

Town of Carrboro

301 W. Main St., Carrboro, NC 27510



Meeting Agenda - Final

Tuesday, June 4, 2024

7:00 PM

Council Chambers - Room 110

Town Council

7:00-7:15**A. POETRY READING, RESOLUTIONS, PROCLAMATIONS, AND ACKNOWLEDGEMENTS**

Pollinator Week Proclamation

Gun Violence Awareness Day Proclamation

7:15-7:20**B. ANNOUNCEMENT OF UPCOMING MEETINGS****7:20-7:40****C. PUBLIC COMMENT****7:40-7:50****D. CONSENT AGENDA**

1. [24-120](#) Approval of minutes from Town Council meetings held on June 20, 27, July 12, September 12, 19 and 26, 2023.
2. [24-123](#) Appointment to the Orange Water and Sewer Authority (OWASA)

PURPOSE: The purpose of this agenda item is for the Town Council to consider a reappointment/appointment to the OWASA.

Attachments: [A - Appointment Letter & Member Description](#)

3. [24-080](#) Resolution to Authorize a Contract with GFL Environmental, Inc. for Disposal of Municipal Solid Waste.

PURPOSE: The purpose of this agenda item is to request the Town Council approve the FY25 municipal solid waste (MSW) disposal contract with GFL Environmental, Inc.

Attachments: [A - Race and Equity Pocket Questions](#)
[B - FY25 MSW Disposal Summary of Quotes](#)
[C - Resolution](#)

4. [24-082](#) Resolution to Approve a Contract with Greenscape, Inc. for Mowing along Highway NC-54 and Town Properties
- PURPOSE:** To request Town Council approve the contract with Greenscape, Inc. mowing services along Highway NC-54 and Town Properties.
- Attachments:** [A - Race and Equity Pocket Questions](#)
[B - Resolution](#)
5. [24-085](#) Request to Issue a Street Closing Permit for the *LATAM Street Fest 2024*.
- PURPOSE:** The purpose of this agenda item is to request that the Town Council consider adopting a resolution to issue a Street Closing Permit Application submitted by El Centro Hispano, Inc. for the temporary closing and usage of W. Weaver Street from N. Greensboro Street to Elm Street from 8:00 a.m. to 8:00 p.m. on Sunday, August 25, 2024, for the *LATAM Street Fest 2024*.
- Attachments:** [A - Race and Equity Pocket Questions](#)
[B - Street Closing Permit Application](#)
[C - Town of Carrboro Community Event Pre-application Form](#)
[D - Resolution](#)
6. [24-093](#) Termination of Agreement to Grant Use of Public Works Site to Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc.
- PURPOSE:** To request Town Council, approve termination of the Agreement between Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc., and the Town of Carrboro which currently permits the use of Public Works facility for the placement of a 500-gallon biodiesel fuel tank and fueling station.
- Attachments:** [A - Race and Equity Pocket Questions](#)
[B – A Resolution to Cooperate with Piedmont Biofuels, Resolution No. 38-2004-05](#)
[C – Resolution Approving the Renewal of an Agreement with Piedmont Biofuels, Resolution No 8-2006-07 and Agreement](#)
[D - Alternative Biodiesel Fueling Stations](#)
[E - Stormwater Utility Biodiesel Tank Transmittal](#)
[F - NCLM Risk Control Visit Email](#)
[G - Resolution](#)

7. [24-096](#) Request to Award 2024 Street Resurfacing Contract

PURPOSE: The purpose of this agenda item is to request that the Town Council award the 2024 Resurfacing Project to Daniels, Inc. of Garner.

Attachments: [B - Summary of Bids](#)
 [C - BPW Club Restriping](#)
 [D - Asphalt Rejuvenator Specifications](#)
 [E - Pocket Questions](#)
 [F - Resolution](#)

8. [24-106](#)

Attachments: [A - CFFAP Resolution](#)
 [B - Town of Carrboro Family Financial Assistance Program Summary](#)
 [C - Pocket questions](#)

9. [24-117](#) Minor Modification of a Special Use Permit-A

PURPOSE: Town Council is asked to consider approving a resolution authorizing a change to the erosion control and grading plan for Lot 2 within the South Green development project at 501 South Greensboro Street.

Attachments: [A - Resolution](#)
 [B - Special Use Permit-A Document](#)
 [C - Previously Approved Site Plan](#)
 [D - Erosion Control and Grading Plan, and Retaining Wall Details](#)
 [E - SUP-A Permit Minor Modification Request Pocket Questions](#)

7:50-8:10

E. PUBLIC HEARING

1. [24-115](#) Legislative Public Hearing on Carrboro Land Use Ordinance Text Amendment to Update and Clarify Water Quality Buffers, Road Buffers, Setback Exceptions, and Fences.

PURPOSE: This agenda item is to consider a text amendment to the Land Use Ordinance updating and clarifying water quality buffers, road buffers, fences, and setback variances. A draft ordinance has been prepared. The Town Council must receive public comment before making a decision.

Attachments: [B - Draft Ordinance - Buffers, Variances, Setbacks, Fences](#)
[C - Annotated Draft Ordinance - Buffers, Variances, Setbacks, Fences](#)
[D - Staff Report - LUO Amendment - Buffers, Variances, Setbacks, Fences](#)
[E - Recommendations](#)
[F - Pocket Questions](#)

8:10-8:55

F. GENERAL AGENDA

1. [24-114](#) Carrboro Community Survey 2024 Results

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

Attachments: [A - Town of Carrboro Community Survey Findings Report](#)
[B - Town of Carrboro Survey Open-Ended Comments](#)
[C - Town of Carrboro Results for Qualified Census Tract](#)
[D - Town of Carrboro Survey Maps](#)
[E - Pocket Questions - Community Survey 2024](#)

2. [24-118](#) Update on Downtown Area Plan/Kickoff and Schedule

PURPOSE: To update the Town Council on the downtown area plan scope and schedule.

Attachments: [A - Pocket Questions](#)

3. [24-122](#) Update from OWASA Representatives

PURPOSE: The purpose of this agenda item is for members of the OWASA Board of Directors to provide a report on OWASA activities.

Attachments: [A- April 2024 OWASA Quarterly Report](#)

4. **24-124** Town Manager's Recommended Budget for Fiscal Year 2024-25

PURPOSE: This agenda item is for the Town Manager to present the Recommended Budget for FY 2024-25.

Attachments: A - Pocket Questions Budget

8:55-9:05

G. MATTERS BY COUNCIL MEMBERS



Town of Carrboro

301 W. Main St., Carrboro,
NC 27510

Agenda Item Abstract

File Number: 24-120

Agenda Date:
In Control: Town Council
Version: 1

File Type: Consent Agenda

Approval of minutes from Town Council meetings held on June 20, 27, July 12, September 12, 19 and 26, 2023.



Agenda Item Abstract

File Number: 24-123

Agenda Date:

File Type: Consent Agenda

In Control: Board of Aldermen

Version: 1

TITLE:

Appointment to the Orange Water and Sewer Authority (OWASA)

PURPOSE: The purpose of this agenda item is for the Town Council to consider a reappointment/appointment to the OWASA.

DEPARTMENT: Clerk's Office

CONTACT INFORMATION: Lamar Joyner, 919-918-7309

INFORMATION: The OWASA Board of Directors is made up of a nine-members. Chapel Hill Town Council appoints five board members, Carrboro Town Council appoints two board members, and the Orange County Board of Commissioners appoints two board members. The OWASA Board adopts the annual budget; sets rates, fees and charges based on cost-of-service principles; approves bond issues to fund capital projects; makes policy decisions; and appoints the Executive Director, General Counsel, and independent auditor.

Melody Kramer's partial term as a Board Member of the Orange Water and Sewer Authority (OWASA) will expire on June 30, 2024. Ms. Kramer took her Oath of Office on July 12, 2022, served one partial term.

OWASA recommends the reappointment of Melody Kramer to a full three-year term.

FISCAL & STAFF IMPACT: There is no fiscal or staff impact associated with the appointment.

RECOMMENDATION: Staff recommends approval.



Orange Water and Sewer Authority

Our community's trusted partner for clean water and environmental protection.

January 10, 2024

Mayor Barbara Foushee
Town of Carrboro
310 West Main Street
Carrboro, NC 27510

Dear Mayor Foushee:

This letter is to inform you that Melody (Mel) Kramer's term as a Board Member of the Orange Water and Sewer Authority (OWASA) will expire on June 30, 2024. Ms. Kramer took her Oath of Office on July 12, 2022, served one partial term, is willing and eligible to serve another term according to the wishes of the Council. OWASA Board Members ordinarily serve two three-year terms.

Attached please find information to assist you and the Board of Commissioners with recruiting and selecting members for the OWASA Board of Directors. We know you share our view of the importance of maintaining a good balance of skills, experience, and diversity on the OWASA Board.

If we can assist you, please let us know.

Sincerely,

Bruce Boehm, Chair
Board of Directors

Attachment

c: Ms. Mel Kramer
Ms. Marie Parker, Interim Town Manager
Ms. Wendy Welsh, Interim Town Clerk
Todd Taylor, P.E., OWASA Executive Director
Andrea Orbich, OWASA Clerk to the Board

OWASA Board of Directors

Board Member Job Description

January 2024

Board Member Recruitment Statement

Governing a critical public utility effectively requires a group of dedicated volunteers with a broad range of knowledge and experiences. The Orange Water and Sewer Authority (OWASA) Board of Directors is unique in that it is in fact a governing Board and, therefore, does not simply advise the elected bodies on issues. Our Board of Directors addresses a wide variety of issues including infrastructure investment, employee compensation and benefits, finance and rate setting, customer service and affordability, environmental protection, forestry, public health, and community engagement, among others. Experience in these areas can be helpful, but specific technical experience is not required; the only true qualification needed is a genuine commitment to serve the community. Former Board members have found serving on the Board to be a meaningful and rewarding experience, though this level of community service does require a significant investment of time and energy to prepare for and attend meetings. OWASA embraces diversity and inclusion in everything we do, and we encourage all interested candidates to apply with Carrboro, Chapel Hill, or Orange County for appointments to our Board of Directors.

Organization

OWASA is a public, non-profit agency, designated by the NC General Statutes as a special purpose unit of local government, to provide water, sewer and reclaimed water services to the Chapel Hill-Carrboro community. OWASA is governed by a nine-member Board of Directors.

Mission Statement

As a community-owned utility, our goal is to reliably provide you with high-quality water, wastewater and reclaimed-water services through responsible and creative stewardship of the resources we manage.

Board Appointments

Appointments to the OWASA Board of Directors are made by the Chapel Hill Town Council (appoints 5); the Carrboro Town Council (appoints 2); and the Orange County Board of Commissioners (appoints 2). Board members serve staggered three year-terms, subject to the power of each appointing body to remove its appointees with or without cause.

Local government appointment information is available at:

- Chapel Hill Town Clerk - Office Contact Number: 919-969-5055
Website: <https://www.townofchapelhill.org/government/mayor-and-council/boards-commissions>
- Carrboro Town Clerk - Office Contact Number: 919-918-7310
Website: <https://townofcarrboro.org/228/Advisory-Boards-Commissions>
- Orange County Clerk - Office Contact Number: 919-245-2130
Website: <https://www.orangecountync.gov/971/About-Volunteer-Boards-Commissions>

Board Authority

The Board of Directors is solely responsible for the governance of OWASA, and acts in a fiduciary position with respect to the entire service community. Its primary duties include establishing policy to assure that OWASA accomplishes its statutory mission and complies with its contractual and other legal duties, including sole responsibility for adopting budgets, rates, fees and charges. The Board is responsible for hiring the Executive Director, General Counsel and Auditor.

Board Member Responsibilities

Must take an Oath of Office to discharge faithfully the duties of his/her office, to abide by the constitution and laws of the United States and of North Carolina, and to exercise his/her best judgment as a member of the Board of Directors.

Regularly attend Board and Committee meetings.

Each Board member should prepare for and participate fully in an effort to contribute his or her knowledge and skills to the collective deliberations of the Board, to the end that the Board's decisions and policies are the product of nine members' efforts, skills, and experiences, and thus stronger by way of the Board's deliberative process, and thus more assuredly in the best interest of the organization.

Must vote and shall not be excused from voting except on matters involving consideration of his/her own official conduct, or where his/her financial or personal interests are involved; must disclose potential conflicts of interest, and may ask the Board of Directors to recuse him/her from duty to vote based upon conflict of interest.

Must be aware and abstain from any conflict of interests.

Keep an open mind, deliberate together, and foster a positive working relationship with other Board members and staff, and take care to act in compliance with Open Meetings and Public Records Laws.

Acts in a position of trust for OWASA's current and future customers and for the community and other stakeholders.

Have a genuine interest in OWASA's continued success.

Board Member Time Commitment

The OWASA Board meets on the second (2nd) Thursday of the month, beginning at 6:00 P.M., held in OWASA's Community Room (400 Jones Ferry Road in Carrboro).

Board members are expected to prepare for Board meetings by reading the agenda and supporting documents, which typically total 50-100 pages and may take two to three hours of document review.

Board Member Compensation

Board members receive lifetime pass to the OWASA recreational facilities, \$100 compensation for attendance at each Board Meeting, Special Meeting, and Work Session of the Board. In lieu of a

meeting attendance payment, the Board Chair receives a \$300 monthly stipend regardless of the number of meetings attended.

For More Information

For more information about the organization, please visit the OWASA website at www.owasa.org or contact the Clerk to the Board at 919-537-4217.

OWASA Board Member Demographics as of January 1, 2024

Non-Board Specific Criteria	Current Membership Composition/Factors
Age	[0] 18-25 [1] 25-34 [4] 35-54 [4] Over 55
Race/Ethnicity	[1] African American [0] American Indian/Alaskan Native Aleutian [0] Asian or Pacific Islander [5] Caucasian/Non-Hispanic [1] Hispanic [1] More than one race [1] (Other/Unknown/Prefer not to Answer)
Gender Identification	[5] Female [4] Male



Agenda Item Abstract

File Number: 24-080

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Resolution to Authorize a Contract with GFL Environmental, Inc. for Disposal of Municipal Solid Waste.

PURPOSE: The purpose of this agenda item is to request the Town Council approve the FY25 municipal solid waste (MSW) disposal contract with GFL Environmental, Inc.

DEPARTMENT: Public Works

CONTACT INFORMATION: Kristen Benoit, Assistant to Public Works Director; kbenoit@carrboronc.gov, 919-918-7428; Kevin Belanger, PE, Public Works Director, kbelanger@carrboronc.gov, 919-918-7427

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other

Per Town Code Section 3-1 (b)(9)(i) the Town Council is required to approve contracts for purchases of goods or services that exceed \$60,000. The proposed contract with GFL Environmental, Inc. exceeds the limit.

The Race and Equity Pocket Questions can be viewed in Attachment A.

INFORMATION: Since closure of the Orange County landfill, the Town has had to transport its MSW to another permitted facility. There are two permitted facilities within close proximity to the Town, GFL Environmental, Inc. and Waste Management, Inc. The contract for MSW disposal renews annually.

The Town of Carrboro generates approximately 6,800 tons of MSW annually. To negotiate lower landfill tipping fees, the Town of Carrboro partnered with the Town of Chapel Hill to request quotes for FY25 landfill fees. GFL Environmental, Inc. and Waste Management, Inc. submitted quotes based on a per-ton rate. See Attachment B - FY25 MSW Disposal Summary of Quotes. Carrboro and Chapel Hill will each use its own Town-approved contract to enter into the agreement, a joint contract is not required.

Based review of the quotes received, it is recommended the Town contract with GFL Environmental, Inc. for its FY25 MSW disposal. The total annual estimated cost is \$387,600. GFL Environmental, Inc. provided this service in FY22, FY23 and FY 24. The proposed contract ends on June 30, 2025. Funding is available in the Public Works' FY25 budget.

FISCAL IMPACT: Funds for the proposed landfill fees were requested in Public Works' FY25 budget for this contract.

RECOMMENDATION: It is recommended the Town Council approve the attached resolution (Attachment C) authorizing the Town to enter into a contract with GFL Environmental, Inc. for the disposal of MSW in FY25.

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Race and Equity Pocket Questions

Title and purpose of this initiative: Municipal Solid Waste Disposal

Department: Public Works

What are the racial and equity impacts?

Proper collection and disposal of municipal solid waste (MSW) has a significant impact on public health and quality of life. According to NC DEQ, trends show illegal dumping is rising in North Carolina “which impact human health, damage the environment, and can discourage economic development” and a study of illegal dump sites conducted by the Department of Environmental Studies at San Jose’ State University in 2017 concluded that “most illegal dumping occurred within census block groups with low median family incomes, high percentages of non-English speaking individuals, and high percentages of renters.”¹ Providing convenient, reliable collection and proper disposal of MSW, in all communities, will improve the environmental health of the communities.

Who is or will experience community burden?

The following may experience burden:

- The collection and disposal of MSW is a financial and environmental burden on citizens and local governments.
- Residents may experience noise and other disturbances during the collection.
- Residents with language barriers or mobility barriers may have difficulty understanding the collection guidelines.

Who is or will experience community benefit?

- The MSW contract benefits community members serviced by the Town’s solid waste collection and disposal operation. Carrboro Public Works provides MSW collection services to single family dwellings, duplexes, multi-unit apartment buildings, and businesses in Carrboro.
- Businesses serviced by dumpsters are charged a collection fee; however, the fee is less than fees charged by private haulers.

What are the root causes of inequity?

According to report by the California Department of Public Health: “Structural racism has affected land use, housing, transportation, and other government decisions made over decades. These decisions have led to inequitable impacts and significant health disparities among lower-income, Black, Indigenous, and People of Color (BIPOC). These populations also live disproportionately in communities with environmental justice concerns, experiencing more risk and exposure to environmental pollution and toxic substances than other communities.”²

These communities have not always had opportunities to meaningfully participate in shaping policies, programs, and activities that affect them. They may distrust government due to unfair treatment or past neglect. They may also face greater cultural, linguistic, or literacy barriers in accessing health information and services.”

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

MSW generated in Carrboro will be transferred to an active landfill. Landfills and incinerators are disproportionately located in low income and BIPOC communities and have negative public health impacts on these communities.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The Town will continue to:

- Continue monitor feedback from community members to identify any currently unforeseen burdens or inequities and address those with corrective measures as needed.
- Continue to comply with state and local solid waste regulations for the proper disposal of MSW.
- Continue to provide accurate and timely information that is accessible to all community members.

Sources:

1. “Illegal Dumping | NC DEQ.” *Www.deq.nc.gov*, www.deq.nc.gov/about/divisions/waste-management/solid-waste-section/compliance-and-monitoring/illegal-dumping.
2. “Engaging Communities for Health Equity and Environmental Justice.” *ww.cdph.ca.gov*, www.cdph.ca.gov/Programs/CCDPHP/DEODC/EHIB/CDPH%20Document%20Library/Guide-Engaging_Community_for_Health_Equity_and_EJ_ADA.pdf.



ATTACHMENT B

FY25 Municipal Solid Waste Disposal Summary of Quotes

Vendor	Carrboro/Chapel Hill MSW Rate	Carrboro MSW Rate
GFL Environmental, Inc.	\$57.00	\$58.55
Waste Management, Inc.	\$61.75	\$62.25

ATTACHMENT C

**A RESOLUTION FOR AWARDING THE CONTRACT FOR
FY25 MUNICIPAL SOLID WASTE DISPOSAL**

WHEREAS, the Town of Carrboro generates approximately 6,800 tons of MSW annually and closure of the Orange County landfill has necessitated the Town transport its Municipal Solid Waste (MSW) to another permitted facility; and

WHEREAS, the contract for MSW disposal is subject to annual renewal; and

WHEREAS, the Town received two (2) quotes for the disposal of municipal solid waste in FY25; and,

WHEREAS, staff have identified GFL Environmental, Inc. as the lowest cost and recommend they be awarded the contract; and

WHEREAS, GFL Environmental, Inc. provided this service in FY22, FY23, and FY24; and

NOW, THEREFORE, BE IT RESOLVED the Carrboro Town Council authorizes the Town Manager to award the contract for FY25 municipal solid waste disposal to GFL Environmental, Inc., in the amount not to exceed of \$387,600.

This the 4th day of June 2024.



Agenda Item Abstract

File Number: 24-082

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Resolution to Approve a Contract with Greenscape, Inc. for Mowing along Highway NC-54 and Town Properties

PURPOSE: To request Town Council approve the contract with Greenscape, Inc. mowing services along Highway NC-54 and Town Properties.

DEPARTMENT: Public Works

CONTACT INFORMATION: Kristen Benoit, Assistant to Public Works Director; kbenoit@carrboronc.gov, 919-918-7428; Kevin Belanger, PE, Public Works Director, kbelanger@carrboronc.gov, 919-918-7427

COUNCIL DIRECTION:

☐ Race/Equity ☒ Climate ☐ Comprehensive Plan ☒ Other

Greenscape is piloting some small battery-powered landscaping equipment such as weed eaters, edgers, and leaf blowers, which they will be utilizing to provide the services detailed in this contract in order to help the Town meet its goals relating to climate and air quality.

Per Town Code Section 3-1 (b)(9)(i) the Town Council is required to approve contracts for purchases of goods or services that exceed \$60,000. The proposed contract with Greenscape, Inc. exceeds the limit.

The Race and Equity Pocket Questions can be viewed in Attachment A.

INFORMATION: In August 2022, Public Works received bids to provide right-of-way mowing services along Highway NC-54 and grassy areas at Town properties. Greenscape, Inc. was the lowest cost bidder. On September 1, 2022, The Town contracted with Greenscape, Inc. to provide mowing services along Highway NC-54, and grassy areas located at the following Town properties:

- 301 W Main St. (Fire Station 1, Town Hall, and Town Commons)
- 401 Davie Rd. (Westwood Cemetery)
- 1411 Homestead Rd. (Fire Station 2)
- 306 Broad St. (Baldwin Park)
- 217 Simpson St. (Simpson Park)

The contract allowed two renewal options. Town Council approved the second-year renewal option for FY24, in the amount of \$62,328, on June 27, 2023. The FY24 contract expires on June 30, 2024, subject to renewal for one more year. The FY25 proposed contract is anticipated to begin on July 1, 2024, and end June 30, 2025. The total estimated cost of the contract is \$72,744.

The Race and Equity Pocket Questionnaire has been completed for this agenda item and can be found in Attachment A.

FISCAL IMPACT: FY25 funds are budgeted in the Street & Grounds Division for this contract.

RECOMMENDATION: It is recommended the Town Council approve the attached resolution (Attachment B) authorizing the Town to enter into a contract with Greenscape, Inc. for mowing services along Highway NC -54 and Town Properties.

Race and Equity Pocket Questions

Title and purpose of this initiative: Mowing along Highway NC-54 and Town Properties.

Department: Public Works

What are the racial and equity impacts?

Town properties including parks and other green spaces have a significant impact on quality of life, and maintenance of those green spaces is important to enjoyment of them.

Westwood Cemetery, included in this contract, is important as a place to pay respects for many people of color in Carrboro, and being well maintained is key in fulfilling that purpose. Baldwin Park is a property included in this contract that is within the racially diverse Lloyd-Broad neighborhood.

Maintaining those green spaces accessible to historically underserved demographics is a vital aspect of ensuring that that town resource is being provided equitably to Carrboro's residents.

Who is or will experience community burden?

The following individuals may experience burden:

- Community members with disabilities that are unable to access the properties serviced in the contract.
- Community members may experience noise and other disturbances during mowing.
- Contractor may be burdened due to time involved in providing the mowing service.
- Town staff may be burdened due to time involved in managing the contract.

Who is or will experience community benefit?

The following individuals may benefit:

- Community members who use Town properties serviced by the contract.
- Community members in the neighborhood and surrounding areas benefit from a healthier, more aesthetically pleasing environment.
- Motor vehicle users and pedestrians due to improved visibility in the right-of-way.

What are the root causes of inequity?

Institutional policies, both intentional and unintentional, have created inequities for Black and other marginalized communities (for example, people with disabilities and refugee populations) in employment, housing, generational wealth, and health outcomes, and can include shorter lifespan and higher susceptibility to cardiovascular and pulmonary disease caused by exposure to airborne particulates. These inequities will only be exacerbated by continued business-as-usual fossil fuel use and its associated greenhouse gas emissions and climate disruption.

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

Unintended consequences of the mowing may include temporary disruptions on Town properties during mowing, noise and other disturbances from mowing may temporarily affect individuals' quality of life or generate a negative perception of the operation.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The Town will monitor feedback from patrons and daily use patterns to identify any currently unforeseen burdens or inequities and address those with corrective measures as needed. Furthermore, Greenscape will be piloting some smaller pieces of electric landscaping equipment for use as part of this contract which should have a much lesser impact on community members with respect to air pollution and noise than their gasoline-powered equivalents.

ATTACHMENT B

A RESOLUTION FOR AWARDING THE CONTRACT FOR FY24 RIGHT-OF-WAY MOWING OF HIGHWAY NC-54 AND TOWN PROPERTIES

WHEREAS, In August 2022, Public Works received bids to provide right-of-way mowing services along Highway NC-54, and grassy areas at Town properties; and

WHEREAS, staff had identified Greenscape, Inc. as the lowest cost, responsive, and responsible bidder; and

WHEREAS, On September 1, 2022, The Town contracted with Greenscape, Inc. to provide right-of-way mowing services along Highway NC-54, and grassy areas at the following Town properties:

- 301 W Main St. (Fire Station 1, Town Hall, and Town Commons)
- 401 Davie Rd. (Westwood Cemetery)
- 1411 Homestead Rd. (Fire Station 2)
- 306 Broad St. (Baldwin Park)
- 217 Simpson St. (Simpson Park); and

WHEREAS, the mowing contract is now in its second year, having been renewed for one year after the initial term; and

WHEREAS, The FY24 contract expires on June 30, 2024, is subject to renewal for one additional year; and

WHEREAS, Town intends to continue the relationship with Greenscape, Inc. after the completion of the second-year contract.

NOW, THEREFORE, BE IT RESOLVED that the Carrboro Town Council authorizes the Town Manager to award the contract for FY25 mowing to Greenscape, Inc. in the amount of \$72,744.

This the 4th day of June 2024.



Agenda Item Abstract

File Number: 24-085

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Request to Issue a Street Closing Permit for the *LATAM Street Fest 2024*.

PURPOSE: The purpose of this agenda item is to request that the Town Council consider adopting a resolution to issue a Street Closing Permit Application submitted by El Centro Hispano, Inc. for the temporary closing and usage of W. Weaver Street from N. Greensboro Street to Elm Street from 8:00 a.m. to 8:00 p.m. on Sunday, August 25, 2024, for the *LATAM Street Fest 2024*.

DEPARTMENT: Public Works

CONTACT INFORMATION: Dillon Dispennette, Streets & Grounds Supervisor, 919-918-7434, ddispennette@carrboronc.gov; Kristen Benoit, Assistant to Public Works Director, 919-918-7428, kbenoit@carrboronc.gov.

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other

On April 24, 2018, Town Council approved revisions to Article III of Chapter 7 of the Town Code relating to regulation of street or other public events. The revised Town Code removed the requirement for a public hearing prior to approval of a street closing permit by the Town Council. Town Code requires:

Section 7-20 Staff Review - Upon receipt of the permit application, the administrator shall circulate it to the police chief, the fire chief, the public works director, and other appropriate persons, such as the Special Events Committee for their comment. The administrator may arrange to have a conference on the application with the applicant and one or more department heads.

Section 7-24: Street Closing in the Carrboro Town Code: “(a) If the administrator finds that the permit should be issued and that, to conduct the event, it is necessary to close a street or to reroute traffic, the Town Council may pass a resolution authorizing this to be done. No such resolution shall be passed affecting streets that are part of the street system without the approval of the State Department of Transportation.

(b) The resolution shall identify the street or portion thereof to be affected and shall indicate the date and time when the street or portion thereof is to be closed or traffic thereon is to be limited in some way. The resolution shall also direct the administrator to have appropriate traffic control devices installed to give notice of the temporary traffic controls.”

The Race and Equity Pocket Questions can be viewed in Attachment A.

INFORMATION: El Centro Hispano, Inc. submitted a Street Closing Permit Application (Attachment B) for the temporary closing and usage of West Weaver Street, from Elm Street to North Greensboro Street, on

Sunday, August 25, 2024, from 8:00 a.m. to 8:00 p.m. to host the 9th annual *LATAM Street Fest 2024*. The Town's Special Event Committee reviewed the Town of Carrboro Community Event Pre-Application (Attachment C), and event organizers will meet with Town staff to discuss finalize logistics and needs from the Town prior to the event.

LATAM Street Fest 2024 is a free, family friendly event that “creates a cultural space where residents can discover, learn, and experience traditional and contemporary Latin American culture through music, entertainment, arts, and food.”

FISCAL IMPACT: Town of Carrboro Public Works and Police staff will help set up and maintain the required street closure. The applicant will be responsible for all the costs incurred by the Town to facilitate the event.

The applicant has paid the Street Closing Permit Application fee.

RECOMMENDATION: The Town Manager recommends the Town Council approve the attached resolution (Attachment D) issuing the street closing permit for *LATAM Street Fest 2024*.

Race and Equity Pocket Questions

Title and purpose of this initiative: Street Closing Permit Application for *LATAM Street Fest 2024*.

Department: Public Works

What are the racial and equity impacts?

The *LATAM Street Fest 2024* is a free family-friendly event that provides an opportunity for community members to “learn and experience traditional and contemporary Latin American culture through music, entertainment, arts and food.” In addition, the event provides an opportunity for BIPOC/marginalized community members to learn about available resources in Carrboro and surrounding areas.

The event provides an opportunity for the Latin Community to feel welcome, included, and heard.

Who is or will experience community burden?

The *LATAM Street Fest 2024* may burden:

- Community members with language barriers.
- Community members with disabilities that are unable to access the event.
- Community members not aware the event occurs annually.
- Shift workers and people who have limited time, transportation choices and may have difficulty finding time to attending the event.
- Event organizers and partners due to time and costs involved in organizing and holding the event.
- Events scheduled may impede on employee personal/family time if required to assist with street closure events. These events have become more frequent in recent years, usually occurring on weekends or holidays, and often lasting several hours to an entire day.

Who is or will experience community benefit?

The *LATAM Street Fest 2024* will benefit community members who do not have any of the burdens listed above and are able to fully participate in event. The event is intended to benefit community members from Carrboro-Chapel Hill and surrounding areas and create a “cultural

space where residents can discover, learn and experience traditional and contemporary Latin American culture through music, entertainment, arts and food.”

El Centro Hispano (ECH) is an established 501c3 grassroots community-based organization “dedicated to strengthening the Latino community and improving the quality of life of Latino residents”. Their mission is to “strengthen the community, build bridges, and advocate for equity and inclusion.”

El Centro Hispano, Inc. invites other organizations to participate in the event. This may give other BIPOC business and organizations and opportunity to engage with the community.

What are the root causes of inequity?

Structural racism in government decisions, as well as residents’ personal experiences, can alienate those that may find it difficult to attend events such as like working individuals and families and contribute to a reticence by historically marginalized people to participate in Town-sponsored events.

Economic disparities from historic racism, including education, job opportunities, lending policies, among others can contribute to disproportionate representation in shift or similar work schedules, which can lead to disparities between white and BIPOC residents and other community members in taking part in Town sponsored events.

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

Unintended consequences may include:

- Some community members may have negative perception of the event.
- Due to lived experiences, members of historically marginalized communities may be uncomfortable interacting in some community events.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The Town will monitor feedback from attendees, event sponsors, and community members to identify any currently unforeseen burdens or inequities and address those with corrective measures as needed.

STREET CLOSING PERMIT APPLICATION

CONCERNING THE USE OF STREETS AND PUBLIC RIGHT-OF-WAY FOR
STREET FAIRS, FESTIVALS, CARNIVALS, AND OTHER PUBLIC EVENTSEVENT: LATAM Street Fest 2024EVENT SPONSOR: El Centro Hispano

IS THE SPONSOR A: NON-PROFIT FOR PROFIT OTHER: ANY OTHER
INFORMATION ABOUT SPONSOR OR EVENT: Join us for the 9th annual LATAM
 Street Fest 2024 hosted by El Centro Hispano, North Carolina's largest Hispanic
 non-profit organization.

EVENT COORDINATOR INFO:NAME: Omar Lugo OLUGO@ELCENTRONC.ORG.

ADDRESS: 2000 Chapel Hill Rd, Durham NC 27707

TELEPHONE NUMBER: 919-687-4635 Ext #134

PROPOSED DATE AND TIME PERIOD PROPOSED FOR CLOSING:

DATE: 8/25/2024 Time Period: From: 8:00 am

RAIN DATE: N/A To: 7:00pm

APPROXIMATE NUMBER OF PERSONS EXPECTED TO ATTEND THE EVENT: 3,000

ARE ANY SPECIFIC SERVICES REQUESTED OF THE TOWN? YES ☒ NO ☐ (traffic
 control may be required, and event organizers may be required to reimburse the Town for any related expenses):

If YES, specify

Traffic control and Security

ATTACH A SKETCH SHOWING:

- Area where event is to take place
- Any streets to be closed or obstructed
- Any barriers or traffic control devices to be erected
- Location of any concession stand, booth or other temporary structures
- Location of proposed fences stands, platforms, stages, benches or bleachers

OTHER INFORMATION:

INSURANCE INFORMATION: See attachment

NOTIFICATION OF CENTRAL COMMUNICATIONS (911):

The **APPLICANT** is responsible for notifying Central Communications (911):

- at least five (5) days in advance of the event in writing (Orange County EMS, Post Office Box 8181, Hillsborough, NC 27278)
- on the day of the closing, prior to the actual closing of the street (dialing 911)
- on the day of the closing, when the street is re-opened (dialing 911)

NOTIFICATION OF THE PUBLIC:

A public hearing is required for all street closing permit applications and the applicant must speak with the Public Works Department about requesting this public hearing. The public must be notified by a formal advertisement in a local newspaper. The Public Works Department *will submit* the advertisement copy to the newspaper. **However, the applicant will be responsible for reimbursing the Town for the full cost of the advertisement.**

Any other notification of the public of this event will be the Applicant's responsibility.

NOTIFICATION OF ABUTTING PROPERTY OWNERS:

The **APPLICANT** is responsible for notifying all abutting property owners of the Public Hearing. Such notification must be accomplished at least seven days prior to the Public Hearing. The notification must include:

- the DATE, TIME and LOCATION of the proposed street closing; and
- the DATE, TIME and LOCATION of the Public Hearing as well as the subject matter of this Public Hearing

The Public Works Department must receive in writing from the APPLICANT the following at least five days prior to the Public Hearing:

names of all property owners notified
 copy of the notification
 method used to notify these property owners (mail or hand delivery)

CLEAN-UP TIME TABLE: 6:30pm-8:00pm_____

FEES: \$ 85.00 application fee plus 100% of the cost of the Public Hearing advertisement

Application fee must accompany the submittal of this application





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/10/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hub International Carolinas 751 Corporate Center Drive Suite 120 Raleigh, NC 27607	CONTACT NAME: Cassie Clegg Moore	
	PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: cassie.cleggmoore@hubinternational.com	
INSURED El Centro Hispano, Inc. 2000 Chapel Hill Road, Ste 26A Durham, NC 27707	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Philadelphia Indemnity Insurance Company	18058
	INSURER B: Progressive Southeastern	38784
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X		PHPK2675458	4/6/2024	4/6/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			05967480	3/10/2024	3/10/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB907674	4/6/2024	4/6/2025	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in Nf) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Crime			PHPK2675458	4/6/2024	4/6/2025	Employee Theft 120,000
A	Professional Liabili			PHPK2675458	4/6/2024	4/6/2025	Aggregate 200,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Professional Liab Aggregate \$2,000,000

Sexual or Physical Abuse or Molestation Vicarious Liability \$1,000,000 per claim

The Town of Carrboro is included as additional insured as required by written contract.

CERTIFICATE HOLDER

CANCELLATION

Town of Carrboro
Town Hall
301 West Main St.
Carrboro, NC 27510

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Libby Bayley

EMERGENCY PLANNING AND PREPAREDNESS

the performance, exhibition, display, contest or activity, the *owner*, agent or lessee shall provide one or more fire watch personnel, as required and *approved*. Fire watch personnel shall comply with Sections 403.12.1.1 and 403.12.1.2.

403.12.1.1 Duty times. Fire watch personnel shall remain on duty while places requiring a fire watch are open to the public, or when an activity requiring a fire watch is being conducted.

403.12.1.2 Duties. On-duty fire watch personnel shall have the following responsibilities:

1. Keep diligent watch for fires, obstructions to *means of egress* and other hazards.
2. Take prompt measures for remediation of hazards and extinguishment of fires that occur.
3. Take prompt measures to assist in the evacuation of the public from the structures.

403.12.2 Public safety plan for gatherings. Where the *fire code official* determines that an indoor or outdoor gathering of persons has an adverse impact on public safety through diminished access to buildings, structures, fire hydrants and fire apparatus access roads or where such gatherings adversely affect public safety services of any kind, the *fire code official* shall have the authority to order the development of or prescribe a public safety plan that provides an *approved* level of public safety and addresses the following items:

1. Emergency vehicle ingress and egress.
2. Fire protection.
3. Emergency egress or escape routes.
4. Emergency medical services.
5. Public assembly areas.
6. The directing of both attendees and vehicles, including the parking of vehicles.
7. Vendor and food concession distribution.
8. The need for the presence of law enforcement.
9. The need for fire and emergency medical services personnel.

403.12.3 Crowd managers for gatherings exceeding 1,000 people. Where facilities or events involve a gathering of more than 1,000 people, crowd managers shall be provided in accordance with Sections 403.12.3.1 through 403.12.3.3.

403.12.3.1 Number of crowd managers. The minimum number of crowd managers shall be established at a ratio of one crowd manager for every 250 persons.

Exception: Where approved by the *fire code official*, the number of crowd managers shall be permitted to be reduced where the facility is equipped throughout with an *approved automatic sprinkler system* or based upon the nature of the event.

403.12.3.2 Training. Training for crowd managers shall be *approved*.

403.12.3.3 Duties. The duties of crowd managers shall include, but not be limited to:

1. Conduct an inspection of the area of responsibility and identify and address any egress barriers.
2. Conduct an inspection of the area of responsibility to identify and mitigate any fire hazards.
3. Verify compliance with all permit conditions, including those governing pyrotechnics and other special effects.
4. Direct and assist the event attendees in evacuation during an emergency.
5. Assist emergency response personnel where requested.
6. Other duties required by the *fire code official*.
7. Other duties as specified in the fire safety plan.

SECTION 404 FIRE SAFETY, EVACUATION AND LOCKDOWN PLANS

404.1 General. Where required by Section 403, fire safety, evacuation and lockdown plans shall comply with Sections 404.2 through 404.4.1.

404.2 Contents. Fire safety and evacuation plan contents shall be in accordance with Sections 404.2.1 and 404.2.2.

404.2.1 Fire evacuation plans. Fire evacuation plans shall include the following:

1. Emergency egress or escape routes and whether evacuation of the building is to be complete by selected floors or areas only or with a defend-in-place response.
2. Procedures for employees who must remain to operate critical equipment before evacuating.
3. Procedures for the use of elevators to evacuate the building where occupant evacuation elevators complying with Section 3008 of the *International Building Code* are provided.
4. Procedures for assisted rescue for persons unable to use the general *means of egress* unassisted.
5. Procedures for accounting for employees and occupants after evacuation has been completed.
6. Identification and assignment of personnel responsible for rescue or emergency medical aid.
7. The preferred and any alternative means of notifying occupants of a fire or emergency.
8. The preferred and any alternative means of reporting fires and other emergencies to the fire department or designated emergency response organization.
9. Identification and assignment of personnel who can be contacted for further information or explanation of duties under the plan.

Event / Street Closing Checklist:

Date Completed Initialed By

Permit Application and Fee Received

[5/6/24] [LK]

Staff Review (See attached notes if applicable)

[] []

Insurance Certificate if required

[] []

Request to Board to set a Public Hearing

[] []

Advertisement of Public Hearing

[] []

(Town places advertisement and applicant reimburses Town 100% of the advertising costs)

Abutting Property Owner notified of Public Hearing

[] []

(Notification must be certified to the Public Works Dept. in the manner described above)

Public Hearing

[] []



Town of Carrboro Community Event Pre-Application Form

The Town of Carrboro recognizes the benefits and interest of having special events within the Carrboro Community. The purpose of this form is for citizens and local organizations and/or businesses to propose or inform the Town of Carrboro of intent to hold an event. Please provide the following information to assist staff with evaluating what types of approvals may be needed for your event. Submission of this application is not an approval of the event.

EVENT ORGANIZER INFORMATION

Name of Organization:*(required) EL CENTRO HISPANO

Organization Type:*(required) Non-profit

Organization Website<https://elcentronc.org>

ORGANIZATION PRIMARY CONTACT INFORMATION*(required) Omar Lugo

Address*(required) 2000 Chapel Hill Rd, Durham NC 27707, Durham, North Carolina 27707

Phone*(required) (919) 687-4635 x134

Email*(required) olugo@elcentronc.org

EVENT INFORMATION

Name of Event:*(required) LATAM STREET FEST 2024

Preferred Event Date*(required) 8/27/2024

Alternative Event Dates (if primary date is not available)

Set-up Start Time:*(required) 8:00AM

Event Start Time:*(required) 12:00M

Event End Time:*(required) 6:00PM

Clean-up End Time:*(required) 8:00PM

Rain Date (if necessary)

Expected Attendance:*(required) 3,000

Type of Event*(required) Public Event on Public Property

Location (Public Property):*(required) Street Event (Public Street or Right-of-way)

Street(s) (please list all that apply):*(required) W Weaver Street from Main Street to Greensboro Street.

EVENT DETAILS:

- Sale and/or Consumption of Alcohol
- Sale and/or Consumption of Food
- Sale of Craft or Goods
- Street/Lane/Sidewalk Closures
- Police/Public Safety/Security
- Temporary Shelters/Tents/Staging/Other Structures
- Town Staffing/Resources/Equipment (some events may require reimbursement for Town-related expenses.)

EVENT DESCRIPTION

Please provide a general description and the purpose of your event. Attach a simple diagram of the event area with details of staging, fencing, booths, tents, walkways, entryway/exits, emergency response plan, etc. Providing this information will assist town staff in helping you to plan a successful event.

Please enter your event description in the box below*(required)

This will be El Centro Hispano's 9th annual Latin American Festival. We strive to showcase the Latin American culture in our community by bringing together different organizations, agencies, cultural groups, and food vendors that serve or are established in Carrboro.

Attached is our General Liability for \$1,000,000 and Emergency Action Plan which contains our event diagram on the last page. Note the event map is the one from last year. We are planning to keep it similar this year. We would like to close off W Weaver Street from Main Street to Greensboro Street. We are planning to have 2 stages with different performances whether dance groups, bands, or fitness courses. We also are planning to keep one lane open for emergencies and use Oak Ave and Center Street as entrance or exit points. All vendors we invite will bring their own tent or in other words a 10x10 pop up canopy. At this time, we know we will need the town staff's support with security, blocking off the road, waste and recycling collection.

UPLOAD EVENT DOCUMENTS

[24-25 Town of Carrboro Certificate of Insurance.pdf](#)

[CARRBORO HISP FEST 2024 MAP.png](#)

QUESTIONS?

If there are questions regarding this form, please contact Dianah Alston-Sanders at the Recreation, Parks, & Cultural Resources Department at dsanders@carrboronc.gov or 919-918-7364.

Resolution

A RESOLUTION AUTHORIZING THE TEMPORARY CLOSING OF THE FOLLOWING STREETS TO ACCOMMODATE THE *LATAM STREET FEST 2024*

NOW, THEREFORE, BE IT RESOLVED by the Carrboro Town Council that:

Section 1. A portion of West Weaver Street, from Elm Street to North Greensboro Street, on Sunday, August 25, 2024, from 8:00 a.m. to 8:00 p.m. to host the 9th *LATAM Street Fest 2024*. This event is to be held in accordance with the permit issued by the Town Council pursuant to Article III of Chapter 7 of the Town Code.

Section 2. The Town shall supply the appropriate traffic control devices to give notice of the temporary traffic controls.

Section 3. No person may operate any vehicle contrary to the traffic control devices installed in accordance with Section 2 of this resolution.

Section 4. The Event Coordinator will be responsible for notifying Central Communications when the street is closed and when it is reopened to vehicular traffic.

Section 5. Applicant shall post signs at the intersections of Elm Street and West Weaver Street and North Greensboro Street and West Weaver Street, 7 days before the event, to notify the public about the of the upcoming event.

Section 6. Applicant will be responsible for all costs incurred by the Town to facilitate this event. Applicant will be sent an itemized bill for the final costs incurred by each Department staffing the event.

Section 7. This resolution shall become effective upon adoption.

This the 4th day of June 2024.



Agenda Item Abstract

File Number: 24-093

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Termination of Agreement to Grant Use of Public Works Site to Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc.

PURPOSE: To request Town Council, approve termination of the Agreement between Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc., and the Town of Carrboro which currently permits the use of Public Works facility for the placement of a 500-gallon biodiesel fuel tank and fueling station.

DEPARTMENT: Public Works

CONTACT INFORMATION: Kevin Belanger, PE, Public Works Director, 919-918-7427,
kbelanger@carrboronc.gov

COUNCIL DIRECTION:

☒ Race/Equity ☐ Climate ☒ Comprehensive Plan ☒ Other

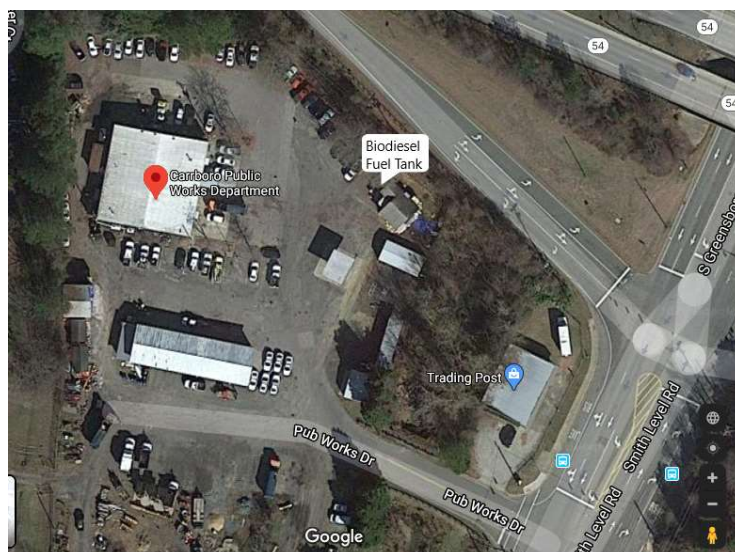
This corresponds with Comprehensive Plan: Carrboro Connects Chapter 4: Climate Action & Environment, Goal 1: Conserve and restore watersheds, ecosystems, and native species as there are downstream areas of concern for health, safety, and environmental impact from a potential release of fuel from the above ground storage tank.

To minimize the Town's legal exposure, mitigate additional risks that could result in liability, and enhance security at the Public Works facility where the Town's fueling depot and several emergency response vehicles and equipment are stored.

Race and Equity Pocket Questions can be viewed in Attachment A.

INFORMATION: On October 12, 2004, the Town Council granted permission to Piedmont Biofuels, Inc., a Cooperative Association, for the installation of a 500-gallon B100 biodiesel fuel tank at Public Works facility for a maximum period of one year. See Attachment B - A Resolution to Cooperate with Piedmont Biofuels, Resolution No. 38-2004-05. The Town renewed its agreement with Piedmont Biofuels, Inc. on August 15, 2006. According to the Agreement, it will renew automatically for another one-year term "unless either the Town or Piedmont Biofuels, Inc. gives written notice of non-renewal to the other party at least 60 days before the expiration date." See Attachment C - A Resolution Approving the Renewal of an Agreement with Piedmont Biofuels, Resolution No. 8-2006-07, and Agreement. Piedmont Biofuels, Inc. filed Articles of Dissolution with the NC Secretary of State on March 28, 2018. The biodiesel tank is currently owned and managed by Carolina Biodiesel, LLC located at 3604 Southern Dr., Efland, NC. According to its website "Carolina Biodiesel was founded in June 2004 as a non-profit. In 2006 we converted to a limited liability company (LLC) to allow outside investment."

Location of the biodiesel tank at Public Works facility:



Carolina Biodiesel, LLC utilizes a combination of B80/B100 biodiesel. The 500-gallon biodiesel fuel tank is accessible to users during normal operating hours (Monday - Friday, 7:30 am - 3:30 pm). Based on information provided by Marc Dreyfors, Manager of Carolina Biodiesel, the following table shows the number of users, trips, and gallons used FY20 - FY23.

Fiscal Year	Users	Visits	Total Gallons
2020	12	58	710.40
2021	10	80	956.69
2022	10	51	586.40
2023	6*	40	476.20

*Excludes one user listed at unknown.

The aboveground biodiesel tank and fueling station has remained inactive since July 23, 2023, due to needed maintenance, is approximately 20 years old and nearing the end of its lifespan. Because of its age, the tank's structure may weaken, potentially resulting in leaks or structural failures.

Alternative biodiesel fueling locations are listed in Attachment D.

The 500-gallon biodiesel fuel tank is included in the Town's NPDES permit for the Public Works facility with the responsibility remaining with the Town to be prepared for, respond to, and be liable for any release associated with the tank's operation, or natural or other unanticipated disasters or events. Additionally, there are downstream areas of concern for health, safety, and environmental impact from a potential release of fuel from the above ground storage tank. See Attachment E - Stormwater Utility Biodiesel Tank Transmittal.

In February 2023, Matt Reid, Risk Control Consultant for North Carolina League of Municipalities, completed a safety survey of the Public Works facility. Mr. Reid recommended to "consider finding a location outside of the Public Works facility for the biofuel operation. Allowing the public to enter the Public Works facility grounds creates potential added risks for which the Town could be held liable." See Attachment F - NCLM

Risk Control Visit Email.

Public Works facility houses the Town's fueling depot and emergency response vehicles and equipment, ensuring readiness for any crisis or disaster. In general, Public Works is primarily an employee-only facility. Exceptions are vendors who regularly deliver materials and individuals who are authorized to access the biodiesel tank located on the Public Works grounds. Removal of the biodiesel tank would improve security at Public Works facility and protect the Town's emergency response assets.

FISCAL IMPACT: The Town does not receive revenue from Carolina Biodiesel, LLC for use of the Public Works site. According to the August 15, 2006, Agreement, "Piedmont Biofuels shall remove all equipment and materials from the site within 30 days from the expiration or termination of this agreement and restore the site to its original condition to the satisfaction of the Public Works Director." If Carolina Biodiesel, LLC were to claim and remove the biodiesel fuel tank there would be no fiscal impact to the Town. If the tank is abandoned by the owner, the estimated cost to remove and recycle the biodiesel fuel tank is \$500.

RECOMMENDATION: It is recommended Town Council approve the Resolution (Attachment G) to terminate the Agreement between Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc., and the Town of Carrboro which currently permits the use of Public Works facility for the placement of a 500-gallon biodiesel fuel tank and fueling station.

Race and Equity Pocket Questions

Title and purpose of this initiative: Termination of Agreement to Grant Use of Public Works Site to Carolina Biodiesel, LLC, formerly Piedmont Biofuels, Inc.

Department: Public Works

What are the racial and equity impacts?

The racial impacts of municipal agreements with for-profit LLCs highlight the importance of equitable and inclusive practices in governance, economic development, and urban planning to address systemic inequalities and promote social justice.

Generations of racial discrimination in government policies, real estate practices, and rental markets have led to a disproportionate concentration of people of color in less desirable living areas, such as those located near highways or prone to flooding. Minority communities disproportionately bear the burden of environmental hazards or pollution leading to diminished quality of life and community well-being.

Who is or will experience community burden?

The following individuals may experience burden:

- Carolina Biodiesel, LLC due to the removal of the tank and loss in revenue.
- Individuals utilizing the biodiesel fuel tank due to an increase in travel distance to refuel.
- Individuals who hold a favorable view of the biodiesel fuel program.
- During removal of the biodiesel tank, Public Works employees might face challenges due to their inability to access the area around the tank and fueling equipment, which may hinder their ability to perform specific tasks.

Who is or will experience community benefit?

The following may experience community benefit:

- Individuals residing near Public Works or downstream will experience reduced risks of environmental contamination resulting from a potential leak or spill from the biodiesel tank.
- The Town, Public Works employees, and community members will experience enhanced security and safety at Public Works facility by eliminating public access.

What are the root causes of inequity?

Institutional policies, both intentional and unintentional, have created inequities for Black and other marginalized communities (for example, people with disabilities and refugee populations) in employment, housing, generational wealth, health outcomes, and can include shorter lifespan and higher susceptibility to cardiovascular and pulmonary disease caused by exposure to airborne particulates. These inequities will only be exacerbated by continued business-as-usual fossil fuel use and its associated greenhouse gas emissions and climate disruption.

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

Unintended consequences:

- Increase GHG emissions in Carrboro, as biofuels burn cleaner than gasoline, resulting in fewer greenhouse gas emissions.
- Loss in revenue for Carolina Biodiesel, LLC due to the removal of the tank.
- Extended distance to travel for individuals using the biodiesel tank also resulting in an increase in GHG emissions.
- Community members view removal of the biodiesel tank from Public Works facility as unfavorable.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

Public Works will:

- Continue to monitor feedback from community members to identify any currently unforeseen burdens or inequities and address those with corrective measures as needed.
- Continue to evaluate and implement energy and climate protection strategies and enhancements; collaborate with the Environmental Sustainability Coordinator to identify additional projects for reducing greenhouse gas emissions.

ATTACHMENT A

A RESOLUTION TO COOPERATE WITH PIEDMONT BIOFUELS
Resolution No. 38/2004-05

WHEREAS, the Carrboro Board of Aldermen seeks to ensure that its existing and proposed policies and regulations are conducive to employing alternative fuel options and overall increased energy efficiency; and

WHEREAS, staff has evaluated the request of Piedmont Biofuels for the Town of Carrboro collaboration on a Triangle Clean Cities grant,

NOW, THEREFORE BE IT RESOLVED by the Carrboro Board of Aldermen that the Aldermen direct staff to proceed with final plans for placement of a 500-gallon B100 fuel tank at the Public Works facility for a maximum period of one year, provided an acceptable site can be identified and necessary permits can be obtained.

This is the 12th day of October in the year 2004.

-----Original Message-----

From: Leif Forer [mailto:leif@biofuels.coop]
Sent: Thursday, September 02, 2004 1:38 PM
To: George E. Seiz; Pete White; Noah Ranells
Cc: Lyle Estill; rachel Burton
Subject: B100 Tank @ Public Works

George, Phil, and Noah~

Thanks for meeting with me to discuss the possibility of siting a biodiesel (B100) tank and pump at the Public Works site. You expressed a number of concerns that I promised to respond to in writing. Please circulate this memo to anyone you feel would be interested. (Perhaps Steven Stewart and the Town attorney?).

The Premise

Piedmont Biofuels, a local cooperative biodiesel distributor, in conjunction with the Triangle Clean Cities Coalition is proposing to install a 100% biodiesel tank and pump at the Town of Carrboro's Public Works facility. Pure biodiesel (B100) is superior to B20 in it's phenomenal emissions benefits, in increased safety and health benefits, in local economic development, and agricultural support. It is 100% renewable and 100% independent of oil.

We strongly support the EAB's recommendation to initiate a pilot program in which two fleet vehicles operate on B100. We commend the Town of Carrboro for being a long standing progressive leader in North Carolina and nationally. You lead in B20 and now you have the opportunity to go all the way and lead in B100!

The B100 tank would be supplied and installed (perhaps we would lease the tank for \$1) so that the B100 fleet vehicles could fill up on site. We also would like to permit trained co-op members (we estimate 12 per week) to also use the B100 pump. The pump would be self-serve and all liability would be the sole responsibility Piedmont Biofuels.

Addressing Concerns

1. Cost. Our proposal effectively eliminates all capital equipment costs to the Town for 500 gallons of B100 refueling infrastructure. The Town purchase price for pure B100 would be \$3.00 per gallon (assuming exemption from State and Federal excise tax) otherwise it is \$3.50 all taxes included. The pump would require a 110 volt AC electric hookup. The cost of electricity for operating a single low flow pump (15 GPM or less) would be nominal and we would pay for it. The only additional costs to anticipate are a couple of replacement fuel filters for the test vehicles and possibly a fuel tank or line heater for extremely cold operating conditions.
2. Liability. Co-op members who are not Town employees would fill up at the B100 pump. Is the Town liable in any way? We can have each co-op member sign a waiver of liability. (At Central Carolina Community College where I teach each student pays \$1.25 for a semester's worth of insurance coverage. Perhaps the Town has a similar policy in place or, perhaps, it is unnecessary.)
3. Zoning, Permitting, Inspections. Trish McGuire confirmed that the Public Works site is zoned for gasoline sales which is the closest category we fit into. Stan Foushee has no concerns but would like to inspect us when we're setup. Mike Canova would like to show us where to site the tank. I am not aware of any environmental permits we require.
4. Cold Weather Operation. 100% biodiesel does cloud at higher temperatures than conventional diesel so we take a number of precautions to ensure flawless operation during cold months. We use virgin soy biodiesel for it's good cold flow properties and blend it with a winterizing additive to further decrease cloud point. For extremely cold nights and days parking in a garage or using a fuel tank or line heater is recommended.

5. Rubber Degradation. We do not recommend using natural rubber which is sometimes found in pre-1994 vehicles with B100 because it will degrade over time.

6. Extra Work for Staff. The B100 pump would be self-serve and would not be open to the public. Trained co-op members would be the only ones accessing the pump and would log the gallons they pumped and leave a check in the cash box affixed to the tank stand. We would clearly post our phone number on the tank and members would know to call us and not approach the Town staff with questions or concerns.

7. Increased Traffic on Site. We estimate about 12 members using the tank weekly.

8. Terms. We would consider siting the tank at Public Works for a period of 6 months to 1 year. We would be fully responsible for the maintenance of the refueling apparatus and would exempt the Town of all liability associated with the use of the tank or the co-op members who use it. Our biodiesel is fully warranted through our supplier, World Energy.

9. Health and Environment. Compared to gasoline and diesel, biodiesel is extremely safe. Pure biodiesel is not a hazardous material. It is biodegradable, nontoxic, nonflammable, and nonexplosive. According to the USDA biodiesel is ten times less toxic than table salt and biodegrades as fast as sugar.

10. Emissions. The emissions from pure biodiesel are very clean. According to the EPA smog and ozone forming hydrocarbons and poisonous carbon monoxide are reduced by 67% and 48% respectively. Total particulate matter, recognized as a contributing factor in respiratory disease, is reduced by 47%. Emissions of nitrogen oxide which contribute to smog and ozone formation in the presence of unburned hydrocarbons have been shown to increase as little as 10%. Sulfate emissions, a major component of acid rain, are completely eliminated. Cancer causing polycyclic aromatic hydrocarbons and nitrated PAH's are reduced 80% and 90% respectively. NREL found that the life-cycle carbon dioxide emissions (greenhouse gas) are completely eliminated.

ATTACHMENT A

A RESOLUTION APPROVING THE RENEWAL OF AN AGREEMENT WITH PIEDMONT BIO-FUELS Resolution No. 08/2006-07

WHEREAS, Piedmont Bio-Fuels proposes to renew an agreement with the Town of Carrboro to provide B100 fuel to the Town of Carrboro and Cooperative Fuel Members; and

WHEREAS, under the proposed agreement Piedmont Bio-Fuels provides, maintains and operates a facility for the distribution of B100 fuel at the Public Works facility located at 100 Public Works Drive.

NOW, THEREFORE, THE BOARD OF ALDERMEN OF THE TOWN OF CARRBORO RESOLVES:

Section 1. The Board of Aldermen hereby authorizes the renewal of the agreement with Piedmont Bio-Fuels for B100 Fuel.

Section 2. This resolution shall become effective upon adoption.

AGREEMENT

This agreement is entered into by Piedmont Biofuels, A North Carolina corporation, Inc P.O. Box 661, Pittsboro NC 27312 and the Town of Carrboro, a North Carolina municipal corporation, 301 West Main Street, Carrboro, NC 27510 based on the following factors:

Whereas; the Carrboro Board of Aldermen seeks to ensure that its existing and proposed policies and regulations are conducive to employing alternative fuel options and overall increased energy efficiency; and

Whereas; Piedmont Biofuels is a producer of alternative fuels and seeks a temporary location to install a tank for distribution of a biodiesel product commonly known as B100; and

Whereas; the Town of Carrboro has a site at its' Public Works facility, 100 Public Works Drive, which is conducive to the distribution of this product, and

Whereas, the Town is willing to grant the use of this site to Piedmont Biofuels under certain terms and conditions;

Accordingly, based on the following premises and for other good and valuable consideration the receipt and sufficiency of which are acknowledged by the parties, the parties agree to the following:

1. Piedmont Biofuels has placed and presently maintains a 500 gallon, double walled fuel tank, pump, and associated piping at the location shown on the attached drawing (Exhibit A).
2. Piedmont Biofuels will continue to be responsible for all costs associated with the installation, maintenance, and operation for the project.
3. Piedmont Biofuels will comply with all city, state, and federal regulations that apply to this type of operation (including OSHA regulations) and will obtain all necessary permits for the installation.
4. The term of this agreement is for a period of one year from the date hereof.
5. The agreement shall automatically be renewed for a successive one-year period unless the Town or Piedmont Biofuels gives written notice of non-renewal to the other at least 60 days prior to expiration date.
6. Piedmont Biofuels shall monitor and maintain the site. Piedmont Biofuels shall also maintain the tank and all associated equipment. The tank, spill containment, and associated equipment shall be kept in safe and good working order at all times.
7. Piedmont Biofuels will be responsible for the clean-up of any spills or leaks associated with the site and must have a clean-up plan in place, satisfactory to the Town, as part of

this agreement. Clean-up will include the proper removal and disposal of any fuel product. This includes the removal and disposal of any fuel or water which may be in the containment area.

8. Piedmont Biofuels shall remove all equipment and material from the site within 30 days from the expiration or termination of this agreement and restore the site to its original condition to the satisfaction of the Public Works Director.
9. The fuel tank will be available to co-op members during normal Public Works hours, 8:00 am to 4:00 pm, Monday thru Friday, except on Holidays. Piedmont Biofuels shall provide and post signs, to the satisfaction of the Public Works Director, noting the hours of operation, and that Piedmont Biofuels is responsible for the operation of the facility.
10. The tank will be available to the Town of Carrboro for using B100 in various Town owned vehicles and equipment. The Town will be charged at a rate of *_\$3.01. Gallons will be determined by a meter installed with the pump. Piedmont Biofuels is responsible for insuring the meter is properly calibrated.
11. Piedmont Biofuels is responsible for tracking the amount of all fuel dispensed to co-op customers and the Town. The Town will be invoiced monthly for the fuel it pumps.
12. If, during the term of this agreement, the Public Works Director determines that the conditions of this agreement are not being met, or conditions have changed such that the fuel tank, in the Public Works Director's sole discretion, must be removed or relocated, the Town of Carrboro will notify Piedmont Biofuels in writing of such determination and shall direct that the tank either be relocated or removed within 30 days of notification.
13. Piedmont Biofuels, hereby covenants to indemnify, defend (including attorney fees) and save the Town of Carrboro harmless from any costs or expenses incurred by the Town, or claims for damages against the Town, arising out of the location of the tank authorized herein, or the dispensing of any fuel by any person from this tank or the use of such fuel, or any failure of the tank to function properly, or as the result of any other activity related in any manner to the use of this location by Piedmont Biofuels in the distribution of any product or service.

Piedmont Biofuels further agrees to furnish to the Town of Carrboro a certificate of General Liability and Auto Liability Insurance with limits not less than \$1,000,000 showing the Town of Carrboro as an additional insured and further agrees to keep said insurance in force until the expiration of this contract.

14. Piedmont Biofuels agrees to have all co-op customers sign a waiver of liability on a form provided by the Town of Carrboro. No co-op member shall be permitted or allowed to dispense or pump fuel from the tank at the site unless such member shall have signed the waiver of liability form.

Date: _____

PIEDMONT BIOFUELS

BY _____

TOWN OF CARRBORO

BY _____
Steven E. Stewart

ATTEST:

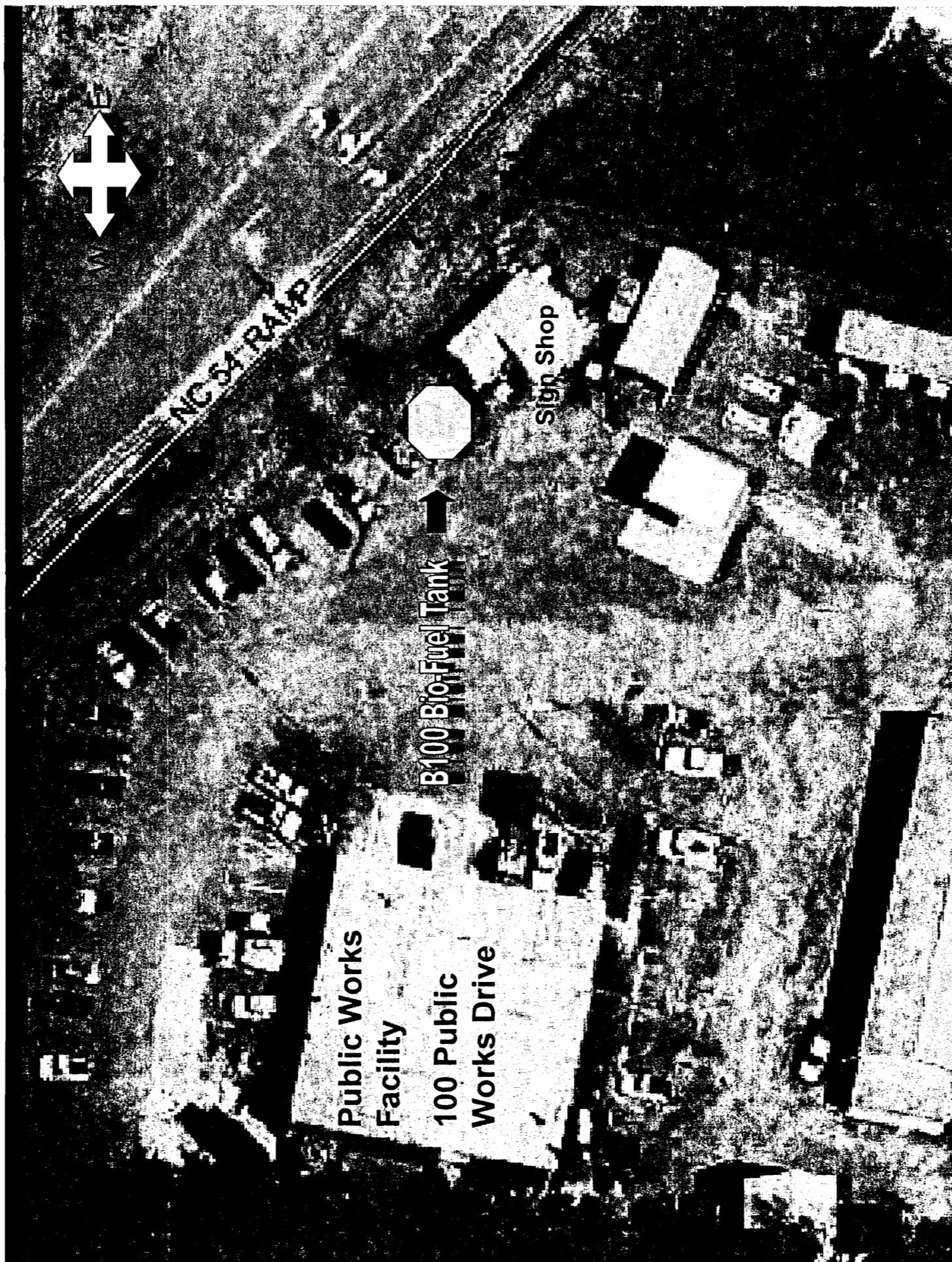
Town Clerk

Approved as to form:

Town Attorney

This instrument has been pre-audited in the
Manner required by the Local Government
Budget and Fiscal Control Act.

Finance Director



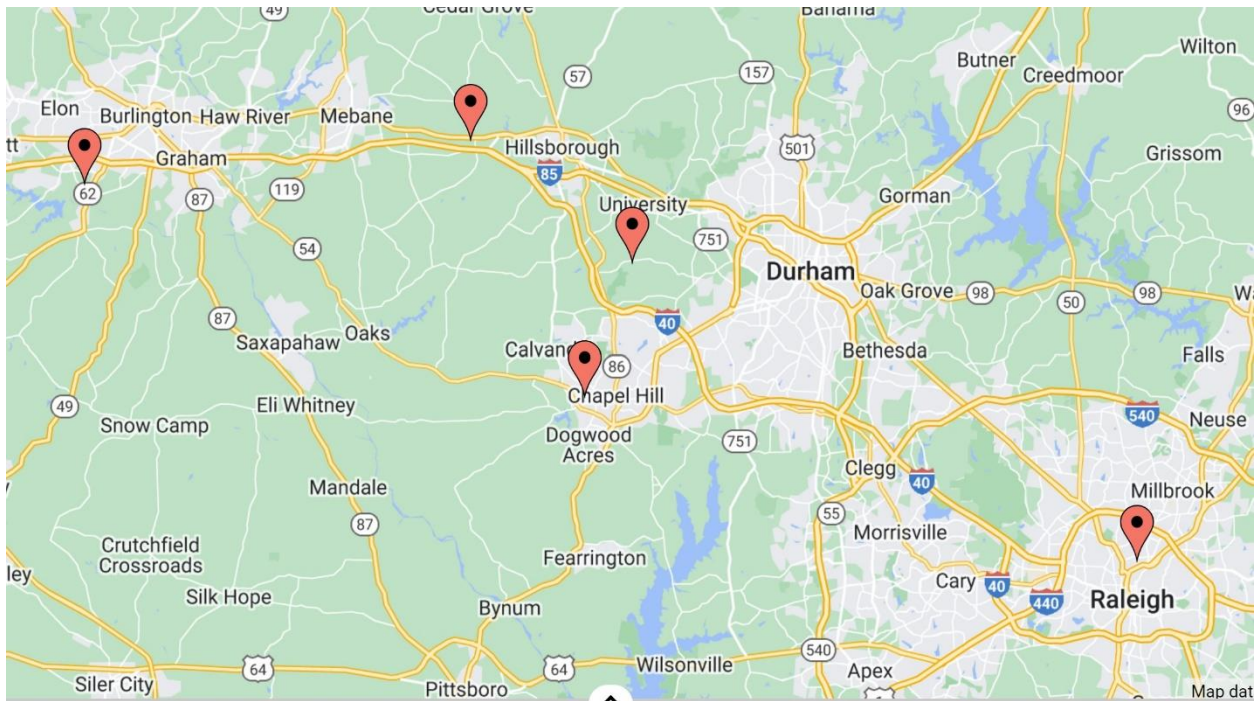
ATTACHMENT D

Alternative Biodiesel Fueling Stations

The below list shows alternative retail biodiesel fuel locations within 30 miles of Public Works facility:

City/ Town	Address	Biodiesel Blend	Miles from Carrboro PW	Notes
Durham	100 Willbea Rd.	B80/B100	9.2	
Efland	3604 Southern Dr.	B80/B100	13.5	(Winter Oct-March)
Burlington	2053 Willow Spring Ln.	B80/B100	29.2	
Raleigh	1507 Gavin St.	B80/B100	30	

Location Map of Alternative Biodiesel Fueling Stations:





TOWN OF CARRBORO

NORTH CAROLINA

TRANSMITTAL PUBLIC WORKS DEPARTMENT

To: Kevin Belanger, Public Works Director
Kristen Benoit, Assistant to Public Works Director

From: Randy Dodd, Stormwater Utility Manager
Heather Holley, Stormwater Specialist

Date: April 11, 2024

Subject: Biodiesel tank at Public Works

The purpose of this memo is to provide information pertaining to the biodiesel fuel tank at Public Works as it relates to the NPDES permit for the facility as well as the sensitivity of the receiving waters in the event of any spill.

The Town has a separate NPDES permit for the Public Works facility, falling under EPA's authority, and administered by the State. The purpose of this permit is to regulate activities to minimize and control the impacts of runoff from the facility on surface waters. With regard to the biodiesel tank, it is included as one of the site features regulated in the permit, with the responsibility remaining with the Town to be prepared for, respond to, and be liable for any release associated with the tanks operation, or natural or other unanticipated disasters or events. In the event that the tank were to be removed, the permit could be revised to recognize the removal and discontinue this regulation, and the associated staff and contractor time involved in monitoring, inspections, and reporting.

There are downstream areas of concern for health, safety, and environmental impact from a potential release of fuel from the above ground biofuel storage tank. Frank Porter Graham Elementary School and a half dozen ecologically significant areas including Mason Farm Biological Reserve and Jordan Lake Reservoir are down stream of the Public Work Facility. The downstream areas are known to contain multiple flora and fauna species of note that are listed by the state, including bald eagles, bobcats, sharp-shinned hawks, four-toes salamanders and ice age relict rhododendron bluffs.

Kristen Benoit

From: Matthew Reid <mreid@NCLM.ORG>
Sent: Tuesday, February 21, 2023 10:24 AM
To: Kristen Benoit; Daniel Snipes
Cc: Kathleen Nolan
Subject: NCLM Risk Control Visit
Attachments: Compressed Gases - Safety Checklist Program for Schools _ NIOSH _ CDC.pdf; FACT-30_2014.pdf; Requirement and design of fire-resistant barriers for oxygen and fuel-gas cylinders. _ Occupational Safety and Health Administration.pdf

Mr. Snipes and Ms. Benoit.

I would like to thank you and your staff for taking the time to meet with me on February 15, 2023. The purpose of my visit was to introduce myself as your risk control consultant and identify any safety and or liability issues that may need to be addressed.

I want to commend you for the excellent attention to safety/housekeeping throughout the facility. Keep up the good work!

As a result of my visit, I have the following recommendations to offer:

1. Fleet Maintenance Shop.

Separate the oxygen and acetylene cylinders. According to OSHA 1926.350(a)(10), oxygen cylinders in storage shall be separated from fuel-gas cylinders or combustible materials (especially oil or grease), a minimum distance of 20 feet (6.1 m) or by a noncombustible barrier at least 5 feet (1.5 m) high having a fire-resistance rating of at least one-half hour.

Attached are some guidance documents concerning compressed gas safety that should be helpful.



2. Biofuel Operation.

Consider finding a location outside of the public works facility for the biofuel operation. Allowing the general public to enter the public works facility grounds creates potential added risks for which the Town could be held liable.

In addition, the Town may want to consider a lease agreement for the use of Town property and request a certificate of insurance from Piedmont Biofuels naming the Town as additionally insured under their insurance policy.



If you have any questions concerning these recommendations please feel free to contact me. Again I thank you for your time and assistance during my visit.

Respectfully,

Matt Reid



MATTHEW REID

Risk Control Consultant

p 919-715-2745

m 919-404-1857

e mreid@NCLM.ORG

434 Fayetteville Street, Suite 1900, Raleigh, NC 27601

www.nclm.org

A RESOLUTION TO TERMINATE THE AGREEMENT TO
GRANT USE OF PUBLIC WORKS SITE TO CAROLINA
BIODIESEL, LLC, FORMERLY PIEDMONT BIOFUELS, INC

WHEREAS, on October 12, 2004, the Town Council granted permission to Piedmont Biofuels, Inc., a Cooperative Association, for the installation of a 500-gallon biodiesel fuel tank at Public Works facility for a maximum period of one year; and

WHEREAS, the Town renewed its agreement with Piedmont Biofuels, Inc. on August 15, 2006, which automatically renews for additional one-year terms unless either party provides written notice of non-renewal at least 60 days before the expiration date; and

WHEREAS, Piedmont Biofuels, Inc. filed Articles of Dissolution with the Secretary of State on January 5, 2018, and the biodiesel tank is currently owned and managed by Carolina Biodiesel, LLC, a limited liability company founded in June 2010; and

WHEREAS, the aboveground biodiesel tank and fueling station are approximately 20 years old, nearing the end of its lifespan, and may pose potential risks of structural failure or leaks; and

WHEREAS, the Town's NPDES permit includes responsibility for preparing for, responding to, and being liable for any release associated with the tank's operation or unforeseen disasters, with downstream areas of concern for health, safety, and environmental impact in case of a fuel release; and

WHEREAS, the North Carolina League of Municipalities risk control consultant recommended in February 2023 to relocate the biofuel operation outside the facility due to potential added risks to public safety and liability when allowing general public access to the facility grounds; and

WHEREAS, the Public Works facility houses the Town's fueling depot and stores emergency response vehicles and equipment; and

WHEREAS, removal of the biodiesel tank from Public Works facility would enhance security and protect the Town's assets;

NOW, THEREFORE, BE IT RESOLVED that the Carrboro Town Council authorizes the Town Manager to provide written notice to Carolina Biodiesel, LLC, informing them of the decision to remove the biodiesel tank and to coordinate the necessary actions for its prompt and safe removal.

This 4th day of June 2024.



Agenda Item Abstract

File Number: 24-096

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Request to Award 2024 Street Resurfacing Contract

PURPOSE: The purpose of this agenda item is to request that the Town Council award the 2024 Resurfacing Project to Daniels, Inc. of Garner.

DEPARTMENT: Public Works, Finance

CONTACT INFORMATION: Kevin Belanger, Public Works Director, 919-918-7432; Mike Johnson, Capital Projects Manager, 919-918-7424; Bret Greene, Finance Director, 919-918-7439

COUNCIL DIRECTION:

☐ Race/Equity ☒ Climate ☒ Comprehensive Plan ☐ Other

This work corresponds with Carrboro Connects Chapter 10: Public Services & Communication (Public Works 1A) - Administer contracts for bi-annual street resurfacing, sidewalk improvements, and pavement markings based on maintenance needs identified in the Pavement Condition Survey and Sidewalk and Curb Ramp Condition Survey.

Annual maintenance and resurfacing of Town roads are necessary to prevent asphalt pavement failure and to maintain safe infrastructure. In addition to street resurfacing, this project will include updating a number of curb ramps for ADA compliance, adding pavement markings for traffic calming/bicycle safety purposes (Attachment C), and applying an asphalt rejuvenator on recently resurfaced streets that will both extend the serviceable life of those streets and neutralize some of the pollutants and greenhouse gases from vehicular exhaust via a photocatalytic reaction (Attachment D). The complete list of locations can be found in Attachment A.

INFORMATION: The Town of Carrboro receives annual State Powell Bill funds for roadway maintenance. In 2022, Public Works hired LaBella Associates to conduct a Town-wide street condition assessment. Utilizing the results of this assessment, Public Works developed a project manual and bid package for street resurfacing and patching. According to the assessment, the weighted average Pavement Condition Rating (PCR) of the streets selected for resurfacing is 48.0, compared to an overall average PCR of 90.8 for the Town's entire street system. This bid package was advertised on April 22, 2024 and a public bid opening was held on May 15, 2024, only one bidder was present, so the bid was not opened. The project was re-advertised on May 16th, and a second public bid opening was held on May 23rd. The results of this bid opening can be found in Attachment B: Summary of Bids.

Staff have taken steps to reach minority and women-owned business enterprises (MWBE) by advertising the bid opportunity on the NC HUB site and in *The Triangle Tribune* newspaper. Bidders

were required to make good faith efforts to include MWBE subcontractor participation and to provide documentation of outreach and participation.

The Racial Equity Pocket Questionnaire has been completed for this agenda item and can be found in Attachment E.

FISCAL IMPACT: The fiscal impact for the resurfacing project will be \$688,205.17 to be funded out of Powell Bill revenues.

RECOMMENDATION: The Town Manager recommends that the Town Council approve the attached resolution (Attachment F), awarding the contract to Daniels, Inc. of Garner, the lowest responsive, responsible bidder.

2024 Town of Carrboro Street Resurfacing
Bid Opening: May 23, 2024 (Re-Bid)
Summary of Bids

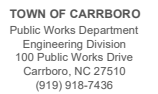
Bidder	Bid Amount	All Forms Completed Including M/WBE Outreach and Participation Forms	Participation Amount and HUB Type*
Daniel's, Inc. of Garner	\$688,205.17	Yes	7.8% W, 18.0% B

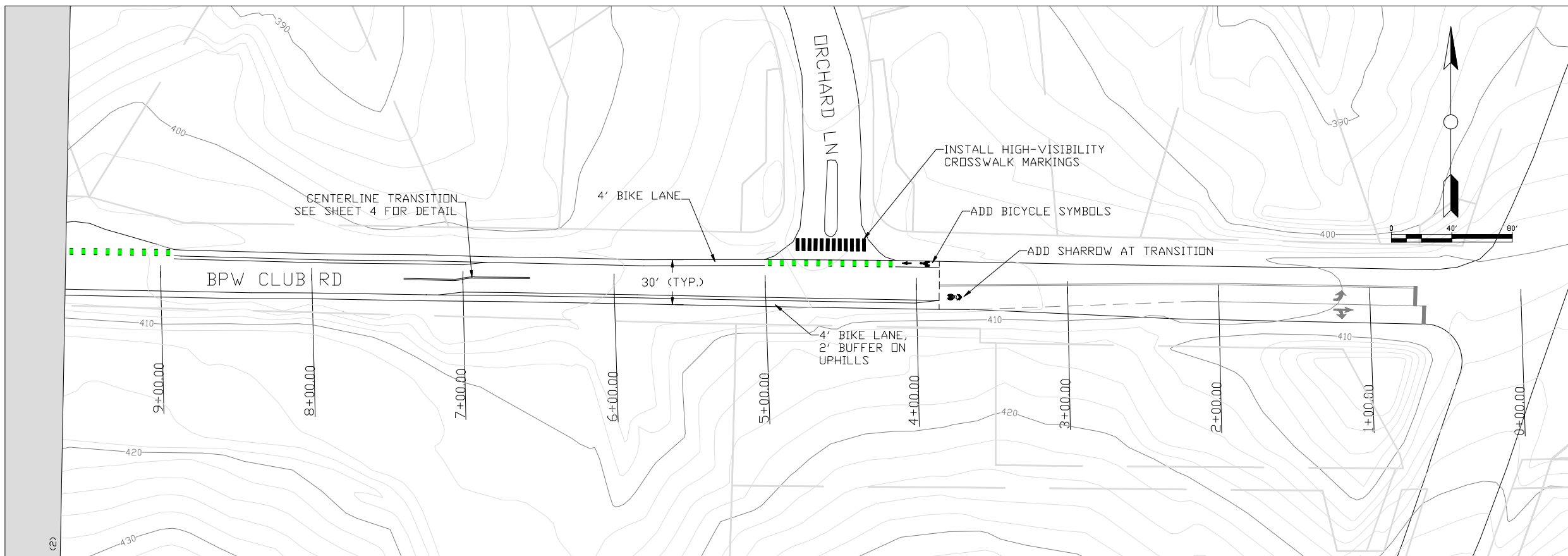
***Hub Status Abbreviation:**

B = Black, HA = Hispanic, AA = Asian American, AI = American Indian, W = Female, D = Disabled

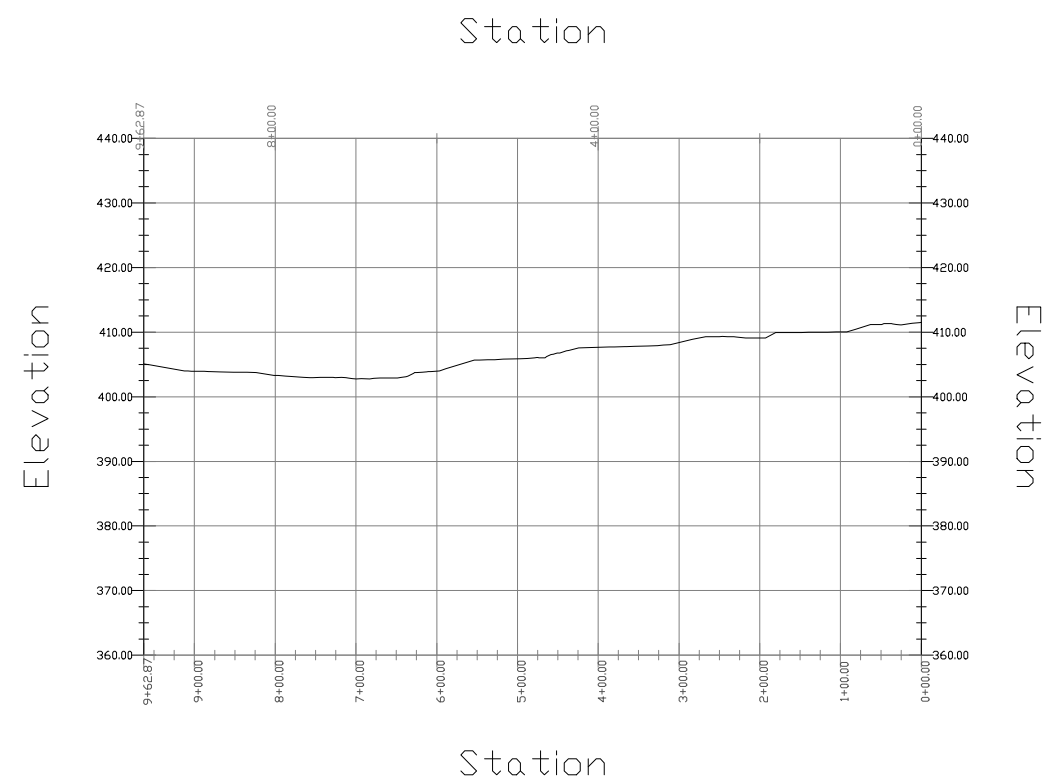
EAL

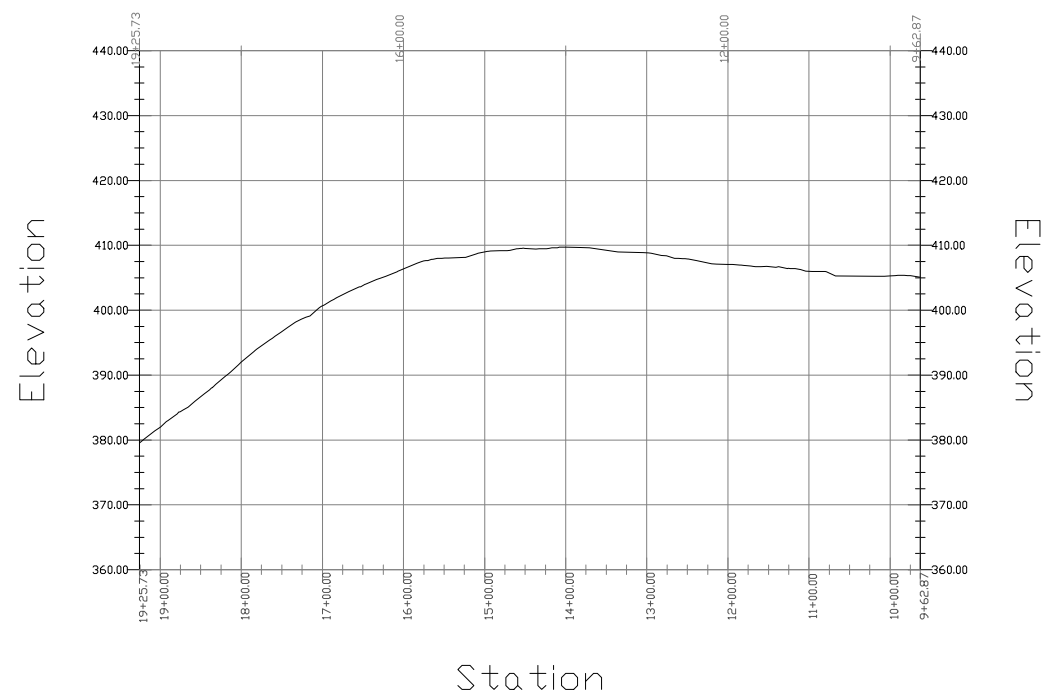
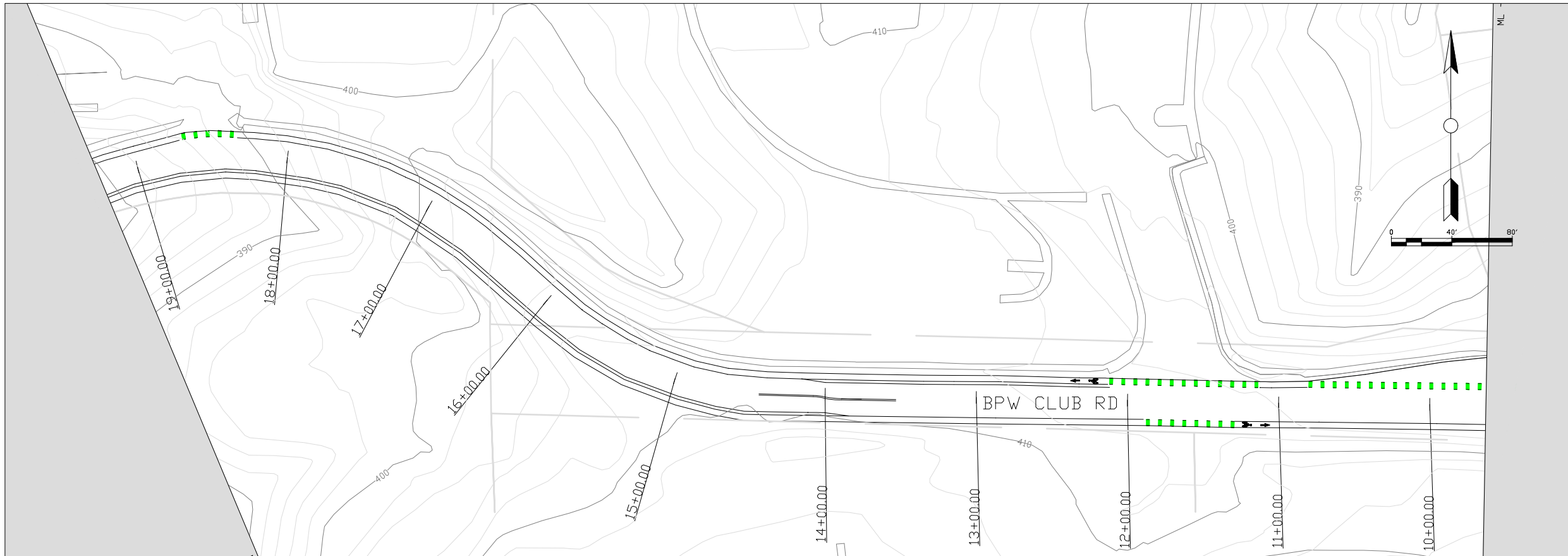
BPW Club Buffered Bike Lanes
Alternative A

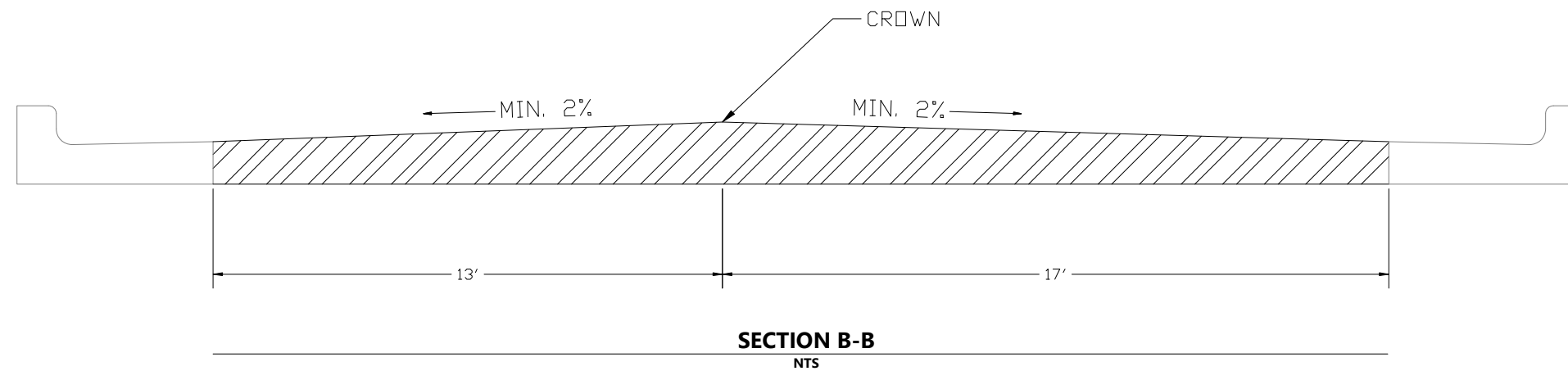
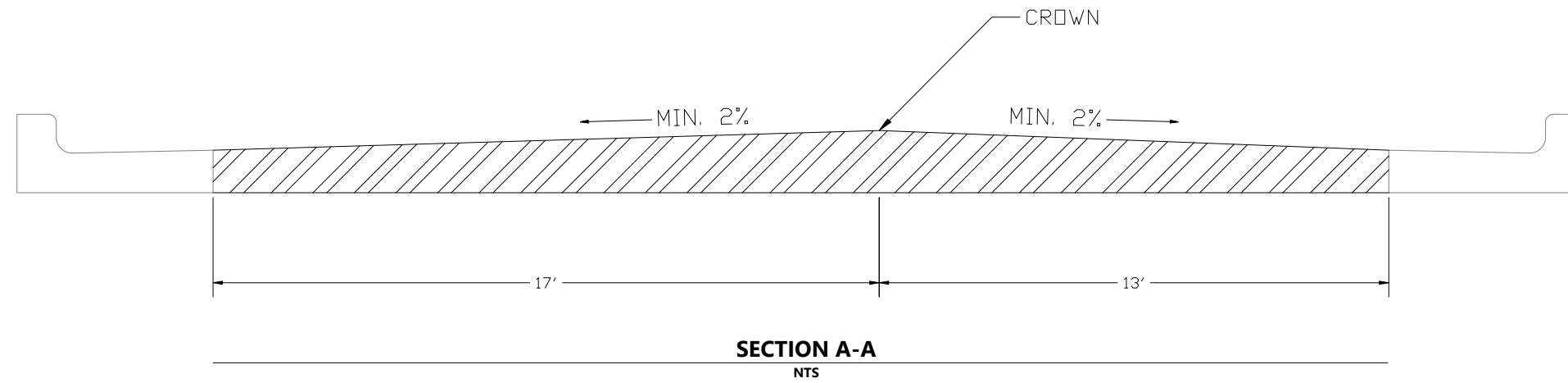
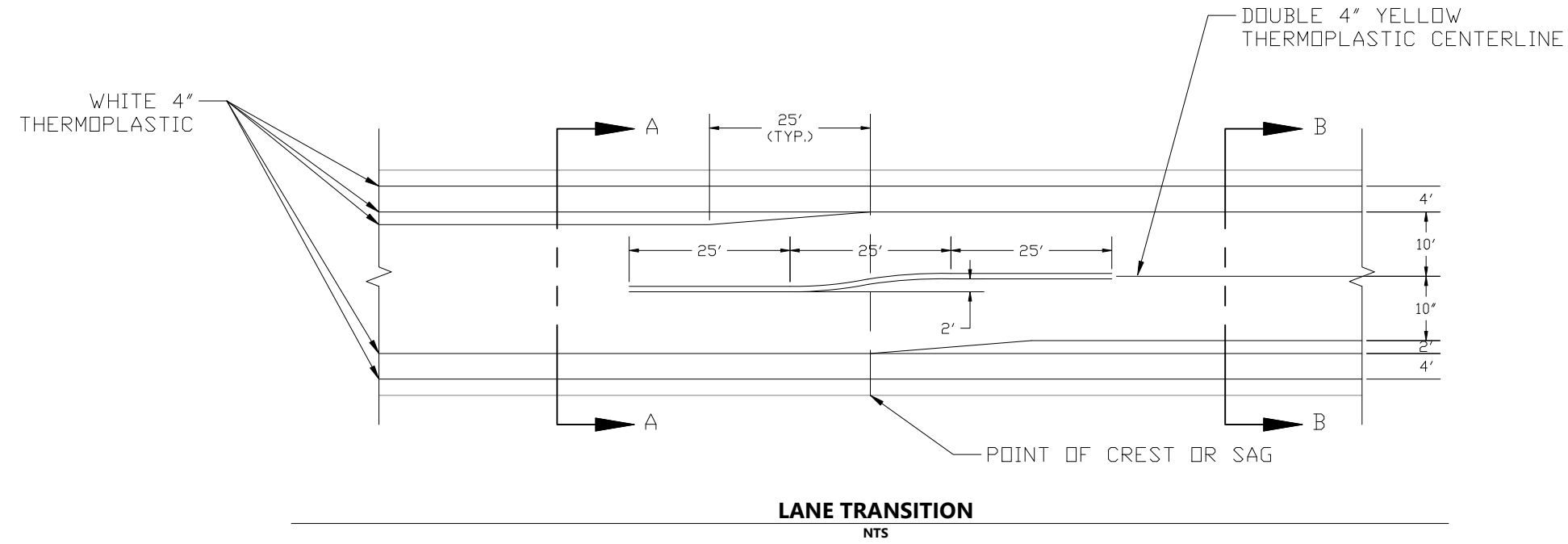
[illegible]



Profile View of BPW Club Rd







BPW Club Buffered Bike Lanes

Alternative A Transition Detail

TOWN OF CARRBORO

Public Works Department

Engineering Division

100 Public Works Drive

Carrboro, NC 27510

(919) 918-7436

Date	
Revisions/Issues	
No.	

Pavement Technology, Inc.

800-333-6309

www.pavetechinc.com

A.R.A.-1 Ti® asphalt rejuvenator/sealer



PlusTi A.R.A.-1 Ti® asphalt rejuvenator/sealer application

The PlusTi™ family of smog-eating road penetrants includes A.R.A.-1 Ti® pollution-reducing asphalt rejuvenator/sealer. Formulated from the same maltene fractions that vitalize asphalt binders, A.R.A.-1 Ti asphalt rejuvenator/sealer revitalizes aging asphalt while leaving behind a self-cleaning surface that removes nitrogen oxides (NOx), volatile organic compounds and other pollutants introduced into the atmosphere through vehicular exhaust. The air-purifying surface regenerates itself, contributing to compliance with U.S. EPA's stringent new National Ambient Air Quality Standard (NAAQS). The ideal solution for government agencies dealing with reduced budgets, deteriorating infrastructures and pollution concerns.

Markets

- DOTs
- Urban/Suburban Municipalities, Counties, Gated Communities
- Airports
- Bridges
- Parking Lots
- Highway Shoulders

Compatible Substrates

- For newly constructed asphalt pavement, PlusTi asphalt rejuvenator/sealer improves durability by replacing volatile components lost to the heat of production, providing an in-depth seal to reduce permeability.

- For older asphalt pavement, PlusTi asphalt rejuvenator/sealer reverses the effects of UV, weathering and water intrusion by reintroducing volatile components deep into the asphalt to restore ductility and flexibility.

Benefits

- Penetrates deeply to protect against air and water – not a topical coating
- Provides a self-cleaning, self-regenerating, air-purifying surface that removes nitrogen oxides (NOx) volatile organic compounds (VOCs) and other airborne pollutants from the atmosphere for the life of the structure
- Captures and removes up to 60% of toxic airborne vehicular emissions
- Creates a quick-drying super-hydrophilic surface
- Prevents stripping and raveling of the aggregate
- Reduces long-term pavement maintenance costs by extending the life of new and existing asphalt pavements:
 - Increases the durability of the top portion of new asphalt pavements
 - Improves the ductility and flexibility of the top portion of aging asphalt pavements
- Will not obliterate striping and other markings
- Supports NAAQS compliance

How It Works

A.R.A.-1 Ti PlusTi asphalt rejuvenator/sealer uses Maltene Replacement Technology to restore the reactive components that asphalt

pavements lose due to hot-plant operations and the aging process. The emulsion uses Photo Catalytic Technology (PCT) to deliver TiO₂ deep into the asphalt surface, leaving behind a photo catalytic surface layer that removes NOx, volatile organic compounds (VOCs) and other airborne pollutants from the atmosphere for the life of the pavement. As weather and traffic wear the surface layers of pavements, deeper layers of TiO₂ are exposed at the surface in a self-generating process of air purification.

How to Apply Temperature

Apply only when ambient temperature is expected to remain at or above 40°F during application and for the next 12 hours.

Surface Preparation

Surface must be dry with no threat of rain within 4 hours of application.

Field testing shall be performed prior to application to determine the maximum amount of material that the pavement can absorb within a 20 minute period. Contractor shall apply various test strips ranging in length from 100-150 ft. using different rates, noting the time it takes for total absorption to occur without surface residues remaining.

Application Method

PlusTi asphalt rejuvenator/sealer must be applied by an approved applicator using a computerized distributor truck cleaned of all other materials to prevent contamination.

Apply uniformly to all surfaces. Where grades / elevations are prone to excessive runoff, multiple applications may be required; successive applications must be made as soon as complete penetration of previous applications has occurred.

A light application of dry sand or rock dust shall be applied to all treated pavement after absorption and prior to reopening to traffic; if spills or misapplication occur, a heavier application may be required. The sand or rock dust should be removed within 24 hours.

(continued)

Application Rate

- For new asphalt, recommended rate between 0.04 and 0.08 gallons per square yard (GSY)
- For old asphalt, recommended rate up to 0.15 GSY

Other Considerations

Treated sections must be closed and free from traffic until **PlusTi** treatment with subsequent sand or rock dust application is complete. Traffic control shall be conducted in compliance with all local, state and federal requirements.

Limited Warranty

Pavement Technology, Inc. (PTI) warrants its products to be of the highest quality. Refund of purchase price or replacement of product shall constitute the limit of PTI's liability. PTI makes no other warranties, express or implied, with respect to the products or any service and disclaims all other warranties, including any warranty of merchantability and fitness for particular purpose. This limited warranty may not be modified by reps of PTI, its distributors or dealers.

Specifications/Testing¹

Property	Test Method	Requirements
Air Pollution Reduction		
Titanium dioxide (TiO ₂)		Min. 2.0%
Emulsion		
Residue, %w ²	ASTM D-244 (Mod)	Min. 55, Max. 60
Miscibility ³	ASTM D-244 (Mod)	No Coagulation
Particle Charge	ASTM D-244	Positive
Residue from Distillation		
Flash Point, COC °C	ASTM D-92	Min. 196
Viscosity @ 60°C, cSt	ASTM D-445	Min. 100, Max. 200
Asphaltenes, %w	ASTM D-2006-70	Max. 1.0
Maltene Distribution Ratio (PC+A ₁) / (S+A ₂) ⁴	ASTM D-2006-70	Min. 0.3, Max. 0.6
PC/S Ratio ⁵	ASTM D-2006-70	Min. 0.5
Saturated Hydrocarbons	ASTM D-2006-70	Min. 21, Max. 28
Percent Light Transmittance ⁶	D&D Emulsions	Max. 30
Polymer		
Charge	Positive	0.5%
Property	Description	
Monomer Ratio, Butadiene/Styrene	76/24	
Solids Content, %w	63	
Coagulum on 80 mesh screen (max. %w)	0.1	
Mooney Viscosity of Polymer (ML 4 @ 212°F) min.	100	
PH of Polymer	5.0	

NOx Reduction Efficiency⁷

Compound	Control Sample	0.16 kg/m ²	0.21 kg/m ²	0.26 kg/m ²	0.31 kg/m ²	0.36 kg/m ²
A.R.A.-1 Ti	4.12	52.78	58.61	61.12	53.44	48.26

1 The Texas A&M Transportation Institute, using samples of A.R.A.-1 Ti rejuvenating seal (PlusTi asphalt rejuvenator/sealer), studied the application of this Ti-enhanced emulsion to asphalt pavement surfaces to impart air pollution remediation properties. The test program on specimens yielded data to assess the effects of the application rate and the carrier on the effectiveness of the photo catalytic reaction. To understand the proper application rate for asphalt specimens, the NOx removal efficiency was measured with A.R.A.-1 Ti compounds at five different application rates as indicated in the chart below. The NOx reduction efficiency of A.R.A.-1 Ti rejuvenating seal ranged from 48.26 to 61.12 percent; the effectiveness of the treatment was not linear. The NOx reduction efficiency of the control sample was negligible.

2 ASTM D-244 Evaporation Test for percent of residue is calculated by heating 50 gram sample to 149°C (300°F) until foaming ceases, then cooling immediately.

3 Test procedure identical with ASTM D-244 except that .02 Normal Calcium Chloride solution shall be used in place of distilled water.

4 PC = Polar compounds; A₁ = First Acidifins; A₂ = Second Acidifins; S = Saturated Hydrocarbons

5 Chemical composition by ASTM D-2006-70

6 Light Transmittance minimum of 30 without the complete test method shown.

7 Laboratory Investigation of the Effect of TiO₂ Topical Treatments on Asphalt Specimens (Phase I) - Texas A&M Transportation Institute, September 2018.

Safety Guidelines

Contractors shall follow all stipulated application requirements.

National Distributor

Pavement Technology, Inc., Westlake, OH

Contact Mike Durante,
mdurante@pavetechinc.com
972.974.6037

Manufacturer

D&D Emulsions, Inc., Mansfield, OH

Patents: US 8,899,871 B2



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Attachment E

Race and Equity Pocket Questions

Title and purpose of this initiative: 2024 Street Resurfacing.

Department: Public Works

What are the racial and equity impacts?

Condition of streets and other transportation facilities have a significant impact on quality of life, and execution of resurfacing projects can exacerbate or alleviate existing racial inequities depending on how they are approached. By prioritizing historically underserved areas in town with significant BIPOC populations, the Town may help in diminishing the transportation barriers experienced by community members in these areas.

Who is experiencing or will experience community burden?

The 2024 Street Resurfacing project may burden community residents due to parking restrictions or noise and temporary traffic delays and/or detours. Town Staff may be burdened due to time involved in managing the project.

Who is or will experience community benefit?

The 2024 Street Resurfacing Project includes 1.60 miles of resurfacing along with spot repairs around town to improve usability and preempt more expensive repairs down the line. This project will benefit those who reside on and/or utilize those streets. Included in the project are BPW Club Rd and Rock Haven Rd, two streets in a racially diverse area with a lower median household income than Carrboro as a whole and beyond standard resurfacing activities, this project includes updating curb ramps for accessibility and adding pavement markings to make walking and cycling on these streets safer—particularly important considering their proximity to Carrboro High School.

What are the root causes of inequity?

Neighborhoods and streets in need of improvements may be associated with characteristics like “distressed” or “unsafe,” often compounding the issues arising from lack of maintenance by deterring investments in these locations—this issue has historically affected communities of color disproportionately. Communities of color have fared poorly in decisions relating to transportation improvements and dedicated funding sources have been used to enhance

predominately white neighborhoods while communities of color remain without up-to-date infrastructure and safe streets.

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

Unintended consequences of the project may include temporary disruptions to services or access in affected areas of Town. Repaired streets may result in higher vehicle speeds which may impact safety. Noise and other disturbances from construction activities may temporarily affect individuals' daily routines, work schedules or quality of life.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

Resurfacing activities will be limited to 9:00 A.M.-4:00 P.M. to minimize impact on commuters. Residents will be notified in advance of any disruptions to on-street parking and with regard to the potential for higher vehicle speeds, traffic calming measures have been incorporated into this project for the street that has been identified to have the geometry most conducive to speeding (BPW Club Rd).

A RESOLUTION FOR AWARDING THE CONTRACT FOR THE 2024 STREET
RESURFACING PROJECT

WHEREAS, the Town received one (1) bid for the 2024 Street Resurfacing project after readvertising the project

WHEREAS, bidding and advertising were performed in compliance with state and federal requirements including steps taken to reach Historically Underutilized Businesses (HUBs); and,

WHEREAS, staff have identified Daniels, Inc. of Garner as the lowest cost, responsive and responsible bidder and recommend that they be awarded the contract;

NOW, THEREFORE, BE IT RESOLVED that the Carrboro Town Council authorizes the Town Manager to award Daniels, Inc. of Garner the contract for the 2024 Street Resurfacing Improvement Project in the amount of \$688,205.17.

This the 21st day of May in 2024.



Agenda Item Abstract

File Number: 24-106

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Title

Resolution To Award American Recovery Plan Act (ARPA) Funding for the Carrboro Family Financial Assistance Program (CFFAP) second round

PURPOSE: The purpose of this agenda item is for the Town Council to review updates of the Carrboro Financial Assistance Program and support the direction of the second round of funding.

DEPARTMENT: Town Manager's Office

CONTACT INFORMATION: Anita Jones-McNair, Chief Race and Equity Officer, 919.918.7381, amcnair@carrboronc.gov <<mailto:amcnair@carrboronc.gov>>

COUNCIL DIRECTION:

X Race/Equity ____ Climate ____ Comprehensive Plan ____ Other

Council Direction Statement

The Town Council approved ARPA funding for race and equity initiatives on October 11, 2022 - Grant Ordinance #4 Fiscal Year 2022-2023

INFORMATION: The first round of the program was a success thanks to work the of Orange County Social Services, Carrboro's Race and Equity Team, Finance and Housing and Community Services Departments for dispersing \$128,486 of ARPA funding on behalf of Carrboro families. See Attachment B. for details.

Numerous families continue to face challenges resulting from the ongoing impact of the pandemic. The Town continues to receive inquiries about financial assistance and being placed on a notification list should additional funding become available. These challenges primarily pertain to securing funds to offset housing, utilities, transportation, and childcare needs.

This second round of assistance includes the same financial aid as the pilot program, assisting with past due bills for housing, utilities, transportation, and childcare. Households can receive up to \$6,000 per household. The combination includes up to \$6,000 for housing and/or utilities or 1,500 for transportation and childcare.

The Town is also offering more opportunities to help families by partnering with Empowerment Inc. and offering internet access assistance. This partnership provides financial counseling for households prior to dispensing funding and assisting with distributing funds on behalf of families should the need arise. We are

also offering an opportunity for internet access up to one year or \$1,500. This request can come in the form of requesting an annual internet subscription or a combination of paying a past due payment(s) and including payment to balance an annual subscription.

Households that applied during the first round can also be considered in this second round if the financial assistance threshold was not reached in the first round.

FISCAL IMPACT:

<u>Funding Line Item</u>	<u>Allocation</u>
ARPA Broadband Project	\$99,113
Pave Fitch Lumber Lot	\$40,000
Pave Butler Park Lot	\$10,000
<u>ARPA CFFAP</u>	<u>\$21,524</u>
CFFAP Total	\$170,637

RECOMMENDATION: Staff recommends approval of the resolution.

RESOLUTION AWARDING AMERICAN RECOVERY PLAN ACT (ARPA) FUNDING FOR CARRBORO FAMILY FINANCIAL ASSISTANCE PROGRAM

WHEREAS, On November 29, 2023, the Carrboro Town Council approved \$150,000 funding from the American Recovery Plan Act to support the Carrboro Family Financial Assistance Program (CFFAP); and

WHEREAS, from February – May 2024, the CFFAP helped 63 Carrboro families pay bills that were behind in essential household expenditures - housing, utilities, transportation, and childcare as of January 31, 2024; and

WHEREAS, on April 23, 2024, the Town Council reallocated funding for round two of the CFFAP; and

WHEREAS, Staff will initiate a second round of funding this summer, up to \$170,637; and

WHEREAS, The program includes financial counseling through Empowerment Inc. and annual internet access;

NOW THEREFORE, BE IT RESOLVED by the Carrboro Town Council that:

Section 1. Funding be granted to households in accordance with the process determined.

Section 2. This resolution is effective immediately and a copy of this resolution shall be forwarded to the Town's Finance Officer.



**TOWN OF CARRBORO • NC
FACING RACE, EMBRACING EQUITY**

Town of Carrboro Family Financial Assistance Program Summary (February – May 2024)

The Carrboro Family Financial Assistance Program was created based on a need in the community, the commitment made by the Town Council in the Resolution Supporting Reparations for Black Carrboro and a recommendation from the Racial Equity Commission to assist Carrboro residents with financial challenges resulting from the pandemic for childcare, housing, utilities, and transportation. This program was funded by ARPA funds. Applications were accepted from January 16th to January 31, 2024. Special thanks to Orange County Social Services and Carrboro Finance and Housing and Community Services Departments and Race and Equity Team.

Overview

A total of 105 applications were received.

81 applications (households) were approved. The participants self-identified as

62 %	Black or African American
17 %	White
11 %	Hispanic
3 %	Other
2 %	Asian Arabic
1.5%	Asian
1.5%	Asian Afghan
1 %	Black Indian
.5%	Asian Indian
.5%	Native American

Assisted families speaking English, Spanish, Arabic and Pashto

Out of the 81 households approved, 18 did not receive funding and some households did not receive all requested funding.

\$77,600 not distributed due to a variety of reasons

- Currently no past due needs as of January 31st however needing relief for February and March
- Past due balances were already paid
- Unable to obtain documentation of requested amount
- Company policy prohibits payment from sources other than customer

15 applications were denied because seven household incomes were over program threshold and eight live outside of Carrboro.

8 still in pending status because information requested however never received to process application

1 not able to locate applicant

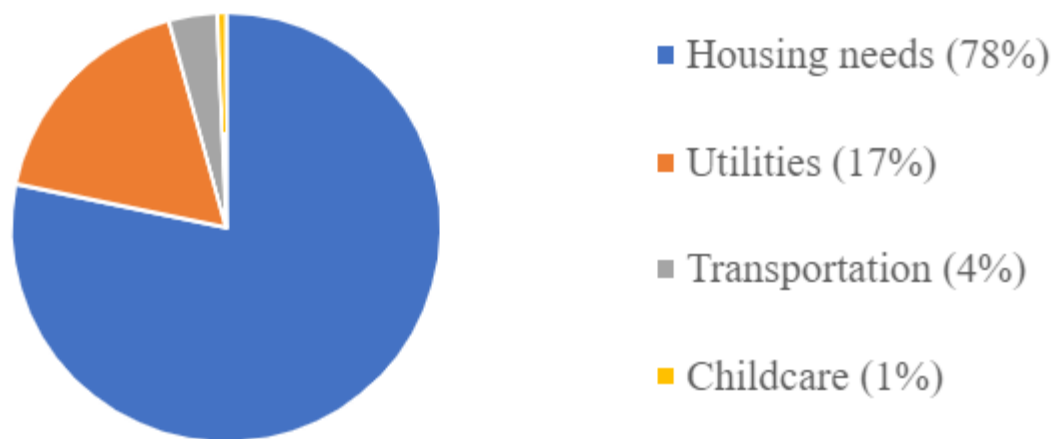
The total amount of funding requested - \$206,086

Housing	\$ 162,267
Utilities	\$ 24,793
Transportation	\$ 17,095
Childcare	\$ 1,931

The total amount of funding dispersed - \$128,486

Housing	\$100,516
Utilities	\$ 22,431
Transportation	\$ 4,683
Childcare	\$ 856

FINAL Breakdown



Race and Equity Pocket Questions

Title and purpose of this initiative: CFFAP funding and financial counseling

Department: Race and Equity

What are the racial and equity impacts?

Families continue to struggle in the United States grappling with housing, food and housing insecurity, transportation, and childcare. Food and housing insecurity, transportation, and childcare needs disproportionately affect people from racial and ethnic minority and socioeconomically disadvantaged populations. Black/African American households and Hispanic/Latino households are more likely to be food insecure than White households. [Food Accessibility, Insecurity and Health Outcomes \(nih.gov\)](#). In the United States, the struggle to find affordable housing is a pervasive crisis, with millions of low-income individuals and families feeling the weight of rising rent prices. Nearly 20 million Americans who rent—[almost half of all renters](#)—are now [burdened by housing costs](#), many for the [first time ever](#). [An American Nightmare: The Urgent Need for Low-Income Housing - THE INTEL DROP](#). The struggle to find affordable housing is a pervasive crisis, with millions of low-income individuals and families feeling the weight of rising rent prices. Nearly 20 million Americans who rent—[almost half of all renters](#)—are now [burdened by housing costs](#), many for the [first time ever](#). Carrboro is home to a substantial population of renters, a significant portion of whom belong to BIPOC and socioeconomically disadvantaged communities.

We also struggle like many other jurisdictions with internet accessibility versus affordability. Internet accessibility may not be a problem in communities however having the funds to pay for another monthly expense can be problem. The difference is real and can cause barriers in communication, education and access.

Additional information that substantiates the need in our community -

ASSESSING THE IMPACT OF COVID-19 ON LOW-INCOME HOUSEHOLDS AND COMMUNITIES IN NORTH CAROLINA - [Assessing-the-Impact-of-COVID-19-V5.pdf \(unc.edu\)](#)

Who is or will experience community burden?

Those who may not qualify for the program and yet still struggling, may feel burdened. Also, families that qualify however not enough funding to accommodate everyone.

Who is or will experience community benefit?

The intended outcome focuses on “chipping away” at closing the gap of disparities in the lives of Carrboro families who qualify for the assistance. Financial counseling can also help equip households with the knowledge to make more informed decisions and improve financial security. Those families most in need are often BIPOC and socioeconomically disadvantaged populations.

What are the root causes of inequity?

Housing insecurity, transportation and childcare needs disproportionately affect people from racial and ethnic minority and socioeconomically disadvantaged populations. Black/African American households and Hispanic/Latino households are more likely to experience hardship than White households. This is due to red lining, gentrification, and the core issue of the lack of potential in building and sustaining generational wealth.

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

Unintended consequences include not enough funding available to help all community members in need. The dollar amount allocated helps however more funds are essential for families to achieve stability. Hopefully the administrative requirements and process will not create barriers.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

By considering other programs or methods to lessen the burden of families in need and find ways to increase positive impact and outcomes so that community thrives! This program serves as a pilot project for future community initiatives. If burdens, inequities, and unintended consequences arise, staff will work diligently to remove those issues.



Agenda Item Abstract

File Number: 24-117

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

Minor Modification of a Special Use Permit-A

PURPOSE: Town Council is asked to consider approving a resolution authorizing a change to the erosion control and grading plan for Lot 2 within the South Green development project at 501 South Greensboro Street.

DEPARTMENT: Planning

CONTACT INFORMATION: Marty Roupe, Development Review Administrator, 919-918-7333, mrroupe@carrboronc.gov

COUNCIL DIRECTION:

☒ Race/Equity ☐ Climate ☒ Comprehensive Plan ☒ Other

This item relates to the town's Land Use Ordinance. Racial Equity pocket questions have been answered and are included as an attachment.

INFORMATION: Drew Howe of Ballentine Associates has submitted a Special Use Permit-A Minor Modification request on behalf of the property owner, Capstone Ventures LLC. The permit was originally issued in June 2015 and the SUP-A document and original site plan are included for reference, as Attachments B and C respectively. The applicant is seeking approval of a request to modify the previously approved erosion control and grading plan for Lot 2. Attachment D includes the currently proposed plan for reference. If approved, the developer will move forward with erosion control measures and grading, as well as installing multiple retaining walls as soon as this summer, ahead of potentially building one or more buildings in the future.

While the request modifies the previously approved erosion control and grading plan, it is necessary to note that the vested right to potentially construct a building up to approximately 14,000 square feet in size is not changed or modified by this approval. Town Council has already approved an amendment to the conditional rezoning for the property to allow for residential uses to be included within the development, and the developer is moving forward with plans for such use on Lot 2, but a new / updated vested right to build a residential project on the lot may only be established by way of the granting of a new Special Use Permit-A in the future allowing for revisions to the building plans for the lot. The developer is seeking approval of this Minor Modification in advance of receiving a new Special Use Permit-A in order to facilitate completing necessary groundwork before the winter months make such work more difficult.

A public hearing is not required for this request. However, the Town Council has the discretion to hold one if they deem it necessary to gather additional public input before deciding.

FISCAL IMPACT: Application fees are paid by the applicant. No other fiscal impacts are noted.

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Consent Agenda

RECOMMENDATION: Staff recommends that Town Council approve the attached resolution (Attachment A) granting the Minor Modification to the Special Use Permit-A.

A RESOLUTION APPROVING THE MINOR MODIFICATION TO THE SUP-A FOR THE SOUTH GREEN DEVELOPMENT AT 501 SOUTH GREENSBORO STREET TO MODIFY THE EROSION CONTROL AND GRADING PLAN FOR LOT 2.

WHEREAS, the Carrboro Town Council approved a Special Use Permit-A for the South Green development project on June 9, 2015; and

WHEREAS, the Town of Carrboro Land Use Ordinance requires that any modification of an existing Special Use Permit-A that does not substantially impact neighboring properties, the general public, or the intended occupants of the project, constitutes a minor modification to the original Special Use Permit-A; and

WHEREAS, the Town Council finds that the applicant has satisfied the requirements related to minor modifications contained in the Land Use Ordinance.

NOW, THEREFORE BE IT RESOLVED by the Carrboro Town Council that the minor modification to the South Green development project SUP-A is hereby approved, allowing the developer to modify the Lot 2 erosion control and grading plan and install retaining walls in advance of any future construction of one or more buildings on the lot.

This the 21st day of May 2024.

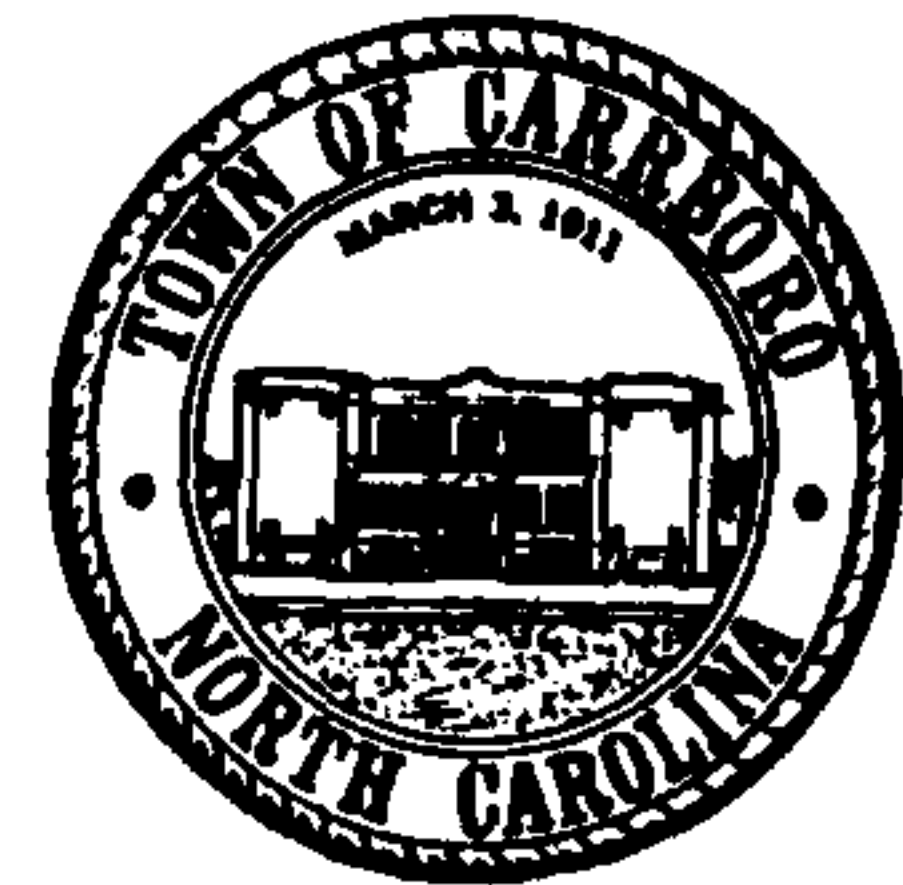


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FILED Mark Chilton
 Register of Deeds, Orange Co., NC
 Recording Fee: \$26.00
 NC Real Estate TX: \$.00

PREPARED BY AND RETURN TO:

TOWN CLERK
TOWN OF CARRBORO
301 West Main Street
CARRBORO, NORTH CAROLINA 27510



ORANGE COUNTY
NORTH CAROLINA

TOWN OF CARRBORO
CONDITIONAL USE PERMIT GRANTED

On the date(s) listed below, the Board of Aldermen of the Town of Carrboro met and held a public hearing to consider the following application:

APPLICANT: Woodhill NC, LLC
OWNERS: Woodhill NC, LLC
PROPERTY LOCATION: 501 South Greensboro Street
PINs 9778-93-0728 <i>JKW</i>
PROPOSED USE OF PROPERTY: M-3-CU
CARRBORO LAND USE ORDINANCE USE CATEGORY: 2.110, 2.120, 2.130, 2.210, 2.220, 2.230, 3.110, 3.120, 3.130, 3.150, 3.220, 3.250, 4.100, 5.120, 5.130, 5.200, 5.400, 6.110, 6.121, 6.140, 8.100, 8.200, 8.500, 8.600, 8.700, 12.100, 13.100, 15.100, 16.200, 19.200, 27.000.
MEETING DATES: April 28, 2015, May 5, 2015, May 26, 2015, June 2, 2015 and June 9, 2015.

Having heard all the evidence and arguments presented at the hearing, the Board finds that the application is complete, that the application complies with all of the applicable requirements of the Carrboro Land Use Ordinance for the development proposed, and that therefore the application to make use of the above-described property for the purpose indicated is hereby approved, subject to all applicable provisions of the Land Use Ordinance and the following conditions:

1. The applicant shall complete the development strictly in accordance with the plans submitted to and approved by this Board, a copy of which is filed in the Carrboro Town Hall. Any deviations from or changes in these plans must be submitted to the Development Review Administrator in writing and specific written approval obtained as provided in Section 15-64 of the Land Use Ordinance.
2. If any of the conditions affixed hereto or any part thereof shall be held invalid or void, then this permit shall be void and of no effect.
3. That prior to approval of the construction plans authorizing installation of the project's infrastructure internal to the site, if all necessary additional street right-of-way needed for the construction of the roundabout is not obtained by the developer and recorded in a final plat,



TOWN OF CARRBORO
CONDITIONAL USE PERMIT
Page #2

- that the location of the roundabout be shifted as needed so as to not require this additional property. Should the roundabout location be shifted, the construction plans will be re-reviewed as necessary to assure they remain in compliance with the permit. If the shift causes substantial changes to the plans it will require approval by the Board of Aldermen.
4. That prior to approval of the construction plans authorizing installation of the project's infrastructure internal to the site, the applicant pursue relocating the Purple Leaf Place sidewalk extension onto the eastern side of the road instead of the western side as shown in the CUP plans and that this revised connection will include the corresponding revisions to the crosswalks and HC ramps on the plans in the vicinity of these changes.
 5. That prior to construction plan approval for grading and soil work, all necessary encroachment agreements be obtained to allow work within the existing Rand Road public right-of-way. Further, that the existing Rand Road right-of-way shall be formally abandoned per Town procedure prior to issuance of a certificate of occupancy.
 6. That, regardless of the status of the right-of-way abandonment or dedication, the applicant will provide emergency access (meeting Town Fire Department standards) through the property to Purple Leaf Place throughout the construction process.
 7. That prior to approval of the construction plans authorizing installation of the project's infrastructure internal to the site, the applicant receive a driveway permit from NCDOT in accordance with any conditions imposed by such agency including but not limited to encroachment/maintenance agreements for lighting and sidewalks.
 8. That an appropriately sized public easement be provided for the sections of the proposed 10' bicycle path/greenway facility that are not located within the public street R/W.
 9. That, in the construction plans the multi-use path be designed to meet or exceed the specifications identified in the AASHTO Guide for the Development of Bicycle Facilities and the applicable design recommendations in the Town of Carrboro Comprehensive Bicycle Plan.
 10. That at least one accessible parking space be provided in close proximity to the main entrance of Building 3 in the option A site plan proposal.
 11. That the applicant must obtain approval from the Town (either at a staff or Board level as determined by the LUO), if changes to the allocation of uses in the commercial buildings or the hours of operation of the businesses result in parking requirements that exceed the parking amount approved by the permit.
 12. That the Board of Aldermen hereby finds that parking spaces shown on Option A (180 spaces) and Option B (179 spaces) are sufficient to serve the proposed development based on the applicant's justification statement regarding joint use of the proposed parking spaces and the site's proximity to residential neighborhoods, bus lines, bicycle lanes and existing pedestrian facilities. This justification also includes the accommodation for allowing the parking area behind Building 2 to be used for outdoor inventory storage. Should the use of these spaces for storage contribute to a parking problem for the development, the storage shall be removed sufficiently to restore the needed parking spaces for use.
 13. Should the installation of HC spaces to serve Building 3 in the Option A site plan be required, that these parking total numbers be allowed to be reduced by one or two spaces if necessary to allow the installation of the HC spaces.
 14. That the Board of Aldermen hereby finds that that the loading and unloading areas shown on the plans are sufficient to accommodate delivery operations in a safe and convenient manner based on information provided by the applicant.
 15. That the construction plans demonstrate compliance with the tree canopy coverage standards of Section 15-319 prior to construction plan approval.
 16. That the proposed NCDOT drainage improvements for S. Greensboro Street be coordinated and installed in advance-of or concurrent-with the installation of the South Green drainage improvements.
 17. That the applicant shall provide to the Zoning Division, prior to the recordation of the final plat for the project or before the release of a bond if some features are not yet in place at the time of the recording of the final plat, Mylar and digital as-builts for the stormwater features of the project. Digital as-builts shall be in DXF format and shall include a base map of the whole project and all separate plan sheets. As-built DXF files shall include all layers or tables containing storm drainage features. Storm drainage features will be clearly delineated in a data table. The data will be tied to horizontal controls.
 18. Per Section 15-263.1, that the developer shall include a detailed stormwater system maintenance plan, specifying responsible entity and schedule. The plan shall include scheduled maintenance activities for each stormwater BMP in the development, performance evaluation protocol, and frequency of self-reporting requirements (including a proposed self-reporting form) on maintenance and performance. The plan and supporting documentation



TOWN OF CARRBORO
CONDITIONAL USE PERMIT
Page #3

- shall be submitted to Town engineer and Environmental Planner for approval prior to construction plan approval.
19. That, prior to issuance of a CO, a final plat, or the certification of a stormwater BMP, the Town may require a performance security to be posted for a period of two years per the provisions of Section 15-263(i).
 20. That any necessary temporary or permanent easements be obtained prior to the approval of construction plans for each stage of the development. Easements shall also be shown on the final plat when it is recorded.
 21. That the developer provide a written statement from the electrical utility stating that electric service can be provided to all locations shown on the construction plans prior to the approval of the construction plans.
 22. Prior to construction plan approval, all proposed lighting within public rights-of-way must satisfy the Public Works street lighting policy.
 23. That fire flow calculations and building-sprinkler design(as required) must be submitted and approved by the Town Engineer and Town Fire Department prior to construction plan approval.
 24. That the Board of Aldermen hereby finds acceptable the deviations from the architectural requirements of Section 15-178 of the LUO per the elevations and information presented at the public hearing.
 25. That prior to construction plan approval, the applicant submit materials to satisfy the Construction Management Plan provisions of Section 15-49(c1).
 26. That prior to issuance of a certificate of occupancy, a final plat will be recorded including the three new lots and the newly established Rand Road public right-of-way. This plat will show all necessary easements.
 27. The applicant shall include striped crosswalks on all four sides of the roundabout subject to NCDOT approval.
 28. The applicant shall paint sharrows in the roundabout subject to NCDOT approval.
 29. The applicant shall show sharrows on the construction plan along Rand Road.
 30. That, if allowed under the related provisions of the American's with Disability Act, the construction plans shall show the multi-use path splitting into two paths so as to serve both sidewalk ramps on the southeast quadrant of the roundabout.
 31. That the construction plans shall show painted crosswalks at all sidewalk and multiuse path crossings.
 32. That the construction plans show raised crosswalks or an alternative crosswalk treatment wherever practicable particularly where the multiuse path crosses the entrance to the parking lot for Building 2.
 33. That the construction plans shall install stop signs where all of the driveways enter Rand Road subject to Public Works approval.
 34. That the construction plans shall include adequate lighting along the multiuse path behind Buildings 3, 4 & 5.
 35. That the construction management plan include wayfinding signs for re-routing cyclists during construction.
 36. That the construction plans shall not include any plants recognized as invasive plants by North Carolina Invasive Plant Council in the piedmont of North Carolina and that the applicant's Landscape Architect shall provide written justification for the use of non-native species.
 37. That the construction plans shall include LEDs lights for all of the outdoor parking area light poles and provide for the option of LED lighting, indoors.
 38. That the applicant consider establishment of terracing of the steep slope to allow for uses as an alternative to a steep, continuous vegetated slope.
 39. That the applicant consider other cost effective energy efficiency measures such as heat recovery units and geothermal systems to the extent feasible.
 40. That the owner shall to strive to abide by Fair Trade standards as defined by the Local Living Economy Task Force Recommendation number 6 and seek to recruit locally owned businesses.
 41. The developer shall comply with the following nine M-3-CU performance measures as identified below and therefore is granted 40% restaurant use for the property:
 - a. Flooding mitigation (satisfies performance measure 1);
 - b. Permeable paving (satisfies performance measures 2& 3) construction of the roundabout (satisfies performance measures 4 & 5);
 - c. LED parking lot lights (satisfies performance measure 13);
 - d. Use of devices that shade at least 30% of the south and west facing building elevations (satisfies performance measure 9);



TOWN OF CARRBORO
CONDITIONAL USE PERMIT
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- e. Use of Low Emissivity (low-e2) windows along south and west facing building elevations (satisfies performance measure 10);
- f. Installation of attic insulation that exceeds the current building code R-value rating by 35% or greater (satisfies performance measure 11).
- 42. That electrical service conduit is provided within the buildings for the purpose of facilitating convenient future installation of rooftop solar photovoltaic arrays.
- 43. That the developer include the possibility of Commercial Organic Waste Collection in their solid waste management plan. Said service shall be operated insofar that it does not create an odor nuisance to the surrounding community and shall be subject to the additional condition regarding solid waste.
- 44. That an offer be made by the applicant to the owner(s) of the property located at 436 S. Greensboro St (PIN 9778834808) to mitigate the impacts of the installation of the roundabout through the provision of additional landscaping and site work and the extension of curb and gutter north on South Greensboro street to the extent allowed by NCDOT. The developer will rebuild the dry stack wall to the west of the property located at 436 S. Greensboro St. and offer to relocate the driveway and build another rock wall to the east side of the driveway following the curb and gutter. Additional landscaping costs will be provided between a budget of \$3,000 and \$4,500.
- 45. That an offer be made by the applicant to the owner(s) of the property located at 212 Purple Leaf Place (PIN 9778848092) to mitigate the visual impacts of the project in their vicinity through the provision of additional landscaping and site work. Plantings will occur within the street right-of-way and the HOA common space if circumstances allow and the correct permissions are obtained. The developer agrees to offer up to \$4,500 in additional screening budget.
- 46. That solid waste and recycling pickup occur between the hours of 7:30 am and 5:00 pm Monday through Saturday.
- 47. That the owner and/or property manager will mitigate the nuisance impacts associated with all prospective South Green tenants. Nuisance impacts include but are not limited to, truck deliveries, idling engines, leaf blowing and mowing, and the emptying of trash and recycling containers. Mitigation efforts shall be tailored to fit each particular business as needed and will include, but not be limited to, controlling the location and hours of delivery. Deliveries shall occur between 7:30 am and 7:30 pm, leaf blowing and mowing shall occur between 9 am and 5 pm. Deliveries occurring outside of these hours shall load and unload internal to the site. Refuse disposal outside of enclosed buildings shall occur between 7:30 am and 10:00 pm, and not after 9:00 pm whenever possible. Furthermore, the property owner is required to present a written report to the Town every six months for the first two years of operation and annually for the following eight years thereafter. Furthermore, annually for ten years, the owner will poll neighbors within 1000' of the property to receive their comments regarding the development whereupon the applicant will provide a written report of the results to the Town. The applicant shall add restrictive covenants that reflect this condition.

This permit shall automatically expire within two years of the date of issuance if the use has not commenced or less than 10 percent (10%) of total cost of construction has been completed or there has been non-compliance with any other requirements of Section 15-62 of the Carrboro Land Use Ordinance.

All street construction on those streets proposed for acceptance by the Town of Carrboro shall be certified by an engineer. Engineering certification is the inspection by the developer's engineer of the street's subgrade, base material, asphalt paving, sidewalks and curb and gutter, when used. The developer's engineer shall be responsible for reviewing all compaction tests that are required for streets to be dedicated to the town. The developer's engineer shall certify that all work has been constructed to the town's construction specifications.

If this permit authorizes development on a tract of land in excess of one acre, nothing authorized by the permit may be done until the property owner properly executes and returns to the Town of Carrboro the attached acknowledgment of the issuance of this permit so that the town may have it recorded in the Orange County Registry.



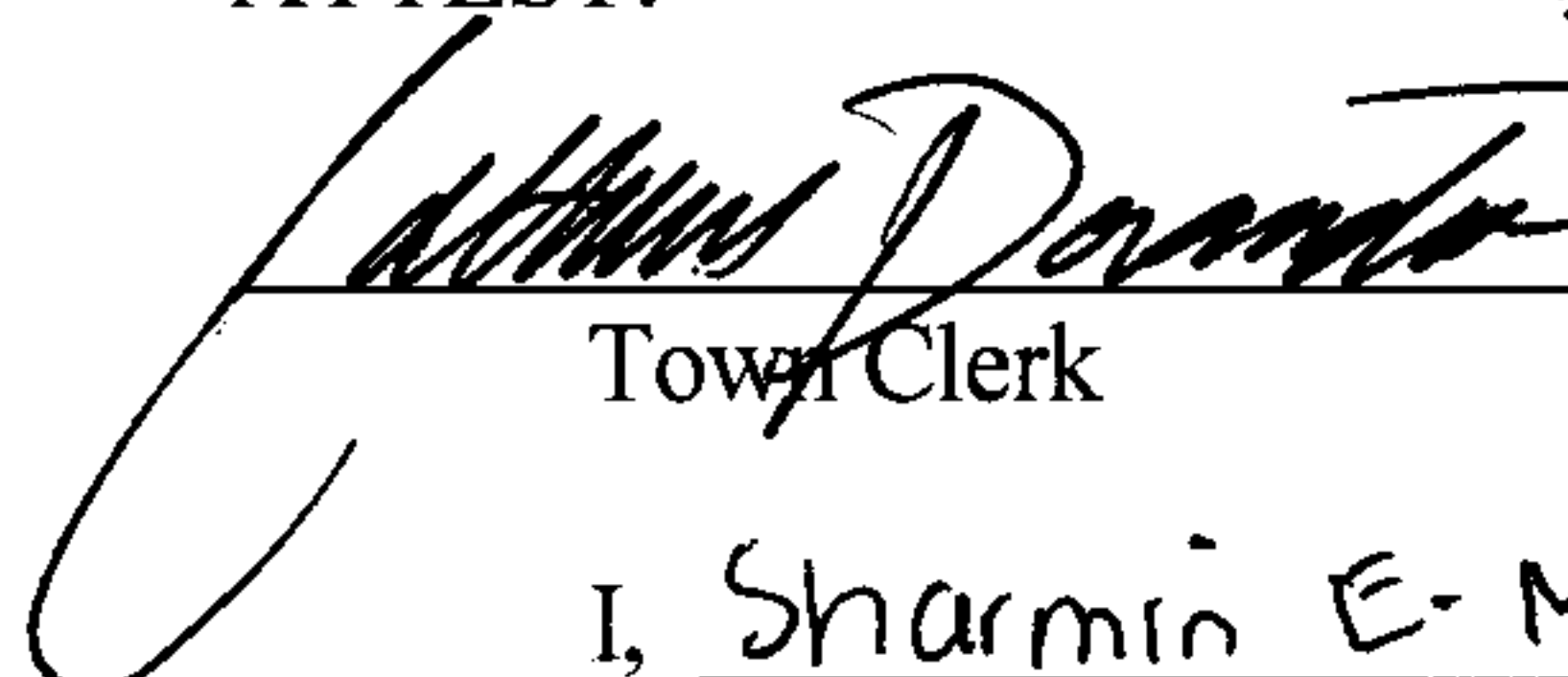
TOWN OF CARRBORO
CONDITIONAL USE PERMIT
Page #5

NORTH CAROLINA
ORANGE COUNTY

IN WITNESS WHEREOF, the Town of Carrboro has caused this permit to be issued in its name, and the undersigned being all of the property above described, do hereby accept this Conditional Use Permit, together with all its conditions, as binding upon them and their successors in interest.

THE TOWN OF CARRBORO

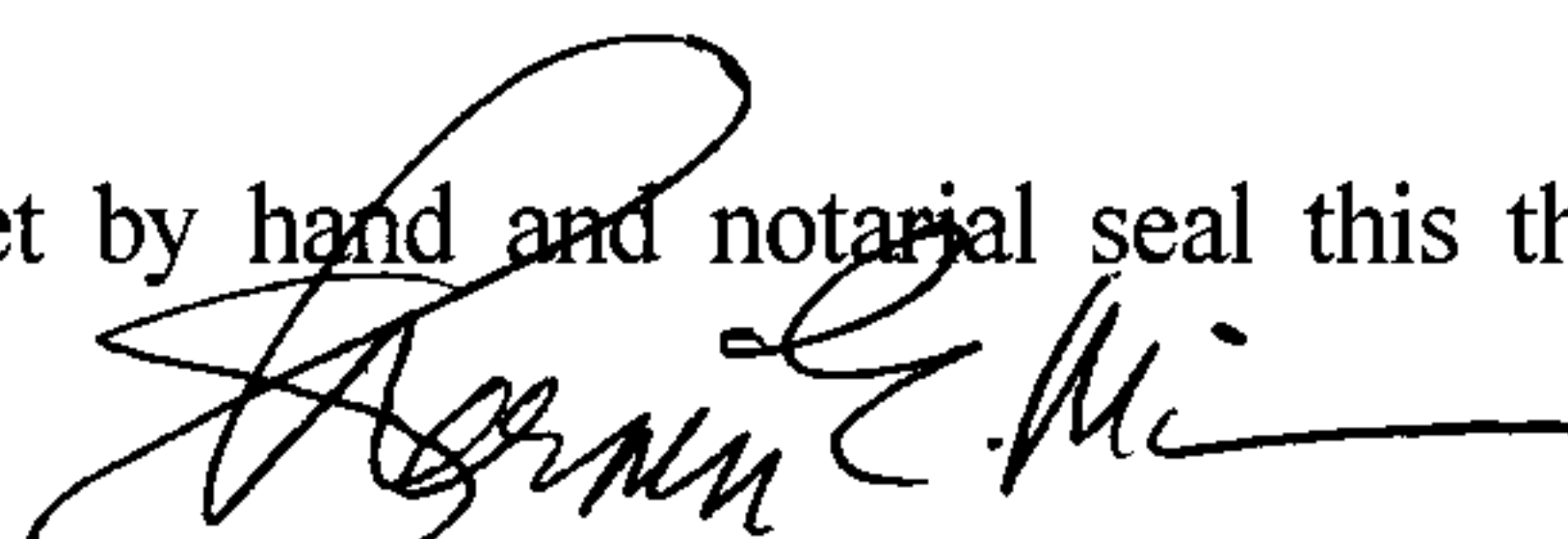
ATTEST:

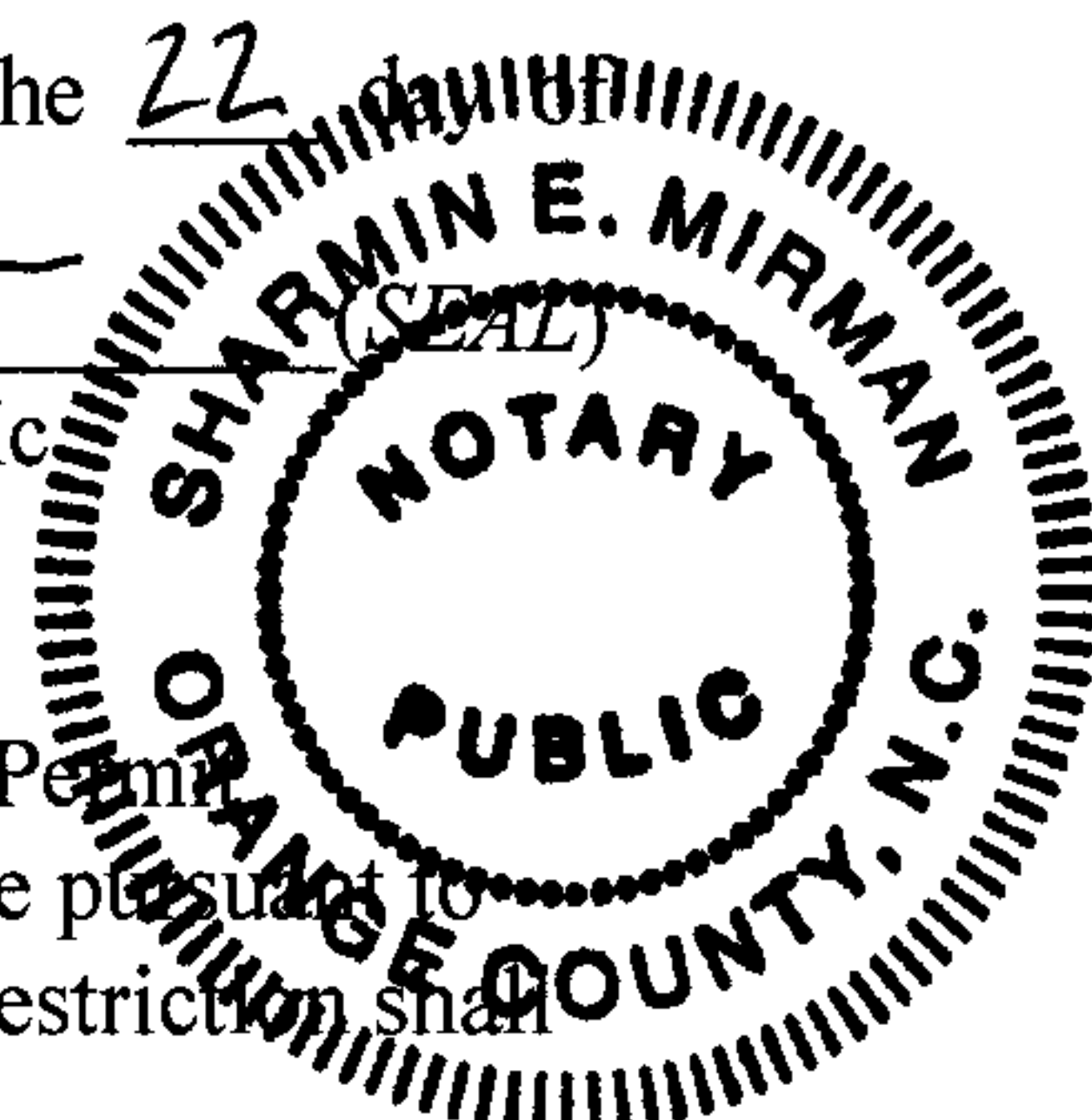

Town Clerk

BY 
Town Manager

I, Sharmin E. Mirman, a Notary Public in and for said County and State, do hereby certify that Catherine C. Wilson, Town Clerk for the Town of Carrboro, personally came before me this day and being by me duly sworn says each for himself that she knows the corporate seal of the Town of Carrboro and that the seal affixed to the foregoing instrument is the corporate seal of the Town of Carrboro, that David Andrews, Town Manager of said Town of Carrboro and Catherine C. Wilson, Town Clerk for the Town of Carrboro subscribed their names thereto; that the corporate seal of the Town of Carrboro was affixed thereto, all by virtue of a resolution of the Board of Aldermen, and that said instrument is the act and deed of the Town of Carrboro.

IN WITNESS THEREOF, I have hereunto set by hand and notarial seal this the 22 day of March, 2016.

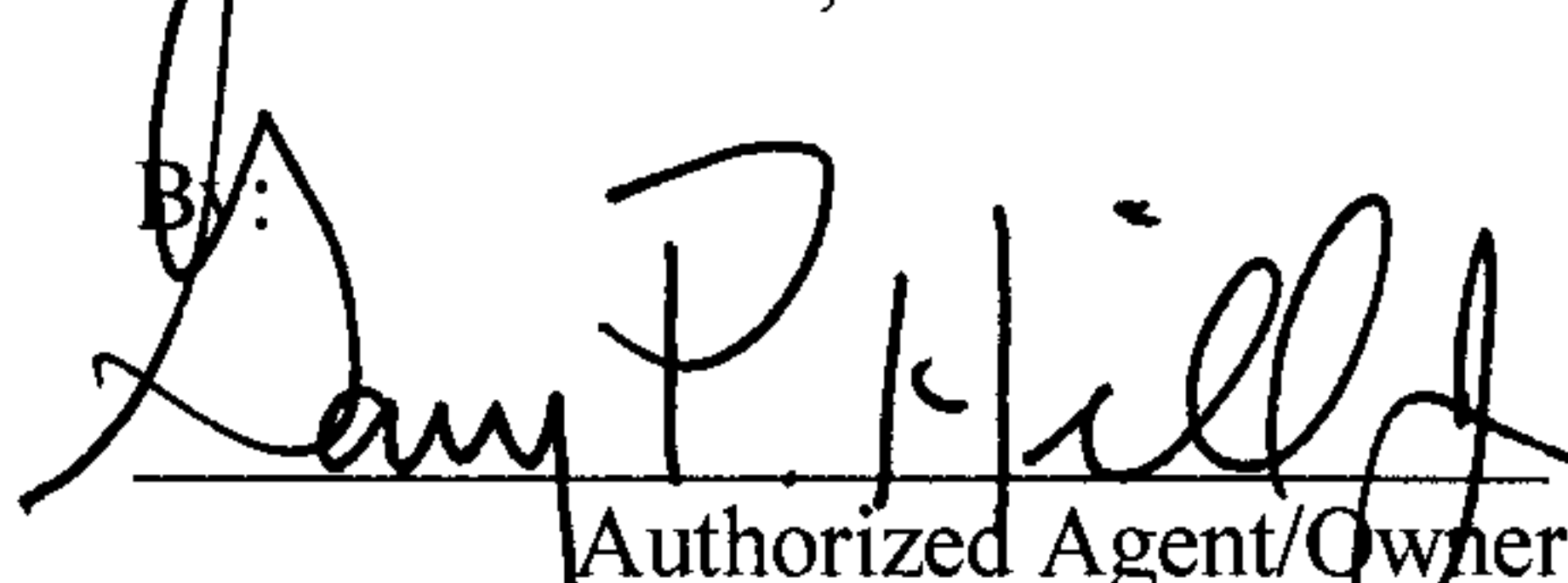

Notary Public



My Commission Expires: 11-30-2018

We, Woodhill NC, LLC, owners, do hereby acknowledge receipt of this Conditional Use Permit Amendment. The undersigned owner does further acknowledge that no work may be done pursuant to this permit except in accordance with all of its conditions and requirements and that this restriction shall be binding upon them and their successors in interest.

WOODHILL NC, LLC


By: 
Authorized Agent/Owner

NORTH CAROLINA

Orange COUNTY

I, Emily Pasienza, a Notary Public for said County and State, do hereby certify that, Gary P. Hill, Jr., representing WOODHILL NC a limited liability company, personally appeared before me this day and acknowledged the due execution of the foregoing instrument on behalf of the company.

Witness my hand and official seal this the 3 day of March, 2016.

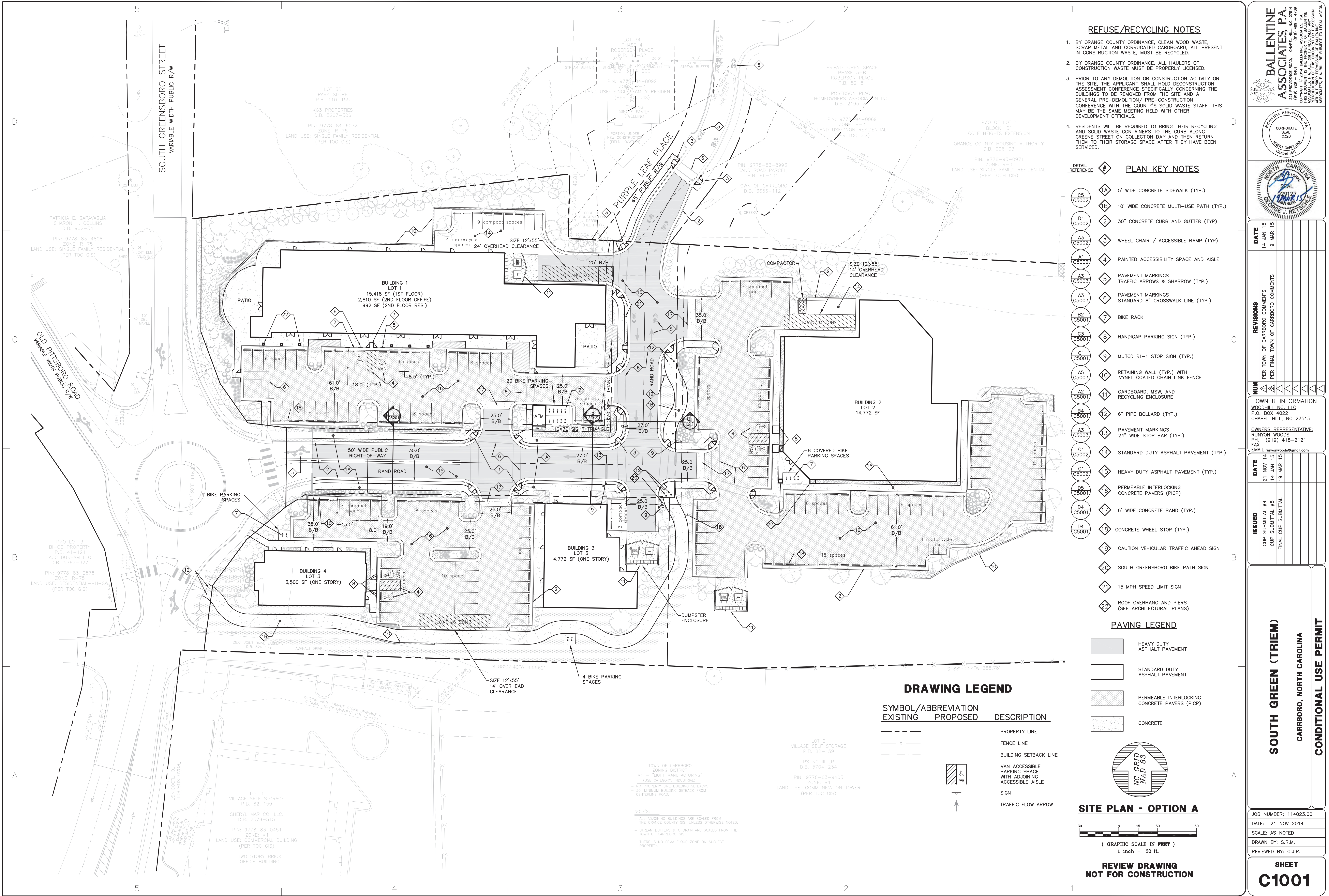

Notary Public

My Commission Expires: 3-29-2020

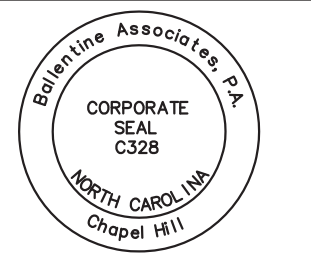
(Not valid until fully executed and recorded)

PREPARED BY AND RETURN TO:
TOWN CLERK
TOWN OF CARRBORO
301 West Main Street
CARRBORO, NORTH CAROLINA 27510

EMILY PASIENZA
NOTARY PUBLIC
ORANGE COUNTY, NC
My Commission Expires 3-29-2020



BALLENTINE ASSOCIATES PA
221 PRODUCE ROAD, CHAPEL HILL, NC 27514
(919) 929-0481 (919) 489-4799
FAX: (919) 929-0481
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DATE	REVISIONS
14 JAN 15	PER TOWN OF CARRBORO COMMENTS
19 MAR 15	PER FINAL TOWN OF CARRBORO COMMENTS

OWNER INFORMATION
WOODHILL, NC, LLC
P.O. BOX 4022
CHAPEL HILL, NC 27515
OWNERS REPRESENTATIVE:
RUNYON WOODS
PH: (919) 418-2121
FAX: (919) 418-2121
EMAIL: runyonwoods@gmail.com

DATE	ISSUED
21 NOV 14	CUP SUBMITTAL #4
14 JAN 15	CUP SUBMITTAL #5
19 MAR 15	FINAL CUP SUBMITTAL

SOUTH GREEN (TRIEM)
CARRBORO, NORTH CAROLINA
CONDITIONAL USE PERMIT

JOB NUMBER: 114023.00
DATE: 21 NOV 2014
SCALE: AS NOTED
DRAWN BY: S.R.M.
REVIEWED BY: G.J.R.

SHEET C1001

CONSTRUCTION SEQUENCE

1. REFER TO STAGE 1 EROSION CONTROL PLAN FOR PERIMETER CONTROL AND SEDIMENT BASIN INSTALLATION AND MAINTENANCE.
2. SCHEDULE AND HOLD A PRE-CONSTRUCTION MEETING WITH ORANGE COUNTY EROSION CONTROL, STEVE KALTENBACH (PHONE: 919-245-2589) AT LEAST ONE WEEK PRIOR TO BEGINNING CONSTRUCTION. THIS MAY BE THE SAME MEETING HELD WITH OTHER DEVELOPMENT REGULATORS, INCLUDING TOWN OF CARBORO STAFF.
3. ONCE SITE HAS BEEN ROUGH GRADED IN ACCORDANCE WITH STAGE 1 EROSION CONTROL PLAN AND ALL CUT BANKS HAVE BEEN STABILIZED, INSTALL CONSTRUCTION ENTRANCE OFF OF GREENSBORO STREET.
4. ONCE KDOT PIPE HAS BEEN INSTALLED, CONSTRUCT STRUCTURE 68 AND BEGIN CAASPPA INSTALLATION.
5. TEMPORARILY REMOVE SEDIMENT BASIN DAM (AS NEEDED) DURING CAASPPA INSTALLATION AND RESTORE DAM IMMEDIATELY AS EACH SECTION OF CAASPPA IS INSTALLED. COMPLETE THIS WORK DURING A FORECASTED EXTENDED DRY PERIOD (5 DAYS MIN.).
6. ONCE CAASPPA HAS BEEN INSTALLED, INSTALL ALL NECESSARY PORTIONS OF THE STORM NETWORK.
7. AFTER INSTALLATION OF EACH STORM DRAINAGE INLET, INSTALL INLET PROTECTION. PORTIONS OF THE SEDIMENT BASIN CAN BE FILLED IN AS NEEDED TO COMPLETE WORK AS LONG AS A MINIMUM SURFACE AREA OF 8,500 SF WITH A 2' DEPTH IS MAINTAINED.
8. AFTER THE NECESSARY PORTIONS OF THE STORM NETWORK HAVE BEEN INSTALLED AND EACH INLET HAS INLET PROTECTION, THE REMAINDER OF THE STAGE 1 SEDIMENT BASIN CAN BE FILLED IN. REMOVE TEMPORARY PIPES INSTALLED DURING STAGE 1. USE LIME TO STABILIZE ANY UNSUITABLE SOILS IN THE BASIN.
9. PUSH SOIL SURCHARGE PADS OVER TO FINISHED SUBGRADE ELEVATIONS. IN AREAS TO RECEIVE PIOP, LEAVE SUBGRADE 0.5' ABOVE FINISHED SUBGRADE ELEVATION TO PROTECT THE PICH SUBGRADE.
10. SPECIAL INSTRUCTION IS NEEDED WHILE WORKING IN AREAS TO RECEIVE PERMEABLE PAVEMENT. SEE SPECIFICATIONS AND PERMEABLE PAVEMENT NOTES ON SHEET C4201.
11. INSTALL ANY REMAINING INLETS, STORMWATER STRUCTURES AND PROTECTION MEASURES NEEDED.
12. FINE GRADE ALL REMAINING AREAS, THEN STABILIZE ANY BARE SURFACES.
13. PROCEED WITH ALL REMAINING ON-SITE CONSTRUCTION IMPROVEMENTS.
14. SEED/PLANT AND STABILIZE ALL REMAINING DISTURBED AREAS
15. MAINTAIN ALL ACTIVE EROSION CONTROL DEVICES THROUGHOUT CONSTRUCTION PER DETAILS AND NOTES ON SHEET C5301.
16. WHEN ALL CONSTRUCTION IS COMPLETE AND ALL AREAS ARE STABILIZED, CALL FOR AN ON-SITE INSPECTION BY THE ORANGE COUNTY EROSION CONTROL OFFICER AND THE TOWN OF CARBORO PLANNING DEPARTMENT.
17. IF THE SITE IS APPROVED, REMOVE ALL REMAINING EROSION CONTROL DEVICES.
18. WHEN VEGETATION IS ESTABLISHED, CALL FOR FINAL SITE INSPECTION.

EROSION CONTROL & GRADING NOTES

1. ALL CONSTRUCTION SHALL BE IN ACCORDANCE WITH ORANGE COUNTY AND THE TOWN OF CARBORO STANDARDS AND SPECIFICATIONS.
2. CONTRACTOR SHALL HAVE NORTH CAROLINA ONE CALL (1-800-632-4949). LOCATE ALL EXISTING UTILITIES PRIOR TO BEGINNING CONSTRUCTION. CONTRACTOR SHALL VERIFY THE DEPTH AND LOCATION OF ALL EXISTING UTILITIES AND NOTIFY THE ENGINEER OF ANY DISCREPANCIES OR CONFLICTS PRIOR TO BEGINNING CONSTRUCTION.
3. THIS PLAN IS DIAGRAMMATIC AND REPRESENTS THE APPROXIMATE LOCATION OF UTILITIES UNLESS SPECIFICALLY DIMENSIONED. THE CONTRACTOR SHALL COORDINATE THE ACTUAL LOCATION OF UTILITIES TO AVOID CONFLICTS AND MEET MINIMUM SIZE, SLOPE, AND CODE REQUIREMENTS.
4. TOTAL DISTURBED AREA: 6.0 AC. THIS INCLUDES ALL DISTURBANCE REQUIRED FOR FULL SITE CONSTRUCTION.
5. NO BURNING IS PERMITTED.
6. CONTRACTOR SHALL INSPECT THE EROSION AND SEDIMENT CONTROL DEVICES DAILY, MAKE ANY NECESSARY REPAIRS OR ADJUSTMENTS TO THE DEVICES, AND MAINTAIN INSPECTION LOGS DOCUMENTING THE DAILY INSPECTIONS AND ANY NECESSARY REPAIRS.
7. CONTRACTOR SHALL TAKE APPROPRIATE MEASURES TO PREVENT AND REMOVE THE DEPOSIT OF SILT ON ADJACENT PAVED ROADWAYS.
8. SUFFICIENT EROSION CONTROL PRACTICES MUST BE INSTALLED AND MAINTAINED TO RETAIN SEDIMENT WITHIN THE BOUNDARIES OF DISTURBANCE. ALL DISTURBED AREAS SHALL BE NON-EROSIVE AND STABLE AS DESCRIBED IN THE GROUND STABILIZATION REQUIREMENTS TABLE (THIS SHEET).
9. CONSTRUCTION WORKERS SHALL PARK ON SITE IN DESIGNATED AREAS. NO PARKING ON SOUTH GREENSBORO STREET.
10. ROUGH GRADING IN AREAS OF PERMEABLE PAVEMENT IS INTENTIONALLY SHOWN HIGHER THAN SUBGRADE TO PROVIDE POSITIVE DRAINAGE AND PROTECTION OF SUBGRADE DURING CONSTRUCTION.
11. TOPSOIL STOCKPILE AREAS SHALL HAVE A MAXIMUM HEIGHT OF 10' WITH SIDE SLOPES NO STEEPER THAN 3:1.
12. CONSTRUCTION SHALL COMPLY WITH THE CARBORO NOISE ORDINANCE, ARTICLE XI, SECTION 15-163.
13. A WATER TRUCK SHALL BE USED TO MINIMIZE DUST.
14. CONSTRUCTION VEHICLES TO ACCESS THE SITE FROM SOUTH GREENSBORO STREET TO PURPLE LEAF PLACE.
15. EMERGENCY VEHICLE ACCESS SHALL BE MAINTAINED FROM SOUTH GREENSBORO STREET TO PURPLE LEAF PLACE.

SEEDING SCHEDULE

- SEEDBED PREPARATION
1. CHISEL COMPACTED AREAS AND SPREAD TOPSOIL 3 INCHES DEEP OVER ADVERSE SOIL CONDITIONS, IF APPLICABLE.
 2. RIP THE ENTIRE AREA TO 6 INCHES DEEP.
 3. REMOVE ALL LOOSE ROCK, ROOTS, AND OTHER OBSTRUCTIONS LEAVING SURFACE REASONABLY SMOOTH AND UNIFORM.
 4. APPLY AGRICULTURAL LIME, FERTILIZER, AND SUPERPHOSPHATE UNIFORMLY AND MIX WITH SOIL (SEE BELOW).
 5. CONTINUE TILLAGE UNTIL WELL PULVERIZED, FIRM, REASONABLY UNIFORM SEEDBED IS PREPARED 4 TO 6 INCHES DEEP.
 6. SEED ON FRESHLY PREPARED SEEDBED AND COVER SEED LIGHTLY WITH SEEDING EQUIPMENT OR CULTIPACK AFTER SEEDING.
 7. MULCH IMMEDIATELY AFTER SEEDING AND ANCHOR MULCH.
 8. INSPECT ALL SEEDING AREAS AND MAKE NECESSARY REPAIRS OR RESEEDING WITHIN THE PLANTING SEASON, IF POSSIBLE. IF STAND SHOULD BE OVER 60% DAMAGED, REESTABLISH FOLLOWING ORIGINAL LIME, FERTILIZER AND SEEDING RATES.

* APPLY: AGRICULTURAL LIMESTONE - 2 TONS/AC (3 TONS/AC IN CLAY SOILS) FERTILIZER - 1,000 LBS/ACRE - 10-10-10 SUPERPHOSPHATE - 500 LBS/ACRE - 20% ANALYSIS MULCH - 2 TONS/ACRE - SMALL GRAIN STRAW ANCHOR - ASPHALT EMULSION @ 300 GALS/ACRE

SHOULDER, SIDE DITCHES, SLOPES (MAX 3:1)

DATE	TYPE	PLANTING RATE
AUG 1 - NOV 1	TALL FESCUE	120 LBS/ACRE
NOV 1 - MAR 1	TALL FESCUE & ABRUZZI RYE	25 LBS/ACRE
MAR 1 - APR 15	TALL FESCUE	120 LBS/ACRE
APR 15 - JUN 30	HULLED COMMON BERMUDAGRASS	12 LBS/ACRE
JUL 1 - AUG 15	TALL FESCUE AND ***BROWNTOWN MILLET	60 LBS/ACRE
	***OR SORGHUM-SUDAN HYBRIDS	35 LBS/ACRE

SLOPES (3:1 TO 2:1)

DATE	SERVICE LESPEDEZA (SCARIFIED) & ADD TALL FESCUE	PLANTING RATE
MAR 1 - JUN 1	SERVICE LESPEDEZA (SCARIFIED) & ADD TALL FESCUE	50 LBS/ACRE
(MAR 1 - APR 15)	OR ADD WEeping LOVEGRASS	60 LBS/ACRE
(MAR 1 - JUN 30)	OR ADD HULLED COMMON BERMUDAGRASS	5 LBS/ACRE
APR 15 - JUN 30	HULLED COMMON BERMUDAGRASS	8 LBS/ACRE
JUN 1 - SEP 1	TALL FESCUE AND ***BROWNTOWN MILLET	12 LBS/ACRE
	***OR SORGHUM-SUDAN HYBRIDS	35 LBS/ACRE
SEP 1 - MAR 1	SERVICE LESPEDEZA (UNHULLED - SCARIFIED) AND TALL FESCUE	70 LBS/ACRE
(NOV 1 - MAR 1)	ADD ABRUZZI RYE	50 LBS/ACRE

GROUND STABILIZATION REQUIREMENTS

(PER NPDES CONSTRUCTION STORMWATER GENERAL PERMIT NCG010000)

SITE AREA DESCRIPTION	STABILIZATION TIME FRAME	STABILIZATION TIME FRAME EXCEPTIONS
PERIMETER DIKES, SWALES, DITCHES, AND SLOPES	7	NONE
HIGH QUALITY WATER (HOW) ZONES	7	NONE
SLOPES STEEPER THAN 3:1	7	IF SLOPES ARE 10' OR LESS IN LENGTH AND ARE NOT STEEPER THAN 2:1, 14 DAYS ARE ALLOWED
SLOPES 3:1 OR FLATTER	14	7 DAYS FOR SLOPES GREATER THAN 50 FEET IN LENGTH
ALL OTHER AREAS WITH SLOPES FLATTER THAN 4:1	14	NONE (EXCEPT FOR PERIMETERS AND HOW ZONES)

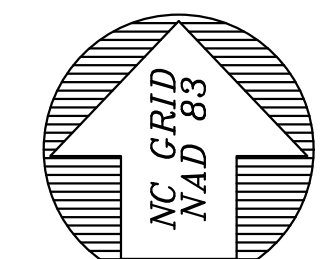
* EXTENSIONS OF TIME MAY BE APPROVED BY THE PERMITTING AUTHORITY BASED ON WEATHER OR OTHER SITE-SPECIFIC CONDITIONS THAT MAKE COMPLIANCE IMPRACTICABLE" (SECTION 11.8 (2)(b))

DRAWING LEGEND

SYMBOL/ABBREVIATION	EXISTING	PROPOSED	DESCRIPTION
MAJOR CONTOUR	280	280	MAJOR CONTOUR
MINOR CONTOUR	282	282	MINOR CONTOUR
SPOT ELEVATION	100.00	100.00	SPOT ELEVATION
PROPERTY LINE	---	---	PROPERTY LINE
LIMITS OF DISTURBANCE	---	---	LIMITS OF DISTURBANCE
SILT FENCE/STONE OUTLET	SF	SF	SILT FENCE/STONE OUTLET
SILT FENCE	---	---	SILT FENCE
TEMPORARY TREE PROTECTION FENCE	TPF	TPF	TEMPORARY TREE PROTECTION FENCE
CHAIN LINK FENCE	X	X	CHAIN LINK FENCE
CONSTRUCTION ENTRANCE	---	---	CONSTRUCTION ENTRANCE
TEMPORARY INLET PROTECTION	---	---	TEMPORARY INLET PROTECTION
STORM DRAINAGE MANHOLE/STRUCTURE #	---	---	STORM DRAINAGE MANHOLE/STRUCTURE #
CATCH BASIN/STRUCTURE #	---	---	CATCH BASIN/STRUCTURE #
DROP INLET/STRUCTURE #	---	---	DROP INLET/STRUCTURE #

PLAN KEY NOTES

1. TEMPORARY SILT FENCE (TYP.)
2. TEMPORARY TREE PROTECTION FENCE (TYP.)
3. TEMPORARY SILT FENCE STONE OUTLET (TYP.)
4. TEMPORARY INLET PROTECTION (TYP.)
5. TEMPORARY CONSTRUCTION ENTRANCE (TYP.)
6. TEMPORARY DIVERSION DITCH #1-#5, #7, #8
7. DROP INLET W/ STANDARD 24"x24" GRATE (TYP.)
8. STANDARD JUNCTION BOX (TYP.)
9. RETAINING WALL (DESIGN-BUILD)

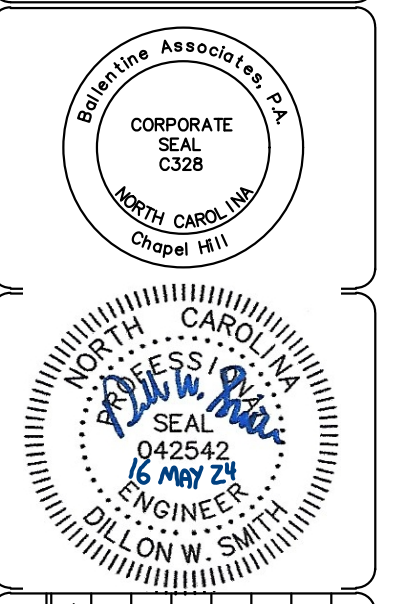


STAGE 2 EROSION CONTROL PLAN

1 inch = 30 ft

BALLENTINE ASSOCIATES, P.A.
221 PRODUCE ROAD, CHAPEL HILL, N.C. 27514
(919) 929-0481 (919) 489-4789

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DATE	REVISIONS
16 MAY 24	LOT 2 GRADING REVISIONS

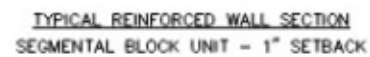
OWNER INFORMATION
WOODHILL, INC., LLC
P.O. BOX 4022
CHAPEL HILL, NC 27515
OWNER REPRESENTATIVE:
RILEY WOODS
PH: (919) 418-2121
FAX: (919) 418-2121
EMAIL: rileywoods@gmail.com

DATE	ISSUED
16 MAY 24	CUP MINOR MODIFICATION SUBMITTAL

SOUTH GREEN (TRIEM) STAGE 2
CARBORO, ORANGE COUNTY, NORTH CAROLINA
CONDITIONAL USE PERMIT

JOB #: 114023.00
DATE: 19 JUN 15
SCALE: AS NOTED
DRAWN BY: D.W.S.
REVIEWED BY: A.R.S.

SHEET C1301



SCALE: N.T.S.





Race and Equity Pocket Questions

Title and purpose of this initiative: Special Use Permit-A Minor Modification Request for South Green Development, 501 South Greensboro Street. The purpose of the agenda item is for Town Council to consider whether to approve the request to allow the changes to be completed on site ahead of the construction of any buildings on the site in the future.

Department: Planning, Zoning and Inspections

What are the racial impacts?

This minor modification request relates to a Special Use Permit-A (SUP-A) granted by Town Council to allow development of commercial project at 501 South Greensboro Street. If approved, it will allow the developer to modify the existing approved erosion control and grading plan for Lot 2. Jobs would be created during construction. Racial impacts associated with this request may include the delay of anticipated living wage construction job opportunities if not approved. Such jobs may be available and potentially filled by people currently of moderate and lower incomes and people of color. Other impacts, if approved, may include the additional tax value and associated increase in the tax base and revenue for use by local governments in providing services by facilitating forward progress with the construction project.

Who is or will experience burden?

During construction, the community will experience burdens such as noise, traffic, dust and other changes related to the development of this property. After construction, such impacts and burdens will cease until such time that construction of one or more buildings on the site move forward. Upon completion of the buildings in the future, nearby property owners may experience an increase in the value of their properties due to proximity to the retail uses and, if so, may see associated increases in property taxes.

Who is or will experience benefit?

The community will benefit from additional job opportunities being available in the community, which may be filled by a higher proportion of people of moderate and lower incomes and people of color. Other benefits may be realized if / when the construction of new buildings take place in the future.

What are the root causes of inequity?

Structural racism in the United States has affected access to and funding/financing for property ownership, educational and health care access, infrastructure, public services, and wealth generation for BIPOC families.

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



TOWN OF CARRBORO • NC
FACING RACE, EMBRACING EQUITY

The noted burdens may be larger than anticipated and the mitigating measures and development standards may not offset these burdens in relation to project benefits. The number of and/or salary for the new jobs may not reach the level of living wage and combined with local housing costs, may mean workers have to travel some distance and generate additional trips to access jobs in the development. Property value increases associated with the development itself may be lower than expected with tax revenue increases also lower. Property value increases on adjoining properties could also be higher than expected and could further exacerbate challenges associated with the affordability of housing.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The department plans to evaluate construction process and monitor impacts before, during and after development, including stormwater and traffic. The department will continue to use the REAL and pocket questions in relation to consideration and implementation of policies in the town's comprehensive plan, *Carrboro Connects*.



Agenda Item Abstract

File Number: 24-115

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Public Hearing

Legislative Public Hearing on Carrboro Land Use Ordinance Text Amendment to Update and Clarify Water Quality Buffers, Road Buffers, Setback Exceptions, and Fences.

PURPOSE: This agenda item is to consider a text amendment to the Land Use Ordinance updating and clarifying water quality buffers, road buffers, fences, and setback variances. A draft ordinance has been prepared. The Town Council must receive public comment before making a decision.

DEPARTMENT: Planning

CONTACT INFORMATION: Duncan Dodson, Planner, 919-918-7340, ddodson@carrboronc.gov; Christina Moon, Planning & Transportation Administrator, 919-918-7325, cmoon@carrboronc.gov; Patricia McGuire, Planning Director, 919-918-7327, pmcguire@carrboronc.gov

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☒ Comprehensive Plan ☒ Other

Legislative public hearings are a necessary step for text amendments in accordance with North Carolina state statutes and Town regulations. The Council is required to adopt a statement of consistency as part of its decision. Pocket questions are provided as *Attachment F*.

INFORMATION: Town staff have identified several text amendments that are needed to clarify and update Land Use Ordinance provisions, as described below:

1. Water Quality buffer provisions - include standards for review of minor and major variances, reorganizes and ensures clear alignment of table of allowable uses with Jordan Rules (15NCAC 02B .0267).
2. Road buffer provisions - amend open space standards to specify sidewalks/sidepaths and sight triangles as permissible within road buffers, consistent with current practices.
3. Fences - include definition of “substantially opaque;” adds a zoning permit requirement for fences within right-of-way setbacks.
4. Special Exceptions - Replace the term “special exception” with ‘setback exception.’

Staff have identified these changes as needed to revise provisions, so they are clearer to all users, provide definitions and better match provisions in the North Carolina Administrative Code.

A draft ordinance (*Attachment B*) has been prepared. A mark-up copy of existing LUO provisions is included as *Attachment C*. If adopted the Land Use Ordinance would be amended to include these new and modified provisions.

The Town Council must receive public comment before taking action on the draft ordinance. The draft ordinance was referred to Orange County and presented to advisory boards on May 2, 2024. Recommendations

from the Planning Board and Transportation Advisory Board are provided (*Attachment E*).

FISCAL IMPACT: Public notice costs and staff time are associated with the review of text amendments for public hearings and advisory board review.

RECOMMENDATION: The Town Manager recommends that the Town Council receive public input and consider whether the proposed text amendment is consistent with Town plans and policies. A resolution for consistency (*Attachment A*) and a draft ordinance for the text amendment (*Attachment B*) are provided.

**AN ORDINANCE AMENDING THE TOWN OF CARRBORO LAND USE
ORDINANCE TO UPDATE AND CLARIFY WATER QUALITY BUFFERS,
ROAD BUFFERS, SETBACK EXCEPTIONS, AND FENCES**

**DRAFT 5-21-2024* *

THE TOWN COUNCIL OF THE TOWN OF CARRBORO HEREBY ORDAINS:

Section 1. Section 15-92 (Variances), subsection (k) is amended to read as follows:

(k) With respect to a variance from any of the provisions of Part III (Water Quality Buffers) of Article XVI, the following procedure shall apply in addition to the standards set forth in Section 15-92(b):

(1) The Board may grant minor variances, which are activities that pertain to Zone Two as defined in 15a NCAC O2b.0267, as amended, and shall make a finding of fact as to whether there are practical difficulties or unnecessary hardships that prevent compliance with the riparian buffer protection requirements. A finding of practical difficulties or unnecessary hardships shall require that the following conditions are met:

(a) If the applicant complies with the provisions of this part, they can secure no reasonable return from, nor make reasonable use of, their property.

(a1) Merely proving that the variance would permit a greater profit from the property shall not be considered adequate justification for a variance. Moreover, the Board shall consider whether the variance is the minimum possible deviation from the terms of this part that shall make reasonable use of the property possible;

(b) The hardship results from application of this part to the property rather than from other factors such as deed restrictions or other hardship;

(c) The hardship is due to the physical nature of the applicant's property, such as its size, shape, or topography, such that compliance with provisions of this part would not allow reasonable use of the property;

(d) The applicant did not cause the hardship by knowingly or unknowingly violating this part;

(e) The applicant did not purchase the property after August 11, 2009, the effective date of this part, and then request a variance; and

(f) The hardship is rare or unique to the applicant's property.

(2) For any variance request, the local government shall make a finding of fact as to whether the variance is in harmony with the general purpose and intent of the State's riparian buffer protection requirements and preserves its spirit; and

(3) For any variance request, the Board shall make a finding of fact as to whether,

in granting the variance, the public safety and welfare have been assured, water quality has been protected, and substantial justice has been done.

(4) **MINOR VARIANCES.** A minor variance request pertains to activities that will impact only Zone Two of the riparian buffer. Minor variance requests shall be reviewed and approved based on the criteria in subsection (k)(1) through (k)(3) of this part by the Board pursuant to G.S. 160D-102(38). The Board may attach conditions to the variance approval that support the purpose, spirit and intent of the riparian buffer protection program.

(5) Request for appeals to decisions made by the Board shall be made on certiorari to the local Superior Court.

(6) **MAJOR VARIANCES.** A major variance request pertains to activities that will impact any portion of Zone One or any portion of both Zones One and Two of the riparian buffer. If the local government has determined that a major variance request meets the requirements in subsection (k)(1) through (k)(3) of this part, then it shall prepare a preliminary finding and submit it to the Board for approval. Within 90 days after receipt by the local government, the Board shall review preliminary findings on major variance requests and take one of the following actions: approve, approve with conditions and stipulations, or deny the request. Appeals from a Board decision on a major variance request are made on judicial review to the local Superior Court.

Section 2: Section 15-269.5 (d) (Table of Exempt and Allowable Activities in Water Quality Buffers) is amended to read as follows:

Use	Exempt *	Allowable *	Allowable with Mitigation*
Access trails: Pedestrian access trails leading to the surface water, docks, fishing piers, boat ramps and other water dependent activities: <ul style="list-style-type: none"> • Pedestrian access trails that are restricted to the minimum width practicable and do not exceed 4 feet in width of buffer disturbance, and provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer. • Pedestrian access trails that exceed 4 feet in width of buffer disturbance, the installation or use results in removal of trees as defined in this Ordinance or impervious surface is added to the riparian buffer 	X	X	
Airport facilities: <ul style="list-style-type: none"> • Airport facilities that impact equal to or less than 150 linear feet or one-third of an acre of riparian buffer • Airport facilities that impact greater than 150 linear feet or one-third of an acre of riparian buffer • Activities necessary to comply with FAA requirements (e.g. radar uses or landing strips)¹ 		X X	X
Archaeological activities	X		
Bridges		X	

Use	Exempt *	Allowable *	Allowable with Mitigation*
* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).			
Canoe Access provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer.	X		
Dam maintenance activities: <ul style="list-style-type: none"> • Dam maintenance activities that do not cause additional buffer disturbance beyond the footprint of the existing dam or those covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 • Dam maintenance activities that do cause additional buffer disturbance beyond the footprint of the existing dam or those not covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 	X	X	
Drainage ditches, roadside ditches and stormwater conveyances through buffers: <ul style="list-style-type: none"> • New stormwater flows to existing drainage ditches, roadside ditches, and stormwater conveyances provided that flows do not alter or result in the need to alter the conveyance and are managed to minimize the sediment, nutrients and other pollution that convey to surface waters. • Realignment of roadside drainage ditches retaining the design dimensions provided that no additional travel lanes are added and the minimum required roadway typical section is used based on traffic and safety considerations. • New or altered drainage ditches, roadside ditches and stormwater outfalls provided that a stormwater management facility is installed to control nutrients and attenuate flow before the conveyance discharges through the riparian buffer. • New drainage ditches, roadside ditches and stormwater conveyances applicable to linear projects that do not provide a stormwater management facility due to topographic constraints provided that other practicable BMPs have been employed. 	X	X	X X
Drainage of a pond in a natural drainage way provided that a new riparian buffer that meets the requirements of this Section is established adjacent to the new channel [Ponds that are not in a natural drainage way are not subject to the buffer requirements of this part.] (AMENDED 2/21/12)	X		

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
Driveway crossings of streams and other surface waters subject to this Section: <ul style="list-style-type: none"> • Individual driveway crossings that disturb equal to or less than 25 linear feet or 2,500 square feet of buffer • Individual driveway crossings that disturb greater than 25 linear feet or 2,500 square feet of buffer • Multiple driveway crossings in any development that cumulatively disturbs equal to or less than 150 linear feet or one-third of an acre of buffer • Multiple driveway crossings in any development that cumulatively disturbs greater than 150 linear feet or one-third of an acre of buffer • Driveway impacts other than crossing of a stream or other surface waters subject to this Section 	X	X	X
Fences: <ul style="list-style-type: none"> • Fences provided that disturbance is minimized and installation does not result in removal of trees as defined in Section 15-316 • Fences provided that disturbance is minimized and installation results in removal of trees as defined in Section 15-316 	X	X	
Fertilizer application: One-time application to establish vegetation	X		
Forest harvesting – See Section 15-319.1			
Grading and revegetation in Zone 2 only provided that diffuse flow and the health of existing vegetation in Zone 1 is not compromised and disturbed areas are stabilized until they are revegetated		X	
Greenway / hiking trails ¹ designed, constructed and maintained to maximize nutrient removal and erosion protection, minimize adverse effects on aquatic life and habitat, and protect water quality to the maximum extent practical.		X	
Maintenance access on modified natural streams: a grassed travel way on one side of the water body where less impacting alternatives are not practical. The width and specifications of the travel way shall be only that needed for equipment access and operation. The travel way shall be located to maximize stream shading.		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
Mining activities: <ul style="list-style-type: none"> • Mining activities that are covered by the Mining Act provided that new buffers that meet the requirements of this section are established adjacent to the relocated channels • Mining activities that are not covered by the Mining Act OR where new buffers that meet the requirements of this section are not established adjacent to the relocated channels • Wastewater or mining dewatering wells with approved NPDES permit 	X	X	X
Playground equipment: <ul style="list-style-type: none"> • Playground equipment on single family lots provided that installation and use does not result in removal of vegetation • Playground equipment installed on lands other than single-family lots or that requires removal of vegetation 	X	X	
Ponds created by impounding streams and not used as stormwater BMPs: <ul style="list-style-type: none"> • New ponds in Zone 2 only provided that a riparian buffer meeting the requirements of Section 15-269.3 and 15-269.4 is established adjacent to the pond • All other ponds 		X	X
Preservation or maintenance of historic or cultural sites	X		
Protection of existing structures, facilities and stream banks when this requires additional disturbance of the riparian buffer or the stream channel		X	
Railroad crossings of streams and other surface waters subject to this Ordinance: <ul style="list-style-type: none"> • Railroad crossings that impact equal to or less than 40 linear feet of riparian buffer • Railroad crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one-third of an acre of riparian buffer • Railroad crossings that impact greater than 150 linear feet or one-third of an acre of riparian buffer 	X	X	X
Railroad impacts other than crossings of streams and other surface waters subject to this Part.			X

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
Recreational and accessory structures in Zone 2: <ul style="list-style-type: none"> Sheds and gazebos in Zone 2, provided they are not prohibited under local water supply ordinance: <ul style="list-style-type: none"> Total footprint less than or equal to 150 square feet per lot. Total footprint greater than 150 square feet per lot. Wooden slatted decks and associated steps, provided the use meets the requirements of Section 15-269.3 and 15-269.4: <ul style="list-style-type: none"> Deck at least eight feet in height and no vegetation removed from Zone 1. Deck less than eight feet in height or vegetation removed from Zone 1. 		X	X
Removal of previous fill or debris provided that diffuse flow is maintained, a stabilizing ground cover sufficient to restrain erosion is established, and any woody vegetation removed is restored		X	
Road relocation: Relocation of existing private access roads associated with public road projects where necessary for public safety: <ul style="list-style-type: none"> Less than or equal to 2,500 square feet of buffer impact Greater than 2,500 square feet of buffer impact 		X	X
Scientific studies and stream gauging	X		
Shoreline stabilization, including armoring of stream banks with rip rap or retaining walls			X
Stormwater BMPs: <ul style="list-style-type: none"> Wet detention, bioretention, and constructed wetlands in Zone 2 if diffuse flow of discharge is provided into Zone 1 Constructed wetlands in Zone 1, if not closer than 30' to surface waters and diffuse flow is provided into the remainder of Zone 1. Wet detention, bioretention, and constructed wetlands 30' or less from surface waters 		X	X
Temporary roads, provided that restoration activities, including re-establishment of pre-construction topographic and hydrologic conditions and replanting with comparable vegetation occur immediately after construction. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years: <ul style="list-style-type: none"> Less than or equal to 2,500 square feet of buffer disturbance Greater than 2,500 square feet of buffer disturbance Associated with culvert installation or bridge construction or replacement. 	X	X	X

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
<p>Temporary sediment and erosion control devices provided that the disturbed area is restored to preconstruction topographic and hydrologic conditions and comparable vegetation is replanted immediately after construction is complete. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years:</p> <ul style="list-style-type: none"> • In Zone 2, provided that the vegetation in Zone 1 is not compromised, that discharge is released as diffuse flow in accordance with Section 15-269.5, and that ground cover is established within time frames required by the Sedimentation and Erosion Control Act • In Zones 1 and 2 to control impacts associated with uses approved by the Town or that have received a variance provided that sediment and erosion control for upland areas is addressed, to the maximum extent practical, outside the buffer. • In-stream temporary erosion and sediment control measures for work within a stream channel that is authorized under Sections 401 and 404 of the Federal Water Pollution Control Act. • In-stream temporary erosion and sediment control measures for work within a stream channel. 	X	X	
<p>Transportation (vehicular, bike) crossings of streams and other surface waters subject to this Section:</p> <ul style="list-style-type: none"> • Transportation crossings that impact equal to or less than 40 linear feet of riparian buffer • Transportation crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one-third of an acre of riparian buffer <p>Transportation crossings that impact greater than 150 linear feet or one-third of an acre of riparian buffer</p>	X	X	X
Transportation impacts other than crossings of streams and other surface waters subject to this Section			X
<p>Utility, electric, aerial, perpendicular crossings^{2,3,4}:</p> <ul style="list-style-type: none"> • Disturb equal to or less than 100 linear feet of buffer • Disturb greater than 100 linear feet of buffer 	X	X	
<p>Utility, electric, aerial, other than perpendicular crossings³:</p> <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{2,4,5} 	X	X	X
<p>Utility, electric, underground, perpendicular crossings^{3,4,6}:</p> <ul style="list-style-type: none"> • Disturb less than or equal to 40 linear feet of buffer • Disturb greater than 40 linear feet of buffer 	X	X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
Utility, electric, underground, other than perpendicular crossings ^{3,6} : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters⁵ 	X	X	X
Utility, non-electric, perpendicular crossings ^{3,4,6,7} : <ul style="list-style-type: none"> • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 150 linear feet of buffer 	X	X X	X X
Utility, non-electric, other than perpendicular crossings ^{3,6} : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{5,8} 		X	X
Vegetation management: <ul style="list-style-type: none"> • Emergency fire control measures provided that topography is restored • Mowing or harvesting of plant products in Zone 2 only • Planting vegetation to enhance the riparian buffer • Pruning forest vegetation provided that the health and function of the forest vegetation is not compromised • Removal of individual trees which are dead, diseased, or damaged, are in danger of causing damage to dwellings, other structures or human life, or are imminently endangering the stability of the streambank. • Removal of poison ivy • Removal of invasive exotic vegetation as defined in Smith, Cherri L., 1998 Exotic Plant Guidelines. DENR, Division of Parks and Recreation. Raleigh, N.C. Guideline # 30, or a more recent version or alternative reference approved by the NC EMC. 	X X X X X X X		
Vehicle access roads and boat ramps leading to the surface water, docks, fishing piers, and other water dependent activities, but not crossing the surface water and having a minimum practicable width of not more than 10 feet.		X	
Water dependent structures where installation and use result in disturbance to riparian buffers.		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Use	Exempt *	Allowable *	Allowable with Mitigation*
Water supply reservoirs: <ul style="list-style-type: none"> • New reservoirs where a riparian buffer that meets the requirements of Section 15-269.3 is established adjacent to the reservoir • New reservoirs where a riparian buffer that meets the requirements of Section 15-269.3 is not established adjacent to the reservoir 		X	X
Water wells <ul style="list-style-type: none"> • Single family residential water wells • All other water wells 	X	X	
Wetland, stream and buffer restoration that results in impacts to the riparian buffers: <ul style="list-style-type: none"> • Wetland, stream and buffer restoration that requires DWQ approval for the use of a 401 Water Quality Certification • Wetland, stream and buffer restoration that does not require DWQ approval for the use of a 401 Water Quality Certification 	X	X	
Wildlife passage structures		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

¹ To the extent practicable the greenway easements shall be located a minimum of 10 feet from the top of bank; surfaces shall be a minimum of 15 feet from the top of bank.

² Provided that within 30 feet of surface waters, all of the following BMPs for overhead utility lines are used. If all of these BMPs are not used, then the overhead utility lines shall require a no practical alternative evaluation by the Administrator as defined in Section 15-269.6.

- A zone at least 10 feet wide immediately adjacent to the water body shall be managed such that only vegetation that poses a hazard or has the potential to grow tall enough to interfere with the line is removed.
- Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.
- Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain where trees are cut.
- Riprap shall not be used unless it is necessary to stabilize a tower..
- No fertilizer shall be used other than a one-time application to re-establish vegetation.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- Active measures shall be taken after construction and during routine maintenance to ensure diffuse flow of stormwater through the buffer.
- In wetlands, mats shall be utilized to minimize soil disturbance.

³ Perpendicular crossings are those that intersect the surface water at an angle between 75 degrees and 105 degrees.

⁴ Provided that poles or aerial infrastructure shall not be installed within 10 feet of a water body unless the Administrator completes a no practical alternative evaluation as defined in Section 15-269.6.

⁵ Provided that:

- No heavy equipment shall be used within 30 feet of surface waters.
- A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable

- Vegetation in undisturbed portions of the buffer is not compromised.
- Felled trees are removed by chain.
- No permanent felling of trees occurs in protected buffers or streams.
- Stumps are removed only by grinding.
- At the completion of the project the disturbed area is stabilized with native vegetation.
- Zones one and two meet the requirements of Section 15-269.3.

⁶ Provided that:

- A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable.
- Trees shall be felled so as not to damage trees not intended for removal or stream banks.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- Stump grinding is allowable only for stumps more than 30 feet from surface waters.
- Within 30 feet of surface water, all of the following BMPs for underground utility lines shall be used. If all of these BMPs are not used, then the underground utility line shall require a no practical alternative evaluation by the Administrator, as defined in Section 15-269.6.
 - Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.
 - Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain, except in the trench where trees are cut.
 - Underground cables shall be installed by vibratory plow or trenching.
 - The trench shall be backfilled with the excavated soil material immediately following cable installation.
 - No fertilizer shall be used other than a one-time application to re-establish vegetation.
 - Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
 - Measures shall be taken upon completion of construction and during routine maintenance to ensure diffuse flow of stormwater through the buffer.
 - In wetlands, mats shall be utilized to minimize soil disturbance.

⁷ All sewer crossings shall be protected from damage and risk of future leakage to the maximum extent practicable using ductile iron and other appropriate construction materials and practices.

⁸ The width of the corridor that is maintained to exclude woody vegetation will not exceed 20 feet in width except to accommodate vehicle turnaround, preparedness for emergency situations, and state and federal regulatory standards.

Section 3. Subdivision (b)(1)(b) of Section 15-198 (Open Space) is amended to read as follows:

- b. Is not devoted to use as a roadway, parking area, or sidewalk, unless a publicly accessible sidewalk or related shared-use facility is located within a protective roadway buffer as defined by Section 15-312.

Section 4. Subdivision (b)(4)(g) of Section 15-198 (Open Space) is amended to read as follows:

- g. Road buffers as required by Section 15-312 of the Chapter, except for those portions of the buffers that must be included in road or utility crossings, sight triangles and pedestrian and bicycle improvements.

Section 5. Section 15-312 (Protective Buffer Along Major Roads). Is amended to read as follows:

Notwithstanding the provisions of Section 15-308, but subject to the remaining provisions of this section, an undisturbed protective buffer shall be maintained along Old N.C. 86, Dairyland Road, Union Grove Church Road, Homestead Road, Eubanks Road and Smith Level Road south of Ray Road that will help preserve the scenic views and elements of this area. With respect to each property that fronts one of the named streets, any development other than use classification 13.200, Fire Station, that occurs after the effective date of this section shall provide an undisturbed buffer (except for necessary crossings and encroachments as described in Section 15-198(b)(4)(g)) that is a minimum of 50 feet in width and on average is 100 feet in width along such frontage. If the buffer area does not provide the equivalent of a Type 'A' screen, the developer shall provide a Type 'A' screen on the development's side of the buffer (one hundred (100) feet from the right-of-way)

Section 6. Section 15-92.1 (Special Exception Permits) is amended by replacing the term "special exception permit" in all instances with the term "setback exception."

Section 7. Section 15-92.1(c)(2) is amended to read as follows:

- (2) Issuance of the permit will not adversely affect the value of adjoining or neighboring properties.

Section 8. Section 15-184(3)(b) is amended with the addition of a definition of "substantially opaque" so that the subdivision now reads as follows:

- (b). Fences, walls or berms running along right-of-way or lot boundaries adjacent to public street rights of way if such fences, walls or berms exceed three feet in height and are substantially opaque except that fences, walls or berms shall not be regarded as "buildings" within the meaning of this subdivision if they are located along the rear lot line of lots that have street frontage along both the front and rear of such lots. For the purpose of this section, any portion of a fence higher than three feet located parallel along or perpendicular to a right-of-way that does not meet the applicable setback requirement must be at least 50 percent open/revealed to 50 percent closed/opaque. A zoning permit for use 35.00 (Fences) is only required when fences are located in the right-of-way setback.

Section 9. Section 15-147 (Use of the Designations A,B,Z in Table of Permissible Uses) is amended by the addition of a new subsection (w) that reads as follows:

- (w) Notwithstanding the foregoing, a zoning permit is only required for use 35.00 (Fences) as defined in Subdivision 15-184(3)(b), when fences are located in the right-of-way setback.

Section 10. Section 15-146 (Table of Permissible Uses) is amended by the addition of a new use classification, 35.00 (Fence), with a “Z” entered in each column indicating that a zoning permit is required for the installation of a fence in each zoning district.

Section 11. All provisions of any Town Ordinance in conflict with this Ordinance are repealed.

Section 12. This Ordinance shall become effective upon adoption.

DRAFT

ARTICLE XVI
FLOOD DAMAGE PREVENTION, STORMWATER MANAGEMENT, AND
WATERSHED PROTECTION

PART III. WATER QUALITY BUFFERS

Section 15-269.5 Exempt and Allowable Activities.

(a) The table set forth in subsection (d) below sets out the activities and their designation under this part as exempt, allowable, or allowable with mitigation, except as provided for in 15-269.2. All activities not designated as exempt, allowable, or allowable with mitigation are prohibited within the buffer unless a variance is granted pursuant to Section 15-269.8.

(b) Activities designated in the table below as exempt, allowable, and allowable with mitigation shall be subject to the following requirements. All activities shall be designed, constructed and maintained to minimize soil and vegetation disturbance and to provide the maximum water quality protection practicable, including construction, monitoring, and maintenance activities. Activities designated in the table as allowable and allowable with mitigation require written authorization from the Town.

- (1) Exempt. Activities designated as exempt are allowed within the buffer. In addition, exempt uses shall meet the requirements listed in the table and the accompanying notes for the specific use.
- (2) Allowable. Activities designated as allowable are permissible within the buffer provided that there are no practical alternatives to the requested use as determined in accordance with Section 15-269.6.
- (1) Allowable With Mitigation. Activities designated as allowable with mitigation are permissible within the buffer provided that there are no practical alternatives to the requested use as determined in accordance with Section 15-269.6, and an appropriate mitigation strategy has been approved pursuant to Section 15-269.7.

(c) For public utilities as defined in this Article, the activities and their designation as set forth in the table in subsection (d) apply to expansions and extensions. The requirements do not apply to routine or emergency maintenance and repairs.

(d) Table of Exempt and Allowable Activities in Water Quality Buffers (AMENDED 3/4/14)

Activity	Exempt *	Allowable*	Allowable with Mitigation*
<p>Access trails: Pedestrian access trails leading to the surface water, docks, fishing piers, boat ramps and other water dependent activities:</p> <ul style="list-style-type: none"> • Pedestrian access trails that are restricted to the minimum width practicable and do not exceed 4 feet in width of buffer disturbance, and provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer. • Pedestrian access trails that exceed 4 feet in width of buffer disturbance, the installation or use results in removal of trees as defined in this Ordinance or impervious surface is added to the riparian buffer 	X	X	
<p>Airport facilities:</p> <ul style="list-style-type: none"> • Airport facilities that impact equal to or less than 150 linear feet or one-third of an acre of riparian buffer • Airport facilities that impact greater than 150 linear feet or one-third of an acre of riparian buffer • Activities necessary to comply with FAA requirements (e.g. radar uses or landing strips)⁵ 		X X	X
Archaeological activities	X		
Bridges		X	
Canoe Access provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer.	X		
<p>Dam maintenance activities:</p> <ul style="list-style-type: none"> • Dam maintenance activities that do not cause additional buffer disturbance beyond the footprint of the existing dam or those covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 • Dam maintenance activities that do cause additional buffer disturbance beyond the footprint of the existing dam or those not covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 	X	X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Drainage ditches, roadside ditches and stormwater conveyances through buffers:	X		
• New stormwater flows to existing drainage ditches, roadside ditches, and stormwater conveyances provided that flows do not alter or result in the need to alter the conveyance and are managed to minimize the sediment, nutrients and other pollution that convey to surface waters.			
• Realignment of roadside drainage ditches retaining the design dimensions provided that no additional travel lanes are added and the minimum required roadway typical section is used based on traffic and safety considerations.		X	
• New or altered drainage ditches, roadside ditches and stormwater outfalls provided that a stormwater management facility is installed to control nutrients and attenuate flow before the conveyance discharges through the riparian buffer.			X
• New drainage ditches, roadside ditches and stormwater conveyances applicable to linear projects that do not provide a stormwater management facility due to topographic constraints provided that other practicable BMPs have been employed.			X
Drainage of a pond in a natural drainage way provided that a new riparian buffer that meets the requirements of this Section is established adjacent to the new channel [Ponds that are not in a natural drainage way are not subject to the buffer requirements of this part.] (AMENDED 2/21/12))	X		

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Driveway crossings of streams and other surface waters subject to this Section: <ul style="list-style-type: none"> • Individual driveway crossings that disturb equal to or less than 25 linear feet or 2,500 square feet of buffer • Individual driveway crossings that disturb greater than 25 linear feet or 2,500 square feet of buffer • Multiple driveway crossings in any development that cumulatively disturbs equal to or less than 150 linear feet or one-third of an acre of buffer • Multiple driveway crossings in any development that cumulatively disturbs greater than 150 linear feet or one-third of an acre of buffer • Driveway impacts other than crossing of a stream or other surface waters subject to this Section 	X	X X	X X
Fences: <ul style="list-style-type: none"> • Fences provided that disturbance is minimized and installation does not result in removal of trees as defined in Section 15-316 • Fences provided that disturbance is minimized and installation results in removal of trees as defined in Section 15-316 	X	X	
Fertilizer application: One-time application to establish vegetation	X		
Forest harvesting – See Section 15-319.1			
Grading and revegetation in Zone 2 only provided that diffuse flow and the health of existing vegetation in Zone 1 is not compromised and disturbed areas are stabilized until they are revegetated		X	
Greenway / hiking trails ¹ designed, constructed and maintained to maximize nutrient removal and erosion protection, minimize adverse effects on aquatic life and habitat, and protect water quality to the maximum extent practical.		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Maintenance access on modified natural streams: a grassed travel way on one side of the water body where less impacting alternatives are not practical. The width and specifications of the travel way shall be only that needed for equipment access and operation. The travel way shall be located to maximize stream shading.		X	
Mining activities: <ul style="list-style-type: none"> • Mining activities that are covered by the Mining Act provided that new buffers that meet the requirements of this section are established adjacent to the relocated channels • Mining activities that are not covered by the Mining Act OR where new buffers that meet the requirements of this section are not established adjacent to the relocated channels • Wastewater or mining dewatering wells with approved NPDES permit 	X	X	X
Playground equipment: <ul style="list-style-type: none"> • Playground equipment on single family lots provided that installation and use does not result in removal of vegetation • Playground equipment installed on lands other than single-family lots or that requires removal of vegetation 	X	X	
Ponds created by impounding streams and not used as stormwater BMPs: <ul style="list-style-type: none"> • New ponds in Zone 2 only provided that a riparian buffer meeting the requirements of Section 15-269.3 and 15-269.4 is established adjacent to the pond • All other ponds 		X	X
Preservation or maintenance of historic or cultural sites	X		
Protection of existing structures, facilities and stream banks when this requires additional disturbance of the riparian buffer or the stream channel		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Railroad crossings of streams and other surface waters subject to this Ordinance: <ul style="list-style-type: none"> • Railroad crossings that impact equal to or less than 40 linear feet of riparian buffer • Railroad crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one-third of an acre of riparian buffer • Railroad crossings that impact greater than 150 linear feet or one-third of an acre of riparian buffer 	X	X	X
Railroad impacts other than crossings of streams and other surface waters subject to this Part.			X
Recreational and accessory structures in Zone 2: <ul style="list-style-type: none"> • Sheds and gazebos in Zone 2, provided they are not prohibited under local water supply ordinance: <ul style="list-style-type: none"> ○ Total footprint less than or equal to 150 square feet per lot. ○ Total footprint greater than 150 square feet per lot. • Wooden slatted decks and associated steps, provided the use meets the requirements of Section 15-269.3 and 15-269.4: <ul style="list-style-type: none"> ○ Deck at least eight feet in height and no vegetation removed from Zone 1. ○ Deck less than eight feet in height or vegetation removed from Zone 1. 		X	X
Removal of previous fill or debris provided that diffuse flow is maintained, a stabilizing ground cover sufficient to restrain erosion is established, and any woody vegetation removed is restored		X	
Road relocation: Relocation of existing private access roads associated with public road projects where necessary for public safety: <ul style="list-style-type: none"> • Less than or equal to 2,500 square feet of buffer impact • Greater than 2,500 square feet of buffer impact 		X	X
Scientific studies and stream gauging	X		
Shoreline stabilization, including armoring of stream banks with rip rap or retaining walls			X

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Stormwater BMPs: <ul style="list-style-type: none"> • Wet detention, bioretention, and constructed wetlands in Zone 2 if diffuse flow of discharge is provided into Zone 1 • Constructed wetlands in Zone 1, if not closer than 30' to surface waters and diffuse flow is provided into the remainder of Zone 1. • Wet detention, bioretention, and constructed wetlands 30' or less from surface waters 		X X	 X
Temporary roads, provided that restoration activities, including re-establishment of pre-construction topographic and hydrologic conditions and replanting with comparable vegetation occur immediately after construction. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years: <ul style="list-style-type: none"> • Less than or equal to 2,500 square feet of buffer disturbance • Greater than 2,500 square feet of buffer disturbance • Associated with culvert installation or bridge construction or replacement. 	 X	 X X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
<p>Temporary sediment and erosion control devices provided that the disturbed area is restored to preconstruction topographic and hydrologic conditions and comparable vegetation is replanted immediately after construction is complete. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years:</p> <ul style="list-style-type: none"> • In Zone 2, provided that the vegetation in Zone 1 is not compromised, that discharge is released as diffuse flow in accordance with Section 15-269.5, and that ground cover is established within time frames required by the Sedimentation and Erosion Control Act • In Zones 1 and 2 to control impacts associated with uses approved by the Town or that have received a variance provided that sediment and erosion control for upland areas is addressed, to the maximum extent practical, outside the buffer. • In-stream temporary erosion and sediment control measures for work within a stream channel that is authorized under Sections 401 and 404 of the Federal Water Pollution Control Act. • In-stream temporary erosion and sediment control measures for work within a stream channel. 	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	
<p>Transportation (vehicular, bike) crossings of streams and other surface waters subject to this Section:</p> <ul style="list-style-type: none"> • Transportation crossings that impact equal to or less than 40 linear feet of riparian buffer • Transportation crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one-third of an acre of riparian buffer • Transportation crossings that impact greater than 150 linear feet or one-third of an acre of riparian buffer 	X	X	X
Transportation impacts other than crossings of streams and other surface waters subject to this Section			X

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Utility, electric, aerial, perpendicular crossings ^{2,3,4} : <ul style="list-style-type: none"> • Disturb equal to or less than 100 linear feet of buffer • Disturb greater than 100 linear feet of buffer 	X	X	
Utility, electric, aerial, other than perpendicular crossings ³ : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{2,4,5} 	X	X	X
Utility, electric, underground, perpendicular crossings ^{3,4,6} : <ul style="list-style-type: none"> • Disturb less than or equal to 40 linear feet of buffer • Disturb greater than 40 linear feet of buffer 	X	X	
Utility, electric, underground, other than perpendicular crossings ^{3,6} : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters⁵ 	X	X	X
Utility, non-electric, perpendicular crossings ^{3,4,6,7} : <ul style="list-style-type: none"> • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 150 linear feet of buffer 	X	X X	X X
Utility, non-electric, other than perpendicular crossings ^{3,6} : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{5,8} 	X	X	X

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Vegetation management: <ul style="list-style-type: none"> • Emergency fire control measures provided that topography is restored • Mowing or harvesting of plant products in Zone 2 only • Planting vegetation to enhance the riparian buffer • Pruning forest vegetation provided that the health and function of the forest vegetation is not compromised • Removal of individual trees which are dead, diseased, or damaged, are in danger of causing damage to dwellings, other structures or human life, or are imminently endangering the stability of the streambank. • Removal of poison ivy • Removal of invasive exotic vegetation as defined in Smith, Cherri L., 1998 Exotic Plant Guidelines. DENR, Division of Parks and Recreation. Raleigh, N.C. Guideline # 30, or a more recent version or alternative reference approved by the NC EMC. 	X X X X X X		
Vehicle access roads and boat ramps leading to the surface water, docks, fishing piers, and other water dependent activities, but not crossing the surface water and having a minimum practicable width of not more than 10 feet.		X	
Water dependent structures where installation and use result in disturbance to riparian buffers.		X	
Water supply reservoirs: <ul style="list-style-type: none"> • New reservoirs where a riparian buffer that meets the requirements of Section 15-269.3 is established adjacent to the reservoir • New reservoirs where a riparian buffer that meets the requirements of Section 15-269.3 is not established adjacent to the reservoir 		X	X
Water wells <ul style="list-style-type: none"> • Single family residential water wells • All other water wells 	X	X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

Activity	Exempt *	Allowable*	Allowable with Mitigation*
Wetland, stream and buffer restoration that results in impacts to the riparian buffers: <ul style="list-style-type: none"> • Wetland, stream and buffer restoration that requires DWQ approval for the use of a 401 Water Quality Certification • Wetland, stream and buffer restoration that does not require DWQ approval for the use of a 401 Water Quality Certification 	X	X	
Wildlife passage structures		X	

* To qualify for the designation indicated in the column header, an activity must adhere to the limitations defined for it in a given listing as well as the requirements established in Section 15-269.4 (Diffuse Flow Requirement).

¹ To the extent practicable the greenway easements shall be located a minimum of 10 feet from the top of bank; surfaces shall be a minimum of 15 feet from the top of bank.

² Provided that within 30 feet of surface waters, all of the following BMPs for overhead utility lines are used. If all of these BMPs are not used, then the overhead utility lines shall require a no practical alternative evaluation by the Administrator as defined in Section 15-269.6.

- A zone at least 10 feet wide immediately adjacent to the water body shall be managed such that only vegetation that poses a hazard or has the potential to grow tall enough to interfere with the line is removed.
- Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.
- Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain where trees are cut.
- Riprap shall not be used unless it is necessary to stabilize a tower..
- No fertilizer shall be used other than a one-time application to re-establish vegetation.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- Active measures shall be taken after construction and during routine maintenance to ensure diffuse flow of stormwater through the buffer.
- In wetlands, mats shall be utilized to minimize soil disturbance.

³ Perpendicular crossings are those that intersect the surface water at an angle between 75 degrees and 105 degrees.

⁴ Provided that poles or aerial infrastructure shall not be installed within 10 feet of a water body unless the Administrator completes a no practical alternative evaluation as defined in Section 15-269.6.

⁵ Provided that:

- No heavy equipment shall be used within 30 feet of surface waters.
- A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable
- Vegetation in undisturbed portions of the buffer is not compromised.
- Felled trees are removed by chain.
- No permanent felling of trees occurs in protected buffers or streams.
- Stumps are removed only by grinding.
- At the completion of the project the disturbed area is stabilized with native vegetation.
- Zones one and two meet the requirements of Section 15-269.3.

⁶ Provided that:

- A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable.
- Trees shall be felled so as not to damage trees not intended for removal or stream banks.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.

- Stump grinding is allowable only for stumps more than 30 feet from surface waters.
- Within 30 feet of surface water, all of the following BMPs for underground utility lines shall be used. If all of these BMPs are not used, then the underground utility line shall require a no practical alternative evaluation by the Administrator, as defined in Section 15-269.6.
 - Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.
 - Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain, except in the trench where trees are cut.
 - Underground cables shall be installed by vibratory plow or trenching.
 - The trench shall be backfilled with the excavated soil material immediately following cable installation.
 - No fertilizer shall be used other than a one-time application to re-establish vegetation.
 - Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
 - Measures shall be taken upon completion of construction and during routine maintenance to ensure diffuse flow of stormwater through the buffer.
 - In wetlands, mats shall be utilized to minimize soil disturbance.

⁷ All sewer crossings shall be protected from damage and risk of future leakage to the maximum extent practicable using ductile iron and other appropriate construction materials and practices.

⁸ The width of the corridor that is maintained to exclude woody vegetation will not exceed 20 feet in width except to accommodate vehicle turnaround, preparedness for emergency situations, and state and federal regulatory standards.

Activity	Exempt	Allowable	Allowable with Mitigation
Drainage, Stormwater, Erosion Control, and other Water-based activities			
<ul style="list-style-type: none"> • Dam maintenance activities that do not cause additional buffer disturbance beyond the footprint of the existing dam or those covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 • Dam maintenance activities that do cause additional buffer disturbance beyond the footprint of the existing dam or those not covered under the U.S. Army Corps of Engineers Nationwide Permit No. 3 	X	X	

Activity	Exempt	Allowable	Allowable with Mitigation
<p>Drainage ditches, roadside ditches and stormwater conveyances through buffers:</p> <ul style="list-style-type: none"> • New stormwater flows to existing drainage ditches, roadside ditches, and stormwater conveyances provided that flows do not alter or result in the need to alter the conveyance and are managed to minimize the sediment, nutrients and other pollution that convey to surface waters – Realignment of roadside drainage ditches retaining the design dimensions provided that no additional travel lanes are added and the minimum required roadway typical section is used based on traffic and safety considerations. • New or altered drainage ditches, roadside ditches and stormwater outfalls provided that a stormwater management facility is installed to control nutrients and attenuate flow before the conveyance discharges through the riparian buffer. • New drainage ditches, roadside ditches and stormwater conveyances applicable to linear projects that do not provide a stormwater management facility due to topographic constraints provided that other practicable BMPs have been employed. 	X	X	X
<ul style="list-style-type: none"> • Ponds created by impounding streams and not used as stormwater BMPs: • New ponds in Zone 2 only provided that a riparian buffer meeting the requirements of Section 15-269.3 and 15-269.4 is established adjacent to the pond • All other new ponds 		X	X
<ul style="list-style-type: none"> • Drainage of a pond in a natural drainage way provided that a new riparian buffer that meets the requirements of this section is established adjacent to the new channel. [Ponds that are not in a natural drainage way are not subject to the buffer requirements of this part.] AMENDED 2/21/12) 	X		
Scientific studies and stream gauging	X		

Activity	Exempt	Allowable	Allowable with Mitigation
Stormwater BMPs:			
• Constructed wetlands in Zone 1, if not closer than 30' to surface waters and diffuse flow is provided into the remainder of Zone 1.		X	
• Wet detention, bioretention, and constructed wetlands in Zone 2 if diffuse flow of discharge is provided into Zone 1		X	
See Wetland, stream and buffer restoration			
Shoreline stabilization, including armoring of stream banks with rip rap or retaining walls			X
Temporary sediment and erosion control devices provided that the disturbed area is restored to preconstruction topographic and hydrologic conditions and comparable vegetation is replanted immediately after construction is complete. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years:	X		
• In Zone 2, provided that the vegetation in Zone 1 is not compromised, that discharge is released as diffuse flow in accordance with Section 15-269.5, and that ground cover is established within time frames required by the Sedimentation and Erosion Control Act In Zones 1 and 2 to control impacts associated with uses approved by the Town or that have received a variance provided that sediment and erosion control for upland areas is addressed, to the maximum extent practical, outside the buffer.		X	
• In stream temporary erosion and sediment control measures for work within a stream channel that is authorized under Sections 401 and 404 of the Federal Water Pollution Control Act.	X		
• In stream temporary erosion and sediment control measures for work within a stream channel.		X	
Water dependent structures where installation and use result in disturbance to riparian buffers.		X	
Water wells			
• Single family residential water wells	X		
• All other water wells		X	

Activity	Exempt	Allowable	Allowable with Mitigation
Wetland, stream and buffer restoration that results in impacts to the riparian buffers: <ul style="list-style-type: none"> Wetland, stream and buffer restoration that requires DWQ approval for the use of a 401 Water Quality Certification Wetland, stream and buffer restoration that does not require DWQ approval for the use of a 401 Water Quality Certification 	X	X	
Miscellaneous			
Archaeological activities	X		
Fences: <ul style="list-style-type: none"> Fences provided that disturbance is minimized and installation does not result in removal of trees as defined in Section 15-316 Fences provided that disturbance is minimized and installation results in removal of trees as defined in Section 15-316 	X	X	
Grading and revegetation in Zone 2 only provided that diffuse flow and the health of existing vegetation in Zone 1 is not compromised and disturbed areas are stabilized until they are revegetated		X	
Maintenance access on modified natural streams: a grassed travel way on one side of the water body where less impacting alternatives are not practical. The width and specifications of the travel way shall be only that needed for equipment access and operation. The travel way shall be located to maximize stream shading.		X	
Mining activities: <ul style="list-style-type: none"> Mining activities that are covered by the Mining Act provided that new buffers that meet the requirements of this section are established adjacent to the relocated channels Mining activities that are not covered by the Mining Act OR where new buffers that meet the requirements of this section are not established adjacent to the relocated channels Wastewater or mining dewatering wells with approved NPDES permit 	X	X	X
Preservation or maintenance of historic or cultural sites	X		

Activity	Exempt	Allowable	Allowable with Mitigation
Protection of existing structures, facilities and stream banks when this requires additional disturbance of the riparian buffer or the stream channel		X	
Removal of previous fill or debris provided that diffuse flow is maintained, a stabilizing ground cover sufficient to restrain erosion is established, and any woody vegetation removed is restored		X	
Wildlife passage structures		X	
Recreation			
Access trails: Pedestrian access trails leading to the surface water, docks, fishing piers, boat ramps and other water dependent activities: <ul style="list-style-type: none"> • Pedestrian access trails that are restricted to the minimum width practicable and do not exceed 4 feet in width of buffer disturbance, and provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer. • Pedestrian access trails that exceed 4 feet in width of buffer disturbance, the installation or use results in removal of trees as defined in this Section or impervious surface is added to the buffer. 	X	X	
Canoe Access provided that installation and use does not result in removal of trees as defined in Section 15-316 and no impervious surface is added to the buffer.	X		
Greenway / hiking trails ⁺ designed, constructed and maintained to maximize nutrient removal and erosion protection, minimize adverse effects on aquatic life and habitat, and protect water quality to the maximum extent practical		X	
Playground equipment: <ul style="list-style-type: none"> • Playground equipment on single family lots provided that installation and use does not result in removal of vegetation • Playground equipment installed on lands other than single family lots or that requires removal of vegetation 	X	X	
Transportation			
Bridges		X	

⁺ To the extent practicable, greenway easements shall be located a minimum of 10 feet from the top of bank; surfaces shall be a minimum of 15 feet from the top of bank

Activity	Exempt	Allowable	Allowable with Mitigation
<p>Driveway crossings of streams and other surface waters subject to this Section:</p> <ul style="list-style-type: none"> • Individual driveway crossings that disturb equal to or less than 25 linear feet or 2,500 square feet of buffer • Individual driveway crossings that disturb greater than 25 linear feet or 2,500 square feet of buffer • Multiple driveway crossings in any development that cumulatively disturbs equal to or less than 150 linear feet or one third of an acre of buffer • Multiple driveway crossings in any development that cumulatively disturbs greater than 150 linear feet or one third of an acre of buffer • Driveway impacts other than crossing of a stream or other surface waters subject to this Section 	X	X	X
Railroad impacts other than crossings of streams and other surface waters subject to this Part.			X
<p>Railroad crossings of streams and other surface water drainage features subject to this Part:</p> <ul style="list-style-type: none"> • Railroad crossings that impact equal to or less than 40 linear feet of riparian buffer • Railroad crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one third of an acre of riparian buffer • Railroad crossings that impact greater than 150 linear feet or one third of an acre of riparian buffer 	X	X	X
<p>Road relocation: Relocation of existing private access roads associated with public road projects where necessary for public safety:</p> <ul style="list-style-type: none"> • Less than or equal to 2,500 square feet of buffer impact • Greater than 2,500 square feet of buffer impact 		X	X

Activity	Exempt	Allowable	Allowable with Mitigation
<p>Temporary roads, provided that restoration activities, including re-establishment of pre-construction topographic and hydrologic conditions and replanting with comparable vegetation occur immediately after construction. Tree planting may occur during the dormant season; the restored buffer shall comply with Section 15-269.7(g) within five years:</p> <ul style="list-style-type: none"> • Less than or equal to 2,500 square feet of buffer disturbance • Greater than 2,500 square feet of buffer disturbance • Associated with culvert installation of bridge construction or replacement 	X	X	
<p>Transportation (vehicular, bike) crossings of streams and other surface waters subject to this Section:</p> <ul style="list-style-type: none"> • Transportation crossings that impact equal to or less than 40 linear feet of riparian buffer • Transportation crossings that impact greater than 40 linear feet but equal to or less than 150 linear feet or one third of an acre of riparian buffer • Transportation crossings that impact greater than 150 linear feet or one third of an acre of riparian buffer 	X	X	X
Transportation impacts other than crossings of streams and other surface waters subject to this Section			X
Vehicle access roads and boat ramps leading to the surface water, docks, fishing piers, and other water dependent activities, but not crossing the surface water and having a minimum practicable width of not more than 10 feet.		X	
Utilities			

Activity	Exempt	Allowable	Allowable with Mitigation
Electric utility, aerial, perpendicular crossings ^{2,3,4} : <ul style="list-style-type: none"> • Disturb equal to or less than 100 linear feet of buffer • Disturb greater than 100 linear feet of buffer 	X	X	
Electric utility, aerial, other than perpendicular crossings ³ : <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{2,4,5} 	X	X	X
Electric utility, underground, perpendicular crossings ^{3,4,6} : <ul style="list-style-type: none"> • Disturb less than or equal to 40 linear feet of buffer • Disturb greater than 40 linear feet of buffer 	X	X	

² Provided that within 30 feet of surface waters, all of the following BMPs for overhead utility lines are used. If all of these BMPs are not used, then the overhead utility lines shall require a no practical alternative evaluation by the Administrator as defined in Section 15-269.6.

- A zone at least 10 feet wide immediately adjacent to the water body shall be managed such that only vegetation that poses a hazard or has the potential to grow tall enough to interfere with the line is removed.
- Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.
- Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain where trees are cut.
- Riprap shall not be used unless it is necessary to stabilize a tower.
- No fertilizer shall be used other than a one-time application to re-establish vegetation.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- Active measures shall be taken after construction and during routine maintenance to ensure diffuse flow of stormwater through the buffer.
- In wetlands, mats shall be utilized to minimize soil disturbance.

³ Perpendicular crossings are those that intersect the surface water at an angle between 75 degrees and 105 degrees.

⁴ Provided that poles or aerial infrastructure shall not be installed within 10 feet of a water body unless the Administrator completes a no practical alternative evaluation as defined in Section 15-269.6

⁵ Provided that:

- No heavy equipment shall be used within 30 feet of surface waters.
- A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable.
- Trees shall be: 1) felled so as not to damage trees not intended for removal or stream banks; and 2) removed by chain.
- No permanent felling of trees occurs in protected buffers or streams.
- Stumps shall be removed only by grinding.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- At the completion of the project the disturbed area shall be stabilized with native vegetation.
- The condition and use of the area within 50 feet of surface waters shall be consistent with Sections 15-269.3 and 15-269.4.

⁶ A tree protection plan shall be developed and approved by Administrator that will protect the buffer to the maximum extent practicable.

- Trees shall be felled so as not to damage trees not intended for removal or stream banks.
- Construction activities shall minimize the removal of woody vegetation, the extent of the disturbed area, and the time in which areas remain in a disturbed state.
- Stump grinding is allowable only for stumps more than 30 feet from surface waters.

Activity	Exempt	Allowable	Allowable with Mitigation
Electric utility, underground, other than perpendicular crossings ^{3,6} ; <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters⁵ 	X	X	X
Non electric utility, perpendicular crossings ^{3,4,6,7} ; <ul style="list-style-type: none"> • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb equal to or less than 40 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor equal to or less than 10 feet in width • Disturb greater than 40 linear feet but equal to or less than 150 linear feet of buffer with a maintenance corridor greater than 10 feet in width • Disturb greater than 150 linear feet of buffer 	X	X X	X X
Non electric utility, other than perpendicular crossings ^{3,6} ; <ul style="list-style-type: none"> • Impacts greater than 50 feet from surface waters • Impacts within 30-50 feet of surface waters • Impacts within 30 feet of surface waters^{5,8} 	X	X	X
Vegetation Management			
Forest harvesting— See Section 15-319.1			
Fertilizer application: One-time fertilizer application to establish vegetation	X		

• Within 30 feet of surface water, all of the following BMPs for underground utility lines shall be used. If all of these BMPs are not used, then the underground utility line shall require a no-practical-alternative evaluation by the Administrator, as defined in Section 15-269.6.

• Trees shall be removed by chain. Woody vegetation shall be cleared by hand. No land grubbing or grading is allowed.

• Vegetative root systems shall be left intact to maintain the integrity of the soil. Stumps shall remain, except in the trench created for the line installation.

• Underground cables shall be installed by vibratory plow or trenching.

• The trench shall be backfilled with the excavated soil material immediately following cable installation.

• No fertilizer shall be used other than a one-time application to re-establish vegetation.

• In wetlands, mats shall be utilized to minimize soil disturbance.

• At the completion of the project the disturbed area shall be stabilized with native vegetation.

• The condition and use of the area within 50 feet of surface waters shall be consistent with Sections 15-269.3 and 15-269.4

⁷ All sewer crossings shall be protected from damage and risk of future leakage to the maximum extent practicable using ductile iron and other appropriate construction materials and practices.

⁸ The width of the corridor that is maintained to exclude woody vegetation will not exceed 20 feet in width except to accommodate vehicle turnaround, preparedness for emergency situations, and state and federal regulatory standards.

Activity	Exempt	Allowable	Allowable with Mitigation
Vegetation management: • Emergency fire control measures provided that topography is restored • Mowing and harvesting of plant products in Zone 2 only • Planting vegetation to enhance the riparian buffer • Pruning forest vegetation provided that the health and function of the forest vegetation is not compromised • Removal of individual trees which are dead, diseased, or damaged, are in danger of causing damage to dwellings, other structures or human life, or are imminently endangering the stability of the streambank • Removal of poison ivy • Removal of invasive exotic vegetation as defined in Smith, Cherri L., 1998 <i>Exotic Plant Guidelines</i>. DENR, Division of Parks and Recreation. Raleigh, N.C. Guideline # 30, or a more recent version or alternative reference approved by the NC EMC.	X X X X X X		

ARTICLE V
APPEALS, VARIANCES, SPECIAL ~~SETBACK~~ EXCEPTIONS, INTERPRETATIONS,
AND DETERMINATIONS (AMENDED 6/22/21)

Section 15-92 Variances. (AMENDED 11/10/81; 4/21/87; 12/05/89; 4/23/96; 10/24/06; 6/26/12; 10/21/14; REPEALED & AMENDED 3/24/09; REWRITTEN 10/26/10)

...

(k) ~~If the board votes to grant a major~~ With respect to a variance from any of the provisions of Part III (Water Quality Buffers) of Article XVI, the following procedure shall apply in addition to the standards set forth in Section 15-92(b):

- (1) The Board may grant minor variances, which are activities that pertain to Zone Two as defined in 15a NCAC 02b.0267, as amended, and shall make a finding of fact as to whether there are practical difficulties or unnecessary hardships that prevent compliance with the riparian buffer protection requirements. A finding of practical difficulties or unnecessary hardships shall require that the following conditions are met:
 - (a) If the applicant complies with the provisions of this part, they can secure no reasonable return from, nor make reasonable use of, their property.
 - i. Merely proving that the variance would permit a greater profit from the property shall not be considered adequate justification for a variance. Moreover, the Board shall consider whether the variance is the minimum possible deviation from the terms of this part that shall make reasonable use of the property possible;
 - (b) The hardship results from application of this part to the property rather than from other factors such as deed restrictions or other hardship;
 - (c) The hardship is due to the physical nature of the applicant's property, such as its size, shape, or topography, such that compliance with provisions of this part would not allow reasonable use of the property;
 - (d) The applicant did not cause the hardship by knowingly or unknowingly violating this part;
 - (e) The applicant did not purchase the property after August 11, 2009, the effective date of this part, and then request a variance; and
 - (f) The hardship is rare or unique to the applicant's property.
- (2) For any variance request, the local government shall make a finding of fact

as to whether the variance is in harmony with the general purpose and intent of the State's riparian buffer protection requirements and preserves its spirit; and

- (3) For any variance request, the Board shall make a finding of fact as to whether, in granting the variance, the public safety and welfare have been assured, water quality has been protected, and substantial justice has been done.
- (4) **MINOR VARIANCES.** A minor variance request pertains to activities that will impact only Zone Two of the riparian buffer. Minor variance requests shall be reviewed and approved based on the criteria in subsection (k)(1) through (k)(3) of this part by the Board pursuant to G.S. 160D-102(38). The Board may attach conditions to the variance approval that support the purpose, spirit and intent of the riparian buffer protection program.
- (5) Request for appeals to decisions made by the Board shall be made on certiorari to the local Superior Court.
- (6) **MAJOR VARIANCES.** A major variance request pertains to activities that will impact any portion of Zone One or any portion of both Zones One and Two of the riparian buffer. If the local government has determined that a major variance request meets the requirements in subsection (k)(1) through (k)(3) of this part, then it shall prepare a preliminary finding and submit it to the Board for approval. Within 90 days after receipt by the local government, the Board shall review preliminary findings on major variance requests and take one of the following actions: approve, approve with conditions and stipulations, or deny the request. Appeals from a Board decision on a major variance request are made on judicial review to the local Superior Court.

~~the administrator shall forthwith prepare and send to the Environmental Management Commission a record of the proceedings before the board. The variance shall not be issued until it is approved by the EMC. For purposes of this subsection, a major variance is one that pertains to prohibited activities that will impact that portion of Zone One of the riparian buffers that lies within 30 feet of the surface waters subject to buffer requirements of the Jordan Reservoir.~~

Section 15-92.1 Special **Setback Exception Permits. (AMENDED 6/21/94; 6/4/24)**

[PLEASE REFERENCE "APPENDIX H"]

(a) An application for a **special setback** exception permit shall be submitted to the board of adjustment by filing a copy of the application with the administrator in the planning department.

(b) All of the provisions of this article applicable to the processing of variance applications shall also apply to **special setback** exception permit requests, except the provisions of Subsections 15-92(b) and 15-96(b) and (c).

(c) The board of adjustment may issue a ~~special~~ **setback** exception permit for the purposes and under the circumstances set forth in the remaining subsections of this section if it concludes, in addition to any other findings required below, that:

- (1) Issuance of the permit will not create a threat to the public health or safety; and
- (2) Issuance of the permit will not adversely affect the value of adjoining or neighboring properties. ~~If the applicant presents a petition, signed by the owners of all properties entitled to receive notice of the hearing on the application pursuant to Section 15-102(2), and stating that such property owners believe their property values will not be adversely affected by the proposed use, this shall be sufficient evidence from which the board may (but shall not be required to) make the required finding. The board may also make the required finding based on other competent evidence.~~

(d) The board of adjustment may issue a ~~special~~ **setback** exception permit under this section to allow a reduction of up to 50% in the required distances that buildings must be set back from lot boundary lines under Subsection 15-184(a)(4)

...

(e) The board of adjustment may issue a ~~special~~ **setback** exception permit to authorize a structure to encroach upon a setback required under Section 15-184 if it finds that

...

Section 15-96 Board Action on Appeals, Variances, and ~~Special~~ **Setback Exceptions.**
(AMENDED 4/27/82; 6/21/94; 10/21/14)

(d) Before granting a ~~special~~ **setback** exception permit, the board shall vote affirmatively on each of the findings required under section 15-92.1. A motion to deny a ~~special~~ **setback** exception may be made on the basis that any one or more of the findings required by section 15-92.1 are not satisfied or that the application is incomplete. Insofar as practicable, such a motion shall include a statement of the specific reasons or findings of fact that support it.

ARTICLE XIII

RECREATIONAL FACILITIES AND OPEN SPACE

Section 15-198 Open Space. (AMENDED 4/24/84; 3/26/85; 12/10/85; 11/11/86;
REWRITTEN 6/27/95; 6/20/06; AMENDED 3/24/09; 3/23/10)

(a) The Council finds that when land is developed for residential purposes, the public health, safety, and welfare are best served when substantial portions of the tracts so developed remain as common open space. The preservation of such open space areas serves the following important objectives, to the benefit of the residents of such developments as well as the general public:

- (1) Preservation of open vistas, providing relief from an urban landscape;
- (2) Preservation of environmentally sensitive lands;
- (3) Preservation of habitat for wildlife;
- (4) Preservation of historically or archaeologically significant areas;
- (5) Provision of areas for passive recreation, such as walking or jogging.

(b) For purposes of this section:

- (1) Open space refers to an area that:
 - a. Is not encumbered with any substantial structure;
 - b. Is not devoted to use as a roadway, parking area, or sidewalk, **unless a publicly accessible sidewalk or related shared-use facility is located within a protective roadway buffer as defined by Section 15-312.**
 - c. Is not part of any privately owned lot that is used or intended for use for residential purposes;
 - d. Is legally and practicably accessible to the general public or to the residents of the development where the open space is located.
- (2) Narrow strips of common area that separate lots within a development from each other, from streets, or from adjoining tracts shall generally not be regarded as open space within the meaning of this section unless such areas:
 - a. Are at least 50 feet in width and capable of functioning as a substantial visual buffer; or

- b. Are configured and/or improved (e.g. through the installation of trails) in such a way as to be conducive to actual use for passive recreational purposes (i.e. walking or jogging) by residents of the development where located.
- (3) The following areas shall be regarded as open space if such areas satisfy at least the criteria set forth in Subdivision (1) a, b, and c of subsection (b) of this section:
- a. Utility easements located outside of street rights of way;
 - b. Cemeteries located on a tract prior to its development.
 - c. Areas used for the growing of crops, such as hay, corn, or vegetables, if and to the extent that such uses occur within an area that is subject to the control of a homeowners association and such uses are approved by the homeowners association. **(AMENDED 5/25/99)**
- (4) The term “primary conservation areas” shall mean: **(AMENDED 5/25/99; 6/20/99)**
- a. Areas containing slopes greater than 25%
 - b. Hardwood areas as designated in the Geographic Information System (GIS) of the Town of Carrboro. **(AMENDED 3/24/09)**
 - c. Wetlands as defined pursuant to Section 404 of the Clean Water Act
 - d. Floodplains
 - e. Water quality buffers on perennial and intermittent streams. **(AMENDED 3/24/09)**
 - f. Lakes and ponds;
 - g. Road buffers as required by Section 15-312 of this Chapter, except for those portions of the buffers that must be included in road or utility crossings, **sight triangles, and pedestrian and bicycle improvements.**

ARTICLE XIX SCREENING AND TREES

PART I. SCREENING

Section 15-312 Protective Buffer Along Major Roads. (AMENDED 5/25/99; 10/23/07)

Notwithstanding the provisions of Section 15-308, but subject to the remaining provisions of this section, an undisturbed protective buffer shall be maintained along Old N.C. 86, Dairyland Road, Union Grove Church Road, Homestead Road, Eubanks Road and Smith Level Road south of Ray Road that will help preserve the scenic views and elements of this area. With respect to each property that fronts one of the named streets, any development other than use classification 13.200, Fire Station, that occurs after the effective date of this section shall provide an undisturbed buffer (except for necessary crossings and encroachments as described in Section 15-198(b)(4)(g)) that is a minimum of 50 feet in width and on average is 100 feet in width along such frontage. If the buffer area does not provide the equivalent of a Type 'A' screen, the developer shall provide a Type 'A' screen on the development's side of the buffer (one hundred (100) feet from the right-of-way)

ARTICLE XII

DENSITY AND DIMENSIONAL REGULATIONS

Section 15-184 Building Setback Requirements

- (a) Subject to Section 15-187 (Architecturally Integrated Subdivisions) and the other provisions of this section, no portion of any building or any freestanding sign may be located on any lot closer to any lot line or to the street right-of-way line or centerline than is authorized in the table set forth below: **(AMENDED 1/22/85)**
- (1) If the street right-of-way line is readily determinable (by reference to a recorded map, set irons, or other means), the setback shall be measured from such right-of-way line. If the right-of-way line is not so determinable, the setback shall be measured from the street centerline.
 - (2) As used in this section, the term “lot boundary line” refers to lot boundaries other than those that abut streets.
 - (3) As used in this section, the term “building” includes any substantial structure, which, by nature of its size, scale, dimensions, bulk, or use tends to constitute a visual obstruction or generate activity similar to that usually associated with a building. Without limiting the generality of the foregoing, the following structures shall be deemed to fall within this description:
 - a. Gas pumps and overhead canopies or roofs.
 - b. Fences, walls or berms running along **right-of-way or** lot boundaries adjacent to public street rights of way if such fences, walls or berms exceed three feet in height and are substantially opaque except that fences, walls or berms shall not be regarded as “buildings” within the meaning of this subdivision if they are located along the rear lot line of lots that have street frontage along both the front and rear of such lots. **For the purpose of this section, any portion of a fence higher than three feet located parallel along or perpendicular to a right-of-way that does not meet the applicable setback requirement must be at least 50 percent open/revealed to 50 percent closed/opaque. A zoning permit for use 35.00 (Fences) is only required when fences are located in the right-of-way setback (AMENDED 5/19/98)**

Article X PERMISSIBLE USES

Section 15-147 Use of the Designations A,B,Z in Table of Permissible Uses. (AMENDED 11/18/03; 6/22/04; 10/25/05; 11/22/05; 6/26/07; 11/27/07; 10/28/08, 11/24/09; REWRITTEN 4/23/09; 6/22/21)

- (w) Notwithstanding the foregoing, a zoning permit is only required for use 35.00 (Fences) as defined in Subdivision 15-184(3)(b), when fences are located in the right-of-way setback.

Section 15-146 Table of Permissible Uses.

The following Table of Permissible Uses should be read in close conjunction with the definitions of terms set forth in Section 15-15 and the other interpretative provisions set forth in this article.

DESCRIPTION				R-1	R-2	R-3	R-4	R-5	RR	HR	HR-CC	B-1	B-2	B-3	B-4	M-1	M-2	CT	C	W	B	WM	O	O/A	
	22.200	Child Day Care Facility		B	B	B	B	B	B	B	B	Z	Z	Z	Z	Z	Z		Z		A	A		Z	Z
	22.300	Senior Citizens Day Care, Class A		B	B	B	B	B	B	B	B		Z	Z	Z	Z	Z		Z		A	A		Z	Z
	22.400	Senior Citizens Day Care, Class B		B	B	B	B	B	B	B	B	Z	Z	B	Z	Z	Z		B					Z	Z
23.000	Temporary structure or parking lots used in connection with the construction of a permanent building or for some non-recurring purpose																								
	23.100	Temporary structures located on same lot as activity generating need for structure		Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	A	A	A	A	Z	Z
	23.200	Temporary parking facilities located on or off-site of activity generating need for parking		Z																					
	23.300	Temporary Construction Parking										Z(1)	Z(1)	Z(1)											
24.000	Bus Station															B	B		B						
25.000	Commercial Greenhouse Operations																								
	25.100	No on-premises sales						B	B								Z								
	25.200	On-premises sales permitted							B								Z								
26.000	Subdivisions																								
	26.100	Major		BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	BA	A	A	A	A	BA	VA	
	26.200	Minor		Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	C	A	A	A	Z	Z	
27.000	Combination Uses			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	A	*	*	*	*	
				Permissible only in Planned Unit Development Districts (See Section 15-139) pursuant to a special use permit-A).																					
28.000	Planned Unit Developments																								
29.000	Special Events			A	A	A	A	A	A	A	A	ZA	ZA	ZA	A	A	A	A	A	A	A	A	A	A	
				Permissible only in Planned Industrial Development Districts [See Subsection 15-137(c)]																					
30.000	Planned Industrial Development																								
31.000	Off-Premises Signs																	Z							
32.000	Village Mixed Use Development																								
				Permissible only in Village Mixed Use Districts (See Section 15-141.2 pursuant to a special use permit-A).																					
33.000	(Repealed)																								
34.000	Temporary Lodging																								
	34.100	Hotels and Motels		A								A	A				A			A				A	
	34.200	Bed and Breakfast		B	B	B	B	B	B	B	B			B					B		A	B			
35.000	Fences			Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	



TOWN OF CARRBORO

NORTH CAROLINA

TRANSMITTAL

PLANNING DEPARTMENT

DELIVERED VIA: ☐ HAND ☐ MAIL ☐ FAX ☒ EMAIL

To: Patrice Toney, Town Manager
Mayor and Town Council

From: Duncan Dodson, Planner

Date: May 21, 2024

Subject: Proposed Land Use Ordinance Text Amendment Relating to Water Quality Buffers, Road Buffers, Fences, and Setback Exceptions.

Overview

The changes incorporated into this text amendment serve two main purposes: to ensure clear alignment of language in the Land Use Ordinance with state enabling legislation, and to clarify sections of the ordinance to improve its use by residents, boards, and staff. The recently adopted comprehensive plan, *Carrboro Connects*, directs the Town across several strategies to examine and update the LUO. In parallel to a larger rewrite of the LUO, this amendment advances goals laid out in the plan to improve the permit review process, and ensure the LUO continues to align with existing state statutes including the Jordan Lake Rules and Chapter 160D. The changes are summarized in the table below:

Topic	Proposed Changes	Impacts
Road Buffers	15-198(b)(1)(b) 15-198(b)(4)(g) 15-312	Clarifies permissible uses and practices in NCDOT rights-of-way that enhance safety and provide opportunities for bike and pedestrian connections
Fences	15-146 15-147 15-184(3)(b)	Clarifies the 50% opaque requirements for fences along the front- and side-yards of properties. Adds the requirement for a zoning permit to construct a fence.
Setback Exceptions	15-92.1	Clarifies the function of this permit by replacing the term “special exception” with “setback exception.”
Water Quality Buffers	15-92(k) 15-269.5(d)	Adds three (3) new uses to the Table of Exempt and Allowable Activities in Water Quality Buffers to align with current Jordan Lake Rules. Clarifies associated findings required for quasi-judicial approval of

		variances within water quality buffers.
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Summary of Draft Ordinance by Topic

Road Buffers

The following NCDOT maintained roads designated for required protective road buffers are as follows:

- Old NC 86
- Dairyland Road
- Union Grove Church Road
- Homestead Road
- Eubanks Road
- Smith Level Road, south of Ray Road

Section 15-198 concerns the provision of open space when land is developed for residential purposes to serve the health, safety, and welfare of the public. Open space includes further designation of primary and secondary conservation areas. Protective road buffers along specific NCDOT-maintained roads are included the definition of primary conservation areas, except for “portions that must be included in road or utility crossings.”

The Town has used this exception to enhance safety via sight triangles at entry and exit points of homes and neighborhoods along these roads. Sight triangles are small patches clear of obstructions that allow for residents leaving a neighborhood to see signage, and passing walkers, cyclists, and vehicles. The Town has also used this exception to create publicly accessible sidewalks, sidepaths, crosswalks, and other pedestrian and bike facilities along and across these roads.

To clarify the long-standing administration of this section and ensure clear alignment with NCDOT practices, this change adds “sight triangles and bicycle pedestrian improvements,” to the list of portions of the buffers that are not considered primary conservation areas. Sight triangles and bike and pedestrian facilities that meet the requirements of Section 15-198 in a dedicated easement will count towards a development’s open space calculation, just not as primary conservation areas. The changes in 15-312 reinforce this language.

Fences

The changes to Section 15-146 and 15-147 add a new use class—35.00 Fence—which is allowed in all zoning districts. Section 15-147 further specifies that a zoning permit is required when a fence is located in a right-of-way setback.

Currently fences constructed or located in a right-of-way setback require a zoning permit; this change makes that requirement clear. As the Town increases density, property owners will have more opportunities to use as much of their lot as possible

(i.e. by adding accessory structures and dwelling units); adding clarity to the existing review process will ensure the Town can preemptively address noncompliance rather than relying on enforcement which requires more staff time. The Town has mitigated several violations and issued variances. Staff know that the current process depends often on property owners approaching the Town, and this is the staff's strategy to address some of these issues.

The Ordinance currently specifies that fences, walls, and berms taller than 3 feet must be substantially opaque if they are:

- located along front lot boundaries adjacent to street rights of way,
- or perpendicular to and located within a certain distance (often 25 feet) of a street right-of-way.

To provide consistent application of the standard, the Zoning Division issued an interpretive memo on September 15, 2021, defining substantially opaque as at least 50 percent open/revealed to 50 percent closed/opaque. The change to section 15-184(3)(b) serves to add an existing interpretive memo's definition of "substantially opaque" into the body of the LUO for clarity to applicants, boards, and staff.

Setback Exceptions

To more clearly indicate the extent of this permit, and to ensure clear alignment with Chapter 160D of the state General Statutes, this change will replace all instances of the term "special exception" with "setback exception." It will not change the application for or receipt of the permit through quasi-judicial review by the Board of Adjustment nor modify property owner's right to seek a variance if they are ineligible for the setback exception.

Currently, the Ordinance uses the term "special exception" for a permit that allows an applicant to build or encroach into a lot boundary setback up to 50% or to extend along an existing encroachment that may exceed 50%, provided it meets the building code. Most commonly this is sought by applicants to place a shed at the back of their property or build an addition to a home into the setback. Of note, in districts where the setback is 10', and 50% encroachment would allow buildings to be constructed 5' into the setback, NC Building Code safety requirements of at least 6' between structures still apply.

In 2021, the NC General Assembly consolidated existing county and city land use law into Chapter 160D. One change that occurred was the removal of the term "special exception." At the time, the Town reviewed the LUO and decided changing the language of special exception permits was not necessary. Upon further review staff have identified a name change would be clearer since this permit applies primarily to new buildings, and additions to existing buildings, that encroach into a setback.

Water Quality Buffers

The update to the table of exempt and allowable uses in the water quality buffers accomplishes three things:

- Adds 3 uses and related allowances outlined in the state’s Jordan Lake Rules (15A NCAC 02B .0267) to the current table (highlighted in *Attachment C*):
 - Airport Facilities—staff anticipate this use in Carrboro is unlikely but are including it to make cross-referencing the LUO and the Jordan Lake Rules.
 - Recreational and Accessory Structures (sheds, gazebos, and wooden slatted decks),
 - and Water Supply Reservoirs
- Updates the use of stormwater best management practices (BMPs) in Zone 1 (within the 30-foot buffer) from “allowable” to “allowable with mitigation” as set forth in the Jordan Lake Rules
- Reorganizes the LUO table alphabetically to match the Jordan Lake Rules to simplify cross-referencing and to help applicants, boards, and staff understand where Carrboro’s regulations are stricter.

Despite the LUO not currently reflecting these uses, the Town is still required to administer the current listed uses outlined in the Rule. Where Carrboro’s regulations are more stringent, there is no change in allowances and exemptions, as the Town can exceed the minimum requirements of the Rule (15A NCAC 02B .0267). These regulations include having Zone 2 buffers around ephemeral streams, additional width of buffers, stricter exemptions and allowances for uses—notably utilities, additional tree protection for some uses, and quasi-judicial level review for encroachments into the buffer.

Details and associated exemptions and allowances for existing and new uses can be seen in the table in the draft ordinance (*Attachment B*) and in the annotated version of the current Land Use Ordinance (*Attachment C*).

Additionally, this amendment incorporates the additional findings of fact required when applicants seek a variance to encroach into a water quality buffer. These findings of fact are in addition to those required by a typical variance. The language includes definitions for a minor variance (encroachment into Zone 2) and a major variance (encroachment into Zones 1 and 2). These terms and findings of fact are already required per the Jordan Lake Rules; this amendment ensures clear alignment and provides clarity for applicants and the Board of Adjustment.

Consistency with Adopted Plans/Policies

Carrboro Connects 2022-2042 Comprehensive Plan provides goals, strategies, and projects that are expected to guide the Town’s policies and procedures. Staff has identified the following sections of the Carrboro Connects Comprehensive Plan as relevant to the draft ordinance.

Chapter	Staff Comments	Applicable Strategies
Affordable Housing	Not applicable	N/A
Climate Action & Environment	The draft ordinance further clarifies provisions of the LUO, making them easier to use and cross reference with enabling legislation while continuing to protect streams and riparian areas.	Consistent With: Project 1.2a Inconsistent With: - Inconclusive: -
Transportation & Mobility	Specifying bike, pedestrian, and safety improvements allowed in protective road buffers, as well as clarifying that such improvements still count for open space calculations required for new residential subdivisions, continue to support safety and accessibility of the street, bike, and pedestrian network.	Consistent With: 2.2 Inconsistent With: - Inconclusive: -
Green Stormwater Infrastructure, Water, & Energy	Ensuring clear alignment with the Jordan Lake Rules while maintaining both the exemptions and allowances where Carrboro is stricter, and the additional buffer width, continues to implement watershed protection in line and beyond state watershed protections.	Consistent With: Water 2.1 Inconsistent With: - Inconclusive: -
Economic Sustainability	Not applicable	N/A
Recreation, Parks, & Cultural Resources	Not applicable	N/A
Land Use	These timely and appropriate changes clarify provisions that preserve and maintain natural areas and also improve the related development approval processes to be more predictable and efficient.	Consistent With: 3.1 & 5.2 Inconsistent With: - Inconclusive: -

Public Input

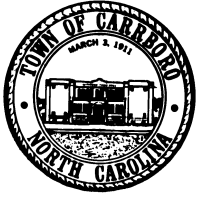
The public hearing schedule allows a handful of opportunities for staff to seek public input. In line with recommendations from the Text Amendment Racial Equity Assessment Lens (REAL), staff included information relating to the proposed changes and to seek public input about the amendment at the following outreach events:

DATE	EVENT
May 11	Bike Month Event at the Farmers' Market
May 28	Planning Open House
May 29	Planning Open House

At the joint review for Advisory Boards and Commissions, and at these open houses, there was limited information requested from community members about this text amendment.

Action Requested

Staff requests that the Town Council receive public comment and approve the state of consistency (*Attachment A*) and the draft ordinance (*Attachment B*).



TOWN OF CARRBORO

Planning Board

301 West Main Street, Carrboro, North Carolina 27510

R E C O M M E N D A T I O N

THURSDAY, MAY 16, 2024

Land Use Ordinance Text Amendment Relating to Water Quality Buffers, Road Buffers, Fences, and Setback Exceptions

Motion was made by Foushee and seconded by Poulton that the Planning Board recommends that the Town Council approve the draft ordinance.

VOTE:

AYES: (6) Gaylord-Miles, Foushee, Poulton, Kirkpatrick, Sinclair, Barber

NOES: (1) Buckner

ABSTENTIONS: ()

ABSENT/EXCUSED: (1) Peretin

Associated Findings

By a unanimous show of hands, the Planning Board membership indicated that no voting members have any financial interests that would pose a conflict of interest to the adoption of this amendment.

Motion was made by Foushee and seconded by Barber that the Planning Board of the Town of Carrboro finds the proposed text amendment is consistent with the Town of Carrboro 2022-2042 Comprehensive Plan, Climate Action & Environment, Transportation & Mobility, Green Stormwater Infrastructure, Water, & Energy, and Land Use strategies noted below:

- Climate Action & Environment Strategy 1.2a: Review and revise the provisions in the Land Use Ordinance related to stormwater and development to provide better protection to streams and riparian areas and to align in accordance with state enabling legislation.
- Transportation & Mobility Strategy 2.2 Continue to create safe streets and trail networks for pedestrians, bike riders, and transit riders due to the clarifications allowing sight triangles and bike and pedestrian facilities in protective road buffers.
- Green Stormwater Infrastructure, Water, & Energy: Water Strategy 2.1: Continue to implement watershed management and restoration projects ensuring alignment with state watershed protections.
- Land Use Strategy 3.1: Pursue development provisions that preserve and maintain natural areas by incorporating environmentally sensitive development and building practices.
- Land Use Strategy 5.2: Improve the development approval process to be more predictable and efficient while continuing to offer vibrant community participation.

Furthermore, the Planning Board of the Town of Carrboro finds the proposed text amendment, is reasonable and in the public interest because of the specific criteria required: public hearings for Land Use Ordinance changes that ensure alignment to state watershed regulations and enabling legislation, and that clarify existing provisions.

VOTE:

AYES: (5) Poulton, Foushee, Gaylord-Miles, Barber, Kirkpatrick

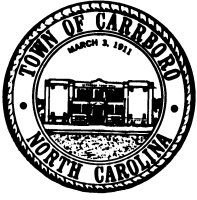
NOES: (1) Buckner

ABSTENTIONS: (1) Sinclair

ABSENT/EXCUSED: (1) Peretin

Rachel Gaylord-Miles
(Chair)

5/30/24
(Date)



TOWN OF CARRBORO

Transportation Advisory Board

301 West Main Street, Carrboro, North Carolina 27510

R E C O M M E N D A T I O N

THURSDAY, MAY 2, 2024

Land Use Ordinance Text Amendment Relating to Water Quality Buffers, Road Buffers, Fences, and Setback Exceptions

Motion was made by Dalton and seconded by Salvesen that the Transportation Advisory Board recommends that the Town Council approve the draft ordinance, using the modified wording for Section 8. shown below:

Section 8. Section 15-184(a)(3)(b) is amended with the addition of a definition of “substantially opaque” so that the subdivision now reads as follows:

(b). Fences, walls or berms running along right-of-way or lot boundaries adjacent to public street rights of way if such fences, walls or berms exceed three feet in height and are substantially opaque except that fences, walls or berms shall not be regarded as “buildings” within the meaning of this subdivision if they are located along the rear lot line of lots that have street frontage along both the front and rear of such lots. For the purpose of this section, where a fence is located along a right-of-way, or perpendicular to a right-of-way, and does not meet the applicable setback requirement, all parts of such fence that are above three feet must be least 50 percent open/revealed to 50 percent closed/opaque. A zoning permit for use 35.00 (Fences) is only required when fences are located in the right-of-way setback.

VOTE:

AYES: (5) Dalton, Doll, Keefe, Jones-Peretto, Salvesen

NOES: (0)

ABSTENTIONS: (0)

ABSENT/EXCUSED: (0)

Associated Findings

By a unanimous show of hands, the Transportation Advisory Board membership indicated that no members have any financial interests that would pose a conflict of interest to the adoption of this amendment.

Motion was made by Salvesen and seconded by Dalton that the Transportation Advisory Board of the Town of Carrboro finds the proposed text amendment is consistent with the Town of Carrboro 2022-2042 Comprehensive Plan, Climate Action & Environment, Transportation & Mobility, Green Stormwater Infrastructure, Water, & Energy, and Land Use strategies noted below:

- Climate Action & Environment Strategy 1.2a: Review and revise the provisions in the Land Use Ordinance related to stormwater and development to provide better protection to streams and riparian areas and to align in accordance with state enabling legislation.
- Transportation & Mobility Strategy 2.2 Continue to create safe streets and trail networks for pedestrians, bike riders, and transit riders due to the clarifications allowing sight triangles and bike and pedestrian facilities in protective road buffers.
- Green Stormwater Infrastructure, Water, & Energy: Water Strategy 2.1: Continue to implement watershed management and restoration projects ensuring alignment with state watershed protections.
- Land Use Strategy 3.1: Pursue development provisions that preserve and maintain natural areas by incorporating environmentally sensitive development and building practices.
- Land Use Strategy 5.2: Improve the development approval process to be more predictable and efficient while continuing to offer vibrant community participation.

Furthermore, the Transportation Advisory Board of the Town of Carrboro finds the proposed text amendment, is reasonable and in the public interest because of the specific criteria required: public hearings for Land Use Ordinance changes that ensure alignment to state watershed regulations and enabling legislation, and that clarify existing provisions.

VOTE:

AYES: (5) Dalton, Doll, Keefe, Jones-Peretto, Salvesen

NOES: (0)

ABSTENTIONS: (0)

ABSENT/EXCUSED: (0)


(Chair)

May 29, 2024

(Date)

Race and Equity Pocket Questions

Title and purpose of this initiative:

Legislative Public Hearing on Carrboro Land Use Ordinance Text Amendment to Update and Clarify Water Quality Buffers, Road Buffers, Setback Exceptions, and Fences. The purpose of this agenda item is to consider a text amendment to the Land Use Ordinance updating and clarifying water quality buffers, road buffers, fences, and setback variances. A draft ordinance has been prepared. The Town Council must receive public comment before making a decision.

Department: Planning

What are the racial and equity impacts?

The changes incorporated into this text amendment apply broadly in town wherever these features are present, making it difficult to forecast specific racial and equity impacts. A brief acknowledgement of potential impacts is provided below:

- Water Quality Buffers – The buffers continue to protect and enhance water quality for all residents. Where these buffers constrain developable areas, this amendment clarifies the variance process, without changing restrictions on exempt or allowable activities in these buffers.
- Road Buffers – The road buffers, established in 1999 as a direct recommendation from the Facilitated Small Area Plan for Carrboro’s Northern Study Area, preserve vegetation and habitat along major roads in Carrboro. Practical application of this provision ensures that new developments that contribute to new housing are no less safe, nor less accessible for residents walking and biking to the site.
- Setback Exceptions – The change in language further clarifies the process for users of the Ordinance. Setback exceptions provide predictability in how any resident can continue a pattern of development on their lot, helping residents and applicants know what to expect.
- Fences – The clarification serves to enhance the safety of residents entering or exiting lots from the street. While adding a zoning permit requirement adds a cost associated with the project, the fee is less than 10% of the estimated average to install a fence (including materials and labor) on lots with the shortest minimum width.

Who is or will experience community burden?

Protective road buffers, setbacks, and water quality buffers can burden property owners with constraints on their sites. This amendment clarifies, but does not inherently change, the processes burdened residents can use to seek variances, exception, and administrative allowances to mitigate development constraints.

Who is or will experience community benefit?

The environmental benefits from continued protection of water bodies, and rural, natural corridors along roads benefit both the larger community, and those that live near to these features. Accessibility and safety improvements benefit nearby residents. Increased clarity and alignment of these and the variance provisions of the Town’s land use regulations will benefit users of the Ordinance by making these sections easier to use and administer.

What are the root causes of inequity?

Historically marginalized communities have often been disproportionately impacted by degraded water quality. Additionally, when new housing is created accessible to BIPOC community members and low-

income community members, it can often be created without sufficient bike and pedestrian infrastructure, limiting transportation options and potentially increasing the need for individuals and families to have to rely on personal vehicles, with associated costs, for transportation.

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

With an upcoming change to the Jordan Lake Rules (2025) and the pending LUO Rewrite, these amendments could undergo further change in the future, however this amendment has been identified as timely and appropriate given how applicants, staff, and decision-making boards are currently using the Ordinance and will continue to do so until future amendments may take place.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The Department will continue to monitor permits, variances, and exceptions provided by the processes clarified in these amendments. The Department will continue to enforce violations of these provisions to ensure protection of water quality, protective road buffers, safety, and facility accessibility. If the newly associated cost of a zoning permit is determined to be burdensome, staff can explore changes to the fee schedule to reduce the cost-burden.



Agenda Item Abstract

File Number: 24-114

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Other Matters

Carrboro Community Survey 2024 Results

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

DEPARTMENT: Communication & Engagement

CONTACT INFORMATION: Catherine Lazorko, Communication and Engagement Director,
clazorko@carrboronc.gov, (919) 918-7314 ..end

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other

INFORMATION: The Carrboro Resident Survey serves as a consumer report card for the Town of Carrboro. Residents rate their quality of life, their satisfaction with services, and perceptions of local government. Town of Carrboro leaders have conducted the biennial survey since 2016 to inform strategic planning and budgeting decisions.

Highlights from Overall Survey Results

Quality of Life in the Town -- Nearly all (97%) of the residents surveyed, *who had an opinion*, rated the Town of Carrboro as “excellent” or “good” as a place to live. Other areas in which residents rated the Town as “excellent” or “good” include: overall quality of life (93%), as a place to raise children (91%), and as a place that is welcoming and inclusive to all (89%).

Perceptions of the Community -- The overall perceptions of the Town of Carrboro that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of festivals and community events (85%), availability of cultural activities and the arts (82%), and access to parks and green space (80%).

Major Town Services -- The major categories of Town services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (95%), public works (trash/yard waste collection) (91%), recreation and cultural programs (84%), and police services (83%).

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

Benchmarking

The Town of Carrboro rated above the Atlantic regional average in 32 of the 33 areas that were assessed. The

states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia. Carrboro rated significantly higher than the Atlantic regional average (5% or more above) in all 32 of these areas.

The Town of Carrboro rated significantly above the National average (5% or more above) in all 33 areas that were assessed.

Qualified Census Tract

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

Methodology

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

ETC Institute administered the survey to residents of Carrboro between February and April 2024. This is the second community survey ETC Institute has administered for Carrboro; the first was conducted in late 2021 with results provided in early 2022.

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

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 407 residents completing the survey. The overall results for the sample of 407 households have a precision of at least +/-4.8% at the 95% level of confidence.

Language translation in Spanish and Chinese was offered to residents through interpreters of ETC Institute while making follow-up phone calls to residents who received the mailed survey. The Town also contracted with CHICLE to provide language translation in additional languages (Burmese, Karen, Korean and Arabic) to anyone upon request.

FISCAL IMPACT: The Carrboro Resident Survey is budgeted on a biennial basis in the amount of \$23,500.

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



2024 Town of Carrboro Community Survey Findings Report

Presented to the Town of Carrboro,
North Carolina

April 2024



ETC
INSTITUTE

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Executive Summary

2024 Town of Carrboro Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the Town of Carrboro between February and April 2024. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve Town services and determine the needs of residents. This is the second community survey ETC Institute has administered for Carrboro; the first was conducted in 2021.

Methodology

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

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

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 407 residents completing the survey. The overall results for the sample of 407 households have a precision of at least $\pm 4.8\%$ at the 95% level of confidence.

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

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey, as well as comparisons to the 2021 survey results
- benchmarking analysis comparing Carrboro to national and regional averages,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the Town to address based upon the survey results,

2024 Town of Carrboro Community Survey

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- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Quality of Life in the Town

Nearly all (97%) of the residents surveyed, *who had an opinion*, rated the Town of Carrboro as “excellent” or “good” as a place to live. Other areas in which residents rated the Town as “excellent” or “good” include: overall quality of life (93%), as a place to raise children (91%), and as a place that is welcoming and inclusive to all (89%).

Perceptions of the Community

The overall perceptions of the Town of Carrboro that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of festivals and community events (85%), availability of cultural activities and the arts (82%), and access to parks and green space (80%).

Major Town Services

The major categories of Town services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (95%), public works (trash/yard waste collection) (91%), recreation and cultural programs (84%), and police services (83%).

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

Satisfaction With Key Indicators

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of services provided by the Town; 78% were satisfied with the quality of customer service from Town employees, and 53% were satisfied with the value received for Town tax dollars and fees.

Recreation, Parks and Cultural Resources

The recreation, parks and cultural resources that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Town special events (July 4th, Music Festival) (86%), maintenance of Town parks (84%), quality of

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outdoor athletic fields (76%), number of walking and biking trails (75%), and ease of registering for programs (73%).

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

Perceptions of Safety

The perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods (93%), overall feeling of safety in Carrboro (93%), and in shopping and dining areas (92%).

Public Safety

The public safety services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall effectiveness of Carrboro Fire Department (97%), timeliness of fire department response to emergencies (94%), respectfulness of fire personnel toward people (94%), visibility of the Fire Department in the community (89%), and Fire Department responsiveness to community concerns (87%).

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

Transportation

The transportation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of walking in Carrboro (78%), availability of bicycle parking (68%), adequacy of street lighting (68%), and ease of driving in Carrboro (68%).

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

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Maintenance

The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of street signs (84%), maintenance of town buildings and facilities (83%), and maintenance and cleanliness of streets/public areas (81%).

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

Local Economy and Development

The local economy and development items that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: access to shopping (65%), new company growth (39%), and quality of new commercial development (38%).

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

Housing

The aspects of housing that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of a range of housing types (41%) and efforts of the Town to expand and preserve affordable housing (25%). The most important aspect of housing to Carrboro residents was the availability of housing options by price.

Communication and Engagement

The aspects of Town communication and engagement that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of emergency information (72%), availability of information about Town programs and services (65%), and Town efforts to keep residents informed (61%).

Based on the sum of their top two choices, the aspects of Town communication and engagement that residents thought were most important were: 1) Town efforts to keep residents informed about local issues and 2) availability of information about Town programs and services.

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Other Findings

- Nearly two-thirds (63%) of the residents surveyed indicated they or someone in their household rides a bicycle. Of those who ride a bicycle, 73% do so for recreation.
- Forty-six percent (46%) of the residents surveyed indicated they or someone in their household uses the Chapel Hill Transit system. Of those, 48% use it to go to and from work. Of the 54% of respondents surveyed who do not use the Chapel Hill Transit system, 60% indicated it is because they prefer to drive/bike/walk.
- Fifty-six percent (56%) of the residents surveyed indicated their primary source for Town news and information is friends/colleagues/word of mouth. Other sources include: the Town of Carrboro website (44%), outdoor signage (40%), Town emails (39%), and communications received at home (33%).

Trends Since 2021

Ratings for the Town of Chapel Hill **improved in 21 of the 57 areas** that were assessed in 2021 and 2024. The Town showed significant improvement (5% or more) in 7 of these areas. The areas with the largest increases and decreases since 2021 are listed below:

Largest Increases Since 2021

- Ratings as a community advancing racial equity (+7.7%)
- Fire services (+7.7%)
- Availability of cultural activities and the arts (+7.4%)
- Availability of bicycle parking (+7.2%)
- Enforcement of local traffic laws (+6.5%)

Largest Decreases Since 2021

- Efforts to expand/preserve affordable housing (-11%)
- Value received for Town tax dollars and fees (-13.3%)
- Public parking (-19%)
- Availability of parking downtown (-21.6%)
- Town is responsive to the needs of its residents (-22.7%)

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

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

Service	Carrboro	Atlantic Region	Difference	Category
Quality of customer service from Town employees	78.0%	36.3%	41.7%	Key Indicators
As a place to live	97.1%	58.0%	39.1%	Ratings of Quality of Life
As a community advancing racial equity	83.0%	45.6%	37.4%	Ratings of Quality of Life
Maintenance of Downtown	80.6%	49.8%	30.8%	Maintenance
Quality of services provided by the Town	81.8%	51.6%	30.2%	Key Indicators
Fire prevention/safety education programs	81.4%	53.2%	28.2%	Public Safety Services
Public works (trash/yard waste collection)	91.4%	63.7%	27.7%	Major Categories of Town Services
Feeling of safety in Town parks and facilities	88.4%	60.9%	27.5%	Perceptions of Safety
Maintenance & cleanliness of streets/public areas	80.8%	55.6%	25.2%	Maintenance
Maintenance of Town buildings and facilities	83.1%	58.3%	24.8%	Maintenance
Feeling of safety in shopping and dining areas	92.0%	67.3%	24.7%	Perceptions of Safety
As a place to raise children	91.3%	67.3%	24.0%	Ratings of Quality of Life
As a place to retire	78.1%	55.1%	23.0%	Ratings of Quality of Life
Police services	82.7%	60.3%	22.4%	Major Categories of Town Services
Value received for Town tax dollars and fees	53.1%	31.1%	22.0%	Key Indicators
Overall feeling of safety	92.6%	71.0%	21.6%	Perceptions of Safety
Maintenance of street signs	84.1%	63.5%	20.6%	Maintenance
Ease of locating information on Town website	59.0%	42.2%	16.8%	Communication and Engagement
Communication and engagement	62.9%	48.1%	14.8%	Major Categories of Town Services
Landscaping & maintenance in parks/medians/public areas	76.7%	61.9%	14.8%	Maintenance
Availability of information about Town programs and services	64.8%	50.0%	14.8%	Communication and Engagement
Timeliness of fire dept. response to emergencies	93.7%	79.1%	14.6%	Public Safety Services
Transportation infrastructure	61.5%	48.2%	13.3%	Major Categories of Town Services
Timeliness of police dept. response to emergencies	82.8%	69.8%	13.0%	Public Safety Services
As a place to visit	72.9%	61.3%	11.6%	Ratings of Quality of Life
Visibility of Police in the community	75.8%	64.5%	11.3%	Public Safety Services
As a place to work	73.3%	62.6%	10.7%	Ratings of Quality of Life
Accessibility of public areas/facilities for persons with disabilities	64.6%	54.1%	10.5%	Maintenance
Fire services	94.7%	85.3%	9.4%	Major Categories of Town Services
Town efforts to keep residents informed	60.6%	51.2%	9.4%	Communication and Engagement
Enforcement of local traffic laws	67.3%	59.7%	7.6%	Public Safety Services
Level of public involvement in local decision-making	44.5%	37.7%	6.8%	Communication and Engagement
Stormwater management	58.2%	64.3%	-6.1%	Major Categories of Town Services

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

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

Service	Carrboro	U.S.	Difference	Category
As a place to live	97.1%	48.5%	48.6%	Ratings of Quality of Life
Quality of customer service from Town employees	78.0%	39.4%	38.6%	Key Indicators
As a community advancing racial equity	83.0%	46.2%	36.8%	Ratings of Quality of Life
Public works (trash/yard waste collection)	91.4%	55.1%	36.3%	Major Categories of Town Services
Feeling of safety in Town parks and facilities	88.4%	54.6%	33.8%	Perceptions of Safety
Maintenance of Downtown	80.6%	47.7%	32.9%	Maintenance
Quality of services provided by the Town	81.8%	49.0%	32.8%	Key Indicators
Fire prevention/safety education programs	81.4%	48.6%	32.8%	Public Safety Services
As a place to raise children	91.3%	61.4%	29.9%	Ratings of Quality of Life
Police services	82.7%	53.0%	29.7%	Major Categories of Town Services
Feeling of safety in shopping and dining areas	92.0%	63.7%	28.3%	Perceptions of Safety
Maintenance of Town buildings and facilities	83.1%	55.5%	27.6%	Maintenance
Maintenance & cleanliness of streets/public areas	80.8%	53.3%	27.5%	Maintenance
Timeliness of police dept. response to emergencies	82.8%	56.1%	26.7%	Public Safety Services
Overall feeling of safety	92.6%	66.0%	26.6%	Perceptions of Safety
As a place to retire	78.1%	51.6%	26.5%	Ratings of Quality of Life
Communication and engagement	62.9%	36.9%	26.0%	Major Categories of Town Services
Timeliness of fire dept. response to emergencies	93.7%	71.7%	22.0%	Public Safety Services
Visibility of Police in the community	75.8%	54.1%	21.7%	Public Safety Services
Landscaping & maintenance in parks/medians/public areas	76.7%	55.4%	21.3%	Maintenance
Transportation infrastructure	61.5%	40.5%	21.0%	Major Categories of Town Services
Maintenance of street signs	84.1%	63.1%	21.0%	Maintenance
Value received for Town tax dollars and fees	53.1%	32.9%	20.2%	Key Indicators
Fire services	94.7%	76.2%	18.5%	Major Categories of Town Services
Availability of information about Town programs and services	64.8%	46.4%	18.4%	Communication and Engagement
Enforcement of local traffic laws	67.3%	49.6%	17.7%	Public Safety Services
Town efforts to keep residents informed	60.6%	43.3%	17.3%	Communication and Engagement
Ease of locating information on Town website	59.0%	42.4%	16.6%	Communication and Engagement
As a place to work	73.3%	57.1%	16.2%	Ratings of Quality of Life
As a place to visit	72.9%	57.7%	15.2%	Ratings of Quality of Life
Accessibility of public areas/facilities for persons with disabilities	64.6%	51.5%	13.1%	Maintenance
Level of public involvement in local decision-making	44.5%	33.9%	10.6%	Communication and Engagement
Stormwater management	58.2%	49.5%	8.7%	Major Categories of Town Services

2024 Town of Carrboro Community Survey

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Investment Priorities

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

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

- Housing and community services (I-S = 0.2072)

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

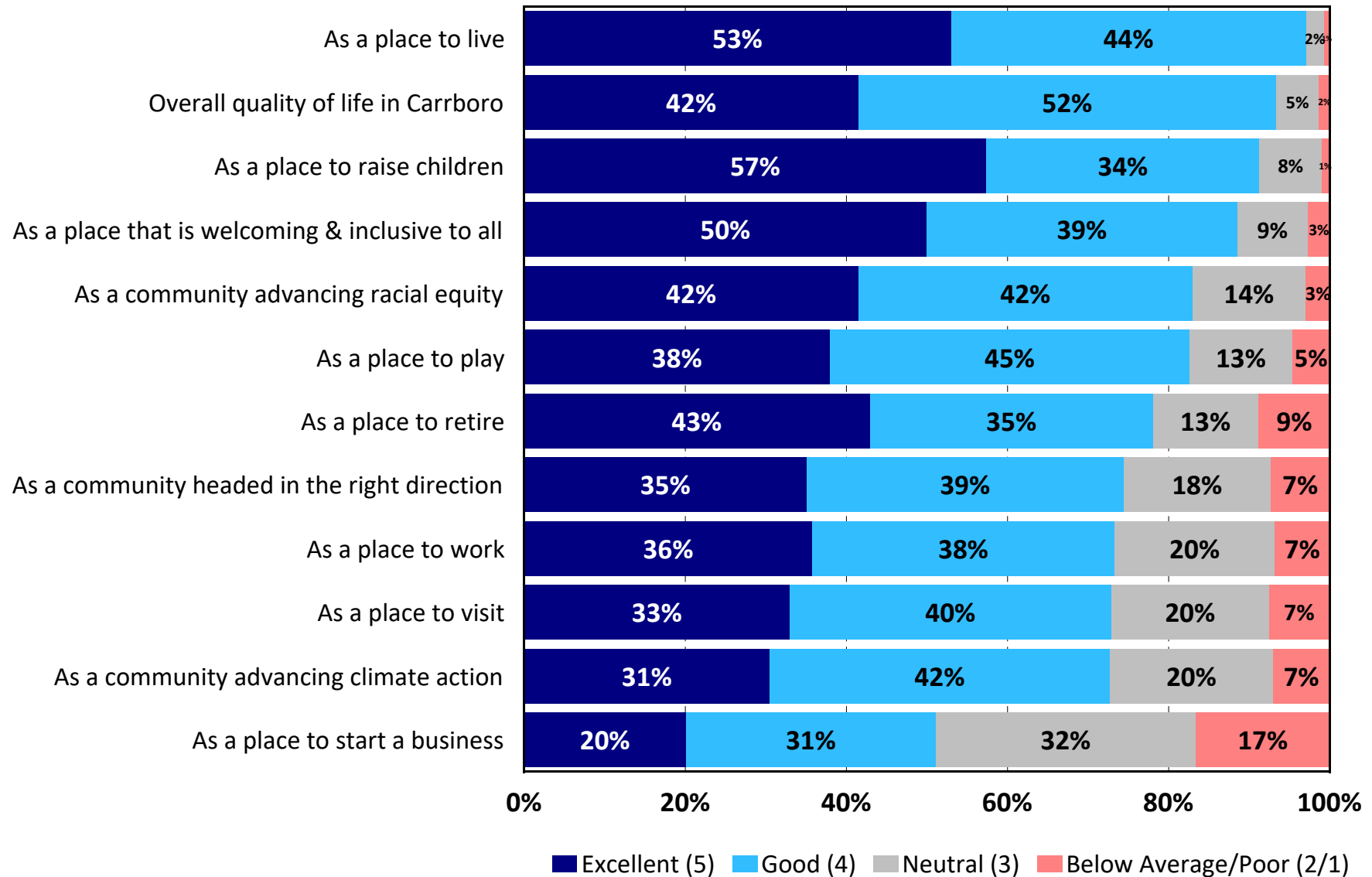
Importance-Satisfaction Rating						
Town of Carrboro, NC						
Overall						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Housing and community services	38%	2	46%	12	0.2072	1
<u>High Priority (IS .10-.20)</u>						
Transportation infrastructure	30%	3	62%	7	0.1147	2
Economic development	22%	5	49%	10	0.1088	3
Public parking	21%	7	51%	9	0.1035	4
<u>Medium Priority (IS < .10)</u>						
Planning, zoning and inspection services	17%	11	48%	11	0.0872	5
Parks and recreation facilities	39%	1	80%	5	0.0760	6
Stormwater management	16%	12	58%	8	0.0648	7
Communication and engagement	17%	10	63%	6	0.0642	8
Police services	25%	4	83%	4	0.0433	9
Recreation and cultural programs	20%	9	84%	3	0.0312	10
Public works (trash/yard waste collection)	21%	6	91%	2	0.0183	11
Fire services	20%	8	95%	1	0.0104	12



Charts and Graphs

Q1. Ratings of Quality of Life in the Town

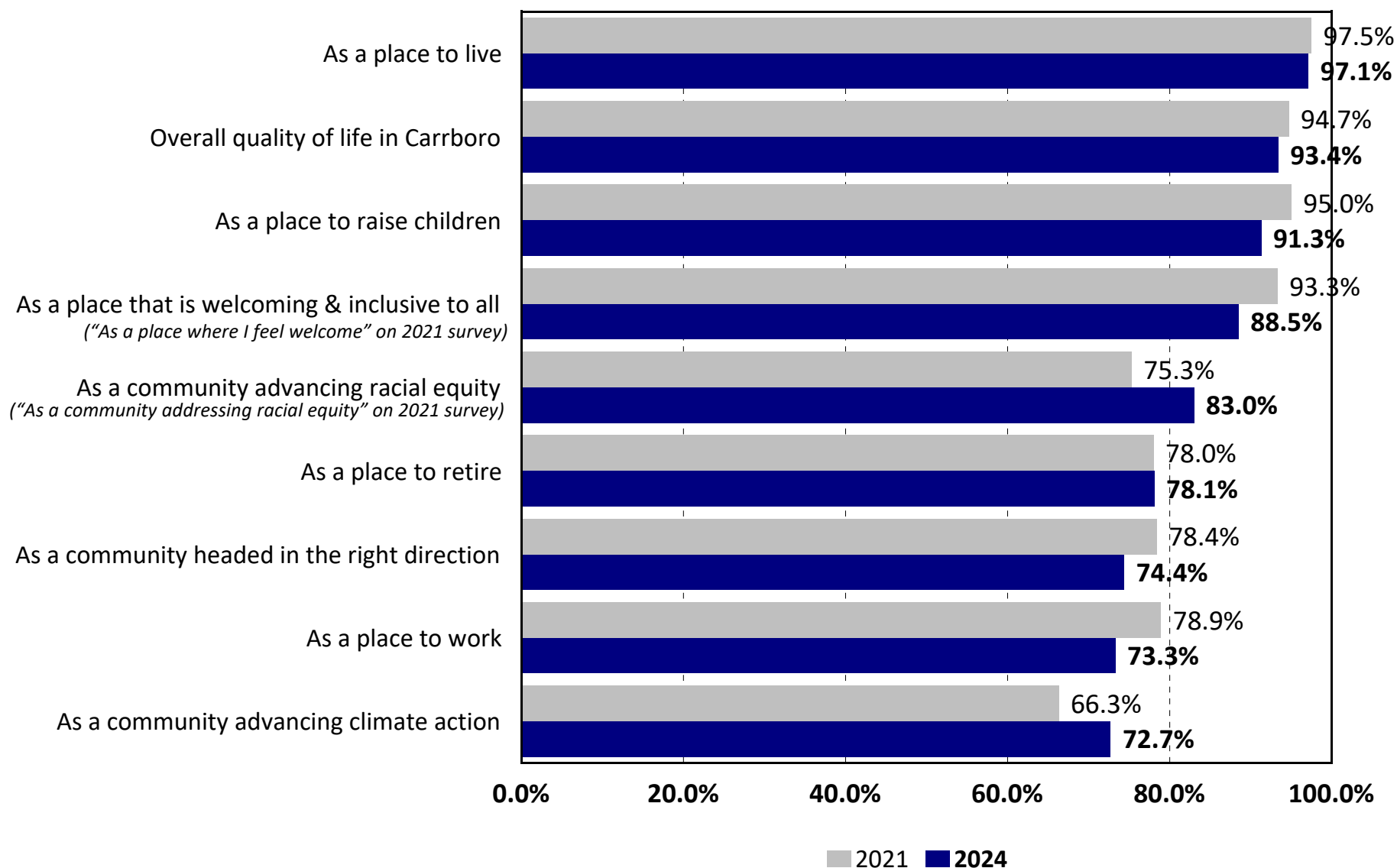
by percentage of respondents (excluding don't knows)



TRENDS: Ratings of Quality of Life in the Town

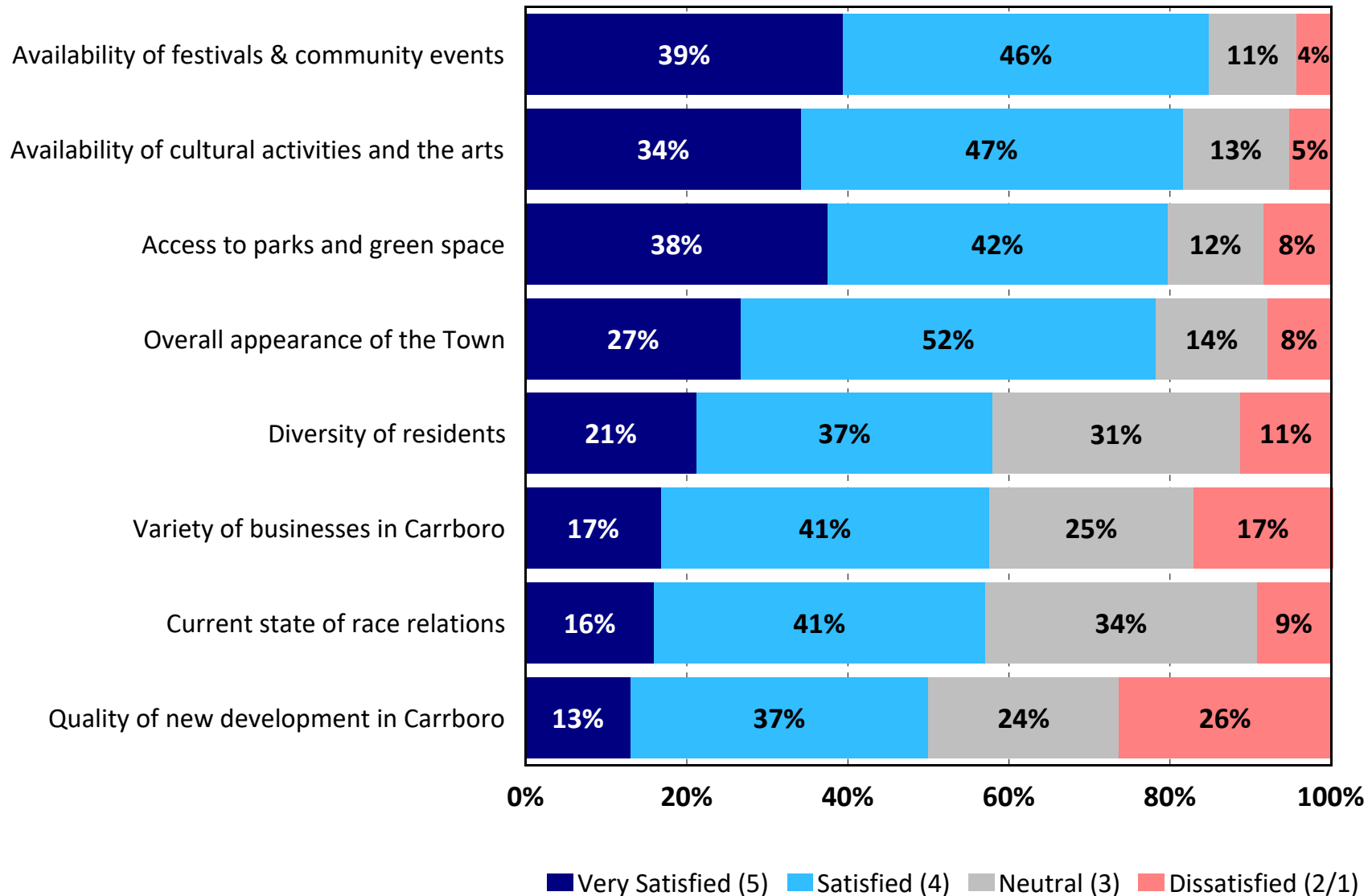
2021 vs. 2024

by percentage of respondents (excluding don't knows)



Q2. Satisfaction with Perceptions of Carrboro

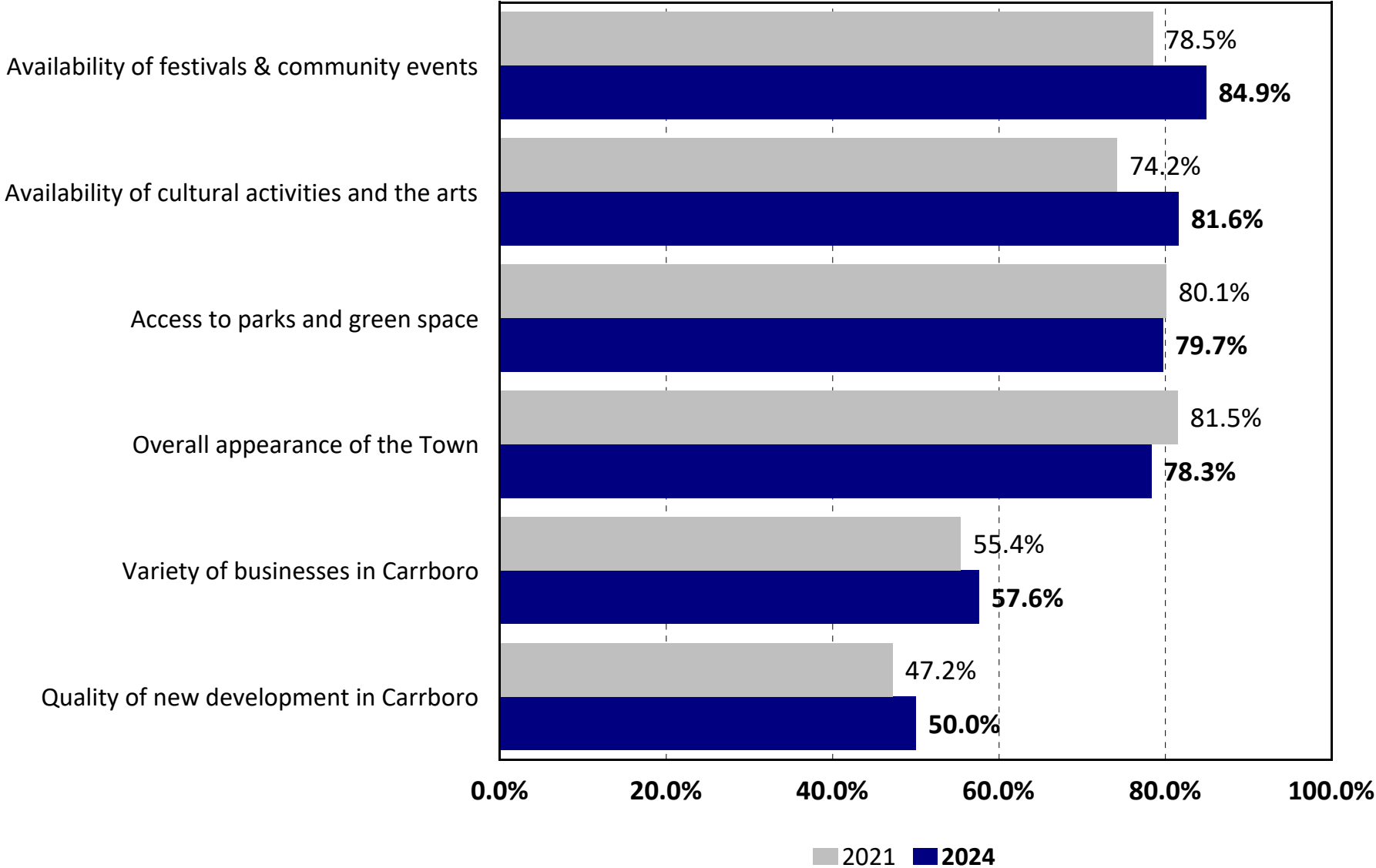
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Perceptions of Carrboro

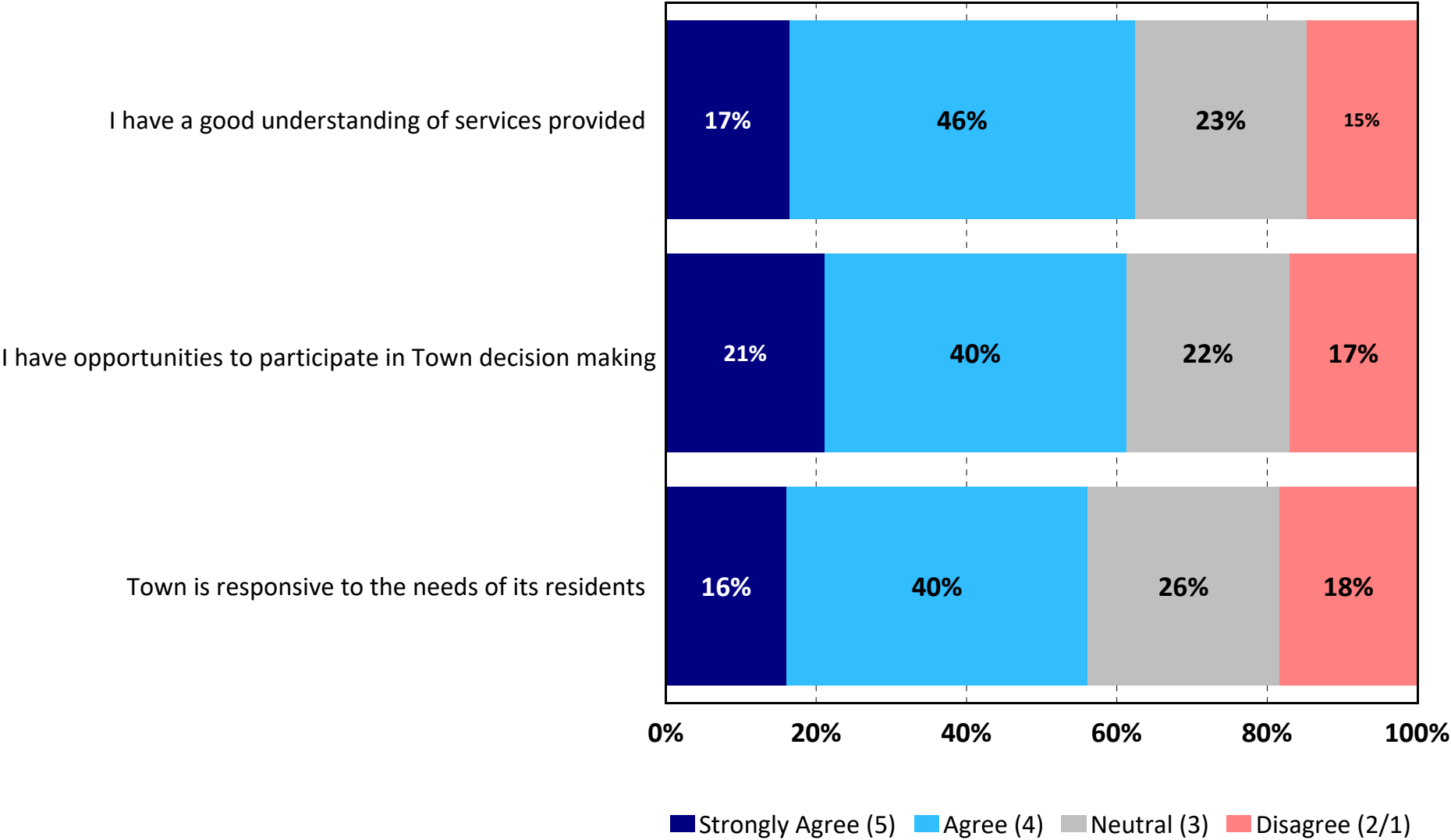
2021 vs. 2024

by percentage of respondents (excluding don't knows)



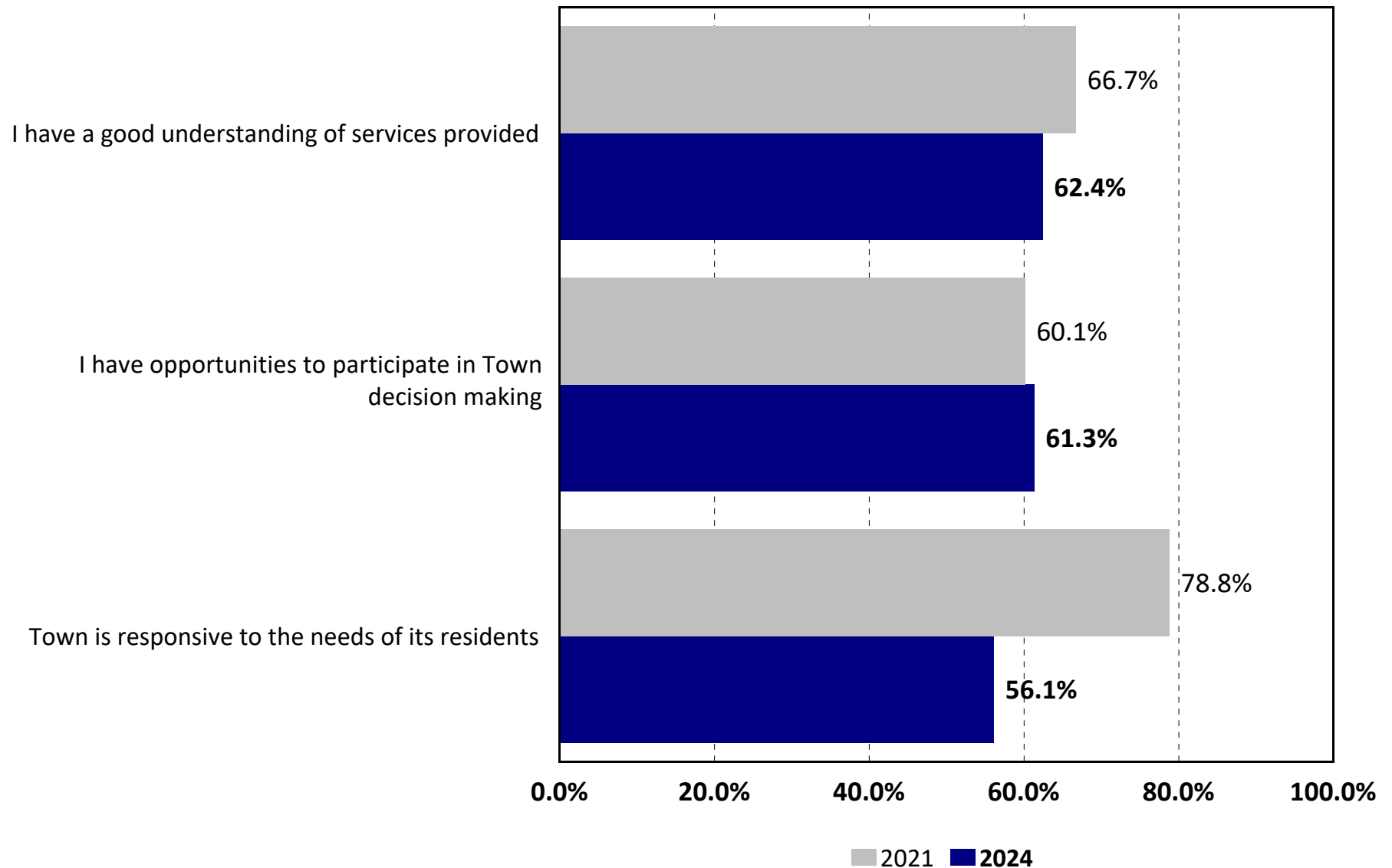
Q3. Agreement With the Following Statements Regarding Town Leadership

by percentage of respondents (excluding don't knows)



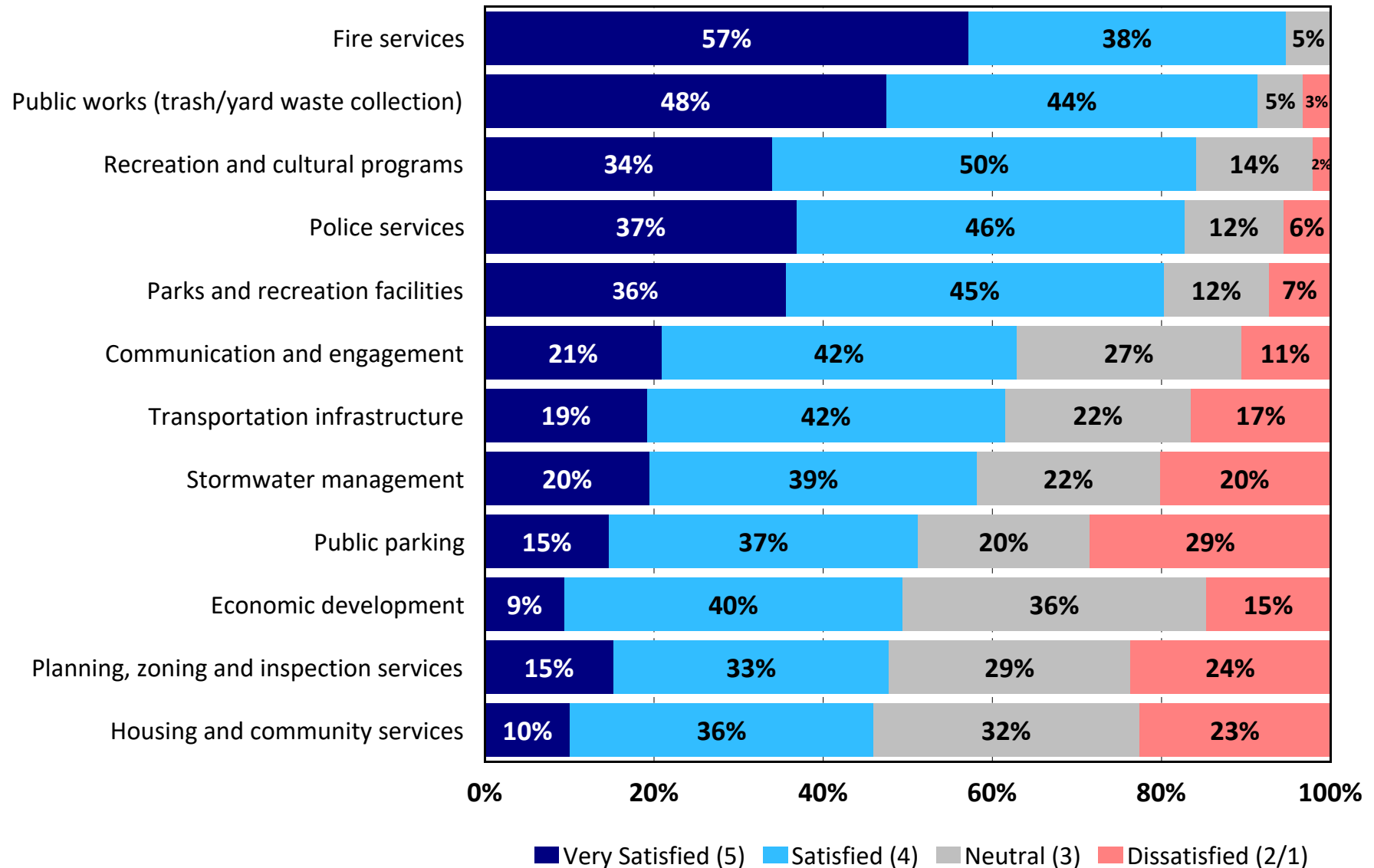
TRENDS: Agreement With the Following Statements Regarding Town Leadership - 2021 vs. 2024

by percentage of respondents (excluding don't knows)



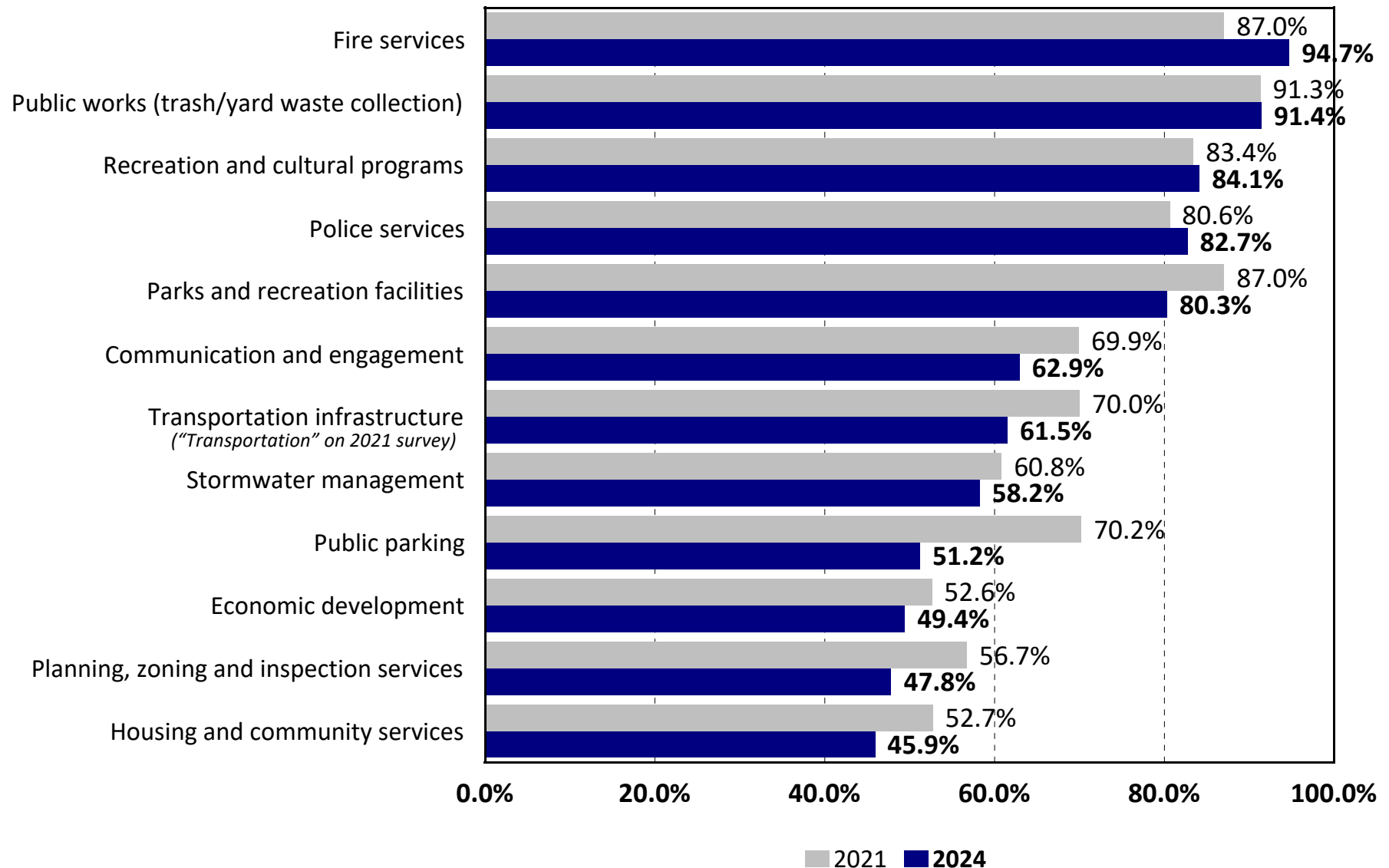
Q4. Satisfaction With Major Categories of Town Services

by percentage of respondents (excluding don't knows)



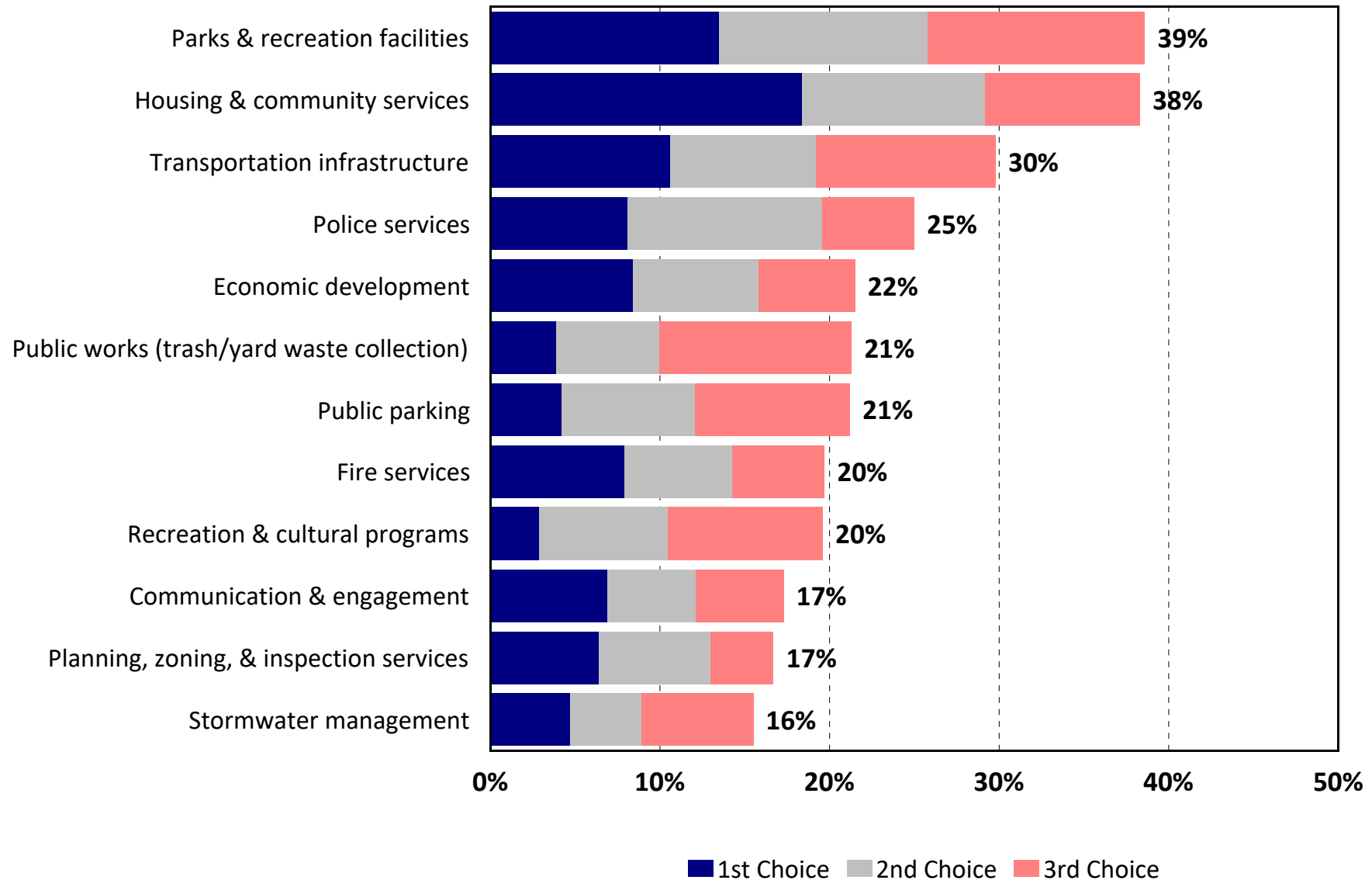
TRENDS: Satisfaction With Major Categories of Town Services - 2021 vs. 2024

by percentage of respondents (excluding don't knows)



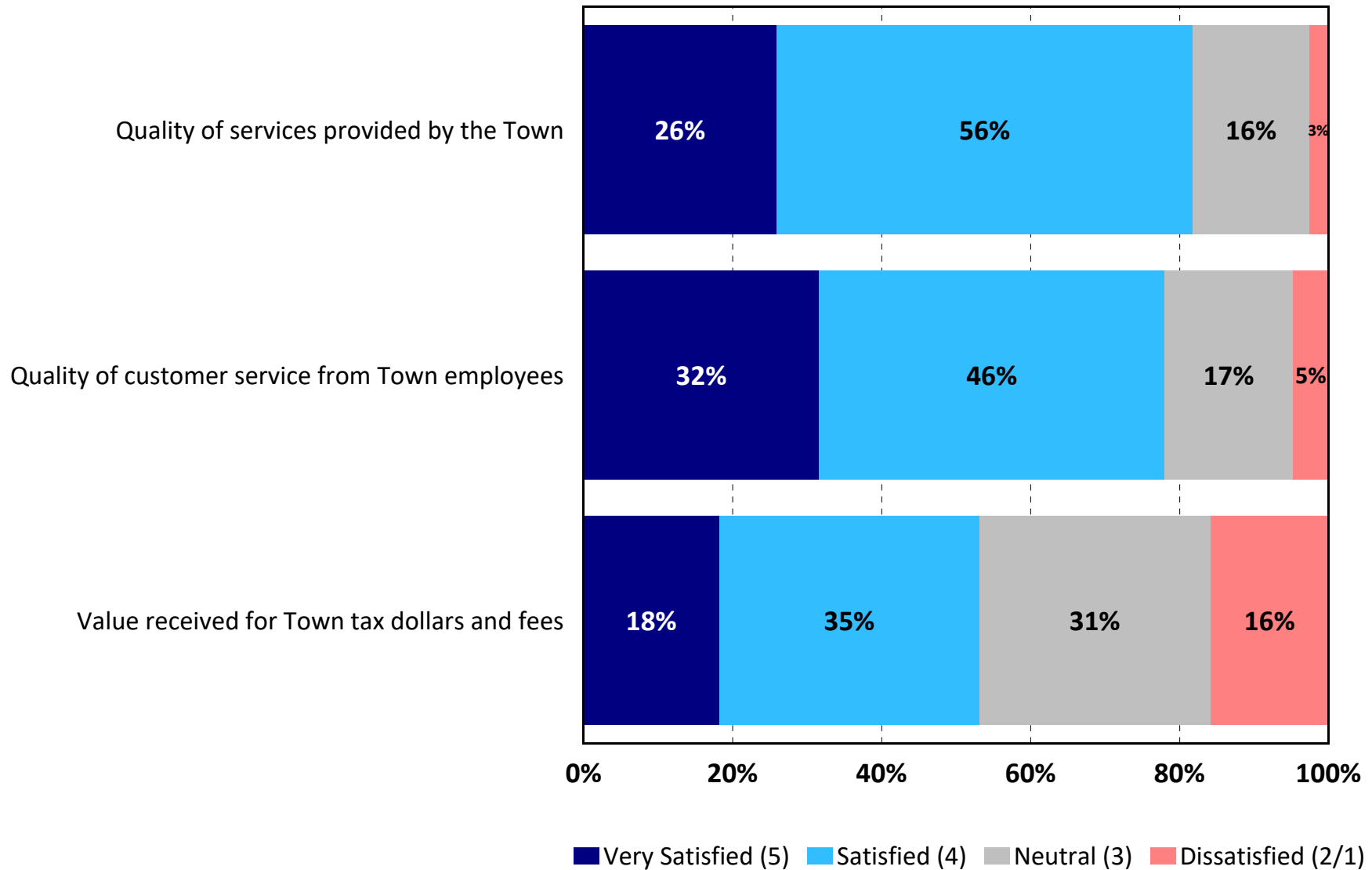
Q5. Town Services That Are Most Important to Residents

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



Q6. Satisfaction With the Following Key Indicators

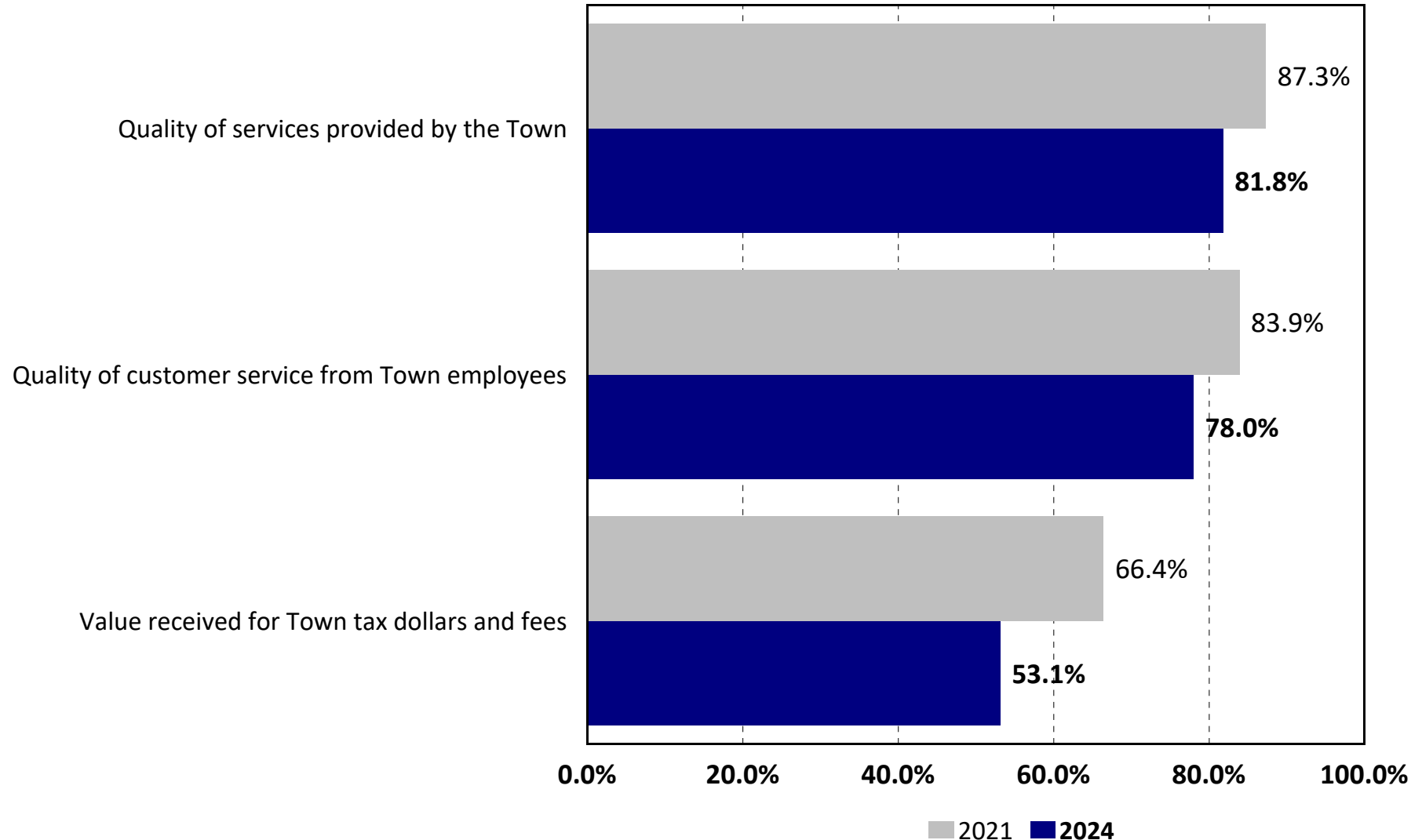
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With the Following Key Indicators

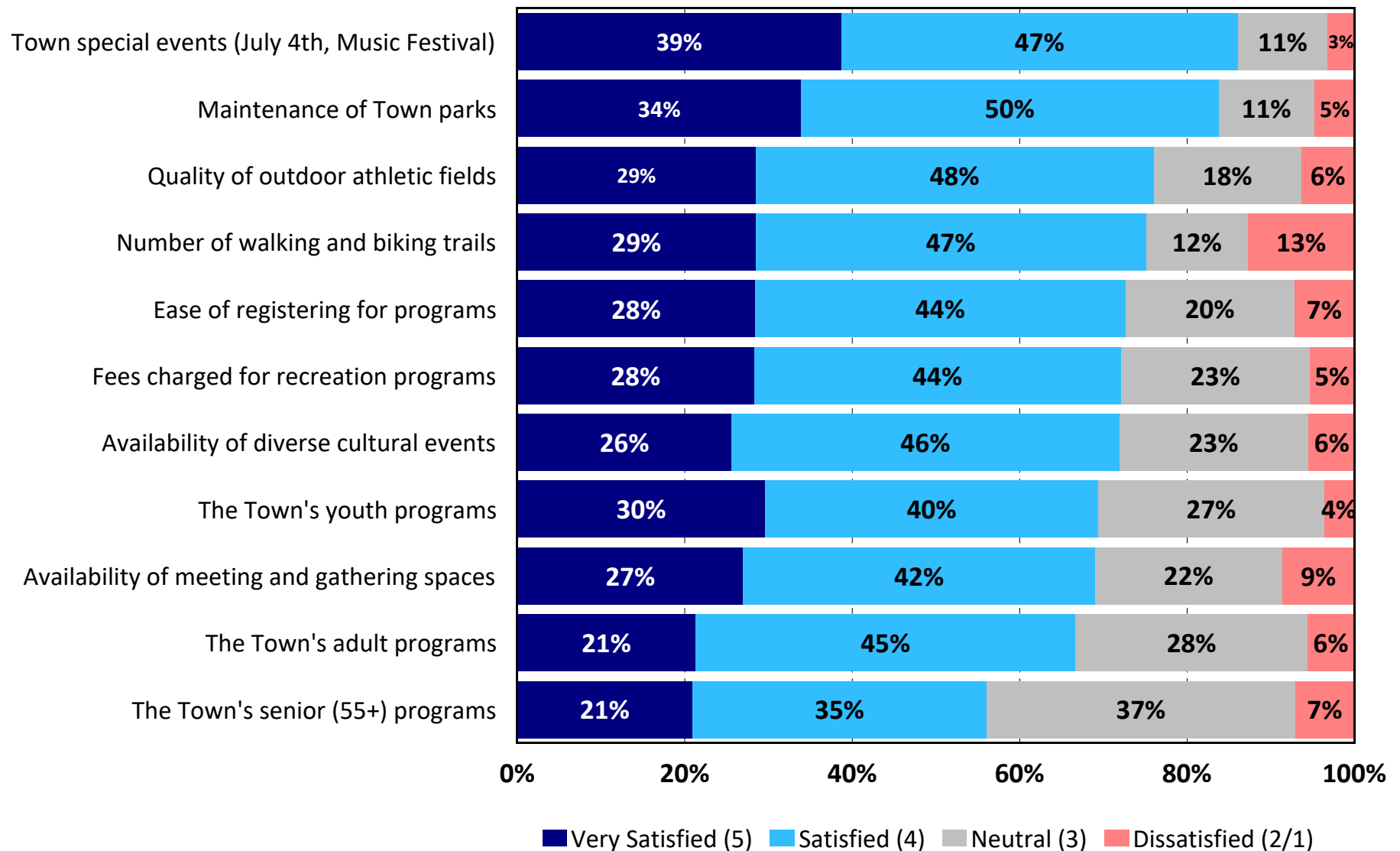
2021 vs. 2024

by percentage of respondents (excluding don't knows)



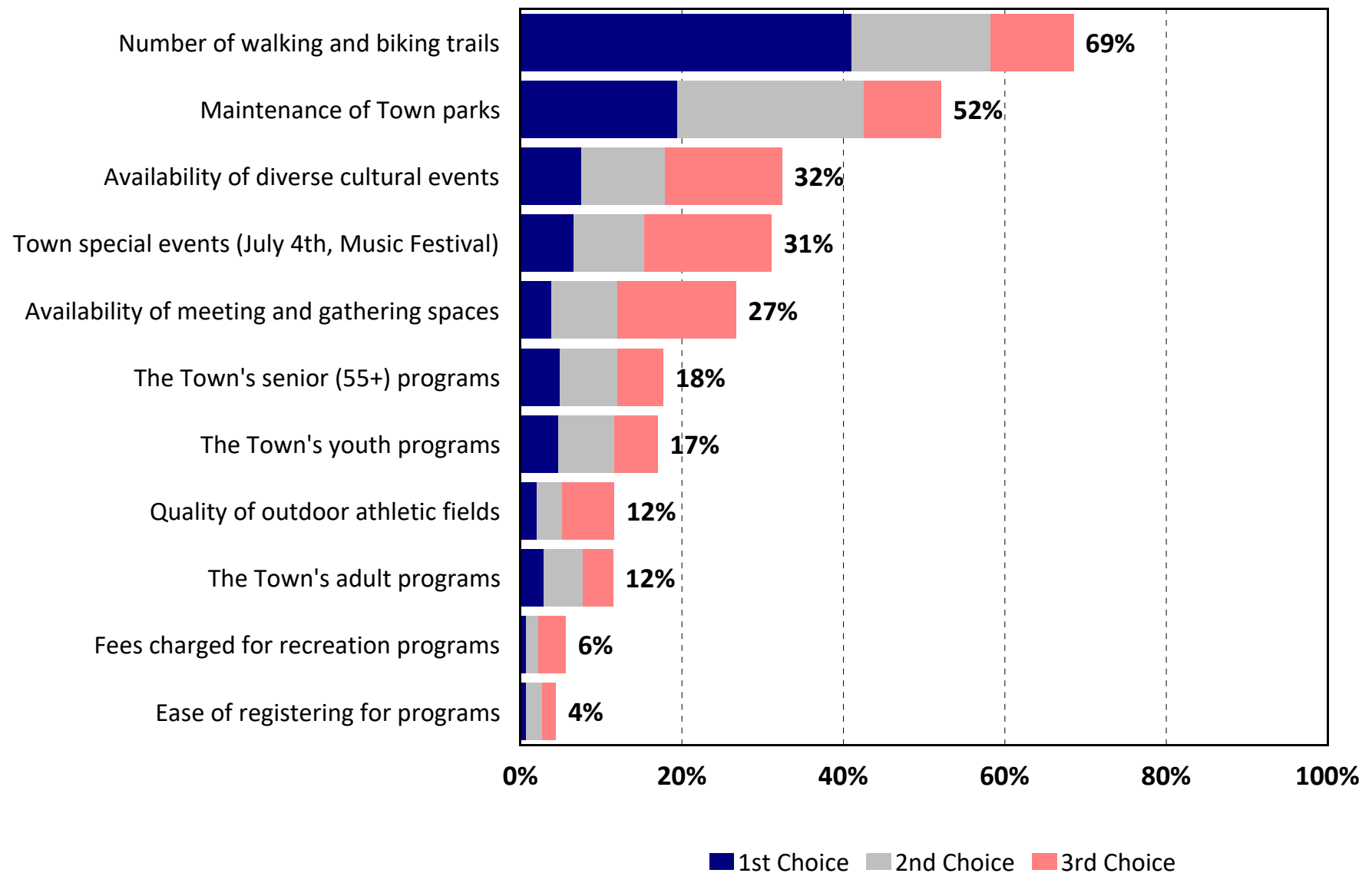
Q7. Satisfaction with Recreation, Parks and Cultural Resources

by percentage of respondents (excluding don't knows)



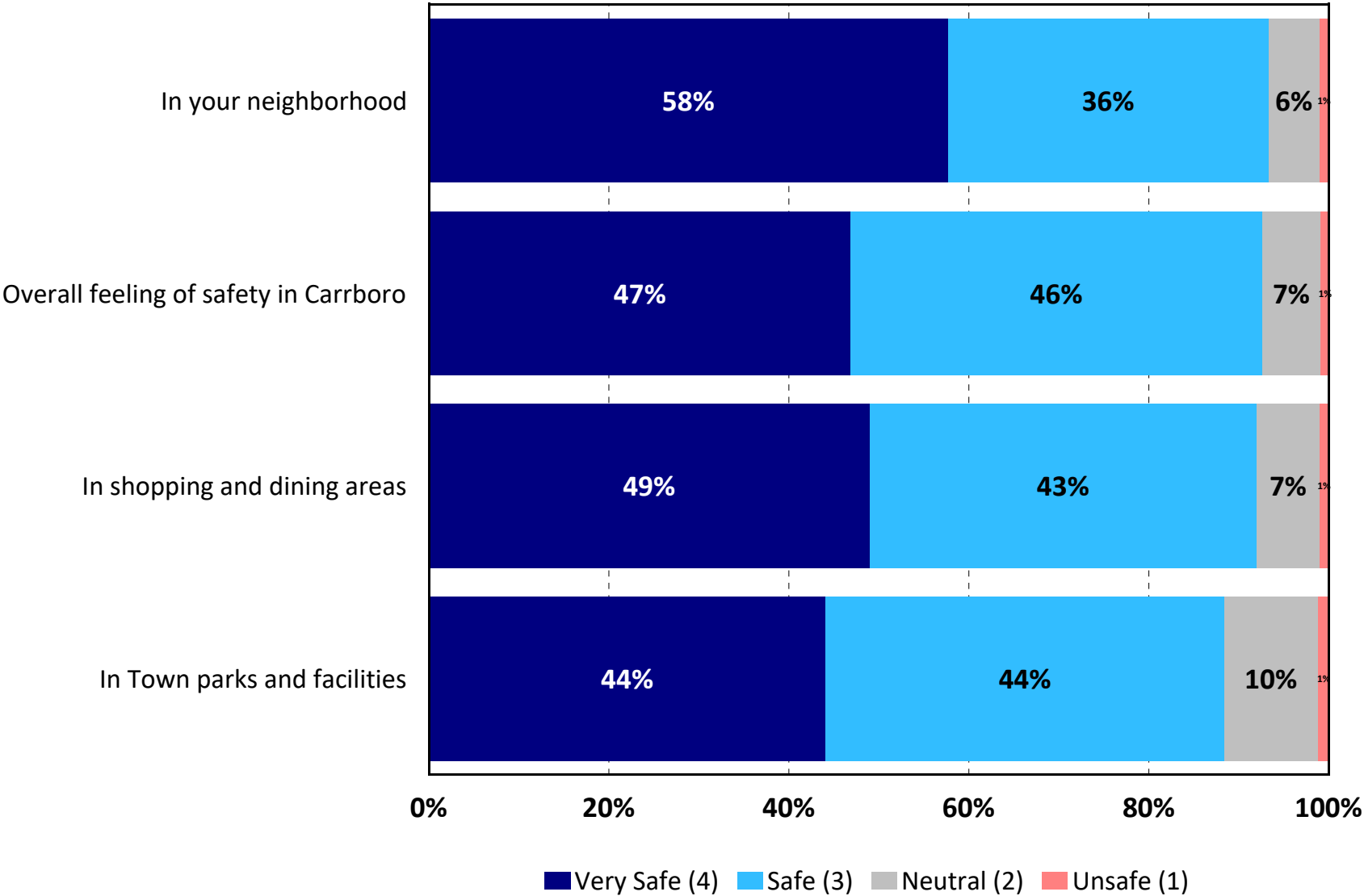
Q8. Recreation, Parks and Cultural Resources That Are Most Important to Residents

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



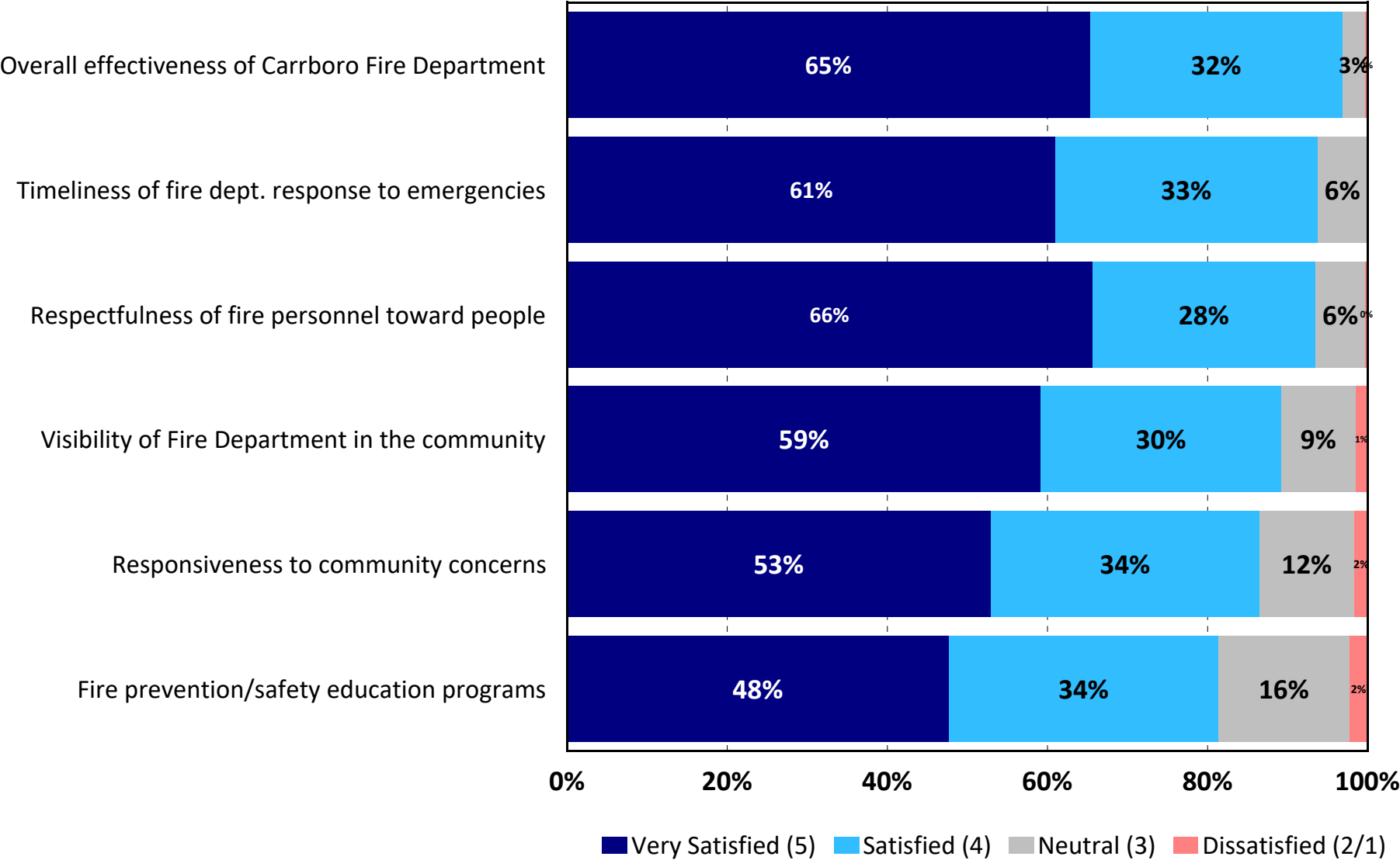
Q9. Perceptions of Safety in Carrboro

by percentage of respondents (excluding don't knows)



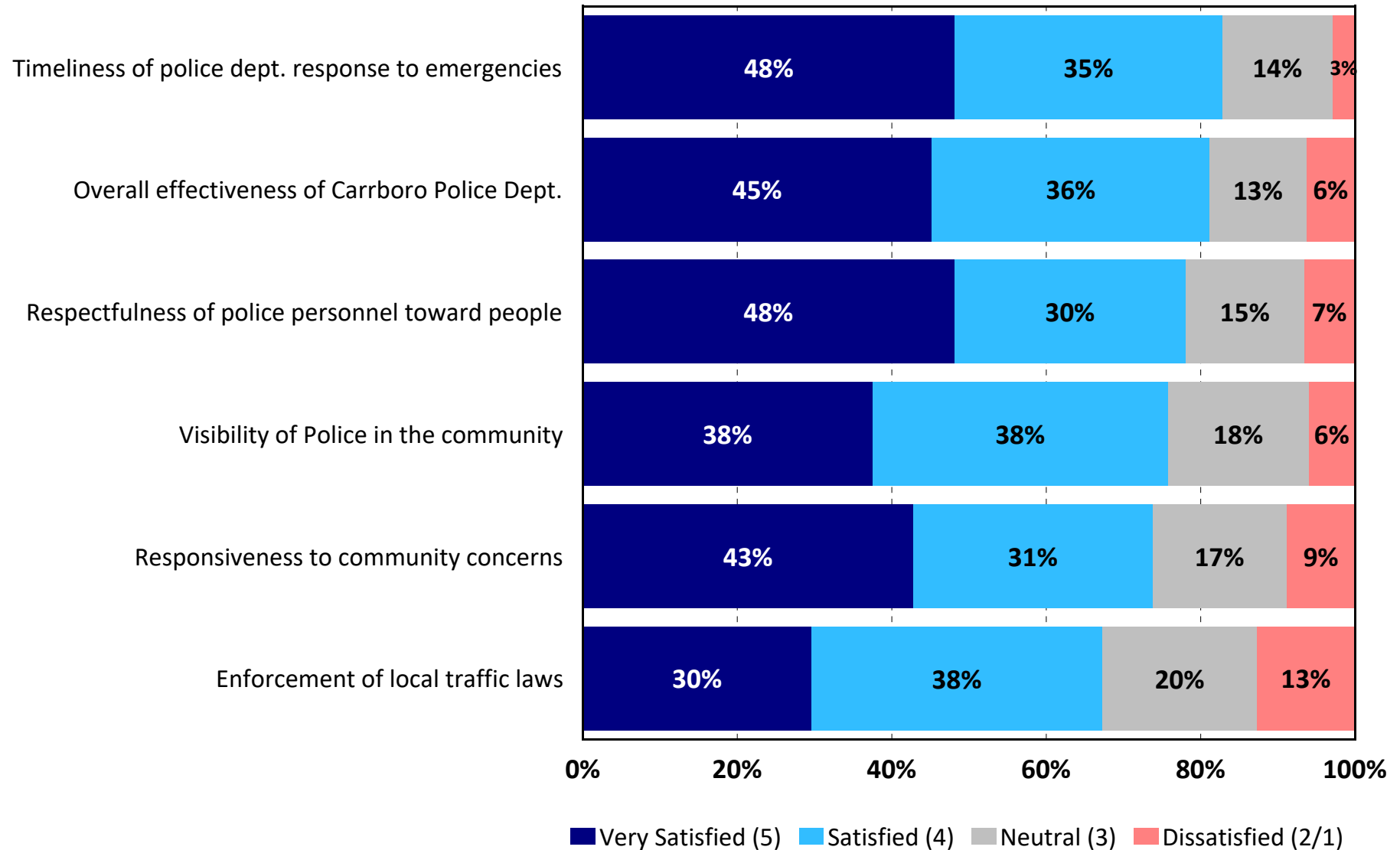
Q10[1-6]. Satisfaction with Fire Services

by percentage of respondents (excluding don't knows)



Q10[7-12]. Satisfaction with Police Services

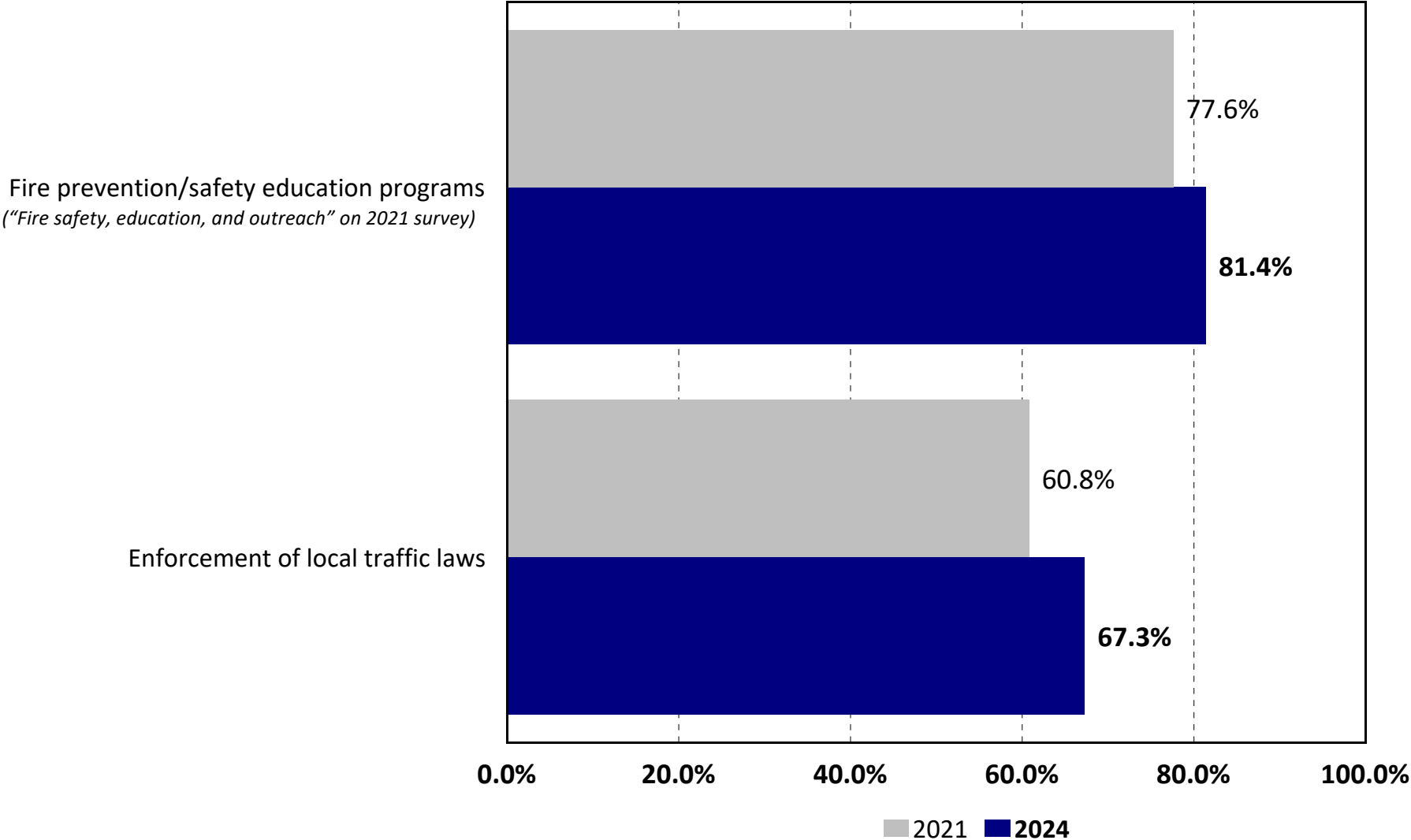
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Public Safety Services

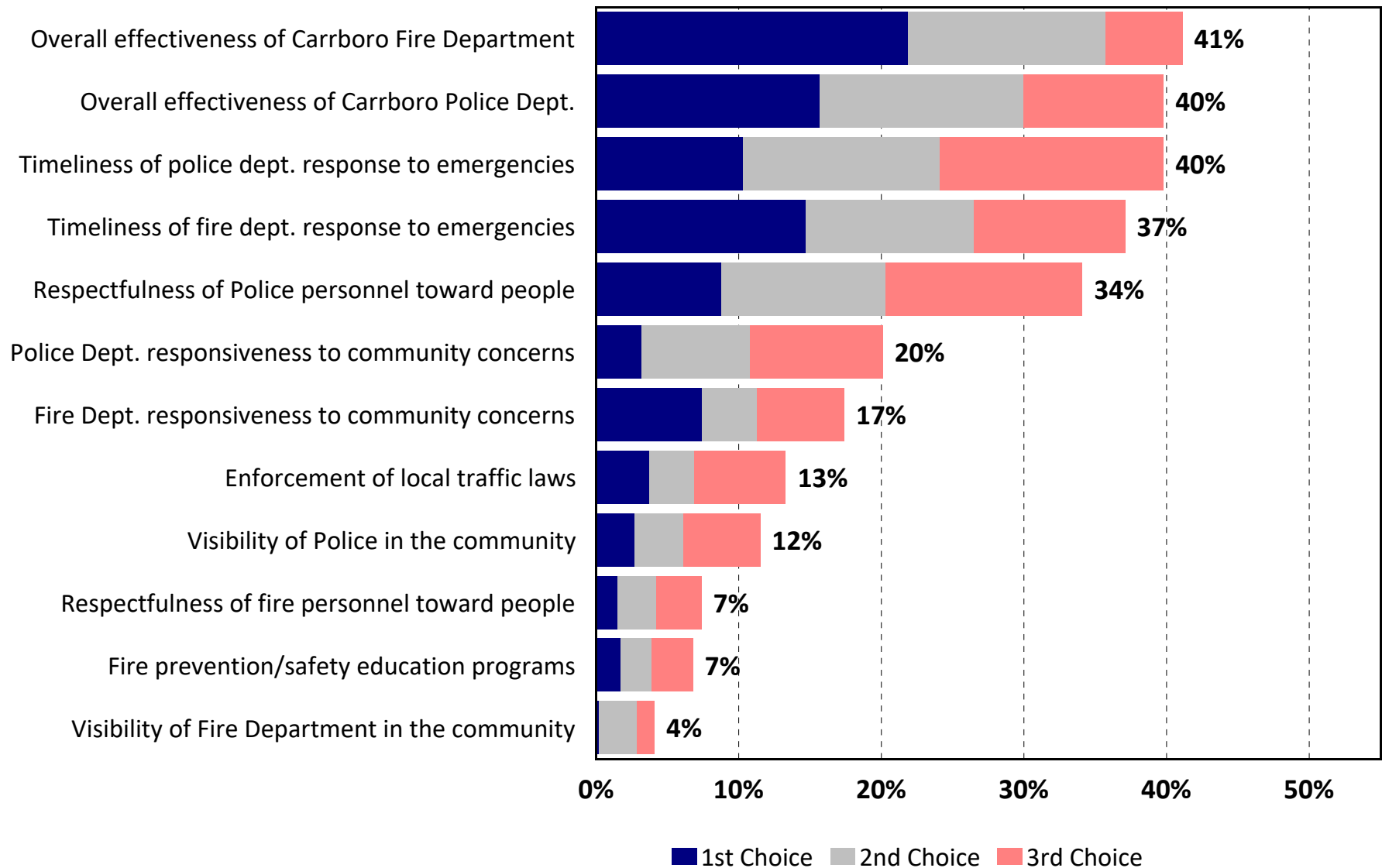
2021 vs. 2024

by percentage of respondents (excluding don't knows)



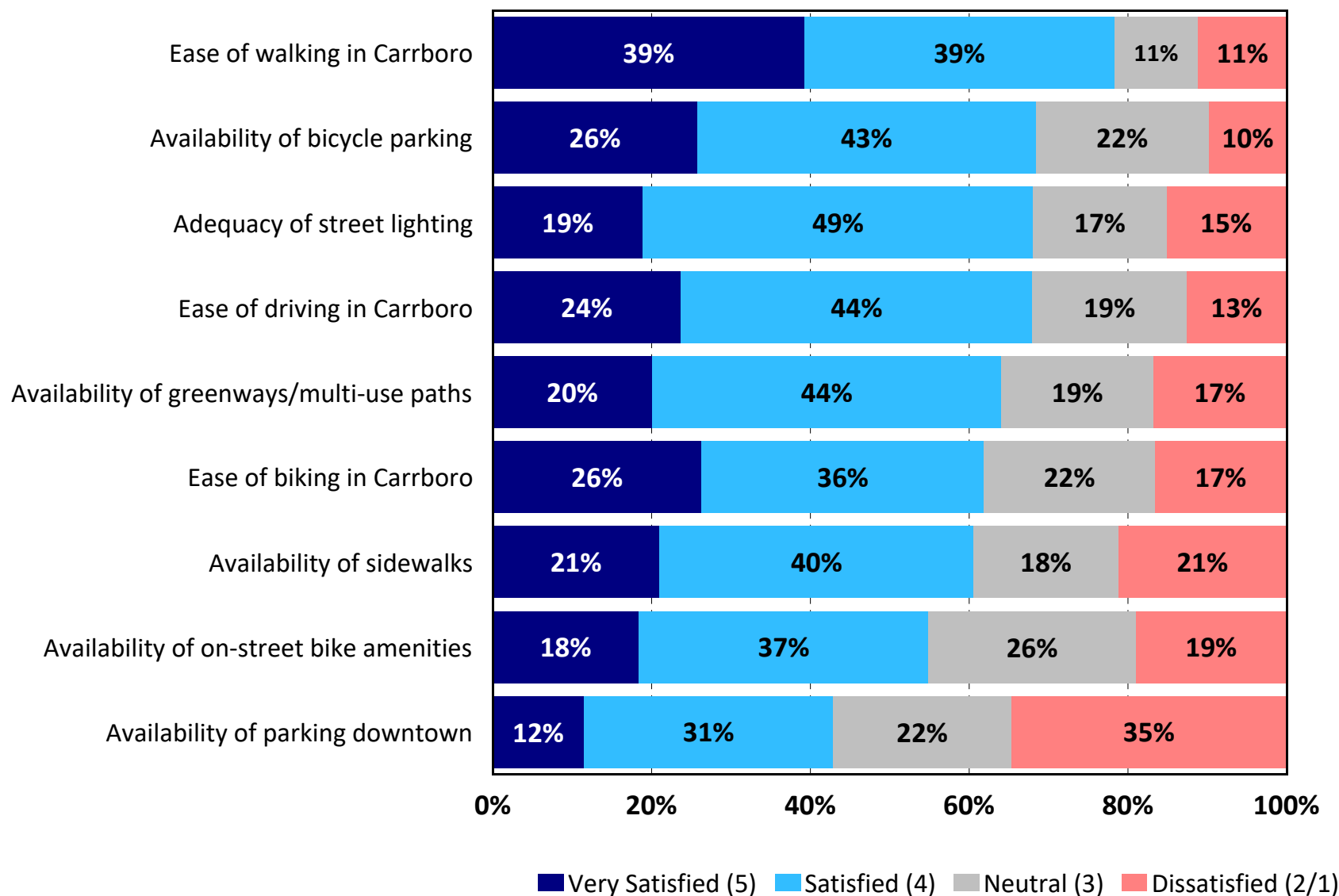
Q11. Public Safety Services That Are Most Important to Residents

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



Q12. Satisfaction with Transportation

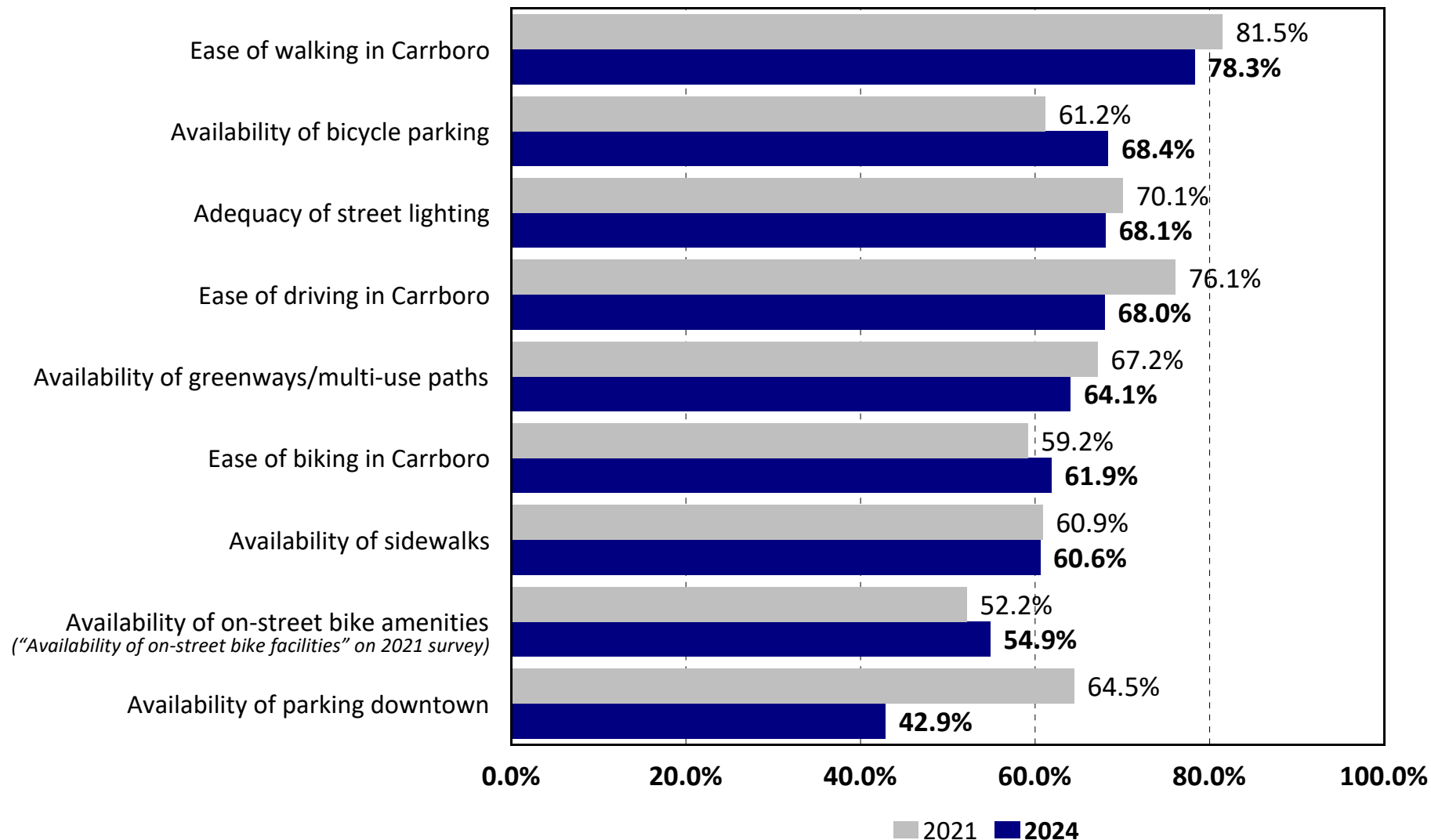
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Transportation

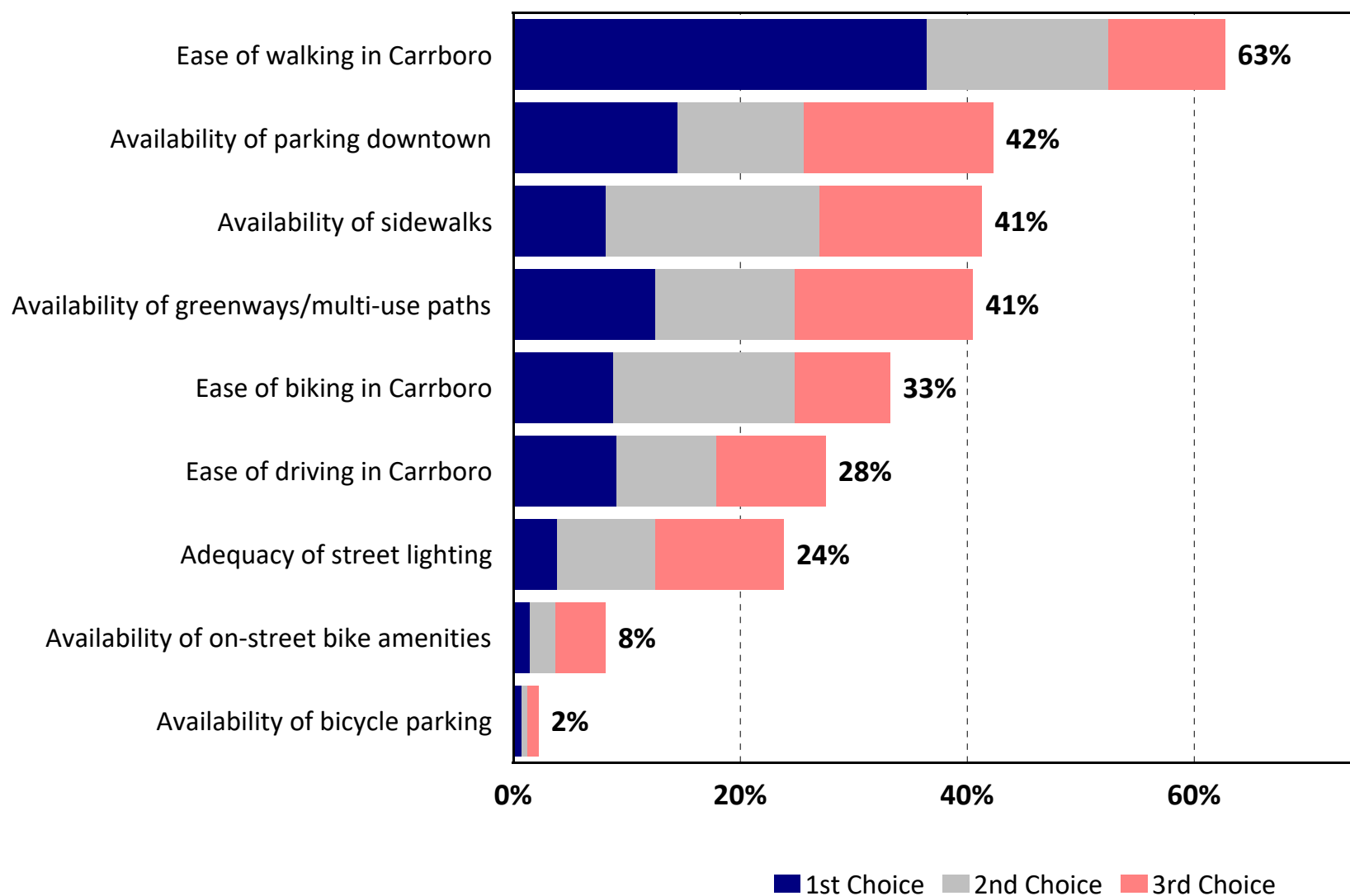
2021 vs. 2024

by percentage of respondents (excluding don't knows)



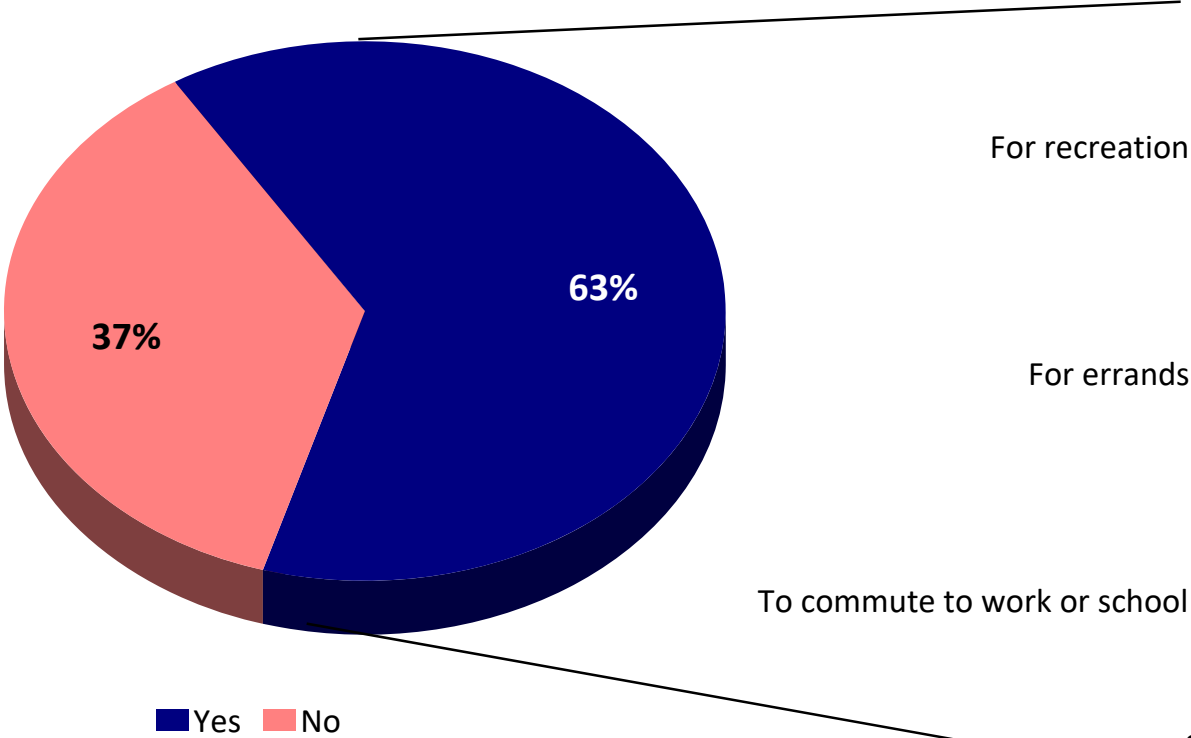
Q13. Transportation Services That Are Most Important to Residents

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



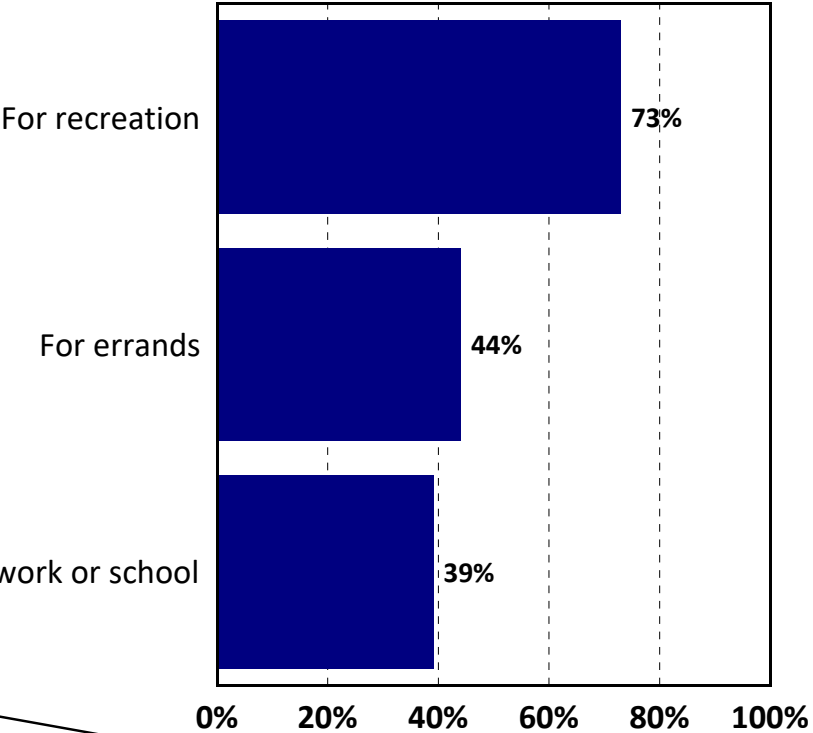
Q14. Does anyone in your household ride a bicycle?

by percentage of respondents (excluding “not provided”)



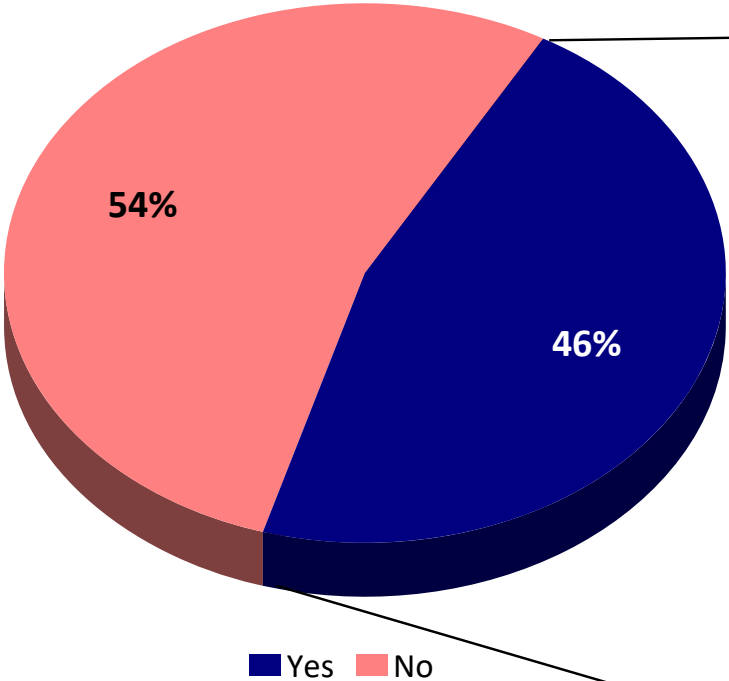
Q14a. Why do they ride a bicycle?

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



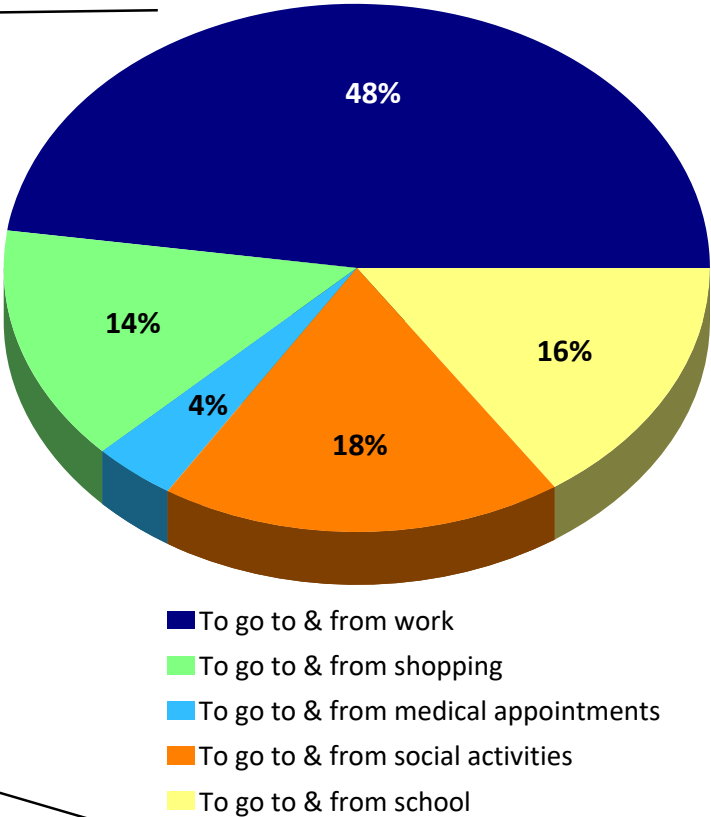
Q15. Do you or any members of your household use the Chapel Hill Transit system?

by percentage of respondents (excluding "not provided")



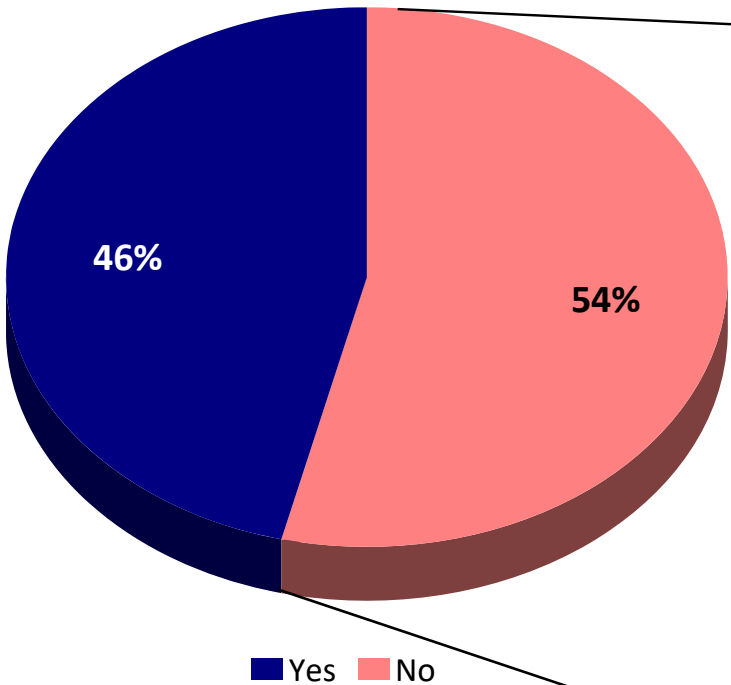
Q15a. What is the primary reason for taking the bus?

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



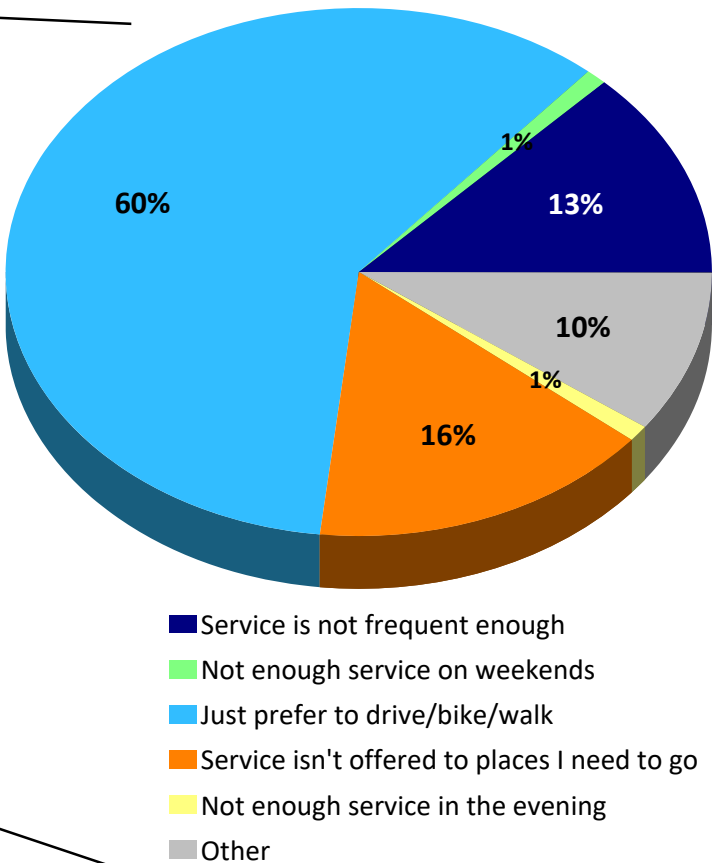
Q15. Do you or any members of your household use the Chapel Hill Transit system?

by percentage of respondents (excluding "not provided")



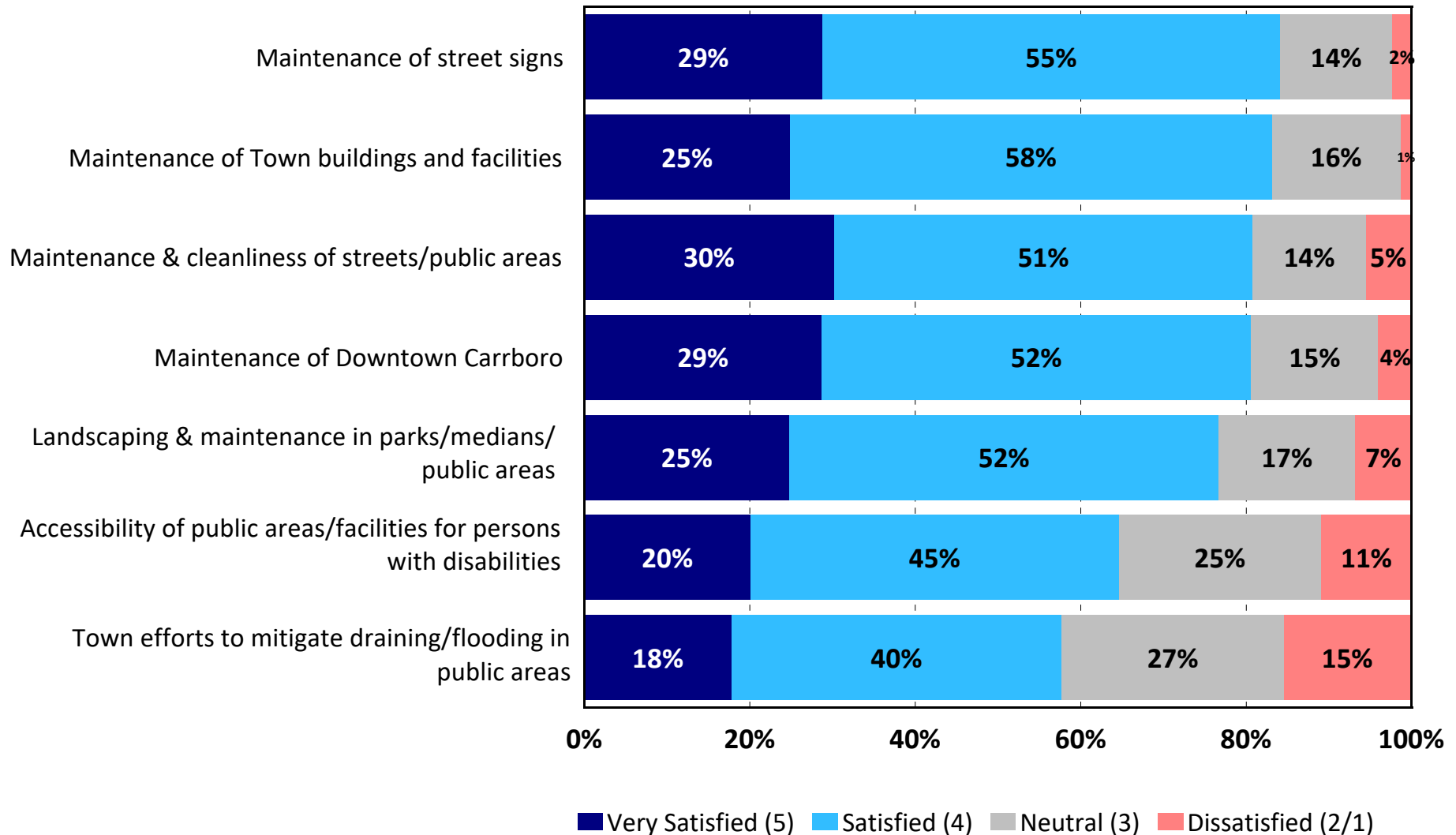
Q15b. What is the primary reason for not taking the bus?

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



Q16. Satisfaction with Maintenance

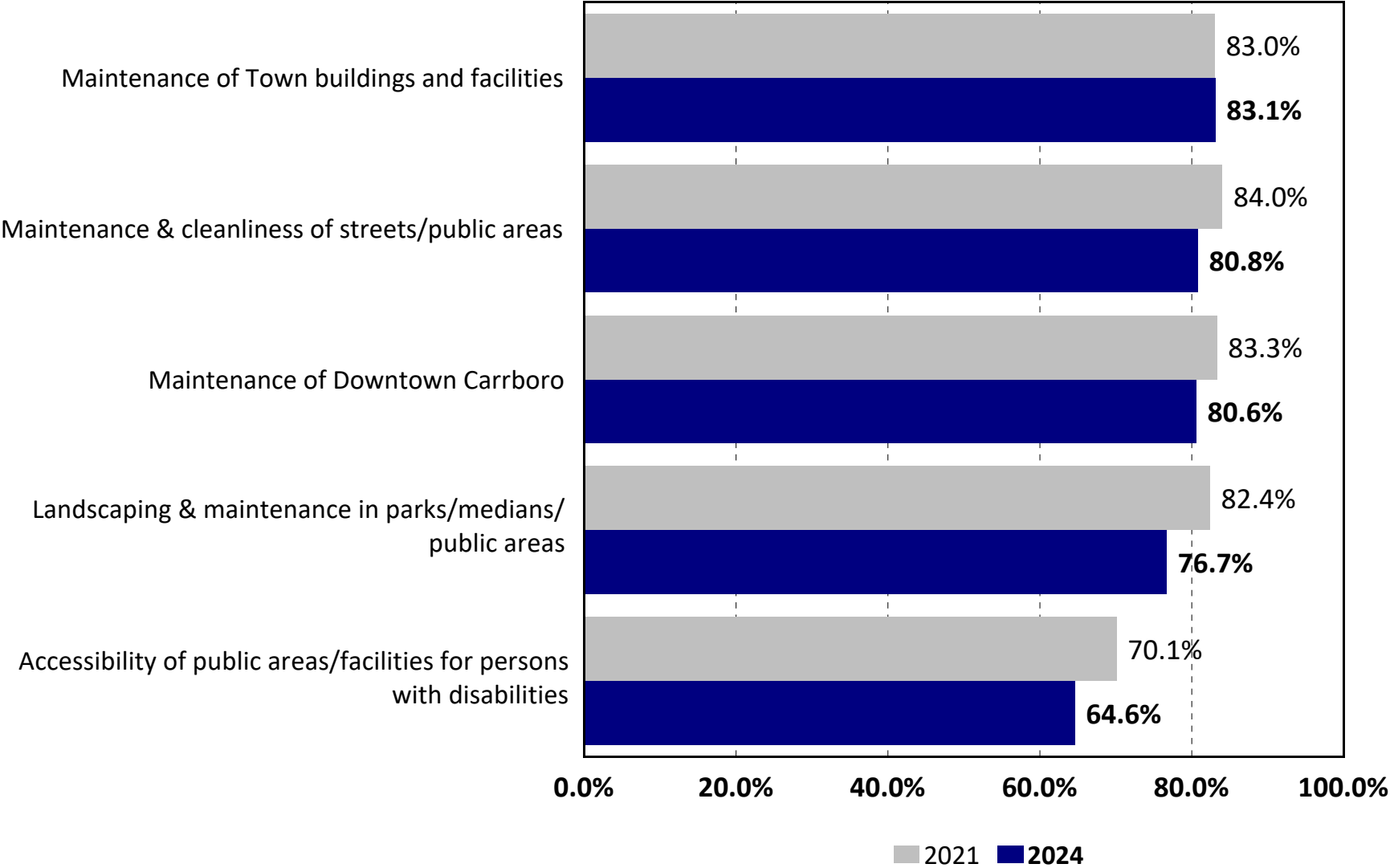
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Maintenance

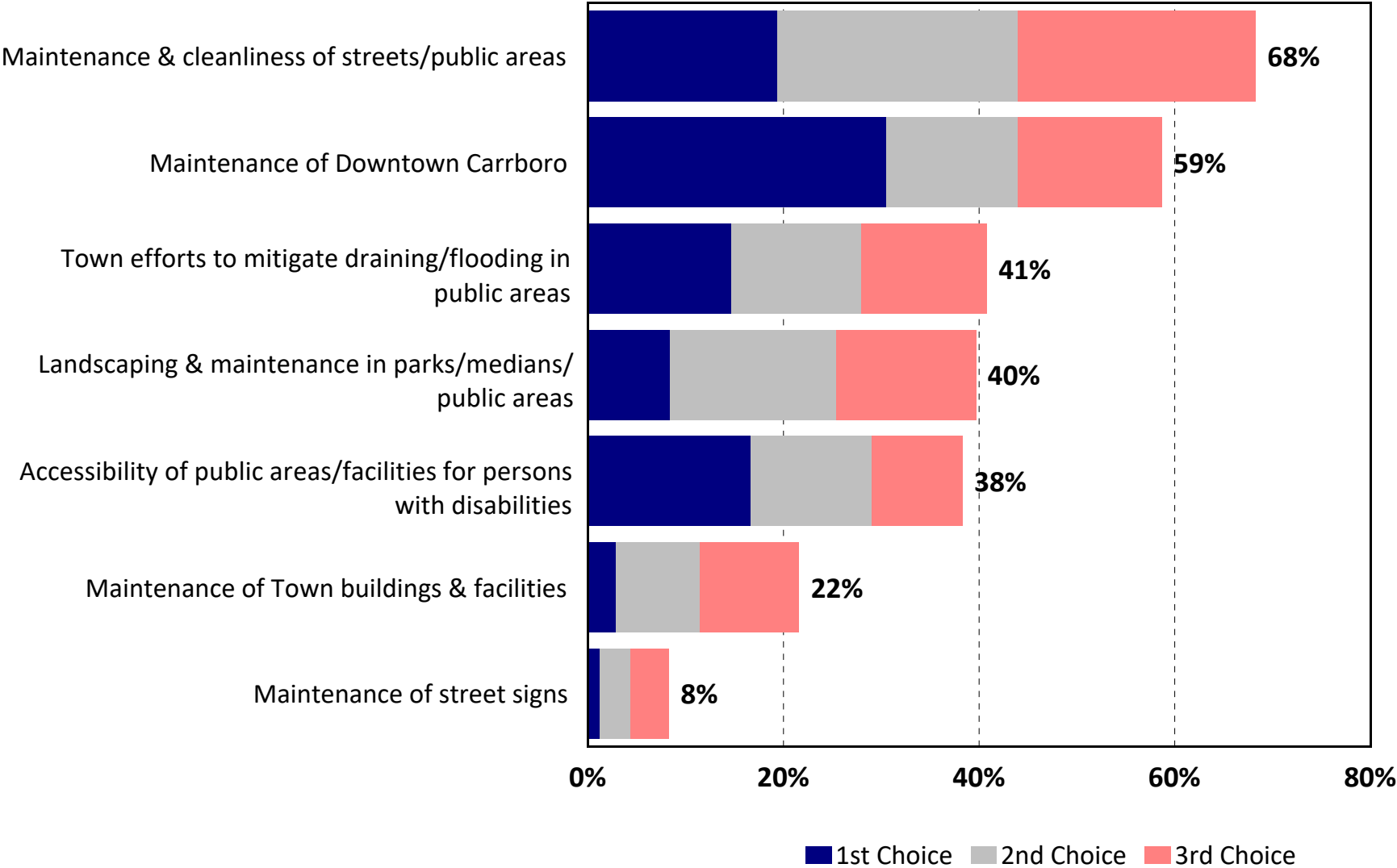
2021 vs. 2024

by percentage of respondents (excluding don't knows)



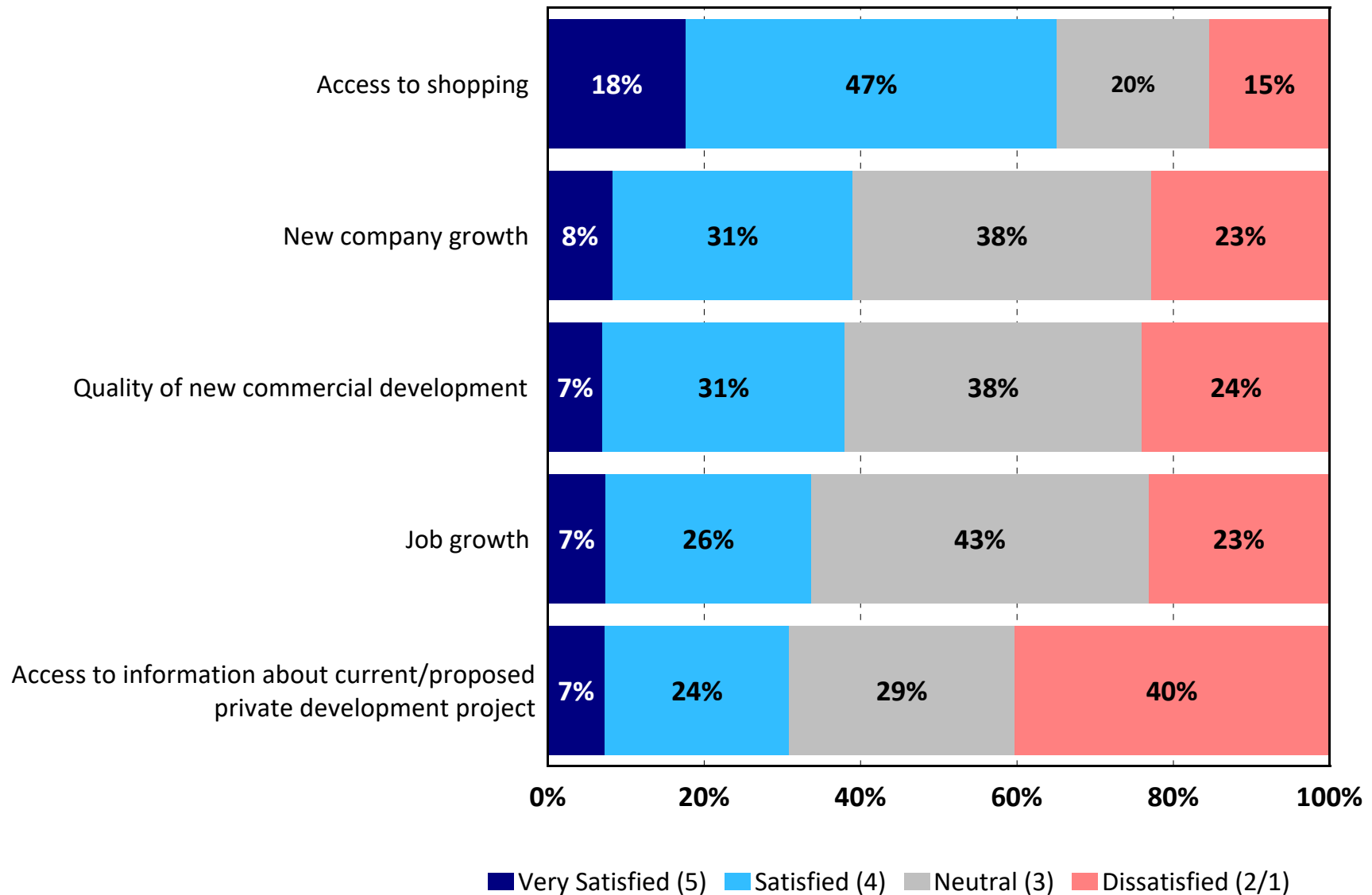
Q17. Maintenance Services That Are Most Important to Residents

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



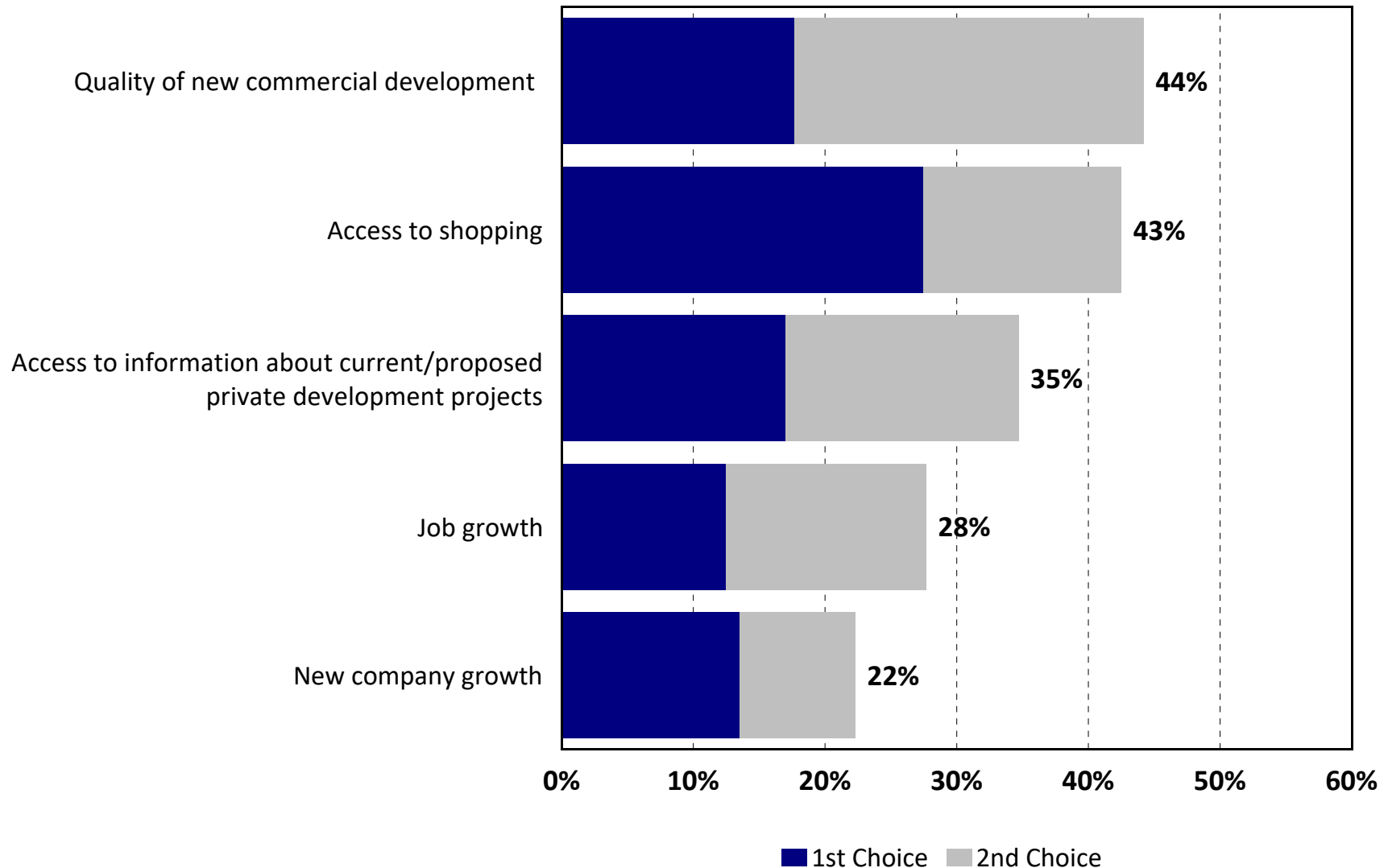
Q18. Satisfaction with Local Economy and Development

by percentage of respondents (excluding don't knows)



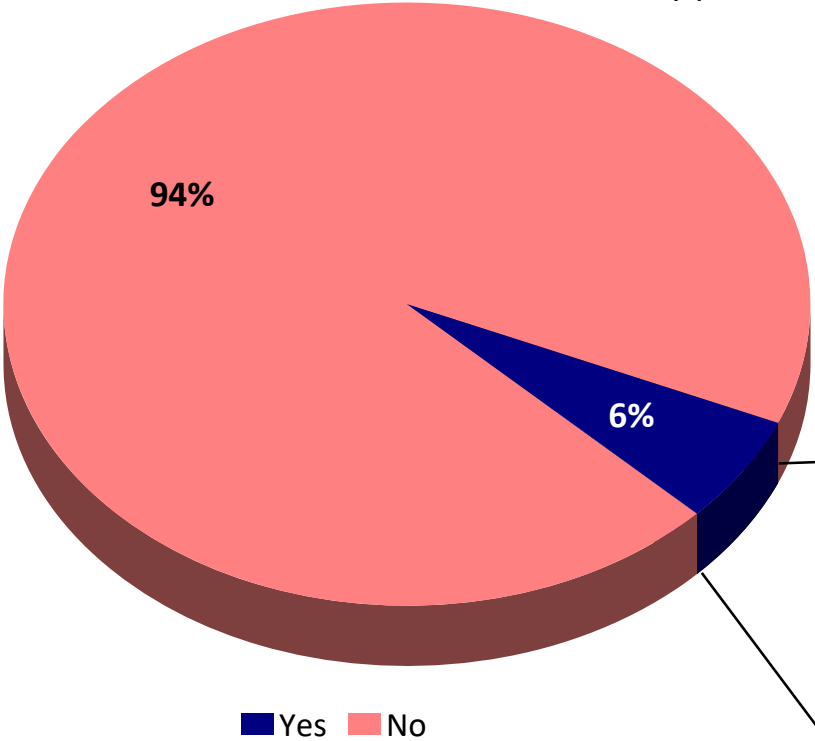
Q19. Local Economy and Development Items That Are Most Important to Residents

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

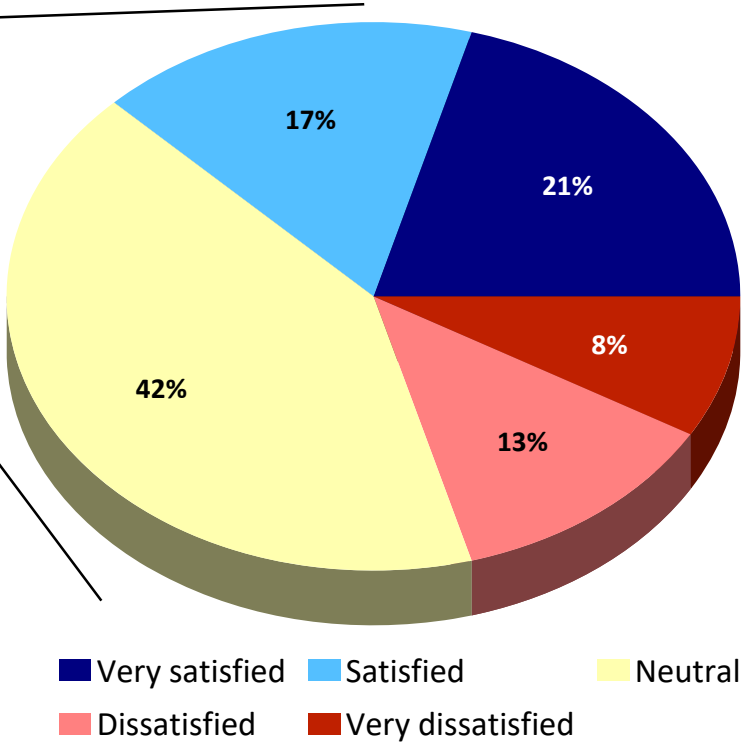


Q20. Have you applied for any planning, development or building permits in the last 12 months?

by percentage of respondents

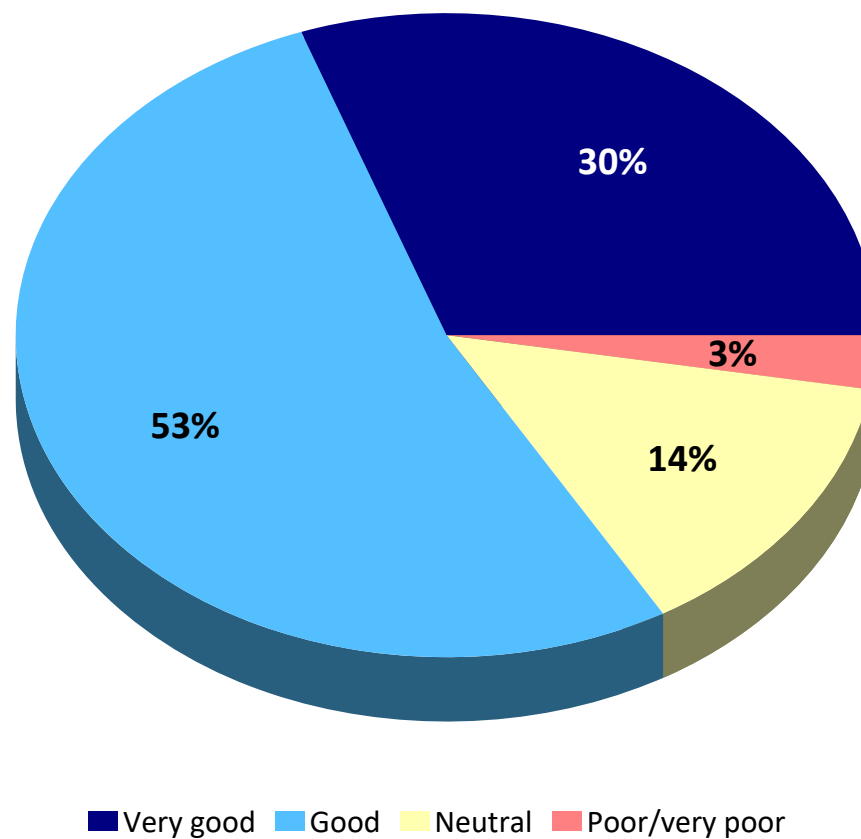


Q20a. How would you rate your overall experience?



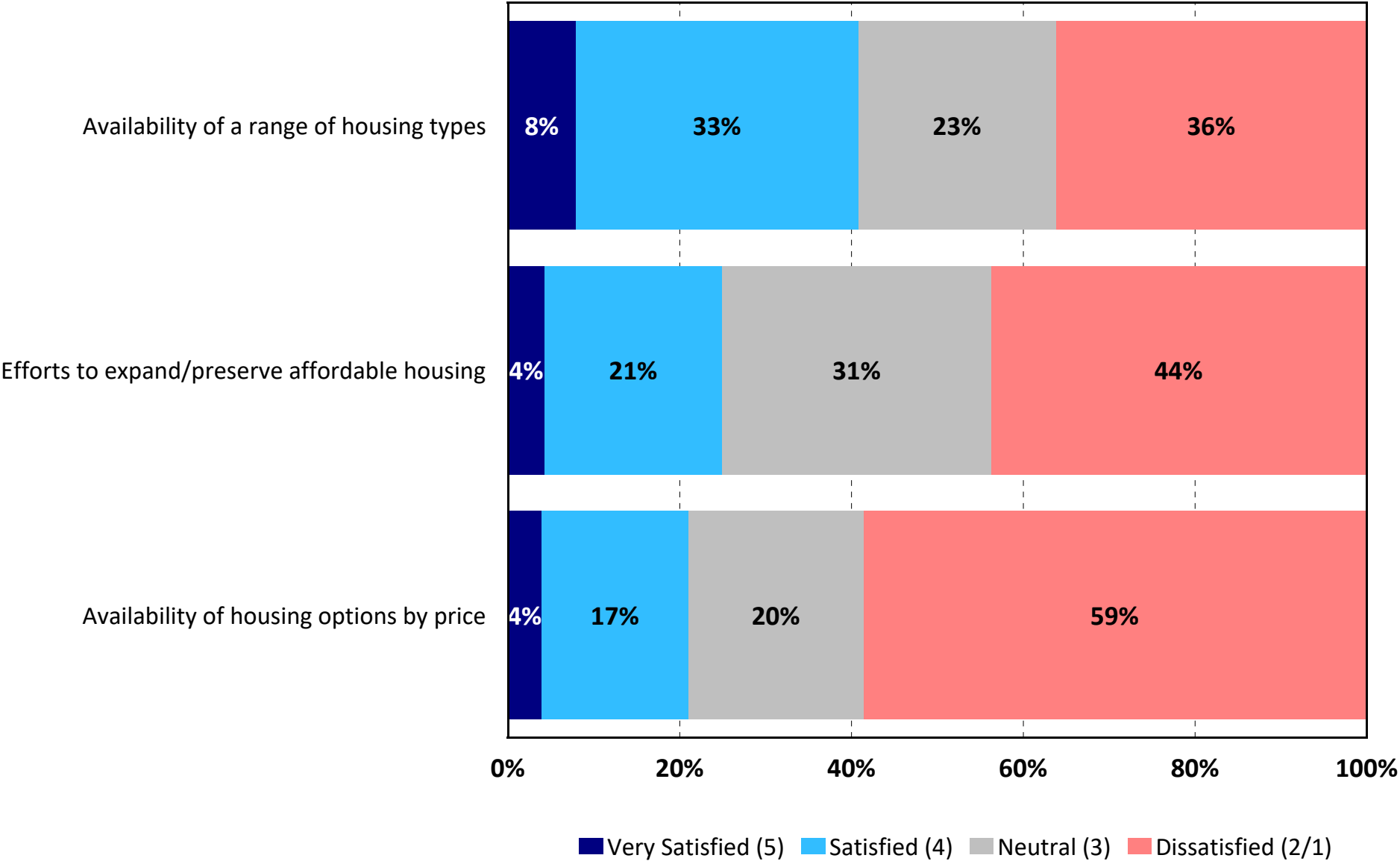
Q21. How would you rate the overall quality of the downtown?

by percentage of respondents (excluding “not provided”)



Q23. Satisfaction with Housing

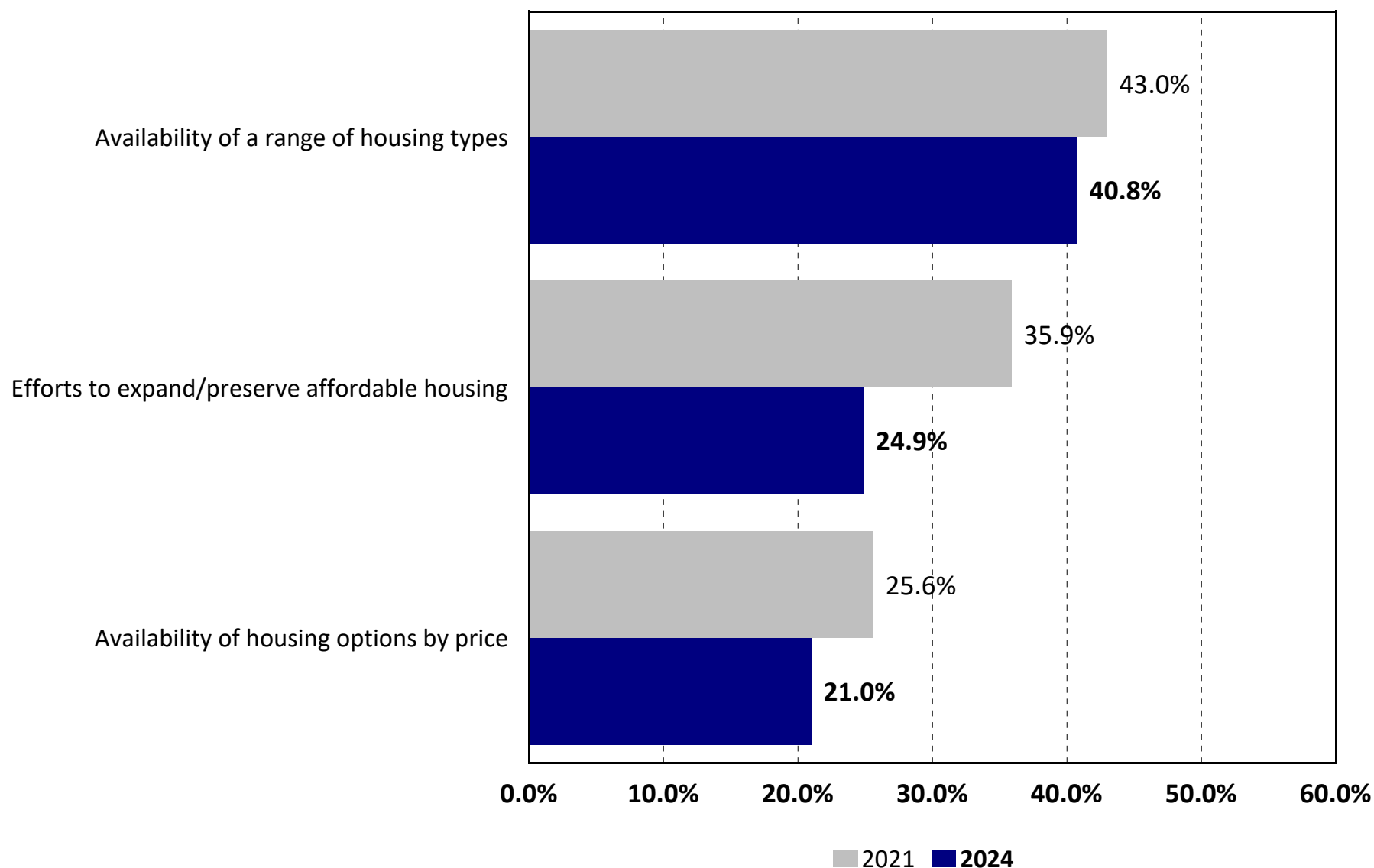
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Housing

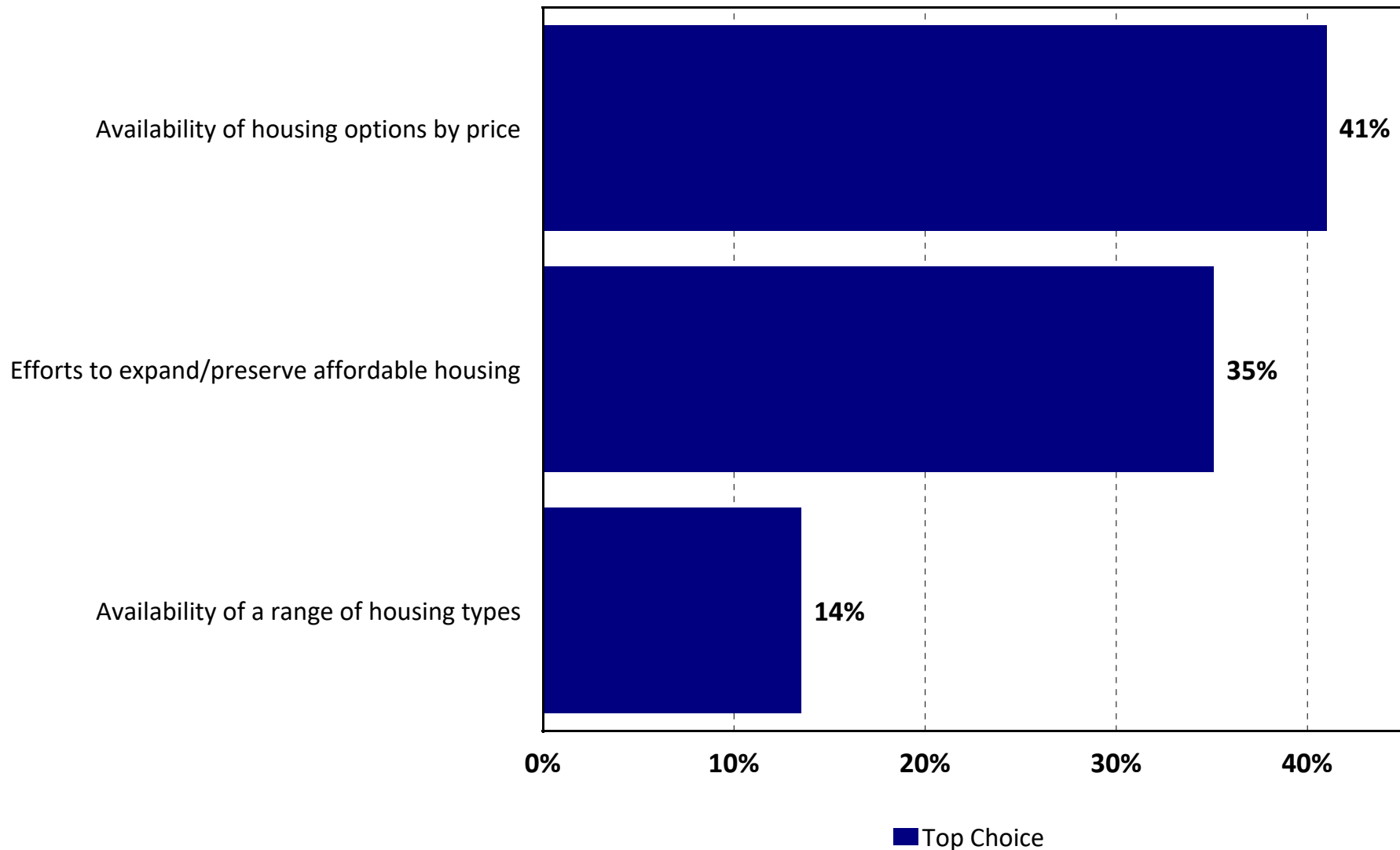
2021 vs. 2024

by percentage of respondents (excluding don't knows)



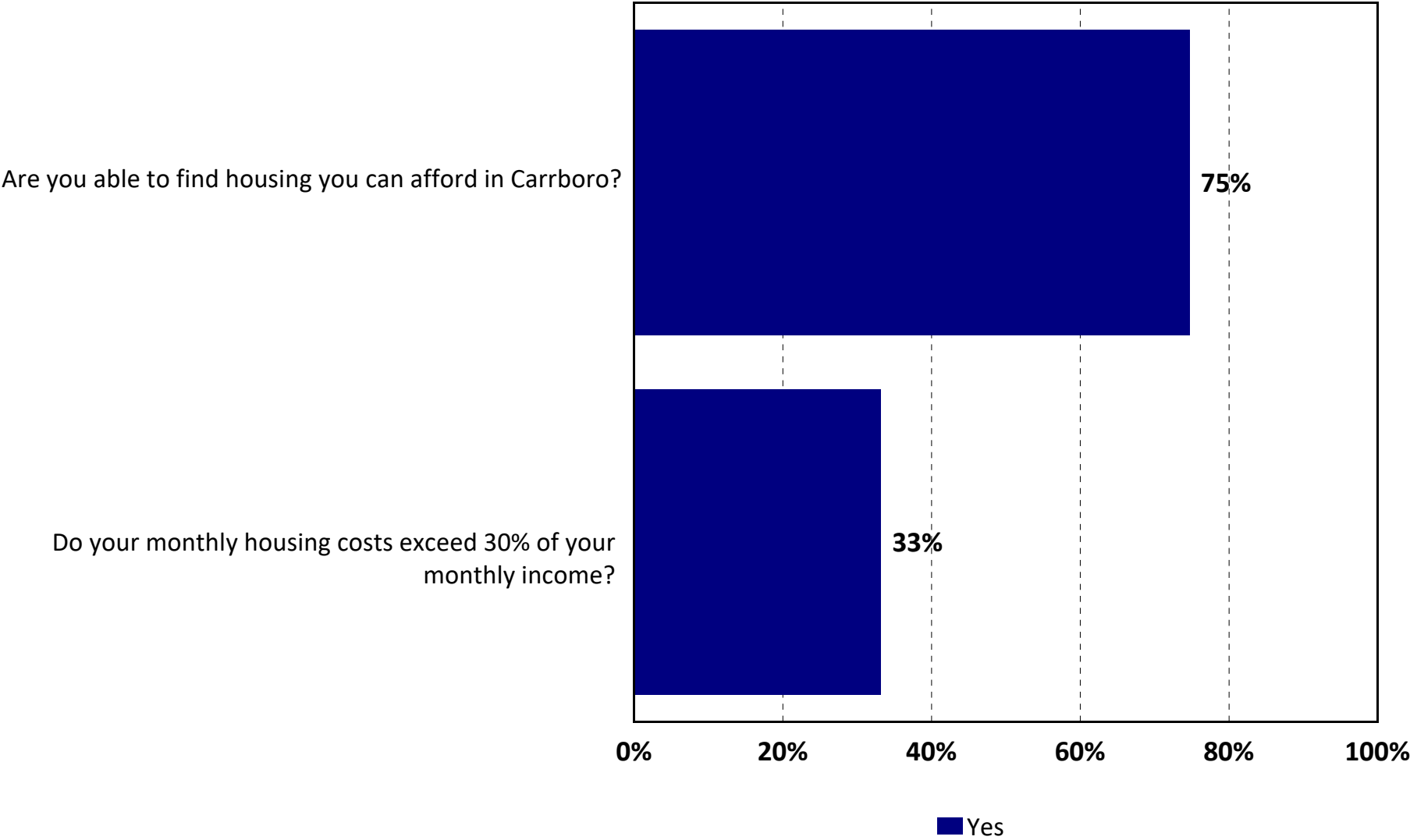
Q24. Aspects of Housing That Are Most Important to Residents

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



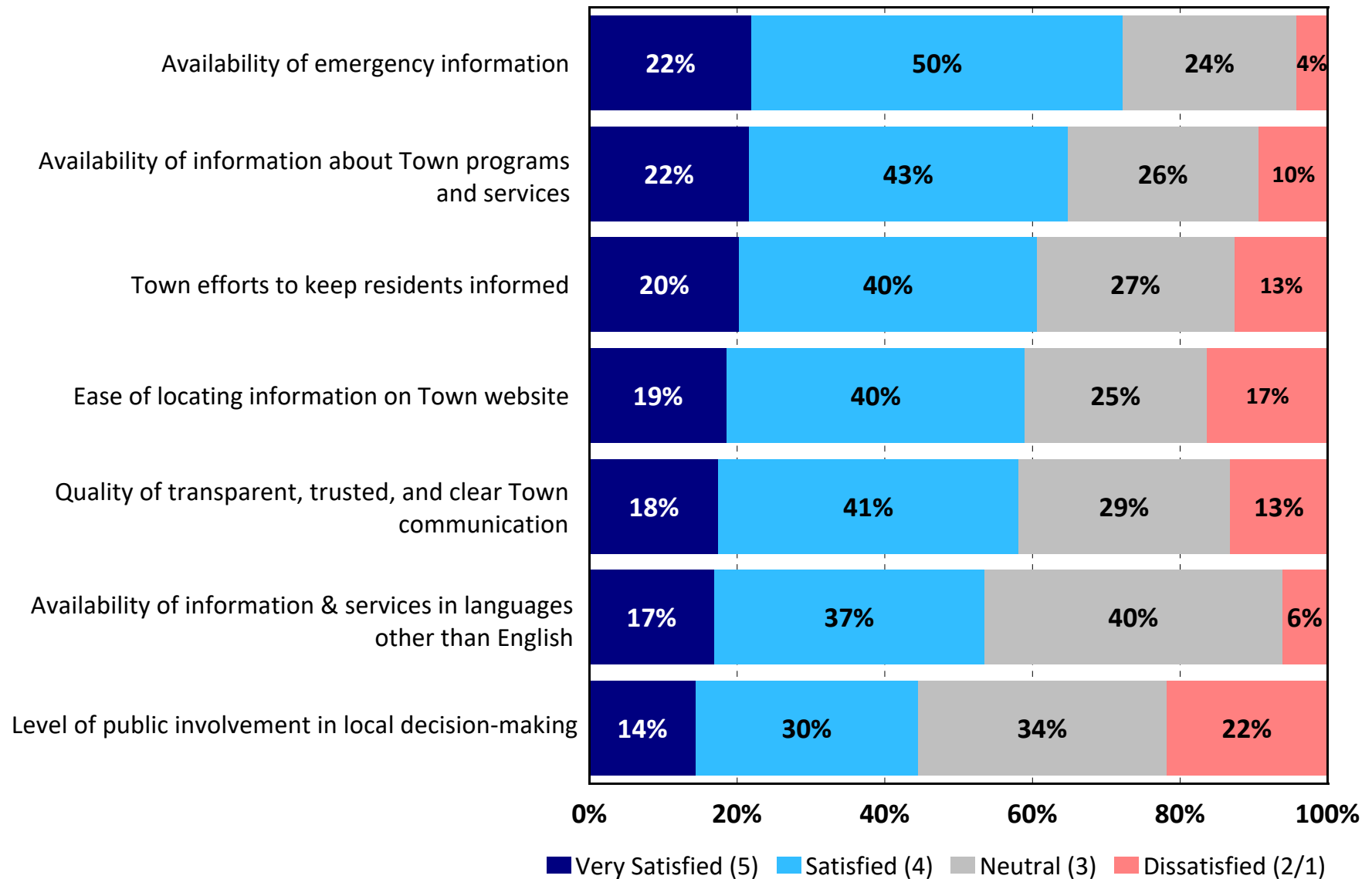
Q25. Please answer the following questions

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



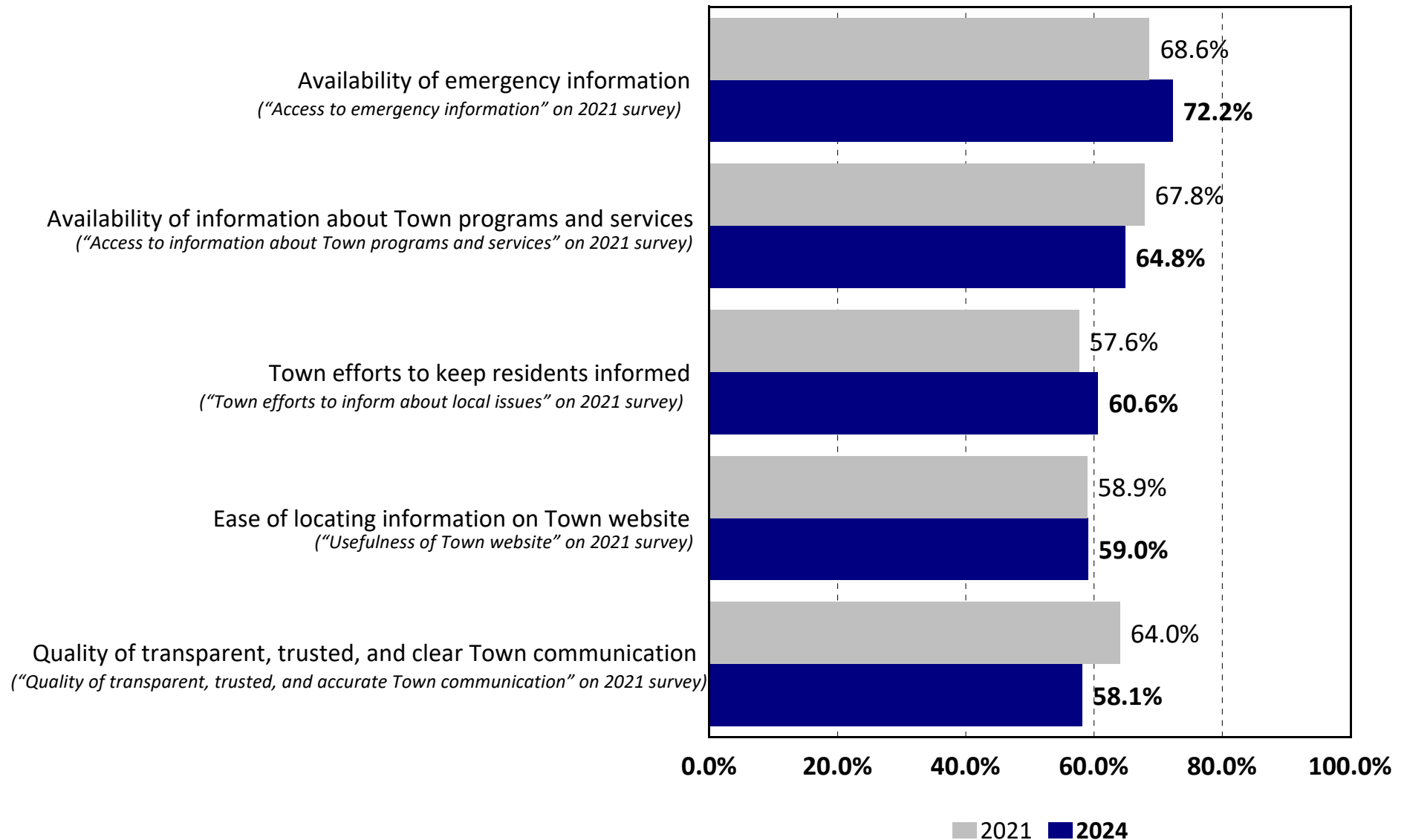
Q26. Satisfaction with Town Communication and Engagement

by percentage of respondents (excluding don't knows)



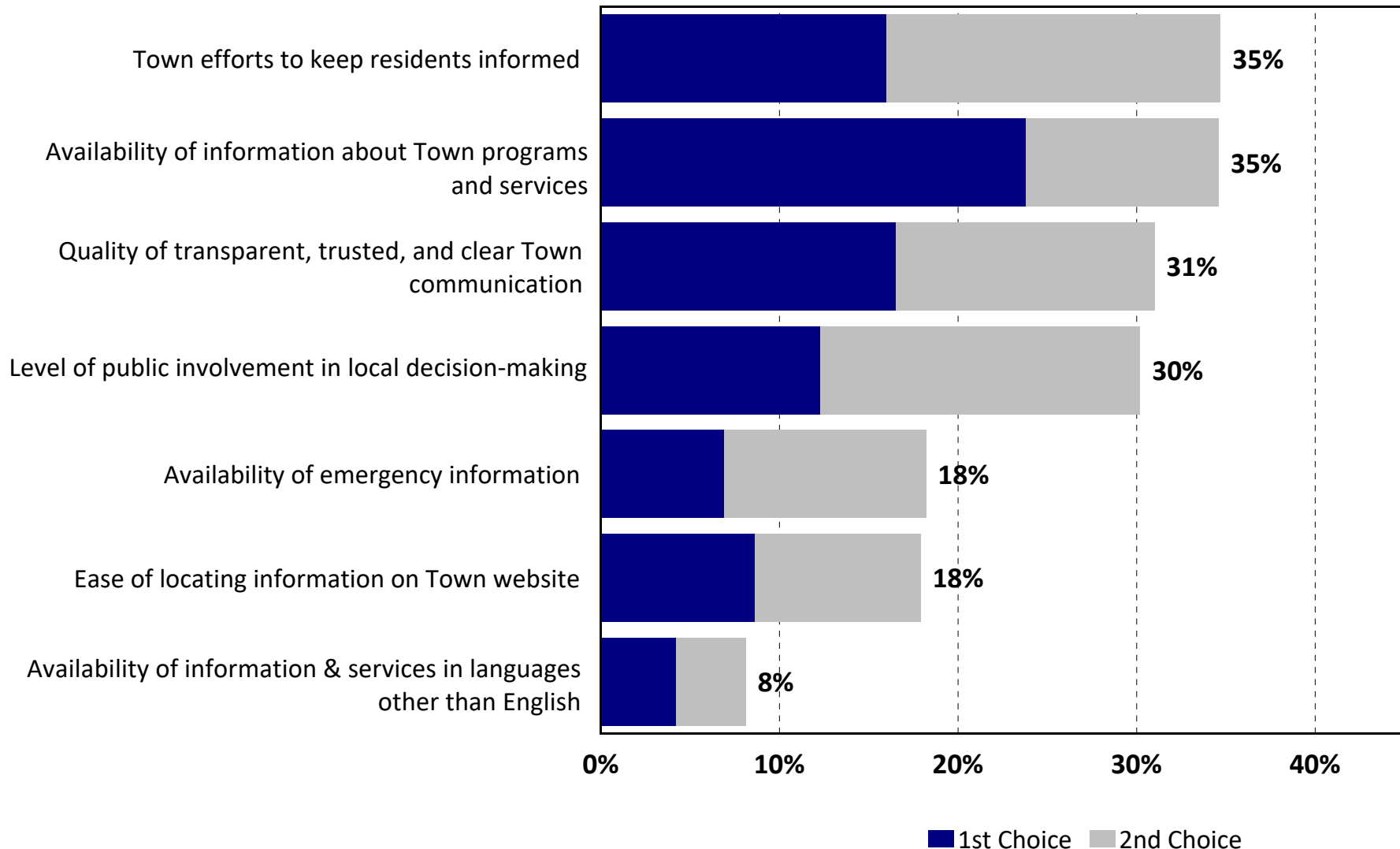
TRENDS: Satisfaction with Town Communication and Engagement - 2021 vs. 2024

by percentage of respondents (excluding don't knows)



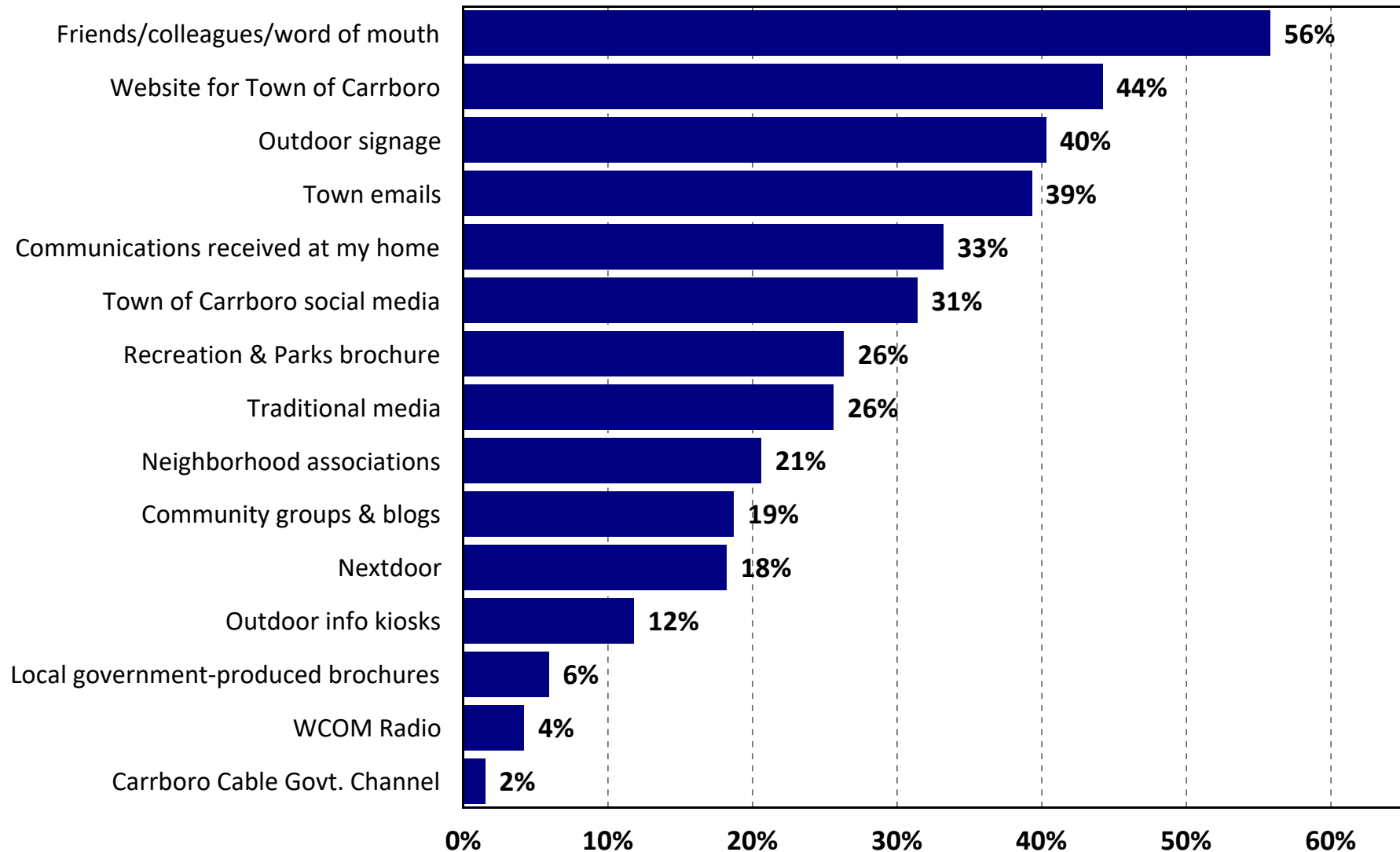
Q27. Aspects of Town Communication and Engagement That Are Most Important to Residents

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



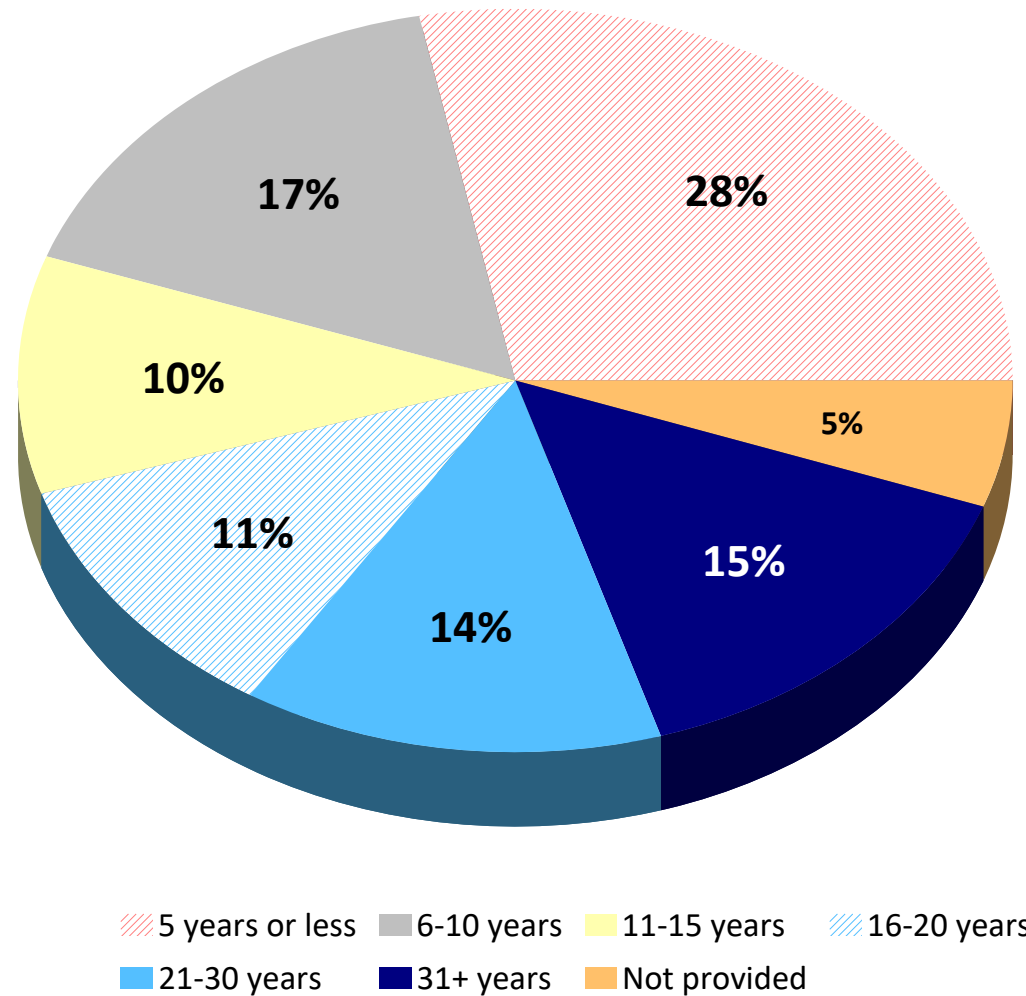
Q28. Sources for Town of Carrboro News and Information

by percentage of respondents (multiple selections could be made)



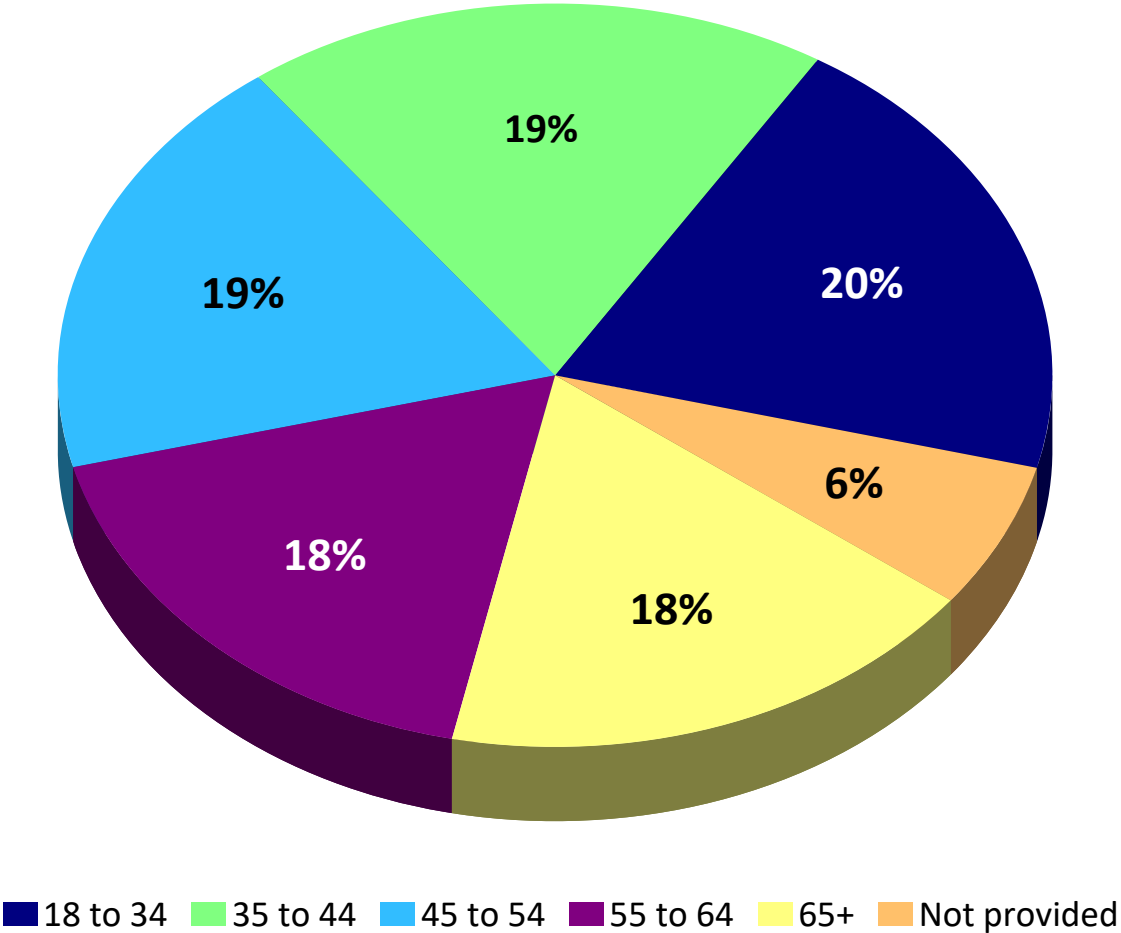
Q31. Demographics: How many years have you lived in Carrboro?

by percentage of respondents



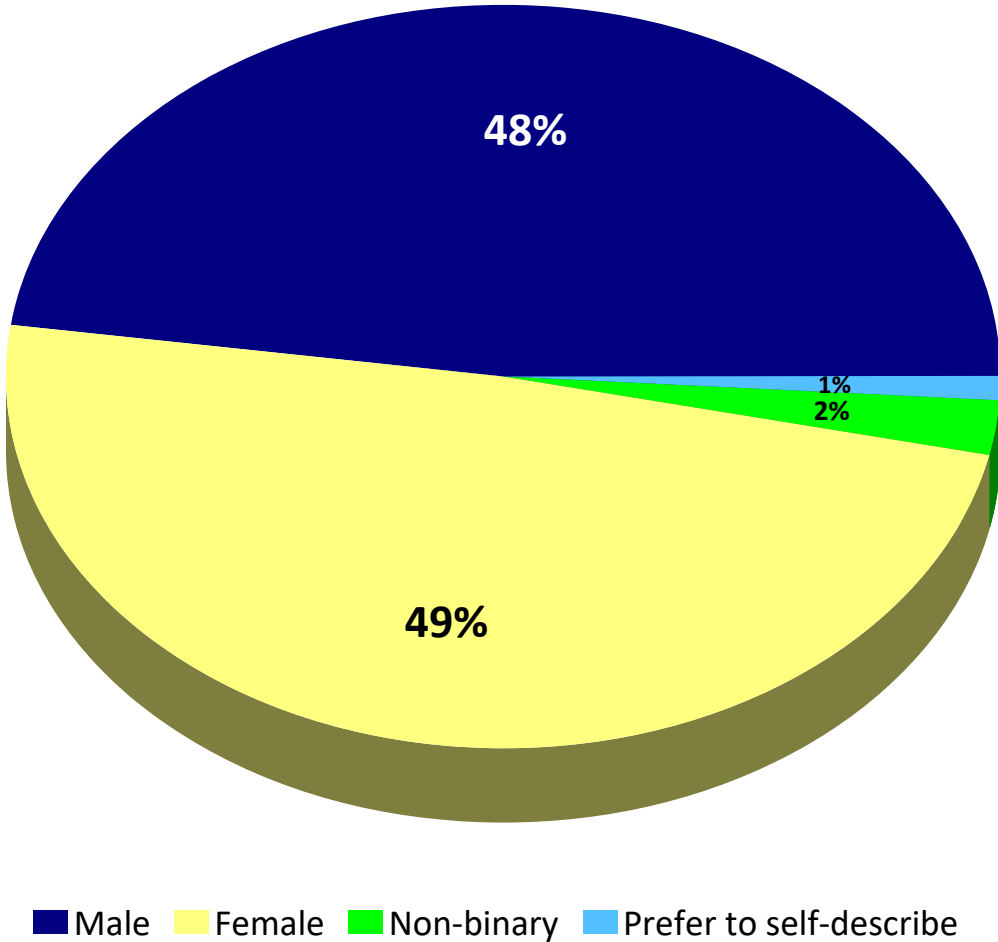
Q32. Demographics: Age of Respondent

by percentage of respondents



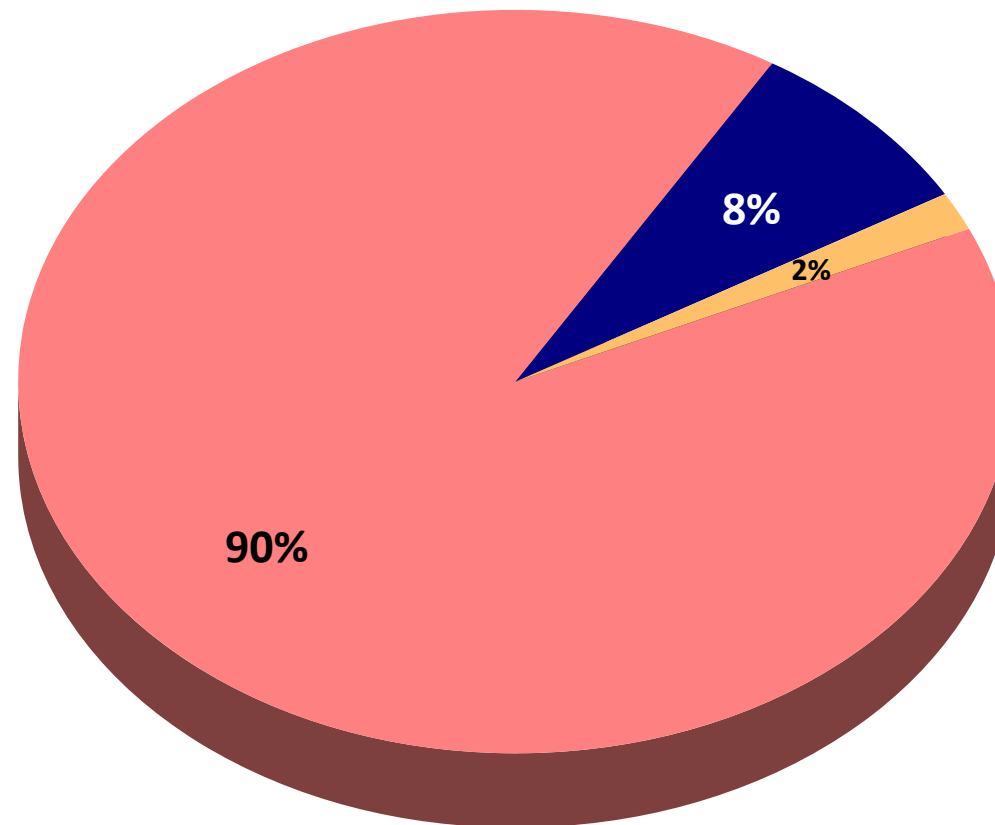
Q33. Demographics: Gender Identity

by percentage of respondents



Q34. Demographics: Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

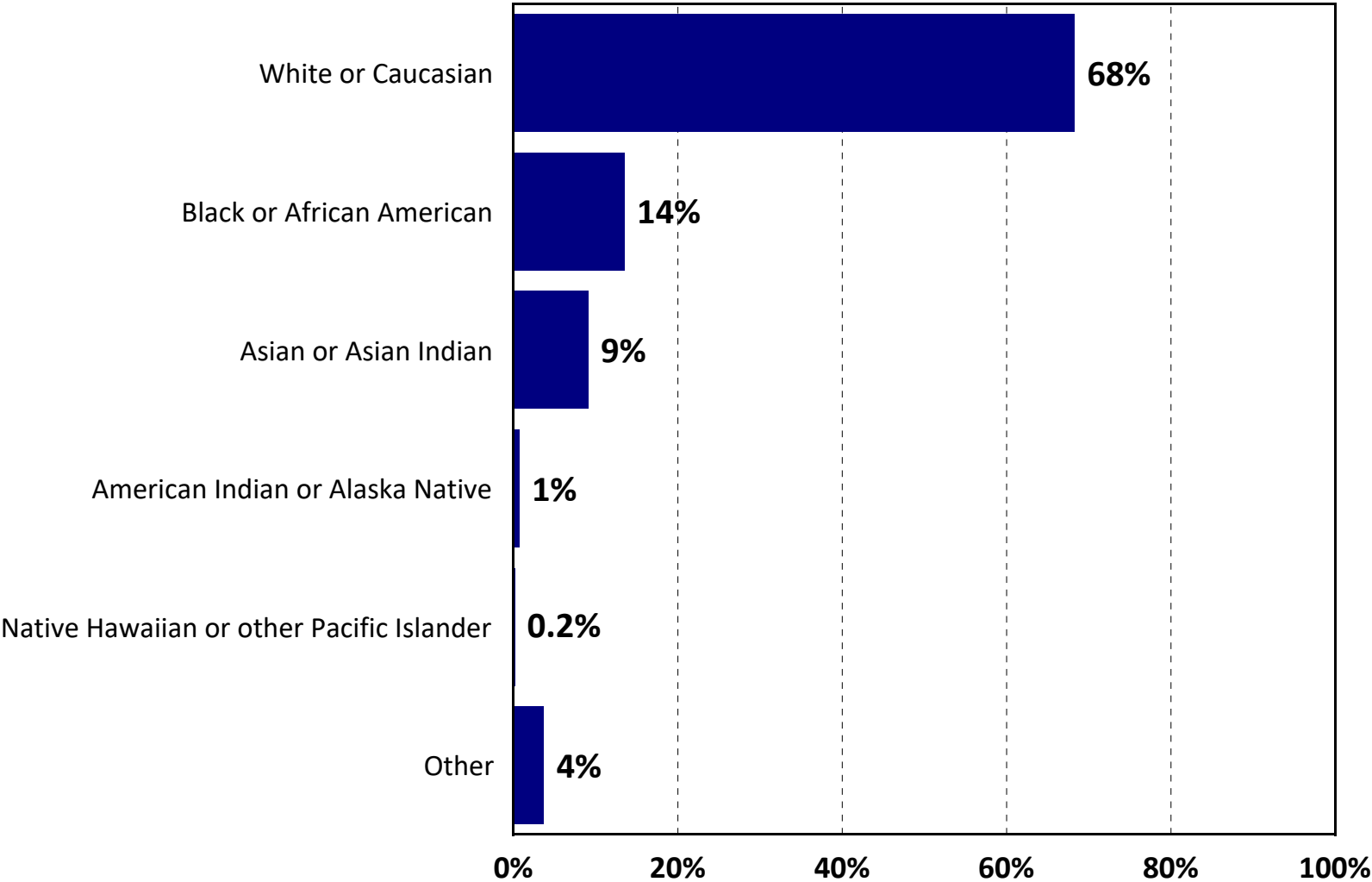
by percentage of respondents



■ Yes ■ No ■ Not provided

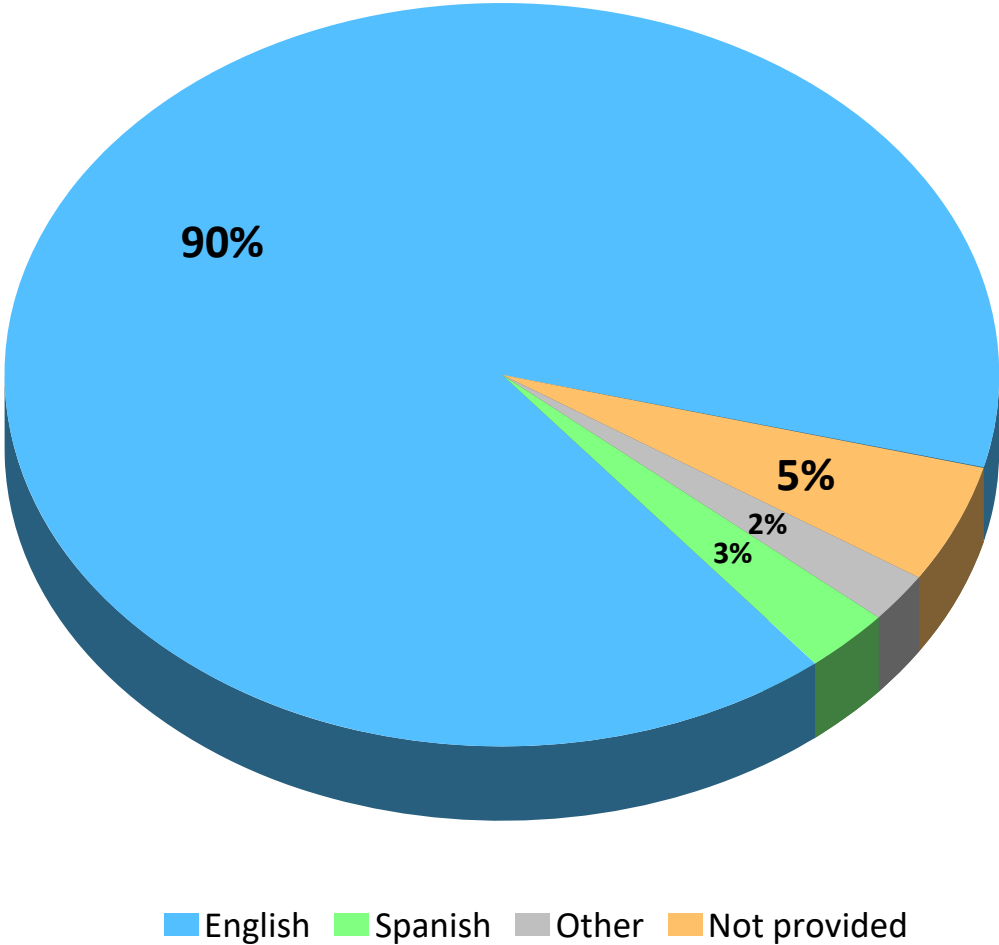
Q35. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



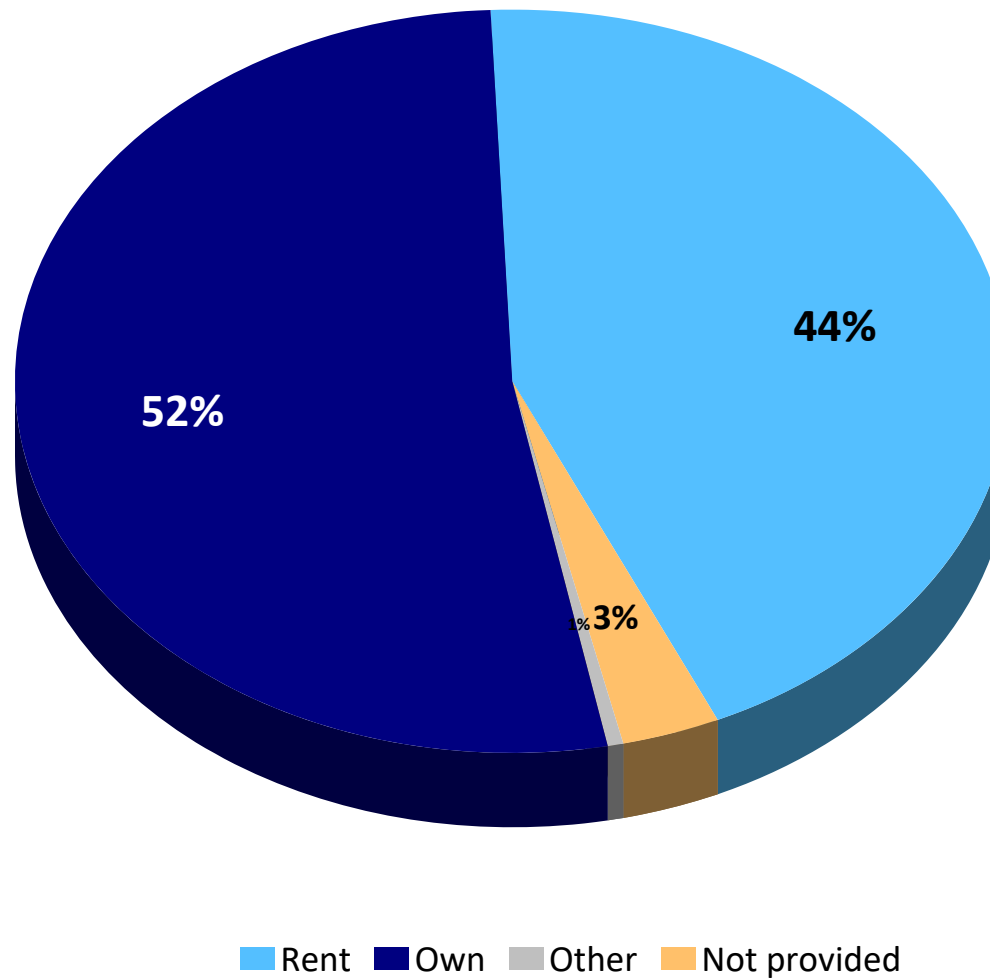
Q36. Demographics: Primary Language Spoken in Household

by percentage of respondents



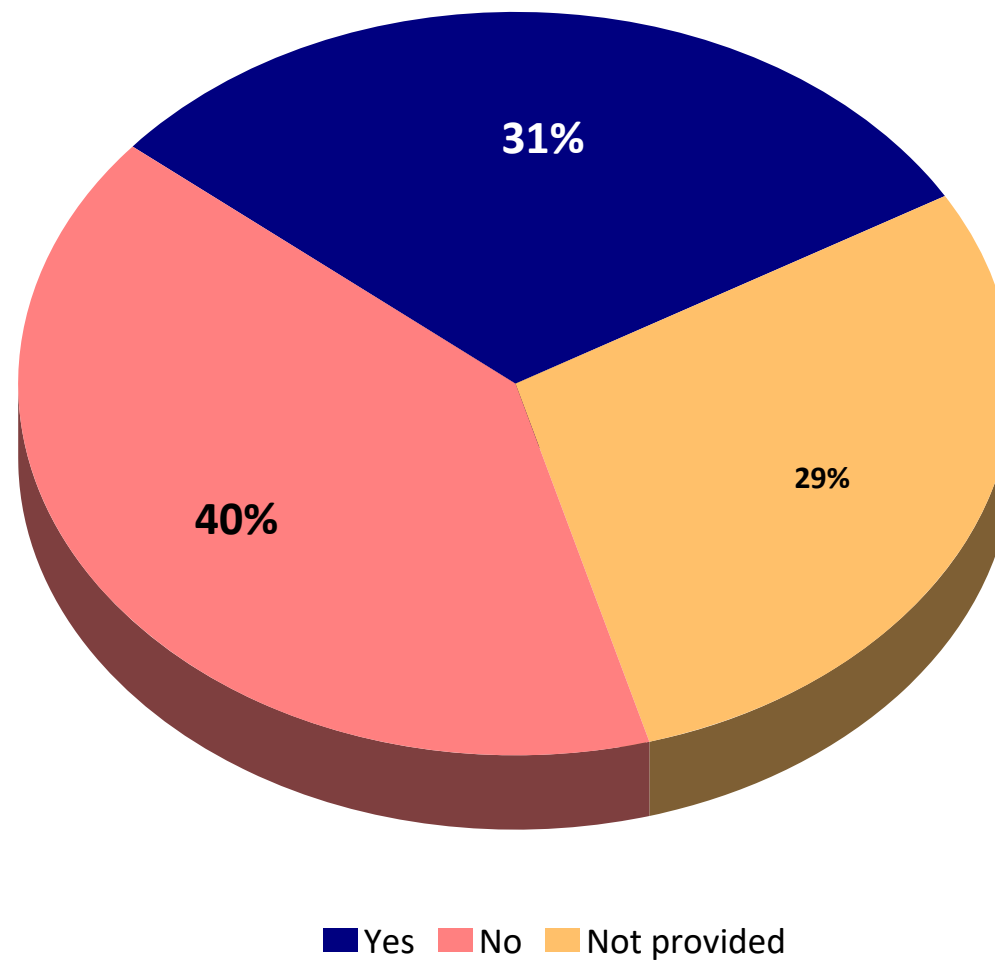
Q37. Demographics: Do you rent or own your home?

by percentage of respondents



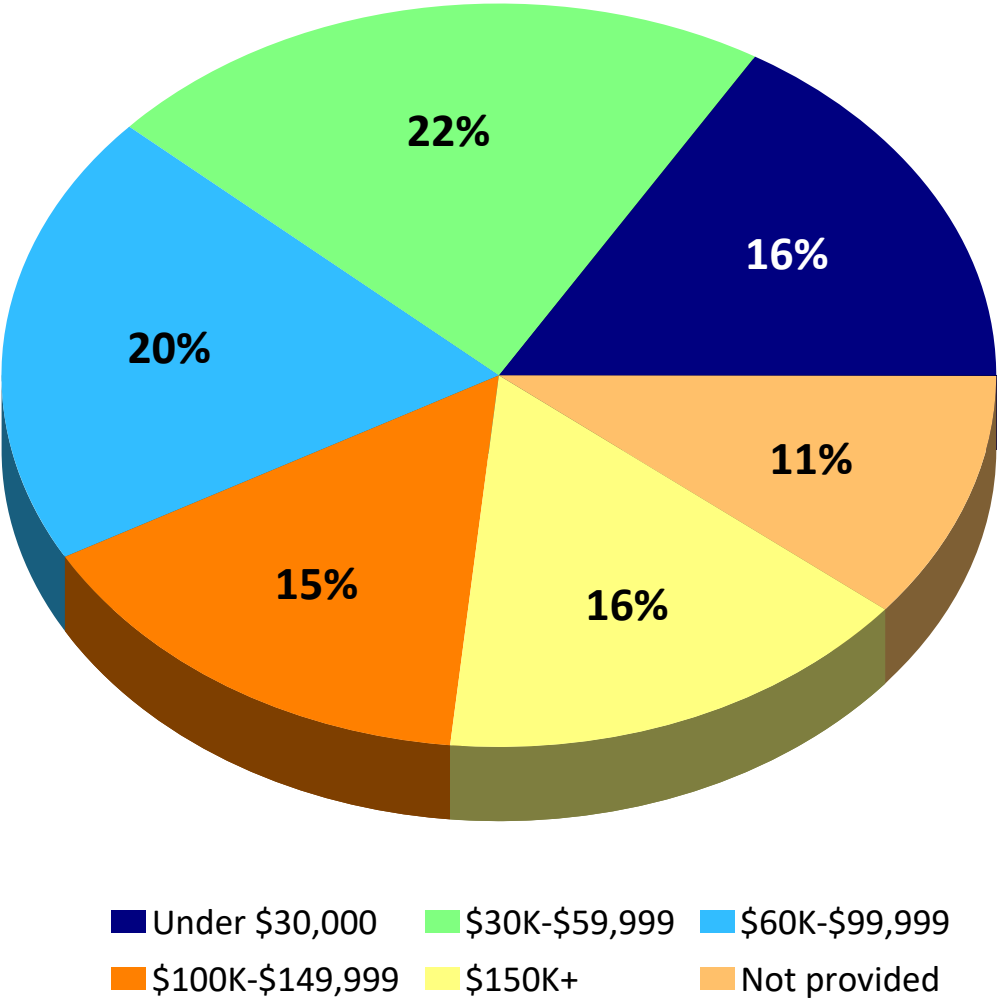
Q37a. Demographics: If you rent, do you live with roommates to reduce rent costs?

by percentage of respondents who rent their home



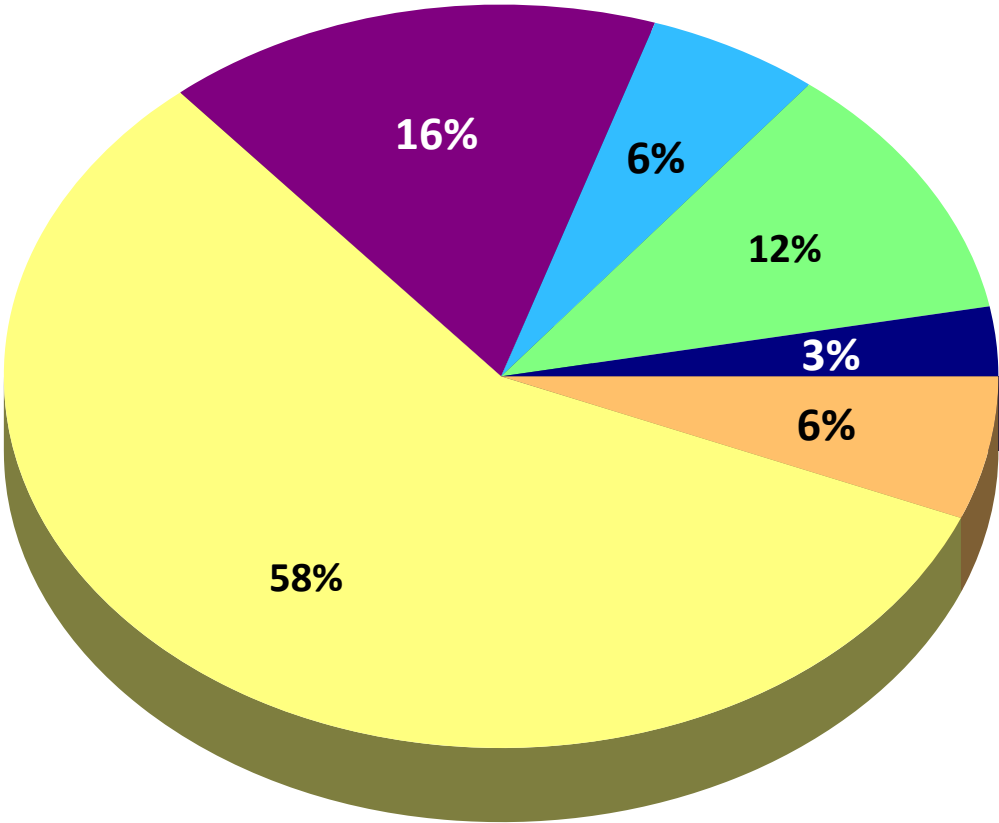
Q38. Demographics: Total Household Income

by percentage of respondents



Q39. Demographics: Highest Level of Education Completed

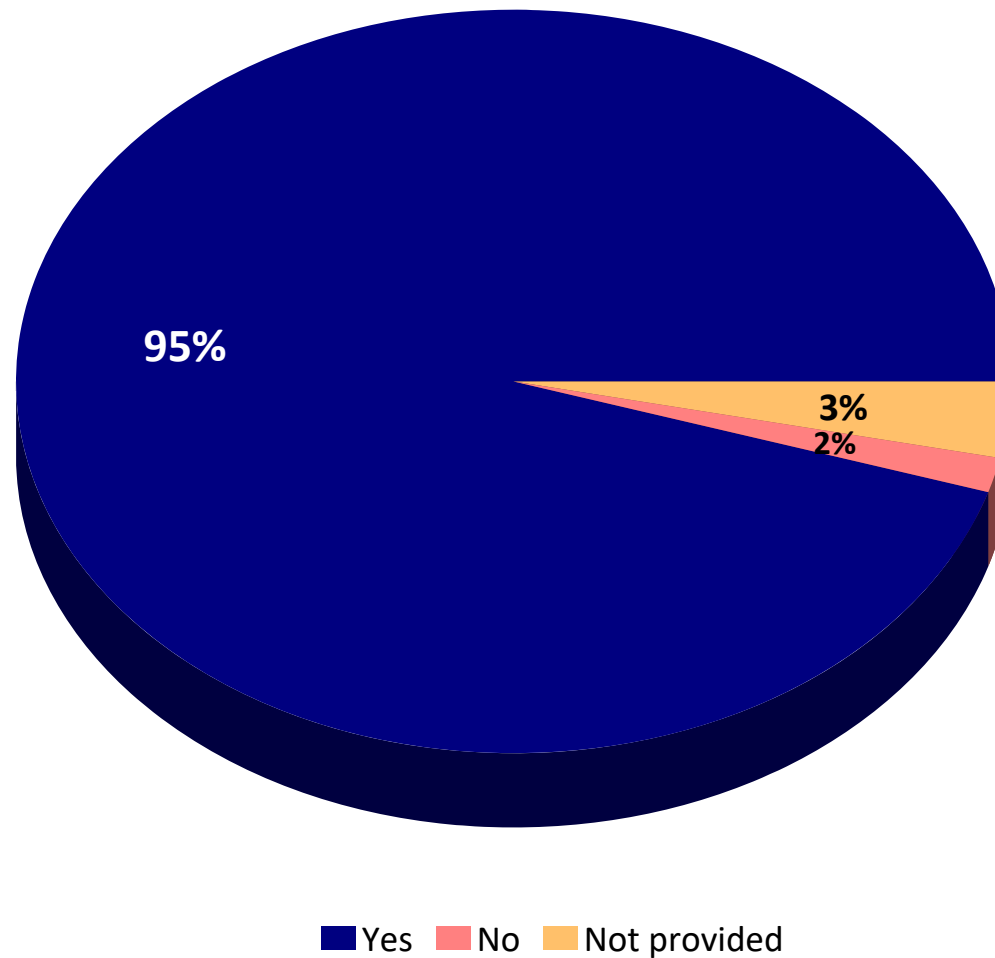
by percentage of respondents



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

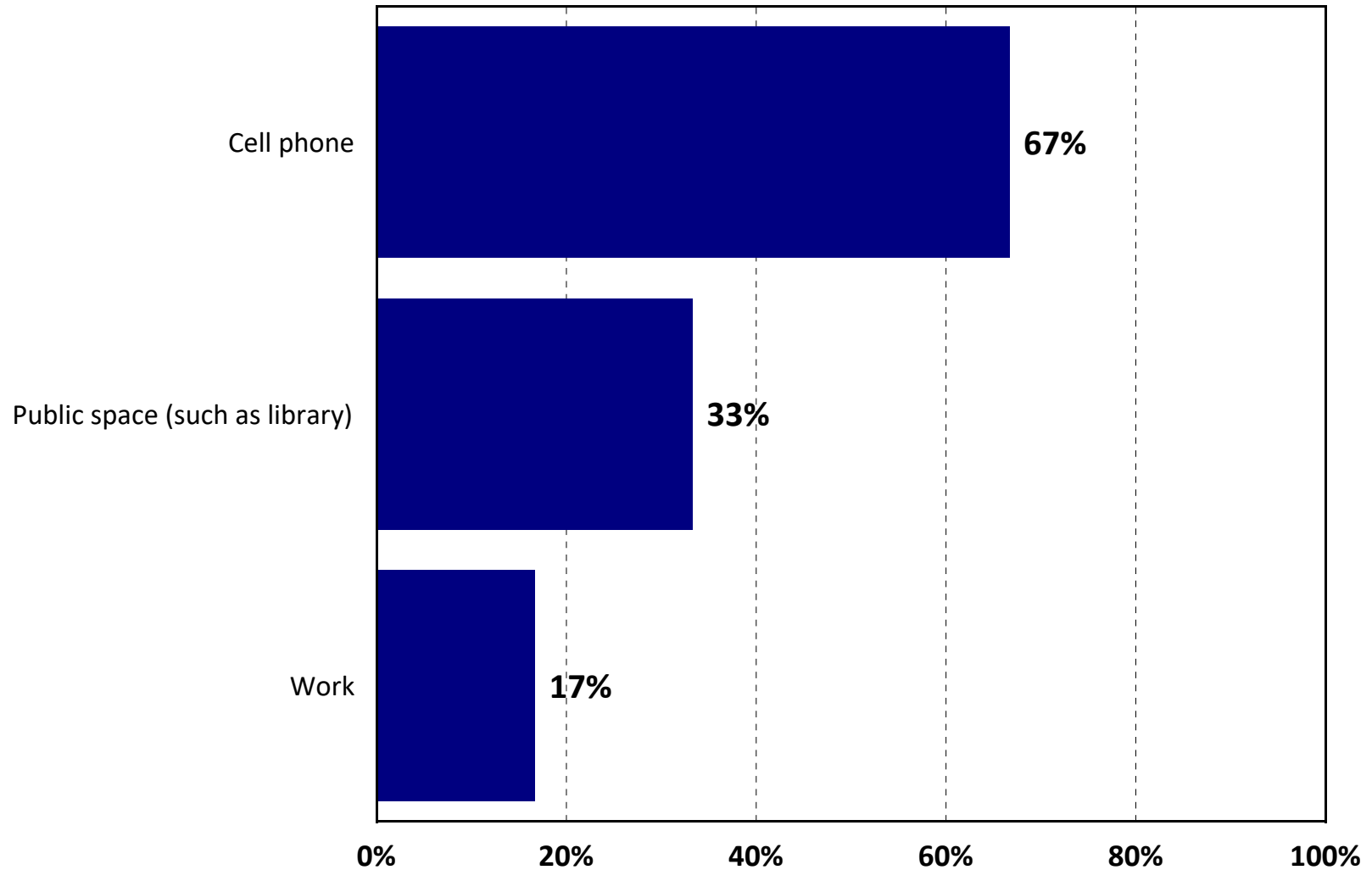
Q40. Demographics: Do you have access to the internet at home?

by percentage of respondents



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

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



2

Benchmarking Analysis

Benchmarking Analysis



Overview

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

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 997 residents in the Atlantic Region of the United States during the summer of 2023. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Atlantic Regional Average” shown in the charts reflects the results of the regional survey of 997 residents in the Atlantic Region.

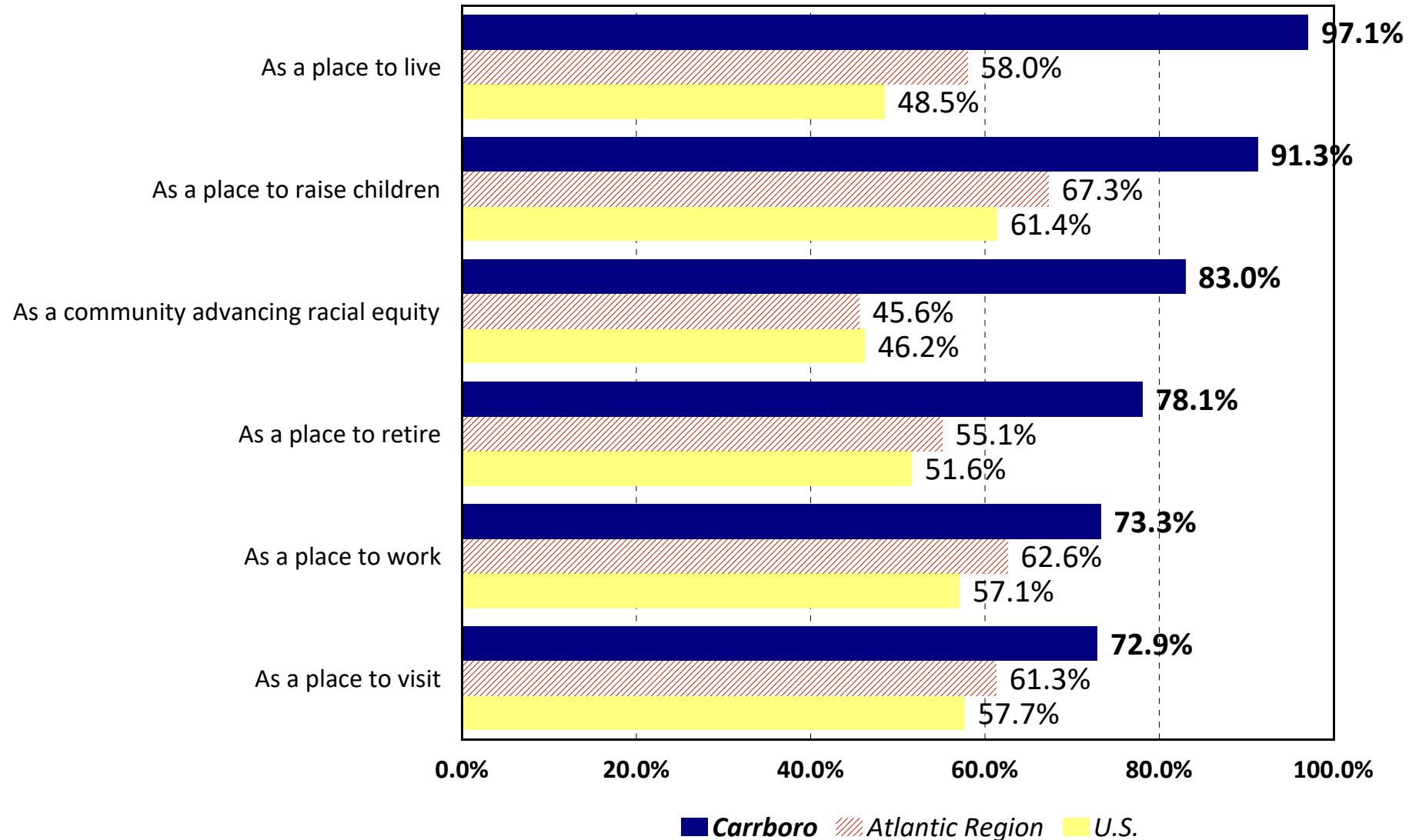
National Benchmarks

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

Ratings of Quality of Life in the Town

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

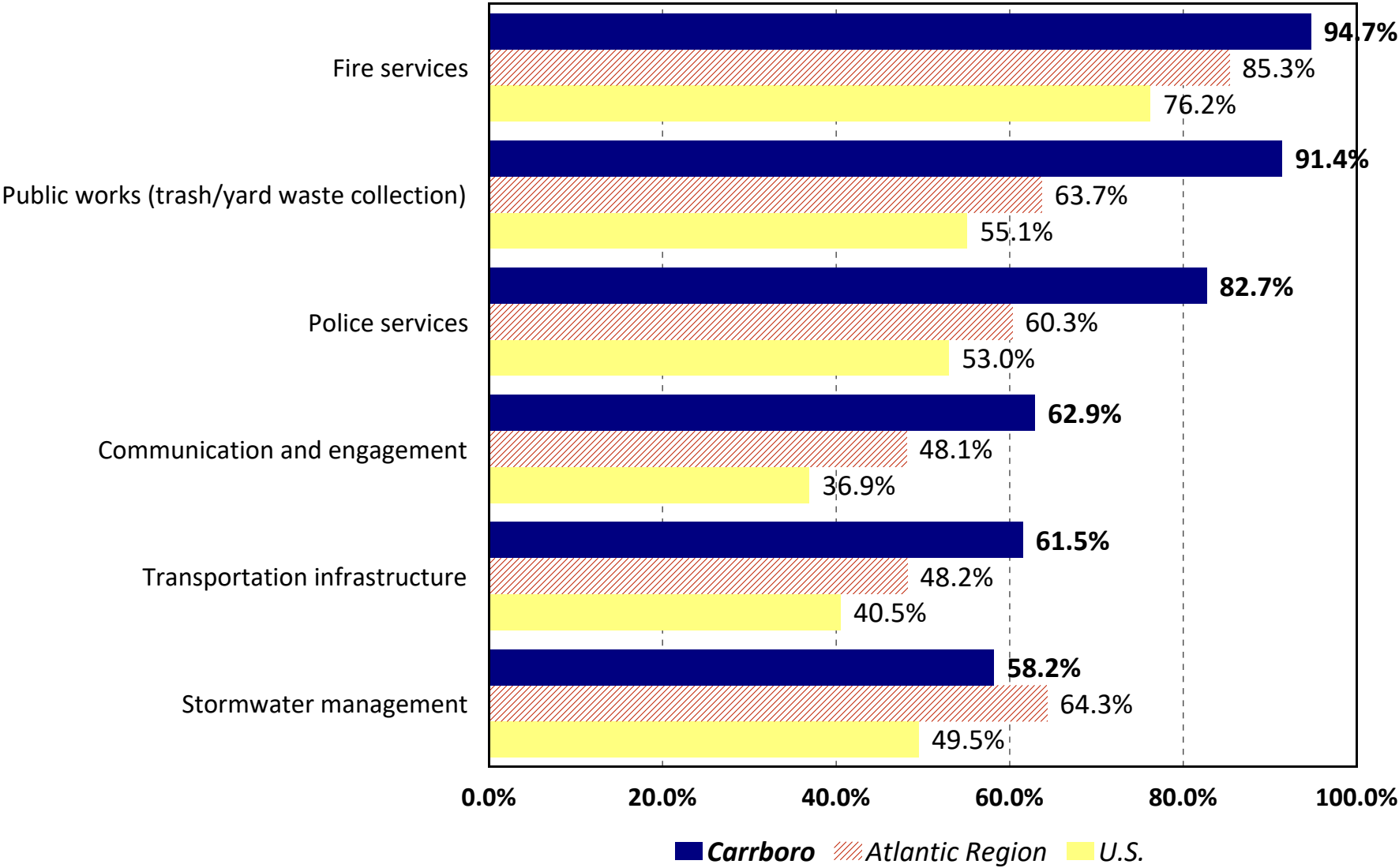
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Major Categories of Town Services

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

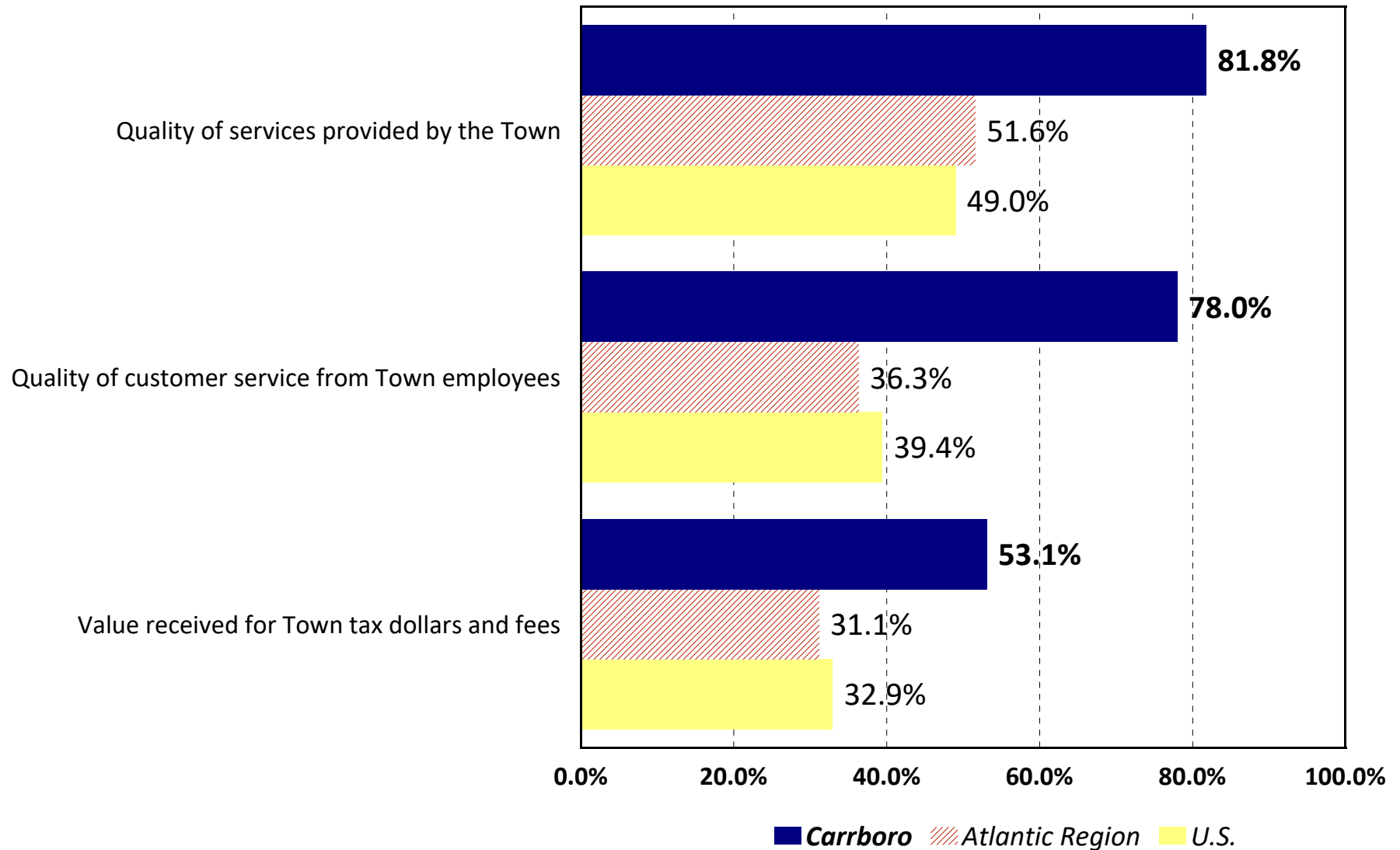
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with the Following Key Indicators

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

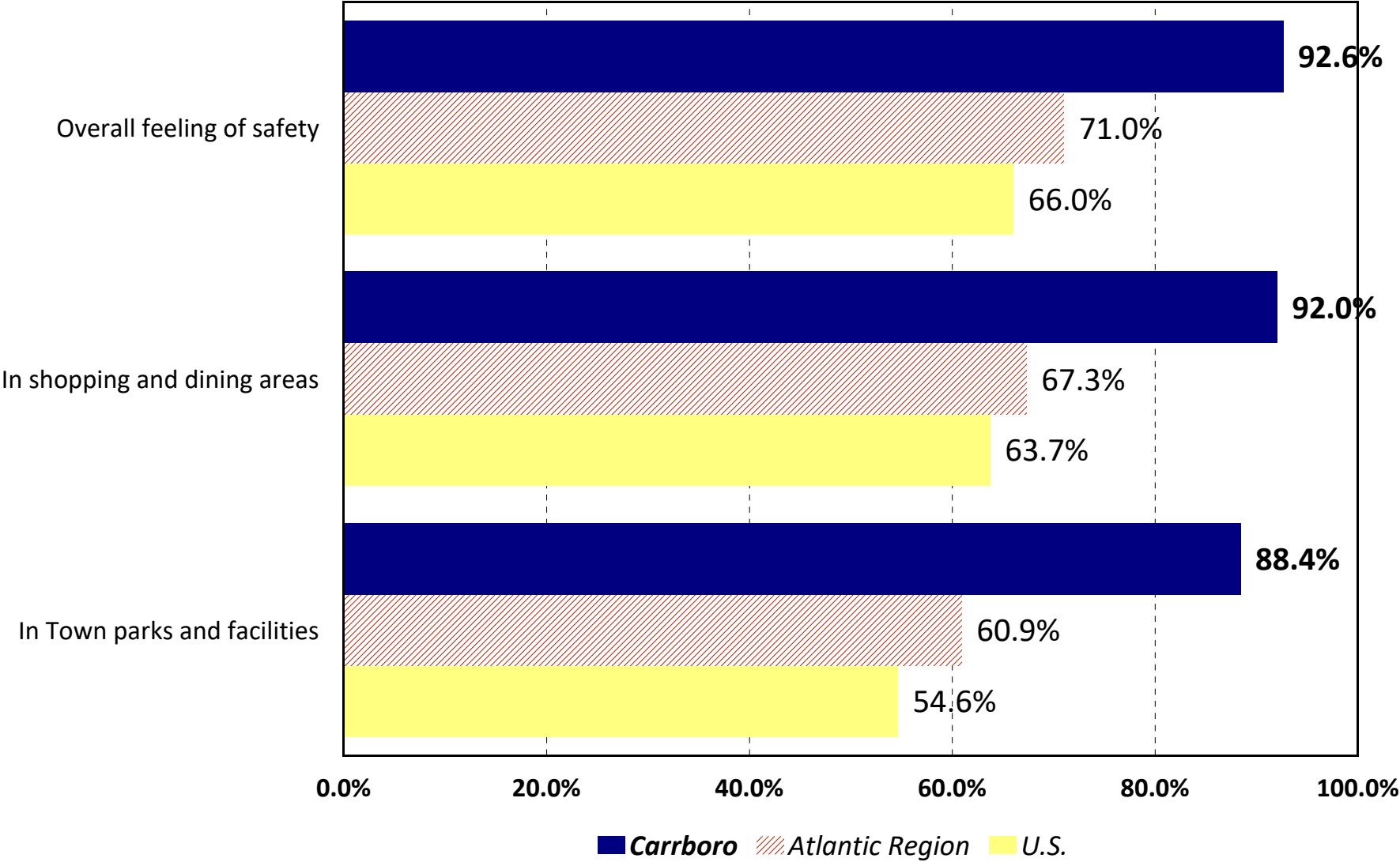
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the Community

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

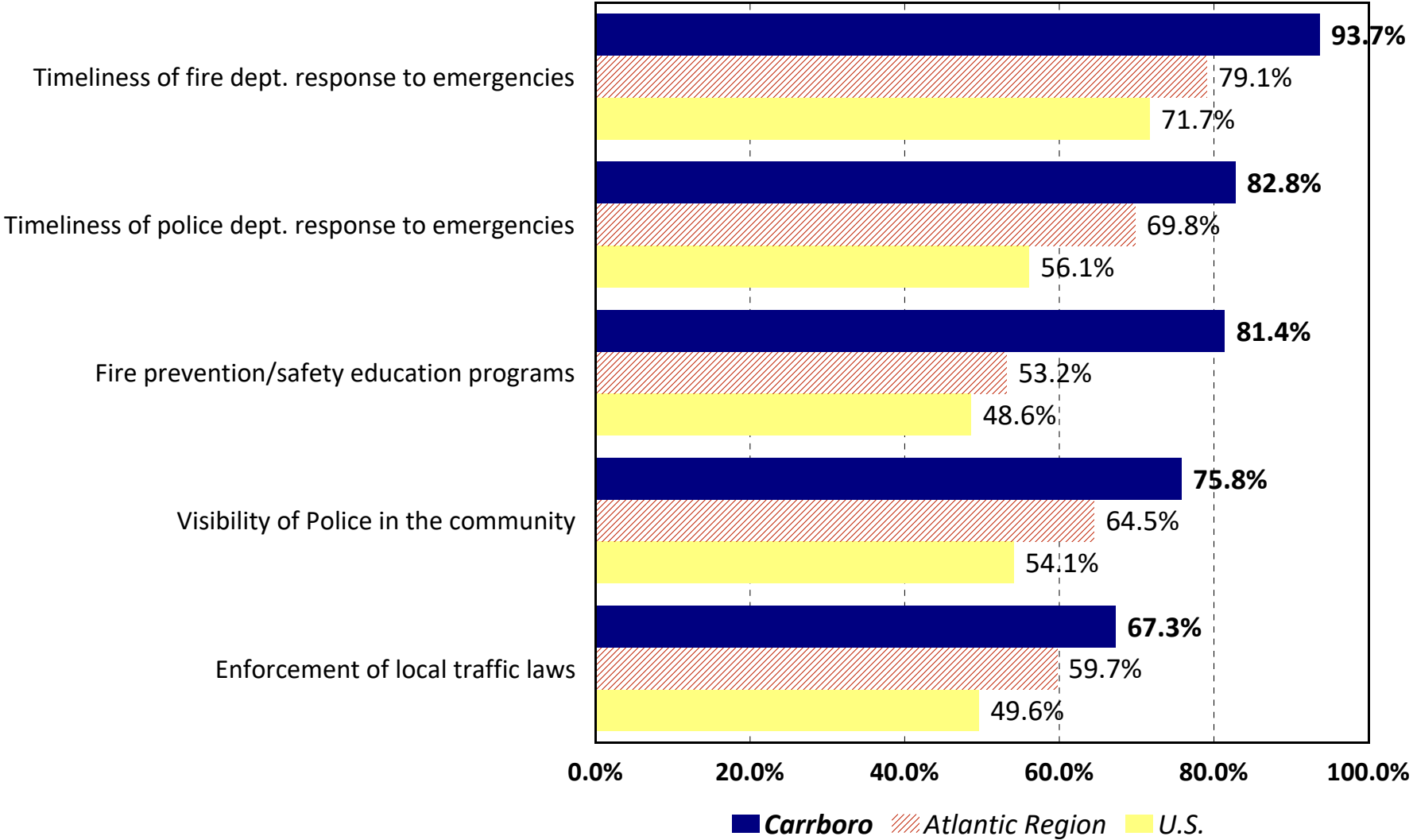
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "unsafe" (excluding don't knows)



Satisfaction with Public Safety Services

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

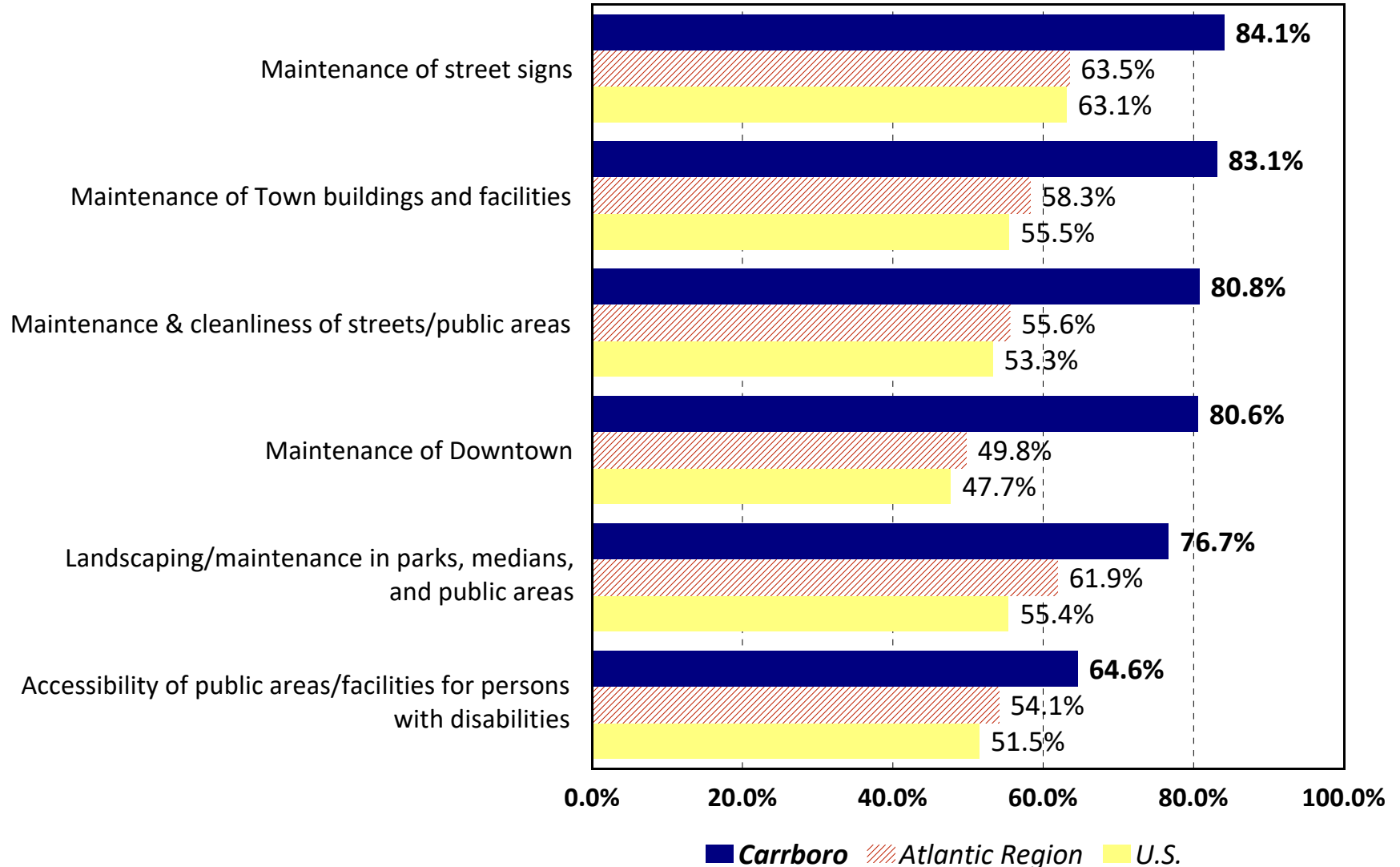
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Maintenance

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

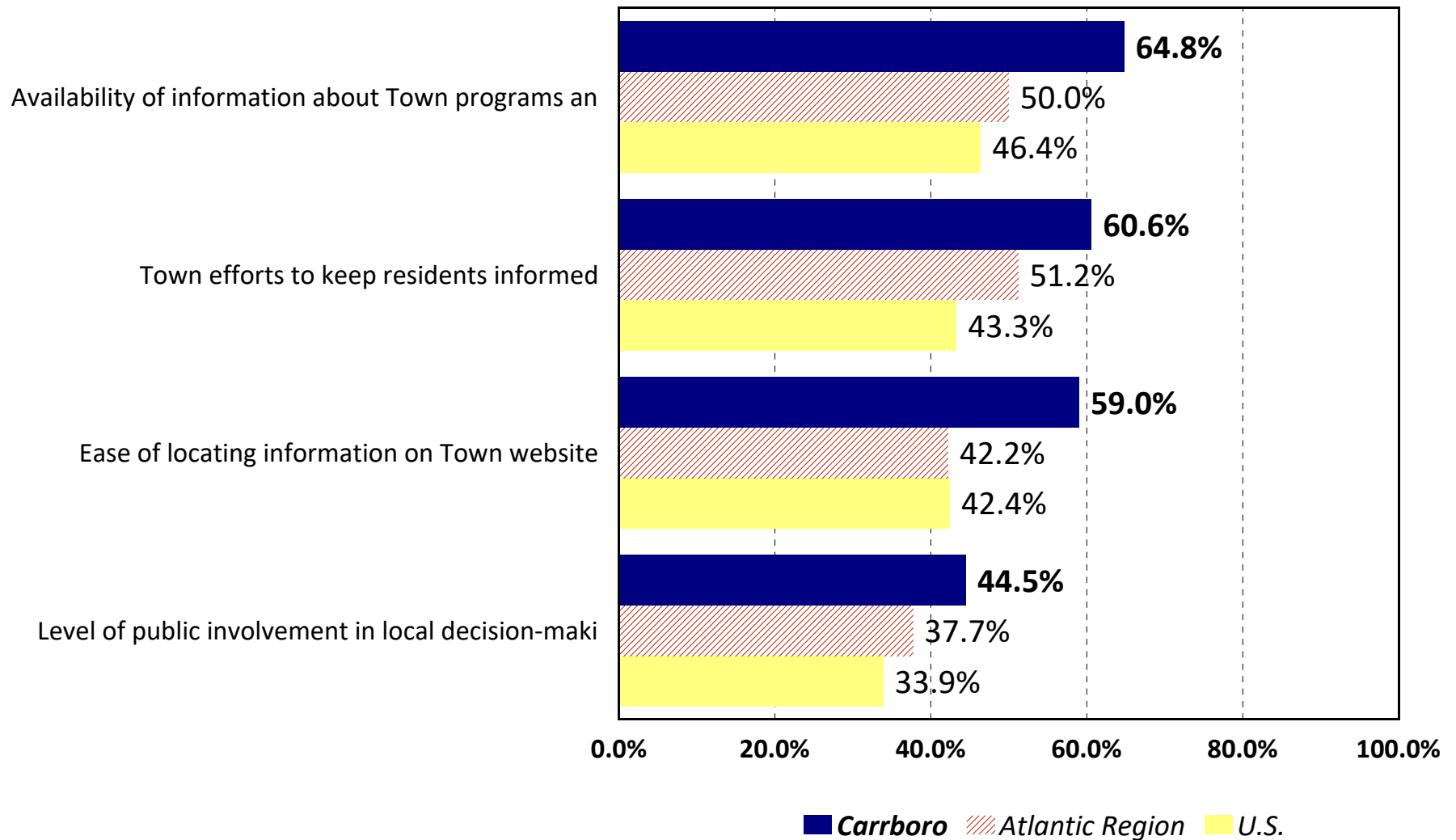
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Communication and Engagement

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

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



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major categories of Town services that were most important. More than one-third (38.3%) of the residents surveyed selected "*housing and community services*" as one of the most important services to their household.

With regard to satisfaction, 45.9% of the residents surveyed rated "*housing and community services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 38.3% was multiplied by 54.1% (1-0.459). This calculation yielded an I-S rating of 0.2072, which ranked first out of twelve categories of major Town services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Housing and community services	38%	2	46%	12	0.2072	1
<u>High Priority (IS .10-.20)</u>						
Transportation infrastructure	30%	3	62%	7	0.1147	2
Economic development	22%	5	49%	10	0.1088	3
Public parking	21%	7	51%	9	0.1035	4
<u>Medium Priority (IS <.10)</u>						
Planning, zoning and inspection services	17%	11	48%	11	0.0872	5
Parks and recreation facilities	39%	1	80%	5	0.0760	6
Stormwater management	16%	12	58%	8	0.0648	7
Communication and engagement	17%	10	63%	6	0.0642	8
Police services	25%	4	83%	4	0.0433	9
Recreation and cultural programs	20%	9	84%	3	0.0312	10
Public works (trash/yard waste collection)	21%	6	91%	2	0.0183	11
Fire services	20%	8	95%	1	0.0104	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Recreation, Parks and Cultural Resources

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Number of walking and biking trails	69%	1	75%	4	0.1706	1
<u>Medium Priority (IS <.10)</u>						
Availability of diverse cultural events	32%	3	72%	7	0.0910	2
Maintenance of Town parks	52%	2	84%	2	0.0844	3
Availability of meeting and gathering spaces	27%	5	69%	9	0.0828	4
The Town's senior (55+) programs	18%	6	56%	11	0.0777	5
The Town's youth programs	17%	7	69%	8	0.0520	6
Town special events (July 4th, Music Festival)	31%	4	86%	1	0.0432	7
The Town's adult programs	12%	9	67%	10	0.0383	8
Quality of outdoor athletic fields	12%	8	76%	3	0.0278	9
Fees charged for recreation programs	6%	10	72%	6	0.0156	10
Ease of registering for programs	4%	11	73%	5	0.0120	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
None						
<u>Medium Priority (IS <.10)</u>						
Overall effectiveness of Carrboro Police Dept.	40%	2	81%	8	0.0748	1
Respectfulness of police personnel toward people	34%	5	78%	9	0.0747	2
Timeliness of police dept. response to emergencies	40%	3	83%	6	0.0685	3
Fire Dept. responsiveness to community concerns	17%	7	74%	11	0.0456	4
Enforcement of local traffic laws	13%	8	67%	12	0.0435	5
Visibility of Police in the community	12%	9	76%	10	0.0278	6
Police Dept. responsiveness to community concerns	20%	6	87%	5	0.0271	7
Timeliness of fire dept. response to emergencies	37%	4	94%	2	0.0234	8
Overall effectiveness of Carrboro Fire Department	41%	1	97%	1	0.0127	9
Fire prevention/safety education programs	7%	11	81%	7	0.0126	10
Respectfulness of fire personnel toward people	7%	10	94%	3	0.0048	11
Visibility of Fire Department in the community	4%	12	89%	4	0.0044	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of parking downtown	42%	2	43%	9	0.2415	1
<u>High Priority (IS .10-.20)</u>						
Availability of sidewalks	41%	3	61%	7	0.1627	2
Availability of greenways/multi-use paths	41%	4	64%	5	0.1454	3
Ease of walking in Carrboro	63%	1	78%	1	0.1361	4
Ease of biking in Carrboro	33%	5	62%	6	0.1265	5
<u>Medium Priority (IS <.10)</u>						
Ease of driving in Carrboro	28%	6	68%	4	0.0880	6
Adequacy of street lighting	24%	7	68%	3	0.0759	7
Availability of on-street bike amenities	8%	8	55%	8	0.0365	8
Availability of bicycle parking	2%	9	68%	2	0.0070	9

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Town efforts to mitigate draining/flooding in public areas	41%	3	58%	7	0.1726	1
Accessibility of public areas/facilities for persons with disabilities	38%	5	65%	6	0.1356	2
Maintenance & cleanliness of streets/public areas	68%	1	81%	3	0.1311	3
Maintenance of Downtown Carrboro	59%	2	81%	4	0.1139	4
<u>Medium Priority (IS <.10)</u>						
Landscaping & maintenance in parks/medians/public areas	40%	4	77%	5	0.0925	5
Maintenance of Town buildings and facilities	22%	6	83%	2	0.0365	6
Maintenance of street signs	8%	7	84%	1	0.0132	7

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Housing

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of housing options by price	41%	1	21%	3	0.3239	1
Efforts to expand/preserve affordable housing	35%	2	25%	2	0.2636	2
<u>Medium Priority (IS <.10)</u>						
Availability of a range of housing types	14%	3	41%	1	0.0799	3

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Town of Carrboro, NC

Town Communication and Engagement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Level of public involvement in local decision-making	30%	4	45%	7	0.1676	1
Town efforts to keep residents informed	35%	1	61%	3	0.1367	2
Quality of transparent, trusted, and clear Town communication	31%	3	58%	5	0.1299	3
Availability of information about Town programs and services	35%	2	65%	2	0.1218	4
<u>Medium Priority (IS <.10)</u>						
Ease of locating information on Town website	18%	6	59%	4	0.0734	5
Availability of emergency information	18%	5	72%	1	0.0506	6
Availability of information & services in languages other than English	8%	7	54%	6	0.0377	7

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

Most Important %:

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

Satisfaction %:

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



Tabular Data

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

(N=407)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	52.8%	44.0%	2.2%	0.7%	0.0%	0.2%
Q1-2. As a place to work	26.0%	27.3%	14.5%	3.9%	1.0%	27.3%
Q1-3. As a place to play	36.6%	43.0%	12.3%	3.7%	0.7%	3.7%
Q1-4. As a place to raise children	47.4%	28.0%	6.4%	0.7%	0.0%	17.4%
Q1-5. As a place to retire	31.7%	26.0%	9.6%	4.7%	2.0%	26.0%
Q1-6. As a place to visit	31.4%	38.1%	18.7%	5.7%	1.5%	4.7%
Q1-7. As a place to start a business	11.3%	17.4%	18.2%	6.9%	2.5%	43.7%
Q1-8. As a place that is welcoming & inclusive to all	49.1%	37.8%	8.6%	1.2%	1.5%	1.7%
Q1-9. As a community advancing racial equity	39.3%	39.3%	13.3%	2.0%	1.0%	5.2%
Q1-10. As a community advancing climate action	27.8%	38.3%	18.4%	3.9%	2.5%	9.1%
Q1-11. As a community headed in right direction	34.4%	38.6%	17.9%	5.7%	1.5%	2.0%
Q1-12. Overall quality of life in Carrboro	41.3%	51.6%	5.2%	1.5%	0.0%	0.5%

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

(N=407)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	53.0%	44.1%	2.2%	0.7%	0.0%
Q1-2. As a place to work	35.8%	37.5%	19.9%	5.4%	1.4%
Q1-3. As a place to play	38.0%	44.6%	12.8%	3.8%	0.8%
Q1-4. As a place to raise children	57.4%	33.9%	7.7%	0.9%	0.0%
Q1-5. As a place to retire	42.9%	35.2%	13.0%	6.3%	2.7%
Q1-6. As a place to visit	33.0%	39.9%	19.6%	5.9%	1.5%
Q1-7. As a place to start a business	20.1%	31.0%	32.3%	12.2%	4.4%
Q1-8. As a place that is welcoming & inclusive to all	50.0%	38.5%	8.8%	1.3%	1.5%
Q1-9. As a community advancing racial equity	41.5%	41.5%	14.0%	2.1%	1.0%
Q1-10. As a community advancing climate action	30.5%	42.2%	20.3%	4.3%	2.7%
Q1-11. As a community headed in right direction	35.1%	39.3%	18.3%	5.8%	1.5%
Q1-12. Overall quality of life in Carrboro	41.5%	51.9%	5.2%	1.5%	0.0%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall appearance of Town	26.5%	51.4%	13.8%	6.6%	1.2%	0.5%
Q2-2. Quality of new development in Carrboro	12.0%	34.2%	21.9%	20.1%	4.2%	7.6%
Q2-3. Access to parks & green space	37.1%	41.8%	11.8%	7.4%	1.0%	1.0%
Q2-4. Diversity of residents	20.6%	35.9%	30.0%	9.8%	1.2%	2.5%
Q2-5. Current state of race relations	14.0%	36.4%	29.7%	7.4%	0.7%	11.8%
Q2-6. Variety of businesses in Carrboro	16.5%	40.0%	24.8%	15.2%	1.7%	1.7%
Q2-7. Availability of cultural activities & arts	33.7%	46.7%	13.0%	4.9%	0.2%	1.5%
Q2-8. Availability of festivals & community events	38.6%	44.5%	10.6%	3.7%	0.5%	2.2%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall appearance of Town	26.7%	51.6%	13.8%	6.7%	1.2%
Q2-2. Quality of new development in Carrboro	13.0%	37.0%	23.7%	21.8%	4.5%
Q2-3. Access to parks & green space	37.5%	42.2%	11.9%	7.4%	1.0%
Q2-4. Diversity of residents	21.2%	36.8%	30.7%	10.1%	1.3%
Q2-5. Current state of race relations	15.9%	41.2%	33.7%	8.4%	0.8%
Q2-6. Variety of businesses in Carrboro	16.8%	40.8%	25.3%	15.5%	1.8%
Q2-7. Availability of cultural activities & arts	34.2%	47.4%	13.2%	5.0%	0.2%
Q2-8. Availability of festivals & community events	39.4%	45.5%	10.8%	3.8%	0.5%

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

(N=407)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. Town is responsive to needs of its residents	14.0%	34.9%	22.4%	12.5%	3.4%	12.8%
Q3-2. I have opportunities to participate in Town decision making	17.9%	34.2%	18.4%	11.1%	3.4%	15.0%
Q3-3. I have a good understanding of services provided by Town	15.7%	43.7%	21.9%	12.5%	1.5%	4.7%

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

(N=407)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. Town is responsive to needs of its residents	16.1%	40.0%	25.6%	14.4%	3.9%
Q3-2. I have opportunities to participate in Town decision making	21.1%	40.2%	21.7%	13.0%	4.0%
Q3-3. I have a good understanding of services provided by Town	16.5%	45.9%	22.9%	13.1%	1.5%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Communication & engagement	19.9%	40.0%	25.3%	7.4%	2.7%	4.7%
Q4-2. Economic development	7.9%	33.4%	30.0%	11.1%	1.2%	16.5%
Q4-3. Fire services	49.9%	32.7%	4.7%	0.0%	0.0%	12.8%
Q4-4. Housing & community services	8.1%	28.7%	25.3%	16.2%	2.0%	19.7%
Q4-5. Parks & recreation facilities	34.6%	43.5%	12.0%	6.1%	1.0%	2.7%
Q4-6. Planning, zoning, & inspection services	11.8%	25.3%	22.1%	14.7%	3.7%	22.4%
Q4-7. Police services	32.4%	40.3%	10.3%	3.4%	1.5%	12.0%
Q4-8. Public parking	14.3%	35.4%	19.7%	20.1%	7.6%	2.9%
Q4-9. Public works (trash/yard waste collection)	46.2%	42.8%	5.2%	2.7%	0.5%	2.7%
Q4-10. Recreation & cultural programs	32.2%	47.4%	13.0%	2.0%	0.0%	5.4%
Q4-11. Stormwater management	16.0%	31.7%	17.7%	9.1%	7.4%	18.2%
Q4-12. Transportation infrastructure	17.9%	39.6%	20.6%	12.8%	2.7%	6.4%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Communication & engagement	20.9%	42.0%	26.5%	7.7%	2.8%
Q4-2. Economic development	9.4%	40.0%	35.9%	13.2%	1.5%
Q4-3. Fire services	57.2%	37.5%	5.4%	0.0%	0.0%
Q4-4. Housing & community services	10.1%	35.8%	31.5%	20.2%	2.4%
Q4-5. Parks & recreation facilities	35.6%	44.7%	12.4%	6.3%	1.0%
Q4-6. Planning, zoning, & inspection services	15.2%	32.6%	28.5%	19.0%	4.7%
Q4-7. Police services	36.9%	45.8%	11.7%	3.9%	1.7%
Q4-8. Public parking	14.7%	36.5%	20.3%	20.8%	7.8%
Q4-9. Public works (trash/yard waste collection)	47.5%	43.9%	5.3%	2.8%	0.5%
Q4-10. Recreation & cultural programs	34.0%	50.1%	13.8%	2.1%	0.0%
Q4-11. Stormwater management	19.5%	38.7%	21.6%	11.1%	9.0%
Q4-12. Transportation infrastructure	19.2%	42.3%	22.0%	13.6%	2.9%

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	28	6.9 %
Economic development	34	8.4 %
Fire services	32	7.9 %
Housing & community services	75	18.4 %
Parks & recreation facilities	55	13.5 %
Planning, zoning, & inspection services	26	6.4 %
Police services	33	8.1 %
Public parking	17	4.2 %
Public works (trash/yard waste collection)	16	3.9 %
Recreation & cultural programs	12	2.9 %
Stormwater management	19	4.7 %
Transportation infrastructure	43	10.6 %
None chosen	17	4.2 %
Total	407	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	21	5.2 %
Economic development	30	7.4 %
Fire services	26	6.4 %
Housing & community services	44	10.8 %
Parks & recreation facilities	50	12.3 %
Planning, zoning, & inspection services	27	6.6 %
Police services	47	11.5 %
Public parking	32	7.9 %
Public works (trash/yard waste collection)	25	6.1 %
Recreation & cultural programs	31	7.6 %
Stormwater management	17	4.2 %
Transportation infrastructure	35	8.6 %
None chosen	22	5.4 %
Total	407	100.0 %

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

Q5. 3rd choice	Number	Percent
Communication & engagement	21	5.2 %
Economic development	23	5.7 %
Fire services	22	5.4 %
Housing & community services	37	9.1 %
Parks & recreation facilities	52	12.8 %
Planning, zoning, & inspection services	15	3.7 %
Police services	22	5.4 %
Public parking	37	9.1 %
Public works (trash/yard waste collection)	46	11.3 %
Recreation & cultural programs	37	9.1 %
Stormwater management	27	6.6 %
Transportation infrastructure	43	10.6 %
None chosen	25	6.1 %
Total	407	100.0 %

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

Q5. Sum of top 3 choices	Number	Percent
Communication & engagement	70	17.2 %
Economic development	87	21.4 %
Fire services	80	19.7 %
Housing & community services	156	38.3 %
Parks & recreation facilities	157	38.6 %
Planning, zoning, & inspection services	68	16.7 %
Police services	102	25.1 %
Public parking	86	21.1 %
Public works (trash/yard waste collection)	87	21.4 %
Recreation & cultural programs	80	19.7 %
Stormwater management	63	15.5 %
Transportation infrastructure	121	29.7 %
None chosen	17	4.2 %
Total	1174	

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of services provided by Town	25.3%	54.5%	15.2%	2.5%	0.0%	2.5%
Q6-2. Overall quality of customer service from Town employees	25.8%	37.8%	14.0%	3.7%	0.2%	18.4%
Q6-3. Overall value received for Town tax dollars & fees	16.7%	31.9%	28.5%	12.3%	2.2%	8.4%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services provided by Town	25.9%	55.9%	15.6%	2.5%	0.0%
Q6-2. Overall quality of customer service from Town employees	31.6%	46.4%	17.2%	4.5%	0.3%
Q6-3. Overall value received for Town tax dollars & fees	18.2%	34.9%	31.1%	13.4%	2.4%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance of Town parks	32.9%	48.4%	11.1%	4.4%	0.2%	2.9%
Q7-2. Number of walking & biking trails	27.5%	45.0%	11.8%	10.6%	1.7%	3.4%
Q7-3. Quality of outdoor athletic fields	22.1%	36.9%	13.8%	4.4%	0.5%	22.4%
Q7-4. Town's youth programs	16.5%	22.1%	15.0%	2.0%	0.0%	44.5%
Q7-5. Town's adult programs	13.0%	27.8%	17.0%	2.9%	0.5%	38.8%
Q7-6. Town's senior (55+) programs	9.3%	15.7%	16.5%	2.9%	0.2%	55.3%
Q7-7. Town special events (e.g., July 4th, Music Festival)	36.4%	44.5%	10.1%	2.7%	0.2%	6.1%
Q7-8. Ease of registering for programs	20.1%	31.4%	14.3%	4.4%	0.7%	29.0%
Q7-9. Fees charged for recreation programs	19.7%	30.5%	15.7%	2.7%	1.0%	30.5%
Q7-10. Availability of diverse cultural events	22.9%	41.3%	20.1%	4.4%	0.5%	10.8%
Q7-11. Availability of meeting & gathering spaces	21.6%	33.7%	17.9%	6.6%	0.2%	19.9%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance of Town parks	33.9%	49.9%	11.4%	4.6%	0.3%
Q7-2. Number of walking & biking trails	28.5%	46.6%	12.2%	10.9%	1.8%
Q7-3. Quality of outdoor athletic fields	28.5%	47.5%	17.7%	5.7%	0.6%
Q7-4. Town's youth programs	29.6%	39.8%	27.0%	3.5%	0.0%
Q7-5. Town's adult programs	21.3%	45.4%	27.7%	4.8%	0.8%
Q7-6. Town's senior (55+) programs	20.9%	35.2%	36.8%	6.6%	0.5%
Q7-7. Town special events (e. g., July 4th, Music Festival)	38.7%	47.4%	10.7%	2.9%	0.3%
Q7-8. Ease of registering for programs	28.4%	44.3%	20.1%	6.2%	1.0%
Q7-9. Fees charged for recreation programs	28.3%	43.8%	22.6%	3.9%	1.4%
Q7-10. Availability of diverse cultural events	25.6%	46.3%	22.6%	5.0%	0.6%
Q7-11. Availability of meeting & gathering spaces	27.0%	42.0%	22.4%	8.3%	0.3%

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

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	79	19.4 %
Number of walking & biking trails	167	41.0 %
Quality of outdoor athletic fields	8	2.0 %
Town's youth programs	19	4.7 %
Town's adult programs	12	2.9 %
Town's senior (55+) programs	20	4.9 %
Town special events (e.g., July 4th, Music Festival)	27	6.6 %
Ease of registering for programs	3	0.7 %
Fees charged for recreation programs	3	0.7 %
Availability of diverse cultural events	31	7.6 %
Availability of meeting & gathering spaces	16	3.9 %
None chosen	22	5.4 %
Total	407	100.0 %

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

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	94	23.1 %
Number of walking & biking trails	70	17.2 %
Quality of outdoor athletic fields	13	3.2 %
Town's youth programs	28	6.9 %
Town's adult programs	20	4.9 %
Town's senior (55+) programs	29	7.1 %
Town special events (e.g., July 4th, Music Festival)	36	8.8 %
Ease of registering for programs	8	2.0 %
Fees charged for recreation programs	6	1.5 %
Availability of diverse cultural events	42	10.3 %
Availability of meeting & gathering spaces	33	8.1 %
None chosen	28	6.9 %
Total	407	100.0 %

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

Q8. 3rd choice	Number	Percent
Maintenance of Town parks	39	9.6 %
Number of walking & biking trails	42	10.3 %
Quality of outdoor athletic fields	26	6.4 %
Town's youth programs	22	5.4 %
Town's adult programs	15	3.7 %
Town's senior (55+) programs	23	5.7 %
Town special events (e.g., July 4th, Music Festival)	64	15.7 %
Ease of registering for programs	7	1.7 %
Fees charged for recreation programs	14	3.4 %
Availability of diverse cultural events	59	14.5 %
Availability of meeting & gathering spaces	60	14.7 %
None chosen	36	8.8 %
Total	407	100.0 %

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

Q8. Sum of top 3 choices	Number	Percent
Maintenance of Town parks	212	52.1 %
Number of walking & biking trails	279	68.6 %
Quality of outdoor athletic fields	47	11.5 %
Town's youth programs	69	17.0 %
Town's adult programs	47	11.5 %
Town's senior (55+) programs	72	17.7 %
Town special events (e.g., July 4th, Music Festival)	127	31.2 %
Ease of registering for programs	18	4.4 %
Fees charged for recreation programs	23	5.7 %
Availability of diverse cultural events	132	32.4 %
Availability of meeting & gathering spaces	109	26.8 %
None chosen	22	5.4 %
Total	1157	

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

(N=407)

	Very safe	Safe	Neutral	Unsafe	Don't know
Q9-1. In your neighborhood	57.2%	35.4%	5.7%	1.0%	0.7%
Q9-2. In Town parks & facilities	42.8%	43.0%	10.1%	1.2%	2.9%
Q9-3. In shopping & dining areas	48.4%	42.5%	6.9%	1.0%	1.2%
Q9-4. Overall feeling of safety in Carrboro	46.4%	45.2%	6.4%	1.0%	1.0%

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

(N=407)

	Very safe	Safe	Neutral	Unsafe
Q9-1. In your neighborhood	57.7%	35.6%	5.7%	1.0%
Q9-2. In Town parks & facilities	44.1%	44.3%	10.4%	1.3%
Q9-3. In shopping & dining areas	49.0%	43.0%	7.0%	1.0%
Q9-4. Overall feeling of safety in Carrboro	46.9%	45.7%	6.5%	1.0%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall effectiveness of Carrboro Fire Department	51.4%	24.8%	2.2%	0.2%	0.0%	21.4%
Q10-2. Responsiveness to community concerns	36.4%	23.1%	8.1%	0.7%	0.5%	31.2%
Q10-3. Respectfulness of fire personnel toward people	49.1%	20.9%	4.7%	0.2%	0.0%	25.1%
Q10-4. Visibility of Fire Department in the community	51.4%	26.0%	8.1%	0.5%	0.7%	13.3%
Q10-5. Fire prevention/safety education programs	30.2%	21.4%	10.3%	1.2%	0.2%	36.6%
Q10-6. Timeliness of Fire Department response to emergencies	40.3%	21.6%	4.2%	0.0%	0.0%	33.9%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall effectiveness of Carrboro Fire Department	65.3%	31.6%	2.8%	0.3%	0.0%
Q10-2. Responsiveness to community concerns	52.9%	33.6%	11.8%	1.1%	0.7%
Q10-3. Respectfulness of fire personnel toward people	65.6%	27.9%	6.2%	0.3%	0.0%
Q10-4. Visibility of Fire Department in the community	59.2%	30.0%	9.3%	0.6%	0.8%
Q10-5. Fire prevention/safety education programs	47.7%	33.7%	16.3%	1.9%	0.4%
Q10-6. Timeliness of Fire Department response to emergencies	61.0%	32.7%	6.3%	0.0%	0.0%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-7. Overall effectiveness of Carrboro Police Department	37.3%	29.7%	10.3%	3.7%	1.5%	17.4%
Q10-8. Responsiveness to community concerns	32.9%	23.8%	13.3%	4.4%	2.5%	23.1%
Q10-9. Respectfulness of Police personnel toward people	41.0%	25.6%	13.0%	3.2%	2.5%	14.7%
Q10-10. Visibility of Police in the community	33.9%	34.6%	16.5%	3.4%	2.0%	9.6%
Q10-11. Enforcement of local traffic laws	25.1%	31.9%	17.0%	6.4%	4.4%	15.2%
Q10-12. Timeliness of Police Department response to emergencies	32.2%	23.1%	9.6%	1.2%	0.7%	33.2%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-7. Overall effectiveness of Carrboro Police Department	45.2%	36.0%	12.5%	4.5%	1.8%
Q10-8. Responsiveness to community concerns	42.8%	31.0%	17.3%	5.8%	3.2%
Q10-9. Respectfulness of Police personnel toward people	48.1%	30.0%	15.3%	3.7%	2.9%
Q10-10. Visibility of Police in the community	37.5%	38.3%	18.2%	3.8%	2.2%
Q10-11. Enforcement of local traffic laws	29.6%	37.7%	20.0%	7.5%	5.2%
Q10-12. Timeliness of Police Department response to emergencies	48.2%	34.6%	14.3%	1.8%	1.1%

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

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	89	21.9 %
Responsiveness to community concerns (Fire Dept.)	30	7.4 %
Respectfulness of fire personnel toward people	6	1.5 %
Visibility of Fire Department in the community	1	0.2 %
Fire prevention/safety education programs	7	1.7 %
Timeliness of Fire Department response to emergencies	60	14.7 %
Overall effectiveness of Carrboro Police Department	64	15.7 %
Responsiveness to community concerns (Police Dept.)	13	3.2 %
Respectfulness of Police personnel toward people	36	8.8 %
Visibility of Police in the community	11	2.7 %
Enforcement of local traffic laws	15	3.7 %
Timeliness of Police Department response to emergencies	42	10.3 %
None chosen	33	8.1 %
Total	407	100.0 %

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

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	56	13.8 %
Responsiveness to community concerns (Fire Dept.)	16	3.9 %
Respectfulness of fire personnel toward people	11	2.7 %
Visibility of Fire Department in the community	11	2.7 %
Fire prevention/safety education programs	9	2.2 %
Timeliness of Fire Department response to emergencies	48	11.8 %
Overall effectiveness of Carrboro Police Department	58	14.3 %
Responsiveness to community concerns (Police Dept.)	31	7.6 %
Respectfulness of Police personnel toward people	47	11.5 %
Visibility of Police in the community	14	3.4 %
Enforcement of local traffic laws	13	3.2 %
Timeliness of Police Department response to emergencies	56	13.8 %
None chosen	37	9.1 %
Total	407	100.0 %

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

Q11. 3rd choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	22	5.4 %
Responsiveness to community concerns (Fire Dept.)	25	6.1 %
Respectfulness of fire personnel toward people	13	3.2 %
Visibility of Fire Department in the community	5	1.2 %
Fire prevention/safety education programs	12	2.9 %
Timeliness of Fire Department response to emergencies	43	10.6 %
Overall effectiveness of Carrboro Police Department	40	9.8 %
Responsiveness to community concerns (Police Dept.)	38	9.3 %
Respectfulness of Police personnel toward people	56	13.8 %
Visibility of Police in the community	22	5.4 %
Enforcement of local traffic laws	26	6.4 %
Timeliness of Police Department response to emergencies	64	15.7 %
None chosen	41	10.1 %
Total	407	100.0 %

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

Q11. Sum of top 3 choices	Number	Percent
Overall effectiveness of Carrboro Fire Department	167	41.0 %
Responsiveness to community concerns (Fire Dept.)	71	17.4 %
Respectfulness of fire personnel toward people	30	7.4 %
Visibility of Fire Department in the community	17	4.2 %
Fire prevention/safety education programs	28	6.9 %
Timeliness of Fire Department response to emergencies	151	37.1 %
Overall effectiveness of Carrboro Police Department	162	39.8 %
Responsiveness to community concerns (Police Dept.)	82	20.1 %
Respectfulness of Police personnel toward people	139	34.2 %
Visibility of Police in the community	47	11.5 %
Enforcement of local traffic laws	54	13.3 %
Timeliness of Police Department response to emergencies	162	39.8 %
None chosen	33	8.1 %
Total	1143	

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Ease of walking in Carrboro	38.6%	38.3%	10.3%	9.8%	1.2%	1.7%
Q12-2. Ease of biking in Carrboro	22.9%	31.0%	18.7%	12.3%	2.2%	13.0%
Q12-3. Ease of driving in Carrboro	23.1%	43.2%	18.9%	10.8%	1.5%	2.5%
Q12-4. Availability of sidewalks	20.4%	38.6%	17.7%	17.2%	3.4%	2.7%
Q12-5. Availability of greenways/ multi-use paths	19.4%	42.5%	18.4%	13.5%	2.7%	3.4%
Q12-6. Availability of on-street bike amenities	14.0%	27.8%	19.9%	11.3%	3.2%	23.8%
Q12-7. Availability of bicycle parking	18.9%	31.2%	16.0%	5.9%	1.2%	26.8%
Q12-8. Adequacy of street lighting	18.2%	47.4%	16.2%	12.5%	2.0%	3.7%
Q12-9. Availability of parking downtown	11.1%	30.2%	21.6%	21.9%	11.5%	3.7%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of walking in Carrboro	39.3%	39.0%	10.5%	10.0%	1.3%
Q12-2. Ease of biking in Carrboro	26.3%	35.6%	21.5%	14.1%	2.5%
Q12-3. Ease of driving in Carrboro	23.7%	44.3%	19.4%	11.1%	1.5%
Q12-4. Availability of sidewalks	21.0%	39.6%	18.2%	17.7%	3.5%
Q12-5. Availability of greenways/multi-use paths	20.1%	44.0%	19.1%	14.0%	2.8%
Q12-6. Availability of on-street bike amenities	18.4%	36.5%	26.1%	14.8%	4.2%
Q12-7. Availability of bicycle parking	25.8%	42.6%	21.8%	8.1%	1.7%
Q12-8. Adequacy of street lighting	18.9%	49.2%	16.8%	13.0%	2.0%
Q12-9. Availability of parking downtown	11.5%	31.4%	22.4%	22.7%	12.0%

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

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ease of walking in Carrboro	148	36.4 %
Ease of biking in Carrboro	36	8.8 %
Ease of driving in Carrboro	37	9.1 %
Availability of sidewalks	33	8.1 %
Availability of greenways/multi-use paths	51	12.5 %
Availability of on-street bike amenities	6	1.5 %
Availability of bicycle parking	3	0.7 %
Adequacy of street lighting	16	3.9 %
Availability of parking downtown	59	14.5 %
None chosen	18	4.4 %
Total	407	100.0 %

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

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Ease of walking in Carrboro	65	16.0 %
Ease of biking in Carrboro	65	16.0 %
Ease of driving in Carrboro	36	8.8 %
Availability of sidewalks	77	18.9 %
Availability of greenways/multi-use paths	50	12.3 %
Availability of on-street bike amenities	9	2.2 %
Availability of bicycle parking	2	0.5 %
Adequacy of street lighting	35	8.6 %
Availability of parking downtown	45	11.1 %
None chosen	23	5.7 %
Total	407	100.0 %

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

Q13. 3rd choice	Number	Percent
Ease of walking in Carrboro	42	10.3 %
Ease of biking in Carrboro	34	8.4 %
Ease of driving in Carrboro	39	9.6 %
Availability of sidewalks	58	14.3 %
Availability of greenways/multi-use paths	64	15.7 %
Availability of on-street bike amenities	18	4.4 %
Availability of bicycle parking	4	1.0 %
Adequacy of street lighting	46	11.3 %
Availability of parking downtown	68	16.7 %
None chosen	34	8.4 %
Total	407	100.0 %

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

Q13. Sum of top 3 choices	Number	Percent
Ease of walking in Carrboro	255	62.7 %
Ease of biking in Carrboro	135	33.2 %
Ease of driving in Carrboro	112	27.5 %
Availability of sidewalks	168	41.3 %
Availability of greenways/multi-use paths	165	40.5 %
Availability of on-street bike amenities	33	8.1 %
Availability of bicycle parking	9	2.2 %
Adequacy of street lighting	97	23.8 %
Availability of parking downtown	172	42.3 %
None chosen	18	4.4 %
Total	1164	

Q14. Does anyone in your household ride a bicycle?

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	256	62.9 %
No	149	36.6 %
Not provided	2	0.5 %
Total	407	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Does anyone in your household ride a bicycle? (without "not provided")**

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	256	63.2 %
No	149	36.8 %
Total	405	100.0 %

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

<u>Q14a. Why do they ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
To commute to work or school	100	39.1 %
For errands	113	44.1 %
For recreation	187	73.0 %
Total	400	

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

Q15. Do you members of your household use Chapel

Hill Transit system	Number	Percent
Yes	186	45.7 %
No	216	53.1 %
Not provided	5	1.2 %
Total	407	100.0 %

WITHOUT "NOT PROVIDED"**Q15. Do you or any members of your household use the Chapel Hill Transit system? (without "not provided")**

Q15. Do you members of your household use Chapel

Hill Transit system	Number	Percent
Yes	186	46.3 %
No	216	53.7 %
Total	402	100.0 %

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

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	86	46.2 %
To go to & from shopping	26	14.0 %
To go to & from medical appointments	7	3.8 %
To go to & from social activities	33	17.7 %
To go to & from school	28	15.1 %
Not provided	6	3.2 %
Total	186	100.0 %

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

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	86	47.8 %
To go to & from shopping	26	14.4 %
To go to & from medical appointments	7	3.9 %
To go to & from social activities	33	18.3 %
To go to & from school	28	15.6 %
Total	180	100.0 %

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

<u>Q15b. Primary reason for not taking the bus</u>	<u>Number</u>	<u>Percent</u>
Service is not frequent enough	26	12.0 %
Not enough service on weekends	2	0.9 %
Just prefer to drive/bike/walk	121	56.0 %
Service isn't offered to places I need to go	32	14.8 %
Not enough service in the evening	2	0.9 %
Other	20	9.3 %
Not provided	13	6.0 %
Total	216	100.0 %

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

<u>Q15b. Primary reason for not taking the bus</u>	<u>Number</u>	<u>Percent</u>
Service is not frequent enough	26	12.8 %
Not enough service on weekends	2	1.0 %
Just prefer to drive/bike/walk	121	59.6 %
Service isn't offered to places I need to go	32	15.8 %
Not enough service in the evening	2	1.0 %
Other	20	9.9 %
Total	203	100.0 %

Q15b-6. Other

- Bus stop not in my neighborhood
- Covid cautious/ immunocompromised
- COVID exposure
- Culturally designated for poor people/unsafe
- have a car
- I go to work very early.
- have a car
- I have not looked into it, but would probably favor driving for convenience.
- It takes too long to go to places. Example, Chapel Hill Library, Trader Joe's and offices nearby take almost an hour if you don't catch the connection. Transit is tailored for Chapel Hill downtown, UNC, mainly for students/staff off UNC, not so much for residents, elderly, families with children.
- NO BUS STOP NEAR US
- No need
- Not a lot of service near me
- Not close to get to a bus stop
- Not offered where I need to go. like to come and go on my own schedule.
- Physical disability
- Physical disability
- Proximity to bus stop
- Time element. The bus stop is 3/4 of a mile down the road, so adds a lot of time to walk to the nearest stop. Buses would not be able to go down our street, so this is understandable, but that is why we don't use the bus much. We do like to take bus transportation from Park and Ride to UNC games when available.
- unknown availability
- Work in different city.

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Maintenance of Downtown Carrboro	28.0%	50.6%	15.0%	3.7%	0.2%	2.5%
Q16-2. Maintenance of Town buildings & facilities	23.6%	55.0%	14.7%	1.2%	0.0%	5.4%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	11.3%	25.1%	13.8%	5.9%	0.2%	43.7%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	24.3%	50.9%	16.2%	5.4%	1.2%	2.0%
Q16-5. Maintenance & cleanliness of streets & public areas	29.7%	49.9%	13.5%	4.7%	0.7%	1.5%
Q16-6. Maintenance of street signs	28.0%	53.8%	13.3%	2.0%	0.2%	2.7%
Q16-7. Town efforts to mitigate draining/flooding in public areas	14.7%	33.2%	22.4%	9.3%	3.4%	17.0%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Maintenance of Downtown Carrboro	28.7%	51.9%	15.4%	3.8%	0.3%
Q16-2. Maintenance of Town buildings & facilities	24.9%	58.2%	15.6%	1.3%	0.0%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	20.1%	44.5%	24.5%	10.5%	0.4%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	24.8%	51.9%	16.5%	5.5%	1.3%
Q16-5. Maintenance & cleanliness of streets & public areas	30.2%	50.6%	13.7%	4.7%	0.7%
Q16-6. Maintenance of street signs	28.8%	55.3%	13.6%	2.0%	0.3%
Q16-7. Town efforts to mitigate draining/flooding in public areas	17.8%	39.9%	26.9%	11.2%	4.1%

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

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	124	30.5 %
Maintenance of Town buildings & facilities	12	2.9 %
Accessibility of public areas/facilities for persons with disabilities	68	16.7 %
Landscaping & maintenance in parks, medians, & other public areas	34	8.4 %
Maintenance & cleanliness of streets & public areas	79	19.4 %
Maintenance of street signs	5	1.2 %
Town efforts to mitigate draining/flooding in public areas	60	14.7 %
<u>None chosen</u>	<u>25</u>	<u>6.1 %</u>
Total	407	100.0 %

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

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	55	13.5 %
Maintenance of Town buildings & facilities	35	8.6 %
Accessibility of public areas/facilities for persons with disabilities	50	12.3 %
Landscaping & maintenance in parks, medians, & other public areas	69	17.0 %
Maintenance & cleanliness of streets & public areas	100	24.6 %
Maintenance of street signs	13	3.2 %
Town efforts to mitigate draining/flooding in public areas	54	13.3 %
<u>None chosen</u>	<u>31</u>	<u>7.6 %</u>
Total	407	100.0 %

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

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	60	14.7 %
Maintenance of Town buildings & facilities	41	10.1 %
Accessibility of public areas/facilities for persons with disabilities	38	9.3 %
Landscaping & maintenance in parks, medians, & other public areas	58	14.3 %
Maintenance & cleanliness of streets & public areas	99	24.3 %
Maintenance of street signs	16	3.9 %
Town efforts to mitigate draining/flooding in public areas	52	12.8 %
None chosen	43	10.6 %
Total	407	100.0 %

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

<u>Q17. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	239	58.7 %
Maintenance of Town buildings & facilities	88	21.6 %
Accessibility of public areas/facilities for persons with disabilities	156	38.3 %
Landscaping & maintenance in parks, medians, & other public areas	161	39.6 %
Maintenance & cleanliness of streets & public areas	278	68.3 %
Maintenance of street signs	34	8.4 %
Town efforts to mitigate draining/flooding in public areas	166	40.8 %
None chosen	25	6.1 %
Total	1147	

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	4.9%	18.2%	22.6%	10.1%	3.4%	40.8%
Q18-2. Job growth	4.4%	15.7%	25.8%	10.6%	3.2%	40.3%
Q18-3. Access to shopping	17.4%	46.7%	19.2%	13.0%	2.2%	1.5%
Q18-4. Quality of new commercial development in Town	5.9%	26.3%	32.2%	14.7%	5.7%	15.2%
Q18-5. Access to information about current/proposed private development projects	5.9%	19.2%	23.3%	22.1%	10.6%	18.9%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	8.3%	30.7%	38.2%	17.0%	5.8%
Q18-2. Job growth	7.4%	26.3%	43.2%	17.7%	5.3%
Q18-3. Access to shopping	17.7%	47.4%	19.5%	13.2%	2.2%
Q18-4. Quality of new commercial development in Town	7.0%	31.0%	38.0%	17.4%	6.7%
Q18-5. Access to information about current/proposed private development projects	7.3%	23.6%	28.8%	27.3%	13.0%

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

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	55	13.5 %
Job growth	51	12.5 %
Access to shopping	112	27.5 %
Quality of new commercial development in Town	72	17.7 %
Access to information about current/proposed private development projects	69	17.0 %
None chosen	48	11.8 %
Total	407	100.0 %

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

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	36	8.8 %
Job growth	62	15.2 %
Access to shopping	61	15.0 %
Quality of new commercial development in Town	108	26.5 %
Access to information about current/proposed private development projects	72	17.7 %
None chosen	68	16.7 %
Total	407	100.0 %

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

<u>Q19.Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	91	22.4 %
Job growth	113	27.8 %
Access to shopping	173	42.5 %
Quality of new commercial development in Town	180	44.2 %
Access to information about current/proposed private development projects	141	34.6 %
None chosen	48	11.8 %
Total	746	

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

Q20. Have you applied for any planning, development or building permits in last 12 months	Number	Percent
Yes	24	5.9 %
No	383	94.1 %
Total	407	100.0 %

Q20a. How would you rate your overall experience?

Q20a. How would you rate your overall experience	Number	Percent
Very satisfied	5	20.8 %
Satisfied	4	16.7 %
Neutral	10	41.7 %
Dissatisfied	3	12.5 %
Very dissatisfied	2	8.3 %
Total	24	100.0 %

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

Q21. How would you rate overall quality of downtown	Number	Percent
Very good	121	29.7 %
Good	211	51.8 %
Neutral	56	13.8 %
Poor	9	2.2 %
Very poor	1	0.2 %
Not provided	9	2.2 %
Total	407	100.0 %

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

Q21. How would you rate overall quality of downtown	Number	Percent
Very good	121	30.4 %
Good	211	53.0 %
Neutral	56	14.1 %
Poor	9	2.3 %
Very poor	1	0.3 %
Total	398	100.0 %

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of housing options by price range	3.4%	15.0%	17.9%	33.4%	17.9%	12.3%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.1%	29.5%	20.6%	20.6%	11.8%	10.3%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	3.4%	16.5%	25.1%	20.6%	14.3%	20.1%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of housing options by price range	3.9%	17.1%	20.4%	38.1%	20.4%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.9%	32.9%	23.0%	23.0%	13.2%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	4.3%	20.6%	31.4%	25.8%	17.8%

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

Q24. Top choice	Number	Percent
Availability of housing options by price range	167	41.0 %
Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	55	13.5 %
Efforts of Town to expand & preserve housing that is affordable	143	35.1 %
None chosen	42	10.3 %
Total	407	100.0 %

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

(N=407)

	Yes	No	Not provided
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	30.7%	61.9%	7.4%
Q25-2. Are you able to find housing you can afford in Carrboro	66.6%	22.6%	10.8%

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

(N=407)

	Yes	No
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	33.2%	66.8%
Q25-2. Are you able to find housing you can afford in Carrboro	74.7%	25.3%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Availability of information about Town programs & services	19.2%	38.3%	22.9%	6.9%	1.5%	11.3%
Q26-2. Town efforts to keep you informed	18.2%	36.1%	24.1%	8.1%	3.2%	10.3%
Q26-3. Ease of locating information on Town website	15.2%	33.2%	20.1%	12.0%	1.5%	17.9%
Q26-4. Quality of transparent, trusted, & clear Town communication	14.7%	34.2%	24.1%	7.1%	3.9%	16.0%
Q26-5. Level of public involvement in local decision-making	11.5%	24.1%	27.0%	12.5%	4.9%	19.9%
Q26-6. Availability of emergency information	17.0%	38.6%	18.2%	2.9%	0.2%	23.1%
Q26-7. Availability of information & services in languages other than English	7.6%	16.5%	18.2%	2.7%	0.0%	55.0%

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

(N=407)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Availability of information about Town programs & services	21.6%	43.2%	25.8%	7.8%	1.7%
Q26-2. Town efforts to keep you informed	20.3%	40.3%	26.8%	9.0%	3.6%
Q26-3. Ease of locating information on Town website	18.6%	40.4%	24.6%	14.7%	1.8%
Q26-4. Quality of transparent, trusted, & clear Town communication	17.5%	40.6%	28.7%	8.5%	4.7%
Q26-5. Level of public involvement in local decision-making	14.4%	30.1%	33.7%	15.6%	6.1%
Q26-6. Availability of emergency information	22.0%	50.2%	23.6%	3.8%	0.3%
Q26-7. Availability of information & services in languages other than English	16.9%	36.6%	40.4%	6.0%	0.0%

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

Q27. Top choice	Number	Percent
Availability of information about Town programs & services	97	23.8 %
Town efforts to keep you informed	65	16.0 %
Ease of locating information on Town website	35	8.6 %
Quality of transparent, trusted, & clear Town communication	67	16.5 %
Level of public involvement in local decision-making	50	12.3 %
Availability of emergency information	28	6.9 %
Availability of information & services in languages other than English	17	4.2 %
None chosen	48	11.8 %
Total	407	100.0 %

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

Q27. 2nd choice	Number	Percent
Availability of information about Town programs & services	44	10.8 %
Town efforts to keep you informed	76	18.7 %
Ease of locating information on Town website	38	9.3 %
Quality of transparent, trusted, & clear Town communication	59	14.5 %
Level of public involvement in local decision-making	73	17.9 %
Availability of emergency information	46	11.3 %
Availability of information & services in languages other than English	16	3.9 %
None chosen	55	13.5 %
Total	407	100.0 %

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

Q27. Sum of top 2 choices	Number	Percent
Availability of information about Town programs & services	141	34.6 %
Town efforts to keep you informed	141	34.6 %
Ease of locating information on Town website	73	17.9 %
Quality of transparent, trusted, & clear Town communication	126	31.0 %
Level of public involvement in local decision-making	123	30.2 %
Availability of emergency information	74	18.2 %
Availability of information & services in languages other than English	33	8.1 %
None chosen	48	11.8 %
Total	759	

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

Q28. How do you hear or receive information about community issues, services, & events	Number	Percent
Town emails	160	39.3 %
Communications received at my home (postcards, mail, doorhangers)	135	33.2 %
Traditional media (TV, newspapers, radio, or their social media)	104	25.6 %
Website for Town of Carrboro	180	44.2 %
Carrboro Cable Govt. Channel	6	1.5 %
WCOM Radio	17	4.2 %
Outdoor signage	164	40.3 %
Outdoor info kiosks	48	11.8 %
Town of Carrboro social media	128	31.4 %
Neighborhood associations	84	20.6 %
Local government-produced brochures	24	5.9 %
Recreation & Parks brochure	107	26.3 %
Friends/colleagues/word of mouth	227	55.8 %
Community groups & blogs	76	18.7 %
Nextdoor	74	18.2 %
Other	11	2.7 %
Total	1545	

Q28-16. Other

- Chapelboro
- Chapelboro; local blogs; direct communication with town council members.
- Google
- Google
- Linking DC Federal info with NC State info with rural/city/suburban info.
- Town of Chapel Hill Housing newsletters
- Triangle Blog Blog and The Local Reporter provide information that the Town of Carrboro conveniently leaves out of its emails and website.
- Triangle Blog Blog Chapelboro
- Triangle BlogBlog
- WCHL, Orange County media
- Word of mouth
- Chapelboro newsletter
- Word of mouth
- Word of mouth

Q31. How many years have you lived in Carrboro?

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	114	28.0 %
6-10	68	16.7 %
11-15	41	10.1 %
16-20	46	11.3 %
21-30	55	13.5 %
31+	61	15.0 %
Not provided	22	5.4 %
Total	407	100.0 %

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

Q31. How many years have you lived in Carrboro	Number	Percent
0-5	114	29.6 %
6-10	68	17.7 %
11-15	41	10.6 %
16-20	46	11.9 %
21-30	55	14.3 %
31+	61	15.8 %
Total	385	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	82	20.1 %
35-44	77	18.9 %
45-54	76	18.7 %
55-64	73	17.9 %
65+	73	17.9 %
Not provided	26	6.4 %
Total	407	100.0 %

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

Q32. Your age	Number	Percent
18-34	82	21.5 %
35-44	77	20.2 %
45-54	76	19.9 %
55-64	73	19.2 %
65+	73	19.2 %
Total	381	100.0 %

Q33. What is your gender identity?

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	191	46.9 %
Female	195	47.9 %
Non-binary	9	2.2 %
Prefer to self-describe	4	1.0 %
Not provided	8	2.0 %
Total	407	100.0 %

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

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	191	47.9 %
Female	195	48.9 %
Non-binary	9	2.3 %
Prefer to self-describe	4	1.0 %
Total	399	100.0 %

Q33-4. Self-describe your gender identity:

<u>Q33-4. Self-describe your gender identity</u>	<u>Number</u>	<u>Percent</u>
I was born Intersex	1	33.3 %
Trans man	1	33.3 %
Gender fluid	1	33.3 %
Total	3	100.0 %

Q34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

Q34. Are you or members of your family of Hispanic,
Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	33	8.1 %
No	367	90.2 %
Not provided	7	1.7 %
Total	407	100.0 %

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

Q34. Are you or members of your family of Hispanic,
Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	33	8.3 %
No	367	91.8 %
Total	400	100.0 %

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

<u>Q35. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	37	9.1 %
Black or African American	55	13.5 %
American Indian or Alaska Native	3	0.7 %
White or Caucasian	278	68.3 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	15	3.7 %
Total	389	

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

<u>Q35-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic	5	33.3 %
Spanish Non-White	1	6.7 %
Spanish	1	6.7 %
Jewish-Middle Eastern	1	6.7 %
Mixed	1	6.7 %
Multiple races	1	6.7 %
Lebanese	1	6.7 %
LATINA	1	6.7 %
Mixed Spanish and Indigenous	1	6.7 %
Latino	1	6.7 %
Complex	1	6.7 %
Total	15	100.0 %

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

Q36. Primary language used in your household	Number	Percent
English	365	89.7 %
Spanish	12	2.9 %
Other	9	2.2 %
Not provided	21	5.2 %
Total	407	100.0 %

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

Q36. Primary language used in your household	Number	Percent
English	365	94.6 %
Spanish	12	3.1 %
Other	9	2.3 %
Total	386	100.0 %

Q36-3. Other:

Q36-3. Other	Number	Percent
Tamil	1	11.1 %
Korean	1	11.1 %
Hindi	1	11.1 %
Italian	1	11.1 %
German	1	11.1 %
Vietnamese	1	11.1 %
Russian	1	11.1 %
Sign Language	1	11.1 %
Cantonese	1	11.1 %
Total	9	100.0 %

Q37. Do you rent or own your home?

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	179	44.0 %
Own	213	52.3 %
Other	2	0.5 %
Not provided	13	3.2 %
Total	407	100.0 %

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

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	179	45.4 %
Own	213	54.1 %
Other	2	0.5 %
Total	394	100.0 %

Q37-3. Other:

<u>Q37-3. Other</u>	<u>Number</u>	<u>Percent</u>
Have a mortgage	1	50.0 %
Living with people who own	1	50.0 %
Total	2	100.0 %

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

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	55	30.7 %
No	72	40.2 %
Not provided	52	29.1 %
Total	179	100.0 %

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

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	55	43.3 %
No	72	56.7 %
Total	127	100.0 %

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

Q38. Your total annual household income	Number	Percent
Under \$30K	67	16.5 %
\$30K to \$59,999	89	21.9 %
\$60K to \$99,999	80	19.7 %
\$100K to \$129,999	63	15.5 %
\$130K+	64	15.7 %
Not provided	44	10.8 %
Total	407	100.0 %

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

Q38. Your total annual household income	Number	Percent
Under \$30K	67	18.5 %
\$30K to \$59,999	89	24.5 %
\$60K to \$99,999	80	22.0 %
\$100K to \$129,999	63	17.4 %
\$130K+	64	17.6 %
Total	363	100.0 %

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

Q39. Highest level of education you have completed	Number	Percent
Less than high school	12	2.9 %
High school	47	11.5 %
Some college	23	5.7 %
4-year college	65	16.0 %
Graduate degree	235	57.7 %
Not provided	25	6.1 %
Total	407	100.0 %

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

Q39. Highest level of education you have completed	Number	Percent
Less than high school	12	3.1 %
High school	47	12.3 %
Some college	23	6.0 %
4-year college	65	17.0 %
Graduate degree	235	61.5 %
Total	382	100.0 %

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

<u>Q40. Do you have access to internet at home?</u>	<u>Number</u>	<u>Percent</u>
Yes	388	95.3 %
No	6	1.5 %
Not provided	13	3.2 %
Total	407	100.0 %

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

<u>Q40. Do you have access to internet at home?</u>	<u>Number</u>	<u>Percent</u>
Yes	388	98.5 %
No	6	1.5 %
Total	394	100.0 %

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

<u>Q40a. Where/how do you regularly access the internet</u>	<u>Number</u>	<u>Percent</u>
Cell phone	4	66.7 %
Work	1	16.7 %
Public space (such as library)	2	33.3 %
Total	7	



Survey Instrument



TOWN OF CARRBORO • NC
OFFICE OF THE TOWN MANAGER

February 2024

Dear Carrboro Resident,

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

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

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

A report based on all collective responses will be available in March 2024 and posted on the Town of Carrboro website at www.carrboronc.gov. If you have questions, please contact Communication and Engagement Director Catherine Lazorko at 919-918-7314 or clazorko@carrboronc.gov

Your voice shapes our future. Your feedback is invaluable to us. Town government improves with the input of our residents.

Thank you for your participation.

Sincerely,



Marie Parker
Interim Town Manager



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

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

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

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





2024 Town of Carrboro Community Survey



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

1. Quality of Life.

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

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

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

3. Town Leadership.

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



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

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

La Ciudad de Carrboro ofrece servicios gratuitos de traducción y interpretación de idiomas a los residentes.
Información: 919-918-7391 o info@carrboronc.gov

4. Major Categories of Services.

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

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

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

6. Overall Satisfaction.

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

7. Recreation, Parks & Cultural Resources.

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

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

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

9. Safety.

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

10. Public Safety Services.

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

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

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

12. Transportation.

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

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

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

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

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

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

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

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

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

15a. If you answered "Yes," what is the primary reason for taking the bus?

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

15b. If you answered "No," what is the primary reason for not taking the bus?

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

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

16. Maintenance.

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

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

1st: ____ 2nd: ____ 3rd ____

18. Local Economy and Development.

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

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

1st: ____ 2nd ____ NONE

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

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

20a. How would you rate your overall experience?

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

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

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

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

23. Housing.

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

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

Most important: ____

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

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

26. Town Communication and Engagement.

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

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

1st: ____ 2nd: ____

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

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

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

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

Demographics

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

To enter the random drawing for a \$500 Visa gift card, please complete below:

Name: _____ Phone: _____
Email: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!



2024 Town of Carrboro Community Survey Open-Ended Comments

Presented to the Town of Carrboro,
North Carolina

April 2024



ETC
INSTITUTE

Contents

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Q14b. Why doesn't anyone in your household ride a bicycle?

- Age
- because we don't have bicycles.
- Can't afford one. I need a car to commute for work.
- Can't shower if I road it to work.
- car is more convenient. Biking is a choice, not an imperative.
- Cost
- cost of good quality bike and bike storage
- Danger on bikes
- Dangerous - people texting while driving
- Difficult to get around in a bike
- Difficulty in the physical aspect of riding a bike
- Disabled
- Disabled
- Disabled and not able to ride a bike
- Disabled, can't ride a bike.
- Do not own an appropriate bike for the hills in Carrboro
- don't have a bike
- don't have a bike
- don't have a bike
- don't have a bike
- don't have a bike
- don't have a bike
- Don't enjoy biking
- Don't feel safe biking with cars
- Don't know how to bike
- DONT OWN A BICYCLE
- Don't own one, can't afford it either...
- Don't ride.
- Don't trust drivers on the streets
- Driving for errands to carry groceries
- handicapped
- I don't own a bicycle or have place to store one.
- I had a bad bike wreck.
- I have a car
- I have a car
- I have no car, use a walker and doubt I could bike
- I'm afraid of being on the road with cars
- Lack of bicycle storage in neighborhood
- live far away from downtown
- live too far from work and businesses to use for practical transportation.

- many people have been hit on a bicycle
- Medical condition
- Need more bike lanes.
- NEVER BEEN MUCH OF A BIKE RIDER-DO LOTS OF WALKING
- Never learned how, physical limitations due to history of surgeries, injuries
- Never learned to ride a bike
- Never learned.
- no bike
- no bike
- no bike available
- No desire to
- no interest
- no interest
- no interest
- No motivation to use, Walking is more fun.
- no reason
- No tengo dinero para poder optener bicicleta
- No time
- No time
- None of us work in Carrboro or spend much time in the downtown area right now
- not able to ride
- Not comfortable riding on streets where cars come very close. I am concerned for the safety of cyclists.
- Not easy to carry
- Not interested.
- Not safe in our neighborhood. Too hilly.
- One family member used to, but it has not been practicable since we had a child.
- osteoarthritis/knee replacements
- physical disability
- physical limits
- Prefer to drive.
- Prefer to walk
- prefer walking for exercise
- Rides the bus
- safety
- Someone stole my bike :(it even had two locks on it
- Time. Also, no bike path on Homestead Rd and Old 86 and Old Fayetteville Roads
- TOO DANGEROUS
- Too dangerous
- Too old
- Too old
- traffic volume makes me feel unsafe.
- Unprotected bike lanes, lack of bike infrastructure, biking in traffic with cars

- Unsafe traffic
- Use bus and car
- walk instead
- Walk or drive
- Walking is sufficient to access what we need
- We are elderly
- We do not own one
- We don't know how to ride bikes and don't own any. It can be hard to learn as an adult, they can be expensive, and I don't know where I'd store it in our apartment complex safely.
- We live in an area with poor access to downtown, etc., by bike
- We walk!
- Why is this one of your main questions? Too much attention, money and influence are given to the small bike community.

Q22. What changes would you like to see in downtown Carrboro?

- 1. Connections linked between areas lacking bike/ped infrastructure (e.g., stanchions in front of Carrboro Elem by bike racks have been fallen down for years - why not make this relatively simple repair to help protect kids/dogs/pedestrians?). 2. More trees/shade (increasingly important with summers heating up). 3. Complete bus stops (at minimum, place to sit and shade). 4. More LE presence (precinct closes at 5 PM most days, from what I understand).
- 1. make Weaver Street in front of Carr Mill a pedestrian zone. 2. start charging for parking. 3. pedestrian-activated flashing lights at crosswalks (i.e. in front of Fitch).
- 2-hour free parking at Greensboro Carr Mill lots whether shopping there or anywhere in Carrboro.
- A bit more business oriented towards other sector of economic growth outside or retail and restaurants. There is no path for incubators for growth sectors like med tech.
- A park where the old CVS corner is on Weaver St...Development of 2nd story apartments in current buildings so that we don't have more big apartment buildings. Keep the small town feel.
- Access to better parking availability; holding the owner of Carr Mill Mall accountable for predatory towing; More free/open gathering spaces.
- Access to parking. Parking is terrible
- Access to, and more sidewalks in and around Main St.
- Add more public spaces where people can sit and chat- I don't mean private cafes but imagine the Bryant Park in NYC - just put tables and chairs randomly in the city. Remove venue parking - restaurants and businesses shouldn't be allowed to have "their parking spots". Enforce timing of parking. You don't have to give these spots to cars BUT this would make parking more straightforward - if t there's a space I can use it, rather than freak if this or that business calls tow track on me.
- ADDRESS THE ABANDONED LOT AT THE CORNER OF N GREENSBORO AND WEAVER ST
- Affordable homes, tiny homes instead of huge houses
- Affordable housing
- Affordable housing and mixed income initiatives and multi family affordable housing. Thanks for the stop signs at Poplar & Davie.
- Availability of See Click Fix. Pedestrian crossings prioritized over car traffic, more functional (esp. at Main x Lloyd). More ped crossings. More separated bike lanes. Clearer stop lights and traffic pattern (main/weaver/spotted dog).
- Beautification with more trees, flowers, shrubs and better/easier walking within the downtown area- improved walkways for pedestrians, bus stops with benches, sidewalks with benches, better parking areas.
- Better access, better signage and that empty lot become something good for Carrboro
- Better and more free parking
- Better and more walking paths/ sidewalks. Improving street lighting, public parking. More variety of restaurants, shops.
- better control of new construction, more parking
- BETTER ENFORCEMENT OF BIKING RULES. TOO MANY BIKERS ROTATE BETWEEN BIKE LANES AND SIDEWALKS TO SUIT THEMSELVES, PARTICULARLY AT INTERSECTIONS, TAKING ADVANTAGE OF CROSSWALKS TO AVOID STOP LIGHTS
- Better large scale parking so my job's parking lot isn't such a nightmare (I work in Carr Mill). I think the project being built on the old free parking lot will have a parking garage, but I don't know how much that will help.
- Better maintenance of town square, discuss ongoing antisemitism

- Better management of parking. Fees/fines are ok but the aggressive process by Barres towing is unacceptable.
- Better parking and less predatory towing
- Better parking at Weaver St and Carr Mill Mall. Disappointed with choice of brick color of new library
- Better parking. A few more places to go! A nice park would be amazing so that kids can have somewhere to play when parents get coffee or treats.
- Better predatory towing at Hern's Teeter and Carrboro Mill; more restaurants; help homeless - stop them from scaring people on streets.
- Better public parking clearly marked.
- Better public parking. Something to replace the forever empty, fenced in lot across from Carr Mill Mall.
- Better signing of parking cost. More complementary parking times.
- Better variety of shops and long-term shops, as many go out of business quickly. Cleaner shops. Better maintained buildings. Better access to parking with ways to mitigate heavy traffic.
- Better walking areas. Street crossings are hard when you have a handicap. No bricks used for sidewalks, very difficult when you are disabled.
- Bicycle lanes on Greensboro St between E Poplar Ave and Merritt Mill Rd!
- Big problem, current towing from HT and Weaver St parking area. Terrible impact-making people very angry.
- Carrboro has already done a lot to encourage walking and biking - biker's have a tricky time though
- Carrboro has too much traffic now.
- Carrboro needs more small businesses and a serious face lift. It looks a little run down and dumpy. We should model other small NC towns that have vibrant downtowns, especially mountain towns like Blowing Rock, black mountains, brevard, etc. that have pleasant downtowns where people want to spend time and money.
- Carrboro should have its own movie theater and theater arts center. The corner lot near Weaver needs to become a nicely developed arts / workspace / multipurpose community space. CVS must sell the land to Carrboro, or Carrboro should declare eminent domain.
- Cars should not be allowed on Weaver St on weekends.
- Clean up the eyesores space at corner of Main Street and N. Greensboro-terrible.
- Close the street in front of Weaver Street to car traffic.
- Clothes stores, bikeway connectivity, parking to stay small but free, bus availability.
- Commercial space prices are too high. Locals cannot afford to rent them. Would like more local business.
- Connect the greenways of Estes to Chapel Hill greenways or at least to a sidewalk. It is so dangerous as it is.
- Consider making downtown pedestrian only street.
- Consistently of bike lane continuity. More public parking and less militant private towing.
- Corner of Weaver and Greensboro St. Empty lot needs work.
- Create more parking, negotiate with Carr Mill owners to stop predatory towing
- Develop empty lot at the corner of Greensboro and Weaver
- Downtown design that is inclusive of differently abled and seniors. *Parking deck space for all off downtown, eliminate small lots. *Benches. *Public art, ex: sculptures. *Landscaping, plantings, planters. *Downtown bike short-term rentals. *Shopping Diversity.

- Downtown is a traffic jam through rush hours. It's dangerous to ride the bike downtown, no bike path through downtown, crossings are dangerous, especially Main/Greensboro and Weaver/Main St.. Roberson Street with the new construction is in need of a bike path connected to downtown Chapel Hill, it could also be used to redirect the through traffic in Carrboro and close down Weaver Street between Main and Greensboro. We don't have a downtown center, meeting place for residents. The town relies on Weaver Street Market, if it closes down, there is no place to meet. The Town Commons could be improved with a kiosk (coffee, snacks), a bigger playground for older kids, sport equipment for adults (like MLK Jr. Park), benches. We need a good system of parking signs for public parking, preferable together with downtown Carrboro and Chapel Hill via the Libba Cotton Bikeway. Please support small local businesses, it looks like Ali Cat Toys has a new owner and the future is uncertain. The big selling point of Carrboro is, that we have besides all the touristy restaurants, gift stores, etc. still a variety of stores for residents and some longtime shops. We need a "People Academy" like Chapel Hill to get residents more involved and learn about the Town.
- driving through the center is challenging, seems like there could be a better flow; attract more businesses and shopping, have bike paths that get to downtown without having to go on roads
- Easier and safer to access by bike 1-2 miles from downtown
- Easier parking/more of it; diversity of stores - not just bars/restaurants
- Easier to bike around town. Enforce no parking in bike lanes
- Easier to drive in, more parking.
- Empty lot across from Weaver St Mkt has been an eyesore for so long.
- Engage business owners to clean/improve exterior buildings, widen sidewalks, expedite some kind of business for the long empty lot at Greensboro and Weaver St intersection
- Expansion of bike lanes to more streets.
- Faster approval of new buildings, businesses, development.
- Fewer cars, more easy safe walking
- Fewer cars. Car free streets. Full service for the F bus. Car- free Weaver St. or at the very least remove on street parking on weaver street and put in a bike lane that runs the full length of weaver st with dedicated bike signals at intersections.
- Fewer parking lots and garages.
- Fix the traffic lights. Since redoing the street patterns downtown, traffic is worse and seemingly more dangerous for cyclists. I imagine air quality has also become worse especially around weaver street where it's often filled with cars idling, sometimes getting stuck at 2 or 3 red lights without exiting weaver st.
- GET RID OF PREDATORY TOWING IN SHOPPING AREA PARKING LOTS
- Get rid of the lot across from Weaver St Market.
- Get rid of the predatory towing at Carr mill mall
- Going back to more than 2 lanes of traffic. It gets very congested! Doing something to the space that has a chain link fence across from Weaver St. market.
- Growing homeless population addressed. We do not visit Town Hall Commons anymore. Sidewalks in neighborhoods as more people move, traffic is increasing and need better management for fast traffic. Google Fiber is not installed and available for all homes.
- Hate to say it, but the panhandling/unhoused neighbor situation has worsened noticeably lately.
- higher density housing for all income levels, fewer cars, mixed-use development near downtown, more emphasis on transit, biking and walking in the downtown area
- Homeless people off the streets; more options for bus routes; don't feel safe with violence and fire arms in my area

- Hope improvement occurs once the new building for the library is complete.
- how addressing Black generational housing
- I am in a wheelchair. The sidewalks are uneven in many places and often it is smoother for me to ride my chair in the street because the sidewalks are jarring due to uneven cracks, tilted to steeply where driveway access is and the cut outs on the corners are in disrepair, lumpy or too steep. I have lived here 18 years and love Carrboro, but will have to move away because rent prices are simply too much. All my friends have already moved to Graham, Mebane etc. there is zero affordable housing here now if you are on a fixed income, or low income, in town. In addition, I always felt Carrboro was pretty tolerant and open to all people, however There is an undertone of racism and non inclusion that has been felt by poc that I know that they have voiced. Carrboro has made great strides to be more inclusive over the years, but they have more work to do. As a person with disabilities I find a lot of the bike paths hard to navigate due to unevenness, and some of the stores can be very tight where staff had to move things out of the way. I hope Carrboro will work toward people with lower income or fixed incomes and poc and those with all disabilities, it's too late for me, I'm being forced out after 18 happy years here due to high rent and so have my friends. All that said, I love how responsive and great the fire and police depts are and every interaction with town staff has been great! I see Carrboro growing and love the Parks and Rec gatherings, Music Festival, 4th of July, Latino Day, Gay Pride parade etc., wonderful! I see Carrboro growing almost too fast though and it's losing the eclectic laid back artistic wonderful feeling. Crime seems to be on the rise, I see more homeless around, do we have programs for them, or just assume they will go to Chapel hill? There is a more trash in the streets that have been and people race up and down the narrow small streets like they don't have to follow street signs anymore. Overall Carrboro is doing well, but it is fast losing what the feel of Carrboro used to be. Chapel Hill made that mistake and now it's grown up and what made it a great college town feel has gone. I hope Carrboro doesn't loose that, but there is a whole demographic of people , myself included, that Carrboro has turned its back on, and it saddens me deeply. I hate the thought of leaving, but rent and housing is simply not affordable on a fixed income and the local prices are so high for staples, and eating out, water and everything else, well you are driving away many of the people who made Carrboro what it is. I remember when Carrboro was a sleepy side kick to Chapel Hill and no one wanted to live here. Artists came the town expended, but in a sweet encompassing and inclusive way. Now, all the locals are being pushed out in place of million dollar houses, and with them the small town feel. Sad really.
- I don't know how this would be addressed, but in several key places downtown the bike lanes disappear; it would be amazing to have continuous bike lanes/paths through downtown. Also, there is a plethora of places to park downtown, but almost all of them are restricted to two hour time limits, which essentially translates for a whole slew of reasons into "there is very little parking downtown."
- I love Carrboro. I moved here for a job years ago and can't bring myself to leave even though I've now retired. It literally lives up to its tagline...Feel Free. The only thing I can think of that might improve Carrboro is to provide more bike lanes and/or walking paths for safe transportation around town. Thank you for all you do for this GREAT small town.
- I love downtown Carrboro and I love seeing it grow into itself. Any change in line with the community and its growth so far is welcome!
- I would like to see a town trolley that travels a set route. Also, for Carrboro to have a branch of the non-profit "A Helping Hand." An organization of volunteer caregivers and senior companions.
- I would like to see more affordable shopping and more intentional native plants and pollinators in green space

- I would like to see more attention paid to the development of a sensible affordable housing policy. The town permits the construction of ridiculously expensive new developments/mini-neighborhoods and huge houses on tiny lots. Instead, town hall should be enforcing their mission of having affordable housing in all developments. Likewise, you are trying to stick multiple cheap units in the only few green spaces left in some established older neighborhoods, THAT actually have smaller and still affordable houses! Instead, the town should focus on using a variety of properties in town and not build massive "ghetto like" complexes that will not do anything good for the community. There are a number of lots near downtown that sit empty that city hall could purchase and then subsidize the construction of affordable housing on them. Where one massive million dollar house sits, there could easily be a two or three unit structure. This would create mixed neighborhoods as these smaller projects fit in well with existing structures. Start getting creative instead of only looking at one cookie-cutter solution.
- I would like to see more retail. We've lost so many great retail stores over the past decade, mostly due to high rent. Lower foot traffic plays a part, but without good retail stores, you won't raise the foot traffic. The independent stores we have are really great but, we need some more clothing stores. And we need to figure out a way to protect the businesses we do have. We could also use more non-retail businesses downtown to increase local jobs. And we need affordable housing so that people can live and work in Carrboro/Chapel Hill. Townhouses and duplexes!
- I would like to see something developed on the lot at the corner of N. Greensboro and Weaver St.
- I would like Weaver St to become a pedestrian only street; more affordable housing; rent is too high
- I would like to see a nicer green space closer to downtown separate from weaver. There needs to be more public parking walking distance to the downtown. The traffic in weaver area is horrific.
- I'd love better maintenance of the billboards. I find them interesting to read through and would find it helpful if flyers were cleared out when event or call-to-action has passed
- I'd love for the town to negotiate with Weaver Street to return parking in their lot. It's not only inconvenient that they tow but it feels hostile and drives people away.
- Improve appearance of old CVS lot.
- Improve intersections for pedestrians and bikes. Some crossings require a button to be pushed, and others don't. Signals are not bike sensitive. Speed limits on S. Greensboro above traffic circle, and throughout town, are confusing. Turn Weaver Street between Greensboro and Roberson Streets into a pedestrian zone. Improve Roberson Street. Fewer empty stores. Senior housing. Increase public parking and reduce predatory towing at Carr Mill Mall. Make progress on utilizing the vast abandoned parking lot on Sweet Bay Place.
- Improve parking.
- Improved bike infrastructure.
- Increase speed limit and get rid of those yield or stop signs for pedestrian areas and signs, they are a nuisance and hold up traffic!
- Increased density of development downtown. Easier access to parking when supporting local business.
- Intersections could have safer and more visible crosswalks. Fill sidewalk gaps. Stop on red pedestrian crossings outside of intersections.
- It is clearly difficult for businesses to survive downtown. Lots of turnover, lots of empty store fronts. I don't have any easy solutions for that. I think parking is generally adequate--and that the parking is free is a big plus. Failing to redevelop the Cat's Cradle/Arts Center strip mall has not been a big problem. The very bad stretch of shops across from that strip mall is a much bigger

problem. Carr Mill staggers along, while Main Street is a tough place for a business--now made worse by the crack-down on parking in the Carr Mall/Harris Teeter parking lot.

- It is unclear to me what is meant by "downtown Carrboro". Is it the 1 or 2 blocks from the intersection of N Greensboro and Weaver St? Or is it the Town Hall and Commons? One problem is that there really is no sense of a "downtown".
- Larger variety of businesses. More businesses in Carr Mill Mall. More outdoor dining options. More outdoor bars.
- Less building vacancy, more growth; More/safer infrastructure for pedestrians and cyclists; Outdoor public space
- Less congestion downtown parking.
- Less development of massive buildings. Keep the current character.
- Less focus on young people /bicycles. Diversity/inclusivity is about more than skin motion and gender.
- Less parking. It's time to stop subsidizing cars.
- Less parking. Less parking. Less parking. Less cars. More biking and walking focused development and infrastructure. More density, remove SFH in downtown, close Weaver Street to cars (or at least the portion by the market). Actually promote people living AND working in carrboro. So many live but don't work here and they drive creating traffic and safety/environmental issues.
- less police presence. as a member of a marginalized community, I feel very unsafe around police.
- less predatory towing
- Less vacant buildings - incentives for quality/diverse businesses
- Life in downtown after 5pm. Occupancy in the many empty storefronts. Carr Mill Mall is a morgue. Most of the businesses in there don't last a year. The town should have allowed CVS to build a larger store years ago; instead, they ended up with a weed-filled lot that generates zero tax revenue.
- Lot at Main and N Greensboro turned into a public park.
- Lower rent for residents and filling vacant commercial spaces.
- Make businesses keep grounds clean, neat appearance. Bikes should be able to navigate intersections. great place to live.
- Make the area around weaver Street more bike friendly/less congested with cars. Not having a clear bike route and having the bike compete the cars competing with the bus on Jones Ferry can be quite scary. I trust the bus drivers to watch out and not hit me but not the number of drivers ready to make right turns without signaling or deciding to go around the bus when I still need to cross on my bike
- Making sure all businesses (retail, dining, etc.) look polished and pleasant, like those in Chapel Hill.
- Mixed use housing for new constructions
- Modernize infrastructure. Improve bike and walking paths.
- Monitor the lights during rush hour.
- More affordable housing in *downtown* Carrboro.
- More affordable housing, and lower costs for all housing in general.
- More affordable housing, mixed use developments, roundabouts. Develop the empty lot across from Tandam.
- More appreciation for the single families that carry the tax burden. Too much high density development makes town lose charm.

- More beautification efforts. More attention to landscaping - installing more appealing plantings and hardscaping, and more consistent care. Offer incentives for businesses to improve their storefronts through new signage, landscaping, seating, etc.
- More bicycle infrastructure. Biking is my primary mode of transportation. Need separate painted bike lanes. North Greensboro St from Weaver St to Southern States is very hazardous - so many driveways and people do not watch for bikes. Driver's are aggressive if bikes ride in the middle of the lane for visibility. Intersection of Roberson and East Main have need bike sensors.
- More bicycle lanes and greenways, less police presence, more focus on racial diversity and inclusion.
- More bike lane infrastructure. Elimination of "predator" towing.
- More bike lanes
- More bike lanes
- MORE BIKE LANES, MORE VISIBILITY OF COMPOSTING BINS
- More bike paths, more sidewalks in neighborhoods, more diversity
- MORE BIKE PATHS; MORE PUBLIC PARKS
- More black-owned storefront businesses. housing density included in future downtown redevelopment projects.
- More businesses that sell things I need on a regular basis. Negotiation with the owners/managers of Carr Mill Mall so that it would be easier to park to do essential business at Weaver Street, CVS, Harris Teeter AND patronize other local businesses during the same trip without moving your car. Development of the long-abandoned site at the corner of Weaver St and N. Greensboro so we wouldn't have an eyesore at the heart of town. Affordable housing within walkable distance from downtown. I'm looking forward to the new library.
- More businesses; more open days like Friday Art Walk; Close Weaver St to cars in front of WSM; more walking, fewer cars - parking on edges, fewer social services downtown; more stores to increase foot traffic.
- More clearly marked bike lanes
- More cultural events.
- More cycling lanes.
- More diverse stores, less dive-like places
- More diversity in shopping options and more parking options
- More events, close street down. traffic management.
- More free parking. More resources for food for the homeless.
- More green space to be restored by nature. Also it is important to reduce the impacts of climate change.
- More green space, bike and walking paths, affordable housing.
- More green space.
- More green spaces within walkable area of Carrboro, and less police pestering POC.
- more green spaces, less construction.
- More greenways dedicated to biking, walking and recreation
- More Greenways. Billable access to businesses and shopping from any where. More cultural and special events. More soccer fields. A large park space like Cary park for example.
- More housing options, walking and cycle paths, fewer motor vehicles, a town square.
- More housing; more parking; enough eating places
- More information and awareness on new development. It feels like there is new constructions springing up everywhere and I never hear about it or how I can have input.

- More local business and restaurants that can actually succeed and stay open.
- More minority owned businesses
- More multifamily housing in downtown alongside more retail/restaurant space. I'd also like to see the vacant lot opposite weaver developed
- More murals.
- MORE NATIVE PLANTING IN LANDSCAPING
- More new businesses; better walkability and street activation
- More new commercial
- More new small businesses
- More outside sitting areas.
- More parking
- More parking
- More parking cooperation (shouldn't have to drive from one parking lot to another), more effort to reserve public parking for customers and not employees (whose employers should be able to arrange for their parking). Some sidewalk maintenance where older/narrow/root-damaged sidewalks can make walking difficult
- more parking, develop property where CVS was supposed to be. Efforts to upgrade the Plaza. Town needs to keep properties on edge of town.
- more parking, restaurants. Priority to maintain walkability, appearance of town and green spaces. DO NOT overdevelop.
- More parking. address the homeless. I live in Weatherhill Point and would like the city to take over our roads. Limit the number of high rise buildings.
- More parking; Allow drive-throughs; no more banks
- More pedestrian crossing lights. Speed limit policing.
- More police presence on foot.
- More public gathering spaces, more infrastructure for safe biking (protected and consistent bike lanes), and more accessible and safer bus stops (covered, benches, labeled with what routes and the route schedule, paired with crosswalks)
- More public parking; filling in potholes in streets
- More public parking; return the old traffic flow!
- More racial inclusivity
- More reasons to shop there. I'm constantly driving to Durham to do shopping, I would prefer to stay local.
- More resources available for the most vulnerable members of our community.
- More responsibility since E. Nesmith died. Flooding after South Green was completed.
- More restaurant options
- More restaurants
- More restaurants
- More round-a-bouts
- More service for homeless
- more shopping
- more shopping, more affordable housing, trolleys
- More sidewalks
- More sidewalks and bike paths on main roads
- More sidewalks and more trees
- More stores

- more street lights
- More trees and crosswalks
- More trees and native landscaping. More small affordable downtown developments. No parking downtown !.
- More walking/bike paths. More public free parking
- more walking/biking, less driving. Carr Mill Mall is a pedestrian nightmare.
- More walkways safe places to run without fear of cars
- Move small to medium commercial development and apartments to diversify town revenue sources/tax base and create more affordable and market housing options.
- Multi-use zoning; walkable cities
- Nervous to park in Carr Mill due to stories of being unsafe.
- New attractions, art exhibitions, street market music festival.
- New building at 201 N Greensboro/100 W Weaver, 2-4 stories. Other mixed use on vacant/underutilized lots. Better public landscaping. Flower/plants.
- NEW LIBRARY IS RIDICULOUS IDEA-WILL BECOME DAYCARE FOR HOMELESS PEOPLE
- New skatepark because the one in homestead is not well maintained.
- No cars on Weaver between Greensboro and Main St
- no empty storefronts.
- NO MORE HIGH RISE BUILDINGS
- No more multi-storied buildings
- No more Nathan Milian and Barnes Towing at Carr Mill Mall.
- None come to mind. I do not want to see an influx of higher buildings like what has happened to Chapel Hill.
- Parking
- Parking - downtown Carrboro really only caters to folks that live within walking distance. If you're coming in from the southern part of Carrboro, through South Greensboro Street, there really isn't much available in terms of public parking The town's own downtown parking availability map cuts off at the lower end. It's, at best, a 40-45 minute walk one way from around the Carrboro High School/bpw club road area where a lot of apartment buildings are located. There are no sidewalks along South Greensboro Street either, and the detour through the bike paths take you slightly out of the way. For contrast, Southern Village feels easier/safer to get to than downtown Carrboro on foot for this area because of the sidewalks/walking trails and it's about the same distance.
- Parking ease
- Parking is a disaster. Need more parking downtown near Carr Mill; Zoning needs to change to allow ADU's on smaller properties to increase density.
- Parking more available. Less new builds , more infrastructure.
- Parking seems to be the most problematic. If people can't park, they will not come downtown. Not everyone can walk or bike as much as we all like that idea. We go to the Farmers Market every week. Parking in that area can be improved. For some things, you just need the car.
- Patch potholes. Broader range of retail.
- Plan for property opposite Weave st. Carr Mill relaxing towing rules, more walkable center. New Arts center has a poor quality performance space.
- Please add more parking and do something with the vacant lot on corner of Greensboro and Weaver.
- Please do something with the vacant lot at Greensboro and Weaver St. A mini park would be ideal for this space.

- Please don't mimic downtown Chapel Hill. We do not need any more high density student apartments
- PLEASE PLEASE PLEASE take action against Nathan Millian at Carr Mill Mall to do something about the egregious towing. I am overall let down by the TOC for how they have handled the loss of public parking due to the 206 project. It really feels as if town management BELIEVES everyone should bike and walk and has chosen to "bring this about" by choosing to let go of parking and make it inconvenient to drive. I want you to know that the people you have let down are: the elderly, tourists, those visiting family in the hospital, those considering college here, families with many children, disabled folks, and the poor: these are the people I see getting towed from Carr Mill Mall daily as an employee at a business in the mall. I know that ultimately Nathan is responsible for these towings, but the town 100% brought this about by choosing to be idealistic about the parking situation and making it scarce. I generally have the opinion that town management is highly idealistic and not always grounded in reality and I find that this attitude is self serving and short sighted and tends to harm minorities.
- protected bike lanes, trails
- protected bike paths
- public parking
- Public parking spaces
- Removal of unused newspaper boxes, maintenance of bulletins posted on poles, improved landscaping, more and wider sidewalks
- Require buildings to be multi story so acreage can be used for more housing, businesses , arts/cultural spaces.
- return of small shops. Support small businesses.
- Safer for pedestrians and cyclists. The paradigm in Carrboro, like about every city or town in US is designed for cars first, second and third.
- Safer/protected bike lanes
- Save more trees. Use native plants. Less concrete.
- Sidewalk on S Greensboro; preserve vernacular architecture; no paid parking, no high buildings or brutalistic-style buildings - maintain charm
- Sidewalk repair between Gourmet Kingdom and Advance Auto. Crosswalk across the 2 entrances to Harris Teeter are dangerous. Vacant lot at Weaver and G'boro.
- Some areas could look nicer, fix up.
- Some buildings look old/ need to update.
- Some fresh development would be nice. Everything looks old. Get rid of Barnes Towing - they are criminals
- Something on the corner of Greensboro and Main. Vacant lot has been there a long, long time
- Speeding on NC 54 bypass.
- Stop restricted parking on Carr Mill properties; better bike paths near Chapel Hill High School.
- Taller buildings, mixed use, more infill, pedestrian areas, better stormwater management, fewer cars/parking lots.
- The amount of severe traffic; job growth; access to shopping; safety of environment
- The area near Luna is an eyesore when entering town. Would like that area to be more attractive and welcoming. Traffic patterns are challenging if you live in Roberson place.
- The derelict CVS property on Greensboro - Weaver made into public park - more public outdoor spaces
- The downtown is becoming increasingly unsafe, I was verbally abused by a homeless person recently and followed by another homeless person who wanted to "see" my watch, telling me it

"looked really valuable." I've always felt safe walking in Carrboro, but less so over the past two or three years. I also want to see the eye sore empty lot in the heart of the town developed. Why is it taking so long? We have a serious deer overpopulation problem, and it's getting worse every year, yet the town does nothing, acting like there is no problem. Finally, the town is getting far too expensive, and we are losing diversity as only wealthy people can afford a house here today. Property taxes are going through the roof and young people can no longer buy houses here unless they have wealthy parents.

- The homeless. This impacts safety at night.
- The predatory towing at Carr Mill Mall, is out of control, specifically since they target women.
- The return of two lanes for cars through downtown.
- There are still roads without sidewalks, like S. Greensboro and Jones Ferry Road. There are sidewalks that have utility poles in the middle of them. It's hard to push a stroller around downtown Carrboro and it shouldn't be.
- Traffic around Weaver Street Market
- TRAFFIC FLOW AROUND WSM INTERSECTION-PLAN FOR EMPTY LOT ACROSS FROM CARR MILL MALL
- Traffic through town
- Transportation for seniors
- Turn the portion of E. Weaver street in front of Carr Mill mall into a pedestrian only segment. Like from the intersection with Main St. to the intersection with N. Greensboro St.
- Turning the section of weaver street in front of weaver into a pedestrian area, where businesses could also set out dining tables. Could the town look into a traffic study to see if this is feasible? It seems that removing the three way interaction could actually improve traffic too!
- Use the vacant space. Ripe for new development.
- Wish there was a park near Weaver . Land has been sitting for 10 years.
- Work with owner of Mall to get rid of aggressive towing practices.
- Would like new development to have character and not look like every other boxy building going up in Chapel Hill

Q29. What do you think are the MOST SIGNIFICANT issues facing Carrboro today?

- 1. affordable housing. 2. more commercial development needed.
- 1. Congestion of roads, lack of parking. 2. Takes a long time for anything to change here.
- 1. Growing more dense gracefully. 2. Not allowing existing infrastructure (roads, sidewalks, parks) to degrade.
- 1. Loud and fast traffic on public streets. 2. people cutting thru Mill Village, running stop signs. Not destroying the ecosystem in Carolina North forest by building a paved bike path that will require cutting down wide swaths of forest and pour erosion runoff into the stream. 2. Getting the town council to pay attention to ALL of your citizens rather than taking a "holier than thou, we want to LOOK all progressive but we're actually causing terrible problems to the environment and not creating a place where a diverse population in terms of race, age, and income can actually live.
- A housing market that is unaffordable and a large population of unhoused people on the edge of town.
- Access to affordable housing.
- affordability, access
- Affordable housing. Middle/low income people like myself have had to move away from downtown Carrboro. I used to live in the downtown area, but had to move out past 54 to afford to live since retiring. I would love to live in downtown Carrboro again where I could walk to everything! I still have access to the bus and I have a bike, so I get around ok but it's not my preference. I've applied for a Habitat Home but made 1,000 over the income limit last year. So, I'm right on the edge of the income bracket for lots of potential services for adorable homes.
- Affordability - the residents who make Carrboro what it is are already being priced out and it's only going to get worse in the short term. Finding an affordable house is almost impossible.
- Affordable housing
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- Affordable housing
- Affordable housing - options for everyone
- Affordable housing. Mental health and substance abuse services. Maintaining roads.

- Affordable housing and increasing transport to the outskirts of Carrboro (more bus routes, more sidewalks, etc.)
- Affordable housing and parking. Social issues get so complicated. Housing and parking can help people feel welcome, included and appreciated. This would go a long way to improving social issues. There is no perfect way.
- affordable housing and rent control. purchasing a house is completely out of the question for me, and I expect to be priced out of my rental as prices rise.
- Affordable housing and the unreasonable concerns of members of the community raised to stop progress in achieving affordable housing.
- Affordable housing for a diverse community, families with young children,
- Affordable housing for people at *all* income levels. Carrboro has quickly become a playground for the ultra rich, with house prices soaring to well over \$600K (and often over \$1 million) for anything resembling a starter home. Meanwhile, all efforts to provide affordable housing target people in the very lowest income brackets. These people obviously need as much support as the town can give them. This setup leads to a bifurcated town class structure. If a family makes an average family income, the only housing options in the Carrboro/Chapel Hill area are small, often badly maintained apartments that don't come with any government support. So what do these middle class families do? They move away. Far away. I've lived in Carrboro for over 11 years, and these prices mean that I will have to leave the community I love because our family is getting too big for an apartment. We can't afford to rent our buy a house in this area. Carrboro has effectively told my family that it doesn't want us here anymore.
- Affordable housing for seniors
- Affordable housing for young families, services for unhoused.
- Affordable housing is the most significant issue. People are being priced out. I don't own a car and I need to live where public transit is, but it's quickly becoming unaffordable.
- Affordable housing safety
- Affordable housing, connectivity for non car transit, opportunities for full time jobs.
- Affordable housing, DEI, Business development, traffic
- Affordable housing, density, and public transportation
- affordable housing, expand zoning for tiny, small homes.
- affordable housing, green spaces, attract new business.
- affordable housing, handling excessive rain, keeping the town charm.
- affordable housing, homeless, mental health challenges downtown.,
- Affordable housing, maintaining and increasing
- Affordable housing, modernizing infrastructure.
- Affordable housing, more jobs paying a living wage.
- Affordable housing, not building commercial space if there is already space available.
- Affordable housing, parking, traffic
- affordable housing, preserve green space, no over-developing
- Affordable housing, public transportation
- Affordable housing, safe and accessible multi modal transportation, access to affordable grocery stores
- Affordable housing, safer schools, more sidewalks that connect.
- AFFORDABLE HOUSING, SAFETY, KIDS AT SCHOOL, SENSE OF COMMUNITY
- Affordable housing, sustainable development.
- affordable housing, transportation

- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing. Growth.
- Affordable housing. In order to afford a home in Carrboro when I relocated in 2016, I had to cut my square footage in half and nearly triple my mortgage to purchase a ca. 950 sq ft condo. I previously resided in a 2,000 sq ft single-family home in my previous work location in a university setting. I have a PhD and I'm paid a decent salary, but it's not enough to live in a house in Carrboro.
- Affordable housing. losing too much wildlife habitat due to development.
- Affordable housing. Maintaining sustainable growth for the community; ecological conservation.
- Affordable housing. The rental price has gone up significantly in the past 5 years and availability of homes to buy is very limited
- Affordable housing. Variety of housing.
- Affordable housing. We need more affordable housing and current rental prices to lower. We need rent control.
- Affordable housing/development, Nimby's, stormwater mitigation, environmental impacts, infrastructure to handle population.
- Affordable housing/preservation of housing affordability, like tax relief for long term low/middle income residents.
- Affordable housing; disrespectful police; ugly unused lots
- Affordable housing; need to prioritize density and sustainable/regenerative modes of transportation/living OVER car centric development (the majority of what's being done); quality of new building/housing design (student apartments look terrible and promote a bad quality of life)
- Affordable housing; racial equity
- Affordable housing; variety of businesses.
- Affordable living; not enough new housing; very poor parking options; traffic issues near Weaver St.
- Affordable starter homes. Helping local businesses be successful. Safe bike lanes in the downtown area.
- Air B-n-B homes - think a gang is renting house on our road.
- Alternate forms of transportation.
- Appropriate growth
- Arrogant, young town council members. They need more perspective.
- As I said above, vagrancy; parking downtown
- Availability of different options of housing
- Balancing affordable housing solutions with environmental sustainability and climate awareness.
- Barnes Towing is awful - I will boycott places affiliated with them
- Better grocery stores nearby. Tax are high for homeowners.
- Better managing the Town budget to not spend on frivolous things. Also, improving hiring and retention of town staff.
- Bicycle lanes and the current parking issue
- Car-dependent infrastructure; archaic zoning laws
- Climate action and mitigation, including storm water management. Second, affordable housing and living

- CLIMATE CHANGE, RESPONSIVENESS OF TOWN GOVERNMENT TO CITIZEN CONCERNS
- Confidence in town governance. Residential taxes. Residential storm water. Community engagement.
- CONGESTED DOWNTOWN
- Cost
- Cost and quality of housing
- Cost of housing makes town less diverse economically.
- Cost of housing verses income.
- Cost of living very high
- Crime/car break ins, affordable housing
- Development of new complexes
- Ease of parking downtown. Preservation and green space.
- Economic development, town beautification
- Economic growth as we continue through the digital age and remote work, Chapel Hill/UNC pulling work to their doorstep, and job creation is all very important
- flooding, downtown parking
- Flooding, loss of tree canopy, speeding
- Frequency of autos in public spaces. Price of real estate.
- General cost of living and housing prices
- Gentrification. The pushing out of the middle class.
- Green and Natural space needs to be preserved
- Growing and improving the town with a definite community identity that may include, but should not be limited to, a bedroom community for the University of NC at Chapel Hill.
- Growing pains, cost of living, affordable housing
- Growing too fast.
- Growth
- growth versus affordability for housing
- growth, influx of people, need infrastructure.
- growth, rent prices, transportation
- Heavy over-reliance on residential taxes to fund services; completely non-receptive to reasonable commercial development; over-sensitive to unnecessarily stringent stormwater requirement's.
- High cost of housing
- HIGH PROPERTY TAXES; NEED MORE COMMERCIAL DEVELOPMENT TO STRENGTHEN TAX BASE. BETTER COMMUNICATION
- Highest tax rate in NC
- Homeless encampments, especially the one behind Food Lion at Jows Ferry and NC54 are strewn with garbage and beggar's are everywhere
- Homeless population, affordability, pedestrian safety
- Homeless residents or those who afford food and panhandle outside of the Food Lion - Carrboro Plaza area
- Homelessness, lack of affordable housing, and several busy streets with no sidewalk (Davie Rd)
- Housing
- Housing
- Housing
- Housing

- Housing. Affordability in general. Environment. Infrastructure (south greensboro needs a sidewalk! it's not safe!).
- Housing accessibility - the cheapest apartments in town are now twice the price they were when I moved here 8 years ago. this makes it hard for diverse folks to call this place home.
- Housing affordability
- Housing affordability for lower-income residents and commercial rent affordability for small businesses.
- Housing affordability issues threaten to make Carrboro less interesting if only rich people can live here. The town can only do so much, but providing incentives for construction of smaller units/denser developments would perhaps provide a more diverse/affordable housing stock
- Housing affordability to keep community diverse.
- housing affordability, transit, towing, greenway development
- housing and finance to buy foods
- Housing and gentrification. Small houses are disappearing.
- Housing availability and affordability
- Housing being too expensive, limited room for growth
- Housing cost, so many homes are now very expensive rentals! Afraid I won't be able to afford to live here much longer.
- housing costs
- Housing costs + development making sure to meet needs of population. We live behind a field, which we would like to keep a field. However we realize it will likely be developed some day and just want to make sure it is thoughtfully developed in terms of keeping the families in the neighborhoods behind the field safe from traffic, etc.
- Housing costs. I checked above that I am able to find housing in Carrboro, but that is because we bought our house several years ago, and we are a dual professional income household. The cost of both buying a home and renting a place within the walkable bounds of Carrboro is prohibitive to keeping, let alone welcoming in, the diversity of communities (e.g., racial, ethnic, socioeconomic, age, (dis)ability, educational, and sexuality demographics) that is proudly a hallmark of Carrboro.
- Housing costs. The upside to Carrboro doing a lot of things right is that it is a desirable place to live, including to retire. But then you have the wealthiest people from all over the country moving here and driving up the costs of houses, paying cash to buy anything that a first time homebuyer would normally need a mortgage to buy. That forces a two tier housing situation, where out of staters buy everything and locals have to rent, with rents eating up more and more of income and no chance to build equity. I don't see this being addressed. Even building more 'affordable housing' is just building apartments, but do only rich out of staters get to live in detached houses? A dog needs a fenced yard. Children benefit from private yards too. Anyone who wants to be able to be outdoors without having to engage the public to do it needs a yard of some kind. There is too little availability of detached small homes.
- Housing is becoming unaffordable.
- Housing is big - prices have gone way up
- Housing is difficult. I wish a single family home were more affordable for rent.
- Housing options
- Housing prices and food resources.
- Housing prices.
- Housing shortage.
- Housing that is equitable for all; Transportation that is easy to use

- Housing variety and cost
- Housing. Not enough parks / green spaces. Impossible to safely bike in town. Need more bike paths and protected bike lanes.
- Housing!!! I have lived in Carrboro off and on for 10 years. I feel like this area and the cost of housing is pushing me and many others out. It seems there is a chronic shortage of affordable and safe housing. There needs to be regulations on rental units (especially student rentals) to ensure they are actually livable. It feels like there's a constant influx of luxury apartments going up around Carrboro but nothing affordable. What's left over are rentals that have not been taken care of and are moldy, thin walls, and all sorts of other major issues. Rental agencies prey on students who are desperate and do not take care of their rentals.
- Housing, by far. New housing is mostly limited to \$1 million single-family "modern farm house" B.S. We need more townhouses and generally denser housing.
- Housing, parking, economic development
- Housing, rent prices. need affordable.
- housing, small business
- Housing, walkable neighborhoods and stormwater management. Many of the older neighborhoods have cars cutting through them, often speeding, with no safe way for kids to walk to school. We need more sidewalks. If neighborhood is within a walk zone for a school, it should have sidewalks on the majority of its streets, especially ones used for shortcuts.
- Housing. In combination with Chapel Hill, building more housing should be the single most important item on the town's agenda.
- HOUSING. We have become a victim of our success. Wealthy people moved in mass to Carrboro during the pandemic. A person / family with an average salary cannot afford to live in Carrboro anymore. Being pushed out of town means driving into town. It has become very difficult to go anywhere near downtown between 5 and 7 because of traffic jams!
- Housing; communication, i.e. Cable installation
- I have lived in Carrboro for over 13 years. I'm lucky to have an apartment in town with relatively affordable rent. I would not be able to buy a home in Carrboro at the current prices. The town is thinking of building a 20 unit housing development right behind my house. This would make my current living situation (which is one of the few affordable housing developments) undesirable. I don't think I would be able to afford housing elsewhere in town. I appreciate the town's efforts to build affordable housing, but I think it just scratches the surface of the housing issues in town and ultimately forces out people in lower middle income brackets like me. I think the real issue is people buying investment properties in town, raising the cost of living for everyone else. I would love to be able to continue to live in Carrboro, but I don't see how that will be possible in the long term.
- Increasing cost of rent, lack of continuous sidewalks, infrequent public transit, lack of public green space.
- It is already to expansive for most people to live, this is now effecting middle class too. Subdivisions of lots with huge 1 family houses and no green spaces for most profit. We need to preserve green spaces. Estes Drive needs a bike path, Carrboro isn't connected to Chapel Hill, three major schools can't be reached by bike. If we like to reduce emissions we need to reduce car traffic, detours for cars should be the priority, not detours for bikes. If Weaver Street closes down or loses it's appeal with local stores, Carrboro will lose it's selling point, it's charm.
- Keep down the cost of living
- Keep retail businesses open. Franklin St is very empty with low foot traffic.
- Keeping Carrboro affordable

- Keeping the cost of housing reasonable so people of a variety of income backgrounds can live here, not just students and wealthy folks
- Lack of affordability retail shopping; affordable housing
- Lack of affordable homes to purchase
- Lack of affordable housing
- Lack of affordable housing
- Lack of affordable housing
- Lack of affordable housing for those in the “middle” (i.e.. Don’t qualify for affordable housing programs and still can’t afford market rate).
- Lack of affordable housing. Cost of living rising too fast. Growing too fast and losing the feel of Carrboro. Undercurrent of racism toward poor.
- lack of affordable housing, bad traffic especially in morning.
- Lack of affordable housing.
- Lack of affordable housing. My kids won’t be able to live here. The town must subsidize costs. Developers won’t offer affordable housing on their own.
- Lack of affordable housing. Too many cars.
- Lack of affordable housing; homelessness crisis and homeless population where some harass customers/employees at local businesses.
- Lack of affordable housing; reliance on vehicles for transportation; homelessness
- Lack of affordable housing; risk of over development
- Lack of coherent plan for the future and inability of town staff to implement existing plans. Too slow.
- Lack of dense mixed commercial residential space.
- Lack of diversity and housing costs.
- Lack of greenspace.
- Lack of public parking, very minimal direct bus access from the Jones Ferry Park and Ride Lot to downtown Carrboro (there is only the F route, which isn't very direct, and it runs very sparingly), frequent harassment and soliciting in the parking lot of Carr Mill (my job often has to call the police for this reason, and our customers complain very often), rapidly increasing amounts of theft to our business, frequent flooding on Jones Ferry during heavy rain, some insufficient street lighting on Jones Ferry, and the fact that multiple people have told me they feel unsafe in Carrboro at night, particular along Jones Ferry.
- Lack of safe bike lanes. Affordable housing.
- Lack of sidewalks and affordable housing.
- lack of walking trails and lack of good bike lanes
- Length of time it takes for any development project to be approved. I'm still waiting for Lloyd Farm to be built. Growth is coming to Orange & to Carrboro. Decide where it should be--along the bypass? Then approve those projects for growth. Allowing growth to be 'somewhere' is a means of preserving the areas where the town doesn't want growth. I've lived in other areas and watched the pressures of growth. Give it a space where it can happen and you save the areas you want to preserve.
- Less frequency of public transportation.
- Losing small town charm.
- Loss of green space. Over-building in areas that then contribute to flooding. Absentee landlords in neighborhoods. Proliferation of invasive species in public and private spaces--looks unsightly and produces loss of biodiversity.
- Low income housing, cost of rental units, rental houses

- Maintain the feel with cost of living increases.
- Maintaining character.
- Maintaining its character; supporting diverse living needs
- Maintaining our identity as a welcoming, diverse, inclusive, and progressive community.
- Maintaining the quality of life.
- Make more efforts in to inform of planning, for example, paving the Trail. Letters should have been sent.
- Manage growth while keeping town unique character.
- Managing growth
- Managing growth
- Managing growth. The town is in a very tough spot--but seems unwilling to think clearly about trade-offs. One, the town does not have the resources, in terms of both personnel and money, to do all the good things it wishes to do. Yes, we need more affordable housing, but that comes at significant costs if it means green-lighting developers to clear cut and ignore storm-water run-off and impact on current residents. Pretending that there are no such costs--and trying to do more things than the town staff can handle just means doing a lot of things poorly instead of a few things well. The inability of the town to manage its communications so that citizens know what is being considered and are given adequate notice for providing their input is just symptomatic of the town trying to do too many things at once. On the basic level of service provision, the town is doing a decent job. But it is not doing well with new and proposed initiatives because it doesn't focus on one or two things at a time--and does not do a realistic assessment of the pluses and minuses of various proposals. Nothing is a 100% good. There are always downsides--and the town needs to do its planning in ways that fully acknowledge (and attempt) to mitigate downsides. And it needs to make those realistic assessments available to the public--and open to public debate and input.
- Many Carrboro workers cannot afford to live here. This should change.
- More affordable housing.
- More controlled development.
- More trees
- Need affordable housing and jobs. Frequent transit and walking/biking infrastructure.
- Need more public transportation to connect the whole town. Also, the lack of sidewalks is extremely detrimental.
- Need more sidewalks on main roads as well as bike paths. The development next door in Chapel Hill is both scary and concerning, so I hope that kind of thing doesn't come to Carrboro and development in Carrboro can continue to be done in a sustainable way that benefits everyone instead of just turning into overpriced ugly apartments for rich people that don't even plan to live there.
- No real livability. Too much housing with no open spaces. No accountability of council holding developers to affordable housing , no preserving green spaces.
- Not adding more housing and population than the size of Carrboro or our roads can absorb, not overdeveloping. Promoting a strong sense of community across our diverse population, instead of people just living their own bubble. Stormwater and erosion as we get heavier rain due to climate change.
- Over crowding.
- Over growth. Too much of a rush to keep building apartments that will not be affordable after a short time. The visual impact of too much building plus the burden on infrastructure
- Over population.

- Overall affordable and increasingly higher taxes. In effort to provide services, the town has some of the highest rates of taxation. At least the neighbors left to Chatham for lower taxes, while keeping the driving to minimum! Couple with million dollar housing is making Carrboro the hill of Los Angeles
- Overall many buildings are built affecting the traffic.
- PANHANDLING, HOMELESS VAGRANCY, TRAFFIC
- Parking
- Parking
- Parking, affordable housing, development, stormwater management
- PARKING, HOUSING
- Parking. High property tax. Difficult for new business to start here.
- Parking; Housing density
- Population control; too much development
- POPULATION GROWTH
- Property on the busy area of Carrboro has been taken over by a negligent owner.
- Property taxes are very high.
- race/class tensions
- racial equity, affordable housing to support diversity, town growth, school crowding,
- Racial equity, environmental , like solar when lots are available. McMansions are being built vs 2 or 3 moderate houses on lot.
- Rapid development before infrastructure in place. Achievement gap in our schools.
- Rapid expansive growth - out of control
- Rate of housing cost escalation - I could not afford to buy my current modest house if I wanted to move here. Storm water management - roads frequently flood nearby.
- Relative lack of good Housing, and the soaring prices of real estate. Traffic will worsen on S. Greensboro and near the new library. Safety issues could arise.
- Rent increases. I'm a renter that doesn't make much money, but I've been able to stick in the area a long time for access to better healthcare. I've known a few people throughout Chapel Hill who had to leave their apartments so they could be remodeled/rebuilt. They're generally not able to come back and can no longer live in the area, and generally tenants with a higher income take their place. I'm worried about when this trend is going to spread throughout Carrboro. Economically speaking, renting is my only option to be able to stay here.
- Rent is too expensive; rich people sitting on vacant properties
- Rent is too high; too many empty store fronts
- Rent prices for commercial areas do not favor small businesses. Out of town landlords exercise too much power over Carrboro commercial facilities. Parking is difficult and predatory towing is a problem.
- Residents are left out and have very little say.
- Rising property taxes/overpriced housing
- Safety for pedestrians and bicyclists with increased traffic
- Segregated. I live on Bolin Forest Ct and can go months without seeing a person of color, which I am.
- Serving all the constituents who live here and not focusing on pushing through a predetermined agenda; truly inclusive, two-way communication with all stake holders
- shortage of senior housing, traffic congestion, pedestrian + bicycle safety
- Slow development

- Storm water drainage and the increased effects of climate change combined with additional building. Not a big enough commercial tax base compared with residential. The lack of affordable housing for essential personnel like teachers, fire fighters, police, etc.
- Stormwater
- Stormwater control and infrastructure; preservation of natural areas
- Stormwater control. Tree preservation. Too much building and pavement and tree removal!
- Stormwater. Keeping property taxes affordable. Stable tax base.
- supporting economic development and alternative economies that free us from racial based capitalism.
- Taxes
- Tax base, affordable housing, stormwater management
- Taxes
- Taxes too high
- The Town Council discourages economic growth and new thinking about quality of life, DEI, transportation, etc.. It seems that the Town is desperately clinging to an outdated way of living that's no longer sustainable. There's no spark, no joy here. The town is just getting by.
- The homeless community needs more support of getting off the streets, finding jobs and homes
- The leadership does not listen to the needs of the people. They have open sessions for the public to give opinions and they ignore what is said and just do what they want.
- The missing middle housing, traffic - it's getting more congested due to new apartment complexes going up.
- The overbuilding of apartment complexes and the increasing demand on the roads and other infrastructure will negatively impact the quality of life for all Carrboro residents. There needs to be more value placed on public land, including parks and open space to mitigate the loss of private open land.
- The ridiculous plan to pave of Bolin Creek and the community trust the town betrayed by letting the Triangle DSA practically rig that vote while the town council overlooked the actual members of the community, including indigenous members of the community, and their concerns.
- There are a lot of unhoused people. Probably because housing is so expensive
- To make sure Carrboro does not start looking like Chapel Hill or any other town that puts up large buildings everywhere.
- Too many multi-family/apartment buildings being developed, lack of stormwater control needed due to climate change
- Too many new builds, focus on current infrastructure. Losing green space. Do not pave near walking trails.
- Too much growth, loss of green space
- traffic
- Traffic and housing
- TRAFFIC CONGESTION IN DOWNTOWN CARRBORO
- Traffic congestion through downtown area. Towing cars around Carr Mill Mall. High rent prices.
- Traffic, homelessness/mental illness, deer population, not enough safety for pedestrians
- traffic, safety, affordability
- Traffic. High taxes. Flooding.
- Traffic.. and having more affordable housing options.
- TREES BEING CUT DOWN; GREEN SPACE SHOULD BE PRESERVED; AFFORDABLE HOUSING IS GREATLY NEEDED

- Trendy progressive development fads coming from the Bay area.
- Trying to grow with limited space.
- Unaffordable housing
- WE NEED AFFORDABLE, DIVERSE HOUSING AND A VISIBLE AND WORKABLE CLIMATE ACTION PLAN
- WE NEED MORE PUBLIC PARKS
- We need to complete the Bolin Creek Greenway. We need housing for all income /. mixed-use development levels along transit, biking, and walking corridors. We need fewer cars downtown. We need to more effectively manage parking downtown and use the space for people not cars.
- Zoning. Management of unused land. Flooding.

Q30. Are there any other comments that you would like to share with the Town of Carrboro?

- 1. Staff from Planning and Stormwaters mgmt. need to be more engaged and helpful instead of telling communities that they are overworked and underpaid. 2. Town often forgets about people who live on the edge of town. 3. Need to support communities with paths/greenways to better connect communities.
- A biking safety course at the community center would be great! I'm very excited for the new library and appreciate all public spaces/services like these.
- A change of affordable housing and safety for our children. Dog's should be leashed
- A good first step would be to send a mailing to every household, advising us how to sign up for email updates on town business and policies.
- Address affordable housing. Thank you to all the public servants that run our wonderful town.
- Affordable housing, people are going to Chatham and Mebane.
- affordable housing. Have electric bikes thru out the town.
- An overall great place to live.
- Appreciate the people who work to make this such a welcoming community.
- Be authentically inclusive and democratic. Engage with the entire Carrboro community.
- Be willing to hear all points of view before making up your minds. Don't discount opinions because of age, income or race.
- Better bike lanes/Greenways and Bus service.
- Build Bolin Creek Greenway

- Build the greenway and tell NCDOT we want raised crosswalks and traffic calming on their in-town roads.
- Build the Greenway from Univ Lake to 15-501
- Bummer how the Ch part of Franklin St has lost so many small businesses. WE need to be careful that does not happen here.
- Carrboro is a gem! Thank you for working to keep it so!
- Carrboro is a good place to live but it's rapidly becoming unaffordable for the people who work here. Y'all know this of course so go ahead and get some (more) housing built on public land. Yep, it's going to be painful but what else are we going to do?
- Carrboro residents need to understand that POC are not always hopelessly oppressed by society and in need of pity/assistance
- Clean up Jones Ferry Rd, it looks like an open dump.
- Complete the Bolin Creek Greenway.
- Complete the greenway
- Concern that Carrboro will lose its diversity and charm
- Council members vote on issues that do not affect them. Affordable housing is great but it should be done without creating mega developments.
- Crosswalk across from Grey Squirrel
- Disappointed in brick color at new library.
- Do something with empty lot in Town Center,
- Don't forget the little people
- Don't rush Bolin Creek. The turnover of residents was huge in the last ten years, we moved here eight years ago for example. It will only be serving the residents next to the Creek and there isn't any parking in this neighborhoods. It's not untouched nature, but we need green spaces. You don't need asphalt, there are endless examples of communities with great accessible greenways in NC and the US. This money could be used to improve our downtown for example, a multiuse bike path/sidewalk on Estes and Seawell School Road for all children and teenagers, beautify the Town Commons as a meeting place for all residents. Push the closing of the Coal Plant, the tracks would be a fantastic trail and a huge improvement for residents and businesses in Chapel Hill and Carrboro alike. Be careful that Carrboro turns into a faceless US city, we need mixed houses, mixed residents, mixed architecture (not like Chapel Hill or worse Cary), mixed businesses (instead of another restaurant, giftshop) it already starts to turn into a retirement home for wealthy people or people who can still afford it. Work closer with Chapel Hill and UNC on issues. Provide more adult programs, there is almost nothing for adults that are not seniors.
- Don't use Twitter.
- Emails from the town about upcoming Town Council meetings or other events should contain some headline or other information about the contents. I don't want to click through to a website to see details for every single email, but do want to click through if it contains information important to me.
- Enforce 'no parking' in bike lanes including USPS/UPS/Amazon
- ENFORCING PEDESTRIAN CROSSWALK USE, MORE FREE PARKING DOWNTOWN
- Extremely dissatisfied with many Town Council members refusal to be inclusive, especially of neighborhoods; also their refusal to collaborate, cooperate, and compromise - following divisive policies, name-calling; lack of attention to scientific data or cost change from non-partisan to partisan elections.
- Fix the empty lot at N. Greensborough St and Weaver.
- Flooding issues. Climate change. cutting down trees.

- Focus on the environment and people. Don't damage ecosystem with over-building.
- Great job with the greenways, and we are looking forward to additional greenways for instance along Morgan Creek.
- Great town. Keep it a place people want to come to and live in.
- Growth is great and encouraged, but Carrboro seems to be all about the money now and disregarding the qualities that make Carrboro what it is. I hope you do something to encourage all people to be able to live here going forward, or Carrboro will just be another commercialized overgrown town catering only to those with money.
- Healthy growth, address traffic.
- I don't know anyone who wanted the library! Now, the town wants to push through cutting trees and putting houses on what was supposed to be preserved open area. The town is supposedly climate forward, but removing trees and adding pavement contributes to warming. we need to be good stewards of our environment and precious remaining open spaces and forests, including Bolin forest!
- I love Carrboro, but it has lost a lot of its character with the new development. Please keep in mind our diversity and quirkiness when approving new development. We do not want to look like Chapel Hill or Cary. Please, insist on some character or artistic flair to new buildings.
- I love Carrboro. I bought my house 23 years ago. I couldn't afford to buy a house here now, however. We need a better way to get to Durham on public transportation.
- I love living here and am grateful to provide feedback. I feel as if I'm being priced out of my neighborhood and I'd love to see more efforts put towards making Carrboro more accessible to different kinds of people.
- I love living here, but rent is too high
- I love living here.
- I miss the cable government channels, especially the city council meetings.
- I think having town message boards put up near some of the bus stops within the last few years has been a really great and informative move. It's really great outreach and has helped me feel more seen by the town government than I did before.
- I'm happy with the folks on the council and mayor foushee!
- I've been a resident of carrboro for a decade at this point and it breaks my heart that I will eventually have to move due to rising housing prices :(
- I'D LOVE TO SEE CARRBORO PASS A BAN ON SINGLE USE PLASTIC AND OFFER HOME COMPOST PICK-UP
- I'm disappointed in the town council. I don't think they listen to what the people of the town actually want. There is too much building going on in the town without looking at all the infrastructure. You can't keep building without thinking about how it will affect the schools, hospitals and fire stations.
- I'm proud to call Carrboro home. Bold vision and bold decision making can get us to the community that we want to be in the future.
- Improve MLK Park by replacing current play structures with equipment similar to Wilson Park
- It is a great place to live
- It is currently difficult to find specific info on the website. It would be helpful to make it easier to locate town regulations, when a permit is required, what limitations there are, etc. Thank you.
- It's a nice place to stay
- I've rated the zoning/building permit sections poorly not because of the quality of the staff, but because of the excessive delays in permitting and some of the regulations, which are vague and

subject to different interpretations depending on the staff member. The staff have always been pleasant to work with, but the department seems understaffed and overworked.

- Keep an eye on those Google fiber vaults. Some fill with rain, become mosquito nurseries.
- Keep doing what you're doing. People feel welcome here, that's most important to me. I want to be welcoming of all people and be welcomed by all. I've lived in many places and Carrboro stands out in this category.
- Keep people safe.
- Keep senior citizens in mind for safety concerns.
- Keep up the good work
- Keep up the good work
- Keep working to make this community the funky welcoming community that we appreciate.
- Lack of affordable housing
- Large natural properties such as Llyod's Farm should be a nature preserve/public park - not for development
- Left Turn, yield to pedestrians at two locations: Turning left from BPW Club onto Smith Level and Turning left from FP Elementary onto Smith Level.
- less predatory towing
- Let the committees do their work; town staff need to stop slowing down projects; zoning needs to move faster - learn from Hillsborough, who are doing great.
- Let's keep Carrboro as it has been as much as possible.
- LLOYD'S FARM SHOULD BE MADE INTO A PARK-WE DO NOT NEED ANOTHER GROCERY STORE
- Low income housing
- Maintaining balance between the needs of homeless/low income, with need for safe and pleasant streets/downtown will take vigilance; need to enforce laws and direct people to available services.
- Make effort to involve neighborhoods in decisions and increase communications with businesses
- More events in the farmers' markets space. Especially evening events.
- More pedestrian and public transit infrastructure at the expense of cars.
- More streetlights.
- New Arts Center Stage is far inferior to the old one. Acoustically poor, visibility is poor, stage is too low.
- New development must not sacrifice green space.
- New skatepark or rebuild/repair the Chapel Hill skatepark.
- NO, KEEP UP THE GOOD WORK
- Not everyone can ride a bike.
- Not only there aren't many jobs in Carrboro, then ones available do not pay enough for people to live AND work here. If you work in Carrboro, you most likely have to come from towns that are more affordable
- Our neighbor was annexed by Carrboro around 2005 and doesn't receive all the services of newer neighborhoods, including water and sewer. We have been told that OWASA does not have any plans to ever add water to the neighborhood. Stormwater is a huge issue for many of the neighbors near me and our home, and there does not seem to be any consideration for doing any maintenance or improvements in our neighborhood to protect our properties or preserve our well and septic systems from damage due to flooding. Basic storm water maintenance would include making sure our natural "ditch" drainage is functioning correctly, which it isn't. We met with a storm water person from the town years ago who said this was

something the town could do, but then nothing ever happened. Recently, instead of cleared ditches, we got fiber installation that was not asked for and which seems to frequently stray beyond the ROW onto personal property. Is there any consideration for how many plastics are being put in the ground in a neighborhood that is never doing to receive city water? We believe that there are solutions that can be put in place that will help address the issue for multiple residents at one time rather than the piecemeal program of consulting with each individual homeowner (at their request if they are aware of the program). Too many homeowners in our neighborhood are being made responsible for handling the increasing runoff of multiple developments. Town information and communication would be better if they DID NOT use Nextdoor, but found another method. Nextdoor notifications are often delayed by multiple days, so it is not timely. Flyers or direct mail should be used if you are going to do a fiber installation in a neighborhood. To my knowledge, there was NO notification from the Town about the Lumos fiber installation. Greenspace connectivity is very important to us. We have nice greenspace nearby, but for our neighbors to access them, we must cut across undeveloped, private property. In many ways, our Fox Meadow neighborhood is just cut off from the rest of Carrboro and it's many benefits.

- Our neighborhood (Lloyd Square) is the subject of an onerous bioretention pond scheme. We pay a lot to keep these ponds maintained even though they clearly don't work, and though I believe the town has stopped using ponds like we are required to have. It's a bummer.
- Overall infrastructure and development and maintenance. Carrboro is a large part of the reason we are still in North Carolina. Carrboro has the potential to be one of the next best towns in America. And with the right plan and the right bets I believe y'all can do it. Please light be tree in front of town hall for the holidays.
- Overall, a nice town to live in and raise a family
- Parking at Mall is really hurting us.
- Personally I am extremely comfortable in Carrboro, but I'm a well off cis-het-white guy. I have many many friends in Carrboro who are not white or are not as well off as I am and helping them deal with their struggle to find work, to find affordable housing, to find services, etc., is what has informed my opinions and my answers here. I love Carrboro, I think it is a wonderful place to live and raise a family and I recognize it is already more progressive and inclusive than a great many places in NC or the country at large, but that doesn't mean we can't get better, especially as the triangle continues to explode in population.
- Please consider implementing regular compost pick-up service, even if it means raising taxes
- Please consider my statement about idealism vs. reality!
- Please consider town lighting that prevents light pollution. Dark skies are increasingly rare. The street light near our house is very bright and we like to use a telescope sometimes!
- Please do not destroy the character of this unique small town!
- Please expand the bus routes serving Carrboro! If I miss the bus to work, I have no other options. I don't drive, and I want Carrboro to a more walkable, bus-able town. I would even consider learning how to ride a bike if the town offered a program for adults. Also there is definitely a lack of affordable housing here. I would be so happy to live here for the rest of my life, but I can't imagine ever being able to afford a house here. But I do want to say thank you to all of the town workers! Y'all are amazing!
- Please fix the crumbling pavement on North Greensboro across from the Breakaway Cafe.
- Please have a dance arts series.
- Please pave Hillcrest Ave

- Please proactively share development information. Please find a way to put more money into the schools. My children's classes ta times have been huge.
- Please regulate rent.
- Please support and uplift your Jewish neighbors
- Please zone for more vertical/multiuse/bike friendly development and not big corporations..
- Repaving, street lighting, new industry - not just the university
- Secure the town website. I hesitate to go on it as it is unsecured.
- Should be enforced to take good care of the appearance of your property, example is 201 N Greensboro
- Slow response to concerns regarding storm water drainage - passes the responsibility to others.
- Soccer fields. Faster development.
- State property adjacent to Ready Mix? Relocate Ready Mix and make a park?
- Thank
- Thank you for all your hard work and attention
- Thank you for the work you do!
- Thank you! I love this town and you all do a wonderful job making it feel welcoming and supportive
- Thanks to police and fire stations.
- Thanks to the police dept for doing a wonderful job of helping my son with guardianship paperwork. He is black and on the autism spectrum and was afraid. But the policeman was so kind and respectful.
- The aggressive towing from HT and WSM needs to stop. People do not see the warning signs. WSM is closed, they park there and cross the street for restaurants.
- The drive to tear down bollards and promote vehicular traffic everywhere is a mystery to me. Carrboro is a great community for pedestrians and cyclists. People should have the opportunity to use public roads without fear of high speeds from vehicles commuting quickly through town.
- The fire department did a very good job hosting our cub scout tour.
- The influx of the uber-rich and undergrads has made Carrboro lose a lot of its charm. It's becoming nothing more than Chapel Hill-lite.
- The most important current issue is affordable housing. It is extremely important that we get rent control.
- The only reason I can afford to buy a house here is because I do not have kids.
- The Town Council has been imperious--and the general civility that has made Carrboro a wonderful place to live (I have been here 30 years) is fraying. The tone of the discourse around contentious issues as we try to manage growth has deteriorated in alarming ways. We can and should do better.
- The town needs a more diverse business communities outside of retail. As an entrepreneur, I have to commute 1 hr. to have a space to work with other people interested in sectors that are thriving. The town appears to have a non-diversified business tax base.
- The Town seems to be run by a clique. Planning caters to developers. For affordable housing, protect and expand mobile home parks and stop people from turning homes into airbnbs.
- The town should look to organize / aid / assist in age 0-3 learning-and-nurture groups for poor and low-mid income families.
- THE UNHOUSED IS ALSO A PROBLEM
- There are too many mostly empty parking lots downtown to be building a parking deck. Any private lots are a waste of space, environment, and potential for the town and residents.

- There is a group of progressive social visions that is not in alignment with the residents. Classic example of progressive thinking.
- There is a growing concern about leaving the middle class behind in planning. Minority groups are represented, businesses are represented but families who want to own property, work and live in Carrboro are not being represented. Give incentives for 1st time home buyers, and especially those who provide essential services for the town and community. It needs to be the primary focus because it generates a strong economy and a strong community. Also, retirees should be actively encouraged and recruited to volunteer and share their experience and expertise within community programs.
- TOC internet availability in west Carrboro, Fidelity Street.
- Too much flooding when it rains.
- Town council needs diversity of family types. No one is representing families with kids.
- Town leaders seem to dismiss those who dare to disagree with them and do not seem to respect the needs of middle class Carrboro citizens who are neither rich nor poor
- Traffic issues. Chatam county cutting thru town.
- trails, access to University lake.
- Trash and recycling rollout dumpsters left on the street 24/7 on W. Poplar are an eyesore
- Underscoring the need to move along the development of lot at Weaver and G'boro.
- Unsafe merging by drivers.
- Update Libba Cotten Bikeway with new pavement and make 3 lanes to 2.
- VACANT LOT AT GREENSBORO AND WEAVER HAS BEEN AN EYESORE FOR 30 YEARS-MIDDLE OF TOWN
- We are very excited about the early planning to convert the rail line into a multi-use trail. Please accelerate that!
- We love living here
- We love living here
- We love living here
- We love this town and want to stay, we do community-serving work personally and professionally, but we don't see a way to live here permanently (and many are like us) due to the lack of affordable housing options. Even renting is getting out of hand and we are beginning to pay more than "affordable" and in buildings which need work. This has a major impact on the growth and diversity of the town.
- We need more crosswalks. Especially on Main Street. There are gaps between streets people cross at busy times with no signage to assist them and drivers.
- We need more infrastructure around public green spaces. Water, bathrooms, etc.
- Work on flood prone areas. Not fair to turn long term residents into flood zones.
- Would be nice to have community interest education programs on mental health, stress management, personal finance, saving energy, how to buy a house, etc.
- Yea, I'm a classically trained chef and yet I'm stuck at a crappy, hourly job where I barely make ends meet! My rent is \$1400 and one of the 2 pay checks I get every month, goes straight to rent. Maybe you all could do something about that.
- you're all doing a great job



2024 Town of Carrboro Community Survey QCT Results

Presented to the Town of Carrboro,
North Carolina

April 2024



ETC
INSTITUTE

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

(N=166)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	52.4%	41.0%	4.2%	1.2%	0.6%	0.6%
Q1-2. As a place to work	22.9%	30.1%	12.7%	4.2%	0.6%	29.5%
Q1-3. As a place to play	30.7%	38.6%	16.3%	7.2%	0.0%	7.2%
Q1-4. As a place to raise children	32.5%	24.1%	6.0%	1.8%	0.0%	35.5%
Q1-5. As a place to retire	26.5%	19.3%	7.8%	3.6%	2.4%	40.4%
Q1-6. As a place to visit	33.7%	37.3%	15.1%	6.6%	0.0%	7.2%
Q1-7. As a place to start a business	10.2%	19.3%	16.3%	4.2%	2.4%	47.6%
Q1-8. As a place that is welcoming & inclusive to all	41.6%	42.8%	9.6%	3.0%	1.8%	1.2%
Q1-9. As a community advancing racial equity	30.7%	45.8%	10.2%	3.6%	1.8%	7.8%
Q1-10. As a community advancing climate action	24.1%	38.0%	19.3%	3.0%	2.4%	13.3%
Q1-11. As a community headed in right direction	33.1%	44.0%	13.3%	4.2%	1.8%	3.6%
Q1-12. Overall quality of life in Carrboro	39.8%	50.6%	6.6%	1.2%	0.6%	1.2%

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

(N=166)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	52.7%	41.2%	4.2%	1.2%	0.6%
Q1-2. As a place to work	32.5%	42.7%	17.9%	6.0%	0.9%
Q1-3. As a place to play	33.1%	41.6%	17.5%	7.8%	0.0%
Q1-4. As a place to raise children	50.5%	37.4%	9.3%	2.8%	0.0%
Q1-5. As a place to retire	44.4%	32.3%	13.1%	6.1%	4.0%
Q1-6. As a place to visit	36.4%	40.3%	16.2%	7.1%	0.0%
Q1-7. As a place to start a business	19.5%	36.8%	31.0%	8.0%	4.6%
Q1-8. As a place that is welcoming & inclusive to all	42.1%	43.3%	9.8%	3.0%	1.8%
Q1-9. As a community advancing racial equity	33.3%	49.7%	11.1%	3.9%	2.0%
Q1-10. As a community advancing climate action	27.8%	43.8%	22.2%	3.5%	2.8%
Q1-11. As a community headed in right direction	34.4%	45.6%	13.8%	4.4%	1.9%
Q1-12. Overall quality of life in Carrboro	40.2%	51.2%	6.7%	1.2%	0.6%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall appearance of Town	24.7%	53.0%	12.0%	7.8%	0.6%	1.8%
Q2-2. Quality of new development in Carrboro	10.2%	33.1%	25.9%	19.9%	3.6%	7.2%
Q2-3. Access to parks & green space	30.1%	41.0%	14.5%	9.6%	3.0%	1.8%
Q2-4. Diversity of residents	16.9%	39.2%	29.5%	11.4%	1.8%	1.2%
Q2-5. Current state of race relations	9.0%	35.5%	29.5%	9.6%	1.2%	15.1%
Q2-6. Variety of businesses in Carrboro	17.5%	41.0%	22.9%	13.9%	1.8%	3.0%
Q2-7. Availability of cultural activities & arts	31.9%	47.0%	10.2%	7.8%	0.0%	3.0%
Q2-8. Availability of festivals & community events	40.4%	39.2%	10.8%	4.8%	0.6%	4.2%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall appearance of Town	25.2%	54.0%	12.3%	8.0%	0.6%
Q2-2. Quality of new development in Carrboro	11.0%	35.7%	27.9%	21.4%	3.9%
Q2-3. Access to parks & green space	30.7%	41.7%	14.7%	9.8%	3.1%
Q2-4. Diversity of residents	17.1%	39.6%	29.9%	11.6%	1.8%
Q2-5. Current state of race relations	10.6%	41.8%	34.8%	11.3%	1.4%
Q2-6. Variety of businesses in Carrboro	18.0%	42.2%	23.6%	14.3%	1.9%
Q2-7. Availability of cultural activities & arts	32.9%	48.4%	10.6%	8.1%	0.0%
Q2-8. Availability of festivals & community events	42.1%	40.9%	11.3%	5.0%	0.6%

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

(N=166)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. Town is responsive to needs of its residents	12.0%	36.1%	25.3%	4.8%	1.8%	19.9%
Q3-2. I have opportunities to participate in Town decision making	18.1%	33.7%	18.7%	8.4%	3.0%	18.1%
Q3-3. I have a good understanding of services provided by Town	13.3%	40.4%	17.5%	16.3%	3.6%	9.0%

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

(N=166)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. Town is responsive to needs of its residents	15.0%	45.1%	31.6%	6.0%	2.3%
Q3-2. I have opportunities to participate in Town decision making	22.1%	41.2%	22.8%	10.3%	3.7%
Q3-3. I have a good understanding of services provided by Town	14.6%	44.4%	19.2%	17.9%	4.0%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Communication & engagement	19.3%	41.0%	22.9%	7.8%	1.2%	7.8%
Q4-2. Economic development	7.2%	32.5%	28.9%	14.5%	0.0%	16.9%
Q4-3. Fire services	38.0%	41.0%	6.6%	0.0%	0.0%	14.5%
Q4-4. Housing & community services	7.2%	28.9%	26.5%	16.9%	6.0%	14.5%
Q4-5. Parks & recreation facilities	27.7%	43.4%	16.3%	5.4%	1.8%	5.4%
Q4-6. Planning, zoning, & inspection services	9.0%	28.3%	27.1%	6.6%	4.8%	24.1%
Q4-7. Police services	16.3%	39.8%	18.1%	7.8%	4.2%	13.9%
Q4-8. Public parking	16.3%	34.3%	21.1%	19.3%	4.8%	4.2%
Q4-9. Public works (trash/yard waste collection)	34.3%	49.4%	7.2%	5.4%	1.2%	2.4%
Q4-10. Recreation & cultural programs	30.7%	42.8%	15.7%	2.4%	0.0%	8.4%
Q4-11. Stormwater management	13.9%	33.7%	18.7%	10.2%	3.6%	19.9%
Q4-12. Transportation infrastructure	15.1%	46.4%	12.0%	17.5%	3.6%	5.4%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Communication & engagement	20.9%	44.4%	24.8%	8.5%	1.3%
Q4-2. Economic development	8.7%	39.1%	34.8%	17.4%	0.0%
Q4-3. Fire services	44.4%	47.9%	7.7%	0.0%	0.0%
Q4-4. Housing & community services	8.5%	33.8%	31.0%	19.7%	7.0%
Q4-5. Parks & recreation facilities	29.3%	45.9%	17.2%	5.7%	1.9%
Q4-6. Planning, zoning, & inspection services	11.9%	37.3%	35.7%	8.7%	6.3%
Q4-7. Police services	18.9%	46.2%	21.0%	9.1%	4.9%
Q4-8. Public parking	17.0%	35.8%	22.0%	20.1%	5.0%
Q4-9. Public works (trash/yard waste collection)	35.2%	50.6%	7.4%	5.6%	1.2%
Q4-10. Recreation & cultural programs	33.6%	46.7%	17.1%	2.6%	0.0%
Q4-11. Stormwater management	17.3%	42.1%	23.3%	12.8%	4.5%
Q4-12. Transportation infrastructure	15.9%	49.0%	12.7%	18.5%	3.8%

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	7	4.2 %
Economic development	15	9.0 %
Fire services	7	4.2 %
Housing & community services	42	25.3 %
Parks & recreation facilities	13	7.8 %
Planning, zoning, & inspection services	3	1.8 %
Police services	17	10.2 %
Public parking	4	2.4 %
Public works (trash/yard waste collection)	6	3.6 %
Recreation & cultural programs	7	4.2 %
Stormwater management	3	1.8 %
Transportation infrastructure	31	18.7 %
None chosen	11	6.6 %
Total	166	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Communication & engagement	4	2.4 %
Economic development	7	4.2 %
Fire services	14	8.4 %
Housing & community services	27	16.3 %
Parks & recreation facilities	24	14.5 %
Planning, zoning, & inspection services	8	4.8 %
Police services	12	7.2 %
Public parking	18	10.8 %
Public works (trash/yard waste collection)	7	4.2 %
Recreation & cultural programs	9	5.4 %
Stormwater management	5	3.0 %
Transportation infrastructure	19	11.4 %
None chosen	12	7.2 %
Total	166	100.0 %

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

Q5. 3rd choice	Number	Percent
Communication & engagement	12	7.2 %
Economic development	12	7.2 %
Fire services	3	1.8 %
Housing & community services	16	9.6 %
Parks & recreation facilities	18	10.8 %
Planning, zoning, & inspection services	10	6.0 %
Police services	8	4.8 %
Public parking	11	6.6 %
Public works (trash/yard waste collection)	17	10.2 %
Recreation & cultural programs	20	12.0 %
Stormwater management	9	5.4 %
Transportation infrastructure	16	9.6 %
None chosen	14	8.4 %
Total	166	100.0 %

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

Q5. Sum of top 3 choices	Number	Percent
Communication & engagement	23	13.9 %
Economic development	34	20.5 %
Fire services	24	14.5 %
Housing & community services	85	51.2 %
Parks & recreation facilities	55	33.1 %
Planning, zoning, & inspection services	21	12.7 %
Police services	37	22.3 %
Public parking	33	19.9 %
Public works (trash/yard waste collection)	30	18.1 %
Recreation & cultural programs	36	21.7 %
Stormwater management	17	10.2 %
Transportation infrastructure	66	39.8 %
None chosen	11	6.6 %
Total	472	

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of services provided by Town	21.7%	52.4%	19.3%	1.2%	0.0%	5.4%
Q6-2. Overall quality of customer service from Town employees	22.3%	34.3%	12.7%	3.0%	1.2%	26.5%
Q6-3. Overall value received for Town tax dollars & fees	15.1%	39.2%	21.1%	6.0%	2.4%	16.3%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of services provided by Town	22.9%	55.4%	20.4%	1.3%	0.0%
Q6-2. Overall quality of customer service from Town employees	30.3%	46.7%	17.2%	4.1%	1.6%
Q6-3. Overall value received for Town tax dollars & fees	18.0%	46.8%	25.2%	7.2%	2.9%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance of Town parks	30.1%	47.6%	8.4%	5.4%	0.0%	8.4%
Q7-2. Number of walking & biking trails	22.3%	43.4%	15.7%	10.2%	3.0%	5.4%
Q7-3. Quality of outdoor athletic fields	17.5%	36.1%	13.9%	5.4%	0.6%	26.5%
Q7-4. Town's youth programs	9.6%	16.9%	13.3%	3.0%	0.0%	57.2%
Q7-5. Town's adult programs	9.6%	16.9%	17.5%	6.6%	1.2%	48.2%
Q7-6. Town's senior (55+) programs	7.8%	11.4%	13.9%	3.6%	0.6%	62.7%
Q7-7. Town special events (e.g., July 4th, Music Festival)	33.1%	42.2%	10.2%	3.6%	0.0%	10.8%
Q7-8. Ease of registering for programs	15.1%	24.1%	12.7%	5.4%	0.6%	42.2%
Q7-9. Fees charged for recreation programs	12.0%	25.3%	15.1%	4.8%	0.6%	42.2%
Q7-10. Availability of diverse cultural events	19.9%	41.6%	15.7%	6.0%	0.6%	16.3%
Q7-11. Availability of meeting & gathering spaces	22.3%	34.9%	14.5%	10.8%	1.2%	16.3%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance of Town parks	32.9%	52.0%	9.2%	5.9%	0.0%
Q7-2. Number of walking & biking trails	23.6%	45.9%	16.6%	10.8%	3.2%
Q7-3. Quality of outdoor athletic fields	23.8%	49.2%	18.9%	7.4%	0.8%
Q7-4. Town's youth programs	22.5%	39.4%	31.0%	7.0%	0.0%
Q7-5. Town's adult programs	18.6%	32.6%	33.7%	12.8%	2.3%
Q7-6. Town's senior (55+) programs	21.0%	30.6%	37.1%	9.7%	1.6%
Q7-7. Town special events (e. g., July 4th, Music Festival)	37.2%	47.3%	11.5%	4.1%	0.0%
Q7-8. Ease of registering for programs	26.0%	41.7%	21.9%	9.4%	1.0%
Q7-9. Fees charged for recreation programs	20.8%	43.8%	26.0%	8.3%	1.0%
Q7-10. Availability of diverse cultural events	23.7%	49.6%	18.7%	7.2%	0.7%
Q7-11. Availability of meeting & gathering spaces	26.6%	41.7%	17.3%	12.9%	1.4%

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

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	23	13.9 %
Number of walking & biking trails	66	39.8 %
Quality of outdoor athletic fields	6	3.6 %
Town's youth programs	6	3.6 %
Town's adult programs	8	4.8 %
Town's senior (55+) programs	5	3.0 %
Town special events (e.g., July 4th, Music Festival)	9	5.4 %
Ease of registering for programs	1	0.6 %
Fees charged for recreation programs	1	0.6 %
Availability of diverse cultural events	16	9.6 %
Availability of meeting & gathering spaces	7	4.2 %
None chosen	18	10.8 %
Total	166	100.0 %

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

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Town parks	34	20.5 %
Number of walking & biking trails	23	13.9 %
Quality of outdoor athletic fields	5	3.0 %
Town's youth programs	9	5.4 %
Town's adult programs	7	4.2 %
Town's senior (55+) programs	11	6.6 %
Town special events (e.g., July 4th, Music Festival)	14	8.4 %
Ease of registering for programs	6	3.6 %
Fees charged for recreation programs	4	2.4 %
Availability of diverse cultural events	19	11.4 %
Availability of meeting & gathering spaces	12	7.2 %
None chosen	22	13.3 %
Total	166	100.0 %

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

Q8. 3rd choice	Number	Percent
Maintenance of Town parks	15	9.0 %
Number of walking & biking trails	13	7.8 %
Quality of outdoor athletic fields	4	2.4 %
Town's youth programs	8	4.8 %
Town's adult programs	10	6.0 %
Town's senior (55+) programs	6	3.6 %
Town special events (e.g., July 4th, Music Festival)	30	18.1 %
Ease of registering for programs	2	1.2 %
Fees charged for recreation programs	3	1.8 %
Availability of diverse cultural events	23	13.9 %
Availability of meeting & gathering spaces	29	17.5 %
None chosen	23	13.9 %
Total	166	100.0 %

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

Q8. Sum of top 3 choices	Number	Percent
Maintenance of Town parks	72	43.4 %
Number of walking & biking trails	102	61.4 %
Quality of outdoor athletic fields	15	9.0 %
Town's youth programs	23	13.9 %
Town's adult programs	25	15.1 %
Town's senior (55+) programs	22	13.3 %
Town special events (e.g., July 4th, Music Festival)	53	31.9 %
Ease of registering for programs	9	5.4 %
Fees charged for recreation programs	8	4.8 %
Availability of diverse cultural events	58	34.9 %
Availability of meeting & gathering spaces	48	28.9 %
None chosen	18	10.8 %
Total	453	

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

(N=166)

	Very safe	Safe	Neutral	Unsafe	Don't know
Q9-1. In your neighborhood	42.8%	43.4%	12.0%	1.2%	0.6%
Q9-2. In Town parks & facilities	36.7%	45.8%	12.0%	1.8%	3.6%
Q9-3. In shopping & dining areas	42.2%	45.8%	9.0%	1.8%	1.2%
Q9-4. Overall feeling of safety in Carrboro	39.8%	47.0%	10.2%	1.8%	1.2%

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

(N=166)

	Very safe	Safe	Neutral	Unsafe
Q9-1. In your neighborhood	43.0%	43.6%	12.1%	1.2%
Q9-2. In Town parks & facilities	38.1%	47.5%	12.5%	1.9%
Q9-3. In shopping & dining areas	42.7%	46.3%	9.1%	1.8%
Q9-4. Overall feeling of safety in Carrboro	40.2%	47.6%	10.4%	1.8%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall effectiveness of Carrboro Fire Department	39.2%	31.9%	3.0%	0.0%	0.6%	25.3%
Q10-2. Responsiveness to community concerns	25.9%	27.1%	13.3%	0.6%	0.0%	33.1%
Q10-3. Respectfulness of fire personnel toward people	35.5%	32.5%	4.8%	0.0%	0.6%	26.5%
Q10-4. Visibility of Fire Department in the community	44.6%	33.7%	10.2%	1.2%	0.6%	9.6%
Q10-5. Fire prevention/safety education programs	22.9%	19.3%	12.0%	2.4%	0.0%	43.4%
Q10-6. Timeliness of Fire Department response to emergencies	30.1%	30.1%	4.8%	0.0%	0.0%	34.9%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall effectiveness of Carrboro Fire Department	52.4%	42.7%	4.0%	0.0%	0.8%
Q10-2. Responsiveness to community concerns	38.7%	40.5%	19.8%	0.9%	0.0%
Q10-3. Respectfulness of fire personnel toward people	48.4%	44.3%	6.6%	0.0%	0.8%
Q10-4. Visibility of Fire Department in the community	49.3%	37.3%	11.3%	1.3%	0.7%
Q10-5. Fire prevention/safety education programs	40.4%	34.0%	21.3%	4.3%	0.0%
Q10-6. Timeliness of Fire Department response to emergencies	46.3%	46.3%	7.4%	0.0%	0.0%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-7. Overall effectiveness of Carrboro Police Department	19.3%	35.5%	15.1%	6.0%	3.0%	21.1%
Q10-8. Responsiveness to community concerns	18.1%	27.1%	10.2%	8.4%	3.6%	32.5%
Q10-9. Respectfulness of Police personnel toward people	24.7%	27.7%	15.7%	3.0%	4.8%	24.1%
Q10-10. Visibility of Police in the community	20.5%	39.8%	16.9%	5.4%	3.6%	13.9%
Q10-11. Enforcement of local traffic laws	12.0%	30.7%	18.1%	10.8%	9.0%	19.3%
Q10-12. Timeliness of Police Department response to emergencies	16.3%	27.1%	11.4%	1.2%	2.4%	41.6%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-7. Overall effectiveness of Carrboro Police Department	24.4%	45.0%	19.1%	7.6%	3.8%
Q10-8. Responsiveness to community concerns	26.8%	40.2%	15.2%	12.5%	5.4%
Q10-9. Respectfulness of Police personnel toward people	32.5%	36.5%	20.6%	4.0%	6.3%
Q10-10. Visibility of Police in the community	23.8%	46.2%	19.6%	6.3%	4.2%
Q10-11. Enforcement of local traffic laws	14.9%	38.1%	22.4%	13.4%	11.2%
Q10-12. Timeliness of Police Department response to emergencies	27.8%	46.4%	19.6%	2.1%	4.1%

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

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	26	15.7 %
Responsiveness to community concerns	12	7.2 %
Respectfulness of fire personnel toward people	3	1.8 %
Fire prevention/safety education programs	1	0.6 %
Timeliness of Fire Department response to emergencies	23	13.9 %
Overall effectiveness of Carrboro Police Department	27	16.3 %
Responsiveness to community concerns	6	3.6 %
Respectfulness of Police personnel toward people	22	13.3 %
Visibility of Police in the community	4	2.4 %
Enforcement of local traffic laws	16	9.6 %
Timeliness of Police Department response to emergencies	15	9.0 %
None chosen	11	6.6 %
Total	166	100.0 %

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

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of Carrboro Fire Department	23	13.9 %
Responsiveness to community concerns	7	4.2 %
Respectfulness of fire personnel toward people	4	2.4 %
Visibility of Fire Department in the community	5	3.0 %
Fire prevention/safety education programs	4	2.4 %
Timeliness of Fire Department response to emergencies	16	9.6 %
Overall effectiveness of Carrboro Police Department	22	13.3 %
Responsiveness to community concerns	12	7.2 %
Respectfulness of Police personnel toward people	27	16.3 %
Visibility of Police in the community	6	3.6 %
Enforcement of local traffic laws	9	5.4 %
Timeliness of Police Department response to emergencies	15	9.0 %
None chosen	16	9.6 %
Total	166	100.0 %

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

Q11. 3rd choice	Number	Percent
Overall effectiveness of Carrboro Fire Department	12	7.2 %
Responsiveness to community concerns	10	6.0 %
Respectfulness of fire personnel toward people	3	1.8 %
Visibility of Fire Department in the community	2	1.2 %
Fire prevention/safety education programs	6	3.6 %
Timeliness of Fire Department response to emergencies	18	10.8 %
Overall effectiveness of Carrboro Police Department	18	10.8 %
Responsiveness to community concerns	19	11.4 %
Respectfulness of Police personnel toward people	16	9.6 %
Visibility of Police in the community	10	6.0 %
Enforcement of local traffic laws	12	7.2 %
Timeliness of Police Department response to emergencies	21	12.7 %
None chosen	19	11.4 %
Total	166	100.0 %

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

Q11. Sum of top 3 choices	Number	Percent
Overall effectiveness of Carrboro Fire Department	61	36.7 %
Responsiveness to community concerns	29	17.5 %
Respectfulness of fire personnel toward people	10	6.0 %
Visibility of Fire Department in the community	7	4.2 %
Fire prevention/safety education programs	11	6.6 %
Timeliness of Fire Department response to emergencies	57	34.3 %
Overall effectiveness of Carrboro Police Department	67	40.4 %
Responsiveness to community concerns	37	22.3 %
Respectfulness of Police personnel toward people	65	39.2 %
Visibility of Police in the community	20	12.0 %
Enforcement of local traffic laws	37	22.3 %
Timeliness of Police Department response to emergencies	51	30.7 %
None chosen	11	6.6 %
Total	463	

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Ease of walking in Carrboro	34.9%	41.6%	8.4%	11.4%	1.2%	2.4%
Q12-2. Ease of biking in Carrboro	21.7%	31.9%	15.7%	13.3%	1.8%	15.7%
Q12-3. Ease of driving in Carrboro	19.3%	45.2%	16.9%	12.0%	1.8%	4.8%
Q12-4. Availability of sidewalks	12.7%	38.6%	19.9%	18.7%	6.6%	3.6%
Q12-5. Availability of greenways/ multi-use paths	16.3%	38.0%	18.1%	18.7%	3.6%	5.4%
Q12-6. Availability of on-street bike amenities	10.8%	24.1%	16.9%	17.5%	3.6%	27.1%
Q12-7. Availability of bicycle parking	15.1%	30.7%	14.5%	10.8%	1.2%	27.7%
Q12-8. Adequacy of street lighting	13.9%	43.4%	21.1%	14.5%	4.8%	2.4%
Q12-9. Availability of parking downtown	14.5%	28.3%	22.9%	21.1%	8.4%	4.8%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of walking in Carrboro	35.8%	42.6%	8.6%	11.7%	1.2%
Q12-2. Ease of biking in Carrboro	25.7%	37.9%	18.6%	15.7%	2.1%
Q12-3. Ease of driving in Carrboro	20.3%	47.5%	17.7%	12.7%	1.9%
Q12-4. Availability of sidewalks	13.1%	40.0%	20.6%	19.4%	6.9%
Q12-5. Availability of greenways/multi-use paths	17.2%	40.1%	19.1%	19.7%	3.8%
Q12-6. Availability of on-street bike amenities	14.9%	33.1%	23.1%	24.0%	5.0%
Q12-7. Availability of bicycle parking	20.8%	42.5%	20.0%	15.0%	1.7%
Q12-8. Adequacy of street lighting	14.2%	44.4%	21.6%	14.8%	4.9%
Q12-9. Availability of parking downtown	15.2%	29.7%	24.1%	22.2%	8.9%

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

Q13. Top choice	Number	Percent
Ease of walking in Carrboro	66	39.8 %
Ease of biking in Carrboro	13	7.8 %
Ease of driving in Carrboro	15	9.0 %
Availability of sidewalks	21	12.7 %
Availability of greenways/multi-use paths	8	4.8 %
Availability of on-street bike amenities	3	1.8 %
Availability of bicycle parking	1	0.6 %
Adequacy of street lighting	13	7.8 %
Availability of parking downtown	18	10.8 %
None chosen	8	4.8 %
Total	166	100.0 %

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

Q13. 2nd choice	Number	Percent
Ease of walking in Carrboro	27	16.3 %
Ease of biking in Carrboro	24	14.5 %
Ease of driving in Carrboro	6	3.6 %
Availability of sidewalks	37	22.3 %
Availability of greenways/multi-use paths	24	14.5 %
Availability of on-street bike amenities	1	0.6 %
Availability of bicycle parking	3	1.8 %
Adequacy of street lighting	17	10.2 %
Availability of parking downtown	18	10.8 %
None chosen	9	5.4 %
Total	166	100.0 %

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

Q13. 3rd choice	Number	Percent
Ease of walking in Carrboro	16	9.6 %
Ease of biking in Carrboro	10	6.0 %
Ease of driving in Carrboro	17	10.2 %
Availability of sidewalks	23	13.9 %
Availability of greenways/multi-use paths	30	18.1 %
Availability of on-street bike amenities	10	6.0 %
Availability of bicycle parking	6	3.6 %
Adequacy of street lighting	23	13.9 %
Availability of parking downtown	18	10.8 %
None chosen	13	7.8 %
Total	166	100.0 %

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

Q13. Sum of top 3 choices	Number	Percent
Ease of walking in Carrboro	109	65.7 %
Ease of biking in Carrboro	47	28.3 %
Ease of driving in Carrboro	38	22.9 %
Availability of sidewalks	81	48.8 %
Availability of greenways/multi-use paths	62	37.3 %
Availability of on-street bike amenities	14	8.4 %
Availability of bicycle parking	10	6.0 %
Adequacy of street lighting	53	31.9 %
Availability of parking downtown	54	32.5 %
None chosen	8	4.8 %
Total	476	

Q14. Does anyone in your household ride a bicycle?

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	86	51.8 %
No	79	47.6 %
Not provided	1	0.6 %
Total	166	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Does anyone in your household ride a bicycle? (without "not provided")**

<u>Q14. Does anyone in your household ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
Yes	86	52.1 %
No	79	47.9 %
Total	165	100.0 %

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

<u>Q14a. Why do they ride a bicycle</u>	<u>Number</u>	<u>Percent</u>
To commute to work or school	58	67.4 %
For errands	56	65.1 %
For recreation	63	73.3 %
Total	177	

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

Q15. Do you members of your household use Chapel

Hill Transit system	Number	Percent
Yes	104	62.7 %
No	60	36.1 %
Not provided	2	1.2 %
Total	166	100.0 %

WITHOUT "NOT PROVIDED"**Q15. Do you or any members of your household use the Chapel Hill Transit system? (without "not provided")**

Q15. Do you members of your household use Chapel

Hill Transit system	Number	Percent
Yes	104	63.4 %
No	60	36.6 %
Total	164	100.0 %

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

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	46	44.2 %
To go to & from shopping	10	9.6 %
To go to & from medical appointments	4	3.8 %
To go to & from social activities	19	18.3 %
To go to & from school	21	20.2 %
Not provided	4	3.8 %
Total	104	100.0 %

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

Q15a. Primary reason for taking the bus	Number	Percent
To go to & from work	46	46.0 %
To go to & from shopping	10	10.0 %
To go to & from medical appointments	4	4.0 %
To go to & from social activities	19	19.0 %
To go to & from school	21	21.0 %
Total	100	100.0 %

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

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	3	5.0 %
Just prefer to drive/bike/walk	38	63.3 %
Service isn't offered to places I need to go	11	18.3 %
Other	7	11.7 %
Not provided	1	1.7 %
Total	60	100.0 %

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

Q15b. Primary reason for not taking the bus	Number	Percent
Service is not frequent enough	3	5.1 %
Just prefer to drive/bike/walk	38	64.4 %
Service isn't offered to places I need to go	11	18.6 %
Other	7	11.9 %
Total	59	100.0 %

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Maintenance of Downtown Carrboro	24.1%	52.4%	17.5%	3.6%	0.0%	2.4%
Q16-2. Maintenance of Town buildings & facilities	19.9%	53.6%	17.5%	1.2%	0.6%	7.2%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	9.0%	18.7%	12.7%	9.6%	2.4%	47.6%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	22.9%	45.2%	19.9%	6.0%	0.6%	5.4%
Q16-5. Maintenance & cleanliness of streets & public areas	24.1%	47.6%	14.5%	10.8%	1.2%	1.8%
Q16-6. Maintenance of street signs	25.3%	53.6%	14.5%	3.0%	0.0%	3.6%
Q16-7. Town efforts to mitigate draining/flooding in public areas	12.7%	41.0%	19.3%	9.0%	1.8%	16.3%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Maintenance of Downtown Carrboro	24.7%	53.7%	17.9%	3.7%	0.0%
Q16-2. Maintenance of Town buildings & facilities	21.4%	57.8%	18.8%	1.3%	0.6%
Q16-3. Accessibility of public areas/facilities for persons with disabilities	17.2%	35.6%	24.1%	18.4%	4.6%
Q16-4. Landscaping & maintenance in parks, medians, & other public areas	24.2%	47.8%	21.0%	6.4%	0.6%
Q16-5. Maintenance & cleanliness of streets & public areas	24.5%	48.5%	14.7%	11.0%	1.2%
Q16-6. Maintenance of street signs	26.3%	55.6%	15.0%	3.1%	0.0%
Q16-7. Town efforts to mitigate draining/flooding in public areas	15.1%	48.9%	23.0%	10.8%	2.2%

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

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	44	26.5 %
Maintenance of Town buildings & facilities	3	1.8 %
Accessibility of public areas/facilities for persons with disabilities	37	22.3 %
Landscaping & maintenance in parks, medians, & other public areas	11	6.6 %
Maintenance & cleanliness of streets & public areas	33	19.9 %
Maintenance of street signs	3	1.8 %
Town efforts to mitigate draining/flooding in public areas	21	12.7 %
<u>None chosen</u>	<u>14</u>	<u>8.4 %</u>
Total	166	100.0 %

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

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of Downtown Carrboro	21	12.7 %
Maintenance of Town buildings & facilities	20	12.0 %
Accessibility of public areas/facilities for persons with disabilities	20	12.0 %
Landscaping & maintenance in parks, medians, & other public areas	25	15.1 %
Maintenance & cleanliness of streets & public areas	37	22.3 %
Maintenance of street signs	7	4.2 %
Town efforts to mitigate draining/flooding in public areas	21	12.7 %
<u>None chosen</u>	<u>15</u>	<u>9.0 %</u>
Total	166	100.0 %

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

Q17. 3rd choice	Number	Percent
Maintenance of Downtown Carrboro	21	12.7 %
Maintenance of Town buildings & facilities	13	7.8 %
Accessibility of public areas/facilities for persons with disabilities	19	11.4 %
Landscaping & maintenance in parks, medians, & other public areas	28	16.9 %
Maintenance & cleanliness of streets & public areas	37	22.3 %
Maintenance of street signs	6	3.6 %
Town efforts to mitigate draining/flooding in public areas	22	13.3 %
None chosen	20	12.0 %
Total	166	100.0 %

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

Q17. Sum of top 3 choices	Number	Percent
Maintenance of Downtown Carrboro	86	51.8 %
Maintenance of Town buildings & facilities	36	21.7 %
Accessibility of public areas/facilities for persons with disabilities	76	45.8 %
Landscaping & maintenance in parks, medians, & other public areas	64	38.6 %
Maintenance & cleanliness of streets & public areas	107	64.5 %
Maintenance of street signs	16	9.6 %
Town efforts to mitigate draining/flooding in public areas	64	38.6 %
None chosen	14	8.4 %
Total	463	

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	3.0%	20.5%	23.5%	10.2%	2.4%	40.4%
Q18-2. Job growth	4.8%	15.1%	21.7%	13.9%	3.6%	41.0%
Q18-3. Access to shopping	18.1%	46.4%	19.9%	11.4%	1.2%	3.0%
Q18-4. Quality of new commercial development in Town	6.0%	22.3%	28.3%	18.7%	6.0%	18.7%
Q18-5. Access to information about current/proposed private development projects	3.0%	18.7%	22.3%	24.7%	7.2%	24.1%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. New company growth (incubators, start-ups, entrepreneurs)	5.1%	34.3%	39.4%	17.2%	4.0%
Q18-2. Job growth	8.2%	25.5%	36.7%	23.5%	6.1%
Q18-3. Access to shopping	18.6%	47.8%	20.5%	11.8%	1.2%
Q18-4. Quality of new commercial development in Town	7.4%	27.4%	34.8%	23.0%	7.4%
Q18-5. Access to information about current/proposed private development projects	4.0%	24.6%	29.4%	32.5%	9.5%

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

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	23	13.9 %
Job growth	27	16.3 %
Access to shopping	46	27.7 %
Quality of new commercial development in Town	24	14.5 %
Access to information about current/proposed private development projects	19	11.4 %
None chosen	27	16.3 %
Total	166	100.0 %

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

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	13	7.8 %
Job growth	21	12.7 %
Access to shopping	23	13.9 %
Quality of new commercial development in Town	45	27.1 %
Access to information about current/proposed private development projects	27	16.3 %
None chosen	37	22.3 %
Total	166	100.0 %

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

<u>Q19. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
New company growth (incubators, start-ups, entrepreneurs)	36	21.7 %
Job growth	48	28.9 %
Access to shopping	69	41.6 %
Quality of new commercial development in Town	69	41.6 %
Access to information about current/proposed private development projects	46	27.7 %
None chosen	27	16.3 %
Total	295	

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

	Number	Percent
Yes	8	4.8 %
No	158	95.2 %
Total	166	100.0 %

Q20a. How would you rate your overall experience?

Q20a. How would you rate your overall experience

	Number	Percent
Very satisfied	1	12.5 %
Satisfied	3	37.5 %
Neutral	1	12.5 %
Dissatisfied	3	37.5 %
Total	8	100.0 %

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

Q21. How would you rate overall quality of downtown

	Number	Percent
Very good	41	24.7 %
Good	89	53.6 %
Neutral	28	16.9 %
Poor	5	3.0 %
Not provided	3	1.8 %
Total	166	100.0 %

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

Q21. How would you rate overall quality of downtown

	Number	Percent
Very good	41	25.2 %
Good	89	54.6 %
Neutral	28	17.2 %
Poor	5	3.1 %
Total	163	100.0 %

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of housing options by price range	4.2%	14.5%	10.2%	33.7%	30.7%	6.6%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	7.8%	27.7%	18.7%	21.1%	18.1%	6.6%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	2.4%	16.3%	20.5%	25.9%	18.1%	16.9%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of housing options by price range	4.5%	15.5%	11.0%	36.1%	32.9%
Q23-2. Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	8.4%	29.7%	20.0%	22.6%	19.4%
Q23-3. Efforts of Town to expand & preserve housing that is affordable	2.9%	19.6%	24.6%	31.2%	21.7%

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

Q24. Top choice	Number	Percent
Availability of housing options by price range	62	37.3 %
Availability of a range of housing types (e.g., apartments, townhomes, condos, duplexes, single family)	24	14.5 %
Efforts of Town to expand & preserve housing that is affordable	64	38.6 %
None chosen	16	9.6 %
Total	166	100.0 %

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

(N=166)

	Yes	No	Not provided
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	47.0%	46.4%	6.6%
Q25-2. Are you able to find housing you can afford in Carrboro	60.8%	31.9%	7.2%

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

(N=166)

	Yes	No
Q25-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	50.3%	49.7%
Q25-2. Are you able to find housing you can afford in Carrboro	65.6%	34.4%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Availability of information about Town programs & services	14.5%	45.8%	17.5%	10.8%	0.6%	10.8%
Q26-2. Town efforts to keep you informed	13.9%	39.8%	24.1%	12.7%	1.8%	7.8%
Q26-3. Ease of locating information on Town website	10.8%	39.8%	18.7%	9.0%	2.4%	19.3%
Q26-4. Quality of transparent, trusted, & clear Town communication	10.2%	34.3%	28.3%	7.8%	1.8%	17.5%
Q26-5. Level of public involvement in local decision-making	9.0%	28.3%	27.1%	7.8%	4.8%	22.9%
Q26-6. Availability of emergency information	10.8%	39.8%	19.3%	3.6%	1.2%	25.3%
Q26-7. Availability of information & services in languages other than English	4.8%	20.5%	16.3%	2.4%	0.6%	55.4%

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

(N=166)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Availability of information about Town programs & services	16.2%	51.4%	19.6%	12.2%	0.7%
Q26-2. Town efforts to keep you informed	15.0%	43.1%	26.1%	13.7%	2.0%
Q26-3. Ease of locating information on Town website	13.4%	49.3%	23.1%	11.2%	3.0%
Q26-4. Quality of transparent, trusted, & clear Town communication	12.4%	41.6%	34.3%	9.5%	2.2%
Q26-5. Level of public involvement in local decision-making	11.7%	36.7%	35.2%	10.2%	6.3%
Q26-6. Availability of emergency information	14.5%	53.2%	25.8%	4.8%	1.6%
Q26-7. Availability of information & services in languages other than English	10.8%	45.9%	36.5%	5.4%	1.4%

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

Q27. Top choice	Number	Percent
Availability of information about Town programs & services	35	21.1 %
Town efforts to keep you informed	31	18.7 %
Ease of locating information on Town website	11	6.6 %
Quality of transparent, trusted, & clear Town communication	21	12.7 %
Level of public involvement in local decision-making	24	14.5 %
Availability of emergency information	13	7.8 %
Availability of information & services in languages other than English	9	5.4 %
None chosen	22	13.3 %
Total	166	100.0 %

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

Q27. 2nd choice	Number	Percent
Availability of information about Town programs & services	21	12.7 %
Town efforts to keep you informed	27	16.3 %
Ease of locating information on Town website	12	7.2 %
Quality of transparent, trusted, & clear Town communication	20	12.0 %
Level of public involvement in local decision-making	29	17.5 %
Availability of emergency information	19	11.4 %
Availability of information & services in languages other than English	12	7.2 %
None chosen	26	15.7 %
Total	166	100.0 %

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

Q27. Sum of top 2 choices	Number	Percent
Availability of information about Town programs & services	56	33.7 %
Town efforts to keep you informed	58	34.9 %
Ease of locating information on Town website	23	13.9 %
Quality of transparent, trusted, & clear Town communication	41	24.7 %
Level of public involvement in local decision-making	53	31.9 %
Availability of emergency information	32	19.3 %
Availability of information & services in languages other than English	21	12.7 %
None chosen	22	13.3 %
Total	306	

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

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

	Number	Percent
Town emails	50	30.1 %
Communications received at my home (postcards, mail, doorhangers)	66	39.8 %
Traditional media (TV, newspapers, radio, or their social media)	36	21.7 %
Website for Town of Carrboro	70	42.2 %
Carrboro Cable Govt. Channel	3	1.8 %
WCOM Radio	6	3.6 %
Outdoor signage	92	55.4 %
Outdoor info kiosks	28	16.9 %
Town of Carrboro social media	56	33.7 %
Neighborhood associations	12	7.2 %
Local government-produced brochures	6	3.6 %
Recreation & Parks brochure	33	19.9 %
Friends/colleagues/word of mouth	107	64.5 %
Community groups & blogs	22	13.3 %
Nextdoor	24	14.5 %
Other	3	1.8 %
Total	614	

Q31. How many years have you lived in Carrboro?

<u>Q31. How many years have you lived in Carrboro</u>	<u>Number</u>	<u>Percent</u>
0-5	70	42.2 %
6-10	21	12.7 %
11-15	15	9.0 %
16-20	12	7.2 %
21-30	17	10.2 %
31+	26	15.7 %
Not provided	5	3.0 %
Total	166	100.0 %

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

<u>Q31. How many years have you lived in Carrboro</u>	<u>Number</u>	<u>Percent</u>
0-5	70	43.5 %
6-10	21	13.0 %
11-15	15	9.3 %
16-20	12	7.5 %
21-30	17	10.6 %
31+	26	16.1 %
Total	161	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	68	41.0 %
35-44	27	16.3 %
45-54	15	9.0 %
55-64	21	12.7 %
65+	30	18.1 %
Not provided	5	3.0 %
Total	166	100.0 %

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

Q32. Your age	Number	Percent
18-34	68	42.2 %
35-44	27	16.8 %
45-54	15	9.3 %
55-64	21	13.0 %
65+	30	18.6 %
Total	161	100.0 %

Q33. What is your gender identity?

Q33. Your gender identity	Number	Percent
Male	63	38.0 %
Female	89	53.6 %
Non-binary	10	6.0 %
Not provided	4	2.4 %
Total	166	100.0 %

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

Q33. Your gender identity	Number	Percent
Male	63	38.9 %
Female	89	54.9 %
Non-binary	10	6.2 %
Total	162	100.0 %

Q34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

Q34. Are you or members of your family of Hispanic,
Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	19	11.4 %
No	142	85.5 %
Not provided	5	3.0 %
Total	166	100.0 %

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

Q34. Are you or members of your family of Hispanic,
Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	19	11.8 %
No	142	88.2 %
Total	161	100.0 %

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

Q35. Your race/ethnicity	Number	Percent
Asian or Asian Indian	9	5.4 %
Black or African American	22	13.3 %
American Indian or Alaska Native	2	1.2 %
White or Caucasian	118	71.1 %
Other	7	4.2 %
Total	158	

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

Q35-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	2	28.6 %
Jewish-Middle Eastern	1	14.3 %
Middle Eastern	1	14.3 %
Jewish	1	14.3 %
Mixed	1	14.3 %
Mixed Spanish and Indigenous	1	14.3 %
Total	7	100.0 %

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

Q36. Primary language used in your household	Number	Percent
English	146	88.0 %
Spanish	9	5.4 %
Other	3	1.8 %
Not provided	8	4.8 %
Total	166	100.0 %

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

Q36. Primary language used in your household	Number	Percent
English	146	92.4 %
Spanish	9	5.7 %
Other	3	1.9 %
Total	158	100.0 %

Q36-3. Other:

Q36-3. Other	Number	Percent
Korean	1	33.3 %
Persian	1	33.3 %
Vietnamese	1	33.3 %
Total	3	100.0 %

Q37. Do you rent or own your home?

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	103	62.0 %
Own	57	34.3 %
Not provided	6	3.6 %
Total	166	100.0 %

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

<u>Q37. Do you rent or own your home</u>	<u>Number</u>	<u>Percent</u>
Rent	103	64.4 %
Own	57	35.6 %
Total	160	100.0 %

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

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	45	43.7 %
No	51	49.5 %
Not provided	7	6.8 %
Total	103	100.0 %

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

<u>Q37a. Do you live with roommates to reduce rent costs</u>	<u>Number</u>	<u>Percent</u>
Yes	45	46.9 %
No	51	53.1 %
Total	96	100.0 %

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

Q38. Your total annual household income	Number	Percent
Under \$30K	42	25.3 %
\$30K to \$59,999	55	33.1 %
\$60K to \$99,999	28	16.9 %
\$100K to \$129,999	11	6.6 %
\$130K+	18	10.8 %
Not provided	12	7.2 %
Total	166	100.0 %

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

Q38. Your total annual household income	Number	Percent
Under \$30K	42	27.3 %
\$30K to \$59,999	55	35.7 %
\$60K to \$99,999	28	18.2 %
\$100K to \$129,999	11	7.1 %
\$130K+	18	11.7 %
Total	154	100.0 %

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

Q39. Highest level of education you have completed	Number	Percent
Less than high school	7	4.2 %
High school	23	13.9 %
Some college	11	6.6 %
4-year college	41	24.7 %
Graduate degree	78	47.0 %
Not provided	6	3.6 %
Total	166	100.0 %

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

Q39. Highest level of education you have completed	Number	Percent
Less than high school	7	4.4 %
High school	23	14.4 %
Some college	11	6.9 %
4-year college	41	25.6 %
Graduate degree	78	48.8 %
Total	160	100.0 %

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

Q40. Do you have access to internet at home?	Number	Percent
Yes	158	95.2 %
No	4	2.4 %
Not provided	4	2.4 %
Total	166	100.0 %

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

Q40. Do you have access to internet at home?	Number	Percent
Yes	158	97.5 %
No	4	2.5 %
Total	162	100.0 %

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

Q40a. Where/how do you regularly access the internet	Number	Percent
Cell phone	2	50.0 %
Work	2	50.0 %
Public space (such as library)	1	25.0 %
Total	5	



2024 Town of Carrboro Community Survey GIS Maps

Presented to the Town of Carrboro,
North Carolina

April 2024



ETC
INSTITUTE

Interpreting the Maps

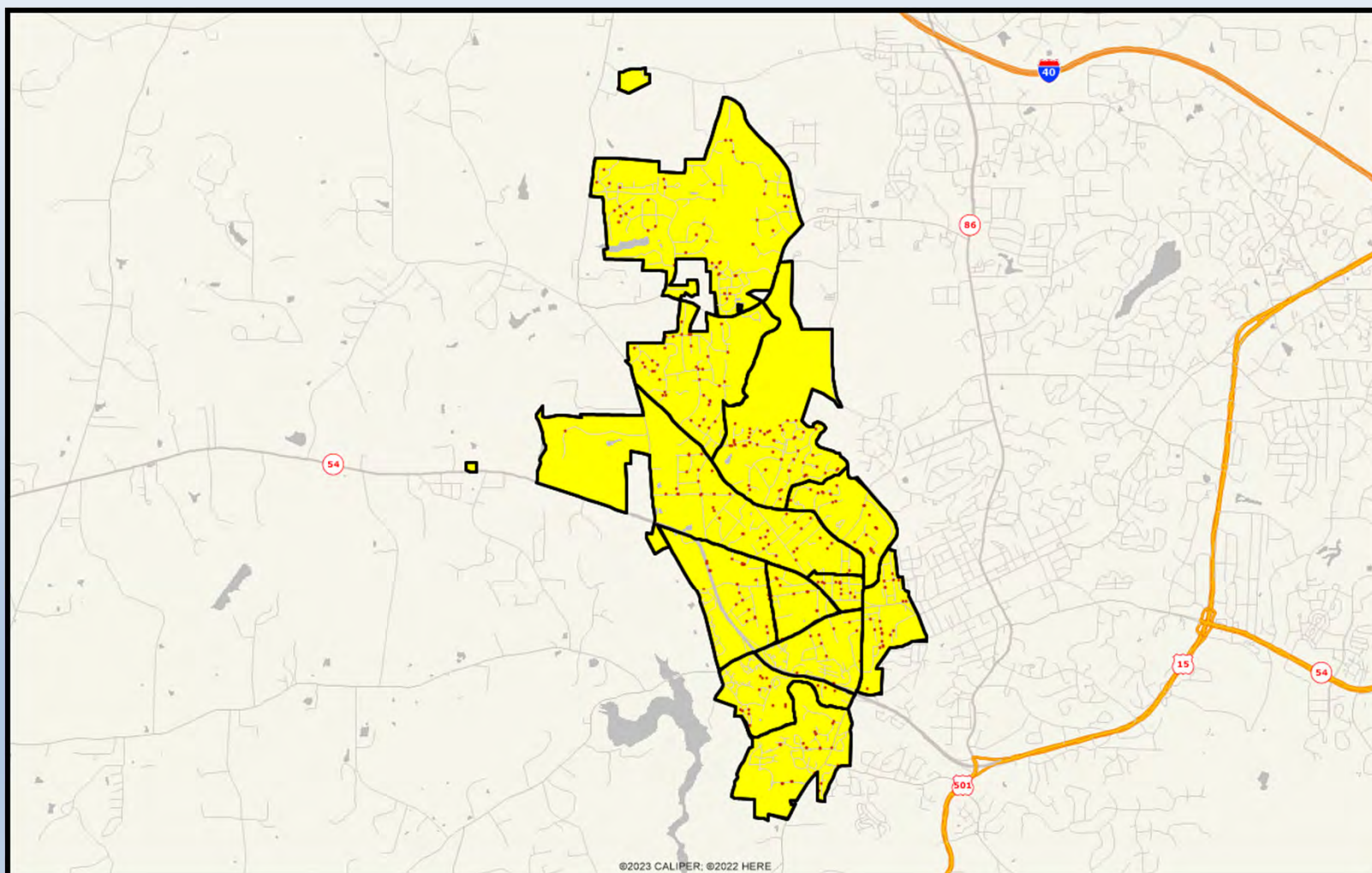
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

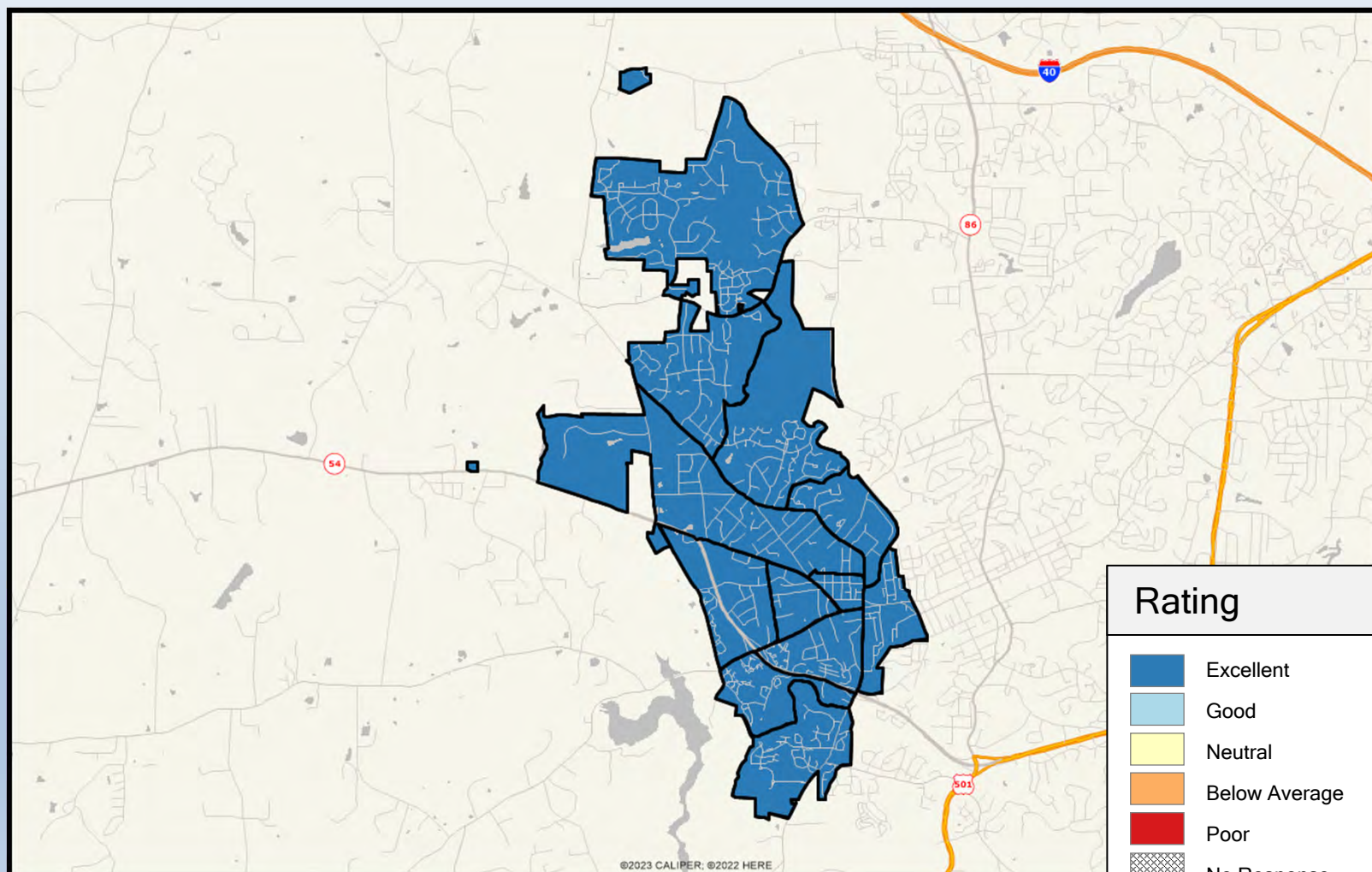
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

Location of Respondents

(Boundaries by Census Block Group)



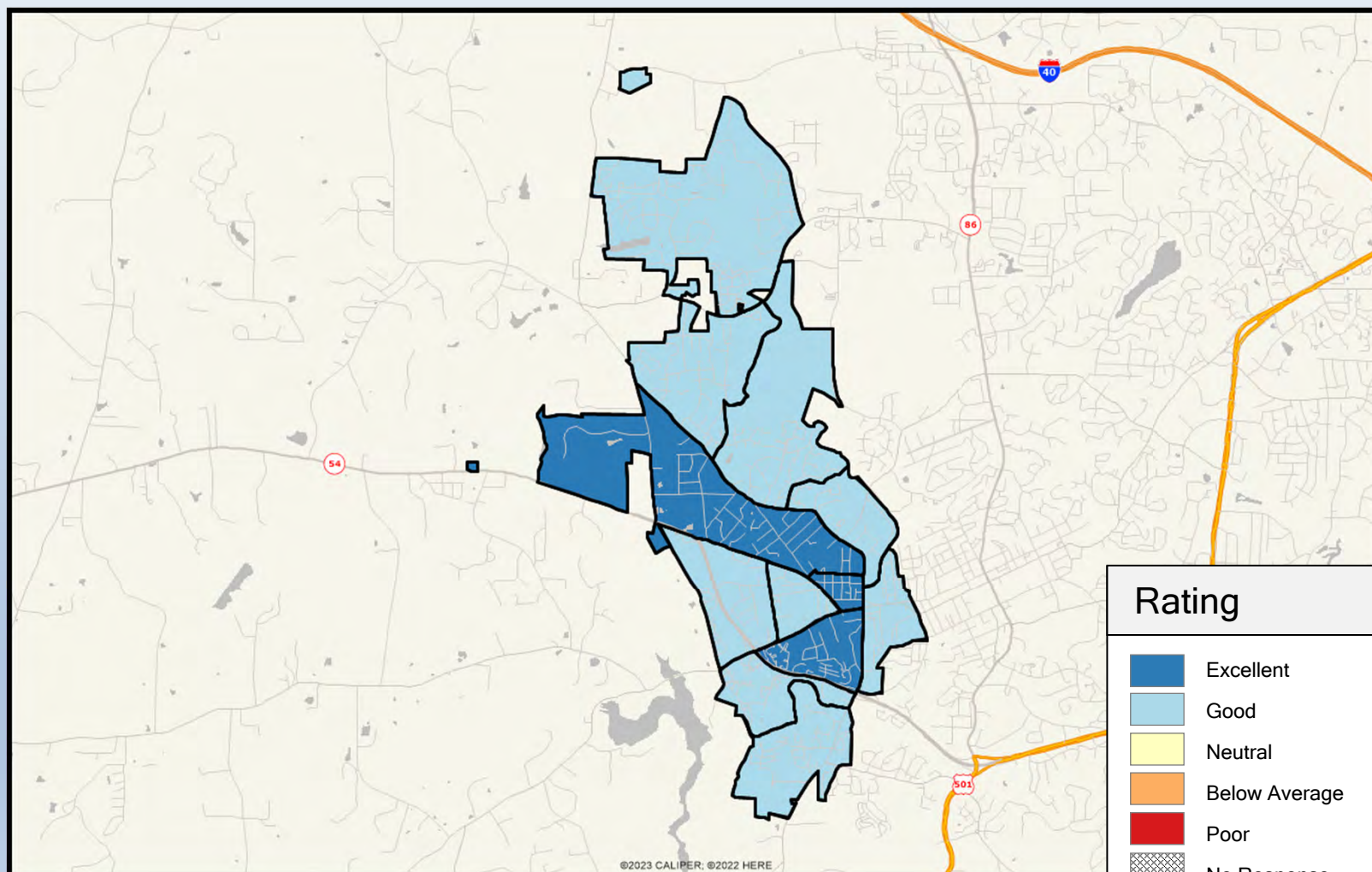
Q1-01. As a place to live



Rating



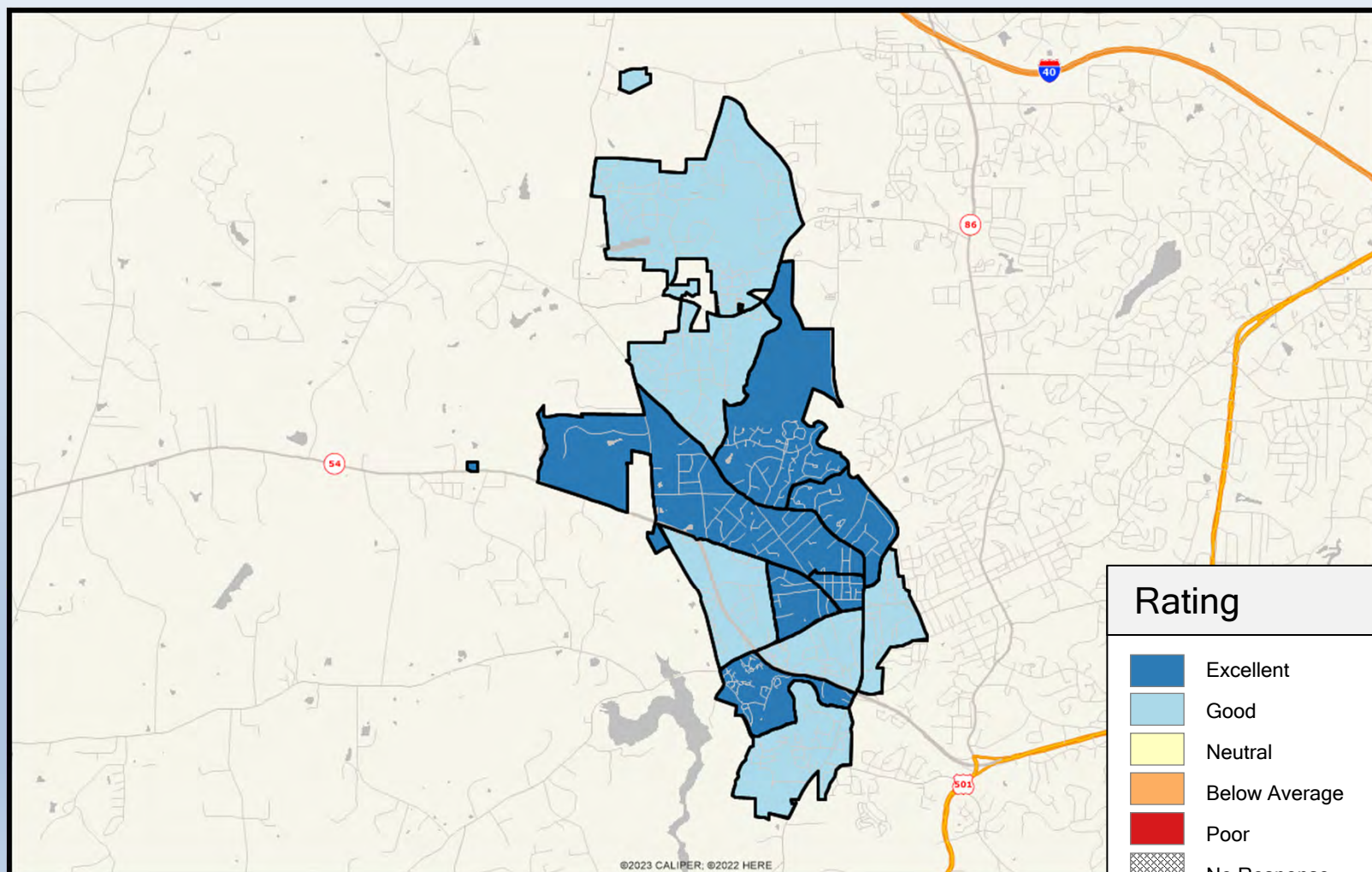
Q1-02. As a place to work



Rating

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

Q1-03. As a place to play



Rating

Excellent

Good

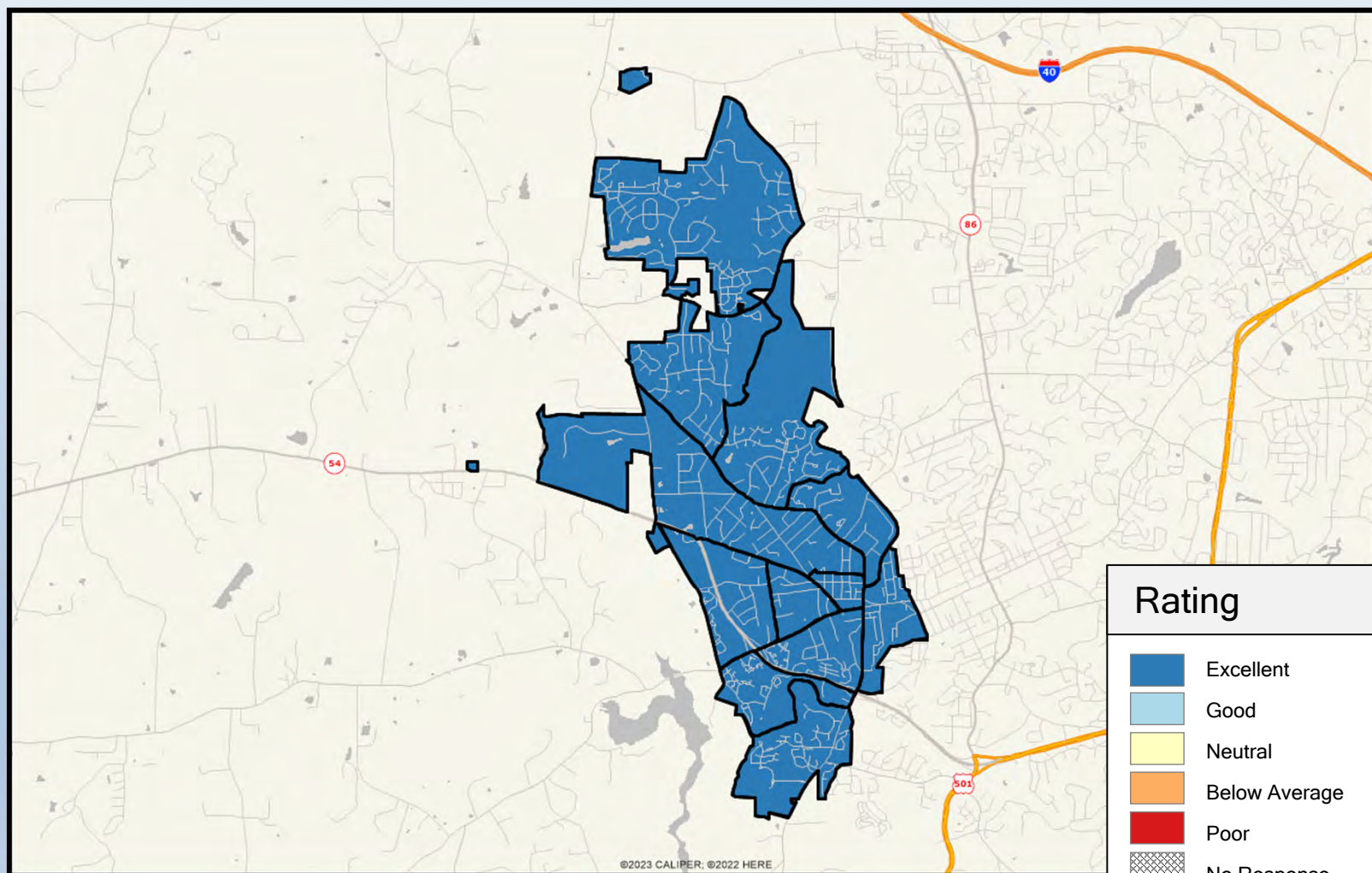
Neutral

Below Average

Poor

No Response

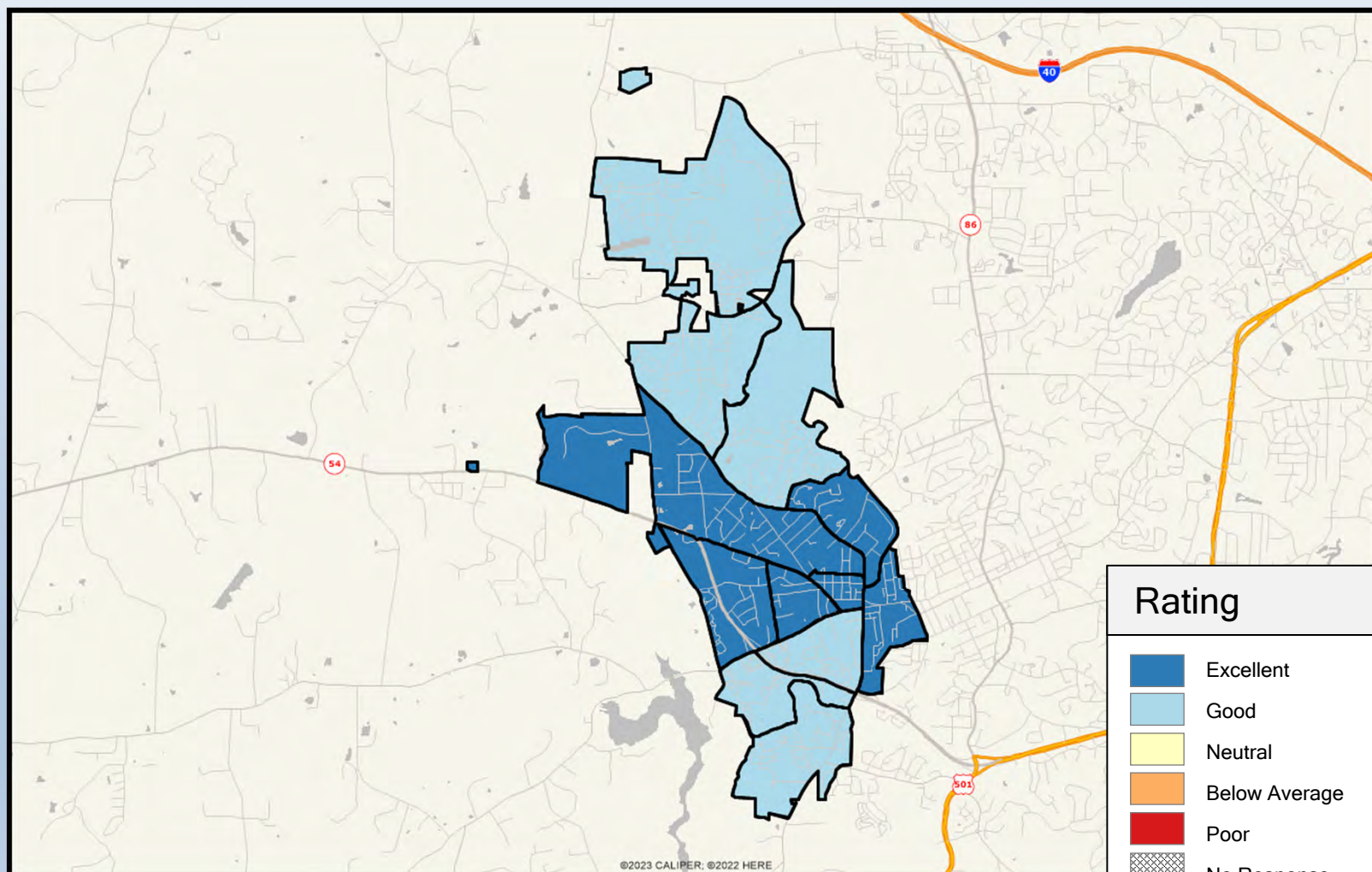
Q1-04. As a place to raise children



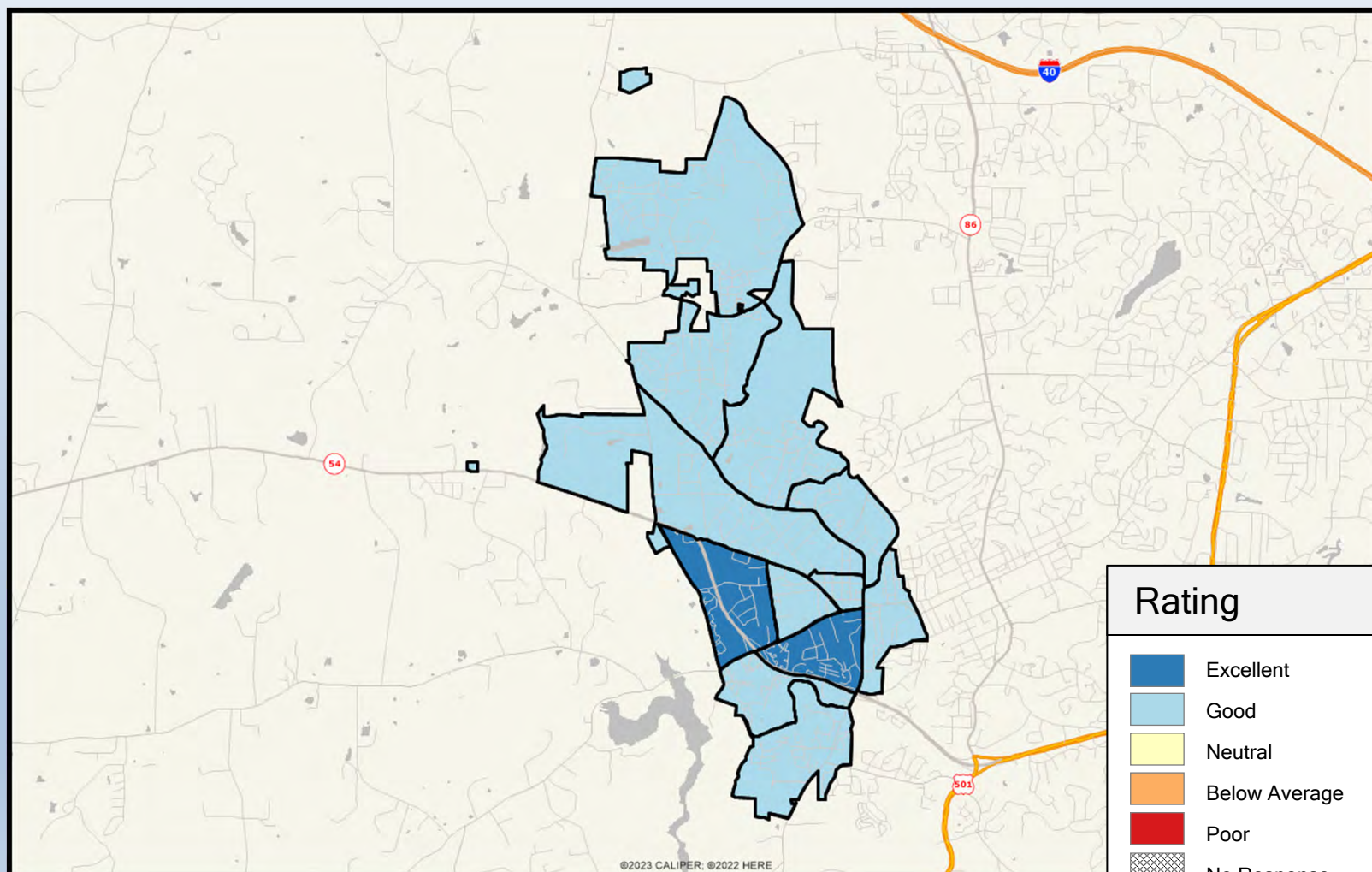
Rating



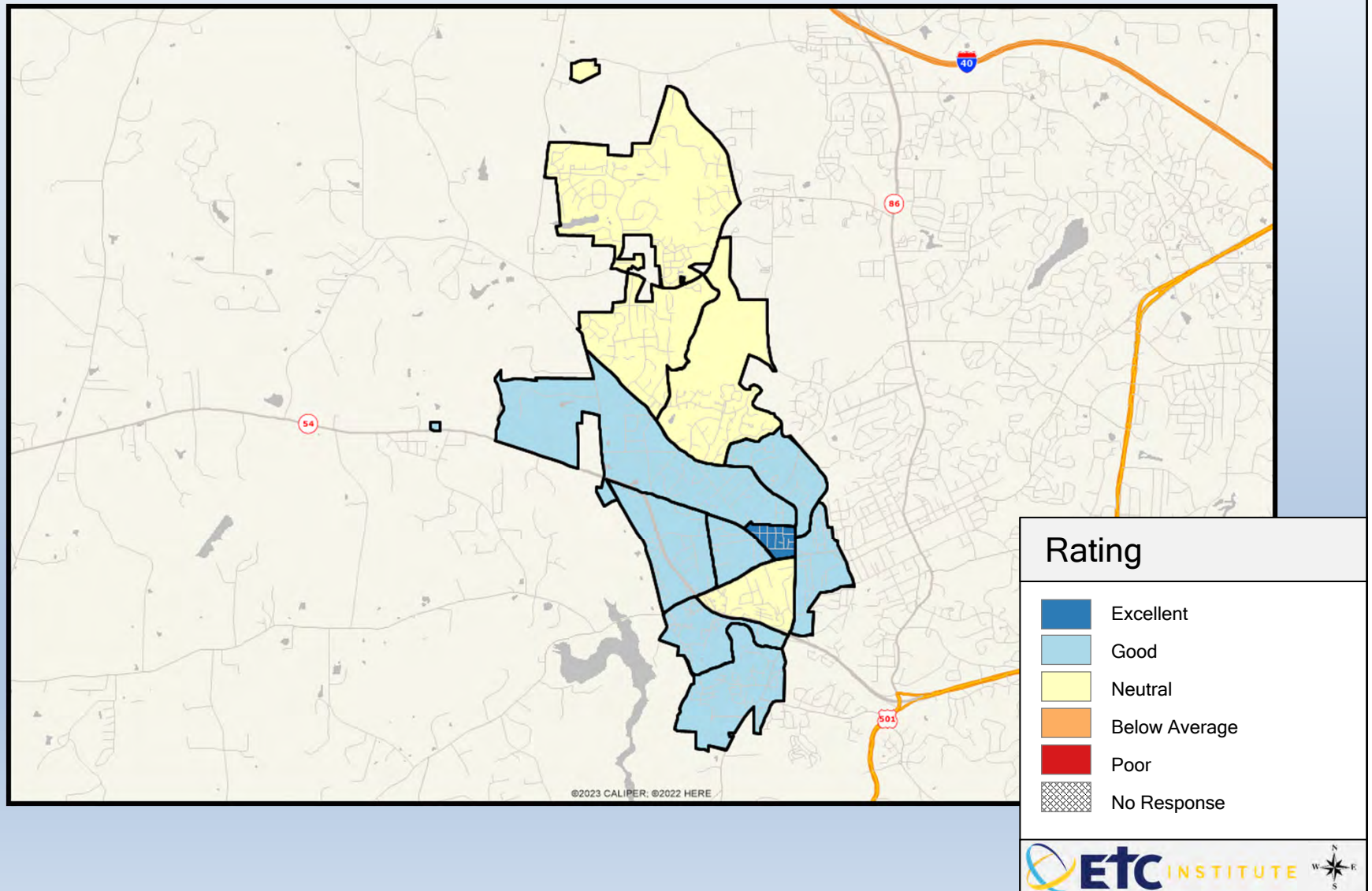
Q1-05. As a place to retire



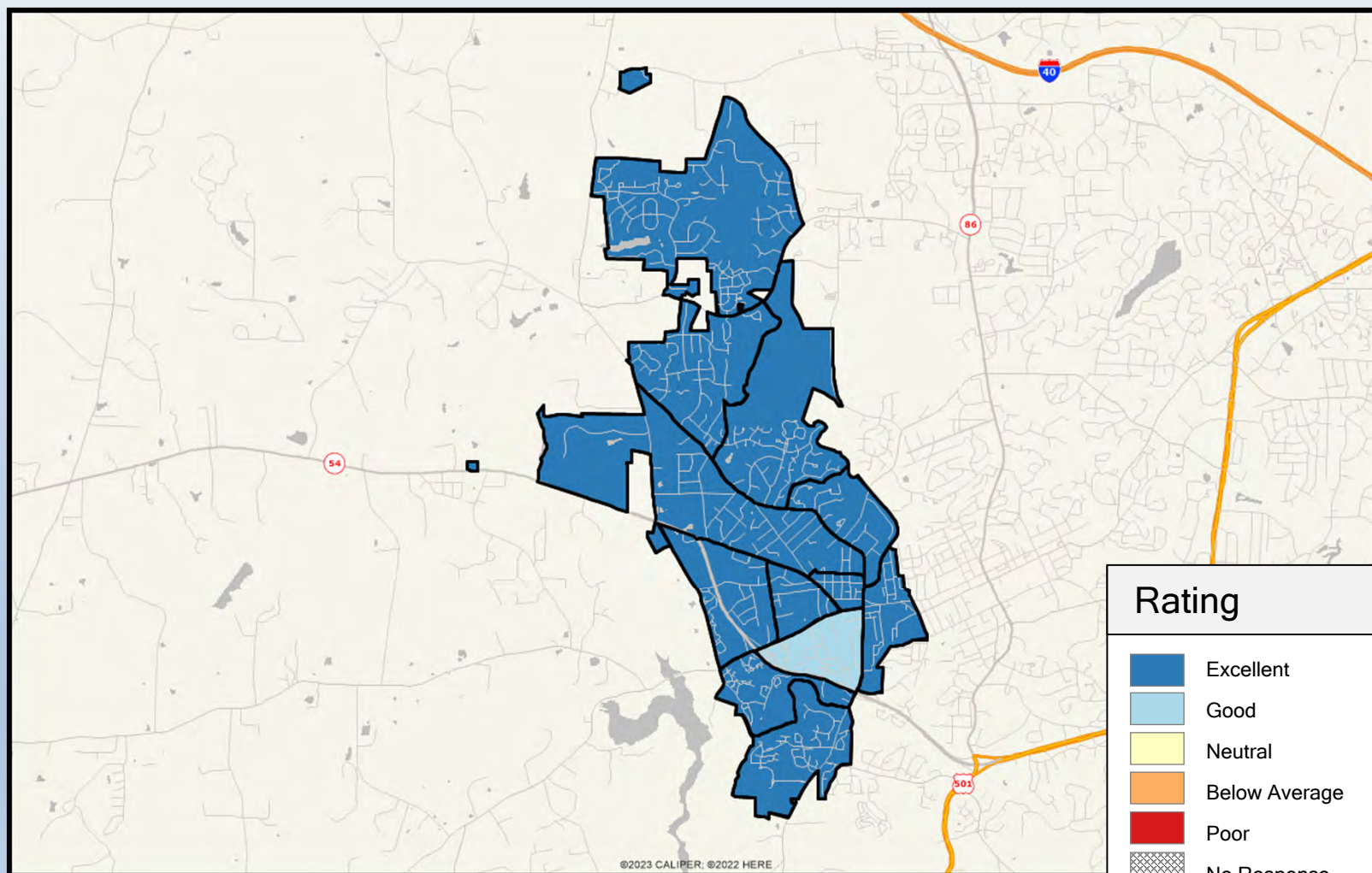
Q1-06. As a place to visit



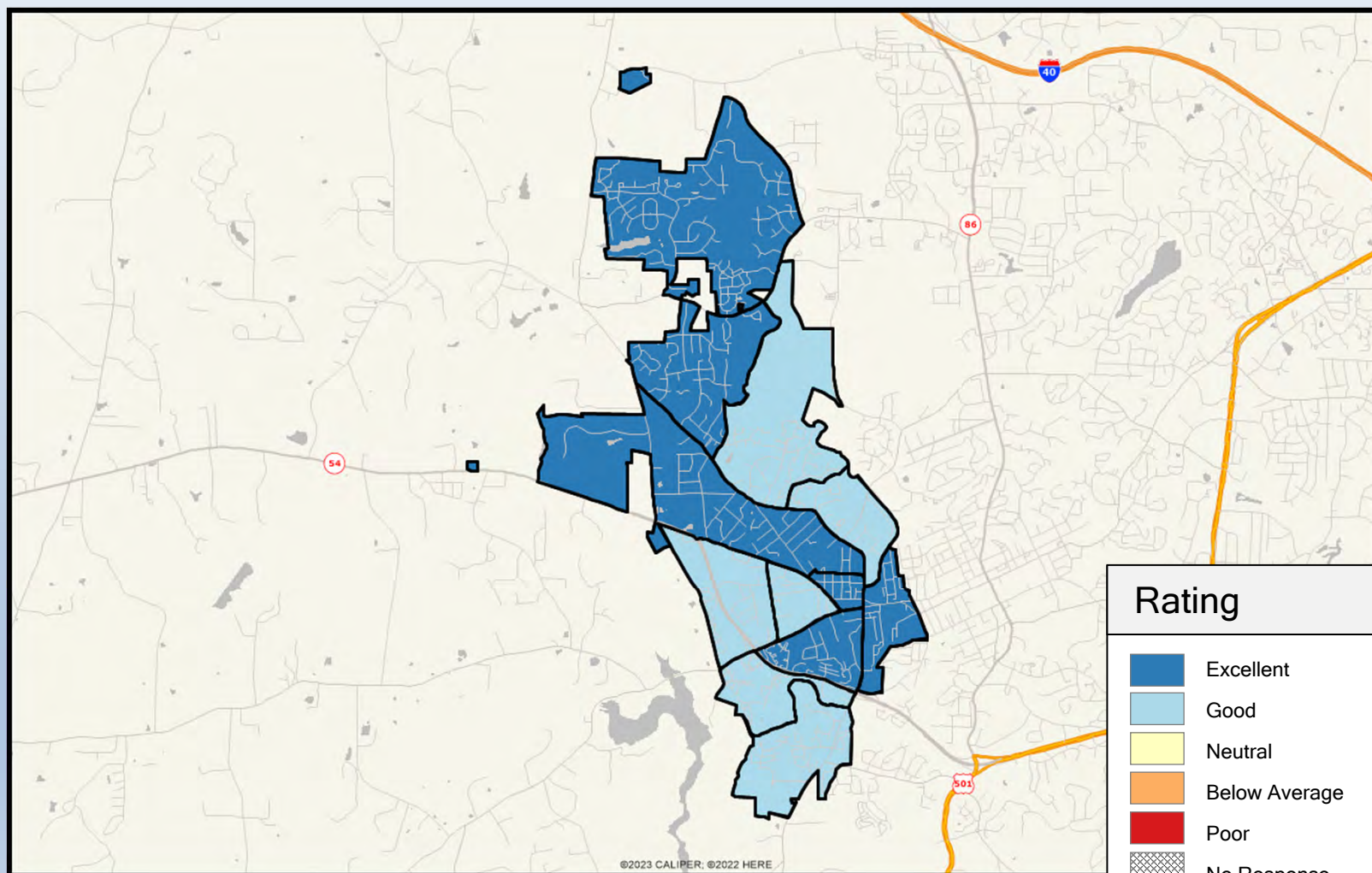
Q1-07. As a place to start a business



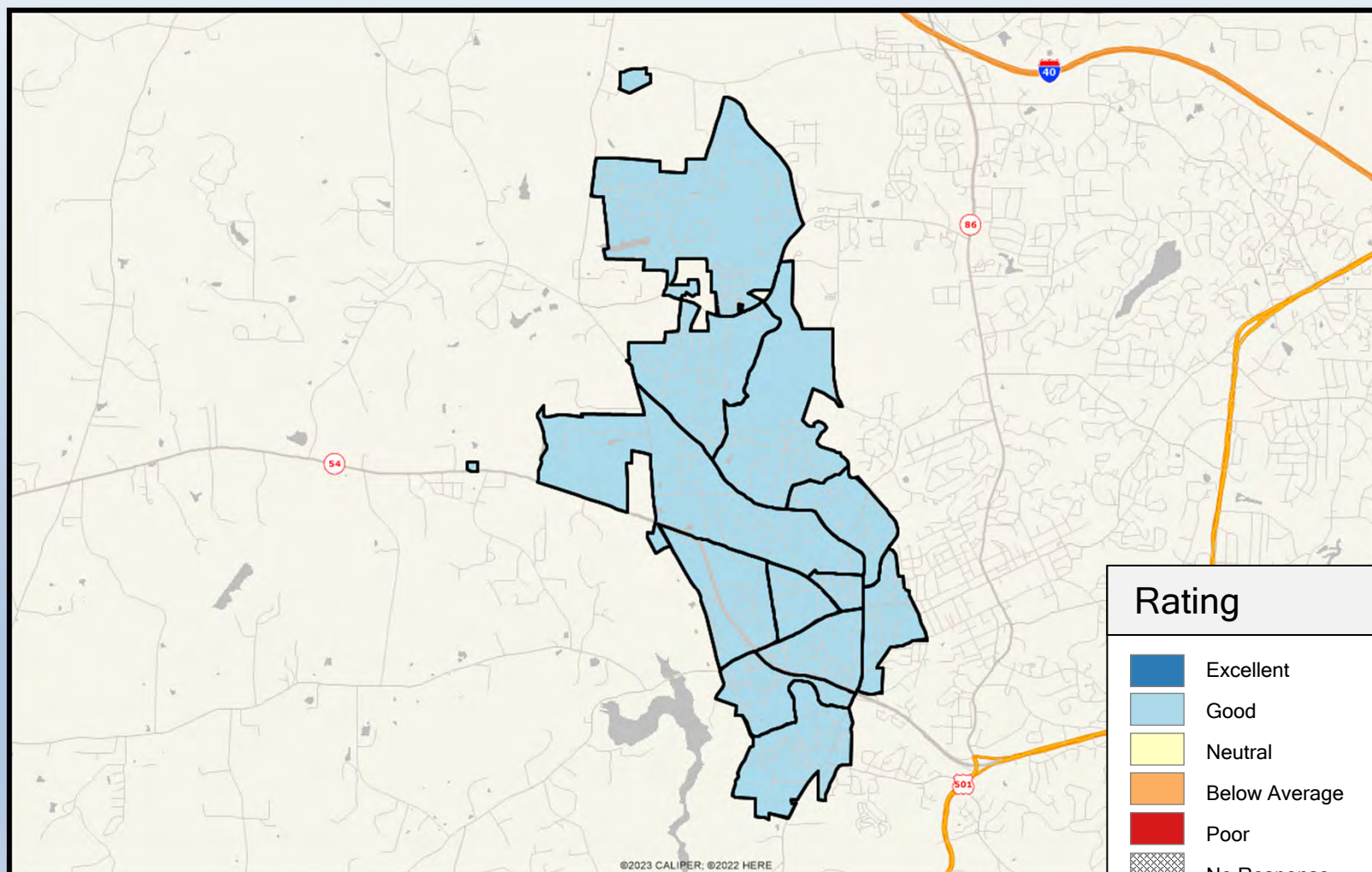
Q1-08. As a place that is welcoming and inclusive to all



Q1-09. As a community advancing racial equity



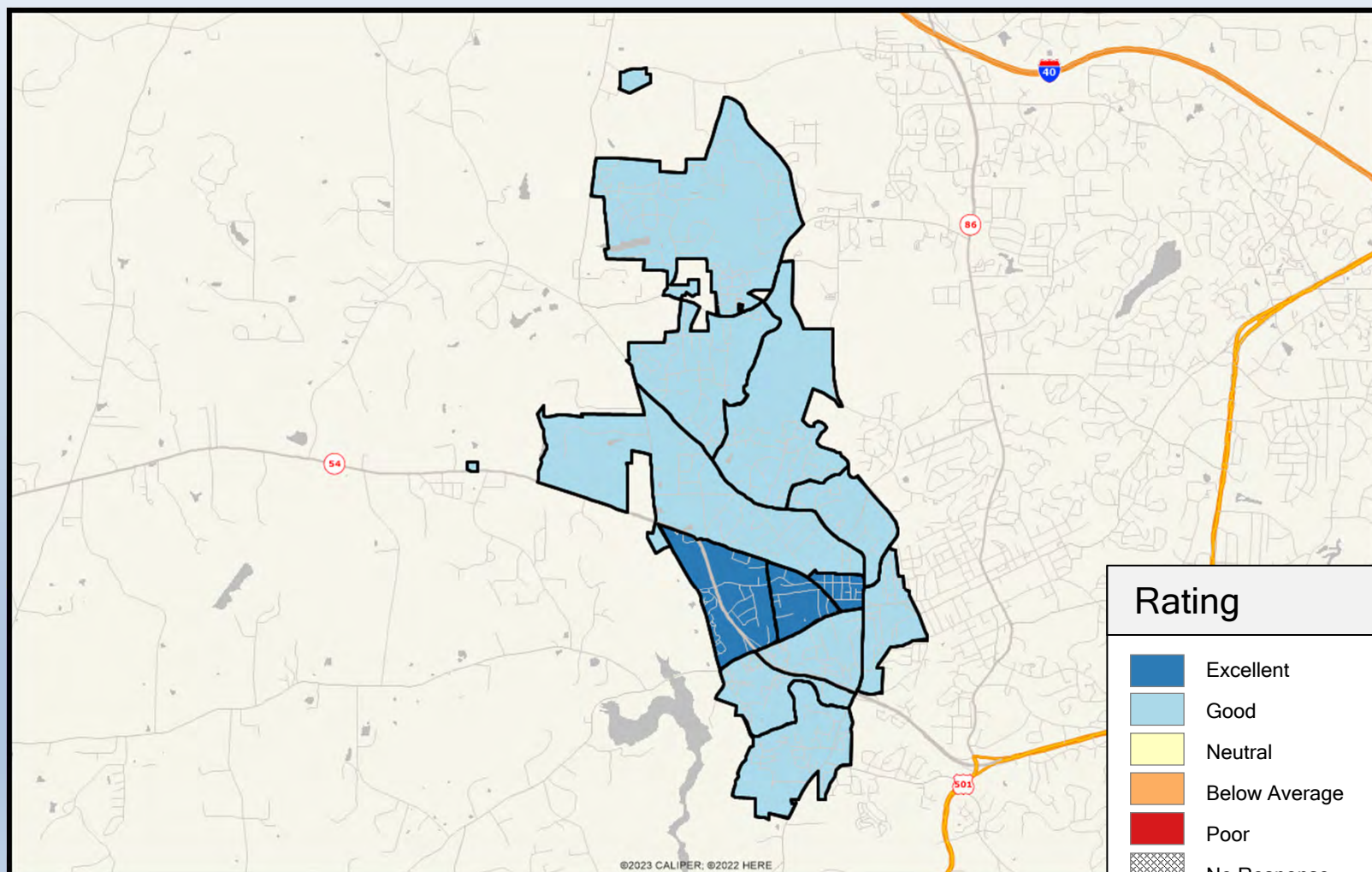
Q1-10. As a community advancing climate action



Rating

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

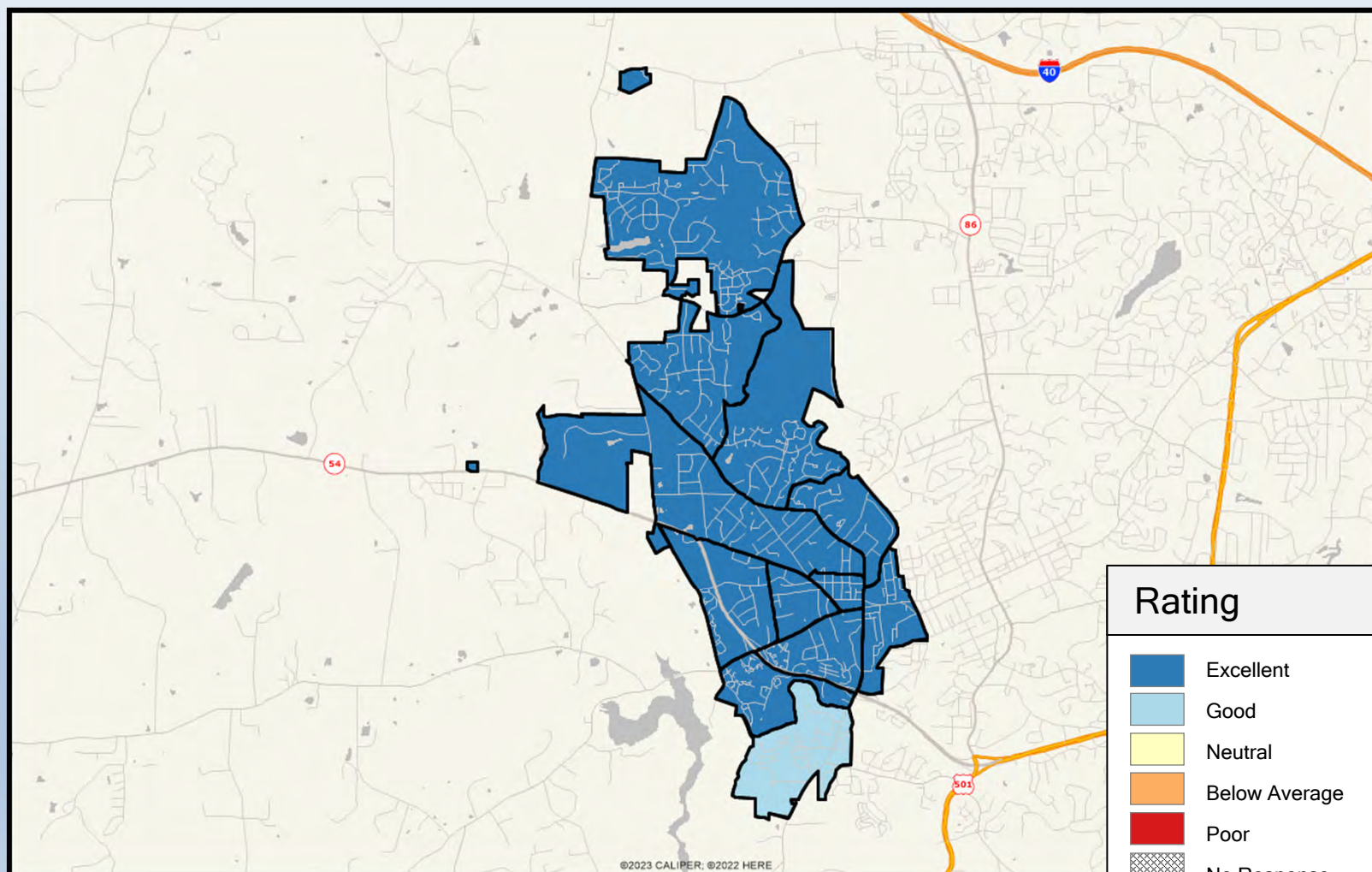
Q1-11. As a community headed in the right direction



Rating

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

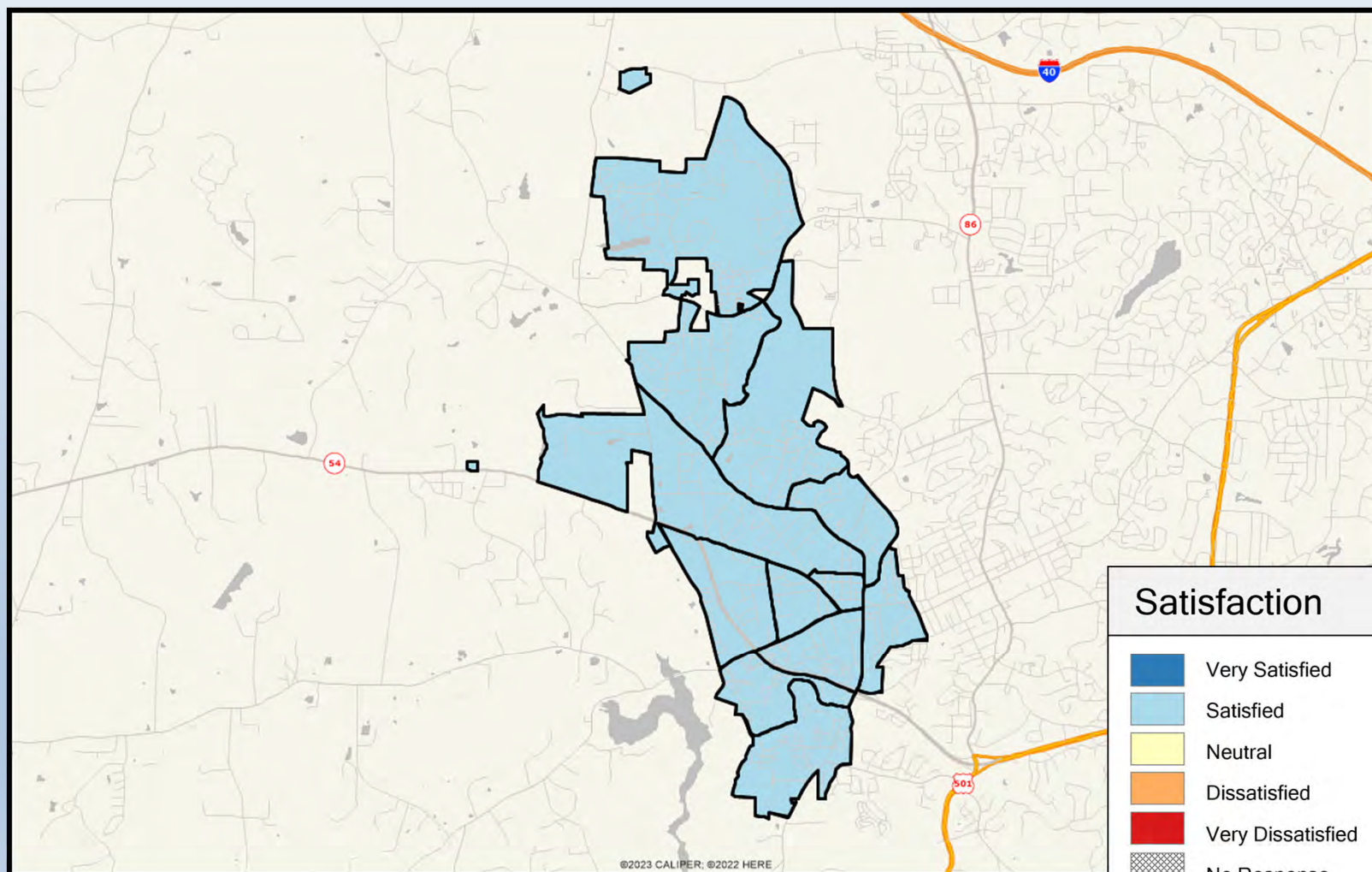
Q1-12. Overall quality of life in Carrboro



Rating



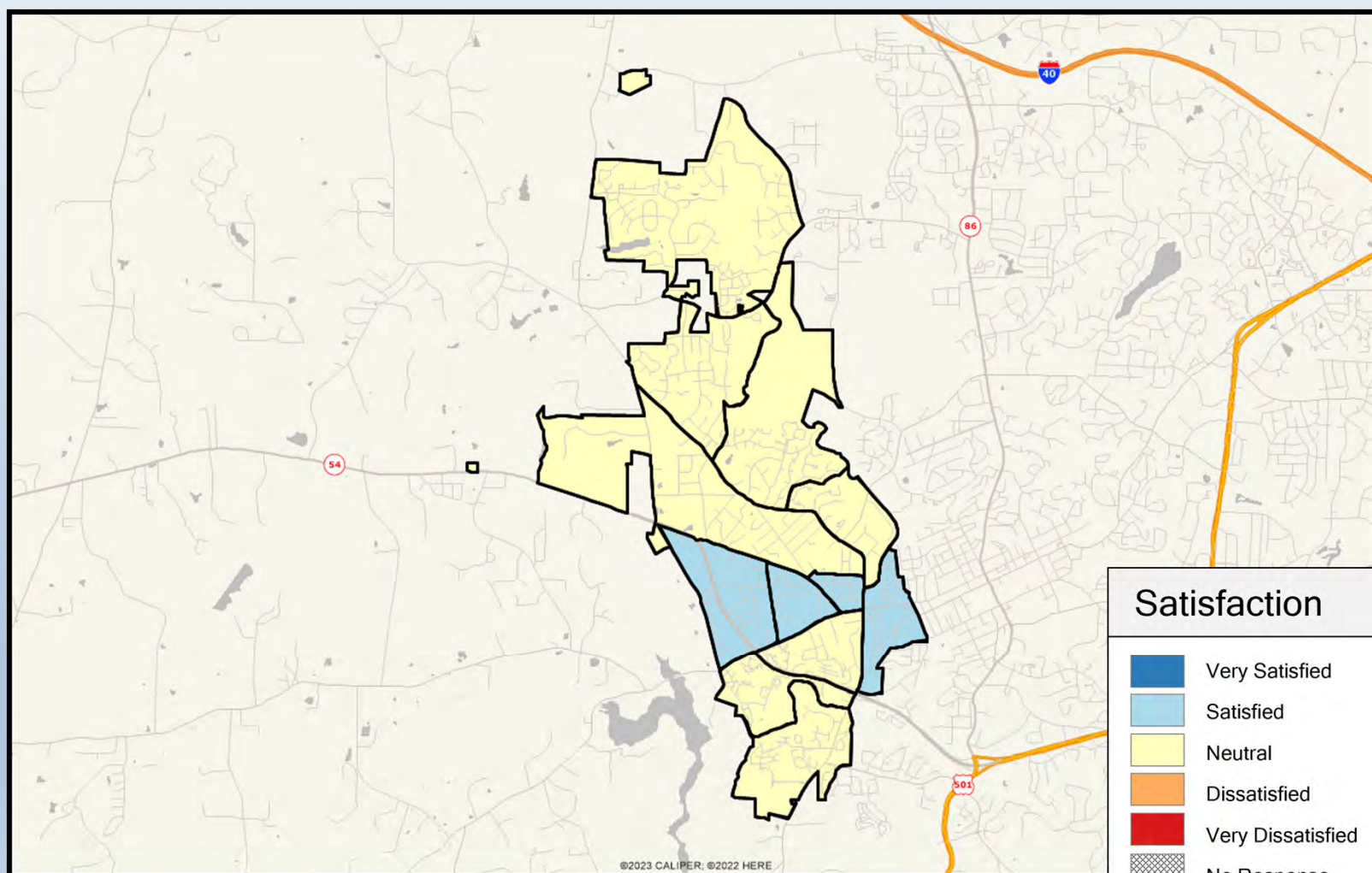
Q2-1. Overall appearance of the Town



Satisfaction



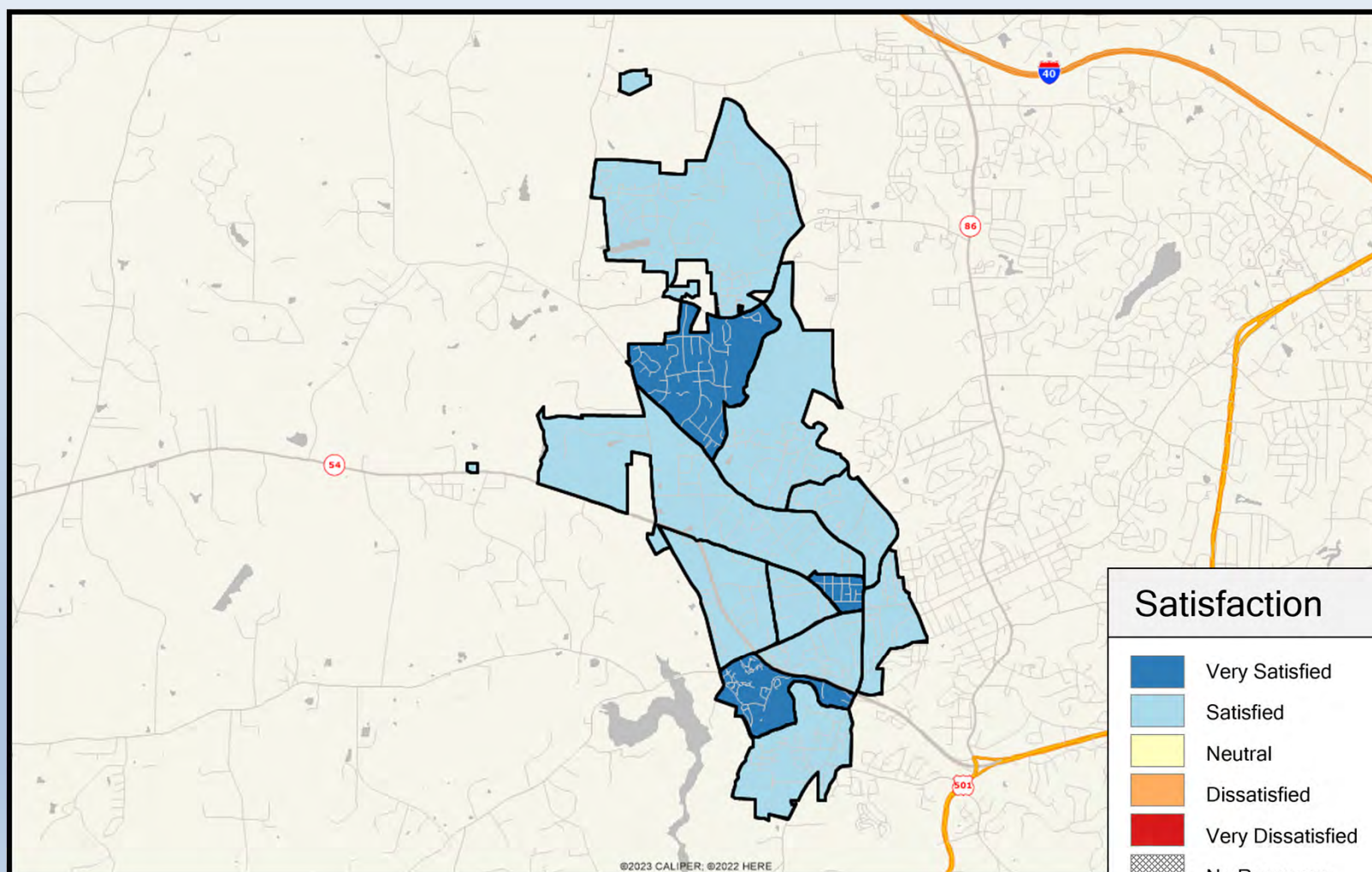
Q2-2. Quality of new development in Carrboro



Satisfaction

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

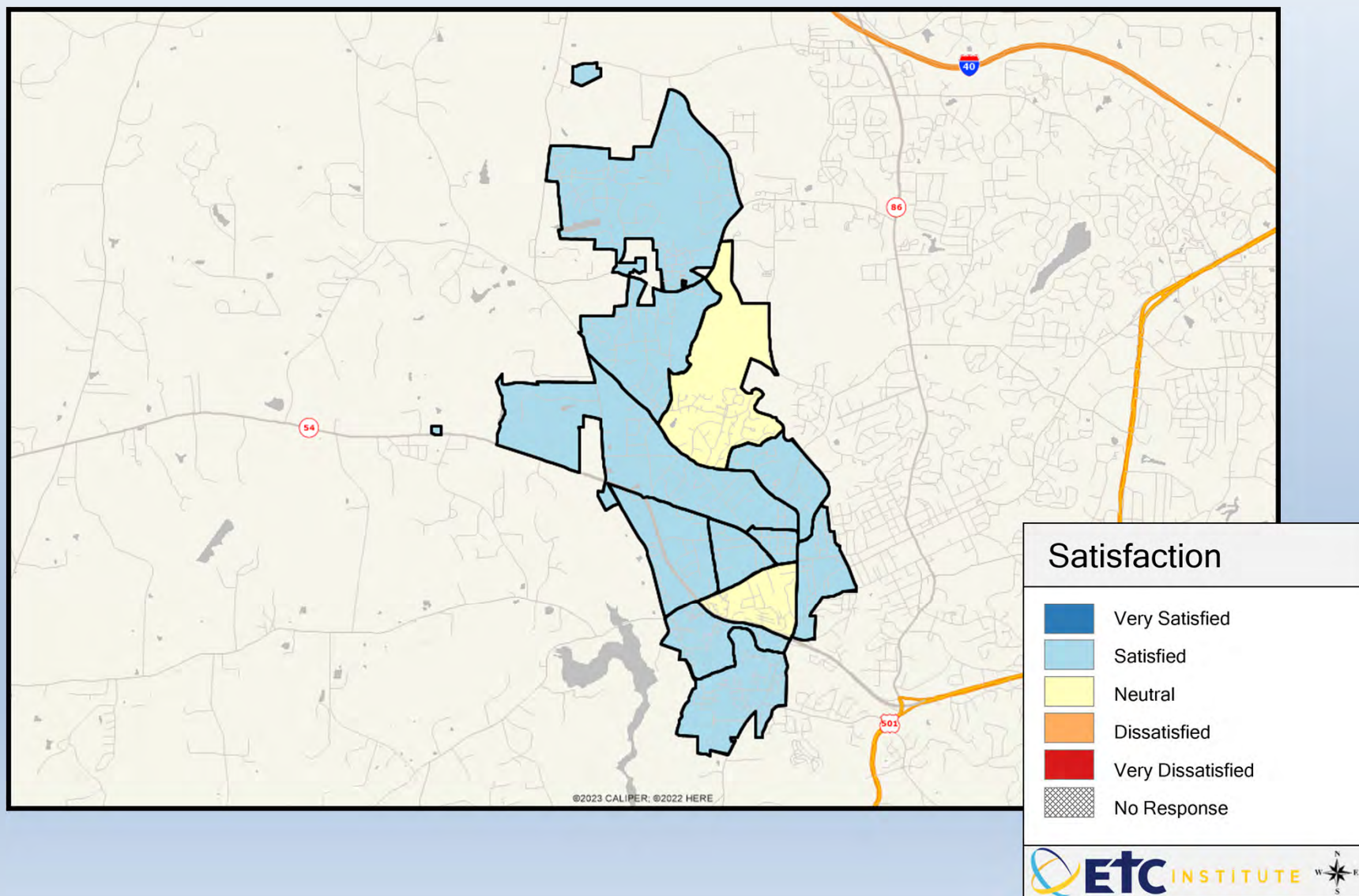
Q2-3. Access to parks and green space



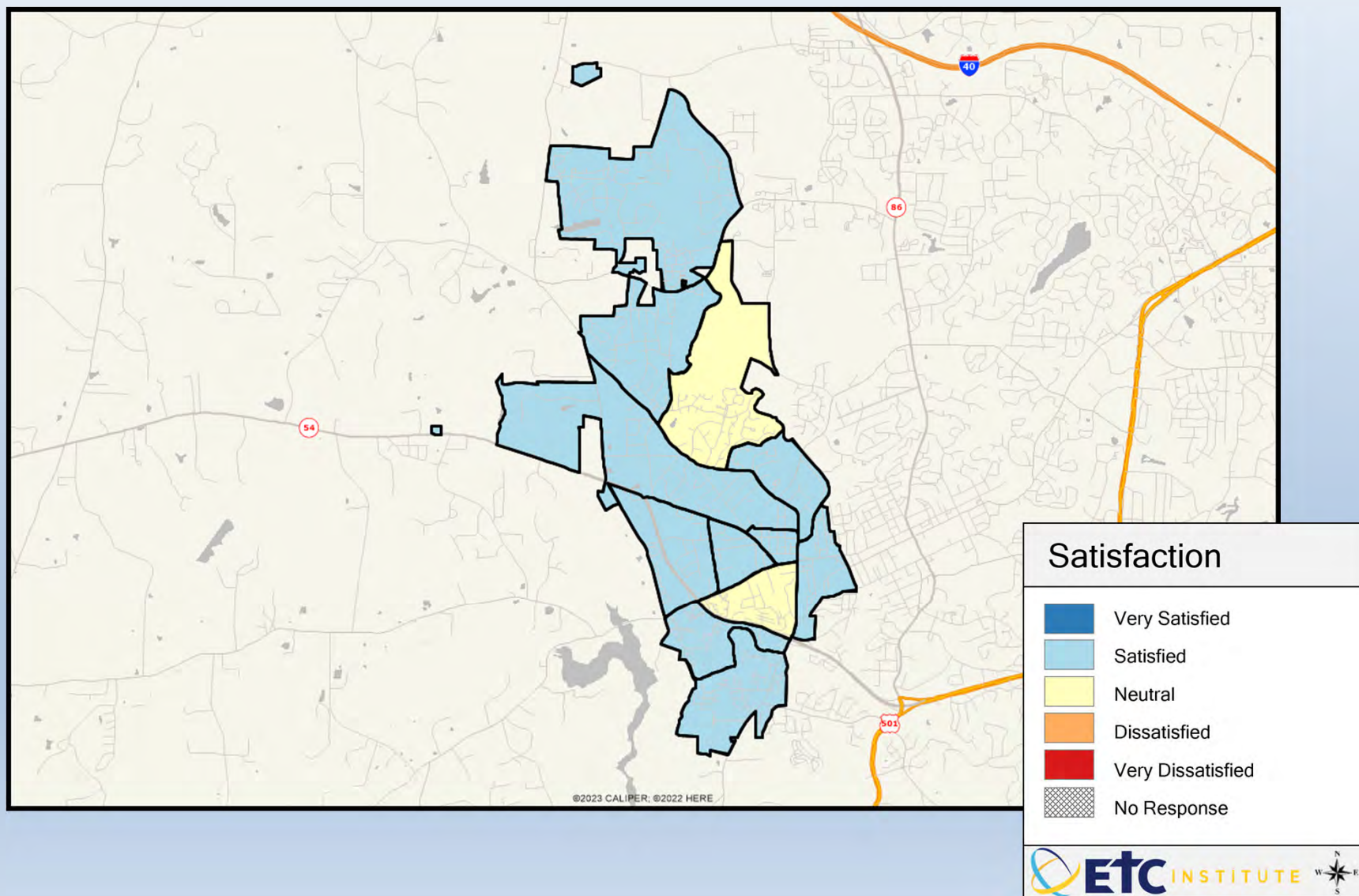
Satisfaction

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

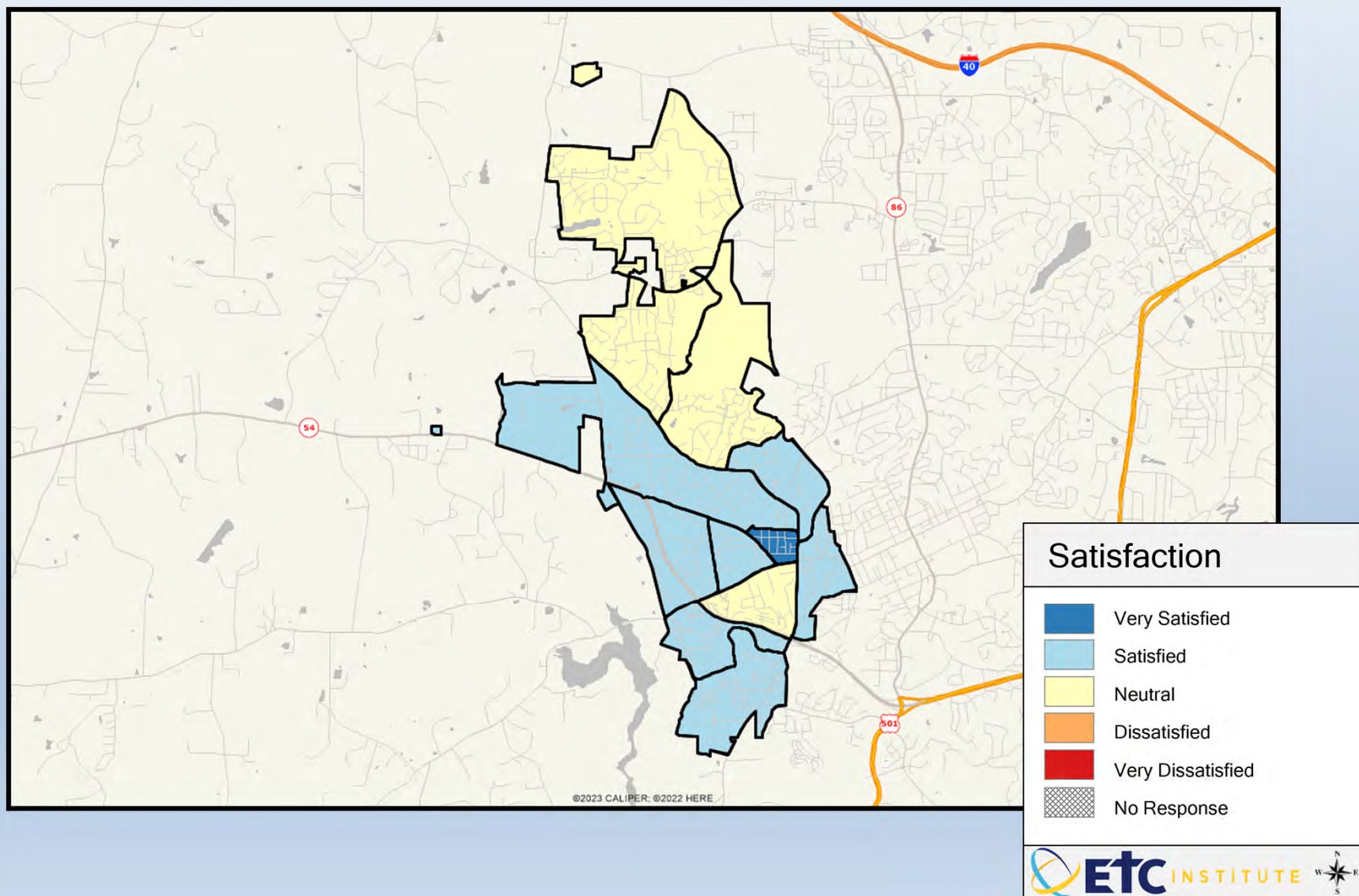
Q2-4. Diversity of residents



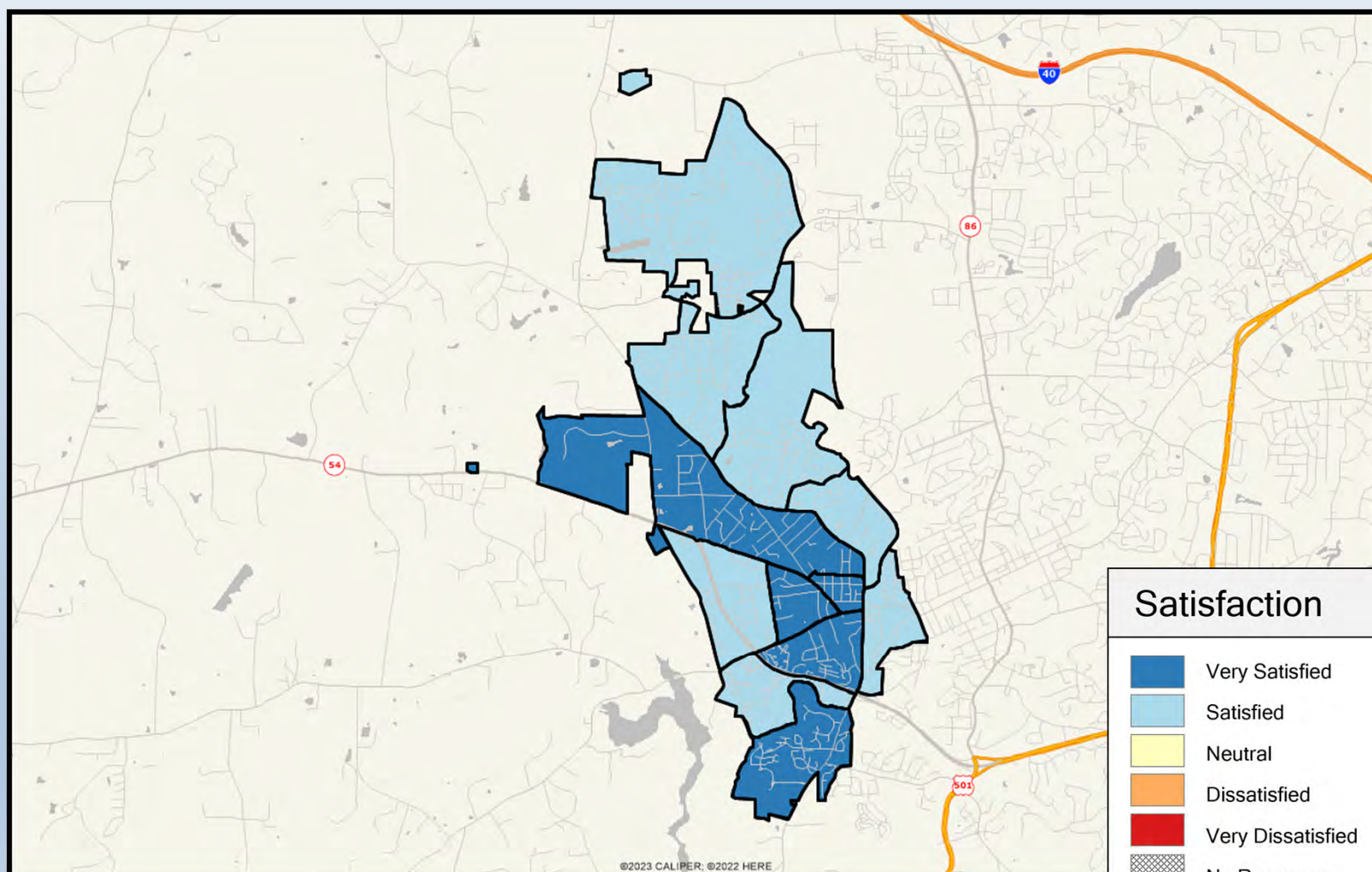
Q2-5. Current state of race relations



Q2-6. The variety of businesses in Carrboro



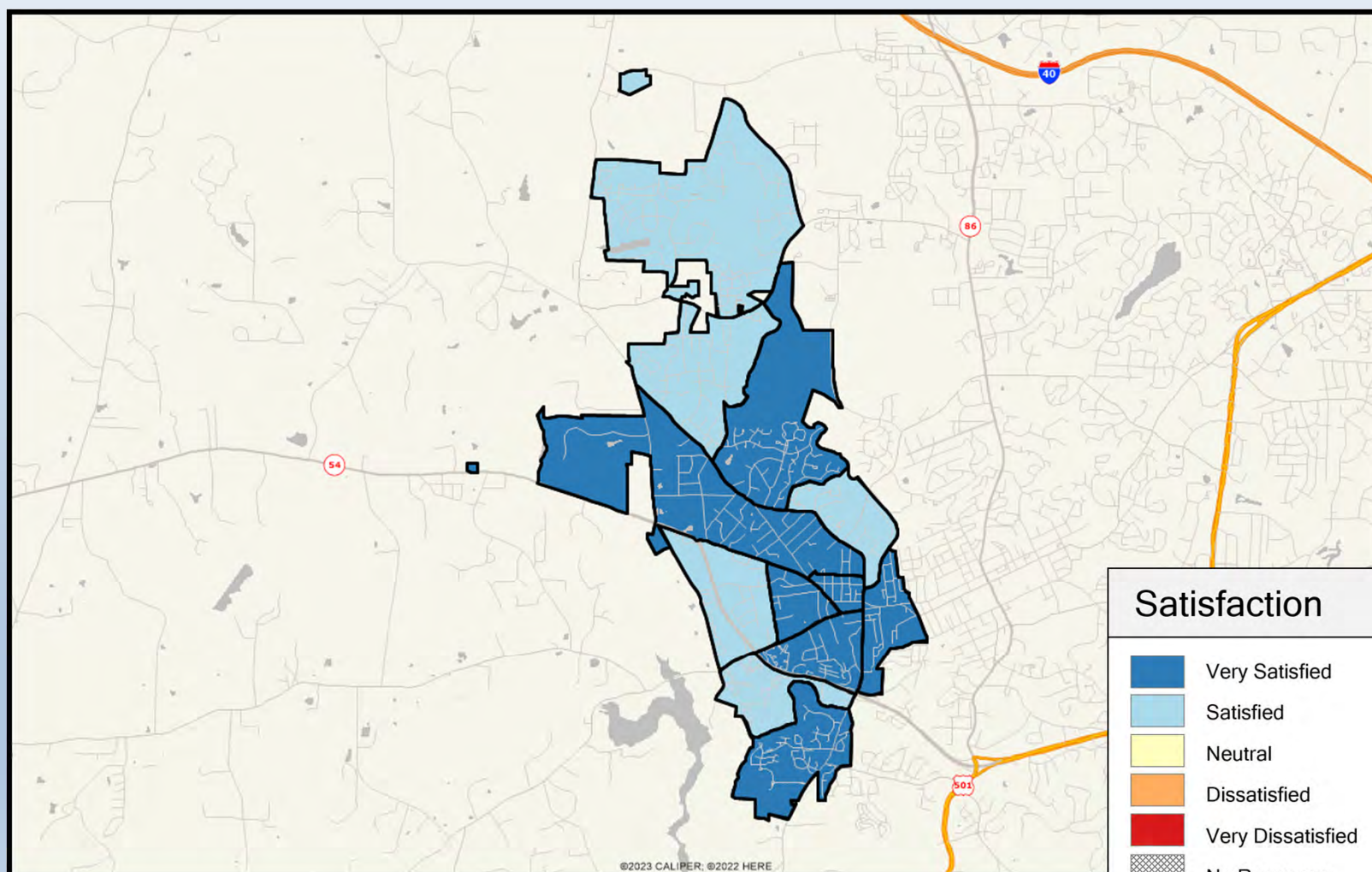
Q2-7. Availability of cultural activities and the arts



Satisfaction

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

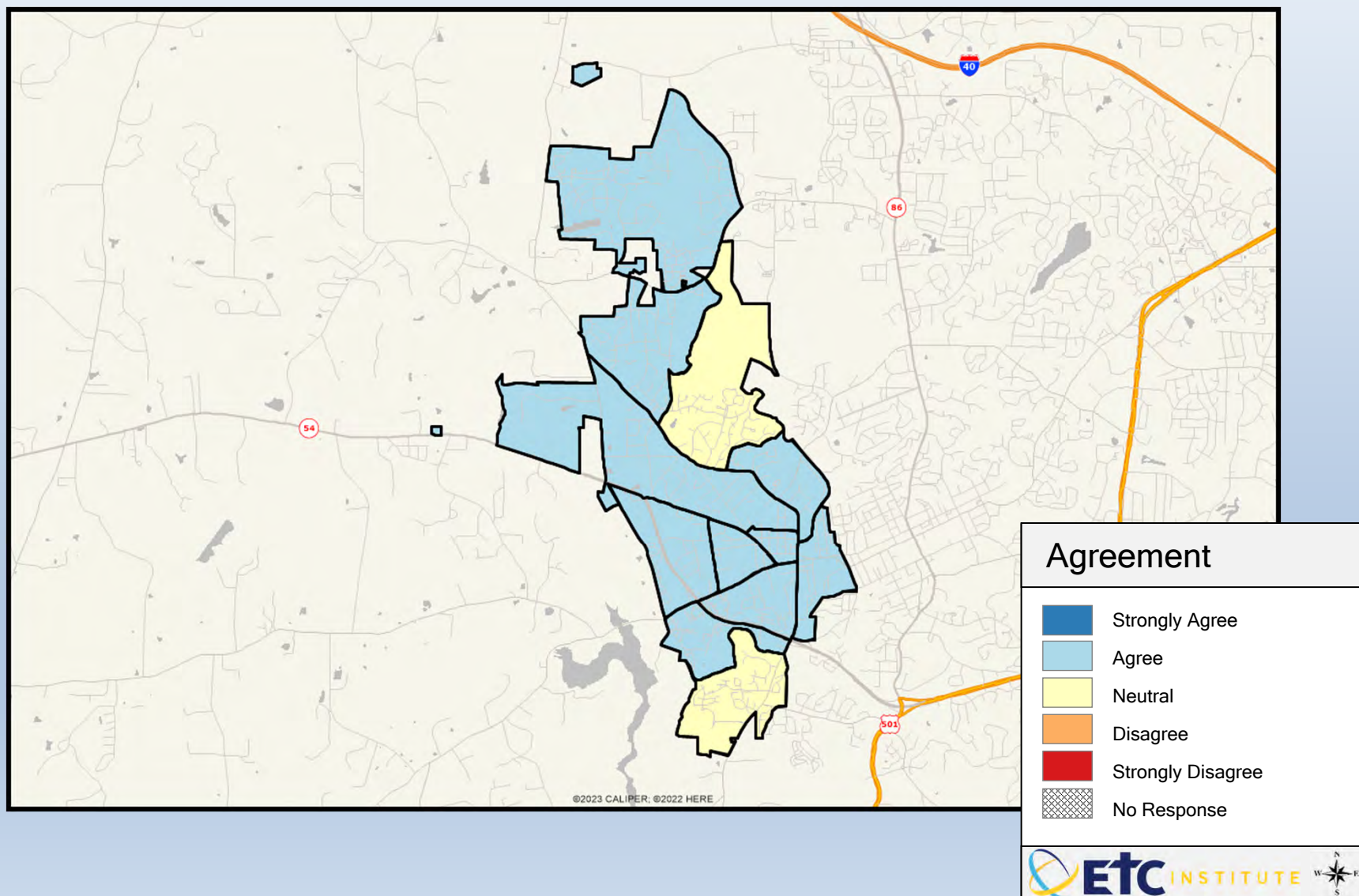
Q2-8. Availability of festivals and community events



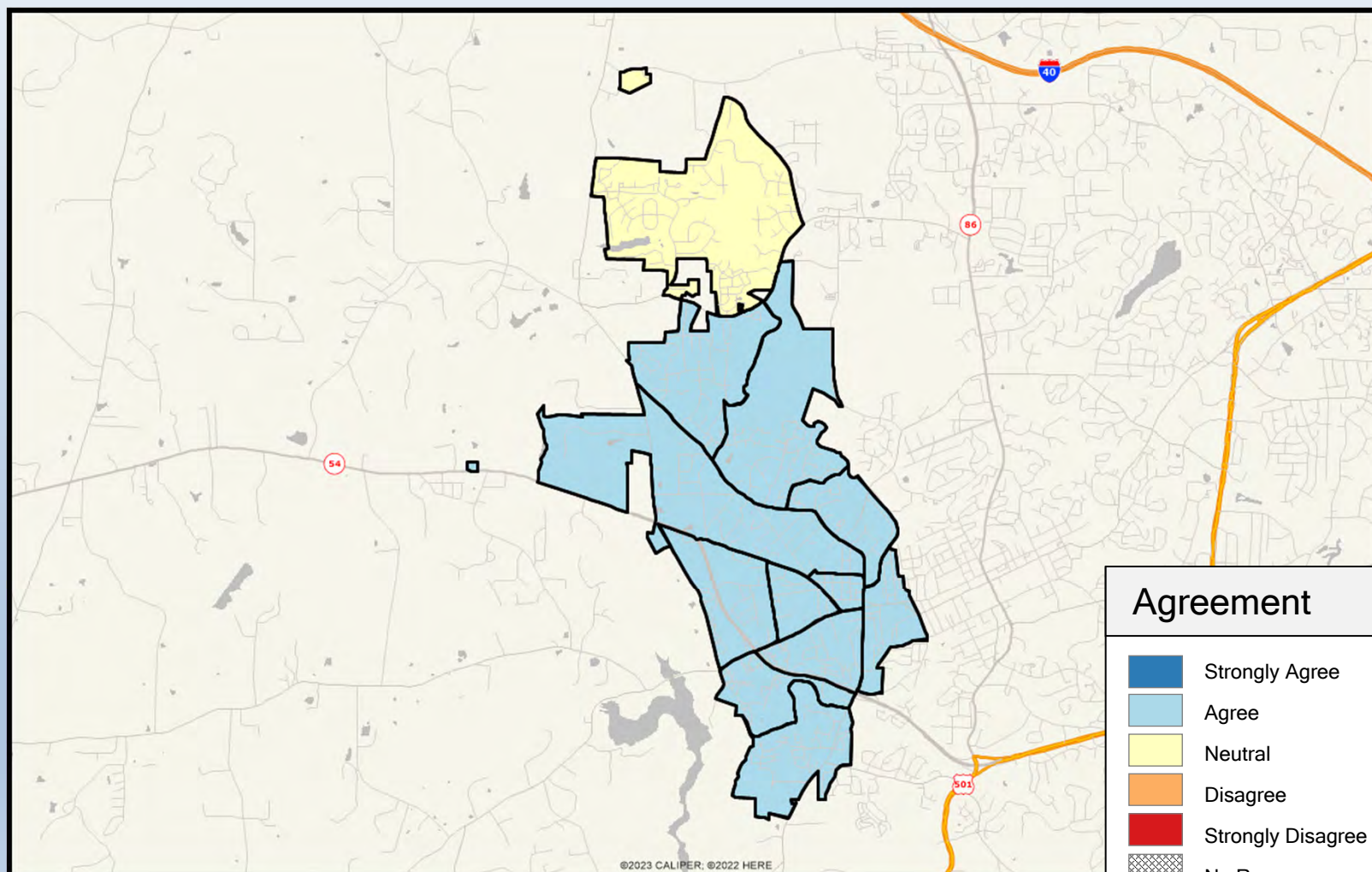
Satisfaction

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

Q3-1. The Town is responsive to the needs of its residents



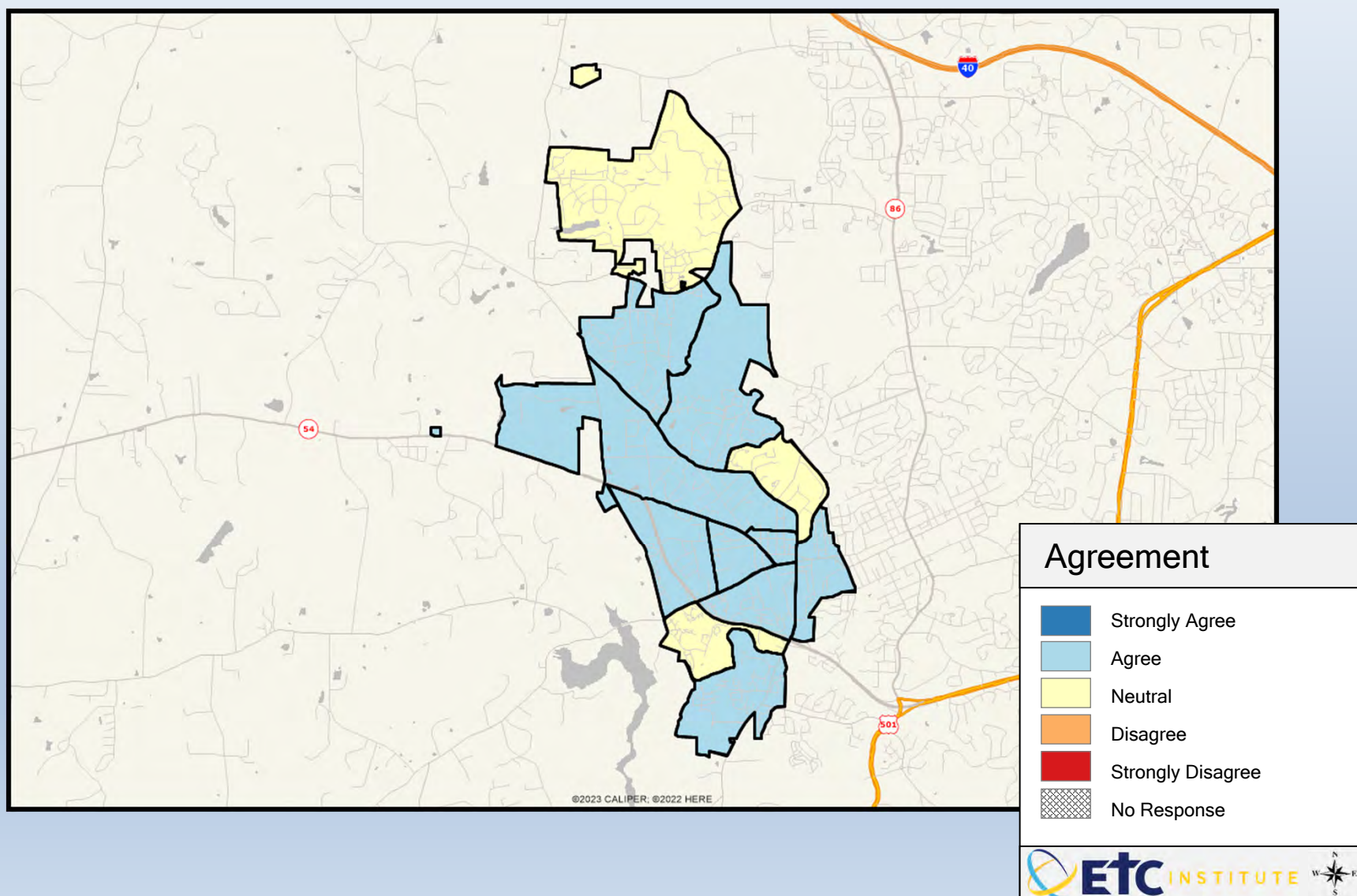
Q3-2. I have opportunities to participate in Town decision making



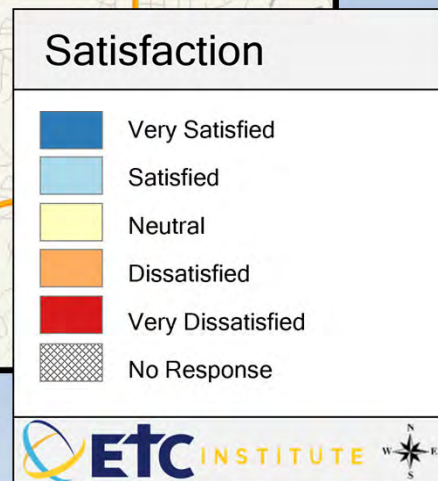
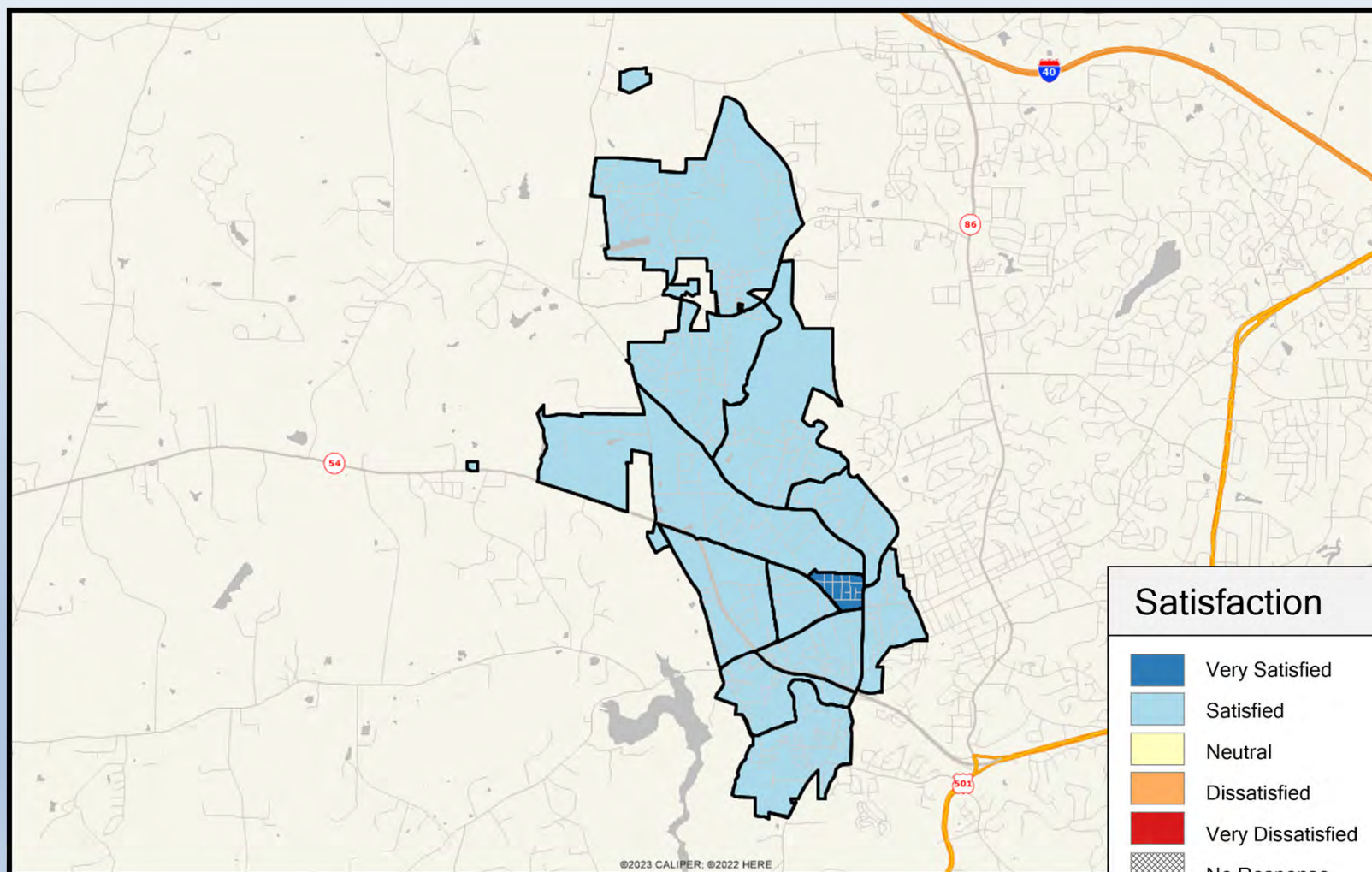
Agreement

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

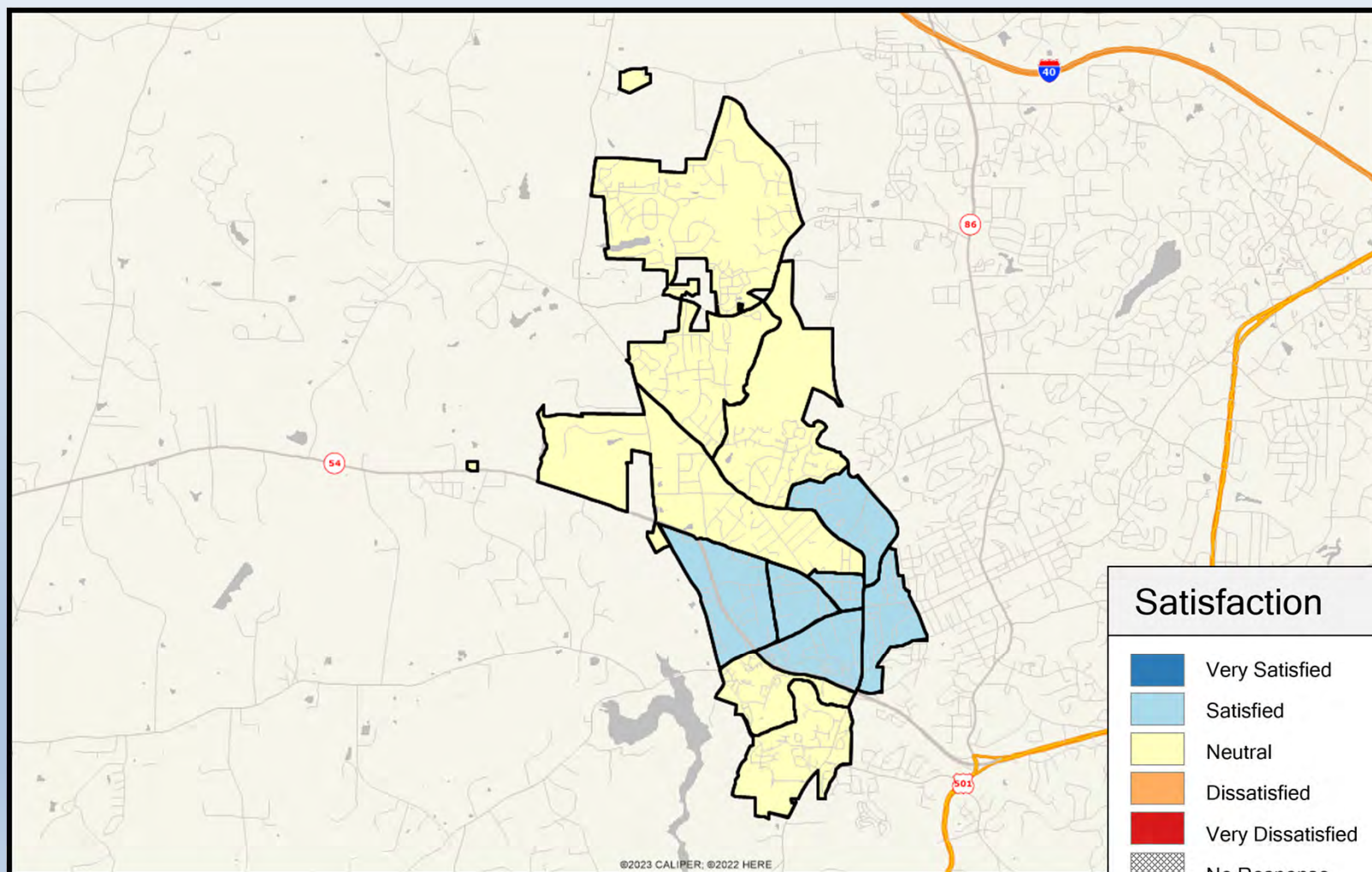
Q3-3. I have a good understanding of the services provided by the Town



Q4-01. Communication and engagement

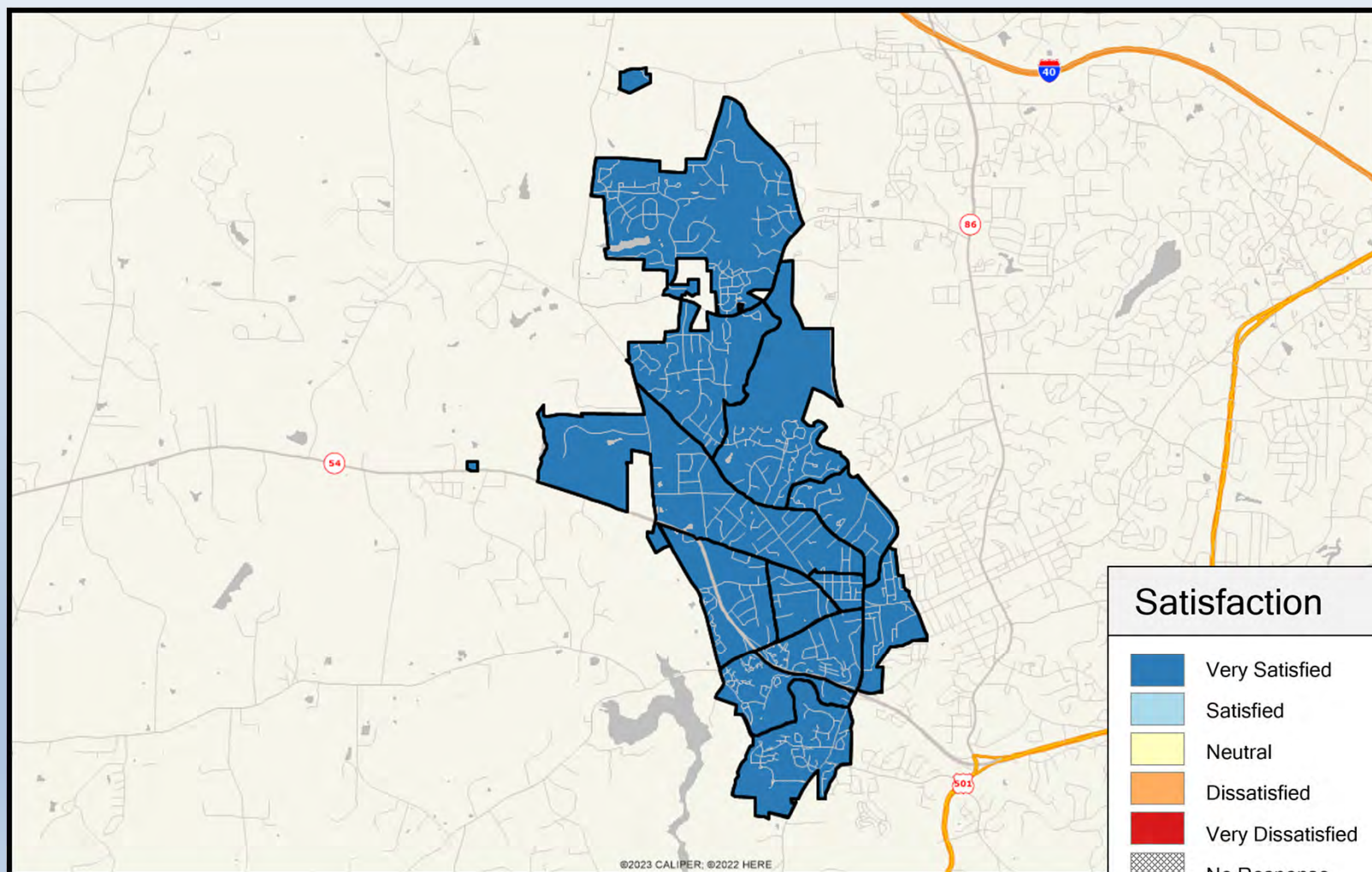


Q4-02. Economic development



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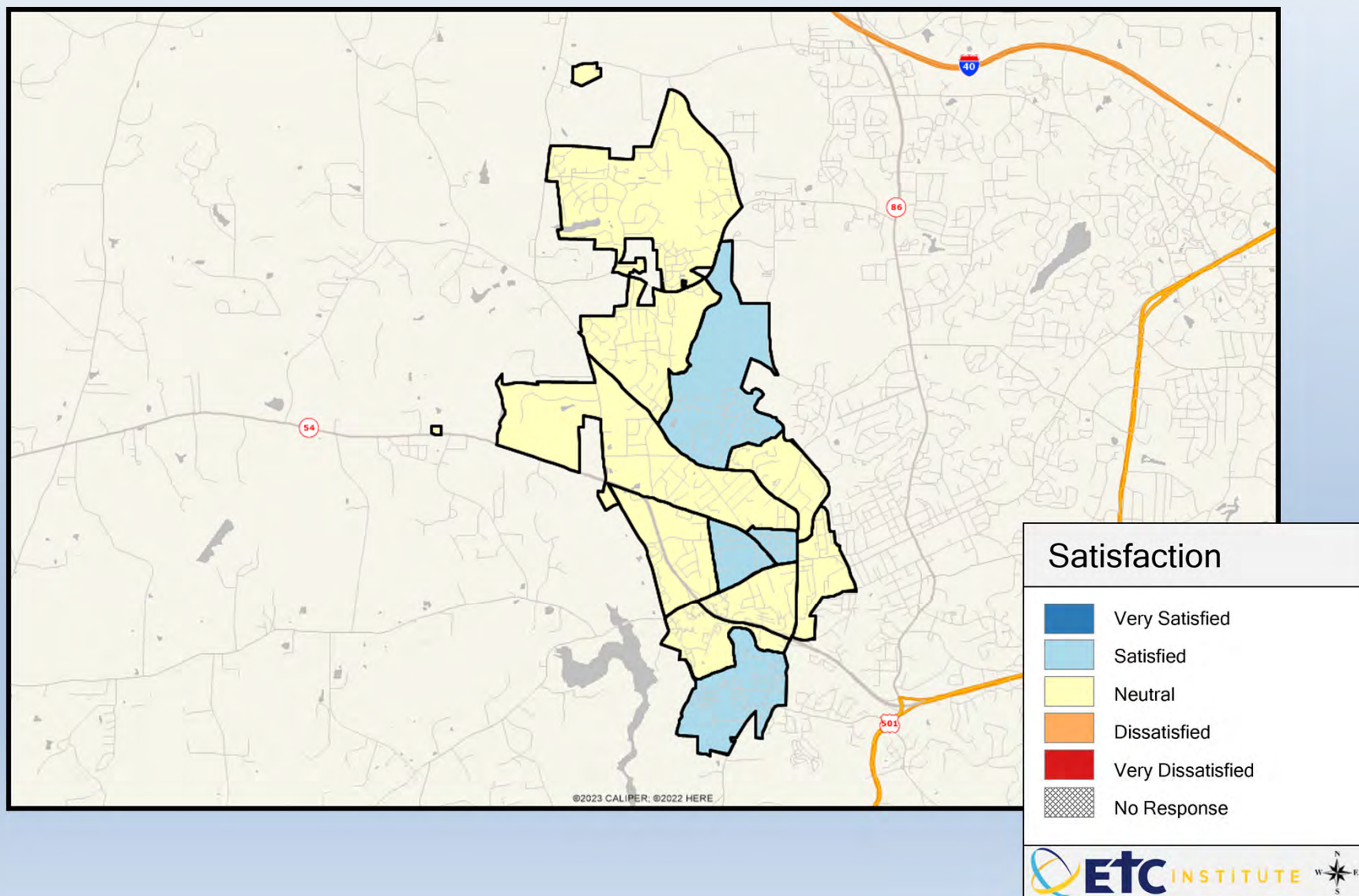
Q4-03. Fire services



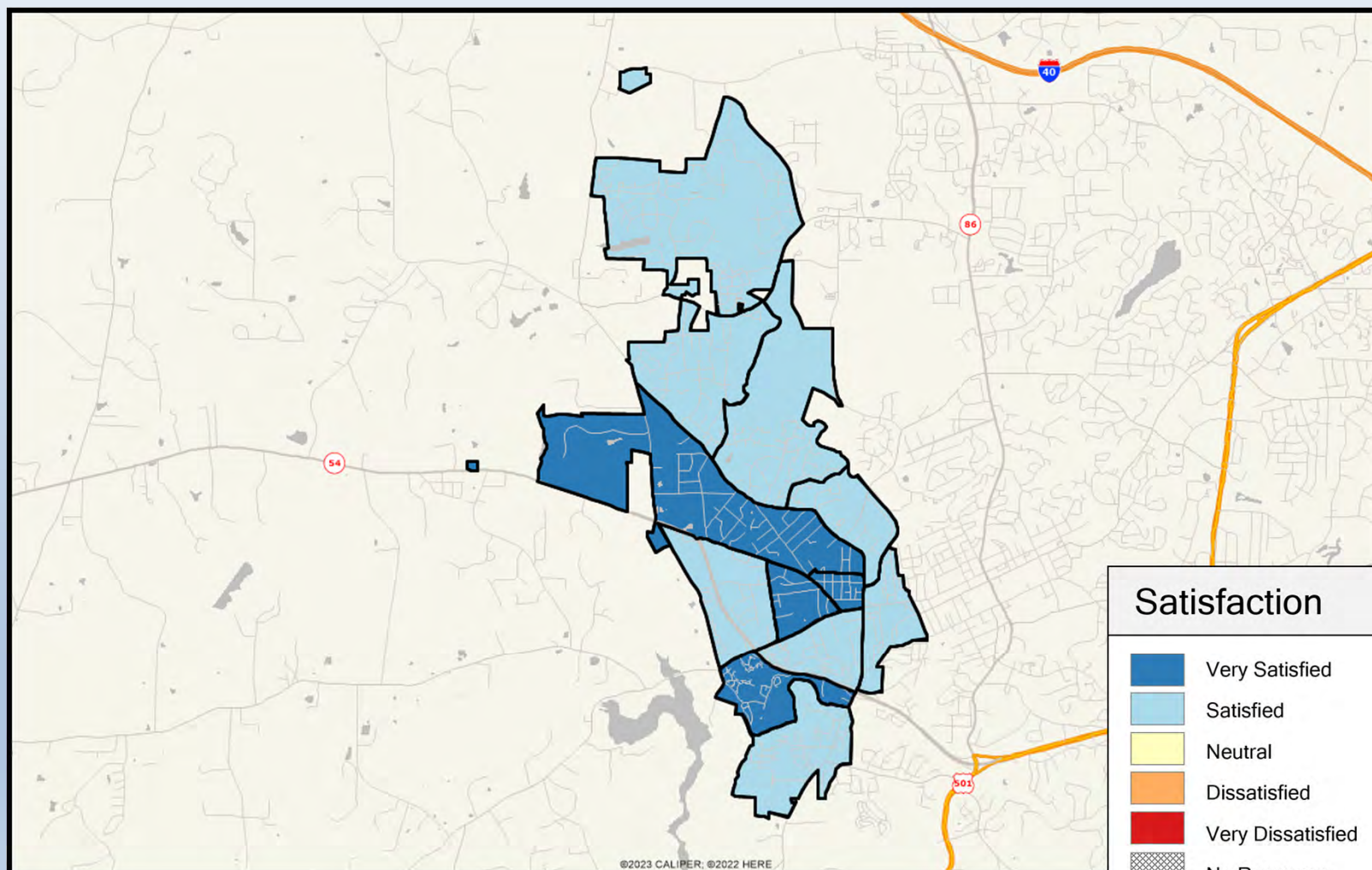
Satisfaction

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

Q4-04. Housing and community services



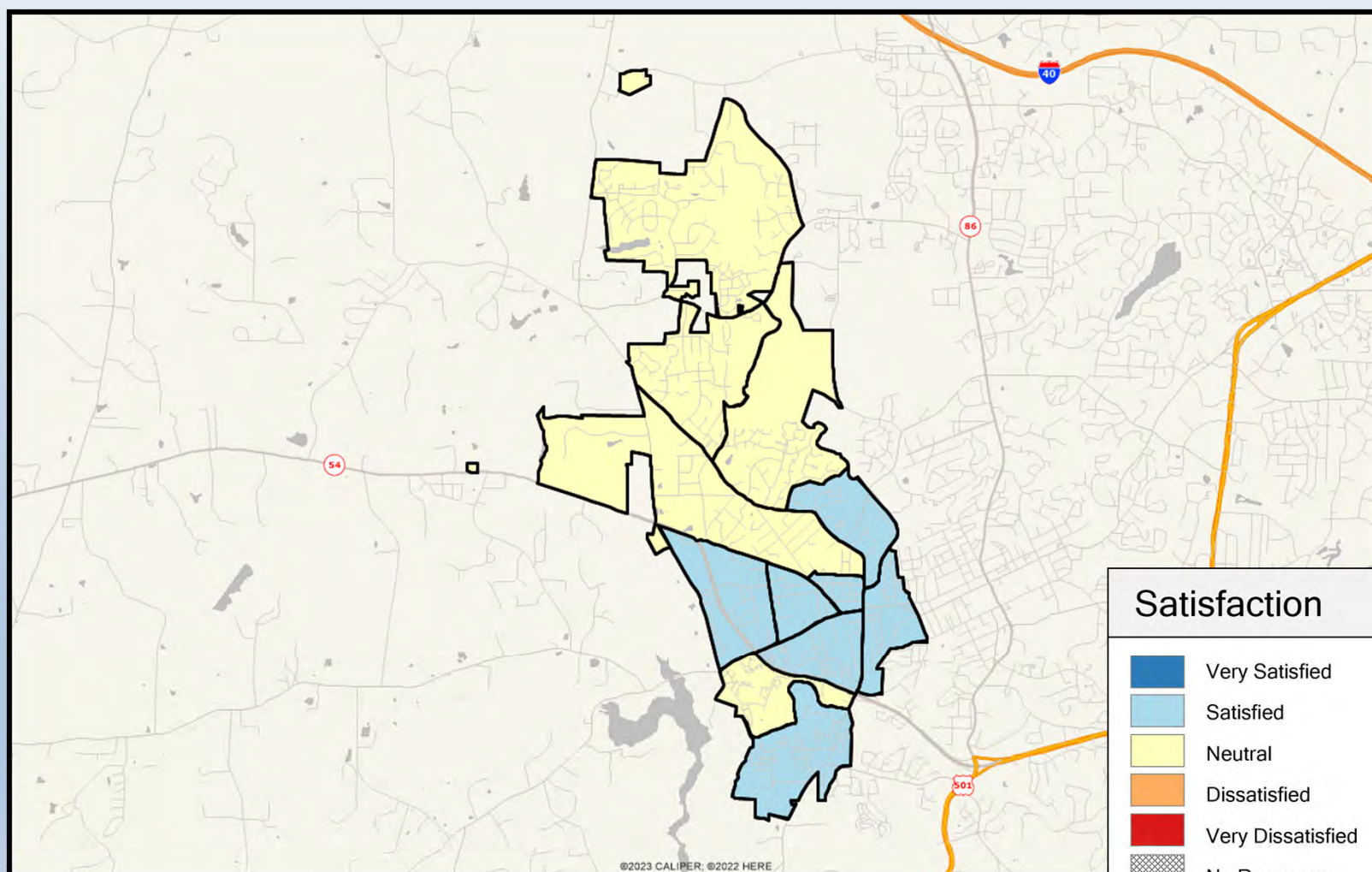
Q4-05. Parks and recreation facilities



Satisfaction

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

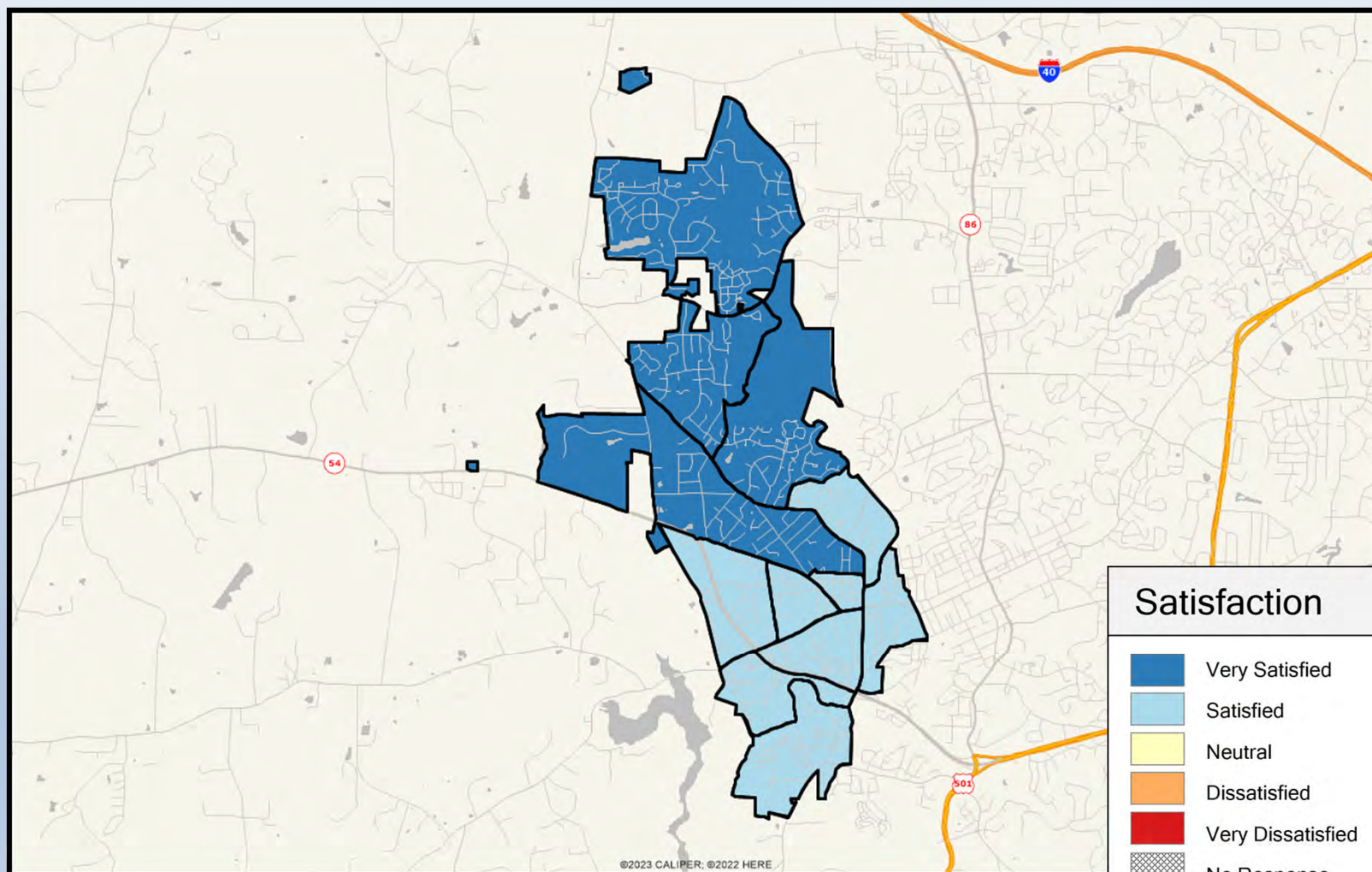
Q4-06. Planning, zoning, and inspection services



Satisfaction

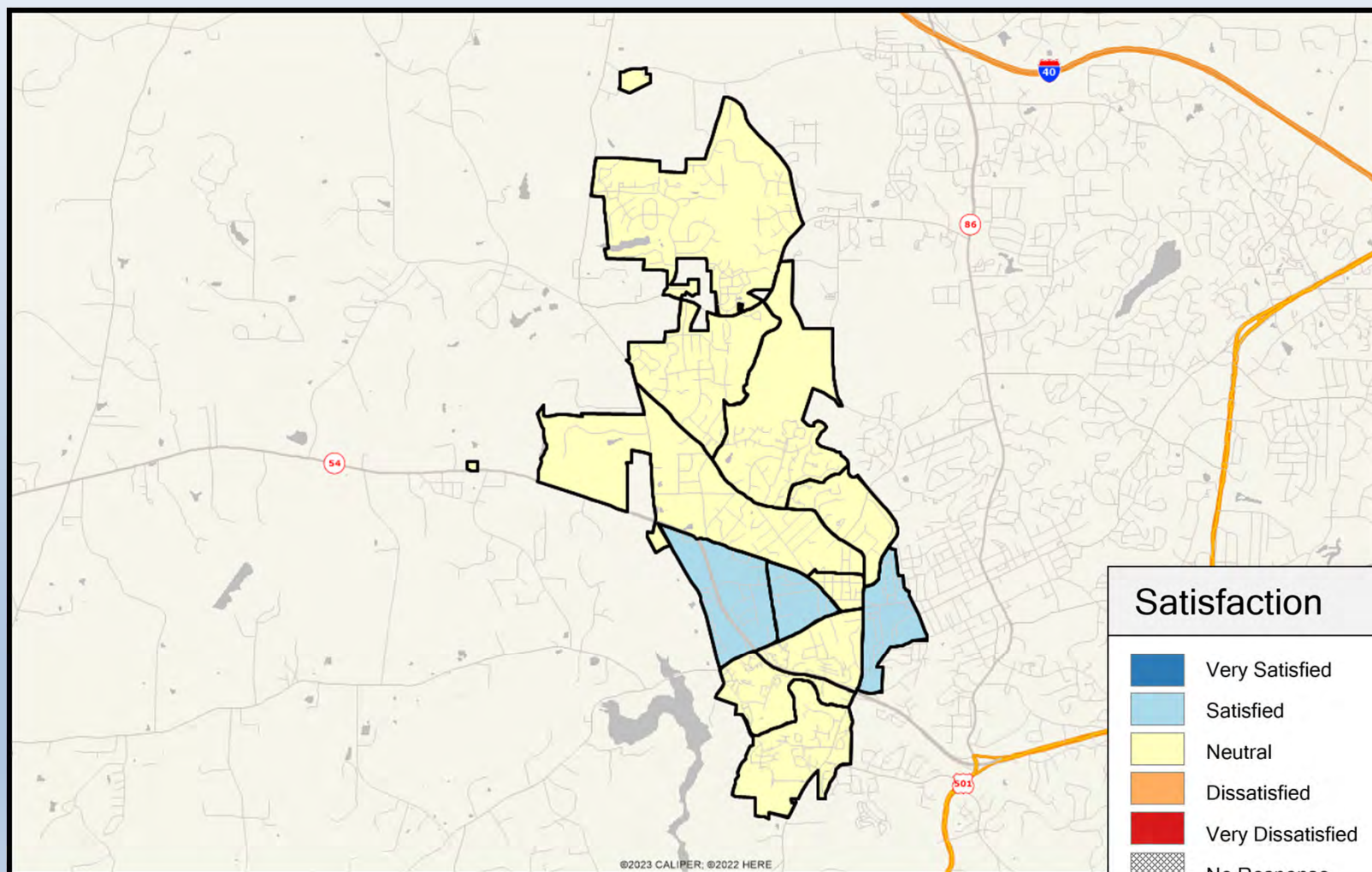
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q4-07. Police services



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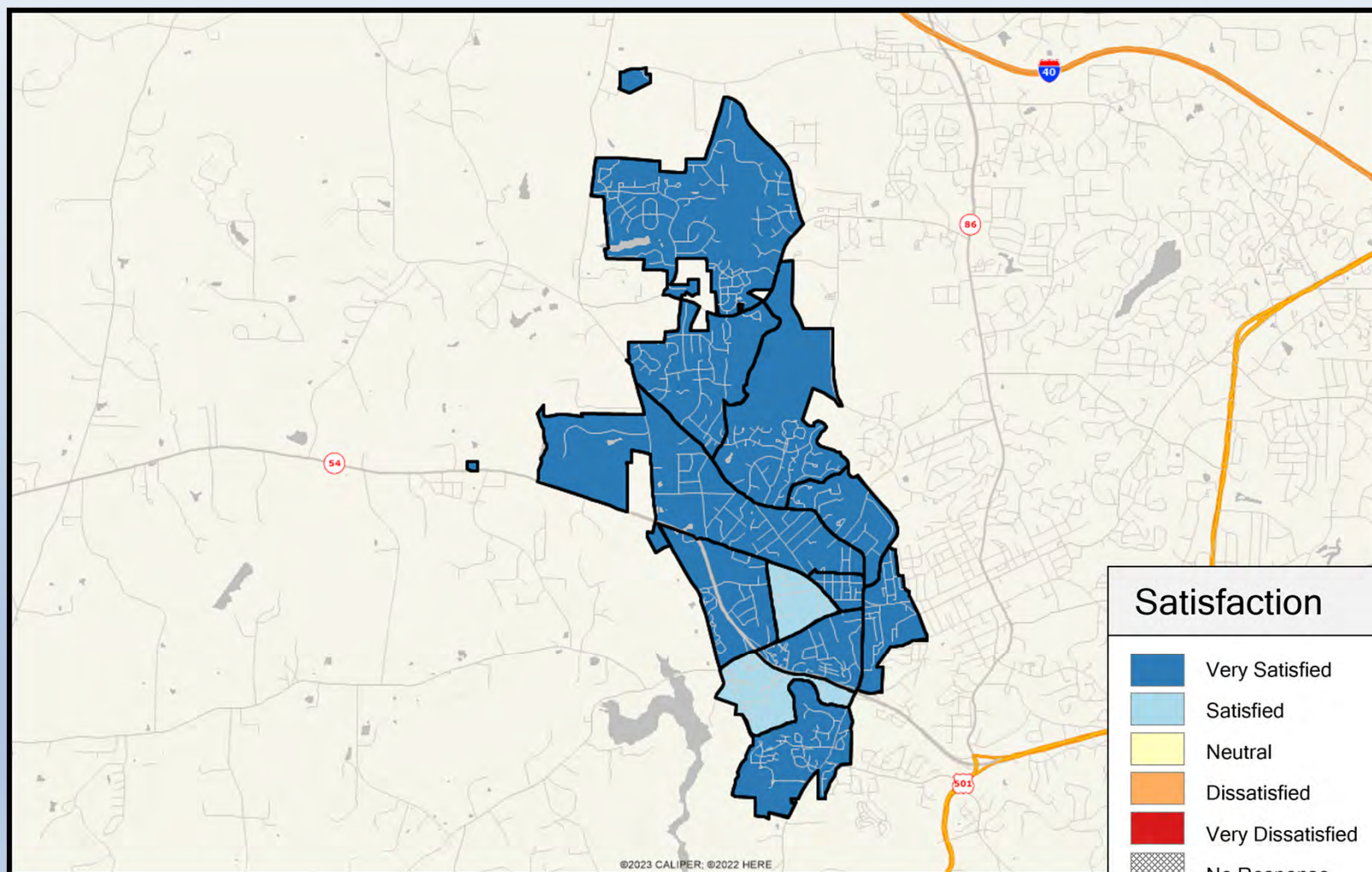
Q4-08. Public parking



Satisfaction

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

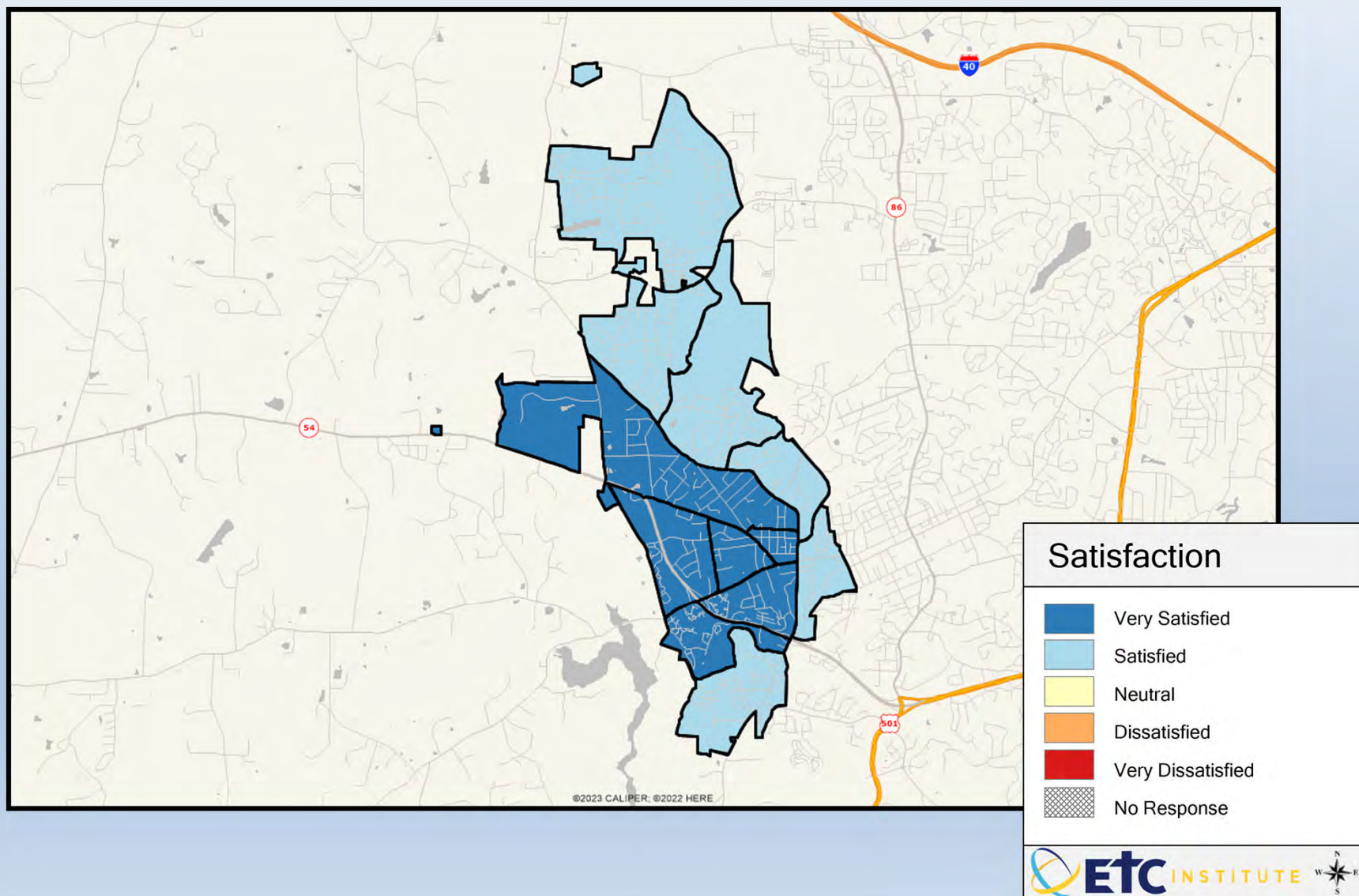
Q4-09. Public works



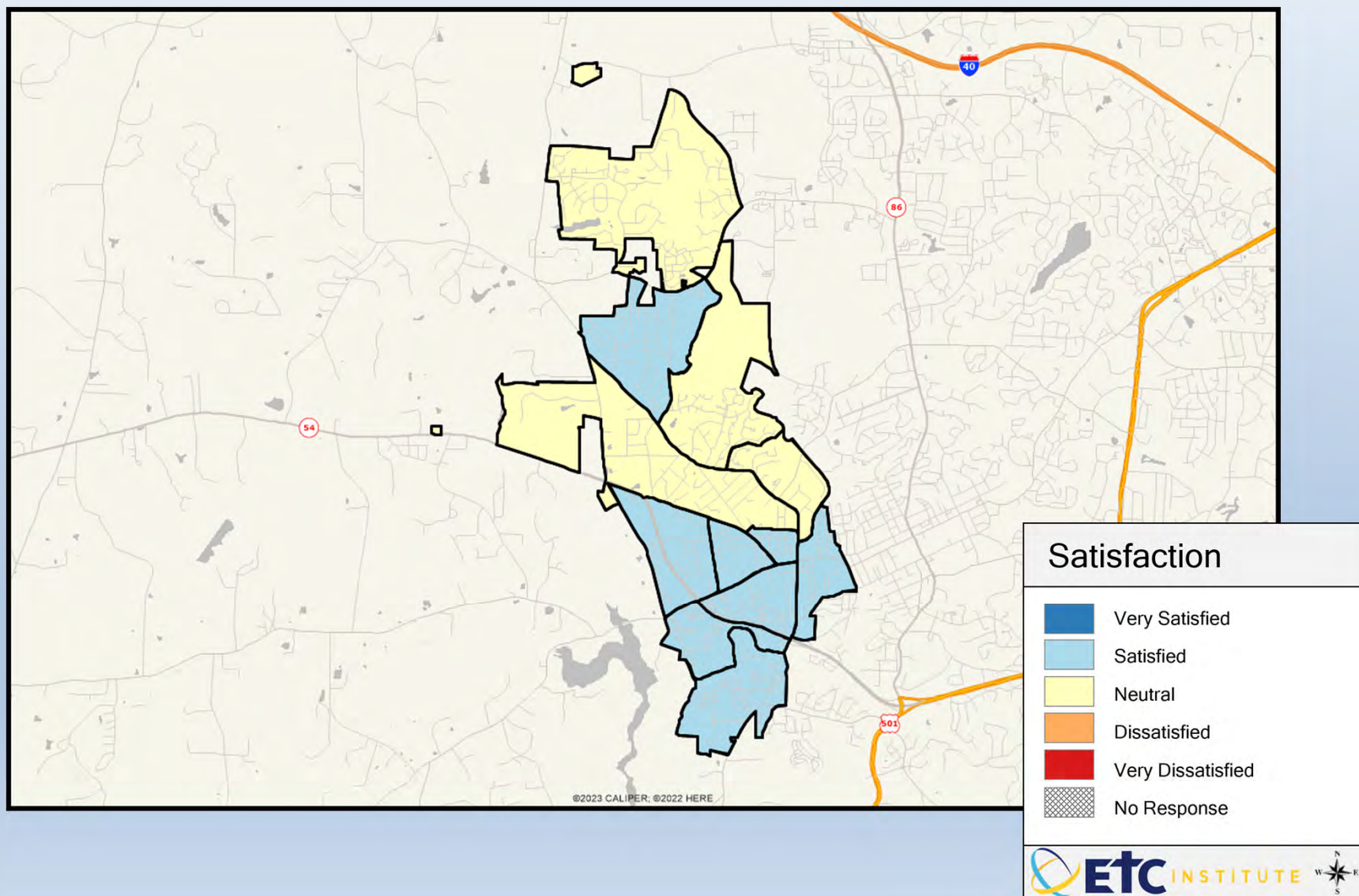
Satisfaction



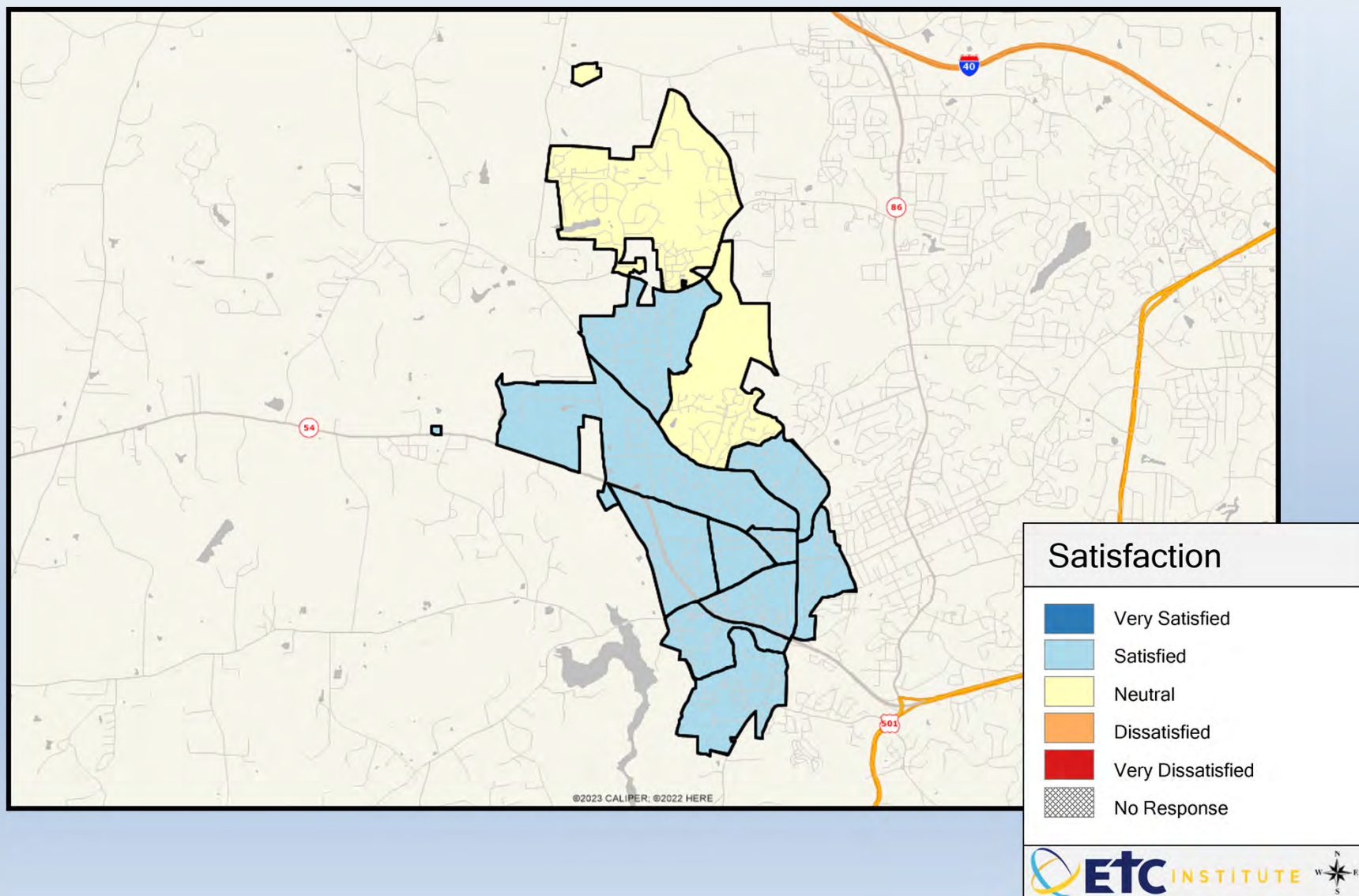
Q4-10. Recreation and cultural programs



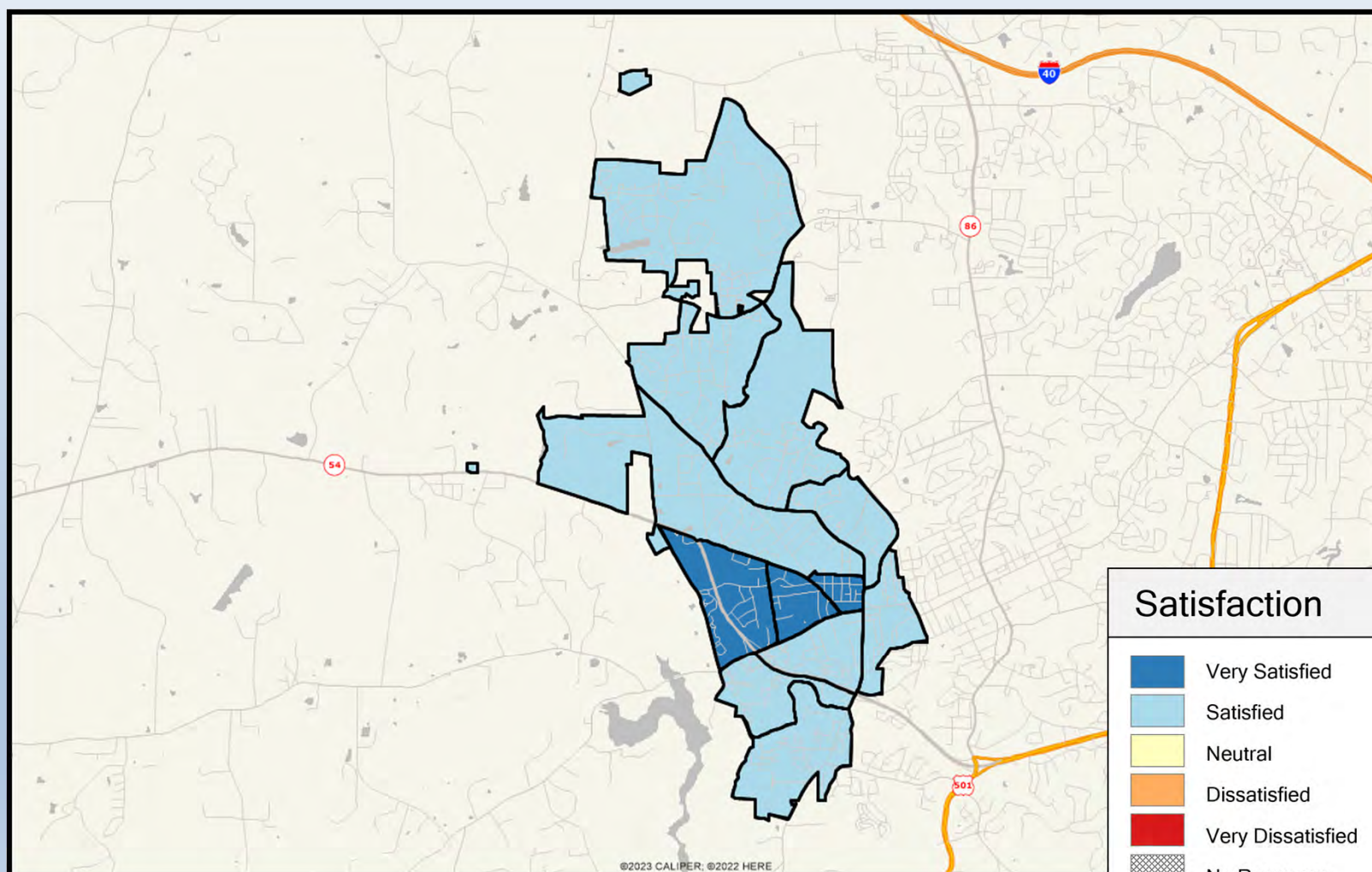
Q4-11. Stormwater management



Q4-12. Transportation infrastructure



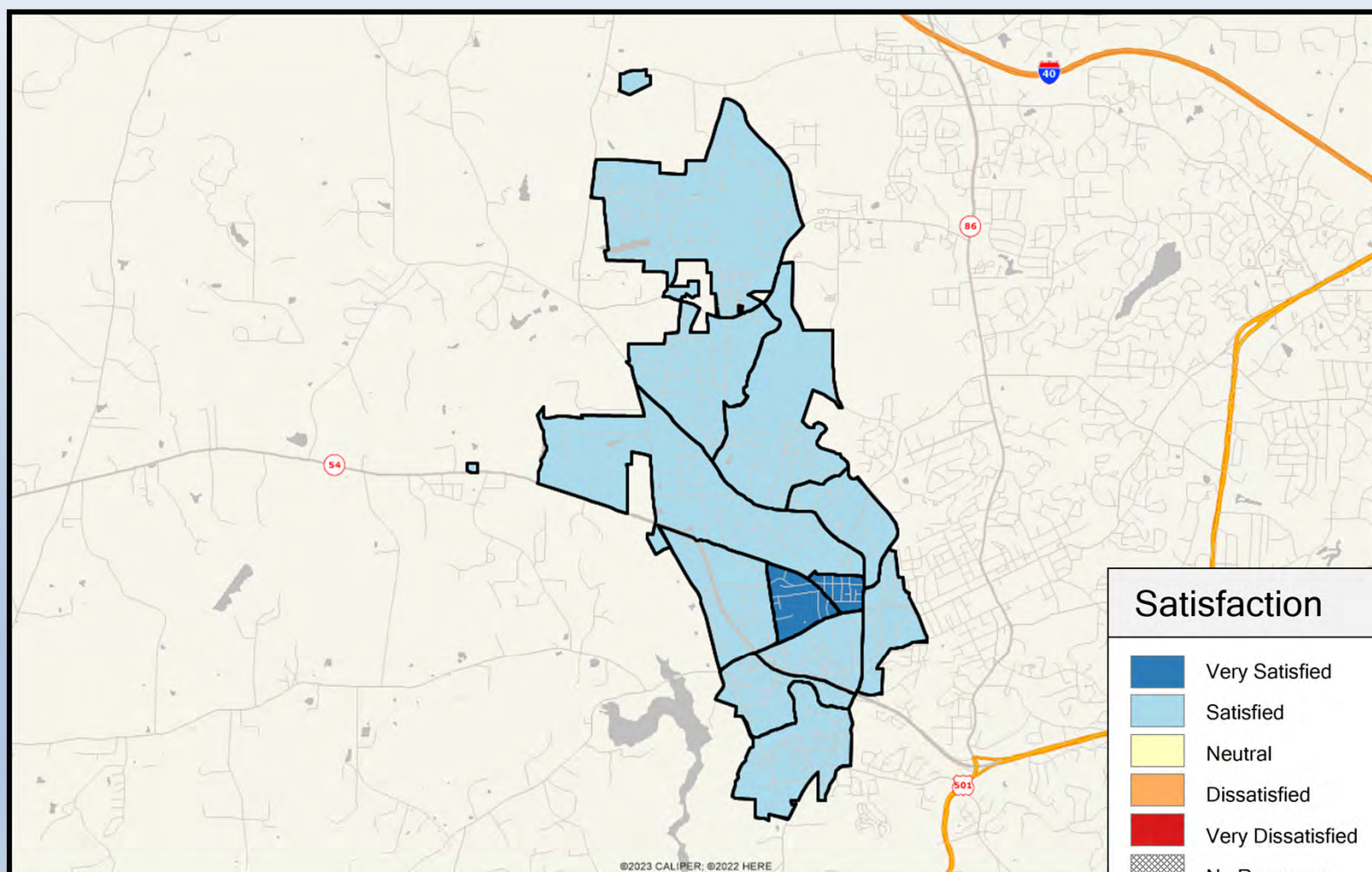
Q6-1. Overall quality of services provided by the Town



Satisfaction

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

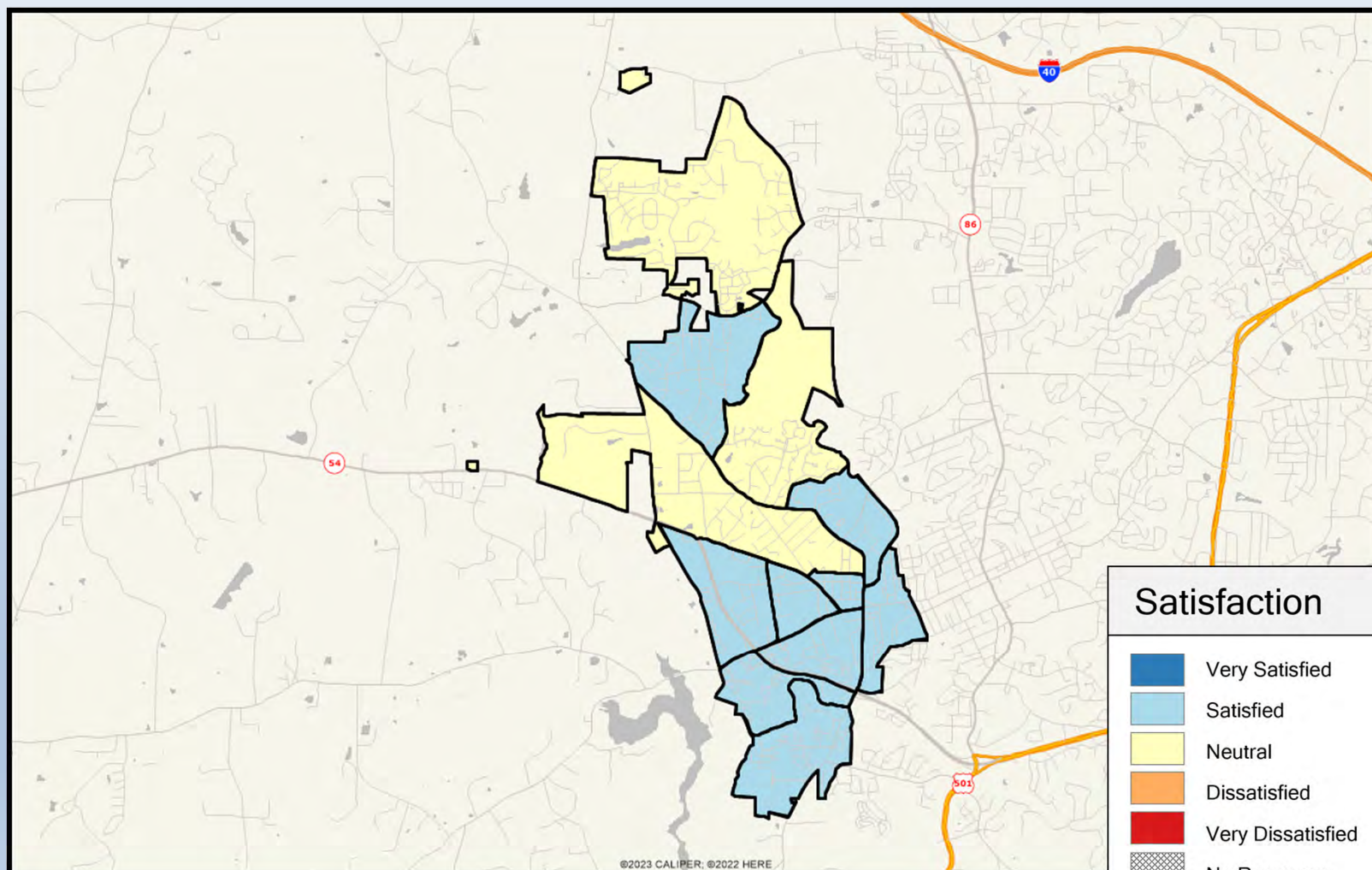
Q6-2. Overall quality of customer service from Town employees



Satisfaction

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

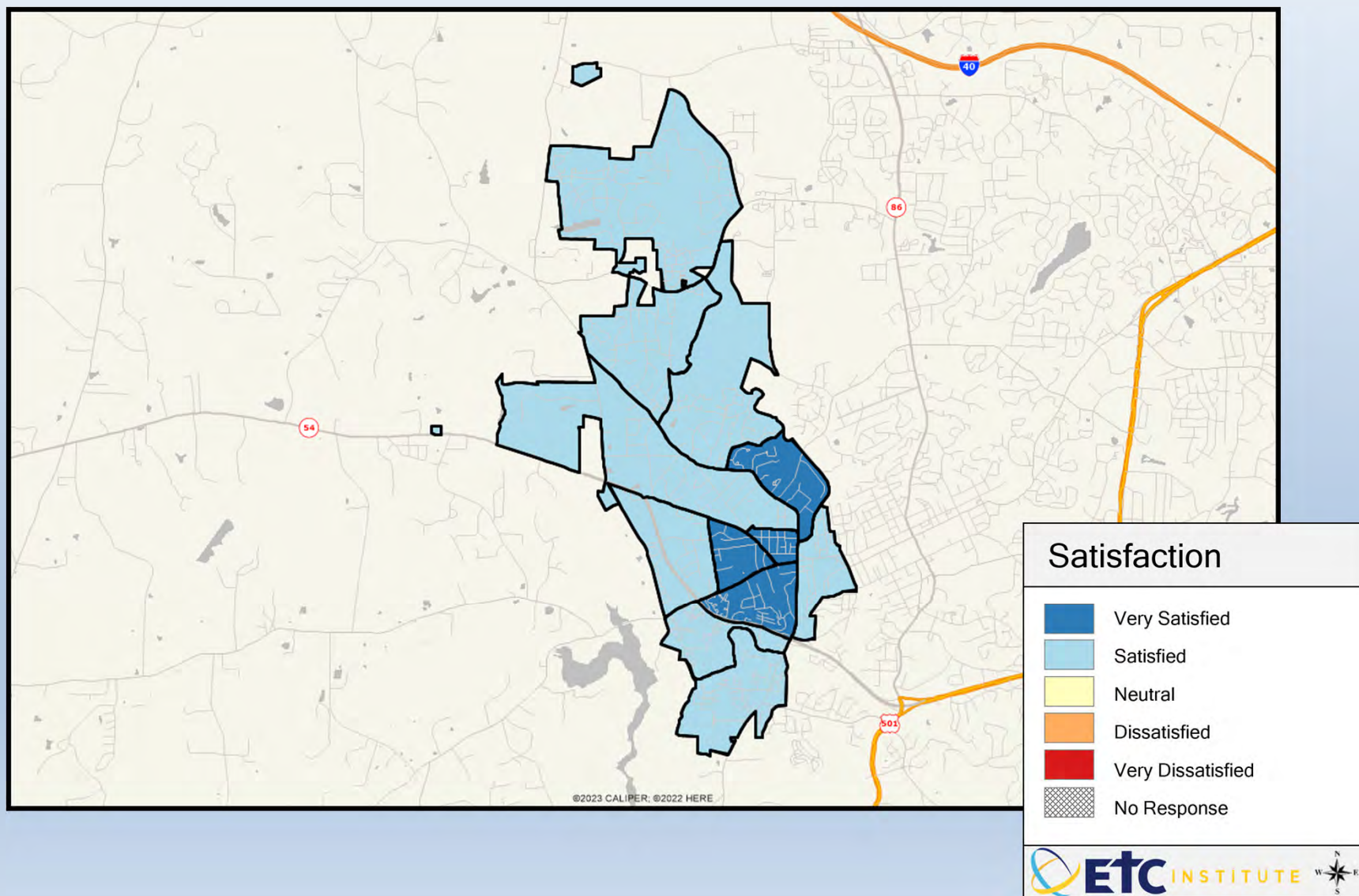
Q6-3. Overall value received for Town tax dollars and fees



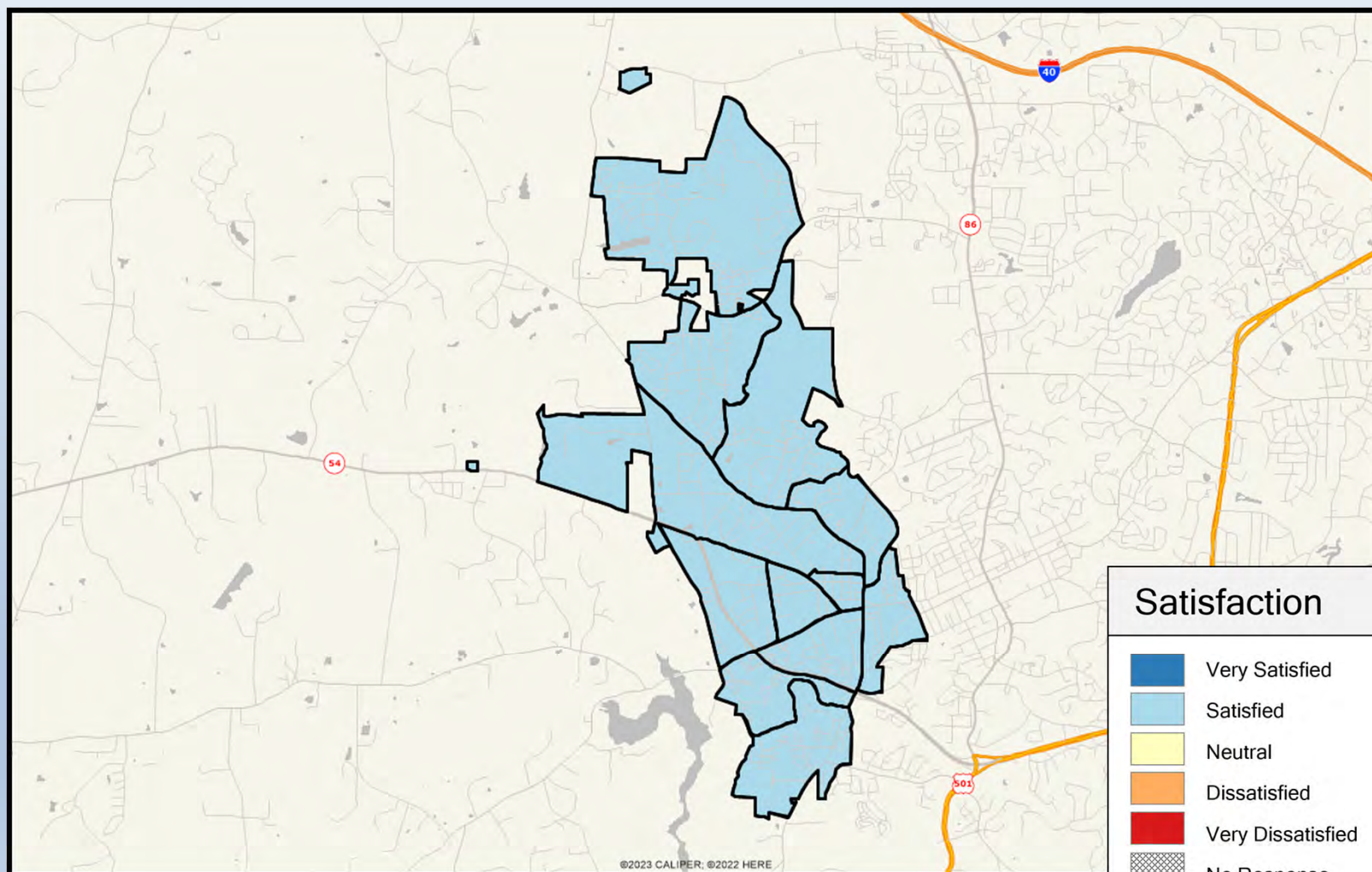
Satisfaction

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

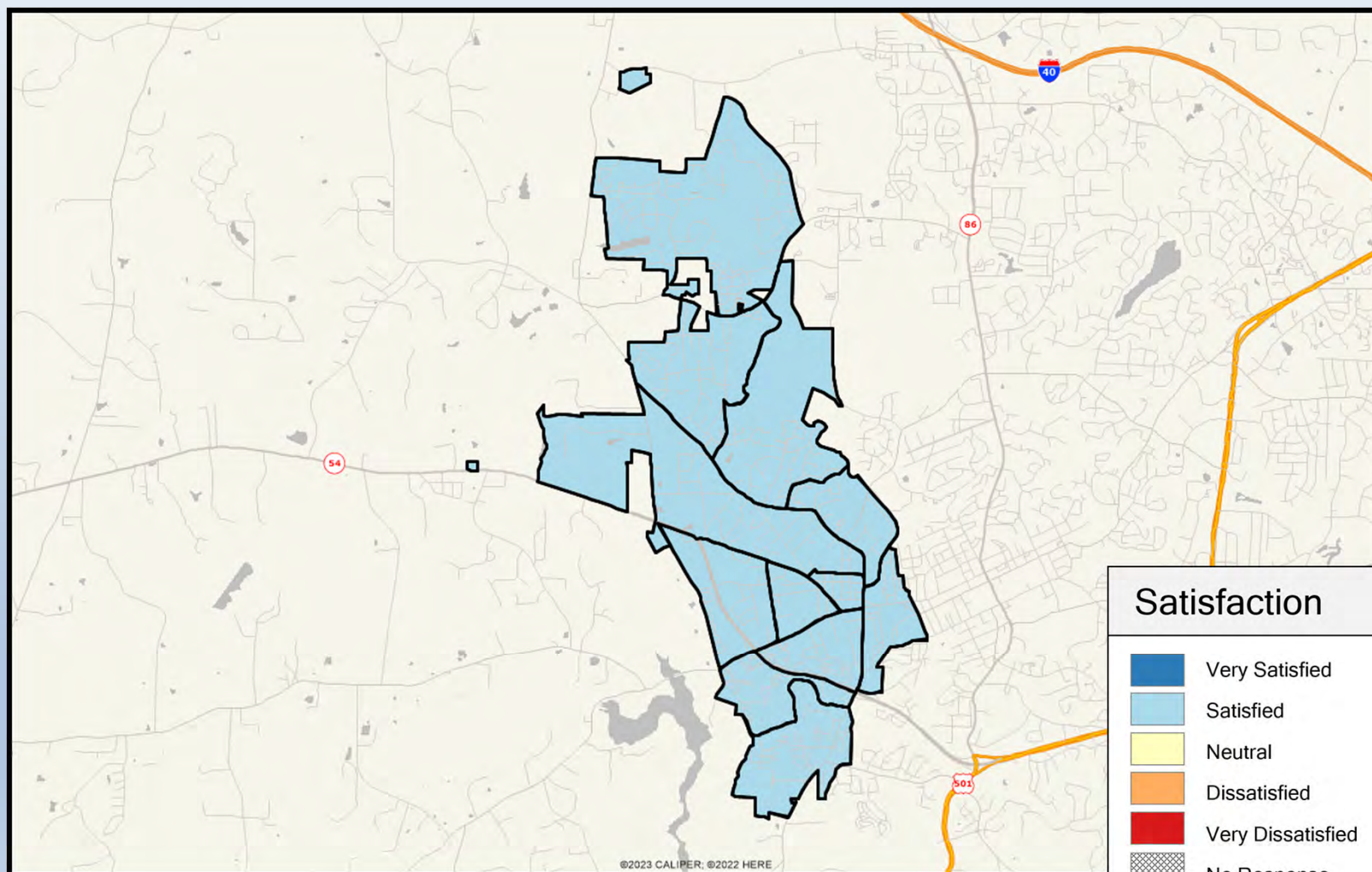
Q7-01. Maintenance of Town parks



Q7-02. Number of walking and biking trails



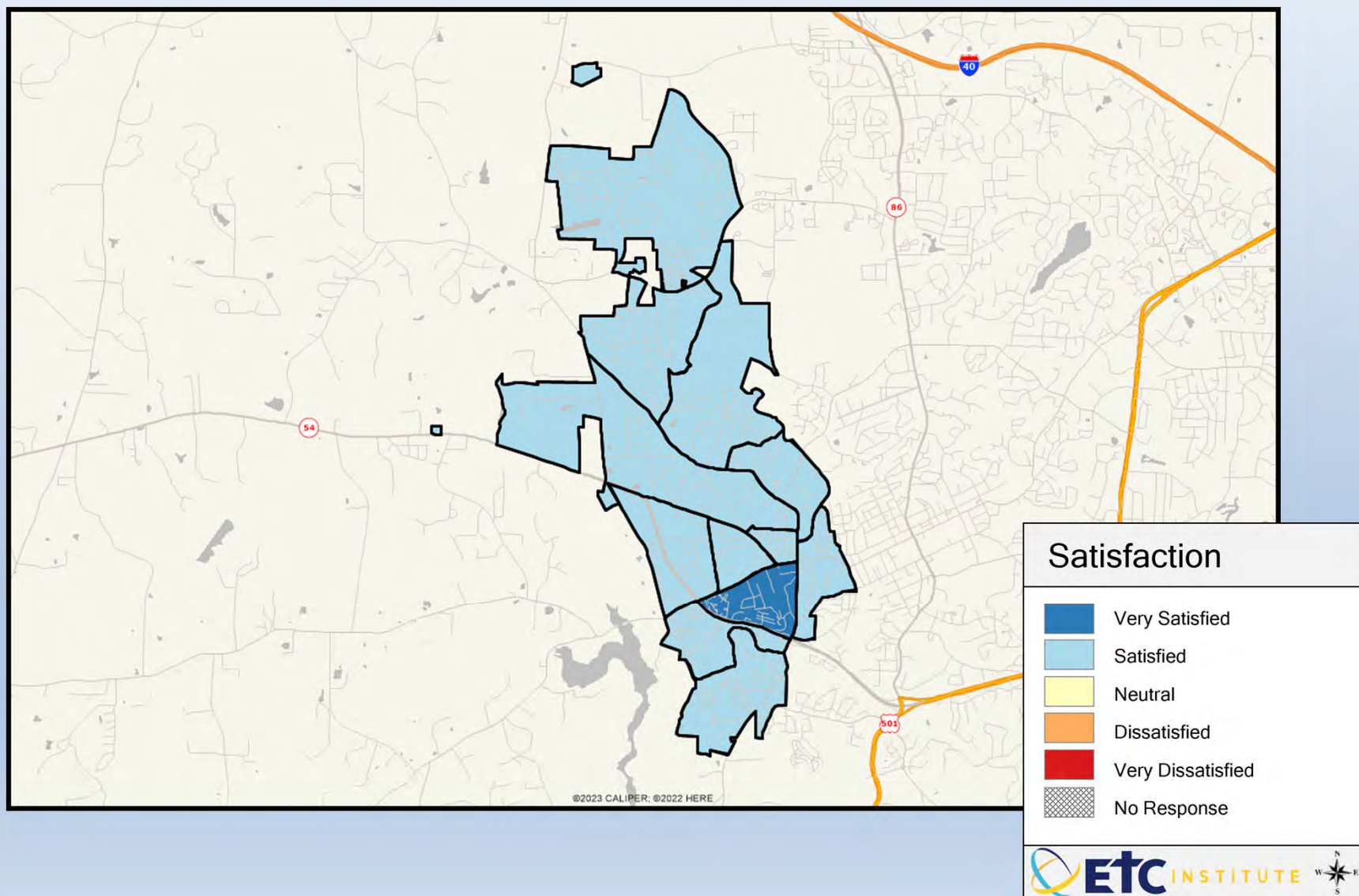
Q7-03. Quality of outdoor athletic fields



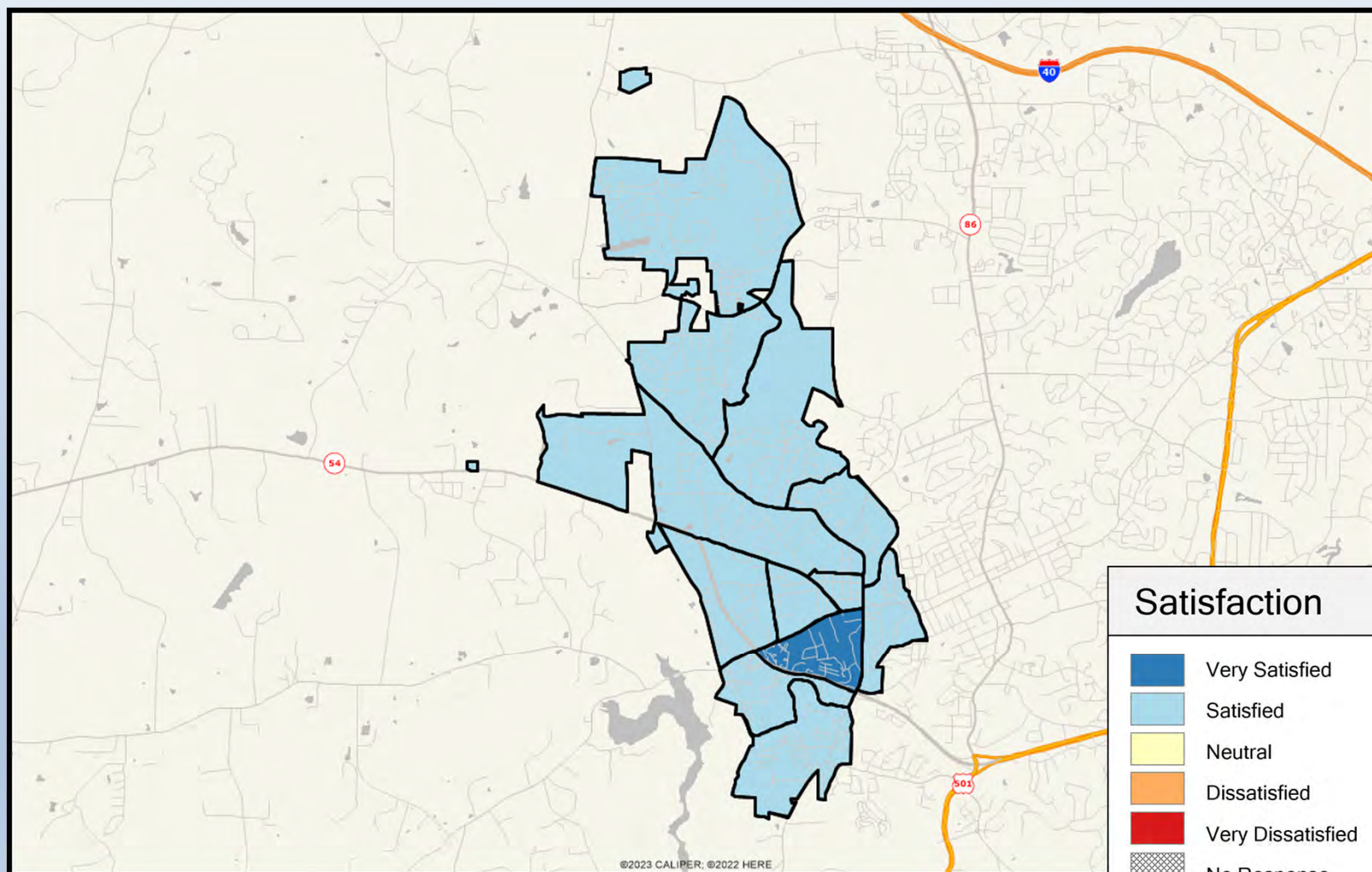
Satisfaction



Q7-04. The Town's youth programs



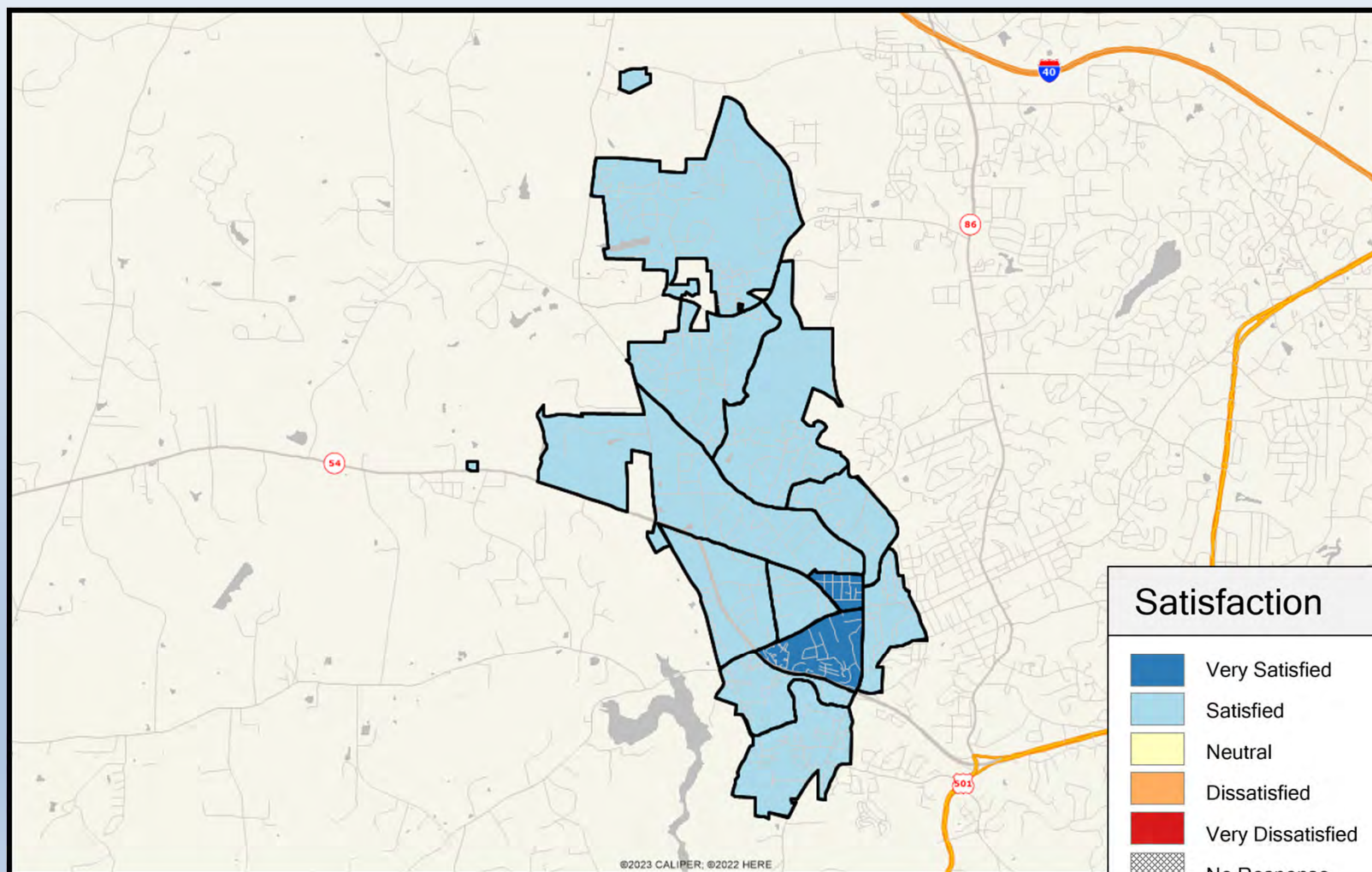
Q7-05. The Town's adult programs



Satisfaction

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

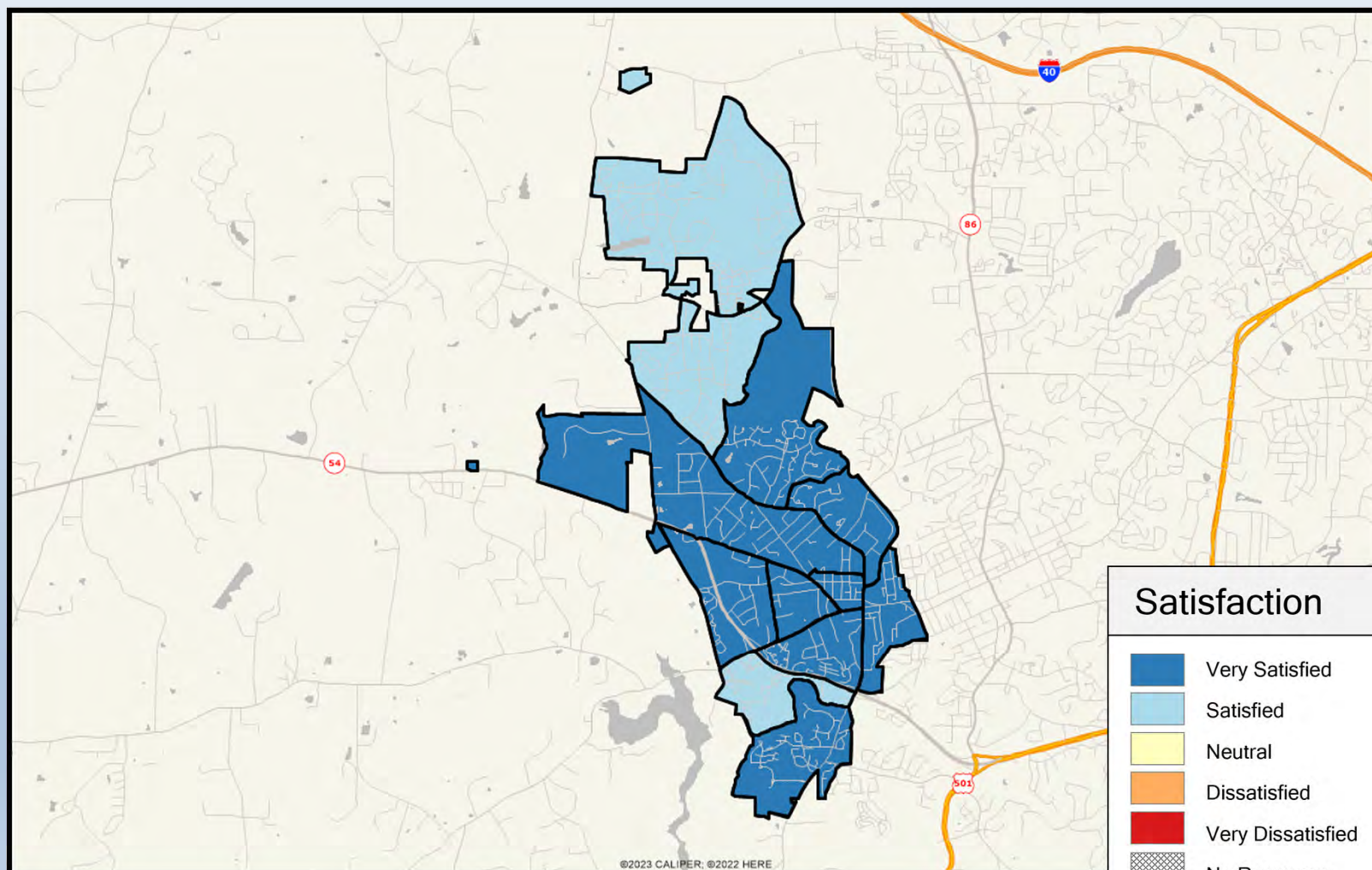
Q7-06. The Town's senior programs



Satisfaction

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

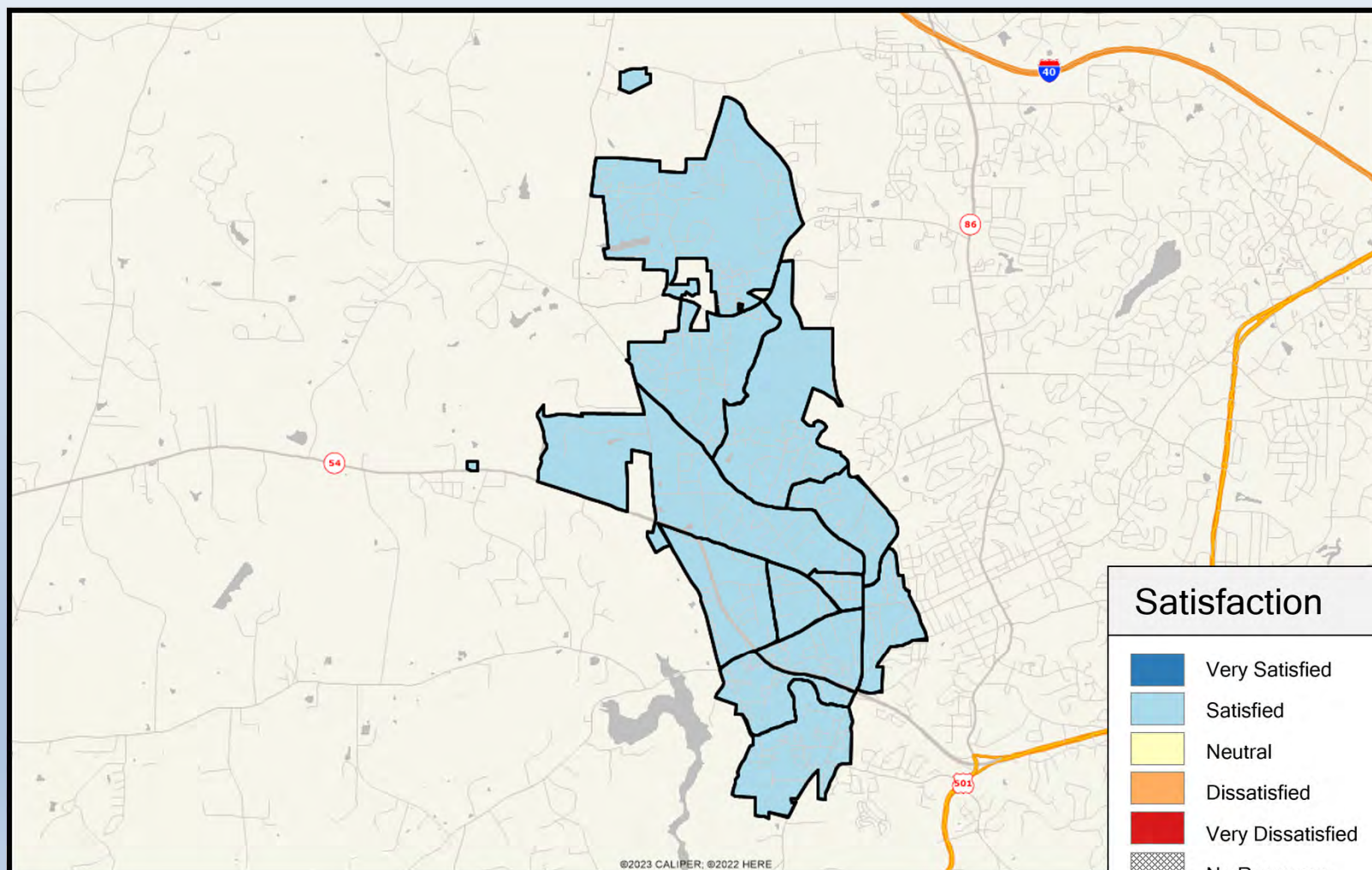
Q7-07. Town special events



Satisfaction

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

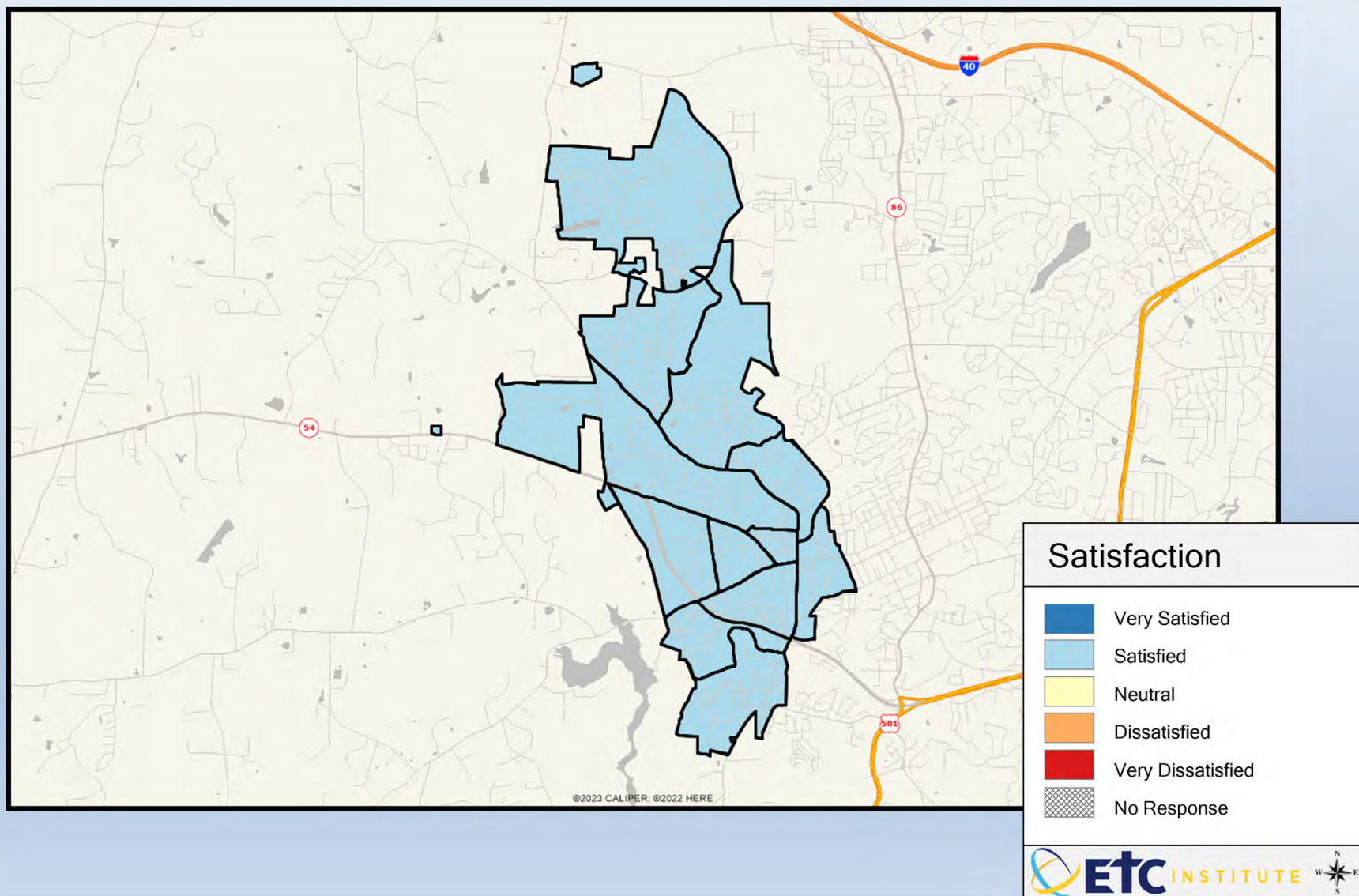
Q7-08. Ease of registering for programs



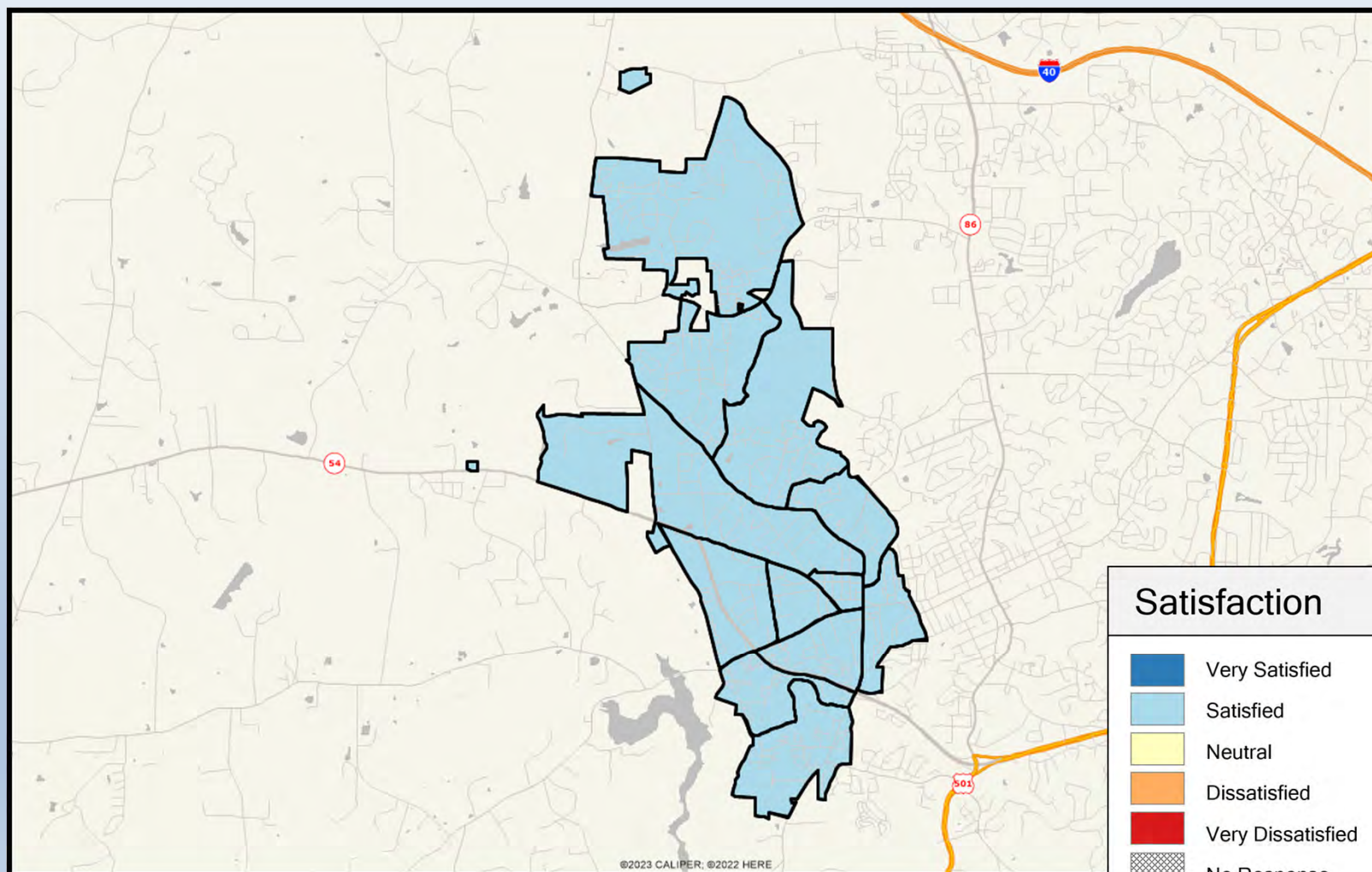
Satisfaction



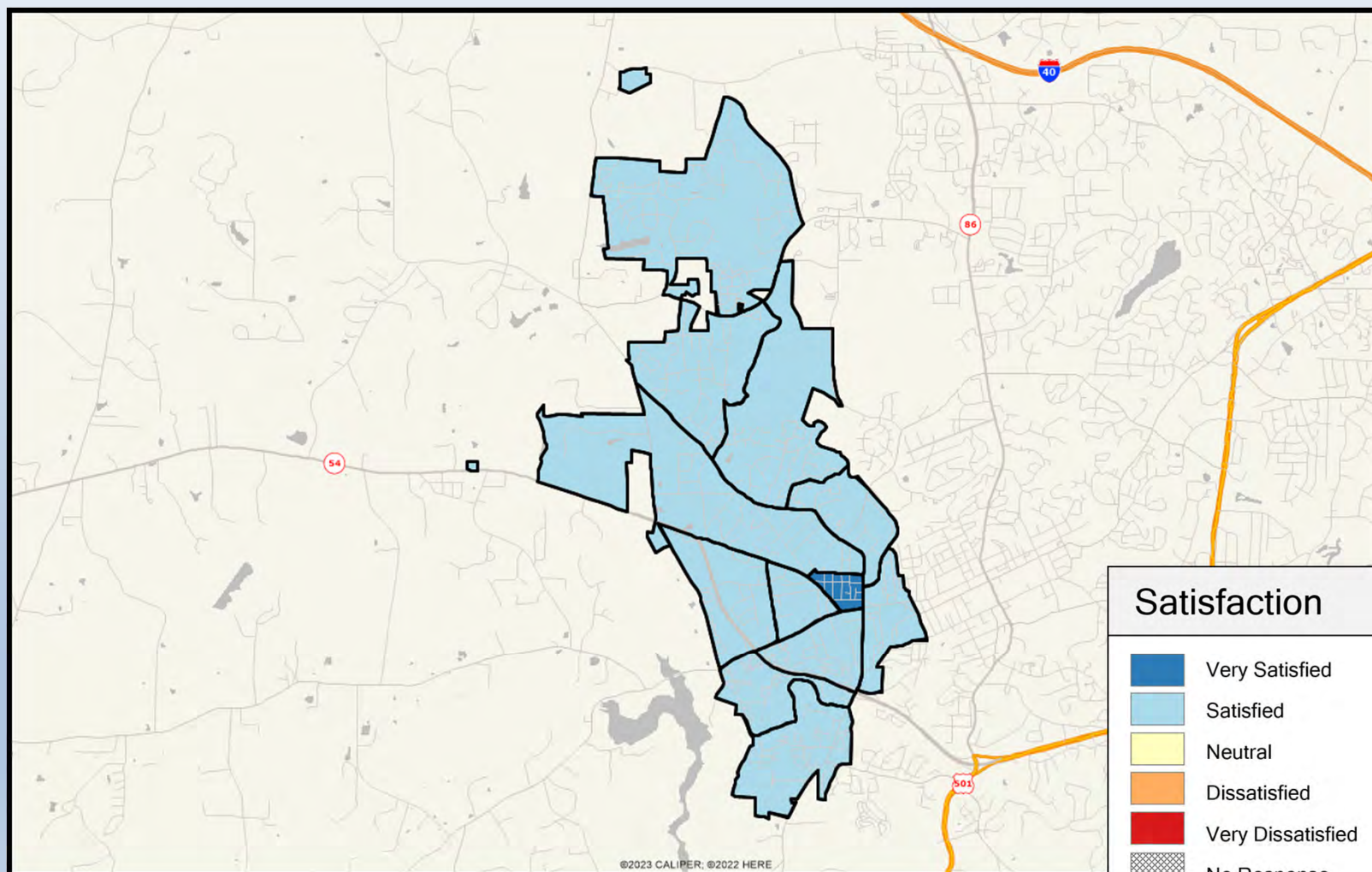
Q7-09. Fees charged for recreation programs



Q7-10. Availability of diverse cultural events



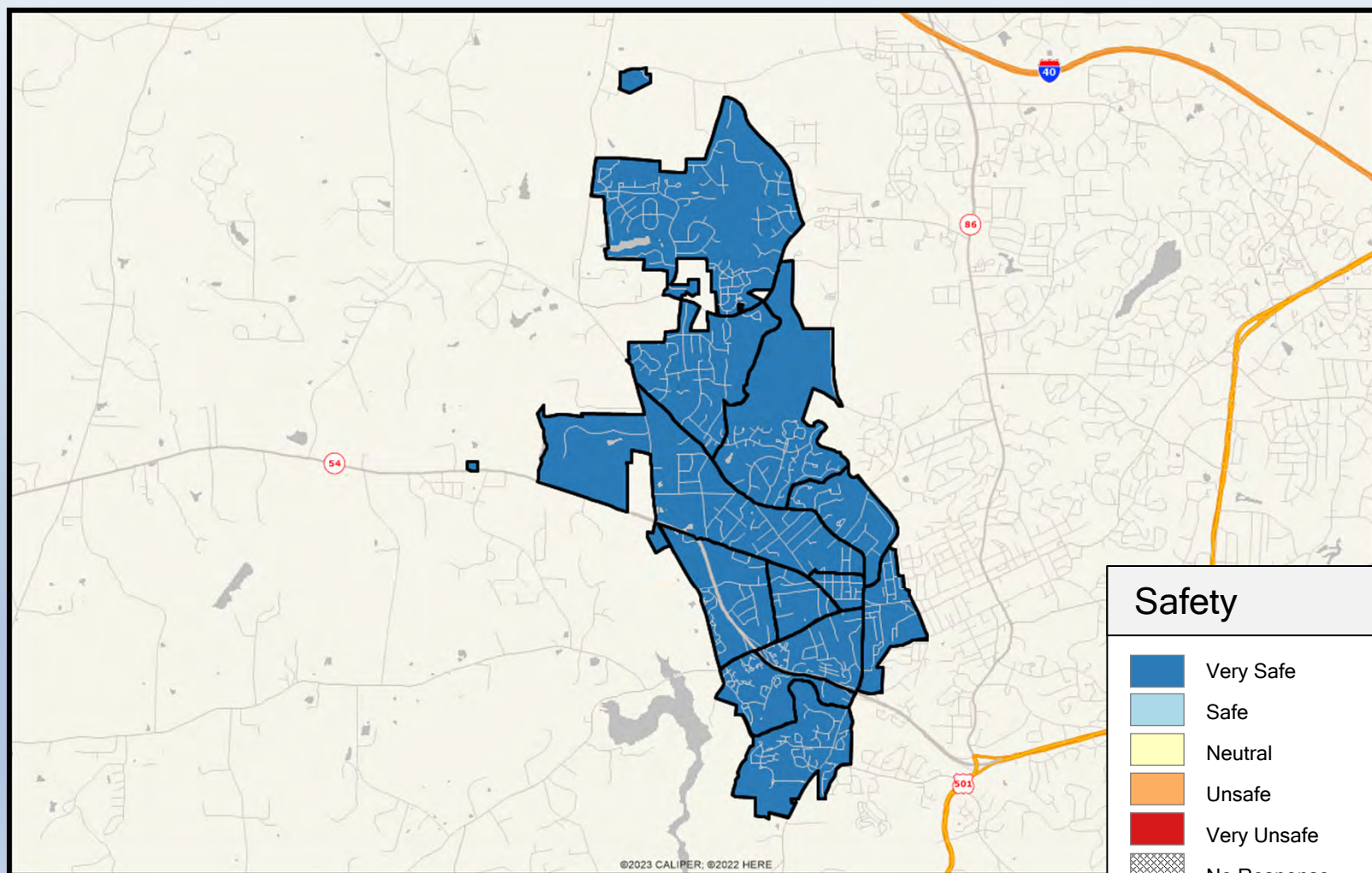
Q7-11. Availability of meeting and gathering spaces



Satisfaction

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

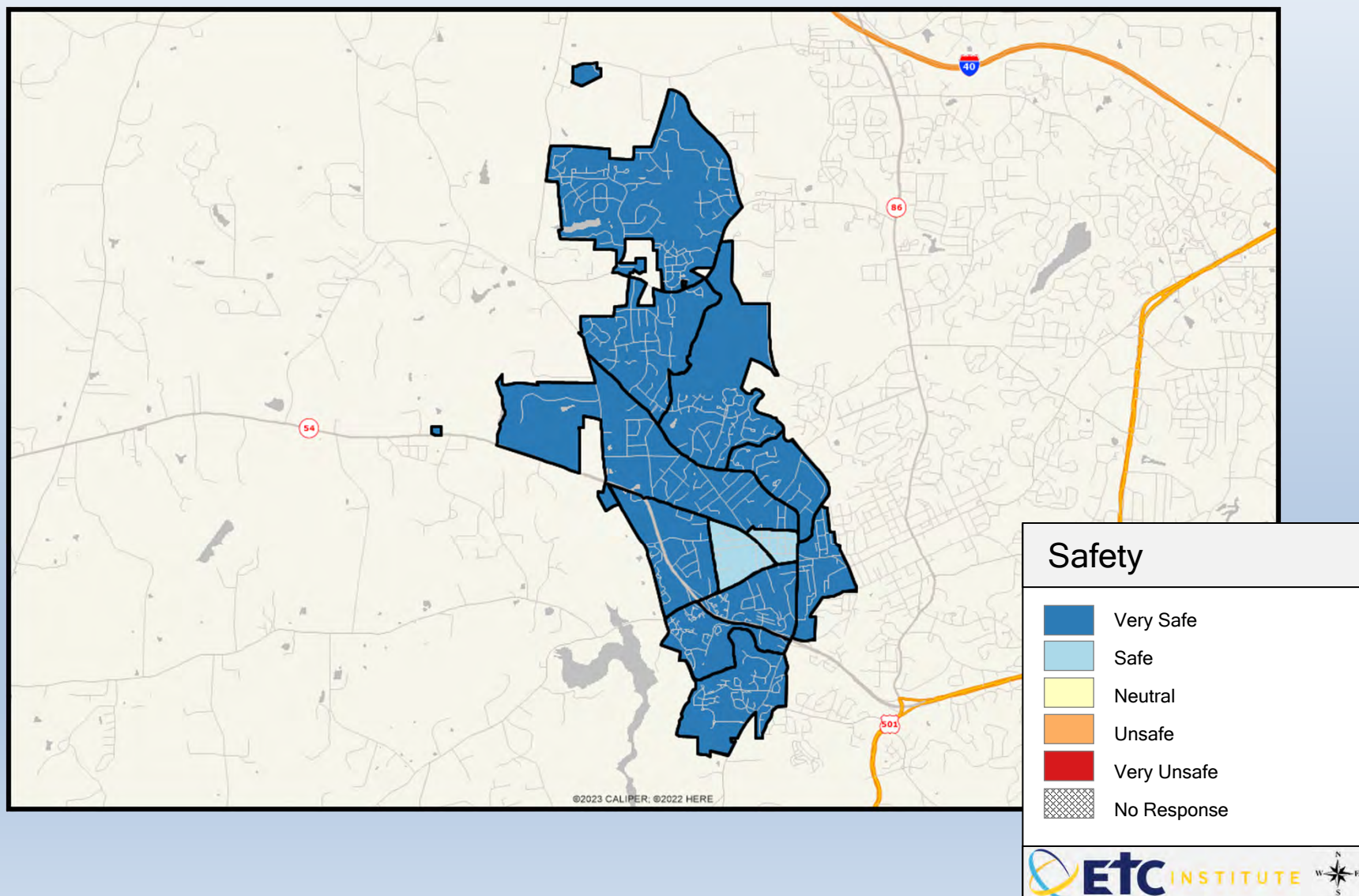
Q9-1. In your neighborhood



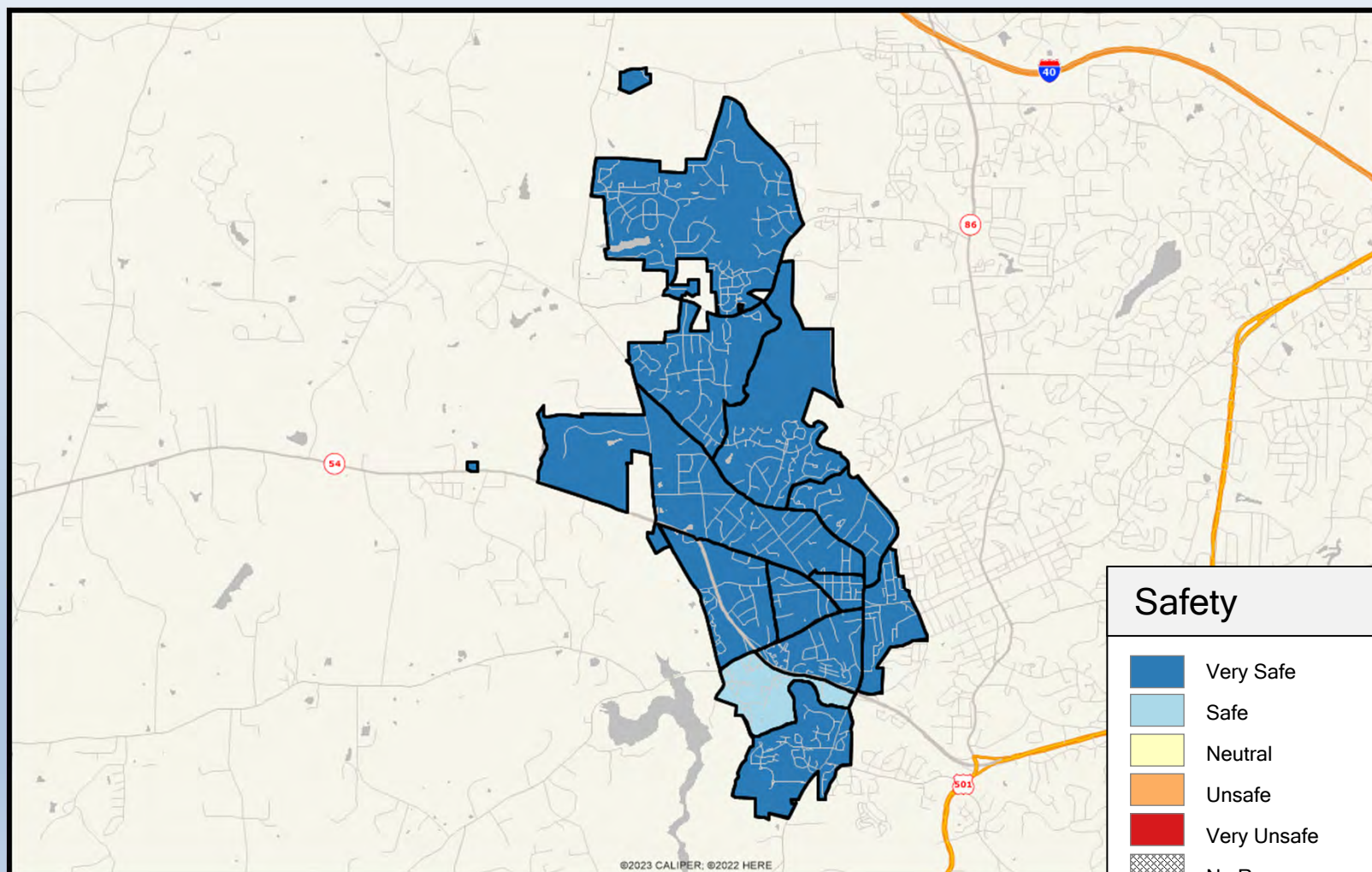
Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

Q9-2. In Town parks and facilities



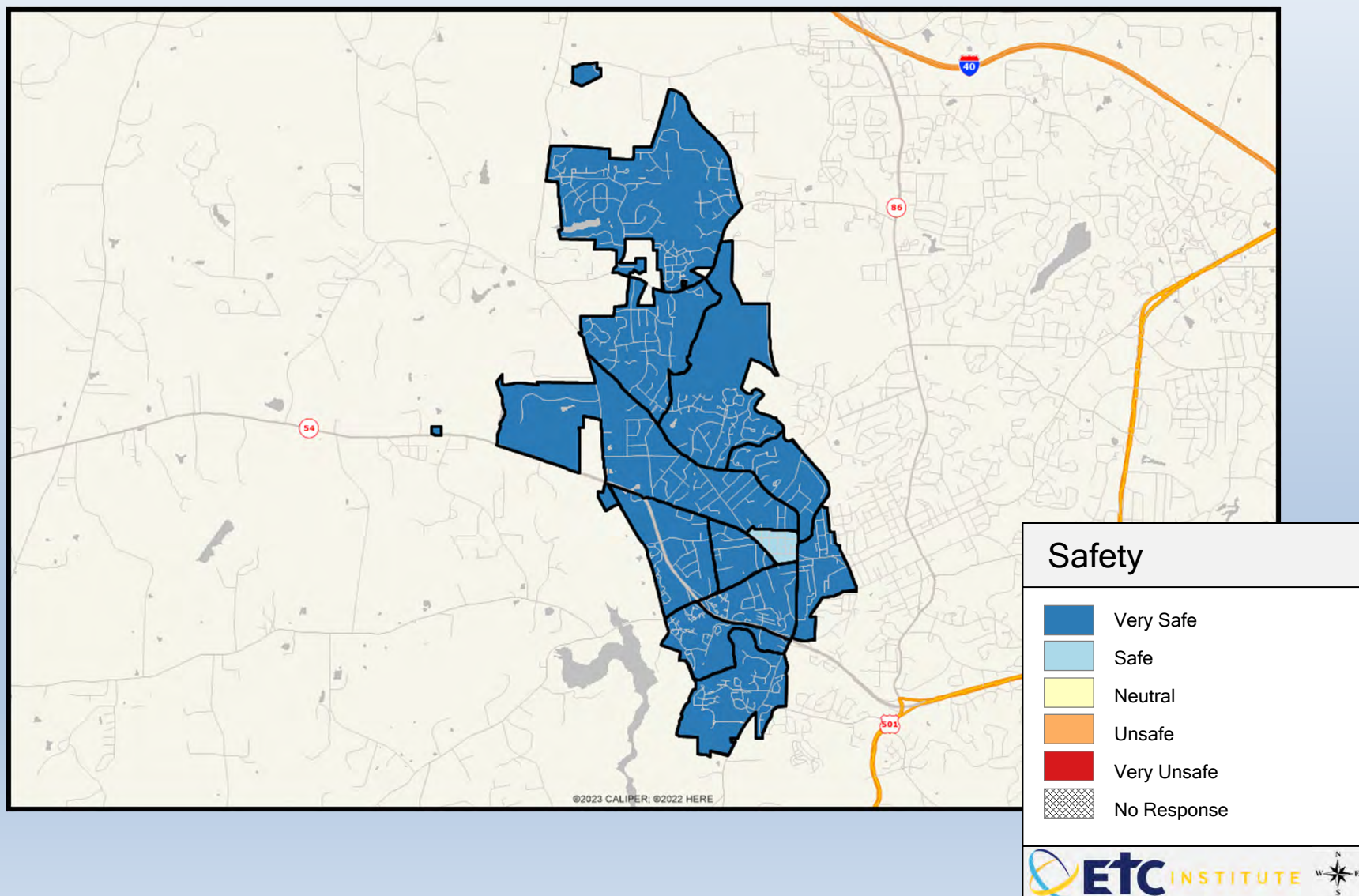
Q9-3. In shopping and dining areas



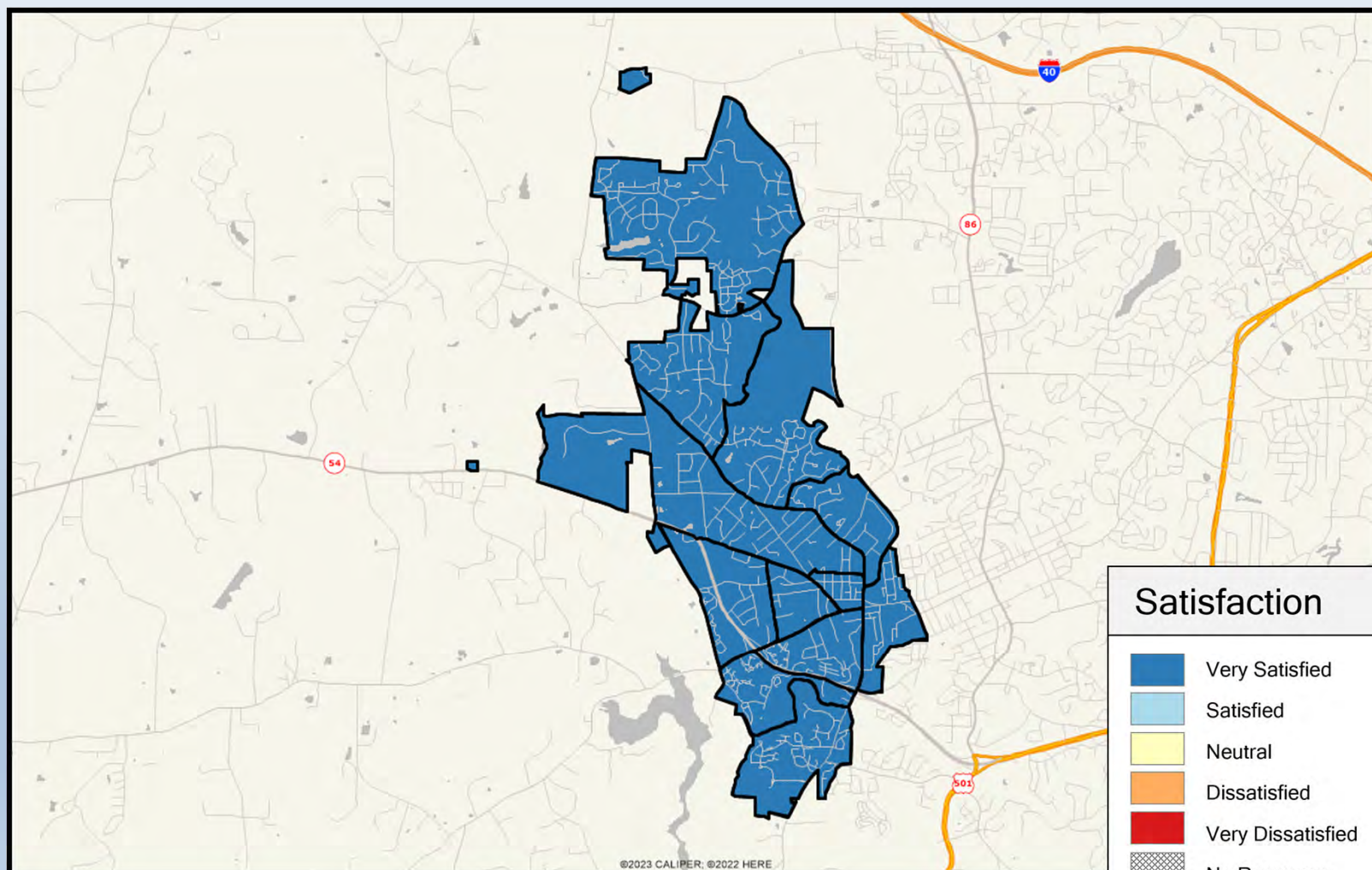
Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

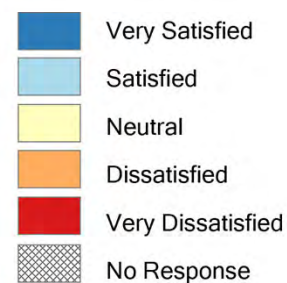
Q9-4. Overall feeling of safety in Carrboro



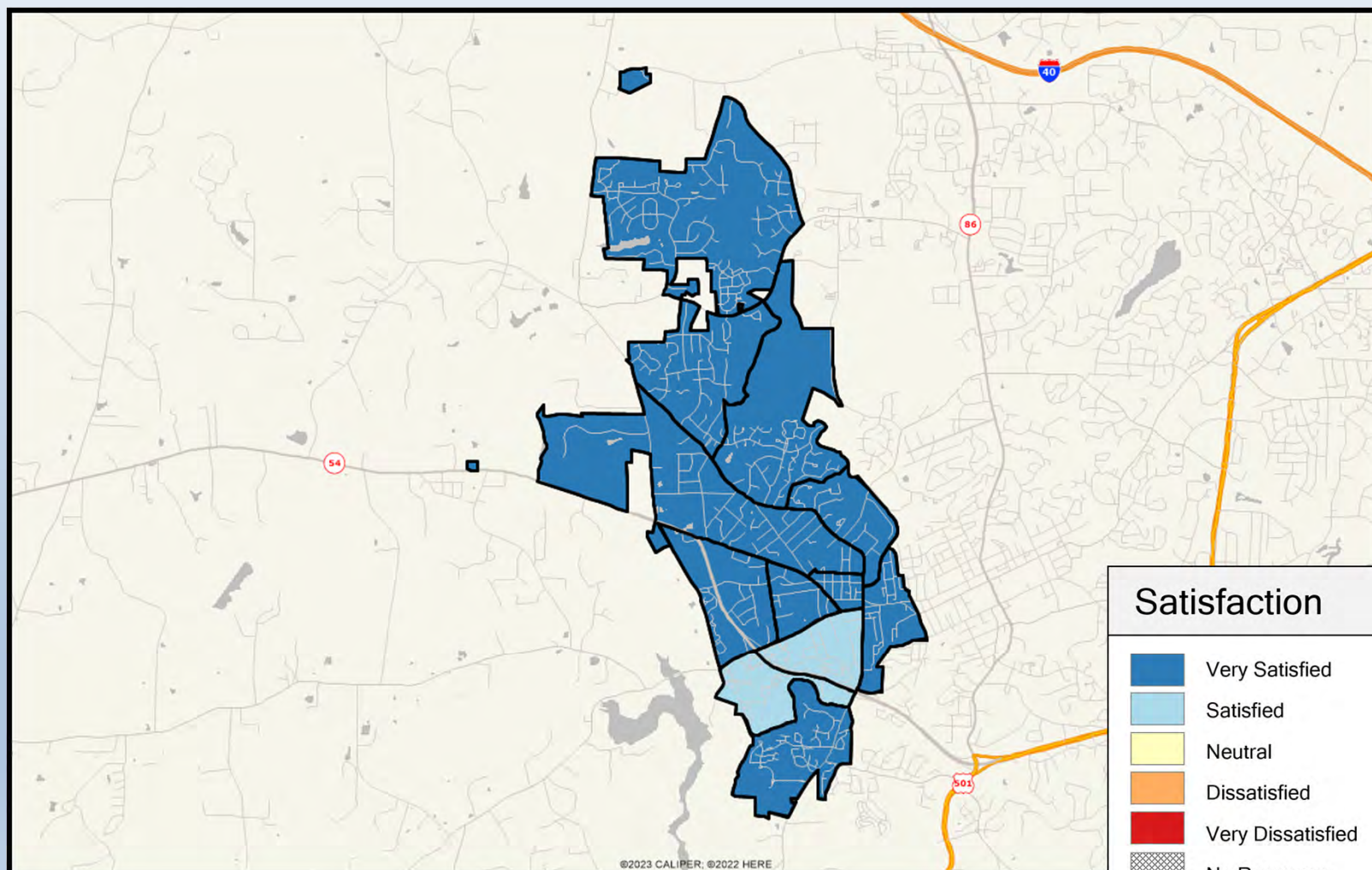
Q10-01. Overall effectiveness of Carrboro Fire Department



Satisfaction



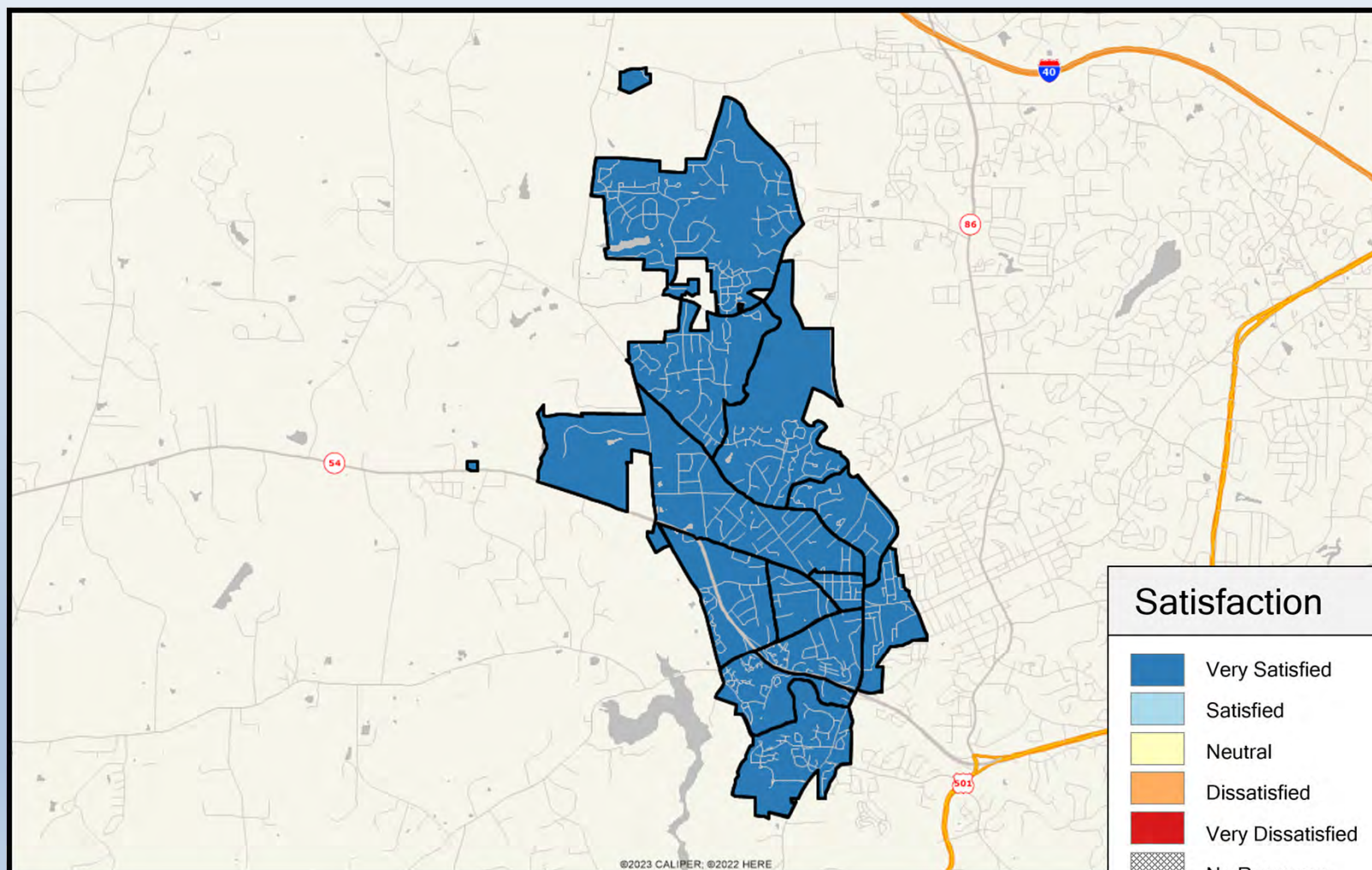
Q10-02. Responsiveness to community concerns



Satisfaction

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

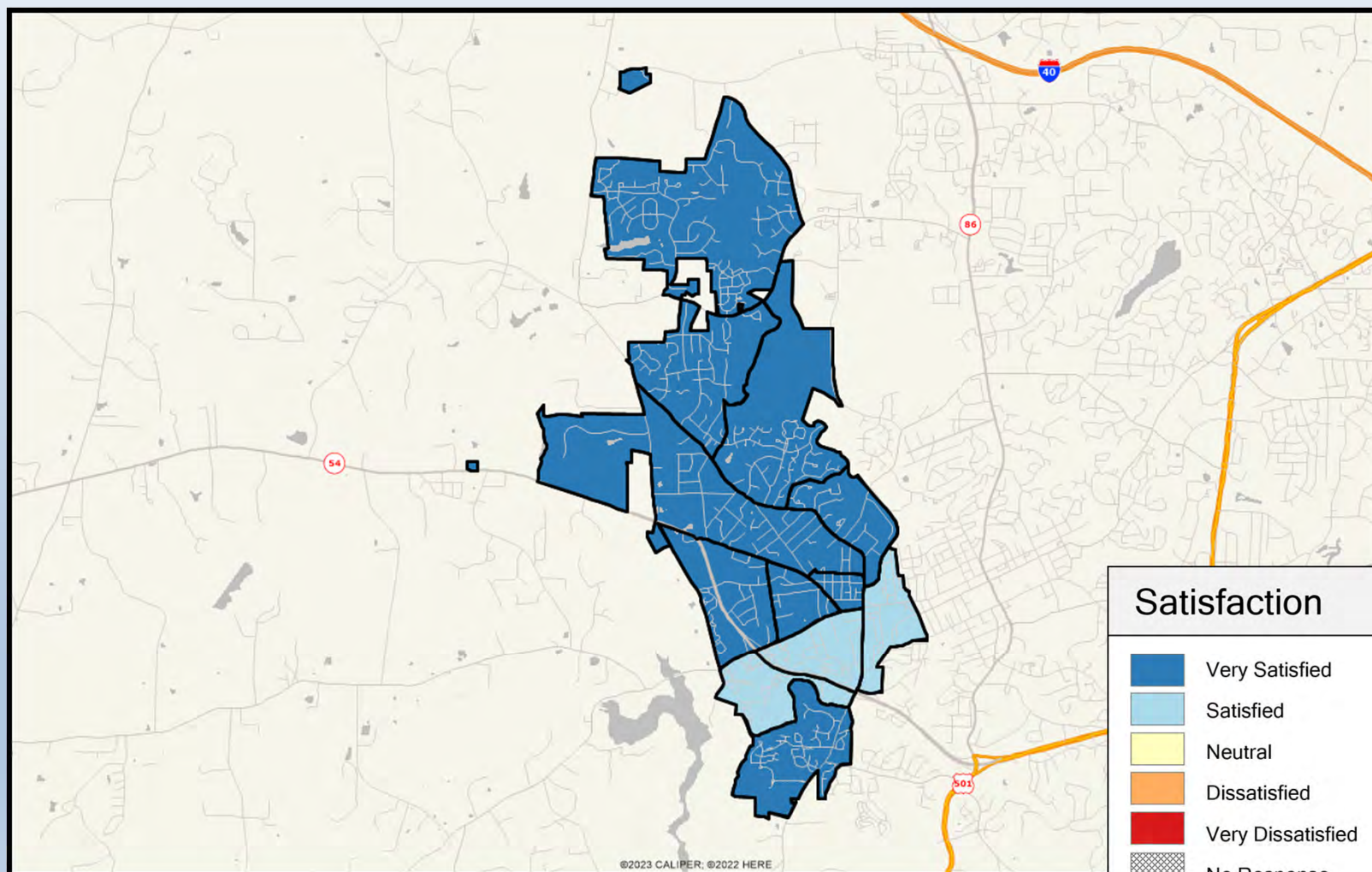
Q10-03. Respectfulness of fire personnel toward people



Satisfaction

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

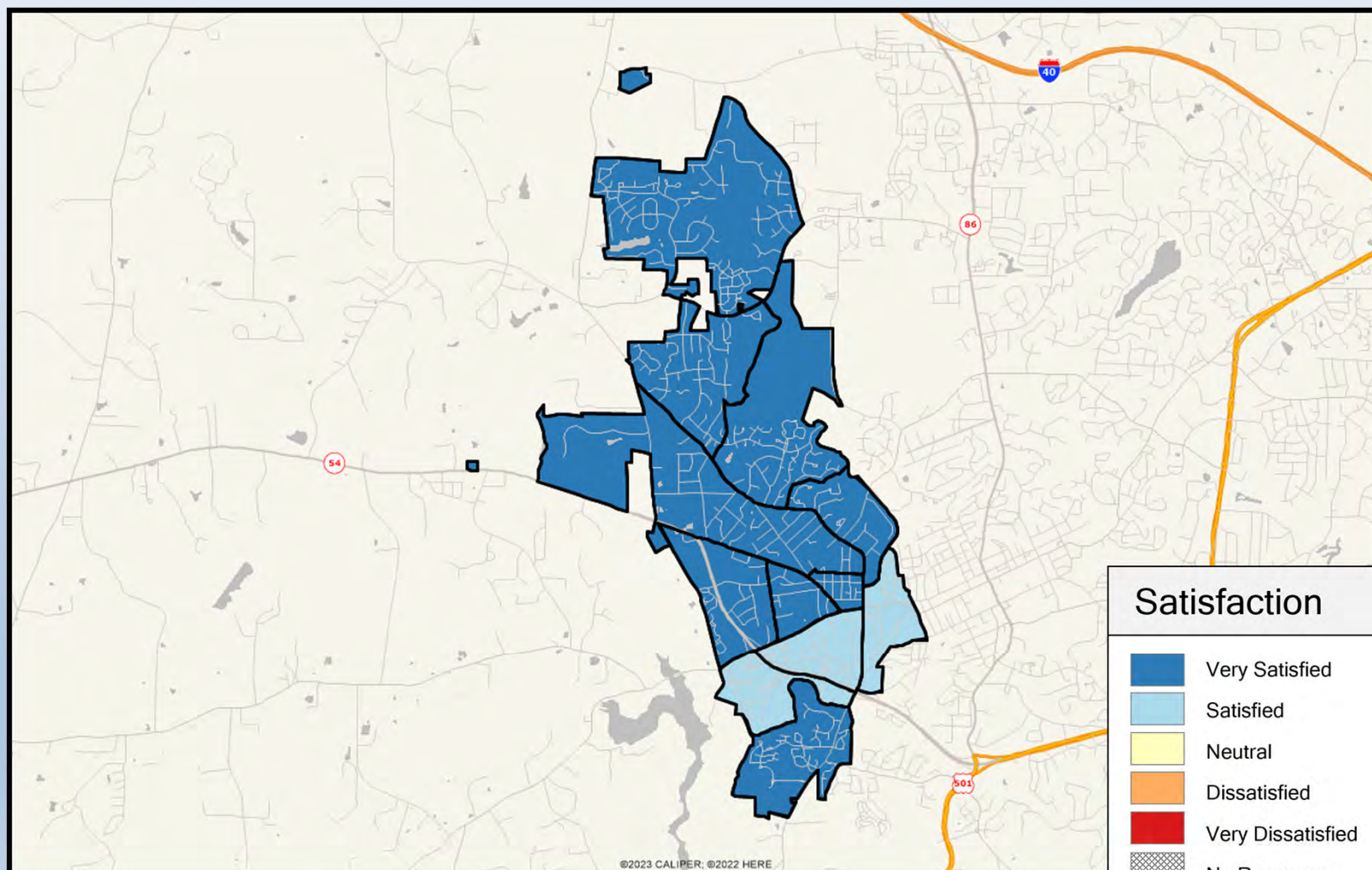
Q10-04. Visibility of Fire Department in the community



Satisfaction

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

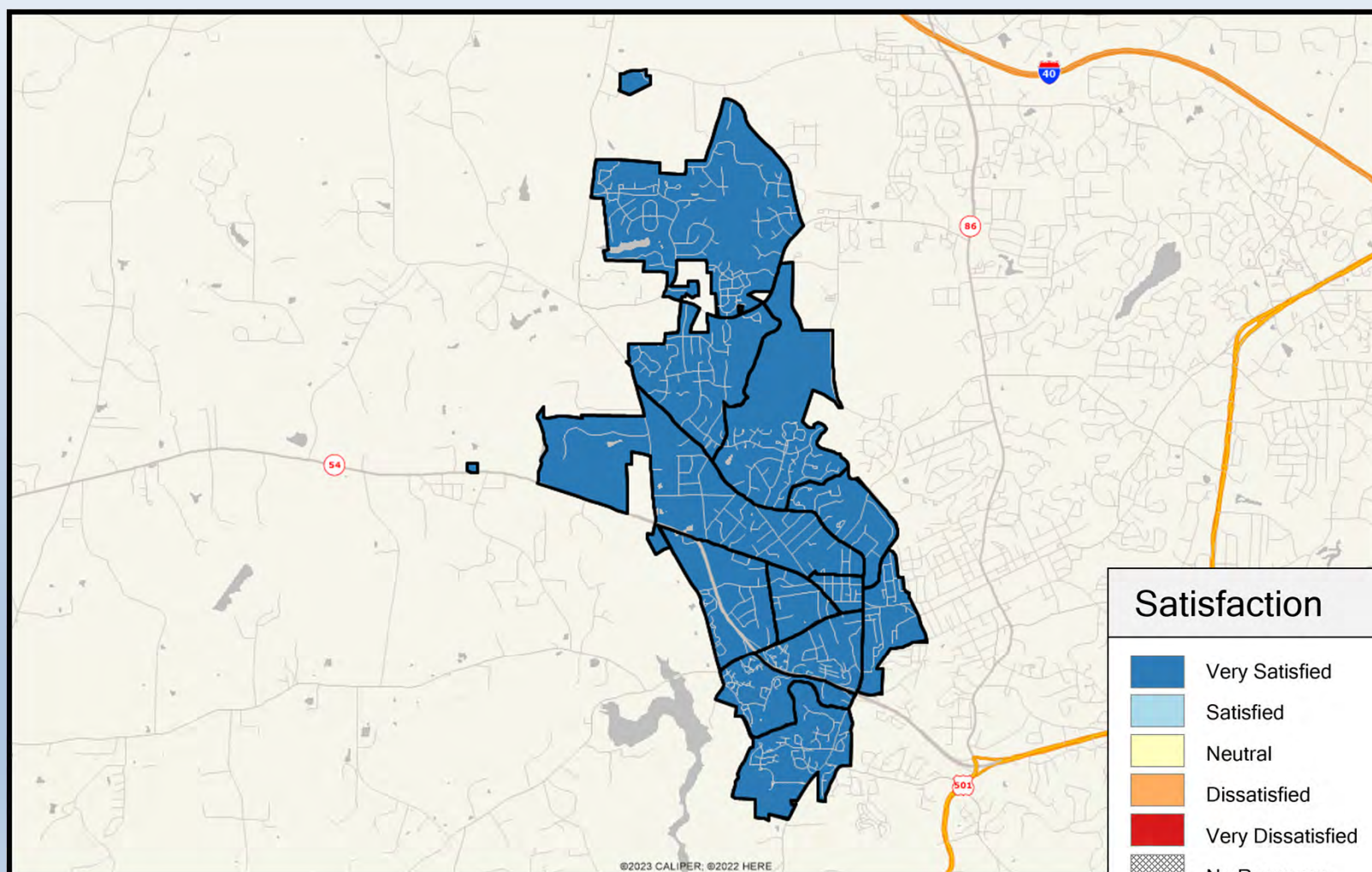
Q10-05. Fire prevention and safety education programs



Satisfaction

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

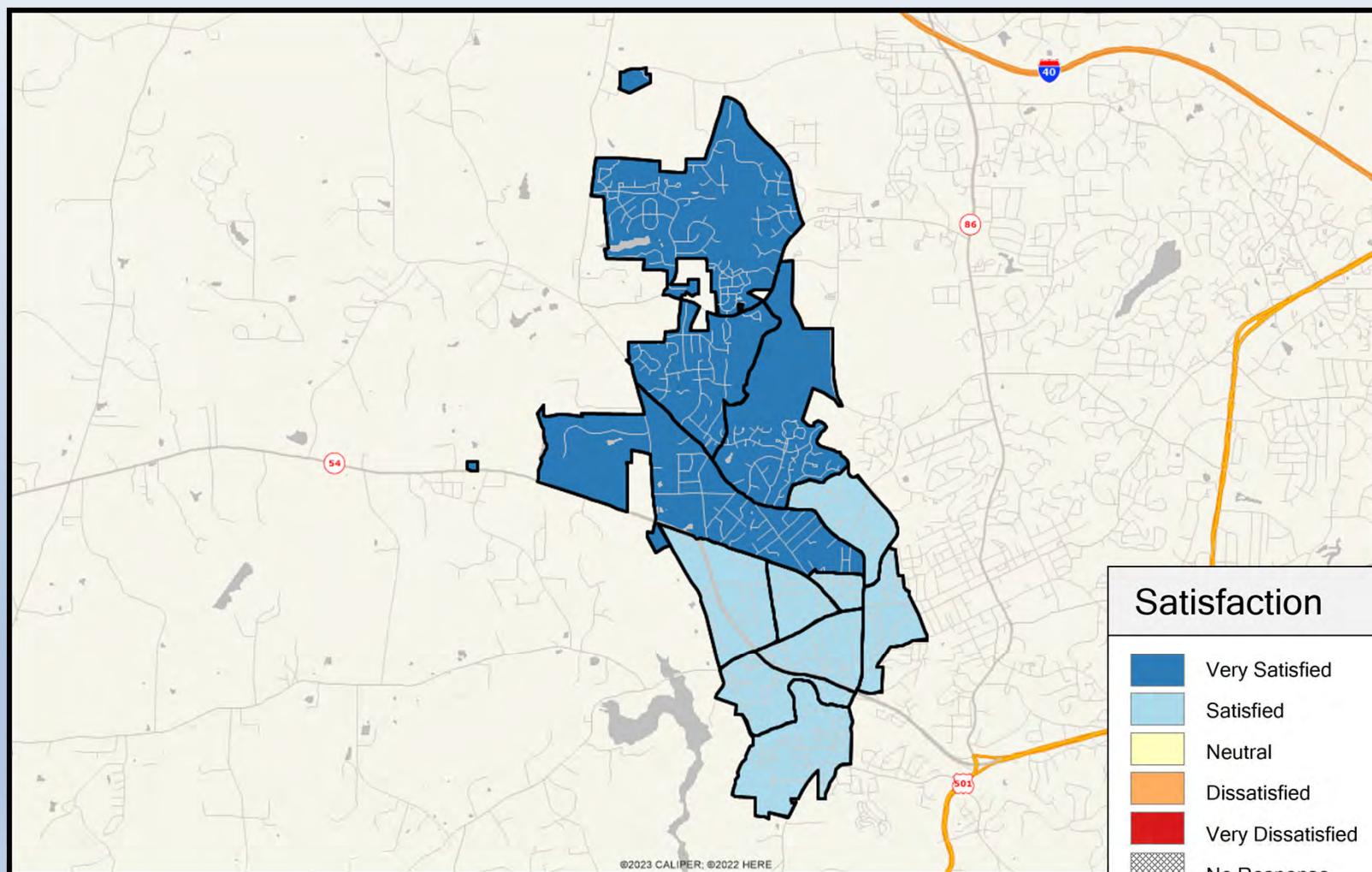
Q10-06. Timeliness of fire department response to emergencies



Satisfaction



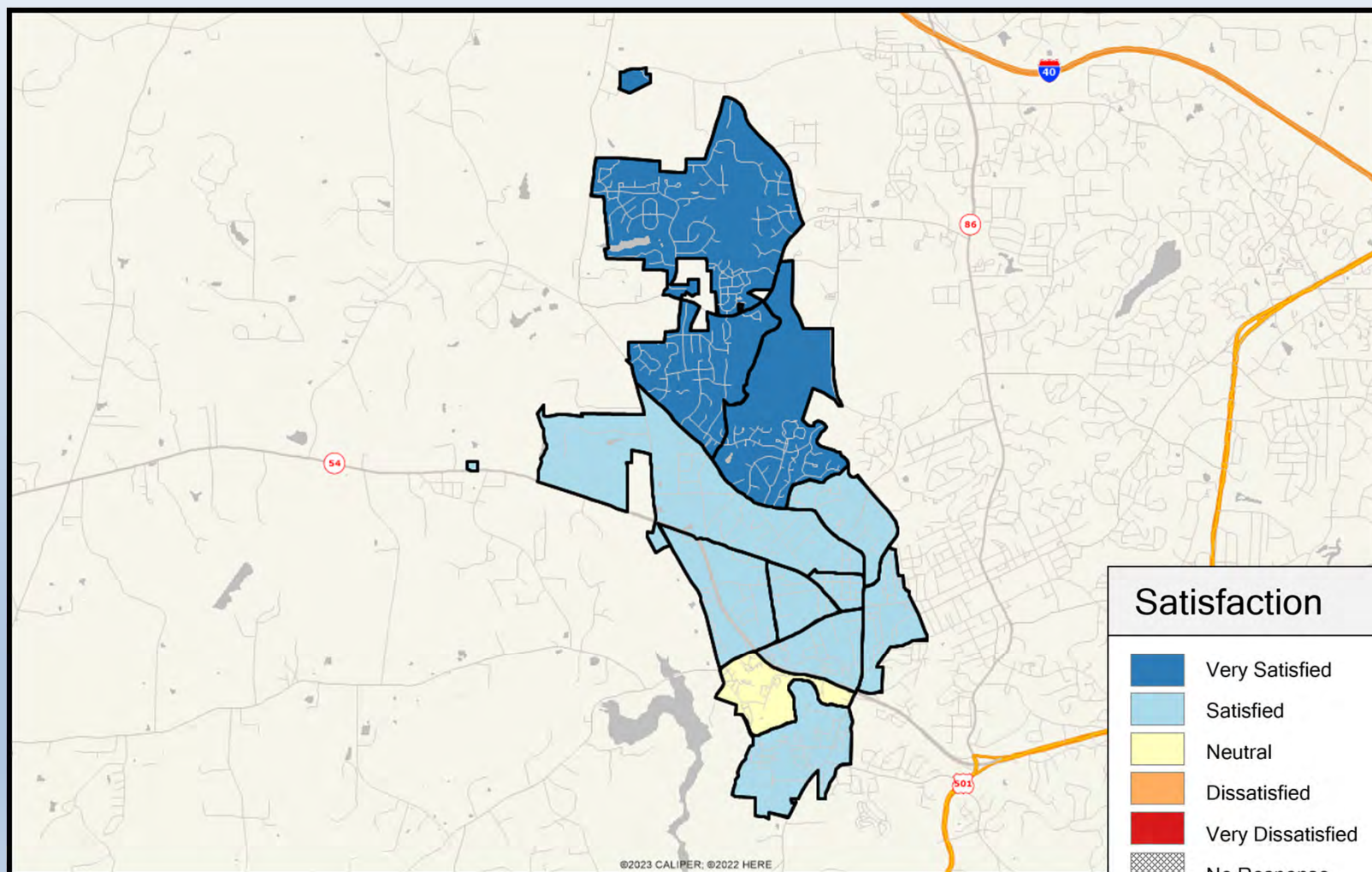
Q10-07. Overall effectiveness of Carrboro Police Department



Satisfaction

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

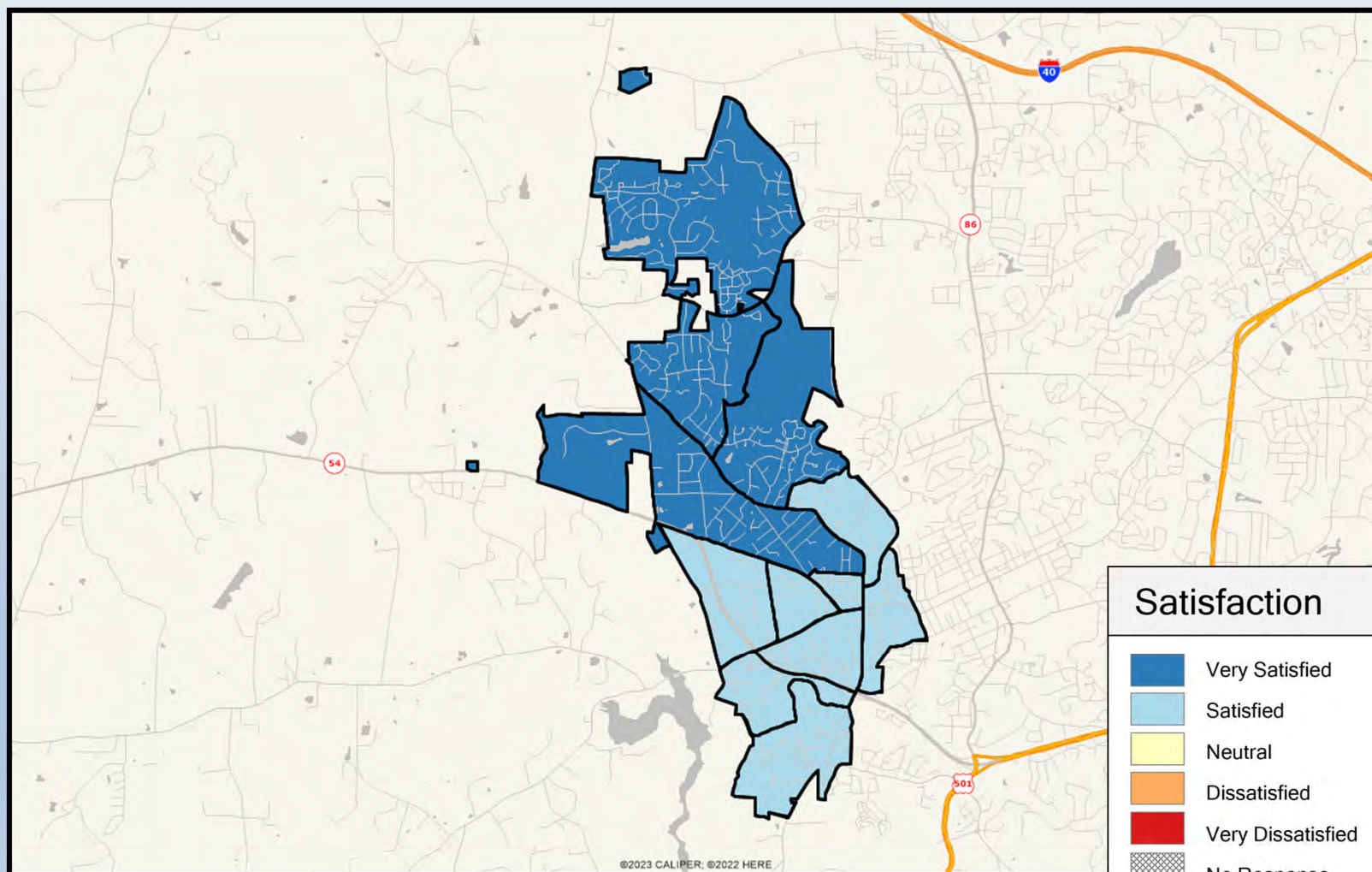
Q10-08. Responsiveness to community concerns



Satisfaction

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

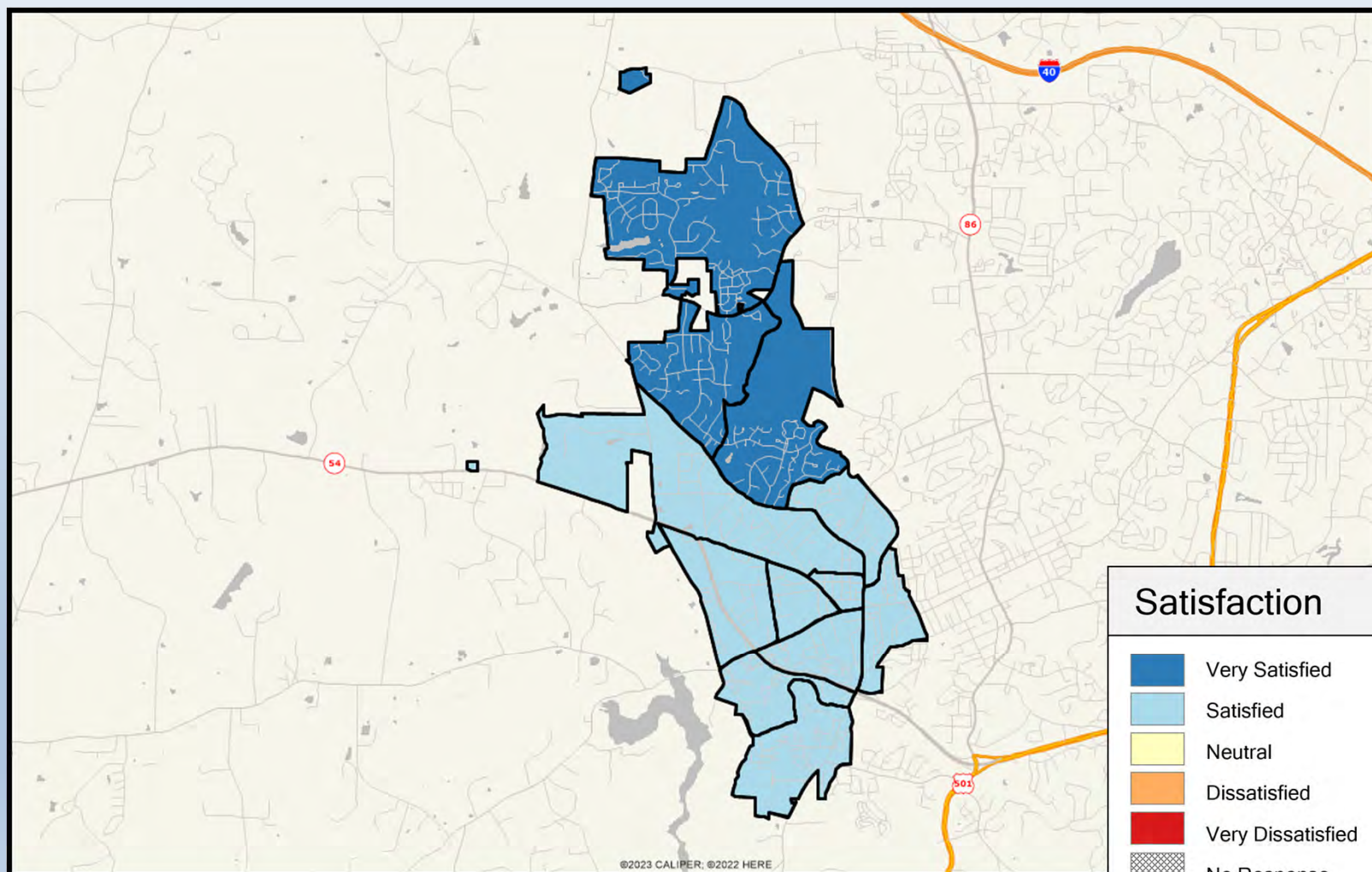
Q10-09. Respectfulness of police personnel toward people



Satisfaction

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

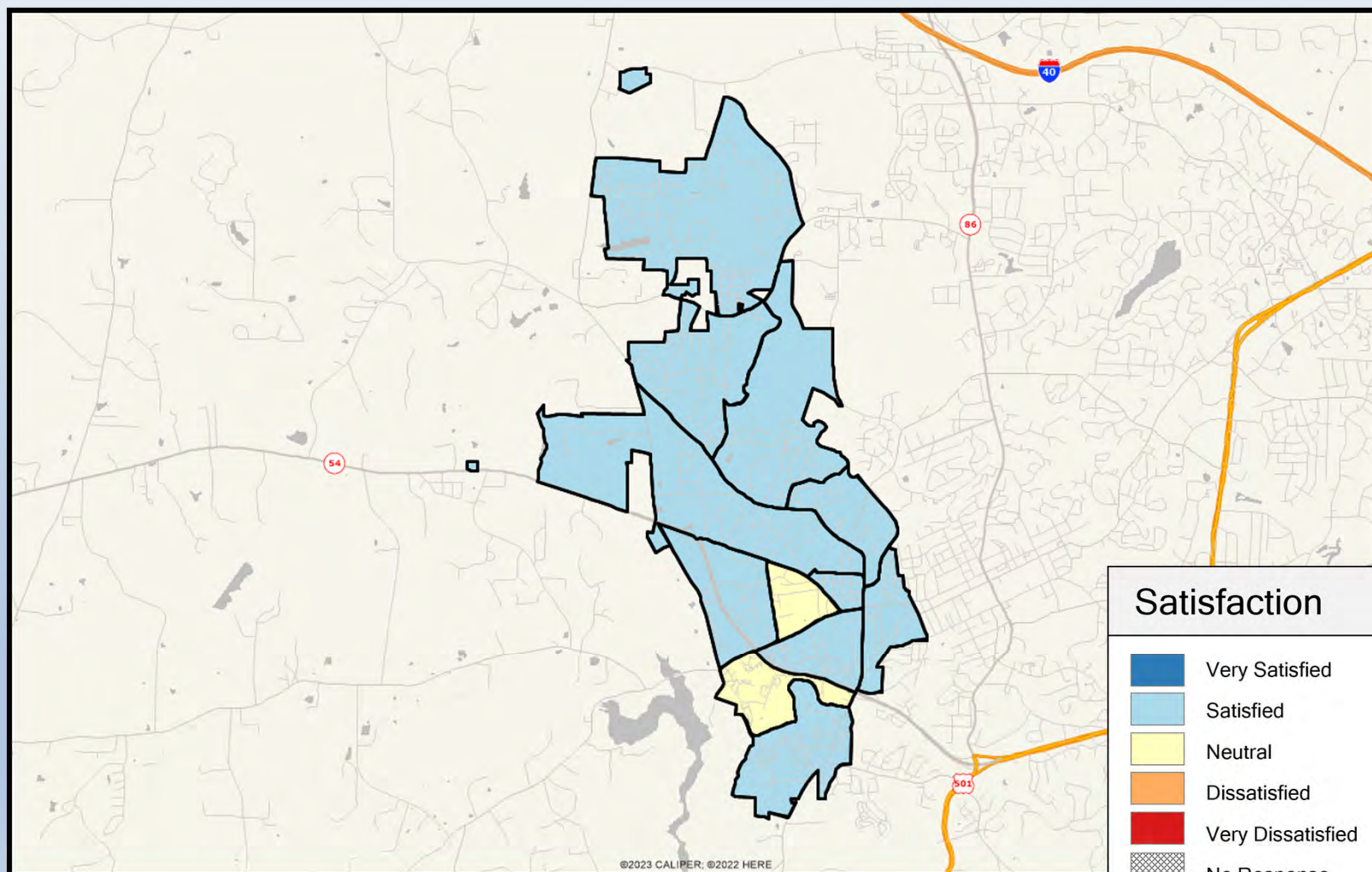
Q10-10. Visibility of Police in the community



Satisfaction

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

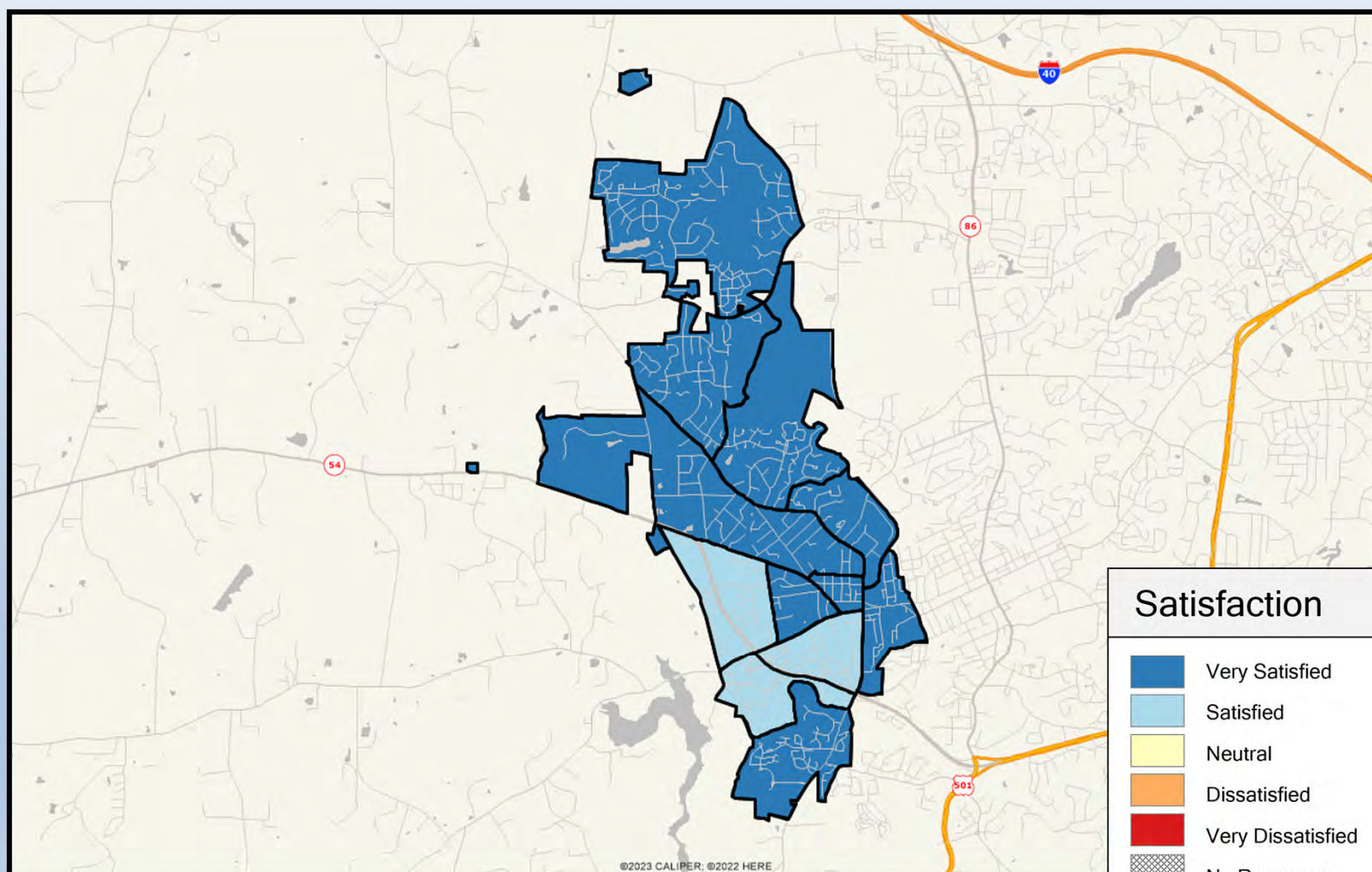
Q10-11. Enforcement of local traffic laws



Satisfaction

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

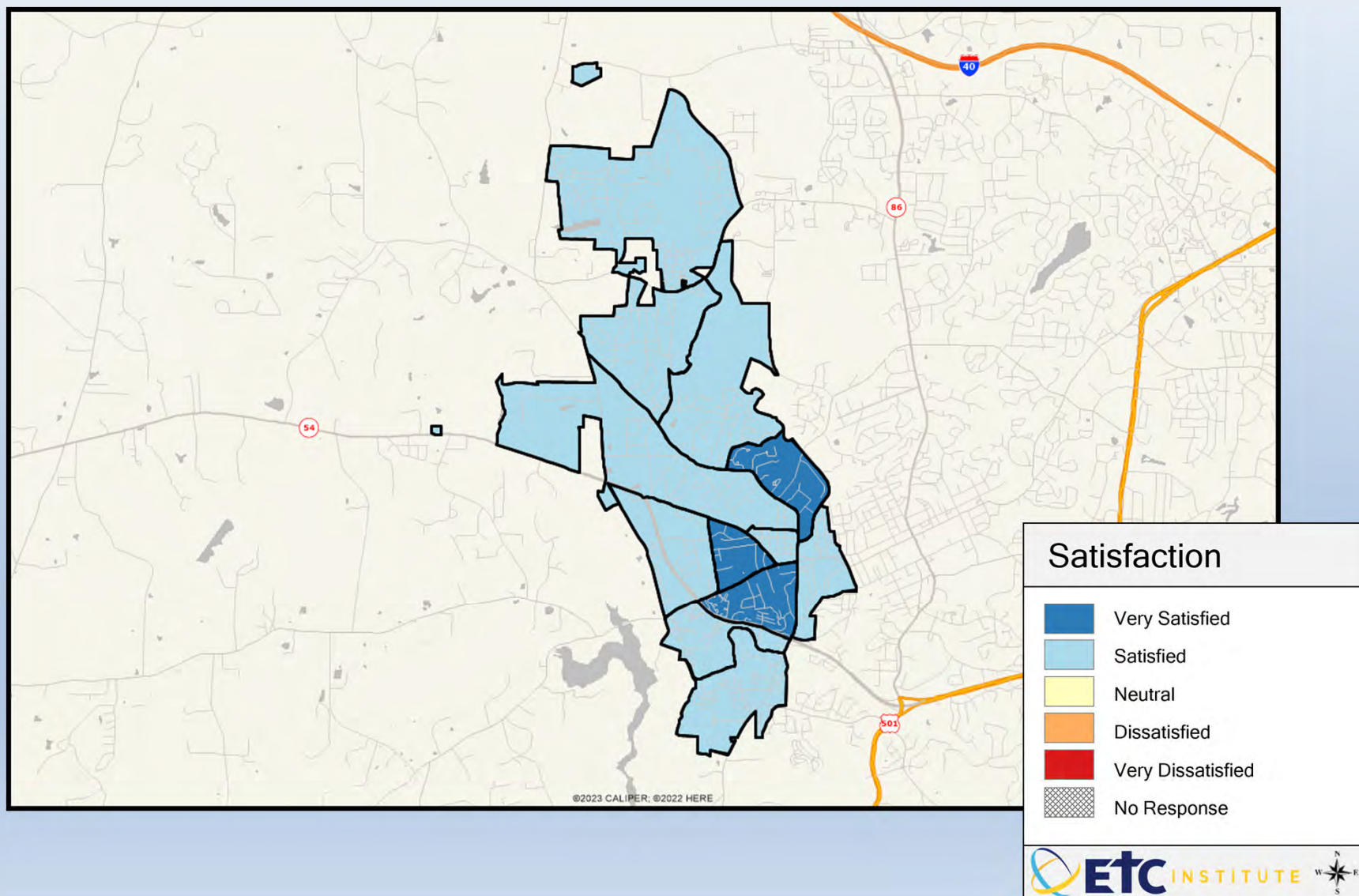
Q10-12. Timeliness of police department response to emergencies



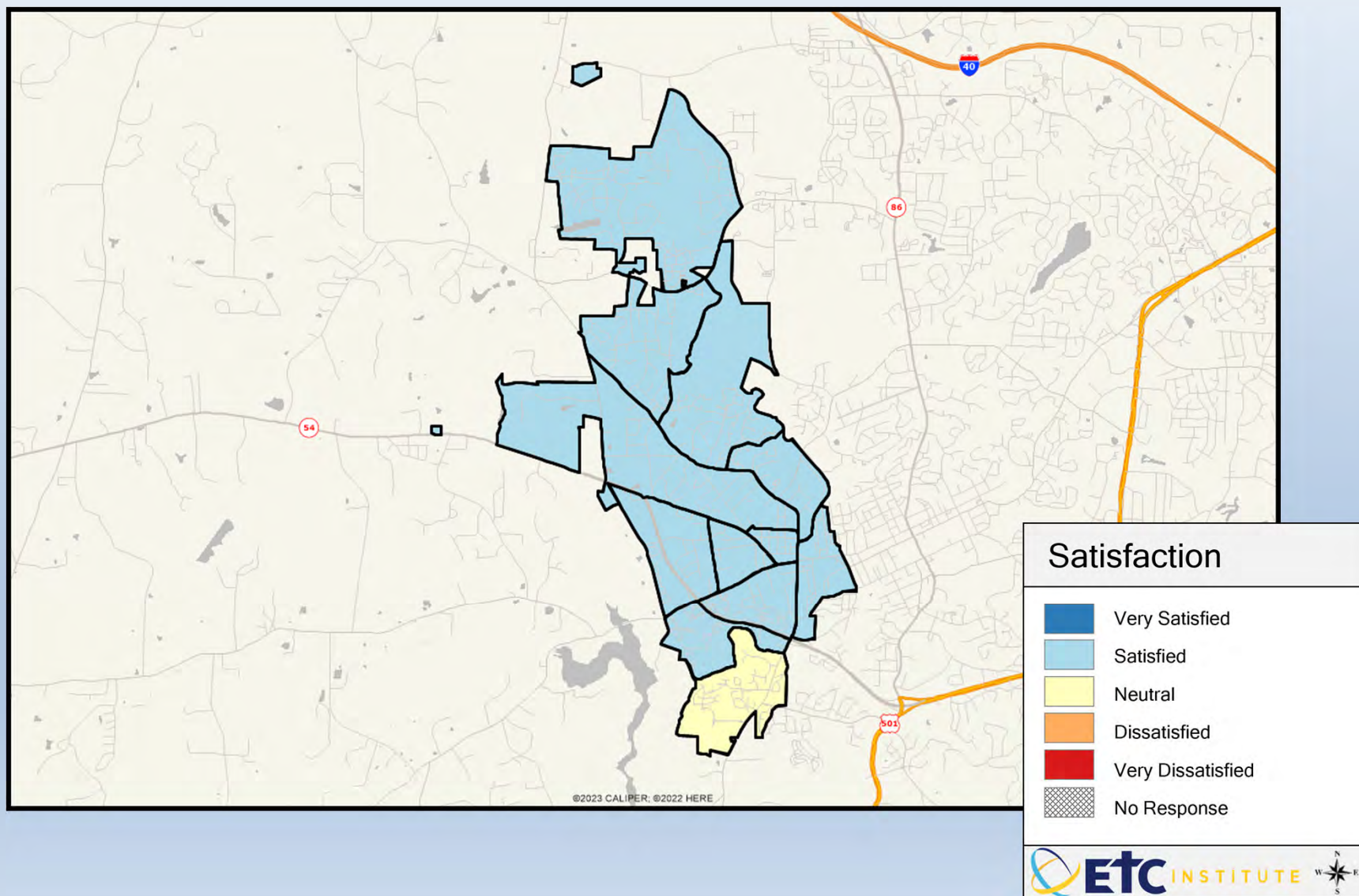
Satisfaction

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

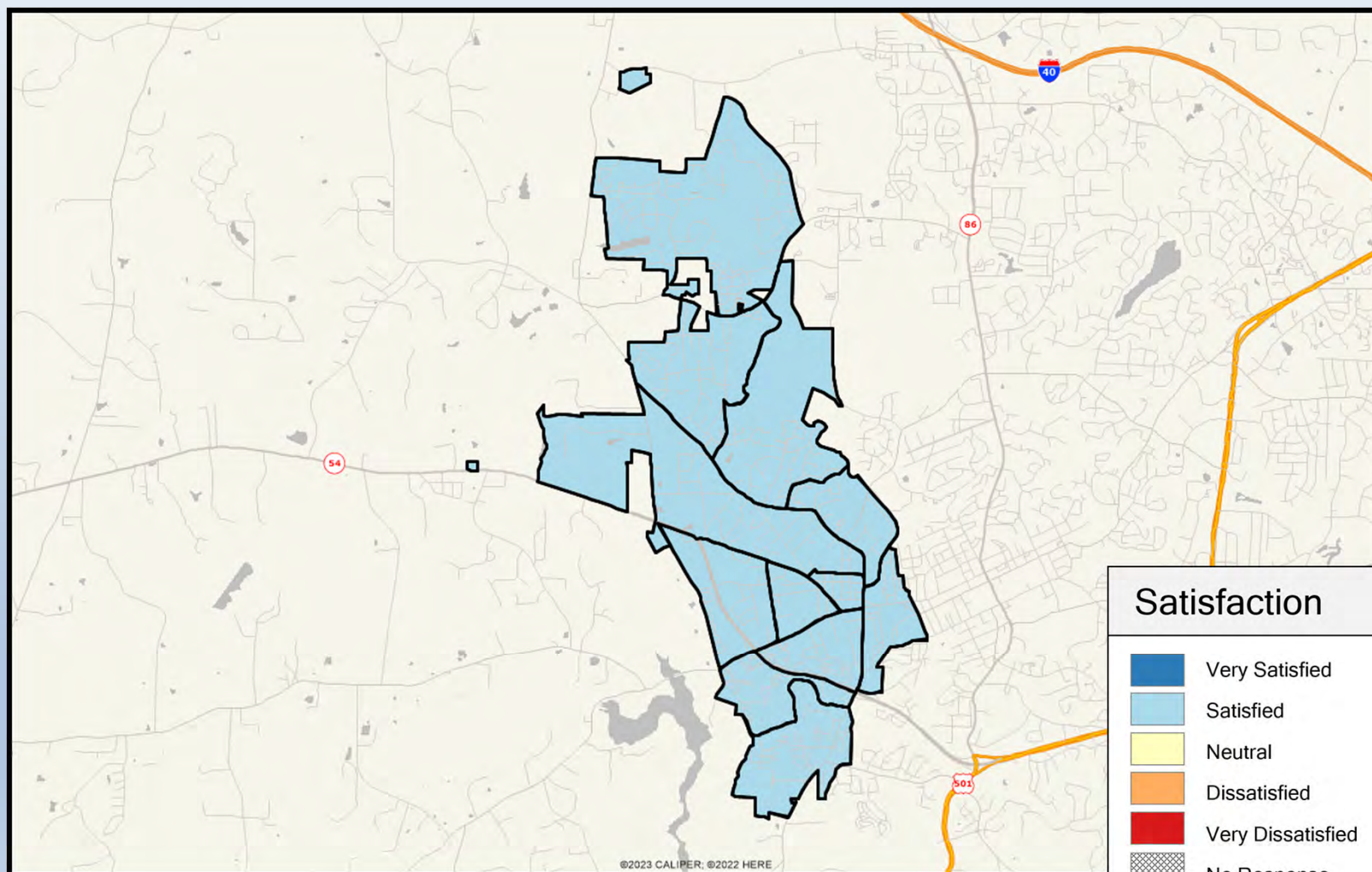
Q12-1. Ease of walking in Carrboro



Q12-2. Ease of biking in Carrboro



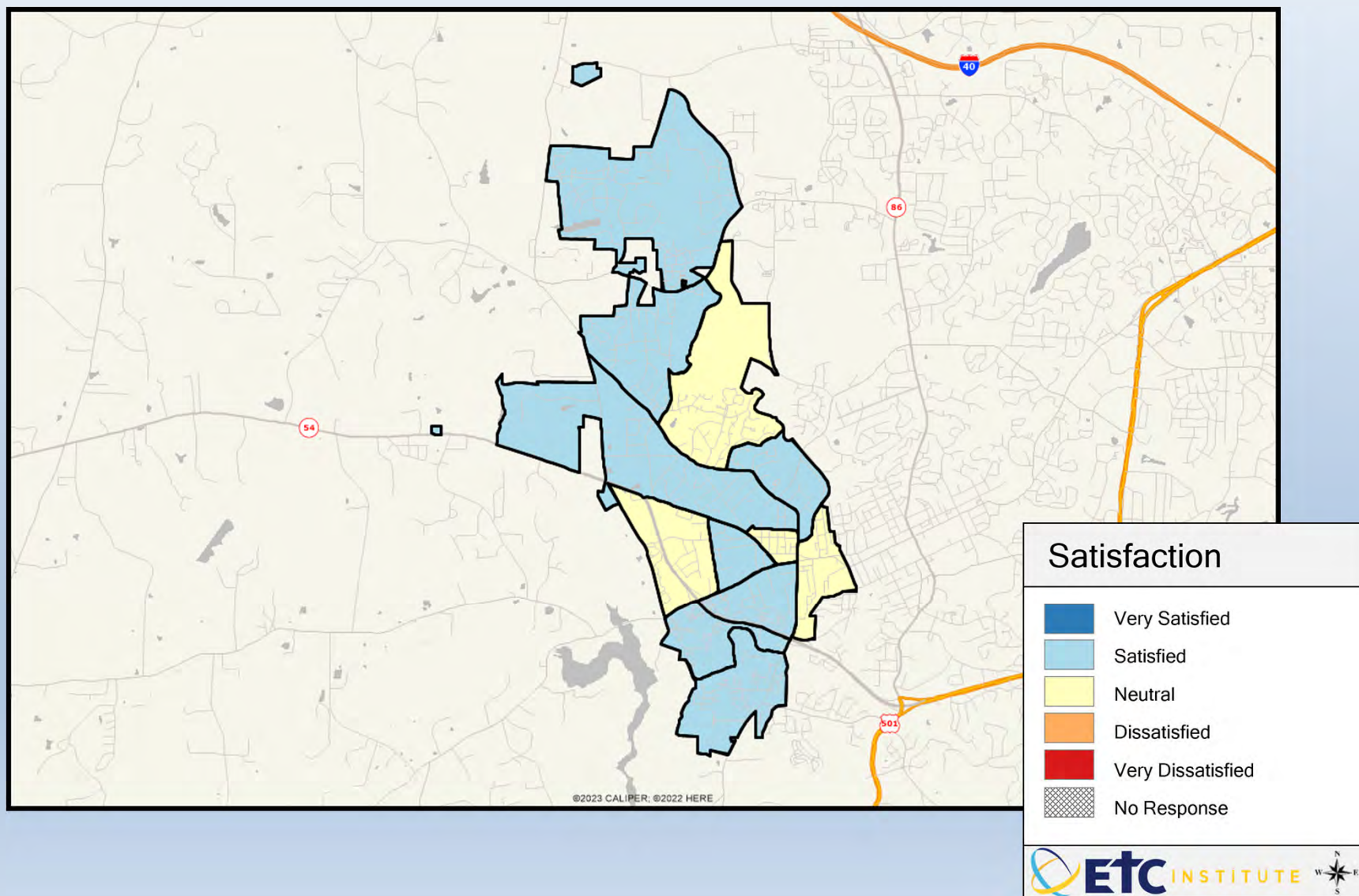
Q12-3. Ease of driving in Carrboro



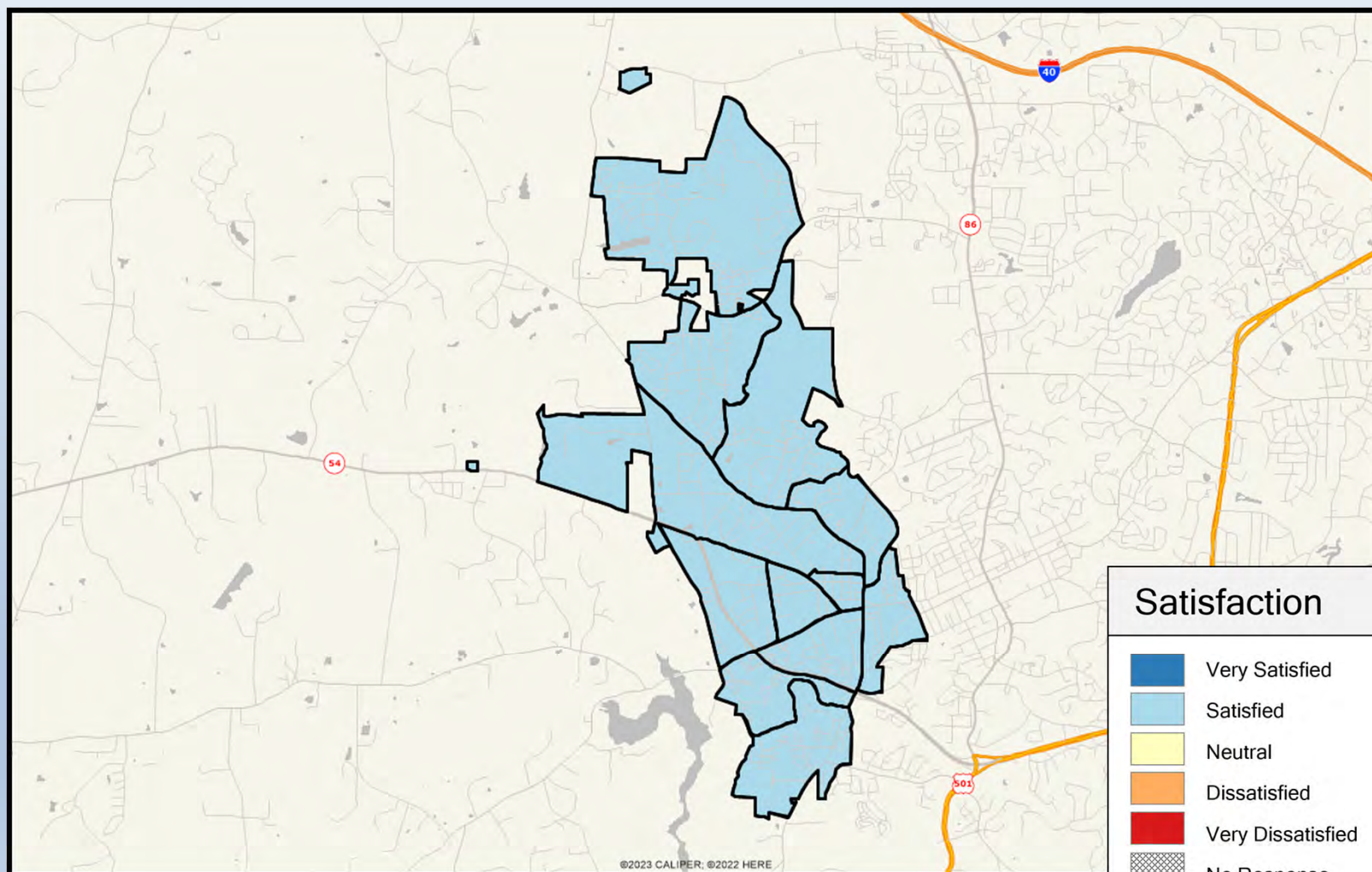
Satisfaction

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

Q12-4. Availability of sidewalks



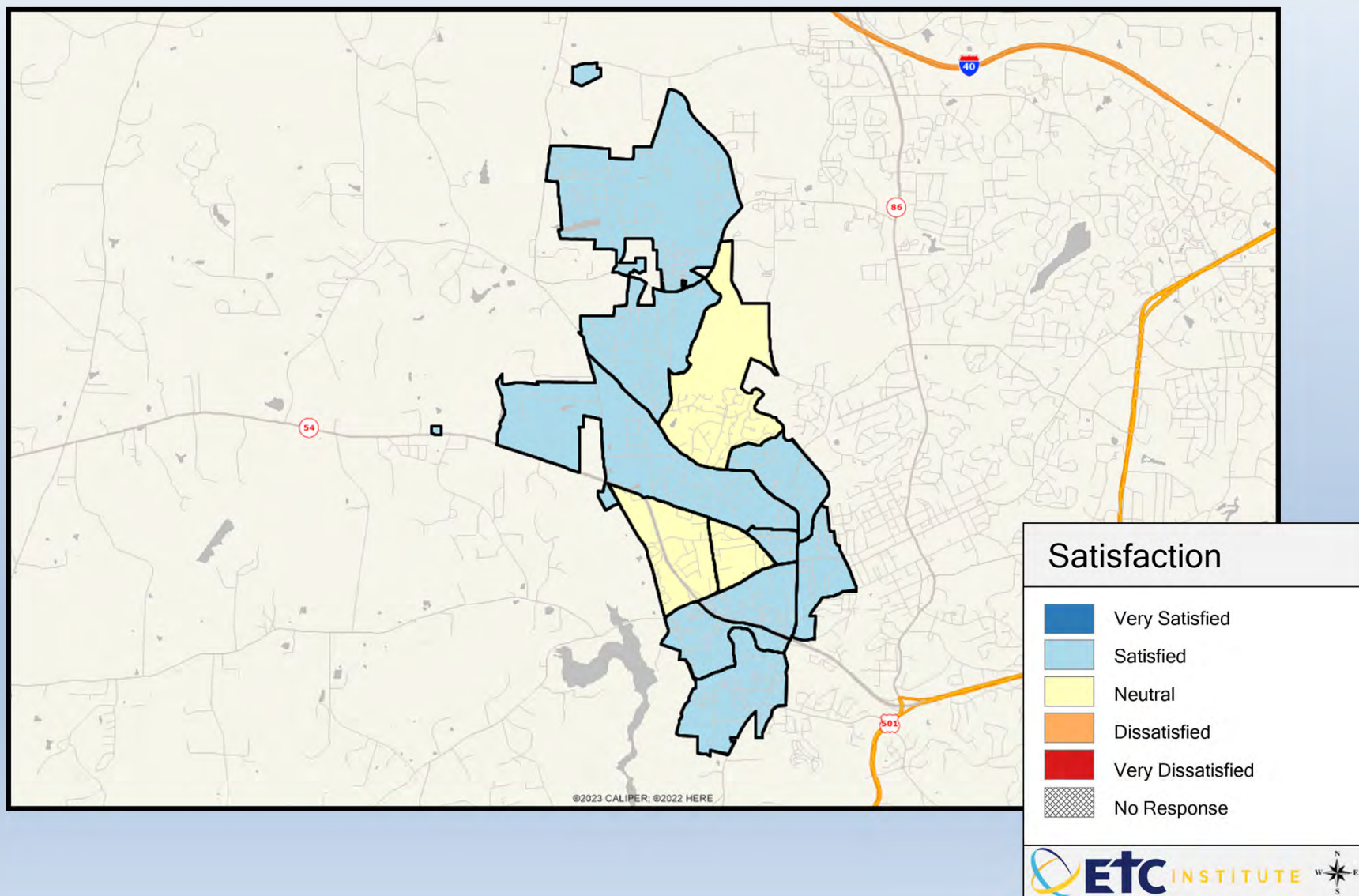
Q12-5. Availability of greenways and multi-use paths



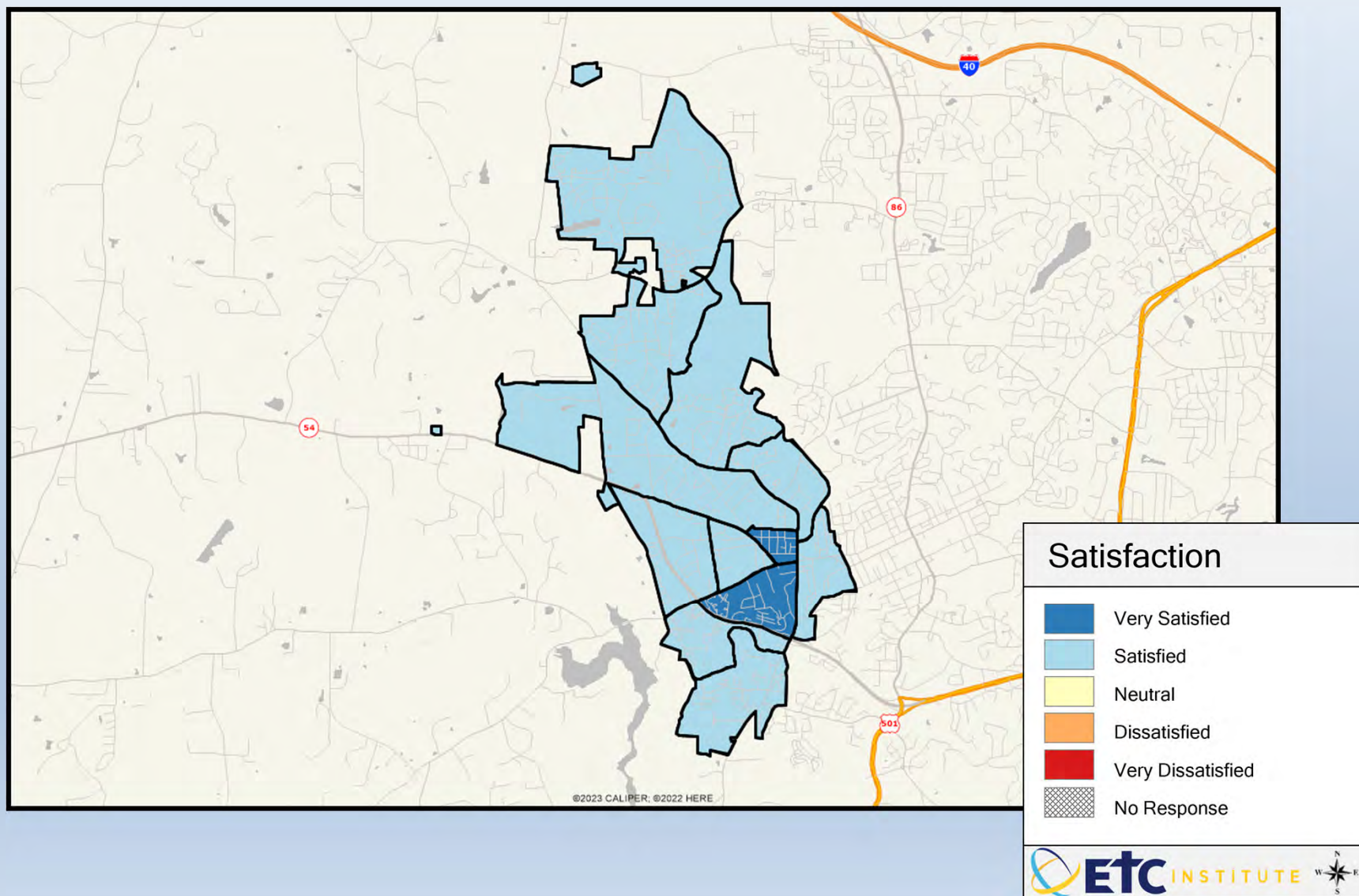
Satisfaction

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

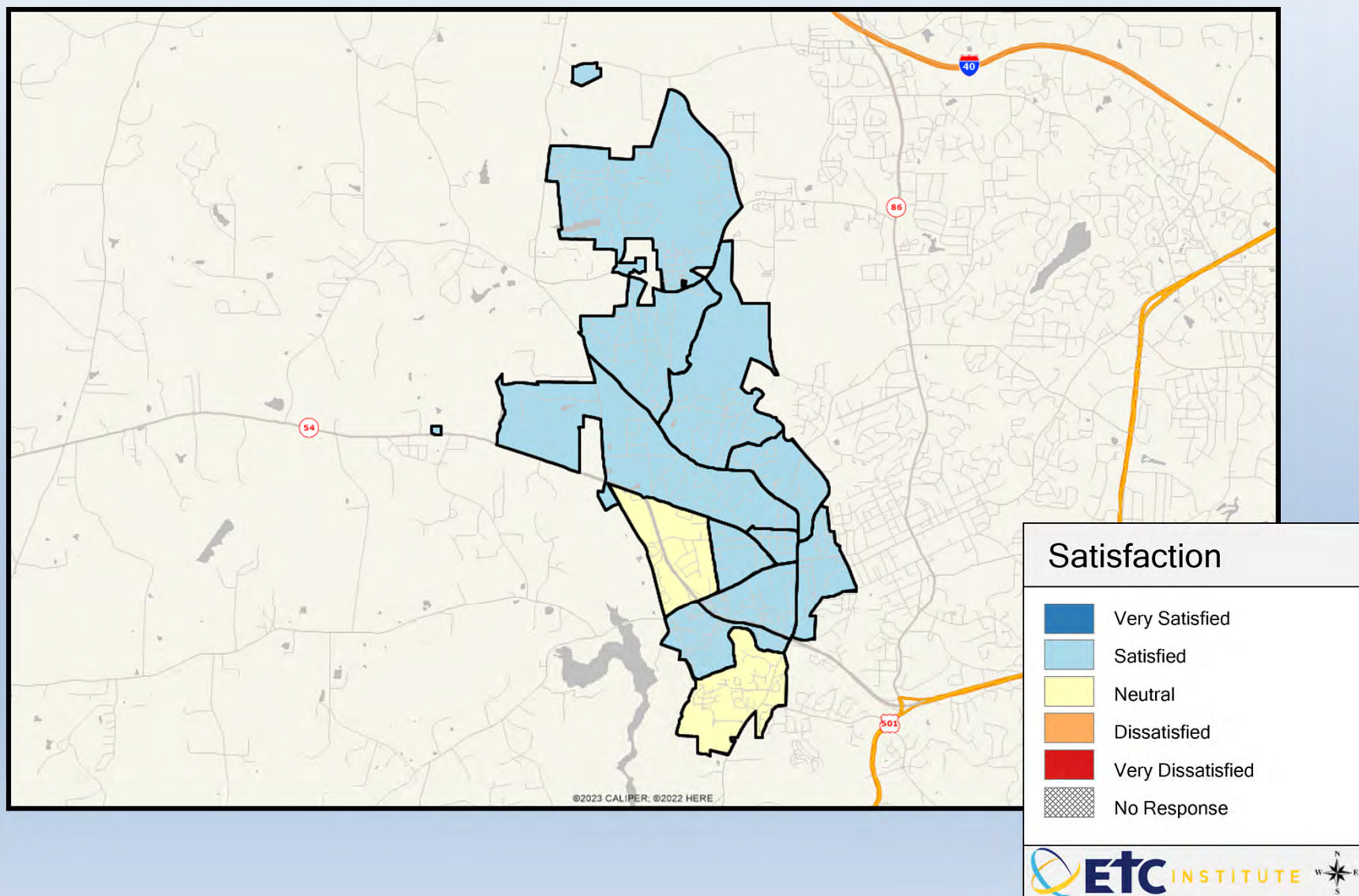
Q12-6. Availability of on-street bike amenities



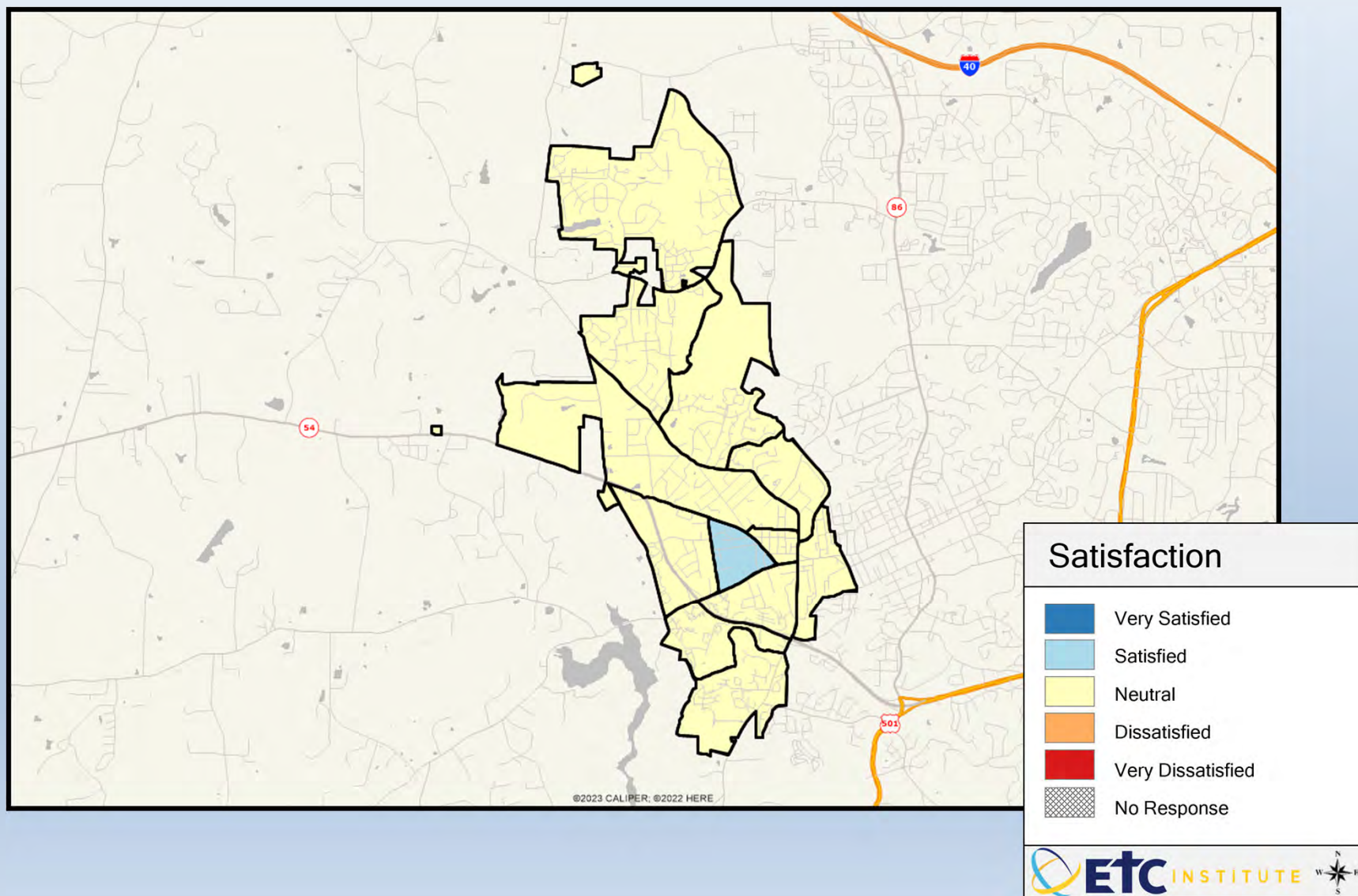
Q12-7. Availability of bicycle parking



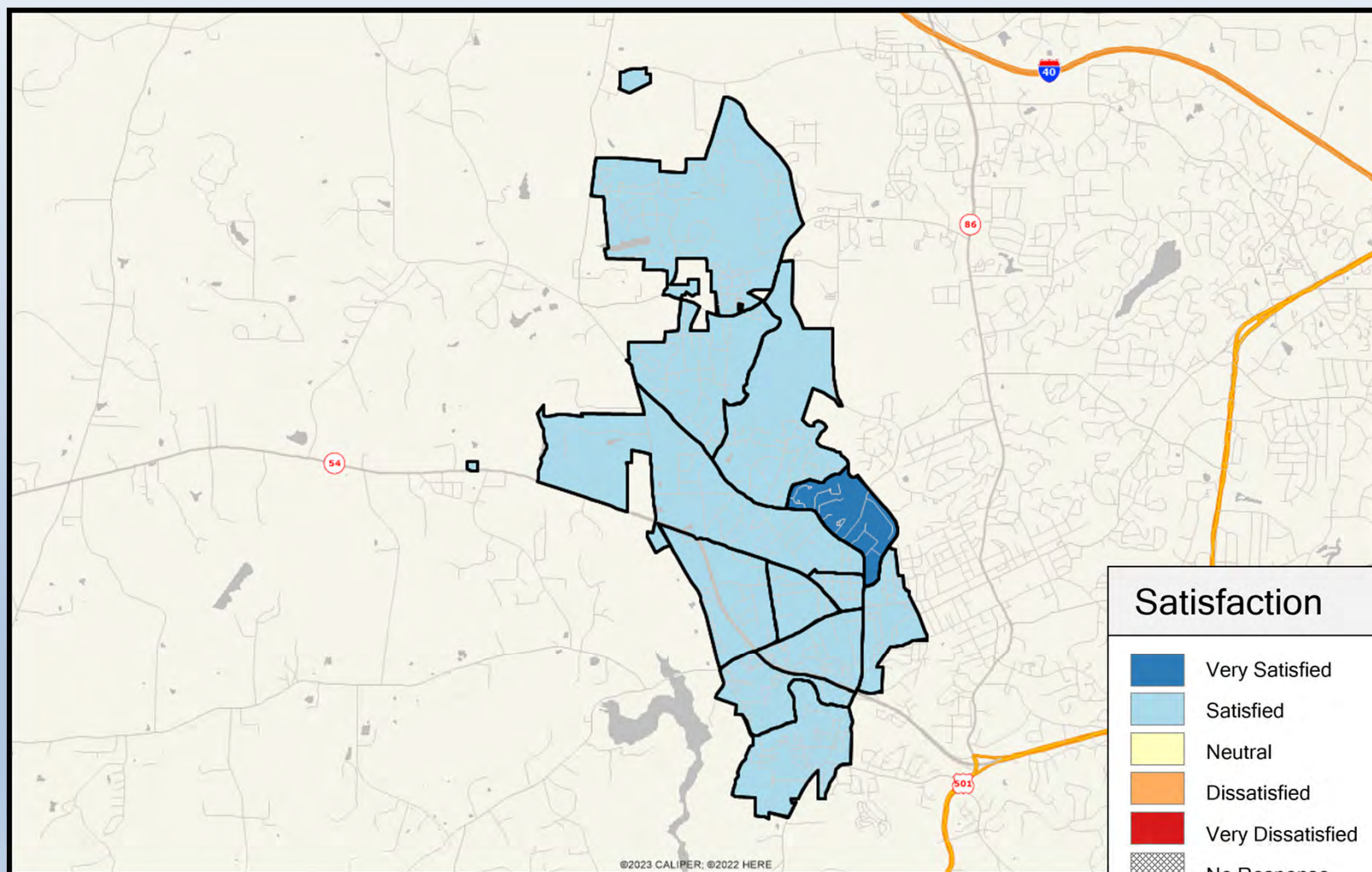
Q12-8. Adequacy of street lighting



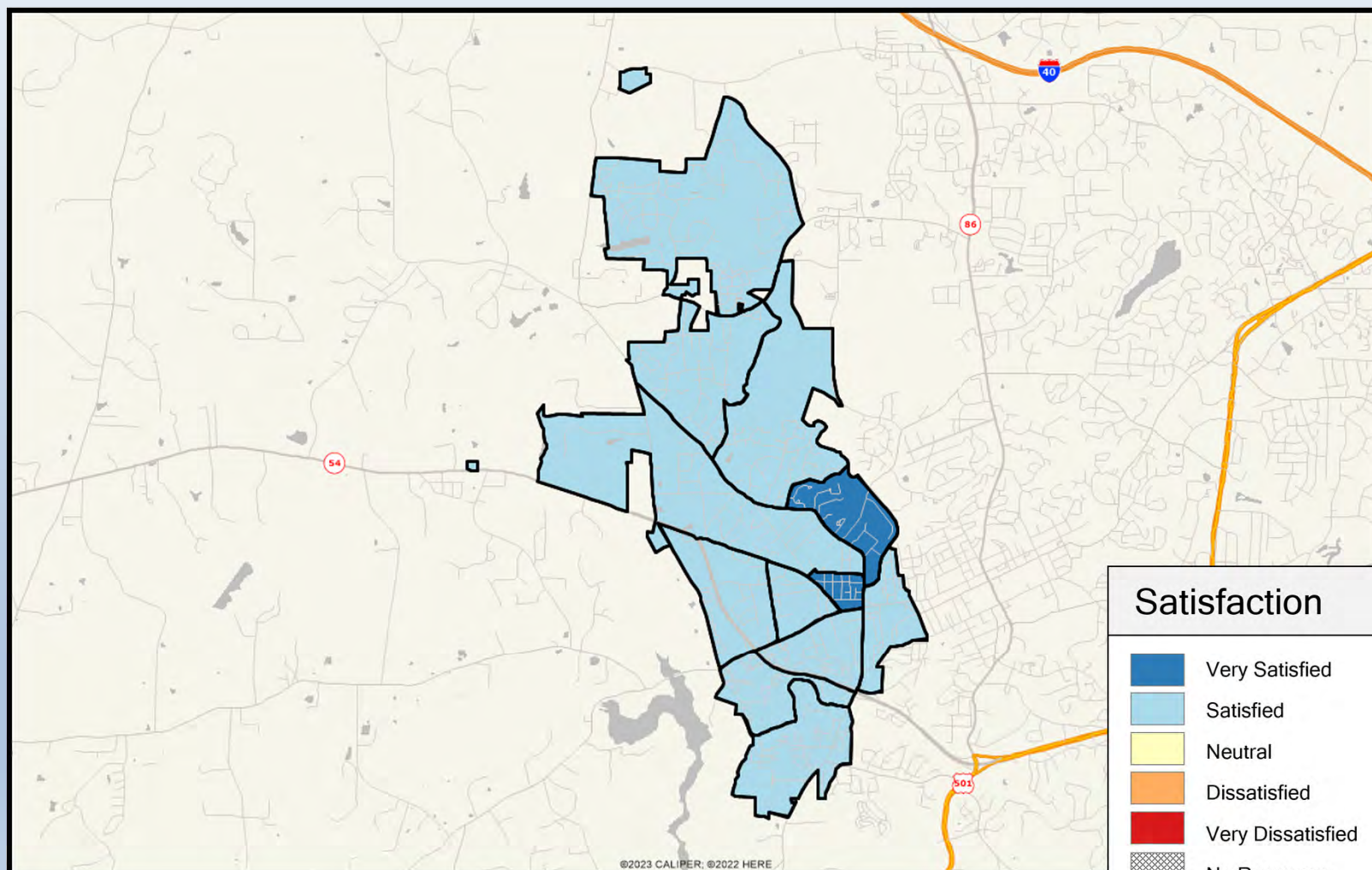
Q12-9. Availability of parking downtown



Q16-1. Maintenance of Downtown Carrboro



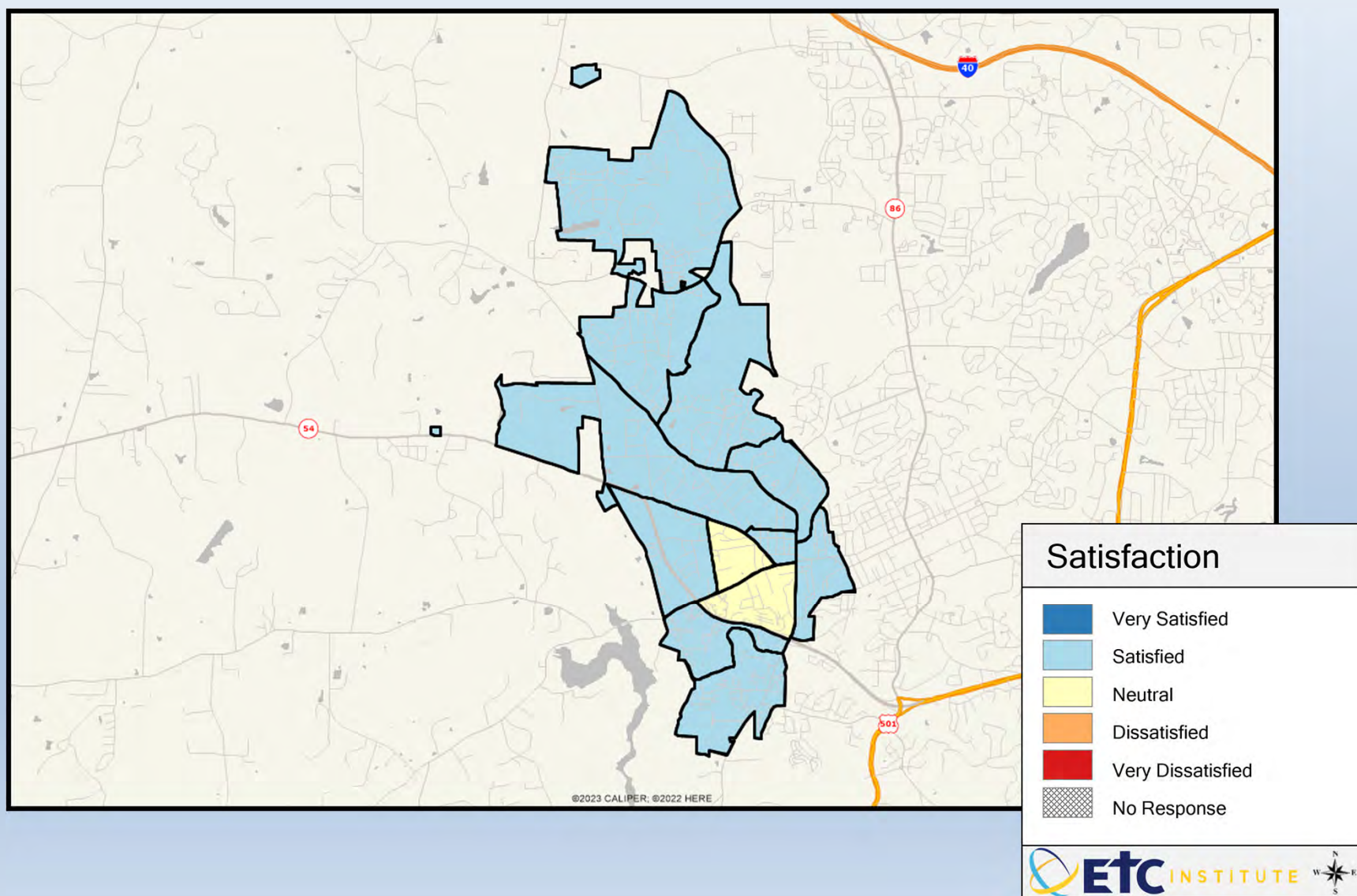
Q16-2. Maintenance of Town buildings and facilities



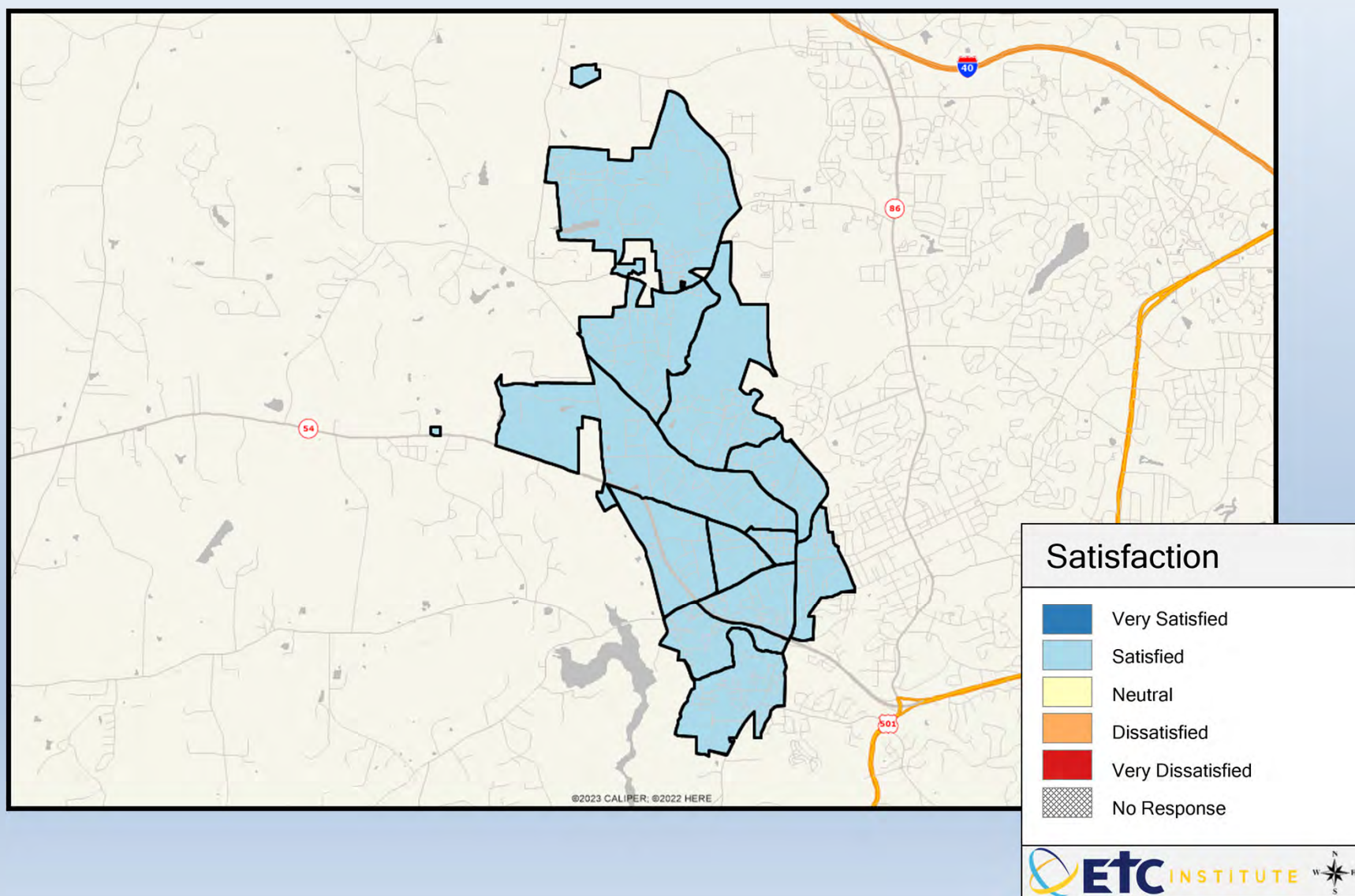
Satisfaction

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

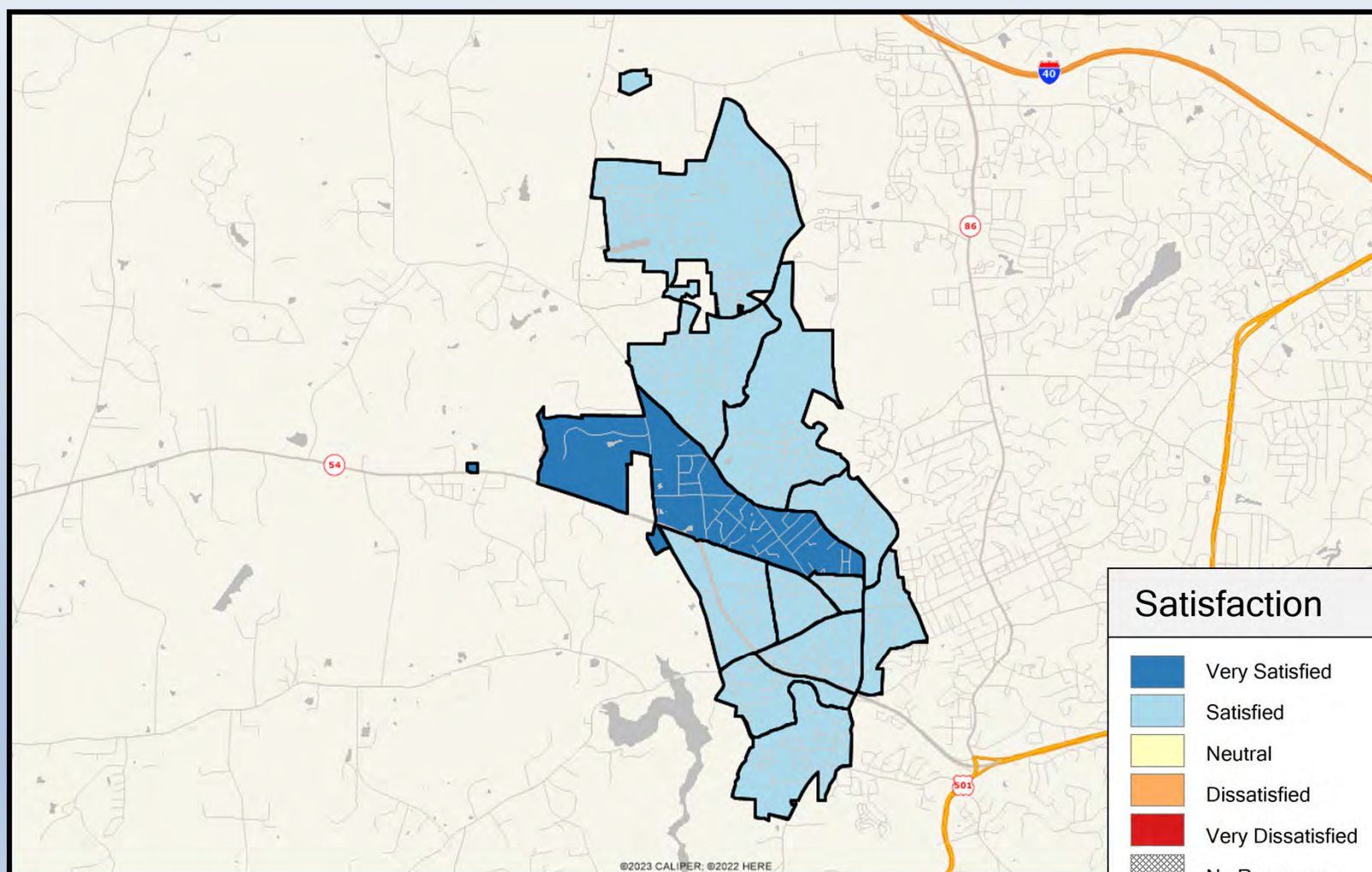
Q16-3. Accessibility of public areas and facilities for persons with disabilities



Q16-4. Landscaping and maintenance in parks, medians, and other public areas



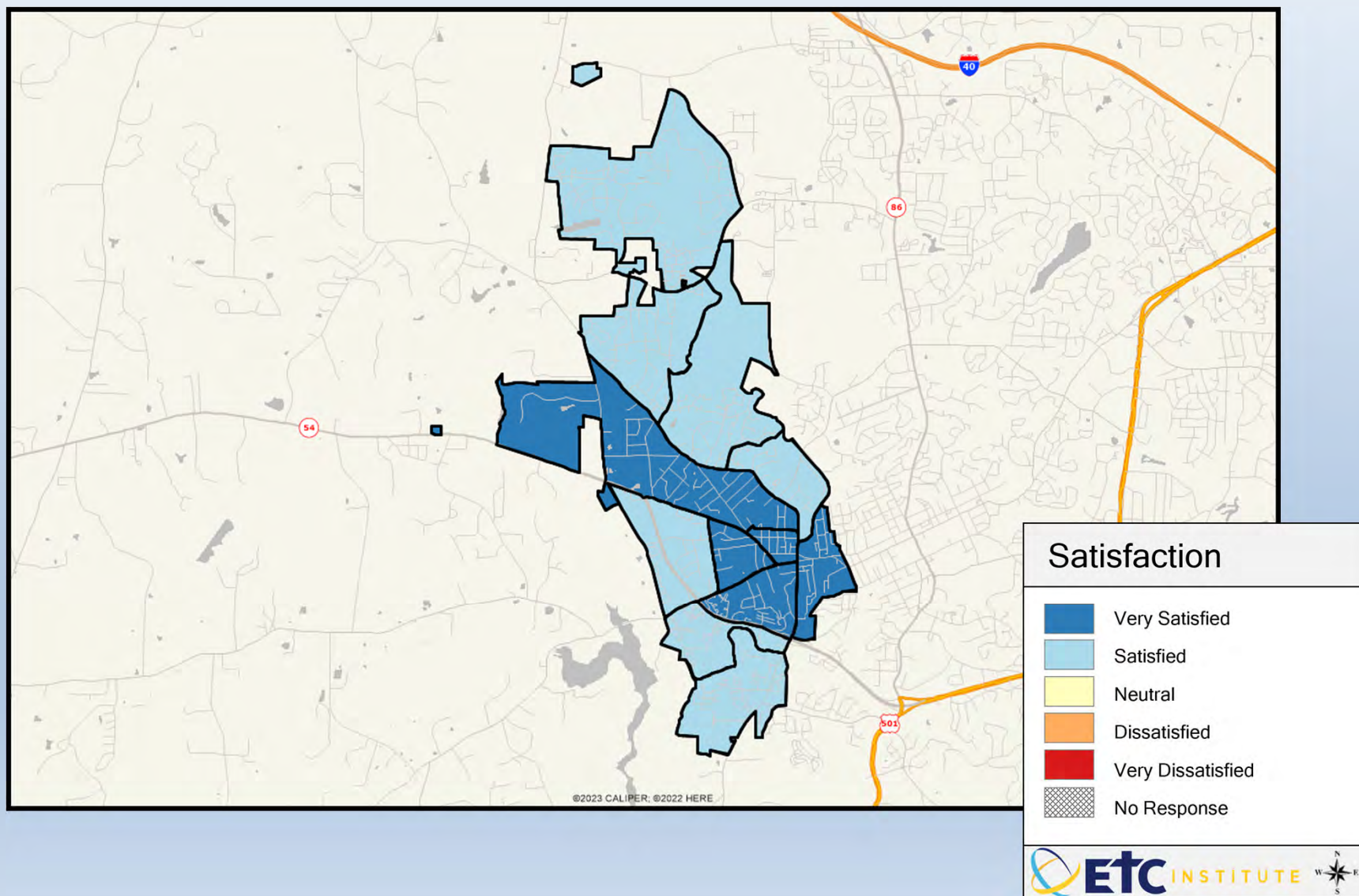
Q16-5. Maintenance and cleanliness of streets and public areas



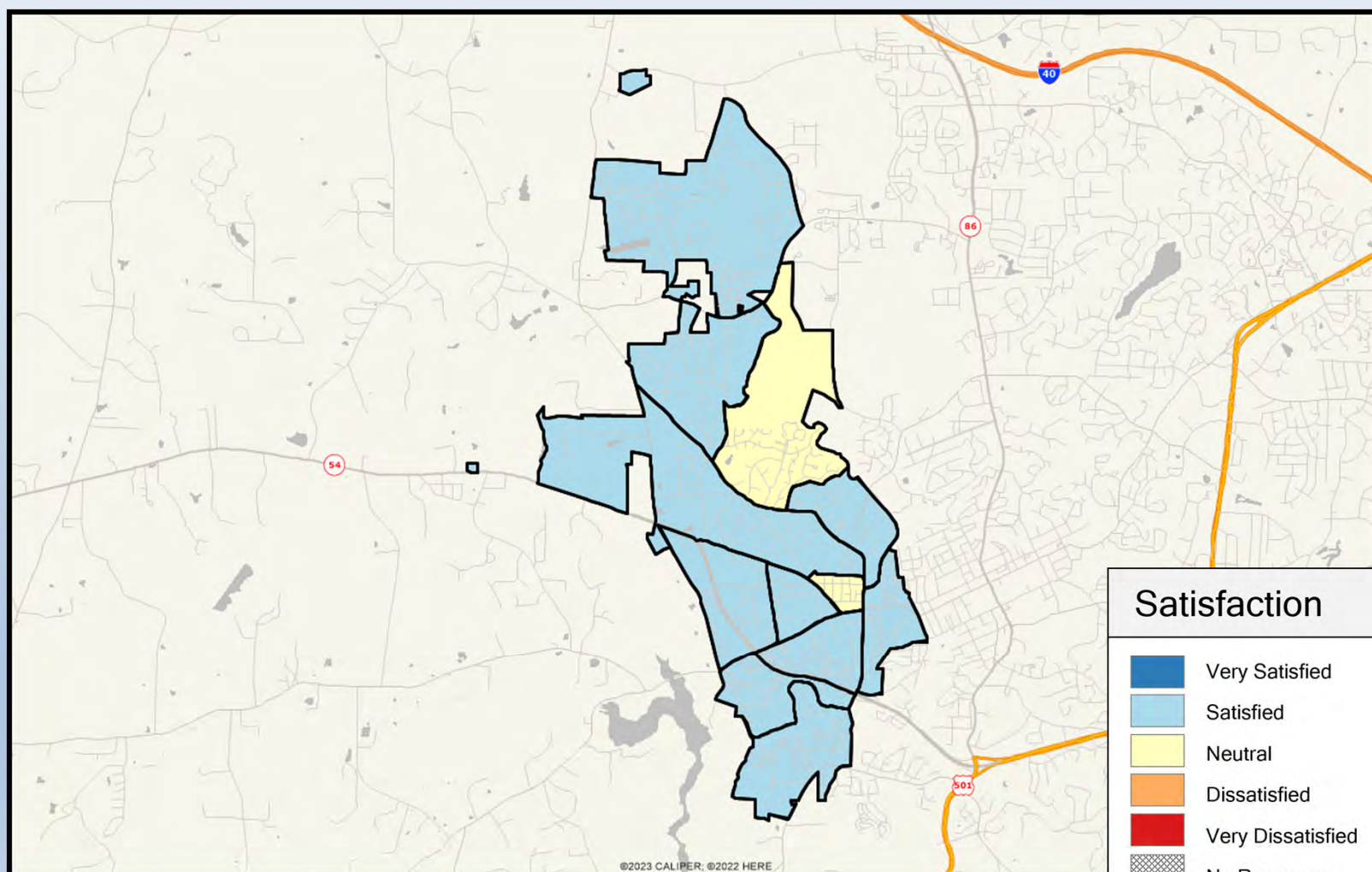
Satisfaction

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

Q16-6. Maintenance of street signs



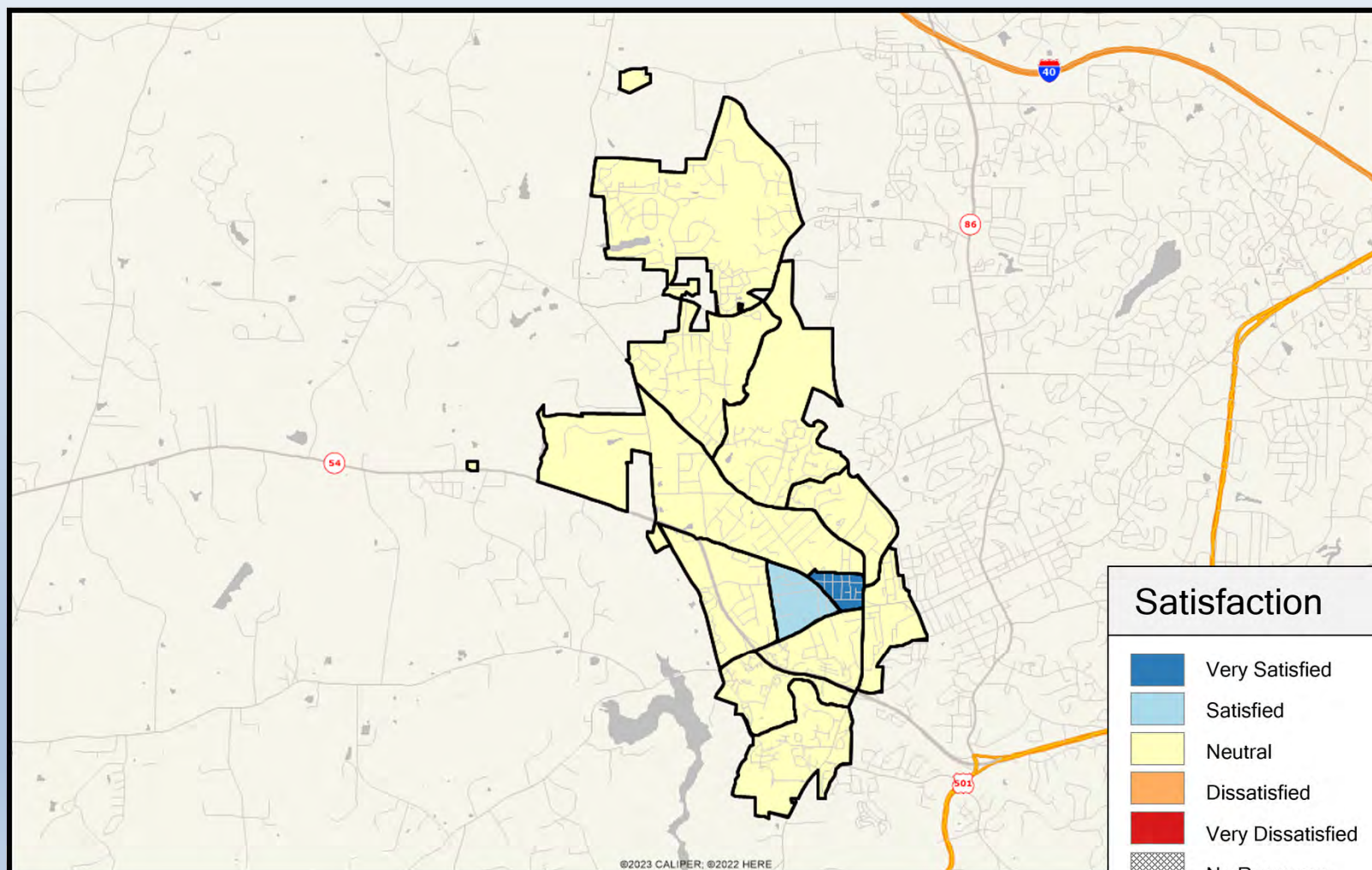
Q16-7. Town efforts to mitigate draining and flooding in public areas



Satisfaction

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

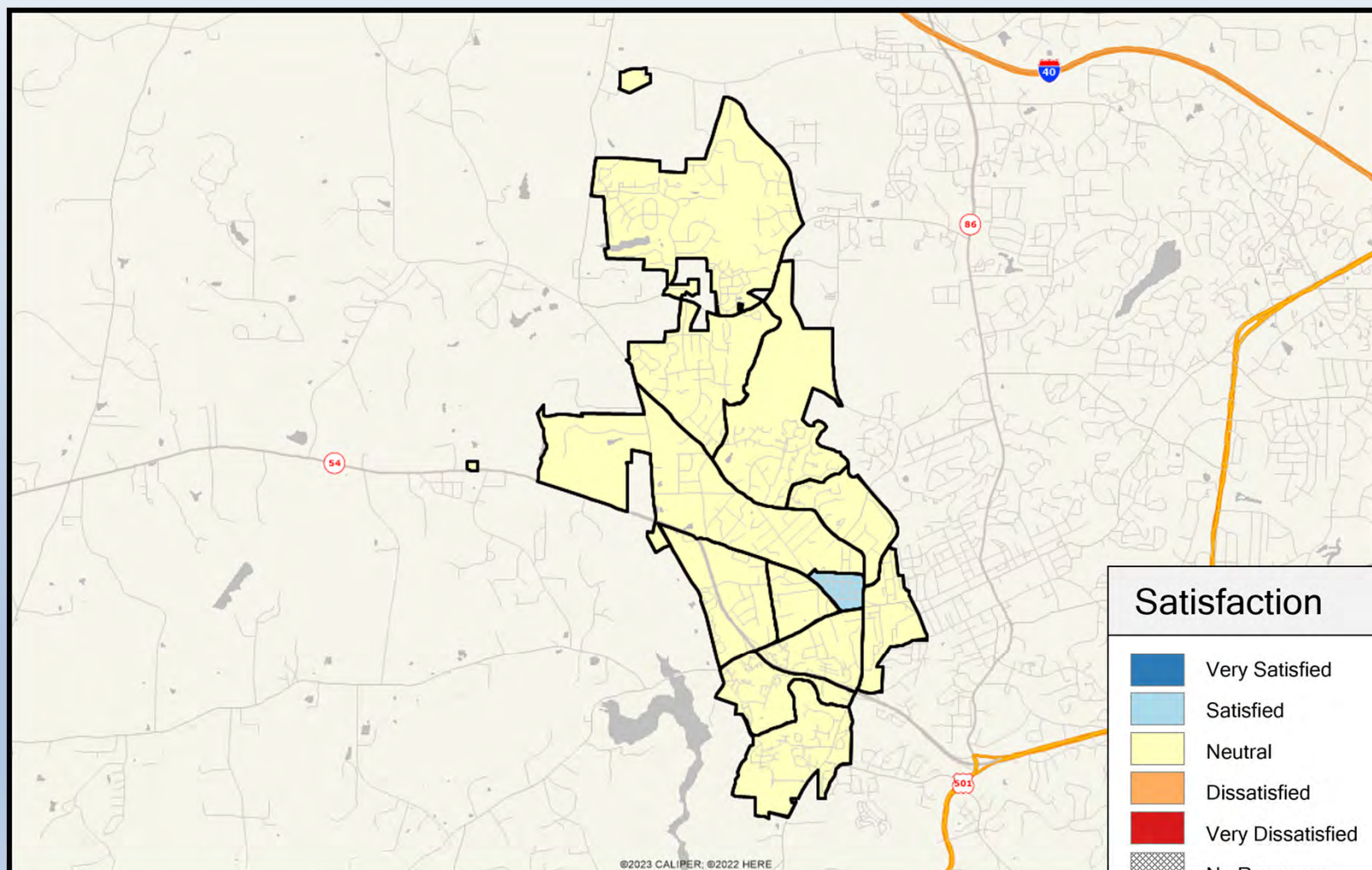
Q18-1. New company growth



Satisfaction

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

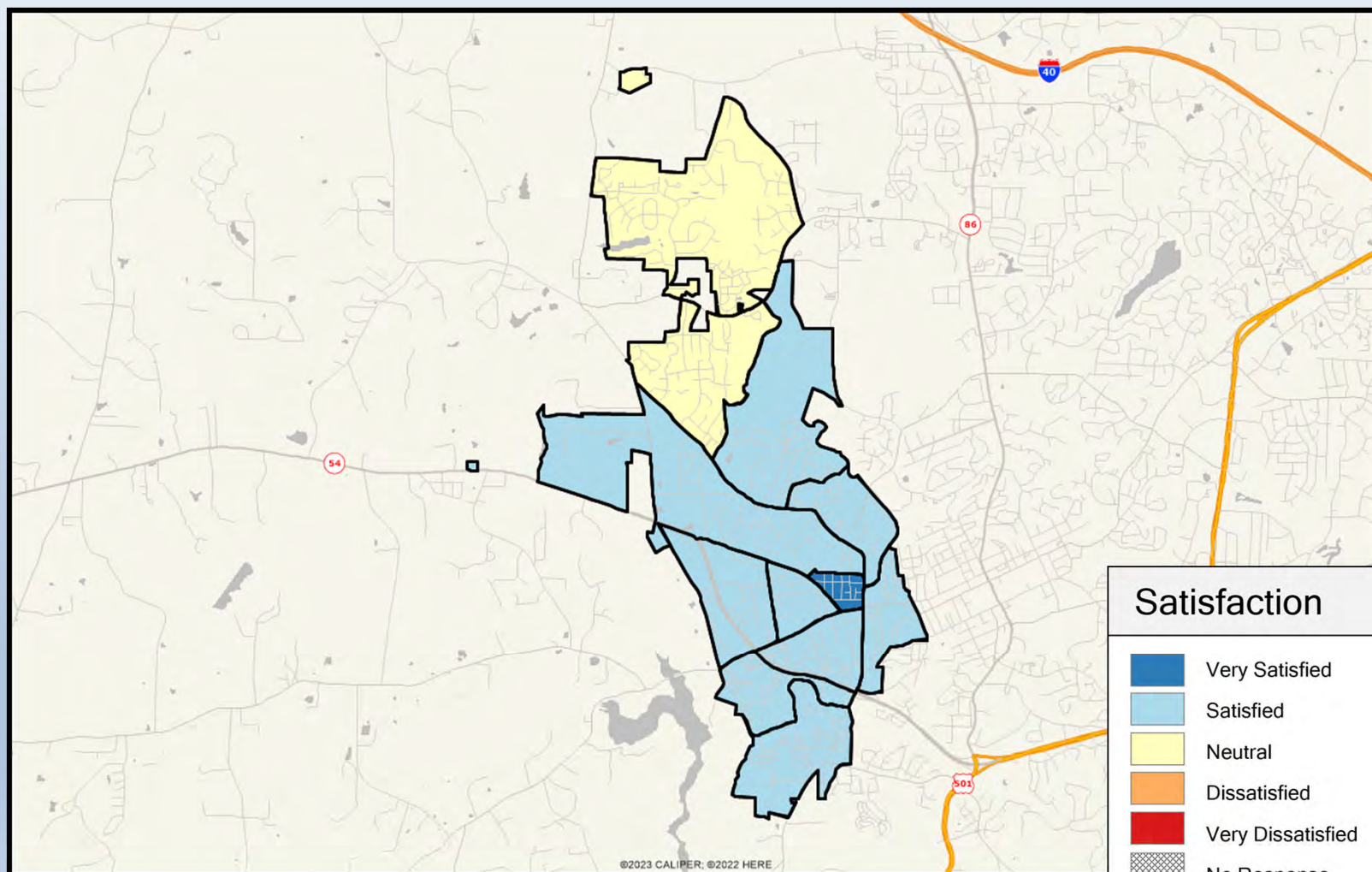
Q18-2. Job growth



Satisfaction

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

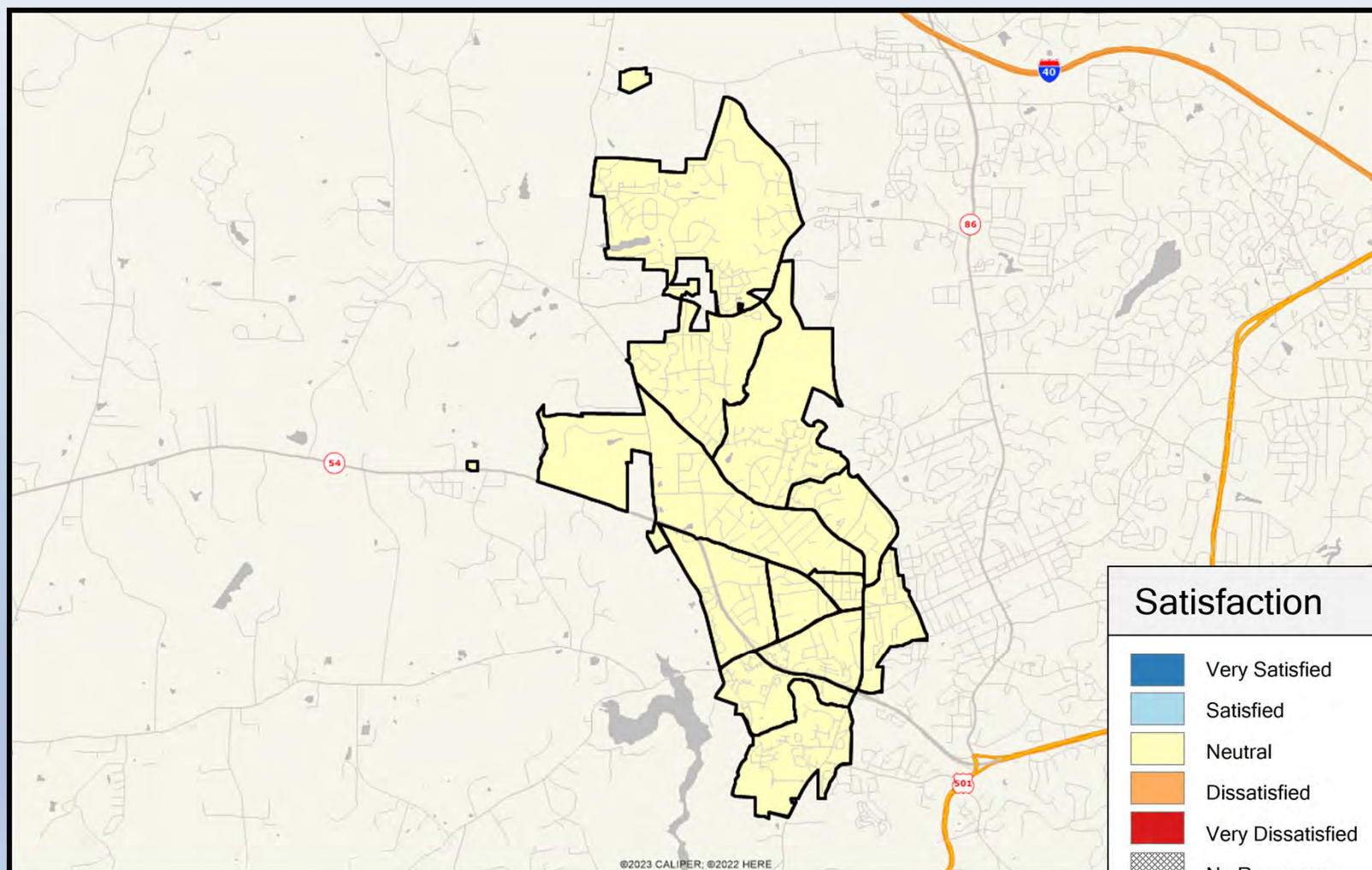
Q18-3. Access to shopping



Satisfaction

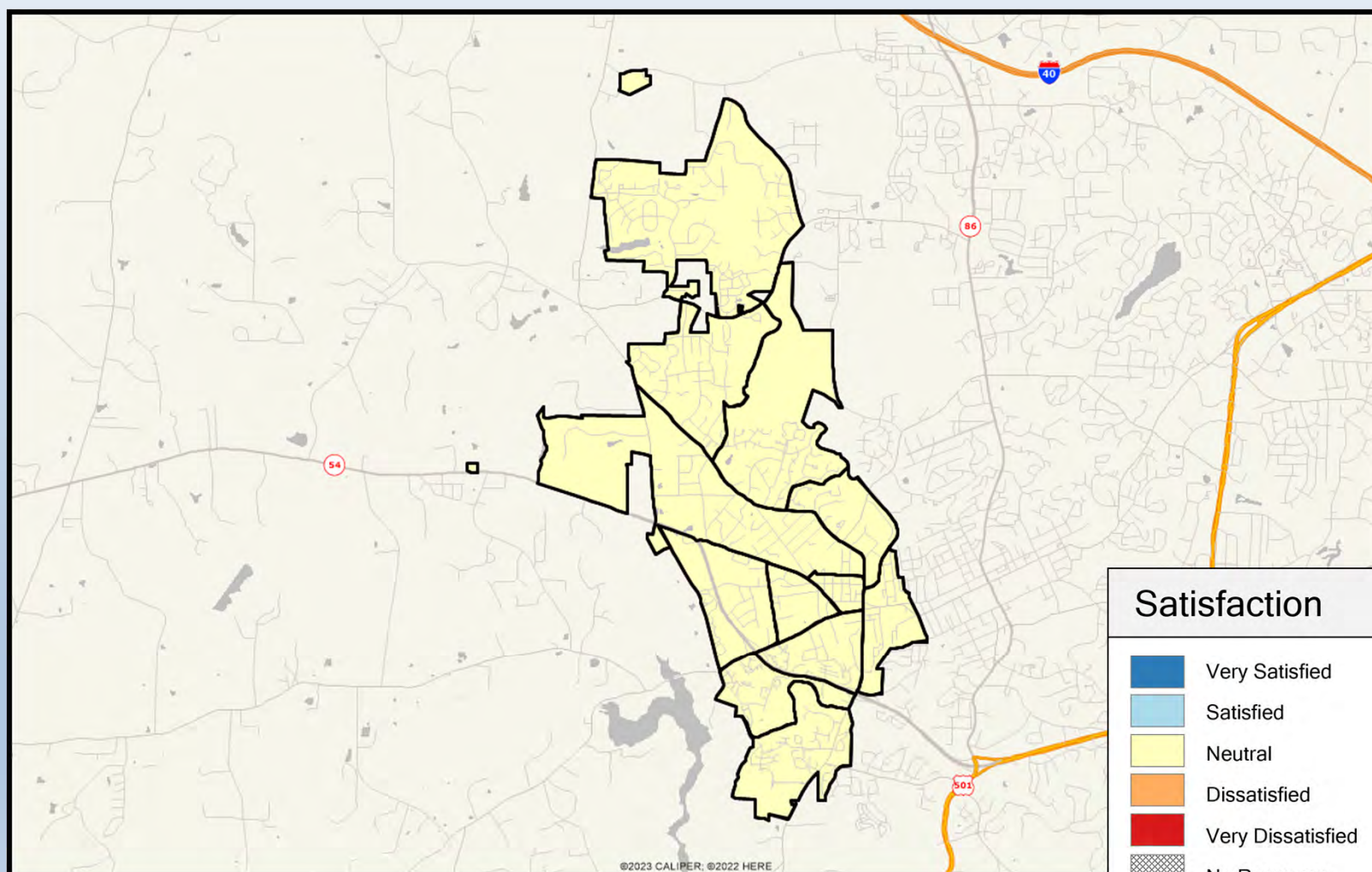
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q18-4. Quality of new commercial development in Town



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Q18-5. Access to information about current and proposed private development projects

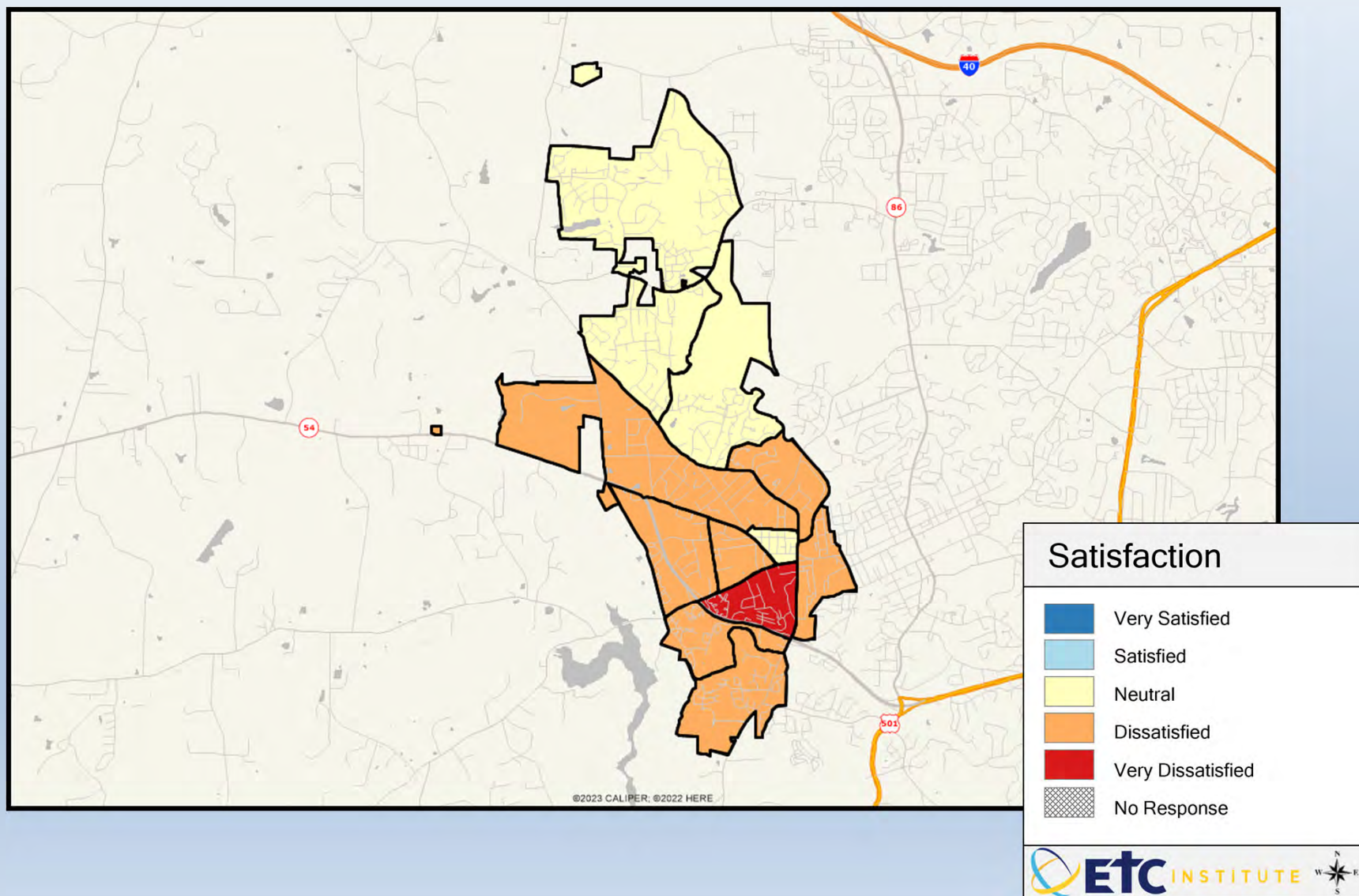


Satisfaction

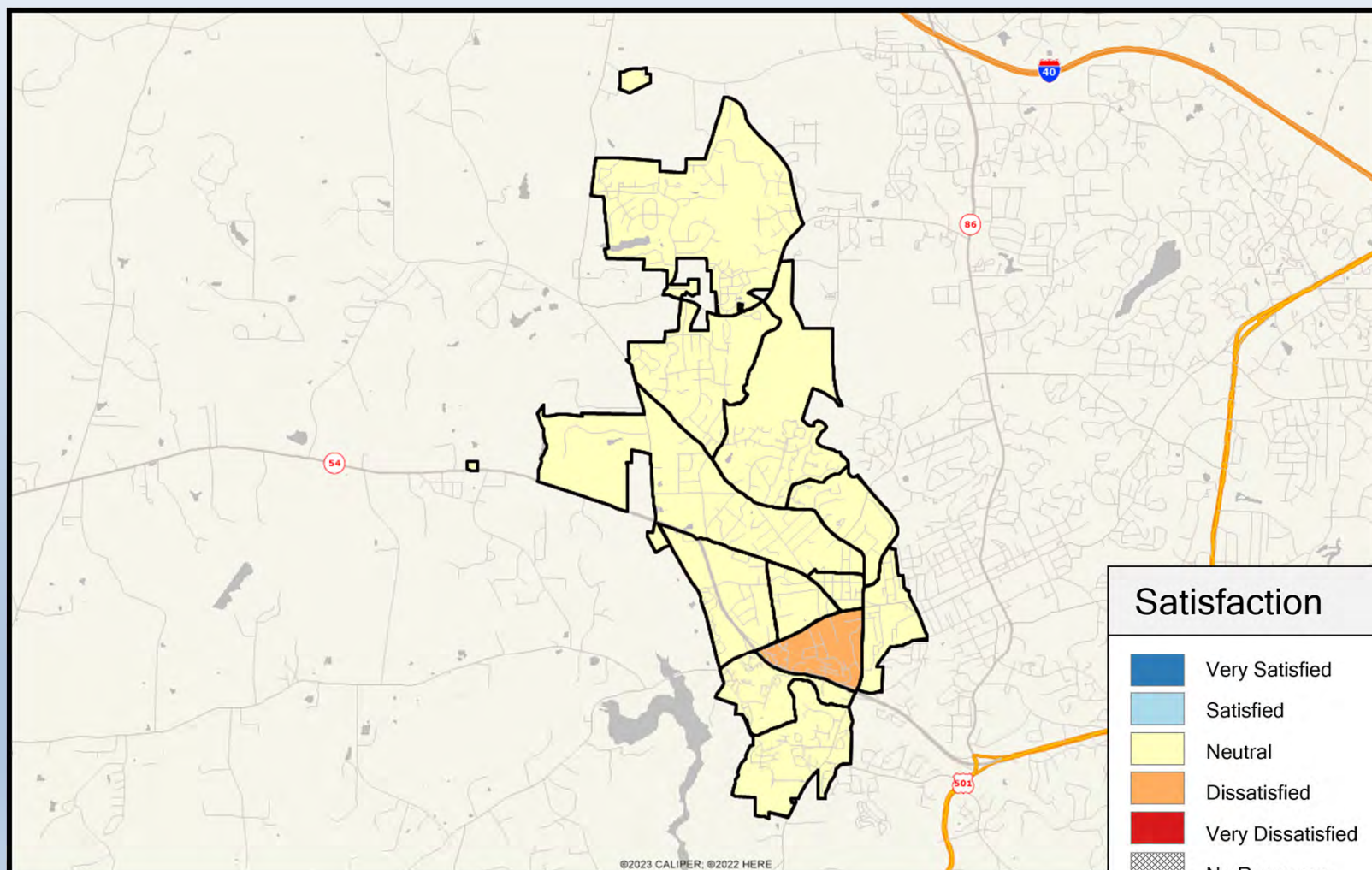
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q23-1. Availability of housing options by price range

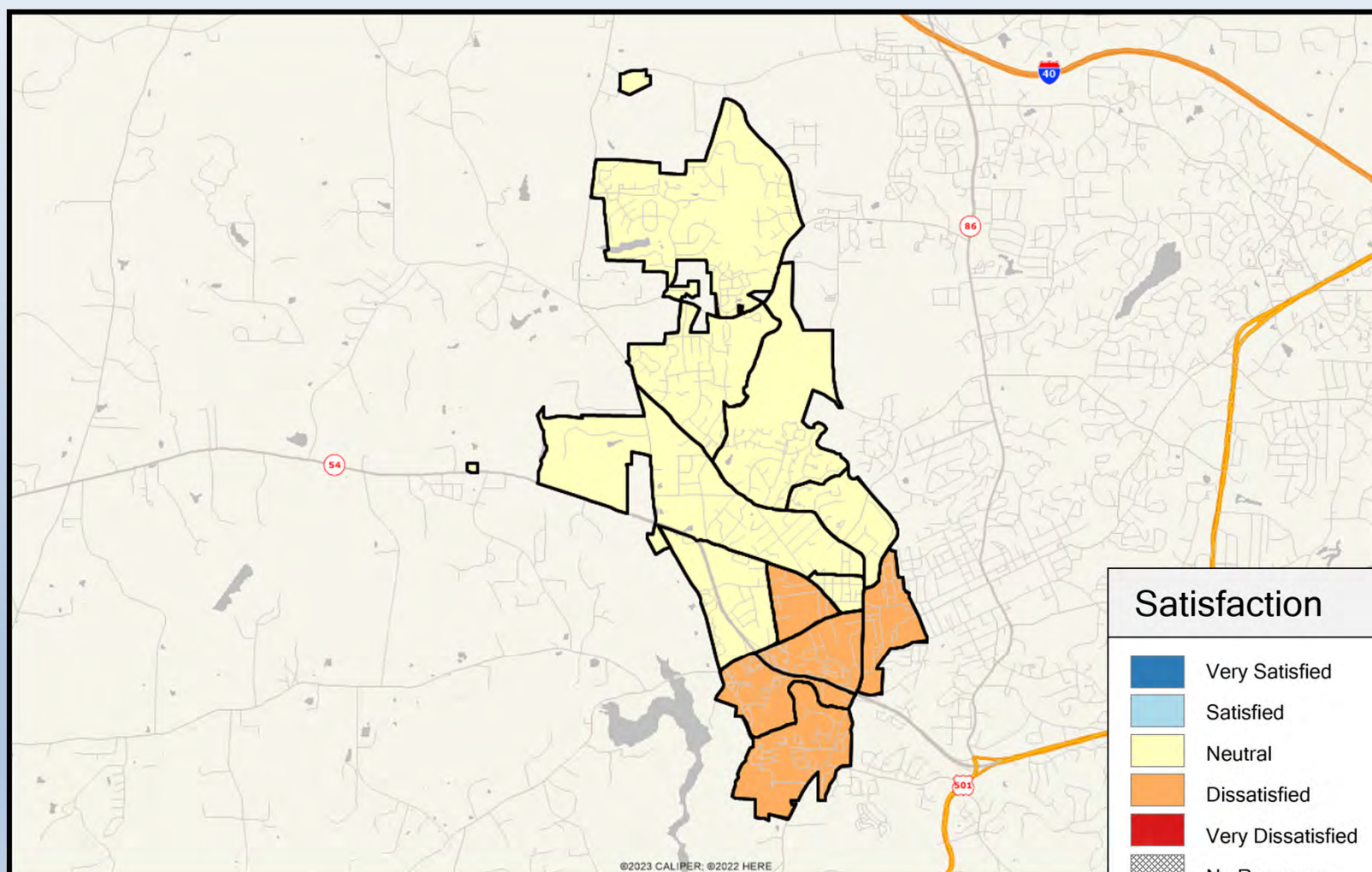


Q23-2. Availability of a range of housing types



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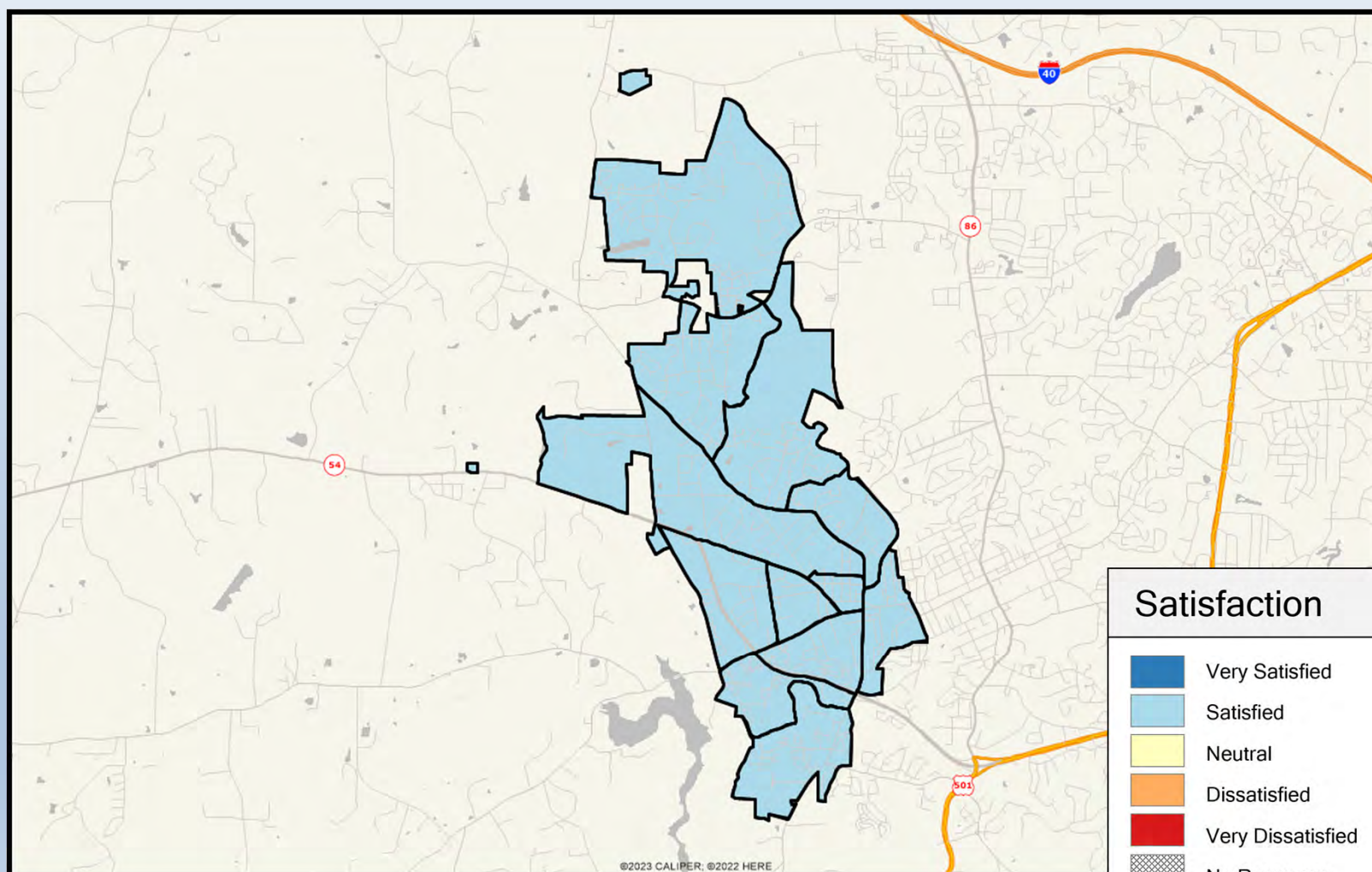
Q23-3. Efforts of the Town to expand and preserve housing that is affordable



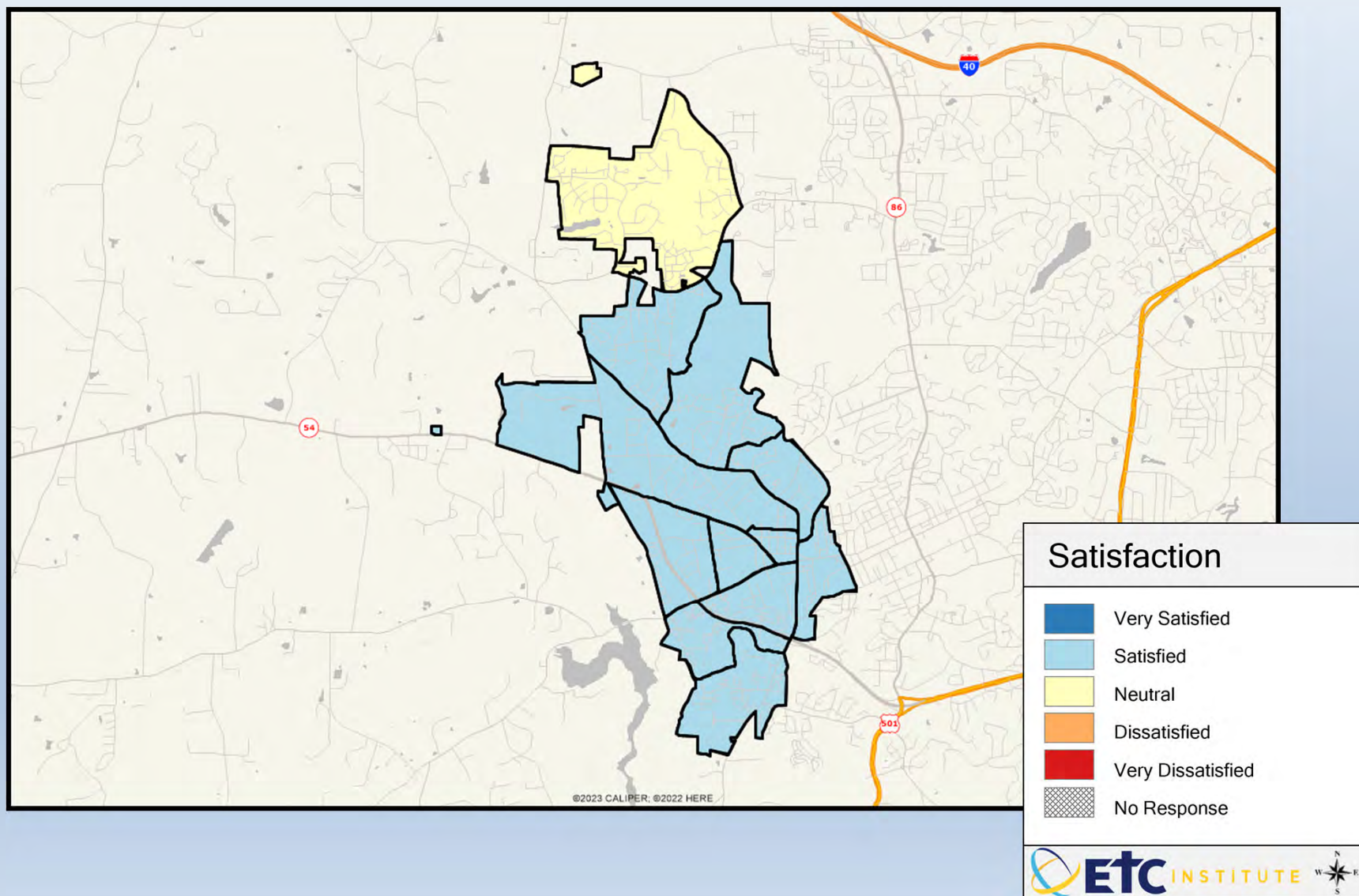
Satisfaction

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

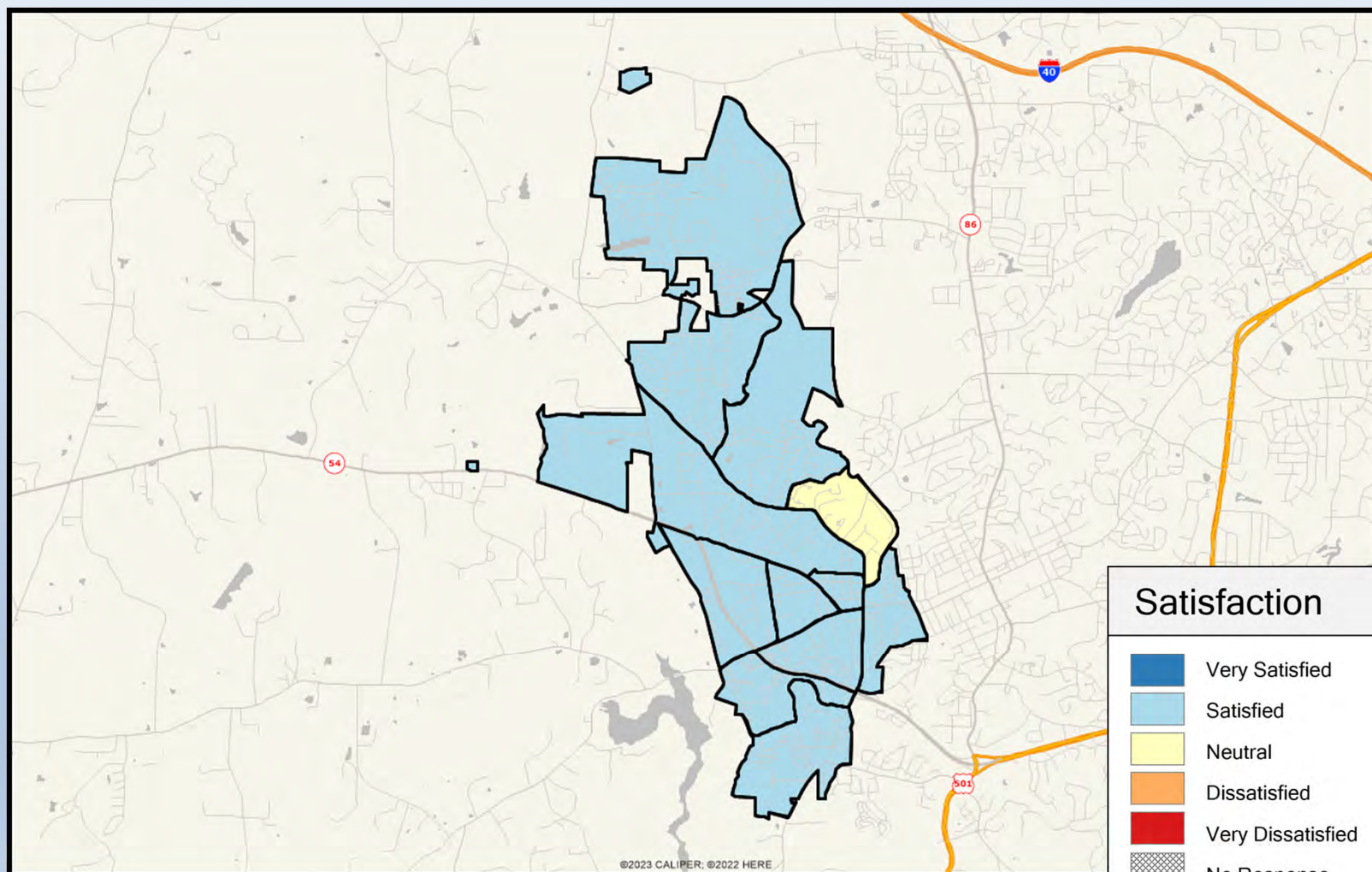
Q26-1. Availability of information about Town programs and services



Q26-2. Town efforts to keep you informed



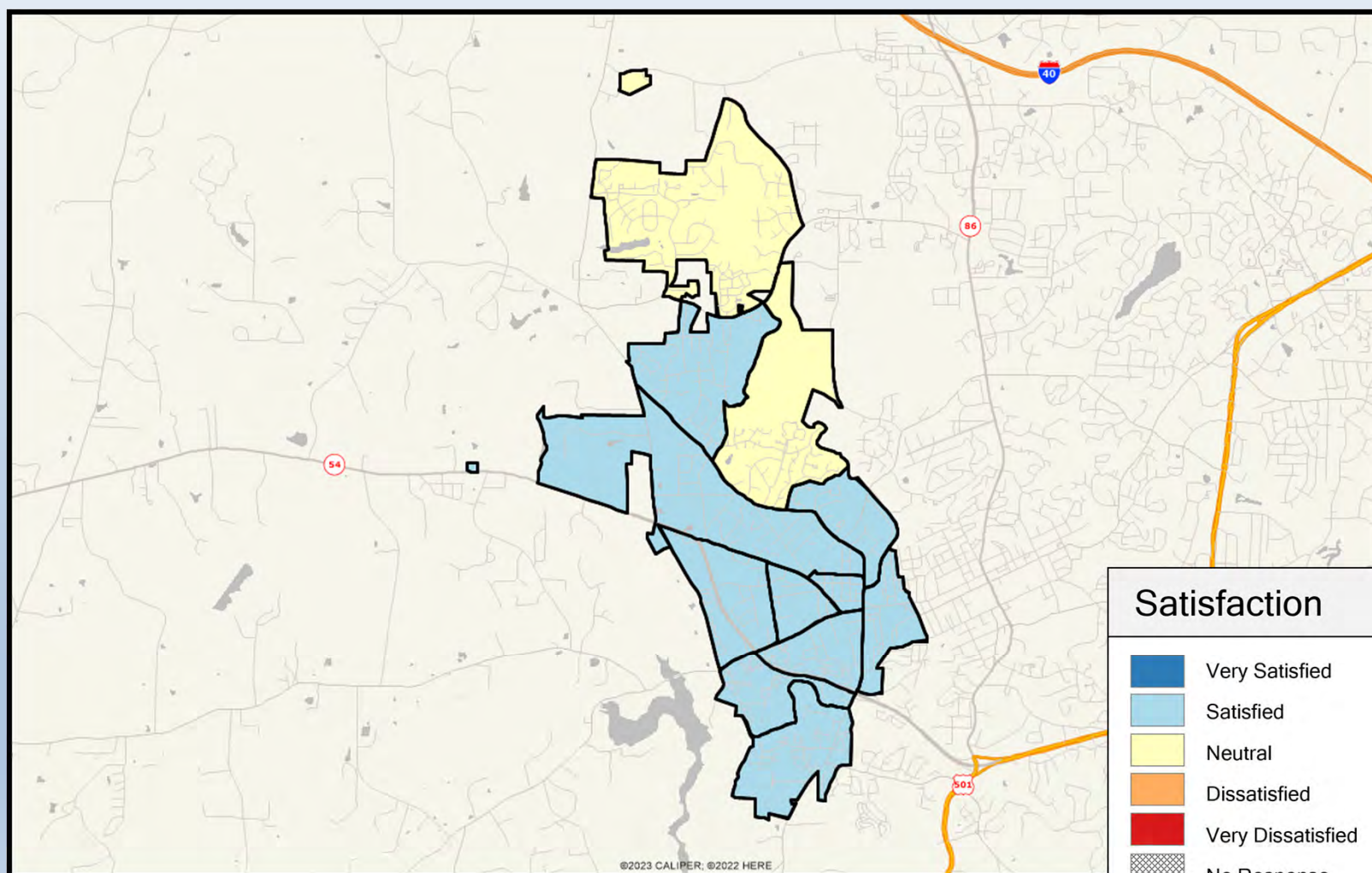
Q26-3. Ease of locating information on the Town website



Satisfaction

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

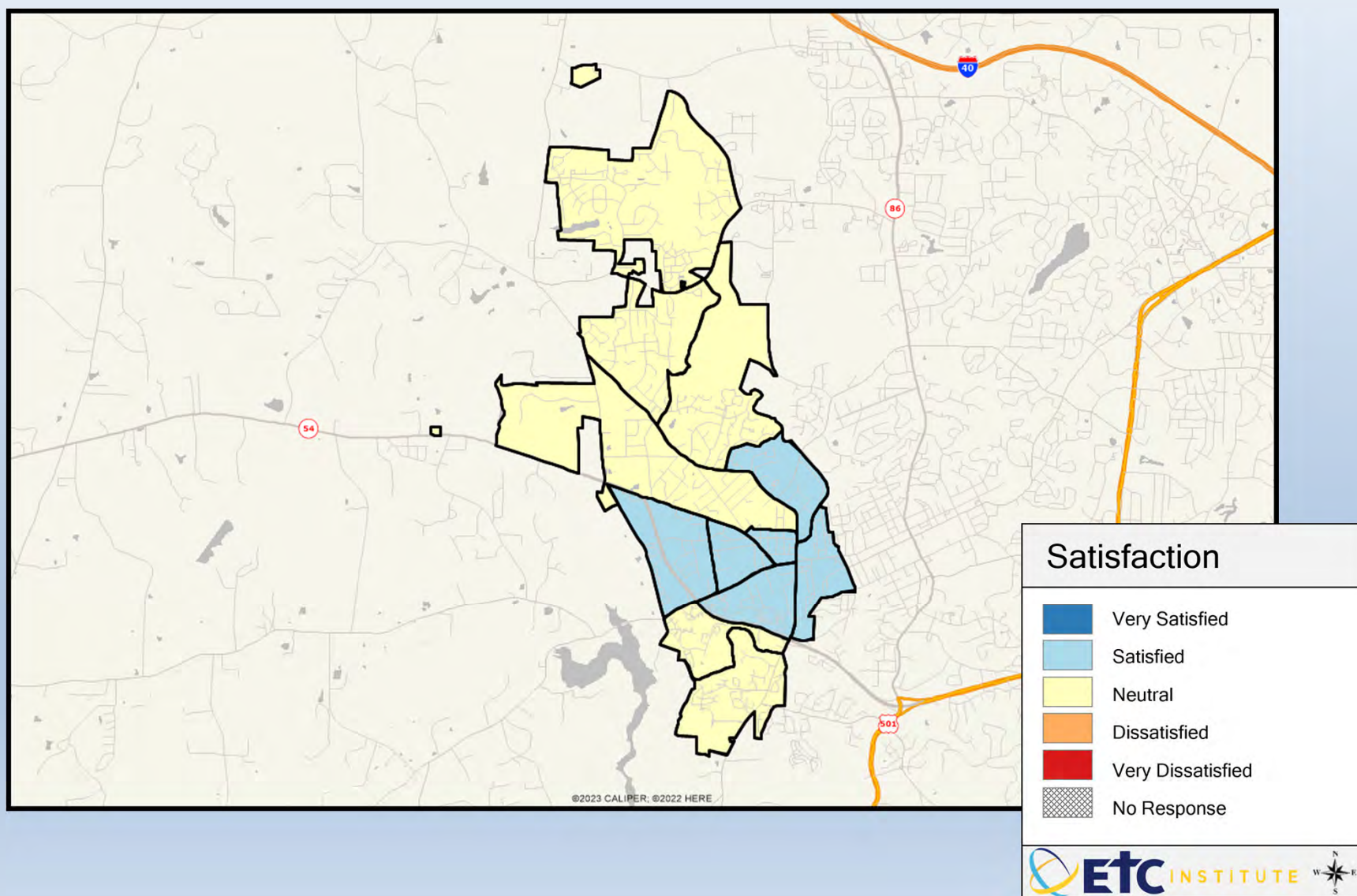
Q26-4. Quality of transparent, trusted, and clear Town communication



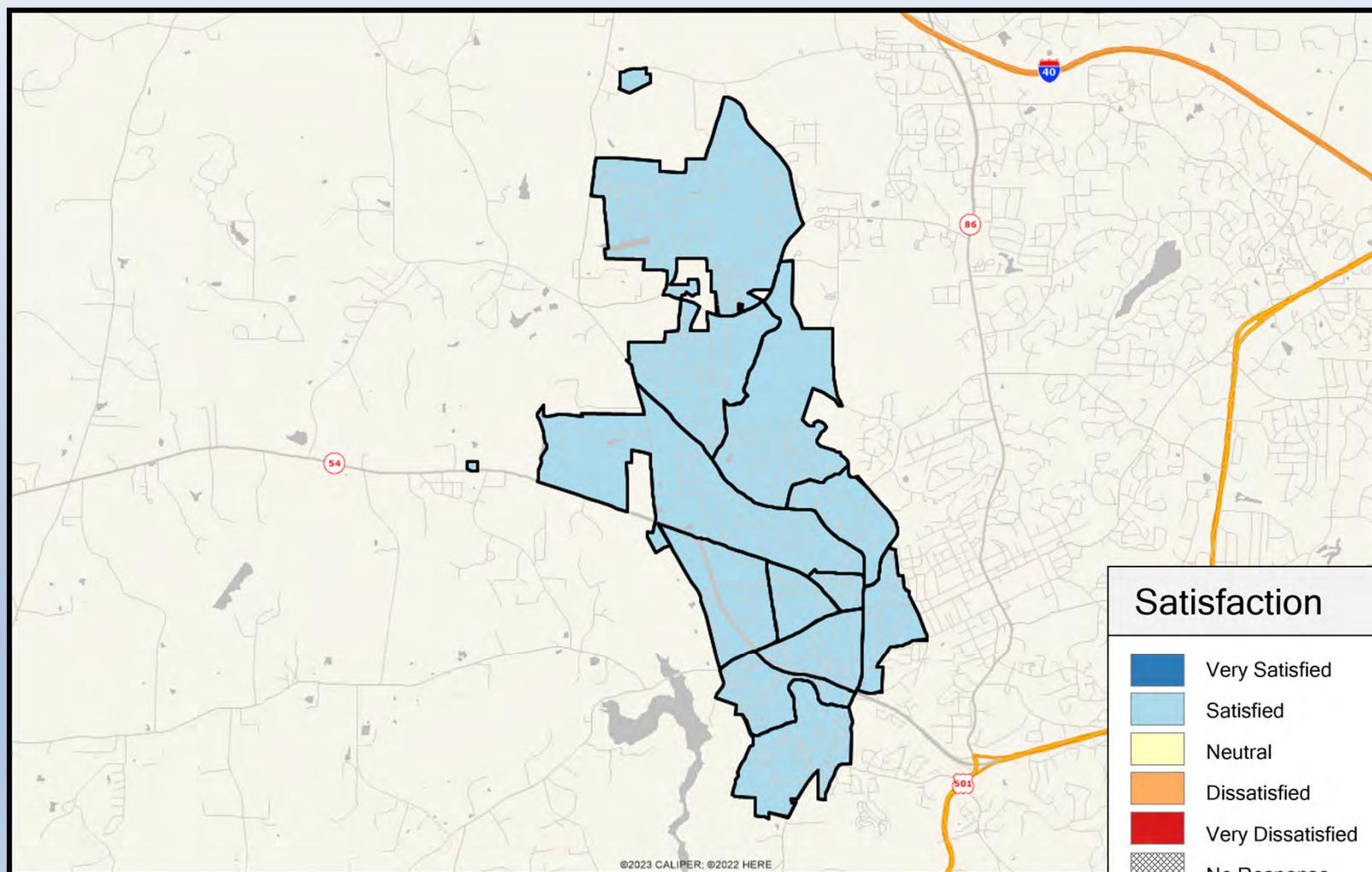
Satisfaction

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

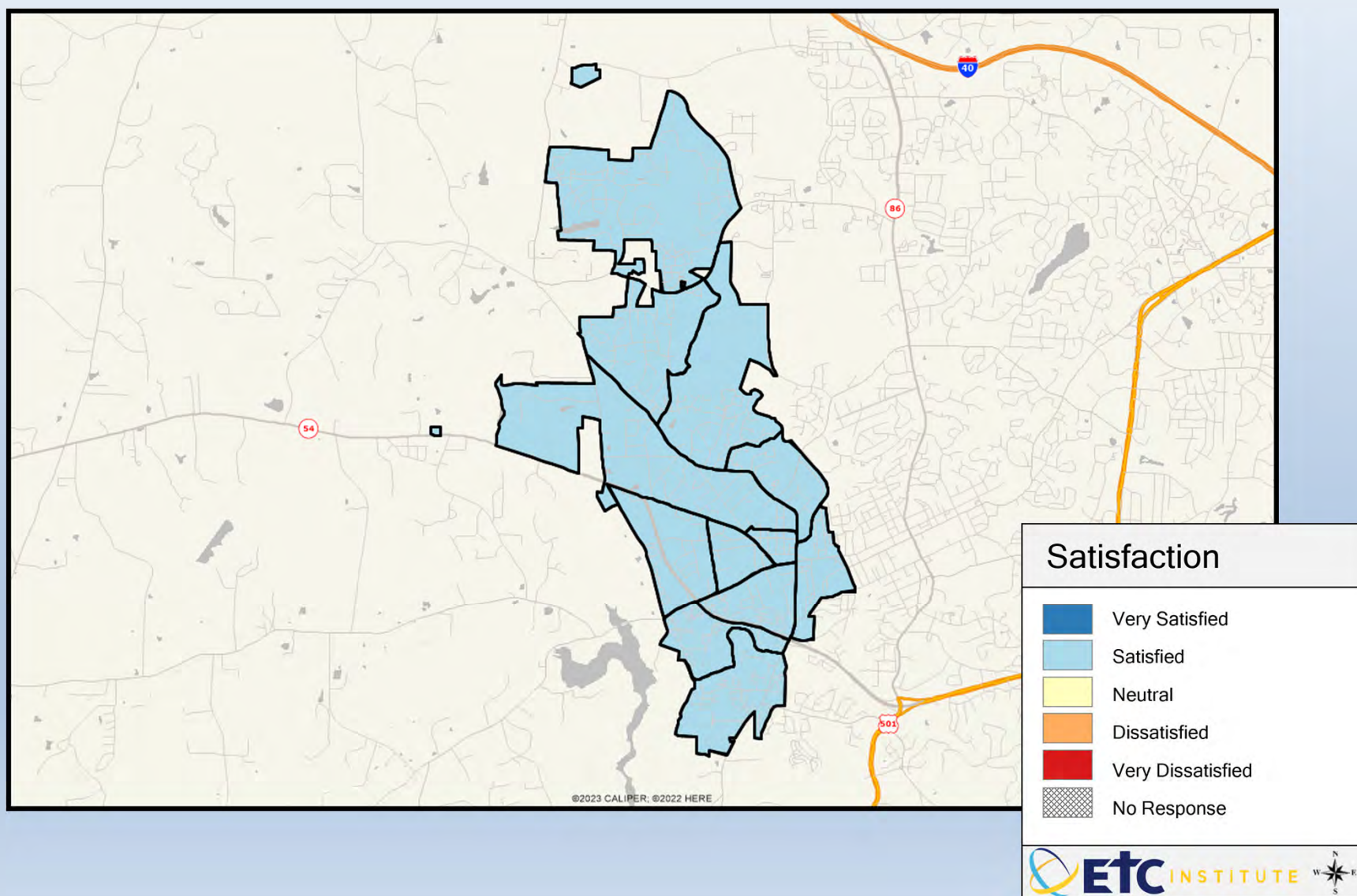
Q26-5. Level of public involvement in local decision-making



Q26-6. Availability of emergency information



Q26-7. Availability of information and services in languages other than English



Race and Equity Pocket Questions

Title and purpose of this initiative: Community Survey 2024

Department: Communication & Engagement

What are the racial and equity impacts?

When the Town conducts its usual surveys and invites participation through posts to the email newsletter, through social media, and even at outdoor kiosks and in places where people meet like hair salons, grocery stores and laundromats, staff are aware of the difficulties in ensuring full representation.

The Town of Carrboro is committed to using a research consultant (ETC Institute) for biennial community surveys for their expertise with rigorous, representative methodologies to achieve high-quality, accurate results. This includes a concerted effort for improving representation from subgroups that have historically been underrepresented.

Who is or will experience community burden?

According to Gallup polling, all survey methodologies have limitations. Similar to the demographic profile of individuals reached via other modes and surveys (by Gallup and other organizations), individuals responding to surveys who are younger, have lower education levels, have lower income levels, or identify with a racial or ethnic minority tend to participate at lower rates.

Gallup discusses the challenges of ensuring survey participation by Black respondents in a recent article (see link below). While a recent survey on racial equality achieved an overall participation rate of 42% -- the participation rate of Black respondents, as well as individuals aged 18 to 44 and those with a high school education or less, was about 15 percentage points lower, on average. For this reason, Gallup focuses efforts on oversampling and engaging the groups that tend to participate at the lowest rates. Note article available at:

<https://news.gallup.com/opinion/methodology/318140/reaching-black-americans-gallup-panel.aspx>

In a similar approach, the Town of Carrboro is oversampling for the Community Survey. Carrboro staff worked with ETC Institute to create a second survey sample for the Community Survey that targets residents who live in the Qualified Census Tract. These tracts must have 50 percent of households with incomes below 60 percent of the Area Median Gross Income (AMGI) or have a poverty rate of 25 percent or more. QCTs are a common, readily accessible, and geographically granular method of identifying communities with a large proportion of low-income residents. Responses are analyzed separately as a comparison to the overall survey results.

In this way, staff are able to view the results of the overall community sample with the special sample of those residents who live in the QCT to note any differences in perception about Town services.

Who is or will experience community benefit?

Surveys that are not scientifically valid will often have a disproportionate number of advantaged residents participating to complete the surveys. When these are the only voices that are heard by elected officials, it becomes more difficult to make equitable decisions.

Scientifically valid feedback is time consuming and can be costly. The Town relies upon a survey consultant to ensure that residents who complete the survey closely match the demographics of the town including that the respondents are diverse economically and geographically.

What are the root causes of inequity?

American political, social, and financial systems have worked to actively marginalize people of color, specifically Black Americans.

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

Customer satisfaction surveys help us discover how residents *feel* about local government as well as gauge their satisfaction in specific service areas. But results can be skewed, not consistent, and not detailed enough to target specific areas of concern, resulting in data that's difficult to translate into an actionable plan. Some residents willingly share only negative reports, leaving behind all the standards that are being successfully met. But used together with data that reflects actual performance and progress by departments, the results of perception and opinion in these surveys about how well the government is running can help tell a useful story.

Survey Differences between QCT Responses and General Community Responses

When comparing the survey results from the communitywide sample to the Qualified Census Tract (QCT) sample, the general results are similar across all service and topic categories, including:

- **As a place to live**, both sample groups rate the community highly with 97% of the general survey reporting excellent or good satisfaction and 94% of the QCT survey reporting excellent or good satisfaction.
- **Overall quality of life**, both sample groups rate the community highly with 93% of the general survey reporting excellent or good satisfaction and 91.4% of the QCT reporting excellent or good satisfaction.
- **Top services most important** in the communitywide survey are parks and recreation facilities; housing and community services; and transportation infrastructure.
- **Top services most important** in the QCT survey are housing and community services; transportation infrastructure; and police services.

QCT respondents more satisfied by 5% or more (as compared to communitywide survey respondents) with:

- opportunities to participate in Town decision making
- perception of Carrboro as a community headed in right direction
- responsiveness of the Town to the needs of its residents
- overall value received for Town tax dollars and fees

QCT survey respondents less satisfied by 5% or more (as compared to communitywide survey respondents) with:

- number of walking and biking trails
- fees charged for recreation programs
- feeling of safety in their neighborhood, in parks and facilities, and overall feeling of safety
- various measures of effectiveness of police services
- availability of sidewalks
- availability greenways/multi-use paths
- accessibility of public areas/facilities for persons with disabilities
- access to parks and green space
- adequacy of street lighting
- availability of on-street bike amenities
- availability of bike parking

QCT survey respondents are more likely to ...

- identify as renters (65% of respondents in the QCT survey as compared to 45% in the communitywide survey)
- identify as younger (42% of respondents in the QCT survey are ages 18-34 as compared to 20% from this age group in the communitywide survey)
- ride a bicycle to commute to work or school (67% compared to 39%)
- ride Chapel Hill Transit (63% compared to 46%)
- report that their monthly housing costs (rent or mortgage) exceed 30% of monthly income (50% compared to 33%)
- use outdoor information kiosks (and by contrast, less likely to use Nextdoor, community groups and blogs, and neighborhood associations for news sources.

Carrboro Community Survey 2024 Demographic Information Comparison			
	Carrboro – overall	Community Survey	QCT Survey
Race/Ethnicity	Asian – 8.5% Black – 15% Am Indian/Alaska Native – 0.65% White – 64% Native Hawaiian or other Pacific Islander – 0.2%	Asian – 9% Black – 13.5% Am Indian/Alaska Native – 0.7% White – 68% Other – 3.7%	Asian – 5.4% Black – 13.3% Am Indian/Alaska Native – 1.2% White – 71.1% Other – 4.2%
Spanish or Latino ancestry	8.5%	8% - yes 90% - no	11% - yes 85% - no
Age	33 – median age	18-34 – 20% 35-44 – 19% 45-54 – 19% 55-64 – 18% 65+ - 18%	18-34 – 42% 35-44 – 17% 45-54 – 9% 55-64 – 13% 65+ - 19%
Gender	Male - 46% Female - 54%	Male – 47% Female – 48% Nonbinary – 2%	Male – 38% Female – 55% Nonbinary – 6%
Rent or Own Home		Rent – 45% Own – 54%	Rent – 65% Own – 35%
Income	\$76,599 – median income	Under 30K – 16% \$40-59K – 22% \$60-99K – 20% \$100-129K – 15.5% \$130K+ - 15.7%	Under 30K – 25% \$40-59K – 33% \$60-99K – 17% \$100-129K – 11% \$130K+ - 7%
Internet at home		Yes – 95.3% No – 1.5%	Yes – 95.2% No – 2.4%



Agenda Item Abstract

File Number: 24-118

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Other Matters

Update on Downtown Area Plan/Kickoff and Schedule

PURPOSE: To update the Town Council on the downtown area plan scope and schedule.

DEPARTMENT: Planning

CONTACT INFORMATION: Trish McGuire, Planning Director, 919-918-7327, pmcguire@carrboronc.gov

COUNCIL DIRECTION:

☒ Race/Equity ☐ Climate ☒ Comprehensive Plan ☒ Other

Strategy 2.1 of Carrboro Connects states:

Support well-planned and designed, higher density and mixed-use development in the downtown. A Develop a small area plan for the downtown. Plan for new, well-designed mixed-use development and public spaces on vacant and underutilized parcels. B Identify areas for the downtown to grow, such as the area around OWASA on Jones Ferry Road, as identified in the Land Use chapter. Racial equity pocket questions are attached (Attachment A).

INFORMATION: The Town has entered into a contract with Freese and Nichols, Inc., for professional services to assist with the completion of an area plan for the downtown and nearby Jones Ferry Road corridor.

FISCAL IMPACT: None associated with the consideration of this information.

RECOMMENDATION: Staff recommends that the Town Council consider the information provided.

Race and Equity Pocket Questions

Title and purpose of this initiative: Update on Downtown Area Plan/Kickoff and Schedule. To update the Town Council on the downtown area plan scope and schedule.

Department: Planning

What are the racial and equity impacts?

The Downtown Area Plan is a project implementing two strategies of Carrboro Connects (2022), Economic Sustainability Strategy 2.1 and Land Use Strategy 8.1. These strategies were identified for advancing as priorities in the first five years of the plan's implementation because of the cross-cutting benefits to advance racial equity, climate action, and the redevelopment, beautification, and enhancement of the downtown to create more opportunities for density, livability, and job creation. One of three commercial areas in Carrboro, the downtown serves as the center of the Town's identity, a location for many businesses and organizations and the services they provide, is served by extensive transit options, connects to the Town of Chapel Hill. Enhancements can increase and assist with diversification of the tax base. Engagement will utilize varied strategies to ensure representative participation as well as focused participation by those historically less involved.

Who is or will experience community burden?

All the stakeholders may experience the burden of spending time on this versus another activity. The process may not yield outcomes that satisfy the interests of all, and some stakeholders may have limited or no opportunities to participate due to the offerings and schedule of the engagement options incorporated in the projects. Some stakeholders may prefer the Town's funds are spent on different projects or saved to offset or limit tax burdens in future years. Some stakeholders may prefer the current plans and vision for the downtown to a different one.

Who is or will experience community benefit?

The town and community members will benefit from the expertise of the planning and design team, from the opportunity to examine existing conditions and examine how and what can and should be done to achieve the stated purpose of this project.

What are the root causes of inequity?

Root causes of inequities are subconscious bias that has led to discrimination and intentional and unintentional acts at individual, institutional, and governmental levels to limit or prevent access to education, knowledge, leadership, decision-making, and opportunity. Inequity in governmental service, longevity, wealth, and other areas have resulted with disproportionate effects among Black populations and other populations of color. Working individuals and families may find it difficult to attend public meetings, may be reticent to speak in a public setting and may have an overall distrust in government, and by association, in governmental activities and events related to planning for areas of Town.



TOWN OF CARRBORO • NC
FACING RACE, EMBRACING EQUITY

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

The results of the planning process might not meet some stakeholders' needs and interests.

Some ideas for the downtown may be determined to be infeasible. The time and effort spent on this project could prevent action on a project that could have greater potential benefits.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The department will continue to review and modify the ways in which planning processes are scoped and carried out. The department will work with Communication and Engagement staff and those in other departments so that there are not disparities in participation based on race and seek ways to better disseminate information about how to engage meaningfully, how to ensure that a diversity of perspectives is incorporated into the planning processes. The department will continue to evaluate the environmental justice and equity tools used in these processes for selecting and proceeding with projects and programs in relation to the racial equity lens.



Agenda Item Abstract

File Number: 24-122

Agenda Date:
In Control: Town Council
Version: 1

File Type: Other Matters

Update from OWASA Representatives

PURPOSE: The purpose of this agenda item is for members of the OWASA Board of Directors to provide a report on OWASA activities.

DEPARTMENT: Town Clerk

CONTACT INFORMATION: Lamar Joyner, Town Clerk

COUNCIL DIRECTION:

☐ Race/Equity ☐ Climate ☐ Comprehensive Plan ☒ Other

Town Council requests an annual update from OWASA.

INFORMATION: OWASA Board members will provide a report to the Town Council. Bruce Boehm, OWASA Board Chair, Elmira Mangum and Melody Kramer, Carrboro OWASA Board member appointees, and Todd Taylor, OWASA Executive Director, will be present at the meeting to give the report and answer any questions from Town Council. Attachment A is the April 2024 quarterly report provided to Town Council.

FISCAL IMPACT: There is no fiscal or staff impact associated with the Town Council receiving this report.

RECOMMENDATION: The Town Clerk recommends that the Town Council receive this report from OWASA.



Orange Water and Sewer Authority

Our community's trusted partner for clean water and environmental protection.

April 26, 2024

Mayor Jessica Anderson
Town of Chapel Hill
405 Martin Luther King Jr. Blvd
Chapel Hill, NC 27514

Mayor Barbara Foushee
Town of Carrboro
301 West Main Street
Carrboro, NC 27510

Chair Jamezetta Bedford
Orange County Board of
Commissioners
Post Office Box 8181
Hillsborough, NC 27278

Dear Mayor Anderson, Mayor Foushee, and Chair Bedford:

We are pleased to submit this update on our services, projects, and initiatives since January 2024. This report includes updates on the following items:

1. Proposed FY 2025 Budget and Rates
2. Update on the PFAS Treatment Project and Community Outreach
3. Other Key Infrastructure Investments
4. Jordan Lake Western Intake Partnership Rezoning
5. Water and Sewer Management, Planning, and Boundary Agreement (WASMPBA)
6. New Billing System
7. Diversity, Equity, Inclusion, and Belonging
8. Forest Management
9. Cane Creek Solar Project
10. OWASA Welcomes Director of Community Relations

Proposed FY 2025 Budget and Rates: The OWASA Board of Directors will hold a public hearing on May 9 to invite and receive community feedback on a proposed budget and rate increases for Fiscal Year 2025. If approved as proposed, the rates would increase the typical household OWASA bill by \$12.32 per month and go into effect October 1 of this year.

This rate increase is proposed to advance the most vital and timely investments in community infrastructure, operations, and people to ensure a resilient and sustainable future for our community's utilities. Projects supported by the proposed 5-year capital improvements budget would achieve ambitious goals for water treatment, including enhanced removal of PFAS from water (see below). Other important investments included in the budget are 9.5 miles of water line replacement to improve the resiliency and reliability of our water delivery system and the construction of a new drinking water clearwell—a critical part of our water treatment



infrastructure that, during its most recent inspection, was identified as having significant deficiency.

The proposed budget does not include continued participation in the Western Intake Partnership (WIP). If OWASA withdraws from the WIP, it is not expected to cause near-term water supply hardship.

The Care to Share Program remains a helpful lifeline for residents having trouble paying their OWASA bill. OWASA is in the process of increasing the level of funding assistance and accessibility of requesting funding. OWASA customers can sign up to donate to Care to Share at owasa.org or by calling OWASA Customer Service at 919-537-4343.

Update on PFAS Treatment Project and Community Outreach: Addressing PFAS in drinking water is essential for the health and safety of the community's water, and our plans are designed to meet the EPA's first PFAS regulations, announced on April 10. OWASA is moving forward with and budgeting for the construction of an enhanced water treatment process to significantly reduce PFAS levels in the community's drinking water. We are preparing to pilot test PFAS reduction technology, including Granular Activated Carbon and Ion Exchange, to find the most effective and affordable tools to remove PFAS during our drinking water treatment process. We estimate that this project will cost about \$75 million; over half of the FY25 proposed rate increase is required for this project.

In the meantime, we are testing different types of Powdered Activated Carbon (PAC), which has shown promise for reducing PFAS levels, although not enough to meet our goals.

We are committed to keeping the community informed and engaged on the need and our plans for PFAS treatment. OWASA's new PFAS information hub, [PFAS And Your Water](#), is now available online. The website includes monitoring data collected from source water and treated drinking water since 2018, monitoring data on PFAS in wastewater and biosolids, and resources for accurate information on PFAS regulations and public health impacts. The hub also provides updates on OWASA's progress to reduce the presence of PFAS throughout our treatment processes.

To further engage with our community on this important issue, OWASA will host a series of Question-and-Answer sessions this summer entitled "Safeguarding Our Water: PFAS Q&A." We will bring together local experts on public health, water quality regulations, and the science and engineering behind reducing PFAS to share their expertise with members of our community.

In April, OWASA also launched a quarterly PFAS newsletter, "Clear Waters: Navigating Your PFAS Questions and Concerns." Members of the community interested in this topic can [sign up](#) to receive the newsletter to stay up to date on how OWASA is reducing PFAS in water, wastewater, and biosolids.

Other Key Infrastructure Investments: OWASA continues a proactive schedule to update key infrastructure across our community. These long-term projects are expected to cause some inconveniences for neighboring customers, including increased or disrupted traffic, tree removal, noise, odor, and brief service disruptions. Using community outreach and communication, we hope to prepare neighbors for projects and establish an open line of communication for questions and concerns.

- The West Rosemary Street Water Main Replacement Project will include the replacement of existing 12-inch diameter water main with new 12-inch ductile iron for 3,500 feet along West Rosemary Street, from Columbia Street to East Main Street. Work is expected to begin in Spring 2025 and significant traffic impacts are expected. Outreach to stakeholders to discuss community concerns will be begin this fall.
- The Morgan Creek Interceptor Project will replace 3,000 linear feet of an aging sewer collection line within N.C. Botanical Garden's property, a sensitive ecological area owned by the University. Construction began April 15 and is expected to last about 12 months. Some tree removal near the project site is necessary to access the area with construction equipment. OWASA has partnered with the town and N.C. Botanical Garden leaders to minimize impacts, including identifying special trees for protection and conserving the population of the endangered tri-colored bat by avoiding activity during the species' mating season. The project will ultimately provide environmental protection by reducing risk of leaks and breaks. Signage will be placed in high traffic areas including a QR code to access the [project's webpage](#) for further information and project updates.

Jordan Lake Western Intake Partnership Rezoning: The Jordan Lake Western Intake Partnership (WIP)'s rezoning request was approved for Conditional Light Industrial usage on March 18 by the Chatham County Board of Commissioners. The WIP is moving forward with a plan to construct a new water treatment plant and distribution infrastructure to serve its members.

Water and Sewer Management, Planning, and Boundary Agreement (WSMPBA): On April 11, the OWASA's Board of Directors reviewed the proposed service area expansion and received public comment on the proposed expansion. The Board voted to support the expansion. OWASA's review and approval were the last steps needed to authorize the service area expansion proposed to the Town of Chapel Hill by the Chamber for a Greater Chapel Hill-Carrboro. The Towns of Chapel Hill, Carrboro, and Hillsborough, as well as Orange County, had previously approved the amendment. This amendment allows OWASA to extend water and sewer service along the US 15-501 South corridor to the Chatham County Line. Developers wishing to have services extended to properties in the area will be responsible for the cost of extension.

In the fall of 2023, OWASA provided analysis to help inform consideration of the proposed WSMPBA expansion. The analysis estimated that the buildout development would require 7,700 feet of sewer segments to be upsized along Morgan Creek, and 4,800 feet of water main to be installed along Highway 15-501.

New Billing System: OWASA launched a new customer information and billing system in late January. The new system includes an updated bill for customers. It also allows us to bill in smaller increments than 1,000 gallons, which helps to more directly align customers' water use with their bill. All of customers' prior account information, including payment history, is available in the new system.

Diversity, Equity, Inclusion, and Belonging (DEIB) Program: OWASA's new DEIB Specialist has hit the ground running, finalizing our DEIB Action Plan and conducting a series of DEIB training for all OWASA employees. The goal of OWASA's DEIB Action Plan is to thread DEIB throughout our organization from policy to practice. The work of the DEIB Specialist helps to facilitate OWASA's commitment to collectively advancing diversity, equity, inclusion, and belonging across the entire organization.

Forest Management: OWASA maintains an active Forest Management Program for the over 2,400 acres of forested land it owns. Not only does our program improve forest health in the region, but it helps to provide a diverse landscape for wildlife and reduces the risk of wildfire. In March 2024, we planted eight acres of Shortleaf pines on our Meadow Crest South tract—around 4,000 trees—and 11 acres of Loblolly pines, adding 5,500 seedlings to the area. OWASA values a forest management approach that engages the community near our forested land to garner local insights and knowledge and exchange ideas to manage these natural resources.

Cane Creek Reservoir Solar Project: Beginning in late 2021, OWASA launched a series of solar PV projects to power our biosolids mixing tanks and two facilities on our Jones Ferry campus, and to help pump source water from Cane Creek Reservoir to the Jones Ferry Road Water Treatment Plant. The year 2023 marked a full year of nearly full production of OWASA's entire solar fleet. In 2023, our arrays produced over 750,000 kilowatt-hours (kWh) of solar energy that helped power these facilities. These projects helped to push OWASA past its goal of reducing its use of purchased electricity by 35% by 2022 from 2010 levels. We are grateful for Orange County's support of our Cane Creek Solar PV project, our most recently deployed and largest solar array.

OWASA Welcomes Director of Community Relations: Mary Tiger has (re)joined OWASA in a new position for our organization, Director of Community Relations. Mary will focus on revitalizing our commitment to community relations, customer service, and customer assistance. She previously served as OWASA's Strategic Initiatives Manager and returns to OWASA after serving the City of Durham as an assistant director for Durham Water Management.

We would be happy to provide more detailed information on the items above or other topics of interest as desired. Please feel free to contact our Executive Director, Todd Taylor (ttaylor@owasa.org or 919-537-4216), or me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce Boehm".

Bruce Boehm, Chair
Board of Directors

cc: Mr. Chris Blue, Chapel Hill Town Manager
Ms. Bonnie Hammersley, Orange County Manager
Ms. Marie Parker, Interim Carrboro Town Manager
OWASA Board of Directors
Todd Taylor, OWASA Executive Director



Agenda Item Abstract

File Number: 24-124

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Agendas

Town Manager's Recommended Budget for Fiscal Year 2024-25

PURPOSE: This agenda item is for the Town Manager to present the Recommended Budget for FY 2024-25.

DEPARTMENT: Town Manager, Finance

CONTACT INFORMATION: Patrice Toney, Town Manager, 918-7315, ptoney@carrboronc.gov; Bret Greene, Finance Director, 918-7439, bgreene@carrboronc.gov

COUNCIL DIRECTION:

☒ Race/Equity ☒ Climate ☒ Comprehensive Plan ☐ Other

The budget and budget book are among the most important documents the Town produces annually as required by State statute. The work staff is compiling will address all facets of Council objectives, including Race/Equity, Climate, and the Comprehensive Plan. Furthermore, the budget preparation includes prioritizing initiatives identified by Council.

INFORMATION:

By state law, the Town Manager is required to submit a recommended budget for FY 2025 and budget message to the Mayor and Town Council. This recommended budget is to be made available for public inspection for 10 calendar days, and the Town Council is required to hold a public hearing on it prior to adoption. The FY 2025 Recommended Budget can be found on the Town's website is attached to this agenda item and will be available online and in public spaces beginning June 5th, 2024.

Major goals for the FY 2025 budget are to: 1) continue to align Town Council's strategic priorities with the budget; 2) Address employee retention, recruitment and well-being; 3) control costs while maintaining and improving current level of services, and 4) recommend strategies to fund necessary capital projects.

The Town Manager will release the recommended budget at the Town Council meeting on June 4, 2024. Notice of the public hearing for June 18, 2024 has been published by the Town Clerk and posted to the Town's website.

FISCAL IMPACT: The only cost associated with the agenda item is the cost to publish the public hearing notice.

Agenda Date: 6/4/2024
In Control: Town Council
Version: 1

File Type: Agendas

RECOMMENDATION: The Town Manager recommends that the Town Council accept the Town Manager's Recommended Budget for FY 2025 and hold a public hearing for June 18, 2024, at 7:00 p.m. at Town Hall

Race and Equity Pocket Questions

Title and purpose of this initiative:

Town Manager's Recommended Budget for Fiscal Year 2024-25

PURPOSE:

The purpose of this agenda item is to present to Council the 2024-2025 FY Recommended Budget. The budget includes recommend strategies and actions related to Council priorities outlined in the Council Retreat, explains budget considerations for FY 2024-2025, and provides the Town Manager's recommendation for the adopted FY 2025 budget.

What are the racial and equity impacts?

The Town of Carrboro budgeting process involves input from all departments and service delivery areas and requires specific, departmental questions surrounding race and equity. The responses are diverse, but should recognize equitable practices in hiring, operations, vendor inclusion, and resident access. The processes in place are being evaluated through the REAL to ensure equitable outcomes for all. Racial impacts could be witnessed by stakeholders that do not have access to published documents or a voice to speak out about needs in the community.

Who is or will experience community burden?

Overall, the budget process attempts to be transparent and deliberate, with public meetings, work sessions, public display of the proposed budget for a minimum of 10 days, and a Council vote. Equitable distribution and implementation of Town's revenues is crucial to minimizing community burdens, addressing systemic inequalities and closing gaps of disparity. Efforts to engage with and support marginalized communities directly can help ensure that the Town's revenues are distributed equitably. It is not anticipated anyone in the community will feel any community burden as a result of the budget process. Although we try to reach all town residents, some may not have the opportunity to participate and express community needs. One of the goals is to reach people where they are.

Who is or will experience community benefit?

The Town as a whole – residents, Council, and staff benefit by a vetted budget process that is well assembled and presented. The approach the Town takes in development of the budget ensures multiple touch-points and familiarity by all staff leaders. A goal of the finance department is to assemble departmental budgets and present the numbers as holistic guidance for the coming fiscal year. The department plans to present the adopted budget to staff management and other interested stakeholders. The budget resides for multiple years on the Town's website and is available for residents or anyone interested. Having the budget in place promotes transparency and accountability for the staff and Council.

What are the root causes of inequity?

Root causes of inequity as it relates to the budget includes access and interpretation of the document produced, not hearing from resident voices most impacted in the community and funding to address community needs. It is therefore a goal of the finance department to provide as concise and clear documentation that is available. The town relies heavily on the processes in place to address the causes of inequity and ensure appropriate considerations are being taken into account while building departmental budgets.

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

Unintended consequences in a budgeting process include not having adequate funding to address community needs, ignoring macro-economic trends and not being adaptable or flexible for situations that occur outside the Town's sphere of influence. Not being able to adapt to weather impacts, recessionary conditions, health emergencies, or other broad disasters could have negative impacts on a current year operating budget. The Town accounts for these scenarios by establishing a financial buffer, frequently monitoring financial patterns, and using third party advisors and auditors to further help the finance department govern the Town's financial activities.

How is your department planning to mitigate any burdens, inequities, and unintended consequences?

The finance department, town staff, Council members take the ability to recognize biases, burdens, inequities, and unintended consequences as the highest priority of the budget process.

The finance department has implemented directives to staff and Council to produce the budget for the Town of Carrboro:

- Transparency and Accountability through identification of operating and personnel needs, identification of capital projects, and clear, periodic financial reporting
- Community engagement / support through development of departmental budgets with focus on race/equity and climate
- Spend dollars equitably and deliberately in the coming Fiscal Year, while monitoring long-term sustainability
- Commit to programming to foster inclusion and opportunity for town residents

The town does its best to recognize needs of the community that are fiscally achievable; knowing that staff will not always be able to address all the community needs in a given fiscal year.