



THE NCSTM
The National Citizen SurveyTM

Morrisville, NC

Open-ended Responses

2017



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open-ended question included on The NCS 2017 survey for Morrisville, as well as “other” categories from two additional questions. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about strategic planning priorities in the following question:

- The Town is currently working on solutions related to traffic and transportation. What other single community need or issue would you like Morrisville to address in their strategic planning process in the next five years besides issues related to traffic/transportation?

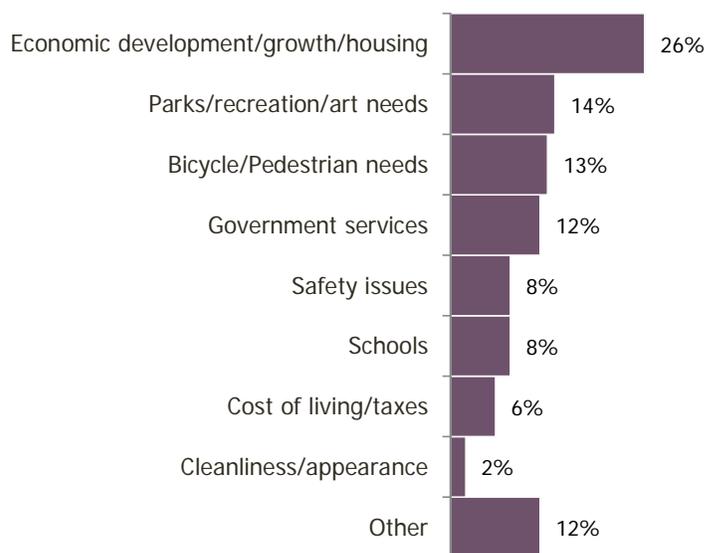
The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 202 surveys were completed by Morrisville residents; of these 123 respondents wrote in responses for the open-ended question that was not related to traffic or transportation.

Close to one-quarter of these 123 respondents replied with a response related to the economic development, growth and housing issues and needs they would like to have addressed in the strategic planning process in the next five years. About 1 in 10 residents wrote about issues related to parks, recreation and art; bicycle and pedestrian; and government services.

Figure 1: Strategic Planning Priorities

The Town is currently working on solutions related to traffic and transportation. What other single community need or issue would you like Morrisville to address in their strategic planning process in the next five years besides issues related to traffic/transportation?



Verbatim Responses to Open-ended Question

The following pages contain the respondents' verbatim responses to questions with an open-ended response component. They are presented as written on the survey or entered in the web survey and have not been edited for spelling or grammar. Where relevant, responses have been categorized and are presented within each category in alphabetical order.

The town operating budget does not have the capacity to pay for significant capital improvements without additional funding resources for debt service payments. Please indicate to what extent you would support or oppose the use of tax dollars to fund each of the following capital investment projects: Other (please specify specific project investments)

- Affordable housing.
- Affordable housing.
- Airplane noise reduction.
- Any property tax increases.
- Creating a "downtown".
- Fix NC 54.
- free wi-fi in parks and public spaces
- greenways, tunnels to cross road, lights
- Improve traffic congestions.
- Improved public transit
- Including all churches, etc.
- Landscaping.
- Major thorough taxes.
- More checks of unlicensed drivers.
- More sustainability
- Morrisville Carpenter Rd improvement!
- Mowing/ trash.
- Need more for disabled.
- No tax increases.
- Pool.
- Public transit.
- Public transport.
- Public transportation for seniors.
- Public transportation.
- Public transportation.
- Reforestation.
- Road widening.
- Safer access to 55 via bikes for teens (to PCHS/ Target).
- Safety
- Senior center.
- Senior center.
- Senior facility.
- Splash park for kids.
- Street Light power utility usage at 100% (currently HOAs pay)
- Support USA.
- Tennis, volleyball.
- Traffic flow.
- TWO LANE ROADS

- Upgrade aquatic center.

Morrisville's new brand is all about "Live Connected. Live Well." What one thing do you like most about living in Morrisville? Other (please specify)

- Close proximity to work, church, shops, grocers, and attractions of nearby municipalities
- Close to where I work.
- Natural environment.
- Nothing!!
- Support USA values.
- That we live between greenways & shops.

The Town is currently working on solutions related to traffic and transportation. What other single community need or issue would you like Morrisville to address in their strategic planning process in the next five years besides issues related to traffic/transportation?

Economic development

- 1) To have better planning/ development to preserve green space; 2) To be proactive on crime prevention in community.
- A nice downtown with shops & restaurants we can walk to.
- Affordable and low income housing. Scholarships or financial assistance for recreational activities for kids. Affordable summer camps for low income families. The town needs to focus on providing for low income families with children. The cost of living in Morrisville is high. The town of Cary has a high cost of living, but they provide amenities for low income families.
- Affordable housing not \$300 K+ town homes & \$500-600 K SFH.
- Affordable housing.
- City development, we would like a downtown area.
- Do something with the old factory outlet space like a Tanger Mall or an area for mom and pop businesses like an old fashioned diner and boutique shops- something with real charm.
- Down town & making town less divided by culture.
- Fewer apartment complexes- do they bring in significant tax revenue?
- Funny that traffic is expected! Seriously, I'd like to see less bulldozing/ clearing, and instead build within what's there. A good compromise between new areas and nature.
- Housing costs are raising too fast.
- Housing: (1) reduce high-density housing / apartments ...which attracts a more transient population which is less committed to the long-term success of Morrisville; (2) increase high-value single-family home inventory; direct investment in ways that complement and/or augment Cary vs. "compete" with Cary ...make living in Morrisville/Cary metro a "seamless & integrated experience".
- I had to put "I don't know" on a lot of these because I do way more in Cary. You've got to work on getting your residents attention away from Cary. Good luck!
- I understand building more housing brings in more people & therefore tax revenue for improvements but so much of the new building construction is so close together & the new areas on McCrimmon are eye-sores somewhat b/c the tree lines are not there to conceal the new development. It lessens the overall aesthetic of the area. Plus, as a parent, when you have so much new development & people moving in, while most are wonderful, it does increase the possibility of more crime (I've seen an increase in break-ins, thefts since we moved here 2 yrs ago).
- It would be great if we could have a 3-5 star american cuisine restaurant- enough pizza!!
- Less building. More green. Do we need more neighborhoods, apartments or strip malls????
- Less high density homes.
- Limited house being built.
- Major building is occurring everywhere, is time to think about growing too rapidly. To keep the small town feel, we need to preserve wood area and start planting trees everywhere.

- Make sure we're keeping up with growth and fire/ police/ ems are staffed appropriately. Don't wait until something awful happens to justify it.
- More affordable housing (not apartments) we all can't afford 275 k+ houses. Thank you.
- More affordable housing. Long time residents are being priced out of market
- Morrisville needs a destination town center like Apex or Cary. A plan to establish a quaint 2-3 streets that are shopping destinations and restaurants that have a historic feeling and vibe. From that core businesses would spring up around it as has happened in Cary center. When I think of Morrisville I do not think of a true town center. Morrisville seems disjointed with business area near airport, huge shopping center on 54 & then Town Hall in center of historic Morrisville not cohesive.
- Not being held hostage to builders. Why densify Morrisville to the degree that has been done. It aggravates traffic and compounds costs that are not covered by the extra tax income.
- One level affordable housing for retirees and older people who need to live near their children who work at the RTP or Raleigh.
- One story affordable housing for seniors (no stairs) with a garage.
- Perhaps the thing I like least about Morrisville is the absence of a "downtown" area with shops & restaurants. We love Cary & Apex's downtown areas, which are admittedly historic. I would love to see a modern downtown area developed in Morrisville with the feel of the historic "main street". We would also like to see side walks connected all throughout our town (i.e. at McCrimmon & Davis). More shade on the greenways would be great too.
- Please do not approve more housing, especially high density housing, while traffic continues to be a problem. Please protect some of our land for green space. Please slow down development!
- Possibly still addressing a need for a "downtown" maybe make it parkwest? Maybe not possible.
- Residential building. Managing it so the market is not flooded & neighborhoods not overcrowded. Town hall commons development make me nervous- hope we maintain a good mix of residential & commercial & not over crowded.
- Slow growth and home building.
- Slowdown apartment and condo bldgs.
- Stop the building of apartments & high density housing! No more strip malls.
- Too much housing growth and little affordable housing
- Your continuing approval of housing development with poor transportation- roads- is absolutely horrifying. You are destroying the quality of life in this town by your amateurish approach to development you should all be fired!!

Parks/Recreation/Art needs

- A large recreation center- we need a large gym to workout in/ would like to have our leaves sucked up each fall if we had them out by curb. Our development (Huntington Woods). They are done on the other side of our parkway (still Morrisville) with our high property tax base this should happen. Thanks.
- Address the fact that it cost money to test a public park. It is public- it should be free.
- Create recreational center, indoor gym covered hall
- Girls softball for youth, yard waste pick up weekly and/ or vacuum (like Apex) for roads, middle & high school for Morrisville.
- Improving the aquatic center.
- increasing public art including temporary exhibits and permanent placements; adult, youth, and child events, festivals, and instruction thru parks & rec dept w/ hired instructors, artist residencies, and volunteer instructors; support to gallery business; recognition for local artists; fine arts, music, theater, poetry or spoken word, performance arts, crafts, and multimedia; local arts competitions and invitational exhibitions; and scholarship for local student artists enrolled in associate-, bachelor-, or master-level education program
- More Parks
- More Parks and Green Spaces. Stop adding more houses to our "small town"
- More tennis courts, volleyball sand courts, indoor golf driving range (winter).
- New aquatics & fitness center @ a reasonable price.
- Open space parks.
- Refurbishing and updating the town fitness center and pool. What is taking you so long?
- We need a dog park!!

Bicycle/Pedestrian needs

- 1. Please focus on greenways, parks & open spaces. 2. Please do not use tax \$'s to build a "city-center" or "Morrisville downtown"!!!
- 1. Side-walk improvement. 2. Noise reduction.
- A pedestrian crossing lights need to be in place at the crosswalk from Huntington to Morrisville Community Center. Traffic so heavy- I see children having to run to get across safely. I have a walker and would love to be able to cross safely to attend the exercise and pool classes, but have not dared.
- Connect greenways.
- Finish the greenway connections.
- Greenways and safe bicycling routes
- It would be wonderful to connect/ finish sidewalks. It is really unsafe trying to avoid/ dodge cars when & where there are no side walks.
- More connected sidewalks.
- More looped trails/ greenways; add closer dog parks! (have to go to Raleigh or Apex or Cary).
- My family uses green ways very much, I want to see more connections across/ below busy roads, otherwise we can't practically get anywhere. Additionally, I don't see many new opportunities to be green or more environmentally friendly. It would be nice to find ways for our neighborhoods to use less chemicals & more composting publicly. I find more people adopt new ideas if they see how easily it is demonstrated in public. Thanks.
- Safe ways for high school students to get to/ from school/ friends/ work/ shop on foot or bike. Crosswalks, sidewalks (Davis/ McCrimmon Pkwy/ Carpenter- Morrisville/ 55).
- sidewalks and lighting on Davis Dr
- Transportation for senior- "Door to door services".
- WALK buttons on all traffic lights. Crossing roads is a safety risk.

Government services

- Better communication with waste management. During holidays, special pick-up days, or anything that changes the normal schedule, it is hard to know what's going on. I have called about more than one issue and the people on the phone are great, but then nothing gets done. For example, I saw a Christmas tree fall at of the back of the garbage truck into the middle of the road this year, creating a safety hazard. When I called, they assured me someone would come back right away, but nobody ever came. My husband eventually dragged it into some woods. It's a big gap in our generally very good & efficient services.
- Better yard waste pickup to accommodate fall leaf collection, in particular.
- Dedicate a senior center.
- Develop more solar & wind power on individual homes & town facilities. More affordable child care for working families.
- Environment solar panels for town bldgs, presentation of some green, undeveloped space.
- I have repeatedly asked for a senior center for all of the older, caring hard working people in this town. No one seems to care why must we have a place to spend time meeting people and trying to improve the community. The increase in growth of seniors is unbelievable. I wish the the new mayor will look at this situation and seriously realize how important our senior are and what they contribute to Morrisville.
- Immediate attention: a senior center.
- IT infrastructure & public safety.
- Make sure all links on your website work! For example community resources menu has a link for emergency operations information which goes to a "we're sorry..." page!
- More sustainability initiatives
- More town activities.
- More town events.
- My husband has MS. There's no free services for us elderly people that are disabled. It seems that Morrisville is geared for young Mid Eastern Indian people. In one yr the small town feeling is gone. I see too much building apt going up and my realtor friend said to be prepared for about 80,000 more people moving into Morrisville. Oh no!
- Provide an online newsletter no resident know what is happening in Morrisville. I don't know where parks, etc are in Morrisville. I tend to do things in Cary. I know where downtown, parks, etc are in Cary.

- Site plans for parking in neighborhoods & businesses.
- Some educational institutions/ courses could be started in the nearby area. So that we can enhance our knowledge. And public transportation is must for Morrisville.
- Yard waste trash cans like the recycle. A splash park for kids like in Burlington & Fuquay Varina. A new Morrisville high school.
- Zoning

Schools

- A middle school location in Morrisville town limits not more shopping or supermarkets.
- More middle school options!! Lots of elementary. Poor choices for middle school (too far away).
- More schools- elementary/ middle.
- Need middle and high school.
- Public High School
- Public school over crowding.
- Really really really need a middle school for Morrisville. Instead of approving so many residential buildings middle-school should be constructed.
- Schools and maintaining (recreating) the neighborhood school experience & social experience for our children.
- We really need a middle school and high school in Morrisville.
- Work with school board for reasonable school zoning & base schools.

Safety issues

- Crime.
- Find a way to enforce dangerous driver disregard of traffic rules- including use of turn signals & rampant speed violations.
- Less Crime, it appears to be rapidly increasing
- Lights - most of the street is dark. the borders of Cary and Morrisville is always ignored one example is Louis Stephen drive
- More patrolling in the neighborhood, enforce public safety.
- More street lights. It is hard to walk in the evenings because there is not enough bright lighting.
- Need to have additional lights on street in the village community. In last 13 yrs of my stay here we had break-in the neighbor house. Prime reason is not enough lights where they live.
- Public safety.
- Safety. Recently we have heard several cases of house breaking. Not all reported to the police.
- security
- There are too many drivers in Morrisville who drive without knowing the rules of the road. Our roads are dangerous. People drive thru red lights- so many accidents at Davis & McCrimon- why are these accidents not reported?? You take your life in your hands passing thru this intersection- I am so disappointed in Morrisville- I have been in Kits creek for 9 years- Love my house- Hate this town!!
- There has been lots of burglaries lately. This needs to be taken care of.

Cost of living/taxes

- 1) Do not raise any taxes. 2) Stop hidden taxes & surcharges.
- lowering taxes
- No new taxes, exemption for seniors.
- Reducing utility bills, water bill is too pricey

Cleanliness/Appearance

- A lot of non-residential areas in Morrisville need to be landscaped and maintained to a higher standard.
- Greenway landscaping/ trash removal/ road appearance/ parking enforcement.
- I would like to see schools (Montessori!) to clean up their property. Also all commercial property to keep up their property. It is a reflection of the whole town when above properties are unkempt.
- Improve landscaping in the median of Chapel Hill Road near the target shopping center.

Other

- 1) Besides from traffic issues, I would like the Morrisville community does the charity things, donating toy for tots, clothes (gently used). 2) While the elders (65+) do have some get-together's, I would say do the get-together's in the place where orphans lives. They really need our presence, it makes them and elders happy too. This is just my thought. Thanks.
- Assimilation of immigrants and aliens. Preservation of American culture. Single language for official town business-English.
- Being just as welcoming to every color & race not just trying to appease the masses. For example: Half of this survey on the front page is in Hindu. If this town of Morrisville is representing all citizens that's fine but it is inappropriate to have the survey in this language to try to gain support from those residents....
- Community- acceptance, unity, welcoming.
- How much did it cost the town to make and send this questionnaire? Why wasn't it done online. A waste of money and natural resources.
- It's not perfect but almost.
- Keep Morrisville a southern town living environment. We do not want to feel like big city.
- The amount of digging & put new cables by outside company's is out of control. One company finishes and puts the grass back to normal then the next week another company digs it up again- there should be a window of time every year given to this and all companies must do together or wait until the next year.
- The town government incompetence is astounding.
- Try to be more like Cary.
- Yes, I want to know more about the aircraft noise control at night, especially after 10:00 pm.

Not applicable/Traffic and transportation related issues

- [Traffic] This is my only complaint.
- Expand the busiest roads in an round Morrisville to two lanes on each side.
- Fix the roads to double lanes _ traffic is a mess
- I am new to the community (<3 months), so I wouldn't be able to give an accurate answer here.
- I think traffic is the only real issue here.
- Many things are important, but without traffic control and good transportation system the town will not prosper.
- Morrisville Carpenter road.
- Need to develop four lane road from Dorris Dr to highway-54 (Chappel Hill Road).
- Need to widen "Chapel Hill Rd" Route 54! Aviation pkwy connected with town of Cary.
- Please note; I live in the independent living facility in Preston Point.
- PUBLIC TRANSPORTATION SHOULD BE CONNECTED TO RALEIGH, CARY, CHAPLE HILL AND DURHAM
- Public transportation would eliminate traffic congestion. Affordable housing.
- Road expand on 54/ McCrimon.
- Road improvement. Particularly making 54 4 lane from Maynard Rd East to Past Walmart (West). I am 86 years old and somewhat confined so I am not as familiar as I might be with so many at the ?'s are have lived here for 12 years in retirement and have no family here, use almost no services but love it. I think our taxes are high enough and resent "do good" pols. who want to make everyone's life better for their own benefit.
- Roads are very very bad safe single line and always at the time of going & coming from home to job very very difficult please think about good roads.
- The most important issue to this family is the proposed attention of Crabtree Crossing Parkway, which we strongly oppose. The town of Morrisville needs to be working with the DOT and the town of Cary to fix NC54 instead of extending Crabtree Crossing and therefore creating an unsafe neighborhood in the Preston community. The maned to this area to be past of the Preston community; the town of Morrisville was not the draw.
- Traffic! It's out of control! Stop building and approving new housing communities! Sorry but this is my #1 concern!
- Working on Treybrooke Drive during school hours. The traffic is terrible there. We have Cedar Fork elementary students picked up @ 8:45 and it is a very dangerous intersection.