

# Chapel Hill Community Survey

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

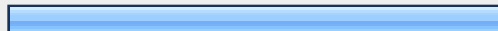
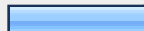
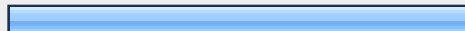
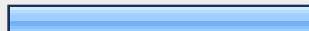

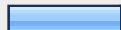
	<b>1st choice</b>	<b>2nd choice</b>	<b>3rd choice</b>	<b>Response Count</b>
Maintenance of Town parks	<b>59.3% (16)</b>	14.8% (4)	25.9% (7)	27
Number of Town parks	20.0% (2)	<b>50.0% (5)</b>	30.0% (3)	10
Number of walking and biking trails	<b>55.1% (27)</b>	32.7% (16)	12.2% (6)	49
Quality of outdoor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

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

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

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

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

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



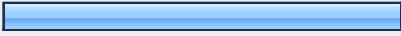
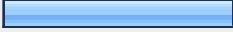
**15. PUBLIC WORKS. Please rate your satisfaction with each of the public works items listed below.**

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

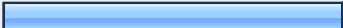
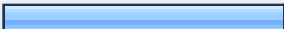
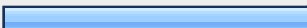


**16. Which THREE of these public works items do you think should receive the most emphasis from Town leaders over the next TWO Years? (check the item that corresponds with your 1st, 2nd and 3rd choices)**

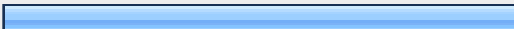
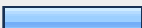
	<b>1st choice</b>	<b>2nd choice</b>	<b>3rd choice</b>	<b>Response Count</b>
Maintenance of main Town street thoroughfares	<b>42.1% (16)</b>	28.9% (11)	28.9% (11)	38
Maintenance of streets in your neighborhood	28.6% (4)	<b>35.7% (5)</b>	<b>35.7% (5)</b>	14
Maintenance of street signs/pavement markings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

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

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




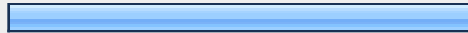
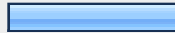
19. Which are the most congested north-south roads? (Please check two)			
		Response Percent	Response Count
Fordham Boulevard		51.9%	40
U.S. 15-501 South		42.9%	33
S. Columbia Street		46.8%	36
Martin Luther King Jr. Boulevard		27.3%	21
Hillsborough Street-Raleigh Street		11.7%	9
		<i>answered question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

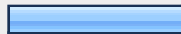
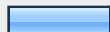
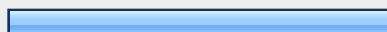
20. Have you or any member of your household ever used Chapel Hill Transit bus service?			
		Response Percent	Response Count
Yes		79.0%	64
No		21.0%	17
		<i>answered question</i>	<b>81</b>
		<i>skipped question</i>	<b>11</b>

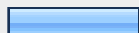
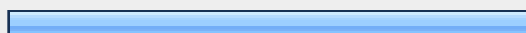
21. What is the primary reason for taking the bus?			
		Response Percent	Response Count
To go to and from work		45.9%	28
To go to and from shopping		11.5%	7
To go to and from medical appointments		3.3%	2
To go to and from social activities		31.1%	19
To go to and from school		8.2%	5
		<b>answered question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

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

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

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

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

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

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

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

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

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

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

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

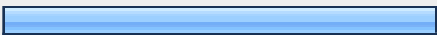


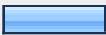

**32. Of the following Capital Improvements, which three would you select as the most important? (check only 3)**

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

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

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


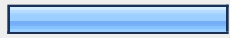
**34. Chapel Hill is managing the inevitable crowds at Halloween that gather on Franklin Street with restrictions aimed at making the event smaller and safer. Please let us know how you would like for the Town to address this event in the future.**

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

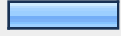
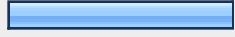
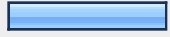
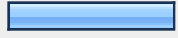
<b>35. DOWNTOWN PARKING. Please rate your satisfaction with each of the items listed below.</b>							
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>Response Count</b>
Availability of parking downtown	2.5% (2)	29.1% (23)	10.1%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



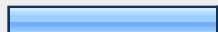
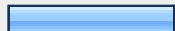
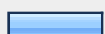
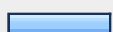
<b>36. TRASH SERVICES. Please rate your satisfaction with each of the trash service items listed below.</b>							
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>Response Count</b>
Residential trash collection services	<b>48.7%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


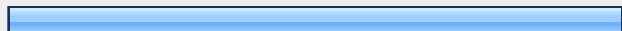






37. Do you currently use the recycling center services located in Chapel Hill or Eubanks Road?			
		Response Percent	Response Count
Yes		66.7%	52
No		33.3%	26
		<i>answered question</i>	<b>78</b>
		<i>skipped question</i>	<b>14</b>

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





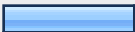
39. Approximately how many years have you lived in the Town of Chapel Hill?			
		Response Percent	Response Count
Less than 5 years		16.5%	13
5-10 years		34.2%	27
11-20 years		24.1%	19
More than 20 years		25.3%	20
		<i>answered question</i>	<b>79</b>
		<i>skipped question</i>	<b>13</b>

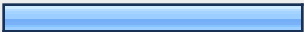
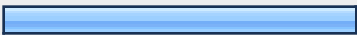
40. What is your age?			
		Response Percent	Response Count
Under 25 years		1.3%	1
25-34 years		12.7%	10
<b>35-44 years</b>		<b>31.6%</b>	<b>25</b>
45-54 years		25.3%	20
55-64 years		13.9%	11
65+ years		15.2%	12
		<i>answered question</i>	<b>79</b>
		<i>skipped question</i>	<b>13</b>

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

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

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

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

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