

Town of Carrboro

301 W. Main St., Carrboro, NC 27510



Meeting Agenda - Final

Tuesday, May 19, 2026

6:00 PM

Council Chambers - Room 110

Town Council

6:00-6:15**A. POETRY READING, RESOLUTIONS, PROCLAMATIONS, AND
ACKNOWLEDGEMENTS****6:15-6:20****B. TOWN MANAGER'S UPDATE****6:20-6:35****C. PUBLIC COMMENT****6:35-6:40****D. CONSENT AGENDA**

Items on the consent agenda are part of normal town business. There will be no discussion of these items unless a Council Member request to pull an item, after which the item will be removed from the Consent Agenda and considered individually. All other items not removed from the Consent Agenda will be adopted by a single motion.

1. [26-045](#) Approval of Minutes from Town Council meeting held on April 21, 2026
2. [26-049](#) Second Permit Extension Request for Special Use Permit-A for Commercial Building at 201 North Greensboro Street

PURPOSE: The purpose of this agenda item is for Town Council to consider approving a request for an extension of the date when a Special Use Permit-A for a Commercial Use Building at 201 North Greensboro Street would otherwise expire. Town Staff recommends approval of the request.

Attachments: [A - Resolution Approving Permit Extension](#)
[B - Letter from Applicant](#)
[C - Staff Report](#)

3. [26-050](#) Fourth Permit Extension Request for Previously Issued Special Use Permit-A for a Mixed Use Project at 603 Jones Ferry Road Project

PURPOSE: The purpose of this agenda item is for Town Council to consider approving a request for an extension of the date when a Special Use Permit-A for a Mixed Use Building at 603 Jones Ferry Road would otherwise expire. Town Staff recommends approval of the request.

Attachments: [A - Resolution Approving Permit Extension](#)

[B - Applicant Letter](#)

[C - Staff Report](#)

4. [26-056](#) Approval of the FY26-27 HOME Annual Action Plan

PURPOSE: To consider approving the FY 26-27 HOME Annual Action Plan.

Attachments: [A - FY26-27 HOME Annual Action Plan Resolution](#)

[B - FY26-27 HOME Annual Action Plan R&E and CA Pocket Questions Combined](#)

[C - FY26-27 HOME Annual Action Plan](#)

6:40-7:00

E. PUBLIC HEARING

1. [26-057](#) Public Hearing on Town Manager's Recommended Budget for FY 2027 & Capital Improvement Plan (2027-2031)

PURPOSE: The purpose of this agenda item is to provide an opportunity for the public to comment on the Town Manager's Recommended Budget for FY 2027 as required by G.S.159-12: Filing and publication of the budget; budget hearings (b).

Attachments: [A - FY2027 Recommended Budget & CIP Overview 05.19.2026](#)

7:00-7:20

F. GENERAL AGENDA

INFORMATION ITEMS

1. [26-047](#) Carrboro Community Survey 2026 Results

PURPOSE: The purpose of this agenda item is to provide the results of the Carrboro Community Survey.

Attachments: [A - Carrboro NC Survey Report 2026](#)
[B - Carrboro NC Survey Maps 2026](#)
[C - Carrboro NC Survey Comments 2026](#)
[D - Carrboro NC Survey QCT Results 2026](#)
[E - Presentation Community Survey Results 2026](#)

7:20-7:25

G. BOARD APPOINTMENTS

1. [26-058](#) Appointment to Selected Boards/Commissions

Planning Board

Terri Buckner
Susan Poulton

Northern Transition Area Advisory Committee

Jennifer Conrad
Edward Witkin



Town of Carrboro

301 W. Main St., Carrboro,
NC 27510

Agenda Item Abstract

File Number: 26-045

Agenda Date: 5/19/2026
In Control: Town Council
Version: 1

File Type: Consent Agenda

Approval of Minutes from Town Council meeting held on April 21, 2026



Agenda Item Abstract

File Number: 26-049

Agenda Date: 5/19/2026

File Type: Consent Agenda

In Control: Town Council

Version: 1

Second Permit Extension Request for Special Use Permit-A for Commercial Building at 201 North Greensboro Street

PURPOSE: The purpose of this agenda item is for Town Council to consider approving a request for an extension of the date when a Special Use Permit-A for a Commercial Use Building at 201 North Greensboro Street would otherwise expire. Town Staff recommends approval of the request.

DEPARTMENT: Planning Department

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other*

*Other is marked as related to Land Use Ordinance provisions applying to the request.

INFORMATION: The property owner's representative, Ed Lammas, has requested an extension of the date on which a previously issued Special Use Permit-A (SUP-A) would otherwise expire on June 7, 2026. The Council originally granted this SUP-A on June 7, 2022 and subsequently granted a two-year permit extension making the current expiration date June 7, 2026. The permit allows construction of a three-story commercial building with multiple commercial uses allowed to operate within the new structure once it is completed. Construction of the project has not commenced. A resolution approving the request is included as Attachment A should the Council choose to approve it.

The applicant has submitted a letter, included as Attachment B, related to compliance with LUO Section 15-62 and specifically requesting a two-year extension. A staff report regarding compliance with Section 15-62 is included as well as Attachment C.

FISCAL IMPACT: The applicant is paying the applicable fee associated with this request. No other impact is noted.

RECOMMENDATION: Town Staff recommends that the Town Council adopt the attached resolution approving the permit extension request. The new expiration date for the permit would be June 7, 2028.

A RESOLUTION APPROVING THE EXTENSION OF THE DATE ON WHICH THE SUP-A FOR A COMMERCIAL BUILDING AT 201 NORTH GREENSBORO STREET WOULD OTHERWISE EXPIRE

WHEREAS, the Town Council approved a Special Use Permit-A for a Commercial Building at 603 Jones Ferry Road on June 7, 2022; and

WHEREAS, the Town Council subsequently approved a Special Use Permit-A extension for a Commercial Building at 603 Jones Ferry Road establishing a new permit expiration date of June 7, 2024; and

WHEREAS, the applicant is asking Town Council to consider approving a second Special Use Permit-A extension establishing a new permit expiration date of June 7, 2028; and

WHEREAS, Section 15-62(a) of the Town of Carrboro Land Use Ordinance allows for permit extensions; and

WHEREAS, the Town Council finds, per Section 15-62(c) of the LUO, that: 1) the permit has not expired, and 2) the permit recipient has proceeded with due diligence and good faith, and 3) conditions have not changed so substantially as to warrant a new application.

NOW, THEREFORE BE IT RESOLVED by the Town Council that the expiration date for the permit for a Commercial Building at 201 North Greensboro Street is hereby extended to June 7, 2028.

This the 19th day of May 2026.

CKE III, LLC
16122 Morehead
Chapel Hill, NC 27517

Mr. Marty Roupe
Zoning Department
Town of Carrboro
201 W. Main Street
Carrboro, NC 27510

May 4 2026

Second SUP Permit Extension for 201 North Greensboro Street Commercial Project

Dear Marty,

We are still proceeding diligently and in good faith on the development of 201 North Greensboro Street Commercial Project. I am aware that the SUP for this project is due to expire June 21st 2026.

This is our second extension request, as we feel the viability of the building reflected in the SUP remains. There are however, challenges which we continue to work through.

As a developer, we are well capitalized to provide the necessary equity for the project and there are no execution specific issues. We are subject to a number of external market factors including rising construction costs, tariffs, and higher interest rates persisting.

Building the project speculatively without a user taking the entire building is a more challenging prospect. Rising delinquencies in office loans are causing banks to be very cautious and have no appetite for financing. Office buildings in the triangle are now being purchased for a fraction of what it costs to build them. Much of this stems from lower demand for office space following work-from-home practices becoming more prevalent.

As a build-to-suit project for a company who wants grade A office space at a visible corner in the heart of Carrboro, this is a very viable project which can be delivered in 2 years. To start fresh with a new SUP I'd estimate the delivery would extend to around 4-5 years. I believe the property with the SUP is a useful economic development lever for the Town. Although there is a small pool of potential build-to-suit users, so finding the right one can feel like a slow process.

We are committed to continue to look for a build-to-suit user and believe it is only a matter of time before we find the right one which will allow us to move forward with construction.

This SUP project continues to be the highest and best use for these parcels as currently zoned.

In accordance with Land Use Ordinance Section 15-62(c)(ii) and (iii), the Owners/Developers of 201 North Greensboro Street Commercial Project property have “proceeded with due diligence and in good faith” and that “conditions have not changed so substantially as to warrant a new application.” We understand that “extensions may be granted without resort to the formal processes and fees required for a new permit.”

We hope that the Town Council will consider the factors and grant the extension.

Please contact me if you have any questions or clarifications.

Kind regards,



Edward Lammas
To Managing Member, CKE III, LLC

STAFF REPORT

TO: Town Council

DATE: May 19, 2026

PROJECT: Special Use Permit-A, Extension Request for Commercial Building at 201 North Greensboro Street

APPLICANT: Ed Lammas, on behalf of CKE III, LLC
16122 Morehead
Chapel Hill, NC 27517

OWNERS: CKE III, LLC
16122 Morehead
Chapel Hill, NC 27517

PURPOSE: Second request for an extension of the date when a Special Use Permit-A would otherwise expire for a Commercial Building at 201 North Greensboro Street. This SUP-A permit will otherwise expire on June 7, 2026.

EXISTING ZONING: B-1(g) and B-2

PIN: 9778-86-3587 & 9778-86-2555

LOCATION: 201 North Greensboro Street & 101 West Weaver Street

TRACT SIZE: 0.53 acres (23,211 sf)

EXISTING LAND USE: Vacant

PROPOSED LAND USE: Commercial Building – Multiple commercial uses in a three-story building (retail, office, restaurant, etc)

SURROUNDING LAND USES: North: B-1(g), Vacant building
South: B-1(g), West Weaver Street right of way
West: B-2, Center Street right of way
East: B-1(g), North Greensboro Street right of way

RELEVANT ORDINANCE SECTIONS: Section 15-62 Expiration of Permits

BACKGROUND

The applicant is requesting that the date on which a previously issued Special Use Permit-A (SUP-A) would otherwise expire, on June 7, 2026, be extended two years to an expiration date of June 7, 2028.

The Town Council originally granted the Special Use Permit-A on June 7, 2022 and subsequently approved a permit extension to establish the current expiration date of June 7, 2026. The SUP-A allows for the construction of a three-story building with multiple commercial uses permitted in the building.

APPLICABLE LUO PROVISIONS

Extensions to the date on which a permit would otherwise expire must be granted in accordance with Section 15-62 (Expiration of Permits) of the LUO. Specifically, please note that Section 15-62(a) of the LUO dictates that the SUP-A would expire, on June 7, 2026 in this case, because less than ten percent (10%) of the total cost of all construction, erection, alteration, excavation, demolition, or similar work on the development authorized by the permit has been completed on the site. Construction plans have not yet been submitted, and onsite work has not commenced.

Section 15-62(c) gives the permit-issuing authority (Town Council) the authority to grant an extension to the date on which the permit would otherwise expire. Section 15-62(c) reads as follows:

“(c) The permit-issuing authority may extend for a period up to two years the date when a permit would otherwise expire pursuant to subsections (a) and (b) if it concludes that (i) the permit has not yet expired, (ii) the permit recipient has proceeded with due diligence and in good faith, and (iii) conditions have not changed so substantially as to warrant a new application. Successive extensions may be granted for periods up to two years upon the same findings. All such extensions may be granted without resort to the formal processes and fees required for a new permit.”

Staff offers the following information related to the conditions outlined in Section 15-62(c):

1. The permit has not yet expired.

COMPLIANCE: *No, the permit has not expired. The permit is set to expire on June 7, 2026.*

2. The permit recipient has proceeded with due diligence and in good faith.

COMPLIANCE: *Yes, the permit recipient has proceeded with due diligence and in good faith and has provided a letter explaining as much (Attachment B).*

3. Conditions have not changed so substantially as to warrant a new application.

COMPLIANCE: *Yes, it is true that conditions have not changed so substantially as to warrant a new application. No changes to the property have taken place since the permit was originally approved.*

RECOMMENDATION

Town Staff recommends that the Town Council adopt the attached resolution approving the permit extension request. The new expiration date for the permit would be June 7, 2028.



Agenda Item Abstract

File Number: 26-050

Agenda Date: 5/19/2026

File Type: Consent Agenda

In Control: Town Council

Version: 1

Fourth Permit Extension Request for Previously Issued Special Use Permit-A for a Mixed Use Project at 603 Jones Ferry Road Project

PURPOSE: The purpose of this agenda item is for Town Council to consider approving a request for an extension of the date when a Special Use Permit-A for a Mixed Use Building at 603 Jones Ferry Road would otherwise expire. Town Staff recommends approval of the request.

DEPARTMENT: Planning Department

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☒ Comprehensive Plan ☒ Other

The other box is marked for consideration of the Land Use Ordinance.

INFORMATION:

The property owner's representative, Heather Washburn, has requested an extension of the date on which a previously issued Special Use Permit-A (SUP-A) would otherwise expire on June 26, 2026. The Council originally granted this SUP-A on June 26, 2018. The permit allows construction of a mixed use building consisting of office space on the ground floor and four residential units on the second floor. Construction of the project has not commenced. A resolution approving the request is included as Attachment A should the Council choose to approve it.

The applicant has submitted a letter, included as Attachment B, related to compliance with LUO Section 15-62 and specifically requesting a two year extension. A Staff report regarding compliance with Section 15-62 is included as Attachment C.

FISCAL IMPACT: No fiscal impacts are noted beyond the applicant paying the applicable fee associated with the extension request.

RECOMMENDATION: Town Staff recommends that the Town Council adopt the attached resolution approving the permit extension request (*Attachment A*). The new expiration date for the permit would be June 26, 2028.

A RESOLUTION APPROVING THE EXTENSION OF THE DATE ON WHICH THE SUP-A FOR A MIXED USE BUILDING AT 603 JONES FERRY ROAD WOULD OTHERWISE EXPIRE

WHEREAS, the Town Council approved a Special Use Permit-A for a Mixed Use Building at 603 Jones Ferry Road on June 26th, 2018; and

WHEREAS, the Town Council has approved three Special Use Permit-A Extension Requests for the project, extending the date to June 26, 2026; and

WHEREAS, Section 15-62(a) of the Town of Carrboro Land Use Ordinance allows for permit extensions; and

WHEREAS, the Town Council finds, per Section 15-62(c) of the LUO, that: 1) the permit has not expired, and 2) the permit recipient has proceeded with due diligence and good faith, and 3) conditions have not changed so substantially as to warrant a new application.

NOW, THEREFORE BE IT RESOLVED by the Town Council that the expiration date for the permit for a Mixed Use Building at 603 Jones Ferry Road is hereby extended to June 26, 2028.

This the 19st day of May 2026.



28 April 2026

Mr. Marty Roupe
Zoning Department
Town of Carrboro
201 W. Main Street
Carrboro, NC 27510

Subject: SUP-A Permit Extension for 603 Jones Ferry Road project- Permit #BALD-000544-2020

Dear Marty,

I am diligently working with Monarch Development NC and Dan Jewell on the development of the property located at 603 Jones Ferry Road, and it has come to our attention that the SUP-A for this development is set to expire on June 26th.

As previously communicated to you we are actively working on a proposed mixed-income, mixed-use development and the process continues to take longer than anticipated. Our latest delay was in needing to get a variance for the property which was achieved in December 2025. We are actively preparing for our SUP-A submittal, and I respectfully request that the Town Council extend the permit for 2 years. We plan to prepay the extension fee once we receive the invoice.

In accordance with Land Use Ordinance Section 15-62(c)(ii) and (iii), the Owners/Developers of 603 Jones Ferry Road property have "proceeded with due diligence and in good faith" and that "conditions have not changed so substantially as to warrant a new application." Our understanding is that "extensions may be granted without resort to the formal processes and fees required for a new permit." We realize that a prior extension was granted to the previous owner during the negotiation of sale of the property. During the due diligence and entitlement process there have been numerous challenges to keep the ball rolling. We are in the final phases of this process and need a little more time. For these reasons, we are seeking a two-year extension of this CUP. We hope that the Town Council will consider the factors and grant the extension.

Please contact me if you have any questions.

Heather Washburn
Calico Studio PLLC
1141 Smith Level Rd
Chapel Hill, NC 27516
(o) 919-537-9659

STAFF REPORT

TO: Town Council

DATE: May 19, 2026

PROJECT: Special Use Permit-A, Extension Request for Mixed Use Building at 603 Jones Ferry Road

APPLICANT: Heather Washburn
1411 Smith Level Road
Chapel Hill, NC 27516

OWNERS: Monarch Development NC LLC
1155 Smith Level Road
Chapel Hill, NC 27516

PURPOSE: Request for an extension of date when a Special Use Permit-A would otherwise expire for a Mixed Use Building at 603 Jones Ferry Road. This SUP-A permit will otherwise expire on June 26th, 2026.

EXISTING ZONING: O (Office)

PIN: 9778-34-6032

LOCATION: 603 Jones Ferry Road

TRACT SIZE: 1.1 acres (47,916 sf)

EXISTING LAND USE: Vacant

PROPOSED LAND USE: Mixed Use Building-1st floor to be office space (use 3.120) and 2nd floor to be four (4) residential units (use 1.200)

SURROUNDING LAND USES: North: O, Willow Creek Office Complex
South: R-3, Ashbrook Apartments
West: R-3, Poplar Place Apartments
East: R-3, Ashbrook Apartments

RELEVANT ORDINANCE SECTIONS: Section 15-62 Expiration of Permits

BACKGROUND

The applicant is requesting that the date on which a previously issued Special Use Permit-A (SUP-A) would otherwise expire, on June 26th, 2026, be extended two years to an expiration date of June 26, 2028.

The Town Council originally granted the Special Use Permit-A on June 26, 2018. Town Council subsequently has approved three extension requests that created the current expiration date of June 26, 2026. The SUP-A allows for the construction of 1st floor to be office space (use# 3.120) and 2nd floor to be four (4) residential units (use# 1.200).

APPLICABLE LUO PROVISIONS

Extensions to the date on which a permit would otherwise expire must be granted in accordance with Section 15-62 (Expiration of Permits) of the LUO. Specifically, please note that Section 15-62(a) of the LUO dictates that the SUP-A would expire, on June 26, 2026 in this case, because less than ten percent (10%) of the total cost of all construction, erection, alteration, excavation, demolition, or similar work on the development authorized by the permit has been completed on the site. The applicant has recently received a new variance for the site and is preparing to submit for a modification to the SUP-A.

Section 15-62(c) gives the permit-issuing authority (Town Council) the authority to grant an extension to the date on which the permit would otherwise expire. Section 15-62(c) reads as follows:

“(c) The permit-issuing authority may extend for a period up to two years the date when a permit would otherwise expire pursuant to subsections (a) and (b) if it concludes that (i) the permit has not yet expired, (ii) the permit recipient has proceeded with due diligence and in good faith, and (iii) conditions have not changed so substantially as to warrant a new application. Successive extensions may be granted for periods up to two years upon the same findings. All such extensions may be granted without resort to the formal processes and fees required for a new permit.”

Staff offers the following information related to the conditions outlined in Section 15-62(c):

1. The permit has not yet expired.

COMPLIANCE: *No, the permit has not expired. The permit is set to expire on June 26th, 2026.*

2. The permit recipient has proceeded with due diligence and in good faith.

COMPLIANCE: *Yes, the permit recipient has proceeded with due diligence and in good faith, and has provided a letter explaining as much (Attachment B).*

3. Conditions have not changed so substantially as to warrant a new application.

COMPLIANCE: *Yes, it is true that conditions have not changed so substantially as to warrant a new application. No changes to the property have taken place since the permit was originally approved.*

RECOMMENDATION

Town Staff recommends that the Town Council adopt the attached resolution approving the permit extension request. The new expiration date for the permit would be June 26, 2028.



Agenda Item Abstract

File Number: 26-056

Agenda Date: 5/19/2026

File Type: Consent Agenda

In Control: Town Council

Version: 1

Approval of the FY26-27 HOME Annual Action Plan

PURPOSE: To consider approving the FY 26-27 HOME Annual Action Plan.

DEPARTMENT: Housing and Community Services

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☒ Comprehensive Plan ☐ Other

Chapter 3. Strategy 4.1A - Continue to provide home repair grants to income-eligible and aging in place households.

Chapter 3. Strategy 5.3 - Prevent homelessness.

INFORMATION: Every year, Orange County is required to submit an annual plan for the use of HOME funds that outlines how they will be allocated for the upcoming program year and address the goals and priorities in the Consolidated Plan. The FY 26-27 Annual Action Plan was completed based on the HOME award recommendations made by the Local Government Affordable Housing Collaborative (Orange County's HOME Consortium), detailed in the section below, informed by an extensive public engagement process. All participating jurisdictions must approve and authorize submission of the plan prior to submittal to HUD. A full draft of the Annual Action Plan is included as Attachment C.

For FY 2026-2027, Orange County anticipates receiving the following HOME resources:

FY 2026-2027 HOME Funds - **\$ 375,940**

HOME Program Income - **\$ 13,306**

Local Match Funding - **\$84,587**

Total - \$ 473,833

The above amounts are estimates and may be adjusted according to the actual allocation received from HUD.

Orange County approved and released their 2025-2029 Consolidated Plan for HOME funds in 2025 after an extensive public engagement process. Feedback elevated rental assistance and support for home repairs as key priorities. Through additional public participation via organizational outreach, public hearings, and application review by the Local Government Affordable Housing Collaborative, the County made the following funding recommendations for consideration by each of the jurisdictions' elected bodies:

HOME-25-02: OCPEH-Tenant-Based Rental Assistance - **\$ 256,239**

HOME 25-03: Habitat for Humanity of Orange County -

Repair, Rehabilitation & CHDO Set Aside - **\$ 180,000**

Administration (10% of HOME funds, per statute) - **\$ 37,594**

Total - \$ 473,833

FISCAL IMPACT: The Orange County HOME Consortium leverages resources, including private, state, and local funds, to fulfill and enhance the impact of federal HOME funds. For Fiscal Year 2026-2027, the Local Match contribution is \$84,587. Each jurisdiction's contribution of the local match is based on its population. The Town of Carrboro's contribution to the matching funds is 15% of the total match, or \$12,688, and is included in the FY 2026 Affordable Housing Special Revenue Fund budget.

RECOMMENDATION: Staff recommends that the Council: (1) approve the plan developed by the Local Government Affordable Housing Collaborative (Orange County HOME Consortium) for use of \$473,833 of FY 2026-2027 Orange County HOME Program funds; and (2) authorize this plan to be incorporated into the FY 2026-2027 Annual Action Plan for submission to the U.S. Department of Housing and Urban Development. A resolution is provided as Attachment A.

**RESOLUTION APPROVING THE FY 2026-2027 HOME INVESTMENT
PARTNERSHIP PROGRAM ANNUAL ACTION PLAN**

WHEREAS, Orange County serves as the lead entity for the Orange County HOME Consortium and the Town of Carrboro is a member of the Orange County HOME Consortium; and

WHEREAS, HUD requires local match funds, of which the four local jurisdictions contribute proportionally based on population, and the Town of Carrboro's 2026-2027 match allocation is \$12,688; and

WHEREAS, the following 2026-2027 HOME Investment Partnership Program activities were reviewed and approved by elected representatives from each jurisdiction for a FY 2026-2027 HOME funding total of \$473,833; and

Habitat for Humanity of Orange County: \$180,000

Repair and rehabilitation of 12-15 scatter-sites, owner-occupied units in Orange County with households at 80% AMI or below.

Orange County Partnership to End Homelessness: \$256,239

Tenant-Based Rental Assistance for 20 Orange County households currently experiencing homelessness.

Program Administration: \$37,594

10% of HOME funds, per statute.

NOW, THEREFORE, BE IT RESOLVED THAT THE TOWN COUNCIL OF THE TOWN OF CARRBORO:

Section 1. Approves the recommended plan for FY 2026-2027 Orange County HOME Program funds.

Section 2. This resolution shall become effective upon adoption.



Race and Equity Pocket Questions

Title: Approval of the FY26-27 Orange County HOME Annual Action Plan

Purpose: To approve the FY26-27 Orange County HOME Annual Action Plan. The Plan requires support from the County's jurisdictions, and the Plan itself is required by HUD.

Department: Housing and Community Services (HCS)

1. What are the root causes of inequity in Carrboro and/or overall as it pertains to this subject area?

Orange County seeks to address historical inequities in housing access and outcomes by funding HOME Program Initiatives that promote equity. For FY26-27, the County has recommended allocating its HOME funding for Tenant-Based Rental Assistance and Critical Repair of Owner-Occupied units. We would expect both projects to have racial and equity impacts in our community, increasing housing access, stability, and affordability for historically marginalized groups.

American political, social, and financial systems have worked to actively marginalize people of color, specifically Black Americans for hundreds of years. Intentional actions have been taken to deny humanity, wealth and equitable education and employment for BIPOC, resulting in vast racial disparities in social outcomes. Those disparities have been created and widened through government sponsored racism and marginalization in the form of enslavement, forced displacement and loss of homeland of indigenous peoples, Jim Crow era policy, redlining, restrictive zoning ordinances, predatory and barrier-ridden lending practices, the American Credit System, over-policing of communities of color, the illegality of rent control in NC, and white power structures' lack of willingness to address, and explicit desire to maintain, racial disparities. Inequity also continues as the culture of these racist legal codes persists long after the abolition of the formal written code. For our department's work specifically, this history and modern context have set the stage for our current reality: a county where over 60% of those experiencing homelessness are Black, despite Black residents making up only 12% of the population.¹

The discriminatory policies enumerated above have had tangible impacts on the livelihoods of BIPOC Americans. Black male workers make, on average, \$54,900/yr, Black women \$51,657, Hispanic men \$51,744, and Hispanic women \$46,376. This is compared to white male workers' average annual earnings

¹ [Agenda 06-17-2025; 7-a - Orange County Partnership to End Homelessness \(OCPEH\) Point-In-Time Count and Monthly Homelessness Report - Laserfiche WebLink](#)



of \$80,004, and white women's \$61,498.² The average net worth of a Black household is \$44,900 versus \$285,000 for white households.³ These disparities result in less buying power when it comes to rent and homeownership. BIPOC residents, as well as older and/or disabled residents who are often on fixed incomes, end up spending a greater portion of their gross income on housing costs, resulting in greater rates of housing cost burden, eviction, and housing insecurity.

We also see a disproportionate amount of BIPOC, senior, and low-income residents struggling to keep up with the costs of owning their homes. This is evident in the demographic makeup of applicants to the Orange County Home Preservation Coalition, the Carrboro Weatherization Program with Preserving Home, and the beneficiaries of AHSRF funded repair projects. There is additional explanation/data on this below.

Who is experiencing community burden now? Who will experience community burden if this action is passed? Will others experience community burden if this action is NOT passed?

BURDEN NOW:

Critical Home Repairs:

- Owning a home is expensive, especially in Orange County; routine maintenance, insurance, and taxes add up quickly. When one housing expense increases dramatically, people who already struggle to maintain their homeownership are thrown further into instability. In Orange County, property tax rates have steeply increased over the past few years, causing huge spikes in the amounts due for homeowners. Someone who is struggling to pay their taxes, or maintain their mortgage, are less likely to pursue critical repairs to their home. However, these critical repairs can end up reducing housing costs in the end by lowering utility bills. Repairs can also dramatically increase the comfort of residents in their own homes.
 - In this regard, low- to- moderate-income households who cannot afford critical home repairs are currently burdened.
- In Orange County, 19% of homeowners are housing cost burdened, spending more than 30% of their gross monthly income on housing and related expenses.⁴ We know that increased housing costs, like property taxes, have had disproportionate impacts on longtime homeowners of color, especially in the Northside and Tin Top neighborhoods. We have reached out to Orange County to see if they can provide information on the demographic makeup of households requesting and receiving tax assistance.
 - But we also see this reflected in the makeup of applicants to the Orange County Home Preservation Coalition and the Carrboro Weatherization Program in partnership with Preserving Home, as well as the beneficiaries of AHSRF funded projects. For example, in

² [Earnings and earnings ratios by sex, race, and occupation group | U.S. Department of Labor](#)

³ [Racial Wealth Gap - CNN](#)

⁴ [NCH-CountyProfile-Orange.pdf](#)



FY25, all AHSRF projects completed were critical repairs. Twelve out of the 15 beneficiaries were Black, seven were seniors, and three had a disability.

OCPEH Tenant-Based Rental Assistance:

- Residents currently experiencing homelessness or housing insecurity experience a current burden.
 - Specifically, the 15-20 low- to- no- income households that will be identified and served through this initiative are currently experiencing homelessness or housing instability, which carries immense burden due to the lack of shelter and stability.
- In Orange County, over 70% of those experiencing homelessness are BIPOC or senior residents (63% are Black specifically).⁵ Sustained planning and funding are needed to address the issue of homelessness in our community, and to help residents stabilize and maintain affordable housing. Even for those who are housed, affordability is a huge struggle – nearly 60% of renters in Orange County are housing cost burdened, spending more than 30% of their gross monthly income on housing and related expenses.⁶ By addressing the affordability needs of those experiencing homelessness, we can work towards an housing ecosystem with greater affordable stock and more resources to support residents in maintaining affordable housing. With a specific focus on race and equity, the Town will support better outcomes for BIPOC, senior, and disabled residents.

BURDEN IF APPROVED:

Critical Repairs:

- Homeowners receiving repairs will need to coordinate having service providers in and around their homes, which also requires some level of trust.

OCPEH Tenant-Based Rental Assistance:

- 15 Orange County households currently experiencing homelessness will have to begin coordinating across multiple supportive services, which could be difficult and confusing, especially as they attempt to navigate the experience of homelessness.
- OCPEH, who may have trouble convincing landlords to work with the program and accept their payments.

3. **Who is experiencing community benefit now? Who will experience community benefit if this action is passed? Will others experience community benefit if this action is NOT passed?**

BENEFIT NOW:

Critical Home Repairs:

- Neighbors potentially benefit from the lack of construction and pollution created by repair work.

OCPEH Tenant-Based Rental Assistance:

⁵ [Agenda 06-17-2025: 7-a - Orange County Partnership to End Homelessness \(OCPEH\) Point-In-Time Count and Monthly Homelessness Report - Laserfiche WebLink](#)

⁶ [NCH-CountyProfile-Orange.pdf](#)



- People who currently benefit from tenant-based rental assistance are people who can tap into the Emergency Housing Assistance program (EHA) through Orange County. This program stipulates that applicants must have an eviction notice, meaning that they are already housed. There is currently little programming to support rental subsidies for people experiencing active homelessness, outside of Permanent Supportive Housing and Rapid Rehousing. Additionally, these are the only services that provide sustained rental support. OCPEH Tenant-Based Rental Assistance would fill that gap, increasing the number of homeless residents benefitting from rental assistance.

BENEFIT IF APPROVED:

Critical Home Repairs:

- 12-15 low- to- moderate-income households who are struggling to afford critical repairs to their homes will receive these repairs at no cost to them. This makes their homes more comfortable, has the potential to reduce utility costs, and allows them to allocate their income to other areas in their life.
- Based on the demographic makeup of applicants to the Orange County Home Preservation Coalition, as well as the Carrboro Weatherization Program with Preserving Home and the AHSRF (more data/info provided above), approving the plan to conduct repairs for these households will have a positive impact on communities of color, senior, and disabled residents.
- This benefits the entire community, as neighborhoods are beautified. This could also have a positive impact on residents' abilities to contribute to their community, because they may have more mental space now that they are not worried about home repairs.

Tenant-Based Rental Assistance:

- 15-20 households currently experiencing homelessness will receive necessary rental assistance to secure and maintain housing. Given the data provided above, we would expect this to have a large impact on Black residents, as the program's demographic makeup should look like the makeup of those experiencing homelessness in Orange County (roughly 60% Black).
- Orange County as a whole, which will benefit from the increase in households who are permanently housed, thus decreasing literal homelessness in our county. This would contribute to the creation of a community where everyone has the resources and support they need to live a happy and healthy life and ultimately reduce some financial strain on the county's tax base.

4. What might be the unintended consequences of this action or strategy?

Critical Home Repair:

- Possible negative -
 - Some traffic, noise, and construction pollution could be created during the repair process.
 - Homeowners could become aware of other repairs needed, outside of those they originally applied for. Depending on the type of repairs, Orange County funding may not cover them, and homeowners would have to find a new service or come up with the money themselves. This could cause additional stress for the homeowner.



- Possible positive -
 - Other repairs that are covered under Orange County repair funding stipulations may be discovered and conducted. If the newly discovered repairs are not covered under Orange County, the county can potentially refer them to another organization, like Preserving Home or Hope Renovations, to have the repairs covered.

OCPEH Tenant-Based Rental Assistance:

- Possibly negative -
 - Successful applicants will most likely have to divulge traumatic personal information, especially when they begin working with other supportive services through the program. This can be overwhelming with the other stressors those experiencing homelessness face daily. This will have a disproportionate impact on communities of color, specifically Black residents, as the population of people experiencing homelessness in our community is over 60% Black.
 - There will inevitably be many eligible applicants who are denied because of capacity and funding constraints. Applying will take time and resources out of their days that could be spent focusing on survival or pursuing other opportunities. This could also further contribute to the feeling that their housing needs are not heard or prioritized. Additionally, this will have a disproportionate impact on communities of color, specifically Black residents, as the population of people experiencing homelessness in our community is over 60% Black.
 - Intensive case management is required, which could result in capacity and bandwidth being taken from other OCPEH initiatives.
- Possibly positive -
 - Tenants will be connected to an array of supportive services for future social service needs.

5. **What steps has your department taken to mitigate any burdens, inequities, and unintended consequences? What strategies might your department take to address these in the future?**

NOTE: This does not reflect a formal commitment by the Town of Carrboro.

The department continues to engage with jurisdictional peers and community partners to advance affordable housing in the community and to address racial inequities in housing under the guidance of the One Orange Countywide Racial Equity Framework and the Town's Office of Race and Equity. Since this department was formed our work has been increasingly focused on racial disparities in housing, preservation of Black neighborhoods, and increasing housing options for extremely low-income households, who are disproportionately BIPOC. This lens is vitally important in all aspects of the Town's work, and especially in housing where there are blatant disparities along racial lines.



Climate Action Pocket Questions

Title: Approval of the FY26-27 HOME Annual Action Plan

Purpose: To consider approving the FY26-27 Home Annual Action Plan

Department: Housing and Community Services

1. How will this action impact municipal or community greenhouse gas emissions?

This action **will reduce** greenhouse gas emissions.

2. Please explain.

- The HOME action plan will reduce greenhouse gas emissions by allocating funding towards critical home repairs. Repairing and renovating a home can significantly reduce both embodied carbon and carbon emissions by helping to reduce a home's energy expenditure and increase its energy efficiency.⁷
- Building preservation is a key strategy to reduce carbon emissions in the long term by reducing the need to construct new homes.⁸ While there are some carbon emissions associated with repairs and renovations, these costs are offset and exceeded by the subsequent increase in energy efficiency and the reduction of lifestyle emissions. Additionally, the carbon costs of new construction projects are far greater than those of repairs.
- Furthermore, both critical home repairs and direct tenant rental assistance (proposed by the HOME action plan) will improve climate justice and climate resilience outcomes by ensuring that the most marginalized and lowest-income members of our community do not bear a disproportionate share of the burden of the effects of climate change. Critical home repairs will directly support this outcome by making homes more resilient to extreme weather events, which are on the rise due to climate change. These repairs will help ensure that low-income residents can stay in their homes and avoid exorbitant financial burden due to extreme weather events. Direct tenant rental assistance to low-income residents will indirectly support climate justice and resilience by helping to offset the increased costs of utilities like energy and water due to climate change.

⁷ [Why we must tackle embodied carbon to meet our climate goals | World Economic Forum](#)

⁸ [Housing Preservation Practices That Benefit People and the Environment - National League of Cities](#)



3. How will this action impact the Town's environment?

This action will potentially improve solid and hazardous waste disposal, reduce pollution, and improve biodiversity by mitigating the environmental effects of homelessness.

4. Please Explain

- This action will impact the Town's environment positively by expanding services, shelter, and re-housing opportunities to the unhoused population of Carrboro. Reducing homelessness and providing services and shelter can reduce solid and hazardous waste, improve disposal, reduce pollution, and positively impact biodiversity.⁹
- Additionally, serving the unhoused population contributes to climate justice and resilience outcomes by ensuring that unhoused community members do not bear a disproportionate share of the burden of increased extreme weather and other negative impacts of climate change.

5. How is your department planning to mitigate any climate or environmental impacts? *NOTE: This does not reflect a formal commitment by the Town of Carrboro.*

The Housing and Community Services department continues to center environmental and climate impacts throughout our work. In this case, there are no impacts in need of mitigation.

⁹ [How Does Homelessness Affect the Environment? – The Institute for Environmental Research and Education](#)

Orange County, North Carolina
HOME Consortium

FY 2026 – 2027 Annual Action Plan

Orange County, Town of Carrboro, Town of
Chapel Hill, and Town of Hillsborough



Table of Contents

AP-05 Executive Summary.....	3
PR-05 Lead & Responsible Agencies	7
AP-10 Consultation	8
AP-12 Participation	15
AP-15 Expected Resources.....	16
AP-20 Annual Goals and Objectives	18
AP-35 Projects.....	19
AP-38 Project Summary	20
AP-50 Geographic Distribution	23
AP-55 Affordable Housing	24
AP-60 Public Housing	25
AP-65 Homeless and Other Special Needs Activities	26
AP-75 Barriers to Affordable Housing	28
AP-85 Other Actions.....	30
AP-90 Program Specific Requirements.....	32

AP-05 Executive Summary

Introduction

The Orange County, North Carolina HOME Consortium is a Participating Jurisdiction in the U.S. Department of Housing & Urban Development's (HUD) HOME Investment Partnerships Program (HOME). Under the HOME Program, local governments join to form a consortium to receive HOME funding for affordable housing. The Orange County HOME Consortium is made up of four (4) members: Orange County, the Town of Carrboro, the Town of Chapel Hill, and the Town of Hillsborough, with Orange County serving as the lead entity. The Town of Chapel Hill also receives Federal Community Development Block Grant (CDBG) funds each year.

Orange County is required to submit an annual plan for the use of HOME funds to HUD called the Annual Action Plan. The Annual Action Plan is a guide to how the County will allocate its resources for specific activities that support the Goals and Objectives of the Orange County HOME Consortium's Five-Year Consolidated Plan. This is the HOME Consortium's first Annual Action Plan of the 2025-2029 Five Year Consolidated Plan. The Consolidated Plan describes the housing and non-housing needs of County residents and presents a five-year strategy to address those needs.

This Annual Action Plan outlines how Orange County will use HOME funds to address the goals and priorities in the Consolidated Plan and which activities the County will undertake using HOME funds during the upcoming program year. The Orange County HOME Program Year aligns with the County Fiscal Year, beginning July 1 and ends June 30 of each year. This Annual Action Plan addresses funds for Fiscal Year (FY) 2026-2027, which begins July 1, 2026 and ends June 30, 2027.

The FY 2026-2027 Annual Action Plan outlines the actions to be undertaken with the Orange County HOME Consortium's HOME funds. This plan excludes the Town of Chapel Hill's CDBG program. The Town has completed a separate Annual Action Plan for its CDBG allocation, which Orange County has submitted on the Town's behalf.

Orange County HOME Consortium expects it will receive \$375,940 in funds for FY26- 27, as well as \$13,306 in HOME program income and \$84,587 in local match funding. Orange County will use 10% of awarded funds for administration –\$37,594. In total, Orange County projects to have \$436,239 available to award for FY 2026-2027.

FY 2026-2027 Budget:

Orange County proposes to undertake the following activities with FY 2026-2027 HOME funds:

• HOME 25-03 – Repair, Rehabilitation & CHDO Set Aside:	\$180,000
• HOME-25-02 - Tenant-Based Rental Assistance:	\$256,239
• HOME-25-04 - Administration:	\$37,594
Expected Total:	\$473,833

Summarize the objectives and outcomes identified in the Plan

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

The goals of Orange County's HOME Program are to retain and increase the supply of affordable housing units for both owner occupants and renters. Additionally, the program aims to assist low-income individuals and families through rental assistance programming.

The Consolidated Plan is a five-year guide that the Orange County HOME Consortium uses to address its housing and community development initiatives. Based on the Housing Needs Assessment, Market Analysis, and community and stakeholder input received during the Consolidated Planning process, the Strategic Plan portion of the Plan establishes the following priorities:

- Expand Affordable Rental Housing for Individuals Experiencing Homelessness, as well as Very-Low, Low- and Moderate-Income Households (Tenant-Based Rental Assistance, Repair and Rehabilitation)
- Preserve, Rehabilitate, and Expand Existing Affordable Housing Stock to Prevent Displacement (Tenant-Based Rental Assistance, Repair and Rehabilitation)
- Increase Permanent Supportive Housing and Housing for Special Needs Populations (Tenant-Based Rental Assistance)

During FY 2026-2027 HOME Program Year, the County proposes to address the following priority need categories identified in the 2025 Consolidated Plan:

- Expand Affordable Rental Housing for Low-Income Households (Tenant-Based Rental Assistance)
- Preserve and Rehabilitate Existing Affordable Housing Stock to Prevent Displacement (Repair and Rehabilitation)

Evaluation of past performance

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

The HOME Consortium strives to operate its HOME program in a timely manner and in accordance with applicable regulations and match requirements. Orange County regularly works with HUD representatives and technical assistance to improve outcomes for residents and ensure compliance.

The County prepares a Consolidated Annual Performance and Evaluation Report (CAPER) each year. Typically, this report is submitted within ninety (90) days after the start of the new program year. An electronic copy of the CAPER is available for review at the Orange County Housing and Community Development Department website www.orangecountync.gov/Housing. Hard copies are available upon request.

The funds shown in the following chart were expended during the time period of July 1, 2024 through June 30, 2025. The only expenditures from Program Year (PY) 2023 funds were for administration; all other funds expended were prior program year funds that had not been drawn down until this time period.

	HOME	Required Match
PY 2023	\$8,822.50	\$0
PY 2020	\$89,058.36	\$22,264.59
PY 2019	\$39,216.00	\$9,804.00
Total	\$137,097.40	\$32,068.59

Orange county was able to support a total of 26 families with HOME funds this year. The data collected shows that we supported 12 White households, 13 Black or African American households, and one American Native during this CAPER period. No households identified as Hispanic or refused to provide demographic information. Orange County experienced significant staff turnover during the Program Year. While this turnover slowed progress, it has also laid the foundation for long-term compliance and program success.

Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

All HOME-funded activities benefit low- and moderate-income residents of Orange County. Orange County has an approved Citizen Participation Plan, as required by HUD, which is available on the Orange County Department of Housing and Community Development website (www.orangecountync.gov/Housing) or in hard copy upon request. The County has followed its Citizen Participation Plan in the preparation and development of the FY 2026-2027 Annual Action Plan.

The Orange County HOME Consortium solicited feedback from local agencies and organizations in January and February 2026. The Collaborative met to review the applications on X and developed a funding plan to be approved by each of the governing boards of the four (4) member jurisdictions of the Consortium.

The Collaborative's funding plan was the basis for drafting the FY 2026-2027 Annual Action Plan. This section will be revised after the completion of our citizen participation process.

Summary

The FY 2026-2027 Annual Action Plan for the Orange County HOME Consortium outlines which activities the County will undertake using HOME funds during the program year beginning July 1, 2026 and ending June 31, 2027. This is the County's second year of the 2025 Five-Year Consolidated Plan.

During the FY 2026-2027 program year, the Orange County HOME Consortium anticipates the following Federal financial resources:

- **FY 2026-2027 HOME Funds:** \$375,939.67
- **HOME Program Income:** \$13,306
- **Total:** \$389,245.67

During the FY 2026-2027 HOME program year, the Orange County HOME Consortium proposes to address the following priority need categories from the 2025 Consolidated Plan:

- **Housing for People Experiencing Homelessness:** Provide affordable rental housing for households experiencing homelessness.
 - **Priority Level:** High
 - **Associated Goals:** Rental Assistance, Housing Rehabilitation/ Preservation, Grant Administration
- **Preserve and Rehabilitate Existing Affordable Housing Stock to Prevent Displacement:** Provide affordable housing for owner-occupied households with moderate and low incomes, especially those with extremely low incomes.
 - **Priority Level:** High
 - **Associated Goals:** Housing Rehabilitation/ Preservation, Grant Administration

PR-05 Lead & Responsible Agencies

Agency/entity responsible for preparing/administering the Consolidated Plan

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
Lead Agency	Orange County, NC	
HOME Administrator	Orange County, NC	Department of Housing

Table 1 – Responsible Agencies

Consolidated Plan Public Contact Information

Blake Rosser, Housing Department Director

Orange County, NC Department of Housing

Phone: 919-245-4329

Email: brosser@orangecountync.gov

Office Address: 300 W. Tryon Street, Hillsborough, NC 27278

Mailing Address: PO Box 8181, Hillsborough, NC 27278

AP-10 Consultation

Introduction

Consultation with community stakeholders was a critical component in developing the 2025-2029 Consolidated Plan. Consultation helped the Orange County HOME Consortium identify and prioritize community needs, develop strategies, and coordinate subsequent action plans. This process also facilitated information sharing regarding community resources and promoted coordination within the Consortium and its member jurisdictions.

During development of the Consolidated Plan in late 2024 and early 2025, the Consortium consulted with social services agencies, service providers, community-based organizations, housing providers, local government agencies and boards, neighborhoods leaders, and elected officials.

Community Input and Feedback

Orange County held five community engagement and input sessions across the County at community centers throughout February. Staff engaged over 50 residents through the public input process and guided conversations around HOME eligible uses, County needs, and resident issues. Additionally, the County distributed a resident survey to understand the needs and funding priorities of community members. 133 survey responses were received and 55 people attended in-person community feedback sessions.

Engagement Session Feedback

The community engagement sessions highlighted critical housing challenges in Orange County, particularly for low-income homeowners and renters. Across all meetings, concerns revolved around housing affordability, home repairs, displacement, infrastructure, and access to program funding. Below is a summary of key themes and takeaways, contextualized within the broader housing landscape.

- **Housing Preservation**
 - Home repair programs are essential to prevent displacement and maintain affordable homeownership.
 - Targeted funding for repairs, particularly for low-income and elderly homeowners, should be prioritized.
 - Simplifying application processes and providing technical assistance can improve program accessibility.
 - Contractors in low-income neighborhoods should be included in bids for repair work.
 - Landlord engagement is needed to ensure rental properties are maintained, as renters lack access to home repair funding.
- **Affordability**
 - Rising rents and lack of affordability are displacing long-term residents and low-income renters.
 - The current definition of "affordable" (80% AMI) may be too high—suggestions to redefine affordability for households at 60% or even 30% AMI.

- Stronger tenant protections and incentives for affordability restrictions could mitigate displacement.
- Down payment assistance programs should be expanded to help renters transition to homeownership.
- Infrastructure improvements should be prioritized for low-income areas, ensuring equitable access to essential utilities.
- **Community**
 - Ongoing community engagement is essential to build trust and ensure programs reflect community needs.
 - Smaller organizations that provide impactful community-driven housing solutions should not be overlooked.
 - Public meetings should be more accessible, including evening and weekend scheduling, virtual options, and multilingual support.
 - Transparent reporting on housing initiatives and funding utilization can improve accountability.
 - Funding allocation should balance large-scale development with community-driven initiatives.

The Orange County Local Government Affordable Housing Collaborative (the Collaborative), which consists of one (1) elected official from each of the governing boards of Orange County, the Town of Carrboro, Town of Chapel Hill, and Town of Hillsborough, was the key entity consulted on funding recommendations for the FY 2026-2027 HOME Program and thereby the development of the FY 2026-2027 Annual Action Plan.

Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l)).

Orange County works with the following agencies to enhance coordination:

- **Orange County Housing Authority:** Housed within the Department of Housing, the Housing Authority operates the Section 8 Housing Choice Voucher Program for Orange County.
- **Town of Chapel Hill Office of Housing and Community:** The Town of Chapel Hill manages public housing communities in Chapel Hill.
- **Orange County Partnership to End Homelessness (OCPEH):** Housed within the Department of Housing, OCPEH acts as the Continuum of Care (CoC) lead for Orange County and coordinates among local governments and service providers (including those providing health services) to meet the housing and services needs of housing insecure Orange County residents.
- **Social Services Agencies:** The County provides funds to improve services to low- and moderate-income people.
- **Housing Providers:** The County provides funds to rehabilitate and develop affordable housing and provide housing options for low- and moderate-income households.

Each year, as part of the HOME and CDBG application planning process, local agencies and organizations are invited to submit proposals for HOME and CDBG funds for eligible activities. These groups participate in the planning process by attending informational meetings, receiving technical assistance from the Consortium, and attending public hearings. The outreach process facilitates communication around affordable housing in Orange County and how public and private agencies and organizations can help address the most urgent needs.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.

The Orange County HOME Consortium coordinates extensively with the Orange County Partnership to End Homelessness (OCPEH), which serves as the Continuum of Care (CoC) for Orange County. The four (4) jurisdictions participating in the Orange County HOME Consortium – Orange County and the Towns of Chapel Hill, Hillsborough and Carrboro – fund OCPEH, sharing costs based on population. Elected officials from each jurisdiction serve on the CoC board, and staff from the two jurisdictions that have Public Housing Authorities also have ex officio board seats with full voting privileges. In this way, the jurisdictions direct all efforts to end homelessness, including funding decisions and policy priorities.

OCPEH staff meet weekly with Orange County Housing and Community Development staff. The two entities are also co-located in the Orange County Housing and Community Development department. OCPEH staff meet regularly with all jurisdiction staff and present annually to the four elected boards on the work of OCPEH.

Starting in 2016, OCPEH created a system map and gaps analysis of homeless services in Orange County, and has updated this document annually with the latest update issued in 2023. OCPEH staff also serve with staff from the four jurisdictions on the Orange County Affordable Housing Coalition, a group of affordable housing developers, funders, advocates, and staff seeking to collaboratively increase affordable housing units in Orange County. OCPEH staff contribute information and ideas to the Consolidated Plan and to the Annual Action Plan updates.

OCPEH leads efforts, in conjunction with the HOME Consortium, to end homelessness in Orange County. OCPEH directs the work of the bi-annual Plan to End Homelessness and ongoing coordination among service providers through seven monthly standing meetings. In addition to the CoC board, HOME Consortium members participate regularly in these CoC workgroups, including care coordination using a by-name list.

OCPEH operates coordinated entry for people in housing crisis by directing people to appropriate resources including homelessness diversion, shelter/emergency response referrals, and permanent housing resources. Coordinated entry prioritizes permanent supportive housing for people experiencing chronic homelessness. OCPEH has a standing monthly meeting with veteran service providers to

particularly address ending veteran homelessness, including care coordination using a veterans-only by-name list.

As part of the gaps analysis, OCPEH seeks to increase the quality and availability of Rapid Rehousing for all people experiencing homelessness, including families. OCPEH coordinates the annual Point-in-Time count in conjunction with HOME Consortium members and has not found unaccompanied youth in any year. OCPEH works closely with youth services providers and LGBTQ service providers and advocates to ensure no youth are going uncounted. One of the current system gaps is a youth homeless program to serve youth experiencing homelessness. Overall, OCPEH coordinates with HOME Consortium members to continue to fill system gaps and make updates to the homeless gaps analysis.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS

HOME Consortium members serve on the OCPEH Leadership Team. The CoC board that determines ESG allocations each year. HOME Consortium members also serve on the CoC Project Review Committee that determines program performance standards, evaluates program outcomes, crafts funding priorities, and creates recommendations for CoC and ESG funding for Leadership Team approval. Project Review Committee members look at program data each quarter to keep eyes on program outcomes and help with funding decision-making during application periods. The Project Review Committee determines funding policies and procedures annually during the CoC and ESG grant competitions. The CoC contracts with the statewide Coalition to End Homelessness to serve as HMIS lead, and administers HMIS in consultation with the Leadership Team, as CoC board, inclusive of HOME Consortium members.

In 2016-2017 the Orange County Partnership to End Homelessness (OCPEH) gathered people with lived experience of homelessness, homeless service providers, community leaders, and state homeless experts to map the homeless service system in Orange County. This process created the Orange County homeless system map and the homeless system gaps analysis. OCPEH staff typically update the gaps analysis each year; the last update was completed in 2023.

Agencies, groups, organizations and others who participated in the process and consultations

Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	CASA
	Agency/Group/Organization Type	Housing Services – Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	OC solicited an application.
2	Agency/Group/Organization	Habitat for Humanity of Orange County
	Agency/Group/Organization Type	Housing Services - Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	Habitat for Humanity of Orange County applied for FY 2026-2027 HOME funds.
3	Agency/Group/Organization	EmPOWERment, INC.
	Agency/Group/Organization Type	Housing Services - Housing Services-Employment
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	OC solicited an application
4	Agency/Group/Organization	Orange County Partnership to End Homelessness
	Agency/Group/Organization Type	Services-homeless Other government - County Other government - Local

	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	OCPEH applied for FY 2026-2027 HOME funds.
5	Agency/Group/Organization	Orange County Housing Authority
	Agency/Group/Organization Type	Other government - County Other government - Local
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	They shared existing programming and services for vulnerable populations, including those experiencing homelessness.
6	Agency/Group/Organization	Town of Chapel Hill Office of Housing and Community
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	They are partners in the 2026-2027 HOME Consortium.
7	Agency/Group/Organization	Town of Carrboro Department of Housing and Community Services
	Agency/Group/Organization Type	Other government - Local

	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	They are partners in the 2026-2027 HOME Consortium.
8	Agency/Group/Organization	Town of Hillsborough Department of Community Services
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	They are partners in the 2026-2027 HOME Consortium.

Identify any Agency Types not consulted and provide rationale for not consulting

All Agency Types were consulted in the development of the 2025-2029 Consolidated Plan, which lays out the goals and strategies upon which this Annual Action Plan is based.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Orange County Partnership to End Homelessness	The goals are compatible.

Table 3 – Other local / regional / federal planning efforts

Narrative

The Orange County HOME Consortium is a cooperative venture of Orange County and the Towns of Carrboro, Chapel Hill, and Hillsborough. There is an excellent working relationship between all the jurisdictions. In addition, there is an excellent rapport with the Continuum of Care and its member organizations.

AP-12 Participation

Summary of citizen participation process/Efforts made to broaden citizen participation

Summarize citizen participation process and how it impacted goal-setting

The FY 2026-2027 Annual Action Plan has many components that include citizen participation. These components included: soliciting plans and feedback from local agencies and organizations; meeting with agencies/organizations to provide technical assistance on how to complete the HOME application; review of applications by elected officials from the County and the Towns (the Local Government Affordable Housing Collaborative), and a public hearing on the proposed funding plan for FY 2026-2027 HOME funds and draft Annual Action Plan. The HOME Consortium held a AAP public hearing on April 7, 2026.

AP-15 Expected Resources

Introduction

The Orange County HOME Consortium expects to receive \$375,940 in 2026 HOME funds, including \$13,306 in HOME Program Income for the FY 2026-2027 program year. The program year is from July 1, 2026 through June 30, 2027.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1		
			Annual Allocation: \$	Program Income: \$	Total: \$
HOME	public - federal	Repair and Rehabilitation TBRA Acquisition	\$375,940	\$13,306	\$389,246

Table 2 - Expected Resources – Priority Table

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

The Orange County HOME Consortium leverages resources, including private, state, and local funds, to fulfill and enhance the impact of federal HOME funds. For Fiscal Year (FY) 2026-2027, the estimated Match contribution is \$84,587. This local Match represents a strategic leveraging of additional funds to augment federal investments in affordable housing projects.

To meet the federal matching requirements, the total amount of local Match contributed must equal 25% of the HOME funds allocated to direct project costs. This calculation is based on 90% of the total HOME Entitlement amount awarded by the U.S. Department of Housing and Urban Development (HUD), considering that 10% is dedicated to administrative expenses. Therefore, the local Match requirement effectively translates to 25% of 90% of the total HOME funds received.

The distribution of the Match amount among the jurisdictions within the Orange County HOME Consortium reflects a coordinated approach to leveraging local resources. Each jurisdiction's contribution is proportionate to its capacity and agreed upon percentage, ensuring a fair and equitable investment towards meeting the match requirements. The breakdown of the Match amount from each jurisdiction—Orange County, Chapel Hill, Carrboro, and Hillsborough—is calculated below to ensure that the collective contributions meet the federal matching requirements:

- Orange County (39%): \$32,989
- Chapel Hill (41%): \$34,681
- Carrboro (15%): \$12,688
- Hillsborough (5%): \$4,229

- **Total: \$84,587**

In addition, Orange County leverages other funds from a variety of sources to address the needs identified in the plan, including but not limited to:

- **Home Repair and Rehabilitation:** Orange County has received funds for home repair and rehabilitation under the North Carolina Housing Finance Agency's 2027 Urgent Repair Program (\$165,000) and 2028 Essential Single-Family Rehabilitation Loan Pool program (\$185,000).
- **Affordable Housing Bond Program:** At the June 8, 2023 Budget Work Session, the Board of County Commissioners approved \$5 million for affordable housing development be allocated from the Capital Investment Plan (CIP) funding for FY 2023-2024. The CIP also includes \$5 million allocations in FY 2026-27 and FY 2029-30 for a total of \$15 million for affordable housing development over ten years.
- **Emergency Housing Assistance:** Orange County leverages local funds from the County and Towns, as well as CDBG and CDBG-CV funds from Chapel Hill and CDBG-CV funds awarded by the North Carolina Department of Commerce to the Towns of Hillsborough, Carrboro, and Orange County, to operate the Emergency Housing Assistance (EHA) program. EHA provides financial assistance for eviction and homelessness prevention through emergency rent, mortgage, and utility payments, as well as security deposits, application fees, and other costs to help households experiencing homelessness move into housing.
- **Rapid Rehousing Program:** Orange County uses HOME funds as well as ESG and ESG-CV funds from the North Carolina Department of Health and Human Services to operate a Rapid Rehousing program that provides short- to mid-term rental assistance, depending on the tenant's needs, to people experiencing homelessness, through the local Continuum of Care (CoC).
- **Other Local Funds for Affordable Housing:** A variety of other local funding sources are used for affordable housing activities, including: Outside Agency/Human Services Funding, Carrboro Affordable Housing Fund, Chapel Hill Affordable Housing Development Reserve, Chapel Hill Affordable Housing Fund, and Chapel Hill Affordable Housing Bond.

If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan

Some of the Consortium's member jurisdictions own surplus land and regularly evaluate their inventory to identify sites suitable for affordable housing activities, including the Town of Chapel Hill's public housing communities. All member jurisdictions actively collaborate with private and public entities to assist them in acquiring property for projects that address the needs identified in this plan. For example, the jurisdictions are involved in the Northside Neighborhood Initiative, a land bank in historically black neighborhoods in Chapel Hill and Carrboro that is funded in part by the University of North Carolina, the Center for Community Self-Help, and the Oak Foundation.

Discussion

Although there are limited resources available to address the needs identified in the Consolidated Plan, the Town and the Consortium member jurisdictions are continuously collaborating to maximize what resources are available and develop new ones.

AP-20 Annual Goals and Objectives

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Repair and Rehabilitation	2026	2027	Affordable Housing	Hillsborough	Housing for Low- and Moderate - Income Households	\$180,000	Repair or Rehabilitation of 15 units.
2	Tenant Based Rental Assistance	2026	2027	Affordable Housing Homelessness	Orange County	Housing for People Experiencing Homelessness	\$256,239	Rental Assistance for 20 households.

Table 3 – Goals Summary

Goal Descriptions

1	Goal Name	Repair and Rehabilitation
	Goal Description	Repair and Rehabilitation for owner-occupied units, prioritizing units at 50% AMI or below
2	Goal Name	Tenant Based Rental Assistance
	Goal Description	Tenant Based Rental Assistance for twelve currently homeless households.

AP-35 Projects

Introduction

The Orange County HOME Consortium proposes to undertake the following activities with FY 2026-2027 HOME funds:

#	Project Name
1	Habitat For Humanity – Repair and Rehabilitation, CHDO Set Aside
2	OCPEH - TBRA
3	Administration – 2026

Table 4 – Project Information

AP-38 Project Summary

Project Summary Information

1	Project Name	Habitat for Humanity – Repair and Rehabilitation, CHDO Allocation
	Target Area	County-Wide
	Goals Supported	Repair and Rehabilitation
	Needs Addressed	Preserve and Rehabilitate Existing Affordable Housing Stock to Prevent Displacement
	Funding	Total: \$180,000
	Description	Funds will be allocated to Habitat for Humanity to repair and rehabilitate approximately 12 units. The funds may not be used for homes whose after-rehabilitation value exceeds 95% of the median purchase price. HOME program requirements allow for assistance to homeowners up to 80% of the Area Median Income. Orange County will prioritize homes at or below 50% of the Area Median Income. Currently, up to \$2 million in repair and rehabilitation projects have been identified across Orange County, all in owner-occupied units. Orange County will collaborate with the Orange County Home Preservation Coalition, administered by the University of North Carolina Chapel Hill’s Community Practice Lab, to identify the applicants who may be the best fit for this program.
	Target Date	06/2027
	Estimate the number and type of families that will benefit from the proposed activities	12 families at or below 80% AMI
	Location Description	Scattered sites in Orange County
	Planned Activities	• Repair • Rehabilitation

2	Project Name	OCPEH – Tenant Based Rental Assistance
	Target Area	County-wide
	Goals Supported	Tenant Based Rental Assistance
	Needs Addressed	Housing for Low-income households, Housing for individuals Experiencing Homelessness
	Funding	Total: \$256,239
	Description	Funds will be allocated to the Orange County Partnership to End Homelessness for Tenant Based Rental Assistance for fifteen currently homeless households. This project targets people currently experiencing homelessness in Orange County, with priority given to households with zero income and with heads of household who have multiple disabling conditions.
	Target Date	06/30/2026
	Estimate the number and type of families that will benefit from the proposed activities	20 households at or below 30% AMI
	Location Description	Scattered sites in Orange County
	Planned Activities	Rental/utility assistance

3	Project Name	Administration – 2026
	Target Area	County-wide
	Goals Supported	Rental Construction Tenant Based Rental Assistance
	Needs Addressed	Housing for People Experiencing Homelessness Housing for Low- and Moderate-Income Households
	Funding	Total: \$37,594 (10% of 2026 HOME Award)
	Description	Funds for administration of the HOME Program will be allocated to the Orange County Housing and Community Development Department. Total funds will equal ten percent (10%) of the 2026 HOME award.
	Target Date	6/30/2027

Estimate the number and type of families that will benefit from the proposed activities	Administration will support HOME-funded housing activities.
Location Description	N/A
Planned Activities	Administration

AP-50 Geographic Distribution

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

The Orange County HOME Consortium relies on program partners to identify geographic areas of need and direct assistance to those areas. For the FY 2026-2027 program, HOME funds will be directed County-wide (through OCPEH – Tenant Based Rental Assistance and OCCD – Repair and Rehabilitation) and to Carrboro (CHDO Set-Aside, Affordable Housing Acquisition).

Geographic Distribution

Target Area	Percentage of Funds
County-wide	100%

Table 5 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The Consortium affirms the importance of addressing homelessness and housing needs county-wide. It is crucial to ensure that assistance reaches all corners of the county, including rural and low-income areas, not just affluent portions.

AP-55 Affordable Housing

Introduction

Orange County will use its HOME funds for repair and rehabilitation, tenant based rental assistance, and affordable housing acquisition. The one-year goals for affordable housing in Orange County for FY 2026-2027 are as follows:

One Year Goals for the Number of Households to be Supported	
Homeless	10
Non-Homeless	15
Special-Needs	0
Total	25

Table 6 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	10
The Production of New Units	0
Rehab of Existing Units	15
Acquisition of Existing Units	0
Total	25

Table 7 - One Year Goals for Affordable Housing by Support Type

Discussion

Orange County will fund the following projects with the FY 2026-2027 HOME funds:

- **HOME-25-01 – Habitat for Humanity – Repair and Rehabilitation:** Funds will be allocated to Habitat for Humanity for the repair and rehabilitation of 12 owner-occupied homes in Orange County, with a preference for individuals earning less than 50% of the Area Median Income.
- **HOME-25-02 – OCPEH – Tenant Based Rental Assistance:** Funds will be allocated to the Orange County Partnership to End Homelessness, supporting households experiencing homelessness and earning less than 30% of the area median income.
- **HOME-25-03 – Administration 2026:** Funds for administration of the HOME Program will be allocated to the Orange County Housing and Community Development Department. Total funds will equal ten percent (10%) of the 2026 HOME award, which is estimated to be \$36,701.

AP-60 Public Housing

Introduction

Public housing in Orange County is provided by the Town of Chapel Hill's Office of Housing and Community. The Orange County Department of Housing and Community Development, OCHA, provides tenant-based assistance and has been allocated 687 Housing Choice Vouchers (HCV, commonly known as Section 8), of which 640 are being actively administered. The 640 vouchers include 20 HUD-VASH Vouchers and four (4) Homeowner Vouchers. OCHA does not manage any public housing units. OCHA is overseen by a seven (7) member Board.

Actions planned during the next year to address the needs to public housing

The Orange County HOME Consortium is undertaking the following to address the needs of HCV holders:

- In partnership with the Towns and local nonprofits, work to increase the number of landlords willing to participate in the HCV Program. A full-time Housing Access Coordinator was hired in 2020 to foster relationships with landlords in the community and increase participation in HCV and other housing subsidy programs.
- Work to streamline the design and administration of the housing stabilization funds (designed to help low-income renters, including HCV holders, secure and maintain stable housing) offered by the County and each of the Towns
- Ensure units in which households in the HCV Program live are safe and healthy, by conducting Quality Control inspections on a subset of units
- Implement a "Move On" program, in which people with Permanent Supportive Housing Vouchers (PSHVs) whose service needs have lowered considerably and/or who no longer need services are transitioned to HCVs, freeing up PSHVs for individuals with higher service needs

Actions to encourage public housing residents to become more involved in management and participate in homeownership

OCHA does not own any public housing units. However, OCHA has HCV holder involvement on its Board and encourages HCV holders to become homeowners.

If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance

OCHA is designated as a high-performer. It received a score of 90% in its 2024 SEMAP rating.

Discussion

Orange County lacks housing affordable to households with very low incomes. Rental assistance programs like the HCV Program are essential in creating affordability for these households within the private market. OCHA continues to engage landlords in order to create access to more units for HCV holders, and works to maximize federal and local resources for housing access and stabilization.

AP-65 Homeless and Other Special Needs Activities

Introduction

The Orange County Partnership to End Homeless (OCPEH) coordinates the Orange County Continuum of Care (CoC). The organization is jointly funded by four local governments: Orange County and the Towns of Carrboro, Chapel Hill, and Hillsborough.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

OCPEH's HOME Committee (no relation to the HOME Investment Partnerships Program) consists of 20 housing and service providers that interact with people who are experiencing chronic and/or particularly vulnerable homelessness, many of whom have disabilities. Service providers involved include nonprofits, DSS and other county departments, UNC Hospitals, veterans' organizations, law enforcement, private attorneys, and more. The Committee meets monthly to collaborate on finding housing and services (e.g., medical, mental health, substance use, and legal services) for these people. The CoC uses its Coordinated Entry system to assess people's needs, score their level of need, and prioritize them for permanent supportive housing, and conducts a street outreach program to reach people who are living unsheltered. However, OCPEH has identified street outreach as an area in the County's homeless services system in need of more funding.

Addressing the emergency shelter and transitional housing needs of homeless persons

Orange County's only emergency shelter is run by the Inter-Faith Council for Social Service (IFC). IFC also offers a transitional housing program for men. The Freedom House Recovery Center provides residential mental health and substance use services for men, women, children, and families (in addition to outpatient and crisis services), and there are several Oxford Houses in the County that provide transitional housing for people in recovery from substance use disorder. The County does not have a domestic violence shelter.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

OCPEH identified Rapid Rehousing as a gap in need of increased funding and better alignment with best practice (i.e., flexible, individualized mix of services, financial assistance, and housing navigation). In May 2020, OCPEH launched a Rapid Rehousing program (funded with HOME and state ESG) that works through the CoC's HOME Committee to provide short- to mid-term rental assistance to the community's most vulnerable people experiencing homelessness. The CoC also operates a Rapid Rehousing program

for veterans with state ESG money.

Service providers, such as IFC, Community Empowerment Fund (CEF), and Cardinal Innovations (the LME/MCO for Orange County), provide case management services to clients experiencing homelessness and can help connect them to housing. Orange County has also seen success in implementing a homeless diversion program, and currently diverts about 25% of households presenting for a shelter bed using a mix of strengths-based guided conversation plus flexible funding.

However, there is a great need for affordable housing units in the County, particularly subsidized, income-based rental units that can be accessed by people experiencing or at risk of homelessness. This gap presents a continuous challenge for connecting people experiencing homelessness with permanent housing.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.

The CoC partners with UNC Hospitals and the Orange County Department of Social Services (DSS) Foster Care division. The CoC has also developed discharge policies with local and regional institutions and assisted in the creation of the Outreach Court, now known as the Community Resource Court (CRC), North Carolina's first specialty court for people experiencing homelessness. In the CRC, people experiencing homelessness are offered mental health evaluations and treatment plans in lieu of going to jail for misdemeanor crimes. CRC is a collaboration between the UNC Center for Excellence in Community Mental Health and the 15B District Court Judge's Office. Defendants are typically referred to CRC by their attorney or by the district attorney's office, although anyone can make a recommendation for a referral. Court requirements include monthly attendance at a therapeutic court session and compliance with recommended mental health or substance use treatment. Upon graduation from the court, the participant is given some type of legal benefit such as dismissal of criminal charges.

The County, in partnership with the Towns, also administers the Emergency Housing Assistance program for people who apply directly, come through Coordinated Entry (called the Orange County "Housing Helpline"), or are referred by service providers and are experiencing housing insecurity. The fund can assist with pay for rent, mortgage, and utility payments, security and utility deposits, and certain other one-time expenses to help households at risk of or currently experiencing homelessness become or remain stably housed.

AP-75 Barriers to Affordable Housing

Introduction

In 2020, the Orange County HOME Consortium worked with the Center for Urban and Regional Studies at the University of North Carolina Chapel Hill to conduct an Analysis of Impediments to Fair Housing Choice (AI). The AI includes an analysis of Orange County laws, regulations, and administrative policies, procedures, and practices that affect the location, availability, and accessibility of housing. The AI also includes an assessment of conditions, both public and private, that affect fair housing choice.

The AI identified the following impediments to fair housing:

- **A lack of affordable housing has resulted in severe rent burdens among many renters, especially those with low and moderate incomes.** More than half of renters in the county are rent-burdened—spending over 30% of household income toward rent and utilities. This figure exceeds 85% for households earning below \$35,000 and is still over half for households earning \$35,000–\$49,999.
- **African Americans and Hispanics face difficulties receiving conventional mortgage loans.** The denial rate for first-lien, conventional mortgages for African Americans is consistently over four times that of Whites, and the denial rate for Hispanics is between two and four times that of Whites as well. The most common reasons for denial, as noted in the HMDA data, are credit history for African Americans (33% of all denial reasons) and debt-to-income ratio for Hispanics (49% of all denial reasons).
- **Based on the number of fair housing complaints filed, disabled persons face difficulties accessing fair housing.** Nearly half of all fair housing complaints filed in the 2010–2018 period were filed due to discrimination based on disability. Given that the county’s population with a disability is approximately 12,500, and over a quarter of the elderly are also disabled, disabilities are a significant barrier to fair housing.
- **There exists a lack of subsidized rental properties outside the Towns of Chapel Hill and Carrboro.** The only public housing in the county is in Chapel Hill, and the vast majority of other subsidized properties are located in either Chapel Hill or Carrboro. Six subsidized developments exist in Hillsborough, one exists in the Orange County portion of Mebane, and only one subsidized property exists in unincorporated Orange County.
- **Zoning throughout the county largely restricts the development of denser, more affordable housing.** Only a handful of areas in the county are zoned for moderately dense residential development (over four lots or units per acre), and resident opposition can complicate or inhibit the development of denser housing in those areas. Given the high cost of land in service-rich neighborhoods of Chapel Hill and Carrboro, low-density zoning can prevent the construction of affordable housing.

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the

return on residential investment

Based on the impediments above, the AI makes the following recommendations. Details on these recommendations are explained more fully in the AI.

- Seek more funds for subsidized housing. Low- and moderate-income households are disproportionately rent-burdened, and recently, rents have increased faster than wages.
- Encourage development of some subsidized housing outside of Chapel Hill and Carrboro.
- Educate landlords, property managers, and other housing providers about fair housing law and reasonable accommodation, especially as they pertain to persons with disabilities.
- Offer educational courses on mortgage lending and building credit scores that are geared toward African American and Hispanic borrowers.
- Encourage cooperation and coordination between the affordable housing advisory boards in the county.
- Explore funding options for a best-practices Rapid Rehousing program to serve homeless individuals and families in Orange County.
- Identify ways to protect residents of mobile home parks who may be under threat of displacement.
- Consider areas to strategically up-zone to promote the development of affordable housing.

AP-85 Other Actions

Introduction

The Orange County HOME Consortium has developed the following actions to address obstacles to meeting underserved needs, foster affordable housing, reduce lead-based hazards, reduce the number of families living in poverty, develop institutional structures, and enhance coordination between public and private housing and social service agencies.

Actions planned to address obstacles to meeting underserved needs

Despite efforts by the County, Towns, and other affordable housing actors and service providers, there remain significant obstacles to meeting the needs of underserved people and communities.

Previously, the Consortium identified about \$114,000 in HOME funds from 2016 that were allocated to the County for single-family rehabilitation but were never spent. The County reallocated those funds for tenant-based rental assistance through the Rapid Rehousing program to better address resident needs.

The County also scaled up and secured significant federal and state funding (about \$4 million in calendar year 2020) for emergency housing assistance, both through the local Emergency Housing Assistance (EHA) program, the statewide HOPE program, and federal American Rescue Plan Act (ARPA) and CDBG-CV funds, to help stabilize households who are experiencing or at risk of experiencing homelessness so they can lower their exposure to COVID-19 by having a safe, non-congregate place to stay. Since 2020, the County has disbursed over \$18,000,000 in funds toward the EHA program. After the expiration of all state and federal pandemic funds, the County now funds EHA locally at approximately \$500,000 annually, which is enough to assist about 150 households at risk of eviction.

Actions planned to foster and maintain affordable housing

Using FY 2021-2022 HOME funds, the Consortium will help local nonprofit agencies undertake the following projects to foster affordable housing:

- **CASA – Rental Construction:** Funds will be allocated to CASA for the pre-development and construction costs of 22 units for households at or below 80% of the Area Median Income.
- **Pee Wee Homes – Rental Construction:** Funds will be allocated to Pee Wee Homes to finance construction of three (3) rental units at 106 Hill Street in Carrboro. Units will be leased to households experiencing homelessness and earning less than 30% AMI
- **Administration – 2026:** Administration, planning, and policy setting for HOME funds.

Actions planned to reduce lead-based paint hazards

The Consortium ensures that County rehabilitation staff and the contractors they work with are knowledgeable and up-to-date on lead-based paint (LBP) requirements of all federal housing programs, distributes information on LBP hazards to all households that participate in County housing programs, conducts LBP inspections and assessments as necessary, and implements environmental control or abatement measures for LBP hazards as applicable in all federally-funded projects. This strategy allows

Orange County to: remain in full compliance with all applicable LBP regulations; control or reduce, to the extent feasible, all LBP hazards in housing rehabilitated with federal funds; and reduce the number of incidences of elevated blood lead levels in children.

Actions planned to reduce the number of poverty-level families

The Orange County Family Success Alliance (FSA), modeled after proven national programs such as the Harlem Children's Zone and the Promise Neighborhoods Institute, is founded on the understanding that no one organization or individual can single-handedly change the way poverty harms our children and our communities. FSA is dedicated to building a comprehensive system of engagement on education and health, with built-in family and community support. It is staffed by the Orange County Health Department and supported by work groups made up of staff members of participating advisory council organizations. Initial funding for FSA was awarded by the Orange County Board of County Commissioners through the Discretionary Fund.

FSA's 2019-2022 Strategic Plan outlines three goals: (1) children are healthy and prepared for school, (2) children and youth are healthy and succeed in school, and (3) families, neighborhoods, and institutions support the healthy development of children. These goals are approached through four strategic areas.

The first is family empowerment. Over the 2019-2022 period, FSA is evolving its current "navigator" model, in which peer leaders build trusting relationships with families living in poverty, into a more comprehensive family empowerment model that will bring families together to learn, build on strengths and knowledge, and together work to better navigate systems and to uncover their personal and collective power to affect systems change.

The second strategic area is partnership. FSA collaborates with cross-sector agencies to center parent expertise and priorities and aims to shift more power into the hands of parents to co-create programs and initiatives in the community.

The third area is systems change, by involving community members whose lives are most directly and deeply affected by poverty in leadership and decision making. The final strategy area is foundational work. This means building internal infrastructure in FSA to support strategic goals.

Actions planned to develop institutional structure

OCPEH has thoroughly analyzed the institutional structure and service delivery system for homelessness in Orange County, identified ten gaps in the system, and calculated the costs of filling those gaps. OCPEH has either identified existing programs and partners or developed the infrastructure to fill most of these gaps. Of the estimated \$1.7 million yet to be secured, OCPEH has approached Orange County and the Towns of Carrboro, Chapel Hill, and Hillsborough to ask each jurisdiction to contribute a portion of the funds. In addition to filling the homeless system gaps, OCPEH also aims to improve existing projects and processes and improve the quality of homeless service delivery.

AP-90 Program Specific Requirements

Introduction

The Orange County HOME Consortium receives an annual allocation of HOME funds. The questions below related to the HOME program are applicable to the Consortium. Questions related to the CDBG program are applicable only to the Town of Chapel Hill and are addressed separately in Chapel Hill's Annual Action Plan.

HOME Investment Partnership Program (HOME)

Reference 24 CFR 91.220(l)(2)

1. **A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:**

The Orange County HOME Consortium use general revenue funds as its local match for HOME funds. Orange County also provides funds for additional administrative costs to operate the program above the 10% allowable cost that may be pulled from the HOME award.

2. **A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:**

HOME funds used for homeownership assistance require an Affordability Period based on the amount of HOME assistance. The Orange County HOME Consortium will use resale provisions to enforce the HOME Affordability Period for all homeownership projects, including those in which direct assistance is provided to the buyer and homeownership unit development. Under the resale provisions, if homebuyers assisted with HOME funds choose to sell their HOME-assisted property within the HOME Affordability Period, they must sell to qualified low-income buyers and the resale price will be determined according to a formula that ensures affordability to the new buyer and a fair return on investment to the original HOME-assisted buyer.

The HOME Affordability Period for homeownership assistance is based on the level of assistance provided to fund a unit or as direct assistance to a buyer (see the chart below). Direct assistance to the homebuyer is defined as HOME funding that reduces the purchase price below fair market value and includes any down payment or subordinate financing provided on behalf of the purchase. Direct assistance does not include HOME funds provided to a developer to cover the unit production costs that do not reduce the purchase price below fair market value.

HOME Funds Provided to a unit or as direct assistance to buyer	HOME Affordability Period
<\$15,000	5 years
\$15,000 – \$40,000	10 years
>\$40,000	15 years

Resale provisions are enforced with a Deed of Restrictive Covenants signed by the homebuyer at closing. The Deed of Restrictive Covenants will specify:

- A. The length of the HOME Affordability Period (per the chart above);

- B. The home must remain the owner's principal residence throughout the HOME Affordability Period; and
- C. The conditions and obligations of the owner should the owner wish to sell before the end of the HOME Affordability Period, including;
 1. The owner must contact the Orange County HOME Consortium or its designated representative in writing if intending to sell the home prior to the end of the HOME Affordability Period;
 2. The subsequent purchaser must be low-income as defined by HOME regulations, and occupy the home as their primary residence for the remaining years of the HOME Affordability Period (however, if the new purchaser receives HOME direct assistance, the HOME Affordability Period will be re-set according to the amount of assistance provided); and
 3. The sales price must be affordable to the subsequent purchaser; affordable is defined as limiting the Principal, Interest, Taxes and Insurance (PITI) amount to no more than 30% of the new purchaser's monthly income.

(continued below)

3. **A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:**

(continued from above)

Fair Return on Investment

The Consortium must ensure the owner receives a fair return on their investment and that the home will continue to be affordable to a specific range of incomes. To calculate the fair return on investment to the homeowner, the Consortium will:

A. Determine the amount of market appreciation, if any, realized over the ownership term by calculating the difference between the initial appraised value at purchase and the current appraised value at resale. This figure represents the basis for calculating the fair return on investment. In declining markets, it is possible that the homeowner may not realize a return.

B. Multiply the basis by the Federal Housing Finance Agency's Housing Price Index (HPI) to determine the fair return to the homeowner:

<https://www.fhfa.gov/DataTools/Tools/Pages/HPICalculator.aspx>

To calculate the resale price to the next homebuyer, the Consortium will add the fair return on investment to the homeowner to the original affordable price of the home at purchase by the original buyer.

Example #1:

- Appraised (Fair Market) Value at Purchase: \$210,000
- Affordable Price at Purchase: \$190,000- Appraised Value at Resale: \$240,300
- Increase in Market Appreciation: \$240,300 - \$210,000 = \$30,300
- Average Appreciation in the Raleigh-Durham MSA (per the HPI Calculator): 29.4%

- Fair Return on Investment: $\$30,300 \times 0.294 = \$8,908$
- Resale Price: $\$190,000 + \$8,908 = \$198,908$

Affordability to a Range of Buyers

The Consortium will ensure continued affordability to a range of buyers, particularly those whose total household incomes range from 60 to 80% of area median income (AMI) as calculated by HUD for the HOME Program. Sales price will be set such that the amount of principal, interest, taxes, and insurance does not exceed 30% of the new buyer's annual income.

In the event the resale price required to provide a fair return exceeds the affordability to a range of LMI buyers, additional HOME funding will be provided to the subsequent buyer based on the level of funds required to make the unit affordable.

Principal Residency Requirements

Households receiving HOME-funded homeownership assistance will be required to occupy the home as their principal residence throughout the HOME Affordability Period.

In the event the original HOME-assisted homebuyer no longer occupies the unit as their principal residence (i.e., the unit is rented or vacant), the homeowner will be in violation of the terms of the HOME assistance. In cases of noncompliance, the Consortium will enforce the terms of the HOME written agreement to require repayment of any outstanding HOME funds invested in the housing. The amount subject to repayment is the total amount of HOME funds invested in the housing (i.e., any HOME development subsidy to the developer plus any HOME direct assistance provided to the homebuyer) minus any HOME funds already repaid (i.e., payment of principal on a HOME loan).

Noncompliance with principal residency requirements by a homebuyer is not considered a transfer and is not subject to resale provisions.

The Consortium will enforce these requirements through a HOME written agreement executed with the organization receiving the HOME award for homeownership activity to protect its investment and minimize its risk in HOME-assisted homebuyer projects in the event the homebuyer is in noncompliance.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

The Orange County HOME Consortium does not intend to refinance any existing debt for multifamily housing that will be rehabilitated with HOME funds.

Discussion

The Market Analysis found that Orange County has high housing costs and insufficient units for low-income households, particularly extremely low-income households earning below 30% AMI – only 5% of rental units in the County are affordable to households at this income level. As such, the Consortium has identified the need for tenant-based rental assistance and has used HOME funds and local Match funds to fill this gap.



Agenda Item Abstract

File Number: 26-057

Agenda Date: 5/19/2026

File Type: Public Hearing

In Control: Town Council

Version: 1

Public Hearing on Town Manager's Recommended Budget for FY 2027 & Capital Improvement Plan (2027-2031)

PURPOSE: The purpose of this agenda item is to provide an opportunity for the public to comment on the Town Manager's Recommended Budget for FY 2027 as required by G.S.159-12: Filing and publication of the budget; budget hearings (b).

DEPARTMENT: Town Manager Office & Finance

COUNCIL DIRECTION:

☒ Race/Equity ☒ Climate ☒ Comprehensive Plan ☐ Other

Council Direction Statement

The annual budget and budget document are important planning and policy documents the Town produces each year, as required by state statute. In developing the FY2027 recommended budget and Capital Improvement Plan (CIP), departments aligned their budgets with Council priorities, including Race and Equity, Climate Action, the Comprehensive Plan, and other strategic initiatives.

INFORMATION: By state law, the Town Manager is required to submit a recommended budget and budget message to the Mayor and Town Council by June 1 of each year. This recommended budget is to be made available for public inspection and the Town Council is required to hold a public hearing on it prior to adoption. The FY 2027 Recommended Budget can be found on the Town's website at the following location:
www.carrboronc.gov/budget <<http://www.carrboronc.gov/budget>>.

The Town's annual operating budget and CIP represents Carrboro's mission and commitment to protecting the quality of life our residents value while navigating a challenging economic environment with care, discipline, and long-term vision. This budget reflects our dedication to supporting our valuable employees, investing in critical infrastructure, and meeting the immediate needs of our community.

The Town Manager's recommended total budget for FY 2027 is \$44.6 million, which includes the following funds:

- General Fund: \$36,237,328
- Capital Project Funds: \$2,510,000
- Special Revenue Funds: \$4,631,556
- Stormwater Enterprise Fund: \$1,181,317

- Parking Enterprise Fund: \$92,876

The Town Manager presented the recommended budget at the Town Council work session meeting on May 12, 2026. Notice of the public hearing for May 19, 2026, has been published by the Town Clerk and posted to the Town's website.

FISCAL IMPACT: The FY2027 Manager's Recommended Budget (\$44.6M) is presented within the item. As this item is a public hearing only, there is no immediate fiscal impact associated with this item. Funds to cover the public notice are included in the FY2026 budget.

RECOMMENDATION: The Town Manager recommends that the Town Council: 1) hold a public hearing and receive comments from the public on the Town Manager's recommended budget for FY 2027 and CIP; and 2) provide directions to the Town Manager for preparation of the final FY 2027 budget ordinance which is scheduled for adoption on June 2, 2026.

FY 2026-27

BUDGET PUBLIC HEARING & MANAGER'S RECOMMENDED BUDGET OVERVIEW

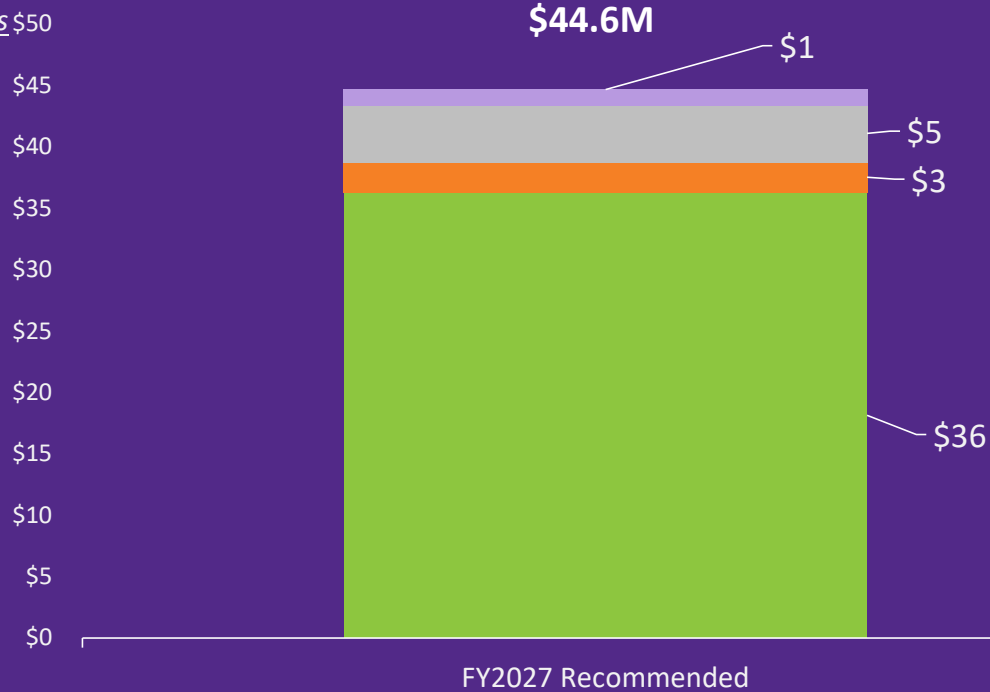
Tuesday, May 19, 2026



TOWN OF CARRBORO • NC

FY 2027 Recommended Budget *All Funds*

In Millions \$50



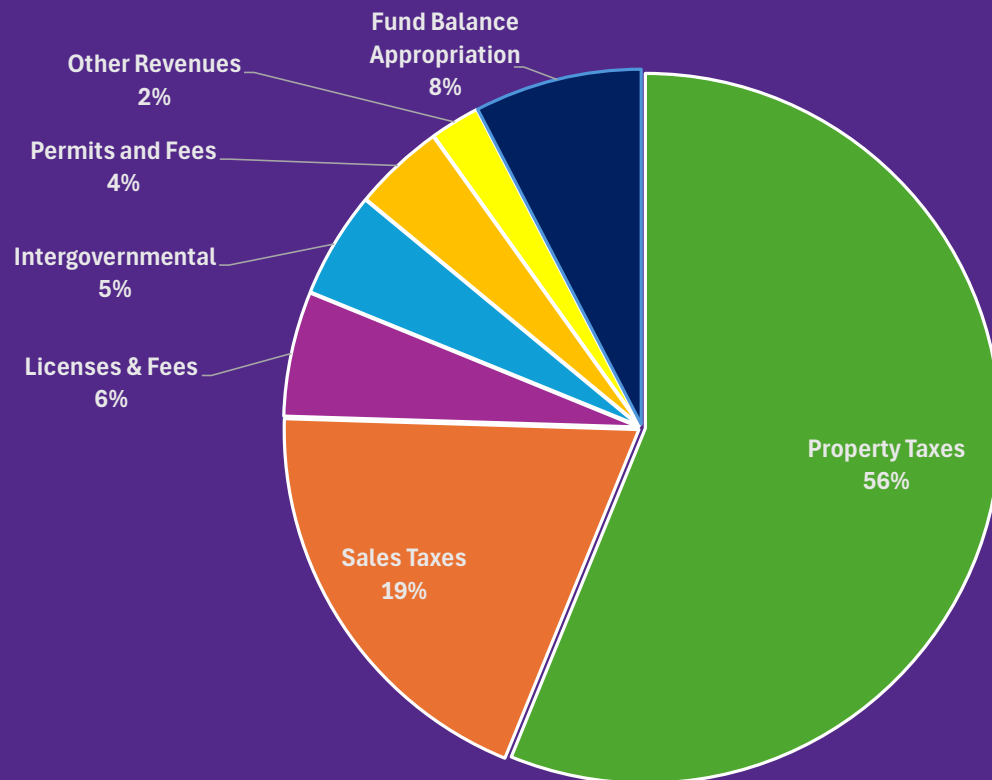
■ General Fund
 ■ Capital Project Funds
■ Special Revenue Funds
 ■ Enterprise Funds



FY2027
Recommended
Budget

Revenues + Available Fund
Balance = Expenditures
**\$44.6M Balanced
Budget**

Revenues by Type – General Fund



Recurring Revenue:
\$33,475,731

**Fund Balance
Appropriation:**
\$2,761,597 (8% of
General Fund
budget)

Total: \$36,237,328



Major Revenue Budget Drivers

- “Blue Ridge Loophole” – \$82M decrease in property tax base (\$463k potential revenue loss)
 - Mild projected growth in local sales and use taxes
 - Recognition of continued growth in recurring revenue streams – fees/permits
-

Fund balance appropriation of \$2.76M

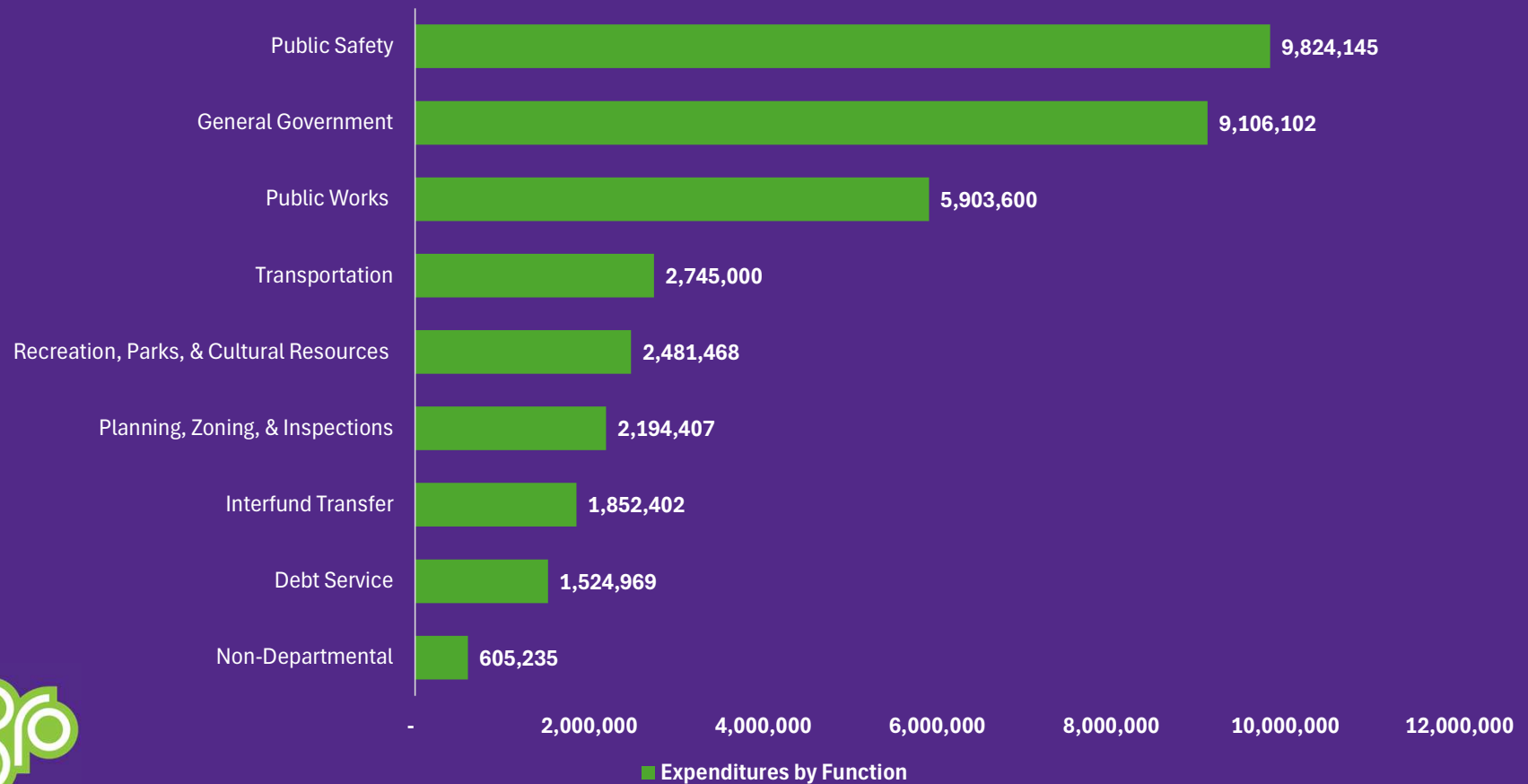
- One-time Tropical Storm Chantal recovery expenses (\$2.27M)
- Annually recurring revenue/expense gap (\$490k)

Property Tax Rate



No FY 2027 proposed
tax rate increase
(remains unchanged
at 56.53 cents per
\$100 of assessed
value)

Expenditures by Function – General Fund





Major Expenditure Budget Drivers

Personnel

- Implementation of livable wage
- Rising health insurance costs (+\$750k)
- 2.5% adjustment for cost-of-living (COLA)

Transfers

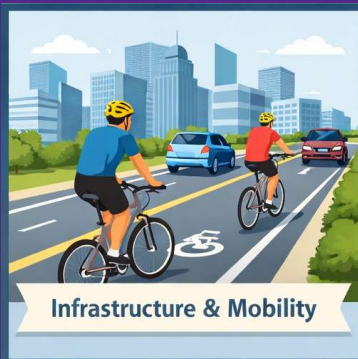
- Parking Fund (Fare-free for Town Parking)
- FEMA recovery capital projects (Vehicle Replacement and Equipment, and Public Works Facility Design)

Operations

- Maintaining current service levels
- Continuation of fare-free transit services (+\$217k increase)
- Continuation of FEMA recovery (+\$511k increase: One-time expenses—leases, supplies, equipment)



Capital Improvement Plan (CIP)



- Total Recommended Projects: **43**
- FY27 Recommended Capital Budget: **\$5.6M**
- FY27 General Fund Impact : **\$1.7M**
- Total FY27–31 (5-year estimate) Recommended CIP: **\$71.6M**
- **Investment Priorities**
 - ✓ Infrastructure & Mobility
 - ✓ Sustainability Initiatives
 - ✓ ADA Improvements
 - ✓ Storm Recovery/Resilience



FY27 Budget & CIP Timeline

Budget Process	Date
Council Business Meeting <i>Budget Public Hearing</i> <i>Motion to Adopt FY 2026-27 Budget & CIP</i>	Tuesday, June 2, 2026

Visit <http://www.carrboronc.gov/budget> for details on the FY 2026-27 Recommended Town Budget.

TOWN OF CARRBORO RECOMMENDED BUDGET FISCAL YEAR 2026-2027



CAPITAL IMPROVEMENT PLAN 2027-2031



Agenda Item Abstract

File Number: 26-047

Agenda Date: 5/19/2026

File Type: Information Item

In Control: Town Council

Version: 1

Carrboro Community Survey 2026 Results

PURPOSE: The purpose of this agenda item is to provide the results of the Carrboro Community Survey.

DEPARTMENT: Communication & Engagement

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other

This item is to provide the results of the 2026 Carrboro Community Survey.

INFORMATION: The Carrboro Resident Survey, conducted in early spring 2026, serves as a consumer report card for the Town of Carrboro. Residents rate their quality of life, their satisfaction with services, and perceptions of local government. Surveys to gather resident opinions and feedback in order to evaluate and improve Town services and determine needs of residents have been conducted since 2016.

Highlights from Overall Survey Results

Quality of Life in the Town -- Nearly all (96%) of the residents surveyed, *who had an opinion*, rated the Town of Carrboro as “excellent” or “good” as a place to live. Other areas in which residents rated the Town as “excellent” or “good” include: overall quality of life (93%), as a place to raise children (92%), and as a place that is welcoming and inclusive to all (91%).

Perceptions of the Community -- The overall perceptions of the Town of Carrboro that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of festivals and community events (89%), availability of cultural activities and the arts (86%), and access to parks and green space (82%).

Major Town Services -- The major categories of Town services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (94%), public works (trash/yard waste collection) (89%), recreation and cultural programs (85%), and police services (85%).

Based on the sum of their top three choices, the major categories of Town services that residents thought were most important were: 1) transportation infrastructure, 2) parks and recreation facilities, and 3) housing and community services.

Town of Carrboro survey results from 2016 to 2026 are posted at
<https://www.carrboronc.gov/1096/Biennial-Community-Survey-Reports>

Regional and National Comparisons

Carrboro outperforms regional and national averages significantly, with 32-33 areas rated above the Atlantic Region and U.S. averages.

- Carrboro exceeds regional averages by 5% or more in all assessed areas.
- The largest differences include service quality (+39.4%), quality of life (+37.1%), and customer service (+36.7%).
- In national comparison, Carrboro surpasses averages by 42.7% in service quality and 41.7% in quality of life.

Qualified Census Tract

In an effort to hear voices from residents who are underserved, Town staff requested a second survey conducted as part of the Carrboro Community Survey, reaching residents who live in the Qualified Census Tract. These tracts must have 50 percent of households with incomes below 60 percent of the Area Median Gross Income (AMGI) or have a poverty rate of 25 percent or more. QCTs are a common, readily accessible, and geographically granular method of identifying communities with a large proportion of low-income residents. Responses are analyzed separately as a comparison to the overall survey results.

Methodology

The Town's survey consultant is ETC Institute, a professional market research firm that has administered surveys in more than 300 cities and counties across the United States. ETC Institute has administered community surveys in our area for the Town of Chapel Hill, the Town of Hillsborough, and the City of Durham.

ETC Institute administered the survey to residents of Carrboro between February and April 2026. This is the third community survey ETC Institute has administered for Carrboro; the first was conducted in late 2021 with results reported in 2022.

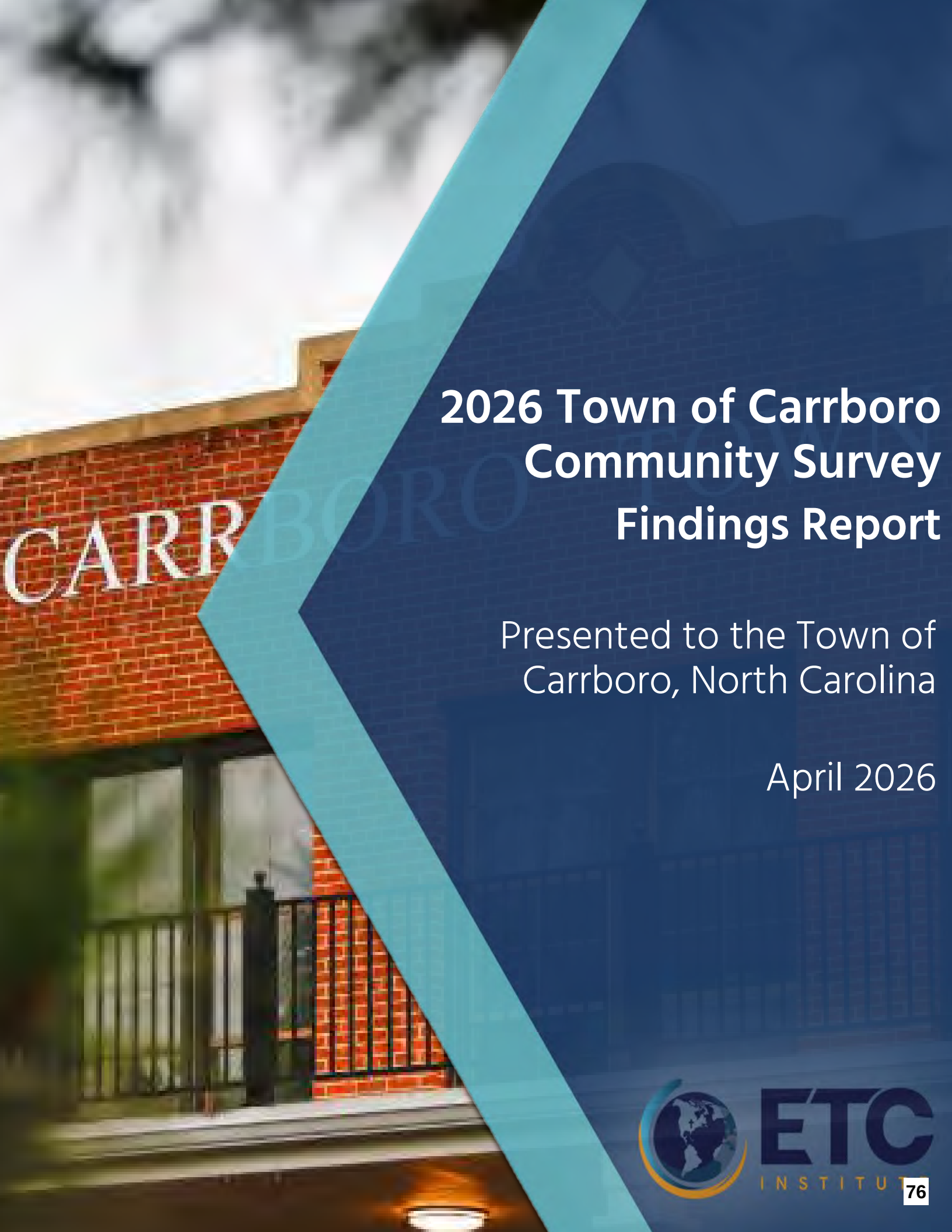
The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Carrboro. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 440 residents completing the survey. The overall results for the sample of households have a precision of at least +/- 4.6% at the 95% level of confidence.

Language translation was offered to residents through interpreters of ETC Institute while making follow-up phone calls to residents who received the mailed survey.

FISCAL IMPACT: The Carrboro Resident Survey is budgeted on a biennial basis in the amount of \$22,000.

RECOMMENDATION: The Town Council is requested to receive the results of 2026 Carrboro Community Survey.



2026 Town of Carrboro Community Survey Findings Report

Presented to the Town of
Carrboro, North Carolina

April 2026

Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis.....	58
Section 3: Importance-Satisfaction Analysis.....	68
Section 4: Tabular Data.....	79
Section 5: Survey Instrument.....	127



Executive Summary

2026 Town of Carrboro Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the Town of Carrboro between February and April 2026. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve Town services and determine the needs of residents. This is the third community survey ETC Institute has administered for Carrboro; the first was conducted in 2021.

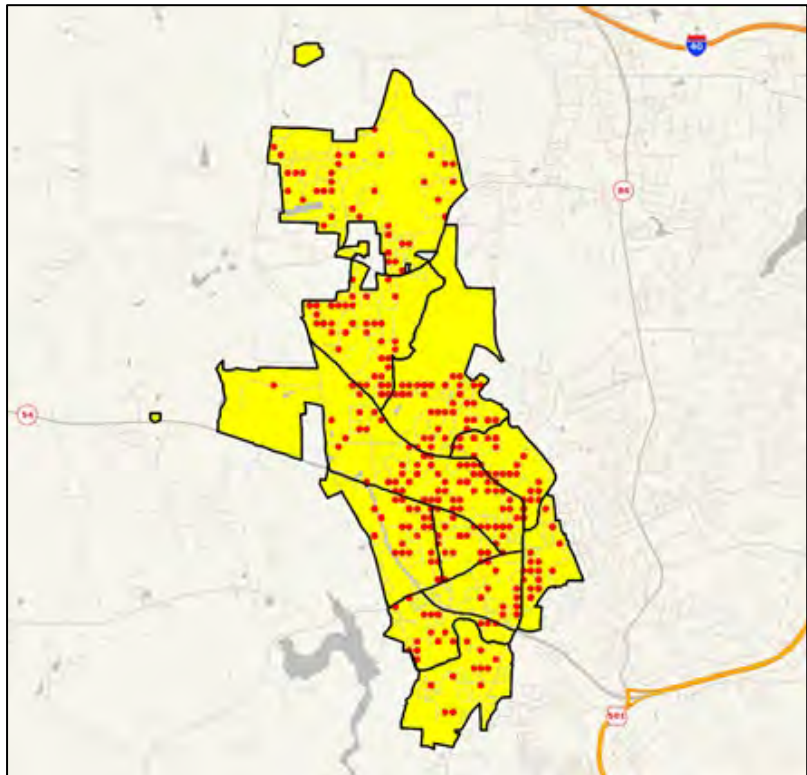
Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Carrboro. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Carrboro from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 440 residents completing the survey. The overall results for the sample of 440 households have a precision of at least $\pm 4.6\%$ at the 95% level of confidence.

To better understand how well services are being delivered in different parts of the City, the home address of survey respondents was geocoded. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



2026 Town of Carrboro Community Survey

Executive Summary



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the Town of Carrboro with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of Town services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey, as well as comparisons to the 2021 and 2024 survey results
- benchmarking analysis comparing Carrboro to national and regional averages,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the Town to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Quality of Life in the Town

Nearly all (96%) of the residents surveyed, *who had an opinion*, rated the Town of Carrboro as “excellent” or “good” as a place to live. Other areas in which residents rated the Town as “excellent” or “good” include: overall quality of life (93%), as a place to raise children (92%), and as a place that is welcoming and inclusive to all (91%).

Perceptions of the Community

The overall perceptions of the Town of Carrboro that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of festivals and community events (89%), availability of cultural activities and the arts (86%), and access to parks and green space (82%).

Major Town Services

The major categories of Town services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (94%), public works (trash/yard waste collection) (89%), recreation and cultural programs (85%), and police services (85%).

2026 Town of Carrboro Community Survey

Executive Summary



Based on the sum of their top three choices, the major categories of Town services that residents thought were most important were: 1) transportation infrastructure, 2) parks and recreation facilities, and 3) housing and community services.

Satisfaction With Key Indicators

Eighty-six percent (86%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of services provided by the Town; 78% were satisfied with the quality of customer service from Town employees, and 57% were satisfied with the value received for Town tax dollars and fees.

Recreation, Parks and Cultural Resources

The recreation, parks and cultural resources that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of Town parks (89%), Town special events (July 4th, Music Festival) (86%), availability of diverse cultural events (78%), quality of outdoor athletic fields (78%), and ease of registering for programs (77%).

Based on the sum of their top three choices, the recreation, parks and cultural resources that residents thought were most important were: 1) number of walking and biking trails, 2) maintenance of Town parks, and 3) Town special events.

Perceptions of Safety

The perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods (96%), overall feeling of safety in Carrboro (93%), and in shopping and dining areas (93%).

Public Safety

The public safety services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall effectiveness of Carrboro Fire Department (96%), respectfulness of fire personnel toward people (94%), timeliness of fire department response to emergencies (93%), visibility of the Fire Department in the community (91%), and Fire Department responsiveness to community concerns (90%).

Based on the sum of their top three choices, the public safety services that residents thought were most important were: 1) overall effectiveness of Carrboro Fire Department, 2) overall effectiveness of Carrboro Police Department, and 3) timeliness of police department response to emergencies.

2026 Town of Carrboro Community Survey

Executive Summary



Transportation

The transportation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of walking in Carrboro (82%), availability of bicycle parking (71%), adequacy of street lighting (69%), and availability of greenways/multi-use paths (68%).

Based on the sum of their top three choices, the transportation services that residents thought were most important were: 1) ease of walking in Carrboro, 2) availability of parking downtown, and 3) availability of sidewalks.

Maintenance

The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of street signs (84%), maintenance of Town buildings and facilities (83%), and maintenance of Downtown Carrboro (83%).

Based on the sum of their top three choices, the maintenance services that residents thought were most important were: 1) maintenance and cleanliness of streets/public areas, 2) maintenance of Downtown Carrboro, and 3) Town efforts to mitigate draining/flooding in public areas.

Local Economy and Development

The local economy and development items that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: access to shopping (63%), quality of new commercial development (33%), and new company growth (28%).

Based on the sum of their top two choices, the local economy and development items that residents thought were most important were: 1) quality of new commercial development and 2) access to shopping.

Housing

The aspects of housing that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of a range of housing types (43%) and efforts of the Town to expand and preserve affordable housing (25%). The most important aspect of housing to Carrboro residents was the availability of housing options by price.

2026 Town of Carrboro Community Survey

Executive Summary



Communication and Engagement

The aspects of Town communication and engagement that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of emergency information (76%), availability of information about Town programs and services (70%), and availability of information and services in languages other than English (69%).

Based on the sum of their top two choices, the aspects of Town communication and engagement that residents thought were most important were: 1) quality of transparent, trusted, and clear Town communication and 2) availability of information about Town programs and services.

Other Findings

- Sixty percent (60%) of the residents surveyed indicated they or someone in their household rides a bicycle. Of those who ride a bicycle, 84% do so for recreation.
- Forty-two percent (42%) of the residents surveyed indicated they or someone in their household uses the Chapel Hill Transit system. Of those, 42% use it to go to and from work. Of the 58% of respondents surveyed who do not use the Chapel Hill Transit system, 60% indicated it is because they prefer to drive/bike/walk.
- Fifty-seven percent (57%) of the residents surveyed indicated their primary source for Town news and information is friends/colleagues/word of mouth. Other sources include: the Town of Carrboro website (51%), outdoor signage (48%), Town emails (38%), and communications received at home (38%).

2026 Town of Carrboro Community Survey

Executive Summary



Trends Since 2024

Ratings for the Town of Carrboro **stayed the same or improved in 68 of the 93 areas** that were assessed in 2024 and 2026. The Town showed significant improvement (5% or more) in 13 of these areas. The areas with the largest increases and decreases since 2024 are listed below:

Largest Increases Since 2024

- Availability of parking downtown (+17.9%)
- Public parking (+17.6%)
- Availability of information and services in languages other than English (+15.9%)
- Respectfulness of police personnel toward people (+10.6%)
- Current state of race relations (+10.5%)
- Responsiveness to community concerns – police (+9.5%)
- The Town as a community advancing climate action (+7.3%)

Largest Decreases Since 2024

- The Town's adult programs (-3%)
- Access to information about current/proposed private development projects (-3.2%)
- Quality of new development in Carrboro (-3.6%)
- Quality of new commercial development (-5.1%)
- The Town as a place to start a business (-6.3%)
- New company growth (-11.1%)
- Job growth (-14.9%)

2026 Town of Carrboro Community Survey

Executive Summary



How the Town of Carrboro Compares to Other Communities in the Region

The Town of Carrboro **rated above the Atlantic regional average** in all 33 areas that were assessed. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia. Carrboro rated significantly higher than the Atlantic regional average (5% or more above) in 32 of these areas. The table below shows how the Town of Carrboro compares to communities in the Atlantic Region.

Service	Carrboro	Atlantic Region	Difference	Category
Quality of services provided by the Town	85.6%	46.2%	39.4%	Key Indicators
As a place to live	96.4%	59.3%	37.1%	Ratings of Quality of Life
As a community advancing racial equity	82.6%	45.8%	36.8%	Ratings of Quality of Life
Quality of customer service from Town employees	78.1%	41.4%	36.7%	Key Indicators
In shopping and dining areas	92.9%	56.3%	36.6%	Perceptions of Safety
Maintenance & cleanliness of streets/public areas	80.5%	45.9%	34.6%	Maintenance
Public works (trash/yard waste collection)	89.2%	56.0%	33.2%	Major Categories of Town Services
In Town parks and facilities	89.1%	56.7%	32.4%	Perceptions of Safety
Maintenance of Downtown	82.5%	50.2%	32.3%	Maintenance
Overall feeling of safety	93.2%	62.1%	31.1%	Perceptions of Safety
Maintenance of Town buildings and facilities	82.6%	53.9%	28.7%	Maintenance
As a place to raise children	92.1%	63.8%	28.3%	Ratings of Quality of Life
As a place to retire	77.5%	49.8%	27.7%	Ratings of Quality of Life
Maintenance of street signs	84.3%	57.6%	26.7%	Maintenance
Fire prevention/hazard preparedness/safety education programs	81.7%	55.7%	26.0%	Public Safety Services
Police services	84.6%	59.4%	25.2%	Major Categories of Town Services
Communication and engagement	66.9%	43.7%	23.2%	Major Categories of Town Services
Value received for Town tax dollars and fees	56.8%	35.0%	21.8%	Key Indicators
Timeliness of police dept. response to emergencies	87.5%	66.1%	21.4%	Public Safety Services
Transportation infrastructure	60.2%	39.2%	21.0%	Major Categories of Town Services
Landscaping & maintenance in parks/medians/public areas	78.0%	57.1%	20.9%	Maintenance
Availability of information about Town programs and services	69.9%	49.3%	20.6%	Communication and Engagement
Visibility of Police in the community	80.0%	59.7%	20.3%	Public Safety Services
As a place to work	74.1%	54.4%	19.7%	Ratings of Quality of Life
Fire services	93.7%	74.6%	19.1%	Major Categories of Town Services
As a place to visit	74.4%	56.7%	17.7%	Ratings of Quality of Life
Ease of locating information on Town website	61.4%	44.7%	16.7%	Communication and Engagement
Timeliness of fire dept. response to emergencies	93.3%	76.7%	16.6%	Public Safety Services
Accessibility of public areas/facilities for persons with disabilities	66.3%	52.5%	13.8%	Maintenance
Enforcement of local traffic laws	67.4%	55.6%	11.8%	Public Safety Services
Town efforts to keep residents informed	61.9%	51.6%	10.3%	Communication and Engagement
Level of public involvement in local decision-making	50.7%	41.6%	9.1%	Communication and Engagement
Stormwater management	57.9%	54.9%	3.0%	Major Categories of Town Services

2026 Town of Carrboro Community Survey

Executive Summary



How the Town of Carrboro Compares to Other Communities in the U.S.

The Town of Carrboro **rated significantly above the National average** (5% or more above) in all 33 areas that were assessed. The table below shows how the Town of Carrboro compares to communities in the U.S.

Service	Carrboro	U.S.	Difference	Category
Quality of services provided by the Town	85.6%	42.9%	42.7%	Key Indicators
As a place to live	96.4%	54.7%	41.7%	Ratings of Quality of Life
Quality of customer service from Town employees	78.1%	38.0%	40.1%	Key Indicators
Public works (trash/yard waste collection)	89.2%	50.1%	39.1%	Major Categories of Town Services
Maintenance of Downtown	82.5%	44.9%	37.6%	Maintenance
In Town parks and facilities	89.1%	52.4%	36.7%	Perceptions of Safety
Overall feeling of safety	93.2%	57.3%	35.9%	Perceptions of Safety
Timeliness of police dept. response to emergencies	87.5%	51.7%	35.8%	Public Safety Services
In shopping and dining areas	92.9%	57.2%	35.7%	Perceptions of Safety
Police services	84.6%	49.0%	35.6%	Major Categories of Town Services
As a place to raise children	92.1%	56.7%	35.4%	Ratings of Quality of Life
As a community advancing racial equity	82.6%	47.6%	35.0%	Ratings of Quality of Life
Maintenance & cleanliness of streets/public areas	80.5%	49.2%	31.3%	Maintenance
Maintenance of Town buildings and facilities	82.6%	51.5%	31.1%	Maintenance
As a place to retire	77.5%	47.3%	30.2%	Ratings of Quality of Life
Maintenance of street signs	84.3%	54.4%	29.9%	Maintenance
Fire prevention/hazard preparedness/safety education programs	81.7%	51.9%	29.8%	Public Safety Services
Communication and engagement	66.9%	37.2%	29.7%	Major Categories of Town Services
Visibility of Police in the community	80.0%	50.3%	29.7%	Public Safety Services
Landscaping & maintenance in parks/medians/public areas	78.0%	49.3%	28.7%	Maintenance
As a place to work	74.1%	46.7%	27.4%	Ratings of Quality of Life
Timeliness of fire dept. response to emergencies	93.3%	66.4%	26.9%	Public Safety Services
Availability of information about Town programs and services	69.9%	44.1%	25.8%	Communication and Engagement
Fire services	93.7%	68.0%	25.7%	Major Categories of Town Services
Value received for Town tax dollars and fees	56.8%	32.7%	24.1%	Key Indicators
Transportation infrastructure	60.2%	37.5%	22.7%	Major Categories of Town Services
As a place to visit	74.4%	52.3%	22.1%	Ratings of Quality of Life
Enforcement of local traffic laws	67.4%	46.6%	20.8%	Public Safety Services
Accessibility of public areas/facilities for persons with disabilities	66.3%	46.2%	20.1%	Maintenance
Town efforts to keep residents informed	61.9%	42.0%	19.9%	Communication and Engagement
Ease of locating information on Town website	61.4%	42.4%	19.0%	Communication and Engagement
Level of public involvement in local decision-making	50.7%	34.7%	16.0%	Communication and Engagement
Stormwater management	57.9%	48.5%	9.4%	Major Categories of Town Services

2026 Town of Carrboro Community Survey

Executive Summary



Investment Priorities

Recommended Priorities. In order to help the Town identify investment priorities for the future, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Town service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Town services in the future. If the Town wants to improve its overall satisfaction rating, the Town should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the Town by Major Category. This analysis reviewed the importance of and satisfaction with major categories of Town services. This analysis was conducted to help set the overall priorities for the Town. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the Town's overall satisfaction rating are listed below:

- Transportation infrastructure (I-S = 0.1863)
- Housing and community services (I-S = 0.1747)
- Economic development (I-S = 0.1164)

The table on the following page shows the Importance-Satisfaction rating for all 12 major categories of Town services that were rated.

2026 Town of Carrboro Community Survey

Executive Summary



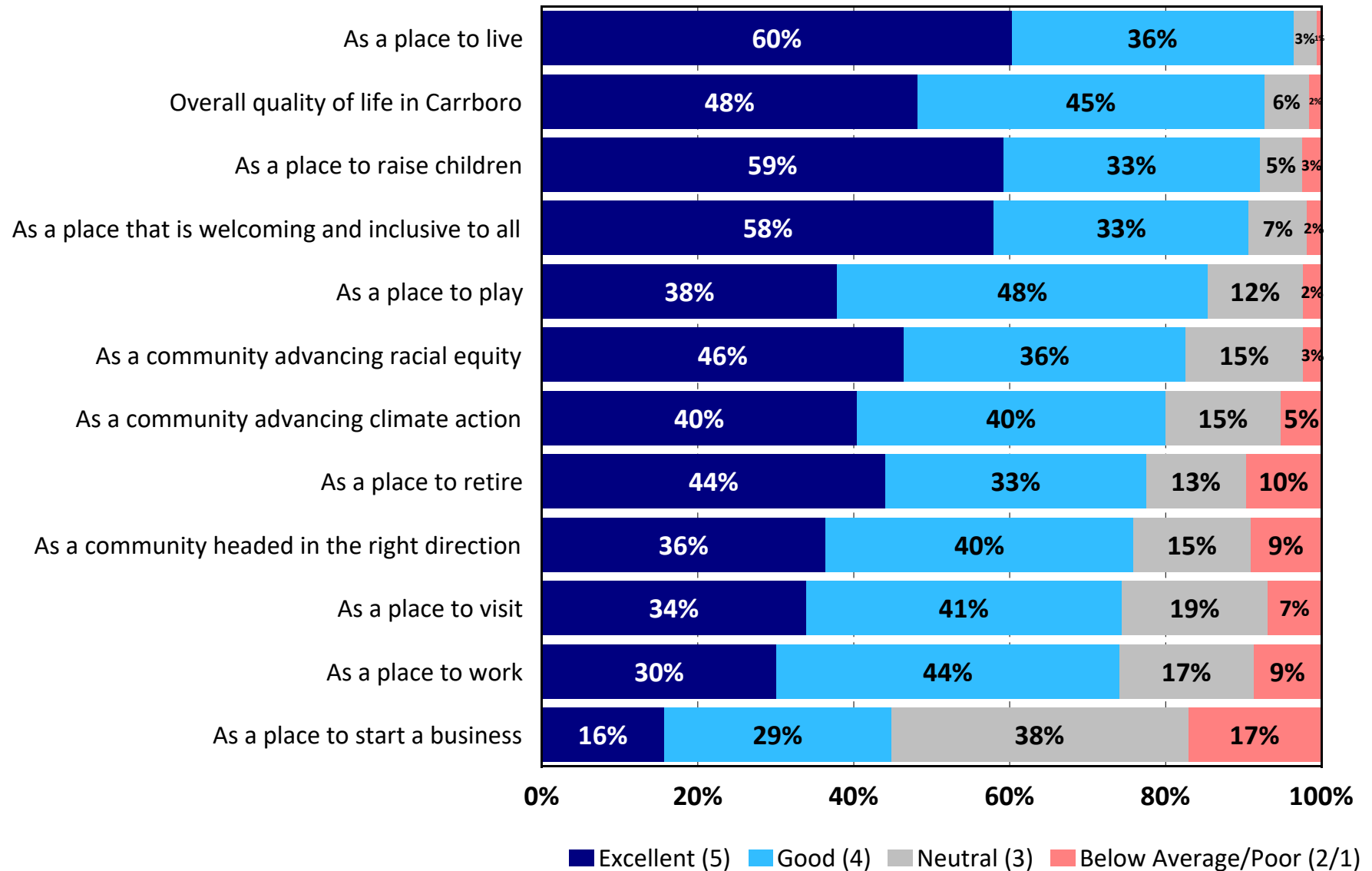
Importance-Satisfaction Rating						
Town of Carrboro, NC						
Overall						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Transportation infrastructure	47%	1	60%	8	0.1863	1
Housing and community services	34%	3	48%	10	0.1747	2
Economic development	22%	4	47%	11	0.1164	3
<i>Medium Priority (IS <.10)</i>						
Planning, zoning and inspection services	16%	9	46%	12	0.0887	4
Stormwater management	15%	12	58%	9	0.0648	5
Parks and recreation facilities	38%	2	84%	5	0.0594	6
Communication and engagement	18%	8	67%	7	0.0589	7
Public parking	16%	10	69%	6	0.0512	8
Recreation and cultural programs	19%	6	85%	3	0.0293	9
Police services	18%	7	85%	4	0.0280	10
Public works (trash/yard waste collection)	22%	5	89%	2	0.0235	11
Fire services	16%	11	94%	1	0.0100	12



Charts and Graphs

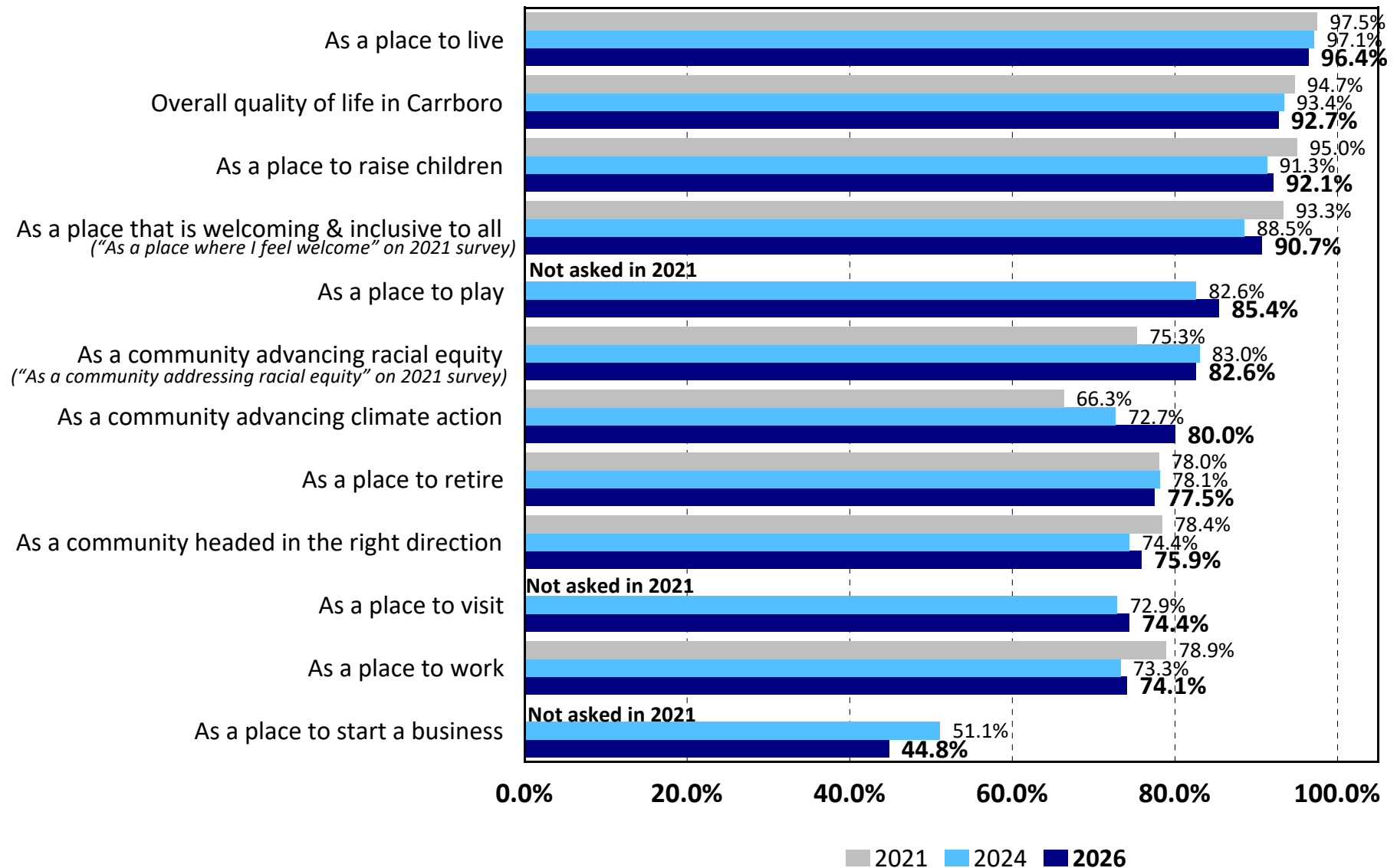
Q1. Ratings of Quality of Life in the Town

by percentage of respondents (excluding don't knows)



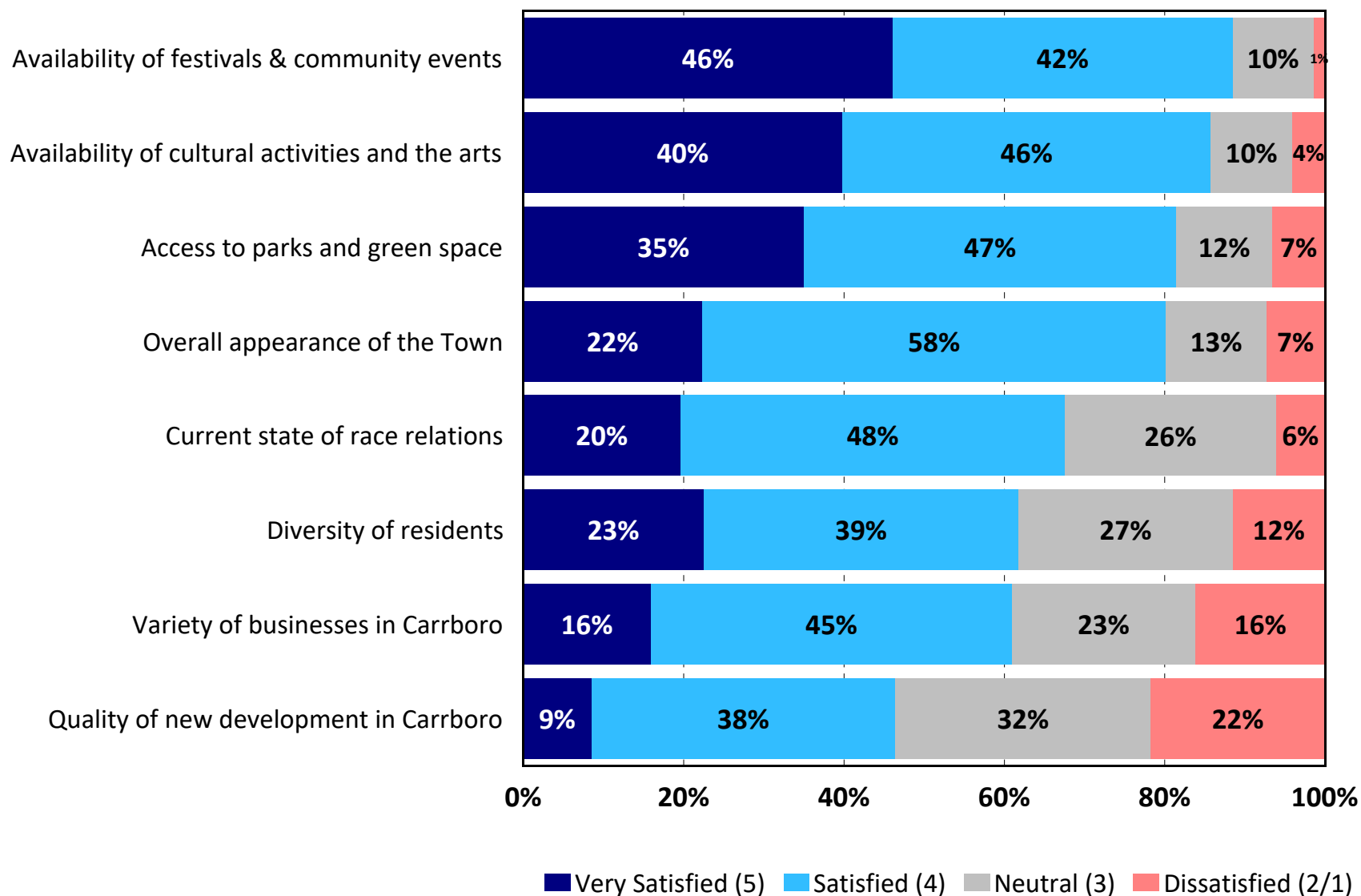
TRENDS: Ratings of Quality of Life in the Town 2021 to 2026

by percentage of respondents (excluding don't knows)



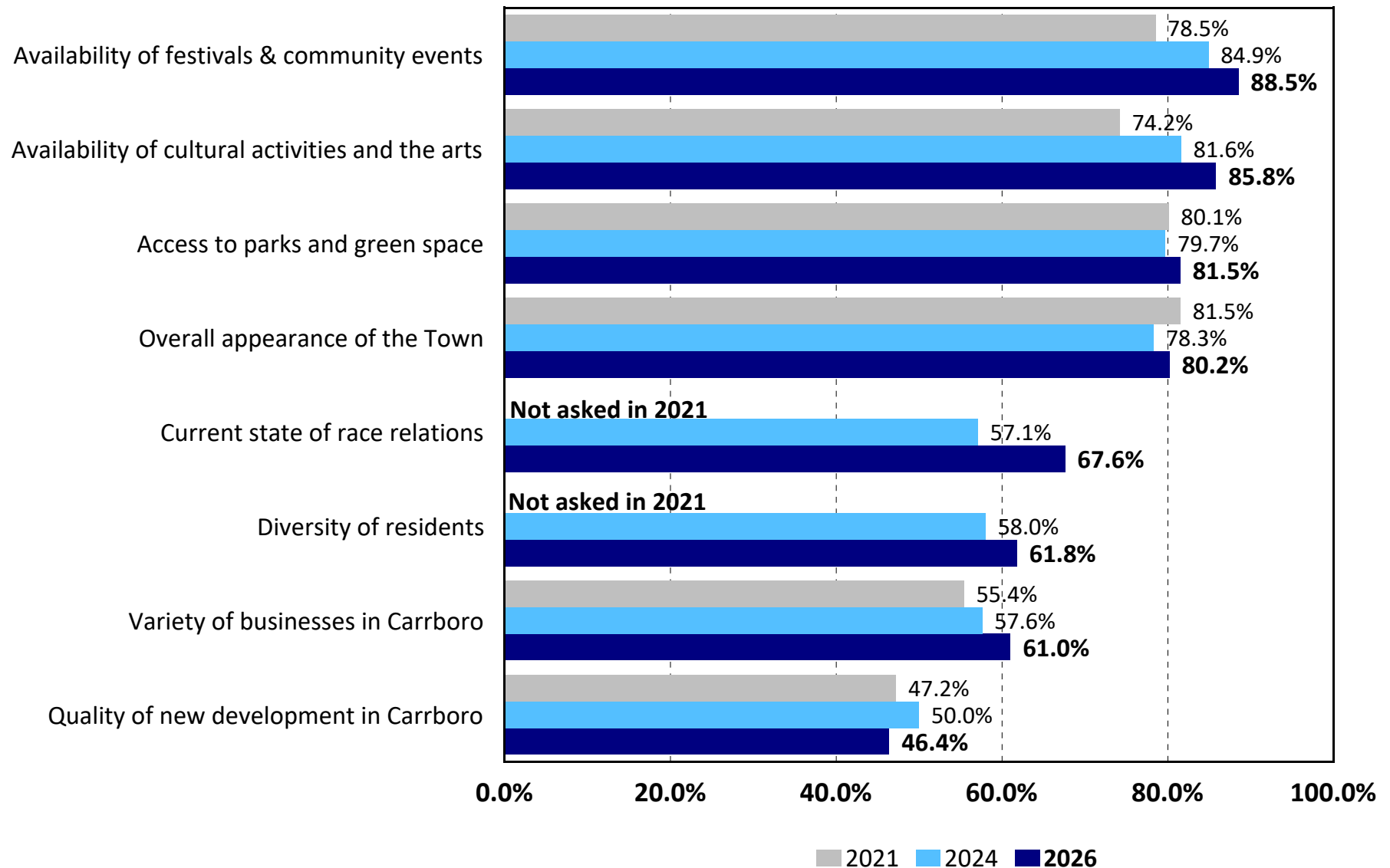
Q2. Satisfaction with Perceptions of Carrboro

by percentage of respondents (excluding don't knows)



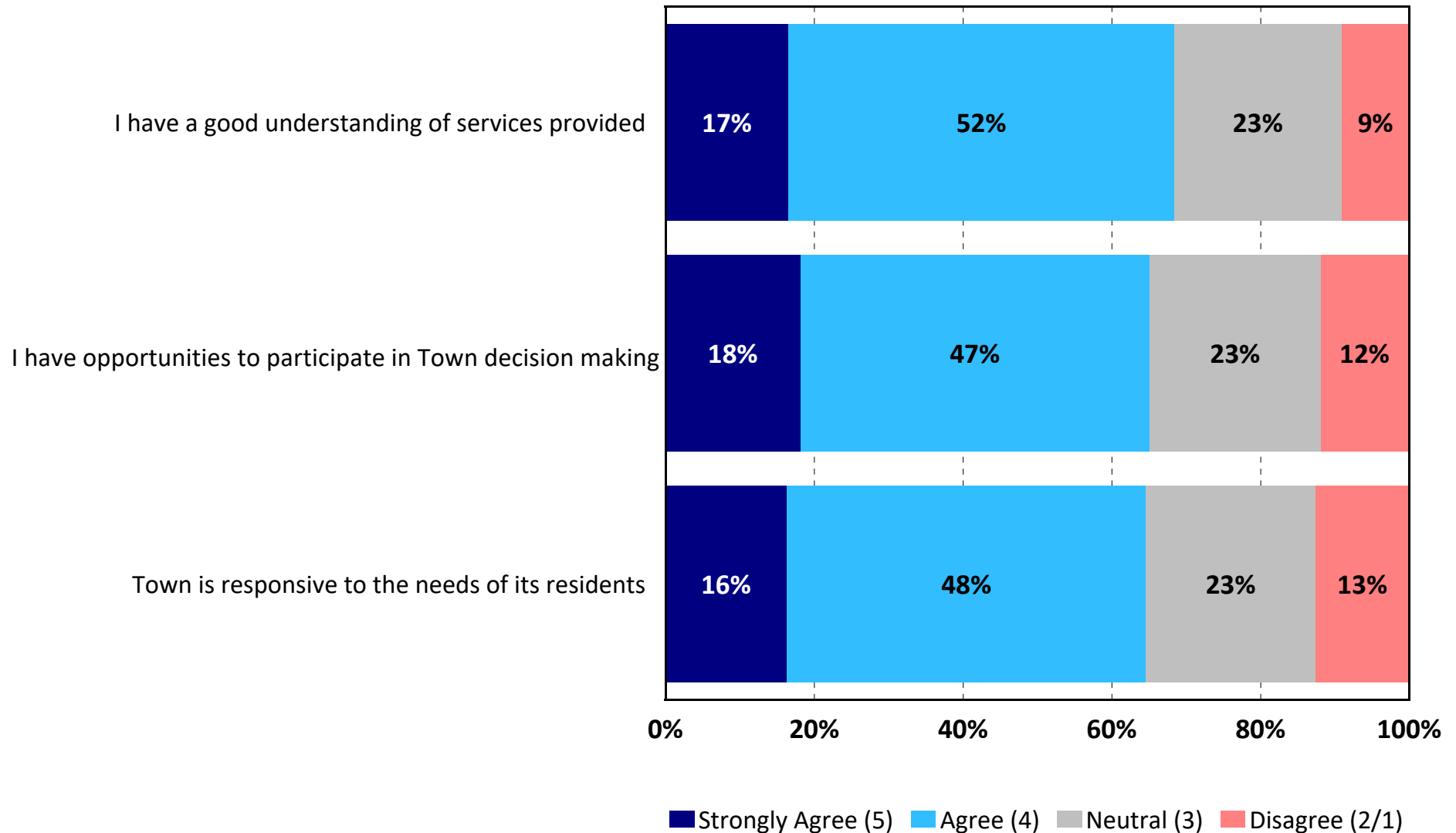
TRENDS: Satisfaction with Perceptions of Carrboro 2021 to 2026

by percentage of respondents (excluding don't knows)



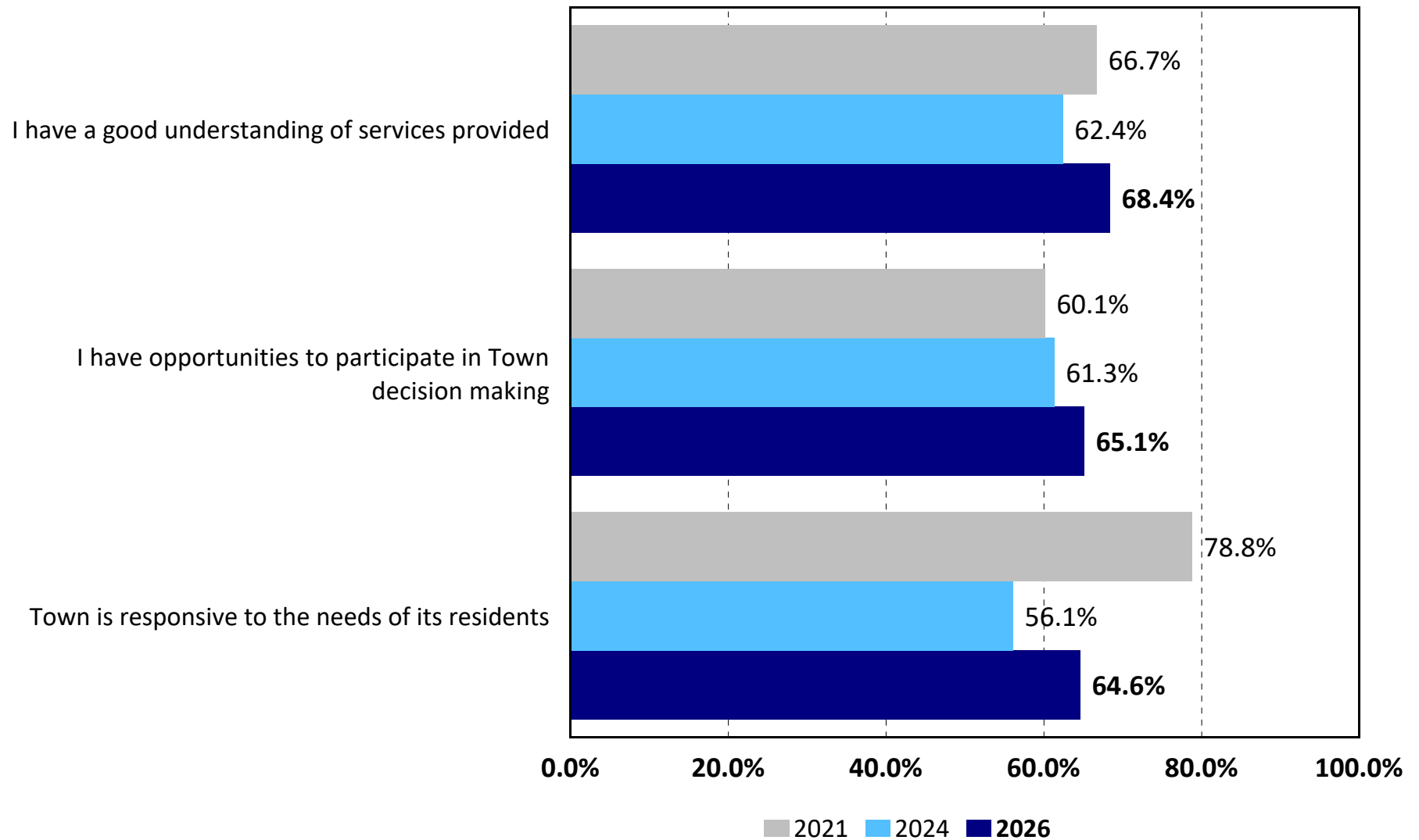
Q3. Agreement With the Following Statements Regarding Town Leadership

by percentage of respondents (excluding don't knows)



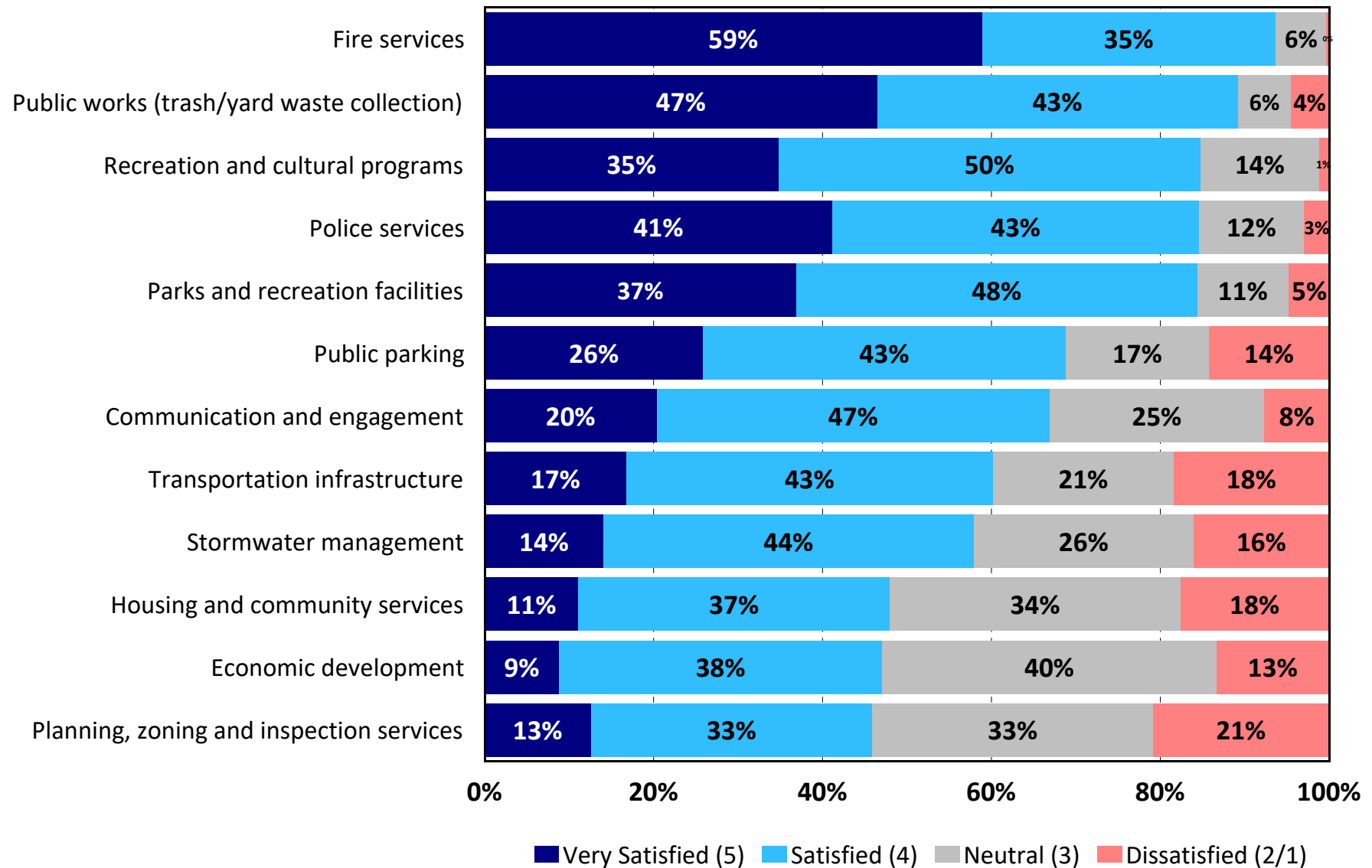
TRENDS: Agreement With the Following Statements Regarding Town Leadership - 2021 to 2026

by percentage of respondents (excluding don't knows)



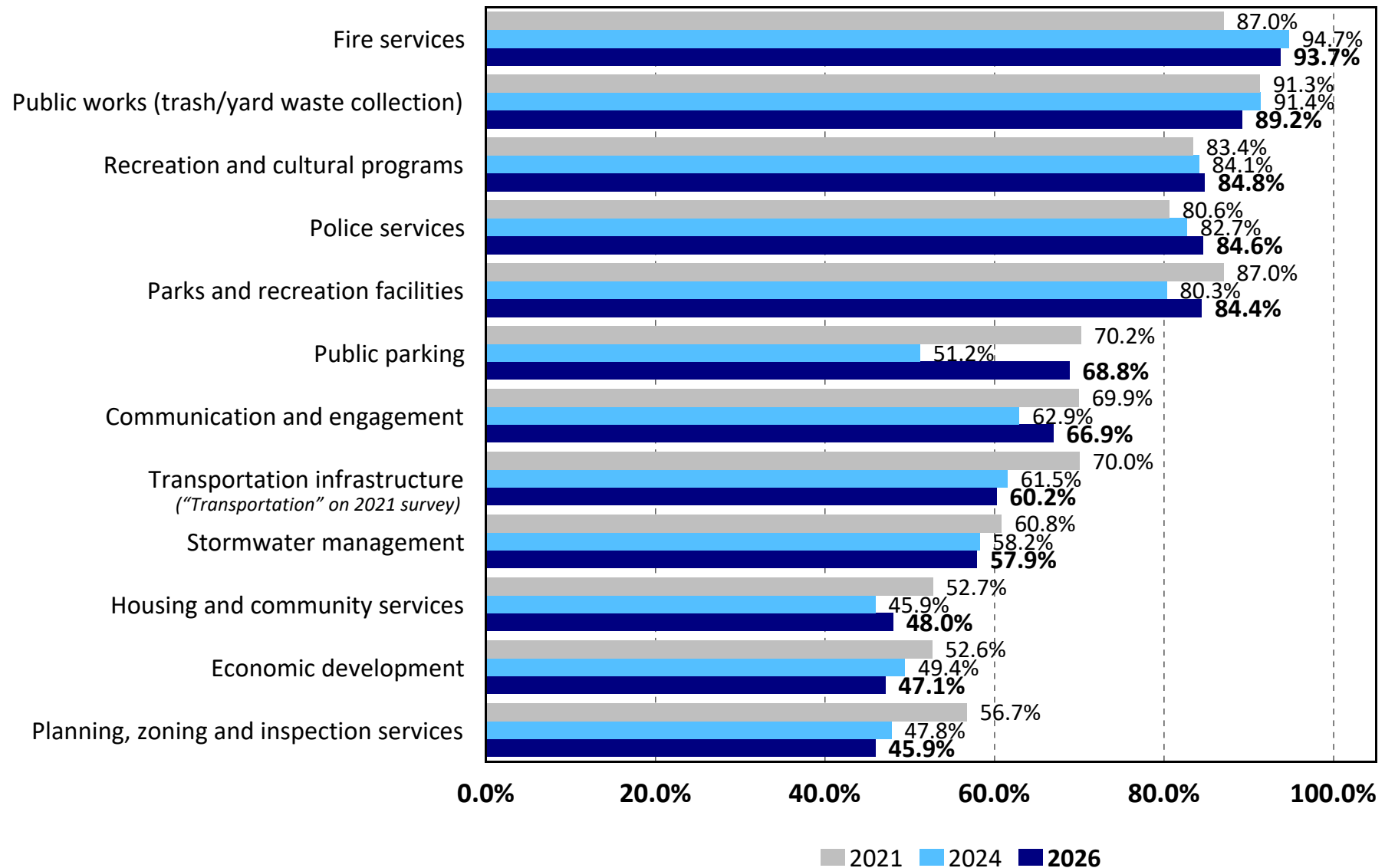
Q4. Satisfaction With Major Categories of Town Services

by percentage of respondents (excluding don't knows)



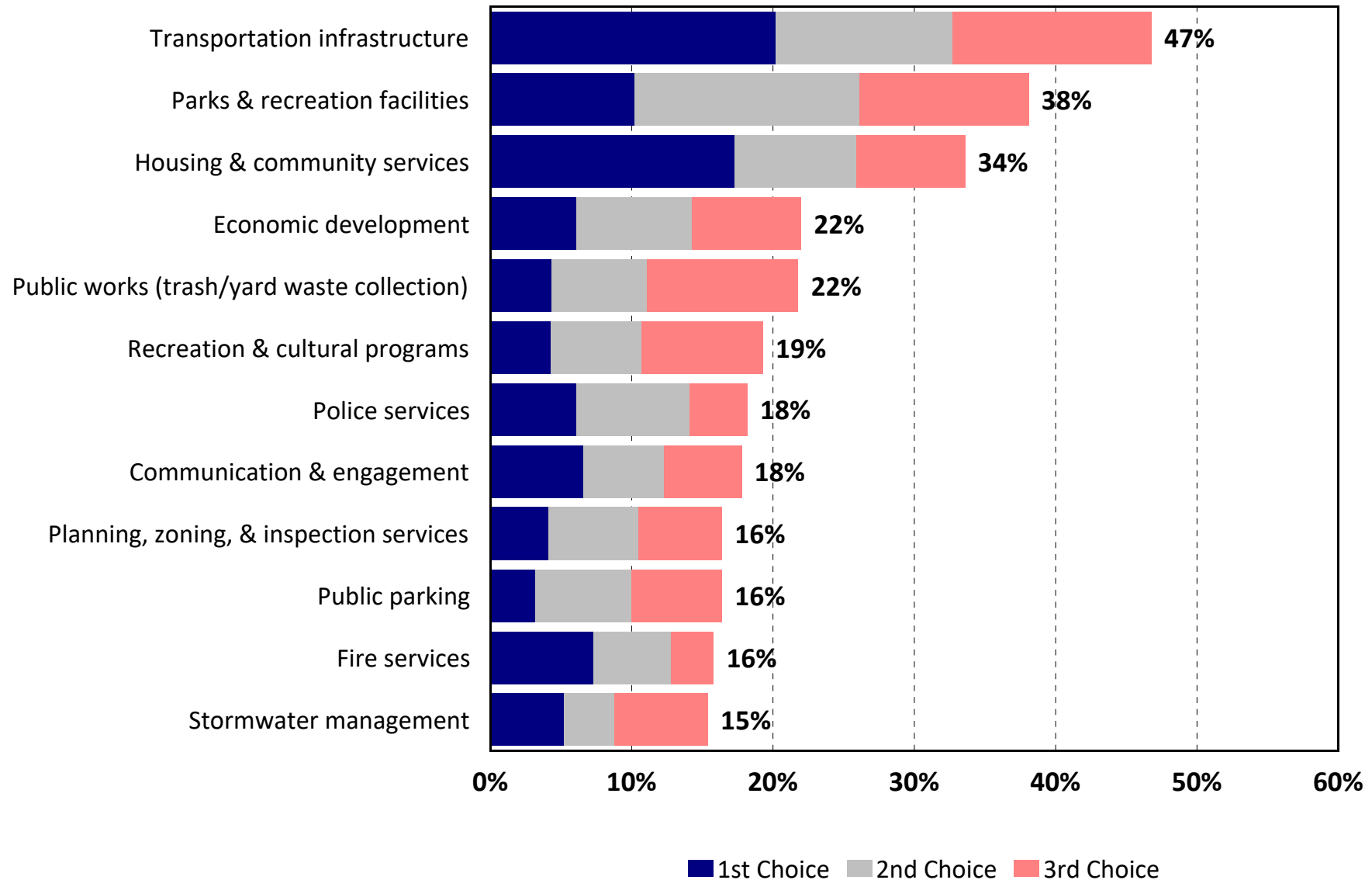
TRENDS: Satisfaction With Major Categories of Town Services - 2021 to 2026

by percentage of respondents (excluding don't knows)



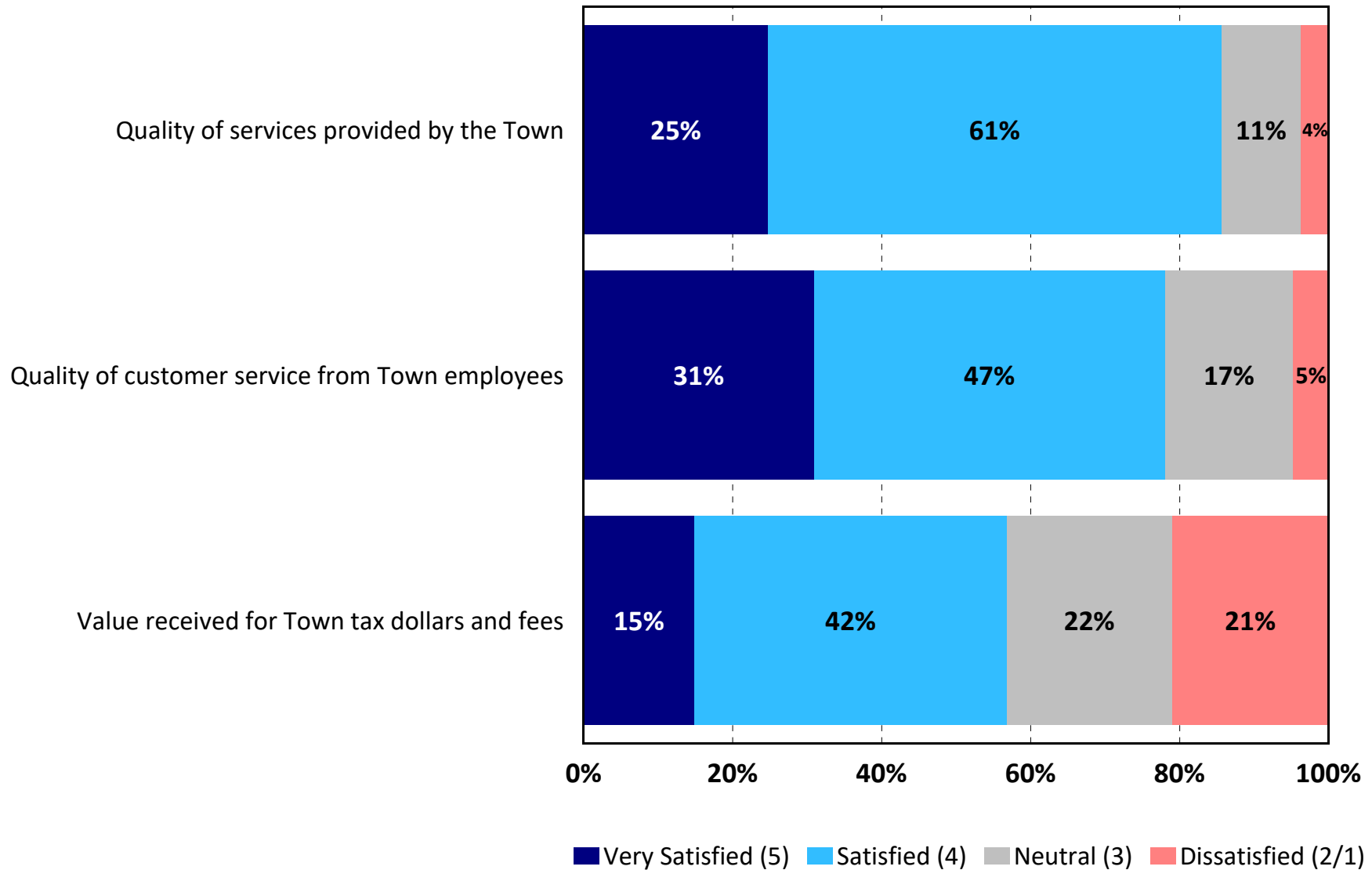
Q5. Town Services That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



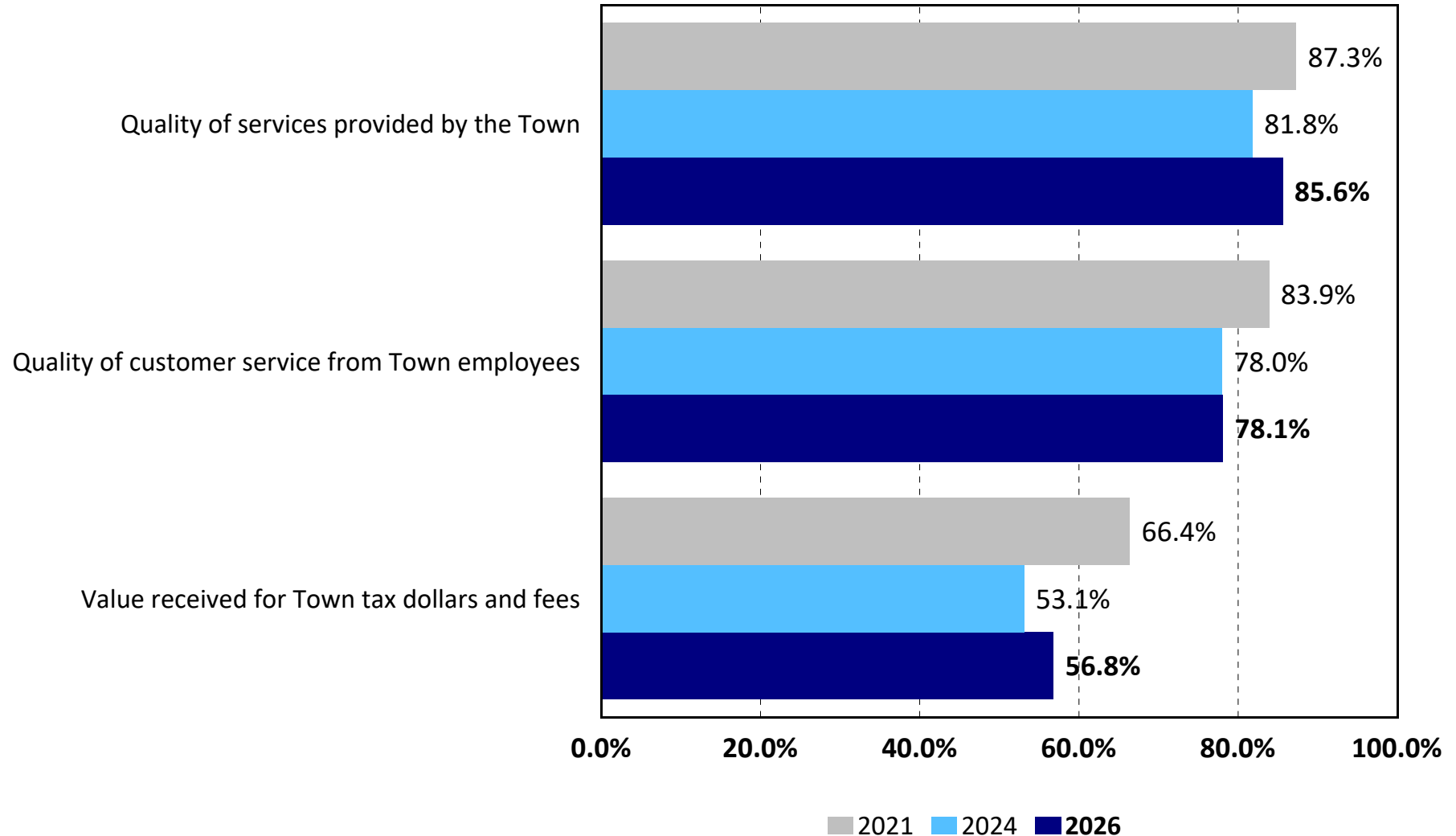
Q6. Satisfaction With the Following Key Indicators

by percentage of respondents (excluding don't knows)



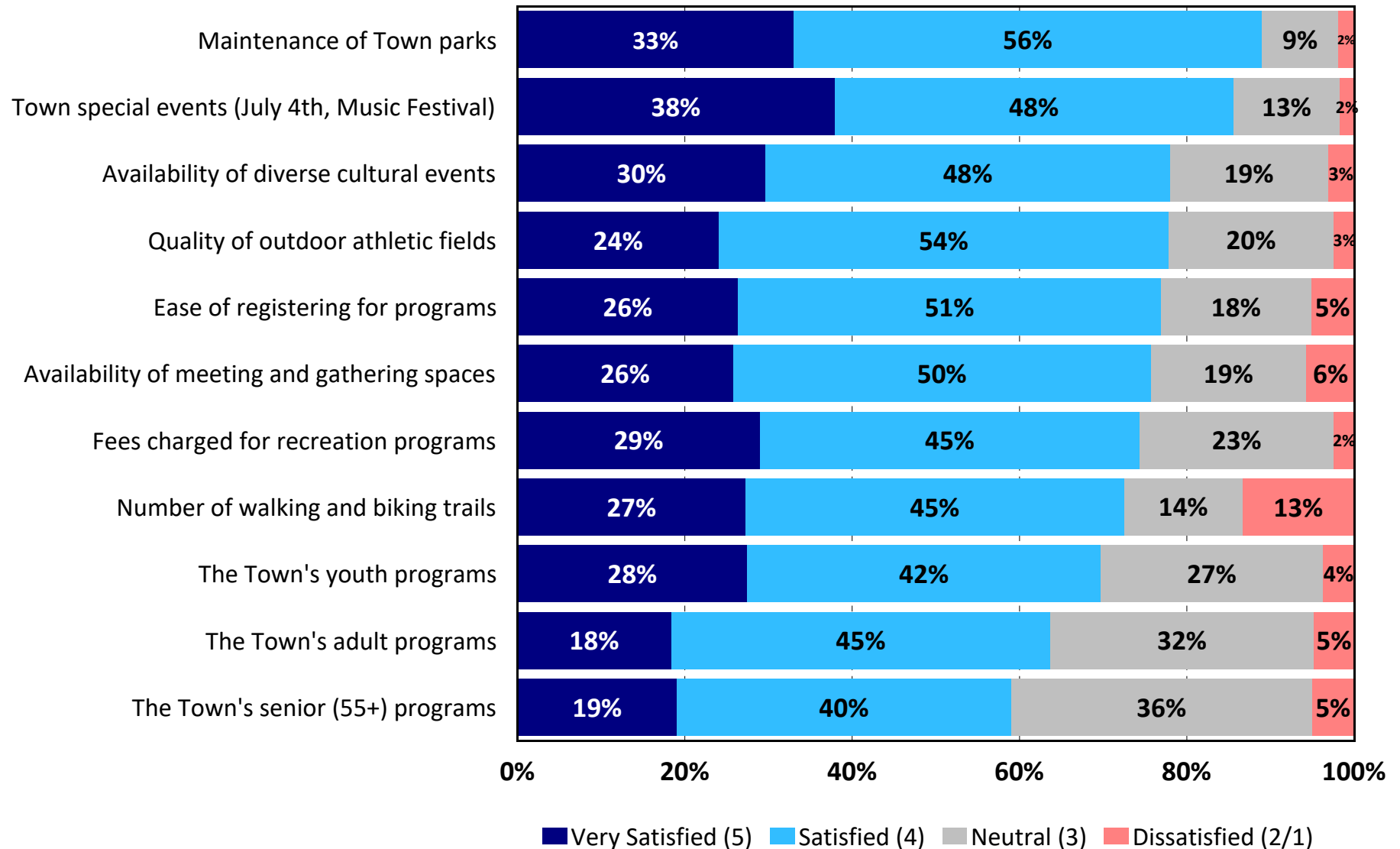
TRENDS: Satisfaction With the Following Key Indicators 2021 to 2026

by percentage of respondents (excluding don't knows)



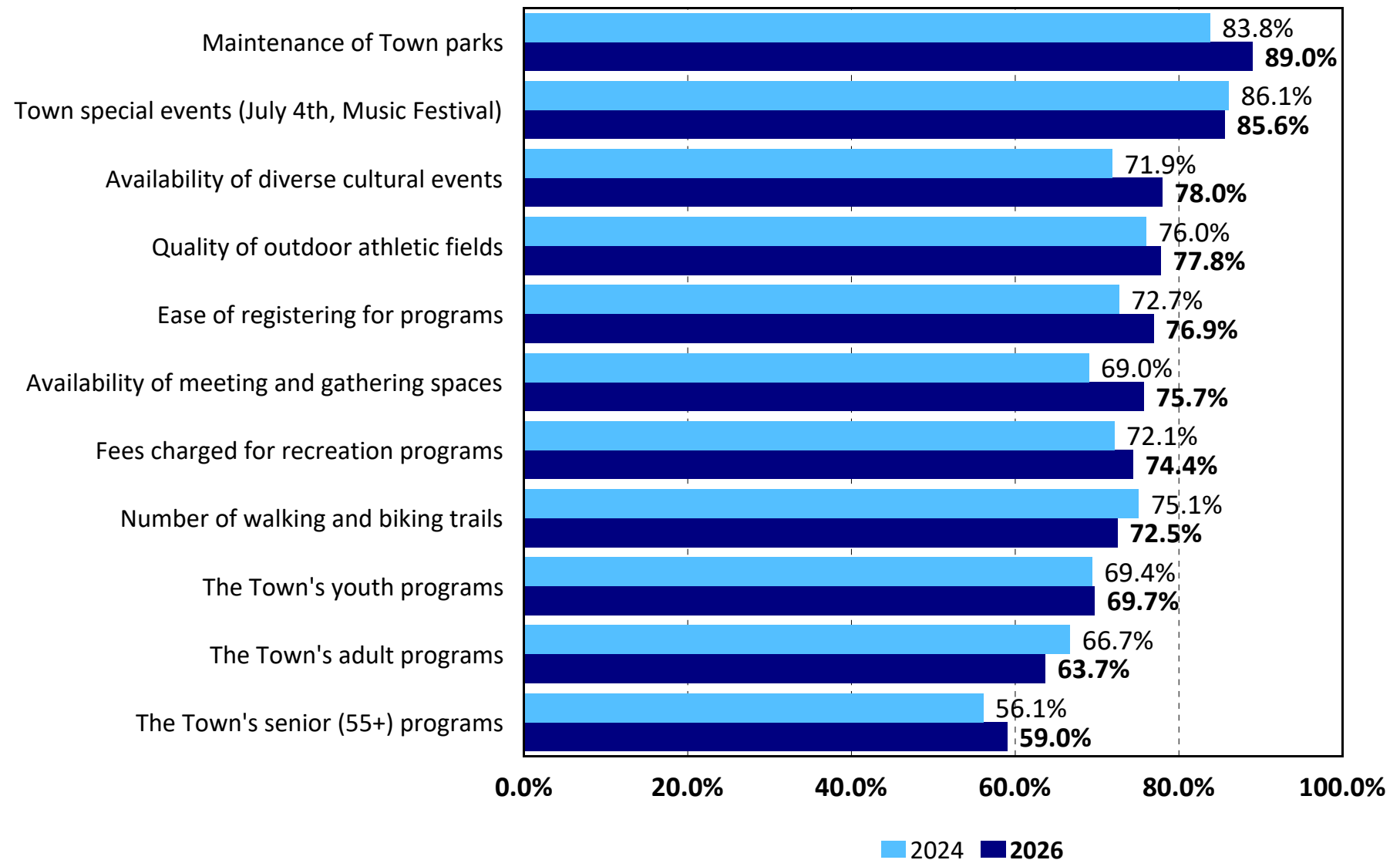
Q7. Satisfaction with Recreation, Parks and Cultural Resources

by percentage of respondents (excluding don't knows)



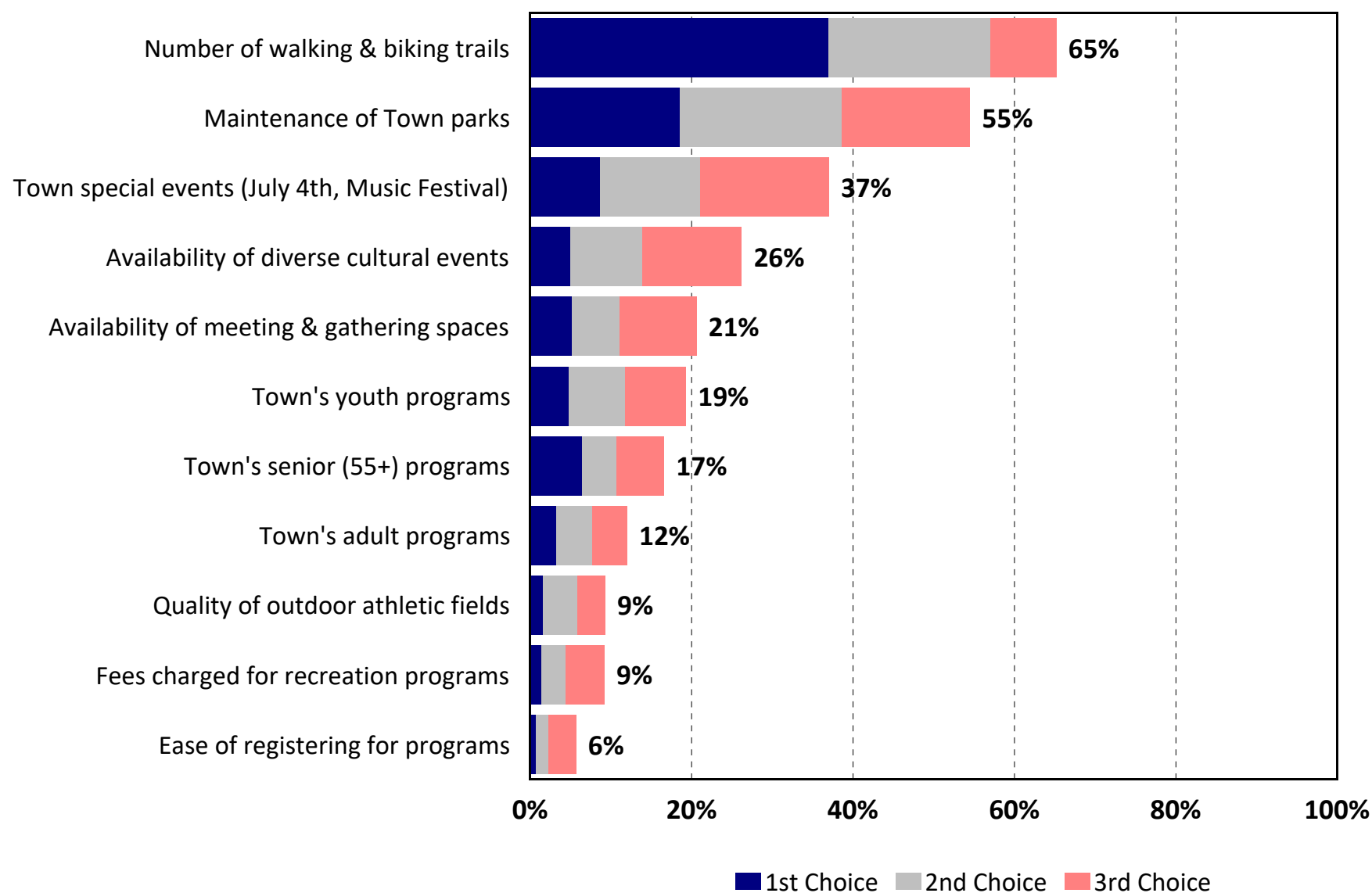
TRENDS: Satisfaction with Recreation, Parks and Cultural Resources - 2024 vs. 2026

by percentage of respondents (excluding don't knows)



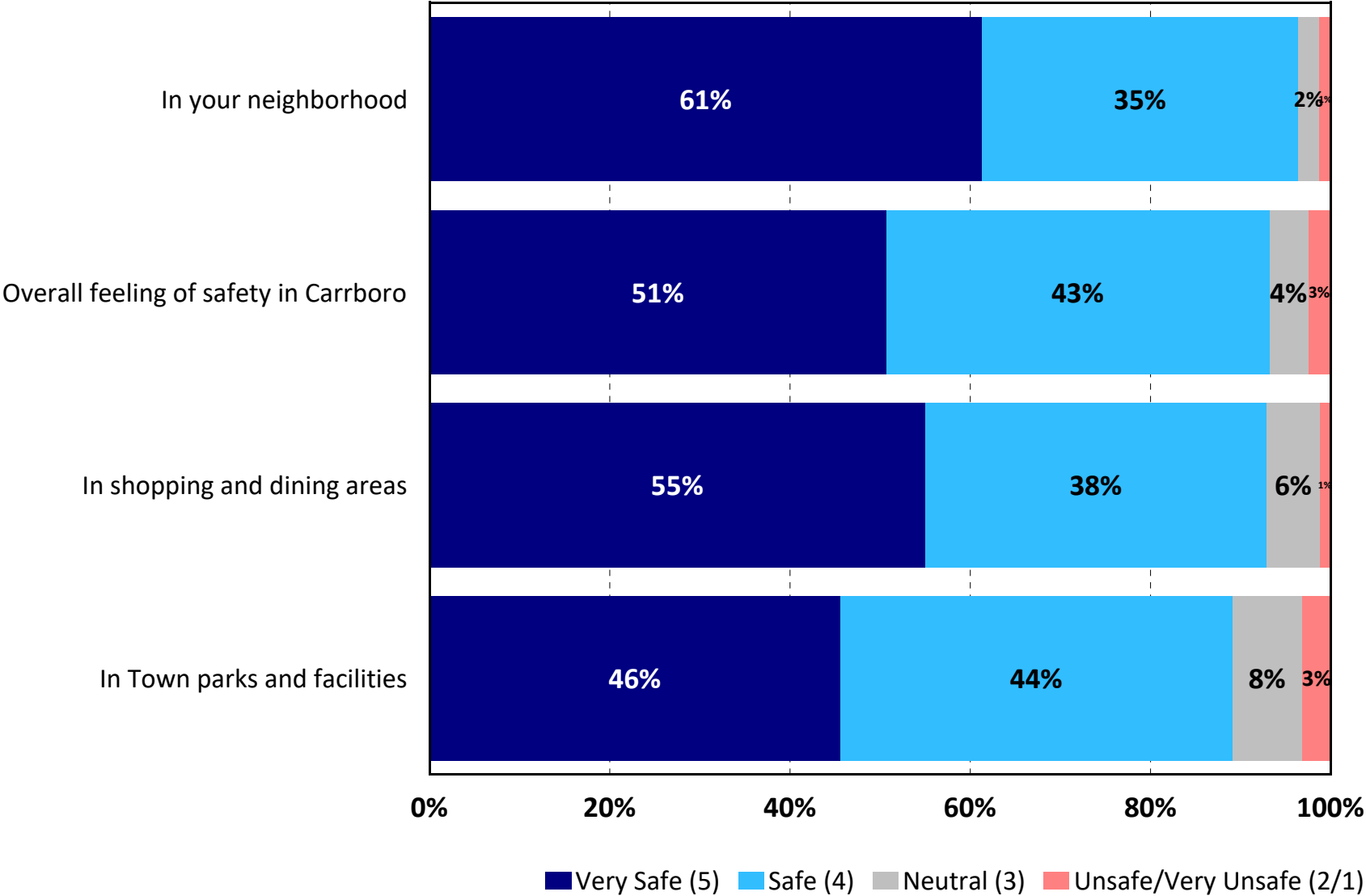
Q8. Recreation, Parks and Cultural Resources That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



Q9. Perceptions of Safety in Carrboro

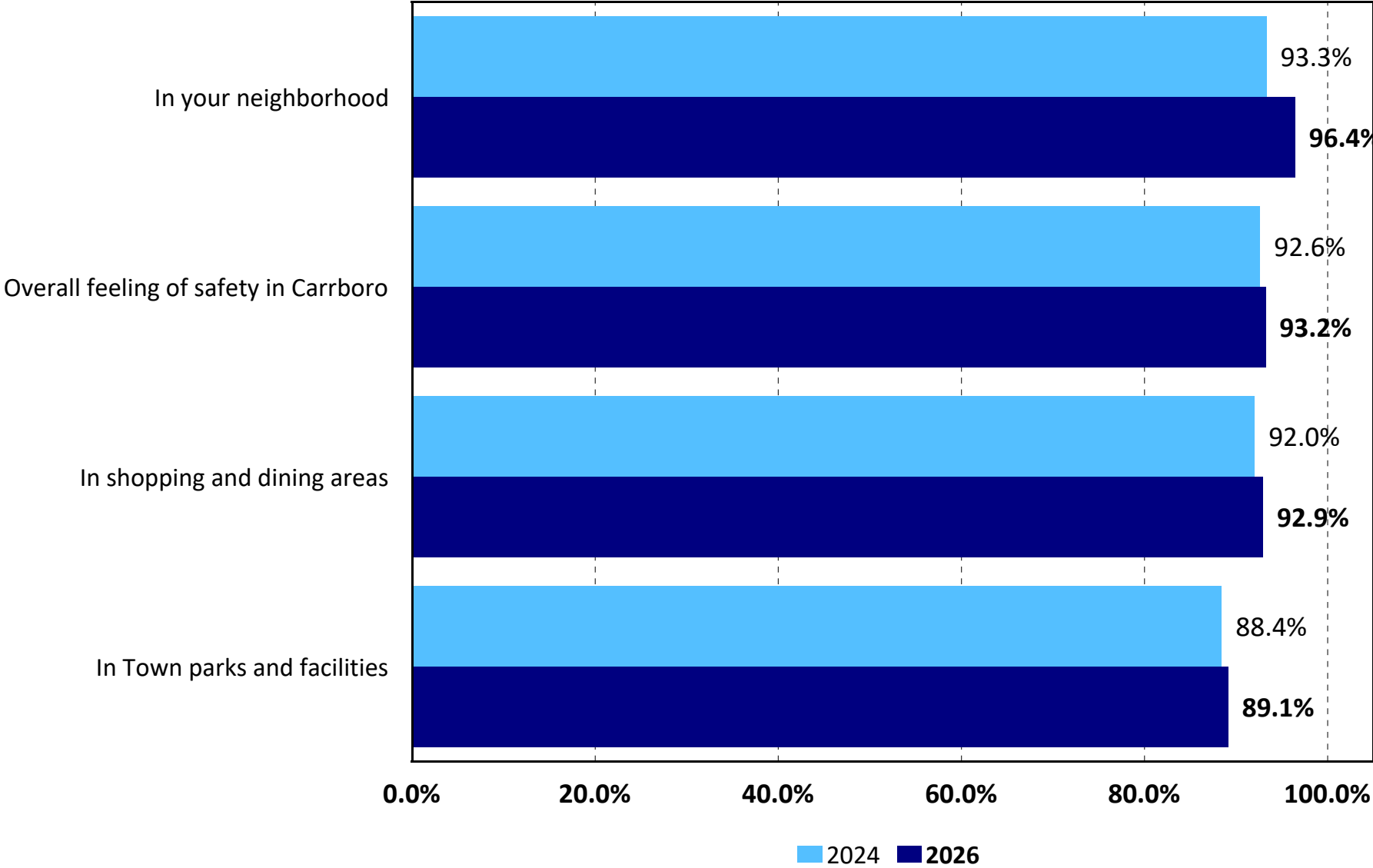
by percentage of respondents (excluding don't knows)



TRENDS: Perceptions of Safety in Carrboro

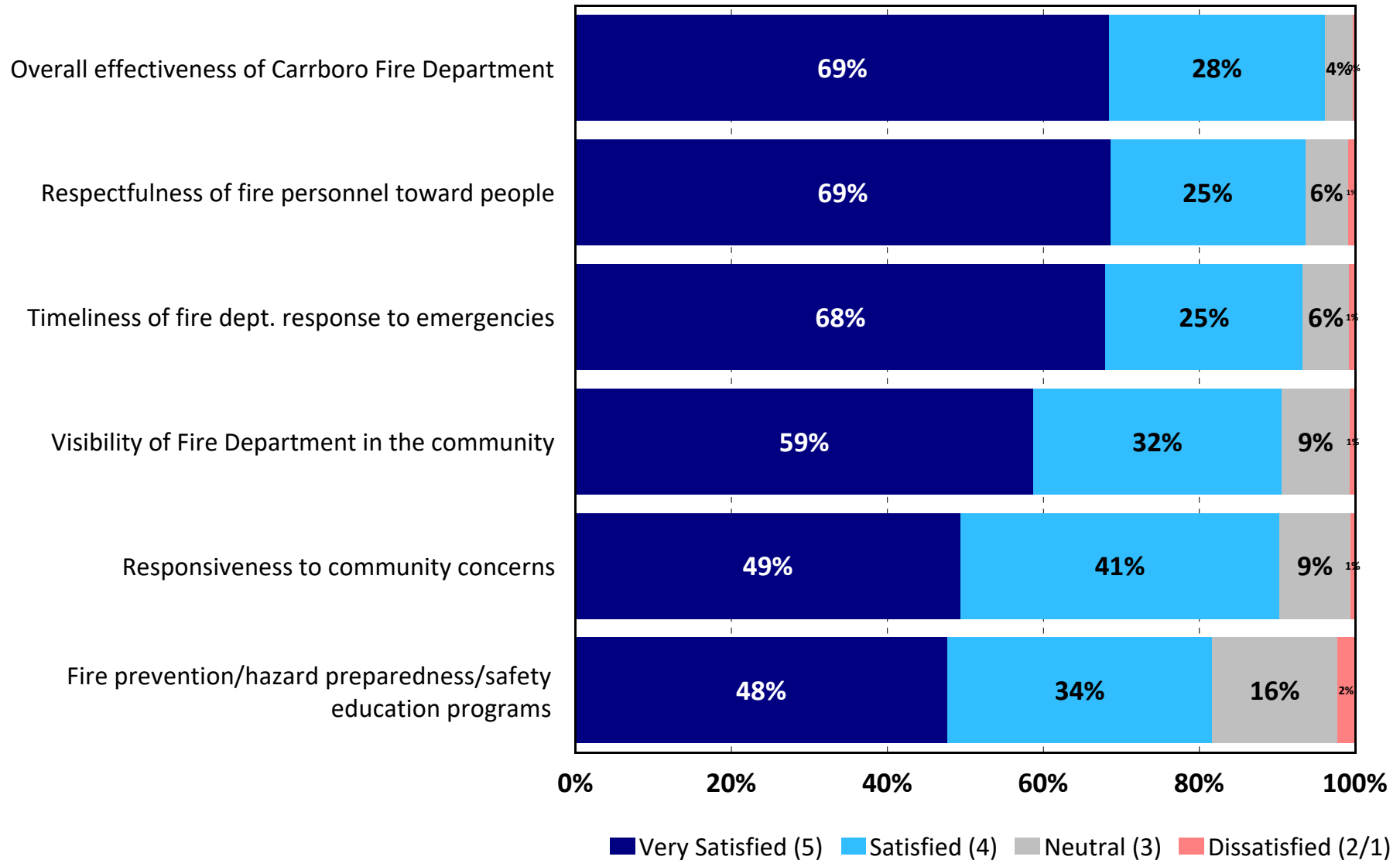
2024 vs. 2026

by percentage of respondents (excluding don't knows)



Q10[1-6]. Satisfaction with Fire Services

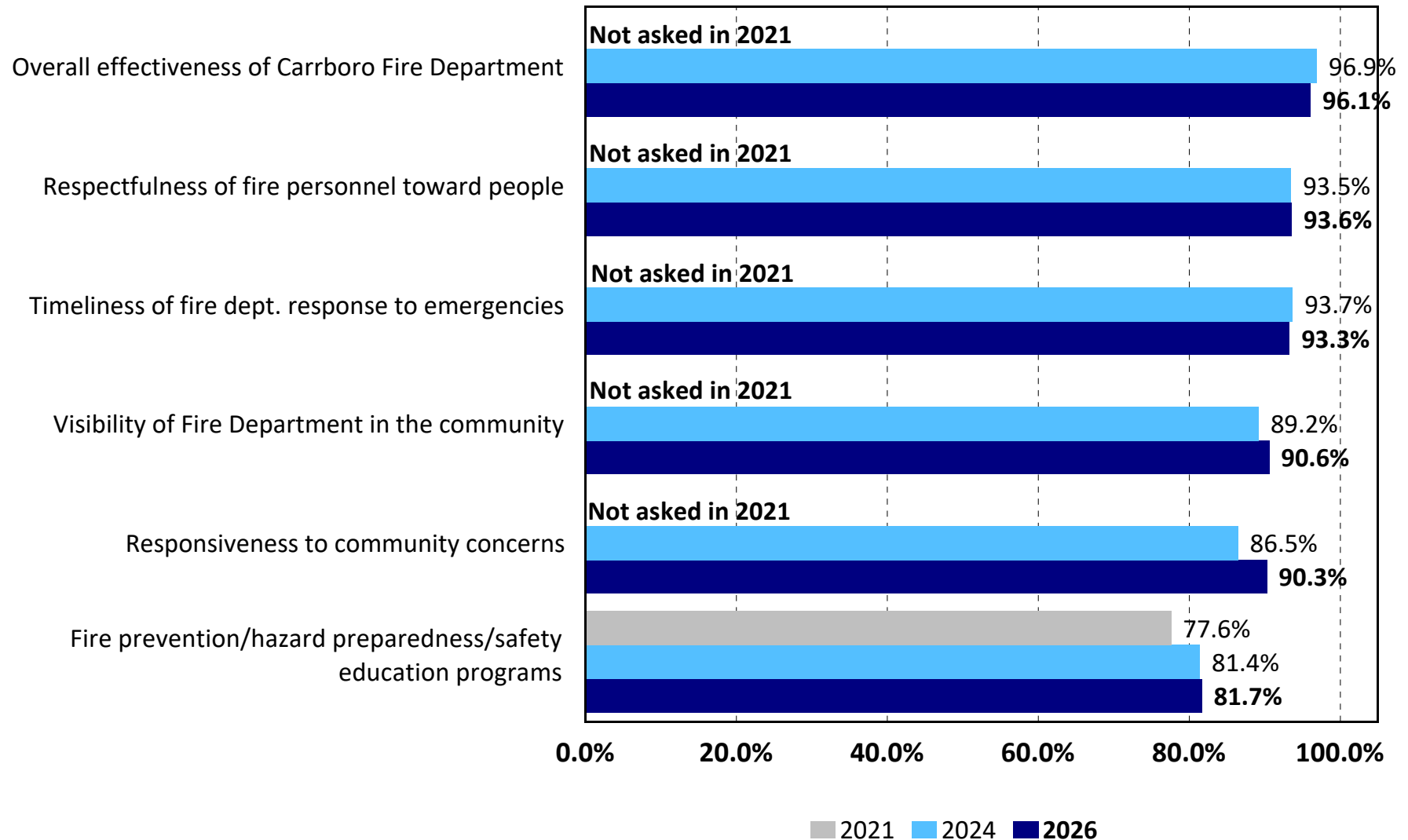
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Fire Services

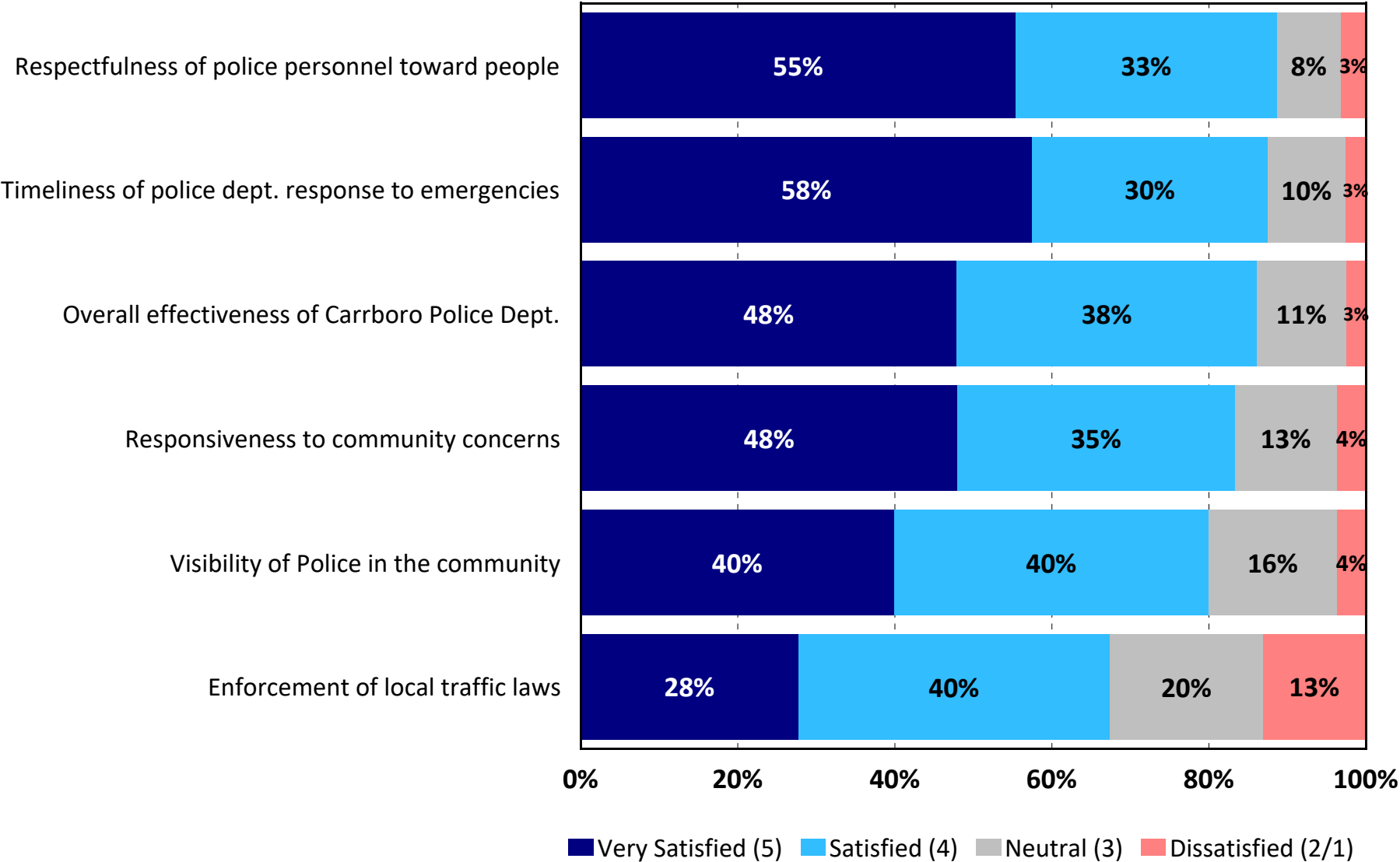
2021 to 2026

by percentage of respondents (excluding don't knows)



Q10[7-12]. Satisfaction with Police Services

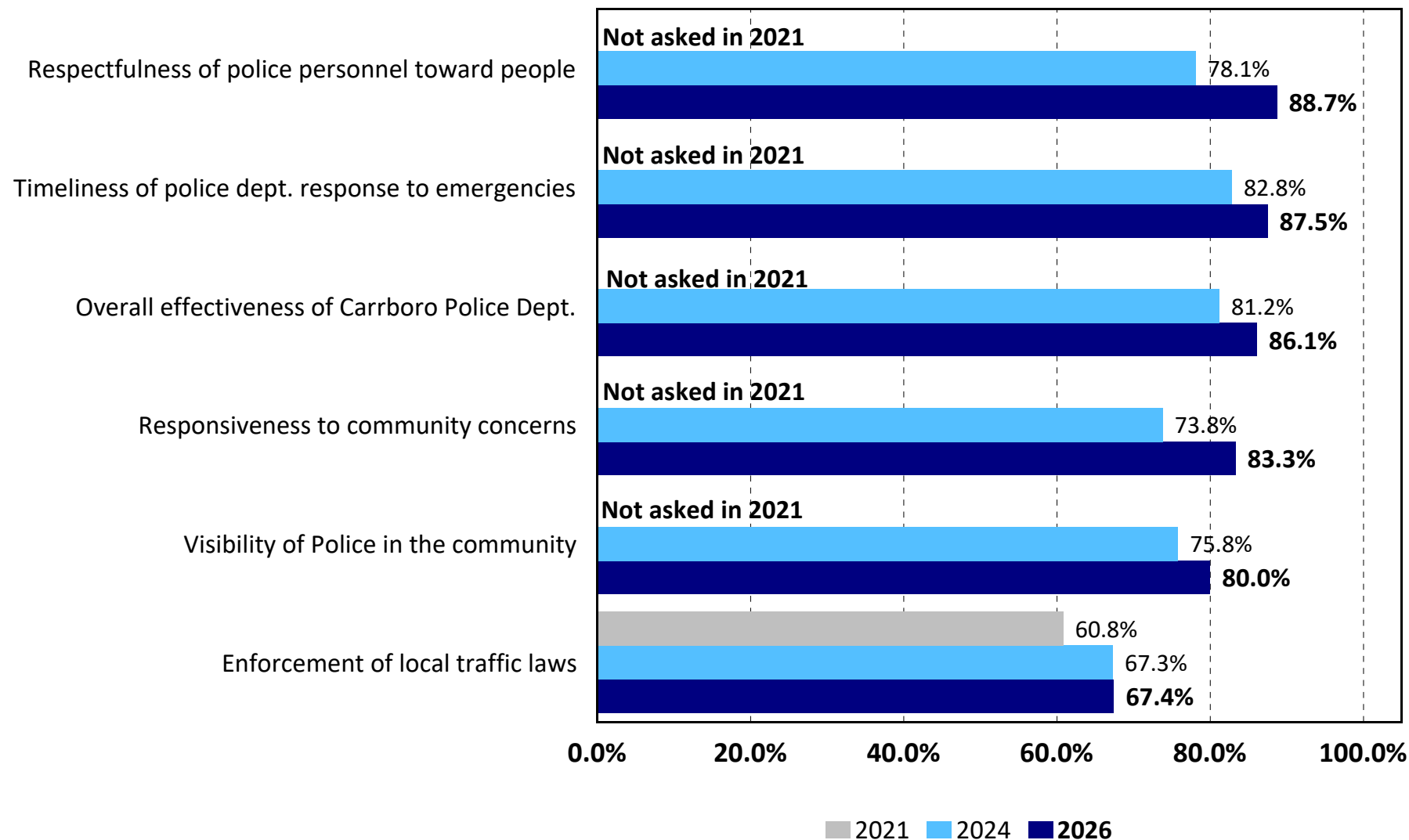
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Police Services

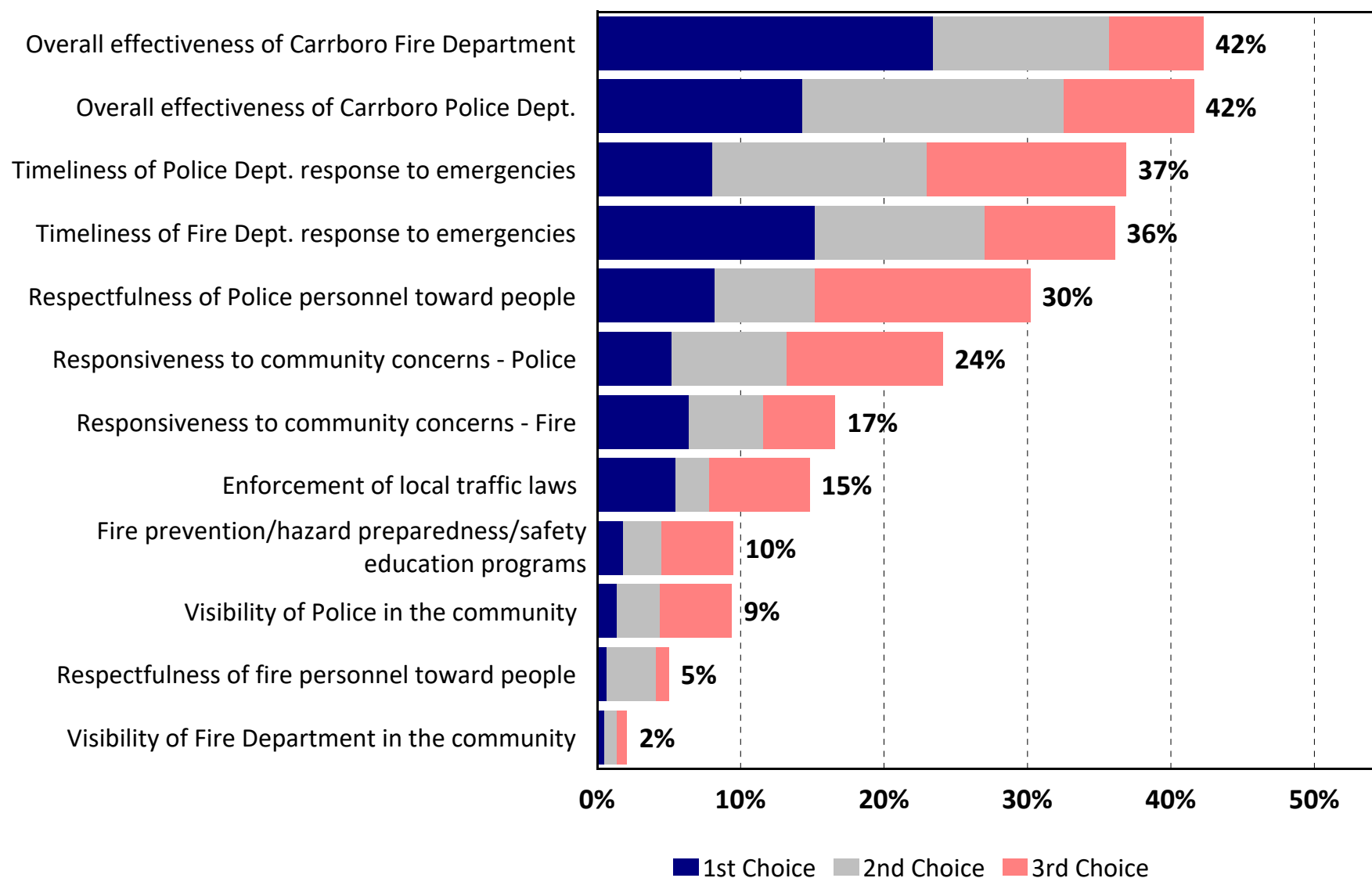
2021 to 2026

by percentage of respondents (excluding don't knows)



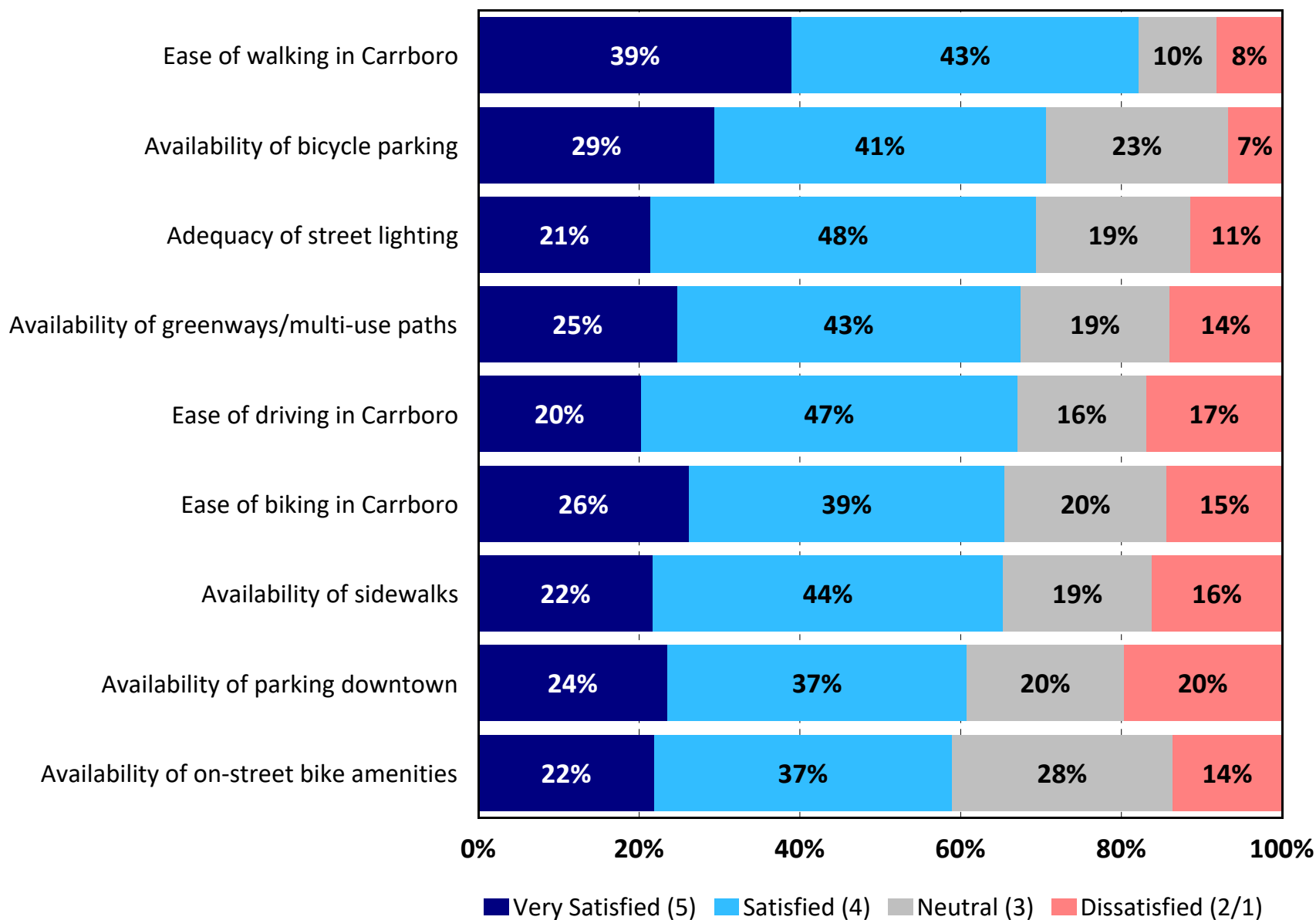
Q11. Public Safety Services That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



Q12. Satisfaction with Transportation

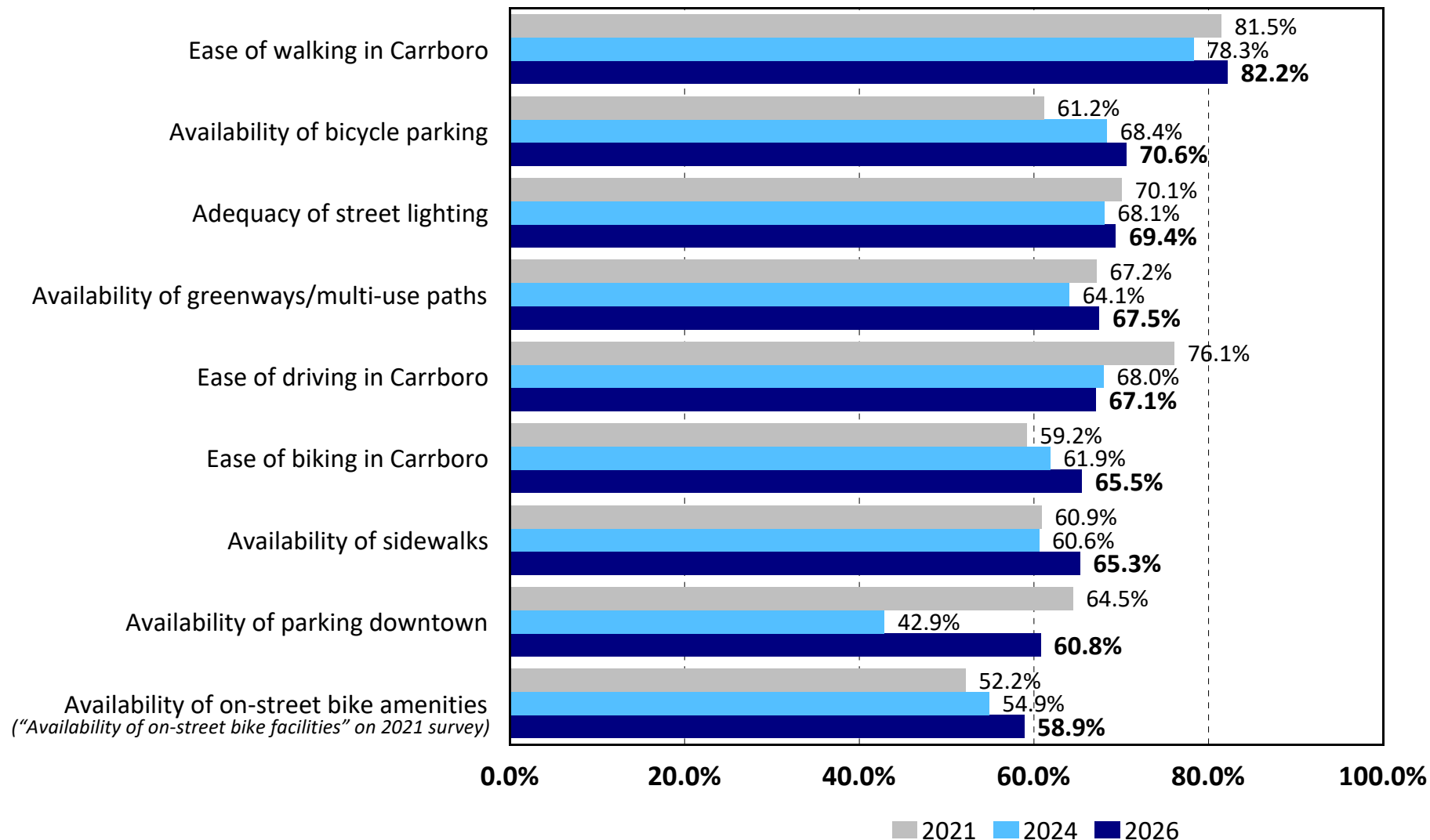
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Transportation

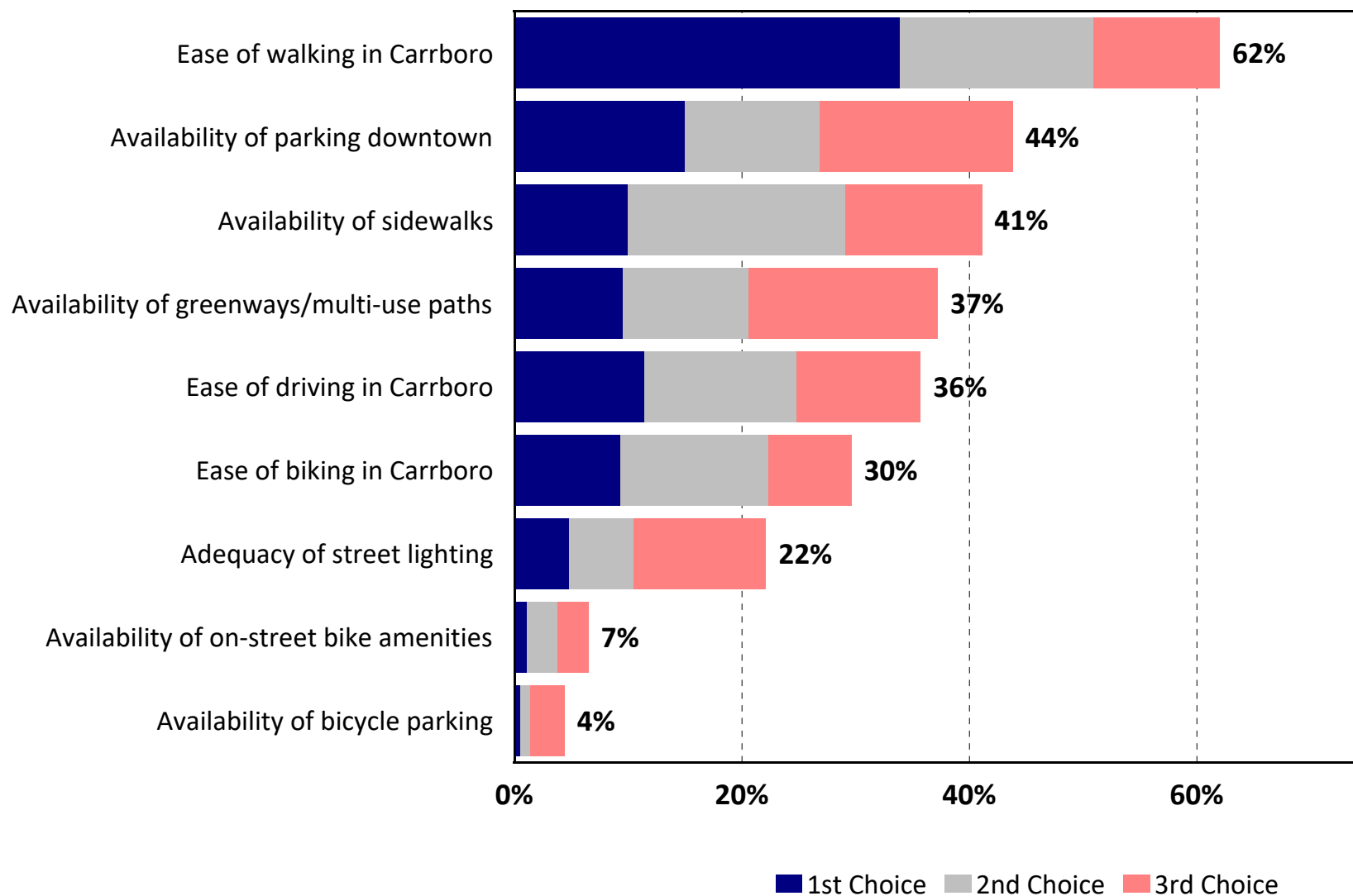
2021 to 2026

by percentage of respondents (excluding don't knows)



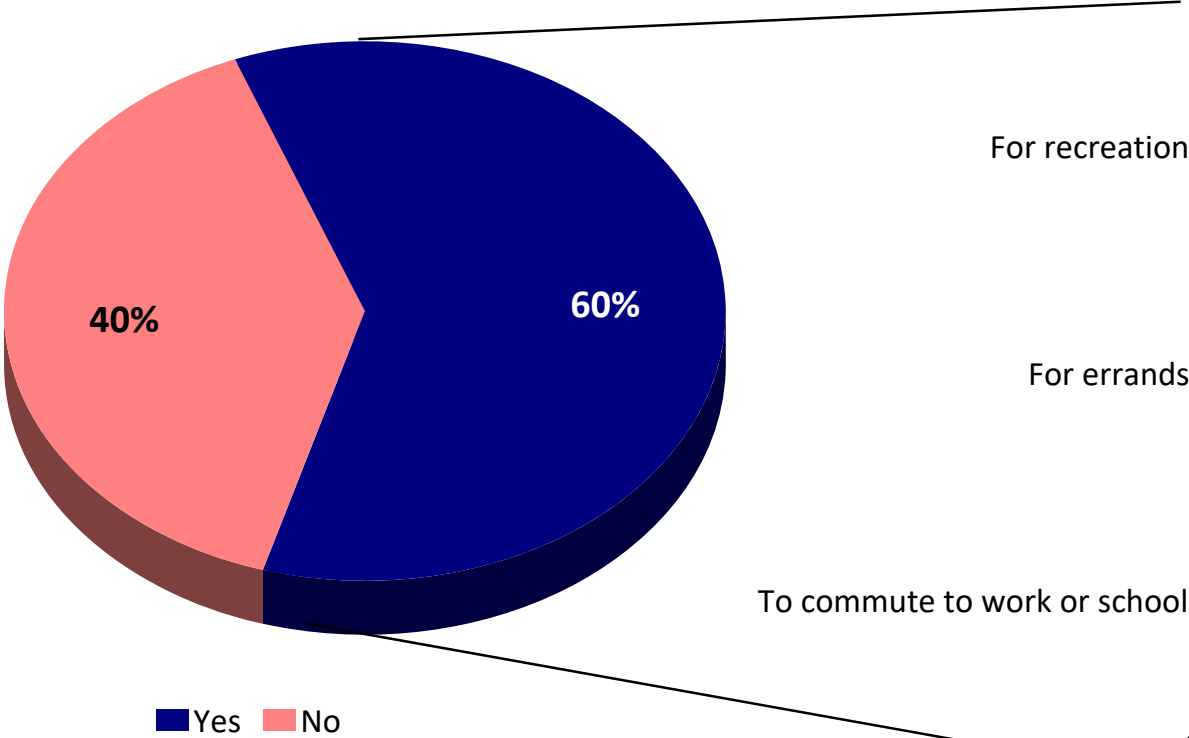
Q13. Transportation Services That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



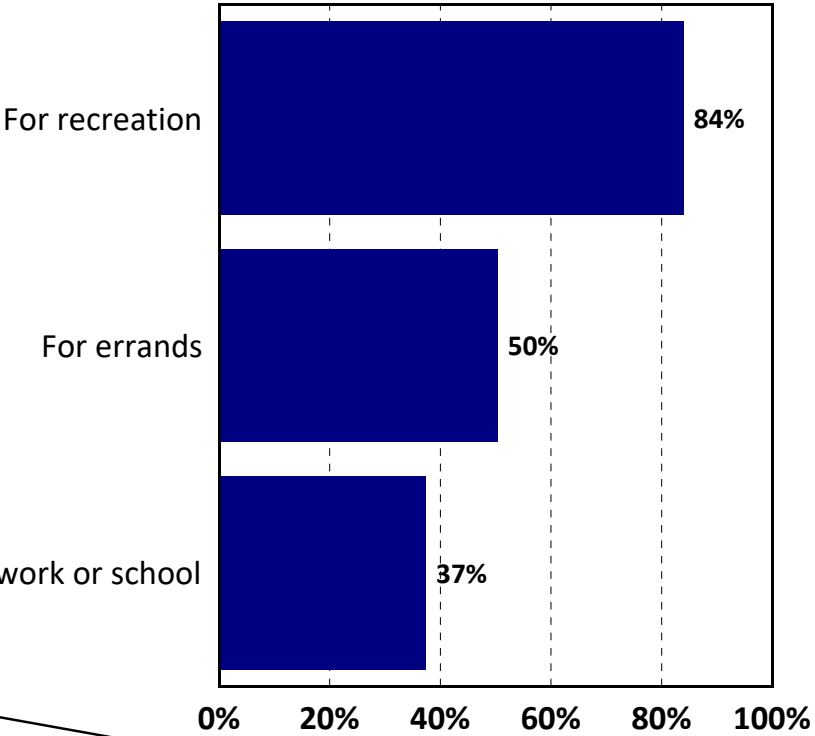
Q14. Does anyone in your household ride a bicycle?

by percentage of respondents (excluding “not provided”)



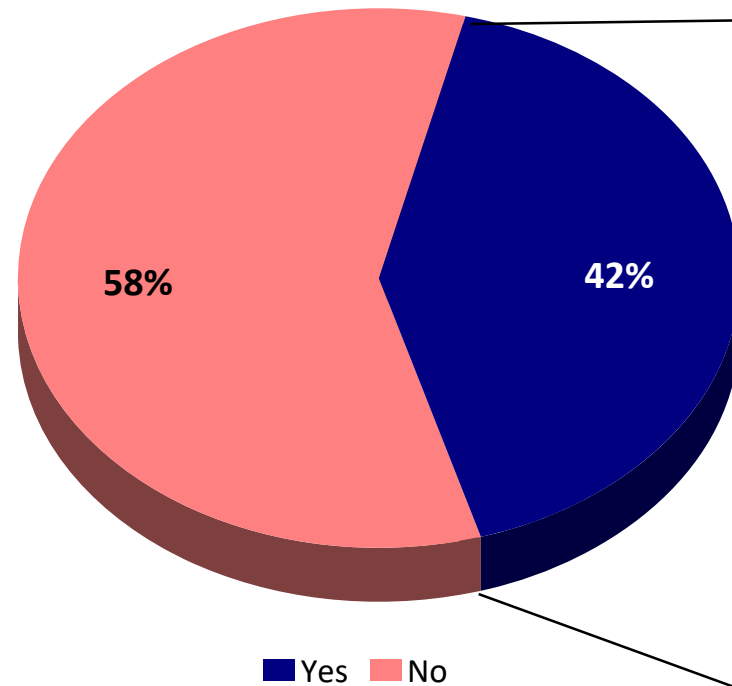
Q14a. Why do they ride a bicycle?

by percentage of household members who ride a bicycle
(multiple selections could be made)



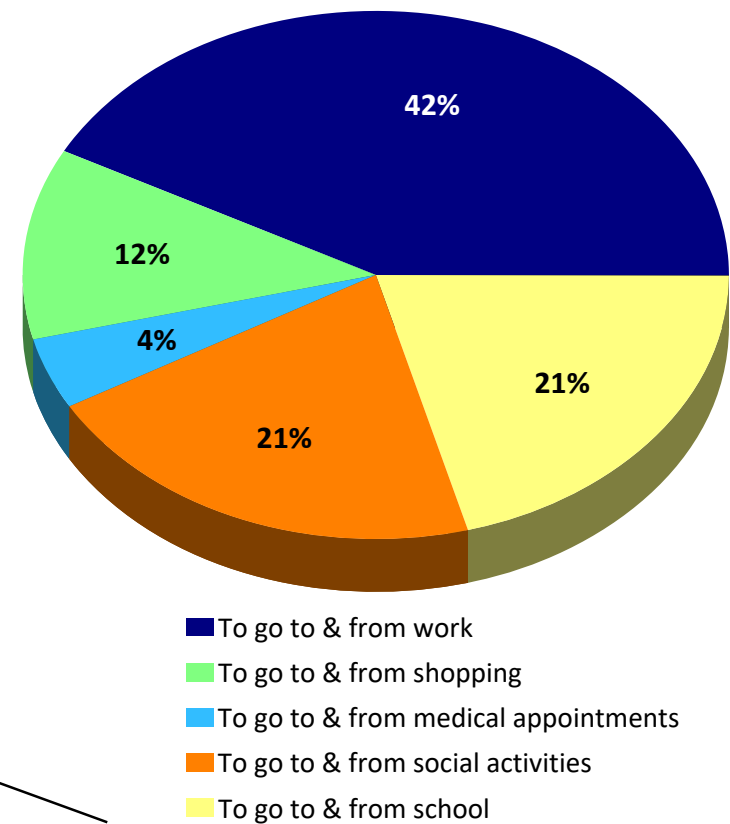
Q15. Do you or any members of your household use the Chapel Hill Transit system?

by percentage of respondents (excluding "not provided")



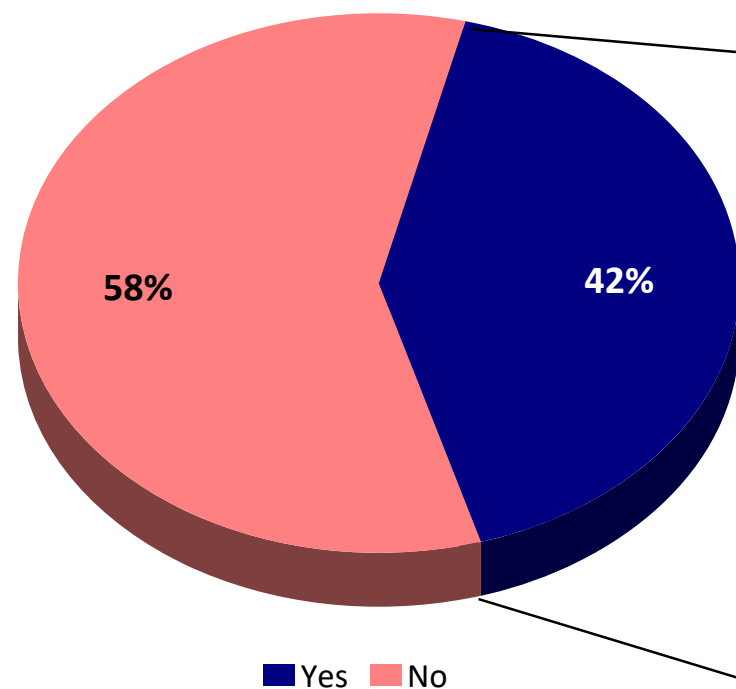
Q15a. What is the primary reason for taking the bus?

by percentage of household members who use the Chapel Hill Transit system (excluding "not provided")



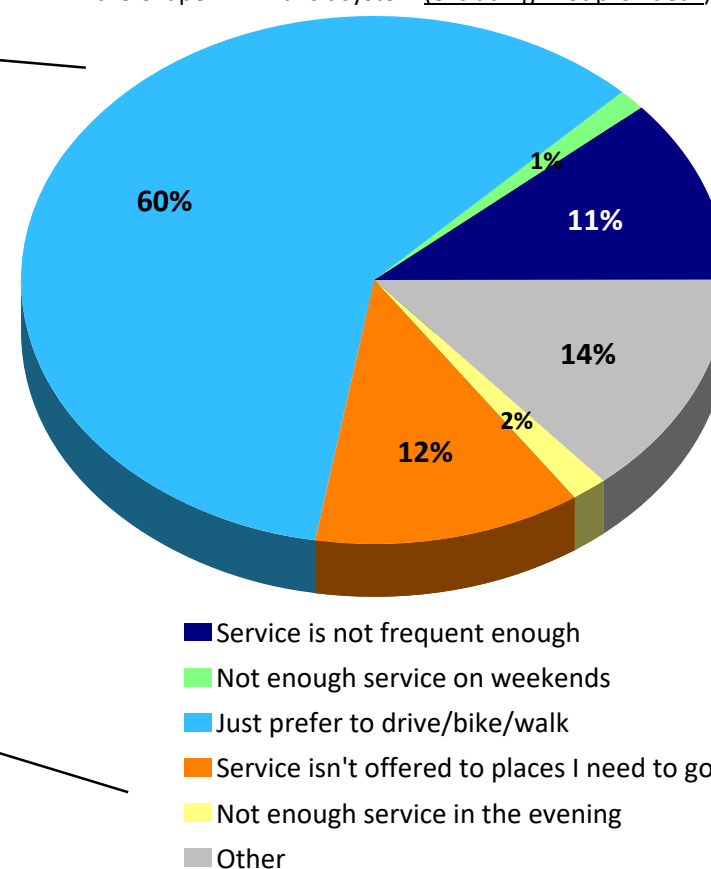
Q15. Do you or any members of your household use the Chapel Hill Transit system?

by percentage of respondents (excluding "not provided")



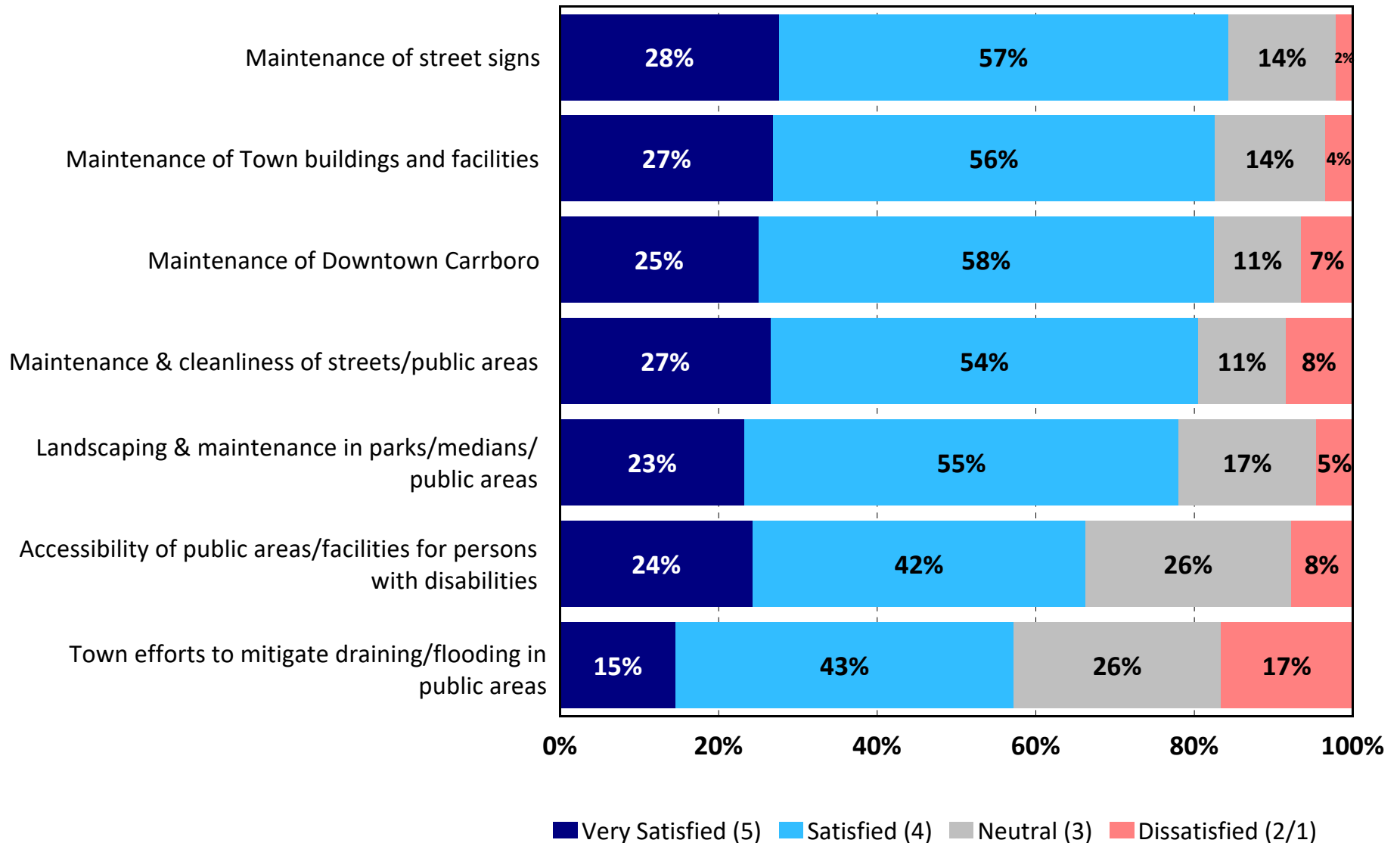
Q15b. What is the primary reason for not taking the bus?

by percentage of household members who do not use the Chapel Hill Transit system (excluding "not provided")



Q16. Satisfaction with Maintenance

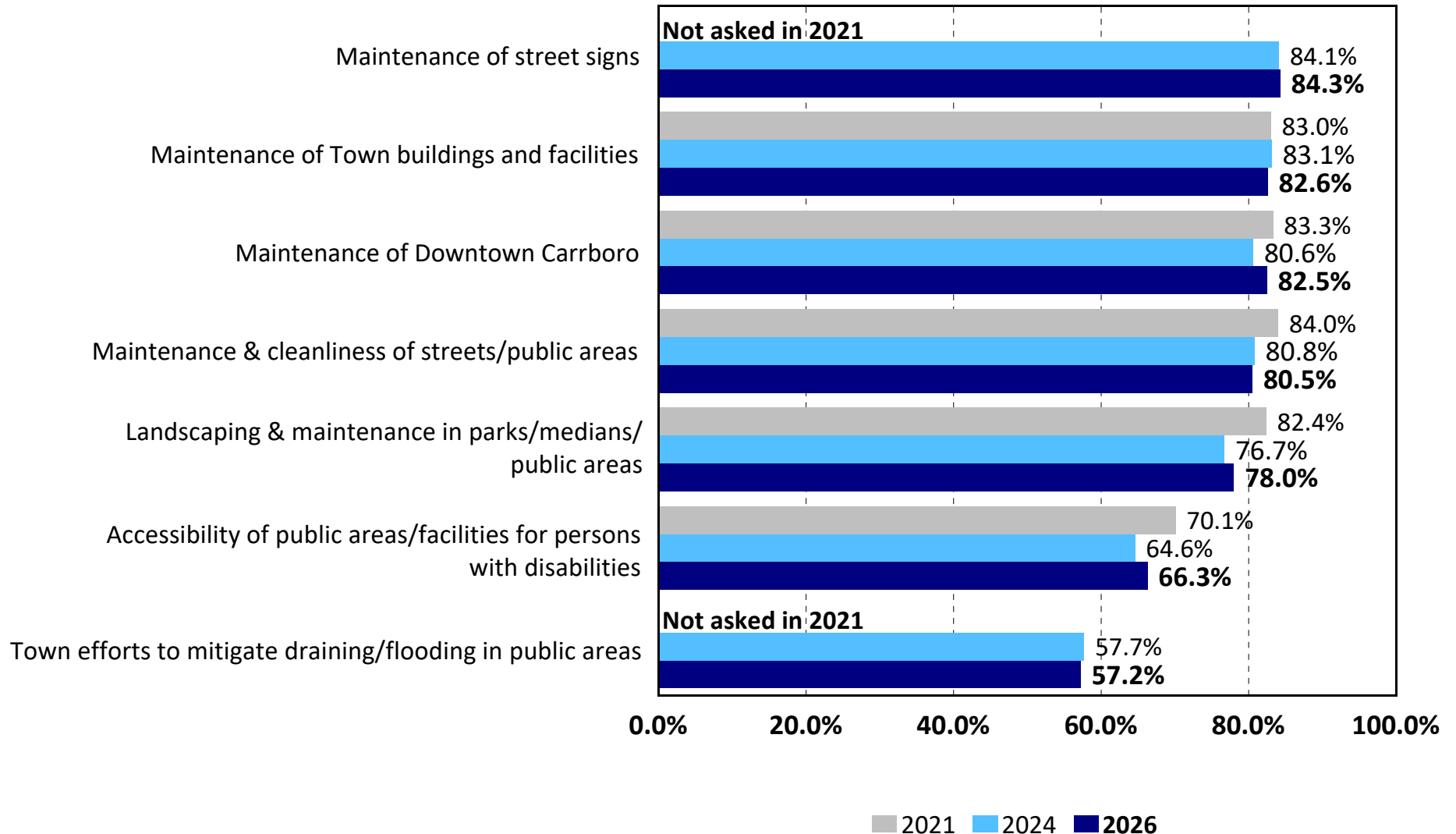
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Maintenance

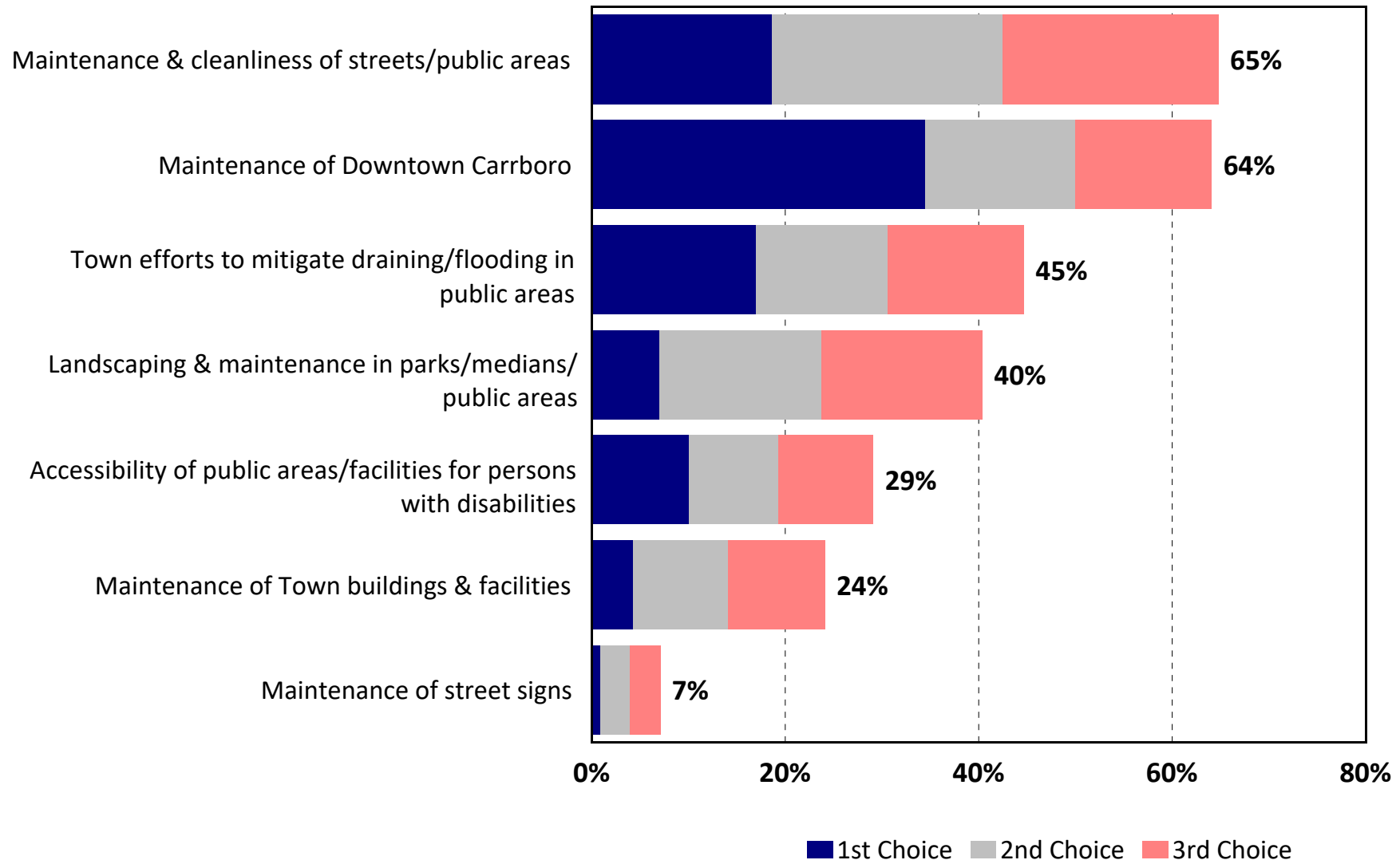
2021 to 2026

by percentage of respondents (excluding don't knows)



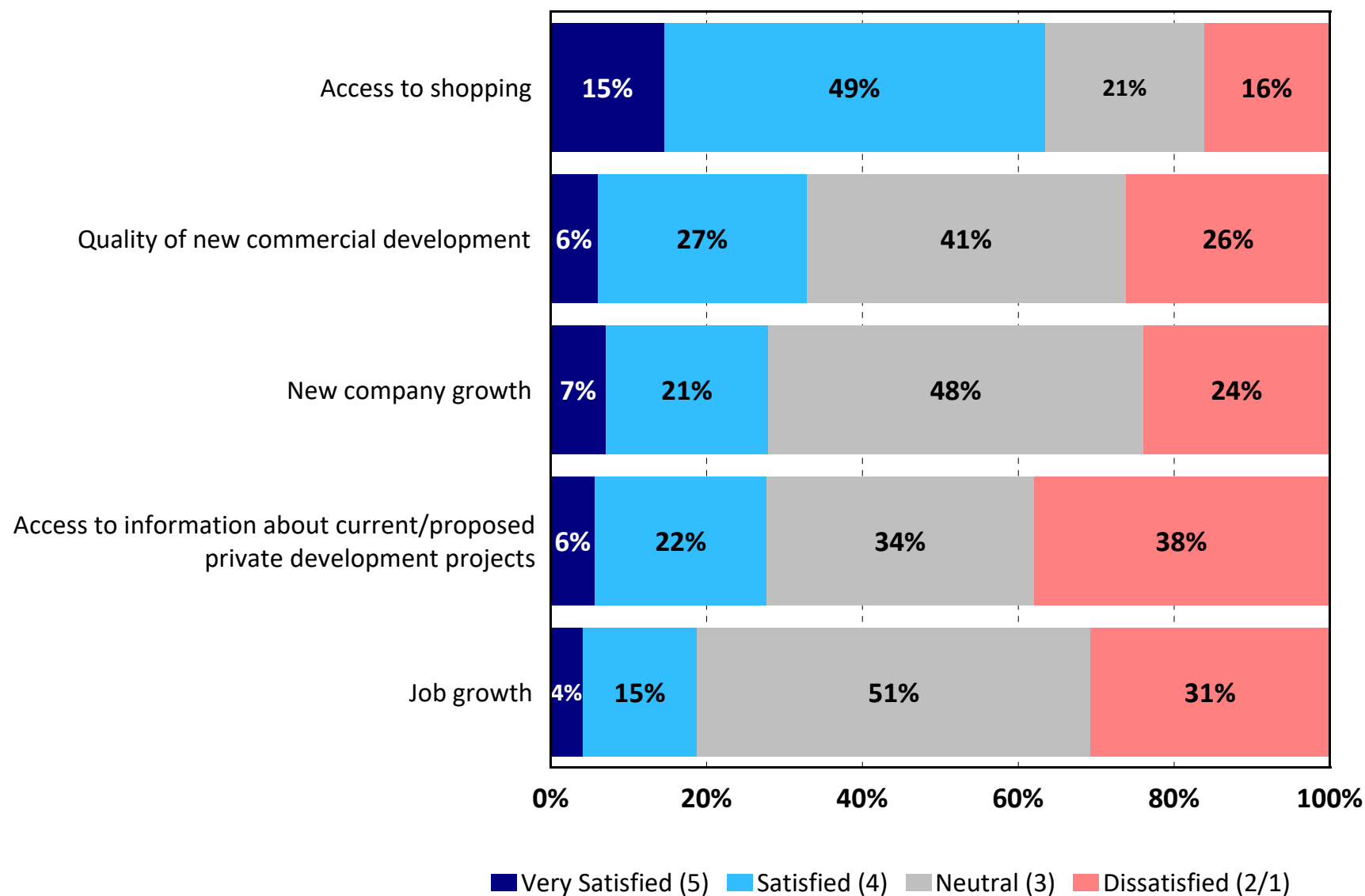
Q17. Maintenance Services That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



Q18. Satisfaction with Local Economy and Development

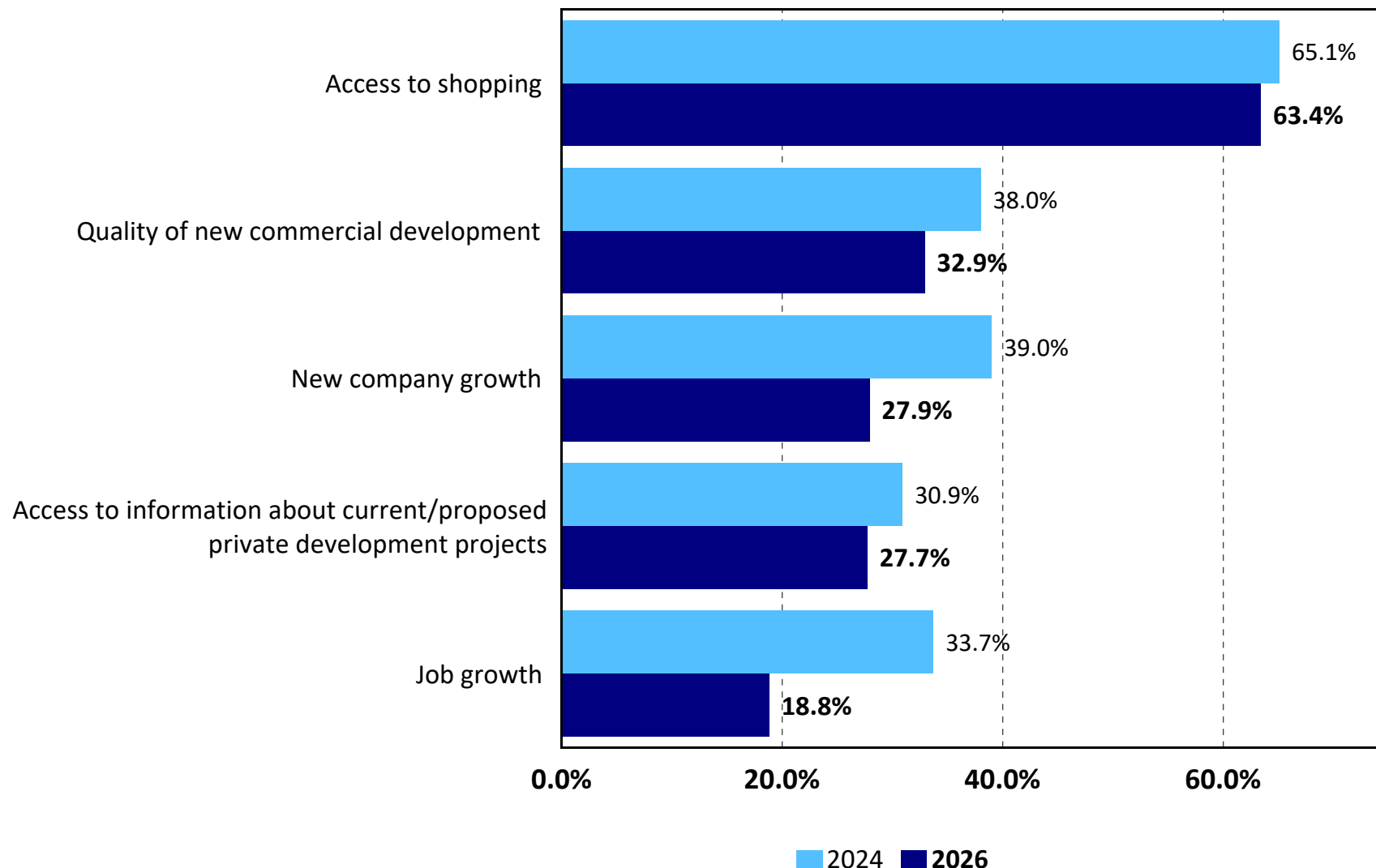
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Local Economy and Development

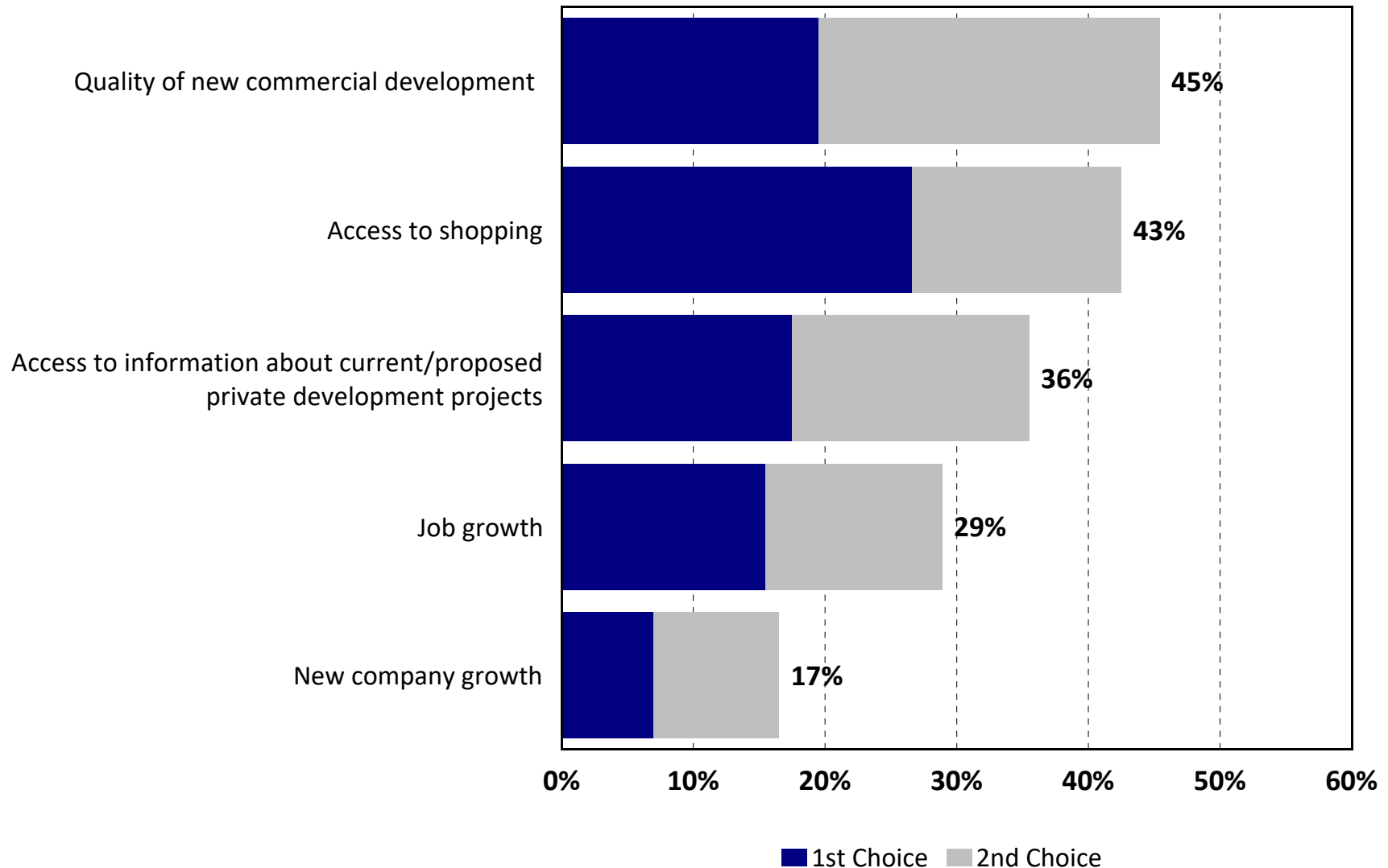
2024 vs. 2026

by percentage of respondents (excluding don't knows)



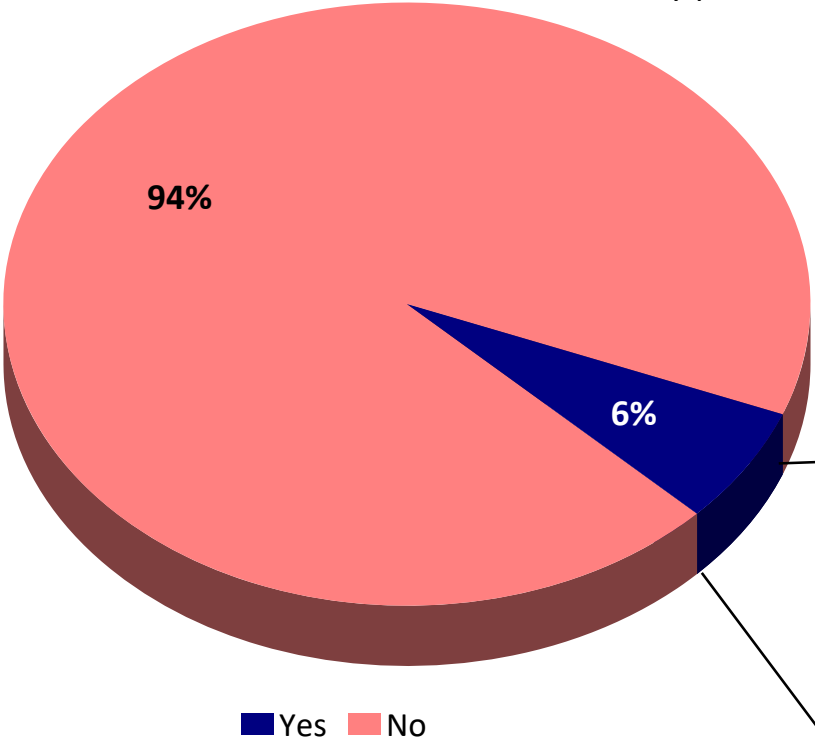
Q19. Local Economy and Development Items That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top two choices

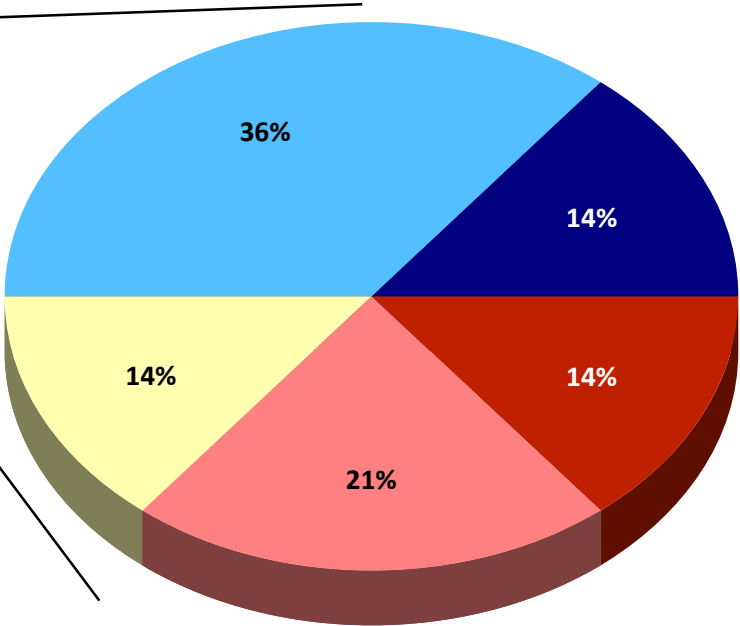


Q20. Have you applied for any planning, development or building permits in the last 12 months?

by percentage of respondents

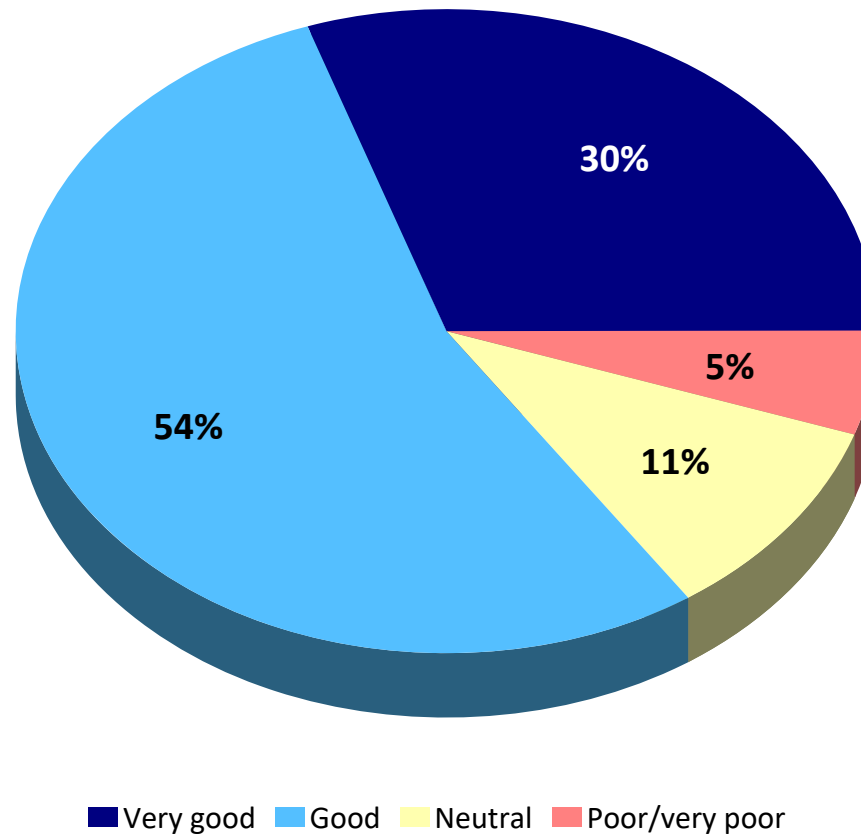


Q20a. How would you rate your overall experience?



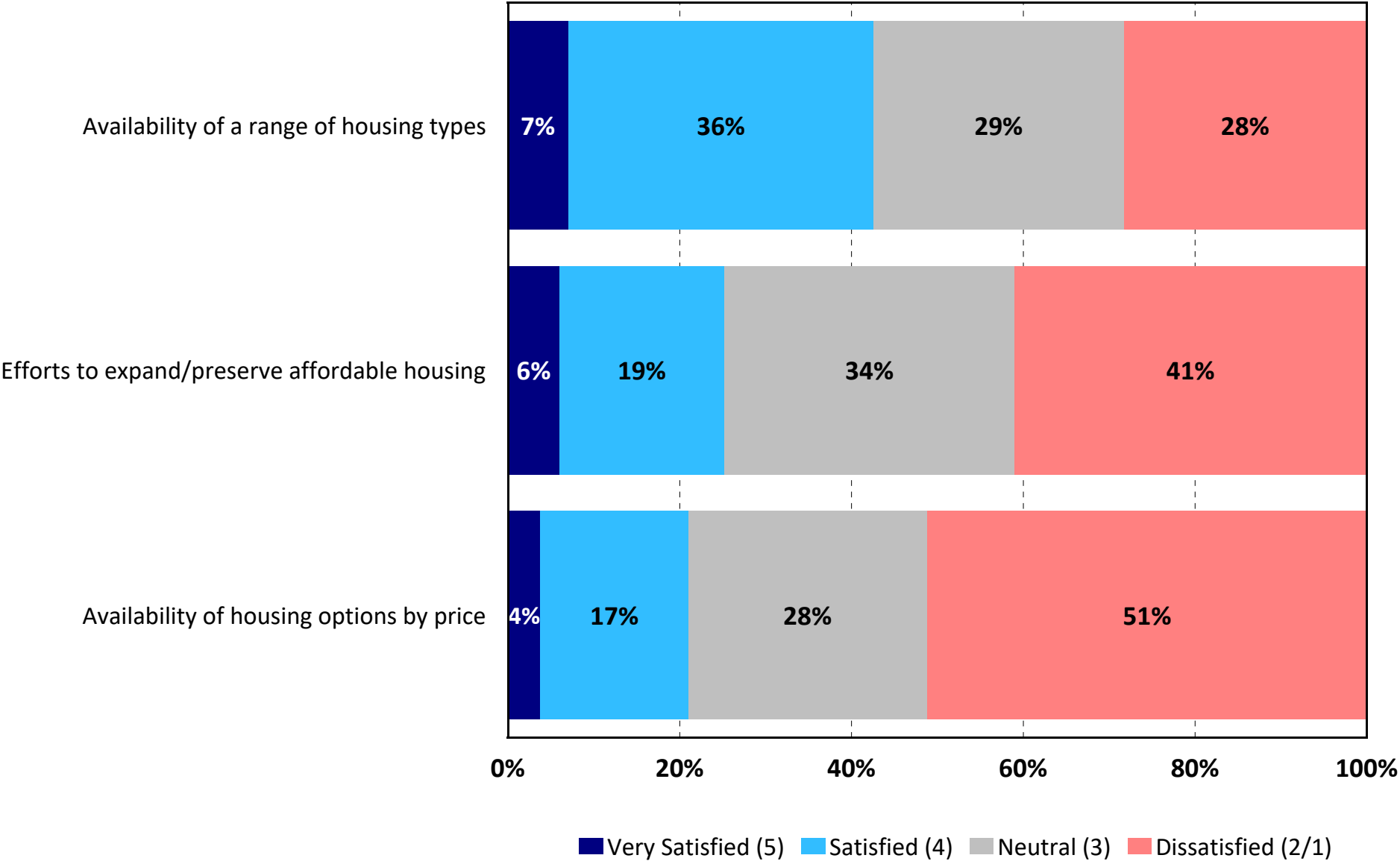
Q21. How would you rate the overall quality of the downtown?

by percentage of respondents (excluding “not provided”)



Q23. Satisfaction with Housing

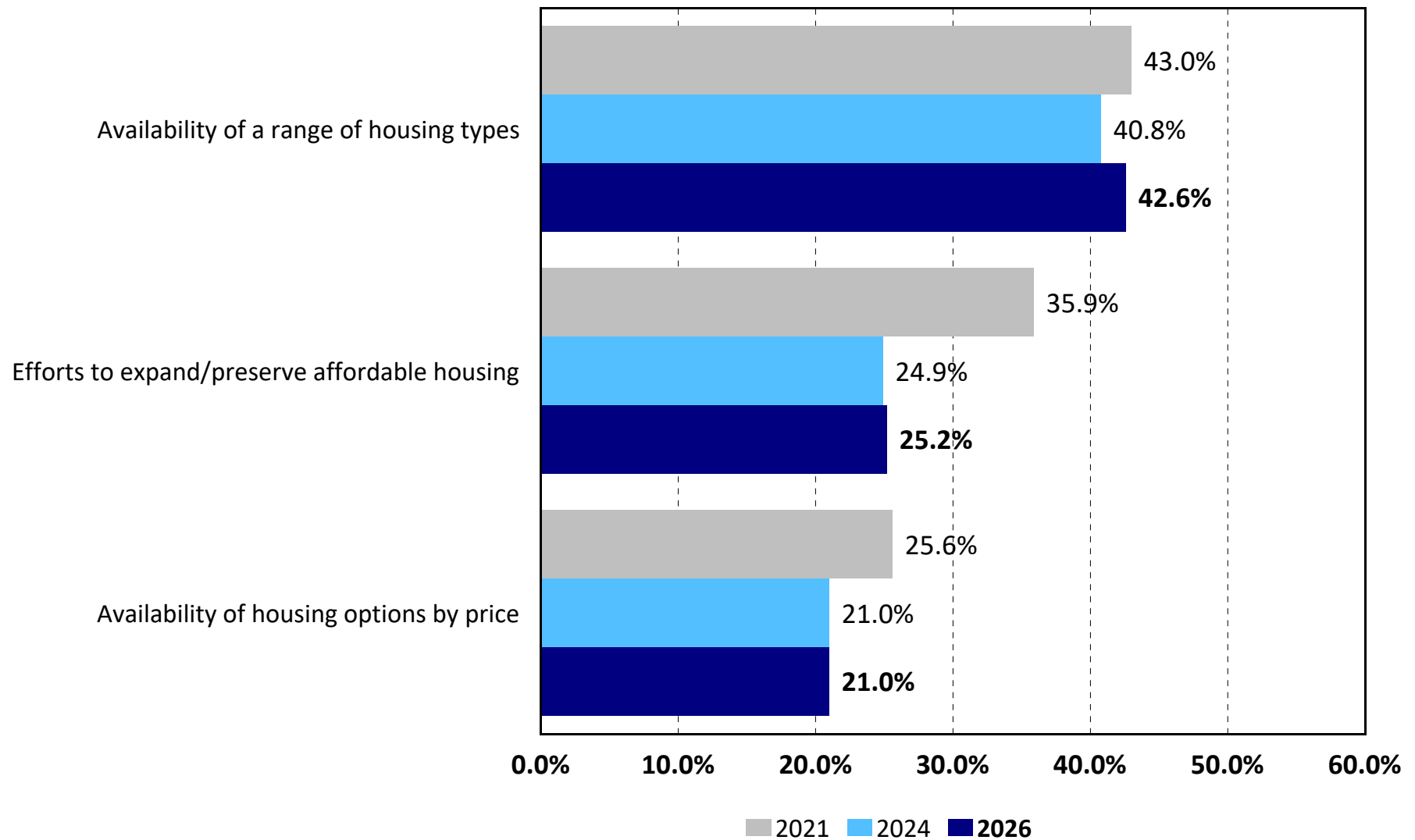
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Housing

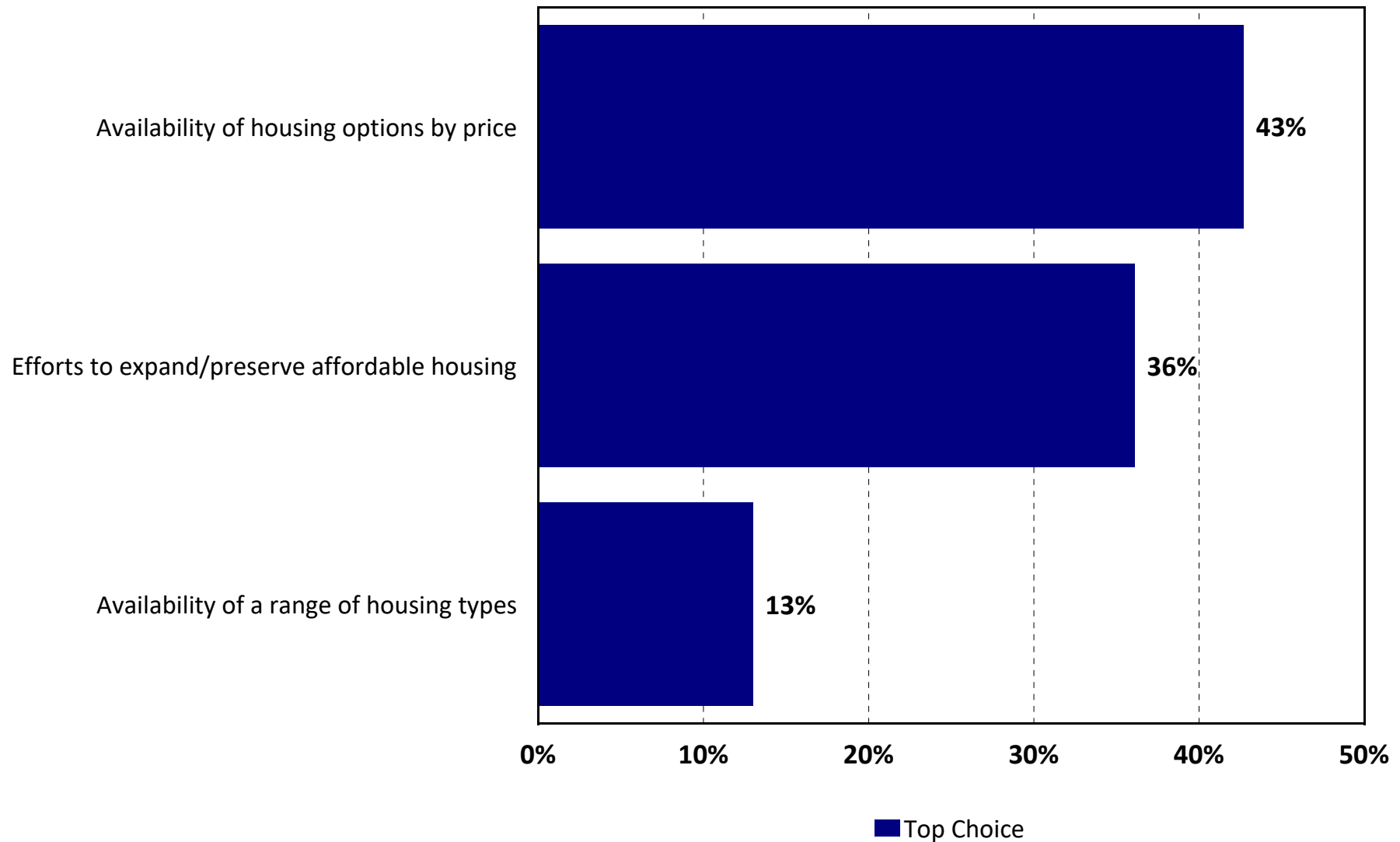
2021 to 2026

by percentage of respondents (excluding don't knows)



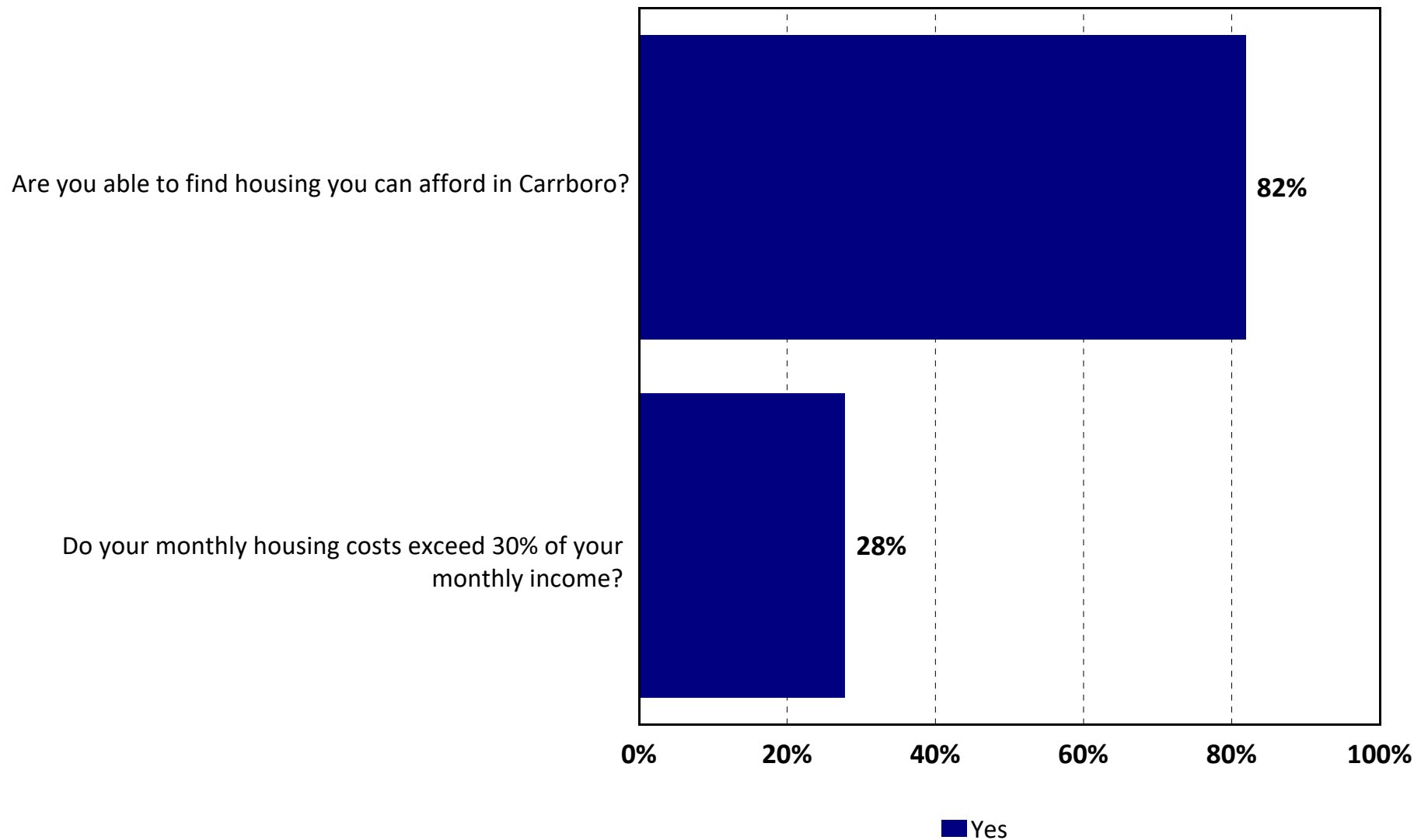
Q24. Aspects of Housing That Are Most Important to Residents

by percentage of respondents who selected the item as their top choice



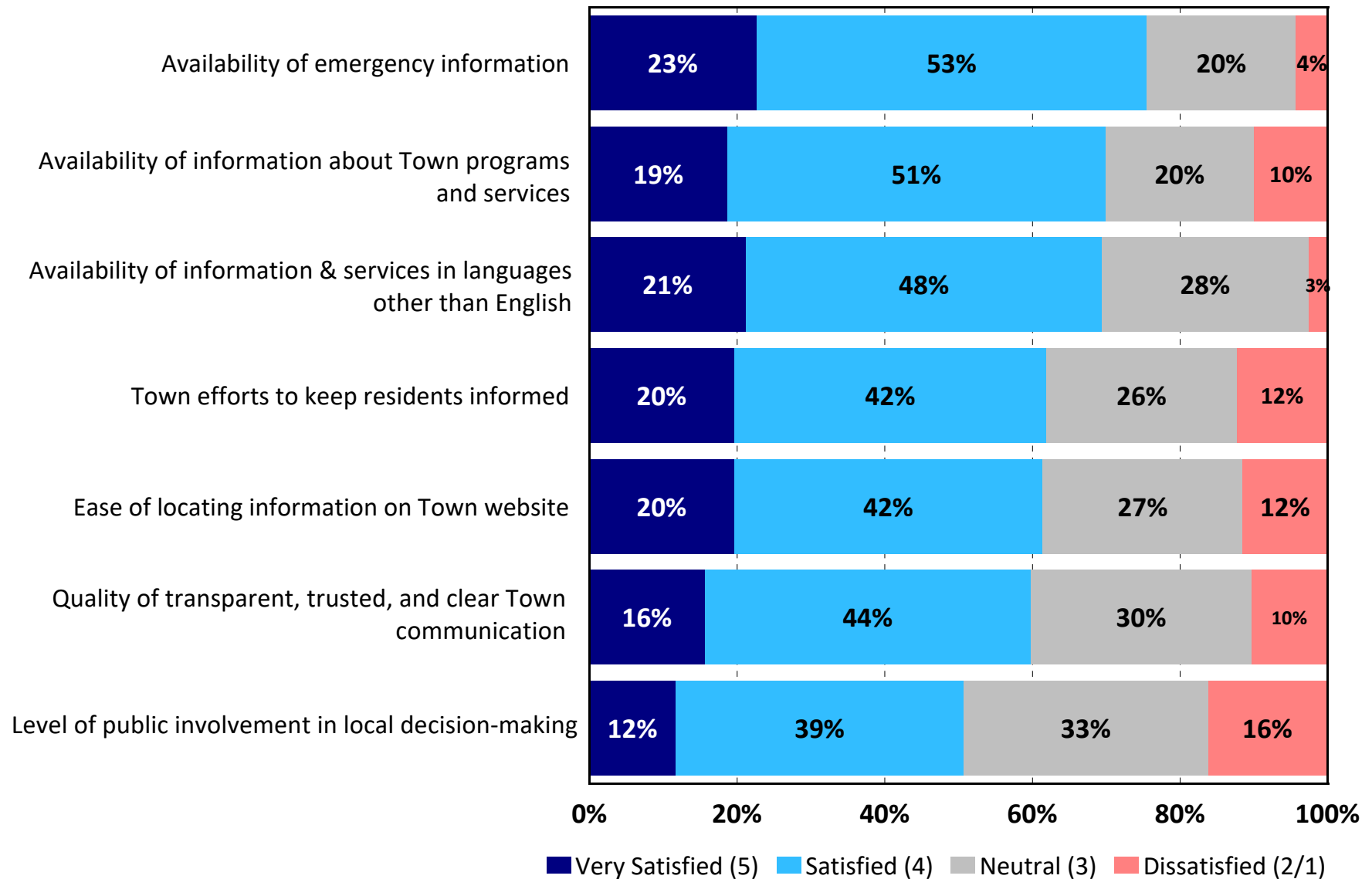
Q25. Please answer the following questions

by percentage of respondents who answered "yes" (excluding "not provided")



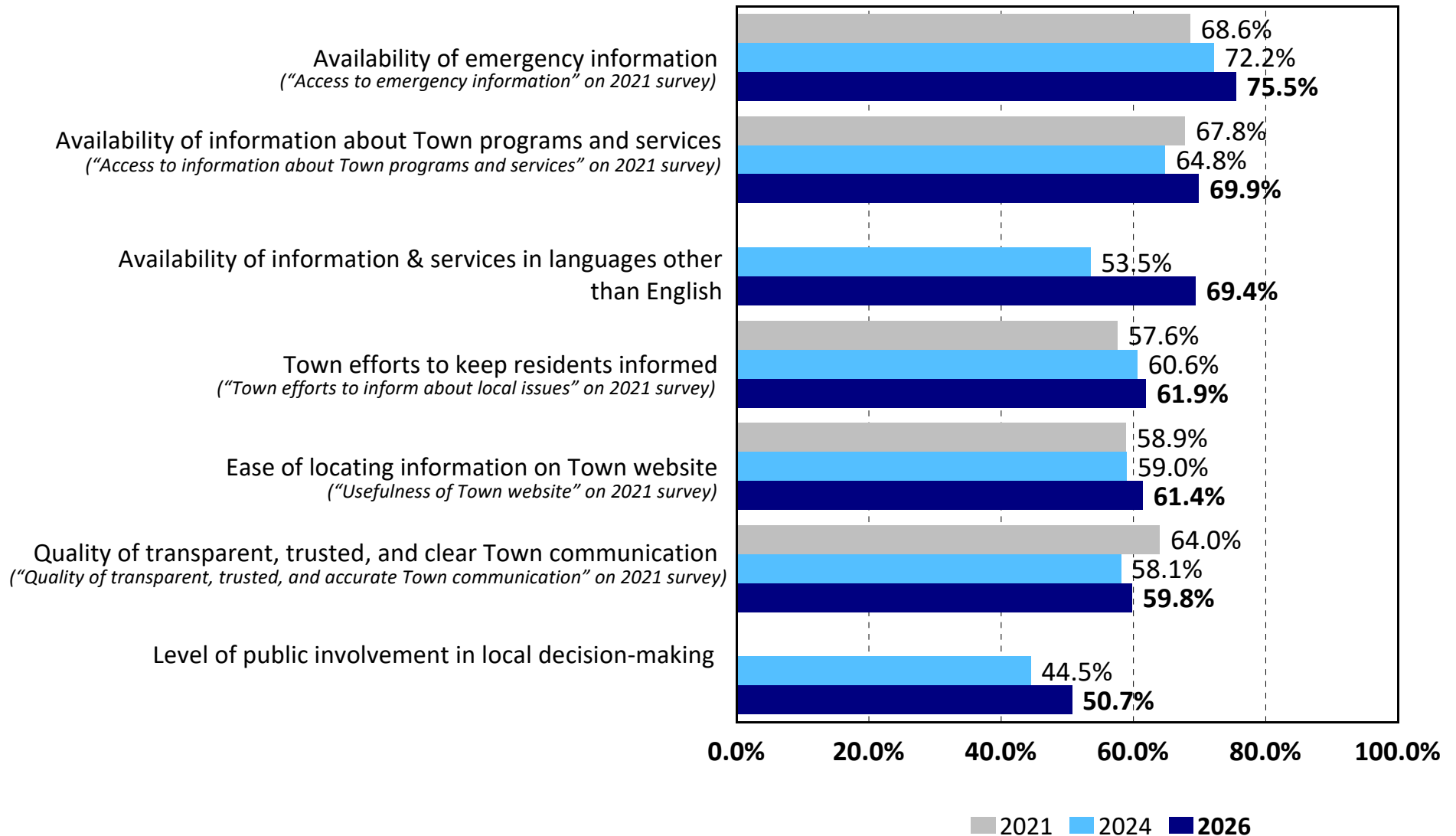
Q26. Satisfaction with Town Communication and Engagement

by percentage of respondents (excluding don't knows)



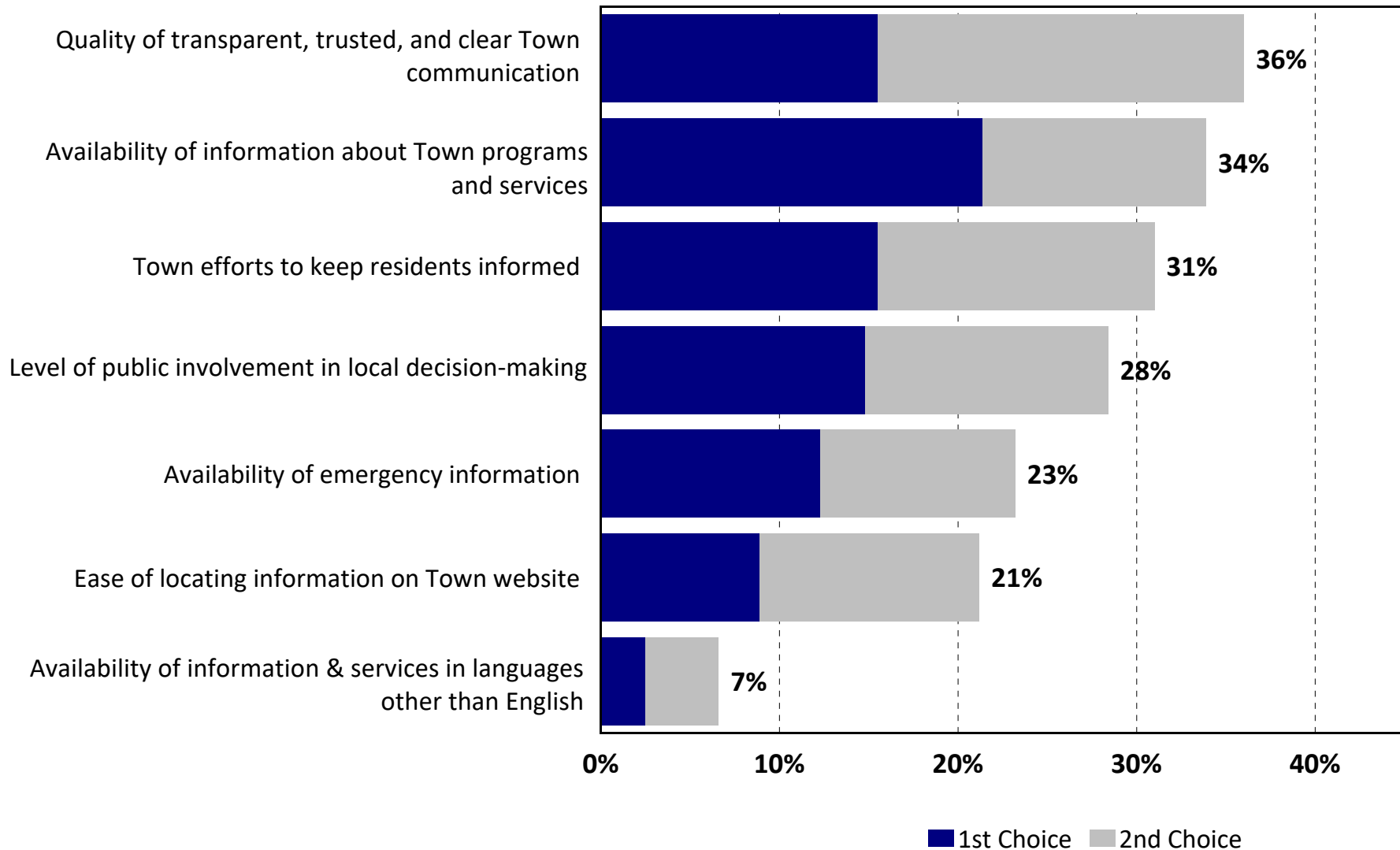
TRENDS: Satisfaction with Town Communication and Engagement - 2021 to 2026

by percentage of respondents (excluding don't knows)



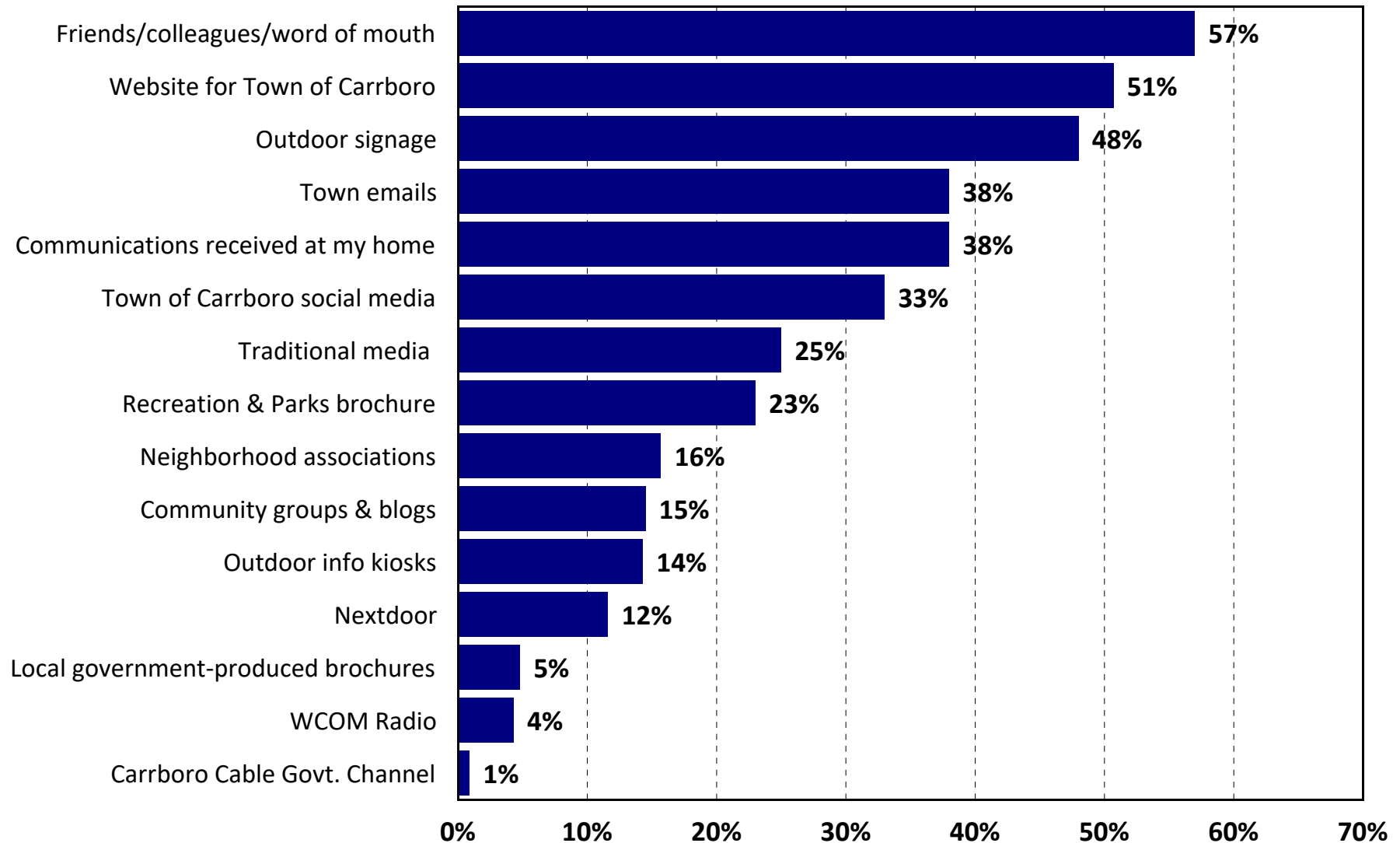
Q27. Aspects of Town Communication and Engagement That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top two choices



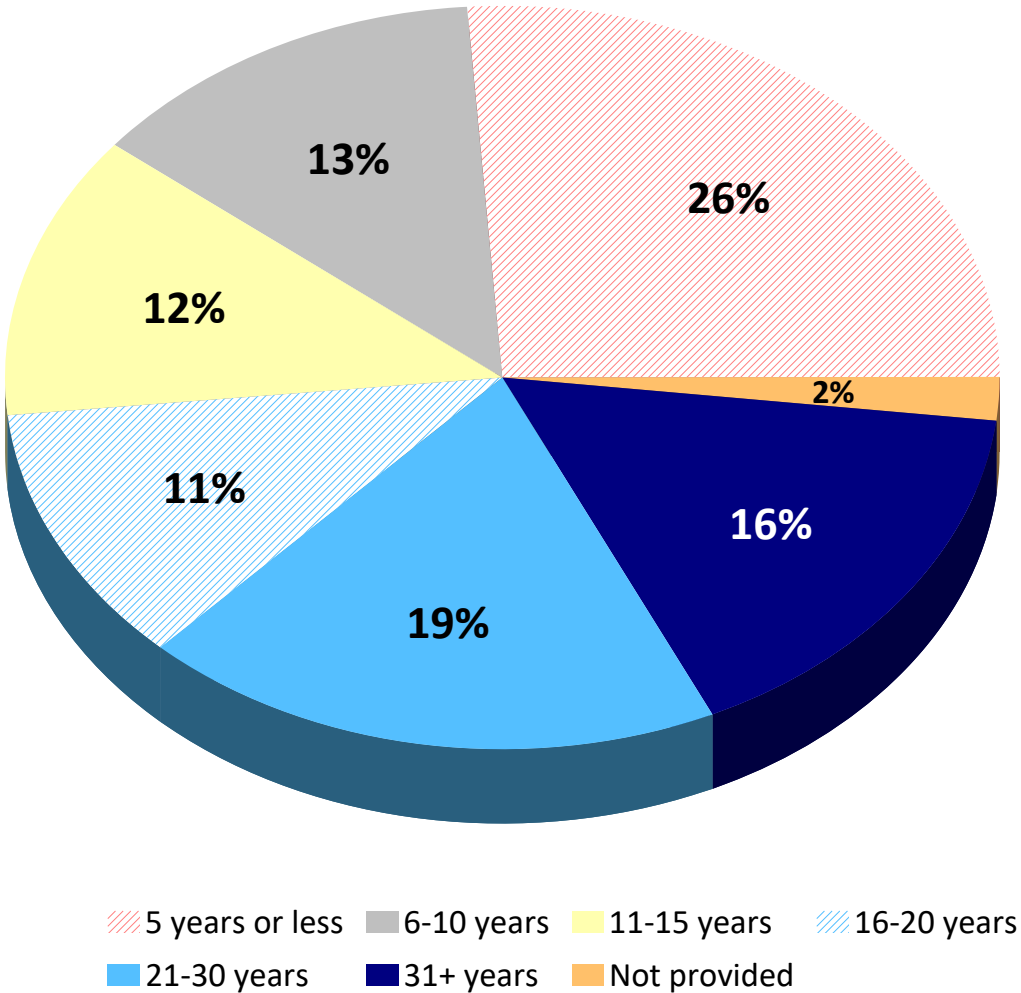
Q28. Sources for Town of Carrboro News and Information

by percentage of respondents (multiple selections could be made)



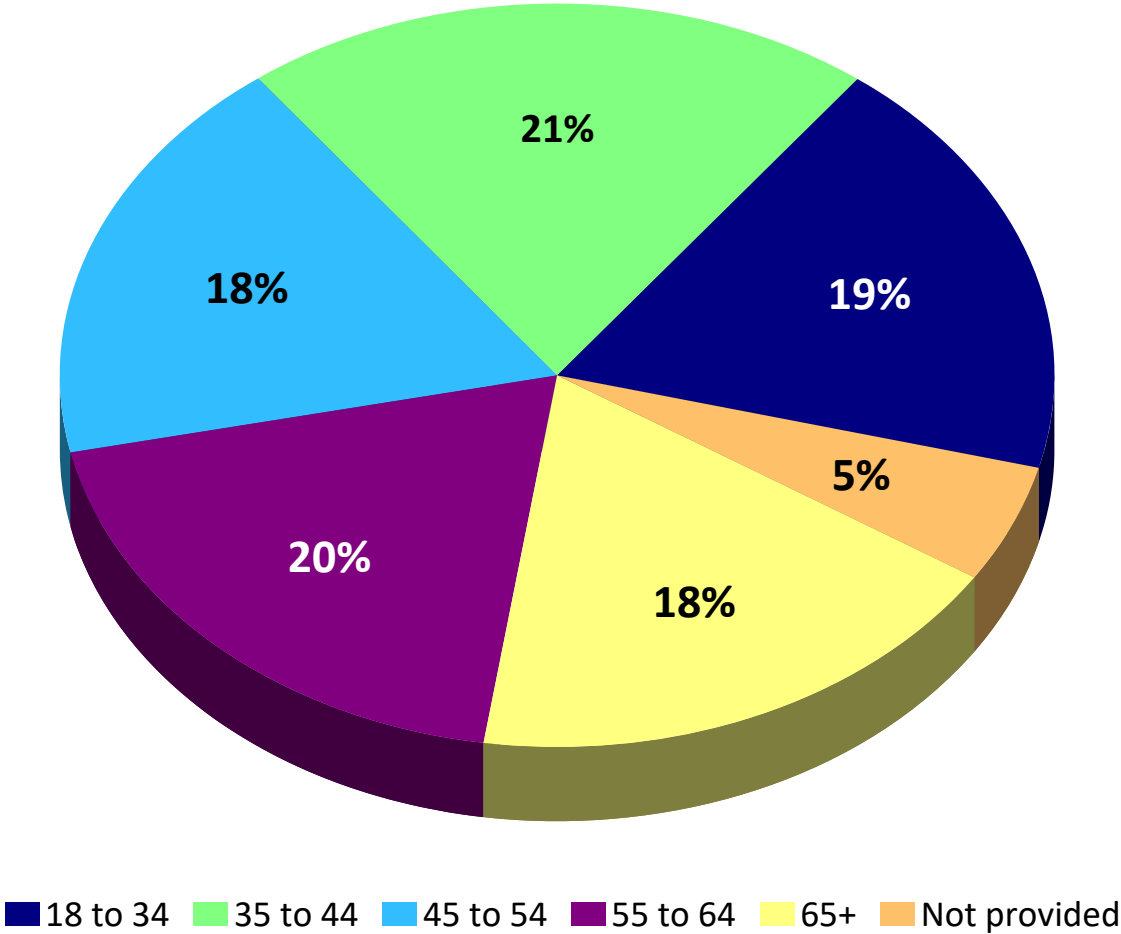
Q31. Demographics: How many years have you lived in Carrboro?

by percentage of respondents



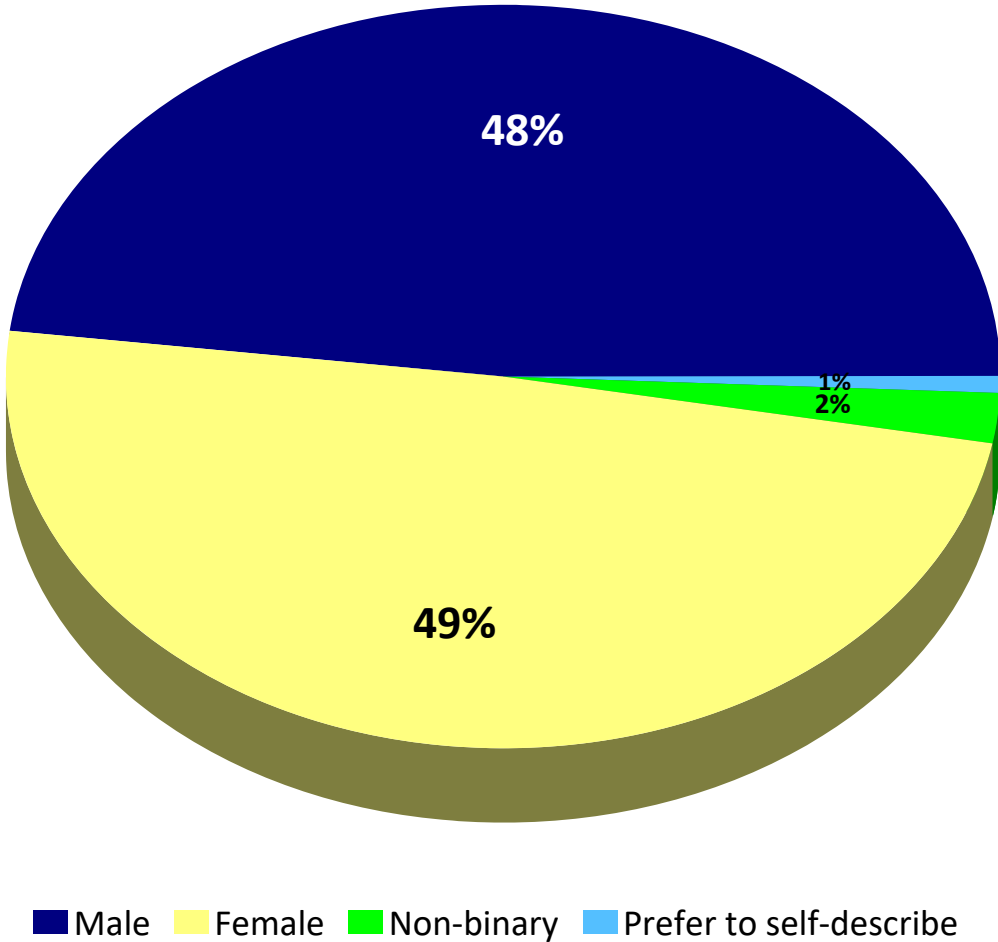
Q32. Demographics: Age of Respondent

by percentage of respondents



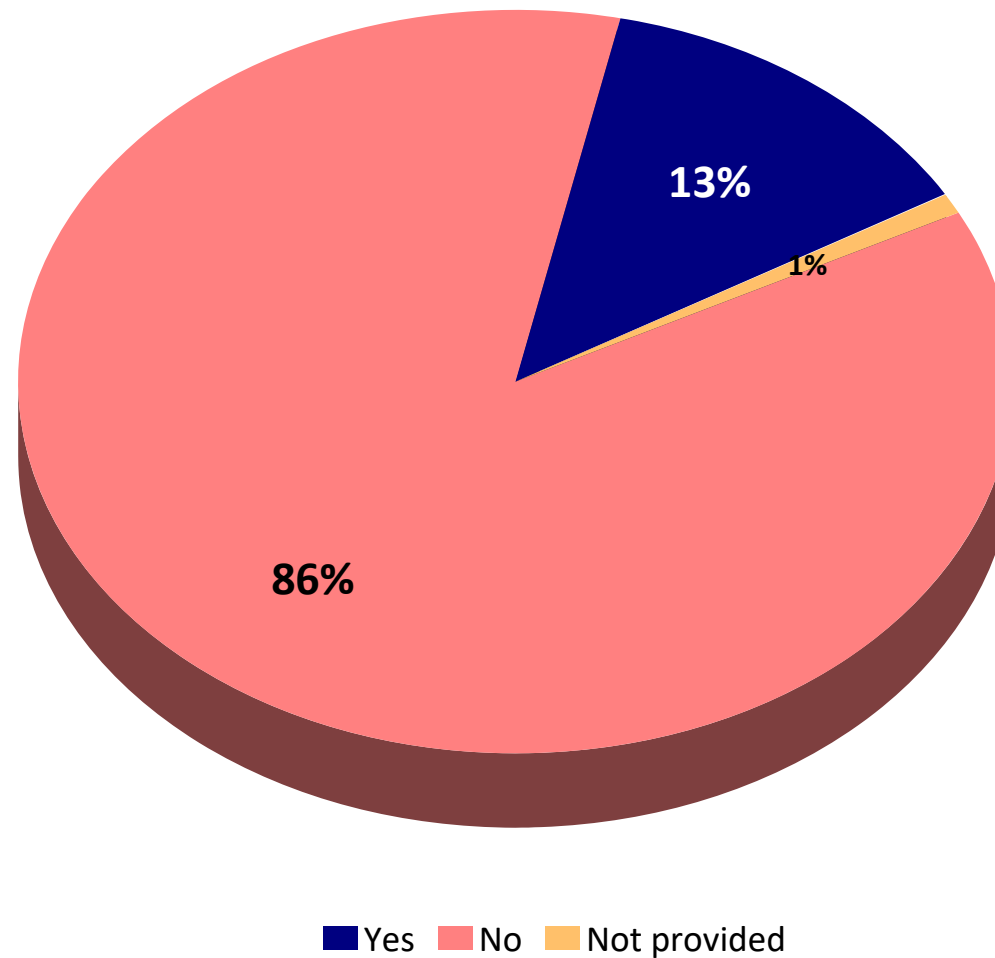
Q33. Demographics: Gender Identity

by percentage of respondents



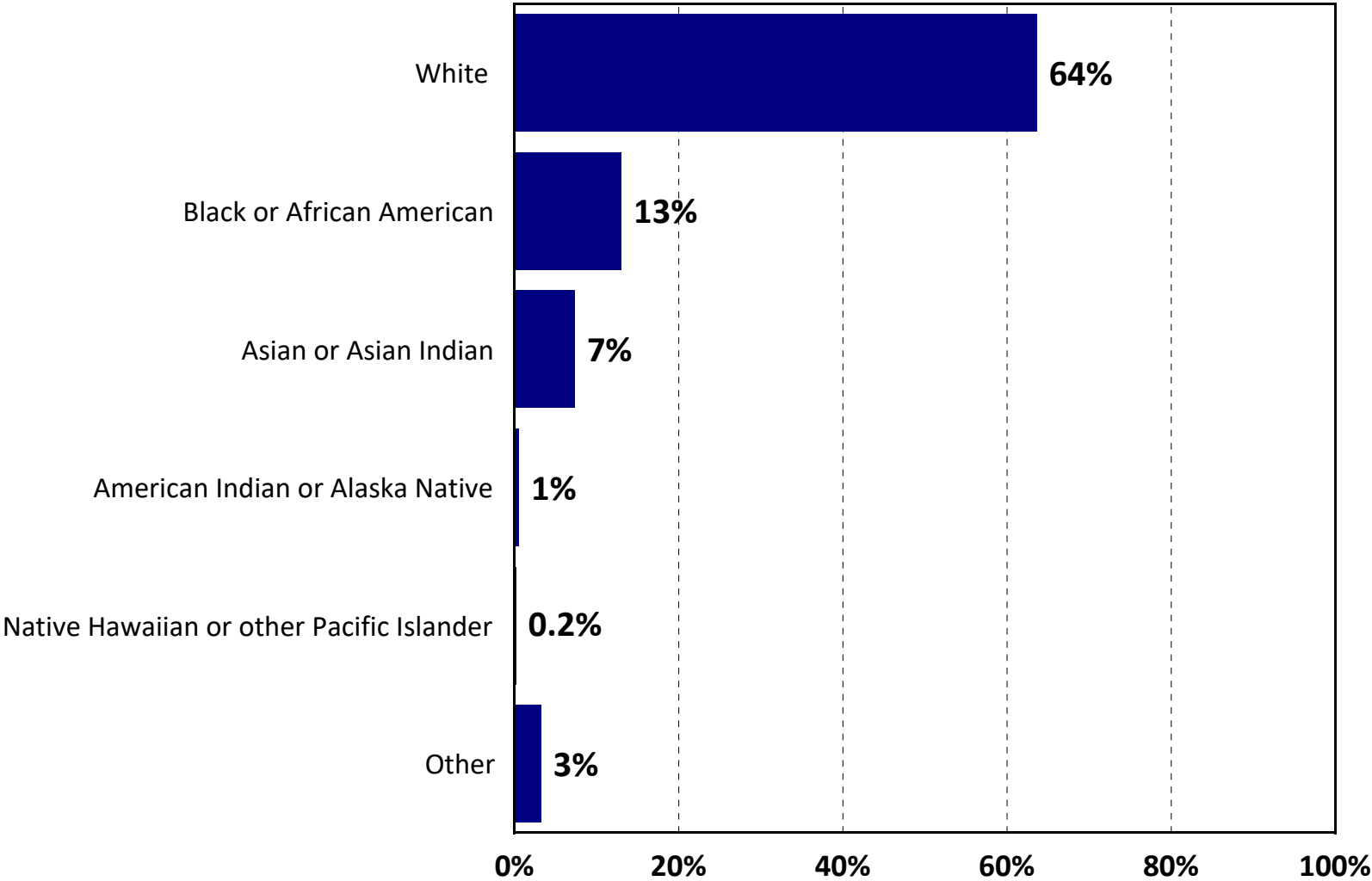
Q34. Demographics: Are you or any members of your family of Hispanic or Latino ancestry?

by percentage of respondents



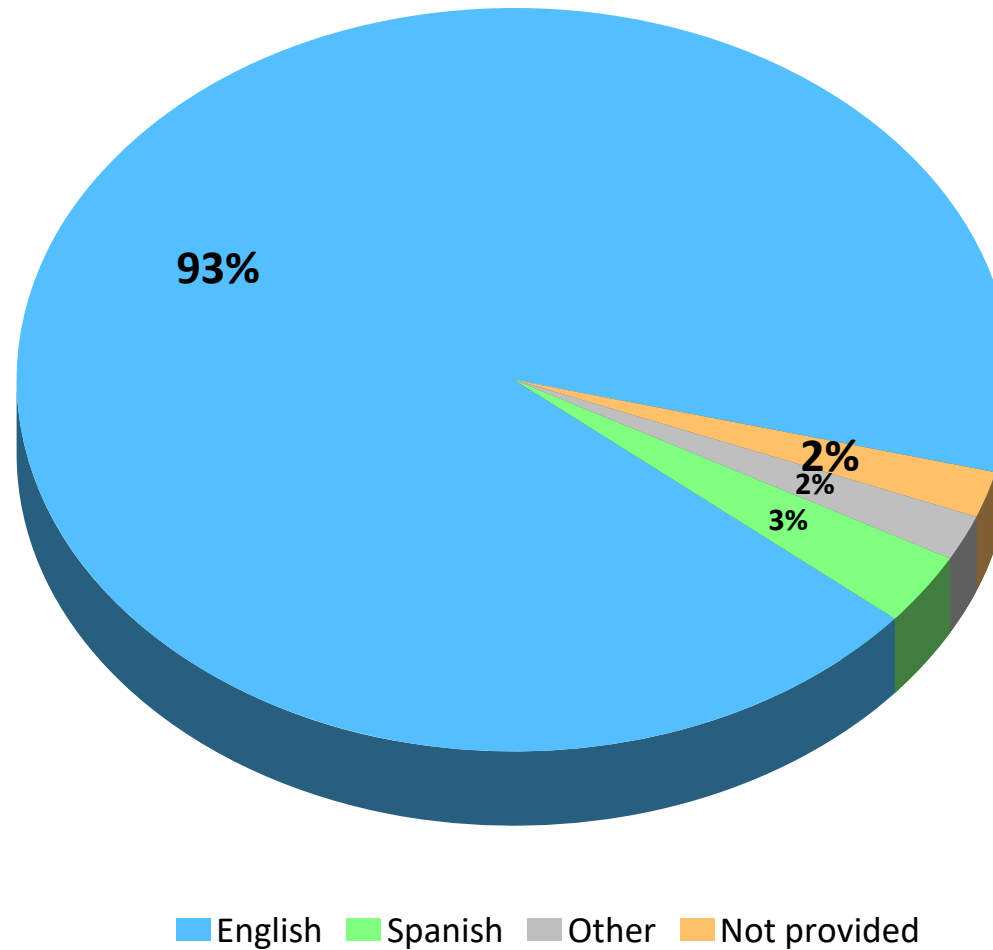
Q35. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



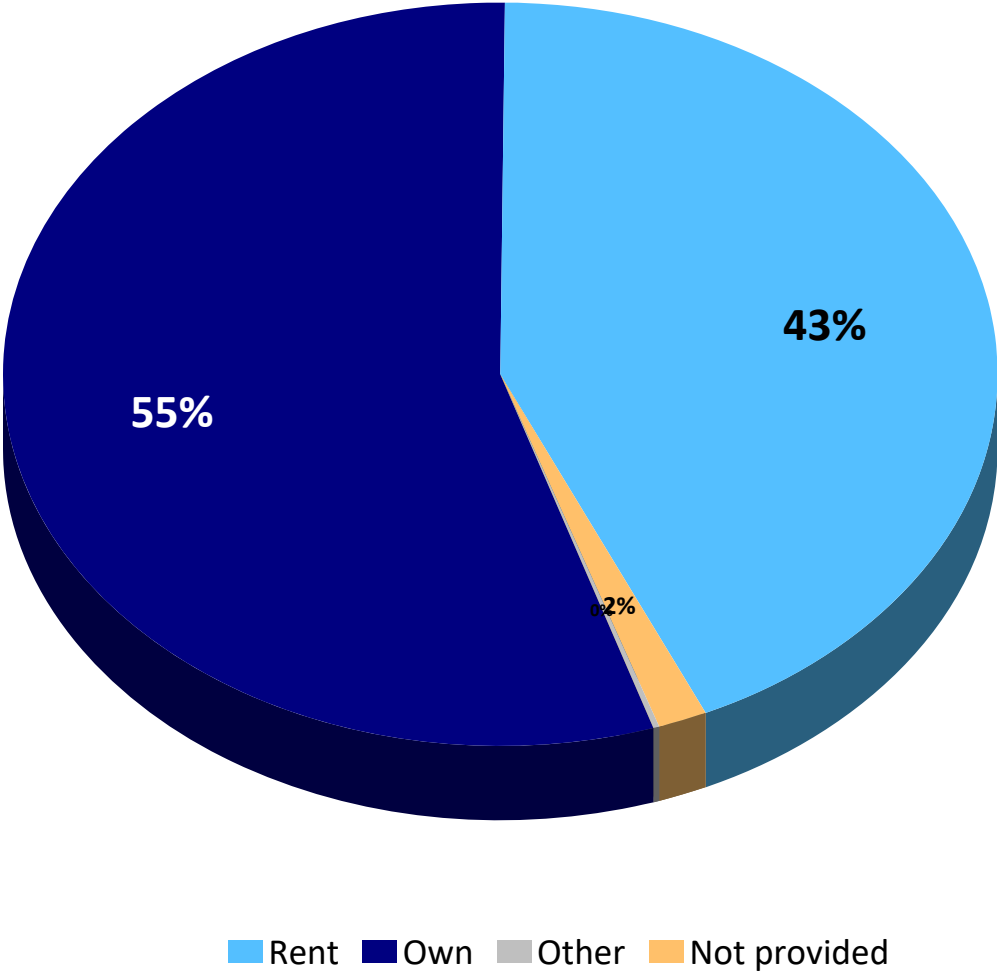
Q36. Demographics: Primary Language Used in Household

by percentage of respondents



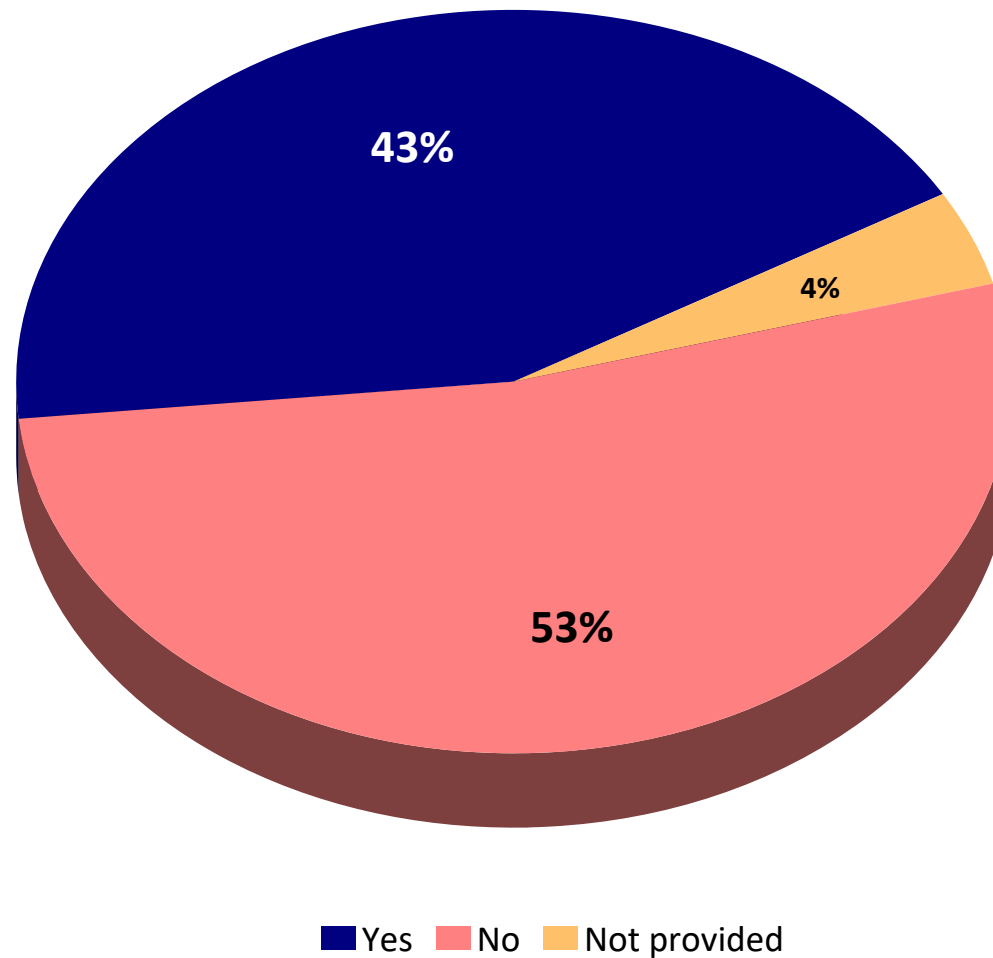
Q37. Demographics: Do you rent or own your home?

by percentage of respondents



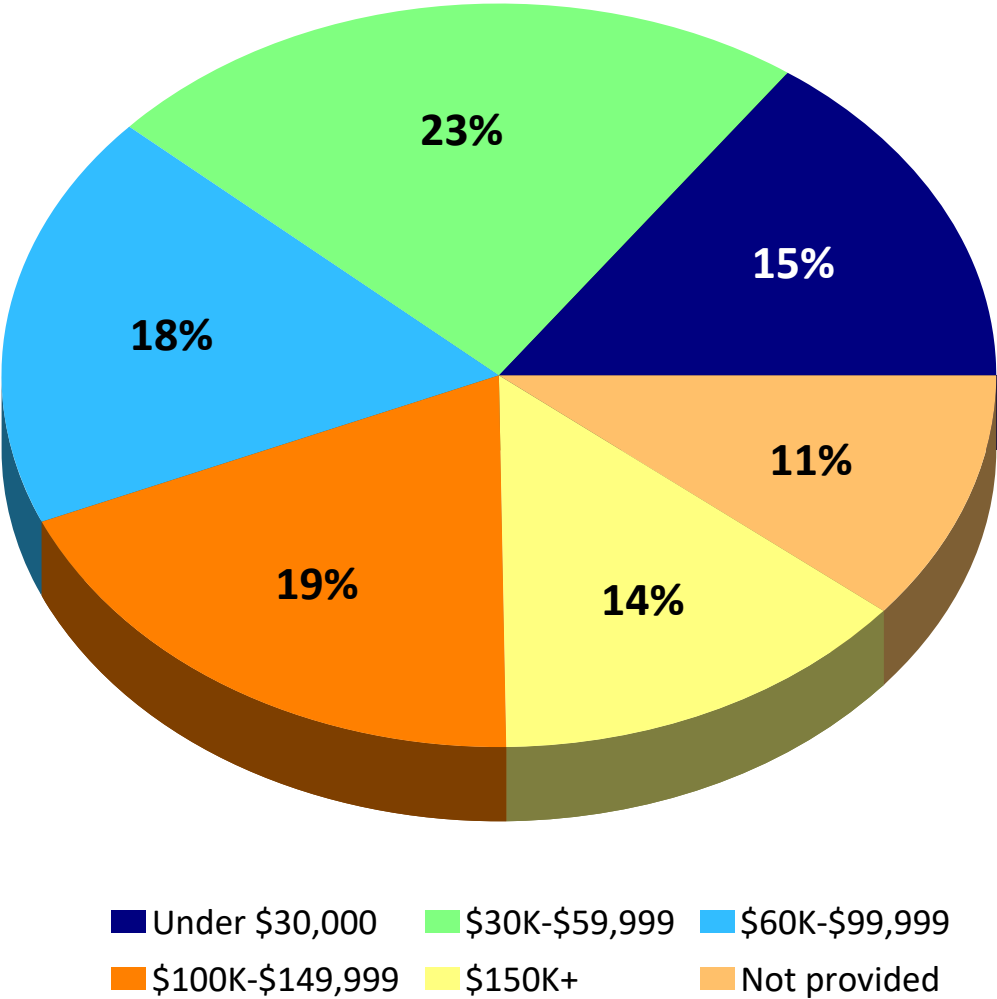
Q37a. Demographics: If you rent, do you live with roommates to reduce rent costs?

by percentage of respondents who rent their home



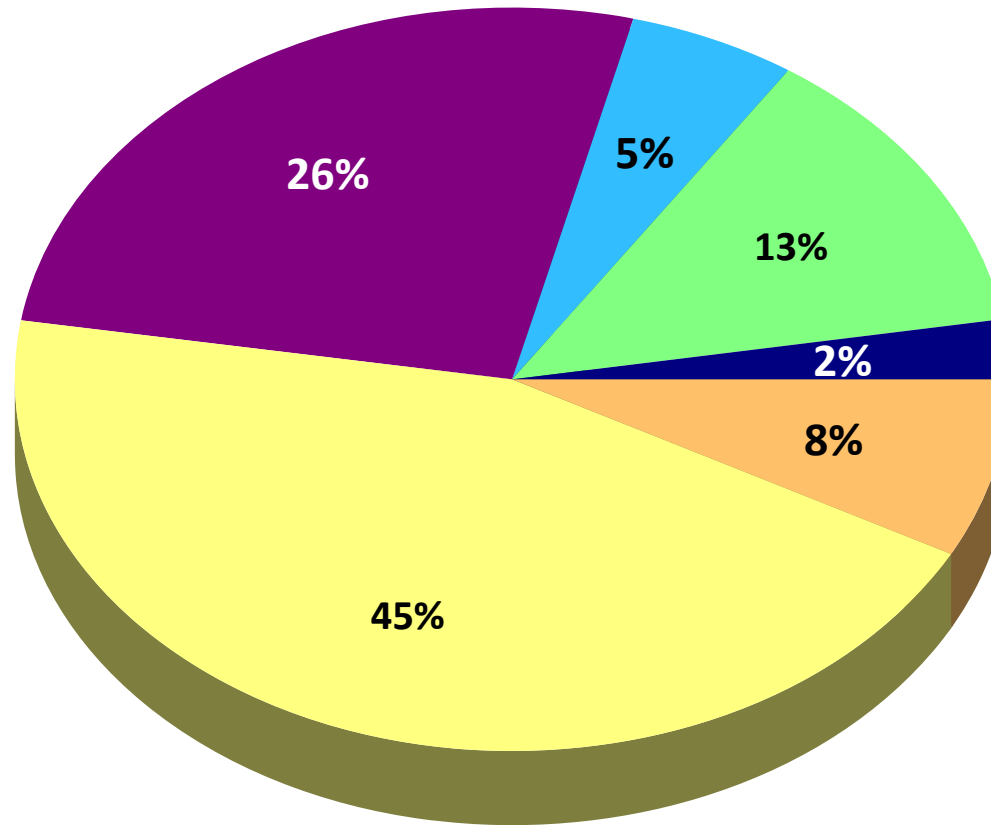
Q38. Demographics: Total Household Income

by percentage of respondents



Q39. Demographics: Highest Level of Education Completed

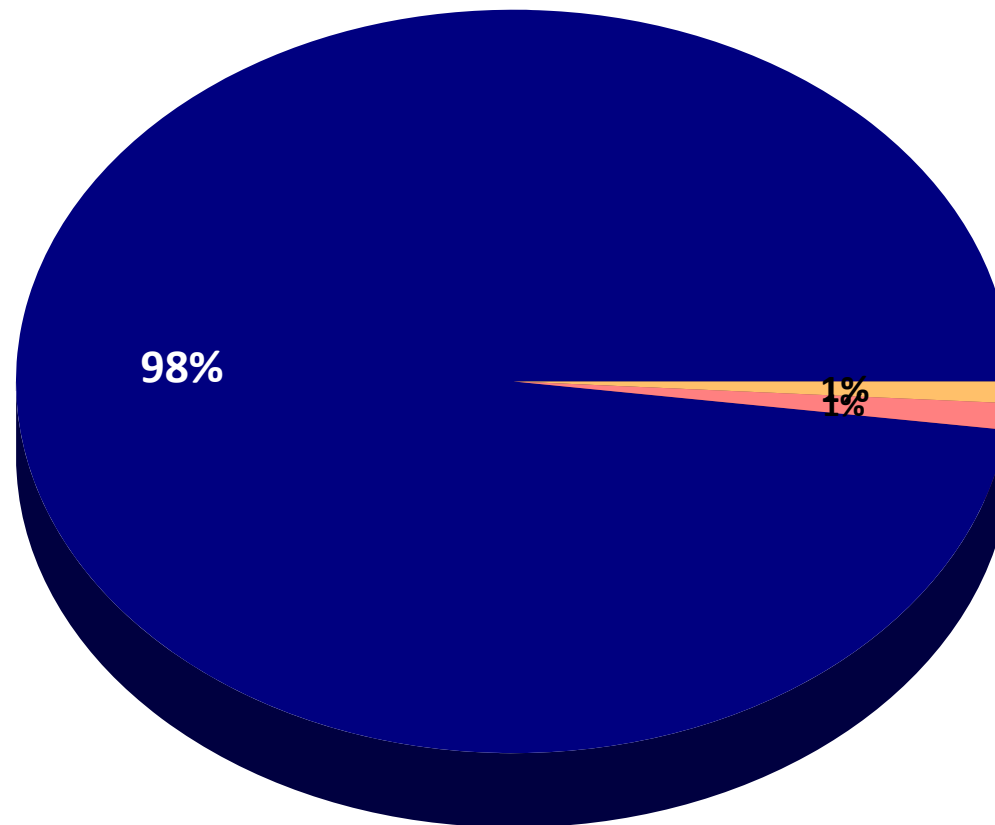
by percentage of respondents



■ Less than high school ■ High school ■ Some college
■ 4-year college ■ Graduate degree ■ Not provided

Q40. Demographics: Do you have access to the internet at home?

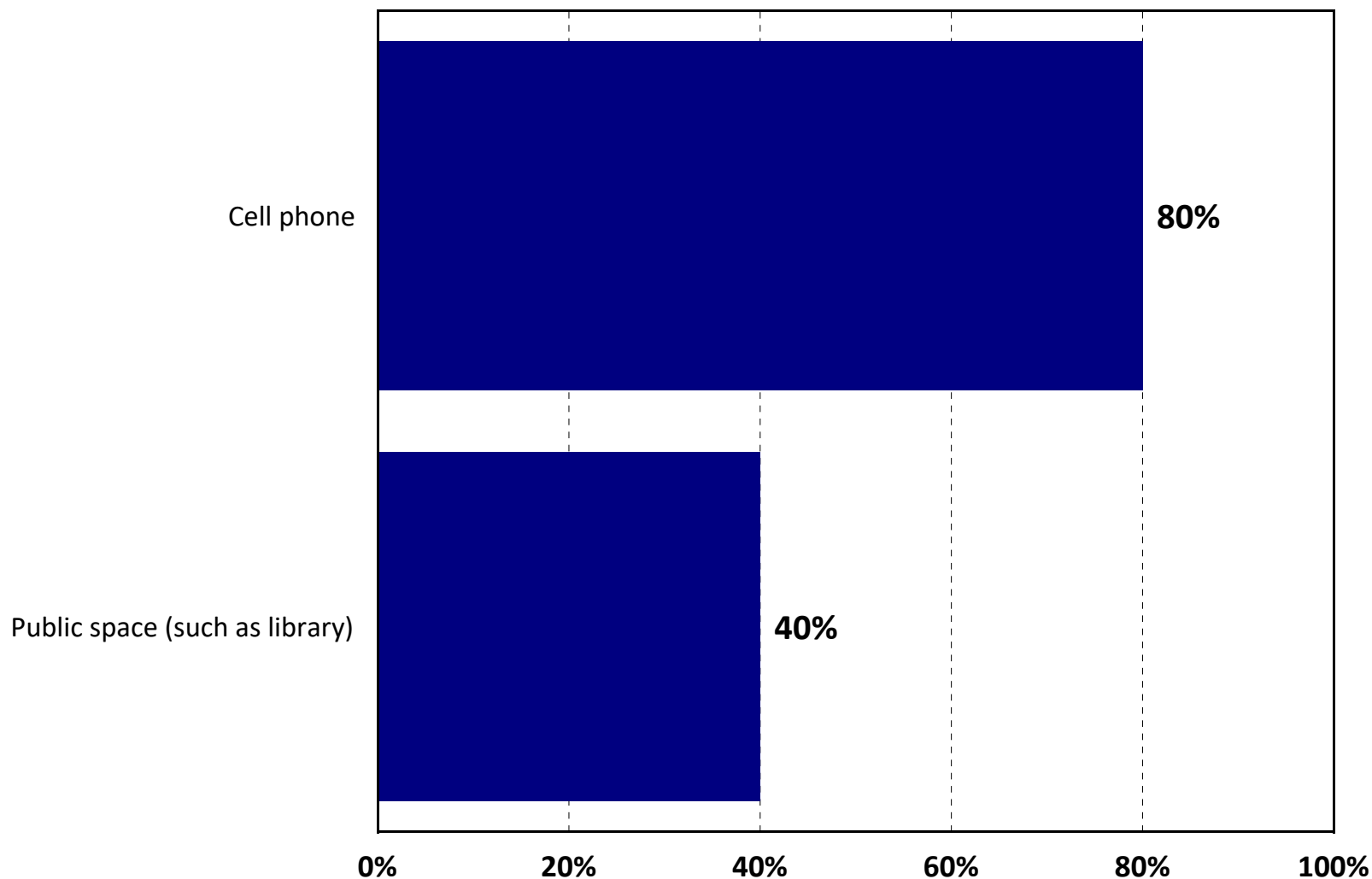
by percentage of respondents



■ Yes ■ No ■ Not provided

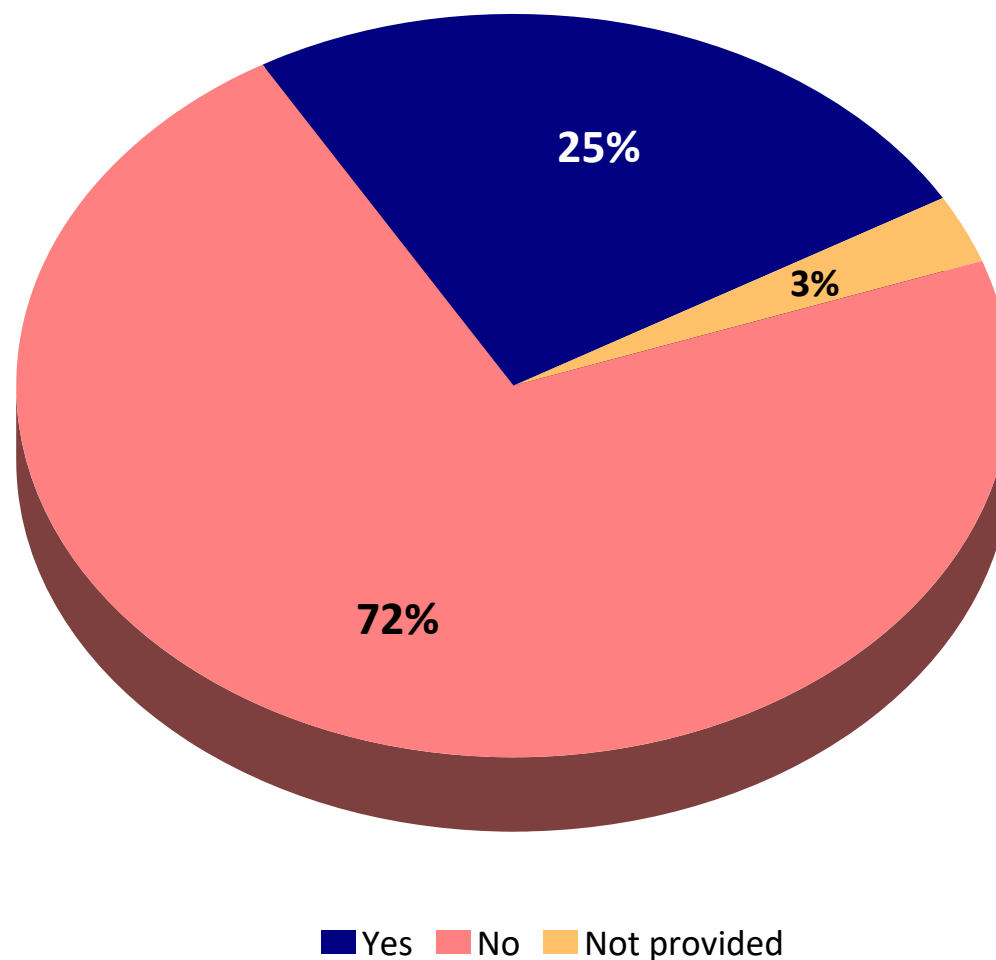
Q40a. Demographics: Where/how do you regularly access the internet?

by percentage of respondents who do not have internet access at home (multiple selections could be made)



Q41. Demographics: Do you work in Carrboro?

by percentage of respondents





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in the Atlantic Region of the United States during the summer of 2025. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of residents; the “Atlantic Regional Average” shown in the charts reflects the results of the regional survey of residents in the Atlantic Region.

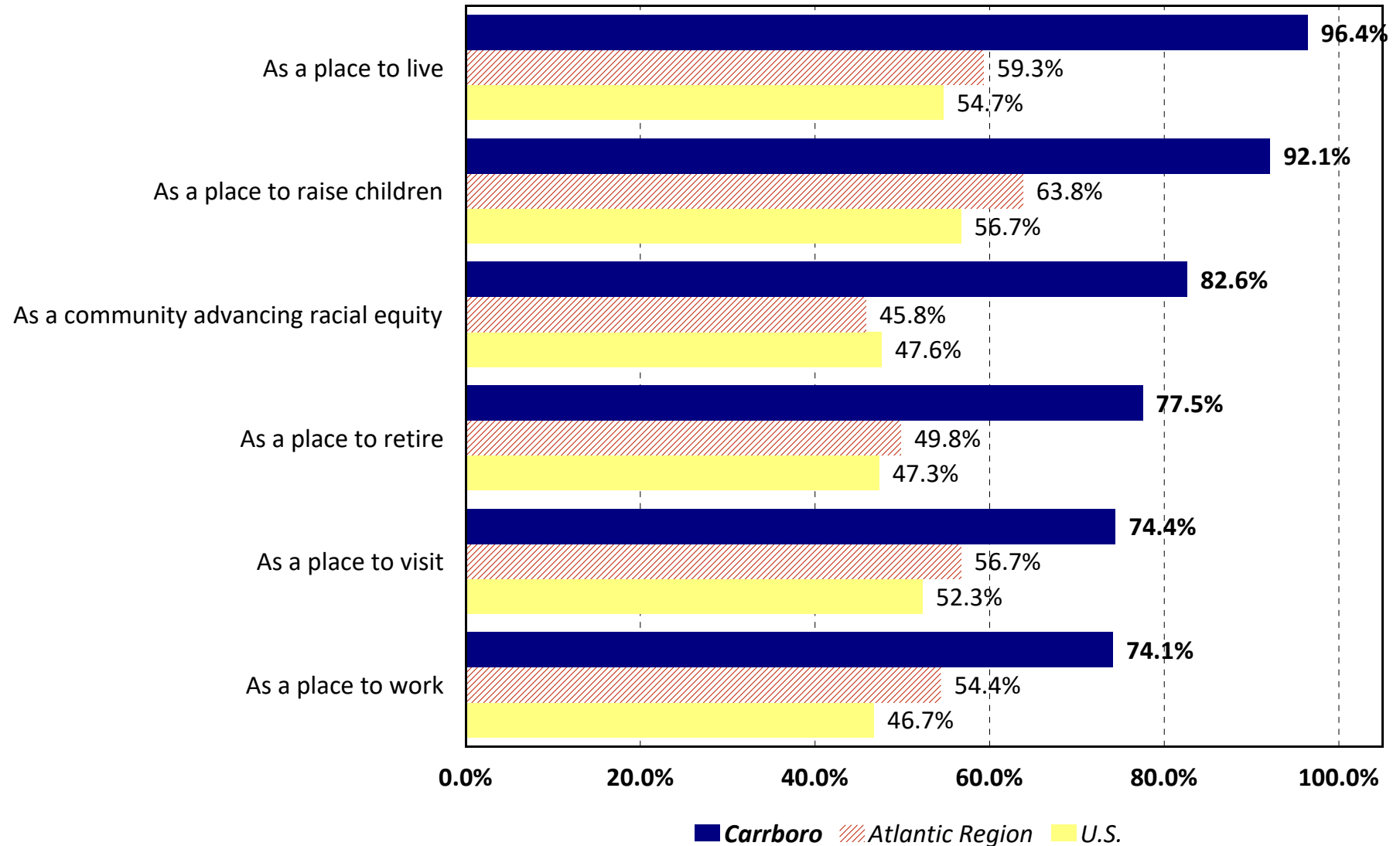
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Town of Carrboro, NC is not authorized without written consent from ETC Institute.

Ratings of Quality of Life in the Town

Carrboro vs. Atlantic Region vs. the U.S.

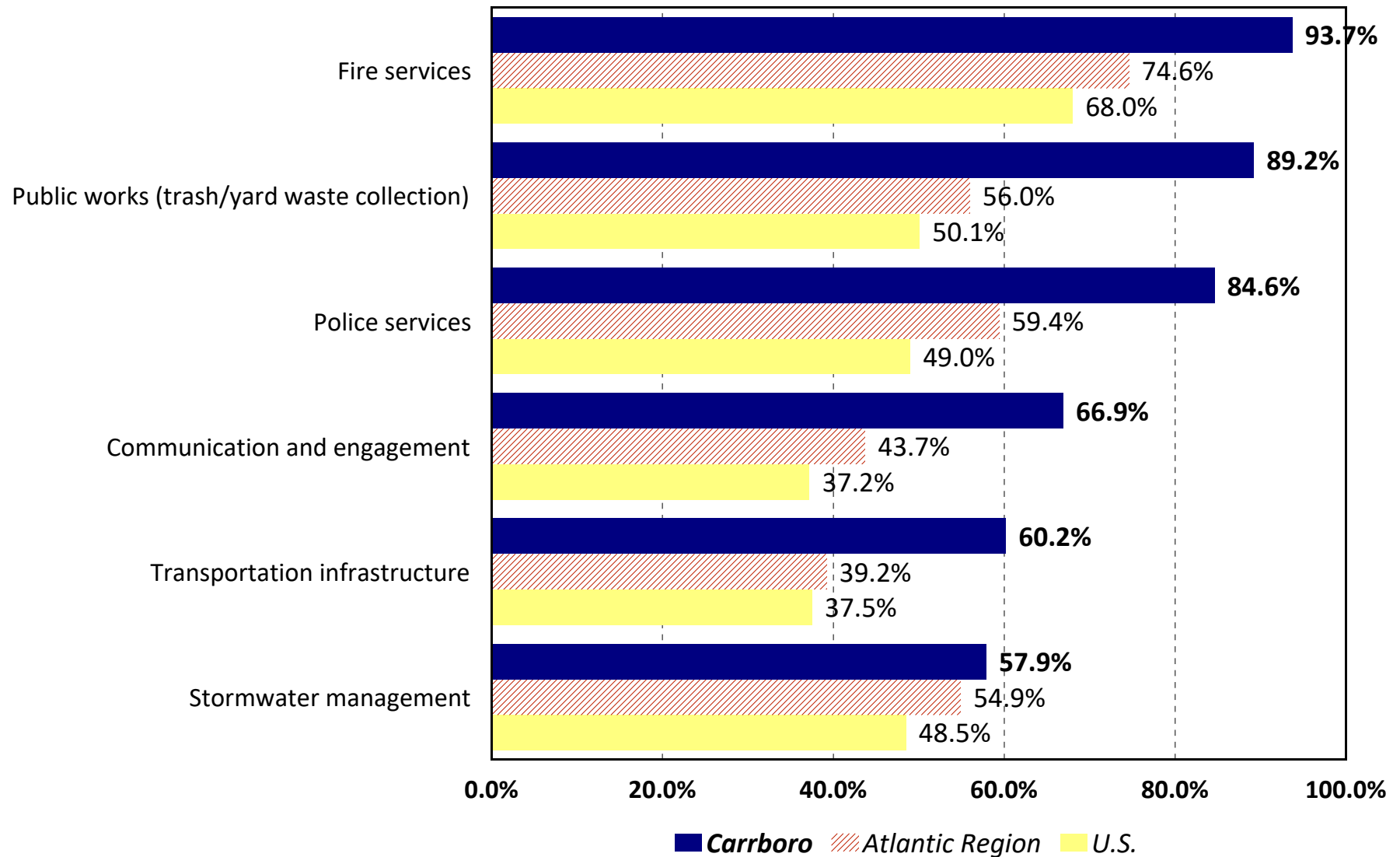
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Major Categories of Town Services

Carrboro vs. Atlantic Region vs. the U.S.

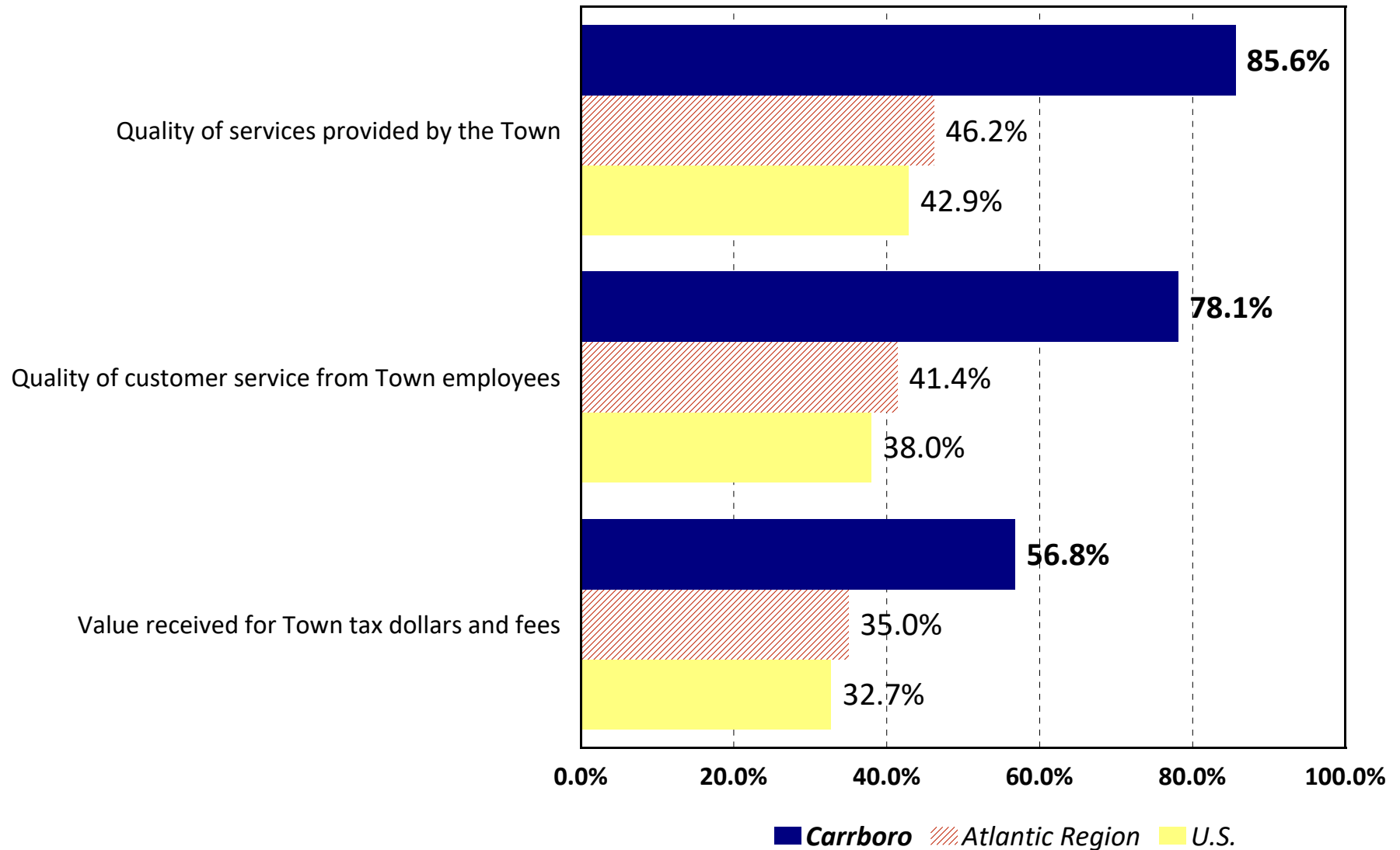
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with the Following Key Indicators

Carrboro vs. Atlantic Region vs. the U.S.

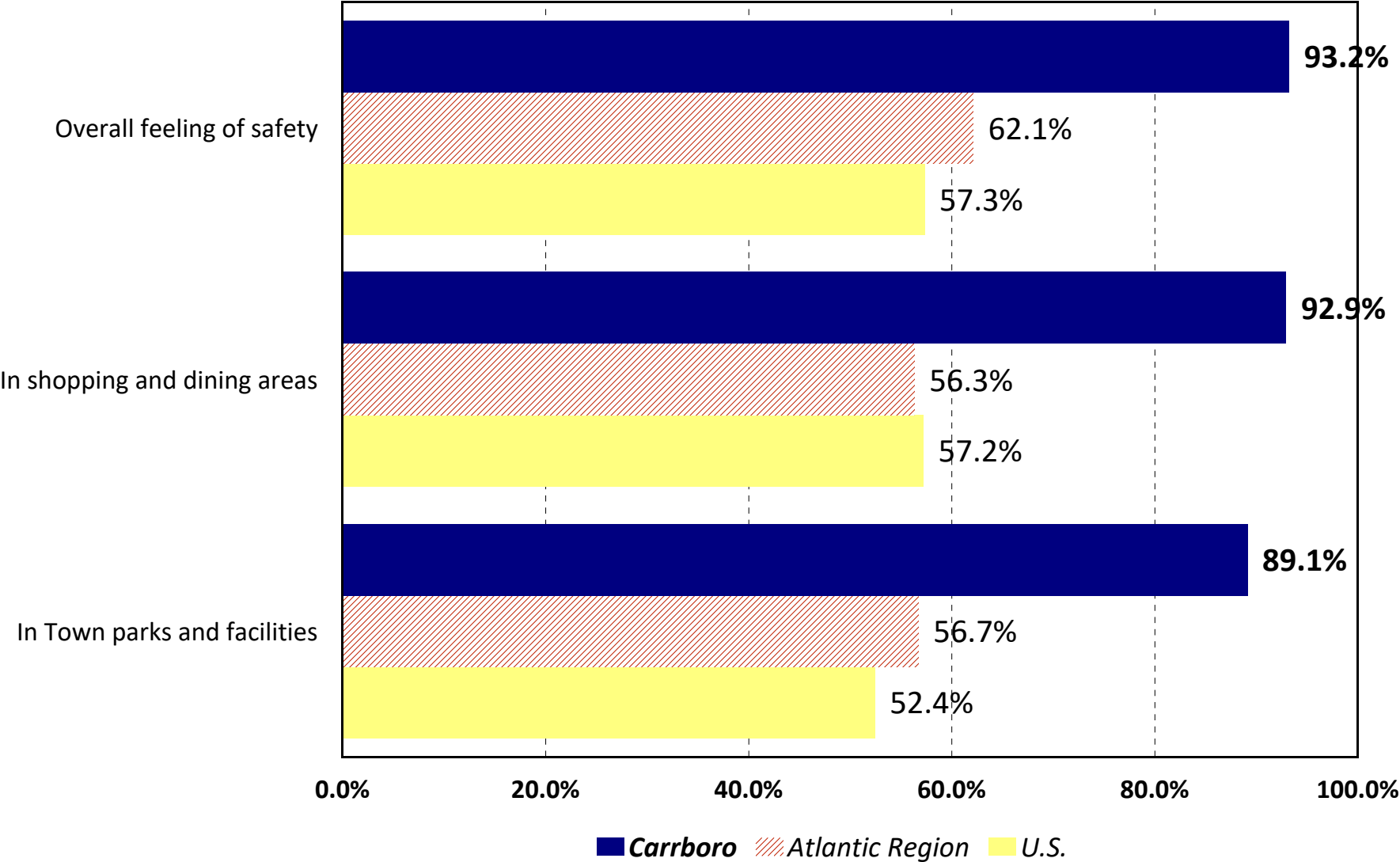
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the Community

Carrboro vs. Atlantic Region vs. the U.S.

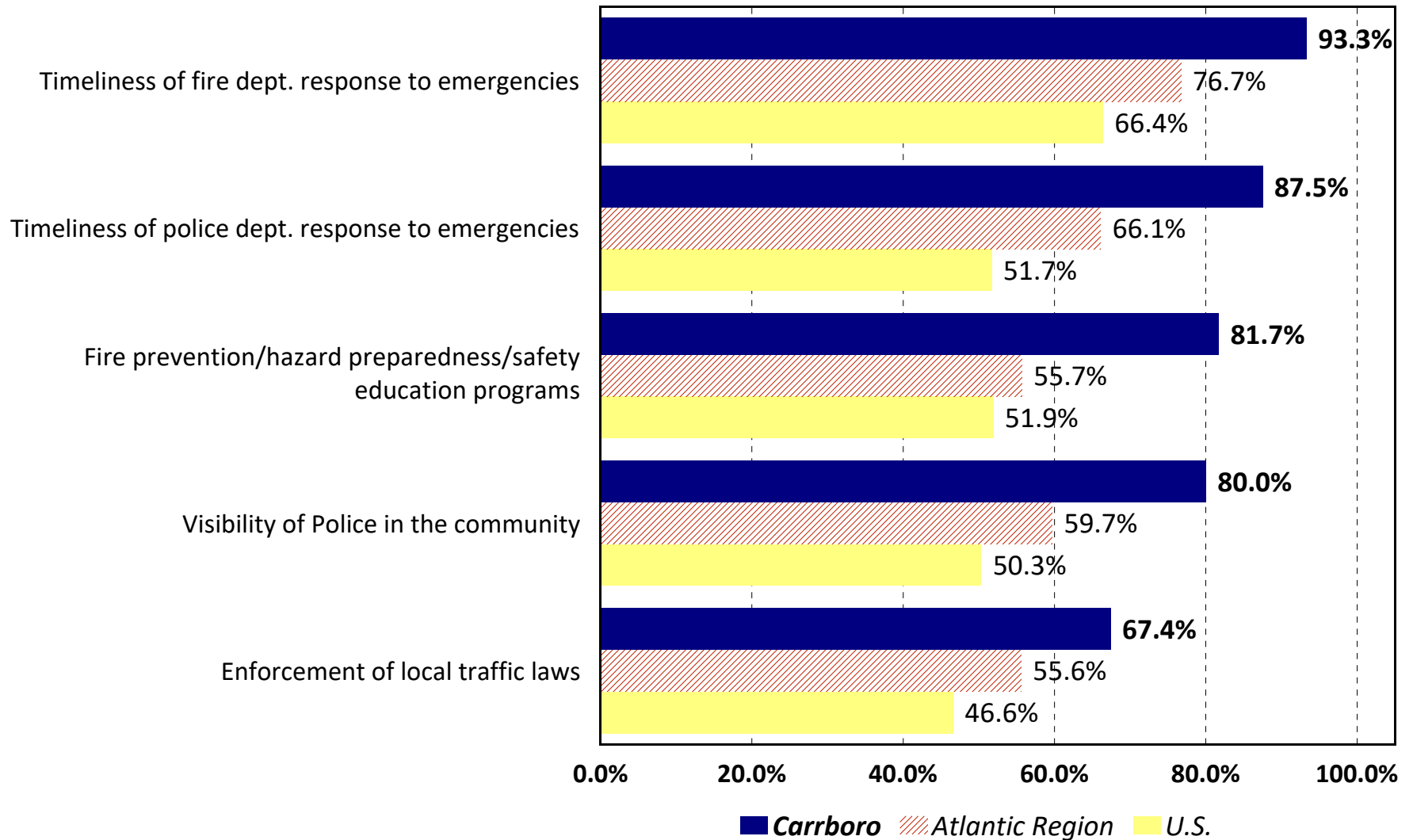
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "unsafe" (excluding don't knows)



Satisfaction with Public Safety Services

Carrboro vs. Atlantic Region vs. the U.S.

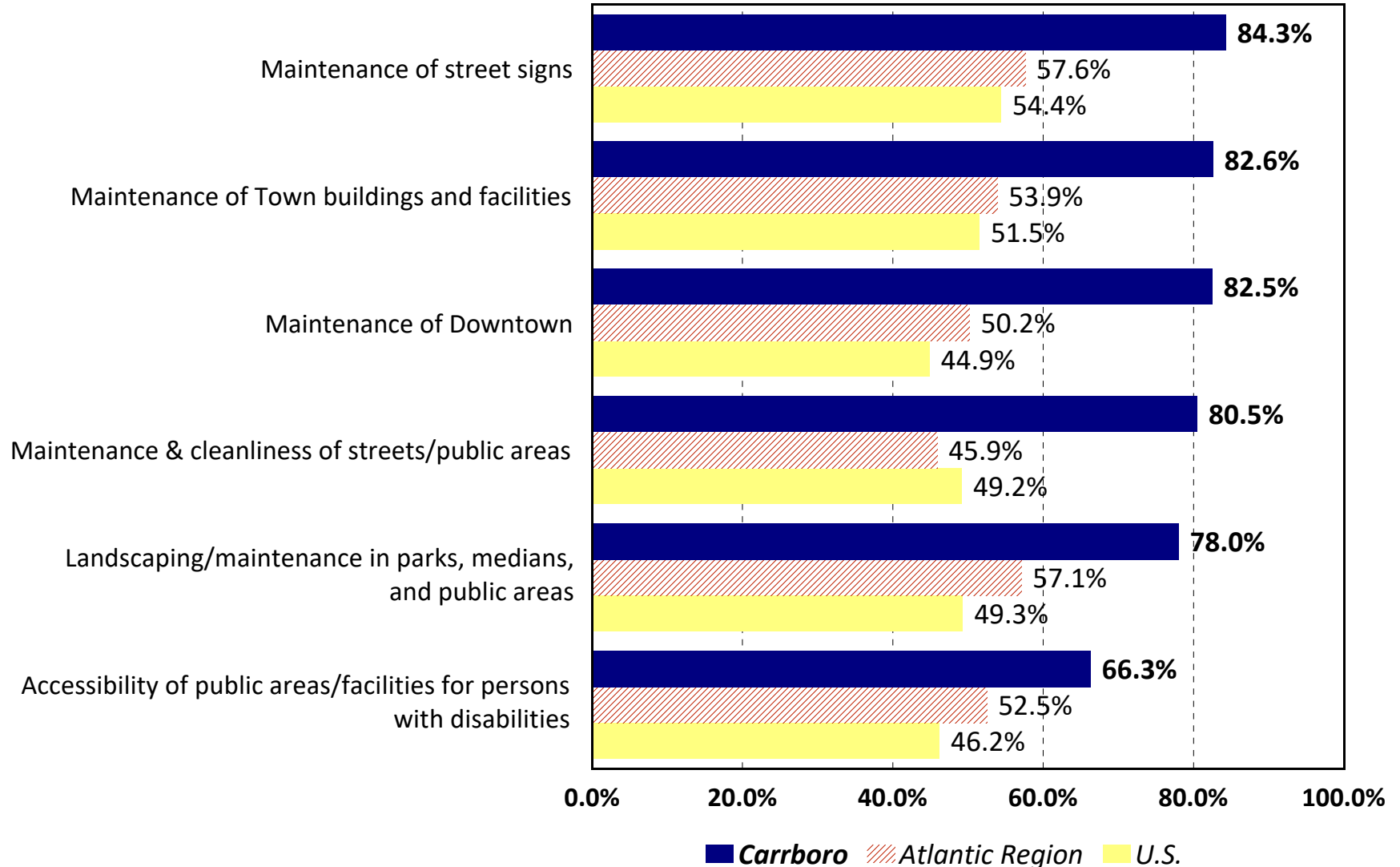
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Maintenance

Carrboro vs. Atlantic Region vs. the U.S.

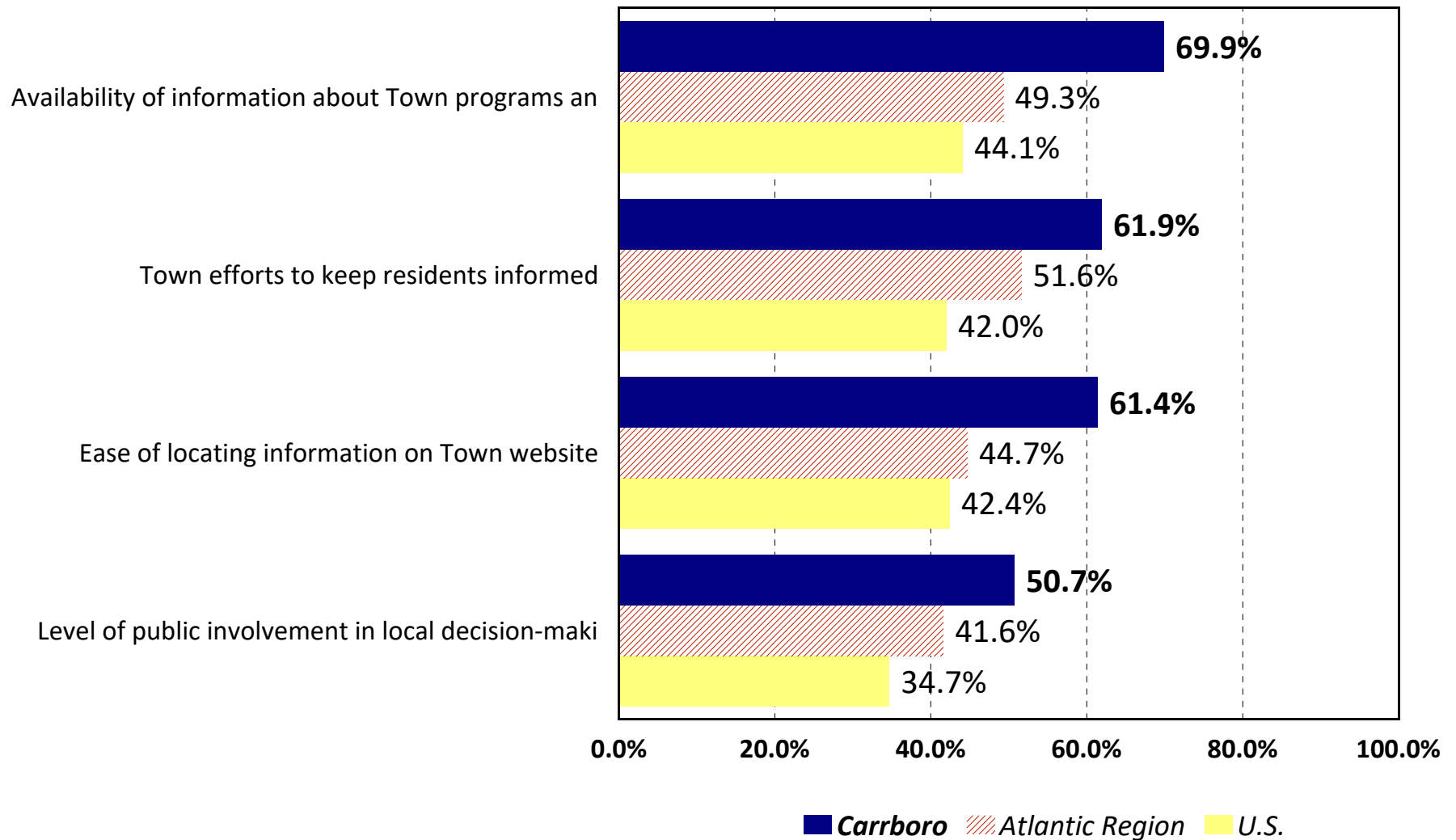
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Communication and Engagement

Carrboro vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Town to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Town's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major categories of Town services that were most important. Nearly half (46.8%) of the residents surveyed selected "*transportation infrastructure*" as one of the most important services to their household.

With regard to satisfaction, 60.2% of the residents surveyed rated "*transportation infrastructure*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 46.8% was multiplied by 39.8% (1-0.602). This calculation yielded an I-S rating of 0.1863, which ranked first out of twelve categories of major Town services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis in the future. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the Town of Carrboro are provided on the following pages.

Importance-Satisfaction Rating

Town of Carrboro, NC

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Transportation infrastructure	47%	1	60%	8	0.1863	1
Housing and community services	34%	3	48%	10	0.1747	2
Economic development	22%	4	47%	11	0.1164	3
<u>Medium Priority (IS <.10)</u>						
Planning, zoning and inspection services	16%	9	46%	12	0.0887	4
Stormwater management	15%	12	58%	9	0.0648	5
Parks and recreation facilities	38%	2	84%	5	0.0594	6
Communication and engagement	18%	8	67%	7	0.0589	7
Public parking	16%	10	69%	6	0.0512	8
Recreation and cultural programs	19%	6	85%	3	0.0293	9
Police services	18%	7	85%	4	0.0280	10
Public works (trash/yard waste collection)	22%	5	89%	2	0.0235	11
Fire services	16%	11	94%	1	0.0100	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Recreation, Parks and Cultural Resources

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Number of walking and biking trails	65%	1	73%	8	0.1793	1
<u>Medium Priority (IS <.10)</u>						
The Town's senior (55+) programs	17%	7	59%	11	0.0681	2
Maintenance of Town parks	55%	2	89%	1	0.0600	3
The Town's youth programs	19%	6	70%	9	0.0585	4
Availability of diverse cultural events	26%	4	78%	3	0.0576	5
Town special events (July 4th, Music Festival)	37%	3	86%	2	0.0533	6
Availability of meeting and gathering spaces	21%	5	76%	6	0.0501	7
The Town's adult programs	12%	8	64%	10	0.0436	8
Fees charged for recreation programs	9%	10	74%	7	0.0236	9
Quality of outdoor athletic fields	9%	9	78%	4	0.0206	10
Ease of registering for programs	6%	11	77%	5	0.0132	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Overall effectiveness of Carrboro Police Dept.	42%	2	86%	8	0.0578	1
Enforcement of local traffic laws	15%	8	67%	12	0.0482	2
Timeliness of police dept. response to emergencies	37%	3	88%	7	0.0461	3
Responsiveness to community concerns - Police	24%	6	83%	9	0.0402	4
Respectfulness of police personnel toward people	30%	5	89%	6	0.0341	5
Timeliness of fire dept. response to emergencies	36%	4	93%	3	0.0242	6
Visibility of Police in the community	9%	10	80%	11	0.0188	7
Fire prevention/hazard preparedness/safety education program	10%	9	82%	10	0.0174	8
Overall effectiveness of Carrboro Fire Department	42%	1	96%	1	0.0165	9
Responsiveness to community concerns - Fire	17%	7	90%	5	0.0161	10
Respectfulness of fire personnel toward people	5%	11	94%	2	0.0032	11
Visibility of Fire Department in the community	2%	12	91%	4	0.0020	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Availability of parking downtown	44%	2	61%	8	0.1717	1
Availability of sidewalks	41%	3	65%	7	0.1426	2
Availability of greenways/multi-use paths	37%	4	68%	4	0.1209	3
Ease of driving in Carrboro	36%	5	67%	5	0.1175	4
Ease of walking in Carrboro	62%	1	82%	1	0.1104	5
Ease of biking in Carrboro	30%	6	66%	6	0.1021	6
<u>Medium Priority (IS <.10)</u>						
Adequacy of street lighting	22%	7	69%	3	0.0676	7
Availability of on-street bike amenities	7%	8	59%	9	0.0267	8
Availability of bicycle parking	4%	9	71%	2	0.0129	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Town efforts to mitigate draining/flooding in public areas	45%	7	57%	7	0.1913	1
Maintenance & cleanliness of streets/public areas	65%	2	81%	4	0.1264	2
Maintenance of Downtown Carrboro	64%	1	83%	3	0.1122	3
<u>Medium Priority (IS <.10)</u>						
Accessibility of public areas/facilities for persons with disabilities	29%	6	66%	6	0.0981	4
Landscaping & maintenance in parks/medians/public areas	40%	4	78%	5	0.0889	5
Maintenance of Town buildings and facilities	24%	5	83%	2	0.0419	6
Maintenance of street signs	7%	3	84%	1	0.0111	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating
Town of Carrboro, NC
Local Economy and Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of new commercial development	45%	1	33%	2	0.3046	1
Access to information about current/proposed private development projects	36%	3	28%	4	0.2567	2
Job growth	29%	4	19%	5	0.2347	3
<u>High Priority (IS .10-.20)</u>						
Access to shopping	43%	2	63%	1	0.1556	4
New company growth	17%	5	28%	3	0.1190	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Housing

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of housing options by price	43%	1	21%	3	0.3373	1
Efforts to expand/preserve affordable housing	36%	2	25%	2	0.2700	2
<u>High Priority (IS .10-.20)</u>						
None						
<u>Medium Priority (IS <.10)</u>						
Availability of a range of housing types	13%	3	43%	1	0.0746	3

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the most important response for each item. Respondents were asked to identify the service they thought was most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Town of Carrboro, NC

Town Communication and Engagement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of transparent, trusted, and clear Town communication	36%	1	60%	6	0.1447	1
Level of public involvement in local decision-making	28%	4	51%	7	0.1400	2
Town efforts to keep residents informed	31%	3	62%	4	0.1181	3
Availability of information about Town programs and services	34%	2	70%	2	0.1020	4
<u>Medium Priority (IS <.10)</u>						
Ease of locating information on Town website	21%	6	61%	5	0.0818	5
Availability of emergency information	23%	5	76%	1	0.0568	6
Availability of information & services in languages other than English	7%	7	69%	3	0.0202	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought were most important.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



Tabular Data

Q1. Quality of Life. How would you rate the Town of Carrboro...

(N=440)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	60.0%	35.9%	3.0%	0.5%	0.2%	0.5%
Q1-2. As a place to work	21.1%	30.9%	12.0%	4.3%	1.8%	29.8%
Q1-3. As a place to play	36.6%	45.9%	11.8%	1.8%	0.5%	3.4%
Q1-4. As a place to raise children	47.5%	26.4%	4.3%	1.4%	0.7%	19.8%
Q1-5. As a place to retire	33.0%	25.0%	9.5%	5.0%	2.3%	25.2%
Q1-6. As a place to visit	32.5%	38.9%	18.0%	5.0%	1.6%	4.1%
Q1-7. As a place to start a business	8.0%	14.8%	19.3%	5.5%	3.2%	49.3%
Q1-8. As a place that is welcoming & inclusive to all	56.8%	32.0%	7.3%	1.4%	0.5%	2.0%
Q1-9. As a community advancing racial equity	43.4%	33.9%	14.1%	0.9%	1.4%	6.4%
Q1-10. As a community advancing climate action	36.6%	35.9%	13.4%	2.7%	2.0%	9.3%
Q1-11. As a community headed in the right direction	35.5%	38.4%	14.5%	5.0%	3.9%	2.7%
Q1-12. Overall quality of life in Carrboro	48.0%	44.3%	5.7%	0.7%	0.9%	0.5%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. How would you rate the Town of Carrboro... (without "don't know")**

(N=440)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	60.3%	36.1%	3.0%	0.5%	0.2%
Q1-2. As a place to work	30.1%	44.0%	17.2%	6.1%	2.6%
Q1-3. As a place to play	37.9%	47.5%	12.2%	1.9%	0.5%
Q1-4. As a place to raise children	59.2%	32.9%	5.4%	1.7%	0.8%
Q1-5. As a place to retire	44.1%	33.4%	12.8%	6.7%	3.0%
Q1-6. As a place to visit	33.9%	40.5%	18.7%	5.2%	1.7%
Q1-7. As a place to start a business	15.7%	29.1%	38.1%	10.8%	6.3%
Q1-8. As a place that is welcoming & inclusive to all	58.0%	32.7%	7.4%	1.4%	0.5%
Q1-9. As a community advancing racial equity	46.4%	36.2%	15.0%	1.0%	1.5%
Q1-10. As a community advancing climate action	40.4%	39.6%	14.8%	3.0%	2.3%
Q1-11. As a community headed in the right direction	36.4%	39.5%	15.0%	5.1%	4.0%
Q1-12. Overall quality of life in Carrboro	48.2%	44.5%	5.7%	0.7%	0.9%

Q2. Perception of Carrboro. Below are items that may influence your perception of Carrboro. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall appearance of Town	22.3%	57.7%	12.5%	6.1%	1.1%	0.2%
Q2-2. Quality of new development in Carrboro	7.7%	34.5%	29.1%	14.3%	5.5%	8.9%
Q2-3. Access to parks & green space	34.8%	46.1%	11.8%	6.1%	0.5%	0.7%
Q2-4. Diversity of residents	21.8%	38.2%	25.9%	9.8%	1.4%	3.0%
Q2-5. Current state of race relations	16.6%	40.7%	22.3%	4.8%	0.5%	15.2%
Q2-6. Variety of businesses in Carrboro	15.7%	44.5%	22.5%	14.5%	1.6%	1.1%
Q2-7. Availability of cultural activities & the arts	39.3%	45.5%	10.0%	3.2%	0.9%	1.1%
Q2-8. Availability of festivals & community events	45.7%	42.0%	10.0%	0.9%	0.5%	0.9%

WITHOUT "DON'T KNOW"**Q2. Perception of Carrboro. Below are items that may influence your perception of Carrboro. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall appearance of Town	22.3%	57.9%	12.5%	6.2%	1.1%
Q2-2. Quality of new development in Carrboro	8.5%	37.9%	31.9%	15.7%	6.0%
Q2-3. Access to parks & green space	35.0%	46.5%	11.9%	6.2%	0.5%
Q2-4. Diversity of residents	22.5%	39.3%	26.7%	10.1%	1.4%
Q2-5. Current state of race relations	19.6%	48.0%	26.3%	5.6%	0.5%
Q2-6. Variety of businesses in Carrboro	15.9%	45.1%	22.8%	14.7%	1.6%
Q2-7. Availability of cultural activities & the arts	39.8%	46.0%	10.1%	3.2%	0.9%
Q2-8. Availability of festivals & community events	46.1%	42.4%	10.1%	0.9%	0.5%

Q3. Town Leadership. How much do you agree...

(N=440)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. Town is responsive to the needs of its residents	14.1%	41.8%	19.8%	7.7%	3.2%	13.4%
Q3-2. I have opportunities to participate in Town decision making	15.2%	39.5%	19.3%	7.3%	2.7%	15.9%
Q3-3. I have a good understanding of the services provided by Town	15.7%	49.3%	21.4%	8.4%	0.2%	5.0%

WITHOUT "DON'T KNOW"**Q3. Town Leadership. How much do you agree... (without "don't know")**

(N=440)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. Town is responsive to the needs of its residents	16.3%	48.3%	22.8%	8.9%	3.7%
Q3-2. I have opportunities to participate in Town decision making	18.1%	47.0%	23.0%	8.6%	3.2%
Q3-3. I have a good understanding of the services provided by Town	16.5%	51.9%	22.5%	8.9%	0.2%

Q4. Major Categories of Services. How satisfied are you with the overall quality of...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Communication & engagement	19.8%	45.0%	24.5%	5.7%	1.8%	3.2%
Q4-2. Economic development	7.5%	32.7%	33.9%	9.8%	1.6%	14.5%
Q4-3. Fire services	51.1%	30.2%	5.2%	0.2%	0.0%	13.2%
Q4-4. Housing & community services	8.9%	29.5%	27.5%	11.1%	3.0%	20.0%
Q4-5. Parks & recreation facilities	36.6%	47.0%	10.7%	4.3%	0.5%	0.9%
Q4-6. Planning, zoning, & inspection services	9.1%	24.1%	24.1%	10.5%	4.5%	27.7%
Q4-7. Police services	37.0%	39.1%	11.1%	2.0%	0.7%	10.0%
Q4-8. Public parking	25.7%	42.5%	16.8%	11.6%	2.5%	0.9%
Q4-9. Public works (trash/yard waste collection)	45.0%	41.4%	6.1%	3.4%	0.9%	3.2%
Q4-10. Recreation & cultural programs	33.4%	48.0%	13.4%	0.9%	0.2%	4.1%
Q4-11. Stormwater management	11.8%	36.6%	21.8%	9.5%	3.9%	16.4%
Q4-12. Transportation infrastructure (sidewalks, bike lanes)	16.6%	43.0%	21.1%	15.2%	3.0%	1.1%

WITHOUT "DON'T KNOW"**Q4. Major Categories of Services. How satisfied are you with the overall quality of... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Communication & engagement	20.4%	46.5%	25.4%	5.9%	1.9%
Q4-2. Economic development	8.8%	38.3%	39.6%	11.4%	1.9%
Q4-3. Fire services	58.9%	34.8%	6.0%	0.3%	0.0%
Q4-4. Housing & community services	11.1%	36.9%	34.4%	13.9%	3.7%
Q4-5. Parks & recreation facilities	36.9%	47.5%	10.8%	4.4%	0.5%
Q4-6. Planning, zoning, & inspection services	12.6%	33.3%	33.3%	14.5%	6.3%
Q4-7. Police services	41.2%	43.4%	12.4%	2.3%	0.8%
Q4-8. Public parking	25.9%	42.9%	17.0%	11.7%	2.5%
Q4-9. Public works (trash/yard waste collection)	46.5%	42.7%	6.3%	3.5%	0.9%
Q4-10. Recreation & cultural programs	34.8%	50.0%	14.0%	0.9%	0.2%
Q4-11. Stormwater management	14.1%	43.8%	26.1%	11.4%	4.6%
Q4-12. Transportation infrastructure (sidewalks, bike lanes)	16.8%	43.4%	21.4%	15.4%	3.0%

Q5. Which THREE of the services listed in Question 4 are most important to you?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	29	6.6 %
Economic development	27	6.1 %
Fire services	32	7.3 %
Housing & community services	76	17.3 %
Parks & recreation facilities	45	10.2 %
Planning, zoning, & inspection services	18	4.1 %
Police services	27	6.1 %
Public parking	14	3.2 %
Public works (trash/yard waste collection)	19	4.3 %
Recreation & cultural programs	19	4.3 %
Stormwater management	23	5.2 %
Transportation infrastructure (sidewalks, bike lanes)	89	20.2 %
None chosen	22	5.0 %
Total	440	100.0 %

Q5. Which THREE of the services listed in Question 4 are most important to you?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	25	5.7 %
Economic development	36	8.2 %
Fire services	24	5.5 %
Housing & community services	38	8.6 %
Parks & recreation facilities	70	15.9 %
Planning, zoning, & inspection services	28	6.4 %
Police services	35	8.0 %
Public parking	30	6.8 %
Public works (trash/yard waste collection)	30	6.8 %
Recreation & cultural programs	28	6.4 %
Stormwater management	16	3.6 %
Transportation infrastructure (sidewalks, bike lanes)	55	12.5 %
None chosen	25	5.7 %
Total	440	100.0 %

Q5. Which THREE of the services listed in Question 4 are most important to you?

Q5. 3rd choice	Number	Percent
Communication & engagement	24	5.5 %
Economic development	34	7.7 %
Fire services	13	3.0 %
Housing & community services	34	7.7 %
Parks & recreation facilities	53	12.0 %
Planning, zoning, & inspection services	26	5.9 %
Police services	18	4.1 %
Public parking	28	6.4 %
Public works (trash/yard waste collection)	47	10.7 %
Recreation & cultural programs	38	8.6 %
Stormwater management	29	6.6 %
Transportation infrastructure (sidewalks, bike lanes)	62	14.1 %
None chosen	34	7.7 %
Total	440	100.0 %

SUM OF TOP 3 CHOICES**Q5. Which THREE of the services listed in Question 4 are most important to you? (top 3)**

Q5. Sum of top 3 choices	Number	Percent
Communication & engagement	78	17.7 %
Economic development	97	22.0 %
Fire services	69	15.7 %
Housing & community services	148	33.6 %
Parks & recreation facilities	168	38.2 %
Planning, zoning, & inspection services	72	16.4 %
Police services	80	18.2 %
Public parking	72	16.4 %
Public works (trash/yard waste collection)	96	21.8 %
Recreation & cultural programs	85	19.3 %
Stormwater management	68	15.5 %
Transportation infrastructure (sidewalks, bike lanes)	206	46.8 %
None chosen	22	5.0 %
Total	1261	

Q6. Overall Satisfaction. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of services provided by Town	24.3%	59.5%	10.5%	2.5%	1.1%	2.0%
Q6-2. Overall quality of customer service from Town employees	25.9%	39.5%	14.3%	3.0%	1.1%	16.1%
Q6-3. Overall value received for Town tax dollars & fees	14.1%	39.5%	20.9%	12.7%	7.0%	5.7%

WITHOUT "DON'T KNOW"**Q6. Overall Satisfaction. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services provided by Town	24.8%	60.8%	10.7%	2.6%	1.2%
Q6-2. Overall quality of customer service from Town employees	30.9%	47.2%	17.1%	3.5%	1.4%
Q6-3. Overall value received for Town tax dollars & fees	14.9%	41.9%	22.2%	13.5%	7.5%

Q7. Recreation, Parks & Cultural Resources. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance of Town parks	31.4%	53.2%	8.6%	1.6%	0.2%	5.0%
Q7-2. Number of walking & biking trails	26.6%	44.1%	13.9%	11.1%	1.8%	2.5%
Q7-3. Quality of outdoor athletic fields	17.7%	39.5%	14.5%	1.6%	0.2%	26.4%
Q7-4. Town's youth programs	13.6%	20.9%	13.2%	1.6%	0.2%	50.5%
Q7-5. Town's adult programs	11.1%	27.5%	19.1%	2.3%	0.7%	39.3%
Q7-6. Town's senior (55+) programs	7.7%	16.1%	14.5%	1.6%	0.5%	59.5%
Q7-7. Town special events (e.g., July 4th, Music Festival)	35.2%	44.3%	11.8%	1.1%	0.5%	7.0%
Q7-8. Ease of registering for programs	17.7%	33.9%	12.0%	2.0%	1.4%	33.0%
Q7-9. Fees charged for recreation programs	19.3%	30.2%	15.5%	0.7%	0.9%	33.4%
Q7-10. Availability of diverse cultural events	26.4%	43.0%	16.8%	2.3%	0.5%	11.1%
Q7-11. Availability of meeting & gathering spaces	21.1%	40.9%	15.2%	4.5%	0.2%	18.0%

WITHOUT "DON'T KNOW"**Q7. Recreation, Parks & Cultural Resources. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance of Town parks	33.0%	56.0%	9.1%	1.7%	0.2%
Q7-2. Number of walking & biking trails	27.3%	45.2%	14.2%	11.4%	1.9%
Q7-3. Quality of outdoor athletic fields	24.1%	53.7%	19.8%	2.2%	0.3%
Q7-4. Town's youth programs	27.5%	42.2%	26.6%	3.2%	0.5%
Q7-5. Town's adult programs	18.4%	45.3%	31.5%	3.7%	1.1%
Q7-6. Town's senior (55+) programs	19.1%	39.9%	36.0%	3.9%	1.1%
Q7-7. Town special events (e. g., July 4th, Music Festival)	37.9%	47.7%	12.7%	1.2%	0.5%
Q7-8. Ease of registering for programs	26.4%	50.5%	18.0%	3.1%	2.0%
Q7-9. Fees charged for recreation programs	29.0%	45.4%	23.2%	1.0%	1.4%
Q7-10. Availability of diverse cultural events	29.7%	48.3%	18.9%	2.6%	0.5%
Q7-11. Availability of meeting & gathering spaces	25.8%	49.9%	18.6%	5.5%	0.3%

Q8. Which THREE of the services listed in Question 7 are most important to you?

Q8. Top choice	Number	Percent
Maintenance of Town parks	82	18.6 %
Number of walking & biking trails	163	37.0 %
Quality of outdoor athletic fields	7	1.6 %
Town's youth programs	21	4.8 %
Town's adult programs	14	3.2 %
Town's senior (55+) programs	28	6.4 %
Town special events (e.g., July 4th, Music Festival)	38	8.6 %
Ease of registering for programs	3	0.7 %
Fees charged for recreation programs	6	1.4 %
Availability of diverse cultural events	22	5.0 %
Availability of meeting & gathering spaces	23	5.2 %
None chosen	33	7.5 %
Total	440	100.0 %

Q8. Which THREE of the services listed in Question 7 are most important to you?

Q8. 2nd choice	Number	Percent
Maintenance of Town parks	88	20.0 %
Number of walking & biking trails	88	20.0 %
Quality of outdoor athletic fields	19	4.3 %
Town's youth programs	31	7.0 %
Town's adult programs	20	4.5 %
Town's senior (55+) programs	19	4.3 %
Town special events (e.g., July 4th, Music Festival)	55	12.5 %
Ease of registering for programs	7	1.6 %
Fees charged for recreation programs	13	3.0 %
Availability of diverse cultural events	39	8.9 %
Availability of meeting & gathering spaces	26	5.9 %
None chosen	35	8.0 %
Total	440	100.0 %

Q8. Which THREE of the services listed in Question 7 are most important to you?

Q8. 3rd choice	Number	Percent
Maintenance of Town parks	70	15.9 %
Number of walking & biking trails	36	8.2 %
Quality of outdoor athletic fields	15	3.4 %
Town's youth programs	33	7.5 %
Town's adult programs	19	4.3 %
Town's senior (55+) programs	26	5.9 %
Town special events (e.g., July 4th, Music Festival)	70	15.9 %
Ease of registering for programs	15	3.4 %
Fees charged for recreation programs	21	4.8 %
Availability of diverse cultural events	54	12.3 %
Availability of meeting & gathering spaces	42	9.5 %
None chosen	39	8.9 %
Total	440	100.0 %

SUM OF TOP 3 CHOICES**Q8. Which THREE of the services listed in Question 7 are most important to you? (top 3)**

Q8. Sum of top 3 choices	Number	Percent
Maintenance of Town parks	240	54.5 %
Number of walking & biking trails	287	65.2 %
Quality of outdoor athletic fields	41	9.3 %
Town's youth programs	85	19.3 %
Town's adult programs	53	12.0 %
Town's senior (55+) programs	73	16.6 %
Town special events (e.g., July 4th, Music Festival)	163	37.0 %
Ease of registering for programs	25	5.7 %
Fees charged for recreation programs	40	9.1 %
Availability of diverse cultural events	115	26.1 %
Availability of meeting & gathering spaces	91	20.7 %
None chosen	33	7.5 %
Total	1246	

Q9. Safety. How safe do you feel...

(N=440)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood	61.1%	35.0%	2.3%	1.4%	0.0%	0.2%
Q9-2. In Town parks & facilities	44.5%	42.5%	7.5%	3.2%	0.0%	2.3%
Q9-3. In shopping & dining areas	54.8%	37.7%	5.9%	0.9%	0.2%	0.5%
Q9-4. Overall feeling of safety in Carrboro	50.5%	42.3%	4.3%	2.5%	0.0%	0.5%

WITHOUT "DON'T KNOW"**Q9. Safety. How safe do you feel... (without "don't know")**

(N=440)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In your neighborhood	61.3%	35.1%	2.3%	1.4%	0.0%
Q9-2. In Town parks & facilities	45.6%	43.5%	7.7%	3.3%	0.0%
Q9-3. In shopping & dining areas	55.0%	37.9%	5.9%	0.9%	0.2%
Q9-4. Overall feeling of safety in Carrboro	50.7%	42.5%	4.3%	2.5%	0.0%

Q10(1-6). Fire Services. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall effectiveness of Carrboro Fire Department	52.5%	21.1%	2.7%	0.0%	0.2%	23.4%
Q10-2. Responsiveness to community concerns	34.5%	28.6%	6.4%	0.2%	0.2%	30.0%
Q10-3. Respectfulness of fire personnel toward people	53.6%	19.5%	4.3%	0.5%	0.2%	21.8%
Q10-4. Visibility of Fire Department in the community	52.3%	28.4%	7.7%	0.5%	0.2%	10.9%
Q10-5. Fire prevention/hazard preparedness/safety education programs	28.4%	20.2%	9.5%	1.1%	0.2%	40.5%
Q10-6. Timeliness of Fire Department response to emergencies	41.6%	15.5%	3.6%	0.2%	0.2%	38.9%

WITHOUT "DON'T KNOW"**Q10(1-6). Fire Services. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall effectiveness of Carrboro Fire Department	68.5%	27.6%	3.6%	0.0%	0.3%
Q10-2. Responsiveness to community concerns	49.4%	40.9%	9.1%	0.3%	0.3%
Q10-3. Respectfulness of fire personnel toward people	68.6%	25.0%	5.5%	0.6%	0.3%
Q10-4. Visibility of Fire Department in the community	58.7%	31.9%	8.7%	0.5%	0.3%
Q10-5. Fire prevention/hazard preparedness/safety education programs	47.7%	34.0%	16.0%	1.9%	0.4%
Q10-6. Timeliness of Fire Department response to emergencies	68.0%	25.3%	5.9%	0.4%	0.4%

Q10(7-12). Police Services. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-7. Overall effectiveness of Carrboro Police Department	39.1%	31.1%	9.3%	1.1%	0.9%	18.4%
Q10-8. Responsiveness to community concerns	35.2%	25.9%	9.5%	1.8%	0.9%	26.6%
Q10-9. Respectfulness of Police personnel toward people	46.8%	28.2%	6.8%	1.1%	1.6%	15.5%
Q10-10. Visibility of Police in the community	36.6%	36.8%	15.0%	2.3%	1.1%	8.2%
Q10-11. Enforcement of local traffic laws	23.0%	33.0%	16.1%	7.7%	3.2%	17.0%
Q10-12. Timeliness of Police Department response to emergencies	35.7%	18.6%	6.1%	0.9%	0.7%	38.0%

WITHOUT "DON'T KNOW"**Q10(7-12). Police Services. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-7. Overall effectiveness of Carrboro Police Department	47.9%	38.2%	11.4%	1.4%	1.1%
Q10-8. Responsiveness to community concerns	48.0%	35.3%	13.0%	2.5%	1.2%
Q10-9. Respectfulness of Police personnel toward people	55.4%	33.3%	8.1%	1.3%	1.9%
Q10-10. Visibility of Police in the community	39.9%	40.1%	16.3%	2.5%	1.2%
Q10-11. Enforcement of local traffic laws	27.7%	39.7%	19.5%	9.3%	3.8%
Q10-12. Timeliness of Police Department response to emergencies	57.5%	30.0%	9.9%	1.5%	1.1%

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	103	23.4 %
Responsiveness to community concerns - Fire	28	6.4 %
Respectfulness of fire personnel toward people	3	0.7 %
Visibility of Fire Department in the community	2	0.5 %
Fire prevention/hazard preparedness/safety education programs	8	1.8 %
Timeliness of Fire Department response to emergencies	67	15.2 %
Overall effectiveness of Carrboro Police Department	63	14.3 %
Responsiveness to community concerns - Police	23	5.2 %
Respectfulness of Police personnel toward people	36	8.2 %
Visibility of Police in the community	6	1.4 %
Enforcement of local traffic laws	24	5.5 %
Timeliness of Police Department response to emergencies	35	8.0 %
<u>None chosen</u>	<u>42</u>	<u>9.5 %</u>
Total	440	100.0 %

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	54	12.3 %
Responsiveness to community concerns - Fire	23	5.2 %
Respectfulness of fire personnel toward people	15	3.4 %
Visibility of Fire Department in the community	4	0.9 %
Fire prevention/hazard preparedness/safety education programs	12	2.7 %
Timeliness of Fire Department response to emergencies	52	11.8 %
Overall effectiveness of Carrboro Police Department	80	18.2 %
Responsiveness to community concerns - Police	35	8.0 %
Respectfulness of Police personnel toward people	31	7.0 %
Visibility of Police in the community	13	3.0 %
Enforcement of local traffic laws	10	2.3 %
Timeliness of Police Department response to emergencies	66	15.0 %
<u>None chosen</u>	<u>45</u>	<u>10.2 %</u>
Total	440	100.0 %

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

Q11. 3rd choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	29	6.6 %
Responsiveness to community concerns - Fire	22	5.0 %
Respectfulness of fire personnel toward people	4	0.9 %
Visibility of Fire Department in the community	3	0.7 %
Fire prevention/hazard preparedness/safety education programs	22	5.0 %
Timeliness of Fire Department response to emergencies	40	9.1 %
Overall effectiveness of Carrboro Police Department	40	9.1 %
Responsiveness to community concerns - Police	48	10.9 %
Respectfulness of Police personnel toward people	66	15.0 %
Visibility of Police in the community	22	5.0 %
Enforcement of local traffic laws	31	7.0 %
Timeliness of Police Department response to emergencies	61	13.9 %
None chosen	52	11.8 %
Total	440	100.0 %

SUM OF TOP 3 CHOICES**Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you? (top 3)**

Q11. Sum of top 3 choices	Number	Percent
Overall effectiveness of Carrboro Fire Department	186	42.3 %
Responsiveness to community concerns - Fire	73	16.6 %
Respectfulness of fire personnel toward people	22	5.0 %
Visibility of Fire Department in the community	9	2.0 %
Fire prevention/hazard preparedness/safety education programs	42	9.5 %
Timeliness of Fire Department response to emergencies	159	36.1 %
Overall effectiveness of Carrboro Police Department	183	41.6 %
Responsiveness to community concerns - Police	106	24.1 %
Respectfulness of Police personnel toward people	133	30.2 %
Visibility of Police in the community	41	9.3 %
Enforcement of local traffic laws	65	14.8 %
Timeliness of Police Department response to emergencies	162	36.8 %
None chosen	42	9.5 %
Total	1223	

Q12. Transportation. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Ease of walking in Carrboro	38.4%	42.5%	9.5%	6.6%	1.4%	1.6%
Q12-2. Ease of biking in Carrboro	22.3%	33.4%	17.0%	10.0%	2.3%	15.0%
Q12-3. Ease of driving in Carrboro	19.5%	45.5%	15.5%	13.4%	3.0%	3.2%
Q12-4. Availability of sidewalks	21.4%	43.0%	18.2%	12.5%	3.4%	1.6%
Q12-5. Availability of greenways/ multi-use paths	23.6%	40.9%	17.7%	11.6%	1.8%	4.3%
Q12-6. Availability of on-street bike amenities	16.1%	27.3%	20.2%	7.3%	2.7%	26.4%
Q12-7. Availability of bicycle parking	20.9%	29.3%	16.1%	3.6%	1.1%	28.9%
Q12-8. Adequacy of street lighting	20.5%	45.9%	18.4%	10.2%	0.7%	4.3%
Q12-9. Availability of parking downtown	22.7%	36.1%	18.9%	12.7%	6.4%	3.2%

WITHOUT "DON'T KNOW"**Q12. Transportation. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of walking in Carrboro	39.0%	43.2%	9.7%	6.7%	1.4%
Q12-2. Ease of biking in Carrboro	26.2%	39.3%	20.1%	11.8%	2.7%
Q12-3. Ease of driving in Carrboro	20.2%	46.9%	16.0%	13.8%	3.1%
Q12-4. Availability of sidewalks	21.7%	43.6%	18.5%	12.7%	3.5%
Q12-5. Availability of greenways/multi-use paths	24.7%	42.8%	18.5%	12.1%	1.9%
Q12-6. Availability of on-street bike amenities	21.9%	37.0%	27.5%	9.9%	3.7%
Q12-7. Availability of bicycle parking	29.4%	41.2%	22.7%	5.1%	1.6%
Q12-8. Adequacy of street lighting	21.4%	48.0%	19.2%	10.7%	0.7%
Q12-9. Availability of parking downtown	23.5%	37.3%	19.5%	13.1%	6.6%

Q13. Which THREE of the services listed in Question 12 are most important to you?

Q13. Top choice	Number	Percent
Ease of walking in Carrboro	149	33.9 %
Ease of biking in Carrboro	41	9.3 %
Ease of driving in Carrboro	50	11.4 %
Availability of sidewalks	44	10.0 %
Availability of greenways/multi-use paths	42	9.5 %
Availability of on-street bike amenities	5	1.1 %
Availability of bicycle parking	2	0.5 %
Adequacy of street lighting	21	4.8 %
Availability of parking downtown	66	15.0 %
None chosen	20	4.5 %
Total	440	100.0 %

Q13. Which THREE of the services listed in Question 12 are most important to you?

Q13. 2nd choice	Number	Percent
Ease of walking in Carrboro	75	17.0 %
Ease of biking in Carrboro	57	13.0 %
Ease of driving in Carrboro	59	13.4 %
Availability of sidewalks	84	19.1 %
Availability of greenways/multi-use paths	49	11.1 %
Availability of on-street bike amenities	12	2.7 %
Availability of bicycle parking	4	0.9 %
Adequacy of street lighting	25	5.7 %
Availability of parking downtown	52	11.8 %
None chosen	23	5.2 %
Total	440	100.0 %

Q13. Which THREE of the services listed in Question 12 are most important to you?

Q13. 3rd choice	Number	Percent
Ease of walking in Carrboro	49	11.1 %
Ease of biking in Carrboro	32	7.3 %
Ease of driving in Carrboro	48	10.9 %
Availability of sidewalks	53	12.0 %
Availability of greenways/multi-use paths	73	16.6 %
Availability of on-street bike amenities	12	2.7 %
Availability of bicycle parking	13	3.0 %
Adequacy of street lighting	51	11.6 %
Availability of parking downtown	75	17.0 %
None chosen	34	7.7 %
Total	440	100.0 %

SUM OF TOP 3 CHOICES**Q13. Which THREE of the services listed in Question 12 are most important to you? (top 3)**

Q13. Sum of top 3 choices	Number	Percent
Ease of walking in Carrboro	273	62.0 %
Ease of biking in Carrboro	130	29.5 %
Ease of driving in Carrboro	157	35.7 %
Availability of sidewalks	181	41.1 %
Availability of greenways/multi-use paths	164	37.3 %
Availability of on-street bike amenities	29	6.6 %
Availability of bicycle parking	19	4.3 %
Adequacy of street lighting	97	22.0 %
Availability of parking downtown	193	43.9 %
None chosen	20	4.5 %
Total	1263	

Q14. Does anyone in your household ride a bicycle?

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	262	59.5 %
No	173	39.3 %
Not provided	5	1.1 %
Total	440	100.0 %

WITHOUT "DON'T KNOW"**Q14. Does anyone in your household ride a bicycle? (without "don't know ")**

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	262	60.2 %
No	173	39.8 %
Total	435	100.0 %

Q14a. If "Yes" to Question 14, why do they ride a bicycle?

<u>Q14a. Why do they ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
To commute to work or school	98	37.4 %
For errands	132	50.4 %
For recreation	220	84.0 %
Total	450	

Q15. Do you or any members of your household use the Chapel Hill Transit system?

Q15. Do your household members use Chapel Hill

Transit system	Number	Percent
Yes	184	41.8 %
No	256	58.2 %
Total	440	100.0 %

Q15a. If "Yes" to Question 15, what is the primary reason for taking the bus?

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	77	41.8 %
To go to & from shopping	21	11.4 %
To go to & from medical appointments	8	4.3 %
To go to & from social activities	38	20.7 %
To go to & from school	38	20.7 %
Not provided	2	1.1 %
Total	184	100.0 %

WITHOUT "NOT PROVIDED"**Q15a. If "Yes" to Question 15, what is the primary reason for taking the bus? (without "not provided")**

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	77	42.3 %
To go to & from shopping	21	11.5 %
To go to & from medical appointments	8	4.4 %
To go to & from social activities	38	20.9 %
To go to & from school	38	20.9 %
Total	182	100.0 %

Q15b. If "No" to Question 15, what is the primary reason for not taking the bus?

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	27	10.5 %
Not enough service on weekends	3	1.2 %
Just prefer to drive/bike/walk	143	55.9 %
Service isn't offered to places I need to go	29	11.3 %
Not enough service in the evening	4	1.6 %
Other	33	12.9 %
Not provided	17	6.6 %
Total	256	100.0 %

WITHOUT "NOT PROVIDED"**Q15b. If "No" to Question 15, what is the primary reason for not taking the bus? (without "not provided")**

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	27	11.3 %
Not enough service on weekends	3	1.3 %
Just prefer to drive/bike/walk	143	59.8 %
Service isn't offered to places I need to go	29	12.1 %
Not enough service in the evening	4	1.7 %
Other	33	13.8 %
Total	239	100.0 %

Q15b-6. Other

- Bus stop too far
- Closest bus stop is 1 mile from our house
- convenience
- did not try it yet-just moved here
- Do not feel safe
- Dogs not allowed on the bus.
- Drive
- I used to take the bus as a grad student, carrying a heavy backpack. I don't think I could carry so much now. But probably it is more about the time and planning it takes to get a bus and make sure I have a bus home.
- I used to take transit to work and was happy with the service but am retired now.
- leftover habits from COVID
- Mobility issues
- Most of the time we do not need to use the system but like that it is easily available unlike Durham or other cities.
- My high schooler would have to take a long ride through campus or would have to cross busy hwy 54 entrance/exit ramps and Merritt Mill/S. Greensboro intersection to get home from school since the J bus service route changed. Even with the addition of crosswalks I don't trust drivers. Please reinstate easier J bus access between CHS and downtown Carrboro.
- need to transport items that will not fit on bike
- No buses come anywhere near my home, nor go to anywhere I want or need to go. And for the buses I know of, the service is much to infrequent to be of any use.
- no need
- No regular service provided nearby in my neighborhood.
- no routes in my neighborhood
- No service in neighborhood, park, and ride adds more time than just driving.
- no service near me
- no service to LHE
- No transit service in my Neighborhood
- Not a practical mode for commuting in coordination with child pickup/drop off schedules. Plus if I were interested in not driving I bike rather than use public transit.
- Not enough knowledge of program
- not in the habit of using the bus
- not needed
- Not safe in the evenings.
- Physical disability to and from stops
- Post pandemic didn't return to mass transit
- Service is very slow; it takes 45 mins to commute 2 miles
- Several reasons. The closest bus stop is still a long walk (uphill) from my home. The service is not frequent and there are no easily available schedules.
- too complicated
- Work at Duke, leave at 0600. Off time, we do not dine or shopping in Carrboro much at all. Too much a PITA, plans were never to stay in Carrboro. Just here for the CHSD, last one graduated, so we are working on our property

Q16. Maintenance. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Maintenance of Downtown Carrboro	24.3%	55.9%	10.7%	5.5%	0.9%	2.7%
Q16-2. Maintenance of Town buildings & facilities	24.5%	50.9%	12.7%	1.8%	1.4%	8.6%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	13.4%	23.2%	14.3%	3.6%	0.7%	44.8%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	22.7%	53.4%	17.0%	4.3%	0.2%	2.3%
Q16-5. Maintenance & cleanliness of streets & public areas	26.1%	53.0%	10.9%	6.8%	1.4%	1.8%
Q16-6. Maintenance of street signs	26.4%	54.1%	13.0%	1.8%	0.2%	4.5%
Q16-7. Town efforts to mitigate draining/flooding in public areas	11.4%	33.2%	20.5%	10.5%	2.5%	22.0%

WITHOUT "DON'T KNOW"**Q16. Maintenance. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Maintenance of Downtown Carrboro	25.0%	57.5%	11.0%	5.6%	0.9%
Q16-2. Maintenance of Town buildings & facilities	26.9%	55.7%	13.9%	2.0%	1.5%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	24.3%	42.0%	25.9%	6.6%	1.2%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	23.3%	54.7%	17.4%	4.4%	0.2%
Q16-5. Maintenance & cleanliness of streets & public areas	26.6%	53.9%	11.1%	6.9%	1.4%
Q16-6. Maintenance of street signs	27.6%	56.7%	13.6%	1.9%	0.2%
Q16-7. Town efforts to mitigate draining/flooding in public areas	14.6%	42.6%	26.2%	13.4%	3.2%

Q17. Which THREE of the items listed in Question 16 are most important to you?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	152	34.5 %
Maintenance of Town buildings & facilities	19	4.3 %
Accessibility of public areas/facilities for persons with disabilities	44	10.0 %
Landscaping & maintenance in parks, medians, & other public areas	31	7.0 %
Maintenance & cleanliness of streets & public areas	82	18.6 %
Maintenance of street signs	4	0.9 %
Town efforts to mitigate draining/flooding in public areas	75	17.0 %
None chosen	33	7.5 %
Total	440	100.0 %

Q17. Which THREE of the items listed in Question 16 are most important to you?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	68	15.5 %
Maintenance of Town buildings & facilities	43	9.8 %
Accessibility of public areas/facilities for persons with disabilities	41	9.3 %
Landscaping & maintenance in parks, medians, & other public areas	74	16.8 %
Maintenance & cleanliness of streets & public areas	105	23.9 %
Maintenance of street signs	13	3.0 %
Town efforts to mitigate draining/flooding in public areas	60	13.6 %
None chosen	36	8.2 %
Total	440	100.0 %

Q17. Which THREE of the items listed in Question 16 are most important to you?

Q17. 3rd choice	Number	Percent
Maintenance of Downtown Carrboro	62	14.1 %
Maintenance of Town buildings & facilities	44	10.0 %
Accessibility of public areas/facilities for persons with disabilities	43	9.8 %
Landscaping & maintenance in parks, medians, & other public areas	73	16.6 %
Maintenance & cleanliness of streets & public areas	98	22.3 %
Maintenance of street signs	14	3.2 %
Town efforts to mitigate draining/flooding in public areas	62	14.1 %
None chosen	44	10.0 %
Total	440	100.0 %

SUM OF TOP 3 CHOICES**Q17. Which THREE of the items listed in Question 16 are most important to you? (top 3)**

Q17. Sum of top 3 choices	Number	Percent
Maintenance of Downtown Carrboro	282	64.1 %
Maintenance of Town buildings & facilities	106	24.1 %
Accessibility of public areas/facilities for persons with disabilities	128	29.1 %
Landscaping & maintenance in parks, medians, & other public areas	178	40.5 %
Maintenance & cleanliness of streets & public areas	285	64.8 %
Maintenance of street signs	31	7.0 %
Town efforts to mitigate draining/flooding in public areas	197	44.8 %
None chosen	33	7.5 %
Total	1240	

Q18. Local Economy and Development. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	3.6%	10.7%	24.8%	10.0%	2.3%	48.6%
Q18-2. Job growth	2.0%	7.3%	25.0%	12.0%	3.2%	50.5%
Q18-3. Access to shopping	14.1%	47.0%	19.8%	14.1%	1.4%	3.6%
Q18-4. Quality of new commercial development in Town	4.5%	20.5%	31.1%	14.8%	5.2%	23.9%
Q18-5. Access to information about current/proposed private development projects	4.3%	16.6%	25.9%	20.5%	8.2%	24.5%

WITHOUT "DON'T KNOW"**Q18. Local Economy and Development. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	7.1%	20.8%	48.2%	19.5%	4.4%
Q18-2. Job growth	4.1%	14.7%	50.5%	24.3%	6.4%
Q18-3. Access to shopping	14.6%	48.8%	20.5%	14.6%	1.4%
Q18-4. Quality of new commercial development in Town	6.0%	26.9%	40.9%	19.4%	6.9%
Q18-5. Access to information about current/proposed private development projects	5.7%	22.0%	34.3%	27.1%	10.8%

Q19. Which TWO of the items listed in Question 18 is most important to you?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	31	7.0 %
Job growth	68	15.5 %
Access to shopping	117	26.6 %
Quality of new commercial development in Town	86	19.5 %
Access to information about current/proposed private development projects	77	17.5 %
None chosen	61	13.9 %
Total	440	100.0 %

Q19. Which TWO of the items listed in Question 18 is most important to you?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	42	9.5 %
Job growth	59	13.4 %
Access to shopping	70	15.9 %
Quality of new commercial development in Town	114	25.9 %
Access to information about current/proposed private development projects	79	18.0 %
None chosen	76	17.3 %
Total	440	100.0 %

SUM OF TOP 2 CHOICES**Q19. Which TWO of the items listed in Question 18 is most important to you? (top 2)**

<u>Q19. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	73	16.6 %
Job growth	127	28.9 %
Access to shopping	187	42.5 %
Quality of new commercial development in Town	200	45.5 %
Access to information about current/proposed private development projects	156	35.5 %
None chosen	61	13.9 %
Total	804	

Q20. Have you applied for any planning, development or building permits in the last 12 months?

Q20. Have you applied for any planning, development or building permits in last 12 months	Number	Percent
Yes	28	6.4 %
No	412	93.6 %
Total	440	100.0 %

Q20a. How would you rate your overall experience?

Q20a. How would you rate your overall experience	Number	Percent
Very satisfied	4	14.3 %
Satisfied	10	35.7 %
Neutral	4	14.3 %
Dissatisfied	6	21.4 %
Very dissatisfied	4	14.3 %
Total	28	100.0 %

Q21. How would you rate the overall quality of the downtown?

Q21. How would you rate overall quality of Downtown	Number	Percent
Very good	129	29.3 %
Good	233	53.0 %
Neutral	45	10.2 %
Poor	18	4.1 %
Very poor	4	0.9 %
Not provided	11	2.5 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q21. How would you rate the overall quality of the downtown? (without "not provided")**

Q21. How would you rate overall quality of Downtown	Number	Percent
Very good	129	30.1 %
Good	233	54.3 %
Neutral	45	10.5 %
Poor	18	4.2 %
Very poor	4	0.9 %
Total	429	100.0 %

Q23. Housing. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of housing options by price range	3.4%	15.5%	25.0%	32.0%	14.1%	10.0%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	6.4%	32.3%	26.4%	18.9%	6.8%	9.3%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	4.8%	15.2%	26.8%	21.8%	10.7%	20.7%

WITHOUT "DON'T KNOW"**Q23. Housing. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of housing options by price range	3.8%	17.2%	27.8%	35.6%	15.7%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.0%	35.6%	29.1%	20.8%	7.5%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	6.0%	19.2%	33.8%	27.5%	13.5%

Q24. Which ONE of the items listed in Question 23 is most important to you?

Q24. Most important item	Number	Percent
Availability of housing options by price range	188	42.7 %
Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	57	13.0 %
Efforts of Town to expand & preserve housing that is affordable	159	36.1 %
None chosen	36	8.2 %
Total	440	100.0 %

Q25. Please answer the following questions by circling either 1 for "Yes" or 2 for "No."

(N=440)

	Yes	No	Not provided
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your gross monthly income	26.4%	68.4%	5.2%
Q25-2. Are you able to find housing you can afford in Carrboro	75.2%	16.6%	8.2%

WITHOUT "NOT PROVIDED"**Q25. Please answer the following questions by circling either 1 for "Yes" or 2 for "No." (without "not provided")**

(N=440)

	Yes	No
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your gross monthly income	27.8%	72.2%
Q25-2. Are you able to find housing you can afford in Carrboro	81.9%	18.1%

Q26. Town Communication and Engagement. How satisfied are you with...

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Availability of information about Town programs & services	17.5%	48.0%	18.9%	7.3%	2.0%	6.4%
Q26-2. Town efforts to keep you informed	18.6%	40.2%	24.5%	9.3%	2.3%	5.0%
Q26-3. Ease of locating information on Town website	16.6%	35.5%	23.0%	7.0%	2.7%	15.2%
Q26-4. Quality of transparent, trusted, & clear Town communication	13.9%	39.3%	26.6%	5.7%	3.4%	11.1%
Q26-5. Level of public involvement in local decision-making	9.5%	31.8%	27.0%	8.4%	4.8%	18.4%
Q26-6. Availability of emergency information	19.3%	45.2%	17.3%	3.4%	0.2%	14.5%
Q26-7. Availability of information & services in languages other than English	9.3%	21.1%	12.3%	0.7%	0.5%	56.1%

WITHOUT "DON'T KNOW"**Q26. Town Communication and Engagement. How satisfied are you with... (without "don't know")**

(N=440)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Availability of information about Town programs & services	18.7%	51.2%	20.1%	7.8%	2.2%
Q26-2. Town efforts to keep you informed	19.6%	42.3%	25.8%	9.8%	2.4%
Q26-3. Ease of locating information on Town website	19.6%	41.8%	27.1%	8.3%	3.2%
Q26-4. Quality of transparent, trusted, & clear Town communication	15.6%	44.2%	29.9%	6.4%	3.8%
Q26-5. Level of public involvement in local decision-making	11.7%	39.0%	33.1%	10.3%	5.8%
Q26-6. Availability of emergency information	22.6%	52.9%	20.2%	4.0%	0.3%
Q26-7. Availability of information & services in languages other than English	21.2%	48.2%	28.0%	1.6%	1.0%

Q27. Which TWO of the items listed in Question 26 are most important to you?

Q27. Top choice	Number	Percent
Availability of information about Town programs & services	94	21.4 %
Town efforts to keep you informed	68	15.5 %
Ease of locating information on Town website	39	8.9 %
Quality of transparent, trusted, & clear Town communication	68	15.5 %
Level of public involvement in local decision-making	65	14.8 %
Availability of emergency information	54	12.3 %
Availability of information & services in languages other than English	11	2.5 %
None chosen	41	9.3 %
Total	440	100.0 %

Q27. Which TWO of the items listed in Question 26 are most important to you?

Q27. 2nd choice	Number	Percent
Availability of information about Town programs & services	55	12.5 %
Town efforts to keep you informed	68	15.5 %
Ease of locating information on Town website	54	12.3 %
Quality of transparent, trusted, & clear Town communication	90	20.5 %
Level of public involvement in local decision-making	60	13.6 %
Availability of emergency information	48	10.9 %
Availability of information & services in languages other than English	18	4.1 %
None chosen	47	10.7 %
Total	440	100.0 %

SUM OF TOP 2 CHOICES**Q27. Which TWO of the items listed in Question 26 are most important to you? (top 2)**

Q27. Sum of top 2 choices	Number	Percent
Availability of information about Town programs & services	149	33.9 %
Town efforts to keep you informed	136	30.9 %
Ease of locating information on Town website	93	21.1 %
Quality of transparent, trusted, & clear Town communication	158	35.9 %
Level of public involvement in local decision-making	125	28.4 %
Availability of emergency information	102	23.2 %
Availability of information & services in languages other than English	29	6.6 %
None chosen	41	9.3 %
Total	833	

Q28. How do you hear or receive information about community issues, services, and events?

Q28. How do you hear or receive information about community issues, services, & events	Number	Percent
Town emails	167	38.0 %
Communications received at my home (postcards, mail, doorhangers)	167	38.0 %
Traditional media (TV, newspapers, radio, or their social media)	110	25.0 %
Website for Town of Carrboro	223	50.7 %
Carrboro Cable Govt. Channel	4	0.9 %
WCOM Radio	19	4.3 %
Outdoor signage	211	48.0 %
Outdoor info kiosks	63	14.3 %
Town of Carrboro social media	145	33.0 %
Neighborhood associations	69	15.7 %
Local government-produced brochures	21	4.8 %
Recreation & Parks brochure	101	23.0 %
Friends/colleagues/word of mouth	251	57.0 %
Community groups & blogs	64	14.5 %
Nextdoor	51	11.6 %
Other	8	1.8 %
Total	1674	

Q28-16. Other:

Q28-16. Other	Number	Percent
Carrboro YouTube Channel	1	12.5 %
That giant, orange road sign at the turn of main street	1	12.5 %
Town newsletter	1	12.5 %
Email from elementary school	1	12.5 %
chapelboro.com	1	12.5 %
Reddit	1	12.5 %
Triangle Blog	1	12.5 %
Chapelboro/Triangle Blog	1	12.5 %
Total	8	100.0 %

Q31. How many years have you lived in Carrboro?

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	115	26.1 %
6-10	58	13.2 %
11-15	54	12.3 %
16-20	50	11.4 %
21-30	83	18.9 %
31+	72	16.4 %
Not provided	8	1.8 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q31. How many years have you lived in Carrboro? (without "not provided")**

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	115	26.6 %
6-10	58	13.4 %
11-15	54	12.5 %
16-20	50	11.6 %
21-30	83	19.2 %
31+	72	16.7 %
Total	432	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	82	18.6 %
35-44	90	20.5 %
45-54	79	18.0 %
55-64	86	19.5 %
65+	80	18.2 %
Not provided	23	5.2 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q32. What is your age? (without "not provided")**

Q32. Your age	Number	Percent
18-34	82	19.7 %
35-44	90	21.6 %
45-54	79	18.9 %
55-64	86	20.6 %
65+	80	19.2 %
Total	417	100.0 %

Q33. What is your gender identity?

Q33. Your gender	Number	Percent
Male	206	46.8 %
Female	210	47.7 %
Non-binary	9	2.0 %
Prefer to self-describe	3	0.7 %
Not provided	12	2.7 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender identity? (without "not provided")**

Q33. Your gender	Number	Percent
Male	206	48.1 %
Female	210	49.1 %
Non-binary	9	2.1 %
Prefer to self-describe	3	0.7 %
Total	428	100.0 %

Q33-4. Self-describe your gender identity:

Q33-4. Self-describe your gender	Number	Percent
Gender queer	2	66.7 %
Transmale	1	33.3 %
Total	3	100.0 %

Q34. Are you or any members of your family of Hispanic or Latino ancestry?

Q34. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	59	13.4 %
No	377	85.7 %
Not provided	4	0.9 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Are you or any members of your family of Hispanic or Latino ancestry? (without "not provided")**

Q34. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	59	13.5 %
No	377	86.5 %
Total	436	100.0 %

Q35. Which of the following best describes your race/ethnicity?

Q35. Your race/ethnicity	Number	Percent
Asian or Asian Indian	32	7.3 %
Black or African American	57	13.0 %
American Indian or Alaska Native	2	0.5 %
White	280	63.6 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	14	3.2 %
Total	386	

Q35-6. Self-describe your race/ethnicity:

Q35-6. Self-describe your race/ethnicity	Number	Percent
Mixed	3	21.4 %
Hispanic	2	14.3 %
Jewish	2	14.3 %
Multi-ethnic	1	7.1 %
North Atlantic islander	1	7.1 %
Mixed Latino & Native American	1	7.1 %
Bi-racial Kenyan	1	7.1 %
Mixed Irish, Hispanic, & Native Ancestry	1	7.1 %
Persian American	1	7.1 %
Puerto Rican	1	7.1 %
Total	14	100.0 %

Q36. What is the primary language used in your household?

<u>Q36. Primary language used in your household</u>	<u>Number</u>	<u>Percent</u>
English	408	92.7 %
Spanish	14	3.2 %
Other	9	2.0 %
Not provided	9	2.0 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q36. What is the primary language used in your household? (without "not provided")**

<u>Q36. Primary language used in your household</u>	<u>Number</u>	<u>Percent</u>
English	408	94.7 %
Spanish	14	3.2 %
Other	9	2.1 %
Total	431	100.0 %

Q36-3. Other:

<u>Q36-3. Other</u>	<u>Number</u>	<u>Percent</u>
Portuguese	2	22.2 %
French	1	11.1 %
Amharic	1	11.1 %
Indonesian	1	11.1 %
Tamil	1	11.1 %
Vietnamese	1	11.1 %
Swedish	1	11.1 %
Chinese	1	11.1 %
Total	9	100.0 %

Q37. Do you rent or own your home?

Q37. Do you rent or own your home	Number	Percent
Rent	190	43.2 %
Own	242	55.0 %
Other	1	0.2 %
Not provided	7	1.6 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Do you rent or own your home? (without "not provided")**

Q37. Do you rent or own your home	Number	Percent
Rent	190	43.9 %
Own	242	55.9 %
Other	1	0.2 %
Total	433	100.0 %

Q37-3. Other:

Q37-3. Other	Number	Percent
Apartment	1	100.0 %
Total	1	100.0 %

Q37a. If you answered "Rent," do you live with roommates to reduce rent costs?

Q37a. Do you live with roommates to reduce rent costs	Number	Percent
Yes	82	43.2 %
No	100	52.6 %
Not provided	8	4.2 %
Total	190	100.0 %

WITHOUT "NOT PROVIDED"**Q37a. If you answered "Rent," do you live with roommates to reduce rent costs? (without "not provided")**

Q37a. Do you live with roommates to reduce rent costs	Number	Percent
Yes	82	45.1 %
No	100	54.9 %
Total	182	100.0 %

Q38. Would you say your total annual household income is...

Q38. Your total annual household income	Number	Percent
Under \$30K	67	15.2 %
\$30K to \$59,999	102	23.2 %
\$60K to \$99,999	79	18.0 %
\$100K to \$129,999	83	18.9 %
\$130K+	61	13.9 %
Not provided	48	10.9 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Would you say your total annual household income is... (without "not provided")**

Q38. Your total annual household income	Number	Percent
Under \$30K	67	17.1 %
\$30K to \$59,999	102	26.0 %
\$60K to \$99,999	79	20.2 %
\$100K to \$129,999	83	21.2 %
\$130K+	61	15.6 %
Total	392	100.0 %

Q39. What is the highest level of education that you have completed?

Q39. Highest level of education you have completed	Number	Percent
Less than high school	11	2.5 %
High school	58	13.2 %
Some college	24	5.5 %
4-year college	116	26.4 %
Graduate degree	197	44.8 %
Not provided	34	7.7 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q39. What is the highest level of education that you have completed? (without "not provided")**

Q39. Highest level of education you have completed	Number	Percent
Less than high school	11	2.7 %
High school	58	14.3 %
Some college	24	5.9 %
4-year college	116	28.6 %
Graduate degree	197	48.5 %
Total	406	100.0 %

Q40. Do you have access to the internet at home?

Q40. Do you have access to the internet at home	Number	Percent
Yes	431	98.0 %
No	5	1.1 %
Not provided	4	0.9 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Do you have access to the internet at home? (without "not provided")**

Q40. Do you have access to the internet at home	Number	Percent
Yes	431	98.9 %
No	5	1.1 %
Total	436	100.0 %

Q40a. Where/how do you regularly access the internet?

Q40a. Where/how do you regularly access the internet	Number	Percent
Cell phone	4	80.0 %
Public space (such as library)	2	40.0 %
Total	6	

Q41. Do you work in Carrboro?

Q41. Do you work in Carrboro	Number	Percent
Yes	110	25.0 %
No	319	72.5 %
Not provided	11	2.5 %
Total	440	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Do you work in Carrboro? (without "not provided")**

Q41. Do you work in Carrboro	Number	Percent
Yes	110	25.6 %
No	319	74.4 %
Total	429	100.0 %



Survey Instrument



TOWN OF CARRBORO • NC
OFFICE OF THE TOWN MANAGER

February 2026

Dear Carrboro Resident,

You have been randomly selected to participate in the *Town of Carrboro Community Survey*. This is an opportunity to express *your views* on Town of Carrboro local services, programs, and facilities. We will use the results to identify improvements as we plan for the future.

Please take a few minutes to share your opinions and perceptions. Your opinion is very important to us. Your responses to the survey will remain completely confidential.

We have selected ETC Institute to help us with the survey. As our way of thanking everyone who participates, ETC Institute will randomly select one respondent to receive a \$500 Visa gift card. You may return your completed survey by mail using the postage-paid envelope provided, or you can complete the survey online at carrborosurvey.org. Please choose only one option.

A report based on all collective responses will be available later this spring and posted on the Town of Carrboro website at www.carrboronc.gov. If you have questions, please contact Communication and Engagement Director Catherine Lazorko at 919-918-7314 or clazorko@carrboronc.gov

Your voice matters. Your feedback is valuable. Town government improves with input of residents. Thank you for your participation.

Sincerely,

Patrice Y. Toney
Town Manager



The Town of Carrboro offers free language translation and interpretation services to residents.

Information: 919-918-7391 or info@carrboronc.gov

La Ciudad de Carrboro ofrece servicios gratuitos de traducción e interpretación de idiomas a los residentes.

Información: 919-918-7391 o info@carrboronc.gov





2026 Town of Carrboro Community Survey



SCAN ME

Please take a few minutes to complete this survey. Your input is an important part of the Town of Carrboro's effort to involve residents in service delivery and long-range planning decisions. Return your survey by mail or online at carrborosurvey.org. **Everyone who completes the survey will be given a chance to enter a random drawing for a \$500 Visa gift card!** Responses will remain confidential. Thank you for your participation!

1. Quality of Life.

How would you rate the Town of Carrboro...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to work	5	4	3	2	1	9
03. As a place to play	5	4	3	2	1	9
04. As a place to raise children	5	4	3	2	1	9
05. As a place to retire	5	4	3	2	1	9
06. As a place to visit	5	4	3	2	1	9
07. As a place to start a business	5	4	3	2	1	9
08. As a place that is welcoming and inclusive to all	5	4	3	2	1	9
09. As a community advancing racial equity	5	4	3	2	1	9
10. As a community advancing climate action	5	4	3	2	1	9
11. As a community headed in the right direction	5	4	3	2	1	9
12. Overall quality of life in Carrboro	5	4	3	2	1	9

2. Perception of Carrboro. Below are items that may influence your perception of Carrboro.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall appearance of the Town	5	4	3	2	1	9
2. Quality of new development in Carrboro	5	4	3	2	1	9
3. Access to parks and green space	5	4	3	2	1	9
4. Diversity of residents	5	4	3	2	1	9
5. Current state of race relations	5	4	3	2	1	9
6. The variety of businesses in Carrboro	5	4	3	2	1	9
7. Availability of cultural activities and the arts	5	4	3	2	1	9
8. Availability of festivals and community events	5	4	3	2	1	9

3. Town Leadership.

How much do you agree...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The Town is responsive to the needs of its residents	5	4	3	2	1	9
2. I have opportunities to participate in Town decision making	5	4	3	2	1	9
3. I have a good understanding of the services provided by the Town	5	4	3	2	1	9



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La Ciudad de Carrboro ofrece servicios gratuitos de traducción y interpretación de idiomas a los residentes.

Información: 919-918-7391 o info@carrboronc.gov

4. Major Categories of Services.

How satisfied are you with the overall quality of...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Communication and engagement	5	4	3	2	1	9
02. Economic development	5	4	3	2	1	9
03. Fire services	5	4	3	2	1	9
04. Housing and community services	5	4	3	2	1	9
05. Parks and recreation facilities	5	4	3	2	1	9
06. Planning, zoning, and inspection services	5	4	3	2	1	9
07. Police services	5	4	3	2	1	9
08. Public parking	5	4	3	2	1	9
09. Public works (trash/yard waste collection)	5	4	3	2	1	9
10. Recreation and cultural programs	5	4	3	2	1	9
11. Stormwater management	5	4	3	2	1	9
12. Transportation infrastructure (sidewalks, bike lanes)	5	4	3	2	1	9

5. Which THREE of the services listed in Question 4 are most important to you? [Write in your answers below using the numbers from the list in Question 4.]

1st: _____ 2nd: _____ 3rd: _____

6. Overall Satisfaction.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the Town	5	4	3	2	1	9
2. Overall quality of customer service from Town employees	5	4	3	2	1	9
3. Overall value received for Town tax dollars and fees	5	4	3	2	1	9

7. Recreation, Parks & Cultural Resources.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of Town parks	5	4	3	2	1	9
02. Number of walking and biking trails	5	4	3	2	1	9
03. Quality of outdoor athletic fields	5	4	3	2	1	9
04. The Town's youth programs	5	4	3	2	1	9
05. The Town's adult programs	5	4	3	2	1	9
06. The Town's senior (55+) programs	5	4	3	2	1	9
07. Town special events (e.g., July 4th, Music Festival)	5	4	3	2	1	9
08. Ease of registering for programs	5	4	3	2	1	9
09. Fees charged for recreation programs	5	4	3	2	1	9
10. Availability of diverse cultural events	5	4	3	2	1	9
11. Availability of meeting and gathering spaces	5	4	3	2	1	9

8. Which THREE of the services listed in Question 7 are most important to you? [Write in your answers below using the numbers from the list in Question 7.]

1st: _____ 2nd: _____ 3rd: _____

9. Safety.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood	5	4	3	2	1	9
2. In Town parks and facilities	5	4	3	2	1	9
3. In shopping and dining areas	5	4	3	2	1	9
4. Overall feeling of safety in Carrboro	5	4	3	2	1	9

10. Public Safety Services.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Fire Services							
01.	Overall effectiveness of Carrboro Fire Department	5	4	3	2	1	9
02.	Responsiveness to community concerns	5	4	3	2	1	9
03.	Respectfulness of fire personnel toward people	5	4	3	2	1	9
04.	Visibility of Fire Department in the community	5	4	3	2	1	9
05.	Fire prevention/hazard preparedness/safety education programs	5	4	3	2	1	9
06.	Timeliness of fire department response to emergencies	5	4	3	2	1	9
Police Services							
07.	Overall effectiveness of Carrboro Police Department	5	4	3	2	1	9
08.	Responsiveness to community concerns	5	4	3	2	1	9
09.	Respectfulness of police personnel toward people	5	4	3	2	1	9
10.	Visibility of Police in the community	5	4	3	2	1	9
11.	Enforcement of local traffic laws	5	4	3	2	1	9
12.	Timeliness of police department response to emergencies	5	4	3	2	1	9

11. Which THREE of the 12 public safety services listed in Question 10 are most important to you? *[Write in your answers below using the numbers from the list in Question 10.]*

1st: ____ 2nd: ____ 3rd: ____

12. Transportation.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of walking in Carrboro	5	4	3	2	1	9
2.	Ease of biking in Carrboro	5	4	3	2	1	9
3.	Ease of driving in Carrboro	5	4	3	2	1	9
4.	Availability of sidewalks	5	4	3	2	1	9
5.	Availability of greenways/multi-use paths	5	4	3	2	1	9
6.	Availability of on-street bike amenities	5	4	3	2	1	9
7.	Availability of bicycle parking	5	4	3	2	1	9
8.	Adequacy of street lighting	5	4	3	2	1	9
9.	Availability of parking downtown	5	4	3	2	1	9

13. Which THREE of the services listed in Question 12 are most important to you? *[Write in your answers below using the numbers from the list in Question 12, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

14. Does anyone in your household ride a bicycle? ____ (1) Yes *[Answer Q14a.]* ____ (2) No *[Skip to Q14b.]*

14a. If "Yes," why do they ride a bicycle? *[Check all that apply.]*

____ (1) To commute to work or school ____ (2) For errands ____ (3) For recreation

14b. If "No," why not? _____

15. Do you or any member of your household use the Chapel Hill Transit system?

____ (1) Yes *[Answer Q15a.]* ____ (2) No *[Skip to Q15b.]*

15a. If you answered "Yes," what is the primary reason for taking the bus? *[Select only one.]*

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

15b. If you answered "No," what is the primary reason for not taking the bus? [Select only one.]

- ____(1) Service is not frequent enough
 ____ (2) Not enough service on weekends
 ____ (3) Just prefer to drive/bike/walk

- ____(4) Service isn't offered to places I need to go
 ____ (5) Not enough service in the evening
 ____ (6) Other: _____

16. Maintenance.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of Downtown Carrboro	5	4	3	2	1	9
2.	Maintenance of Town buildings and facilities	5	4	3	2	1	9
3.	Accessibility of public areas/facilities for persons with disabilities	5	4	3	2	1	9
4.	Landscaping and maintenance in parks, medians, and other public areas	5	4	3	2	1	9
5.	Maintenance and cleanliness of streets and public areas	5	4	3	2	1	9
6.	Maintenance of street signs	5	4	3	2	1	9
7.	Town efforts to mitigate draining/flooding in public areas	5	4	3	2	1	9

17. Which THREE of the items listed in Question 16 are most important to you? [Write in your answers below using the numbers from the list in Question 16.]

1st: ____ 2nd: ____ 3rd: ____

18. Local Economy and Development.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	New company growth (incubators, start-ups, entrepreneurs)	5	4	3	2	1	9
2.	Job growth	5	4	3	2	1	9
3.	Access to shopping	5	4	3	2	1	9
4.	Quality of new commercial development in Town	5	4	3	2	1	9
5.	Access to information about current/proposed private development projects	5	4	3	2	1	9

19. Which TWO of the items listed in Question 18 are most important to you? [Write in your answer below using the numbers from the list in Question 18, or circle "NONE."]

1st: ____ 2nd: ____ NONE

20. Have you applied for any planning, development or building permits in the last 12 months?

____(1) Yes [Answer Q20a.] ____ (2) No [Skip to Q21.]

20a. How would you rate your overall experience?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied

21. How would you rate the overall quality of the downtown?

____(5) Very good ____ (3) Neutral ____ (1) Very poor
 ____ (4) Good ____ (2) Poor

22. What changes would you like to see in downtown Carrboro?

23. Housing.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of housing options by price range	5	4	3	2	1	9
2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	5	4	3	2	1	9
3. Efforts of the Town to expand and preserve housing that is affordable	5	4	3	2	1	9

24. Which ONE of the items listed in Question 23 is most important to you? *[Write in your answer below using the numbers from the list in Question 23.]*

Most important: ____

25. Please answer the following questions by circling either 1 for "Yes" or 2 for "No."

	Yes	No
1. Do your monthly housing costs (rent or mortgage) exceed 30% of your gross monthly income?	1	2
2. Are you able to find housing you can afford in Carrboro?	1	2

26. Town Communication and Engagement.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about Town programs and services	5	4	3	2	1	9
2. Town efforts to keep you informed	5	4	3	2	1	9
3. Ease of locating information on the Town website	5	4	3	2	1	9
4. Quality of transparent, trusted, and clear Town communication	5	4	3	2	1	9
5. Level of public involvement in local decision-making	5	4	3	2	1	9
6. Availability of emergency information	5	4	3	2	1	9
7. Availability of information and services in languages other than English	5	4	3	2	1	9

27. Which TWO of the items listed in Question 26 are most important to you? *[Write in your answers below using the numbers from the list in Question 26.]*

1st: ____ 2nd: ____

28. How do you hear or receive information about community issues, services, and events? *[Check all that apply.]*

____ (01) Town emails	____ (08) Outdoor info kiosks
____ (02) Communications received at my home (postcards, mail, doorhangers)	____ (09) Town of Carrboro social media
____ (03) Traditional media (TV, newspapers, radio, or their social media)	____ (10) Neighborhood associations
____ (04) Website for Town of Carrboro	____ (11) Local government-produced brochures
____ (05) Carrboro Cable Govt. Channel	____ (12) Recreation and Parks brochure
____ (06) WCOM Radio	____ (13) Friends/colleagues/word of mouth
____ (07) Outdoor signage	____ (14) Community groups and blogs
	____ (15) Nextdoor
	____ (16) Other: _____

29. What do you think are the MOST SIGNIFICANT issues facing Carrboro today?

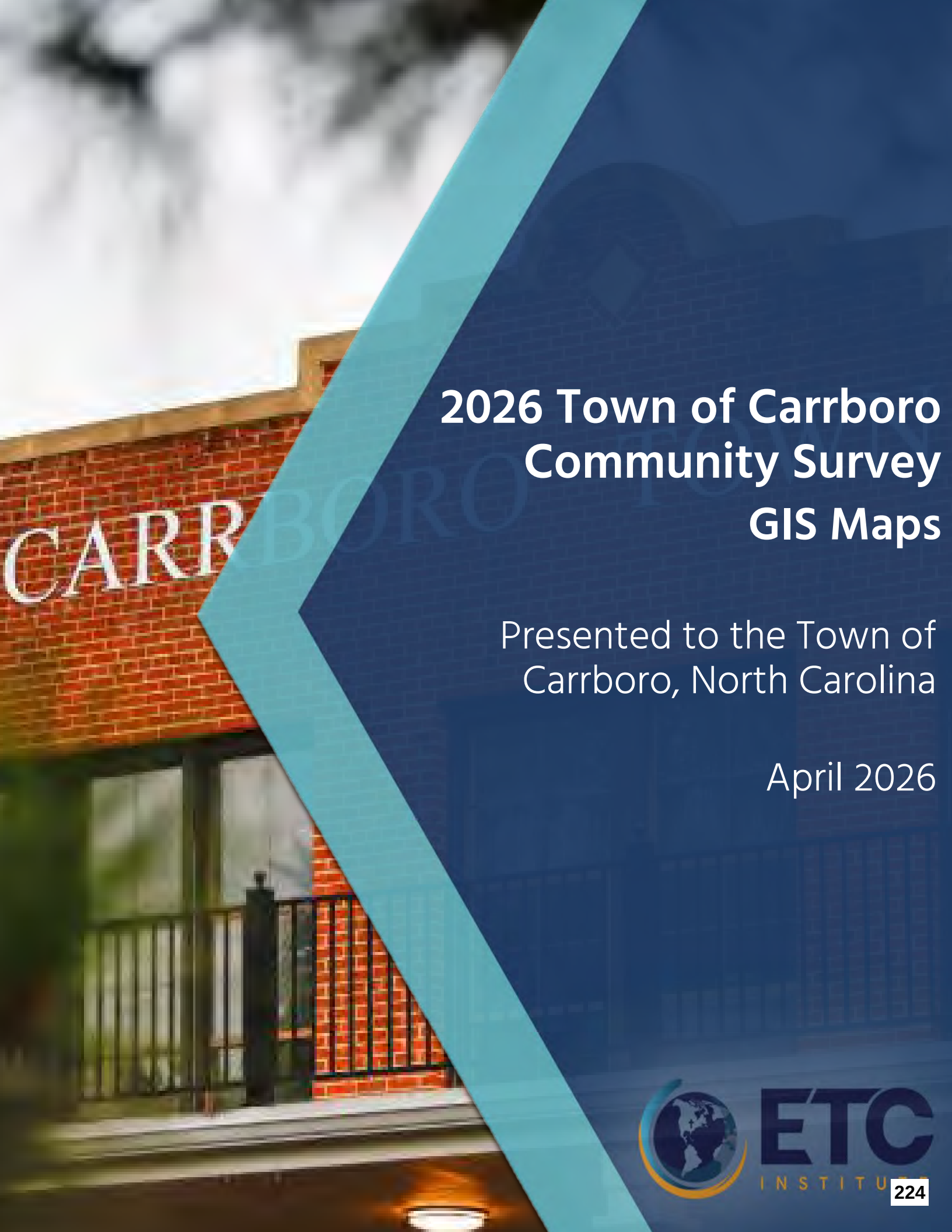
30. Are there any other comments that you would like to share with the Town of Carrboro?

Demographics

31. How many years have you lived in Carrboro? _____ years
32. What is your age? _____ years
33. What is your gender identity?
____(1) Male ____ (3) Non-binary
____(2) Female ____ (4) Prefer to self-describe: _____
34. Are you or any members of your family of Hispanic or Latino ancestry?
____(1) Yes ____ (2) No
35. Which of the following best describes your race/ethnicity? *[Check ALL that apply.]*
____ (01) Asian or Asian Indian ____ (04) White
____ (02) Black or African American ____ (05) Native Hawaiian or other Pacific Islander
____ (03) American Indian or Alaska Native ____ (99) Other: _____
36. What is the primary language used in your household?
____(1) English ____ (2) Spanish ____ (3) Other: _____
37. Do you rent or own your home?
____(1) Rent *[Answer Q37a.]* ____ (2) Own ____ (3) Other: _____
- 37a. If you answered "Rent," do you live with roommates, to reduce rent costs?
____(1) Yes ____ (2) No
38. Would you say your total annual household income is...
____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999 ____ (5) \$130,000 or more
____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 to \$129,000
39. What is the highest level of education that you have completed?
____ (1) Less than high school ____ (3) Some college ____ (5) Graduate degree
____ (2) High school ____ (4) 4-year college
40. Do you have access to the internet at home?
____(1) Yes ____ (2) No *[Answer Q40a.]*
- 40a. Where/how do you regularly access the internet? *[Check all that apply.]*
____ (1) Cell phone ____ (4) Public space (such as library)
____ (2) Work ____ (5) Other: _____
____ (3) School
41. Do you work in Carrboro? ____ (1) Yes ____ (2) No
42. Would you like to be entered into a drawing for (1) \$500 Visa gift card for fully completing your survey? (Limited to one per household. Sent via email.)
____(1) Yes *[Answer Q42a.]* ____ (2) No
- 42a. Please provide your contact information.
Name: _____ Phone Number: _____
Email Address: _____

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 to the right will ONLY be used to help identify the level of need in your area. Thank you!



2026 Town of Carrboro Community Survey GIS Maps

Presented to the Town of
Carrboro, North Carolina

April 2026

Interpreting the Maps

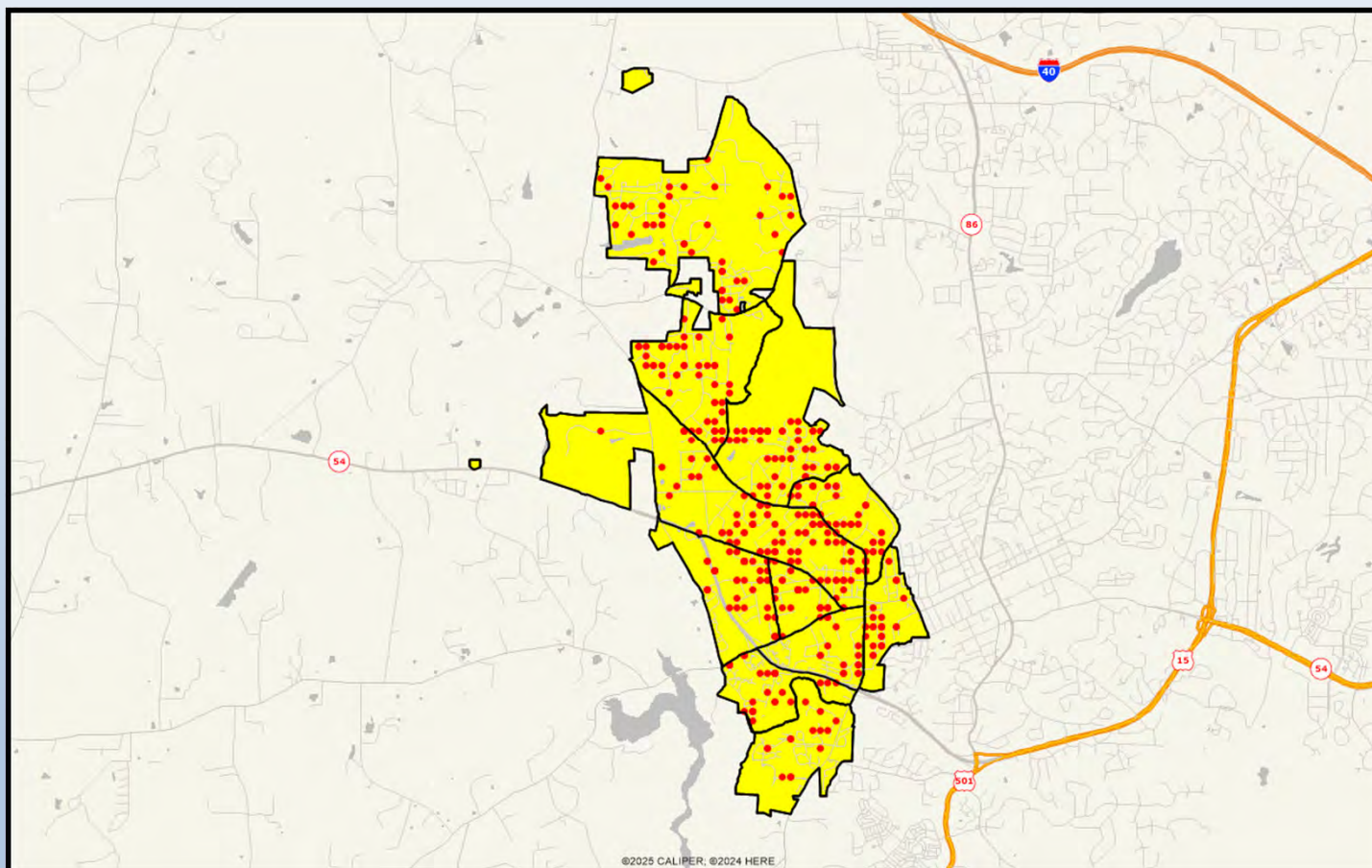
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

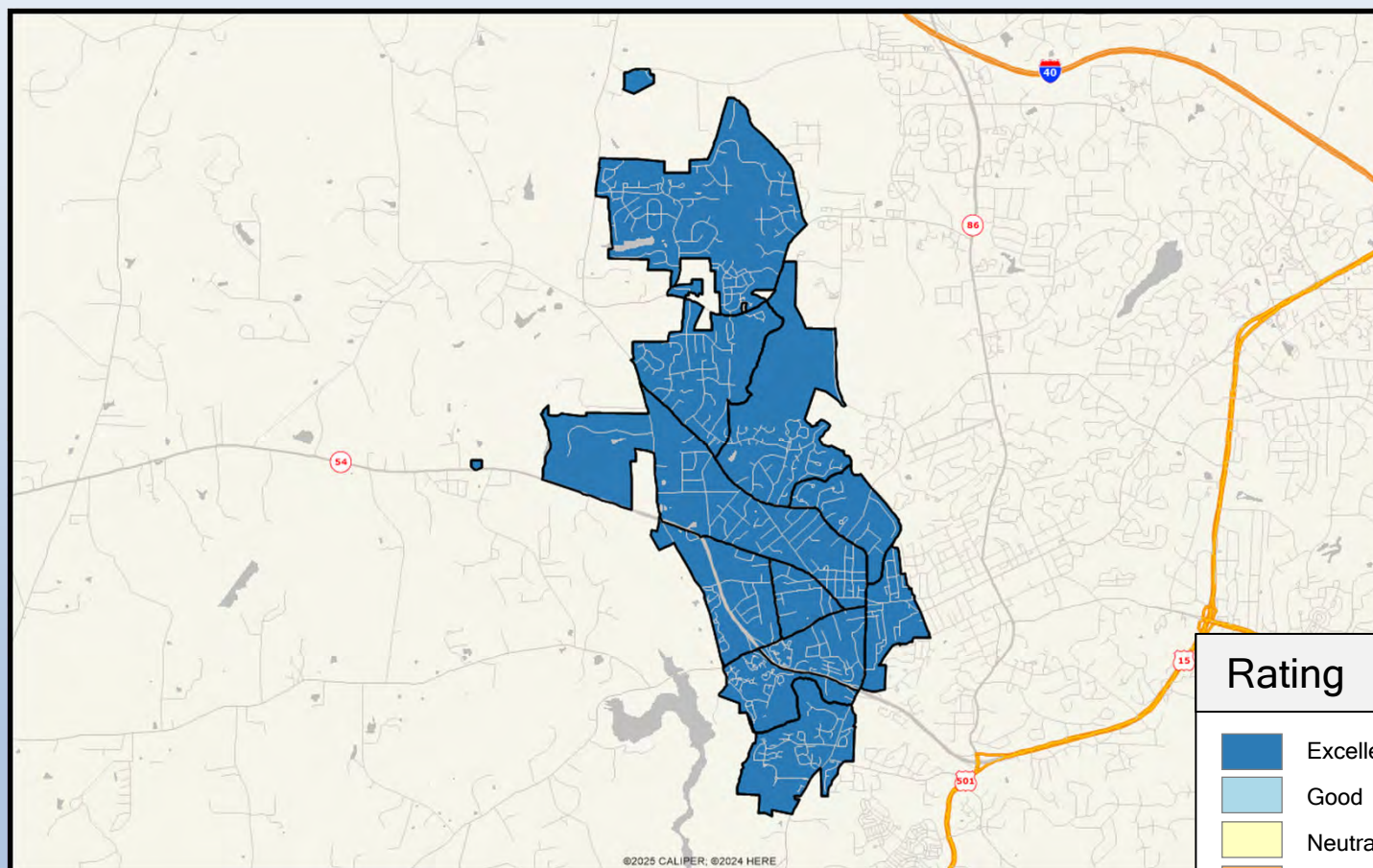
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents

(Boundaries by Census Block Group)



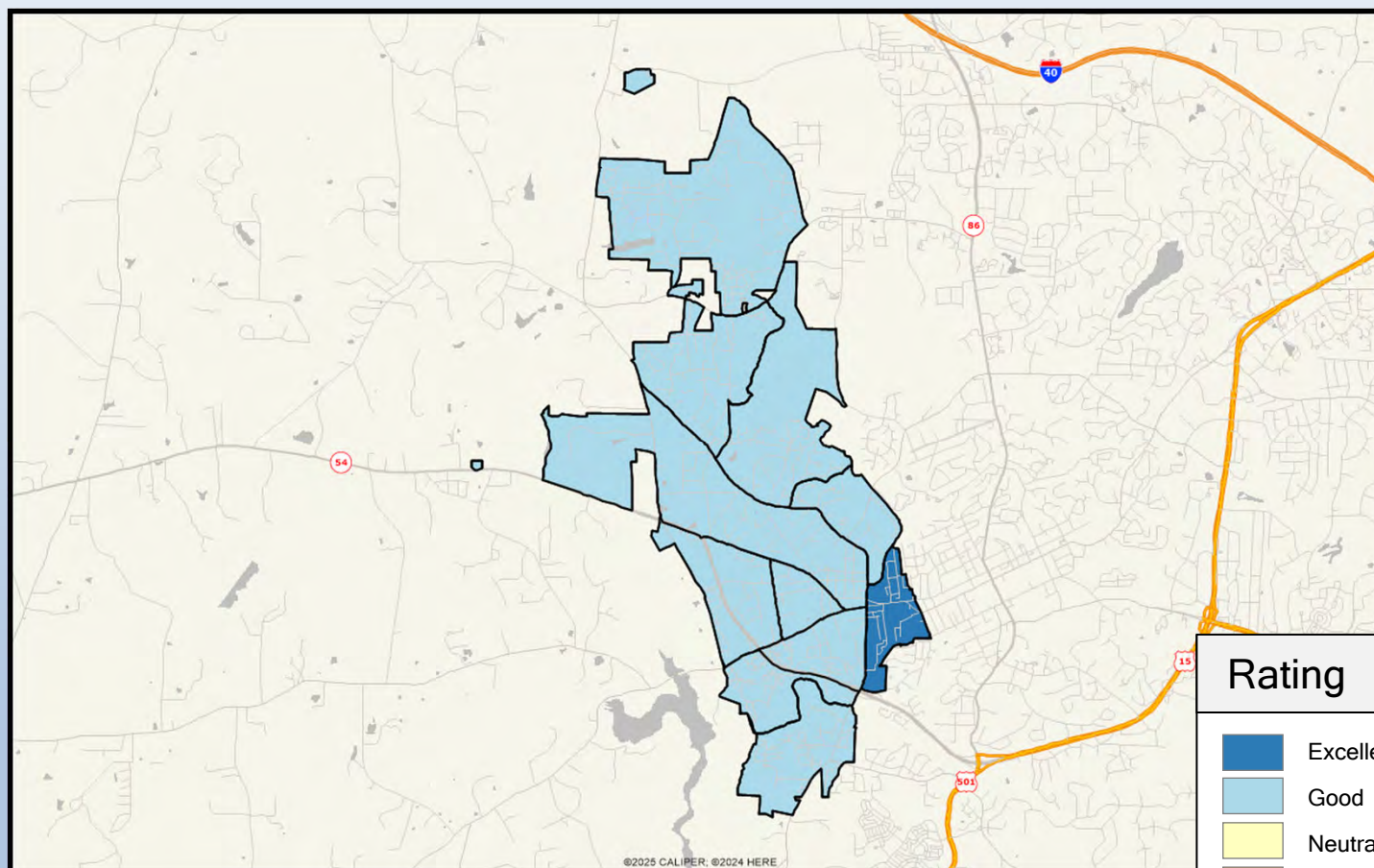
Q1-01. As a place to live



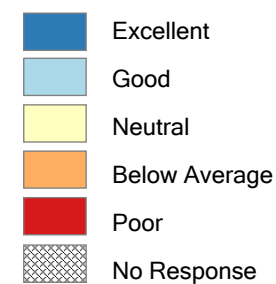
Rating



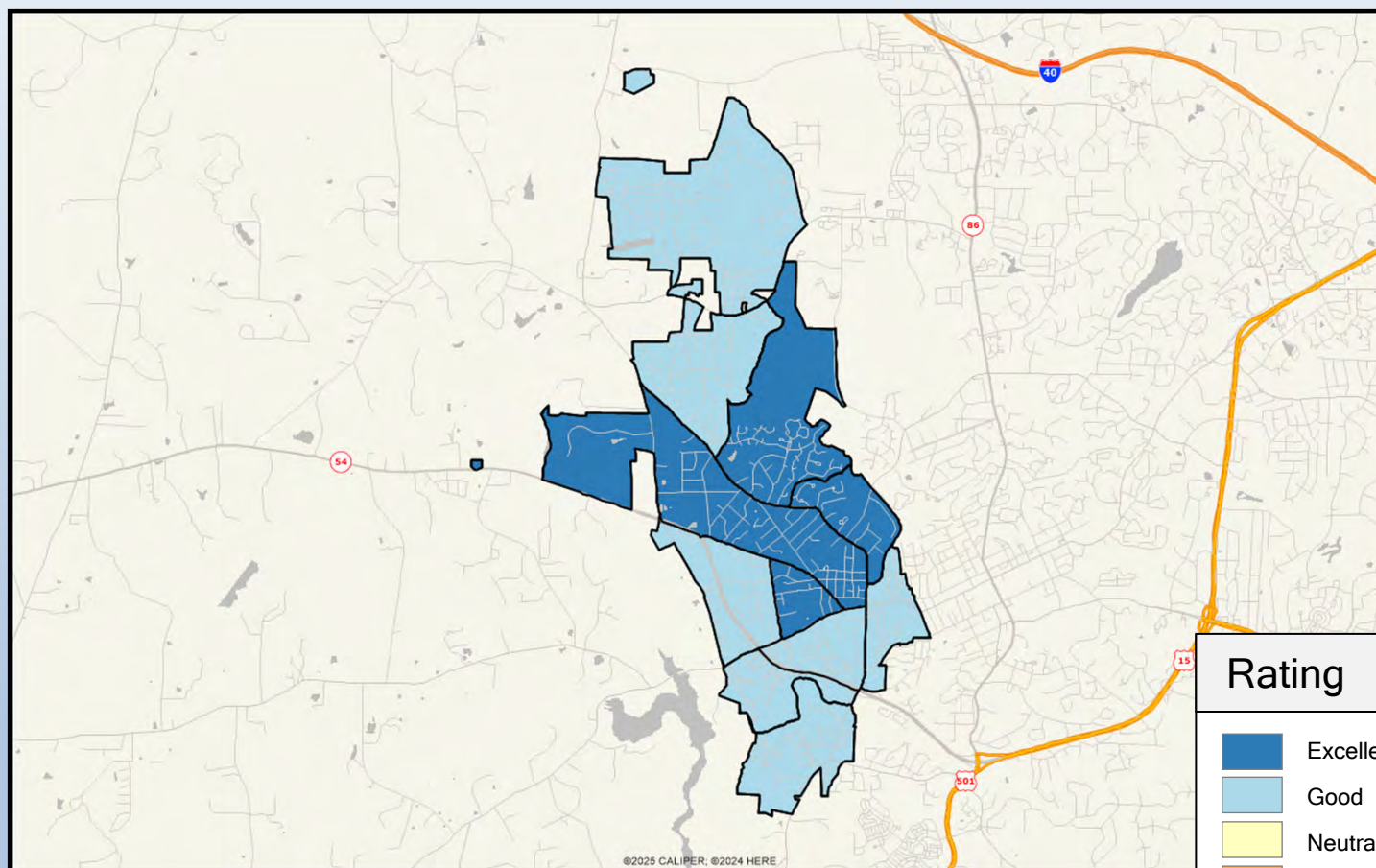
Q1-02. As a place to work



Rating



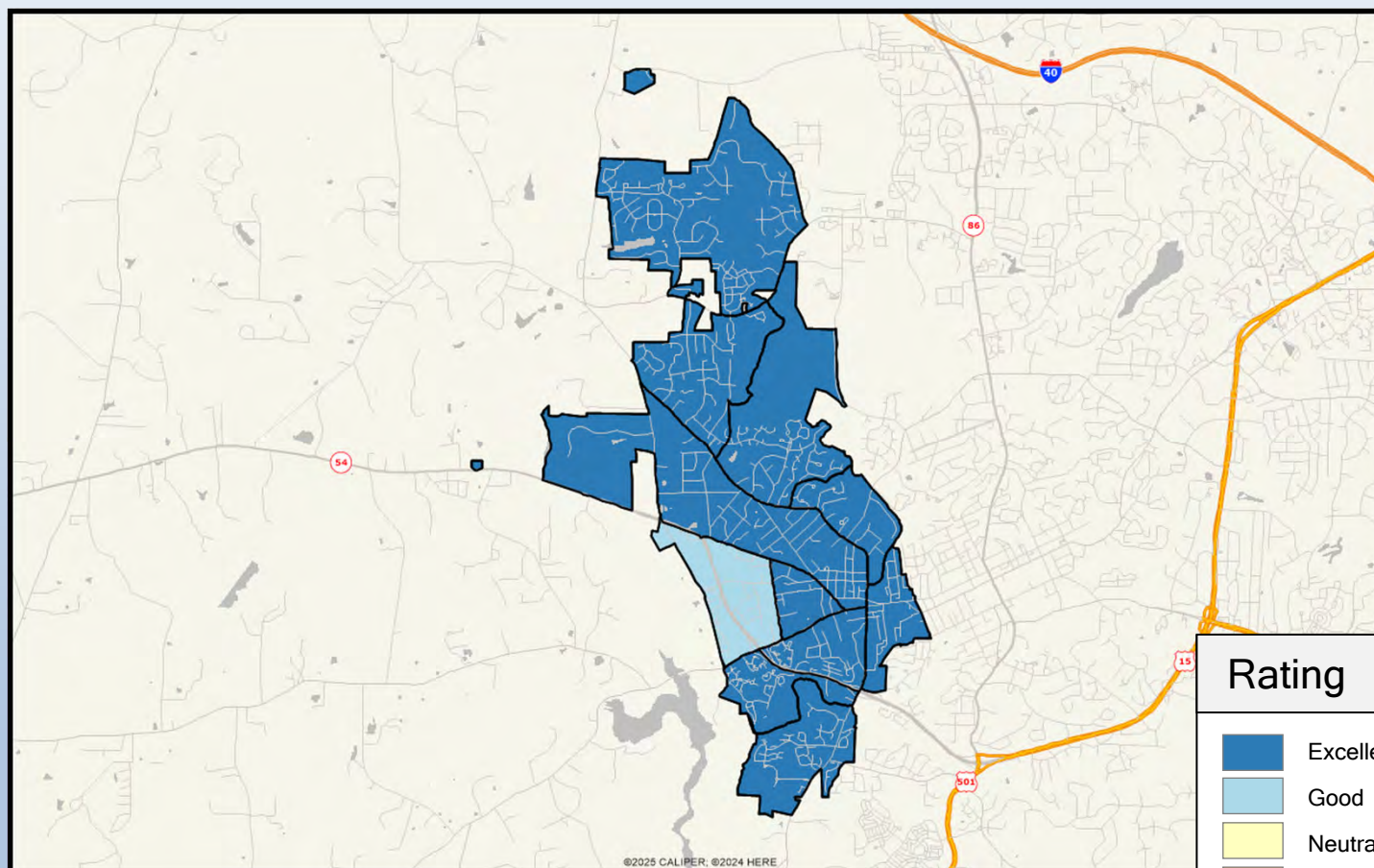
Q1-03. As a place to play



Rating



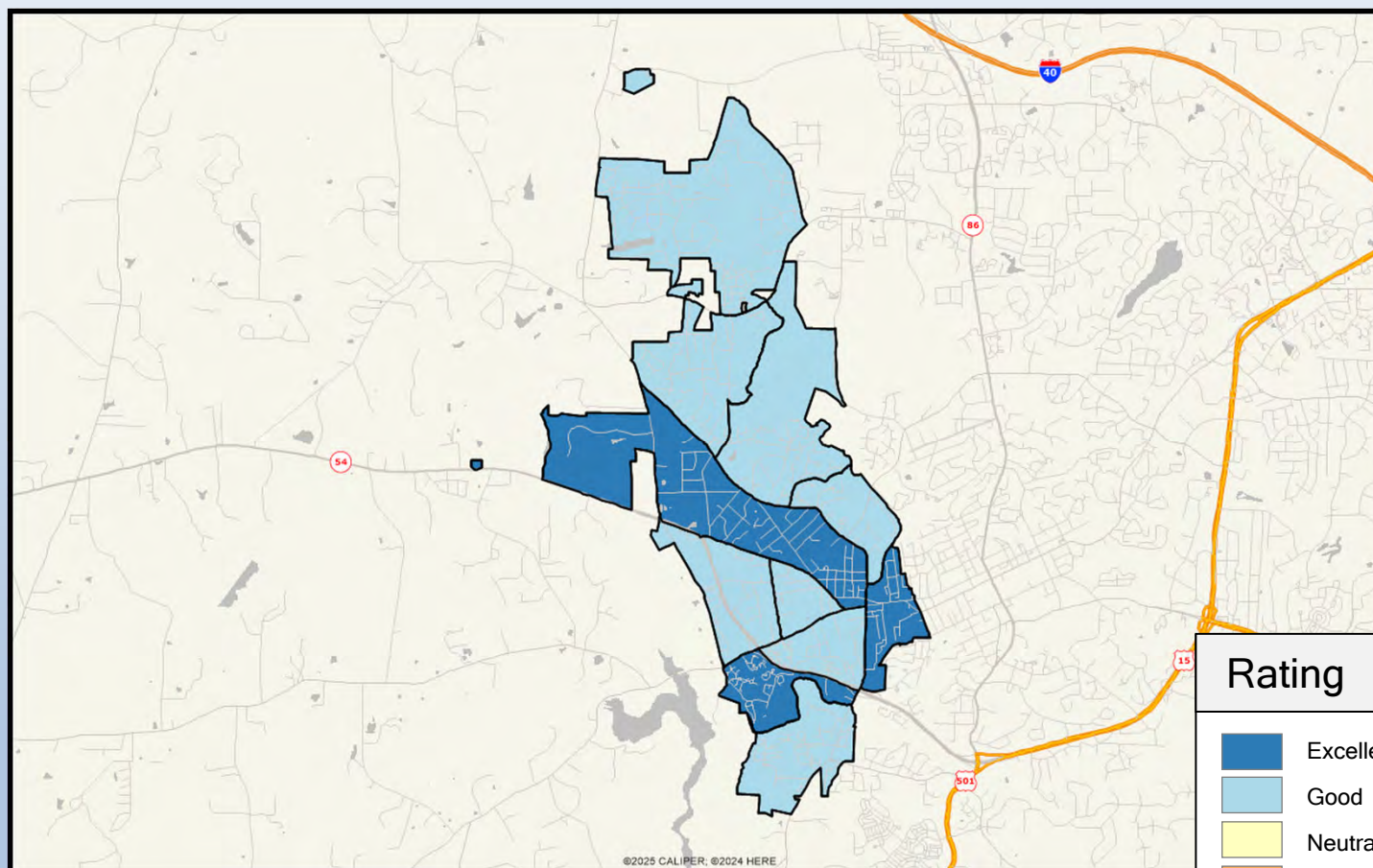
Q1-04. As a place to raise children



Rating



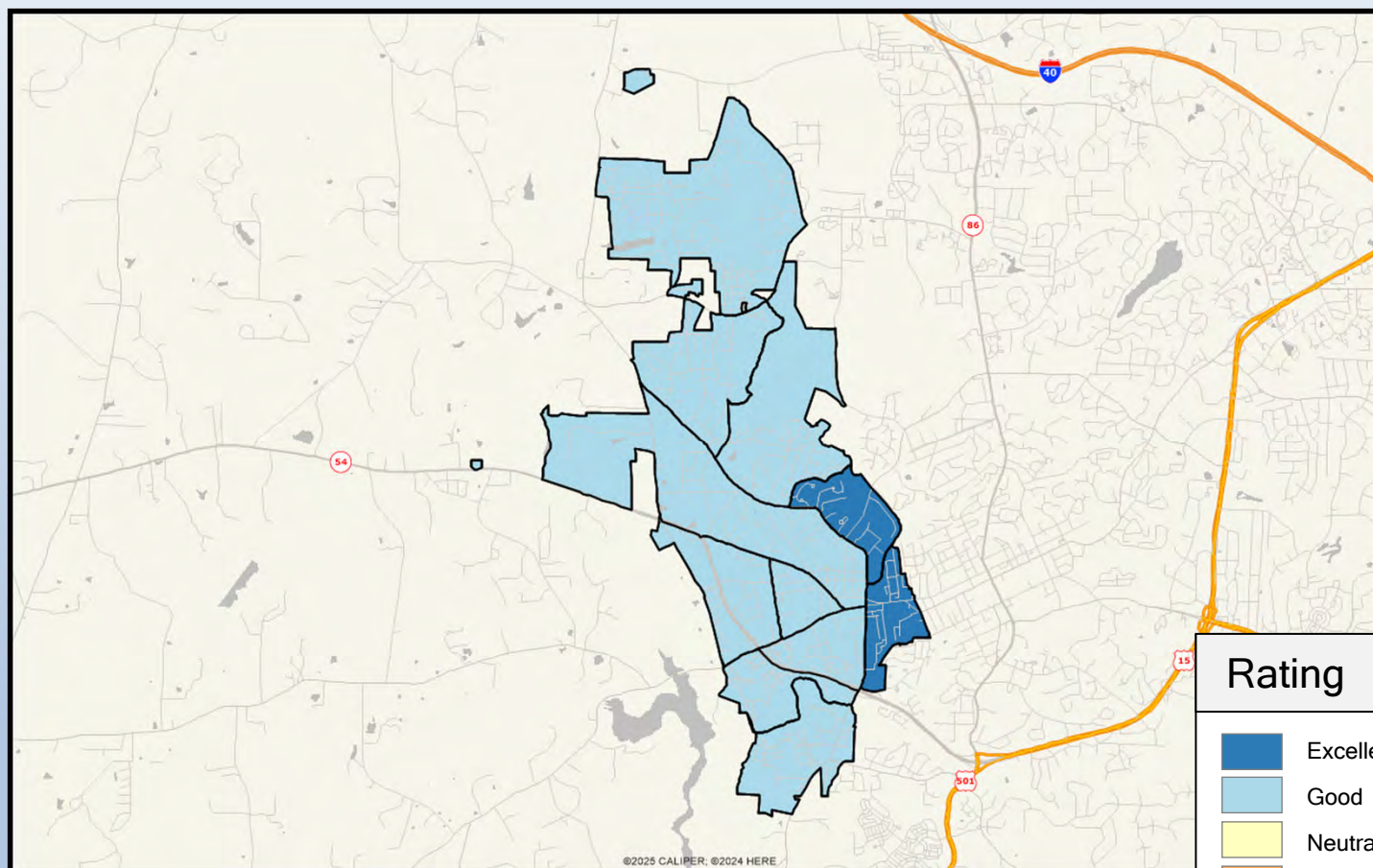
Q1-05. As a place to retire



Rating



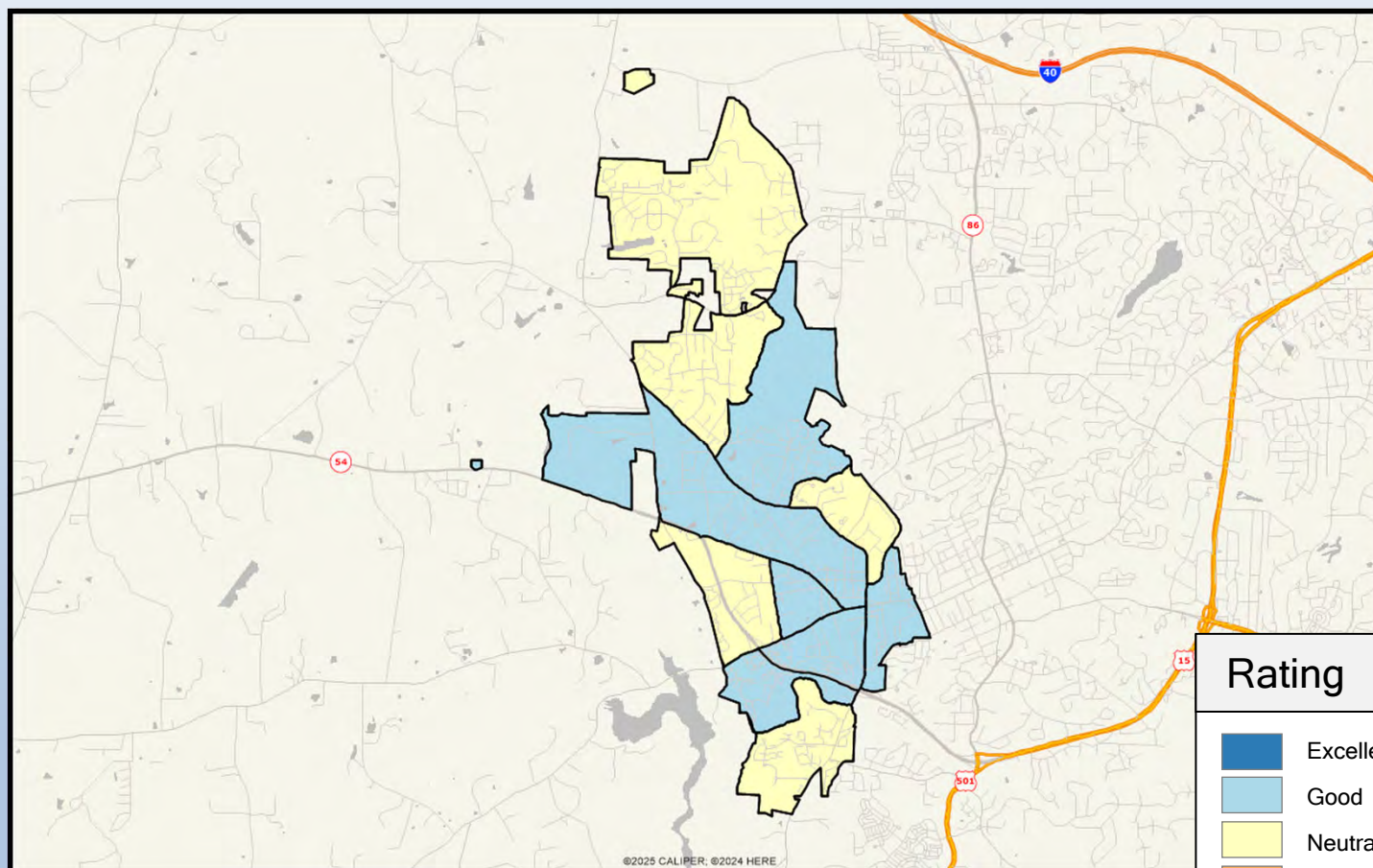
Q1-06. As a place to visit



Rating



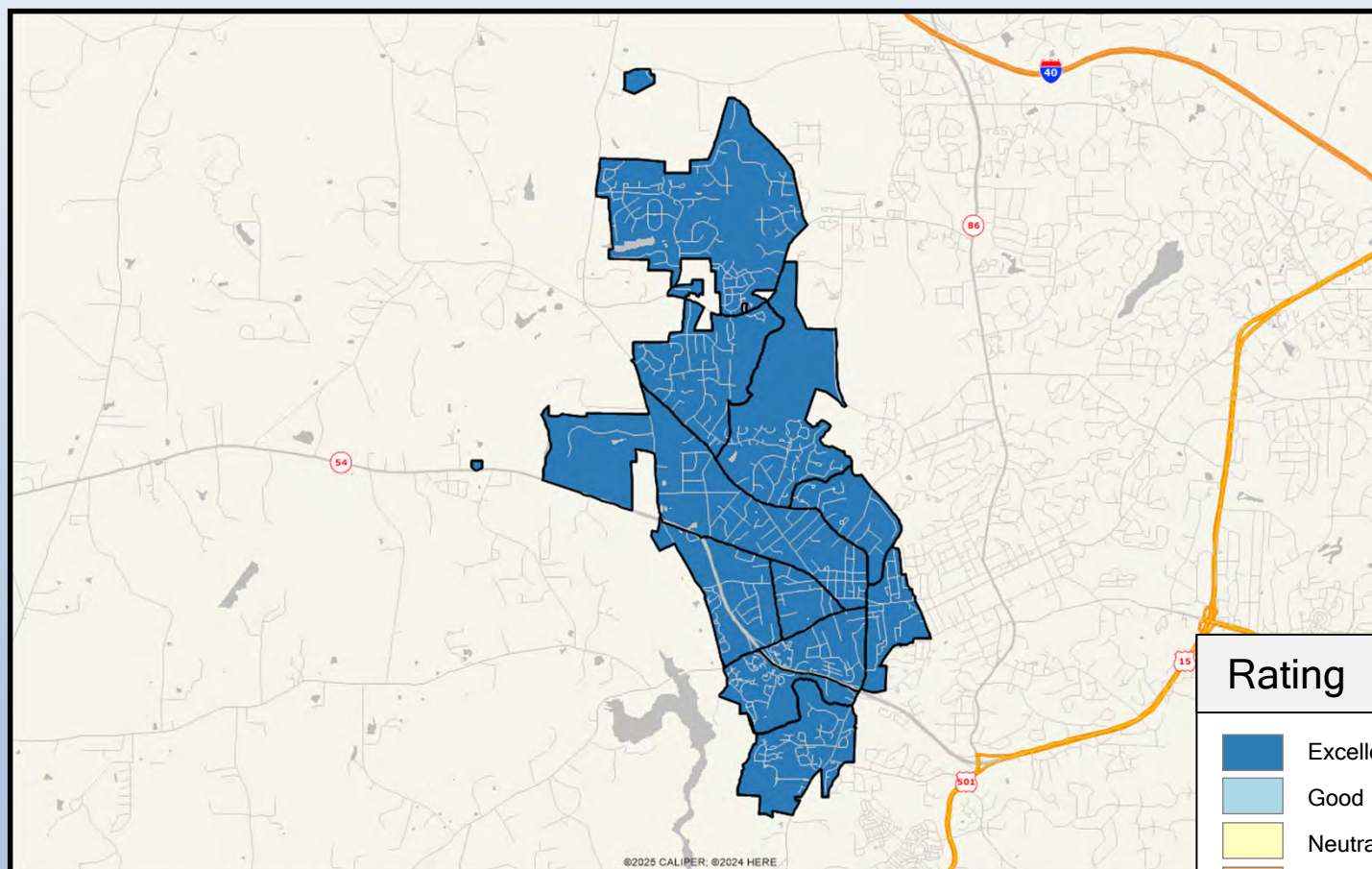
Q1-07. As a place to start a business



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

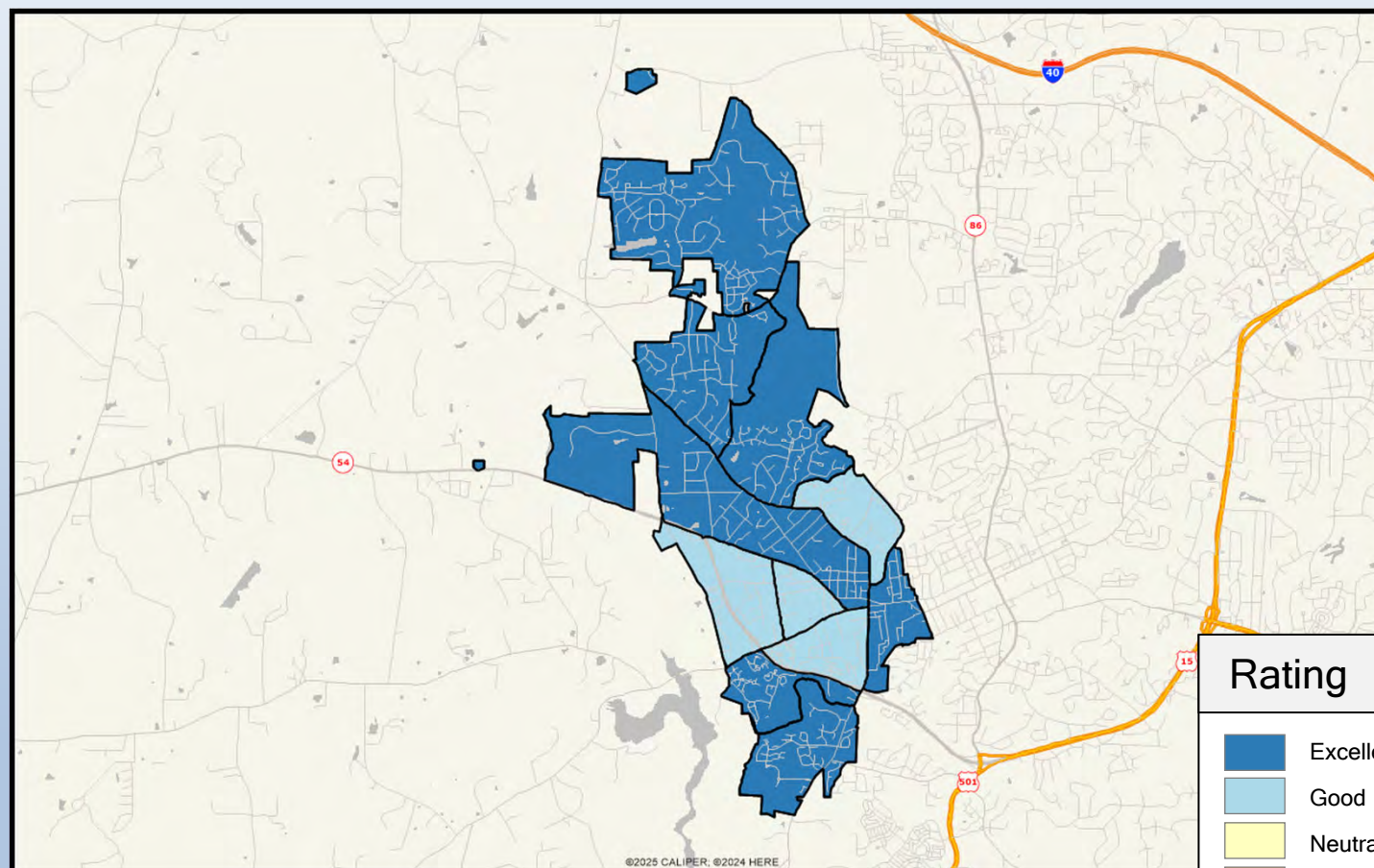
Q1-08. As a place that is welcoming and inclusive to all



Rating



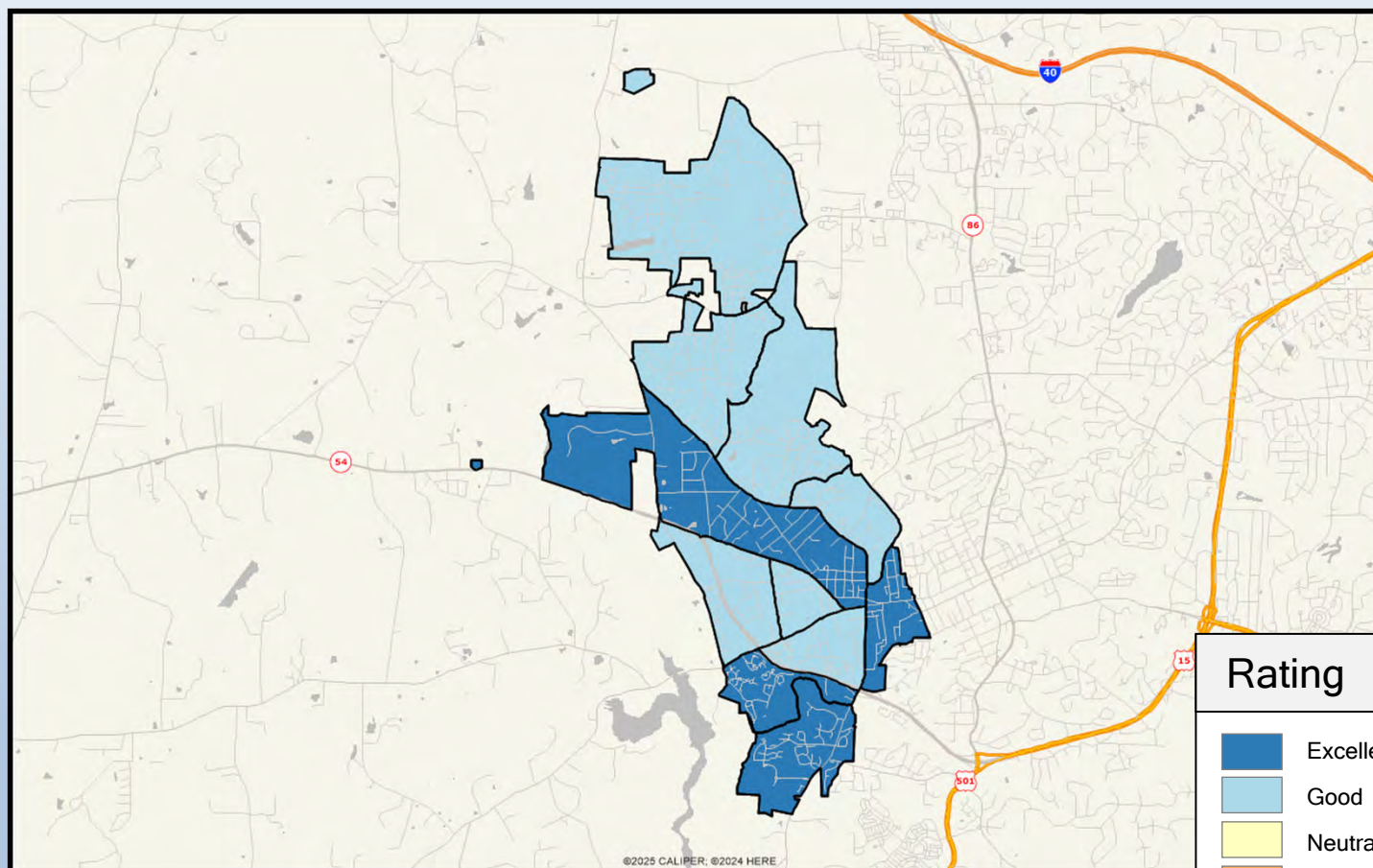
Q1-09. As a community advancing racial equity



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

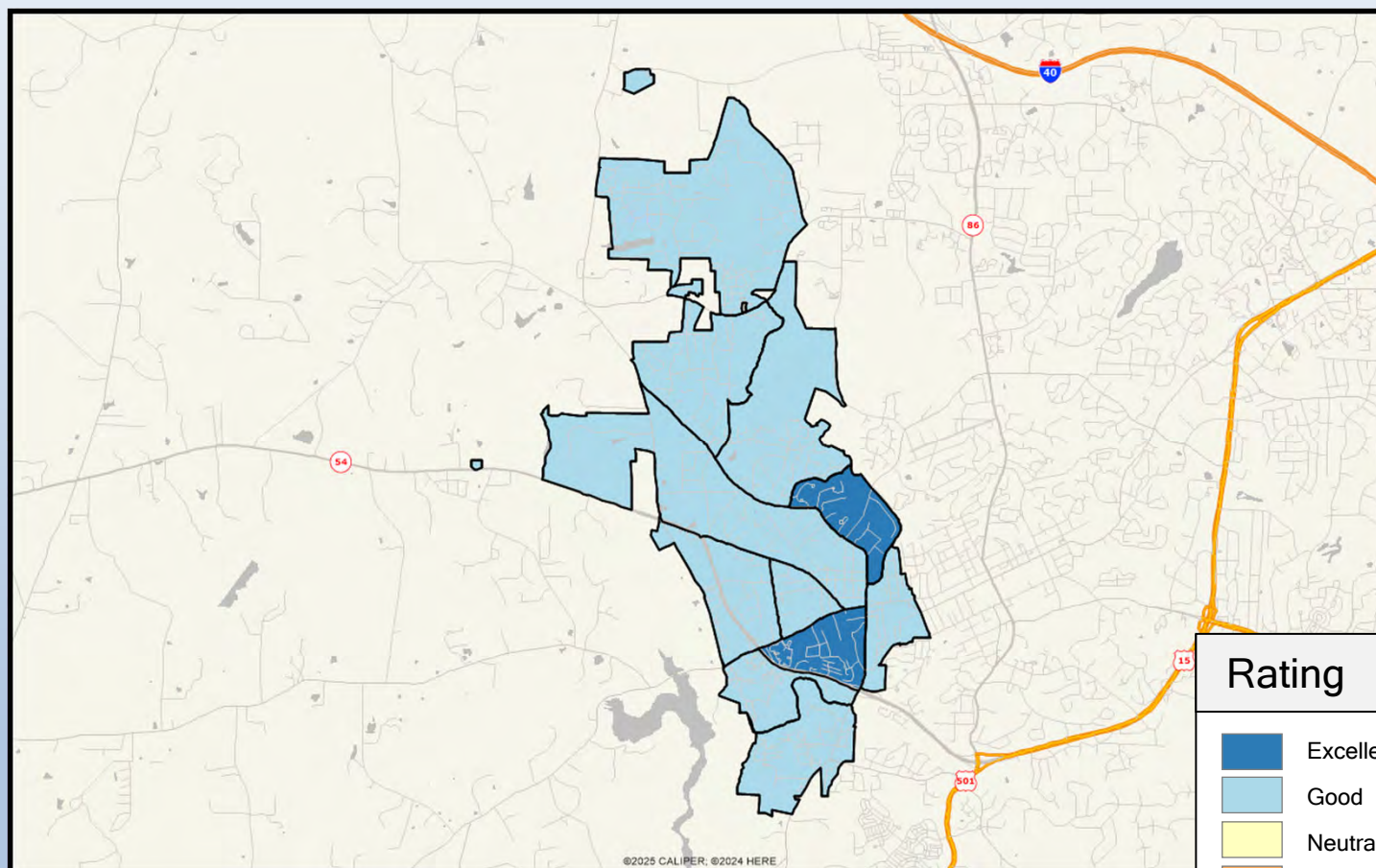
Q1-10. As a community advancing climate action



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

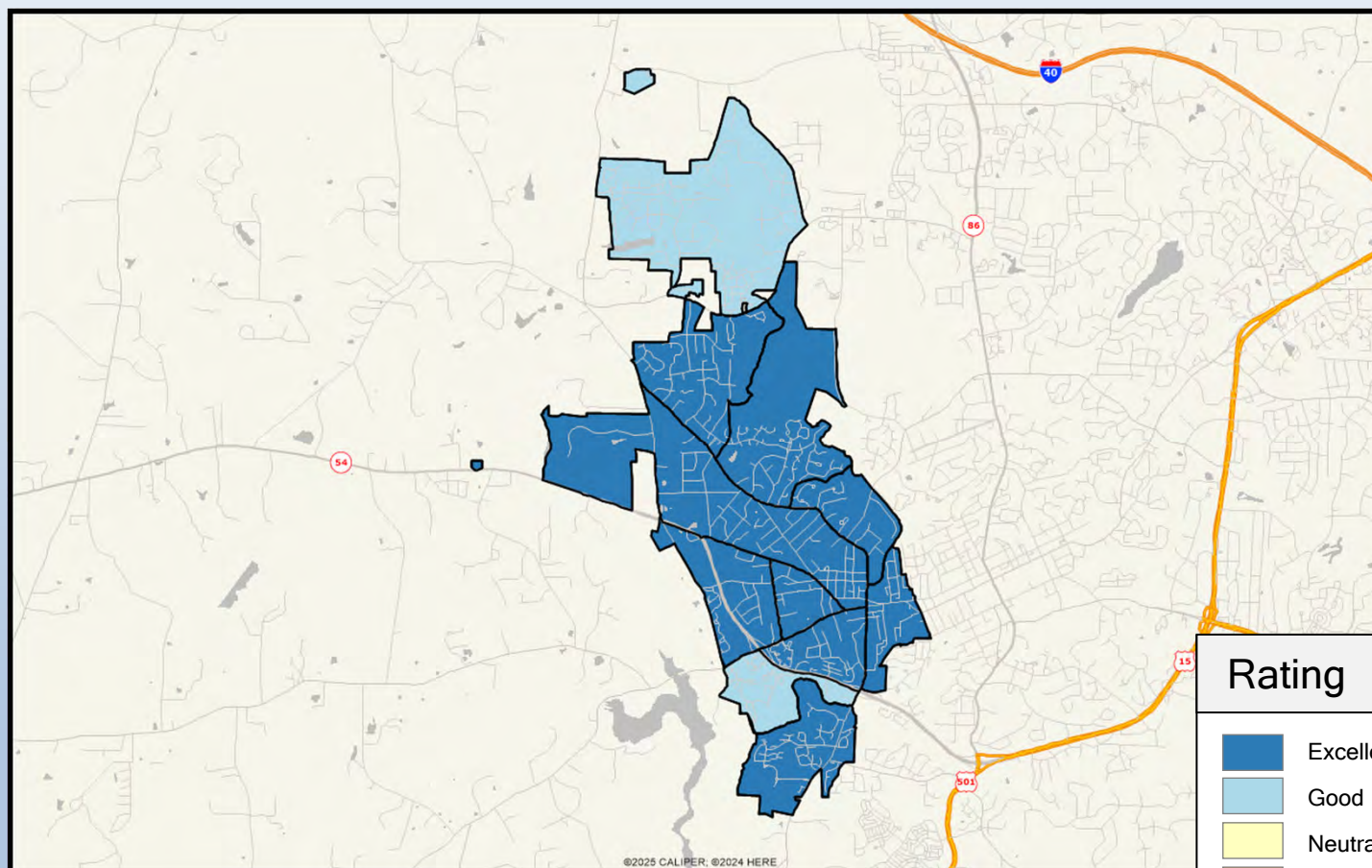
Q1-11. As a community headed in the right direction



Rating



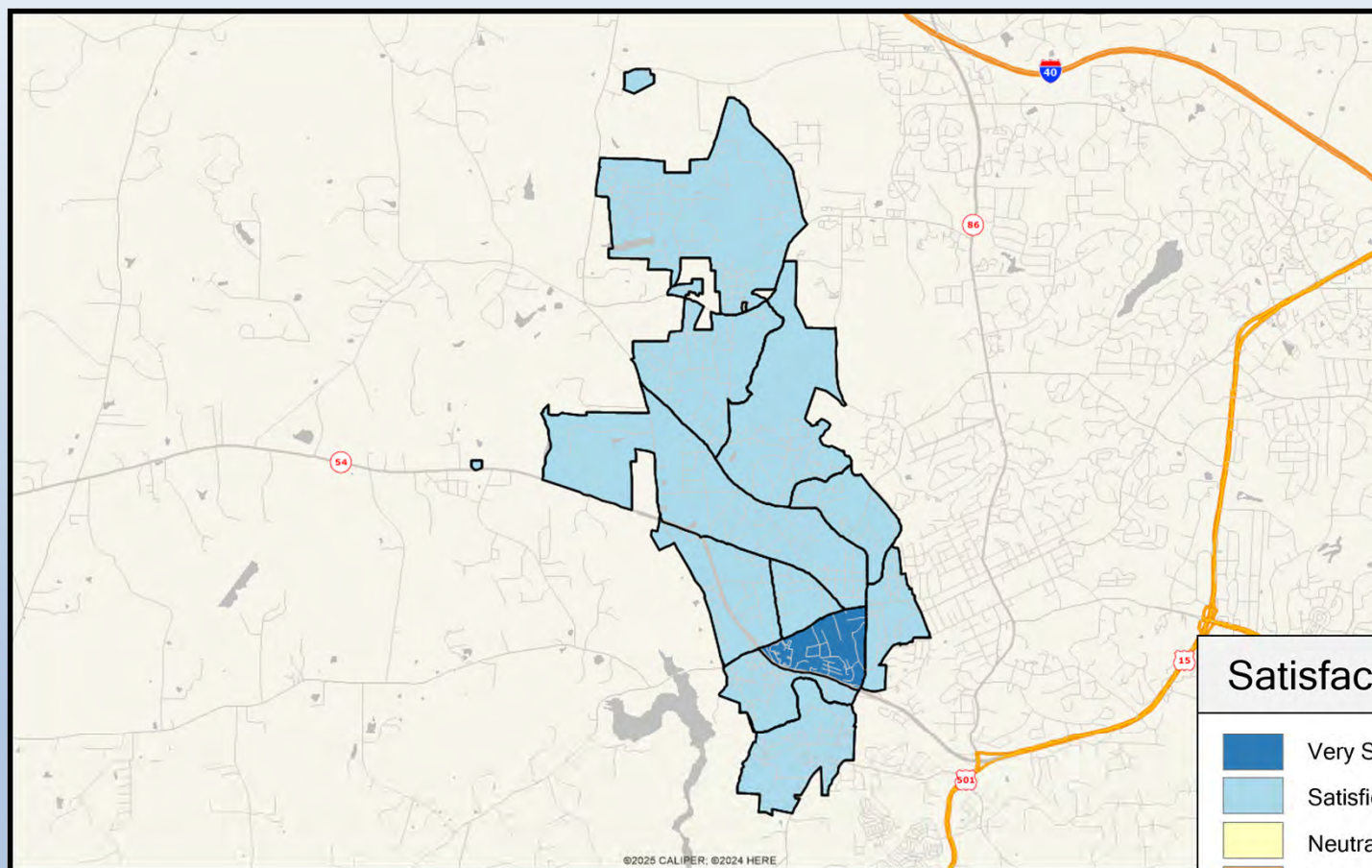
Q1-12. Overall quality of life in Carrboro



Rating



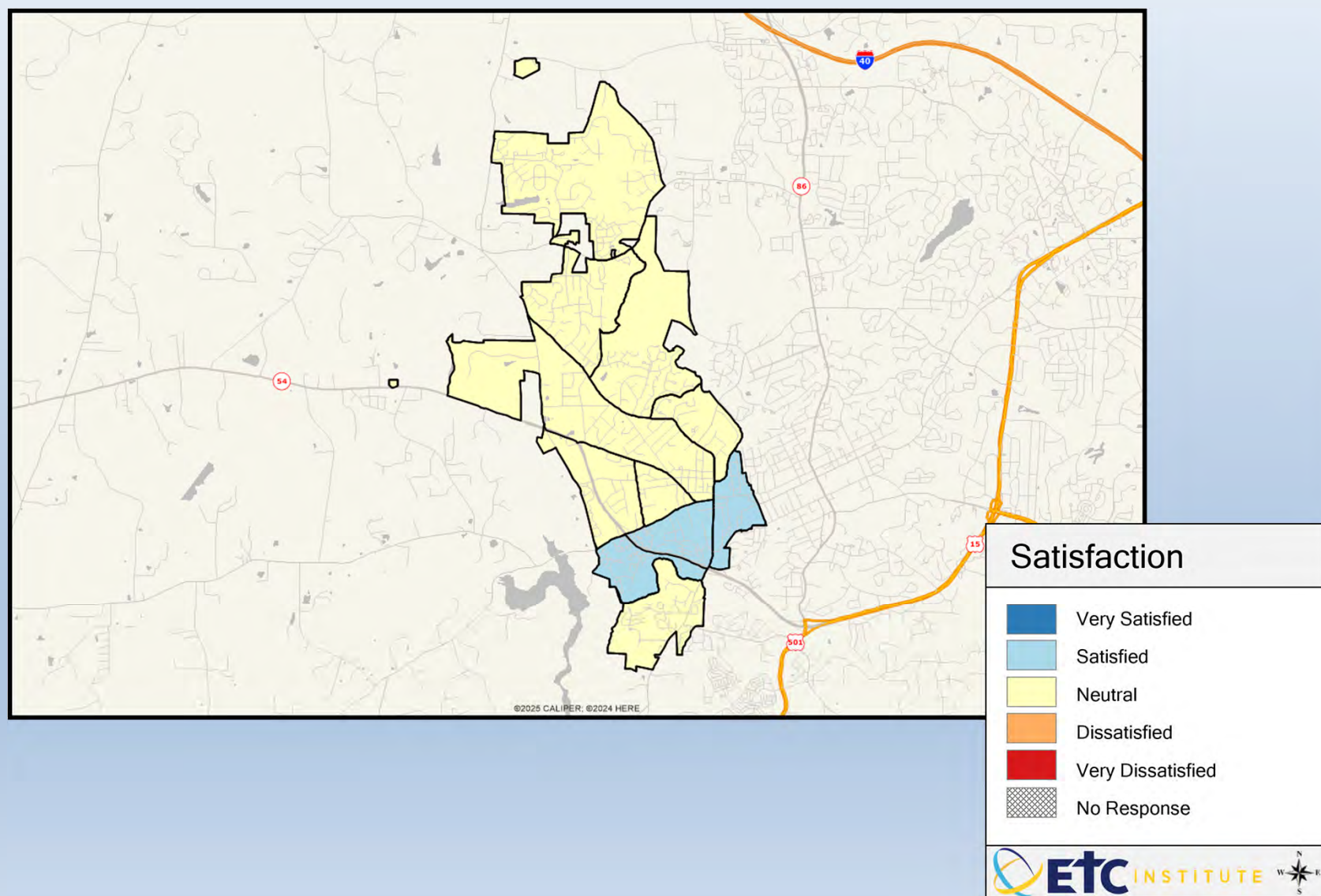
Q2-01. Overall appearance of the Town



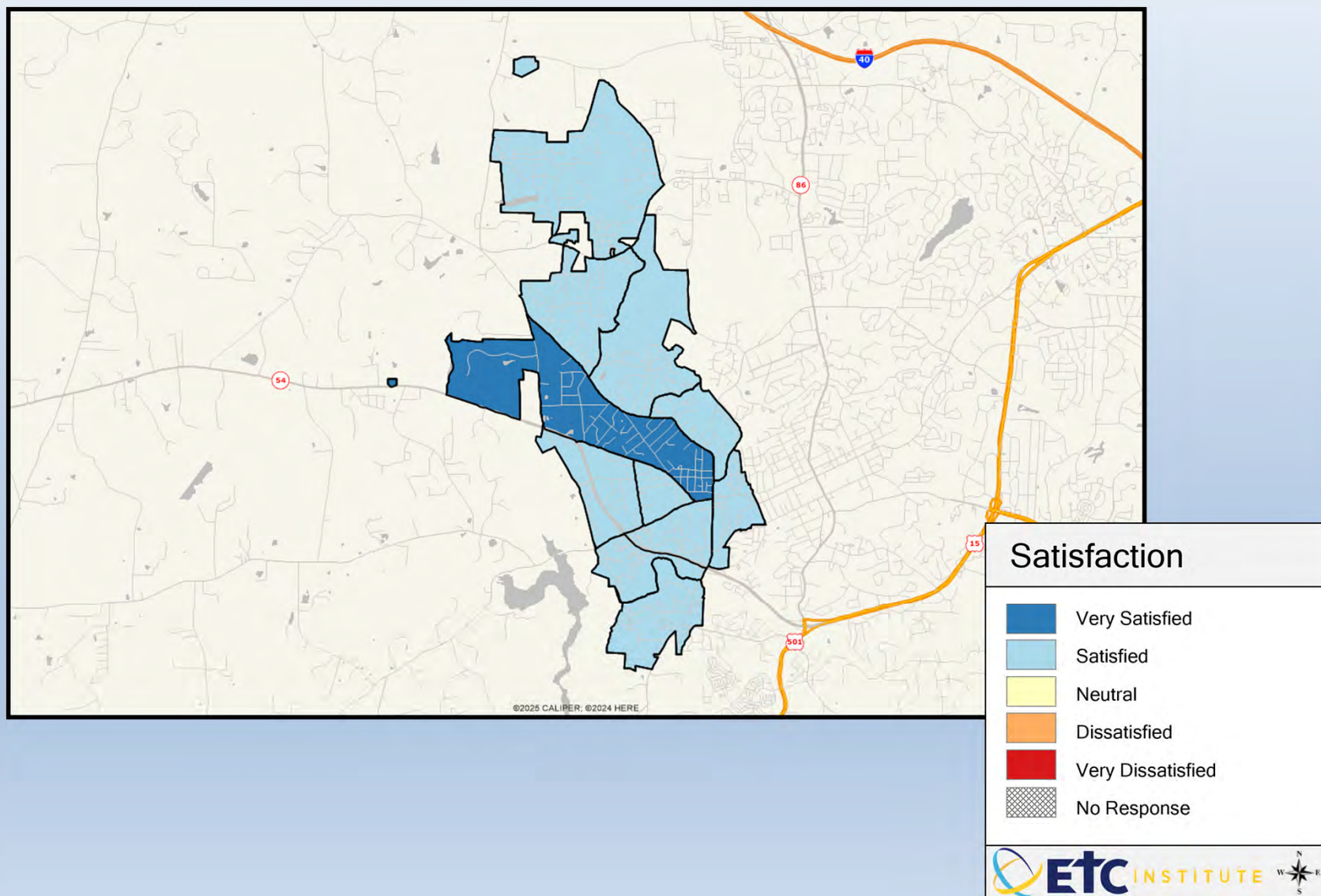
Satisfaction



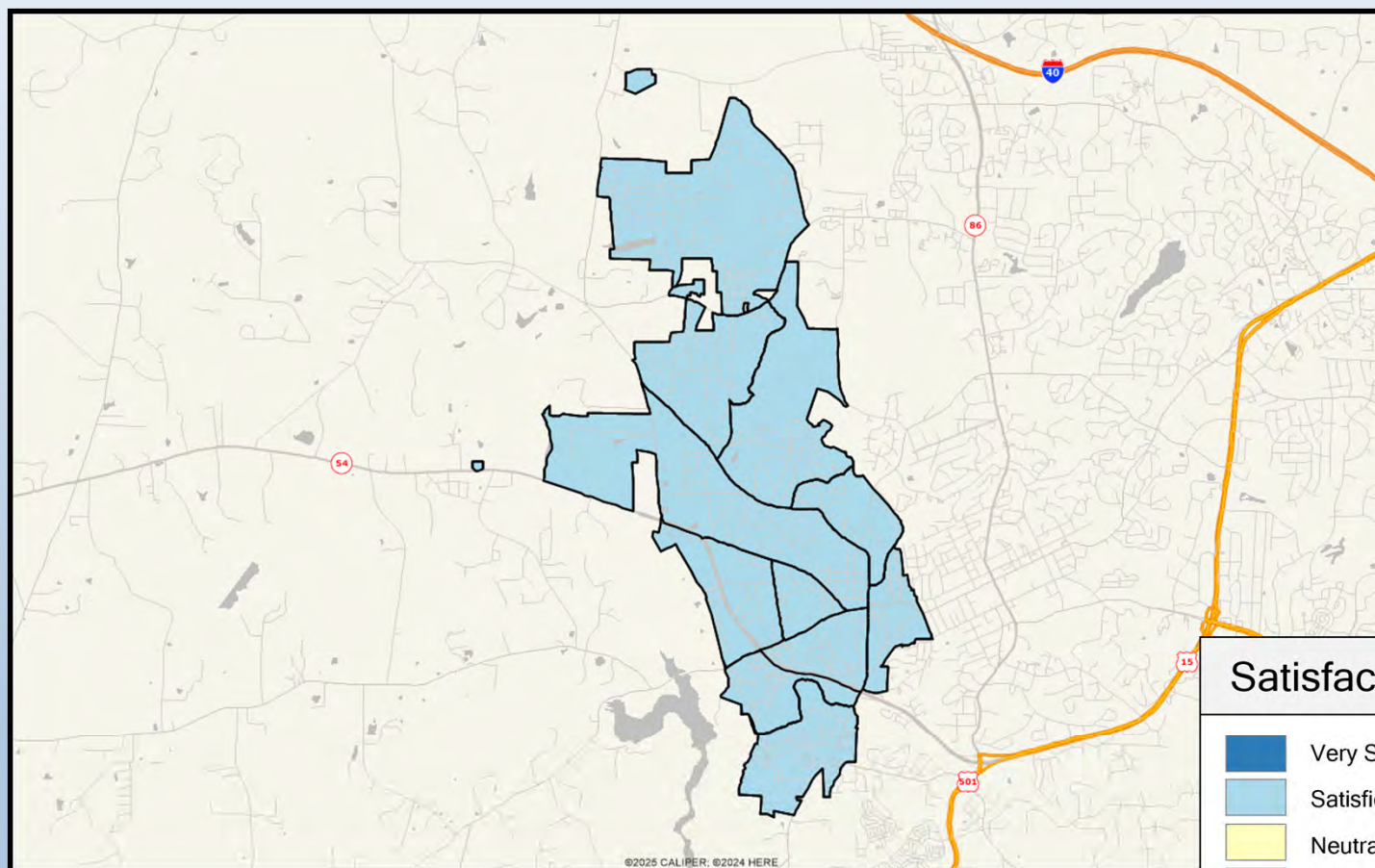
Q2-02. Quality of new development in Carrboro



Q2-03. Access to parks and green space



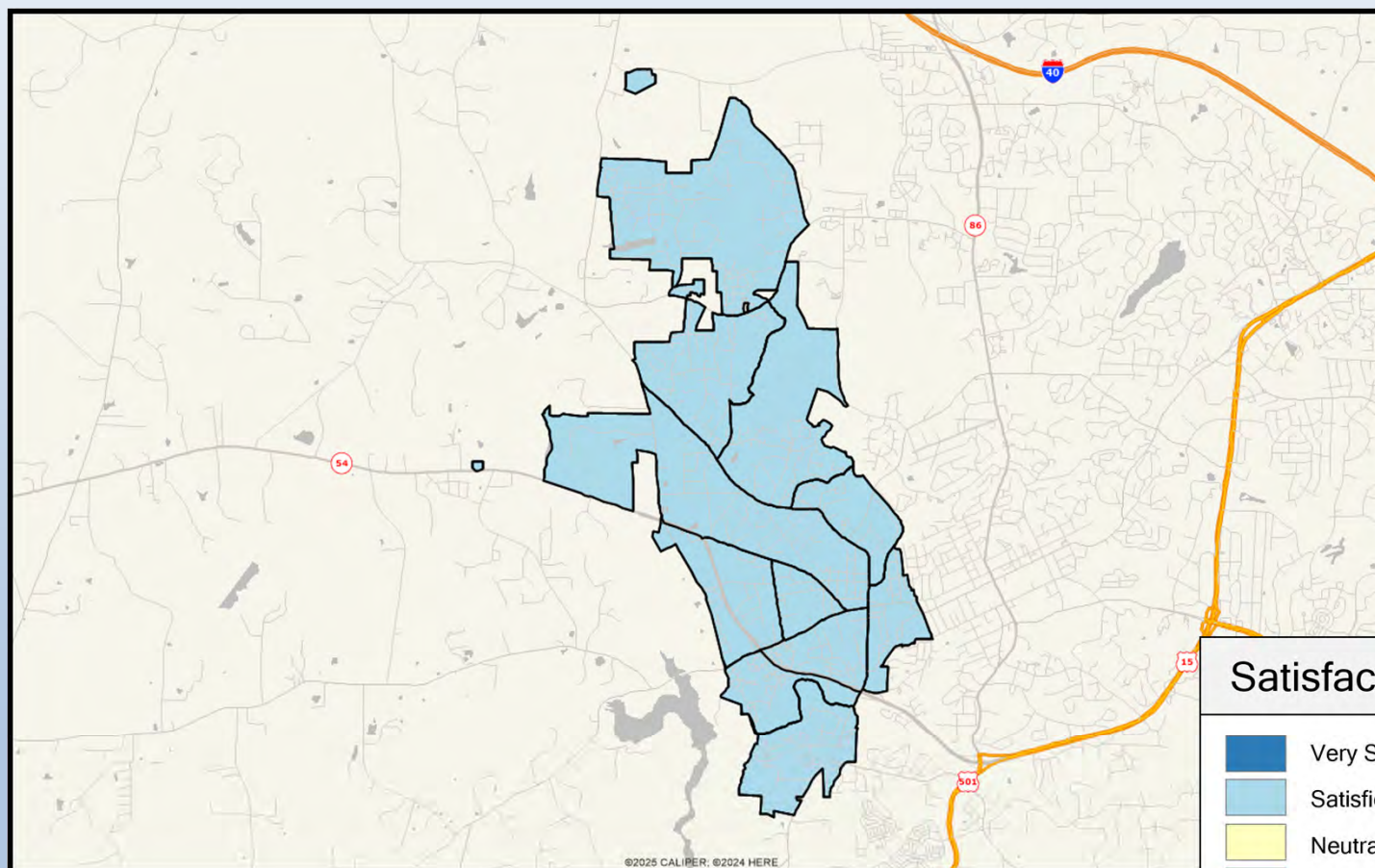
Q2-04. Diversity of residents



Satisfaction



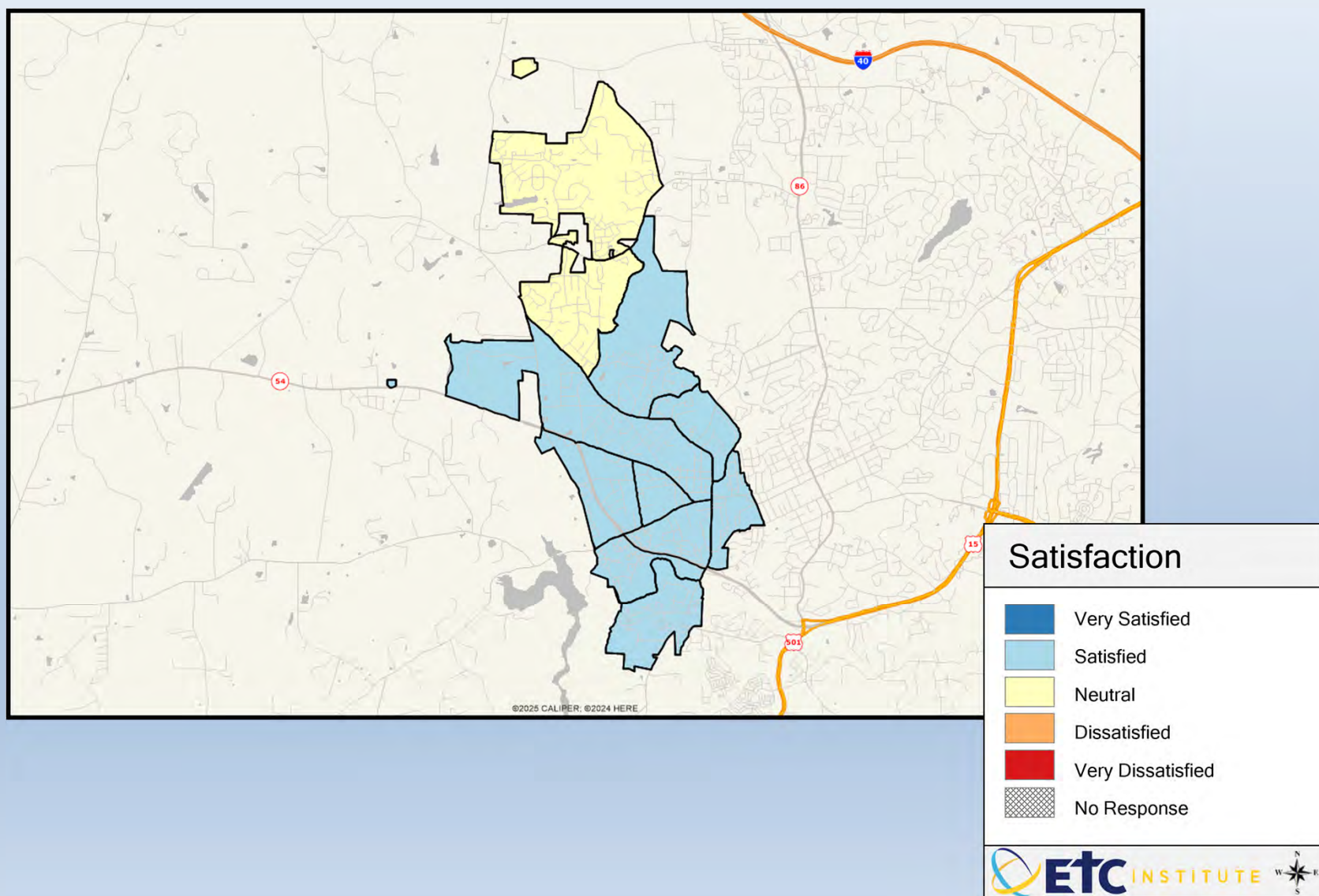
Q2-05. Current state of race relations



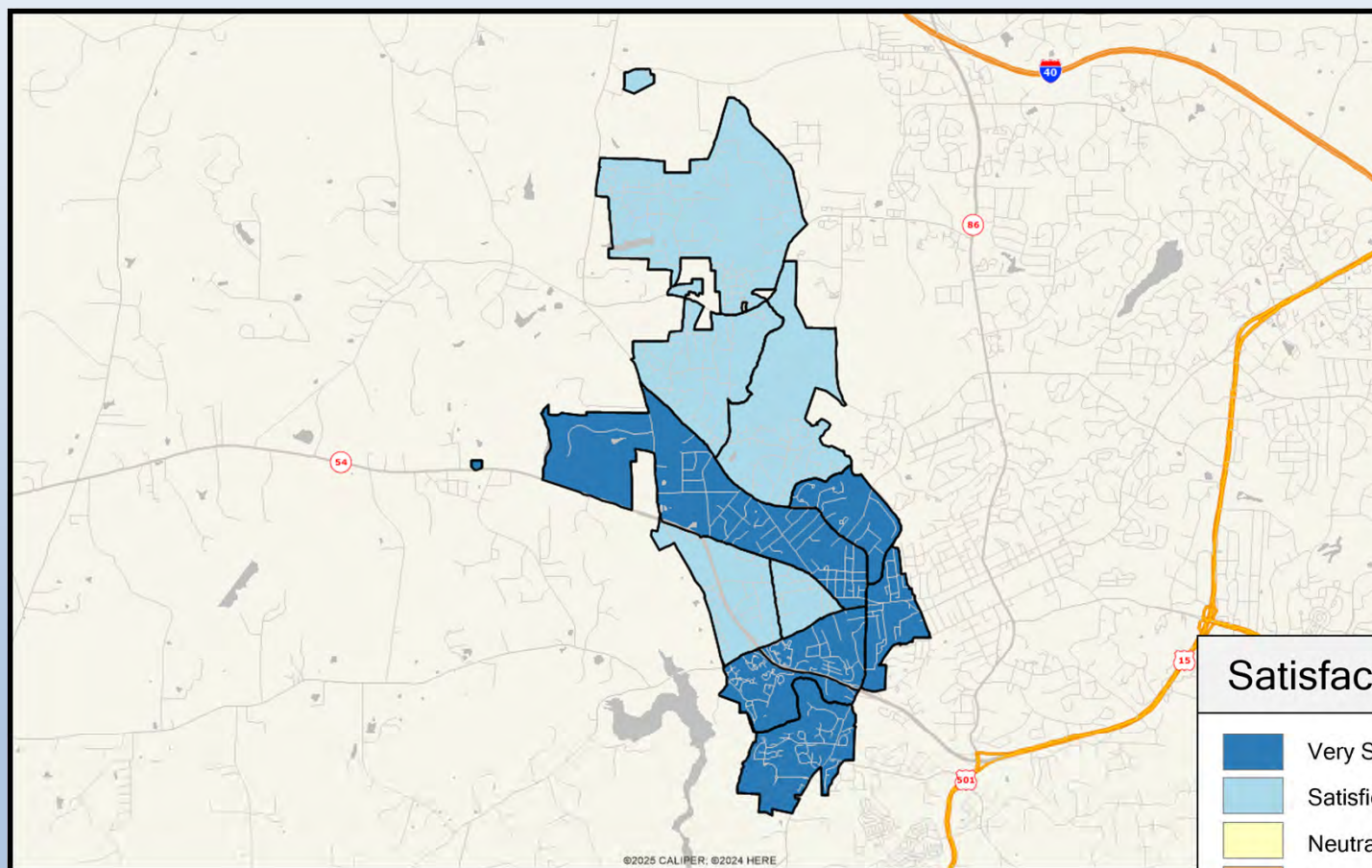
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q2-06. The variety of businesses in Carrboro



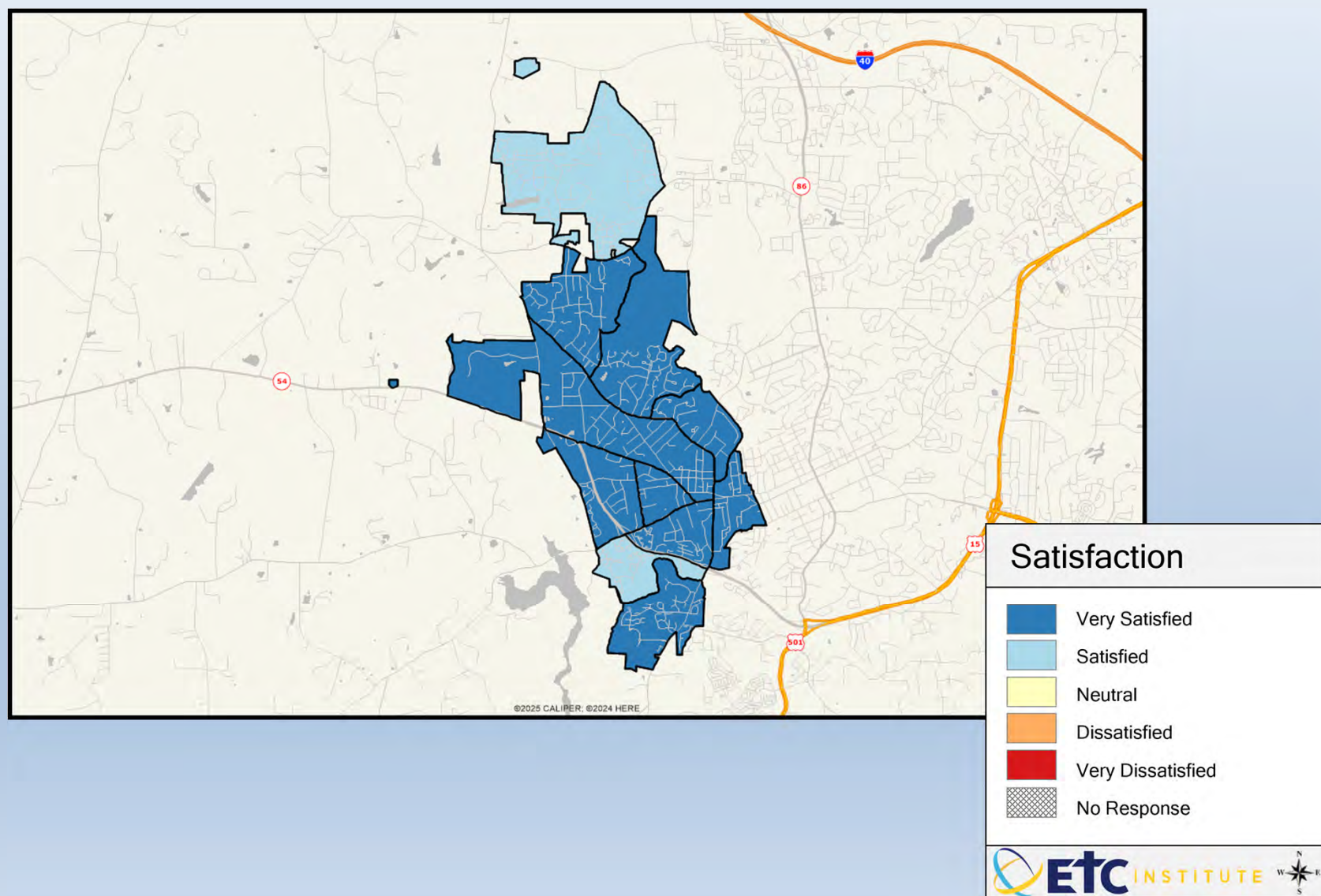
Q2-07. Availability of cultural activities and the arts



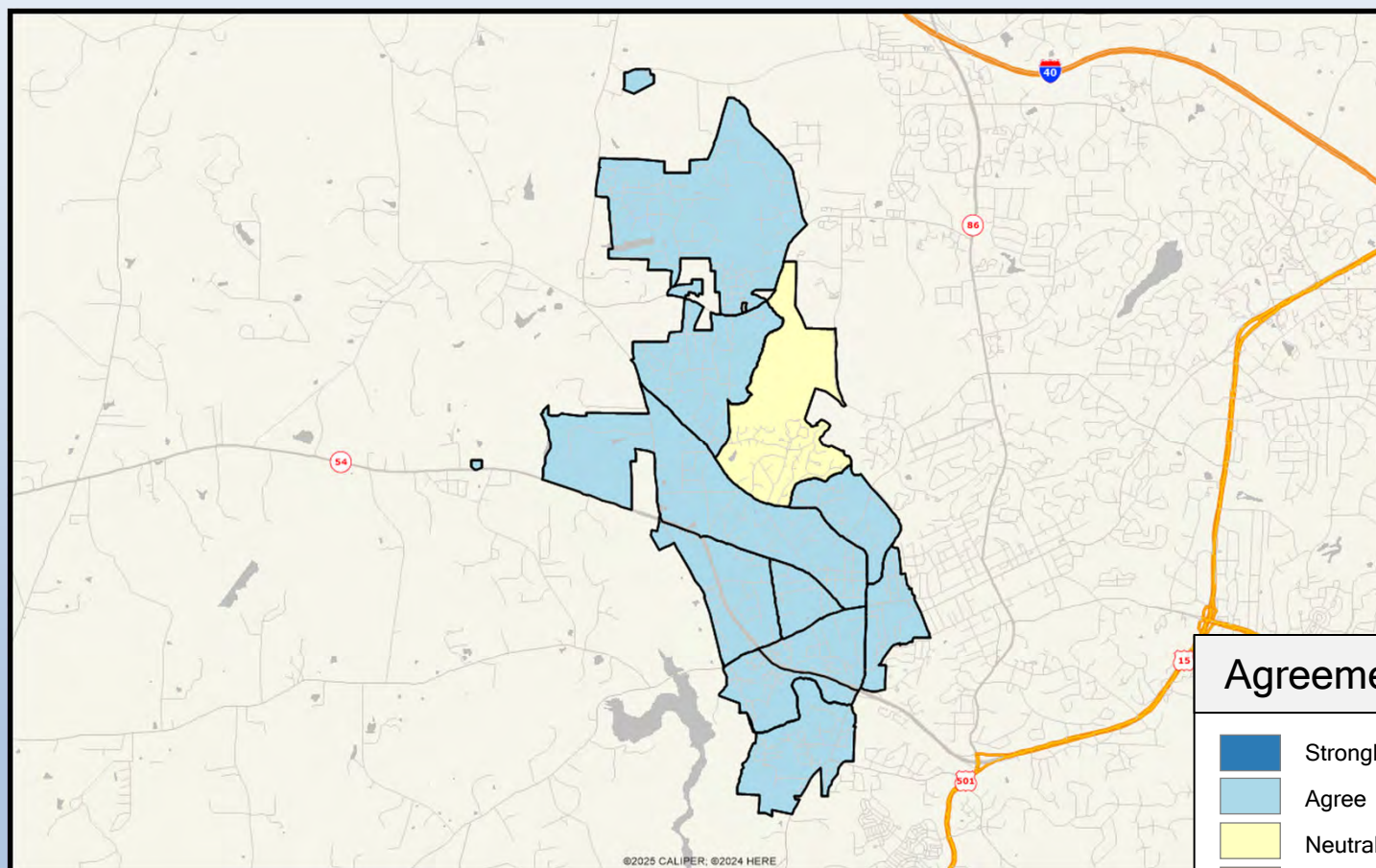
Satisfaction



Q2-08. Availability of festivals and community events



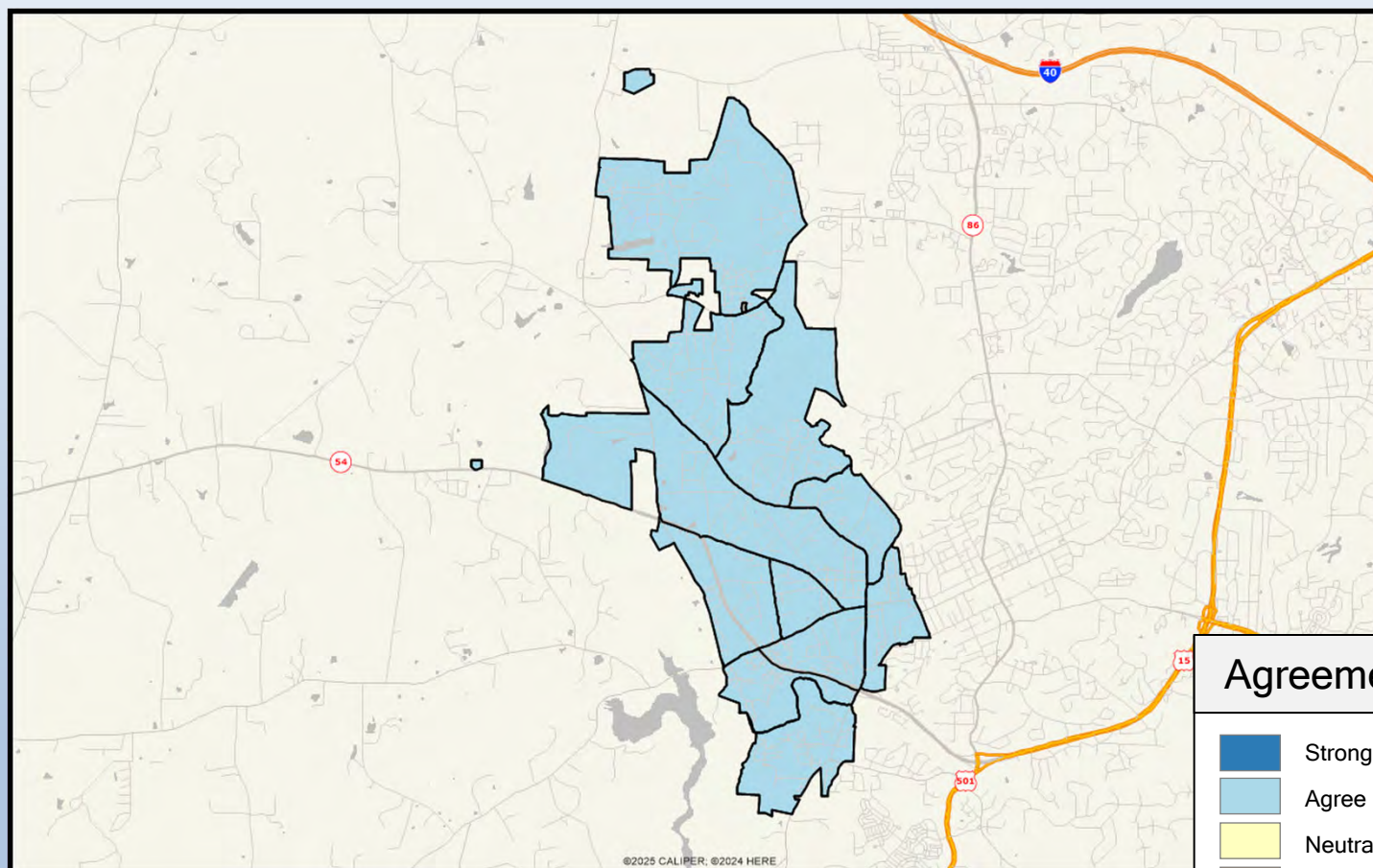
Q3-01. The Town is responsive to the needs of its residents



Agreement

-  Strongly Agree
-  Agree
-  Neutral
-  Disagree
-  Strongly Disagree
-  No Response

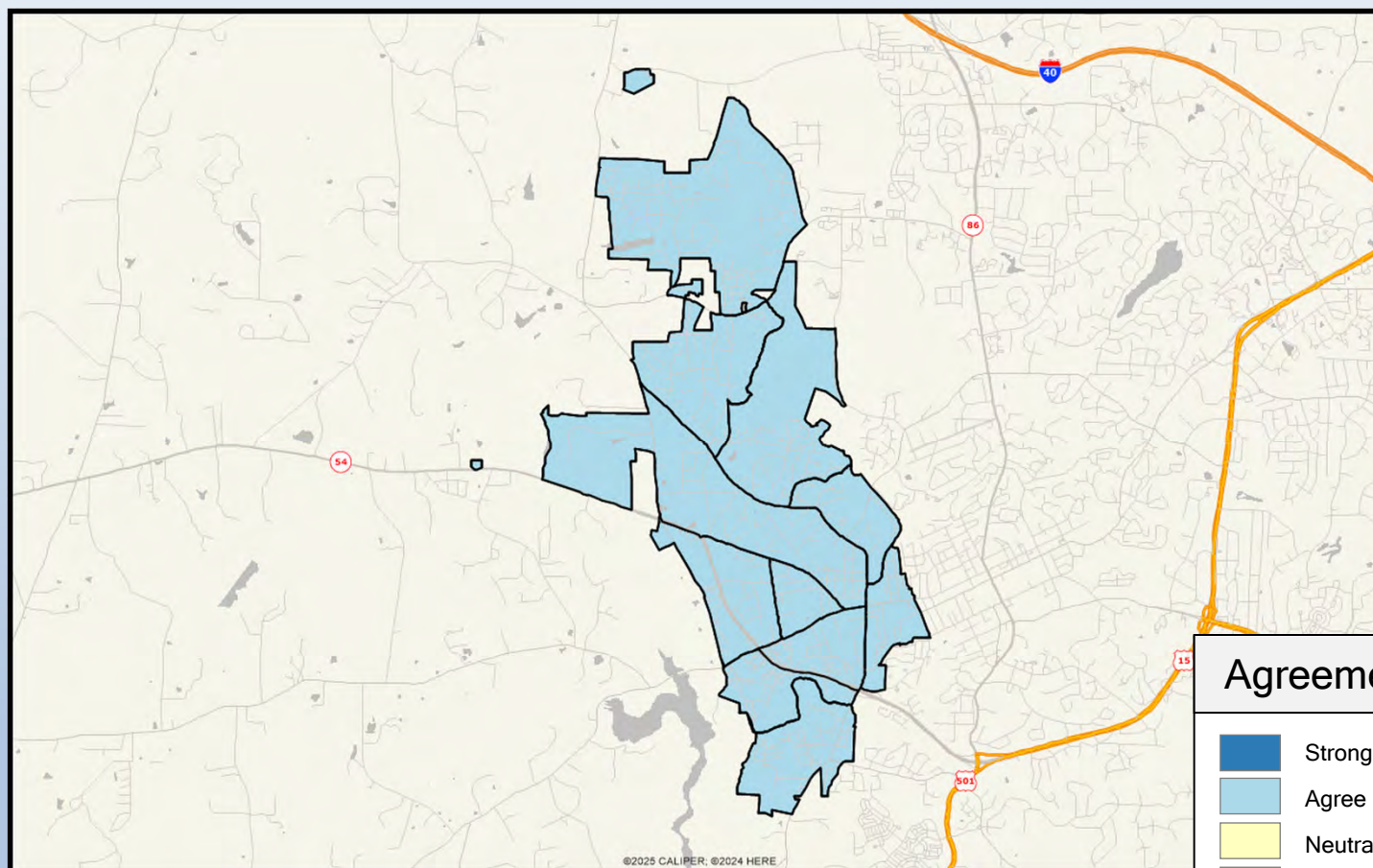
Q3-02. I have opportunities to participate in Town decision making



Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

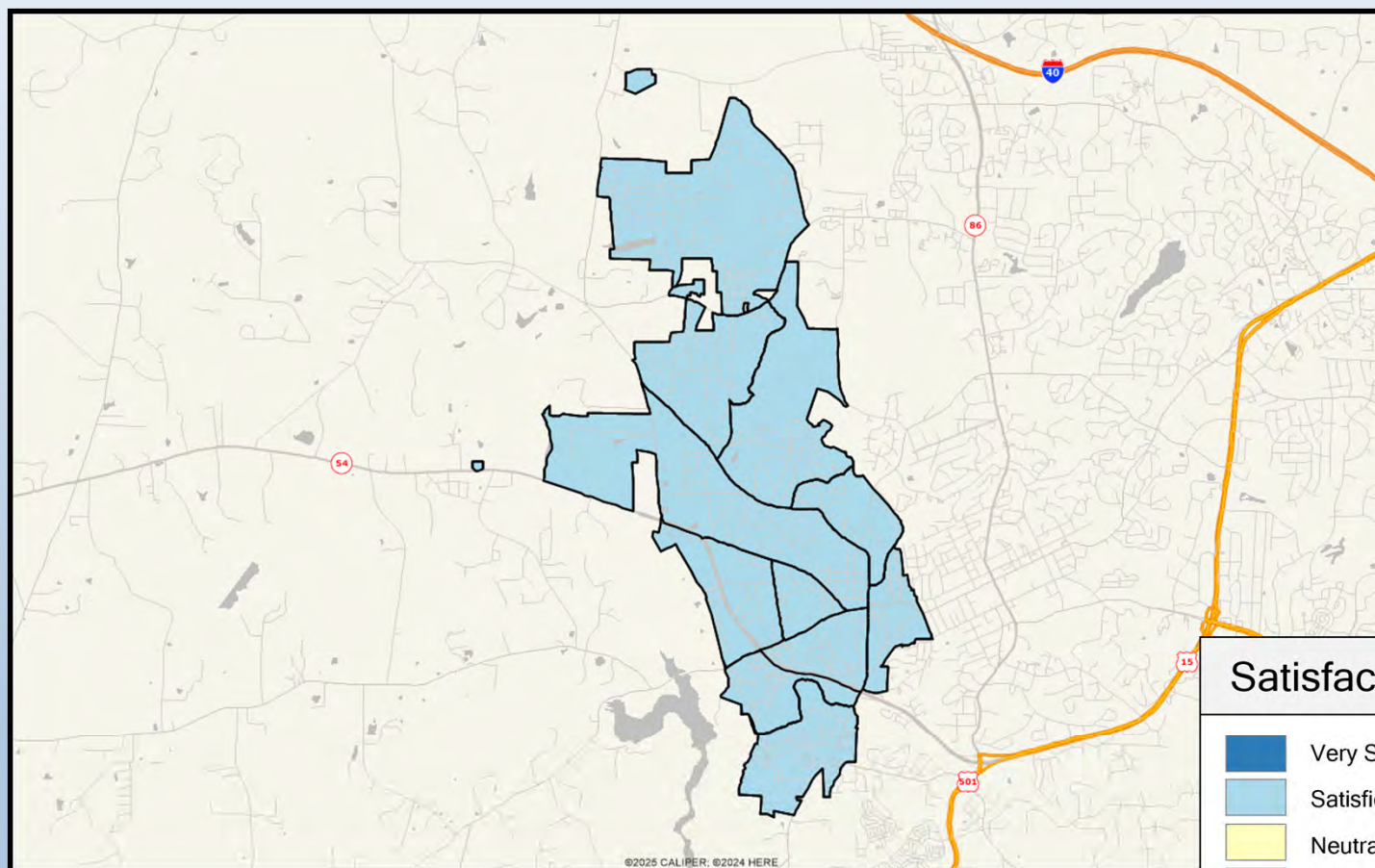
Q3-03. I have a good understanding of the services provided by the Town



Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

Q4-01. Communication and engagement

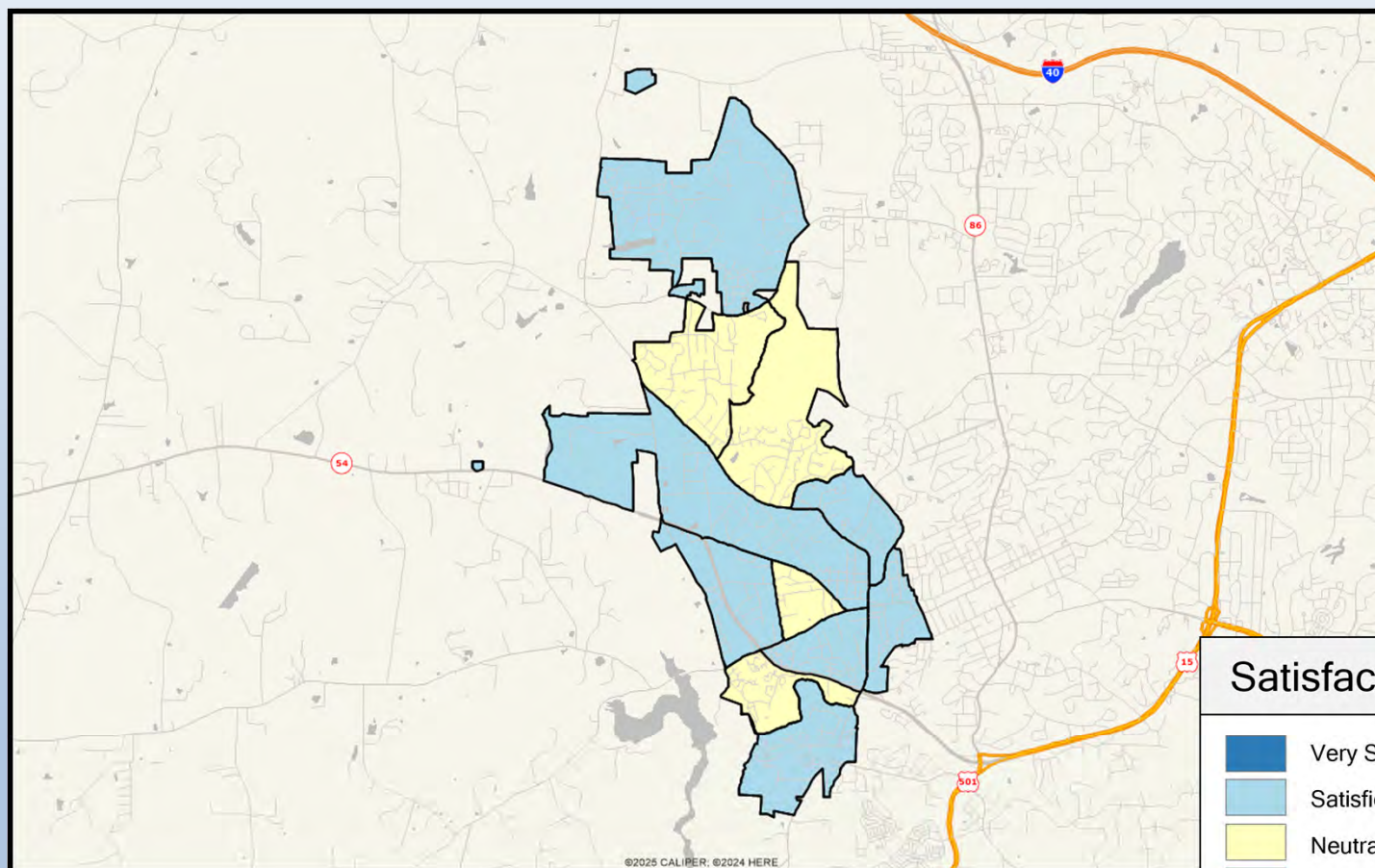


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q4-02. Economic development

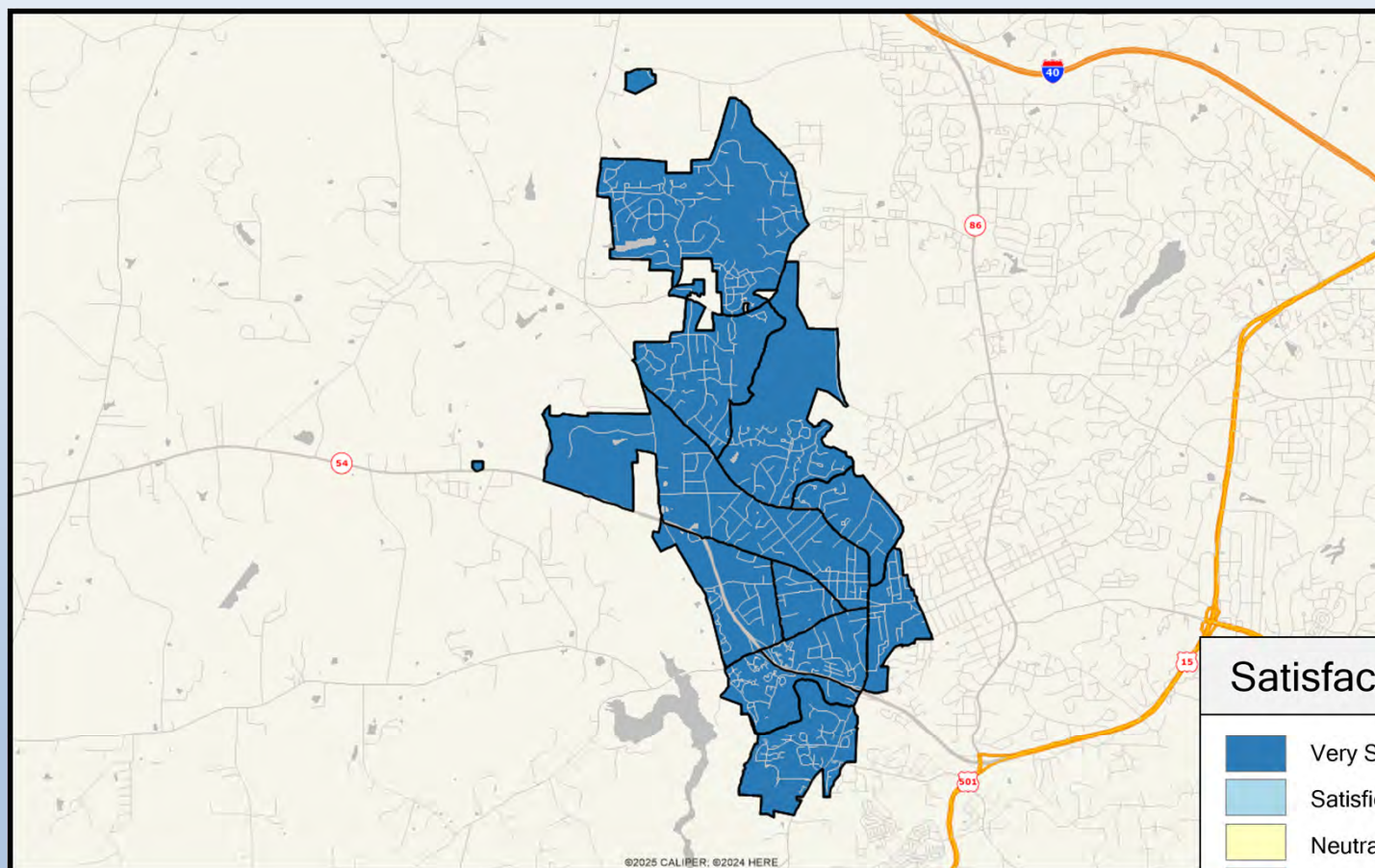


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



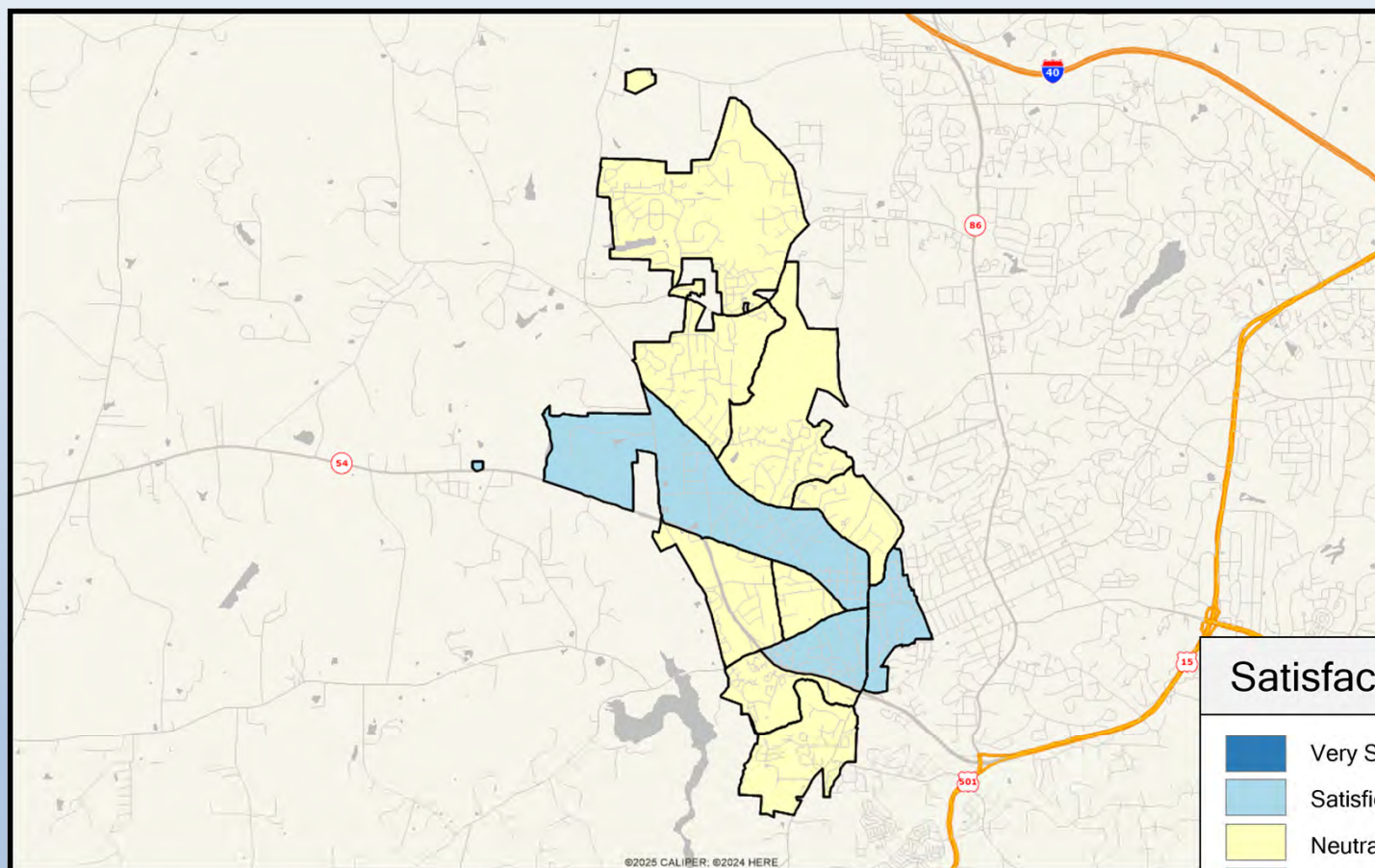
Q4-03. Fire services



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q4-04. Housing and community services

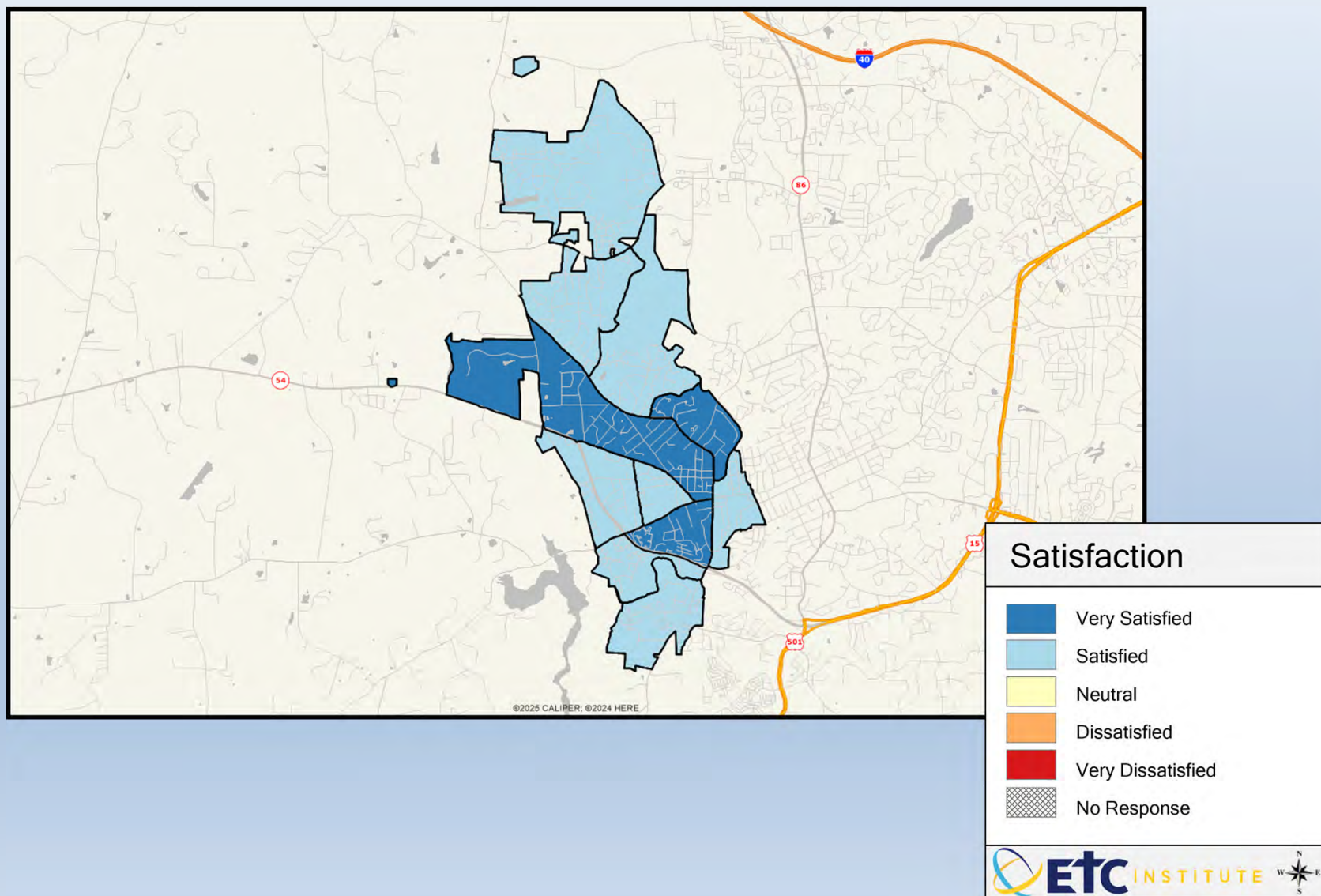


Satisfaction

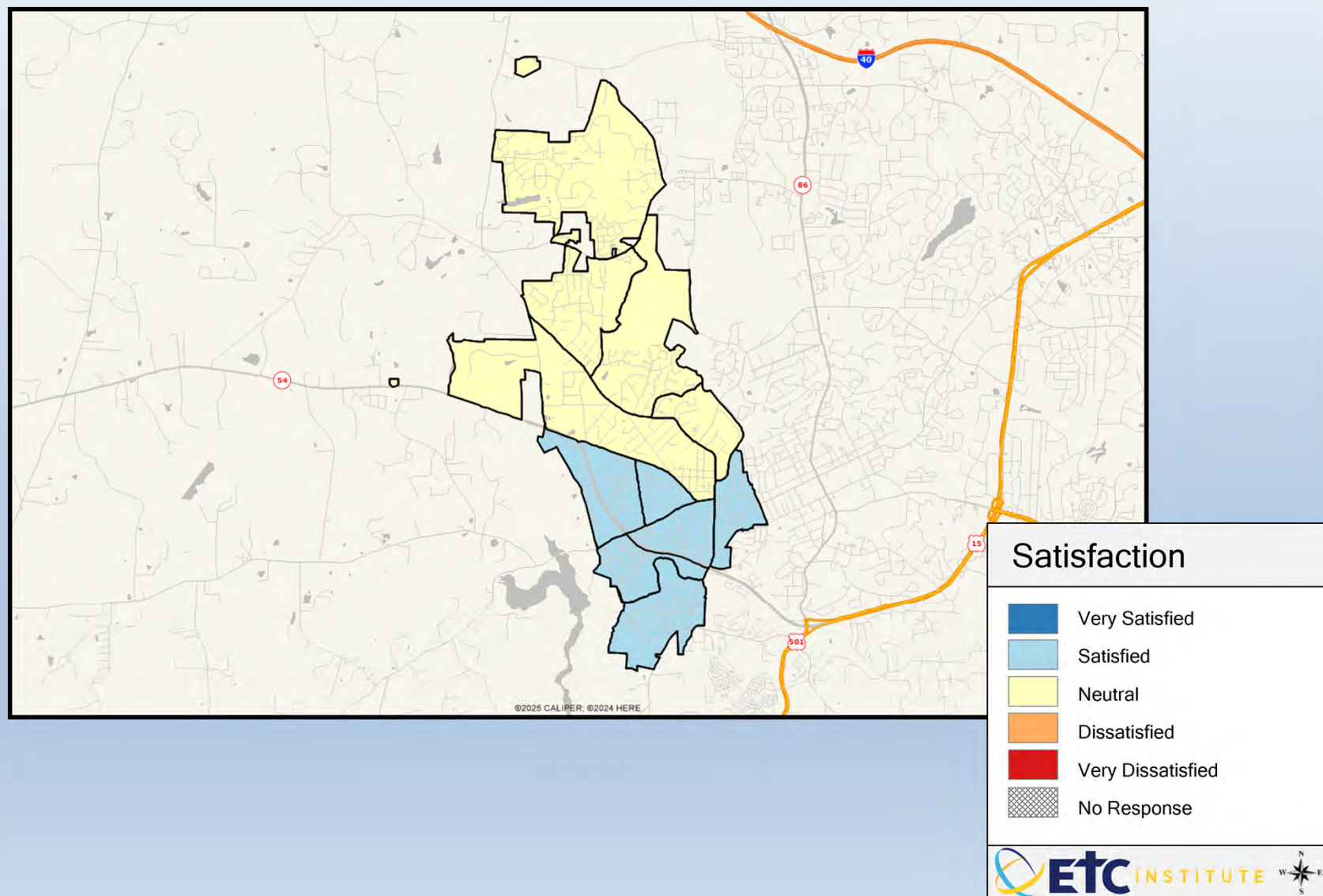
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



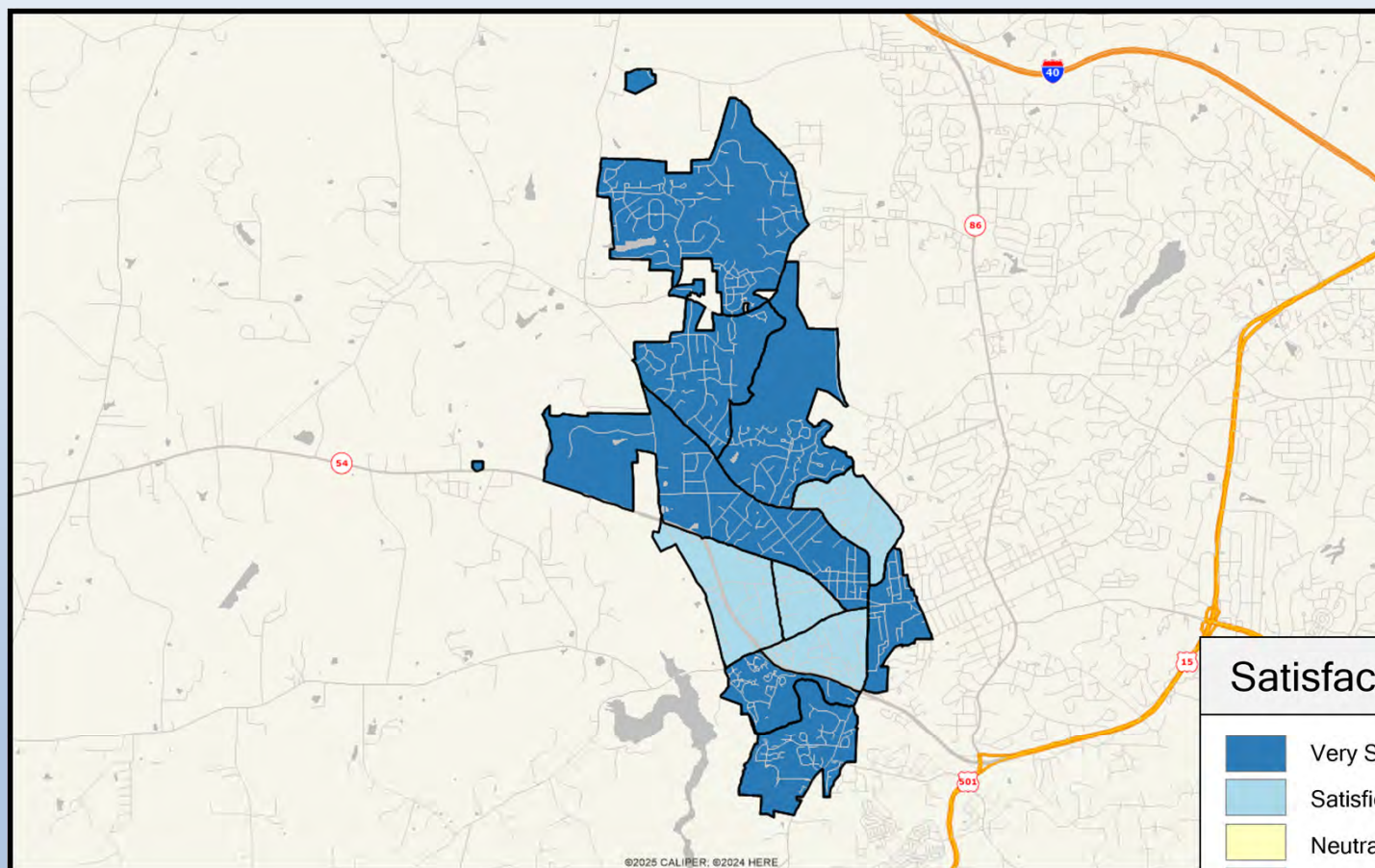
Q4-05. Parks and recreation facilities



Q4-06. Planning, zoning, and inspection services



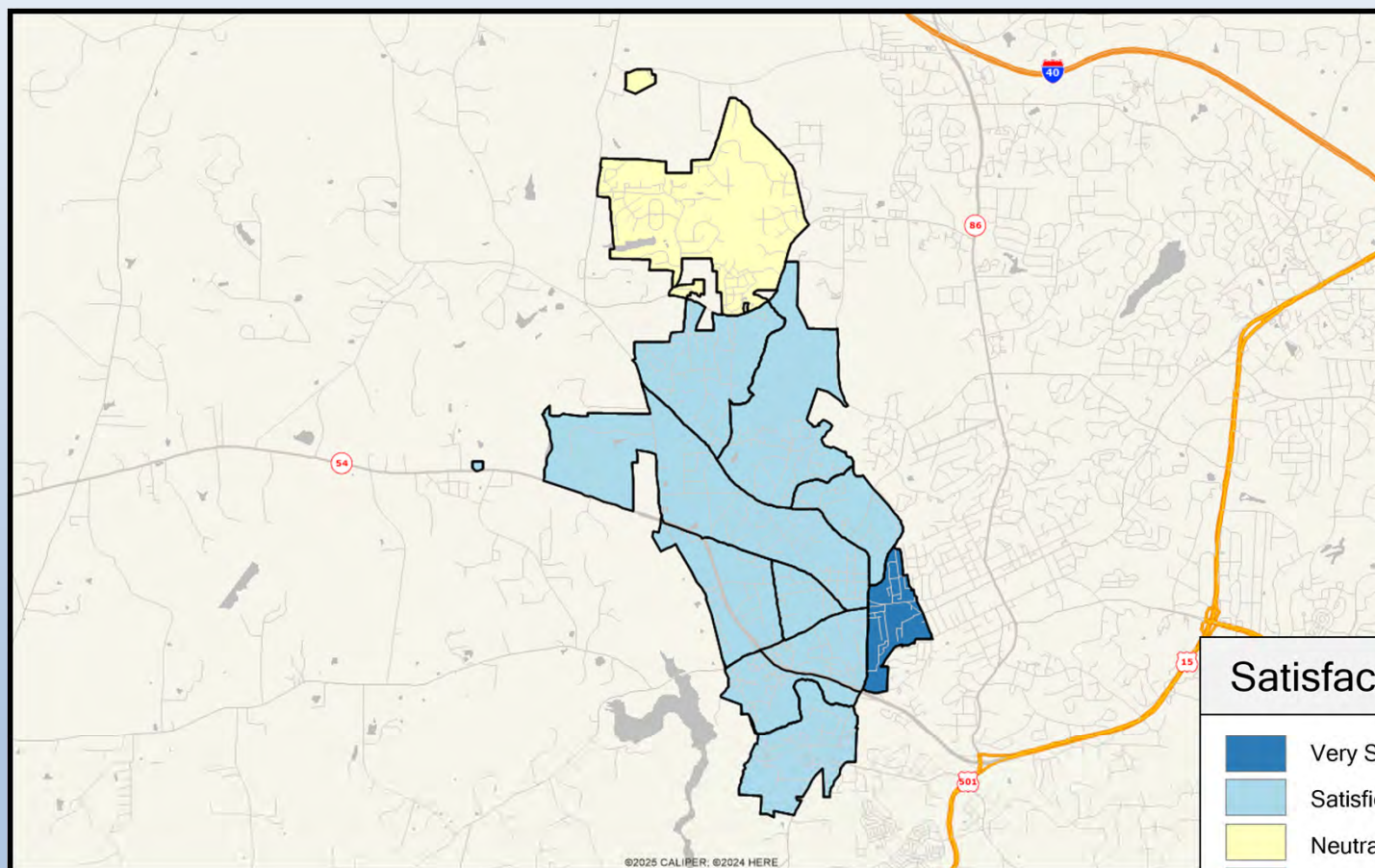
Q4-07. Police services



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

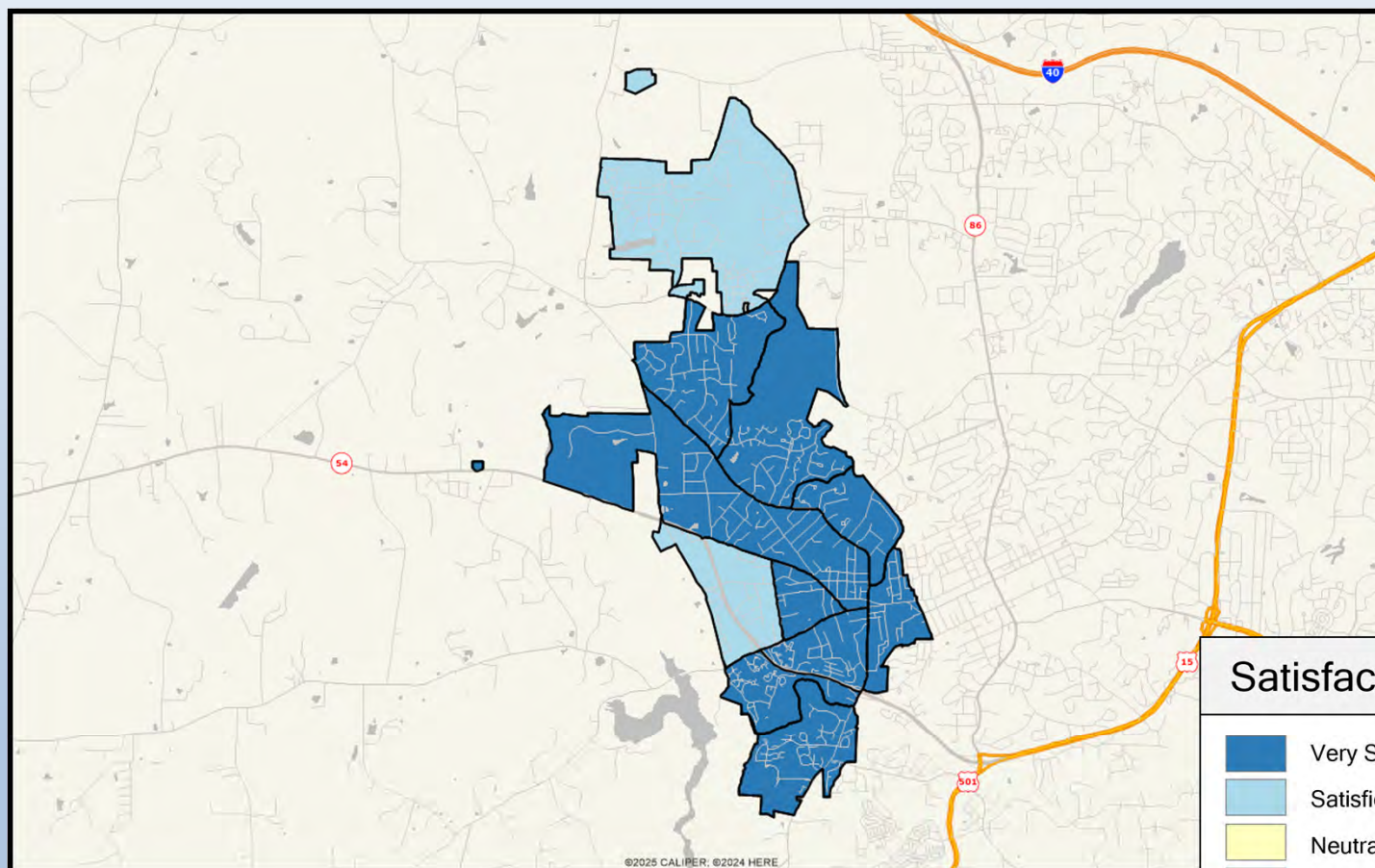
Q4-08. Public parking



Satisfaction



Q4-09. Public works (trash/yard waste collection)

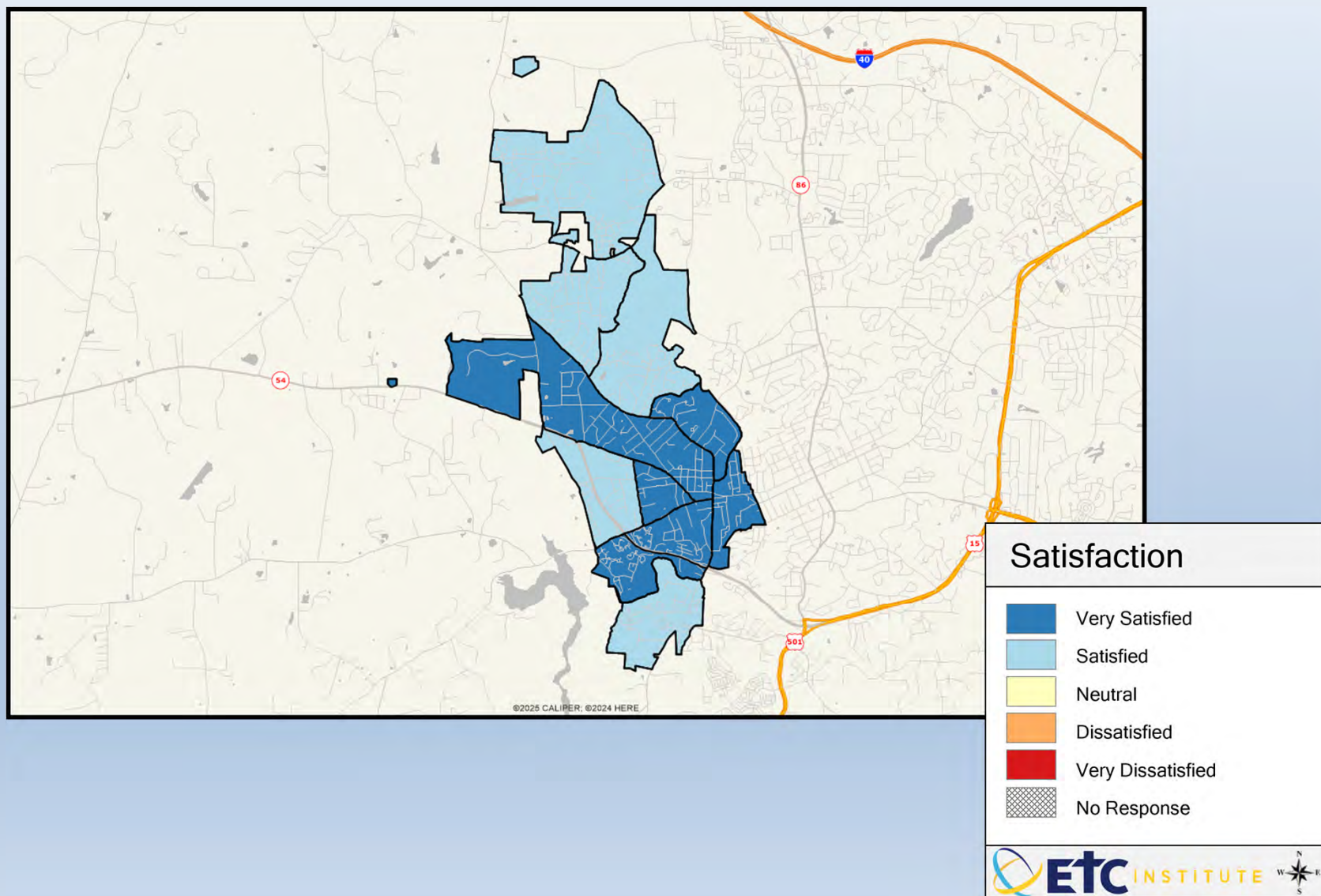


Satisfaction

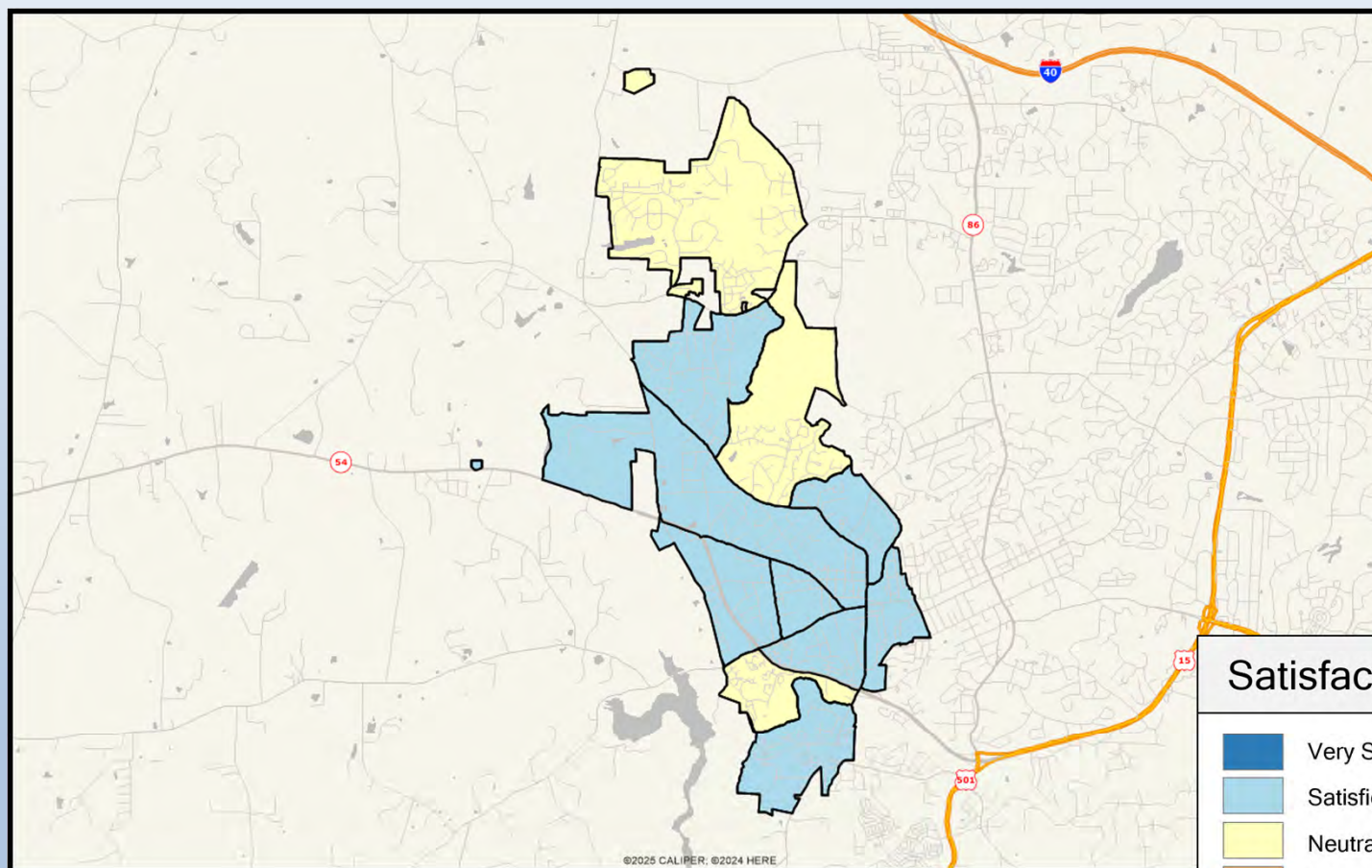
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q4-10. Recreation and cultural programs



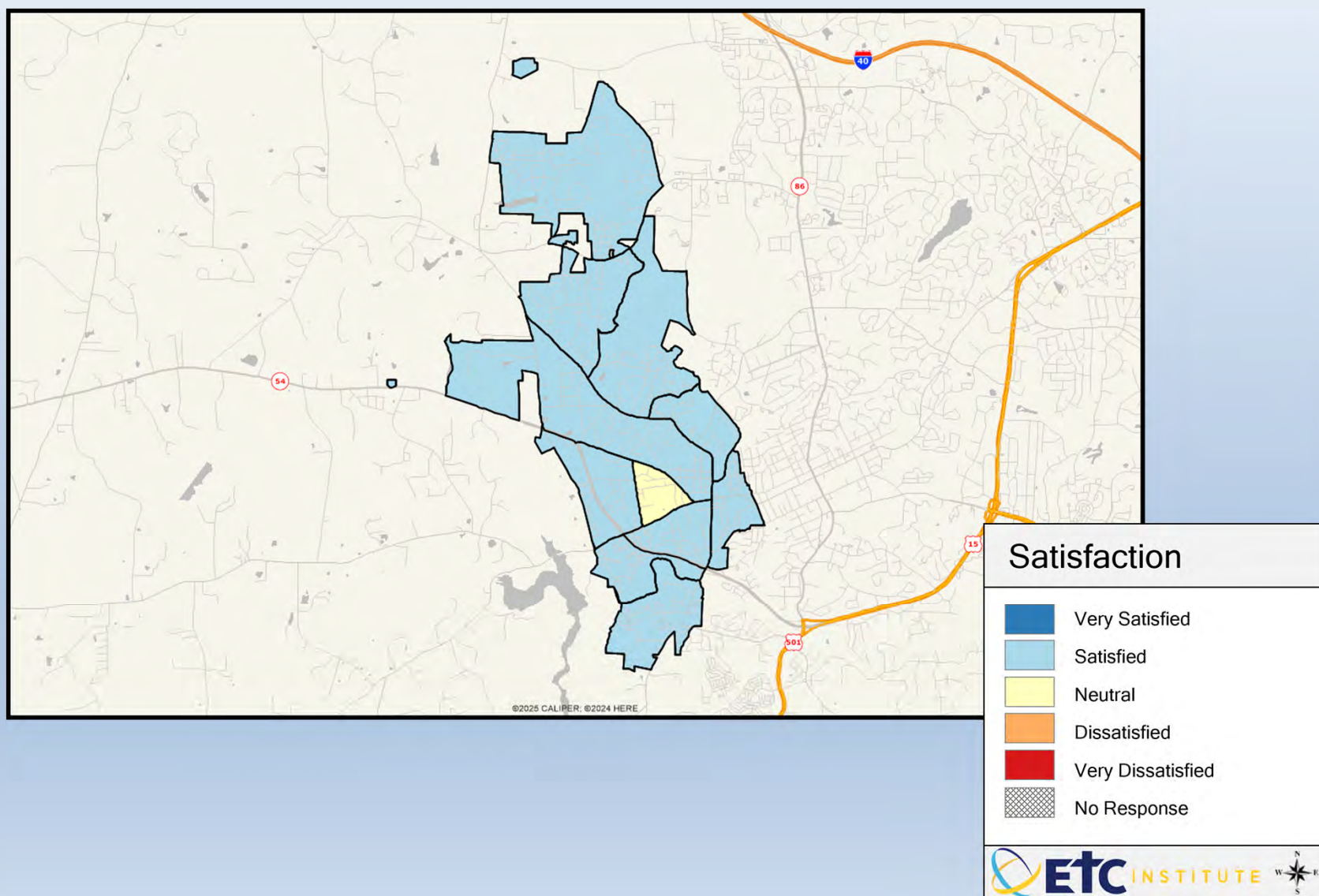
Q4-11. Stormwater management



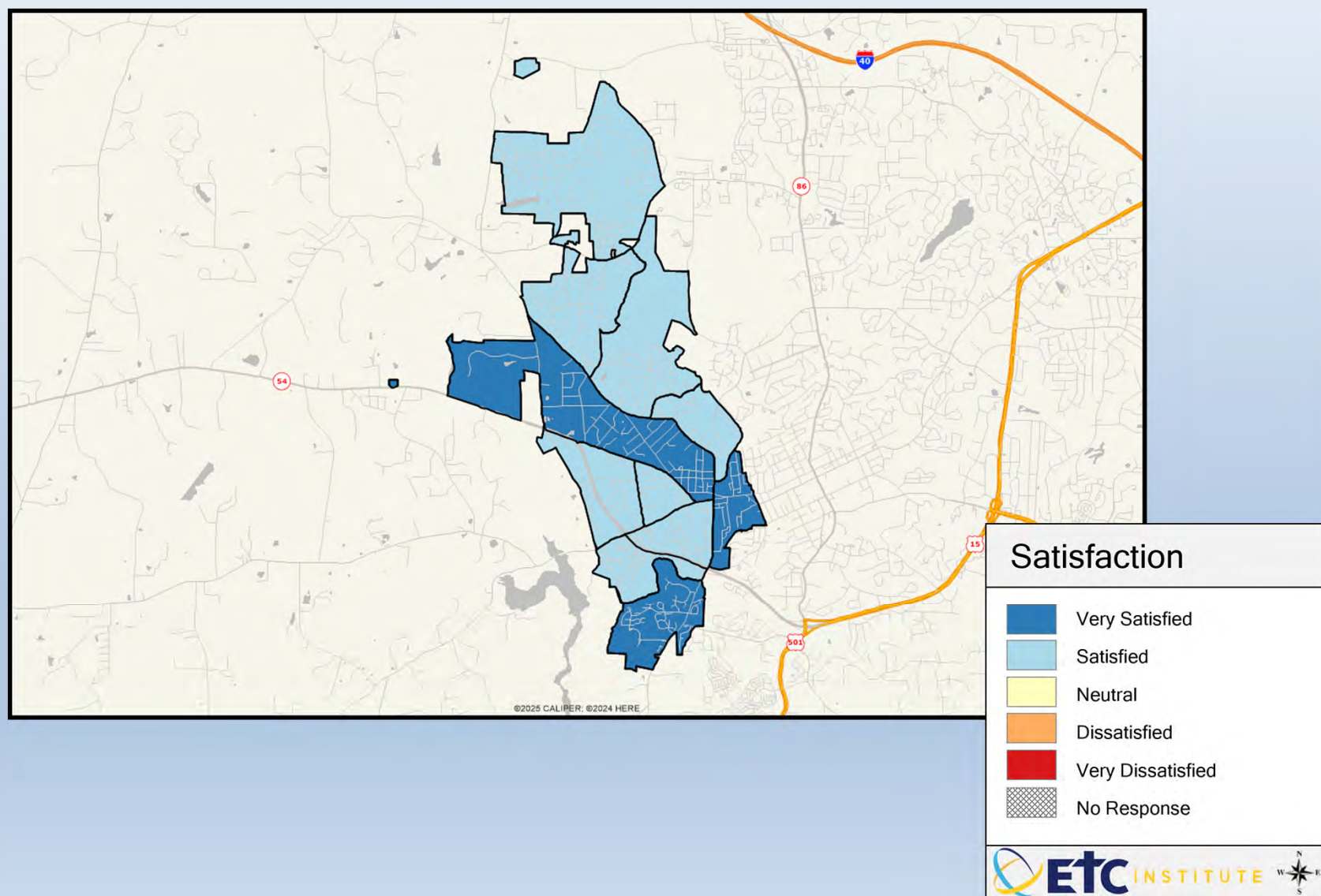
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

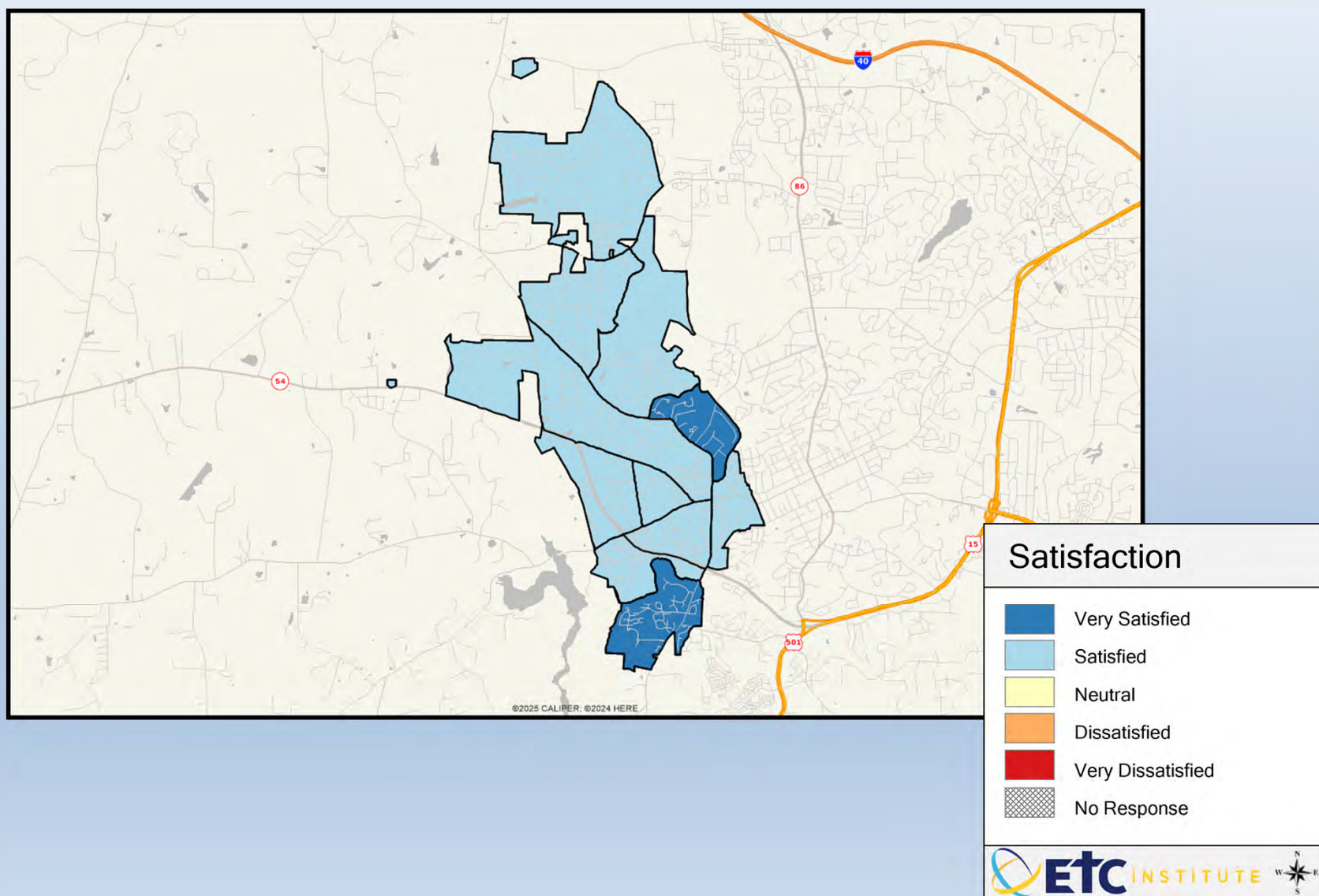
Q4-12. Transportation infrastructure (sidewalks, bike lanes)



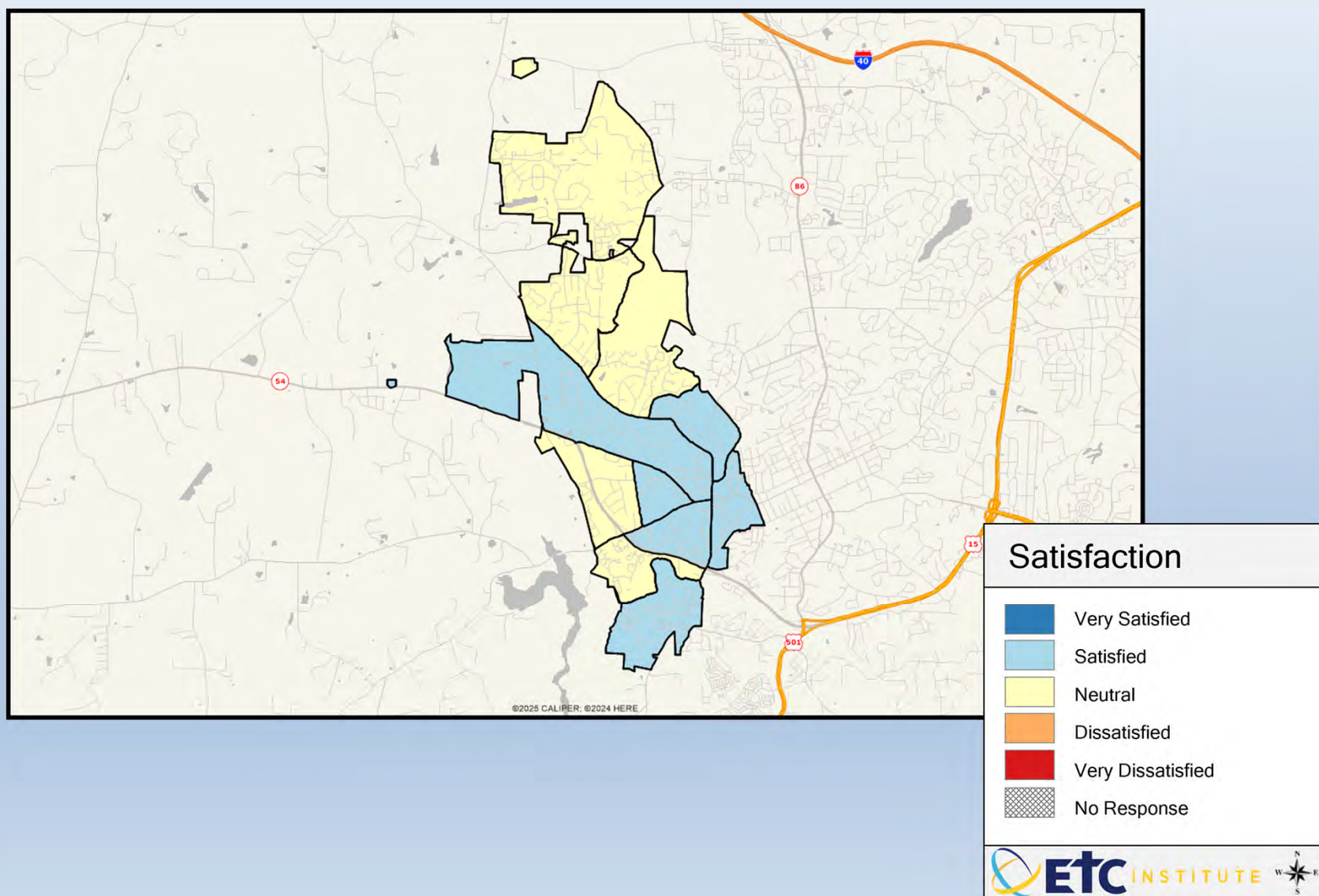
Q6-01. Overall quality of services provided by the Town



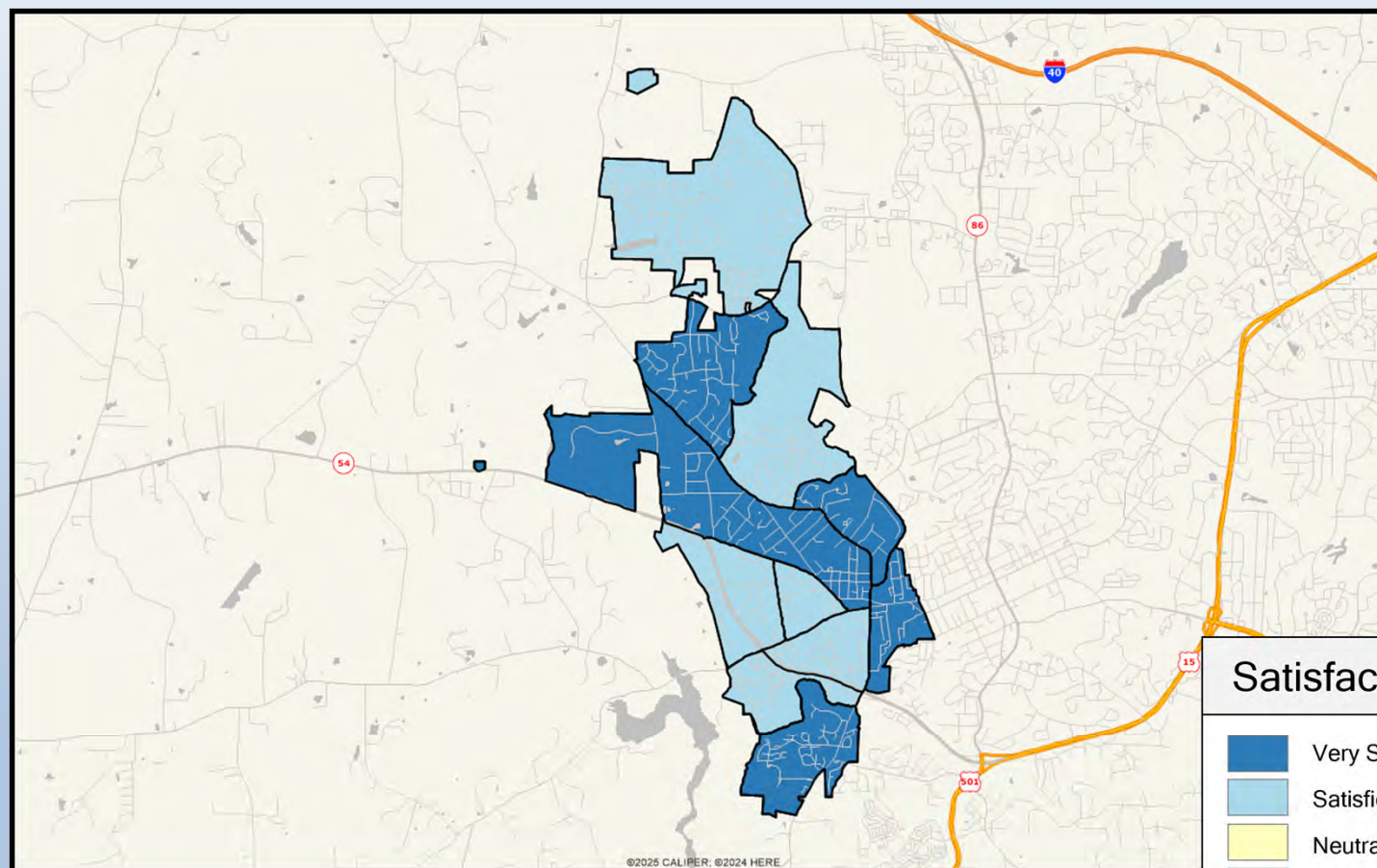
Q6-02. Overall quality of customer service from Town employees



Q6-03. Overall value received for Town tax dollars and fees



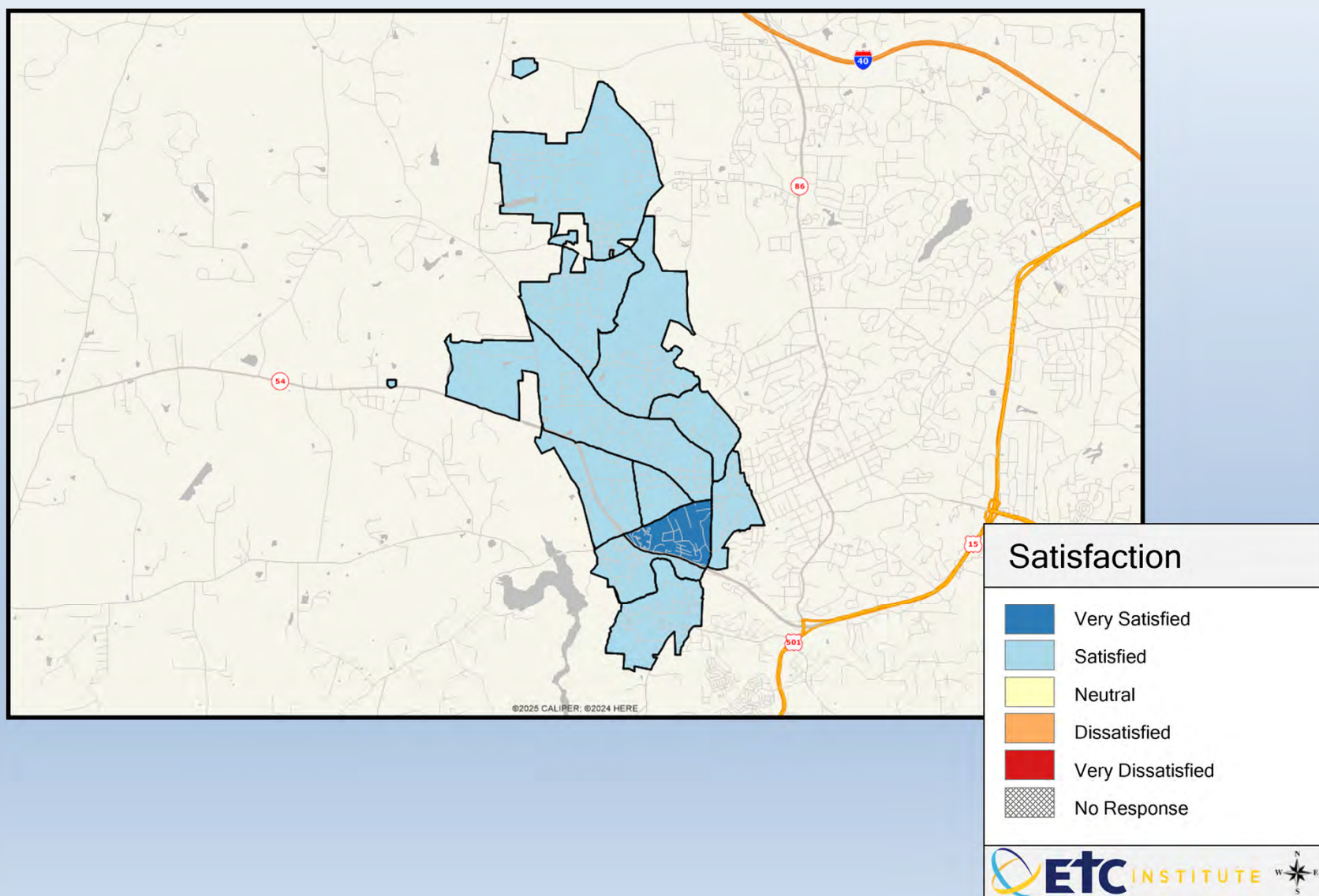
Q7-01. Maintenance of Town parks



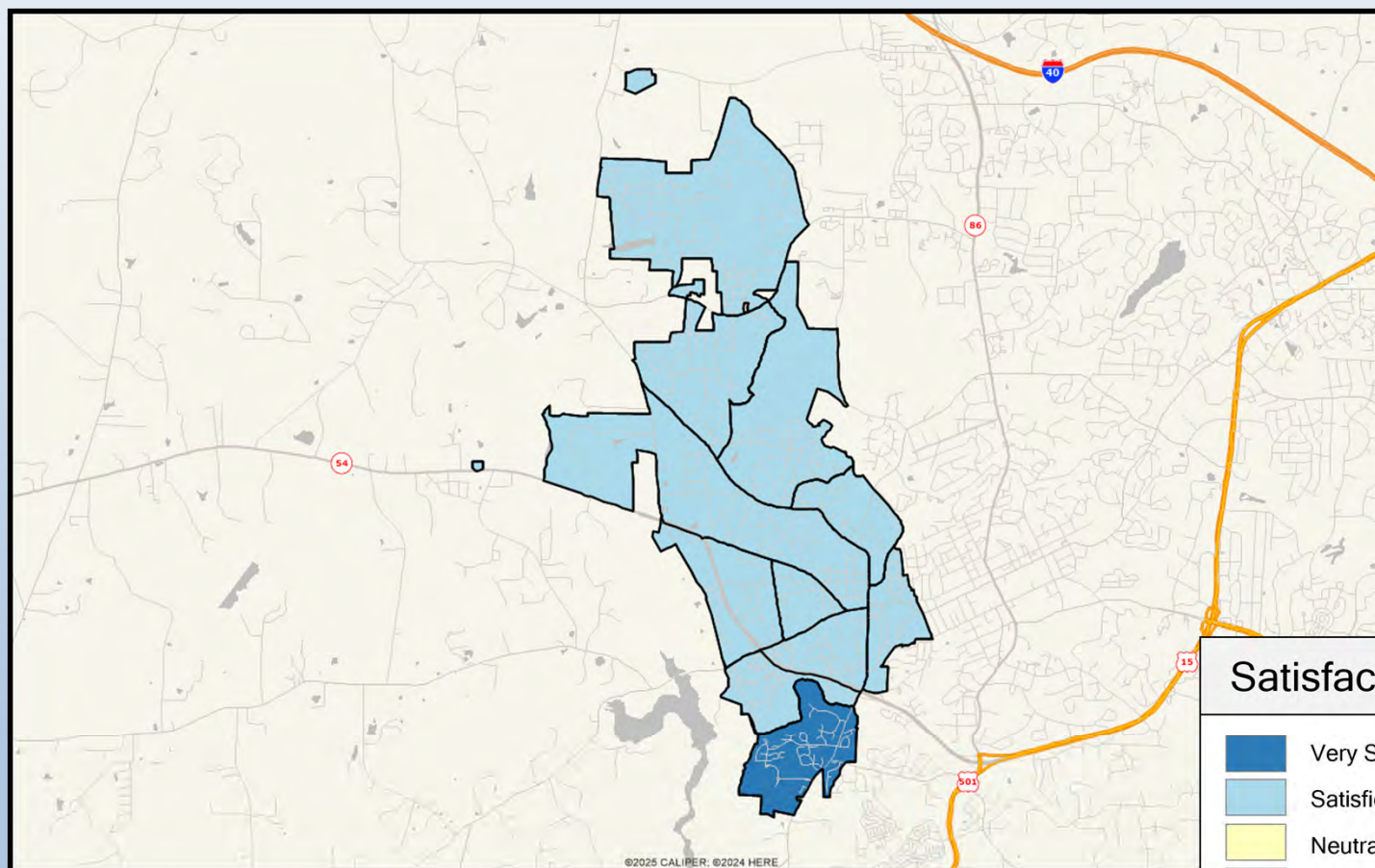
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q7-02. Number of walking and biking trails



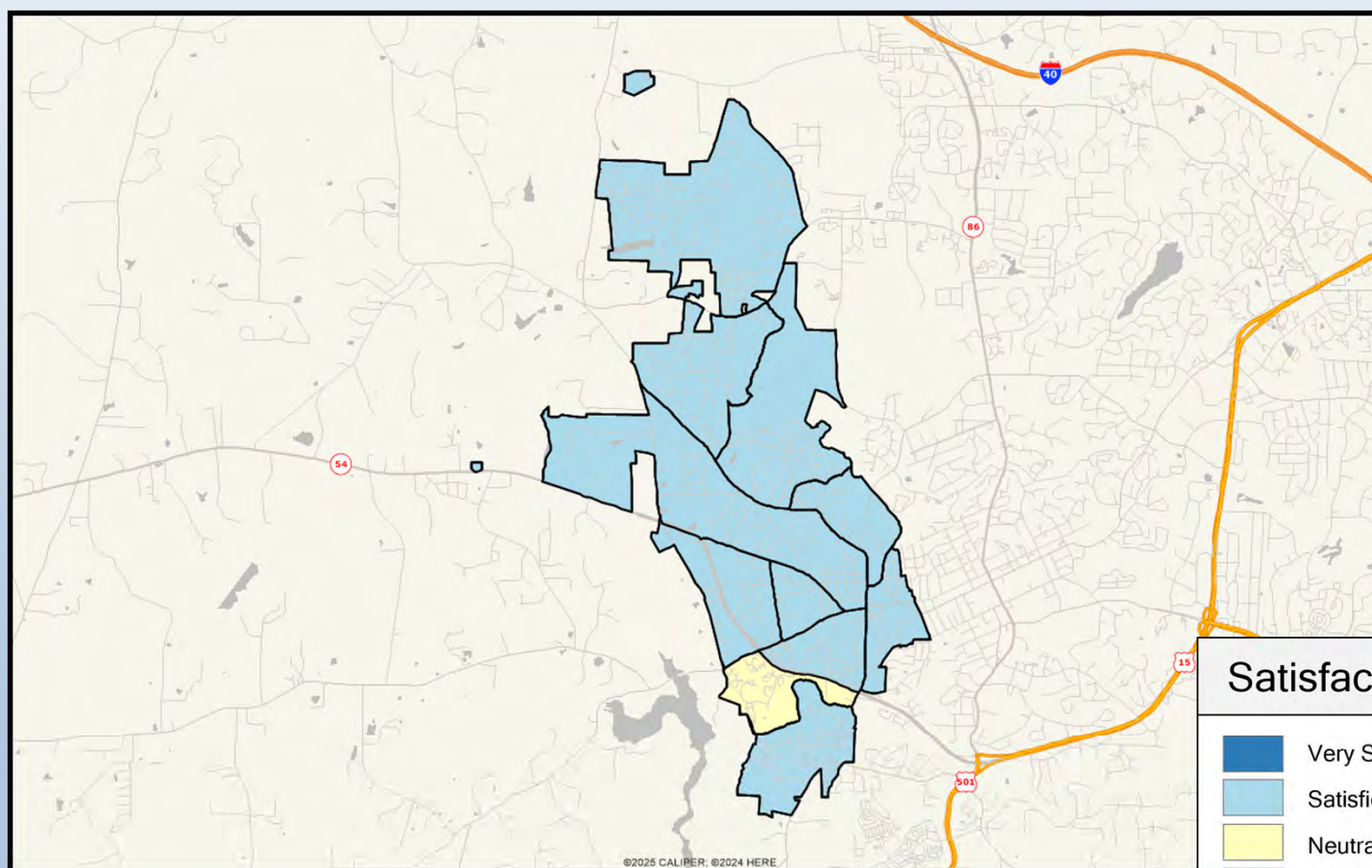
Q7-03. Quality of outdoor athletic fields



Satisfaction



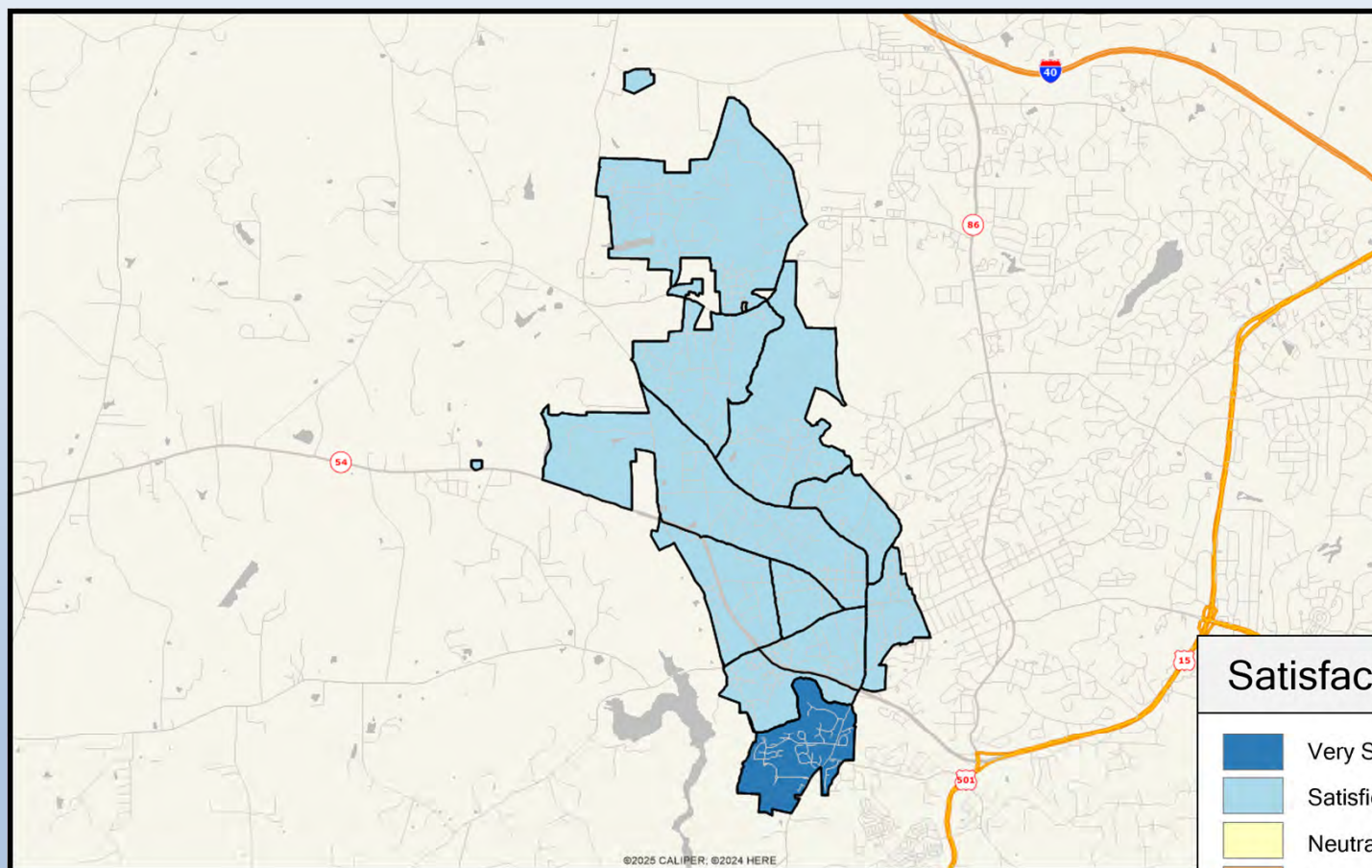
Q7-04. The Town's youth programs



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

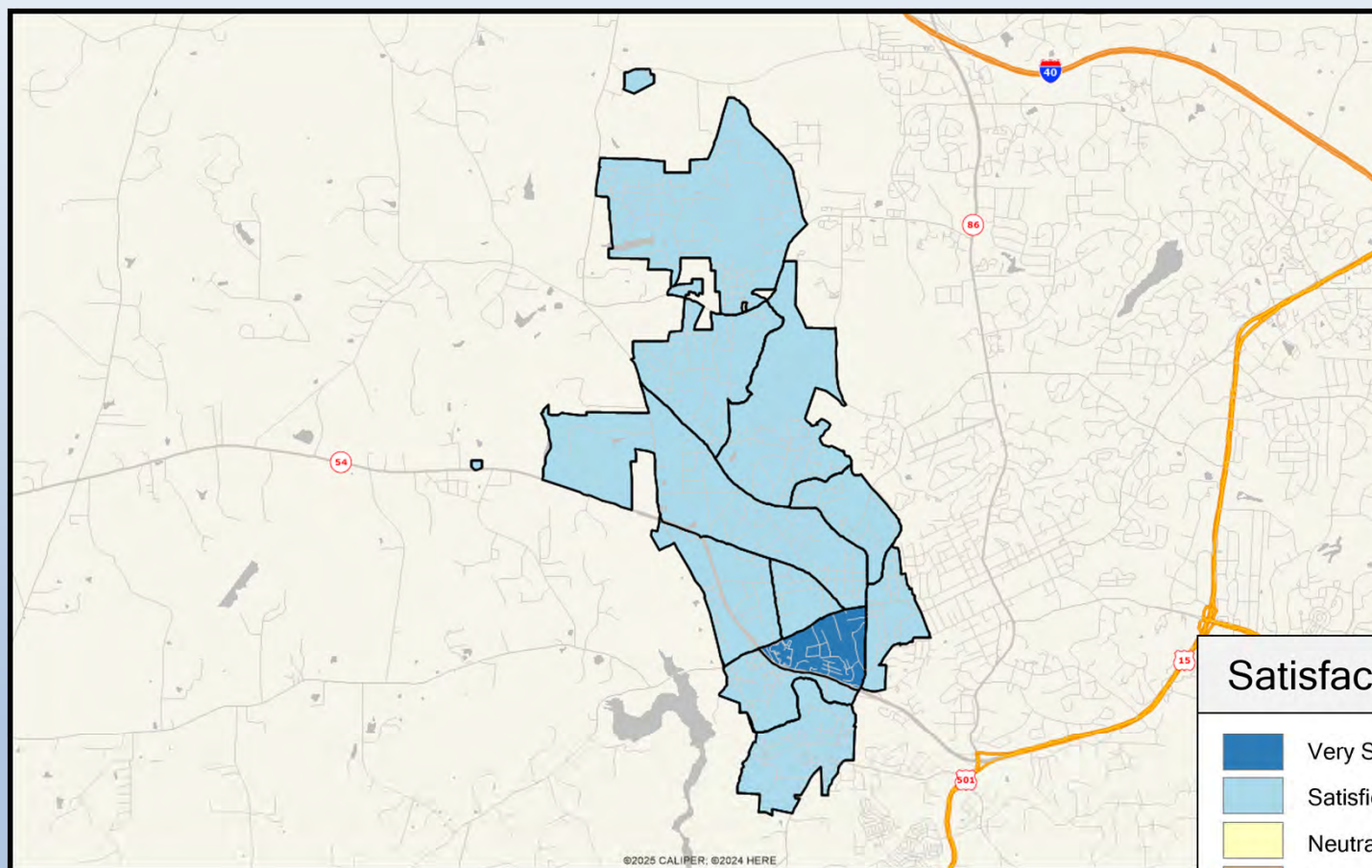
Q7-05. The Town's adult programs



Satisfaction



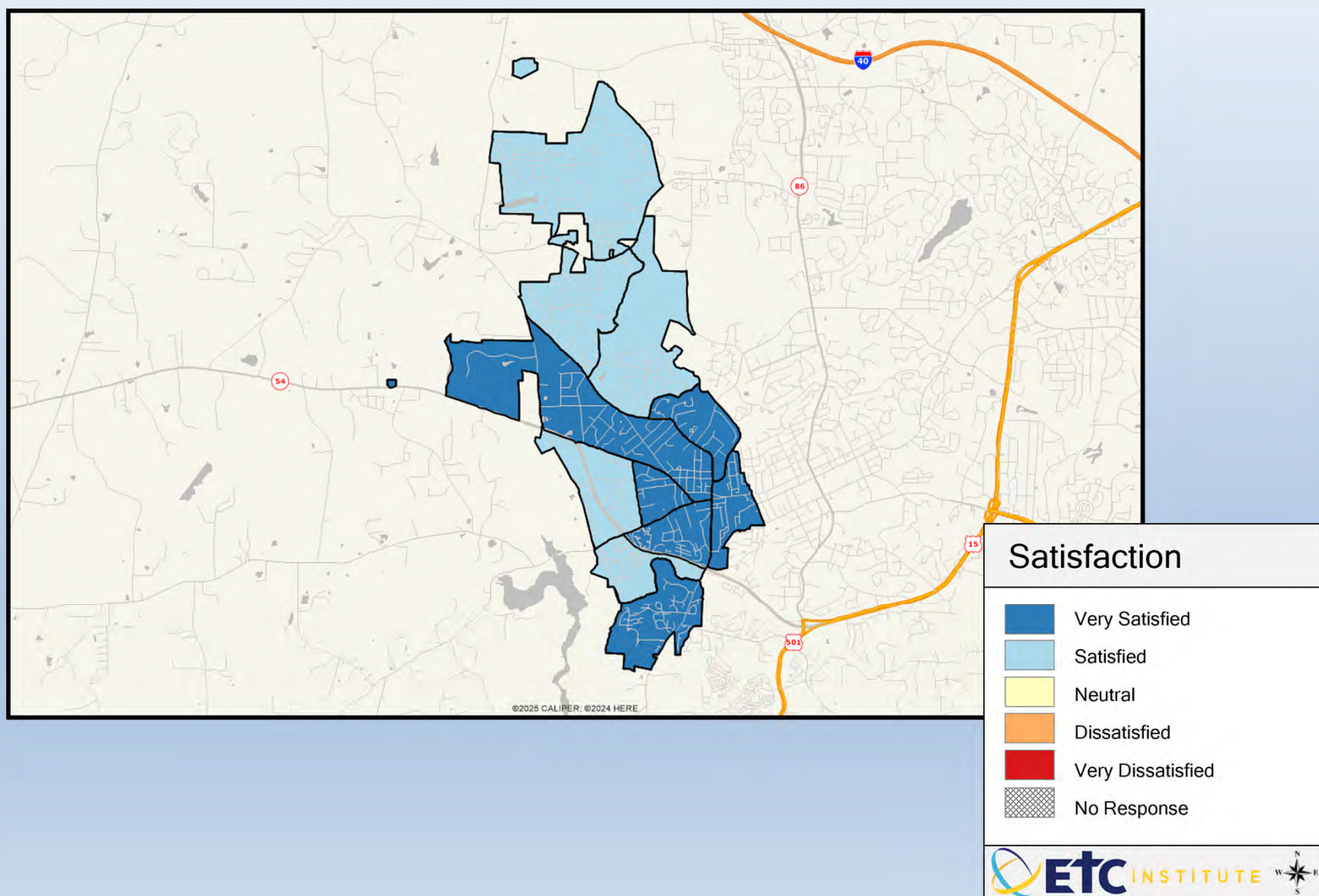
Q7-06. The Town's senior (55+) programs



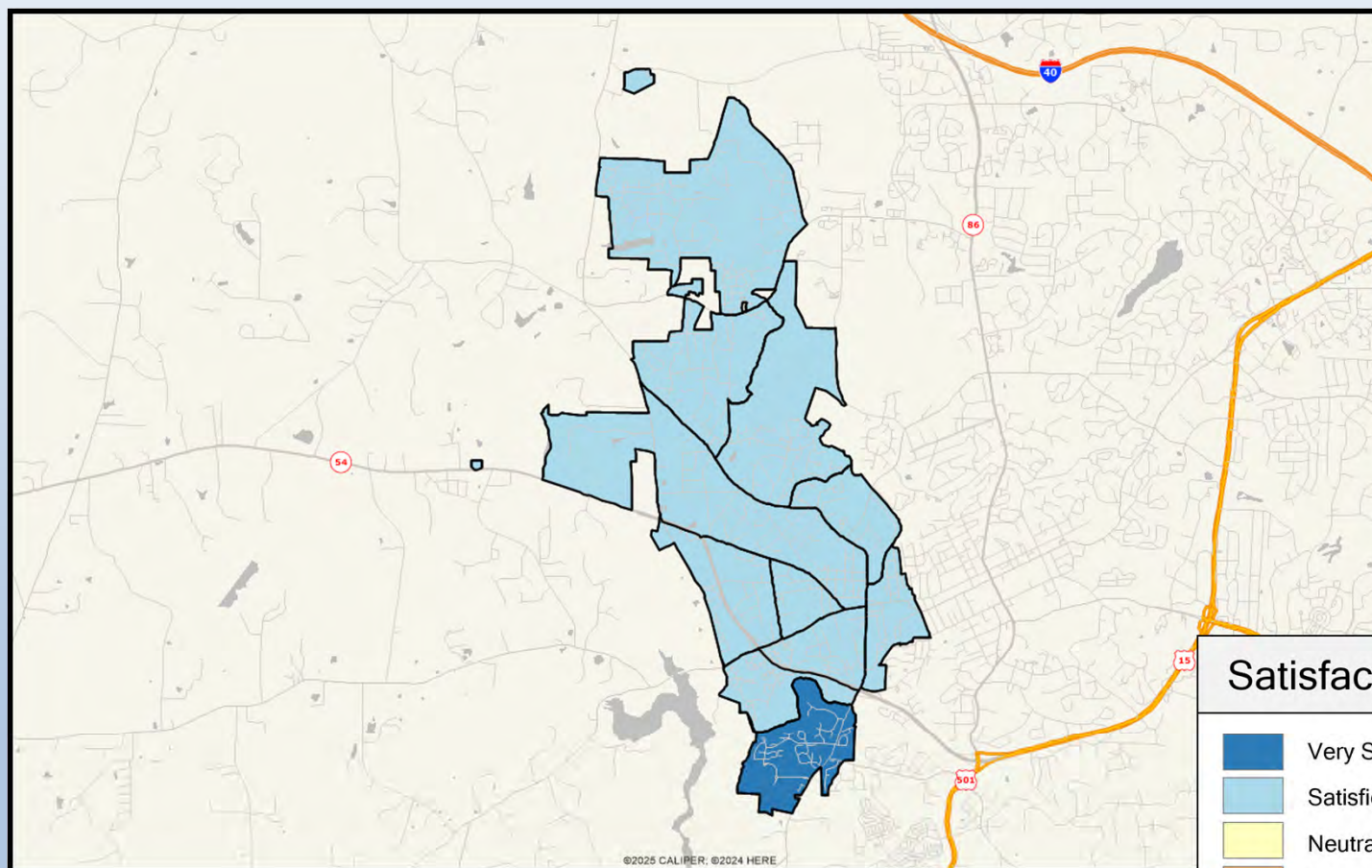
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q7-07. Town special events (e.g., July 4th, Music Festival)



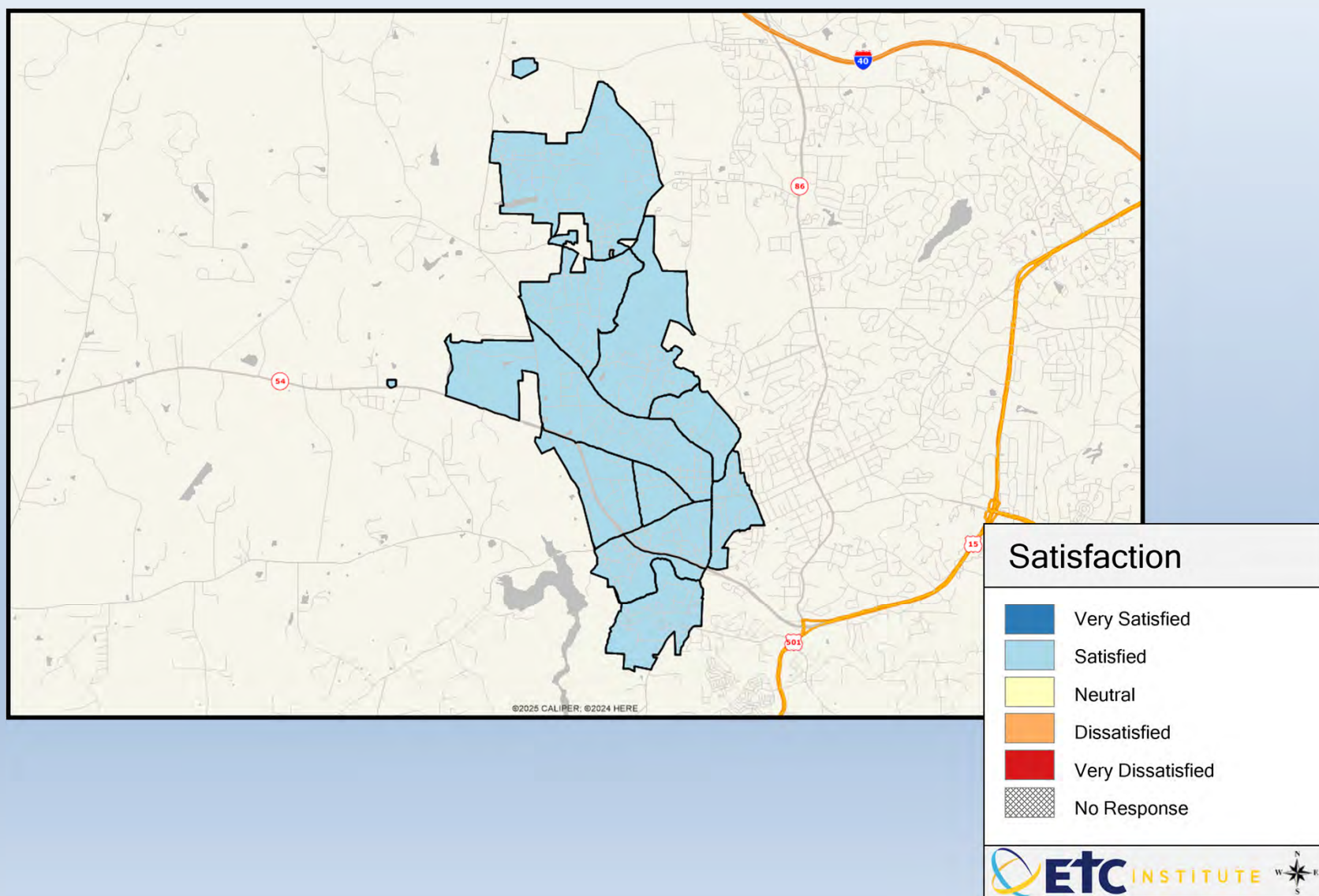
Q7-08. Ease of registering for programs



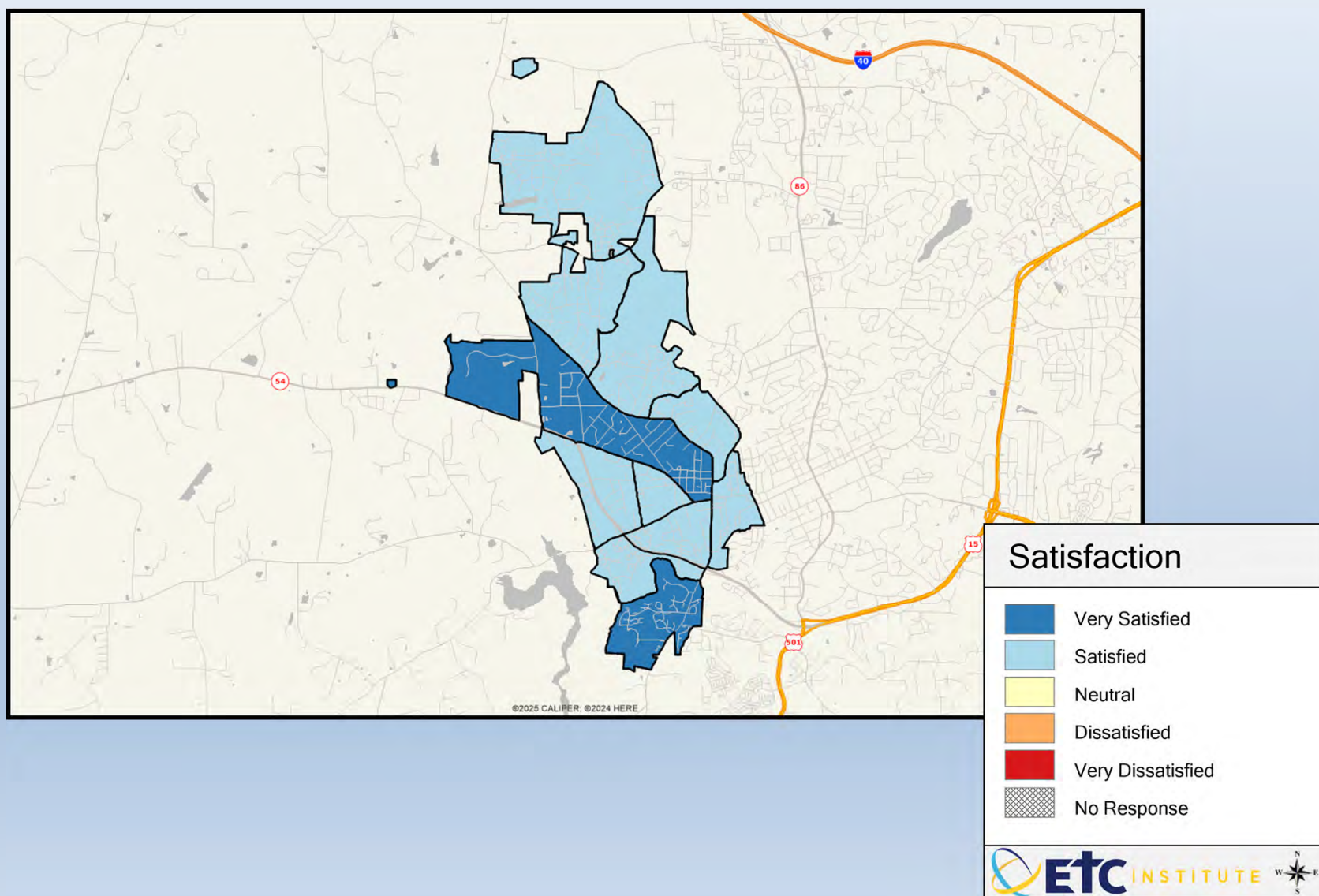
Satisfaction



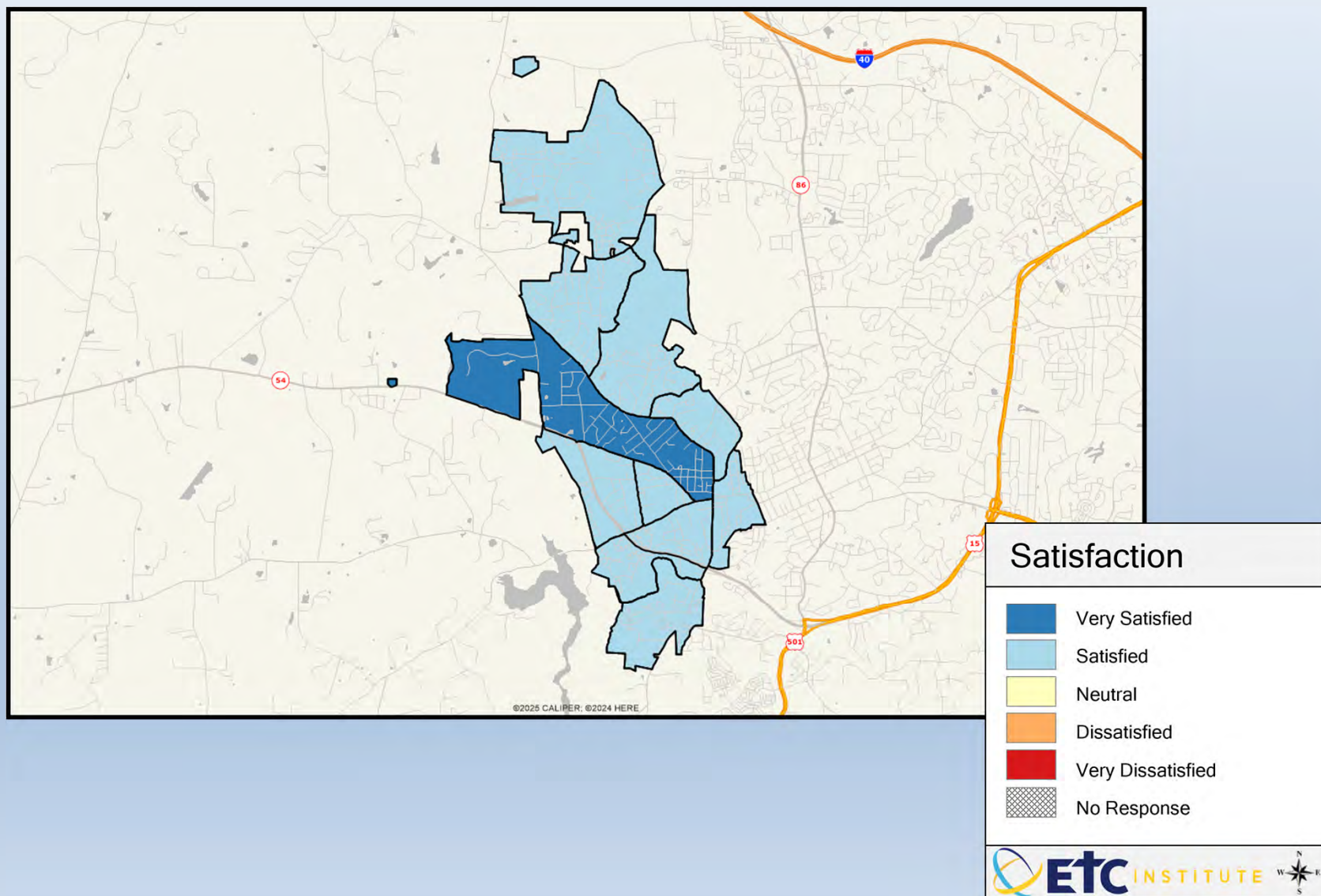
Q7-09. Fees charged for recreation programs



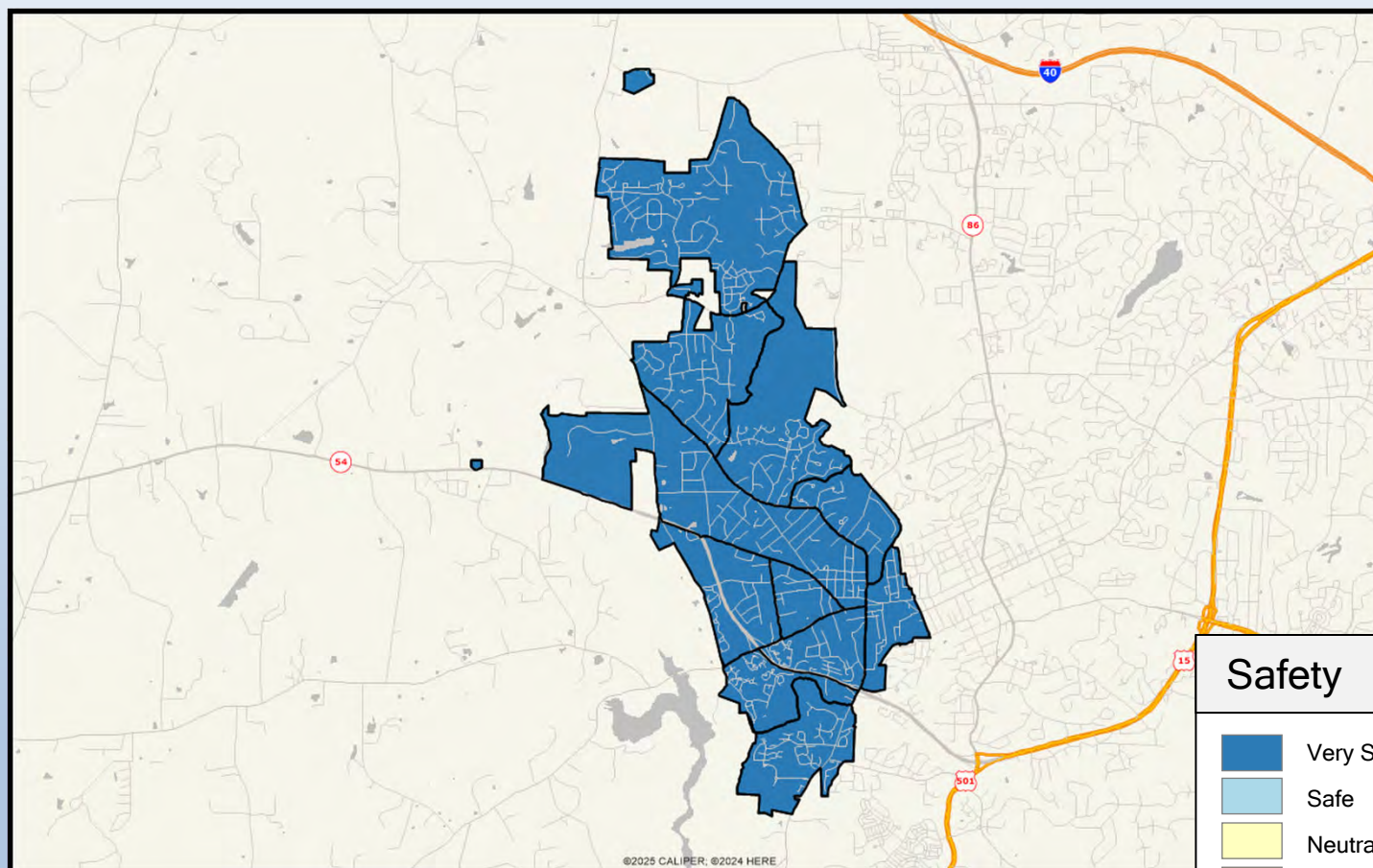
Q7-10. Availability of diverse cultural events



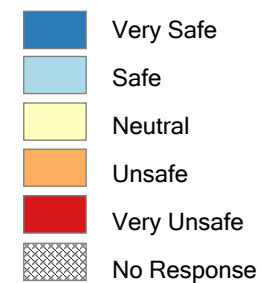
Q7-11. Availability of meeting and gathering spaces



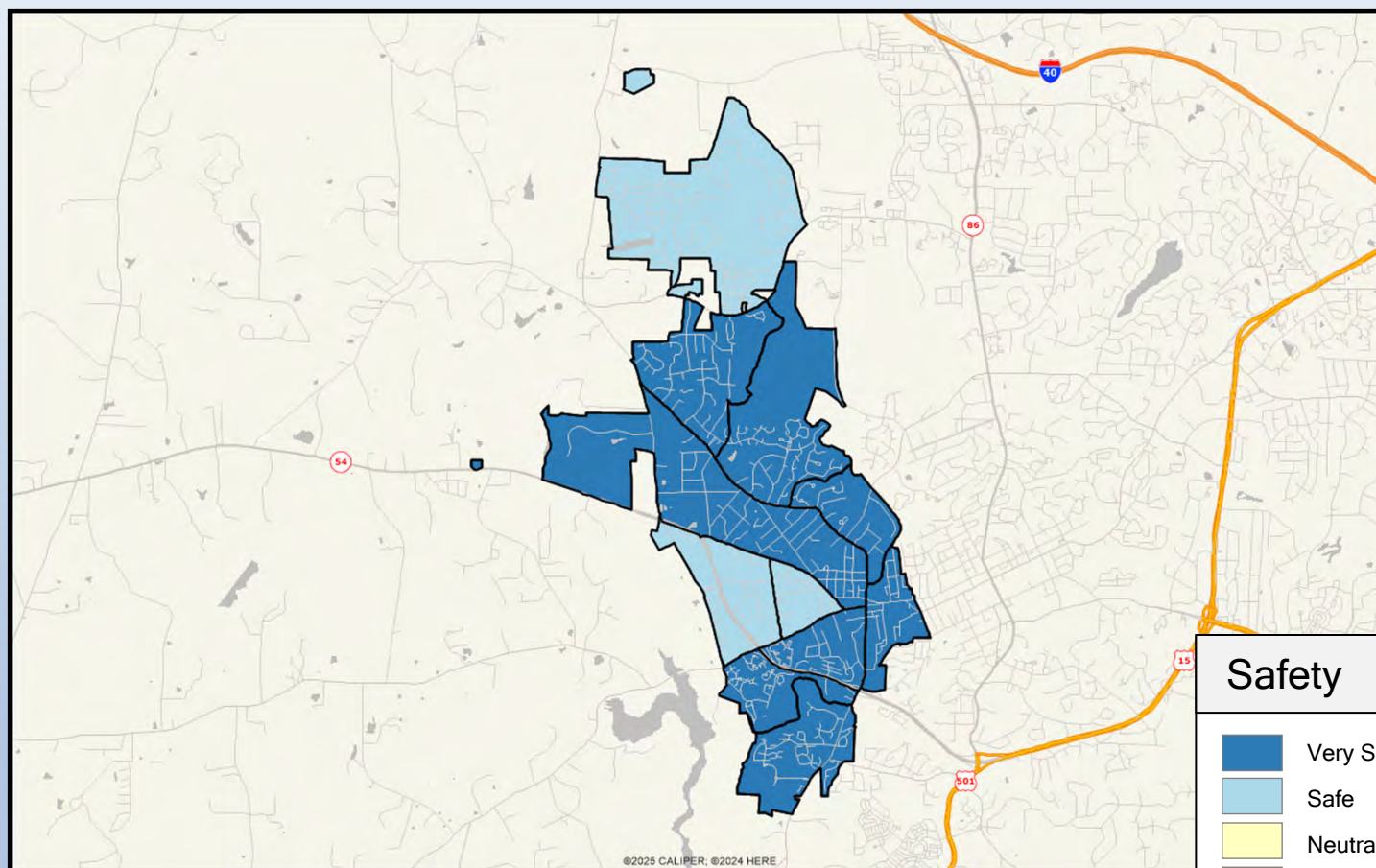
Q9-01. In your neighborhood



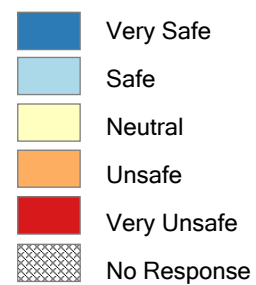
Safety



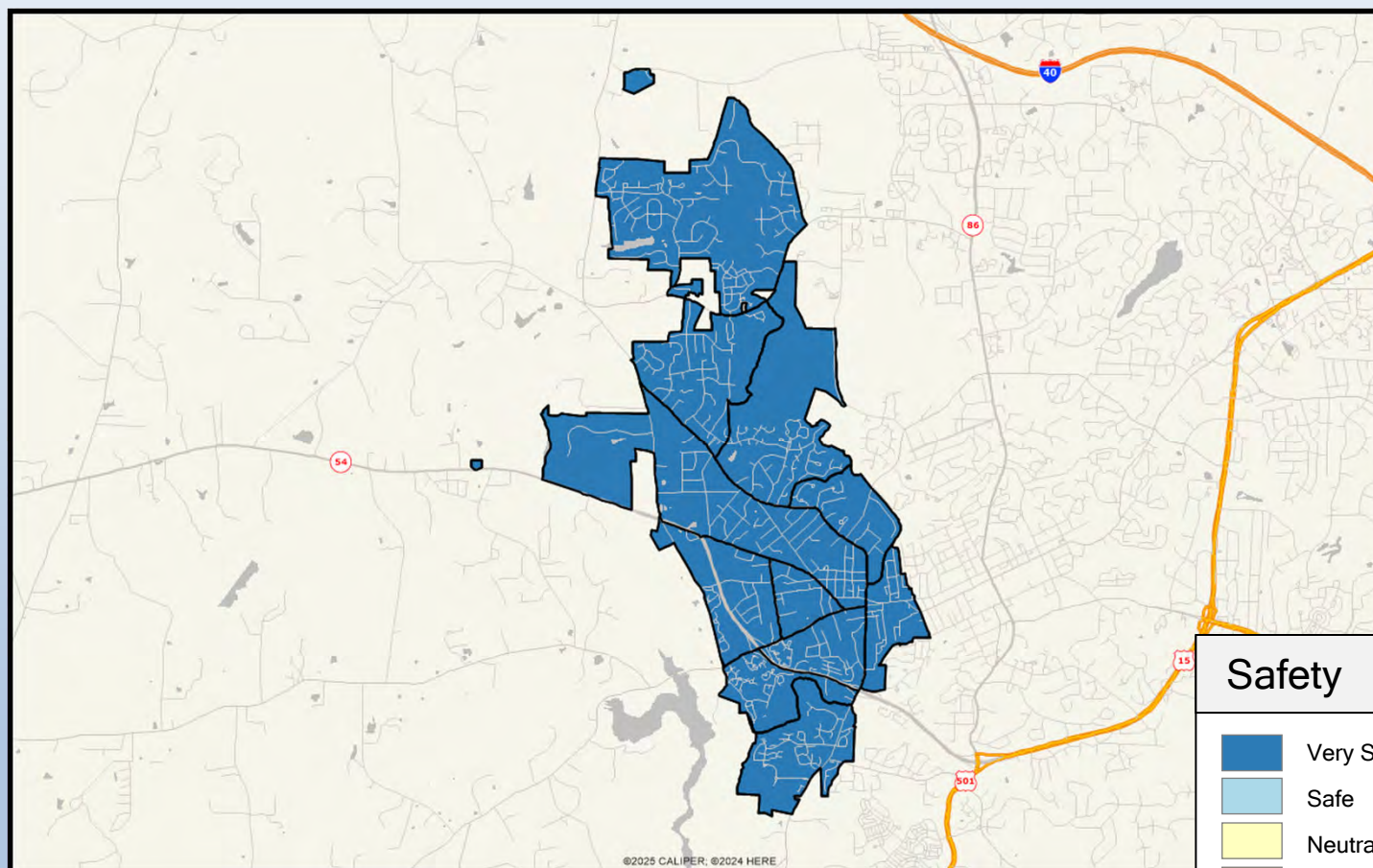
Q9-02. In Town parks and facilities



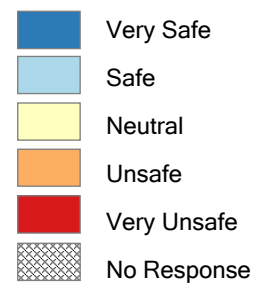
Safety



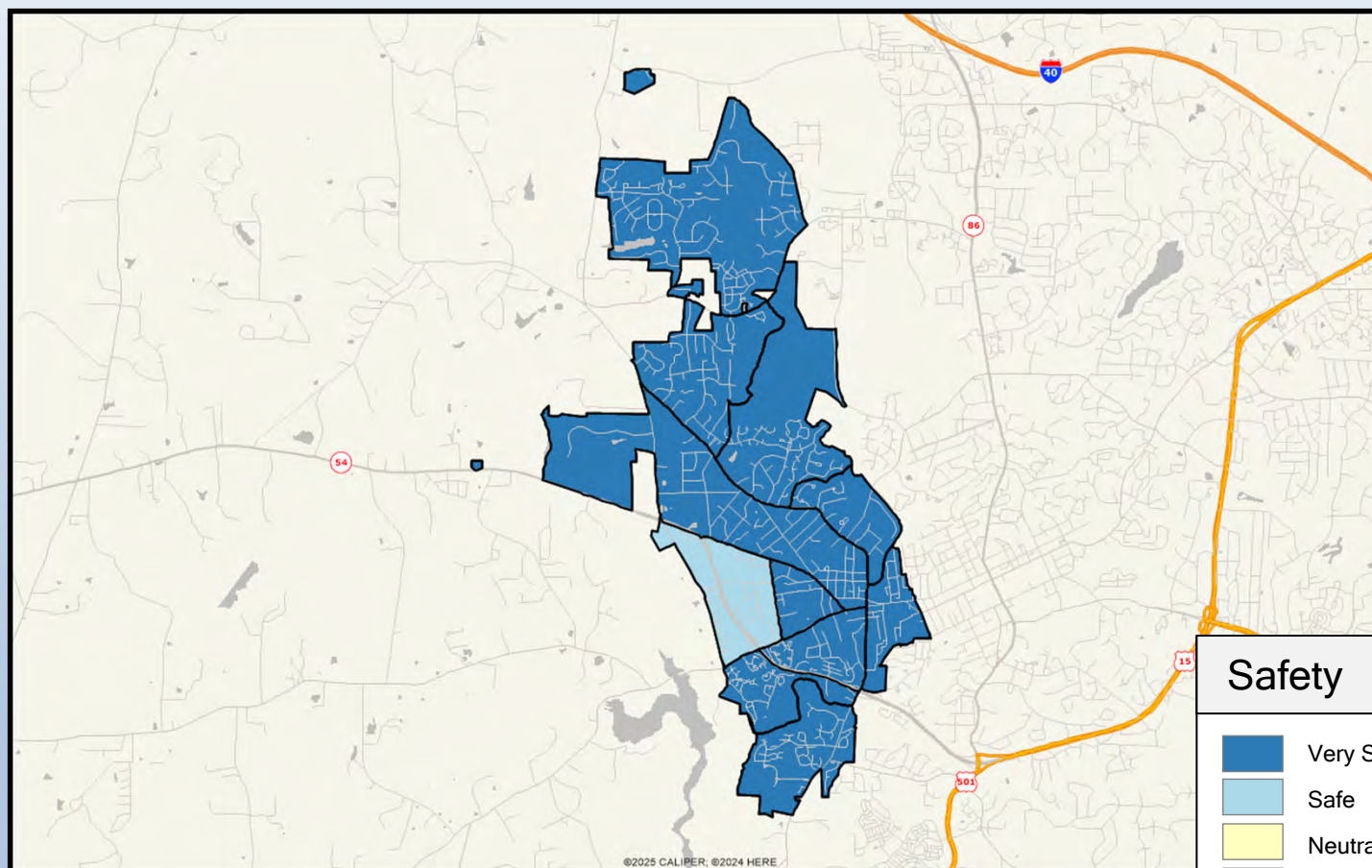
Q9-03. In shopping and dining areas



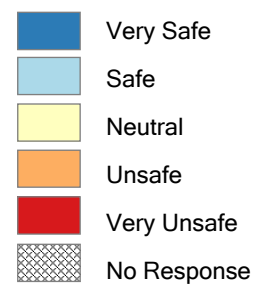
Safety



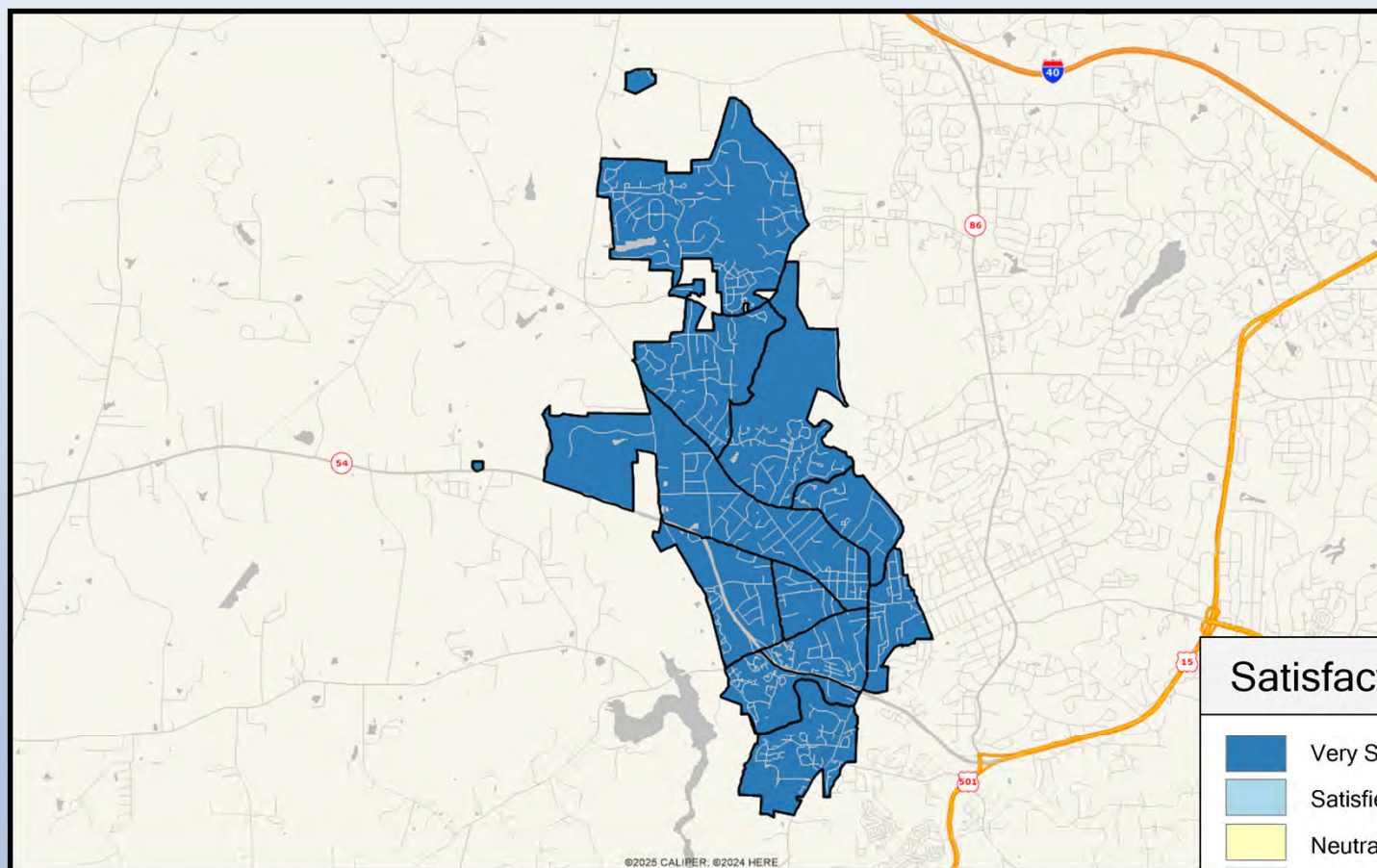
Q9-04. Overall feeling of safety in Carrboro



Safety



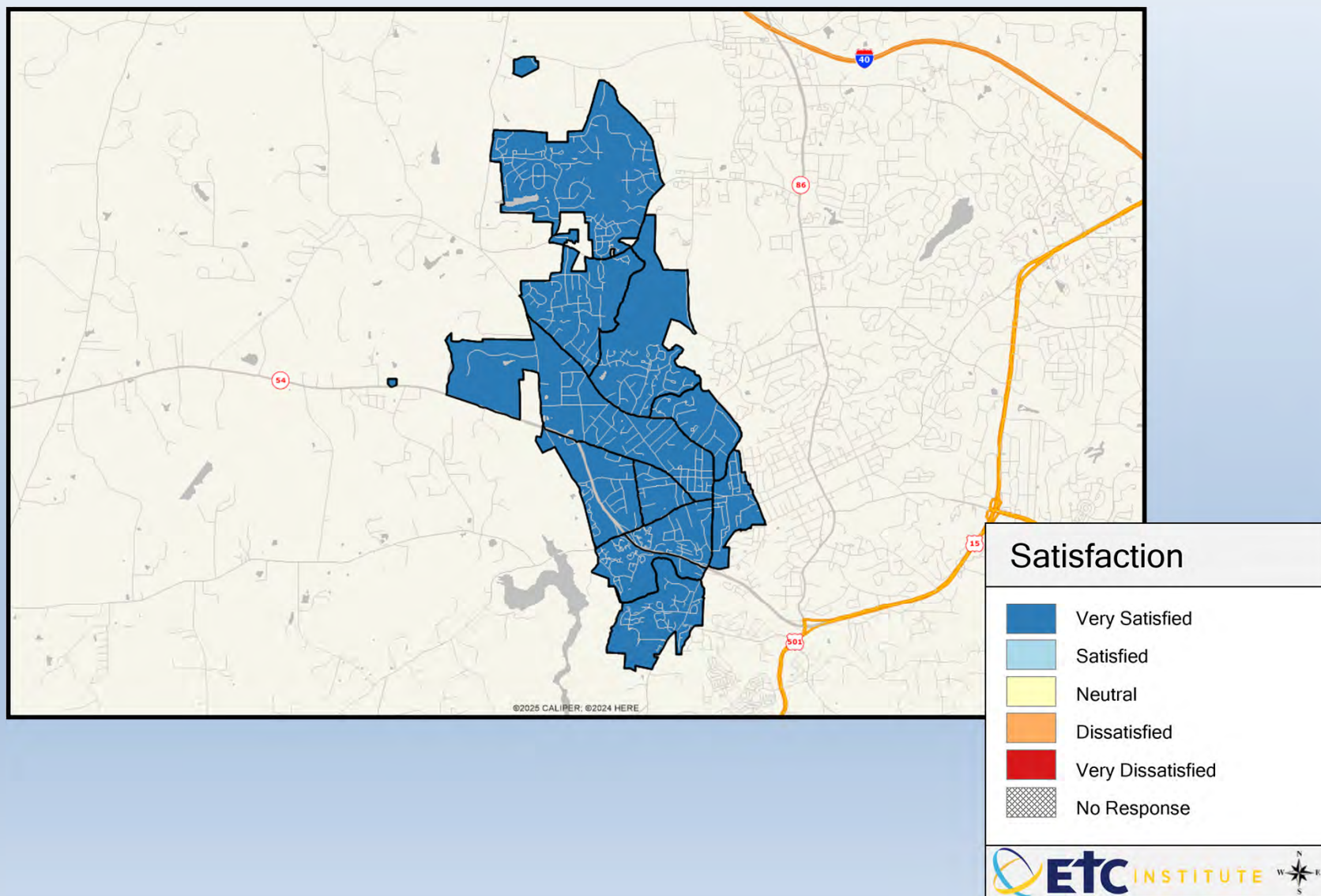
Q10-01. Overall effectiveness of Carrboro Fire Department



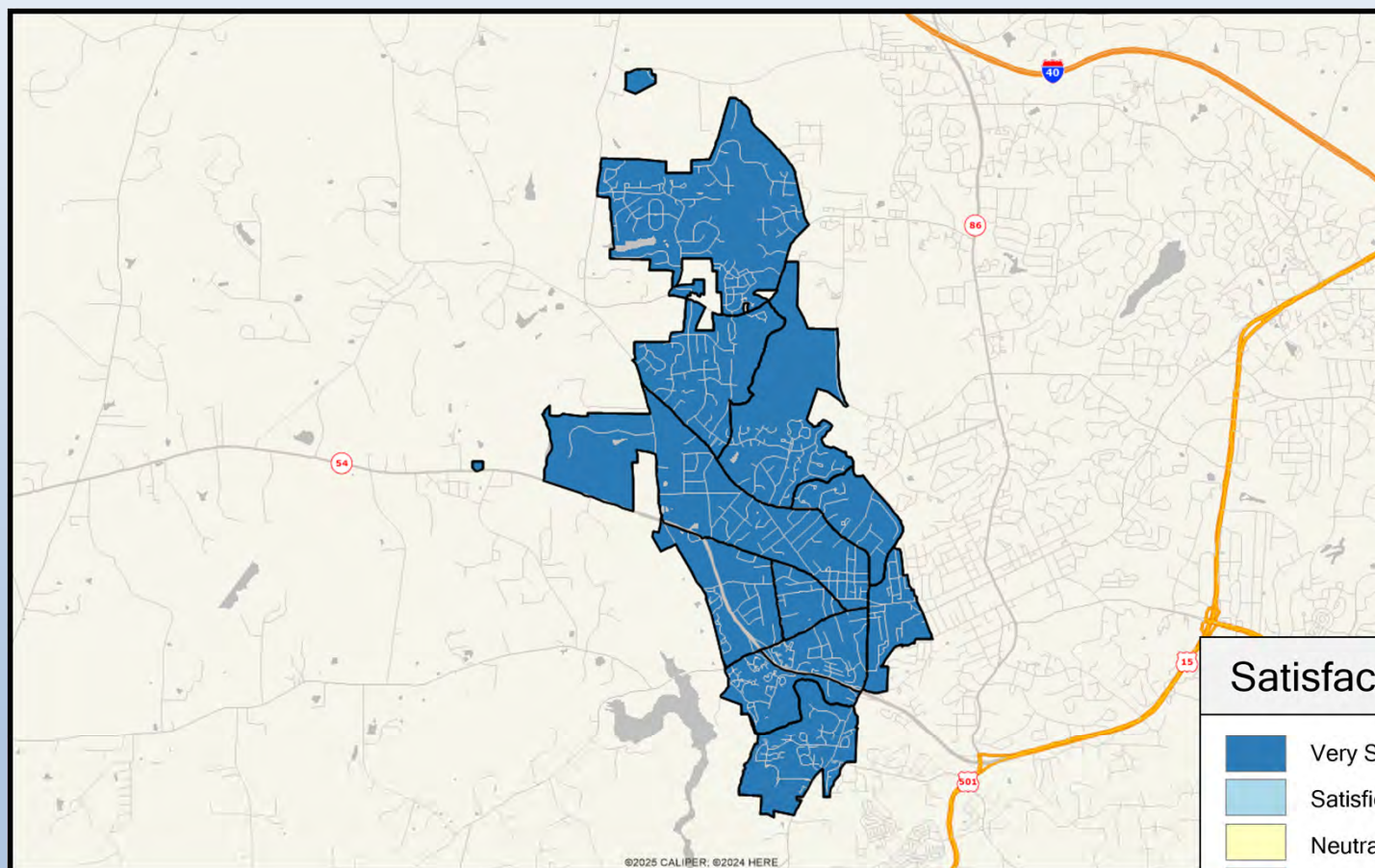
Satisfaction



Q10-02. Responsiveness to community concerns



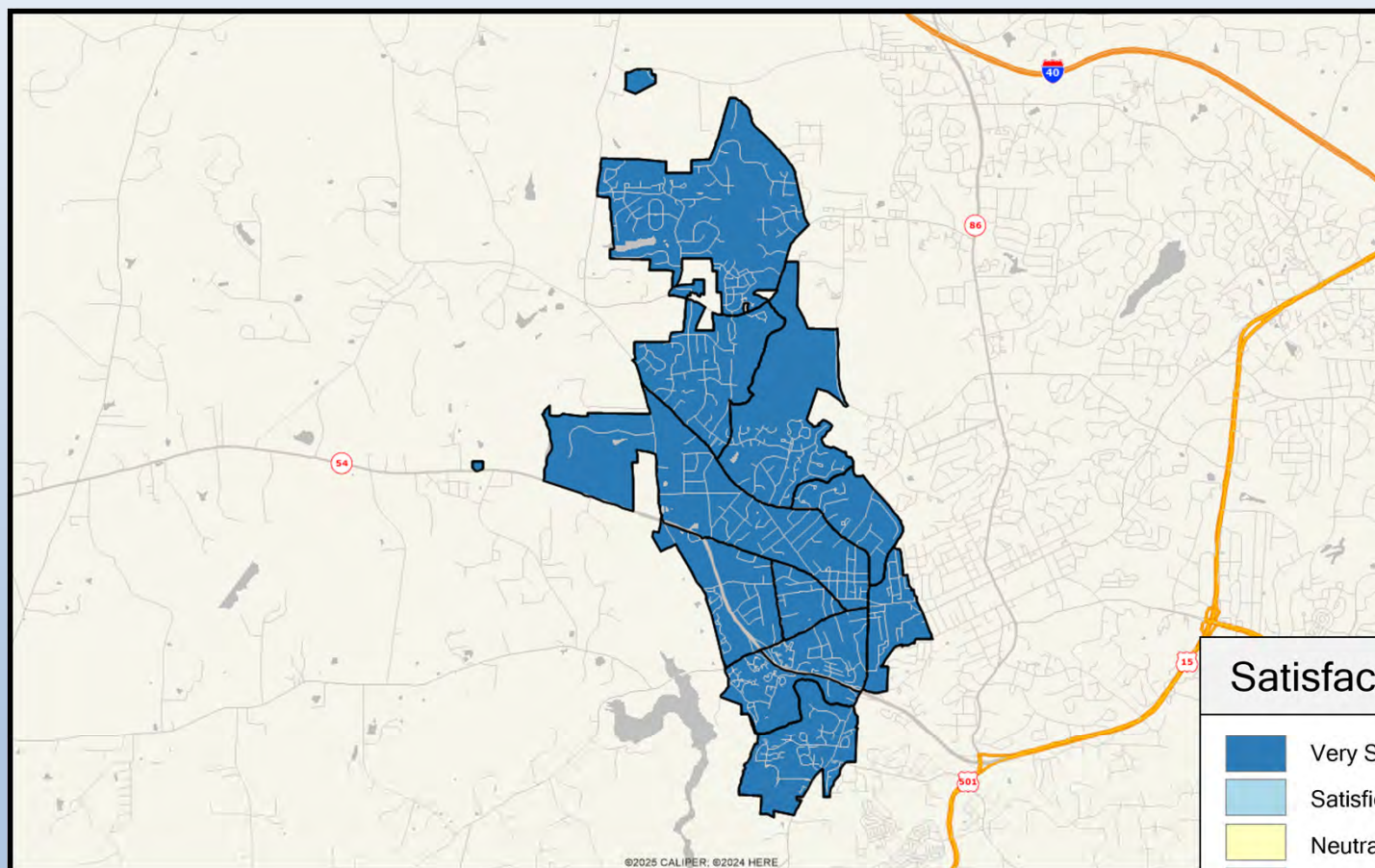
Q10-03. Respectfulness of fire personnel toward people



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

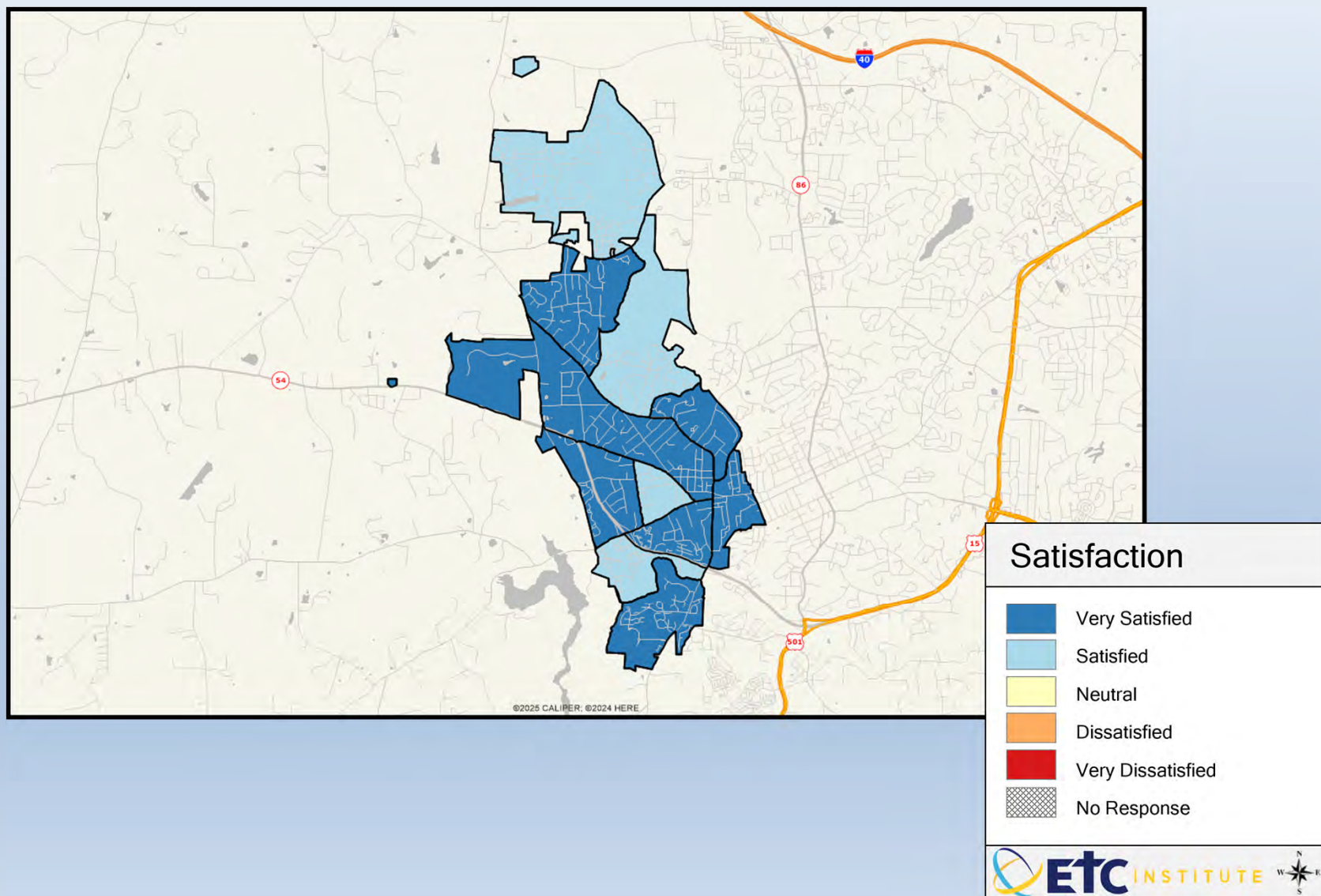
Q10-04. Visibility of Fire Department in the community



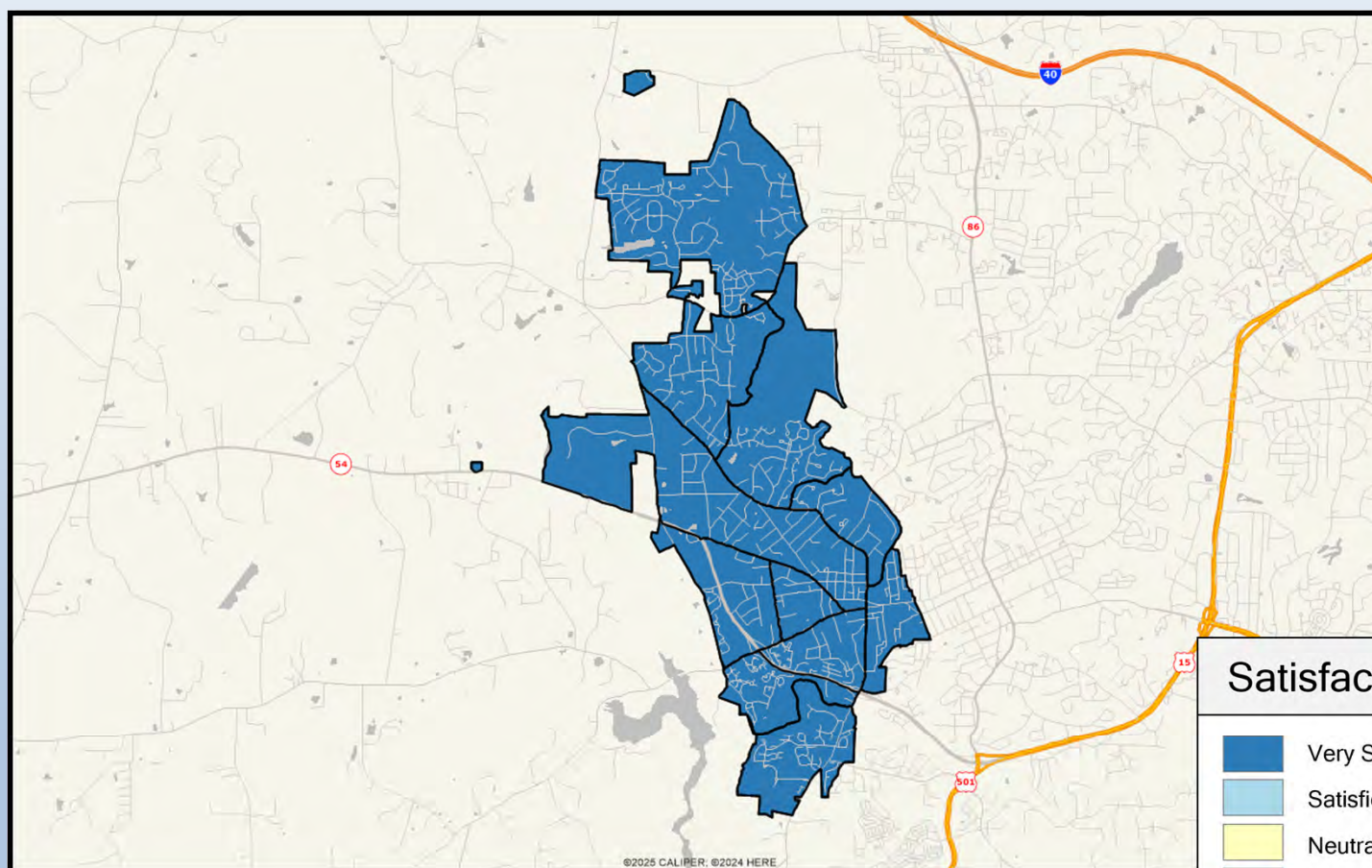
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

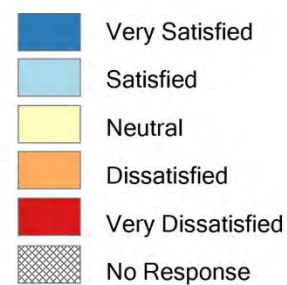
Q10-05. Fire prevention/hazard preparedness/safety education programs



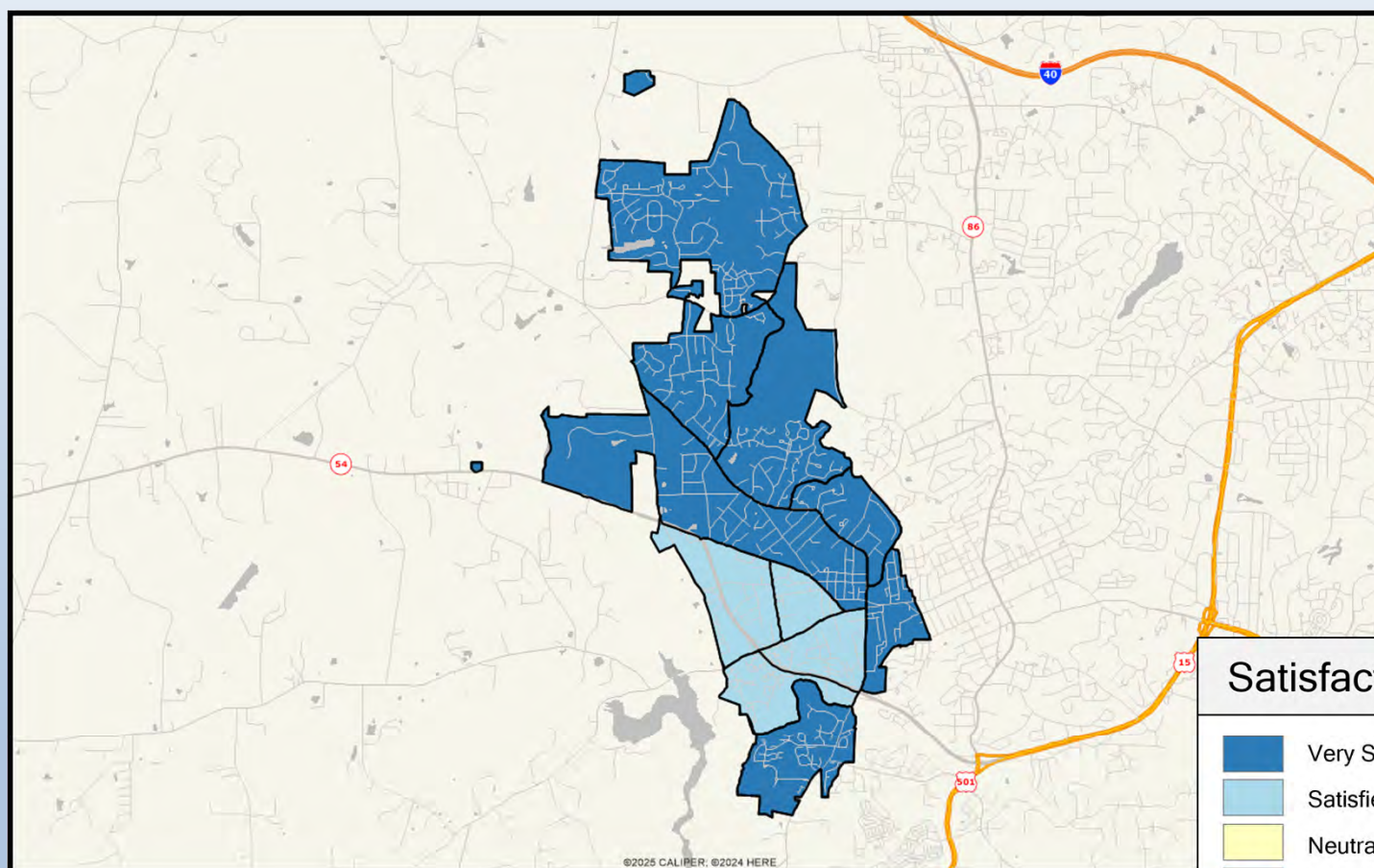
Q10-06. Timeliness of fire department response to emergencies



Satisfaction



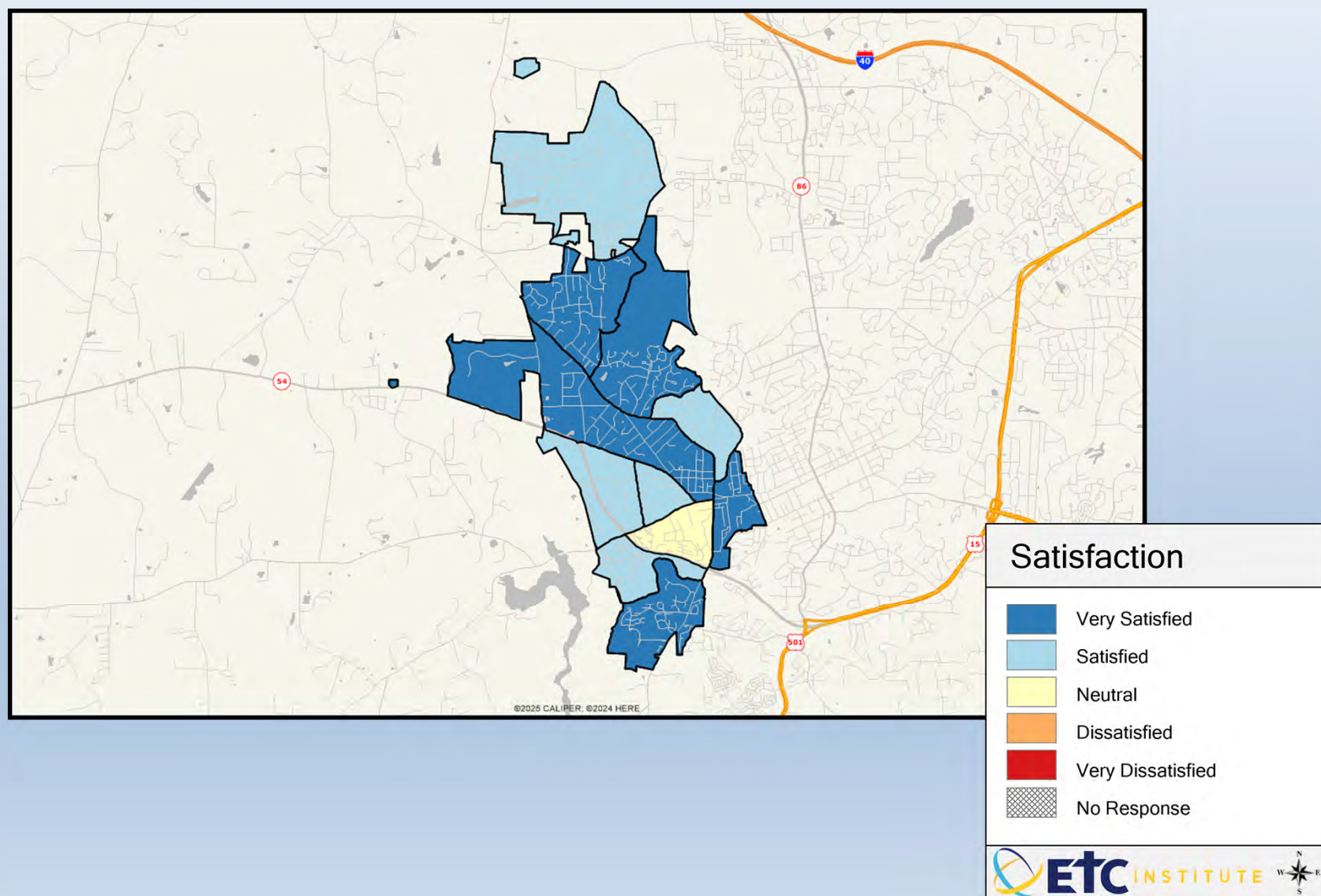
Q10-07, Overall effectiveness of Carrboro Police Department



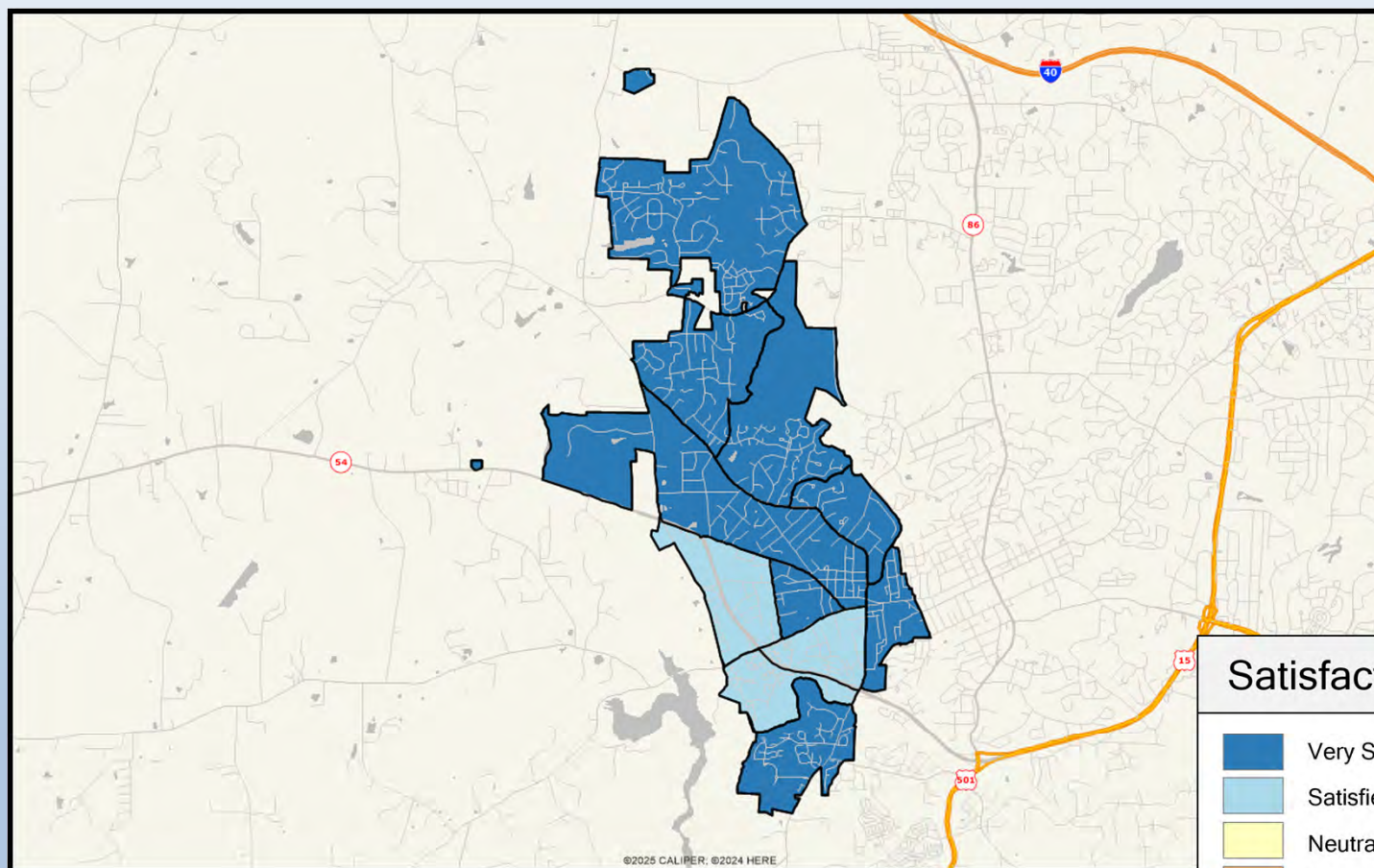
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q10-08. Responsiveness to community concerns



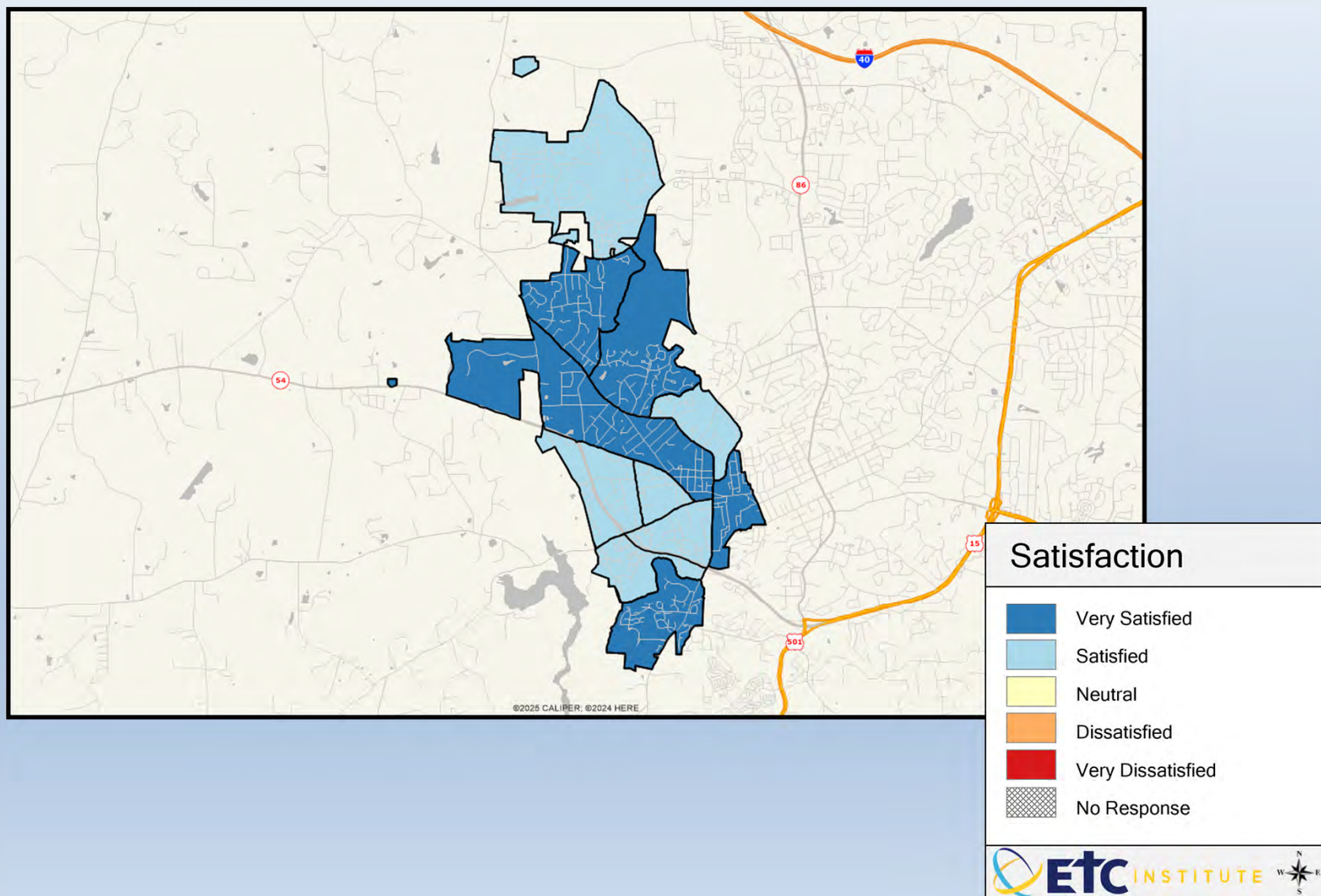
Q10-09. Respectfulness of police personnel toward people



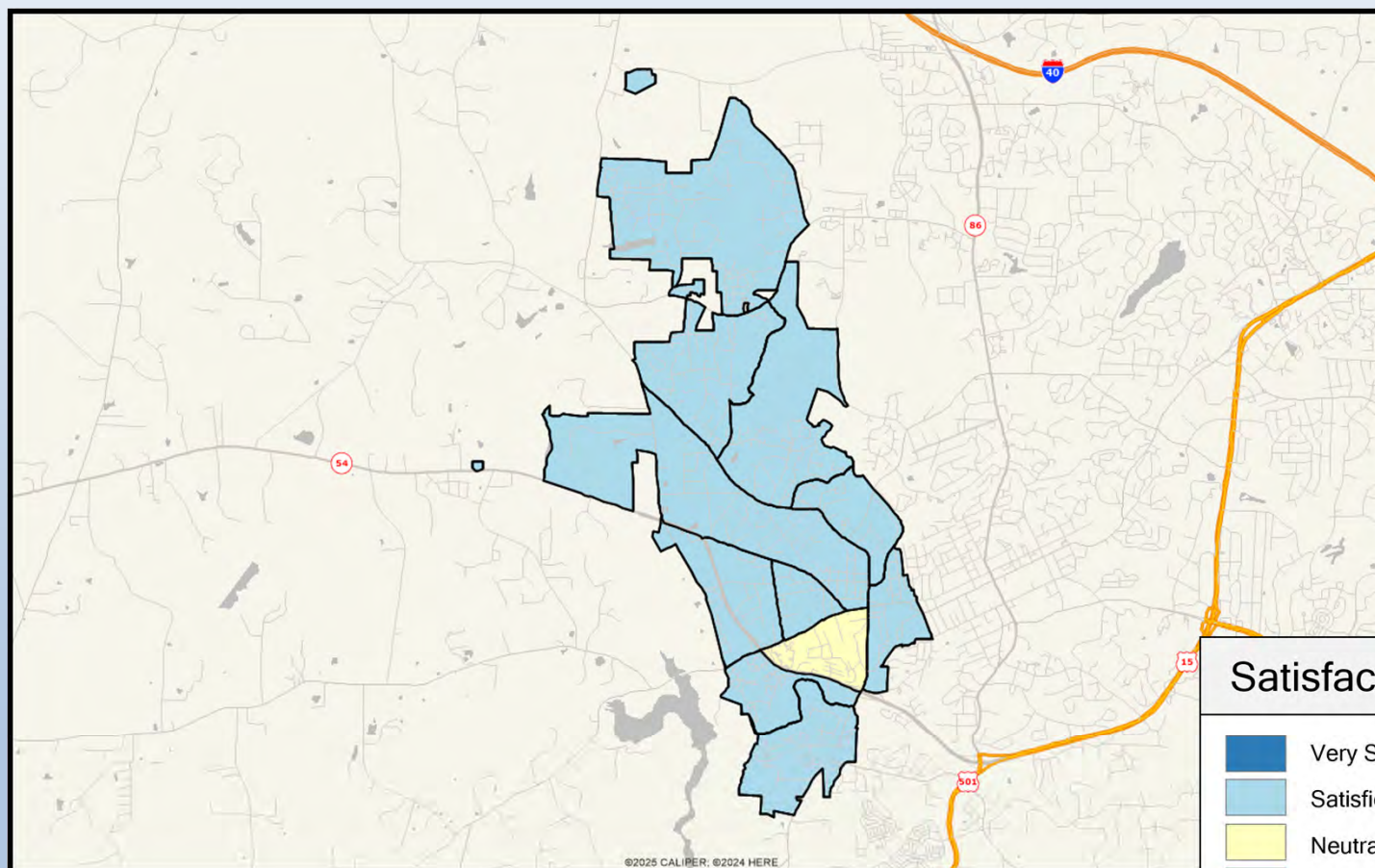
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q10-10. Visibility of Police in the community



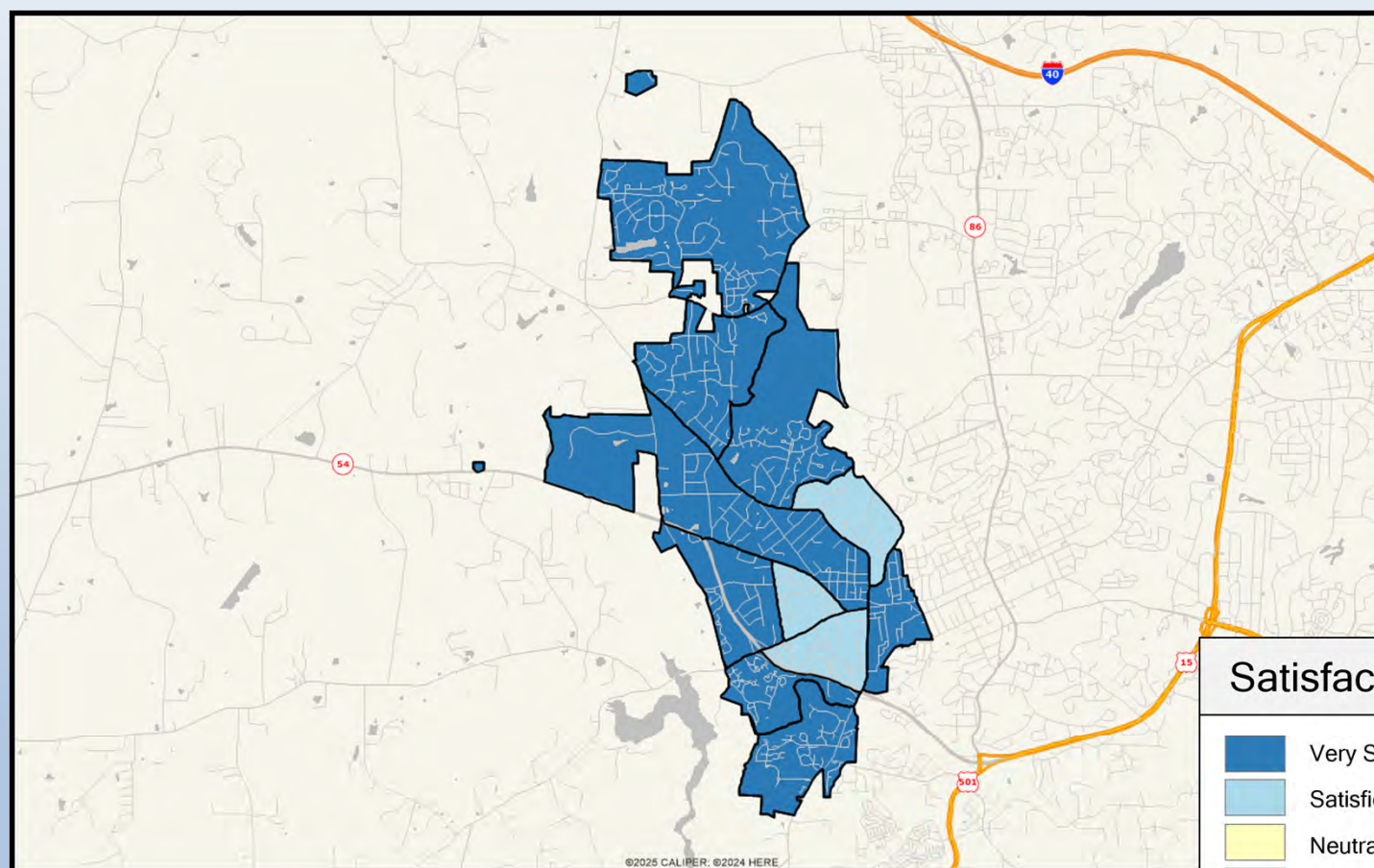
Q10-11. Enforcement of local traffic laws



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

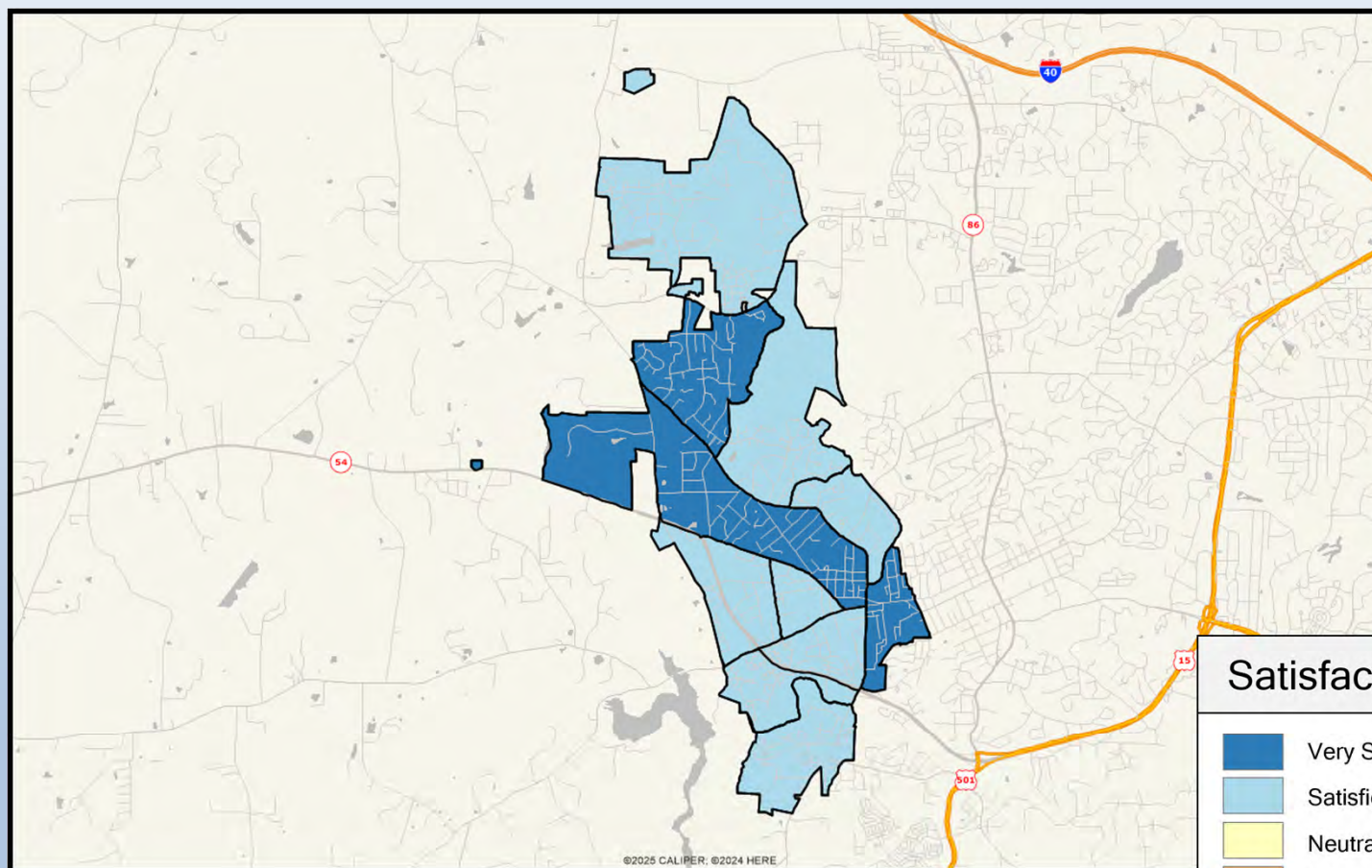
Q10-12. Timeliness of police department response to emergencies



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

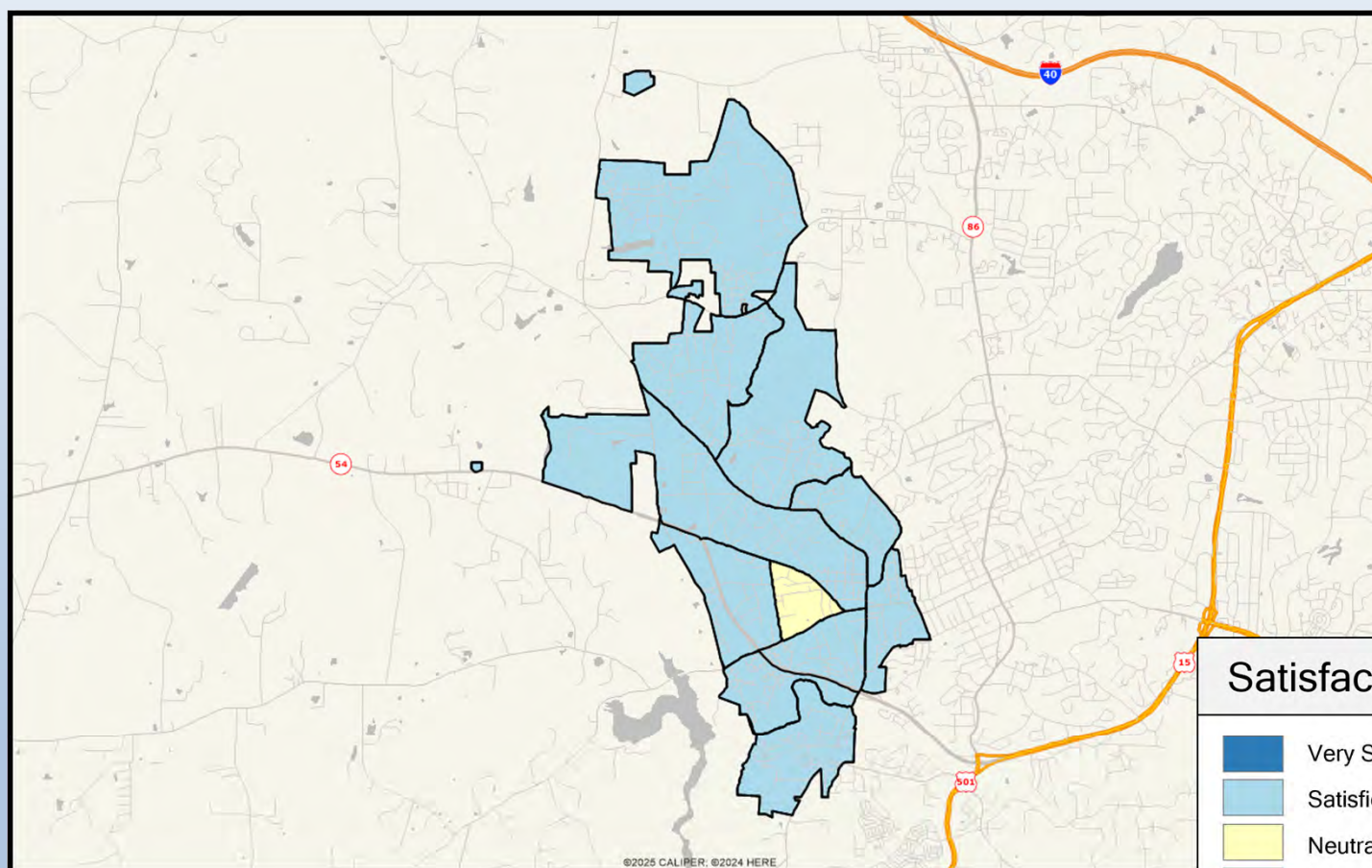
Q12-01. Ease of walking in Carrboro



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

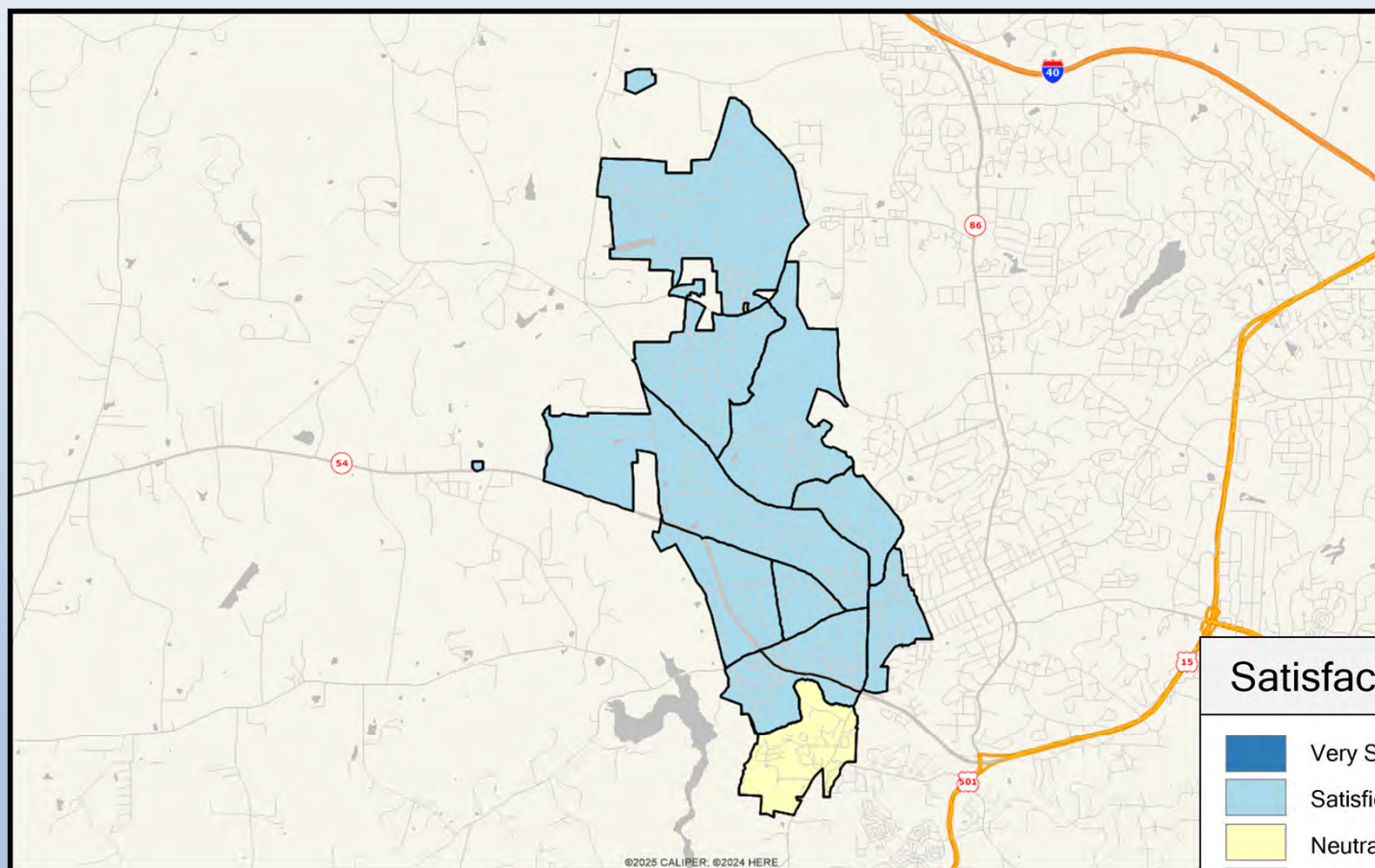
Q12-02. Ease of biking in Carrboro



Satisfaction



Q12-03. Ease of driving in Carrboro

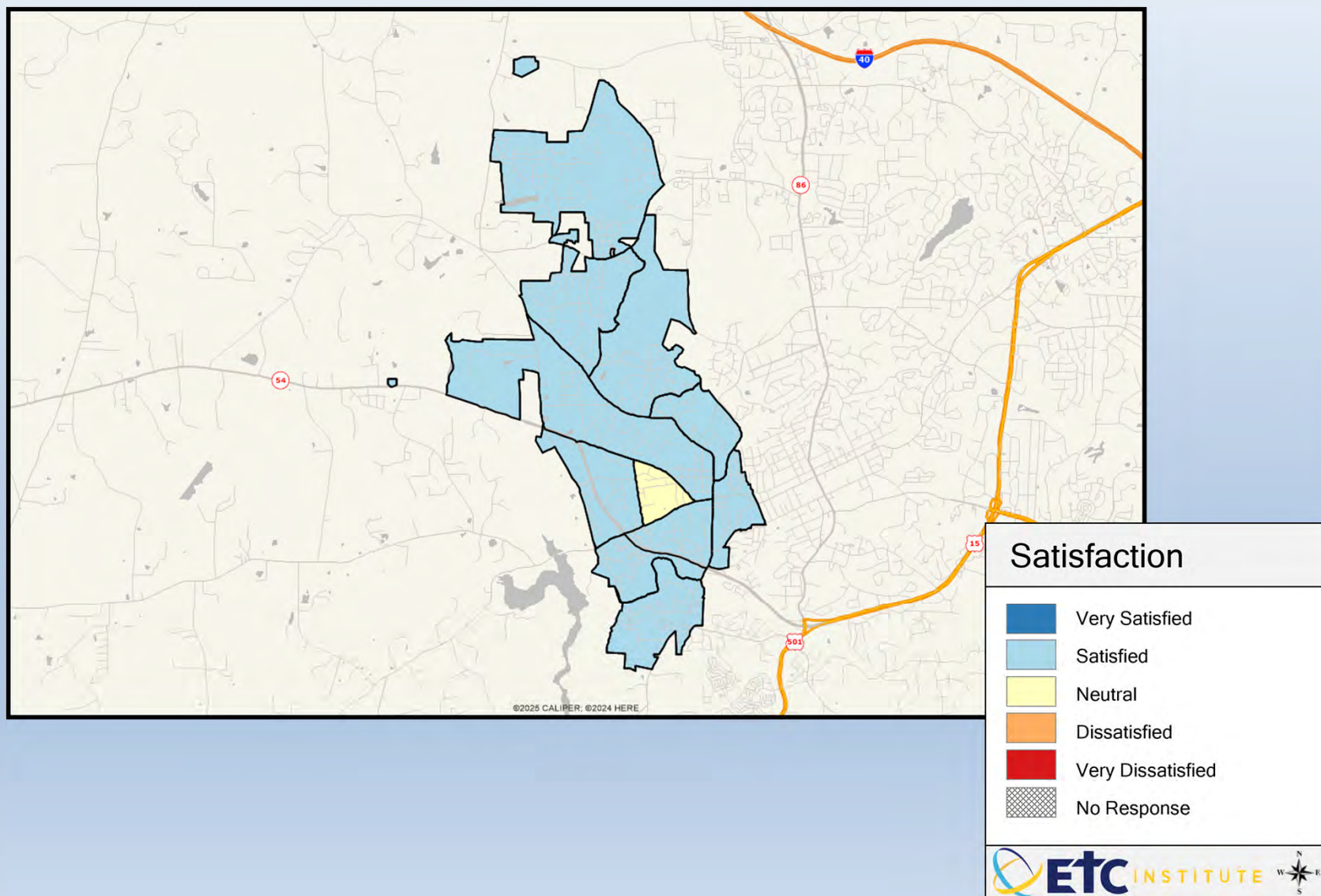


Satisfaction

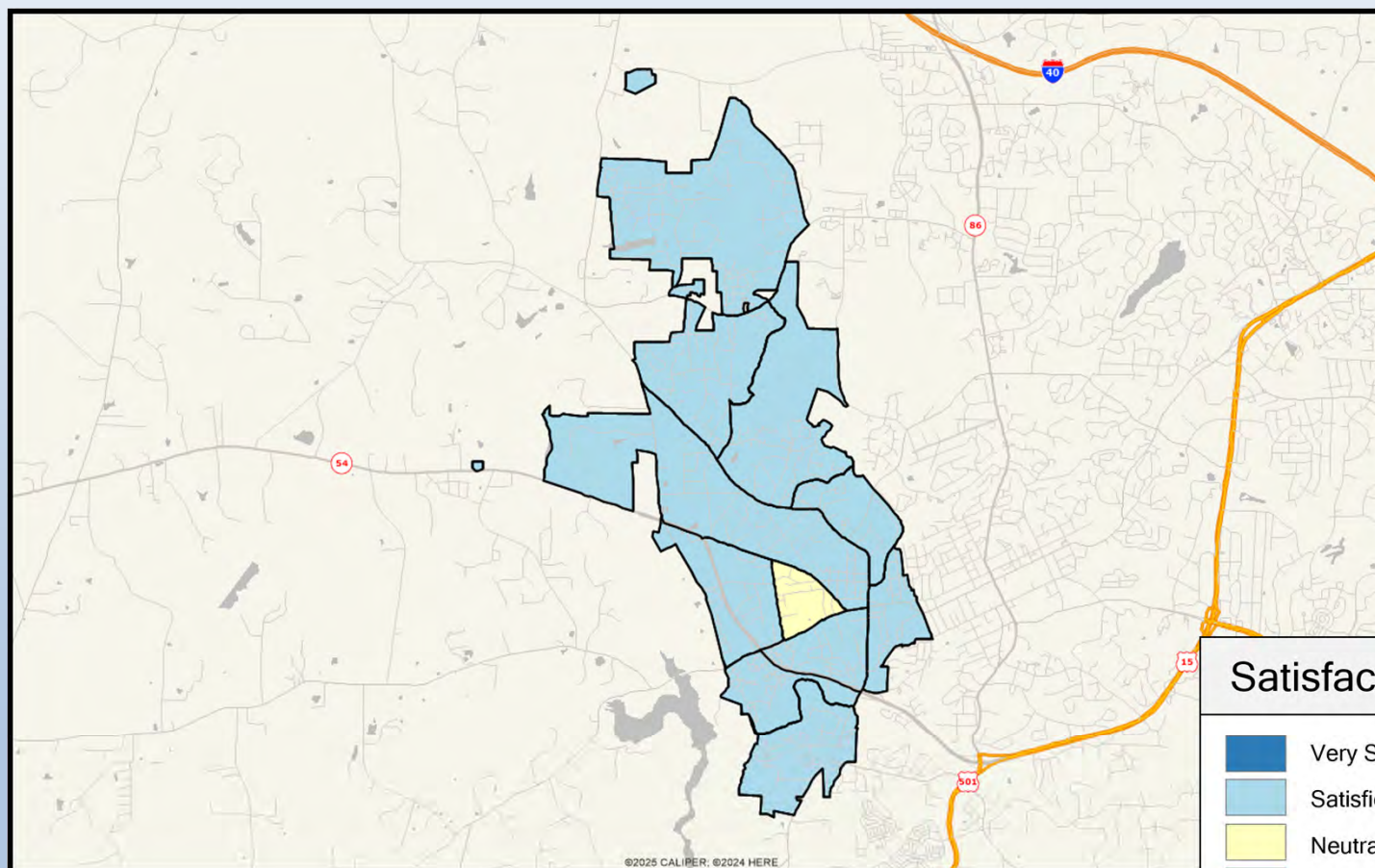
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q12-04. Availability of sidewalks



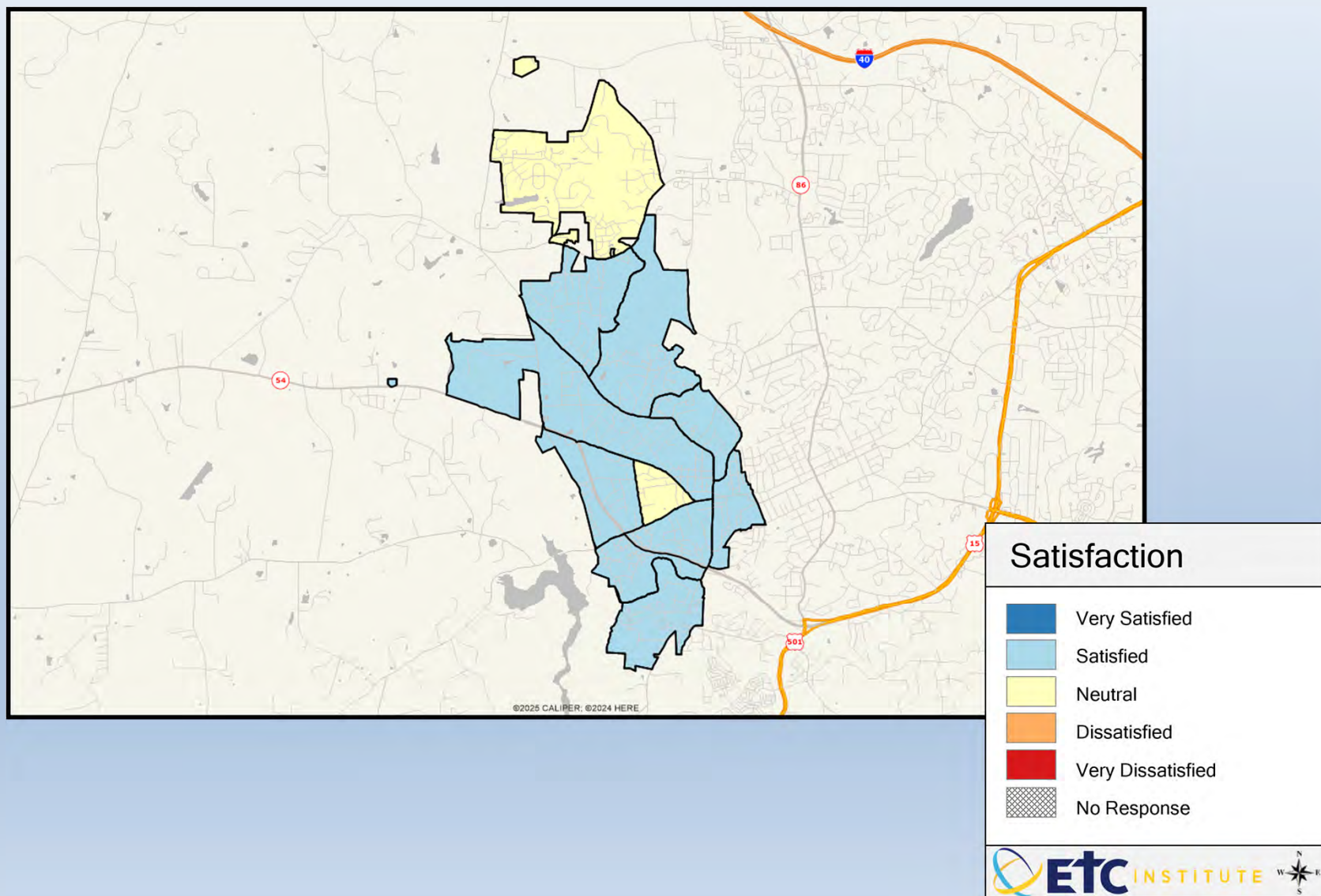
Q12-05. Availability of greenways/multi-use paths



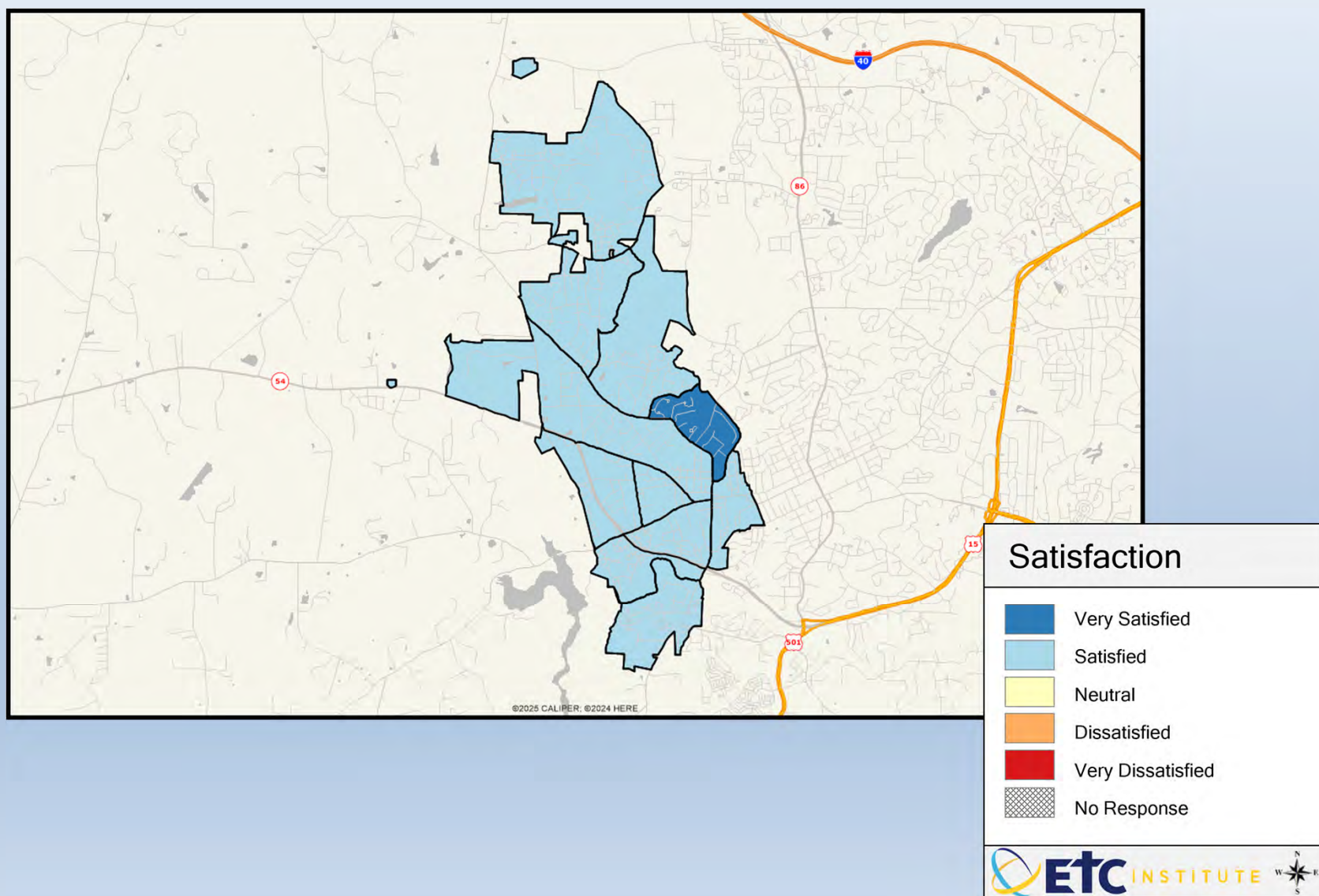
Satisfaction



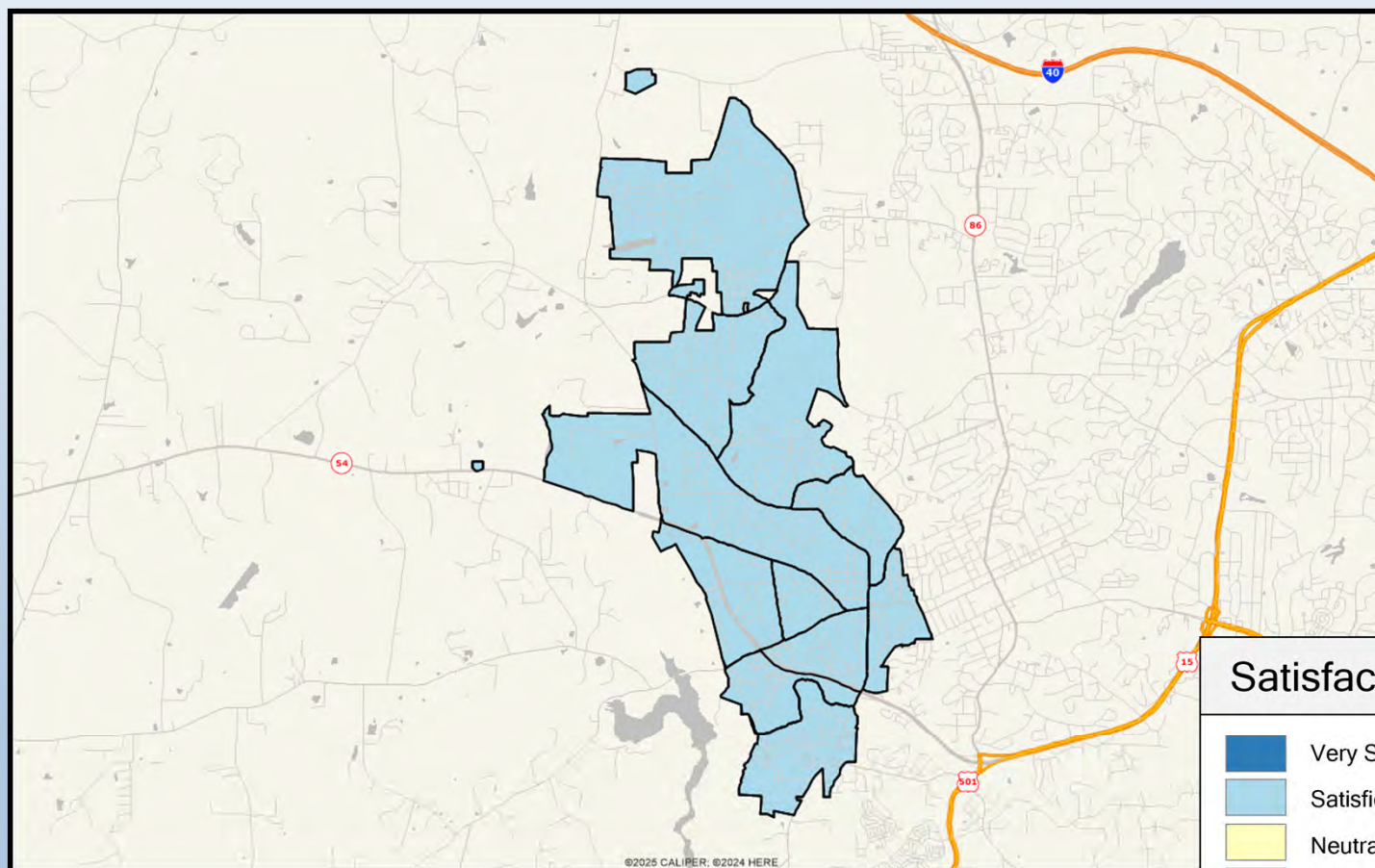
Q12-06. Availability of on-street bike amenities



Q12-07. Availability of bicycle parking



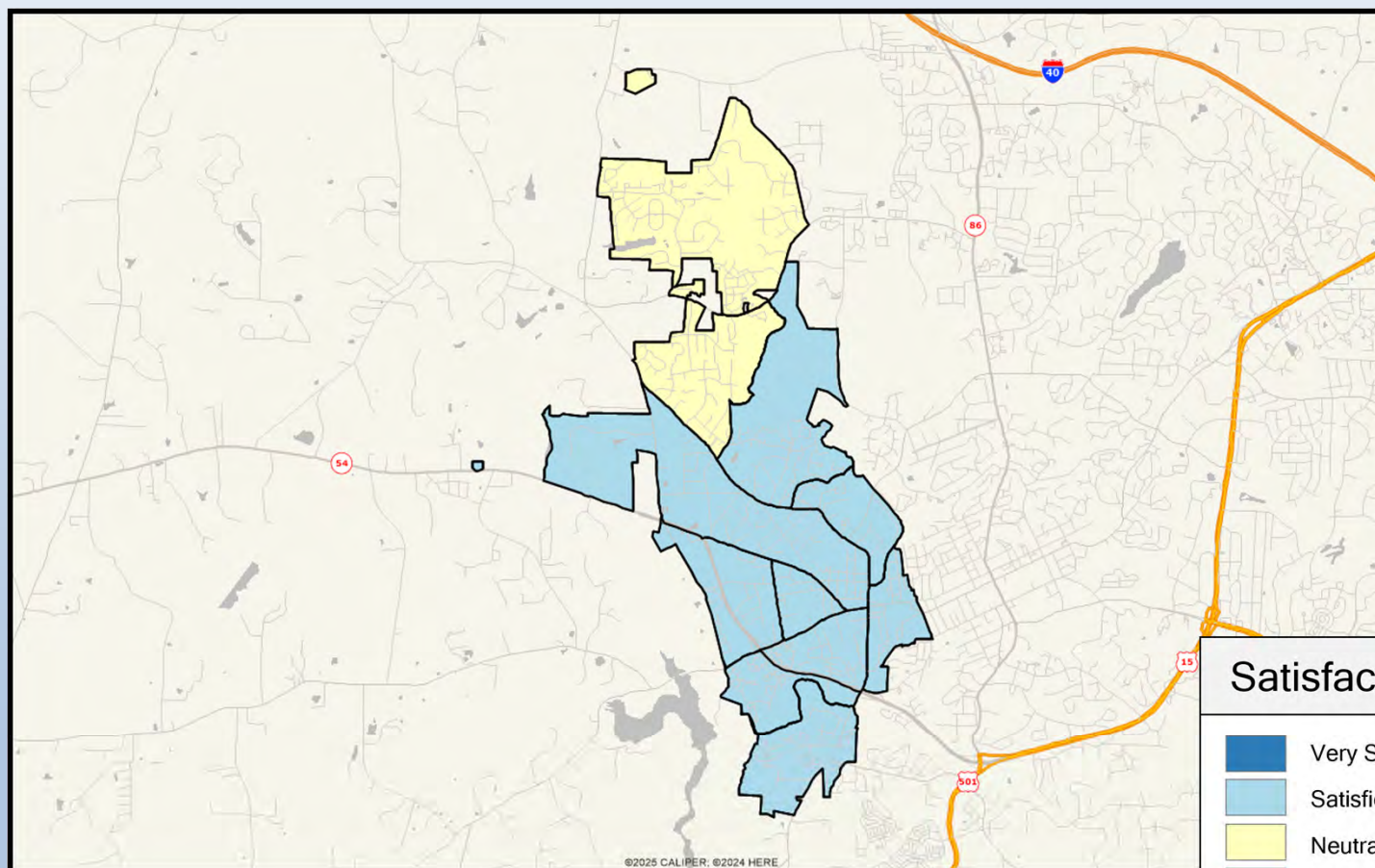
Q12-08. Adequacy of street lighting



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

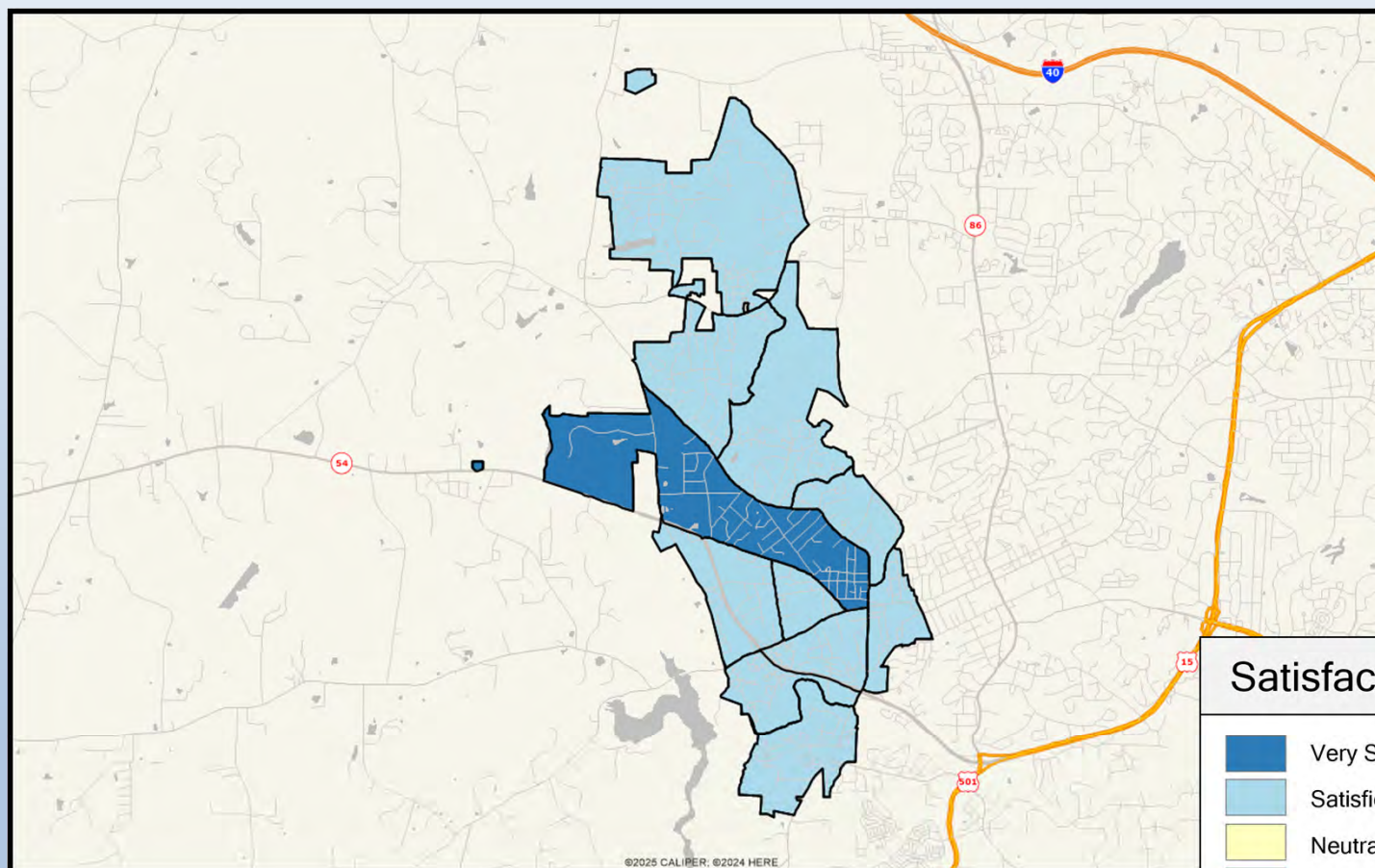
Q12-09. Availability of parking downtown



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

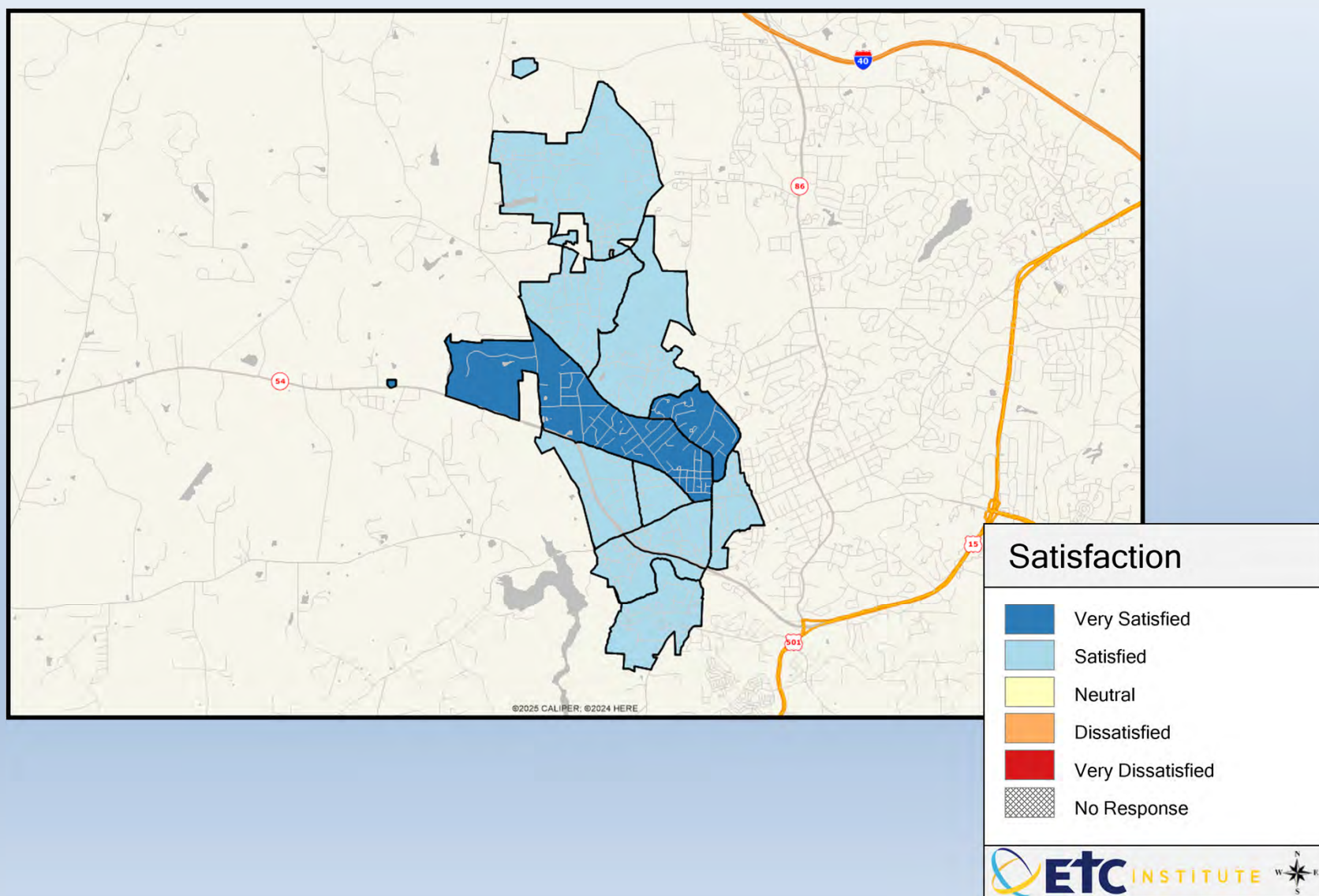
Q16-01. Maintenance of Downtown Carrboro



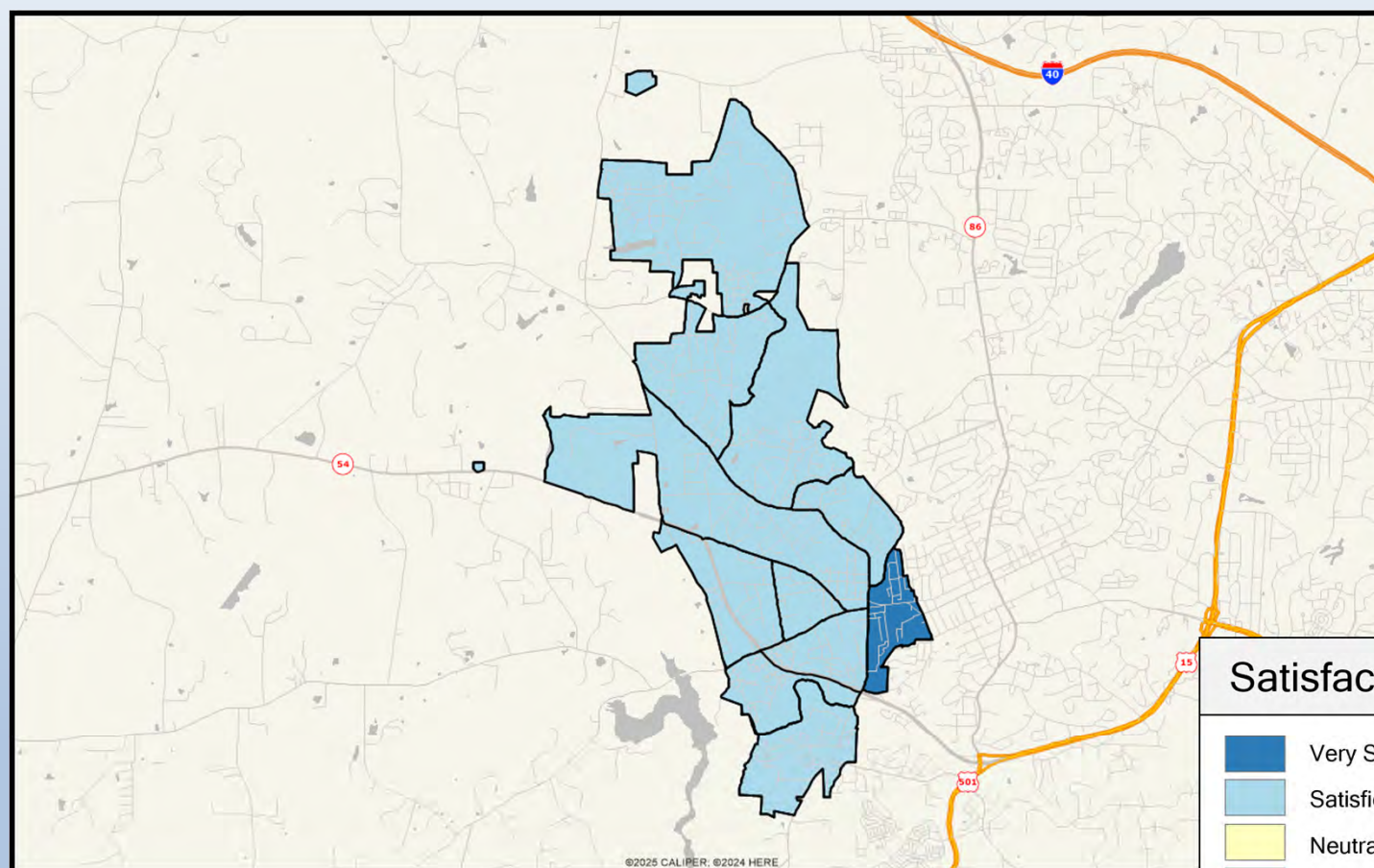
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q16-02. Maintenance of Town buildings and facilities



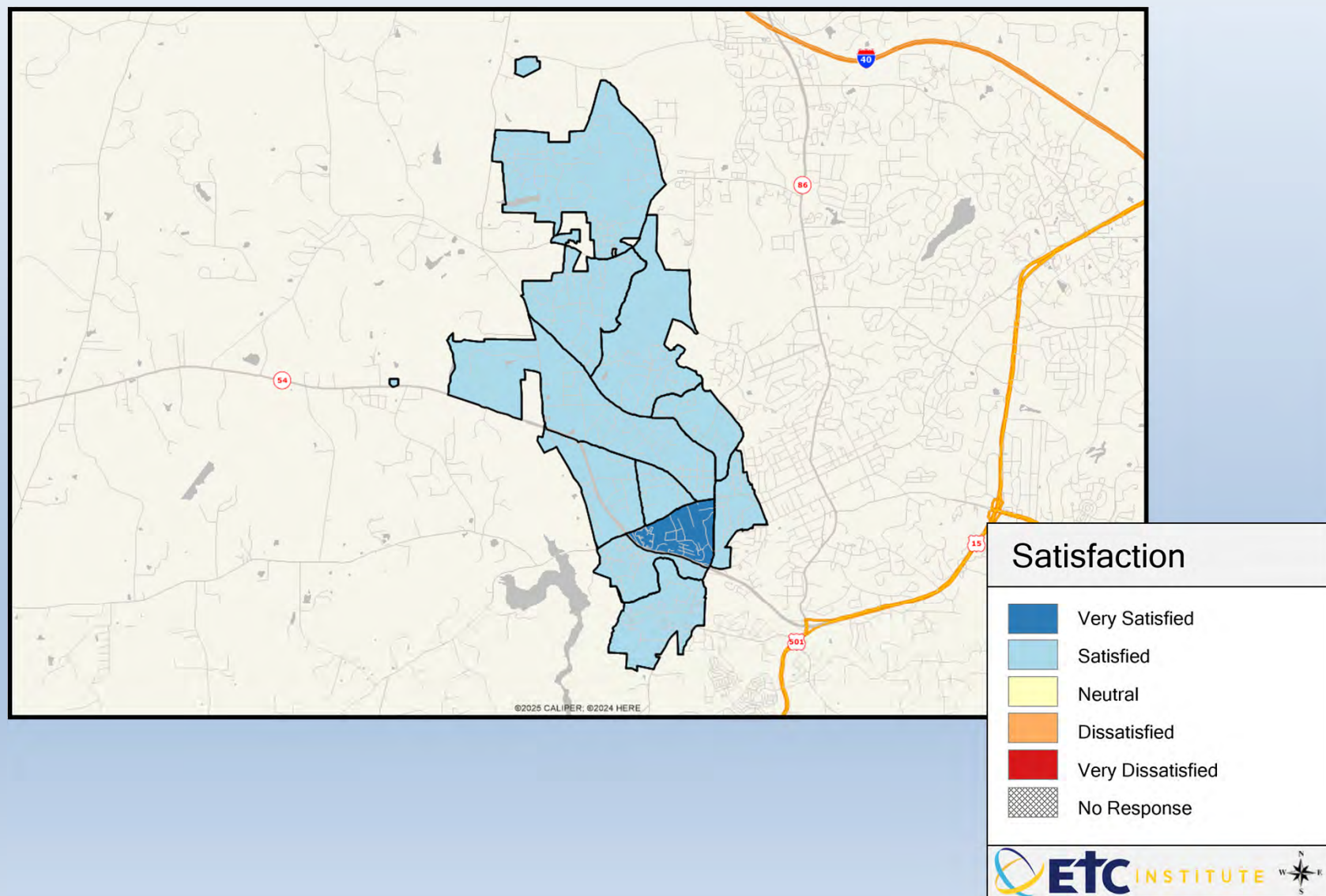
Q16-03. Accessibility of public areas/facilities for persons with disabilities



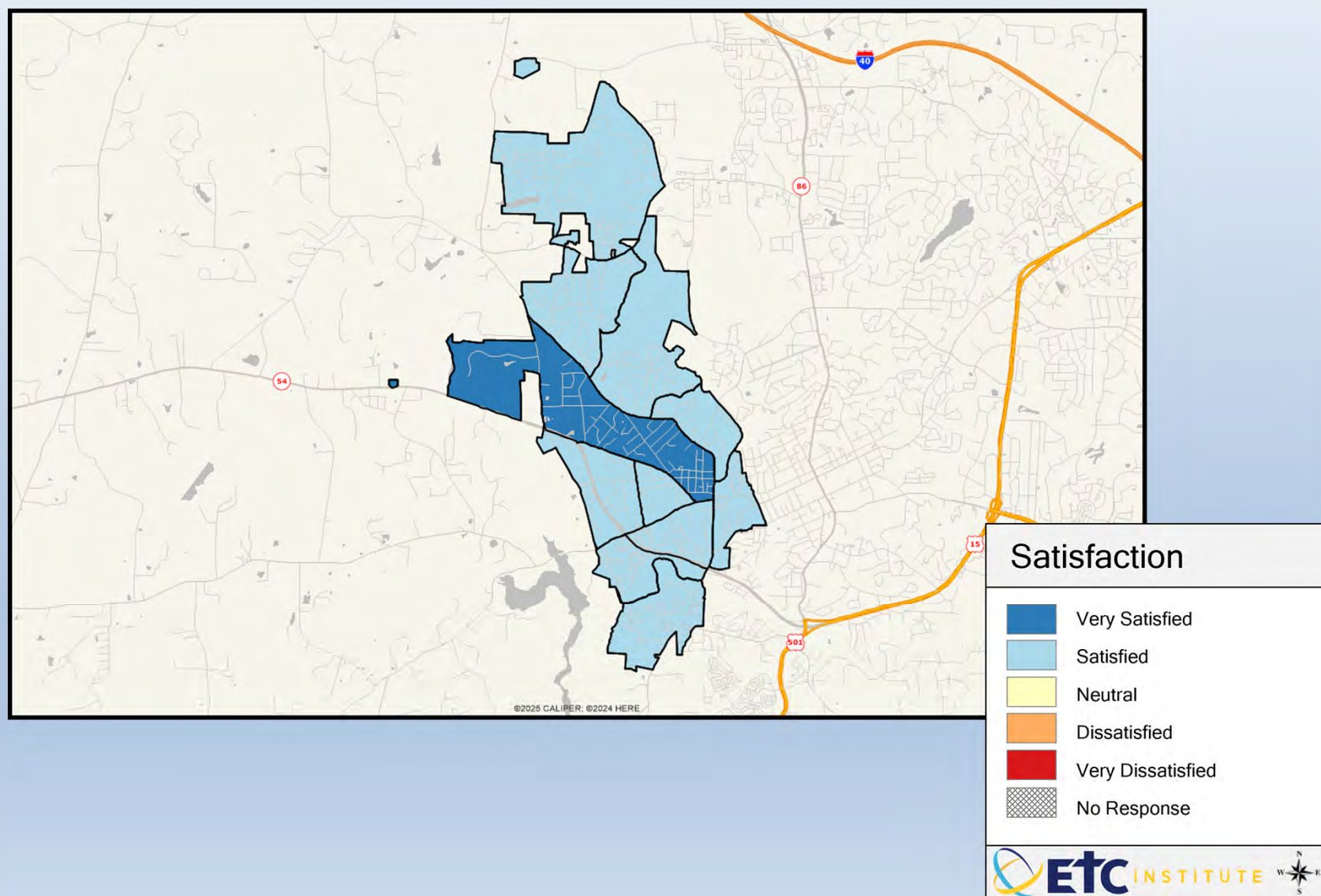
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

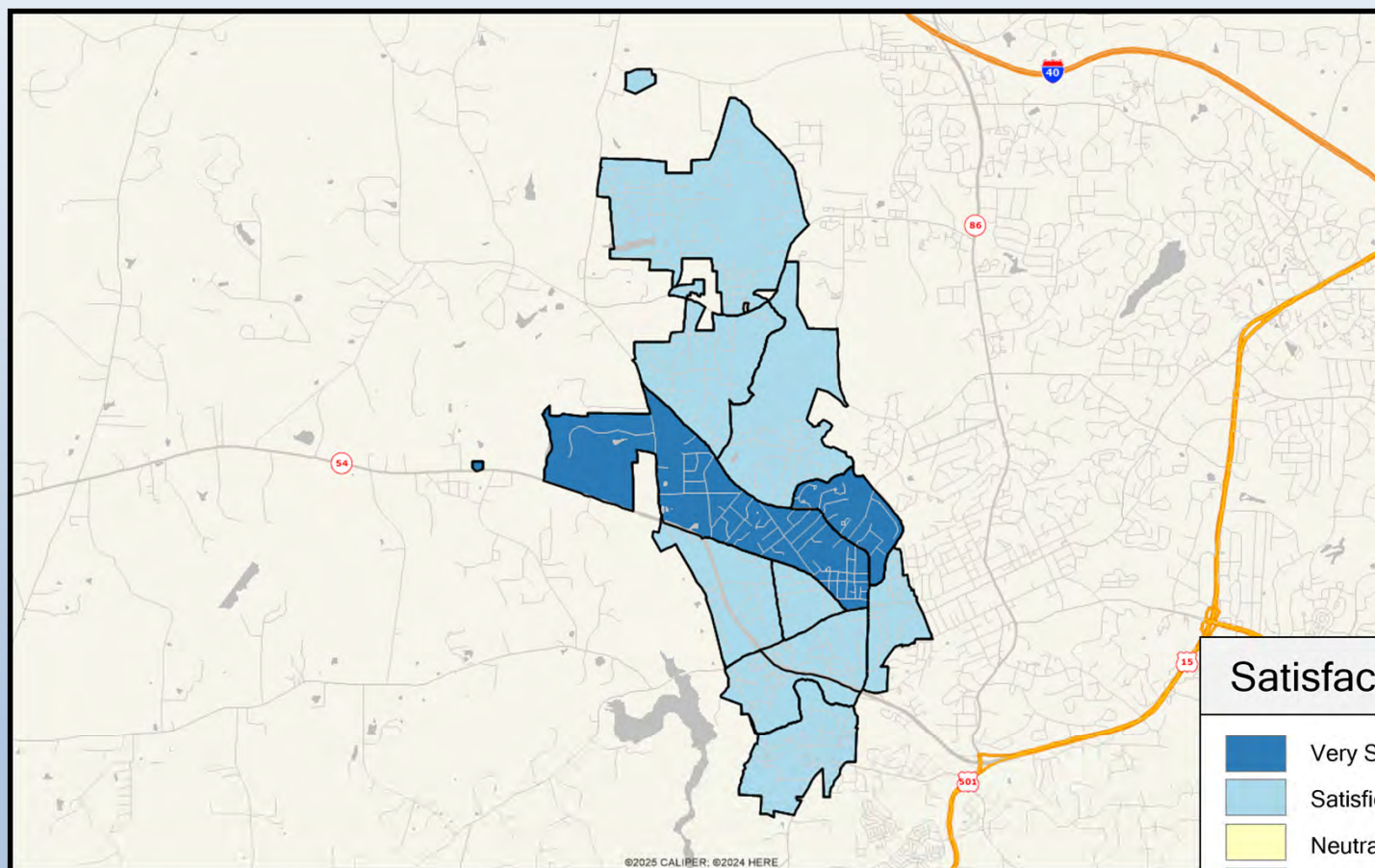
Q16-04. Landscaping and maintenance in parks, medians, and other public areas



Q16-05. Maintenance and cleanliness of streets and public areas



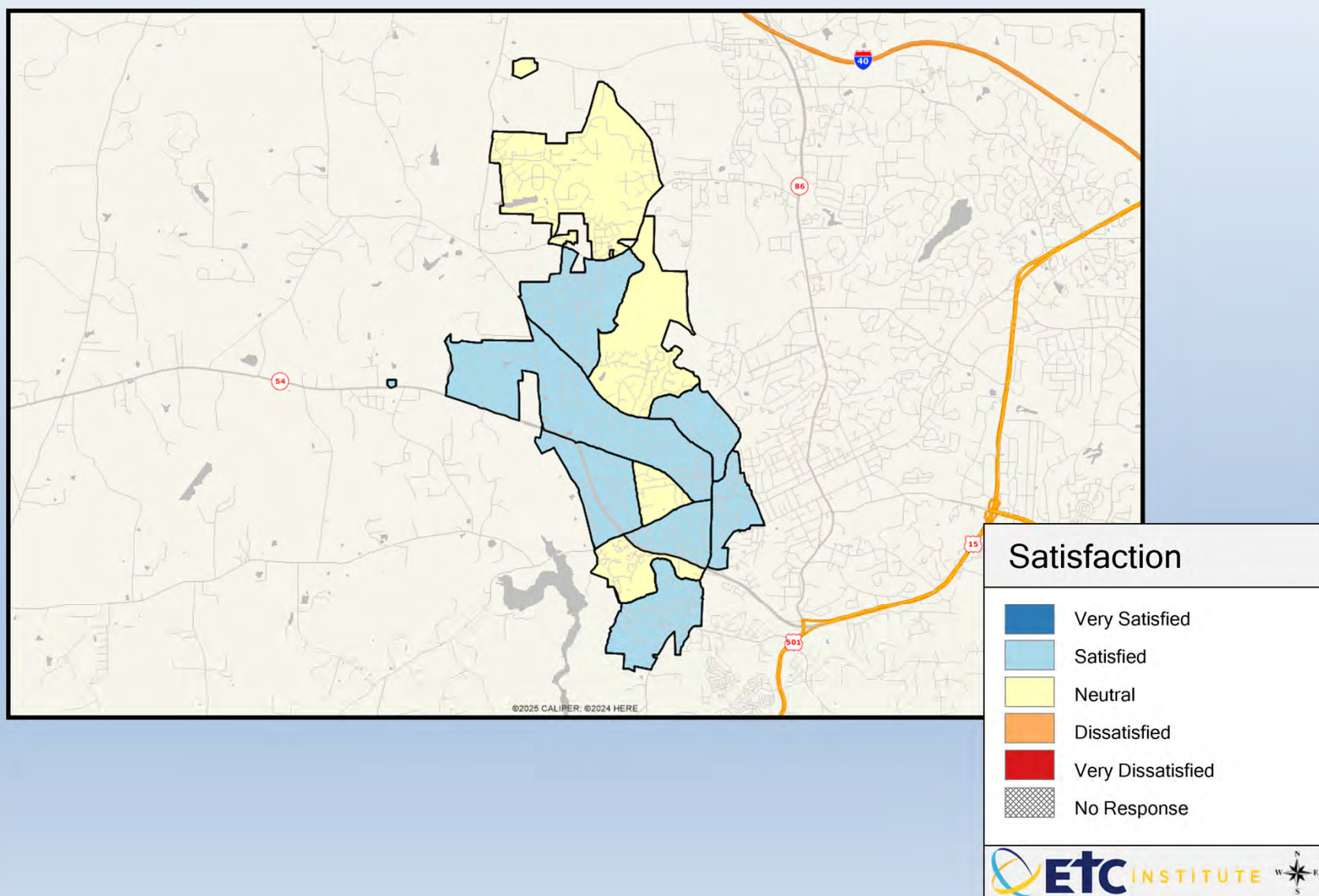
Q16-06. Maintenance of street signs



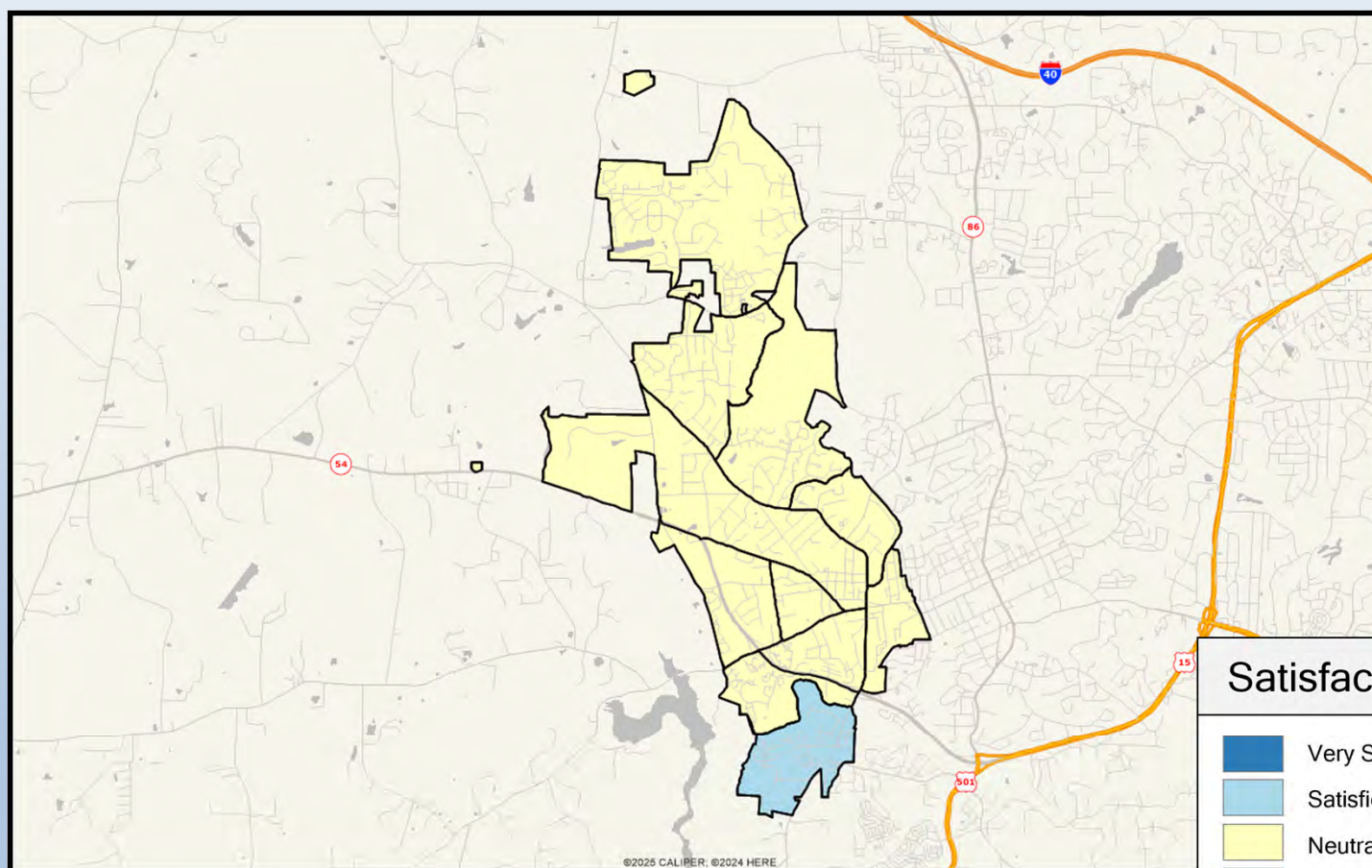
Satisfaction



Q16-07. Town efforts to mitigate draining/flooding in public areas



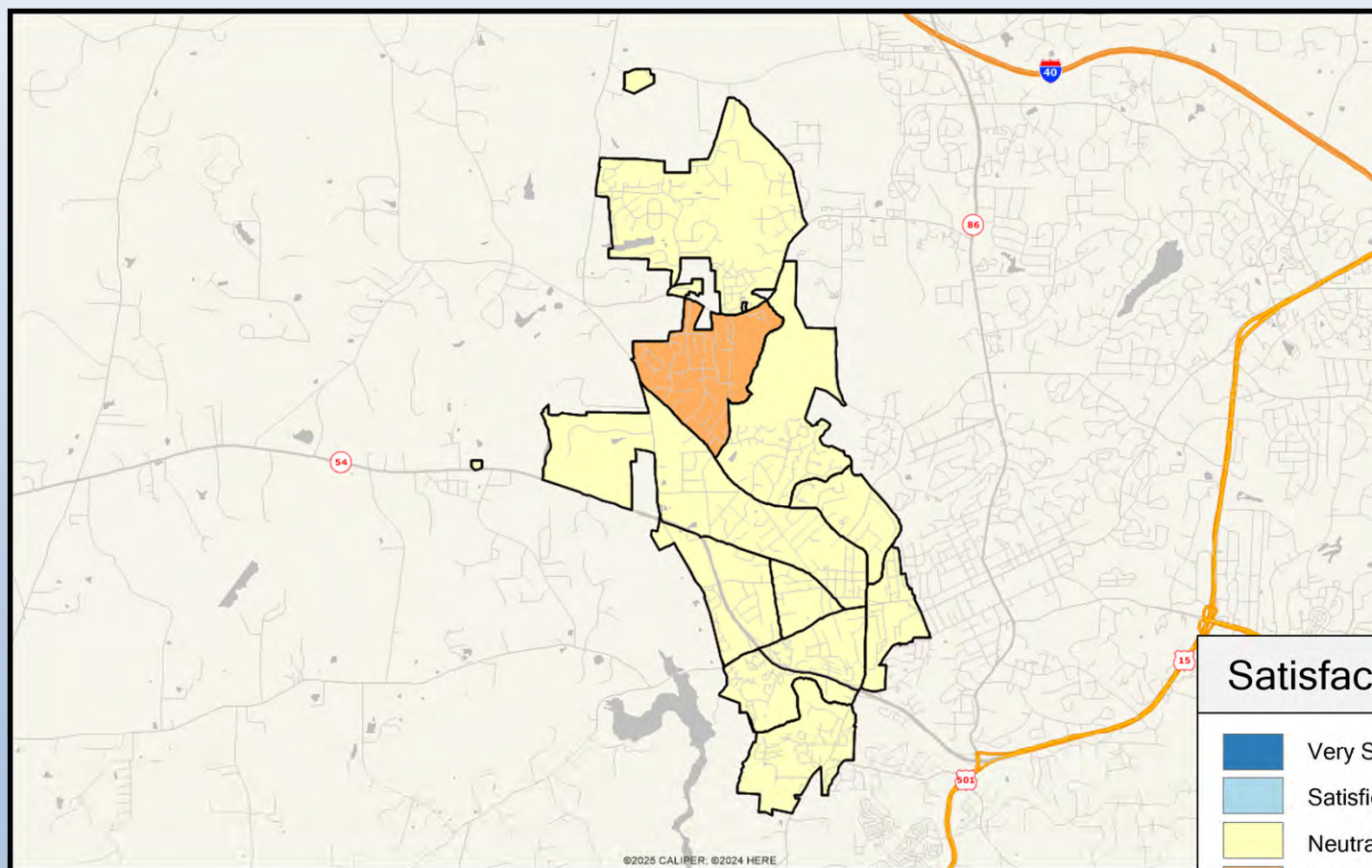
Q18-01. New company growth (incubators, start-ups, entrepreneurs)



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

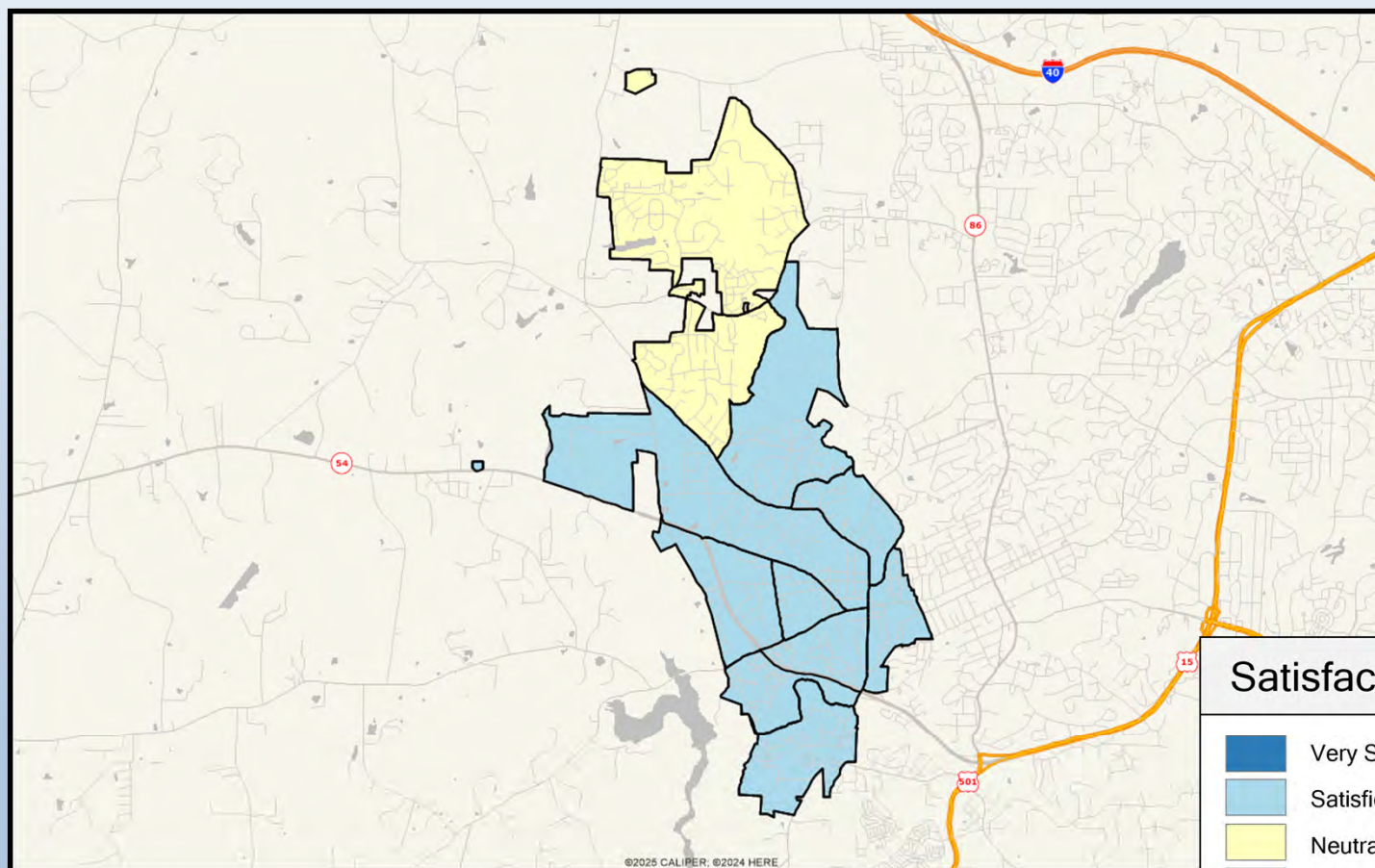
Q18-02. Job growth



Satisfaction



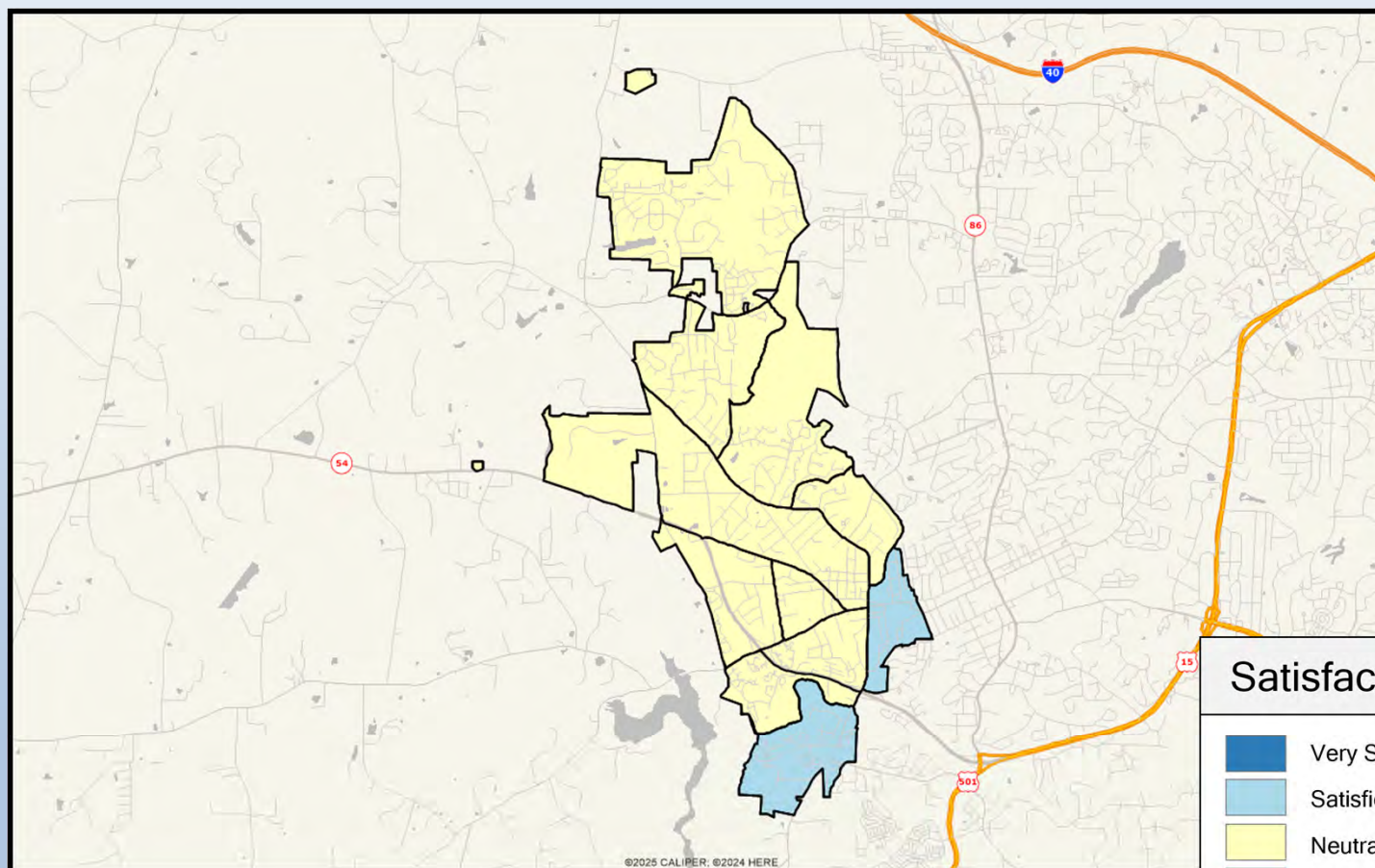
Q18-03. Access to shopping



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

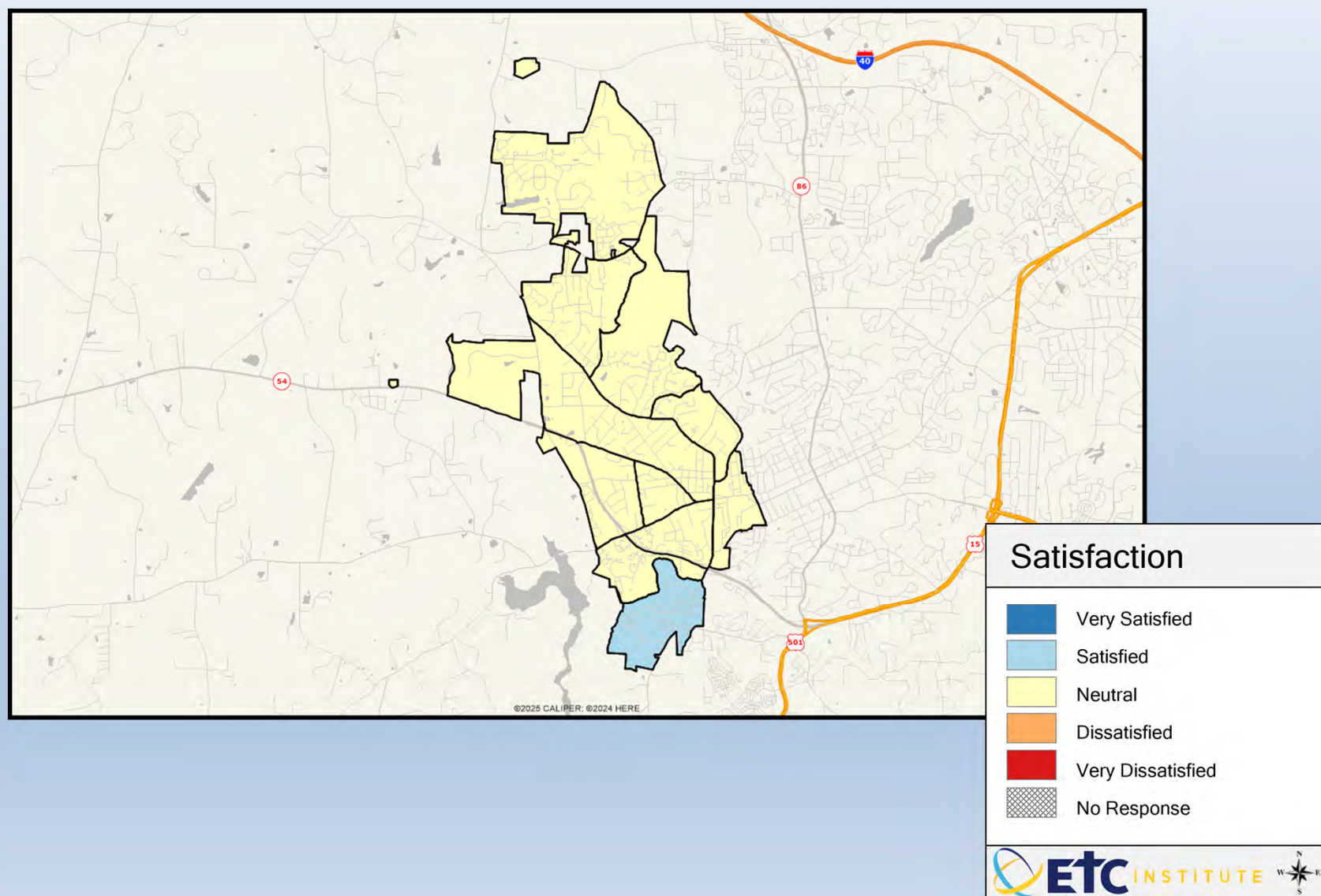
Q18-04. Quality of new commercial development in Town



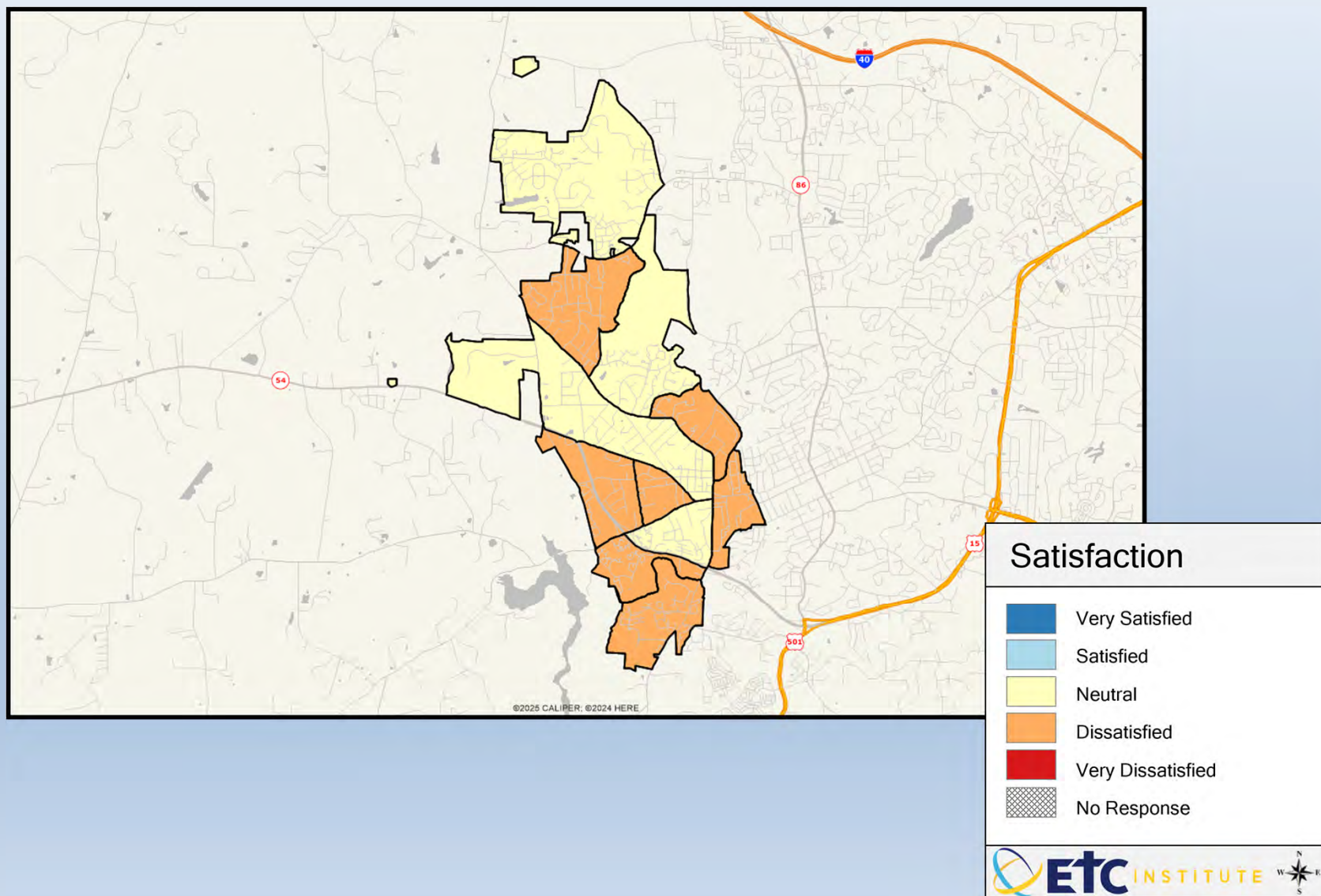
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

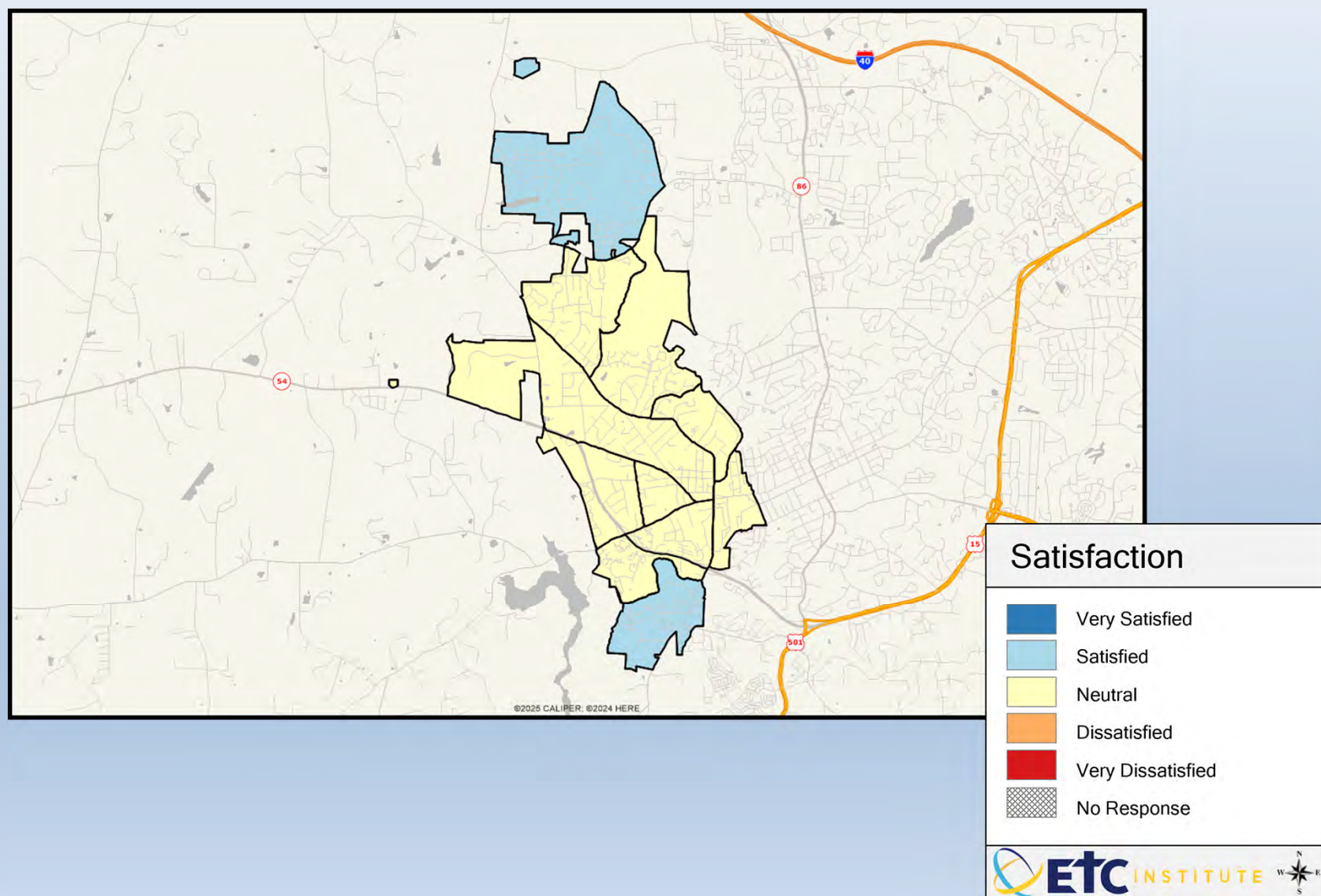
Q18-05. Access to information about current/proposed private development projects



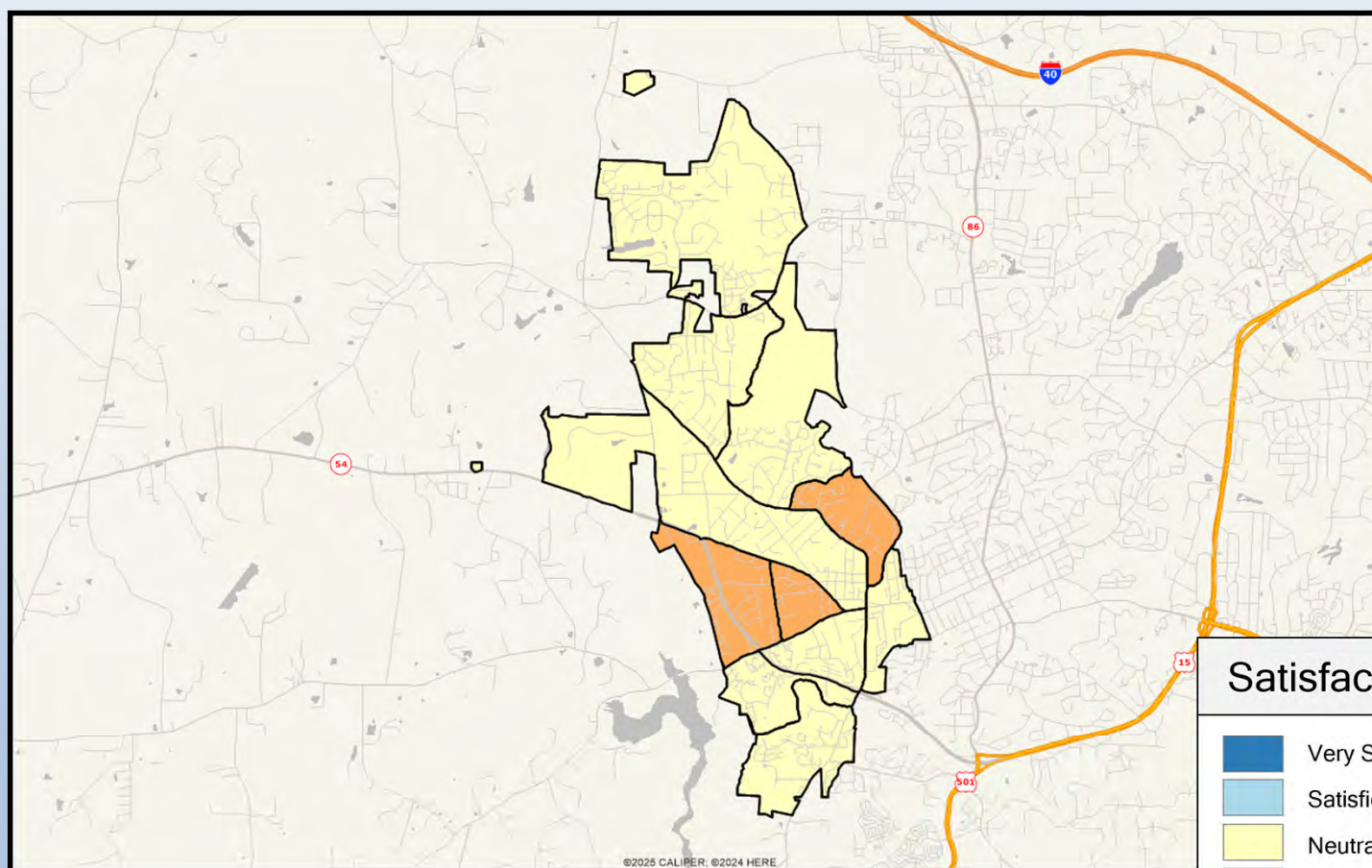
Q23-01. Availability of housing options by price range



Q23-02. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)



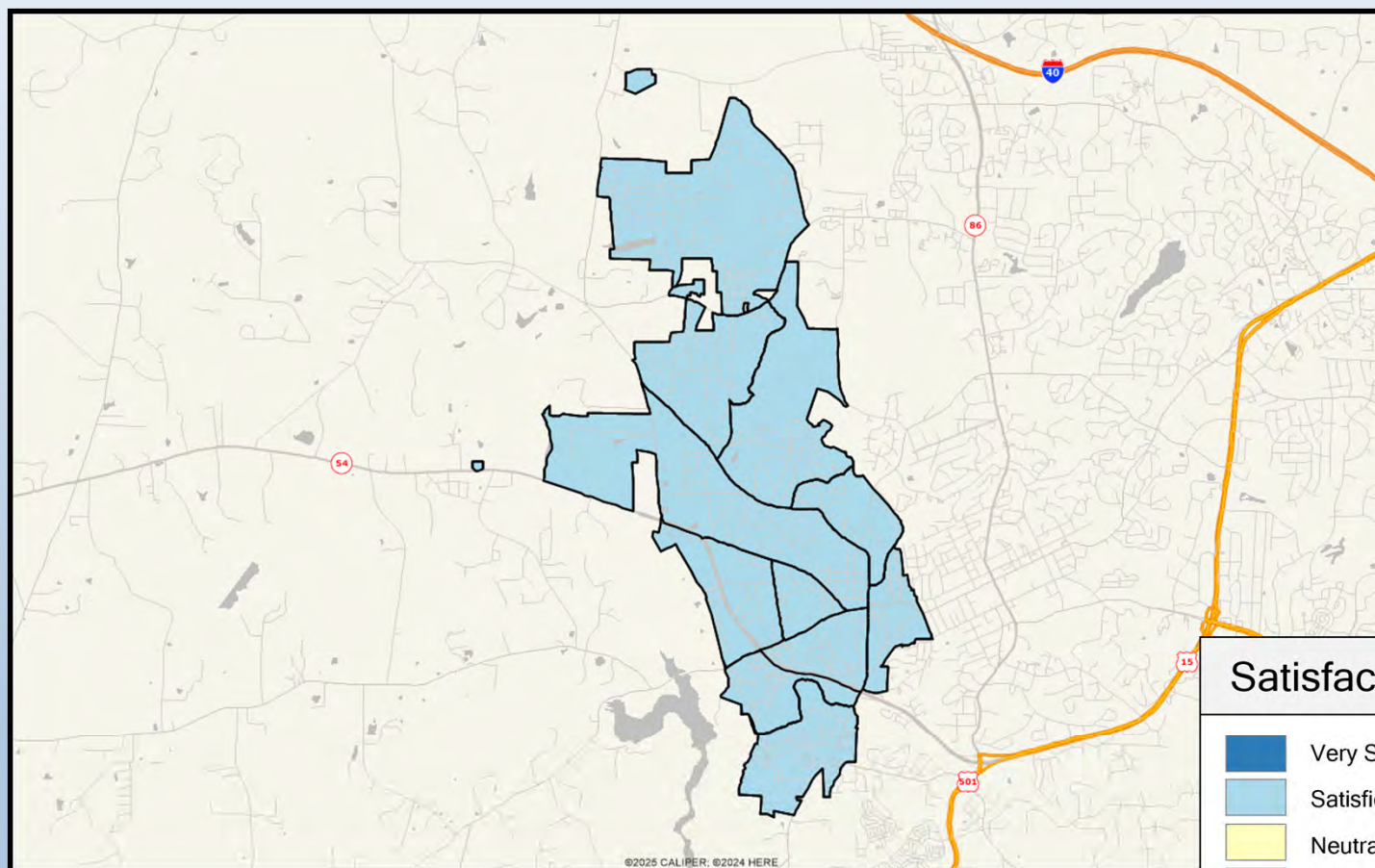
Q23-03. Efforts of the Town to expand and preserve housing that is affordable



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

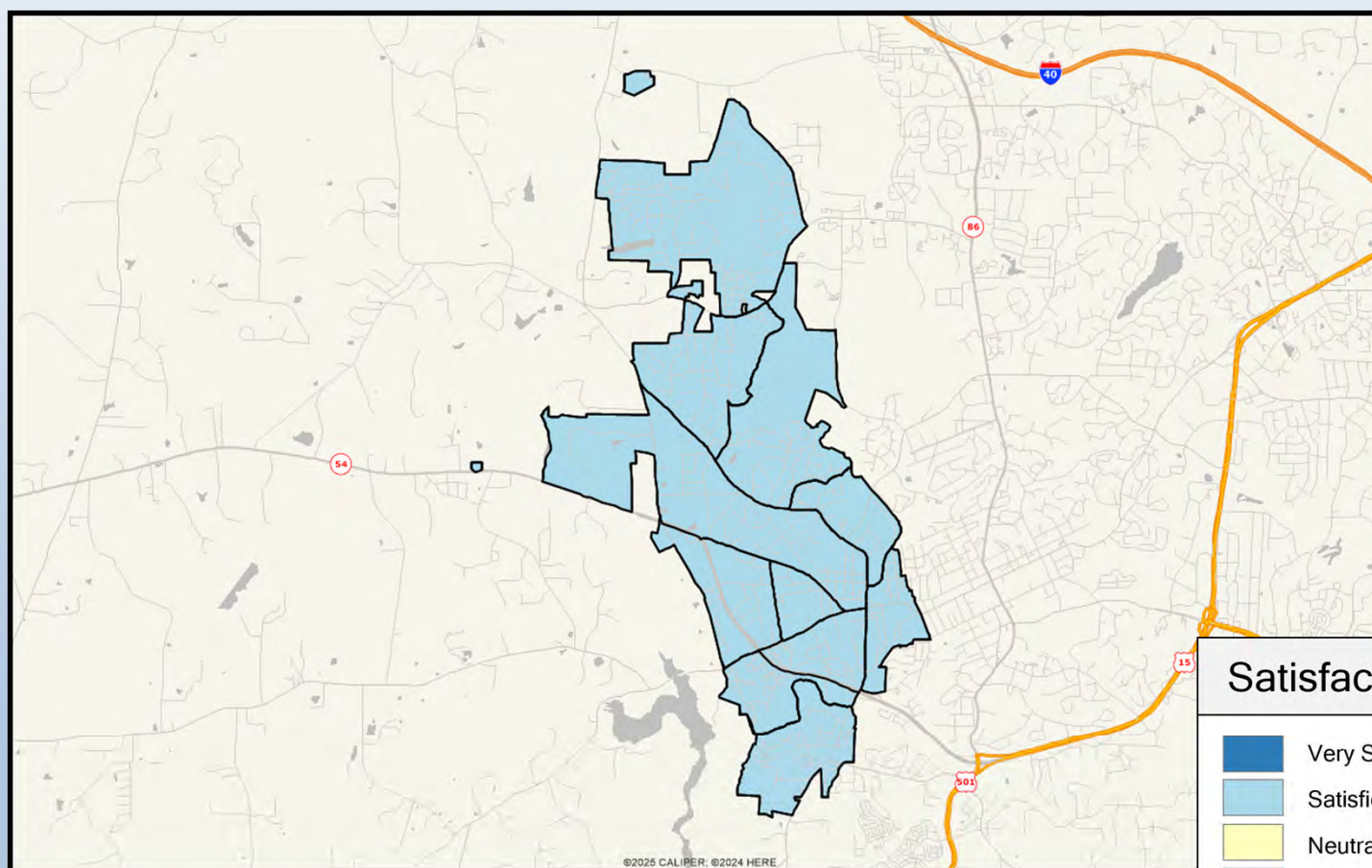
Q26-01. Availability of information about Town programs and services



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

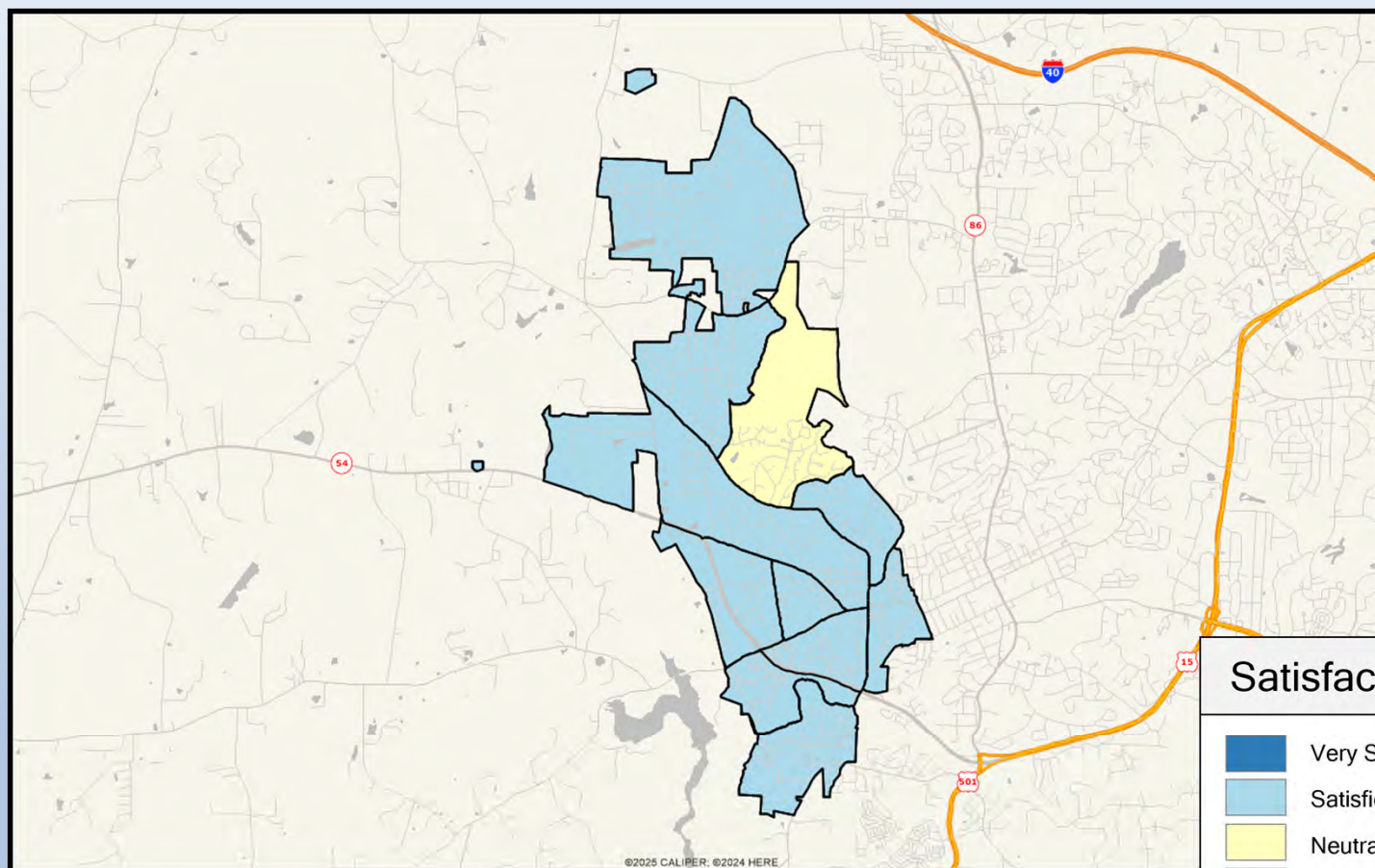
Q26-02. Town efforts to keep you informed



Satisfaction



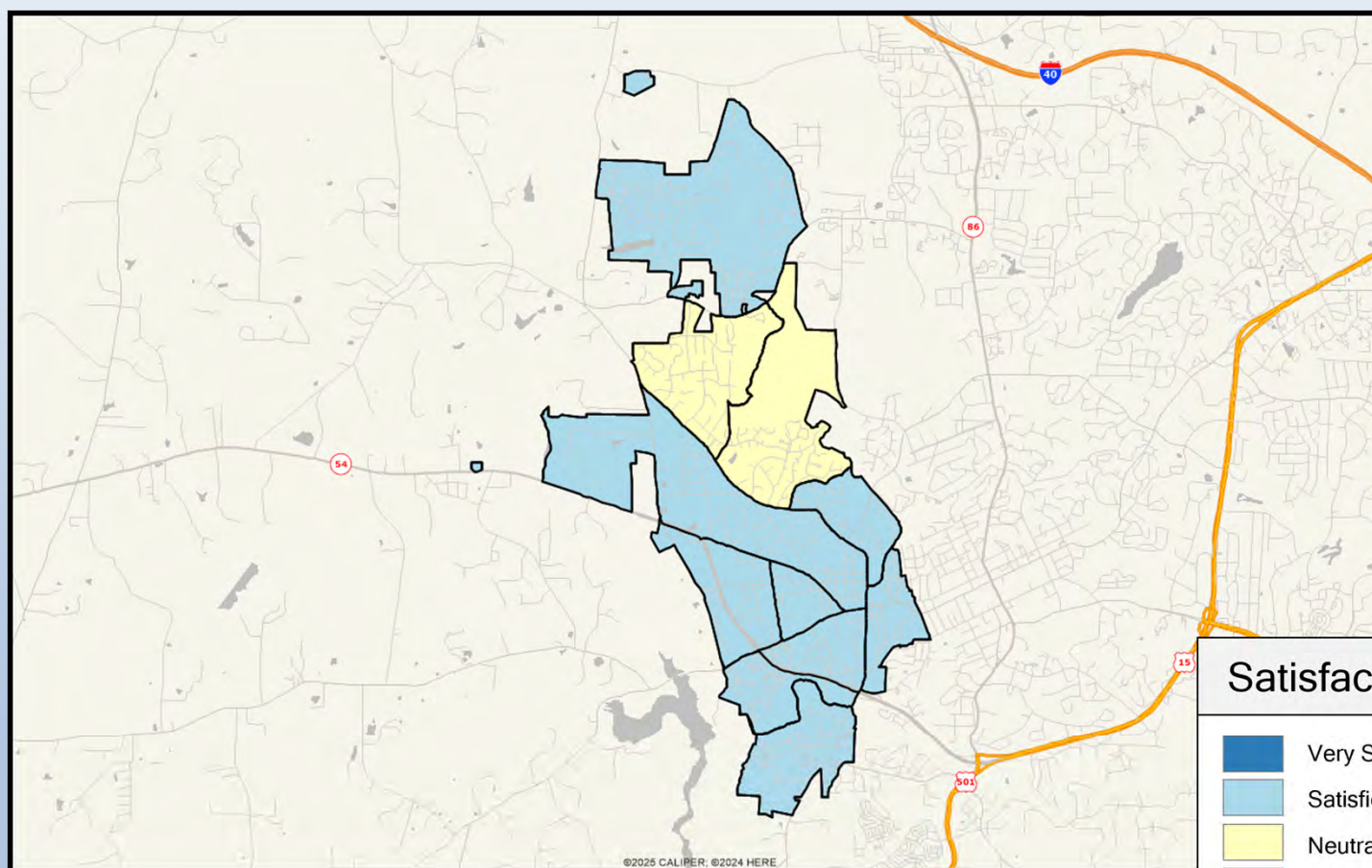
Q26-03. Ease of locating information on the Town website



Satisfaction



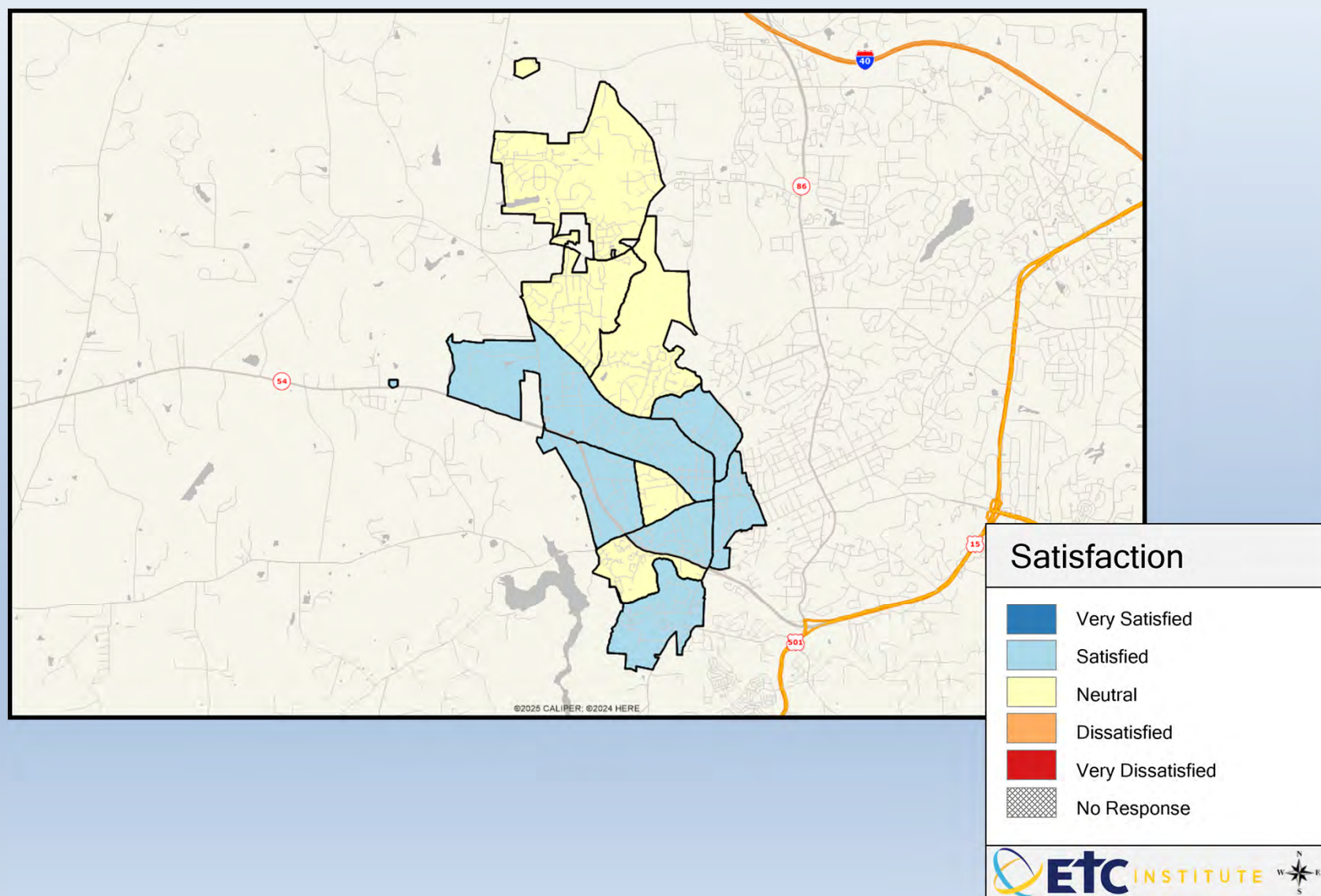
Q26-04. Quality of transparent, trusted, and clear Town communication



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q26-05. Level of public involvement in local decision-making





2026 Town of Carrboro Community Survey Open-Ended Comments

Presented to the Town of
Carrboro, North Carolina

April 2026

Contents

Question 14b: *“Why doesn’t anyone in your household ride a bicycle?”* 1

Question 22: *“What changes would you like to see in downtown Carrboro?”* 4

Question 29: *“What do you think are the MOST SIGNIFICANT issues facing Carrboro today?”* 18

Question 30: *“Are there any other comments that you would like to share with the Town of Carrboro?”* 32

Q14b. Why doesn't anyone in your household ride a bicycle?

- A car is more efficient at getting me to my destinations, I have safety concerns over using the bike lanes, and I cannot afford a bike
- A total nuisance to car traffic.
- Age
- Age
- Age
- All destinations are too far for biking.
- behavior of other cyclists
- Bicycling is an inadequate manner of moving our selves about our daily lives.
- Bike accident
- Bike is currently broken.
- Bikes are in disrepair, expensive to fix.
- Dangerous to bike near my house.
- Disabled
- Disabled
- disabled and unable to ride a bike.
- do not own one currently
- does not feel safe to bike while living on main road
- Don't like biking
- Don't currently have a bike, too dangerous the closer you get to downtown and if not on residential streets
- Don't own a bike
- Don't own a bike
- Don't own a bike
- Drive
- everything is close-we walk
- fear of falling
- former bicyclist, love it, limited by health issues
- health
- Health concerns
- Health issues
- High chance of it getting stolen, not worth it
- I can walk to what I need-other distances too far
- I don't know how to ride a bike...
- I don't own a bicycle and work in Durham so is too far to ride for work.
- I don't own one but I would like to buy one eventually
- I like to walk uptown
- I prefer to walk
- I use my vehicle.
- I used to, but I am not so steady or strong, often feel short on time, and I am often doing errands (such a groceries) that involves more than I can carry on a bike.
- I would like fully connected paved bikeways to bike on. I don't want to bike on roads with traffic
- I'm too clumsy
- Inconvenience

- It currently doesn't work for our family. When walking isn't an option, driving is the more convenient mode of transportation.
- just don't like to ride
- Lazy
- Live in an apartment so would be difficult to store. Like to take the bus for an alternative to driving.
- live too far from ctr
- Lots of things are close enough and more convenient for walking. Anything else is better for driving. And we don't use bikes for recreation/exercise.
- major roads are too busy/congested
- Mine was stolen (not in Carrboro). I am saving for another.
- Mobility issues
- Most trips are short enough to walk.
- Narrow, limited bike lanes.
- Never feels quite safe enough because drivers don't pay enough attention.
- never learned to ride a bike
- Never rode much
- no bike
- no bike
- no bike
- no bike
- no bike
- no bike
- no bike
- No bike lanes on highway 54 or my other adjoining streets
- No bike lanes on roads surrounding neighborhoods
- No interest
- no longer feel safe (speed of traffic)
- No need
- No particular reason.
- No place to store a bike
- no place to store a bike, also getting old.
- No reason
- Noisy traffic and fumes; not enough room for bikes to be safe
- Not a cyclist.
- not able
- Not close enough to bike
- Not convenient
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested and not safe
- not my thing
- Not necessary or fun

- Not planning to stay. Town is a little too "Hippie-dippy" and we own acreage in Chatham County by Jordan Lake
- not practical
- Not preferred mode of transportation, expensive, ease of access.
- not safe
- Not so many safe bike way
- old
- One person rides electric scooter to commute
- Our work is too far from home.
- Physical limitations
- Prefer walking
- prefer walking
- Prefer walking
- Safety and convenience
- Scared
- Senior citizen
- the hilly community
- Too dangerous
- Too dangerous
- Too dangerous
- Too dangerous
- Too hilly of an area
- Too many cyclist friends have had bad accidents.
- Too many health issues.
- Too many hills in our neighborhood
- too much traffic
- Too old
- Too old
- Too old
- too old to deal with car traffic
- Traffic on roads
- very hilly neighborhood
- walking is easier
- We currently don't, also we live on the outskirts of town where biking is tougher with hills.
- We don't have bikes
- We don't own one
- we don't have a bicycle
- We live atop a hill
- We live within walking distance to everything
- we love to walk
- we take bus or drive
- We walk or drive
- work from home
- work out of state.
- Work too far away to ride a bike
- Young children, distance to core shopping.

Q22. What changes would you like to see in downtown Carrboro?

- Removal of Black Lives Matter murals. 2. One way traffic pattern around core. 3. Elimination of towing from HT and Carr Mill lots- install meters and validation coins from businesses.
- A few more buildings, small to medium size, 2-3 stories, maybe 4, mixed use with retail/office on the ground floor and office/residential above. Fill in some of the gaps on Main and Weaver Streets. Can we please finally get a building on the NW corner of Weaver and N. Greensboro? It's a disgrace that it has been a vacant weed-filled lot with a chain link fence around it for years. A mixed-use 3 story building here would be a huge improvement. Look at a figure-ground map of downtown, there is a LOT of empty white space and a few small buildings spread apart. Yes, parking is important, but there is enough. On-street parking would help.
- A little cleaner, better bike lanes, continuous sidewalks and greenways.
- A mall for experiences to all ages and type of people
- A moratorium on new condo/apartment developments. It is getting too crowded.
- A more Central Park type area in front of weaver. Improve some of the intersections with confusing lights
- A park at corner of Greensboro and Weaver .
- A sidewalk providing improved access to downtown via South Greensboro Street; town support for community fridges and other infrastructure that facilitates access to food through more diverse channels
- A simple inexpensive signage campaign promoting kindness, safety and unity.
- A springtime Carrboro Music festival, the September one is excellent
- Accessible parking needed
- Address issues of homeless population. Downtown is no longer safe. We have been harassed on multiple occasions since the soup kitchen opened.
- Addressing the significant increase in homeless population!
- Affordable housing
- Approve the CVS Expansion on Greensboro Street, so Harris Teeter can grow (adding jobs), and Carr Mill can grow (more jobs). What is there now is an eyesore. The latest proposal (a 4 story something) is awful and twice the size of what CVS proposed. 2 / Close parts of Weaver Street to make it a walkway 3 / Remove the buildings in the triangle of Weaver St, Greensboro St, and Main Street making a town square (which was recommended when the city bought the old church).
- Attention to overall walkability into downtown from various areas (more sidewalks) and sidewalk/light quality in downtown. Maybe changes to make area immediately outside Carr Mill Mall on N Greensboro St less congested- it is very hard to get out of the shopping center most times.
- Attract additional diversity of businesses. A lot of grid-lock through Carrboro. Love the free parking.
- Beautification - flowers, lighting, make it feel cohesive & welcoming
- Better bike infrastructure and more pedestrian friendly
- Better bike lanes along Estes Dr. I am curious about the plan to make Weaver St closed to autos.
- Better bike lanes and on-street bike amenities.
- Better bike parking, quantity and quality. Better enforcement of traffic, speed, crosswalks, parking. Police and town staff voting issues before public input.
- better communication about town meetings; more housing for the homeless; clean up the sidewalks
- Better economic development for small business. Few cars.

- Better intersection in front of weaver and main street. Too confusing. Lights placed inwardly. Improved crosswalks for visibility of walkers/bikers. Bye-bye to potholes.
- Better landscaping
- Better maintenance of downtown streets and sidewalks. More affordable housing units within walking distance of downtown.
- Better pedestrian access/sidewalks from Main street to Drakeford. Traffic flow along S Greensboro, cars turning left get stuck and can block traffic.
- better public parking
- Better sidewalks
- Better sidewalks, tree maintenance, get rid of old/unused newspaper boxes, litter clean up, regular removal of telephone pole advertisements.
- Better street lights and sidewalks
- Better timing for the traffic lights on Greensboro St where it intersects at the Weaver and Main St
- Better timing of traffic lights at peak times. The lights at Greensboro/Main and at Greensboro/weaver are out of sync. Only a few cars can get by.
- Better traffic availability (stoplight timing, lanes, street maintenance).
- Better traffic conditions at rush-hour and more divided bike lanes
- Better traffic patterns, help for struggling businesses. Bigger tax base
- Bicycle patrol
- Biking/walking only space. More car free days. Affordable food, more festivals. Better bike lanes, road repair. Balance of greenways and water quality-no bike paths by streams. Get rid of railroad train and convert to bike paths.
- Boba!
- Business signage, street signage, and new buildings to be more aesthetically pleasing/visually better integrated with original architecture. Signs are OK, but from a typography/graphic design stand point the sometimes are not as nice as they could be.
- Businesses that are affordable that families actually need and less boutiques so I don't have to drive to any of the surrounding communities to buy my kids basic clothes, shoes, take them for any fun activities that don't involve painning a piece of clay.... A lot Spaces for teens to hang out in person and feel safe things for families on a budget. Less high end yuppie shops and spaces and more down to earth calm safe family spaces you don't have to spend a paycheck to sit at.
- clean and more room for parking
- clean up homeless
- Cleaner; and I don't feel safe with my kid often due to people loitering and sleeping at IFC and bus stops. I have been yelled at and have seen people expose themselves.
- Cleaning and more weekend routes.
- Cleanup the town. Homeless population in tents near post office and other locations needs to be addressed.
- Close East Weaver St. Better bike lanes and infrastructure.
- Close the 100 East Block of Weaver Street to cars. Ticket drivers that fail to yield to pedestrians. No bike riding on sidewalks.
- Close Weaver Street to cars
- Closing of Weaver street to allow for more pedestrian activity in front of Weaver street market
- Closing Weaver Street? Make it pedestrian walkway; widening shoulder of Estes Road near traffic circle/Martin Luther King; fill potholes on North Greensboro; More crossings on North Greensboro and Oak Street.

- closure of portion of Weaver St for pedestrian promenade improved pedestrian facilities around the Drake ford
- Concerned about my safety, walking alone in downtown area, will not walk past IFC.
- Continue to work to maximize vibrancy downtown through small biz development
- creative new development that enhances Carrboro's unique character
- CVS lot developed into usable building or space that fits into traditional styles. No glass box. The chain link fence and weeds are terrible. Our guests make jokes about the spot.
- Deal with the eyesore that is the corner of Weaver and N. Greensboro. First do something to make it more attractive prior to development and second get on with some development plan for the site. It is a crime that the site has sat empty and blighted for as long as it has. Carrboro has so much going for it yet this one huge negative reflects very poorly on the town's image as a whole. There must be SOMETHING that can be done!!
- Develop area across Greensboro from Carr Mill Mall. Preserve forest walking paths like next to Carrboro elementary. Really like the Drakeford Library. Good job.
- Development in the empty overgrown lot on Weaver st across from weaver St Market!!!! It's so ugly and yet valuable! Wider sidewalks downtown and more sidewalk adjacent to downtown. Extend the paved bike/walk way that starts by the new Art Center. Make it go through downtown to the farmer's market. That would be amazing!!
- Development of old farmers market location (current less than ½ used private parking lot) into mixed-use/affordable housing
- Diverse businesses with inclusive services
- Diversity of businesses in core downtown area has gone down in the last 10 years
- Do not close any part of Weaver Street, that would eliminate vehicular traffic.
- Do not close Weaver Street. Find a way to make Town commons or Art Center interesting. Maybe even a walking loop
- DO SOMETHING ABOUT THAT EYESORE ON GREENSBORO AND WEAVER!!! IT'S BEEN 20 YEARS AND STILL JUST AN EMPTY LOT? SHOW SOME BACKBONE AND PUT IT TO BETTER USE THAN BANNERS ON A CHAINLINK FENCE.
- Do something about the abandoned lot on the corner of Weaver St and N Greensboro. It is an eyesore
- Do something about the traffic pattern; get the beggars off the intersections and get the tent village out of Carrboro
- Do something with the abandoned site at Greensboro and Weaver Street.
- Doesn't really have a main downtown area
- Don't make weaver street a pedestrian only street
- Downtown Carrboro is now so full of social services that its become a loitering hangout for the homeless. I can hardly shop or eat out without being asked for money; The huge Black Lives Matter banner painted at the Century Center feels performative. I'd like to see it back as a brick facade and not a billboard signaling progressivism; I wish we had a splashpad for kids-the summers are brutal
- Downtown is getting busier, creating traffic and parking problems, the latter of which may be partially addressed by the new parking garage attached to the library. It's hard to imagine the downtown being reconfigured but there are more congestion issues through town at this time that are not ideal. I otherwise really like the downtown and offerings that we have there.
- easier parking
- easier parking for people
- Easier to find parking for older persons who can't walk long distances or bike.

- Easing of predatory towing and development of the vacant lot at N. Greensboro and Weaver St.
- Eliminate or repurpose empty storefront
- Empty lot across from Weaver st Market/police station is unsightly.
- Encouraging more family owned businesses (not corporate) with a variety of goods and services. More mid-priced restaurants, more stores offering utilitarian goods (housewares, outdoor goods, etc.)
- End predatory towing in Carr Mill Mall; expand F route bus service.
- Enforced rules for biking. It's not right for bikes to ride up on the sidewalk in particular when they use that then to cross streets and the pedestrian crosswalks to avoid red lights. Pedestrians should mean people walking not riding a bike.
- enhance the historic character of the downtown. plant trees and use natural stormwater controls
- Facilitate the redevelopment of the lot across from Weaver Street Market in an economically realistic fashion. Please do not turn weaver street into a pedestrian mall. That would cripple the commute of the vast majority of residents who live in Carrboro and work at UNC while not meaningfully assisting bike commuters. We have plenty of public and quasi-public gathering spaces downtown (Farmers Market, Library, Weaver Street Lawn, Century Center, Town Hall), we don't need another in the middle of the street. If you want to improve bike infrastructure on Weaver Street, just get rid of the street parking and put in bike lanes. With two free parking decks and multiple surface lots downtown we have plenty of public parking and don't need the five on-street parking spaces currently on Weaver Street. The current loading zone on Weaver Street could be shifted to the current northern entrance of the police parking lot between the Century Center and Jade Palace that is currently a one-way pull out. That would minimize on-street conflicts and police vehicles could still enter and exit through the southern access point when trucks are using the loading zone.
- Fix Carr Mill Mall parking issues, too draconian.
- Fix the numerous, unsafe potholes. No new Greenbridge style commercial or mixed use high rises. They are hideous and soul killing.
- Flashing yellow arrow signal is confusing when westbound on E Main. also Blue parking ahead sign when Northbound on S Merritt Will rd at intersection with Franklin should not be located over the left turn lane. Too often, drivers in that lane continue straight, which risks collision
- Frequent street cleaning. Work with business to keep downtown clean. Add some landscaping around the new library.
- Get rid of Nathan Million and his predatory parking scheme.
- Heard something about plans to convert street outside Weaver to pedestrian only, I would love that!
- Helping potential business owners fill the empty storefronts. Incentives for ideas other than coffee shops
- I am **not** on board with the proposed plan to close Weaver to cars as it would make transversing town even more difficult for those of us that live north of town off of Greensboro & for my clients to get to me at my business near Town Hall
- I am a huge biker/walker. W. Main St. needs crosswalks on corner with Lanzas. Bike lane down W. Main needs repaving. Trash and debris along W. Main across from town hall. I love walking in downtown Carrboro, but unfortunately it can be super unpleasant in the summer months, especially during rush hour. The traffic at the intersection of N. Greensboro and Weaver St is absolutely unacceptable and it makes it an extremely unpleasant experience to walk along these areas with all the car traffic, the heat coming off the cars and the road, and the lack of tree cover. In addition, curb cuts and sidewalks are iffy at best (much improved since the new curb cuts). My

father, who uses a wheelchair, and I attempted to walk from the Hilton to Steel String and he couldn't make it because of how rough and bumpy the sidewalks are.

- I am concerned about the proposal to close Weaver St to vehicular traffic. I worry that closing Weaver St to cars/trucks/buses would have a negative impact on already heavy traffic downtown
- I am picking up a lot of trash in my walks. Can you dictate to the gas stations to clean up public areas.?
- I am very worried that the new development plan will make Carrboro into someplace I won't recognize. So preservation and better utilization of what we have.
- I believe we can all learn more about our community by enhancing communication opportunities. I feel that is difficult given the different ways our generations communicate, however, expanding to those sites with widespread reach would be beneficial.
- I can't think of anything!
- I do not have suggestions. I like downtown Carrboro (except I do not like parking in the new library complex, which is dangerous and does not connect to the interior of the building).
- I do not know well about downtown but I ask safety as priority.
- I know that I am a minority, but I am a conservative Christian living in Carrboro. I plan to move away from Carrboro specifically because of the following reasons:
 - I cannot find a job in Carrboro. Certainly not one that will sustain the size family that I would like to have.
 - I do not feel represented at all by the values espoused by the town of Carrboro (pride flags at the school, critical race theory in the school, more pride flags than American flags on town hall).
 - Nearly no businesses in downtown Carrboro are places I would feel comfortable to share my beliefs or to bring my children.
- I personally would love a 7-Eleven.
- I really don't want to see E. Weaver Street shut down (closed to traffic). Although at first glance you wouldn't think that traffic would enhance a place, but I feel that the traffic going by makes the lawn in front of Weaver Street Market seem like a livelier place. You feel like you're in the middle of things. Without it, I'm afraid it would become a dead zone.
- I think businesses downtown such as mini marts should have to pick up all trash. The IFC pantry should do regular pick up of trash on each side of the building.
- I think downtown Carrboro is awesome and I would hate to see changes that detract from this. Don't mess with something that works really well for something dreamed up, please.
- I think the town is growing slowly but it's safer for the kids
- I walk to Carr Mill mall, but the owner towing cars immediately is out of control. This does not encourage people to visit Carrboro.
- I wish there was a bike lane by Harris teeter, more walking paths. Wish the road between Weaver St Market and Spotted dog was pedestrian only, divert traffic. I wish the sidewalks had more shade.
- I would like to see the historic aspect and character of downtown to be honored when considering new projects. The architecture.
- I would like Carrboro to maintain its independence, continuing to resist chains, big development, and the terrible blight of big tech companies, which we are witnessing pose increasing threats to our environment, education, and ethics. One of the most precious things about Carrboro is its dedication to small businesses, grass-roots movements, co-ops, and community. Our little town is great at all of these things, and I hope we continue to find support in those endeavors without plans to shape it into something that changes why so many who live here love this place.

- I would like the homeless people doing drugs and threatening people on main addressed. More than a few times I've had to deal with violent threats from them
- I would like the street in front of weaver street market to be closed off as a pedestrian only area.
- I would like to see more places like weaver street market when you can gather with the kids with play area. A splash pad with shadow would be nice too.
- I would like to see more public outdoor spaces for sitting and gathering
- I would like to see more variety in businesses. We have plenty of coffee shops and yoga studios. More activities, different stores, a greater variety in restaurants. All of those would be nice.
- I would love to see a downtown That is more walkable and less congested with car traffic.
- I would love to see something done with the empty lot at Weaver and Greensboro Pocket park.
- I'd love to see more downtown business owners being apart of city planning.
- I'd like to see better landscaping around parking areas. I'd like to see empty storefronts get filled. I'd like to see the corner across from Weaver Street Market get turned into a park or a business or something other than a weedy corner with chain-linked fencing.
- I'd like to see more possible access by pedestrians (a) coming from south of 54 (e.g., through a pedestrian bridge) and (b) going to the roundabout shopping center off South Greensboro (e.g., sidewalks down S Greensboro) would be great.
- If they are going to turn a portion of Weaver St into a pedestrian area, I would love if they explored the possibility of building a road that runs between Southern States and Harris Teeter, behind Harris Teeter, and alongside the railroad tracks into Carrboro, ending at the intersection of Weaver St, Main St, and Roberson St. That would still allow car traffic from N Carrboro to access E Carrboro and Chapel Hill.
- I'm interested in the pilot study of making a portion of Weaver St a pedestrian-only zone.
- Improve traffic flow, fill vacant buildings, Make parking less hostile.
- improved appearance, more shade/trees; improved traffic flow and bike lanes-especially at rush hour
- Improved cleanliness and landscaping, fixing up of rundown looking buildings, businesses in empty store fronts. Do something with the empty chain link fenced lot tight in the center of town. The fact that it sits still unused and fenced is an embarrassment
- improved frequency/options of bus route in Carrboro; very disappointed to see majority of new library room were locked and empty - should be open to the public. also disappointed with permitting/planning dept customer service
- Improvement of current infrastructure instead of new builds. A moratorium on new expensive apts and houses
- Improvements to walking and biking infrastructure that is separate and protected from cars and trucks.
- Increase bike- and walk-ability
- Increase tax base. Better/safer biking. Clean up the bike lanes. Better stores. Traffic is a nightmare , dangerous.
- Increase taxes on empty retail space to encourage growth!
- International culture affairs; secondhand stuff sales/exchange events
- It all looks tired and in need of sprucing up. The empty lot across from Weaver St Market is an eyesore. A giant sandwich board in front of the new library is an eyesore. Parked cars on Weaver Street are unattractive.
- It is sad that some streets still don't have sidewalks or they have damaged sidewalks that put us at risk. Would like to have more green waves and green spaces in general.

- It just looks old and junky. That corner lot at N. Greensboro St & W. Weaver St. for example has been a eyesore for years. Many of the buildings along W. Weave & W. Main are also dumps, Running businesses out of old houses/structures that were not intended for current usage does not make for an attractive business district.
- It would be good to see a council that understands business and the impact it can have on a community's viability.
- It would be great if some of the most prominent and valuable land downtown wasn't occupied by gas stations, car washes, gravel parking lots, and vacant, fenced off empty lots.
- It would be great if we had more mental health/social service outreach for homeless. Would also love more access to e employment
- It would be great to see the town prioritize walkers/reduce motor traffic.
- It's unaffordable here and because it's a wealthy town. I did well over the six years that I've lived here. As I am not working as much, I can't afford to live here. Never have I experienced this kind of housing crisis.
- Keep the infrastructure solid and do not overbuild.
- Less car traffic and more bike lanes.
- less emphasis on bicycles -impossible for non-cyclists to dine or socialize downtown. Highly discriminatory-poor return for tax dollars
- Less focus on fringe social issues when planning for the larger public.
- Less marijuana smell. A good, non-chain donut shop. Less car towing.
- Less predatory Towing
- Less traffic congestion. more diverse shops, art event.
- Lights on demand to cross streets by pedestrians, main street. Near lanzas cafe
- Like I've said, it's a bit "Hippie-dippy," and trite "We want to look Progressive." It's tired and semi-insulting
- Longer lights on weaver street.
- Maintained free parking area areas
- Make use of the empty lot at Greensboro and Weaver Street.
- Making it easier to drive through. For instance, cars turning left from weaver street into the weaver street market often block traffic trying to enter east Main Street from weaver st. Would be a better use of streets to not allow a left turn there and have people going into weaver st parking lot use East main, since it has a left turn lane already. Having a police presence in the Harris Teeter Parking lot in the evenings would also help that parking lot feel safer. I occasionally see shoppers getting harassed by people wanting money.
- Making main street a pedestrian walkway. Eliminate predatory towing. Clean up vacant lots and spaces behind buildings. Make google fiber available.
- maybe some street paving, some spots need improvement
- Mike Nelson back in town.
- Mitigate and beautify traffic bottleneck of Town Center along Greensboro Street at Weaver Street and Jones ferry Road. That should be done before the proposed Weaver Street closures.
- More advertising community and culture events
- more affordability to commercial spaces
- More affordability. There are some really nice businesses but the cost of handing out in downtown is really high.
- More affordable commercial space, homeless problem addressed. The feeling of not being safe due to mental health issues of homeless. Allowing residents with .33 acres or more to subdivide lot to encourage more affordable housing.

- More affordable dining, fewer empty buildings, more affordable services (haircuts, barbers, nail salons, etc.)
- More affordable housing and better parking.
- More affordable housing!! Less people panhandling in our town. More services and grants for small businesses.
- More affordable housing, availability of recreational space, park pavilions, alcohol permits, better disaster relief response
- More affordable housing, housing for people that are experiencing homelessness
- More art and gardens.
- More art, better traffic flow
- more bike lanes; don't allow big commercial developments-needs to stay and feel like a small town with lots to do
- More buildings, shops, and parking. We would love to see Weaver street become pedestrian only.
- more business, easy parking
- More car-free zones, more bike paths and parking, more things to do for families. Splash pad? Climbing wall? Fun, family-friendly businesses, specialized stores like Asheville has. Like an amazing shoe store. We need to recruit niche businesses to open stores in Carrboro.
- More commercial development on privately owned land that will pay property tax to the town, and less non-profit downtown facilities.
- More community events
- More connected bike paths and greenways. Bigger and smoother bike lanes.
- more connecting greenways throughout town and extending to chapel hill and beyond for walkers, runners, and bikers
- More connectivity between businesses.
- More cultural events, more small businesses, more availability of public transportation over the weekends.
- More density of retail and housing.
- More density, less parking lots, more parks/greenspace downtown, close Weaver St to traffic
- More diverse food options
- More diversity and better restaurants
- More free parking. local ownership of businesses. Better efficiency of traffic lights/flow.
- More fun and affordable shops
- More green space and public, pedestrian-only gathering spots. More window shopping opportunity on Main St.
- More green spaces maybe with gardens encouraging biodiversity, quieter spaces for just hanging out and appreciating just being
- More green spaces, less big ugly buildings (happy for a library but it's and eye sore, not that many books, and bad parking)
- More green, less parking, less free parking, more space for biking and walking, close Weaver St.
- More greenways for biking, access to UNC via an extension of Libba Cotton Greenway.
- More greenways, less car congestion. More emphasis on bikeways and public transport. Keep free parking lots. Expand library area, do something about the predatory towing at Carr Mill
- More help for the homeless. The facilities available to them seem to be really concentrated in one area, and I sometimes feel unsafe.
- More inspiring family events at town commons like southern village.....symphony or other music events where people can dance and have food trucks along weaver street. the carrboro Bazaar

is awesome and we need more events like that Carrboro recreation website is so clunky and outdated and feels like it isn't keeping up with modern times. Carrboro town Hall should be renovated

- More open discussion of town planning process and outcomes.
- More parking
- More parking
- More parking
- More parking
- More parking and less towing. Sidewalks linking all of Carrboro. More lights on trails.
- More parking spots
- More parking, less taxes
- More parking; towing enforcement is too severe
- More parks
- more parks/green areas
- More people of color enjoying the amenities and shops in our towns
- More places for African Americans people
- More plants, less dead space. on Main street, it is empty and unappealing.
- More public charging units for electric vehicles. Light rail or trolley(more inviting than buses). Information kiosk.
- More public EV chargers. Need to institute an idle fee for people who finish charging so they will move their vehicle to allow someone else to charge their EV. The free EV charging is wonderful as it allows those living in apartments and rentals to charge their EV but the availability is limited and sometimes, inconsiderate people leave their EVs fully charged and blocking the space so others can't charge their car. Either install more EV chargers or institute an idle fee to keep people from hogging the chargers. Also, the EV chargers off of Rosemary St. are constantly being blocked by non-EV cars. Please put signage that it should be EV parking (while charging) only so people don't block those spaces. Finally, a sidewalk on S. Greensboro St. would be wonderful to allow access to the southern part of town and connect S. Green development to the rest of the town. You should make it a requirement for new developments to add sidewalks to encourage walking (and that the developer pays for these instead of the town).
- More public parking and easing the congestion throughout downtown.
- More public parking, more affordable housing, more commercial development to lessen property tax burden.
- More public space. More housing. More space for small businesses. Better sidewalks and crossings. Less parking lots.
- More responsible budgeting. A few more useful stores would be helpful. Retain some public free parking to keep downtown alive. Retain old trees and support farmers markets, and don't develop our city into a generic cookie cutter town with limited affordable housing, shop rentals, and poor quality infrastructure/architecture
- More restaurants and shops. Higher density housing. Less run-down looking.
- More restaurants. Do something with the vacant lot at Weaver and Greensboro. More practical businesses as opposed to a lot of art/craft boutiques, salons, cafe type places. Merge at W. Street Market at RR crossing is terrible! Can't force bikes by reducing good car planning.
- more sidewalks
- More sidewalks, bike lanes, and green ways. More businesses downtown that are not hospitality or retail.
- More small businesses/shopping and support for unhoused on streets

- More small local stores. Make the road between the library and the Arts Center nicer, clean it up, make it a destination. Fix the Main/Weaver intersection. Very confusing. walk light needed for pedestrians.
- More street lights in neighborhood. Clean bus stops, and downtown streets. Accessible free parking 24/7
- More support for unique, local small businesses. Better authentic community engagement in what we want our downtown to look and feel like. Better ToC involvement to lease vacant storefronts to unique businesses which improve the town, not generic corporate businesses like Chapel Hill is now.
- More traffic enforcement. Cars do not stop for crosswalks, run red lights.
- More trees, landscaping
- More variety of business. safer for bikes
- More variety of restaurants, healthy options, more places to park my bike.
- More variety of shopping/eating options.
- More walkability
- More walkable spaces at a human scale. Downtown was built for cars , it is ugly/unpleasant to walk around. Huge parking lots are convenient but not inviting for everyone else.
- Need better choice of moderately priced restaurants. More security in Drakeford complex stairwells, bathrooms, elevators to allow room for people arriving in morning to get by, and prevent people urinating in wrong places; and deal with people making physical threats.
- Network traffic to make congestion less, back up between the mis timed lights.
- new businesses
- New businesses, putting the homeless shelter so close to downtown was absurd
- New public park, participation of town in AI-driven traffic control
- Newcomer. Think that people drive a little hot headed around here. Would like better lighting
- No predatory towing, a park walkable from downtown
- No problems.
- No towing from Weaver Street parking lot.
- Not in favor of closing Weaver St.
- Our city is falling behind Hillsborough and Durham. We need better leadership and focus on reviving the downtown. It looks worse than ever. I also have concerns about aggressive people on the streets.
- Outlaw Barnes Towing from Carr Mill Mall
- Painted and protected bike lanes on N Greensboro and Jones Ferry. And develop the parcel at the corner of N Greensboro & Weaver St! It's so ugly and disconnects the atmosphere from downtown to the farmers market area.
- Parking at the dinner hour around Carrboro Mall is impossible. There are so many bars and restaurants in that area that there should be better parking.
- Parking has improved with the new library.
- Parking is a disaster. The congestion at Weaver St and Main along Greensboro is a problem at all times-not sure how discussions of a pedestrian area would possibly help that. We would benefit from an establishment with a large outdoor play area, plus WiFi, plus beer and coffee-Durham and Cary have many locations like this, even Pittsboro
- Parking near businesses for handicapped is difficult. Towing fees are too high.
- Perhaps a food hall or small business incubator, so that entrepreneurs could try out ideas with a lower scope of commitment. This would also create additional transit connected third spaces.

- Playgrounds, splash pad-a gathering place for kids
- Please develop the empty lot on the corner of Weaver Street and North Greensboro.
- Please improve the appearance of the library parking garage with a mural or facade. It is ugly
- Please keep parking free
- Possibly a pedestrian only area
- Preservation of historic buildings and mill houses. More trees. Less to no development of large multistory buildings. keep Carborro's charm by keeping it small and by keeping the architecture and outside of buildings similar to the buildings that are around Main Street in Carmill area. Less density overall in Carrboro. Carrboro is a small quaint town, let's keep it that way. I do not want to see more development, multistory buildings, or an increase in population.
- preserve the character of Carrboro-no cookie cutter commercial development
- Preserve the current buildings; no high rises
- Preserve the historical character of existing buildings. Develop the corner of Greensboro and W. Weaver Street into something vital, needed and accessible.
- Proactively dealing with the increasing issues associated with unhoused individuals ... violence, drug use, public intoxication, and more are becoming commonplace and driving visitors and families away from downtown. Can we balance compassion without sacrificing our safety?
- Prohibit predatory towing.
- Protected bike lanes and greenways. activity/recreation for adults, parks and open natural space
- protected bike lanes; fix the traffic light situation at weaver street market
- quality and maintenance continues to improve. also to mitigate draining/flooding when it heavily rains
- Quicker maintenance of parks (Wilson), main road in front of Weaver pedestrian only on Sunday's.
- Rather than making Weaver a pedestrian plaza, I think Weaver and Main downtown should be made one-way, like the streets around the Carolina Inn.
- Reduced traffic congestion. When they took away lanes for cars in downtown it made getting to/through town terrible.
- re-establish handicap parking in Main Street parking area
- Remove homeless panhandlers from Carr Mill Area
- Renovation or removal of certain buildings which exhibit some degree of neglect
- Residential development with support for teachers and local government employees to afford living in town
- Resolve traffic problems on E. Weaver and East Main. Somehow add a turn lane, timing lights better, make a new bike lane on Main st.
- Resources for the unhoused. Do not close Weaver St for that ridiculous plan which will destroy downtown Carrboro,
- Roads maintained; vacant lot by Weaver Street developed; more parking options
- Safer biking, currently it's way too dangerous; require restaurants, etc. to have better maintained parking area.
- Satisfied with rate of changes thus far in downtown Carrboro area
- serve your families, our schools are housing less students-bring more programs, fix your parks, create gardens. We have a wonderful community-provide space and activities to support community; look at towns like Irvine and learn from how they have recreation parks, activities, bike paths. Homes that bring the most money in taxes are not being served. We don't have trails connecting us
- Shelter for Mentally ill and homeless population

- shut down and redesign Weaver Street. Better bus route/schedule from town center down major roads. Covered bus stops with seats.
- Sidewalks after rain or snow can be unsafe and left for a long time with snow/flooding. I'm not originally from the U.S., which makes perceiving and navigating safety very difficult. There are some encounters, especially near bus stops or outside businesses that I don't know how to navigate. Homophobic comments have been made at/to/near me in the street and on transit that have been justified by other members of the public because they are made by people that are/could be unhoused. This makes navigating life here very difficult and I compromise I don't have to make in my home country.
- sidewalks on Simpson St and High St
- Slower traffic on S. Greensboro Street.
- some beautification of downtown public space. proper painting / decoration of the ugly and unadorned new parking deck. Look around Chapel Hill and see how they've made parking decks look nicer. I can't believe we approved Orange County to build something with no beautification at all!
- Some kind of improved traffic flow around Weaver Street/Main Street. Very hard to move in this area in the evenings.
- Some older dilapidated storefronts/buildings need to be renovated. Crowded, congested parking lot in front of Amante Pizza, Haw River Tap and Grill, Cat's Cradle.
- Some place to buy affordable new clothes
- Some sidewalk areas are lacking crosswalks, could be improved. Carr Mill Mall needs to stop towing.
- South Greensboro Street's lack of sidewalk is extremely dangerous. A sidewalk is needed ASAP for the residents who regularly walk into town.
- Stop spending our money like drunken sailors!! Stop raising our taxes !!!! Return traffic pattern of pre-covid. Takes an hour sometimes to get from the planetarium to wsm. Current traffic flow sucks!!! Stop the "study" of unwise ideas. Need better representation of real Carrboro residents.
- stop towing cars from Weaver St area parking and other places; free, really free parking or more credit card accepting stations, no phone apps for parking-or fewer- not just 2 hour free parking
- Storefront shops filled on those that are currently vacant; More murals on Drakeford building/parking garage; prioritize native plants for landscaping
- Street vendors. Town like Asheville provide covered stalls/areas for people to vend handmade items. They grassy area across for people to vend handmade items. The grassy area across from Century Center would work for that. The town could encourage these public displays of arts & crafts for sale.
- Streetlight maintenance in neighborhoods; sidewalk on S. Greensboro St. to circle
- The amount of panhandling & harassment by homeless people has skyrocketed. Consequently there is also garbage all over downtown. It is extremely disturbing and disappointing. Being compassionate towards those less fortunate does not have to come at the expense of the safety and quality of life of long time residents
- The building of the 'library' was a big disappointment. After years of planning, we got a huge building that is mostly a multi-level parking deck and the library itself is just a small portion of the rest of the building. It appears to be mostly empty and under-used office space (plus the parking deck), and the fees to use these spaces are significant, even though we are the ones paying for this building through our property taxes. I am sure this is not what residents were hoping for, but we will be paying for it for a long time - our property taxes have already risen considerably. I hope

the next developments can be spaces that will be better used and serve the community, rather than just subsidize a few local businesses (by providing them free parking space).

- the changes I would like to see in downtown Carrboro is expanding affordable housing and improving supporting small businesses
- The city is getting dirtier and I'm seeing human waste and empty booze bottles on my walks. The vacant eyesore in the heart of town on Weaver and North Greensboro is an embarrassment.
- the corner of Greensboro and weaver should have been developed Harris Teeter would have expanded into CVS and would have become a much better store. Instead the NIMBYs won out and we now have a multi year eyesore
- The empty lot across from Weaver Street needs to be used for something.
- The empty lot at N Greensboro and Weaver St.
- The entry points to Carrboro need aesthetic help. In particular the block with the auto parts, wings and old aids store is really ugly. Sidewalks should be doubled in width. They are far too narrow for the amount t of use they get.
- The local towing company is extremely predatory and the lack of regulation allows them to take advantage of people.
- the lot at Greensboro and Weaver looks terrible. All streets leading to that intersection are often backed up.
- The lot next to Weaver street is SO trashy. Carrboro culturally generally puts nearly 0 effort into maintaining property. The town looks run down
- The overall appearance is dingy and rundown. There are unhoused people in numerous places at all hours of the day. Do not let my kids go downtown by themselves. The new library is tiny and has people sleeping in the furniture. Again, not a place I let my kids go to alone.
- The parking areas
- The town is looking increasingly shabby and unkept. It is very difficult for the private sector to improve the services and appearance of the downtown. Town government is increasingly concerned only with performative practices and policies.
- the unhoused men that spend their days at the town commons are intimidating to those wanting to spend time there. They use drugs and curse across the street from my children's school. Support them in finding purpose, work and homes
- The war against cars needs to end. As does the obsession with DEI policies. Not a huge fan of the new library building, as it doesn't integrate well with the rest of downtown Carrboro. I hope future buildings will not be such an eyesore. The town needs to do a much better job of policing homeless people and vagrants. There are parts of town that definitely feel unsafe, including right next to the Carrboro Post Office.
- to make Carrboro pedestrian friendly-there are many sidewalks that either unfinished or encroached upon by the adjacent property owner. It is messy and dangerous. Too many sidewalks leading to Harris Teeter area is one example
- Too much snow on sidewalks after plowed.
- Towing at lots is too aggressive; build a Costco out on 54
- Town-wide compost pick up!
- Traffic can be brutal at certain times of day, particularly since Main Street went down to two lanes. Also acknowledging that Carrboro encompasses families off Homestead Rd and biking to/from downtown with children can be challenging. As much as Carrboro wants to be "bikeable" and eliminate cars, it's not feasible for a significant number of residents. I'm also concerned by the number of e-bikers riding at high speeds, particularly high speeds on sidewalks, and without helmets. If biking is so important in Carrboro, why is there no helmet law? Given the high speed

the e-bikes can travel, it's shocking to see such educated individuals riding on public roads without helmets. It's also frustrating seeing bikers ride as though they "own the road" and not obey traffic laws, ride through red lights, not stop or even yield at stop signs. If Carrboro wants to be a bike friendly town, there needs to be a mutual respect between both entities; I feel that bikers ride through Carrboro as though they own the roads, without care or caution for vehicles or even pedestrians.

- Traffic congestion addressed
- Traffic control; more level sidewalks. Broken pavement needs fixed. More green trees and benches to sit at strategic intervals.
- Traffic downtown is super bad. The triangle section near Wegmans does not work. Maybe block off as a promenade and use one street for traffic. Would like those bushes outside the old library cut near the fountain. Blocks views.
- Traffic is gridlock on weekends.
- Turn Weaver Street in front of Weaver Street Market into a bikes and pedestrian zone, no cars.
- Walkable streets in front of Weaver-no cars. Also, the streets that go next to Drake library are a mess. We need a walkable downtown with no cars.
- We do not think we have a downtown.
- We need more street lights overall. Many side roads do not have a sidewalk either.
- What else, affordable housing.
- Wider range of shopping and dining options; more parking
- Wider, more inviting sidewalks that feel like two people could walk side by side together, or two people walking in opposite directions could comfortably pass one another. It also feels like motor vehicles could easily jump a curb and hit a pedestrian.
- Work on people crossing Franklin St Safer.
- work to provide support for unhoused residents in a way that will have less negative impact on downtown businesses
- work with owners of Carr Mill mall to not be so fast to tow, and maybe opening up their huge (barely used) parking lot by the new art center location.
- Would like to see empty lot across from weaver developed. I would like to be able to drive, walk and bike safely. Would like the Century Center spruced up.
- would love a movie theater but understand its likely not economically feasible
- Youth focused activity; we tend to drive to CHPL or outside downtown to Raleigh.

Q29. What do you think are the MOST SIGNIFICANT issues facing Carrboro today?

- 1 / Vision: with the center of Chapel Hill moving east, Carrboro needs to define itself separately from Chapel Hill as its own location. In short, what do we want to be when we grow up? The Town Council has failed with this.
- 1, Poor use of tax dollars, especially on albatross, useless projects like the new library, which is too small to be of value. 2. Excessive politics of town programs , communications that alienates anyone who isn't on the far left.
- Council seems to be pushing the closure of Weaver, not wanted, not necessary. Look at traffic patterns on Main. Check on a football Saturday. We don't appreciate the (former) bike shop owner talking about this option as though it appeals to the masses. 2. Corner at Weaver and Greensboro. Do something. Friend offered that a place for food trucks to park might be an option. Been an eyesore for years. 3. Stop the push for "affordable" housing.
- A lack of affordable housing for the middle class... we have several friends who aren't low-income but can't afford to buy a house in Carrboro, so they had to move to Durham even though they really wanted to stay in Carrboro. Property taxes (high and getting higher).
- Adequate access, timely, broad base information, community input to town decisions.
- Adjusting to growth
- Affordability
- Affordability
- Affordability
- Affordability
- Affordability
- Affordability
- Affordability
- Affordability and climate resilience
- affordability and housing for all
- Affordability and Livability. Need more dense development in town to encourage walkability and affordable developments. Need better transportation options to reduce congestion. Continue to provide free EV chargers around town as many people live in apartments or rentals and don't have access to Level 2 charging and depend on these chargers to combat climate change. However, it is very popular and you should institute an idle fee so that people don't leave their cars blocking the chargers from others who could use it when they aren't charging anymore.
- Affordability and sustainability.
- Affordability for folks who work here.
- Affordability for housing and unhoused populations; limited economic growth/sustainability downtown with many unused storefront.
- affordability of housing
- affordability of housing
- Affordability, growth population, and aging of population
- Affordability, Housing is crazy expensive and everyonw I know leaves here to go out to eat or dink.
- affordability, landscaping
- Affordability. While the town board espouses goals of affordable housing & accessibility, the decision by the Orange county board to raise property taxes so significantly has made that goal inaccessible. While I can currently afford my home, I will not be able to do so when I retire, not

do I anticipate being able to stay in Carrboro at all when I retire given those costs. In talking to my friends & neighbors, our property taxes increased between 22-33% which is obscene. I want to "congratulate" the board for making sure only a select few can settle here for good & own their homes with these costs & likely making it harder for those of us with homes to sell them when we need to leave to be able to afford to live. Just really gross

- Affordability; gentrification, pushing out local business businesses
- Affordable ease and availability to park and walk; safety
- affordable housing. Local ownership
- Affordable housing
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- Affordable housing.
- Affordable housing. Quality businesses.
- affordable housing and gentrification
- Affordable Housing and Job availability
- Affordable housing and lack of protected / separate bike and pedestrian infrastructure.
- Affordable housing and reducing property tax rates through more commercial development.
- Affordable housing and rising cost of living
- Affordable housing and stormwater management.
- Affordable housing crisis
- Affordable housing for families with school-age kids.
- Affordable housing for new buyers as well as for older adults who want to downsize. Lack of options in housing. Stormwater management
- affordable housing for people who work and retire here.
- Affordable housing for young families
- affordable housing -we're losing young families
- Affordable housing within walking distance of downtown
- Affordable housing. Solutions for the unhoused community.
- Affordable housing!!

- affordable housing, pressure to let in big box stores. Public safety, changing demographic
- Affordable housing, Maintenance of security street lighting (Town needs to be more attentive to pruning vegetation that obscures safe passage on sidewalks at night.
- affordable housing, business development
- Affordable housing, drug addiction
- Affordable housing, economic development, protecting and incentivizing active transportation
- Affordable housing, high property tax, maintenance of downtown streets and sidewalks.
- affordable housing, increased traffic.
- Affordable housing, keeping a small town feeling.
- affordable housing, public school support, racial inequity, programs that actually address reduction of violence and safety (not police focused)
- affordable housing, public transportation
- affordable housing, rents too high
- Affordable housing, shelter and services for unhoused people, and environmental friendliness.
- Affordable housing, storm damage prevention, traffic/congestion downtown, lack of diversity
- affordable housing, stormwater management in lower areas
- affordable housing, traffic, sustainable growth
- Affordable housing, unhoused population
- Affordable housing
- Affordable housing. Storm water management. Transportation infrastructure(bike lanes and sidewalks).
- Affordable housing; stormwater management/climate change
- Aging community population; school choices/closings; property tax
- Although I can afford housing, it is because I have been here for 20 years. I think we need more young families moving in.
- An increase in the homeless population wandering the streets of Carrboro is a crisis. It has affected my quality of life, my family's sense of safety and frankly it make me want to move.
- Annual property tax increases
- As more residents suffer from hardships because of state of economy and social services, the town deteriorates. People break the laws and are desperate.
- Attracting qualified candidates for board positions. Three openings and three candidates selected by who knows who is disrespectful to the community. They are not representative of the community.
- Availability of affordable housing. Safer biking infrastructure.
- Avoid building in the flood plain
- Balancing affordable housing with confetstion and environmental concerns.
- Balancing economic growth with housing affordability + providing for home ownership over property management
- Balancing growth with preservation of the charm of Carrboro. It's very unaffordable to live in Carrboro -- but it's a very desirable place to be.
- becoming affordable largely by creating affordable housing and attracting clean business development
- Better bike infrastructure. Zoning reform for missing middle housing.
- Better walkability and bike lanes. Congestion around the market is not good.
- Big businesses/chains threatening the livelihood of small/local businesses

- Bolin Creek greenway. I applaud recent improvements to the path along the stream. After several years I am feeling safe to walk there again. Keep improving the greenway, make it safe for children to ride their bikes on, older residents to walk on, connect it to the Chapel Hill system. Storm water management important. Remediation is key for existing homes, but make the zoning and building permits contingent on sound assessment of storm water management ... both at the site of the development, but also to adjacent and downstream properties....
- Build Bolin Creek Greenway 3&4. Work on more bike and pedestrian safety projects.
- Building in flood areas or areas that will increase flooding.
- Capacity and density
- Carr Mill Mall Towing
- Carrboro has the reputation for being an expensive place to live. I have managed to find an affordable apartment but only because the complex is 40 yrs old. Affordable housing is one of the biggest issues in any town or city right now, including Carrboro.
- Carrboro must re-evaluate its extreme positions on climate change and zero sum emphasis on historically disenfranchised racial groups. this has the net effect of discriminating against other demographics and creates tension where there should not be tension. Ideology interferes with good governance
- Carrboro pays too little attention to ecosystem crises, which go far beyond climate change. Humans are part of the web of life. The emphasis on development serves humans but ignores this fact. Expanding impervious surfaces is not responsible. These issues are not unique to Carrboro, but the web of life has no political constituency to speak for it. Relevant to this: to combat climate change please leave all trees, especially older trees, in place (you can't cut them and replant and have the same benefits--young trees, especially of the same species and age, are not the same in terms of what they provide) and consider the materials used in all kinds of infrastructure: asphalt is a petroleum product; concrete requires sand, which is being depleted worldwide. A third issue is the rising cost of living--we are facing extraordinary inflation due to the actions of the federal government; utility prices are rising constantly; and so are county and Carrboro taxes. As someone nearing retirement, I am concerned about the cost of remaining in my home. I do not want to see Carrboro become more urbanized.
- challenges in maintaining high quality of our public schools. Ensuring Carrboro is a place where new businesses can start and thrive
- climate change and affordability; I appreciate Carrboro's climate efforts-including lawsuit against Duke Energy and excellent sustainability staff, but so much more needs to be done
- Climate change, poverty increased attacks on our sovereignty by the Trump administration.
- Climate change/severe weather; housing crisis; political threats to our towns, values of racial equity and climate action.
- commercial entities buying up single family homes and converting them to rentals, which drives up costs overall, and prevents people from buying a home for themselves.
- cost of housing
- Cost of housing and flooding issues
- Cost of housing for working people and young families (versus retirees) — Carrboro feels so much older than it did 15 years ago because mostly boomers can afford to live here!
- Cost of housing; not enough shelter for the homeless
- cost of living
- Cost of living and lack of jobs available
- Cost of living; taxes are high; not enough bike lanes; business development; sufficient restaurants; food costs.

- Could use more business development to help with town income so that less dependence on property taxes
- Creating a business revenue stream. Help to ease property tax burden.
- Dan population and need to maintain green healthy spaces while creating affordable options
- Dealing with flood issues since Chantel
- Desire to "fix" things that aren't broken (like the new parking garage or thinking about blocking off downtown to make it a cool outdoor walking space) that are too costly and not needed. I would much rather you focus on reducing our very high tax rates and services for low income persons. Please don't try to make us into a funky downtown space modeled on other cool cities. We are already awesome the way that we are.
- Development and zoning issues, we are falling behind all the adjacent communities, inspections planning and zoning are understaffed and ineffective, permitting is pitiful, commercial and residential are suffering because of the towns equity pay policies, PZI should be the highest paid town positions because they are revenue neutral and be usage of what they bring to the towns economy, our zoning rules are way behind the time
- Development by non-locals is too much; affordable housing
- Diverse ethnic businesses are lacking in downtown while most are in Cary/Raleigh esp. groceries and specialty cuisine.
- downtown economic development, affordable housing
- Downtown is dirty and dingy, lack of new businesses, traffic on Weaver and Main Street, cost of living and crime
- Driving and Donald Trump's war on progressive ideas
- Economic development, housing
- Economic inequality; rich retirees
- Enough housing for families with children that is affordable, increasing the tax base.
- Ensuring smart growth, too expensive for young families, well signed parking so restaurants don't close.
- Everything is too expensive. Food, homes, taxes
- Excessive local tax rate increase contributes to housing costs
- Expensive housing, high taxes
- Finances to maintain programs and services; transparency and honesty, maintaining dignity for all
- Flooding and fire ants.
- flooding, walkability in residential areas, transparency in policy/planning
- Flow of traffic in high flow areas
- Gentrification
- Gentrification, infill, affordable housing for younger people
- Getting too entrenched in illogical ideology
- Giving quality single family housing options .
- Global warming
- Growth
- Growth
- Growth and flooding
- Growth and the infrastructure especially from an environmental stance. We are cutting too many trees. Perhaps an alternative is to rennovate existing homes.
- Growth that doesn't destroy the character of the town.

- Growth, housing
- growth, housing affordability, transportation
- Hiding Affordability and accessibility of diverse housing options
- High taxes
- High Taxes and house prices out of reach for middle class.
- High taxes. Orange Co. has one of the highest tax rates in the state. Carrboro has one of the highest tax rates for towns/cities. And then we get to pay the extra school district tax. And I don't get much for all that money.
- homeless encampments and littering
- homeless people everywhere who are aggressive quite often
- homeless people; closing weave street when every person/business is opposed
- Homeless population
- Homeless population and rise in crime.
- Homelessness and traffic.
- Homelessness and unaffordable housing. I am on affordable housing and had to make 40k a year to be eligible. Thats insane, 40k a year is still a lot of money, and the rent is still over 1k for a one bedroom. I'm very happy for my apartment, and it isn't a problem for me personally, but considering my own life, it seems that this should be normal housing and affordable housing should be cheaper and require less yearly income
- Homelessness, lack of any affordable housing. Decline in young families.
- Homelessness; lack of sidewalks
- Housing
- Housing
- Housing
- Housing affordability. We can afford to rent, but never own here.
- Housing affordability
- Housing affordability
- Housing affordability
- Housing affordability
- Housing affordability
- Housing affordability, problem from climate change
- Housing affordability. Economic growth, our downtown is in decline,.
- Housing and housing services; street light timing
- HOUSING- are you kidding? "Affordable housing" should not be sub-par apartments— this is degrading. Families with young children can not afford to own homes in town. Nurses, teachers, service workers, University staff, teaching faculty, etc. are not able to afford to own homes in this town. The people who make Carrboro great by staffing its schools, shops, and the University, can no longer afford to live here due in part to the extreme property tax increases driving up market values and Carrboro's continued allowing of property conversions to short term rentals. Further, historic homes are being rented year after year, falling into disrepair until they are unsalvageable and get torn down to be replaced with over-sized and over-massed homes far out of the financial reach for most of our population. The house next door to our own mayor has been converted to an air-bnb along with 2 others on the same street. One of our town council members lives in the scourge of modern development- a GWH right in the middle of a historic neighborhood—outsizing its neighbors. Meanwhile, families with 600k to spend can't even purchase near town. In another 10 years there will be nothing but transplants and generational wealth surrounding downtown— no more music teachers, no more indie rock bands, no more queers or artists or

creatives except those with large inheritances or tech-bro spouses. It's a real shame and hard to watch house by house, family by family. Don't make affordable housing, make the housing we have more affordable. PLEASE.

- Housing cost are pricing young people out of the market.
- Housing cost, gentrification, climate change, cost of living
- Housing cost. Too much rental housing for students, not enough for essential workers.
- Housing cost/gentrification (but appreciate efforts to preserve affordable housing options and promote racial equity).
- Housing costs
- Housing costs and diversification of economy
- Housing costs for lower income and working class adults
- Housing costs, becoming a retirement community instead of a thriving community for people of all ages and incomes
- Housing costs, development vs maintaining town charm
- Housing costs, high taxes pushing out diverse populations, people who work locally, in particular.
- Housing costs, overcrowding without appropriate infrastructure, environmental issues
- Housing costs, preservation of trees and native landscapes.
- Housing costs, pressure on public services
- housing costs. lack of diversity
- Housing costs/general affordability. Walkability. Biking
- Housing costs; racial segregation
- Housing for families with young children that is affordable
- Housing for young families. INfrastructure. Storm water.
- Housing prices and job availability
- Housing prices and taxes. Every year it gets more difficult to stay in Carrboro. The last property tax jump has me considering leaving. It's also difficult to live here with the lack of basic merchants in the Carrboro/Chapel Hill area. I find myself having to travel to Durham anytime I need clothing, electronics, or harder to find grocery items, and I'd rather stay and shop local. It seems a waste to have those dollars leave the county (not to mention the tax revenue lost also).
- Housing shortages
- Housing that is affordable.
- Housing, drainage, and stormwater, road maintenance
- Housing, making home owning in Carrboro affordable for all.
- Housing. Dropping school enrollment
- HOUSING. I live at home with my dad, me and my partner are considering moving out of Carrboro and making the commute so we can still work there. It's very difficult
- Housing/student housing
- I am concerned about the conditions of highway 54 where pedestrians are running across the highway! There are even yellow caution signs to warn drivers of pedestrians, but it seems really dangerous for them! Some crosswalks would help I think
- I do not see any effective improvement in downtown area in the past 20 years except the library./
- I don't see my taxes going to improving infrastructure as much as I like. Street foods and told it's just not on the budget to fix. Homeowners should not responsible for more drainage and outdated systems
- I have friends who are upset about WASA (water plant) and the proposal to take over Davie Circle, a residential neighborhood. I don't think it's extremely affordable housing, but that is everywhere

- I love this community and have lived here for almost twenty years. However, I am concerned with the Town focusing too much on efforts that signal progressive values instead of focusing on delivering sensible and efficient local services while keeping overhead low. There is an imbalance of tax burden on residents due to the difficulty of doing business in Carrboro. This leads the Town towards being more and more a community for wealthy retirees rather than a place where younger and less affluent people can afford to live, work and raise a family. I share many progressive values, but I think the Town is out of balance with providing economic value for its residents making it unattainable for the majority of would-be and former Carrboro residents. To make Carrboro a more welcoming and affordable community we need to learn to say yes to projects interested in investing in our town, and say yes without an arduous public process.
- I think a lot of people are looking for affordable housing. I don't think I can live here much longer. I started out paying \$800 for rent in 2016. I now pay close to \$1300 just for rent. But my income is not going up.
- I think affordable housing is a major one, but not one that I would solely place on the shoulders of the town. Ultimately, we live in a capitalist society, and the economics of our housing affordability are not solely defined by our good will and intentions. I would like to see increased efforts to place people in real, permanent homes that they can live in for the long term through programs like the Community Home Trust and even our Habitat for Humanity program. I appreciate that we are building more apartments and condos, but those always end up opportunities for landlord exploitation, no matter how well-intentioned they are. If there are ways we can push back against excessive land and property ownership as an assumed privilege of the elite, that would be a good place to start.
- I think it is difficult to plan and control growth of the town in a responsible way. Housing is expensive and there is an obvious need for affordable housing. At the same time, some kinds of development could negative impact the quality of life of existing residents. I am sure it is not easy to get the balance right. Another significant issue is the town budget. Property taxes are high because of the services the town offers, so it seems like the commercial tax base should be grown. But attracting businesses and providing a place for them to thrive, while also not negatively impacting residents quality of life, is a delicate balancing act.
- I think the town has two fairly significant issues. The first is that Carrboro is trying to do Big City Stuff but only has Small Town Budget. The town should be looking for ways to consolidate public services with Chapel Hill. Just like we have a two-town transit system, water/sewer utility, and school district, we should also have combined public safety or public works departments. It makes no sense that this town of 20,000 needs to make the same capital investments and staffing expenditures as the larger town next door when we could be splitting those costs proportionally. We would have much better services at a lower cost if we were part of a larger enterprise.
- The second issue is that Carrboro still operates under zoning that was designed to maintain the status quo and constrain new housing and commercial development. The most prominent parcels in town right now are: fenced vacant lot, car wash, gas station, lumber yard, gravel parking lot. Part of the reason for this is that the town's zoning is designed to maintain this state of affairs. This must be addressed, urgently. "
- I think we need to keep our quirky, fun vibe and keep it affordable for teachers, police workers, and restaurant workers. We need to keep developing bike and walking trails that connect and offer a safe way to walk and bike. I think we need to hire a very positive and effective school superintendent and keep our schools strong. They are a great resource.
- I want Carrboro to remain a small town, stay affordable.

- I'm deeply concerned about the elementary school construction, and the impact on surrounding homes. I'm concerned that the town will raise taxes to such an extent that it will become unaffordable for me to stay in my house.
- Increase local businesses. Affordable housing.
- Individual home costs, taxes, and general seemingly high cost of living here.
- Inspections Department
- Is there ANY zoning in this community? DECENT AFFORDABLE HOUSING for people with low income and people who have lost their jobs, etc.
- It's hard for people to find housing here if they don't already live here. We are paying so much in property tax, but our schools are very low in attendance. We worry that since the property tax is so high that it just deters young families, which will inevitably hurt us who already live here
- It's not blue collar anymore. It is a chapel Hill dorm. No arts and it is very white.
- keeping a small town feel with growing development
- keeping the police dept civil, effective, responsive; emergency preparedness for climate events
- Keeping the vibe and culture of downtown. There is a high commercial vacancy in downtown storefronts. I fear corporate developers will move into fill the vacuum left when local business is close.
- lack of affordable housing
- Lack of affordable housing
- Lack of affordable housing and diversity
- Lack of affordable housing and job opportunities.
- Lack of affordable housing and not enough businesses to support the tax base
- Lack of affordable housing, ever-increasing property taxes
- lack of affordable housing. low income families are being priced out.
- Lack of affordable walkable housing. A friend moved to Chicago because it was cheaper to find affordable housing in which he could still walk to work.
- Lack of available and affordable housing. Bike lanes, walking paths.
- Lack of business development. Lack of connectivity between neighborhoods. Slow progress on improvements to traffic flow outside of the new circle.
- Lack of business minded leadership.
- Lack of commercial/shopping variety. Other than the thrift store clothing is unavailable nearby.
- Lack of engagement and communication between town and residents. Unmanaged stormwater-outdated standards for flooding.
- lack of maintenance and sedimentation-clogged drainage ditches-lack of swale maintenance
- Lack of parks and too many new homes
- Lack of quality sidewalks, streets are all too wide and induce speeding, there are not many protected contiguous bike lanes, findings available parking during peak hours, people rolling through traffic lights and stop signs to make right turns, does town control developers or do developers control town, lack of imagination to slow speeding (speedhumps, really?)
- Lack of significant commercial development that would contribute to the tax base and reduce property taxes. Property taxes are too high, and the downtown looks shabby.
- Lack of transparent communication from the town council to the community. Lack of community input. Lack of trust between the town council members and the community.
- loss of town character and community due to unresponsive elected officials and town government
- Low affordability, reducing diversity of socio-economic backgrounds of people living in Carrboro
- Maintain quality of life while the population grows.

- maintaining Carrboro's character while adapting to growth and ensuring inclusivity
- maintaining identity through change: influx of high income residents driving up prices, job losses/instability at UNC and area non profits affecting long term residents, increased unhoused presence. Need options for town service employees and young families to afford living in Carrboro. Balance between idealistic and realistic town goals. responsible spending-see level of debt due to Drakeford investment and rein in wants vs needs
- maintaining its identity as a diverse and welcoming community to all in the face of substantial pressure from state and federal politicians and policies
- Maintaining the small-town feel while growing, which requires affordable living for those who are already here.
- Maintaining towns' charm and small-town feel, continue to provide value and diversity.
- Make sure we as a community welcome all people, all are treated equally.
- Managing growth within the town limits, especially downtown. Affordable housing and diversity of housing. Overall appearance and comfort level of driving, walking, hanging out downtown. Some of the roads and sidewalks and medians need work, better landscaping, lighting, signage, benches. The granola/hippy vibe is ok, but sometimes it just feels a bit shabby and run-down.
- Missing middle class housing, service staff not able to live here.
- Mitigation of climate change issues-flooding. Todd st has significant flooding that needs to be addressed.
- More developed housing. Anti-semitic community
- More growth and increasing diversity.
- More housing needed. Make accessory dwellings easier to build. Cut building set backs dramatically. Allow town houses and apartments.
- More walk and bike paths, more housing, more jobs and increased non residential tax base
- Most of the development I see our massive houses were four small houses could have been built.
- New development, creating job opportunities, availability of housing for homeless people.
- No affordable housing, petty crime
- Not affordable places to live.
- Not enough, senior housing here that's affordable and good quality and maintained well; traffic and flow and outflow
- One of the most significant issues facing Carrboro today is the growing presence of homelessness and drug addiction, particularly in visible public areas like the farmers' market and along Main Street. While these are complex challenges that reflect broader societal issues, their impact is felt locally by residents, families, and small businesses. I believe it's important for the community to continue addressing these concerns with both compassion and effective solutions, ensuring safety and support for everyone while also providing meaningful resources for those in need.
- Overbuilding
- Overcrowding, too much development, new housing that doesn't respect greenspace.
- Overdevelopment of private developers, who are not taking into consideration local services, like lack of public transportation, and community feel.
- Overdevelopment.
- Overly concerned about being diverse, less focus on growing the local economy
- Parking, bringing in new and better job opportunities, and allowing those with criminal backgrounds to participate in local politics.
- parking, panhandling
- Perception of safety (especially at night) + homophobia + cost of living
- Poor management of the town's budget. Stop increasing our taxes. Balance the budget

- Possibility that the development of Carolina North will dump a bunch of additional cars onto the streets and hurt recreational opportunities in the forest.
- Preserving Bolin Forest; still too car-centric; affordable housing; that abandoned lot in the prime downtown location of Weaver St and N Greensboro
- Preserving green space. Finishing the bike path along the trainbed to the high school. Connecting existing greenways.
- Probably affordable housing. I rent now but would love to be able to stay and raise a family in Carrboro, but it isn't looking like that will be a possibility.
- Property tax hike and flooding.
- Property tax is too high, not consistently calculated.
- Property tax. Better public transportation. Affordable housing.
- Property taxes are high. Economic development seems to focus on small startup type businesses that don't contribute much tax revenue. Easier access to more traditional shopping options (e.g. larger retailers) for families is needed. Driving to Durham or Chatham County to access these stores is inconvenient for Town citizens, harms the environment, and takes tax revenue out of the Town.
- Property taxes are much too high after the new appraisals. Awful to have taxes increase by 50%.
- Property taxes are too high, especially for seniors living on a fixed income.
- Pushing ideas extremely harmful for children. Critical race theory, queer theory, supporting abortion.
- racial inequality, sexism, chances of different wayed people
- Racism is not being dismantled quickly or effectively enough
- raise pay for police and fire departments as well as teachers please.
- Rapid growth. When we ask people if they want something, we should also at the same TIME be talking about the cost of something. People will always want more but when the cost is part of a proposal, they tend to be more conservative than they realize.
- Really hard to find affordable housing. Can't seem to find jobs in the Carrboro area. More are in the Durham and Raleigh area.
- Reduce government spending, taxes, and affordable housing.
- Responsible development, no clear cutting of trees.
- rise of housing demand which raises rent prices
- Rising cost of living, need for more social assistance, preparing for weather/climate change
- rising home values and property taxes
- rising housing costs-will I be able to continue to live in Carrboro upon retirement?; Environmental sustainability-I'm not sure town leadership takes this issue seriously
- Rising taxes are hurting homeowners and will make retirement here impossible
- Risk of taxes continuing to increase. We just can't afford more town tax, so we need to build the commercial base to increase that tax base.
- Safety
- Safety
- Safety and inclusivity
- Safety and places for homeless people to spend time and live without building tent cities.
- Safety, I feel it's getting a little out of control. Carrboro has always been an inherently safe place but in the last few years I've seen a steady decline in parts of the town. I think this affects the overall quality for everyone.
- safety-affordable and safe housing

- School enrollment. Housing cost. Water contamination risk.
- Schools quality
- Serving people in crisis; smart building unavailable land.
- Short term housing (Airbnb) are taking housing from students and residents. They are only occupied on the weekends but could be full time dwellings. There are at least 3 in my small neighborhood, owned by investors who do not live here. This increases stress on the local housing market. Furthermore, guests are instructed to park on a street where there is no street parking, causing major issues with navigating the neighborhood. Please get these under control, it is ruining Carrboro charm.
- smart approach to growth: preserving the town's character and green spaces. Also, Carrboro really needs affordable housing
- Staying affordable , independent and progressive. No corporate takeover.
- Stop spending !!!!! We live 2 miles away from UNc where there are vast numbers of libraries on every subject and we had CH public library and McDoogle. Library is nice but last thing we needed!!!! Stop spending our \$\$\$\$\$
- Storm water drainage. Not changing the look and feel of Carrboro. Maintaining a safe environment.
- Stormwater management in the face of climate change.
- stormwater management-too much development resulting in hardscape-concrete
- Stormwater, climate mitigation
- Street infrastructure, communicating for events, street lights, more sidewalks
- Sustainability, affordability
- Sustainable growth and property taxes.
- Taxation rates are becoming too high.
- Taxes
- Taxes
- taxes are too high for working class people to be able to afford to live here
- The arts and music infrastructure needs more public support. The sidewalks, bike paths and greenways need to be expanded and connected. They are far too narrow with too many paths that end unexpectedly.
- The empty retail properties make the town look rundown. Cost of housing and property taxes are higher than other area towns and cities.
- The expense to live here especially for families with children.
- The fact that people do not maintain their property. Again, it makes the whole community look trashy
- The high cost of living in Carrboro. The town needs to focus more on basic services and not continue to increase property taxes. The property tax increase following the 2025 re-evaluation was excessive. The decision to set a rate well beyond the revenue neutral tax rate resulted in one of the largest property tax increases in recent history. Rising property values and tax increase are going to continue to squeeze out the middle class.
- The homeless population is out of control
- The lack of crosswalks over Highway 54 is very dangerous for pedestrians. Traffic should be forced to slow down (with traffic signals and crosswalks) to increase pedestrian safety.
- The most important by far is the deterioration in the school district due to the inability of families to find housing in the area. Chapel Hill and Carrboro should be 2-3x their current sizes.
- the most significant issues Carrboro is facing is balancing rapid growth with affordability, housing affordability and rising costs

- The super complicated intersection in front of Weaver Street Market. We really need a green arrow when turning left from Weaver Street into the parking area.
- The town council doesn't really listen to anyone who they disagree with Too much group think The mayor bullies people who disagree with her and yells at staff
- The town council doesn't fully understand the intersection between viable business and viable community; they are well meaning people without the proper background to plan a community and the growth and sustainability of that community over decades.
- The Town is unaffordable to live in. I struggle with rent. My friend is a town employee and their pay is lower than other places and she has to commute from a long distance away just to work here. Town government needs to focus on basic services if it can't pay it's employees a competitive salary.
- They grow or die mentality and money politics that decreases democracy, razes, older housing, and riches developers.
- This is not an affordable place to live, in spite of all the "efforts" put into making it one. Just like our neighboring town, there is a lot more talk than action, because students suck up all the excess housing around Carrboro. There are too many restrictions on affordable development, too many "NIMBY" folks who otherwise believe that "more should be done" but don't want it close to their expensive homes.
- Too heavy of a focus on fringe social issues that negatively affects the welfare of the community as a whole.
- Too many apartments being built without first knowing that the current apartments are full. Green spaces
- Too much traffic downtown.
- Traffic
- Traffic
- Traffic
- Traffic
- traffic downtown
- Traffic in downtown is a nightmare. The bus system does not run frequently enough to help mitigate traffic.
- traffic management and housing affordability
- Traffic, building too much housing without enough consideration of impact on traffic and parking
- Traffic, Bus patron odor, and more frequent Buses-F line
- Traffic, not utilizing a lot of town space well, downtown is dirtier and more rundown, property taxes are out of control, affordability is worse than ever.
- Traffic, parking, jobs, and cost of living.
- Traffic, too many massive aptments, parking.
- traffic-safety-transient population, lack of environmental initiative, not sure how tax dollars are spent-the town overall looks very rundown
- Transportation infrastructure and affordable housing
- Unaffordable housing in areas that are walkable/bikeable to downtown.
- unaffordable housing market; house prices nearly doubled in past couple of years
- Unc Dean Dome going in off of Estes will wreak havoc.
- Unhoused population has changed downtown and it no longer feels safe or welcoming
- Unsure as I am a student/temporarily here and don't pay taxes. From my point of view, I would like to see more free or affordable community programming in a variety of areas. I am very drawn to the ArtsCenter but cannot afford most of what they offer as a student.

- Wages are too low, and cost of housing is too high. Employers are incentivized to pay workers as little as possible, and landlords are incentivized to charge as high a rent as possible. Both groups have outsized amounts of power in society, and their opposing incentives make it inevitable for affordability to erode over time. Tie minimum wage to median/mean cost of housing, and that would also incentivize landlords to advocate for increasing wages and incentivize employers to advocate for lowering the cost of housing, making two powerful groups balance each other rather than mutually exacerbate a major societal problem.
- We must proactively deal with the increasing issues associated with unhoused individuals ... violence, drug use, public intoxication, and more are becoming commonplace and driving visitors and families away from downtown. Can we balance compassion without sacrificing our safety?
- We need our business to thrive. The town needs to accept that not all of us can walk everywhere.
- While Carrboro is doing a lot to mitigate increasing housing costs they're still increasing pretty significantly. I am unable to buy a house in this area with a salaried, decent paying job. I only make enough each month to cover cost of living and if I'm lucky put a couple hundred in savings, which only creates further barriers to building my own equity.

Q30. Are there any other comments that you would like to share with the Town of Carrboro?

- The new library is great. It would be even better to find more ways to use it and get value. 2. Info on website is hard to use for most wanted facts. Example is the status of greenway project, when/where will new sidewalks appear.
- A lot of my neutral or don't know responses stem from the fact that I may not use those services, not that I am dissatisfied, therefore I cannot rate them. I do appreciate being given the opportunity for my opinions.
- A potential reworking of the weaver street/Greensboro st intersection to ease traffic would be beneficial
- Affordable housing is important to me, but I don't think the strategy of building on town-owned land is a good idea. I would strongly advocate for the town to aggressively explore options to take control of the land across Greensboro St from Weaver Street Market - this prime real estate has been vacant for more than a decade! Between that space and the parking lot across the street, there is potential for high-density apartments in the heart of downtown where all the bus lines connect. I would also advocate for the town to explore road expansion to help mitigate traffic around downtown, for example extending Lloyd St north to Estes...
- Apartment living here is reasonable but housing prices are ridiculous
- As a cyclist, I have noticed a lot of broken glass in the bike lane, particularly on Hillsborough Road and N. Greensboro St.
- Aside from Highway 54 being dangerous for pedestrians, Carrboro is a lovely town.
- Basketball court at MLK park with kid size hoops and more recreation facilities.....gym, or something like the sports plex. More outdoor music !
- bring in new energy to development and make the town green and walkable
- Bus Service should reach all parts within city limits.
- Can you address the sorry state of the post office landscaping?
- Carrboro feels like it does not support its Jewish citizens while supporting every other group
- Carrboro is great
- Carrboro is the best!
- Carrboro should implement the same policy that CH has regarding the percent of new housing units that should be affordable. I also strongly encourage Carrboro invests in paving the Bolin Creek Greenway/Owasa Corridor. It will support accessibility, recreation, vegetation degradation from flooding.
- Carrboro used to be an idyllic place to live. Sadly that has changed and I don't see any effort being made to remedy the situation. The priority does not seem to be to provide a safe, desirable and thriving environment for all. I am not blaming the police department, they likely have their hands full as downtown Carrboro now struggles with "inner city" level homeless population. I have compassion for those who are struggling but expecting a small town like ours to shoulder an undue burden is not OK. I have chatted with several of the folks panhandling at Weaver st market and gathering near the new food pantry and NONE of them were from Carrboro. That should tell you something.
- Carrboro worries too much about things it cannot control or do much about due to its limited size & budget. With a 2026 total budget of about \$68 million, it's very difficult to see how Carrboro can have any impact on affordable housing for example, even if the entire budget was spent on it. And although climate change is important and should not be ignored, making it one of two main pillars for 2026 ignores other real problems that Carrboro could have an impact on. The lawsuit against Duke may look good & get good press, but it is a waste of resources that could be

better utilized - so please continue to make sure no town funds are used for it, nor any town employees or other resources are used.

- Carrboro is a great town.
- Commendation to Public Works. Employees are routinely friendly and helpful on phone calls asking for information. Also, Public Works has been especially responsive in making a special trip to pick up missed trash cans. On the rare occasions when trash roll-out containers have not made it to the street, Public Works has been very kind to make a special trip for a pick-up.
- Concerned about our growth/development plans. It's changing the atmosphere of downtown and changing the heart and soul of our city.
- Costco out on 54; keep our dollars in Carrboro; reevaluate how property taxes are determined in Orange County
- Crosswalk light on N Greensboro NW of the Estes roundabout doesn't work on one side.
- Density is great, but only if you can provide the public transportation that makes it workable instead of a struggle. Also making it difficult to drive through the city does not encourage bike riding. It just makes a downtown less accessible.
- Development is always risky and going to be met with a lot of opinions and strong feelings, often resistant and defensive. We need to have some forward-looking leadership that encourages and facilitates appropriate development of mixed use buildings of 2-4 stories with a variety of housing types and price points. Shelton Station is a big success in my opinion and it was met with extreme resistance by some Aldermen a few years ago when it was going through approval. I was shocked by some of the mean-spirited and grossly inaccurate things I heard in some of those meetings. To be clear, I had/have nothing to do with that project, I'm only speaking as a citizen who lives nearby. It's fine. Everyone loves Breakaway and Dingo Dog. We could use more of these type of projects. Nothing huge, no Dallas donuts. Just 2-3, maybe 4 stories in some places, mixed use, on the sidewalk, ground floor retail, cafe culture, good street trees and furniture, a mix of storefronts and signage and lighting. Density is almost always a good thing. More walkable. Carrboro is great, but we don't need to love it so much we smother it and are afraid of anything changing.
- Doing a great job. Thank you.
- Enforce traffic laws. Drivers speed on Main St in front of town Hall. Drivers do not respect crosswalks.
- finish the Morgan Creek Greenway! Nothing has happened for years.
- Fix the traffic flow back to pre-covid
- Get rid of Nathan Million and his predatory parking scheme.
- Get the Bolin Creek Greenway built!
- get tough
- Good job improving the downtown parking and thankful for the (free) charging stations which support EVs.
- Great place to live, but no one can afford to buy a house here.
- great place to live. Thank you for all the hard work.
- Great public employees
- happy that Carrboro was first municipality to be one trained as a 4th amendment workplace/kudos eliazar!!!
- help keep ICE out. Support services for homeless populations
- Help seniors with property taxes, we live on a fixed income. How can we survive when you keep increasing the property taxes, insurance keeps going up. How are seniors or young families as far as that goes suppose to afford the huge jumps? How?

- HOA are becoming a problem (cost and fees).
- Honest information about growth plans
- Housing prices for renters are out of control.
- How can we lower the homeowner taxes for those who don't qualify for reduced taxes?
- How come all the new apartments built have rent so high? There are not any jobs available in the area. Not many sidewalks.
- Hwy 54 near Carrboro Plaza and Main St between Hwy 54 and Weaver St have too many noisy and/or fast driving cars
- I absolutely love living here and appreciate the hardworking town government staff.
- I am not happy with McMansions going up in old small home areas in Carrboro. Specifically on High Street and in the historic area of Carrboro.
- I appreciate all the efforts to the greenways and make Carrboro bike and pedestrian friendly.
- I appreciate police and fire department wonderful people.
- I appreciate the efforts of the council, it's a great place to live and although there is always room for improvement it appears you do a great job.
- I appreciate the town's efforts to maintain the friendly and quirky but stable nature/personality that defines Carrboro.
- I believe that Carrboro does genuinely ATTEMPT to include all people, regardless of race, SES status, etc. However, it sometimes just feels like "lip service" to satisfy the folks who can already afford to live here. The unfortunate truth is that unless you have family wealth or earn a very high salary, it is extremely difficult to work in this town and still afford to buy a home.
- I care very much for this town, and would love for the town to prioritize facilitating new development which will help create more housing units and places for residents to work. Doing that will make this community more livable and affordable for more people.
- I do not want us to the way of Chapel Hill with apartment complexes and dead shopping spaces.
- I feel strongly that the town is hurt by being cut in half across 54 without a way of pedestrians and bikers crossing over safely, leading to accidents, more car usage, and unequal living situations right across the road from each other.
- I generally think that Carrboro is one of the best places to live in the country, if you can afford it, if you don't want to walk a lot, and if you can stomach the (often silent) oppressive racism. But honestly it's the best of what America currently has to offer. I'm just pointing out that we could collectively be doing more to address these issues. There are programs that teach the young about peace and unity. There is space on highway 54 for a bike lane or sidewalk. There are ways to make it even better here. That said, it's a wonder that the rest of life here is truly so incredible. Kudos to our current leadership!
- I grew up here and came back to raise my kids here big mistake this is not the Carrboro with values I grew up in
- I have loved living here and raising my family here and will be sad to leave but will be leaving due to rising unaffordability for even middle class residents like myself. While I admire the towns goals for the community, I think they are often implemented in impractical and costly ways such as a "library" building that was extremely expensive, has only a minimal library space & seems very underutilized. Also, the town spent a ridiculous amount of money trying to determine that land that builders donated to the town because it was too costly to build on was indeed too costly to build on. It makes residents whose property tax costs are already ridiculous resent even more the costly property tax monies that that are wasted.
- I live in Carrboro because I like it here-the variety of people

- I live on Hillsborough Road and would like to see some efforts to control speeding. Many children play/walk along the street. I don't know that I care about a few folks driving 42 mph on our 35 mpg street. However, there are a number of folks who are going at least 60 mph. Its unsafe.
- I love Carrboro and the fact it has most basic services in terms of shopping, services and entertainment!!
- I love Carrboro deeply and I hope that we can keep trying to make life better for every person and animal who lives in our special town
- I love Carrboro for it he open minds of its citizens. I also want to make sure that it's accessible for it's handicapped and elderly citizens.
- I love Carrboro! I wish it didn't cost so much to live here. It's worth the sacrifice, but sometimes it is a lot of sacrifice.
- I love Carrboro-please increase sidewalks everywhere, protect bike lanes and tax homes fairly to keep Carrboro accessible, traffic free and diverse. and please talk to Chapel Hill about synchronized light timing on 54!
- I love living here!
- I love the idea of the survey, thank you for encouraging residence to fill it out. It would be wonderful if there was some sort of cap on taxes for retirees. As I mentioned previously, I'm very concerned about the growing homeless population. There needs to be better enforcement of that situation. Thank you for listening!
- I really like living in Carrboro.
- I regularly avail myself of the leaf mulch on old 86, where has it gone?
- I sure would like a new "town of Carrboro" design
- I think there is a happy medium in the level of public involvement in local decision-making. Too much consensus-seeking, and nothing happens. Too little, and citizens feel like their voices are ignored. I believe the current Town Council walks that balance well.
- I think you have my opinion, but don't think you'll think much of it, lol
- I would like less emphasis on politics and more attention to providing fundamental amenities that all can use.
- I would like the sidewalk on South Greensboro Street to be constructed
- I would like to get more emails about events, decision making opportunities, and current projects but I don't know how. I enjoy living here overall
- I would like to see equal representation of all people in all parts of Carrboro on the town council. This can be achieved by having districts representative by a member on the town council that is voted into Office.
- I would love to see a commitment to planting native species.
- I would love to stay here but I am looking for a house that I can afford.
- I would really like for more jobs to be available and for housing prices to go down a bit. Money is so tight lately.
- I'd love to stay in Carrboro. The town cares about many of the things I care about, but I'm being priced out.
- If Carrboro thinks it's communicating, we're not sure what it is communicating.
- if you ever get a chance to sue Duke Power again over climate change, please don't. it was an embarrassing publicity stunt (which had zero chance of success in courts) that brought nothing but negative attention to our area. I'd fire everyone involved that thought it was a good idea to sue Duke Power over this. And for the record, I do agree that man made climate change is real, and duke power has played a negative role, but suing them was just idiotic.

- In the past five years the level of diversity has dropped significantly, while car traffic has increased. That said it's a safe, quiet town with wonderful festivals and a great farmers market. There's much to be grateful for. Thanks for asking.
- Interested in having more parks.
- It is a very friendly, progressive and active community.
- It is way too expensive to live here. Low income people must live in substandard apartments with VERY poor maintenance.
- It would be great for the Town to pull back their focus to a few very important things rather than trying to do everything all at once. More progress could be made if the Town focused their efforts on a few select things.
- It would be nice to have workout equipment at public parks. Also we would love to see the Town take over management of some neighborhood parks like the one currently managed by the Roberson Place HOA, which is increasingly used by the community outside our neighborhood
- It's a great place to live - I love my town!!
- It's a great place to live.
- It's a great place to live!
- It's a great place to live.
- It's overall a vibrant little town culturally interesting but it's also too expensive for a lot of people.
- It's remains progressive, and culturally vibrant. Please don't privatize government.
- It's sad to see many of our towns historic businesses struggling to pay rent and then close.
- Just moved back, appreciate goods and services here.
- Keep Carrboro diverse, progressive, walkable, and lively!
- Keep looking out for all of the citizens
- Lake Hogan Farms provides a significant portion of the town's tax base but has no access to the bus system, and the pedestrian/bike-centric approach of the town leaves that neighborhood somewhat isolated. Cycling along Hillsborough Rd alongside the Hogan property is going to get someone killed. There desperately needs to be bike lanes along that stretch. If the state controls that portion of land, we need to do whatever we can to get them to put bike lanes there or to let the town annex that land.
- Lets move past Black Lives Matter and embrace all lives-Hispanic, Asian, poor, old A number of us quietly admit we'd like to see the Century Center facade no longer used as a billboard; I love out focus on the environment in Carrboro; Our Christmas/holiday snowflake lights are too dull; We have a great mayor
- Let's not try to change too much for the sake of change. We aren't perfect but we are a special gem where people across socio-economic groups and all types of physical diversity coexist better than most other places. Let's make it all more inviting and easier to bike around with separated bike lanes.
- List of order of inspections available and more flexibility for homeowner builder.
- Love Carrboro
- Love Carrboro. Very walkable.
- Love it here.
- Love living here!
- Love living here.
- Love the dirt bike mound at MLK Park-great for the kids.
- Love the Farmers market and the restaurants here.
- Lower property taxes, and housing costs so people can afford to live here.

- Maple Ave Neighborhood is very dissatisfied with our still unfixed ingress and egress issues. Nothing being done.
- more availability to young children, teens, senior, not just white men
- More sidewalks
- more street lights are needed
- My friends describe us as very bourgeois Bohemian.
- My neighborhood was flooded July 2025. 50 out of 56 homes were flooded. Most are still empty. Long process to get inspections.
- Need a sidewalk on Cheek Street between Hissborough and Main Street.
- Need more business and Jobs
- Need more dissemination of important issues confronting the town.
- Need to work better with Orange County services-recycling either not picked up or picked up late 25% of the time
- Not enough information
- Our 700 sq. ft. house and 10 acre lot is tiny compared to neighbor across street with deep large lot and house 3 times our size, she only pays 1000 , we pay 5200.
- Overall, very nice, quiet city to live in.
- parking, walkability, sidewalks in disrepair, access to commercial areas
- Please add street light on Bim St near house number 207. It is very, very dark.
- Please consider more free parking options if all possible, there's really only one place to park free in downtown Carrboro which makes it very difficult to explore the area
- Please do not close Weaver St. Main St traffic needs to be fixed, it has gotten much worse since adding the bike lanes and makes it really difficult to get through Carrboro. As mentioned above, please control and better permit short term rental market.
- Please don't raise taxes so much all at once
- Please finish the Morgan Creek trail over to University Lake.
- Please focus on active public safety-infrastructure, as much as you do on reactive safety (police, fire)
- Please limit new development that impacts natural beauty and environment.
- Please widen S Greensboro St.
- pls more affordable, rent controlled housing and I would love more greenery if at all possible
- Predatory Towing needs to stop
- Property taxes are high and hard to pay.
- recommend more publicity for Orange County Alerts
- reduce barriers to community involvement-ex: town council updates emails give a bullet summary of past meetings but to see topics for the upcoming meeting, residents must navigate to the calendar webpage and scroll to the meeting date and click to open meeting details. Why is the opportunity to see what's coming more buried? Ex: lots of info on the Downtown Area Plan was available on the website but so much and so layered and so scattered that it was an incredible amount of time and work for an average citizen to read and understand. Present information in a more digestible format. and take feedback at informational events. DAP info session at MLK park was 1-way communication. Residents had to follow up by writing council or attending meeting. Make it easier to contribute ideas
- Regarding quality of life: has the town considered updating its noise ordinances, for example, by banning loud machinery such as gasoline-powered leaf blowers? Has the town considered updating its ordinances concerning air pollution, for example, by banning wood-burning fireplaces

and, again, gasoline-powered yard equipment? Studies have conclusively shown that these both produce considerable carcinogens (e.g., leaf blowers are more than 50 times worse than cars).

- Smith Level Road/Greensboro Rd heading into downtown. Carrboro gets very backed up. Road needs to be widened. Merritt Mill creek can flood Smith Level Road. Appreciate the survey.
- Solid waste and recycling services have recently been less reliable. Roadside leaf pickup this past Fall was almost non-existent. I think that it only happened twice in our neighborhood. Leaf piles were so large that cars could barely pass and they remained in the road for almost 2 months.
- Staff has not been supportive in following up on my stormwater issues. Promises to fix have not been kept.
- Stop adding speed bumps, ticket violators aggressively.
- Support bike riders, but make sure they follow the rules and keep pedestrians safe.
- Thank you for all you do.
- Thank you for all your work.
- Thank you for continuing to articulate and fight for the values that have always defined Carrboro -- inclusivity, diversity, valuing and looking out for each other as neighbors. And please, improve the Weaver St/N Greensboro corner property!
- Thank you for doing the survey for us.
- Thank you for keeping parks and rec in great shape. We enjoy the ease of using.
- Thankful for what town does.
- Thanks for supporting immigrants and standing with us.
- Thanks for the outdoor and park facilities.
- Thanks for this survey.
- Thanks for your hard work , even if I don't agree with it all.
- the addition of sidewalks, bike lanes and the traffic roundabout at Estes and N Greensboro St were the best things the town of Carrboro has done, in my opinion
- The best thing Carrboro has going on is that it's a comfortable place to live because of the tolerant vibe.
- The eyesore empty lot on the corner of N. Greensboro and Weaver St. needs to be developed into something rather than being underutilized. Denser development is necessary to allow for more affordable housing options in town. Better transportation options are needed so Main Street isn't a parking lot at 5 PM every day.
- The idea of closing part of Weaver shows a lack of understanding of reality. This is disturbing.
- The library is great but the grey look and ugly parking garage are not in keeping with the colorful vibrancy of the town
- The new buildings do not fit with the landscape of Carrboro. The new library is ugly.
- The rail access road that runs into the Libba Cotten bike trail by the Arts Center is a tragedy waiting to happen. I regularly see cars drive down it, turn right to drive down the bike path, and then around the bollards onto Roberson Street. The road needs to be blocked with lockable, retractable bollards.
- The schools/ system my kids go to in Town of Carrboro are great
- The streets from Fireplace to Harris Teeter should be walkable.
- The towing of cars by Carr Mill Management deters visitors
- The town is named after a white supremacist and that needs to change.
- The town leaders appear to ignore and resist community input in favor of their own opinions and passions.
- The town should stop being so hard to start and build a business in. Businesses pay taxes, hire local people, and provide a vibrant community of engaged people. Becoming a bedroom

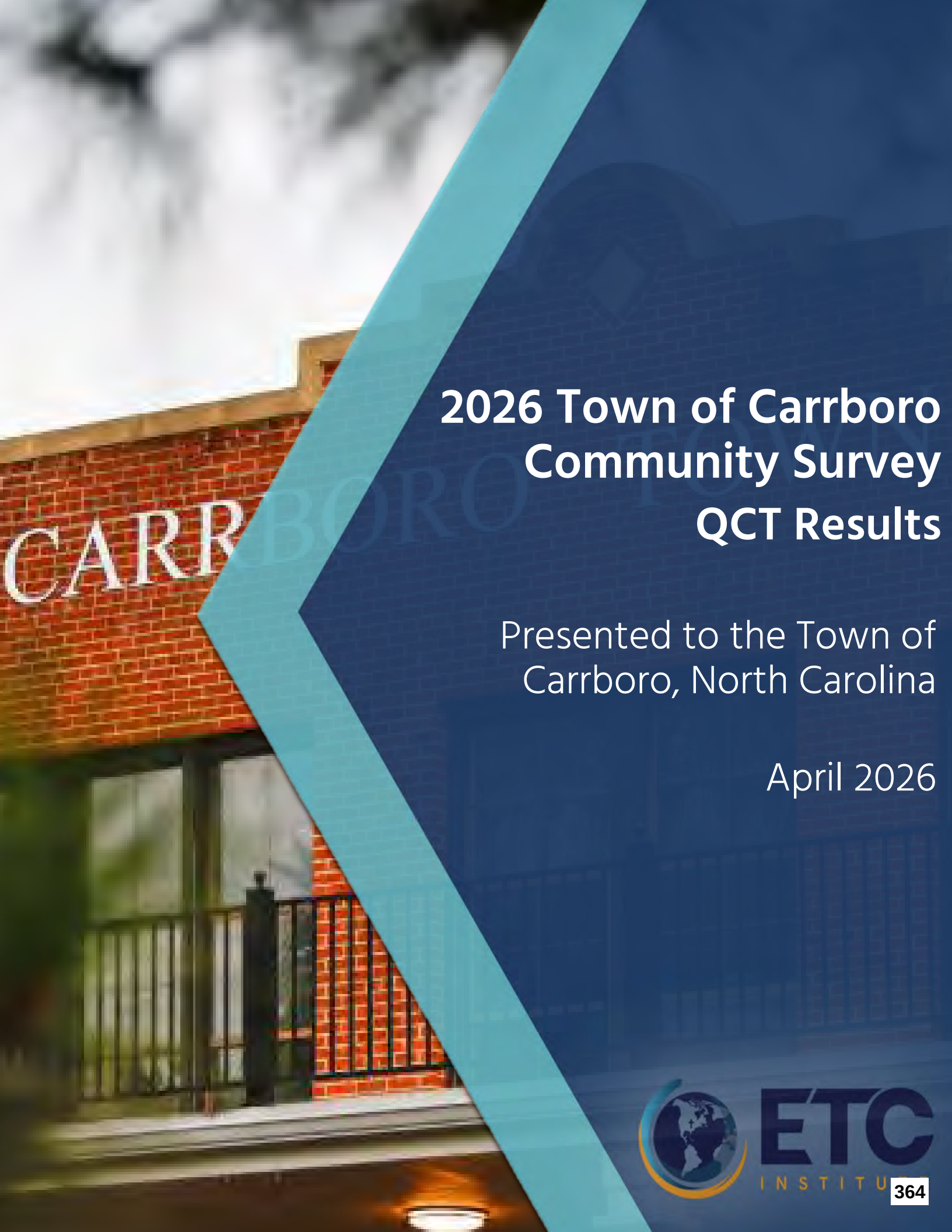
community for UNC, Duke and RTP is not what the town leaders say they want, but no alternatives seem to ever gain traction. All of the empty talk about "affordable housing" needs to be put to rest, since the town is not doing anything to promote building anything close to affordable. Carrboro used to be the place that Chapel Hill nurses and teachers lived, but not so much any longer. Once again, students are eager to suck up empty housing, since the parents typically foot the bill for a year or two. That sense of short-term entitlement is driving housing costs higher in both towns. Carrboro does not need to go all-in on the Chapel Hill model, but actually encouraging and promoting new housing stock in the affordability price range would be a welcome improvement over squeezing in 14 million-dollar homes off of Hillsborough Road and simply collecting the tax revenue while bemoaning the rising costs of housing.

- the university's choices have a direct impact on the town, yet it is currently impossible to impact those decisions with the BOG-you need to think two steps ahead
- There are way too many speeders in town that need to be caught
- There is a lack of affordable housing. Too many high density dwellings leading to too much traffic. Infrastructure does not support the overdevelopment of this area.
- There's a lot of vacant land near Carrboro that could be developed for tiny homes for the homeless people. It's shameful. There's tent communities in this wealthy town.
- Though pedestrian and bike transport are supposedly encouraged, the actual spending and effort still seem to be largely for cars. Pedestrian cross lights are not automatic, and allow less time than is given to cars. The recent snow storm was a good reminder that roads are cleared for cars, but bike and pedestrian infrastructure is left unusable for days to weeks.
- ToC's should lead the way in supporting local unique businesses downtown to allow them to stay and prevent the scale-type of development which destroyed Chapel Hill's West Franklin.
- too many rental households around 52 percent; keep Carrboro 'quirky'-with a progressive artistic locally-focus town
- Too much money is spent on the library, which has too much wasted space. Unused classrooms in the cost to rent one is prohibitive for someone who wants to teach a small crafting class.
- town government needs to seek input from all citizens of Carrboro
- Town of Carrboro talks a good game with regard to protecting the environment in the comprehensive plan, but development patterns indicate anything but. The roads are excessively wide. That geometry only indicates one thing to drivers- to speed. Create road hierarchy between primary, secondary, and tertiary roads by controlling road width and use road striping. Stop pretending you're NYC and allow on-street parking to make the excessively wide roads appear narrower and enable patrons of business to park closer to their destination and remember the vast majority of people have to use a car to get to the downtown because a) they can't afford to live within walking distance to the downtown, and b) if they can afford to live close enough to the downtown to walk/bike to amenities, their isn't enough housing because of the housing development patterns the town has allowed developers to build.
- Town should focus on basic services and not try to fix global problems while underpaying staff. People pay a lot to live here and you need to get more businesses to help with the tax burden.
- Trash services have declined over the past few months. Containers are left upside down. If recycle drops on the ground they do not pick it up. We need a campaign to discourage littering.
- We are strongly in favor of a paved greenway along Bolin Creek. We often ride our bicycles from northern Carrboro into downtown Chapel Hill along the Bolin Creek/Umstead Park/Tanyard Branch trail, and it is fantastic to see the number and variety of people who use that trail. Bicycles, walkers, joggers, children, adults with mobility aids, caregivers with strollers. We want that for

Carrboro! I am happily subscribed to an electronic newsletter from Chapel Hill. Does something like that exist for Carrboro? Last time I checked, it did not.

- We desperately need new UDO; the town should increase density and affordable housing but not at an environmental expense.
- We do love living in Carrboro and hope to see more businesses and places good for families, like places that have outdoor play areas
- We have three kids and moved to Carrboro because it was a great place to raise a family. I still think this is partly true, but in the last few years the town feels like it's changing very quickly into a retirement community. The only people that move into our neighborhood now are wealthy retirees because young families can't afford it. We were lucky to purchase back in 2014 but don't think we'd be able to move here today since the prices have doubled in that time. The school district is going to close elementary schools because, for the most part, housing is too expensive for families with young children. There's no public swimming pool in Carrboro, no splash pad, no place to play downtown, and everything feels geared to the artsy retirees that go off about the town's "character". My hope is that the council will fight harder to have more children in this town because the presence of children in your community means you're doing lots of things right.
- We have to do more to fix housing, affordability, and poverty
- We live in N. Greensboro and the cars speeding is a major issue. Dangerous as pedestrian, Speed Bumps would help. Also, getting the ditches on the street fixed.
- We love Carrboro. We will never leave
- We love living here. We raised our family here and plan to retire here. We are proud of the town and love the green environmentally friendly, artsy focus. That is very important to us. We like the variety of people that call Carrboro home. We like the community involvement.
- We need a sidewalk along S. Greensboro Street yesterday!
- We need a sidewalk on both sides of West Main St passed Lanzas and we need a sidewalk in front of the fitness place. Walking to the farmers market needs to be easier.
- We need a vision for affordable housing that not only meets the environmental criteria, but mollifies people aesthetically. Change is inevitable and necessary, but no one wants things to look any different. That's hard to accomplish.
- We need more businesses to help lower property taxes that burdens citizens.
- We oppose a paved bike path along Boline Creek
- We recently downsized and moved from Chapel Hill to downtown Carrboro. Our neighbors mostly rent, which doesn't promote community. They cannot afford to buy. We do love the walkability, local music, riding our bikes/walking to events, festivals, the farmers market, the friendliness of people and small business owners. We feel very lucky to live in Carrboro, NC.
- When entering Carrboro via NC 54W, there is a sign that reads, "an all-American town". I frequently laugh at this sign because Carrboro is not a town for all Americans. It is clear that the town and the residents do not wish for me or my belief system to be in their community. I highly value home ownership and entrepreneurship. I intend to pursue both in the next five years, but certainly not in Carrboro. The town's intentionality in pushing lgbtq representation in spaces where children will be is going to cost the town my entire lifetime of property taxes and the jobs I hope to create for middle income Americans.
- When I was asked to participate in a sustainability advisory board and I went to do the online application there were half a dozen questions on diversity/etc....this is inane. What in the world does that have to do with my expertise on solar panels and home batteries and EVs?
- why are there so few books in the library?

- With the significant increase in property taxes, many families are finding it harder to afford living in the Carrboro area. I would love to see the town ensure that tax dollars continue to support what makes this community so special—especially maintaining the outstanding quality of the Carrboro–Chapel Hill City Schools, as well as investing in more activities, parks, museums, and family-friendly facilities. These are essential to keeping families in the area and preserving the strong, vibrant community we value.
- Would like to see crosswalk lights across Estes Drive that connects Estes Drive that connects Estes Park Apartments with the greenway.
- Yes! You guys were absolutely TERRIBLE at cleaning the side and neighborhood streets during the winter weather we had earlier this year. The fact that so much wealth resides here in Carrboro, how the city can't afford to hire more people to scrape those roads is beyond me. Additionally, there needs to be more meaningful ways those of us who may have a criminal background to participate in local politics. Not everyone who has a background issue is guilty of said crime. And I think if Carrboro and Orange County Dems are gonna claim to be inclusive, THEY NEED TO ACT LIKE IT!
- Yes, I've contacted multiple ppl at the town about the two houses on Estes Dr that are sitting on the raw earth and have been for over 5yrs. The response is always that they can't do anything, yet they continue to re-issue permits for the property even though it is obvious the lot is being used to store these dilapidated buildings. The same person who owns this lot keeps a rotting boat on a lot across the street. I'm getting ready to move away from Carrboro bc of this bs. Also, I have to call at least 3xs a year related to trash pickup bc the dumpster will get full. They are supposed to empty it once a week, but sometimes we will go months without trash pickup until I call and complain. Finally, the mail person will not pick up outgoing mail, so I always have to drive to a blue mail bin to mail letters. Idk what I'm getting for the taxes I pay to this town, but these things are completely ridiculous and I cannot wait to gtfo of here
- Yes, too many decisions are made behind closed doors (then shoved through the process): e.g. affordable housing, dividing homeowners against renters. Very obvious during the last election cycle (insiders vs outsiders). The Town fails to bring HOAs in as partners, they treat them as enemies. The Town also has a long history of very close relationships with builders (incestuous). They rubber stamp whatever they want, after they have met in private (separately, so as not to break any quorum laws) to make agreements.
- You handled the snow beautifully.
- You're doing a lot very well to keep Carrboro Carrboro! Greensboro St (both north and south, worse on South Greensboro) is a terrible hazard if you're not in a car. Keep working to get the downtown store-fronts filled. Please don't go apartment-complex insane like Chapel Hill has. LOVE all the festivals, farmer's market, etc.



2026 Town of Carrboro Community Survey QCT Results

Presented to the Town of
Carrboro, North Carolina

April 2026

Q1. Quality of Life. How would you rate the Town of Carrboro...

(N=159)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	51.6%	41.5%	4.4%	1.9%	0.6%	0.0%
Q1-2. As a place to work	19.5%	29.6%	16.4%	6.9%	3.1%	24.5%
Q1-3. As a place to play	32.7%	45.3%	13.2%	3.1%	1.3%	4.4%
Q1-4. As a place to raise children	34.0%	28.3%	5.0%	3.1%	1.9%	27.7%
Q1-5. As a place to retire	28.9%	27.0%	11.9%	3.1%	2.5%	26.4%
Q1-6. As a place to visit	30.8%	41.5%	18.2%	3.8%	1.9%	3.8%
Q1-7. As a place to start a business	8.2%	17.6%	20.1%	8.2%	3.1%	42.8%
Q1-8. As a place that is welcoming & inclusive to all	53.5%	34.0%	8.2%	1.3%	1.3%	1.9%
Q1-9. As a community advancing racial equity	34.0%	40.9%	15.7%	2.5%	1.3%	5.7%
Q1-10. As a community advancing climate action	25.8%	39.6%	18.9%	3.1%	1.9%	10.7%
Q1-11. As a community headed in the right direction	32.1%	41.5%	15.1%	2.5%	6.3%	2.5%
Q1-12. Overall quality of life in Carrboro	37.1%	51.6%	7.5%	3.1%	0.6%	0.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. How would you rate the Town of Carrboro... (without "don't know")**

(N=159)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	51.6%	41.5%	4.4%	1.9%	0.6%
Q1-2. As a place to work	25.8%	39.2%	21.7%	9.2%	4.2%
Q1-3. As a place to play	34.2%	47.4%	13.8%	3.3%	1.3%
Q1-4. As a place to raise children	47.0%	39.1%	7.0%	4.3%	2.6%
Q1-5. As a place to retire	39.3%	36.8%	16.2%	4.3%	3.4%
Q1-6. As a place to visit	32.0%	43.1%	19.0%	3.9%	2.0%
Q1-7. As a place to start a business	14.3%	30.8%	35.2%	14.3%	5.5%
Q1-8. As a place that is welcoming & inclusive to all	54.5%	34.6%	8.3%	1.3%	1.3%
Q1-9. As a community advancing racial equity	36.0%	43.3%	16.7%	2.7%	1.3%
Q1-10. As a community advancing climate action	28.9%	44.4%	21.1%	3.5%	2.1%
Q1-11. As a community headed in the right direction	32.9%	42.6%	15.5%	2.6%	6.5%
Q1-12. Overall quality of life in Carrboro	37.1%	51.6%	7.5%	3.1%	0.6%

Q2. Perception of Carrboro. Below are items that may influence your perception of Carrboro. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall appearance of Town	20.8%	57.9%	15.1%	4.4%	1.9%	0.0%
Q2-2. Quality of new development in Carrboro	8.8%	33.3%	30.2%	15.7%	3.1%	8.8%
Q2-3. Access to parks & green space	30.2%	40.9%	18.9%	8.8%	0.0%	1.3%
Q2-4. Diversity of residents	24.5%	39.0%	22.6%	9.4%	2.5%	1.9%
Q2-5. Current state of race relations	17.0%	35.8%	24.5%	9.4%	1.3%	11.9%
Q2-6. Variety of businesses in Carrboro	18.9%	42.8%	21.4%	12.6%	2.5%	1.9%
Q2-7. Availability of cultural activities & the arts	41.5%	38.4%	12.6%	4.4%	1.9%	1.3%
Q2-8. Availability of festivals & community events	47.2%	37.7%	10.7%	1.9%	0.6%	1.9%

WITHOUT "DON'T KNOW"**Q2. Perception of Carrboro. Below are items that may influence your perception of Carrboro. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall appearance of Town	20.8%	57.9%	15.1%	4.4%	1.9%
Q2-2. Quality of new development in Carrboro	9.7%	36.6%	33.1%	17.2%	3.4%
Q2-3. Access to parks & green space	30.6%	41.4%	19.1%	8.9%	0.0%
Q2-4. Diversity of residents	25.0%	39.7%	23.1%	9.6%	2.6%
Q2-5. Current state of race relations	19.3%	40.7%	27.9%	10.7%	1.4%
Q2-6. Variety of businesses in Carrboro	19.2%	43.6%	21.8%	12.8%	2.6%
Q2-7. Availability of cultural activities & the arts	42.0%	38.9%	12.7%	4.5%	1.9%
Q2-8. Availability of festivals & community events	48.1%	38.5%	10.9%	1.9%	0.6%

Q3. Town Leadership. How much do you agree...

(N=159)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. Town is responsive to the needs of its residents	15.7%	32.1%	23.9%	10.1%	4.4%	13.8%
Q3-2. I have opportunities to participate in Town decision making	17.6%	33.3%	20.8%	6.9%	5.0%	16.4%
Q3-3. I have a good understanding of the services provided by Town	15.7%	41.5%	20.1%	15.7%	1.3%	5.7%

WITHOUT "DON'T KNOW"**Q3. Town Leadership. How much do you agree... (without "don't know")**

(N=159)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. Town is responsive to the needs of its residents	18.2%	37.2%	27.7%	11.7%	5.1%
Q3-2. I have opportunities to participate in Town decision making	21.1%	39.8%	24.8%	8.3%	6.0%
Q3-3. I have a good understanding of the services provided by Town	16.7%	44.0%	21.3%	16.7%	1.3%

Q4. Major Categories of Services. How satisfied are you with the overall quality of...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Communication & engagement	18.2%	42.8%	27.0%	10.1%	0.0%	1.9%
Q4-2. Economic development	6.9%	32.7%	32.1%	11.3%	3.1%	13.8%
Q4-3. Fire services	48.4%	32.1%	9.4%	0.6%	0.0%	9.4%
Q4-4. Housing & community services	8.8%	30.2%	28.9%	13.2%	6.9%	11.9%
Q4-5. Parks & recreation facilities	30.8%	48.4%	16.4%	4.4%	0.0%	0.0%
Q4-6. Planning, zoning, & inspection services	9.4%	25.8%	27.7%	8.2%	4.4%	24.5%
Q4-7. Police services	26.4%	42.1%	17.6%	5.0%	1.3%	7.5%
Q4-8. Public parking	25.8%	39.6%	14.5%	15.1%	3.8%	1.3%
Q4-9. Public works (trash/yard waste collection)	30.8%	47.8%	11.9%	4.4%	0.6%	4.4%
Q4-10. Recreation & cultural programs	30.8%	46.5%	17.6%	1.9%	0.6%	2.5%
Q4-11. Stormwater management	12.6%	35.8%	24.5%	9.4%	1.9%	15.7%
Q4-12. Transportation infrastructure (sidewalks, bike lanes)	17.0%	41.5%	20.1%	16.4%	5.0%	0.0%

WITHOUT "DON'T KNOW"**Q4. Major Categories of Services. How satisfied are you with the overall quality of... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Communication & engagement	18.6%	43.6%	27.6%	10.3%	0.0%
Q4-2. Economic development	8.0%	38.0%	37.2%	13.1%	3.6%
Q4-3. Fire services	53.5%	35.4%	10.4%	0.7%	0.0%
Q4-4. Housing & community services	10.0%	34.3%	32.9%	15.0%	7.9%
Q4-5. Parks & recreation facilities	30.8%	48.4%	16.4%	4.4%	0.0%
Q4-6. Planning, zoning, & inspection services	12.5%	34.2%	36.7%	10.8%	5.8%
Q4-7. Police services	28.6%	45.6%	19.0%	5.4%	1.4%
Q4-8. Public parking	26.1%	40.1%	14.6%	15.3%	3.8%
Q4-9. Public works (trash/ yard waste collection)	32.2%	50.0%	12.5%	4.6%	0.7%
Q4-10. Recreation & cultural programs	31.6%	47.7%	18.1%	1.9%	0.6%
Q4-11. Stormwater management	14.9%	42.5%	29.1%	11.2%	2.2%
Q4-12. Transportation infrastructure (sidewalks, bike lanes)	17.0%	41.5%	20.1%	16.4%	5.0%

Q5. Which THREE of the services listed in Question 4 are most important to you?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	4	2.5 %
Economic development	10	6.3 %
Fire services	12	7.5 %
Housing & community services	45	28.3 %
Parks & recreation facilities	15	9.4 %
Planning, zoning, & inspection services	6	3.8 %
Police services	8	5.0 %
Public parking	7	4.4 %
Public works (trash/yard waste collection)	3	1.9 %
Recreation & cultural programs	6	3.8 %
Stormwater management	4	2.5 %
Transportation infrastructure (sidewalks, bike lanes)	32	20.1 %
None chosen	7	4.4 %
Total	159	100.0 %

Q5. Which THREE of the services listed in Question 4 are most important to you?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	11	6.9 %
Economic development	18	11.3 %
Fire services	7	4.4 %
Housing & community services	16	10.1 %
Parks & recreation facilities	20	12.6 %
Planning, zoning, & inspection services	9	5.7 %
Police services	11	6.9 %
Public parking	12	7.5 %
Public works (trash/yard waste collection)	7	4.4 %
Recreation & cultural programs	6	3.8 %
Stormwater management	8	5.0 %
Transportation infrastructure (sidewalks, bike lanes)	25	15.7 %
None chosen	9	5.7 %
Total	159	100.0 %

Q5. Which THREE of the services listed in Question 4 are most important to you?

Q5. 3rd choice	Number	Percent
Communication & engagement	4	2.5 %
Economic development	11	6.9 %
Fire services	3	1.9 %
Housing & community services	12	7.5 %
Parks & recreation facilities	23	14.5 %
Planning, zoning, & inspection services	7	4.4 %
Police services	11	6.9 %
Public parking	9	5.7 %
Public works (trash/yard waste collection)	21	13.2 %
Recreation & cultural programs	16	10.1 %
Stormwater management	8	5.0 %
Transportation infrastructure (sidewalks, bike lanes)	21	13.2 %
None chosen	13	8.2 %
Total	159	100.0 %

SUM OF TOP 3 CHOICES**Q5. Which THREE of the services listed in Question 4 are most important to you? (top 3)**

Q5. Sum of top 3 choices	Number	Percent
Communication & engagement	19	11.9 %
Economic development	39	24.5 %
Fire services	22	13.8 %
Housing & community services	73	45.9 %
Parks & recreation facilities	58	36.5 %
Planning, zoning, & inspection services	22	13.8 %
Police services	30	18.9 %
Public parking	28	17.6 %
Public works (trash/yard waste collection)	31	19.5 %
Recreation & cultural programs	28	17.6 %
Stormwater management	20	12.6 %
Transportation infrastructure (sidewalks, bike lanes)	78	49.1 %
None chosen	7	4.4 %
Total	455	

Q6. Overall Satisfaction. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of services provided by Town	17.6%	62.9%	13.8%	3.1%	1.9%	0.6%
Q6-2. Overall quality of customer service from Town employees	23.9%	34.6%	18.2%	3.1%	2.5%	17.6%
Q6-3. Overall value received for Town tax dollars & fees	10.7%	35.8%	25.8%	13.2%	6.9%	7.5%

WITHOUT "DON'T KNOW"**Q6. Overall Satisfaction. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services provided by Town	17.7%	63.3%	13.9%	3.2%	1.9%
Q6-2. Overall quality of customer service from Town employees	29.0%	42.0%	22.1%	3.8%	3.1%
Q6-3. Overall value received for Town tax dollars & fees	11.6%	38.8%	27.9%	14.3%	7.5%

Q7. Recreation, Parks & Cultural Resources. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance of Town parks	26.4%	51.6%	15.1%	3.8%	0.0%	3.1%
Q7-2. Number of walking & biking trails	23.3%	44.7%	14.5%	11.3%	1.9%	4.4%
Q7-3. Quality of outdoor athletic fields	11.9%	43.4%	17.0%	3.1%	0.6%	23.9%
Q7-4. Town's youth programs	10.7%	20.8%	17.0%	2.5%	0.6%	48.4%
Q7-5. Town's adult programs	13.8%	25.2%	20.8%	3.8%	1.3%	35.2%
Q7-6. Town's senior (55+) programs	7.5%	18.9%	14.5%	1.3%	0.6%	57.2%
Q7-7. Town special events (e.g., July 4th, Music Festival)	35.8%	42.8%	12.6%	1.9%	0.6%	6.3%
Q7-8. Ease of registering for programs	15.7%	32.7%	15.1%	1.9%	1.3%	33.3%
Q7-9. Fees charged for recreation programs	16.4%	27.0%	17.6%	3.8%	0.6%	34.6%
Q7-10. Availability of diverse cultural events	27.7%	40.9%	18.2%	2.5%	1.3%	9.4%
Q7-11. Availability of meeting & gathering spaces	24.5%	41.5%	18.9%	3.8%	0.0%	11.3%

WITHOUT "DON'T KNOW"**Q7. Recreation, Parks & Cultural Resources. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance of Town parks	27.3%	53.2%	15.6%	3.9%	0.0%
Q7-2. Number of walking & biking trails	24.3%	46.7%	15.1%	11.8%	2.0%
Q7-3. Quality of outdoor athletic fields	15.7%	57.0%	22.3%	4.1%	0.8%
Q7-4. Town's youth programs	20.7%	40.2%	32.9%	4.9%	1.2%
Q7-5. Town's adult programs	21.4%	38.8%	32.0%	5.8%	1.9%
Q7-6. Town's senior (55+) programs	17.6%	44.1%	33.8%	2.9%	1.5%
Q7-7. Town special events (e. g., July 4th, Music Festival)	38.3%	45.6%	13.4%	2.0%	0.7%
Q7-8. Ease of registering for programs	23.6%	49.1%	22.6%	2.8%	1.9%
Q7-9. Fees charged for recreation programs	25.0%	41.3%	26.9%	5.8%	1.0%
Q7-10. Availability of diverse cultural events	30.6%	45.1%	20.1%	2.8%	1.4%
Q7-11. Availability of meeting & gathering spaces	27.7%	46.8%	21.3%	4.3%	0.0%

Q8. Which THREE of the services listed in Question 7 are most important to you?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	34	21.4 %
Number of walking & biking trails	54	34.0 %
Quality of outdoor athletic fields	2	1.3 %
Town's youth programs	6	3.8 %
Town's adult programs	6	3.8 %
Town's senior (55+) programs	12	7.5 %
Town special events (e.g., July 4th, Music Festival)	14	8.8 %
Ease of registering for programs	1	0.6 %
Fees charged for recreation programs	5	3.1 %
Availability of diverse cultural events	12	7.5 %
Availability of meeting & gathering spaces	6	3.8 %
None chosen	7	4.4 %
Total	159	100.0 %

Q8. Which THREE of the services listed in Question 7 are most important to you?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	26	16.4 %
Number of walking & biking trails	29	18.2 %
Quality of outdoor athletic fields	7	4.4 %
Town's youth programs	11	6.9 %
Town's adult programs	7	4.4 %
Town's senior (55+) programs	6	3.8 %
Town special events (e.g., July 4th, Music Festival)	21	13.2 %
Ease of registering for programs	4	2.5 %
Fees charged for recreation programs	6	3.8 %
Availability of diverse cultural events	17	10.7 %
Availability of meeting & gathering spaces	16	10.1 %
None chosen	9	5.7 %
Total	159	100.0 %

Q8. Which THREE of the services listed in Question 7 are most important to you?

Q8. 3rd choice	Number	Percent
Maintenance of Town parks	24	15.1 %
Number of walking & biking trails	18	11.3 %
Quality of outdoor athletic fields	6	3.8 %
Town's youth programs	8	5.0 %
Town's adult programs	5	3.1 %
Town's senior (55+) programs	9	5.7 %
Town special events (e.g., July 4th, Music Festival)	18	11.3 %
Ease of registering for programs	15	9.4 %
Fees charged for recreation programs	7	4.4 %
Availability of diverse cultural events	17	10.7 %
Availability of meeting & gathering spaces	18	11.3 %
None chosen	14	8.8 %
Total	159	100.0 %

SUM OF TOP 3 CHOICES**Q8. Which THREE of the services listed in Question 7 are most important to you? (top 3)**

Q8. Sum of top 3 choices	Number	Percent
Maintenance of Town parks	84	52.8 %
Number of walking & biking trails	101	63.5 %
Quality of outdoor athletic fields	15	9.4 %
Town's youth programs	25	15.7 %
Town's adult programs	18	11.3 %
Town's senior (55+) programs	27	17.0 %
Town special events (e.g., July 4th, Music Festival)	53	33.3 %
Ease of registering for programs	20	12.6 %
Fees charged for recreation programs	18	11.3 %
Availability of diverse cultural events	46	28.9 %
Availability of meeting & gathering spaces	40	25.2 %
None chosen	7	4.4 %
Total	454	

Q9. Safety. How safe do you feel...

(N=159)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood	43.4%	44.0%	6.9%	5.7%	0.0%	0.0%
Q9-2. In Town parks & facilities	35.8%	44.7%	10.7%	6.9%	0.6%	1.3%
Q9-3. In shopping & dining areas	47.8%	39.6%	10.1%	1.3%	0.6%	0.6%
Q9-4. Overall feeling of safety in Carrboro	38.4%	48.4%	7.5%	5.0%	0.6%	0.0%

WITHOUT "DON'T KNOW"**Q9. Safety. How safe do you feel... (without "don't know")**

(N=159)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In your neighborhood	43.4%	44.0%	6.9%	5.7%	0.0%
Q9-2. In Town parks & facilities	36.3%	45.2%	10.8%	7.0%	0.6%
Q9-3. In shopping & dining areas	48.1%	39.9%	10.1%	1.3%	0.6%
Q9-4. Overall feeling of safety in Carrboro	38.4%	48.4%	7.5%	5.0%	0.6%

Q10(1-6). Fire Services. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall effectiveness of Carrboro Fire Department	45.3%	25.8%	4.4%	0.0%	0.6%	23.9%
Q10-2. Responsiveness to community concerns	34.0%	31.4%	8.2%	0.6%	0.6%	25.2%
Q10-3. Respectfulness of fire personnel toward people	47.2%	25.2%	6.9%	0.6%	0.6%	19.5%
Q10-4. Visibility of Fire Department in the community	51.6%	32.7%	7.5%	0.0%	0.6%	7.5%
Q10-5. Fire prevention/hazard preparedness/safety education programs	32.1%	22.6%	13.2%	0.0%	0.6%	31.4%
Q10-6. Timeliness of Fire Department response to emergencies	39.6%	19.5%	5.7%	0.0%	0.6%	34.6%

WITHOUT "DON'T KNOW"**Q10(1-6). Fire Services. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall effectiveness of Carrboro Fire Department	59.5%	33.9%	5.8%	0.0%	0.8%
Q10-2. Responsiveness to community concerns	45.4%	42.0%	10.9%	0.8%	0.8%
Q10-3. Respectfulness of fire personnel toward people	58.6%	31.3%	8.6%	0.8%	0.8%
Q10-4. Visibility of Fire Department in the community	55.8%	35.4%	8.2%	0.0%	0.7%
Q10-5. Fire prevention/hazard preparedness/safety education programs	46.8%	33.0%	19.3%	0.0%	0.9%
Q10-6. Timeliness of Fire Department response to emergencies	60.6%	29.8%	8.7%	0.0%	1.0%

Q10(7-12). Police Services. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-7. Overall effectiveness of Carrboro Police Department	27.7%	35.2%	16.4%	3.1%	0.6%	17.0%
Q10-8. Responsiveness to community concerns	25.2%	32.7%	13.2%	3.8%	0.6%	24.5%
Q10-9. Respectfulness of Police personnel toward people	37.7%	32.7%	10.7%	2.5%	1.9%	14.5%
Q10-10. Visibility of Police in the community	31.4%	35.8%	20.1%	3.8%	1.3%	7.5%
Q10-11. Enforcement of local traffic laws	18.9%	32.7%	17.0%	9.4%	6.3%	15.7%
Q10-12. Timeliness of Police Department response to emergencies	27.7%	26.4%	10.7%	1.9%	0.6%	32.7%

WITHOUT "DON'T KNOW"**Q10(7-12). Police Services. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-7. Overall effectiveness of Carrboro Police Department	33.3%	42.4%	19.7%	3.8%	0.8%
Q10-8. Responsiveness to community concerns	33.3%	43.3%	17.5%	5.0%	0.8%
Q10-9. Respectfulness of Police personnel toward people	44.1%	38.2%	12.5%	2.9%	2.2%
Q10-10. Visibility of Police in the community	34.0%	38.8%	21.8%	4.1%	1.4%
Q10-11. Enforcement of local traffic laws	22.4%	38.8%	20.1%	11.2%	7.5%
Q10-12. Timeliness of Police Department response to emergencies	41.1%	39.3%	15.9%	2.8%	0.9%

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

Q11. Top choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	33	20.8 %
Responsiveness to community concerns	8	5.0 %
Respectfulness of fire personnel toward people	4	2.5 %
Visibility of Fire Department in the community	1	0.6 %
Fire prevention/hazard preparedness/safety education programs	3	1.9 %
Timeliness of Fire Department response to emergencies	19	11.9 %
Overall effectiveness of Carrboro Police Department	22	13.8 %
Responsiveness to community concerns	7	4.4 %
Respectfulness of Police personnel toward people	14	8.8 %
Visibility of Police in the community	5	3.1 %
Enforcement of local traffic laws	11	6.9 %
Timeliness of Police Department response to emergencies	15	9.4 %
None chosen	17	10.7 %
Total	159	100.0 %

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

Q11. 2nd choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	14	8.8 %
Responsiveness to community concerns	7	4.4 %
Respectfulness of fire personnel toward people	9	5.7 %
Visibility of Fire Department in the community	2	1.3 %
Fire prevention/hazard preparedness/safety education programs	4	2.5 %
Timeliness of Fire Department response to emergencies	26	16.4 %
Overall effectiveness of Carrboro Police Department	19	11.9 %
Responsiveness to community concerns	13	8.2 %
Respectfulness of Police personnel toward people	11	6.9 %
Visibility of Police in the community	1	0.6 %
Enforcement of local traffic laws	4	2.5 %
Timeliness of Police Department response to emergencies	28	17.6 %
None chosen	21	13.2 %
Total	159	100.0 %

Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you?

Q11. 3rd choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	11	6.9 %
Responsiveness to community concerns	11	6.9 %
Fire prevention/hazard preparedness/safety education programs	9	5.7 %
Timeliness of Fire Department response to emergencies	13	8.2 %
Overall effectiveness of Carrboro Police Department	12	7.5 %
Responsiveness to community concerns	16	10.1 %
Respectfulness of Police personnel toward people	27	17.0 %
Visibility of Police in the community	5	3.1 %
Enforcement of local traffic laws	10	6.3 %
Timeliness of Police Department response to emergencies	20	12.6 %
None chosen	25	15.7 %
Total	159	100.0 %

SUM OF TOP 3 CHOICES**Q11. Which THREE of the Public Safety services listed in Question 10 are most important to you? (top 3)**

Q11. Sum of top 3 choices	Number	Percent
Overall effectiveness of Carrboro Fire Department	58	36.5 %
Responsiveness to community concerns	26	16.4 %
Respectfulness of fire personnel toward people	13	8.2 %
Visibility of Fire Department in the community	3	1.9 %
Fire prevention/hazard preparedness/safety education programs	16	10.1 %
Timeliness of Fire Department response to emergencies	58	36.5 %
Overall effectiveness of Carrboro Police Department	53	33.3 %
Responsiveness to community concerns	36	22.6 %
Respectfulness of Police personnel toward people	52	32.7 %
Visibility of Police in the community	11	6.9 %
Enforcement of local traffic laws	25	15.7 %
Timeliness of Police Department response to emergencies	63	39.6 %
None chosen	17	10.7 %
Total	431	

Q12. Transportation. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Ease of walking in Carrboro	32.7%	47.2%	10.7%	6.9%	0.6%	1.9%
Q12-2. Ease of biking in Carrboro	17.6%	38.4%	17.6%	6.3%	2.5%	17.6%
Q12-3. Ease of driving in Carrboro	19.5%	41.5%	15.7%	15.7%	3.8%	3.8%
Q12-4. Availability of sidewalks	18.9%	38.4%	20.1%	14.5%	6.3%	1.9%
Q12-5. Availability of greenways/ multi-use paths	17.6%	36.5%	21.4%	13.2%	2.5%	8.8%
Q12-6. Availability of on-street bike amenities	11.9%	30.8%	23.9%	6.9%	3.1%	23.3%
Q12-7. Availability of bicycle parking	15.1%	34.0%	19.5%	5.0%	0.6%	25.8%
Q12-8. Adequacy of street lighting	19.5%	39.6%	24.5%	11.9%	1.3%	3.1%
Q12-9. Availability of parking downtown	23.9%	32.7%	16.4%	14.5%	7.5%	5.0%

WITHOUT "DON'T KNOW"**Q12. Transportation. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of walking in Carrboro	33.3%	48.1%	10.9%	7.1%	0.6%
Q12-2. Ease of biking in Carrboro	21.4%	46.6%	21.4%	7.6%	3.1%
Q12-3. Ease of driving in Carrboro	20.3%	43.1%	16.3%	16.3%	3.9%
Q12-4. Availability of sidewalks	19.2%	39.1%	20.5%	14.7%	6.4%
Q12-5. Availability of greenways/multi-use paths	19.3%	40.0%	23.4%	14.5%	2.8%
Q12-6. Availability of on-street bike amenities	15.6%	40.2%	31.1%	9.0%	4.1%
Q12-7. Availability of bicycle parking	20.3%	45.8%	26.3%	6.8%	0.8%
Q12-8. Adequacy of street lighting	20.1%	40.9%	25.3%	12.3%	1.3%
Q12-9. Availability of parking downtown	25.2%	34.4%	17.2%	15.2%	7.9%

Q13. Which THREE of the services listed in Question 12 are most important to you?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ease of walking in Carrboro	58	36.5 %
Ease of biking in Carrboro	11	6.9 %
Ease of driving in Carrboro	21	13.2 %
Availability of sidewalks	22	13.8 %
Availability of greenways/multi-use paths	10	6.3 %
Availability of on-street bike amenities	2	1.3 %
Adequacy of street lighting	3	1.9 %
Availability of parking downtown	22	13.8 %
None chosen	10	6.3 %
Total	159	100.0 %

Q13. Which THREE of the services listed in Question 12 are most important to you?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Ease of walking in Carrboro	23	14.5 %
Ease of biking in Carrboro	15	9.4 %
Ease of driving in Carrboro	18	11.3 %
Availability of sidewalks	34	21.4 %
Availability of greenways/multi-use paths	16	10.1 %
Availability of on-street bike amenities	8	5.0 %
Availability of bicycle parking	3	1.9 %
Adequacy of street lighting	10	6.3 %
Availability of parking downtown	19	11.9 %
None chosen	13	8.2 %
Total	159	100.0 %

Q13. Which THREE of the services listed in Question 12 are most important to you?

Q13. 3rd choice	Number	Percent
Ease of walking in Carrboro	18	11.3 %
Ease of biking in Carrboro	11	6.9 %
Ease of driving in Carrboro	22	13.8 %
Availability of sidewalks	19	11.9 %
Availability of greenways/multi-use paths	22	13.8 %
Availability of on-street bike amenities	8	5.0 %
Availability of bicycle parking	3	1.9 %
Adequacy of street lighting	23	14.5 %
Availability of parking downtown	16	10.1 %
None chosen	17	10.7 %
Total	159	100.0 %

SUM OF TOP 3 CHOICES**Q13. Which THREE of the services listed in Question 12 are most important to you? (top 3)**

Q13. Sum of top 3 choices	Number	Percent
Ease of walking in Carrboro	99	62.3 %
Ease of biking in Carrboro	37	23.3 %
Ease of driving in Carrboro	61	38.4 %
Availability of sidewalks	75	47.2 %
Availability of greenways/multi-use paths	48	30.2 %
Availability of on-street bike amenities	18	11.3 %
Availability of bicycle parking	6	3.8 %
Adequacy of street lighting	36	22.6 %
Availability of parking downtown	57	35.8 %
None chosen	10	6.3 %
Total	447	

Q14. Does anyone in your household ride a bicycle?

Q14. Does anyone in your household ride a bicycle	Number	Percent
Yes	73	45.9 %
No	85	53.5 %
Not provided	1	0.6 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Does anyone in your household ride a bicycle? (without "not provided")**

Q14. Does anyone in your household ride a bicycle	Number	Percent
Yes	73	46.2 %
No	85	53.8 %
Total	158	100.0 %

Q14a. If "Yes" to Question 14, why do they ride a bicycle?

Q14a. Why do they ride a bicycle	Number	Percent
To commute to work or school	37	50.7 %
For errands	41	56.2 %
For recreation	56	76.7 %
Total	134	

Q15. Do you or any members of your household use the Chapel Hill Transit system?

Q15. Do your household members use Chapel Hill Transit system	Number	Percent
Yes	78	49.1 %
No	81	50.9 %
Total	159	100.0 %

Q15a. If "Yes" to Question 15, what is the primary reason for taking the bus?

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	31	39.7 %
To go to & from shopping	8	10.3 %
To go to & from medical appointments	5	6.4 %
To go to & from social activities	15	19.2 %
To go to & from school	19	24.4 %
Total	78	100.0 %

Q15b. If "No" to Question 15, what is the primary reason for not taking the bus?

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	4	4.9 %
Not enough service on weekends	1	1.2 %
Just prefer to drive/bike/walk	57	70.4 %
Service isn't offered to places I need to go	5	6.2 %
Not enough service in the evening	2	2.5 %
Other	8	9.9 %
Not provided	4	4.9 %
Total	81	100.0 %

WITHOUT "NOT PROVIDED"**Q15b. If "No" to Question 15, what is the primary reason for not taking the bus? (without "not provided")**

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	4	5.2 %
Not enough service on weekends	1	1.3 %
Just prefer to drive/bike/walk	57	74.0 %
Service isn't offered to places I need to go	5	6.5 %
Not enough service in the evening	2	2.6 %
Other	8	10.4 %
Total	77	100.0 %

Q16. Maintenance. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Maintenance of Downtown Carrboro	23.3%	55.3%	9.4%	7.5%	1.3%	3.1%
Q16-2. Maintenance of Town buildings & facilities	19.5%	52.8%	17.0%	1.9%	1.9%	6.9%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	13.2%	23.9%	19.5%	6.3%	0.6%	36.5%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	20.1%	56.6%	13.2%	5.7%	0.0%	4.4%
Q16-5. Maintenance & cleanliness of streets & public areas	20.1%	52.2%	13.2%	9.4%	3.1%	1.9%
Q16-6. Maintenance of street signs	22.6%	59.1%	13.2%	2.5%	0.6%	1.9%
Q16-7. Town efforts to mitigate draining/flooding in public areas	10.7%	37.1%	27.0%	6.9%	2.5%	15.7%

WITHOUT "DON'T KNOW"**Q16. Maintenance. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Maintenance of Downtown Carrboro	24.0%	57.1%	9.7%	7.8%	1.3%
Q16-2. Maintenance of Town buildings & facilities	20.9%	56.8%	18.2%	2.0%	2.0%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	20.8%	37.6%	30.7%	9.9%	1.0%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	21.1%	59.2%	13.8%	5.9%	0.0%
Q16-5. Maintenance & cleanliness of streets & public areas	20.5%	53.2%	13.5%	9.6%	3.2%
Q16-6. Maintenance of street signs	23.1%	60.3%	13.5%	2.6%	0.6%
Q16-7. Town efforts to mitigate draining/flooding in public areas	12.7%	44.0%	32.1%	8.2%	3.0%

Q17. Which THREE of the items listed in Question 16 are most important to you?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	55	34.6 %
Maintenance of Town buildings & facilities	4	2.5 %
Accessibility of public areas/facilities for persons with disabilities	22	13.8 %
Landscaping & maintenance in parks, medians, & other public areas	11	6.9 %
Maintenance & cleanliness of streets & public areas	30	18.9 %
Maintenance of street signs	1	0.6 %
Town efforts to mitigate draining/flooding in public areas	24	15.1 %
<u>None chosen</u>	<u>12</u>	<u>7.5 %</u>
Total	159	100.0 %

Q17. Which THREE of the items listed in Question 16 are most important to you?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	23	14.5 %
Maintenance of Town buildings & facilities	21	13.2 %
Accessibility of public areas/facilities for persons with disabilities	19	11.9 %
Landscaping & maintenance in parks, medians, & other public areas	19	11.9 %
Maintenance & cleanliness of streets & public areas	37	23.3 %
Maintenance of street signs	7	4.4 %
Town efforts to mitigate draining/flooding in public areas	20	12.6 %
<u>None chosen</u>	<u>13</u>	<u>8.2 %</u>
Total	159	100.0 %

Q17. Which THREE of the items listed in Question 16 are most important to you?

Q17. 3rd choice	Number	Percent
Maintenance of Downtown Carrboro	14	8.8 %
Maintenance of Town buildings & facilities	20	12.6 %
Accessibility of public areas/facilities for persons with disabilities	20	12.6 %
Landscaping & maintenance in parks, medians, & other public areas	23	14.5 %
Maintenance & cleanliness of streets & public areas	35	22.0 %
Maintenance of street signs	6	3.8 %
Town efforts to mitigate draining/flooding in public areas	25	15.7 %
None chosen	16	10.1 %
Total	159	100.0 %

SUM OF TOP 3 CHOICES**Q17. Which THREE of the items listed in Question 16 are most important to you? (top 3)**

Q17. Sum of top 3 choices	Number	Percent
Maintenance of Downtown Carrboro	92	57.9 %
Maintenance of Town buildings & facilities	45	28.3 %
Accessibility of public areas/facilities for persons with disabilities	61	38.4 %
Landscaping & maintenance in parks, medians, & other public areas	53	33.3 %
Maintenance & cleanliness of streets & public areas	102	64.2 %
Maintenance of street signs	14	8.8 %
Town efforts to mitigate draining/flooding in public areas	69	43.4 %
None chosen	12	7.5 %
Total	448	

Q18. Local Economy and Development. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	3.1%	17.6%	23.3%	13.2%	5.0%	37.7%
Q18-2. Job growth	2.5%	11.3%	26.4%	16.4%	6.9%	36.5%
Q18-3. Access to shopping	14.5%	49.1%	18.2%	11.3%	3.8%	3.1%
Q18-4. Quality of new commercial development in Town	6.3%	21.4%	32.7%	17.0%	4.4%	18.2%
Q18-5. Access to information about current/proposed private development projects	5.7%	17.0%	26.4%	19.5%	8.2%	23.3%

WITHOUT "DON'T KNOW"**Q18. Local Economy and Development. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	5.1%	28.3%	37.4%	21.2%	8.1%
Q18-2. Job growth	4.0%	17.8%	41.6%	25.7%	10.9%
Q18-3. Access to shopping	14.9%	50.6%	18.8%	11.7%	3.9%
Q18-4. Quality of new commercial development in Town	7.7%	26.2%	40.0%	20.8%	5.4%
Q18-5. Access to information about current/proposed private development projects	7.4%	22.1%	34.4%	25.4%	10.7%

Q19. Which TWO of the items listed in Question 18 is most important to you?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	15	9.4 %
Job growth	33	20.8 %
Access to shopping	41	25.8 %
Quality of new commercial development in Town	29	18.2 %
Access to information about current/proposed private development projects	16	10.1 %
None chosen	25	15.7 %
Total	159	100.0 %

Q19. Which TWO of the items listed in Question 18 is most important to you?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	16	10.1 %
Job growth	23	14.5 %
Access to shopping	19	11.9 %
Quality of new commercial development in Town	41	25.8 %
Access to information about current/proposed private development projects	28	17.6 %
None chosen	32	20.1 %
Total	159	100.0 %

SUM OF TOP 2 CHOICES**Q19. Which TWO of the items listed in Question 18 is most important to you? (top 2)**

<u>Q19. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	31	19.5 %
Job growth	56	35.2 %
Access to shopping	60	37.7 %
Quality of new commercial development in Town	70	44.0 %
Access to information about current/proposed private development projects	44	27.7 %
None chosen	25	15.7 %
Total	286	

Q20. Have you applied for any planning, development or building permits in the last 12 months?

Q20. Have you applied for any planning, development or building permits in last 12 months	Number	Percent
Yes	10	6.3 %
No	149	93.7 %
Total	159	100.0 %

Q20a. How would you rate your overall experience?

Q20a. How would you rate your overall experience	Number	Percent
Very satisfied	1	10.0 %
Satisfied	3	30.0 %
Neutral	2	20.0 %
Dissatisfied	2	20.0 %
Very dissatisfied	2	20.0 %
Total	10	100.0 %

Q21. How would you rate the overall quality of the downtown?

Q21. How would you rate overall quality of Downtown	Number	Percent
Very good	48	30.2 %
Good	84	52.8 %
Neutral	13	8.2 %
Poor	10	6.3 %
Very poor	2	1.3 %
Not provided	2	1.3 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q21. How would you rate the overall quality of the downtown? (without "not provided")**

Q21. How would you rate overall quality of Downtown	Number	Percent
Very good	48	30.6 %
Good	84	53.5 %
Neutral	13	8.3 %
Poor	10	6.4 %
Very poor	2	1.3 %
Total	157	100.0 %

Q23. Housing. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of housing options by price range	4.4%	13.8%	19.5%	32.1%	23.9%	6.3%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.5%	34.0%	22.0%	19.5%	11.9%	5.0%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	5.0%	11.3%	23.9%	22.0%	19.5%	18.2%

WITHOUT "DON'T KNOW"**Q23. Housing. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of housing options by price range	4.7%	14.8%	20.8%	34.2%	25.5%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.9%	35.8%	23.2%	20.5%	12.6%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	6.2%	13.8%	29.2%	26.9%	23.8%

Q24. Which ONE of the items listed in Question 23 is most important to you?

Q24. Most important item	Number	Percent
Availability of housing options by price range	65	40.9 %
Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	19	11.9 %
Efforts of Town to expand & preserve housing that is affordable	64	40.3 %
None chosen	11	6.9 %
Total	159	100.0 %

Q25. Please answer the following questions by circling either 1 for "Yes" or 2 for "No."

(N=159)

	Yes	No	Not provided
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your gross monthly income	44.7%	47.8%	7.5%
Q25-2. Are you able to find housing you can afford in Carrboro	59.7%	28.3%	11.9%

WITHOUT "NOT PROVIDED"**Q25. Please answer the following questions by circling either 1 for "Yes" or 2 for "No." (without "not provided")**

(N=159)

	Yes	No
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your gross monthly income	48.3%	51.7%
Q25-2. Are you able to find housing you can afford in Carrboro	67.9%	32.1%

Q26. Town Communication and Engagement. How satisfied are you with...

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Availability of information about Town programs & services	15.7%	40.9%	25.2%	9.4%	1.9%	6.9%
Q26-2. Town efforts to keep you informed	16.4%	40.3%	26.4%	10.7%	1.9%	4.4%
Q26-3. Ease of locating information on Town website	14.5%	35.8%	20.8%	8.8%	1.9%	18.2%
Q26-4. Quality of transparent, trusted, & clear Town communication	11.9%	39.6%	23.9%	6.3%	3.8%	14.5%
Q26-5. Level of public involvement in local decision-making	10.1%	28.9%	25.2%	10.1%	4.4%	21.4%
Q26-6. Availability of emergency information	20.8%	43.4%	17.0%	5.0%	0.6%	13.2%
Q26-7. Availability of information & services in languages other than English	11.9%	23.9%	15.1%	1.3%	0.0%	47.8%

WITHOUT "DON'T KNOW"**Q26. Town Communication and Engagement. How satisfied are you with... (without "don't know")**

(N=159)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Availability of information about Town programs & services	16.9%	43.9%	27.0%	10.1%	2.0%
Q26-2. Town efforts to keep you informed	17.1%	42.1%	27.6%	11.2%	2.0%
Q26-3. Ease of locating information on Town website	17.7%	43.8%	25.4%	10.8%	2.3%
Q26-4. Quality of transparent, trusted, & clear Town communication	14.0%	46.3%	27.9%	7.4%	4.4%
Q26-5. Level of public involvement in local decision-making	12.8%	36.8%	32.0%	12.8%	5.6%
Q26-6. Availability of emergency information	23.9%	50.0%	19.6%	5.8%	0.7%
Q26-7. Availability of information & services in languages other than English	22.9%	45.8%	28.9%	2.4%	0.0%

Q27. Which TWO of the items listed in Question 26 are most important to you?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Town programs & services	32	20.1 %
Town efforts to keep you informed	23	14.5 %
Ease of locating information on Town website	14	8.8 %
Quality of transparent, trusted, & clear Town communication	25	15.7 %
Level of public involvement in local decision-making	21	13.2 %
Availability of emergency information	26	16.4 %
Availability of information & services in languages other than English	5	3.1 %
None chosen	13	8.2 %
Total	159	100.0 %

Q27. Which TWO of the items listed in Question 26 are most important to you?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Town programs & services	23	14.5 %
Town efforts to keep you informed	23	14.5 %
Ease of locating information on Town website	17	10.7 %
Quality of transparent, trusted, & clear Town communication	30	18.9 %
Level of public involvement in local decision-making	29	18.2 %
Availability of emergency information	16	10.1 %
Availability of information & services in languages other than English	5	3.1 %
None chosen	16	10.1 %
Total	159	100.0 %

SUM OF TOP 2 CHOICES**Q27. Which TWO of the items listed in Question 26 are most important to you? (top 2)**

<u>Q27. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Town programs & services	55	34.6 %
Town efforts to keep you informed	46	28.9 %
Ease of locating information on Town website	31	19.5 %
Quality of transparent, trusted, & clear Town communication	55	34.6 %
Level of public involvement in local decision-making	50	31.4 %
Availability of emergency information	42	26.4 %
Availability of information & services in languages other than English	10	6.3 %
None chosen	13	8.2 %
Total	302	

Q28. How do you hear or receive information about community issues, services, and events?

Q28. How do you hear or receive information about community issues, services, & events	Number	Percent
Town emails	55	34.6 %
Communications received at my home (postcards, mail, doorhangers)	64	40.3 %
Traditional media (TV, newspapers, radio, or their social media)	50	31.4 %
Website for Town of Carrboro	72	45.3 %
Carrboro Cable Govt. Channel	2	1.3 %
WCOM Radio	10	6.3 %
Outdoor signage	76	47.8 %
Outdoor info kiosks	28	17.6 %
Town of Carrboro social media	53	33.3 %
Neighborhood associations	8	5.0 %
Local government-produced brochures	12	7.5 %
Recreation & Parks brochure	27	17.0 %
Friends/colleagues/word of mouth	77	48.4 %
Community groups & blogs	25	15.7 %
Nextdoor	15	9.4 %
Other	5	3.1 %
Total	579	

Q28-16. Other:

Q28-16. Other	Number	Percent
That giant, orange road sign at the turn of main street	1	20.0 %
Ring doorbell neighborhood communications	1	20.0 %
Town newsletter	1	20.0 %
Flyers in local businesses	1	20.0 %
Triangle Blog	1	20.0 %
Total	5	100.0 %

Q31. How many years have you lived in Carrboro?

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	57	35.8 %
6-10	24	15.1 %
11-15	11	6.9 %
16-20	13	8.2 %
21-30	25	15.7 %
31+	23	14.5 %
Not provided	6	3.8 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q31. How many years have you lived in Carrboro? (without "not provided")**

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	57	37.3 %
6-10	24	15.7 %
11-15	11	7.2 %
16-20	13	8.5 %
21-30	25	16.3 %
31+	23	15.0 %
Total	153	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	56	35.2 %
35-44	25	15.7 %
45-54	26	16.4 %
55-64	22	13.8 %
65+	23	14.5 %
Not provided	7	4.4 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q32. What is your age? (without "not provided")**

Q32. Your age	Number	Percent
18-34	56	36.8 %
35-44	25	16.4 %
45-54	26	17.1 %
55-64	22	14.5 %
65+	23	15.1 %
Total	152	100.0 %

Q33. What is your gender identity?

Q33. Your gender	Number	Percent
Male	62	39.0 %
Female	80	50.3 %
Non-binary	6	3.8 %
Prefer to self-describe	3	1.9 %
Not provided	8	5.0 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender identity? (without "not provided")**

Q33. Your gender	Number	Percent
Male	62	41.1 %
Female	80	53.0 %
Non-binary	6	4.0 %
Prefer to self-describe	3	2.0 %
Total	151	100.0 %

Q33-4. Self-describe your gender identity:

Q33-4. Self-describe your gender	Number	Percent
Gender queer	2	66.7 %
Agender	1	33.3 %
Total	3	100.0 %

Q34. Are you or any members of your family of Hispanic or Latino ancestry?

Q34. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	24	15.1 %
No	133	83.6 %
Not provided	2	1.3 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Are you or any members of your family of Hispanic or Latino ancestry? (without "not provided")**

Q34. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	24	15.3 %
No	133	84.7 %
Total	157	100.0 %

Q35. Which of the following best describes your race/ethnicity?

Q35. Your race/ethnicity	Number	Percent
Asian or Asian Indian	14	8.8 %
Black or African American	28	17.6 %
American Indian or Alaska Native	1	0.6 %
White	92	57.9 %
Other	11	6.9 %
Total	146	

Q35-6. Self-describe your race/ethnicity:

Q35-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	4	36.4 %
Mixed	2	18.2 %
Spanish, Mexican Native American	1	9.1 %
Hispanic/Latino	1	9.1 %
Mexican	1	9.1 %
Middle Eastern	1	9.1 %
Puerto Rican	1	9.1 %
Total	11	100.0 %

Q36. What is the primary language used in your household?

<u>Q36. Primary language used in your household</u>	<u>Number</u>	<u>Percent</u>
English	140	88.1 %
Spanish	12	7.5 %
Other	3	1.9 %
Not provided	4	2.5 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q36. What is the primary language used in your household? (without "not provided")**

<u>Q36. Primary language used in your household</u>	<u>Number</u>	<u>Percent</u>
English	140	90.3 %
Spanish	12	7.7 %
Other	3	1.9 %
Total	155	100.0 %

Q36-3. Other:

<u>Q36-3. Other</u>	<u>Number</u>	<u>Percent</u>
Chinese	1	33.3 %
Tamil	1	33.3 %
Swedish	1	33.3 %
Total	3	100.0 %

Q37. Do you rent or own your home?

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	90	56.6 %
Own	66	41.5 %
Not provided	3	1.9 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Do you rent or own your home? (without "not provided")**

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	90	57.7 %
Own	66	42.3 %
Total	156	100.0 %

Q37a. If you answered "Rent," do you live with roommates to reduce rent costs?

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	43	47.8 %
No	44	48.9 %
Not provided	3	3.3 %
Total	90	100.0 %

WITHOUT "NOT PROVIDED"**Q37a. If you answered "Rent," do you live with roommates to reduce rent costs? (without "not provided")**

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	43	49.4 %
No	44	50.6 %
Total	87	100.0 %

Q38. Would you say your total annual household income is...

Q38. Your total annual household income	Number	Percent
Under \$30K	48	30.2 %
\$30K to \$59,999	49	30.8 %
\$60K to \$99,999	20	12.6 %
\$100K to \$129,999	15	9.4 %
\$130K+	10	6.3 %
Not provided	17	10.7 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Would you say your total annual household income is... (without "not provided")**

Q38. Your total annual household income	Number	Percent
Under \$30K	48	33.8 %
\$30K to \$59,999	49	34.5 %
\$60K to \$99,999	20	14.1 %
\$100K to \$129,999	15	10.6 %
\$130K+	10	7.0 %
Total	142	100.0 %

Q39. What is the highest level of education that you have completed?

Q39. Highest level of education you have completed	Number	Percent
Less than high school	8	5.0 %
High school	28	17.6 %
Some college	18	11.3 %
4-year college	42	26.4 %
Graduate degree	51	32.1 %
Not provided	12	7.5 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q39. What is the highest level of education that you have completed? (without "not provided")**

Q39. Highest level of education you have completed	Number	Percent
Less than high school	8	5.4 %
High school	28	19.0 %
Some college	18	12.2 %
4-year college	42	28.6 %
Graduate degree	51	34.7 %
Total	147	100.0 %

Q40. Do you have access to the internet at home?

Q40. Do you have access to the internet at home	Number	Percent
Yes	149	93.7 %
No	7	4.4 %
Not provided	3	1.9 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Do you have access to the internet at home? (without "not provided")**

Q40. Do you have access to the internet at home	Number	Percent
Yes	149	95.5 %
No	7	4.5 %
Total	156	100.0 %

Q40a. Where/how do you regularly access the internet?

Q40a. Where/how do you regularly access the internet	Number	Percent
Cell phone	5	71.4 %
Public space (such as library)	3	42.9 %
Other	1	14.3 %
Total	9	

Q40a-5. Other:

Q40a-5. Other	Number	Percent
Neighbors	1	100.0 %
Total	1	100.0 %

Q41. Do you work in Carrboro?

<u>Q41. Do you work in Carrboro</u>	<u>Number</u>	<u>Percent</u>
Yes	43	27.0 %
No	109	68.6 %
Not provided	7	4.4 %
Total	159	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Do you work in Carrboro? (without "not provided")**

<u>Q41. Do you work in Carrboro</u>	<u>Number</u>	<u>Percent</u>
Yes	43	28.3 %
No	109	71.7 %
Total	152	100.0 %

Town of Carrboro

2026 Community Survey



TOWN OF CARRBORO • NC

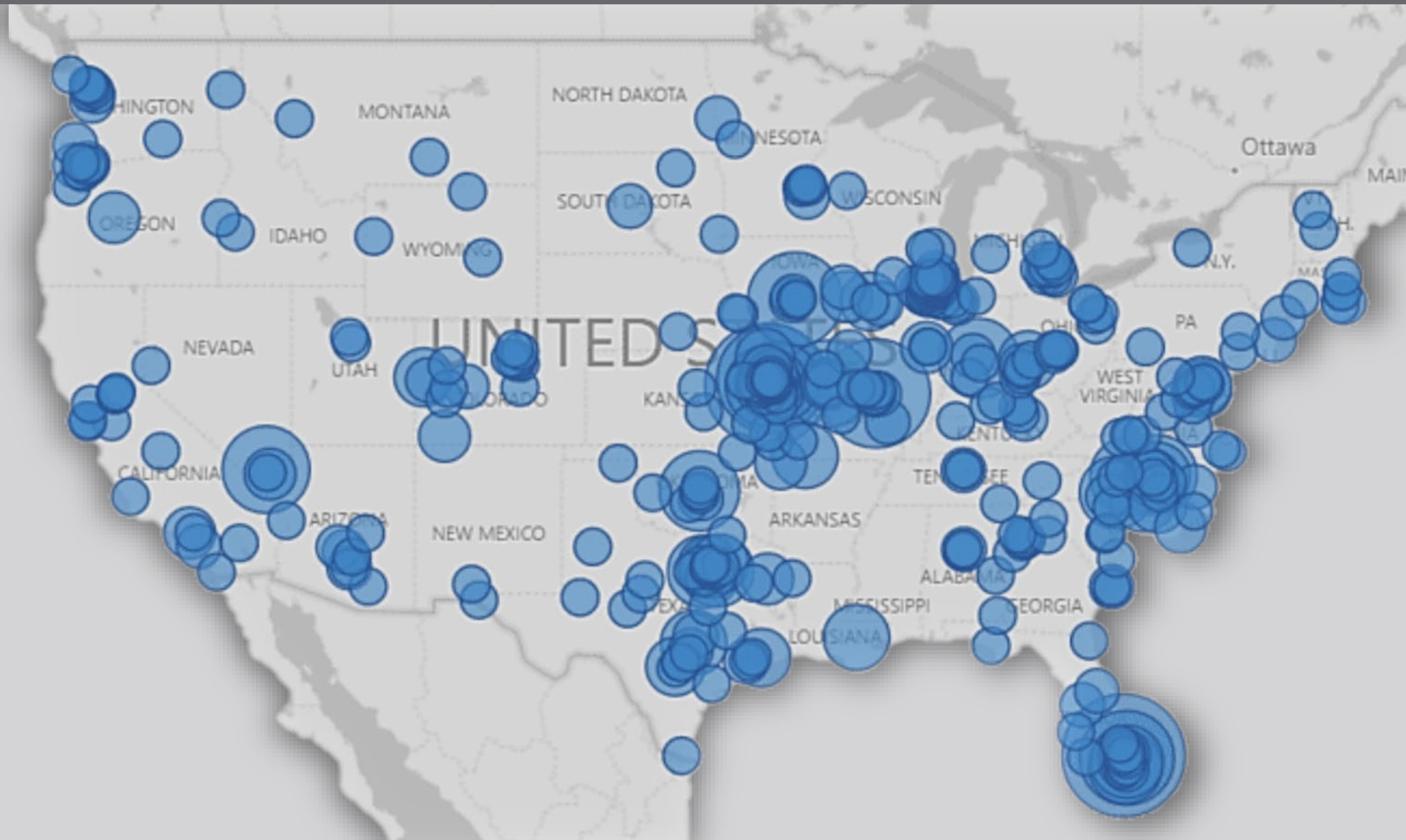
PRESENTED BY



MAY 2026

ETC Institute is a National Leader in Market Research for Local Governmental Organizations

For more than 40 years, our mission has been to help local governments gather and use survey data to enhance organizational performance.



More Than 3,000,000 Person's Surveyed Since 2016 for More Than 1,000 Communities in 50 States

Agenda

Purpose and Methodology

What We Learned

Major Findings

Summary

Questions



Purpose

- To objectively assess resident satisfaction with the delivery of major Town services
- To help determine priorities for the community
- To measure trends from previous surveys
- To compare the Town's performance with other communities regionally and nationally

Methodology

- **Survey Description**

- Six-page survey; takes approximately 15-20 minutes to complete
- 3rd Community Survey conducted for Carrboro

- **Method of Administration**

- By mail and online to randomly selected sample of Town residents

- **Sample Size**

- 440 completed surveys (goal was 400)
- Margin of error: +/- 4.6% at the 95% level of confidence
- Demographics of survey respondents reflects the actual population of Carrboro

What We Learned

- **Residents Have a Very Positive Perception of the Town of Carrboro**
 - 96% Rated Carrboro as an Excellent or Good Place to Live
 - 92% Rated Carrboro as an Excellent or Good Place to Raise Children
- **Carrboro Is Moving in the Right Direction**
 - Satisfaction Ratings Have Increased in 70 of 96 Areas Since 2024
 - 15 Areas Had a Significant Increase (5% or more) in Satisfaction Since 2024

What We Learned

- Satisfaction with City Services Is Much Higher in Carrboro Than Other Communities
 - Carrboro Rates Significantly Higher Than the U.S. Average in *ALL 33 Areas*
 - Satisfaction with the Overall Quality of Town Services Rates 43% Above the U.S. Average
 - Satisfaction with Customer Service Provided by City Employees Rates 40% Above the U.S. Average
- Top Overall Priorities for Town Services
 - Transportation Infrastructure
 - Housing and Community Services
 - Economic Development

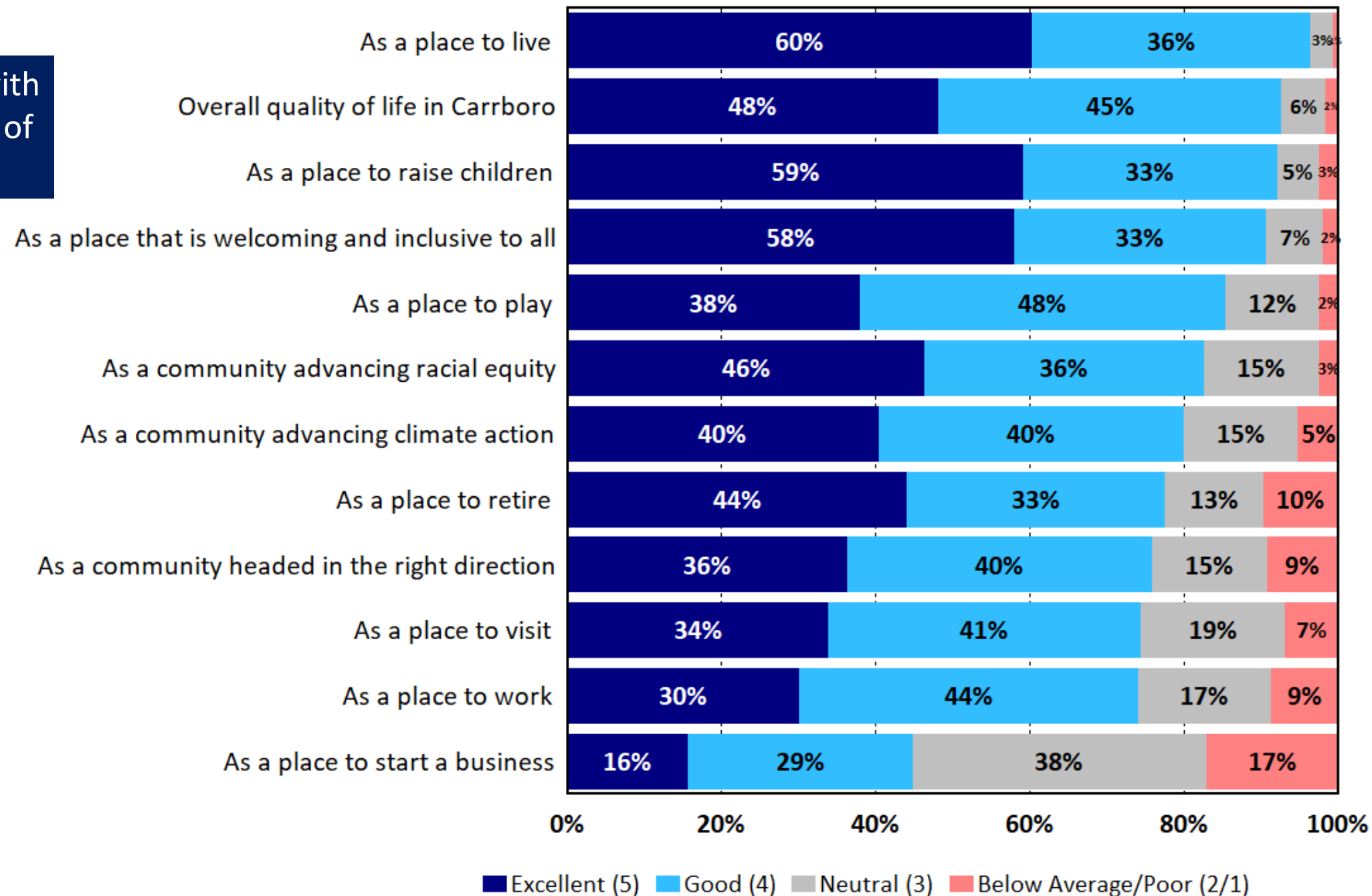
Topic #1

**Residents Have a Very Positive Perception
of Carrboro**

Q1. Ratings of Quality of Life in the Town

by percentage of respondents (excluding don't knows)

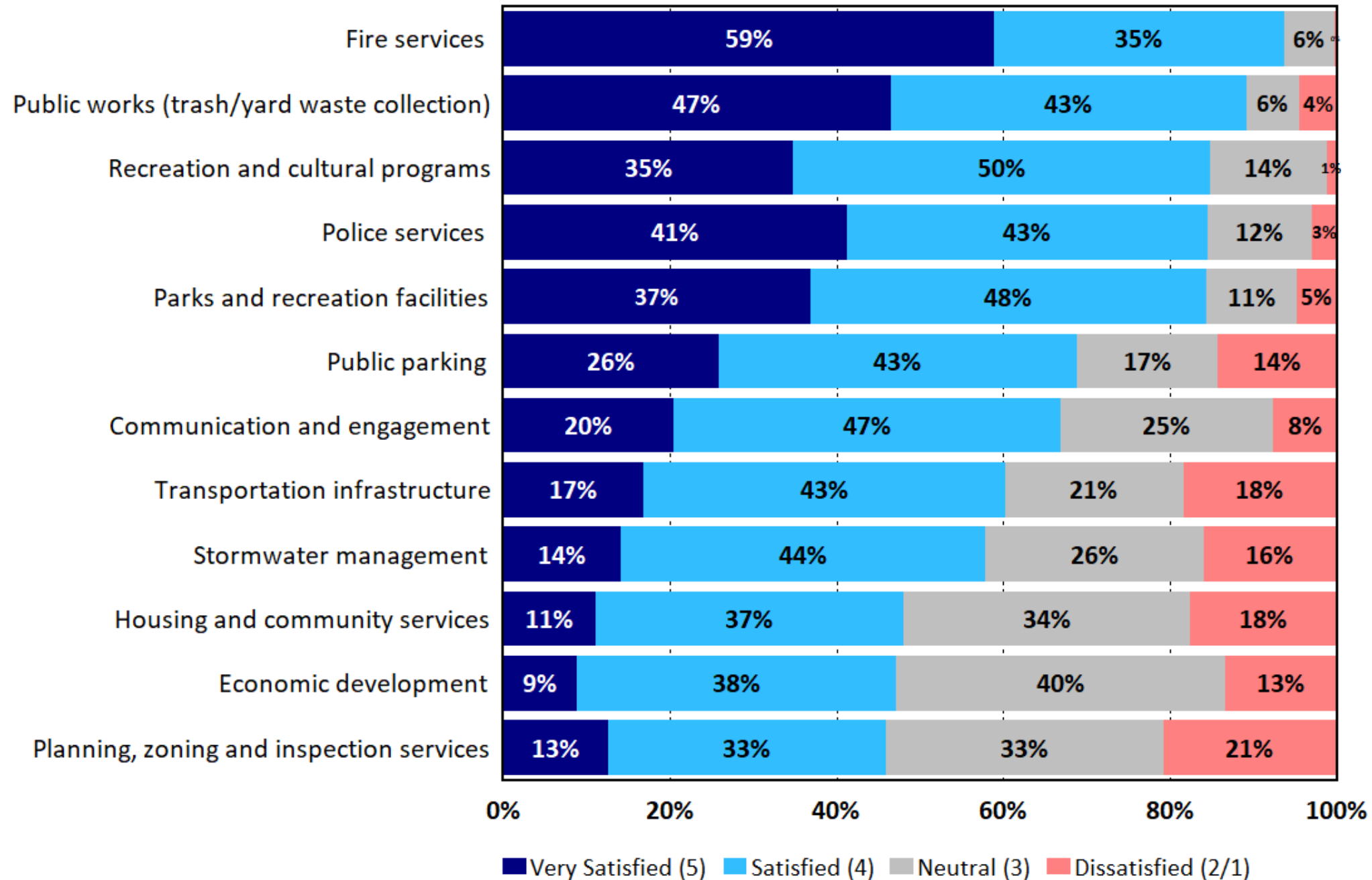
93% Are Satisfied with the Overall Quality of Life in Carrboro



Over 90% of Respondents Are Satisfied with Carrboro as a Place to Live and Raise Children

Q4. Satisfaction with Major Categories of Town Services

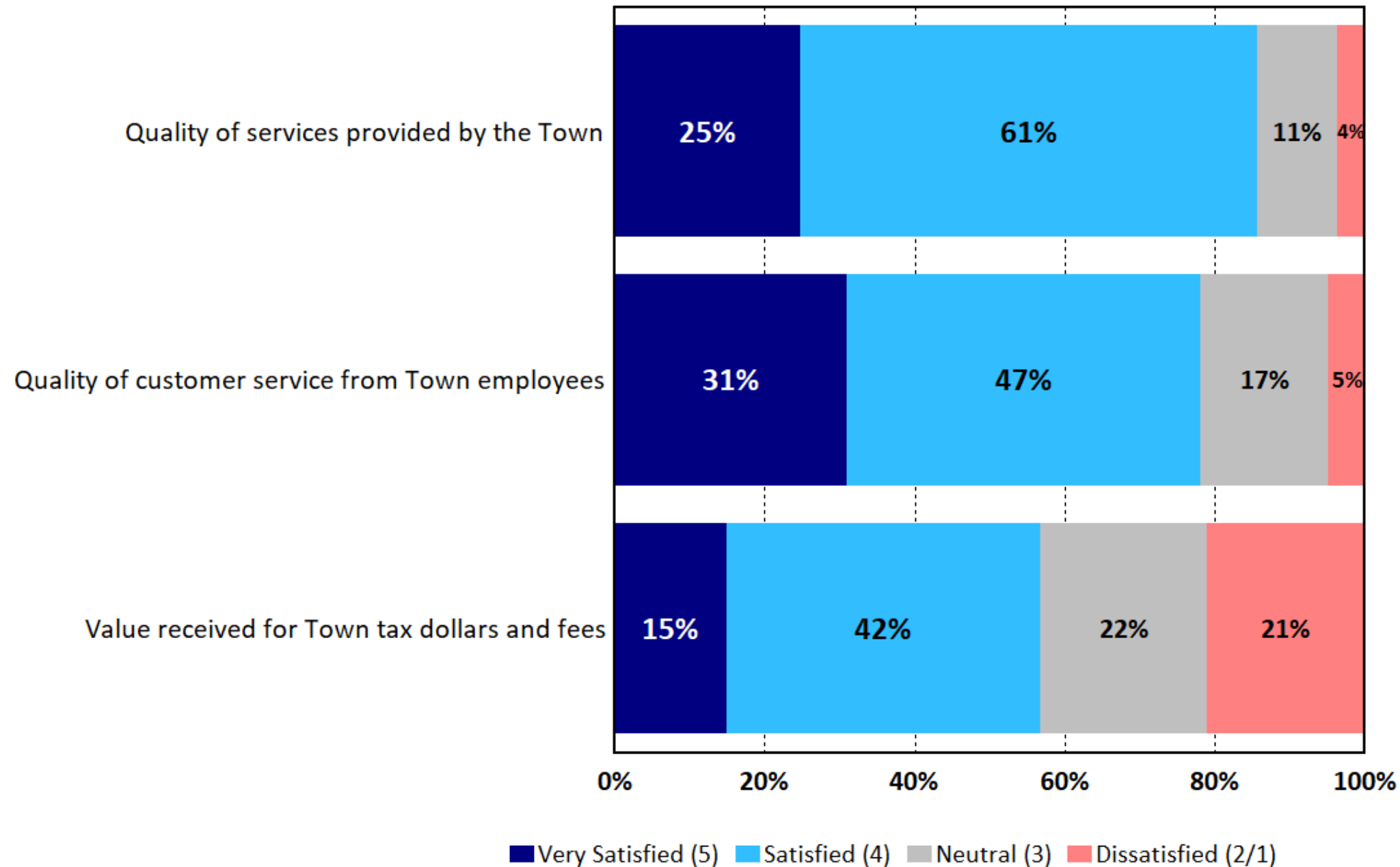
by percentage of respondents (excluding don't knows)



Satisfaction Is High for Town Services

Q6. Satisfaction with the Following Key Indicators

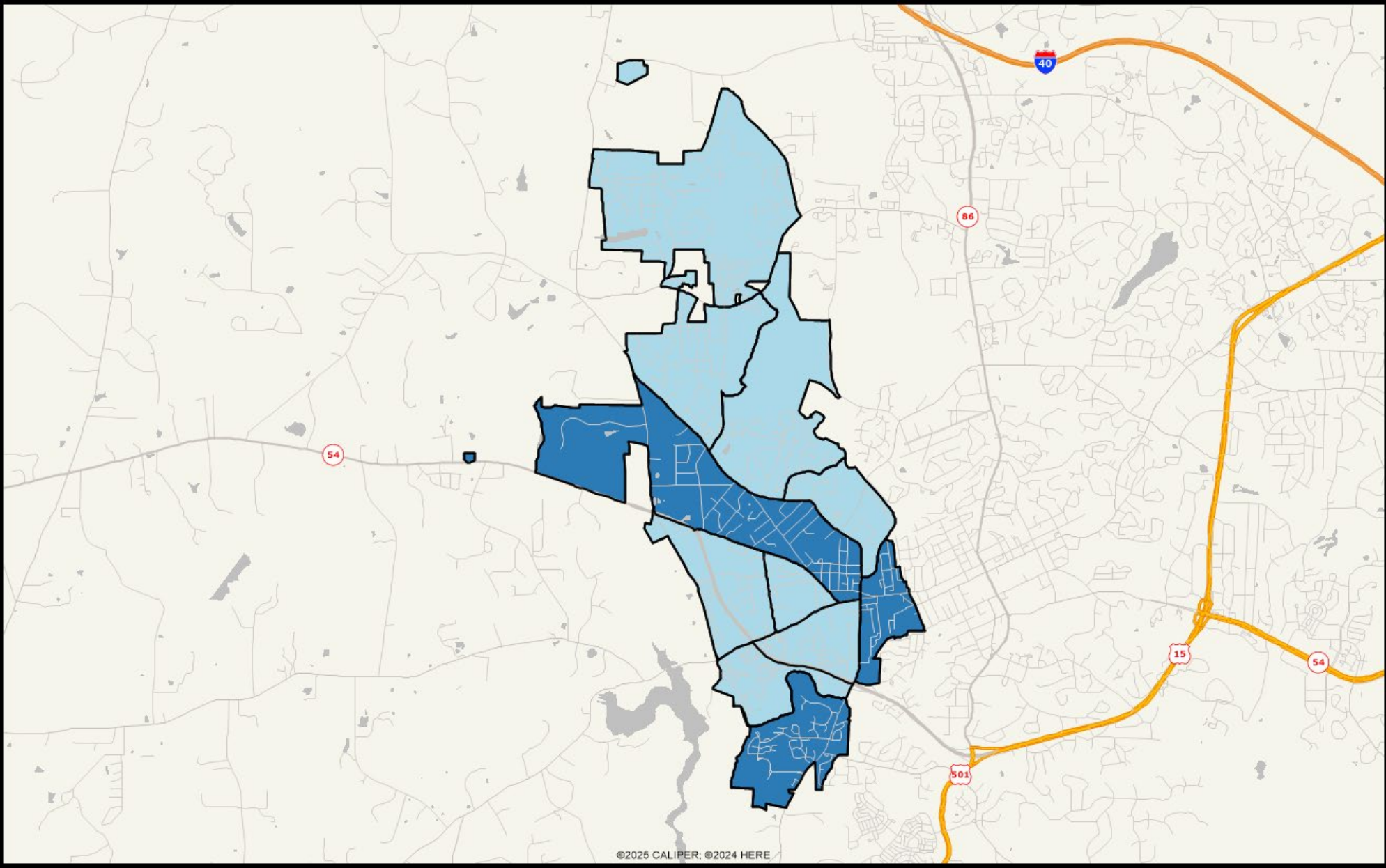
by percentage of respondents (excluding don't knows)



86% Are Satisfied with the Overall Quality of Town Services; Only 4% Are Dissatisfied

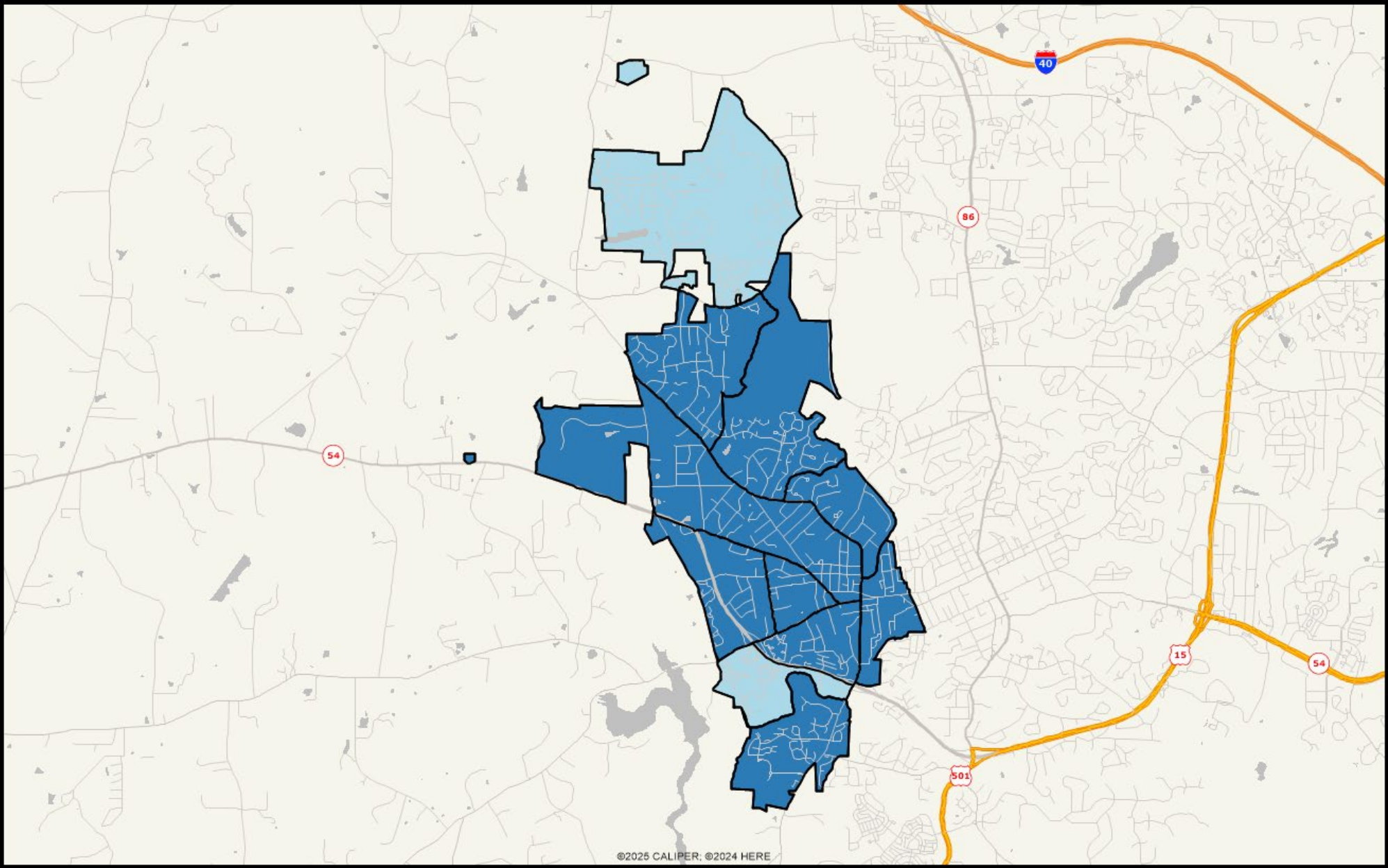
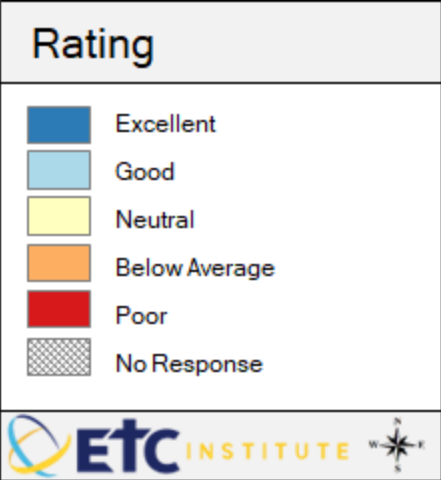
Overall Quality of Town Services

ALL Areas Are in Blue, Indicating That Residents in All Parts of Carrboro Are Satisfied with the Overall Quality of Town Services



Overall Quality of Life in Carrboro

ALL Areas Are in Blue, Indicating That Residents in All Parts of Carrboro Are Satisfied with the Overall Quality of Life in Carrboro



Topic #2

Carrboro Is Moving in the Right Direction

Trend Analysis

- Since 2024, Satisfaction Ratings Have.....
 - *Increased* in 70 of 96 Areas
 - Stayed the Same in 1 of 96 Areas
 - *Decreased* in 25 of 96 Areas

15 Areas Had a *Significant Increase* (5% or more) in Satisfaction; Only 4 Areas Had a Significant Decrease

Trend Analysis

- Significant Increases in Satisfaction Since 2024:
 - Availability of Parking Downtown (+18%)
 - Public Parking (+18%)
 - Availability of Information and Services in Languages Other Than English (+16%)
 - Respectfulness of Police Personnel Toward People (+11%)
 - Current State of Race Relations (+11%)
 - Responsiveness to Community Concerns (+10%)

Trend Analysis

- Significant *Increases* in Satisfaction Since 2024 (*continued*):
 - Town Is Responsive to the Needs of Its Residents (+9%)
 - As a Community Advancing Climate Action (+7%)
 - Availability of Meeting and Gathering Spaces (+7%)
 - Level of Public Involvement in Local Decision Making (+6%)
 - Availability of Diverse Cultural Events (+6%)
 - Residents' Understanding of Services Provided by the Town (+6%)
 - Maintenance of Town Parks (+5%)
 - Recreation and Cultural Programs (+5%)
 - Availability of Information About Town Programs and Services (+5%)

Trend Analysis

- Significant Decreases in Satisfaction Since 2024:
 - Job Growth (-15%)
 - New Company Growth (-11%)
 - Carrboro as a Place to Start a Business (-6%)
 - Quality of New Commercial Development (-5%)

Topic #3

**Satisfaction with Town Services Is Much Higher
in Carrboro Than Other Cities**

Benchmarking Analysis

Carrboro Rates *Significantly* Higher (5% or More) Than the U.S. Average in *ALL 33 Areas*

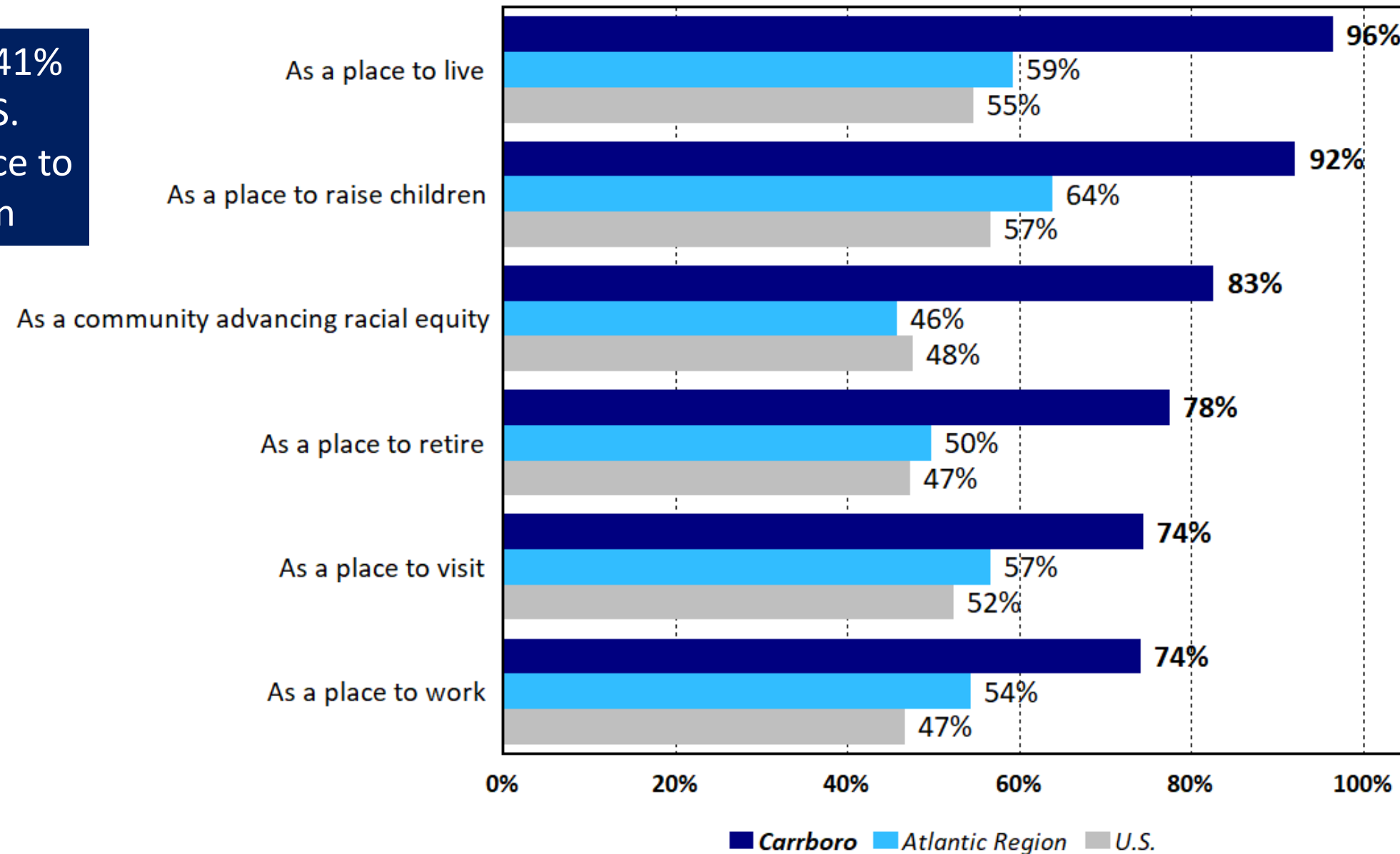
Carrboro Rates *Significantly* Higher (5% or More) Than the Regional Average in 32 of 33 Areas

Ratings of Quality of Life in the Town

Carrboro vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Carrboro Rates 41%
Above the U.S.
Average as a Place to
Raise Children



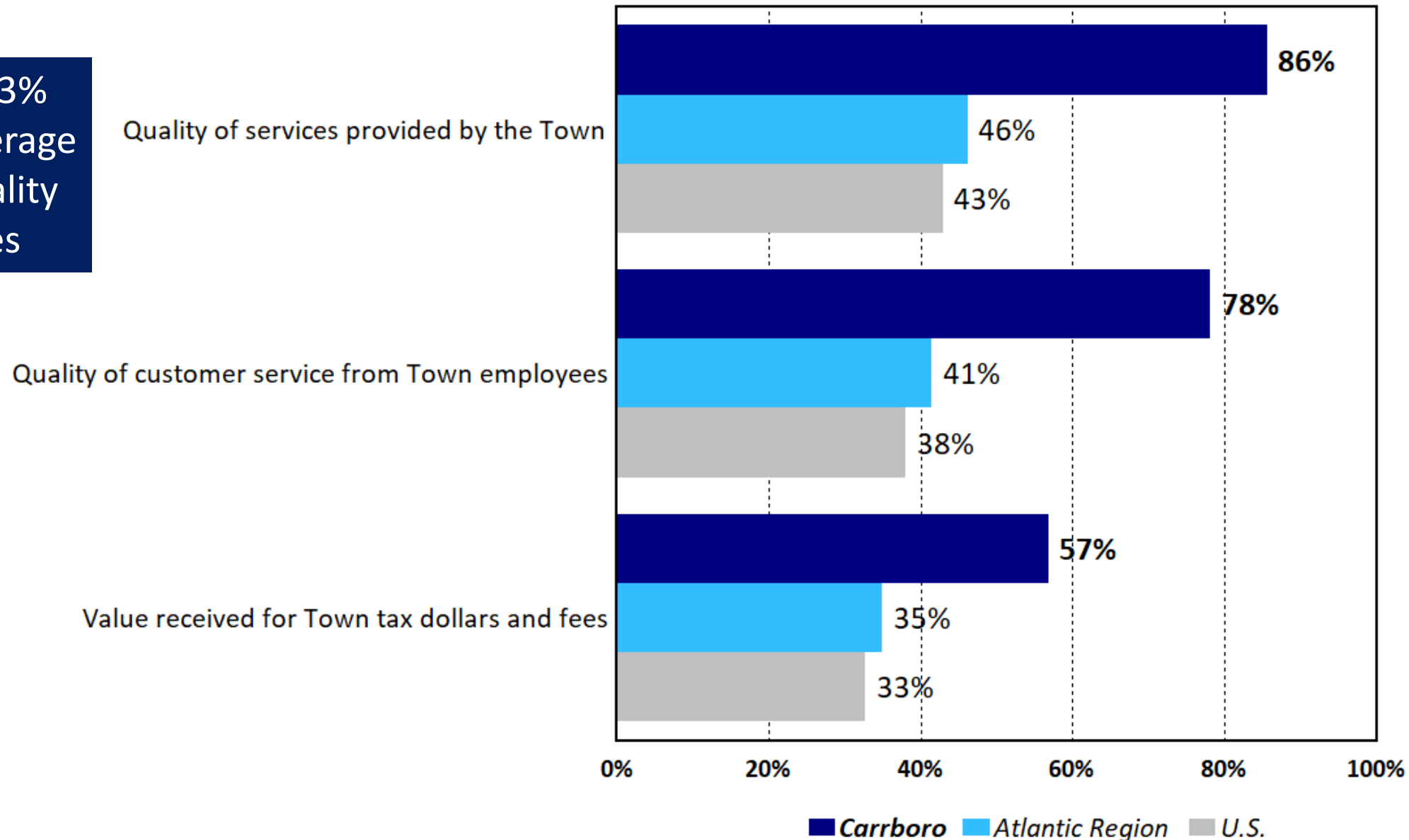
Carrboro Rates 35% Above the U.S. Average for as a Place to Raise Children

Satisfaction with Key Indicators

Carrboro vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Carrboro Rates 43% Above the U.S. Average in the Overall Quality of Town Services

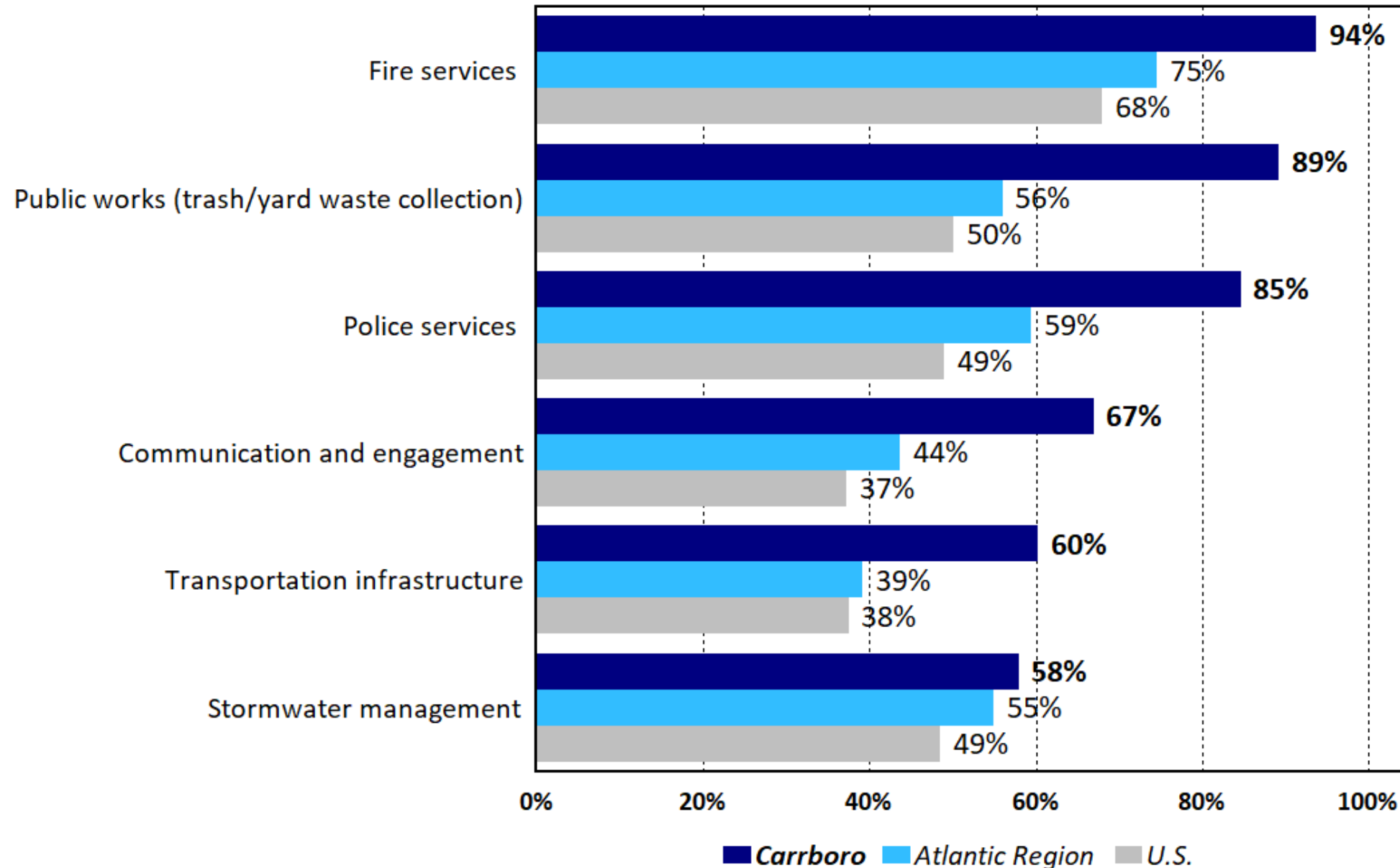


Carrboro Rates 40% Above the U.S. Average in Customer Service Provided by Town Employees

Satisfaction with Major Categories of Town Services

Carrboro vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

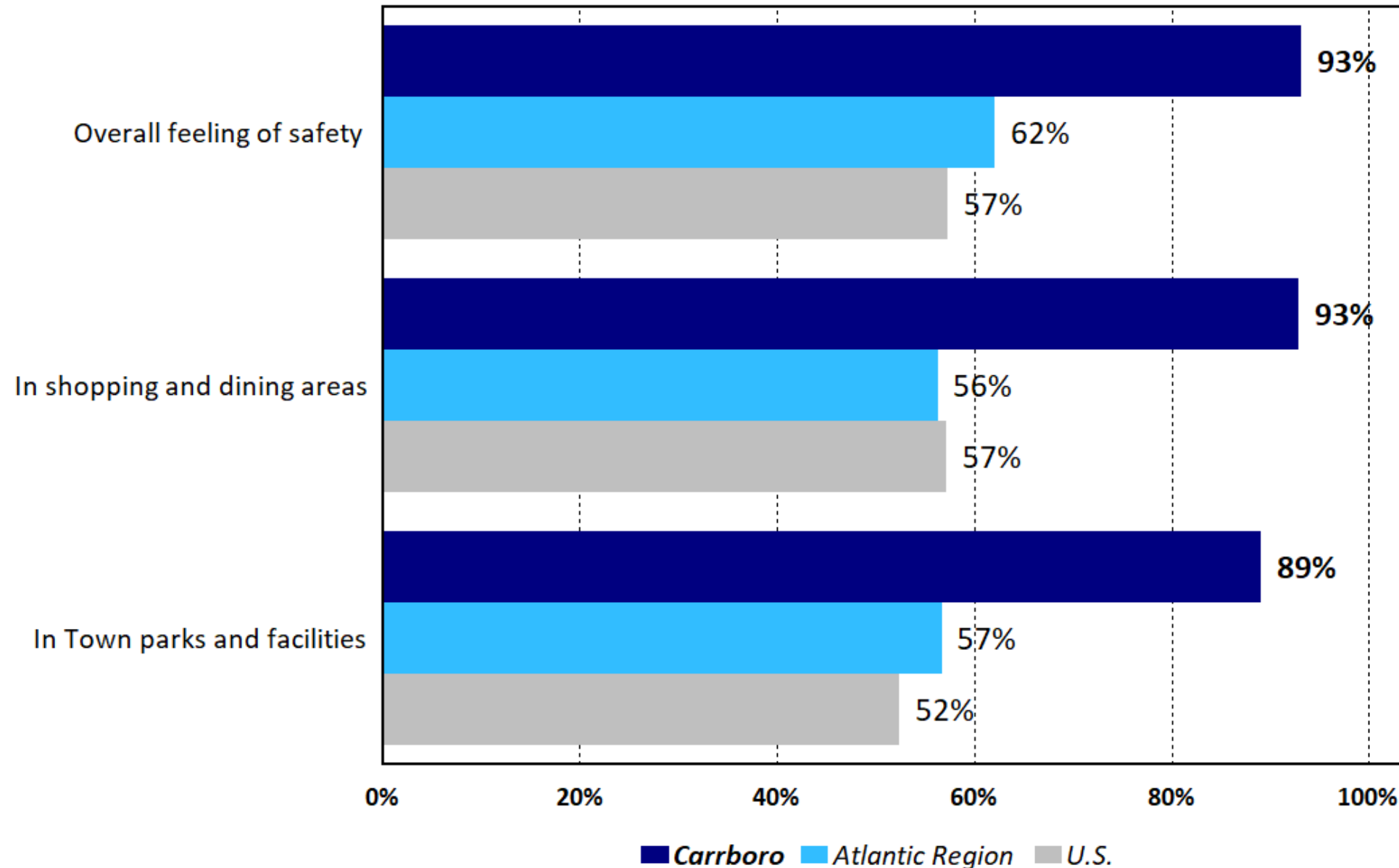


Carrboro Rates Significantly Above the U.S. Average for All Major Categories of Town Services

Perceptions of Safety in the Community

Carrboro vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 3 or 4 on a 4-point scale
where 4 was "very safe" and 1 was "unsafe" (excluding don't knows)



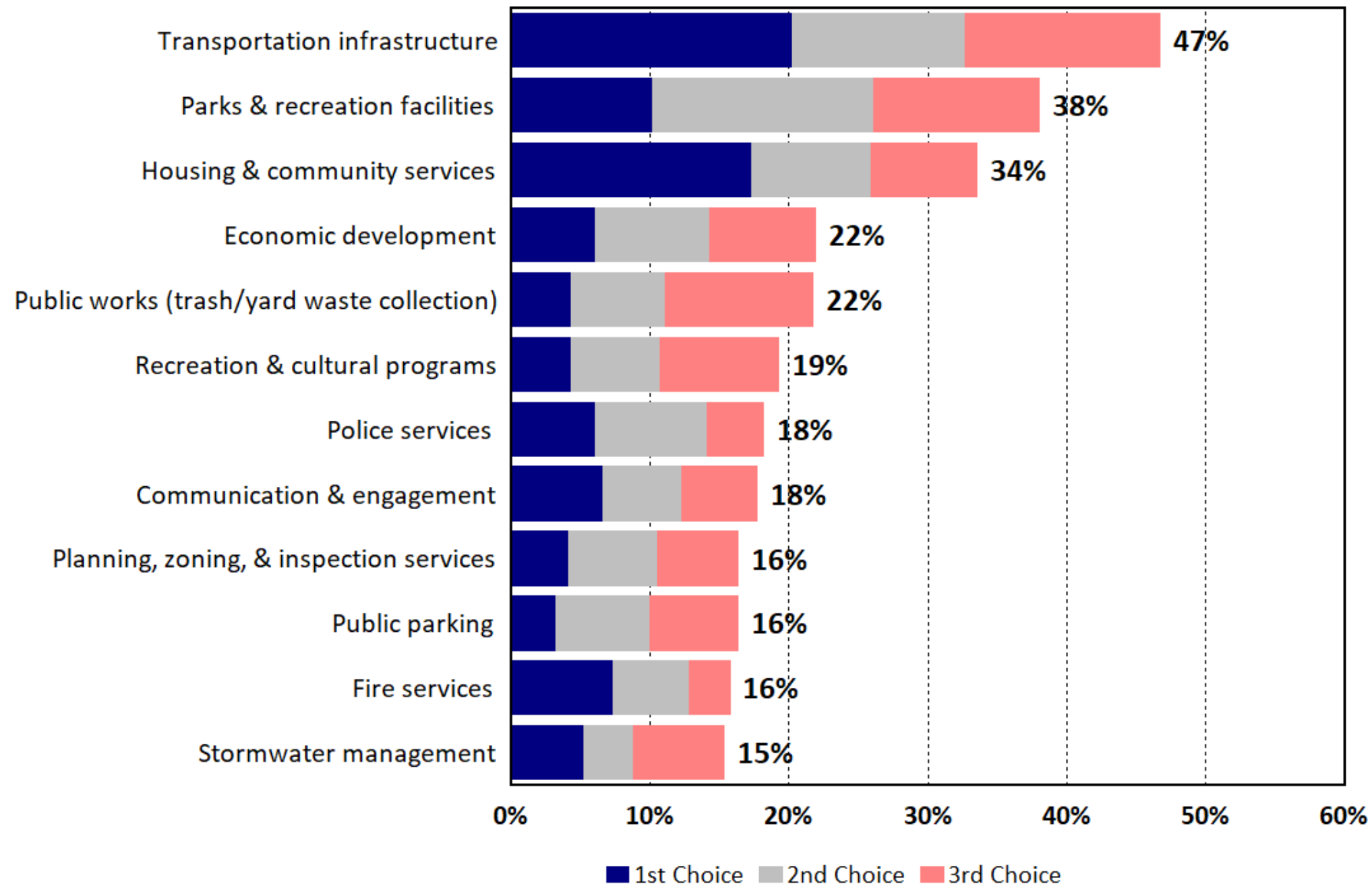
Carrboro Rates Significantly Above the U.S. Average in All Areas Related to Feeling of Safety

Topic #4

Top Priorities

Q5. Town Services That Are Most Important to Residents

by percentage of respondents who selected the item as one of their top three choices



Importance-Satisfaction Rating

Town of Carrboro, NC

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Transportation infrastructure	47%	1	60%	8	0.1863	1
Housing and community services	34%	3	48%	10	0.1747	2
Economic development	22%	4	47%	11	0.1164	3
<u>Medium Priority (IS <.10)</u>						
Planning, zoning and inspection services	16%	9	46%	12	0.0887	4
Stormwater management	15%	12	58%	9	0.0648	5
Parks and recreation facilities	38%	2	84%	5	0.0594	6
Communication and engagement	18%	8	67%	7	0.0589	7
Public parking	16%	10	69%	6	0.0512	8
Recreation and cultural programs	19%	6	85%	3	0.0293	9
Police services	18%	7	85%	4	0.0280	10
Public works (trash/yard waste collection)	22%	5	89%	2	0.0235	11
Fire services	16%	11	94%	1	0.0100	12

Overall Priorities

Importance-Satisfaction Rating

Town of Carrboro, NC

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Availability of parking downtown	44%	2	61%	8	0.1717	1
Availability of sidewalks	41%	3	65%	7	0.1426	2
Availability of greenways/multi-use paths	37%	4	68%	4	0.1209	3
Ease of driving in Carrboro	36%	5	67%	5	0.1175	4
Ease of walking in Carrboro	62%	1	82%	1	0.1104	5
Ease of biking in Carrboro	30%	6	66%	6	0.1021	6
<i>Medium Priority (IS <.10)</i>						
Adequacy of street lighting	22%	7	69%	3	0.0676	7
Availability of on-street bike amenities	7%	8	59%	9	0.0267	8
Availability of bicycle parking	4%	9	71%	2	0.0129	9

Importance-Satisfaction Rating

Town of Carrboro, NC

Housing

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i><u>Very High Priority (IS >.20)</u></i>						
Availability of housing options by price	43%	1	21%	3	0.3373	1
Efforts to expand/preserve affordable housing	36%	2	25%	2	0.2700	2
<i><u>Medium Priority (IS <.10)</u></i>						
Availability of a range of housing types	13%	3	43%	1	0.0746	3

Importance-Satisfaction Rating

Town of Carrboro, NC

Local Economy and Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of new commercial development	45%	1	33%	2	0.3046	1
Access to information about current/proposed private development projects	36%	3	28%	4	0.2567	2
Job growth	29%	4	19%	5	0.2347	3
<u>High Priority (IS .10-.20)</u>						
Access to shopping	43%	2	63%	1	0.1556	4
New company growth	17%	5	28%	3	0.1190	5

Summary

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Questions?

Thank You!!



Town of Carrboro

301 W. Main St., Carrboro,
NC 27510

Agenda Item Abstract

File Number: 26-058

Agenda Date: 5/19/2026

File Type: Action Item

In Control: Town Council

Version: 1

Appointment to Selected Boards/Commissions

Planning Board

Terri Buckner

Susan Poulton

Northern Transition Area Advisory Committee

Jennifer Conrad

Edward Witkin