why wouldn't they? I mean seriously. Why wouldn't they?
- I agree.
- Look at what the State is doing now. I mean they're withholding tax revenue from the city of Cary.
- Number one, I'd pay for it once, period. So for me that's simple. Pay for it once.
- I think the Town paying for it is enabling the State to not do what they should be doing.

Moderator: So keep doing what they're doing is what you're saying.

- Yeah.

Moderator: Tell the State to repair when it comes up.

- And but there's a way we can help. If I knew something was a State road and I knew who to call, maybe I'd call the right place. Or maybe it doesn't matter who I call as long as somebody's calling and letting them know.

- Yeah.
- There are maps that will tell you all the State roads. I mean Cary has a really great website. If you ever go to the Town of Cary website, they'll tell you about road improvements, what's – I don't know if you've ever been there. You can go look at it. They'll tell you what – they'll tell you what like road projects and what roads they're going to pave this year versus so like there's private roads or the city roads that they'll pave. They've laid it all out. You can go click and see what right now Cary is going to pave in this coming paving season. It's a great website.
- I'm sure if you called somebody here, they'd say that's a State road but I'll pass your message on. Just so we know who to call.

Moderator: Okay. Let's move onto revenue. Go ahead.

- So you might just – I don't think anybody in here but me has ever looked at the Cary website.
- I have all the time, but not that. But I mean it's a fantastic website. You can find everything about like when to put out your garbage. I mean just all kinds of good information.
- It's a great resource. And I was just going to point out the city might want to somehow try to tap that a little more to people.

Moderator: Have all of you looked at the website?

- Yeah.
- Yeah.
- I've been there, but not to the road section.
- I didn't look at the roads.
- Not to that extent.
- But that's where they have all the parks information.
- The parks are in there, yeah.
- Yeah. The parks are in there. And we use the community centers for the kids all the time.
- I'm signed up for something, and I get – periodically I'll get an email that a concert is coming.
- Oh, yeah.
- Yeah.

- I get emails all the time.
- Or there's a traffic accident on this road and to avoid it. And I think that's very helpful.

Moderator: Excellent. Well, let's move onto revenues and spending money. Now in the survey there were conflicting ideas in the survey this year, and we'd like to get your thoughts on those. Many of the people that answered the survey want to keep taxes and fees low and keep growth somewhat slow or slow but at the same time spend money on roads and move forward on some projects. And as you can imagine, the revenue the Town gets from consumer spending like sales, wine, beer tax, they're way down, because the economy has impacted the spending of consumers, so they don't spend as much, so there's not as much tax revenue. Now Cary has not raised property taxes in 20 years, and growth is down. And if you look at this, the revenues from sales tax and growth have really been a big part of the money Cary spends on new and better things. So remember you were asking where does the money come from? Well, it's mostly the tax revenue and the growth. Now keep in mind to live within the means and not raising your taxes, Cary has cut back on its operations, cut them way back. And it has cancelled projects or delayed projects. And you guys all had seen that in the paper. That's good. We'd like your ideas on how to deal with the conflict between citizens wanting the Town to slow growth further or not raise taxes yet still pay for improvements. What are your thoughts?

- I think you can't have both. That's just not logical.
- I kind of wonder why they don't make more effort to ask the voters in some way.

Moderator: In what way would you like us?

- Maybe have it on your website where you say, hey, here are the 22 projects that we have now put on hold. And there's \$15 million. We actually have \$2 million that we'd like to allocate to do these projects. Either they're going to make a decision because they know fixing this particular road is the most critical thing they do. But there may be ten projects on there where they go you know what? This is a game. There's five people or ten people on the Council. And those ten people may or may not know – they may or may not know or have any idea what the priority of those should be. And if that's the case, then why don't you just say, hey, go look at our website and vote for what the project that you'd like to see. And then the people have sort of a mini-referendum on what projects of those projects – of these projects that we've said, hey, we've got a block of money. We're willing to put it out to say bring some of these cancelled or postponed projects to life and what would you people think the most important one is? And if you get – if you get a distribution of ten percent, ten percent, ten percent, hey, you can guess as well as they can. If you get 80% of the people say I want this project to go and 20% don't, then I would think the Town Council would be very happy to say 80% of the citizens that looked at this wanted this project, 20% didn't. On the other projects, we just made our best guess like we were going to do anyway by the way with what information that we have.
- Sheldon, if everyone was like you and I, it would be a practical idea. But I think we have to rely on Town officials. We don't – how many people participated in the survey? I don't know. What's the report back?
- It's more people than attend the Town Council.

- Yeah.
- If 1,000 people – no look. You have to – you can put down every new idea and every way to impose it. All I'm saying – and I'm not saying that, hey, if you put that up there and five people vote on it that you should say that's the way I want that to be. But if you get a town of 140,000 people and 10,000 people vote and cast a vote and say 80% of them said that's the one I want, then I think you can be fairly confident that that's a good deal. If you've got 5,000 people that voted on it and they were completely 20%, 20%, 20%, then you could say guess what? That project doesn't have a lot of people that really are in back of it.
- I'm not trying to get in an argument or win an argument, that's just too fraught – with 5,000 or 10,000, how many people had to vote on something to make it. We don't live in a referendum. We have elected officials.
- Well, right now your Town Council is using a focus group of eight people. They're going to get a pretty good idea of...
- Well, the Town Council was elected by the citizens. What was the turnout of the primary last week? I mean people aren't participating.
- I'm just offering a wider perspective that allows people that didn't get contacted for the survey and didn't get contacted for that to express their opinion about how to spend some precious dollars that the Town has. I mean it just seems like one approach that we could do.
- A big project like the downtown project, since there are fiscal problems right now I think it should be a vote. I don't think it should be a survey actually. I think it should be a vote on the voting ballot. But depending on how – I mean it's so large. It's an expensive project. But I'm from the north and my parents were just here. And they are shocked by how low our taxes are. The number of things and the services we get for our money in Cary is phenomenal. I mean I do not think our property taxes are too high. I don't have a problem with paying more money for beer. That might be a good thing. I think it's just great here. And I don't think – compared to other places, our taxes are very low.

Moderator: I see some of you agreeing with that, too.

- Well, that's one of the reasons we moved here. I mean and it wasn't necessarily these were too low. I thought some of the other areas were too high.
- High, right. I agree.
- So I'm not implying you said oh please raise my taxes. I don't think you said that.
- Right.
- I think she did. No. But I think there was a current of I'm willing to accept some increase, right?
- Do you want to pay more for beer?

- If it was a choice between losing certain services in Cary – if it was a choice between – I mean I use the greenway everyday. And I remember at one point, there was a housing project going on and there was all this runoff on the greenway. And this one little area got slippery and slimy. I thought I should call my Town. I should call the Town. And the next day I thought I should call the Town. I didn't. But the third day there was somebody out there fixing the greenway. I mean if it's a choice between having a greenway that I can fall on and my kids can't bike on and paying a little more in taxes, I'd rather pay a little more in taxes. I mean I want those services.
- I think we've been getting a steal. I mean no raise in 20 years. I think my tax rate is tremendously more than fair. And if they said I had to pay some more bucks next year to make sure I have everything like I want it here in Cary, the reason I stay here and love it here, yeah, I'm willing to put in a couple or however they're going to – frankly if they made it higher, it might be the schools would be blah blah blah and get everyone in the schools willing to pay more. I mean it's a matter – and if it was too much for me, then I would have to move somewhere where it would more meet my needs I guess.
- Yeah. We're probably getting off topic here. I have a different – different perspective.

Moderator: Go ahead.

- We're assuming that all the spending is great right now. And, well, if we spend a little more we're going to get all kinds of new things. I see us spending things on things we don't need.
- I agree with you.
- So don't raise my taxes until we get a chance to get more efficient.

Moderator: We'll hit that up in just a second, too.

- Right. I agree with you. I'm not disagreeing with you.

Moderator: Let me ask you this question, too. So you actually got into the next question. We said certain types of projects or activities you think should have a higher priority over others. And you mentioned that's true. Do you think the Town should focus more on maintenance and upkeep of existing facilities and focus less on new things? Or do you think the Town should strike a balance between the two or what?

- I can't think of anything that this Town needs that it doesn't have. I mean we're very happy here.
- Yeah.
- So I think focusing more on maintaining what they have. That's my opinion.
- I agree with that.

Moderator: Do you agree?

- I tie it back to your comment about maybe the economy got hit a little bit and we put some things on pause. It kind of gives you a chance to – well, let's get our own house back in order. And I'm using the wrong words.
- Yeah. I agree.
- Don't embark on any...
- Upkeep and maintenance.
- I think it's maintenance.

Moderator: Okay. Let me ask you one more – just a minute or more on this here. Is Cary spending the taxpayers' money wisely? Do you think the Town is spending the money from the tax base wisely and appropriately? And if not, what sticks out in your mind as something maybe the Town shouldn't have done?

- So I'll preface this with I think they've done a very good job of spending the money. The thing that sticks out in my mind is the information signs that they stuck around.
- Yeah.
- A complete waste of money.
- They haven't turned them on.

Moderator: The information signs?

- Yeah.
- The information signs seem to be – I don't know how much money that was.

Moderator: Are those the ones on the highway – are those the ones on the highway?

- Yeah.
- It's money long gone.
- And by the way – and by the way, the State did the same things, like the one on 40. When that sign was on, I was sitting in it. When I could read it, it was too late.
- Yeah.
- Now, the Amber Alerts, there's something – they do Amber Alerts and that may be a positive thing.

- Yeah. It gives you a phone number to call.
- Yeah. It gives you – I mean but as far as – I mean I don't know what else they put on those. If it's traffic, it's too late. So I think they pretty much wasted their money on those.
- Sometimes with the 40 it does help me, but you're right. None of the other ones help.
- The ones in the city did on the side of the road, you know? There was one on Lilly Atkins. There's Holly Springs has one – not Holly Springs. Davis has one. And I know they get federal monies, but to me that's not the point. To me it sounds like someone heard about a grant that it would only take this much amount of our city money and we're going to get all this other federal.
- It's cool stuff.
- But no one said is this a good thing?

Moderator: The signs are what you mean.

- Yeah.

Moderator: Okay. So would most of you agree the Town is spending the money wisely, though?

- I think mostly.
- Yeah.

Moderator: And you said the signage is one issue that's not so good. Anything else?

- I think they could spend a little bit more on road improvements. Out where I live it's still really bad.
- I mean I have to basically...
- But that gets back to that issue. See if all those roads you were talking about were State roads.
- I don't know if they're State roads.
- I think we just told him we don't want the city to spend money on State roads.
- Well, you know what? I don't know. How long does it take from the time you say there's a bad road until the road's repaired? I mean I've lived there for a year and a half and it's a mess still. I think that's too long.
- No, no, no. My point is I don't like bad roads either. And all I'm saying is if it's a State road, we just told the city don't spend money on it. So they don't – right now we told them don't spend the money on it.

- I agree. But I don't know if it's a State road or not.
- Right.
- I'd like to find out, so I'm going to go home and look. I'm going to look at the website.

Moderator: Anything else they spent money on inappropriately or you had concerns about? It's good that you have to think.

- I mean the things that pop into my mind are things like you mentioned the baseball field, the aquatic center, which I don't think we've built yet.

Moderator: Which baseball field?

- The USA Baseball Field.

Moderator: Okay.

- So they've done things that are clearly meant to attract people to the Town. The SAS Soccer. I don't think it's called SAS anymore, but it used to be SAS Soccer Field.
- WakeMed.
- All those things are things that a Town feels compelled to do. I don't think Cary's gotten carried away with them. I think there's the potential to get carried away with them. I mean if I look at a town that's getting carried away with them, I think it's Raleigh. Raleigh has to have a big new convention center. Raleigh has to have this new...
- The amphitheater downtown.
- ...amphitheater that they're spending that's going to compete with Koka. And you know I think on average they've done a good thing. But I think there's – I bet that if you looked at the \$90 billion – or \$90 million worth of projects, there's probably some of them in there like, hey, we want to have a swimming pool. And some people in this Town think that's a great idea. And some people in this Town are probably on the other side that say I don't use it. If you want to build a swimming pool, throw ten bucks in each month and maybe you guys will build that swimming pool for yourselves, right? So I mean I just think there's – and I'm not trying to pick on the baseball or the soccer field or whatever, but I think there's a propensity I think for towns to feel like they have to – that they're compelled to generate this kind of...
- Amenities.
- ...amenities.
- But I think some of us probably agree that's part of the good thing that you've been to the dilapidated recession gloomy places, but I can say, wow, we have USA Training Complex and we have things going on I can be proud of.

- I forget it's here.
- But I tell people that it's exciting when people from other areas, I say, wow, we've got this exciting event going on that draws attention and makes us this little Cary seem like again a pretty vibrant, a pretty great place to live. So I'm pretty proud of it.
- And I'm not trying to knock it down. I'm just saying there's a – there's always a balance. And I think that if you get in – if your town gets in a race that way, they can start spending money that's never going to appeal.
- Who could compete with Cary?
- Well, I think part of it is what you're talking about is that aquatic center was expensive to build. And I don't think that many people use it. Whereas when I look at the parks and the greenways and some of the other things, I use them all the time. And I know people who are using them constantly. And I don't think those greenways are anywhere near as expensive to maintain and use as the aquatic center.
- I love the greenways.
- Right.
- I live in a subdivision that has a bunch of greenways.
- And the aquatic center does sort of target a much more narrower audience.
- Right.
- Swimmers. Whereas even the baseball park, we were out there for little league opening day today. Well, today wasn't opening day – but the Division 2 championships out there. The U.S. Olympic Team practices out there. So that's a facility that gets used a lot. WakeMed Soccer is going to have the NCAA Lacrosse. They got the soccer. They got the – I watched the professional lacrosse there last year. So it's another field in use, whereas definitely the swim center was definitely saying for swimmers only, and the other 90 percent of the people aren't swimmer families.
- I suspect you could make the same case, Tom, if people are into swimming, they think we could have the center here.
- Oh, absolutely.
- The swim center is actually the only thing I use.
- I'm not opposed to the fact that they did the baseball diamond. But just like you said, there's all these people that enjoy it and everything. I've never been there. I've never watched a game there. I probably won't ever go there. So there's probably a lot of people in the Town that never use that facility. Is it nice to have? Probably. Do more people enjoy it than the aquatic center? Maybe it is and maybe it isn't. I don't know.

- It's not so much about the Town people using it, though. It is about the guests and people coming into our Town.
- Money coming into our Town.
- Yeah. Hotels and things like that.
- Of course.
- I think Cary has done a nice balance of providing a little bit of this, a little bit of this to kind of meet everybody's needs.

Moderator: Good. Last area – communication. The Town is very interested in having citizens participate in the governing process. And they want to create and implement a very – make good decisions on the programs, the projects, the policies, the laws. They want these decisions to reflect the wants, needs and values of the community. In other words, they want you to be happy with what's going on. First off, let's start by defining involvement. When you think about being involved in the Town government, what kinds of things come to mind?

- Voting.

Moderator: Voting. Okay.

- Voting first off.

Moderator: What else?

- I'd say voting would be first off. I think going to Council meetings and observing especially when there's a topic that's important – that might be important to me or important to that person.

Moderator: Okay. Do you guys watch them on TV?

- No.
- Occasionally.

Moderator: Occasionally.

- Mm hmm.

Moderator: Okay. What else do you think?

- Well, typical of anything political, you'll just always have a certain segment of the population that will go. I mean it's great to say we can all get involved and go to Town meetings. Guess what? I'm not going to go either, because I don't have the time with my family and things. So it's not a slight. It's just the practicality of the thing. One thing I think they could do that's been on my mind for a number of years is increase the number of

people who sit on Town Council. When I moved here I was amazed at – in fact I ran for my former Town Council, and we had 54,000 residents and 15 wards. So I think we had 15 people on our Board for 54,000 people. And here we're got A, B, C and D. And the way to get more fair representation, because there do become more localized issues. I mean there's basically four elected districts for 140,000 people now. I don't know what the total number is. But I would think that hopefully get a little bit more of a spectrum of opinion on issues. I think we need to cut the electorate districts in half at least or something, so that if I ran for district council – I mean I know who the person is, but she's representing like 50,000 people. I mean that's more than a Congressman. I don't even know what that is – maybe it's 200,000. But I don't even know what neighborhood she lives in or whatever. But I've had specific issues, too. I live right by Bond Lake and my greenways and things. I don't want to go down the street on Saturday morning and say, hey Tom or hey John, you know, here's some issues going on. But I think we definitely could cut that down. It's not a growing government for all those people that think we're just trying to double the size. I mean it's elected officials. I mean we're not increasing Town staff. But I think we could use some more districts to get a better representation so the people – that's probably why half the people don't vote at the local elections. It's like one person for these huge areas.

Moderator: Okay.

- I think that's a good idea.

Moderator: Everybody agree with that?

- It sounds reasonable. Yeah.

Moderator: Excellent. The next thing – what kinds of things would motivate you to get more involved?

- I think the reason I'm not involved is because I don't see a lot of problems. I mean if I saw a problem, I'd get involved.
- You are involved. You're sitting here on a Saturday afternoon. I'm not trying to be smart, but we are probably doing 150 percent more than anybody in this Town.
- But the same thought occurred to me. You know what would make me get involved? The Town doing something I don't like.
- Right.
- Yeah.
- Right.
- Right.

- I mean sadly, but I mean if the Town said they were going to build a new aquatic center, maybe that would make me motivated enough to go and say I don't want you to do that. I don't have any reason why we'd spend the dollars.

Moderator: So the issue could make you.

- I think an issue would be. It's sort of a negative.
- So it's not because of apathy. It's actually more because of satisfaction that maybe we're not that involved.
- Mm hmm.
- We're so content. I mean I'm very content with the Town of Cary.
- I agree.
- It's a great place to retire to.
- It's a fantastic place to have kids. I mean I actually used to not – I didn't like it until I lived here. And now that I've lived here for six months, I said I could never go back to Chapel Hill. I just can't live in that place again after living in Cary. I mean I love Cary. And so I don't want to mess with a great thing.

Moderator: Would all of you agree compared to the previous places you've lived?

- Mm hmm.
- I think it's a great place.
- Yeah.
- I mean I think it's a great little city. I like it a lot.

Moderator: That's good.

- I think we get the billing as one of the retirement communities. It's a high net worth. I don't want to make us out to be the Florida of the south. But I don't want a million and one New Yorkers coming down like Florida to move to North Carolina. But I do like the idea of less families, which means less schools. I think the senior citizen population is a good thing.
- I mean every aspect of age in the Town – I mean I actually didn't ever think of it as a retirement – as a good place to retire to be honest. I mean I guess it is.
- It's starting to be.
- It's wonderful.

- It's starting to get out there in the world.
- But I mean it's mostly – actually my parents when they come here, they're like it's biased towards old people. You have all these spaces for pregnant moms and people with kids. But I mean it's a great place to have a family.

Moderator: Let me ask you this. Outside of participating in the survey and the focus group, which is participation, how many of you have had a level of involvement in Town issues in the past two years? Raise your hands. None of you. You have not.

Moderator: Well, that eliminates two of my other questions overall. The last question. Very quickly. How many of you read print media and that do read print media are now reading it online?

- I do both.
- Both.

Moderator: You do both?

- Yeah. I do both.

Moderator: You do both? All of you do both? Some of you do only print media. Okay. That's very good. Alright. In closing, anything else you want to tell the Town of Cary today before we wrap it up?

- The email distribution list – the Freedom of Information. People are getting our names for the email distribution list, and if there's any way to stop that, my family would appreciate that. I don't know if there is a way to stop it.
- No. They're getting to it. I think I read in the paper last week – I mean a lot of people have been not too satisfied with that in subscribing to an email where it's not necessarily participating in the Town meeting where you become part of the Town record or something like that. But I think it is already being addressed. Whether we get satisfaction, I agree with you, though. You don't appreciate those little reminders – Joe from John's Financial got your email, you know?
- Yeah.
- We think a Town as sophisticated with the brainpower of Cary could do a little better. I mean they're complying with the law I guess to the tee. But I'm sure there's a way they can not have to share our email addresses.
- It maybe would've been nice if we knew beforehand. And then we could make any changes.
- I don't know what you checked, but I agreed in the statement.

- I know. But they have the whole do not call thing now, where you can call into this number and get...
- That doesn't work.
- It has worked for us.
- Really?
- It helped us a lot.

Moderator: Going to the State and trying to get that not to be public – that was in the survey also. And just to let you know it is something we're very happy not to let that go. So I think Cary will address that issue, but we'll let them know. Anything else? Excellent. I appreciate all of you coming in. A great focus group. Thank you so much.

Appendix E
2010 Biennial Survey Focus Group Transcript
Session 2

Moderator: All of you live within the Town?

- Yes.

Moderator: Excellent. Okay. Now what I'd like you to do is go around the table here and tell us your first name, how long you've lived in Cary and maybe where you came from before you moved to Cary. And we'll start with David.

- Okay. David. I've lived in Cary since 1979 and I'm still in the same house, unheard of with the same wife. I'm sorry. And I moved here from Gainesville, Florida.
- I'm Ann. I've lived in Cary since 1978. And I came here from – we came here from Elon College, North Carolina.
- I'm Cindy. I've lived here since '84 or '85 – '85 and in the same house after a brief period of a rental and the same husband. And we moved here from West Palm Beach, Florida via Nebraska – Nebraska, then Florida and then here.
- I'm Doug. I came essentially from Charleston, West Virginia and Carmel, Indiana. My wife had a job in Indiana for three years, and I commuted from Charleston to Indiana for three years. And then when she came here, she said I had to come. So I retired and came. So we've been here about three years now.

Moderator: Three years. Okay. Very good.

- I'm Jeanette. I moved in '98 – 1998. I've been in the same house. And we moved from Michigan and Indianapolis, Indiana. That's really our home – Midwestern.
- My name is Drew. This is my wife's and I – first house. We've been in this one for – since 2008. I've been in North Carolina since 2000. And prior to that, I moved here from Littleton, Colorado.
- Hi. I'm Jeanine. And my husband and I moved here in 1999. So we've been here 11 years. We lived in an apartment and now we live in the same house. We're still married.

Moderator: Where'd you move from?

- Oh, Clinton, South Carolina.

Moderator: Okay. So all of you live in houses it sounds like?

- Yes.

Moderator: Very good. Let's get started. Let's first talk about growth. Growth in Cary showed up again in this year's survey as a concern for the respondents even though the population and the tax base growth rates have gone way down compared to the recent past, which is probably due to the recession. How much do you think concerns over growth rates in Cary may be impacted if the Town were to educate citizens a little bit more on what the actual growth rate is? Do you think that would make a difference?

- It always helps to know what the growth rate – if you said like the growth rate from when we moved here when Cary was just a tiny little town to see the boom from '80s – the early '80s to the '90s. And now looking at it 20 years later, what percentage are we growing? Because we were in the midst – all of us who have been here forever – of the big boom, where Cary went from this little sleepy little bedroom town to big.

Moderator: What do you think?

- And I think a point of relativity would be helpful, because I remember the time that they would hear on the radio or read or on the news of the average number of families that are moving to Cary per day. And it was such a big unbelievable inertia of people coming to this area. And I think if people had a point of reference and relativity of then to now of the amount of people that are living here, it would maybe give us a different perspective.

Moderator: Okay. Anybody else? Do you know what the growth rate is now?

- No.

Moderator: About four percent. That's what it is right now. Okay. So actually since you didn't know, it might not be such a bad thing.

- Well, you have to consider the infrastructure for that growth, too. Because I mean at one point in time they said they were going to try to expand into Chatham County. Now if I were out there, I wouldn't know what resources I was going to get from Cary, and I'd be highly perturbed to know I'm paying Cary taxes for no benefits whatsoever.

Moderator: Okay. Let me ask you another question on this. What do you think about growth that concerns individuals? Is it things like the byproducts of growth, whether it's traffic or waiting in line and stuff? I mean what is the concern that you have?

- Well, for me like I just said, it would be the – it would be the resources that the new populous are going to get from the Town of Cary. Are they going to get fire? Are they going to get police protection? I mean you can go out now to the airport – and you drive out to the airport, and all of a sudden you're in the Town of Cary. And you go another mile and you're in Morrisville. You don't know where Cary is and where Morrisville is. You get in an accident out there. They call the police and they say oh no you're in Morrisville today. And then the Morrisville cop comes and says oh no you're in Cary by two-tenths of a mile. And then you got to wait. So it's ridiculous how we're expanding. And so it's like a spider web almost.
- I would agree with David as well. There's no defined lines. I live right on the Chatham County/Cary line there. It's more like fingers that come out and you can as you're driving

along the road, you can go through two or three different counties. Durham's right over there as well. So I'm thinking if they're going to buy it, buy in sections at a time so it's more defined.

Moderator: Okay. Any other issues about growth that bother you?

- My major concern is our water supply, especially with Durham looking at building right on Jordan Lake. And I know we can't do anything about it, because we don't live in Durham County. But that concerns me. Jordan Lake is our water supply. We cannot risk losing our water supply. We've had some major droughts, and that lake has gone down tremendously. And if we keep adding the number of people on our water supply, when does it come to the point where we won't have enough water to survive?

Moderator: So you're telling me sort of infrastructure items is what you're mostly hitting me with, right?

- Mm hmm.

Moderator: Okay. Let me ask you another question. Now there's growth in Cary. There's growth in Wake County. And there's growth in the Triangle. What concerns you the most?

- One of the things that kind of concerns me – well, really concerns me is I think the portrait of Cary has changed drastically in 12 years. Earlier when we moved back in the late '90s, there – it was a place that attracted a lot of real young people that were just married, starting families. And thus I saw schools popping up everywhere. But as soon as the school was built and developed it became maxed and they had to add trailers, which was amazing for me to see coming from the Midwest. Since then, I've seen a shift in the population where there is – I don't know if you want to call it the Baby Boomers or an elderly population that's transitioning to this area. And I have some concerns for that population as well as the younger population. And what are we doing to provide resources for them?
- I guess a lot of seniors want to be with their children.
- That's exactly right. I'm a physical therapist. And so I cannot tell you the number of families that the breadwinners are in their 40s, but they're having one of their parents live with them. And the big concern of adult daycare – where do we send our parents when we need some reprieve? We're having a hard time figuring out where our parents are going to retire to. They want to be close to us.
- I think there's a lot of like apartments and stuff being built.
- Exactly.
- I don't see anything else I guess other than the apartments.
- Other than the apartments. Right.
- For housing.

Moderator: Okay. So we're talking about some issues. Do you think the Town does a good job providing activities or things for these retirees as you call them?

- They do. They have Cary Parks and Rec.
- Cary Parks and Rec has some great activities. But that's for – how can I say this – for the more capable – more independent and capable. I wonder if they started to have signs of dementia or needed a little bit more assistance, not enough to necessarily go into a nursing home, etc. It's kind of like what do you do with a child who's not really in school, ready for preschool, but you don't want to put him in a daycare full time type of thing? It's there – it's the in-between.

Moderator: Well, back to this – of the growth, you don't really distinguish the growth in Cary, the Triangle or Wake. It's just growth in general is what you're telling me, that you're not concerned with a particular area or part?

- Well, I would just be concerned with the growth within the area, like I guess Wake County and...
- Cary.
- ...Cary, yeah.
- Can you answer questions?

Moderator: The best I can.

- Okay. Can you tell me why we have to have so many like Walgreen's, CVS, Eckerd's and Harris Teeter's? What – is there like a rule or a law that says on every corner, there has to be like a couple?

Moderator: Well, what you're – now that's another thing to bring up to the growth that's being done that's a concern for you that's something that needs to be.

- Yeah. That's just retail. They get to build wherever they want to build.

Moderator: You tell them something and they'll hear from you from this report.

- And those are the entities that make money – drugstores, grocery stores. The other little shops and stuff right now with the economy – that's pretty much stagnated. In fact a lot of the little shops have closed.

Moderator: Well, let me ask you another question along that line. In the past – think about this. Can you think in the past year or two years with the Town government, think about things they've done for growth just in the past two years. What comes to mind, positive or negative? The things the Town government has done for growth, to manage growth.

- The road system is a lot better.

- You say it's better.
- I do. I think the roads – they've widened the roads. They've made – I mean, yeah, we've had to put up with construction. But my goodness, they've made huge strides in trying to get access and egress into certain areas a lot more congenial than they've been in the past. I think they've done a good job in that area.

Moderator: Do you agree everybody?

- Well, to that note, with the population with as busy as it is, I've noticed the roads a lot worse off. They are definitely they need to tend to them more.

Moderator: You mean the condition of the roads?

- The condition of the roads.
- Green Level to Durham is a pretty bad road.
- Yes.

Moderator: We'll get to those areas in a minute.

- That's one of the things I brought up, too, is that on Maynard Road – you go out Maynard Road like away from the mall like you're going to North Harrison, it's like driving through a minefield.

Moderator: Okay. We'll get to those issues is just a minute. Anything else you think they've done?

- Yeah. They seem to be still sticking with stop signs and stoplights instead of going with roundabouts, which is pretty much documented it moves traffic smoothly.

Moderator: Now you like the roundabouts better?

- Yeah. It was completely new to us when I went out to Indiana. I mean we were in Carmel, and they're even taking the stop signs and the stoplights out and expanding. Of course, everything's on grid out there anyways. But I was over at Tryon Road and Cary Parkway, and there's not a lot of traffic. And you got about four or five lanes each way. And you sit there and the green lights come here and the green lights come here and the green lights come here. And Cary Orthopedic Center is across the street and I'm telling you, you could get out and walk over there by the time you get through the light. And then there's like four cars here, four cars here, four cars here. And there's like eight lanes there at the intersection. And I'm going like, well, if they had a stupid roundabout, once you figure them out, you're there. There is a learning curve with those.
- Yeah. They kind of – they confuse me, those roundabouts.

Moderator: Okay. Let me ask you this then. Anything that you – and you've mentioned some of these. Anything else the Town could do better to manage growth that they're not presently doing?

- That would be a good one, a post office.
- Yeah. I would like to see another post office.

Moderator: Okay.

- Yeah. The post office would be nice. The way that the post office is awful.
- It is unbelievable. I'm like how can they have the same post office and less personnel working and have how much more has our growth been? I'm like okay. That just didn't make sense to me.

Moderator: Okay. What else? It seems to be you're saying this Town's doing a pretty good job do you think with growth. Is that what you're trying to tell me?

- And I like the way that we now have a community police officer...
- Yes.
- ...that you have that is in your area that knows your area.
- I like that new concept.
- We do?
- Yes.
- In three or four sections.
- Well, we have a neighborhood watch in our neighborhood. And so we were informed per our neighborhood watch that we have a community officer now. I haven't met him, but he is charge of like our area.
- You have a captain and then a police officer below him.
- Yeah.
- And so there's like four per area, and I think there's three areas, but there may be four. But you have a head person and then three people that you have the direct phone numbers for each of them.
- Huh. See I didn't even know that. If I were to get in trouble, I'd call up the old chief of police and tell him to bring his gun.

- One of the things that gripes me, and I mentioned it is that it used to be when we first moved into Cary when you were doing new construction from the main road you had to have a buffer, something so everybody doesn't see what's going on back there. And now they're stripping everything like a corner on Maynard and Old Apex, they're putting in luxury apartments.
- Yeah. They totally stripped that.
- Is that what that is?
- They totally destroyed that.
- All these beautiful trees and they totally stripped that.
- The same thing as on Old Apex Road, they're building a Jehovah's Witness Kingdom Hall. Well, they totally stripped that. And the only thing that's protecting us from seeing that is the railroad tracks and a few trees. But I mean the area, the footage – there was supposed to be a buffer there where the Muslim Mosque, which is on...
- Chatham.
- ...Chatham by the railroad tracks, I mean at least they've got the buffer so you don't see all the construction going on there. And I thought at one point in time Cary had an ordinance or the Town Council was saying, okay, you need to have these buffers here before you strip that.
- I did, too. They used to.
- Yeah.
- Because I remember when they built – when they added on to Cary Towne Center, they had to have all that buffer system put in before they could go on.
- That's what makes this area so attractive.
- Is having – is having the buffers.
- Is having – I mean that's the thing I applauded when I came down here from the Midwest is, wow, they kept a lot of these mature trees. It was very – I mean it was really well thought out how they designed things. They just didn't go in and bulldoze everything down. And I think that's what we're seeing now.
- Yeah. That's exactly what it is.
- Everything's flattened out and they're getting it up quick.

- That's exactly what we're seeing, which is – I think it's a contradiction from what way back when, when some of us first moved here as to what they're doing, and it's actually causing an eyesore. It's I don't like looking at it.

Moderator: Okay. Very good. Anything else?

- One other thing. The way they did it in Colorado and they've done it a little bit here, but when they award their contracts for road construction, it would be lovely if they did them at night instead of during the days. I know they did it on the 40 they do them at night, which helps out a lot. But they tie up the traffic quite a bit during the days. And when they're only two-lane roads to begin with, it makes it tough. Night's definitely a better time to do it.

Moderator: Okay. One other question on this. What would be the ideal growth situation for Cary in your mind?

- I think slow, steady growth is good. It helps our community to have – but we also have a lot of houses on the market right now. Those need to be – before we build a bunch of new retail and housing and things like that, we need to boost up the market, the houses that are already out there that are for sale.
- I don't know if it was Lang. Who was it? They had that growth cessation period, where – and correct me if I'm wrong – where it was like we were moving so quickly and so fast that we couldn't – our infrastructure couldn't keep up and they had this growth cessation, where they said stop. We're not going to do anything for awhile until we get caught up and we kind of see where we are. I loved that, because it gave us a time to see where we are. And I know there's this big delay between when you make plans and you plan to build something and it's actually executed. And a lot's happened with the recession. It just seems like you said, we have all these apartments, condos, townhouses going up, these houses for sale, a lot of retail centers that are empty, vacant. And then they keep building more. So I'm like shouldn't we just kind of stop and see where we are to get some controlled approach really to identify where are our needs?
- I think what bothers me is I guess along with that is not just businesses but houses – I mean I know they have their reasons for it, but they clear-cut all the land for the houses. I mean I just wish they would leave trees out there.

Moderator: Okay. So what I'm hearing maybe is a little bit more controlled slow growth, but infrastructure items considered and it seems like environmental aspects is important to all of you.

- Mm hmm.

Moderator: Okay. Well, let's talk traffic. What are the problem – are the problem spots that you see for traffic inside Cary or outside Cary? And if you could, could you name those spots and when you see them as a concern?

- Well, the one I mentioned going and coming to work was Maynard Road. I mean and that's just strictly because of the lack of attention that – and it's probably not Cary's problem. It's probably DOT.

Moderator: You're talking about potholes?

- Yeah. Potholes and stuff like that. Yeah.

Moderator: Okay. What else? Where else?

- Down in my neck of the woods at the 55 and 540 area there.

Moderator: Is this inside Cary?

- It is. It doesn't seem like they are – that the lights are timed very well going towards Apex from the Durham location. So come 5 p.m. it's stacked up there.
- I was just going to say that. That's where I see the biggest problem. I don't know if it's really necessarily the Town of Cary, but where the Town of Cary bridges into Apex, so you've got these – a lot of lanes on 55. And then once you get into Apex, it bottlenecks down into only two lanes, and it is – around 5 p.m. it is stacked unbelievable.
- For miles.

Moderator: Okay. Where else?

- Well, you have High House and Cary Parkway. It's just gets a little longer every time or every month I guess.
- High House and Davis Drive. That's another long light.

Moderator: So most of these are inside of Town?

- Mm hmm.

Moderator: Let me ask you another question. You mentioned a few of these already. But how can Cary improve this? Better synchronization of lights you thought?

- I think that would help in that situation there.

Moderator: Okay. Where else or what else? The roundabouts like you said.

- Well, there's not enough room unfortunately at Cary Parkway and High House without taking out about four or five businesses.
- I don't think they'd appreciate that. They did have, what, the one proposal for you turned right, right, right and kept turning right and you ended up left or something. And I don't think it went over too well. But it really doesn't bother me. Very rarely do I go at that hour. Occasionally I get stuck running the young kids.

Moderator: But you did mention some areas you would like to see roundabouts.

- Yeah. Yeah. I think especially in the neighborhoods. One, it does two things. It keeps traffic moving, but it also slows down traffic so you don't have – how do they call them down here – humps I guess in about half the subdivisions.
- Oh, speed humps.
- Yeah. The roundabouts accomplish about the same thing.

Moderator: Any others? What else? Some of the things like new roads, wide roads, mass transit, those type areas, bike lanes? Any of those? Or do you think they're doing a good job as it is now?

- I think there's probably a shortage of bike lanes.
- Yeah, generally.
- You'll have a bike lane for awhile and there's a lot of riders that come out through Preston.
- A lot.
- I think they're pretty non-existent down in my area over there. The bike lane is literally about this wide.
- Yeah. Bike lanes would be nice, because they really slow traffic down.
- Yeah. Evans Road, there's always one or two bikers on Evans Road. Even though you have a four-lane – or maybe it's five-lane – I don't know with the turn lane. But everybody's always got to swing out to avoid the bikes. And even the little mopeds are the little...
- Vespas.
- ...Vespas. Vespas. They get on there and everything comes to a screaming halt.
- Yes.

Moderator: Anything else? Any other ways you think they could improve the traffic issues? You've given some really good ideas.

- Well, I think the different places where you have the – your right lane where you can make that right-hand turn and you've got your own lane, somehow or another we need to put a blinking thing on the sign so people can see that, because they'll stop. And you're sitting there going, hello, it's a flowing through lane. Oh, because you know the one on...
- By Aviation.
- Yeah.

- Evans and Aviation.
- Yes. Evans and Aviation.
- Yeah.
- And then the one as you're pulling off the Beltline onto Cary Parkway.
- Oh, yeah, yeah, yeah.
- There's a flow-through lane.
- Right.
- But that one – that's short.
- That is short.
- They need an acceleration ramp on there.
- Yeah.
- It's too short.
- Yeah.
- Because I'll occasionally come down there and that acceleration ramp, if you don't gun it you're going to get nailed by the person who's coming straight through and not paying attention on Cary Parkway.

Moderator: Which place was that? The road's too short.

- Cary Parkway and...
- The Beltline.
- The Beltline.
- ...the Beltline.

Moderator: Good. Well, let's get to street maintenance. You mentioned that earlier. Let's go ahead and talk about that. That's the potholes, repaving and stuff like that. Let's get started with that. Who do you think is responsible for the streets and fixing the potholes in Cary?

- It depends on which road, because some of them are DOT and some of them are Cary.

Moderator: Very good. It does depend on what the road is. Now I'm going to mention some of these. And Cary just wants to find out what the citizen knowledge of these are. Now let me throw out a few streets. And either they could be state roads. They could be Cary roads. Or they could possibly be private roads, and the people that live on them have to maintain them. Let's start out first with Kildaire Farm Road. How many people – raise your hand – thinks it's a State road? [1 hand raised] Okay. How about it's a Cary road? [6 hands raised] The rest of you did. Kildaire Farm is a State road, which means it has to be maintained by the State, and your tax dollars that go to the state.

- Look at you.
- Thank you very much.
- Good job, Doug.

Moderator: The next one is Maynard Road. How many people think that's a State road? [1 hand raised] Okay. How about a Cary road? [6 hands raised] The rest of you feel it's Cary. That's a State road. It has to be maintained by the State.

- I cheated. It was in the paper. Yeah. They're actually going to pay part of it. Thank you.

Moderator: I got a couple more. Let's try these out. How about Cary Parkway? How many people think that's a State road? [1 hand raised] Alright. How about a Cary road? [6 hands raised] The rest of you do. You're both right. Part of it is Cary, the northern part. The rest of it is State. So Cary maintains that. The last one – how about Academy Street? State? [0 hands raised] How about Cary? [7 hands raised]

- Yeah.

Moderator: Exactly. It's Cary. So Cary has to maintain that one. We're not only talking about potholes and everything. There's an equity issue here. Let me try to explain. Should Cary citizens pay twice to have a State road maintained? What that means is if it's a State road, Cary could go in and repair it, but that's not what Cary is doing now. What they do now if there's an issue with a state road, they contact the State. They can say repair it. What's your thought on that? Should Cary repair the road?

- No. Go ahead.
- I think if Cary could repair the road and be reimbursed for the cost since the State was going to pay it anyway.

Moderator: Okay. What else?

- That's exactly – that's an excellent idea.

Moderator: If not reimbursed, what would you say?

- No.

- No.
- Fix the road that needs to be done by the State. But it wouldn't be reimbursed. It would just be we'll do this one. You do this one. This one was ours and that one's yours.

Moderator: So you're saying no double.

- Yeah. No double. We don't want to pay taxes twice. We don't want to pay for something twice.
- Or maybe if it's on an emergency basis. There were a couple holes on Maynard that if you didn't remember they were there you'd have to go get your car aligned. Yeah. They were deep.
- I think, yeah, it depends on how critical. If it would create danger or something like that, then I think...

Moderator: Emergency type thing.

- Emergency types of things that the Town should step in.

Moderator: Otherwise if you're not reimbursed?

- Otherwise – that's right.

Moderator: That's very good.

- Doesn't DOT have a policy that if there is a pothole and it's reported, they fix it within 72 hours or something like that?

Moderator: I don't know the answer to that. I couldn't tell you.

- I thought there was a pothole – like a dangerous pothole policy with DOT.

Moderator: In the last focus group they also mentioned that they have noticed that on the website you can go and see if it's a Cary road versus a State road if you want to know and make a complaint. Well, let's move on to revenue and spending money. And let me just explain a couple – there's a little bit of a preface here before we get going with that. Now we've heard some conflicting ideas in the survey this year and we'd like to get your thoughts on it. Many people want the Town to keep taxes and fees low and slow down growth. But at the same time they answered they would like to see more spent on roads and move forward on some of the projects that the Town has. Now you can imagine the revenues the Town gets from consumer spending – and that would be sales tax, wine tax and beer tax – that's gone down, way down, because consumers aren't spending as much due to economic activity.

- They haven't met my wife.
- She's keeping up her part of it.

Moderator: On the backside of this, the Town hasn't raised taxes in over 20 years. And growth is also way down. Now the revenue from the sales taxes and the growth has been a big part of the money Cary uses to provide you with new and better things. So you can see the quandary they're in sort of. Now keep in mind that the Town itself has learned to live within its means and still has not raised taxes. As a matter of fact, the Town has cut back on many of its operations and cancelled or delayed indefinitely many projects that were on the horizon like downtown, which you guys had mentioned earlier. Now we'd like to get your ideas how to deal with this conflict of citizens wanting the Town to slow growth further, not raise taxes but still pay for improvements. What are your thoughts?

- I think that's a big question.

Moderator: It is.

- It's a tough question.

Moderator: What do you think, Drew?

- I don't think it's going to be an easy answer. I mean that's – like I said that is a very big question. And I think if we could answer it in this group, you'd have the job.
- I think it's a matter of we all live on budgets. And if you don't live on a budget, I'd like to know how you do it. So Cary needs to be the same way. The fact that we haven't had taxes raised on us for 20 years is wonderful. And we've been able to maintain that. So the thing to look at is where are we wasting money? And I can name one right off the top of my head. The lights that flash yellow. That was a waste of money. The signs – the information signs – a waste of money. Let's look at where we're wasting money. Because too often we are wasting money instead of saying, okay, that would be cool to have a sign that tells you such and such. But is it reasonable in our economy at this time to do that? And the lights that flash yellow, because somebody isn't smart enough to know that you don't turn on a left-hand turn in front of traffic, that was silly. That was a waste of money. Everybody knows. Or those of us that drive a lot know not to do that. So let's not spend money that we don't have, like all the rest of us who live on budgets. So we need to live on a budget. And because somebody comes in, a salesman comes in and says, I have this new concept and I want you to try it. Say no. Because we don't need that.

Moderator: Do you think Cary is doing a good job living on the budget in the past two years?

- Yeah. We've wasted some money.

Moderator: We'll get to the waste here in a minute. But overall?

- Overall. Overall.
- Yeah. They have not taken up taxes and still provide us with what we need. Yes. They've done a good job.
- They've done a great job.

Moderator: Would you as a group – your tax rate. How do you feel about your tax rate when you compare it to other areas?

- It's good.

Moderator: You think it's good?

- Compared, yeah.
- Comparatively, absolutely.

Moderator: Do all of you agree?

- Yes.

Moderator: Okay. Compared to where you lived before?

- Mm hmm.
- Actually it's higher from where I lived before. But it's still very reasonable compared to New Jersey or New York.
- Yeah. It's a lot higher from where we lived in Florida. Or who lived in Florida?
- I did.
- Because we didn't have taxes in Florida.
- That's true.
- So it's a lot higher.
- It is a lot higher. But we've lived here for the last 25 years so we're used to it.
- Yeah.

Moderator: Are there certain types of projects or activities that you think should have a higher priority over others? For example, do you think that Cary should focus more on maintenance and upkeep of what we have now, of what the Town has now, and focus less on the new things? Or should there be a balance between the new and maintaining what you have now? Or what? What do you think?

- Well, you always have to maintain what you have. I mean that's your first priority.
- Absolutely.
- And then as you – after you maintain it, if you have extra then you expand.

- I think if you do a little bit here and a little bit here and a little bit here, none of that stuff is going to be quality. So if you focus on what you already have and make it good, make it solid you're not going back and adding money to fix up those things that you did. The way I want to say it I can't say, but you just can't – put the money into the places that we already have and that are working now.
- Yeah.
- I like the analogy Cindy used. And if we could take the Town and minimize it to the scale of a home, you have to be able to maintain your home, right, before you can put an addition on. As opposed to putting six additions on simultaneously, you've got to prioritize and say, okay, have I been able to maintain fairly well my home that I have so that I can put on this addition to keep it viable? So I loved your analogy.

Moderator: So the first part of what you're saying is to maintain what you have now before you look to anything new?

- Mm hmm.

Moderator: Just a question. Suppose we were to say some of the things – the new things have a priority. Is there anything that you can come to mind that you would put as a priority of something new that the Town could get or you'd like to see them have?

- I would think we probably need to decide on more police locations and probably EMS locations.

Moderator: Police and EMS. Okay. What else?

- I'm not sure what they've got out in your area.
- We have one a block away from us, so it's nice.
- Oh, okay. So that sounds good.
- Yeah. It's new.

Moderator: Okay. What else? Anything else?

- I mean parks are always good, expand the recreational facilities in the community. That's a big draw.
- We have great parks in the Cary area.

Moderator: Okay.

- We have had – I think that's always been a priority of Cary.
- Yeah.

- Is to have good parks and greenways and things like that.
- I love the greenways. I love the greenways.
- Yeah.
- I think they've done a wonderful job.
- It's excellent.
- Of keeping natural areas and having the greenways and having the parks. You couldn't find a better community I don't think that has parks like we do.
- I think that's the reason a lot of people move here is for the parks and the activities that they have.
- You're right.
- Mm hmm.
- Yeah.
- I brought my new daughter to the Easter Egg Hunt that they had over at Bond Park, and I mean the turnout there, it was amazing.
- That was hilarious.
- But it was great.
- Yeah.
- And the things that Cary offers through Cary Parks and Rec is wonderful. I mean that whole book is just huge with all the activities you can be involved in.
- And how well thought out all the greenways intertwine, so you can go from one place to get all the way to the Tobacco Trail and back. I mean it's just – it's been really well thought out.
- Mm hmm.

Moderator: So parks, greenways, really good.

- Yes.
- I'll tell you one new thing that they did that I was glad to see – it's trivial, but I'm really glad. I think this was a Cary thing, but I'm really glad we got the big, brown recycle bins.
- Yes.

- Yes.
- I'm sure it was a huge cost to Cary.
- I love those.
- I recycle so much I have two.

Moderator: We'll stay with this just a couple more minutes. Do you agree the Town or disagree the Town is spending the taxpayers' money wisely or appropriately? And if not or is there anything that sticks out in your mind you think that maybe they shouldn't have spent? One of you said the signs. Anything else? Well, first, do you think they're spending the money wisely now at least in the past few years?

- Overall, yes.
- Overall, yes.

Moderator: Everybody agree?

- Mm hmm.

Moderator: Okay. Now anything they shouldn't – maybe that you didn't care for or was inappropriate besides the signs?

- And the lights.

Moderator: And the lights. Okay. What else? It's good you're having to think.

- Mm hmm.
- I think they need to rotate the people that do the snow removal to the Midwest or someplace. They need to learn how to drive one. I know they don't get to do it very often. But clearing two lanes and leaving it on the berm doesn't do anything. It just melts and then you got 15 days of school that you miss on two inches on snow, because, well, it melted and it came back over the road so we can't get to school again. So maybe just some on-the-job training in snow removal.
- Yeah. Send them to Colorado or Nebraska for a few days to learn how to do it.

Moderator: Anything else that maybe they inappropriately spent money? Ann, can you think of anything?

- No. Nothing comes to mind right now.

Moderator: Good. That's good when you have to think about it for a minute. Well, let's move onto communications then. Now the Town is very interested in having the citizens participate in the governing process. They want to create, implement and make good decisions on the programs,

projects and policies and even the laws. They want these decisions to reflect what you want, what you need and of course the values and the culture of the community. They want you to be happy with what's going on. Now let's start by defining involvement. When you think of being involved in Town government, what comes to mind?

- Boring meetings.

Moderator: Okay. Okay. You're talking about Council meetings?

- Yeah.
- Channel 11.
- That's exactly what I was going to say. Channel 11.

Moderator: Okay. What's wrong with Channel 11?

- It's boring.

Moderator: Well, how could they improve that do you think?

- Stand up and do some dances.
- Well, they've got information going this way and this way and that way.
- They need to just pick a topic and stick to it.
- It's a little stimulus overload for me.
- Yeah.

Moderator: Do all of you watch Channel 11?

- I think if you need the news like by the minute, that's the place to go to, because they have it on the ones.
- Yeah.
- But overall I think if you get the Cary news, you can be updated. I'm on the – what is it – they email me. I'm on the list of emails.

Moderator: On the email list.

- I get the emails of what's going on. And Channel 11, we're pretty informed on what's going on around the area. And I know there's all the – not focus groups – but what are they called? The – you can be on the boards. They have these – I don't know if they're called boards. I'm not sure what they're called. But you can get on these...

- Advisory panels.
- ...advisory panels. That's what they are.

Moderator: So that's another form of involvement.

- Yeah.
- Mm hmm.

Moderator: What else? Can you think of any others?

- I love the little pamphlets that you get in with your water bill. I love that. I love that thing. I don't know why.

Moderator: What's your primary source of information about the Town?

- Cary Newspaper.
- Cary News.

Moderator: All of you say it's Cary News.

- Mm hmm.

Moderator: Okay. Alright. Now generally speaking, how interested are you in Town government? In other words being involved in Town government? Very interested? Somewhat? What would you say, David?

- How interested I am in Town government?

Moderator: In being involved.

- Being involved. Probably not at all.

Moderator: Okay. Fair enough. Ann?

- I'm just – I'm interested to know what's going on. I don't know that I want to start attending meetings or anything.

Moderator: Okay. Informed but not necessarily involved?

- Yeah.

Moderator: Okay.

- I like to stay informed, and I would like to be more involved if it – because I've lived here and I think I'm vested in Cary. My life is here.

Moderator: Okay.

- I like being informed but as to more than what today is probably not.

Moderator: Okay. Jeanette?

- I think I would answer somewhat.

Moderator: Somewhat.

- Somewhat for me. I mean I'm really focused with my community in Stonewater, and with that we have a lot of police officers come out and talk to the community people. The fire department does as well. I think that part of the government, we're excited to hear from them, and we're excited to hear what's going on around us and such.

Moderator: That's involvement.

- Yeah. Very much so.

Moderator: Jeanine?

- I like doing these focus groups, because usually I'm not interested. But I don't know if there's anything on the Town of Cary you could put comments in or something like that to do suggestions or something. So I guess a suggestion box online or something like that.
- That's a good idea.

Moderator: Okay. Maybe it depends somewhat on the issue to a degree, right, for your involvement?

- Mm hmm.

Moderator: Is there anything that would motivate you to get more involved besides just if the issue is important? What else?

- I think if we – this is an outside issue. But if Cary decided to break from Wake County and have their own school system, I would be very involved in that.

Moderator: Okay.

- I would like to see that. Maybe have a Cary-Apex School System instead of Wake County wide, break up the school system. I think it's gotten so big.
- Or Cary-Apex-Morrisville.
- Yeah. It's so bureaucratic right now. There's more people working at Wake County Central School System than there is in the schools.

- That's right.

Moderator: All of you – well, not all of you. Some of you have kids in school now?

- I don't have kids in school. My kids all graduated.

Moderator: Okay. You do?

- Yes.

Moderator: Okay. Okay. Any other things that would make you want to become more involved? Schools came up as a big issue in the previous group big time.

- I think it's been kind of joked about in the Cary News about combining Cary and Morrisville. And as we stated previously, you really don't have a clue where you are sometimes. In fact you're driving along and it says welcome to Cary and oh I didn't know I left. And really the amount of services that the Town of Cary, especially because of the police and the firemen travel on the same routes and the EMTs. There's really not a need for both. I mean I don't think there is.
- A funny story about that. I was driving on Tryon Road. And a coyote ran in front of me in the middle of the day. And for a coyote to be out at that time of day is unusual. So I called the Town of Cary and I said there's a coyote over here. And he said, well, what side of the street are you on? And so I had to call Raleigh – Raleigh Animal Control, because Cary said that he crossed the street and he's on their side.
- Well, it's the same thing. If you go across Lake Crabtree going out toward the airport, part of it's Cary, part of it's Morrisville, and part of it's nobody's land. So if you have a wreck out there, Morrisville – unless somebody's hurt, Morrisville won't take the report, Cary won't take the report. You got to wait for the Highway Patrol to get out there.
- Oh, my goodness.
- Yeah. It's terrible.
- That is.
- I guess for me to get involved, it would depend on what the issues are and for me to feel that something I was saying was going to make a difference.

Moderator: Okay. Do all of you feel that way?

- Yes.

Moderator: Well, you've had contact with the Town before. You felt like action was taken?

- No.

Moderator: What was the issue?

- We, our home that we live in is in Westpark. And the Town of Cary approved and had the area above us that we were told that never was going to be developed – daycares and big housing and it created a huge water runoff problem. And so we spent two years talking with different individuals in the Town of Cary with pictures and videos. And as it escalated, their answer was just sue the daycare. And the daycare said the Town of Cary is the one that designed this. You sue the Town of Cary. And so nobody would take responsibility. And when we finally got to the highest person, they came out to our home, and his answer was I would've never bought this lot. Well, you know what? We didn't have the problem for the first eight years we lived in the house. So it was just – and it's a common problem with a lot of people that have been in an area that's well-established and now there's new growth around it and the impervious surfaces are being changed and the whole infrastructure of where things are draining and the water runoff, etc. So it would've been nice that they would have learned from that and maybe taken into some consideration how their continuing to move forward instead of saying it's not my problem. It's your problem. And it's cost us a lot of money and a lot of time. And I don't want to sue my neighbor. I'm not that type of person. So that is really frustrating. It was a fairly negative interaction.

Moderator: Okay.

- We had a similar issue where we are. We backed up to a bunch of woods, and nobody lived back there for 20-some years. And then they built a housing – and then they changed that school to Laurel Park on Laura Duncan. And then they built that other place over there. And everybody's water – and then all of their water was draining into the creek that sits there. And I take all these pictures as the creek is overflowing, flooding my yard and then going across the street down to the thing where it's going back in. And I call Cary, and they came – the guys came out the next day and figured out what was going on, and we haven't had a problem since. So they responded very nicely for that, but it was probably an easier fix than what you were talking about. But I said you can't be letting me get flooded. I can't be getting flooded every time there's a four-inch rain just because you guys built over there. So they fixed it so far. I mean we haven't had a hurricane since.

Moderator: Let me ask you another question, too. Outside of the survey and the focus groups, have any of you had some level of involvement with Town issues in the past two years? You have? Anybody else? Okay. What was the issue?

- Homeowner's association. I had one neighbor that was creating problems. And that was pretty well – well, there's really not a whole lot they can do. There's a line there. But one thing they can do when they're dealing with homeowner's associations especially if they give kind of an opinion to the homeowner's association. But then like if the person is going to adversely affect it – well, they're going to sue the city and the city is like oh – they just won't say yes or no. They just need to say yes and either agree with the homeowner's association or tell them they're wrong. You tend to get stuck in limbo.

Moderator: Did you benefit from the interaction at all with the Town?

- In the issue with the problem they were actually – at that time there really wasn't anything they could do. But that was – we understood that. It was actually between neighbors. But

they had – or one of the neighbors had complained to the homeowner’s association. But then an event occurred and the person was creating a problem. And I think one of the officers had a talk with him and really for knock on wood we haven’t had any problems in probably a year. But it was nothing they could do initially. It was really nothing the homeowner’s association could do either. It was strictly between neighbors.

Moderator: Very good. Go ahead.

- We set up a neighborhood watch the last two years ago. And that worked really well to just get our neighbors together and police officers that helped us do that were very helpful. And that helped our neighborhood a lot to set up a neighborhood watch.

Moderator: What neighborhood are you in?

- Killarney Woods.

Moderator: Okay.

- I talked to the Town of Cary in regards to business and signage. That’s something that I still don’t quite understand. But apparently – and that’s one of the things I love about Cary is how clean and continuous everything looks and nicely defined and there’s not a lot of signs. But apparently for retail areas, they can only have so many numbers of words on signs out front. So if you’re in a business that there’s 12 or 20 different businesses, if you’re not one of the first ones to get your name on the sign out front, it’s not good.
- I don’t know if this is pertinent, but I met the Chief of police at Lazy Daze. And she was one of the nicest people. You would never have known that she was the chief of police as nice of an individual as she was – is.

Moderator: So your involvement has gone you’d say pretty good so far when you can interact with the Town. Really quickly now – we asked your major information source, right? Did you say Cary News the major one for all of you?

- Mm hmm.

Moderator: Now very quickly how many of you that read print media – do all of you read print media? Okay. How many of you do it online?

- The majority is online for me.

Moderator: For you the majority. How about for the rest of you?

- Well, I get my information online through the Cary – Cary emails me and says news of Cary for the weekend or this or that or whatever.

Moderator: Okay. How about the newspaper?

- I read that as well.

Moderator: Do you go online with that, too?

- I do like during the week and stuff like that. But on weekends it's pretty much – I get the newspaper Friday, Saturday and Sunday.
- While he's at work.
- Right.

Moderator: Well, that finishes up the major questions I had. Now in closing, anything else? Any other issues you want to bring up or anything you would like to share or tell the Town?

- I would like to see some sort of way where we could get tree mulch for the residents. When we had one of the hurricanes that came through, which one was it where they brought that huge machine that was mulching everything up? You could just take and you could get as much mulch as you want. It was some sort of a grinder. I guess the Town rented it.
- Was that Fran?
- Was that Fran? And it was fantastic.

Moderator: Okay.

- I know that's expending money, which I'm probably against.

Moderator: What else?

- Mine's mostly a pro I'd have to say, and it goes back to the police and fire department. I've been – I hang out in Raleigh a lot, and they're standoffish for certain reasons, and they deal with a lot of crime and such. But I'd have to say the Cary police and fire department are some of the most approachable people I've even met.

Moderator: Excellent. What else?

- I think we need to – as a long-time resident, I want to see Cary stay Cary. I don't want it to become Raleigh. And I don't want it to become Morrisville, Durham or any other place. I want Cary to stay Cary. I want us to stay defined as Cary and not – and I don't know if Cary can influence Durham. But I think somehow or another, Cary government needs to be fighting for our water system, our water rights for Jordan Lake. And I don't know if we have any jurisdiction over that or if we can get them to say you can't build on Jordan Lake, because it's going to ruin our water. Because we have to protect our water system. I'm very adamant that we have got to protect our water. We lose our water, we lose everything. I mean we'd lose the Town.

Moderator: Good point.

- So we have to protect our water. I love the alternate day watering.

- I love that.
- Even though I need mine to be the other days. I wish there was a way I could say – because I have Sunday, Wednesday and Fridays. I need Tuesday, Thursday, Saturday. I wish there was a way I could say can I please change? I'll do alternate days. I just need it to be the other days.

Moderator: Okay. Anything else?

- I would just like to commend the Town for keeping this Cary such an esthetic, beautiful Town. I think we take a lot for granted – all the flowers and how groomed everything is, and there's no garbage and debris. And it's like a little utopia. And then you drive away and you go, wow, we live in a really beautiful area. I think we take it for granted. But they do – they do a fantastic job as far as groundskeeping.
- Yeah. I love going down Cary Parkway with all the trees.
- The flowers and everything are just incredible.
- Yeah.

Moderator: Anything else?

- A couple of – awhile back there was a lot of stuff in the paper about a sewage treatment plant that Cary wanted – was it sewage treatment they wanted to put in New Hill? Is that what I'm remembering? They wanted to do something in New Hill. And I felt like that wasn't right for them to go put it in their backyard. And I don't know whatever happened about that if it just got – you know – does anybody remember about that?
- I think it was tabled. I'm not sure.
- Okay.
- I think New Hill people were fighting it so much.
- Right. Right.
- I think it's a Cary-Apex water treatment plant that they were trying to put in.
- Okay.
- I mean I know we need water treatment, but I didn't think it was right that they would go out there and want to put it in their town.

Moderator: Okay. That's good.

- Is the Town – the big term going green – putting cisterns in and things like that. Is that something that they're looking at futuristically for this whole water?

Moderator: If it's something you're very concerned about, you just need to get in there and report.

- Okay.

Moderator: Anything else?

- Yeah. Now that you mention it.
- Dimensions on garages. They're narrow here.
- They are.
- They are.
- Yeah. I mean it's a – especially for those who have children or who have children and haven't bought their house yet. I mean they are – you put two cars in there and you can barely open the doors.
- I'm just lucky to be able to fit my car in. My garage is packed. It's my husband's shop. But I think – we built an addition on our house in the past two years. And the Town planning department and permit people and inspectors and everybody were wonderful to work with.

Moderator: Good.

- We had one inspector that was – we called him the pain in the rear, because he was – but he wanted it done right. And the contractor had to come back and do it right. And though it delayed us by a few days, he wanted it done right. And I thought that was nice to be able to say I didn't depend on a contractor that was shady. I could depend on my Cary inspector people to make sure it was done right, and I thought that was good.

Moderator: Great. Excellent. We'd like to thank all of you for coming and taking time to do this, and that concludes the session. Thank you.