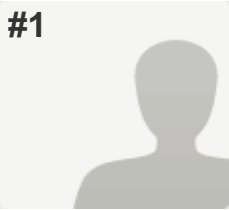


#1



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 9:53:36 AM

Last Modified: Wednesday, August 10, 2016 9:56:36 AM

Time Spent: 00:02:59

IP Address: 24.211.133.87

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Emily Kreutzer, Carrboro Plumbing

Q2: How long have you had a business in Carrboro?

9 years

Q3: What do you think are the key human service needs in Carrboro?

Local housing and employment

Q4: What do you think are the three most important human service needs facing the community?

Food, access to health care and employment

Q5: What factors contribute to human service needs have you identified in Carrboro?

Affordable housing and employment opportunities in the area

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Small community with a big heart. Provides services of a larger community. Town does good job communicating with businesses and residents.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Unknown

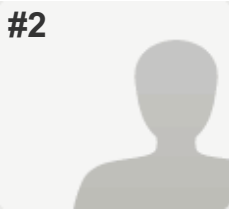
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Unknown

Q9: Comments

Respondent skipped this question

#2



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 11:31:52 AM

Last Modified: Wednesday, August 10, 2016 11:53:36 AM

Time Spent: 00:21:44

IP Address: 71.52.248.183

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Art Menius Consulting

Q2: How long have you had a business in Carrboro?

4 years sorta

Q3: What do you think are the key human service needs in Carrboro?

Ensuring that all residents have food to eat and a place to live

Q4: What do you think are the three most important human service needs facing the community?

housing
food
jobs

Q5: What factors contribute to human service needs have you identified in Carrboro?

the hidden poverty in Carrboro and the lack of a safety net that is much larger than what we can provide

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Carrboro cares and we believe in diversity. We have town elected and paid leadership that is far more progressive than pretty much any place. IFC and Club Nova are great assets.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

The root - other than the limits to what the town can afford - lie in language and cultural barriers. We have such diverse communities now that old communications methods no longer work. We can reach the smaller populations only from within, which requires a big investment in cultivation of people within each community.

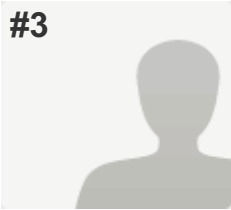
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Make the HHS funding process much more simple and flexible. The current, awkward and time consuming process proves overwhelming for the smaller non-profits who do not have the capacity for the data collection and application writing that it demands. If nothing else, different processes for those with budgets under \$100K from those above. Consider leaving the tri-lateral process and have Carrboro be a stand alone.

Q9: Comments

Respondent skipped this question

#3



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 7:29:28 PM

Last Modified: Wednesday, August 10, 2016 7:43:48 PM

Time Spent: 00:14:20

IP Address: 174.109.119.179

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Respondent skipped this question

Q2: How long have you had a business in Carrboro?

A few years

Q3: What do you think are the key human service needs in Carrboro?

Get people jobs so they can feed themselves and pay taxes.

Q4: What do you think are the three most important human service needs facing the community?

Jobs, teaching people to take responsibility for for their actions, teaching English to eliminate the permanent underclass.

Q5: What factors contribute to human service needs have you identified in Carrboro?

Lack of opportunity due to over regulation, complex and expensive business environment and disproportionate tax burden. Smoking too much marijuana!

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Love the bars and micro-brews.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I'm not sure but I know it will involve spending more of my money that would otherwise go to hiring people!

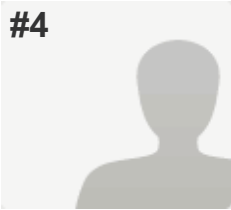
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Not sure.

Q9: Comments

Carrboro is a nice place. Lots to do, different types of people. Just because people are different doesn't mean they are automatically safe to be around. Don't let behavior get out of hand or else people stop coming.

#4



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 10, 2016 8:29:27 PM

Last Modified: Wednesday, August 10, 2016 8:35:09 PM

Time Spent: 00:05:42

IP Address: 74.215.22.71

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Pat Garavaglia
Balloons and Tunes

Q2: How long have you had a business in Carrboro?

35 years

Q3: What do you think are the key human service needs in Carrboro?

I see no unmet human services needs in Carrboro aside from affordable housing

Q4: What do you think are the three most important human service needs facing the community?

Respondent skipped this question

Q5: What factors contribute to human service needs have you identified in Carrboro?

Again, I see the biggest human services crisis is in getting affordable housing built in Chapel Hill/Carrboro

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Respondent skipped this question

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Respondent skipped this question

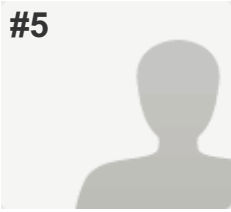
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Respondent skipped this question

Q9: Comments

We are very lucky to have a first class Dept. of Social Services in Orange County. They really care about our citizens and even though they are located in Chapel Hill and Hillsborough, there are free buses that go right to the door of DSS off of Homestead Road.

#5



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Thursday, August 11, 2016 8:48:39 AM

Last Modified: Thursday, August 11, 2016 8:52:33 AM

Time Spent: 00:03:54

IP Address: 208.85.168.101

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Calibrate, Inc.

Q2: How long have you had a business in Carrboro?

7 years

Q3: What do you think are the key human service needs in Carrboro?

Affordable housing, healthcare, food

Q4: What do you think are the three most important human service needs facing the community?

Affordable housing, healthcare, food

Q5: What factors contribute to human service needs have you identified in Carrboro?

Poverty, education, high cost of housing, employment opportunities

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Support for Hispanic citizens

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Homeless and mentally ill. Not sure

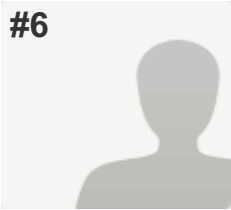
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Respondent skipped this question

Q9: Comments

Respondent skipped this question

#6



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Sunday, August 14, 2016 6:20:10 PM

Last Modified: Sunday, August 14, 2016 6:35:53 PM

Time Spent: 00:15:43

IP Address: 108.70.132.37

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Pizzeria Mercato

Q2: How long have you had a business in Carrboro?

December 2015

Q3: What do you think are the key human service needs in Carrboro?

Shelter, resources and facilities for our homeless & dependency-challenged population; a population that will increase dramatically if the IFC kitchen is approved.

Q4: What do you think are the three most important human service needs facing the community?

See #3

Q5: What factors contribute to human service needs have you identified in Carrboro?

Lack of underwriting and a cohesive plan limit Town responses. A progressive and well-considered approach to generating services and amenities is currently not apparent.

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Lots and lots of sincere and heartfelt good intentions.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

The Town should install 24/7 public restrooms on Town Hall property to accommodate the needs of the un-sheltered and indigent population.

Subsidization and grant development needs to be encouraged and developed now, to create housing and shelter programs for those without those resources.

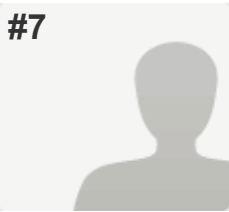
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Develop a comprehensive plan and program to accommodate the needs of community kitchen patrons during the time frame (most of the day) when services will not be available for this subset of the kitchen patrons population at large.

Q9: Comments

Respondent skipped this question

#7



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Monday, August 15, 2016 2:12:39 PM

Last Modified: Monday, August 15, 2016 2:16:59 PM

Time Spent: 00:04:19

IP Address: 12.70.250.82

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Respondent skipped this question

Q2: How long have you had a business in Carrboro?

24 years

Q3: What do you think are the key human service needs in Carrboro?

help for the working poor and food insecure

Q4: What do you think are the three most important human service needs facing the community?

affordable housing
transportation
access to food

Q5: What factors contribute to human service needs have you identified in Carrboro?

very high cost of living, reduction in affordable apartments due to renovations into 'luxury' units with student housing in mind, our bus system, while free, isn't very efficient and it's challenging to utilize

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

We recognize the need for affordable housing.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Respondent skipped this question

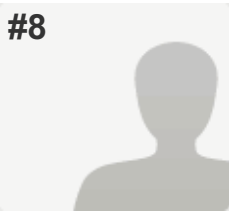
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Respondent skipped this question

Q9: Comments

Respondent skipped this question

#8



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Monday, August 15, 2016 4:07:19 PM

Last Modified: Monday, August 15, 2016 4:17:16 PM

Time Spent: 00:09:57

IP Address: 99.173.134.62

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Mike Komives
Job and Career Search Advisoer

Q2: How long have you had a business in Carrboro?

10 years

Q3: What do you think are the key human service needs in Carrboro?

Assisting people who are unemployed, homeless, destitute, or lack training for jobs.

Q4: What do you think are the three most important human service needs facing the community?

Greater availability of services to assist people described in #3 above

Q5: What factors contribute to human service needs have you identified in Carrboro?

- a) Carrboro is a growing community
- b) lack of public awareness of what agency services are available, and how to access them and/or how to guide people to find help

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Caring local officials, agencies -- police and fire department personnel are first rate. Town council has reputation for access. Volunteers -- IFC, local churches, Habitat for Humanity, and many, many others

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

I don't have specific information... who does, and how is this accessible to public

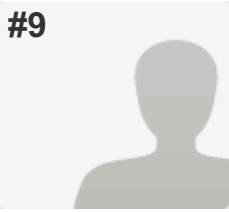
Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Commercial building regulations need to be less restrictive and more collaborative.

Q9: Comments

Generally a good job is being done. Keep it up; make more information available on Carrboro Web site.

#9



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Tuesday, August 16, 2016 1:09:29 PM

Last Modified: Tuesday, August 16, 2016 1:16:48 PM

Time Spent: 00:07:19

IP Address: 45.20.208.81

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Respondent skipped this question

Q2: How long have you had a business in Carrboro?

16 years

Q3: What do you think are the key human service needs in Carrboro?

Mental health support, affordable housing, living wage

Q4: What do you think are the three most important human service needs facing the community?

Mental health support, affordable housing, living wage

Q5: What factors contribute to human service needs have you identified in Carrboro?

Lack of funding, prioritizing

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

Have taken steps to meet needs, but more to be done

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Lack of funding and/or prioritization to the extent needed to fill the gap.

Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Promote true sense of community, inclusive of EVERYONE, even those perceived as "problems"

Q9: Comments

Respondent skipped this question

#10



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, August 17, 2016 4:49:31 PM

Last Modified: Wednesday, August 17, 2016 5:03:42 PM

Time Spent: 00:14:11

IP Address: 24.211.141.3

PAGE 1

Q1: What is your name and business? (OPTIONAL)

Barbara Jessie-Black
PTA Thrift Shop, Inc.

Q2: How long have you had a business in Carrboro?

Since 1978

Q3: What do you think are the key human service needs in Carrboro?

Workforce housing and community members who are unsheltered

Q4: What do you think are the three most important human service needs facing the community?

Workforce housing and community members who are unsheltered and without mental health support

Q5: What factors contribute to human service needs have you identified in Carrboro?

As it relates to housing: affordability for community members who work in the service industry, etc. As it relates to unsheltered community members and the lack of mental health support: not understanding the mental health implications of unsheltered community members and not having adequate support for them.

Q6: With respect to meeting human service needs, what are Carrboro strengths? What is being well done?

There are several nonprofits working on human services issues and doing it reasonably well. Club Nova has an excellent program, as do El Centro and IFC.

Q7: What service gaps exist and why? Do you see a subset of citizens not receiving services because they don't exist or for other reasons? What can be done to fill these gaps in services?

Community members who sleep at the shelter have no place to spend their time during the day, so are seen as 'loitering' the streets and panhandling. If there were a 'safe' place for members to spend time, store their belongings, there would be less 'loitering'. The 'rules' for 'behavior' would be similar to those at the shelter. If you treat people with respect and as community members and not outsiders or 'other' you get respect in return. Services aren't received because what I mentioned doesn't exist as well as the mindset of fear of the 'other.'

Q8: What ways can the town of Carrboro assist businesses and Non-Profits to help close any service gaps?

Creating some type of 'safe' zone for our community members who are seen as 'loitering' the streets during hours when they are unable to be in the shelter. Something as simple as allowing people to shower and get clean clothing would do much to change the perception of who is 'other.'

Q9: Comments

thanks for the survey. There are communities in the country (Phoenix, AZ) which have models of 'day centers' that might serve as a model for our community.