Section 4: GIS Mapping
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.

- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.
Q1a. Overall quality of services provided.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q1b. Overall quality of public safety services.

Q1c. Overall quality of Town parks and recreation programs.
Q1d. Quality of customer service received.

Q1e. Overall quality of Public Library services.
Q1f. Enforcement of Town codes & ordinances.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q1g. Overall maintenance of Town streets.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)
Q1h. Overall maintenance of Town buildings and facilities.

Q1i. Overall maintenance of public housing.
Q1j. Flow of traffic & congestion management in Town.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating of all respondents by CBG (merged as needed)

Q1k. Effectiveness of communication with the Public.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating of all respondents by CBG (merged as needed)
Q11. Value received for tax dollars & fees.

Q1m. How well Town is planning for the future.
Q1n. How well Town is managing change.

Q1o. Emergency preparedness.

[Maps showing community survey results with shading indicating mean ratings on a 5-point scale, where 1.0-1.8 Very Dissatisfied, 1.8-2.6 Dissatisfied, 2.6-3.4 Neutral, 3.4-4.2 Satisfied, 4.2-5.0 Very Satisfied, Other (no responses).]
Q1p. Quality of landscaping in parks, medians and other public areas.

Q1q. Quality of Chapel Hill Transit.
Q3a. Overall image of the Town.

Q3b. Overall quality of life.
Q3c. Overall feeling of safety.

LEGEND
Mean rating on a 5-point scale, where:
1.0–1.8 Poor
1.8–2.6 Below Average
2.6–3.4 Neutral
3.4–4.2 Good
4.2–5.0 Excellent
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3d. Quality of new development.

LEGEND
Mean rating on a 5-point scale, where:
1.0–1.8 Poor
1.8–2.6 Below Average
2.6–3.4 Neutral
3.4–4.2 Good
4.2–5.0 Excellent
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3e. As a place to retire.

Q3f. Overall appearance of the Town.
Q3g. Availability of affordable housing.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3h. Acceptance of diverse populations.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3i. Job availability.

2011 Town of Chapel Hill
Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other (no responses)

Q4a. Quality of local fire protection.

2011 Town of Chapel Hill
Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q4b. How quickly fire units respond to emergencies.

Q4c. Fire safety education programs.
Q4d. Fire safety you feel while visiting business or restaurants.

Q5a. Overall quality of local police protection.
Q5b. Visibility of police in neighborhoods.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q5c. Efforts to prevent crime.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q5d. How quickly police respond to emergencies.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5e. Enforcement of local traffic laws.

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5f. Police safety education programs.

Q5g. Overall performance of police department.

Shading reflects the mean rating for all respondents by CBG (merged as needed) on a 5-point scale, where:

- 1.0 - 1.8 Very Dissatisfied
- 1.8 - 2.6 Dissatisfied
- 2.6 - 3.4 Neutral
- 3.4 - 4.2 Satisfied
- 4.2 - 5.0 Very Satisfied
- Other (no responses)
Q5h. Attitude of police behavior toward residents.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q5i. Level of safety and security in your neighborhood.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q8a. How safe you feel in your neighborhood during day.

LEGEND
Mean rating on a 4-point scale, where:
1.0-1.75 Very Unsafe
1.75-2.5 Unsafe
2.5-3.25 Somewhat Safe
3.25-4.0 Very Safe
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating of all respondents by CBG (merged as needed)

Q8b. How safe you feel in your neighborhood at night.

LEGEND
Mean rating on a 4-point scale, where:
1.0-1.75 Very Unsafe
1.75-2.5 Unsafe
2.5-3.25 Somewhat Safe
3.25-4.0 Very Safe
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating of all respondents by CBG (merged as needed)
Q8c. How safe you feel in Downtown Chapel Hill during the day.

Q8d. How safe you feel in Downtown Chapel Hill at night.
Q8e. How safe you feel patronizing bars and clubs in Chapel Hill.

Q9a. Enforcing cleanup of litter and debris on private property.
Q9b. Enforcing mowing and trimming of property.

Q9c. Enforcing maintenance of residential property (exterior of homes).

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q9d. Enforcing maintenance of business property.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9e. Enforcing parking-residential neighborhoods.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9f. Enforcing sign regulations.

Q10a. Maintenance of Town parks.
Q10b. Number of Town parks.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q10c. Number of walking and biking trails.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q10f. Availability of information about Town parks and recreation.

Q10g. The Town's youth athletic programs.
Q10h. The Town's adult athletic programs.

Q10i. Town special events and festivals.
Q10j. Therapeutic recreation programs.

Q10k. Cultural arts programs (ceramics, dance, etc.).
Q10l. Public art.

Legend
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q10m. Landscaping and appearance Town Cemeteries.

Legend
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)
Q12c. Quality of assistance provided by staff.

Legend:
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q12d. Quality of children's programs.

Legend:
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)
Q12e. Quality of reference services.

2011 Town of Chapel Hill Community Survey

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q12f. Quality of the collection overall.

2011 Town of Chapel Hill Community Survey

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q12g. Youth services collection.

Shading reflects the mean rating for all respondents by CBG (merged as needed) on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q12h. The number of collection items available.

Shading reflects the mean rating for all respondents by CBG (merged as needed) on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)
Q12i. Number of DVD's available.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0–1.8 Very Dissatisfied
1.8–2.6 Dissatisfied
2.6–3.4 Neutral
3.4–4.2 Satisfied
4.2–5.0 Very Satisfied
Other (no responses)

Q12j. Number of recorded books available.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0–1.8 Very Dissatisfied
1.8–2.6 Dissatisfied
2.6–3.4 Neutral
3.4–4.2 Satisfied
4.2–5.0 Very Satisfied
Other (no responses)
Q12k. Number of e-materials available.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q12l. Number of public access computers.

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q12m. The temporary location in University Mall.

Q13a. Maintenance of main Town street thoroughfares.
Q13b. Maintenance of streets in your neighborhood.

Q13c. Maintenance of street signs/pavement markings.
Q13d. Maintenance/preservation of downtown.

Q13e. Overall cleanliness of streets and other public areas.

Legend:
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q13f. Adequacy of street lighting.

2011 Town of Chapel Hill Community Survey

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q13g. Condition of sidewalks.

2011 Town of Chapel Hill Community Survey

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q13h. The storm water runoff/management system.

Q20a. How well traffic signal system provides for efficient traffic flow.
Q20b. The Town’s bus service, Chapel Hill Transit.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q20c. The ease of walking or biking in Chapel Hill.

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20d. Availability of sidewalks in the Town.

Q20e. Availability of greenways and walking trails.

LEGEND

Shading reflects the mean rating for all respondents by CBG (merged as needed).

Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q32a. Availability of parking downtown.

Q32b. Cost of parking in downtown.
Q32c. Multi-space parking meters.

Q32d. Security of parking downtown.

**LEGEND**
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q33a. Residential trash collection service.

LEGEND
Mean rating
on a 5-point scale, where:

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q33b. Yard waste removal.

LEGEND
Mean rating
on a 5-point scale, where:

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q33c. Leaf collection.

LEGEND
Mean rating on a 5-point scale, where:
1.0 – 1.8 Very Dissatisfied
1.8 – 2.6 Dissatisfied
2.6 – 3.4 Neutral
3.4 – 4.2 Satisfied
4.2 – 5.0 Very Satisfied
Other (no responses)

Q33d. Residential recycling service.

LEGEND
Mean rating on a 5-point scale, where:
1.0 – 1.8 Very Dissatisfied
1.8 – 2.6 Dissatisfied
2.6 – 3.4 Neutral
3.4 – 4.2 Satisfied
4.2 – 5.0 Very Satisfied
Other (no responses)
Q33e. Dead animal removal from right-of-way.

Q33f. Removal of large bulky items.