

2013-14 Report to the Community



Chapel Hill, North Carolina

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Message from the Town Manager



Learning, serving and working together to build a community where people thrive.



This is a time of change and excitement for the Town of Chapel Hill. The Town Council adopted Chapel Hill 2020 as the Town's Comprehensive Plan. We are implementing that plan as a guide to everything we do. We call this implementation phase DESIGN Chapel Hill 2020. www.townofchapelhill.org/design

Your participation in the development of Chapel Hill 2020 surpasses community participation in any other process of its kind in Chapel Hill. The committee that initiated the planning process challenged our staff and volunteer leaders to be creative and innovative in our outreach and engagement effort. We brought people together in a variety of outreach efforts — workshops, face-to-face discussions, blog posting, keypad polling, tavern talks, and more. We are learning from and building on these efforts as we continue with DESIGN 2020, especially in planning the Future Focus Areas and exploring the Big Ideas of 2020 such as the Bike Plan and Rosemary Imagined.

Adoption of the comprehensive plan was not an end point, but a beginning. Adoption was a goal accomplished and the beginning of a journey to our preferred future. Implementing the plan will require the Town, the community, other local governments, the University and the UNC Healthcare System, non-profits, and many others to work collaboratively on achieving goals for the next decade.

This year, we will conduct our third Community Survey to help us understand our residents' perception of the services the Town provides. Our last survey showed that satisfaction ratings were high, and had increased in nearly every category of services provided. This response reflects the prudent financial decisions of the Town Council and the committed service of our excellent team of employees. Your participation is crucial to help us understand what we are doing well and where we can improve. The survey will be used in tandem with the Town's Priority Budgeting initiative and Strategic Planning to allocate resources for the future.

Thank you for your participation in making our community even better, one where people thrive.

—Roger L. Stancil



Cover Photos: 140 West "Exhale" sculpture with girl playing in water vapors; view of Rosemary Street; Locally Grown festival-goers; Obey Creek walking tour; and Chapel Hill High School participants in Chapel Hill 2020 community visioning process.

This publication was prepared by Town of Chapel Hill Communications and Public Affairs. We welcome your feedback at info@townofchapelhill.org.

Town Manager & Senior Management Team

The Town of Chapel Hill brings responsive and well-managed local government services to more than 57,000 residents. The vision for our community is shaped by policies set by the Mayor and Council, and delivered by employees under the direction of the Town Manager and the Senior Management Team.

Town Manager Roger Stancil
Florentine Miller, Deputy Town Manager
Ralph Karpinos, Town Attorney
John Bjurman, Chief Information Officer
Chris Blue, Police Chief
Susan Brown, Library Director
J.B. Culpepper, Planning Director
Dan Jones, Fire Chief
Butch Kisiah, Parks and Recreation Director
Catherine Lazorko, Public Information Officer
Brian Litchfield, Chapel Hill Transit Interim Director
Mary Jane Nirdlinger, Strategic and Policy Initiatives Director
Lance Norris, Public Works Director
Sabrina Oliver, Communications and Public Affairs Director
Ken Pennoyer, Business Management Director
Frances Russell, Human Resource Development Director
Tina Vaughn, Housing Director



Your Town Council: (bottom, L-R) Gene Pease, Matt Czajkowski, Mayor Mark Kleinschmidt, Mayor pro tem Ed Harrison, (top, L-R): James Ward, Sally Greene, Donna Bell, Laurin Easthom, and Lee Storrow

The Mayor and Town Council want to hear from you. Contact them at mayorandcouncil@townofchapelhill.org

Read the Plan at chapelhill2020.org.

The Council Goals are as follows: Govern with Quality, Responsiveness and Efficiency; Champion Downtown; Focus on Economic Development, Land Use and Transportation for a Balanced and Sustainable Future; Maintain and Improve Community Facilities and Services; and Set Course for a Sustainable Financial Future.

The Budget Objectives are as follows: Strategic, Sustainable & Balanced Development; Safe Community; Stewardship of the Natural Environment; Inclusive and Socially Thriving Community; Quality Governance & Stewardship of Public Assets; and Accessible & Connected Community.

The Council's work over the last few years has established a solid foundation for the Chapel Hill 2020 Plan and the decision-making infrastructure envisioned by the Council's direction and process. Creating a rational basis for planning for the future and allocating resources to achieve the preferred future was the major Council Goal through Chapel Hill 2020.

Chapel Hill 2020 Themes



A Place for Everyone: This theme explored diversity and inclusion in a family-friendly, vibrantly creative environment. Participants focused on creating a welcoming community for all with special emphasis on the arts, teens, and the need for affordable housing.



Community Prosperity and Engagement: This group focused on sustaining the financial health of the community by creating a safe, vibrant, and connected community. Participants examined encouraging economic development, supporting existing and new local businesses, and sustaining healthy neighborhoods.



Getting Around: This theme included the study of all modes of transportation needed for an inclusive, connected community. Participants explored the potential for regional partnerships linking to thriving greenways, sidewalks, bicycle amenities, and other options within the town.



Good Places, New Spaces: Exploring what the Chapel Hill of the future should look like, this group focused not only on downtown but also on land use throughout the town including in existing neighborhoods, balancing respect for the old with the prospect of the new. Discussions of development coexisted with consideration of open space and the rural buffer.



Nurturing Our Community: Environmental sustainability is at the core of this theme. Participants examined the many aspects of people's interaction with the natural habitat, from parks and open spaces to locally grown agriculture to protecting water quality and solid waste disposal.



Town and Gown: Collaboration with the University of North Carolina at Chapel Hill and the UNC Health Care System on lifelong learning and innovation is the centerpiece of this theme. Participants aspired to use the intellectual and financial capital of the University and the UNC Health Care System to help the town flourish.

Strategic, Sustainable and Balanced Development

Chapel Hill benefits from the Triangle's current attraction as an excellent place to live and the projected growth from that attraction. We are a mostly built-out suburban community without much undeveloped land and with established boundaries of growth. Changes towards a higher density community create new demands and opportunities for our services. Chapel Hill's future is grounded in sustainability.

DESIGN Chapel Hill 2020, the title given to the implementation phase of the Chapel Hill 2020 comprehensive plan, encompasses numerous events this year. Residents are participating in community meetings to discuss the land use plans for future focus areas. These areas are most likely to change in the future due to vacant land, underdeveloped sites, and their locations along transportation and transit corridors. Focus areas are Area 1: Downtown Chapel Hill; Area 2: North Martin Luther King Jr. Boulevard/I-40; Area 3: South Martin Luther King Jr. Boulevard/Homestead Road to Estes Drive; Area 4: Highway 54 (includes Glen Lennox); Area 5: North 15-501 (including Ephesus Church/Fordham); and Area 6: South 15-501 (including Obey Creek). www.townofchapelhill.org/design



Initiated by the Council in 2003 as part of its effort to invigorate downtown and energize the streets with people and activity, the grand opening of 140 West Franklin took place in April 2013. "It used to be a parking lot," Mayor Kleinschmidt remarked, describing the building project that includes condominiums, retail space, and an underground parking garage. It also features a large public plaza that is the site of free entertainment and events that further enliven downtown. Exhale, an eye-catching art sculpture with colorful lighting and fog effects, is a major attraction.



Rosemary Imagined, an innovative community-led planning initiative that kicked off in June 2013, is expected to refine our thinking of how Rosemary Street fits into the development and growth of downtown Chapel Hill. The Rosemary Street corridor was identified during the Chapel Hill 2020 process as one of the five Big Ideas. www.townofchapelhill.org/rosemaryimagined

The Neighborhood Conservation District (NCD) zoning overlay is used to protect distinctive neighborhoods that contribute to the overall character and identity of Chapel Hill. www.townofchapelhill.org/planning



Welcome, Food Trucks! Food truck vending on private property in commercial zoning districts was approved in early 2013. In May, the Council reduced fees and expanded regulations to allow more types of food trucks, to include those that are catering and participating in special events/rodeos. www.townofchapelhill.org/foodtrucks



Improvements totaling \$105,000 were completed along the 500 block of West Franklin. What's new? Elm trees, sidewalk, trash receptacles, bus stop and bicycle racks. Crews installed a new sidewalk on the east side of Henderson Street from E. Franklin to Roberson streets. www.townofchapelhill.org/streetscape



A \$1.8 million rehabilitation project is underway in the Colony Woods West public housing neighborhood. The Town manages 336 public housing apartments in 13 neighborhoods throughout Chapel Hill and Carrboro.



The Council responded to community concerns about a proposed redevelopment of Glen Lennox by using a Council-appointed committee structure to organize public input into creating a Neighborhood Conservation District. The committee included neighborhood residents, representatives from Grubb Properties (the owner of the Glen Lennox apartment and commercial property) and others. That process segued into the exploration of whether the area can benefit from a development agreement process. Also exploring this new planning tool is Obey Creek, a proposed mixed use development that, if approved, would be located across South 15-501 from Southern Village. Public walking tours of the properties were organized in May and June 2013. www.townofchapelhill.org/developmentagreement

Affordable Housing Strategy: In order to address the concern of high housing costs in Chapel Hill, the Town is actively creating policies to support the development of affordable housing.





LAUNCH, Chapel Hill's first startup accelerator at 321 W. Rosemary St., celebrated its grand opening in April 2013. Our first 16 startups produce products and services such as acoustics software for architects and engineers, new technologies for portable glucose, a waterless solution to the international health sanitation crises, and a gluten-free line of baked goods. www.launchchapelhill.com



Community Home Trust is a nonprofit organization that sells and preserves affordable housing for lower-income families. There are more than 190 Home Trust homes throughout Chapel Hill and Carrboro. While the Trust retains title to each property, ownership is conveyed using a 99-year ground lease. Learn more at www.communityhometrust.org



Chapel Hill's historic districts include four National Register Districts, three local historic districts, and numerous individual properties listed on the National Register. www.preservationchapelhill.org

Safe Community

As our community's character evolves, new types of buildings, an expanded residential presence downtown and changing areas of activity in the Town will require new services and fresh thinking about how we protect and provide for a safe community.

Informing the public of the hazards of distracted Driving will continue to be a focus of the Police Department's public education efforts. A driving simulator event was organized on the UNC-Chapel Hill campus to give the public an opportunity to test assumptions about the safety of driving while using cell phones. The Town's cell phone restrictions while driving may take effect in October 2013. www.townofchapelhill.org/cellphoneban



Fire and Emergency Services has provided training to Town staff in the National Incident Management System, which establishes a uniform set of processes and procedures that emergency responders at all levels of government use to conduct response operations.



The Town Council addressed concerns from residents and visitors about potential predatory towing practices in Chapel Hill. The revised tow ordinance regulates any non-consensual tow from private property. A few of the key changes are that tow fees are regulated and capped by the Town; tow lots may not be located farther than 15 miles outside of town, and tow zones must be marked with required signage. www.townofchapelhill.org/towing



The Chapel Hill Police Department hosted the 2012 Orange County Peace Officers Memorial Service, in partnership with the Orange County Sheriff's Office, Orange Correctional Center, Mebane Police Department, UNC Department of Public Safety, the NC Highway Patrol, Carrboro Police, Hillsborough Police, and UNC Hospital Police. Honored were Orange County and North Carolina Officers who have given their lives in the line of duty.

The third Citizen's Police Academy (April 2013), an action-packed three-day event, provides residents with an "inside look" at how the Police Department functions.



New regulations in Northside and Pine Knolls neighborhoods respond to residents' concerns — multiple vehicles parked in front yards, single family homes being occupied by more than four unrelated people, and excessive trash and noise. In 2012, the Town Manager formed a multi-departmental Code Enforcement Team to address these issues.



For the seventh year in a row, Chapel Hill is among the top five North Carolina communities for its efforts to promote traffic safety. Chapel Hill received the AAA Foundation for Traffic Safety's top award as the "North Carolina Traffic Safe Community of the Year" for 2012. Chapel Hill has claimed the top spot for a community of 30,000 or more three times in the last five years. This recognition is based on an analysis of crash statistics, number of law enforcement officers per capita, and the presence of a formal traffic safety program that delivers year-round traffic safety initiatives.



The year-round Good Neighbor Initiative encourages UNC-Chapel Hill students who live off campus to meet their neighbors and work with them to build community and keep neighborhoods clean and safe. The initiative features a day in August when community volunteers, students and community police officers walk door to door in neighborhoods surrounding downtown. Residents are also invited to the Good Neighbor Block Party.

For emergency notices by phone, sign up for CodeRED at www.townofchapelhill.org/codered



See Graffiti? Report it to the Police by calling 911.

Need to check the rules? For Town ordinances on everything ranging from backyard chickens, dog tethering, leaf blowers, noise and more — see www.townofchapelhill.org/goodneighbor.



Chapel Hill firefighters battle University Gardens fire in January 2013.



Homegrown Halloween marked its successful fifth year in 2012. The shared effort among the Town, University and Downtown businesses aims to keep Halloween on Franklin Street as a small town community gathering with smaller crowd sizes. Pictured above is the Emergency Operations Command Center that coordinates public safety and various services for the event.

Bicycle Safety — State law requires cyclists to get a front lamp and a rear reflector. Learn more at www.ncdot.org/transit/bicycle



Animal Services: Orange County operates animal licensing, rabies vaccinations, and animal control. To adopt a dog or cat, visit the shelter at 1601 Eubanks Road. www.co.orange.nc.us/animalservices If you are a pet owner, check out the dog parks located at Homestead Park and Southern Community Park.

View public copies of incident reports, arrest reports, and crash reports at the Police 2 Citizen (P2C) website at www.p2c.chpd.us

Stewardship of the Natural Environment

Stewardship covers many aspects of the Town's work; facilities, education, stream clean-ups, regulations, acquiring and maintaining our open spaces, making us a beautiful and sustainable community, water quality, maintenance, and cleanliness. Internal efforts also include our greenhouse gas inventory, energy risk assessments, and focusing on sustainable facilities and operations.

In response to Orange County's July 2013 closure of the landfill, the Town currently is hauling its solid waste to a transfer station in Durham. A recently completed Solid Waste Study identifies alternative solid waste disposal arrangements. The Town of Chapel Hill, collectively with the Town of Carrboro and the Town of Hillsborough, is working to seek proposals from qualified firms for recycling services and the development of a Transfer Station.
www.townofchapelhill.org/solidwaste



The Council adopted the 2013 Comprehensive Parks Plan which calls for about \$39.5 million of improvements, and the 2013 Greenways Master Plan, which outlines \$8.5 million in capital projects. These plans will help ensure the community has a road map to guide decision making and actions as the community grows and becomes more urban.



Stormwater staff completed several changes to the Land Use Management Ordinance and engaged community discussion on issues related to buffer widths from our waterways. The Stormwater team also completed a restoration project in the Bolin Creek Watershed. Sculpted creek beds and banks, replacement of invasive plants with natives, and a rain garden not only beautify but will improve water quality for years to come. They also organized 384 volunteers, a record number, for the 2012 annual NC Big Sweep litter cleanups — and collected 4,400 pounds of trash.
www.townofchapelhill.org/stormwater

The Town launched WISE (Worthwhile Investments Save Energy) Homes and Buildings Program in March 2011 with funds from the Southeast Energy Efficiency Alliance (SEEA) and the U.S. Department of Energy (DOE). The program is estimated to save homeowners, on average, 25 percent in energy consumption and \$561 per year on their energy costs. The efficiency gains improve the comfort of homes and reduce greenhouse gas emissions. For the month of April 2013, the program reported a local record of 108 unit upgrades with an average energy savings of 15 percent.
www.townofchapelhill.org/wise



Every light in Chapel Hill Town Hall's Council Chamber has been replaced with a more energy efficient LED fixture (light emitting diode). The new lights use 83 percent less energy as compared to the old ones. Another Town facility to become LED-lamped is Fire Station No. 5, which will result in estimated annual savings of \$15,000 in electricity and maintenance costs. The Town is saving more than \$10,000 per year in electricity and maintenance costs after using grant funds to switch to LED lights in the Wallace Parking Deck on Rosemary Street.

The total land area of Chapel Hill is 21.3 square miles, and about 11 percent is dedicated to parks and open space. Today there are about 730 acres of open space protected land and 12 miles of trails. The Town is working to complete more than 28 miles of greenways and trails that will allow pedestrians and bicyclists to access every part of town.



Urban gardening is showcased at HOPE Gardens at 2200 Homestead Road. Learn more about leasing a plot, volunteering or donating at unchope.garden@gmail.com



Scroggs Elementary students planted an oak tree on Arbor Day on Nov. 16, 2012. Chapel Hill celebrated its 13th consecutive year as a Tree City USA with the NC Division of Forest Resources. Our love affair with trees dates back to 1889, when cutting down a tree in town was punishable as a misdemeanor and carried a \$20 fine. www.townofchapelhill.org/arborday



At press time for this publication, Chapel Hill experienced emergency flooding. Read more at www.townofchapelhill.org/flooding.

To report a non-emergency problem involving flooding, erosion or other drainage matters, call the Stormwater Management Division at 919-969-7246 (969-RAIN).



Oh, Deer! Are they eating your garden? See www.townofchapelhill.org/deer to learn more about the Town's approach to deer overpopulation.

Inclusive and Socially Thriving Community

The Town mirrors the community in a positive way. Housing, Police, Library, and Parks and Recreation support the community's cultural enrichment, basic services and its social activities. There's a focus on youth and family services, as well as general use and community. Information and communication connect these interests. We collaborate with each other and with other service providers to provide a spectrum of housing opportunities with support services. The Library provides enrichment in the schools, recreation, information, literacy and workforce development and education. Parks and Recreation provides activities and programs for all ages and abilities.

The \$16.2 million Chapel Hill Public Library expansion project more than doubled the facility's size to 62,500 square feet. In 2003 Chapel Hill residents voted to approve a referendum to borrow funds for an expanded Library. In April 2013, the newly expanded Library has opened and is servicing an ever-expanding group of patrons. Throughout the last decade of planning, designing, delay and finally constructing, the community and the Council have been unwavering in their support of the expansion. The fact that the Town moved forward with the project during an economic downturn is testimony to the importance of the Library as a public building and institution within Chapel Hill. www.townofchapelhill.org/library



Projects to improve recreation facilities in 2013 included major repairs to tennis courts at Ephesus Park and Phillips middle schools, as well as playground improvements at the Community Center, Homestead and Southern Community Parks. Design work is well underway to make major improvements to Cedar Falls Park. The end result should be two new synthetic turf soccer fields, athletic lighting, a restroom building and paths.



The Downtown Art Program featured a mural on the 100 block of W. Rosemary Street, filling empty storefronts with art, a mobile mural on a Chapel Hill Transit bus, and a multimedia storytelling project led by the Sacrificial Poets for high school students.

Almost every inch of West Franklin Street was brimming with the sights, sounds and sensations of our arts community at Festifall Arts Festival, which marked its 40th year in October 2012. Back by popular demand in Kenan Stadium, we are again presenting the Fourth of July Fireworks celebration. Due to budget constraints, the event had been cancelled the previous year. Funds were raised from business and community sponsorships, and donations from attendees. Also in summer, Locally Grown — free live concerts and movies — is featured on the Wallace Plaza, atop the parking deck at 150 E. Rosemary St. www.locally-grown.com



Town employees created a weeklong program of activities ranging from discussion groups and film viewings to flower plantings and after-school homework assistance in the first Martin Luther King Jr. Employee Sharing and Celebration. The program included the WORD Project Employee Poetry Contest in honor of Dr. Martin Luther King Jr. and resulted in employees' poems being read aloud at an employee event and placed on Chapel Hill Transit Buses.



The plaza outside the Old Courthouse/Post Office on Franklin Street was dedicated the "Peace and Justice Plaza" in honor of the commitment and actions of the many who have stood outside this building and exercised their rights to assembly and speech. Here, people have spoken out on issues as diverse as civil liberties, war, racial justice, environmental justice, women's rights, gay rights, workers' rights and the death penalty.

Domestic Partnerships: Persons of the same or opposite gender may register their partnership at the Town. Make an appointment at 919-968-2743.

Let's go swimming! The Town operates three public swimming pools — a free outdoor pool at Hargraves Community Center, the Homestead Aquatic Center, and the Community Center pool. Schedules and fees are available at www.townofchapelhill.org/aquatics



Pick up a Recreation Brochure or visit chapelhillparks.org to learn more about sports leagues, recreation facilities, teen programs, renting recreation facilities, and more.



The Library is a special place for the residents of Chapel Hill and Orange County. It is a hub for the community and a resource for all. In a state where libraries are predominantly a County “function” the presence of a state-of-the-art library with the largest circulation per capita in the state is a source of pride and awe.



Volunteering Opportunities: Contact the Community Participation Coordinator at publicaffairs@townofchapelhill.org. Learn more at www.townofchapelhill.org/volunteer.



Everyone loves a parade! The annual holiday parade is organized by the Chapel Hill Jaycees. www.townofchapelhill.org/parade

Youth Council: Teens meet with peers and develop projects that make a difference. Applications are accepted from high school students residing within the district of Chapel Hill-Carrboro City Schools—or public, private, home school or charter school. Learn more at www.townofchapelhill.org/youthcouncil.

Quality Governance and Stewardship of Public Assets

The Town organization is changing. Less flexible budgets require strategic planning, priority budgeting and performance measurement as critical tools for planning how scarce resources are used to achieve the community vision of the Chapel Hill 2020 comprehensive plan. Technology is an ally in getting work done and communicating using social media, initiating an Open Data page for suggestions from the public, experimenting in new ways to engage the public face to face with technology and improve presentation skills and graphics.

Excellent financial management is well documented for the Town of Chapel Hill. Two national bond rating agencies — Moodys and Standard and Poors — assigned AAA rating, the highest possible bond ratings, to the Town's new General Obligation Bonds. The Town received its 27th consecutive Government Finance Officers Association Award for Excellence in Financial Reporting. In 2012, the Town saved \$1.1 million in future debt payment when it issued refunding bonds for General Obligation and Certificates of Participation debt.



The Town made progress in instituting a Priority Budgeting process to help support difficult decisions in times of scarce resources. Priority Budgeting is a new approach to making budgetary decisions that works by determining the relative value to the community of each service that the Town provides.
www.townofchapelhill.org/prioritybudgeting



We are proud of our award winning workplace wellness program — recognized among Healthiest Employers in the Triangle by Triangle Business Journal. Wellness@Work was established in 2011 through a collaborative partnership between the Town of Chapel Hill and UNC Health Care's Department of Family Medicine. Benefits include reduced absenteeism, lower health care costs, and higher productivity.



The Town was recognized with a first place award in Community Visioning and second place award in Most Creative Activity and Least Dollars Spent from the NC City-County Communications and Marketing Association in March 2013.

Town employees who have complaints, concerns or disputes at work have a neutral, third-party person to whom to turn for advice and direction. The Ombuds Office is one more step toward the Council Goal of ensuring success of strengthening community connections and resolving issues of discrimination and mistreatment. Beginning in 2013, the Ombuds Office offers the public a one-point contact to answer questions, access services, or assist with problem resolution. See back cover for more.
www.townofchapelhill.org/ombuds



The Council values the commitment and service of more than 170 volunteers who serve as advisory board members. As it considers the design and structure of the advisory board system, the Council has called for a series of community input sessions in July and August 2013 to receive public input on the current system and possible changes. Learn more at www.townofchapelhill.org/design.



Multiple initiatives have been introduced to build a nimble, adaptable organization at the Town of Chapel Hill that is based on the Town's RESPECT values of Responsibility, Equity, Safety, Professionalism, Ethics, Communications and Teamwork. In 2012, Town Manager Roger L. Stancil launched Workforce of the Future initiatives, including a classification and compensation study, a performance management system, and comprehensive review of policies. Employees took the first-ever employee engagement survey that asks about job satisfaction and employee morale, and perspectives on the Town's mission and values, and more.

About Your Taxes: The combined Town, County and Chapel Hill-Carrboro school district tax bill on a \$300,000 house is \$4,728 for residents within Orange County for the 2013-14 fiscal year. The property tax bill is divided among Chapel Hill-Carrboro City Schools (56 percent), the Town of Chapel Hill (32 percent), and Orange County (12 percent). For more information, contact the county in which you live, www.co.orange.nc.us/revenue or www.durhamcountync.gov.
www.townofchapelhill.org/budget



For housing permits and inspections assistance, contact The Permit Center at Town Hall or visit www.townofchapelhill.org/permitcenter

The Town seal depicts Athena, the Greek goddess of wisdom and protector of cities.





Chapel Hill is always looking for ways to engage with its residents. Social media participation grew in 2012 from the previous year — reflecting a 43 percent increase on Twitter and 20 percent increase on Facebook. Join us on social media at www.townofchapelhill.org/socialmedia and find our 9 Facebook channels, Flickr photography postings, four Twitter channels, and our Chapel Hill Buzz blog. Our electronic newsletter Chapel Hill eNews has more than 3,000 subscribers. It's easy to join. Send your email address to info@townofchapelhill.org

Facebook: www.facebook.com/chapelhillgov

Twitter: [@chapelhillgov](https://twitter.com/chapelhillgov)

The biennial Community Survey was successfully completed and results were reported in March 2012. Comparing 2011 to 2009 survey results, satisfaction ratings went up in nearly every category of services provided. These numbers reflect the prudent financial decisions of the Town Council and the committed service of our excellent team of employees. Chapel Hill's positive results bucked a nationwide trend among government organizations toward lower rankings, a trend attributed to the poor economy. Highest rates of dissatisfaction in Chapel Hill concerned availability of affordable housing and jobs, as well as traffic flow and congestion. Look for the next survey in fall 2013. Read the results at www.townofchapelhill.org/survey

The Peoples Bus that features graphics to promote civic engagement and participation in our community hit the road in April 2012. The message is "Participate!" We are working to bring more two-way interactions between local government and the public. www.townofchapelhill.org/participate showcases some of this effort, and we value input and ideas to moving these goals forward. Join us on our social media channels — www.townofchapelhill.org/socialmedia



Join the conversation on twitter.com with [CHeconDev](https://twitter.com/CHeconDev). Tweets also may be viewed at www.townofchapelhill.org/economic_development

Accessible and Connected Community

The Town of Chapel Hill is part of a network of service providers. Our infrastructure systems are connected — bicycles, pedestrians, transit riders, motorists, service vehicles and emergency vehicles share our roads and connections. We are learning to use new technology to manage our traffic signal system, locate buses on the road, communicate work orders, analyze data with our Geographic Information System (GIS) and provide information to residents, developers and builders about pending projects. Our public safety departments gather and analyze data for their preventive efforts.

Summer 2013 was marked by road construction projects. The \$4.6 million South Columbia Street Project will widen and enhance a section of N.C. 86/South Columbia Street. It is expected to be completed by July 2014. The Weaver Dairy Road Widening Project is expected to be completed by late summer 2013. Culbreth Road was closed for the Morgan Creek Trail Extension Project, a \$1.5 million project to extend a trail with two bridges and an underpass. In addition, the Smith Level Road project in Carrboro worked to widen a section of road to include bike lanes, sidewalks and turn lanes.

www.townofchapelhill.org/traffic



We are developing a new Bicycle Master Plan that will help design the future biking environment of Chapel Hill. It will be a blueprint for how Chapel Hill can build infrastructure, change policies and implement programs to create a place where bicycling is a safe, modern and connected form of transportation for all residents, workers and visitors.

www.townofchapelhill.org/bikeplan



Parking keeps getting easier in Chapel Hill. The Town installed multi-space pay stations that accept credit cards, and now, payments are accepted by phone. It's easier than ever to find parking with new parking lots at 106 Mallette St., 108 S. Graham St., on Basnight Lane behind the Courtyard, 427 W. Franklin St., two lots on the 100 block of S. Graham Street and the 140 West Franklin public lot. View our new parking website at www.parkonthehill.com

Chapel Hill Transit, marking its 10th year as a fare free system in 2012, provided nearly 7 million rides and operated more than 2.8 million miles in 2012. Today it is the second largest transit system in North Carolina and the largest fare-free system in the United States. www.chtransit.org



You may notice fewer potholes, thanks to the resurfacing of 30 streets, totaling about seven miles. Old Sterling Drive was reconstructed using an eco-friendly method that utilizes recycled asphalt. Motorists also benefit from upgraded street lighting on Fordham Boulevard between Old Mason Farm Road and Otey Road, a project of the Public Works Department. New sidewalks were constructed on the south side of Culbreth Road between Cobble Ridge Drive and Rosburn Way.

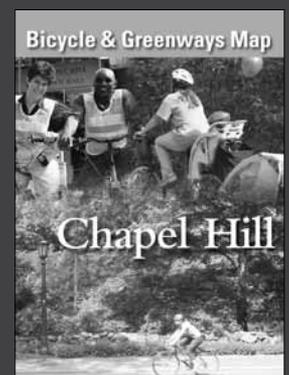


More green lights! The Town's traffic signal system, including 115 signals in Chapel Hill and Carrboro, was upgraded and modernized in a \$5 million project funded by Town and American Recovery and Reinvestment Act funds. The new Traffic Management Center receives feeds from closed circuit television cameras positioned at major arteries, allowing traffic technicians to track traffic conditions.



The Town Fiber Network now connects all major Town facilities, creating a true high speed network. This project was completed with the traffic signal upgrade. Town information technology staff are working on a plan to expand free WI-FI from a few neighborhoods to all of the Town's public housing neighborhoods. We are partnering with the Chapel Hill Carrboro City Schools (CHCCS) in this effort. CHCCS is providing free computers and training on the use of the Internet to students and their parents.

Maps, anyone? The Town prepares a variety of maps (including our popular Bicycle & Greenways Map) and makes them available at www.townofchapelhill.org/maps





Chapel Hill Transit welcomed the arrival of 15 new low-emission, diesel electric hybrid buses, made possible through a \$7.47 million grant from the Federal Transit Administration and \$1.53 million from the NC Department of Transportation and Chapel Hill Transit Partners (UNC-Chapel Hill, Town of Chapel Hill and Town of Carrboro). Marking the occasion with a ribbon cutting (pictured above, l-r) in March 2013 were Interim Transit Director Brian Litchfield, Mayor pro-tem Ed Harrison, Council member Lee Storrow, U.S. Rep. David Price, Mayor Mark Kleinschmidt and Council member James Ward.



Chapel Hill Transit employees performed "Why Should I Move?" reenacting the Rosa Parks story for the public at the University Mall.



Locate parking information at parkonthehill.com. You can now pay for parking by credit card — and also, by phone!

Looking for Information or Assistance?



Chapel Hill Ranks #10 on CNN Money Magazine's Best Places to Live List — Chapel Hill received high marks on a survey of cities with populations between 50,000 and 300,000.

Ombuds Office

The Town of Chapel Hill Ombuds Office is part of the Town's efforts to build positive relationships between people who live, work and play in Chapel Hill and your local government. The office provides you with a reliable, one-point contact to answer questions, access services, or if necessary, assist with problem resolution. Its purpose is to ensure that every person having contact with the Town of Chapel Hill receives the best service possible. Please feel free to contact us at 919-265-0806 or by email at Ombuds@townofchapelhill.org

Connect, Share, Know It!

www.townofchapelhill.org/socialmedia

CONNECT: Join the conversation — on Facebook, on the DESIGN 2020 Blog, or follow us on Twitter.

SHARE: Post a comment on the blog! Share your photos on Flickr! Share your ideas for the Participate! open data effort that is just beginning. www.townofchapelhill.org/participate

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www.townofchapelhill.org/services or info@townofchapelhill.org

Town Departments

(919) Area Code

Emergency.....	911
Automated Attendant	969-5000
Town Operator (8:30 a.m.–5 p.m. M-F).....	968-2743
Attorney, Town.....	968-2746
Business Management	968-2712
Chapel Hill Transit	969-4900
Communications and Public Affairs.....	968-2743
Council, Town.....	968-2743
Fire (Non-Emergency).....	968-2781
Housing.....	968-2850
Human Resource Development.....	968-2700
Library.....	968-2777
Manager.....	968-2743
Mayor.....	968-2714
Parks and Recreation.....	968-2784
Planning.....	968-2728
Police (Non-Emergency).....	968-2760
Public Works.....	969-5100

Where Do I Call?

*Animal Control.....	942-7387
*Birth Certificates.....	245-2675
Building Permits	968-2718
Bus Schedules	969-4900
Child Seat Inspection.....	969-2006
*Clerk of Court	644-4500
Community Centers	968-2790
Council Meetings.....	968-2743
*Driver's License.....	929-4161
*Elections, Board of.....	245-2350
*Health Dept (County).....	245-2400
Jobline.....	969-5000 ext. 1500
*Landfill.....	968-2885
Leaf Collection	969-5100
*Marriage Licenses.....	245-2700
Parking Tickets.....	932-2912
Permit Center	969-5066
*Post Office (Main)	800-275-8777
Privilege Licenses	968-2759
Public Arts	968-2750
Public Housing	968-2850
Purchasing	968-2712
*Recycling	968-2788
Revenue Office.....	968-2712
*School System (Chapel Hill-Carrboro City Schools)....	967-8211
*Senior Center	968-2070
Snow on Streets	969-5100
*Social Services.....	245-2800
Stormwater Management	969-7246
Street Maintenance	969-5100
Sustainability	969-5075
Swimming Pools.....	968-2799, 968-2790, 968-2794
*Traffic Court.....	967-4523
Traffic Engineering	969-5093
Trash Collection	969-5100
*Unemployment.....	968-2031
*Vehicle Registration	715-7000
*Water and Sewer.....	968-4421
Yard Waste Collection.....	969-5100
Zoning Regulations	969-5066

* Not a Town service