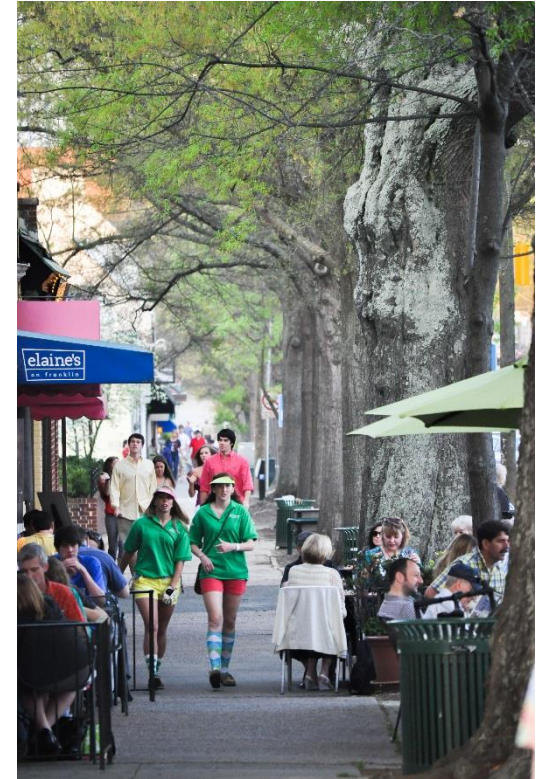


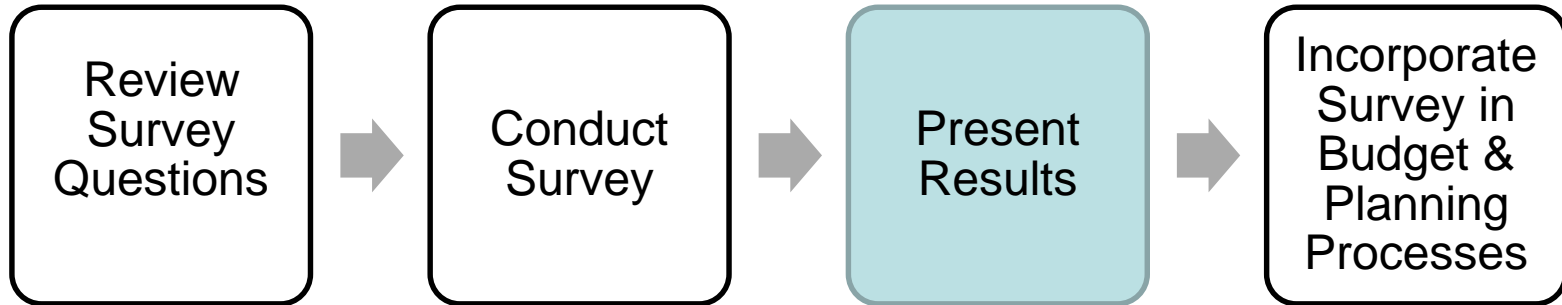


# Community Survey 2018

## May 9, 2018



# Where is this in the process?



# Project Overview

## *“High Performing City”*

- Biennial Survey
- ETC Institute
- Public perceptions
- Benchmarking
- Trends
- Strategic Planning





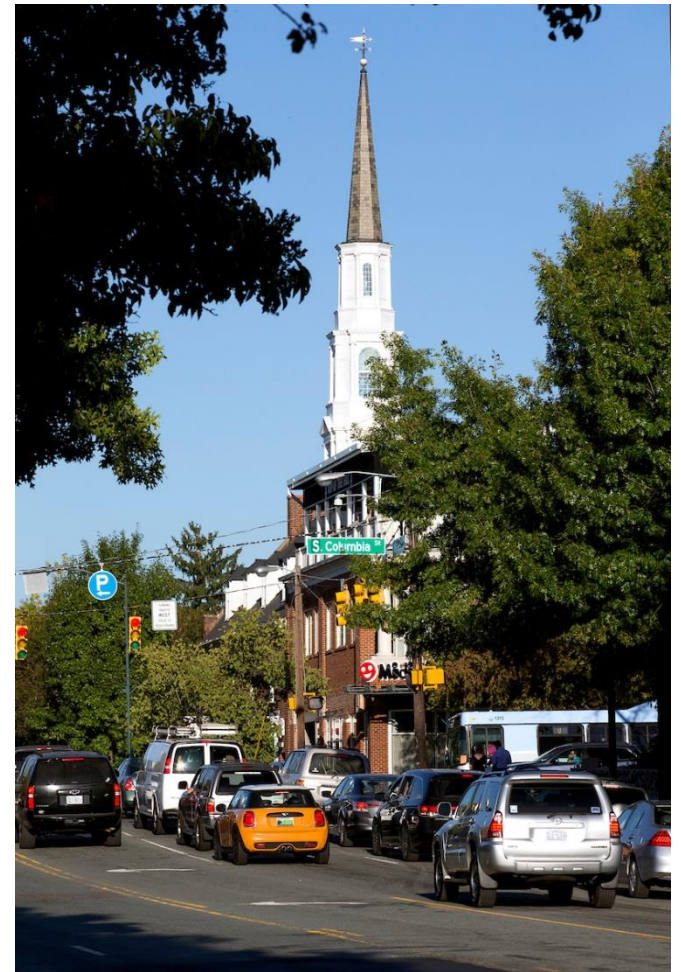
# Key Points

## Areas of High Satisfaction

- Public safety
- Trash/yard waste
- Public Library

## Areas of High Increases

- Maintenance of sidewalks
- Town communications with the public



# Key Points

## Areas for Emphasis

- Traffic Flow
- Public Parking

## Areas that Dropped

- Maintenance of streets
- Access to information about Town issues
- Ease of parking payment options
- Maintenance of Town buildings, facilities



# Key Points

## Listening & Responding to Views

- **Downtown**
- **Traffic Flow**
- **Bicycle Lanes**
- **Greenways**
- **Parking**

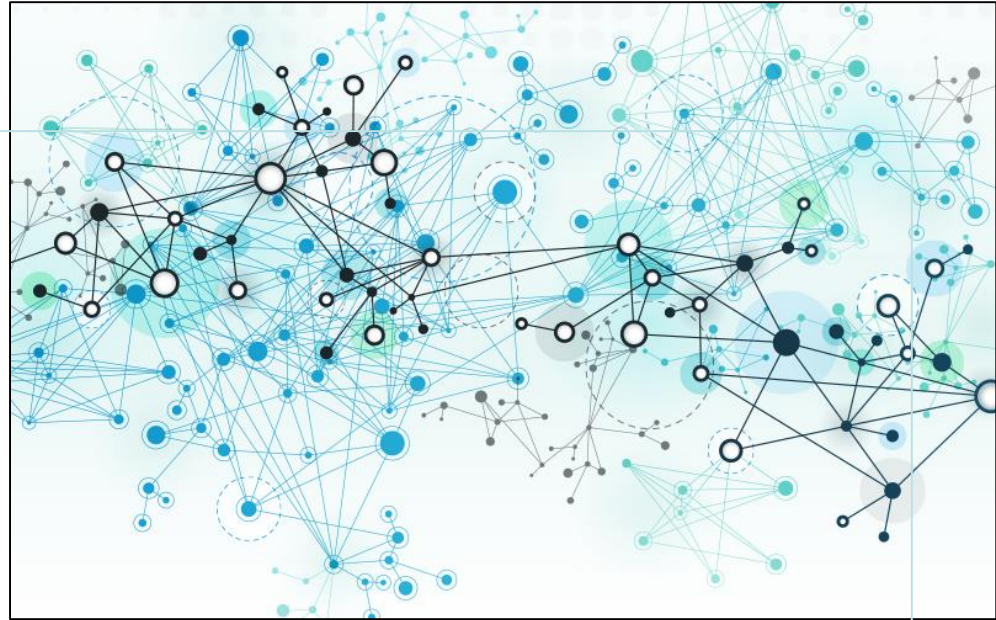




# Discovery & Connections

## Data Collection

- **Community Survey**
- **Open Data Portal**
- **Department Tracking**
- **Performance Measures**
- **Budgeting**
- **GIS-based analysis**



# Fiscal Impacts/Resources

- Cost of survey is \$17,000
- Complete Results :  
[www.townofchapelhill.org/survey](http://www.townofchapelhill.org/survey)  
[www.chapelhillopendata.org](http://www.chapelhillopendata.org)



# Next Steps

- Feedback from Council
- Community event such as a hackathon to promote community idea generation