

Section 4:
GIS Mapping



Interpreting the Maps

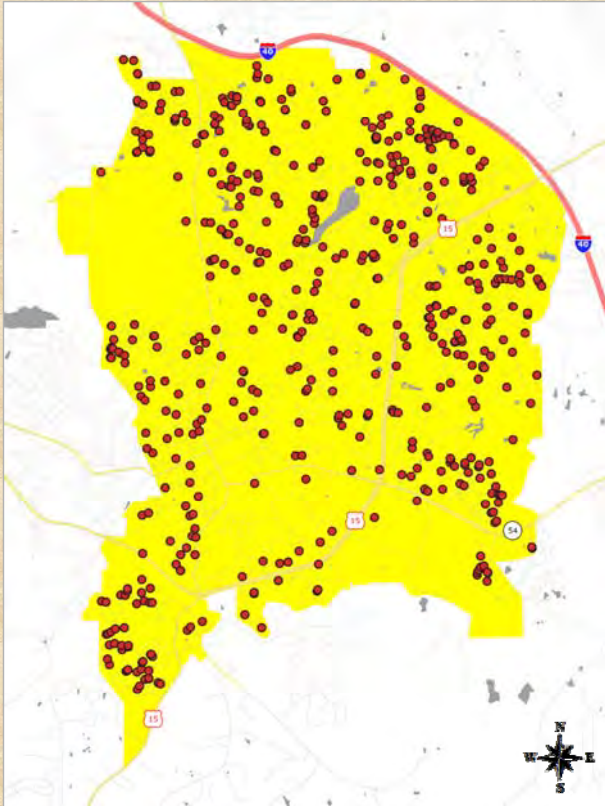
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

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:

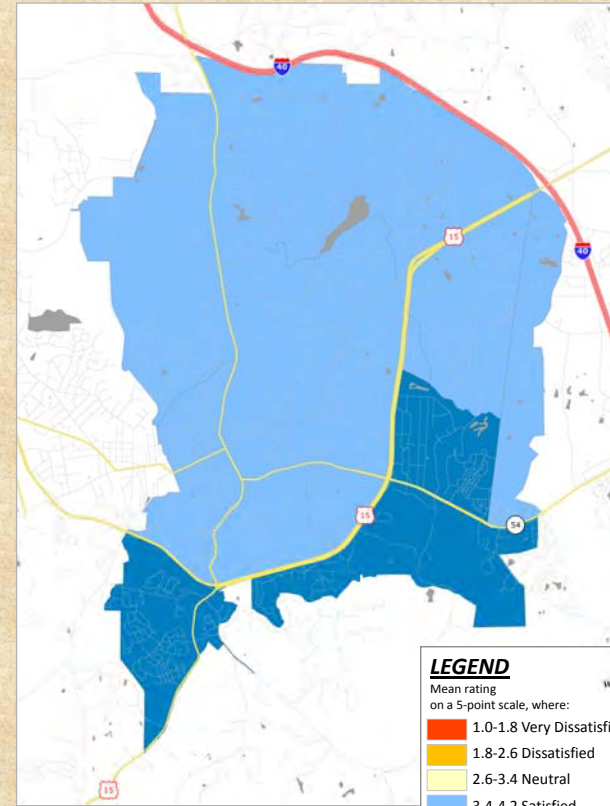
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

Location of Survey Respondents



2011 Town of Chapel Hill Community Survey

Q1a. Overall quality of services provided.



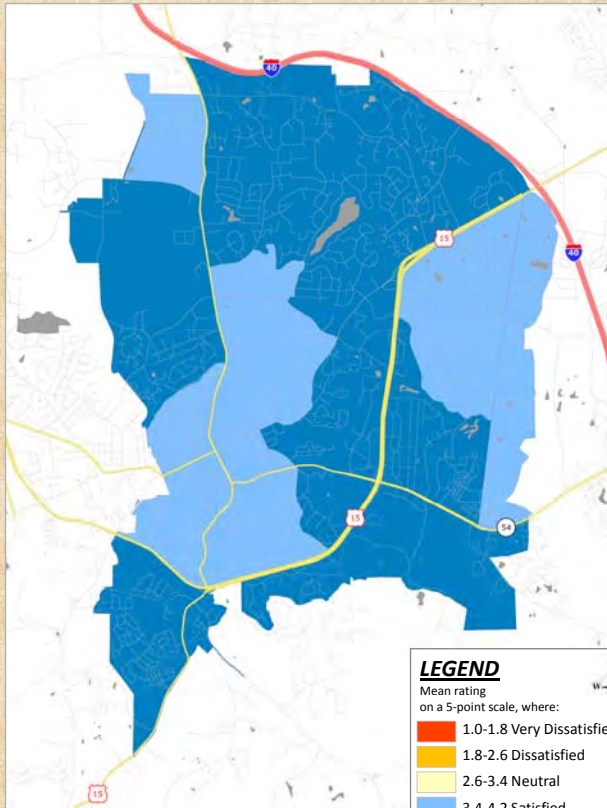
2011 Town of Chapel Hill
Community Survey

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)

Q1b. Overall quality of public safety services.



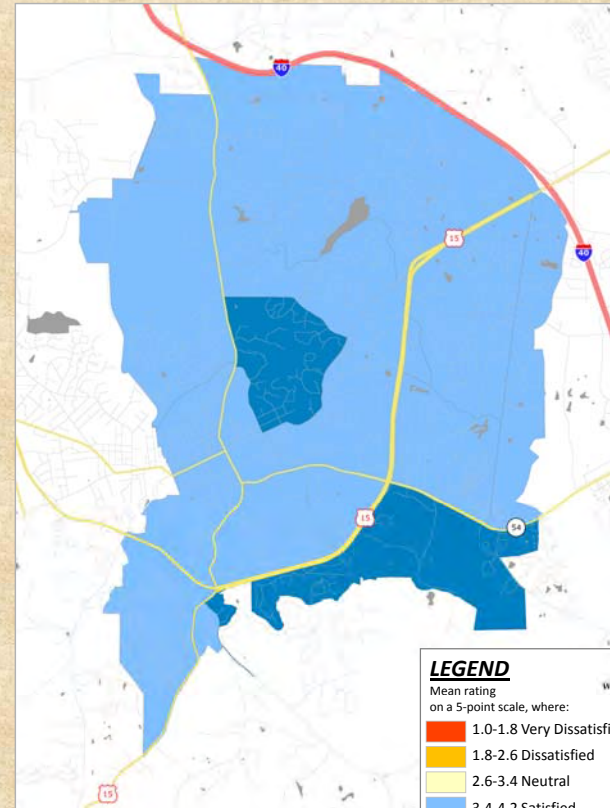
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q1c. Overall quality of Town parks and recreation programs.



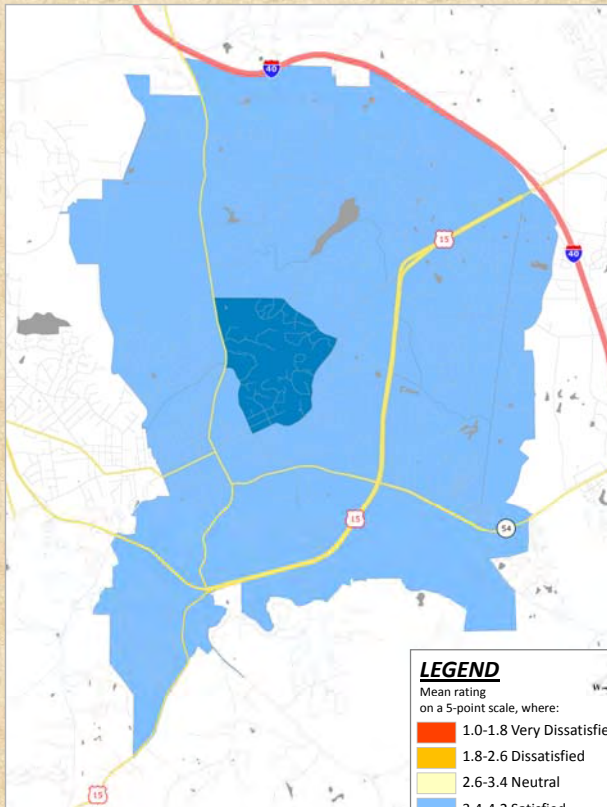
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

**2011 Town of Chapel Hill
 Community Survey**

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

Q1d. Quality of customer service received.



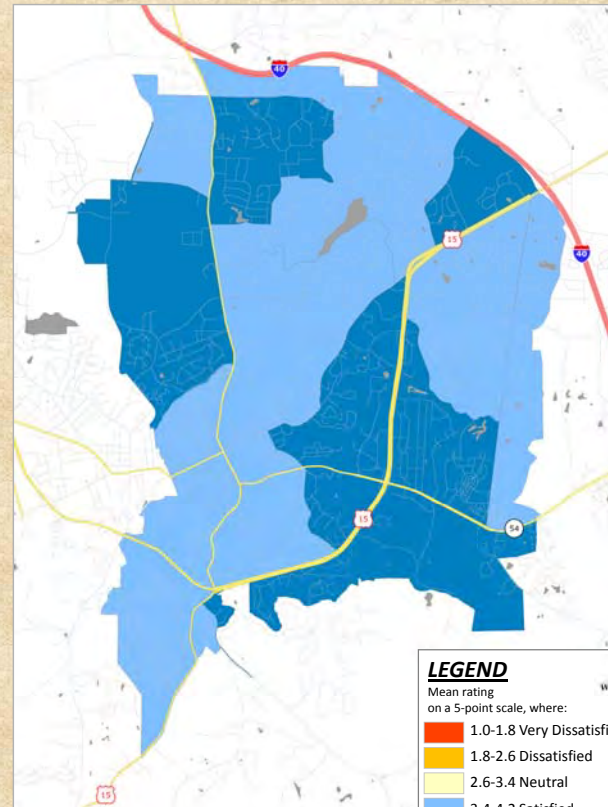
LEGEND
 Mean rating on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Blue	2.6-3.4 Neutral
Medium Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

2011 Town of Chapel Hill Community Survey

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

Q1e. Overall quality of Public Library services.



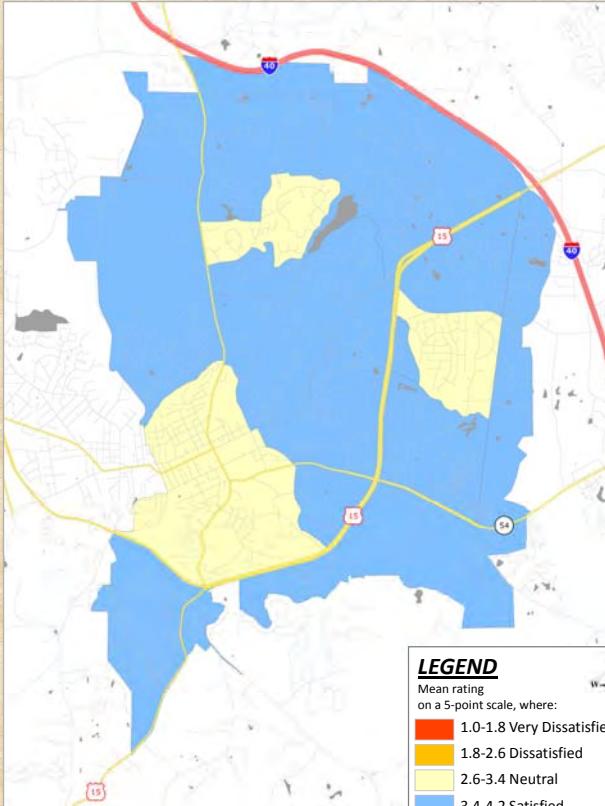
LEGEND
 Mean rating on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Blue	2.6-3.4 Neutral
Medium Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

2011 Town of Chapel Hill Community Survey

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

Q1f. Enforcement of Town codes & ordinances.



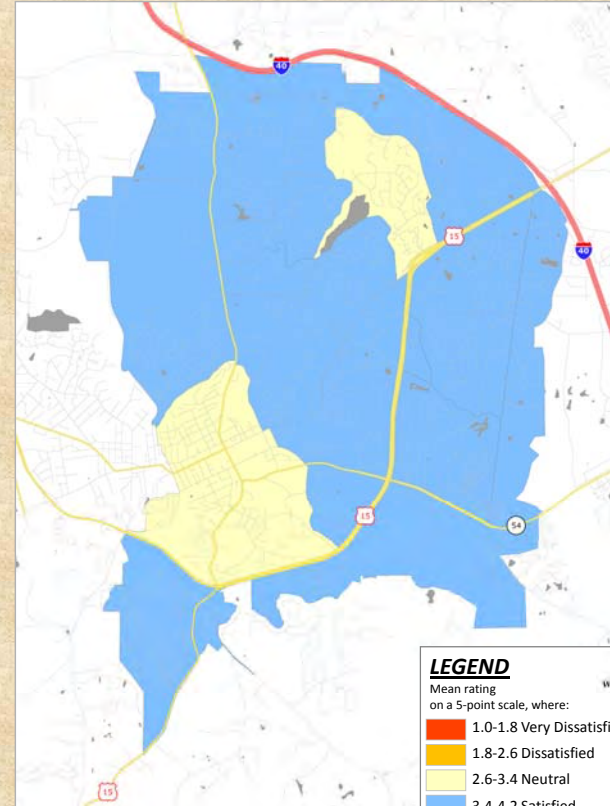
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**2011 Town of Chapel Hill
 Community Survey**

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

Q1g. Overall maintenance of Town streets.



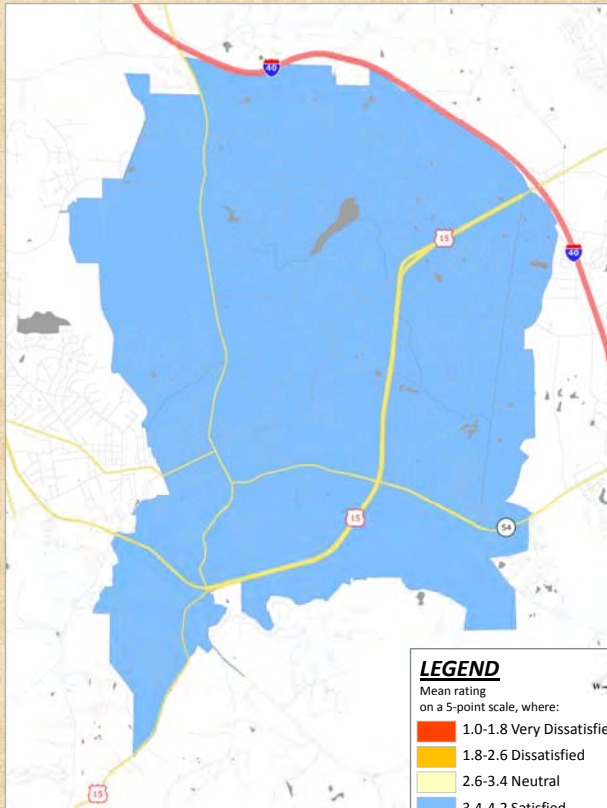
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**2011 Town of Chapel Hill
 Community Survey**

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

Q1h. Overall maintenance of Town buildings and facilities.



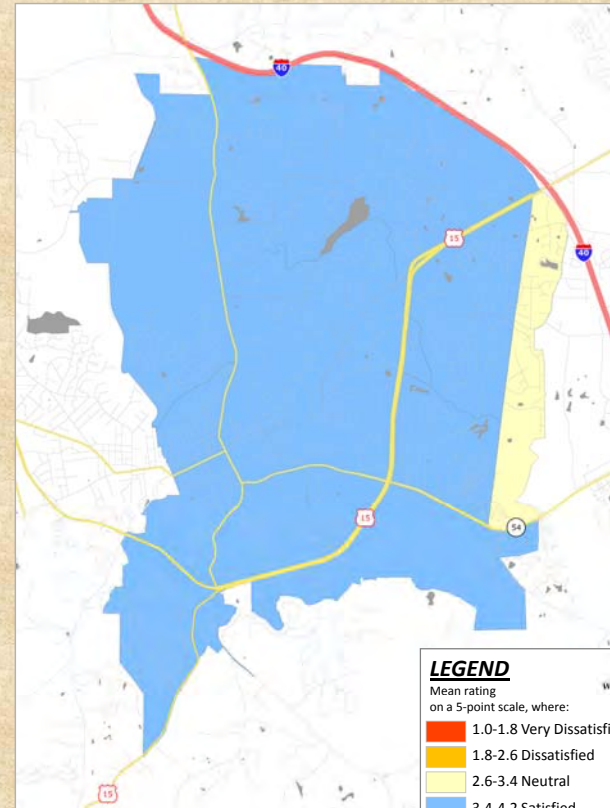
LEGEND
Mean rating on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Blue	2.6-3.4 Neutral
Medium Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**2011 Town of Chapel Hill
Community Survey**

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

Q1i. Overall maintenance of public housing.



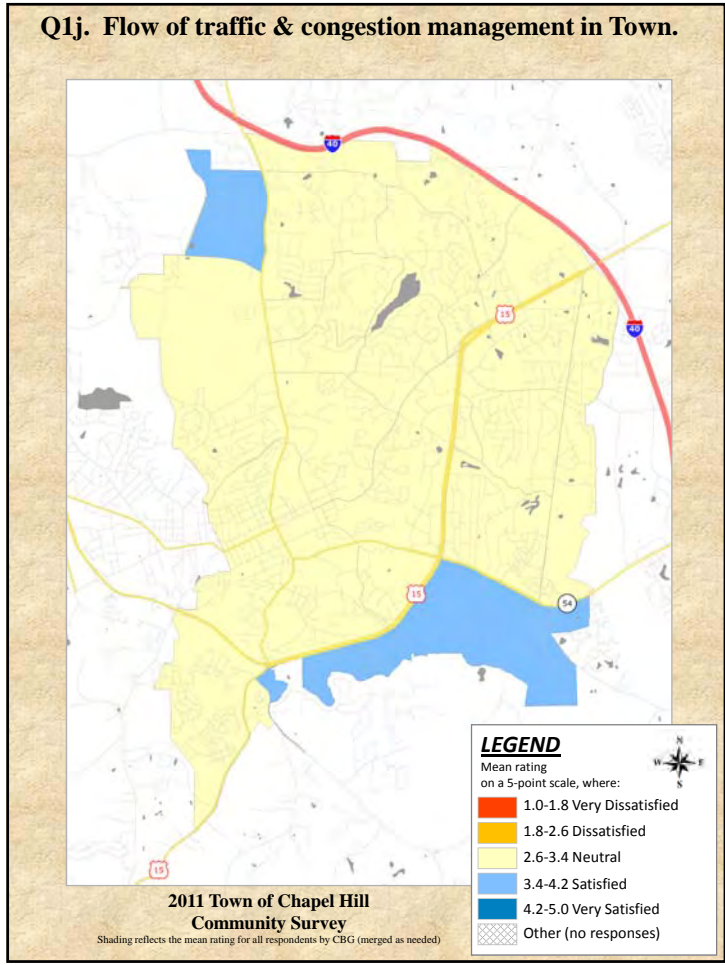
LEGEND
Mean rating on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Blue	2.6-3.4 Neutral
Medium Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

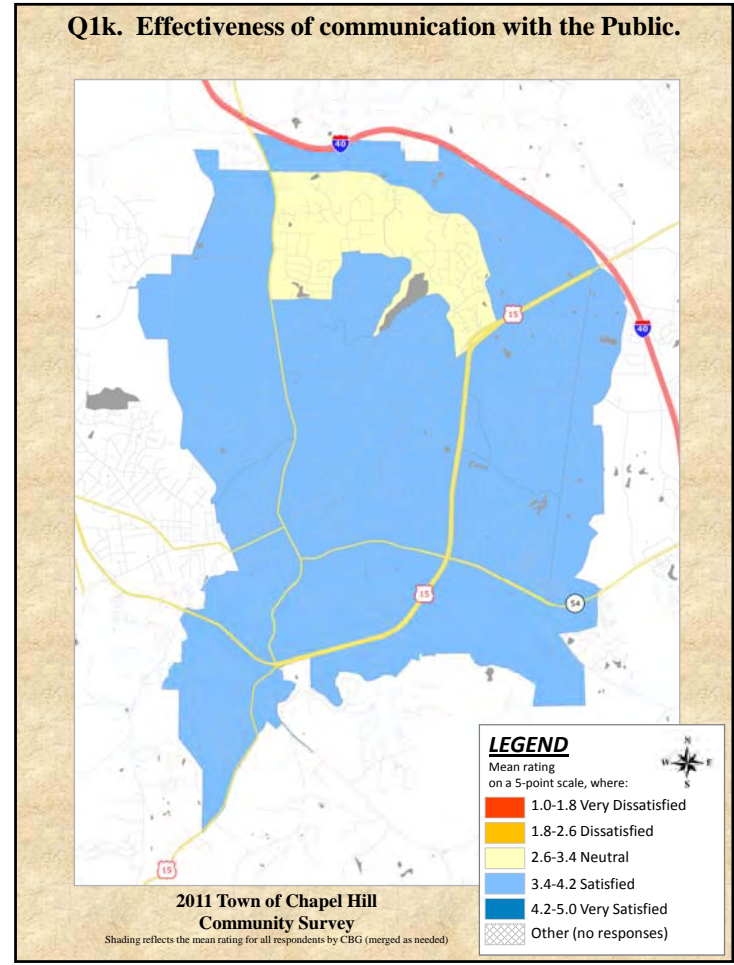
**2011 Town of Chapel Hill
Community Survey**

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

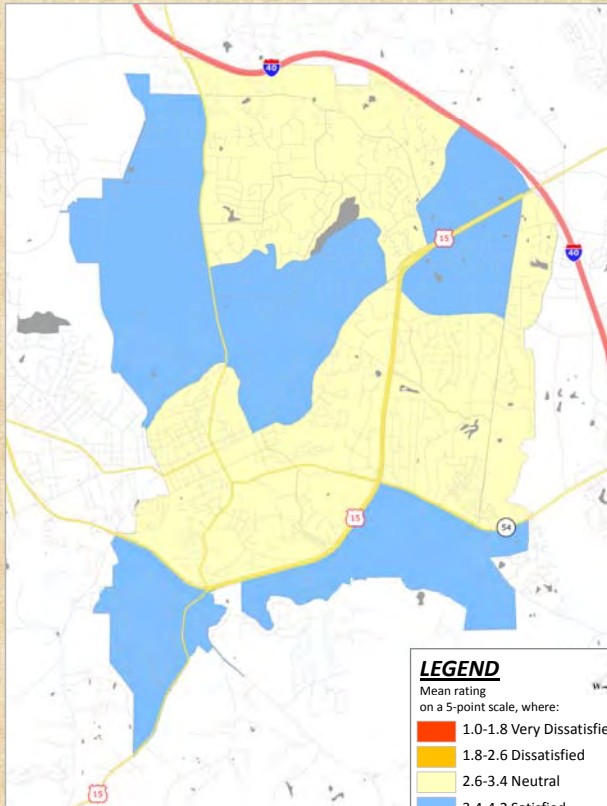
Q1j. Flow of traffic & congestion management in Town.



Q1k. Effectiveness of communication with the Public.



Q11. Value received for tax dollars & fees.



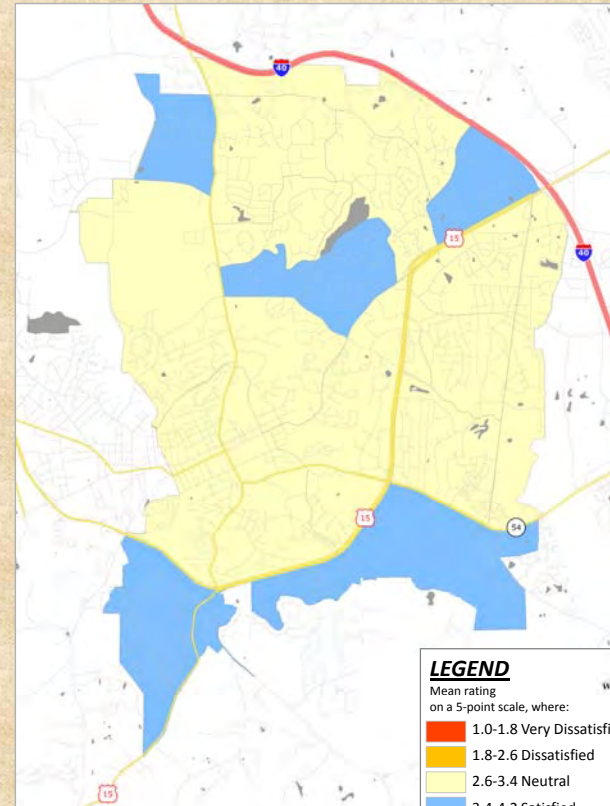
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q1m. How well Town is planning for the future.



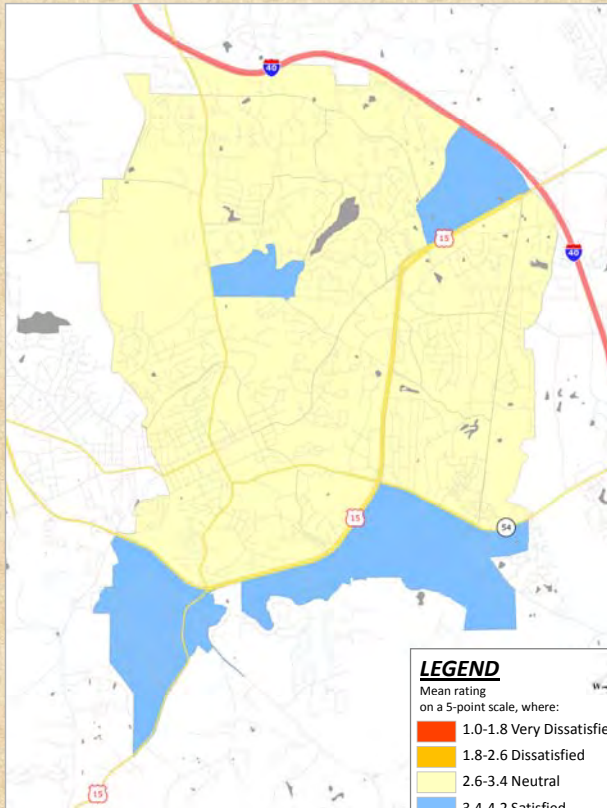
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q1n. How well Town is managing change.



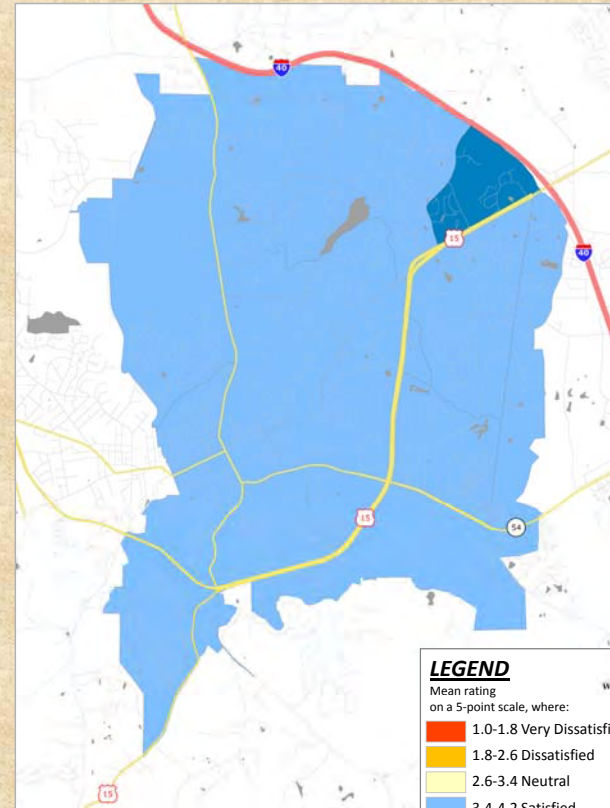
LEGEND
Mean rating on a 5-point scale, where:

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
[Cross-hatched]	Other (no responses)

**2011 Town of Chapel Hill
Community Survey**

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

Q1o. Emergency preparedness.



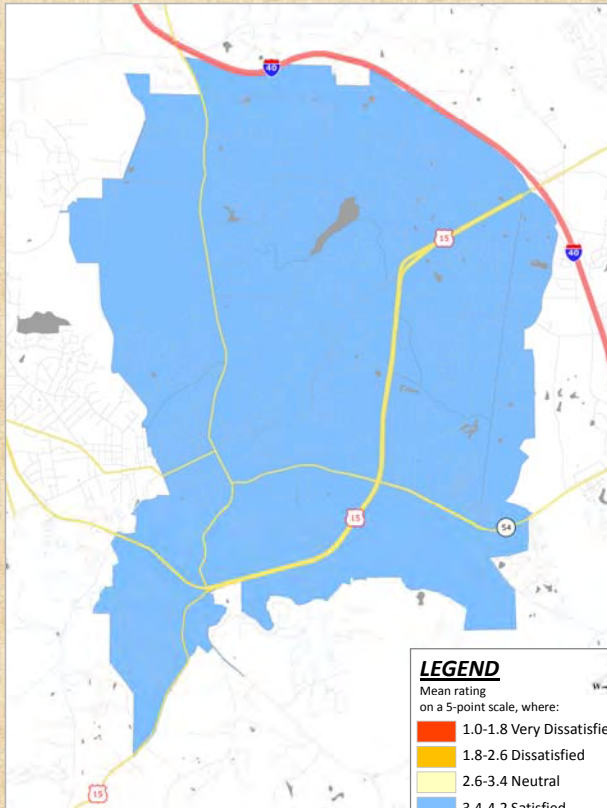
LEGEND
Mean rating on a 5-point scale, where:

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
[Cross-hatched]	Other (no responses)

**2011 Town of Chapel Hill
Community Survey**

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

Q1p. Quality of landscaping in parks, medians and other public areas.



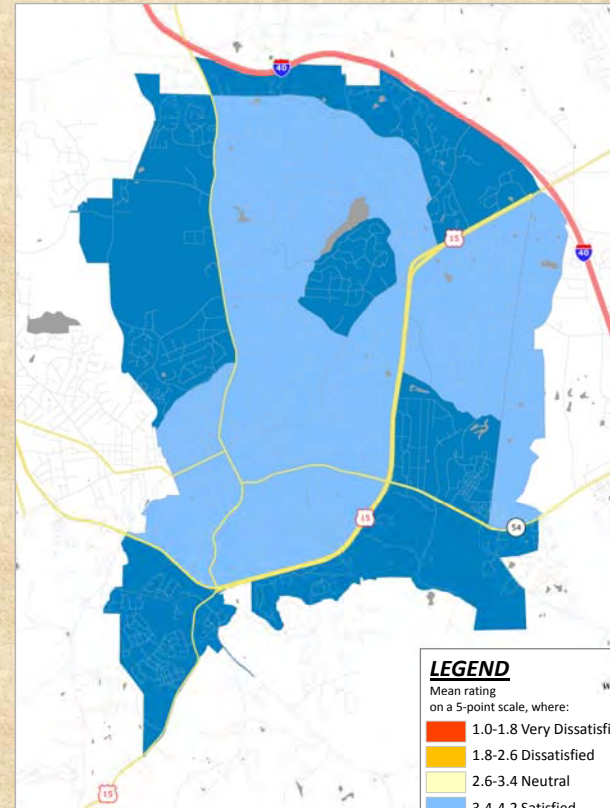
LEGEND
 Mean rating on a 5-point scale, where:

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)

2011 Town of Chapel Hill Community Survey

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

Q1q. Quality of Chapel Hill Transit.



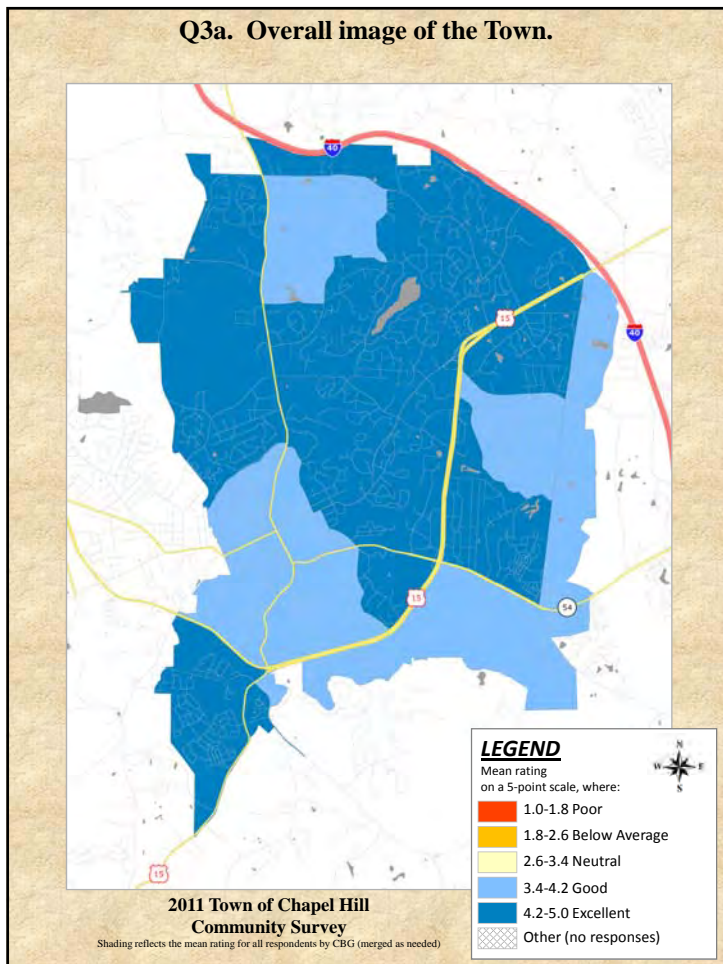
LEGEND
 Mean rating on a 5-point scale, where:

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)

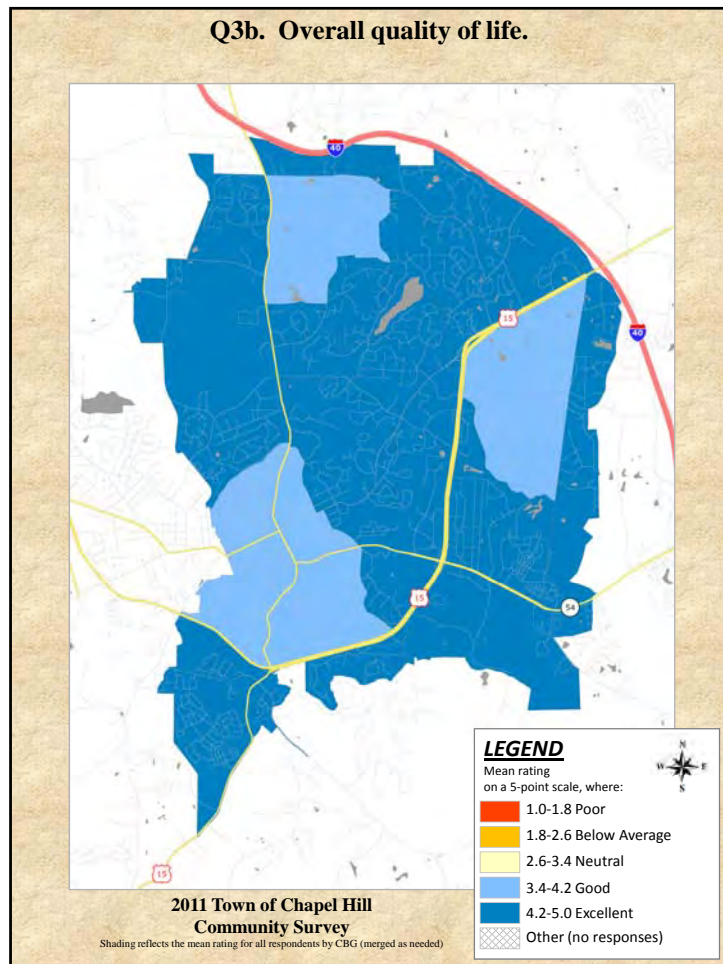
2011 Town of Chapel Hill Community Survey

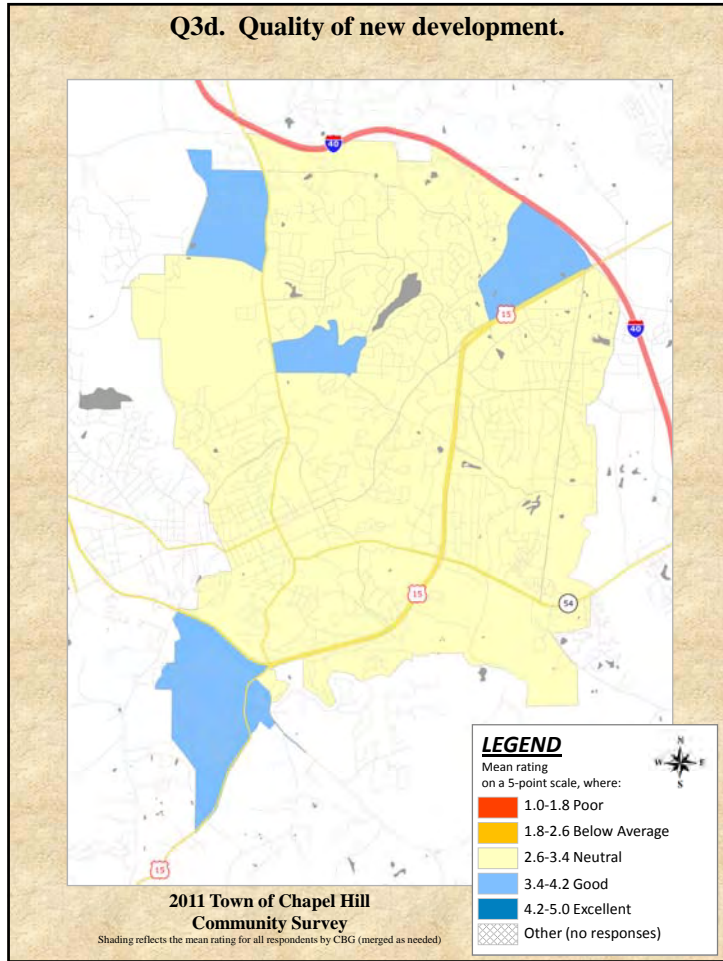
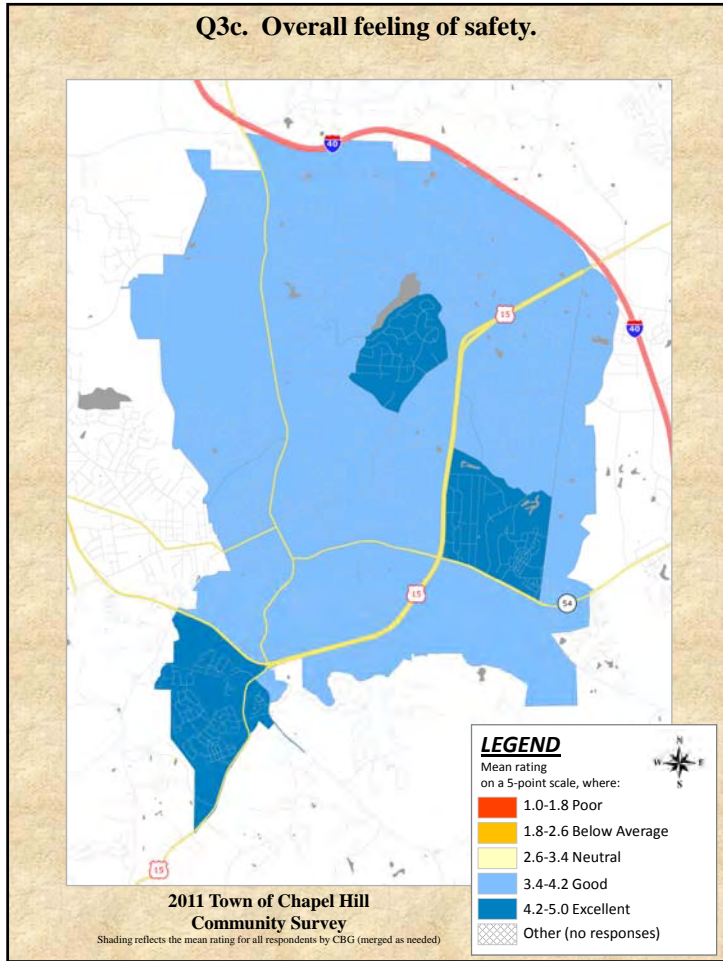
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3a. Overall image of the Town.

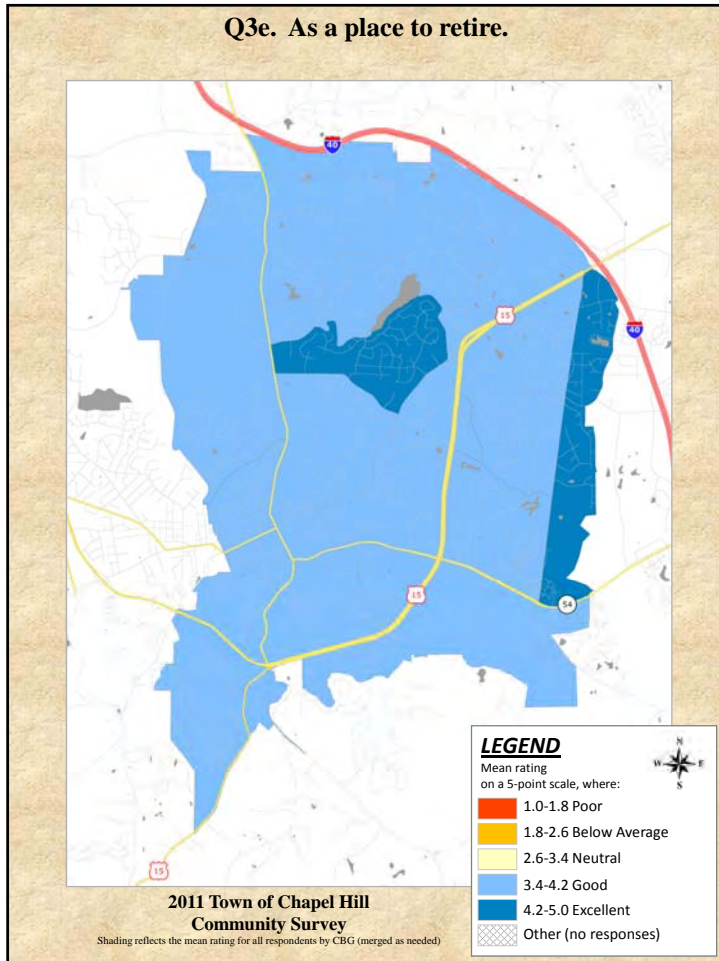


Q3b. Overall quality of life.

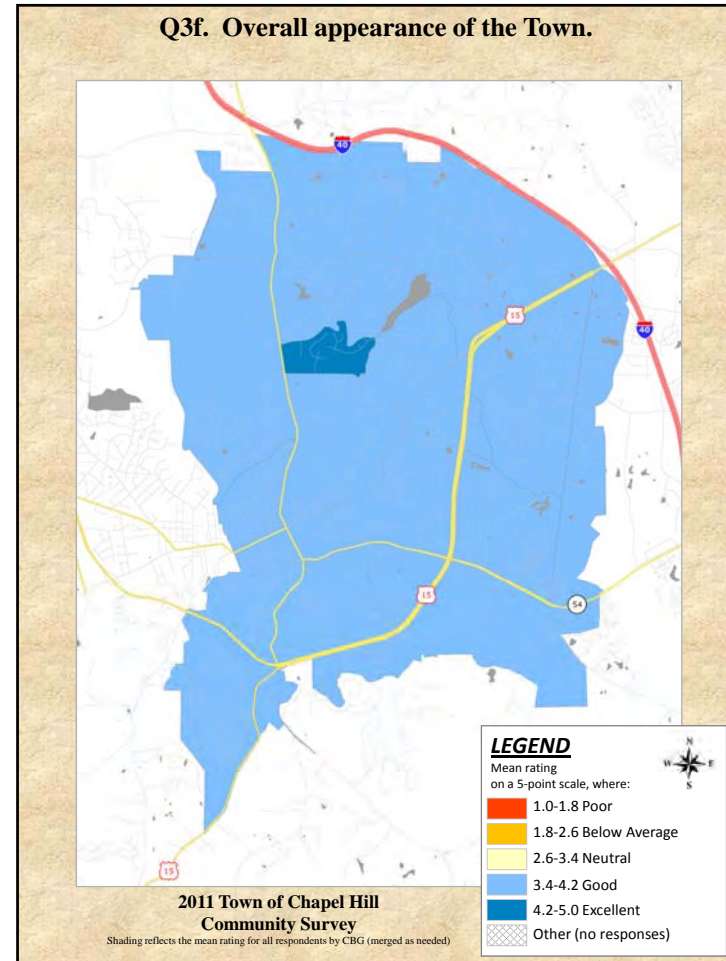




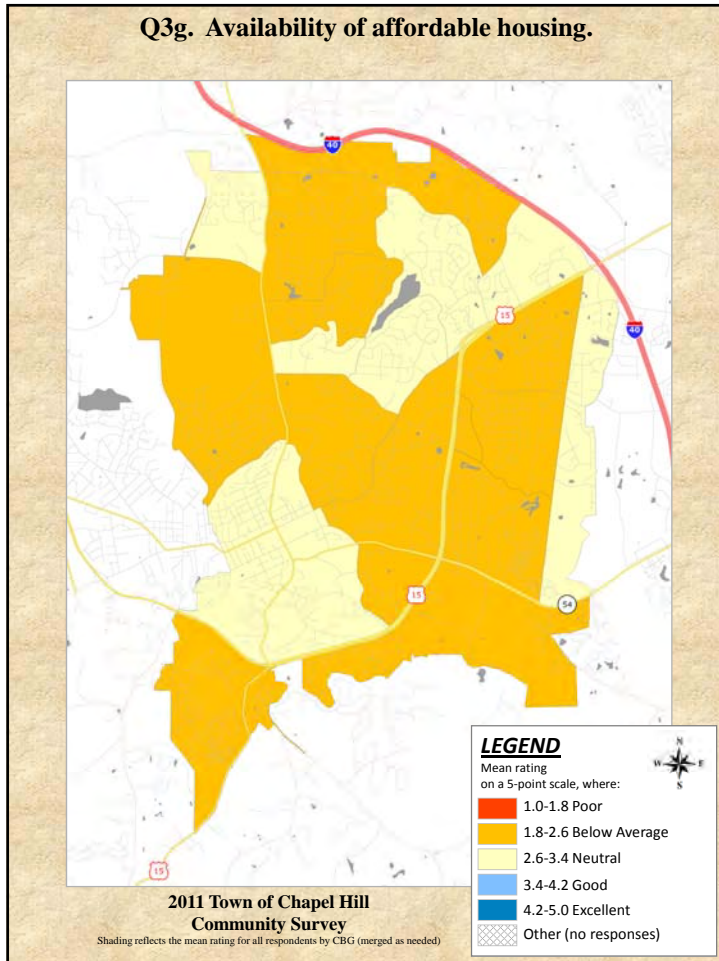
Q3e. As a place to retire.



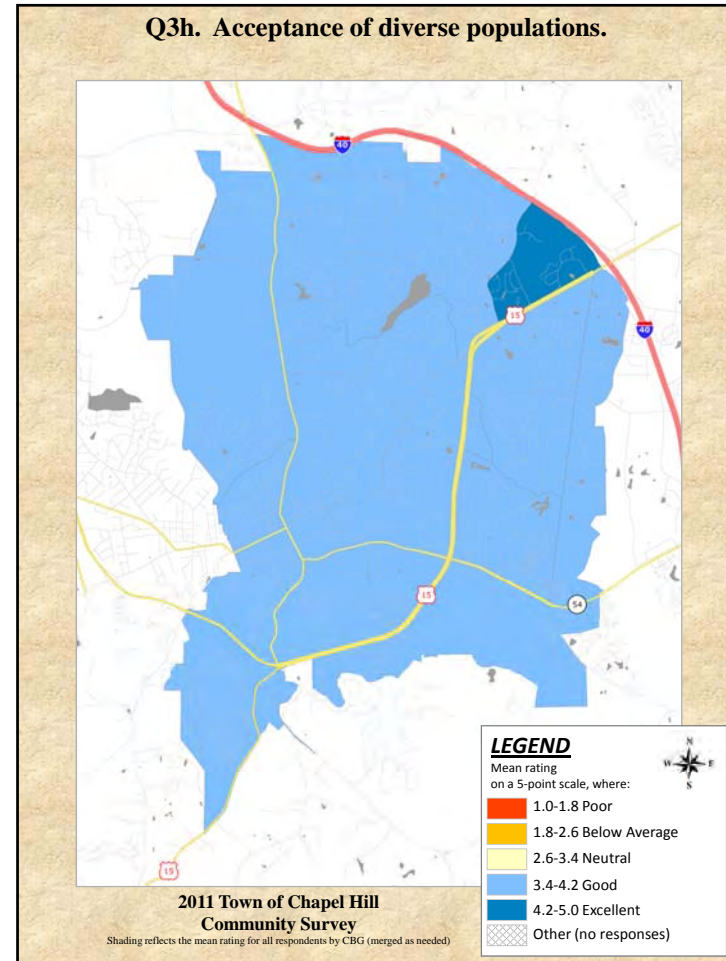
Q3f. Overall appearance of the Town.



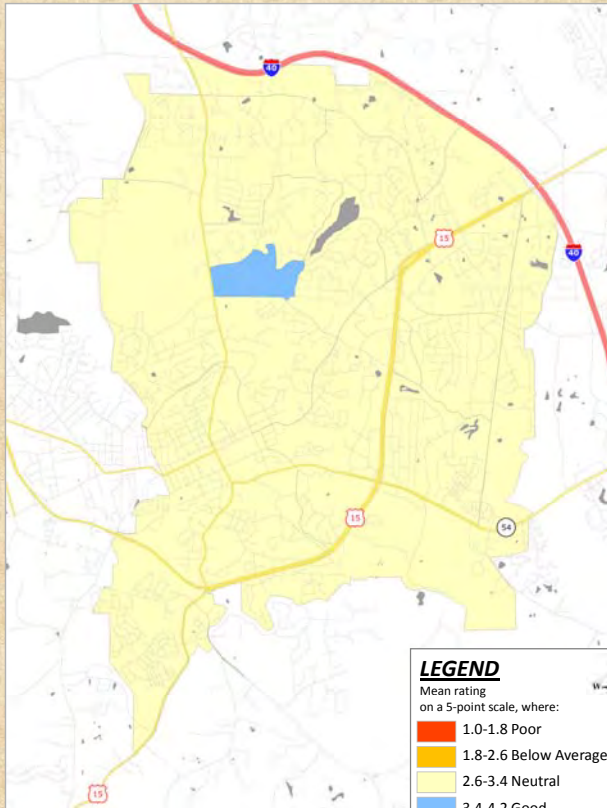
Q3g. Availability of affordable housing.



Q3h. Acceptance of diverse populations.



Q3i. Job availability.



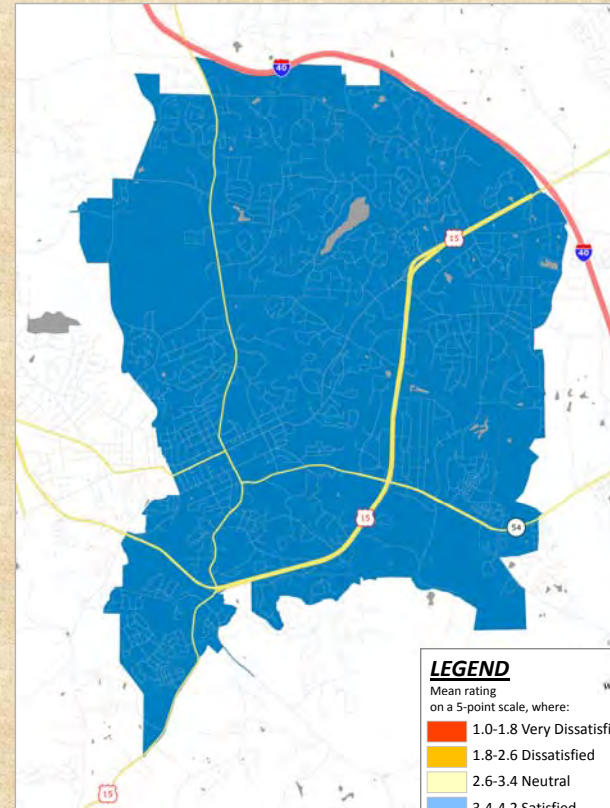
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Poor
Orange	1.8-2.6 Below Average
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Good
Dark Blue	4.2-5.0 Excellent
White with grid	Other (no responses)

**2011 Town of Chapel Hill
 Community Survey**

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

Q4a. Quality of local fire protection.



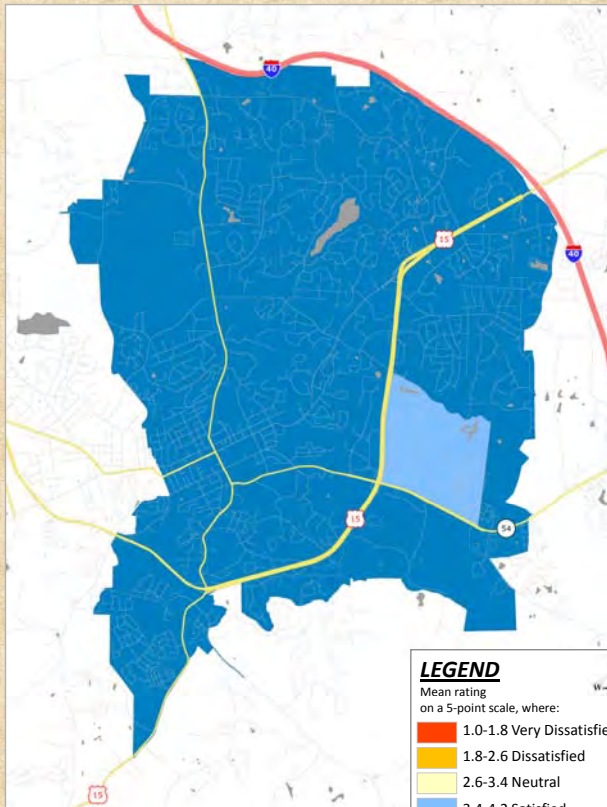
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**2011 Town of Chapel Hill
 Community Survey**

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

Q4b. How quickly fire units respond to emergencies.



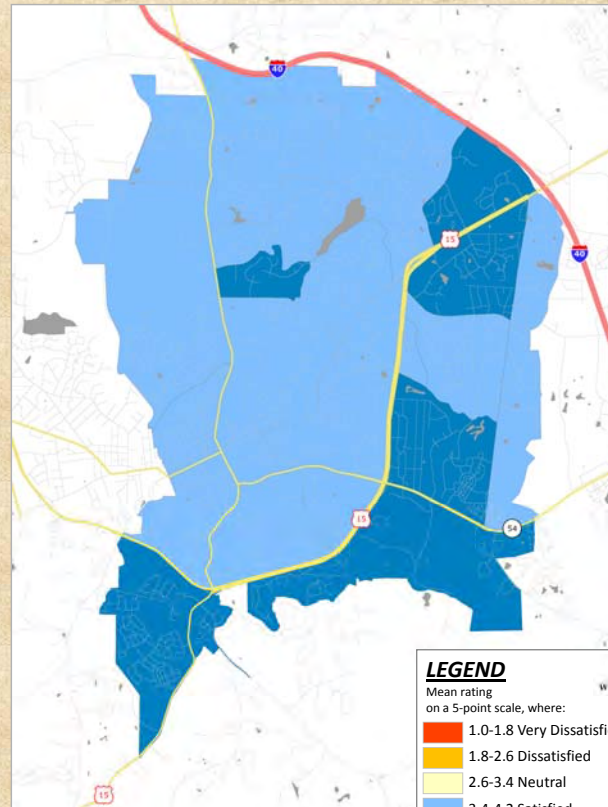
LEGEND
 Mean rating on a 5-point scale, where:

- 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

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Q4c. Fire safety education programs.



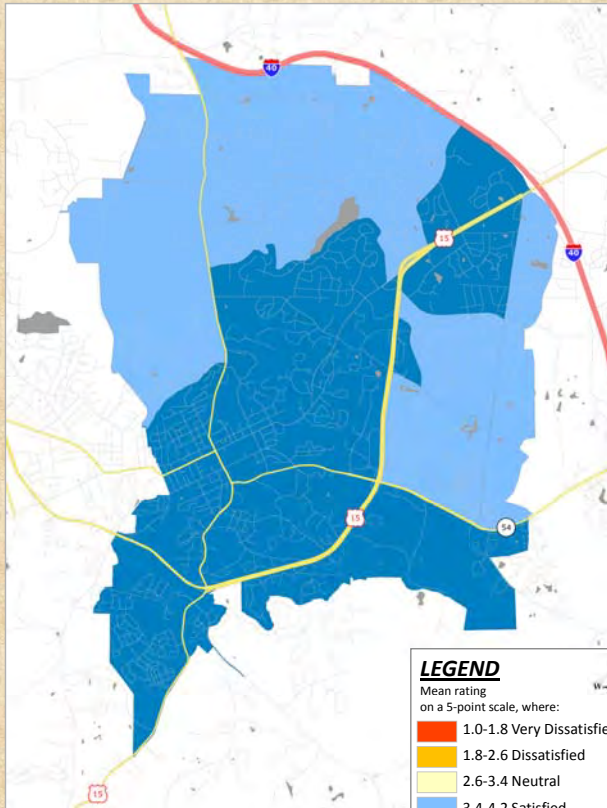
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

2011 Town of Chapel Hill Community Survey

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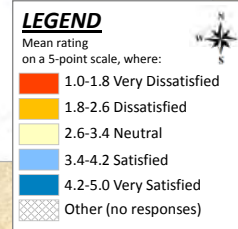
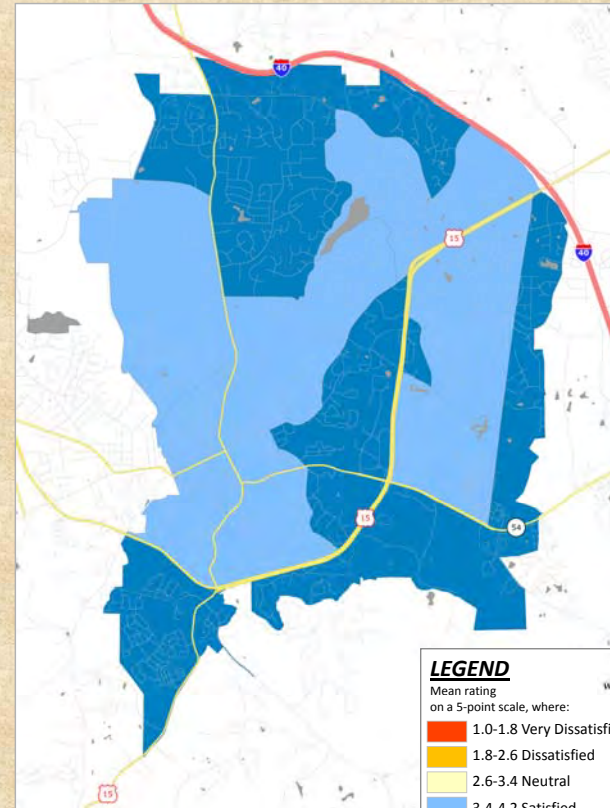
Q4d. Fire safety you feel while visiting business or restaurants.



2011 Town of Chapel Hill Community Survey

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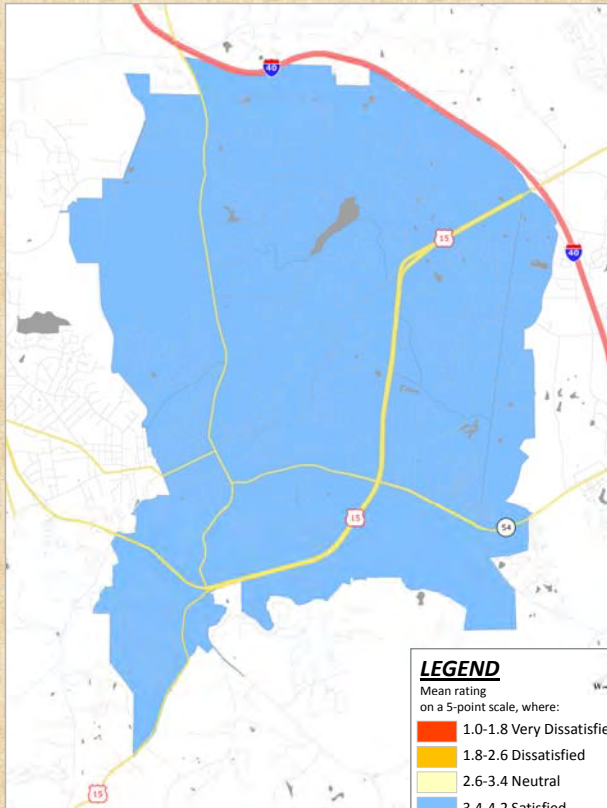
Q5a. Overall quality of local police protection.



2011 Town of Chapel Hill Community Survey

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

Q5b. Visibility of police in neighborhoods.



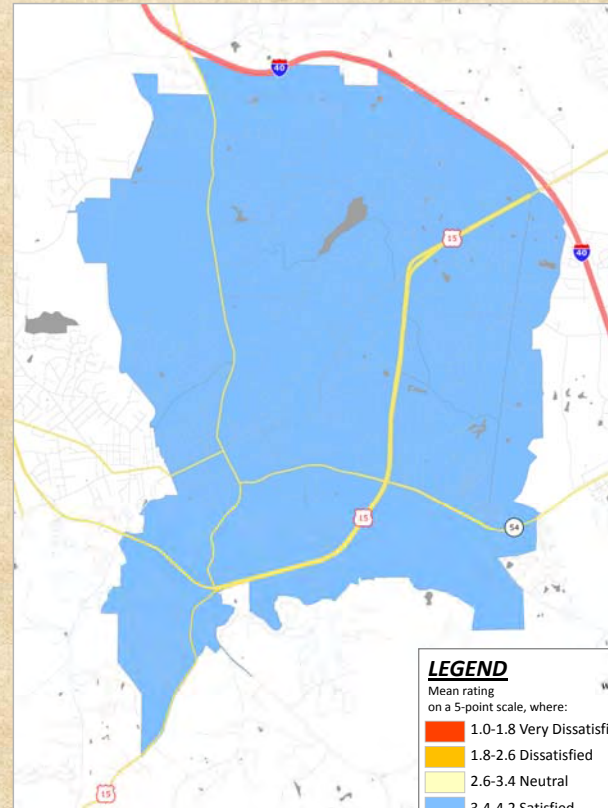
LEGEND
Mean rating on a 5-point scale, where:

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)

**2011 Town of Chapel Hill
Community Survey**

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

Q5c. Efforts to prevent crime.



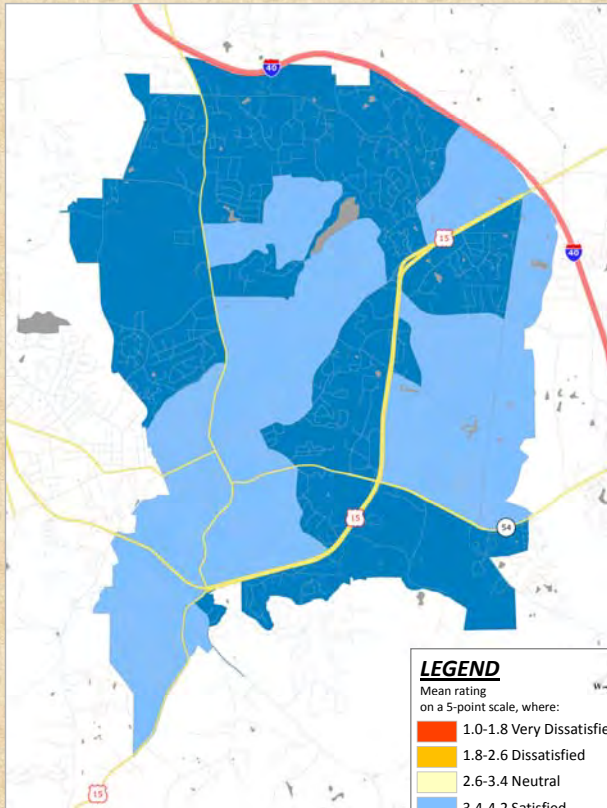
LEGEND
Mean rating on a 5-point scale, where:

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)

**2011 Town of Chapel Hill
Community Survey**

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

Q5d. How quickly police respond to emergencies.



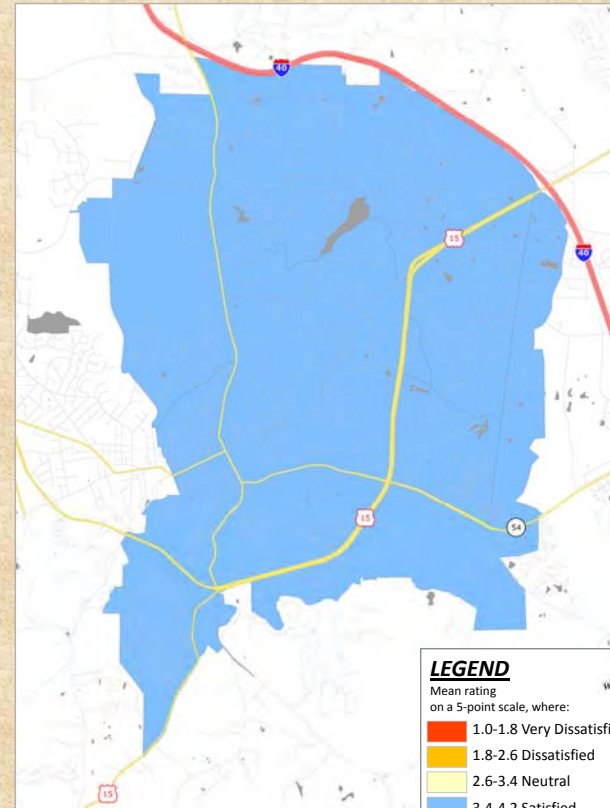
LEGEND
 Mean rating on a 5-point scale, where:

- 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.



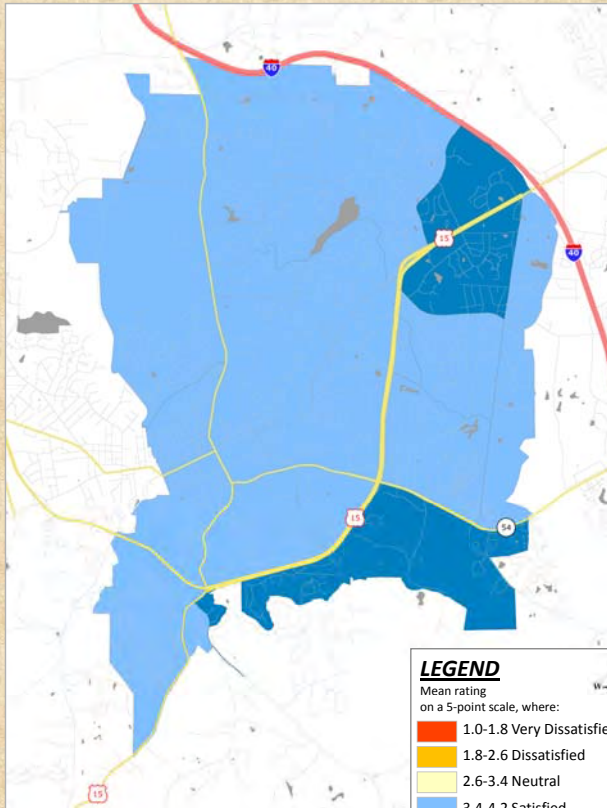
LEGEND
 Mean rating on a 5-point scale, where:

- 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.



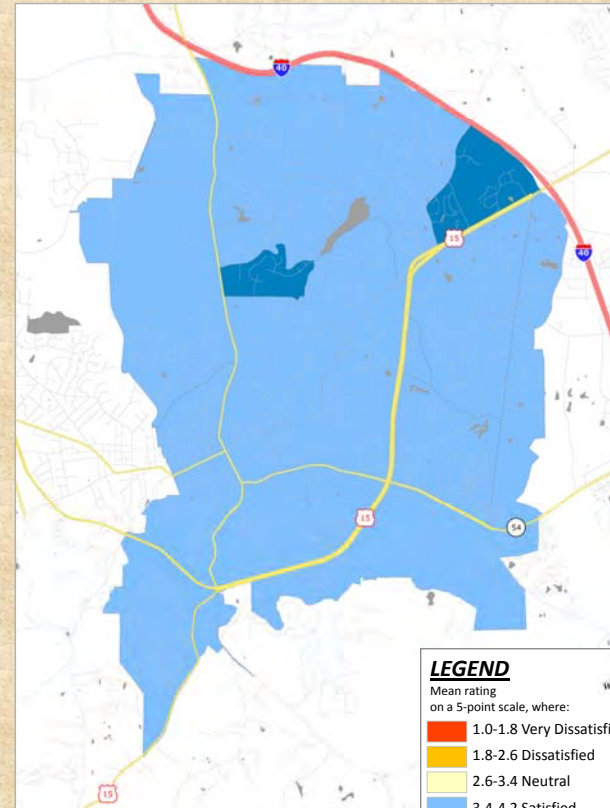
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q5g. Overall performance of police department.



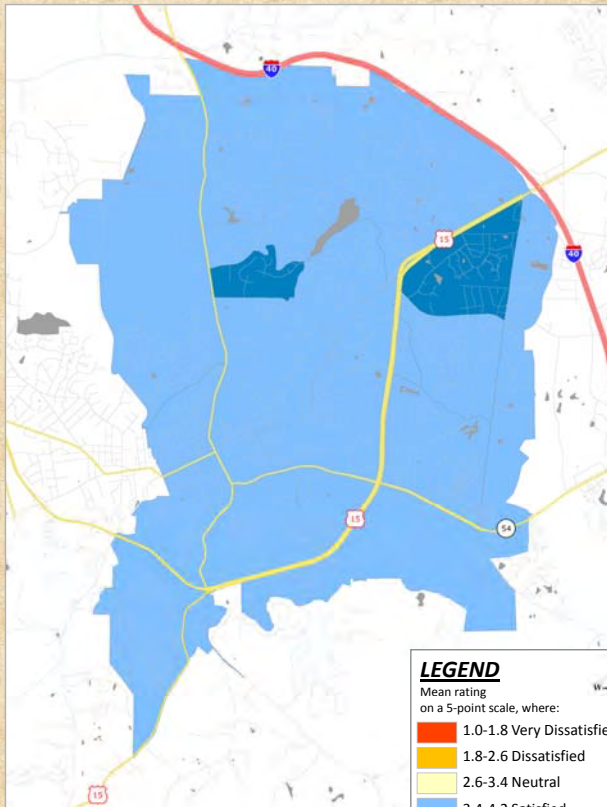
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q5h. Attitude of police behavior toward residents.



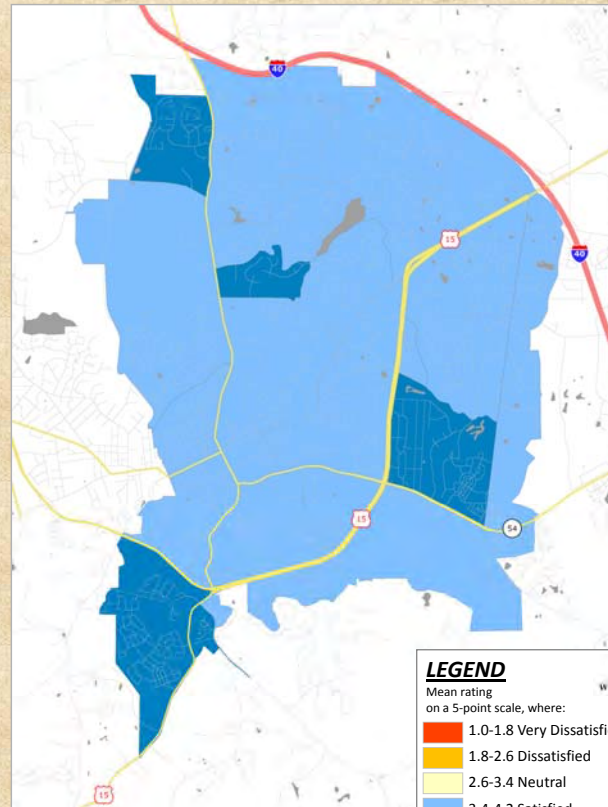
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

2011 Town of Chapel Hill Community Survey

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

Q5i. Level of safety and security in your neighborhood.



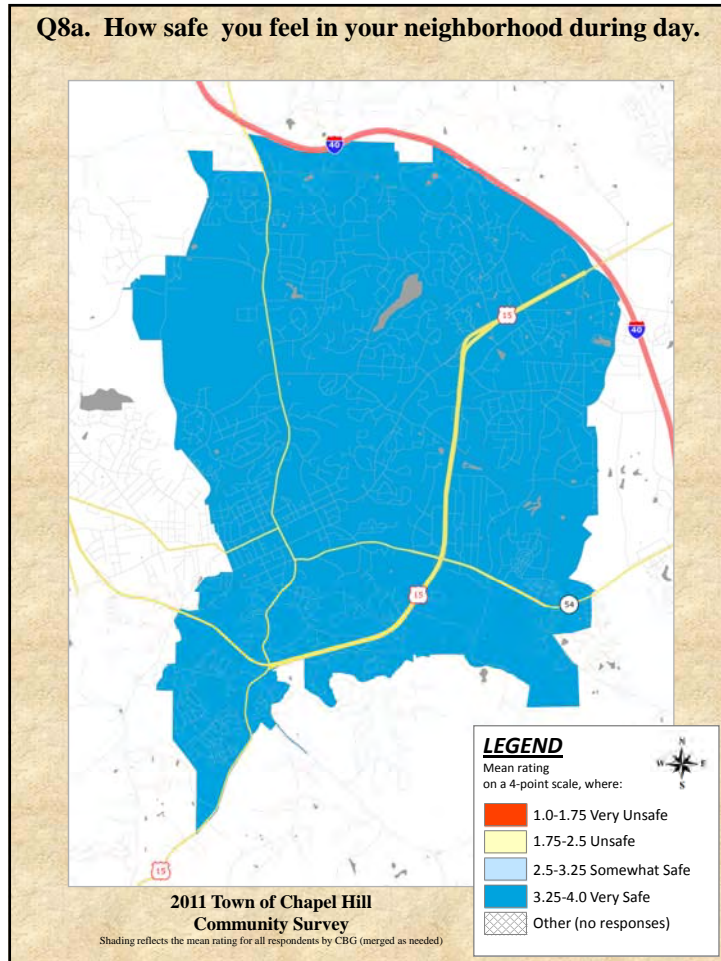
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

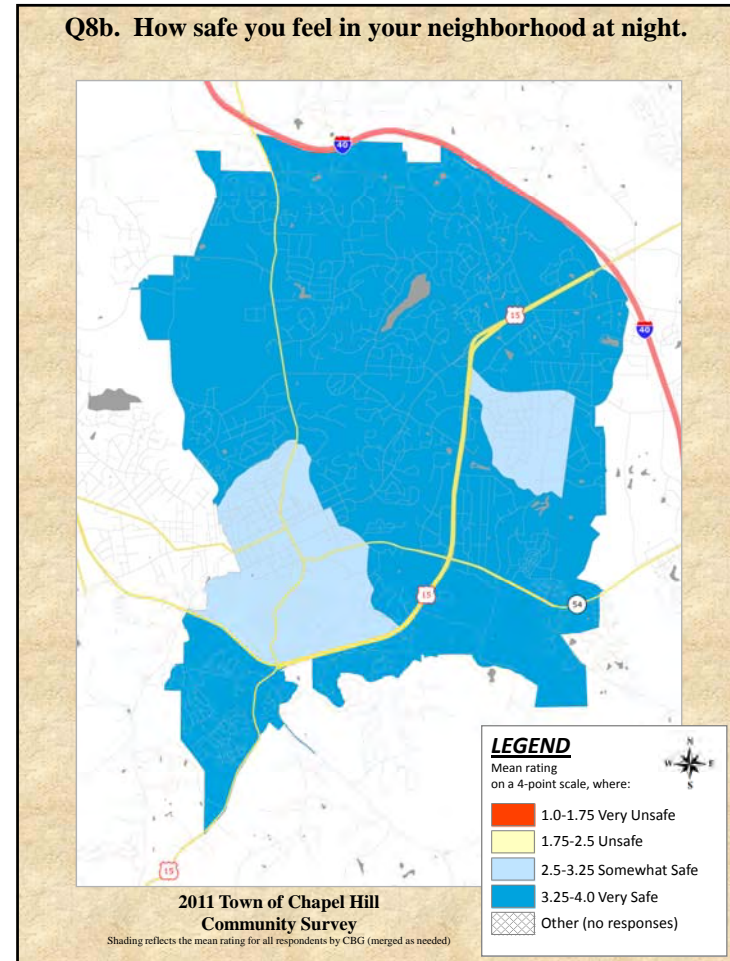
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Shading reflects the mean rating for all respondents by CBG (merged as needed)

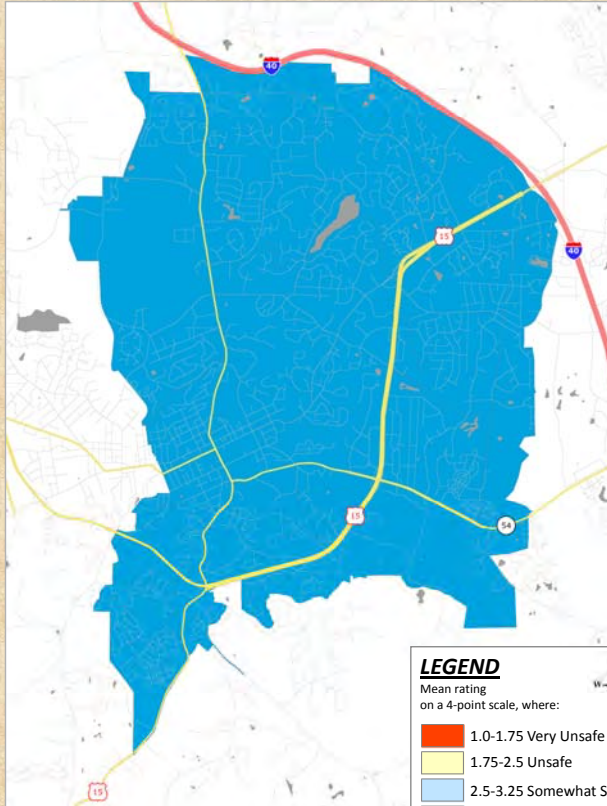
Q8a. How safe you feel in your neighborhood during day.



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



Q8c. How safe you feel in Downtown Chapel Hill during the day.



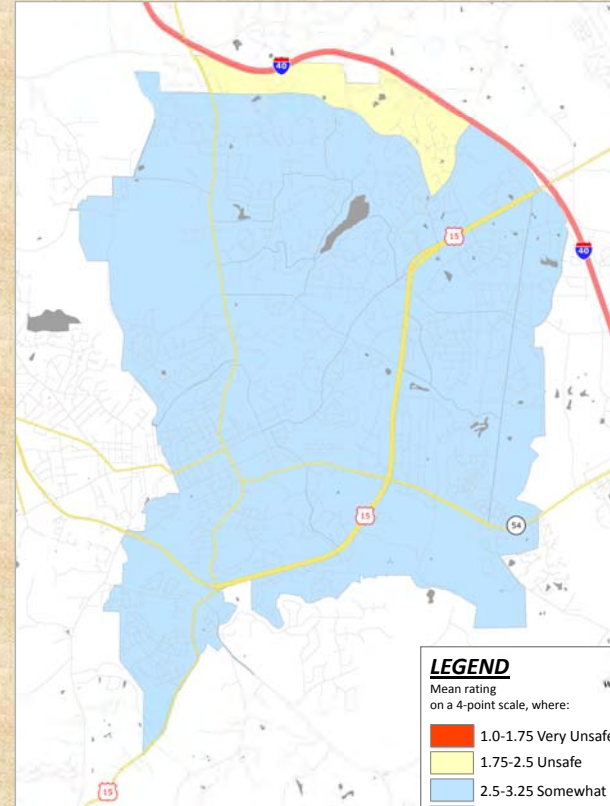
LEGEND
 Mean rating on a 4-point scale, where:

- 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 for all respondents by CBG (merged as needed)

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



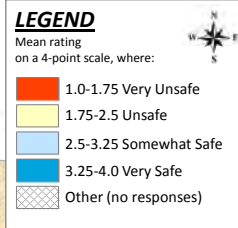
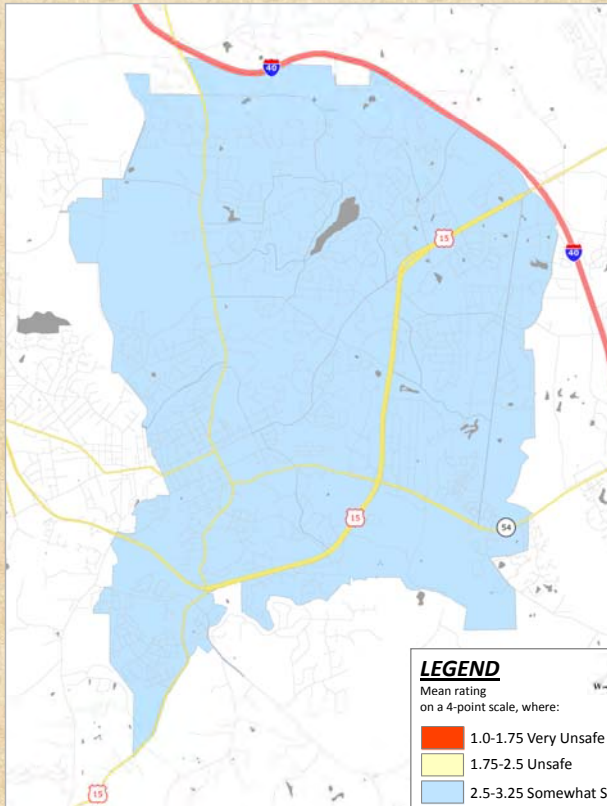
LEGEND
 Mean rating on a 4-point scale, where:

- 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 for all respondents by CBG (merged as needed)

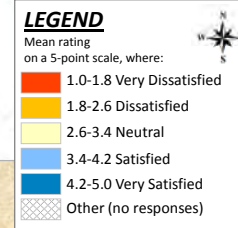
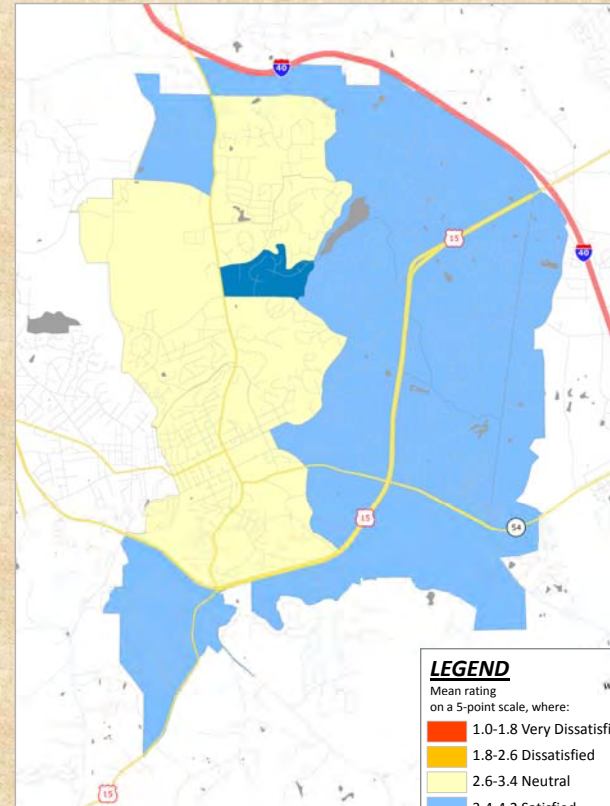
Q8e. How safe you feel Patronizing bars and clubs in Chapel Hill.



**2011 Town of Chapel Hill
 Community Survey**

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

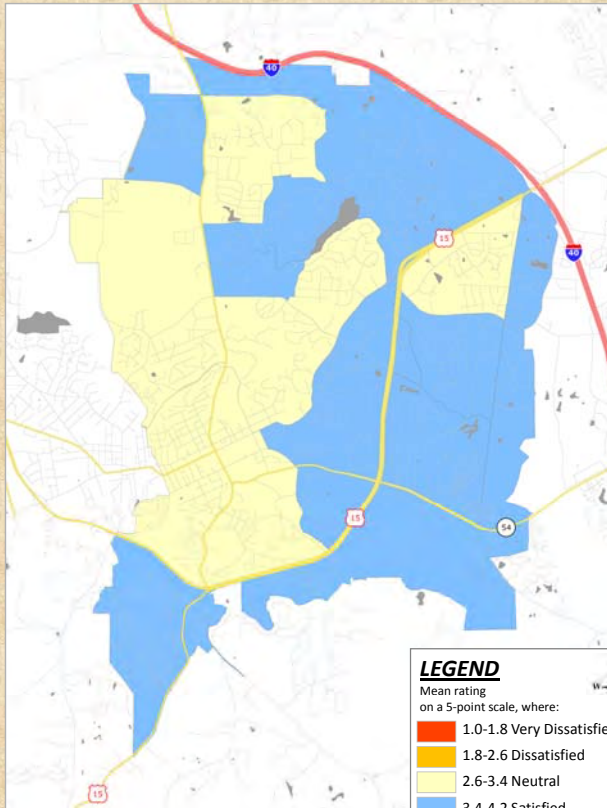
Q9a. Enforcing cleanup of litter and debris on private property.



**2011 Town of Chapel Hill
 Community Survey**

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

Q9b. Enforcing mowing and trimming of property.



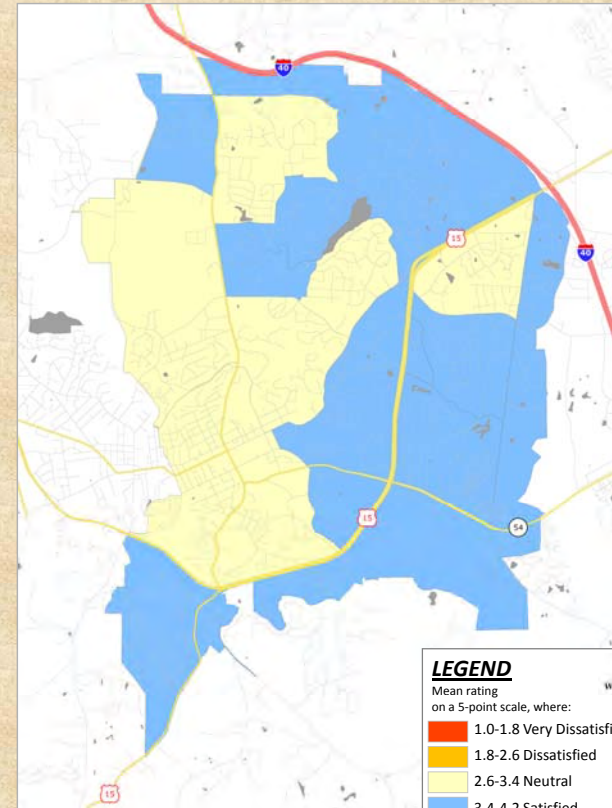
**2011 Town of Chapel Hill
Community Survey**

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

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

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

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



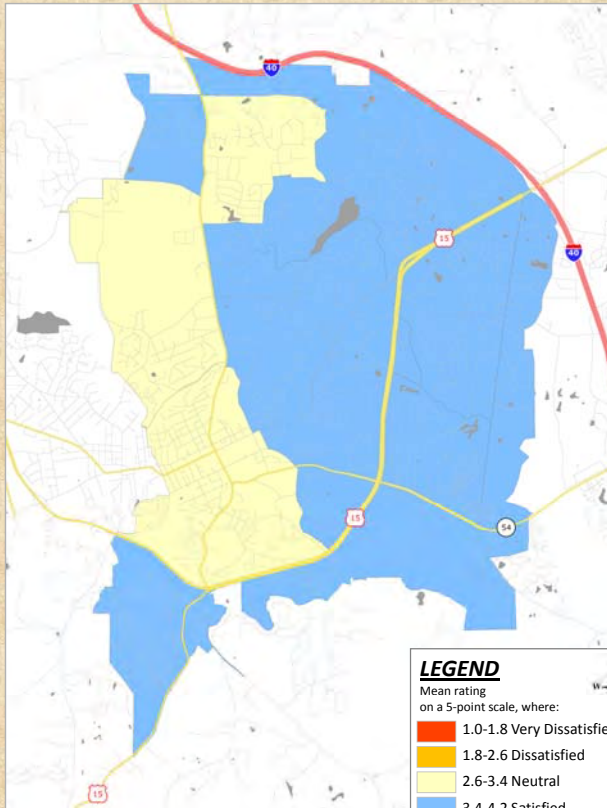
**2011 Town of Chapel Hill
Community Survey**

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

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

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

Q9d. Enforcing maintenance of business property.



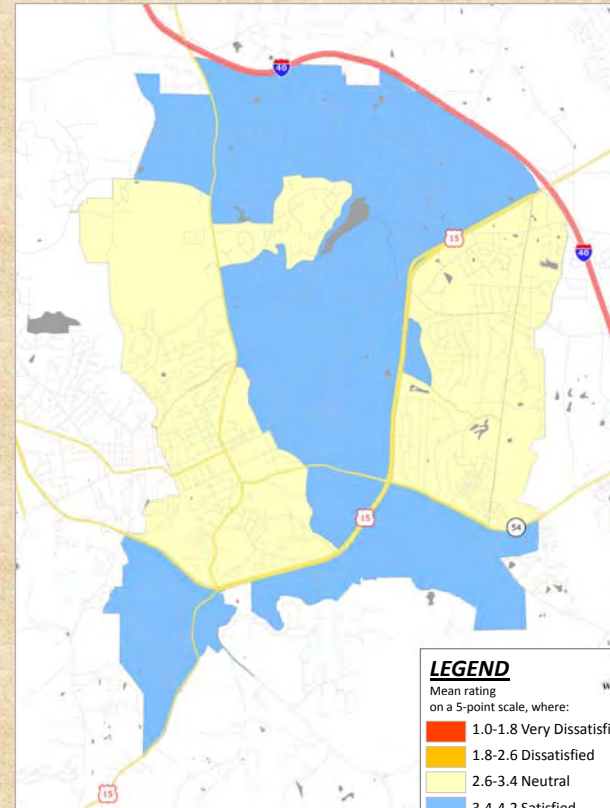
LEGEND
 Mean rating on a 5-point scale, where:

- 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.



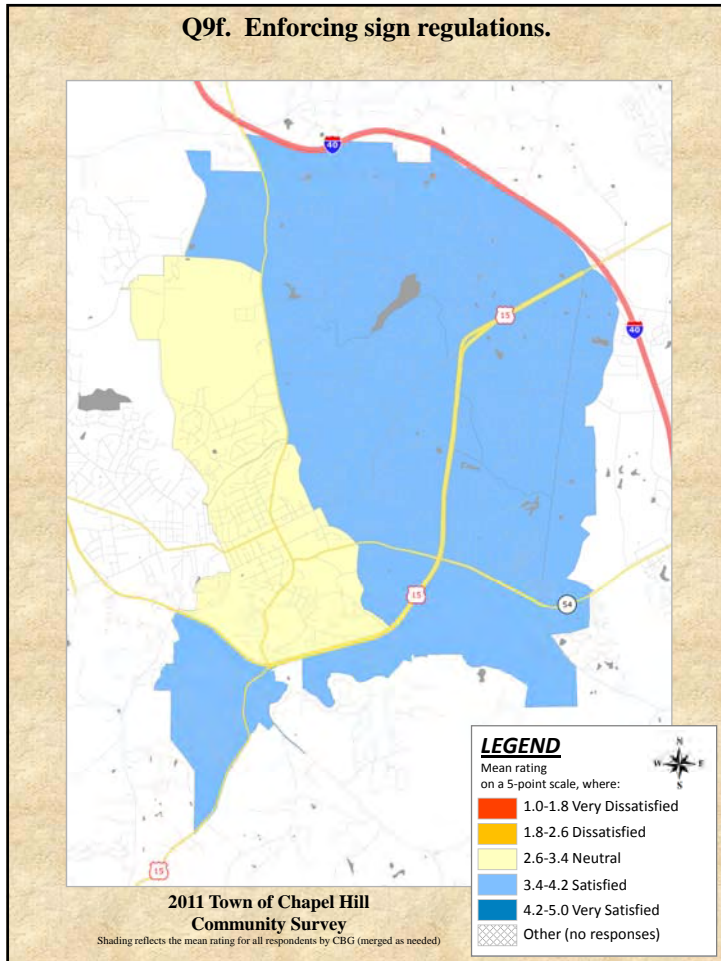
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

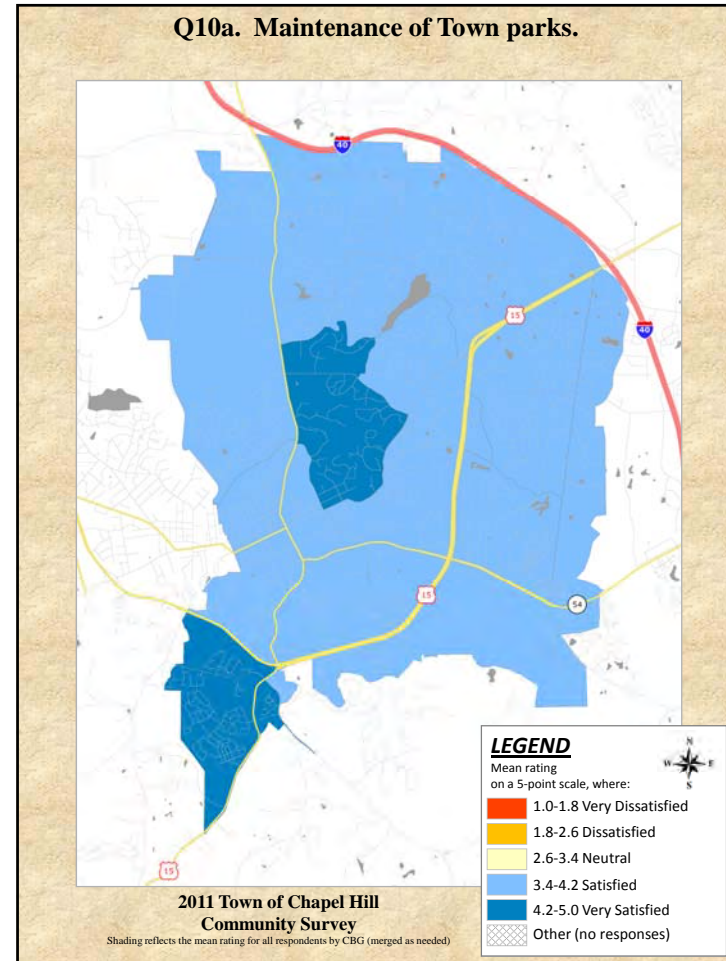
**2011 Town of Chapel Hill
 Community Survey**

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

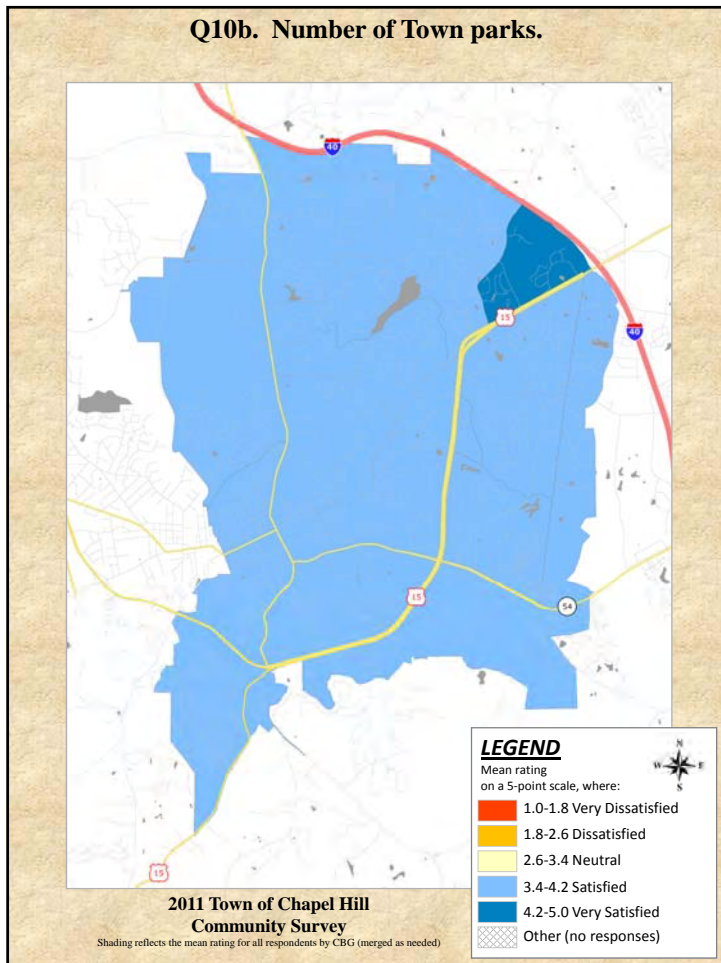
Q9f. Enforcing sign regulations.



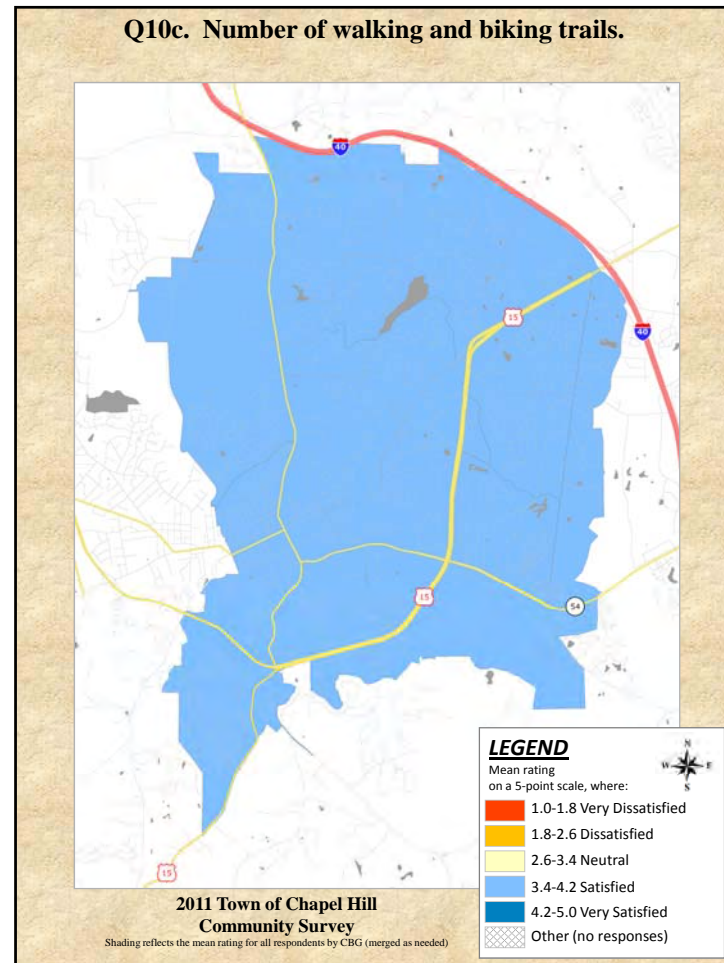
Q10a. Maintenance of Town parks.



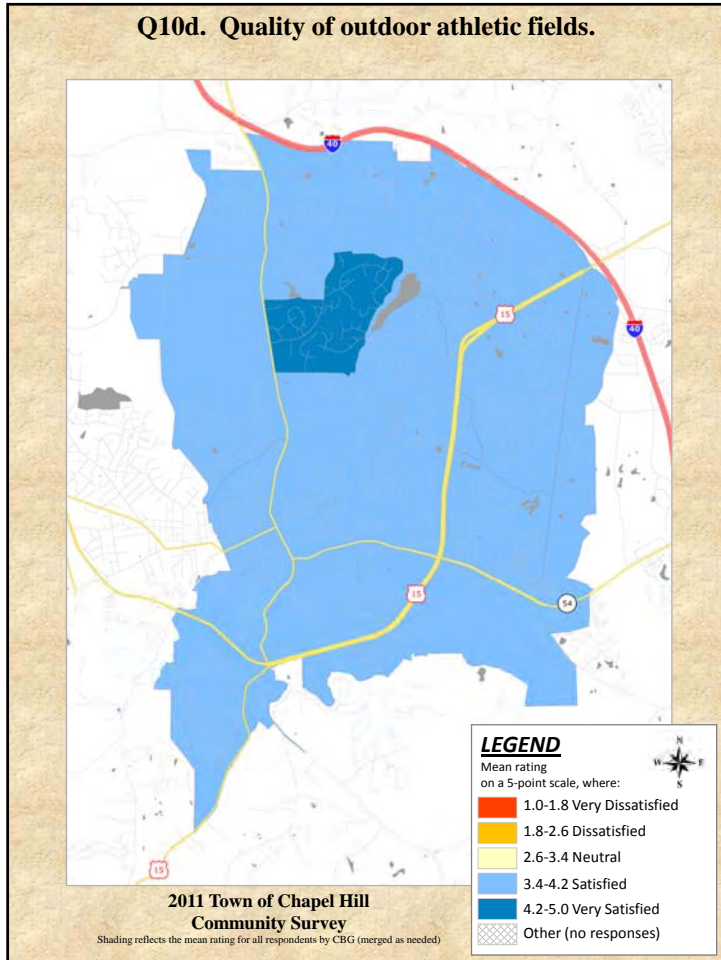
Q10b. Number of Town parks.



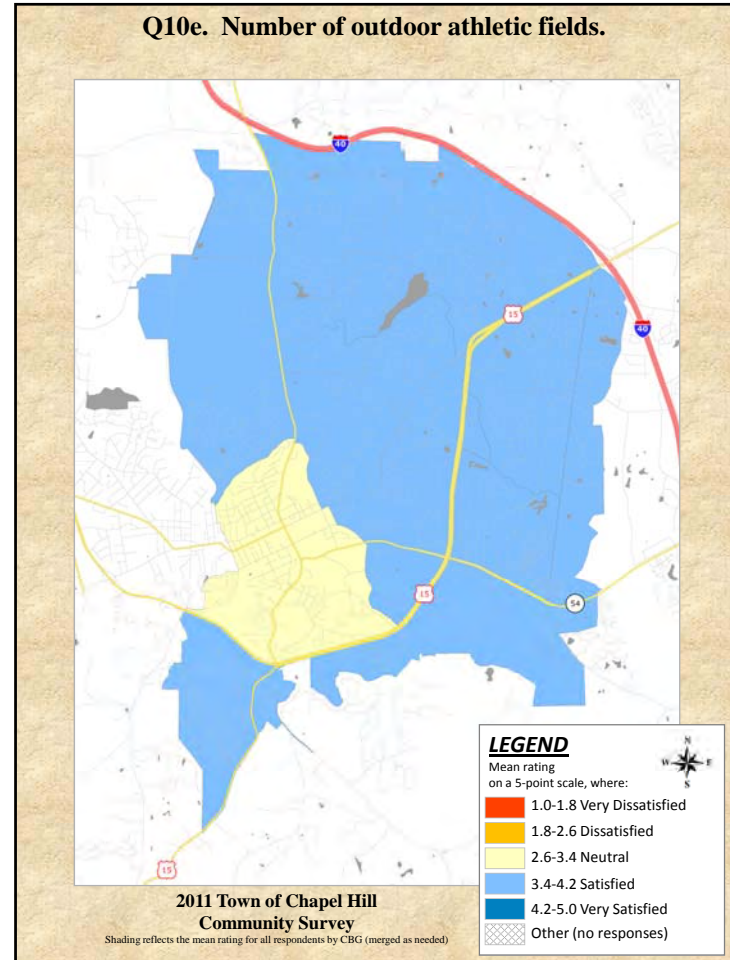
Q10c. Number of walking and biking trails.



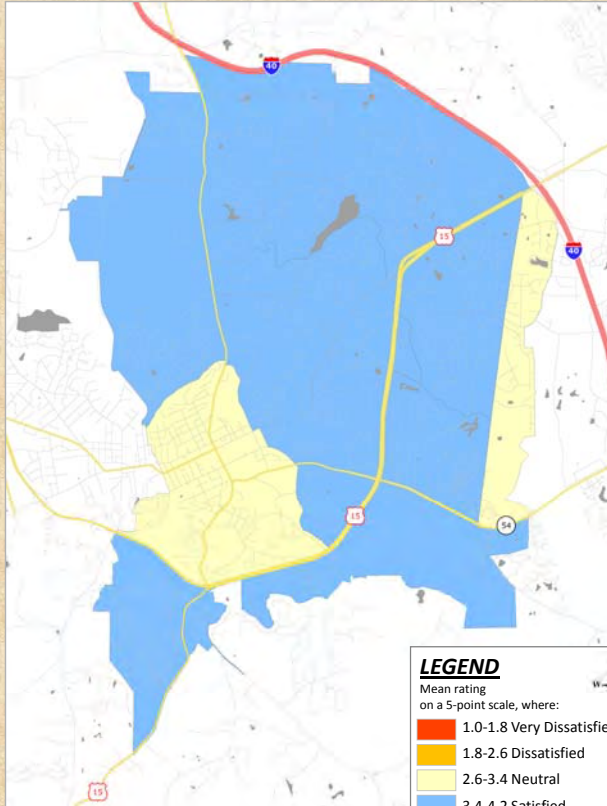
Q10d. Quality of outdoor athletic fields.



Q10e. Number of outdoor athletic fields.



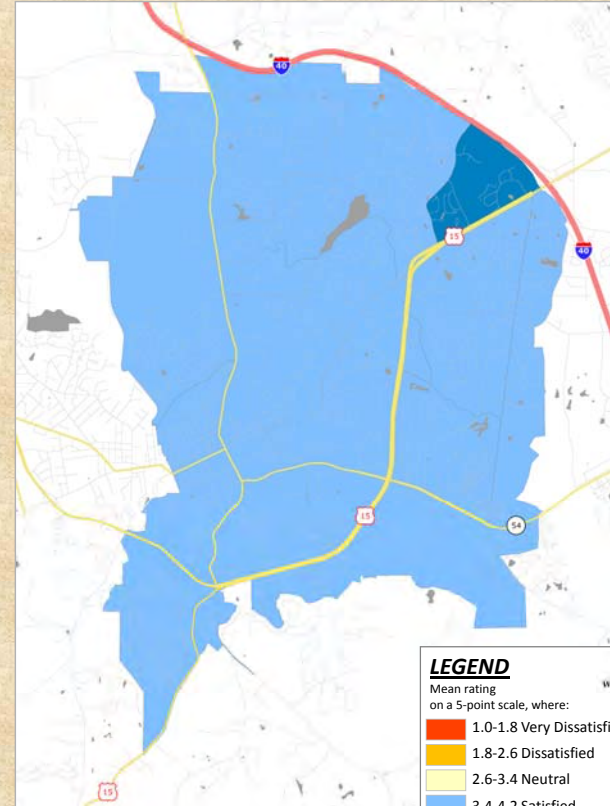
**Q10f. Availability of information about
Town parks and recreation.**



**2011 Town of Chapel Hill
Community Survey**

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

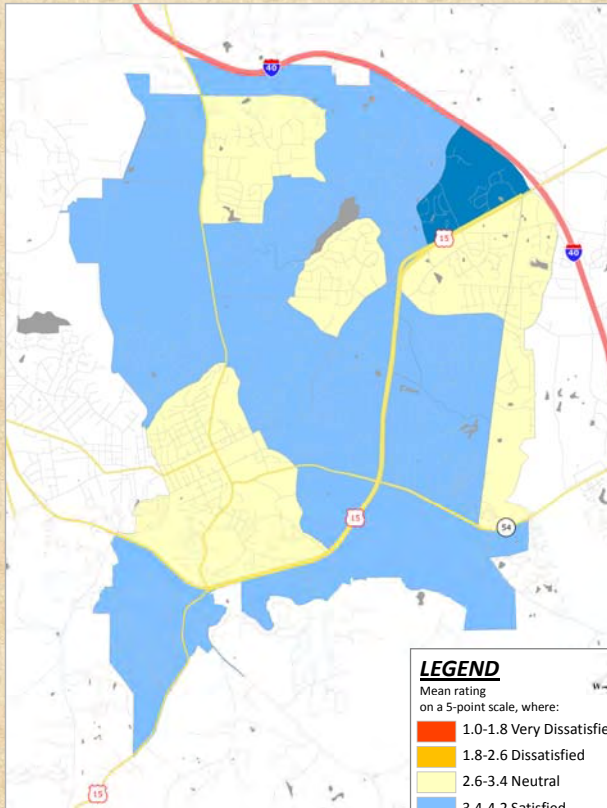
Q10g. The Town's youth athletic programs.



**2011 Town of Chapel Hill
Community Survey**

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

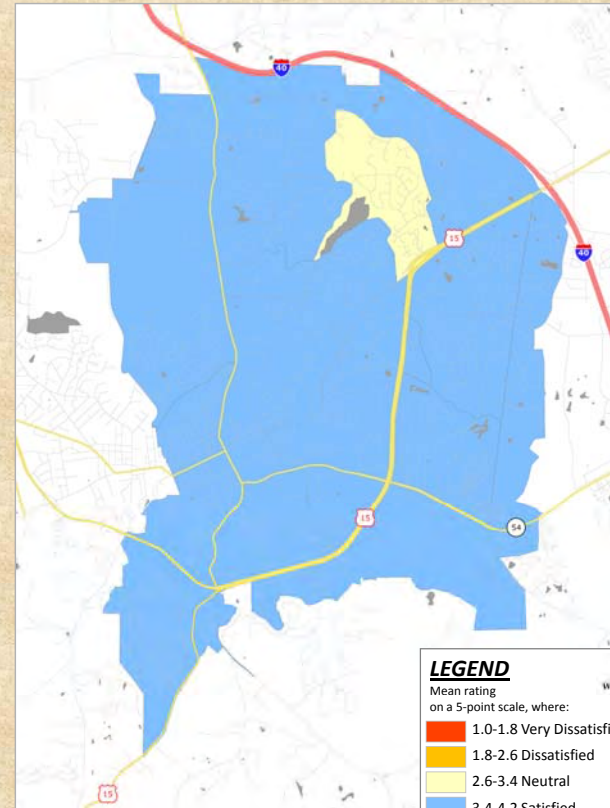
Q10h. The Town's adult athletic programs.



2011 Town of Chapel Hill Community Survey

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

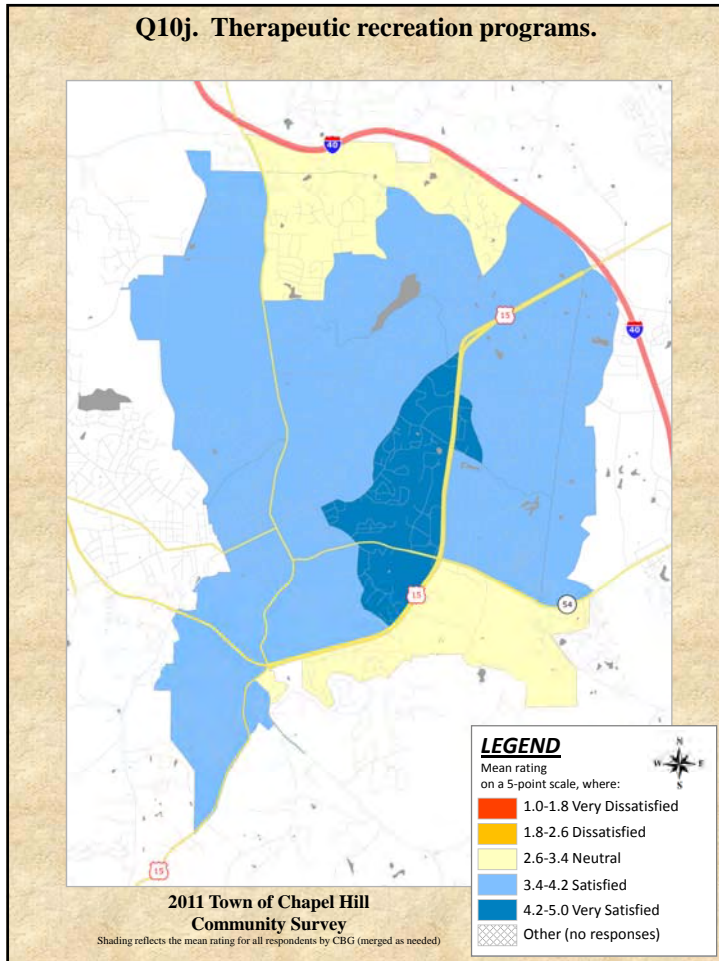
Q10i. Town special events and festivals.



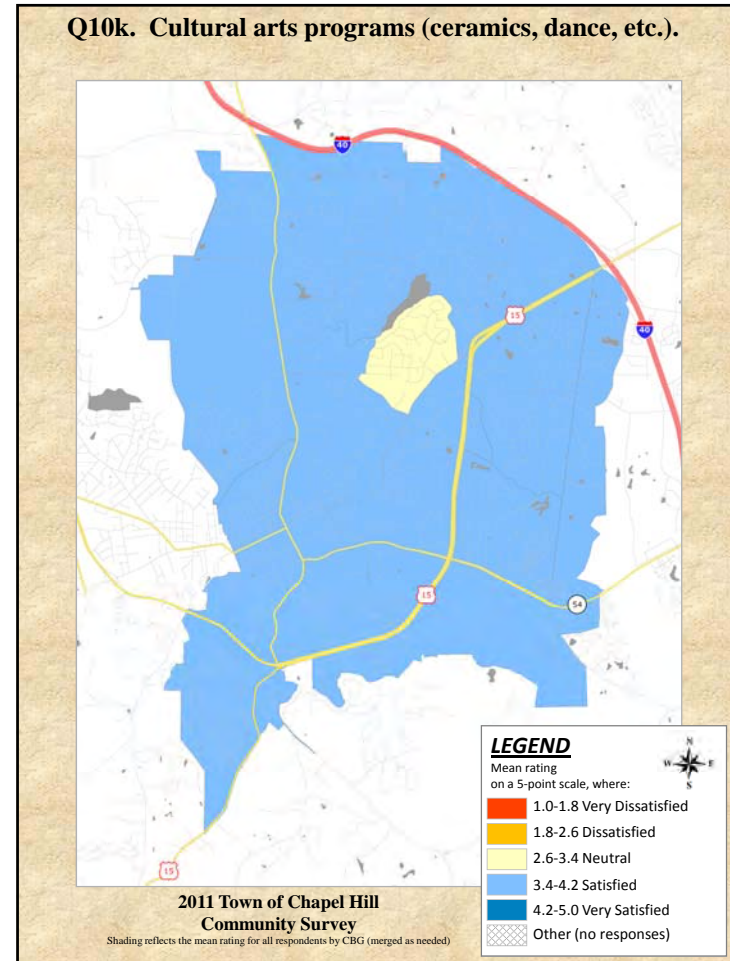
2011 Town of Chapel Hill Community Survey

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

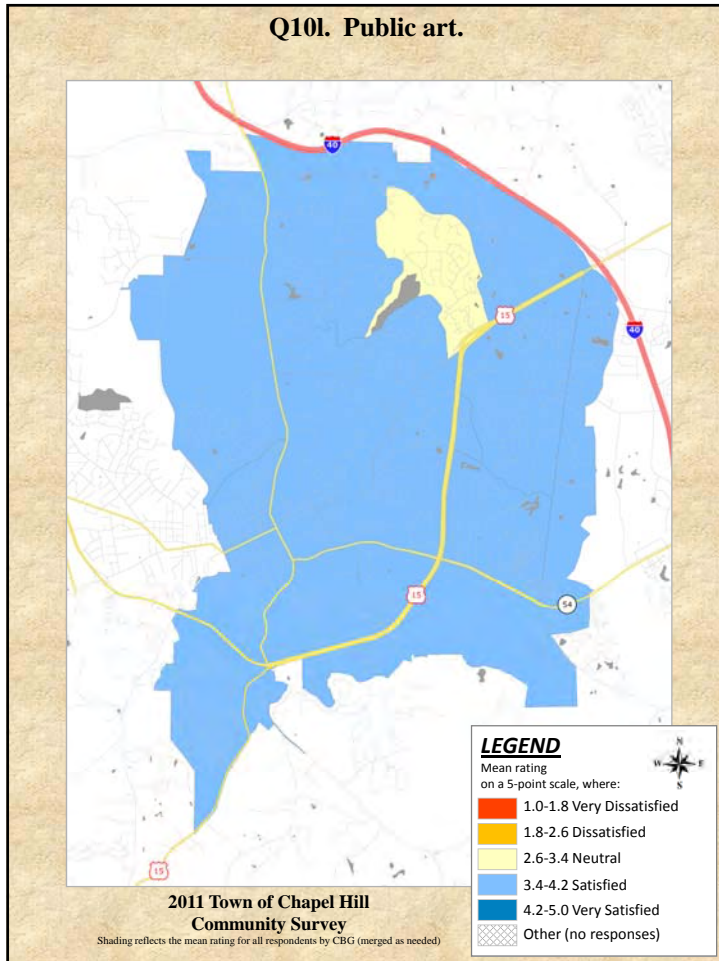
Q10j. Therapeutic recreation programs.



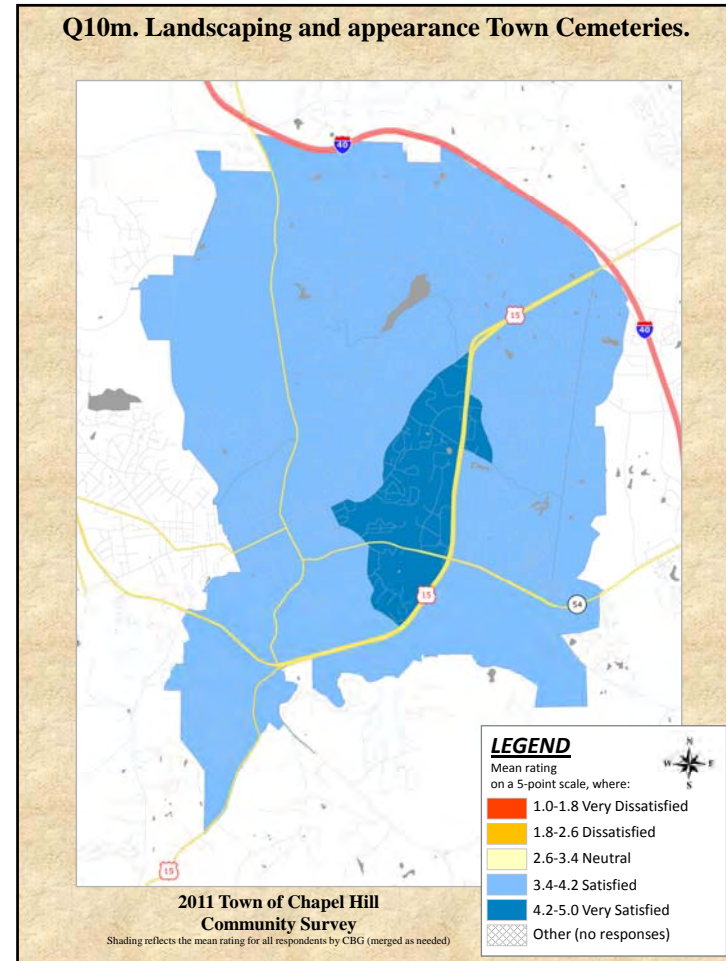
Q10k. Cultural arts programs (ceramics, dance, etc.).



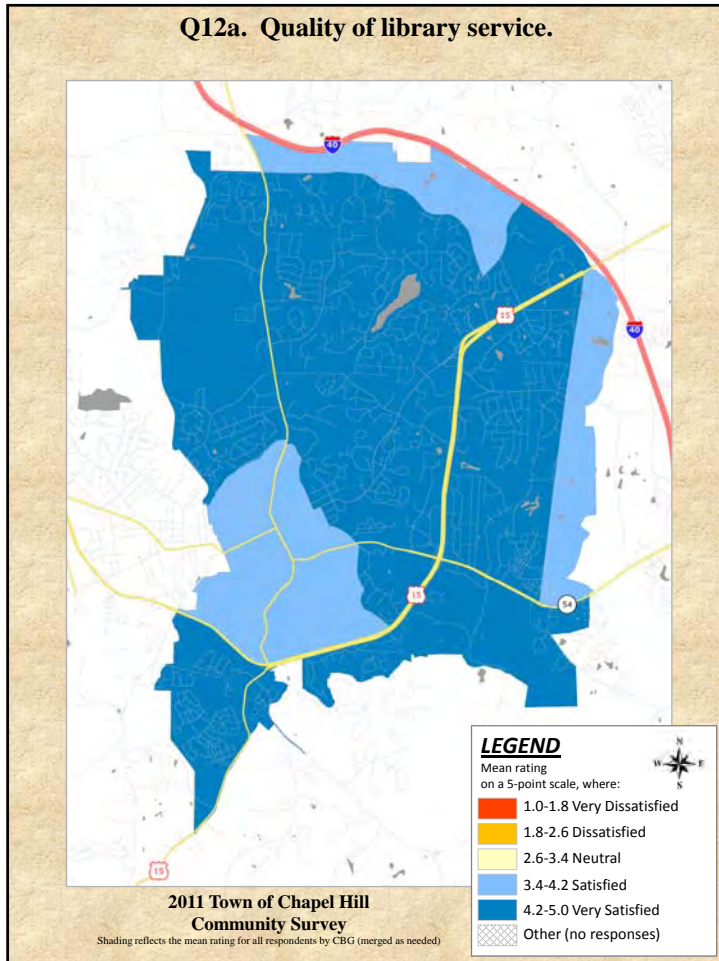
Q10l. Public art.



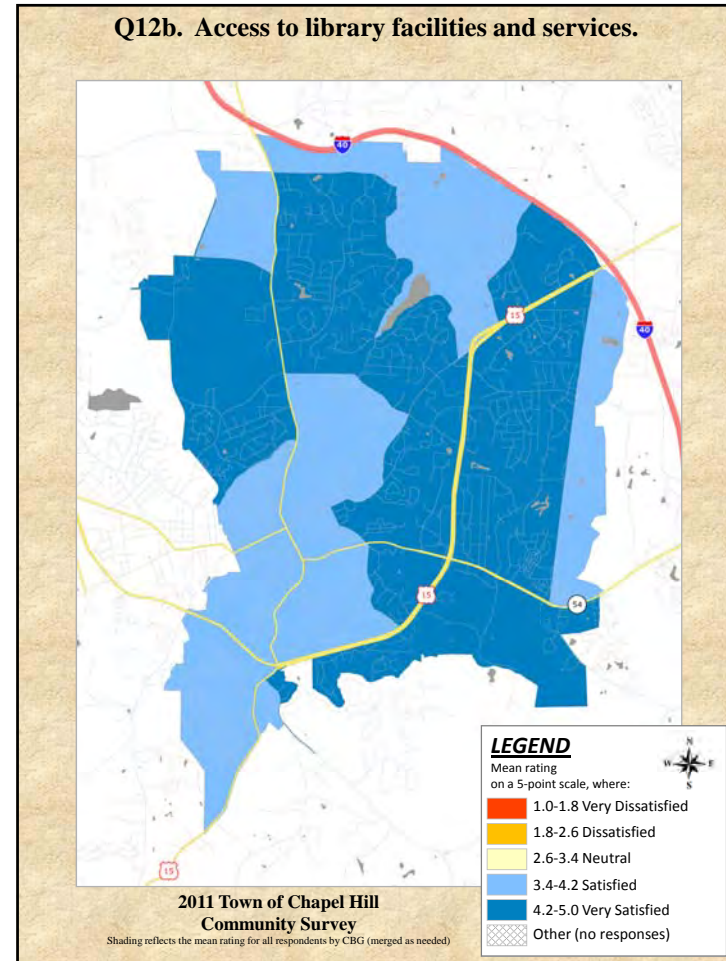
Q10m. Landscaping and appearance Town Cemeteries.



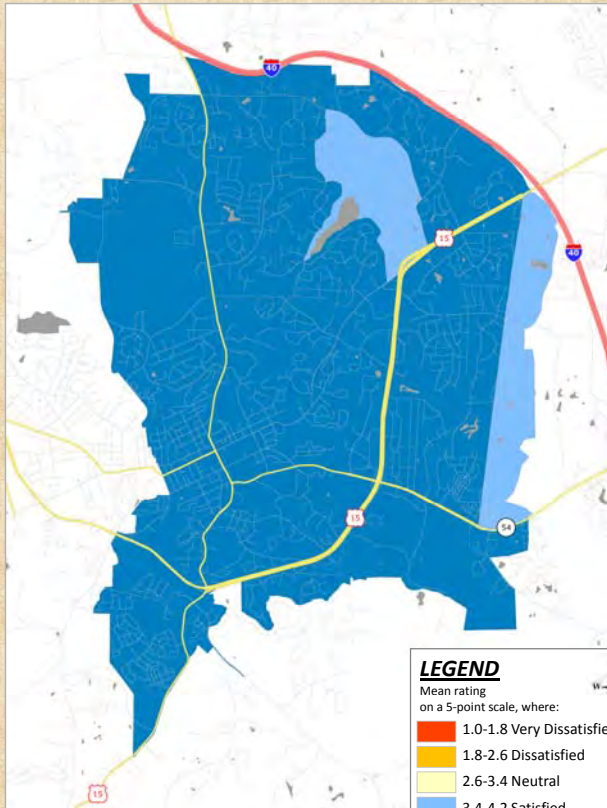
Q12a. Quality of library service.



Q12b. Access to library facilities and services.



Q12c. Quality of assistance provided by staff.



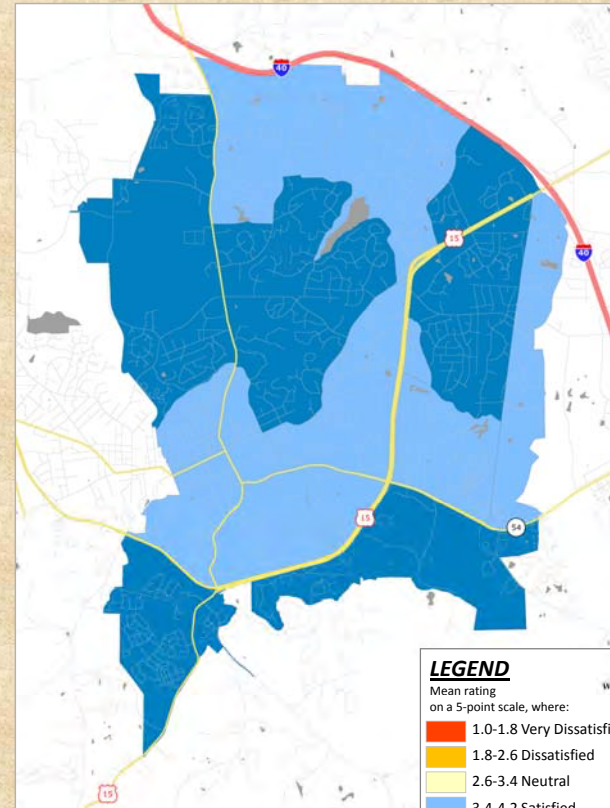
LEGEND
Mean rating on a 5-point scale, where:

- 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)

2011 Town of Chapel Hill
Community Survey

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

Q12d. Quality of children's programs.



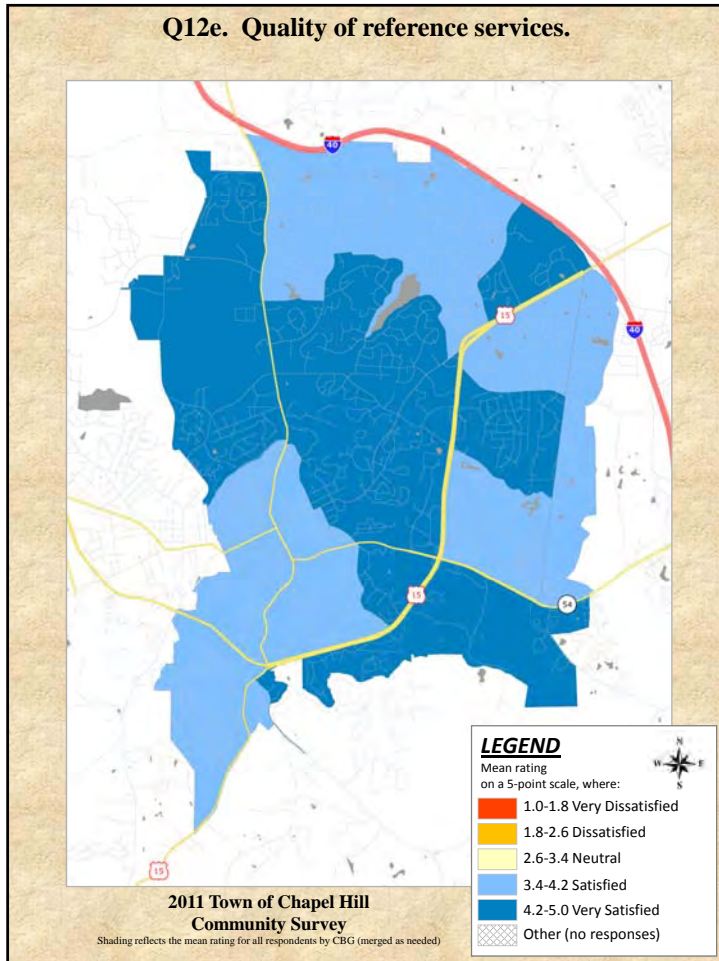
LEGEND
Mean rating on a 5-point scale, where:

- 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)

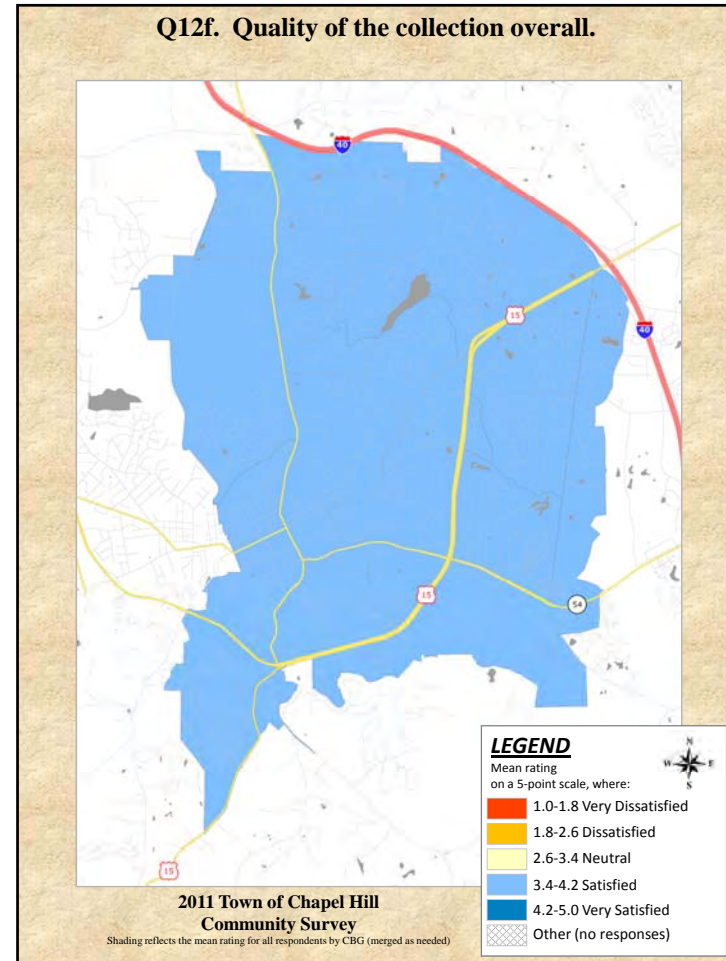
2011 Town of Chapel Hill
Community Survey

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

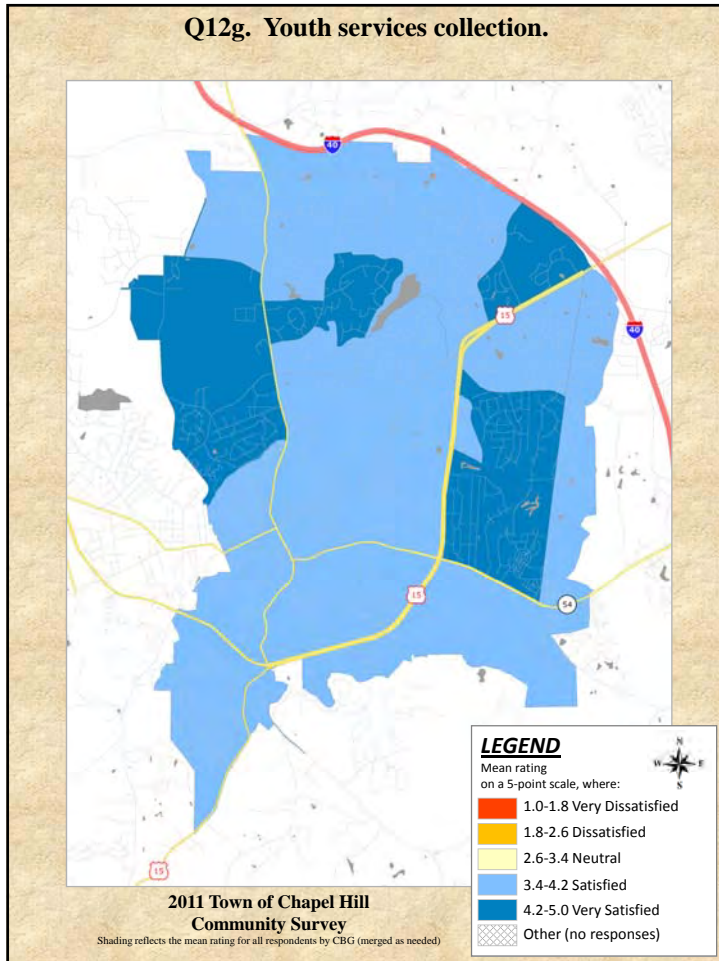
Q12e. Quality of reference services.



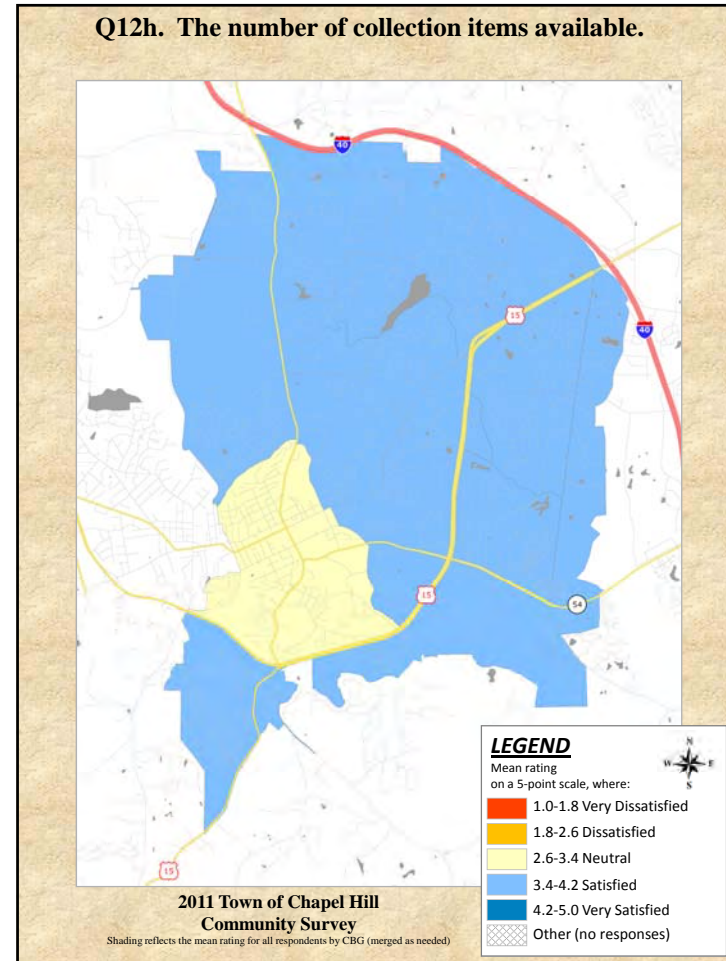
Q12f. Quality of the collection overall.



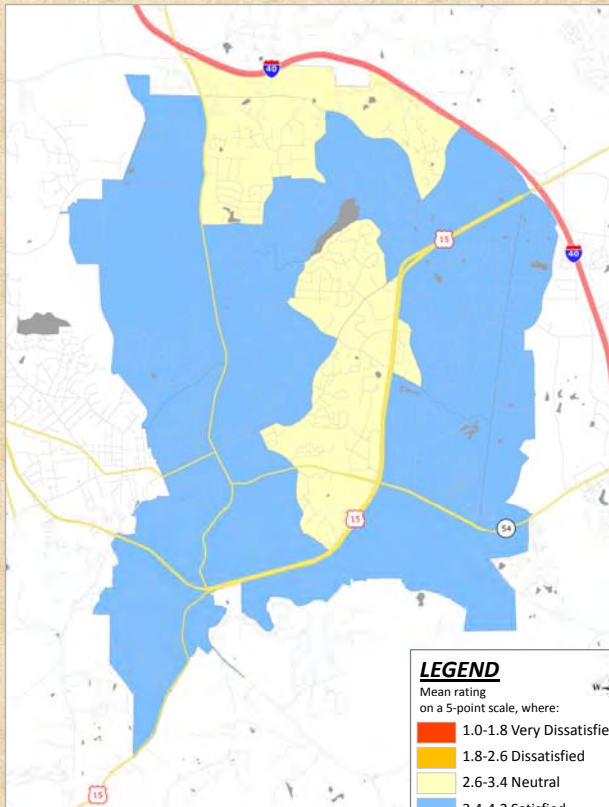
Q12g. Youth services collection.



Q12h. The number of collection items available.




Q12i. Number of DVD's available.



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

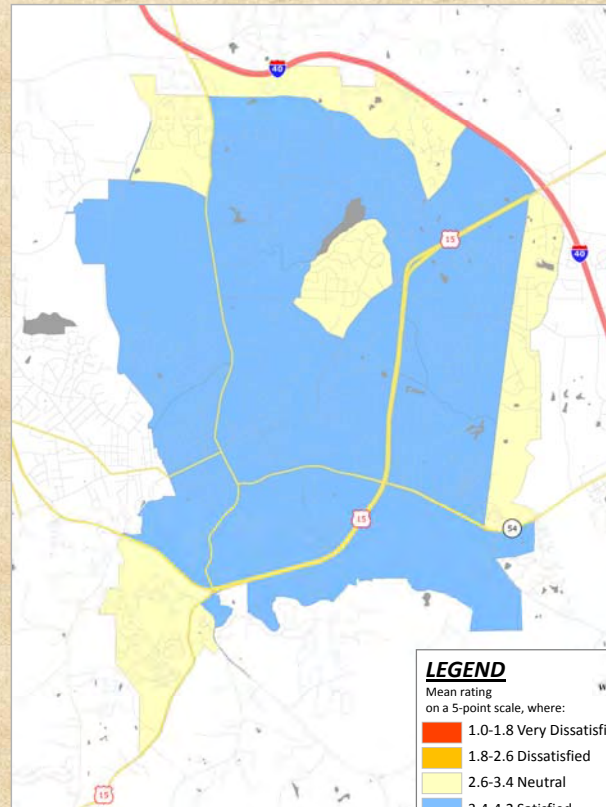
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



**2011 Town of Chapel Hill
Community Survey**

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

Q12j. Number of recorded books available.



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

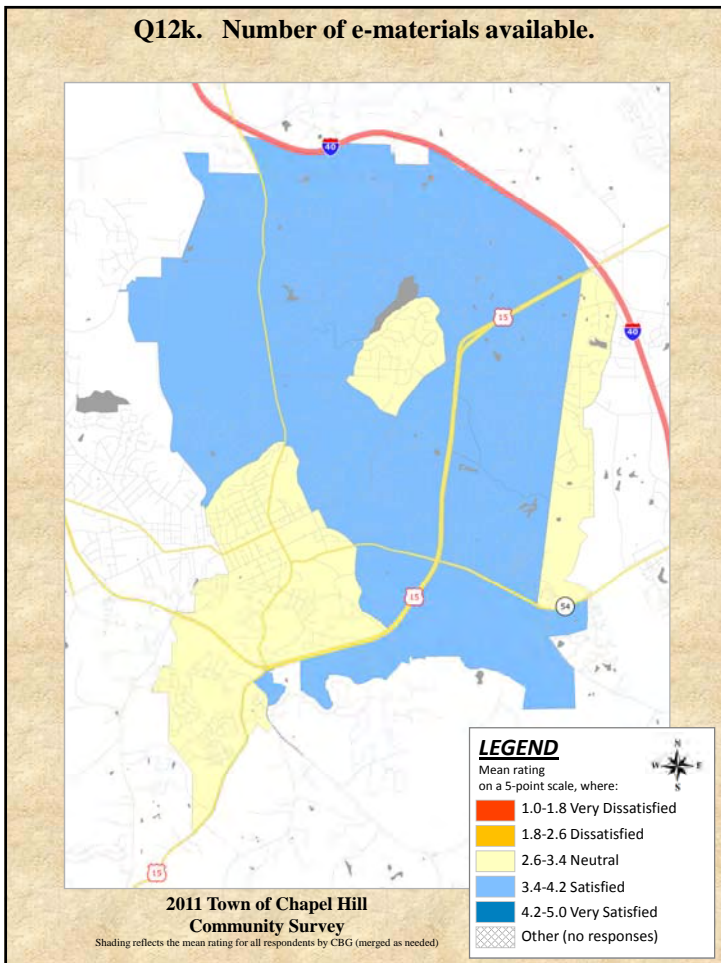
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



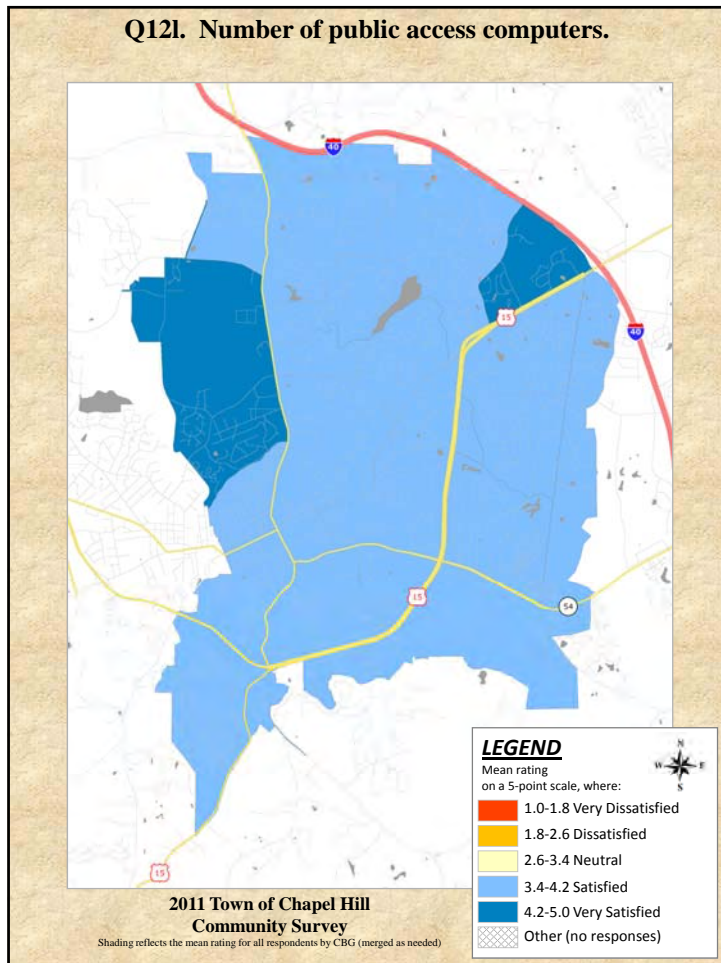
**2011 Town of Chapel Hill
Community Survey**

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

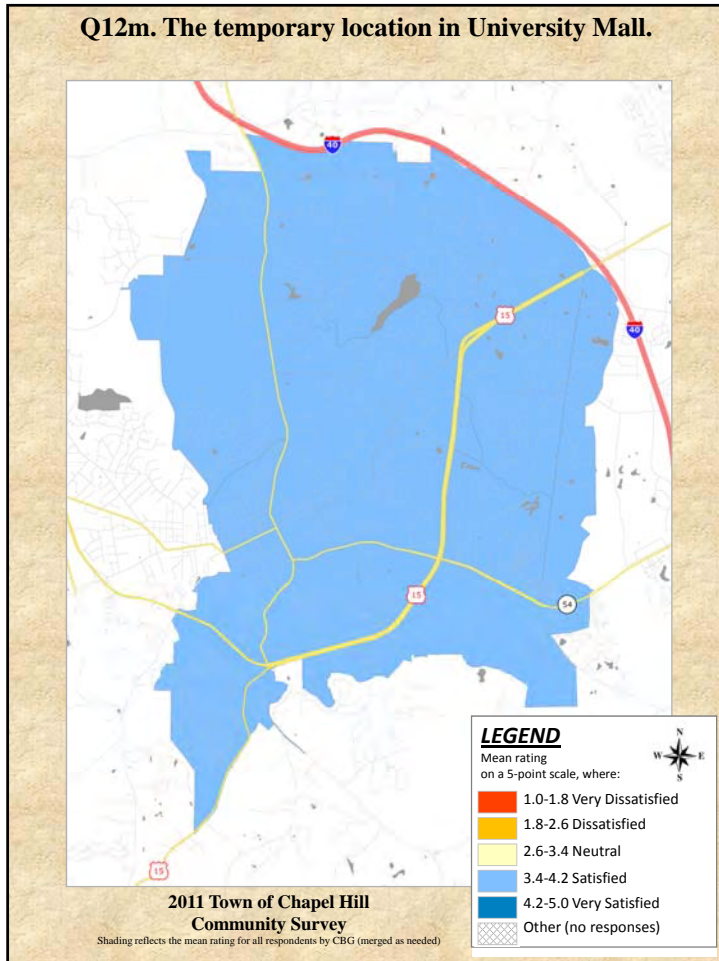
Q12k. Number of e-materials available.



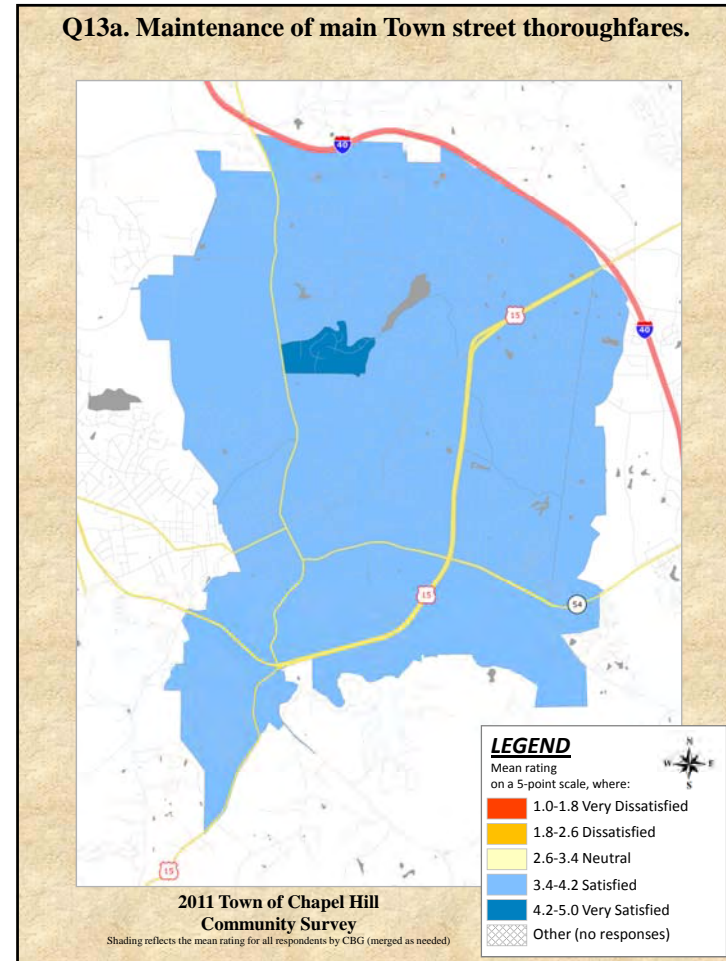
Q12l. Number of public access computers.



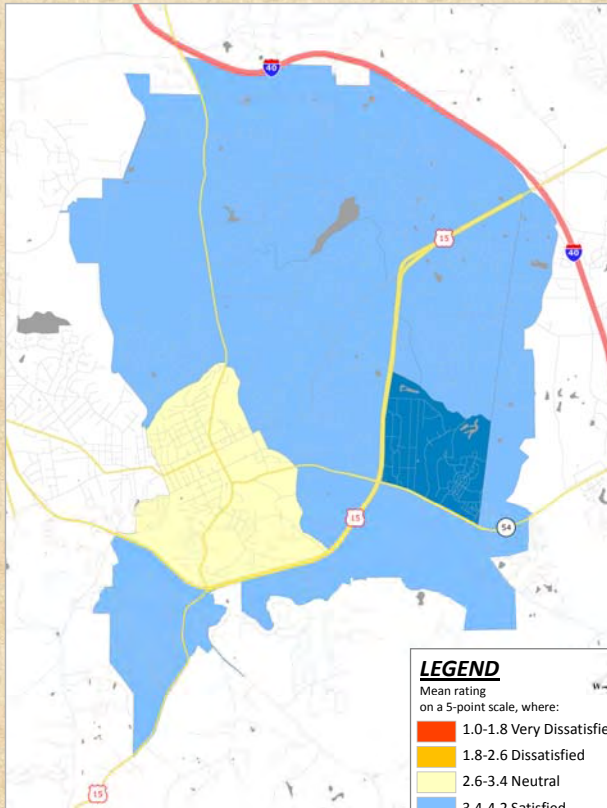
Q12m. The temporary location in University Mall.



Q13a. Maintenance of main Town street thoroughfares.



Q13b. Maintenance of streets in your neighborhood.



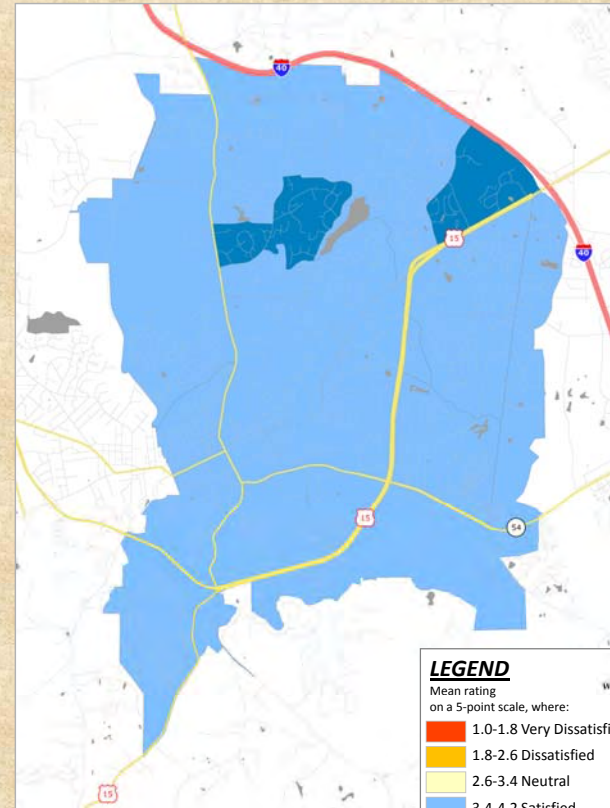
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

**2011 Town of Chapel Hill
 Community Survey**

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

Q13c. Maintenance of street signs/pavement markings.



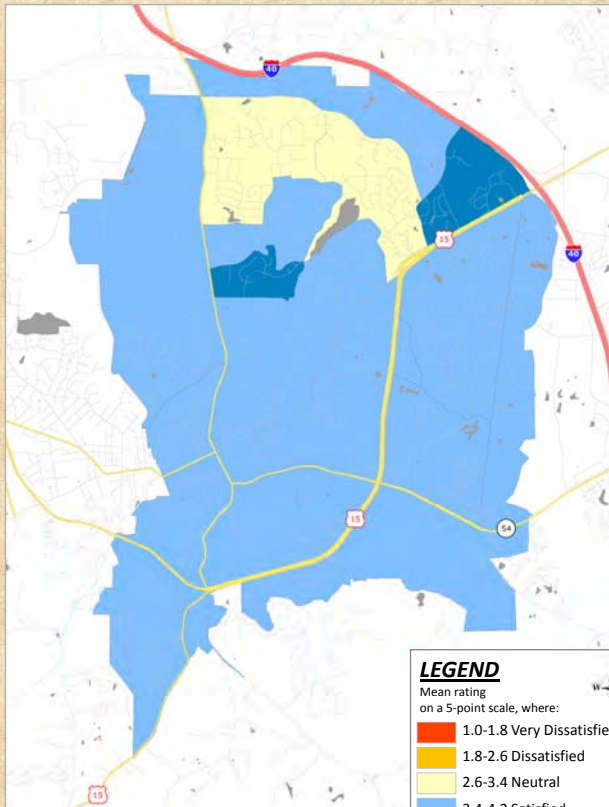
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q13d. Maintenance/preservation of downtown.



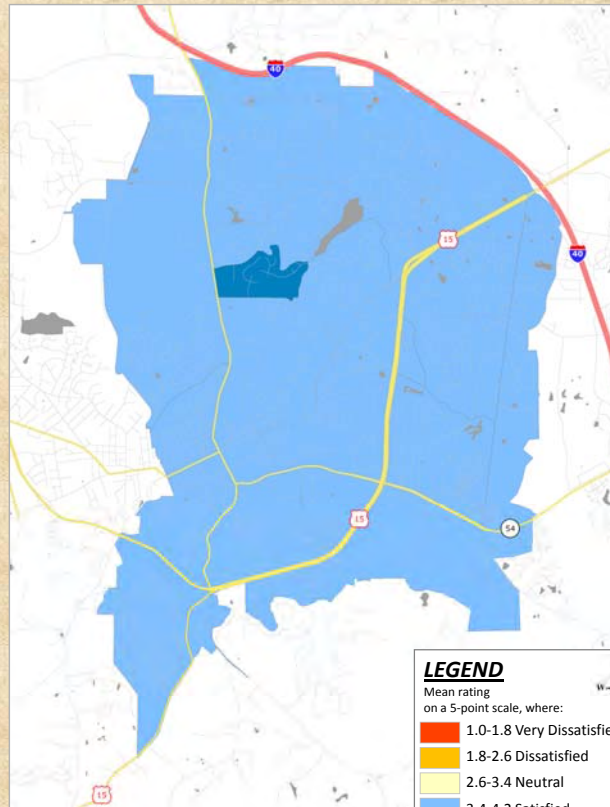
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

**2011 Town of Chapel Hill
 Community Survey**

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

Q13e. Overall cleanliness of streets and other public areas.



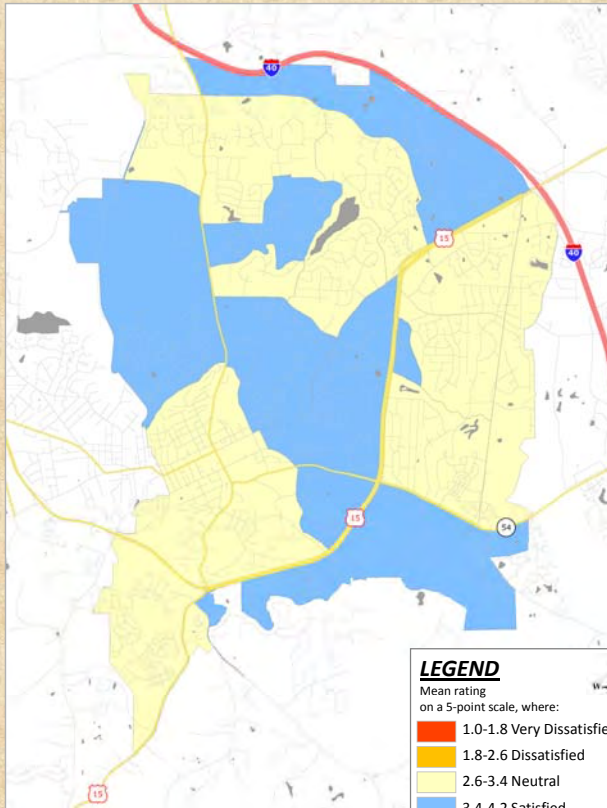
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

**2011 Town of Chapel Hill
 Community Survey**

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

Q13f. Adequacy of street lighting.



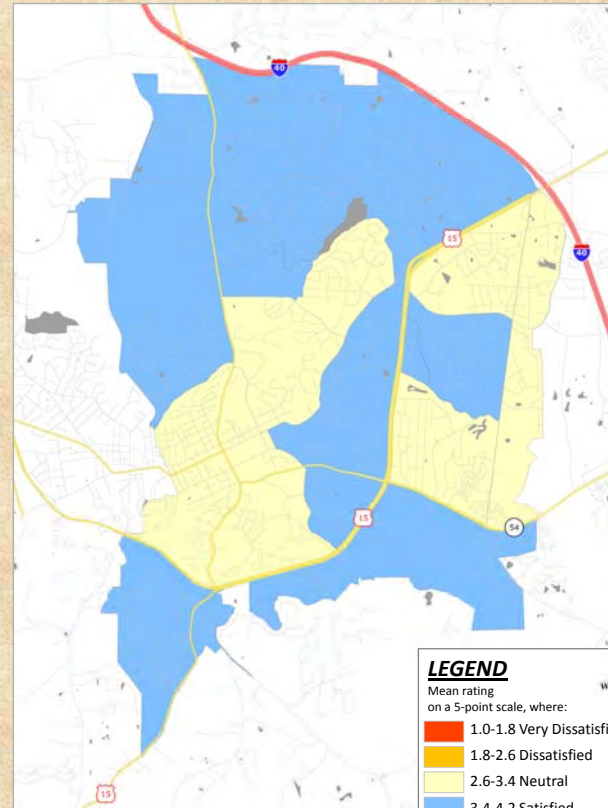
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q13g. Condition of sidewalks.



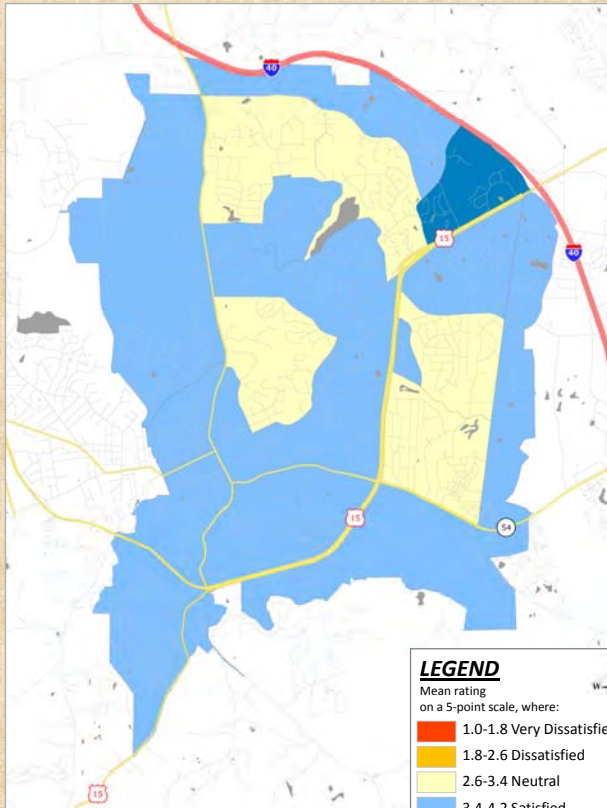
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q13h. The storm water runoff/management system.



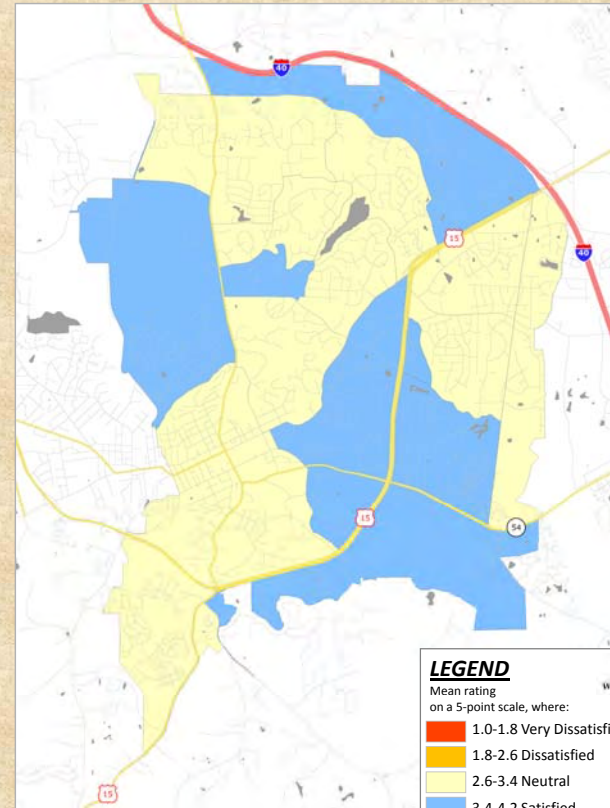
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**2011 Town of Chapel Hill
 Community Survey**

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

Q20a. How well traffic signal system provides for efficient traffic flow.



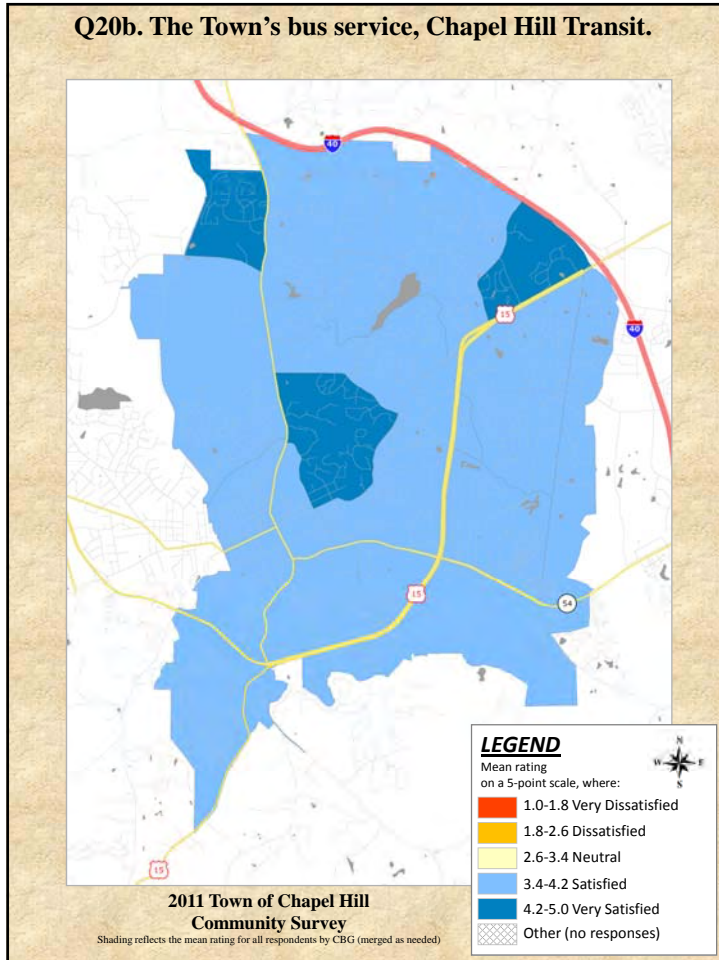
LEGEND
 Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

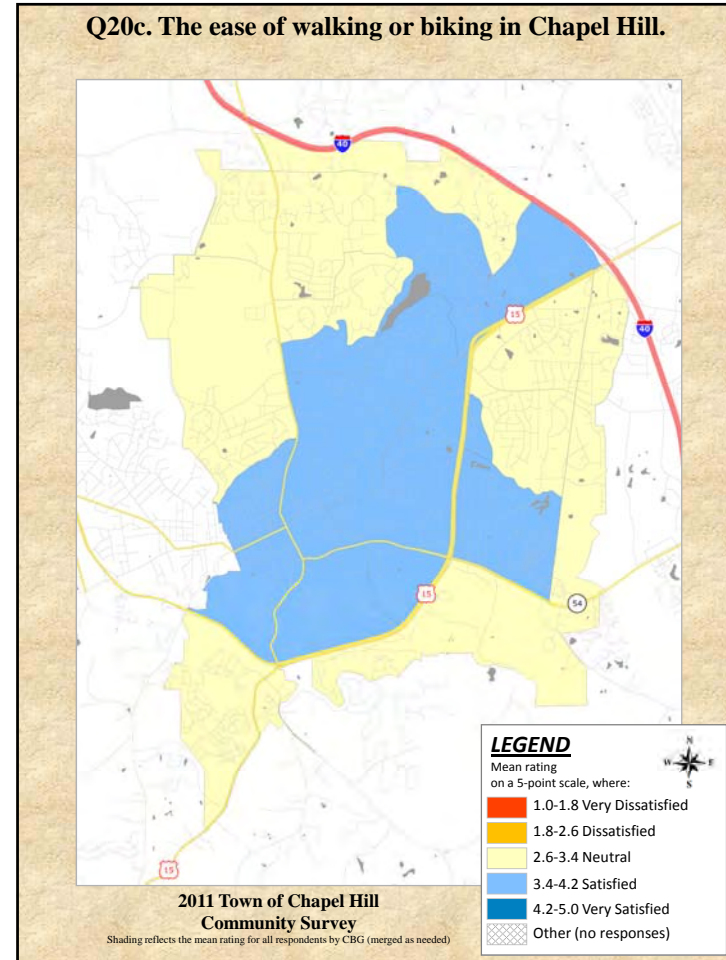
**2011 Town of Chapel Hill
 Community Survey**

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

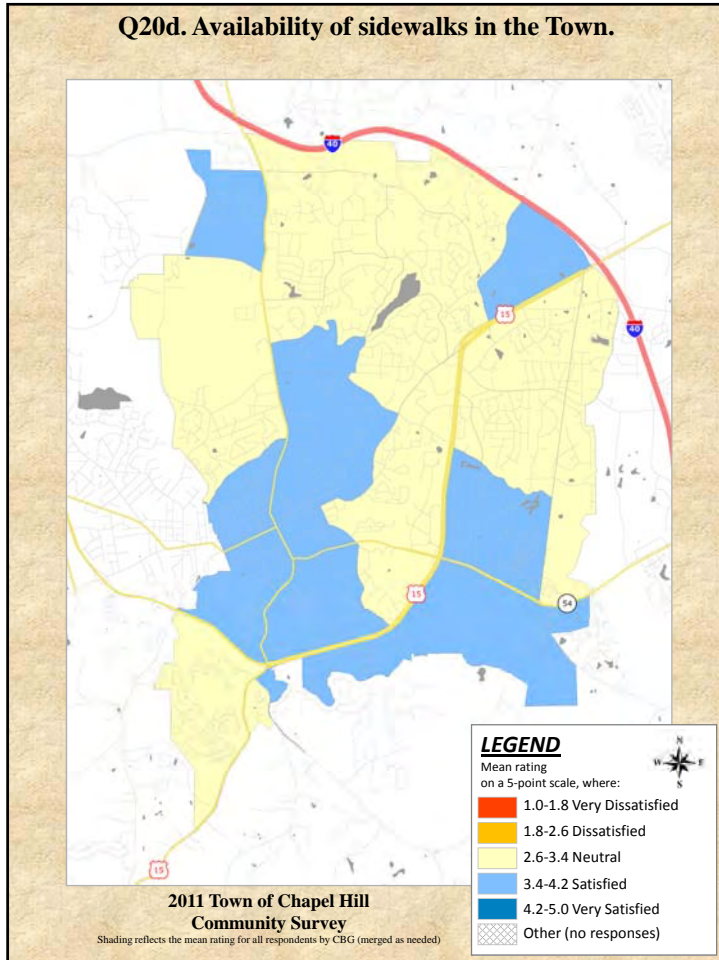
Q20b. The Town's bus service, Chapel Hill Transit.



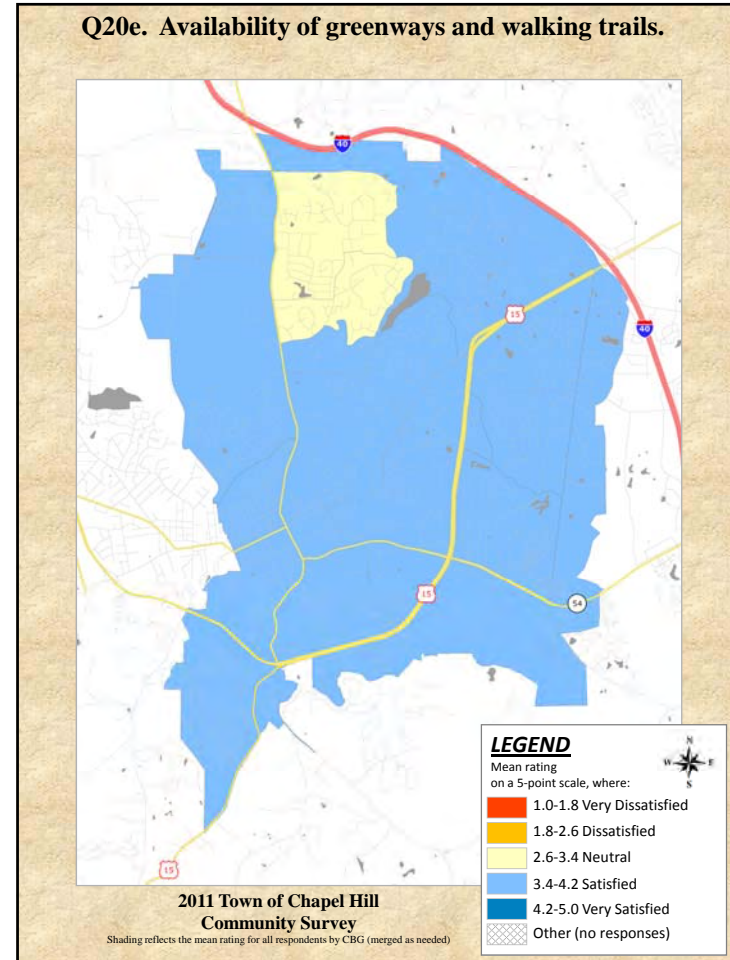
Q20c. The ease of walking or biking in Chapel Hill.



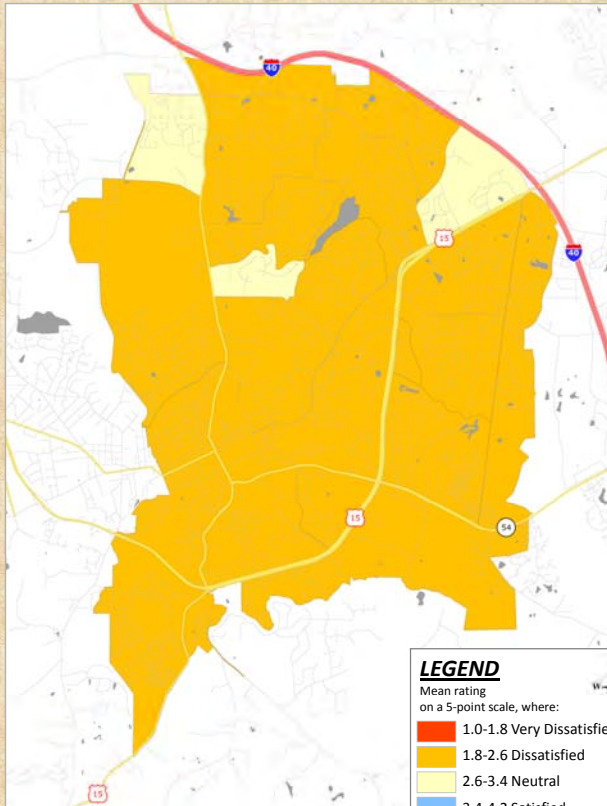
Q20d. Availability of sidewalks in the Town.



Q20e. Availability of greenways and walking trails.



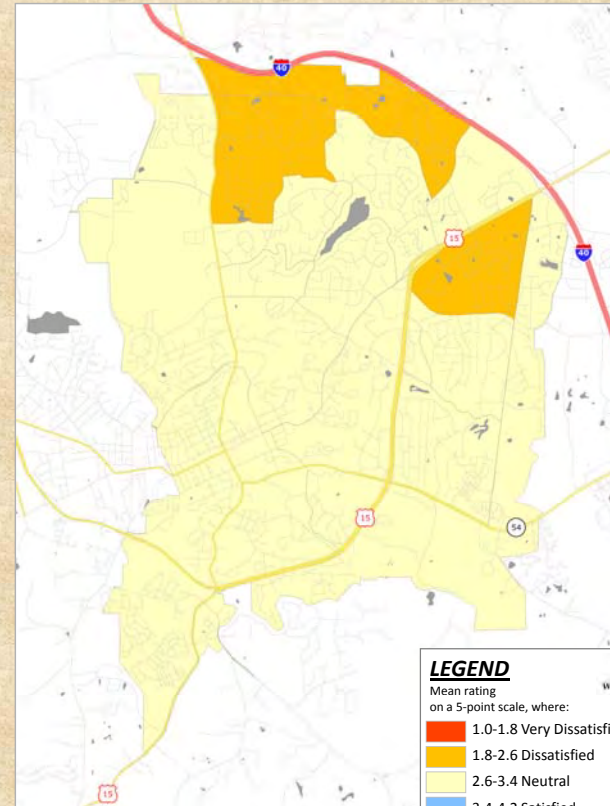
Q32a. Availability of parking downtown.



**2011 Town of Chapel Hill
Community Survey**

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

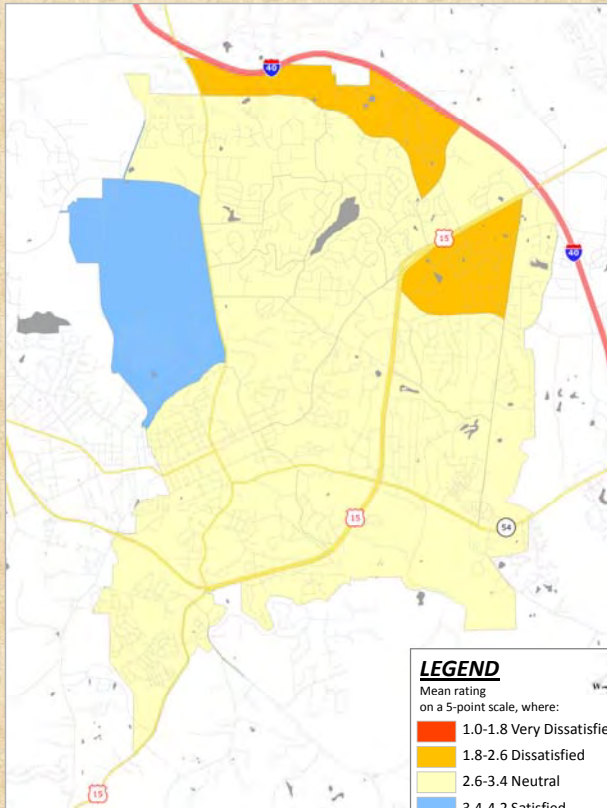
Q32b. Cost of parking in downtown.



**2011 Town of Chapel Hill
Community Survey**

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

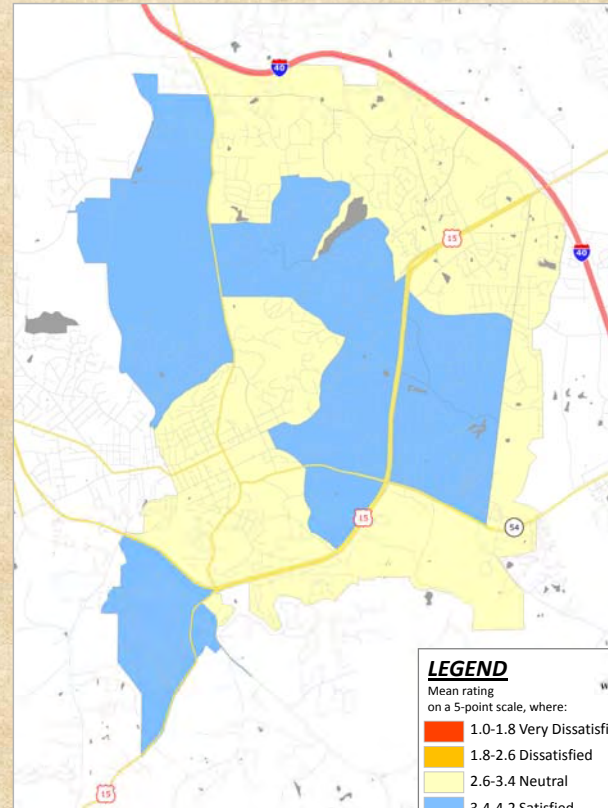
Q32c. Multi-space parking meters.



**2011 Town of Chapel Hill
 Community Survey**

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

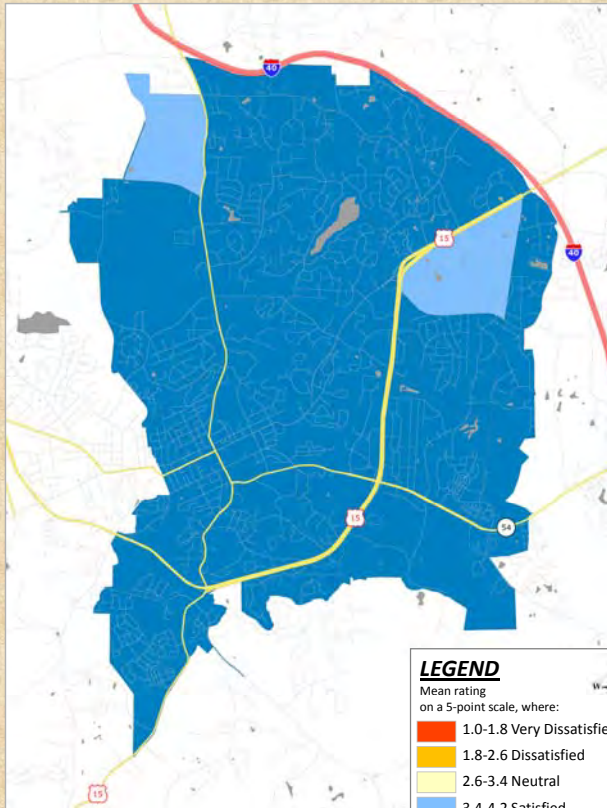
Q32d. Security of parking downtown.



**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:

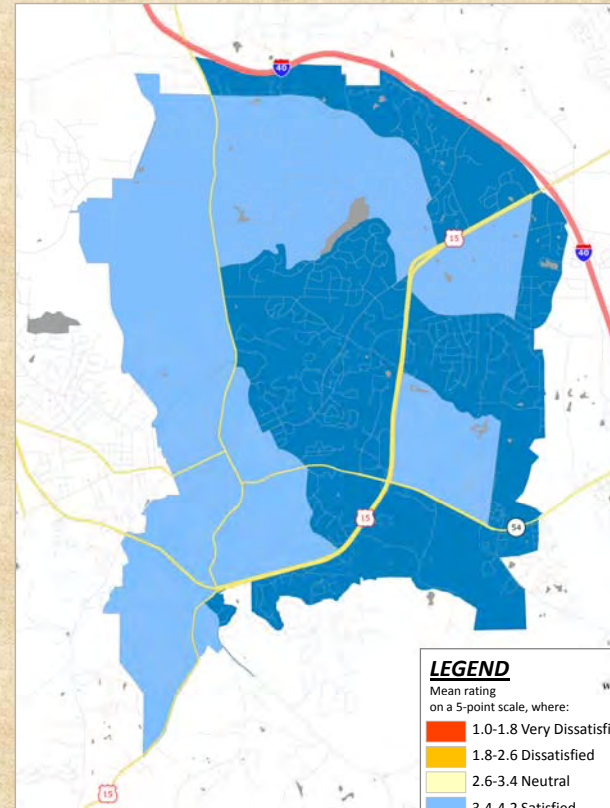
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



**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:

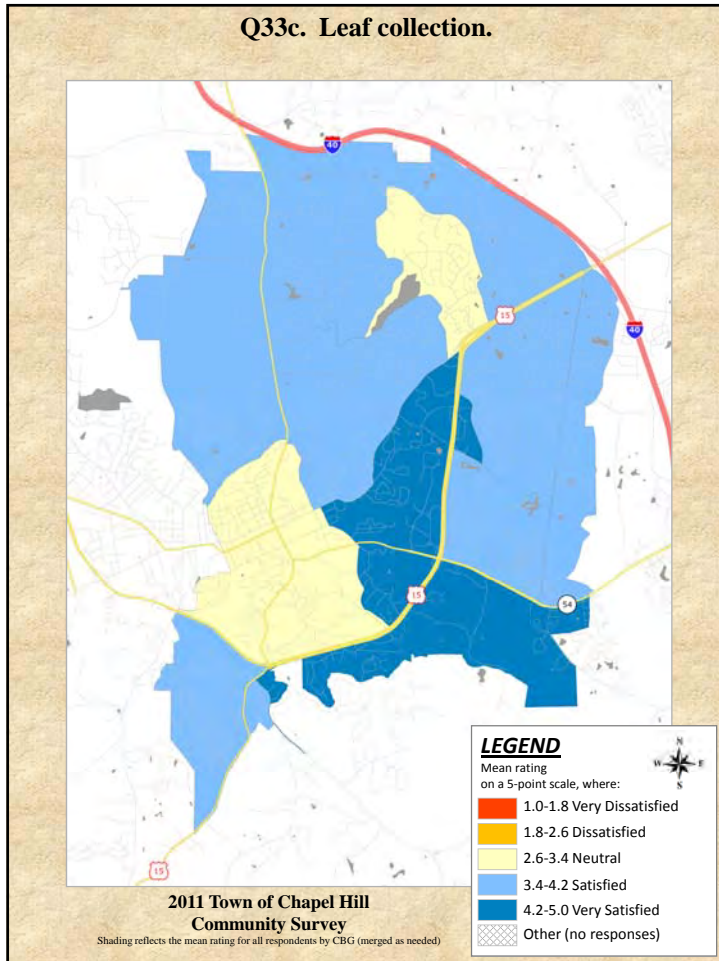
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



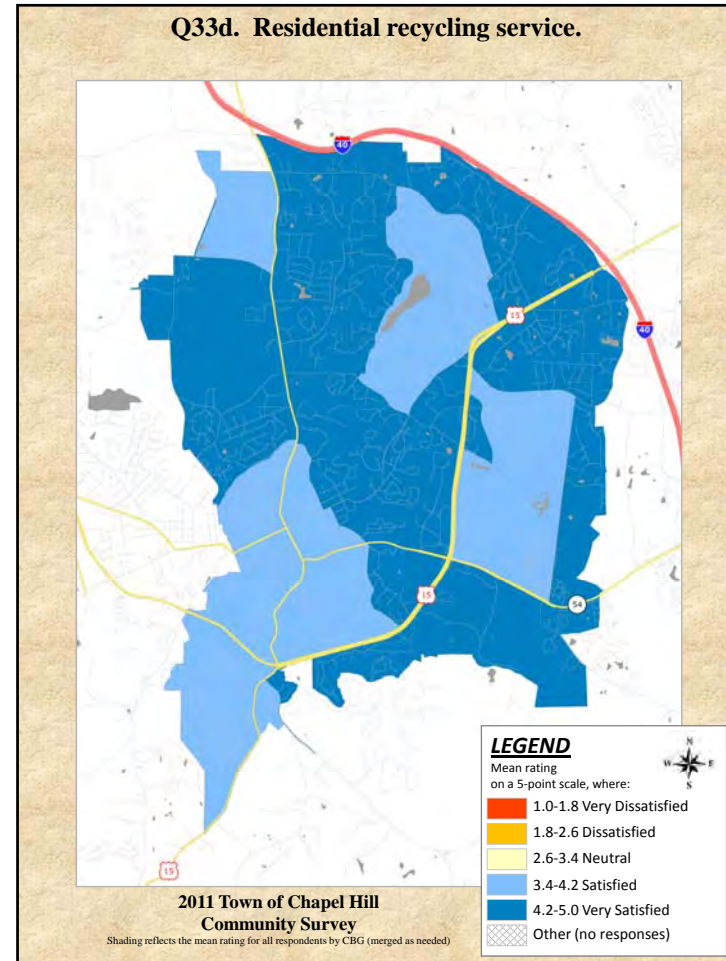
**2011 Town of Chapel Hill
Community Survey**

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

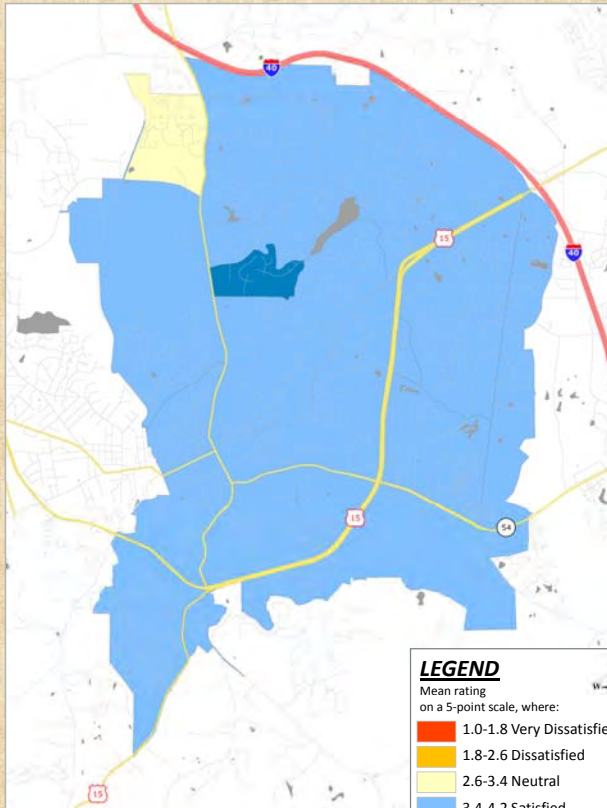
Q33c. Leaf collection.



Q33d. Residential recycling service.



Q33e. Dead animal removal from right-of-way.



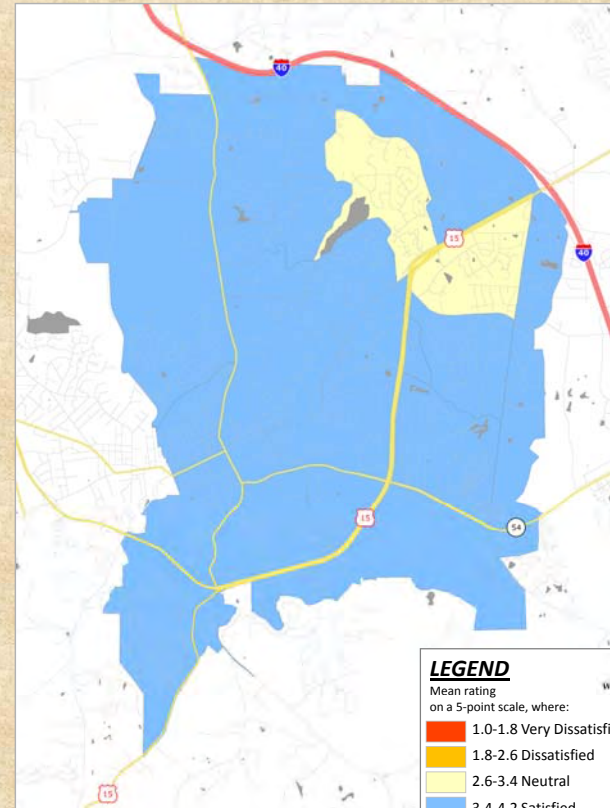
LEGEND
 Mean rating on a 5-point scale, where:

- 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)

Q33f. Removal of large bulky items.



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)