

Citizen Survey

FY10 Results

August 31, 2010
www.ci.hillsborough.nc.us

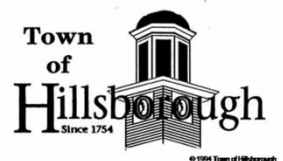
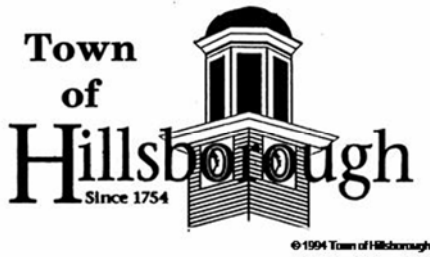


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To: Mayor Stevens, Board of Commissioners, and Manager Peterson
From: Emily Bradford, Budget and Management Analyst
Date: August 31, 2010
Re: FY10 Citizen Survey Results

In June, the Town conducted its fourth annual Citizen Survey to garner feedback on various topics ranging from public safety, governing and town management to communication. Citizens rated statements about each of the topic areas on a ten point scale (1 = strongly disagree and 10 = strongly agree). Citizens were also given the opportunity to provide their feedback on what they considered to be the biggest issues facing the Town, as well as what they thought the Town could do to improve its services.

The Town randomly surveyed 642 households, approximately 25% of the population, via mail and received back 195 responses, equating to a 30.4% response rate. Based on communication with experts in the survey field, a 20% response rate is considered “high,” and at 30.4%, the Town exceeded this by a significant amount.

Survey results will be used in the developing, monitoring and evaluation of Town priorities. In particular, the results will be made available to departments for use in their Balanced Scorecard.

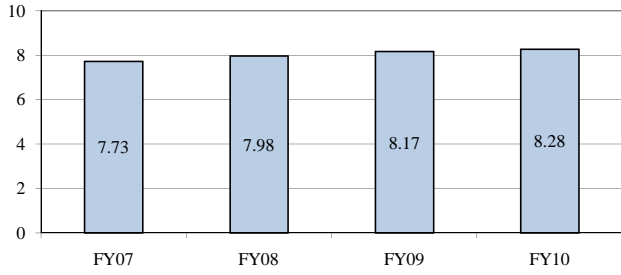
Please see below for survey highlights. For complete survey results, please see attached documents.

Survey Results Highlights:

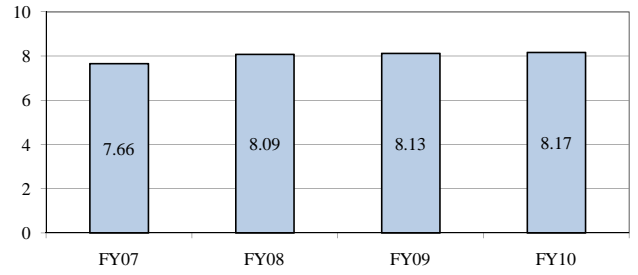
- 8.28 – average rating for the statement “Hillsborough is a safe place to live and work,” up 1.35% from FY09, while the average rating of respondents who said they “had an opportunity to interact or speak with Hillsborough police officers” increased by 1.44% to 4.92.
- 7.05 – average rating for the statement “the Town is responsive to the needs of citizens,” down 0.28% from FY09.
- 7.51 – average rating for the statement “I have access to Town officials and staff when I have a concern,” up 3.87% from FY09.
- 7.82 – average rating for the statement “Town employees treat customers courteously,” down 2.01% from FY09.
- 6.33 – average rating for the statement “I feel the Town spends my tax dollars wisely,” down 1.71% from the prior year’s survey.
- 7.16 – average rating for the statement “I feel informed about the Town and its services,” up 2.58% from FY09.
- Biggest issues facing Hillsborough: management of growth and development, traffic through downtown, downtown parking, tax rate, water quality, and water and sewer rates were among the most common responses.
- Things the Town can do to improve its services: public safety, growth and development, water and sewer rates and fees, and water quality were among the most common responses.

Public Safety

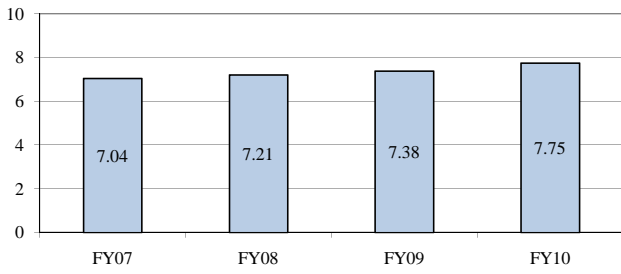
Hillsborough is a safe place to live and work



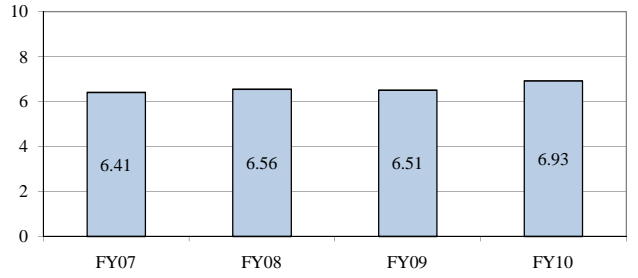
I feel safe in my neighborhood



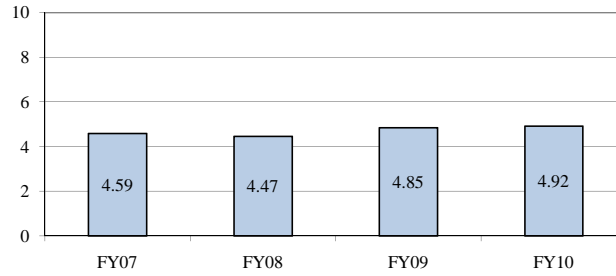
Hillsborough police have a visible presence around Town



Hillsborough police have a visible presence in my neighborhood / workplace

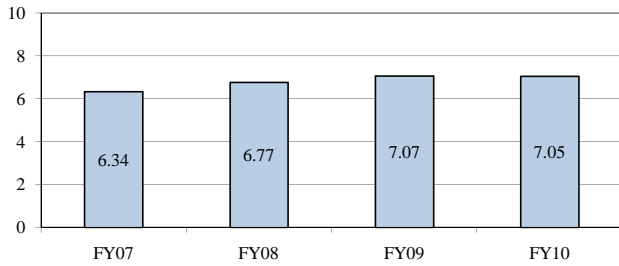


I routinely have the opportunity to interact or speak with Hillsborough police officers

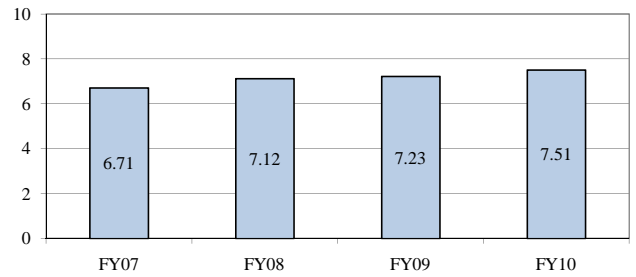


Governing / Town Management

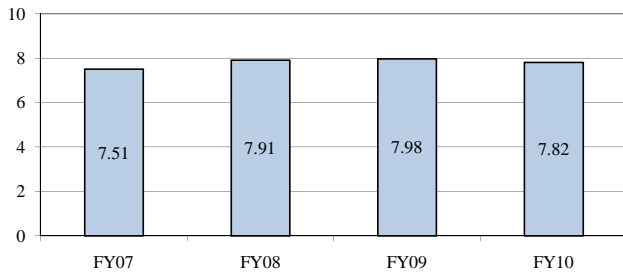
The Town is responsive to the needs of citizens



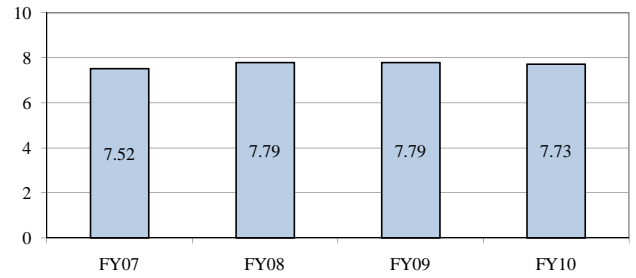
I have access to Town officials and staff when I have a concern



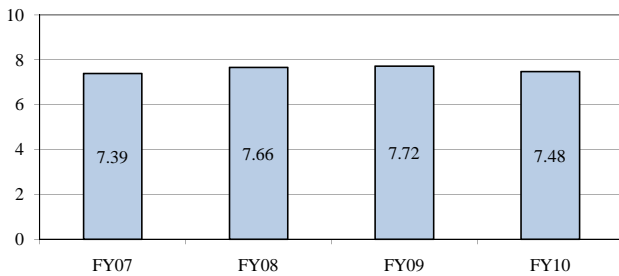
Town employees treat customers courteously



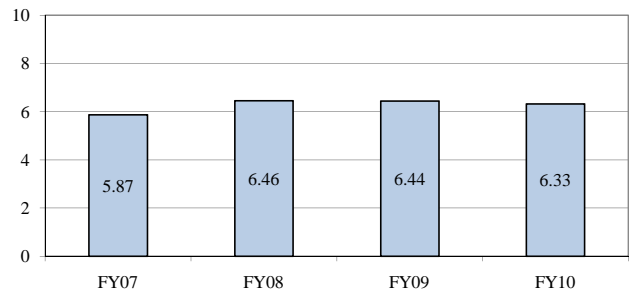
Town employees do their jobs in a professional manner



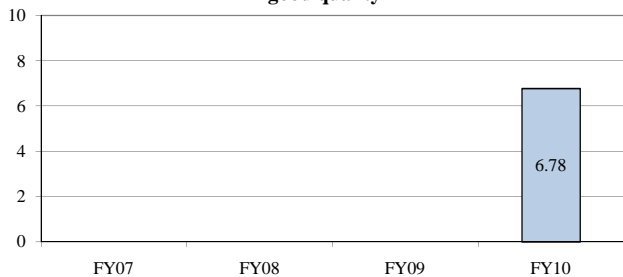
Collections staff (located at Town Hall Annex) are helpful



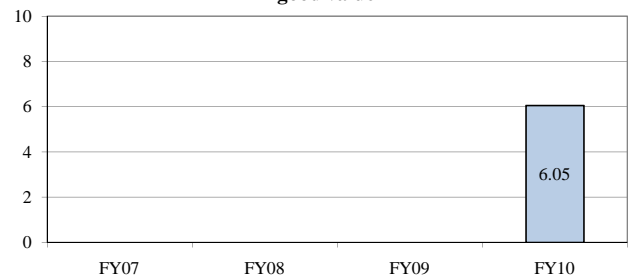
I feel that the Town spends my tax dollars wisely



I feel the water and wastewater services received are of good quality

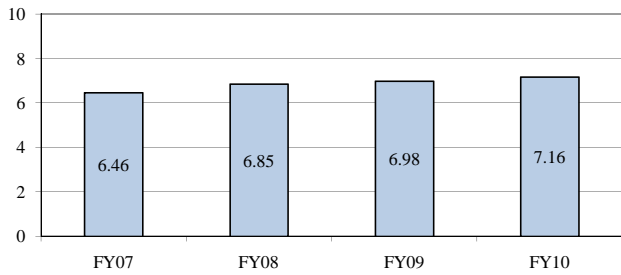


I feel the water and wastewater services received are of good value

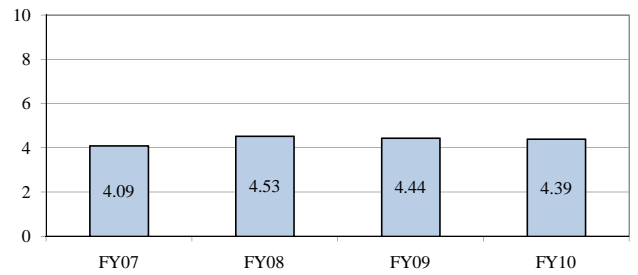


Communication

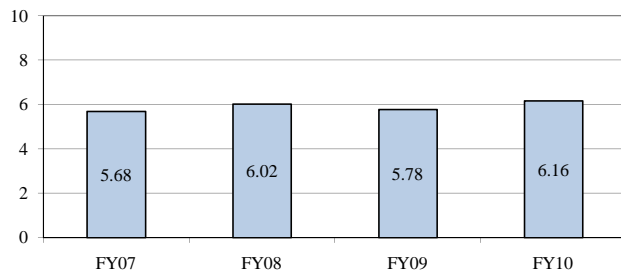
I feel informed about the Town and its services



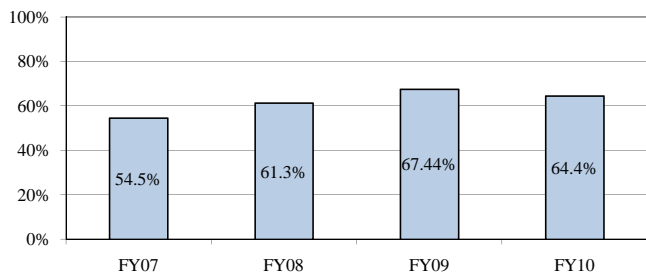
I regularly visit the Town's website to get information about Town services and key issues



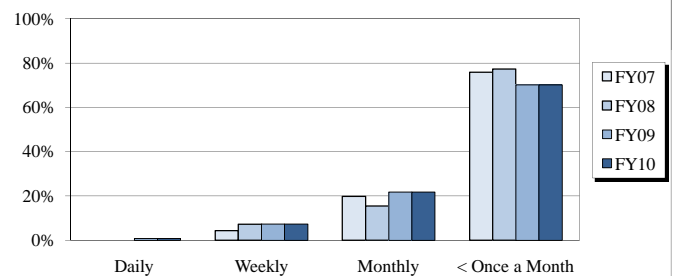
The Town's website is easy to navigate



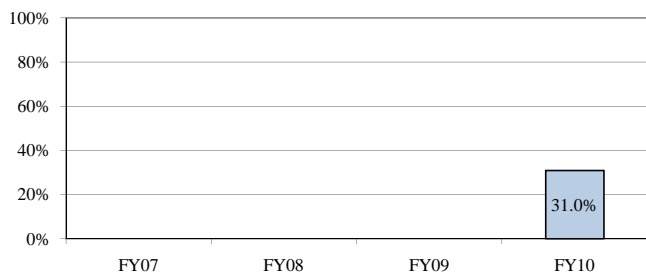
I have visited the Town's website



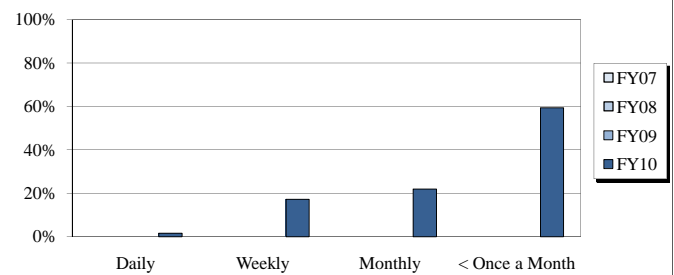
How often do you visit the Town's website

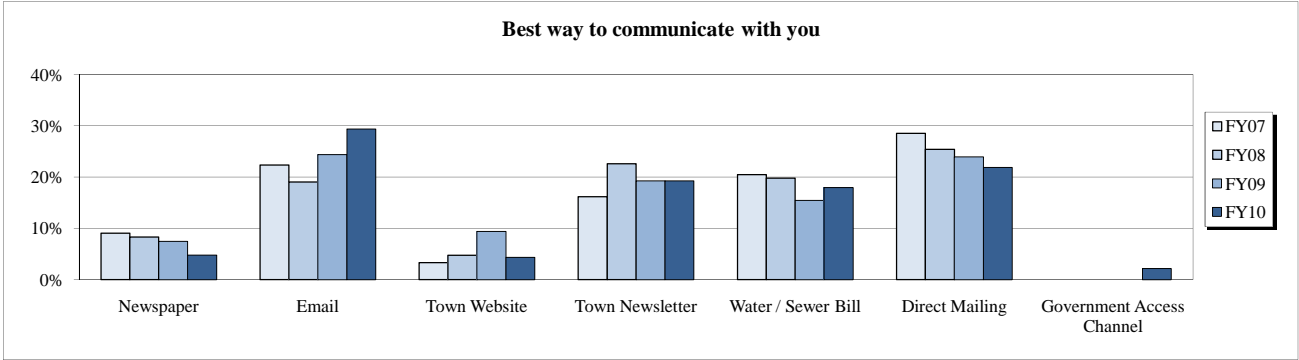
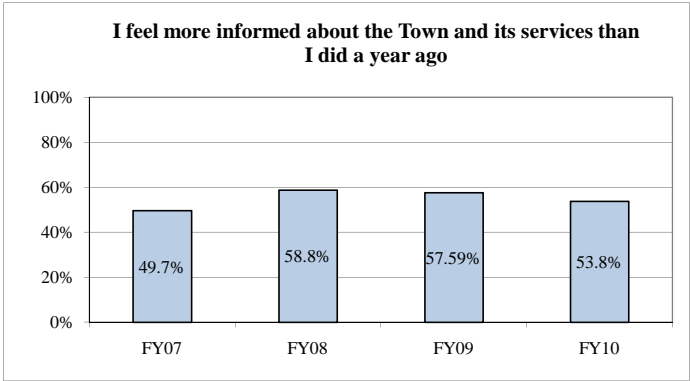


I have watched the Town's Government Access Channel



How often do you watch the Town's Government Access Channel





Legend
 1-5 Rating - Disagree
 6-10 Rating - Agree

BIGGEST ISSUES FACING HILLSBOROUGH

- Growth & Development
 - Smart Growth/Development
 - Growing smart (x2).
 - Developing in a smart way.
 - Smart development of Daniel Boone Village.
 - Smart development of incoming UNC Hospitals.
 - Maintain Small Town Charm
 - How to keep the small-town charm that makes Hillsborough great, while still attracting new businesses and families.
 - Managing the growth and future development in a way that not only retains the “small town” feel we all like now but, doing today the necessary things that will 50-100-200 years from now be appreciated by the citizens. Example: set aside park land and protect it vigorously in the face of the temptation to be swayed by the allure of notable development.
 - Navigating a course between town growth and the maintenance of its desirable “small town/village” feel.
 - I appreciate that growth seems to be carefully evaluated so that the Town doesn’t lose its personality to “big box” stores/businesses.
 - Manage growth and keep the small town feel, but open to new ideas (I think the UNC Hospital will be great despite the lack of property tax dollars).
 - Development of new businesses without compromising community culture and historic value of Hillsborough.
 - Downtown
 - Continue to encourage restaurants and small businesses to settle in downtown area.
 - Need more commercial stuff downtown – bars and restaurants and fewer lawyers’ offices and yarn shops.
 - There aren’t enough interesting shops in Hillsborough on Churton St. Just restaurants and hairstyling salons, etc. Definitely need more retail.
 - Please consider taking over dilapidated property on King Street – sad to see it fall into “demolition by neglect.”
 - Keeping downtown merchants in business.
 - The economy and making more retail space downtown.
 - Merging the Daniel Boone area w/historic downtown.
 - Restaurants
 - A decent brewery.
 - Get a really, really decent pizza place and micro brewery here as well.
 - Too much fast food.
 - I have to say that I am not as informed as I should be. Would be nice to have more restaurant options especially later.
 - Need more restaurants, not fast food in northern part of town.
 - Growth (x5)
 - Allowing and continuing controlled growth.
 - Control of development and growth.
 - Managing growth.
 - Economic development.
 - Encouraging new small businesses.
 - Town needs to grow; we need to offer more to attract more businesses and restaurants.
 - Growth and development plans – keeping citizens informed is important.

- Encouraging good paying jobs while keeping the Town's historic nature intact and protected.
 - Inappropriate development.
 - Gaudy, ill-planned parking lots and uselessly obsolete shopping plazas. Knock them down.
 - Like the idea of developers paying their own way.
 - A decent movie theater so we don't have to drive so far.
 - Need to encourage commercial property/sales tax base to alleviate high property taxes.
 - Need for controlled development to bring in taxes/revenue to decrease property taxes.
 - Too many non-tax paying government offices, we need more businesses.
 - Lack of growth and support of such growth by the Town's management. Keeping things "as is" has created stagnation of development by possible incoming businesses and as such a declining tax base. We cannot continue to provide services based on the businesses and property taxes currently in place. We need to grow and be more proactive toward possible relocations by companies look at the area.
 - Daniel Boone needs signs on the road to indicate the retail stores – need more shops!
 - The growth of the area should consider the middle and lower class on limited income.
 - Lack of economic development growth. Need for more middle to upper income retail and dining services.
 - The opportunity to promote commercial development for its citizens.
 - Completion of already started development projects. Town needs to get involved in completing the development begun at the intersection of Churton and Oakdale.
 - Over development.
 - The high speed of growth.
 - Growth (slow).
 - How to truly become a city that is a community for all classes and not just those with a lot of money. To create a true community for the future that is coming and not the one that has come and gone. Include all people in this process of rethinking Hillsborough.
 - New development and cost to the Town.
 - Too many obstructionists blocking progress and growth.
 - Needs to be easier for small business owners trying to start new businesses.
 - Helping small businesses stay in business in downtown and still allow for larger restaurant chains away from downtown (near the new Wal-Mart).
 - Invite other surrounding areas in to do business, not necessarily live.
 - Resisting strip malls and chains that take over and away from the character of Hillsborough.
 - Expansion.
 - Promote growth especially on land already cleared and not progressing with improvement expected.
 - Sustaining desirable growth and services.
 - Development – especially around the Wal-Mart.
 - Overbuilding, unwise initial development phases without completion.
 - I really wish Hillsborough would make better use of the fact that the gorgeous Eno River run right through town! Waterfront parks, sidewalks, and shops would make Hillsborough a major attraction, especially with the cute historic downtown area.
 - Need performing arts venue to attract people downtown.
 - Planning for future growth (i.e. I-40 interchange). Where does the Planning Board think we are going with this? We need to allow more businesses to growth in this area.
 - Fairview / Hwy-70 corridor needs cleaned up badly. Need to bulldoze and start over along Hwy 70, west to Churton.
- Traffic/Parking/Transportation
 - Downtown Traffic

- Traffic on Churton and King Street. There should be a turn lane on the west side of King St and Churton and a left turn lane at the intersection of new 86 and 70 Business. Put light at Gateway Center on “trip” mechanism.
- Traffic thru downtown.
- Traffic congestion on Churton Street.
- Too much traffic on Churton Street.
- Traffic on Churton Street! It’s congested and dangerous.
- Addressing traffic congestion on Churton Street throughout the day and especially at “going to work” and “getting off work” times of the day.
- Traffic, especially around rush hour on Churton.
- Traffic congestion through downtown.
- Traffic issue downtown.
- Traffic through Town and stoplight at Weaver Street Market.
- Too much traffic through town. We really need another route to get to places north of town. But I am very glad that Host and Ayr Mount have been preserved!!! I would rather have traffic than lose these wonderful landmarks. They are two of the best amenities in Hillsborough!!
- Excessive traffic through downtown area.
- Traffic on side streets within Historic Hillsborough – volume/quantity and speed.
- Traffic problem during rush hours (4-6pm) – Downtown and Hwy-86 and I-85.
- Need a bypass around Churton Street
- We need a bypass to Churton Street – who wants to sit at an outside table listening to semis and motorcycles.
- North/south bypass is needed – a “necessary evil”.
- Lots of traffic on Margaret Lane and more pedestrians due to Library and Weaver Street and County offices. Margaret Lane needs sidewalks.
- Parking
 - Parking (x3).
 - Parking – it has been better.
 - Management of parking.
 - Downtown parking (x2).
 - Parking – I understand the Town and County fight over parking spaces – where are we supposed to park? Because of the traffic and parking issues, I rarely patronize downtown businesses anymore. I like the few options we have downtown but it’s too much trouble to reach them, particularly if you’re handicapped, as I am. Because of this, I and a remarkable number of Hillsborough residents, spend money in Alamance (or Durham) County. There’s more choice of restaurants, etc.
 - Parking at courthouse.
 - Illegal parking across from the new library.
- Traffic
 - Traffic (x6)
 - Heavy traffic.
 - Traffic congestion.
 - Traffic – why can’t we get stoplights with left turn arrows? Surely that would relieve some of the congestion?
- Transportation
 - Need more diverse transportation options.
 - Transportation challenges.
 - Public transportation!!!

- A need for a new traffic light by Millstone Drive and Old 86. There is going to be many accidents there with all the new construction in that area.
- Roads.
- Public Safety
 - Drugs
 - Drugs.
 - Drug dealers. Visible drug dealers. I feel that if 30% of the population knows which homes are trafficking drugs, why wouldn't police or Town officials know?
 - Drugs been sold in different areas. Young boys hanging around stores, don't look good, pants hanging down, no job!
 - Hillsborough has a HUGE drug problem on West Union, West Orange, Nash and Hayes Streets, as well as in northern Fairview and out Faucette Mill Road and its getting worse!
 - Stop drug trafficking.
 - We all know where the drugs are in Fairview. Why do these houses remain? Do you really think just riding around in police cars makes them go away. A way needs to be found to make landlords able to move these people out early.
 - Gangs
 - Gangs.
 - I am concerned about the gang graffiti that seems to be becoming more plentiful.
 - Crime (x3).
 - Public safety.
 - Policing.
 - Public safety – need to step up training (ex. how to deal with citizens better). Training with families and children – more in communities. Need classes on anger management skills. Race issue needs to get under control.
 - You've employed a bully policy officer, [REDACTED]. [REDACTED] was a bully in high school as my daughter and her friends have told me. He intimidated my daughter when she was a passenger in a car that was stopped for a minor (not ticketed) infraction. I've heard from a number of neighbors that [REDACTED] (and presumably other officers) have been ticketing drivers for very minimal offenses – one was stopped for stopping twice at the same stop sign (no line on the road), but was not making an absolute dead stop. No one was at risk and my friend actually saw the police car, but didn't expect to be ticketed because it is not an area where a dead stop is necessary for safety reasons if there is no other car or pedestrian traffic. Overall impression: bully cop + ticket quotas to raise \$ = very bad public relations for our town. Please look into this as, I suspect, this will become an issue in the coming elections. I could provide my contact info, but I (like most Americans) have very little reason to trust politicians or their appointees as sad as that is. I hope someone reads this and pays attention, but I'm not holding my breath. I am a person of principle and would get more involved, but an honest person cannot compete in politics at any level (with a few rare exceptions, I'm sure).
 - Racism in the Police Department (toward citizens on the County – all young black males they aren't "THUDS" – there are good black males.
 - Cars with loud music and racing on the local roads.
 - Get the cops to do their job. Not only apprehending criminals, but also stopping the cars and trucks going 60-70mph from hwy to Churton Street.
 - County Sheriffs are more visible than Hillsborough police.
 - Current police accreditation fiasco.
 - Police – both presence and information about what's going on – Police blog in paper.

- Much late night activity, roaming the roads and people walking the streets late at night, over and over. There is an occasional stealing from the yard and people checking my door knobs when it looks like I'm not home, fake knocking and then door knob checks???
- Security.
- Finding a long-term quality police chief with minimal expense to find and hire a chief dedicated to our Town.
- Speeding in Town of Hillsborough, especially on streets where the speed limit is 20 mph!
- Water & Sewer
 - Cost of Water
 - Cost of water bill.
 - Water is expensive.
 - Everyone cannot pay a large water bill.
 - High water prices.
 - Water/sewer – raising future fees are highly competitive based on studies of data from applicable towns.
 - Water Quality
 - Drinking water quality.
 - Water quality is poor.
 - Our water and water record are horrible. I haven't gone 3 months without seeing a notice at the water office.
 - Water (x3)
 - Water issues.
 - [REDACTED]. [REDACTED]. There is a deep well that cost millions of dollars useless because he was asleep at the wheel while this work was being done. The Town spends unnecessary money hiring outside engineering services because the [REDACTED] [REDACTED] is incompetent. [REDACTED].
 - Water conservation.
 - Wastewater treatment
 - Poor water pressure.
- Budget & Taxes
 - Increasing property taxes (x2).
 - High property taxes.
 - Taxes – over taxation.
 - Rising taxes.
 - Increased property tax based on dated statistics.
 - Holding the line on taxes.
 - Reasonable property taxes especially for seniors and people on a fixed income.
 - Taxes and cost of living too high compared to say Durham.
 - The one income (SS) is not concerned when property taxes are done.
 - Property tax increases without pause, now the property is down across the county.
 - Budget deficits.
 - Budget control.
 - Overspending.
- Sidewalks & Greenways
 - I'll suggest the completion of a walking path from the SECU bank toward Durham Tech. It's safe to jog or run away from the traffic.
 - How to pay for parks and sidewalks – get caught up before more is done. Rather see more done on issues such as wastewater treatment plant and infrastructure; Waterstone will be developed as the economy improves.

- Lack of transportation services and absence of sidewalks, pedestrian paths that unite disparate parts of Hillsborough to its downtown area (e.g. we live in Cornwallis Hills and would like to walk to downtown, but currently without a sidewalk, it's a dangerous venture).
- The lack of sidewalks from adjoining neighborhoods to the center of town.
- Making the Town walkable south of downtown.
- No sidewalks.
- Sidewalks and lighting.
- Colonial Inn
 - Get the owner to truly fix up the old Colonial Inn.
 - Town should have bought or maintained the Colonial Inn or other tourist attractions to be kept out of the hands of those who would squander its capacity to be something that draws people downtown.
 - Colonial Inn needs to be improved or demolished.
- Housing
 - Quality and affordable housing.
 - Need more diverse housing options.
 - Ensuring that the public sector workforce can afford to live in the community.
- Code Enforcement
 - Desperately need to make more stringent standards for residential property maintenance. There are far too many properties that are eyesores and bring down all property values and diminish the Town's appeal and attractiveness, especially on the west side of Town. Many are also health and safety hazards. Highway 70 near Rainey and Fairview especially bad.
 - Not requiring neighbors to keep clutter and trash around homes; dogs on chains in yard smelling up neighborhood; cut trees around property.
- Town Vehicles
 - Too many Town employees drive Town-vehicles for personal use (i.e. taking the vehicles home or to lunch).
 - The Town has a fleet of very late model vehicles. I would hope that not too many vehicles would be replaced in the next few years. On average, the vehicles travel 5-10 miles from the center of town, why do you need new vehicles to travel such short distances?
- Parks & Recreation
 - Providing recreational facilities for citizens.
- Communication
 - Please mail Town newsletter or show signs where to find it.
- Other
 - Doing well considering the economy.
 - Focus more on needed services rather than parks and sidewalks.
 - Need more attention paid to west Hillsborough and other non-HD parts of town.
 - Dogs tied to trees with chains.
 - County land use (parking deck, county owned buildings).
 - Meals tax burden on small businesses.
 - Town interference in "events" such as no scarecrows and event fees.
 - The Town shoots itself in the foot by standing in the way of things that give the Town its character.
 - As the economy continues to struggle and it will for 3-5 years. I expect tight budgets and some rise in crime.
 - Keeping the County from running roughshod over Town interests, e.g. parking issues and removing property from the tax rolls.
 - Less car shows – Yuck!
 - Getting people out of their cars downtown.

- None at this time, a wonderful place to live. I just hate that my dog can't run around the yard without someone calling the pound.
- Education.
- Schools.
- Educating our youth.
- Historic preservation in a responsible way that allows residents to live in and near historic buildings and sites, while not negatively impacting their way of life or limiting their access to modern conveniences. Balance is key.
- Preservation of historic buildings.
- Need to promote historical aspect more.
- Maintenance of the infrastructure – sewer, water, streets.
- I am a business owner and it concerns me that you don't service me for trash pick-up. Also you need to put a policy in place that refunds deposits for businesses in the area (water deposit).
- Infrastructure – H2O, roads, parking, new by-pass options.
- Keep all services and quality up with minimal cost.

THINGS THE TOWN CAN DO TO IMPROVE ITS SERVICES

➤ Water & Sewer

- Utility Bills
 - Water services too expensive!
 - Reduce the cost of water.
 - Lower water bill.
 - Lower the minimum amount of water rate to 1000 gal/month and charge less for less use.
 - Make it affordable for those that use minimum (water and sewer) and don't discount large users anymore.
 - Separate sewer from water usage on billing because not every gallon I use goes into the sewer. It's about 60% usage and 40% sewer.
 - Stop charging for 3,000 gallons of water when someone only uses 1200 a month. Raise the service fee and make the usage fee fair! It's like you're penalizing single people and its hard enough paying bills without someone to share them with.
 - \$45/month is way too much for a minimum! I use less than 1,000 gallons/month and still pay the full fee! Plus, that encourages people to use more ("I paid for it, why should I conserve it?"). Durham was \$29 every 2 months for me!
 - Reduce penalties to those with overdue H2O bills.
- Cleaner water.
- Some of the water and wastewater chemicals have exceeded recommended amounts.
- Clean up water – it taste often.
- The water smells like bleached sewage.
- Stop the odor.
- The drinking water taste bad. You make the water clean to drink, but pass the price on to me. Why?
- Water department/customer service needs help. They need to improve their professional interactions with the public.
- Better communication especially about drinking water issues.
- Increase water pressure.
- Improve the water pressure.
- Send return envelopes with water bills.
- You need to allow the families who are immigrants with no drivers licenses (i.e. they are illegal but are still human beings) to have water service. Shame on you.
- Get rid of fluoride in the drinking water. See the facts on flouridealert.org. It is a toxin that should not be forced on people in their drinking water. Let Hillsborough take the lead in refusing this outdated and health-compromising practice.
- Donations to OUM for my deposit does not offer a deduction for my business. I would like for the interest to continue for up to 24 months and then the deposit should be returned. I am a small business and do not appreciate being charged for more water than I use!

➤ Public Safety

- More emphasis needed to encourage community policing and support community watch programs.
- Have seen a more visible police presence since new acting chief put in place.
- More police patrol in crime neighborhoods. Get these drug dealers and sells off the streets and neighborhoods.
- It has been 30-40 years since I saw a policeman directing traffic in Hillsborough.
- The Hillsborough Police need to be more responsive. Their response time to incidents a 30 second walk from their building has at times exceeded 30 minutes, which is unacceptable.

- Police should enforce traffic laws (e.g. illegal left and straight traffic on Kenion Grove to 70). Install speed bumps in Kenion Grove.
- The speeding drivers are awful.
- Big problem with speeders on Lakeshore Drive.
- The police department – ridiculous. Cannot find criminals. One vagrant appeared at my door trying to get in to use my phone. He was rude, he was persistent, had to call 911 – when cop came he said the vagrant’s appearing at night when dark is something this guy does. Well he shouldn’t – it is scary. I had much more peace of mind living in Boston and DC then in 5,000 population Hillsborough. It’s absurd. The people showing up at night are awful.
- Ban these basketball courts where children play in the streets. It’s dangerous, not fair to drivers/cars – have to stop to avoid hitting them.
- Do more to eradicate drug dealers.
- I worry about the rising crime in this area. Safety is #1 to me.
- More police presence in our neighborhoods, early evenings and after dark.
- Undercover officers or more police presence at different times of day and night. Possible police officer that have not personally or related to by family to the neighbors, outsiders also.
- Police should focus on protecting us and our property instead of looking for people rolling through stop signs in quiet neighborhoods. We are starting to have break-ins in our subdivision and the police are more interested in sitting in empty driveways, watching stop signs, when they could be patrolling the area to keep an eye out.
- Make the Town police actually patrol the Town, not just sit in parking lots and chat.
- Greater police presence in the Fairview area and south of Hwy 70. Gunshots heard every day.
- Just would like to thank the Fire Department for their work, not only last week (May 28-29th) but always. When they were here in our Gatewood community after something hit – they seemed not only efficient but very helpful and informative. I think I speak for my neighbors as well as myself in saying thank you to all who were here helping. They should all be praised and commended for the work they are doing.
- Growth & Development
 - Quit being so restrictive on new businesses.
 - Hillsborough could use a nicer look in some places – emulate Farrington Village, Southern Village, etc.
 - Daniel Boone Plaza looks awful. Needs creative thinkers to remake what’s there. Do something other than car shows – jeez.
 - Entice more small businesses to move downtown.
 - Foster a business friendly atmosphere.
 - Allow UNC Hospital to build their campus as soon as possible (near I-40 & Hillsborough exit).
 - Get a train stop
 - Keep the small town feel.
 - Be aware of creating a community that is more economically balanced in these difficult times.
 - Provide more upscale shopping/restaurants – way too many fast food restaurants. No Applebee’s type restaurants, not enough Starbucks type coffee shops, no upscale shopping south of I-85.
 - Develop Daniel Boone area responsibly.
 - Increase the proportion of tax base from business sector.
 - Concentrate development around the future train station.
 - Bring in more shopping and eateries. Movie theater would be a huge boost.
 - Control growth by limiting housing development and improving building codes and guidelines.
 - The library has created too much density at Margaret Lane and Churton.
- Traffic/Parking/Transportation
 - Rethink parking in downtown area.

- Parking (public) at Weaver Street seems too much in the wrong location and costs for parking if low would be better for encouraging shopping and using downtown.
- Improve parking by allowing more public parking in parking lots after 5pm.
- Take over with Orange County the deck and make it free. Looks ridiculous with that George Horton “guard” there.
- People who park the library may not be able to pay for parking. Thus Margaret Lane becomes a lot.
- Traffic.
- Make a turn lane from Hwy-86 to I-85 South.
- Put a left turn advance on E. King. Often no one gets through the green light.
- During rush hour, it is very hard to turn into W. Margaret Lane from South Churton Street and turning is dangerous due to increased traffic on their way to Weaver Street. Need a left turn green arrow signal at corner of Churton and W. Margaret Lane. The turning problem is complicated also by the cars exiting the parking lots on W. Margaret Lane. People turning onto Margaret Lane, quickly, to avoid oncoming traffic can easily hit a car or pedestrian exiting the parking lots on the right-hand side of W. Margaret Lane. A disaster waiting to happen!
- Redirect heavy traffic away from Churton Street.
- Synchronize all downtown traffic lights.
- No speed bumps – police presence instead.
- Improve roads.
- Offer public transportation options.
- Better transportation services (ex. bus).
- Communication
 - Email newsletter.
 - Continue newsletter.
 - Town newsletter is good.
 - News releases are good. Newspapers don’t cover well.
 - Need one centralized email list. I get some announcements, not others. Very frustrating for someone who wants to know what is going on. Shouldn’t have to sign up for each and every project.
 - Feel more informed because of the press releases sent via email and new website.
 - The general telecommunications (phone) systems for the various departments are not good. When trying to contact one of the department heads all you get is voicemail. You can never get a “human being” on the phone. First try and this is so frustrating.
 - Explain the Town’s services in a brochure.
 - Police need to instate a website function where you can see what crimes have happened where.
 - Continue to be proactive in communicating town government’s problems, objectives, needs and wishes.
 - Update website.
 - Record and upload Town council meetings to website.
 - Return phone calls! [REDACTED]
 - I will make it a point to inform myself about our Town and its services by using the website and accessing Channel 18.
- Budget & Taxes
 - Don’t raise taxes.
 - Reduce police budget.
 - Stop wasting money on unnecessary things.
 - Lower the water/sewer/trash rates.

- We need to raise revenue by targeting those individuals who ignore our low speed limits especially in town. Since we have no sidewalks in many of our neighborhoods, pedestrians walk in the street dodging speeding cars – a major accident waiting to happen!
- Become more transparent about finances and planning.
- Advocate more money toward attracting historic tourism.
- Give us comparative data from other locales – seems hard to believe it’s a good value.
- Stop spending \$40k on useless SUVs for employees to ride around in when a \$20k car is more economical.
- Solid Waste
 - Larger recycling and yard-waste bins.
 - Pick up brush and bulky trash in a timelier manner. More comprehensive bulky pickup program, collecting more items put out at the curb, especially those set out by DIYers (ex. toilets, dry wall, etc.).
 - Kudos to garbage, recycling and other trash pickups for doing a great job!
 - Other than one incident when the Town was picking up bulk trash, everything is okay. The employee picked up my two brand new car seats and things that were beside my car with all doors opened. Clearly being cleaned out. It seemed that he was trying to steal it quickly in the bulk removal. The reason I say this is because there was a vacuum cleaner and other trash right in front of him on the edge of the road that had been there all week in front of a fire extinguisher!
 - Refuse service leaves trash that falls out on our lawn.
 - Waste management – do not appreciate attitude.
- Entertainment
 - We love Hillsborough, love the Weaver Street, Last Fridays, Wine Co, the people, Matthews Chocolate, art galleries.
 - Prohibit skate boarding that destructs property and encourages loitering.
 - Need a community theatre/art/performance space.
 - I love the casual feel of Churton Street night life. I like the freedom to have a drink in my hand while chatting with friends in front of The Nickel. I do worry that one mis-step will result in a horrible mishap with a vehicle. Please do what more might be done to keep this freedom safe. Maybe require some roping off the curb... maybe an occasional police stroll by and respectful reminders.
 - No Town sponsored memorial or 4th of July celebrations/parades.
 - Fireworks display would be great – even if it was scaled down! For July 4th.
 - Love Last Fridays!
- Downtown / Historic District
 - Improve signage of historic district borders.
 - The evening establishments should do a more thorough job of cigarette butt and container clean-up after closing.
 - The entirety of the Town needs to be as important as downtown.
 - Make downtown more tourist oriented (east side of Churton street could be nicer).
- Parks
 - Open Gold park earlier (ex. 7am) so can use it before work. Open Gold Park on time. Often police do not open it anywhere near on time.
 - Increase open spaces.
 - Finish Riverwalk and the entrance to Gold Park from Calvin Street. Open the footbridge. Provide shade in the Gold Park dog park.
 - Complete Riverwalk.
- Sidewalks / Greenways / Bike Lanes
 - Build more walking paths to promote exercise of its citizenry.

- Any plans for a sidewalk on Margaret Lane near the library? We need it!
- Build bicycle lanes.
- Services
 - Do a better job of keeping the streets of historic Hillsborough clean and free of weeds. Keep pressure on the landlords to maintain their buildings.
 - Reduce frequency of weekly services such as water meter, trash pick-up and yard waste pick-up.
 - Provide services for elderly such as tree cutting.
- County
 - County and City need to work together (i.e. advertising upcoming events).
 - The courthouse/library complex should take over the deck. And plant something to hide it! Ugly.
 - Get tough with the County!
- Other
 - Let the dogs be.
 - Revamp offices and policies.
 - Focus on quality – not quantity.
 - Lower rents on Churton.
 - Next time you plant trees, how about flowering trees – Yoshino Cherries! Not Bradford Pears!
 - Take drastic measures that work.
 - Empower and train employees to solve more problems without going to supervisors.
 - Sensitivity training.
 - Town manager shouldn't endorse a candidate for an office in the public sector or show favoritism by selective comments.
 - Get to know the people you are serving before forming an opinion. Treat people the way you would like to be treated.
 - Do an analysis of its personnel, it's bloated. Redundant and some cases over paid. The debacle at the Police Department is just the tip of the huge iceberg. Hillsborough deserves better service from its public servants.
 - Get out more to let people know who they are in the community.
 - Be responsive to all not just the vocal ones.
 - Discourage elitism among citizens and employees/staff.
 - I am a senior citizen and work at UNC Hospital. I recently found out when I took the 420 bus that in order to ride for free I would have to go to Research Triangle Park and get an "official" permit. My license won't do as proof of my age. Can you imagine all senior citizens having to drive all the way to TRP to get their permit?
 - Require owners to clean up properties that are unoccupied or vacant and not allow them to become dangerous or unsafe for community (visually, physically, or otherwise).
 - Clean up the mess so we can feel great living in Hillsborough, safety is the important thing!
 - Crack down more on these places.
 - On Friday, May 28th a bad storm hit Hillsborough with a straight line wind or tornado that had 60-70 mph winds. Our house was hit, and we were very, very grateful that Hillsborough Fire Department responded quickly and so well. At about 1am that morning they were putting a tarp over the holes in our roof that we couldn't possibly have gotten to. We have a high pitched roof. It was the only think that saved us from being waterlogged. They also helped that night with outdoor help that we and our neighbors needed. And the next morning early a City of Hillsborough employee was out assessing damages. Whatever we said in this survey, it has been overshadowed with the gratitude we feel for the responsiveness and support we received during this difficult time. Our thanks to all involved and to the other Town employees, which create the infrastructure that supports this level of service.

- Smile!
- Fairly satisfied.
- Doing a good job.
- Doing a great job!
- Great job now!
- Keep up the good job!
- You all did a very good job. For the past 12 years (when we moved here) the Town has changed positively.
- I have felt both welcome and protected in Hillsborough. Thank you!
- Overall, this is a pretty good town that I enjoy and the schools are good.

BETTER WAYS TO CONTACT CITIZENS

- Phone (x4)