

**Town of Cary
2014 Biennial Citizen Survey
Focus Group Report**

Methodology

In February 2014, the Cary Biennial Citizen Survey was conducted examining numerous current and future issues relating to the overall citizen satisfaction with the operation of the Town of Cary. The results of this survey were followed-up by two focus groups conducted by BKL Research that examined specific topics 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 (45.9% of the sample agreed to participate) and this was the pool from which the focus group participants were selected.

The composition of the groups was controlled with respect to the factors of age and gender seeking an appropriate balance for both in each session. All the participants owned homes and none lived in apartments. A total of nine participants were in the first session and six in the second session. Appendix A has the roster of members for both sessions including their age groups. Appendix B contains the seating charts for each session. The participants were compensated for their involvement.

The focus groups were held on April 26th at 1:00 p.m. and 3:00 p.m. at the Town Hall in Cary. The first and the second session lasted approximately 1 hour. All participants were also given instructions regarding focus group protocol prior to the sessions. 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.

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 down compared to the recent past. What about growth do you think concerns folks? For example, is it byproducts of growth, such as traffic or waiting in line at stores?**

Session 1

The participants first mentioned that growth was more of an issue in the older parts of Cary. They felt that the infrastructure was not keeping pace with the growth and older neighborhoods are being neglected. The areas mentioned were Kidaire Farms, Walnut Street, Crossroads region, and the older neighborhoods surrounding downtown. There was a comment that the infrastructure (roads, schools, and parks) has not kept up in the newer western side as well. The impact of growth on the roads was mentioned as a major concern and the surface repairs appear to be ineffective. All the participants indicated the biggest issue with the roads was potholes. One participant felt the technology used for pothole repair was not considered the most effective available.

Session 2

The members of this session were very concerned about the school system and overcrowding. They mentioned the schools were reactive and always in catch-up mode for building schools especially western Cary with Alston Ridge School cited. The problem with student assignment in schools was also a problem area. There was concern for the type of development especially the high density type with apartments and multi-unit dwellings. The lack of road expansion and traffic issues for developments was mentioned such as only two-lane roads leading in and out of developments. Jones Franklin and Buck Jones were also cited as problem areas. Overall, schools and traffic/roads, and high density developments were the major concerns.

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

Session 1

The participants generally agreed that it was growth in Cary that was the major concern to them. Although they felt growth in the entire area was an issue as well. They specifically mentioned the growth in the western part of Town. The participants discussed a “prestige factor” or “wow factor” for living in Cary. One participant felt living in Town no longer had the “prestige factor” while others felt to a large degree the Town continues to maintain that image. However, it was pointed out the Town may have lost some of its reputation due to congestion, traffic, and other growth-related factors.

Session 2

The participants also agreed it was the growth in Cary as the major concern. One member indicated growth has impacted the overall quality of life especially due to the traffic and school issues. In addition, it could eventually impact people moving into Cary in the future. There was also a degree of concern about businesses closing due to the Town allowing similar businesses to locate in the same area which caused excessive competition. It was suggested that planning could improve in this area. The area around Davis Drive and 55/High House was cited as an example. There was also concern that builders were constructing so many new developments that it was harming area property values as more and more homes become available.

- 1c. Other than put a wall around Cary and lock the gate, which the Town can't do, what kinds of things do you think the Town should be doing to reduce citizens' concerns about growth?**

Session 1

This group had concerns over high-density development with apartment buildings, small lot sizes, and inefficient roads leading in and out of developments. It was noted this was also occurring in the surrounding communities of Apex and Selma. They suggested the Town should focus on single family housing over multi-unit complexes. It was felt the rural character of Cary has given way to the Town being an urban extension of Raleigh. One participant commented on the use of zero lot lines where houses can be much closer together and how this contributes to congestion, overpopulation, and traffic problems. Homeowner's associations were considered to contribute to this problem by building homes close together for increased profits. A community building homes individually would not have this problem. Imposing a minimum square footage per home could be a possible solution. Another participant indicated there is another side of the coin in terms of 55+ communities. These communities need to be built close together by design to minimize real estate and maintenance.

Session 2

This group discussed the use of impact fees. They felt this made the builders save trees, improve roads, and fund schools. Several participants believed this had growth under control to some extent in the past. This group also had concern for the continued growth in apartments and multi-unit housing. As with the first focus group, they stressed the desirability of single-family housing. Another participant was concerned about the safety of pedestrians and bicyclists in light of widening roads and new developments. The possible solutions suggested were pedestrian bridges, underpasses, or better synchronization of traffic lights. These solutions would be something the builders could contribute funds to during construction. Finally it was suggested the Town not just consider moving commuters from point A to B but also the impact on the residents of the area in road construction or widening efforts.

Customer Service

- 2a. You'll probably remember from the survey that we asked lots of questions about customer service, specifically about your personal interactions with Town staff including but not limited to fire, police, and parks and recreation. So, my first question for you today about Town customer service is: What would you say the general public's perception of the Town's customer service is? Pretty good, pretty awful, better than most, worse than most? Again, the general public's perception as a whole?**

Session 1

All the participants agreed the public perception was that the Town has very good customer service overall.

Session 2

The participants also agreed the public perception was that the Town has very good customer service overall. One participant commented they never hear anyone complain so that usually means people are satisfied.

- 2b. Raise your hand if you or a member of your family has had a personal experience with the folks at Town Hall, staff or Council, either in person, by phone, or by email or social media? Okay. Tell us a little about that interaction – why you had it, whether it was in person or electronic, and so on.**

Session 1

(All of the participants had an interaction with the Town). Most of those with interactions with the Town were very positive and given high grades. The contacts were either in person, email, or by phone. The interactions included:

- One participant who was moving into Cary indicated the interaction with the Town was helpful and the staff was outgoing and welcoming.
- Many of the participants indicated signing up for Parks & Recreation programs was a very positive experience. They mentioned it was very easy and the staff was friendly.
- One Animal Control interaction to catch a stray animal was polite.
- Two participants obtained permits to modifying their homes. Both were positive about the contact and indicated the inspectors gave valuable suggestions that helped them to pass the inspection.
- A participant contacted the Town for rezoning information and the Town was very good at providing the needed information.
- A participant's daughter was in a car accident and described both a very good experience and one bad one. A detective at the scene was very accommodating to her daughter and was excellent. However, they had to wait six hours to give their information and it was not until then did they ask if her daughter needed medical assistance. This participant indicated other contacts with the police regarding a pool club in the neighborhood were very good. In addition, the participant did have concerns about cars on their cul-de-sac (Milley Brook Court) blocking fire department access in an emergency situation with her mother.

- The police were complimented for how they handled an accidental 911 and security alarm indicating they came to the call and were polite. However, this participant indicated the police failed to come for a suspicious truck at a neighbor's house. The neighbor was out of the country at the time.
- There was a negative interaction in constructing a fence when four planks were too long and someone registered a complaint. They received two pages of questions and the department was perceived as somewhat rude. However, the Board hearing was a more positive experience.

Session 2

(All but one of the participants had an interaction with the Town). All of the interactions with the Town were very positive and given high grades. The contacts were either in person, email, or phone based. The interactions included:

- Several of the participants had home renovations and indicated the Town was very responsive and were helpful.
- Participants who had interaction with Town Council thought they were responsive to proposed intersection changes (Cary Parkway/High House) and the addition of townhouses (Harmony subdivision).

2c. Overall, what grade would you give for the customer service part of that interaction and why? What could have been done differently to improve your experience?

Session 1

All the participants gave high marks to the Town with the exception of three of the interactions. All the grades for the positive interactions were A's. The suggestions to improve the interaction were for the police to be more expedient in taking statements, check on all those involved in the accident promptly, and respond to all calls (suspicious truck incident). It was also suggested the fire department check on streets to make sure they have a strategy for emergency access due to cars parking in the street.

Session 2

All the participants gave high marks to the Town and no suggestions were made for improvement.

2d. Finally, what company or place provides some of the best customer service you've ever had? What was so great about it? What could Cary learn from them?

Session 1

Not discussed due to time constraints.

Session 2

The participants mentioned Dyson because they replaced a product out of the warranty period and supported their customer. KitchenAid was also mentioned for replacing a part when it could not be repaired and also replacing one of their products that did not work. Disney was

also cited for being well coordinated despite its large size. All the companies mentioned went the extra mile to keep their customers happy above and beyond what was expected by the customer. It was mentioned that retail business in the past 10 or 15 years must be more customer oriented while utilities internet, and cable companies are harder to deal with today. One participant felt Cary already knew this and has been going the extra mile for residents and the other participants agreed.

Safety

- 3a. Statistics continue to show that Cary remains one of the safest large communities in the state and country. Even so, a concern expressed by respondents in this year's survey was safety in public places like when you're shopping, out to eat, or at the movies. Can any of you shed light on what you or your friends might be afraid of specifically in public places as opposed to your homes or neighborhoods? What concerns come to mind?**

Session 1

The participants indicated the major concern was people coming into Cary who were not from the area. They felt some areas that border other communities were susceptible to safety issues. Poor lighting was also a problem to some degree.

Session 2

One participant indicated aggressive driving was a safety issue with I-40 mentioned as a dangerous road. Several respondents were concerned that cars do not stop for red lights or run through the intersection late and ignore pedestrians. Not fully stopping for right turn on red was also cited as a safety problem. Another member felt the public was concerned not necessarily because of what happens in Cary, but because what they hear going on across the country in terms of crimes and violence. Adding they were thankful they were not fearful in Cary (others agreed with this statement). However, it was felt that having their children going to the mall at night could be a potential safety issue, especially around mall closing time.

- 3b. Can you give us the name or location of particular places in Cary that you think are less safe or unsafe?**

Session 1

Areas mentioned included Kildaire Farm/Maynard, Crossroads, Cary Towne Center Mall, Route 55, and areas of greenways.

Session 2

There were two key areas mentioned and these were all the mall areas and Crossroads. It was also stated that I-40 was unsafe due to traffic.

- 3c. What makes these places feel less safe – poor lighting, lack of police presence, the people – what can you put your finger on that might help the Town improve your feeling of safety?**

Session 1

As previously mentioned, it was generally that people came into Town who did not live in the area and poor lighting were the key concerns.

Session 2

This group also felt that there was a lack of police presence and visibility.

3d. What about Town parks and greenways – do any of you have safety concerns there? What are they?

Session 1

There were minimal safety concerns in the parks and greenways overall. The only concerns mentioned were not people related but issues such as poison ivy and possibly snakes. However, they felt some of the greenways and parks were somewhat neglected. These included MacGregor area, Walnut Street Park, and around the mall area. One participant felt the greenways on the western side could have been designed better logically. People loiter and park vehicles at greenway termination spots where newer greenways are planned for the future. They felt this caused congestion and possible safety concerns.

Session 2

Most of the participants had minimal issues with safety at the parks and greenways. One participant noted they had heard of people getting accosted on the greenways in the Durham area (others agreed). It was also mentioned on the greenways at crosswalks that cars do not pay attention to people. They would like more law enforcement or education for drivers to know they have to stop.

3e. How many of you feel your safety has been threatened in a public place in Cary in the last 2 years?

Session 1

Not discussed directly. The participants did discuss there was a degree of concern for letting their children go out in public alone such as the mall or waiting at a school bus stop. They noted they see parents waiting with every single child at bus stops daily. The participants discussed the need for more family oriented activities that had more control of safety such festivals, activities, or even a drive-in would be desirable in Cary.

Session 2

One participant indicated they were approached aggressively by someone asking for money in a Harris Teeter parking lot. They felt insecure because they had their children with them and proceeded to give them money. Another participant indicated their son had this happen to him while filling up with gas. This was echoed by another participant who said this also happened to them at the REI on Walnut. They all felt the person asking for money displayed a somewhat aggressive demeanor and this made them feel unsafe or threatened to some degree. There were several comments concerning the feeling of a false sense of security in Cary because it is so safe.

- 3f. Outside of any personal experience, how do you think you or others have come to feel concerned about safety; that is, where would you hear about safety issues related to public places?**

Session 1

The participants mentioned several sources including word-of-mouth, Cary News, neighborhood watches, homeowners association's websites/postings, and Facebook/Twitter.

Session 2

The participants mentioned word-of-mouth, newspaper online, Cary's website, and the local news were the main sources.

- 3g. Over the last 2 years, can you think of any safety related news story or event that stands out in your mind as something that might cause you or others to feel unsafe in Cary?**

Session 1

There was a long discussion of concealed gun carry laws and gun-free zones in Cary. They mentioned that Cary does not have it posted in all entrances that you cannot carry guns and there needs to be consistency. The participants did not recall or mention any other specific news stories. However, they did feel that online information is so available today that it causes a degree of safety concern among residents. It is very easy to look up crimes and offenders in your neighborhood.

Session 2

A participant mentioned a murder that took place at a laundry mat and another murder that occurred in someone's yard but was not sure of the location. This was thought to be a domestic issue that caused the crime. There was also a discussion of several break-ins within Cary. One participant indicated that 2 or 3 crimes in a 4 to 5 month period would seem high in Cary and cause them to pay attention.

- 3h. Finally, what advice do you have for the Town on what kinds of things they can do to help citizens feel more safe.**

Session 1

The key suggestion was to have more of a police presence with more frequent patrols. One participant noted this was working in the western part of Cary and Cary Village. Another member living in a 55+ community felt the police presence in that neighborhood was greatly appreciated and enhanced feeling of safety and security. The use of better lighting in public places was another suggestion.

Session 2

This group also indicated more police presence and visibility could be effective. They noted the unoccupied parked police cars across Cary but would prefer actual patrols and drive-bys. They did not feel the unoccupied cars acted as a deterrent to crime. There were several of the respondents who indicated they would like Cary to disseminate information on crime on their website to keep residents better informed. Another participant replied that Cary does this if you subscribe for the service to receive email alerts on crime. The group also discussed the automatic cameras to catch individuals running red lights and thought they may have been effective but may cause more rear-end collisions.

Communications

- 4a.** **The Town is very interested in having citizens engaged 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. One of the questions on the survey asked you to identify barriers to becoming involved. While “don’t have time” remains the number one response, once again, “didn’t know about it” rated very high, so we want to explore this finding a little more. What kinds of Town-related things have you looked for information about and not found it? Where did you look? How long ago?**

Session 1

The members of this group agreed the information they sought was readily available. One participant indicated Cary does an excellent job communicating and said they find the information in several sources including television, Facebook, and Google. There were a few instances when one of the participants had issues finding information. One of the members said they looked for information on ordinances but found it somewhat hard to find. They suggested an Ask.com format to help locate that type of information. Another participant had difficulty finding information on a grant program for elderly residents that would help them with home rehabilitation. They had trouble initially locating the information but once they found it, the program details were available for them. Finally, a participant did not know they could get a larger recycling bin and found out only after calling the Town. They wished that option was better publicized.

Session 2

This group also discussed the larger recycling bin information. It was noticed in the paper about the availability of the larger bins. One member thought the Town should automatically give everyone larger bins to promote more recycling. Another participant indicated if there is a problem and calls the Town, they can usually get the right answer within being transferred to only one or two people.

- 4b. What if any Town opportunities have you regretted missing because you didn’t know about, couldn’t find information on them?**

Session 1

None of the respondents felt they had missed anything because they could not find information on it with the exception of the recycling bin information.

Session 2

Same as session 1, none of the respondents felt they had missed anything because they could not find information on it with the exception of the recycling bin information.

- 4c. When you think about things, either from the Town or elsewhere, that have gotten your attention, what were they and, more importantly, how was the information delivered so that it did get your attention? What did it say?**

Session 1

One item that received attention was the bright neon green mailer from Cary regarding a rezoning issue on the western side of Town. It was perceived to stand out from other junk type mail. Several of the participants liked BUD and indicated they read it regularly. One member suggested the Town put BUD online. WRAL and newspapers were also mentioned as getting attention when reporting on Town related matters. There was also a discussion on the electronic signs in Town and whether or not they were still functioning. The conversation concluded by one participant saying they did not know of any other community who does a better job than Cary and the others agreed.

Session 2

The local news was mentioned as a prime source of information on Cary. Another participant looked at the WRAL website for information to see if Cary is mentioned. This was supported by another participant who indicated they get all their news online with WRAL, News & Observer, and Google. The email alerts from Cary was also mentioned as an effective attention getter.

- 4d. Finally, what ideas do you have for ways the Town might improve citizens' knowledge of Town opportunities?**

Session 1

The participants could not think of any suggestions on how to improve communication to citizens.

Session 2

The participants suggested emails from Cary would be effective as well as using surveys to gauge opinions. It was recommended the Town use alerts with the ability to click on it to lead to more in-depth information. Several participants agreed with the use of email and possibly Twitter. It was also suggested the Town include inserts with important information in BUD to gain attention, but be careful not to overload the insert.

Website

- 5a. Staying with communications a little longer, raise your hand if you've used the Town's website, www.townofcary.org, in the last year or two. Here's a printout of the main page to jog your memories if you haven't been there in awhile (*Facilitator distributes color copy of splash page*). Okay. For those of you who have used it, why did you go there? What were you looking for or trying to do?**

Session 1

The consensus was the website was effective with little difficulty finding the information that was desired. The participants indicated they searched for various types of information on the website including sprinkler system flow, recycling, youth programs, community information (i.e., festivals, activities), softball schedule, water bill, ordinances, recycling, grants, permits, greenways, road planning, and dog licenses. The only two of these that required somewhat more effort was locating the information on sprinkler system flow and the grant for home rehabilitation which was previously mentioned. However, this information was eventually located on the website.

Session 2

The participants indicated they did not have trouble finding the information they desired on the Town's website. The member's reasons for going to the website included paying the utility bill, looking for recycling information, obtaining a watering exemption, and signing up for Town alerts. A participant who signed up to pay the utility bill online thought the Town was not saving by continuing to send a hard copy monthly.

- 5b. In general, how would you describe the experience – that is, how quickly, easily were you able to find what you needed?**

Session 1

The participants indicated they generally were able to access the information quickly and easily. None of the members of the focus group indicated they could not locate the information they needed. As previously mentioned, there were only two instances in which it required more time than expected.

Session 2

The participants all indicated they found the information they needed quickly. There were no negative comments.

5c. What things stood out for you, either positively or negatively, about the Town's website? If you could change something, what would it be?

Session 1

This group mentioned that more pictures on the website would be effective especially related to the parks. It was suggested to add more information on what is showing at the new downtown movie theater. One participant moving to the area mentioned the website was a great source of information and this encouraged them to move to Cary. The only negative comment was the amount of information on the website makes it sometimes hard to navigate. However, they appreciate that the information was available and felt the more you used the website, the easier it became to navigate it making this a minimal concern.

Session 2

One suggestion was for the Town to give more directions on the website on how to sign up for alerts from Cary. It was also suggested the Town include a FAQ section to improve the search process. This allows visitors to quickly find the information for common searches. It was also recommended the website add a section where a resident could find their Council representative possibly by putting in the resident's home address.

5d. How well does the Town's website compare to other websites you use? In what ways?

Session 1

All agreed the Town's website compares very favorably with other websites they have visited.

Session 2

Again, all agreed the Town's website compares very favorably with other websites they have visited.

5e. For those of you who haven't gone to the Town's website, can you tell us why? For example, how many of you didn't know the Town had a website? What other reasons do you have for not having used the site?

Session 1

All the participants had visited the Town's website.

Session 2

The one focus group member who had not visited the website indicated they had no reason to date to go there but would use it if needed.

- 5f. For both groups, those who've used it and those who haven't, what kinds of things could the Town do to get you to use the website, either for the first time or as a returning user?**

Session 1

The participants continued to stress the website is very good and functional. They did suggest some possible improvements. They want the website to be updated and improved to match demand, adding more pictures (parks), adding a greenway app, making it more interactive with social media, and possibly adding a dog park cam. There was a discussion as to the invasiveness of the dog park cam.

Session 2

It was felt the ability to pay bills online and save money could be an incentive. The group suggested a "news and announcements" section which would pull in visitors to learn Cary specific information. One participant would like to see a section that tells how to get involved and the processes within the Town. For example, a new development in an area must initially go before the planning & development department in Town.

- 5g. And finally, what is one of your favorite websites and why?**

Session 1

This group was very enthusiastic for the Wake County website (wakegov.com). They felt this was an excellent website and could serve as a template for Cary to use. It was mentioned the updating of the Wake County website made all the needed information readily available quickly. The school system component was seen as very effective. In addition, the website Drudge Report (drudgereport.com) was also cited as a favorite website by one of the participants.

Session 2

The group mentioned MSN and MSNBC as good websites for Cary to emulate. However, some of the participants did not like the new "big box" format that is being used. They prefer the smaller headings with only 4 or 5 stories under each heading. It was suggested to keep a familiarity aspect with any website update so the viewers do not feel lost and have to relearn how to find things. The key is consistency in the website design. This group also mentioned wakegov.com as a good website to emulate.

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 discussed the inappropriateness of the tolls on 540 in light of the bonds used to fund the project. In terms of Cary, the group discussed the use of reclaimed water in the western part of Cary that is used for irrigation of lawns and plants. This was not available in the older part of Town and results in this area paying more for water. A participant indicated their water pressure is somewhat low going into their home and cannot run two sprinklers at once due to this problem. It was suggested a regulator may have been put in at the meter to lower the pressure to avoid bursting pipes since Cary's water pressure is high.

Session 2

The participants initially discussed Cary subsidizing a new hotel downtown in an area they bought and banked land for a downtown park. There was concern for wasting valuable downtown space as well as the issue of Cary putting taxpayer money into private business. Another participant questioned whether Cary was subsidizing the proposed coffee shop on Academy/Kildaire Farm. There was also a conversation concerning the high cost of the new downtown movie theater and whether it was a multi-purpose facility to help recoup the investment. This group also expressed concerns for bicyclists. The group would like to see them held to same laws as automobiles. The issue was especially a problem for larger groups of bicyclists and how aggressive they can be and disregard laws. They would like to see more police enforcement. It was also suggested Cary add more bike lanes and connect them together. The same was recommended for the greenways similar to what Raleigh has done. A final comment was made concerning Cary Parkway from High House to 54 and the large number of potholes.

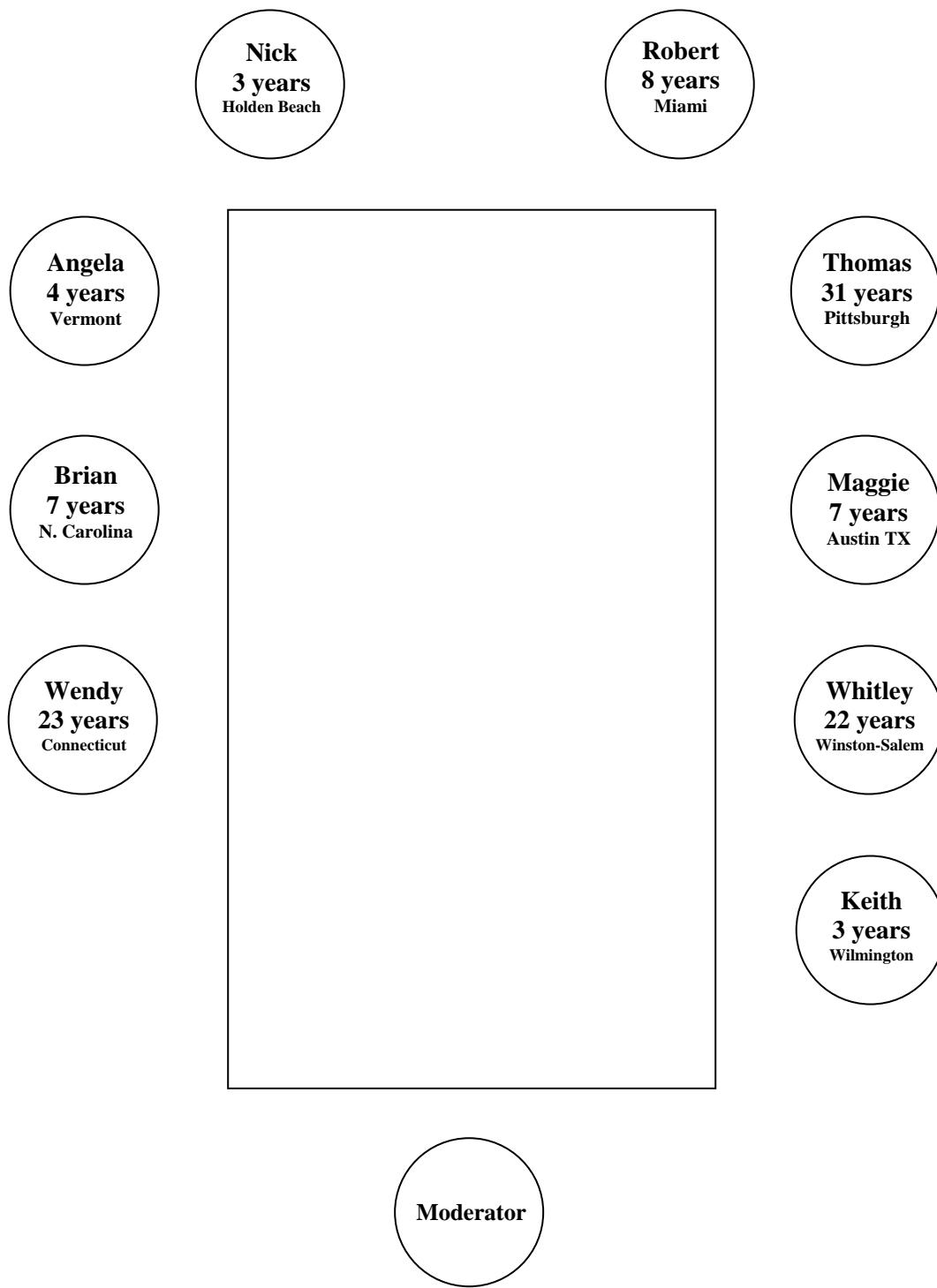
Comments from Notepads

(None were given)

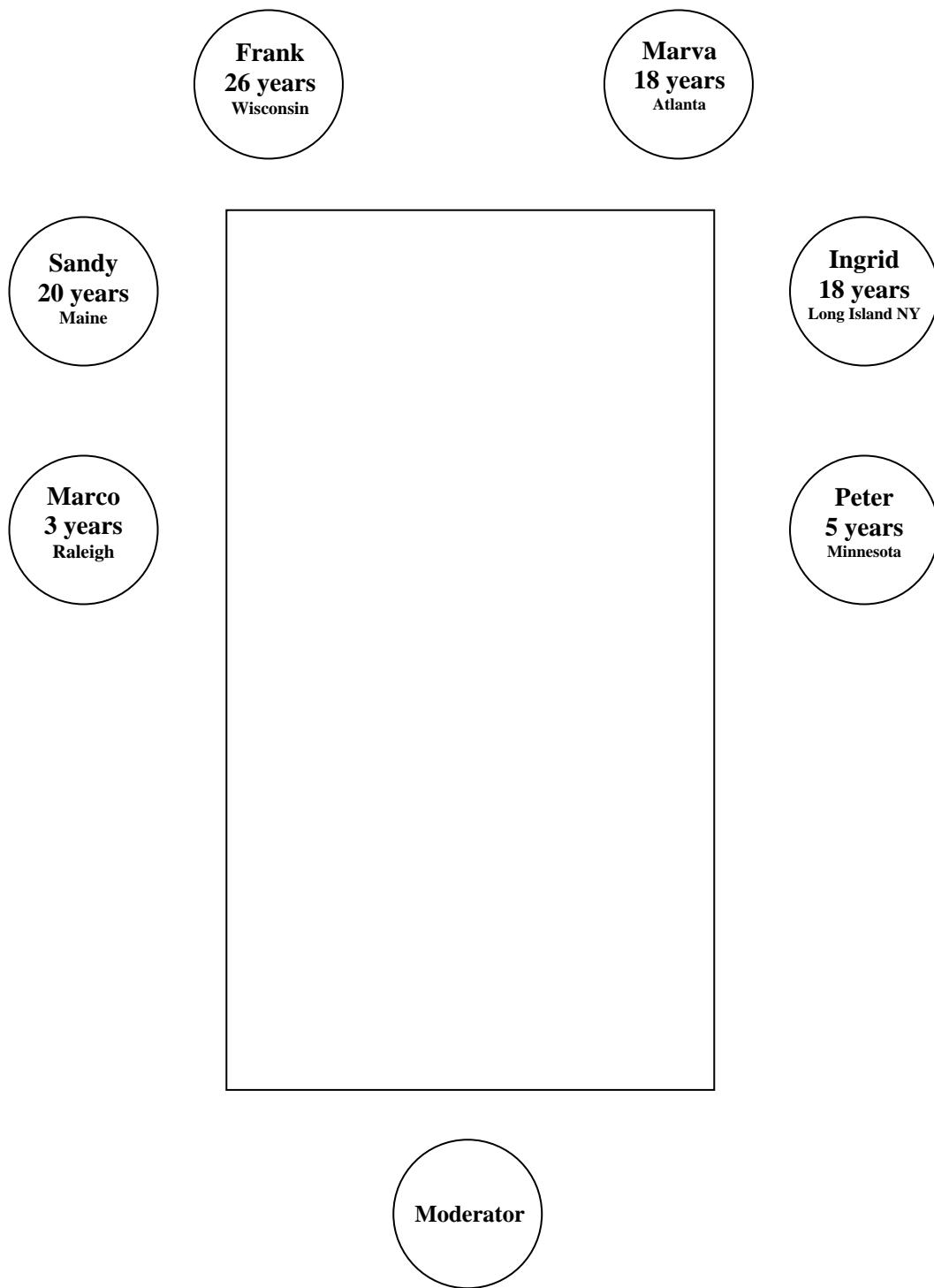
Appendix A
Session Focus Group Participants
2014 Biennial Citizen Survey

Session 1		Session 2	
Name	Age Group	Name	Age Group
Angela	26-35	Frank	46-55
Brian	36-45	Ingrid	46-55
Keith	46-55	Marco	46-55
Maggie	36-45	Marva	56-65
Nick	46-55	Peter	36-45
Robert	36-45	Sandy	46-55
Thomas	36-45		
Wendy	46-55		
Whitley	46-55		

Appendix B
2014 Biennial Citizen Survey Focus Group Seating Chart
(Name, Years in Cary, Where Lived Before Cary)
Session 1



Appendix B
2014 Biennial Citizen Survey Focus Group Seating Chart
(Name, Years in Cary, Where Lived Before Cary)
Session 2



Appendix C
Focus Group Questionnaire
2014 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 residents 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 have 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 down compared to the recent past. What about growth do you think concerns folks? For example, is it byproducts of growth, such as traffic or waiting in line at stores?
- 1b. How much of the concern is growth in Cary, growth in Wake County, or growth in the Triangle?
- 1c. Other than put a wall around Cary and lock the gate, which the Town can't do, what kinds of things do you think the Town should be doing to reduce citizens' concerns about growth?

Customer Service

- 2a. You'll probably remember from the survey that we asked lots of questions about customer service, specifically about your personal interactions with Town staff including but not limited to fire, police, and parks and recreation. So, my first question for you today about Town customer service is: What would you say the general public's perception of the Town's customer service is? Pretty good, pretty awful, better than most, worse than most? Again, the general public's perception as a whole?

- 2b. Raise your hand if you or a member of your family has had a personal experience with the folks at Town Hall, staff or Council, either in person, by phone, or by email or social media? Okay. Tell us a little about that interaction – why you had it, whether it was in person or electronic, and so on.
- 2c. Overall, what grade would you give for the customer service part of that interaction and why? What could have been done differently to improve your experience?
- 2d. Finally, what company or place provides some of the best customer service you've ever had? What was so great about it? What could Cary learn from them?

Safety

- 3a. Statistics continue to show that Cary remains one of the safest large communities in the state and country. Even so, a concern expressed by respondents in this year's survey was safety in public places like when you're shopping, out to eat, or at the movies. Can any of you shed light on what you or your friends might be afraid of specifically in public places as opposed to your homes or neighborhoods? What concerns come to mind?
- 3b. Can you give us the name or location of particular places in Cary that you think are less safe or unsafe?
- 3c. What makes these places feel less safe – poor lighting, lack of police presence, the people – what can you put your finger on that might help the Town improve your feeling of safety?
- 3d. What about Town parks and greenways – do any of you have safety concerns there? What are they?
- 3e. How many of you feel your safety has been threatened in a public place in Cary in the last two years (raise your hands)?
- 3f. Outside of any personal experience, how do you think you or others have come to feel concerned about safety; that is, where would you hear about safety issues related to public places?
- 3g. Over the last two years, can you think of any safety related news story or event that stands out in your mind as something that might cause you or others to feel unsafe in Cary?
- 3h. Finally, what advice do you have for the Town on what kinds of things they can do to help citizens feel more safe.

Communication

- 4a. The Town is very interested in having citizens engaged 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. One of the questions on the survey asked you to identify barriers to becoming involved. While “don’t have time” remains the number one response, once again, “didn’t know about it” rated very high, so we want to explore this finding a little more. What kinds of Town-related things have you looked for information about and not found it? Where did you look? How long ago?
- 4b. What if any Town opportunities have you regretted missing because you didn’t know about, couldn’t find information on them?
- 4c. When you think about things, either from the Town or elsewhere, that have gotten your attention, what were they and, more importantly, how was the information delivered so that it did get your attention? What did it say?
- 4d. Finally, what ideas do you have for ways the Town might improve citizens’ knowledge of Town opportunities?

Website

- 5a. Staying with communications a little longer, raise your hand if you’ve used the Town’s website, www.townofcary.org, in the last year or two. Here’s a printout of the main page to jog your memories if you haven’t been there in awhile (*Facilitator distributes color copy of splash page*). Okay. For those of you who have used it, why did you go there? What were you looking for or trying to do?
- 5b. In general, how would you describe the experience – that is, how quickly, easily were you able to find what you needed?
- 5c. What things stood out for you, either positively or negatively, about the Town’s website? If you could change something, what would it be?
- 5d. How well does the Town’s website compare to other websites you use? In what ways?
- 5e. For those of you who haven’t gone to the Town’s website, can you tell us why? For example, how many of you didn’t know the Town had a website? What other reasons do you have for not having used the site?
- 5f. For both groups, those who’ve used it and those who haven’t, what kinds of things could the Town do to get you to use the website, either for the first time or as a returning user?
- 5g. And finally, what is one of your favorite websites and why?

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
2014 Biennial Survey Focus Group
Session 1 Transcript

Moderator: What I'd like for you to do is just say your name and how long you've been in Cary – lived in Cary and maybe where you came from before Cary. Would you start us out, Whitley?

- Twenty-two years and I came from Winston-Salem.
- Maggie, I've lived here seven years and moved from Austin, Texas.
- Thomas, thirty-one years, from Pittsburgh, Pennsylvania.
- Robert, eight years from Miami, Florida.
- Nick, two and a half years here and then six years at Holden Beach and then an American gypsy for 30 years in the military. My name is Gareth, by the way.

Moderator: We'll put you down as Holden Beach, coming from there. Is that okay?

- Angela, I've lived here for four years and I'm originally from Vermont.
- Brian, I've lived here for seven years but I'm originally from here. I just moved back seven years ago.
- From North Carolina.
- I lived in the northeast so I have that perspective as well.

Moderator: Do any of you live in apartments? Okay, very good. The first thing we're going to talk about is growth. Growth in Cary was shown in the survey as a concern. Even though the population and the tax base, tax base growth rates are down compared to the recent years (participant comes in late). We have one more. Come on in and we'll start again.

- I hit the Spring Daze traffic stop.

Moderator: Can I ask you a question?

- Yes.

Moderator: How long have you lived here?

- Twenty-three years.

Moderator: Twenty-three, and did you come from anywhere else?

- Connecticut.

Moderator: All right very good. What we're trying to do Wendy is look at issues from the Biennial Survey in more detail. The first one we're going to do is growth. Growth again was shown on the survey as a concern of the citizens and the first question, even though the population tax base and growth rate are down compared to previous years, growth still shows as a concern. What about growth do you think concerns folks? Is it the byproducts of growth such as traffic or waiting in lines? What do you think? What does everybody think?

- I think it's the older part of Cary, the infrastructure gets looked away while the new areas are built up and things move around. I mean not lines and stuff but like the older roads, the older parts, the older neighborhoods. The older ones.

Moderator: Any particular areas?

- Well Kildare Farm. I know there's a big push in downtown but still around the downtown, Kildare Farm. Even now, going up towards Crossroads but I recognize that some of Walnut Street and the Crossroads area is getting some attention but that's just been recent to my mind.

Moderator: Anything else? What do you guys have concerns over?

- I agree, the impact on the roads. I think the roads are in terrible condition in this Town. I really do. I think they need to invest in some road repairing and technology. You know we see a lot of them shoveling the tar off into the holes and then just let people run over it type of fix but I think technology has come a long way. I mean I've been in other parts of the country where they have actual repair machinery to fix the roads. When I moved here I thought the roads were the best thing, one of the best things because you know I'm from Connecticut and we have frost and that makes road conditions a lot worse than here. We don't get frost like that here so the roads should be great but I know I just aligned my car a few weeks ago and it's already out of line from hitting potholes.

Moderator: Mostly potholes, you think?

- Yeah, big ones.

Moderator: You guys seem to agree with that.

- Yeah, I agree. I think just to summarize my concern with the road is just kind of with these two things to emphasize the pace of infrastructure development hasn't matched the population explosion that covers both the older areas. I actually had relocated into the newer western side and even there was a growth so explosive, I find that the infrastructure is having a hard time keeping up, especially with the roads as well. Roads, schools, parks. Just your daily things.

Moderator: So infrastructure problems. Okay, next – now much of the concern – when you had concern about growth, is it the growth in Cary? Is it the growth in Wake County? Or is it the growth in the Triangle? When you're talking about growth issues.

- Well it's obviously all three. I mean we are part of the county. It is predominantly in Cary.

Moderator: Do you agree that it's all three?

- Yeah.
- I think its Cary.

Moderator: You just want to say Cary.

- I think the western part of Cary. There has been a lot of controversy over the expansion in the western part of Cary. I don't live in that area so I'm seeing a little bit less of the expansive growth.

Moderator: So who thinks it's mostly Cary?

- Well for these purposes, it is mostly Cary.
- I think it's the Triangle. You know all three counts and Wake County, it's all over but for this group here, yes it's Cary.
- We had always been better. We had a higher bar.

Moderator: Cary set a higher standard, you think?

- Yeah.
- And that's something that's been lost speaking with people from other towns and other areas on a constant basis. You know when we moved up here, Cary was here. You told someone you lived in Cary and they're like oh, you live in Cary? Now it's like well I don't even go to Cary. We've lost – Cary's lost a lot of reputation.
- I'm not sure that I agree with that. I think that living in Cary, Cary is a certain amount of prestige throughout North Carolina in general. I lived in Moore County for a number of years, I've lived in the Midwest, I've lived in the Northeast and in Texas and you know when I tell people that I live – I live in a suburb of Raleigh, they've heard of Cary. They haven't heard of Morrisville.
- That's true. People say oh there's Cary.
- I wouldn't change it for anything. It's because of my interaction with a lot of communities and a lot of HOAs outside where when we first got here, there was that wow factor but we've lost a little bit of that wow factor because of traffic, because of congestion, because of many, many things. Well cost – I mean it's a little bit more expensive. Tax wise, I would say we're – it's not that bad compared to other communities. I mean if I'm not mistaken, a few years ago when Wake County raised their tax bracket, their bill rate, the Town of Cary I think lowered theirs to keep their residents at the same pace while everybody else went up. That right there just solidified my desire to stay in Cary from that aspect but it's just the little things that other people see that we get accustomed to but we don't. They just come out every so often. That's what we've lost a little bit and it's not on purpose, it's not doing

something wrong. It's because of the growth, because of more stuff being built, more attractions, more reasons to come in from outside is what's made Cary a little bit more – lose a little bit of that reputation.

Moderator: This sort of builds on that. Other than putting a wall around Cary and locking the gate which you can't do to slow down growth, what could the Town do to alleviate some of these concerns?

- Stay away from the high density.

Moderator: Say that again?

- Stay away from the high density residential buildings.

Moderator: Are you talking about apartments?

- Well apartments and quarter, smaller acre lots, jammed in houses, 1,000 houses on a square and a two lane road getting to it. What we're seeing in Apex, what we're seeing in Selma.

Moderator: Anybody else?

- I agree.

Moderator: What else could they do?

- Do you mean to discourage growth or...

Moderator: Not discourage growth but make you less concerned about growth.

- Yeah, I think these are good suggestions. I think everybody likes the idea of living in a community that's predominantly what Cary used to be. Single family homes like it used to be. That is kind of the perception that it used to be but once the population has increased dramatically, it's no longer there. It's more of almost not a rural but almost an urban extension of Raleigh.
- One thing you don't see now is you don't see communities like I live near Crossroad and Town Center Mall. It's a beautiful community. It's an older community. The houses there have a lot of land in the front, a lot of land in the back and being in real estate, I notice these things and everything that's coming up now is the same thing that happened in bigger cities such as Miami where I came from where you could buy a house and you had 10, 12, 15,000 square lots. Now you're getting what they call zero lot lines where your house, your wall is part of somebody's backyard where you don't have but maybe six or seven thousand square feet because these builders want to put more units into the same place than what they used to ten, fifteen, twenty years ago. So that's what causes the traffic jams, that's what caused the overpopulation, that's what causes a lot of this – this buildup of negative factors. You know you don't see – and everything is with communities. Everything is with HOAs. Everything is with – you don't see a community growing and building just on its own like Walnut Hills and Ivy Meadows and Walnut Creek and all these other places. There's no HOA but everybody takes pride in their home so I think that's what they want. If we could put a limit

or put a minimum amount of square footage per home, that would lower a little bit the congestion.

- My comment about that is that there's another side to that coin. I live in a 55 plus community where you have these houses that are very close to each other and very little real estate but it's done by design so that you don't have to worry about keeping up with all of that and it works really, really well. I wouldn't – we rented there for a while just to make sure we wanted to live in the community and we absolutely love it. Of course most of the people that live there because of that age, they're mainly retired professionals so you don't have a lot of the other issues that you would have with teenagers and those kind of things that – you don't have people racing up and down your road and that kind of thing. I wouldn't live in – I would love living in Cary and to me it still has that draw and I would tell you if you're going to go to a house like mine say in Fuquay, it would be probably 40 percent less in cost.
- Yeah it would.
- So you're right, you pay the premium to live here and every time you're paying the premium, I don't know but there's usually some benefit for it.
- Yeah, you get what you pay for.

Moderator: Okay (Participant arrives late). Just a question. Can you just – to focus on some of the issues in the survey, how long have you lived in Cary, Keith?

- Three years.

Moderator: Three years and where did you come from before?

- Wilmington.

Moderator: Wilmington. Okay let's move on then to customer service. We're going to talk about several issues. You missed a little bit on growth but we're okay. Customer service, you probably remember from the survey we had quite a few questions on customer service and your interaction with the Town staff including the fire department, police department, park and recreation. Remember? You rated them based on your contact. My first question for you today about customer service is what you would say the – not your perception but the public perception of the Town's customer service is. Is it pretty good, pretty bad? Better than most, worse than most? Now this is the public, not you. We'll get to you in a minute. What do you guys say?

- Good.
- Better than most.

Moderator: All of you agree with that? Okay good. Let's get to the next question. Raise your hand if you or possibly a member of your family had a personal experience with the folks at Town Hall. It could be staff, could be Council either by person, by phone, e-mail, or even social media. Okay so how many of you – actually most of you have then right? The only people who haven't

were Thomas and then Angela. All right, tell us a little about that interaction. Why you had it, whether it was in person or electronic and so forth.

- I'll just take it from the point of view of moving into Town. When I came here and called to public services, they were very outgoing, welcoming. Expressed to me – told me things that helped us even as far as putting the boxes out to put out the moving boxes.

Moderator: What grade would you give them?

- I'd give them an A.

Moderator: All right very good. Anything they could've done to improve it?

- Not in my experience.
- Most of mine – the repeats have been like through the recreation, doing things with the kids and it's just been above and beyond. Most of mine is in person because I wasn't very good on the computer. I'm a little better now.

Moderator: When you say it was for the kids, it was like?

- Signing up for sports or camps or activities or dancing or karate. They still do that through the Town, you know the recreation thing and the Hemlock Bluffs and just through the years, those kinds of things. I mean we have had things like with the fence over the 22 years. Predominately it's either been an A or an F and there's been 95% A.

Moderator: What did they get an F for?

- My fence.

Moderator: What was the fence?

- We called, we went through every detail with putting up the fence, we went through height and width of boards, everything. It was a – my husband is a very anal and writes everything down, every detail but somehow still the road dropped so that the board didn't stick up any higher but after the fence had been up two years, some person in Town said the board was too long and we didn't – it was one little detail that got missed because the fence was all one height but because the lot line went so low, there were four boards that really were longer and somehow that wording didn't get conveyed. I mean we had two pages of questions and everything and there was a fine but that was scary and awful. They were rude but then there was a hearing and it turned out fine. They were nice. So maybe one other little thing and it was short and then it was fine but through all the years and all the things, like I said 95% A+ and then a couple little F's.

Moderator: Okay.

- I too have had tremendous experiences with the recreation programs that have been offered for children. I think Cary does a great job with festivals and reaching out to all ages in the community from little kid festivals to a ton of senior activities as well.

Moderator: So you've all signed up kids.

- Right, just the activities that the Town has promoted and the ease of the registration process for the activities and whenever there's been a problem, I have always had just extremely helpful, polite employees on the phone.

Moderator: So you would grade them as?

- A+.

Moderator: So you've never had any lower grades than that?

- No, I don't think so.

Moderator: Thomas? No? Oh, you did have one, okay.

- Yeah I do have one. I didn't know what you were asking. Animal control. They won't get cats. They'll get a dog – they come and get dogs but they said they look silly chasing a cat around.
- I agree with you.
- I have cats around the neighborhood and other than me going out and shooting them which I won't – I'm not allowed to do within in town limits and I don't talk to my neighbors. I'm very reclusive and I call animal control all the time. Or not all the time, I quit calling them. They offered a trap and I said that's not my job. That's the only thing it...
- Do you know who the cat's owner is?
- What?
- Do you know who the cat's owner is?
- I don't talk to them. I'm very reclusive. I don't say hi, I don't say bye.
- I don't talk to people.

Moderator: Did you rate them – were they friendly and nice to you?

- I tried making friends with the cats. I like animals.

Moderator: What about the Town? The people at the Town?

- They were fine. They just said they won't do it. They were fine, polite and they said they won't do it. Other than that, I'd have to give them an A on everything. I've lived here 30 years without a problem.
- Same thing, I've dealt with recreation and events for my kids and it was very easy, very friendly.

- My kids have participated in so many things in the last eight years, more than fifteen previous years in south Florida so that is a big plus. I dealt with the city on permitting and doing stuff at my home. Very, very helpful. I mean some of the inspectors will even sit there and give you advice on how to do certain things so that's another A+ right there. I have nothing but good things.

Moderator: Great. Nick?

- When my wife and I went to modify our house to accommodate my disability, we went through the building permit – permitting process and inspections and all that business and I remember they were always very helpful and they'd give you suggestions so you would be prepared for them when they came. They were on time and punctual. I like punctual so it – I would have to give them an A as well.

Moderator: Very good.

- Well, I'm sorry. I misunderstood a little bit too. I was thinking at this building specifically but yeah I have had my kids go through classes and things like that and I've always been really happy with the people at the different locations and things like that.

Moderator: No bad experiences?

- No.
- Same for me. Their programs are definitely an A. I think my most recent issue has just been rezoning issues on the western side and they've been very helpful and very informative whenever they needed additional information about the rezoning, what is planned, what the builder is planning. They were very good at providing all that. I would say A as well as easement issues. I've always been able to negotiate and work with them on that.
- I've had lots of experiences.

Moderator: Have they been good?

- Well I used to work for the Apex Police Department and when I did work for them, I thought that where I worked was far superior. I mean as far as friendliness and accommodating citizens and everything but I – I feel differently now. I've had an experience – my daughter had a very bad car accident last summer in Cary and I had a good experience with it and a bad one. The female detective that dealt with my daughter was over the top accommodating to my daughter. It was a very traumatic experience and I thought that they treated her very well. On the other hand there was a person who was injured in the accident. My daughter was in a three car pileup basically. She was in the car way in the back and we were asked to wait for six hours to wait for the police who was at the scene to take the information and at the end of the six hours, I asked him – I said you've had the ambulance folks check out everybody at the scene except for my daughter. No one has asked if my daughter is okay. So at that point, he said let me – you know let me call an ambulance. And I thought you know what? It's too little, too late. At that point we were so tired, we just wanted to go home so I think some training, a little more – for accidents of that nature. As it ended up, 21 days later, one of the people in that accident died. It was a very

serious accident and my daughter is still affected by it but I can say that the female detective on her case was excellent. Excellent. I've also had experiences with the police department in my neighborhood. I live in a subdivision over by 55 and there's a pool club right behind my house and as you know – I don't know if any of you border pool clubs or anything like that. We get teenagers that want to, you know, smoke weed or drink on the weekends and so I call a lot. My name is in the system a lot and they always come right away. They're always very good. One thing that I'd like to add though, my mother lives in Germany and she comes every Christmas to visit. I live on a dead-end cul-de-sac and I have to say one year, it was two Christmases ago, I had to call an ambulance because she was having a heart attack. The fire engine could not get down my street. I would like to see something done about that from the fire department. I would love to see them scope out some of the neighborhoods, especially the bigger ones where people have a few kids and a few parents that drive and driveways that don't accommodate five cars so people are parking in the street but this is my thing with my HOA. Why don't you deal with the police department or the fire department and have a strategy for this? Because what if my mother died because the fire engine couldn't get down the street? I have a serious concern about that.

- I'm sorry?

Moderator: Would you mind telling me what street it was?

- I live on Milley Brook Court.

Moderator: Did most of you have contact through phone?

- Mine's been both.
- Mine's been most of all in person.
- I forgot about the police. They've been one of a kind that I've had. You know, and my kids have accidentally called 911 and they come and if they didn't tell you – they didn't tell me they've come. They've always been nice with people's alarms going off and had have break-ins and have always been nice. The only time – our next door neighbors were out of town in Europe for a month and a blank truck, just a blank truck backed up to their garage and we called and said we know for a fact, we have the key. There's a truck backed up and they wouldn't come. They would not come. They said we can't come. I said we know they're gone. We've got their papers, everything. They said nothing about this. It's a no name on the truck. A huge – you know like you have to have a permit to drive it and they backed up to the garage and they wouldn't come but other than that, in person they've always been wonderful.

Moderator: Let's move on to an issue related to what you were talking about. That's safety. Statistics show that Cary remains one of the safest large communities in the State and the country, but there was a concern expressed by respondents of this year's survey about safety in public places and like when you're shopping or out to eat or maybe going to the movies. Now can you – can any of you guys shed any light on why you or your friends would be afraid in public places as opposed to your homes and neighborhoods? Anything come to mind?

- Kildare Farm Road and Maynard.

Moderator: That's one, okay.

- Could you tell – could you explain that to me again? Are people in our area concerned about the safety?

Moderator: Just in public places. Not in your home neighborhood. In public places the scores dropped a little bit this year and they want to find out is there a reason for that?

- Darkness and people lurking.
- You know there are people outside of Cary coming in.

Moderator: You think?

- Yes.

Moderator: Well let's go here with it. What comes to mind about people coming in from the outside?

- I would believe it. They're lurking. I mean they lurk.
- Cary Crossroads and Cary Towne Center Mall are easy access to people from Garner, from Raleigh, from the highways,
- And you know I would say almost half. A guesstimation but my guesstimation, half of the people that visit those two areas are not from Cary.

Moderator: The Towne Center Mall and – any other areas?

- Kildare Farm and Maynard. Different stretches of Maynard. You know like places where the grocery store stays open. It might just be eight or nine o'clock but there's lurkers.

Moderator: Okay and the reason would be – for those other areas, people coming in from the outside maybe and you said lurking.

- Darkness and lurking.

Moderator: Darkness okay, that's one. Poor lighting.

- Poor lighting and just – they just changed our lights out on the street and put the LED ones in. They're awful. I mean they're really bright. They're really bright. It's not nighttime anymore on my street.

Moderator: Any other areas that you can think of? You said Crossroads and Town Square. Is Towne Center Mall different from Town Center?

- Cary Towne Center Mall in Cary Towne Center.

Moderator: And then Kildare Farms, Maynard. Any other areas?

- Yeah, I'm over on 55. Durham is like a stone's throw from where I live and I've heard that people come down right on 55 – 55 is a venue.
- People are coming in.
- Yes, absolutely.

Moderator: Any other areas? Okay we've got that one the reasons for that. Now how about the greenways and parks? Any safety concerns there?

- Nope.
- At all days – times of the day.
- Yes we need a snake hunter.
- Poison ivy.
- Well that's just part of the structure. There's certain ones they just don't tend to get to and other ones are immaculate.

Moderator: Do you mean the parks?

- And the greenways.

Moderator: And greenways, okay. Some are cleaner than others?

- Some are immaculate and some are just neglected.

Moderator: Which ones would you say are neglected? Which areas?

- Around Walnut Street, the new Walnut Street Park. The Macgregor area. Some – like I know I've been on the greenways up around the mall. I don't know what they would be called exactly.

Moderator: So Macgregor area, around the mall, Walnut Street.

- Walnut Street Park.

Moderator: Any other areas that could use a little sprucing up?

- I wouldn't say sprucing up but just better design on the western side. I find that there are a lot of people, outside people coming to use the greenways and actually come to greenway termination spots where additional greenways are planned and they loiter, they park there. They enjoy the trails but they park there all day and it jams things up. That's one of the things that actually contributes to my sense of not feeling as safe in my own is the influx of people from outside our neighborhood coming there to enjoy the greenways and things like that.

Moderator: And that's on the western side?

- That's on the western side.

Moderator: Any of you – outside of the appearance, how do you feel that others have come to be concerned about public safety or safety in public areas? Where do you hear about the safety issues, do you – what is it? The newspaper?

- The kid's schools, like the moms and dads are talking or in church you hear somebody saw something.

Moderator: Well the Cary – the Cary News reports small level crimes as well.

- We have a neighborhood watch in our HOA and we have a website too where people can go and just catch up. It's on Facebook as well, it's tied in so when somebody posts something. We had someone casing our neighborhood several months back and people would post a description of a car or what a person would look like. It was very helpful, very helpful.

Moderator: So you think people are hearing about these issues – some sounds like word of mouth and then Cary News and your neighborhood watch. Any other places you pick it up? Pretty much it? And the last question, what advice would you give the Town on what kind of things they can do to help citizens – well I have one other question before that. Can you think of in the past two years any safety related news story that may stand out that may cause you to feel unsafe? Something in the news that you heard.

- And this is going to be really controversial, I know so...
- Concealed carry laws. You know where they have these gun free zones. It's always – you know people have very strong feelings one way or the other. What I've always explained to people is let's say for example, what if the governor walked in right now? Who would he have with him?
- Bodyguard team.
- Absolutely and they'd be – they'd have guns to the hilt. Why? Because there are bad people out there and they are the ones that are not going to pay any attention to any laws and so therefore if you remove the guns, they're really happy about it and that's – I mean it's something that you can't get beyond in our society. You just can't. I mean it's not going to happen so it's better to me to deal with it as effectively as you can and accommodate. I certainly would rather have one of you carrying something if there was a problem and – and you could possibly be helpful to it rather than somebody come in and hold you hostage simply because you did not.

Moderator: Okay. Any other stories besides concealed carry?

- I mean I think for instance, I don't know if you have a concealed carry permit. Do you?
- Yes.

- I do too but Cary Towne Center has different entrances where some entrances, you'll walk in and it's posted you cannot carry and others do not post it. That's a problem.
- Big problem.
- You need to be consistent with it.
- Yeah, absolutely. I agree with that.
- Consistency and I'm from Connecticut. I'm very close to that area where they had the shooting. My brother still lives up there and I have a girlfriend who just got her concealed to carry in Connecticut. It took her two years. It took a long time. It's very difficult up there now and they're being treated like felons but I think as long as there's enforcement and education and consistency.
- Exactly.
- And you know when I went to the class I took my daughter through when she was 18 and I didn't take her through because I wanted her to pack a weapon. I took her through because I wanted her to know gun safety and she does now and I'm very – some people think that's irresponsible of me and I don't. I think you know when I grew up, I used to walk to the bus stop. Walked a mile and a half to my bus stop with my mom and without my dad. Now I drive out to go to work every morning and I live in a nice community and it's a nice day and I see parents with every single child. Now I don't know if that's a thing of protectionism or Sally or Tommy can't be safe at the bus stop alone or is it a thing of – I don't know what it is but to me it's troublesome.
- It's because we have a 24/7 reporting system with Facebook, Twitter so they know they're much more conscious of the issue. I mean if you – if you were to Google who the offenders are out there, you're going to find several in your own neighborhood so you – so you're paranoid about it.
- I agree with you, I grew up – when I went out of the house to deliver at 6:37 to deliver my papers, my parents might not see me until suppertime.
- Exactly.
- But they knew.
- That's disappearing unfortunately.
- Well yeah in today's world.
- I would like to see more of that in Cary. I mean I'd like to see more.
- I don't know. I'd like to see an old drive in this Town. I mean really. Build a drive-in and put some amusements there for families. I see – I just went through two traffic stops on my way here. It made me late. I guess they're having Spring Daze and I think that's great but

that's only once a year. It would be nice – I think that, I don't know, I work in Raleigh. I work at the airport and I work around people from all over, all around from Chapel Hill to Durham to Garner and you know when I tell people I live in Cary, their eyebrows go up you know. And there is – there is a preconceived notion about what Cary is. It's not just a containment area for relocating Yankees anymore. It's a prestige but I think if we offered more like it goes back to zoning. Not building so many apartment complexes and this and that but maybe something for the community. I go to the dog park in Cary and I like it. It's a distance for me to go. I would like to see more dog parks. Apex has two but yeah I joke about the drive-in but it would be great for communities to – that's how people used to come together you know? Offering something that everybody can enjoy. Parents can watch a movie, kids on the swings. Have security there, you know? I don't mean security in the notion of cops walking around with their guns drawn or anything but controlled.

- Where you felt safe.
- Yeah exactly.
- Not worried about your kids.

Moderator: Any advice you would give the Town on things they can do to make the citizens feel more safe?

- I think that her bright lights sound good in public areas. Not necessarily on your street.
- Yeah.

Moderator: What else?

- I always like to see the presence of the police.
- There's more presence now since they opened these substations all over the place. I lived in the place I do now the past 15 years and I've seen more police cars in the last year and a half since they opened a substation behind me in Cary Village or something. They opened a new fire department there. I've never seen one go through my neighborhood and now I see them I'd say daily. Like oh, I think there is more of a presence.

Moderator: So more patrols.

- Yeah, it's worked out at western where I live.

Moderator: Anything else?

- You know there's very little crime in the area where I live. A 55 plus community, everybody thinks you're asleep so there really isn't a necessity for it but I always feel more comfortable when you know, there's just somebody rolling through there occasionally and people just – you know I'm a retired MP so you know patrolling is an important part.

Moderator: Lets move on to communication. The Town is very interested in having citizens engaged and involved in the government process. They want to create, implement, and make their

decisions on the programs, projects, policies, and even the laws. They want these decisions to reflect what the wants, needs, and values of the community. In other words they want you to be happy with what's going on. One of the questions in the survey asked people what are the main barriers, remember that, to being involved. The main answer was I don't have time. That was the number one answer but the number two answer was I didn't know about it. Didn't rate it high. So we'd like to know a little bit more in that area. What kind of Town related things have you looked for information about and not find it? Where did you look and how long ago was it? Can you think of anything?

- I gave it an A+ because I see it on TV, I see it in the news, I see it on the website. I think I see it on
- Facebook.
- You can Google it.
- I mean I give it an A+.
- For me, it's ordinances. A lot of times, I just have a question about an ordinance in this Town and you can go to the Town of Cary website where you pay your bill – your water bill and through there I think there's a link to the ordinances but you have to look forever to find it. I mean it would be good to – it would be great to have something like Ask.com. Like for instance, street parking. You know if I have a question about it or fence height. We had a fence issue in our neighborhood. What are the ordinances in Cary?
- They vary.
- Sometimes you just have to look forever to find the ordinance because you know they go on and on and on.

Moderator: All of you say that the information is out there. You've had no trouble finding it, you haven't missed anything.

- There's a program through the Town of Cary especially for either low income or for elderly families that if they need some rehabilitation to the homes that they own. Windows for high efficiency and stuff like that. My mother was one of those that we were seeking for. She's almost 70 years old and it was – it was a very long process not only to find what we had heard about on the website but then to get all the information and once we got to where we needed to go, it's like the gates of heaven opened up and everything was at our disposal but to get to that point was kind of like trying to find a needle in the haystack.

Moderator: Okay, we'll get to their website in just a minute. That's our last stop.

- I work – it's not entirely related but recycling bins. I had no idea for like the first three years that I lived here that you could get a bigger one. I just happened to call them one day and say well what are my other options? I didn't know if they could do a second collection or anything like that so they let me know at that point that there was a larger option. I think had I known that ahead of time, I would've gone for the larger one so that was just something that I had no idea about that was even an option so...

Moderator: And you found out about it once you...

- Yeah but like three years after. You know it's not a big deal but it would've been nice to know ahead of time.

Moderator: And one other question is there any opportunity that you regret missing because you didn't know about it or couldn't find information? Okay very good. When you think of things either in the Town or elsewhere that have got your attention, what were they are more importantly, how was the information delivered to you so that it did get your attention? Can you think of anything? Okay when you think about the kind of things either in the Town or otherwise that got your attention quickly, what were those things and then more importantly how was that information delivered to you? What was the best way that got your attention?

- Most recently I had a good experience in the rezoning issues on the western side. I had no idea about the rezoning. We all get tons of junk mail and I get this bright neon – neon green Town of Cary folder and I'm like oh what did I do now? I was sure I was in trouble for something but no it was a notice of the – it got my attention, yeah. They were every month periodically. There were two meetings this month about this issue.

Moderator: So that works, the mailing works.

- Oh yeah, and the flood of junk that we get, it was a great idea. Bright neon green. It's different than anything else.
- I like the newsletter that comes out like with the water bill.
- Yes!
- I just read mine last night.

Moderator: So that's another way – that gets your attention.

- Yes.
- And always any issues or changes that may be coming up. Rezoning changes and ordinances, it'd be great if they could put additional notifications in BUD because of something you're about to get.
- I'd like to see BUD online.
- That's a good idea.

Moderator: Anything else?

- They can't neglect that.
- Or dumping on the news.

- Yeah like that whole Walnut Street, they were going to put that median in. I mean, I listened to areas where I ride my bike. I tend to notice if they're going to redo the traffic or those traffic circles and the price. That always gets my mind like oh, and stuff like that – or they don't – the traffic lights are too short or long. I always notice those but I think that's like you said WRAL or the newspapers.
- You know a few years ago, they put up and I don't know if any of you put around them those signs.
- Those electronic signs.
- I like them.
- They're never used. I never see anything on them.
- I've seen them a few times and I don't know why people hated them. I liked them.
- Why?
- There was a reason of...
- I think they can't get the part anymore.
- There was a parts problem and it was too expensive and they didn't – I think they discontinued a couple years. I don't know where I read it somewhere.
- Yeah they can't get the parts anymore.
- What are those for? I'm sorry.
- They were to tell you big news like an earthquake or a weather alert.
- I liked the signs. They were cool.
- Let me reverse this a little bit. Do you know of any other community that does a better job?
- I mean I've lived all over the place.
- You mean the service?
- I think they're great.
- This is by far the best.

Moderator: Let me ask you a question. Of the other places you did live, any better than Cary at giving information out?

- No, no. Absolutely not.

Moderator: So they're doing a good job

- Yeah.
- I mean you can always do better.

Moderator: Any other suggestions to improve?

- I think they're doing okay.

Moderator: Last set of questions is on the website for the few minutes we have left and I think you've already hit some of the issues they have there. There's a website there, you've seen that. Now let me ask you a question with that. Okay for those of you who have used it, why did you go there and what were you looking for and trying to do? How many of you have used the website? Almost all of you have. What were you going there for?

- I went there for the flow for the sprinkler system.

Moderator: Did you find it?

- I did. It took me a little bit of effort but I found it.
- Recycling and youth group – youth things.

Moderator: And did you find it?

- Yeah, I didn't have any trouble. It was amazing because I'm not that great.
- Oh, community information, festivals, trying to figure out what was going on.

Moderator: Any problems finding it?

- No problem.
- I check it all the time for my softball schedule. I play in the 60 and over league and it's always on there and what else do I look for? I look for jobs. I look for those. I'm always looking for another job. Always a better job somewhere.

Moderator: No problems finding things?

- No.
- Same thing, paying the water bill. Doing that and finding ordinances.
- The only one you had was an energy issue.
- The one for our – that grant, that program. That was – but other than that, everything else was great.

- Recycling and permitting.

Moderator: And all good?

- Never had any problems.
- I've been on there to look up information about the parks. I would say I'd like to see more pictures so I can kind of get a better visual of what the different parks look like and the – the new movie theater, I have not been to it yet but I'd like to see more like I get the notice each week about what's going to be showing but I'd like to be able to look it up just like you can with any other movie theater just to see what would be on.
- That's a good idea. I haven't been there yet but it looks awesome.
- All of these things but I'll just say that's one of the reasons so many people move here. Seven years ago, the Town's website was one of the first places I went. I looked at all kinds of stuff about the Town and I was like I can't wait.

Moderator: And everything was there?

- Oh yeah.
- I was able to look up the greenways at the time. They were planning the beltway and of course, we were looking at moving – relocating to the western side so we were able to get up all the freeway plans and everything that was being discussed that was a critical issue at that time.

Moderator: Okay. Did you find everything you need?

- Yeah.

Moderator: Okay, you lost your name tag.

- Oh I'm sorry, Wendy. I went there for garbage and recycling too. Once in a while they don't pick up my recycling so I want the number to call and also for the licensing for my dogs.

Moderator: Did you find everything?

- I did.

Moderator: Quickly?

- Yeah.

Moderator: Okay. Anything positive or negative? If you look at the website what's the most positive thing and negative thing you have to say about it? What's positive?

- Don't ask me because I don't...

- There's just a ton of information there.

Moderator: Okay what else?

- It's always time-consuming. Of course anything is.
- Because it does have so much information.
- It's a little bit.

Moderator: Is it easy to get to everything that you want in other words?

- Yeah.
- Yeah.
- I think a lot of it is just having the experience and you gain experience every time you use it and it gets easier as you do it.

Moderator: Okay so that's positive about that. Would you say that this website compares favorably with other websites you use? Do you think so?

- Mm-hmm.

Moderator: Do you agree?

- Yeah.

Moderator: Now let's see, all of you have used the website so I don't have to ask this one here. Now is there anything – this is for you too. Is there anything the Town could do to get you to use the website more or be more of a returning user or is it at the point where you think it needs to be?

- I'm happy with where it is now.

Moderator: You like where it is now?

- Yeah.

Moderator: Do all of you agree?

- Well you know you can always improve something.
- Yeah I don't want to say don't work on it but in terms of what it provides and its functionality, as long as it's keeping up with demands.

Moderator: You said maybe some more pictures.

- Yeah, pictures.

- More pictures. I think it's a little bit dated looking perhaps. Just to have something that's a little bit more interactive whether it be more prominence to social media things or you know stuff like that. It'd be cool to have like a greenway app. I would love that.

Moderator: Greenway app, okay.

- Or parks app.
- I'd love to see a webcam at the dog park.
- Oh!
- It would do two things. It would tell people who's there. I don't wanna go there at nine o'clock at night if nobody's there okay? That's one thing but also it's dangerous. I mean if they have a webcam there right in the middle way up high, people could check in on it and see oh, my dog's friends are there, I'm going to go.
- Don't you think that would be weird?
- Or the police could say...
- You're going to have that part of the population that doesn't want big brother constantly overlooking and I'm not trying to say one way or the other. I'm just saying that would be the only...
- I can see that, I can see that but also it would be security for the police department.
- If you're not doing anything wrong, what do you have to worry about?
- Yeah I mean, I guess it's up to the person if they wanna go there because it is open until ten o'clock at night and in the winter months, it gets dark at five so that's five hours of darkness.

Moderator: Do most of you think the website is pretty good?

- Mm-hmm.

Moderator: Maybe a few minor changes and update a little bit and we'll be okay. Just keep moving with what's going on. One last question here is what's your favorite website? Right now if you think about your favorite website you would go to and why? If the Town were to look at other sites as a mock.

- I'm going to give out my personal information with this one but I mean my favorite – my home site is Drudge Report.
- Drudge Report.

Moderator: Okay, okay. What else? Is it – did you say D or G?

- Drudge.

Moderator: Drudge Report, okay. I'm not familiar with that one.

- Really?
- The Wake County public schools thing.

Moderator: Is it a good one?

- It is a good one because I'm a teacher and a parent.

Moderator: Okay what else?

- I'm sorry, not to go back to the last question. Taking her idea, go to wakegov.com. Go to Wake County's website. They just improved their website and their website is phenomenal I think as far as how to find apartments, how to find details, how to find out things. Wake County did a great job in updating their website. Maybe the Town of Cary could just use that template but I mean, even going to the GIS maps when you wanna look at you know – you know different plots and different stuff. Everything is right there where you can find it immediately. Tax records and everything.

Moderator: So it's Wake County?

- So if they go to the Wake County website and use – they could use that as a template.

Moderator: What else? Any other sites that you guys – your favorite ones that could be involved? Can you think of anything? Thank you guys. It was terrific. You guys did a great job. Is there anything else in closing you want to tell us?

- I have one – one question. Rhetorical, I'm sure. 540, what in the world? Where did they ever come up with this pricing?
- I feel that's a Wake County thing and not a Cary thing but I have to get on it every day and I have to pay.
- I love that road.
- I love it but...
- Why did they tear it up?
- Nobody uses it.
- They're getting ready to toll the whole thing now.
- Oh, good.
- Because it's already paid for. They're just tolling us.
- This part's not paid for. They've got bonds to pay for and we're paying for the bonds.

Moderator: Anything else?

- Part of the western side of Cary has something called reclaimed water lines that run through the communities so that homeowners can pull the irrigation from the reclaimed water and not use potable. Us that moved into the old part of Cary don't have that privilege, don't have that access so we have to pay twice so we have to pay for the incoming water and sewer if we want to water our grass, if we want to water our gardens and our plants. Maybe the county could put a little bit more effort into getting something into the old part to help us with that.

Moderator: And that's the Town?

- The Town.
- I did not know that, wow!
- Somewhere the lines got crossed and they were getting the – the agricultural water was going in the house. That might've been worse.
- I know in the newer part, I would say ten years back and moving towards us now, they were installing the reclaimed waterlines alongside the regular lines running through for regular water. It's a great benefit to have because it will encourage homeowners to go ahead and use water to try and get their lawns to be fescue and Bermuda instead of weeds and weeds and weeds. Just a thought.
- Well that's part of just keeping the old up.
- It's the old part of the town.
- Write down high density a lot.
- I'll take it.
- They put the technology in where the guy can just drive by now and just scan I guess a meter thingamajig but – but I tried to water the front and the back. I have Bermuda in the back and fescue in the front. I cannot run two sprinklers at once in Cary because there's just no water pressure.
- It's terrible here. It's terrible.
- I haven't had any trouble.
- I can't run two sprinkles.
- I don't have that problem.
- Maybe you have to look at it as...

- Maybe it's my neighborhood.
- At the meter between you and your house, they didn't put a regulator into the build or maybe put a regulator in to lower the pressure to avoid bursting pipes and stuff like that.
- Well you'd think that that's code though right? Code and inspections.
- Yes, I'm finding that out.
- The builder – the builder could've put something in it because maybe at that time there was some type of regulation and we don't want more than 50 PSI going into your house but it's between the meter and your house, not the city. The city's pressure is through the roof and I know that because I deal with the irrigation systems all the time on our site so the city's pressure is – the Town's pressure is great. It's from the meter in your house. You may have a reduction of pressure by the builder.
- I see.

Moderator: Very good. Thank you all. We appreciate you taking the time.

- Thanks.
- I appreciated the survey and that Cary does ask.

Moderator: They use the survey in their decision-making just to let you know.

Appendix E
2014 Biennial Survey Focus Group
Session 2 Transcript

Moderator: Now what I'd like to get to know is a little bit about you. So if you would just say your first name, how long you've lived in Cary and where you came from before you moved to Cary. Peter, start us off.

- Okay so yeah, Peter. Lived in Cary since 2009 and prior to that lived in Minnesota for a couple years in Greensboro before that.

Moderator: Okay very good.

- My name is Ingrid. I've lived in Cary for 18 years and lived on Long Island before that.

Moderator: Okay.

- I'm Marva and I've lived in Cary since 1996. Before that I was in Atlanta for 18 years and prior of that, always North Carolina.

Moderator: Always North Carolina, okay.

- I'm Frank. I've been in North – well I've been in Cary since 1988. Before that I was in Wisconsin for two years, Connecticut for three years and then Philly for 25.

Moderator: Okay.

- I'm Sandy. I've been in Cary since 1994 and prior to that I lived in Maine.

Moderator: Okay.

- I'm Marco. I grew up in Raleigh for 20 years and then 27 years did the military thing and moved back three years ago and I moved to Cary when I moved back.

Moderator: Okay very good. Thank you so much. Do any of you live in apartments? None of you? Okay very good. The first issue we're going to talk about is growth. Growth showed up again in the survey as a concern of the respondents even though the population and tax base growth rates are actually down compared to the recent past. What about growth concerns folks? For example, is it the byproducts of growth like traffic or waiting in line? What bothers you about growth? Peter.

- It's the school system. It's in catch-up mode. It's reactive instead of – especially where I am in western Cary. Lots of neighborhoods just springing up all over the place. Schools will be overcrowded and then it's a few years after when they finally start building schools.

Moderator: Okay.

- And if I could tack on to what Peter is saying. I work at a school and I think what we would consider western Cary at Alston Ridge and the development over there is just exploding and

the school is at capacity. The schools in and around there outside of my school is at capacity and exactly what you're saying. It's we're reacting to it instead of getting out in front of it and the traffic is a concern, the schools overcrowding and the type of growth that we're seeing. That it's denser than I would be comfortable seeing.

Moderator: Now what do you mean by type of growth, what are you saying?

- Apartments.

Moderator: Apartments.

- Yeah and there was a – near where I live on – off of 55, there was a proposal that did not pass luckily but for some townhomes. A concentrated area of townhomes just tucked in off of Turner Creek Road, which is just one in and out and there's already a huge development back there. Luckily that did not pass but it almost did and so that type of concentrated growth I don't think is what we need.

Moderator: Any other issues? You said traffic too was a concern.

- That would be a concern I have, is the lack of expansion of the roads for all the growth. I live in southern Cary and there's a lot of two lane roads leading out from Crossroads and all that stuff going out to the south. Seems like that area is growing like crazy and that's why I moved there but the roads seem behind the curve on the – your planning for that properly.

Moderator: So infrastructure items is what you're basically saying?

- And crowds, getting crowded.

Moderator: Crowded.

- With the traffic – that same area. I think some of that kind of borders Raleigh, Jones Franklin and Buck Jones. Yeah those roads are just backed up trying to get on the highway and then also the schools as well. We send our daughter to private school and it's because we don't – I know the schools are Wake County, not Cary but we don't like the way the schools are run and how they assign people to schools. Some people have flexibility to go to better schools and other people are locked in to certain zones. So the growth – in terms of growth, it's the schools and traffic that disturb us.

Moderator: Okay another question would be related to this. What's the – which is the concern? Is it the growth in Cary, the growth in Wake Country or the growth in the Triangle in general? What's your biggest concern?

- I think I'm more impacted by the growth in Cary and I think that what everyone is talking about, schools and traffic, that just really is overall quality of life. You know I left Atlanta and moved to Cary and felt like I had seen enough taillights to last me for the rest of my life. So you know I think that the traffic and the school overcrowding really affects the overall quality of life in Cary and it's eventually going to be a real problem for continuing to attract people, the quality of people that we want moving to our area.

- Yeah you made me think of something when we were talking about the growth. There's been a number of businesses, for example the Lowes Foods right at Davis Drive has gone out of business yet there's going to be a huge Publix going in at that same intersection and I hate to see businesses that were already in existence going out of business because there's something bigger or better going on the opposite corner and there's already so much of that. You can throw a rock and hit a Walgreens in any direction.
- Especially in that area.
- It is. Where I am, it seems to be really concentrated.

Moderator: What area was that?

- 55, near 55 and High House.

Moderator: Okay.

- And I just hate to see the loss of businesses just to have bigger and better businesses.
- Yeah that's bad for us as well. I mean I know that's free enterprise but it seems like you'll have a perfectly successful shopping center then two blocks away, even the same brand or some other one comes in, bigger, newer, knocks the other guy out. It's almost like they're leap-frogging each other three blocks down the road.
- And that happened in Atlanta. That's what made me think of it. All those strip malls.
- Yes.

Moderator: So just back to that growth issue, is it Cary then that mostly concerns you?

- Cary.
- Cary.

Moderator: Okay everybody is saying Cary.

- Another issue with all the growth in western Cary is that, I think, declining property value. So you get a lot of track builders or national builders coming in and throwing up houses and it's I think decreasing values of existing homes.

Moderator: Okay. I see what you mean. Another question related to this, now Cary can't put a wall around the Town and lock everybody out to stop development but what do you think are some things the Town should do that would make you feel more at ease?

- What I was – wanted to bring up was there was a period when Glen Lang was the mayor where he really – and again I know you can never really judge what happens but at least he was talking about making the developers pay for the development. Where there were higher fees, they had to pay for roads, pay for schools and for a while it seemed as if that, you know the development. Again it's really hard to do cause and effect but it seemed to me as if the –

as if Cary really made the builders pay a higher price for development. They couldn't just go in, knock every tree down. They had to improve the roads. They had to kick in money to the schools and I don't follow things as closely now but I think we've gone backwards. At least for a while it seemed like there were a couple years where Cary was on the side of people trying to get development under control and I think all that's gone away and it's now pretty much pro-growth almost at any cost.

- I remember that time that you were thinking of and there just was more accountability on behalf of the builders. That if you're going to build, these things have to happen first and there was a cost associated with those things.
- Yeah, I think it was impact fees that they...
- Yeah that was the phrase, impact fees.
- Yeah I think that was it and it did seem to work and I, you know for a while there. I don't know. I mean the overcrowding issue is certainly not going to be helped by the high density that is being developed right now. I think personally I would prefer to see more single family developments and maybe fewer apartments going in areas that already have traffic issues. I mean we were discussing this even before this started at that intersection up High House and Davis. It's already, you know got some traffic issues there and now they're putting in lots more high density development that I think is really going to become a problem.
- And maybe a minor point, because we had one area where they did a nice job of it, is with all the roads getting busier and busier makes it tough to be a pedestrian and makes it almost impossible to ride a bicycle and if they're widening the roads – well Tryon, they've recently finally opened up that tunnel that goes underneath Tryon which makes it great for riding bicycles. So if they are going to widen roads and have more development, they need to factor in the people that actually live there and walk and ride bicycles to make things more friendly for the people in the immediate area and not just have every road – because I grew up in Philly and every road eventually becomes a highway and nobody wants to live on a highway. Even if they widen the roads, you know that helps the drivers but it doesn't help the people who live right there and have to cross streets and want to run from one store to the next. So the roads have to be more intelligent. You know whether it's making them more expensive with underpasses so that you don't have to stop or having pedestrian tunnels or pedestrian bridges or even just synchronizing the lights so that – and those are things that builders should kick in if they're putting up 200 new homes.
- I think that's a really good point that you made about the residents of an area being taken and their quality of life being taken into consideration when you're talking about how to change intersections and roads and highways. At one point we lived in Preston right near the intersection of Cary Parkway and High House and there was a change to that intersection that was being discussed at one time and I'm sure they're probably still looking at doing something there but the change that was being proposed for that intersection would have caused us untold hassle. I mean we couldn't come out of our neighborhood and turn but one way and we would have had to go down the street and U-turn and come – I mean it was just kind of crazy what was being proposed there. A lot of – yes, yeah I'm sure if you live near there and you've been around a long time you remember that but it was just – we thought it

was just such a poorly planned proposal for handling traffic for the area and again without concern about how it was going to impact the residents of that immediate area but more focused on how are we going to get commuters from point A to point B. You know and there was really only a problem at that particular time of day and it wasn't that big of a problem even then, you know at 5 o'clock.

- It was trying to accommodate more the commuters than the people that actually lived in the area.
- Exactly, yeah.

Moderator: Good points. Let me move on then to customer service. You probably remember in the survey we asked you quite a few questions about customer service. Actually we asked those questions about your personal interactions with the Town, the police, the fire and parks and recreation. My question here is today is about customer service. In other words, now let's not talk about you, let's talk about the public in general. What would you say is the general public perception of the town's customer service? Is it pretty good or pretty bad, better than most, worse than most? Again this is not you but the public in general. What do you think it is?

- I mean I guess good.
- I kind of would say good. Mainly it's one of those things where I don't hear people complaining. That usually means people are satisfied. It's not a topic I hear.

Moderator: So you think the Town does a pretty good job of service? Another question, is – raise your hand if you or a member of your family has had any personal experience with the Town Hall. That could be the staff or the Council. Either by person, phone, email or any social media. Okay three of you. Okay now tell us a little about that interaction. Why you had it, was it electronic, whatever the case may be, and then how did it go? Give me a grade for it.

- So I'm planning a renovation in my attic so we're just talking with people from the building department just getting preliminary permission. Very good, very helpful.

Moderator: By phone?

- Actually in person. They had a fair down here a couple months ago.

Moderator: And you said good grade?

- Yes.

Moderator: Okay.

- And then other people that I know that have done it, very good interactions with the building department.

Moderator: Excellent. Ingrid, do you have an interaction?

- Yeah, I have in the same sort of way, you know making changes to our home and found them to be very, very easy to deal with and very courteous. I dealt with the Town Council I guess when we were fighting the change to that intersection and thank goodness they were responsive. I mean we had a lot of people that showed up for that and thank goodness they were responsive to that. I don't know that the people at High House and Davis felt the same way about that intersection but at least they were responsive to the Cary Parkway – High House changes.

Moderator: Give them a good grade then?

- I would, absolutely.

Moderator: Okay. Did you have any Frank?

- I think over the years were a few. I think when we do the water meter for irrigation, doesn't that come through? Yeah I think all the small interactions have been fine. No complaints.

Moderator: Sandy?

- We – my husband had an interaction with building a shed in our yard and that went seamlessly. That was fine and I had an interaction with PNC and the Council when Harmony was being built and also with the townhomes that were proposed. That's was both attending the meeting and speaking for the Harmony and for the townhomes behind us, it was just interacting through e-mails. Very responsive.

Moderator: Very good.

- None for me.

Moderator: Okay that's good. And the last thing, can you think of a company or place that provides some great customer service and what was great about it and what can Cary learn from that?

- I have an example. Let me toot the horn for Dyson because I have this little handheld vacuum. It wasn't working. It was out of warranty but I never even sent the card in the first place which I – she said oh go on and register and we'll honor it. but it was out of warranty and they sent me the replacement parts for free and then about a year later, something else went wrong with it and it's so far out of warranty at this point and she sent me a whole replacement thingamajiggy. Did you get that? Thingamajiggy. I mean this was years ago and they're still honoring their product, just standing by their customer, taking care of business. I'm telling you all about Dyson because I think their customer service is fantastic.

Moderator: Okay any others?

- I would say KitchenAid. I've had an issue with that and they've been great. I had the bowl for something that was getting scratched and they told me how to clean it and I said it didn't work and they sent me a new bowl. It was like 100 dollars for the bowl and they just sent it to me. We had another problem where the coffee maker didn't work and they sent us a brand new one free. I think they're great too.

Moderator: Anybody else?

- Disney.

Moderator: Disney?

- Everything is so – huge place and everything is well-coordinated.
- I think a lot of the retail businesses, they just learned in the last ten or fifteen years that they have to be nice. I remember in the old days, it was a fight if you had to return a product. You had to prove to them that you didn't break it and now almost all the retail places just – they have their generous policy. You walk on in. Most places – it's really more the utilities that are atrocious now. The internet companies and cable companies that are just horror stories to deal with but I think the retail business and restaurants, no.

Moderator: It sounds like what you are saying is that they went above and beyond what they normally should have.

- I think like Cary. I think most entities realize what they have to do well.

Moderator: Do you feel Cary does this?

- Yes.

Moderator: Okay do all of agree?

- Yes (others agree).

Moderator: Let's talk about safety. The statistics show Cary is one of the safest large communities in the State or country to live in. But residents have expressed a little bit of concern in this year's survey about safety in public places, not in their home neighborhood, but public places. Like when you are out shopping, out to eat, or possibly at the movies. Can you shed any light on about what you or your friends may be afraid of in public places as opposed to your home neighborhood. What concerns come to mind, any?

- Aggressive driving. Again with the traffic and you see a lot of it.
- I don't have any particular fears in public places that are generated by the area we live in. I think that people are just generally more fearful of that because of what happens around the world these days. You know, you hear somebody going in a movie theater and opening fire or something like that. It is frightening for everyone but I don't ever feel fearful in Cary and I am very thankful for that.

Moderator: Is that for most of you going out? Do you feel the same?

- Yes (others agree)
- I was just going to say occasionally at the mall, not young kids but they're young adults now but my daughter and her girlfriends going to the mall late at night and stuff and shopping

around closing, stuff like that. That's a concern. I don't have an example of a negative situation but just a concern at the malls because all different kind of people are interacting in the mall versus your neighborhood like you were saying.

Moderator: Can you put a finger on any places that feel less safe and then maybe why? Maybe poor lighting, like a police presence or maybe the people. Any areas that you can put a finger on that we could improve and why?

- Are you talking about for Crossroads or for...?

Moderator: Just in Cary.

- I had an experience maybe a year or two ago right near my house. Let me back up just to say that I think here you almost get lulled into this false sense of security because it's like a bubble, it's so ideal. Like you just feel so safe and so maybe I wasn't quite as aware as I should've been. I was with my daughters and they were a couple years younger. I was getting out of Harris Teeter and a guy came right up to my car and said I need whatever money you have, I need some money from you. He had someone – he had a child in the car and I was holding my child and I was so taken aback by this whole experience and I was like oh my goodness, I have a child with me. It was one of those things if you had asked me ahead of time, I would've said oh I would've been all over this but I wasn't. I was just so caught off guard and I think I had five dollars in my ashtray and I gave it to him. I never would've predicted that I would've done that but the safety of my child was the first thing on my mind. I just have to make this person go away. It was one of those things that I thought about later just the different ways that I could've dealt with it or handled it but also just to answer the question about what could've been done, maybe just more visibility and presence. When I come home from work I see a police officer almost every day on 55 just watching for people speeding. Well I would rather see maybe some pass bys, not just a parked police car in some of the area businesses but just more presence in and around. I don't see the police that often unless they're just sitting there by the water tower waiting to catch me on 55.
- Well there's a lot of Cary police cars parked in parking lots.
- Right and you know that they are.
- Yeah you know they are.

Moderator: So just the visibility.

- I think everyone knows they're empty. I don't know what really the purpose is behind parking those cars at convenient stores. No one's in it and it's not really much of a deterrent in my opinion. I was going to add on to Sandy, my kid – my son has had a similar situation at a gas station, a convenience store getting gas and someone came up like hey do you got a couple bucks? Do you got money? It's an awkward moment and you're taken off guard. Like you said the false sense of security and here's danger when you're filling gas up.

Moderator: Anybody else feel that way too?

- I had forgotten that. In general I don't feel threatened anywhere in Cary but I was at – where the REI is right on Walnut Street and maybe it was before the REI. It was that shopping center and as I was just walking in – and it's kind of – it's kind of a – I wouldn't say it's maybe a half aggressiveness but a half begging thing where it's like I need money, I don't have gas, we don't have any food in my family. It's kind of half begging, half aggressive so you're kind of on the – you don't really know.
- It was almost exactly what you're saying. I think he said I don't have food to feed my family or something like that.
- Exactly but they're like right in your face. It wasn't a passive thing. It was right in your face. I need five dollars for food, I don't have gas, we're two hours from home and part of me is like oh I guess I can help them but it's like it didn't add up to me. It struck me as peculiar. There are other ways if you're out of gas or money and you're genuinely hungry but I guess maybe that's a common thing that's going on.
- I'm sure you were very surprised that that happened to you in Cary.
- I didn't even think of it.

Moderator: Anyone else have experiences where you felt threatened? Any areas of Cary that you think are a little more concerning than others?

- To generalize, I would say the shopping areas because that gets all walks of life and the malls and Crossroads. More common to come in contact with it in those areas.

Moderator: Okay anything else? What would you say to improve those areas?

- Presence.
- Police car having a policeman in it.

Moderator: Okay how about the parks and greenways? Any of you ever felt not safe on parks and greenways?

- No.
- I use them.
- I've heard things about the greenways and the tobacco trail but I don't. You do what you have to do. You can't live your life.

Moderator: What are some of the things you've heard?

- Oh just the people being accosted.
- In the Durham area.
- Yeah, yeah. Durham too. We've heard all of those.

- On the greenways where you have crosswalks, on streets cars don't pay attention. It's a traffic law that you have to stop for pedestrians and you don't. I'd like to see people get pulled over for that.
- I wonder if that's an education. I wonder if people know that they're required to or not.

Moderator: Is there any – can you think of anything that outside of personal experience of things that have happened that may – or heard about that might make people not feel secure? Any news issues?

- In Cary?

Moderator: In Cary. Something that would make people – something in the news possibly?

- Well this year I think more than in past years, there's been some crimes that you don't typically hear about in Cary like the murder at the Laundromat a month or so ago and it was right near me over in – not Brookstone but on the other side, there was a killing in somebody's yard.
- Oh that's right.
- It was kind of a domestic type thing. It wasn't in the family but it connected to the family. So you don't typically hear stuff like that and it just raises your awareness that okay, things are happening and it happened in kind of – not rapid succession but it was two or three in the space of four or five months which for Cary is a lot. So it just kind of perked up my antenna that oh, okay because it's so close to home.

Moderator: When you hear about things like this for public safety, where do you hear about them?

- I read the newspaper online every day. I read the headlines and watch the news.
- My local news.
- There's been quite a few house break-ins lately.
- Well you know, I think that's one thing that perhaps Cary could do a better job of in terms of when there happens to be a concentration of break-ins in a particular neighborhood or particular area. I hear it word of mouth. I'll hear from someone oh my goodness, they've been having break-ins in this particular area and we contact the police and oh yeah, there have been 13 in the past 3 or 4 months.
- That would be one thing that would be nice to have on a website.
- I'd like to know about that, yeah.
- I know the departments now do that mapping stuff but the same thing, every so often I'll bump into one neighbor and they'll say oh we've had ten burglaries in our area and it's like I didn't know that.

- So if you subscribe Cary, you can get alerts they do a pretty good job of it.
- I didn't know that.
- Any time there's a rash of break-ins, you get e-mails with the latest section of...
- How do you do that?
- You go to the Town website and you can subscribe to a number of alerts. I mean they're pretty quick and timely.
- That's good to know. I mean I didn't know that. I've lived here for a very long time and I certainly learned something today so maybe something to make that a little more public.

Moderator: Publicized?

- Yeah.
- Another safety thing I think, we talked before about traffic. You probably were aiming more towards crime and violent crime but we all know people – there's more deaths associated with traffic than anything else and I walk my dogs all the time and I joke with everybody that's the most dangerous thing I do in my life. I cross in the crosswalks, with the green lights, some of them even have the flashing thing. People do not stop at red lights. They don't look for pedestrians and bicycles. If they're making a right turn on red they don't even hit the brake lights and I would say probably once a month, I'm grabbing my dogs and scrambling to get out of the way of a car.
- Gosh you know, I've been noticing that recently too that people aren't – they're not stopping at red lights. They'll keep going right through the intersection several seconds after it's turned red so instead of seeing the green light and hitting the gas, I always find myself looking to make sure okay that guy is going to stop, this guy is going to stop. I'd like to see us paying a little more attention to enforcing – enforcing that.
- I think they were fooling around with those automatic things for a while. I think there's a problem with those which I was always in fear of. If you've got rainy traffic, you don't want to come to a sudden stop because the car behind you may not stop so I didn't like those lights for that reason but I think it did kind of get back to the concept you're supposed to stop on red. You're going to get in trouble if you don't and I think that's gone away, especially the right turn on red. People don't even pause and as a pedestrian, I'm not exaggerating. Once a month, my dogs and I almost get nailed as we're walking on a green light and the cars don't even – if they're making a right, they just keep going. So I would lump that in with safety.

Moderator: What are the electronic devices you're talking about?

- Well some of them have the – you know the surveillance thing.
- Oh yeah, yeah. I think those were banned because there were problems. They're far from perfect, I'm not advocating them but I know wherever they put those up, you saw people

coming to full stops. They were not going in at the crosswalk. I think they had a – again I'm not going to lobby for them. I think they definitely showed that people will change their habits if they think they're going to get caught. My problem with them was when you had bad weather and you weren't sure – it added a whole other thing in your brain where if I stop real fast, is the guy behind me going to nail me? But anyway my main point is traffic safety and pedestrians. The aggressive driving on 40, that's where I feel unsafe in my car driving and walking across the street.

Moderator: Well let's move on to communication. This is very good. The Town is very interested in having citizens engaged in the governing process. They want to create and implement to make good decisions on programs, projects, policies, even laws and they want to make decisions that reflect the wants, needs, and values of the community. Basically they want you to happy with what's going on. One of the questions on the survey asked you to identify barriers to becoming involved. Do you remember that? We asked you a whole series of barriers. The number one barrier continues to be I don't have time which is overall lifestyle but this number two response was – one they ranked very high, I don't know about it and that's one thing we'll look at a little bit more. What kind of Town related things have you looked for information about and not found it and where did you look and when was it? Is there anything like – so all of you have pretty much found what you've looked for and not had issues, okay. The next thing is any Town opportunities you may have regretted missing because you didn't know about it or couldn't find it? Can you think of anything in the past?

- Well this is – are you talking about an event or just...

Moderator: Anything.

- Well my neighbor just got a bigger recycling bin. I need a bigger recycling bin and I thought how do I get it?
- It was in the paper last week. It was a number that you could call and I forgot to write that number down.
- I need it.

Moderator: So you found out...

- Maybe I'll write it on my pad of paper and get myself a bigger recycling bin.
- I'm getting one too.
- If that's commonly available and if Cary wants people to recycle more, you'd think they'd have a list of people with the smaller ones and just automatically replace them all to get bigger ones. It was one of the things where I missed my notice or whatever.
- I think it was just in the paper last week.
- Yeah recently.

- I found whenever I had a question, if I called up the Town of Cary, within one or two people, they always got me to the right person. I've always gotten an answer.

Moderator: Another question would be when you think about things either from the Town or elsewhere that has gotten your attention lately, what were they and more importantly how is that information delivered to you that did get your attention? It doesn't have to be Town issues but it could be. You said that the paper got your attention. What else? Doesn't have to be Town stuff. What got your attention?

- The local news.

Moderator: The local news?

- Any time a shooting or an event was, maybe there was a function going on or something like that but the local news.

Moderator: Local news. What about – you said you agree, local news.

- Yeah. It's also a filtering process that I go through when I'm looking at the news and I go online. I go to the WRAL website and if it says Cary, I'm clicking on that first.

Moderator: For Raleigh?

- Yeah, yeah.

Moderator: Anything else?

- I get more from the internet probably than anything else.

Moderator: Now when you say internet are you talking about e-mails to you or the website?

- Yeah we did – my wife and I, we read everything there is in terms of WRAL, News and Observer, I have Google set up to send me – to filter my news so that I see Cary news where – we don't do any papers or anything. Online.

Moderator: Okay and it's the same thing with you?

- Mm-hmm.

Moderator: Okay anything else?

- Send the alerts from Cary.

Moderator: Alerts?

- Yeah.

Moderator: One last thing is if you – any idea so the Town can improve your knowledge of Town opportunities? What do you think?

- Well one thing – I mean I know people don't like spam but I mean we get junk from everybody. I don't know if it'd be a big deal for the Town of Cary – well I guess not everybody has e-mail but I guess that's what the alerts are.
- Well this was very effective. Actually calling and doing the surveys. This was a very effective way. If you want to get people to participate this was a very effective way to make it happen.

Moderator: Okay. What else? Any other ways that they could improve the knowledge that you have of community to get involved?

- Maybe a little bit more in-depth information.

Moderator: Okay. How do you want that delivered?

- Well if you – so again the alerts but that should lead you to something that's a little bit more...

Moderator: Click and send you to somewhere else?

- Yeah.

Moderator: Okay. So e-mails are good with you.

- Yeah, e-mail and Twitter.
- E-mail.

Moderator: Okay and the last issue we'll talk about is the website. I gave you the website and you were looking at it just now. The first thing is how many of you have used the website – the Cary website in the past couple years? All of you have? Okay, Ingrid has not.

- I know very little.

Moderator: That's all right. For those of you who have used it, we'll get to you in a second. Why did you go there? What were you looking for or trying to do?

- I pay my utility bill online every month. That's what I use it for primarily.
- I was looking for recycling information.

Moderator: Did you find it?

- Yeah.

Moderator: Okay that's very good. Let's go ahead and talk about that. When you did use that – let's talk about the experience and then was it good for you? You said it did work.

- Yep.

Moderator: And yours is fine. How about you Frank? Anything?

- I think I go on once a year when I'm irrigating or seeding. I get that water permit exemption so I can water every day.

Moderator: Has it been good?

- Yeah.
- Yeah. I was looking for a job awhile back and I was on the site for that and the – looking at the water bill stuff. I haven't looked in a while but one of the things and this might be an set aside for another time – I wanted to find a way to do paperless – it's electronically drafted, my bill but I still get my paper bill and I don't want my paper bill and the Town didn't have the capacity the last time I checked which was probably a year or a year and a half ago to just do paperless. So I have looked for that online and then I actually had to call and they said well we're getting on the cusp of that but we're not there yet and maybe they're there now and I just haven't figured it out but that's one of the things I wanted to find out about. So you think Cary would be on the cutting edge of that, paperless billing especially for water.
- So I'm looking at this and Peter, tell me – I mean how do I know how to get signed up to get those alert? I mean I think that...
- Services. Yeah I didn't know that until now. I'll definitely go to...

Moderator: Is it where it says get Town news sent to you?

- That would probably be it, yeah. It's been awhile since I did it.
- Because you know we're all looking at this right now. I think I'm probably not the only one right now that just learned of that today. That kind of thing would be really nice when I got the webpage if there could be a little more information about if you want to sign up for these alerts or something. I mean I don't know how I get them but I get Amber alerts sent to me but I don't get these things that...
- Maybe it's referring to another way to communicate because I know every so often when I get the recycling and trash, they leave messages in there. Usually they're recycling related but that's another way of delivering Town of Cary messages. I mean obviously nobody wants to get 20 but if there's kind of a topic of the day thing like I was unaware because I'm a computer nut. I subscribe to everything in the world and I didn't even know I could get stuff from Cary. So maybe just dropping things and the...
- So we don't rely just on the website to tell us.
- Yeah, here are the things – do you want to – if you want to be, you know, get text information about this, this, this, or this, here's where you sign up.

Moderator: How did they get that to you? Do they deliver that in BUD?

- Well I would see it if it was a little more clearly stated right here on the front page. When I go to pay my utility bill, if it said if you'd like to receive text information whenever there are...
- The little message things.
- Yeah like a little message thing.
- Whatever paper you actually send out to people, just to have a little insert in there. Just how you get a couple of your services or just things people should know.

Moderator: Looking at that website, give me the good and bad to it. What do you like? What's negative about it? What should they change? I think you said make more prominent like the alerts and maybe a little message that can tell us things to do with it but what else? Do you like it? Do you like the way it's structured?

- I do. I mean I think it's pretty clear. I like this section of I want to. I mean that's pretty easy. And maybe you – maybe you could just add a couple of topics under there that would direct people to I want text messages, for example whenever there are break-ins in my neighborhood. I want to be notified of this, that, or the other. I don't know but overall I do think it's a good website.

Moderator: Do you guys agree? Pretty good?

- One thing I like about websites and maybe it has here and I just hadn't look is frequently asked questions. Instead of me calling and going through office, office, office to get to the right office, sometimes on websites that have...

Moderator: FAQs?

- Yep. I can cut to the chase right there like okay I don't have to make a phone call.

Moderator: So you'd like to see that on there.

- I do. I'd like that on a lot of websites that I go to. If I'm going to Time Warner Cable, Lord help you, they have that kind of stuff as well.

Moderator: For those of you who use the website, were you able to navigate it well and get where you wanted to and find what you wanted to find? All of you agree? Okay, very good.

- Can I just add on. If I were – okay, I'm concerned about development and so I want to find out who my representative is. I don't see a dropdown right there for you to find out cause a lot of people have no idea.
- That's a great point.
- Who do I call? People I think get apathetic because they just don't know how they can get involved and if they can make a difference and if it takes some real work to figure out who the contact people are and what to do, then they're not going to do it so make it easy. I want

to talk to – find out who my representative is or contact my – something over there that makes it easy for people to zero in without digging too deeply into the website.

- I think that's a great suggestion. I really like that and it may be that it's there under the new to Cary zone but it would be really nice if it was just right there. I want to contact my neighborhood rep – my area representative. Who is that?
- And maybe you enter in your address and it tells you exactly who it is and what their contact information is and you can put a link in for an e-mail.

Moderator: Okay. You said you don't use the website. Any reason you don't use the website?

- I've just never had a reason to.

Moderator: You knew about it.

- Oh yeah.

Moderator: Okay, you just never had a reason to. Well that makes perfect sense then. Would you now use it knowing?

- If I had a reason to, yeah.

Moderator: Very good. Okay there's no problem there. Now this is for both groups, those who use it and haven't used it in the past year or so. What kind of things could the Town do to get you to use the website as a returning user or as a first time user? What could drive you to the website?

- I think that someone said if you could pay your bills, if you could do services that save you from having to write a check or mail a stamp.
- Yeah how do you guys pay your bill? I mean I'm surprised I'm the only one who does it online.
- I do it through electronic draft to my bank account so it's just done automatically but I get a paper bill in the mail that says this is your water bill and it'll get drafted on the 16th but I don't even want the paper bill. I don't need it. Just send me an electronic copy and that's that.
- Yeah, yeah. I pay mine online and have as long as that service has been offered but I still get the paper bill every month. I'd be fine to just get that via e-mail. Just go pay your water bill.
- I was saying news and announcements. That's really a good way to keep it current. So it's already there.

Moderator: News and announcements, okay.

- In terms of getting people more involved and active, I don't know if there's a place on here to find out but I remember when I was starting to get involved in what happened in Cary I

didn't know how the process worked. If there's a place in here where you could find out. Okay if someone wants to develop something nearby you, this is what happens. It goes in front of planning and zoning. So people know what the steps are, where they can get involved in the process, because it gets to a certain point and they don't even have a voice anymore really. I think when it gets in front of the Council for a vote it's pretty much done as far as public feedback. So I don't know if there's a place on this website that can educate people. Like I want to get involved or something like that that shows people how is it done, how are things run in the Town. Most people I don't think know. Make it easy for them to learn and to get involved.

Moderator: Okay we've got one more question. Tell me what's your favorite website and why and maybe even – well let's ask this question. How do you think the Town's website compares to other websites that you view?

- I think it's pretty good. Yeah I don't have complaints about it, yeah.

Moderator: Anything on the websites that you use – well let's ask what is a really good website that you know of?

- I use just MSN all the time.

Moderator: MSN?

- Yeah I like international news and whatever is going on around the world and search engines and all that other kind of stuff that works for me. It's got sports, it's got whatever I'm looking for on that and that's why I would use that versus using just a local but local would be nice for local information.

Moderator: Local news. What other websites?

- I tend to use more RSS feeds. I don't actually go to websites. I get their information sent to me kind of in a list format. So I really don't go to websites.

Moderator: Okay. Anybody else? A website that you could think of that Cary might can learn from that you think is really good website.

- I'm with you with the – well actually I liked the MSNBC before they changed it those big boxes.
- Right, right.
- I loved that but it changed this year. It used to have headings and like the top five stories under each heading and if you wanted to go down you could and then they changed it to this big boxy format which seems like a huge waste of space but I loved that. I loved that. I don't need the pictures. I really want the information.
- That was going to be my comment. I'm not pro or con but looking at this, this kind of looks old fashioned. Not that there's anything wrong with that but the trend is definitely going to these big boxes, which I don't like either because there's less information. So I'm not

complaining, that's just an observation. This doesn't look modern anymore but I don't care. You get used to whatever is there.

Moderator: You're saying the modern way may not give you the information you want.

- I'm inclined against it for the most part. If you're on a real computer, it's wasted space. If you're on a little touch gizmo then maybe there's an advantage of that but if you're sitting at home on a real computer, having five big boxes taking up your whole screen is a waste of space versus headings, subheadings and all that stuff. That's just style. I don't think it's a big deal.

Moderator: So you're saying Cary's websites compares favorably to other websites you've seen? You think so?

- Yeah I mean you have to compare it to a similar type of service.

Moderator: Well other places you lived. Does it compare favorably to that?

- It reminds me of the library, the wakegov.com website, because it's very much that I want to and you just select your – it just – it's – mirrors back and I'm all for familiarity. You can fine tune but don't throw the whole thing and overhaul it and then it's bigger and better and I can't find anything.
- That's what everybody else does. They all change their style every couple years and there's no real advantage. It just makes it harder to find what you really need to know.

Moderator: You like consistency?

- Yes.
- Consistency. You don't want to make it commercial. You wouldn't – so it's the Town website. It doesn't need to be commercial.
- Right.
- Especially if people only go to it a few times a year. They'll get completely lost if it's different every other year.

Moderator: Okay. Well that concludes everything we're going to talk about here today but in closing, any other issues you want to talk about? Go.

- Yeah we have to talk about the park, downtown park, else I'll get beat up by my wife and daughter, because I understand that Cary did a real nice job of buying some residential areas with the idea of constructing or putting together a downtown central park. But for some bizarre reason someone decided that Cary is going to subsidize a hotel or inn on that same place. So number one, to say something positive I think it's wonderful that Cary had that kind of ambition and foresight to actually buy some kind of, not substandard but some housing that wasn't really that great and cobble together a park. That's a great idea, I'm glad they did it. I think it was needed but then I don't think Cary has any business either

subsidizing a private business but also just wasting the space. You just cleared off housing to build a park and to plop in, if I understand it right, an upscale inn in that same area. So I'm against it for two reasons. One, it's subsidizing a private business, which I don't think Cary needs to do, but two, it's taking up space in the park that's just been created. So I'm 100 percent against that from a financial perspective and just from an open spaces perspective.

- And do we need an upscale hotel in downtown Cary?
- There's plenty of places that somebody who wants it can build it across the street. If they think a park will have value, a hotel will have value in the park then the same people who want to do that can go across the street, buy something that's there and build it across the street on private property, not on Cary parks. That whole thing just baffles me.
- Yeah I'm not into the subsidizing businesses either and I don't know if it's still in the plan or not, that house there at the corner of Academy and – what is that? When Kildaire Farm comes around the corner. Right across from the old high school, you know? Is that house still going to be a coffee shop that the Town of Cary is subsidizing?
- I think they're working on it. I don't know.
- To me that is just – I don't want to spend my tax dollars that way.
- Even that downtown movie theater. I mean...
- I know. What's up with spending that millions of dollars for that?
- It wasn't as if it was some kind of architecturally nice building that they were restoring, which I can kinda go for, it just was just another strip or small storefront that they dropped a ton of money into.
- So what is it going to be used for actually? That...
- Movies and I think – I think a new live performance is there too but it's a movie theater now.
- Well they better be using that for multi-purposes if they want to try and get any money back.
- I'm not 100 percent against that stuff but I'm completely against doing it on a park and on park space that you just bought.

Moderator: Any other issues?

- Bike riders.
- Yeah, same here.
- They should be subjected to the same traffic laws.

- Yeah especially when there's a whole pack of them and you that this time of year.

Moderator: Agree with that?

- Oh yeah. Bikes have to follow the rules. I love to bike but I don't bike on streets for that reason. I can't go as fast as a car and I don't want to get hit by a car but I think Cary needs to do a better job of having bike lanes. I think we are cobbling together because I live right off of – right on one that goes under Tryon Road. So I think we need more bike paths, or not just bike paths but more greenways and connecting them up would be great. I think Raleigh has really done a super job of that.
- I like the idea of having more bike lanes and I really like the idea of holding bike riders to those lanes. I have been, and it sounds like maybe this happened to you too Peter, I don't know, but I've been driving down the road where there is a pack of bicyclists and they are ten across and they are really, really intent upon maintaining their space on the highway. Well there's a minimum speed limit on roads and there is a reason for that.
- Slow moving vehicle has to...
- They're really aggressive, I think, bike riders get when they get in large groups. They get really aggressive sometimes about we're claiming the road and it just causes a lot of anger I think from people driving a car trying to get somewhere. I'm all in favor of people riding bikes and my husband does it every day but have some common sense about it. You know you don't just block the whole road.

Moderator: Agree with that?

- Yeah.
- Good to see the police pull a few over and give some tickets.
- Yeah.
- That would go a long way.
- A whole pack of them.
- That's a big money maker right there.
- And if I could add one thing, I was noticing recently that the potholes, specifically on Cary Parkway, from High House Road to 54 there were a number of potholes which really surprised me. I know there's been more this year probably because of the weather but they haven't been quite as responsive as in past years in patching the potholes.

Moderator: Okay. I'd like to thank all of you for coming. This was terrific and we'll put all your comments in the report form and the transcription being there too. So thank you so much.