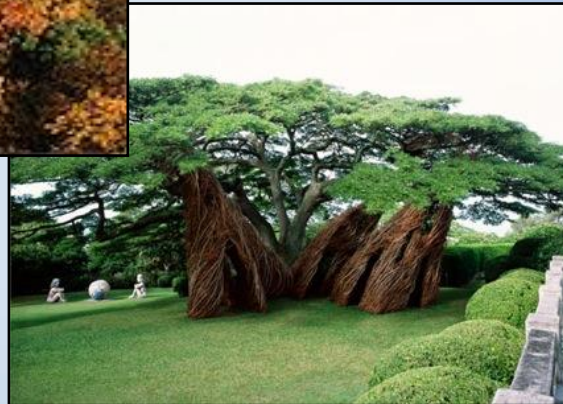
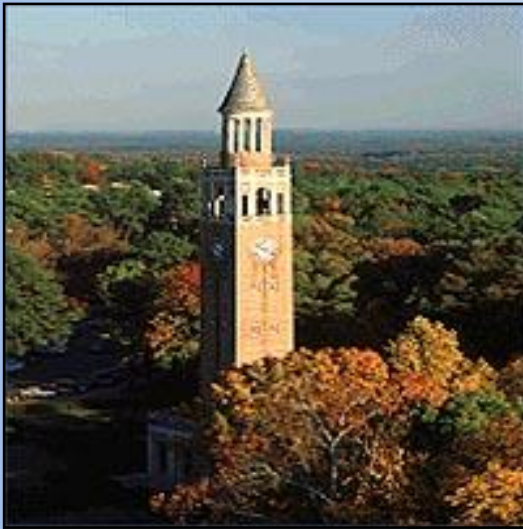


2015 DirectionFinder® Community Survey *Appendix A: GIS Maps*



ETC Institute
725 West Frontier Circle
Olathe, Kansas
66061

Prepared for
Town of Chapel Hill

December 2015

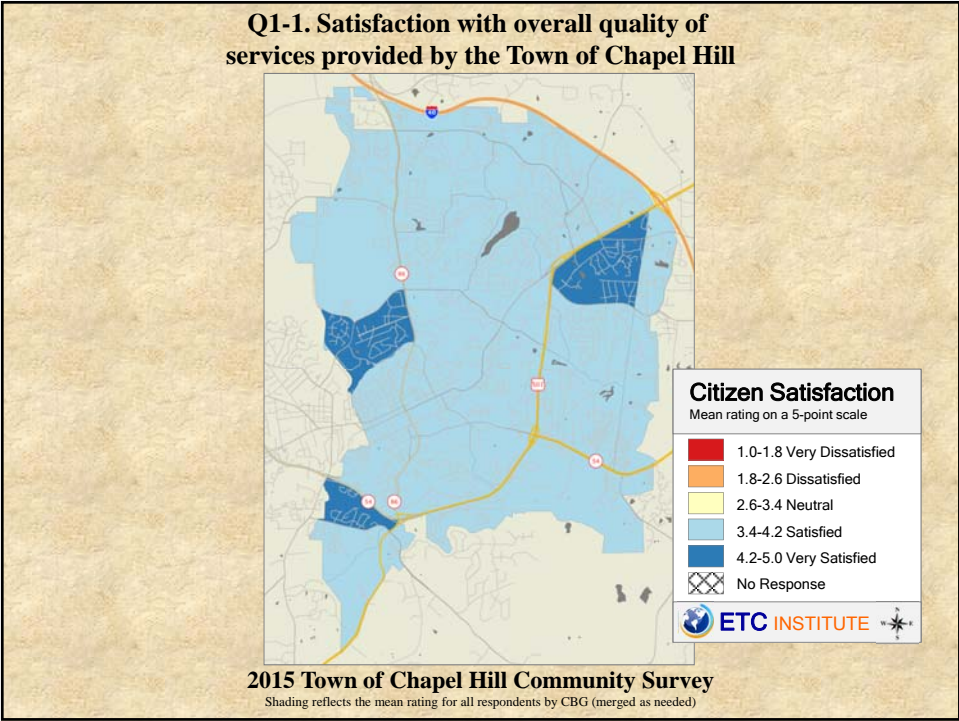
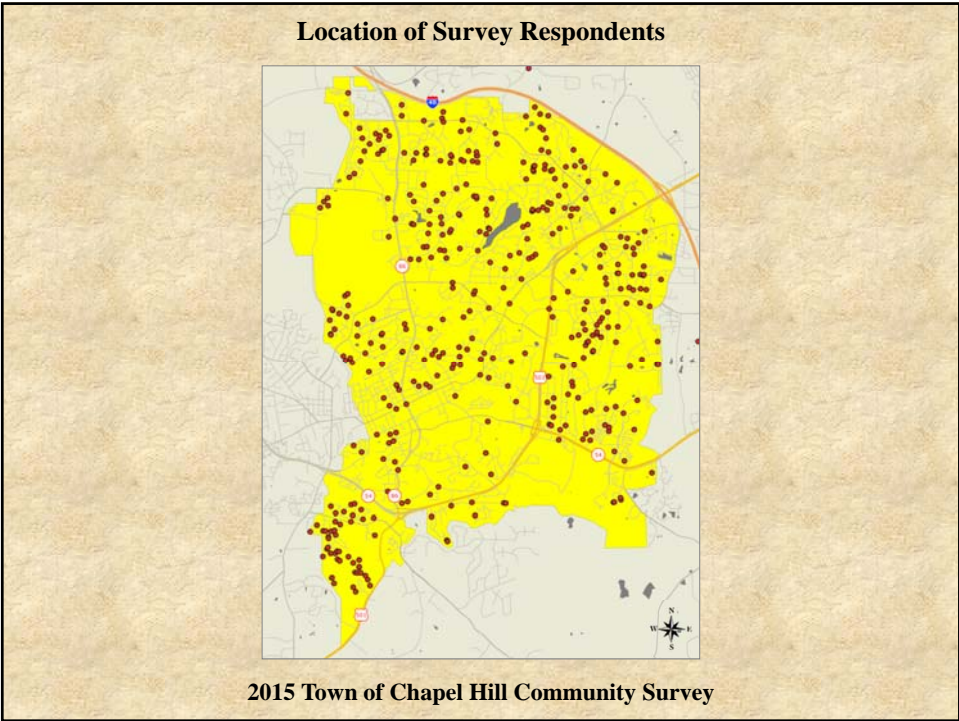
Interpreting the Maps

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

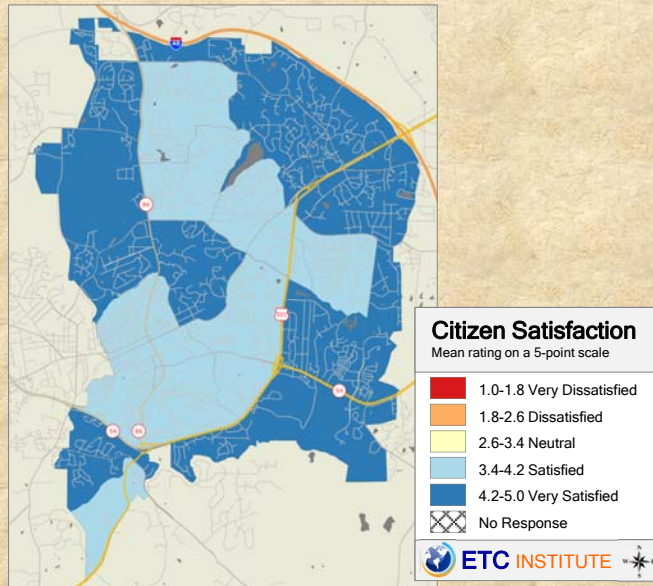
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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.



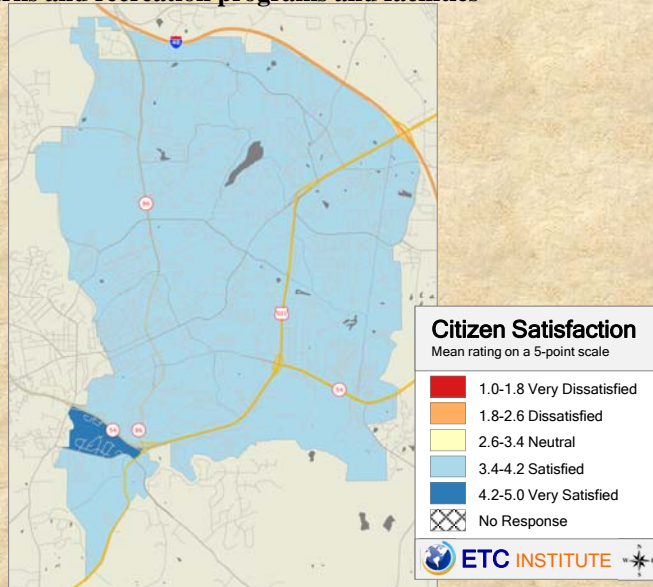
Q1-2. Satisfaction with overall quality of public safety services



2015 Town of Chapel Hill Community Survey

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

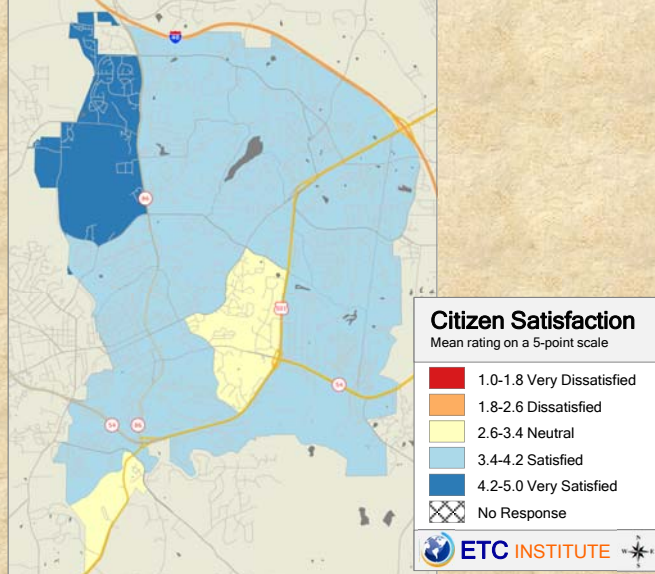
Q1-3. Satisfaction with overall quality of Town parks and recreation programs and facilities



2015 Town of Chapel Hill Community Survey

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

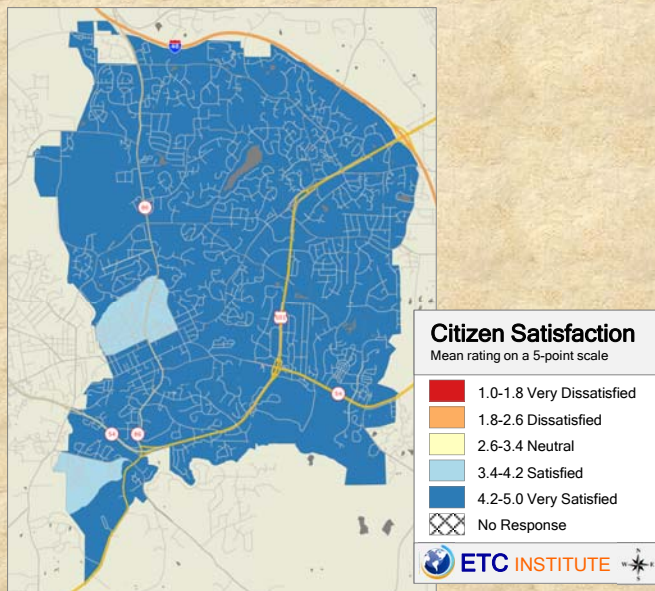
Q1-4. Satisfaction with overall quality of customer service you receive from Town employees



2015 Town of Chapel Hill Community Survey

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

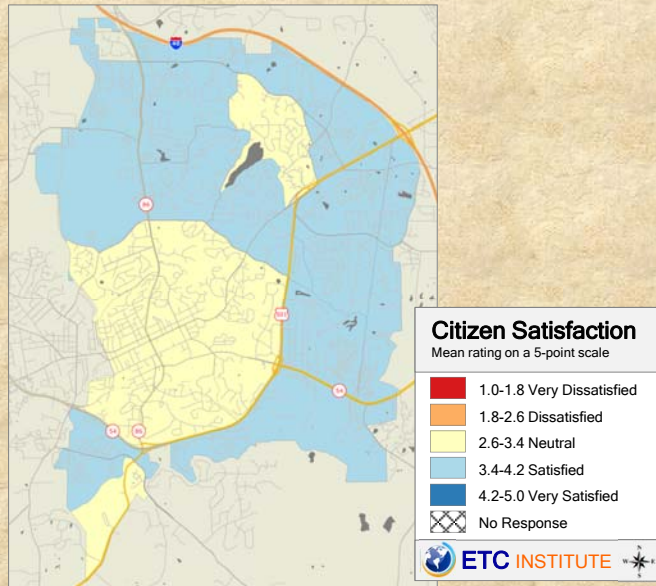
Q1-5. Satisfaction with overall quality of Public Library services



2015 Town of Chapel Hill Community Survey

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

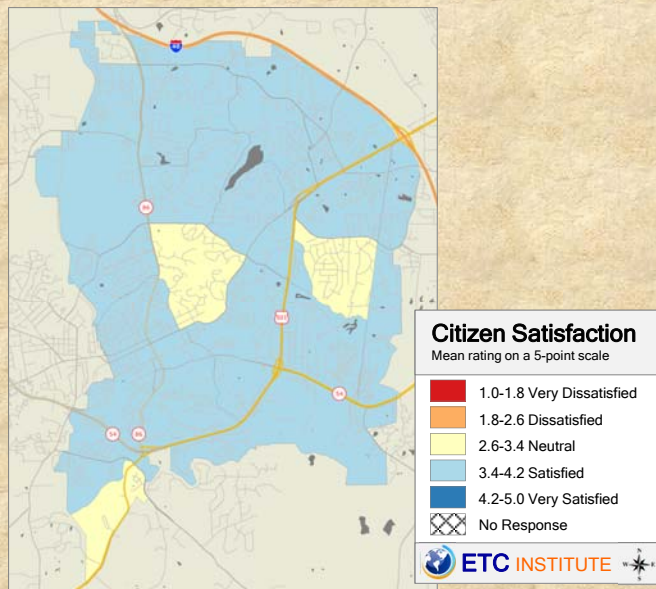
Q1-6. Satisfaction with overall enforcement of Town codes/ordinances



2015 Town of Chapel Hill Community Survey

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

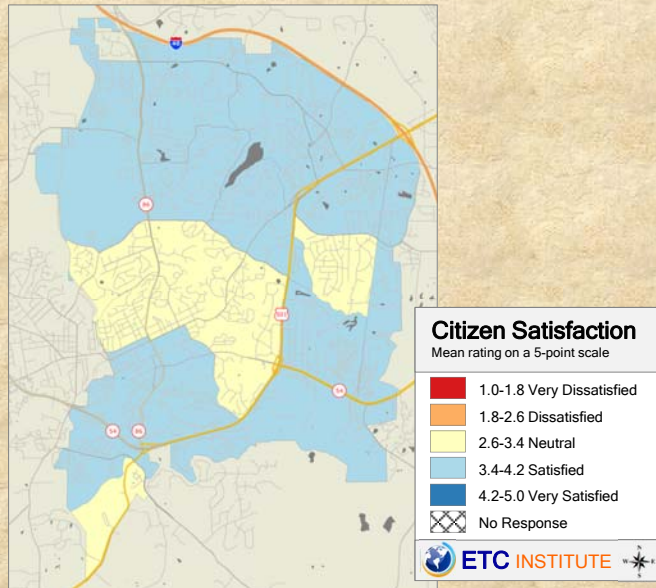
Q1-7. Satisfaction with overall maintenance of major streets



2015 Town of Chapel Hill Community Survey

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

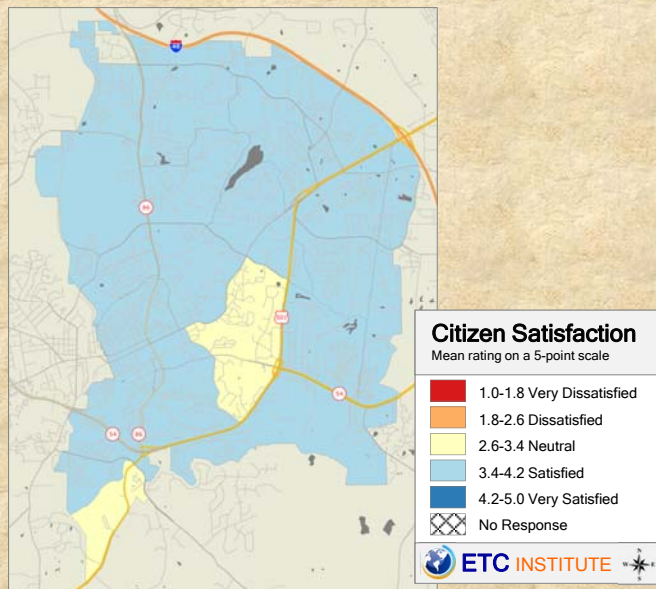
Q1-8. Satisfaction with overall maintenance of neighborhood streets



2015 Town of Chapel Hill Community Survey

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

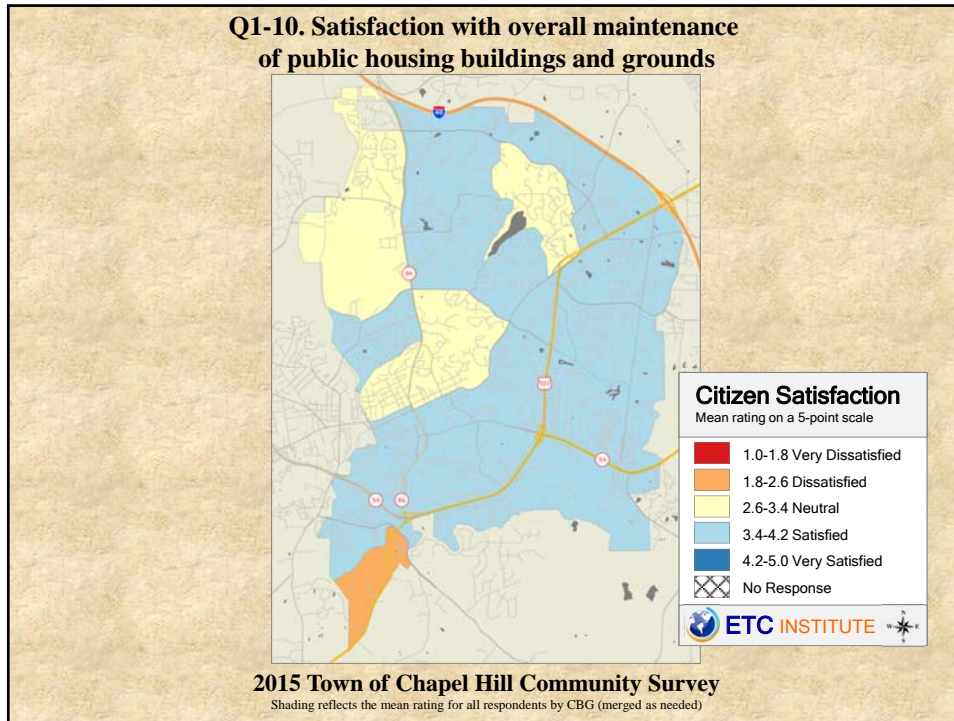
Q1-9. Satisfaction with overall maintenance of Town buildings and facilities



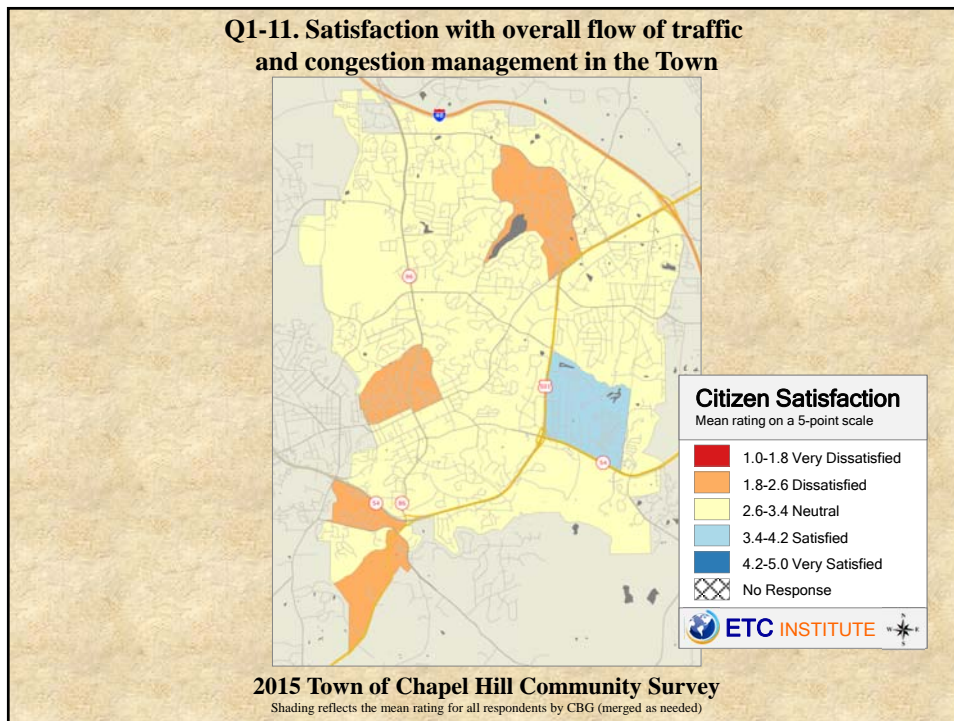
2015 Town of Chapel Hill Community Survey

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

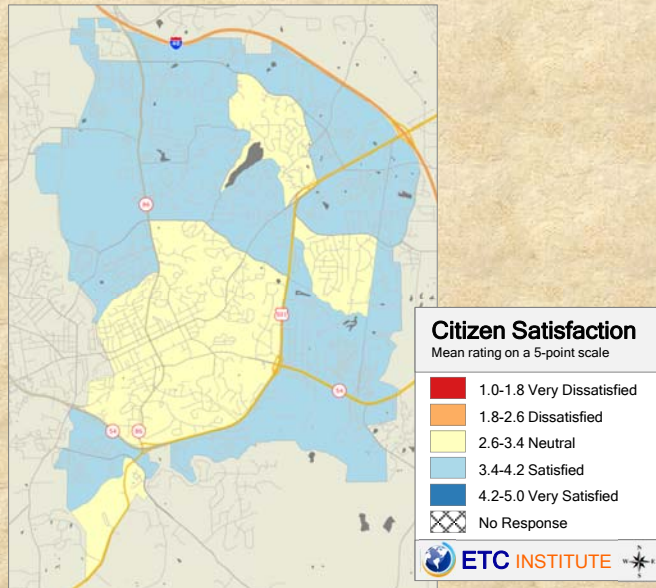
Q1-10. Satisfaction with overall maintenance of public housing buildings and grounds



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



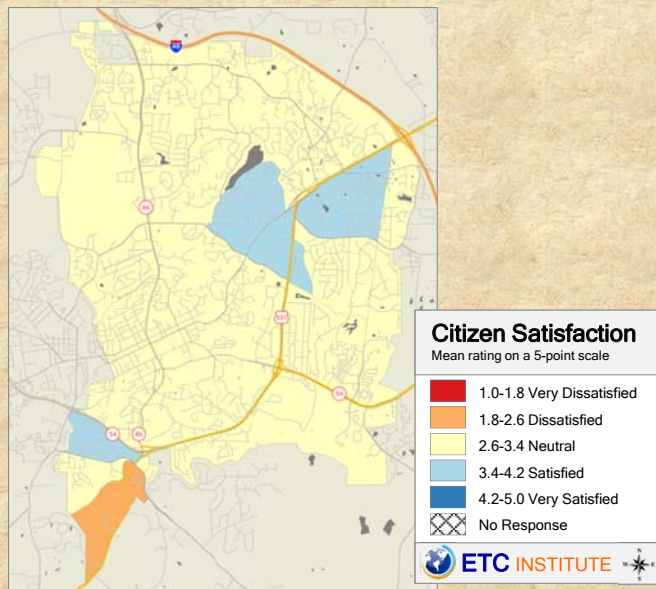
Q1-12. Satisfaction with effectiveness of communication with public



2015 Town of Chapel Hill Community Survey

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

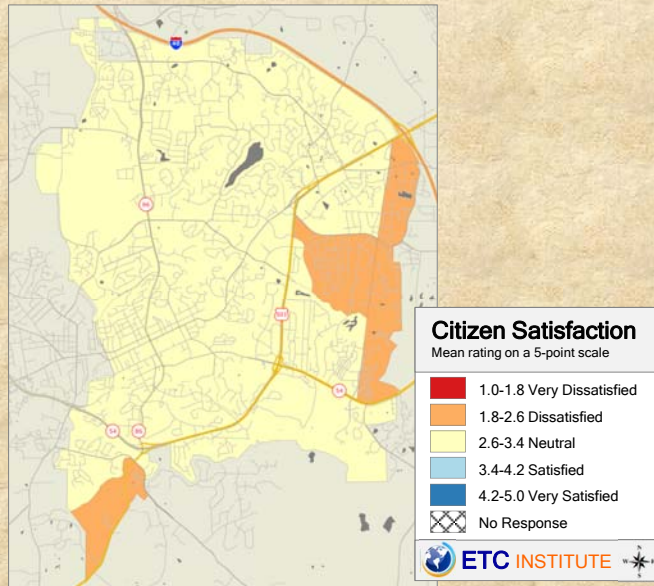
Q1-13. Satisfaction with overall value for your tax dollars and fees



2015 Town of Chapel Hill Community Survey

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

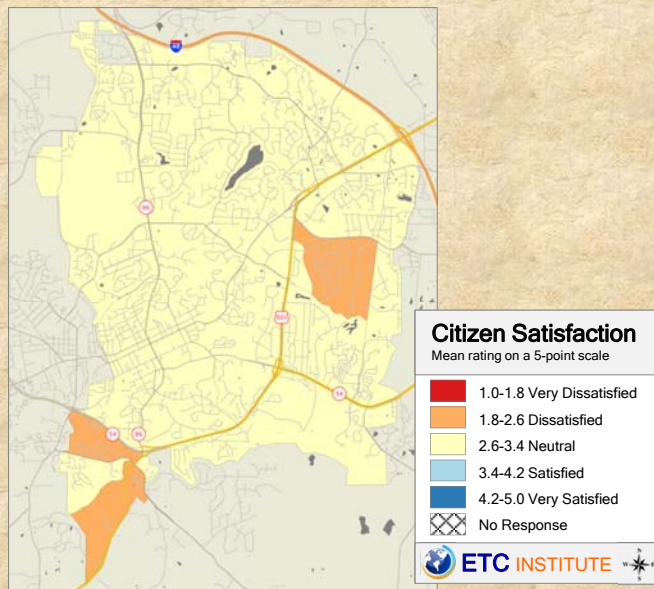
Q1-14. Satisfaction with how well the Town is preparing for the future



2015 Town of Chapel Hill Community Survey

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

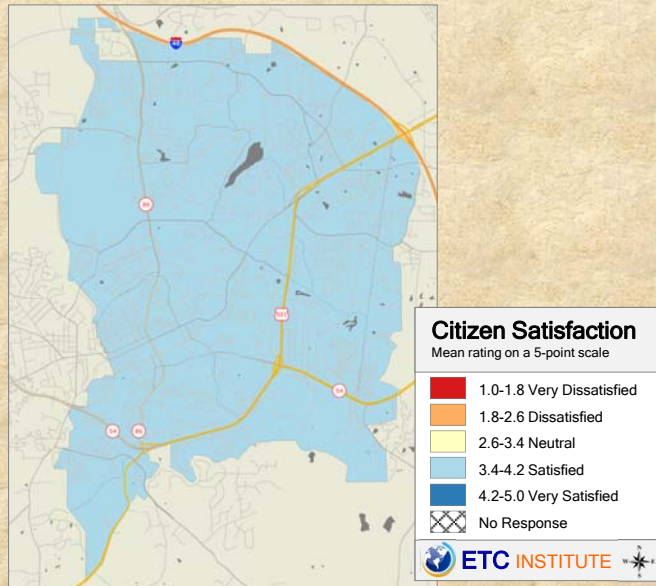
Q1-15. Satisfaction with how well the Town is managing change



2015 Town of Chapel Hill Community Survey

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

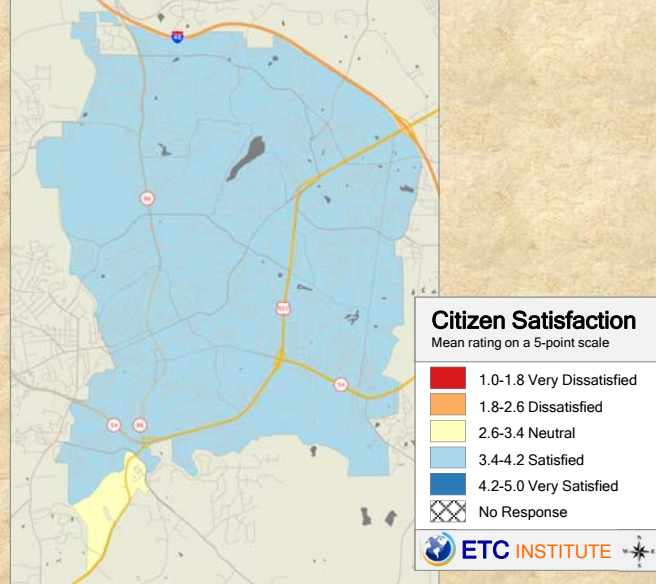
Q1-16. Satisfaction with emergency preparedness



2015 Town of Chapel Hill Community Survey

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

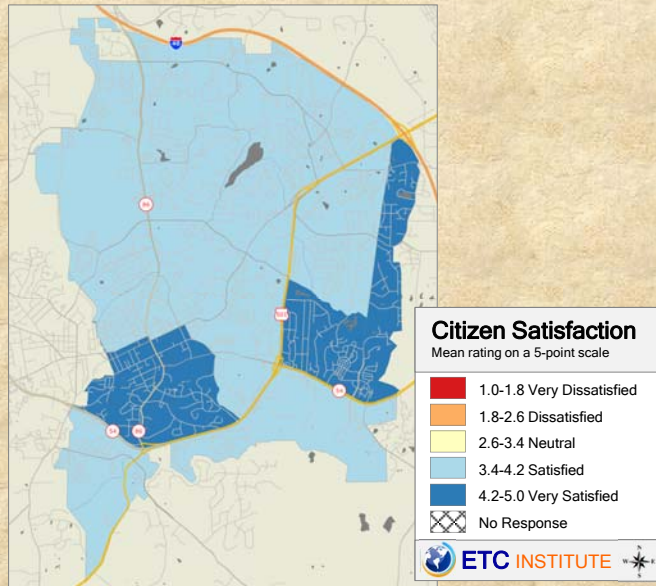
Q1-17. Satisfaction with quality of landscaping in parks, medians and other public areas



2015 Town of Chapel Hill Community Survey

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

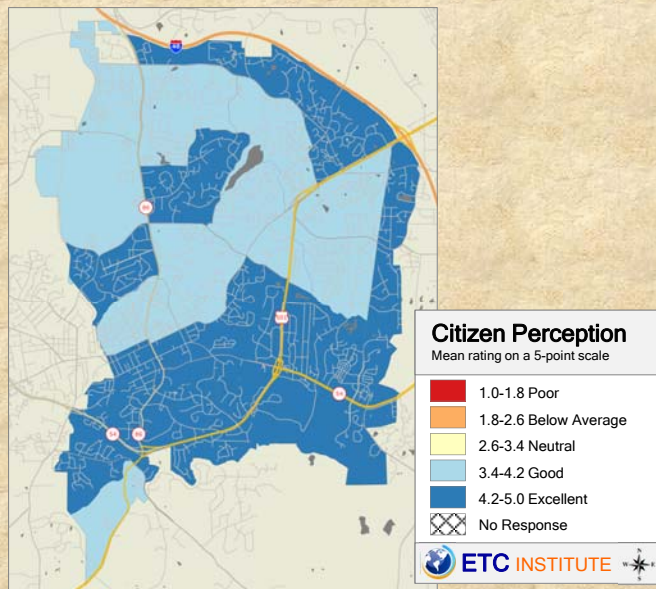
Q1-18. Satisfaction with quality of Chapel Hill transit



2015 Town of Chapel Hill Community Survey

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

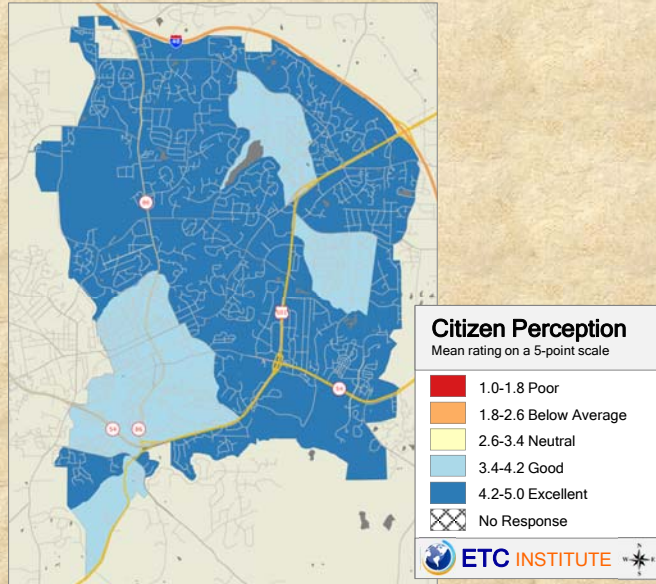
Q3-1. Overall image of the Town



2015 Town of Chapel Hill Community Survey

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

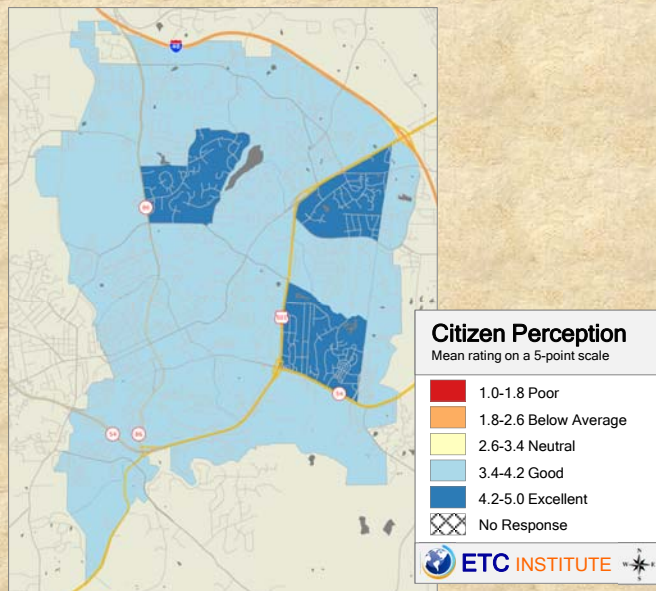
Q3-2. Overall quality of life in the Town



2015 Town of Chapel Hill Community Survey

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

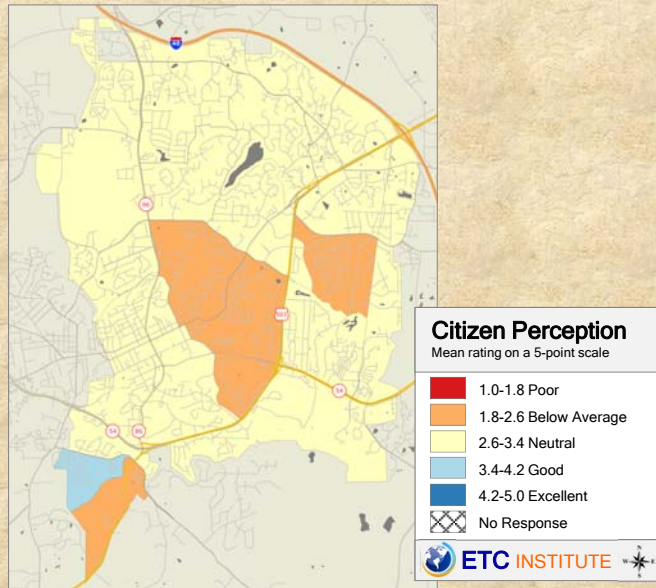
Q3-3. Overall feeling of safety in the Town



2015 Town of Chapel Hill Community Survey

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

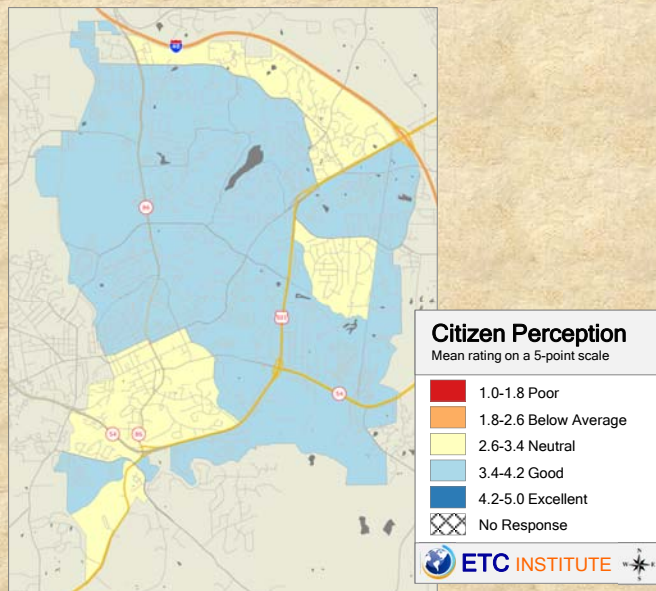
Q3-4. Quality of new development in the Town



2015 Town of Chapel Hill Community Survey

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

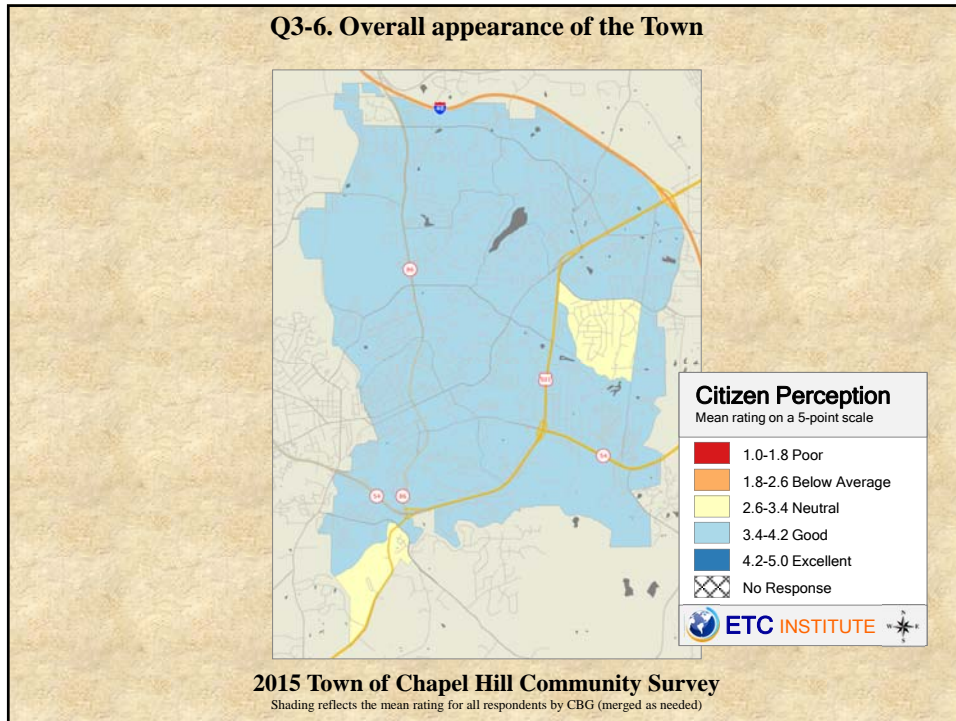
Q3-5. As a place to retire



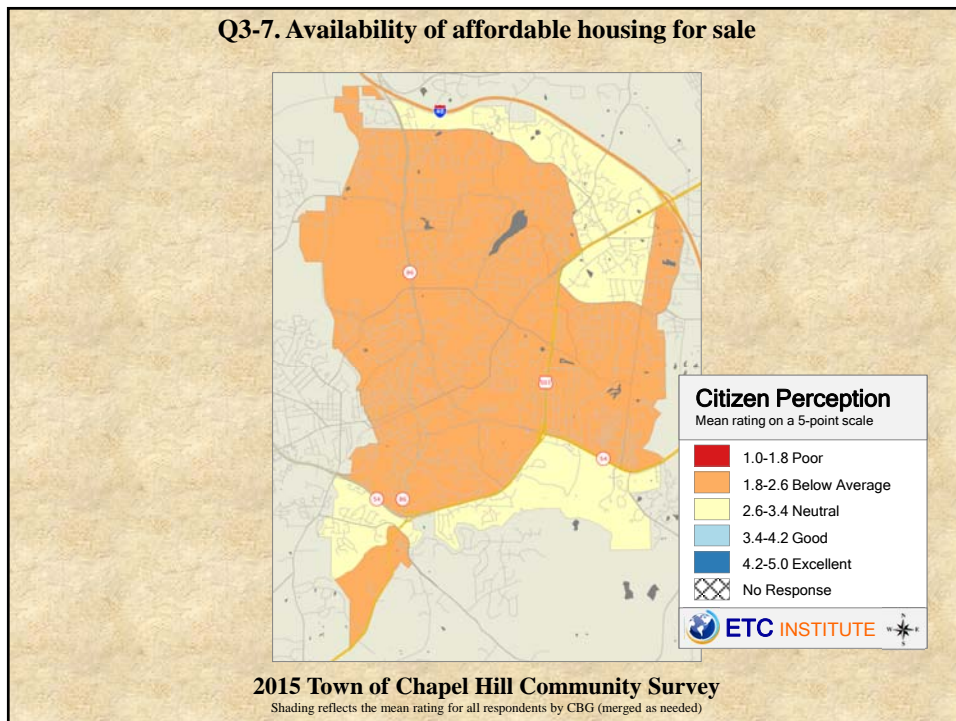
2015 Town of Chapel Hill Community Survey

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

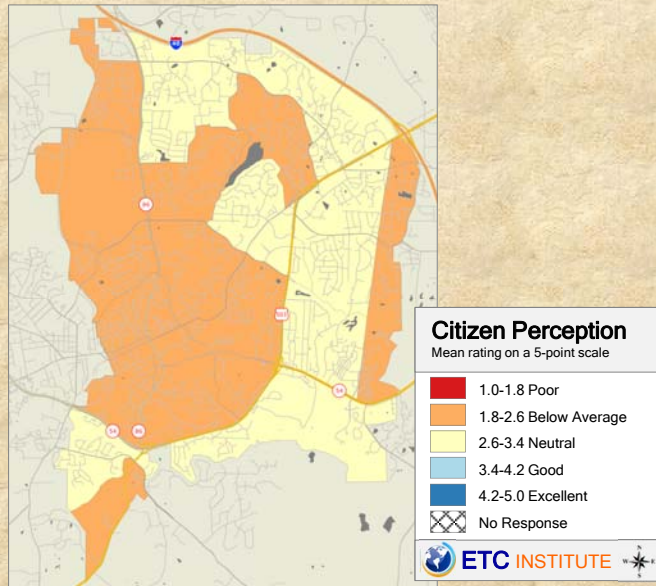
Q3-6. Overall appearance of the Town



Q3-7. Availability of affordable housing for sale



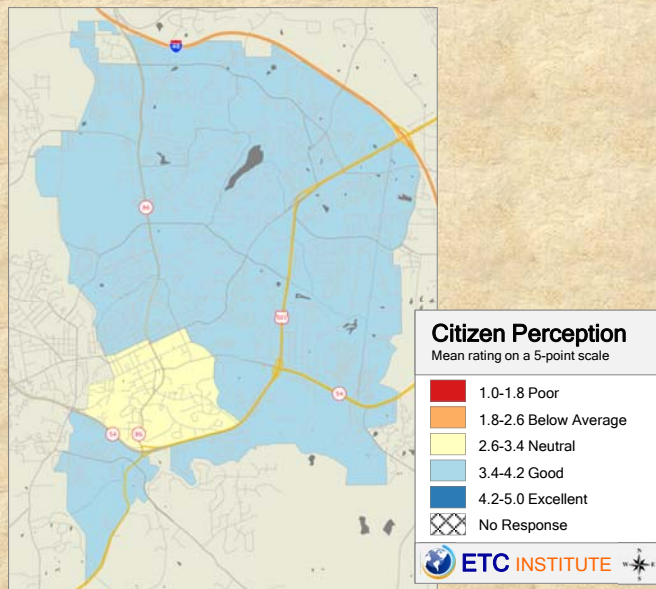
Q3-8. Availability of affordable housing for rent



2015 Town of Chapel Hill Community Survey

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

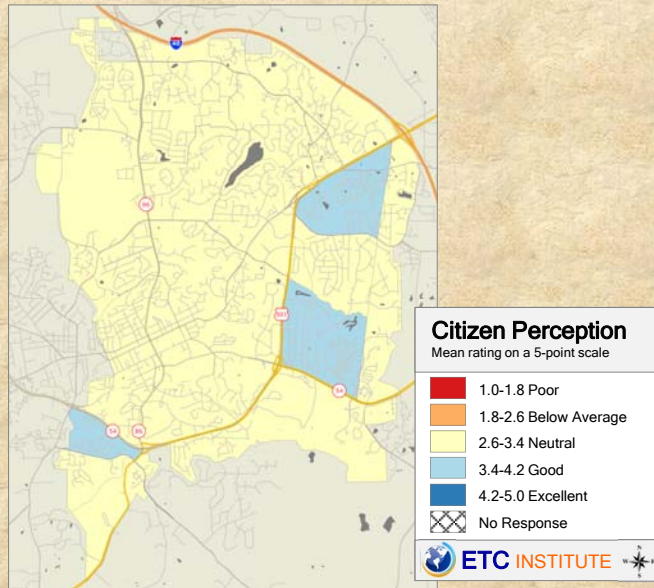
Q3-9. Acceptance of diverse populations



2015 Town of Chapel Hill Community Survey

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

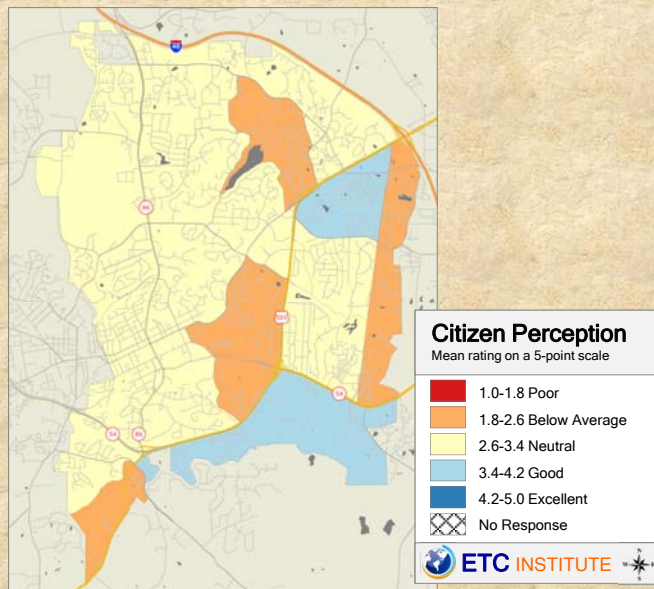
Q3-10. As a community thinking about choices for future generations



2015 Town of Chapel Hill Community Survey

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

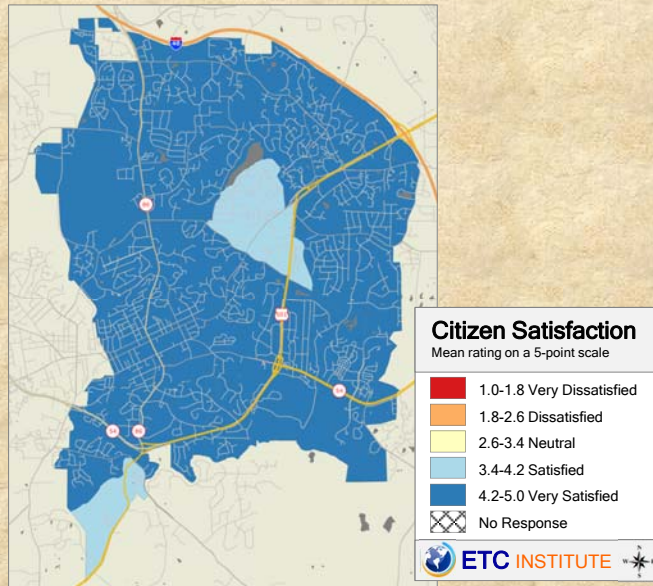
Q3-11. Job availability



2015 Town of Chapel Hill Community Survey

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

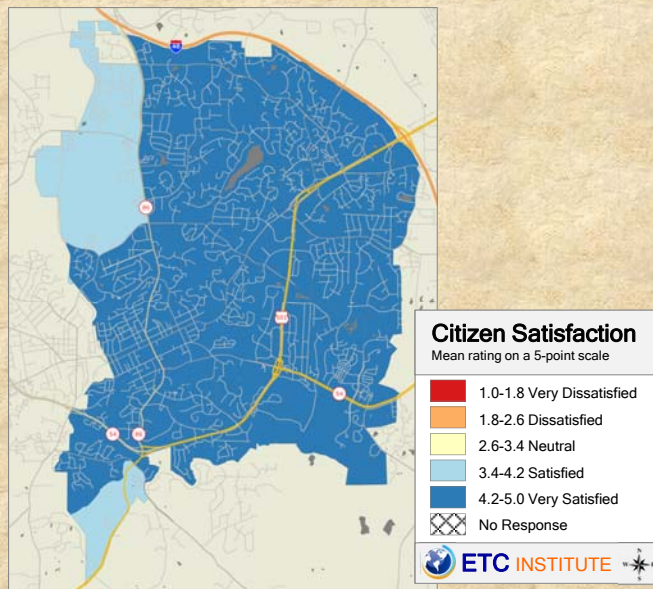
Q4-1. Satisfaction with overall quality of local fire protection



2015 Town of Chapel Hill Community Survey

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

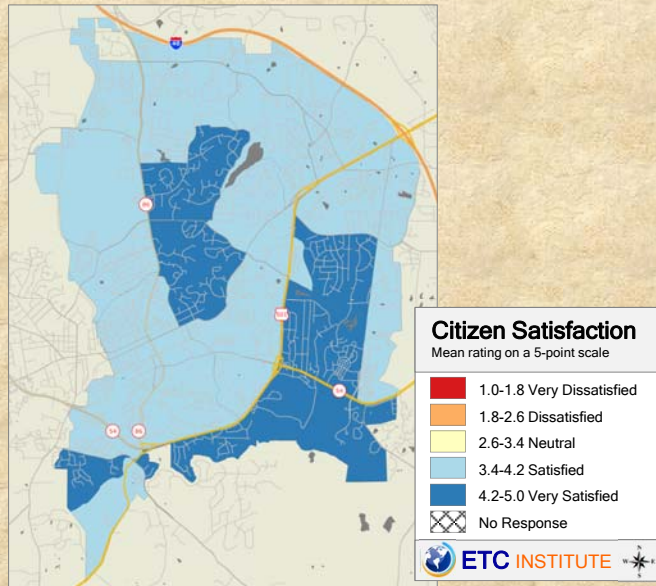
Q4-2. Satisfaction with how quickly fire units respond to emergencies



2015 Town of Chapel Hill Community Survey

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

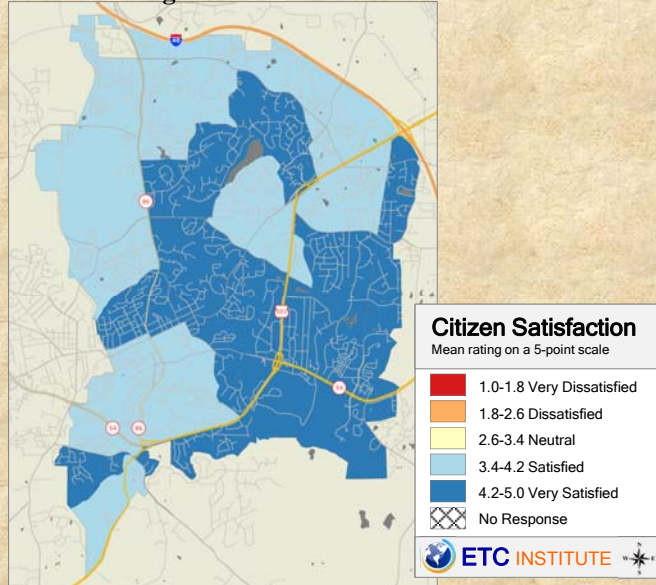
Q4-3. Satisfaction with fire safety education programs



2015 Town of Chapel Hill Community Survey

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

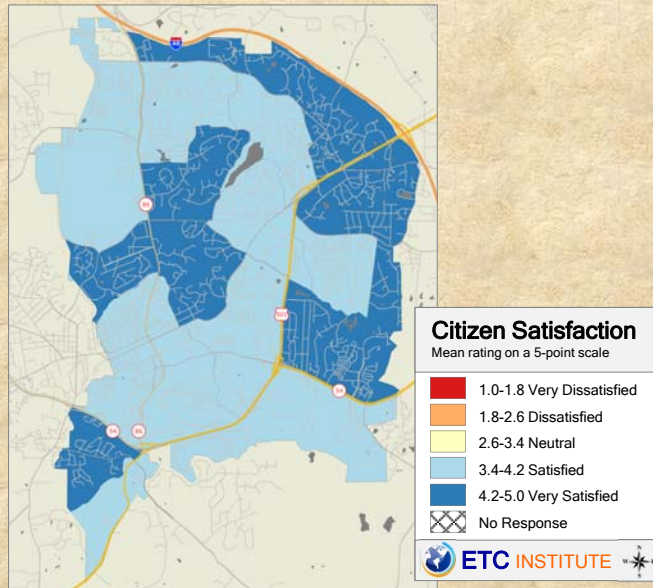
Q4-4. Satisfaction with the fire safety you feel while visiting businesses or restaurants



2015 Town of Chapel Hill Community Survey

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

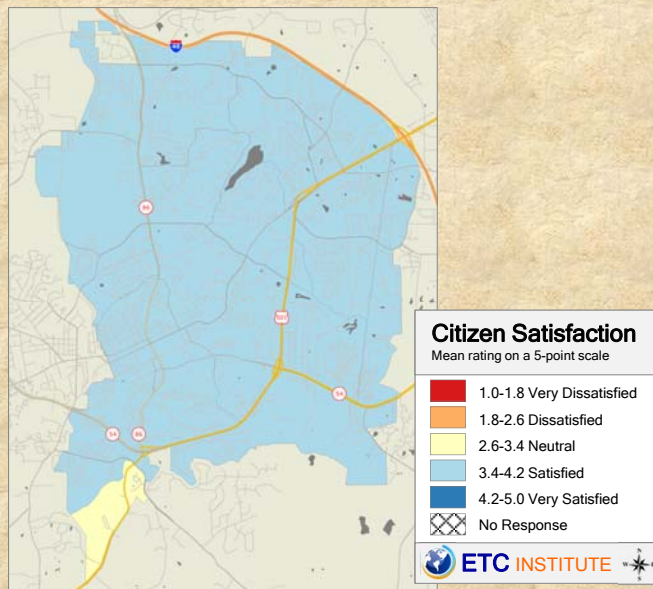
Q5-5. Satisfaction with overall quality of local police protection



2015 Town of Chapel Hill Community Survey

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

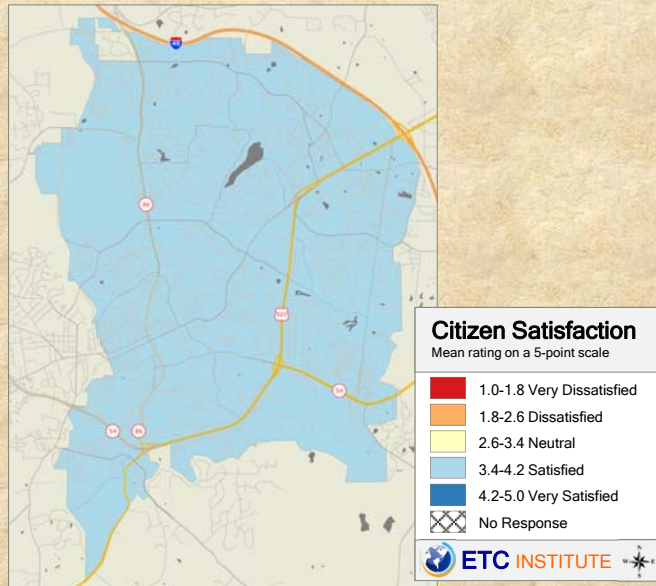
Q5-6. Satisfaction with the visibility of police in neighborhoods



2015 Town of Chapel Hill Community Survey

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

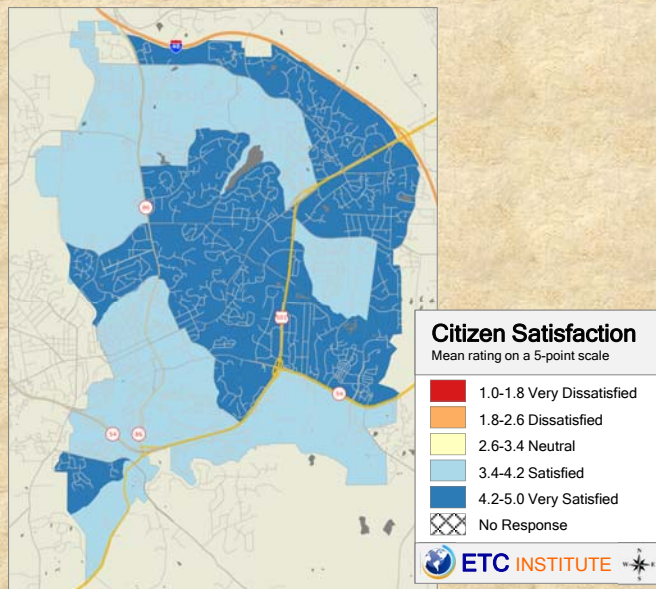
Q5-7. Satisfaction with the Town's efforts to prevent crime



2015 Town of Chapel Hill Community Survey

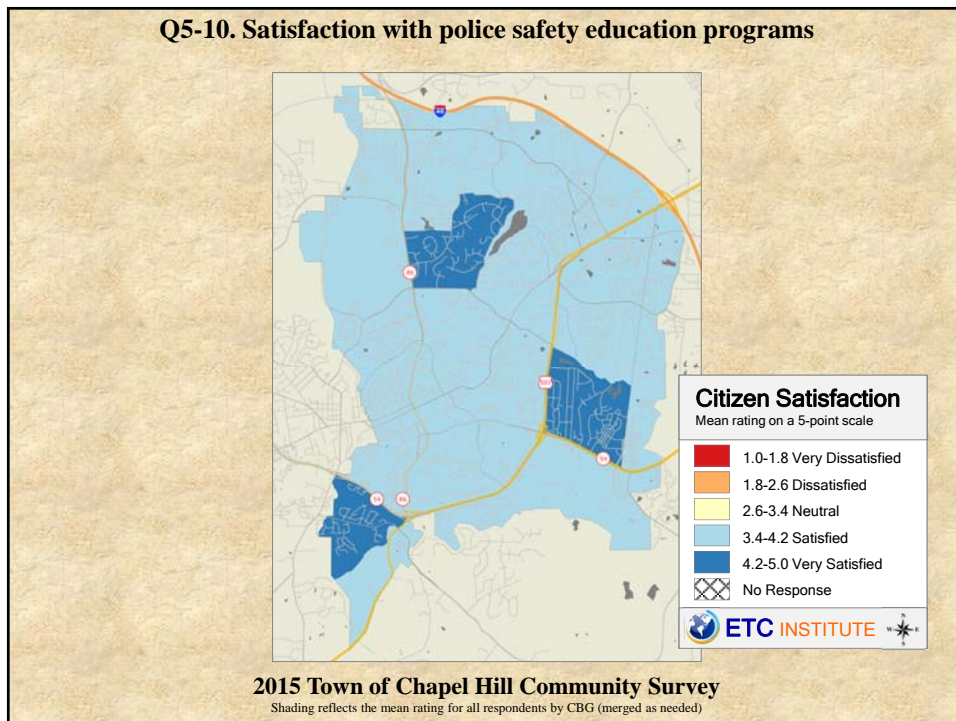
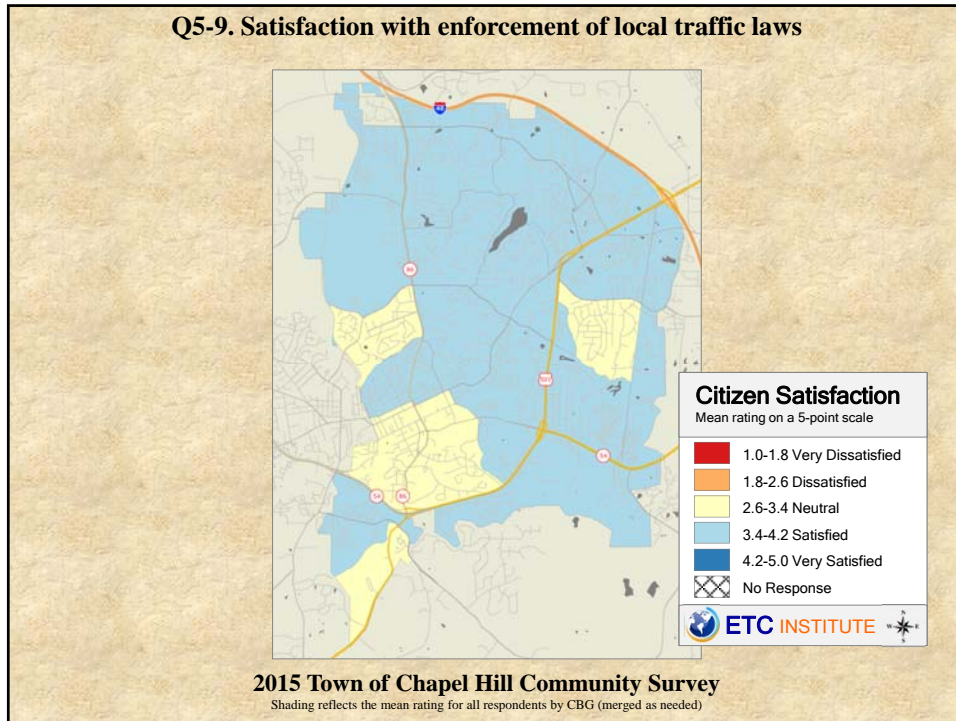
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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

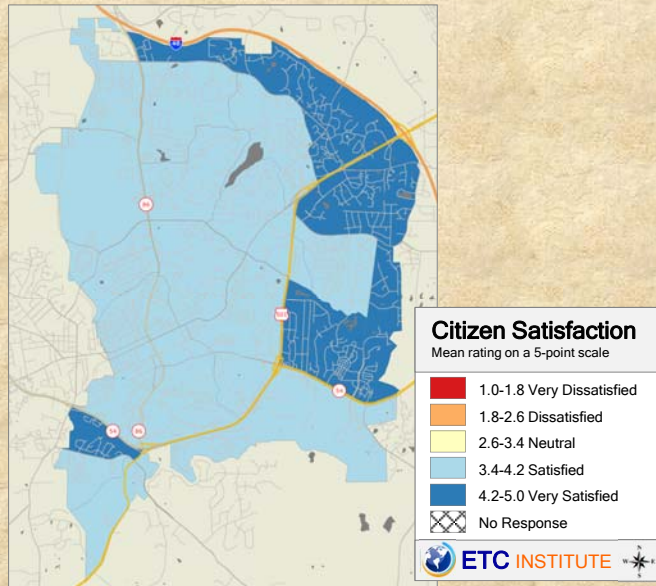


2015 Town of Chapel Hill Community Survey

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



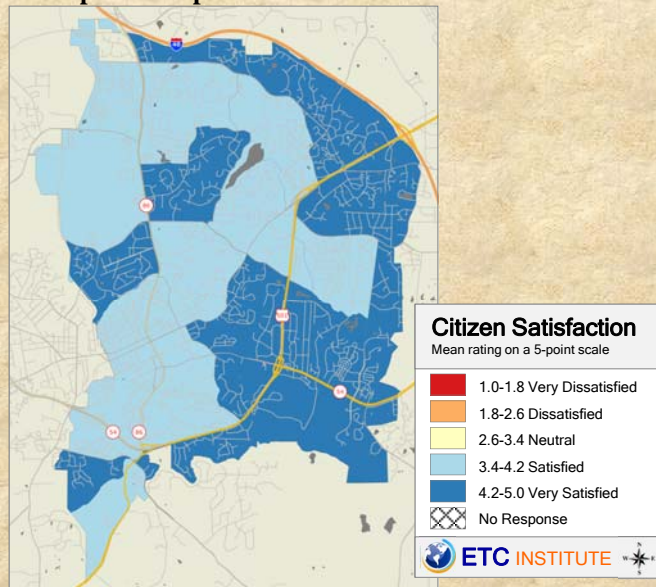
Q5-11. Satisfaction with Chapel Hill Police Department's overall performance



2015 Town of Chapel Hill Community Survey

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

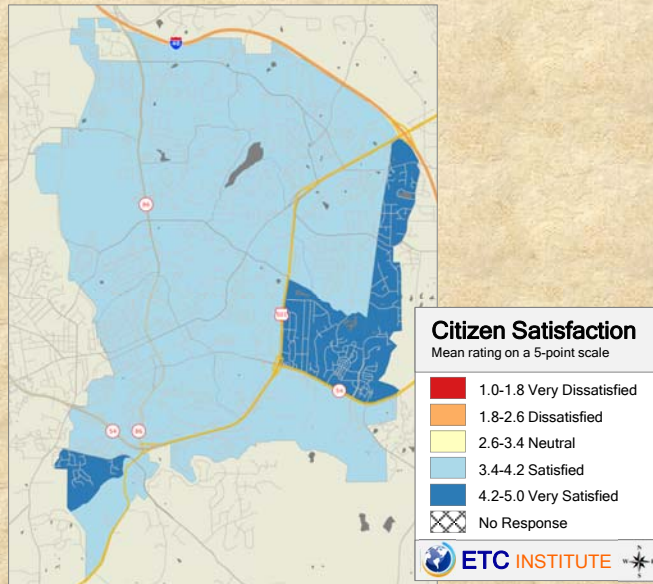
Q5-12. Satisfaction with the attitude and behavior of Police Department personnel toward residents



2015 Town of Chapel Hill Community Survey

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

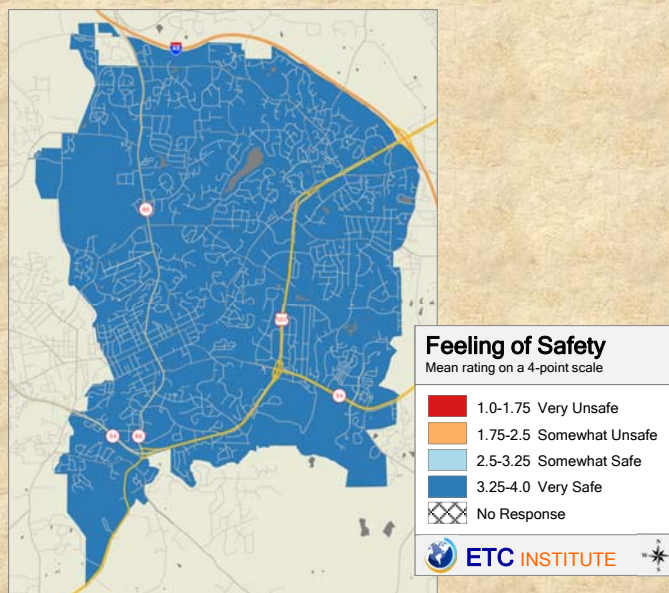
Q5-13. Satisfaction with the level of safety and security in your neighborhood



2015 Town of Chapel Hill Community Survey

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

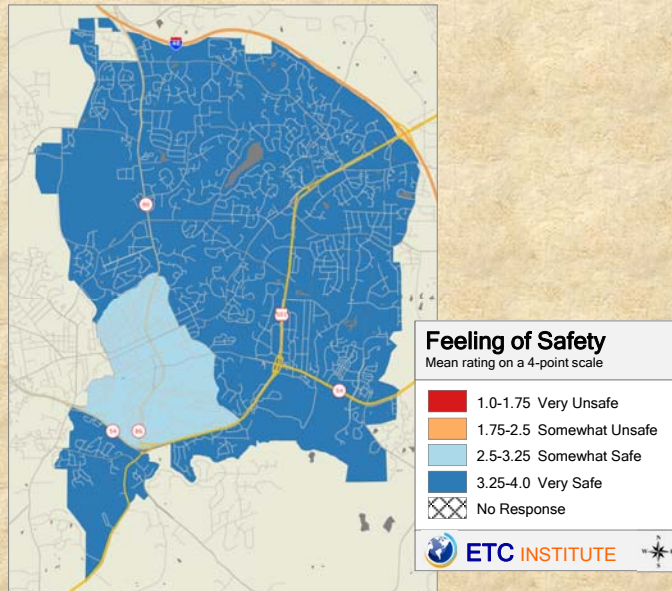
Q8-1. Feeling of safety in your neighborhood during the day



2015 Town of Chapel Hill Community Survey

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

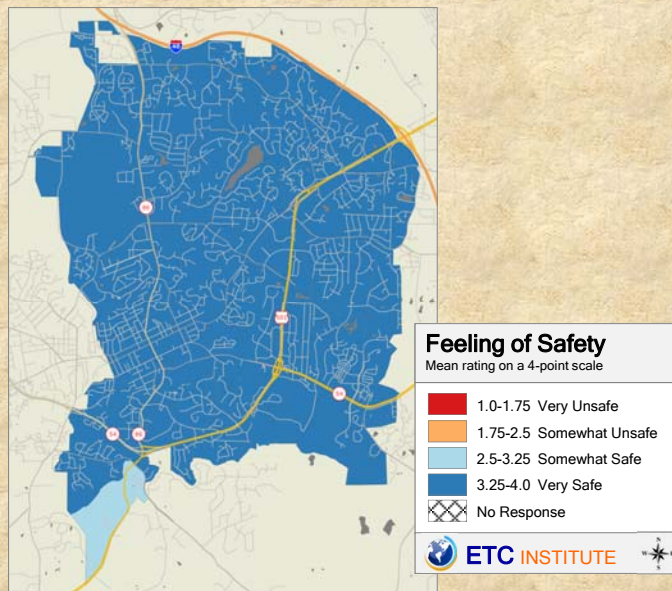
Q8-2. Feeling of safety in your neighborhood at night



2015 Town of Chapel Hill Community Survey

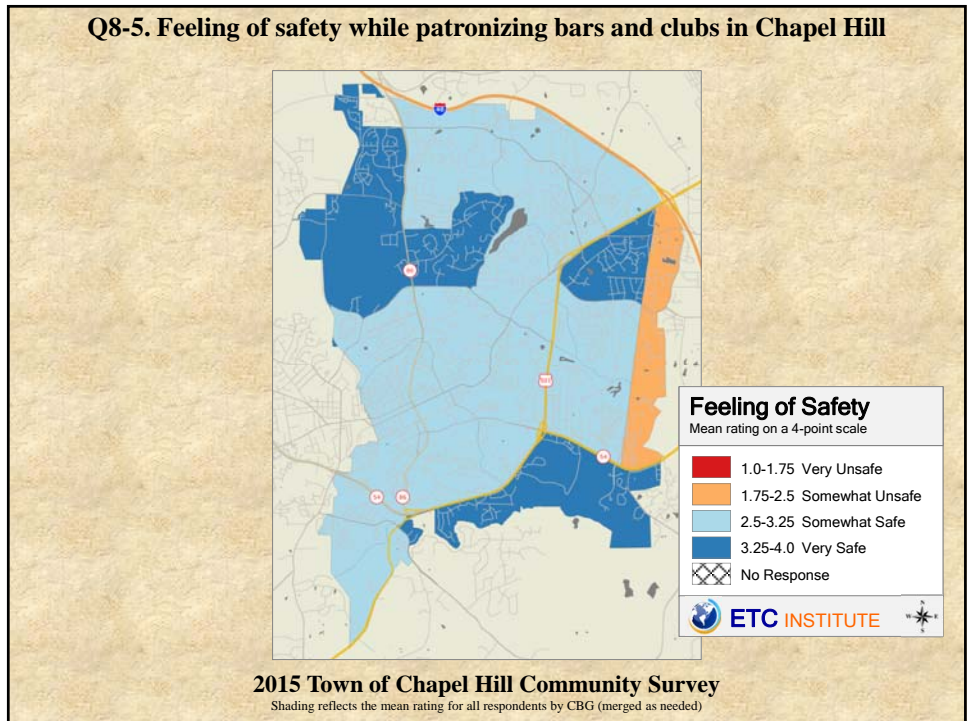
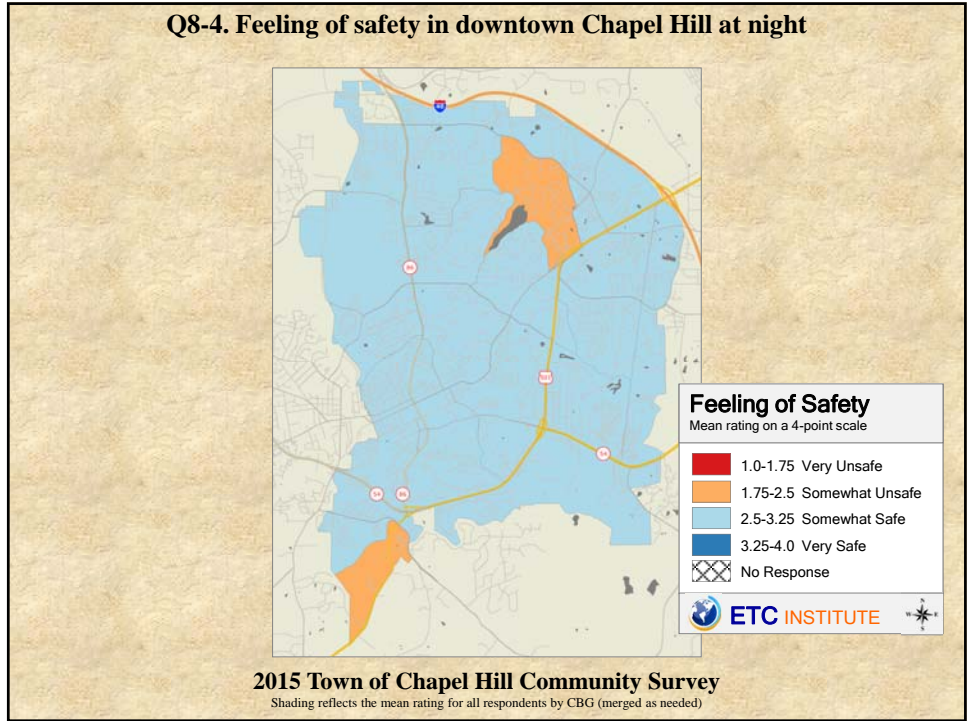
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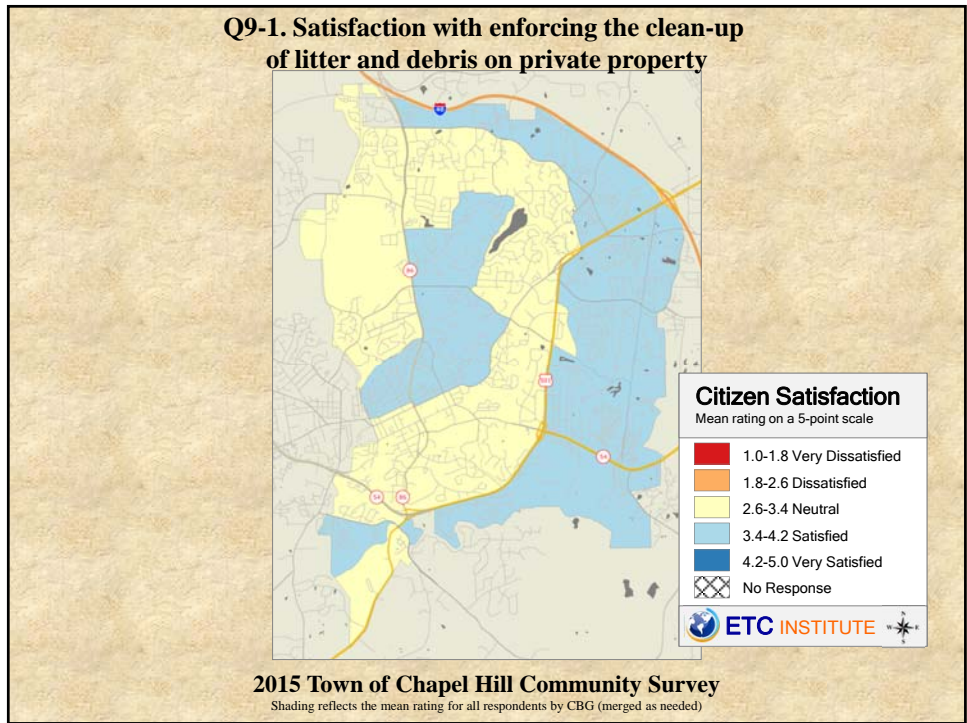
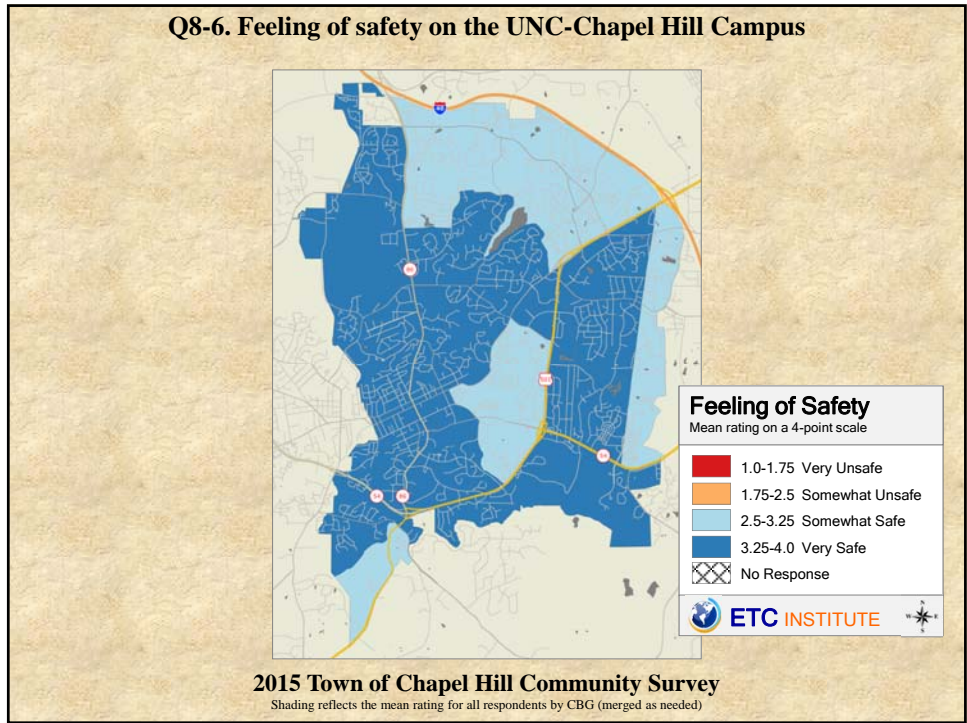
Q8-3. Feeling of safety in downtown Chapel Hill during the day



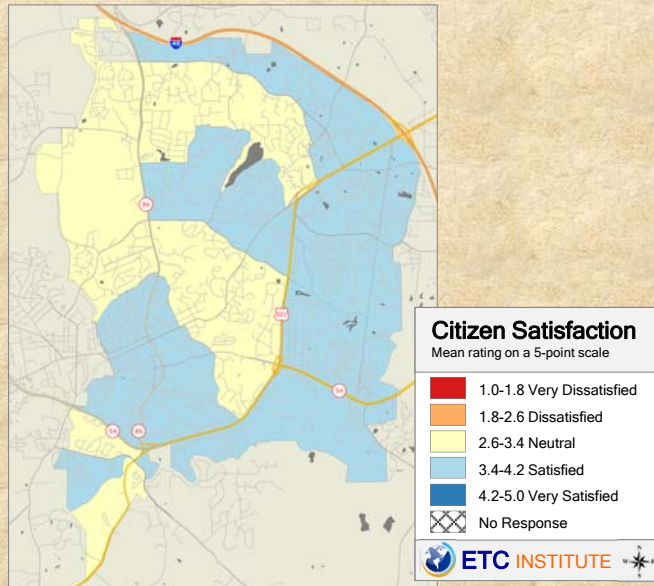
2015 Town of Chapel Hill Community Survey

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





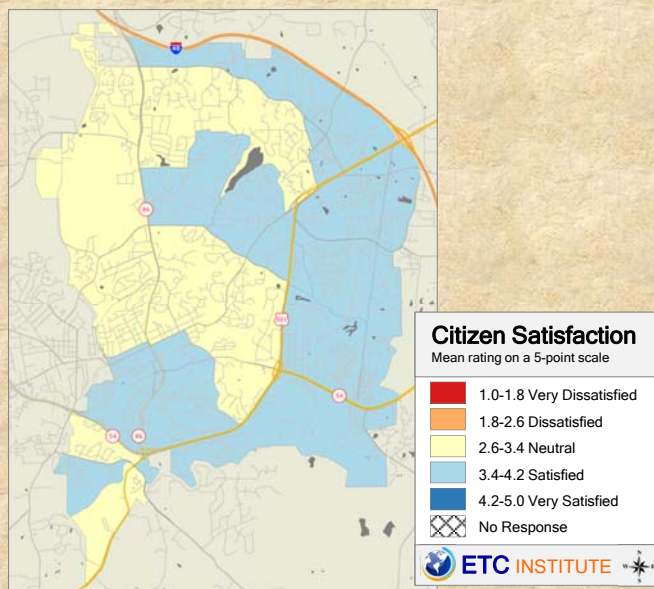
Q9-2. Satisfaction with enforcing mowing and trimming of property



2015 Town of Chapel Hill Community Survey

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

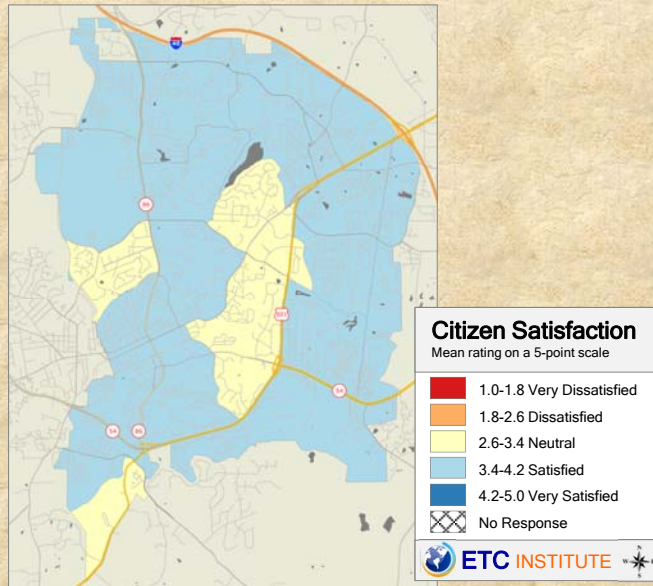
Q9-3. Satisfaction with enforcing the maintenance of residential property



2015 Town of Chapel Hill Community Survey

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

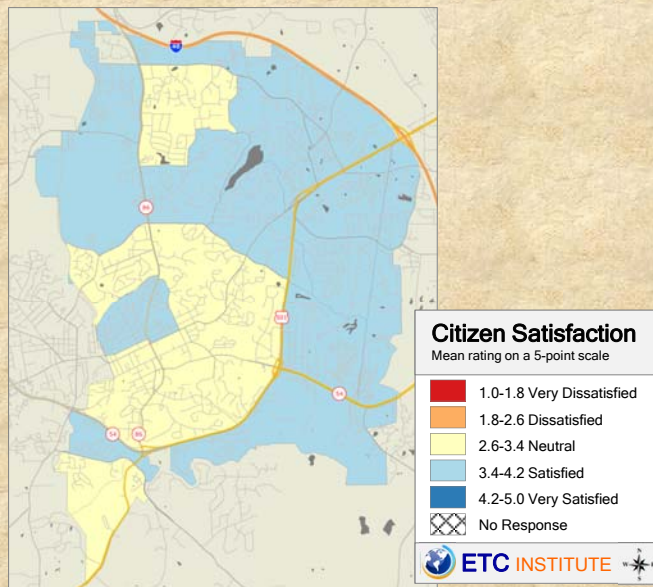
Q9-4. Satisfaction with enforcing the maintenance of business property



2015 Town of Chapel Hill Community Survey

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

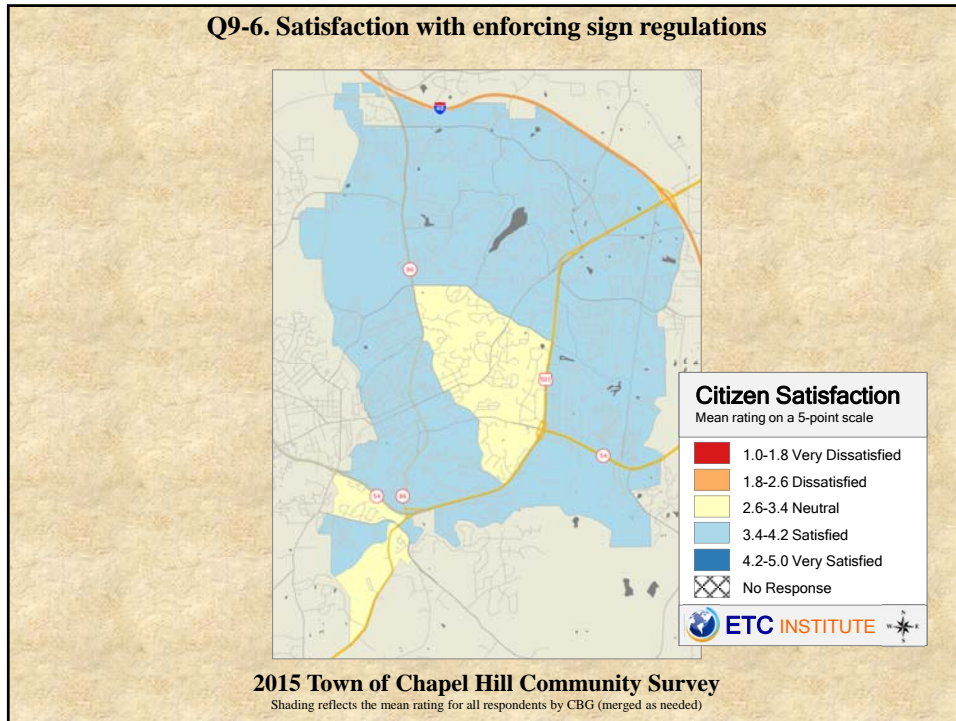
Q9-5. Satisfaction with enforcing parking-residential neighborhoods



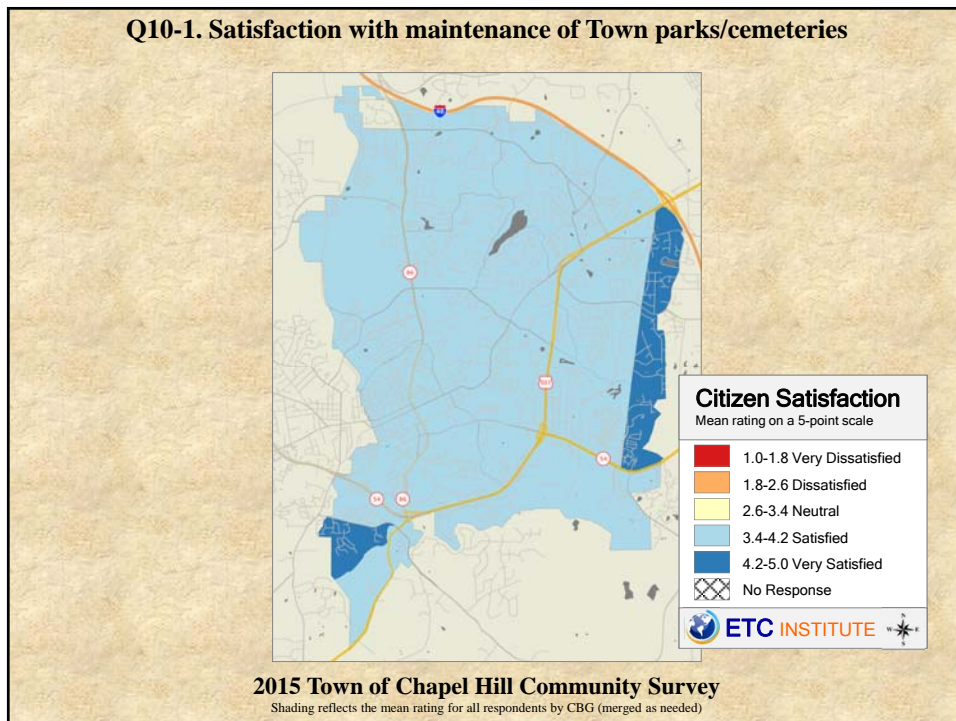
2015 Town of Chapel Hill Community Survey

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

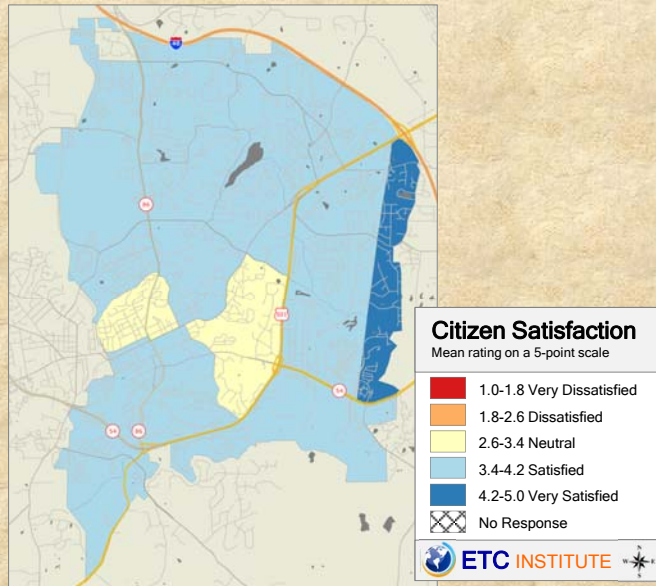
Q9-6. Satisfaction with enforcing sign regulations



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



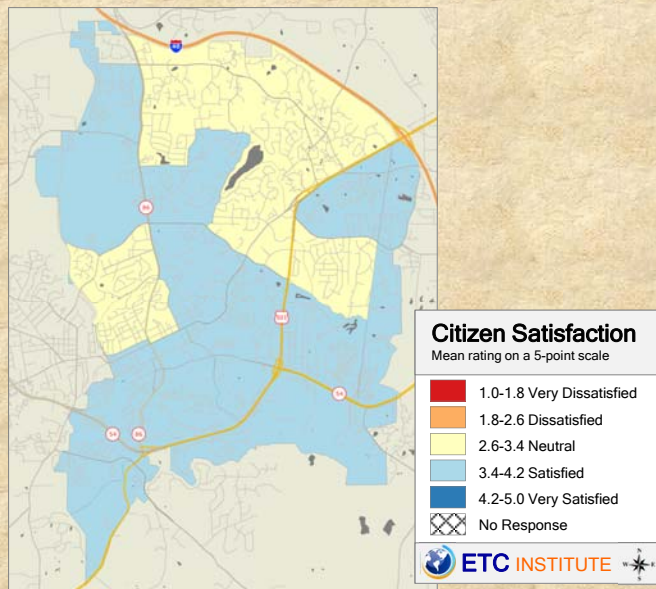
Q10-2. Satisfaction with number of Town parks



2015 Town of Chapel Hill Community Survey

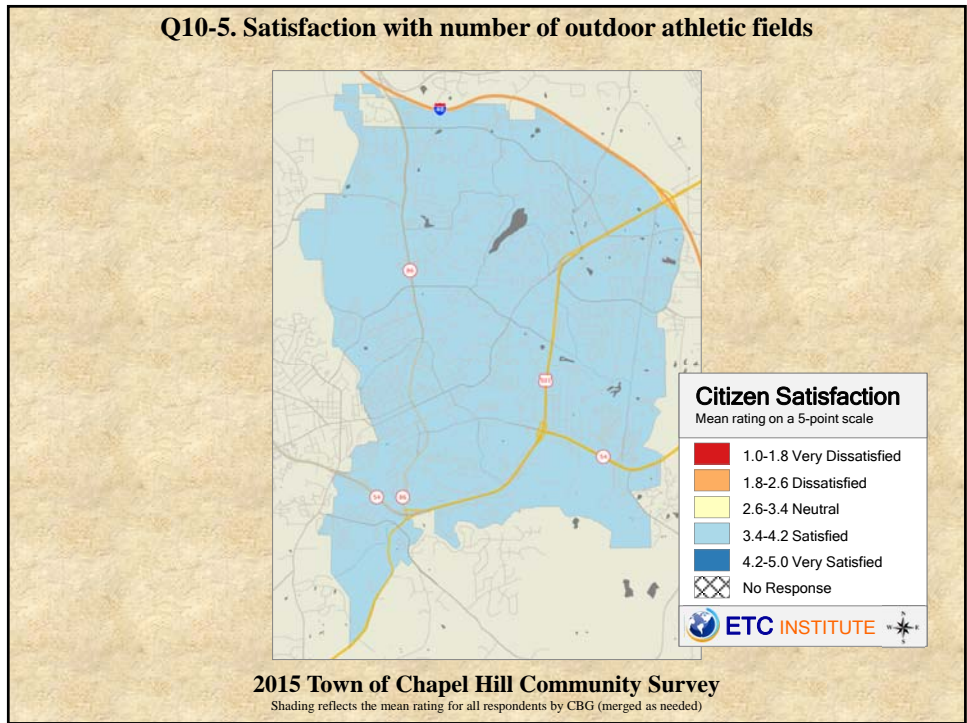
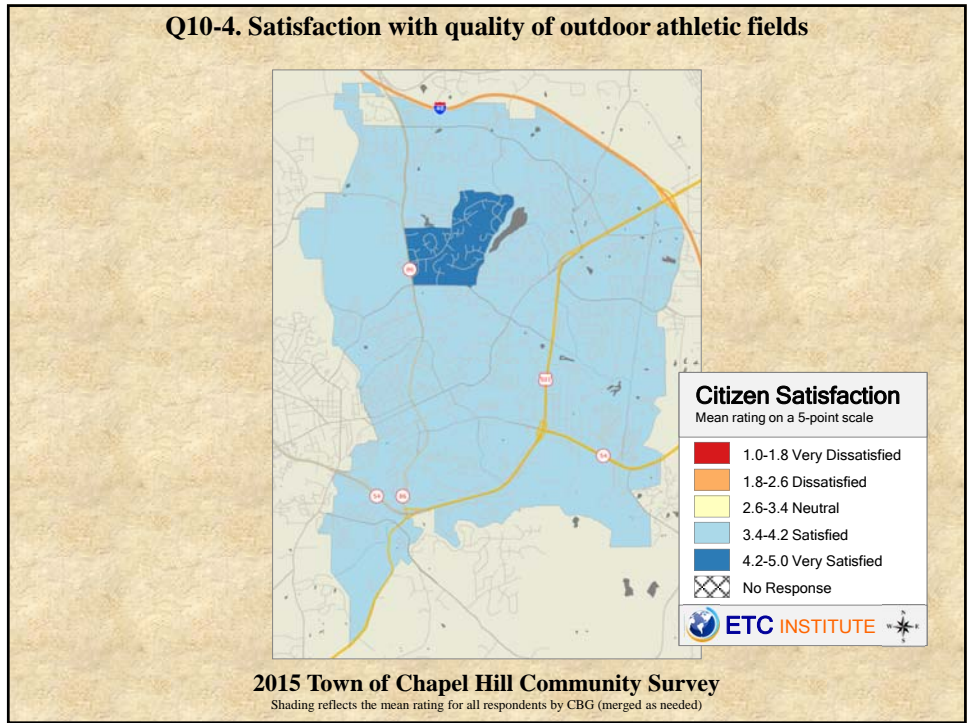
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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

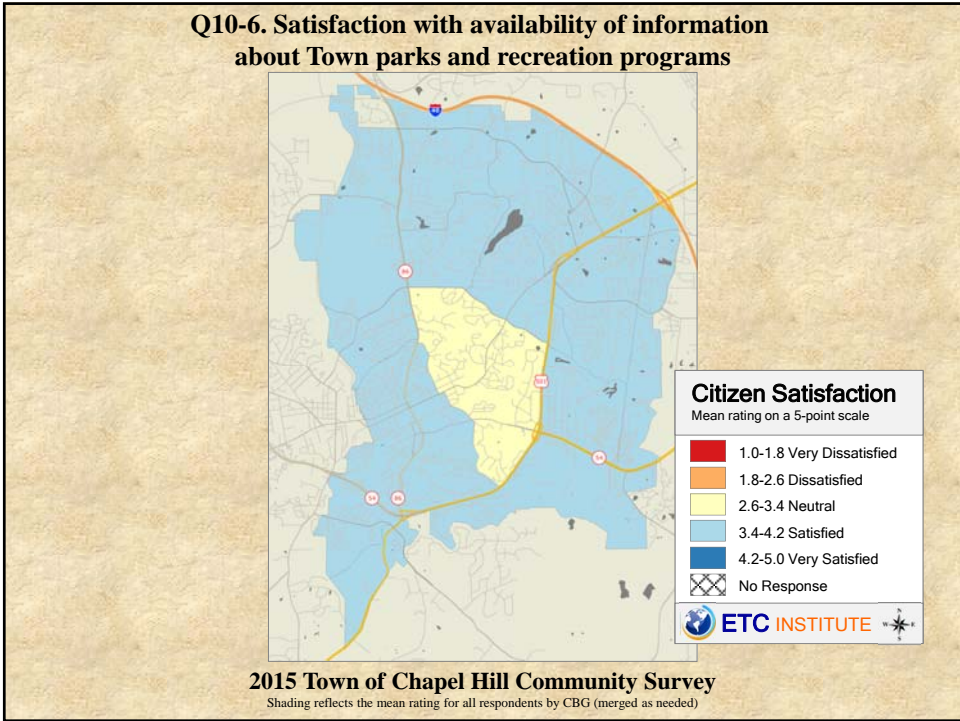


2015 Town of Chapel Hill Community Survey

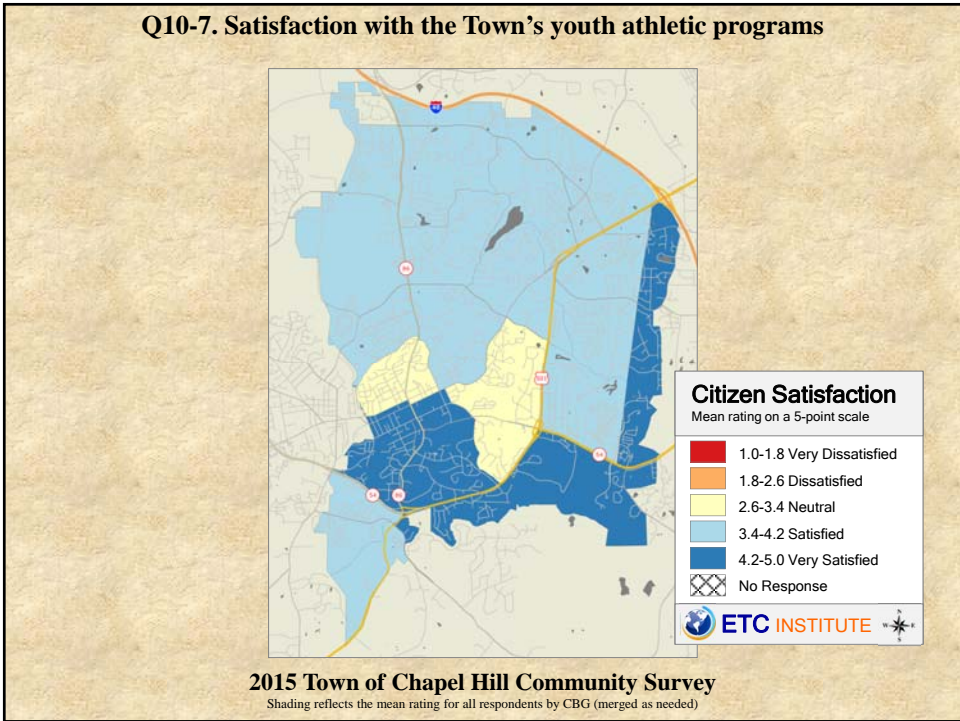
Shading reflects the mean rating for all respondents by CBG (merged as needed)



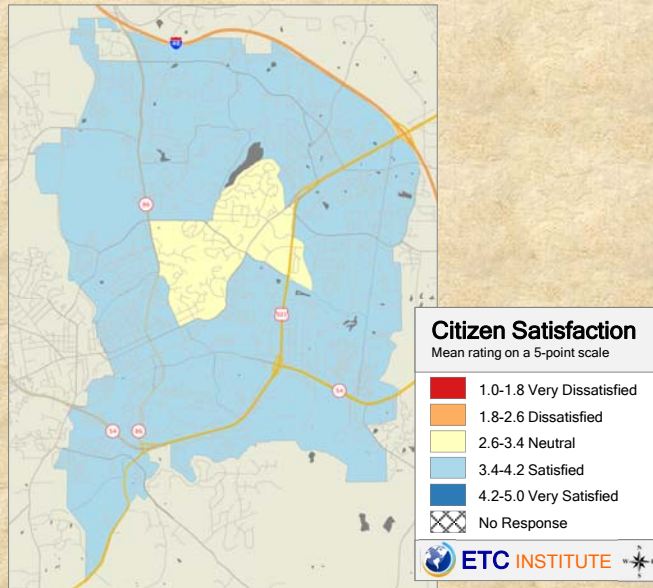
Q10-6. Satisfaction with availability of information about Town parks and recreation programs



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



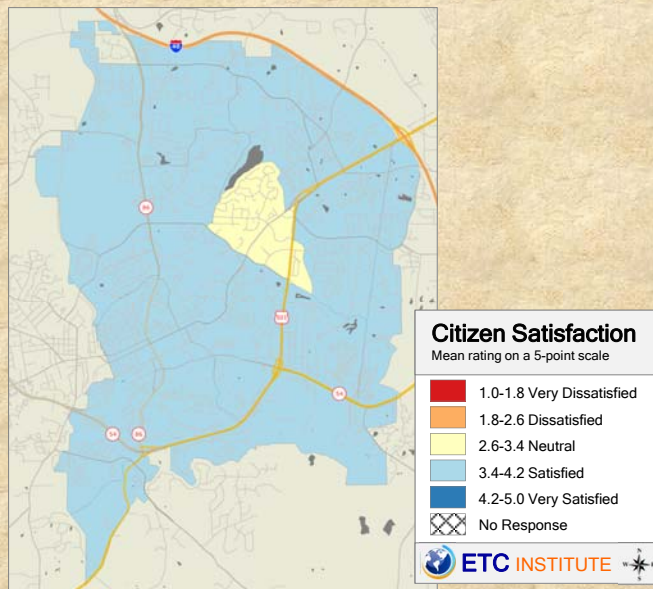
Q10-8. Satisfaction with the Town's adult athletic programs



2015 Town of Chapel Hill Community Survey

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

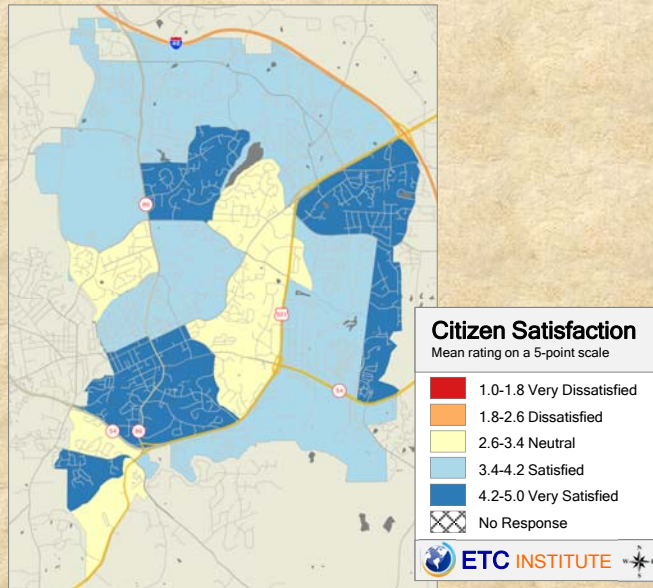
Q10-9. Satisfaction with special events/festivals



2015 Town of Chapel Hill Community Survey

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

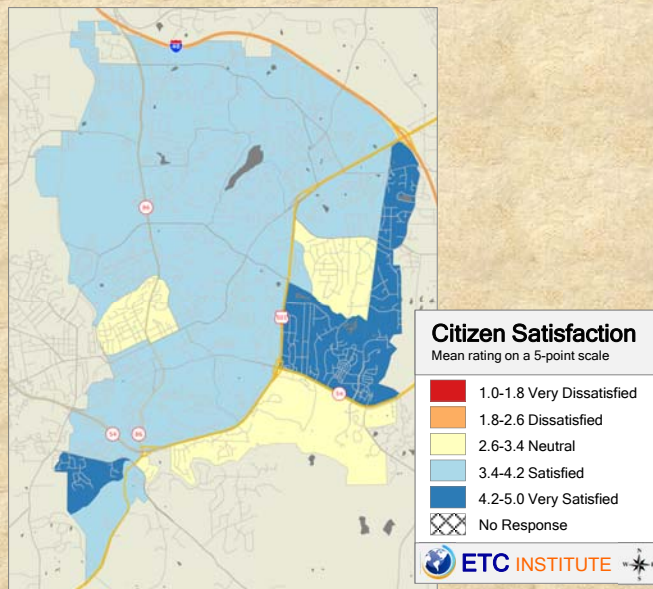
Q10-10. Satisfaction with adapted recreation & inclusion programs



2015 Town of Chapel Hill Community Survey

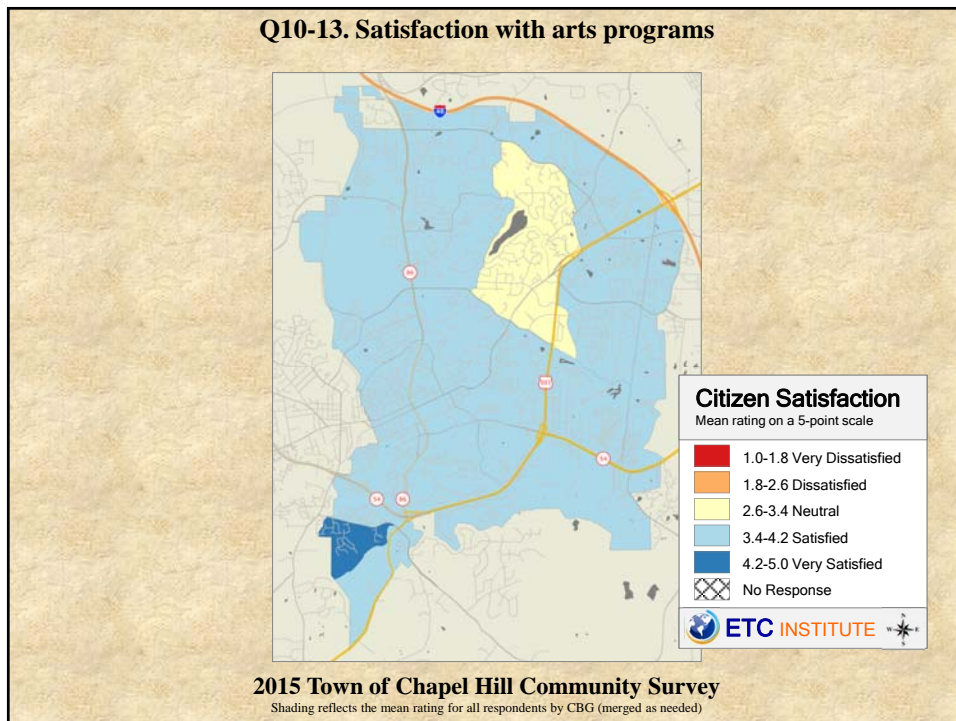
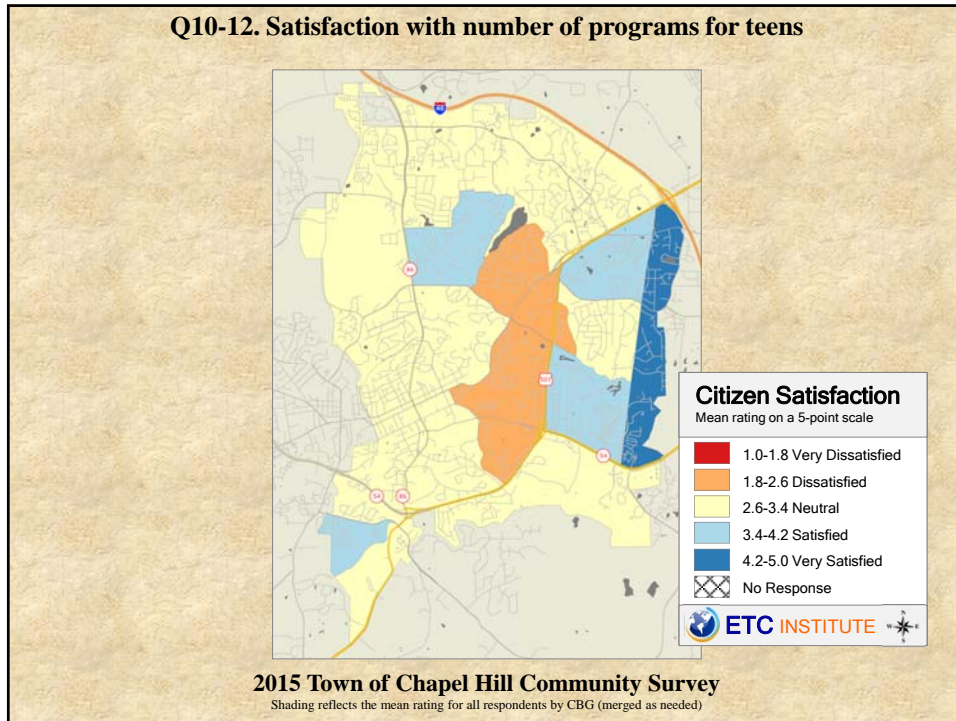
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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

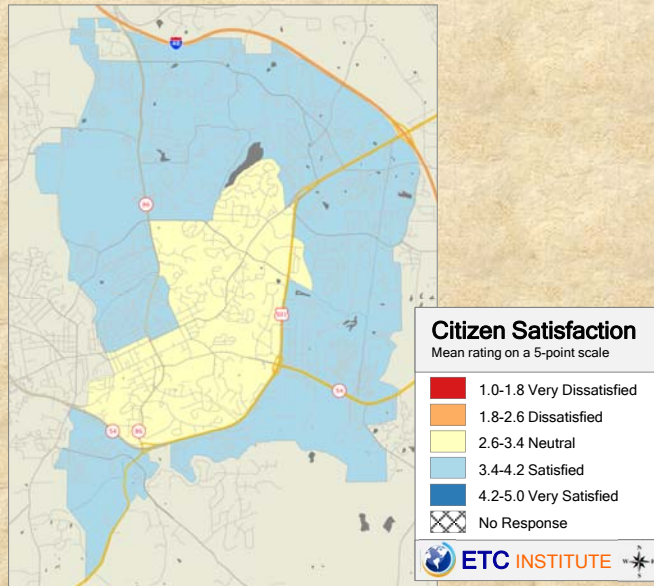


2015 Town of Chapel Hill Community Survey

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



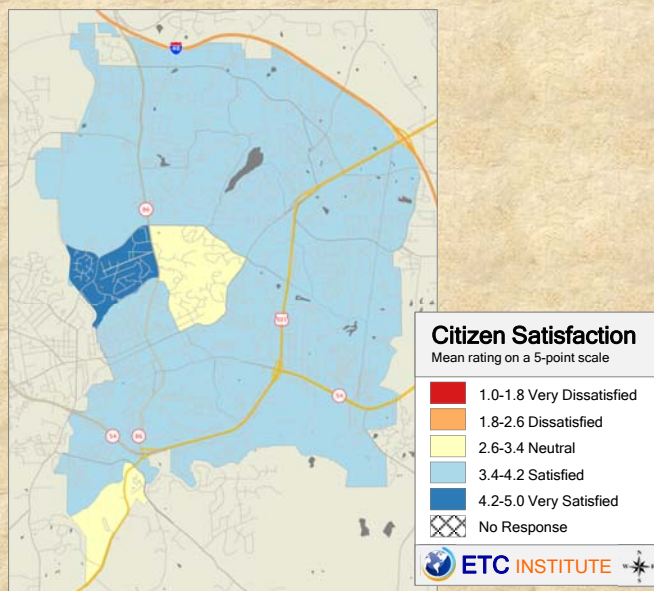
Q10-14. Satisfaction with public art



2015 Town of Chapel Hill Community Survey

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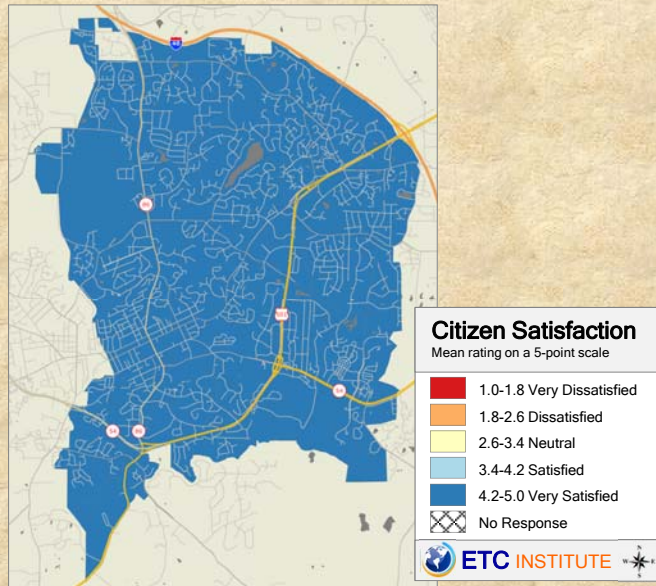
Q10-15. Satisfaction with quality of aquatics facilities/programs



2015 Town of Chapel Hill Community Survey

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

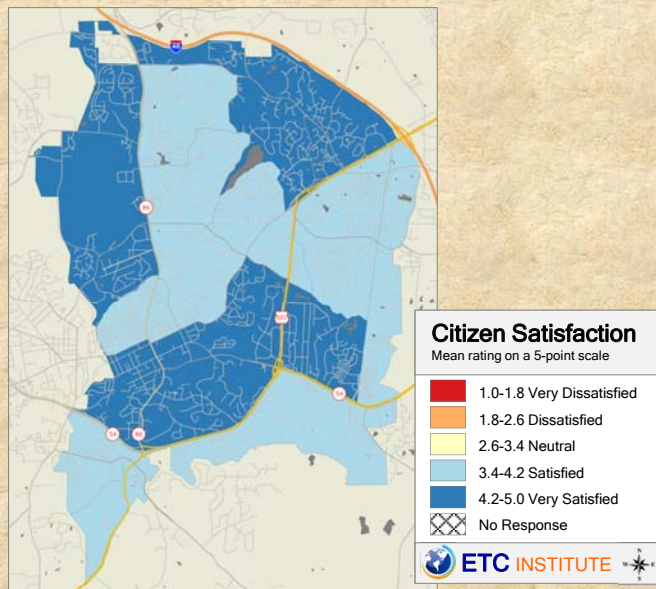
Q12-1. Satisfaction with the overall quality of library services



2015 Town of Chapel Hill Community Survey

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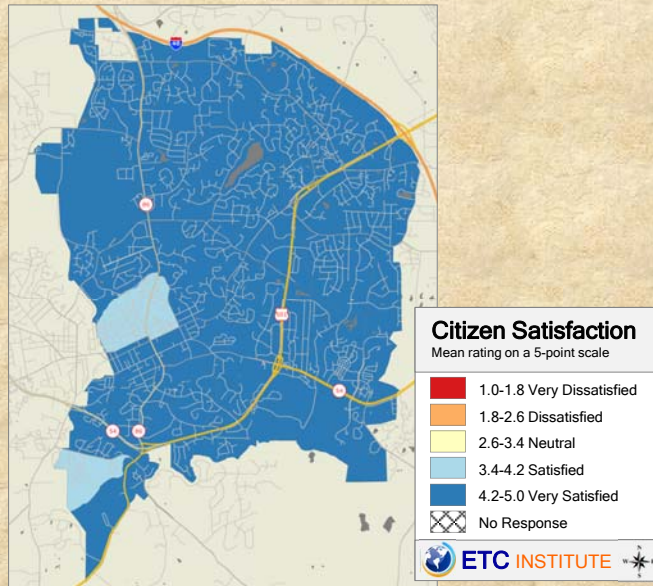
Q12-2. Satisfaction with Library hours of operation



2015 Town of Chapel Hill Community Survey

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

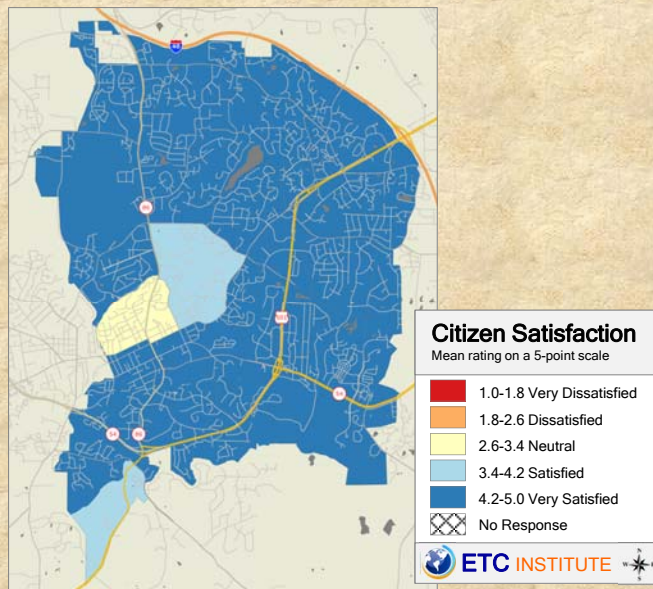
Q12-3. Satisfaction with customer service provided by staff



2015 Town of Chapel Hill Community Survey

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

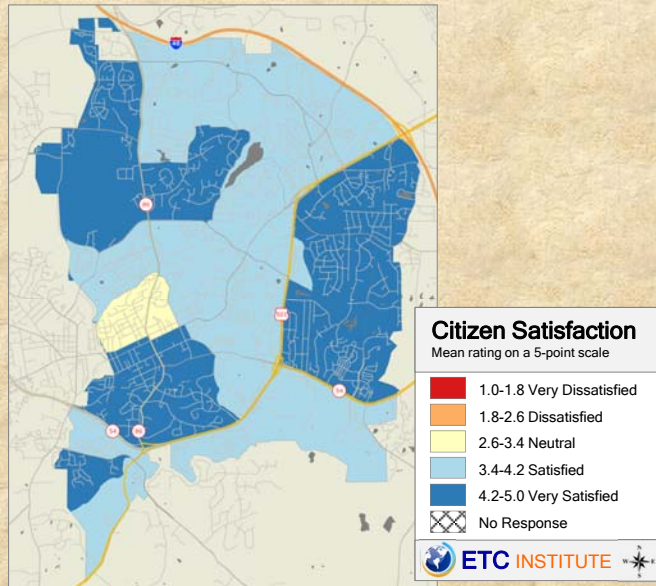
Q12-4. Satisfaction with children's programs



2015 Town of Chapel Hill Community Survey

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

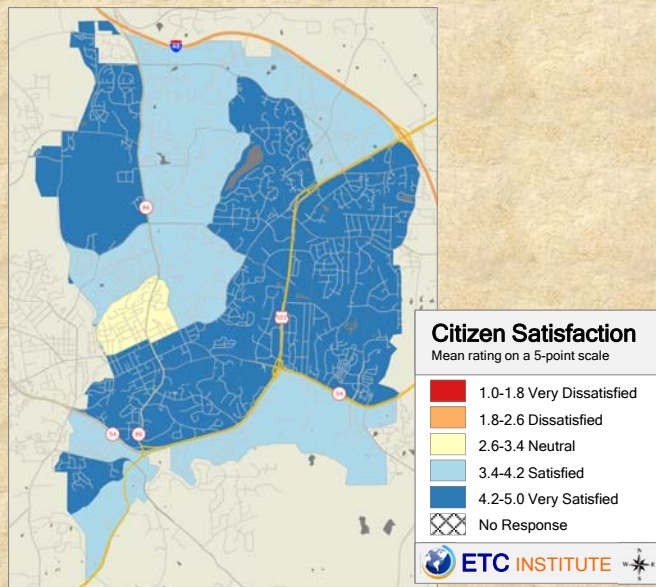
Q12-5. Satisfaction with teen programs



2015 Town of Chapel Hill Community Survey

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

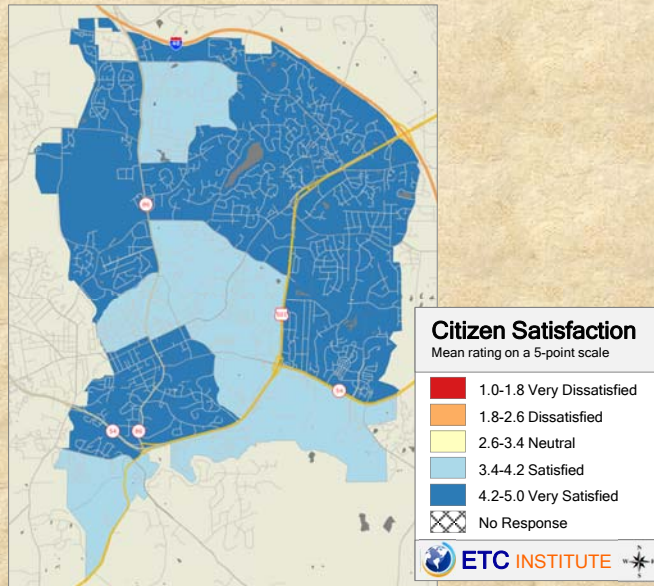
Q12-6. Satisfaction with adult programs



2015 Town of Chapel Hill Community Survey

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

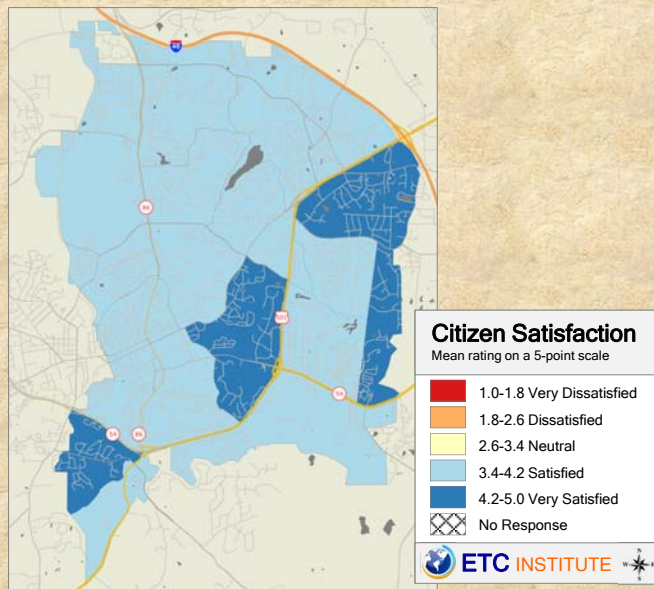
Q12-7. Satisfaction with print collection



2015 Town of Chapel Hill Community Survey

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

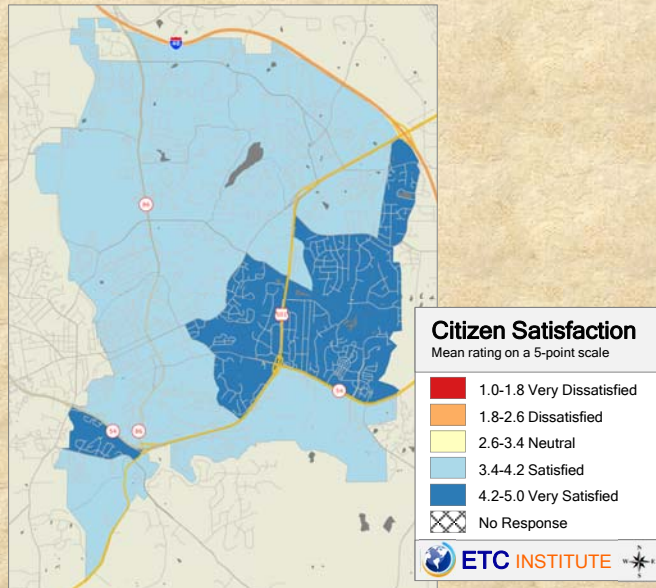
Q12-8. Satisfaction with DVD collection



2015 Town of Chapel Hill Community Survey

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

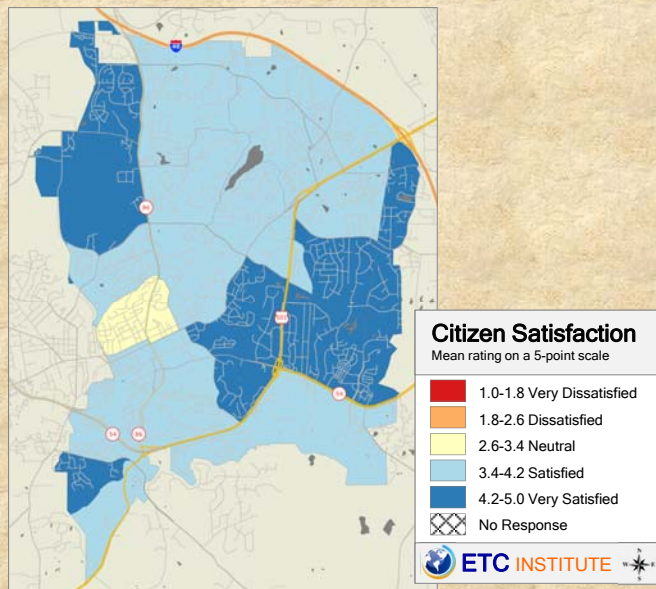
Q12-9. Satisfaction with music collection



2015 Town of Chapel Hill Community Survey

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

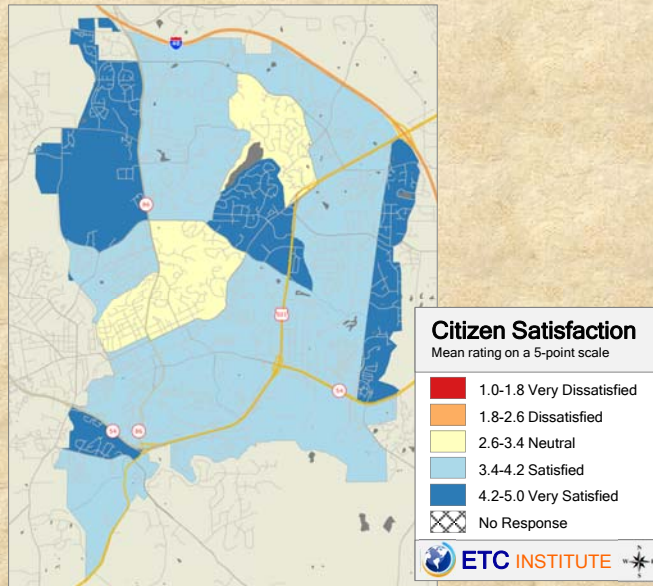
Q12-10. Satisfaction with audio collection



2015 Town of Chapel Hill Community Survey

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

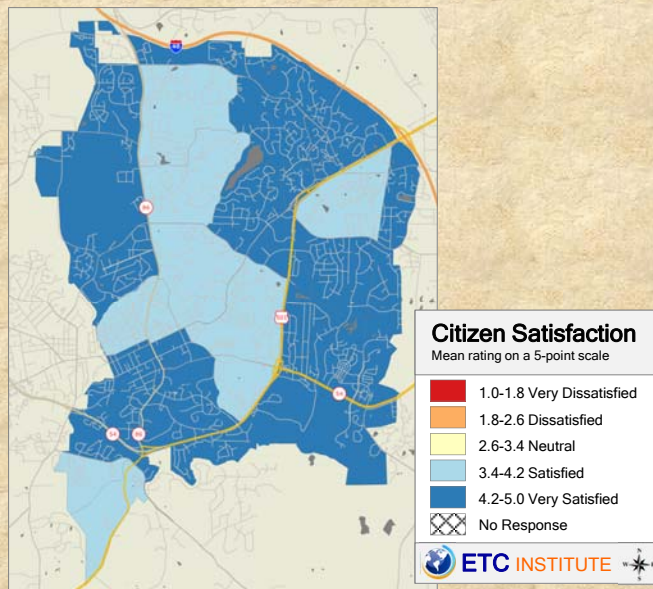
Q12-11. Satisfaction with e-book collection



2015 Town of Chapel Hill Community Survey

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

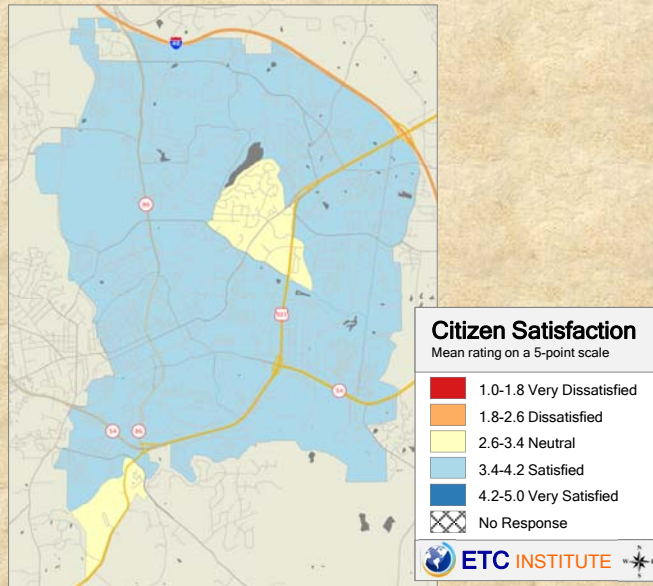
Q12-12. Satisfaction with WiFi service



2015 Town of Chapel Hill Community Survey

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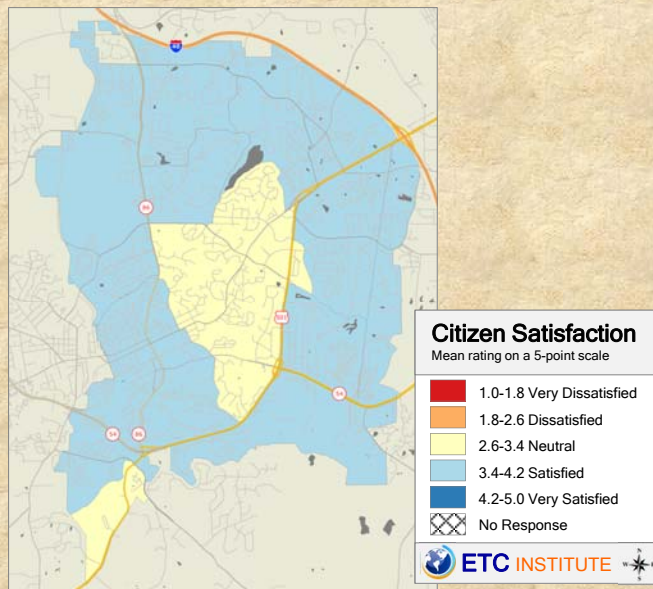
Q13-1. Satisfaction with maintenance of Town main street thoroughfares



2015 Town of Chapel Hill Community Survey

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

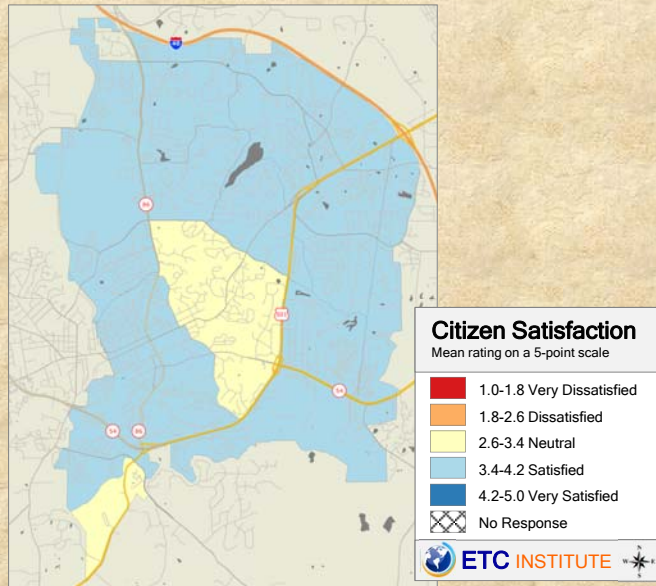
Q13-2. Satisfaction with maintenance of streets in your neighborhood



2015 Town of Chapel Hill Community Survey

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

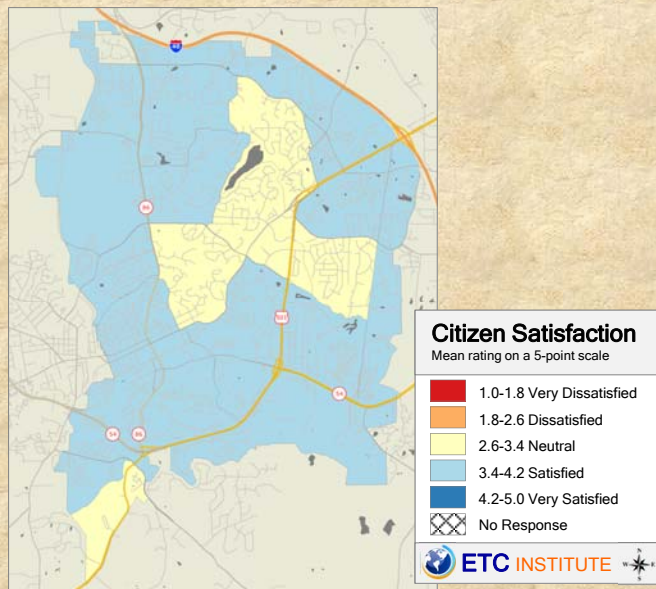
Q13-3. Satisfaction with maintenance of street signs/pavement markings



2015 Town of Chapel Hill Community Survey

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

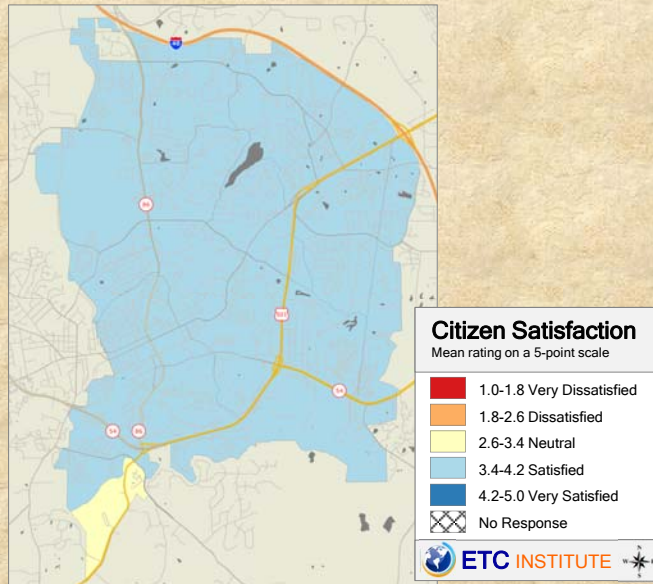
Q13-4. Satisfaction of maintenance/preservation of downtown



2015 Town of Chapel Hill Community Survey

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

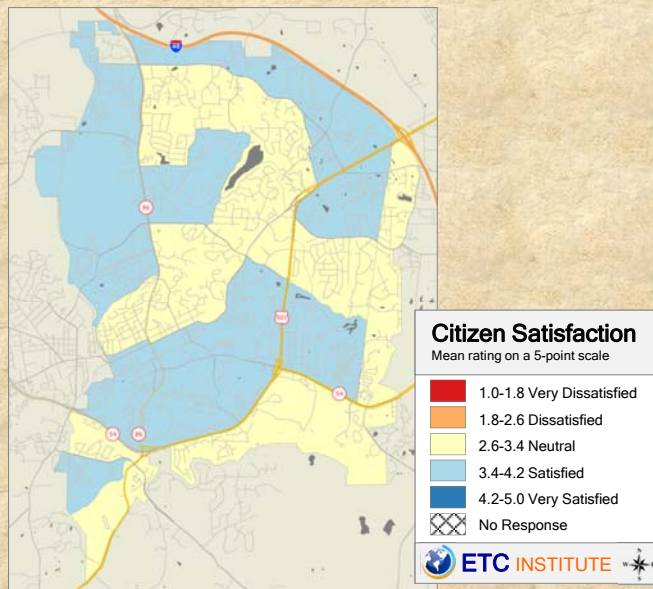
Q13-5. Satisfaction with overall cleanliness of streets, and other public areas



2015 Town of Chapel Hill Community Survey

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

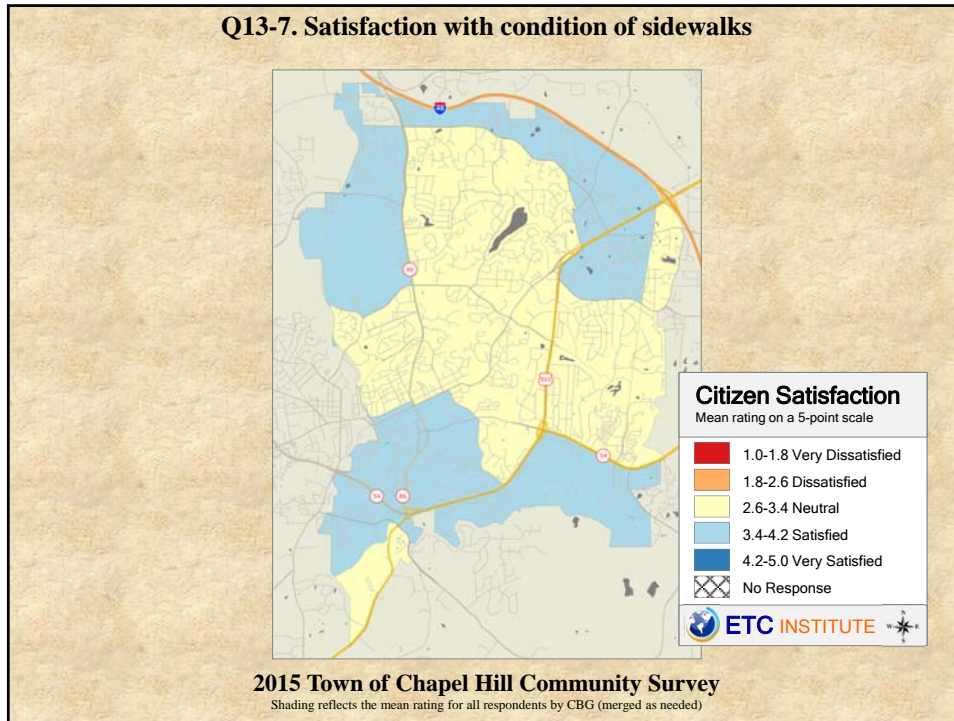
Q13-6. Satisfaction with adequacy of street lighting



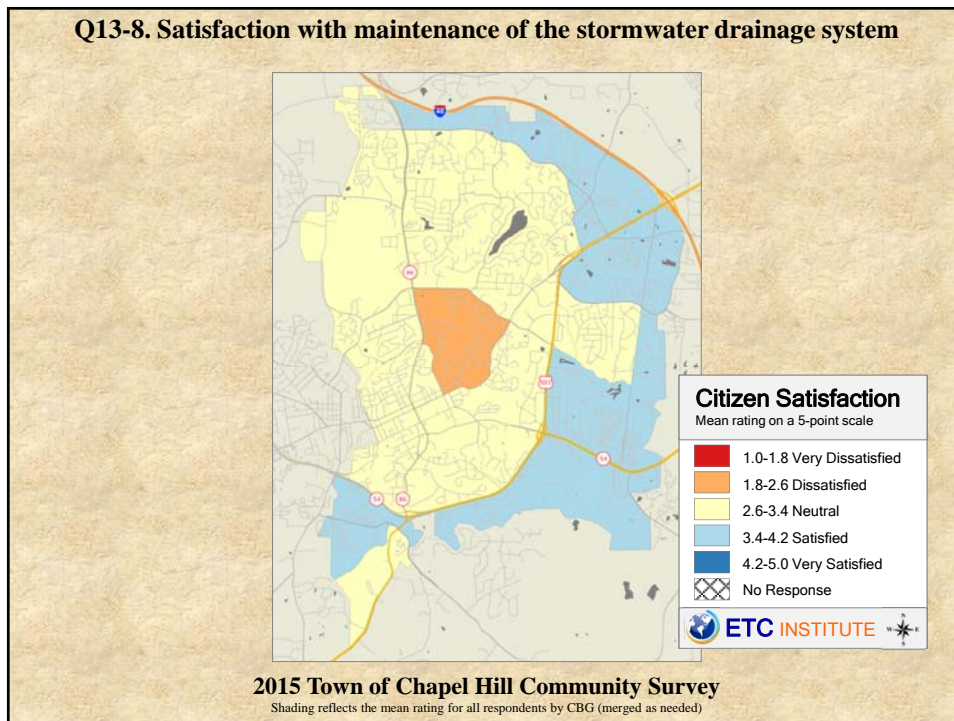
2015 Town of Chapel Hill Community Survey

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

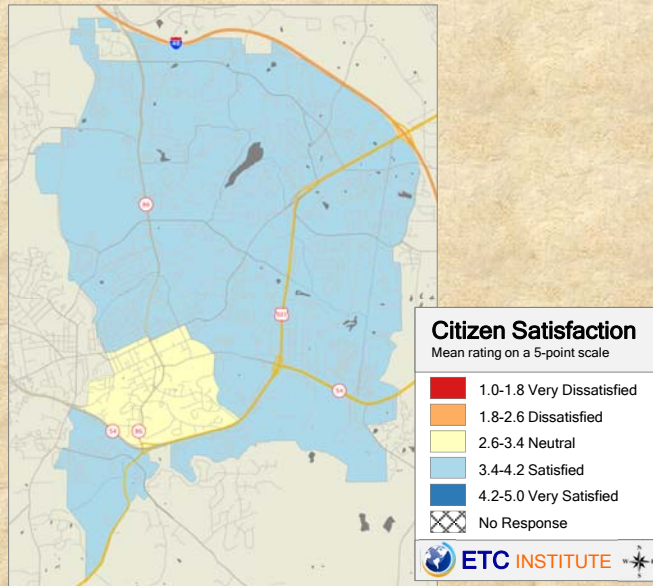
Q13-7. Satisfaction with condition of sidewalks



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



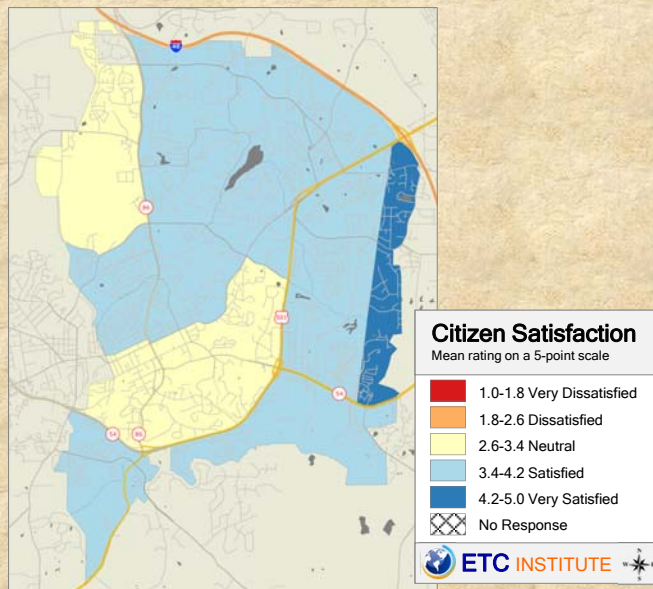
Q15-1. Satisfaction with quality of information about Town programs/services



2015 Town of Chapel Hill Community Survey

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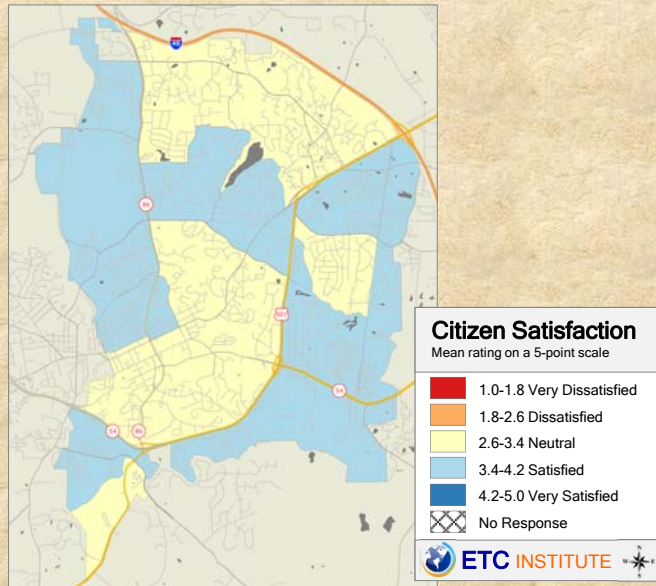
Q15-2. Satisfaction with access to information on local issues/events



2015 Town of Chapel Hill Community Survey

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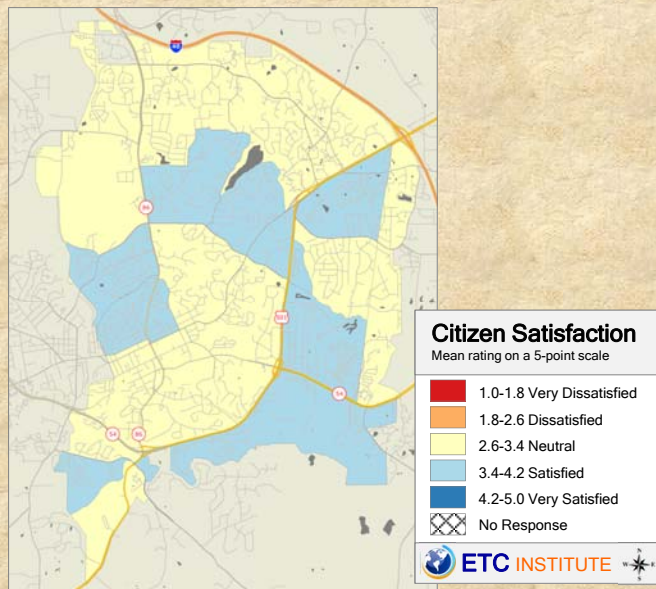
Q15-3. Satisfaction with opportunities to participate in local government



2015 Town of Chapel Hill Community Survey

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

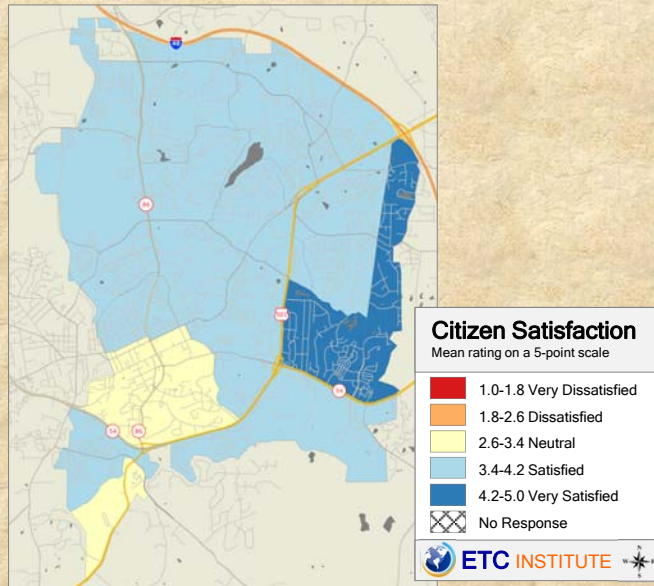
Q15-4. Satisfaction with access to the Mayor and Town Council



2015 Town of Chapel Hill Community Survey

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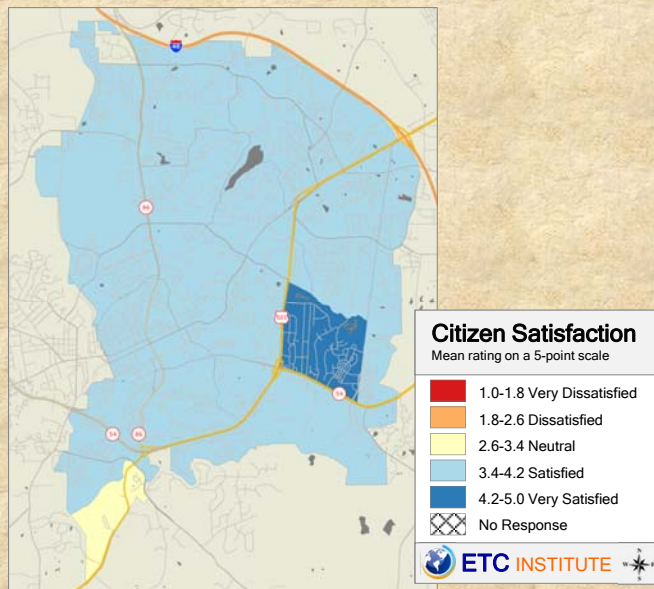
Q15-5. Satisfaction with quality of www.townofchapelhill.org



2015 Town of Chapel Hill Community Survey

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

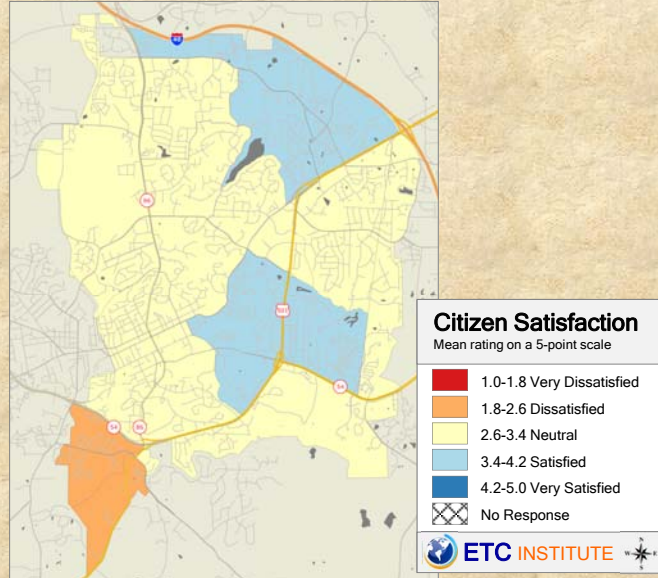
Q15-6. Satisfaction with Chapel Hill eNews updates



2015 Town of Chapel Hill Community Survey

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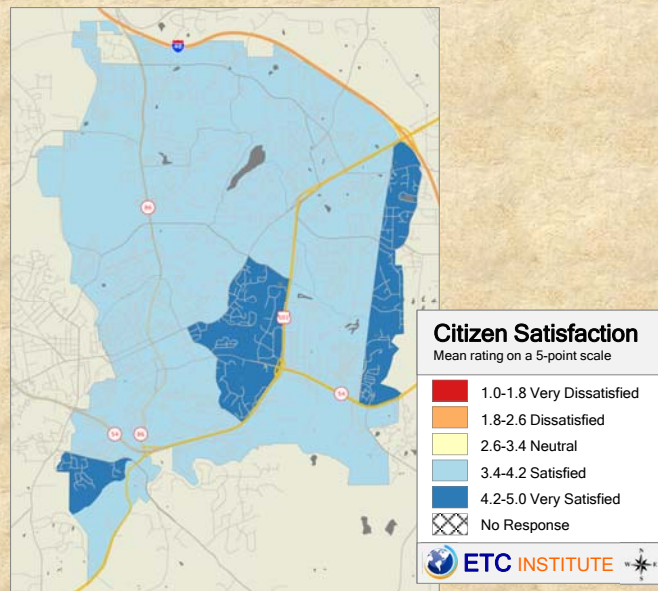
Q20-1. Satisfaction with how well the traffic signal system provides for efficient traffic flow



2015 Town of Chapel Hill Community Survey

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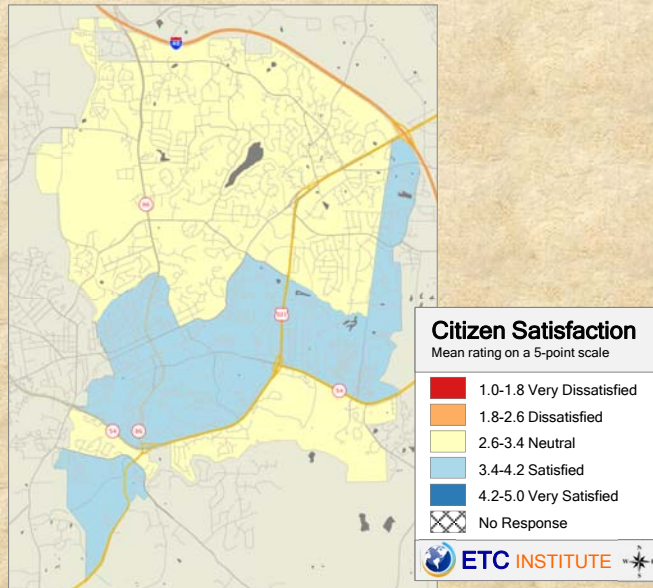
Q20-2. Satisfaction with the Town's bus service, Chapel Hill Transit



2015 Town of Chapel Hill Community Survey

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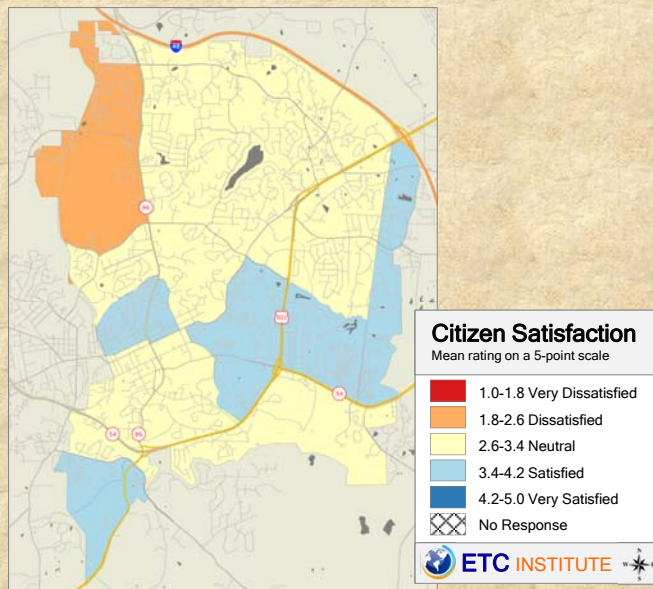
Q20-3. Satisfaction with the ease of walking or biking in Chapel Hill



2015 Town of Chapel Hill Community Survey

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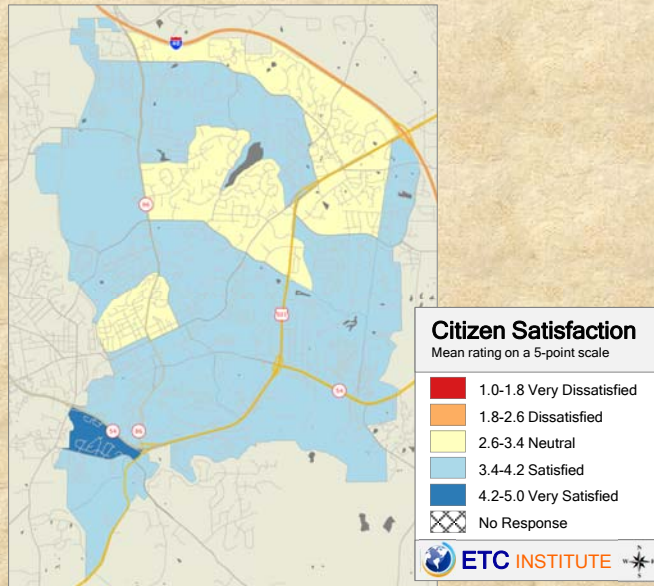
Q20-4. Satisfaction with availability of sidewalks in the Town



2015 Town of Chapel Hill Community Survey

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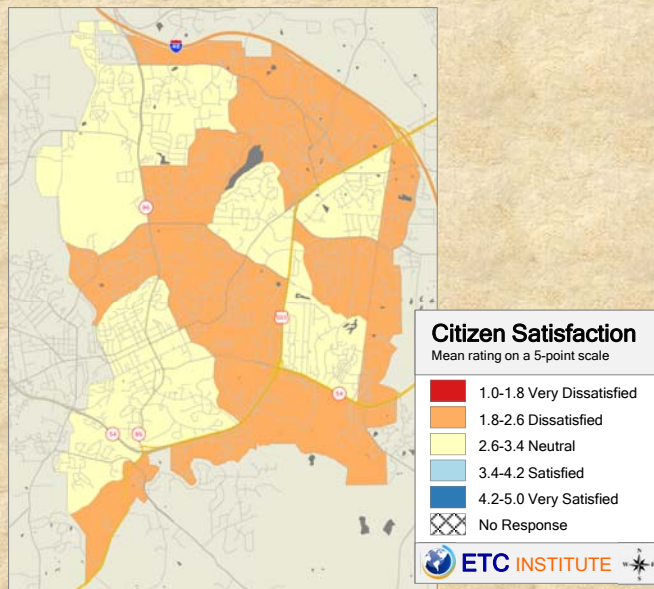
Q20-5. Satisfaction with availability of greenways and walking trails



2015 Town of Chapel Hill Community Survey

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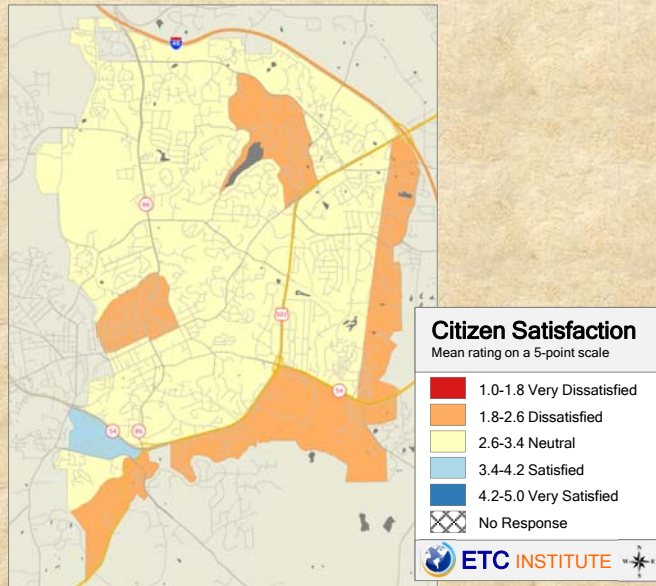
Q37-1. Satisfaction with availability of parking downtown



2015 Town of Chapel Hill Community Survey

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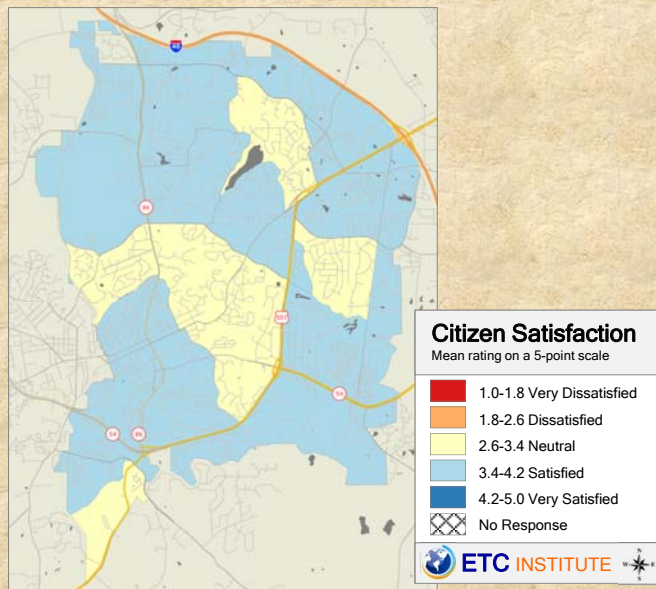
Q37-2. Satisfaction with cost of parking downtown



2015 Town of Chapel Hill Community Survey

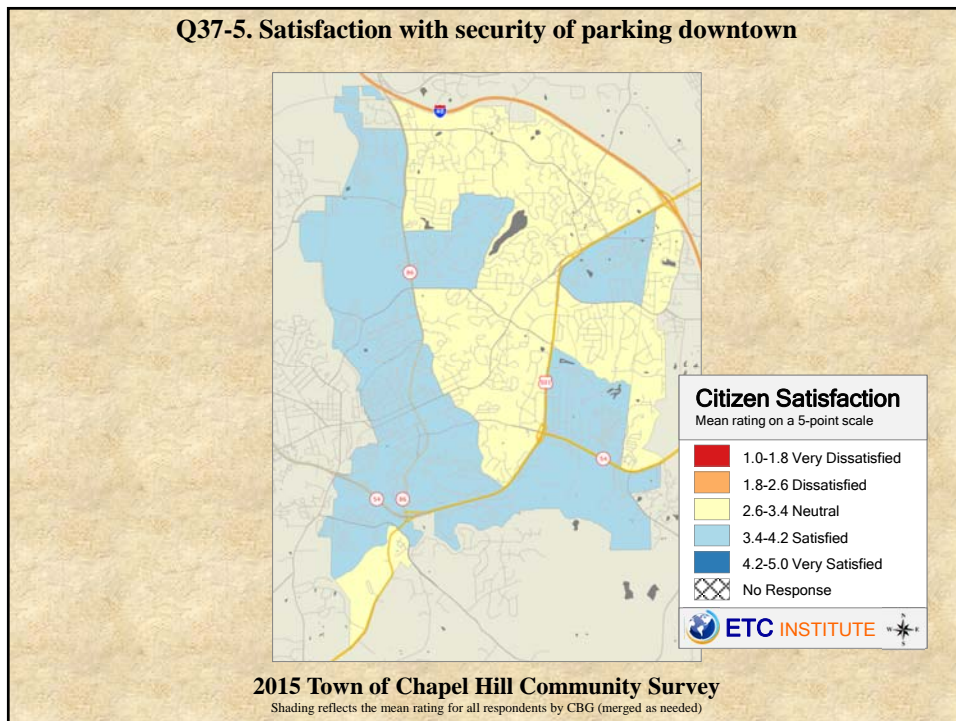
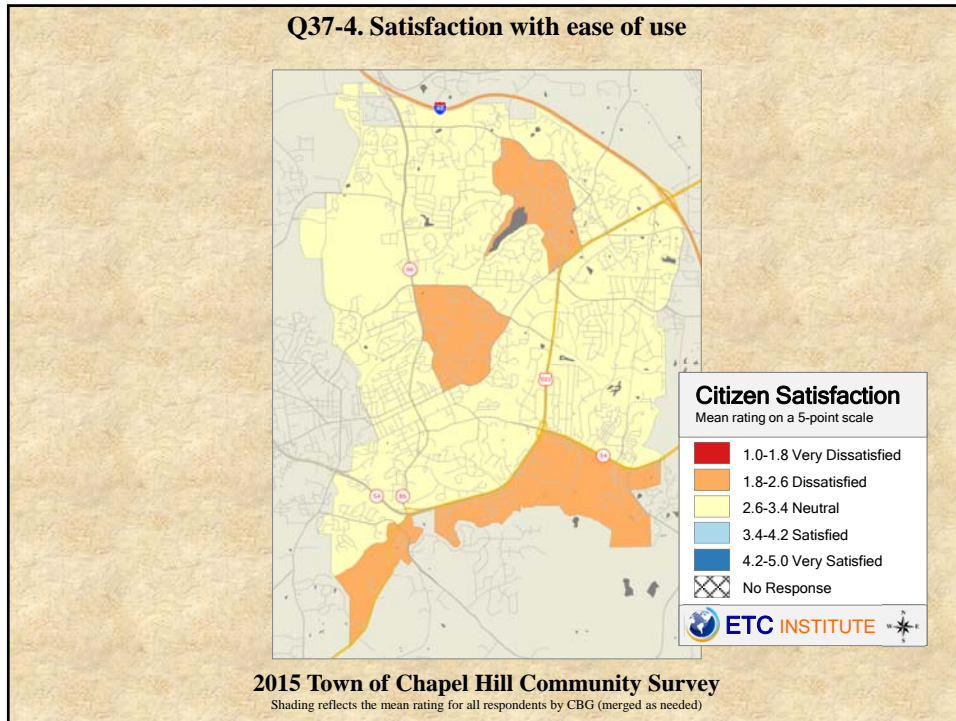
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q37-3. Satisfaction with payment options

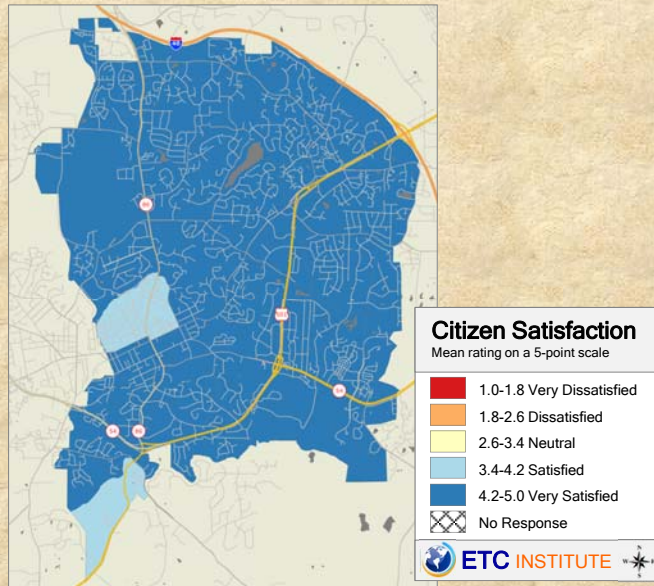


2015 Town of Chapel Hill Community Survey

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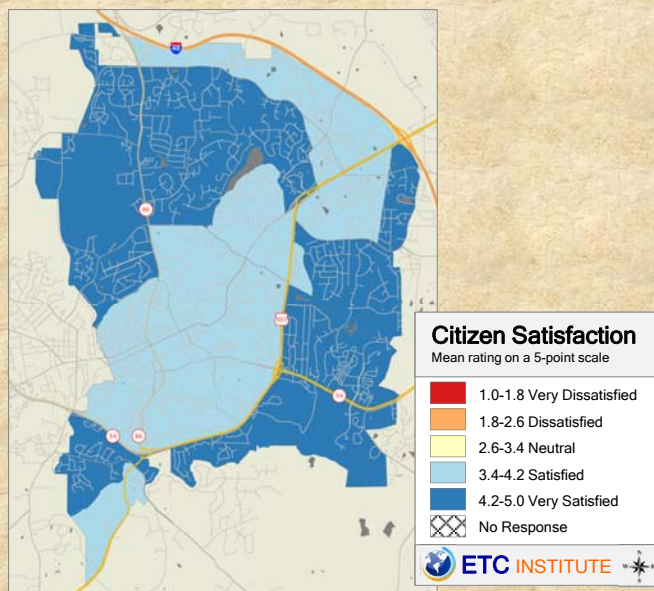
Q38-1. Satisfaction with residential trash collection services



2015 Town of Chapel Hill Community Survey

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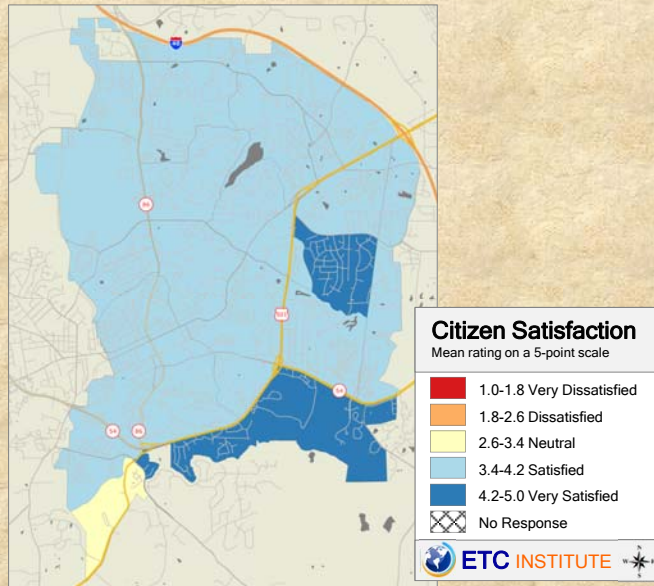
Q38-2. Satisfaction with yard waste removal



2015 Town of Chapel Hill Community Survey

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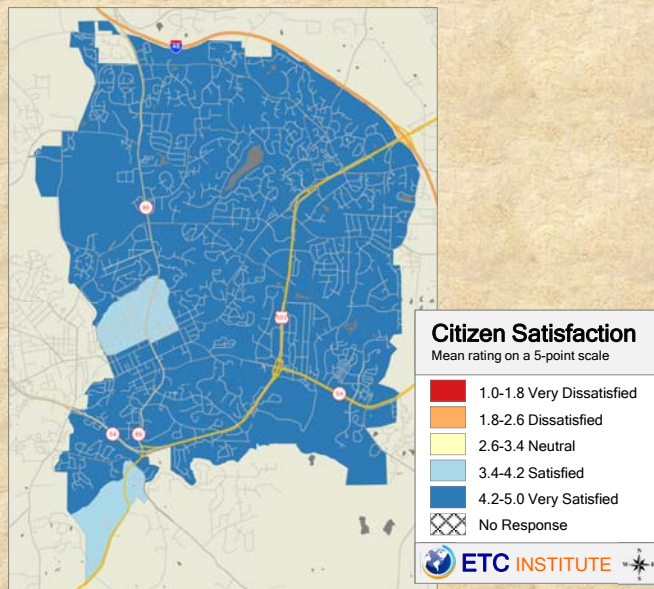
Q38-3. Satisfaction with leaf collection



2015 Town of Chapel Hill Community Survey

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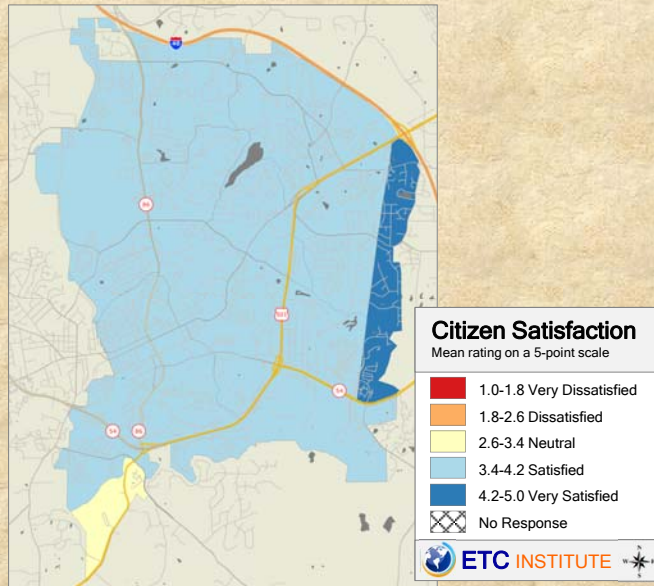
Q38-4. Satisfaction with residential recycling service



2015 Town of Chapel Hill Community Survey

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

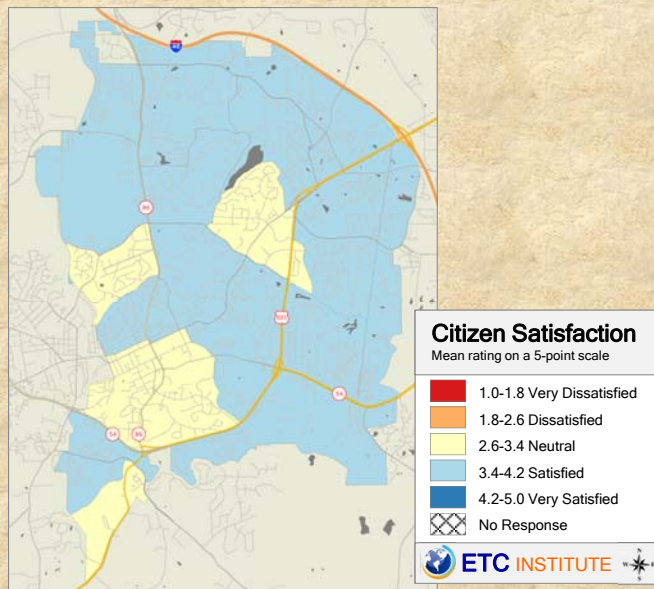
Q38-5. Satisfaction of dead animal removal from right-of-way



2015 Town of Chapel Hill Community Survey

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

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)