

COMMUNITY RESPONSE EXAMPLES

Legion Road Flood Concern:

Initial Email (shortened)

Subject: Request for a stay on the Legion Pond Dam removal until further review

Dear Mayor and Chapel Hill Town Council,

Hamlin Park HOA Board of Directors respectfully requests that the Town of Chapel Hill immediately stay any action to remove the Legion Pond dam and drain the existing pond until the Town has completed a comprehensive review of the stormwater and flood-control consequences of the proposed project.

Based on our review of the Town's plans and the engineering reports provided to date, this project appears to be in conflict with the Town's Land Use Management Ordinance (LUMO). Specifically, the proposed wetland does not appear to replace the floodwater storage capacity provided by the existing pond.

Engineering Reports Do Not Adequately Address the Pond's Flood-Control Function

Downstream Drainage Conditions Have Also Been Mischaracterized

The Tetra Tech Analysis Does Not Adequately Consider Stormwater Storage

No Equivalent Temporary Storage Has Been Identified

The Town should therefore identify, before dam removal:

1. The exact stormwater-storage volume currently provided by Legion Pond.
2. The amount of that storage available above the normal pool elevation.
3. The capacity and limitations of the downstream drainage system serving Hamlin Park.
4. The temporary stormwater-storage system that will replace the pond during construction.
5. The proposed wetland's ultimate stormwater-storage capacity, including its freeboard and outlet configuration.
6. Engineering documentation demonstrating that the proposed system provides equivalent or greater downstream flood protection.

Request for Further Engineering Review

The Hamlin Park Board of Directors hereby puts the Town on notice that, in our assessment, the existing engineering reports do not adequately evaluate the full downstream consequences of removing Legion Pond / Dam.

We therefore respectfully request that the Town **not remove the dam or eliminate the existing pond until a full review can be undertaken, including an analysis of the downstream effects of the elimination of 2 million gallons of flood water storage capacity, and endurance that this project complies with the towns LUMO, and specifically with 5.4.6 storm water runoff pre and post development requirements (as cited at the bottom of this email).**

We further request that the Town require the engineering firms to revisit their analyses and provide a comprehensive evaluation of both construction-period and post-construction flooding. That analysis should specifically address the loss of existing storage capacity, downstream pipe constraints, stormwater timing, the proposed wetland's actual storage capacity, and the measures necessary to ensure that flooding is not increased at Hamlin Park.

We ask the Mayor and Town Council to carefully consider these concerns and to require that the flood-control function of the existing pond be preserved through an equivalent or better measure before the dam is removed.

We look forward to the Town's response and to working with the Mayor, Council, Town staff, and engineering professionals to ensure that the Legion Road project does not increase the risk of flooding or property damage to Hamlin Park.

Sincerely,

Hamlin Park HOA Board of Directors

COMMUNITY RESPONSE EXAMPLES

Legion Road Flood Concern:

Response Email

FOLLOW UP re: Request for a stay on the Legion Pond Dam removal until further review

Hello Hamlin Park HOA Board,

We appreciate your email and hear your concerns about the upcoming dam replacement project at Legion Road. We are not planning to pause the dam replacement project at this time. The Town hired a licensed engineering consultant to study the current pond, trees, and dam and to design a dam replacement. The consultant's studies and findings were used to apply for and receive multiple permits from the Department of Environmental Quality (NC DEQ) to proceed with the repair of the dam at the Legion Road property. The project will address current dam safety issues.

If you have any additional questions, please don't hesitate to contact us.

Legion Road Flood Concern:

Additional Response Email

Hello,

Thanks for your request regarding the Legion Road Property. Below, I have outlined more information about your administrative review request and the proposed work on the dam.

Administrative Review

There is no additional administrative review process for this project beyond the dam safety permit process.

Engineering Review Scope

The Town hired a licensed, engineering consultant to review, study, and design the dam repair plans associated with the Legion Road property. Based on the consultant's studies and findings, the Town applied for and was granted a permit from the Department of Environmental Quality (NC DEQ) Dam Safety Program to proceed with the repair of the dam at the Legion Road property.

The Town will not engage a third-party contractor for the additional reviews and requests that you outlined in your email regarding a localized 2D hydrodynamic simulation of the downstream tributary and a hydrograph volume balance.

Repairing The Dam

We are not removing the dam. We are repairing the dam. During this process, the pond will be emptied, and the trees will be removed from the dam. The water from the pond will be directed away from Hamlin Park to a creek next to Ephesus Elementary School.

Thanks again for your input and inquiries.

COMMUNITY RESPONSE EXAMPLES

Legion Road Wildlife:

Response Email

Hello Chelsea,

Thank you for your inquiry about the relocation of wildlife at the Legion property. The Town will do everything we can to minimize the impact to wildlife during the tree and water removal.

We've assessed the wildlife at the pond and found that there are no endangered species.

- Before the pond is drained, we will relocate the fish that are currently in it.
- The fauna on the property is important to the Town, so we recently met with members of the New Hope Bird Alliance. The goal was to discuss what birds they've documented around the pond specifically and the challenges or benefits of the timing of the proposed work (mid- to late fall) in general.
 - We also met with someone from Triangle Land Conservancy who lives near the property and conducts the annual bird counts at Legion. We learned that our late fall timing is **not an active nesting time for the green heron** (a rare bird in the area) and lessens the impact of the disturbance.

The removal of the trees around the pond and, especially, on the dam is essential. The dam meets the criteria of high risk so the Town must remove it and the pond to stabilize the site. Once the new affordable housing is complete, we will replace the pond with a constructed wetland specifically designed to be an attractive space for native plant and animal species.

For more information and updates about the project, please visit

<https://engage.chapelhillnc.gov/legion-property>.

COMMUNITY RESPONSE EXAMPLES

Speed Monitoring:

Response Email

Thank you for letting us know about your concerns. We share your concern, and this is why we have a full-time Traffic Unit dedicated to addressing speeding and other traffic-safety concerns. We'll be sure to keep this location on our list of areas for ongoing enforcement.

Officers in our 24-hour Patrol Unit can also do what we call close patrols, which means they can check in and watch for speeding as call volume allows. Of course, speeding is something all of our patrol officers watch for around the clock.

Our Community Services Unit recommends that neighbors talk with each other about the importance of safe, measured driving. In areas that have mostly local traffic, we find that simple conversations during neighborhood meetings can be really effective.

You can reach the Police Department by calling 919-968-2760 or emailing policeinfo@townofchapelhill.org.

Soft Enforcement Approach/Pet Tethering:

Response Email

Thanks for your input and thanks for this email and photo. Below, please find additional information about the ordinance and the options for enforcement. Please note that the Town favors the first step of soft enforcement, which includes signage, education, and warnings.

Overview of Town Regulations on Restraint of Dogs

Dog Tethering Information

Page:<https://www.townofchapelhill.org/government/departments-services/police/public-information/dog-tethering-restrictions#resources>

Ordinance:

<https://www.townofchapelhill.org/home/showpublisheddocument/5527/635485371912800000>

Enforcement Options:

- 1) Soft Enforcement Option:
Alert On-Site Staff: Please feel free to alert on-site staff so that they can educate the owner about the Town's ordinance.
- 2) Alternative Enforcement Option:
Residents can call Chapel Hill Animal Control Officer to report:
919-942-7387

COMMUNITY RESPONSE EXAMPLES

Budget:

Response Email

Thank you again for your inquiry about public input opportunities related to the [FILL IN SPECIFICS] budget. Below, please find more information about opportunities for public input on the budget.

Opportunities for Public Input for [FILL IN SPECIFICS] Budget Discussions

1) Town Council Meetings & Work Sessions:

Council Meetings:

Public Hearing [FILL IN SPECIFICS] :The public hearing is an opportunity for the public to provide in-person input on the budget at the Town Council's meeting. The Council is scheduled to hold a public hearing about the budget on _____, following the presentation of the Manager's Recommended Budget on _____. There'll be time reserved as part of the discussion on _____ for members of the public to provide comments.

****Please note:**

1. The public is welcome to attend any of the regular Town Council meetings with an agenda item re: [FILL IN SPECIFICS] budget and speak during that item.
2. The public can also attend any regular Town Council meeting and speak on an item that isn't on the printed agenda.

Work Sessions:

Budget Work Sessions ([FILL IN SPECIFICS]): The public can attend work sessions. Due to the nature of work sessions, we typically do not allow public comment at work sessions.

2) Email Mayor and Town Council: Email the Mayor and Council (mayorandcouncil@chapelhillnc.gov) to provide input about the budget.

COMMUNITY RESPONSE EXAMPLES

Homelessness:

Response Email

The Town, along with various community partners, has been working hard to address the challenges of panhandling and homelessness in our downtown.

As I am sure you are aware, this is a nationwide crisis. Moreover, there are limits to what we, as a local government, can do. As a town, we believe it is important to address the root causes of homelessness-related issues, not just the symptoms.

While not an exhaustive list, programs we have in place include:

Police Crisis Unit

The Chapel Hill Police Crisis Unit staffs mental and behavioral health professionals who work to support our most vulnerable community members. Most recently, the Crisis Unit is partnering with Orange County to pilot the Crisis Assistance, Response, and Engagement (CARE) team – a two-year partnership with Orange County. This team provides a therapeutic and holistic response that is safe and an evidence-based best practice. [Learn more here.](#)

Our Town team continues to speak up about the need for long-term mental health care and resources. It's an important conversation that's happening not only in our county, but across our region and the country.

New Downtown Unit

More officers are walking and biking along Franklin Street and surrounding areas – they're part of a new downtown unit staffed around the clock – day and night. With UNC's fall semester starting soon, and more people spending time downtown, we know we'll receive more calls for help for a variety of reasons.

The Downtown Unit, and our Community Services Unit, work daily to build relationships with business owners, downtown employees, and community members. We know strong relationships help us all work together to address problems that arise.

Local Partnerships

We work closely with Orange County's [Street Outreach, Harm Reduction and Deflection \(SOHRAD\)](#) program, which is based downtown and works daily to help those who are experiencing homelessness.

We continue to work closely with our county partners to bring a Crisis Diversion facility to Orange County.

Policy changes and investments

The Town has made historic investments in affordable housing, rent and utility assistance, and other programs to help people stay in their homes and to help people transition out of homelessness.

COMMUNITY RESPONSE EXAMPLES

Petitions/E2E/Community Input:

Response Email

Hello Edward,

Nice to hear from you and thanks for sharing your document with staff as input. Since you have a desire for Council to review this input as well, my recommendation is for you to share your email and attachments with the Mayor and Town Council via email. They traditionally read all of the emails, and this is the way that residents can get more complex materials in front of Council outside of the Council meeting. As a reminder, the email address is mayorandcouncil@chapelhillnc.gov.

In the meantime, our staff has not made any final decisions about the informal paths that we recently surveyed as potential neighborhood connections. In the coming months, several factors will influence our decision-making, including cost, constructability, network impact, and neighborhood context.

WHAT'S HAPPENING?

We're in the early stages of a feasibility study for our [*Everywhere-to-Everywhere*](#) Greenways project.

In advance of completing that study, we've identified smaller scale opportunities to improve mobility and connectivity and advance the ***Everywhere-to-Everywhere*** vision. These neighborhood connections are existing informal paths that were identified in our 2020 Mobility and Connectivity Plan, which included extensive community engagement. Please continue to monitor our [Engage Chapel Hill website](#) and ["Our Town"](#), the Town's weekly newsletter, for updates about next steps for the [*Everywhere-to-Everywhere*](#) Greenways project.

COMMUNITY RESPONSE EXAMPLES

Petitions/Public Comment/Action Request:

Response Email

Hello Jim,

Thank you for reaching out and for your interest in providing public comments at an upcoming Town Council meeting. You can find our meeting calendar at the link below. Please feel free to attend any meeting and sign up to speak during the public comment portion of the meeting.

Upcoming Town Council Meetings

<https://www.chapelhillnc.gov/Town-Government/Meetings-and-Agendas/Upcoming-Council-Meetings>

Updated Petition Process

We recently updated our petition process. Under the new guidelines, we classify your submission as public comment rather than a petition. Currently, the Town accepts petitions only for two purposes: 1) annexation by petition and 2) charter amendments by petition. Requests that do not fall into these categories are received as public input or public comment.

Review of Action Request

Thank you for your request to review the ordinance exemption for commercial golf courses. The Town reviewed Section 11-40.1 of the Code of Ordinances, and at this time we do not have updates to that ordinance based on your action requests.

COMMUNITY RESPONSE EXAMPLES

Traffic Calming/Speed Bumps:

Response Email

Hello,

Thanks for your email about speeding in your neighborhood. Below, please find more information about your request and a helpful link for requesting an evaluation:

Form To Request A Traffic Calming Evaluation *(if your street is eligible)*

https://engage.chapelhillnc.gov/vision-zero-chapel-hill?tool=story_telling_tool#tool_tab

Town Speed Bump Policy

- New installation of speed bumps are no longer allowed in Chapel Hill due to Fire Department policy and our new [Town Council Traffic policy](#). Existing speed bumps installed before the Fire Department's policies will not be removed.

Traffic Calming Requests:

Response Email

Hello,

Thanks for your email. Please submit a traffic calming evaluation request at [Engage Chapel Hill: Vision Zero HQ site](#). This tool helps the Town prioritize requests based on a review of current data. This data is combined with staff expertise, community input, and capacity to decide if traffic calming actions are necessary or feasible. Once submitted, our internal Mobility team will discuss this location at one of our upcoming traffic calming review meetings.

COMMUNITY RESPONSE EXAMPLES

Traffic Calming:

Response Email

Hello Markus,

Thanks for your input about Fordham Blvd, Estes Drive, and Willow Drive. We appreciate your commitment to safety and our Town staff is aware of the concerns as we are committed to safer roads as well. While our staff has discussed this area several times and has made a few enhancements and added signage, we do not have the authority to add crosswalks or other infrastructure at these intersections because the intersections are overseen by the North Carolina Department of Transportation (NCDOT). We work closely with NCDOT on many projects and they are the decision authority for these road intersections. Below, I have outlined several Town next steps and have provided you with the key contacts at NCDOT to address your concerns.

Town Next Steps

1. Mobility Safety Team Meeting
 - a. The Town has an interdepartmental team of traffic, law enforcement, and transportation experts, that meets weekly to discuss transportation infrastructure needs and traffic safety priorities. We will discuss this area and your concerns at our next internal meeting to see if there are any ways that we can improve this area, based on our limited authority.
 - b. Our Mobility Safety Team will perform a walk audit of the area in the coming weeks to further assess the area.

NCDOT Contact Information

2. Due to the intersection designations as “NCDOT intersections”, NCDOT would be the best contact for your requests. Below, please find contacts for NCDOT.
 - a. Chuck Edwards
 - i. cnedwards@ncdot.gov
 - b. Dawn McPherson
 - i. dmmcpherson1@ncdot.gov

Again, we appreciate your input.

COMMUNITY RESPONSE EXAMPLES

Noise:

Response Email

Good morning,

Thank you for contacting us about your concerns. The Town of Chapel Hill Noise Ordinance allows for construction operations to occur from 7:00am to 9:00pm on weekdays and from 8:00am to 9:00pm on weekends. Additional approvals are required for noise outside of these times occurring on the site and for any work being conducted in the right-of-way. The site that is behind your property has the permits for construction activities being conducted. We have reviewed their zoning compliance permit for the work and the construction hours stated on the permit are the same as stated above with no additional regulations added.

I did note that you stated that this is occurring six days a week. If construction is starting prior to 7:00am on weekdays or 8:00am on weekends, please call the Chapel Hill Police Department Dispatch non-emergency line at 919-732-5063 to report a noise complaint. An area officer will be dispatched to investigate a possible violation and to determine if enforcement action is necessary.

Code Enforcement Staff will send an email to the developer and permit holder. We will request that they be mindful of the neighboring residential properties during construction.

COMMUNITY RESPONSE EXAMPLES

Bad Landlord/Code Violations:

Response Email

Hello Nolan,

Thanks for your email and we are sorry to hear about your experiences. Our Code Enforcement Department recently spoke to your wife about these complaints to explain what is and is not within the Town's authority to regulate.

Town's Authority

- Our Code Enforcement team will continue to work to address the issues that are within the Town's authority.
 - Our jurisdictional authority includes:
 - Ensuring that the framing is repaired; and
 - Drywall is appropriately reinstalled; and
 - The necessary external work is completed to stop water from entering the unit in the future.
- The following issues are **outside** the Town's authority and are private matters that we do not regulate:
 - Possible fungal growth
 - Odors/Chemical information
 - Landlord/tenant communications
 - Requests for accommodations

Town Code Violations

- The Town did not find any violations that would allow us to deem the unit uninhabitable during our inspection.
- We are proceeding with a notice of violation for the inspection that was conducted, based the issues that are within the Town's authority.

Public Records

If you need information about our findings going forward, please feel free to make a formal [Public Records Request with our Clerk's Office here](#).

COMMUNITY RESPONSE EXAMPLES

Towing:

Response Email

Hello Andressa,

Thank you for your email. We are sorry to hear about your experience. While we have heard about the various private property towing practices in Chapel Hill, the Town is unable to regulate private property towing operations. Due to the King vs Town of Chapel Hill NC Supreme Court ruling in 2014, the Town can require private property towing companies to accept multiple forms of payment; however we can't regulate operations/policies or the fees charged by private property towing companies.

Overview of Private Towing in Chapel Hill

- The Town of Chapel Hill can't regulate private property towing fees or behaviors for towing from private lots. (King vs Town of Chapel Hill case)
- The Town can enforce the notice requirement for private property towing practices. (Article XIX).
- The Town may require that private property towing companies must accept cash, debit cards, and at least two major credit cards. (Article XIX)
- Each private towing company manages its own fees. The owner of the parking lot and the tow company determine the terms of their towing contract.

COMMUNITY RESPONSE EXAMPLES

Ongoing Neighbor Issues/Public Records Request:

Response Email

Hello,

Thanks for your patience as our team worked to discuss your requests. Below, I have outlined some answers to your questions and provided information about our public records process.

Subdivision Procedural Status

Changes

The [Town's subdivision process recently changed](#) in our Land Use Management Ordinance. Previously, subdivision approvals were made by the Town Council. As of January 21, 2026, Town staff is responsible for all subdivision approvals. This changes the subdivision process from a legislative approval process to an administrative approval process.

Subdivision Requirements

Final Subdivision Plat approval is dependent on the ability for the individual property owner to meeting the subdivision regulations of our Land Use Management Ordinance. Subdivision requirements can be found [here](#).

Aquabella

Preliminary Plats that are approved for subdivision have a 12-month deadline for Final Plat submittal to remain active. The approval process for both Preliminary Plats and Final Plats is a Town staff administrative process, and Preliminary Plat approval is no longer required. The applicant submitted a complete Final Plat application for Aquabella in February 2026. Although this was past the Preliminary Plat deadline, the Town was able to accept the application because Preliminary Plats are now optional. Aquabella must meet the application approval requirements in order to be granted approval for the Final Plat currently under review.

Ownership/Authority Concerns

Thank you for understanding that the Town does not intervene in private property matters. Our Planning Department uses County tax records to determine property ownership and the ability to subdivide private property. The action requests related to existing Aquabella HOA documents and impacts on property rights are outside the Town's process for handling subdivision applications.

Public Records Request

COMMUNITY RESPONSE EXAMPLES

Ongoing Neighbor Issues/Public Records Request (cont'd):

For the various documents that you have requested, the Clerk's Office has entered this as a [Public Records Request](#) in our system. Based on the size of the request, we are unable to provide a date for the return of these requested materials. The request is dependent upon staff workloads. Feel free to check back with us in 2-3 weeks to get a status update on the records request.

Note: Please note that the Town will provide documents that are currently on record and does not create new records to meet special requests. While we can provide the documents that we have on record, we are unable to provide your request of "material changes" to documents because this would only exist if a new record was created.

Stormwater Considerations

The Town's current authority related to this matter is based on the subdivision requirements. Future stormwater considerations and easement issues outside of our current requirement process are not within the Town's authority or scope. Future stormwater considerations will be within the Town's authority when future stormwater plans are submitted during the Zoning Compliance Permit process of development.

Planning Review

Staff in the Planning Department perform the subdivision plat review. Please email planning@chapelhillnc.gov to submit further subdivision questions.