2015 DirectionFinder®
Community Survey
Appendix A: GIS Maps

ETC Institute
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Olathe, Kansas
66061

Prepared for
Town of Chapel Hill
December 2015
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by Census Block Group in the Town of Chapel Hill.

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 higher levels of “very satisfied” or “satisfied” responses, higher levels of “very safe” or “safe” responses or higher levels of agreement depending upon the type of question.

- **YELLOW** shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.

- **RED/ORANGE** shades indicate NEGATIVE ratings. Shades of red generally indicate higher levels of “dissatisfied” or “very dissatisfied” responses, higher levels of “unsafe” or “very unsafe” responses and higher levels of disagreement depending on the question.
Location of Survey Respondents

2015 Town of Chapel Hill Community Survey

Q1-1. Satisfaction with overall quality of services provided by the Town of Chapel Hill

Citizen Satisfaction
Mean rating on a 5-point scale

- 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
- No Response
Q1-2. Satisfaction with overall quality of public safety services

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
- 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
- No Response

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Q1-3. Satisfaction with overall quality of Town parks and recreation programs and facilities

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
- 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
- No Response

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Q1-4. Satisfaction with overall quality of customer service you receive from Town employees

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBGs (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

Q1-5. Satisfaction with overall quality of Public Library services

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBGs (merged as needed)
Q1-6. Satisfaction with overall enforcement of Town codes/ordinances

2015 Town of Chapel Hill Community Survey

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

Q1-7. Satisfaction with overall maintenance of major streets

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-8. Satisfaction with overall maintenance of neighborhood streets

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

Q1-9. Satisfaction with overall maintenance of Town buildings and facilities

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-10. Satisfaction with overall maintenance of public housing buildings and grounds

2015 Town of Chapel Hill Community Survey

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

Q1-11. Satisfaction with overall flow of traffic and congestion management in the Town

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBGs (merged as needed)
Q1-12. Satisfaction with effectiveness of communication with public

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

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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
No Response

Q1-13. Satisfaction with overall value for your tax dollars and fees

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

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Q1-14. Satisfaction with how well the Town is preparing for the future

2015 Town of Chapel Hill Community Survey

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

Q1-15. Satisfaction with how well the Town is managing change

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-16. Satisfaction with emergency preparedness

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

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Q1-17. Satisfaction with quality of landscaping in parks, medians and other public areas

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

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Q1.18. Satisfaction with quality of Chapel Hill transit

 Citizen Satisfaction
 Mean rating on a 5-point scale

- 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
  
 No Response

2015 Town of Chapel Hill Community Survey

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

Q3.1. Overall image of the Town

 Citizen Perception
 Mean rating on a 5-point scale

- 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
  
 No Response

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-2. Overall quality of life in the Town

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Perception
Mean rating on a 5-point scale

ETC INSTITUTE

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
No Response

Q3-3. Overall feeling of safety in the Town

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-4. Quality of new development in the Town

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-5. As a place to retire

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-6. Overall appearance of the Town

2015 Town of Chapel Hill Community Survey

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

Citizen Perception
Mean rating on a 5-point scale
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
No Response

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Q3-7. Availability of affordable housing for sale

2015 Town of Chapel Hill Community Survey

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

Citizen Perception
Mean rating on a 5-point scale
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
No Response

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Q3-8. Availability of affordable housing for rent

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2015 Town of Chapel Hill Community Survey: GIS Maps
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Q3-9. Acceptance of diverse populations

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-10. As a community thinking about choices for future generations

2015 Town of Chapel Hill Community Survey

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

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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
No Response

Q3-11. Job availability

2015 Town of Chapel Hill Community Survey

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

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Q4-1. Satisfaction with overall quality of local fire protection

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-2. Satisfaction with how quickly fire units respond to emergencies

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-3. Satisfaction with fire safety education programs

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBGs (merged as needed)

Q4-4. Satisfaction with the fire safety you feel while visiting businesses or restaurants

Citizen Satisfaction
Mean rating on a 5-point scale

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
No Response

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBGs (merged as needed)
Q5-5. Satisfaction with overall quality of local police protection

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

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

2015 Town of Chapel Hill Community Survey

ETC Institute (2015)

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Q5-7. Satisfaction with the Town’s efforts to prevent crime

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5-8. Satisfaction with how quickly police respond to emergencies

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-9. Satisfaction with enforcement of local traffic laws

2015 Town of Chapel Hill Community Survey

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

ETC INSTITUTE

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
No Response

Q5-10. Satisfaction with police safety education programs

2015 Town of Chapel Hill Community Survey

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

ETC INSTITUTE

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
No Response
Q5-11. Satisfaction with Chapel Hill Police Department’s overall performance

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

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

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
No Response

2015 Town of Chapel Hill Community Survey

Q5-12. Satisfaction with the attitude and behavior of Police Department personnel toward residents

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

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

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
No Response

2015 Town of Chapel Hill Community Survey
Q5-13. Satisfaction with the level of safety and security in your neighborhood

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-1. Feeling of safety in your neighborhood during the day

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q8-2. Feeling of safety in your neighborhood at night

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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1.0-1.75 Very Unsafe
1.75-2.5 Somewhat Unsafe
2.5-3.25 Somewhat Safe
3.25-4.0 Very Safe
No Response

Q8-3. Feeling of safety in downtown Chapel Hill during the day

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q8-4. Feeling of safety in downtown Chapel Hill at night

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Feeling of Safety
Mean rating on a 4-point scale

1.0-1.75 Very Unsafe
1.75-2.5 Somewhat Unsafe
2.5-3.25 Somewhat Safe
3.25-4.0 Very Safe
XXX No Response

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Q8-5. Feeling of safety while patronizing bars and clubs in Chapel Hill

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Feeling of Safety
Mean rating on a 4-point scale

1.0-1.75 Very Unsafe
1.75-2.5 Somewhat Unsafe
2.5-3.25 Somewhat Safe
3.25-4.0 Very Safe
XXX No Response

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Q8-6. Feeling of safety on the UNC-Chapel Hill Campus

Feeling of Safety
Mean rating on a 4-point scale
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q9-1. Satisfaction with enforcing the clean-up of litter and debris on private property

Citizen Satisfaction
Mean rating on a 5-point scale
- 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
- No Response

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q9-2. Satisfaction with enforcing mowing and trimming of property

2015 Town of Chapel Hill Community Survey

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

Q9-3. Satisfaction with enforcing the maintenance of residential property

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBSA (merged as needed)
Q9-4. Satisfaction with enforcing the maintenance of business property

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-5. Satisfaction with enforcing parking-residential neighborhoods

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-6. Satisfaction with enforcing sign regulations

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-1. Satisfaction with maintenance of Town parks/cemeteries

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-2. Satisfaction with number of Town parks

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

Q10-3. Satisfaction with number of walking and biking trails

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response
Q10-4. Satisfaction with quality of outdoor athletic fields

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

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Q10-5. Satisfaction with number of outdoor athletic fields

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

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Q10-6. Satisfaction with availability of information about Town parks and recreation programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-7. Satisfaction with the Town’s youth athletic programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-8. Satisfaction with the Town’s adult athletic programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2015 Town of Chapel Hill Community Survey: GIS Maps
ETC Institute (2015)

Q10-9. Satisfaction with special events/festivals

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-10. Satisfaction with adapted recreation & inclusion programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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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
No Response

Q10-11. Satisfaction with number of children’s play areas

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q10-12. Satisfaction with number of programs for teens

Q10-13. Satisfaction with arts programs
Q10-14. Satisfaction with public art

2015 Town of Chapel Hill Community Survey

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

Q10-15. Satisfaction with quality of aquatics facilities/programs

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
12-1. Satisfaction with the overall quality of library services

Mean rating on a 5-point scale:

- 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
- No Response

12-2. Satisfaction with Library hours of operation

Mean rating on a 5-point scale:

- 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
- No Response
Q12-3. Satisfaction with customer service provided by staff

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-4. Satisfaction with children’s programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-5. Satisfaction with teen programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-6. Satisfaction with adult programs

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-9. Satisfaction with music collection

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Mean rating on a 5-point scale
- 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

No Response

Q12-10. Satisfaction with audio collection

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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2015 Town of Chapel Hill Community Survey

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

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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
No Response

Q12-12. Satisfaction with WiFi service

2015 Town of Chapel Hill Community Survey

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

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Q13-1. Satisfaction with maintenance of Town main street thoroughfares

2015 Town of Chapel Hill Community Survey

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

Q13-2. Satisfaction with maintenance of streets in your neighborhood

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13-3. Satisfaction with maintenance of street signs/pavement markings

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

Q13-4. Satisfaction of maintenance/preservation of downtown

2015 Town of Chapel Hill Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response
Q13-5. Satisfaction with overall cleanliness of streets, and other public areas

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response

Q13-6. Satisfaction with adequacy of street lighting

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
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
No Response
Q13-7. Satisfaction with condition of sidewalks

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-8. Satisfaction with maintenance of the stormwater drainage system

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q15-1. Satisfaction with quality of information about Town programs/services

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Mean rating on a 5-point scale
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
No Response

Citizen Satisfaction

Q15-2. Satisfaction with access to information on local issues/events

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Mean rating on a 5-point scale
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
No Response

Citizen Satisfaction
Q15-3. Satisfaction with opportunities to participate in local government

2015 Town of Chapel Hill Community Survey

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

Q15-4. Satisfaction with access to the Mayor and Town Council

2015 Town of Chapel Hill Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q15-5. Satisfaction with quality of www.townofchapelhill.org

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

Q15-6. Satisfaction with Chapel Hill eNews updates

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20-1. Satisfaction with how well the traffic signal system provides for efficient traffic flow

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
- 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
- No Response

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Q20-2. Satisfaction with the Town’s bus service, Chapel Hill Transit

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale
- 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
- No Response

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Q20-3. Satisfaction with the ease of walking or biking in Chapel Hill

2015 Town of Chapel Hill Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale

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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
No Response

Q20-4. Satisfaction with availability of sidewalks in the Town

2015 Town of Chapel Hill Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale

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Q20-5. Satisfaction with availability of greenways and walking trails

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q37-1. Satisfaction with availability of parking downtown

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q37-2. Satisfaction with cost of parking downtown

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q37-3. Satisfaction with payment options

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q37-4. Satisfaction with ease of use

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q37-5. Satisfaction with security of parking downtown

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38-1. Satisfaction with residential trash collection services

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q38-2. Satisfaction with yard waste removal

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38-3. Satisfaction with leaf collection

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

ETC Institute (2015)
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Q38-5. Satisfaction of dead animal removal from right-of-way

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

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
No Response

Q38-6. Satisfaction with removal of large bulky items

2015 Town of Chapel Hill Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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