



Community Survey 2022

April 6, 2022



Overview

- Biennial Survey
- ETC Institute
- Public Perceptions
- Benchmarking & Trends
- Strategic Planning



High Satisfaction

- Public Library Services (89%)
- Trash/Yard Waste collection (87%)
- Fire Services (87%)
- Parks, greenways, recreation facilities (77%)

Notable increases ...

- Ease of using Chapel Hill Transit
- Ease of travel by car
- Snow removal from streets



Areas for Improvement

- Traffic flow
- Public parking
- Stormwater Runoff

Notable decreases ...

- Adequate Street lighting
- Available housing options
- Traffic enforcement



Benchmarks

Above U.S. average in 32 of 36 areas that were assessed.

Where Chapel Hill Ranks Significantly Higher:

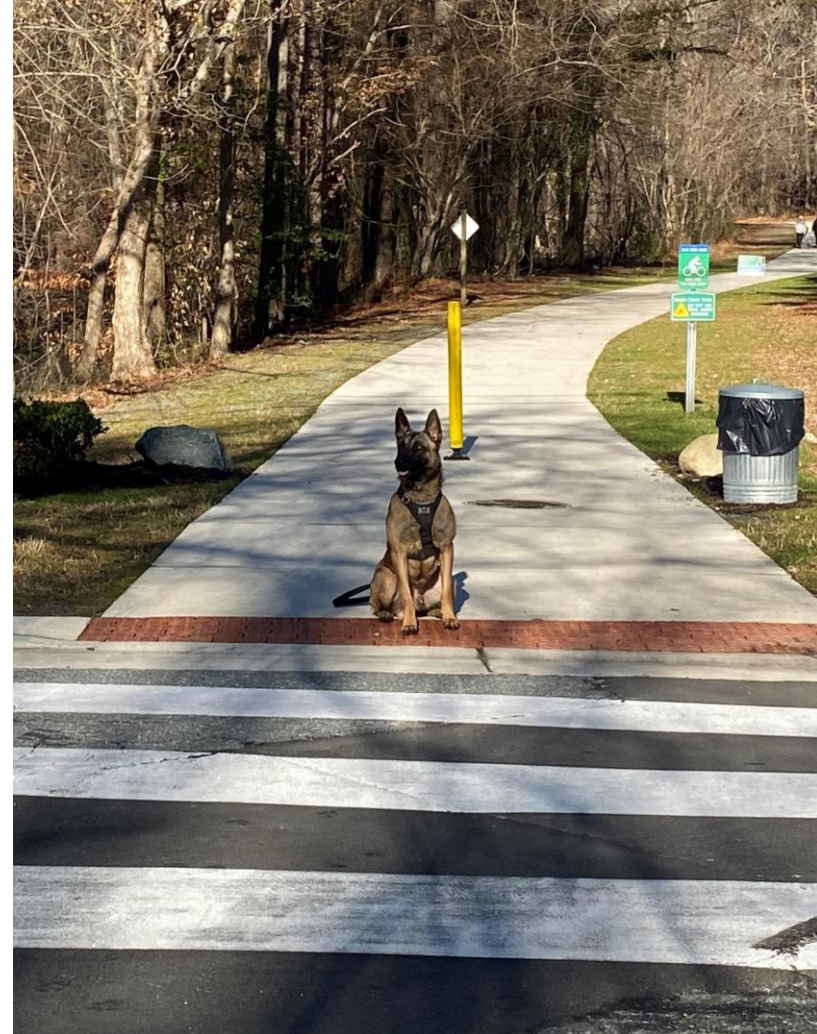
- A place to live
- Overall quality of services
- A place to raise children



Benchmarks

Where Chapel Hill Ranks Significantly Higher than U.S. average (25% and higher):

- A place to work/retire
- Customer service
- Fire safety, outreach, education
- Access to emergency information



How We Use the Survey

Listening and responding ...

- Budget planning
- Strategic goals



Fiscal Impacts

- Cost of survey is \$19,502
- Complete Results:

www.townofchapelhill.org/survey

