



# Community Survey 2022

April 6, 2022

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Town of Chapel Hill | 405 Martin Luther King Jr. Blvd. | [www.townofchapelhill.org](http://www.townofchapelhill.org)

# 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:

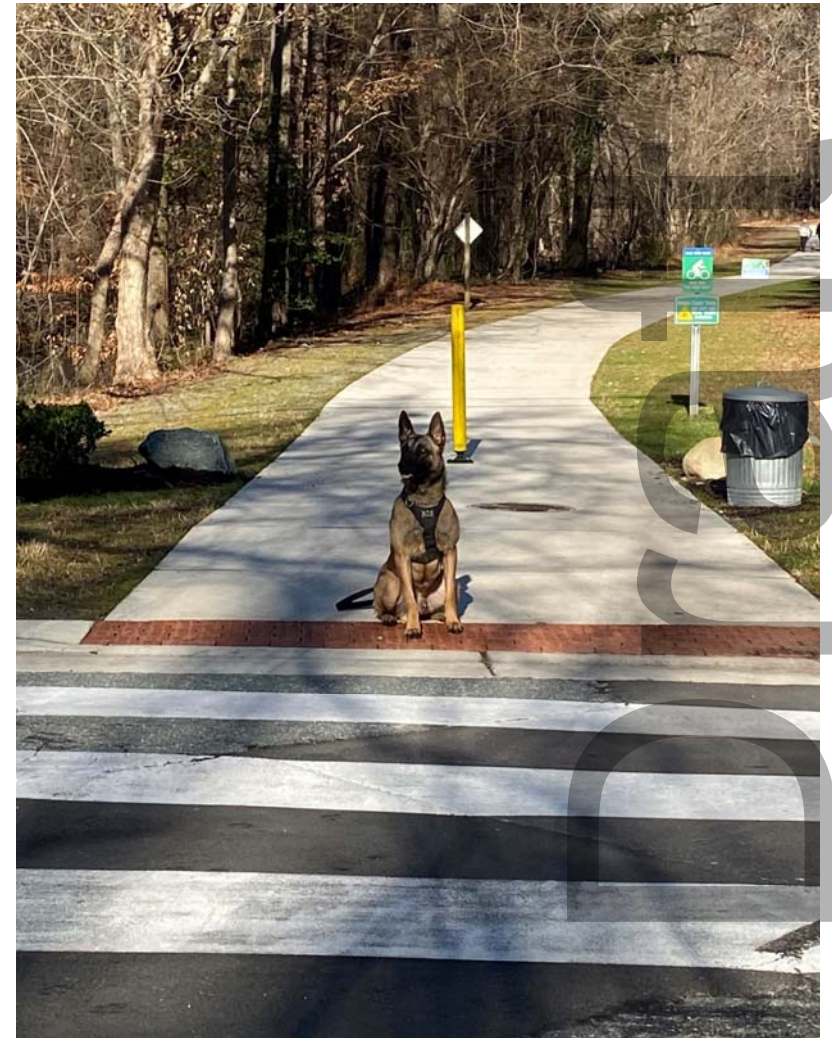
- A place to live
- Overall quality of services
- A place to raise children



# 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](http://www.townofchapelhill.org/survey)

