

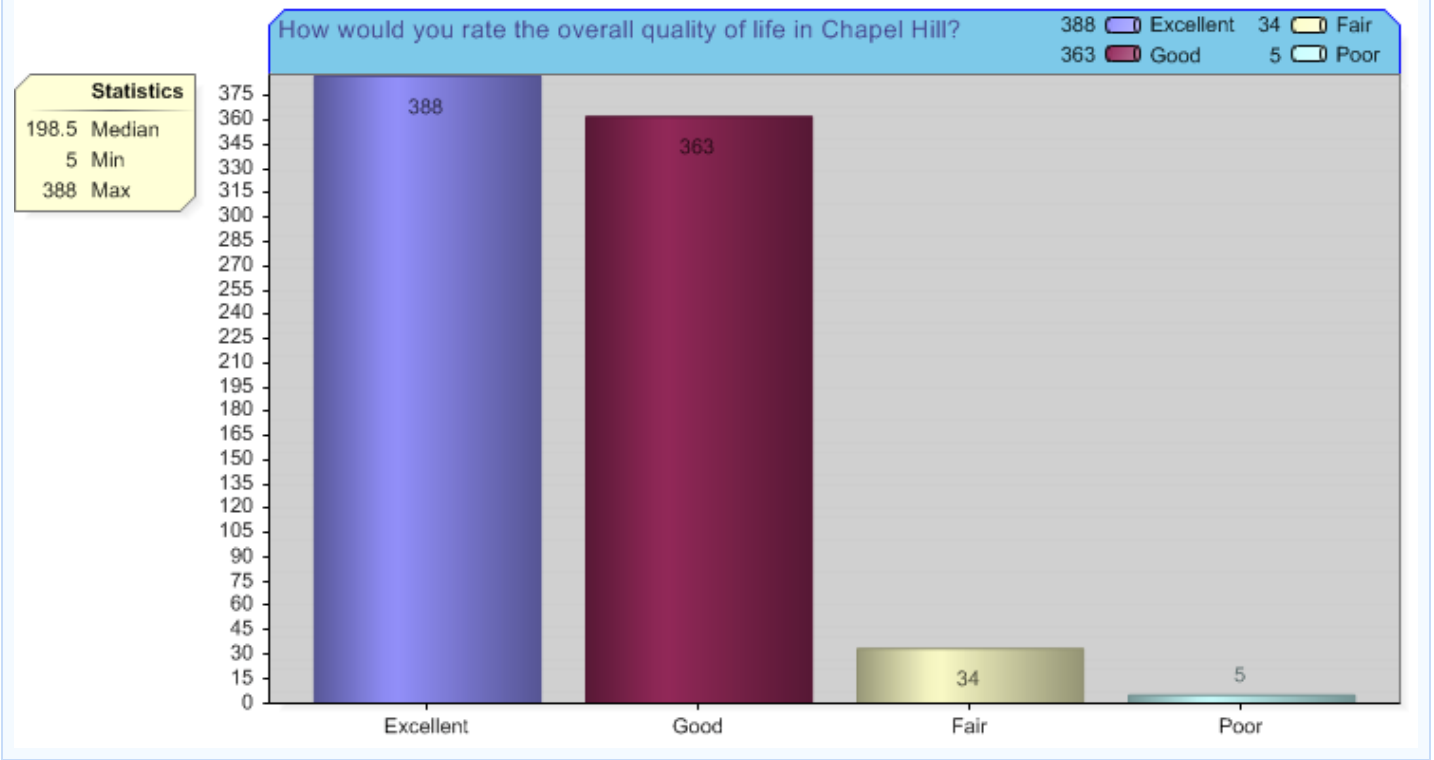


Survey: Town of Chapel Hill Stormwater Services Survey

Survey Status		Respondent Statistics		Points Summary:
Status:	Closed	Total Responses:	793	No Points Questions used in this survey.
Deploy Date:	10/24/2006	Completes:	785	
Closed Date:	11/27/2006	Partials:	8	

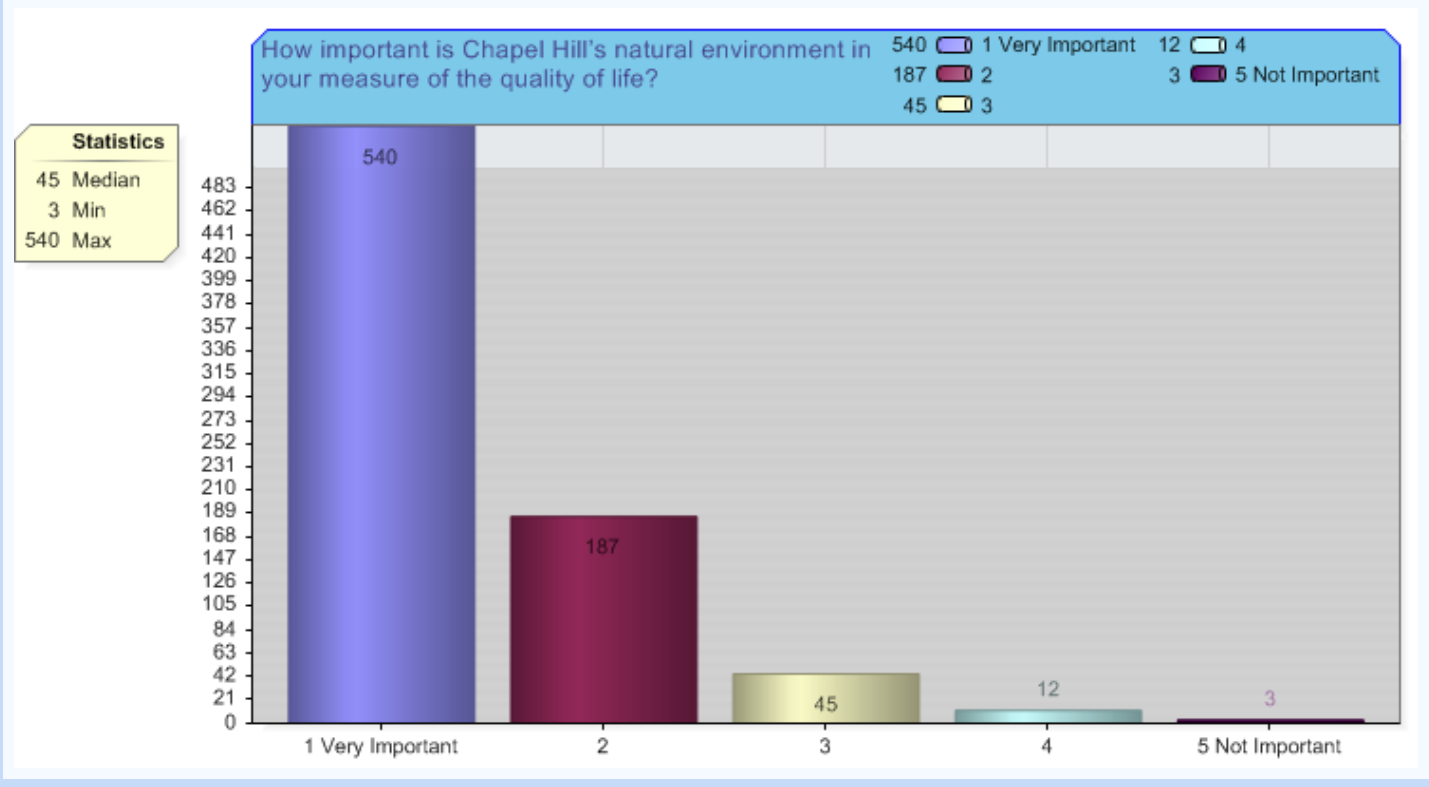
1. How would you rate the overall quality of life in Chapel Hill?

	Responses	Percent
Excellent:	388	49.11%
Good:	363	45.95%
Fair:	34	4.3%
Poor:	5	0.63%
Total Responded to this question:		790 99.62%
Total who skipped this question:		3 0.38%
Total:		793 100%



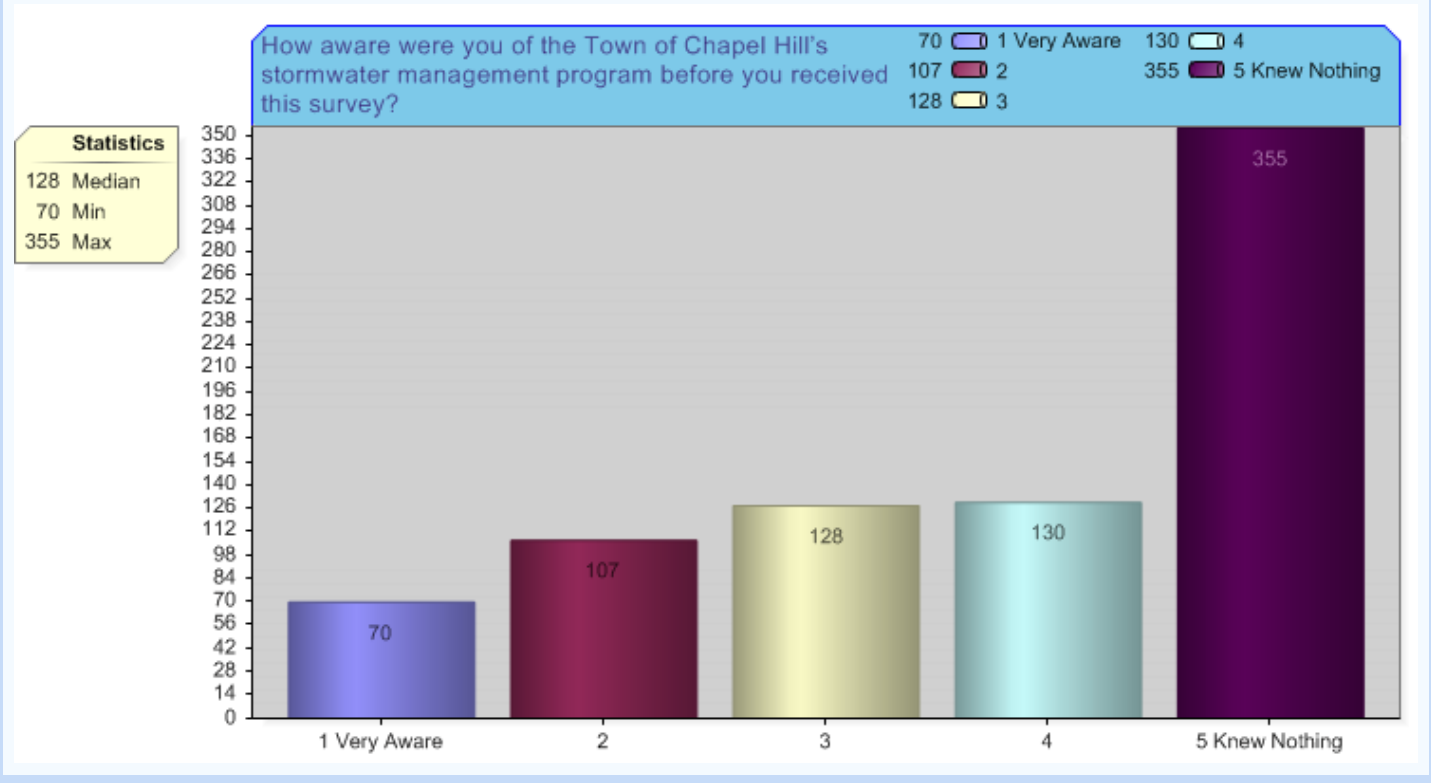
2. How important is Chapel Hill's natural environment in your measure of the quality of life?

	Responses	Percent
1 Very Important:	540	68.61%
2:	187	23.76%
3:	45	5.72%
4:	12	1.52%
5 Not Important:	3	0.38%
Total Responded to this question:		787 99.24%
Total who skipped this question:		6 0.76%
Total:		793 100%




3. How aware were you of the Town of Chapel Hill's stormwater management program before you received this survey?

	Responses	Percent
1 Very Aware:	70	8.86%
2:	107	13.54%
3:	128	16.2%
4:	130	16.46%
5 Knew Nothing:	355	44.94%
Total Responded to this question:		790 99.62%
Total who skipped this question:		3 0.38%
Total:		793 100%





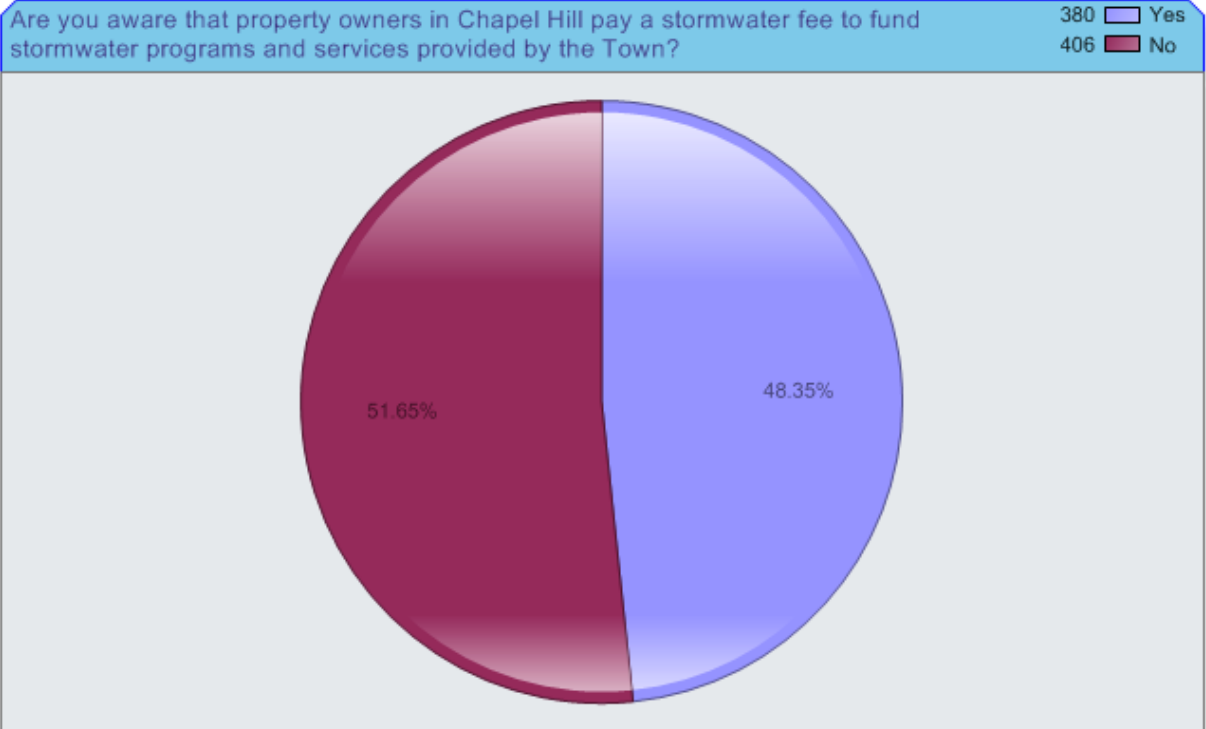
4. If aware, how did you learn about it?

	Responses	Percent
Responses: 	314	100%
Total Responded to this question:	314	39.6%
Total who skipped this question:	479	60.4%
Total:	793	100%

Graph/Chart function not relevant for this question type.

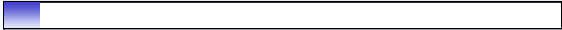

5. Are you aware that property owners in Chapel Hill pay a stormwater fee to fund stormwater programs and services provided by the Town?

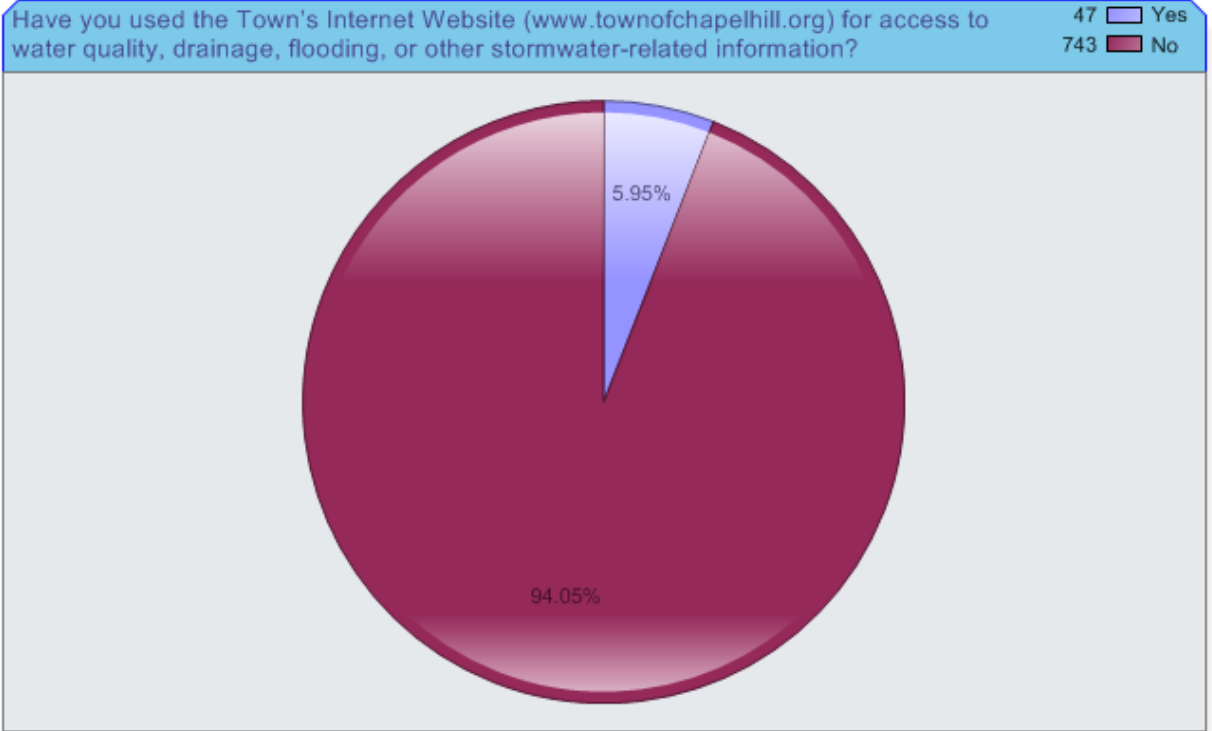
	Responses	Percent
Yes: 	380	48.35%
No: 	406	51.65%
Total Responded to this question:	786	99.12%
Total who skipped this question:	7	0.88%
Total:	793	100%



Statistics
380 Min
406 Max

6. Have you used the Town's Internet Website (www.townofchapelhill.org) for access to water quality, drainage, flooding, or other stormwater-related information?

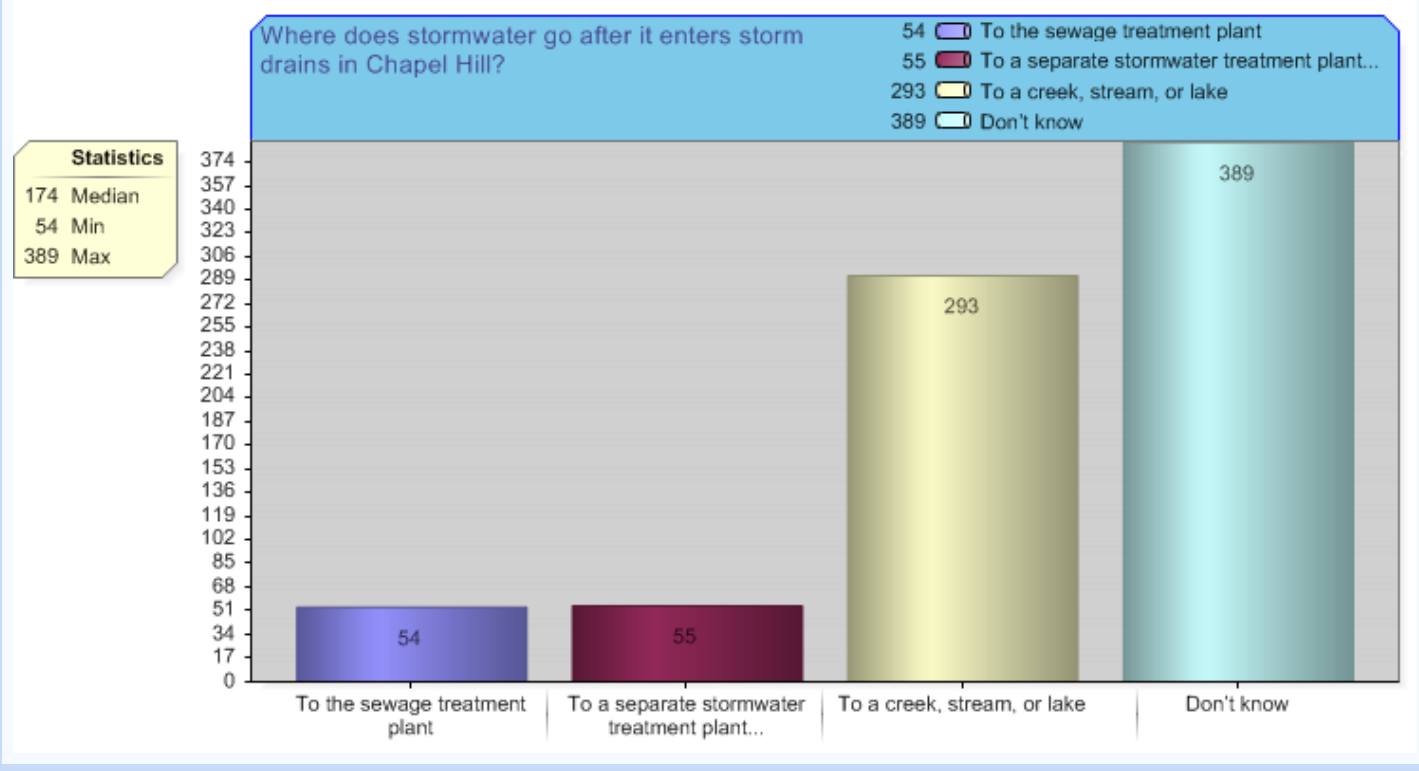
	Responses	Percent
Yes: 	47	5.95%
No: 	743	94.05%
Total Responded to this question:	790	99.62%
Total who skipped this question:	3	0.38%
Total:	793	100%



Statistics
47 Min
743 Max

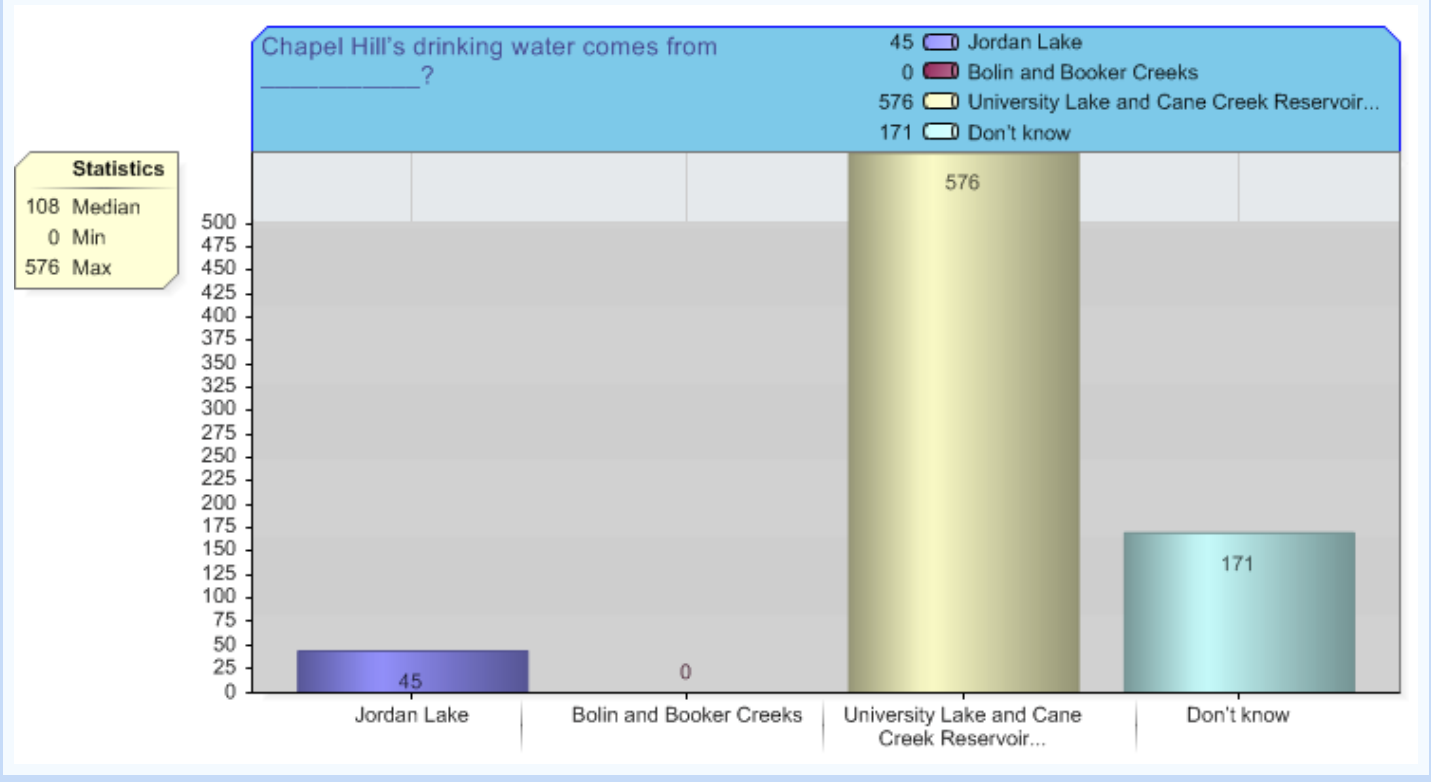
7. Where does stormwater go after it enters storm drains in Chapel Hill?

	Responses	Percent
To the sewage treatment plant:	54	6.83%
To a separate stormwater treatment plant:	55	6.95%
To a creek, stream, or lake:	293	37.04%
Don't know:	389	49.18%
Total Responded to this question:	791	99.75%
Total who skipped this question:	2	0.25%
Total:	793	100%



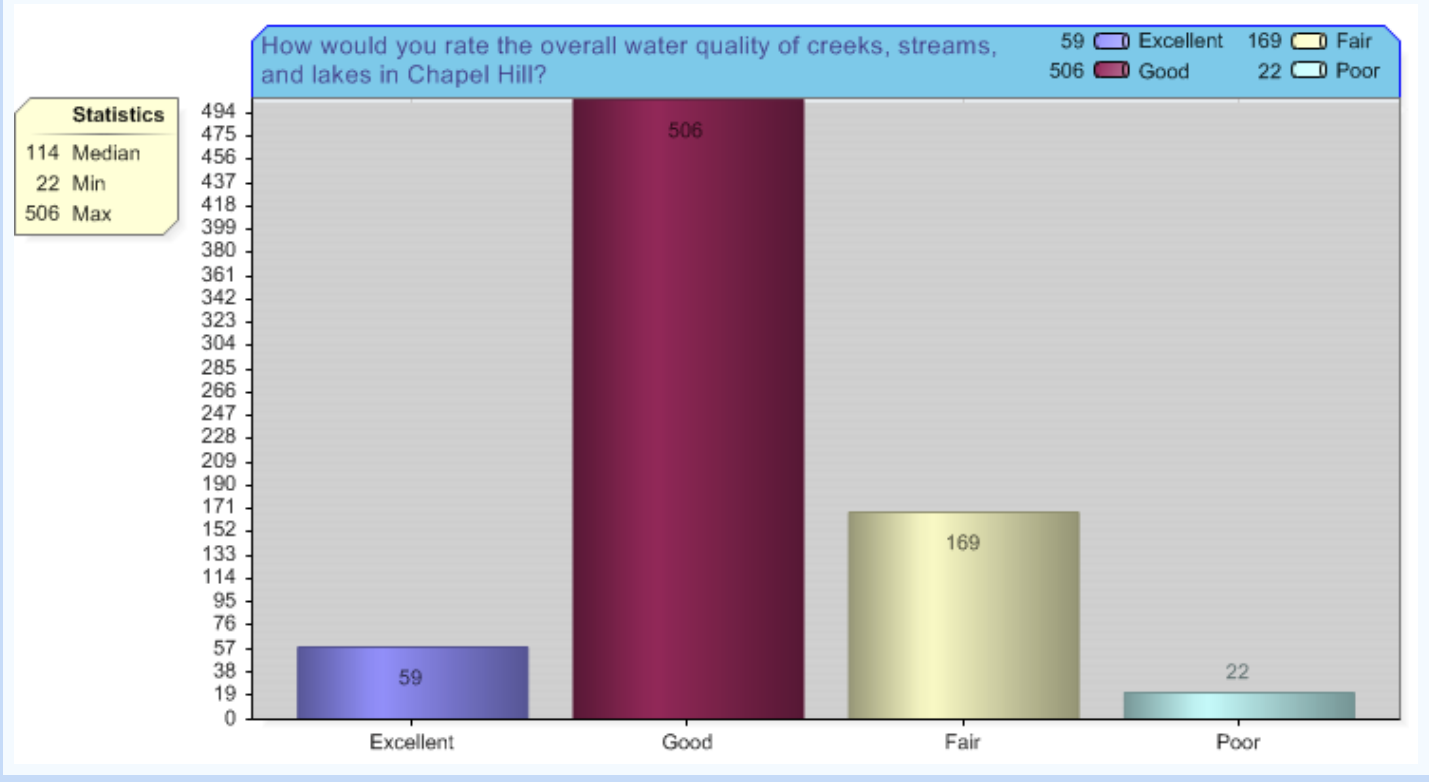
8. Chapel Hill's drinking water comes from _____?

	Responses	Percent
Jordan Lake:	45	5.68%
Bolin and Booker Creeks:	0	0%
University Lake and Cane Creek Reservoir:	576	72.73%
Don't know:	171	21.59%
Total Responded to this question:		792 99.87%
Total who skipped this question:		1 0.13%
Total:		793 100%



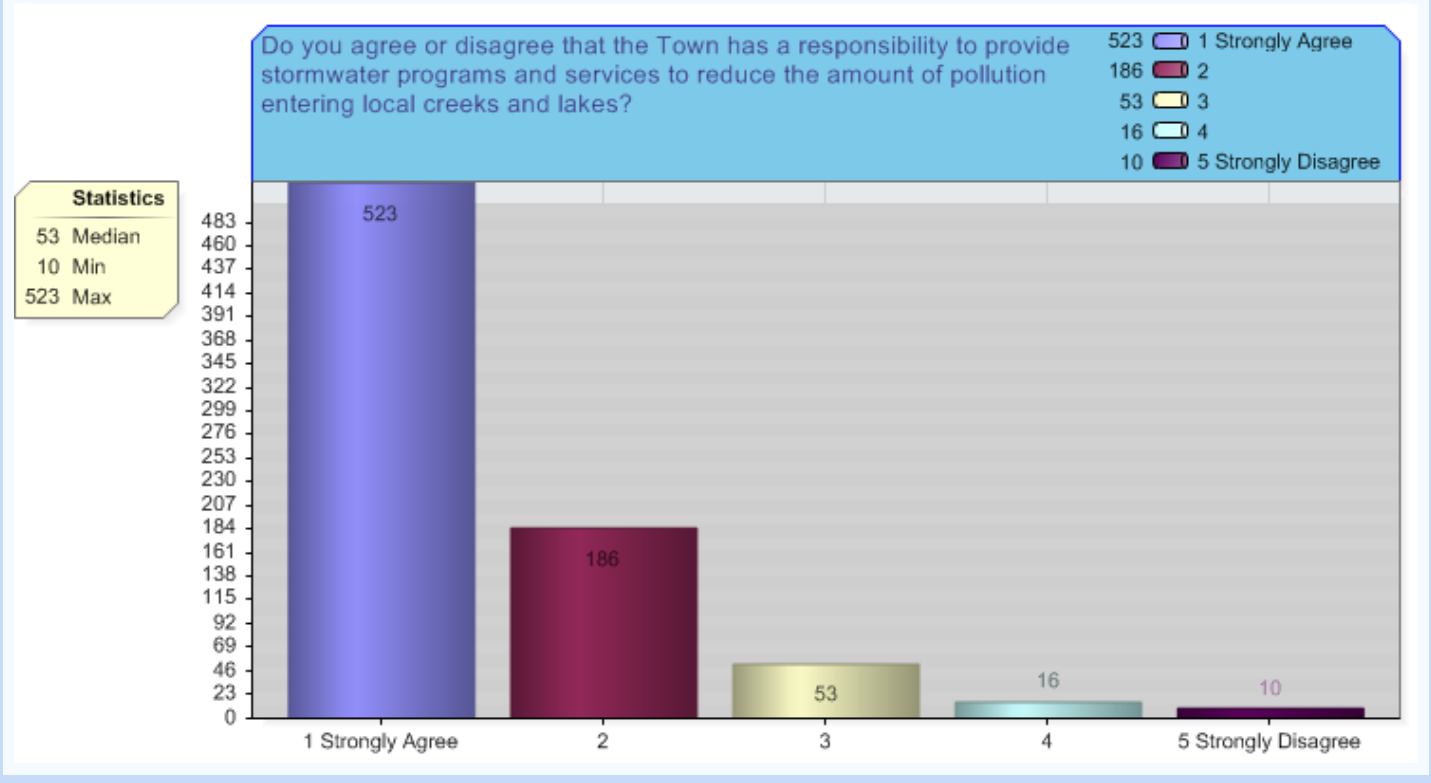
9. How would you rate the overall water quality of creeks, streams, and lakes in Chapel Hill?

	Responses	Percent
Excellent:	59	7.8%
Good:	506	66.93%
Fair:	169	22.35%
Poor:	22	2.91%
Total Responded to this question:	756	95.33%
Total who skipped this question:	37	4.67%
Total:	793	100%



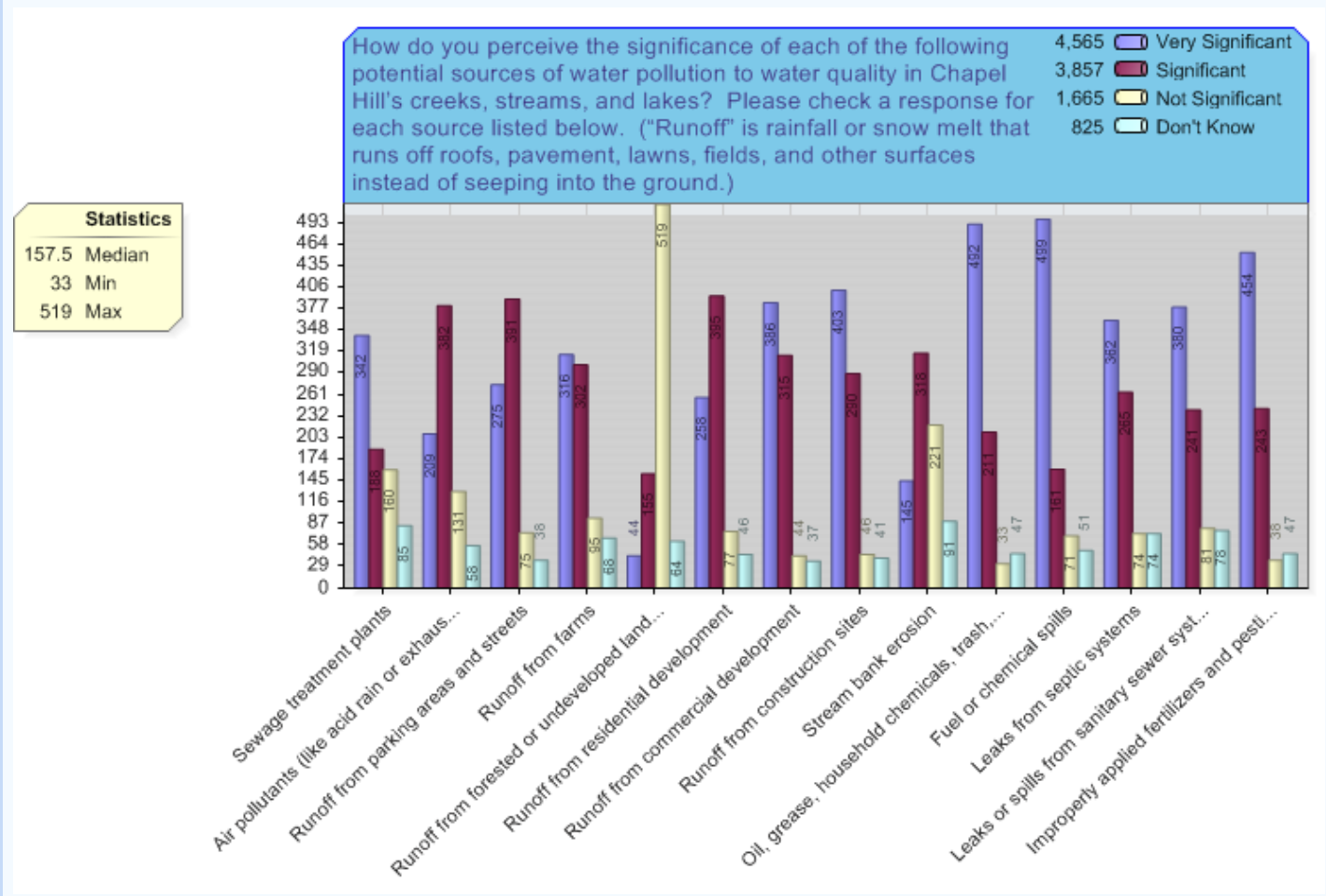
10. Do you agree or disagree that the Town has a responsibility to provide stormwater programs and services to reduce the amount of pollution entering local creeks and lakes?

	Responses	Percent
1 Strongly Agree:	523	66.37%
2:	186	23.6%
3:	53	6.73%
4:	16	2.03%
5 Strongly Disagree:	10	1.27%
Total Responded to this question:		788 99.37%
Total who skipped this question:		5 0.63%
Total:		793 100%



11. How do you perceive the significance of each of the following potential sources of water pollution to water quality in Chapel Hill's creeks, streams, and lakes? Please check a response for each source listed below. ("Runoff" is rainfall or snow melt that runs off roofs, pavement, lawns, fields, and other surfaces instead of seeping into the ground.)

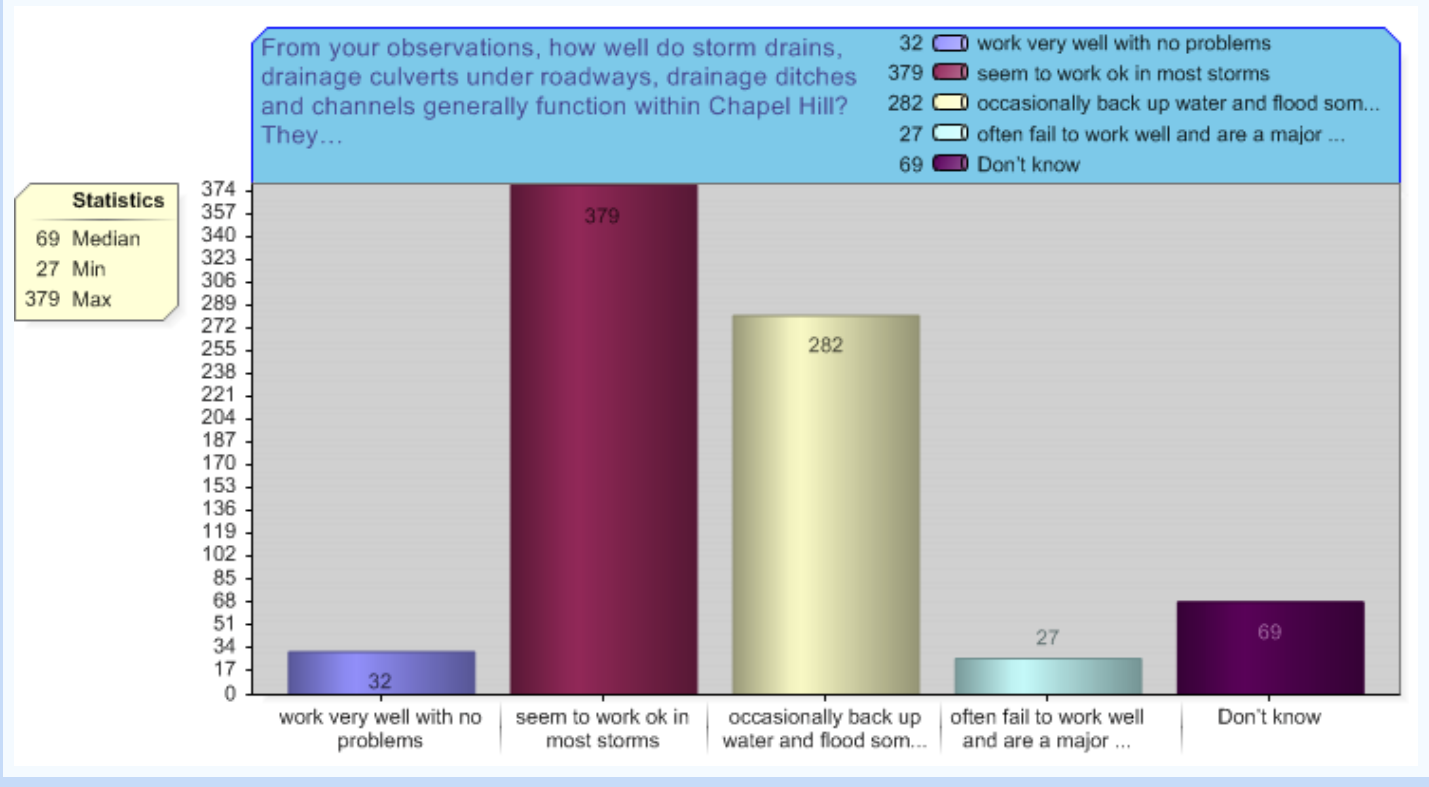
	Very Significant	Significant	Not Significant	Don't Know	Total
Sewage treatment plants:	342(44.13%)	188(24.26%)	160(20.65%)	85(10.97%)	775
Air pollutants (like acid rain or exhaust):	209(26.79%)	382(48.97%)	131(16.79%)	58(7.44%)	780
Runoff from parking areas and streets:	275(35.3%)	391(50.19%)	75(9.63%)	38(4.88%)	779
Runoff from farms:	316(40.46%)	302(38.67%)	95(12.16%)	68(8.71%)	781
Runoff from forested or undeveloped land:	44(5.63%)	155(19.82%)	519(66.37%)	64(8.18%)	782
Runoff from residential development:	258(33.25%)	395(50.9%)	77(9.92%)	46(5.93%)	776
Runoff from commercial development:	386(49.36%)	315(40.28%)	44(5.63%)	37(4.73%)	782
Runoff from construction sites:	403(51.67%)	290(37.18%)	46(5.9%)	41(5.26%)	780
Stream bank erosion:	145(18.71%)	318(41.03%)	221(28.52%)	91(11.74%)	775
Oil, grease, household chemicals, trash, and other wastes illegally dumped in storm drains or ditches:	492(62.84%)	211(26.95%)	33(4.21%)	47(6%)	783
Fuel or chemical spills:	499(63.81%)	161(20.59%)	71(9.08%)	51(6.52%)	782
Leaks from septic systems:	362(46.71%)	265(34.19%)	74(9.55%)	74(9.55%)	775
Leaks or spills from sanitary sewer systems:	380(48.72%)	241(30.9%)	81(10.38%)	78(10%)	780
Improperly applied fertilizers and pesticides:	454(58.06%)	243(31.07%)	38(4.86%)	47(6.01%)	782
Total Responded to this question:				783	98.74%
Total who skipped this question:				10	1.26%
Total:				793	100%








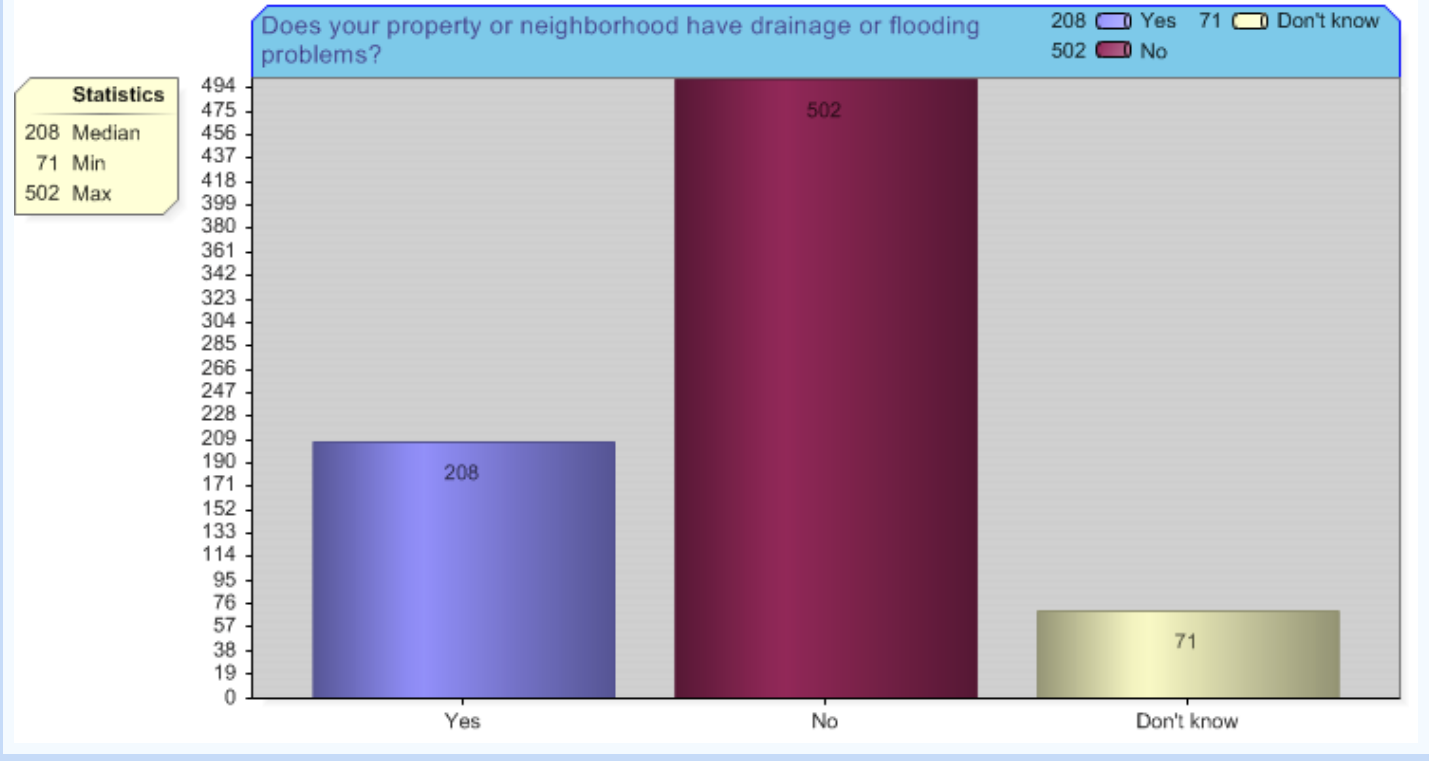
12. From your observations, how well do storm drains, drainage culverts under roadways, drainage ditches and channels generally function within Chapel Hill? Theyâ€™

	Responses	Percent
work very well with no problems:	32	4.06%
seem to work ok in most storms:	379	48.04%
occasionally back up water and flood some streets:	282	35.74%
often fail to work well and are a major public safety concern:	27	3.42%
Donâ€™t know:	69	8.75%
Total Responded to this question:	789	99.5%
Total who skipped this question:	4	0.5%
Total:	793	100%








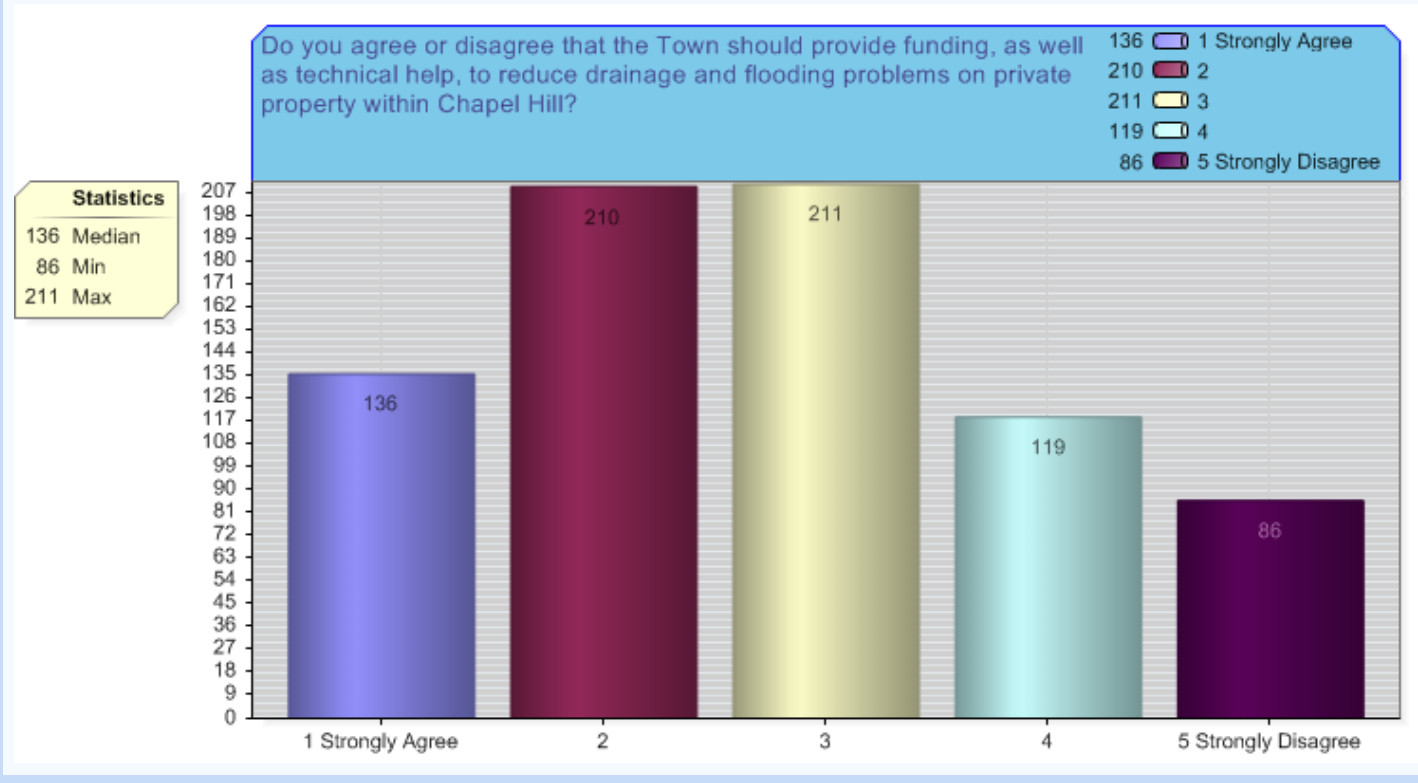
13. Does your property or neighborhood have drainage or flooding problems?

	Responses	Percent
Yes: 	208	26.63%
No: 	502	64.28%
Don't know: 	71	9.09%
Total Responded to this question:	781	98.49%
Total who skipped this question:	12	1.51%
Total:	793	100%





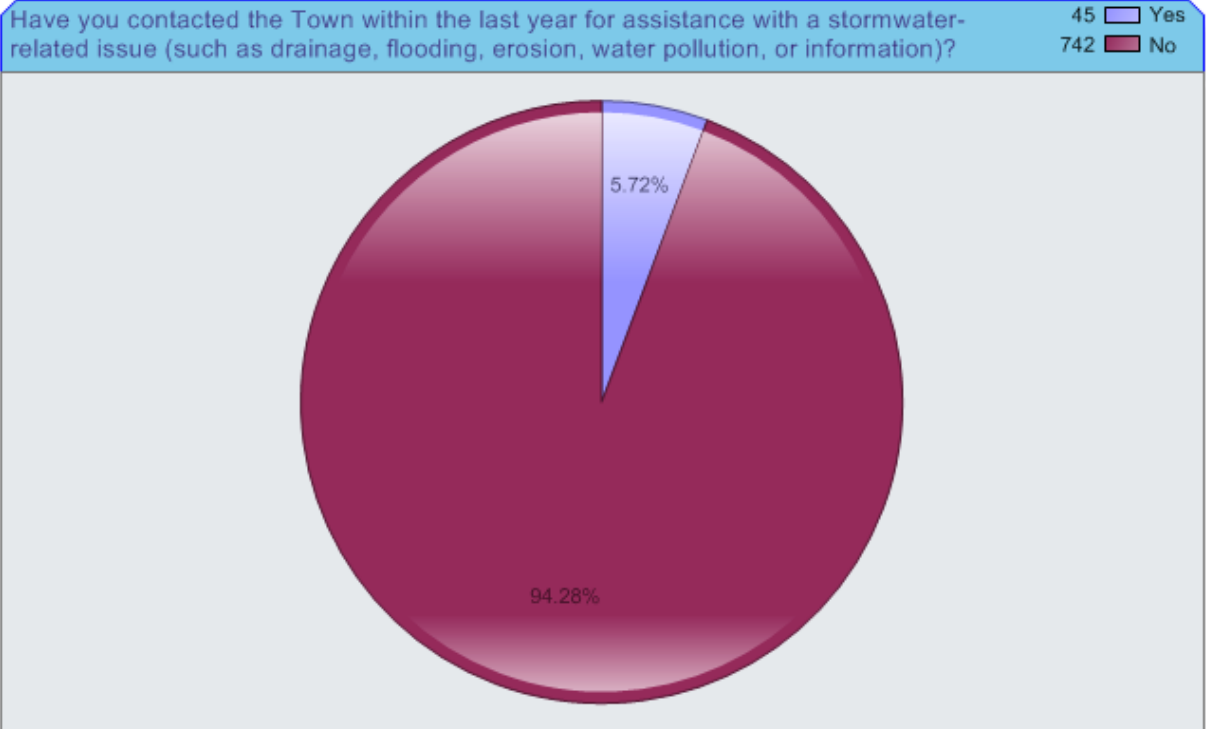
14. Do you agree or disagree that the Town should provide funding, as well as technical help, to reduce drainage and flooding problems on private property within Chapel Hill?

	Responses	Percent
1 Strongly Agree: 	136	17.85%
2: 	210	27.56%
3: 	211	27.69%
4: 	119	15.62%
5 Strongly Disagree: 	86	11.29%
Total Responded to this question:	762	96.09%
Total who skipped this question:	31	3.91%
Total:	793	100%






15. Have you contacted the Town within the last year for assistance with a stormwater-related issue (such as drainage, flooding, erosion, water pollution, or information)?

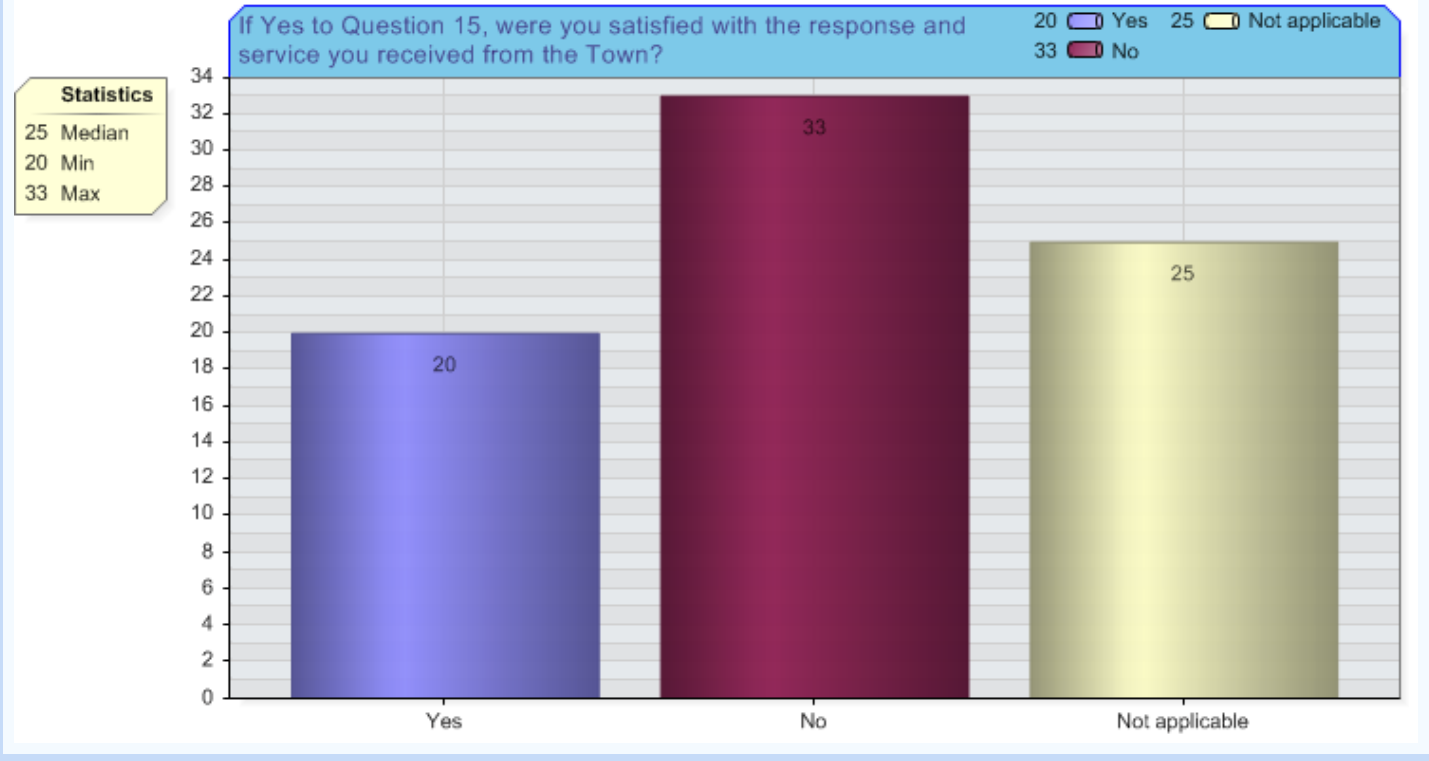
	Responses	Percent
Yes: 	45	5.72%
No: 	742	94.28%
Total Responded to this question:	787	99.24%
Total who skipped this question:	6	0.76%
Total:	793	100%




Statistics
45 Min
742 Max

16. If Yes to Question 15, were you satisfied with the response and service you received from the Town?

	Responses	Percent
Yes: 	20	25.64%
No: 	33	42.31%
Not applicable: 	25	32.05%
Total Responded to this question:	78	9.84%
Total who skipped this question:	715	90.16%
Total:	793	100%



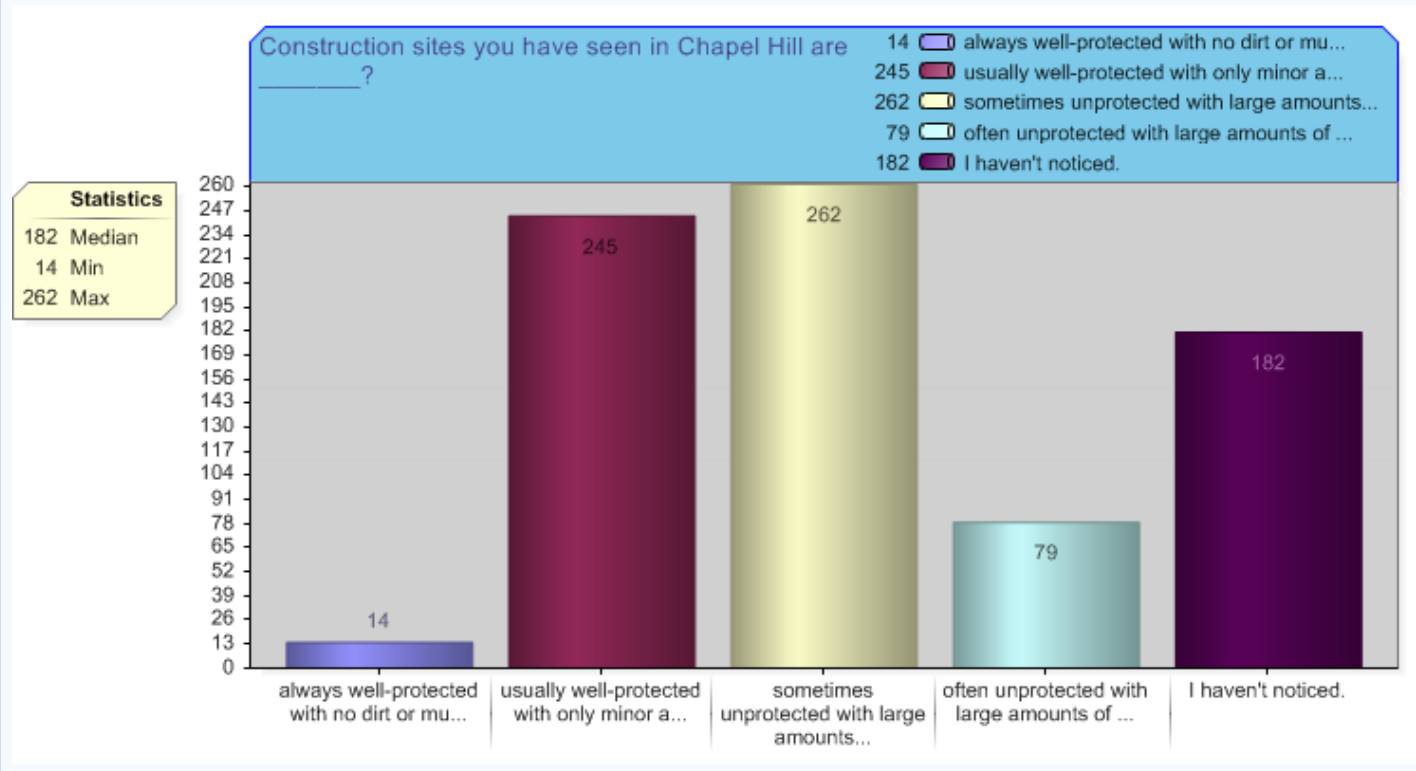
17. If No to Question 16, please explain why.

	Responses	Percent
Responses: 	111	100%
Total Responded to this question:	111	14%
Total who skipped this question:	682	86%
Total:	793	100%

Graph/Chart function not relevant for this question type.

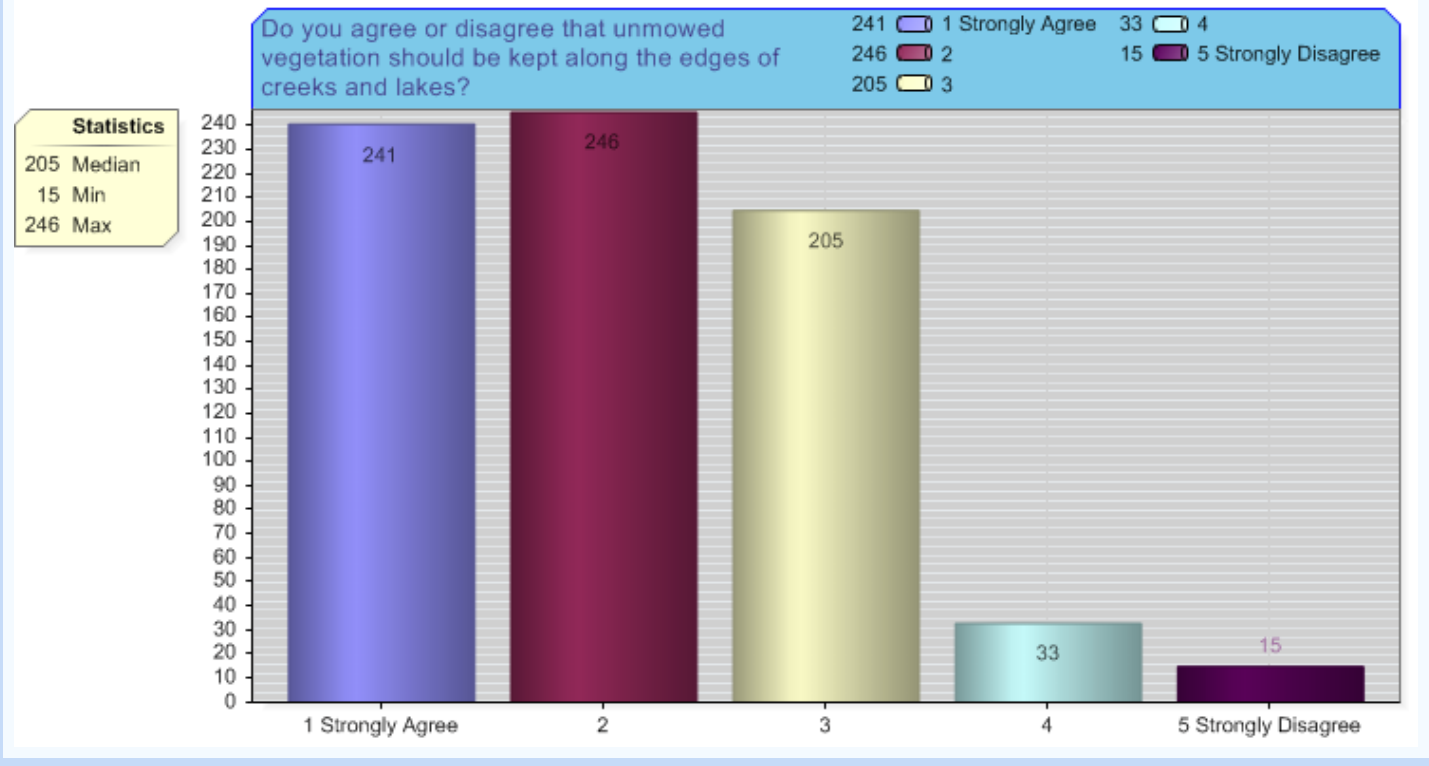
18. Construction sites you have seen in Chapel Hill are _____?

	Responses	Percent
always well-protected with no dirt or mud leaving the sites.:	14	1.79%
usually well-protected with only minor amounts of dirt or mud leaving the sites.:	245	31.33%
sometimes unprotected with large amounts of dirt or mud leaving the sites.:	262	33.5%
often unprotected with large amounts of dirt or mud leaving the sites.:	79	10.1%
I haven't noticed.:	182	23.27%
Total Responded to this question:		782 98.61%
Total who skipped this question:		11 1.39%
Total:		793 100%



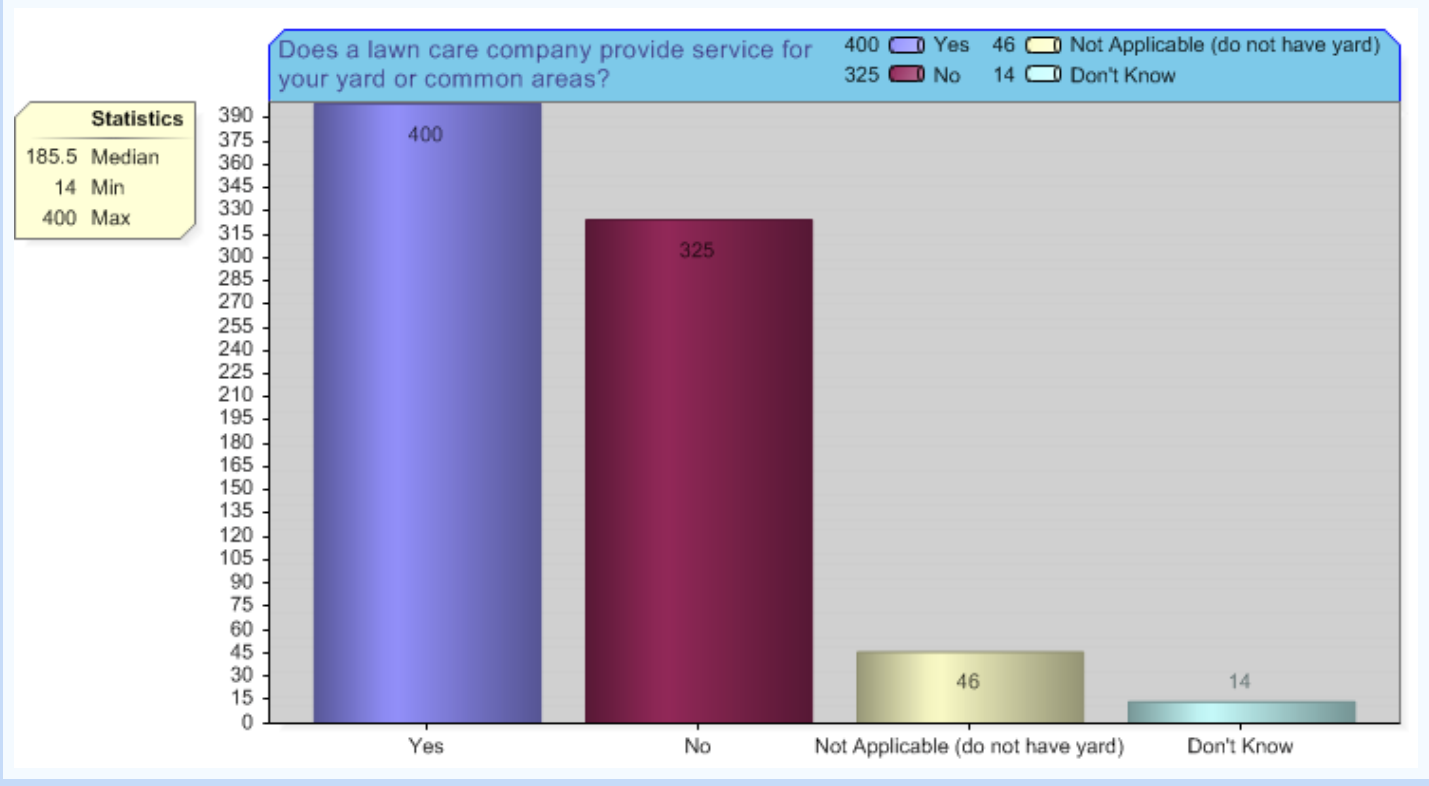
19. Do you agree or disagree that unmowed vegetation should be kept along the edges of creeks and lakes?

	Responses	Percent
1 Strongly Agree:	241	32.57%
2:	246	33.24%
3:	205	27.7%
4:	33	4.46%
5 Strongly Disagree:	15	2.03%
Total Responded to this question:		740 93.32%
Total who skipped this question:		53 6.68%
Total:		793 100%



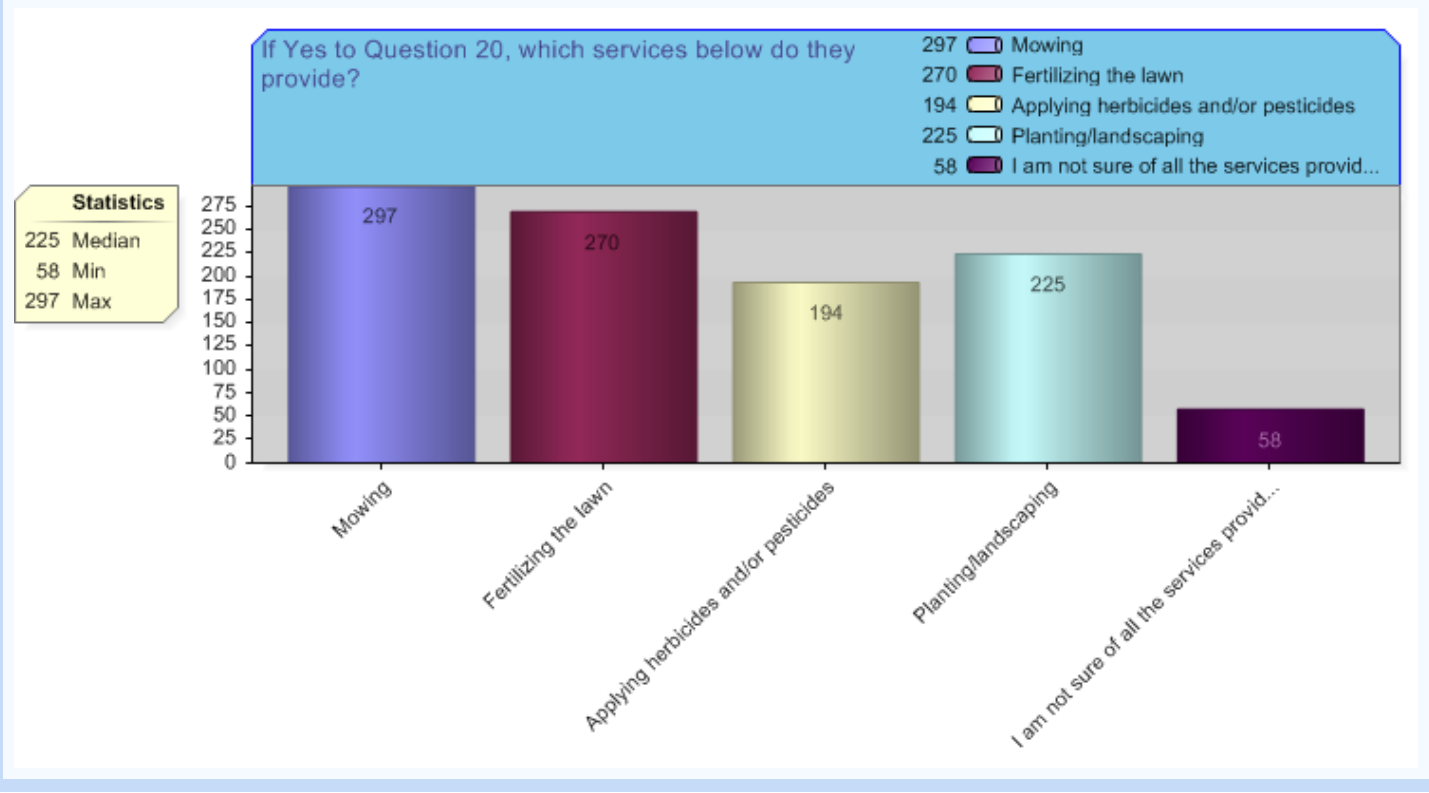
20. Does a lawn care company provide service for your yard or common areas?

	Responses	Percent
Yes:	400	50.96%
No:	325	41.4%
Not Applicable (do not have yard):	46	5.86%
Don't Know:	14	1.78%
Total Responded to this question:		785 98.99%
Total who skipped this question:		8 1.01%
Total:		793 100%



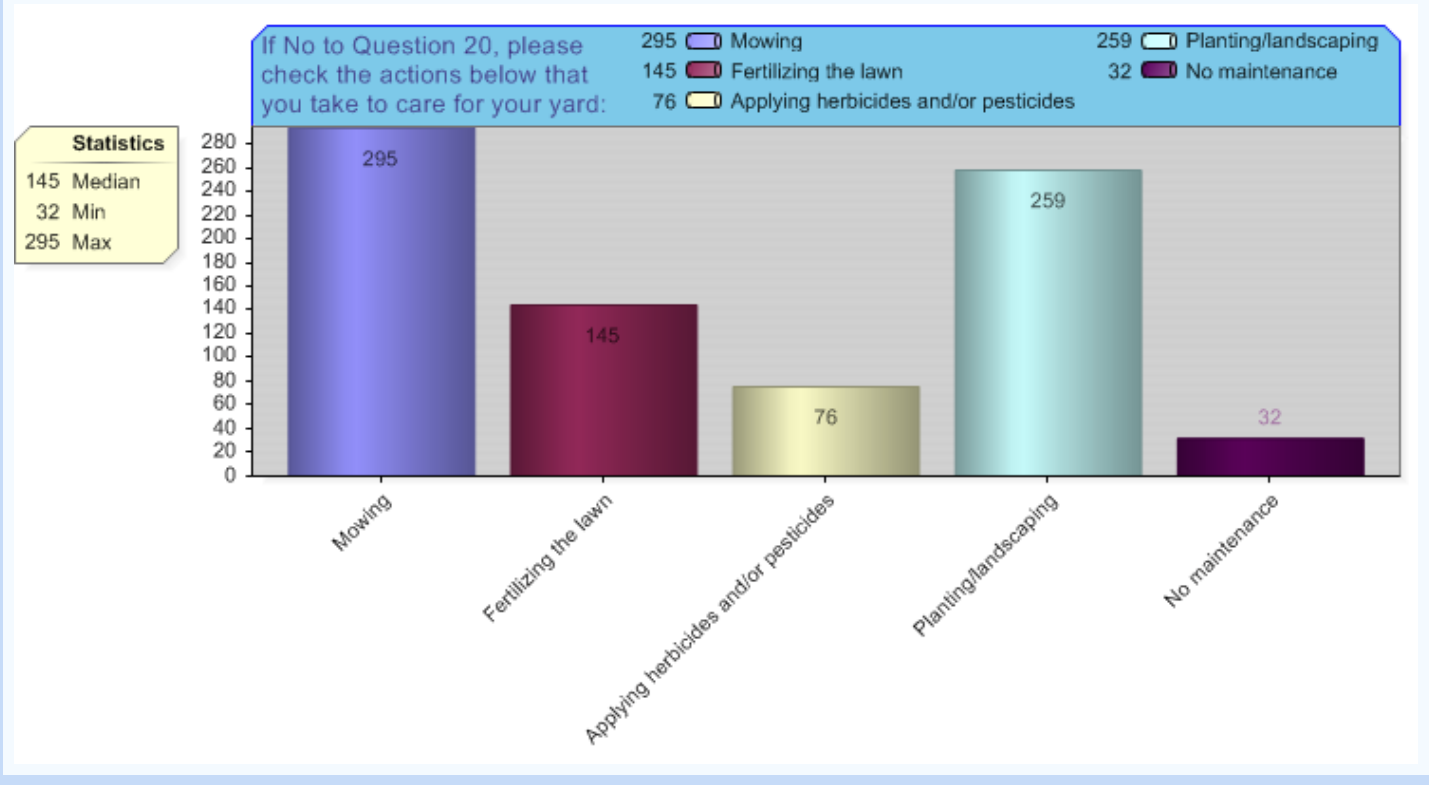
21. If Yes to Question 20, which services below do they provide?

	Responses	Percent
Mowing:	297	72.26%
Fertilizing the lawn:	270	65.69%
Applying herbicides and/or pesticides:	194	47.2%
Planting/landscaping:	225	54.74%
I am not sure of all the services provided:	58	14.11%
Total Responded to this question:	411	51.83%
Total who skipped this question:	382	48.17%
Total:	793	100%





22. If No to Question 20, please check the actions below that you take to care for your yard:

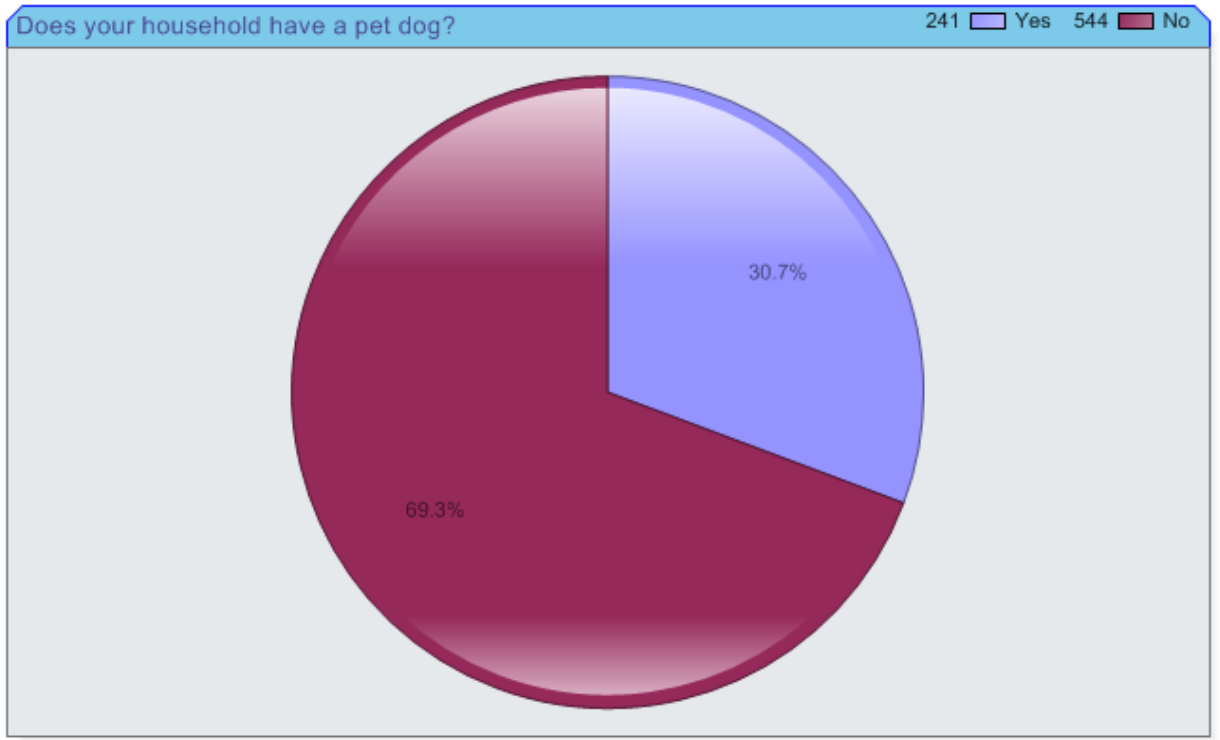
	Responses	Percent
Mowing:	295	81.04%
Fertilizing the lawn:	145	39.84%
Applying herbicides and/or pesticides:	76	20.88%
Planting/landscaping:	259	71.15%
No maintenance:	32	8.79%
Total Responded to this question:	364	45.9%
Total who skipped this question:	429	54.1%
Total:	793	100%



23. Does your household have a pet dog?

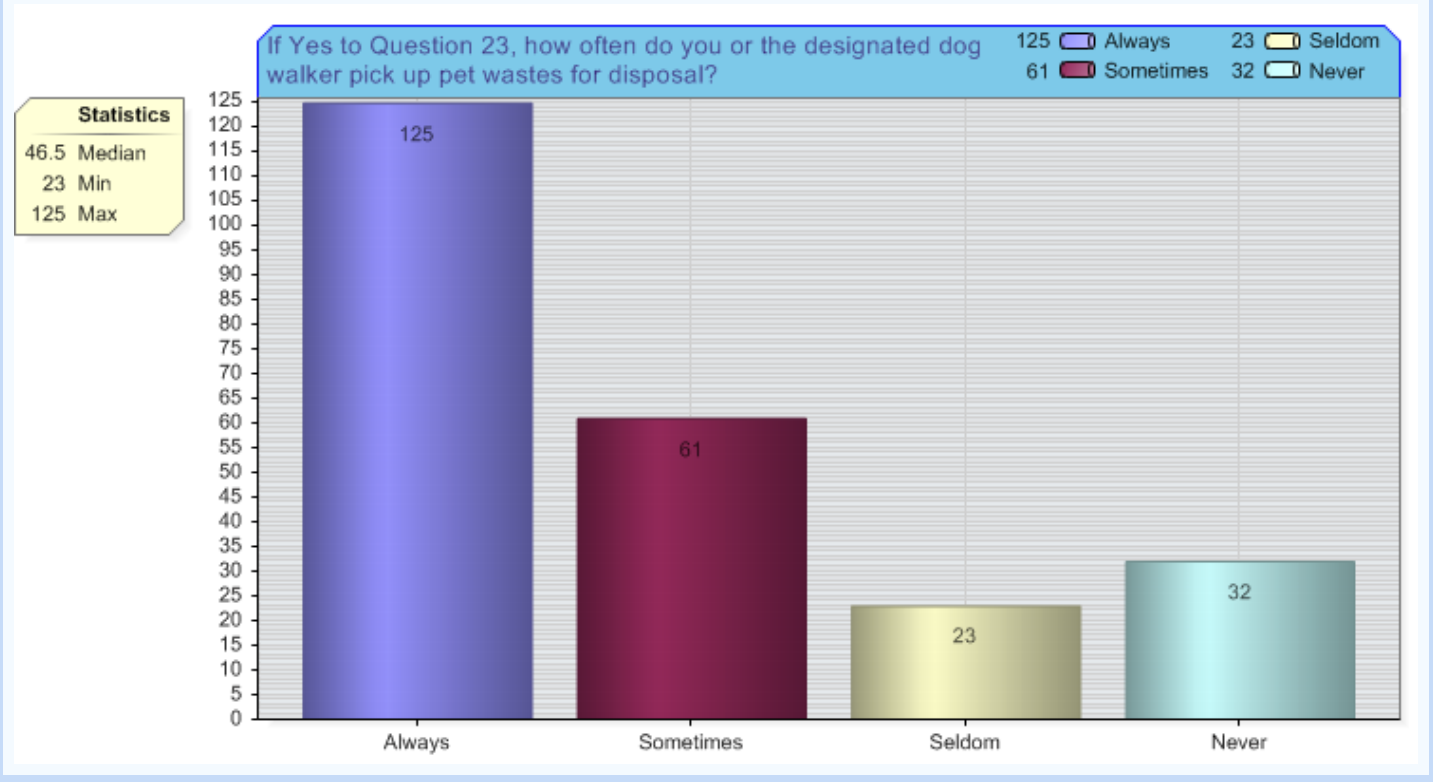
	Responses	Percent
Yes: 	241	30.7%
No: 	544	69.3%
Total Responded to this question:	785	98.99%
Total who skipped this question:	8	1.01%
Total:	793	100%

Statistics
241 Min
544 Max





24. If Yes to Question 23, how often do you or the designated dog walker pick up pet wastes for disposal?

	Responses	Percent
Always:	125	51.87%
Sometimes:	61	25.31%
Seldom:	23	9.54%
Never:	32	13.28%
Total Responded to this question:	241	30.39%
Total who skipped this question:	552	69.61%
Total:	793	100%

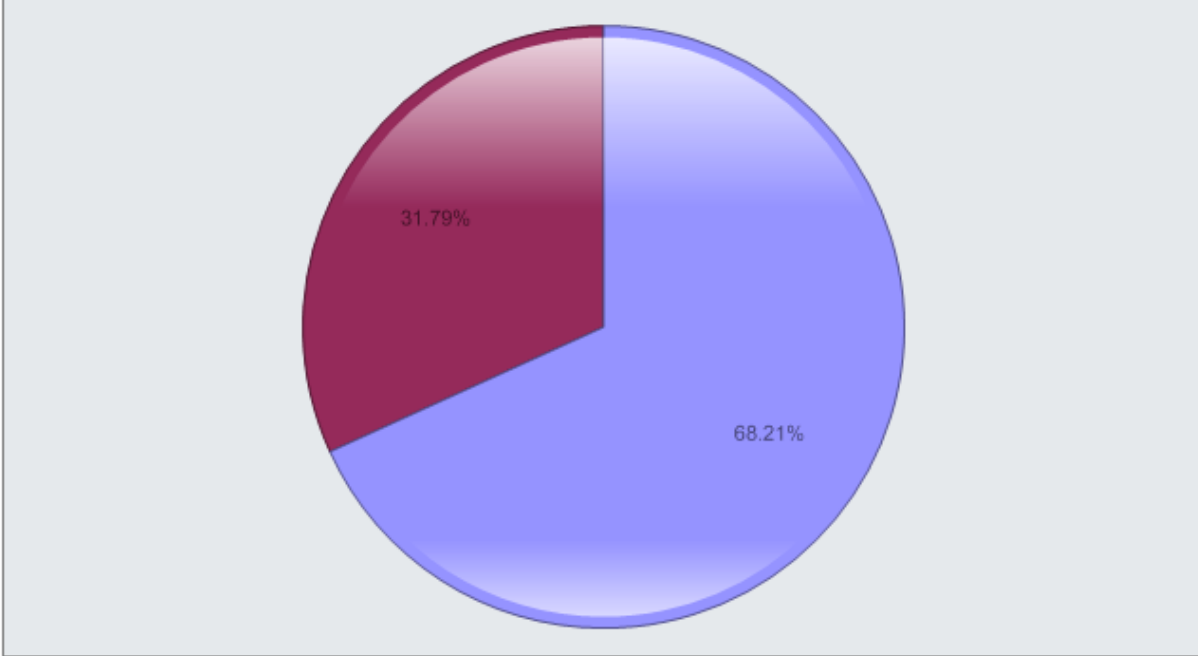


25. Do you take your used chemicals, paint, batteries, or other household hazardous wastes to the Orange County Household Hazardous Waste Collection Center?



	Responses	Percent
Yes: 	530	68.21%
No: 	247	31.79%
Total Responded to this question:	777	97.98%
Total who skipped this question:	16	2.02%
Total:	793	100%

Do you take your used chemicals, paint, batteries, or other household hazardous wastes to the Orange County Household Hazardous Waste Collection Center? 530 Yes 247 No

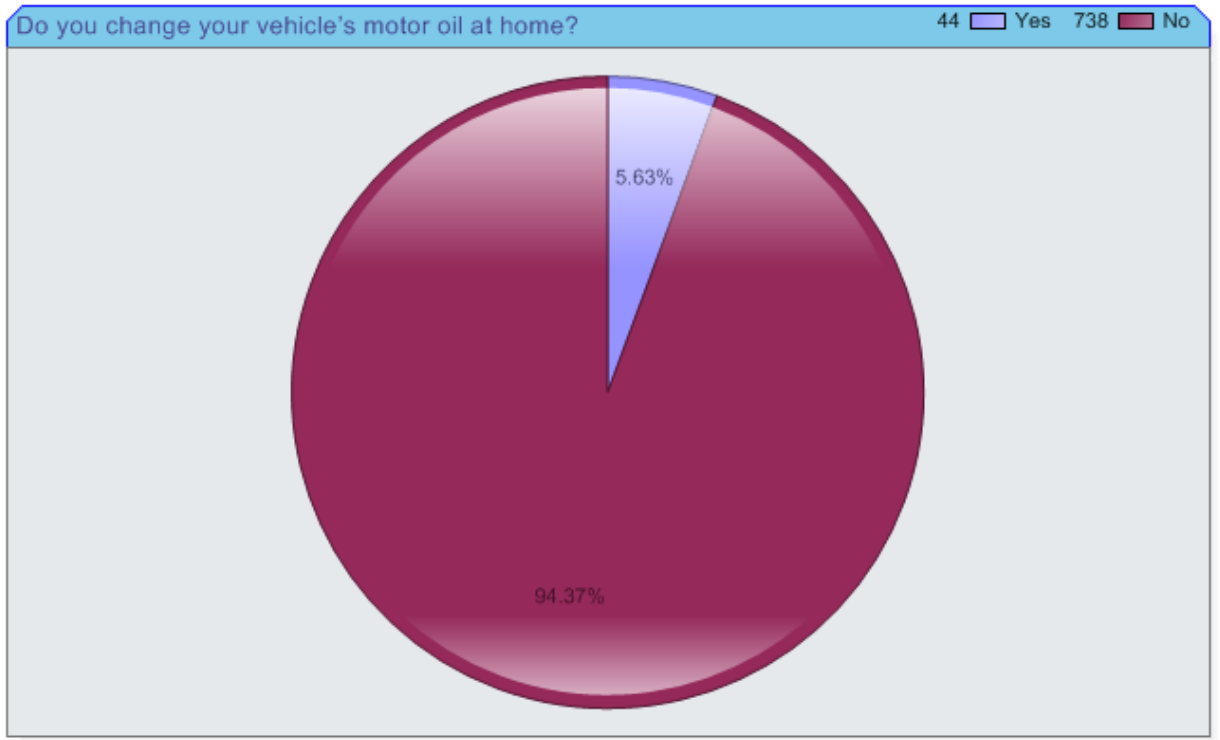
Statistics
247 Min
530 Max




26. Do you change your vehicle's motor oil at home?

	Responses	Percent
Yes: 	44	5.63%
No: 	738	94.37%
Total Responded to this question:	782	98.61%
Total who skipped this question:	11	1.39%
Total:	793	100%

Statistics
44 Min
738 Max




27. If Yes to Question 26, what do you do with the used motor oil?

	Responses	Percent
Responses: 	44	100%
Total Responded to this question:	44	5.55%
Total who skipped this question:	749	94.45%
Total:	793	100%



Graph/Chart function not relevant for this question type.

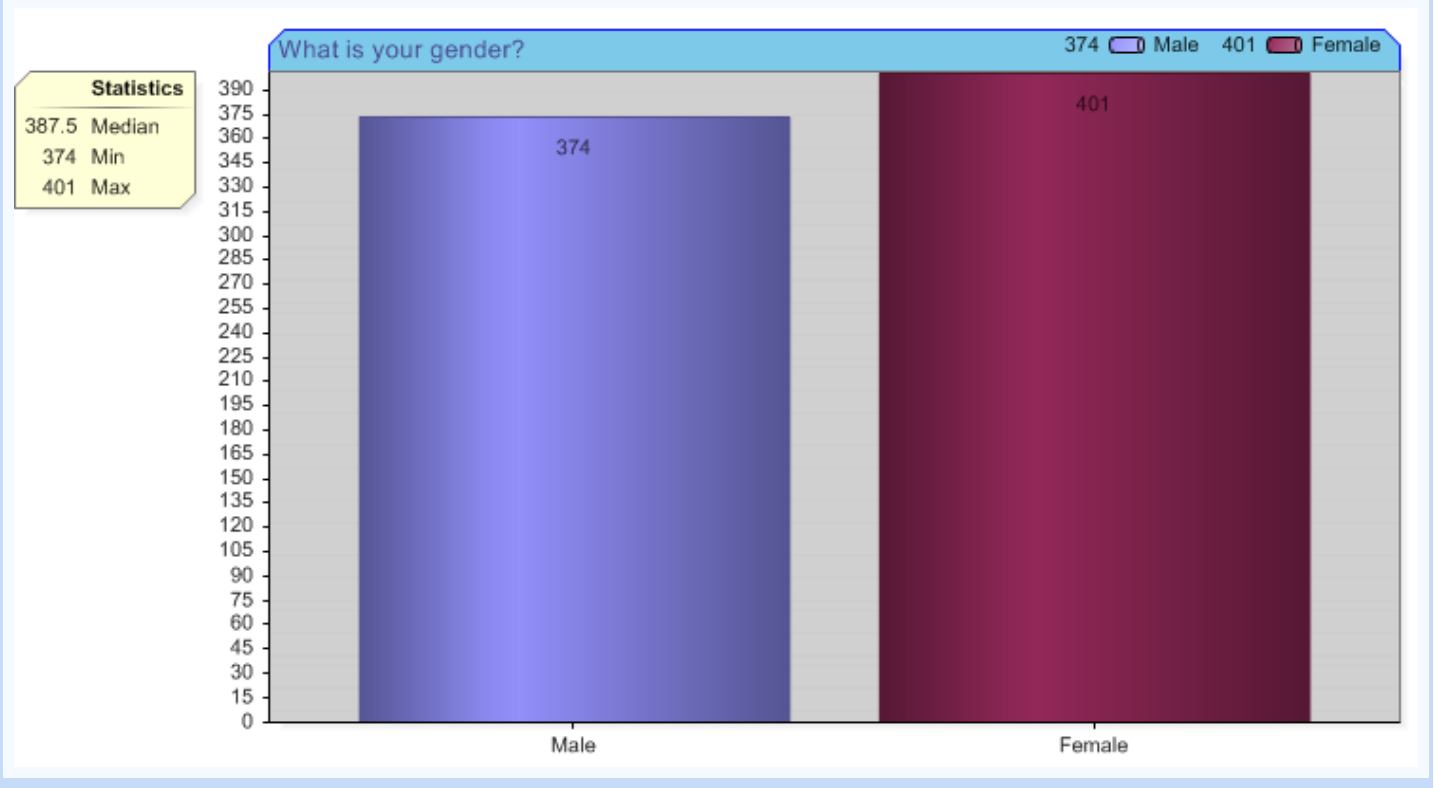
28. Please share any comments, concerns, questions, or suggestions that you may have regarding the Town's stormwater management programs and services:

	Responses	Percent
Responses: 	156	100%
Total Responded to this question:	156	19.67%
Total who skipped this question:	637	80.33%
Total:	793	100%

Graph/Chart function not relevant for this question type.

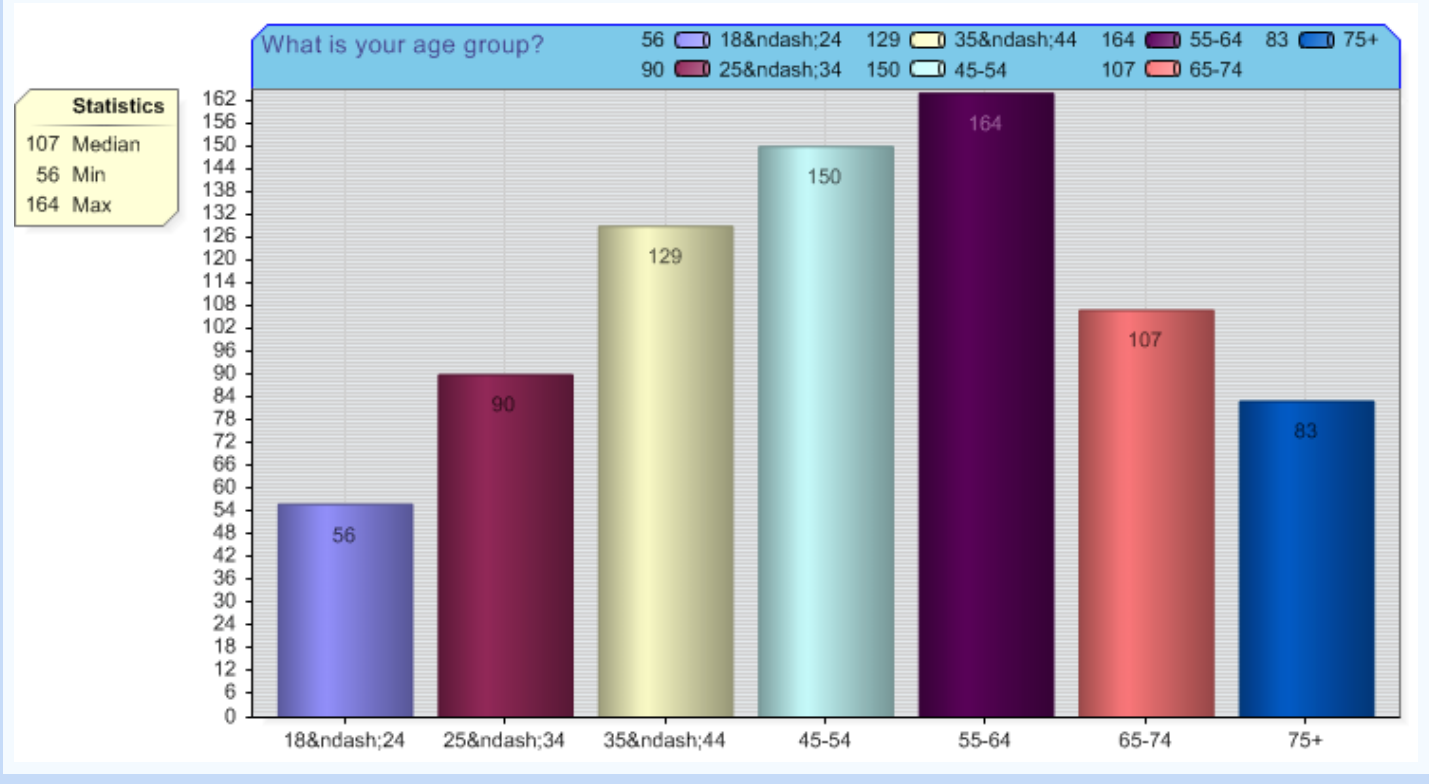
29. What is your gender?

	Responses	Percent
Male: 	374	48.26%
Female: 	401	51.74%
Total Responded to this question:	775	97.73%
Total who skipped this question:	18	2.27%
Total:	793	100%



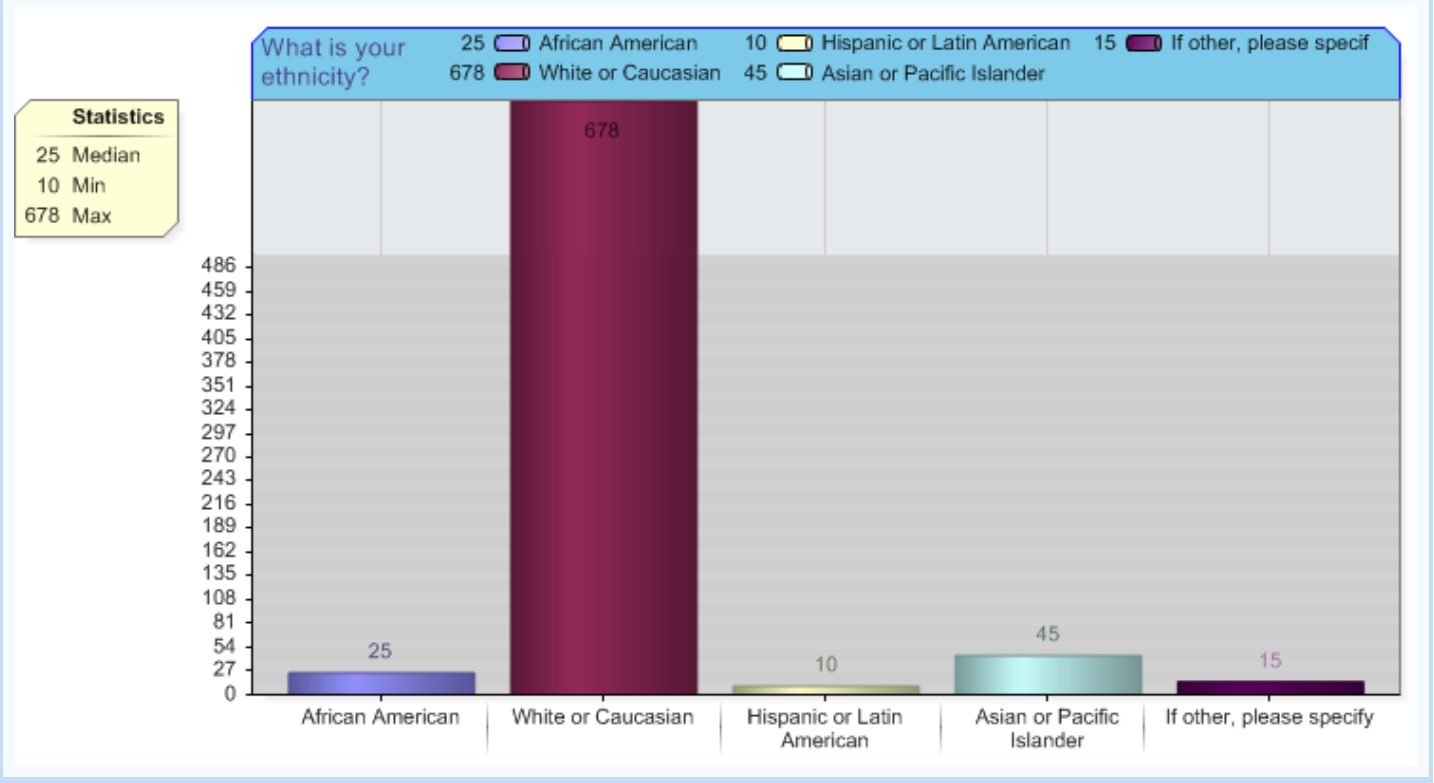
30. What is your age group?

	Responses	Percent
18-24:	56	7.19%
25-34:	90	11.55%
35-44:	129	16.56%
45-54:	150	19.26%
55-64:	164	21.05%
65-74:	107	13.74%
75+:	83	10.65%
Total Responded to this question:		779 98.23%
Total who skipped this question:		14 1.77%
Total:		793 100%





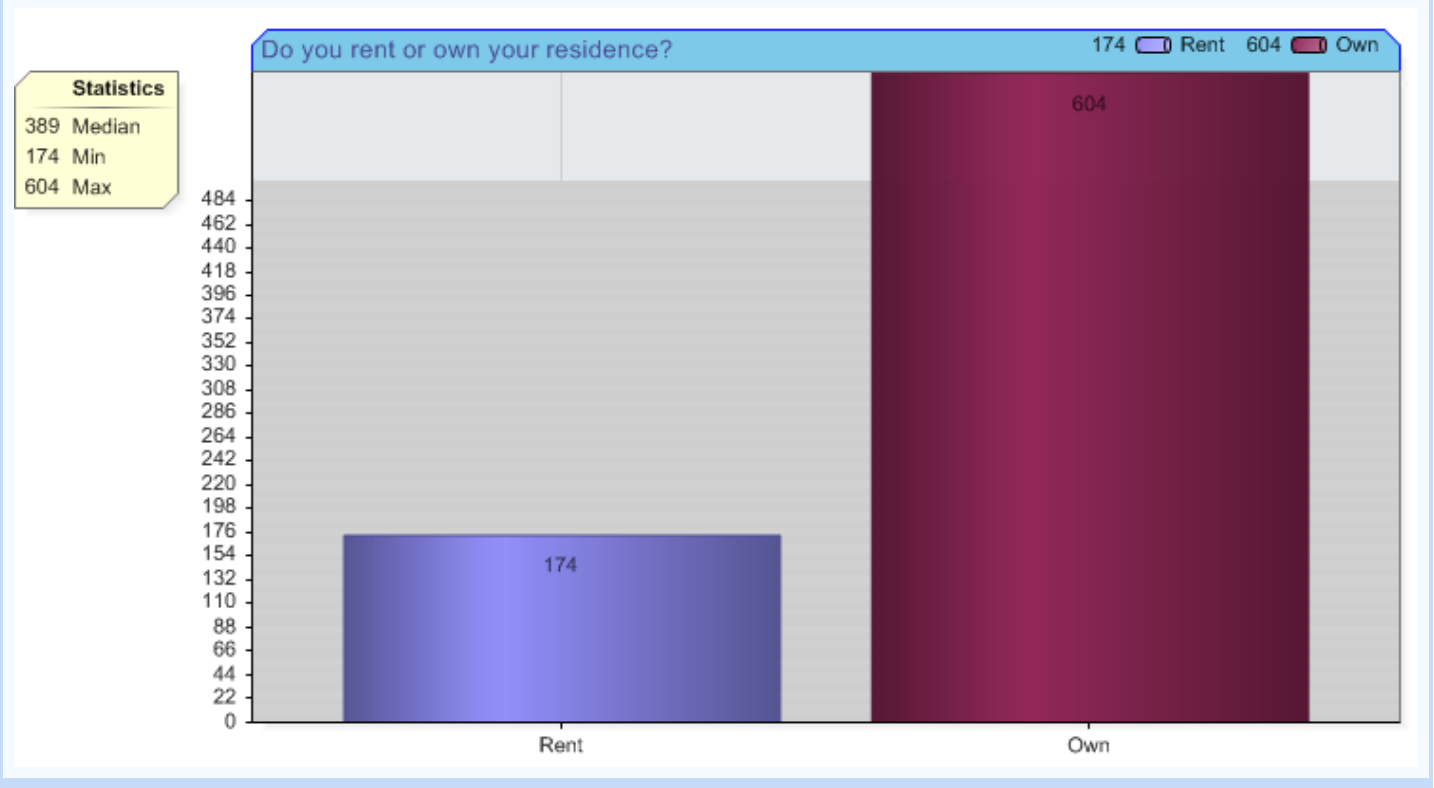
31. What is your ethnicity?

	Responses	Percent
African American:	25	3.23%
White or Caucasian:	678	87.71%
Hispanic or Latin American:	10	1.29%
Asian or Pacific Islander:	45	5.82%
If other, please specify :	15	1.94%
Total Responded to this question:	773	97.48%
Total who skipped this question:	20	2.52%
Total:	793	100%



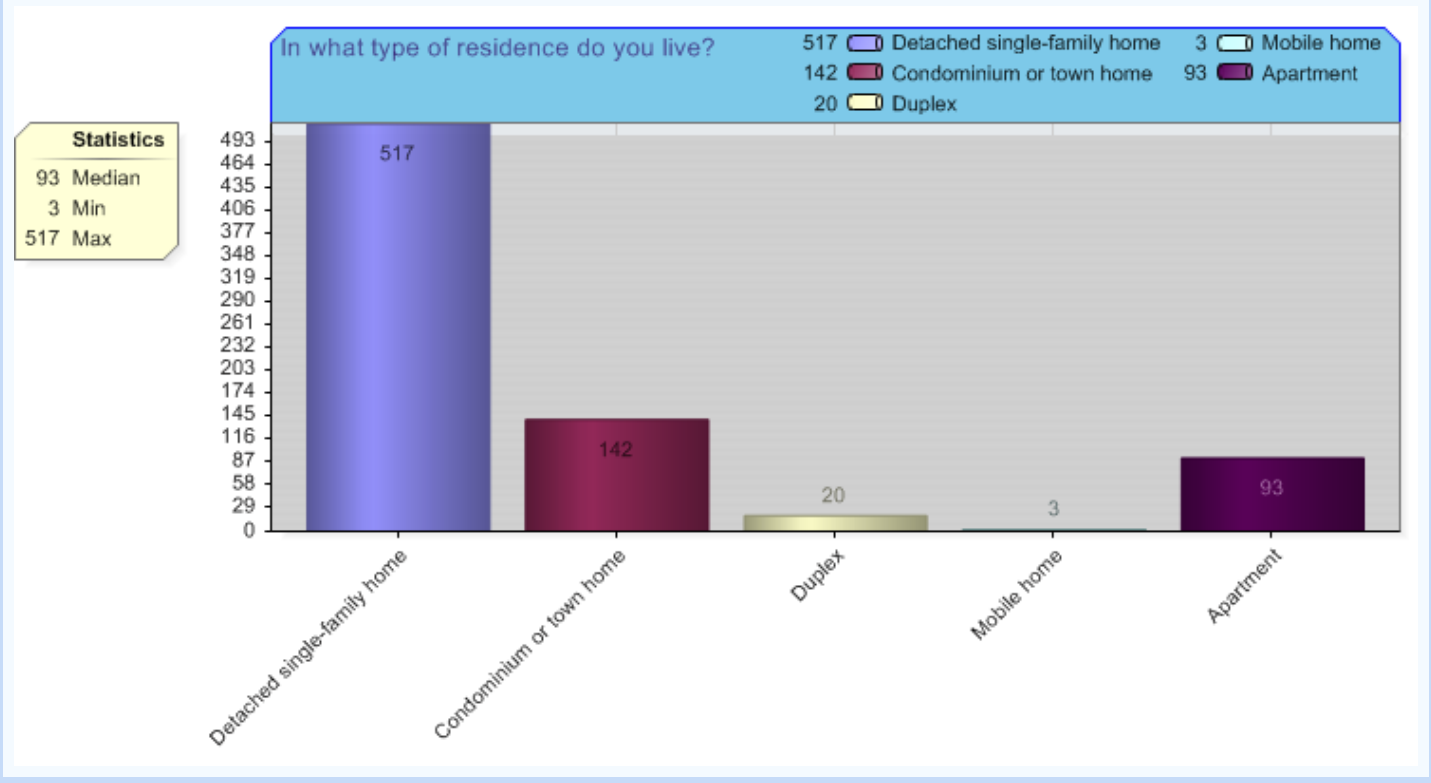
32. Do you rent or own your residence?

	Responses	Percent
Rent: 	174	22.37%
Own: 	604	77.63%
Total Responded to this question:	778	98.11%
Total who skipped this question:	15	1.89%
Total:	793	100%



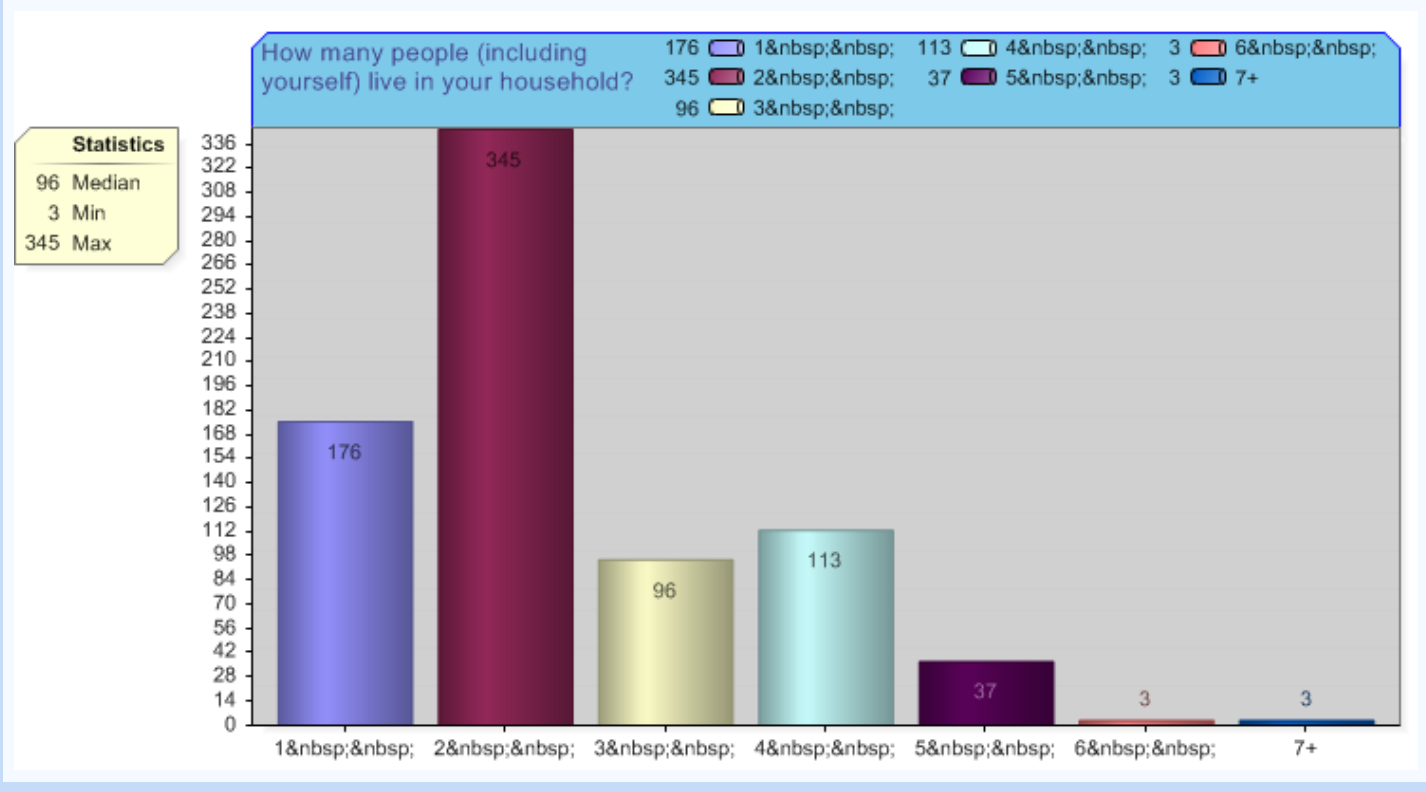
33. In what type of residence do you live?

	Responses	Percent
Detached single-family home:	517	66.71%
Condominium or town home:	142	18.32%
Duplex:	20	2.58%
Mobile home:	3	0.39%
Apartment:	93	12%
Total Responded to this question:	775	97.73%
Total who skipped this question:	18	2.27%
Total:	793	100%



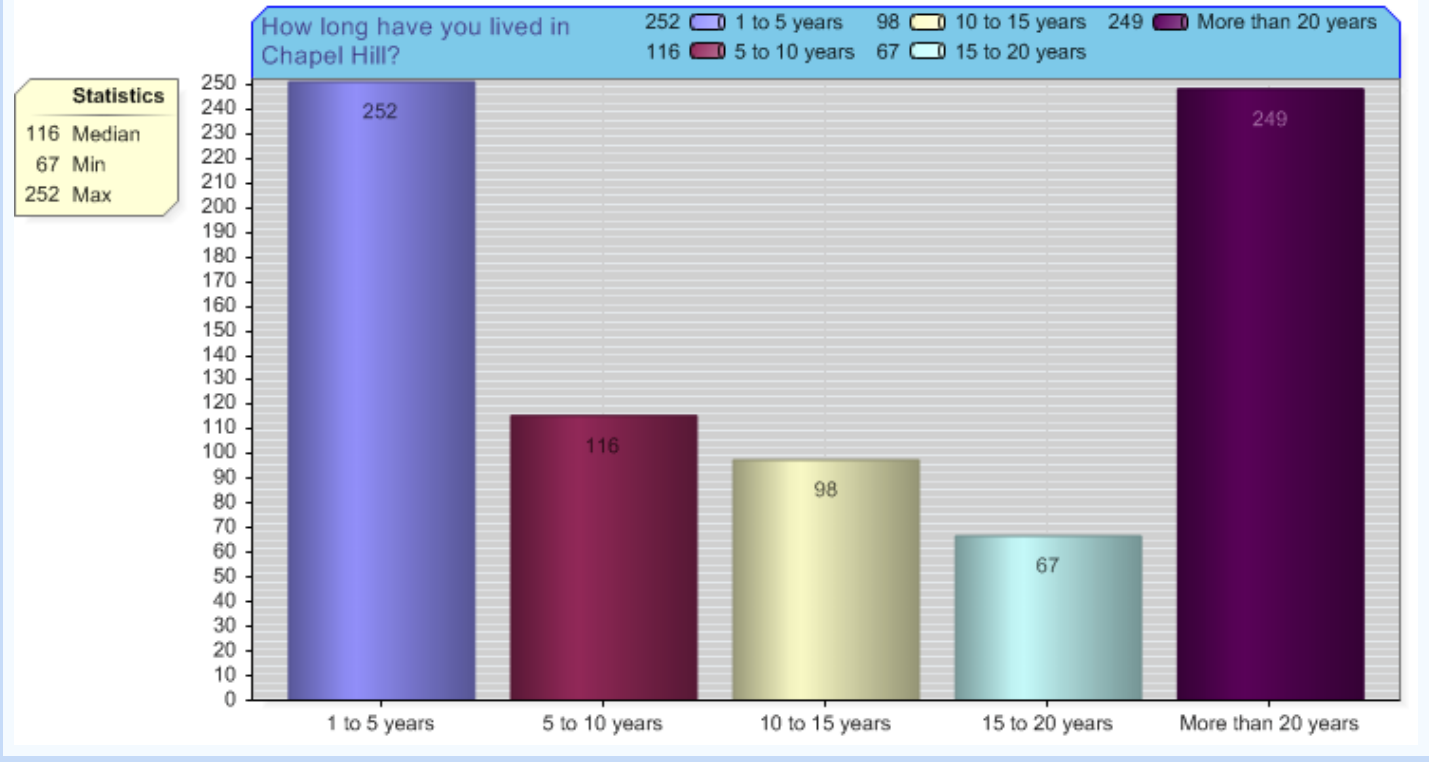
34. How many people (including yourself) live in your household?

	Responses	Percent
1 :	176	22.77%
2 :	345	44.63%
3 :	96	12.42%
4 :	113	14.62%
5 :	37	4.79%
6 :	3	0.39%
7+ :	3	0.39%
Total Responded to this question:		773 97.48%
Total who skipped this question:		20 2.52%
Total:		793 100%





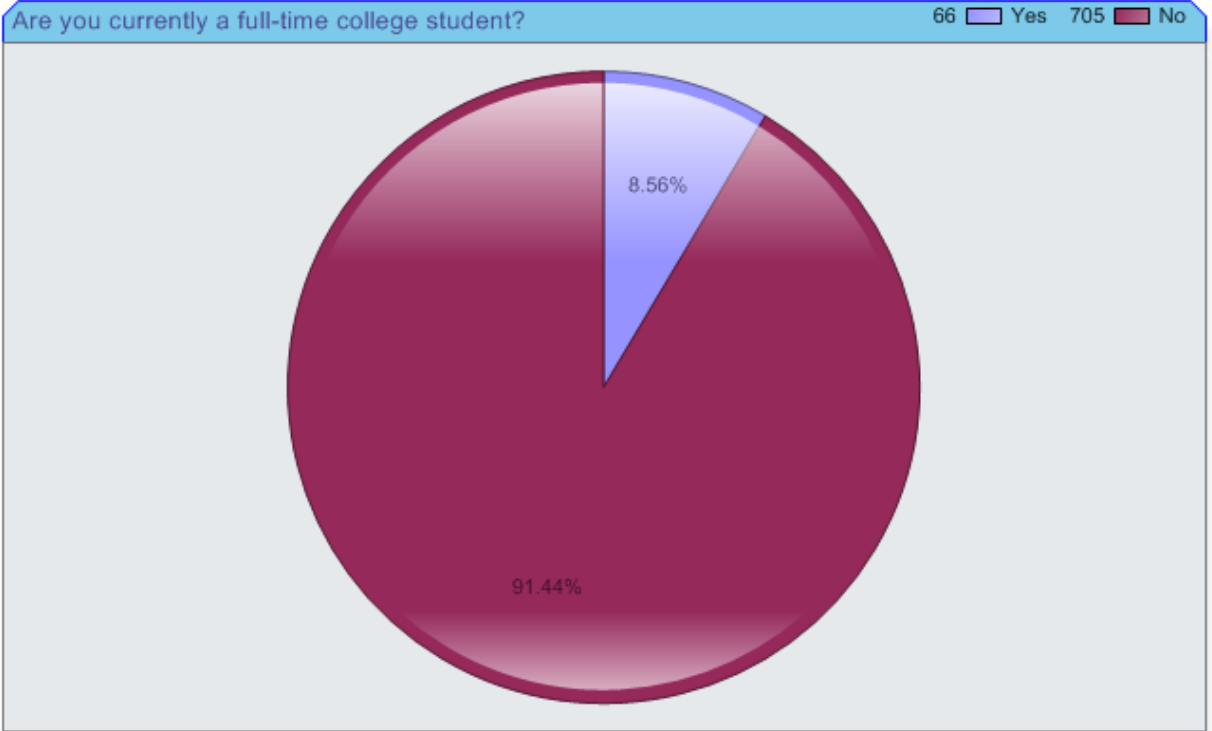
35. How long have you lived in Chapel Hill?

	Responses	Percent
1 to 5 years:	252	32.23%
5 to 10 years:	116	14.83%
10 to 15 years:	98	12.53%
15 to 20 years:	67	8.57%
More than 20 years:	249	31.84%
Total Responded to this question:	782	98.61%
Total who skipped this question:	11	1.39%
Total:	793	100%



36. Are you currently a full-time college student?

	Responses	Percent
Yes: 	66	8.56%
No: 	705	91.44%
Total Responded to this question:	771	97.23%
Total who skipped this question:	22	2.77%
Total:	793	100%

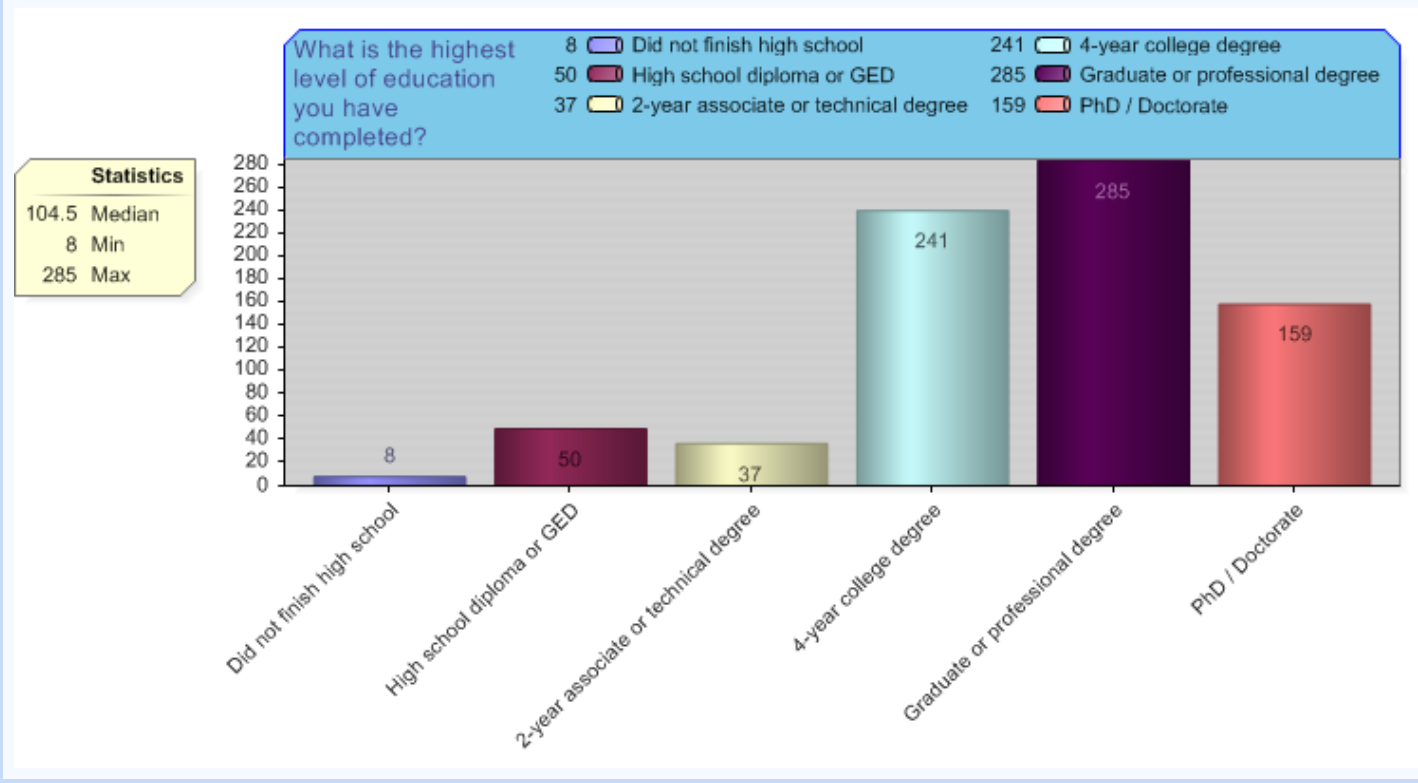


Statistics

66 Min
705 Max

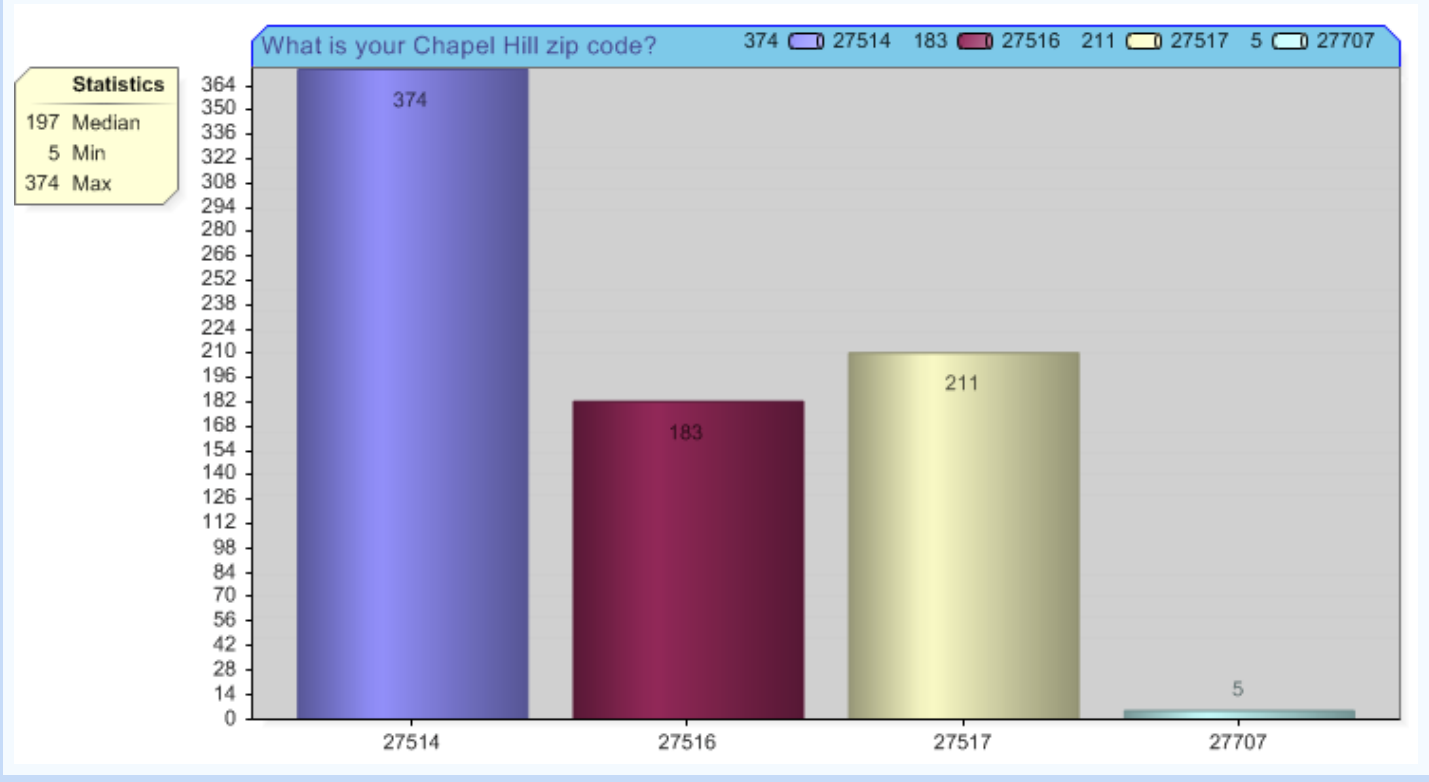
37. What is the highest level of education you have completed?

	Responses	Percent
Did not finish high school:	8	1.03%
High school diploma or GED:	50	6.41%
2-year associate or technical degree:	37	4.74%
4-year college degree:	241	30.9%
Graduate or professional degree:	285	36.54%
PhD / Doctorate:	159	20.38%
Total Responded to this question:	780	98.36%
Total who skipped this question:	13	1.64%
Total:	793	100%



38. What is your Chapel Hill zip code?

	Responses	Percent
27514:	374	48.38%
27516:	183	23.67%
27517:	211	27.3%
27707:	5	0.65%
Total Responded to this question:		773 97.48%
Total who skipped this question:		20 2.52%
Total:		793 100%



39. What is your annual household income?

	Responses	Percent
Less than \$30,000 per year:	120	17.05%
\$30,000 - \$50,000 per year:	106	15.06%
\$50,000 - \$100,000 per year:	207	29.4%
\$100,000 - \$200,000 per year:	197	27.98%
More than \$200,000 per year:	74	10.51%
Total Responded to this question:	704	88.78%
Total who skipped this question:	89	11.22%
Total:	793	100%

