

**Town of Carrboro
2016 Biennial Citizen Survey
Executive Summary**

The overall results for the Town of Carrboro's 2016 Biennial Citizen Survey were very positive. The respondents gave high marks for the level of service provided to them in Carrboro. A total of 405 residents were surveyed and the resulting margin of error was $\pm 5\%$. The telephone survey methodology included listed, unlisted, and wireless numbers in the sampling frame.

The Town Government staff received very high marks for the six service dimensions examined with no marks falling below B+. There were high grades for *courteous* (A-), *professionalism* (A-), *knowledgeable* (B+), *promptness of response* (B+), *helpful* (B+), and *overall quality of customer service* (B+). The Town's rating for *maintenance of streets and roads* was also good earning a grade of B-. The major concerns mentioned by the respondents were potholes and rough pavement throughout the town and issues with snow removal and excessive winter weather preparation.

The cleanliness and appearance of public areas earned very solid marks. The grades for *parks* (A-), *greenways* (B+), *streets* (B+), and *median/roadsides* (B) were very good. There were several comments given for public areas needing attention including the need for more sidewalks, flood control measures, and taking action on rundown buildings in town. As for streets, North and South Greensboro Street was mentioned several times as a problem area.

The Carrboro Police Department garnered very strong marks from the respondents. The lowest grade given was an A- for this department. The impressive grades for the service dimensions were *response time* (A), *courteous* (A-), *competence* (A-), *fairness* (A-), and *problem solving* (A-). The Carrboro Fire Department earned the highest marks for any department examined in the survey. The Department earned A+ grades for *problem solving*, *courteous*, *response time*, and *competence* while the grade for *fairness* was an A. The Parks & Recreation Department also earned excellent ratings. The department received a grade of A for *overall experience*, *ease of registration*, *cost or amount of fee*, *facility quality*, and *program quality*. The grade for *instructor quality* was an A-.

The respondents were positive in their rating of Carrboro as a place to live giving the town a mean score of 7.95 on the 9-point scale. This would equate to a grade of B+ with 96.3% of the responses on the "desirable" side of the scale and only 0.2% on the "undesirable" side. The respondents also perceived the quality of life in Carrboro as improving or getting better. While most of the respondents (71.1%) perceived the quality of life as unchanged, the percentage on the "better" side of the scale exceeded the "worse" percentage 25.4% versus 3.5%. When asked the most important issue facing Carrboro, the primary response was none/no issues (121 comments). For those naming issues, the most important one was growth. There were 44 comments concerning controlling growth/overcrowding along with 38 comments on controlling development/overdevelopment. Other key issues were affordable housing (39 comments), traffic (35 comments), rising cost of living (18 comments), and high taxes (14 comments).

The respondents felt very safe in Carrboro in all areas of the town. The means for safe in Carrboro overall (8.24), in their home neighborhood (8.35), and in public places (8.10) were all very high reflecting the high perception of safety.

Several barriers to citizen involvement in local government were examined. The most significant barrier was *too busy – don't have time* with a mean of 5.47 on a 9-point scale. Other less important barriers were *don't know about opportunities* (3.81) and *timing is inconvenient* (2.58).

The top five major information sources (in order) used by the respondents include word-of-mouth, street signage, Carrboro's website, Facebook, and television. Sources also utilized but somewhat less important were radio, Raleigh News & Observer, Parks & Recreation Brochure, Independent Weekly, The Daily Tar Heel, and Carrboro's email list service in that order.

The large majority of respondents who use Wi-Fi perceived no problems with its availability in Carrboro. The only areas mentioned frequently as having availability issues were Weaver Street (16 comments), coffee shop/Look Glass Cafe (13 comments), downtown area (7 comments), and Carr Mill Mall (3 comments).

Carrboro has generally been effective in its communication efforts with citizens. The respondents felt largely well informed about *government services, projects, issues, and programs that affect them*. The mean was 6.00 with 55.6% on the "informed" side of the scale versus only 20.4% on the "uninformed" side. There was a level of satisfaction with *Carrboro making information available to citizens concerning important services, projects, issues, and programs* with a mean of 6.45 with 60.7% on the "satisfied" side of the scale versus 7.7% on the "dissatisfied" side. Finally, the respondents were also pleased with the *opportunities Carrboro gives them to participate in the decision-making process*. The mean was 6.35 with 57.1% on the "satisfied" side of the scale versus 6.6% on the "dissatisfied" side. Keep in mind, there was a significant number of respondents who indicated they did not seek information and it was their fault for not being informed. This will serve to lower the means for these questions regardless of the town's efforts.

Solid Waste Services received very solid marks from the respondents. The grades were very good for *curbside garbage collection* (A), *curbside bulk item collection* (A-), *curbside yard waste collection* (B+), and *curbside loose leaf collection* (B+). There were 50.9% of the respondents who were not aware curbside recycling was provided by Orange County Waste Management and not Carrboro.

As for downtown, there were 95.6% of the respondents who had visited downtown in the past year. The three major reasons they visited downtown were for restaurants (130 comments), Weaver Street Market (85 comments), and shopping (76 comments). Other slightly less prominent reasons included everything (58 comments), events/festivals (48 comments), Farmer's Market (29 comments), atmosphere (27 comments), bars (26 comments), grocery store (26 comments), and music/Music Festival (23 comments). Those who had not visited downtown indicated the major reason was too busy (4 comments). The respondents indicated the most effective amenity/activity to bring them downtown would be cafes/restaurants, festivals, outdoor performances, Summer Streets/Closed Street, Farmer's Market, shopping opportunities, and concerts in that order. When asked about any other suggestions to bring people downtown, the respondents included more family/children oriented things, better parking, more affordable pricing, make it pedestrian friendly, and adding ethnic restaurants. Although the most frequent comment was nothing else is needed downtown.

The Carrboro focus areas earned generally solid ratings; however, there were some areas of concern. The focus areas will be discussed in order of ranking. The highest level of satisfaction was for the overall job the town has done on *Parks, Recreation, and Cultural Resources*. The mean was 7.56 with 89.4% of the respondents on the "satisfied" side of the scale and this equates to a grade of B. The respondents felt Carrboro was successful with the *Town being effective in keeping Carrboro the*

best place to live, work, and raise a family. The mean was 7.32 with 83.7% on the “effective” side of the scale. The job the Town is doing on *environmental protection* also earned good marks garnering a mean of 7.29 with 85.2% on the “satisfied” side of the scale equating to a solid grade of B-. The next three focus areas earned somewhat lower ratings falling below the B grade range. Firstly, there was a level of satisfaction with the job the Town is doing on *transportation*. The mean was 6.98 with 78.4% on the “satisfied” side of the scale. However, this would equate to a grade of C+ and represents one of the few ratings earned by the town below the B- level. Secondly, the job the Town is doing on *planning & development* was also an area of concern with a grade of C-. The mean was 6.61 with 71.2% on the “satisfied” side of the scale. Finally, Carrboro also earned a C- for the job the Town is doing on *parking within the town*. The mean was 6.60 with 69.6% on the “satisfied” side of the scale. This is the second lowest overall grade earned by the town in the survey.

The respondents rated several new programs/services they would likely be willing to pay for in Carrboro. The highest rated or most likely to pay for would be affordable housing. Other programs/services rated higher (in order) include festivals/Open Streets, environmental sustainability, fire services, police services, recreation programs, and sidewalks/greenways.

The Town earned somewhat lower grades for the job they are doing with senior citizens and citizens with disabilities. The mean for the job the Town is doing with seniors was 6.63 with 60.8% on the “satisfied” side of the scale. The mean for the job the Town is doing for citizens with disabilities was 6.75 with 61.1% on the “satisfied” side of the scale. The grade for both of these would be a C representing two of the lower marks the town earned. Finally, there was much more concern for the ratings for the job the town is doing for providing affordable housing. The mean was only 5.28 with 34.9% on the “satisfied” side of the scale versus 25.4% on the “dissatisfied” side. The grade in this instance would be an F.

The final questions in the survey examined transportation sources used by the respondents going to work and around town. The primary source for going to work were vehicles (62.4%), public transportation (15.6%), bicycles (11.4%), and walking (7.4%). There was limited use of car pools (3.2%). The primary sources around town were vehicles (52.7%), walking (27.7%), bicycles (11.8%), and public transportation (6.9%) with limited use of car pools (0.9%). The major change was in the significant increase in walking around town.

In conclusion, there are 27 graded core Carrboro service dimensions structured in the grading format (very poor to excellent scaling). The overall mean for all service dimensions was 8.24. This mean translates to an impressive grade of A- for the town. Overall, the Town of Carrboro receives an excellent report card with 19 grades in the A range and 8 grades in the B range with no grades in the C range for the core service dimensions. The lowest grade earned was the B- for the *maintenance of streets and roads*.

However, there were some areas of concern for the town. On the positive side, the ratings for the town are so strong overall that C range grades (average) would be considered areas of concern. First, the ratings for the job the town is doing for *transportation, planning & development, and parking within the town* were somewhat lower than other service ratings Carrboro has earned from the respondents. These ratings if converted to grades would be the C range. Second, the job the town is doing for senior citizens and citizens with disabilities were also somewhat low equating to grades in the C range. Third, the lowest rating the town earned was for the job the town is doing for providing affordable housing and this would equate to an F. Fourth, Wi-Fi available appears to have issues in the downtown area, especially around Weaver Street. Finally, the open-ended questions revealed a

few other suggestions made by the respondents. There were issues with potholes/rough pavement around town and some difficulties with snow removal/winter weather preparation. Flood control and stormwater drainage problems were also concerns. The respondents suggested adding sidewalks and bike lanes in town along with better connectivity and safety for those bike lanes. In addition, improving safety for pedestrian crossings was suggested as well. Bus service could be improved with longer hours, weekend service, and a schedule app for cell phones. There were several suggestions to take action on rundown buildings in the area and adding more parking in town. Finally, two streets needing the most improvements were Greensboro Street and Estes Drive with upgrading needed for safety, traffic, sidewalks, and bike lanes.

Town of Carrboro 2016 Biennial Citizen Survey Report

Methodology

The 2016 Town of Carrboro Biennial Citizen Survey was conducted from October 29th through November 30th. BKL Research administered the telephone survey to 405 residents of the Town of Carrboro. This resulted in a $\pm 5\%$ margin of error. Both listed, unlisted, and wireless telephone numbers within Carrboro census tracts were included in the sampling frame and contacted using a random selection process. Approximately 88% of the numbers contacted were wireless. A minimum of four callbacks was attempted on each number not screened from the sampling frame. The potential respondents were screened with regards to Carrboro residence and over the age of 18. The average survey completion time was between 15-18 minutes and the refusal rate was 29.1%.

The survey instrument consisted of 40 core questions with related subparts to several of the questions (Appendix A). Respondents were asked to rate the Town Government staff, Police Department, Fire Department, Parks & Recreation programs, streets/roads, perceptions of safety, quality of life, and solid waste services. The survey also examined other issues including information sources, information dissemination, opportunities to participate in decision-making, citizen involvement barriers, media usage, and transportation sources. Another series of questions examined Board of Alderman focus areas in relation to issues including environmental protection, keeping Carrboro the best place to live, transportation, planning & development, parking, and parks & recreation. The respondents were also asked actions that could improve their dissatisfaction with these focus areas. There were questions examining new programs or increased services, downtown amenities/activities and satisfaction with the job the town is doing for senior citizens, citizens with disabilities, and affordable housing. The respondents were primarily asked to use a 9-point scale. There were open-ended questions examining streets/roads and public areas needing attention, most important issues facing Carrboro, reasons for visiting downtown, Wi-Fi availability, and reasons for choosing to live in Carrboro. The survey also incorporated 12 demographic questions.

Demographic Characteristics of the Sample

The demographic profiles of the sample are exhibited in Figures 1-8. The age profile of the sample is illustrated in Figure 1. A large percentage of the respondents (65.3%) fell under the age of 45 with the largest portion in the 26-35 (30.9%) age category. Figure 2 represents the number of years the respondents had lived in Carrboro. A large proportion (30.7%) lived in the town 2-5 years while

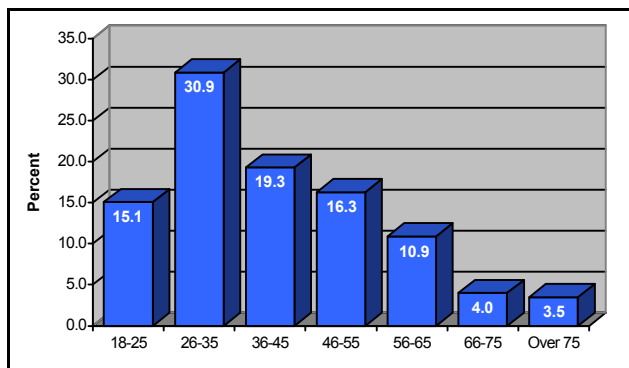


Figure 1. Sample: Age Distribution.

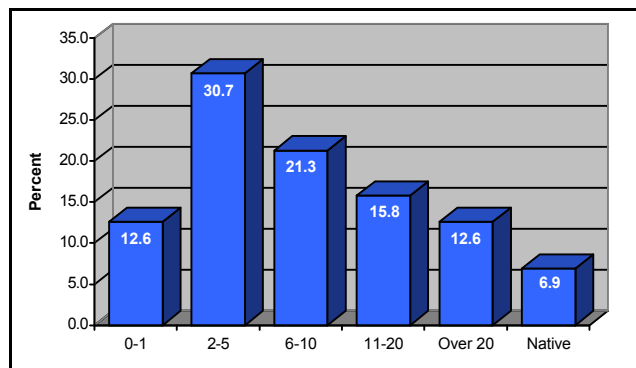


Figure 2. Sample: Years Lived in Carrboro.

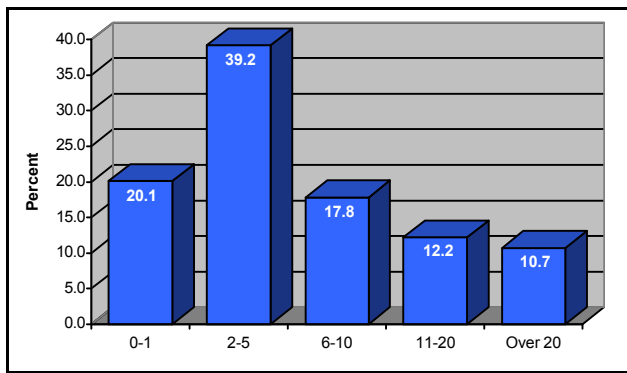


Figure 3. Sample: Years Lived in Current Home.

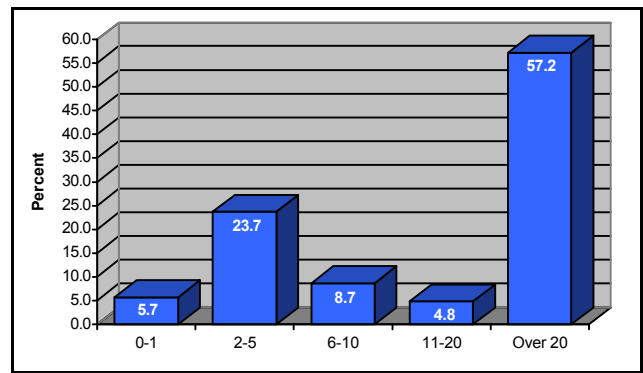


Figure 4. Sample: Years Continue to Live in Carrboro.

21.3% lived 6-10 years and 6.9% were Carrboro natives. Figure 3 shows most of the respondents (39.2%) had lived in their present home 2-5 years, 17.8% for 6-10 years, and 20.1% residing only 0-1 year likely reflecting the student population. When asked how long they plan to stay in Carrboro, 57.2% plan to stay over 20 years while 23.7% only plan to stay an additional 2-5 years (Figure 4).

The sample was also a highly-educated group illustrated in Figure 5. A large percentage (27.7%) of the respondents graduated with a college degree with 21.0% earning a graduate degree and 12.1% a PhD, JD, or MD degree. Note that 7.7% were currently enrolled in college. Figure 6 details the racial breakdown of the sample showing 69.1% of the respondents were Caucasian, 13.4% were African-American, 10.9% were Hispanic, and 2.5% were Asian.

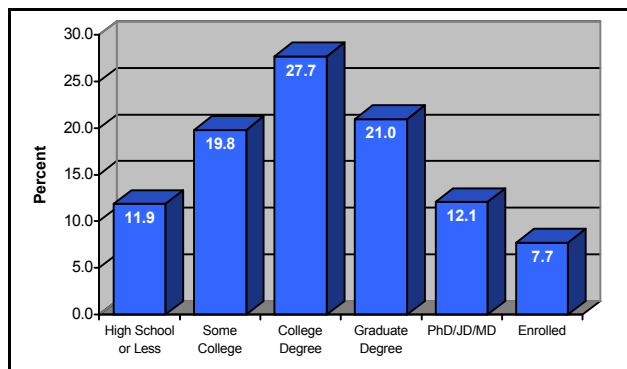


Figure 5. Sample: Educational Level.

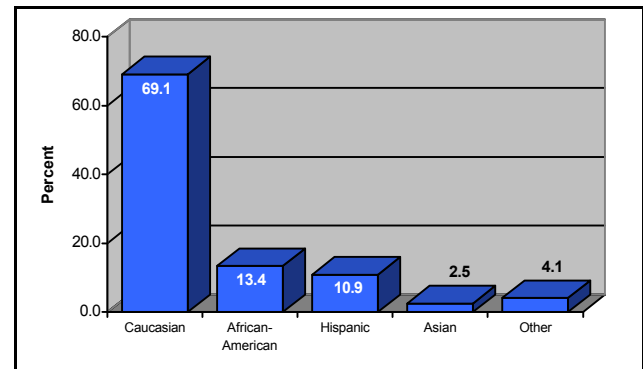


Figure 6. Sample: Race.

The income levels for the sample are shown in Figure 7. A high proportion of the sample (37.8%) were in the 0-\$45,000 income category which is indicative of student population in the area. In addition, 23.9% earned between \$45,001-\$75,000 while 14.9% earned over \$150,000. In terms of gender, 50.1% of the sample were male and 49.9% were female (Figure 8). Most of the respondents (60.0%) resided in single-family homes, 24.2% were apartment dwellers, 3.7% in a townhouse/condominium/duplex, and 1.2% lived in a mobile home. In terms of rent versus own, 50.4% rented while 49.6% owned their residence. There were 87.9% of the respondents who indicated they were registered voters and 64.9% of those voted in the 2015 local elections.

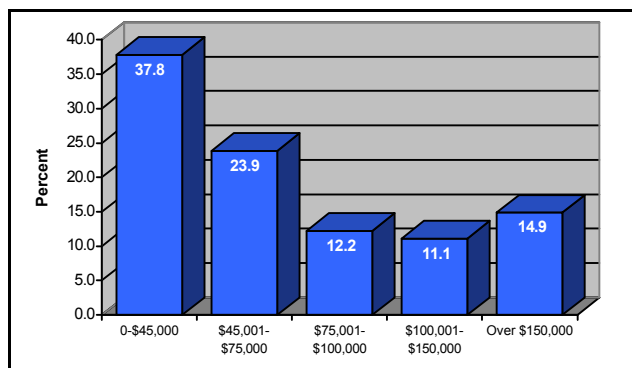


Figure 7. Sample: Income.

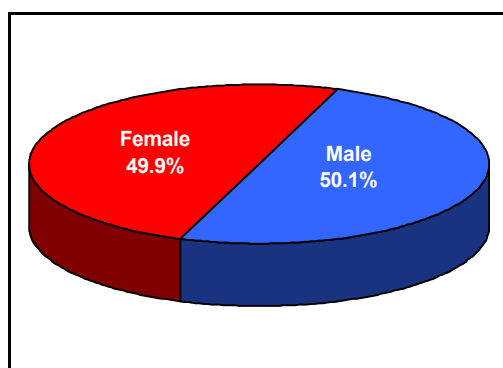


Figure 8. Sample: Gender.

Several of the means for the service dimensions in the survey were converted into grades. The mean score was changed into a percentage (using 9 as the denominator) and compared to the grading scale shown in Table 1. This was done for those questions that rated the services on the 9-point scale using the very poor (1) to excellent (9) response set. Although, questions using other similar scaling may be converted for comparison purposes. Grades tend to be easier to understand and use in setting goals.

As previously mentioned, the report will include selected crosstabulations expressly chosen by Carrboro for specific questions in the survey (Appendix B). It is important to exercise caution in the interpretation of crosstabulations. They will act to segment or partition the sample size and in turn, increase the margin of error for a question. It is difficult to interpret crosstabulations with small sample sizes for a specific demographic subgrouping. For that reason, sample sizes of less than 10 respondents in a subgroup will not be discussed. Keep in mind that any of the crosstabulations with a sample size this small will have exceptionally high margins of error. As for terminology, a subgroup would be a specific breakout category in a particular demographic group such as 18-25 age group or \$100,001-\$150,000 income level.

Table 1. Grading Scale.

Rating (%)	Grade
97-100	A+
94-96	A
90-93	A-
87-89	B+
84-86	B
80-83	B-
77-79	C+
74-76	C
70-73	C-
67-69	D+
64-66	D
60-63	D-
Below 60	F

The percentages in the tables are rounded off to one decimal place. Due to rounding, this may result in row totals that do not always add up to exactly 100.0%. The demographic recodes for the crosstabulations were age (18-25, 26-55, 56-65, over 65), education (high school degree/some college, college degree, PhD/JD/ MD, current student), housing (single family, apartment, townhouse/condo, other), income (0-\$45,000, \$45,001-\$100,000, \$100,001-\$150,000, over \$150,000), and years in Carrboro (0-1, 2-5, 6-10, over 10, native). For clarification, other housing includes mobile homes and any other living arrangement such as assisted living. College degree refers to a bachelor's or master's degree. All the tables are displayed in percentages unless otherwise stated.

Town Government Staff

The performance of the Town Government staff was assessed with a set of seven items or questions. These questions were only administered to those respondents who had contact with the Town Government in the past two years. There were 24.9% or 101 respondents who indicated they had contact within that time frame. A 9-point grading scale from very poor (1) to excellent (9) was used to rate performance.

The results show very high ratings for the Town Government staff with no grade falling below the B+ level. Tables 2-7 placed in descending order of ratings show the means and grades for the individual service dimensions. The mean for *courteous* of 8.29 was the highest earned by the staff and this equates to an impressive grade of A-. In addition, *professionalism* also earned a grade of A- with a slightly lower mean of 8.09. The other service dimensions received a very solid mark of B+ for *knowledgeable* (7.93), *promptness of response* (7.86), *helpful* (7.82), and *overall quality of customer service* (7.79). Overall, the Town Government staff earned very high marks for all the service dimensions from those who had contact with them.

Table 2. Town Government Staff: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.29	2.0	0.0	1.0	1.0	3.0	0.0	7.0	18.0	68.0	A-

Table 3. Town Government Staff: Professionalism.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.09	2.0	0.0	1.0	2.0	5.1	1.0	6.1	23.2	59.6	A-

Table 4. Town Government Staff: Knowledgeable.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.93	2.0	0.0	2.0	2.0	7.0	2.0	9.0	17.0	59.0	B+

Table 5. Town Government Staff: Promptness of Response.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.86	2.0	0.0	2.0	1.0	10.0	0.0	8.0	25.0	52.0	B+

Table 6. Town Government Staff: Helpful.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.82	2.0	0.0	3.0	2.0	8.0	1.0	10.0	19.0	55.0	B+

Table 7. Town Government Staff: Overall Quality of Customer Service.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.79	2.0	1.0	1.0	2.0	5.9	2.9	12.7	24.5	48.0	B+

The respondents who gave lower scores (below 5) to any of the service dimensions were then asked their concerns or issues with the interaction. There were only 9 total comments and the main concern was not receiving help from the staff concerning their particular problem (Appendix C).

Streets and Roads

The *maintenance of streets and roads* was assessed using a same 9-point grading scale ranging from very poor (1) to excellent (9). Table 8 shows a solid rating with a mean of 7.26 and a grade of B-. There were only 4.2% of the responses on the “poor” side of the scale (below 5). It is important to keep in mind that streets and roads can be a challenging area for the town as it continues to experience elevated levels of growth and traffic. This makes this score even more notable.

Table 8. How Well Carrboro Maintains Streets and Roads.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.26	0.5	0.5	1.0	2.2	7.4	10.6	29.7	28.5	19.6	B-

Streets and Roads Needing Attention

The respondents who rated the streets and roads below 5 were asked to name specific streets/roads that need more attention and the problem(s) associated with that area (Appendix D). In this instance, the problems or issues cited for most roads were potholes and rough pavement with 20 total comments. This included 7 comments concerning this problem in no specific area but throughout Carrboro. The individual streets mentioned for potholes and rough pavement were Main Street (2), Hillcrest Avenue, Greensboro Street, Robert Hunt Drive, Carol Street, Hillsborough Road, Daffodil Lane, Blueridge Road, Gardner Circle, Lincoln Lane, Smith Level Road, and Prince Street. There were also 4 comments indicating issues with poor snow removal throughout Carrboro with Crest Street being mentioned specifically. In addition, there were 3 comments critical of excessive winter weather preparation of the roads throughout town.

Cleanliness and Appearance of Public Areas

The cleanliness and appearance of public areas was assessed by a set of four questions. The questions examined the cleanliness and appearance of several public areas including *streets*, *median/roadsides*, *parks*, and *greenways*. Again, the same 9-point scale from very poor (1) to excellent (9) was used.

The cleanliness and appearance of public areas received high marks. The results shown in Tables 9-12 (placed in descending mean order) indicated the respondents were very satisfied with the cleanliness and appearance of all the public areas examined. The cleanliness and appearance of *parks* received the highest grade of A- with a mean of 8.06. *Greenways* (7.85) and *streets* (7.81) earned a grade of B+ from the respondents. *Median/roadsides* were slightly lower while earning a grade of B for a mean of 7.68.

Table 9. Cleanliness and Appearance of Parks.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.06	0.0	0.0	0.0	0.3	5.8	3.0	14.0	32.8	44.1	A-

Table 10. Cleanliness and Appearance of Greenways.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.85	0.3	0.0	0.3	0.0	8.5	5.0	16.5	29.3	40.1	B+

Table 11. Cleanliness and Appearance of Streets.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.81	0.0	0.0	0.2	0.0	6.7	5.0	23.1	30.0	35.0	B+

Table 12. Cleanliness and Appearance of Median/Roadsides.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	7.68	0.0	0.0	0.2	0.7	7.9	7.4	23.1	26.6	34.0	B

Public Areas Needing Attention

The respondents who gave ratings below 5 were asked to give specific examples of public areas needing attention (Appendix E). The major concern was the need for sidewalks which was mentioned a total of 9 times by the respondents. The areas cited needing sidewalks were South Greensboro Street (2), Estes Drive (2), everywhere (2), Bolin Creek Drive, High Street, and North Greensboro Street. Flood control was mentioned 5 times by the respondents including Carol Street (2), Bel Arbor Lane, James Street, and Lorraine Street. Rundown buildings were seen as a problem by 4 respondents citing Weaver Street, Main Street, and North Greensboro Street. Finally, trash and debris in creeks was mentioned 3 times for the areas of Barnes Street, Bim Street, and Jones Ferry Road. Note that North and South Greensboro Street were mentioned a total of 6 times for various issues by the respondents.

Police Department

The performance of the Carrboro Police Department was assessed with a set of seven questions. These questions were only administered to those respondents who had contact with the Police Department in the past two years. In this case, it was 30.7% or 124 respondents. Table 13 indicates most of the respondents had contact with an officer (65.5%), animal control (9.5%), or dispatcher (9.5%). There was somewhat less contact with a clerk (7.7%) or detective (4.8%). There was no contact with the Chief by any of the respondents. The results in the table may represent multiple contacts with different Police personnel by the same individual.

Table 13. Police Department: Person Contacted.

Person Contacted	Number	Percentage
Officer	110	65.5
Animal control	16	9.5
Dispatcher	16	9.5
Clerk	13	7.7
Detective	8	4.8
Not Sure	5	3.0
Chief	0	0.0

The Police Department was assessed on five service dimensions (*courteous*, *competence*, *response time*, *fairness*, and *problem solving*) on the same 9-point grading scale from very poor (1) to excellent (9) placed in descending mean order (Tables 14-18). The Police earned excellent grades from the respondents with all the grades A- or better. The highest mark was for *response time* with an impressive mean of 8.54 and a corresponding grade of A. All the other service dimensions earned a grade of A- including *courteous* (8.30), *competence* (8.28), *fairness* (8.23), and *problem solving* (8.21). Overall, the Police earned outstanding grades with a very large proportion of responses in the excellent category including 80.6% for *response time*.

Table 14. Police Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.54	1.1	0.0	1.1	1.1	2.2	1.1	1.1	11.8	80.6	A

Table 15. Police Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.30	2.4	0.0	1.6	2.4	0.0	2.4	4.0	13.7	73.4	A-

Table 16. Police Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.28	3.3	0.0	1.6	0.8	1.6	1.6	3.3	14.6	73.2	A-

Table 17. Police Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.23	3.2	0.0	1.6	0.8	2.4	1.6	4.8	13.7	71.8	A-

Table 18. Police Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.21	3.3	0.0	1.6	0.8	3.3	1.6	4.1	12.3	73.0	A-

Fire Department

The performance of the Carrboro Fire Department was assessed with a set of six questions regarding contact with the Department and rating their service dimensions. These questions were only administered to those respondents who had contact with the Fire Department in the past two years. In this case, it was 12.3% or 50 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 19-23 (placed in descending mean order) indicate the Fire Department earned superior ratings earning an A+ for *problem solving* (8.71), *courteous* (8.71), *response time* (8.70), and *competence* (8.69). The only service dimension not earning an A+ was the A given to *fairness* (8.61). Overall, the Fire Department earned the highest marks for any department in the town.

Table 19. Fire Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.71	2.0	0.0	0.0	0.0	0.0	2.0	2.0	2.0	91.8	A+

Table 20. Fire Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.71	2.0	0.0	0.0	0.0	0.0	2.0	2.0	3.9	90.2	A+

Table 21. Fire Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.70	2.5	0.0	0.0	0.0	0.0	2.5	0.0	2.5	92.5	A+

Table 22. Fire Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.69	2.0	0.0	0.0	0.0	0.0	2.0	2.0	5.9	88.2	A+

Table 23. Fire Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.61	2.0	0.0	2.0	0.0	0.0	2.0	2.0	2.0	90.2	A

Parks & Recreation and Cultural Programs

A series of eight questions in the survey specifically examined Parks & Recreation and Cultural programs. Initially, the respondents were asked if they had participated in a Parks & Recreation program and to name the program(s) in which they were involved and the location. The respondents were subsequently asked to rate various aspects of the program(s) including *program quality*, *facility quality*, *cost or fee*, *overall experience*, *ease of registration*, and *instructor quality*. Again, the same 9-point grading scale from very poor (1) to excellent (9) was utilized.

The results showed that 15.8% or 64 of the respondents indicated someone in their household had participated in a Parks & Recreation or Cultural Program in the past two years. The programs they participated in and locations are shown in Appendix F. The most commonly mentioned programs (in order) were music festival, ultimate frisbee, basketball, baseball and pottery classes. Several other programs were mentioned twice.

The ratings for the six service dimensions examined for the Parks & Recreation and Cultural programs are shown in Tables 24-29 (placed in descending mean order). All the service dimensions received very high marks. The highest rated were *overall experience* (8.64) and *ease of registration* (8.62) both earning an outstanding grade of A with most of the ratings in the excellent category (71.6% and 69.8%, respectively). Also, earning an A with slightly lower means were *cost or amount of fee* (8.45), *facility quality* (8.44), and *program quality* (8.43). Finally, the grade for *instructor quality* (8.38) was the lowest of the marks with an impressive grade of A-. Overall, Parks & Recreation was very highly rated by the respondents with five A grades and one A- grade.

Table 24. Parks & Recreation: Overall Experience.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.64	0.0	0.0	0.0	0.0	0.0	0.0	7.5	20.9	71.6	A

Table 25. Parks & Recreation: Ease of Registration.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.62	0.0	0.0	0.0	0.0	0.0	3.2	1.6	25.4	69.8	A

Table 26. Parks & Recreation: Cost or Amount of Fee.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.45	0.0	0.0	0.0	0.0	0.0	3.8	13.2	17.0	66.0	A

Table 27. Parks & Recreation: Facility Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.44	0.0	0.0	0.0	1.5	0.0	1.5	13.6	16.7	66.7	A

Table 28. Parks & Recreation: Program Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.43	1.5	0.0	0.0	0.0	0.0	0.0	14.7	16.2	67.6	A

Table 29. Parks & Recreation: Instructor Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.38	0.0	0.0	0.0	0.0	0.0	6.3	10.4	22.9	60.4	A-

Carrboro Overall as a Place to Live

The respondents were asked to rate Carrboro overall as a place to live using a 9-point scale from very undesirable (1) to very desirable (9). Table 30 indicates that Carrboro was perceived as a very good place to live. Although not in a traditional grading scale format, if the mean (7.95) were converted to a grade, then the rating would be a B+. Note that 96.3% were on the “desirable” side of the scale (above 5). More telling was the fact that only 0.2% of the responses were on the “undesirable” side (below 5). To gather more insight into any lower ratings, the respondents who answered with a rating below 5 were asked the reason for the low rating. In this instance, there was only one individual who rated Carrboro below 5 (rating Carrboro a 4) and they left no comments.

Table 30. Carrboro Overall as a Place to Live.

Year	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
16	7.95	0.0	0.0	0.0	0.2	3.5	5.2	18.8	36.5	35.8	B+

Carrboro as a Place to Live Crosstabulations

Crosstabulations for Carrboro as a place to live were conducted for age, education, gender, housing type, income, race, and years in Carrboro. The breakdowns are shown in Tables B1-B6 in Appendix B. The means for the subgroups were generally high and consistent with most grades falling in the B+ to A- range. There was only one grade lower than a B+ and this was for current students who gave the town a grade of B.

Quality of Life in Carrboro

The perception of the quality of life in Carrboro over the past two years was assessed with a 5-point scale. The response categories for this question were much worse (1), somewhat worse (2), the same (3), somewhat better (4), and much better (5).

Overall, a large proportion of the respondents (71.1%) perceived the quality of life in Carrboro as the “same” over the past two years (Table 31). Keep in mind, higher means (above 3.00) indicate perceptions of an improvement in the quality of life and the mean for Carrboro was 3.26. Note the percentage on the “better” side of the scale (above the midpoint of 3) greatly exceeded the percentage on the “worse” side (below 3) by 25.4% to 3.5% (Figure 9). In addition, there were no respondents who indicated the quality of life was much worse.

To gain more insight into those giving lower ratings, the respondents who answered with a rating below 3 were asked the reason for the low rating (Appendix G). There were 15 total responses (a respondent may provide multiple reasons) and the primary concerns for the lower quality of life ratings were traffic (6 comments), the cost of living (3 comments), overcrowding (3 comments), and overdevelopment (3 comments).

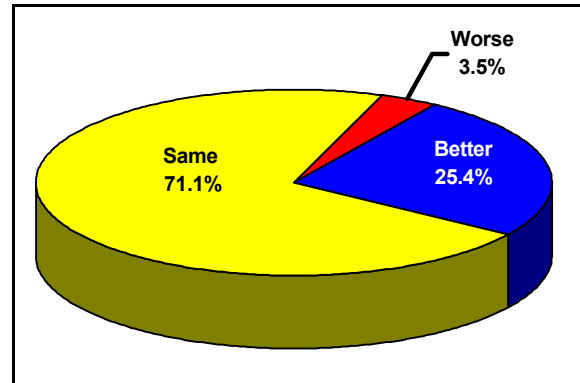


Figure 9. Quality of Life.

Table 31. Quality of Life in Carrboro.

Year	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
16	3.26	0.0	3.5	71.1	20.9	4.5	3.5	25.4

Most Important Issue Facing Carrboro

An open-ended question asked respondents what they feel is the most important issue facing the Town of Carrboro (Appendix H). The most frequent comment was the respondent perceived none/no issues and this was mentioned 121 times (Table 32). These responses have a positive component considering that major issues did not come to mind immediately and speaks to the effectiveness of management in the town. However, the issue of growth was a concern to other respondents. There were 44 comments concerning controlling growth/overcrowding. In addition, the growth-related issue of overdevelopment/controlling development garnered 38 comments. This resulted in 82 total comments related to the growth issue. Two other key issues besides growth were affordable housing (39 comments) and traffic (35 comments). Other concerns of somewhat less importance were the rising cost of living (18 comments), high taxes (14 comments), need for more sidewalks/improve sidewalks (8 comments), crime (8 comments), and jobs/economic development (8 comments).

Table 32. Most Important Issue Facing Carrboro.

Important Issue	# Comments
None/no issues	121
Controlling growth/overcrowding	44
Affordable housing	39
Controlling development/overdevelopment	38
Traffic	35
Rising cost of living	18
High taxes	14
Need for more sidewalks/improve sidewalks	8
Crime	8
Jobs/economic development	8
Improving safety/widen for bike lanes	7
Diversity in the area	7
Parking downtown	6
Retaining small-town feel	6
Homeless/poverty	5
Not sure	5

How Safe Residents Feel in Carrboro

The survey included a set of questions that examined the respondent's personal perceptions of safety in the Town of Carrboro. The survey included three separate questions to assess safety including safe in Carrboro overall, safe in their home neighborhood, and safe around various public places throughout town such as shopping, eating out, or at concerts.

The respondents were first asked how safe they feel in the Town of Carrboro overall. A 9-point scale that ranged from extremely unsafe (1) to extremely safe (9) was utilized. The results indicate the respondents perceived a very high level of safety in Carrboro overall (Table 33). The mean was 8.24 with an impressive 97.4% responding on the "safe" side (above 5) of the scale. This included 55.1% who answered they felt extremely safe in town. There were only 0.9% on the "unsafe" side (below 5) of the scale with 1.7% responding average levels for safety (Figure 10). Overall, there was an exceptionally high perception of safety in Carrboro overall.

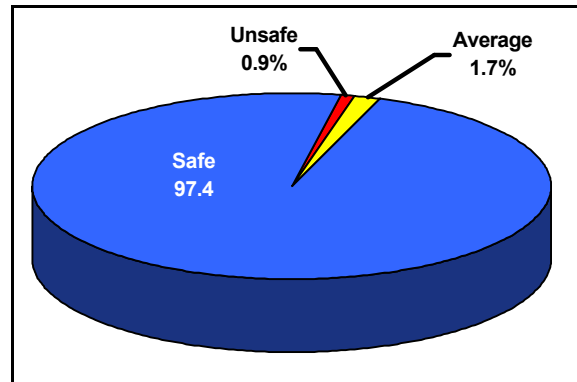


Figure 10. Safe in Carrboro Overall.

Table 33. How Safe Do You Feel in Carrboro Overall.

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
16	8.24	0.2	0.0	0.7	0.0	1.7	3.5	13.6	25.2	55.1	97.4

The respondents were next asked how safe they feel in their home neighborhood (Table 34). The perception of safety was even higher for their home neighborhood. The mean was an impressive 8.35. In this instance, there were 95.5% responding on the "safe" side of the scale (above 5). What made this mean higher than Carrboro overall was the 62.2% responding they felt extremely safe in their home neighborhood. The "unsafe" side of the scale (below 5) garnered only 1.3% of the responses with 3.0% answering they felt average levels of safety (Figure 11).

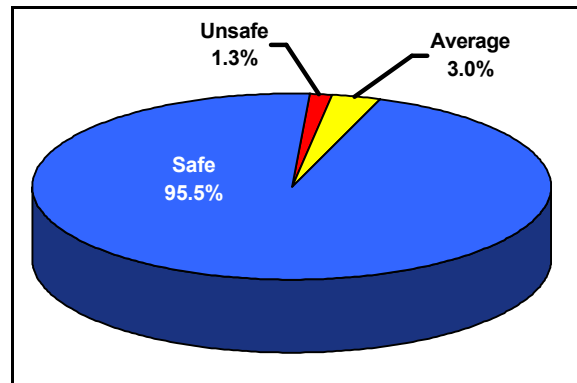


Figure 11. Safe in Home Neighborhood.

Table 34. How Safe Do You Feel in Your Home Neighborhood.

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
16	8.35	0.2	0.2	0.7	0.2	3.0	1.5	7.4	24.4	62.2	95.5

Finally, the respondents were asked about how safe they feel in public places around Carrboro for activities around town such as shopping, eating out, or going to a concert (Table 35). The mean was slightly lower at 8.10. The percentage of the “safe” side of the scale (above 5) was still very high at 94.3%. This included 52.8% of the respondents who indicated they felt extremely safe in public places in Carrboro. There were only 0.7% who were on the “unsafe” side with 4.0% responding average levels of safety (Figure 12). Keep in mind, it would not be uncommon for perceptions of safety in public places to earn somewhat lower means than in home neighborhood and overall in town.

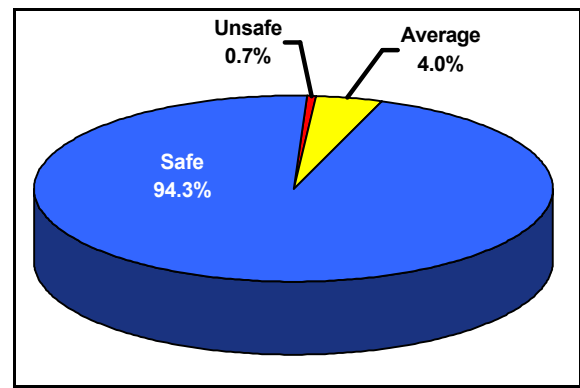


Figure 12. Safe in Public Places.

In summary, Carrboro was regarded as a very safe place by the respondents for all areas examined. There was a very high percentage of responses in the extremely safe category for all three questions. Although crime was listed as one of the top 10 most important issues facing Carrboro, it has not had a significant impact on perceptions of safety for a majority of the respondents.

Table 35. How Safe Do You Feel in Public Places Around Carrboro (Shopping, Out to Eat, Concerts).

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
16	8.10	0.5	0.0	0.2	0.0	4.0	3.5	16.5	21.5	52.8	94.3

How Safe Residents Feel in Carrboro Crosstabulations

Crosstabulations for this set of questions were conducted for age, education, gender, housing type, income, and years in Carrboro. The breakdowns for perceptions of safety in Carrboro overall, home neighborhood, and public places are shown in Tables B7-B24 in Appendix B. The means for the subgroups were generally high and consistent. There were only a few means that fell below 8.00. For safe in Carrboro overall, the over 65 age group (7.70) was the only lower rating. This age group was also the only subgrouping with a lower mean (7.87) for safe in home neighborhood. Finally, there were 4 subgroupings with means below 8.00 for safe in public places. Again, the over 65 age group (7.37) had the lowest mean followed by apartment dwellers (7.87), over 10-year residents (7.91), and high school/some college (7.94).

Barriers to Citizen Involvement

The survey included a set of questions designed to examine nine barriers to the respondent's involvement in Town Government. The scaling utilized ranged from not a barrier at all (1) to very significant barrier (9). In this instance, a higher mean indicates the source would be more of a barrier to citizen involvement.

Table 36 shows that the most significant overall barrier was *too busy – don't have time* with a mean of 5.47 with 54.3% of the responses on the "barrier" side of the scale (above 5). Even though it was the most important barrier to citizen involvement, there were still 34.7% of the responses on the side of "not a barrier" (below 5). The other key barrier to involvement was *don't know about the opportunities* (3.81 with 27.8% on the "barrier" side). These were the only two barriers where the mean exceeded 3.0. To a lesser degree, *timing is inconvenient* (2.58 with 16.5% on the "barrier" side) also functioned as a barrier. Several other potential barriers were much less significant hindrances to involvement including *topics don't interest me* (2.08), *don't feel qualified to offer input* (2.07), *issues don't affect me* (1.94), *don't understand government processes* (1.70), *waste of time – one person cannot make a difference* (1.54), and *don't have transportation* (1.37).

Table 36. Barriers to Involvement in Town Government (In Descending Mean Order) – 2016.

Barrier Type	Mean	Not a Barrier at All 1	2	3	4	Neutral 5	6	7	8	Very Significant Barrier 9	% Above 5
Too busy; don't have time	5.47	32.5	0.2	1.0	1.0	10.9	3.7	7.9	9.4	33.3	54.3
Don't know about opportunities	3.81	51.1	0.7	3.7	1.7	14.9	1.5	3.7	2.5	20.1	27.8
Timing is inconvenient	2.58	70.7	1.0	2.5	0.2	8.9	1.2	5.2	3.2	6.9	16.5
Topics don't interest me	2.08	72.5	3.2	3.2	2.2	13.2	0.7	1.7	1.2	2.0	5.6
Don't feel qualified to offer input	2.07	76.7	1.7	1.2	1.5	11.9	0.7	1.0	0.5	4.7	6.9
Issues don't affect me	1.94	73.9	2.7	4.2	2.0	13.2	1.0	2.0	0.2	0.7	3.9
Don't understand government processes	1.70	82.1	1.0	3.0	1.0	10.2	0.5	0.5	0.2	1.5	2.7
Waste of time; one person can't make a difference	1.54	87.3	0.5	0.7	0.7	8.2	0.5	0.7	0.2	1.0	2.4
Don't have transportation	1.37	91.5	0.5	0.5	0.2	5.5	0.0	0.7	0.0	1.0	1.7

Barriers to Involvement Crosstabulations

Crosstabulations for the barriers to involvement in Town Government were conducted on age, education, gender, housing type, income, and years in Carrboro. The breakdowns are shown in Tables B25-B30 of Appendix B. Instead of examining each demographic variable separately, it would be more informative to examine each barrier in terms of its rating in each of the 22 subgroups with sample sizes of 10 or greater. The information sources will be discussed in order of overall ranking by the total sample. *Too busy, don't have time* was ranked as the top barrier to involvement rating 1st in all 22 subgroups (with sample sizes of 10 or more). The barrier ranking second overall was *don't know about opportunities* and this barrier rated 2nd in all 22 of the subgroups as well. *Timing is inconvenient* generally ranked third for the total sample and did so in 19 of the subgroups. *Topics don't interest me* was ranked fourth overall and did so in 9 of the 22 subgroups and its highest rating was 3rd for the over 65 age group. The impact of the remaining barriers was more limited. The only one of these finishing in the top three barriers for any of the subgroups was *don't feel qualified* which rated 3rd for apartment dwellers and 0-\$45,000 income level.

Information Sources

The survey examined the respondent's usage of 20 information sources that Carrboro employs to communicate with its citizens. A 9-point scale was used that ranged from never use (1) to frequently use (9). Table 37 indicates the most frequently used information sources (in order) were word-of-mouth (6.44), street signage (4.69), Carrboro's website (3.99), Facebook (3.31), and television (3.27). These were the only information sources with a mean above 3.00. Overall, it was predominately word-of-mouth and street signage as the key information sources utilized by the respondents, especially word-of-mouth.

The lesser used information sources with means between 2.00 and 3.00 were radio (2.95), Raleigh News & Observer – Chapel Hill News (2.61), Parks & Recreation Brochure (2.51), Independent Weekly (2.46), The Daily Tar Heel (2.19), and Carrboro's email list services (2.10). The least used information sources of those examined were Next Door (1.23), Homeowners' Association (1.27), YouTube (1.40).

Table 37. Most Used Information Sources in 2016 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	5	6	7	8	Frequently Use 9	% Above 5
Word-of-Mouth	6.44	2.5	3.7	6.7	6.2	17.3	9.9	13.1	13.6	27.0	63.6
Street signage	4.69	20.5	8.1	8.4	6.9	16.0	8.1	15.1	6.9	9.9	40.0
Carrboro's website	3.99	39.8	5.2	6.2	4.4	9.6	6.9	9.6	8.9	9.4	34.8
Facebook	3.31	54.3	4.0	2.7	3.0	8.9	6.4	8.1	4.7	7.9	27.1
Television	3.27	42.7	9.4	10.6	5.9	10.6	4.9	6.2	2.5	7.2	20.8
Radio	2.95	47.4	11.4	5.9	7.4	11.6	4.9	4.4	3.5	3.5	16.3
Raleigh News & Observer	2.61	64.2	2.7	6.9	4.0	4.4	4.2	5.7	3.2	4.7	17.8
Parks & Rec. Brochure	2.51	59.8	6.7	7.9	4.9	7.2	3.2	5.4	2.7	2.2	13.5
Independent Weekly	2.46	68.6	4.7	4.0	3.5	3.0	2.5	3.7	4.4	5.7	16.3
The Daily Tar Heel	2.19	69.6	4.9	6.4	2.5	6.9	1.7	2.0	2.0	4.0	9.7
Town's email list services	2.10	74.8	3.2	3.5	2.2	5.9	2.7	2.2	1.2	4.2	10.3
Twitter	1.80	84.9	1.0	1.0	0.7	2.7	2.2	2.2	2.5	2.7	9.6
Govt. Access Channel	1.70	74.8	9.4	5.4	2.2	4.2	1.0	1.0	0.2	1.7	3.9
Notify Me	1.61	87.4	0.7	1.2	0.7	3.7	1.5	1.7	0.7	2.2	6.1
Herald Sun	1.55	85.2	2.7	4.2	1.0	2.7	0.7	0.2	1.2	2.0	4.1
Instagram	1.53	89.6	0.2	0.5	0.5	3.0	2.5	1.2	1.5	1.0	6.2
LinkedIn	1.48	90.4	0.0	0.2	0.2	4.2	2.0	1.5	0.5	1.0	5.0
YouTube	1.40	91.4	0.5	0.2	0.7	4.0	1.0	0.5	0.5	1.2	3.2
Homeowners' Association	1.27	93.3	1.0	1.0	1.0	1.7	0.0	0.7	0.5	0.7	1.9
Next Door	1.23	94.1	0.5	1.5	0.5	1.7	0.7	0.2	0.0	0.7	1.6

Carrboro's Efforts at Keeping Residents Informed and Involved in Decisions

A set of three questions examined information dissemination and opportunities for involvement in decision making. The respondents were first asked *how informed they feel about town services, issues, and programs that affect them* using a 9-point rating scale ranging from not at all informed (1) to very well informed (9). Table 38 indicates the respondents felt relatively well informed about the matters that affect them. The mean was 6.00 with 55.6% on the “informed” side of the scale (above 5) versus 20.4% on the “uninformed” side or below 5 (Figure 13). Keep in mind, this set of questions generally tend to earn lower means due to the number of respondents who are not seeking information. The respondent's comments on projects, services, and issues that came to mind when deciding on their rating are shown in Appendix I. There were 74 total comments including 20 comments that the respondent was not actively seeking town related information along with 4 comments of being too busy. As noted earlier, this is what contributes to some of the respondents not feeling informed. There were also 13 other comments concerning not seeing information made available and 6 comments of don't know where to find information/can't find it. Other comments focused more on specific information that came to mind included everything (8 comments), events in town (3 comments), and Lloyd Properties (3 comments).

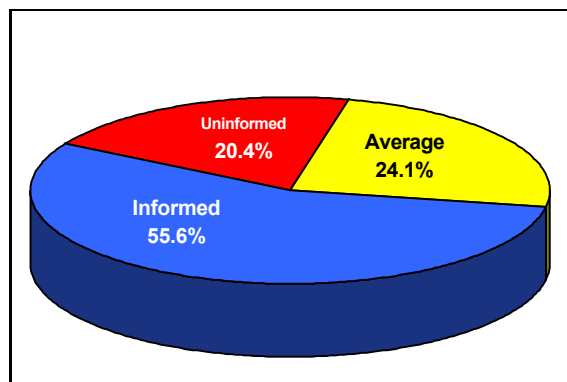


Figure 13. Informed About Government Services.

Table 38. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them.

Year	Mean	Not At All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
16	6.00	5.0	3.0	6.7	5.7	24.1	15.7	22.4	9.0	8.5	55.6

The respondents were next asked their level of satisfaction with *Carrboro making information available to them concerning town services, projects, issues, and programs*. A 9-point rating scale from very dissatisfied (1) to very satisfied (9) was used. Table 39 indicates a relatively high degree of satisfaction with Carrboro's efforts with a mean of 6.45. There were 60.7% on the “satisfied” side of the scale (above 5) with only 7.7% on the “dissatisfied” side (Figure 14). The respondent's comments on projects, services, and issues that came to mind when they decided on their rating are shown in Appendix J. There were 45 total comments and the most common ones were the respondent has not seen information made available (11 comments) and the difficulty in finding information (8 comments). Again, there were also 3 comments the respondent does not look for information. Respondents complimented the informative signage in town and there was also a suggestion for Carrboro to use more social media in their communication efforts.

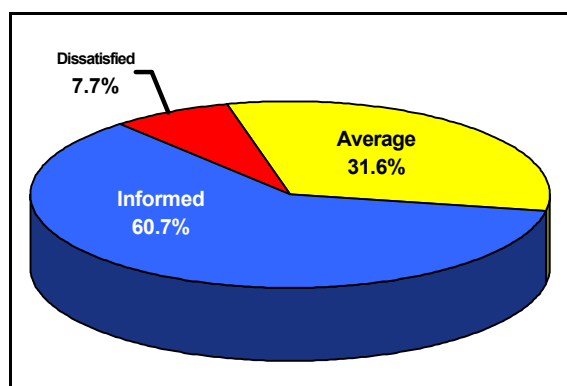


Figure 14. Town Making Information Available.

Table 39. Satisfaction with Carrboro Making Information Available to Citizens About Important Town Services, Projects, Issues, and Programs.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.45	3.0	1.0	2.7	1.0	31.6	10.4	13.4	18.2	18.7	60.7

Finally, the respondents were asked to rate their satisfaction with the *opportunities the town gives them to participate in the decision-making process*. The same 9-point satisfaction rating scale was used. Table 40 shows a relatively high degree of satisfaction with a mean of 6.35 with 57.1% on the “satisfied” side of the scale (above 5) and only 6.6% on the “dissatisfied” side (Figure 15). Appendix K shows the respondent’s comments on projects, services, and issues that came to mind when deciding on their rating. There were 38 total comments including the respondent was unaware of the opportunities (14 comments) and did not see information on the opportunities (5 comments).

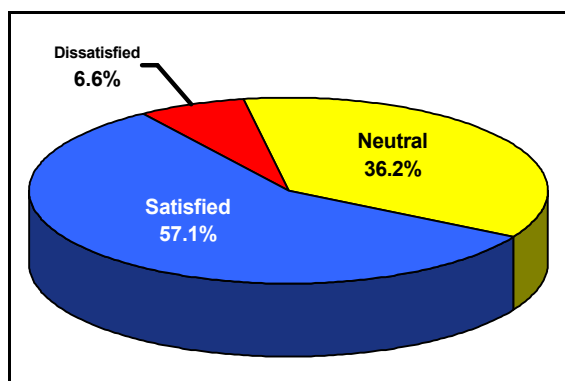


Figure 15. Opportunities to Participate in Decision Making.

There was also 4 comments the town will not listen to citizens. However, 4 comments were positive indicating the opportunities were good. Finally, there were 3 comments indicating the respondent did not look for information on opportunities and 2 others indicating they do not know where to look for information.

Table 40. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.35	5.2	0.7	0.5	0.2	36.2	6.0	18.4	14.6	18.1	57.1

Resident Informed and Involved Crosstabulations

The crosstabulations on Carrboro keeping residents informed and involved about government projects, issues, and programs are shown in Tables B31-B42. Breakdowns were performed on age, education, gender, housing type, income, and years in Carrboro (Appendix B). Overall, there was a relatively high degree of consistency across the subgroups. However, those who felt the least informed (lower means) about government projects, issues, and programs were current students (5.36), 0-1 year residents (5.45), and apartment dwellers (5.58). In terms of opportunities the town gives to participate in the decision-making process, the least satisfied were 0-1 year residents (5.75), current students (5.77), apartment dwellers (5.92), and 0-\$45,000 income level (5.99).

Solid Waste Services

A set of questions was included in the survey to examine the respondent's satisfaction with four curbside solid waste collection services. The services examined include *curbside garbage collection*, *curbside bulk item collection*, *curbside yard waste collection*, and *curbside loose leaf collection*. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate these collection services. The solid waste services are discussed in order of ratings from highest to lowest in order of means. The respondents were also asked if they were aware that curbside recycling was provided by Orange County Waste Management and not Carrboro. There were 50.9% of the respondents who were not aware of this fact.

There was a very high level of satisfaction from the respondents who used *curbside garbage collection*. In this case, it was 284 of the respondents. The mean was an impressive 8.46 (Table 41). Figure 16 shows the percentages on the "satisfied" side of the scale (above 5) were 96.9%. There were only 0.8% on the "dissatisfied" side (below 5). Overall, *curbside garbage collection* earned the highest mean for any of the curbside collections. Although not in a traditional grading format, if this mean were converted into a letter grade, then *curbside garbage collection* would rate as an A.

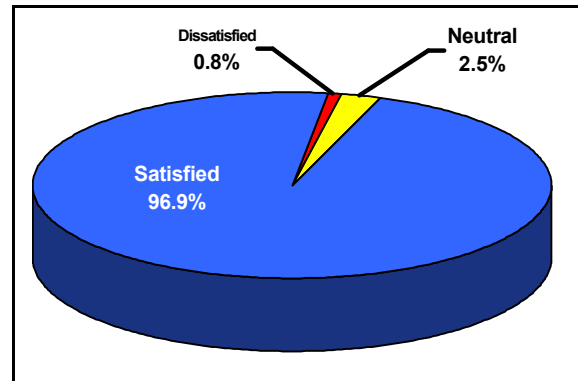


Figure 16. Garbage Collection Satisfaction.

Table 41. Satisfaction with Curbside Garbage Collection (n=284).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	8.46	0.4	0.0	0.0	0.4	2.5	1.8	6.3	21.5	67.3	96.9

The town earned excellent marks for their *curbside bulk item collection*. The mean for this collection service was also very high at 8.22 for the 111 respondents who used this service (Table 42). This mean score makes it the second highest rated of the curbside collection services. Figure 17 shows there were 94.6% of the respondents were on the "satisfied" side of the scale (above 5). While the percentages on the "dissatisfied" side of the scale were very low at only 4.5%. If the yard waste collection mean was converted to a grade, then it would translate to a grade of A-.

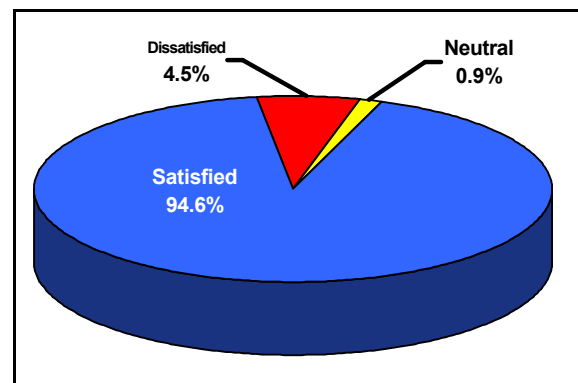


Figure 17. Bulk Item Collection Satisfaction.

Table 42. Satisfaction with Curbside Bulk Item Collection (n=111).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	8.22	1.8	0.0	1.8	0.9	0.9	3.6	6.3	21.6	63.1	94.6

The respondents were very satisfied with the town's *curbside yard waste collection*. There were 155 of the respondents who used this service. Although ranking somewhat lower than garbage and bulk item curbside services, the mean for this collection service was still very high at 8.03 (Table 43). Figure 18 shows there were 91.0% of the responses on the "satisfied" side of the scale (above 5) while there were only 3.7% on the dissatisfied side of the scale. The grade was also very solid for this service. If this mean were converted into a grade, then it would earn the mark of B+.

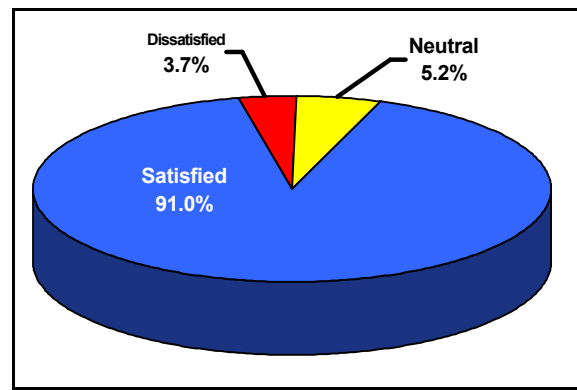


Figure 18. Yard Waste Collection Satisfaction.

Table 43. Satisfaction with Curbside Yard Waste Collection (n=155).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	8.03	0.6	0.6	0.6	1.9	5.2	5.2	9.7	18.7	57.4	91.0

The respondent's level of satisfaction with *curbside loose leaf collection* rated the lowest of the four collection services by the respondents. Although it rated somewhat lower, the mean represented a solid score at 7.83 (Table 44). Note the percentage on the "satisfied" side of the scale (above 5) was very good at 88.3% (Figure 19). There was only 4.2% on the "dissatisfied" side. If converted to a grade, then the grade for loose leaf collection would have been in the B+ range. Overall, there was a high level of satisfaction for all the curbside solid waste services this year.

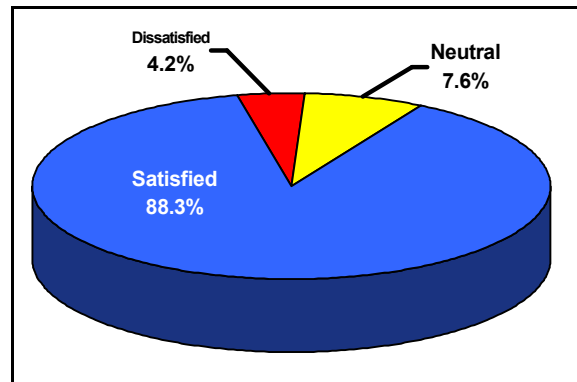


Figure 19. Loose Leaf Collection Satisfaction.

Table 44. Satisfaction with Curbside Loose Leaf Collection (n=373).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.83	1.2	0.6	1.2	1.2	7.6	3.5	14.6	21.1	49.1	88.3

Solid Waste Services Crosstabulations

Crosstabulations were conducted for age, education, gender, housing type, income and years in Carrboro for the set of solid waste curbside services (Appendix B). The crosstabulations for the four curbside collection services are shown in Tables B43-B66. A large majority of the means were very high and consistent across the subgroups. The only lower means were for the 0-1 year residents for *curbside bulk item collection* (5.43), *curbside yard waste collection* (6.67), and *curbside loose leaf collection* (5.64). These would correspond to grades of D-, C, and D-, respectively. However, the number of 0-1 year residents for these breakouts were very low making the error rates exceptionally high. The lowest means in the other subgroups never go below B-.

Downtown Carrboro

A set of questions was included in the survey asking the respondents how Carrboro could create a more vibrant downtown area. The respondents were first asked if they had visited downtown in the past year and 95.6% indicated they had visited the area. Those who had visited downtown were then asked what drew them to downtown (Appendix L). There were 695 total comments (respondents may give more than one reason) and the key reason was restaurants with 130 total comments. In addition, Weaver Street Market (85 comments) and shopping (76 comments) were important draws to downtown. Other reasons included everything (58 comments), events/festivals (48 comments), Farmer's Market (29 comments), atmosphere (27 comments), bars (26 comments), grocery store (26 comments), and music/music festival (23 comments). Those who had not visited downtown were then asked why (Appendix M). There were only 19 total comments and the key reasons included too busy (4 comments), no reason (3 comments), disabled (3 comments), and no interest (3 comments).

The respondents were then asked to rate how effective various amenities/activities would be in bringing them to downtown Carrboro. A 9-point scale was used from not likely at all (1) to extremely likely (9). The survey examined a total of 18 different amenities/activities. Table 67 shows cafes/restaurants (6.07) would be the most likely amenity to attract the respondents downtown. Festivals (5.81), outdoor performances (5.76), Summer Streets/Closed Street (5.69), Farmer's Market (5.56), shopping opportunities (5.51) were also effective draws. Other amenities with slightly less effectiveness were concerts (5.39), Art Walks (5.13), historical walking tours (5.10), museums (5.07), and additional art exhibition space (5.00). The amenities with the lowest means were pet shop (4.59), working artist studio space (4.79), and coffee shop (4.79). There were 92 responses given to the "other" category for amenities/activities (Appendix N). The most frequent were nothing else is needed (14 comments), family/children oriented things (6 comments), more parking (5 comments), more affordable pricing (5 comments), more pedestrian friendly (4 comments), more ethnic restaurants (4 comments), later hours (3 comments), and a movie theater (3 comments).

Table 45. The Likelihood of Amenities or Activities in Bringing Respondents to Downtown Carrboro in 2016 (In Order of Usage).

Amenity/Activity	Mean	Not Likely At All 1	2	3	4	Average 5	6	7	8	Extremely Likely 9	% Above 5
Cafes/restaurants	6.07	16.0	1.7	3.0	2.2	17.3	6.2	11.1	14.1	28.4	59.8
Festivals	5.81	19.3	2.7	2.5	1.5	18.3	6.2	11.4	9.1	29.1	55.8
Outdoor performances	5.76	19.6	2.0	2.5	4.2	16.1	6.7	10.4	12.9	25.7	55.7
Summer Streets/Closed Street	5.69	20.1	3.0	3.0	2.5	19.4	5.5	6.9	11.9	27.8	52.1
Farmer's Market	5.56	19.8	3.0	2.7	3.2	21.5	5.0	9.4	12.6	22.8	49.8
Shopping opportunities	5.51	19.0	3.0	3.5	4.4	20.0	8.1	9.4	9.6	23.0	50.1
Concerts	5.39	23.7	1.7	3.0	4.2	17.3	7.2	9.6	10.6	22.7	50.1
Art Walks	5.13	24.3	3.0	3.7	3.5	21.5	5.9	10.9	6.7	20.5	44.0
Historical walking tour	5.10	23.3	3.7	2.2	4.2	24.0	5.2	11.1	9.7	16.6	42.6
Museums	5.07	23.7	3.0	4.2	3.0	22.5	6.2	12.8	8.9	15.8	43.7
Additional art exhibition space	5.00	25.7	4.2	4.2	2.2	20.7	6.7	8.6	8.9	18.8	43.0
Ice cream/yogurt shop	4.96	24.7	3.7	4.0	3.0	25.4	5.4	7.9	7.9	18.0	39.2
Public Art	4.96	24.5	4.5	4.0	2.2	22.3	7.7	10.6	8.7	15.6	42.6
Bars/pubs	4.94	27.4	3.0	4.0	4.4	18.8	5.9	8.9	9.9	17.8	42.5
Grocery store	4.81	24.3	5.2	4.2	3.0	25.2	6.9	10.1	6.4	14.6	38.0
Coffee shop	4.79	27.4	4.4	3.5	3.5	22.0	5.9	10.4	6.4	16.5	39.2
Working artist studio space	4.79	30.2	4.0	2.0	2.2	20.8	5.9	9.9	7.9	17.1	40.8
Pet shop	4.59	28.6	4.7	4.2	4.7	23.7	4.2	8.4	6.4	15.1	34.1

Carrboro Focus Areas

The survey included several questions examining focus areas for the town. The respondents were asked to rate their satisfaction with the town's efforts in six focus areas including *environmental protection*; *keeping Carrboro the best place to live, work, and raise a family*; *transportation*; *planning & development*; *parking*; and *parks, recreation, & cultural issues*. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used for all the areas examined with the exception of a 9-point effectiveness scale used for *keeping Carrboro the best place to live, work, and raise a family*. The focus areas are listed in order of mean scores indicating higher levels of satisfaction.

The job the town is doing with *parks, recreation, and cultural issues* earned the highest rating of any of the focus areas. The respondents were asked to consider factors such as the quality/quantity of existing parks, greenways, and community centers; facilities distance to their home; planning and building new parks, community centers, greenways, and trails. Table 46 shows the positive results for the job Carrboro is doing. The mean was 7.56 with 89.4% of the responses on the "satisfied" side of the scale (above 5) and only 1.5% on the "dissatisfied" side below 5 (Figure 20). Although not in a grading scale format, this would correspond to a grade of B. The respondents who gave the town a rating below 5 ("dissatisfied" side) were subsequently asked what actions Carrboro could take to make them more satisfied with *parks, recreation, and cultural resource issues*. All the comments are shown in Appendix O. There were only 10 total suggestions from the respondents with no themes evident in the limited number of comments.

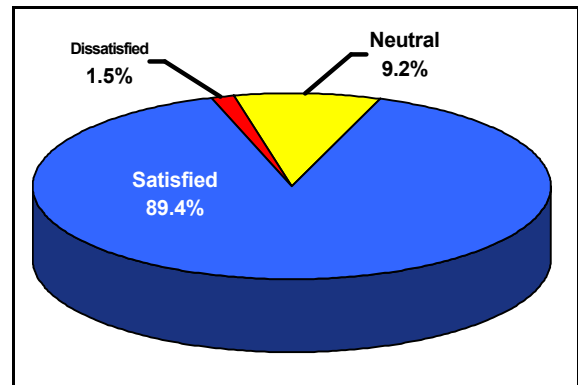


Figure 20. Satisfaction with the Job the Town is Doing on Parks & Recreation.

Table 46. Satisfaction with the Overall Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.56	0.5	0.0	0.0	1.0	9.2	5.2	24.3	35.4	24.5	89.4

The second highest rated of the focus areas was how effective the Board of Aldermen were in *keeping Carrboro the best place to live, work, and raise a family*. This question did not use the satisfaction rating scale but a 9-point effectiveness scale ranging from very ineffective (1) to very effective (9). The respondents were very positive and supportive of the town's efforts with a mean of 7.32 (Table 47). There were 83.7% of the responses on the "effective" side of the scale (above 5) with only 3.1% on the "ineffective" side (Figure 21). The respondents who gave the town a rating below 5 were asked what actions Carrboro could take to

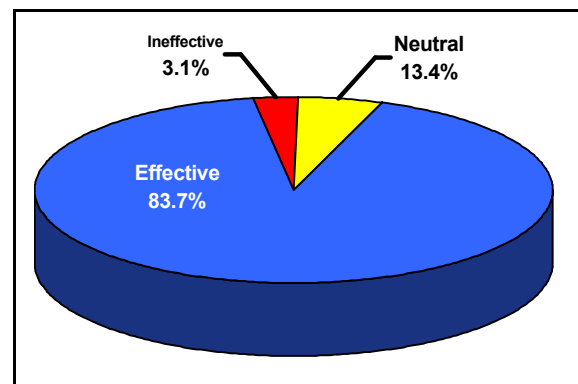


Figure 21. Effective in Keeping Carrboro the Best Place to Live, Work, & Raise a Family.

make them more satisfied with *keeping Carrboro the best place to live, work, and raise a family* (Appendix P). There were only 14 suggestions made by the respondents and only two of those were mentioned more than once. These were the town needs to listen more to residents and taxes are too high both with 2 comments each.

Table 47. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family.

Year	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
16	7.32	0.8	0.5	1.3	0.5	13.4	6.6	22.5	30.1	24.5	83.7

The respondents were also satisfied with the job the town is doing on issues related to *environmental protection*. They were asked to consider the town's environmental efforts such as hybrid vehicles, open space/water preservation, sustainability, erosion control, stormwater, and litter reduction. The respondents gave Carrboro high marks with a mean of 7.29 (Table 48). There were 85.2% of the responses on the "satisfied" side of the scale (above 5) with only 1.5% on the "dissatisfied" side (Figure 22). This ranked third among the focus areas and would equate to a grade of B-. The respondents who gave the town a rating below 5 were asked what actions Carrboro could take to make them more satisfied with *environmental protection* (Appendix Q). There were 22 total suggestions with 14 of those comments focusing on flooding and stormwater problems within Carrboro. The only other issue mentioned more than once was the overpopulation of deer in the area.

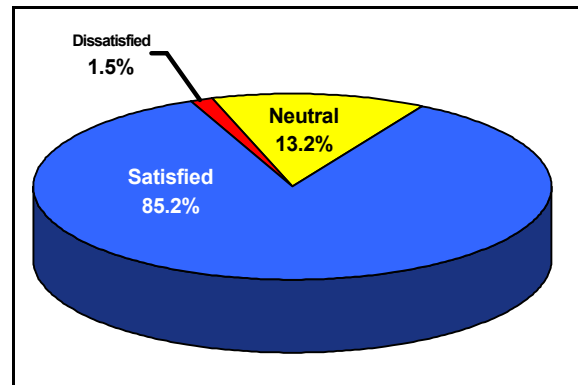


Figure 22. Satisfaction with the Job the Town is Doing on Environmental Protection.

Table 48. Satisfaction with the Job the Town is Doing on Environmental Protection.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.29	1.0	0.0	0.0	0.5	13.2	8.2	26.1	30.8	20.1	85.2

The respondents are generally satisfied with the town's efforts on *transportation*. The respondents were asked to consider issues such as widening roads, creating additional pedestrian crossings, offering CH-Transit/Go Triangle bus service, synchronizing traffic lights, and adding bike lanes/greenways/sidewalks. Overall, the respondents were mostly positive of Carrboro's efforts with a mean of 6.98 (Table 49). Overall, this ranked fourth among the focus areas. There were 78.4% of the responses on the "satisfied" side of the scale (above 5) with only 3.7% on the "dissatisfied" side (Figure 23). Note the relatively large neutral proportion of

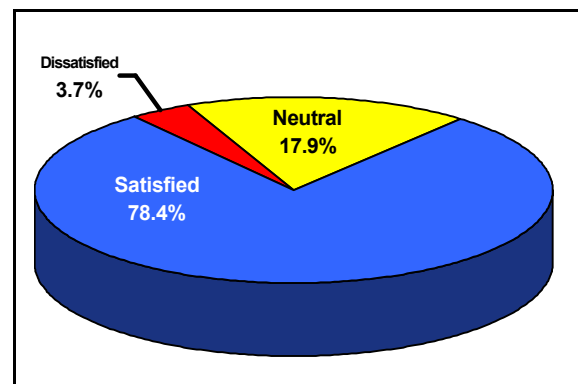


Figure 23. Satisfaction with the Job the Town is Doing on Transportation.

17.9%. However, there was a level of concern in that this mean would be equivalent to a grade of C+. This represents the first grade to fall out of the B range for Carrboro. The respondents who gave the town a rating below 5 were asked what actions Carrboro could take to make them more satisfied with *transportation* (Appendix R). There were 70 total comments and the key concern focused on bikes. There were 12 comments for adding bike lanes, 7 comments for better bike lane connectivity, and 7 comments to improve bike lane safety (i.e., widen lanes). This totals to 26 comments focusing solely on bikes. Other key concerns included 10 comments for adding sidewalks and 10 other comments for improving bus service (longer hours, weekends, cell phone schedule app, service to Estes Drive). There were also 9 comments for improving pedestrian crossings (add monitoring, add flashing lights/sound) and 4 comments to improving traffic lights (synchronization). Finally, there were two streets that drew numerous remarks from the respondents. Estes Drive garnered 8 separate comments concerning its lack of safety, traffic jams, need for sidewalks and bike lanes. In addition, Greensboro Street was mentioned 7 times for its lack of safety, poor lighting, and need for sidewalks.

Table 49. Satisfaction with the Job the Town is Doing on Transportation.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.98	0.5	0.0	1.5	1.7	17.9	14.9	20.8	22.8	19.9	78.4

The respondents were asked to rate the job the town is doing with *planning & development*. They were asked to consider issues such as developing land use plans for specific areas, ensuring high-quality development compatible with existing development, and making sure the infrastructure can support growth. The respondents were also generally satisfied with the job Carrboro is doing on *planning & development* but there were some concerns. The mean for this focus area was 6.61 (Table 50). There were 71.2% on the “satisfied” side of the scale (above 5) and 8.1% on the “dissatisfied” side with 20.7% responding neutral (Figure 24). This mean would equate only to a grade of C-. This also represents one of the lowest grades the town has earned. The respondents who gave the town a rating below 5 were asked what actions Carrboro could take to make them more satisfied with *planning & development* (Appendix S). There were 58 total suggestions and 17 of them focused on overdevelopment in Carrboro including 4 other comments on too much growth. There were 6 comments each for overall poor planning by Carrboro and to improve traffic. Finally, there were remarks focusing on the unattractiveness of the taller buildings in town (4 comments), controlling flooding (3 comments), removing/renovating rundown buildings (3 comments), and poor planning associated with Lloyd Farms (3 comments).

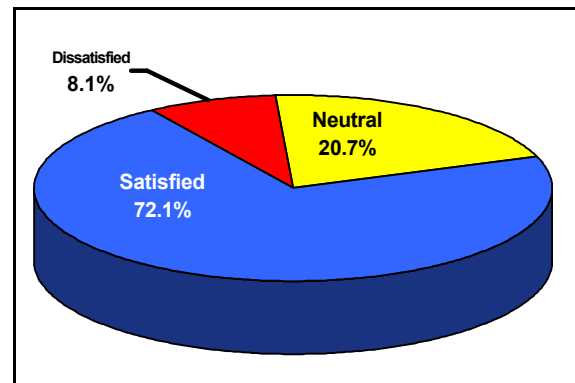


Figure 24. Satisfaction with the Job the Town is Doing on Planning & Development.

Table 50. Satisfaction with the Job the Town is Doing on Planning & Development.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.61	1.8	0.5	2.0	3.8	20.7	13.3	23.3	20.5	14.1	71.2

The respondents were asked to rate the job the town is doing with *parking within the town*. The respondents were generally satisfied with the job Carrboro is doing on *parking* but there were also concerns as well for this focus area. Table 51 shows the mean was 6.60. There were 69.9% on the “satisfied” side of the scale (above 5) and 9.1% on the “dissatisfied” side with 21.1% responding neutral (Figure 24). This mean would correspond to a grade of C-. As with *transportation and planning & development*, this represents three of the lower means Carrboro has earned overall. The respondents who gave the town a rating below 5 were asked what actions Carrboro could take to make them more satisfied with *parking* (Appendix T). There were 50 total suggestions and 33 of those focused on simply adding more parking. There were a limited number of other suggestions. There were comments indicating that parking was worse during events downtown (5 comments), suggestions to add a public parking garage (2 comments), and make sure the additional parking is free (2 comments).

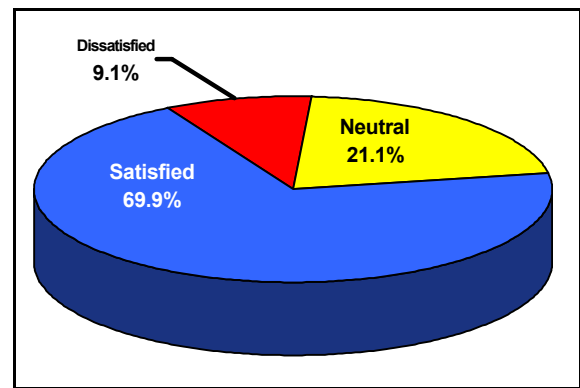


Figure 25. Satisfaction with the Job the Town is Doing on Parking Within the Town.

Table 51. Satisfaction with the Job the Town is Doing on Parking Within the Town.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.60	1.5	0.7	3.2	3.7	21.1	12.4	22.6	17.9	16.7	69.6

Carrboro Focus Areas Crosstabulations

The crosstabulations for selected focus areas were conducted on age, education, gender, housing type, income, and years in Carrboro. The crosstabulations for focus areas are shown in Tables B67-B90 in Appendix B. There were only two lower means within the crosstabulations for the effectiveness of the town in *keeping Carrboro the best place to live, work, and raise a family*. These were for Carrboro natives (6.68) and over 65 age group (6.90). There were also two lower means for satisfaction with the job the town is doing with *environmental protection*. These were for over 65 age group (6.53) and Carrboro natives (7.07). These would be equivalent with C- and C+ grades, respectively. As for the job the town is doing for *transportation*, the lowest means equated to grades of C. These were for \$100,001-\$150,000 income level (6.63), over 65 age group (6.67), PhD/MD/JD degrees (6.74), over 10 year residents (6.84), and over \$150,000 income level (6.85). The overall means were lower for the job the town is doing with *parking*. The lowest means were in the D- range for over 65 age group (6.20), current students (6.23), and 18-25 age group (6.25). There was also a number of C- grades.

New Programs or Services

The survey asked the respondents how likely they would be willing to pay for new programs or increased services in town. There were 15 new programs and services examined on a 9-point scale that ranged from not likely at all (1) to extremely likely (9). Table 52 indicates that affordable housing was the program that garnered the most support. The mean was 6.39 with 61.9% of the responses over the midpoint of 5. This was the only mean to exceed 6.00 among the new programs and services. Two other new programs/services with a relatively high level of support were festivals/Open Streets (5.92) and environmental sustainability (5.91). There was also a high degree of support for fire services (5.83), police services (5.80), recreation programs (5.73), sidewalks/greenways (5.72), parking (5.65), Performing Arts (5.64), and Human Services (5.50). All of these had means over 5.50. Keep in mind, the means may not be exceptionally high for these new programs and services since they may be associated with tax increases by the respondents. Finally, the least support was for park facilities (5.04), street maintenance (5.12), and transportation (5.39).

Table 52. Willingness to Pay for New Programs or Increased Services in 2016 (In Order of Usage).

Program/Service	Mean	Not Likely At All 1	2	3	4	Average 5	6	7	8	Extremely Likely 9	% Above 5
Affordable housing	6.39	12.4	1.7	2.7	1.5	19.7	4.5	10.4	12.9	34.1	61.9
Festivals/Open Streets	5.92	18.3	2.5	3.0	2.5	15.3	3.5	14.4	13.6	27.0	58.5
Environmental Sustainability	5.91	16.2	3.0	2.0	2.2	20.9	4.7	12.4	13.2	25.4	55.7
Fire services	5.83	15.6	3.5	2.2	1.0	24.3	4.7	12.4	12.7	23.6	53.4
Police services	5.80	16.1	3.2	2.2	0.7	25.1	4.7	12.2	12.2	23.6	52.7
Recreation programs	5.73	18.3	2.2	2.5	1.7	20.0	6.7	14.6	11.9	22.0	55.2
Sidewalks and greenways	5.72	20.3	1.7	2.5	2.5	17.1	6.5	12.7	12.7	24.1	56.0
Parking	5.65	16.6	2.5	4.0	2.0	26.1	3.5	12.9	10.9	21.6	48.9
Performing Arts	5.64	19.8	4.0	2.2	2.0	20.0	4.2	10.4	13.1	24.3	52.0
Human Services	5.50	17.8	3.0	3.8	1.5	28.5	3.3	11.3	10.5	20.5	45.6
Museums	5.49	20.1	3.7	3.0	2.7	20.8	6.0	9.9	11.9	21.8	49.6
Visual Arts	5.44	20.0	4.0	4.0	2.0	20.0	5.9	12.1	11.9	20.0	49.9
Transportation	5.39	17.1	3.7	4.5	2.2	30.0	3.7	9.4	9.9	19.4	42.4
Street maintenance	5.12	22.3	2.5	3.7	5.5	19.9	7.4	15.1	10.2	13.4	46.1
Park facilities	5.04	24.5	2.2	3.0	3.5	21.8	7.9	13.6	11.1	12.4	45.0

Public Wi-Fi

A question was included concerning the availability of public Wi-Fi in Carrboro. Specifically, the respondents were asked if they had been anywhere in Carrboro where they would expect to be able to use public Wi-Fi but could not because it was not available. Overall, there were 401 total responses to this question (there could be more than one area mentioned). A majority of the respondents (263 comments) who use Wi-Fi indicated they could not think of any area(s) where they encountered problems with Wi-Fi availability (Appendix U).

There was also a contingent of respondents (53 comments) who indicated they don't use it/never tried Wi-Fi and 7 respondents who answered they were unaware of public Wi-Fi availability. There were also 19 comments that Wi-Fi was very slow/unreliable/spotty around town and 8 comments that the respondent could not get Wi-Fi to work anywhere in Carrboro.

The only areas in Carrboro mentioned more than once without Wi-Fi availability were Weaver Street (16 comments), coffee shop/Looking Glass Cafe (13 comments), downtown area (7 comments), Carr Mill Mall (3 comments), and the bus stop near the railroad (2 comments). Overall, most of the availability issues focused on the downtown Carrboro area.

Senior Citizens

The respondents were asked their level of satisfaction with the town's efforts for senior citizens. They were asked to consider aspects like sidewalks, transit bus service, senior housing, recreation centers/parks, communication, and assistance with trash collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate Carrboro's efforts.

The results indicate the respondents were generally satisfied with the *job the town has been doing for its senior citizens*. The mean was 6.63 with 60.8% on the "satisfied" side of the scale (above 5) but among those, only 17.0% were very satisfied (Table 53). However, there was an exceptionally small percentage of only 3.9% on the "dissatisfied" side of the scale (Figure 26). There was a very large percentage of neutral responses (35.4%) to this question which served to drive down the mean. If this mean were converted into a grade, then the mean would convert to a mark of C. This represents one of the few C-range grades Carrboro has earned in the survey. This would register as a possible area for improvement for the town.

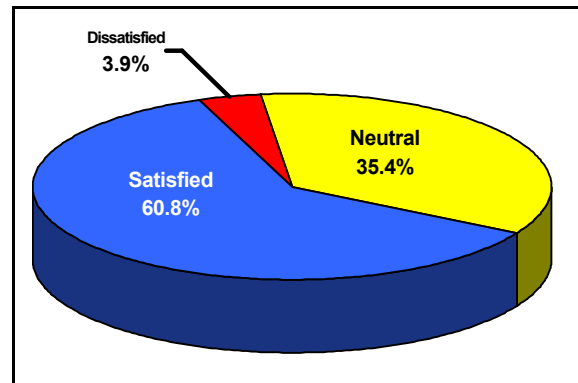


Figure 26. Satisfaction with the Job the Town is Doing for Senior Citizens.

Table 53. Satisfaction with the Job the Town is Doing for Senior Citizens.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.63	1.5	0.6	1.5	0.3	35.4	3.5	19.0	21.3	17.0	60.8

Senior Citizen Crosstabulations

Crosstabulations were conducted on the job the town is doing for senior citizens on age, education, gender, housing type, income, and years in Carrboro. These are shown in Tables B91-B96 in Appendix B. The lowest levels of satisfaction were exhibited by over 65 age group (6.03), 0-\$45,000 income level (6.25), apartment dwellers (6.31), current students (6.32), and 0-1 year residents (6.38).

Citizens with Disabilities

The respondents were also asked their level of satisfaction with the town's efforts for citizens with disabilities. They were asked to consider aspects like parking, sidewalks, curb-cuts, transit bus service, inclusive recreation, accessible buildings/facilities, communication, and assistance with trash collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate Carrboro's efforts.

The results indicate the respondents were also generally satisfied with the *job the town is doing for its citizens with disabilities*. The mean for this focus area was 6.75 (Table 54). There were 61.1% on the "satisfied" side of the scale (above 5), although only 19.7% indicated they were very satisfied. The percentage on the "dissatisfied" side on the scale was exceptionally low at 2.4%. However, it was the 36.5% who responded neutral that served to decrease the mean for this focus area (Figure 27). If this mean were converted into a grade, then the mean would convert to a C. This again represents one of the few C range grades the town has earned overall and could also be an area of concern.

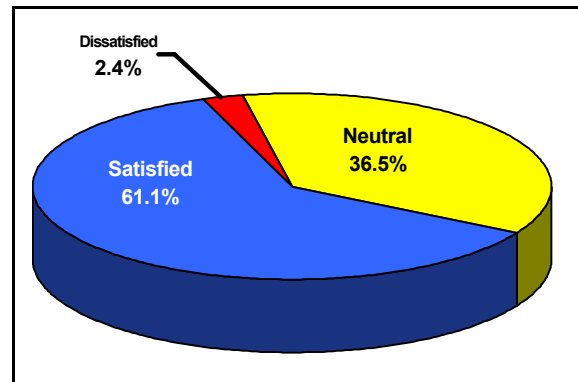


Figure 27. Satisfaction with the Job the Town is Doing for Citizens with Disabilities.

Table 54. Satisfaction with the Job the Town is Doing for Citizens with Disabilities.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	6.75	0.9	0.6	0.6	0.3	36.5	2.9	15.3	23.2	19.7	61.1

Citizens with Disabilities Crosstabulations

Crosstabulations were conducted on the job the town is doing for citizens with disabilities on age, education, gender, housing type, income, and years in Carrboro. These are shown in Tables B97-B102 in Appendix B. The lowest levels of satisfaction were from 0-1 year residents (6.30), apartment dwellers (6.37), current students (6.39), and 0-\$45,000 income level (6.41).

Affordable Housing

The respondents were asked their level of satisfaction with the town's efforts to provide affordable housing in Carrboro by working with partners. Again, a 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate Carrboro's efforts.

The results were at best mixed in regards to the *job the town is doing in working with partners to provide affordable housing*. The mean for this focus area was only 5.28 which is the lowest mean earned by Carrboro in the survey (Table 55). There were 34.9% on the "satisfied" side of the scale (above 5) with 25.4% on the "dissatisfied" side on the scale.

In addition, there were 39.8% who were neutral (Figure 28). If this mean were converted into a grade, then the mean would convert to an F. This by a significant margin was the lowest grade earned by Carrboro in the survey. This would be the most significant area of concern expressed by the respondents.

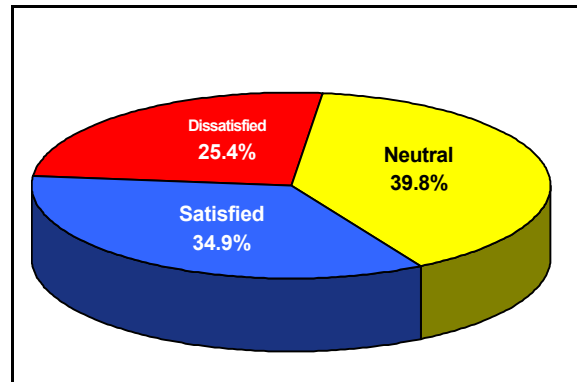


Figure 28. Satisfaction with the Job the Town is Doing for Affordable Housing.

Table 55. Satisfaction with the Job the Town is Doing for Providing Affordable Housing.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	5.28	9.2	4.3	7.6	4.3	39.8	5.2	8.9	8.6	12.2	34.9

Affordable Housing Crosstabulations

Crosstabulations were conducted on the job the town is doing for providing affordable housing on age, education, gender, housing type, income, and years in Carrboro. These are shown in Tables B103-B108 in Appendix B. The lowest levels of satisfaction were from 0-\$45,000 income level (4.24), apartment dwellers (4.38), high school/some college (4.85), and 0-1 year residents (4.89).

Sources of Transportation

The respondents were asked two transportation source questions. They were first asked what is their main source of transportation to work. Table 55 indicates driving a vehicle (62.4%) was their main method to go to work followed by public transportation (15.6%), bicycle (11.4%), and walking (7.4%). There was limited use of carpools at 3.2%.

Table 55. Main Source of Transportation to Work.

Year	Vehicle	Bicycle	Public Transportation	Carpool	Walking
16	62.4	11.4	15.6	3.2	7.4

The respondents were next asked what is their main source of transportation around town. Table 56 shows that vehicles remain the main source of transportation with 52.7% of the respondents using them. This was followed by walking (27.7%), bicycle (11.8%), and public transportation (6.9%). As expected, there was minimal use of carpools (0.9%). The main difference was in the increased use of walking from 7.4% to 27.7% while the usage decreased for vehicles (62.4% to 52.7%), public transportation (15.6% to 6.9%), and carpools (3.2% to 0.9%). Bicycles remained very similar in usage (11.4% to 11.8%).

Table 56. Main Source of Transportation Around Town.

Year	Vehicle	Bicycle	Public Transportation	Carpool	Walking
16	52.7	11.8	6.9	0.9	27.7

Sources of Transportation Crosstabulations

Crosstabulations were conducted for the sources of transportation around town on age, education, gender, housing type, income, and years in Carrboro. These are shown in Tables B109-B114 in Appendix B. In terms of vehicle usage, the heaviest users were over \$150,000 income level (67.7%) and 56-65 age group (61.7%). The least vehicle usage was from current students (27.3%), 18-25 age group (43.8%), 2-5 year residents (45.3%), and \$100,001-\$150,000 income level (46.0%). As for bicycle usage, the most use was from current students (24.2%), \$100,001-\$150,000 income level (20.0%), and 0-1 year residents (20.0%). The least bicycle use was from the over 65 age group (6.3%), PhD/JD/MD degrees (7.1%), and Carrboro natives (8.8%). The heaviest usage of public transportation was from the over 65 age group (15.6%), Carrboro natives (14.7%), 18-25 age group (14.1%), and 0-\$45,000 income level (14.1%). The least usage of public transportation was from the over \$150,000 income level (0.0%), PhD/JD/MD degrees (3.6%), and college degrees (3.7%). As for carpools, the heaviest use was from the over 65 age group (6.3%), high school/some college (2.1%), 0-1 year residents (2.0%), and \$100,001-\$150,000 income level (2.0%). The least use was from several subgroupings with no use of carpools at all. Finally, the most usage of walking was from current students (42.4%), 2-5 year residents (35.0%), PhD/JD/MD degrees (33.9%), and \$45,001-\$100,000 income level (33.1%). The least use of walking was from high school/some college (17.1%), Carrboro natives (17.6%), 0-1 year residents (18.0%), and over 65 age group (18.8%).

Appendix A

Town of Carrboro 2016 Citizen Survey Instrument

Hello, my name is _____ and I am calling for the Town of Carrboro. This is the first comprehensive citizen survey that Carrboro has conducted. It is being offered in hopes that we can improve the services that the town offers you. Your opinion is very important to Carrboro.

Are you a resident of the Town of Carrboro?

☐ Yes (Continue)

☐ No (Stop and thank the respondent)

Are you over the age of 18?

☐ Yes (Continue)

☐ No (Ask politely to speak with someone over 18)

1. How would you rate Carrboro overall as a place to live? Use a 9-point scale where 1 is very undesirable and 9 is very desirable, 5 is average.

1	2	3	4	5	6	7	8	9
Very Undesirable				Average				Very Desirable

(For responses below 5) Please tell us specifically what about Carrboro you're finding undesirable?

2. In the past two years, do you feel that the quality of life in the Town of Carrboro is? (Read choices)

1	2	3	4	5
Much Worse	Somewhat Worse	The Same	Somewhat Better	Much Better

(For responses below 3) Please tell us which aspects of the quality of life in Carrboro seems worse?

3. What do you feel is the one most important issue facing the Town of Carrboro?
-

4. On a scale of 1 to 9 with 1 being very dissatisfied to 9 being very satisfied, rate your level of satisfaction with the following Town of Carrboro solid waste services. If you have not used any of the services respond with not applicable.

	1	2	3	4	5	6	7	8	9	
	Very Dissatisfied							Very Satisfied		
4a. Curbside garbage collection	1	2	3	4	5	6	7	8	9	NA
4b. Curbside bulk item collection	1	2	3	4	5	6	7	8	9	NA
4c. Curbside yard waste collection	1	2	3	4	5	6	7	8	9	NA
4d. Curbside loose leaf collection	1	2	3	4	5	6	7	8	9	NA

5. Did you know that curbside recycling is a service that is provided by Orange County Solid Waste Management and not the Town of Carrboro?

☐ Yes

☐ No

6. Please rate the cleanliness and appearance of the following public areas, again with the same 9-point scale.

	Very Poor				Average				Excellent	
6a. Streets	1	2	3	4	5	6	7	8	9	
6b. Median and roadsides	1	2	3	4	5	6	7	8	9	
6c. Parks	1	2	3	4	5	6	7	8	9	
6d. Greenways	1	2	3	4	5	6	7	8	9	
6e. Sidewalks	1	2	3	4	5	6	7	8	9	

(For responses below 5) Can you provide specific examples of public areas that need more attention (ask to spell street name and then ask the problem)?

Area _____ Problem _____
 Area _____ Problem _____

7. How well does the Town of Carrboro maintain streets and roads with regard to paving, potholes, accessibility, and winter weather preparation such as snow & ice removal, sanding and pretreating of roadways? (Read scale)

1 2 3 4 5 6 7 8 9
 Very Poor Average Excellent

(For responses below 5) Can you provide specific examples of roads that need more attention (ask to spell street name and then ask the problem)?

Street _____ Problem _____
 Street _____ Problem _____

8. Thinking about the town's environmental efforts such as hybrid vehicles, open space preservation, water conservation, sustainability, erosion control, stormwater, and litter reduction, how satisfied are you with the job the town is doing with environmental protection? Use a 9-point satisfaction scale where 1 is very dissatisfied and 9 is very satisfied.

1 2 3 4 5 6 7 8 9
 Very Dissatisfied Neutral Very Satisfied

(For responses below 5) Could you please tell us specific actions the town could take to make you more satisfied?

9. How effectively do you feel Carrboro's Board of Aldermen is working together to keep Carrboro the best place to live, work, and raise a family? Use a 9-point scale where 1 is very ineffective and 9 is very effective.

1 2 3 4 5 6 7 8 9
 Very Ineffective Neutral Very Effective

(For responses below 5) Could you please tell us specific actions the Board of Aldermen could take to be more effective?

10. Thinking now about the town's efforts with transportation like widening roads, creating additional pedestrian crossings, offering CH-Transit & GoTriangle bus service, synchronizing signal lights, adding bike lanes, greenways and sidewalks. How satisfied would you say you are overall with the job the town is doing with transportation? Use the same 9-point satisfaction scale.

1 2 3 4 5 6 7 8 9
 Very Dissatisfied Neutral Very Satisfied

(For responses below 5) Please tell us specifically what you recall about this interaction.

16. Have you had any contact with the Carrboro Police Department in the past two years?

☐ Yes (Continue)

☐ No (Skip to #19)

17. Was the person you contacted at the Police Department?

☐
Police Officer

☐
Clerk

☐
Dispatcher

☐
Orange County
Animal Control

☐
Detective

☐
Chief

☐
Not Sure

18. Using the same 9-point scale from very poor to excellent, please tell us your opinion regarding that contact with Carrboro Police.

	Very Poor			Average			Excellent		
18a. Courteous.....	1	2	3	4	5	6	7	8	9
18b. Fairness.....	1	2	3	4	5	6	7	8	9
18c. Competence.....	1	2	3	4	5	6	7	8	9
18d. Problem solving.....	1	2	3	4	5	6	7	8	9
18e. Response time.....	1	2	3	4	5	6	7	8	9

19. Have you had contact with the Carrboro Fire Department in the past two years?

☐ Yes (Continue)

☐ No (Skip to #21)

20. Using the same 9-point scale from very poor to excellent, please tell us your opinion regarding that contact with Carrboro Fire Department.

	Very Poor			Average			Excellent		
20a. Courteous.....	1	2	3	4	5	6	7	8	9
20b. Fairness.....	1	2	3	4	5	6	7	8	9
20c. Competence.....	1	2	3	4	5	6	7	8	9
20d. Problem solving.....	1	2	3	4	5	6	7	8	9
20e. Response time.....	1	2	3	4	5	6	7	8	9

21. Have you or anyone in your household participated in a Town of Carrboro Parks and Recreation Department Program in the past two years?

☐ Yes (Continue)

☐ No (Skip to #24)

22. Please tell me which program you or a member of your household most frequently participated in and where?

Program _____

Location _____

Program _____

Location _____

23. Using the 9-point scale from very poor to excellent, please give an overall rating to various aspects of the program.

	Very Poor			Average			Excellent		
23a. Program quality.....	1	2	3	4	5	6	7	8	9
23b. Facility quality.....	1	2	3	4	5	6	7	8	9
23c. Cost or amount of fee.....	1	2	3	4	5	6	7	8	9
23d. Overall experience.....	1	2	3	4	5	6	7	8	9
23e. Ease of registration.....	1	2	3	4	5	6	7	8	9
23f. Instructor or coach quality.....	1	2	3	4	5	6	7	8	9

24. For each of the following, please indicate how likely you would be willing to pay for new programs or increase services. Use a 9-point scale from 1 which is not likely at all to 9 which is extremely likely, 5 is neutral.

	Not Likely at All			Neutral			Extremely Likely		
24a. Street maintenance.....	1	2	3	4	5	6	7	8	9
24b. Sidewalks and greenways.....	1	2	3	4	5	6	7	8	9
24c. Parks facilities.....	1	2	3	4	5	6	7	8	9
24d. Recreation programs.....	1	2	3	4	5	6	7	8	9
24e. Police.....	1	2	3	4	5	6	7	8	9
24f. Fire.....	1	2	3	4	5	6	7	8	9
24g. Visual Arts.....	1	2	3	4	5	6	7	8	9
24h. Performing Arts.....	1	2	3	4	5	6	7	8	9
24i. Museums.....	1	2	3	4	5	6	7	8	9
24j. Festivals and Open Streets.....	1	2	3	4	5	6	7	8	9
24k. Environmental sustainability.....	1	2	3	4	5	6	7	8	9
24l. Parking.....	1	2	3	4	5	6	7	8	9
24m. Affordable housing.....	1	2	3	4	5	6	7	8	9
24n. Human Services.....	1	2	3	4	5	6	7	8	9
24o. Transportation.....	1	2	3	4	5	6	7	8	9

25. Have you visited downtown Carrboro in the last year?

- ☐ Yes – what drew you to downtown? _____
- ☐ No – why not? _____

26. The town is working hard to create a more vibrant downtown. For each of the following amenities or activities, please tell us how effective it would be in bringing you downtown more often. Use a 9-point scale from 1 which is not likely at all to 9 which is extremely likely, 5 is neutral.

	Not Likely at All			Neutral			Extremely Likely		
26a. Festivals.....	1	2	3	4	5	6	7	8	9
26b. Additional art exhibition space.....	1	2	3	4	5	6	7	8	9
26c. Concerts.....	1	2	3	4	5	6	7	8	9
26d. Working studio space for artists.....	1	2	3	4	5	6	7	8	9
26e. Outdoor performances.....	1	2	3	4	5	6	7	8	9
26f. Grocery store.....	1	2	3	4	5	6	7	8	9
26g. Farmer's Market.....	1	2	3	4	5	6	7	8	9
26h. Summer Streets/Closed Street.....	1	2	3	4	5	6	7	8	9
26i. Cafes and restaurants.....	1	2	3	4	5	6	7	8	9
26j. Historical walking tour.....	1	2	3	4	5	6	7	8	9
26k. Shopping opportunities.....	1	2	3	4	5	6	7	8	9
26l. Public art.....	1	2	3	4	5	6	7	8	9
26m. Museums.....	1	2	3	4	5	6	7	8	9
26n. Pet shop.....	1	2	3	4	5	6	7	8	9
26o. Coffee shop.....	1	2	3	4	5	6	7	8	9
26p. Bars/Pubs.....	1	2	3	4	5	6	7	8	9
26q. Ice cream/Yogurt shop.....	1	2	3	4	5	6	7	8	9
26r. Art Walks.....	1	2	3	4	5	6	7	8	9
26s. Other?									

27. Overall, how well informed do you feel about Town Government services, projects, issues, and programs affecting you? Use a 9-point scale where 1 is not at all informed and 9 is very well informed, 5 is average.

1 2 3 4 5 6 7 8 9
Not at All Informed Average Very Well Informed

What specific projects, services, or issues came to mind when you decided on that rating?

28. How satisfied are you with the Town of Carrboro making information available to citizens about important town services, projects, issues, and programs? Use a 9-point scale where 1 is very dissatisfied and 9 is very satisfied, 5 is neutral.

1 2 3 4 5 6 7 8 9
Very Dissatisfied Neutral Very Satisfied

Again, what specific projects, services, or issues came to mind when you decided on that rating?

29. Using the same scale, how satisfied are you with the opportunities the town gives you to participate in the decision-making process.

1 2 3 4 5 6 7 8 9
Very Dissatisfied Neutral Very Satisfied

Again, what specific projects, services, or issues came to mind when you decided on that rating?

30. The town would like more involvement from its citizens such as volunteering for an advisory board, attending community meetings, or commenting on proposed projects. For the following items, please tell us if it is a barrier or hinders your involvement in Town Government. Use a 9-point scale where 1 is not a barrier at all and 9 is a very significant barrier, 5 is neutral.

	Not a Barrier At All			Neutral			Very Significant Barrier		
	1	2	3	4	5	6	7	8	9
30a. Don't know about opportunities	1	2	3	4	5	6	7	8	9
30b. Topics don't interest me	1	2	3	4	5	6	7	8	9
30c. Issues don't affect me	1	2	3	4	5	6	7	8	9
30d. Too busy, don't have time	1	2	3	4	5	6	7	8	9
30e. Timing of opportunities is inconvenient	1	2	3	4	5	6	7	8	9
30f. Don't have transportation	1	2	3	4	5	6	7	8	9
30g. Waste of time, 1 person can't make a difference	1	2	3	4	5	6	7	8	9
30h. Don't understand government processes	1	2	3	4	5	6	7	8	9
30i. Don't feel qualified to offer input	1	2	3	4	5	6	7	8	9
30j. Other	1	2	3	4	5	6	7	8	9

31. Please indicate how much you use the following information sources that Carrboro uses to communicate with its citizens. Use a 9-point scale from 1 never use to 9 frequently use.

	Never Use						Frequently Use		
	1	2	3	4	5	6	7	8	9
31a. Herald Sun	1	2	3	4	5	6	7	8	9
31b. Raleigh News & Observer (CH News)	1	2	3	4	5	6	7	8	9
31c. Television	1	2	3	4	5	6	7	8	9
31d. Radio	1	2	3	4	5	6	7	8	9
31e. The town's website	1	2	3	4	5	6	7	8	9
31f. The town's email list services	1	2	3	4	5	6	7	8	9
31g. Word of mouth (friends/neighbors)	1	2	3	4	5	6	7	8	9

31h. Carrboro Govt. Access Cable Channel	1	2	3	4	5	6	7	8	9
31i. The Daily Tar Heel	1	2	3	4	5	6	7	8	9
31j. Street signage	1	2	3	4	5	6	7	8	9
31k. Recreation and Parks Brochure	1	2	3	4	5	6	7	8	9
31l. Independent Weekly/Indy Week	1	2	3	4	5	6	7	8	9
31m. Homeowner's association	1	2	3	4	5	6	7	8	9
31n. Twitter	1	2	3	4	5	6	7	8	9
31o. "Notify Me" Carrboro website	1	2	3	4	5	6	7	8	9
31p. Facebook	1	2	3	4	5	6	7	8	9
31q. YouTube	1	2	3	4	5	6	7	8	9
31r. Next Door	1	2	3	4	5	6	7	8	9
31s. Instagram	1	2	3	4	5	6	7	8	9
31t. LinkedIn	1	2	3	4	5	6	7	8	9

32. Please tell us how safe you feel in Carrboro, overall. Use a 9-point scale where 1 is extremely unsafe and 9 is extremely safe, 5 is average.

1 2 3 4 5 6 7 8 9
 Extremely Unsafe Average Extremely Safe

33. Specifically, how safe do you feel in your home neighborhood?

1 2 3 4 5 6 7 8 9
 Extremely Unsafe Average Extremely Safe

34. How about at public places around Carrboro, like when you're shopping, out to eat, or at a concert. How safe do you feel, using the same 9-point scale?

1 2 3 4 5 6 7 8 9
 Extremely Unsafe Average Extremely Safe

35. In last year or two, where have you been in Carrboro where you expected to be able to use public Wi-Fi but couldn't because it wasn't available. Please specify.

36. Thinking about the town's efforts for senior citizens such as sidewalks, transit bus service, senior housing, recreation centers/parks, communications, and help with trash collection. How satisfied would you say you are overall with the job the town is doing for seniors? Use the same 9-point scale where 9 is very satisfied and 1 is very dissatisfied.

1 2 3 4 5 6 7 8 9
 Very Dissatisfied Neutral Very Satisfied

37. Thinking about the town's efforts for citizens who have disabilities such as parking, sidewalks, curb-cuts, transit bus service, inclusive recreation, accessible buildings and facilities, communications, and help with trash collection. How satisfied would you say you are overall with the job the town is doing for persons with disabilities? Use the same 9-point scale where 9 is very satisfied and 1 is very dissatisfied.

1 2 3 4 5 6 7 8 9
 Very Dissatisfied Neutral Very Satisfied

38. The Town of Carrboro works with partners to provide affordable housing in Carrboro. How satisfied are you with the job the town is doing regarding affordable housing? Use the same 9-point satisfaction scale.

1 2 3 4 5 6 7 8 9
 Very Dissatisfied Neutral Very Satisfied

39. What is your main source of transportation to work? (Read choices)

- ☐ Vehicle ☐ Bicycle ☐ Public transportation ☐ Carpool ☐ Walking

40. What is your main source of transportation around town? (Read choices)

- ☐ Vehicle ☐ Bicycle ☐ Public transportation ☐ Carpool ☐ Walking

That concludes our questions about the Town of Carrboro. Now tell us a little about yourself.

41. How many years have you lived in the Town of Carrboro?

- ☐ 0-1 ☐ 2-5 ☐ 6-10 ☐ 11-20 ☐ More than 20 ☐ Carrboro Native

42. How many years have you lived in your current home?

- ☐ 0-1 ☐ 2-5 ☐ 6-10 ☐ 11-20 ☐ More than 20 ☐ Carrboro Native

43. Considering your future plans, how many years do you see yourself living in Carrboro?

- ☐ 0-1 ☐ 2-5 ☐ 6-10 ☐ 11-20 ☐ More than 20

44. Why did you choose to live in Carrboro?

45. Which of the following best describes where you live?

- ☐ Single family detached home
☐ Apartment
☐ Townhouse
☐ Condominium
☐ Mobile home
☐ Duplex
☐ Other _____

46. Do you rent or own?

- ☐ Rent ☐ Own

47. Stop me when I reach the age group you fall in.

- ☐ 18-25 ☐ 26-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66-75 ☐ Over 75

48. Please tell me the last grade or degree completed in school.

- ☐ High School or less ☐ Some College or Technical ☐ Bachelors Degree ☐ Masters Degree ☐ Doctorate: PhD, JD, MD ☐ Currently enrolled college student

49. May I ask your race?

☐
Caucasian

☐
African-
American

☐
Native-
American

☐
Asian

☐
Hispanic/Latin

☐
Other

50. Are you a registered voter?

☐
Yes

☐
No

51. Did you vote in the 2015 local elections this past fall?

☐
Yes

☐
No

52. Stop me when I reach your household income level?

☐
0-\$45,000

☐
\$45,001-\$75,000

☐
\$75,001-\$100,000

☐
\$100,001-\$150,000

☐
Over \$150,000

53. May I ask your gender identity?

☐
Male

☐
Female

☐
Prefer not to disclose

That concludes our survey and we want to thank you for your valuable input.

Appendix B: Crosstabulations

Carrboro as a Place to Live Crosstabulations

Table B1. Rating Carrboro as a Place to Live by Age.

Age	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
18-25	61	7.90	0.0	0.0	0.0	1.6	1.6	4.9	21.3	37.7	32.8	B+
26-55	269	7.99	0.0	0.0	0.0	0.0	3.3	5.2	16.7	38.7	36.1	B+
56-65	44	7.96	0.0	0.0	0.0	0.0	2.3	6.8	20.5	34.1	36.4	B+
Over 65	30	7.80	0.0	0.0	0.0	0.0	10.0	0.0	30.0	20.0	40.0	B+

Table B2. Rating Carrboro as a Place to Live by Education.

Education	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
HS/Some College	128	7.95	0.0	0.0	0.0	0.0	6.3	3.1	21.1	28.9	40.6	B+
College Degree	197	7.93	0.0	0.0	0.0	0.0	2.5	7.6	18.8	36.0	35.0	B+
PhD/JD/MD	49	8.16	0.0	0.0	0.0	0.0	0.0	4.1	14.3	42.9	38.8	A-
Current Student	31	7.77	0.0	0.0	0.0	3.2	3.2	0.0	16.1	61.3	16.1	B

Table B3. Rating Carrboro as a Place to Live by Gender.

Gender	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Male	203	7.94	0.0	0.0	0.0	0.0	3.9	5.4	16.7	40.4	33.5	B+
Female	202	7.97	0.0	0.0	0.0	0.5	3.0	5.0	20.8	32.7	38.1	B+

Table B4. Rating Carrboro as a Place to Live by Housing Type.

Housing	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Single Family	243	8.01	0.0	0.0	0.0	0.4	3.3	2.9	18.5	38.3	36.6	B+
Apartment	98	7.82	0.0	0.0	0.0	0.0	5.1	10.2	17.3	32.7	34.7	B+
Townhouse/Condo	55	7.87	0.0	0.0	0.0	0.0	1.8	7.3	25.5	32.7	32.7	B+
Other	9	8.44	0.0	0.0	0.0	0.0	0.0	0.0	0.0	55.6	44.4	A

Table B5. Rating Carrboro as a Place to Live by Income.

Income	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
0-\$45,000	139	7.88	0.0	0.0	0.0	0.0	4.3	6.5	20.9	33.8	34.5	B+
\$45,001-\$100,000	133	8.00	0.0	0.0	0.0	0.0	2.3	4.5	20.3	36.8	36.1	B+
\$100,001-\$150,000	41	8.07	0.0	0.0	0.0	0.0	2.4	9.8	9.8	34.1	43.9	A-
Over \$150,000	55	8.15	0.0	0.0	0.0	0.0	1.8	1.8	12.7	47.3	36.4	A-

Table B6. Rating Carrboro as a Place to Live by Years in Carrboro.

Years in Carrboro	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
0-1	51	7.84	0.0	0.0	0.0	0.0	2.0	7.8	19.6	45.1	25.5	B+
2-5	124	7.87	0.0	0.0	0.0	0.0	5.6	4.8	20.2	35.5	33.9	B+
6-10	86	8.13	0.0	0.0	0.0	0.0	1.2	5.8	15.1	34.9	43.0	A-
Over 10	115	7.93	0.0	0.0	0.0	0.9	4.3	5.2	18.3	33.0	38.3	B+
Native	28	8.07	0.0	0.0	0.0	0.0	0.0	0.0	25.0	42.9	32.1	A-

How Safe Respondents Feel in Carrboro Overall Crosstabulations

Table B7. How Safe Respondents Feel in Carrboro Overall by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	61	8.23	0.0	0.0	0.0	0.0	1.6	4.9	18.0	19.7	55.7	98.3
26-55	269	8.35	0.0	0.0	0.4	0.0	1.5	3.3	10.8	25.7	58.4	98.2
56-65	44	8.09	2.3	0.0	0.0	0.0	2.3	2.3	13.6	29.5	50.0	95.4
Over 65	30	7.70	0.0	0.0	3.3	0.0	3.3	3.3	30.0	26.7	33.3	93.3

Table B8. How Safe Respondents Feel in Carrboro Overall by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	128	8.15	0.8	0.0	0.8	0.0	3.1	2.3	18.8	17.2	57.0	95.3
College Degree	197	8.29	0.0	0.0	0.5	0.0	1.0	4.1	12.2	27.4	54.8	98.5
PhD/JD/MD	49	8.31	0.0	0.0	2.0	0.0	0.0	2.0	10.2	30.6	55.1	97.9
Current Student	31	8.19	0.0	0.0	0.0	0.0	3.2	6.5	6.5	35.5	48.4	96.9

Table B9. How Safe Respondents Feel in Carrboro Overall by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	203	8.29	0.0	0.0	0.5	0.0	1.5	2.5	15.3	24.1	56.2	98.1
Female	202	8.19	0.5	0.0	1.0	0.0	2.0	4.5	11.9	26.2	54.0	96.6

Table B10. How Safe Respondents Feel in Carrboro Overall by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single family	243	8.28	0.0	0.0	0.8	0.0	1.2	2.9	13.2	27.2	54.7	98.0
Apartment	98	8.08	1.0	0.0	1.0	0.0	2.0	6.1	16.3	18.4	55.1	95.9
Townhouse/Condo	55	8.38	0.0	0.0	0.0	0.0	1.8	1.8	10.9	27.3	58.2	98.2
Other	9	8.00	0.0	0.0	0.0	0.0	11.1	0.0	11.1	33.3	44.4	88.8

Table B11. How Safe Respondents Feel in Carrboro Overall by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$45,000	139	8.20	0.7	0.0	1.4	0.0	1.4	2.9	15.1	20.9	57.6	96.5
\$45,001-\$100,000	133	8.18	0.0	0.0	0.8	0.0	2.3	5.3	10.5	31.6	49.6	97.0
\$100,001-\$150,000	41	8.51	0.0	0.0	0.0	0.0	0.0	0.0	12.2	24.4	63.4	100.0
Over \$150,000	55	8.42	0.0	0.0	0.0	0.0	0.0	3.6	14.5	18.2	63.6	99.9

Table B12. How Safe Respondents Feel in Carrboro Overall by Years in Carrboro.

Years in Carrboro	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	51	8.10	2.0	0.0	2.0	0.0	0.0	2.0	13.7	29.4	51.0	96.1
2-5	124	8.27	0.0	0.0	0.0	0.0	1.6	4.8	12.9	26.6	54.0	98.3
6-10	86	8.47	0.0	0.0	0.0	0.0	1.2	2.3	10.5	20.9	65.1	98.8
Over 10	115	8.10	0.0	0.0	1.7	0.0	3.5	3.5	14.8	25.2	51.3	94.8
Native	28	8.21	0.0	0.0	0.0	0.0	0.0	3.6	21.4	25.0	50.0	100.0

How Safe Respondents Feel in Home Neighborhood Crosstabulations

Table B13. How Safe Respondents Feel in Home Neighborhood by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	61	8.44	0.0	0.0	0.0	0.0	1.6	3.3	9.8	19.7	65.6	98.4
26-55	269	8.39	0.4	0.4	0.4	0.4	3.0	1.1	5.9	24.5	63.9	95.4
56-65	44	8.41	0.0	0.0	2.3	0.0	0.0	2.3	6.8	25.0	63.6	97.7
Over 65	30	7.87	0.0	0.0	3.3	0.0	6.7	0.0	16.7	33.3	40.0	90.0

Table B14. How Safe Respondents Feel in Home Neighborhood by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	128	8.27	0.8	0.0	0.8	0.0	6.3	0.8	6.3	22.7	62.5	92.3
College Degree	197	8.41	0.0	0.5	0.0	0.0	2.0	2.0	8.1	25.4	61.9	97.4
PhD/JD/MD	49	8.43	0.0	0.0	2.0	0.0	0.0	0.0	10.2	24.5	63.3	98.0
Current Student	31	8.23	0.0	0.0	3.2	3.2	0.0	3.2	3.2	25.8	61.3	93.5

Table B15. How Safe Respondents Feel in Home Neighborhood by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	203	8.41	0.0	0.0	0.5	0.5	3.4	1.0	5.9	24.6	64.0	95.5
Female	202	8.29	0.5	0.5	1.0	0.0	2.5	2.0	8.9	24.3	60.4	95.6

Table B16. How Safe Respondents Feel in Home Neighborhood by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single family	243	8.34	0.4	0.4	0.4	0.4	2.5	1.6	7.4	25.9	60.9	95.8
Apartment	98	8.27	0.0	0.0	2.0	0.0	3.1	2.0	10.2	22.4	60.2	94.8
Townhouse/Condo	55	8.60	0.0	0.0	0.0	0.0	3.6	0.0	0.0	25.5	70.9	96.4
Other	9	8.11	0.0	0.0	0.0	0.0	11.1	0.0	22.2	0.0	66.7	88.9

Table B17. How Safe Respondents Feel in Home Neighborhood by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$45,000	139	8.31	0.7	0.0	0.7	0.0	4.3	1.4	7.9	21.6	63.3	94.2
\$45,001-\$100,000	133	8.30	0.0	0.8	1.5	0.8	2.3	2.3	4.5	27.1	60.9	94.8
\$100,001-\$150,000	41	8.56	0.0	0.0	0.0	0.0	0.0	0.0	12.2	19.5	68.3	100.0
Over \$150,000	55	8.56	0.0	0.0	0.0	0.0	1.8	0.0	5.5	25.5	67.3	98.3

Table B18. How Safe Respondents Feel in Home Neighborhood by Years in Carrboro.

Years in Carrboro	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	51	8.31	2.0	0.0	2.0	0.0	0.0	0.0	5.9	29.4	60.8	96.1
2-5	124	8.40	0.0	0.0	0.8	0.8	1.6	2.4	8.1	21.8	64.5	96.8
6-10	86	8.49	0.0	1.2	0.0	0.0	2.3	0.0	2.3	29.1	65.1	96.5
Over 10	115	8.20	0.0	0.0	0.9	0.0	6.1	2.6	9.6	23.5	57.4	93.1
Native	28	8.39	0.0	0.0	0.0	0.0	3.6	0.0	14.3	17.9	64.3	96.5

How Safe Respondents Feel in Public Places Around Carrboro Crosstabulations

Table B19. How Safe Respondents Feel in Public Places Around Carrboro by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	61	8.15	0.0	0.0	0.0	0.0	4.9	3.3	19.7	16.4	55.7	95.1
26-55	269	8.20	0.0	0.0	0.0	0.0	4.8	2.6	15.2	22.3	55.0	95.1
56-65	44	8.07	2.3	0.0	0.0	0.0	2.3	4.5	11.4	29.5	50.0	95.4
Over 65	30	7.37	0.0	0.0	3.3	0.0	10.0	10.0	30.0	13.3	33.3	86.6

Table B20. How Safe Respondents Feel in Public Places Around Carrboro by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	128	7.94	0.8	0.0	0.0	0.0	9.4	2.3	20.3	14.8	52.3	89.7
College Degree	197	8.15	0.5	0.0	0.0	0.0	3.6	4.1	15.2	23.9	52.8	96.0
PhD/JD/MD	49	8.18	0.0	0.0	2.0	0.0	0.0	4.1	14.3	28.6	51.0	98.0
Current Student	31	8.29	0.0	0.0	0.0	0.0	3.2	3.2	12.9	22.6	58.1	96.8

Table B21. How Safe Respondents Feel in Public Places Around Carrboro by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	203	8.15	0.5	0.0	0.0	0.0	4.9	2.5	16.3	21.7	54.2	94.7
Female	202	8.05	0.5	0.0	0.5	0.0	5.0	4.5	16.8	21.3	51.5	94.1

Table B22. How Safe Respondents Feel in Public Places Around Carrboro by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single family	243	8.13	0.0	0.0	0.4	0.0	4.9	2.9	16.5	23.5	51.9	94.8
Apartment	98	7.87	2.0	0.0	0.0	0.0	6.1	7.1	18.4	14.3	52.0	91.8
Townhouse/Condo	55	8.42	0.0	0.0	0.0	0.0	1.8	0.0	14.5	21.8	61.8	98.1
Other	9	7.89	0.0	0.0	0.0	0.0	11.1	0.0	11.1	44.4	33.3	88.8

Table B23. How Safe Respondents Feel in Public Places Around Carrboro by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$45,000	139	8.00	1.4	0.0	0.0	0.0	7.2	2.9	17.3	16.5	54.7	91.4
\$45,001-\$100,000	133	8.14	0.0	0.0	0.8	0.0	4.5	1.5	15.8	27.1	50.4	94.8
\$100,001-\$150,000	41	8.34	0.0	0.0	0.0	0.0	2.4	2.4	9.8	29.3	56.1	97.6
Over \$150,000	55	8.29	0.0	0.0	0.0	0.0	1.8	1.8	20.0	18.2	58.2	98.2

Table B24. How Safe Respondents Feel in Public Places Around Carrboro by Years in Carrboro.

Years in Carrboro	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	51	8.00	2.0	0.0	0.0	0.0	3.9	3.9	15.7	25.5	49.0	94.1
2-5	124	8.14	0.0	0.0	0.0	0.0	4.8	4.8	16.1	20.2	54.0	95.1
6-10	86	8.37	0.0	0.0	0.0	0.0	3.5	0.0	14.0	20.9	61.6	96.5
Over 10	115	7.91	0.9	0.0	0.9	0.0	6.1	4.3	18.3	22.6	47.0	92.2
Native	28	8.04	0.0	0.0	0.0	0.0	7.1	3.6	21.4	14.3	53.6	92.9

Barriers to Citizen Involvement Crosstabulations

Table B25. Barriers to Involvement in Town Government by Age (In Descending Mean Order).

18-25 (n=59)	26-55 (n=269)	56-65 (n=44)	Over 65 (n=30)
Too busy (6.27)	Too busy (5.87)	Too busy (3.61)	Too busy (2.97)
Don't know opportunities (4.83)	Don't know opportunities (3.83)	Don't know opportunities (3.16)	Don't know opportunities (2.40)
Timing inconvenient (3.12)	Timing inconvenient (2.57)	Timing inconvenient (2.43)	Topics don't interest me (2.23)
Don't feel qualified (2.48)	Don't feel qualified (2.11)	Topics don't interest me (2.02)	Timing inconvenient (1.93)
Issues don't affect me (2.42)	Topics don't interest me (2.03)	Issues don't affect me (1.86)	Don't have transportation (1.87)
Topics don't interest me (2.29)	Issues don't affect me (1.88)	Don't feel qualified (1.77)	Issues don't affect me (1.73)
Don't understand process (2.20)	Don't understand process (1.63)	Don't understand process (1.64)	Waste of time (1.40)
Waste of time (1.85)	Waste of time (1.51)	Don't have transportation (1.41)	Don't feel qualified (1.40)
Don't have transportation (1.54)	Don't have transportation (1.27)	Waste of time (1.36)	Don't understand process (1.40)

Table B26. Barriers to Involvement in Town Government by Education (In Descending Mean Order).

HS/Some College (n=126)	College Degree (n=197)	PhD/JD/MD (n=49)	Current Student (n=31)
Too busy (5.44)	Too busy (5.35)	Too busy (5.12)	Too busy (6.94)
Don't know opportunities (3.82)	Don't know opportunities (3.76)	Don't know opportunities (2.92)	Don't know opportunities (5.48)
Timing inconvenient (2.78)	Timing inconvenient (2.71)	Timing inconvenient (1.61)	Timing inconvenient (2.52)
Don't feel qualified (2.77)	Don't feel qualified (2.01)	Topics don't interest me (1.57)	Issues don't affect me (2.00)
Topics don't interest me (2.68)	Topics don't interest me (1.86)	Issues don't affect me (1.49)	Topics don't interest me (1.81)
Issues don't affect me (2.44)	Issues don't affect me (1.73)	Don't understand process (1.35)	Don't understand process (1.61)
Don't understand process (2.17)	Don't understand process (1.50)	Don't have transportation (1.18)	Waste of time (1.58)
Waste of time (1.86)	Waste of time (1.42)	Waste of time (1.16)	Don't have transportation (1.52)
Don't have transportation (1.64)	Don't have transportation (1.21)	Don't feel qualified (1.07)	Don't feel qualified (1.07)

Table B27. Barriers to Involvement in Town Government by Gender (In Descending Mean Order).

Male (n=203)	Female (n=200)
Too busy (5.59)	Too busy (5.36)
Don't know opportunities (3.76)	Don't know opportunities (3.86)
Timing inconvenient (2.50)	Timing inconvenient (2.67)
Don't feel qualified (1.94)	Topics don't interest me (2.26)
Topics don't interest me (1.90)	Don't feel qualified (2.21)
Issues don't affect me (1.86)	Issues don't affect me (2.03)
Don't understand process (1.63)	Don't understand process (1.77)
Waste of time (1.53)	Waste of time (1.55)
Don't have transportation (1.42)	Don't have transportation (1.31)

Table B28. Barriers to Involvement in Town Government by Housing Type (In Descending Mean Order).

Single Family (n=243)	Apartment (n=96)	Townhouse/Condo (n=55)	Other (n=9)
Too busy (5.20)	Too busy (5.93)	Too busy (6.11)	Don't know opportunities (4.11)
Don't know opportunities (3.63)	Don't know opportunities (3.95)	Don't know opportunities (4.33)	Too busy (4.11)
Timing inconvenient (2.53)	Don't feel qualified (2.81)	Timing inconvenient (2.93)	Timing inconvenient (3.11)
Topics don't interest me (1.94)	Timing inconvenient (2.47)	Don't feel qualified (2.13)	Don't have transportation (2.78)
Issues don't affect me (1.84)	Topics don't interest me (2.43)	Topics don't interest me (2.09)	Don't feel qualified (2.78)
Don't feel qualified (1.74)	Issues don't affect me (2.28)	Issues don't affect me (1.82)	Topics don't interest me (2.00)
Don't understand process (1.58)	Don't understand process (1.98)	Waste of time (1.76)	Issues don't affect me (2.00)
Waste of time (1.44)	Waste of time (1.65)	Don't understand process (1.71)	Don't understand process (1.89)
Don't have transportation (1.31)	Don't have transportation (1.47)	Don't have transportation (1.18)	Waste of time (1.44)

Table B29. Barriers to Involvement in Town Government by Income (In Descending Mean Order).

0-\$45,000 (n=137)	\$45,001-\$100,000 (n=133)	\$100,001-\$150,000 (n=41)	Over \$150,000 (n=55)
Too busy (5.70)	Too busy (5.45)	Too busy (4.93)	Too busy (5.91)
Don't know opportunities (4.26)	Don't know opportunities (3.40)	Don't know opportunities (3.29)	Don't know opportunities (3.76)
Don't feel qualified (2.74)	Timing inconvenient (2.57)	Timing inconvenient (2.76)	Timing inconvenient (2.67)
Timing inconvenient (2.72)	Topics don't interest me (1.93)	Issues don't affect me (1.98)	Topics don't interest me (1.82)
Topics don't interest me (2.46)	Don't feel qualified (1.86)	Topics don't interest me (1.81)	Issues don't affect me (1.75)
Issues don't affect me (2.19)	Issues don't affect me (1.78)	Don't feel qualified (1.76)	Don't understand process (1.58)
Don't understand process (2.04)	Don't understand process (1.52)	Waste of time (1.68)	Waste of time (1.51)
Waste of time (1.74)	Waste of time (1.32)	Don't understand process (1.44)	Don't feel qualified (1.44)
Don't have transportation (1.57)	Don't have transportation (1.26)	Don't have transportation (1.20)	Don't have transportation (1.22)

Table B30. Barriers to Involvement in Town Government by Years in Carrboro (In Descending Mean Order).

0-1 (n=51)	2-5 (n=122)	6-10 (n=86)	Over 10 (n=115)	Native (n=28)
Too busy (5.98)	Too busy (6.07)	Too busy (5.63)	Too busy (4.83)	Too busy (4.11)
Don't know opportunities (4.28)	Don't know opportunities (4.42)	Don't know opportunities (3.45)	Don't know opportunities (3.34)	Don't know opportunities (3.29)
Timing inconvenient (2.43)	Timing inconvenient (2.45)	Timing inconvenient (2.52)	Timing inconvenient (2.70)	Timing inconvenient (3.04)
Don't feel qualified (2.43)	Topics don't interest me (2.24)	Don't feel qualified (1.99)	Topics don't interest me (2.14)	Topics don't interest me (2.36)
Issues don't affect me (2.26)	Don't feel qualified (2.15)	Don't understand process (1.61)	Issues don't affect me (2.01)	Don't understand process (2.07)
Topics don't interest me (2.20)	Issues don't affect me (2.03)	Issues don't affect me (1.59)	Don't feel qualified (1.89)	Don't feel qualified (2.00)
Waste of time (1.65)	Don't understand process (1.75)	Topics don't interest me (1.57)	Don't understand process (1.70)	Don't have transportation (1.71)
Don't understand process (1.47)	Waste of time (1.59)	Waste of time (1.38)	Waste of time (1.49)	Issues don't affect me (1.71)
Don't have transportation (1.26)	Don't have transportation (1.39)	Don't have transportation (1.21)	Don't have transportation (1.39)	Waste of time (1.64)

Carrboro's Efforts at Keeping Residents Informed Crosstabulations

Table B31. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Age.

Age	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
18-25	59	5.83	5.1	1.7	0.0	1.7	42.4	18.6	10.2	10.2	10.2	49.2
26-55	269	5.92	6.3	2.6	3.3	2.2	31.2	12.3	14.9	16.7	10.4	54.3
56-65	44	6.64	2.3	0.0	4.5	2.3	20.5	15.9	15.9	18.2	20.5	70.5
Over 65	30	6.17	3.3	0.0	3.3	0.0	43.3	10.0	13.3	6.7	20.0	50.0

Table B32. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Education.

Education	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
HS/Some College	126	5.98	9.5	0.0	1.6	0.8	33.3	10.3	16.7	15.1	12.7	54.8
College Degree	197	6.11	3.6	3.0	2.5	2.5	31.0	14.7	14.2	14.7	13.7	57.3
PhD/JD/MD	49	5.98	2.0	4.1	6.1	2.0	28.6	16.3	14.3	18.4	8.2	57.2
Current Student	31	5.36	6.5	0.0	9.7	3.2	45.2	12.9	3.2	12.9	6.5	35.5

Table B33. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Gender.

Gender	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Male	203	6.03	4.9	1.5	3.9	1.0	33.5	13.3	14.8	15.3	11.8	55.2
Female	200	5.96	6.0	2.5	2.5	3.0	31.5	13.5	13.5	15.0	12.5	54.5

Table B34. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Housing Type.

Housing	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Single family	243	6.12	4.1	1.6	4.1	2.5	29.2	14.8	14.4	16.9	12.3	58.4
Apartment	96	5.58	9.4	2.1	2.1	1.0	43.8	10.4	8.3	11.5	11.5	41.7
Townhouse/Condo	55	6.06	5.5	1.8	1.8	1.8	30.9	12.7	21.8	12.7	10.9	58.1
Other	9	6.78	0.0	11.1	0.0	0.0	11.1	11.1	22.2	22.2	22.2	77.7

Table B35. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Income.

Income	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
0-\$45,000	137	5.64	8.0	2.2	2.2	1.5	40.9	11.7	13.1	10.9	9.5	45.2
\$45,001-\$100,000	133	6.38	2.3	1.5	3.0	3.0	24.8	16.5	17.3	17.3	14.3	65.4
\$100,001-\$150,000	41	6.46	7.3	2.4	0.0	0.0	24.4	9.8	14.6	22.0	19.5	65.9
Over \$150,000	55	6.38	0.0	0.0	5.5	1.8	32.7	12.7	14.5	21.8	10.9	59.9

Table B36. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Years in Carrboro.

Years in Carrboro	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
0-1	51	5.45	9.8	2.0	2.0	2.0	39.2	19.6	7.8	9.8	7.8	45.0
2-5	122	5.74	4.9	3.3	2.5	4.1	36.9	13.9	13.9	11.5	9.0	48.3
6-10	86	6.26	3.5	3.5	3.5	1.2	24.4	18.6	15.1	11.6	18.6	63.9
Over 10	115	6.28	6.1	0.0	4.3	0.9	28.7	7.0	16.5	24.3	12.2	60.0
Native	28	6.11	3.6	0.0	3.6	0.0	42.9	10.7	10.7	14.3	14.3	50.0

Carrboro's Efforts at Involving Citizens in Decisions Crosstabulations

Table B37. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	59	6.20	0.0	3.4	0.0	0.0	44.1	10.2	20.3	8.5	13.6	52.6
26-55	269	6.31	5.9	0.4	0.7	0.4	36.1	4.5	19.3	16.0	16.7	56.5
56-65	44	6.82	6.8	0.0	0.0	0.0	25.0	6.8	13.6	15.9	31.8	68.1
Over 65	30	6.43	3.3	0.0	0.0	0.0	40.0	10.0	13.3	13.3	20.0	56.6

Table B38. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	126	6.22	6.3	0.0	0.8	0.0	39.7	6.3	14.3	15.9	16.7	53.2
College Degree	197	6.49	4.1	1.0	0.5	0.0	34.5	5.6	20.3	13.2	20.8	59.9
PhD/JD/MD	49	6.47	4.1	0.0	0.0	0.0	34.7	6.1	22.4	18.4	14.3	61.2
Current Student	31	5.77	9.7	3.2	0.0	3.2	35.5	6.5	16.1	12.9	12.9	48.4

Table B39. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	203	6.34	6.4	1.0	0.5	0.0	33.5	6.4	18.2	15.8	18.2	58.6
Female	200	6.36	4.0	0.5	0.5	0.5	39.0	5.5	18.5	13.5	18.0	55.5

Table B40. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	243	6.50	4.9	0.8	0.0	0.4	33.3	4.9	20.2	14.4	21.0	60.5
Apartment	96	5.92	6.3	0.0	1.0	0.0	50.0	8.3	6.3	14.6	13.5	42.7
Townhouse/Condo	55	6.29	5.5	1.8	1.8	0.0	29.1	5.5	27.3	16.4	12.7	61.9
Other	9	7.22	0.0	0.0	0.0	0.0	11.1	11.1	44.4	11.1	22.2	88.8

Table B41. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	137	5.99	6.6	0.7	0.7	0.7	45.3	5.1	13.1	12.4	15.3	45.9
\$45,001-\$100,000	133	6.70	1.5	0.0	0.8	0.0	33.8	6.0	21.8	16.5	19.5	63.8
\$100,001-\$150,000	41	6.83	4.9	0.0	0.0	0.0	26.8	4.9	22.0	12.2	29.3	68.4
Over \$150,000	55	6.51	5.5	0.0	0.0	0.0	27.3	12.7	20.0	18.2	16.4	67.3

Table B42. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	51	5.75	9.8	2.0	0.0	2.0	37.3	7.8	21.6	7.8	11.8	49.0
2-5	122	6.32	4.1	0.8	0.8	0.0	40.2	4.9	17.2	14.8	17.2	54.1
6-10	86	6.58	3.5	0.0	0.0	0.0	36.0	3.5	22.1	15.1	19.8	60.5
Over 10	115	6.50	6.1	0.9	0.0	0.0	30.4	7.8	16.5	16.5	21.7	62.5
Native	28	6.21	3.6	0.0	3.6	0.0	42.9	3.6	14.3	17.9	14.3	50.1

Solid Waste: Curbside Garbage Collection Crosstabulations

Table B43. Satisfaction with Curbside Garbage Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	32	8.47	0.0	0.0	0.0	0.0	0.0	6.3	3.1	28.1	62.5	100.0
26-55	191	8.47	0.5	0.0	0.0	0.0	2.1	1.6	7.3	20.9	67.5	97.3
56-65	39	8.39	0.0	0.0	0.0	0.0	5.1	0.0	7.7	25.6	61.5	94.8
Over 65	22	8.50	0.0	0.0	0.0	4.5	4.5	0.0	0.0	9.1	81.8	90.9

Table B44. Satisfaction with Curbside Garbage Collection by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	68	8.57	1.5	0.0	0.0	0.0	0.0	1.5	1.5	23.5	72.1	98.6
College Degree	159	8.43	0.0	0.0	0.0	0.6	3.1	1.9	6.3	22.6	65.4	96.2
PhD/JD/MD	37	8.43	0.0	0.0	0.0	0.0	2.7	0.0	13.5	18.9	64.9	97.3
Current Student	20	8.35	0.0	0.0	0.0	0.0	5.0	5.0	10.0	10.0	70.0	95.0

Table B45. Satisfaction with Curbside Garbage Collection by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	139	8.48	0.0	0.0	0.0	0.0	2.2	1.4	10.1	18.7	67.6	97.8
Female	145	8.44	0.7	0.0	0.0	0.7	2.8	2.1	2.8	24.1	66.9	95.9

Table B46. Satisfaction with Curbside Garbage Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	233	8.45	0.4	0.0	0.0	0.4	3.0	2.1	6.4	18.5	69.1	96.1
Apartment	15	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	100.0
Townhouse/Condo	27	8.41	0.0	0.0	0.0	0.0	0.0	0.0	7.4	44.4	48.1	99.9
Other	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	11.1	11.1	77.8	100.0

Table B47. Satisfaction with Curbside Garbage Collection by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	64	8.44	1.6	0.0	0.0	0.0	3.1	1.6	3.1	20.3	70.3	95.3
\$45,001-\$100,000	96	8.53	0.0	0.0	0.0	1.0	0.0	1.0	6.3	26.0	65.6	98.9
\$100,001-\$150,000	38	8.66	0.0	0.0	0.0	0.0	0.0	0.0	10.5	13.2	76.3	100.0
Over \$150,000	53	8.28	0.0	0.0	0.0	0.0	5.7	3.8	7.5	22.6	60.4	94.3

Table B48. Satisfaction with Curbside Garbage Collection by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	23	7.83	4.3	0.0	0.0	0.0	13.0	0.0	4.3	21.7	56.5	82.5
2-5	79	8.51	0.0	0.0	0.0	0.0	0.0	2.5	7.6	26.6	63.3	100.0
6-10	61	8.49	0.0	0.0	0.0	0.0	1.6	3.3	8.2	18.0	68.9	98.4
Over 10	95	8.54	0.0	0.0	0.0	1.1	3.2	1.1	6.3	12.6	75.8	95.8
Native	25	8.52	0.0	0.0	0.0	0.0	0.0	0.0	0.0	48.0	52.0	100.0

Solid Waste: Curbside Bulk Item Collection Crosstabulations

Table B49. Satisfaction with Curbside Bulk Item Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	9	8.44	0.0	0.0	0.0	0.0	0.0	0.0	0.0	55.6	44.4	100.0
26-55	74	8.31	2.7	0.0	1.4	0.0	1.4	1.4	4.1	21.6	67.6	94.7
56-65	19	7.84	0.0	0.0	0.0	5.3	0.0	15.8	15.8	10.5	52.6	94.7
Over 65	9	8.00	0.0	0.0	11.1	0.0	0.0	0.0	11.1	11.1	66.7	88.9

Table B50. Satisfaction with Curbside Bulk Item Collection by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	30	8.13	3.3	0.0	0.0	0.0	3.3	3.3	3.3	30.0	56.7	93.3
College Degree	65	8.23	1.5	0.0	1.5	1.5	0.0	4.6	7.7	18.5	64.6	95.4
PhD/JD/MD	12	8.25	0.0	0.0	8.3	0.0	0.0	0.0	8.3	8.3	75.0	91.6
Current Student	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	100.0

Table B51. Satisfaction with Curbside Bulk Item Collection by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	51	8.45	0.0	0.0	2.0	0.0	0.0	2.0	11.8	13.7	70.6	98.1
Female	60	8.02	3.3	0.0	1.7	1.7	1.7	5.0	1.7	28.3	56.7	91.7

Table B52. Satisfaction with Curbside Bulk Item Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	84	8.12	2.4	0.0	2.4	1.2	1.2	4.8	6.0	17.9	64.3	93.0
Apartment	12	8.50	0.0	0.0	0.0	0.0	0.0	0.0	8.3	33.3	58.3	99.9
Townhouse/Condo	11	8.46	0.0	0.0	0.0	0.0	0.0	0.0	9.1	36.4	54.5	100.0
Other	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	100.0

Table B53. Satisfaction with Curbside Bulk Item Collection by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	25	8.12	4.0	0.0	0.0	0.0	0.0	4.0	4.0	36.0	52.0	96.0
\$45,001-\$100,000	41	8.46	0.0	0.0	2.4	0.0	0.0	2.4	7.3	17.1	70.7	97.5
\$100,001-\$150,000	16	8.44	0.0	0.0	0.0	0.0	0.0	6.3	12.5	12.5	68.8	100.1
Over \$150,000	20	7.95	0.0	0.0	5.0	5.0	5.0	5.0	0.0	15.0	65.0	85.0

Table B54. Satisfaction with Curbside Bulk Item Collection by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	7	5.43	28.6	0.0	14.3	0.0	0.0	0.0	0.0	42.9	14.3	57.2
2-5	28	8.46	0.0	0.0	0.0	0.0	0.0	3.6	7.1	28.6	60.7	100.0
6-10	27	8.41	0.0	0.0	3.7	0.0	0.0	0.0	7.4	22.2	66.7	96.3
Over 10	39	8.39	0.0	0.0	0.0	2.6	2.6	5.1	5.1	12.8	71.8	94.8
Native	10	8.30	0.0	0.0	0.0	0.0	0.0	10.0	10.0	20.0	60.0	100.0

Solid Waste: Curbside Yard Waste Collection Crosstabulations

Table B55. Satisfaction with Curbside Yard Waste Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	15	8.13	0.0	0.0	0.0	0.0	0.0	13.3	13.3	20.0	53.3	99.9
26-55	102	8.14	1.0	1.0	1.0	0.0	4.9	3.9	5.9	22.5	59.8	92.1
56-65	24	7.88	0.0	0.0	0.0	4.2	4.2	8.3	20.8	8.3	54.2	91.6
Over 65	14	7.36	0.0	0.0	0.0	14.3	14.3	0.0	14.3	7.1	50.0	71.4

Table B56. Satisfaction with Curbside Yard Waste Collection by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	42	8.05	2.4	0.0	0.0	2.4	2.4	7.1	9.5	14.3	61.9	92.8
College Degree	85	8.08	0.0	0.0	1.2	2.4	5.9	3.5	7.1	24.7	55.3	90.6
PhD/JD/MD	20	7.50	0.0	5.0	0.0	0.0	10.0	10.0	20.0	5.0	50.0	85.0
Current Student	8	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	100.0

Table B57. Satisfaction with Curbside Yard Waste Collection by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	75	8.05	0.0	1.3	1.3	0.0	5.3	8.0	6.7	18.7	58.7	92.1
Female	80	8.00	1.3	0.0	0.0	3.8	5.0	2.5	12.5	18.8	56.3	90.1

Table B58. Satisfaction with Curbside Yard Waste Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	126	7.98	0.8	0.8	0.8	2.4	5.6	4.8	9.5	18.3	57.1	89.7
Apartment	8	7.75	0.0	0.0	0.0	0.0	12.5	12.5	12.5	12.5	50.0	87.5
Townhouse/Condo	15	8.40	0.0	0.0	0.0	0.0	0.0	6.7	6.7	26.7	60.0	100.0
Other	6	8.50	0.0	0.0	0.0	0.0	0.0	0.0	16.7	16.7	66.7	100.0

Table B59. Satisfaction with Curbside Yard Waste Collection by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	30	8.07	3.3	0.0	0.0	0.0	6.7	6.7	3.3	13.3	66.7	90.0
\$45,001-\$100,000	57	8.19	0.0	0.0	0.0	3.5	0.0	3.5	12.3	28.1	52.6	96.5
\$100,001-\$150,000	20	7.85	0.0	5.0	0.0	0.0	5.0	10.0	10.0	10.0	60.0	90.0
Over \$150,000	31	7.81	0.0	0.0	3.2	3.2	9.7	3.2	9.7	16.1	54.8	83.8

Table B60. Satisfaction with Curbside Yard Waste Collection by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	6	6.67	16.7	0.0	0.0	0.0	16.7	0.0	0.0	33.3	33.3	66.6
2-5	36	8.19	0.0	0.0	0.0	0.0	5.6	5.6	8.3	25.0	55.6	94.5
6-10	39	8.08	0.0	0.0	2.6	0.0	2.6	7.7	15.4	12.8	59.0	94.9
Over 10	60	8.00	0.0	1.7	0.0	5.0	5.0	5.0	6.7	15.0	61.7	88.4
Native	14	8.14	0.0	0.0	0.0	0.0	7.1	0.0	14.3	28.6	50.0	92.9

Solid Waste: Curbside Loose Leaf Collection Crosstabulations

Table B61. Satisfaction with Curbside Loose Leaf Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	17	8.41	0.0	0.0	0.0	0.0	0.0	5.9	11.8	17.6	64.7	100.0
26-55	117	7.80	1.7	0.9	1.7	0.9	6.8	3.4	12.8	23.1	48.7	88.0
56-65	27	7.89	0.0	0.0	0.0	0.0	7.4	3.7	25.9	18.5	44.4	92.5
Over 65	10	7.00	0.0	0.0	0.0	10.0	30.0	0.0	10.0	10.0	40.0	60.0

Table B62. Satisfaction with Curbside Loose Leaf Collection by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	42	8.17	2.4	0.0	0.0	0.0	0.0	7.1	11.9	19.0	59.5	97.5
College Degree	99	7.76	1.0	0.0	1.0	2.0	10.1	2.0	14.1	25.3	44.4	85.8
PhD/JD/MD	19	7.21	0.0	5.3	0.0	0.0	15.8	5.3	26.3	10.5	36.8	78.9
Current Student	11	8.18	0.0	0.0	9.1	0.0	0.0	0.0	9.1	9.1	72.7	90.9

Table B63. Satisfaction with Curbside Loose Leaf Collection by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	81	8.05	0.0	1.2	1.2	0.0	7.4	1.2	13.6	18.5	56.8	90.1
Female	90	7.62	2.2	0.0	1.1	2.2	7.8	5.6	15.6	23.3	42.2	86.7

Table B64. Satisfaction with Curbside Loose Leaf Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	146	7.73	1.4	0.7	1.4	1.4	8.2	4.1	15.8	19.9	47.3	87.1
Apartment	7	7.86	0.0	0.0	0.0	0.0	14.3	0.0	14.3	28.6	42.9	85.8
Townhouse/Condo	14	8.57	0.0	0.0	0.0	0.0	0.0	0.0	7.1	28.6	64.3	100.0
Other	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	100.0

Table B65. Satisfaction with Curbside Loose Leaf Collection by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	33	7.85	3.0	0.0	3.0	0.0	9.1	3.0	6.1	15.2	60.6	84.9
\$45,001-\$100,000	59	8.07	0.0	0.0	0.0	3.4	5.1	0.0	15.3	25.4	50.8	91.5
\$100,001-\$150,000	26	7.77	0.0	3.8	0.0	0.0	7.7	0.0	26.9	11.5	50.0	88.4
Over \$150,000	35	7.46	0.0	0.0	2.9	0.0	14.3	8.6	14.3	25.7	34.3	82.9

Table B66. Satisfaction with Curbside Loose Leaf Collection by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	11	5.64	18.2	0.0	9.1	0.0	18.2	9.1	0.0	36.4	9.1	54.6
2-5	36	8.14	0.0	0.0	0.0	0.0	2.8	5.6	16.7	25.0	50.0	97.3
6-10	39	7.77	0.0	0.0	2.6	2.6	7.7	2.6	20.5	15.4	48.7	87.2
Over 10	65	7.99	0.0	1.5	0.0	1.5	9.2	3.1	9.2	18.5	56.9	87.7
Native	20	8.05	0.0	0.0	0.0	0.0	5.0	0.0	25.0	25.0	45.0	95.0

**Carrboro Focus Area: Effectiveness in Keeping Carrboro the Best Place
To Live, Work, and Raise a Family Crosstabulations**

Table B67. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Age.

Age	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
18-25	58	7.33	0.0	0.0	0.0	0.0	17.2	8.6	20.7	31.0	22.4	82.7
26-55	264	7.40	1.1	0.0	1.5	0.8	11.4	6.1	22.3	29.9	26.9	85.2
56-65	44	7.23	0.0	4.5	0.0	0.0	11.4	6.8	22.7	34.1	20.5	84.1
Over 65	29	6.90	0.0	0.0	0.0	0.0	27.6	6.9	27.6	24.1	13.8	72.4

Table B68. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Education.

Education	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
HS/Some College	126	7.39	0.8	0.0	0.0	0.8	18.3	4.0	17.5	31.0	27.8	80.3
College Degree	195	7.29	1.0	0.0	1.5	0.0	13.3	8.2	23.1	29.2	23.6	84.1
PhD/JD/MD	47	7.32	0.0	4.3	2.1	2.1	2.1	6.4	25.5	36.2	21.3	89.4
Current Student	28	7.21	0.0	0.0	3.6	0.0	10.7	7.1	35.7	21.4	21.4	85.6

Table B69. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Gender.

Gender	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Male	199	7.32	1.0	1.0	2.0	0.5	11.1	5.5	23.1	31.7	24.1	84.4
Female	197	7.33	0.5	0.0	0.5	0.5	15.7	7.6	21.8	28.4	24.9	82.7

Table B70. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Housing Type.

Housing	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Single family	238	7.22	1.3	0.8	0.8	0.8	13.4	7.6	24.8	26.5	23.9	82.8
Apartment	96	7.39	0.0	0.0	2.1	0.0	15.6	6.3	17.7	32.3	26.0	82.3
Townhouse/Condo	54	7.52	0.0	0.0	1.9	0.0	9.3	3.7	24.1	40.7	20.4	88.9
Other	8	8.13	0.0	0.0	0.0	0.0	12.5	0.0	0.0	37.5	50.0	87.5

Table B71. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Income.

Income	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
0-\$45,000	135	7.22	0.7	0.0	0.7	0.0	22.2	5.9	18.5	23.7	28.1	76.2
\$45,001-\$100,000	132	7.54	0.8	0.0	1.5	0.8	7.6	6.8	18.9	38.6	25.0	89.3
\$100,001-\$150,000	41	7.10	2.4	0.0	4.9	2.4	7.3	2.4	34.1	24.4	22.0	82.9
Over \$150,000	54	7.44	0.0	1.9	0.0	0.0	9.3	9.3	24.1	29.6	25.9	88.9

Table B72. Effectiveness of Board of Aldermen in Working to Keep Carrboro the Best Place to Live, Work, and Raise a Family by Years in Carrboro.

Years in Carrboro	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
0-1	50	7.36	2.0	2.0	0.0	0.0	8.0	8.0	22.0	34.0	24.0	88.0
2-5	121	7.23	0.0	0.0	1.7	0.0	17.4	6.6	22.3	33.1	19.0	81.0
6-10	86	7.58	2.3	0.0	1.2	1.2	8.1	4.7	17.4	29.1	36.0	87.2
Over 10	110	7.36	0.0	0.9	1.8	0.0	10.9	7.3	26.4	29.1	23.6	86.4
Native	28	6.68	0.0	0.0	0.0	3.6	32.1	7.1	25.0	14.3	17.9	64.3

Carrboro Focus Area: Satisfaction with Environmental Protection Crosstabulations

Table B73. Satisfaction with the Job the Town is Doing on Environmental Protection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	61	7.23	0.0	0.0	0.0	0.0	18.0	6.6	26.2	32.8	16.4	82.0
26-55	267	7.40	1.1	0.0	0.0	0.0	11.2	8.2	24.7	32.2	22.5	87.6
56-65	43	7.30	2.3	0.0	0.0	0.0	7.0	9.3	34.9	25.6	20.9	90.7
Over 65	30	6.53	0.0	0.0	0.0	6.7	26.7	10.0	26.7	23.3	6.7	66.7

Table B74. Satisfaction with the Job the Town is Doing on Environmental Protection by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	128	7.48	0.0	0.0	0.0	0.8	17.2	2.3	21.9	28.1	29.7	82.0
College Degree	195	7.18	2.1	0.0	0.0	0.5	10.8	10.8	28.2	31.3	16.4	86.7
PhD/JD/MD	48	7.21	0.0	0.0	0.0	0.0	12.5	14.6	25.0	35.4	12.5	87.5
Current Student	31	7.32	0.0	0.0	0.0	0.0	12.9	6.5	32.3	32.3	16.1	87.2

Table B75. Satisfaction with the Job the Town is Doing on Environmental Protection by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	202	7.38	1.0	0.0	0.0	0.5	9.9	7.9	29.7	28.7	22.3	88.6
Female	200	7.20	1.0	0.0	0.0	0.5	16.5	8.5	22.5	33.0	18.0	82.0

Table B76. Satisfaction with the Job the Town is Doing on Environmental Protection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	241	7.20	1.7	0.0	0.0	0.8	12.4	10.0	28.2	26.6	20.3	85.1
Apartment	97	7.46	0.0	0.0	0.0	0.0	16.5	2.1	21.6	38.1	21.6	83.4
Townhouse/Condo	55	7.26	0.0	0.0	0.0	0.0	12.7	10.9	29.1	32.7	14.5	87.2
Other	9	8.11	0.0	0.0	0.0	0.0	0.0	11.1	0.0	55.6	33.3	100.0

Table B77. Satisfaction with the Job the Town is Doing on Environmental Protection by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	138	7.33	0.0	0.0	0.0	0.0	21.0	3.6	21.7	29.0	24.6	78.9
\$45,001-\$100,000	133	7.35	1.5	0.0	0.0	0.8	8.3	9.0	29.3	30.8	20.3	89.4
\$100,001-\$150,000	41	7.22	0.0	0.0	0.0	0.0	14.6	12.2	29.3	24.4	19.5	85.4
Over \$150,000	54	7.22	3.7	0.0	0.0	0.0	5.6	14.8	20.4	40.7	14.8	90.7

Table B78. Satisfaction with the Job the Town is Doing on Environmental Protection by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	51	7.47	0.0	0.0	0.0	0.0	13.7	5.9	21.6	37.3	21.6	86.4
2-5	123	7.23	0.0	0.0	0.0	0.0	15.4	11.4	24.4	32.5	16.3	84.6
6-10	84	7.51	1.2	0.0	0.0	0.0	10.7	4.8	26.2	29.8	27.4	88.2
Over 10	115	7.17	1.7	0.0	0.0	1.7	13.0	7.0	31.3	25.2	20.0	83.5
Native	28	7.07	3.6	0.0	0.0	0.0	10.7	14.3	21.4	35.7	14.3	85.7

Carrboro Focus Area: Satisfaction with Transportation Crosstabulations

Table B79. Satisfaction with the Job the Town is Doing on Transportation by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	61	6.98	0.0	0.0	1.6	1.6	23.0	9.8	21.3	19.7	23.0	73.8
26-55	267	7.03	0.7	0.0	1.5	1.1	16.1	13.5	22.8	25.5	18.7	80.5
56-65	44	6.89	0.0	0.0	2.3	4.5	15.9	25.0	9.1	18.2	25.0	77.3
Over 65	30	6.67	0.0	0.0	0.0	3.3	23.3	23.3	20.0	13.3	16.7	73.3

Table B80. Satisfaction with the Job the Town is Doing on Transportation by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	127	7.24	0.0	0.0	0.0	1.6	19.7	10.2	18.9	21.3	28.3	78.7
College Degree	196	6.88	1.0	0.0	1.5	1.0	17.3	17.3	22.4	23.0	16.3	79.0
PhD/JD/MD	49	6.74	0.0	0.0	4.1	4.1	16.3	16.3	22.4	22.4	14.3	75.4
Current Student	31	6.90	0.0	0.0	3.2	3.2	16.1	16.1	16.1	29.0	16.1	77.3

Table B81. Satisfaction with the Job the Town is Doing on Transportation by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	202	6.96	0.5	0.0	2.0	3.0	14.4	14.9	25.2	20.8	19.3	80.2
Female	201	7.00	0.5	0.0	1.0	0.5	21.4	14.9	16.4	24.9	20.4	76.6

Table B82. Satisfaction with the Job the Town is Doing on Transportation by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	242	6.91	0.8	0.0	1.7	2.1	15.7	17.4	24.0	19.4	19.0	79.8
Apartment	97	7.01	0.0	0.0	1.0	2.1	24.7	11.3	13.4	22.7	24.7	72.1
Townhouse/Condo	55	7.06	0.0	0.0	1.8	0.0	18.2	12.7	20.0	32.7	14.5	79.9
Other	9	8.00	0.0	0.0	0.0	0.0	0.0	0.0	22.2	55.6	22.2	100.0

Table B83. Satisfaction with the Job the Town is Doing on Transportation by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	138	7.05	0.0	0.0	0.7	1.4	25.4	12.3	10.9	23.2	26.1	72.5
\$45,001-\$100,000	133	7.17	0.8	0.0	2.3	0.8	14.3	10.5	21.1	29.3	21.1	82.0
\$100,001-\$150,000	41	6.63	2.4	0.0	0.0	4.9	17.1	14.6	34.1	12.2	14.6	75.5
Over \$150,000	54	6.85	0.0	0.0	3.7	1.9	11.1	18.5	31.5	20.4	13.0	83.4

Table B84. Satisfaction with the Job the Town is Doing on Transportation by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	51	7.12	0.0	0.0	2.0	2.0	17.6	7.8	19.6	33.3	17.6	78.3
2-5	123	6.90	0.8	0.0	1.6	0.8	17.9	20.3	17.9	21.1	19.5	78.8
6-10	86	7.05	1.2	0.0	2.3	1.2	15.1	9.3	25.6	26.7	18.6	80.2
Over 10	114	6.84	0.0	0.0	0.9	3.5	21.1	15.8	21.9	17.5	19.3	74.5
Native	28	7.32	0.0	0.0	0.0	0.0	14.3	17.9	17.9	21.4	28.6	85.8

Carrboro Focus Area: Satisfaction with Parking Crosstabulations

Table B85. Satisfaction with the Job the Town is Doing on Parking by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	61	6.25	1.6	0.0	6.6	4.9	23.0	16.4	21.3	14.8	11.5	64.0
26-55	266	6.66	1.9	0.8	1.9	3.8	20.3	13.2	22.2	18.8	17.3	71.5
56-65	44	7.09	0.0	0.0	4.5	0.0	18.2	6.8	25.0	20.5	25.0	77.3
Over 65	30	6.20	0.0	0.0	6.7	6.7	30.0	6.7	26.7	13.3	10.0	56.7

Table B86. Satisfaction with the Job the Town is Doing on Parking by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	127	6.43	2.4	0.8	3.1	5.5	26.8	9.4	19.7	11.0	21.3	61.4
College Degree	195	6.68	1.5	1.0	2.1	3.1	18.5	13.3	24.6	22.1	13.8	73.8
PhD/JD/MD	49	6.94	0.0	0.0	6.1	4.1	8.2	14.3	26.5	20.4	20.4	81.6
Current Student	31	6.23	0.0	0.0	6.5	0.0	35.5	16.1	16.1	16.1	9.7	58.0

Table B87. Satisfaction with the Job the Town is Doing on Parking by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	202	6.59	2.0	0.5	3.0	4.0	19.8	13.4	22.3	20.3	14.9	70.9
Female	200	6.61	1.0	1.0	3.5	3.5	22.5	11.5	23.0	15.5	18.5	68.5

Table B88. Satisfaction with the Job the Town is Doing on Parking by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	241	6.62	1.2	0.4	3.7	3.7	19.9	12.9	23.7	18.7	15.8	71.1
Apartment	97	6.30	3.1	2.1	3.1	3.1	28.9	11.3	16.5	14.4	17.5	59.7
Townhouse/Condo	55	6.91	0.0	0.0	1.8	3.6	16.4	12.7	27.3	21.8	16.4	78.2
Other	9	7.33	0.0	0.0	0.0	11.1	0.0	11.1	33.3	11.1	33.3	88.8

Table B89. Satisfaction with the Job the Town is Doing on Parking by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	137	6.40	2.9	0.7	2.9	3.6	28.5	10.2	18.2	14.6	18.2	61.2
\$45,001-\$100,000	133	6.83	0.8	0.8	3.0	3.0	18.0	10.5	23.3	22.6	18.0	74.4
\$100,001-\$150,000	41	6.46	0.0	0.0	0.0	9.8	22.0	22.0	19.5	12.2	14.6	68.3
Over \$150,000	55	7.16	0.0	0.0	1.8	1.8	9.1	12.7	32.7	23.6	18.2	87.2

Table B90. Satisfaction with the Job the Town is Doing on Parking by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	51	6.45	3.9	0.0	7.8	2.0	23.5	5.9	15.7	23.5	17.6	62.7
2-5	122	6.72	1.6	0.8	0.8	1.6	19.7	16.4	25.4	17.2	16.4	75.4
6-10	85	6.49	2.4	0.0	3.5	8.2	20.0	10.6	20.0	17.6	17.6	65.8
Over 10	115	6.65	0.0	1.7	2.6	3.5	22.6	12.2	23.5	15.7	18.3	69.7
Native	28	6.39	0.0	0.0	7.1	3.6	21.4	14.3	25.0	21.4	7.1	67.8

Satisfaction with the Job the Town is Doing for Senior Citizens Crosstabulations

Table B91. Satisfaction with the Job the Town is Doing for Senior Citizens by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	47	6.60	0.0	0.0	0.0	0.0	44.7	0.0	23.4	14.9	17.0	55.3
26-55	225	6.70	0.4	0.4	0.9	0.4	36.4	3.1	19.1	22.7	16.4	61.3
56-65	40	6.83	0.0	2.5	2.5	0.0	27.5	7.5	17.5	17.5	25.0	67.5
Over 65	29	6.03	10.3	0.0	6.9	0.0	24.1	6.9	13.8	27.6	10.3	58.6

Table B92. Satisfaction with the Job the Town is Doing for Senior Citizens by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	118	6.75	2.5	0.8	1.7	0.0	31.4	3.4	15.3	22.0	22.9	63.6
College Degree	164	6.43	1.2	0.6	1.8	0.6	39.0	4.9	20.1	17.7	14.0	56.7
PhD/JD/MD	41	7.17	0.0	0.0	0.0	0.0	24.4	0.0	24.4	36.6	14.6	75.6
Current Student	19	6.32	0.0	0.0	0.0	0.0	52.6	0.0	21.1	15.8	10.5	47.4

Table B93. Satisfaction with the Job the Town is Doing for Senior Citizens by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	175	6.70	1.1	0.0	1.7	0.0	35.4	2.9	19.4	21.1	18.3	61.7
Female	167	6.55	1.8	1.2	1.2	0.6	35.3	4.2	18.6	21.6	15.6	60.0

Table B94. Satisfaction with the Job the Town is Doing for Senior Citizens by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	204	6.65	1.5	0.5	1.0	0.5	33.3	3.4	23.5	20.6	15.7	63.2
Apartment	83	6.31	2.4	1.2	1.2	0.0	47.0	3.6	9.6	15.7	19.3	48.2
Townhouse/Condo	48	6.94	0.0	0.0	2.1	0.0	27.1	4.2	18.8	35.4	12.5	70.9
Other	7	7.43	0.0	0.0	14.3	0.0	14.3	0.0	0.0	14.3	57.1	71.4

Table B95. Satisfaction with the Job the Town is Doing for Senior Citizens by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	117	6.25	3.4	0.9	1.7	0.0	44.4	4.3	12.8	15.4	17.1	49.6
\$45,001-\$100,000	117	6.91	0.0	0.0	1.7	0.9	29.1	4.3	21.4	23.1	19.7	68.5
\$100,001-\$150,000	33	7.12	0.0	0.0	3.0	0.0	21.2	3.0	21.2	33.3	18.2	75.7
Over \$150,000	44	7.00	0.0	0.0	0.0	0.0	29.5	2.3	25.0	25.0	18.2	70.5

Table B96. Satisfaction with the Job the Town is Doing for Senior Citizens by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	37	6.38	2.7	0.0	0.0	0.0	40.5	2.7	24.3	21.6	8.1	56.7
2-5	104	6.66	0.0	1.0	0.0	0.0	42.3	1.9	16.3	19.2	19.2	56.6
6-10	75	6.60	1.3	0.0	2.7	1.3	34.7	5.3	13.3	25.3	16.0	59.9
Over 10	99	6.62	3.0	1.0	3.0	0.0	27.3	3.0	24.2	22.2	16.2	65.6
Native	26	6.96	0.0	0.0	0.0	0.0	34.6	3.8	19.2	15.4	26.9	65.3

Satisfaction with the Job the Town is Doing for Citizens with Disabilities Crosstabulations

Table B97. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	46	6.67	0.0	0.0	0.0	0.0	41.3	0.0	26.1	15.2	17.4	58.7
26-55	225	6.75	0.4	0.4	0.4	0.4	37.8	3.6	14.2	23.6	19.1	60.5
56-65	40	7.03	0.0	2.5	0.0	0.0	30.0	5.0	12.5	20.0	30.0	67.5
Over 65	28	6.75	3.6	0.0	3.6	0.0	28.6	0.0	10.7	39.3	14.3	64.3

Table B98. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	117	6.87	1.7	0.9	0.9	0.0	33.3	0.9	17.1	17.9	27.4	63.3
College Degree	164	6.61	0.6	0.6	0.6	0.6	39.6	4.9	13.4	23.2	16.5	58.0
PhD/JD/MD	41	7.15	0.0	0.0	0.0	0.0	24.4	2.4	22.0	36.6	14.6	75.6
Current Student	18	6.39	0.0	0.0	0.0	0.0	55.6	0.0	5.6	27.8	11.1	44.5

Table B99. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	175	6.79	1.1	0.0	0.6	0.0	36.6	2.9	16.0	21.1	21.7	61.7
Female	165	6.71	0.6	1.2	0.6	0.6	36.4	3.0	14.5	25.5	17.6	60.6

Table B100. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	202	6.82	0.5	0.5	0.5	0.5	33.7	4.0	16.3	25.7	18.3	64.3
Apartment	83	6.37	2.4	1.2	0.0	0.0	47.0	1.2	14.5	14.5	19.3	49.5
Townhouse/Condo	48	7.02	0.0	0.0	0.0	0.0	33.3	2.1	14.6	29.2	20.8	66.7
Other	7	7.43	0.0	0.0	14.3	0.0	14.3	0.0	0.0	14.3	57.1	71.4

Table B101. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	116	6.41	2.6	0.9	0.0	0.0	47.4	0.9	11.2	17.2	19.8	49.1
\$45,001-\$100,000	117	7.00	0.0	0.0	1.7	0.9	28.2	6.0	14.5	25.6	23.1	69.2
\$100,001-\$150,000	33	7.24	0.0	0.0	0.0	0.0	24.2	3.0	18.2	33.3	21.2	75.7
Over \$150,000	44	7.05	0.0	0.0	0.0	0.0	29.5	2.3	22.7	25.0	20.5	70.5

Table B102. Satisfaction with the Job the Town is Doing for Citizens with Disabilities by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	37	6.30	2.7	0.0	0.0	0.0	43.2	2.7	27.0	13.5	10.8	54.0
2-5	104	6.73	0.0	1.0	0.0	0.0	41.3	1.9	13.5	22.1	20.2	57.7
6-10	75	6.72	1.3	0.0	0.0	1.3	38.7	5.3	6.7	26.7	20.0	58.7
Over 10	97	6.93	1.0	1.0	2.1	0.0	26.8	2.1	18.6	28.9	19.6	69.2
Native	26	6.96	0.0	0.0	0.0	0.0	38.5	0.0	19.2	11.5	30.8	61.5

Satisfaction with Job the Town is Doing in Providing Affordable Housing Crosstabulations

Table B103. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	45	5.31	4.4	4.4	8.9	4.4	40.0	8.9	17.8	4.4	6.7	37.8
26-55	215	5.34	8.8	4.2	7.9	2.8	42.3	3.7	7.0	10.2	13.0	33.9
56-65	39	5.56	10.3	5.1	5.1	5.1	33.3	2.6	10.3	7.7	20.5	41.1
Over 65	27	5.56	14.8	3.7	7.4	14.8	29.6	14.8	7.4	3.7	3.7	29.6

Table B104. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	115	4.85	17.4	6.1	8.7	5.2	29.6	4.3	9.6	4.3	14.8	33.0
College Degree	158	5.57	5.7	3.8	6.3	3.2	43.0	5.7	8.2	11.4	12.7	38.0
PhD/JD/MD	36	5.50	0.0	2.8	11.1	5.6	50.0	0.0	11.1	13.9	5.6	30.6
Current Student	18	5.11	5.6	0.0	5.6	5.6	55.6	16.7	5.6	0.0	5.6	27.9

Table B105. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	165	5.27	9.1	4.2	10.3	1.2	41.2	2.4	10.9	8.5	12.1	33.9
Female	162	5.30	9.3	4.3	4.9	7.4	38.3	8.0	6.8	8.6	12.3	35.7

Table B106. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	187	5.62	6.4	1.6	5.9	5.9	41.2	7.5	8.0	7.5	16.0	39.0
Apartment	86	4.38	16.3	9.3	12.8	2.3	37.2	3.5	7.0	4.7	7.0	22.2
Townhouse/Condo	47	5.55	4.3	6.4	6.4	2.1	42.6	0.0	14.9	17.0	6.4	38.3
Other	7	5.57	28.6	0.0	0.0	0.0	14.3	0.0	14.3	28.6	14.3	57.2

Table B107. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	121	4.24	18.2	8.3	12.4	3.3	37.2	5.0	8.3	1.7	5.8	20.8
\$45,001-\$100,000	107	5.95	4.7	1.9	4.7	4.7	39.3	3.7	10.3	14.0	16.8	44.8
\$100,001-\$150,000	31	5.71	6.5	0.0	12.9	0.0	41.9	6.5	0.0	12.9	19.4	38.8
Over \$150,000	42	6.36	0.0	2.4	0.0	4.8	42.9	4.8	11.9	14.3	19.0	50.0

Table B108. Satisfaction with the Job the Town is Doing in Providing Affordable Housing by Years in Carrboro.

Years in Carrboro	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	35	4.89	11.4	0.0	14.3	2.9	45.7	2.9	11.4	5.7	5.7	25.7
2-5	94	5.43	7.4	3.2	4.3	3.2	47.9	2.1	12.8	10.6	8.5	34.0
6-10	73	5.26	9.6	9.6	8.2	4.1	32.9	2.7	6.8	6.8	19.2	35.5
Over 10	98	5.14	11.2	3.1	7.1	6.1	37.8	10.2	5.1	9.2	10.2	34.7
Native	26	6.00	3.8	3.8	7.7	3.8	30.8	7.7	11.5	7.7	23.1	50.0

Source of Transportation Around Town Crosstabulations

Table B109. Source of Transportation Around Town by Age.

Age	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
18-25	60	43.8	15.6	14.1	0.0	26.6
26-55	268	54.2	11.0	4.3	0.6	29.8
56-65	44	61.7	12.8	4.3	0.0	21.3
Over 65	30	53.1	6.3	15.6	6.3	18.8

Table B110. Source of Transportation Around Town by Education.

Education	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
HS/Some College	127	59.3	8.6	12.9	2.1	17.1
College Degree	196	52.5	12.9	3.7	0.5	30.4
PhD/JD/MD	49	55.4	7.1	3.6	0.0	33.9
Current student	31	27.3	24.2	6.1	0.0	42.4

Table B111. Source of Transportation Around Town by Gender.

Gender	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
Male	201	50.6	13.2	5.5	0.4	30.2
Female	202	55.9	10.0	8.1	1.4	24.6

Table B112. Source of Transportation Around Town by Housing Type.

Housing	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
Single Family	242	53.0	12.6	4.1	0.7	29.6
Apartment	98	54.5	9.1	12.7	1.8	21.8
Townhouse/Condo	54	50.0	13.3	6.7	0.0	30.0
Other	9	44.4	11.1	22.2	0.0	22.2

Table B113. Source of Transportation Around Town by Income.

Income	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
0-\$45,000	139	47.4	14.1	14.1	1.9	22.4
\$45,001-\$100,000	131	52.4	9.7	4.8	0.0	33.1
\$100,001-\$150,000	41	46.0	20.0	4.0	2.0	28.0
Over \$150,000	55	67.7	9.7	0.0	0.0	22.6

Table B114. Source of Transportation Around Town by Years in Carrboro.

Years in Carrboro	n	Vehicle	Bicycle	Public Transportation	Carpool	Walking
0-1	50	54.0	20.0	6.0	2.0	18.0
2-5	124	45.3	10.9	8.0	0.7	35.0
6-10	86	53.6	12.4	4.1	1.0	28.9
Over 10	114	57.7	10.0	6.2	0.8	25.4
Native	28	58.8	8.8	14.7	0.0	17.6

Appendix C

Town Government Staff Interaction

15. Town Government Staff – Please tell us specifically what you recall about this interaction (for responses below 5).

- I left messages and talked to several people about a roach infestation and health concerns and no one would do anything and we have children in the house.
- I contacted them in regards to getting speed bumps in my neighborhood and they really just don't do anything to help.
- They were very dismissive to me.
- They were not very in touch with the situation I was discussing.
- They do not stick to the issue at hand.
- South Greensboro Street needs a sidewalk. I was almost hit by a bus. It has been a year since contacting them.
- I contacted them about Lloyd Properties behind our street.
- Very polite, great people.
- Very poor – I went to Mayor's Office to address the issue of bike riders on sidewalks running people over.

Appendix D

Streets/Roads That Need Attention

7. Can you provide specific examples of streets and roads (# of comments) that need more attention (for responses below 5)?
- Throughout town (7) – rough pavement, potholes.
 - Throughout town (4) – snow removal.
 - Throughout town (3) – too much winter weather preparation.
 - Main Street (2) – potholes, needs washing.
 - Blueridge Road – needs paving.
 - Carol Street – potholes, rough pavement.
 - Crest Street – snow removal.
 - Daffodil Lane – potholes.
 - Gardner Circle – potholes, rough pavement.
 - Greensboro Street at Main Street – widen, potholes.
 - Hillcrest Avenue – when they smooth out my gravel road they didn't pack the driveways and that is causing potholes at the ends of the driveways where the road meets.
 - Hillsborough Road – potholes.
 - Lincoln Lane – paving not completed.
 - Pittsboro Road – managing the curves and speed.
 - Prince Street – paving not completed.
 - Robert Hunt Drive – rough pavement.
 - Smith Level Road – potholes.
 - Throughout town – too many speed bumps.
 - Weaver Street – needs washing and lines.
 - Wild Oak Lane – it was covered for half a week with ice last year.

Appendix E

Public Areas That Need Attention

6. Can you provide specific examples of public areas (# of comments) that need more attention (for responses below 5)?
- Carol Street (2) – flood control.
 - South Greensboro Street (2) – needs a sidewalk.
 - Estes Drive Extension (2) – needs a sidewalk.
 - Everywhere (2) – not enough sidewalks.
 - Weaver Street (2) – rundown buildings.
 - Aberdeen Court – speeding.
 - Barnes Street – creek has trash in it.
 - Bel Arbor Lane – flood control.
 - Bim Street – trash in creek.
 - Bolin Creek Drive – stop the greenway and put in a sidewalk instead.
 - Bolin Forest – save from urbanization.
 - Collins Crossings – drugs and sex offered in the area.
 - Eugene Street – cars park on side blocking traffic, trash build up.
 - High Street – needs a sidewalk.
 - Hillsborough Road – needs a lower speed limit.
 - James Street – debris on sidewalk.
 - James Street – flood control.
 - Jones Ferry Road – creek is extremely polluted.
 - Libba Cotten Bikeway – debris and trash.
 - Lorraine Street – flood control.
 - Main Street – downtown area undeveloped across from Weaver owned by CVS.
 - North Greensboro Street – on recycling day the recycling bins are thrown about the area and need to force the landlords to keep the tenants in check.
 - North Greensboro Street – narrow drop offs with no sidewalk.
 - North Greensboro Street – rundown buildings.
 - North Greensboro Street – stoplight needed.
 - Oleander Road – needs bulk pickup on items.
 - Robert Hunt Drive – sidewalks are buckling.
 - Watters Road – trim the sidewalks.
 - West Poplar Street – debris on bike lane.

Appendix F

Town Parks & Recreation or Cultural Program Participation

22. Please tell me which program (# of comments) you or a member of your household most frequently participated in and where?

- Music Festival (12)
Location: Downtown
- Ultimate Frisbee (6)
Location: Anderson Park
- Basketball (5)
Location: Recreation Center, numerous locations
- Baseball (4)
Location: Numerous locations
- Pottery (3)
Location: Art Center
- Christmas Events (2)
Location: Downtown
- Dancing (2)
Location: Century Center
- Events/festivals (2)
Location: Century Center
- Halloween Carnival (2)
Location: Town Commons
- July 4th (2)
Location: Downtown
- Marathons (2)
Location: Numerous routes
- Open Streets (2)
Location: Weaver Street
- Various sports (2)
Location: Numerous locations
- Acting
Location: Library
- Aquatics Program
Location: Parks & Recreation
- Art Festival
Location: Mall
- Babysitters class
Location: Parks & Recreation Building
- Children's events
Location: Century Center
- Classes
Location: Art Center
- Craft Fair
Location: Downtown
- Family Fun
Location: Century Center
- Field Hockey
Location: Numerous locations

- Film Festival
Location: Arts Center
- Garden Class
Location: Downtown
- Gymnastics
Location: Century Center
- Habitat for Humanity
Location: Craig Street
- Karate
Location: Community Center
- Mountain bike
Location: Wilson Park
- Photography
Location: Art Center
- PORCH
Location: Numerous locations
- Self-defense classes
Location: Community Center
- Senior programs
Location: Numerous locations
- Soccer
Location: Numerous locations
- Social Skills
Location: Library
- Spanish class
Location: Century Center
- Special events
Location: Wilson Park
- Spooky Movie Night
Location: Downtown
- Stories Under the Stars
Location: Downtown
- Summer bike
Location: Wilson Park
- Summer Camp
Location: Numerous locations
- Tennis
Location: Wilson Park
- Yoga
Location: Downtown
- Zumba classes
Location: Community Center

Appendix G

Reasons for Low Ratings (Below 3) for Quality of Life in Carrboro

2. Please tell us which aspects of the quality of life in Carrboro seem worse? (# of comments)
 - Traffic. (6)
 - Cost of living. (3)
 - Overcrowding. (3)
 - Overdevelopment. (3)
 - Finding a nice clean house or apartment on a fixed income.
 - Crime in the area.
 - Nothing specific.
 - Taxes are getting higher.
 - Some things are not being maintained.
 - Nowhere to shop and no ethnic restaurants.
 - Economies over people – need to put people first.

Appendix H

Most Important Issue Facing the Town

3. What do you feel is the one most important issue facing the Town of Carrboro? (# of comments)
- None/no issues. (121)
 - Controlling growth/overcrowding. (44)
 - Affordable housing. (39)
 - Controlling development/overdevelopment. (38)
 - Traffic. (35)
 - Rising cost of living. (18)
 - High taxes. (14)
 - Need for more sidewalks/improve sidewalks. (8)
 - Crime. (8)
 - Jobs/economic development. (8)
 - Improve safety for bike lanes/wider bike paths. (7)
 - Diversity in the area. (7)
 - Parking downtown. (6)
 - Retain the small-town feel. (6)
 - Not sure. (5)
 - Homeless/poverty. (5)
 - Add more bike lanes. (4)
 - Improve walkability (4)
 - Vacant eyesore building by Town Hall. (4)
 - No opinion. (4)
 - The national election results – Trump. (4)
 - Downtown development. (4)
 - Bike lane connectivity. (2)
 - Construction. (2)
 - Public transportation needs to run more, longer hours, and on Sundays. (3)
 - Rate of property values going up. (2)
 - Too many deer and coyotes in the area. (2)
 - Taxes are not going to good management of the town with decrease in services.
 - Utility bill is high.
 - Everything is great. I am from New York so it is a wonderful comparison.
 - Older residents are being pushed out of homes due to not enough income. They are working just to pay the taxes. Seniors who have lived in the area for long periods of time should be grandfathered in not to have increased taxes.
 - Continue to bring in outside businesses but make sure locals have the final say on the development.
 - Need to put more focus on keeping affordable housing areas updated and in good order such as Oak Avenue and need more basketball hoops added for the kids.
 - Carrboro is amazing.
 - Need to stop laborers standing on corner of Jones Ferry Road at 7am drunk while waiting to be picked up for work.
 - I worry about police and handling sexual assaults. No issues in Carrboro directly but police need to be trained to properly help the victim.
 - The mail delivery service is very poor, sometimes mail doesn't come until after 8pm.
 - Need more support for culture in the art area.
 - Stop taking too much money from the school system. Education is number one for our kids.

- Royal Park, Carolina Apartments, and apartments on Highway 54 are roach infested and the owners get away with doing nothing. A lot of places in Carrboro have a roach problem. Renters are moving because they don't do anything about it.
- Don't take money away from Parks & Recreation to give to seniors; find money elsewhere to fund.
- Build the library, it has already taken 30 years.
- No smoking not enforced even after passing a law banning smoking in public.
- The Lloyd Farm area development is very displeasing and will lower the appeal of the area. This was bad planning.
- Weaver Street Market development and making sure that the area can handle the growth.
- Need more options in food and retail.
- Carrboro will eventually be just a bunch of empty store fronts if they don't manage better. We need more affordable commercial buildings that are already in place.
- Lloyd Farm area is a very poor idea. There is already shopping availability right up the road. It will have a negative impact on the area.
- Teachers in the high schools need to pay more attention to the students.
- Need more restaurants.
- The roads need work.
- Vertical construction is a real issue.
- Fix phone and electric wires and put underground.
- I do not see anything for seniors, definitely needs improvement in every aspect.
- Need to add public financing for local political race so information is accessible and easier to find.
- Don't have enough resources for helping seniors or they are not communicating well. Need curbs-cuts and push button to open doors at Carr Mill Mall for those with disabilities.
- Need more growth for small businesses near Main Street.
- Need a more diverse tax base.
- The elderly need more focus. Create more affordable activities for seniors such as classes and further education.
- Recycling needs to be more clear on what can and cannot be recycled.
- Rail system getting completed in the area.
- Maintain the affordable housing that are already in place.
- Not business friendly – taxes rest on property owners.
- Segregation – areas formerly owned by African-Americans were pushed out making it white.
- Shelton Street is too crowded.
- Less amount of Section 8 housing.
- Lloyd Farm has massive flooding. Town does not know how to manage money, there is corruption.
- Need to maintain downtown foot traffic and bike lanes.
- Drugs.
- Students.
- People who have not grown up bringing negativity.
- Development – building too small.
- Community engagement, more public events.
- Not enough housing.
- Flooding on Lorraine Street.
- Maintaining environmental uniqueness.
- Certain neighborhoods within Carrboro are unclean with rundown cars in the yards. Need to enforce cleanliness throughout Carrboro.
- Racism toward blacks is still a big issue and more so in Carrboro.
- Unchecked government.
- Chlorine in water does not seem healthy.
- Greenway plans, Bolin Creek area is not a good thing.

- Art Center – no information on what is going on with this or who is involved.
- Footpaths with better connectivity and lighting.
- Traffic light timing.
- The eyesore of buildings going up across town.
- Stormwater management with new developments coming in.
- A variety of larger businesses such as Target would be nice closer to the area.
- Carrboro Elementary needs upgrading, it is very outdated.
- Air quality.
- The State government is a threat to the way of life at the local level.
- Liberal place – healing past election and getting along with others in the community who are different or different values.
- Dog park needed closer to downtown.
- School curriculum.
- Stop restricting people to build on their own property.
- Speed limit on Highway 54 is too fast and needs to be lowered and enforced.
- The conflict with the State government and US government and keeping Carrboro a safe place for migrants.
- Carrboro needs to support its local businesses.
- Take generic medications as well as prescription at the police station.
- Safe space and not guaranteed safe space.
- Weaver Street needs to be safer and traffic pattern needs to change.
- Durham has much better prices.
- Food and water quality. Fracking is a big concern.
- Very dark, need street lights.
- Should not do FoodFirst program at the current plant location.
- Carrboro is not adhering to the 2020 plan.
- Too many parking lots.
- Tall buildings are overcrowding small town.

Appendix I

Well Informed on Town Government Aspects Services, Projects, Issues, and Programs That Come to Mind

27. Overall, how well informed do you feel about Town Government services, projects, issues, and programs affecting you? What specific projects, activities, or issues came to mind when you decided on that rating? (Rating)
- I do not look for it. (Rated 4)
 - I work all the time. (Rated 2)
 - I am immersed in my research. (Rated 2)
 - I don't see much on the Town Government, don't keep up with it. (Rated 1)
 - I just don't see much on anything; I mostly find information on the local news channel. (Rated 1)
 - It is my own fault, I don't look or keep up. (Rated 3)
 - It's my fault. Just don't see anything. (Rated 1)
 - My own fault. I don't have time to stay informed. (Rated 1)
 - I don't look for information, it is my fault. (Rated 1)
 - I don't look for information. (Rated 2)
 - Nothing specific but I find it very difficult to find any information on anything going on around town. (Rated 1)
 - Nothing specific. (Rated 2)
 - I personally don't seek out information, but rarely see information readily available. (Rated 2)
 - Nothing specific. (Rated 4)
 - I don't know anything about anything. (Rated 1)
 - My own fault, I don't keep up with town information. (Rated 1)
 - It is my fault, I don't get involved. (Rated 1)
 - I never see anything and I know nothing. (Rated 1)
 - None specifically, personally I just don't stay informed. (Rated 3)
 - Nothing specific. (Rated 3)
 - Nothing specific, I just don't know or see much. (Rated 3)
 - Music festival – it is a great event yet you never see anything about it. (Rated 5)
 - All, I stay very well informed. (Rated 8)
 - I read the meeting minutes and a friend who is a local reporter attends the meeting. (Rated 8)
 - South Green Development. (Rated 6)
 - I am so busy with school and work, I have no time. (Rated 5)
 - Across the board – housing, homeless, new immigrants. (Rated 8)
 - No follow through. (Rated 5)
 - Taxes going up. (Rated 5)
 - Century Center electronic sign needed a five-day planner. (Rated 8)
 - Improving flooding and construction of sidewalks. (Rated 4)
 - Lloyd Farm. (Rated 7)
 - Section 8 housing. (Rated 9)
 - South Greensboro Street, development, water, traffic. I have not sought it out. (Rated 6)
 - Only when I go to Town Hall meetings and they only let you know what they want you to know. (Rated 5)
 - Lloyd Properties. (Rated 7)
 - Nothing specific, not as aware, not involved. (Rated 5)
 - General government issues. (Rated 8)
 - Nothing, I am active on Carrboro website. (Rated 8)
 - Carrboro Farmer's Market. (Rated 4)

- I don't really keep up with government issues. (Rated 1)
- Just not hearing about things. (Rated 4)
- Flooding and discussion of the development of Lloyd Properties. (Rated 7)
- Just not interested. (Rated 2)
- Nothing comes to mind. (Rated 5)
- Anything related to protecting the forest. (Rated 9)
- Being that I am a bus driver, street maintenance. (Rated 9)
- No specific reason. (Rated 8)
- All events – no real information put out. (Rated 3)
- Everything – I don't know where to look for information. (Rated 1)
- Art Center and library, I can't find any information. Town is keeping secrets. (Rated 1)
- I don't look for information, it is my fault. (Rated 1)
- Everything. (Rated 1)
- Everything, specifically events. I would love to know when and where events are taking place. (Rated 1)
- I don't look for information, it is my fault. (Rated 1)
- It is a mix of not looking for information and it not being available, no specific issue. (Rated 3)
- All – I don't know where to find information. I always find out about something at the last second. (Rated 1)
- I am sure the information is made available. It just does not interest me. (Rated 5)
- I am not really informed. I don't know too much about it. (Rated 3)
- Vandalism. (Rated 7)
- I do get notified when events happen around my area. (Rated 9)
- I know about downtown events. (Rated 9)
- Downtown and parks. (Rated 7)
- Activities. (Rated 7)
- Food stamps. (Rated 5)
- I don't see information, nothing specific, maybe my own fault. (Rated 2)
- I don't look for information, it is my fault. (Rated 1)
- I don't know where to find information on anything. (Rated 3)
- Need more information in Spanish. (Rated 4)
- It is my own fault. (Rated 3)
- Development planning, affordable housing, most everything. (Rated 1)
- My own fault, I don't look for it. (Rated 3)
- Don't know where to find information on anything. (Rated 1)

Appendix J

Satisfaction with Making Information Available to Citizens Services, Projects, Issues, and Programs That Come to Mind

28. How satisfied are you with the Town of Carrboro making information available to citizens about important town services, projects, issues, and programs? What specific projects, activities, or issues came to mind when you decided on that rating? (Rating)
- Too much is being spent on issues the government should not be involved in. (Rated 3)
 - I am not aware of what they use. (Rated 2)
 - AT&T started working and digging up my yard and I had no warning. Need to let citizens know before they start. (Rated 6)
 - I love the street signs they are very good at keeping everyone informed. (Rated 9)
 - I don't see much about the town in general. (Rated 1)
 - It is difficult to find any information; should do more on social media and advertise. (Rated 3)
 - I don't know about classes such as yoga because no information is put out to easily find. (Rated 3)
 - I don't see information, but I don't really look. (Rated 1)
 - Nothing specific but I find it very difficult to find any information on anything going on around town. (Rated 3)
 - Nothing specific – information is not easy to find. You have to really seek it out to find anything. (Not rated)
 - I don't see anything. Information not easily available. (Rated 1)
 - Should send out mailers and use social media more to get information out. (Rated 1)
 - I don't see information, I always have to seek the information on my own. (Rated 3)
 - Cutting of trees. (Rated 2)
 - Bringing in more businesses, expanding streets, parking. (Rated 7)
 - Lloyd Farm. (Rated 4)
 - Development issues. The town's website provides enough information if looking. (Rated 7)
 - I have not looked closely. (Rated 6)
 - Meetings should be same time and night, they are moving the schedule around. (Rated 7)
 - They don't put materials online, they put the agenda not the plans. (Rated 3)
 - I live across the street from Town Commons and I don't hear about events. (Rated 4)
 - Just not interested. (Rated 2)
 - Keeping updated on traffic issues. (Rated 9)
 - All I need to know I watch the news. (Rated 5)
 - Buildings and growth. (Rated 9)
 - Nothing specific, I just don't see anything. (Rated 3)
 - I would like more information but don't know where to look. I never really see anything. (Rated 1)
 - Art Center – ask for money and keep secrets about it. No information on the library. (Rated 1)
 - Bus schedule is impossible to find. (Rated 6)
 - Everything. (Rated 1)
 - Events. (Rated 1)
 - All – no information available that I see. (Rated 1)
 - Personally, I don't take time to say updated so I can't give an honest opinion. (Rated 5)
 - Really good communication. (Rated 9)
 - Recreation and parks. (Rated 9)
 - Billboards and announcements. (Rated 9)
 - Very satisfied, I get to know about holiday events. (Rated 9)
 - The notices get around through people. (Rated 9)
 - I don't see many notices. (Rated 7)

- Clean water. (Rated 9)
- Nothing specific. (Rated 2)
- I don't know where to find information. (Rated 3)
- I just never see information on anything other than local papers. (Rated 3)
- Everything. (Rated 1)
- Don't know where to find information on anything. (Rated 1)

Appendix K

Satisfaction with Opportunities to Participate in Decision Making Services, Projects, Issues, and Programs That Come to Mind

29. How satisfied are you with the opportunities the town gives you to participate in the decision-making process. What specific projects, activities, or issues came to mind when you decided on that rating? (Rating)
- Unaware of any. (Rated 1)
 - I am unaware, I never see any opportunities for anything. (Rated 1)
 - I don't know of any. (Rated 1)
 - I don't know of any, but I don't really look. (Rated 1)
 - I don't pay attention, don't have time. (Rated 5)
 - I don't know of any opportunities for anything. (Rated 1)
 - I don't listen to what people actually say. (Rated 2)
 - Unaware of any. (Rated 1)
 - They let you participate but you lose before you start. (Rated 1)
 - You can give your opinion but they don't listen. (Rated 5)
 - Section 8 housing. (Rated 9)
 - They need ways to hear from people that work at night. (Rated 7)
 - Not interested. (Rated 5)
 - They love for me to participate. (Rated 9)
 - Not really interested in participating. (Rated 5)
 - At this age in my life, not able to anyway. (Rated 5)
 - Low income housing and opportunities are hard to find to do on work schedule. (Rated 1)
 - I do not know of any opportunities. (Rated 1)
 - I would really like to get involved but don't know of opportunities. (Rated 1)
 - Art Center and library – no information on opportunities. (Rated 1)
 - Everything. (Rated 1)
 - Unaware, probably my own fault. I don't look to get involved. (Rated 1)
 - Always a good opportunity to participate. (Rated 9)
 - Elections. (Rated 8)
 - They respect my opinion. (Rated 9)
 - I don't see options to participate very often. (Rated 6)
 - I never heard about the opportunity. (Rated 8)
 - I don't see opportunities to participate. (Rated 6)
 - Not sure. (Rated 5)
 - Nothing specific, I just don't know of any. (Rated 2)
 - I don't know where to find information. (Rated 1)
 - Fracking – they would not take any questions when I tried getting involved. (Rated 5)
 - Board of Alderman information was easy to use without downloads. The Board meeting should be posted for viewing much faster. (Rated 1)
 - I would like to get involved but I never know when they are. I would like more information. (Rated 1)
 - Don't know where to find information on anything. (Rated 1)
 - I am unaware of any opportunities. (Rated 1)
 - I am completely unaware that citizens could participate in any specific things that go on in the area. (Rated 1)
 - I don't see any information on decision making until after the results are published. (Rated 2)

Appendix L

What Drew Respondent to Visit Downtown Carrboro

25. (Yes responses) What drew you to visit downtown in the last year? (# of comments)

- Restaurants (130)
- Weaver Street (85)
- Shopping (76)
- Everything (58)
- Events/festivals (48)
- Farmer's Market (29)
- Atmosphere (27)
- Bars (26)
- Grocery store (26)
- Music/music festival (23)
- Fun/pleasure (19)
- I live in or near downtown area (18)
- Walkability/exercise (17)
- I work downtown (12)
- Coffee shop (10)
- Conduct business (8)
- Mall (8)
- Nothing specifically (7)
- Family time (6)
- Steel String Brewery (6)
- Local businesses (4)
- Diversity (3)
- Free parking (3)
- Franklin Street (3)
- Nightlife (3)
- Pharmacy (3)
- Wilson Park (3)
- Art Center (2)
- Art Walk (2)
- Craft shop (2)
- Food Co-op (2)
- Gym (2)
- Meet friends (2)
- Thrift store (2)
- Yoga (2)
- Always something going on
- Beehive Hair Salon
- Car repair
- Community Center
- Dancing
- Fifth Season Gardening
- Flea Market
- Food truck
- Glasshalfull
- Hardware store

- Outdoor activities
- Pedestrian friendly
- Performing Arts
- Southern Rail
- This & That Gift Gallery
- UNC game
- Veterinarian
- Voting

Appendix M

Why Respondent Did Not Visit Downtown Carrboro Last Year

25. (No responses) Why did you not visit downtown in the last year? (# of comments)

- I am too busy (4)
- No reason (3)
- Disabled (3)
- No interest (3)
- Illness (2)
- Age (2)
- Too crowded
- Parking

Appendix N

Amenities That Bring People Downtown - Other

26. Other? (# of comments)

- Nothing else is needed (14)
- Family and children oriented things (6)
- More parking (5)
- Need affordable pricing throughout downtown amenities (5)
- Pedestrian friendly – sidewalks, walking area, and crossings (5)
- More ethnic restaurants (4) – Asian, Ethiopian
- Later hours (3)
- Movie theater (3)
- Dog Park (2)
- Library (2)
- Public park downtown (2)
- Maple View Ice Cream Shop needs to reopen
- Convenience store
- Laundromat
- Shoe store
- Music groups
- More small business promotion
- Some new things might be nice but it depends on how they plan on bringing it to the area and how it will affect development
- Street art festival
- Children's museum
- Bowling alley
- Trader Joes
- Craft Fairs
- Vegan food
- Pizza restaurant
- Need coffee shop in Carrboro Plaza
- Christmas festival
- Daytime events for those that don't work 9 to 5
- Bike paths
- Food festivals with multiple cultures
- Breakfast restaurant
- Improved transit into the area – this will help bring more to the area if they don't have to worry about parking
- Need more for African-Americans
- Bakery
- Need more multicultural events, not just folk music
- Rock and heavy metal concerts
- Money should go into local artists to help them grow and don't put money into bringing new to the area, it is already here
- Book store
- Technology programs (software classes) for kids
- Indoor market with small vendors
- Organic food store
- Amphitheater

- Lounge
- More food truck festivals
- Clothing shop for women
- Bike friendly
- Health Department would be nice
- Diversity in shopping
- Bagel shop
- Outside seating
- Weaver Street really needs something put up to block kids from running into the street maybe a small fence on the edge
- Post Office extension

Appendix O

Specific Actions the Town Could Take to Improve Satisfaction with Parks, Recreation, and Cultural Issues

13. Could you please tell us specific actions the town could take to make you more satisfied with parks, recreation, and cultural resources?
- It is hard to rent out a pavilion. Need more information on how to do it and who to contact. There is a need for more pavilions in the area. (Rated 9)
 - It is a slow-moving process, need to hurry up. (Rated 6)
 - Need to have a European style area where no cars are allowed and people come together to hang out, eat, and play soccer. (Rated 8)
 - There are more tennis courts than soccer fields. Need more useful recreation things than unused tennis courts everywhere. (Rated 4)
 - Need more parks and greenways. (Rated 6)
 - Wonderful parks, but Anderson Park is not as accessible. I don't know of many cultural issues. (Rated 6)
 - The greenways are horrible. I don't see the building of new parks or greenspaces in the area at all. (Rated 1)
 - Need more waste baskets. (Rated 4)
 - We need full size soccer fields. Stop cutting into park areas and keep the greenspace. (Rated 4)
 - Need more parks. (Rated 5)

Appendix P

Specific Actions the Town Could Take to be More Effective with Keeping Carrboro the Best Place to Live, Work, and Raise a Family

9. Could you please tell us specific actions the town could take to be more effective with keeping Carrboro the best place to live, work, and raise a family?
- Work harder on social programs. (Rated 3)
 - They have no vision, be more open-minded. (Rated 2)
 - Taxes are too high and need to do more to help families find clean affordable housing. (Rated 3)
 - Families can't afford to live in Carrboro, the cost of living is too high. (Rated 3)
 - Slowness in getting things done. (Rated 7)
 - They don't listen to residents. (Rated 2)
 - Taxes are high and the town is crowded. (Rated 4)
 - Drugs coming in and out of town. Need more patrols. (Rated 5)
 - No one takes responsibility for the planning & development causing flooding. (Rated 4)
 - Racism needs to be addressed. (Rated 3)
 - Eyesore of old building on Weaver Street. (Rated 8)
 - Trying to buy Carrboro out. They need to stop. (Rated 1)
 - They will not allow me to build on my property. (Rated 5)
 - They should stop listening to the same few people over and over. Need to hear multiple ideas and directions. (Rated 3)

Appendix Q

Specific Actions the Town Could Take to Improve Satisfaction with Environmental Protection

8. Could you please tell us specific actions the town could take to make you more satisfied with the town is doing with environmental protection?
- Flooding – Plantation Acres, new developments are causing more and more flooding in my area. (Rated 5)
 - Deer are overpopulated and need to be hunted. (Rated 6)
 - Rushing water is flooding apartment area. (Rated 5)
 - Flooding needs to be addressed. (Rated 6)
 - Hunt to control the deer population – there is a lack of food and deer are starving out and it is cruel. Need more trees and flowers around the area. (Rated 5)
 - Lloyd Farms development brings real concerns of drainage issues to homes in my neighborhood. (Rated 5)
 - North Greensboro Street makes no sense and I don't understand what's going on in that area. (Rated 7)
 - There was major flooding throughout the area due to poor infrastructure. Need to fix the problem (storm drains) before adding new development. (Rated 1)
 - Drainage in neighborhood is getting worse with bad flooding. (Rated 4)
 - The town needs to deal with the stormwater drains due to flooding in the area. (Rated 4)
 - Bowlin Forest has bad erosion. Flooding in the entire area brings down trees. Stormwater needs to be fixed ASAP. (Rated 1)
 - Water drainage is an issue with lots of rain. (Rated 7)
 - Stormwater runoff is an engineering problem. (Rated 8)
 - Lloyd Farm flooding. (Rated 1)
 - Water drains clog up on Eugene Street. (Rated 5)
 - Development is undermining the stormwater system. (Rated 6)
 - Keep leaves out of storm drains. (Rated 9)
 - Chlorine in water. (Rated 8)
 - Should have water fountains and recycling containers around town to encourage refilling of water bottles and encourage recycling. (Rated 5)
 - Stop greenway projects throughout town. (Rated 1)
 - The buses need to be upgraded to be more environmentally friendly. (Rated 7)
 - Keep pushing. (Rated 9)

Appendix R

Specific Actions the Town Could Take to Improve Satisfaction with Transportation

10. Could you please tell us specific actions the town could take to make you more satisfied with transportation?

- The bus is unreliable but I love that it is free; need more traffic lights. (Rated 6)
- Need busing in my area, I never see any. (Rated 6)
- Bike lanes need to be wider and have more connections. (Rated 7)
- Longer hours on weekdays for transit would be nice and pedestrian crossings need to be monitored because people just drive through. (Rated 5)
- The connectivity of greenways, sidewalks, and bike lanes. Downtown has no dedicated bike lanes. (Rated 5)
- Need more bike lanes on Weaver Street. (Rated 6)
- Rocky gravel in bike lanes needs to be cleaned. (Rated 7)
- Better planning needed as area grows. (Rated 4)
- Need transportation specifically for seniors. (Rated 7)
- Need more bike lanes and buses need to run Sundays and later at night. (Rated 5)
- More sidewalks and bike paths needed. (Rated 6)
- Need more sidewalks to encourage more walking. (Rated 4)
- Need three-wheel transportation for seniors and parking for them as well. (Rated 7)
- Wider roads for Chapel Hill Transit and Gotriangle. (Rated 3)
- There is no way to get to bus stop on Estes Drive. The pedestrian crossing is almost impossible to use, very scary. Estes Drive Extension is a nightmare to drive on with major traffic jams. (Rated 1)
- Bike lanes need better connectivity. (Rated 3)
- Not sure what the town could do to help fix the traffic congestion. (Rated 4)
- Expansion of sidewalks is needed. It would be great if lights beeped so blind could be signaled when to walk. (Rated 8)
- We need more dedicated bike lanes. (Rated 6)
- Speed bumps are needed on Lloyd Street because people drive too fast through the area. (Rated 5)
- Need more comprehensive bike paths. Connectivity is extremely poor. (Rated 7)
- Crooks - Dominos area needs a pedestrian crossing. It is very busy and dangerous when having to cross. (Rated 6)
- Need more bike lanes and sidewalks. (Rated 7)
- Improve bike lanes, it is hard to get across town safely. (Rated 6)
- Need safer bike lanes, widen bike lanes on Old Fayetteville Road. The town should put out a map showing the location of bike lanes. (Rated 5)
- Pedestrian crossings need to be monitored. (Rated 7)
- More sidewalks are needed so kids can ride bikes safely and not on the road. (Rated 6)
- Synchronizing traffic lights in downtown is an issue. (Rated 9)
- Bus service needs to run on Sundays, midday, and later. (Rated 7)
- The greenways need to connect more. (Rated 8)
- Need more bike lanes. (Rated 5)
- Light synchronization is bad on Main Street and Greensboro Street. (Rated 8)
- Speed bumps need warning. Get rid of them altogether. (Rated 5)
- Rail system is desperately needed. It would be a big help with transportation. (Rated 3)
- Bike lanes and pedestrian crossings need improvement. Transit to other areas needs to be improved like direct to RTP routes. (Rated 6)
- Need a better app for bus scheduling – app tells you 5 minutes and it comes 50 minutes later and when it says 50 minutes it comes in 5 minutes. (Rated 7)

- Add bike lanes. (Rated 8)
- Put in real bike lanes on Estes Drive. (Rated 4)
- Improve North Greensboro Street and Wilson Park entrance. (Rated 5)
- Slow down traffic on Weaver Street to make it safer for bikers and walkers. (Rated 5)
- Need covered benches at bus stops, bad weather beats down on seniors. (Rated 7)
- Bikers need to have better connectivity to UNC; protected bike lanes are needed throughout town. (Rated 5)
- Need to pave Bolin Forest path to prevent erosion because of such a high traffic area. (Rated 7)
- Estes Drive really, really needs something done for horrible traffic. I can walk faster than it takes to drive anywhere. Synchronize lights better. (Rated 5)
- Sidewalk needed on Estes Drive. (Rated 9)
- Need more bike lanes with better connectivity. Main Street and Smith Level Road are very scary. I don't use because I don't feel safe. (Rated 8)
- Need more sidewalks and street lighting. (Rated 7)
- The pedestrian crossings need a flashing signal or sound. (Rated 6)
- Readily available bike lanes needed. (Rated 6)
- I am not sure what they can do but everything needs improvement. (Rated 4)
- Bike lanes are very dangerous for both bikers and vehicles so need to widen the bike lanes. Sidewalks and bike lanes are very poor in connectivity. Pedestrian crossings are not safe. Drivers don't acknowledge them – add some safety. (Rated 3)
- Greenway plan through Bolin Creek is horrible. (Rated 5)
- Estes Drive and South Greensboro Street need bike lanes and sidewalks. (Rated 7)
- Add a bus that goes all the way to Estes Drive. Estes Drive is a dangerous road to ride bikes and walk. (Rated 8)
- South Greensboro Street is unsafe. (Rated 5)
- Bad traffic flow – need to change pattern. Change Weaver Street to make it one-way and Main Street the other way. (Rated 4)
- Estes Drive is very unsafe, heavily traveled, lots of children and no sidewalks. (Rated 6)
- Need better pedestrian crossings; need more and safer bike lanes and sidewalks. (Rated 3)
- Overcrowded roads – can't handle all the traffic. Add free bus service cost .25 or .50 so drunks and bums stay off the street. (Rated 4)
- Very congested traffic intersections need better signal light synchronization. (Rated 5)
- Public transportation needs to keep up with the growth and adjust the schedule to run later and weekends. (Rated 8)
- Greensboro Street needs better connectivity and more lighting. Estes Drive needs sidewalks and safer bike lanes. I don't feel comfortable crossing over to Wilson Park. (Rated 5)
- Should put flashing lights at pedestrian crossings for biker's safety and cars know people are crossing in advance. (Rated 5)
- Greensboro Street and Estes Drive are dangerous. All bike lanes need to be clearly marked and safe for kids and adults to be able to use. (Rated 6)
- Not enough sidewalks. Shelton Street really needs one, not safe for kids. (Rated 5)
- Crossing Highway 54 is nonexistent, very hard to get anything across. (Rated 5)
- Need more sidewalks and pedestrian crossings. (Rated 7)
- South Greensboro Street needs a sidewalk. (Rated 7)
- Estes Drive really needs sidewalks. It is extremely dangerous to walk or bike. (Rated 8)
- I have not seen improvement in 10 years. (Rated 6)

Appendix S

Specific Actions the Town Could Take to Improve Satisfaction with Planning and Development

11. Could you please tell us specific actions the town could take to make you more satisfied with planning and development?

- Don't add buildings to the area that pull from its charm. The five and six story building on top of the area are not appealing. (Rated 2)
- Planning is very weak. Poor planning when it comes to making sure old developments are not hurting such as flooding. (Rated 4)
- More affordable senior housing. (Rated 7)
- More flexibility to allow aging in place – allow seniors to make architectural change to their home to add second living quarters for help to live in same home. (Rated 7)
- The infrastructure is not in place for all the fast growth. (Rated 3)
- There are too many condemned houses that hurt property values and is not healthy. Roads cannot handle the traffic and I am not sure if its fixable at this point. (Rated 1)
- There is a lot of traffic congestion – not sure how to fix it. (Rated 5)
- Lloyd Farm was poorly planned considering the exact same thing is already a small distance away. (Rated 4)
- Poor planning and overdeveloping. (Rated 3)
- The more trees come down, the more the town loses its character. Keep the greenspace. (Rated 5)
- Improve traffic. (Rated 6)
- Highway 54 does not need another shopping center. Enough empty buildings that can bring in business, no need for new buildings. (Rated 1)
- I love the idea of Carrboro working with partners to provide affordable housing. Carrboro needs to lay out a plan and inform residents to get more funding. (Rated 8)
- I am concerned with the Art Center project idea. I worry about pressure for more tax dollars for development. (Rated 5)
- I worry that development is not being properly managed. (Rated 4)
- Storm drains and flooding are a major problem that needs to be addressed before future development. (Rated 4)
- Focus on what they have and don't get too big. (Rated 5)
- Can't keep approving developments, it is unsustainable. (Rated 3)
- Just don't seem to be balancing growth and development well. (Rated 1)
- Allow more businesses to come into the town. (Rated 6)
- Paving is needed on path at Bolins Creek. (Rated 6)
- It falls back to the Aldermen not listening and building. (Rated 2)
- Need more fast food or affordable restaurants on Highway 54 near Food Lion. Downtown is too expensive. (Rated 5)
- Lack of small area plans has a large impact on fairness of development. It is not set up to make it easy for developers to put in dense and affordable housing. Process is so long and cost more. (Rated 5)
- Have builders commit to affordable housing. (Rated 3)
- Wrong sort of commercial development. (Rated 3)
- Too much development taking away from the beauty of the small town I grew up in. (Rated 5)
- Need a welcome sign on South Greensboro. Have an art contest and let the best do the welcome sign free of charge. (Rated 5)
- Progress is too slow. (Rated 5)
- Lloyd Farms is poorly planned. It could be good but it is not being done right. (Rated 4)
- Just overall poor planning. (Rated 1)

- I am unsure how to fairly rate. Out of room for new developments but better than Chapel Hill. (Rated 5)
- Start making signage laws, more natural signs not huge eyesore signs. (Rated 6)
- The road system cannot support the traffic with the new development near Lloyd Park area. Chatham is my shopping place because Carrboro is focusing on college students rather than the regular needs of a 45-year old woman with a family. (Rated 1)
- Traffic issue on 15-501 and Franklin Street is very bad and not sure what can be done at this point. Something has to be done. (Rated 4)
- Running out of room. (Rated 8)
- Need to knock down the old building/house on the corner in downtown. (Rated 7)
- Projects are stalled or wrong projects are put first. Need to rethink the order of the projects being done. (Rated 3)
- Too much building and apartments. (Rated 4)
- Better balance between business and residential needed. Due to the imbalance, the taxes are extremely high and cost of living is high. (Rated 7)
- Putting in too many businesses. (Rated 3)
- Their head is in the sand. They don't seem to really understand how to do things, actually plan ahead. (Rated 3)
- Too much development. (Rated 4)
- Developing too much, too many apartments. (Rated 4)
- Too much development. (Rated 4)
- I have mixed emotions on this. I love everything about town but the town will not let me build on my property yet allows others who have far less land. (Rated 5)
- Traffic has gotten so bad and noise is bad from the traffic. The high-rise buildings are not appealing. (Rated 3)
- I worry about water runoff due to new developments. (Rated 5)
- The old rundown building in town is an eyesore. (Rated 6)
- Stop building and fix current buildings. Try to develop older neighborhoods. Need to update abandoned areas in Carrboro such as Franklin Street. The older neighborhoods need dire attention. (Rated 4)
- The big five story buildings are not compatible with the old ones. Need to plan better. Good heart but not good plans. (Rated 5)
- Franklin Street has such high taxes it pushes business out. (Rated 5)
- Homes seem to be squeezed into small areas. (Rated 7)
- Hurting small order development. (Rated 6)
- The rundown building across from Weaver Street Market needs something done. It is an eyesore. (Rated 8)
- Not sure they can do much at this point. Need better planning. (Rated 4)
- Stop throwing all these huge buildings up. It takes from the area. (Rated 6)
- Too much construction all the time. (Rated 4)

Appendix T

Specific Actions the Town Could Take to Improve Satisfaction with Parking Within the Town

12. Could you please tell us specific actions the town could take to make you more satisfied with parking?

- More parking is needed. (Rated 3)
- Just overall more parking is needed. (Rated 3)
- Need a public parking garage. (Rated 4)
- There is planning for more businesses but not adequate parking. (Rated 1)
- Need shuttle from senior building to downtown for events because it is hard to find a parking spot and not have to walk forever. (Rated 3)
- Hard to find parking spaces and need more free parking. (Rated 3)
- There is no parking. During events, it is really bad. Need to add some form of additional parking. (Rated 1)
- Overgrowth in the area. There is no parking available and no place to really add parking. (Rated 2)
- Just need more parking. (Rated 3)
- I don't drive so I am not aware of the situation. (Not rated)
- Need a parking garage. (Rated 3)
- Need more parking. (Rated 3)
- The town lacks parking. Could use the old drugstore across from Weaver Street Market to put in ground level parking. (Rated 4)
- Just add more parking. (Rated 4)
- Should only park on one side of the road on Saturdays during the Farmer's Market, it blocks road too much and emergency vehicles can't get through. (Rated 7)
- Need more parking, it is a good thing everything is walkable but more parking a must. (Rated 1)
- Need more park & ride. Allow developments to require less parking and combine parking together with other small businesses. (Rated 4)
- Need more parking. There was some increase with the Hampton Inn. (Rated 4)
- Not charging for parking is a plus. (Rated 4)
- Need more parking. (Rated 6)
- Need more parking. (Rated 3)
- When there is a big football game there is very little parking. (Rated 5)
- Vacant lots could be used for parking. (Rated 1)
- Not sure, I don't go downtown much. (Rated 5)
- There is no place for parking, need more parking. (Rated 2)
- Crowded mostly around Weaver Street area and during events. (Rated 7)
- Need more parking. (Rated 4)
- There is a need for more parking. (Rated 2)
- Seems okay. (Rated 5)
- Need more parking. (Rated 1)
- Really need more parking. (Rated 3)
- Only during events is parking bad. (Rated 8)
- Add parking. (Rated 4)
- Need more parking somewhere. (Rated 3)
- Add parking. (Rated 1)
- Very bad, need parking. (Rated 4)
- Not a lot of parking in town limits. Need to add parking. (Rated 4)
- Need more parking. (Rated 3)

- It is hard to find parking, need more parking. (Rated 4)
- Parking really needs to be increased. (Rated 4)
- Terrible, need more parking. (Rated 3)
- Need more parking. (Rated 4)
- Events can cause no availability. (Rated 8)
- Need more parking but not sure how or what they can do. (Rated 5)
- Parking deck was a great addition. Really fix the parking issue. (Rated 8)
- Good for now, as they add more to the area parking will get much worse. (Rated 5)
- Need more parking, but it is better than Chapel Hill. (Rated 5)
- Need more parking. (Rated 5)
- Need more parking somewhere, somehow. (Rated 4)
- Too much parking. (Rated 9)

Appendix U

Places in Carrboro Where Wi-Fi is not Available

35. In the last year, where have you been in Carrboro where you expected to be able to use public Wi-Fi but couldn't because it wasn't available? (# of comments)

- Nowhere/not an issue (263)
- Do not use it/never tried (53)
- Very slow/not reliable/spotty (19)
- Weaver Street (16)
- Coffee shop/Looking Glass Café (13)
- Never been able to use anywhere (8)
- Downtown – spotty in areas, kicks user off, needs stronger signal (7)
- Unaware it was available (7)
- Carr Mill Mall (3)
- Bus stop near railroad (2)
- I have not paid attention
- Tyler's/Speakeasy
- Inside buildings and in the evening the service gets weak
- Not sure of the area but it does not work all the time
- Sometimes bogged down during busy times
- By the Fire Department and running trails
- Community Center
- Carrboro Plaza
- Franklin Street
- Library