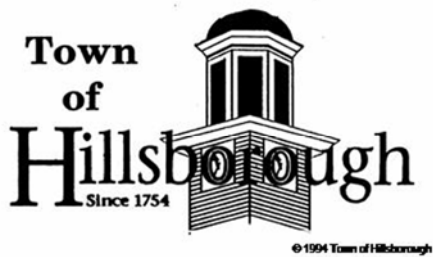


FY08
TOWN OF HILLSBOROUGH
CITIZEN SURVEY
RESULTS

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To: Mayor Stevens, Board of Commissioners, and Manager Peterson
From: Emily Bradford, Budget and Management Analyst
Date: August 25, 2008
Re: FY08 Citizen Survey Results

In June, the Town conducted its second 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). The percentage of citizens that agreed with a statement was calculated using the number of responses with a rating of six (6) through ten (10). 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 620 households, approximately 25% of the population, via mail and received back 187 responses, equating to a 30.2% response rate. Based on communication with experts in the survey field, a 20% response rate is considered "high," and at 30.2%, 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.

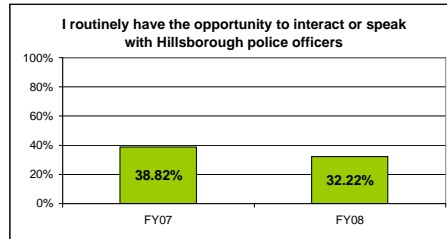
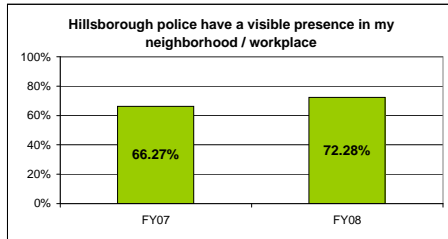
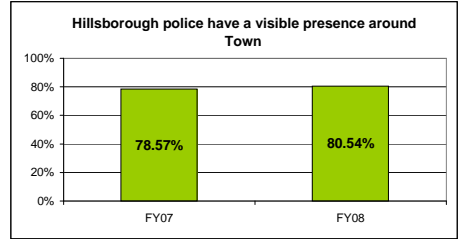
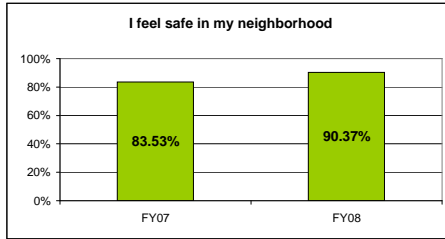
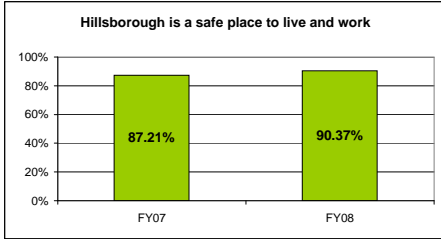
Please see below for survey highlights. For complete survey results, please see attached documents.

Survey Results Highlights:

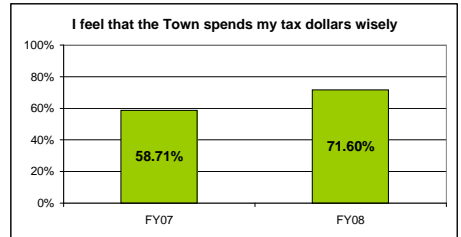
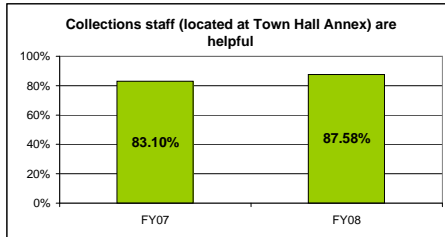
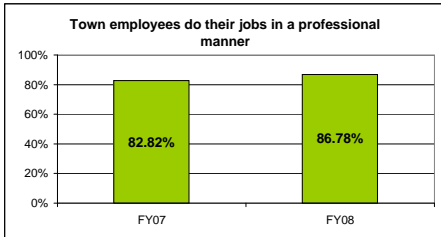
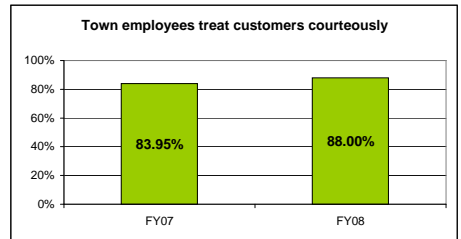
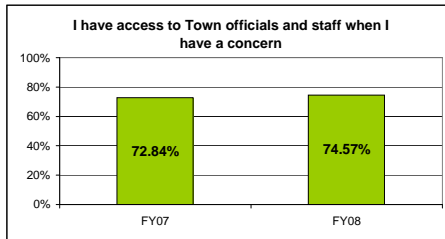
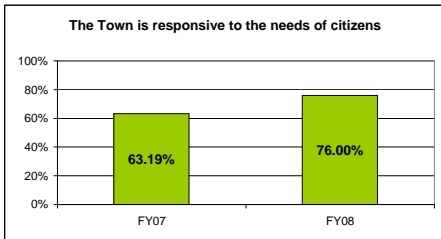
- 90 % of respondents said that Hillsborough is a safe place to live and work, up 3.62% from FY07, while the percentage of respondents who said they had an opportunity to interact or speak with Hillsborough police officers fell by 17% to 32%.
- 76% of respondents said that the Town was responsive to the needs of citizens, up 20% from FY07.
- 75% of respondents said they had access to Town officials and staff when they had a concern.
- 88% of respondents said that Town employees treated customers courteously and 87% felt that Town employees did their jobs in a professional manner.
- 72% of respondents said that the Town spent their tax dollars wisely, up 22% from the prior year's survey.
- 74% of respondents felt informed about the Town and its services.
- Biggest issues facing Hillsborough: growth / development, public safety, preserving historic downtown, traffic, and tax rate were among the most common responses.
- Things the town can do to improve its services: public safety, taxes/fiscal policy, development, and communication were among the most common responses.

Town of Hillsborough FY08 Citizen Survey

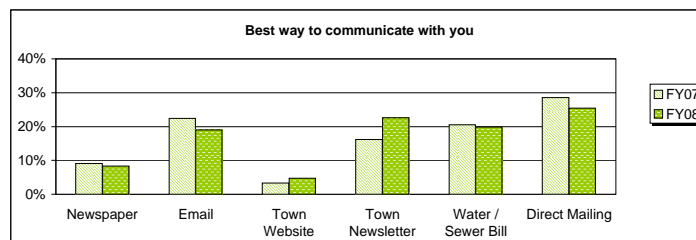
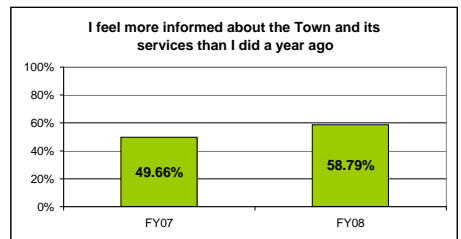
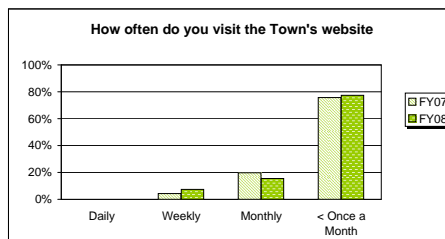
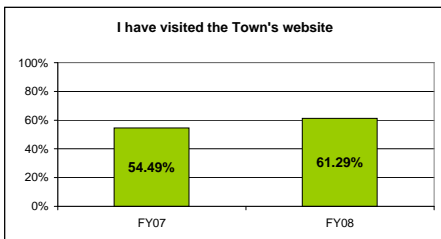
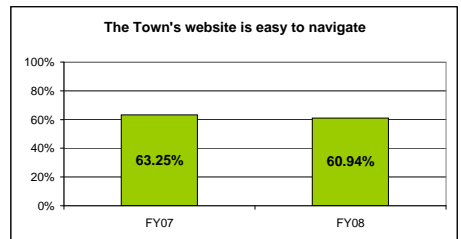
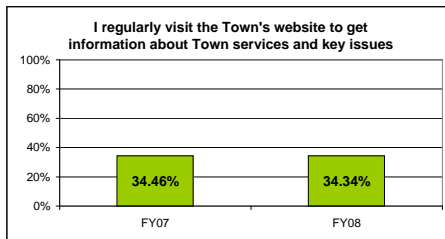
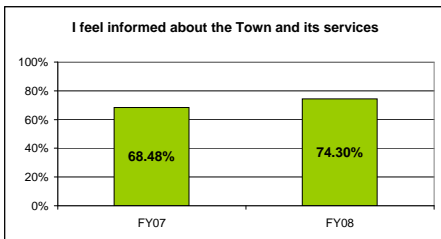
Public Safety



Governing / Town Management



Communication



TOWN OF HILLSBOROUGH

FY08 CITIZEN SURVEY RESULTS

WHAT ARE THE BIGGEST ISSUES FACING HILLSBOROUGH?

GROWTH / DEVELOPMENT

- Growth
 - Growth. (x12)
 - Growth - too much too fast.
 - Growth management. (x2)
 - Growth and management of growth.
 - Rapid growth and how to manage it.
 - Managing growth, choosing development projects wisely.
 - Rapid growth and development.
 - Monitoring growth wisely.
 - Guiding growth.
 - Major growth; needs thoughtful guidance.
 - Control growth. (x2)
 - Growing in a sustainable manner and not building a Town that is friendlier to cars than people.
 - Rapid residential growth costs more than it brings in (streets, water, sewer, police, roads, etc.).
 - Reasonable growth that preserves historical, small-town feel such that Hillsborough doesn't become another faceless, strip malled suburb.
 - To grow without losing our charm and small town feel.
 - To grow without looking like a strip mall or big box line of commercial stores.
 - Development. (x2)
 - Development, overstretching resources.
 - Growth and supporting infrastructure required.
 - Overbuilding to an inadequate infrastructure (ie water supply and roadways).
 - Making sure our infrastructure accommodates growth. Don't become Wake Country schools or water situation.
 - Growth that seems exponential and are we prepared for this?
 - Growth and density issues.
 - Over-development and traffic.
 - Growth without serving increased transportation needs.
 - Growth and environment. No need for "cheap" businesses.
 - Avoiding too much growth leading to over crowding. Don't let Hillsborough become like Cary.
 - Lack of planning for growth.
 - The growth of the community and the town being able to create new housing for the new population influx. New jobs will need to be created to accommodate the increase in population.
- Amenities
 - One issue is that the Town needs a facelift in certain areas (i.e. Daniel Boone Center, Maxway Plaza). We need more modern amenities and better shopping. We try to shop local but Hillsborough needs more to offer.
 - Lack of fun things to do.
 - Need more family restaurants other than fast food. More things for young people to do other than hang out in parking lots.
 - We need more restaurants, as of now you have to go to Mebane for that.

- No restaurants!!! Hillsborough residents are increasing everyday with new housing developments and we have no good restaurants!!
- Why can't we attract higher end businesses and restaurants like Mebane?
- Businesses /stores north of town and safe way to reach them.
- Need more affordable retail businesses.
- It would be wonderful to have more retail stores in our town. If I wanted to purchase a pair of shoes it would be nice to get them in town. Instead of traveling to Burlington or Durham.
- Promote growth of needed retail services, condos in mill, other things to appeal to visitors and generate income for the Town.
- Very little stuff for children to do or go to for free. The old Wal-Mart building would make a great YMCA.
- We have nothing for these young kids to do. We have no movie theater. No clothing outlet, etc. Be honest there's not anything to do here in this town. No park!
- How about a Chili's or Firehouse Subs or Applebee's??? No more subways! No more gas stations! Take note of Alamance Crossing and all of those restaurants!
- Entertainment needs.
- We would like a performing arts center in Hillsborough. We don't want to become a bedroom community.
- Not enough shopping in quality stores. I don't like the image we are presenting when we continually open businesses like Dollar Hut, Dollar Tree, Goodwill, Wal-Mart, Burger King. Weaver Street is the best thing that the town has approved in the 4 years I've lived here.
- The need to keep up with the growth of the surrounding towns. As residents we leave Hillsborough to do almost everything - shopping, entertainment, outdoor activities. Hillsborough would benefit from attracting more upscale retailers such as Harris Teeter, Starbucks, etc. I think Hillsborough can preserve the Historic beauty and also provide some modern conveniences that people like. Movie theater, shopping, etc.
- Housing
 - Ensuring availability of low income housing.
 - Influx of low-budget housing.
 - Low-income housing in otherwise good neighborhoods.
 - Affordable, safe housing.
 - Housing.
- Jobs
 - Jobs. (x2)
 - Need higher salary commercial jobs to add property tax revenue.
 - Not enough places to work. It's just a bedroom community.
- Economic development. (x2)
- Zoning decisions (promptness).
- Need for aesthetically pleasing renovation of dilapidated properties.
- How to create better attendance at monthly events. Bring in more vendors to Friday night arts events. Bring in more tourists to the area as a destination. More national retailers in town for residents. Get rid of the strip bar at exit 165! A nice look to Churton leading to downtown. Too many fast food and used car lots! My visitors comment on this all the time.
- Encouraging cultural diversity in areas of town and bringing more shopping options to the area. Also, increase activities for kids.
- There is a lot of good stuff happening, however the Town needs to make use of existing spaces (old Wal-Mart) before clearing others for development. "Shopping center" at corner of Hwy 70 and Churton is an absolute eyesore! They reflect neglect by Mayor and Board.
- Historic district infill

- Low commercial growth. Leave downtown Hillsborough intact however we need more consumer/commercial growth.
- Discouraging polluting businesses and encouraging clean industry.
- More businesses (restaurants, etc.) needed to generate more revenue as long as infrastructure supports.
- I am pleased to see the growth with new businesses and even homes but worry about traffic patterns and potential problems. Also vacant lots (like near Randy's Citgo) look bad for our town. Keep beautifying the entrance ways to help maintain our historic country town!
- The north end of town could use some incentives for home improvement and perhaps job opportunities.
- The new growth (Hampton Point) is tacky and an eyesore. Do we really need more dollar stores and fast food restaurants? The new growth in downtown doesn't match the historic feel of downtown.
- Balancing need for town income with limiting growth to keep the charming ethos. We don't need additional big box stores.
- Motivating developers and retailers to complete the construction project at Churton and Oakdale Drive.

DOWNTOWN

- Traffic
 - Traffic through downtown. (x6)
 - Traffic, especially through downtown in the evening.
 - Need Elizabeth Brady by-pass.
 - Traffic congestion on Churton Street. (x3)
 - What to do with the narrowness of Churton Street.
 - Expanding the Eno Bridge (Churton St) to 4 lanes within the next decade.
 - We need another way to get through town.
 - Need a “smart light” on Churton near Weaver Street Market.
 - Traffic on St. Mary's, King, Churton Streets. No through traffic please, especially delivery trucks.
 - Central Hillsborough traffic congestion and when Weaver Street Market opens we are really gonna be in trouble! I have already planned another route around central town.
 - One of the biggest issues facing Hillsborough is the traffic that has accumulated in the downtown area. Since the opening of the new Weaver Street Market, more people are coming into and driving through the downtown area. People who frequent the outdoor restaurants on Churton Street are taking their lives in their hands because the traffic goes so fast in such a small area and gets very congested during the morning, afternoon and throughout the day. More and more drivers are using Exchange Park Lane as an alternate to the back up of traffic which occurs going through downtown and as a short cut to the County Tax Office (employees and citizens) and Orange Grove Road. Exchange Park Lane is like all other residential streets in Hillsborough - unable to adequately and safely handle large amounts of traffic due to the narrowness of the roads. The speed limit on Exchange Park Lane is marked 20MPH, as is the speed limit in the downtown area, but everyone drives an average of 35-40MPH. Very, very dangerous on Exchange Park Lane, especially since there is a one lane rail bridge, covered with gang graffiti, after a blind curve in the road - both ways. The railroad bridge is inadequately marked - no reflective signage anywhere. Transfer trucks try to travel on Exchange Park Lane, but soon find out they cannot go under the railroad bridge. Subsequently, they have to back up and turn around in the parking lot of the Exchange Club Building. Again, this is very dangerous and there is no signage. The most dangerous part of Exchange Park Lane is the speeding that occurs, most especially when there are little league softball games occurring at the park. Citizens walk, jog, and ride bikes throughout our beautiful historic town. God forbid that some child darts out between the cars, a head-on collision occurs, or a pedestrian gets hit - all accidents waiting to happen.
- Parking
 - Improve parking downtown.
 - Parking downtown

- Colonial Inn
 - Colonial Inn will never be fixed.
 - Restoring and reopening the Colonial Inn.
 - Pressure owner of Colonial Inn to restore and rebuild to improve downtown.
- Is there a moratorium on writing speeding tickets in Hillsborough? This additional revenue could be used to place traffic calming speed bumps on residential streets in the downtown area and place appropriate directional signage where needed. What price safety?
- Enforce ordinance against semi trucks passing through downtown.
- The filthy parking lot behind Bank of America, make cafe owners do a better job of “cleaning” after the business.

PUBLIC SAFETY

- Drugs
 - Drugs. (x2)
 - Main issue is drugs in Fairview.
- Crime
 - Crime (x2)
 - Crime and lack of police presence to address the issue.
 - Increased crime with growth.
 - Increased crime.
 - Unattended, crime-ridden neighborhoods like Gateway.
 - Crime on North side and break-ins.
- Safety
 - Public safety.
 - Safety concerns - break-ins and robberies.
 - Making sure all neighborhoods feel and are safe and secure.
 - Safe in the neighborhood.
 - I don't always feel safe with people I don't know walking the street at night.
- Need more police presence in Fairview. Crime in Fairview - need a police substation next to Lunsford store.
- Please monitor and improve Gateway Apartments. This site has a negative impact on the community surrounding it. Murdock Road residents are at risk - drugs, gangs.
- Need more police officers, need better pay so the officers will stay.
- Police!!! Hotline for drug abuse, neglect, etc. Concerned at all times, not 911 but a specific number and a real person to respond.
- Honesty on the police force.
- Speeding on residential streets.
- Gangs.

TRAFFIC

- Traffic (x9)
- Traffic congestion (x2)
- Traffic, traffic, traffic.
- Traffic flow.
- Highway/traffic issue.
- Increased car/truck traffic which bottlenecks in many places due to more residents moving into area.
- Noise (motorcycles, trucks, sirens).
- Growth - namely traffic.

TAXES / FISCAL POLICY

- Taxes. (x3)
- Taxes are too high. (x2)
- High taxes.
- Increasing taxes and high taxes.
- Taxes that are rising very quickly.
- Rising taxes! Take burden off retirees and homeowners.
- Property tax.
- Lowering property taxes.
- Decrease taxation.
- Revenue. (x2)
- Tax base.
- Continued growth versus lack of money, which is common to every municipality these days.

BILLING & COLLECTIONS

- Water bills (x3)
- Water rates. (x3)
- The water costs too much. (x3)
- Water bill too high. (x2)
- High water prices.
- Price of H2O and sewer.
- Water bills are too high - people consider water expense when deciding whether or not to move here.

WATER & SEWER

- Water. (x4)
- Water/sewer.
- Water supply with drought and increasing population and developments.
- We are highly concerned about the water and wastewater treatment capacity, with all of the growth around Hillsborough. Also, the water delivery system is not sufficient when customers have to build water storage tanks for fire protection.
- Water conservation.
- Proper water use.
- One big concern for me is city water leaves a red residue in my shower, it wipes up like a powder, is it really safe to drink?
- Water! (and sewer lines).

WALKABILITY & CONNECTIVITY

- Sidewalks
 - Sidewalks.
 - Need sidewalks all over town.
 - Lack of sidewalks to connect neighborhoods to downtown.
 - Need sidewalks that handicapped people can use in neighborhoods around downtown.
- Hillsborough needs to be more pedestrian and bike friendly. Clearly there is too much traffic and this would make a big difference and create a more healthy community.
- Provide walking and cycling paths from Beckett's Ridge into town and around town.
- No biking or walking paths - Riverwalk is a good start.
- No bike paths.
- Integrating the various parts of town into one.

STREETS

- The highway 70 project.

- Street paving (keep roads repaired and resurfaced).
- Stoplight at Millstone and Churton.
- Many roads in Hillsborough are in need of repair not just patching which has to be done over and over and does not last long.
- When streets are paved the town comes right behind the paving crew to tear the road up to repair over and over again outdated, corrosive water pipes, then they patch over patches. I have lived here for over 10 years and our street is always covered with patches. When they do patch with asphalt they do not pat sand or anything else over the patch and cars pull the asphalt right back out of the uneven, never smooth holes. Snow removal equipment would have been a better investment than all of the new trucks that were purchased a couple of years ago.

COMMUNICATION / INFORMATION

- I would like to have a human voice when I call. My calls are never returned.
- Better and more direct phone numbers and responses.
- Information put out about the Town is a little better than 3 years ago.
- More dialogue between all people/areas of county.
- Also, the emergency contact calls that were tested by the town I called the town offices and asked why the system would not leave messages on answering machines. I have not been given a reply after calling several times. Each time I'm told they will get back to me. I'm still waiting!

CODE ENFORCEMENT

- Lack of curb appeal - my neighbors have a lot of junk displayed in their yard.
- Foreclosed properties making homeowner responsible for upkeep of property until sold (yard) more are.
- No homeowner code enforcement. Broken down eyesores everywhere, just open your eyes, look around.

PARKS & RECREATION

- Decrease the funding for Parks and Recreation.
- Increase/improve public parks.
- Parks not in bad areas and walking trails in safe ones.

PUBLIC WORKS

- Too much littering, trash. Have an annual litter day festival. Be creative and take action. Garbage and recycling extremely inadequate. Town does nothing to motivate residents to comply (the residents who are more stubborn).
- No drainage, watershed plan that makes sense.

ENVIRONMENT

- There are towns around the country who are making the initiative to go green - banning Styrofoam (polystyrene) - dozens of cities already have. Putting in alternative energy systems to power the town. Instituting better building standards for all new construction - LEED the Leadership in Energy and Environmental Design Green Building System is a great third party certification program. Please consider that Hillsborough can be a part of the solution to the trouble the planet is in and we can do it now through education and change now. I have included the business card of a Hillsborough resident who is a good resource for this kind of change.

OTHER

- Small Town Feel
 - Snobbery - newer residents trying to turn us into an annex of Chapel Hill. Hillsborough needs to fight to keep its small-town feel.
 - Provide required amenities while maintaining the quaint hometown character.

- Protecting the old town atmosphere against ill planned growth.
- Keeping the small town feel.
- Schools
 - Massive debt service that Hillsborough schools have.
 - Education and schools.
 - Improve schools - minimize impact of failing programs such as “No Child Left Behind.”
 - Gangs in school
- Farmer’s Market
 - Farmer's Market split.
 - We need unity in our farmer's market.
- Need more information on the prison that is being built near Becketts Ridge.
- Getting a train stop in Hillsborough.
- Hillsborough is a great town and growing.
- Survey could have been enclosed with our water bill to save postage used to mail it to us and the 424 stamps, that for the most part will not be used, so it probably wasted 65-70% of that money.
- With the price of gas perhaps town vehicles should spend less time driving around and be used to go to and from where there is actually work going on. I pass these vehicles all day ever day. Why so many trips, this town is not that big? I sincerely hope that those who manage the Town's finances remember they are spending someone else's money - the citizens- and they need to operate on a budget - not on our money.
- Not sure.

TOWN OF HILLSBOROUGH

FY08 CITIZEN SURVEY RESULTS

WHAT CAN THE TOWN DO TO IMPROVE ITS SERVICES?

PUBLIC SAFETY

- Police presence in bad areas.
- Hire more police officers, be more present. See the mayor more in my neighborhood - Fairview over 45 years.
- Patrol more often the streets.
- More police presence in the high crime and drug areas. The late hours need more patrolling, especially after midnight.
- Please keep the Hillsborough police officers patrolling Beckett's Ridge and Millstore Drive. They are doing an excellent job with people speeding through the neighborhood.
- Put the police at work more. Have them to patrol the area more than just some times.
- Promote neighborhood watches. Police officers would have opportunity to meet people and learn of issues. Kenion Grove would be a good place to start.
- Add more police.
- More police officers and cars.
- I'm not complaining that there isn't a strong police presence. That seems good!
- Get the police to stop hiring fundraising services... they are rude and it is inappropriate.
- Enforcement of speed limit in growth areas.
- We think installing speed bumps on Margaret Lane where we live would discourage speeding. Because Margaret Lane is the flattest of the streets running east-west it seems to get the worst in the way of speeding.
- Police Department seems to have adequate staff for size and population for town, but watch for explosion of growth.
- Crime response action.
- I think the police we have are doing the best job they can, it's just not enough.
- Orange County needs police officers skilled or specializing in gangs and gang prevention.
- Have a Town meeting and introduce the police officers.

TAXES / FISCAL POLICY

- How do you figure out the tax rates?
- The Town of Hillsborough needs to come up with another way to offset these raises in taxes. Sales tax will work.
- Reign in ever increasing taxes. Save money by making some town services pay as you use them rather than everyone funding them whether you use them or not (ie bulky item pick-up, leaf pick-up, etc.)
- Keep costs down, especially the property taxes.
- Lower property taxes for senior citizens.
- Taxes too high.
- No tax increases. You and the county get more per year than the bank.
- Decrease taxation.
- Cut taxes!
- Control costs and control/reduce taxes.
- Spend tax dollars wisely.
- Develop wisely and intelligently as opposed to "grabbing tax dollars!"
- Would like to see capital projects funded outside of operating budget.

- Find ways to not raise property taxes further.
- Improve perceptions. Emphasize cost effectiveness of services - not just services themselves. People want to know that they are getting the most for their money. How do Hillsborough services compare to other communities?
- Annex in more area for higher tax base.
- Add more services and try not to take property from citizens. Keep raising taxes but town has nothing to show for it. Where is the money going?

DEVELOPMENT

- Manage growth better. Plan for a real town with a real downtown from the 40 to the 70.
- Do not let Hillsborough remain a bedroom community. Attract more businesses.
- Provide more retail business to keep people in town.
- Be more open minded when new business wants to become part of our community.
- Be more open to more businesses in our area.
- Bring more companies.
- Businesses need to be encouraged to come here.
- Attract more restaurants.
- Expedite to fruition town growth initiatives, i.e. Riverwalk, sidewalk plan, Gold Park, etc. Improve zoning ordinance to better regulate development.
- Approve Buckhorn Village shopping center.
- More careful and more searching examination of major projects such as the new parking garage.
- There are a lot of rest homes.
- Businesses open for longer hours.
- Put things in our town where we don't have to go to Durham, Chapel Hill, etc. where we get in trouble with the law or our kids getting in trouble with other cities. I think, and I know it doesn't pay to think, but come on, we have enough money in our town to have jobs for people and teenagers. Keep them from getting in trouble. Guns should not be allowed to be in there support unless its licensed down town nor in their car unless licensed. Instead of locking up these young men, give them “call second chance” after we did what we could do - as tell them they have to have a job in no less than 1 month. No job = “jail”. From jail to a boot camp are make them clean up our Town.

COMMUNICATION

- Better communications.
- Keep communicating.
- Keep citizens informed.
- A monthly newsletter enclosed with the water and sewer bill each month would help to keep us informed.
- Better information (and more often) on what the city is doing for residents who can't come to town meetings.
- Keep people informed and exercise common sense fiscal policies.
- Continue to advertise in weekly newspapers and promote community awareness activities.
- Send out more newsletters.
- Town newsletter.
- Limit use of emergency notification system - tornado warning good. 3 calls for silver alert excessive. Too many calls and people will not sign up and miss an emergency notification.
- You can reduce the “glamour look” with our newspaper to save money. I am interested in only the information.

DOWNTOWN

- Move forward to build a bypass around town which would make it easier for us to get into downtown.
- Traffic issues with new development downtown.
- Road access to downtown from southend need to be improved.
- I like the development going on downtown. I think it is important to bring more activity to downtown, but it is also important to preserve Hillsborough's character.
- Hate the way the Weaver St. Parking compound looks - how did that happen in this town so concerned about its appearance? It's embarrassing.
- Parking space behind Bank of America on Churton Street.
- We need the new parking lot to be free.
- Free parking. Accommodate County employees on all parking issues. Cops ticket County employee cars and skip the 5 or 6 State cars parked and taking up spaces that aren't even used most of the time. These should be moved and picked up when needed. The Town and County need to work together better. Need parking.
- Get Colonial Inn operational!
- Last Friday's are wonderful! Please retain them.

SERVICES

- Let people know what is available and how to access it.
- Service the black as well as white.
- Keep refining.
- I think you are doing the best you can.
- I have not had any problem or concerns. Overall satisfied.
- Services are great!
- Ok. May think of something at another time.
- I'm fairly content.
- Services are fine.
- Overall, best services of any community I have lived!

PUBLIC WORKS

- Act when problems are called to your attention! Trash and rubbish on street side of curb. Unmowed yards on Town right-of-way. Garbage dumpsters on street for days and days. People pay no attention to your little yellow tags. They need personal direction or official mail!
- I have called once and emailed once to request a leaf pick-up, following the directions on the webpage. No one returned my call either time. Frustrating!
- Why does the Town not support better/easier/more convenient drop off (garbage and recycling) centers? Convenient to foster participation for residents properly dispose of all refuse found throughout the streets, the sides of the roadways and especially along roadsides. Everywhere. Residents have rusting appliances, old tires, old cars, all leaching their deathly chemical components into our ground water. Tons of cans of paint, varnish. Hillsborough is a giant dump. Why can't you have a code enforcement with fines for cleaning drainage ditches on homeowners property for good water drainage. Most residents do okay but there are a few problem neighborhoods with drainage issues that could be made markedly improved by just making homeowners clean/clear out their ditches and keep the weeds/grass mowed, again for water runoff control that allows better distribution during heavy downpours. I have tried for 2 years to find the right employee to discuss why this isn't being done.
- Clean streets.
- Promote the Adopt-a-Highway program to help decrease litter.
- Brush and heavy collectors. Trash collectors are okay.
- I do like the improvement of picking up yard waste.
- Keep on providing leaf pickup and year-round debris pickup.

WATER & SEWER

- Need better information on when water is restricted and how to comply during drought.
- Great job on water conservation - shower heads and water restrictors offered for free.
- Faster information on when water boil restrictions occur.
- Give us good clean drinking water without chemicals.
- Consistently meet Water Quality Standards.
- Extend hours of water/sewer department.
- Focus on water issues (improving the water plant).
- Start by improving water pressure in Becketts Ridge!

UTILITY BILLING / COLLECTIONS

- Communication at the town annex.
- Accept H2O payments online, provide more information online concerning recycling services.
- Have it so you can pay your bills online.
- I would like to see the water/sewer bill set up for electronic payment or at least include an envelope when mailing the bills.
- Include a return envelope with the water and sewer bill.
- Tiered water billing. Large consumers should pay a higher rate.
- Water bill too high.
- Lower in-town water rates.

STREETS / TRAFFIC

- Too many traffic lights in town.
- Too much traffic.
- Improve flow of traffic away and out of residential areas. Speed humps instead of stop signs. Create a bypass to get from south to north so Churton isn't backed up. Please replace street sign at Beckett's Ridge and Hwy 86 - it's been months!
- Bypass.
- The new stoplight by Weaver St Market should be timed to convert to flashing yellow coming up Churton on off-peak traffic hours and especially when Weaver St Market is closed.
- Speed up the connectivity of the town by allowing residents to get from point A to point B safely.
- Install a left turn signal at Churton and Margaret Lane.
- Street from Route 40 to Route 70 (bypass).

PARKS & RECREATION

- Build public park/play areas with access to swimming pools.
- Too much money spent on parks.
- Leave off some parks and recreation.
- Promote greenspace initiatives.
- How about a park or two?
- Free exercise facility (exclusive of general public).
- Pick up trash, cans, clean up the parks.

CITIZEN INPUT / FEEDBACK

- Solicit views of citizens on a continuous basis in a variety of formats: mailed surveys, suggestion boxes, newspaper surveys, town meetings.
- Keep getting citizen input.
- Involve citizens about anything pertaining to "us".
- Get the citizens more involved.

- Give more than just “lip service” to citizen feedback. It's not enough to just say “we asked” (ie, Water Advisory Board). The Town needs to actually implement feedback and recommendations.
- Listen to citizens and do not play politics with them. They are humans also.

WALKABILITY & CONNECTIVITY

- Mow the sides of the roads so at least those who want to walk can do that now. Thank you for all you do!
- Work on creating sidewalks on Churton.
- Increase sidewalks on King Street.
- Provide sidewalks/bike lanes to connect neighborhoods (within 2-3 miles) to downtown.
- Bike lanes from north of town to south of town (ie my neighborhood - Cornwallis Hills).

BOARD & TOWN MANAGEMENT

- Town Board meetings I have attended process issues but weak in concluding meetings with action steps and follow through.
- Mr. Stevens, We adore you! You are always out walking around the town... it's nice to see you! We love the new development and bless the fact that we can start living more locally now, especially with high gas prices. You've been great for the Town of Hillsborough. We're very happy.
- You are doing well as mayor and town manager. The town has a positive and progressive atmosphere.
- Get rid of Eric Peterson. When I had a serious problem that reached the level of contacting the town manager, I was ignored by him. The problem was inappropriately and disrespectfully handled.

TRANSPORTATION

- Bus service (every 15 minutes) from Route 40 to Route 70 bypass or even a little longer stretch on Churton Street.
- Increase public transportation especially evenings for social gatherings.
- Improve mass transit.
- Public transportation.

WEBSITE

- Improve the website.
- Improve and update the website.
- Improve website - it's dull, but I would like to use it if it were better.

RECYCLING

- Expand recycling.
- Recycle a greater variety of plastics.
- Take care of things. My recycling bucket frequently gets broken.

ANIMAL CONTROL

- Better animal control services.
- Once I complained about a problem neighbor's dog to animal control. The neighbor was fined and he arrived at my door angry with me for reporting him. Why must the person complaining be revealed to the law breaker?

COURTS

- Civil court needs to communicate citizens' rights more efficiently.
- Get better judges/justices that are tougher on criminals, especially drug offenders.

ENVIRONMENT

- Protect the Eno.
- Save old trees, more parks (nature with trails).

CODE ENFORCEMENT

- Do not allow unused (long term) automobiles to be left in yards where they are in any way visible to the public.

OTHER

- Make phone access easier at Town Hall, example: the robot answering service is very “drab” and used all over, can’t we talk to people? Be different...
- Spend the money necessary to staff positions for people calling in to Town Hall, personnel, etc.
- Hotline!
- Start by making all city employees abide by the standards that supposedly govern the way their job is performed. There is too much “favoritism” going on in Hillsborough.
- Talk to the heads of departments so that they are more polite and responsive (police and water) and follow the procedures (woman who supposedly handles “master plans”).
- This and other towns would be lucky to continue the services we now enjoy. As very senior citizens, we appreciate your concern for daily existence. We loved the brochure on present and future building programs as well as the map as to where they will or do not exist. It is most definitely the best way to contact Hillsborough people. We thank you for all you do as it becomes more difficult for us to do the everyday tasks that we once took for granted.
- I think the Planning Director's job and her potential conflicts of interest need to be evaluated.
- Love the new farmer's market pavilion.
- Hire more!!!
- We are moving from Hillsborough because after 10 years Hillsborough has not moved forward as much as we had hoped. It's a beautiful town but we find that we leave it more than stay because our daily needs are not met here.
- Help elderly people clean their yards for free! That's how we give back to our community by helping the elderly people.
- Start caring about citizens. New stuff.
- Keep us out of lawsuits that should never occur.
- Thanks for small things such as info on water bill when changes in services occur.
- Thank you very much for asking.
- Remove kudzu from town properties.
- Who is the town manager?
- Chamber of Commerce?
- Commit to funding school budget.
- Need new post office, this is long over due. Carrboro, much smaller traffic wise got one years ago and Hillsborough's is busting at the seams and traffic is blocked all directions while people wait to pull in. Left turn lights on Tryon and King Street are needed.