

**Council Budget Questions and Requests for Information  
2021-22 Manager's Recommended Budget  
Question #11**

**QUESTION:** How long has the Town been conducting the Biennial Community Survey?

**RESPONDENT:** Sabrina Oliver, Communications & Public Affairs Director/Town Clerk

**RESPONSE:** The Town has been conducting a biennial survey since 2009. ETC Institute, a professional market research firm, has conducted the survey, every other year over the past decade. ETC has administered surveys in more than 300 cities and counties across the United States. Benchmarking analysis will help Chapel Hill understand how its results compare to similar communities. See more information [here](#) .