

*Section 5:*  
*Tabular Data and*  
*Survey Instrument*

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## 2010 Chapel Hill Survey Results

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**Q1. OVERALL SATISFACTION WITH TOWN SERVICES. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q1a Overall quality of services provided	20.3%	58.5%	13.8%	3.0%	0.6%	3.9%
Q1b Public safety services	32.0%	49.6%	9.1%	2.2%	0.3%	6.9%
Q1c Town parks and recreation programs	25.4%	46.6%	16.8%	3.6%	0.9%	6.8%
Q1d Quality of Customer Service received	18.5%	39.7%	19.1%	3.6%	1.0%	18.1%
Q1e Public Library services	36.6%	39.7%	9.9%	5.2%	0.9%	7.8%
Q1f Enforcement of Town codes/ordinances	9.8%	30.7%	27.3%	6.8%	2.0%	23.4%
Q1g Maintenance of Town streets	13.9%	49.0%	23.7%	8.8%	2.2%	2.4%
Q1h Maintenance of Town buildings	14.2%	46.8%	19.7%	1.4%	0.6%	17.2%
Q1i Maintenance of public housing	5.3%	16.7%	16.1%	2.6%	0.7%	58.6%
Q1j Flow of traffic and congestion	5.9%	31.6%	29.6%	24.0%	6.0%	2.9%
Q1k Effectiveness of Town communication	12.2%	36.9%	29.7%	10.5%	3.6%	7.0%
Q1l Value you receive for your Town tax dollars and fees	8.5%	32.5%	25.1%	19.5%	10.8%	3.6%
Q1m How well the Town is planning growth	4.2%	21.3%	25.6%	25.9%	10.5%	12.6%
Q1n How well the Town is managing growth	3.9%	20.8%	27.6%	25.9%	11.9%	9.9%
Q1o Emergency preparedness	10.5%	31.3%	20.3%	1.9%	0.4%	35.6%
Q1p Quality of landscaping in parks	17.4%	50.1%	21.0%	6.2%	1.9%	3.4%

## 2010 Chapel Hill Survey Results

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**Q1. OVERALL SATISFACTION WITH TOWN SERVICES. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.(without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q1a Overall quality of services provided	21.1%	60.8%	14.3%	3.1%	0.6%
Q1b Public safety services	34.4%	53.2%	9.7%	2.3%	0.3%
Q1c Town parks and recreation programs	27.3%	49.9%	18.0%	3.9%	0.9%
Q1d Quality of Customer Service received	22.6%	48.4%	23.3%	4.4%	1.2%
Q1e Public Library services	39.7%	43.0%	10.7%	5.6%	0.9%
Q1f Enforcement of Town codes/ordinances	12.8%	40.2%	35.6%	8.8%	2.6%
Q1g Maintenance of Town streets	14.3%	50.2%	24.3%	9.0%	2.2%
Q1h Maintenance of Town buildings	17.2%	56.6%	23.8%	1.7%	0.7%
Q1i Maintenance of public housing	12.8%	40.3%	38.9%	6.3%	1.7%
Q1j Flow of traffic and congestion	6.1%	32.5%	30.5%	24.7%	6.2%
Q1k Effectiveness of Town communication	13.1%	39.7%	32.0%	11.3%	3.9%
Q1l Value you receive for your Town tax dollars and fees	8.8%	33.7%	26.1%	20.3%	11.2%
Q1m How well the Town is planning growth	4.8%	24.3%	29.3%	29.6%	12.0%
Q1n How well the Town is managing growth	4.3%	23.1%	30.6%	28.7%	13.2%
Q1o Emergency preparedness	16.3%	48.7%	31.5%	2.9%	0.7%
Q1p Quality of landscaping in parks	18.0%	51.9%	21.7%	6.4%	1.9%

## 2010 Chapel Hill Survey Results

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**Q2. Which THREE of these items do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]**

<u>Q2 1st most</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of services provided by the ...	9	1.3 %
B=Overall quality of Public Safety services	41	5.9 %
C=Overall quality of Town parks & recreation p...	18	2.6 %
D=Overall quality of customer service you rec...	5	0.7 %
E=Overall quality Public Library services	21	3.0 %
F=Overall enforcement of Town codes and or...	11	1.6 %
G=Overall maintenance of Town streets	26	3.7 %
H=Overall maintenance of Town buildings/facil...	3	0.4 %
I=Overall maintenance of public housing buildi...	6	0.9 %
J=Overall flow of traffic and congestions mana...	82	11.8 %
K=Overall effectiveness of Town communicati...	11	1.6 %
L=Overall value you receive for your Town ta...	129	18.5 %
M=How well the Town is planning for growth	138	19.8 %
N=How well the Town is managing growth	83	11.9 %
O=Emergency preparedness	6	0.9 %
P=Quality of landscaping in parks, medians an...	4	0.6 %
<u>Z=None chosen</u>	<u>103</u>	<u>14.8 %</u>
Total	696	100.0 %

## 2010 Chapel Hill Survey Results

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**Q2. Which THREE of these items do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]**

<u>Q2 2nd most</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of services provided by the ...	14	2.0 %
B=Overall quality of Public Safety services	31	4.5 %
C=Overall quality of Town parks & recreation p...	29	4.2 %
D=Overall quality of customer service you rec...	7	1.0 %
E=Overall quality Public Library services	17	2.4 %
F=Overall enforcement of Town codes and or...	13	1.9 %
G=Overall maintenance of Town streets	28	4.0 %
H=Overall maintenance of Town buildings/facil...	1	0.1 %
I=Overall maintenance of public housing buildi...	11	1.6 %
J=Overall flow of traffic and congestions mana...	79	11.4 %
K=Overall effectiveness of Town communicati...	15	2.2 %
L=Overall value you receive for your Town ta...	51	7.3 %
M=How well the Town is planning for growth	135	19.4 %
N=How well the Town is managing growth	133	19.1 %
O=Emergency preparedness	8	1.1 %
P=Quality of landscaping in parks, medians an...	11	1.6 %
<u>Z=None chosen</u>	<u>113</u>	<u>16.2 %</u>
Total	696	100.0 %

## 2010 Chapel Hill Survey Results

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**Q2. Which THREE of these items do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]**

<u>Q2 3rd most</u>	<u>Number</u>	<u>Percent</u>
A=Quality of services provided by the Town o...	12	1.7 %
B=Quality of Public Safety services	39	5.6 %
C=Quality of Town parks & recreation program...	28	4.0 %
D=Quality of customer service you receive fro...	9	1.3 %
E=Quality Public Library services	29	4.2 %
F=Enforcement of Town codes and ordinances	16	2.3 %
G=Maintenance of Town streets	30	4.3 %
H=Maintenance of Town buildings/facilities	7	1.0 %
I=Maintenance of public housing buildings	8	1.2 %
J=Flow of traffic and congestions management...	89	12.8 %
K=Effectiveness of Town communication with ...	17	2.4 %
L=Value you receive for your Town tax dollar...	60	8.6 %
M=How well the Town is planning for growth	69	9.9 %
N=How well the Town is managing growth	86	12.4 %
O=Emergency preparedness	29	4.2 %
P=Quality of landscaping in parks, medians an...	28	4.0 %
<u>Z=None chosen</u>	<u>139</u>	<u>20.0 %</u>
Total	695	100.0 %

## 2010 Chapel Hill Survey Results

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**Q2. Which THREE of these items do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.] (Top 3)**

<u>Q2 1st most</u>	<u>Number</u>	<u>Percent</u>
A = Overall quality of services provided by the To...	35	5.0 %
B = Overall quality of Public Safety services	111	15.9 %
C = Overall quality of Town parks & recreation prog...	75	10.8 %
D = Overall quality of customer service you receive...	21	3.0 %
E = Overall quality Public Library services	67	9.6 %
F = Overall enforcement of Town codes and ordin...	40	5.7 %
G = Overall maintenance of Town streets	84	12.1 %
H = Overall maintenance of Town buildings/facilities	11	1.6 %
I = Overall maintenance of public housing buildings	25	3.6 %
J = Overall flow of traffic and congestions manang...	250	35.9 %
K = Overall effectiveness of Town communication ...	43	6.2 %
L = Overall value you receive for your Town tax d...	240	34.5 %
M = How well the Town is planning for growth	342	49.1 %
N = How well the Town is managing growth	302	43.4 %
O = Emergency preparedness	43	6.2 %
P = Quality of landscaping in parks, medians and o...	43	6.2 %
<u>Z = None chosen</u>	<u>103</u>	<u>14.8 %</u>
Total	1835	

## 2010 Chapel Hill Survey Results

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**Q3. Several items that may influence your perception of Chapel Hill as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q3a Overall image of the Town	32.5%	52.2%	8.2%	4.0%	0.9%	2.3%
Q3b Overall quality of life in the Town	31.0%	56.3%	7.5%	2.9%	0.3%	2.0%
Q3c Overall feeling of safety	21.1%	53.2%	16.1%	5.5%	1.9%	2.3%
Q3d Quality of new development	8.8%	29.2%	28.9%	17.0%	7.2%	9.1%
Q3e As a place to retire	23.4%	37.9%	17.4%	5.7%	5.9%	9.6%
Q3f Overall appearance of the Town	17.2%	53.6%	18.5%	7.0%	0.9%	2.7%
Q3g Availability of affordable housing	2.6%	10.6%	22.8%	29.3%	16.1%	18.5%
Q3h Acceptance of diverse populations	23.9%	39.9%	18.7%	8.3%	2.4%	6.8%
Q3i Job availability	3.4%	22.0%	29.3%	14.9%	6.6%	23.7%

**Q3. Several items that may influence your perception of Chapel Hill as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q3a Overall image of the Town	33.2%	53.4%	8.4%	4.1%	0.9%
Q3b Overall quality of life in the Town	31.7%	57.5%	7.6%	2.9%	0.3%
Q3c Overall feeling of safety	21.6%	54.4%	16.5%	5.6%	1.9%
Q3d Quality of new development	9.6%	32.1%	31.8%	18.6%	7.9%
Q3e As a place to retire	25.9%	42.0%	19.2%	6.4%	6.5%
Q3f Overall appearance of the Town	17.7%	55.1%	19.1%	7.2%	0.9%
Q3g Availability of affordable housing	3.2%	13.1%	28.0%	36.0%	19.8%
Q3h Acceptance of diverse populations	25.6%	42.8%	20.0%	8.9%	2.6%
Q3i Job availability	4.5%	28.8%	38.4%	19.6%	8.7%



## 2010 Chapel Hill Survey Results

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**Q4. PUBLIC SAFETY. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q4a Overall quality of police protection	26.1%	50.6%	12.9%	2.7%	0.4%	7.2%
Q4b Visibility of police in neighborhood	17.8%	38.5%	28.4%	9.2%	1.0%	5.0%
Q4c The Town's effort to prevent crime	14.4%	38.1%	24.4%	5.9%	0.9%	16.4%
Q4d How quickly police respond to emergencies	26.1%	34.5%	9.8%	1.6%	0.0%	28.0%
Q4e Enforcement of local traffic laws	13.5%	42.5%	21.0%	8.3%	3.2%	11.5%
Q4f Police safety education programs	11.4%	23.0%	16.1%	1.9%	0.1%	47.6%
Q4g Overall quality of fire protection	27.0%	40.4%	9.3%	0.6%	0.0%	22.7%
Q4h Location of fire stations	33.9%	44.5%	10.2%	0.1%	0.1%	11.1%
Q4i Fire safety education programs	16.4%	20.3%	12.4%	1.1%	0.1%	49.7%

**Q4. PUBLIC SAFETY. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q4a Overall quality of police protection	28.2%	54.5%	13.9%	2.9%	0.5%
Q4b Visibility of police in neighborhood	18.8%	40.5%	30.0%	9.7%	1.1%
Q4c The Town's effort to prevent crime	17.2%	45.5%	29.2%	7.0%	1.0%
Q4d How quickly police respond to emergencies	36.3%	47.9%	13.6%	2.2%	0.0%
Q4e Enforcement of local traffic laws	15.3%	48.1%	23.7%	9.4%	3.6%
Q4f Police safety education programs	21.6%	43.8%	30.7%	3.6%	0.3%
Q4g Overall quality of fire protection	34.9%	52.2%	12.1%	0.7%	0.0%
Q4h Location of fire stations	38.1%	50.1%	11.5%	0.2%	0.2%
Q4i Fire safety education programs	32.6%	40.3%	24.6%	2.3%	0.3%

## 2010 Chapel Hill Survey Results

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**Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]**

<u>Q5 1st most</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	125	18.0 %
B=Visibility of police in neighborhoods	123	17.7 %
C=The Town's efforts to prevent crime	185	26.6 %
D=How quickly police respond to emergencies	24	3.4 %
E=Enforcement of traffic laws	48	6.9 %
F=Police safety education programs	11	1.6 %
G=Quality of local fire protection	10	1.4 %
H=Location of fire stations	5	0.7 %
I=Fire safety education programs	14	2.0 %
Z=None chosen	151	21.7 %
Total	696	100.0 %

**Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]**

<u>Q5 2nd most</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	62	8.9 %
B=Visibility of police in neighborhoods	113	16.2 %
C=The Town's efforts to prevent crime	118	17.0 %
D=How quickly police respond to emergencies	72	10.3 %
E=Enforcement of traffic laws	52	7.5 %
F=Police safety education programs	34	4.9 %
G=Quality of local fire protection	49	7.0 %
H=Location of fire stations	4	0.6 %
I=Fire safety education programs	14	2.0 %
Z=None chosen	178	25.6 %
Total	696	100.0 %

## 2010 Chapel Hill Survey Results

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**Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]**

<u>Q5 3rd most</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	71	10.2 %
B=Visibility of police in neighborhoods	73	10.5 %
C=The Town's efforts to prevent crime	96	13.8 %
D=How quickly police respond to emergencies	54	7.8 %
E=Enforcement of traffic laws	46	6.6 %
F=Police safety education programs	39	5.6 %
G=Quality of local fire protection	57	8.2 %
H=Location of fire stations	8	1.1 %
I=Fire safety education programs	31	4.5 %
Z=None chosen	220	31.6 %
Total	696	100.0 %

**Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.] (Top 3)**

<u>Q5 1st most</u>	<u>Number</u>	<u>Percent</u>
A = Quality of local police protection	258	37.1 %
B = Visibility of police in neighborhoods	309	44.4 %
C = The Town's efforts to prevent crime	399	57.3 %
D = How quickly police respond to emergencies	150	21.6 %
E = Enforcement of traffic laws	146	21.0 %
F = Police safety education programs	84	12.1 %
G = Quality of local fire protection	116	16.7 %
H = Location of fire stations	17	2.4 %
I = Fire safety education programs	59	8.5 %
Z = None chosen	151	21.7 %
Total	1690	

## 2010 Chapel Hill Survey Results

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**Q6. POLICE DEPARTMENT. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q6a CHPD overall performance	24.6%	50.3%	14.1%	1.4%	0.3%	9.3%
Q6b Attitude/behavior Police Department	28.9%	40.2%	12.8%	2.7%	0.7%	14.7%
Q6c Level of safety and security in your neighborhood	25.0%	45.3%	18.1%	6.9%	1.1%	3.6%

**Q6. POLICE DEPARTMENT. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q6a CHPD overall performance	27.1%	55.5%	15.5%	1.6%	0.3%
Q6b Attitude/behavior Police Department	33.8%	47.1%	15.0%	3.2%	0.8%
Q6c Level of safety and security in your neighborhood	25.9%	46.9%	18.8%	7.2%	1.2%

## 2010 Chapel Hill Survey Results

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**Q8. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:**

(N=696)

	Very safe 4	Somewhat safe 3	Somewhat unsafe 2	Very unsafe 1	Don't know 9
Q8a In your neighborhood during the day	77.4%	19.0%	1.1%	0.0%	2.4%
Q8b In your neighborhood at night	47.3%	43.1%	7.2%	0.3%	2.2%
Q8c In downtown Chapel Hill	20.1%	38.6%	25.3%	8.2%	7.8%
Q8d In other commercial areas	23.4%	46.8%	13.1%	2.0%	14.7%

**Q8. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (without don't know)**

(N=696)

	Very safe 4	Somewhat safe 3	Somewhat unsafe 2	Very unsafe 1
Q8a In your neighborhood during the day	79.4%	19.4%	1.2%	0.0%
Q8b In your neighborhood at night	48.3%	44.1%	7.3%	0.3%
Q8c In downtown Chapel Hill	21.8%	41.9%	27.4%	8.9%
Q8d In other commercial areas	27.4%	54.9%	15.3%	2.4%

## 2010 Chapel Hill Survey Results

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**Q9. TOWN REGULATIONS For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q9a Enforcing cleanup of liter/ debris	7.5%	34.6%	22.8%	10.1%	1.6%	23.4%
Q9b Enforcing mowing/ trimming property	8.3%	33.2%	26.4%	5.9%	1.1%	25.0%
Q9c Enforcing the maintenance of residential property	7.0%	32.8%	25.9%	5.0%	1.6%	27.7%
Q9d Enforcing the maintenance of business property	6.2%	35.3%	24.3%	4.3%	1.6%	28.3%
Q9e Enforcing codes designed to protect public safety	6.2%	34.5%	20.5%	4.7%	1.6%	32.5%
Q9F Enforcing sign regulations	7.6%	34.1%	22.8%	5.3%	1.6%	28.6%

**Q9. TOWN REGULATIONS For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q9a Enforcing cleanup of liter/debris	9.8%	45.2%	29.8%	13.1%	2.1%
Q9b Enforcing mowing/trimming property	11.1%	44.3%	35.2%	7.9%	1.5%
Q9c Enforcing the maintenance of residential property	9.7%	45.3%	35.8%	7.0%	2.2%
Q9d Enforcing the maintenance of business property	8.6%	49.3%	33.9%	6.0%	2.2%
Q9e Enforcing codes designed to protect public safety	9.1%	51.1%	30.4%	7.0%	2.3%
Q9F Enforcing sign regulations	10.7%	47.7%	32.0%	7.4%	2.2%

## 2010 Chapel Hill Survey Results

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**Q10. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q10a Maintenance of Town parks	22.7%	49.4%	12.5%	4.2%	0.7%	10.5%
Q10b Number of Town parks	22.3%	43.7%	12.1%	10.3%	1.0%	10.6%
Q10c Number of walking/ biking trails	17.0%	34.3%	17.5%	17.2%	3.9%	10.1%
Q10d Quality of outdoor athletic fields	13.4%	37.6%	17.7%	6.2%	1.9%	23.3%
Q10e Number of outdoor athletic fields	13.8%	33.9%	19.3%	7.6%	2.0%	23.4%
Q10f Availability of information about Town parks & recreation programs	18.7%	39.7%	21.4%	7.9%	1.0%	11.4%
Q10g The Town's youth athletic programs	12.9%	31.6%	16.4%	3.2%	0.7%	35.2%
Q10h The Town's adult athletic programs	8.6%	24.4%	19.3%	4.6%	0.7%	42.4%
Q10i Town special events and festivals	12.1%	39.2%	25.3%	6.6%	2.2%	14.7%
Q10j Therapeutic recreation programs	5.6%	13.9%	15.9%	3.9%	1.4%	59.2%
Q10k Cultural arts programs (ceramics)	9.9%	28.9%	21.4%	5.0%	1.0%	33.8%
Q10l Public art	12.9%	33.8%	23.1%	8.2%	4.0%	18.0%
Q10m Landscaping and appearance of public areas along Town streets	15.5%	47.7%	23.3%	5.7%	1.6%	6.2%

## 2010 Chapel Hill Survey Results

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**Q10. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q10a Maintenance of Town parks	25.4%	55.2%	14.0%	4.7%	0.8%
Q10b Number of Town parks	24.9%	48.9%	13.5%	11.6%	1.1%
Q10c Number of walking/biking trails	18.8%	38.2%	19.5%	19.2%	4.3%
Q10d Quality of outdoor athletic fields	17.4%	49.1%	23.0%	8.1%	2.4%
Q10e Number of outdoor athletic fields	18.0%	44.3%	25.1%	9.9%	2.6%
Q10f Availability of information about Town parks & recreation programs	21.1%	44.7%	24.1%	8.9%	1.1%
Q10g The Town's youth athletic programs	20.0%	48.8%	25.3%	4.9%	1.1%
Q10h The Town's adult athletic programs	15.0%	42.4%	33.4%	8.0%	1.2%
Q10i Town special events and festivals	14.1%	46.0%	29.6%	7.7%	2.5%
Q10j Therapeutic recreation programs	13.7%	34.2%	39.1%	9.5%	3.5%
Q10k Cultural arts programs (ceramics)	15.0%	43.6%	32.3%	7.6%	1.5%
Q10l Public art	15.8%	41.2%	28.2%	10.0%	4.9%
Q10m Landscaping and appearance of public areas along Town streets	16.5%	50.8%	24.8%	6.1%	1.7%



## 2010 Chapel Hill Survey Results

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**Q11. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from Question 10 above.]**

Q11 1st most	Number	Percent
A=Maintenance of Town parks	78	11.2 %
B=Number of Town parks	35	5.0 %
C=Number of walking/biking trails	173	24.9 %
D=Quality of outdoor athletic fields	18	2.6 %
E=Number of outdoor athletic fields	16	2.3 %
F=Available of information about Town parks ...	24	3.4 %
G=The Town's Youth athletic programs	39	5.6 %
H=The Town's Adult athletic programs	6	0.9 %
I=Town special events and festivals	24	3.4 %
J=Therapeutic recreation programs	11	1.6 %
K=Cultural arts programs	8	1.1 %
L=Public art	20	2.9 %
M=Landscaping and appearance of public are...	59	8.5 %
Z=None chosen	185	26.6 %
Total	696	100.0 %

**Q11. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from Question 10 above.]**

Q11 2nd most	Number	Percent
A=Maintenance of Town parks	60	8.6 %
B=Number of Town parks	48	6.9 %
C=Number of walking/biking trails	78	11.2 %
D=Quality of outdoor athletic fields	34	4.9 %
E=Number of outdoor athletic fields	21	3.0 %
F=Available of information about Town parks ...	28	4.0 %
G=The Town's Youth athletic programs	37	5.3 %
H=The Town's Adult athletic programs	26	3.7 %
I=Town special events and festivals	40	5.7 %
J=Therapeutic recreation programs	7	1.0 %
K=Cultural arts programs	33	4.7 %
L=Public art	19	2.7 %
M=Landscaping and appearance of public are...	38	5.5 %
Z=None chosen	227	32.6 %
Total	696	100.0 %

## 2010 Chapel Hill Survey Results

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**Q11. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from Question 10 above.]**

Q11 3rd most	Number	Percent
A=Maintenance of Town parks	48	6.9 %
B=Number of Town parks	21	3.0 %
C=Number of walking/biking trails	42	6.0 %
D=Quality of outdoor athletic fields	19	2.7 %
E=Number of outdoor athletic fields	23	3.3 %
F=Available of information about Town parks ...	19	2.7 %
G=The Town's Youth athletic programs	35	5.0 %
H=The Town's Adult athletic programs	18	2.6 %
I=Town special events and festivals	44	6.3 %
J=Therapeutic recreation programs	15	2.2 %
K=Cultural arts programs	56	8.0 %
L=Public art	35	5.0 %
M=Landscaping and appearance of public are...	65	9.3 %
Z=None chosen	256	36.8 %
Total	696	100.0 %

**Q11. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from Question 10 above.](Top 3)**

Q11 1st most	Number	Percent
A = Maintenance of Town parks	186	26.7 %
B = Number of Town parks	104	14.9 %
C = Number of walking/biking trails	293	42.1 %
D = Quality of outdoor athletic fields	71	10.2 %
E = Number of outdoor athletic fields	60	8.6 %
F = Available of information about Town parks an...	71	10.2 %
G = The Town's Youth athletic programs	111	15.9 %
H = The Town's Adult athletic programs	50	7.2 %
I = Town special events and festivals	108	15.5 %
J = Therapeutic recreation programs	33	4.7 %
K = Cultural arts programs	97	13.9 %
L = Public art	74	10.6 %
M = Landscaping and appearance of public areas a...	162	23.3 %
Z = None chosen	185	26.6 %
Total	1605	

## 2010 Chapel Hill Survey Results

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**Q12. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live in Chapel Hill?**

(N=696)

	Very Important 4	Somewhat Important 3	Not Sure 2	Unimportant 1	Don't know 9
Q12a Sense of belonging to the community	36.5%	45.0%	6.0%	9.1%	3.4%
Q12b Quality of public schools	77.0%	10.9%	2.0%	8.3%	1.7%
Q12c Employment opportunities	42.7%	32.5%	7.8%	15.1%	2.0%
Q12d Types of housing	42.5%	38.8%	7.6%	8.8%	2.3%
Q12e Affordability of housing	38.8%	34.5%	12.8%	11.6%	2.3%
Q12f Access to quality shopping	35.1%	40.5%	9.1%	12.9%	2.4%
Q12g Availability of parks & recreation opportunities	44.4%	38.4%	7.8%	7.2%	2.3%
Q12h Near family or friends	31.3%	30.5%	9.3%	26.6%	2.3%
Q12i Safety and security	70.7%	22.0%	3.0%	2.7%	1.6%
Q12j Availability transportation options	38.8%	34.3%	9.2%	15.5%	2.2%
Q12k Availability of cultural activities	43.8%	37.9%	8.5%	8.0%	1.7%
Q12l Access to restaurants-entertainment	48.6%	37.8%	5.6%	6.0%	2.0%
Q12m University community	55.0%	29.5%	5.5%	8.2%	1.9%
Q12n Access to Research Triangle Park	31.3%	27.7%	9.3%	29.3%	2.3%

## 2010 Chapel Hill Survey Results

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**Q12. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live in Chapel Hill? (without don't knows)**

(N=696)

	Very Important 4	Somewhat Important 3	Not Sure 2	Unimportant 1
Q12a Sense of belonging to the community	37.8%	46.6%	6.3%	9.4%
Q12b Quality of public schools	78.4%	11.1%	2.0%	8.5%
Q12c Employment opportunities	43.5%	33.1%	7.9%	15.4%
Q12d Types of housing	43.5%	39.7%	7.8%	9.0%
Q12e Affordability of housing	39.7%	35.3%	13.1%	11.9%
Q12f Access to quality shopping	35.9%	41.5%	9.3%	13.3%
Q12g Availability of parks & recreation opportunities	45.4%	39.3%	7.9%	7.4%
Q12h Near family or friends	32.1%	31.2%	9.6%	27.2%
Q12i Safety and security	71.8%	22.3%	3.1%	2.8%
Q12j Availability transportation options	39.6%	35.1%	9.4%	15.9%
Q12k Availability of cultural activities	44.6%	38.6%	8.6%	8.2%
Q12l Access to restaurants-entertainment	49.6%	38.6%	5.7%	6.2%
Q12m University community	56.1%	30.0%	5.6%	8.3%
Q12n Access to Research Triangle Park	32.1%	28.4%	9.6%	30.0%

## 2010 Chapel Hill Survey Results

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**Q13. TOWN COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q13a Availability of information about Town programs and services	12.8%	39.4%	28.0%	8.5%	1.9%	9.5%
Q13b Efforts to keep you informed	11.8%	36.4%	29.3%	11.4%	2.7%	8.5%
Q13c How open the Town is to public involvement and input	12.1%	30.9%	25.4%	10.1%	4.2%	17.4%
Q13d Access to Mayor and Town Council	8.5%	22.6%	28.4%	6.0%	3.4%	31.0%
Q13e Quality of programming of CH TV-18	4.3%	15.5%	22.8%	3.2%	1.9%	52.3%
Q13f Quality of Town's website	7.2%	30.3%	25.1%	4.3%	1.3%	31.8%
Q13g Chapel Hill eNews updates	7.9%	15.8%	17.7%	2.2%	2.4%	54.0%

**Q13. TOWN COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't knows)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q13a Availability of information about Town programs and services	14.1%	43.5%	31.0%	9.4%	2.1%
Q13b Efforts to keep you informed	12.9%	39.7%	32.0%	12.4%	3.0%
Q13c How open the Town is to public involvement and input	14.6%	37.4%	30.8%	12.2%	5.0%
Q13d Access to Mayor and Town Council	12.3%	32.7%	41.3%	8.8%	5.0%
Q13e Quality of programming of CH TV-18	9.0%	32.5%	47.9%	6.6%	3.9%
Q13f Quality of Town's website	10.5%	44.4%	36.8%	6.3%	1.9%
Q13g Chapel Hill eNews updates	17.2%	34.4%	38.4%	4.7%	5.3%

## 2010 Chapel Hill Survey Results

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**Q14. Which of the following are your primary sources of information about Town issues, services, and events?**

<u>Q14 Primary sources of information</u>	<u>Number</u>	<u>Percent</u>
1 = Newspaper	529	76.0 %
2 = Television	252	36.2 %
3 = Internet	297	42.7 %
4 = Email	170	24.4 %
5 = Govt access channel	46	6.6 %
6 = Social media	37	5.3 %
7 = Other	102	14.7 %
9 = None chosen	5	0.7 %
Total	1438	

## 2010 Chapel Hill Survey Results

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### Q14. Other

Q14 Other	Number	Percent
ANNOUNCEMENT ON THE BUS=	1	0.9 %
ARTS CENTER PUBLIC:FLYERS=	1	0.9 %
BLOGS;CHAPEL HILL WATCH=	1	0.9 %
CAMPUS=	1	0.9 %
CH MAGAZINE BLOG=	1	0.9 %
CHAPEL HILL WEBSITE=	1	0.9 %
E-MAIL=	1	0.9 %
FAMILY=	1	0.9 %
FLYERS IN MAIL=	1	0.9 %
FLYERS THROUGH SCHOOL=	1	0.9 %
FRIENDS=	10	9.3 %
FRIENDS & SOCIAL CONNECTS=	1	0.9 %
FRIENDS AND FAMILY=	1	0.9 %
FRIENDS AND NEIGHBORS=	1	0.9 %
FRIENDS/BUSINESS ASSOC.=	1	0.9 %
FRIENDS;NEIGHBORS=	1	0.9 %
FRIENDS;POSTERS;LIBRARY=	1	0.9 %
FRIENDS;SOCIAL NETWORKS=	1	0.9 %
FROM FRIENDS=	1	0.9 %
GOSSIP=	1	0.9 %
HOMEOWNERS ASSOCIATION=	1	0.9 %
HOUSING, DEPT STAFF=	1	0.9 %
LOCAL BUSINESS JOURNALS=	1	0.9 %
MAILINGS=	1	0.9 %
MEMBERS OF COUNCIL&OFFICI=	1	0.9 %
N & O=	1	0.9 %
N & O, CHAPEL HILL NEWS=	1	0.9 %
NEIGHBORHOOD ASSOC/FRIEND=	1	0.9 %
NEIGHBORHOOD BLOG=	1	0.9 %
NEIGHBORHOOD LEADERS=	1	0.9 %
NEIGHBORHOOD WEB SITE=	1	0.9 %
NEIGHBORHOOD YAHOO GROUP=	1	0.9 %
NEIGHBORS=	2	1.9 %
NEIGHBORS E-MAIL LISTS=	1	0.9 %
NEWS;N&O;INDEPENDENT=	1	0.9 %
NPR=	1	0.9 %
NPR 91.5 RADIO=	1	0.9 %
OTHER PEOPLE TALKING=	1	0.9 %
PHONE BROADCAST=	1	0.9 %
POSTERS/WORD OF MOUTH=	1	0.9 %

## 2010 Chapel Hill Survey Results

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### Q14. Other

<u>Q14 Other</u>	<u>Number</u>	<u>Percent</u>
PSA RADIO WHCL1360=	1	0.9 %
RADIO=	9	8.3 %
RADIO (NPR)=	1	0.9 %
RADIO NPR=	1	0.9 %
RADIO WCHL=	1	0.9 %
RADIO WCHL 1360=	1	0.9 %
RADIO-WCHL=	1	0.9 %
RADIO-WCHL;NBRHD ASSOC=	1	0.9 %
RADIO;WUNC=	1	0.9 %
SIGN POSTINGS;MSG BOARDS=	1	0.9 %
SOMETIMES PHONE ALERTS=	1	0.9 %
SPOUSE-TOWN EMPLOYEE=	1	0.9 %
TOWN CORRESPONDENCE=	1	0.9 %
TOWN E-NEWS=	1	0.9 %
TOWN WEBSITE=	2	1.9 %
TOWNS WEBSITE=	1	0.9 %
UNC;E-MAIL=	1	0.9 %
VARIOUS POSTINGS=	1	0.9 %
WCHL=	12	11.1 %
WCHL 1360=	1	0.9 %
WCHL 680 AM=	1	0.9 %
WCHL AND 91.5=	1	0.9 %
WCHL NPR=	1	0.9 %
WCHL RADIIO=	1	0.9 %
WORD OF MOUTH=	10	9.3 %
WORD OF MOUTH/NEIGHBORS=	1	0.9 %
WORD OF MOUTH;SCHL FLYERS=	1	0.9 %
WORK=	1	0.9 %
WRAL=	1	0.9 %
Total	108	100.0 %



## 2010 Chapel Hill Survey Results

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### Q14. Newspapers

Q14 Newspaper	Number	Percent
CARRBORO DAILY TARHEEL=	1	0.2 %
CH HERALD=	4	0.9 %
CH HERALD CH NEWS=	1	0.2 %
CH HERALD;CH NEWS=	1	0.2 %
CH LOCAL PAPER=	1	0.2 %
CH MAGAZINE=	1	0.2 %
CH NEWS=	145	33.5 %
CH NEWS AND OBSERVER=	2	0.5 %
CH NEWS CARRBORO CITIZEN=	2	0.5 %
CH NEWS CH HERALD=	3	0.7 %
CH NEWS CH HERALD N&O=	1	0.2 %
CH NEWS CH HERALD N&O HS=	1	0.2 %
CH NEWS DAILY TARHEEL=	2	0.5 %
CH NEWS DAILY TARHEEL=	1	0.2 %
CH NEWS DURHAM HERALD=	2	0.5 %
CH NEWS HERALD SUN=	2	0.5 %
CH NEWS INDEPENDENT=	2	0.5 %
CH NEWS N&O=	23	5.3 %
CH NEWS N&O CH MAGAZINE=	1	0.2 %
CH NEWS N&O INDEPENDENT=	1	0.2 %
CH NEWS NY TIMES=	1	0.2 %
CH NEWS OF N&O=	1	0.2 %
CH NEWS, HERALD SUN=	1	0.2 %
CH NEWS, N & O=	1	0.2 %
CH NEWS, N&O=	1	0.2 %
CH NEWS,CH HERALD=	1	0.2 %
CH NEWS,DURHAM=	1	0.2 %
CH NEWS,DURHAM, N&O=	1	0.2 %
CH NEWS,N&O=	3	0.7 %
CH NEWS,PARKS&REC SPRING=	1	0.2 %
CH NEWS,RALIEGH N&O=	1	0.2 %
CH NEWS/CH HERALD=	1	0.2 %
CH NEWS/HERALD=	1	0.2 %
CH NEWS;CH HERALD=	3	0.7 %
CH NEWS;CH HERALD;DURHAM=	1	0.2 %
CH NEWS;DAILY TAPHILL=	1	0.2 %
CH NEWS;DAILY TARHEEL=	1	0.2 %
CH NEWS;DAILY TARHILL=	1	0.2 %
CH NEWS;DURHAM HERALD=	2	0.5 %
CH NEWS;DURHAM HERALD;N&O=	1	0.2 %

## 2010 Chapel Hill Survey Results

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### Q14. Newspapers

Q14 Newspaper	Number	Percent
CH NEWS;DURHAM SUN=	1	0.2 %
CH NEWS;HERALD SUN=	1	0.2 %
CH NEWS;N&O=	12	2.8 %
CH NEWS;N&O;INDEPENDENT=	2	0.5 %
CH NEWS;RALEIGH N&O=	1	0.2 %
CH NEWS;SOUTHERN NEIGHBOR=	1	0.2 %
CH PAPER=	1	0.2 %
CH SECTION OF RALEIGH N&O=	1	0.2 %
CH TIMES=	1	0.2 %
CH WEEKLY N&O=	1	0.2 %
CH WKLY;N&O=	1	0.2 %
CHANNEL 18=	1	0.2 %
CHAPEL HILL=	7	1.6 %
CHAPEL HILL HERALD=	1	0.2 %
CHAPEL HILL HERALD GAZETT=	1	0.2 %
CHAPEL HILL HERALD/NEWS=	1	0.2 %
CHAPEL HILL NEWS=	16	3.7 %
CHAPEL HILL NEWS/FLYERS=	1	0.2 %
CHAPEL HILL NEWSPAPER=	1	0.2 %
CHAPEL HILL, NEWS OBSERV=	1	0.2 %
CHAPEL HILLS NEWS=	1	0.2 %
DAILY TAR HEAL=	1	0.2 %
DAILY TAR HEEL=	2	0.5 %
DAILY TAR HEEL N&O CHNEWS=	1	0.2 %
DAILY TAR HEEL;CH NEWS=	1	0.2 %
DAILY TAR HEEL;INDY=	1	0.2 %
DAILY TARHEEL=	1	0.2 %
DMH. DTH CARRBORO NEWS=	1	0.2 %
DURHAM HERALD=	5	1.2 %
DURHAM HERALD CH NEWS=	1	0.2 %
DURHAM HERALD;CH NEWS=	1	0.2 %
DURHAM HERALD;N&O=	1	0.2 %
DURHAM,HERALD, UNC=	1	0.2 %
DURHAM,RALEIGH,CHAPEL HIL=	1	0.2 %
HAROLD=	1	0.2 %
HERALD=	2	0.5 %
HERALD N&O TARHEEL=	1	0.2 %
HERALD SAUN=	1	0.2 %
HERALD SUN=	8	1.8 %
HERALD SUN CH HERALD=	1	0.2 %

## 2010 Chapel Hill Survey Results

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### Q14. Newspapers

Q14 Newspaper	Number	Percent
HERALD SUN;CH NEWS;CARBOR=	1	0.2 %
HERALD SUN;CH NEWS;DTH=	2	0.5 %
HERALD, CH NEWS=	1	0.2 %
HERALD, DAILY NEWS=	1	0.2 %
HERALD, OBSERVER=	1	0.2 %
HERALD;CH NEWS=	1	0.2 %
IND WKLY CH NEWS=	1	0.2 %
INDEPENDENT=	2	0.5 %
INDEPENDENT, N&O=	1	0.2 %
INDEPENDENT,N&O,CH NEWS=	1	0.2 %
LADYWEEK CARRBO NEWS=	1	0.2 %
LOCAL=	2	0.5 %
LOCAL AS WELL AS REGIONAL=	1	0.2 %
N & O, CHAPEL HILL=	2	0.5 %
N & O, DTH=	1	0.2 %
N & O, TORHEEL WED, SUN=	1	0.2 %
N&O=	32	7.4 %
N&O CH NEWS=	17	3.9 %
N&O CH NEWS SOUTHERN VILL=	1	0.2 %
N&O CH SUPPLEMENT=	1	0.2 %
N&O CHAPEL HILL NEWS=	1	0.2 %
N&O DAILY TARHEEL=	1	0.2 %
N&O HERALD NEWS CH NEWS=	1	0.2 %
N&O INDEPENDENT=	2	0.5 %
N&O INDEPENDENT CH NEWS=	1	0.2 %
N&O, CH NEWS=	3	0.7 %
N&O, CH NEWS, DTH=	1	0.2 %
N&O, CH SECTION=	1	0.2 %
N&O, CH WEEKLY=	1	0.2 %
N&O, INDEPENDENT=	1	0.2 %
N&O,CH NEWS=	7	1.6 %
N&O,CH NEWS,INDEPENDENT=	2	0.5 %
N&O,CH NEWS,UNC NEWS=	1	0.2 %
N&O,DTH,INDY=	1	0.2 %
N&O,HERALD,DTH,INDEPENDEN=	1	0.2 %
N&O/CH NEWS=	1	0.2 %
N&O;CH NEWS=	10	2.3 %
N&O;CH NEWS;INDEPENDENT=	1	0.2 %
N&O;CHN=	1	0.2 %
N&O;HERALD=	1	0.2 %

## 2010 Chapel Hill Survey Results

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### Q14. Newspapers

<u>Q14 Newspaper</u>	<u>Number</u>	<u>Percent</u>
N&O;HERALD SUN=	1	0.2 %
NED=	1	0.2 %
NEWS & OBSERVER=	3	0.7 %
NEWS & OBSERVER,=	1	0.2 %
NEWS 14 CAROLINA=	1	0.2 %
OTH CH HERALD=	1	0.2 %
RAL N&O, CH NEWS=	1	0.2 %
SOUTHERN NEIAGHBOR=	1	0.2 %
SOUTHERN NEIGHBOR=	2	0.5 %
SUN=	1	0.2 %
TAR HEEL=	1	0.2 %
THE DURHAM HERALD CHNEWS=	1	0.2 %
Total	433	100.0 %

## 2010 Chapel Hill Survey Results

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### Q14. Television news

Q14 Television news	Number	Percent
14=	7	4.0 %
14, WRAL=	1	0.6 %
14,16=	1	0.6 %
14,5,11=	1	0.6 %
2=	1	0.6 %
2,3=	1	0.6 %
3 MAJOR NETWORKS=	1	0.6 %
4=	1	0.6 %
5=	2	1.1 %
5 & 11=	2	1.1 %
6=	1	0.6 %
ABAC-CHN 11=	1	0.6 %
ABC=	5	2.8 %
ABC 11=	1	0.6 %
ABC CH 11=	1	0.6 %
ABC NBC CBS FOX 14=	1	0.6 %
ABC WRAL=	1	0.6 %
ABC,CBS,NBC=	2	1.1 %
ABC,NBC=	1	0.6 %
ALL=	1	0.6 %
ALL LOCAL CHANNELS=	1	0.6 %
CBS,ABC=	1	0.6 %
CH 14=	7	4.0 %
CH 14 & ESPN=	1	0.6 %
CH 14 WRAL=	2	1.1 %
CH 17 NBC=	1	0.6 %
CH 17 OR OTHERS=	1	0.6 %
CH 18 NBC, ABC, CBS=	1	0.6 %
CH 2,NBC,CH 5 WRAL=	1	0.6 %
CH 3 & 6=	1	0.6 %
CH 5; WRAL=	1	0.6 %
CHANNEL 11, ABC & UNC-TV=	1	0.6 %
CHANNEL 14=	3	1.7 %
CHANNEL 18=	1	0.6 %
CHANNEL 3 FOX=	1	0.6 %
CHANNEL 5=	2	1.1 %
CHANNEL 8 & 14=	1	0.6 %
CHANNELS 2,3,6,14=	1	0.6 %
FOX,CBS,ABC=	1	0.6 %
LOCAL=	4	2.3 %

## 2010 Chapel Hill Survey Results

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### Q14. Television news

Q14 Television news	Number	Percent
LOCAL CH 14=	1	0.6 %
LOCAL NETWORKS=	1	0.6 %
LOCAL NEWS ABC=	1	0.6 %
LOCAL NEWS NBC ABC CBS=	1	0.6 %
MAJOR NETWORKS=	2	1.1 %
MSNBC=	1	0.6 %
NBC=	6	3.4 %
NBC 17=	1	0.6 %
NBC,CBS,ABC=	1	0.6 %
NC17=	1	0.6 %
NEW 14 CAROLINA=	1	0.6 %
NEWS 14=	5	2.8 %
NEWS 14 CAROLINA WRAL FOX=	1	0.6 %
NEWS 14 WRAL=	1	0.6 %
NEWS 14/WRAL=	1	0.6 %
NPR=	1	0.6 %
PBS=	1	0.6 %
PUBLIC STATION=	1	0.6 %
RALEIGH STATIONS=	1	0.6 %
TIME WARNER CH 14 NBC ABC=	1	0.6 %
TIME WARNER NEWS=	1	0.6 %
TOWN COUNCIL MEETINGS=	1	0.6 %
TV-18=	2	1.1 %
UNC=	1	0.6 %
UNC;DURHAM;RAL=	1	0.6 %
WCHL=	1	0.6 %
WDAL=	1	0.6 %
WNCN 17=	1	0.6 %
WRAL=	49	27.8 %
WRAL CABLE 14=	1	0.6 %
WRAL NBC=	1	0.6 %
WRAL NEWS 14=	1	0.6 %
WRAL TV 5=	1	0.6 %
WRAL WUNC=	1	0.6 %
WRAL, ABC, NBC=	1	0.6 %
WRAL, NEWS 14=	1	0.6 %
WRAL, WNCN, NEWS 14=	1	0.6 %
WRAL,NBC,ABC=	1	0.6 %
WRAL,NBS FOX 14=	1	0.6 %
WRAL,UNC-TV=	1	0.6 %

## 2010 Chapel Hill Survey Results

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### **Q14. Television news**

Q14 Television news	Number	Percent
WRAL;CH 14=	1	0.6 %
WRAL;UNC=	1	0.6 %
WRAL;WTVD=	1	0.6 %
WTVD=	2	1.1 %
WTVD 11=	2	1.1 %
WTVD, WUNC. WRAL=	1	0.6 %
WUNC=	1	0.6 %
WUNC-TV, PBS=	1	0.6 %
WUNC; CH 11=	1	0.6 %
Total	176	100.0 %

## 2010 Chapel Hill Survey Results

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### Q14. Social Media

Q14 Social media	Number	Percent
CELL LINCOLN CENTER=	1	3.2 %
CITIZENS GROUPS=	1	3.2 %
CONTACTS IN THE COMMUNITY=	1	3.2 %
DIRECT INVOLVEMENT=	1	3.2 %
FACEBOOK=	5	16.1 %
FLIERS @ RESTAURANT=	1	3.2 %
FRIENDS=	1	3.2 %
FRIENDS/NEIGHBORS=	1	3.2 %
INDEPENDENT MISC.=	1	3.2 %
NEIGHBORHOOD BLOG=	1	3.2 %
NEIGHBORHOOD GOSSIP=	1	3.2 %
ORANGE POLITICS=	1	3.2 %
ORANGE POLITICS.ORG=	1	3.2 %
PBS=	1	3.2 %
RADIO=	3	9.7 %
SOUTHERN NEIGHBOR=	2	6.5 %
THE SENIOR TIMES=	1	3.2 %
TOWN MAILINGS=	1	3.2 %
TV;OTHER PEOPLE=	1	3.2 %
TWITTER=	2	6.5 %
TWITTER, FACEBOOK=	1	3.2 %
WUNC FM RADIO=	1	3.2 %
WUNC/WCHL=	1	3.2 %
Total	31	100.0 %



## 2010 Chapel Hill Survey Results

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**Q15. PUBLIC WORKS. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q15a Maintenance of street thoroughfares	14.5%	57.6%	15.8%	6.9%	1.4%	3.7%
Q15b Maintenance of streets in your neighborhood	19.3%	52.6%	15.4%	7.5%	2.4%	2.9%
Q15c Maintenance of street signs/pavement markings	15.7%	55.0%	18.0%	5.7%	2.0%	3.6%
Q15d Maintenance/preservation of downtown	10.3%	37.9%	24.0%	15.9%	5.5%	6.3%
Q15e Cleanliness of street/public areas	14.4%	55.6%	18.4%	7.0%	1.6%	3.0%
Q15f Adequacy of street lighting	8.8%	41.4%	24.4%	16.5%	5.3%	3.6%
Q15g Condition of sidewalks	8.9%	40.4%	27.7%	12.8%	5.0%	5.2%
Q15h Quality of stormwater runoff	8.3%	38.8%	22.0%	9.6%	3.9%	17.4%

**Q15. PUBLIC WORKS. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q15a Maintenance of street thoroughfares	15.1%	59.9%	16.4%	7.2%	1.5%
Q15b Maintenance of streets in your neighborhood	19.8%	54.1%	15.8%	7.7%	2.5%
Q15c Maintenance of street signs/pavement markings	16.2%	57.1%	18.6%	6.0%	2.1%
Q15d Maintenance/preservation of downtown	11.0%	40.5%	25.6%	17.0%	5.8%
Q15e Cleanliness of street/public areas	14.8%	57.3%	19.0%	7.3%	1.6%
Q15f Adequacy of street lighting	9.1%	42.9%	25.3%	17.1%	5.5%
Q15g Condition of sidewalks	9.4%	42.6%	29.2%	13.5%	5.3%
Q15h Quality of stormwater runoff	10.1%	47.0%	26.6%	11.7%	4.7%

## 2010 Chapel Hill Survey Results

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**Q16. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 15 above.]**

<u>Q16 1st most</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of main Town street thorough...	95	13.6 %
B=Maintenance of streets in your neighborhood	49	7.0 %
C=Maintenance of street signs/pavement mark...	16	2.3 %
D=Maintenance/preservation of downtown	128	18.4 %
E=Cleanliness of streets and other public areas	35	5.0 %
F=Adequacy of street lighting	88	12.6 %
G=Condition of sidewalks	74	10.6 %
H=Quality of stormwater runoff/stormwater m...	70	10.1 %
Z=None chosen	141	20.3 %
Total	696	100.0 %

**Q16. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 15 above.]**

<u>Q16 2nd most</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of main Town street thorough...	62	8.9 %
B=Maintenance of streets in your neighborhood	61	8.8 %
C=Maintenance of street signs/pavement mark...	39	5.6 %
D=Maintenance/preservation of downtown	63	9.1 %
E=Cleanliness of streets and other public areas	68	9.8 %
F=Adequacy of street lighting	95	13.6 %
G=Condition of sidewalks	75	10.8 %
H=Quality of stormwater runoff/stormwater m...	42	6.0 %
Z=None chosen	191	27.4 %
Total	696	100.0 %

## 2010 Chapel Hill Survey Results

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**Q16. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 15 above.]**

<u>Q16 3rd most</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of main Town street thorough...	58	8.3 %
B=Maintenance of streets in your neighborhood	39	5.6 %
C=Maintenance of street signs/pavement mark...	32	4.6 %
D=Maintenance/preservation of downtown	54	7.8 %
E=Cleanliness of streets and other public areas	68	9.8 %
F=Adequacy of street lighting	77	11.1 %
G=Condition of sidewalks	61	8.8 %
H=Quality of stormwater runoff/stormwater m...	71	10.2 %
Z=None chosen	235	33.8 %
Total	696	100.0 %

**Q16. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 15 above.] (Top 3)**

<u>Q16 1st most</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of main Town street thoroughfares	215	30.9 %
B = Maintenance of streets in your neighborhood	149	21.4 %
C = Maintenance of street signs/pavement markings	87	12.5 %
D = Maintenance/preservation of downtown	245	35.2 %
E = Cleanliness of streets and other public areas	171	24.6 %
F = Adequacy of street lighting	260	37.4 %
G = Condition of sidewalks	210	30.2 %
H = Quality of stormwater runoff/stormwater mana...	183	26.3 %
Z = None chosen	141	20.3 %
Total	1662	

## 2010 Chapel Hill Survey Results

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**Q17. TRANSPORTATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q17a How well traffic signals provide for efficient traffic flow	7.3%	41.4%	20.3%	18.4%	7.5%	5.2%
Q17b Quality of Chapel Hill Transit	25.4%	38.6%	10.6%	3.6%	1.4%	20.3%
Q17c Ease of walking and biking	9.6%	32.3%	18.2%	22.6%	9.3%	7.9%
Q17d Availability of sidewalks	8.3%	34.8%	25.7%	18.8%	7.0%	5.3%
Q17e Availability of greenways	12.9%	35.6%	21.4%	15.7%	5.2%	9.2%

**Q17. TRANSPORTATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q17a How well traffic signals provide for efficient traffic flow	7.7%	43.6%	21.4%	19.4%	7.9%
Q17b Quality of Chapel Hill Transit	31.9%	48.5%	13.3%	4.5%	1.8%
Q17c Ease of walking and biking	10.5%	35.1%	19.8%	24.5%	10.1%
Q17d Availability of sidewalks	8.8%	36.7%	27.2%	19.9%	7.4%
Q17e Availability of greenways	14.2%	39.2%	23.6%	17.2%	5.7%

## 2010 Chapel Hill Survey Results

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### **Q18. In your experience, which are the most congested east-west roads?**

<u>Q18 Which is the most congested E-W road</u>	<u>Number</u>	<u>Percent</u>
1 = Franklin Street	200	28.7 %
2 = US 15-501 South	531	76.3 %
3 = Raleigh Road and NC-54	330	47.4 %
4 = Estes Drive	212	30.5 %
9 = None chosen	9	1.3 %
Total	1282	

### **Q19. Which are the most congested north-south roads?**

<u>Q19 Which is the most congested N-S road</u>	<u>Number</u>	<u>Percent</u>
1 = Forham Boulevard	411	59.1 %
2 = US 15-501 South	294	42.2 %
3 = S Columbia St	276	39.7 %
4 = Martin Luther King Jr Boulevard	153	22.0 %
5 = Hillsborough Street-Raleigh Street	81	11.6 %
9 = None chosen	9	1.3 %
Total	1224	

## 2010 Chapel Hill Survey Results

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### **Q20. Have you or any member of your household ever used Chapel Hill Transit bus service?**

<u>Q20 Have used Chapel Hill transit bus</u>	<u>Number</u>	<u>Percent</u>
1=Yes	483	70.0 %
2=No	205	29.7 %
9=No response	2	0.3 %
Total	690	100.0 %

### **Q20a. (If yes) What is the primary reason for taking the bus?**

<u>Q20a If Yes what was primary reason</u>	<u>Number</u>	<u>Percent</u>
1 = To/from work	190	39.3 %
2 = To/from Shopping	82	17.0 %
3 = To/from medical appointments	46	9.5 %
4 = To/From social activities	151	31.3 %
5 = To/from school	113	23.4 %
9 = None chosen	1	0.2 %
Total	583	

### **Q21. Do you live within walking distance of a bus stop?**

<u>Q21 Do you live within walking distance</u>	<u>Number</u>	<u>Percent</u>
1=Yes	628	91.4 %
2=No	54	7.9 %
9=No response	5	0.7 %
Total	687	100.0 %

## 2010 Chapel Hill Survey Results

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### **Q22. Does anyone in your household ride a bicycle?**

Q22 Does anyone ride a bicycle	Number	Percent
1=Yes	349	50.6 %
2=No	339	49.1 %
9=No response	2	0.3 %
Total	690	100.0 %

### **Q22a. (If yes) Do they bike for commuting or recreation?**

Q22a If Yes where do they bike	Number	Percent
1=Commute to work	28	8.0 %
2=Bike for recreation only	250	71.6 %
3=Both commuting/recreation	70	20.1 %
9=No response	1	0.3 %
Total	349	100.0 %

### **Q22b. (If yes) What type of bicycle amenities would you like for the Town to provide?**

Q22b Types of bicycle amenities like	Number	Percent
1 = Wide outside lanes on streets	140	40.1 %
2 = Striped on-road lanes	133	38.1 %
3 = Separate bike paths	237	67.9 %
9 = No response	3	0.9 %
Total	513	

## 2010 Chapel Hill Survey Results

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### **Q23. Do you feel that riding a bicycle in Chapel Hill is safe?**

<u>Q23 Do you feel riding a bicycle is safe</u>	<u>Number</u>	<u>Percent</u>
1=Yes	185	28.4 %
2=No	459	70.5 %
9=No response	7	1.1 %
Total	651	100.0 %



## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

A LOT OF ACCIDENTS, ROADS W/NO BIKE LANES  
ACCIDENTS  
ACCIDENTS  
AGGRESSIVE WITH ONE ANOTHER  
ALMOST NO BIKE PATHS VERY DANGEROUS  
ALWAYS RIDING IN STREET  
AND DISAPPEAR ALL TOGETHER  
AS A UNC STUDENT,I HEAR ABOUT BICYCLE-VEHICLE COLLISIONS  
AT EARLY HRS (5-7AM) NOT ENOUGH LIGHT;BETTER/NO OR TOO  
AT NIGHT  
BAD TRAFFIC  
BE CONTINOUS  
BICYCLES AND TRAFFICE ARE A BAD MIX ON NARROW ROADS LACKING  
BICYCLISTS DON'T OBEY STOP SIGNS, ETC  
BIKE ACCIDENTS. RIDERS BLOCK CAR TRAFFIC DUE TO LACK OF BIKE  
BIKE FACILITIES INADEQUATE  
BIKE LANES  
BIKE LANES  
BIKE LANES  
BIKE LANES ARE SPORADIC. FOR THEM TO BE USEFUL, THEY NEED TO  
BIKE LANES ARE TOO NAROOOW  
BIKE LANES AREN'T CONSISTENT  
BIKE LANES END WITH NOWHERE TO GO  
BIKE LANES IGNORED;CELL PHONES BANNED DURING DRIVING  
BIKE LANES INADEQUATE  
BIKE LANES NOT COMPLETE  
BIKE LANES NOT REALISTIC-ESPECIALLY ON NARROW ROADS  
BIKE LANES TOO NARROW  
BIKE LANES TOO SMALL;POTHOLES, DEBRIS AND DRIVERS LACK OF  
BIKE LNS DISAPPEAR ON MLK AND THAT STRETCH GETS DANGEROUS  
BIKE PATHS AREN'T CONSISTENTLY PROVIDED THROUGHOUT NOR ARE  
BIKE PATHS DON'T CONNECT ALL OVER TOWN  
BIKE RIDERS ARE HIT BY DRIVERS FREQUENTLY  
BIKE RIDERS DON'T OBEY TRAFFIC LAWS  
BIKER NEEDS THEIR OWN LANES, MANY MOTORISTS IGNORE THEM  
BIKERS AND CARS DON'T COMPETE  
BIKERS ARE IN THE WAY  
BIKERS DON'T FOLLOW RULES OF THE ROAD  
BIKERS DON'T FOLLOW TRAFFIC RULES AND THE TOWN DOESN'T  
BIKERS DON'T OBEY LAWS PASS ON RIGHT,GO THROUGH STOP SIGNS  
BIKERS DON'T SEEM TO KNOW THE COMMON SENSE RULES OF THE RD  
BIKES AND CARS  
BIKES AND CARS-TOO MUCH TOGETHER

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

BIKES DON'T DISPLAY ADEQUATE LIGHTING  
BIKES DON'T OBEY SIGNS AND TRAFFIC PATTERN-OFTEN HOSTILE  
BIKES NOT SAFE FROM VEHICLE COLLISIONS  
BIKES ON ROADS ARE HAZARDOUS FOR RIDERS-TRAFFIC!  
BIKES ON STREETS WILL NEVER BE SAFE  
BIKING IN CHAPEL HILL IS ALMOST AS BAD AS NYC  
BIKING ON ESTES IS VERY DANGEROUS  
BOTH RIDERS AND DRIVERS DON'T RESPECT EACH OTHER  
BUSY STREETS DANGEROUS FOR BIKES  
BUT THEN NEITHER DO A LOT OF THE DRIVERS  
CAN'T CROSS FROM ONE SIDE OF FRANKLIN TO THE OTHER  
CAN'T MIX BIKES AND CARS  
CAN'T RIDE A BIKE ON FRANKLIN STREET OR ROSEMARY ST  
CAR DIRVERS, PEDESTRIANS AND BIKE RIDERS DON'T FOLLOW RULES  
CAR DRIVERS  
CAR TRAFFIC  
CARS  
CARS & PEDESTRIANS ARE AWFUL  
CARS AND BIKES DON'T MIX WELL  
CARS ARE ALLOWED TO SPEED REGULARLY  
CARS ARE MUCH BIGGER  
CARS ARE TOO CLOSE AND NO BIKE LANES ON MOST ROADS  
CARS ARE TOO CLOSE TO CYCLISTS  
CARS DON'T RESPECT BICYCLISTS;NOT ENOUGH ROOM ON STREETS  
CARS DON'T RESPECT THE BICYCLE RIDERS  
CARS DON'T SLOW DOWN ENOUGH WHEN PASSING BICYCLISTS AND  
CARS DON'T WATCH OUT FOR YOU  
CARS DON'T YIELD TO BIKES;CARS SPEED;NOT ENOUGH BIKE LANES  
CARS GO TOO FAST AND AREN'T RESPECTFUL OF BIKES OR  
CARS IGNORE YOU  
CARS PAY NO ATTENTION TO BIKES THERE ARE PRACTICALLY NO BIKE  
CARS,CARS,CARS  
COL,BIKERS AND DRIVERS INCLUDED  
COLUMBIA NARROWS  
CONDITION FOR RIDERS  
CONFLICTS BETWEEN BIKES AND CARS  
CONGESTION MEANS BIEKRS ARE SQUEEZED OUT AND END UP USING  
CONNECTIONS OF NEIGHBORHOOD PATHS  
CRAZY DRIVERS  
CROSSINGS  
CROWDED STREETS WITHOUT BIKE LANES  
CYCLERS DON'T FOLLOW THE RULES  
CYCLISTS AND DRIVERS DON'T PAY PROPER ATTENTION TO ONE ANOTH  
CYCLISTS IGNORE RULES OF THE ROAD

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

CYCLISTS IGNORE STOP LIGHTS, ETC,  
DEDICATED SPACE FOR BICYCLISTS  
DES  
DIFFICULT TO RIDE ON FRANKLIN STREET,HEAVY TRAFFIC,NO  
Distracted drivers texting and talking;SPEED LIMITS IGNORED  
DON'T FEEL ITS SAFE ANYWHERE  
DON'T WANT TO FOLLOW THE LAWS OR SHARE THE RD W/DRIVERS  
DRIVERS ARE AGGRESSIVE;BICYCLISTS IGNORE ROAD RULES  
DRIVERS ARE INATTENTIVE AND AGGRESIVE  
DRIVERS AREN'T RESPECTFUL...DON'T PAY ATTENTION  
DRIVERS DON'T KNOW THE CONCEPT OF "SHARE THE ROAD"  
DRIVERS DON'T RESPECT BIKERS  
DRIVERS DON'T SEE YOU  
DRIVERS UNFRIENDLY TO BIKERS;CONCERN ABOUT BIKE THEFT  
DRIVING TOO FAST  
DS TO DOWNTOWN  
EFFECTIVE USEABLE LAND WIDTH IS GENERALLY NOT ADEQUATE-TOO  
EGAL  
EITHER NO BIKE LANE OR POORLY PLACED LANE  
ENFORCE LAWS FOR BIKE RIDERS  
ER  
ESPECIALLY WITH BUSES, AND THAT CONCERNS ME  
EXISTING BIKE LANES ARE NOT SAFE  
FEW BIKE LANES BUSY STREETS  
FEW BIKE LANES;DRIVERS NOT AWARE OF BIKES AND DON'T GIVE WAY  
FEW BIKE LANES;LITTLE EFFORT TO ENCOURAGE BIKE TRAFFIC  
FEW BIKE LANES;NO ENFORCEMENT OF BIKE RIDERS  
FEW DEDICATED BIKE LANES  
FEW DESIGNATED BIKE PATHS OR LANES,ESPECIALLY ON MLK  
FEW MARKED BIKE LANES  
FEW REAL BIKE LANES ESPECIALLY EN ROUTE TO HOSPITAL  
FEW SEPARATE BIKE LANES.ACCIDENTS IN THE NEWS ABOUT BIKES VS  
FOR AMOUNT OF TRAFFIC  
FOR SPACE  
FORDHAM IS PRETTY DANGEROUS  
FRANKLIN IS BUSY S COLUMBIA WAS TOO DARK & CURVY MORE BIKE  
FRANKLIN ST ISN'T SAFE BETWEEN RALEIGH AND DAVIE CIR  
FRANKLIN,ESTES  
HEAVY TRAFFIC IN AREAS WHERE PEOPLE BIKE;INADEQUATE SPACE  
HILLY SLOPES;VISIBILITY-SHARING THE NARROW ROADS WITH MOTOR-  
HIT CYCLISTS  
I AM AFRAID TO RIDE MY BIKE AROUND TOWN  
I DO FEEL SAFE MOST OF THE TIME. I WOULD LOVE A MORE  
I DON'T RIDE BUT AS A DRIVER I'M AMAZED PEOPLE TRY TO RIDE

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

I STOPPED RIDING TO WORK AFTER SEEING 2 PEOPLE HIT BY CARS  
IN HEAVY TRAFFIC AREAS  
IN OUR NEIGHBORHOOD  
IN SOME PLACES IT'S SAFE BUT MANY RDS ARE TOO NARROW & HAVE  
INADEQUATE BIKE LANES  
INADEQUATE BIKE LANES  
INADEQUATE BIKE PATHES  
INADEQUATE BIKE SPACE AT MOST OF MAIN RDS FOR SAFE RIDES  
INATTENTIVE DRIVERS  
ING;DISCOURTEOUS/AGGRESSIVE/ANTAGONISTIC DRIVERS  
INSENSITIVE DRIVERS  
INSUFFICIENT NUMBER OF BIKE PATHS  
INTERACTION WITH BUSY ROADS/CARS  
ISTS IS A PROBLEM  
IT'S BEEN MY EXPERIENCE THAT SOME OF THE BIKERS ON THE RD  
IT'S DANGEROUS RIDING ON THE STREET WITH CARS  
IT'S NOT SAFE TO SHARE THE ROAD WITH BUSES  
IT'S SAFE RIDING DOWN54 TOWARDS CAMPUS BUT CROSSING UNDER  
LACK MARKED LANES, LIGHTS TO SUPPORT CROSSING FORDHAM  
LACK OAF DESIGNATED LANE SPACE  
LACK OF ADEQUATE FACILITIES  
LACK OF BICYCLE LANES,NARROW STREETS,LACK OF BICYCLE TRLS  
LACK OF BIKE LANES  
LACK OF BIKE LANES CARS DON'T GIVE ENOUGH ROOM FOR BIKES  
LACK OF BIKE TRAILS  
LANES  
LANES OR TURN  
LANES TOO NARROW  
LANES.RIDERS DON'T ALWAYS FOLLOW SIGNALS  
LEADING DOWNTOWN,MOTORISTS DON'T RESPECT CYCLISTS  
LIKE TO RIDE ON SIDEWALKS OR BIKE LANE NOT ENOUGH ROAD  
LIMIT BIKE RIDERS TO ROADS WITH SPEED LIMITS OF 35MPH.  
LIMITED BIKE LANES  
LIMITED INFRASTRUCTURE FOR BIKERS THROUGHOUT TOWN  
LITTLE SPACE ON MAJOR ROADS (WEAVER DAIRY,15-501,ETC)  
LOTS OF CARS  
MAIN RAODS DON'T HAVE BIKE LANES  
MANY BYCYCLISTS ARE AGGRESSIVE AND CARELESS.THEY DON'T OBEY  
MANY DRIVERS AREN'T AWARE/COURTEOUS TO BIKE RIDERS;NO CON-  
MANY INCURSIONS OF STORM DRAINS  
MANY MAIN THOROUGHFARES HAVE NO ROOM FOR BIKES TO TRAVEL  
MANY OF THE SECONDARY ROADS HAVE NO SIDEWALK OR SPACE  
MANY ROADS DON'T HAVE BIKE LANES OR SIDEWALKS WIDE ENOUGH  
MANY ROADS NOT WIDE ENOUGH

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

MANY ROADS TOO NARROW  
MANY STREETS ARE TOO NARROW OR DARK, MAKES RIDING A BIKE  
MORE EDUCATION (SIGNAGE) ABOUT SHARING THE ROAD  
MOST BICYCLIST DON'T OBEY AUTOMOBILE TRSFFIC RULES  
MOST DRIVERS REGARD BIKERS AS TARGETS WHO HAVE NO RIGHT  
MOST OF THE ROADS HAVE NO BICYCLE LANES  
MOST OF THE STREETS ARE TOO NARROW OR HAVE ON STREET PARKING  
MOSTLY SAFE EXCEPT FOR MLK,HOMESTEAD ESTES,WEAVER DAIRY WHER  
MOTORISTS HAVE TROUBLE AVOIDING CYCLISTS  
MOTORISTS UNACCUSTOMED TO PRESENCE OF BIKERS  
MUST RIDE IN THE ROAD TO COMPLETE JOURNEY  
NARRO STREETS,INADEQUATE BIKE LANES NO CONTINOUS LOOP TO ANY  
NARROW 2-LANE ROADS  
NARROW AND UNSAFE  
NARROW BIKE LANES  
NARROW BIKE LANES;NOT ALWAYS AVAILABLE TO CERTAIN PLACES  
NARROW LANES AND NO BIKE LANES ON VERY BUSY ROADS  
NARROW PATHS  
NARROW ROADS SUCH AS ESTES BETWEEN MLK AND GREENSBORO  
NARROW ROADS TOO MUCH TRAFFIC  
NARROW SHOULDERS  
NARROW,BUSY ROADS;MINIMAL SHOULDERS  
NARROW;MORE DEDICATED BIKE LANES  
NEED BIKE LANES AND PATHS  
NEED BIKE LANES NO SAFE WAY FROM SOUTHERN C HILL NEIGHBORHOO  
NEED BIKE LANES ON ALL ROADS AND BIKE RACKS AVAILABLE  
NEED BIKE PATHS/LANES  
NEED BIKE PATHS/SIDEWALKS  
NEED BIKE ROUTES  
NEED MORE BIKE LANES  
NEED MORE BIKE LANES  
NEED MORE BIKE LANES AND PATHS  
NEED MORE BIKE PATHS  
NEED MORE SEPARATION BETWEEN TRAFFIC AND BIKES  
NEED PROPER CROSSWALK/SIDEWALK BEFORE SOMEONE IS KILLED  
NEED SAFE TRAILS OFF OF ALL STREETS  
NEED TO PUSH STATE TO MAKE S COLUMBIA BIKER SAFE  
NIGHTMARE CARS HAVE NO RESPECT FOR BIKES, NEED SIDEWALKS  
NO ADEQUATE (SAFE/SEPARATE) BIKE PATH  
NO ADEQUATE BIKE LANES  
NO BICYCLE DESIGNATED ROADS  
NO BICYCLE LANES IN MAJORITY OF CITY  
NO BICYCLE LANES ON MOST ROADS  
NO BICYCLE LANES;ROADS TOO NARROW IN PLACES

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

NO BIEK TRAILS NO SHOULDERS ON MANY ROADS  
NO BIKE FRIENDLY STREETS  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES  
NO BIKE LANES & TRAFFIC = UNSAFE FOR BIKES & COPS  
NO BIKE LANES ALL AROUND  
NO BIKE LANES MOST ROADS ARE TOO NARROW WITH NO SHOULDERS  
NO BIKE LANES NARROW SHOULDERS NO SIDEWALKS  
NO BIKE LANES ON MAIN ROADS CLOSE TO HOME  
NO BIKE LANES ON MANY ROADS AND HIGH TRAFFICE  
NO BIKE LANES OR BIKE LANES TOO SMALL  
NO BIKE LANES,DANGEROUS TO GO ON STREET WITH CARS  
NO BIKE LANES,EVEN PRETTY HIGH-TRAFFIC AREAS  
NO BIKE LANES;RIDERS TRY TO USE BUSY STREETS NO ROOM FOR  
NO BIKE LANES;SIDEWALKS AREN'T FOR BIKES  
NO BIKE LANES;STREETS TOO CRAZY  
NO BIKE PATH AVAILABLE ON ESTES DR OR ESTES DR EXT  
NO BIKE PATHS  
NO BIKE PATHS THE CARS DRIVE TOO CLOSE TO THE BIKES  
NO BIKE ROUTES  
NO CONTINOUS BIKE PATHE  
NO DEDICATED BIKE LANES NEAR MY NEIGHBORHOOD  
NO DIRECT BIKE ROUTE TO UNC  
NO DISTINCT PATH FOR RIDERS  
NO LANES/ROOM FOR BIKES  
NO PLACE TO RIDE EXCEPT IN STREET WITH CARS!  
NO ROOM  
NO ROOM FOR BIKES  
NO ROOM FOR BIKES, COMBINED WITH INDIFFERENT DRIVERS ATTITU-  
NO ROUTES  
NO SAFE CROSSINGS  
NO SEPARATE BIKE PATHS  
NO SEPARATE BIKE PATHS  
NO SHOULDER ON S COLUMBIA TOO FEW BIKE PATHS DANGEROUS INTER

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

NO SHOULDERS TO RIDE BIKES,LANES TOO NARROW  
NO SPACE NO SAFE PLACE TO RIDE SIDEWALKS/BIKE PATHS MISSING  
NO SPACE ON WEAVER DAIRY,AIRPORT-COULD GET KILLED  
NO WHERE TO RIDE IN MY AREA, TOO MUCH TRAFFIC TO FEEL SAFE  
NON COURTEOUS DRIVERS  
NOT ADEQUATE BIKE LANES  
NOT ADEQUATE BIKE LANES  
NOT ADEQUATE ROOM ON SIDE OF ROAD;NEED MORE BIKE LANES  
NOT ALWAYS ENOUGH ROOM BY SIDE OF ROAD TO BIKE;WIDER SHOULDE  
NOT CONSISTENT BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES  
NOT ENOUGH BIKE LANES AND NOT ENOUGH SIDEWALKS SO PEDESTRIAN  
NOT ENOUGH BIKE LANES AND SAFETY ISLANDS  
NOT ENOUGH BIKE LANES ESPECIALLY IN CONGESTED AREAS  
NOT ENOUGH BIKE LANES OR ROADS;AGGRESSIVE DRIVERS  
NOT ENOUGH BIKE LANES;BIKERS DISOBEY TRAFFIC LAWS  
NOT ENOUGH BIKE LANES;OVERALL LACK OF KNOWLEDGE ABOUT PROTO-  
NOT ENOUGH BIKE LANES;TOO MUCH TRAFFIC  
NOT ENOUGH BIKE LANES;TRAFFIC CONGESTION  
NOT ENOUGH BIKE PATHS  
NOT ENOUGH BIKE PATHS  
NOT ENOUGH BIKE PATHS  
NOT ENOUGH BIKE PATHS  
NOT ENOUGH BIKE PATHS  
NOT ENOUGH BIKE PATHS/LANES AROUND TOWN. WOULD LOVE TO SEE  
NOT ENOUGH BIKE/ROAD PATHS  
NOT ENOUGH BIKING TRAILS  
NOT ENOUGH DEDICATED BIKE LANES  
NOT ENOUGH GOOD WIDE BIKE PATHS;CELL PHONE DRIVERS  
NOT ENOUGH LANES FOR BIKES  
NOT ENOUGH LIGHT IN OUR NEIGHBORHOOD  
NOT ENOUGH MARKED BIKE LANES ALONG ROADS  
NOT ENOUGH OF PROPERLY USED BIKE PATHS

## 2010 Chapel Hill Survey Results

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### Q23a. If you don't feel safe, why not?

NOT ENOUGH PEOPLE RIDE BIKES-IT'S NOT A BIKE CULTURE  
NOT ENOUGH ROOM ON ROADS  
NOT ENOUGH ROOM ON ROADS  
NOT ENOUGH SAFE BICYCLE LANES;LANES TOO CLOSE TO ROADS;  
NOT ENOUGH SEPARATE BIKE LANES  
NOT ENOUGH SEPARATE FACILITIES;DRIVERS DON'T RESPECT BIKERS  
NOT ENOUGH SEPARATION FROM ROADWAYS  
NOT ENOUGH SHOULDER SPACE  
NOT ENOUGH SHOULDER TO AVOID CONTACT WITH CARS  
NOT ENOUGH SIDEWALKS FOR BIKES  
NOT ENOUGH SPACE TO SHARE THE ROAD  
NOT ENOUGH WIDE LANES OR SPACE;DRIVERS  
NOT ENOUGH WIDE SHOULDERS/BIKE LANES;WAY TOO MUCH TRAFFIC  
NOT ENOUGH/WIDE BIKE LANES INCONSIDERATE DRIVERS  
NOT MANY BIKE PATHS FOR BIKING  
NOT MANY ROADS WITH SHOULDER TO RIDE ON;COMPETING WITH CARS  
NOT MANY SEPARATES BIKE PATHS  
NOT NEARLY ENOUGH BIKE LANES  
NOT SAFE FOR KIDS  
NOT SAFE ON STREETS;NOT ENOUGH ROOM FOR CARS TO SHARE THE RD  
NOT SAFE WHEN RIDING WITH TRAFFIC NOT ENOUGH ROOM BETWEEN  
NOT WELL MARKED  
OF PERSONS ON BIKES  
OK FOR ADULTS EXCEPT FOR DOWNTOWN AND SOME ARTERIES;I'D BE  
OLD RORADS BUILT UNDER NCDOT STANDARDS ARE TOO NARROW  
ON ROAD FOR BIKES  
PARALLEL TO ROAD,EASY TO HANG UP BIKE WHEEL  
PATHS THAT ARE SAFE TO USE  
PEDESTRIANS  
PEDESTRIANS AND BIKES GET RUN OVER!POOR/INADEQUATE ROADS  
PEOPLE HAVE BEEN KILLED  
PEOPLE DRIVE LIKE MAD FOOLS, DON'T PAY ATTENTION TO BIKERS  
PEOPLE DRIVE WAY TOO FAST  
POOR SHOULDERS  
POOR URBAN PLANNING-BIKE LANES TOO CLOSE TO LANES  
PROMINENT BIKE LANE ON MLK,EUBANKS,FRANKLIN & ROSEMARY  
RESPECT FOR BIKERS  
RIDING IN STREET;NARROW AND HILLY  
RIDING IN THE ROAD IS DANGEROUS.RIDING ON SIDEWALK IS ILL-  
ROAD NOT WIDE ENOUGH FOR BIKING  
ROADS ARE HARD ENOUGH ON MY CAR  
ROADS ARE NARROW  
ROADS AREN'T WIDE ENOUGH FOR CARS AND BIKES AND BOTH GET  
ROADS AREN'T WIDE ENOUGH NO BIKE LANES



## 2010 Chapel Hill Survey Results

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### Q23a. If you don't feel safe, why not?

ROADS BUSY AND SOME TOO NARROW  
ROADS HAVE NO SHOULDER OR SIDEWALK OR SIMPLY TOO NARROW  
ROADS NOT MARKED WITH BIKE LANES RIDERS DON'T FOLLOW RULES  
ROADS NOT WIDE ENOUGH  
ROADS TOO CONGESTED TO FEEL SAFE;BIKE LANES INCONSISTENT  
ROADS TOO NARROW  
ROADS TOO NARROW  
ROADS TOO NARROW WITH NO SHOULDER I.E. WEAVER DAIRY  
ROADS TOO NARROW;INADEQUATE SIGNAGE;LAX ENFORCEMENT OF SPEED  
ROADS TOO NARROW;NO BIKE LANES;SPEEDING LAWS NOT ENFORCED  
ROADS TOO NARROW;NO BIKE PATHS;DRIVERS OFTEN DISTRACTED  
ROADS WITHOUTH PAVED SHOULDERS  
ROADS, ESPECIALLY FRANKLIN STREET, AREN'T ACCOMODATING TO CA  
RS AND BIKERS SIMULTANEOUSLY  
RS WOULD HELP ON SMALL ROADS  
SAFELY  
SAFETY ISSUE  
SCARY, TOO RIDE BIKE NEAR HOSPITAL  
SECTIONS  
SERVING AUTO COMMUTERS  
SEVERAL FRIENDS INVOLVED IN ACCIDENTS  
SHARING ROAD W/CARS ISN'T SAFE  
SHOULD BE A PAVED LOOP ALL AROUND CHAPEL HILL/CARRBORO PLUS  
SHOULDERS INCONSISTENT  
SHOULDERS NOT SUFFICIENTLY WIDE AND DRIVERS SEEM DISTRACTED  
SIDEWALKS AT POINTS  
SIDEWALKS WHICH IS DANGEROUS FOR PEDESTRIANS  
SISTENT BIKE PATHS ALONG MAIN ROADS  
SOME DRIVERS SPEED BY BIKES AND LEAVE LITTLE SPACE ON ROAD  
SOME MAJOR THOROUGHFARES TOO NARROW-NO BIKE LANE  
SOME ROADS COULD USE MORE BIKE LANES  
SOME STREET EVERN HAS NO SIDEWALKS  
SOME STREETS ARE TOO NARROW  
SOME STREETS ARE TOO NARROW;SOME STROM DRAIN GRATES ARE  
SOME STREETS AREN'T WIDE ENOUGH  
SOME STREETS TOO NARROW SOME INTERSECTIONS NOT SAFE  
SOMETIMES YOU HAVE TO SHARE THE ROAD WITH CARS  
SPACE  
SPARSE NUMBER OF SEPARATE BIKE PATHS  
SPEED  
SPEED OF AUTO TRAFFIC  
SPEEDING TRAFFIC;INADEQUATE BIKE LANES  
STOPLIGHTS, ETC.  
STREETS ARE TOO NARROW AND BUSY

## 2010 Chapel Hill Survey Results

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### Q23a. If you don't feel safe, why not?

STREETS ARE TOO NARROW TO ACCOMODATE CARS AND BIKES  
STREETS DON'T HAVE BIKE LANES;MANY MOTORISTS ARE RESENTFUL  
STREETS TOO NARROW  
STREETS TOO NARROW FOR BIKES AND CARS  
THE BIKE ALWAYS LOSES  
THE BIKE LANES ARE TOO NARROW AND THERE AREN'T ENOUGH  
THE MOST LEVEL THOROUGHFARE IS DANGEROUS FOR CYCLISTS  
THE SPEED OF CARS;DRIVERS LACK OF USING SIGNALS TO SWITCH  
THE TOWN PAYS LIP SERVICE TO BIKERS-WAY TOO MUCH EMPHASIS ON  
THE TRAFFIC  
THEM CONNECTED  
THEM, VERY UNSAFE  
THERE ARE INADEQUATE SHOULDER AREAS FOR BICYCLISTS  
THERE ARE NO SAFE PLACE TO RIDE ON THE ROAD  
THERE ARNE'T PROPER BIKE LANES, ESTES IS TERRIBLE  
THERE IS NO BIKE PATH ON S COLUMBIA TOWARD UNC FROM SOUTHERN  
THERE IS NO SIDEWALK OR BIKE LANE  
THERE SHOULD BE BIKE LANES RATHER THAN CYCLISTS USING STREET  
THEREFORE BICYCLISTS ARE IN DANGER NEARLY EVERY HR OF THE DY  
THEY PASS TOO CLOSE  
THEY WALK RIGHT IN FRONT OF CARS ASSUMING THEY'LL BE SEEN  
THEY WIDE ENOUGH IN SOME AREA FOR BOTH BIKES & CARS TO PASS  
THREATENED BY CAR TRAFFIC  
TO ACCOMODATE BOTH BIKERS AND WALKERS  
TO BE TAKING UP PUBLIC SPACE  
TO DRIVERS  
TO GET FROM COLONY WEST TO PARK HAVE TO CROSS ESTES  
TO GET FROM SOUTH VILLAGE TO CAMPUS IT GETS DANGEROUS WHEN  
TOO CLOSE TO BUSY TRAFFIC;TOO MANY ACCIDENTS  
TOO CLOSE TO CARS  
TOO CLOSE TO CARS  
TOO CLOSE TO TRAFFIC  
TOO CONGESTED  
TOO CONGESTED AND DRIVERS DON'T LOOK OUT FOR CYCLISTS  
TOO CONGESTED ON ESTED DR  
TOO DANGEROUS TO GET FROM SOUTH VILLAGE TO CAMPUS  
TOO DANGEROUS WITH SPEEDING CARS  
TOO FEW AND TOO NARROW BIKE LANES  
TOO FEW BIKE LANES  
TOO HILLY  
TOO MANY ACCIDENTS REPORTED  
TOO MANY AREAS DON'T HAVE ROOM FOR BIKES  
TOO MANY BAR/BIKE ACCIDENTS OR BUS/BIKE ACCIDENTS  
TOO MANY BUSES THAT IMPOSE A DANGEROUS AND HAZARDOUS

## 2010 Chapel Hill Survey Results

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### Q23a. If you don't feel safe, why not?

TOO MANY CARS  
TOO MANY CARS  
TOO MANY CARS  
TOO MANY CARS AND NO BIKE LANES  
TOO MANY CARS AND TOO MANY NARROW STREETS  
TOO MANY CARS GOING TOO FAST  
TOO MANY CARS;NOT ENOUGH DEDICATED PATHS FOR BIKES  
TOO MANY DRIVERS AND BIKE LANES ARE NARROW  
TOO MANY HILLS  
TOO MANY MOTORISTS PLAY THE SPORT OF TRYING TO SCARE OR NEAR  
TOO MANY NARROW STRETCHES OF ROAD  
TOO MANY PEOPLE ON BIKES AND IN CARS NOT PAYING ATTENTION  
TOO MANY STREETS/ROADS WITHOUT ADEQUATE BIKE LANES/SHOULDERS  
TOO MUCH CAR TRAFFIC NEAR BIKE LANES  
TOO MUCH TRAFFIC  
TOO MUCH TRAFFIC  
TOO MUCH TRAFFIC  
TOO MUCH TRAFFIC  
TOO MUCH TRAFFIC  
TOO MUCH TRAFFIC NARROW STREETS FEW SEPARATE BIKE PATHS  
TOO MUCH TRAFFIC NOT WARE OF BICYCLIST  
TOO MUCH TRAFFIC TOO FEW BIKE LANES  
TOO MUCH TRAFFIC,UNSAFE DRIVERS,LACK OF POLICE ENFORCEMENT  
TOO MUCH TRAFFIC/NARROW ROADS  
TOO MUCH TRAFFIC/NOT ENOUGH DESIGNATED BIKE PATHS  
TOO MUCH TRAFFIC;NO SHOULDERS;NARROW CONGESTED ROADS  
TOO MUCH TRAFFIC;NOT ENOUGH SPACE  
TOO MUCH TRAFFIC;TOO MANY 2-LANE COUNTRY ROADS;INHERANT  
TOO MUCH TRAFFIC;TOO MANY YOUNG IMPATIENT DRIVERS;NOT ENOUGH  
TOO MUCH TRAFFIC-UNFRIENDLY TO BIKES;NO ROOM ON ROAD  
TOO MUCH TRAFIC  
TOWN NOT DESIGNED FOR BIKE RIDING ON MAJOR ROADS  
TRAFFIC  
TRAFFIC  
TRAFFIC  
TRAFFIC  
TRAFFIC  
TRAFFIC  
TRAFFIC AND AGRESSIVE DRIVERS  
TRAFFIC AND NARROW EDGES ON ROADS ON WHICH TO RIDE  
TRAFFIC CONGESTION  
TRAFFIC CONGESTION/LACK OF SPACE ON SHOULDERS  
TRAFFIC DENSITY  
TRAFFIC IS REDICULOUS CONGESTED AND UNSAFE

## 2010 Chapel Hill Survey Results

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### **Q23a. If you don't feel safe, why not?**

TRAFFIC IS TOO HEAVY TOO FAST;NO SAFE AREA FOR BICYCLES  
TRAFFIC MOVES TOO FAST  
TRAFFIC SIGNALS  
TRAFFIC TOO DENSE  
TRAFFIC TOO FAST TOO CONGESTED  
TRAFFIC TOO FAST, LACK OF TRAILS & BIKE PATHS  
TRAFFIC TOO HEAVY ON MAIN ROADS FOR BIKERS  
TRAFFIC! SPEEDERS!!  
TRAFFIC;NO SEPARATE PATH  
TRAILS ARE FINE, BUT BIKERS IN CARRBORO VERY EXPOSED  
TRY IT ON WEAVER DAIRY RD-NOT EVEN SAFE TO WALK-ESPECIALLY  
UNFRIENDLY ROAD CONDITIONS  
VEHICLE SPEED IN AND ABOUT CHAPLE 35 MPH IS NOT ENFORCED  
VEHICLE TRAFFIC VS BIKE-BIKERS IN THE WAY-NOT ENOUGH SPACE  
VERY CONCERNED ABOUT LETTING YOUNG KIDS GO AROUND TOWN ALONE  
VERY DANGEROUS  
VERY DARK WITH NARROW STREET  
VERY SCARY TO WALK OR BIKE ON ESTES DR  
VILLAGE  
WE HAVE TO RIDE IN THE ROAD WITH CARS,LIMITED SIDEWALKS  
WE NEED MORE NON-ROAD PATHS LIKE BOLIN AND BOOKER TRAILS  
WE SHOULD HAVE OFF ROAD BIKE PATHS ON MAJOR ROADS  
WEAVER DAIRY HAS NO SIDEWALK ON PART OF IT;LOTS OF H.S. KIDS  
WHERE IN TOWN DRIVERS ON CELL PHONES & SPEEDING  
WIDE ROADS HAVE TOO MUCH TRAFFIC;LESS BUSY ROADS WAY TOO  
WOULD RIDE FOR RECREATION ONLY, VERY SLOWLY

## 2010 Chapel Hill Survey Results

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**Q24. LIBRARY SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24a Quality library services	50.9%	31.6%	8.8%	2.6%	0.9%	5.3%
Q24b Access library facilities & service	50.9%	30.7%	10.5%	1.8%	0.9%	5.3%
Q24c Quality of assistance by staff	64.9%	22.8%	2.6%	1.8%	0.9%	7.0%
Q24d Quality of children's programs	20.2%	7.9%	4.4%	1.8%	1.8%	64.0%
Q24e Quality of reference services	38.6%	15.8%	7.0%	0.0%	0.9%	37.7%
Q24f Quality of collection overall	26.3%	43.9%	16.7%	2.6%	3.5%	7.0%
Q24g Quality of youth collection	12.3%	14.9%	5.3%	1.8%	0.0%	65.8%
Q24h Number of collection items available	24.6%	36.0%	18.4%	2.6%	4.4%	14.0%
Q24i Number of DVDs available	7.0%	7.0%	19.3%	6.1%	1.8%	58.8%
Q24j Number of recorded books available	10.5%	12.3%	14.9%	7.0%	0.9%	54.4%
Q24k Number of e materials available	7.0%	7.9%	8.8%	2.6%	1.8%	71.9%
Q24l Number of public computers available	27.2%	22.8%	11.4%	3.5%	1.8%	33.3%

## 2010 Chapel Hill Survey Results

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**Q24. LIBRARY SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.” (without don’t knows)**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24a Quality library services	53.7%	33.3%	9.3%	2.8%	0.9%
Q24b Access library facilities & service	53.7%	32.4%	11.1%	1.9%	0.9%
Q24c Quality of assistance by staff	69.8%	24.5%	2.8%	1.9%	0.9%
Q24d Quality of children's programs	56.1%	22.0%	12.2%	4.9%	4.9%
Q24e Quality of reference services	62.0%	25.4%	11.3%	0.0%	1.4%
Q24f Quality of collection overall	28.3%	47.2%	17.9%	2.8%	3.8%
Q24g Quality of youth collection	35.9%	43.6%	15.4%	5.1%	0.0%
Q24h Number of collection items available	28.6%	41.8%	21.4%	3.1%	5.1%
Q24i Number of DVDs available	17.0%	17.0%	46.8%	14.9%	4.3%
Q24j Number of recorded books available	23.1%	26.9%	32.7%	15.4%	1.9%
Q24k Number of e materials available	25.0%	28.1%	31.3%	9.4%	6.3%
Q24l Number of public computers available	40.8%	34.2%	17.1%	5.3%	2.6%

**Q25. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the Town's current pace of development in each of the following areas (without don't know)**

	Much Too Slow 5	Slow 4	Just Right 3	Fast 2	Much Too Fast 1
Q24a Office development	7.0%	12.5%	36.4%	23.5%	20.5%
Q24b Multi-family residential develop	3.8%	14.1%	33.7%	25.8%	22.6%
Q24c Single family residential develop	3.5%	9.8%	44.9%	25.1%	16.7%
Q24d Retail development	18.9%	23.8%	30.6%	14.3%	12.4%
Q24e Mixed use development	12.5%	17.3%	35.3%	18.0%	16.9%

## 2010 Chapel Hill Survey Results

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### **Q26. How often do you typically go outside Chapel Hill Town limits to shop?**

<u>Q25 How often go outside of town to shop</u>	<u>Number</u>	<u>Percent</u>
1=Every day	75	10.9 %
2=Few times a week	205	29.8 %
3=Once a week	175	25.4 %
4=Few times a month	181	26.3 %
5=Few times a year	40	5.8 %
6=Seldom or never	9	1.3 %
9=No response	4	0.6 %
Total	689	100.0 %

### **Q27. Do you feel that a redeveloped downtown is an important part of the Town's economic development strategy?**

<u>Q26 Feel redevelopment is important</u>	<u>Number</u>	<u>Percent</u>
1=Essential	287	41.5 %
2=Important	219	31.6 %
3=Not sure	109	15.8 %
4=Not important	60	8.7 %
5=Detrimental	14	2.0 %
9=Don't know	3	0.4 %
Total	692	100.0 %

### **Q28. In general, how supportive are you of having the Town use incentives to attract and expand retail, science & technology, research and regional office companies?**

<u>Q27 How supportive to use incentives</u>	<u>Number</u>	<u>Percent</u>
1=Very supportive	241	35.0 %
2=Somewhat supportive	222	32.2 %
3=Not sure	123	17.9 %
4=Not supportive	101	14.7 %
9=No response	2	0.3 %
Total	689	100.0 %

## 2010 Chapel Hill Survey Results

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**Q29. Of these Capital Improvements, which three would you select as the most important? (Check 3 only)**

<u>Q28 Capital Improvements most important</u>	<u>Number</u>	<u>Percent</u>
1 = Stormwater system improvements	162	23.3 %
2 = Street extensions	53	7.6 %
3 = Sidewalk construction	293	42.1 %
4 = Street reconstruction	158	22.7 %
5 = Traffic signal replacements/upgrades	185	26.6 %
6 = Parks	223	32.0 %
7 = Public facilities	139	20.0 %
8 = Addition bike lanes/off-road paths	392	56.3 %
9 = Transit-Regional transit services	287	41.2 %
0 = None chosen	4	0.6 %
Total	1896	



## 2010 Chapel Hill Survey Results

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**Q30. The Town may have the capacity to issue general obligation bonds that would require a tax increase, to fund capital projects. How likely would you be to vote in favor of issuing general obligation bonds to fund:**

(N=696)

	Very Likely 3	Somewhat		Don't know 9
		Likely 2	Not Likely 1	
Q29a Re-development of downtown	21.3%	28.2%	41.2%	9.3%
Q29b Paving/reconstruction neighborhood	10.5%	33.8%	46.1%	9.6%
Q29c Sidewalk improvement program	23.0%	31.6%	36.2%	9.2%
Q29d Additional trails and greenways	28.3%	29.6%	34.8%	7.3%
Q29e Major park renovations	14.9%	30.6%	44.4%	10.1%
Q29f Open space acquisition	24.4%	25.6%	39.1%	10.9%
Q29g Bicycle lanes or off-road paths	38.1%	26.1%	29.2%	6.6%

**Q30. The Town may have the capacity to issue general obligation bonds that would require a tax increase, to fund capital projects. How likely would you be to vote in favor of issuing general obligation bonds to fund: (without don't know)**

(N=696)

	Very Likely 3	Somewhat	
		Likely 2	Not Likely 1
Q29a Re-development of downtown	23.5%	31.1%	45.5%
Q29b Paving/reconstruction neighborhood	11.6%	37.4%	51.0%
Q29c Sidewalk improvement program	25.3%	34.8%	39.9%
Q29d Additional trails and greenways	30.5%	31.9%	37.5%
Q29e Major park renovations	16.6%	34.0%	49.4%
Q29f Open space acquisition	27.4%	28.7%	43.9%
Q29g Bicycle lanes or off-road paths	40.8%	28.0%	31.2%

## 2010 Chapel Hill Survey Results

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**Q31. Chapel Hill is managing the inevitable crowds at Halloween that gather on Franklin Street with restrictions aimed at making the event smaller and safer. Please let us know how you would like for the Town to address this event in the future.**

<u>Q30 Town to address crowds at events</u>	<u>Number</u>	<u>Percent</u>
1 = Continue to manage the event/keep it small an...	505	72.6 %
2 = Add festival activities	52	7.5 %
3 = Discontinue efforts to reduce the size	60	8.6 %
4 = Prohibit the celebration completely	52	7.5 %
5 = Don't have an opinion	52	7.5 %
9 = Don't know	1	0.1 %
Total	722	

## 2010 Chapel Hill Survey Results

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**Q32. DOWNTOWN PARKING. The Town continues to address parking downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q31a Availability of parking downtown	3.4%	17.8%	22.6%	32.3%	19.8%	4.0%
Q31b Cost of parking in downtown	3.6%	21.8%	27.4%	22.7%	18.0%	6.5%
Q31c Overall parking philosophy	2.2%	13.2%	21.7%	25.7%	21.6%	15.7%
Q31d Security of parking downtown	5.7%	29.9%	31.8%	14.2%	8.3%	10.1%

**Q32. DOWNTOWN PARKING. The Town continues to address parking downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q31a Availability of parking downtown	3.6%	18.6%	23.5%	33.7%	20.7%
Q31b Cost of parking in downtown	3.8%	23.3%	29.3%	24.3%	19.2%
Q31c Overall parking philosophy	2.6%	15.7%	25.7%	30.5%	25.6%
Q31d Security of parking downtown	6.4%	33.2%	35.3%	15.8%	9.3%

## 2010 Chapel Hill Survey Results

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**Q33. TRASH SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q32a Residential trash collection services	54.5%	35.8%	4.3%	1.1%	1.4%	2.9%
Q32b Brush and bulky removal services	32.8%	37.5%	11.6%	7.0%	2.7%	8.3%
Q32c Leaf collection	25.1%	31.3%	17.5%	11.4%	3.4%	11.2%
Q32d Residential recycling service	48.6%	35.6%	7.5%	3.6%	1.0%	3.7%
Q32e Dead animal removal from Right of Way	17.0%	24.1%	15.5%	4.0%	1.4%	37.9%

**Q33. TRASH SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't know)**

(N=696)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q32a Residential trash collection services	56.1%	36.8%	4.4%	1.2%	1.5%
Q32b Brush and bulky removal services	35.7%	40.9%	12.7%	7.7%	3.0%
Q32c Leaf collection	28.3%	35.3%	19.7%	12.8%	3.9%
Q32d Residential recycling service	50.4%	37.0%	7.8%	3.7%	1.0%
Q32e Dead animal removal from Right of Way	27.3%	38.9%	25.0%	6.5%	2.3%

## 2010 Chapel Hill Survey Results

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### **Q34. Do you currently use the recycling center services located in Chapel Hill or Eubanks Road?**

<u>Q33 Currently use recycling center</u>	<u>Number</u>	<u>Percent</u>
1=Yes	464	67.9 %
2=No	217	31.8 %
9=No response	2	0.3 %
Total	683	100.0 %

### **Q34a. About how many times a year do you take items to be recycled?**

<u>Q33a How many times a year take items</u>	<u>Number</u>	<u>Percent</u>
2=2 or less	87	19.1 %
5=3 to 5	159	34.9 %
10=6 to 10	105	23.0 %
20=11 to 20	62	13.6 %
50=21 to 50	23	5.0 %
51=51+	20	4.4 %
Total	456	100.0 %

## 2010 Chapel Hill Survey Results

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### **Q35. Approximately how many years have you lived in the Town of Chapel Hill?**

<u>Q34 How many years lived Town of Chapel</u>	<u>Number</u>	<u>Percent</u>
1=Less than 5 yrs	109	15.7 %
2=5-10 years	151	21.8 %
3=11-20 years	210	30.3 %
4=More than 20 yrs	223	32.2 %
Total	693	100.0 %

### **Q35. What is your age?**

<u>Q35 What is your age</u>	<u>Number</u>	<u>Percent</u>
1=Under 25	31	4.5 %
2=25 to 34	41	5.9 %
3=35 to 44	135	19.5 %
4=45 to 54	200	28.9 %
5=55 to 64	162	23.4 %
6=65+	123	17.7 %
9=No response	1	0.1 %
Total	693	100.0 %

### **Q37. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q36 Any in household Hispanic/Latino</u>	<u>Number</u>	<u>Percent</u>
1=Yes	33	4.9 %
2=No	642	94.8 %
9=No response	2	0.3 %
Total	677	100.0 %

## 2010 Chapel Hill Survey Results

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### **Q38. Which of the following best describes your race?**

<u>Q37 Respondents race</u>	<u>Number</u>	<u>Percent</u>
1 = African American/Black	21	3.0 %
2 = American Indian/Alaskan	4	0.6 %
3 = Asian/Hawaiian/Pacific Islander	93	13.4 %
4 = White	558	80.2 %
5 = Other	10	1.4 %
9 = Decline	3	0.4 %
Total	689	

### **Q38. Other**

#### Q37 Other

HISPANIC

HISPANIC

HISPANIC

IRANIAN AMERICAN

MIDDLE EASTERN/WHITE

MIXED

## 2010 Chapel Hill Survey Results

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### **Q39. Which of the following best describes your current place of employment?**

<u>Q38 Current place of employment</u>	<u>Number</u>	<u>Percent</u>
1=Employed outside	444	64.5 %
2=Self-employed	95	13.8 %
3=Student/retired	147	21.4 %
9=No response	2	0.3 %
Total	688	100.0 %

### **Q39a. Where do you work?**

<u>Q38-Where do you work</u>	<u>Number</u>	<u>Percent</u>
A = In Chapel Hill	208	46.8 %
B = In Carrboro	12	2.7 %
C = Somewhere else in Orange Country	12	2.7 %
D = In Raleigh	43	9.7 %
E = In Durham	158	35.6 %
F = In Cary	7	1.6 %
G = In Apex	2	0.5 %
H = In Greensboro	2	0.5 %
I = Somewhere else in NC	21	4.7 %
Total	465	

### **Q40. Your gender**

<u>Q39 Respondents gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	368	52.9 %
2=Female	328	47.1 %
Total	696	100.0 %





TOWN OF CHAPEL HILL

405 Martin Luther King Jr. Blvd.  
Chapel Hill, NC 27514-5705

phone (919) 968-2743 fax (919) 969-2063  
[www.townofchapelhill.org](http://www.townofchapelhill.org)

December 2009

Dear Chapel Hill Resident,

Please help the Town of Chapel Hill plan for the future by completing the 2009 Chapel Hill Community Survey.

Conducting this survey was one of the Town Council's goals for this year as a means to help us understand our residents' perception of the services the Town provides. The 2009 Community Survey is the first survey we have conducted and a similar survey is planned every two years as one of the tools we will use in establishing budget priorities and making policy decisions. Chapel Hill tries to encourage active resident involvement in Town government; your participation in this survey is another important way to get involved in affecting your community's future.

Please take a few minutes to complete and return this survey in the next few days. If you are not a resident of the Town of Chapel Hill, please disregard this survey

A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. ETC Institute is our partner in this effort, and they will compile the results and present a report to the Town. Your responses to the questions in the survey are anonymous. The sticker on the survey identifies responses from broad geographic areas and helps us know where we might improve our service delivery.

The results of the survey will be presented to the Town Council and to the public by February 2010. A comprehensive report analyzing the survey results will be available at Town Hall and posted on the Town's website at [www.townofchapelhill.org](http://www.townofchapelhill.org), with a summary included in a future issue of the Town's electronic newsletter, *Chapel Hill eNews*. If you wish to subscribe to *Chapel Hill eNews*, contact [publicaffairs@townofchapelhill.org](mailto:publicaffairs@townofchapelhill.org).

If you have any questions about the survey, please contact Catherine Lazorko at 919-969-5055 or contact me at [manager@townofchapelhill.org](mailto:manager@townofchapelhill.org). Thank you for helping guide the direction of our community by completing the enclosed survey.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Stancil", written over a horizontal line.

Roger L. Stancil  
Town Manager



# 2009 Town of Chapel Hill Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Town's on-going effort to identify and respond to resident concerns. If you have questions, please contact Catherine Lazorko, at (919) 969-5055 or at [info@townofchapelhill.org](mailto:info@townofchapelhill.org)

1. **OVERALL SATISFACTION WITH TOWN SERVICES.** Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the services listed below.

Town Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of services provided by the Town of Chapel Hill	5	4	3	2	1	9
B.	Overall quality of public safety services (e.g., police, fire)	5	4	3	2	1	9
C.	Overall quality of Town parks and recreation programs and facilities	5	4	3	2	1	9
D.	Overall quality of customer service you receive from Town employees	5	4	3	2	1	9
E.	Overall quality of Public Library services	5	4	3	2	1	9
F.	Overall enforcement of Town codes and ordinances	5	4	3	2	1	9
G.	Overall maintenance of Town streets	5	4	3	2	1	9
H.	Overall maintenance of Town buildings and facilities	5	4	3	2	1	9
I.	Overall maintenance of public housing buildings	5	4	3	2	1	9
J.	Overall flow of traffic and congestion management in the Town	5	4	3	2	1	9
K.	Overall effectiveness of Town communication with the public	5	4	3	2	1	9
L.	Overall value that you receive for your Town tax dollars and fees	5	4	3	2	1	9
M.	How well the Town is planning for growth	5	4	3	2	1	9
N.	How well the Town is managing growth	5	4	3	2	1	9
O.	Emergency preparedness	5	4	3	2	1	9
P.	Quality of landscaping in parks, medians and other public areas	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from Town leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above.]

\_\_\_\_\_ 1<sup>st</sup>
\_\_\_\_\_ 2<sup>nd</sup>
\_\_\_\_\_ 3<sup>rd</sup>

3. Several items that may influence your perception of Chapel Hill as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."

How would you rate The Town of Chapel Hill:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Overall image of the Town	5	4	3	2	1	9
B.	Overall quality of life in the Town	5	4	3	2	1	9
C.	Overall feeling of safety in the Town	5	4	3	2	1	9
D.	Quality of new development in the Town	5	4	3	2	1	9
E.	As a place to retire	5	4	3	2	1	9
F.	Overall appearance of the Town	5	4	3	2	1	9
G.	Availability of affordable housing	5	4	3	2	1	9
H.	Acceptance of diverse populations	5	4	3	2	1	9
I.	Job availability	5	4	3	2	1	9

4. **PUBLIC SAFETY.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The Town's efforts to prevent crime	5	4	3	2	1	9
D.	How quickly police respond to emergencies	5	4	3	2	1	9
E.	Enforcement of local traffic laws	5	4	3	2	1	9
F.	Police safety education programs	5	4	3	2	1	9
G.	Overall quality of local fire protection	5	4	3	2	1	9
H.	Location of fire stations	5	4	3	2	1	9
I.	Fire safety education programs	5	4	3	2	1	9

5. Which **THREE** of the public safety items listed above do you think should receive the most emphasis from Town leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 4 above.]

            
1<sup>st</sup>
            
2<sup>nd</sup>
            
3<sup>rd</sup>

6. **POLICE DEPARTMENT.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Police Department</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Chapel Hill Police Department's overall performance	5	4	3	2	1	9
B.	The attitude and behavior of Police Department personnel toward residents	5	4	3	2	1	9
C.	The level of safety and security in your neighborhood	5	4	3	2	1	9

7. Do you have any recommendations for improvement of the services provided by the Police Department?

\_\_\_\_\_

\_\_\_\_\_

8. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	In your neighborhood during the day	4	3	2	1	9
B.	In your neighborhood at night	4	3	2	1	9
C.	In downtown Chapel Hill	4	3	2	1	9
D.	Other commercial areas	4	3	2	1	9

9. **TOWN REGULATIONS** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Town Regulations</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
F.	Enforcing sign regulations	5	4	3	2	1	9

**10. PARKS AND RECREATION.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of Town parks	5	4	3	2	1	9
B.	Number of Town parks	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Number of outdoor athletic fields	5	4	3	2	1	9
F.	Availability of information about Town parks and recreation programs	5	4	3	2	1	9
G.	The Town's youth athletic programs	5	4	3	2	1	9
H.	The Town's adult athletic programs	5	4	3	2	1	9
I.	Town special events and festivals	5	4	3	2	1	9
J.	Therapeutic recreation programs	5	4	3	2	1	9
K.	Cultural arts programs (ceramics, dance, etc.)	5	4	3	2	1	9
L.	Public art	5	4	3	2	1	9
M.	Landscaping and appearance of public areas along Town streets	5	4	3	2	1	9

**11. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write in the letters below using the letters from Question 10 above.]**

            
1<sup>st</sup>
            
2<sup>nd</sup>
            
3<sup>rd</sup>

**12. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live in Chapel Hill?**

<i>Reasons to Live in Chapel Hill</i>		<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not sure</i>	<i>Unimportant</i>
A.	Sense of belonging to the community	4	3	2	1
B.	Quality of public schools	4	3	2	1
C.	Employment opportunities	4	3	2	1
D.	Types of housing	4	3	2	1
E.	Affordability of housing	4	3	2	1
F.	Access to quality shopping	4	3	2	1
G.	Availability of parks and recreation opportunities	4	3	2	1
H.	Near family or friends	4	3	2	1
I.	Safety and security	4	3	2	1
J.	Availability of transportation options	4	3	2	1
K.	Availability of cultural activities and the arts	4	3	2	1
L.	Access to restaurants and entertainment	4	3	2	1
M.	University community	4	3	2	1
N.	Access to Research Triangle Park	4	3	2	1

**13. TOWN COMMUNICATION.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Town Communication</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Availability of information about Town programs and services	5	4	3	2	1	9
B.	Efforts to keep you informed about local issues/events	5	4	3	2	1	9
C.	How open the Town is to public involvement and input	5	4	3	2	1	9
D.	Access to the Mayor and Town Council	5	4	3	2	1	9
E.	The quality of programming on Chapel Hill TV-18, the government channel	5	4	3	2	1	9
F.	The quality of the Town's website	5	4	3	2	1	9
G.	Chapel Hill eNews updates	5	4	3	2	1	9

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

(check all that apply)

- \_\_\_\_\_ (1) Newspapers (which ones) \_\_\_\_\_
- \_\_\_\_\_ (2) Television news (which ones) \_\_\_\_\_
- \_\_\_\_\_ (3) Internet
- \_\_\_\_\_ (4) Email
- \_\_\_\_\_ (5) Government access channel
- \_\_\_\_\_ (6) Social media (which ones) \_\_\_\_\_
- \_\_\_\_\_ (7) Other \_\_\_\_\_

**15. PUBLIC WORKS.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Town Maintenance/Public Works</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of main Town street thoroughfares	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
D.	Maintenance/preservation of downtown	5	4	3	2	1	9
E.	Overall cleanliness of streets, and other public areas	5	4	3	2	1	9
F.	Adequacy of street lighting	5	4	3	2	1	9
G.	Condition of sidewalks	5	4	3	2	1	9
H.	Overall quality of the stormwater runoff/stormwater management system	5	4	3	2	1	9

**16. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from Town leaders over the next TWO Years? [Write the letters below using the letters from list in Q15 above.]**

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>      \_\_\_\_\_ 3<sup>rd</sup>

**17. TRANSPORTATION.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Transportation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
B.	The quality of Chapel Hill Transit	5	4	3	2	1	9
C.	The ease of walking or biking in Chapel Hill	5	4	3	2	1	9
D.	Availability of sidewalks in the Town	5	4	3	2	1	9
E.	Availability of greenways and walking trails	5	4	3	2	1	9

**18. In your experience, which are the most congested east-west roads? (Please check two)**

- \_\_\_\_\_ (1) Franklin Street                      \_\_\_\_\_ (3) Raleigh Road and NC-54
- \_\_\_\_\_ (2) U.S. 15-501                        \_\_\_\_\_ (4) Estes Drive

**19. Which are the most congested north-south roads? (Please check two)**

- \_\_\_\_\_ (1) Fordham Boulevard                      \_\_\_\_\_ (4) Martin Luther King Jr. Boulevard
- \_\_\_\_\_ (2) U.S. 15-501 South                      \_\_\_\_\_ (5) Hillsborough Street-Raleigh Street
- \_\_\_\_\_ (3) S. Columbia Street

**20. Have you or any member of your household ever used Chapel Hill Transit bus service?**

- \_\_\_\_\_ (1) Yes (Go to Q20a)      \_\_\_\_\_ (2) No (Go to Q21)

**20a. (If yes) What is the primary reason for taking the bus?**

- \_\_\_\_\_ (1) To go to and from work
- \_\_\_\_\_ (2) To go to and from shopping
- \_\_\_\_\_ (3) To go to and from medical appointments
- \_\_\_\_\_ (4) To go to and from social activities
- \_\_\_\_\_ (5) To go to and from school

21. Do you live within walking distance of a bus stop?

\_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No

22. Does anyone in your household ride a bicycle?

\_\_\_\_\_ (1) Yes (go to Q 22a & Q22b) \_\_\_\_\_ (2) No (go to Q23)

22a. (If yes) \_\_\_\_\_ (1) Do they bike to commute to work or school

\_\_\_\_\_ (2) Do they bike for recreation only

\_\_\_\_\_ (3) Do they bike for BOTH commuting and recreation

22b. (If yes) What type of bicycle amenities would you like for the Town to provide?

\_\_\_\_\_ (1) Wide outside lanes on streets

\_\_\_\_\_ (2) Striped on-road lanes

\_\_\_\_\_ (3) Separate bike paths

23. Do you feel that riding a bicycle in Chapel Hill is safe?

\_\_\_\_\_ (1) Yes (Go to Q24) \_\_\_\_\_ (2) No (Go to Q23a)

23a. If you don't feel safe, why not?

\_\_\_\_\_

\_\_\_\_\_

24. **LIBRARY SERVICES.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Library Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. The overall quality of library service	5	4	3	2	1	9
B. Access to library facilities and services	5	4	3	2	1	9
C. The quality of assistance provided by staff	5	4	3	2	1	9
D. The quality of children's programs	5	4	3	2	1	9
E. The quality of reference services	5	4	3	2	1	9
F. The quality of the collection overall	5	4	3	2	1	9
G. The quality of the youth services collection	5	4	3	2	1	9
H. The number of collection items available	5	4	3	2	1	9
I. The number of DVD's available	5	4	3	2	1	9
J. The number of recorded books available	5	4	3	2	1	9
K. The number of e-materials available	5	4	3	2	1	9
L. The number of public access computers available	5	4	3	2	1	9

**ECONOMIC DEVELOPMENT**

25. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the Town's current pace of development in each of the following areas.

<i>Economic Development</i>	<i>Much Too Slow</i>	<i>Slow</i>	<i>Just Right</i>	<i>Fast</i>	<i>Much Too Fast</i>	<i>Don't Know</i>
A. Office development	5	4	3	2	1	9
B. Multi-family residential development	5	4	3	2	1	9
C. Single-family residential development	5	4	3	2	1	9
D. Retail development	5	4	3	2	1	9
E. Mixed use development	5	4	3	2	1	9

26. How often do you typically go outside Chapel Hill Town limits to shop?  
 \_\_\_\_\_ (1) Every day \_\_\_\_\_ (4) A few times per month  
 \_\_\_\_\_ (2) A few times per week \_\_\_\_\_ (5) A few times per year  
 \_\_\_\_\_ (3) At least once a week \_\_\_\_\_ (6) Seldom or never

27. Do you feel that a redeveloped downtown is an important part of the Town's economic development strategy?  
 \_\_\_\_\_ (1) Essential \_\_\_\_\_ (4) Not important  
 \_\_\_\_\_ (2) Important \_\_\_\_\_ (5) Detrimental  
 \_\_\_\_\_ (3) Not sure

28. In general, how supportive are you of having the Town use incentives to attract and expand retail, science & technology, research and regional office companies?  
 \_\_\_\_\_ (1) Very supportive \_\_\_\_\_ (3) Not sure  
 \_\_\_\_\_ (2) Somewhat supportive \_\_\_\_\_ (4) Not supportive

29. Of these Capital Improvements, which three would you select as the most important? (Check 3 only)  
 \_\_\_\_\_ (1) Stormwater system improvements \_\_\_\_\_ (6) Parks  
 \_\_\_\_\_ (2) Street extensions \_\_\_\_\_ (7) Public facilities  
 \_\_\_\_\_ (3) Sidewalk construction \_\_\_\_\_ (8) Additional bicycle lanes/off-road paths  
 \_\_\_\_\_ (4) Street reconstruction \_\_\_\_\_ (9) Transit – Regional transit services  
 \_\_\_\_\_ (5) Traffic signal replacements/upgrades

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

Capital Projects		Very Likely	Somewhat Likely	Not likely	Don't know
A.	Re-development of downtown	3	2	1	9
B.	Paving and reconstruction of neighborhood streets	3	2	1	9
C.	Sidewalk improvement program	3	2	1	9
D.	Additional trails and greenways	3	2	1	9
E.	Major park renovations	3	2	1	9
F.	Open space acquisition	3	2	1	9
G.	Bicycle lanes or off-road paths	3	2	1	9

**OTHER ISSUES**

31. Chapel Hill is managing the inevitable crowds at Halloween that gather on Franklin Street with restrictions aimed at making the event smaller and safer. Please let us know how you would like for the Town to address this event in the future.  
 \_\_\_\_\_ (1) Continue to manage the event to keep it small and local  
 \_\_\_\_\_ (2) Add festival activities  
 \_\_\_\_\_ (3) Discontinue efforts to reduce the size  
 \_\_\_\_\_ (4) Prohibit the celebration completely  
 \_\_\_\_\_ (5) I don't have an opinion

32. **DOWNTOWN PARKING.** The Town continues to address parking downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Downtown Parking		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Availability of parking downtown	5	4	3	2	1	9
B.	Cost of parking in downtown	5	4	3	2	1	9
C.	Overall parking philosophy in downtown	5	4	3	2	1	9
D.	Security of parking downtown	5	4	3	2	1	9

**33. TRASH SERVICES.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Trash Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential trash collection services	5	4	3	2	1	9
B.	Brush and bulky removal services	5	4	3	2	1	9
C.	Leaf collection	5	4	3	2	1	9
D.	Residential recycling service	5	4	3	2	1	9
E.	Dead animal removal from right-of-way	5	4	3	2	1	9

**34. Do you currently use the recycling center services located in Chapel Hill or Eubanks Road?**

\_\_\_\_\_ (1) Yes (go to Q 34a) \_\_\_\_\_ (2) No (go to Q35)

**34a. About how many times a year do you take items to be recycled?** \_\_\_\_\_

**DEMOGRAPHICS**

**35. Approximately how many years have you lived in the Town of Chapel Hill?**

\_\_\_\_\_ (1) Less than 5 years      \_\_\_\_\_ (3) 11-20 years  
 \_\_\_\_\_ (2) 5-10 years      \_\_\_\_\_ (4) More than 20 years

**36. What is your age?**

\_\_\_\_\_ (1) Under 25      \_\_\_\_\_ (3) 35 to 44      \_\_\_\_\_ (5) 55 to 64  
 \_\_\_\_\_ (2) 25 to 34      \_\_\_\_\_ (4) 45 to 54      \_\_\_\_\_ (6) 65+

**37. Are you or other members of your household of Hispanic or Latino ancestry?**

\_\_\_(1) Yes      \_\_\_(2) No

**38. Which of the following best describes your race?**

\_\_\_(1) African American/Black      \_\_\_\_\_(4) White  
 \_\_\_(2) American Indian or Alaska Native      \_\_\_\_\_(5) Other: \_\_\_\_\_  
 \_\_\_(3) Asian, Hawaiian or Other Pacific Islander

**39. Which of the following best describes your current place of employment?**

\_\_\_\_\_ (1) Employed outside the home

**Where do you work?**

\_\_\_\_\_ (a) In Chapel Hill      \_\_\_\_\_ (f) In Cary  
 \_\_\_\_\_ (b) In Carrboro      \_\_\_\_\_ (g) In Apex  
 \_\_\_\_\_ (c) Somewhere else in Orange County      \_\_\_\_\_ (h) In Greensboro  
 \_\_\_\_\_ (d) In Raleigh      \_\_\_\_\_ (i) Somewhere else in North Carolina  
 \_\_\_\_\_ (e) In Durham

\_\_\_\_\_ (2) Self-employed or work out of home

\_\_\_\_\_ (3) Student, Retired, or Not currently employed outside the home

**40. Your gender:** \_\_\_\_\_ (1) Male \_\_\_\_\_ (2) Female

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the Town are having problems with Town services. If your address is not correct, please provide the correct information. Thank you