Section 4: GIS Maps
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.
Q1b. Quality of public safety services

2013 Chapel Hill Community Survey

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)

Q1c. Quality of parks & recreation programs & facilities

2013 Chapel Hill Community Survey

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)
Q1h. Overall maintenance of buildings facilities

2013 Chapel Hill Community Survey

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)

Q1i. Overall maintenance of public housing

2013 Chapel Hill Community Survey

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)
Q1j. Overall flow of traffic and congestion management

2013 Chapel Hill Community Survey
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)

Q1k. Effectiveness of communication with the public

2013 Chapel Hill Community Survey
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)
Q1n. How well the Town is managing change

Q1o. Emergency preparedness
Q3a. Overall image of Town

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)

Q3b. Overall quality of life in the Town

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)
Q3c. Overall feeling of safety in Town

2013 Chapel Hill Community Survey
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 Neutral
4.2-5.0 Excellent
Other (no responses)

Q3d. Quality of new development in the Town

2013 Chapel Hill Community Survey
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 Neutral
4.2-5.0 Excellent
Other (no responses)
Q3c. As a place to retire

Q3f. Overall appearance of the Town
Q3i. Acceptance of diverse populations

2013 Chapel Hill Community Survey

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 Neutral
4.2-5.0 Excellent
Other (no responses)

Q3j. Choices for future generations

2013 Chapel Hill Community Survey

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 Neutral
4.2-5.0 Excellent
Other (no responses)
Q3k. Job availability

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 Neutral
4.2-5.0 Excellent
Other (no responses)

Q4a. Quality of local fire protection

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

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)

Q4c. Fire safety education programs

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)
Q4d. Fire safety you feel when visiting business or restaurants

2013 Chapel Hill Community Survey

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)

Q5a. Quality of local police protection

2013 Chapel Hill Community Survey

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)
Q5f. Police safety education programs

Q5g. Chapel Hill Police Department's overall performance
Q5h. Attitude and behavior of Police Department personnel

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. Safety and security in your neighborhood

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 the day

Q8b. How safe you feel in your neighborhood at night
Q8c. How safe you feel in Downtown Chapel Hill in the day

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)

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)

Q8d. How safe you feel in Downtown Chapel Hill at night

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)

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)
Q8e. How safe you feel while patronizing bars and clubs

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)

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)

Q9a. Enforcing clean up of litter & debris on private property

2013 Chapel Hill Community Survey
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)
Q9b. Enforce mowing and trimming of property

2013 Chapel Hill Community Survey
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)

Q9c. Enforce maintenance of residential property

2013 Chapel Hill Community Survey
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)
Q10d. Quality of outdoor athletic fields

2013 Chapel Hill Community Survey
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)

Q10e. Number of outdoor athletic fields

2013 Chapel Hill Community Survey
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)
Q10f. Availability of info about parks & recreation programs

Q10g. Town’s youth athletic programs
Q10j. Therapeutic recreation programs

Q10k. Number of children's play 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)
Q12a. Quality of library services

2013 Chapel Hill Community Survey
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)

Q12b. Library hours of operation

2013 Chapel Hill Community Survey
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. Library Ebook collection

2013 Chapel Hill Community Survey
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. Library WiFi service

2013 Chapel Hill Community Survey
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)
Q13c. Maintenance of street signs/pavement markings

Q13d. Maintenance/preservation of 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)
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

2013 Chapel Hill Community Survey
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)

Q13h. Quality of stormwater drainage system

2013 Chapel Hill Community Survey
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)
Q15a. Quality of information about Town programs/services

2013 Chapel Hill Community Survey

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)

Q15b. Access to information on local issues/events

2013 Chapel Hill Community Survey

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)
Q15c. Opportunities to participate in local government

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)

Q15d. Access to the Mayor and Town Council

2013 Chapel Hill Community Survey
Mean rating for all respondents by CBG (merged as needed)
Q19a. How well traffic signal system provides efficient traffic flow

Q19b. Town's bus service (Chapel Hill Transit)
Q34b. Cost of parking Downtown

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)

Q34c. Payment options for Downtown parking

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)
Q35a. Residential trash collection services

Q35b. Yard waste removal
Q35c. Leaf collection

2013 Chapel Hill Community Survey

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)

Q35d. Residential recycling service

2013 Chapel Hill Community Survey

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)
Q35e. Dead animal removal from right-of-way

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)

Q35f. Removal of large bulky items

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)