



# 2025 Biennial Resident Satisfaction Survey

Residents Grade Chatham County  
on Several Measures

## About the Survey

- Phone survey of 400 residents over age 18
- Conducted November – December 2025
- Cell phones and landline phone numbers randomly selected (92% were cell phones)
- Conducted by BKL Research, which performs many local government surveys
- Conducted every two years since 2015, with basically same questions

## About the Survey

- Consisted of 47 core questions and related subparts:
  - Asked to rate a number of County department services and their staff including Tax, Planning, Library Services, and Parks and Recreation
  - Satisfaction about Chatham County as a place to live and work
  - Feedback on ways people get information on County government
  - Feedback on services and how well staff provided them

## About the Survey

- Respondents were asked open-ended questions:
  - To get more detail where low marks were given
  - To gain insight on the most pressing or challenging issues facing Chatham County
- Demographic information: age, race, years lived in Chatham County, and region of residence.
- Five-point rating scale reflecting a standard grading system of A (very good), B (good), C (average), D (poor), and F (very poor).

## About the Grades Used in the Results

- The grading scale was converted into a 4.0 scale by assigning numerical equivalents to grades:
  - A = 4
  - B = 3
  - C = 2
  - D = 1
  - F = 0
- The means were converted to grades using a chart.

## Overall Results

- The 2025 overall results were positive, but a slight decline from 2023: Overall grade of B+ (with a mean of 3.36)
- 71% of the grades were B+ or better
- 4 grades increased; 32 remained unchanged; 37 declined
- County Services: Overall grade B+ (mean of 3.29)
- County Staff: Overall grade B+ (mean of 3.43)

# About Respondents

## Years in Chatham

- Over 20 years: 43%
- 11-20 years: 12%
- 6-10 years: 15%
- 2-5 years: 24%
- 0-1 years: 6%

## Location in Chatham

- Central: 28%
- Northwest: 23%
- Northeast: 19%
- Southwest: 10%
- Southeast: 6%
- Not sure: 15%

# Racial and Ethnic Breakdown

<b>SURVEY RESPONDENTS BY RACE/ETHNICITY</b>	<b>2025</b>	<b>2023</b>
<b>Caucasian</b>	76%	77%
<b>African American</b>	7%	8%
<b>Hispanic/Latino</b>	13%	12%
<b>Asian</b>	3%	2%
<b>Native American</b>	0%	<1%
<b>Other</b>	2%	1%

# Age

SURVEY RESPONDENTS BY AGE	2025	2023
18-25	9%	6%
26-35	22%	19%
36-45	13%	17%
46-55	12%	15%
56-65	13%	14%
66-75	15%	17%
Over 75	16%	11%




# How Residents Get Their Information

METHOD	% WHO USED THIS 2025	% WHO USED THIS 2023
News articles	69%	64%
County website	53%	46%
County Social Media	46%	39%
Email notices through website	13%	22%
Online Board of Commissioner videos	4%	8%




# Most Pressing Issues or Challenges

TOP 10 IN 2025	TOP 10 IN 2023
Controlling rapid growth/development	Controlling rapid growth/development
Nothing/can't think of anything	Water issues
High taxes	Nothing/can't think of anything
Infrastructure issues with growth	Infrastructure issues with growth
Traffic	Improve schools/education
Water issues	Affordable housing
Bringing jobs/businesses to the area	Roads need improvement
Improve schools/education	High taxes
Affordable housing	All is fine/no issues
Green space/preserve natural areas	Traffic

# Comparing Survey Grades from 2025 to 2023



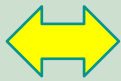
Measure	2025 Grade	2023 Grade	Change
Question 1	B-	B-	
Question 2	C+	B-	
Question 3	A	B-	

# Satisfaction with Chatham County Government

Measure	2025 Grade	2023 Grade	Change
Welcomes resident feedback	B-	B-	
Provides good value for taxes paid	C+	B-	
Generally trusted to do the right thing	C+	B-	









- The grade remained B- for *welcomes resident feedback*.
- The grade declined (B- to C+) for both *provides good value for the taxes paid* and *generally trusted to do the right thing*.

# Rating Chatham County as a Place











Measure	2025 Grade	2023 Grade	Change
A good place to live	B	B+	
A good place to raise a family	B	B+	
A good place to work	B-	B-	

- The grades declined from B+ to B for *good place to live* and *good place to raise a family*.
- The County remained at B- grade for *good place to work*.









# Tax Office

Measure	2025 Grade	2023 Grade	Change
Online tax search	B	B+	
Help with real estate taxes	B	B+	
Help with personal property taxes	B-	B+	
Help with motor vehicle taxes	B+	A-	
Courteous staff	B+	A-	
Service in a timely manner	B+	A-	
Knowledgeable staff	B+	A-	
Overall staff grade	B+	A-	

# Library System

Measure	2025 Grade	2023 Grade	Change
Programs/events for adults	A-	A-	
Programs/events for young people	A-	A-	
Genealogy research services	A	A-	
Computer lab (Pittsboro)	A-	A-	
Online library resources	B+	A-	
Checkout of library materials	A	A	
Courteous	A	A	
Timely service	A	A	
Knowledgeable staff	A	A	
Overall staff grade	A	A	





## % Who Visited Park Facilities in 2025

Park	2025 Visits	2023 Visits	Change
Northwest District Park	34%	40%	
Northeast District Park	51%	47%	
Southwest District Park	29%	27%	
Briar Chapel Park	34%	32%	
Earl Thompson Park	11%	13%	
Chatham Grove Community Center	28%	13%	
South Bynum River Access	12%	11%	
American Tobacco Trail in Chatham	29%	22%	
Highway 64 River Access	28%	N/A	N/A
Chatham County Arts Center	14%	N/A	N/A







# Parks, Recreation & Cultural Resources

Measure	2025 Grade	2023 Grade	Change
Organized adult sports	B+	B+	↔
Youth sports and events	B+	B+	↔
Special events at the parks	A-	A-	↔
Online registrations	B+	B+	↔
Courteous	A-	A-	↔
Service in a timely manner	A-	A-	↔
Knowledgeable staff	A-	A-	↔
Overall staff grade	A-	A-	↔

# Planning Department

Measure	2025 Grade	2023 Grade	Change
Application process/procedures	C+	B-	
Courteous staff	B	B+	
Service in a timely manner	B-	B	
Overall services and staff grade	B-	B-	





# Permitting & Inspections

Measure	2025 Grade	2023 Grade	Change
Application process/procedures	B-	B	
Inspections process/procedures	B-	B	
Courteous staff	B+	B+	
Service in a timely manner	B-	B	
Overall services & staff grade	B-	B	
OpenGov Customer Portal	B-	B	





# Solid Waste & Recycling

Measure	2025 Grade	2023 Grade	Change
Electronics recycling	N/A	A-	N/A
Collection Centers	A-	B+	↑
Business recycling	N/A	B+	N/A
Construction & demolition debris	N/A	B+	N/A
Hazardous waste events	A-	B+	↑
Mulch Sales	A-	N/A	N/A
Food waste drop-off	A-	N/A	N/A
Yard waste disposal	B+	N/A	N/A





# Solid Waste & Recycling

Measure	2025 Grade	2023 Grade	Change
Courteous staff	A-	A-	
Timely service	A-	A-	
Knowledgeable staff	A-	A-	
Overall staff grade	A-	A-	





# Register of Deeds

Measure	2025 Grade	2023 Grade	% Change in Mean
Courteous staff	A-	A-	
Service in a timely manner	A-	A	
Knowledgeable	A-	A-	
Overall staff grade	A-	A-	

# Public Health Department





Measure	2025 Grade	2023 Grade	Change
Courteous staff	A-	A-	
Service in a timely manner	B+	A-	
Knowledgeable	B+	A-	
Overall services and staff grade	A-	A-	

# Aging Services

Measure	2025 Grade	2023 Grade	Change
Courteous staff	A-	A	
Service in a timely manner	A-	A	
Knowledgeable	A-	A	
Overall services and staff grade	A-	A	

# Watershed Protection Department

- First time included in the survey.
- All grades at A- level.

Measure	2025 Grade	2023 Grade	Change
Courteous staff	B+	B+	
Service in a timely manner	B	B	
Knowledgeable	B	B	
Overall services and staff grade	B	B	

# Survey Recap

- The 2025 results were positive overall.
- Overall grade of B+ (with a mean of 3.36)
- County Services: Overall grade B+ (mean of 3.29)
- County Staff: Overall grade B+ (mean of 3.43)

# Moving Forward

- Departments have received their individual results from the survey.
- Departmental analysis will be conducted regarding specific results.
- [chathamcountync.gov/biennialsurveys](http://chathamcountync.gov/biennialsurveys)
- Keep up the great work!

