

# Chapel Hill Citizen Advisory Boards Survey Results

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Stormwater Management Utility Advisory Board .....	84
Sustainability Committee .....	88
Transportation Board .....	92

## M. Combined 2012 Advisory Board Review Survey Results

### RESPONSE DEMOGRAPHICS

Group	Respondents
Town Council Members	6
Board Members	76
Staff Liaisons	17
Support Staff	49
<b>Total</b>	<b>144</b>

Survey Responses by Board	Board Members	Staff
Bicycle & Pedestrian Advisory Board	7	12
Board of Adjustment	3	16
Cemeteries Advisory Board	3	13
Chapel Hill Downtown Partnership	0	17
Chapel Hill Public Arts Commission	2	14
Community Design Commission	4	14
Community Policing Advisory Committee	5	12
Greenways Commission	2	13
Historic District Commission	4	16
Human Services Advisory Board	4	16
Library Board of Trustees	5	11
OWASA Board of Directors	1	8
Parks & Recreation Commission	8	17
Personnel Appeals Committee	3	17
Planning Board	7	23
Public Housing Program Advisory Board	0	15
Stormwater Management Utility Advisory Board	4	14
Sustainability Committee	6	17
Transportation Board	7	16

Among the advisory board members who responded, 21 percent are board officers. Of these, 11 percent are board chairs, 8 percent are vice-chairs, and 2 percent are deputy vice-chairs and secretaries.

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### GOALS, EFFECTIVENESS, & SATISFACTION

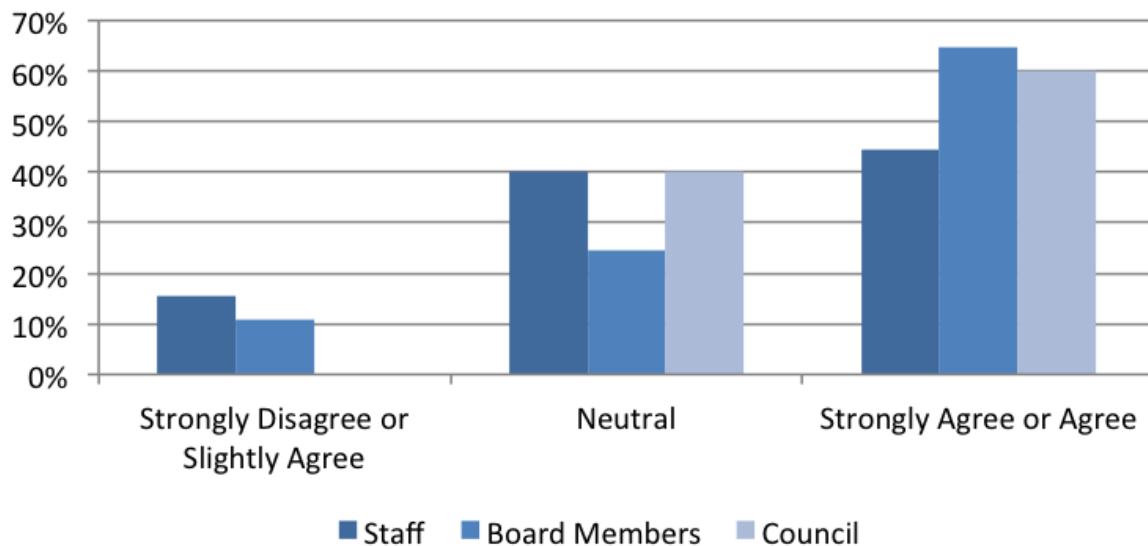
**Council: How important are the following goals for citizen advisory boards? How effective are advisory boards at achieving these goals?**

Goals	Neutral	Important or Very Important
Tapping into the expertise of the public as subject matter experts	20%	80%
Engaging the public as partners in the process of governing Chapel Hill	0%	100%
Linking to other resources and groups interested in addressing community issues	0%	100%
Gathering information and perspectives to assist Council in governing and decision making	0%	100%
Making the governing process more transparent	20%	80%
Reducing the likelihood that government decisions will be challenged in court	40%	60%
Going beyond what Council can accomplish alone	20%	80%
Improving communication between elected officials and the public	20%	80%
Expanding public understanding of how local government works	0%	100%

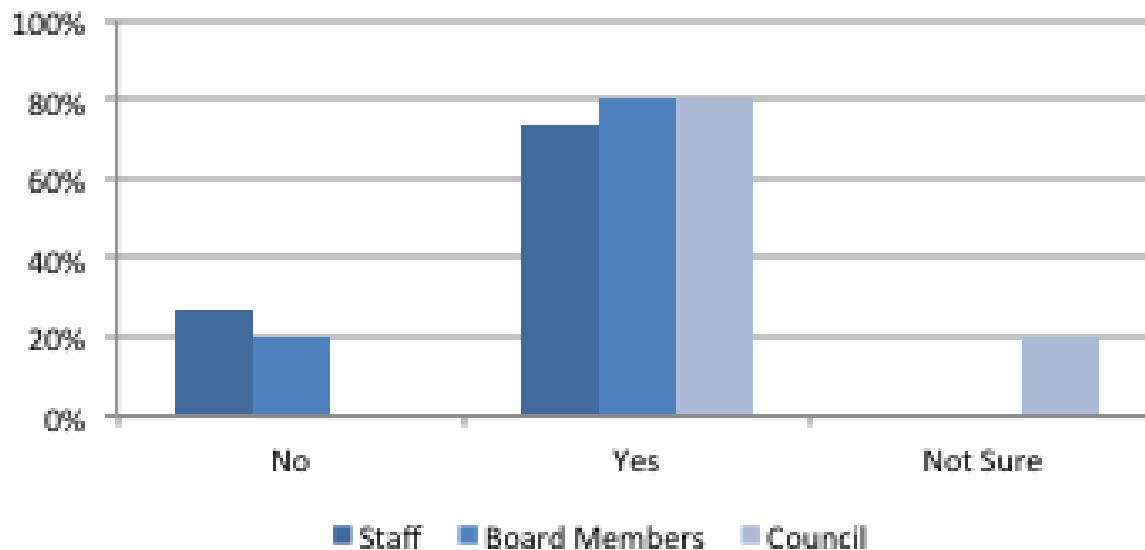
Goals	Not Effective or Mildly Effective	Somewhat Effective	Quite Effective or Very Effective
Tapping into the expertise of the public as subject matter experts	20%	20%	60%
Engaging the public as partners in the process of governing Chapel Hill	20%	20%	60%
Linking to other resources and groups interested in addressing community issues	20%	60%	20%
Gathering information and perspectives to assist Council in governing and decision making	20%	0%	80%
Making the governing process more transparent	20%	20%	60%
Reducing the likelihood that government decisions will be challenged in court	25%	50%	25%
Going beyond what Council can accomplish alone	0%	20%	80%
Improving communication between elected officials and the public	40%	20%	40%
Expanding public understanding of how local government works	25%	25%	50%

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### Do you think advisory boards should be explicitly charged with helping to achieve specific Chapel Hill 2020 goals?

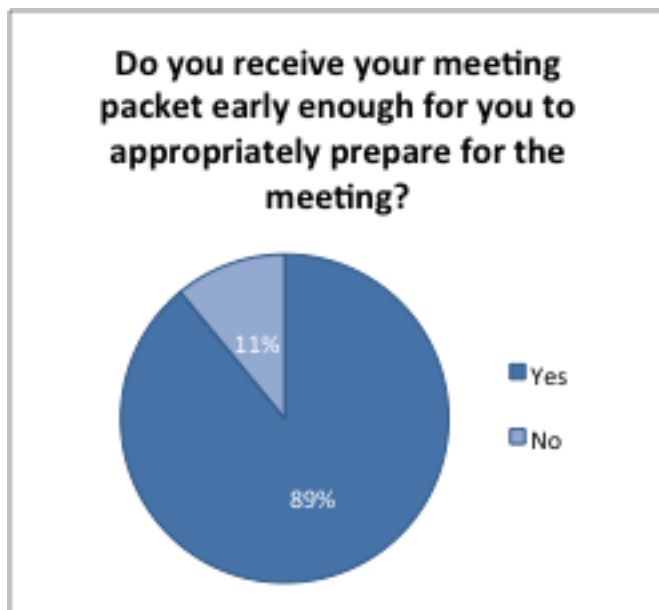
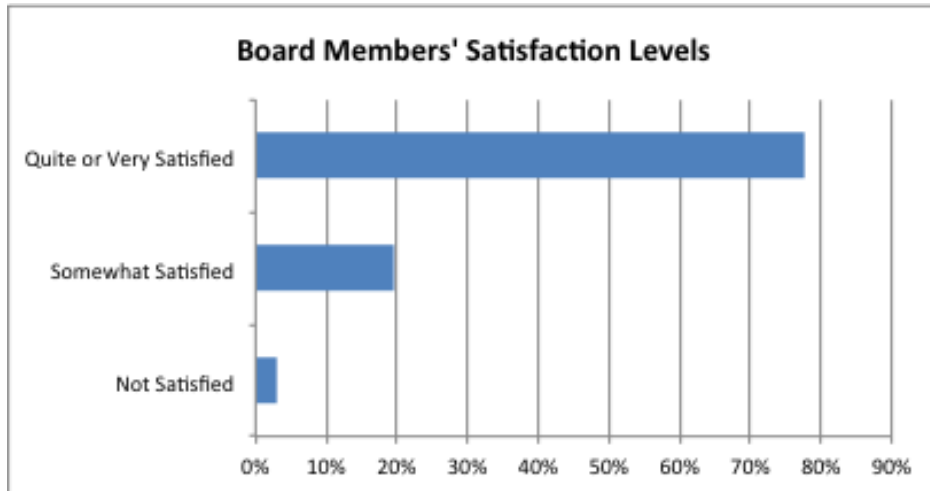


### Do you think the Town should be tracking the financial impact of advisory boards?

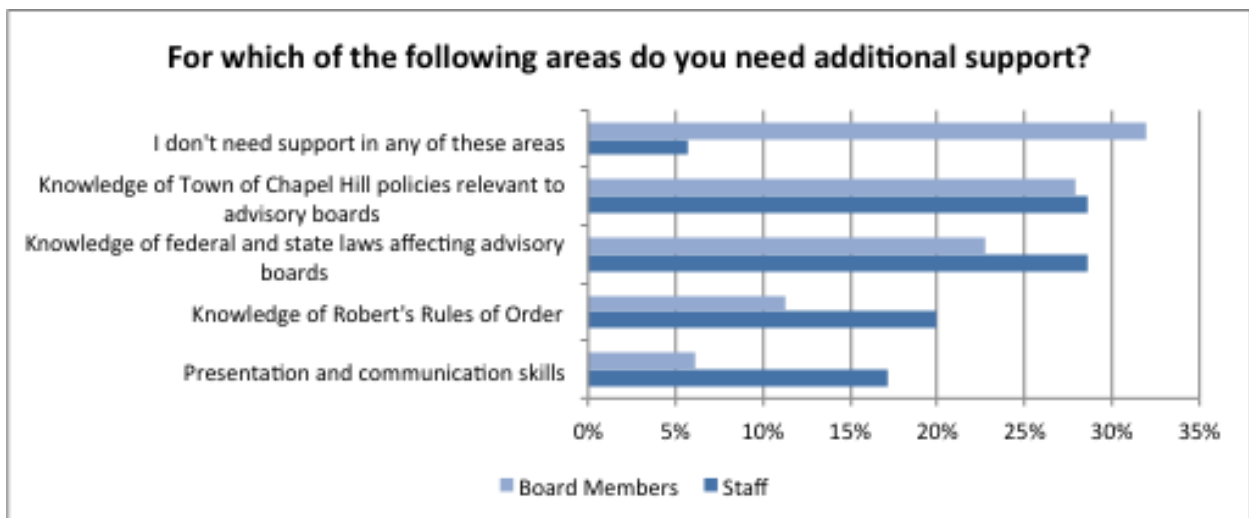


## M. Combined 2012 Advisory Board Review Survey Results

### Board Members: How satisfied are you with your experience of serving on a Town of Chapel Hill advisory board?

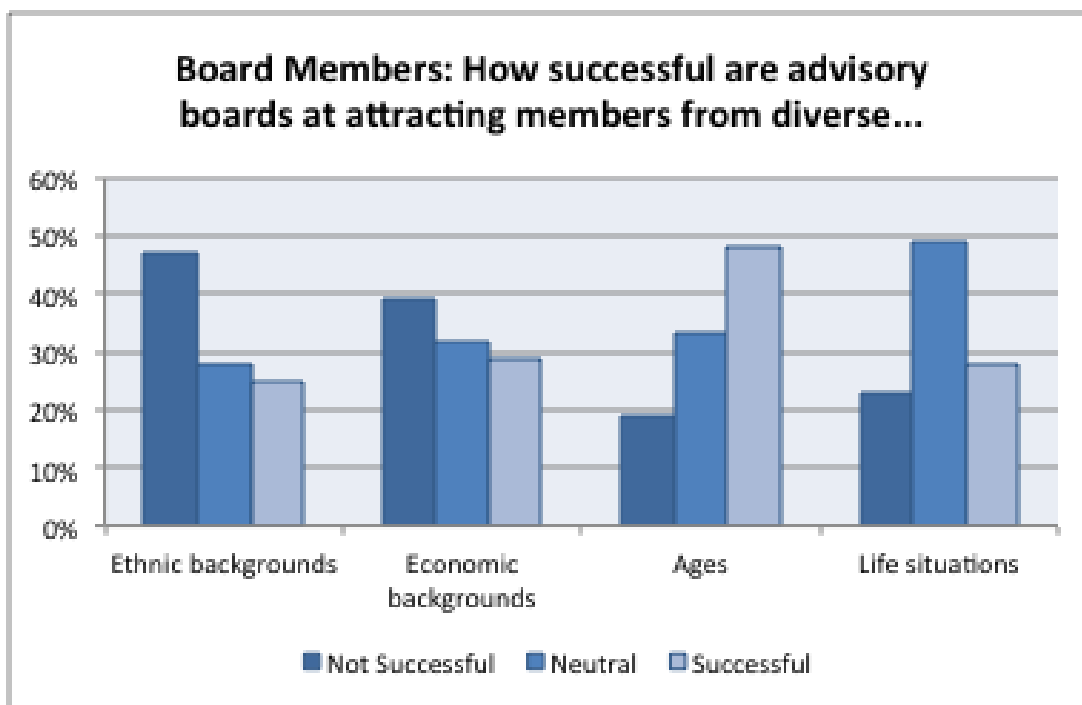
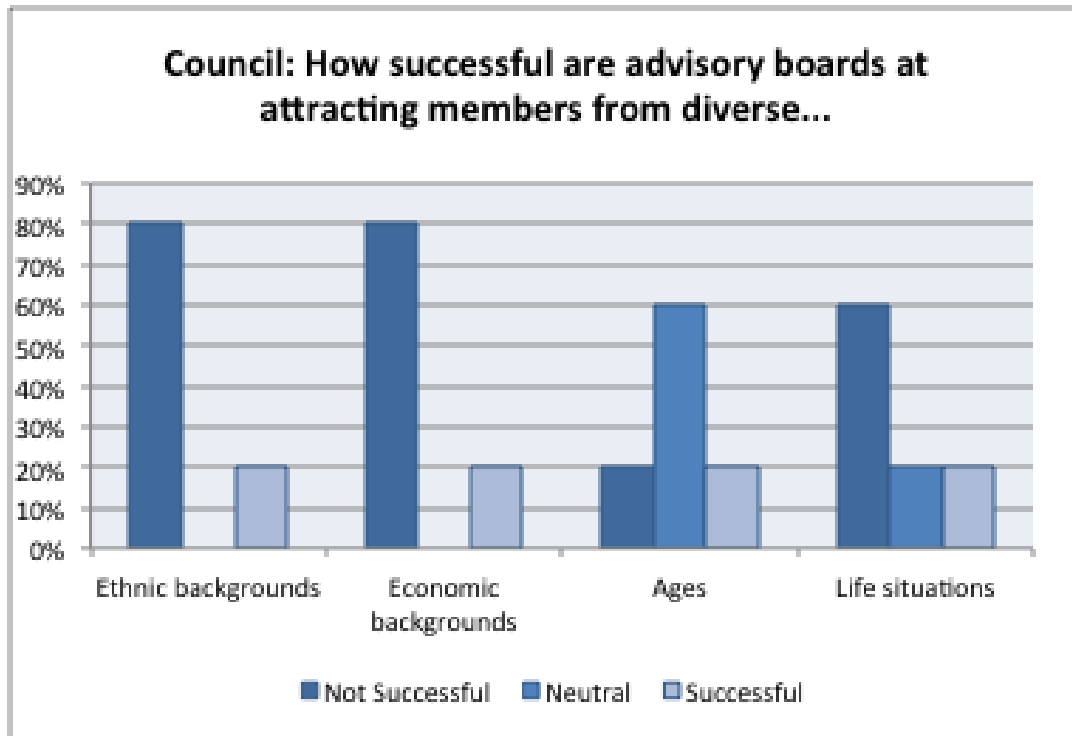


Board Members Who Don't Receive Packet Early Enough	% of Board
Cemeteries Advisory Board	67%
Bicycle & Pedestrian Advisory Board	29%
Historic District Commission	25%
Stormwater Management Utility Advisory Board	25%
Planning Board	20%
Transportation Board	14%

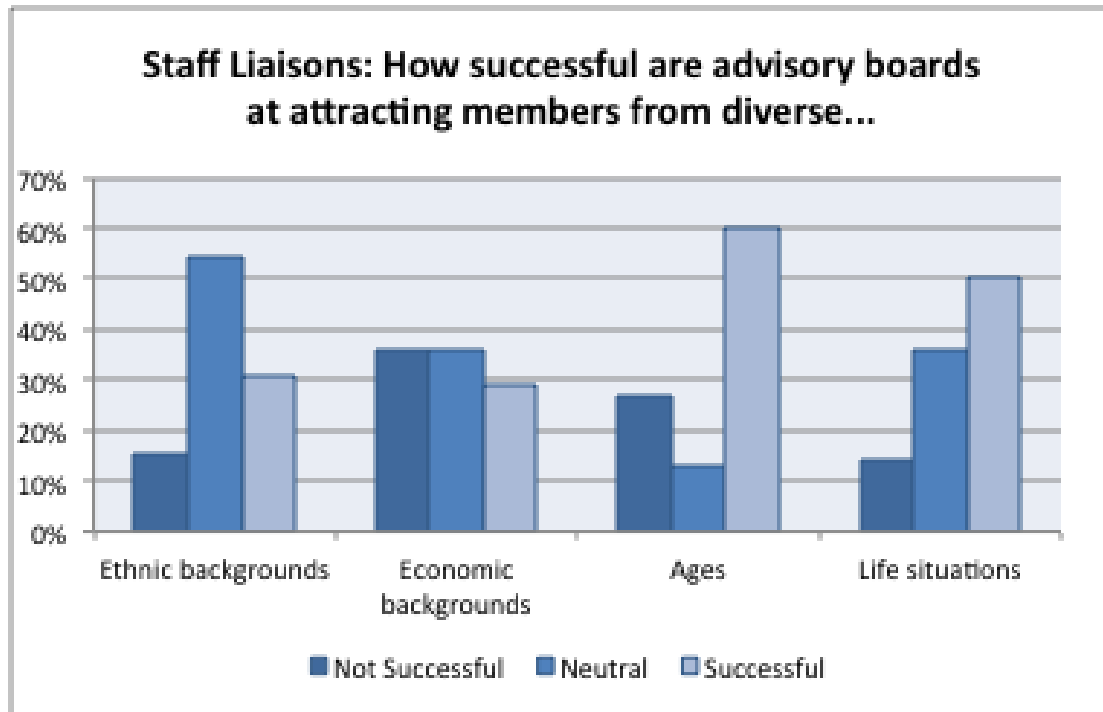


## DIVERSITY & APPOINTMENT PROCESS

### Boards' Success in Attracting Diverse Members



## M. Combined 2012 Advisory Board Review Survey Results



### What groups do you think are missing from advisory boards?

Missing Groups	Board Members #	Board Members %	Staff Liaisons #	Staff Liaisons %
<i>Number of Respondents Answering Question</i>	56	74%	11	69%
Younger people (sub-30)	17	22%	2	13%
Low-to-moderate income residents	17	22%	4	25%
Students	2	3%	2	13%
Racial/ethnic minorities	29	38%	3	19%
Retirees	2	3%	0	0%
Renters	4	5%	0	0%
Young families and/or single parents	4	5%	1	6%
Don't know/"not a concern for my board"	9	12%	3	19%

### What should eligibility criteria be for advisory board members?

A majority of board members (79 percent) agreed that there should be eligibility criteria for appointment to an advisory board, but they did not offer suggestions for specific criteria. Staff liaisons' suggested criteria are presented below.

## M. Combined 2012 Advisory Board Review Survey Results

### What should Council's role be in choosing advisory board members?

What Should Council's Role Be in Choosing Members?	Board Members #	Board Members %	Staff Liaisons #	Staff Liaisons %
<i>Number of Respondents Answering Question</i>	59	78%	13	81%
Council should review all applications	16	21%	3	19%
Council should NOT review all applications	7	9%	2	13%
Council should get recommendations from boards	13	17%	6	38%
Council should get recommendations from staff	5	7%	0	0%
Council should screen for political motives or agendas	8	11%	0	0%
Council should screen for diversity/representativeness	10	13%	0	0%
Council should screen for subject expertise/interest	12	16%	0	0%

What Should Criteria Be For Members?	Staff Liaisons #	Staff Liaisons %
Residency	5	31%
Commitment/meeting attendance	3	19%
Qualifications/experience in subject area	6	38%
Length of residency (5 or 10 years minimum)	3	19%



## M. Combined 2012 Advisory Board Review Survey Results

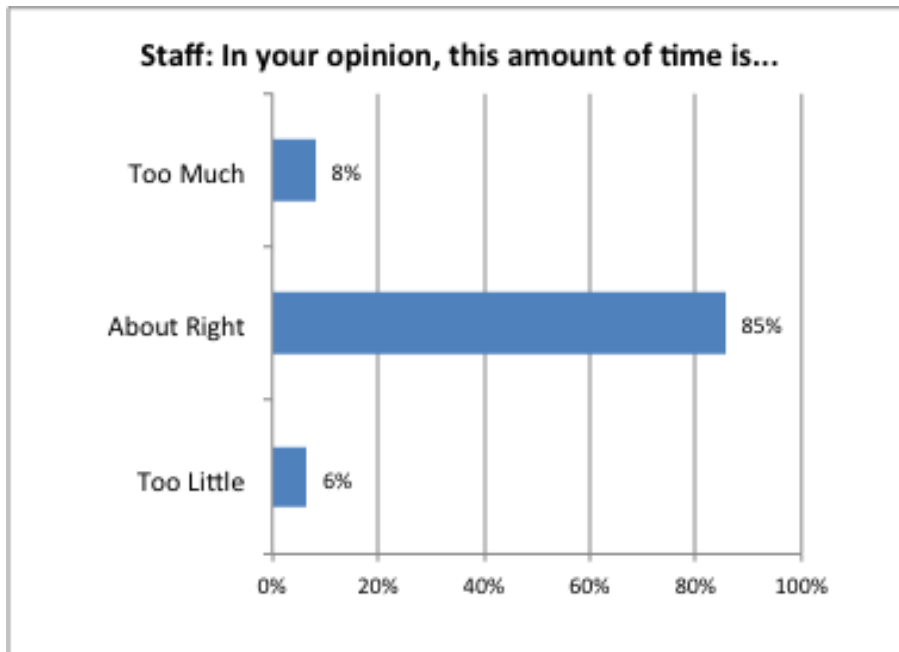
### STAFF TIME & ACTIVITIES

**How many hours per week do you spend supporting the advisory board(s)?**

Support Staff Total: 115.5

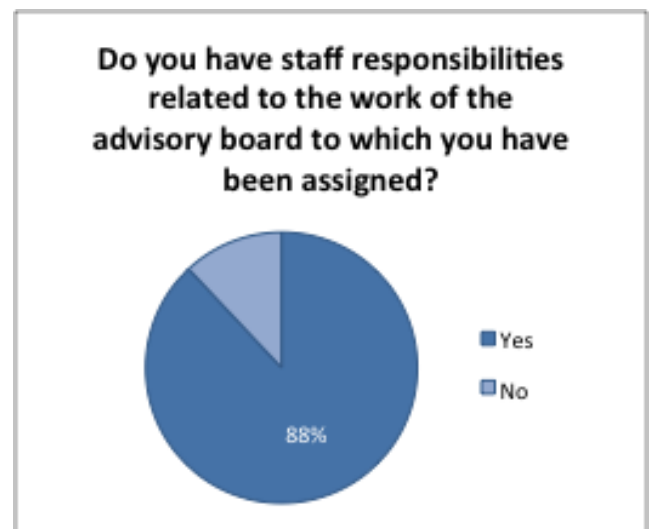
Staff Liaison Total: 45

<b>STAFF TOTAL:</b>	<b>160.5</b>
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### Activities for Which Staff Liaisons Would Like Additional Support

Activities Needing Additional Support	
Organizing meeting details such as room bookings, posting materials to website	20%
Ensuring that meeting notifications and recordkeeping occurs consistent with applicable North Carolina State laws and Town Policies	20%
Maintaining a positive working relationship with the Chair and members	20%
Attending the meetings of my advisory board	13%
Drafting Action Minutes, posting them to the Town's website and providing a link to them to the Manager & Town Council within 48 hours after the advisory board	13%



## M. Combined 2012 Advisory Board Review Survey Results

meeting	
Providing professional guidance, issue analysis and recommendations	13%
Making sure the intent of the advisory board is not lost after a decision/recommendation and that it is conveyed to Council in a timely manner	13%
Assisting the advisory board, commission or committee in staying on track and focused	13%
Providing information regarding board's priorities and their status to Community Participation Coordinator	13%

### Staff Liaison Activities by Frequency

Staff Liaisons: How often do you do the following?	Never or Rarely	Sometimes	Frequently or Always
Coordinate with support staff in scheduling and creating an agenda for advisory board meetings	0%	0%	100%
Other: Research topics of interest; coordinate "thank you" gifts for departing members; assist applicants in scheduling, preparing presentations, incorporating comments into revisions	0%	0%	100%
Ensure Town policies related to advisory boards are followed	0%	7%	93%
Maintain a positive working relationship with the Chair and members of advisory boards	0%	7%	93%
Answer advisory board member questions	0%	7%	93%
Attend advisory board meetings	7%	0%	93%
Ensure meeting notifications and record keeping occurs consistent with applicable North Carolina state laws and Town policies (i.e. Conflict of Interest, Open Meetings Law, Public Records Law)	0%	13%	87%
Write action minutes	7%	7%	87%
Prepare meeting packets	13%	0%	87%
Present on issues/projects relevant to my department at advisory board meetings	0%	14%	86%
Attend advisory board, committee, commission meetings	7%	7%	86%

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Provide regular updates to Town staff and advisory board members regarding important issues related to the work of the advisory board	0%	20%	80%
Serve as a communication link between the advisory board, other Town staff and departments and Council as appropriate	0%	21%	79%
Make sure the intent of the advisory board is not lost after a decision/ recommendation and that it is conveyed to Council in a timely manner	14%	7%	79%
Attend staff meetings about advisory boards	14%	7%	79%
Prepare presentations for advisory boards	21%	0%	79%
Post meeting packets to the website	25%	0%	75%
Assist the advisory boards in staying on track and focused	7%	20%	73%
Update advisory board member contact details	13%	13%	73%
Book meeting space for advisory boards	7%	20%	73%
Present advisory board recommendations to Council, if requested to do so by either the group or Council	21%	7%	71%
Provide information regarding advisory board's priorities and their status to Community Participation Coordinator	21%	7%	71%
Post action minutes to the website	29%	0%	71%
Write advisory board memos	21%	14%	64%
Create/revise calendar items	38%	0%	62%
Answer questions from the public about advisory boards	13%	27%	60%
Update advisory board webpages	42%	0%	58%
Manage conflict between advisory board members or advisory boards and the public or advisory board members and staff	45%	9%	45%
Provide video/Granicus support	58%	8%	33%
Organize advisory board tours/site visits	36%	36%	27%
Recruit advisory board members	47%	33%	20%
Mail meeting packets by U.S. post	67%	17%	17%
Provide notary services (swearing in new members, swearing in those giving testimony, etc.)	90%	0%	10%
Scan & upload applications to advisory boards to the central boards folder maintained by CaPA	100%	0%	0%
Update BLM	100%	0%	0%

## M. Combined 2012 Advisory Board Review Survey Results

**Other activities listed by staff liaisons:** Provide technology support; provide staff support at annual training event; review and process contracts, bids and other purchasing related items associated with some advisory boards; set up meeting room; budget human services; provide maps upon request; provide legal support

### Support Staff Activities by Frequency

Support Staff: How often do you do the following?	Never or Rarely	Sometimes	Frequently or Always
Maintain a positive working relationship with the Chair and members of advisory boards	34%	7%	59%
Ensure meeting notifications and record keeping occurs consistent with applicable North Carolina State laws and Town Policies (i.e. Conflict of Interest, Open Meetings Law, Public Records Law)	52%	14%	33%
Assure Town policies related to advisory boards are followed	58%	13%	29%
Book meeting space for advisory boards	67%	5%	29%
Other	55%	18%	27%
Prepare meeting packets	75%	0%	25%
Attend staff meetings about advisory boards	50%	25%	25%
Update advisory board member contact details	69%	6%	25%
Coordinate with the staff liaison in scheduling and creating an agenda for advisory board meetings	59%	19%	22%
Create/revise calendar items	74%	5%	21%
Assist the advisory boards in staying on track and focused	74%	5%	21%
Serve as a communication link between the advisory board, other Town staff and departments and Council as appropriate	65%	16%	19%
Post action minutes to the website	75%	6%	19%
Provide information regarding advisory boards' priorities and their status to Community Participation Coordinator	69%	13%	19%
Answer advisory board member questions	53%	28%	19%
Present on issues/projects relevant to my department at advisory board meetings	57%	26%	17%
Provide support to staff liaison at advisory board, committee or commission meetings	62%	23%	15%

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Attend advisory board, committee, commission meetings	59%	26%	15%
Prepare presentations for advisory boards	62%	23%	15%
Provide regular updates to staff liaisons and advisory board members regarding important issues related to the work of the advisory board	65%	19%	15%
Write action minutes	79%	7%	14%
Post meeting packets to the website	80%	7%	13%
Attend advisory board meetings	70%	18%	12%
Provide video/Granicus support	76%	12%	12%
Make sure the intent of the advisory board is not lost after a decision/recommendation and that it is conveyed to Council in a timely manner	74%	16%	11%
Answer questions from the public about advisory boards	59%	30%	11%
Update BLM	77%	15%	8%
Update advisory board webpages	87%	7%	7%
Scan & upload applications to advisory boards to the central boards folder maintained by CaPA	93%	0%	7%
Recruit advisory board members	80%	13%	7%
Provide notary services (swearing in new members, swearing in those giving testimony, etc.)	93%	0%	7%
Write advisory board memos	88%	6%	6%
Present advisory board recommendations to Council, if requested to do so by either the group or Council	95%	0%	5%
Fill in as Staff liaison	79%	16%	5%
Manage conflict between advisory board members or advisory boards and the public or advisory board members and staff	81%	14%	5%
Mail meeting packets by U.S. post	87%	13%	0%
Organize advisory board tours/site visits	100%	0%	0%

## ADDITIONAL COMMENTS

### Key Themes from Additional Comments

Theme	Board Members #	Board Members %	Staff #	Staff %
<b><i>Number of Respondents Answering</i></b>	35	46%	21	39%
<b>Boards are an asset to Town</b>	11	14%	1	2%
<b>Boards' recommendations are often ignored/feeling of futility</b>	8	11%	1	2%
<b>Boards should be combined/restructured/streamlined</b>	7	9%	6	11%
<b>Staff time burden too much</b>	1	1%	5	9%
<b>Clearer charge/expectations for boards</b>	4	5%	4	7%
<b>Let different boards follow different processes (re: minutes, packets, etc.)</b>	5	7%	1	2%
<b>Council liaisons needed</b>	2	3%	0	0%

### Text of Additional Comments from Advisory Board Members

- I think that Council members need to get on the same page re: the role of all of its committees. During the Yates incident it became clear that Council members had different views on the proper role of the CPAC. The proper scope of the Committee's role shouldn't be left to the Committee to "sort out" in the middle of a crisis. Doing so lead to a messy process and a negative experience for Committee members. / 2. The town should treat its Committee members fairly and respectfully. For example, in connection w/the Yates incident the Town put all employees under a gag order and referred questions to the Committee, without informing the Committee of this or seeking Committee input on this decision. The same thing happend with taping and broadcasting of our meetings. We showed up one day and were told we'd be on TV. No advance notice or consultation was made. Additionally, in connection w/the Yates incident some Council members made negative comments about the Committee's ability to do it's job, without even knowing the background of our members or seeing any of the work that we had done. That is not an optimal way to treat a volunteer Committee. / 3. There is supposed to be a Council member liason to our Committee. That person should be involved with our Committee but should know the boundaries of his/her role.
- Advisory Board serve a valuable function to the Town. Elected officials do not have time to get into many areas in depth and this is an important conduit for citizen input. They also provide a forum where citizens can go to bring concerns or to understand local government. While surveys are useful I don't feel the purposes of doing this one are clear enough. I would like to have seen the results of the previous open ended survey done earlier. Talk about participation and transparency are empty if we don't get feedback on the information already submitted.
- are board has been a really good fit where all are welcome and heard. seem to click well together
- Communication between the Council, Bicycle and Greenways commission is extremely poor. / One Greenway study was recommended by the council for the Finley Golf Course expansion and the Greenways Board never received it and the BIPED had no idea why it was requested and

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what to do with it. This is probably only the tip of the iceberg of poor communication resulting in waste and ineffective government!

- Council's reactions to advisory board comments and recommendations are NOT communicated back to the advisory boards. The result is often a feeling of frustration and futility for the board members. A more standardized mechanism to capture council's opinions on board decisions is needed in order to allow the board members to feel any sense of accomplishment or pride in the many hours they devote to the community.
- Gives me the opportunity to voice issues that otherwise will not have a forum. / / Town Guidelines referring to Chapel Hill transit and transit infrastructure need to be updated ASAP so new (appropriate) developments that are reviewed by Advisory Boards do not clash with guidelines currently in place. Present situation often leaves Board Members in an awkward position when formulating his/her opinion on a particular project. / .
- Have not participated yet. Recently appointed.
- Having regular participation by a Town Council member has been a very valuable contribution to the Advisory Board's understanding of Town issues and to its ability to function effectively.
- I am afraid that many advisory boards are working in a vacuum in which they spend a great deal of time developing policy recommendations which are never used. It may be both more fulfilling and more useful to see advisory board members work to gather data which can be shared with the public and used by council to make informed decisions, rather than spend hours debating opinions and personal preferences. Council decisions are almost never made in absence of many, many voices of opinions, but they could always be served with more objective information, and better research into how other communities are tackling problems like our own.
- I believe that the advisory board system as it stands right now is in need of a makeover, but I don't think it should be altogether scrapped. The overall goal of the advisory boards should be to engage the local community and provide opportunities for constituents to perform a civic service. In this respect, I think the boards have operated well. However, if you get into the weeds of how these boards are segmented, how each operates independently of the other, and how each requires varying levels of participation, the advisory board system could use some improvement. There are always possible ways to make things more efficient and more of a high value proposition. / / Do we combine certain boards? There is a danger in giving too much subject matter to one particular board in that the meetings and time commitment would be so great that individuals would not want to continue serving. Additionally, staff resources would more than likely be stretched even more due to the complexity of the boards. / / Do we eliminate any? Obviously, some members of their respective boards would be extremely upset at this idea, but there may be some merit in combining effort where effort is being duplicated or at least created for effort's sake. / / Do we switch from an overall "come one come all" model to a model designed around districts or neighborhoods to increase engagement and ownership of the citizenry? Perhaps moving to a more sectionalized or district approach would make more sense so that our various constituents can gain a greater understanding of what is occurring with our advisory boards as well as how they can get more involved. / / I haven't served long as an advisory board member, but I do think it is a valuable service to offer citizens of Chapel Hill. I was searching for a way to contribute civically, and I believe this advisory board has given me a great outlet for this purpose.

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- I cannot speak for all of the advisory boards, but I do think the library trustee board works quite well.
- I don't see a lot of value in tracking the financial impact on a regular basis. These commissions for the most part are advisory and they should be supported to increase citizen involvement. You also need to be certain there isn't overlap so that what you ask from volunteers can be made effective and meaningful. With that said, a periodic review of the financial impact (e.g. use of staff time, facilities, etc) would be appropriate.
- I feel strongly that Chapel Hill has too many advisory boards, commissions. There is overlap--for example between Bike and Ped and Greenways and Parks and Rec. Council seems to initiate another "group" for every "issue" yet seldom dissolves a group. I have served on 3 commissions so far and find a few members and staff do the work and others more or less just show up for meetings. Staff is overwhelmed and does not delegate enough. However, that may be because they don't feel the volunteers can get the work done.
- I have appreciated the opportunity to serve on this board. It's been a great learning experience. I enjoy hearing differing points of view and helping advise people on design issues. I do not think it is appropriate for members of our commission to present their own projects. It is an inherent conflict of interest in my opinion. Also we used to receive our packets in the mail. Now I have to pick one up in the town hall office in order to prepare ahead of time. Electronic packets are not satisfactory for reviewing these COAs.
- I like the way the bike/ped board is focused on council objectives and policies, and is NOT an ad hoc forum for advocacy.
- I say that the Town should track the financial impact of advisory boards, but it should be done in a way that also accounts for other impacts, such as safety, quality of life, Town involvement, etc.
- I think some advisory boards could be combined and there are too many liaison positions to the CDC. BTW this is hardly anonymous since you asked what board and what office.
- I think that a closer look at all boards, the consolidation of some boards and finally more weight in the decisions and recommendations made by the boards.
- I think the HSAB is highly effective as a process management body for human services grant-making. It is efficient, thoughtful in its deliberations, and committed to process improvement based on feedback, including needs assessments and responses from agencies participating in the funding process. I think it would be great to increase communication between our board and other boards whose charges relate to human services such as the Public Housing Program Advisory Board, so that we can better coordinate our efforts.
- I think the town should let individuals know they are appointed in timely fashion.
- More training of new members in Town policies, development review process, and procedures is critical; current one-time meeting does not reach most new members. Training in how to serve on an advisory board would also be beneficial. Financial resources to allow members to go to conferences and training related to the Commission's work would also be beneficial.
- My current staff and council liaison support is very good, but I have not had adequate support from the community participation office, which has been a frustrating experience. I also have major concerns about the movement Council and staff had made toward altering the structure and time commitment of advisory boards. Serving on a board or commission (particularly those



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who do development review) is becoming more onerous, because of additional outside commitments (such as 2020 and small area plans), and changes in Town code (mostly due to the Northside and Pine Knolls regulations), that add additional time constraints. Most Town boards are not demographically representative of our population to begin with, and I worry that these increased burdens on board members will cause the boards to become even less so, because lower-income people are unlikely to have the time or flexibility to attend all the meetings they are asked to. Planning Board often has to meet weekly, and the meetings usually last three hours or more. I do not think Council is aware of the burden they are placing on their volunteers. Finally, I worry that this restructuring of advisory boards will lead to a decrease of community input in areas that are of importance to both the Council and citizens. It seems very much at odds with the goals of Chapel Hill 2020.

- Ok, I don't know if the town should be tracking financial impact, several of these questions are yes and no and I want an I don't know choice.
- One complaint from several board members is that the Town stopped mailing us our HDC packets. Since we are all volunteering our time, which can occasionally be considerable, it is a bit galling that we have to either print out our own materials or go by and pick up our packets.
- Staff memos are very helpful. I think the bike-ped board serves an important function by advocating for accessibility for all users when looking at development projects and long-range planning or goal setting initiatives. It would be helpful if boards were encouraged to establish ground rules for their own meetings.
- The boards in principle are a good way to engage citizens in government. I believe more active publicizing and marketing of the boards would help bring in applicants with more diversity and consistent quality.
- The boards provide an opportunity for community involvement and insight in town activities and advancement. There appears to be room for some consolidation of boards. As boards interface with citizens and presenters they should keep in mind the cost and time taken to present themselves to the various boards, and continue to strive towards meeting and decision-making efficiency. Boards should keep in mind that many of the presenters to the boards are involved in running a business or operation where financial viability is important, and requests should be reasonable and consistent. Boards should understand that business, with reason, is a good thing for Chapel Hill, and will help in Chapel Hill's long-term financial viability.
- The current directive from Town Manager that no minutes be kept of meetings is detrimental to long term success of actions by Boards
- the current system is clear but time consuming and cumbersome. there is a disconnect between the council and advisory boards from the beginning of the process at times, where council guidance to boards is unclear or ambiguous. then, at times, advisory board recommendations are not considered with proper weight when the projects return to council,
- The meetings are far too long (3 to 4 hours). The staff puts too much on the agenda, and important items are often at the end of the agenda. The meetings are not run efficiently -- too much overlap in staff presentation and applicant presentation, too much time allowed for public comments (no timer used), and lengthy discussion/question by Board members. More thought needs to be given to planning the agenda and executing it in a timely way. / At this time I hear a lot of comments about the Town Council and Town Manager "acting how they want to act" regardless of task force, focus group, and advisory board input. People have begun to wonder if

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their input--and all the time involved in participating-- really matters. For the first time in many years of public service in Town, I share these sentiments.

- The overall role of the Boards is ambiguous. The Town needs to decide exactly why there are Boards and what they are needed to do. Are they stage dressing to give the impression of a role for the community in decision-making or are they an important source of input and information for the Council in their decision-making. It is far from clear now. There is also significant overlap across Boards (e.g., Greenways and Parks and Recreation). It would be very helpful if the LUMO process and the role of Boards that review projects could be reviewed and updated simultaneously. They need to fit together seamlessly.
- The town council should do more to take into account the hard work done by the advisory boards. It seems that too often the council disregards the input of the boards.
- There are limits to the effectiveness of advisory boards- based on available time, town resources, staff, etc. so it is easy to become discouraged or feel less effective. There may be too many boards representing too many single issues.
- You could vastly increase the public participation and the transparency of the boards' activities by allowing citizens to monitor the meetings through a call-in system, just like public companies do for quarterly reports for stockholders. You should also join the 21st century and allow member participation by conference call, Citrix or Go To Meeting when physical presence is not possible. There is nothing in the Open Meetings law that would preclude this, and the failure to allow this systematically excludes members who cannot be physically present for professional or logistical reasons.

### Text of Additional Comments from Staff

- Advisory board should be made to set the agenda item for the meeting instead of the Town Staff. Secondly membership should be extended to people who work or live in Chapel Hill even if they do not own a business or house in Chapel Hill.
- Advisory Boards should be condensed so that they are the most efficient use of the community's and the staff's time. Having three boards (Greenways, Bike & Ped, and Transportation) which all focus on transportation issues is too many, and many other examples exist. Also, Board members should be well-educated and well-versed in the main focus of the board. For example, members of the Sustainability Committee should be very knowledgeable about environmental and sustainability issues and should have a professional or volunteer background that reflects this. Also, as I stated in my previous answer, boards such as the Greenways Commission, Parks and Recreation Commission, the Community Design Commission, etc., should not have such an active role in the development review process. This slows down the process which, rather than providing a better product, actually harms the community through missed opportunities and a loss of economic development. In addition, if possible, Boards and Commissions should only meet once a month; thereby, reducing the community's and the staff's commitment.
- Although public input into the development of the Town by its citizens is necessary, my opinion is that the process must be dramatically streamlined.
- Board Members could benefit from clear direction and role definition. At times I feel the process and the members themselves become frustrated due to undefined roles and limitations.
- Current system is causing staff overload. We have cut our permanent staffing levels quite a bit in the past 3-4 years, we are unable to timely fill vacancies, yet we still are expected to provide

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the same level of service as before, expected to accomplish many new special initiatives, and then to service the ever-increasing demands of the myriad number of boards. Staff and middle managers are approaching burn out and no one seems to notice. Streamlining Advisory Boards would be one way to reduce the time burn, emotion burn, and energy burn on staff while still providing the core services at the level desired by the residents and the time to better manage all of the new initiatives being undertaken. / / We also seem to see the same cast of folks serving on these standing Boards - that is not conducive to getting the full range of opinions and thoughts needed from our citizens. I do, however, applaud those serving for caring enough about issues to dedicate their time - it speaks well of them. / / I would suggest, regardless of if the number of Adv Boards is reduced or not, that all Boards be examined with the goal of giving a very direct, tightly constrained charge/charter to each Board by Council as this will at least (hopefully) help to keep Board members from wandering into areas outside their charge, and would also reinforce that the Council was elected to MAKE the decisions, and the Boards simply provide advice, that the Manager (rather than the Boards) is in charge of directing staff operations.

- I am primarily a backup person to prepare agenda items, rosters etc. Tracey Link is the primary person who does this for the P&R Commission, and Debra Lane does the same for the Cemetery Advisory Board (Bill Webster manages Greenways). My main focus is the website and to assure that the P&R Commission packet information is emailed on time. I have seen boards that manifest their own agenda, which may not be the agenda of the department. This can be time consuming and difficult to work with.
- I believe they are an asset to the how the Town thinks about change and process.
- I can see how each advisory board can be focused on each of its areas. However, the value to the town is partially dependant on how organized, and focused on thier role. If they are effective in these areas, then there can be value for it, however, at this time many are so fractured, that it feels like they are less effective.
- I think it worth tracking the impact of time these committees have on staff. It can be a big chunk of time to foster good relations with advisory members and explain what the goals are of the Dept. I think advisory boards should stay away from micro-managing a Dept/Division and focus on the bigger issues. One example is to find funding for important Dept. projects and play a role in advocating for Dept. improvements.
- i would like to see a website established on the towns server the steps to take in any development understood by applicants and how to go through the process easier than now
- Persons appointed to Town boards don't always have the appropriate skill set for the boards upon which they serve. I'm curious as to what type of vetting process occurs prior to appointing individuals to Town Boards.
- Please be aware that construction materials changes at all times before a construction project is completed. Therefore, the construction materials or colors that were approved by the advisor board at the time of the plan review may not exist two years later or that particular company may be out of business.
- Some should be combined and restructured.

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- The current structure is broken and does not uphold the desires and policies of the elected officials (Council). It needs to be evaluated and changes, consolidated and improved to help be a facilitation tool of the Town .
- The Development Review part is always discussed. One, I have heard board members say there are some big picture issues regarding specific developments that they are equipped to address but don't get to. They speculate that because of the development review process's timing results in the plans getting to them late in the game when they seem to be set in stone. Thus, their potential for positive impact is limited. This feeling of limited impact seems to be common among board members at certain times. Two, I wonder if the board members actually thought that commenting on development projects is what they thought they would be doing when they signed up. If the Town were to ask advisory board members about their overall satisfaction, that might be a good information point to have. Three, the staff support arrangement between Transit and Planning is a good one and should continue. Lastly, hypothetically, if there were no SUP development projects during a year or transportation plans under consideration, what would the board consider? What would their product be? What would staff do in the 4 hours each week that are recommended to be spent related to their advisory board?
- The functions and methods of the various advisory boards differ widely - and rightly so since their portfolios are so different - yet there is a constant push from the Town to standardize the boards and their activities. While some standardization may be necessary (following open meeting laws, methods for communicating with Council), much is unnecessary and forces staff and board members to waste time and effort. Just because a board's method or action differs from the other boards does not mean that it is inefficient or otherwise wrong. Regarding board appointments, the nomination step seems useless (why can't Council simply receive recommendations and vote to appoint?) and appointments should occur on an as-needed basis rather than twice a year, otherwise seats sit empty.
- There is often a tension regarding what role advisory board members play: advisory vs decision making
- To our overall process - we have way too many "standing" Advisory Boards. We could get much more done by reducing the number of Advisory Boards - say down to 3 or 4: 1) Planning Board; 2) Stormwater Board; 3) Parks n Rec Board. This would help staff, help accomplish more, and cost less. If specific input is needed, convene a time-limited Task Force to help work on the issue with an extremely clear, direct goal or charter from the Council and a drop-dead, inviolable finish time. Too much analysis to paralysis currently.

## Bicycle & Pedestrian Advisory Board

Staff hours per week: 2.6

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	33%	25%	42%
Board Members	71%	0%	29%

**If so, how?**

**Staff:** Assists Planning Staff in decision making regarding bicycle/ped promotions, programming, bike lanes, events, etc. Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

**If not, why not?**

**Staff:** Because Council goes around them; Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
14%	29%	57%

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- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
14%	29%	57%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	14%	86%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** No response

- **Board members:**

- We follow the policy for pedestrian and bicycle use in town. Review regulations
  - Recommend on priorities for bike & ped facilities, investments in such facilities compared to other investment. Advice on stipulations on building projects to promote cycling and walkability.
  - The board is very mindful of the main strategy document from Council, the five major objectives. These guide the weekly agenda.
  - Insure bicycle and pedestrian access and safety especially for new construction and development.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	No reponse
Engaging the public as partners in the process of governing Chapel Hill	No reponse
Linking to other resources and groups interested in addressing community issues	No reponse

## M. Combined 2012 Advisory Board Review Survey Results

Gathering information and perspectives to assist Council in governing and decision making	No reponse
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	14%	14%	71%
Engaging the public as partners in the process of governing Chapel Hill	43%	43%	14%
Linking to other resources and groups interested in addressing community issues	43%	29%	29%
Gathering information and perspectives to assist Council in governing and decision making	14%	29%	57%
Making the governing process more transparent	29%	14%	57%
Reducing the likelihood that government decisions will be challenged in court	43%	57%	0%
Going beyond what Council can accomplish alone	29%	14%	57%
Improving communication between elected officials and the public	29%	43%	29%
Expanding public understanding of how local government works	57%	29%	14%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 71% of board members say no, 29% say yes

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**Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** No reponse
- **Board members:** To make the council aware of urgent bicycle and pedestrian needs.



## Board of Adjustment

Staff hours per week: 25.8

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	50%	7%	43%
Board Members	100%	0%	0%

**If so, how?**

**Staff:**

- By providing relief to public for what may be construed as unreasonable actions or regulations. Also, Board serves as a forum to provide feedback to staff about Town actions and regulations that may serve as a guide to modify future actions and/or ordinance or code amendments.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- Serves as a community balance to Town decision making
- The involvement with the advisories board will help the directors understand the potential impacts of the new regulations and prepare the board for all the legal aspects of the new regulations.
- They are able to provide a decision for applicants who are appealing a decision.

**Board Members:** No response

**If not, why not?**

**Staff:** BOA-It isnt their role

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Some Extent

## M. Combined 2012 Advisory Board Review Survey Results

### In your opinion, to what extent does this advisory board:

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Some extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** By holding public hearings, and making decisions on variances and appeals and therefore providing the public the public an avenue of relief from Town regulations and decisions, based on evidence presented to the board.
- **Board members:**
  - Our board looks at each case as a separate entity so that they can apply the rules and regulations set forth by the council
  - Deciding whether or not a variance should be allowed for a property.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

### In your opinion, how successful is this advisory board in each of the following areas?

#### **Staff Responses:**

Tapping into the expertise of the	Moderately Successful
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## M. Combined 2012 Advisory Board Review Survey Results

public as subject matter expert	
Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and groups interested in addressing community issues	Slightly Successful
Gathering information and perspectives to assist Council in governing and decision making	Slightly Successful
Making the governing process more transparent	Highly Successful
Reducing the likelihood that government decisions will be challenged in court	Highly Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Highly Successful
Expanding public understanding of how local government works	Highly Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	33%	67%
Engaging the public as partners in the process of governing Chapel Hill	0%	100%	0%
Linking to other resources and groups interested in addressing community issues	33%	33%	33%
Gathering information and perspectives to assist Council in governing and decision making	0%	33%	67%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	0%	0%	100%
Going beyond what Council can accomplish alone	33%	0%	67%
Improving communication between elected officials and the public	50%	0%	50%
Expanding public understanding of how local government works	0%	50%	50%

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**Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 100% of board members say no, 0% say yes

**Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Board serves as a forum to provide feedback to staff about Town actions and regulations that may serve as a guide to modify future actions and/or ordinance or code amendments.
- **Board members:** No response

## Cemeteries Advisory Board

Staff hours per week: 3.1

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	17%	17%	67%
Board Members	67%	0%	33%

**If so, how?**

**Staff:** Maybe adding housing units add population and will add to cemetery plots, maintenance, and other cemetery operations. These data need to be included.

**Board Members:** No response

**If not, why not?**

**Staff:**

- Because Council goes around them.
- Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Some Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Some extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

## M. Combined 2012 Advisory Board Review Survey Results

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Some extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Small extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
33%	0%	67%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** by giving maintenance recommendations
- **Board members:**
  - I do not recall guidance/charge being received formally .however, I believe our mission is to help the Town Council of Chaple Hill support, beautify and enhance Cemeteries, and to address Long term issues of burials in Chapel Hill.
  - Our Latest Council Liason Lee is much appreciated for his interest , attendance and support.
  - deals with in-depth issues related to all 4 cemeteries

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Slightly Successful
Engaging the public as partners in the process of governing Chapel Hill	Slightly Successful
Linking to other resources and groups interested in addressing community issues	Moderately Successful
Gathering information and	Moderately Successful

## M. Combined 2012 Advisory Board Review Survey Results

perspectives to assist Council in governing and decision making	
Making the governing process more transparent	Slightly Successful
Reducing the likelihood that government decisions will be challenged in court	Moderately Successful
Going beyond what Council can accomplish alone	Moderately Successful
Improving communication between elected officials and the public	Moderately Successful
Expanding public understanding of how local government works	Moderately Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	33%	0%	67%
Engaging the public as partners in the process of governing Chapel Hill	33%	33%	33%
Linking to other resources and groups interested in addressing community issues	33%	0%	67%
Gathering information and perspectives to assist Council in governing and decision making	0%	33%	67%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	0%	33%	67%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	0%	50%	50%
Expanding public understanding of how local government works	33%	0%	67%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 33% of board members say no, 67% say yes

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**Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:**
- **Board members:** No response



## Chapel Hill Downtown Partnership

**NOTE:** No board members of the Downtown Partnership participated in the survey.

Staff hours per week: 9.1

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
<b>Staff</b>	41%	6%	53%
<b>Board Members</b>	No response	No response	No response

**If so, how?**

**Staff:**

- Being aware and helping to influence positive decisions
- By providing input into the direction of the development of the location where there business is located. they have a vested interest in the success of the area
- CHDP-As it pertains to Downtown
- They are a partner, and sometimes can clarify the interestes of the business community.
- They can provide information about the business environment that the Town does not have and may aid in better decision making

**Board Members:** No response

**If not, why not?**

**Staff:** Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Great Extent

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### **In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
No response	No response	No response

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
No response	No response	No response

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
No response	No response	No response

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** No response
- **Board members:** No response

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Somewhat exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	No response
Engaging the public as partners in the process of governing Chapel Hill	No response
Linking to other resources and groups interested in addressing	No response

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community issues	
Gathering information and perspectives to assist Council in governing and decision making	No reponse
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	No response	No response	No response
Engaging the public as partners in the process of governing Chapel Hill	No response	No response	No response
Linking to other resources and groups interested in addressing community issues	No response	No response	No response
Gathering information and perspectives to assist Council in governing and decision making	No response	No response	No response
Making the governing process more transparent	No response	No response	No response
Reducing the likelihood that government decisions will be challenged in court	No response	No response	No response
Going beyond what Council can accomplish alone	No response	No response	No response
Improving communication between elected officials and the public	No response	No response	No response
Expanding public understanding of how local government works	No response	No response	No response

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- No response of board members say no, No response say yes

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**Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** No reponse
- **Board members:** No response

## Chapel Hill Public Arts Commission

Staff hours per week: 8.6

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	29%	14%	57%
Board Members	100%	0%	0%

**If so, how?**

**Staff:**

- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- CHPAC - when given the opportunity - provides valuable input and ideas for the inclusion of art and culture in municipal development and planning

**Board Members:** No response

**If not, why not?**

**Staff:** Because Council goes around them; Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Great Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Some extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
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## M. Combined 2012 Advisory Board Review Survey Results

0%	50%	50%
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- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** The commission set priorities based on Council goals and develops programs related to those goals, including 2020. This has included over the course of a few years incorporating cultural arts interests into its original public art mission and goals. Commission members represent public interests in sitting on art project selection panels and public art review committees.
- **Board members:**
  - We attempt to quickly answer and advise the Council when asked for our opinion. We are attempting to expand the artistic element that makes up our community. It is our hope that the cultural impact of our actions furthers the overall quality of life in Chapel Hill.
  - It spearheads program and initiatives for community and public arts programs that contribute to the improved quality of life in the town. It empowers community members through the arts and attracts visitors to the area.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Somewhat exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Moderately Successful
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Engaging the public as partners in the process of governing Chapel Hill	Moderately Successful
Linking to other resources and groups interested in addressing community issues	Moderately Successful
Gathering information and perspectives to assist Council in governing and decision making	Moderately Successful
Making the governing process more transparent	Quite Successful
Reducing the likelihood that government decisions will be challenged in court	Quite Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Quite Successful
Expanding public understanding of how local government works	Moderately Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	0%	100%
Engaging the public as partners in the process of governing Chapel Hill	0%	50%	50%
Linking to other resources and groups interested in addressing community issues	0%	100%	0%
Gathering information and perspectives to assist Council in governing and decision making	50%	0%	50%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	0%	0%	100%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	50%	50%	0%
Expanding public understanding of how local government works	0%	100%	0%

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### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 50% of board members say no, 50% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:**
- **Board members:** As I stated above- We are attempting to expand the artistic element that makes up our community. It is our hopes that the cultural impact of our actions furthers the overall quality of life in Chapel Hill



## Community Design Commission

Staff hours per week: 13.2

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	46%	15%	38%
Board Members	66%	0%	33%

**If so, how?**

**Staff:**

- During Concept phase, they help the Council identify design issues early. Their recommendations to Council on SUPs reflect an emphasis on design aspects. During Final Plans, they review in detail building elevations and site lighting, aspects of development that are not covered specifically.
- CDC-Applies appearance standards across developments
- I believe that the decisions the board makes help to structure the way that our Town develops
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better design that is consistent with what the residents like.

**Board Members:** No response

**If not, why not?**

**Staff:**

- Most outcomes are good (beneficial) but some CDC actions appear arbitrary and unpredictable
- Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

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- **Council:** Significant Extent

### **In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	67%	33%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Some extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** The CDC provides guidance in matters of appearance and design for new Town development and provides comments to applicants and the public. As part of this charge, the Commission reviews site plans and conceptual development and provides review comments to the Council and applicant.
- **Board members:**
  - It makes recommendations to council for proposed projects and specifies design requirements. It also approves final design plans.
  - We use the current LUMO and Council comments on Concept Plans to inform our recommendations.
  - Making up or down recommendations to projects as submitted.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

## M. Combined 2012 Advisory Board Review Survey Results

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Moderately Successful
Linking to other resources and groups interested in addressing community issues	Slightly Successful
Gathering information and perspectives to assist Council in governing and decision making	Moderately Successful
Making the governing process more transparent	Highly Successful
Reducing the likelihood that government decisions will be challenged in court	Quite Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Moderately Successful
Expanding public understanding of how local government works	Quite Successful

#### **Board Member Responses:**

<b>Area</b>	<b>Not or Mildly Successful</b>	<b>Somewhat Successful</b>	<b>Quite or Very Successful</b>
Tapping into the expertise of the public as subject matter expert	33%	33%	33%
Engaging the public as partners in the process of governing Chapel Hill	67%	0%	33%
Linking to other resources and groups interested in addressing community issues	100%	0%	0%
Gathering information and perspectives to assist Council in governing and decision making	0%	0%	100%
Making the governing process more transparent	0%	33%	67%
Reducing the likelihood that government decisions will be challenged in court	33%	0%	67%

## M. Combined 2012 Advisory Board Review Survey Results

Going beyond what Council can accomplish alone	0%	33%	67%
Improving communication between elected officials and the public	0%	100%	0%
Expanding public understanding of how local government works	50%	50%	0%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 33% of board members say no, 67% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Provides feedback and comments on design of new buildings with knowledge and background in design and therefore creates improved building appearances.
- **Board members:** design expertise

## Community Policing Advisory Committee

Staff hours per week: 5.2

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	36%	27%	36%
Board Members	80%	0%	20%

**If so, how?**

**Staff:**

- I believe the decisions the committee makes strengthens the trust and confidence the citizens have in the Town.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- It provides the department and the Town with fresh ideas and views from a different vantage point that can assist the department and Town in meeting community needs while emphasizing excellent police service.

**Board Members:** No response

**If not, why not?**

**Staff:**

- They aren't involved in development
- Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.
- No role in the development process.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

## M. Combined 2012 Advisory Board Review Survey Results

### **In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
20%	0%	80%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Some extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** Annual report to Council that documents the committee's work for the year.yxv
- **Board members:**
  - By fully addressing all specific charges directed by council; working collaboratively with the town manager and chief of police to ensure complete and effective performance of assigned responsibilities; and keeping council fully informed all committee action.
  - 1. The Committee has made recommendations to the Police Department re: numerous policies and participated in policy revisions after the Yates incident. 2. Through open committee meetings and receipt of community comment, the Committee served as a liaison to enhance community and police relations during the Yates incident. 3. The Committee had done an aggressive review and complete overhaul of the Police Department's Citizen Academy, including implementing metrics for evaluating success.
  - We provide the police department a community perspective with regard to policy and incident response.

## M. Combined 2012 Advisory Board Review Survey Results

- brand new board but we have effectively managed to act as liaisons for the community and police
- The Council charged us with redoing policies and we have done that.

### How well does this advisory board fulfill the charge set by council?

- **Council:** Somewhat exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Moderately Successful
Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and groups interested in addressing community issues	Moderately Successful
Gathering information and perspectives to assist Council in governing and decision making	Moderately Successful
Making the governing process more transparent	Quite Successful
Reducing the likelihood that government decisions will be challenged in court	Slightly Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Slightly Successful
Expanding public understanding of how local government works	Moderately Successful

#### **Board Member Responses:**

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	0%	100%
Engaging the public as partners in the process of governing Chapel Hill	0%	60%	40%
Linking to other resources and groups interested in addressing community issues	0%	50%	50%
Gathering information and perspectives to	0%	0%	100%

## M. Combined 2012 Advisory Board Review Survey Results

assist Council in governing and decision making			
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	20%	40%	40%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	20%	40%	40%
Expanding public understanding of how local government works	20%	20%	60%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 20% of board members say no, 80% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Enhanced community confidence in the professionalism and transparency of its police department.
- **Board members:**
  - There is an inherent friction often in all communities between law enforcement and citizens. This committee serves to reduce that friction, while striving to enhance relationship between citizens and their police department. In addition, the committee provides an important buffer to advance the interests of both groups.
  - Being outside of the political process, we can make recommendation unfettered by political concerns



## Greenways Commission

Staff hours per week: 5.6

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	25%	8%	67%
Board Members	100%	0%	0%

**If so, how?**

**Staff:**

- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- The Commission brings a different perspective and knowledge base to planning efforts.

**Board Members:** No response

**If not, why not?**

**Staff:** Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Great extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	100%	0%

## M. Combined 2012 Advisory Board Review Survey Results

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** Makes recommendations related to trails, open space, non-motorized vehicle transportation, relevant development review, and other aligned issues.
- **Board members:**
  - develops master plans, reviews development proposals affecting greenways, makes budget recommendations, makes recommendations on potential properties and extensions of greenways, promotes awareness of the greenways program, recommends funding sources.
  - We are a small group of 5, but we keep close watch on activities, plans, developments that affect greenways and potential greenway land. We promote greenway use and expansion. We try to coordinate with other groups that directly or indirectly affect our greenway system.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and	Highly Successful

## M. Combined 2012 Advisory Board Review Survey Results

groups interested in addressing community issues	
Gathering information and perspectives to assist Council in governing and decision making	Highly Successful
Making the governing process more transparent	Highly Successful
Reducing the likelihood that government decisions will be challenged in court	Highly Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Quite Successful
Expanding public understanding of how local government works	Moderately Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	50%	50%	0%
Engaging the public as partners in the process of governing Chapel Hill	0%	100%	0%
Linking to other resources and groups interested in addressing community issues	0%	50%	50%
Gathering information and perspectives to assist Council in governing and decision making	0%	0%	100%
Making the governing process more transparent	0%	100%	0%
Reducing the likelihood that government decisions will be challenged in court	0%	50%	50%
Going beyond what Council can accomplish alone	50%	0%	50%
Improving communication between elected officials and the public	0%	50%	50%
Expanding public understanding of how local government works	50%	0%	50%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 0% of board members say no, 100% say yes

## M. Combined 2012 Advisory Board Review Survey Results

**Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Bring a unique perspective to important planning initiatives.
- **Board members:**
  - See duties and powers in Sec. 2-154 of Code. We are advisory to the Council.
  - We are another set of eyes and ears for the Council and for Town staff

## Historic District Commission

Staff hours per week: 9.5

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	13%	13%	73%
Board Members	100%	0%	0%

#### If so, how?

**Staff:** Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

#### If not, why not?

**Staff:** The Historic District Commission is not successful in meeting its primary charge. Although the Historic District Commission is charged with determining the appropriateness of development proposals with the character of the historic districts, very few members of the Commission have any actual expertise in historic preservation, architecture, or Chapel Hill's history. More often than not, development proposals are viewed subjectively on the basis of each Commission member's individual tastes. Additionally, in my experiences assisting applicants and prospective applicants in the Planning Department, the Historic District Commission has a poor reputation for contributing to an approval process that serves as more of an unnecessarily lengthy and expensive approval process than one that protects the historic character of the neighborhood. Consequently, it is not uncommon for neighbors to risk building in the historic districts without requesting permits in favor of avoiding the Historic District Commission. ; Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

## M. Combined 2012 Advisory Board Review Survey Results

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Some Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
25%	25%	50%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Some extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	25%	75%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

**In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** The Historic District reviews development applications and determines their aesthetic congruency with the historic character of the surrounding neighborhood.
- **Board members:**
  - It decides what additions and improvements to homes and the surrounding landscape with built structures adhere to the historic guidelines of appropriateness. This helps maintain the small town character of Chapel Hill we so love.
  - We approve (or do not approve) Certificates of Appropriateness for additions, exterior changes, hardscape etc in the town's Historic Districts.
  - by making recommendations based on established criteria

**How well does this advisory board fulfill the charge set by council?**

## M. Combined 2012 Advisory Board Review Survey Results

- **Council:** Meets expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	No reponse
Engaging the public as partners in the process of governing Chapel Hill	No reponse
Linking to other resources and groups interested in addressing community issues	No reponse
Gathering information and perspectives to assist Council in governing and decision making	No reponse
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

#### **Board Member Responses:**

<b>Area</b>	<b>Not or Mildly Successful</b>	<b>Somewhat Successful</b>	<b>Quite or Very Successful</b>
Tapping into the expertise of the public as subject matter expert	25%	50%	25%
Engaging the public as partners in the process of governing Chapel Hill	75%	0%	25%
Linking to other resources and groups interested in addressing community issues	25%	75%	0%
Gathering information and perspectives to assist Council in governing and decision making	75%	0%	25%
Making the governing process more transparent	0%	50%	50%
Reducing the likelihood that government	0%	50%	50%

## M. Combined 2012 Advisory Board Review Survey Results

decisions will be challenged in court			
Going beyond what Council can accomplish alone	25%	0%	75%
Improving communication between elected officials and the public	50%	0%	50%
Expanding public understanding of how local government works	25%	50%	25%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 75% of board members say no, 25% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Because the Historic District Commission is inherently neighborhood oriented, their comments provide a useful barometer to help developments understand neighbor reactions to development proposals.
- **Board members:**
  - The expertise of board members helps handle details that town council members may not have. The board adds consistency to decision-making over time because we serve three year terms that can be renewed once.
  - In my view, some of the above statements do not apply to HDC insofar as its recommendations must be made from individual judgements based solely on established criteria.



## Human Services Advisory Board

Staff hours per week: 4.0

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	21%	14%	64%
Board Members	100%	0%	0%

**If so, how?**

**Staff:** Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

**If not, why not?**

**Staff:**

- They aren't involved in development review
- Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.
- Some of the information that the Council received would not get to Council without the Human Services Advisory Board having received and forwarding to them.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**
  - **Staff:** Great extent

## M. Combined 2012 Advisory Board Review Survey Results

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
No response	No response	No response

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent

### In what ways does this advisory board fulfill the charge set by council?

- **Staff:** They keep the Council abreast of the Human Service Needs in Chapel Hill.
- **Board members:**
  - We look to the Board's charge and, combined with 2020 Goals and Themes, drafts needs assessments and priorities based on the overall priorities as put forth by the Town.
  - We assess community needs and recommend allocations of funds to try to meet aspects of those needs. ; The Human services advisory board executes an annual grant making process, to make recommendations to the council on the disbursement of approximately \$300,000 in human services grant funds. This process includes designing an application in tandem with the Town of Carrboro and Orange County, soliciting applications, reviewing applications, conducting public hearings for each application, and making a final funding recommendation. We have also partnered with the UNC school of government to conduct a formal assessment of human services needs in the town. We are actively exploring opportunities to support awareness of and access to human services agencies.
  - We assist with getting money to no-profits for use i their missions. Thus enables the non-profits to assist Chapel Hill residents effectively manage their lives.

### How well does this advisory board fulfill the charge set by council?

- **Council:** Somewhat exceeds expectations

## M. Combined 2012 Advisory Board Review Survey Results

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and groups interested in addressing community issues	Quite Successful
Gathering information and perspectives to assist Council in governing and decision making	Highly Successful
Making the governing process more transparent	Highly Successful
Reducing the likelihood that government decisions will be challenged in court	Not Successful
Going beyond what Council can accomplish alone	No response
Improving communication between elected officials and the public	Moderately Successful
Expanding public understanding of how local government works	Moderately Successful

#### **Board Member Responses:**

<b>Area</b>	<b>Not or Mildly Successful</b>	<b>Somewhat Successful</b>	<b>Quite or Very Successful</b>
Tapping into the expertise of the public as subject matter expert	0%	25%	75%
Engaging the public as partners in the process of governing Chapel Hill	0%	25%	75%
Linking to other resources and groups interested in addressing community issues	0%	0%	100%
Gathering information and perspectives to assist Council in governing and decision making	0%	25%	75%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	0%	25%	75%

## M. Combined 2012 Advisory Board Review Survey Results

Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	25%	0%	75%
Expanding public understanding of how local government works	50%	25%	25%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 50% of board members say no, 50% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** Since the development of the 2020 Plan the Human Services Board has encouraged various agencies to get more involved in Town planning when given the opportunity.
- **Board members:**
  - We have a group of highly dedicated and experienced individuals who want to make a difference. We constantly discuss ways for our Board to make more targeted, specific decisions to effectively use the taxpayer's dollars in a responsible and meaningful way.
  - The HSAB has steadily increased the number of agencies and amounts of funding requested of the town, suggesting that we are effectively conducting outreach to relevant agencies. The volume of applications received by the HSAB would pose a significant burden to council in processing, as last year we reviewed approximately 1500 pages of application materials and held about 20 hours of hearings. We are also committed to engaging in an evidence based review process, having partnered with the UNC school of government to strengthen our board's internal processes, and conduct a needs assessment for the town.
  - Having citizen involvement is always a plus.

## Library Board of Trustees

Staff hours per week: 2.6

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	36%	18%	45%
Board Members	60%	0%	40%

**If so, how?**

**Staff:**

- Because of all the work and donations the board has put into building our library into one of the best in the state, our Council has a better understanding of the growth potential and how they should proceed with the new library.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

**If not, why not?**

**Staff:**

- They aren't involved in development review
- Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**
  - **Staff:** No response

## M. Combined 2012 Advisory Board Review Survey Results

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	25%	75%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:**

- **Board members:**

- We advise library staff; we review library policies and approve them; we present to the Town Council on issues relevant to the library, its funding and its services; we promote collaboration with other non-profit groups that work on behalf of the library; and this year we provided input into the hiring of a new director.
- We were involved with the process of identifying a new ED. We advise regarding the budget and goals.
- Enacts policies consistent with charge
- We provide oversight and offer advice on policy issues.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	No response
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## M. Combined 2012 Advisory Board Review Survey Results

Engaging the public as partners in the process of governing Chapel Hill	No reponse
Linking to other resources and groups interested in addressing community issues	No reponse
Gathering information and perspectives to assist Council in governing and decision making	No reponse
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	25%	75%
Engaging the public as partners in the process of governing Chapel Hill	25%	0%	75%
Linking to other resources and groups interested in addressing community issues	25%	25%	50%
Gathering information and perspectives to assist Council in governing and decision making	0%	0%	100%
Making the governing process more transparent	0%	50%	50%
Reducing the likelihood that government decisions will be challenged in court	0%	25%	75%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	25%	0%	75%
Expanding public understanding of how local government works	25%	25%	50%

## M. Combined 2012 Advisory Board Review Survey Results

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 80% of board members say no, 20% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** No reponse
- **Board members:**
  - can't think of any right now
  - These questions don't seem to be relavent to what the Library Board is about. My answers should be considered "NA"
  - Expanding knowledge base about what a library of the future can do.



## OWASA Board of Directors

Staff hours per week: 0.7

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	38%	13%	50%
Board Members	0%	0%	100%

**If so, how?**

**Staff:**

- They need to provide service to the area so it is helpful to have their input
- They see a specific area where cost, capacity, etc. may affect the development of the Town.

**Board Members:** No response

**If not, why not?**

**Staff:** No response

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** No response

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
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## M. Combined 2012 Advisory Board Review Survey Results

20%	20%	60%
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- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	20%	80%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No response
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### In what ways does this advisory board fulfill the charge set by council?

- **Staff:** No response
- **Board members:** By doing our homework and asking tough questions. The homework includes independent research and leveraging staff expertise and recommendations. Also, not to be cranky, but this question is worded poorly -- almost feels like I should cut and paste the definition/description of my OWASA BOD duties. Not sure what you really want to know here.

### How well does this advisory board fulfill the charge set by council?

- **Council:** Exceeds expectations

### In your opinion, how successful is this advisory board in each of the following areas?

#### Staff Responses:

Tapping into the expertise of the public as subject matter expert	No reponse
Engaging the public as partners in the process of governing Chapel Hill	No reponse
Linking to other resources and groups interested in addressing community issues	No reponse
Gathering information and perspectives to assist Council in	No reponse

## M. Combined 2012 Advisory Board Review Survey Results

governing and decision making	
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	0%	100%
Engaging the public as partners in the process of governing Chapel Hill	0%	0%	100%
Linking to other resources and groups interested in addressing community issues	0%	0%	100%
Gathering information and perspectives to assist Council in governing and decision making	0%	0%	100%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	0%	0%	100%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	0%	100%	0%
Expanding public understanding of how local government works	0%	0%	100%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 100% of board members say no, 0% say yes

### Are there any other benefits this board offers that you would like to mention? If so, please list them.

Staff: No reponse

Board members: No response

## Parks & Recreation Commission

Staff hours per week: 3.7

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	31%	6%	63%
Board Members	88%	0%	13%

**If so, how?**

**Staff:**

- It provides a broader view of how developments can effect the quality of life in Chapel Hill. The commission provides necessary overview that provides a perspective that other boards may over look; recreational amenities for the development and surrounding areas and how it all connects to the quality of life not just for the development but for the Town in general.
- advocates for the needs and important impact our dept. has on the citizens in the community.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- Provides relevant information from stakeholders

**Board Members:** No response

**If not, why not?**

**Staff:** Feedback is too issue specific and doesn't take into account all of the factors that need to be considered.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

## M. Combined 2012 Advisory Board Review Survey Results

### In your opinion, to what extent does this advisory board:

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	100%	0%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** It promotes recreation for the citizens of Chapel Hill. It is a policy advisory committee for the Parks and Recreation Dept. and the Town of Chapel Hill. It advises Council on all matters concerning parks and recreation issues and policies.
- **Board members:**
  - We provide support and knowledge about current parks and recreation issues to the Council, as well as input on future construction by the town and by developers ;
  - We represent the citizens interests regarding Parks and Rec matters.
  - establish future plans based on need and budget
  - By fulfilling meeting and recommendation requirements, acting in the best interests of the community with respect to Parks & Recreation policies and procedures, and providing necessary oversight for the Parks & Recreation department.
  - P&R commission meets monthly, regularly has a quorum, takes actions on all matters properly before it, makes recommendations on matters it believes the

## M. Combined 2012 Advisory Board Review Survey Results

council should consider, challenges the staff to extend their efforts and to creatively address needs and benefit the citizens of CH and Orange county.

- The commission give great input.
- Raising questions and discussing issues to better understand the goals of the department. Therefore the commisioners can give informed recommendations to help the council

### How well does this advisory board fulfill the charge set by council?

- **Council:** Somewhat exceeds expectations

### In your opinion, how successful is this advisory board in each of the following areas?

#### Staff Responses:

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Highly Successful
Linking to other resources and groups interested in addressing community issues	Quite Successful
Gathering information and perspectives to assist Council in governing and decision making	Highly Successful
Making the governing process more transparent	Highly Successful
Reducing the likelihood that government decisions will be challenged in court	Highly Successful
Going beyond what Council can accomplish alone	Highly Successful
Improving communication between elected officials and the public	Highly Successful
Expanding public understanding of how local government works	Highly Successful

#### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	14%	14%	71%
Engaging the public as partners in the process of governing Chapel Hill	0%	14%	86%

## M. Combined 2012 Advisory Board Review Survey Results

Linking to other resources and groups interested in addressing community issues	14%	14%	71%
Gathering information and perspectives to assist Council in governing and decision making	0%	14%	86%
Making the governing process more transparent	0%	0%	100%
Reducing the likelihood that government decisions will be challenged in court	29%	0%	71%
Going beyond what Council can accomplish alone	0%	0%	100%
Improving communication between elected officials and the public	0%	14%	86%
Expanding public understanding of how local government works	0%	14%	86%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 86% of board members say no, 14% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:**
- **Board members:**
  - Our ability to connect with the broader community is what sets our board apart from the others. Users of our parks and recreation facilities are much more diverse than people who engage with other departments (with the possible exception of transit). Recent studies have shown that our parks department is one of the most important assets to citizens in our community, and our advisory board acts as a liaison to people who want to get more involved in those issues.
  - A commission member has a direct link to his/her neighborhood. If CH neighborhood associations were aware there is an opportunity for a representative from their neighborhood to address various boards with concerns this might expand the community involvement.

## Personnel Appeals Committee

Staff hours per week: 5.0

### DEVELOPMENT REVIEW

Does the involvement of this advisory board in the Town's development process lead to better decision making?

	Yes	No	Not Sure
Staff	21%	21%	57%
Board Members	100%	0%	0%

If so, how?

Staff:

- we need their input on the process of our grievances
- They make Manager's and Supervisors think more globally when making decisions that impact employee's based on the policies.

Board Members: No response

If not, why not?

Staff: They aren't involved in development review ; They aren't involved in this process

Board Members: No response

### EFFECTIVENESS

In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?

- Council: Significant Extent

In your opinion, to what extent does this advisory board:

- Help Council govern with quality, responsiveness & efficiency?
  - Staff: Significant extent
  - Board members:

No or Limited Extent	Some Extent	Significant or Great Extent
29%	0%	71%



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- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Great extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:**
  - They ensure that Town policies, their implementation and application are being done in accordance with the Values set forth by the Council and Manger's Office.
  - Reviewing disciplinary practices and procedures and decisions to ensure that they comply with the Town Ordinance, Personnel Policies and Procedures and State and Federal Laws.
- **Board members:**
  - We are a bit different from other committees. We hear individual employee appeal cases and provide a recommendation directly to the town manager. Each hearing is unique with a completion date (recommendation determination and memo written) within 14 days. We utilize existing personnel manuals/guidelines/procedures when considering cases.
  - Have not participated yet. Recently appointed.
  - We listen to appeals Town employees and former Town employees make to the Town on Human Resources and employment related issues

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Somewhat exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Moderately Successful
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## M. Combined 2012 Advisory Board Review Survey Results

Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and groups interested in addressing community issues	Slightly Successful
Gathering information and perspectives to assist Council in governing and decision making	Moderately Successful
Making the governing process more transparent	Quite Successful
Reducing the likelihood that government decisions will be challenged in court	Moderately Successful
Going beyond what Council can accomplish alone	Moderately Successful
Improving communication between elected officials and the public	Moderately Successful
Expanding public understanding of how local government works	Moderately Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	0%	50%	50%
Engaging the public as partners in the process of governing Chapel Hill	0%	100%	0%
Linking to other resources and groups interested in addressing community issues	0%	100%	0%
Gathering information and perspectives to assist Council in governing and decision making	50%	50%	0%
Making the governing process more transparent	0%	100%	0%
Reducing the likelihood that government decisions will be challenged in court	0%	67%	33%
Going beyond what Council can accomplish alone	0%	50%	50%
Improving communication between elected officials and the public	0%	100%	0%
Expanding public understanding of how local government works	0%	100%	0%

## M. Combined 2012 Advisory Board Review Survey Results

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 33% of board members say no, 67% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:** No reponse
- **Board members:**
  - Please note, most of the questions above are N/A to the Personnel Appeals Committee
  - Have not participated yet. Recently appointed.
  - Giving Town employees a voice

## Planning Board

Staff hours per week: 34.7

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	50%	5%	45%
Board Members	83%	0%	17%

**If so, how?**

**Staff:**

- By controlling the look and feel of the community based on the desires of the populace and council ; by making the planning restrictions known to all of the members.
- They can offer thoughtful, insightful analysis and provide valuable feedback without bending to political pressures or special interest groups.
- Community input regarding comportment with plans into decision making
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making
- The Planning Board plays a vital part in all new building in our Town. They give the guideline to what is built in Chapel Hill
- The Planning Board should serve as an additional "check" in the development review process. Planning Board members should be well involved in planning and site-specific matters. However, boards such as the Parks and Recreation Commission, the Greenways Commission, and the Community Design Commission should not have such an active role.

**Board Members:** No response

**If not, why not?**

**Staff:** Their decisions seem to be based on personal views rather than on the guiding documents approved by Council such as small area plans.

**Board Members:** No response

### EFFECTIVENESS

## M. Combined 2012 Advisory Board Review Survey Results

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	50%	50%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	33%	67%

**In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** The Planning Board fulfills the charge set by Council by carrying out the advisory and administrative powers as set out in Section 8.2.4 in the Land Use Management Ordinance.
- **Board members:**
  - Goal 3 / / Focus on Economic Development, Land Use and Transportation for a Balanced and Sustainable Future
  - The Planning Board spends the majority of its time in development or ordinance review. We actually very rarely get to spend time dealing with other more general issues which fall under our purview
  - \* reviews development applications / \* receives reports on matters of policy and planning - e.g. Long Range Transportation Plan, Stormwater guidelines, etc. - and discusses them / ; Reference to the 2020 Plan. / Improving our response

## M. Combined 2012 Advisory Board Review Survey Results

efficiency to recommendation requests. / Involvement in the Small Area Focus Groups. / Actively listen to citizen input. ;

- Reviewing current development applications in light of existing LUMO regulations, Comprehensive Plan policies and guidance, and public input, as appropriate. / Updating the Town's Comprehensive Plan. / Assisting in the development and implementation of new Town policies, regulations, and procedures, including implementation of the Comprehensive Plan.

### How well does this advisory board fulfill the charge set by council?

- **Council:** Meets expectations

### In your opinion, how successful is this advisory board in each of the following areas?

#### Staff Responses:

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Moderately Successful
Linking to other resources and groups interested in addressing community issues	Quite Successful
Gathering information and perspectives to assist Council in governing and decision making	Moderately Successful
Making the governing process more transparent	Moderately Successful
Reducing the likelihood that government decisions will be challenged in court	Moderately Successful
Going beyond what Council can accomplish alone	Moderately Successful
Improving communication between elected officials and the public	Moderately Successful
Expanding public understanding of how local government works	Moderately Successful

#### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as	50%	25%	25%

## M. Combined 2012 Advisory Board Review Survey Results

subject matter expert			
Engaging the public as partners in the process of governing Chapel Hill	0%	50%	50%
Linking to other resources and groups interested in addressing community issues	40%	20%	40%
Gathering information and perspectives to assist Council in governing and decision making	17%	17%	67%
Making the governing process more transparent	0%	20%	80%
Reducing the likelihood that government decisions will be challenged in court	0%	0%	100%
Going beyond what Council can accomplish alone	0%	20%	80%
Improving communication between elected officials and the public	0%	40%	60%
Expanding public understanding of how local government works	20%	20%	60%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 0% of board members say no, 100% say yes

### Are there any other benefits this board offers that you would like to mention? If so, please list them.

- **Staff:** They play a valuable role in reviewing and approving projects (Site Plan Review, Minor Subdivisions) that do not required Council approval.
- **Board members:**
  - More time and research is given to planning issues than the council could do alone. I think the staff spends so much time with the development community because it is their business to do that - nothing wrong with what they do - that the citizens on the planning board represent another valuable balance to the process.
  - I actually would like to see us spend significantly more time working on some of the less tangible issues listed here. We often spend considerable time drafting policy recommendations which Council only occasionally follows as written; perhaps our efforts would be better served in these cases working on communications, transparency, education, and the gathering of resources for informed decision making.
  - The Board has a better understanding of the fiscal and business basis for development projects than most members of the public. This is valuable in an

## M. Combined 2012 Advisory Board Review Survey Results

environment when many citizens have WANTS but few of them recognize the tradeoffs necessary to satisfy these WANTS.

- Decent variety of points of view on the various topics brought before the board. / A good variety of educational and work experience backgrounds. / A true interest in providing useful and thoughtful recommendations and comments to the town council. / An overall interest in the continual improvement of Chapel Hill.
- Some individual planning board members have planning, environmental, landscape and other types of expertise that they bring to the decision-making process, as well as ideas from other communities.



## Public Housing Program Advisory Board

Staff hours per week: 3.1

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
<b>Staff</b>	33%	8%	58%
<b>Board Members</b>	No response	No response	No response

**If so, how?**

**Staff:**

- As the voice of members using affordable housing, they could ensure that their voice is heard and considered in future plans for the Town.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.
- Open line and communication for feedback

**Board Members:** No response

**If not, why not?**

**Staff:** The Board does not have any involvement in the Town's development process

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Some Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**

○ **Staff:** No extent

○ **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
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## M. Combined 2012 Advisory Board Review Survey Results

0%	33%	67%
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- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

○ **Staff:** No extent

○ **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	17%	83%

- **Fulfill the charge that has been set for it by Council?**

○ **Staff:** Some extent

○ **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** For the most part, the Board only fulfills one of its charges. The Board serves as a panel that hears grievances of public housing residents that are not resolved at the staff level.
- **Board members:** No response

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Somewhat below expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Not Successful
Engaging the public as partners in the process of governing Chapel Hill	Not Successful
Linking to other resources and groups interested in addressing community issues	Not Successful
Gathering information and perspectives to assist Council in governing and decision making	Not Successful
Making the governing process more	Not Successful

## M. Combined 2012 Advisory Board Review Survey Results

transparent	
Reducing the likelihood that government decisions will be challenged in court	Not Successful
Going beyond what Council can accomplish alone	Not Successful
Improving communication between elected officials and the public	Slightly Successful
Expanding public understanding of how local government works	Slightly Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	No response	No response	No response
Engaging the public as partners in the process of governing Chapel Hill	No response	No response	No response
Linking to other resources and groups interested in addressing community issues	No response	No response	No response
Gathering information and perspectives to assist Council in governing and decision making	No response	No response	No response
Making the governing process more transparent	No response	No response	No response
Reducing the likelihood that government decisions will be challenged in court	No response	No response	No response
Going beyond what Council can accomplish alone	No response	No response	No response
Improving communication between elected officials and the public	No response	No response	No response
Expanding public understanding of how local government works	No response	No response	No response

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- No response of board members say no, No response say yes

### Are there any other benefits this board offers that you would like to mention? If so, please list them.

- Staff:
- Board members: No response

## Stormwater Management Utility Advisory Board

Staff hours per week: 8.9

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	42%	8%	50%
Board Members	25%	0%	75%

**If so, how?**

**Staff:**

- Memembers of the advisoy board come from a diverse group of people, that business owners, residents and UNC staff. This means that decisions that are taken are based broad view of what citizens of what Chapel Hill will like to see. Occassion we do have citizens of Chapel Hill coming the meetings to contributing to decision making.
- The unfunded mandates we receive from the State and Federal agencies are very cumbersome. It is good to have some input from the Business community and residential community on how the impacts of these unfunded mandates may affect them, and in turn, ways we can meet the mandates without over-enforcing rules as some would wish us to do.
- Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

**If not, why not?**

**Staff:**

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

## M. Combined 2012 Advisory Board Review Survey Results

### In your opinion, to what extent does this advisory board:

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	50%	50%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	0%	100%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Significant extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
33%	0%	67%

### **In what ways does this advisory board fulfill the charge set by council?**

- **Staff:** No response
- **Board members:**
  - The biggest function is working to complete the draft Stormwater Master plan.
  - The agenda is usually set by the staff. We would do better if the agenda was set by the Chair and the Advisory Board in consultation with the staff. One consequence of the current situation is that we are reactive and deal with advising Council on important policies without giving them the time they deserve. The charge is excellent and we are no close to meeting it.

### **How well does this advisory board fulfill the charge set by council?**

- **Council:** Meets expectations

### In your opinion, how successful is this advisory board in each of the following areas?

## M. Combined 2012 Advisory Board Review Survey Results

### Staff Responses:

Tapping into the expertise of the public as subject matter expert	Quite Successful
Engaging the public as partners in the process of governing Chapel Hill	Quite Successful
Linking to other resources and groups interested in addressing community issues	Quite Successful
Gathering information and perspectives to assist Council in governing and decision making	Quite Successful
Making the governing process more transparent	Quite Successful
Reducing the likelihood that government decisions will be challenged in court	Quite Successful
Going beyond what Council can accomplish alone	Quite Successful
Improving communication between elected officials and the public	Quite Successful
Expanding public understanding of how local government works	Quite Successful

### Board Member Responses:

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	25%	25%	50%
Engaging the public as partners in the process of governing Chapel Hill	25%	75%	0%
Linking to other resources and groups interested in addressing community issues	50%	50%	0%
Gathering information and perspectives to assist Council in governing and decision making	50%	25%	25%
Making the governing process more transparent	25%	25%	50%
Reducing the likelihood that government decisions will be challenged in court	0%	50%	50%
Going beyond what Council can accomplish alone	0%	25%	75%
Improving communication between elected officials and the public	50%	25%	25%

## M. Combined 2012 Advisory Board Review Survey Results

Expanding public understanding of how local government works	25%	50%	25%
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### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 75% of board members say no, 25% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:**
- **Board members:** The potential for positive constructive recommendations from this board is enormous. We have just begun to tap our potential and I am optimistic we can accomplish a lot to benefit the town.

## Sustainability Committee

Staff hours per week: 3.8

### DEVELOPMENT REVIEW

**Does the involvement of this advisory board in the Town's development process lead to better decision making?**

	Yes	No	Not Sure
Staff	38%	8%	54%
Board Members	100%	0%	0%

**If so, how?**

**Staff:** save the Town money and help us utilize our natural/ utility resources responsibly ; Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

**If not, why not?**

**Staff:**

- Most designers and developers already want to integrate 'green, sustainable practices' into their projects as a selling point or to save on development costs. This just adds another layer of bureaucracy, time, and effort for little gain in the development process.
- Their feedback is too issue specific and doesn't take into account all of the factors influencing the development.

**Board Members:** No response

### EFFECTIVENESS

**In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?**

- **Council:** Significant Extent

**In your opinion, to what extent does this advisory board:**

- **Help Council govern with quality, responsiveness & efficiency?**
  - **Staff:** Small extent
  - **Board members:**



## M. Combined 2012 Advisory Board Review Survey Results

No or Limited Extent	Some Extent	Significant or Great Extent
33%	0%	67%

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** Small extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
17%	33%	50%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** Small extent
- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
17%	33%	50%

### In what ways does this advisory board fulfill the charge set by council?

- **Staff:** The Committee is very proactive in its to address important topics related to sustainability, mostly commonly through recommendations about Town policy, programs or projects. However, because sustainability is so broadly defined in the charge, the Committee is challenged by the breadth of its perceived scope.
- **Board members:**
  - The SC was active and proactive in the 2020 process. We contributed to the final 2020 document and have proposed methods of implementation of 2020 components.
  - By focusing on the Triple-bottom-line approach to decision making, our committee has informed the planning board promptly whenever they ask for our input, particularly over the last year with the immense Chapel Hill 2020 process. Additionally, our committee has a very complementary relationship with the CDC and we continue to materially add to their review/decision making process over the last few years. Also, we frequently have speakers/visitors/petitioners come and participate in our meetings, and after some dialogue and deliberation, our recommendations/petitions to the council often reflect the requests and concerns of town citizens ; Several members of the Committee were active in the CH2020 process, which is one of the main charges of the Committee. Now that the CH2020 plan has been drafted, the Committee can remain integral to the plan implementation process.

## M. Combined 2012 Advisory Board Review Survey Results

- Helps make sure sustainability considered on issues being debated and discussed by Council
- Not at all

### How well does this advisory board fulfill the charge set by council?

- **Council:** Somewhat exceeds expectations

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	Slightly Successful
Engaging the public as partners in the process of governing Chapel Hill	Slightly Successful
Linking to other resources and groups interested in addressing community issues	Slightly Successful
Gathering information and perspectives to assist Council in governing and decision making	Slightly Successful
Making the governing process more transparent	Moderately Successful
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	Slightly Successful

#### **Board Member Responses:**

Area	Not or Mildly Successful	Somewhat Successful	Quite or Very Successful
Tapping into the expertise of the public as subject matter expert	50%	17%	33%
Engaging the public as partners in the process of governing Chapel Hill	50%	33%	17%
Linking to other resources and groups interested in addressing community issues	33%	0%	67%
Gathering information and perspectives to	33%	0%	67%

## M. Combined 2012 Advisory Board Review Survey Results

assist Council in governing and decision making			
Making the governing process more transparent	50%	33%	17%
Reducing the likelihood that government decisions will be challenged in court	33%	33%	33%
Going beyond what Council can accomplish alone	17%	33%	50%
Improving communication between elected officials and the public	50%	33%	17%
Expanding public understanding of how local government works	67%	17%	17%

### Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?

- 17% of board members say no, 83% say yes

### Are there any other benefits this board offers that you would like to mention? If so, please list them.

- **Staff:** Various levels of expertise in a variety of mostly environmental sustainability fields (e.g., green building, solar technology, architecture, etc.)
- **Board members:**
  - We frequently have speakers/visitors/petitioners come and participate in our meetings, and after some dialogue and deliberation, our recommendations/petitions to the council often reflect the requests and concerns of town citizens
  - The committee provides expertise and advice that guide decisions regarding the town's physical environment, which results in a stronger more attractive community. I believe having this committee demonstrates the town's commitment to responsible growth.
  - The Sustainability Committee can be a resource for Town staff and the Council regarding matters of sustainability, because the Committee is comprised of leading sustainability professionals in the local area with access to a wide range of sustainability resources and contacts with sustainability experts.

## Transportation Board

Staff hours per week: 9.8

### DEVELOPMENT REVIEW

Does the involvement of this advisory board in the Town's development process lead to better decision making?

	Yes	No	Not Sure
Staff	38%	8%	54%
Board Members	14%	14%	71%

If so, how?

**Staff:** Input from the commission members is like feedback from the residents (hopefully) and may lead to better decision making.

**Board Members:** No response

If not, why not?

**Staff:** Their feedback is too issue specific and doesn't take into account all of the factors influencing the development.

**Board Members:** No response

### EFFECTIVENESS

In your opinion, to what extent does this board help Council govern with quality, responsiveness & efficiency?

- **Council:** Significant Extent

In your opinion, to what extent does this advisory board:

- **Help Council govern with quality, responsiveness & efficiency?**

- **Staff:** No extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
43%	43%	14%

## M. Combined 2012 Advisory Board Review Survey Results

- **Use existing Town policies and guidelines to inform and shape their recommendations to Council?**

- **Staff:** No extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
14%	14%	71%

- **Fulfill the charge that has been set for it by Council?**

- **Staff:** No extent

- **Board members:**

No or Limited Extent	Some Extent	Significant or Great Extent
0%	14%	86%

### In what ways does this advisory board fulfill the charge set by council?

- **Staff:** No response

- **Board members:**

- We provide input on issues related to transportation as well as review development proposals with respect to transportation issues.
  - Provide advice related to transportation issues for development projects. Advise council on transportation planning/plans and advise Council on budgetary priorities related to transportation. Provide limited advice regarding policy issues regarding Chapel Hill transit.
  - ADVICES AS BEST AS POSSIBLE. / Stresses, when pertinent, the need to establish/modify Town Policy Guidelines for present and future conditions. In this respect I am answering YES to question below.
  - It carefully considers the issues presented to it with respect to policy consistency and political neutrality.
  - Focus sharply on providing advice and recommendations related to transportation issues. Does not stray from this mission and is very focus on staying within this boundary when assessing development projects and SUP reviews.
  - We review development projects and recommend changes/improvements related to transportation issues. We do our best to follow the guidelines of the town's comprehensive plan.

### How well does this advisory board fulfill the charge set by council?

- **Council:** Meets expectations

## M. Combined 2012 Advisory Board Review Survey Results

### **In your opinion, how successful is this advisory board in each of the following areas?**

#### **Staff Responses:**

Tapping into the expertise of the public as subject matter expert	No reponse
Engaging the public as partners in the process of governing Chapel Hill	No reponse
Linking to other resources and groups interested in addressing community issues	No reponse
Gathering information and perspectives to assist Council in governing and decision making	No reponse
Making the governing process more transparent	No reponse
Reducing the likelihood that government decisions will be challenged in court	No reponse
Going beyond what Council can accomplish alone	No reponse
Improving communication between elected officials and the public	No reponse
Expanding public understanding of how local government works	No reponse

#### **Board Member Responses:**

<b>Area</b>	<b>Not or Mildly Successful</b>	<b>Somewhat Successful</b>	<b>Quite or Very Successful</b>
Tapping into the expertise of the public as subject matter expert	43%	57%	0%
Engaging the public as partners in the process of governing Chapel Hill	43%	57%	0%
Linking to other resources and groups interested in addressing community issues	14%	71%	14%
Gathering information and perspectives to assist Council in governing and decision making	0%	57%	43%
Making the governing process more transparent	14%	71%	14%
Reducing the likelihood that government decisions will be challenged in court	67%	33%	0%
Going beyond what Council can	14%	43%	43%

## M. Combined 2012 Advisory Board Review Survey Results

accomplish alone			
Improving communication between elected officials and the public	43%	43%	14%
Expanding public understanding of how local government works	71%	29%	0%

### **Would this advisory board benefit from additional or more explicit policy guidance from Council when making decisions?**

- 0% of board members say no, 100% say yes

### **Are there any other benefits this board offers that you would like to mention? If so, please list them.**

- **Staff:**
- **Board members:**
  - By focusing on a specific set of issues and the like, i.e., transportation, we can study these issues in greater depth and with more focus than the Council.
  - The Public at large is not aware of the role of Advisory Boards. In this respect IT reacts to change when it is detrimental to their interests. Advisory Boards, however offer a space, not used enough by the community, to voice opinions which occasional may have broader repercussions .
  - Offers the council a politically neutral citizen perspective of the issues brought to it, using considerable expertise and perspective.