

# TOWN OF OAK ISLAND COMMUNITY SURVEY INFOGRAPHIC REPORT 2023



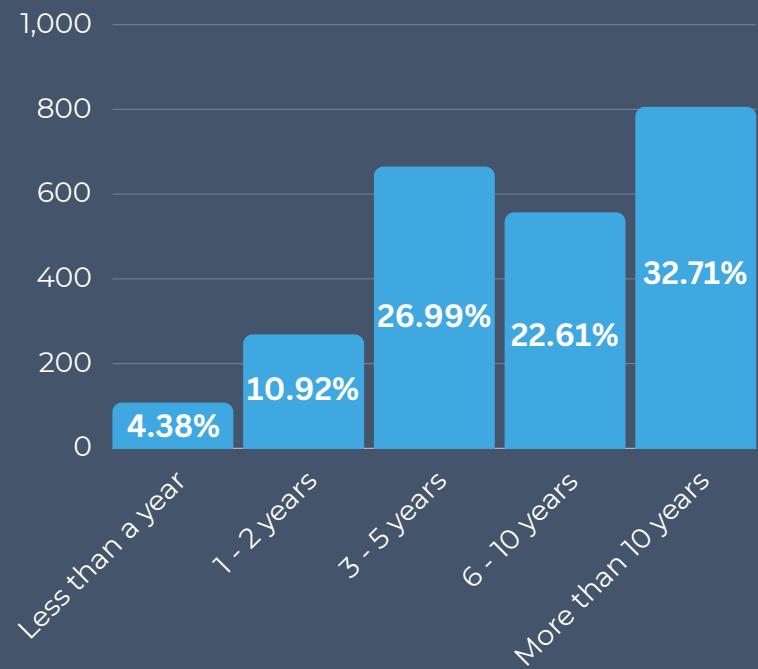
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# Who Took the Survey?

The survey was open to anyone to participate online. The goal was to obtain completed surveys from at least 400 residents. A total of 2,264 surveys were completed.

## Time Living in Oak Island



## Home Ownership

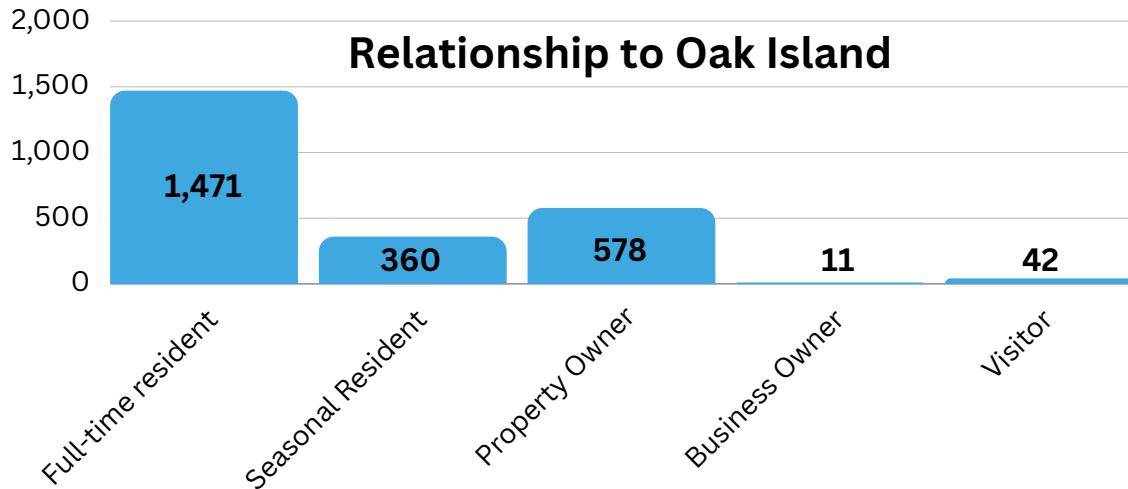
96%



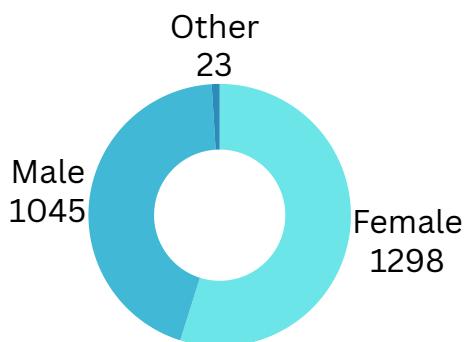
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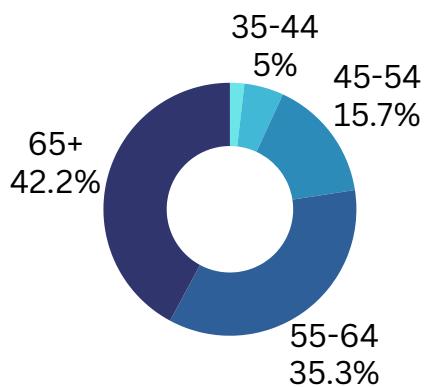
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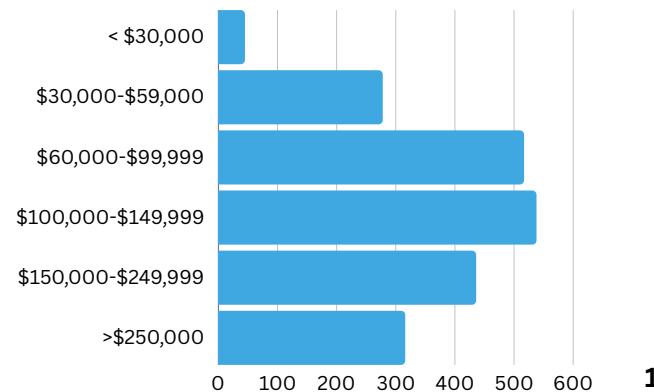
## Gender



## Age



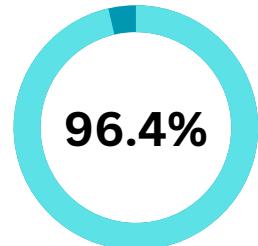
## Annual Household Income



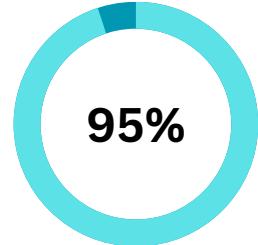
# Overall Quality of Life in the Town

## Top Areas

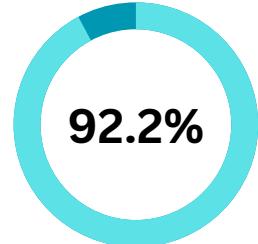
Overall quality of life



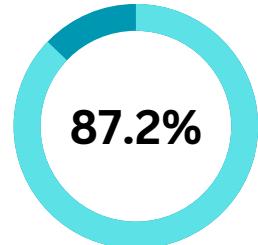
As a place to live



As a place to retire



Overall image



## Areas for Improvement

% 2023

As a place to work

**43.67%**

As a place to raise kids

**66.02%**



**85%.**

Would recommend Oak Island to someone who asks

# Organizational Excellence

## Top Areas

Ease of Paying a Town Utility Bill



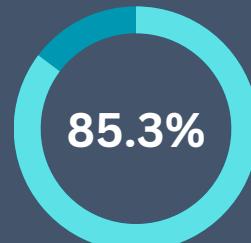
Quality of customer service you receive from Town Employees



Overall quality of services provided by the Town of Oak Island



Your ability to access the information you need about the Town



## Areas for Improvement

% 2023

Effectiveness of Town communication with the public **77.43%**

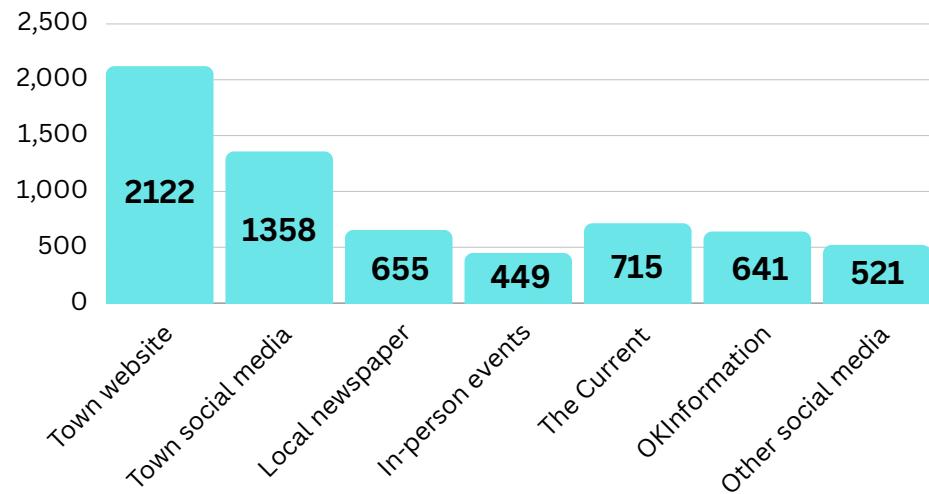
Ease of contacting Town employees **79.79%**

Ease of making a service request **80.67%**

Ease of locating on the Town's website **82.36%**



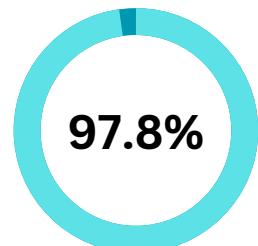
## Preferred Sources of Information



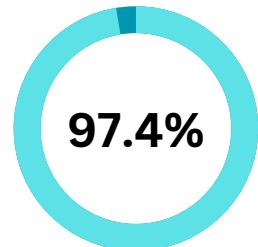
# Safe Community

## Top Areas

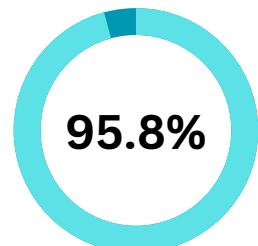
Overall relationship with fire department and the community



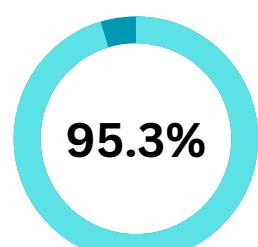
Quality of Fire Services



Quality of Police Services



Overall relationship with police department and the community



### Frequency (in the last year)

% 2023

Had contact with Fire Dept.

4.28%

Had contact with Police Dept.

7.2%

# Recreation

## Top Areas

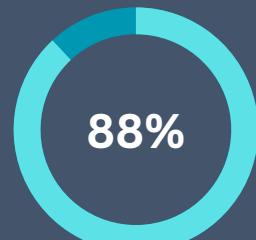
Cost of recreational programs in the Town



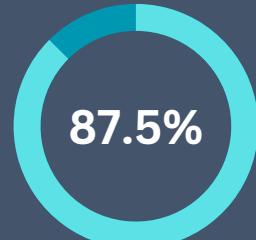
Quality of Town parks



Availability of recreation programs



Quality of recreational programs



## Areas for Improvement

% 2023

Availability of information about recreational programs and events

84.39%



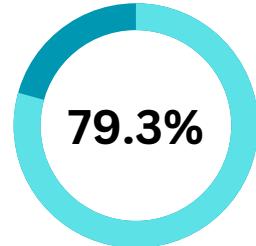
**57%**

Have participated in a Town recreation program or event in the last year

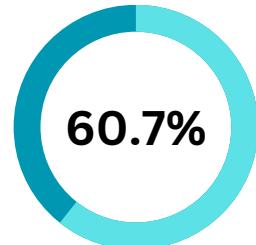
# Community Development

## Top Areas

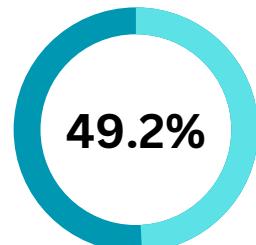
Local economy



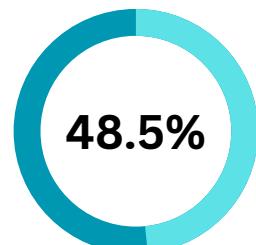
Town's efforts to promote and assist small businesses



Town's efforts to promote and assist public/private partnerships



Town's efforts to promote and assist entrepreneurship



## Areas for Improvement

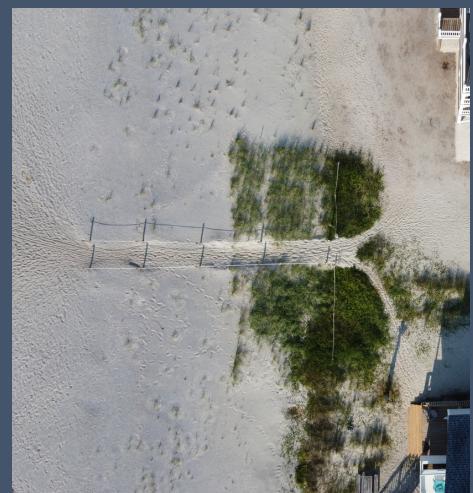
% 2023

Enforcement of Town ordinances

45.95%

Overall experience with Development Services

47.63%

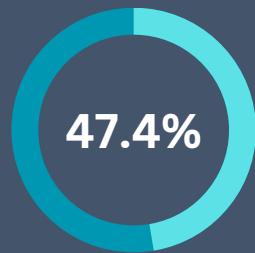


# Growth and Natural Resources

Overall quality of water and sewer services



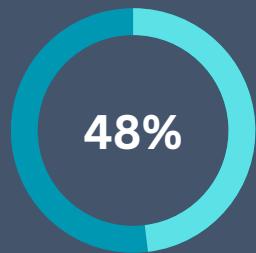
The Town's effort to protect natural resources



How well the Town is managing growth



Overall management of public stormwater runoff, drainage, flood control



Overall quality of new development



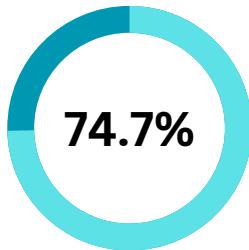
**90%**

Visited an Oak Island beach in the last year

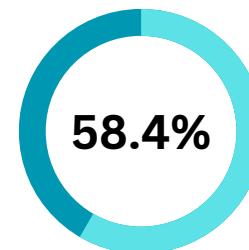


# Transportation

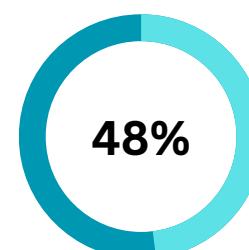
Ability to predict travel time to places in Town



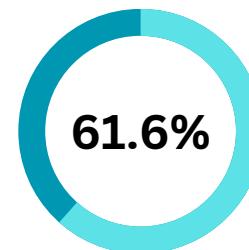
Overall traffic flow in Town



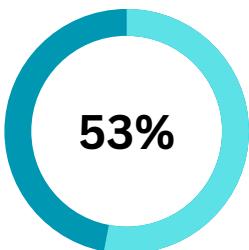
Overall condition of Town sidewalks



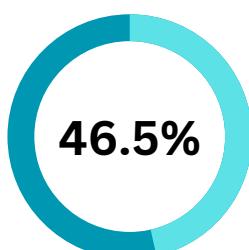
Ease of walking places in Town



Availability of parking



Ease of biking places in Town



## Areas for Improvement

	% 2023
Availability of bicycle lanes	17.57%
Availability of EV charging	22.32%
Overall maintenance of Town streets	39.85%
Availability of sidewalks	42.84%



69%

Biked or walked instead of driving in the last year

# Top Priorities

## 1. Growth/Development

Mentioned in various forms such as managing growth, controlling growth, slowing growth, and concerns about oversized houses.



## 2. Infrastructure/Roads

References to road paving, street maintenance, sidewalk improvements, and overall infrastructure development.

## 3. Beach Preservation/Nourishment

Issues related to protecting and preserving the beaches including renourishment efforts.

## 4. Recreation Center

Calls for improved community facilities, including recreation center, pools, and public parks.

## 5. Pedestrian Safety/Crosswalks/Sidewalks

Concerns about safety for pedestrians, the need for crosswalks, and the improvement of sidewalks.

## 6. Environmental Protection

Calls for protecting the environment, preserving trees, and addressing climate change impacts.

## 7. Parking

Discussions about paid parking, its impact on residents, and potential changes to parking policies.

## 8. Taxes

Concerns about property taxes, utility costs, and efforts to lower tax burdens.

## 9. Water and Sewer

Mention of concerns related to water and sewer bills, water quality, and sewer system.

## 10. Traffic/Speed Limits

References to traffic issues, speeding concerns, and suggestions for managing traffic flow.

