

Citizen Survey

FY09 Results

August 31, 2009
www.ci.hillsborough.nc.us

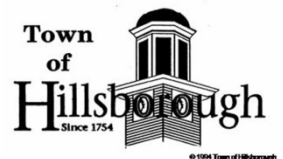
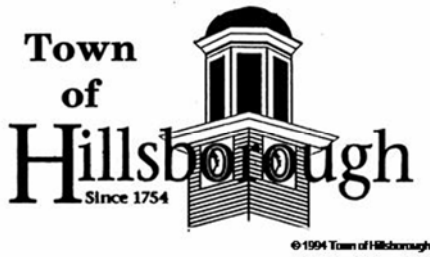


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To: Mayor Stevens, Board of Commissioners, and Manager Peterson
From: Emily Bradford, Budget and Management Analyst
Date: August 31, 2009
Re: FY09 Citizen Survey Results

In June, the Town conducted its third 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 634 households, approximately 25% of the population, via mail and received back 175 responses, equating to a 27.6% response rate. Based on communication with experts in the survey field, a 20% response rate is considered “high,” and at 27.6%, 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.

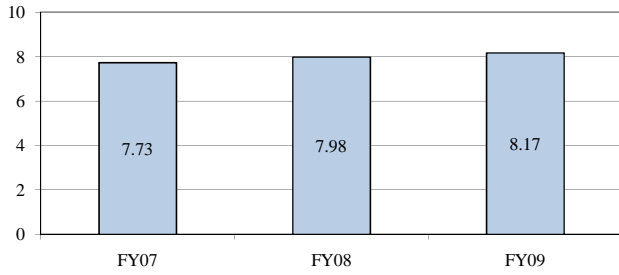
Please see below for survey highlights. For complete survey results, please see attached documents.

Survey Results Highlights:

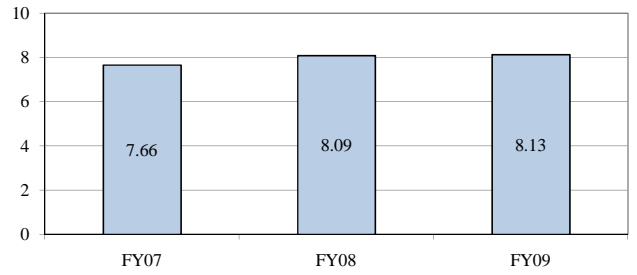
- 8.17 – average rating for the statement “Hillsborough is a safe place to live and work,” up 2.4% from FY08, while the average rating of respondents who said they “had an opportunity to interact or speak with Hillsborough police officers” increased by 8.5% to 4.85.
- 7.07 – average rating for the statement “the Town is responsive to the needs of citizens,” up 4.4% from FY08.
- 7.23 – average rating for the statement “I have access to Town officials and staff when I have a concern,” up 1.5% from FY08.
- 7.98 – average rating for the statement “Town employees treat customers courteously,” up 0.9% from FY08.
- 6.44 – average rating for the statement “I feel the Town spends my tax dollars wisely,” down 0.3% from the prior year’s survey.
- 6.98 – average rating for the statement “I feel informed about the Town and its services,” up 1.9% from FY08.
- Biggest issues facing Hillsborough: management of growth and development, traffic through downtown, 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, communication, water and sewer rates and fees, and water quality were among the most common responses.

Public Safety

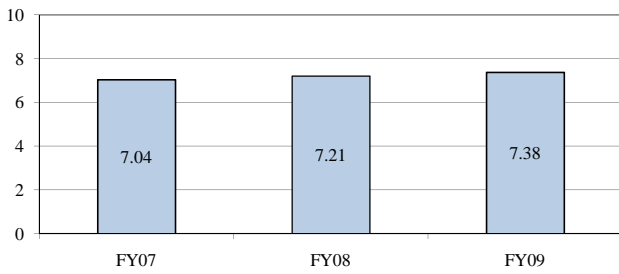
Hillsborough is a safe place to live and work



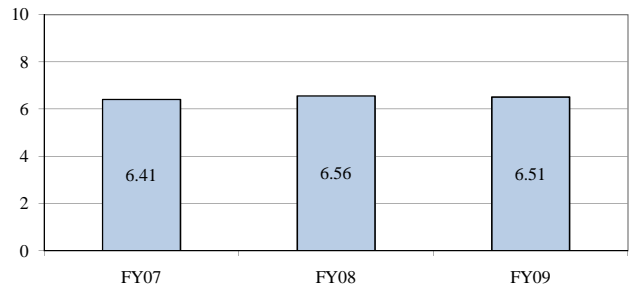
I feel safe in my neighborhood



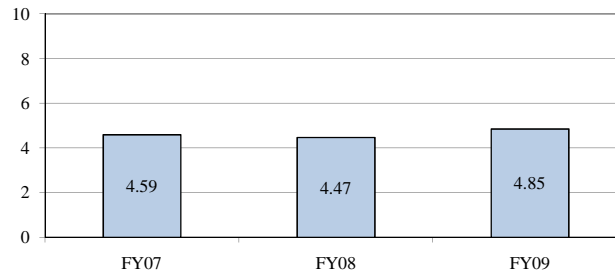
Hillsborough police have a visible presence around Town



Hillsborough police have a visible presence in my neighborhood / workplace

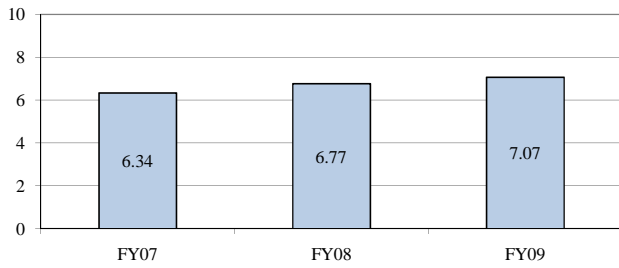


I routinely have the opportunity to interact or speak with Hillsborough police officers

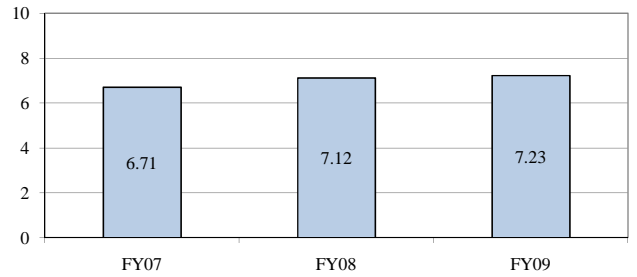


Governing / Town Management

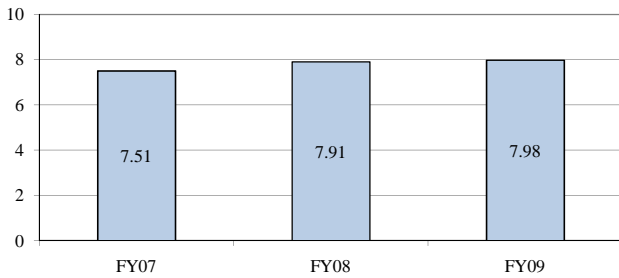
The Town is responsive to the needs of citizens



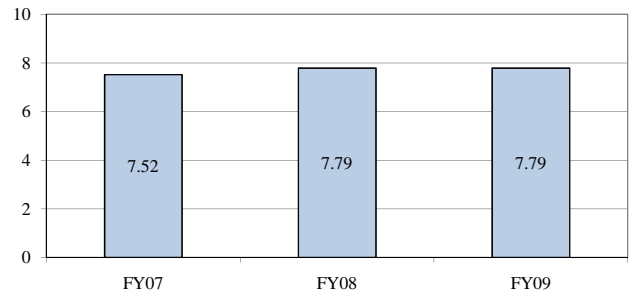
I have access to Town officials and staff when I have a concern



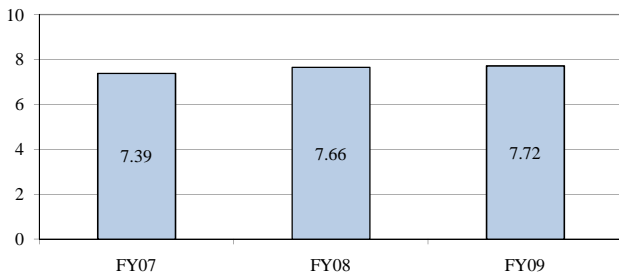
Town employees treat customers courteously



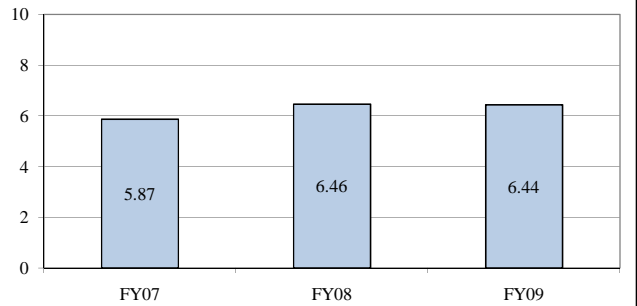
Town employees do their jobs in a professional manner



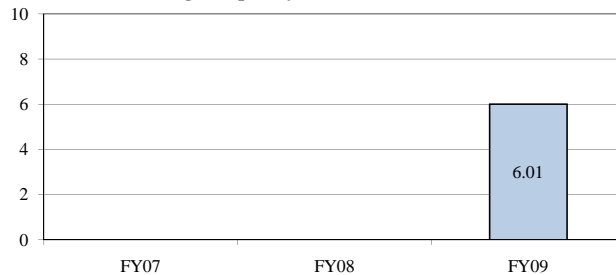
Collections staff (located at Town Hall Annex) are helpful



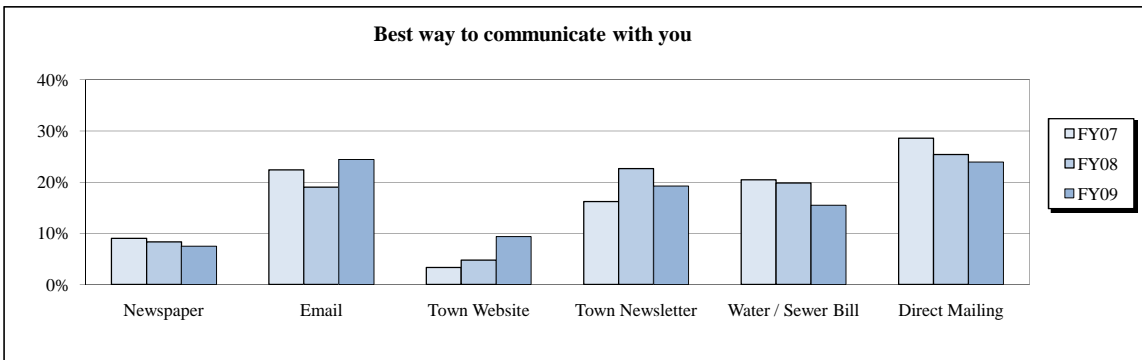
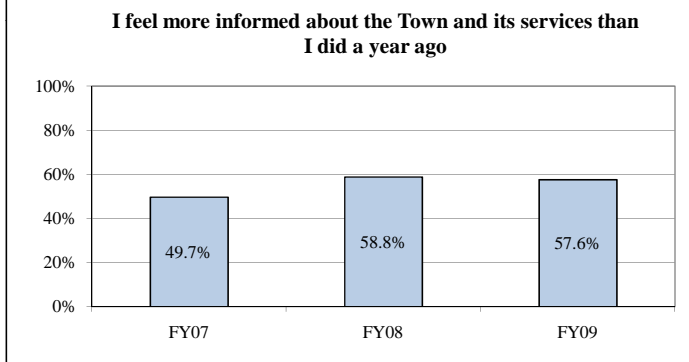
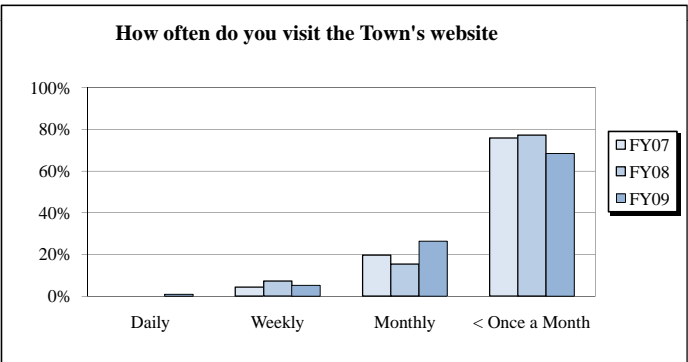
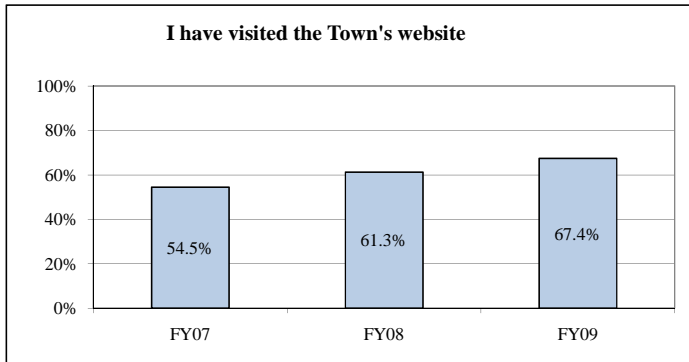
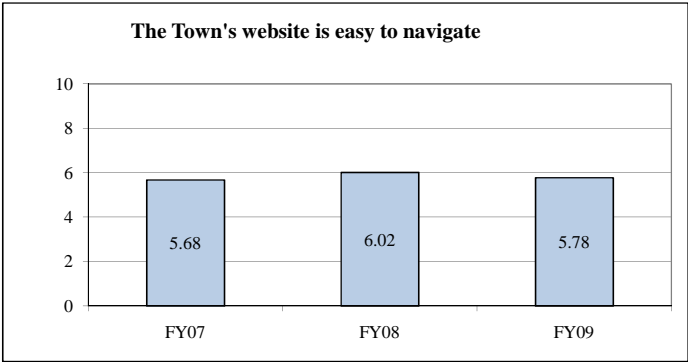
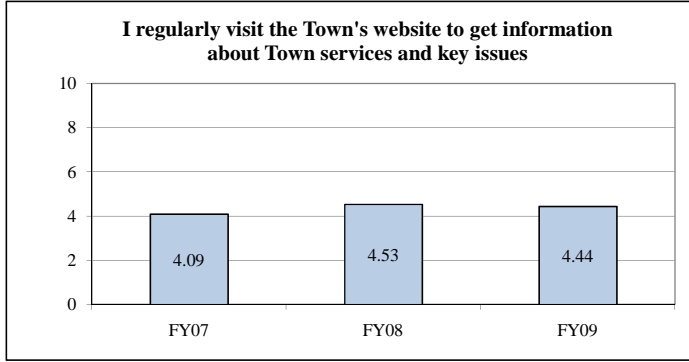
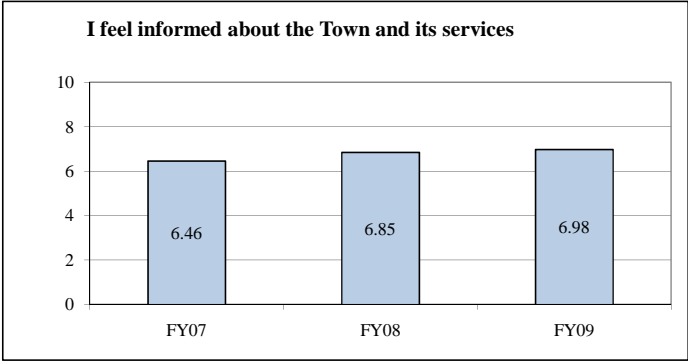
I feel that the Town spends my tax dollars wisely



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



Communication



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

WHAT ARE THE BIGGEST ISSUES FACING HILLSBOROUGH?

Growth / Development

- Growth Management
 - Responsible growth (x3).
 - Development planning.
 - Controlled growth.
 - To allow and encourage, yet control growth (organized).
 - Growth management and the down economy which is hindering what potential growth the town has pending.
 - To control its growth and yet continue to progress.
 - Resisting pressure to develop in inappropriate ways.
 - Responsible limited growth – don't let us turn into Cary.
 - Maintaining plans for strategic planning with economy.
 - Tax base and managing growth.
 - Amount of residential opportunities need to be kept in check.
 - Commercial development, in a smart way.
- Growth
 - Growth (x2).
 - Growth and development.
 - Fast Growth.
 - Growth in town.
 - Too much growth (houses coming).
 - Sprawl.
 - Stop sprawl.
- Amenities
 - More restaurants and things for kids to do.
 - We need mid-range restaurants: Chili's, Applebee's, Panera
 - Need to attract better restaurant opportunities than fast food.
 - We need nicer places to shop.
 - More food places.
 - Places for kids and teens to go legally.
 - We need to build the train station!!
 - Hillsborough does not offer enough recreational places to go. They need to invest in a bowling alley, movie theater, roller skating rink for our children to go and mingle with other youth. Our teenagers have nothing to do. We have to travel to Burlington or Chapel Hill.
- Small Town Charm
 - Maintaining historic charm and buildings, while the town experiences growth.
 - Managing growth while keeping its charm.
 - Maintaining small town friendly, historic nature and/while encouraging development outside of town limits.
 - The need for responsible growth to preserve the small town atmosphere.
- Undeveloped commercial land like Oakdale Village and Waterstone.
- Daniel Boone Village needs to be leveled and reconstructed.
- Sustainability.
- Economic.
- Services to supply growth. Since we don't have enough, why do you seem to encourage development? Why do you allow big boxes on the edge of town and shells of businesses in town. Poor.
- I love that the Weaver St. Market building stayed true to the Town's design – keep it up!
- Why is the city so popular when businesses want to locate in Hillsborough? That's where we need tax income not from taxing the people so much.
- Over building, causing water resources to be compromised.
- Channeling property growth.
- Stop approving leap frog development.

- Growth in surrounding cities (ex. Mebane), not residential growth, but commercial improvements such as upgraded grocery stores.
- Promote the hospital at Waterstone.
- Need more commercial development.
- Growth all at once is not always a good thing – increase the need of town services, water, sewer, etc.
- It's really difficult for me to answer as I'm not really an active citizen! I would assume growth.

Downtown

- Traffic
 - Bypass
 - Need bypass around town.
 - Bypass for Churton St. traffic.
 - Somehow find a solution to route traffic around the town.
 - In town (downtown) traffic, a bypass is needed.
 - Traffic (x2).
 - Traffic issues.
 - Traffic downtown, traffic, traffic.
 - Traffic through town.
 - I think traffic issues are in need of a solution, its way to congested in the city.
 - We still need a better way to travel through Town than Churton Street. At certain times of the day traffic is too congested.
 - Traffic on Churton.
 - NC-86 needs to go around Town, not through it.
 - Thru-traffic on Churton St. – to get to Hwy-70, enforce thru traffic on Churton.
- Colonial Inn
 - Colonial Inn repairs. Colonial Inn is very important to Hillsborough history – very sad.
 - Please do something about the dire neglect on the Inn – still – King St. It has been years since that man bought it and friends of mine say in those years the inside has declined so badly that someone who would have bought it and maintained it (like Tom Roberts) won't touch it now. The timeline for “fixing” the poor Inn is too delayed and too weak.
 - Kudos for pushing the owner of the Colonial Inn to begin working on the property.
 - How could you let the Colonial Inn go down.
- Parking
 - Parking.
 - Parking spaces downtown.
 - How could George Horton think it is ok to charge for parking? We could have been better than that. No one should pay for that ugly deck except George.
- Speeding
 - Speeding close to library – post 20 mph signs.
 - Speeding on King St.
- Advertisement of downtown and Hillsborough.
- Lack of pedestrian access to downtown from outlying areas of town.
- Jay-walkers Churton/Wake.
- The long-term plan for burying the power lines up and down Churton should be done and not scrapped.
- Don't build unnecessary buildings downtown. Small is beautiful!
- Police should walk around downtown.
- Need police officers to get to know business owners downtown.
- Concentrate develop in town, within walking distance of downtown and walkable (i.e. connected to sidewalks).

Taxes/Fiscal Policy

- Taxes
 - Taxes (x3)
 - High property taxes (x2).
 - Taxes too high (x3).

- High taxes.
- Property tax.
- Tax increases (x2).
- Rising property taxes.
- Trying to keep property taxes in line.
- Taxes, I'm 63 years old and wonder if I can keep my home (city and county) heavy burden.
- Keeping Town property taxes reasonable.
- Keeping property taxes low.
- Very high taxes – much higher than Alamance County.
- Budgetary.
- Budget / taxes.
- Lack of tax income from approved development not yet started.
- Need new businesses to lower the tax rate.
- The Borough needs to understand they will have 2-6 more years to restrain spending because they are going to have difficulty to continue funding payroll and retirement pensions thru tax increases. Welcome to a new era where you need to truly plan correctly and hire real professionals.
- The biggest problem facing Hillsborough is the burden of taxpayers of high property tax that constantly keep going up each year. They are trying to drive us out.
- Excessive government spending.
- Keep cost of living reasonable in Hillsborough.
- Less funding for schools, roads, parks and public safety.

Water & Sewer

- Water Quality
 - Water quality (x3).
 - Water quality, I can't speak for everyone else, but my water has red algae and smells like sewage when I first turn it on.
 - Water quality is not up to par.
 - Improving the quality of water in the town.
 - Water quality treatment.
 - Clean water.
- Water (x2).
- Water/sewer burgeoning population.
- The purification of our drinking water, what about our new water plant?
- Water should be better and less expensive.
- Paying for wastewater plant upgrade.
- High water expenses.
- Water delivery.
- Water – possible lack of.
- Sewage treatment.
- Infrastructure – need to concentrate on waterlines, updating water sewer plant, with UNC hospital. Possibly coming water capacity will go.
- Need to have stronger water restrictions to avoid shortages during drought.

Public Safety

- Drugs
 - Drugs.
 - Declare war on drugs on Orange Street.
 - Get the drug dealer out of my neighborhood and you know he is there and you do nothing to get him out of business over 20 years!
 - This may not be the biggest issue, but I wish that our public safety department could eradicate the drug problem in the area. I hear reports that half of our high school students are using marijuana on a regular basis. My question is, why are they able to buy it? If the students can locate the sources, why can't the police? Please take drugs off our streets and get them out of our schools!

- Drugs and traffickers are a major problem here also on the north and south side of town.
- Drugs on north side of town. We need to take a stand against the drug dealers.
- Drugs on Homamont St.
- Need to get rid of drug lords and prostitutes along 70.
- Take the known drug dealers out of Hillsborough and if they return, shoot them.
- Speeding
 - Speeding on residential streets.
 - For me, one huge issue is that my son was twice a victim of crime and the police are hapless, do not do a thing. Also, I called to complain how cars coming from west Hillsborough drive 60-70 mph down King St. and they do nothing. We need speed humps on King St. As when you walk your dog you are nearly killed by traffic. The Police said it's not in their "budget" to patrol King St., but someone should. It's highly dangerous. If you can't make the police aware of cars speeding east towards town on King St., then please install speed bumps to force drivers to slow down. Control speed demons on W. King St.
- Police Presence
 - More police patrols for West End and Fairview.
 - Safety – police need more presence in neighborhoods.
- Police response time is very poor. Police once took 30 minutes to respond to an accident at the Wooden Nickel and did not administer first responder care to the victim who was bleeding and going into shock. This level of response is unacceptable.
- K-9s are good investment.
- Too many changes in speed limits.
- I live in Coachwood Apartments. Boys and girls go down in the woods every day. I don't know what for. But they might set the woods on fire. I've called the Police two times but they don't ever see anybody, but I do. Keep someone on watch out and see what's going on.
- Since the Board approved the new budget, we need more officers and nicer patrol cars.
- Why are the police no longer in the downtown station – don't see cars.

Billing & Collections

- Water prices (x2).
- Water costs (x2).
- High water bill(x2).
- Keeping water rates lower.
- Lowering water and sewer rates.
- Water bill is still high.
- Water too expensive.
- Water rates.
- Water bills.
- Extremely high H2O and sewer rates.
- Water and sewer rates too high.
- Water and sewer are too high.
- Please – let's not subsidize development through my water bill. Impose a stiff hookup fee.

Traffic

- Bypass
 - Need a bypass around the Town.
 - Need bypass from north/south.
- Traffic.
- Control traffic volume.
- The extension of Elizabeth Brady to US-70 at St. Mary's Road.
- The extension of Cornelius Street project from Eno River on the east to Eno River on the west. And reduce this project to two lanes each way with a center lane. This is safer, cost less and will get better land use.
- Traffic is only going to get worse. 20 years of talk and we are facing more headaches.
- Traffic on north side of town. We need the streets wider and something done about the overflow of traffic.

- Traffic on Homamont St.
- Hwy-70 west of Churton Street.

Streets

- Roads.
- Poor roads on bridges around town.
- Poor roadside maintenance along new Hwy-86, near Hwy-70, and on bridge over RR tracks, entering town on Churton – grass high.
- Litter.
- Better line marking on side streets.
- There is a crack in the middle of the crosswalk on King and Churton that is just big enough to trap your foot. I stepped into it once and was ok. I saw an older woman do the same and she wasn't so lucky. That should be fixed ASAP since it is a hazard in such a prominent location.

Code Enforcement

- Owners not taking care of property. Needs to be better enforced.
- Junk vehicles.
- Businesses run in residences.
- Hwy-70 – Fairview needs serious clean-up.

Sidewalks/Bike Trails

- Continue to develop sidewalks.
- Sidewalks to all neighborhood schools.
- Don't waste \$\$ on new sidewalks.
- We need bike and walking paths from Becketts Ridge into the center of town.

Parks

- Gold Park
 - We enjoy the new park and can't wait for the walking trail to completely open.
 - Gold Park is nice.
- Continue to develop parks.
- Improving the recreation of parks.

Solid Waste

- Trash transfer station threat.
- Compliments to garbage collection, leaf and brush collection workers!

Other

- Orange County
 - Schools
 - Schools.
 - Continuous improvement of school systems.
 - School quality and safety.
 - Property Revaluation
 - Property tax assessments took an unreasonable leap higher recently.
 - Tax re-evaluation issues.
 - Crowded jail. No one under 18 except for violent crimes and forcing families to send only NEW books and keeping them as jail property is stealing from the poor.
- Connectivity
 - Connectivity.
 - Connecting communities south of I-85.

- We need better communication: did not know about Gold Park, heard about poor water quality in Hillsborough from a resident in Durham, etc.
- More high efficiency of cable services due to limited accessibility.
- A map of Hillsborough is unavailable by itself.
- Don't use the computer.
- Money is being spent on buildings and parking, my concern about my health and the health of others.
- Better healthcare facilities.
- Support of local businesses must be more.
- Need to help small businesses in town during this difficult economic time.
- In general, employees of the Town should be smarter and more friendly.
- Home prices are too high.
- Housing.
- Sustainability – I would like to see some community effort to provide education about resources and people working together – not just business oriented like the Chamber, but community gardens, bartering, even the possibility of local currency like other cities in the US are doing. Local resources.
- We need access to clean (non-pollutive) businesses that hire local workers of all skill levels.
- It's better to leave well enough alone than to disrupt Hillsborough as it is now.
- Public transportation center for buses, rapid transit (NC Rail & Amtrak). Take the lead for planning a metro system in the Triangle Area. P.S. we can provide the land for service and repair of trains. There is no down side for this. We get rail (metro service) and high paying jobs for Hillsborough and local residents.
- Economy.
- The cemetery plots - a person can't put flowers on their loved ones grave without being stolen and I for one can't afford to do so.
- Hillsborough and Orange County are becoming a place for rich people who leave the county to shop. We are considering relocating to Durham because it is cheaper and closer to the kinds of things we do.
- Fairview neighborhood.
- It is doing a great job all around job.
- Ugly entryways.
- Remaining independence of the whims of Chapel Hill/Carrboro.
- Encourage new businesses such as restaurants to provide services for residents.

WHAT CAN THE TOWN DO TO IMPROVE SERVICES?

Public Safety

- Drugs
 - Get the drug dealer and his customers out of my neighborhood, and you are NOT doing your job, raising property taxes, setting speed traps for innocent people and keeping drug dealers free not arresting them! Fix this!
 - Crack down on street pusher's with their drug sales.
 - Have the Town sub-station take care of drug and prostitution issues in Fairview area. It's obvious to normal citizens – they have to recognize it. Take off the blinders and clean it up.
- Presence
 - Increase police visibility.
 - Please start keeping 24 hour presence at Lakeside Drive, Gateway Village again. It worked last time but now it has become unruly again. Gun shots are a weekly issue there again. Public – my house was broken into twice when I was asleep and awake.
 - Better trained police officers who could go door-to-door to meet residents and talk to them about their concerns. Hire more police who live in downtown Hillsborough so they are more invested in the area.
- Police officers need to slow down when driving.
- Less harassment by police officers sitting in private residents drive ways.
- As a whole I feel our police department and its officers are doing a great job but there are certain places as I mentioned that are troublesome still. There 24 hour presence there does make a difference when they have done that in the past. I know we on the southside are not able to always be top priority but we appreciate the time they spend patrolling there and the adjacent neighborhoods. I complement the response time the police have when they are called. They are dispatched quickly and are there in a timely manner. Thanks to all of the force and their chief for working so hard to make this town a safer place to live. They have their hands full. You all are appreciated. They definitely deserve a raise in wages.
- Police service – too much small crime, breaking into cars, small theft, etc. Need to evaluate cost vs. return with police!
- Police are rude and arrogant. Ask them to be more courteous and listen.
- Additional police officers.
- CITGO station is scary!
- Curbing prostitution – Cornelius St., municode.

Communication

- More communication from Town manger, mayor and other employees. I like to hear from people who actually do the work such as the police officers, public works and Chief of Police, which has been an asset to our Town.
- Get the word our better than it does about services and events.
- There should be a town bulletin board where you can find local carpenters, plumbers, electricians, and landscape people.
- Continue to actively solicit citizen input and then listen to what is said.
- I have found the township very open and honest in general, even with the reporting of the trihalomethane violation.
- Let every citizen know what the town website is.
- More advertisements re plans for improvements.
- Communication via all methods listed [on survey].
- Better newspaper coverage about important issues needed.
- More email communication with residents (on a regularly updated website – the information isn't current and several links don't work).
- The last time I used the Town's website it was abnormally slow and ended in a server error – fix that reliability.
- I really like getting email notices from Catherine Wright.
- Continue to communicate in new ways to reach a wider audience.
- We have just moved in (4 months). We did not know of your website. A welcome package with useful information could have been sent to folks coming in to town.

Billing & Collections

- Reconnection Fee
 - Remove \$75 reconnection fee for late H2O payment.
 - I'm a single parent struggling to pay my bills every month. As such, I usually pay my water bill a month behind as I juggle other bills. My home is less than a mile from the Town Hall Annex and if I go one day over that second month bill I get cut off and have to pay \$75 for the water to be turned back on. That is insane to charge that much! I understand its business and business doesn't care about individuals but if I'm having trouble paying as it is, do you really think screwing me for an additional \$75 for someone to drive a mile and turn a switch makes my life any better? I know it's my responsibility to pay my bills on time but when I have to choose between a shower and a my son eating, well you already know my choice by the hundreds of dollars you've taken from me. How 'bout maybe a nice warning letter first?!?!?! Have a heart.
- Online Bill Pay
 - The Town website would be vastly improved by the addition of online bill pay for water/sewer.
 - Have bill pay online!
- Lower water/sewer bills.
- Water bills are too high!
- Water bill decrease.
- Monthly water pay plan (prorated).
- \$86 water minimum? Egregious!
- Lower minim bills for monthly water/sewer to reflect actual usage. Should not be penalized for conserving water or having a small household.
- Make water and sewer cheaper.
- Lower water bill and stop wasting money on brochures about Hillsborough and sending in mail. Use that money to help lower water bills – such a waste – gets tossed in recycling bin.
- To save money, the newsletter could be sent with the water bill.
- Have had “issues” with people working in the water billing/collections department – wanting my social security number when I've tried to setup water service for a corporation who I am an agent for. I had difficulty explaining to these staff (troubles getting them to understand) that the water service was not for me personally, but for the corporation. They seem to have a “one size fits all” mentality.

Water & Sewer

- Quality
 - Improve water quality
 - Quality of water service. Often has odor. Often out of federal compliance.
 - Clean up the nasty tasting water.
- Fluoride
 - Get the fluoride out the drinking water!
 - Fluorination of the drinking water is unnecessary. Though a common practice, the addition of the industrial waste fluoride is a health risk. Please see flouridealert.com
- Invest in new water plant.
- Last time I called to report a water leak on Town side of my meter my voicemail was not returned nor was the leak fixed.
- No water pressure at high elevations.

Downtown

- A pedestrian downtown.
- Add sidewalks, crosswalks, pedestrian signals to facilitate walking access to downtown.
- Complete sidewalk/roundabout Churton St. bridge project.
- Stop through traffic.
- Fix the old Colonial Inn, let the Town purchase it.
- Continue to support historic district and regulations!
- Understand that Hillsborough is more than the downtown district.

Taxes / Fiscal Policy

- Use tax money wisely when it affects the community and the town more like education, recreation...
- Lower! taxes for town customers / water rates.
- More communication on how to interpret consequences of tax increases.
- Cut back on the essential services: law enforcement, water/sewer utilities. The rest of it can be eliminated. "The best government is the least government" – Thomas Jefferson.
- Police get majority of budget but are not the only service Town needs.

Growth / Development

- Growth Management
 - Manage growth effectively.
 - Need to do smart planning as we move forward. The small-town charm of Hillsborough is its greatest asset. Take care of it.
- Hillsborough could help itself if town and city commissioners would try to bring in some businesses other than fast food to help the tax burden. I'm on social security, my wife on disability my taxes on my home are twice what my payments use to be. My future to stay in my home worries both of us. Town officials and County officials don't see the people who are hurting because of decision they make on the citizens. They only see numbers mostly dollar numbers.
- We need a larger restaurant like Cracker Barrel or etc.

Streets

- To mow down the grass on the side of the roads. I'm talking about the ones in Collins area.
- I think the Town can encourage the state (DOT) to come and take care of our roads/roadsides better. Our entrances into Town (85 & I-40) are terrible looking. No maintenance is being done – why. Trees, debris, trash...
- Do a better job of picking up items left at street. Some streets appear to be ignored.
- One thing – improve the roads. I live on a dead end road that was paved up to my neighbors drive way and not up to mine. I'm very disappointed because the road in front of my drive way is in very bad need of repair. I'm speaking of Oak St. Please handle this.
- Streetlights
 - Need to check street lights – ones out, those that never cut off – who do you call?
 - Insist on a streetlight by corner of Orange Grove Rd and Old Turner Rd. I have offered Piedmont Electric to pay for it and okay use.

Sidewalks/Trails

- Place safe walk-way to businesses north of town for non-drivers with no family available at all.
- I'd like to see more bike/pedestrian trails.
- More pedestrian/bicycle roads/sidewalks.

Parks

- More progress on the Eno Riverwalk would be great.
- Gold Park is a wonderful addition.

Code/Ordinance Violations

- Follow up on code violations – I've called twice about a neighbor with a junked truck and it's not been taken care of (many months ago).
- Follow thru on ordinances – no hold people responsible for cleaning up their property – getting rid of old car, furniture, etc.

Solid Waste

- Provide grass clipping pick-up with the leaf pickup machine instead of Town staff in charge of picking up yard waste, especially if brown lawn bags are wet due to rain. Mebane does this type of pickup.

Other

- Staff
 - Too much staff, manager, etc.
 - Hard to reach Town Hall – seems that nobody is there. Don't cut staff and have more for them to do. Try to balance – know that money is tight.
 - I love Cathy Johnson's [Town Nurse] efforts to educate the city workers as to local health options.
 - I have found everyone I have contacted as far as town management and employees to be very qualified and helpful. Whatever the town can do to keep the employees happy and healthy will benefit all the citizens. I do not care to be anonymous. If there is anything I can offer, please let me know!
- Keep trying.
- Be available.
- Keep refining and keep asking questions.
- Be more responsive to residence concerns.
- Encourage more community collaboration to brainstorm ideas.
- Continue education on customer service for town workers, this should go for us all anyway.
- Hire consultants (expert).
- I think Mayor Stevens is doing a good job for our town.
- Consolidate Eno River and Hillsborough Farmers Market downtown (add market space if needed).
- Recently read about potential new requirement for residential sprinklers. This is a terrible idea which is very costly. I would question the thought process of anyone who would support this issue.
- Don't like the low income housing.
- Make a traffic plan.
- Outdoor events (concerts, outdoor movies).
- Doing a pretty good job with available staff.
- You seem to be doing well – I'm rarely home!
- Doing a great job. I don't ask for much!
- Thank you for what you do.
- Make meetings real-time so folks can watch from home/office.
- Perhaps more surveys.
- Existing services are fine.
- Orange County
 - County Offices
 - Too much new government offices and buildings.
 - It looks as if a real positive effort has been made to build Town offices and a parking garage to take care of future expansion. At this point Chapel Hill looks like a good example of what NOT to do.
 - Recycling
 - More recycling centers in apartment complexes.
 - I think the majority of services are run well however why do the people collecting recycling not pick up what they drop. Always have to pick up after they've collected.
 - Revaluation
 - Do not increase property taxes at this time. People are unable to sell houses at the appraised values – raising questions about the appraised values.
 - Be more fair in the way taxes are raised. My property value just raised from \$212k to \$260k even though I could never sell the house for this price. \$260k is much more than homes are selling for on my street. This may well change my voting patterns.
 - Animal control needs to respond to complaints better and levy fines for non-licensing and rabies vaccines.
 - The jail should (could) be managed much better – better food on weekends – more phone lines and phones. More attention to mentally ill inmates – sort them out.
 - Keep improving schools.
 - Remove the retarded, liberal judges and replace them with jurists that actual care about public safety more than coddling some “poor, disadvantaged drug dealer or junkie.”

BETTER WAYS TO CONTACT CITIZENS:

Phone (x3)

Website

Personal visit

Twitter