2017 City of Plano Citizen Survey

Findings Report

Submitted to

Plano, Texas

725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

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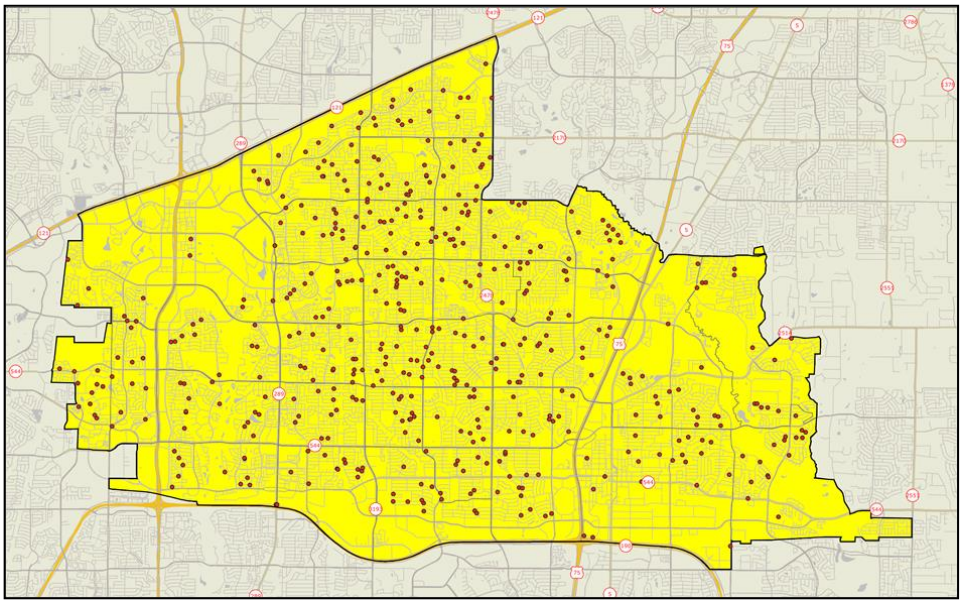
City of Plano 2017 Citizen Survey
Executive Summary Report

Overview and Methodology

Overview. ETC Institute administered a citizen survey for the City of Plano during the fall and winter of 2017. The survey was administered as part of the City's ongoing effort to identify and respond to citizen concerns. This was the third citizen survey that ETC Institute has administered for the City of Plano, with the first being in 2012.

Methodology. The six-page survey was mailed to a random sample of households throughout the City of Plano. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey and included a URL link for residents who preferred to complete the survey online (www.planocitizensurvey.org). Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone or e-mail to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 506 households completing a survey. The results for the random sample of 506 households have a 95% level of confidence with a precision of at least +/- 4.3%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the locations of their homes.



This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the 2017 survey, along with comparisons to the results from the 2012 and 2015 surveys (Section 1)
- benchmarking data that show how the results for the City of Plano compare to other cities in the United States and the state of Texas (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Also provided as an appendix to this report are GIS Maps (Appendix A).

Interpretation of "Don't Know" Responses. The percentage of persons who provide "don't know" responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of "don't know" responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of "don't know" responses for each question is provided in the Tabular Data Section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion*."

Major Findings

Overall Satisfaction with City Services

- The major categories of city services with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion* were: library services (93%), fire services (91%), emergency medical services (91%), and City parks (90%).
- Based on the sum of their top four choices, the services that residents thought were the most important for the City to emphasize over the next two years were: (1) police services, (2) fire services, (3) emergency medical services, and (4) 9-1-1 services related to police/fire/emergency medical services.

Perceptions of the City

- Most residents have a positive perception of the City of Plano. Ninety-one percent (91%) of residents *who had an opinion* are either "very satisfied" or "satisfied" with the overall quality of services provided by the City. Ninety percent (90%) of residents *who had an opinion,* are either "very satisfied" or "satisfied" with the overall quality of life in Plano.

Communication

- Seventy-six percent (76%) of residents currently obtain information about the City from the City's website; 60% obtain information about the City from direct mail pieces, and 41% obtain information from the e-newsletters.
- The City communication services with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion* were: usefulness of the information available on the City's website (73%) and efforts to keep residents informed about local issues (63%).

Police Services

- Most (96%) of the residents surveyed *who had an opinion* felt "very safe" or "safe" in their neighborhood during the day; 94% of the residents surveyed *who had an opinion* felt "very safe" or "safe" overall in Plano.

Sustainability and Environmental Services

- Fifty-four percent (54%) of residents indicated the issue they are most concerned with as it affects their daily life is mobility and transportation. Other issues of concern include: water conservation and quality (53%), recycling, composting and waste diversion (42%), and litter in the community and local waterways (41%).
- Nearly three-fourths (72%) of the residents surveyed *who had an opinion* were "very satisfied" or "satisfied" with access and availability of information about sustainability initiatives and programs, and 69% were satisfied with opportunities for community engagement through Live Green in Plano programs.

Public Library System

- Based on the sum of their top five choices, the areas that residents feel should be the top priorities for Plano libraries are: 1) borrowing books, DVD's, CD's, Playaways, and science kits, 2) friendly staff, 3) computer and internet access, 4) educational classes, and 5) programs and events.
- Based on the combined percentage of "very important" and "important" responses, the groups that residents feel are most important for Plano libraries to provide classes for are: children (87%), seniors (87%), and preschoolers (80%).

Parks and Recreation

- The most frequently mentioned facilities that residents have used at City parks in the past year are: concrete trails, soft surface walking trails, benches along trails, and playgrounds.

- Ninety-six percent (96%) of residents feel the City is "exceeding" or "meeting" their expectations in the appearance of public building landscapes; 92% feel the City is "exceeding" or "meeting" their expectations in the appearance of City parks, and 92% also feel the City is "exceeding" or "meeting" their expectations in the cleanliness of recreation facilities.

Public Works/Engineering

- The public works/engineering services with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: pedestrian safety (50%), DART service (47%), and bicycle safety (41%).

Property Standards

- The property standard statements with the highest levels of agreement, based upon the combined percentage of "strongly agree" and "agree" responses among residents *who had an opinion*, were: "property standards are necessary to maintain or improve my neighborhood" (78%), "I'm generally satisfied with the responsiveness and helpfulness of Property Standard staff" (59%), and "Property Standard staff provide courteous and timely service (58%).
- Fifty-nine percent (59%) of residents feel the appearance of their neighborhood has stayed the same over the past three years; 20% feel it has improved, 15% feel it has gotten worse, and 7% did not have an opinion.

Trend Analysis

From 2015 to 2017, satisfaction ratings **improved or stayed the same in 16 of the 39 areas that were assessed**. There were significant increases (5% or more) in 2 of these areas. The areas that had the most significant increases since 2015 are listed below:

- City parks (+5%)
- Management of storm water run-off (+5%)

From 2015 to 2017, satisfaction ratings decreased in 23 of the 39 areas that were assessed. There were significant decreases (5% or more) in 9 of these areas. The areas that had the most significant decreases since 2015 are listed below:

- Road traffic congestion (-25%)
- Traffic signal system (-17%)
- Overall value received for taxes and fees (-8%)
- DART service (-8%)
- Driving on roadways in Plano (-7%)

- Pedestrian safety (-7%)
- Bicycle safety (-7%)
- Responsiveness and helpfulness of Property Standards (-7%)
- Helpfulness of Outreach materials from Property Standards (-6%)

How Plano Compares to Other Communities

Plano **rated above the national average in 24 of the 26 areas** that were assessed. Plano rated significantly higher than the national average (5% or more above) in 23 of these areas. The areas in which Plano rated the most significantly above the national average are listed below:

- Overall quality of City services provided (+42%)
- Customer service (+34%)
- City communication (+31%)
- Management of storm water run-off (+27%)
- Value received for City tax dollars/fees (+27%)
- Recreation programs and facilities (+25%)
- Overall feeling of safety (+25%)
- City parks (+20%)
- Animal services (+20%)

Plano **rated significantly above the Texas average (5% or more above) in 24 of the 26 areas** that were assessed. The areas in which Plano rated the most significantly above the national average are listed below:

- Overall quality of City services provided (+44%)
- Customer service (+38%)
- Management of storm water run-off (+35%)
- Value received for City tax dollars/fees (+33%)
- Overall feeling of safety (+32%)
- City communication (+32%)
- Recreation programs and facilities (+32%)
- Water utility services (+28%)
- Library services (+26%)
- City parks (+26%)
- Police services (+25%)
- Overall quality of life in the City (+24%)
- Environmental waste services (+24%)

- Availability of information about government operations (+23%)
- Animal services (+22%)
- City efforts to keep residents informed (+20%)
- Maintenance of streets and sidewalks (+20%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, the services that are recommended as the top priorities over the next two years are listed below:

- Maintenance of city streets and sidewalks (IS Rating=0. 1722)
- Police services (IS Rating= 0.1053)

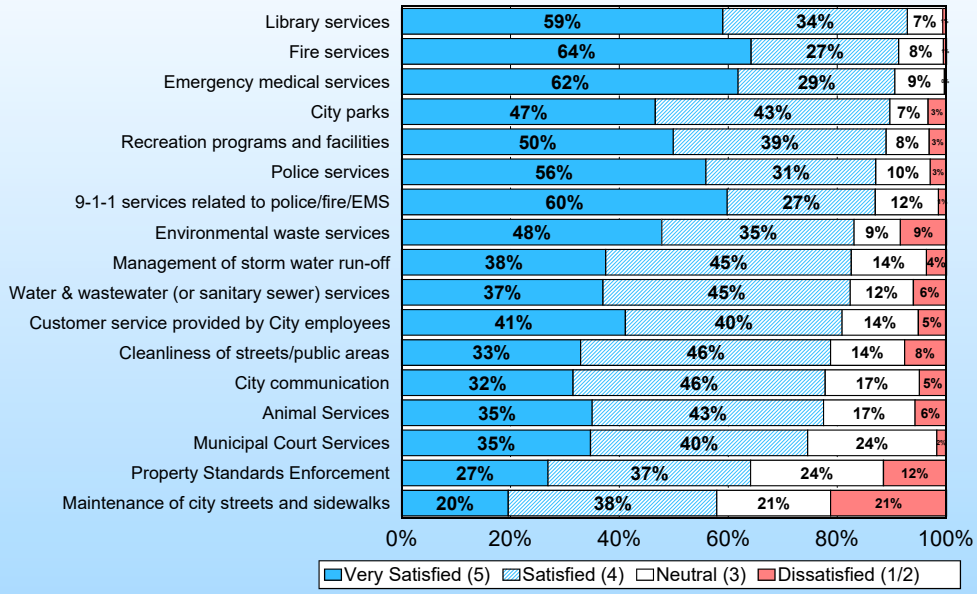
Section 1:

Charts and Graphs

2017 City of Plano Citizen Survey

Q1. Satisfaction with Overall City Services

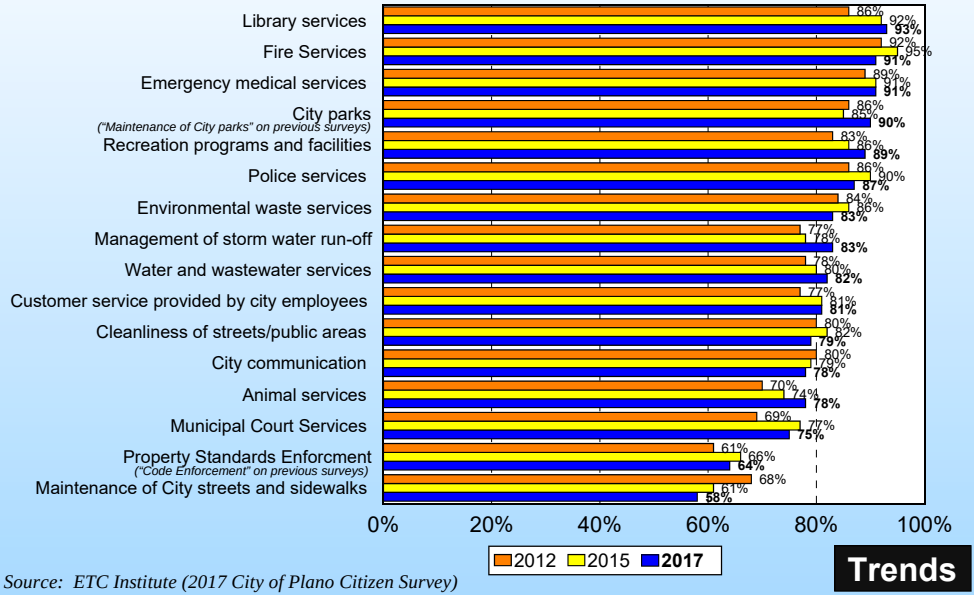
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: Satisfaction with Overall City Services - 2012 to 2017

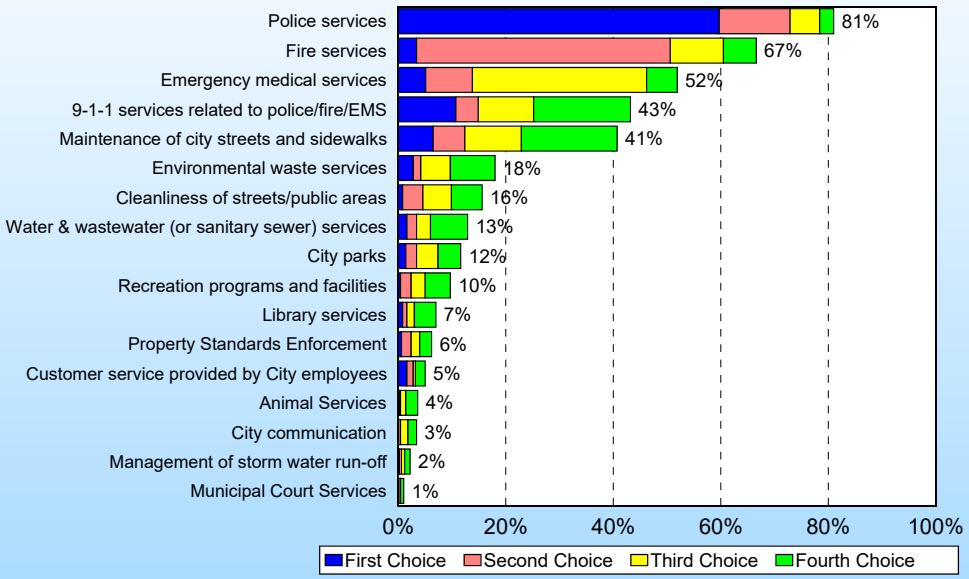
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q2. Overall City Services That Are Most Important for the City to Provide

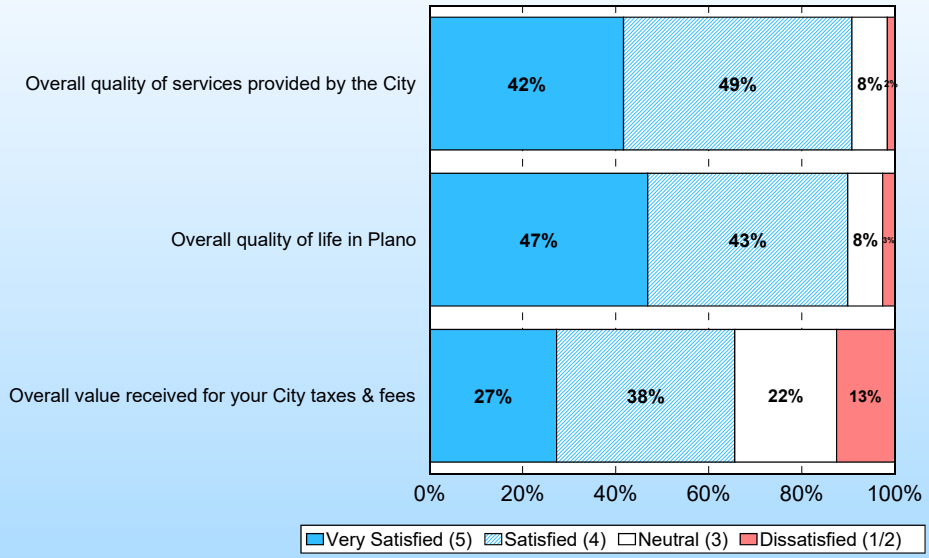
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q3. Satisfaction with Perceptions of the City

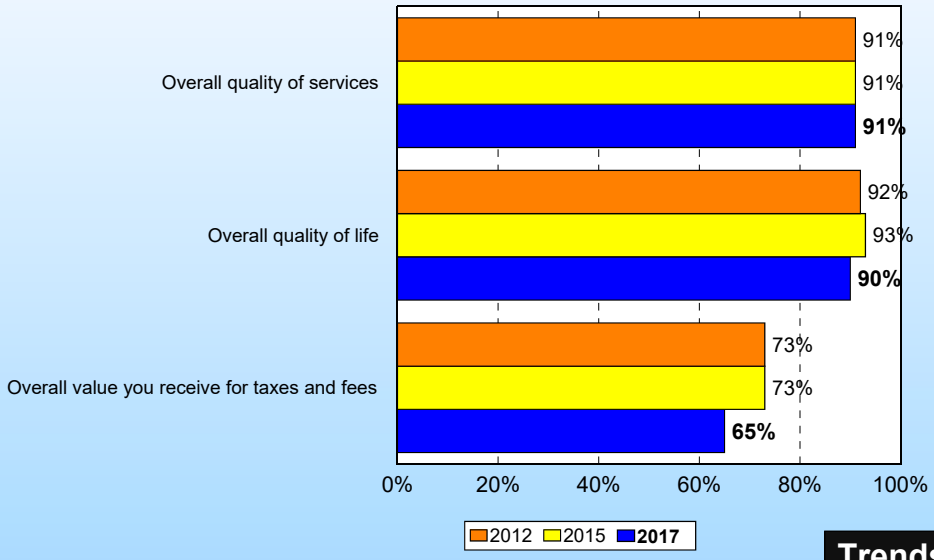
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: Satisfaction with Perceptions of the City - 2012 to 2017

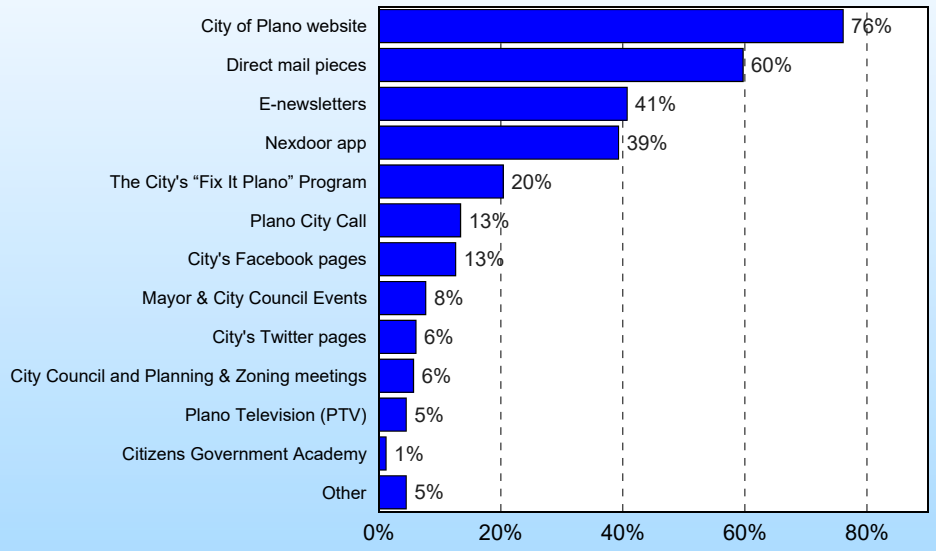
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q4. Which of the following sources do you currently use to obtain and/or receive information about the City?

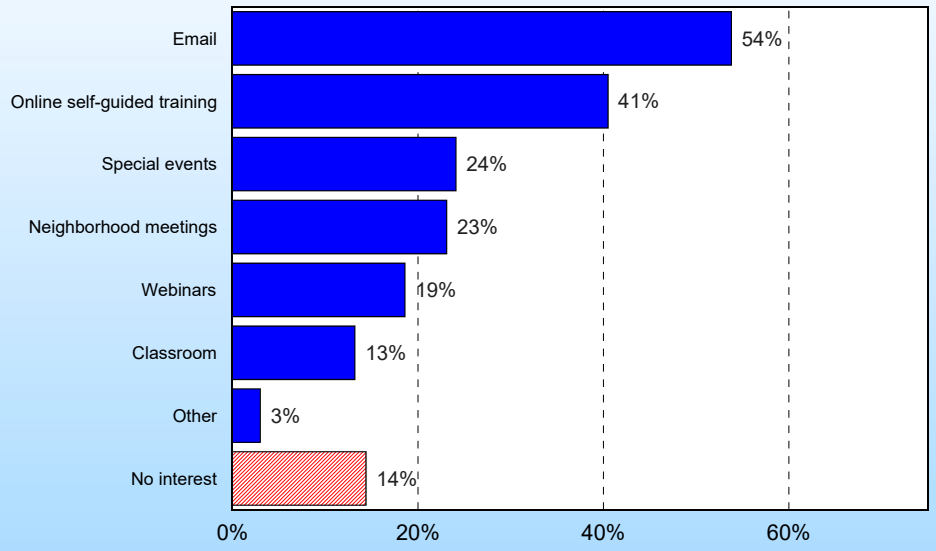
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q5. How would you like to receive education and outreach programming?

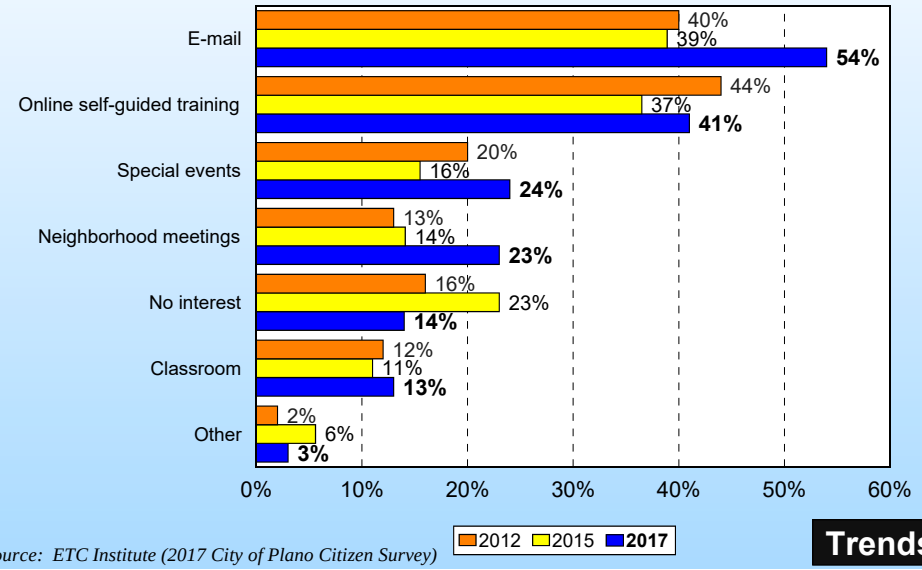
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: How would you like to receive education and outreach programming? 2012 to 2017

by percentage of respondents (multiple choices could be made)

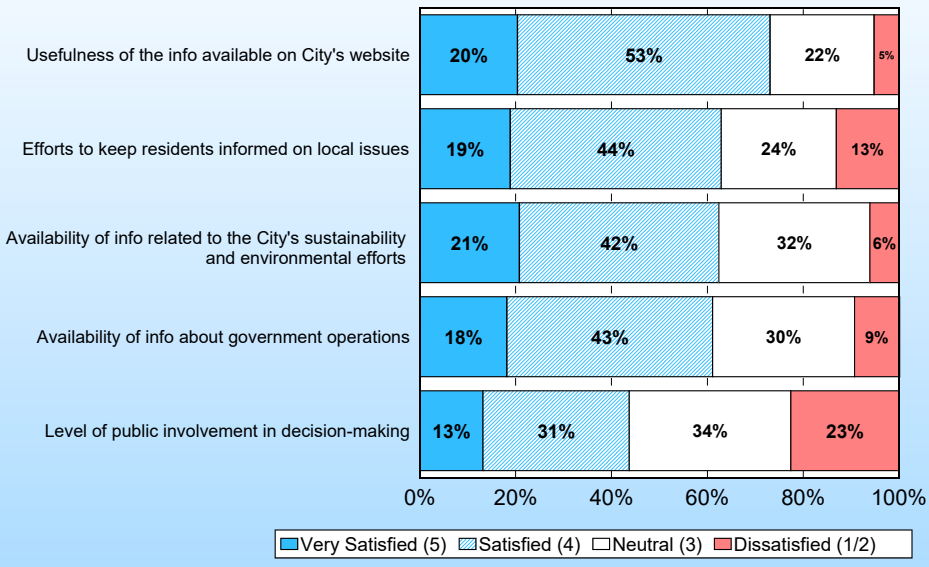


Source: ETC Institute (2017 City of Plano Citizen Survey)

Trends

Q6. Satisfaction with Communication Services

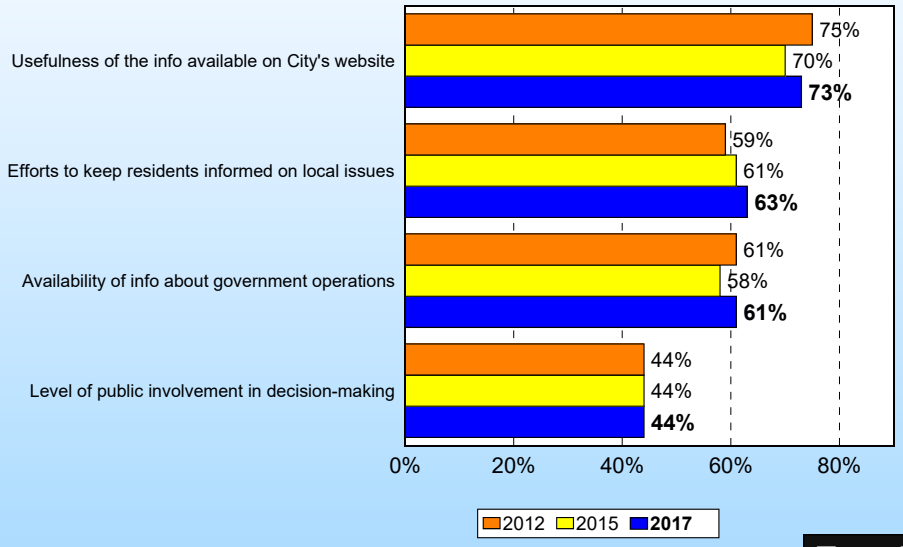
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: Satisfaction with Communication Services - 2012 to 2017

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

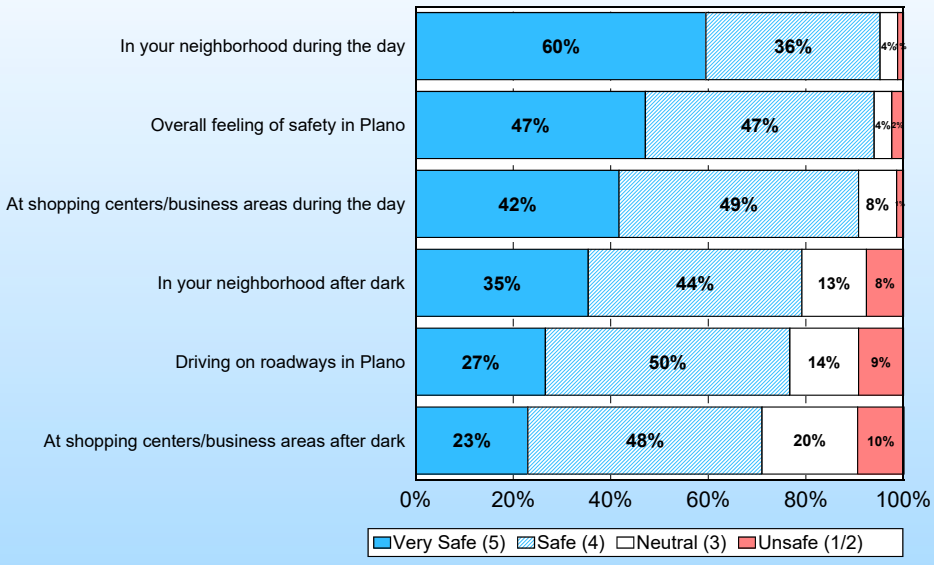


Trends

Source: ETC Institute (2017 City of Plano Citizen Survey)

Q7. How Safe Do You Feel:

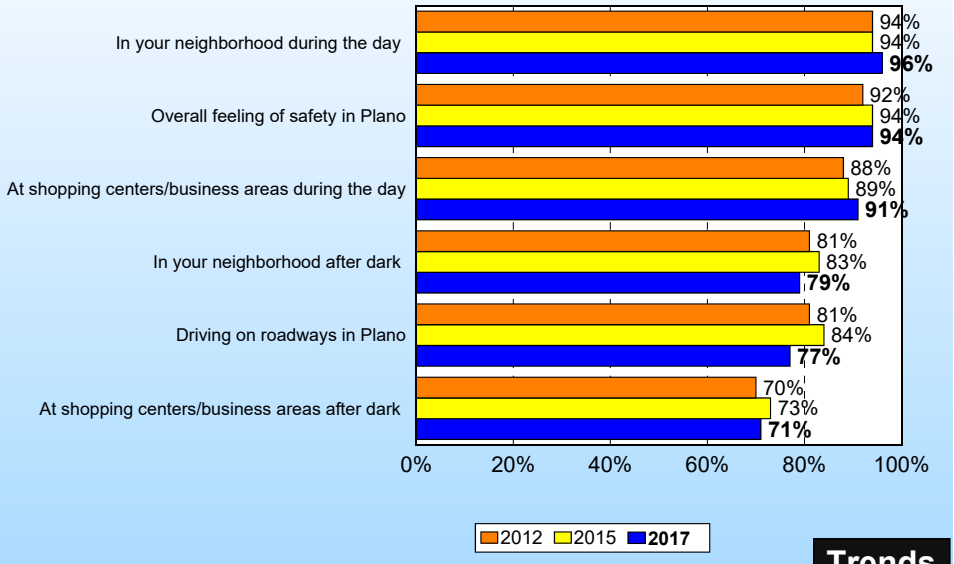
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: How Safe Do You Feel 2012 to 2017

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

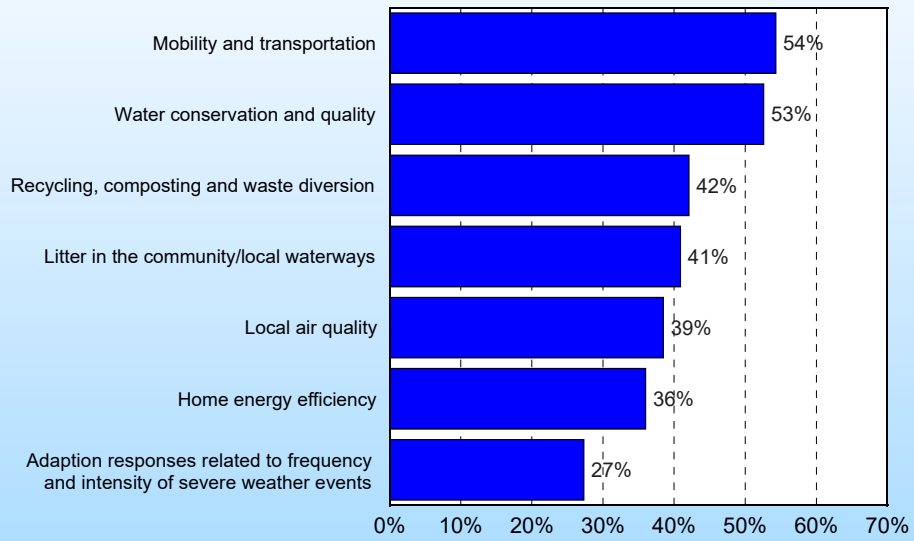


Trends

Source: ETC Institute (2017 City of Plano Citizen Survey)

Q8. What issue(s) are you MOST CONCERNED with as it affects your daily life?

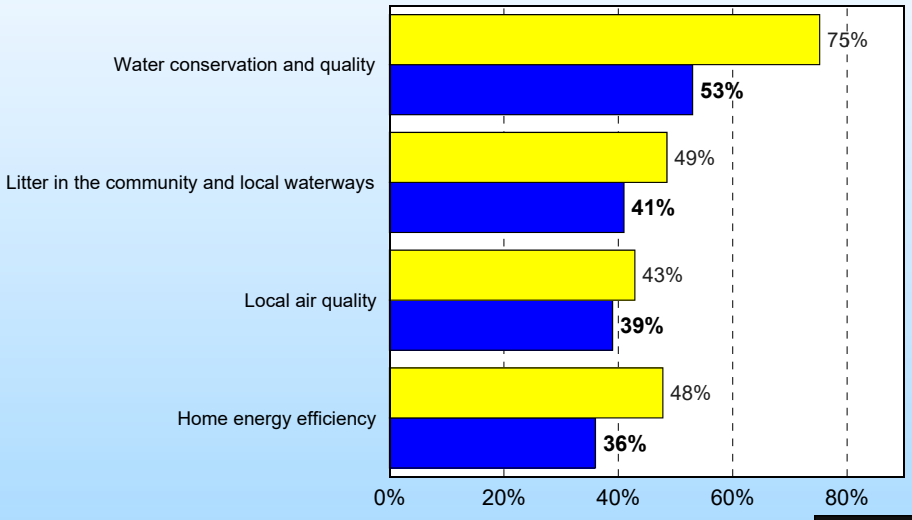
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: What issue(s) are you most concerned with as it affects your daily life? 2015 vs. 2017

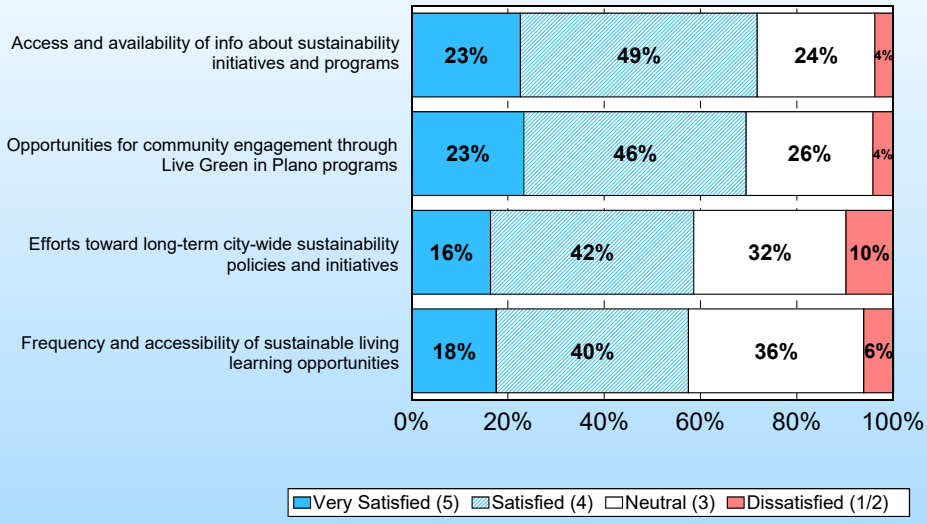
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q9. Satisfaction with Sustainability and Environmental Services

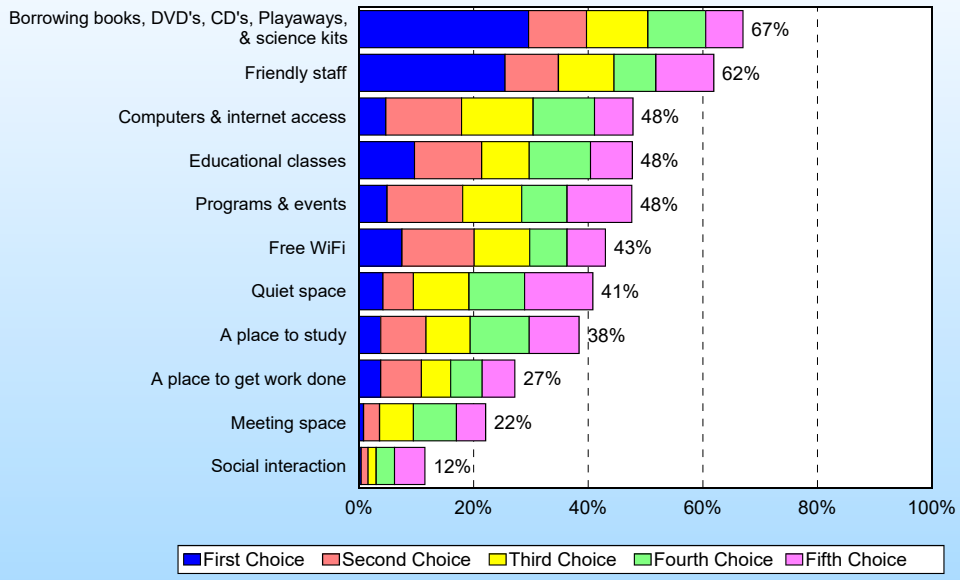
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q10. Which FIVE options should be the TOP PRIORITIES for Plano libraries?

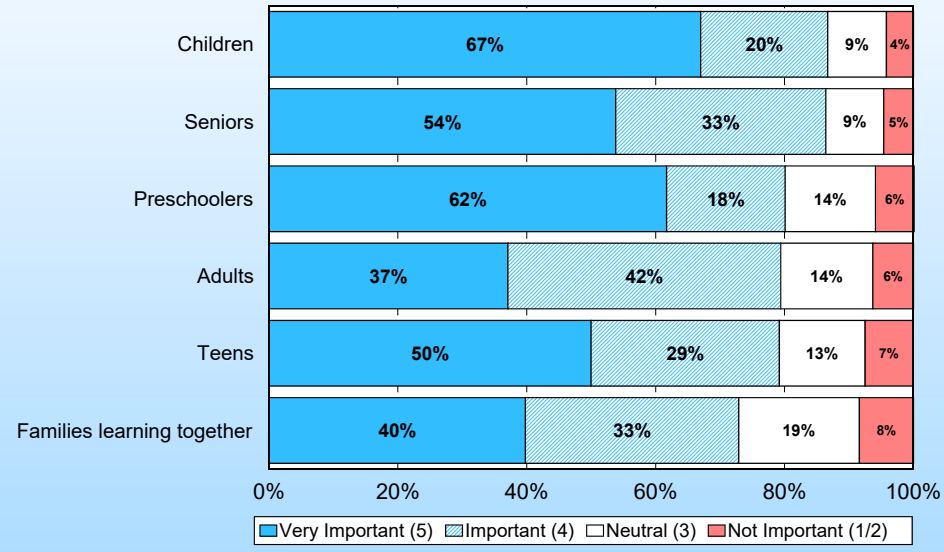
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q11. Importance of the Plano Library Providing Classes for Various Groups

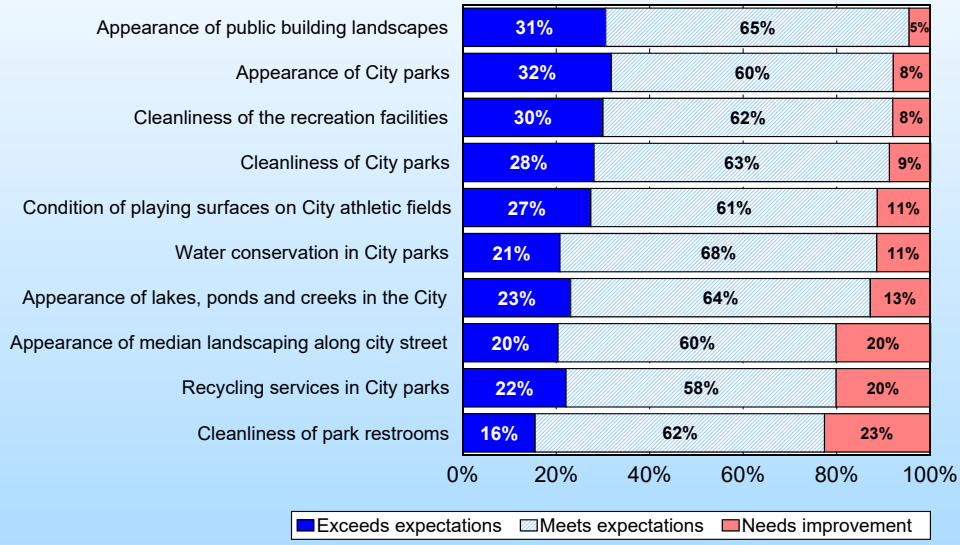
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q12. How Well the City Is Meeting Expectations in Various Areas

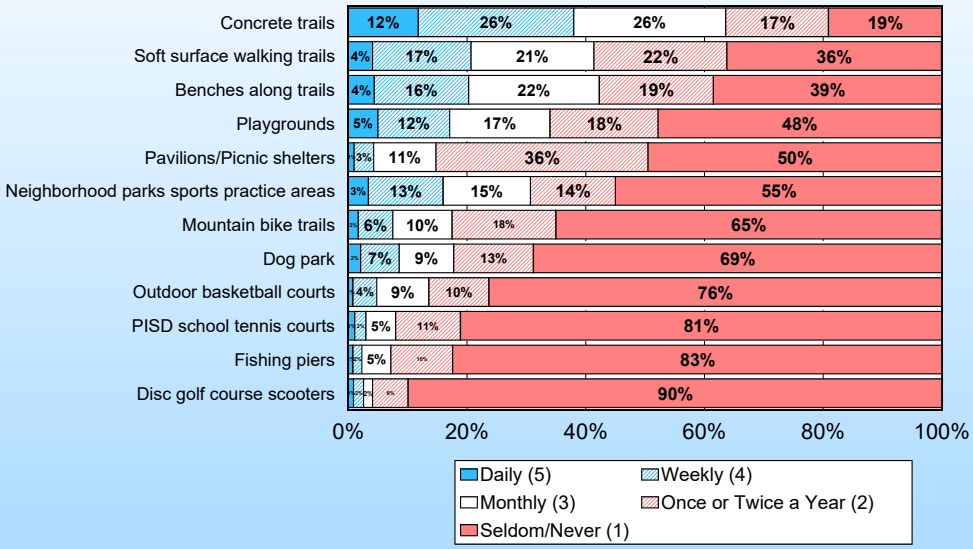
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q13. How Often Households Have Used Each of the Following City of Plano Facilities in the Past 12 Months

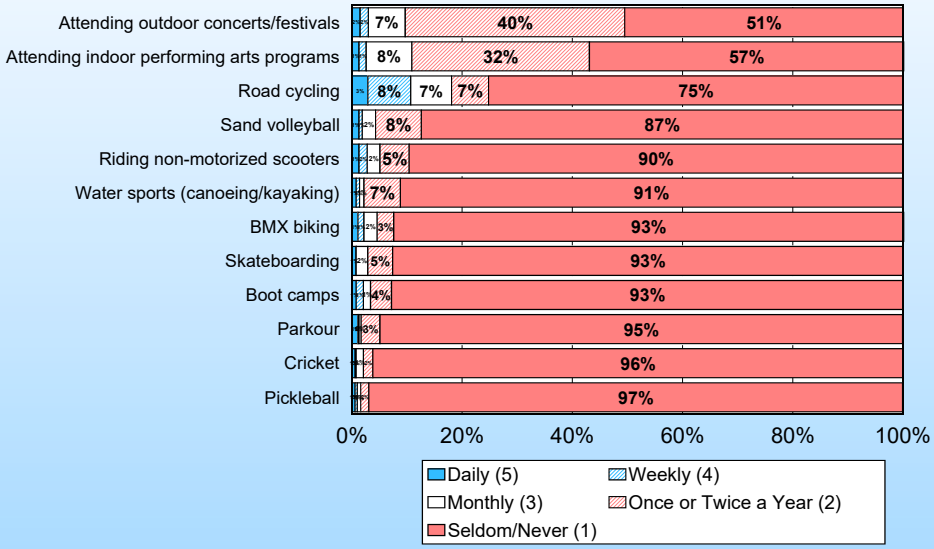
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q14. How Often Households Have Used Each of the Following City of Plano Recreational Activities in the Past 12 Months

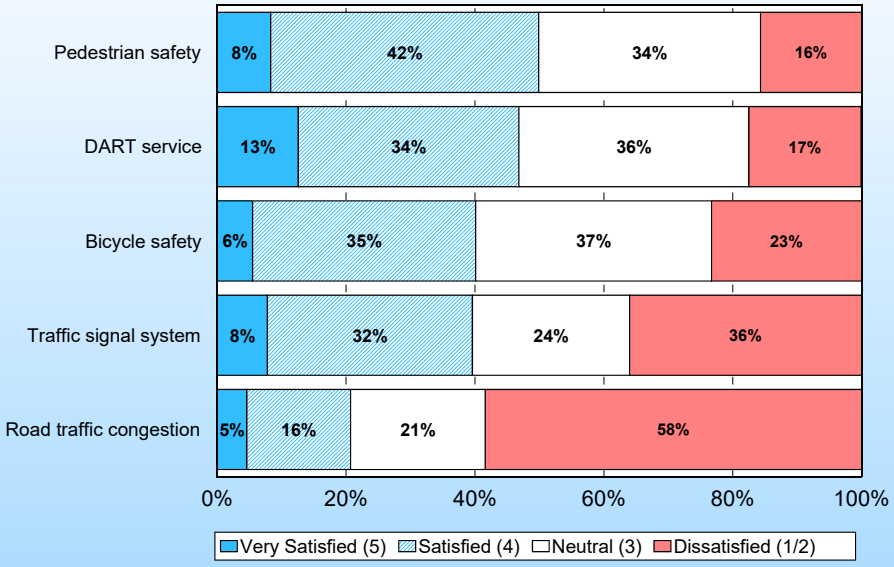
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q15. Satisfaction with Public Works/Engineering

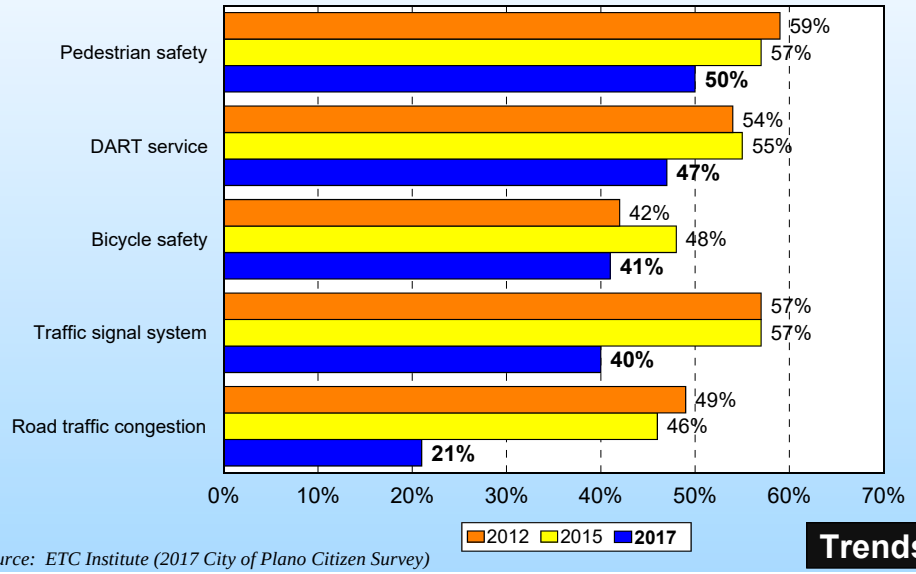
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: Satisfaction with Public Works/Engineering - 2012 to 2017

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

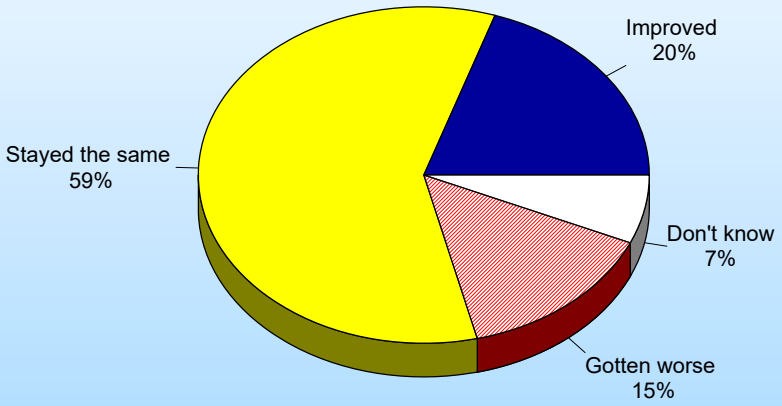


Source: ETC Institute (2017 City of Plano Citizen Survey)

Trends

Q16. How do you feel the appearance of your neighborhood has changed over the past three years?

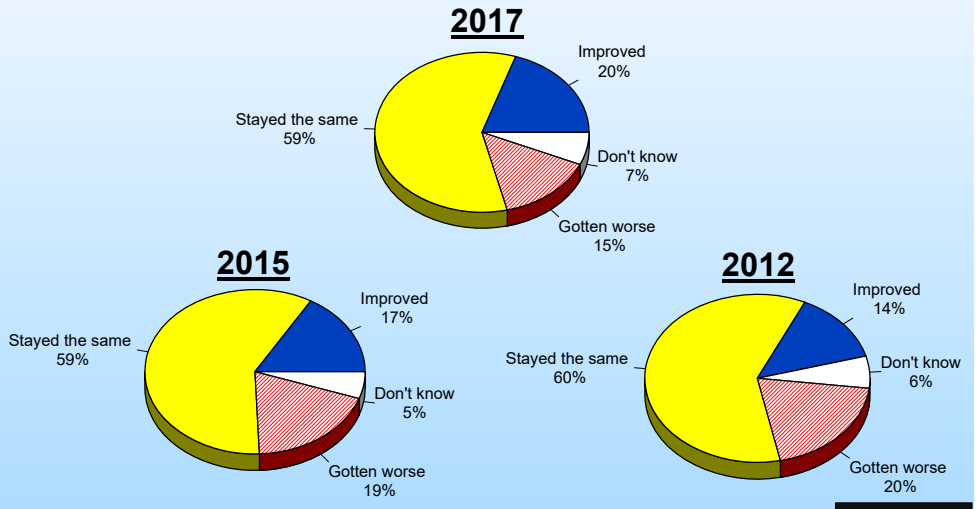
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: How do you feel the appearance of your neighborhood has changed over the past three years? 2012 to 2017

by percentage of respondents

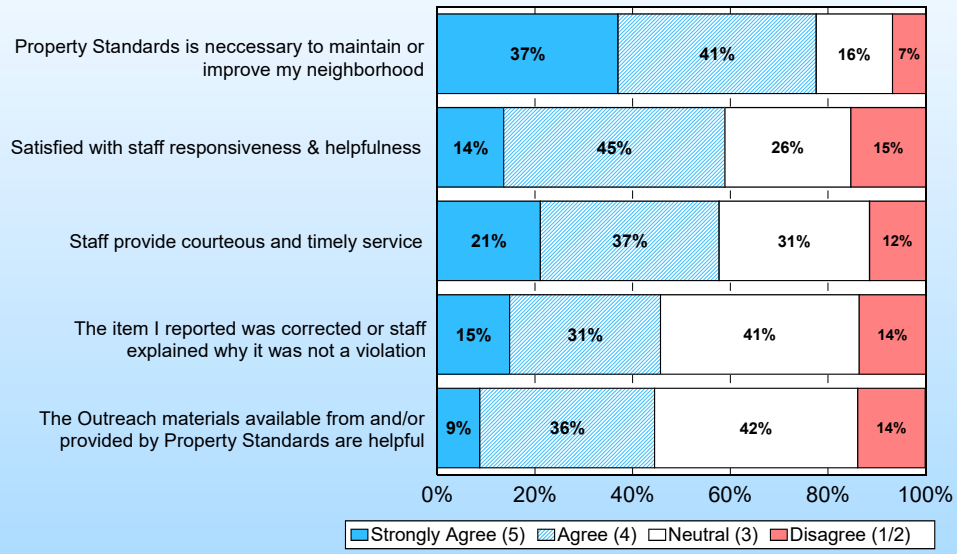


Source: ETC Institute (2017 City of Plano Citizen Survey)

Trends

Q17. Agreement With Various Statements About Property Standards

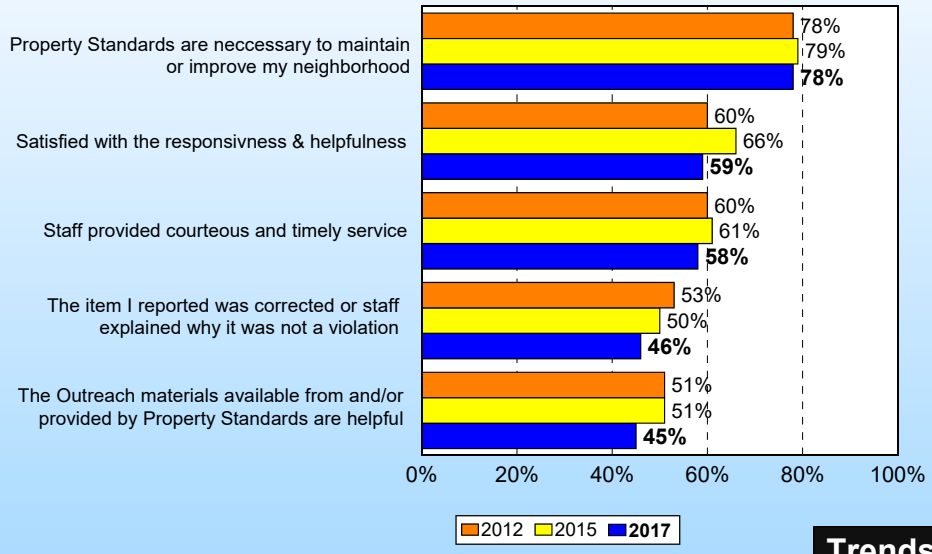
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

TRENDS: Satisfaction with Property Standards - 2012 to 2017

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

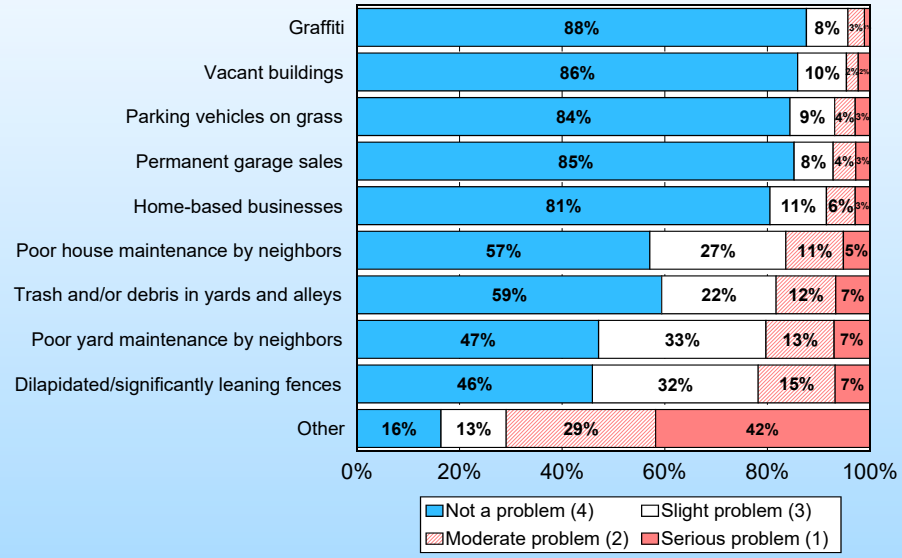


Trends

Source: ETC Institute (2017 City of Plano Citizen Survey)

Q18. How Much of a Problem the Following Neighborhood Issues Are to Residents

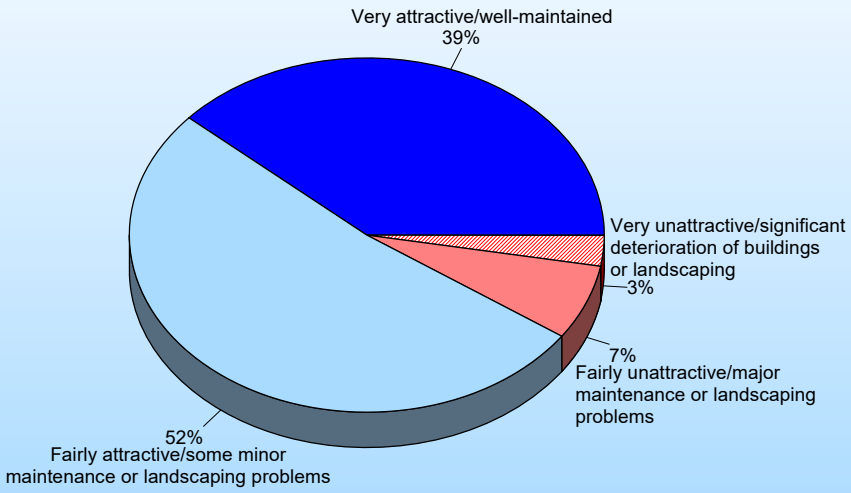
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q19. Overall, how would you rate the appearance of commercial or retail property near your neighborhood?

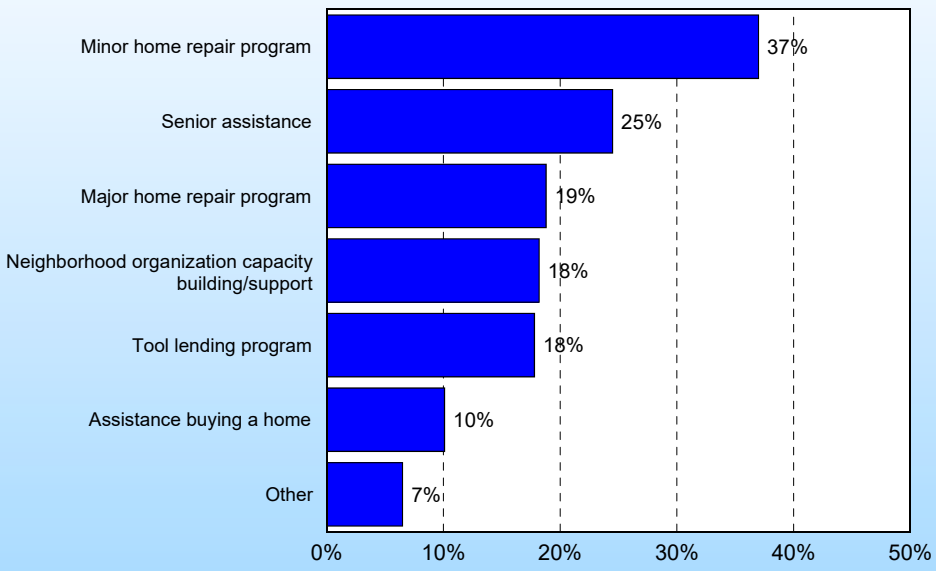
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q20. Which of the following programs are MOST NEEDED in your neighborhood?

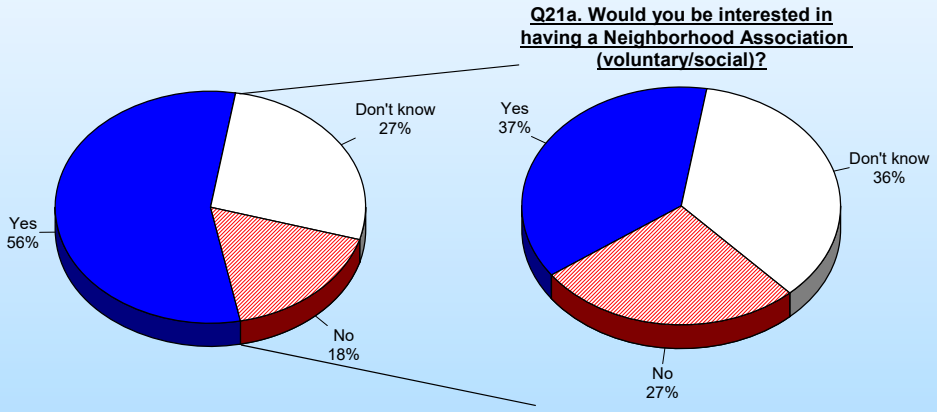
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q21. Is there a Neighborhood Association (voluntary/social/mandatory) or Crime Watch group in your neighborhood?

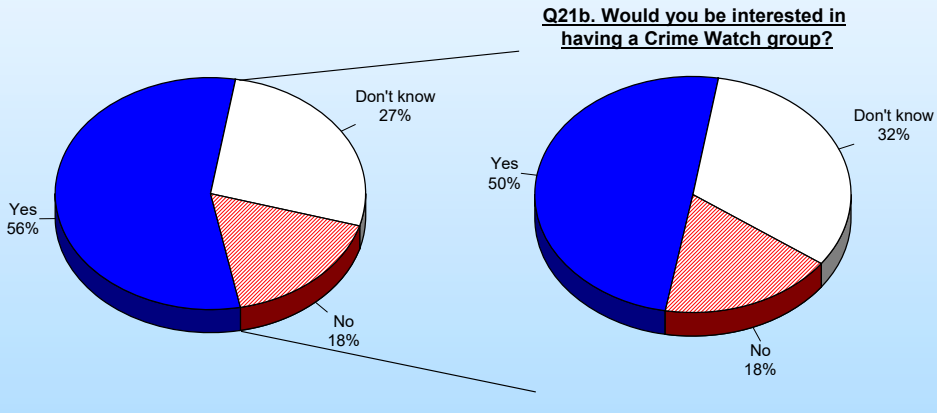
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q21. Is there a Neighborhood Association (voluntary/social/mandatory) or Crime Watch group in your neighborhood?

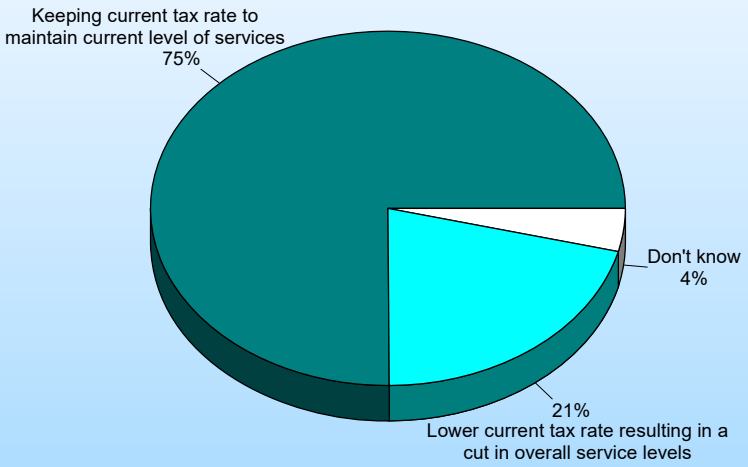
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q22. If you had to choose between keeping the current tax rate to maintain your current quality of life and the level of service provided by the City, or lowering the current tax rate and cutting services, which would you choose?

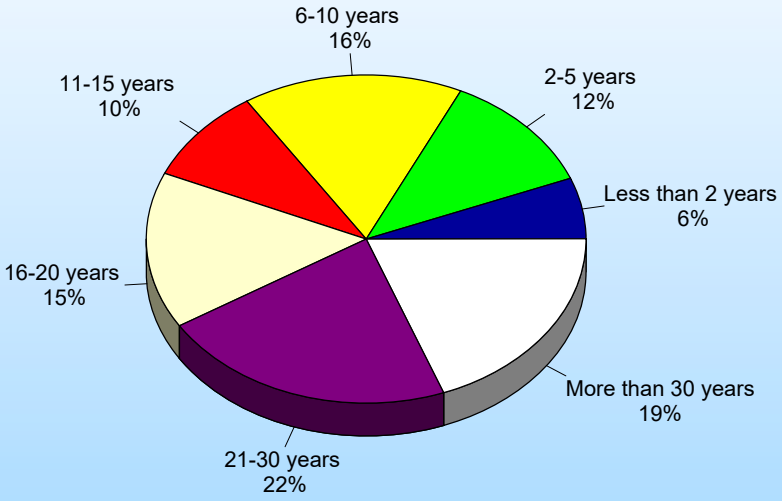
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q23. Approximately how many years have you lived in Plano?

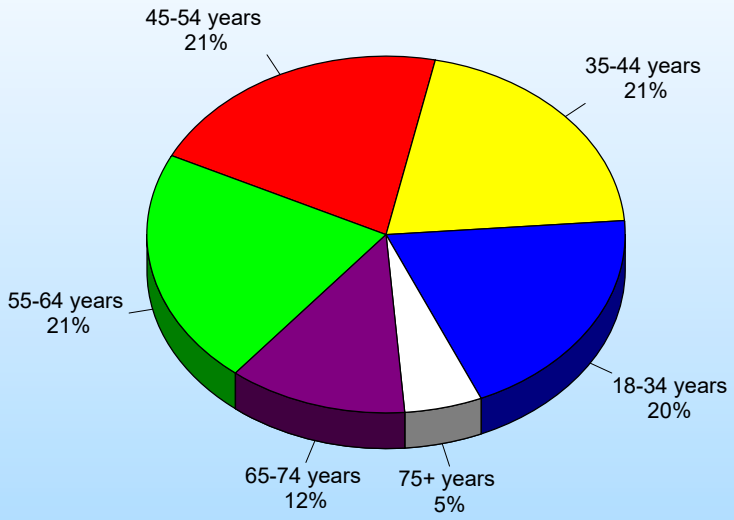
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q24. What is your age?

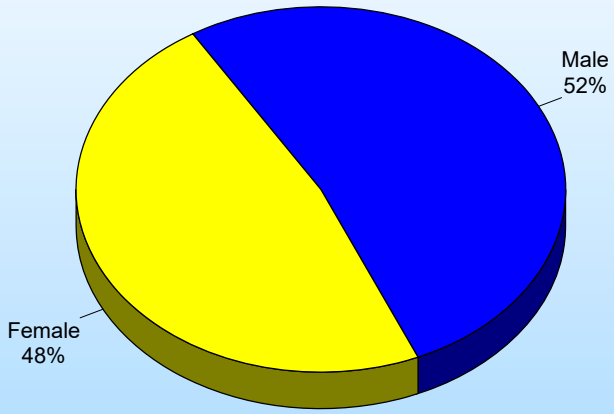
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q25. What is your gender?

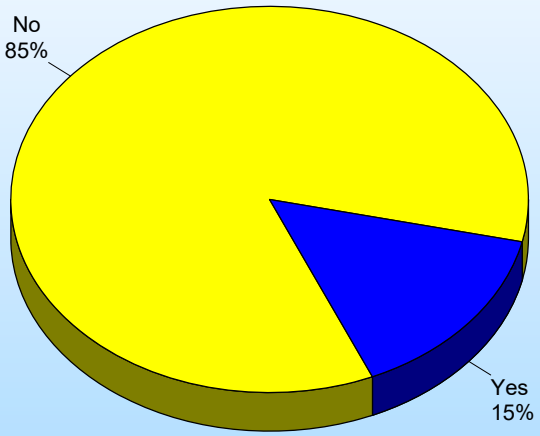
by percentage of respondents



Source: ETC Institute (2017 City of Plano Citizen Survey)

Q26. Are you employed in the City of Plano?

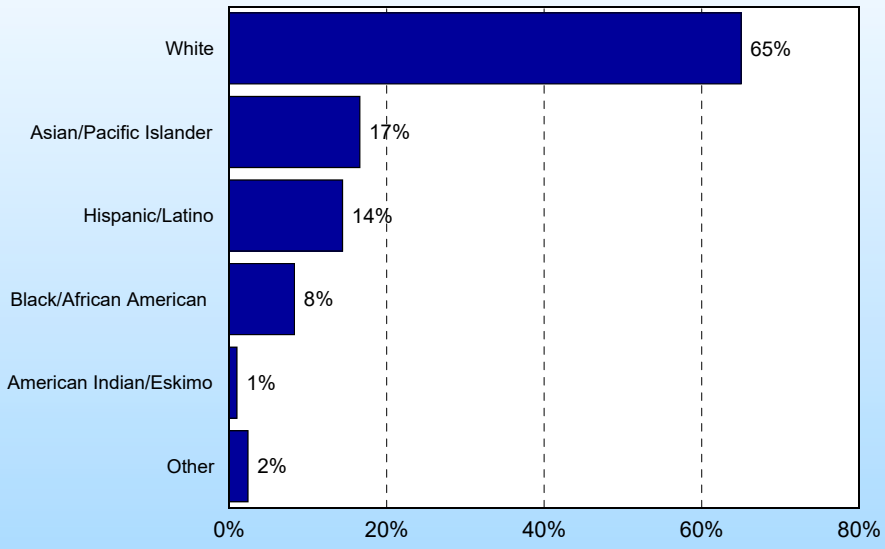
by percentage of respondents



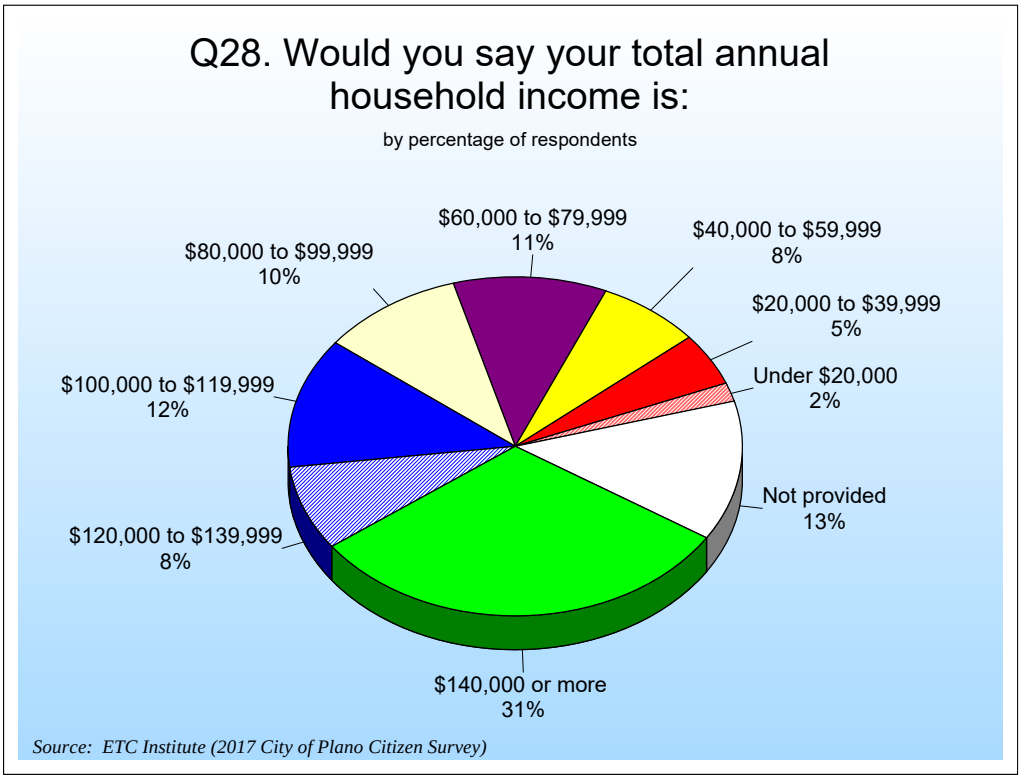
Source: ETC Institute (2017 City of Plano Citizen Survey)

Q27. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017 City of Plano Citizen Survey)


Q28. Would you say your total annual household income is:
by percentage of respondents
$60,000 to $79,999
11%
$40,000 to $59,999
8%
$80,000 to $99,999
10%
$20,000 to $39,999
5%
$100,000 to $119,999
12%
Under $20,000
2%
Not provided
13%
$120,000 to $139,999
8%
$140,000 or more
31%
Source: ETC Institute (2017 City of Plano Citizen Survey)

Section 2:

Benchmarking Analysis

DirectionFinder® Survey

Year 2017 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 230 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2016 to a random sample of more than 4,000 residents in the continental United States, (2) a regional survey administered to a random sample of 340 residents living in the state of Texas during the summer of 2016, and (3) survey results from 36 large communities (population of over 100,000) where the DirectionFinder® survey was administered between January 2014 and December 2016.

The 36 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Austin, Texas
- Columbia, Missouri
- Coral Springs, Florida
- Dallas, Texas
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- Fort Worth, Texas
- Henderson, Nevada
- High Point, North Carolina
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- King County, Washington
- Mesa County, Colorado
- Naperville, Illinois
- Newport News, Virginia
- Norman, Oklahoma
- Oklahoma City, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Plano, Texas
- Pueblo, Colorado
- Richmond, Virginia
- Round Rock, Texas
- San Antonio, Texas
- San Francisco, California
- Springfield, Missouri
- Tempe Arizona
- Tulsa, Oklahoma
- Vancouver, Washington
- Wilmington, North Carolina
- Yuma, Arizona

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "don't knows."

The two sets of charts are briefly described below:

- On the first set of charts, the blue bars show the results for Plano, the red bars show the results for the regional survey administered to 340 residents in the state of Texas, and the tan bars show the results of a national survey that was conducted by ETC Institute to over 4,000 residents across the Unites States.

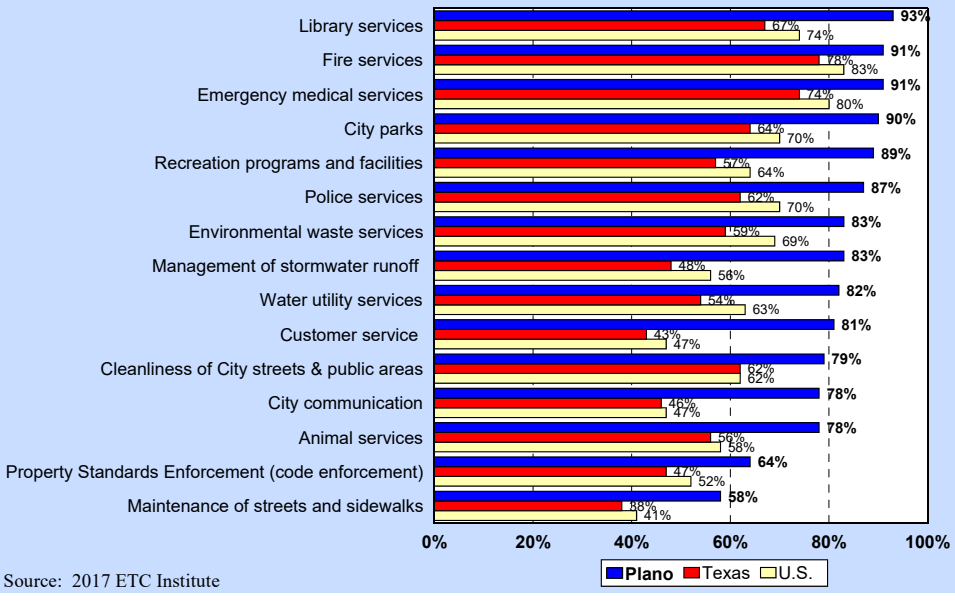
- On the second set of charts, the horizontal bar shows the range of performance among communities in ETC Institute's DirectionFinder® database for communities with more than 100,000 residents. The yellow dot on each chart shows the rating for Plano. The vertical line shows the average rating for communities with more than 100,000 residents.

National Benchmarks

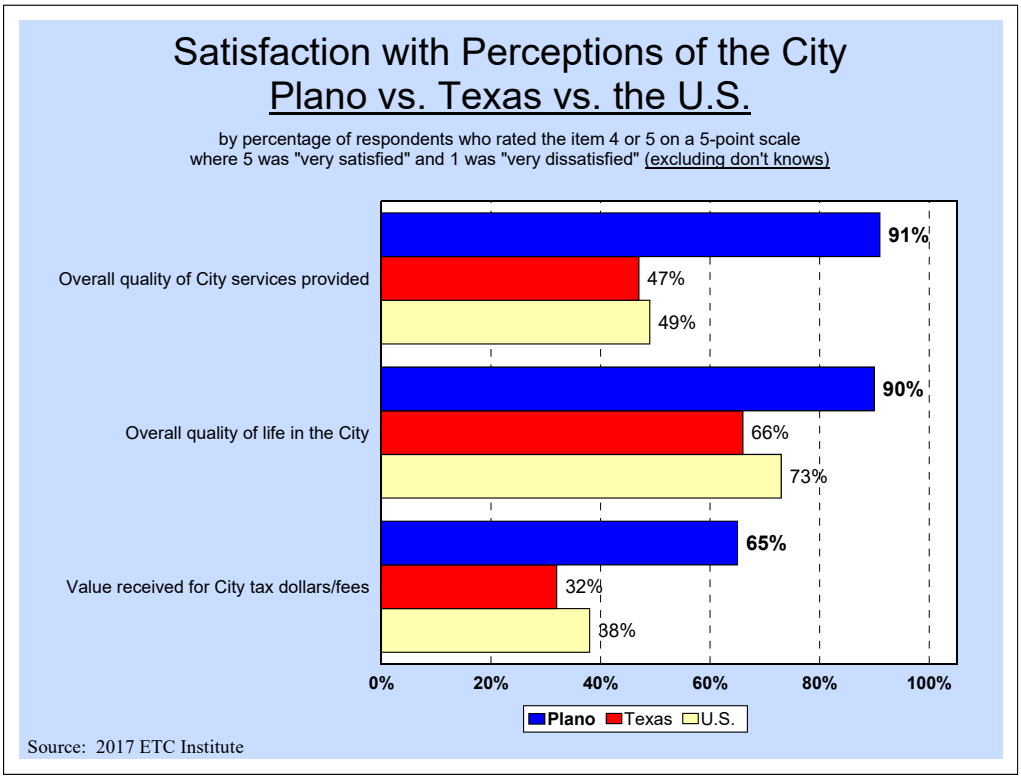
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Plano, Texas is not authorized without written consent from ETC Institute.

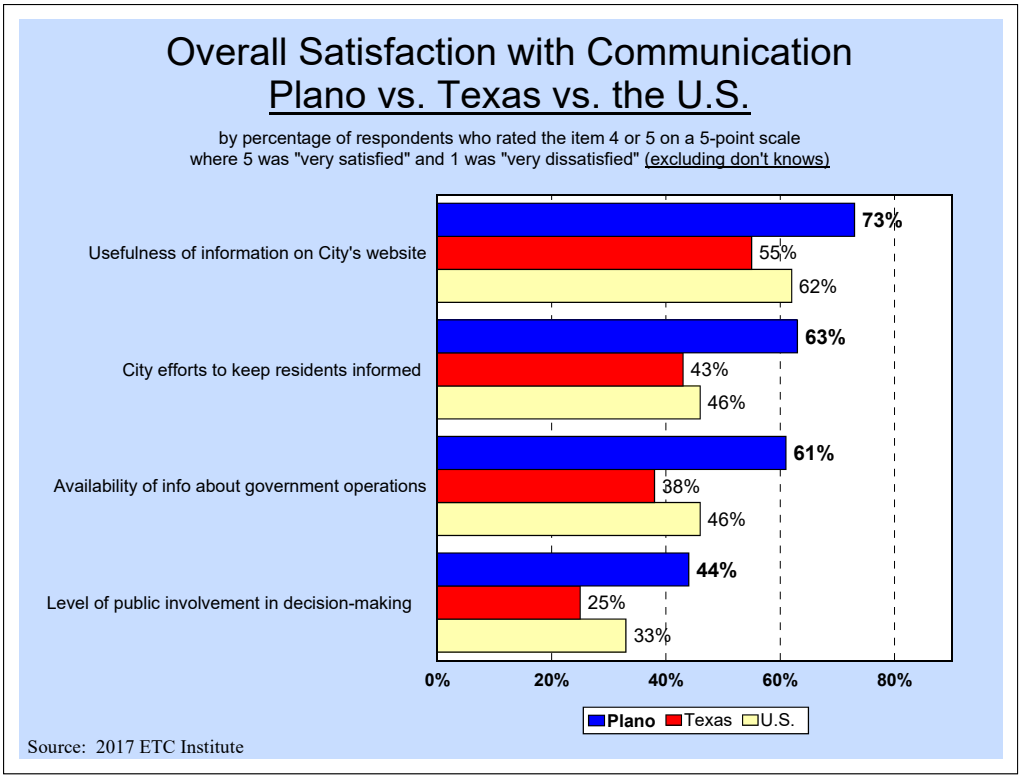
Overall Satisfaction with Major City Services
Plano vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



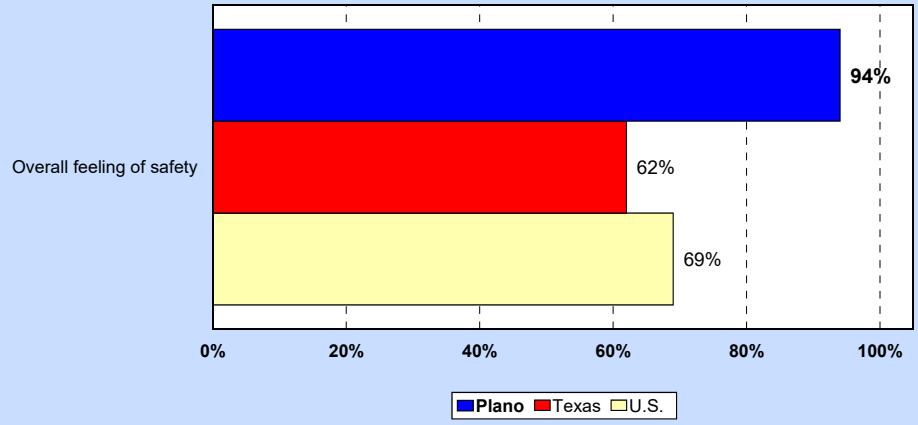
Source: 2017 ETC Institute


Satisfaction with Perceptions of the City
Plano vs. Texas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall quality of City services provided
91%
47%
49%
Overall quality of life in the City
90%
66%
73%
Value received for City tax dollars/fees
65%
32%
38%
0%
20%
40%
60%
80%
100%
Plano
Texas
U.S.
Source: 2017 ETC Institute


Overall Satisfaction with Communication
Plano vs. Texas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Usefulness of information on City's website
73%
55%
62%
City efforts to keep residents informed
63%
43%
46%
Availability of info about government operations
61%
38%
46%
Level of public involvement in decision-making
44%
25%
33%
0%
20%
40%
60%
80%
Plano
Texas
U.S.
Source: 2017 ETC Institute

How Safe Residents Feel in Their Community
Plano vs. Texas vs. the U.S.

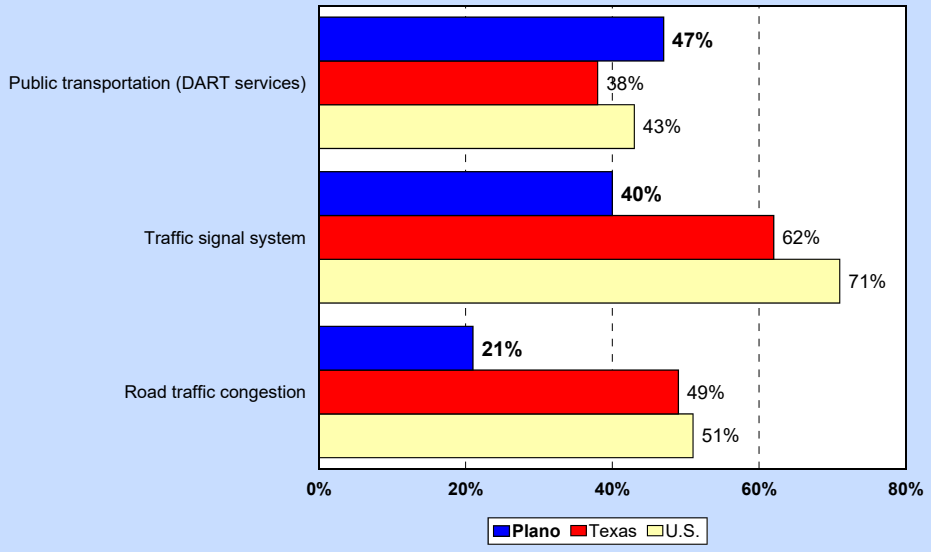
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with Public Works/Engineering
Plano vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

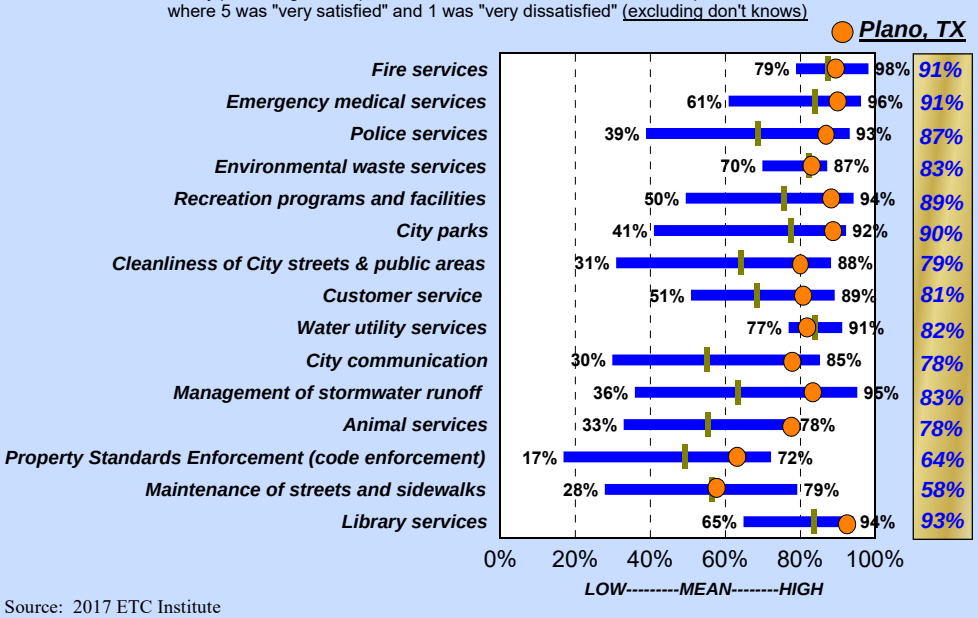
Large Community Benchmarks

(populations of 100,000 or more only)

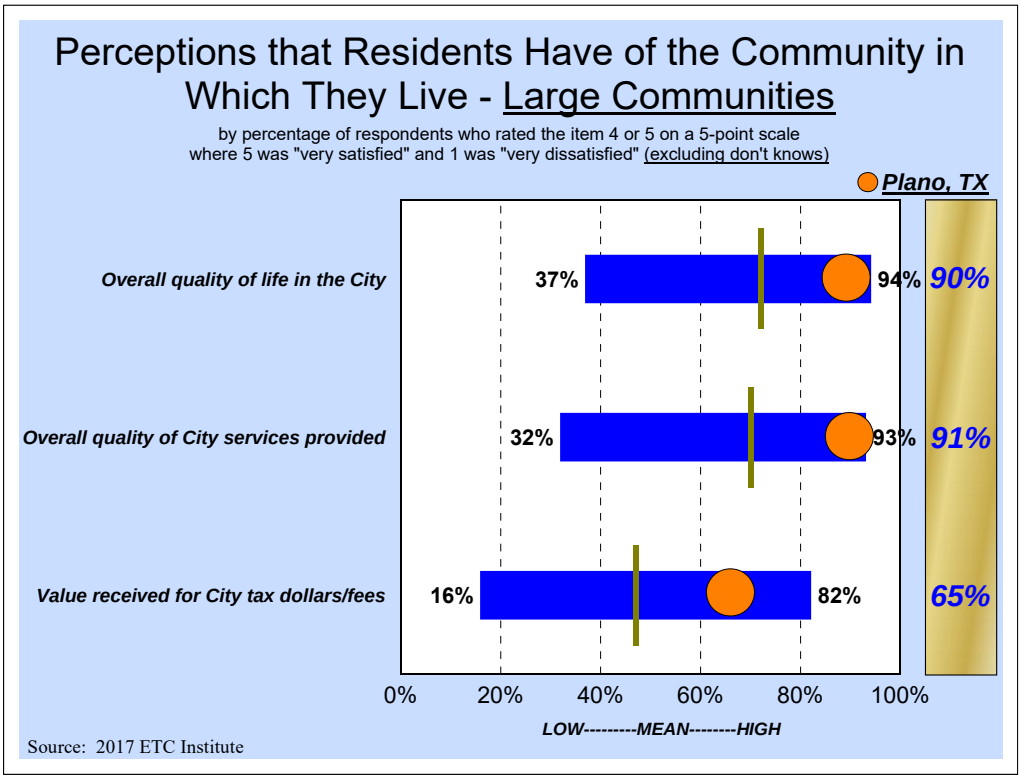
Source: 2017 ETC Institute

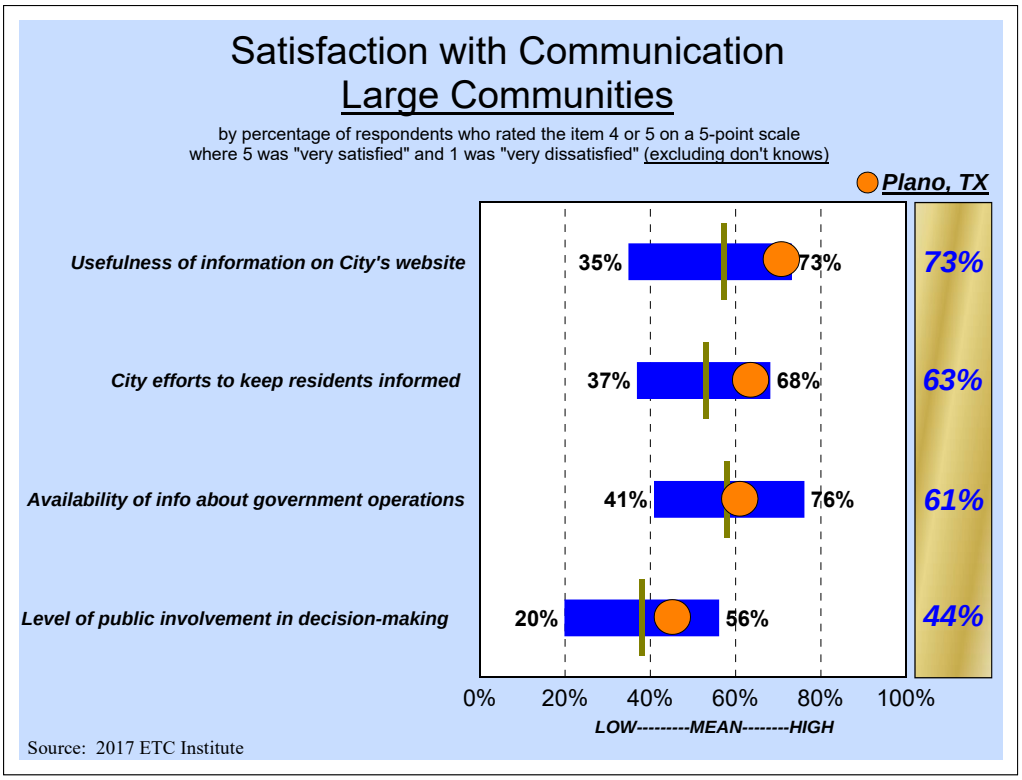
Overall Satisfaction with Major City Service
Large Communities

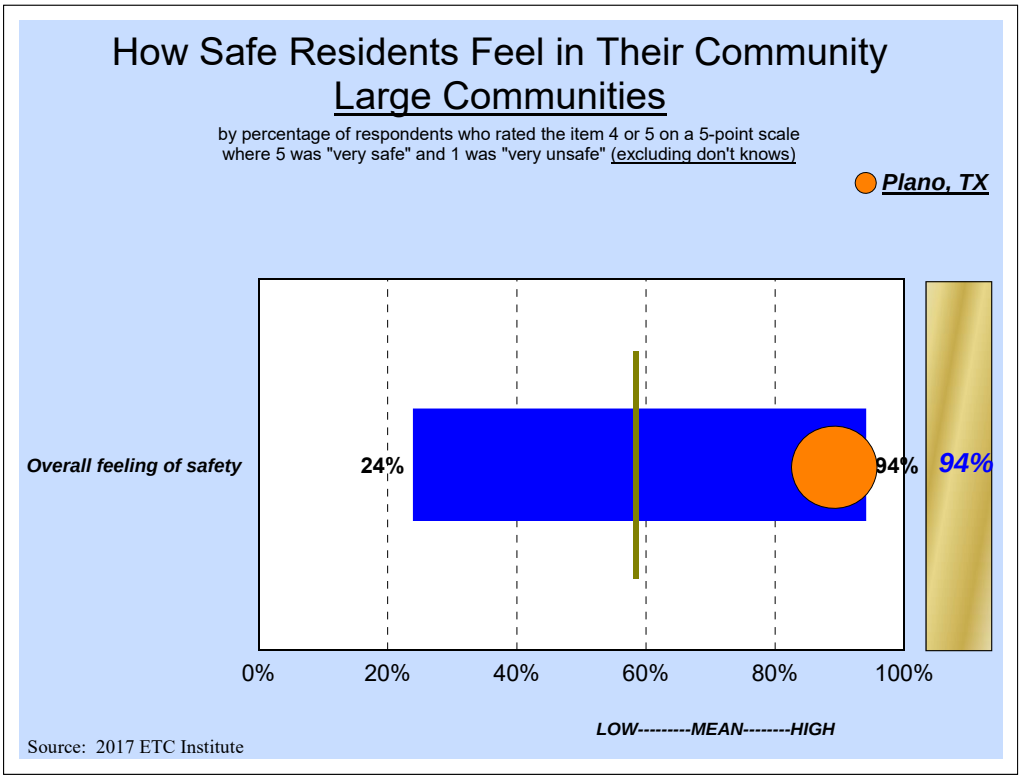
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

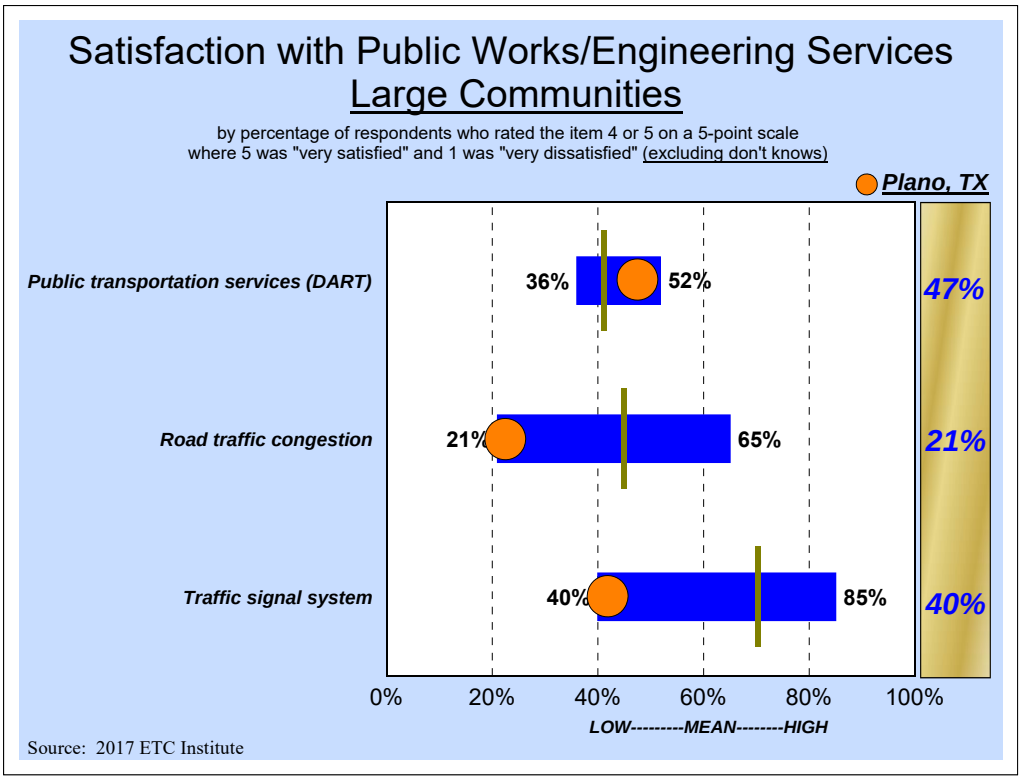


Source: 2017 ETC Institute


Perceptions that Residents Have of the Community in Which They Live - Large Communities
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Plano, TX
Overall quality of life in the City
37%
94%
90%
Overall quality of City services provided
32%
93%
91%
Value received for City tax dollars/fees
16%
82%
65%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2017 ETC Institute


Satisfaction with Communication
Large Communities
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Plano, TX
Usefulness of information on City's website
35%
73%
73%
City efforts to keep residents informed
37%
68%
63%
Availability of info about government operations
41%
76%
61%
Level of public involvement in decision-making
20%
56%
44%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2017 ETC Institute


How Safe Residents Feel in Their Community
Large Communities
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)
Plano, TX
Overall feeling of safety
24%
94%
94%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2017 ETC Institute


Satisfaction with Public Works/Engineering Services
Large Communities
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Plano, TX
Public transportation services (DART)
36%
52%
47%
Road traffic congestion
21%
65%
21%
Traffic signal system
40%
85%
40%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2017 ETC Institute

Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
Plano, Texas

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, third and fourth most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-one percent (41%) selected *maintenance of city streets and sidewalks* as one of the most important services for the City to provide.

With regard to satisfaction, 58% of the residents surveyed rated the city's overall performance of *maintenance of city streets and sidewalks* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *maintenance of city streets and sidewalks* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41% was multiplied by 42% (1-0.58). This calculation yielded an I-S rating of 0.1722, which was ranked first out of seventeen major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>=0.20)*
- *Increase Current Emphasis (0.10<=IS<0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Plano are provided on the following page.

Importance-Satisfaction Rating
City of Plano, Texas
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Maintenance of city streets and sidewalks	41%	5	58%	17	0.1722	**1**
Police services	81%	1	87%	6	0.1053	**2**
Medium Priority (IS <.10)						
Fire services	67%	2	91%	2	0.0603	**3**
9-1-1 services related to police/fire/EMS	43%	4	87%	7	0.0559	**4**
Emergency medical services	52%	3	91%	3	0.0468	**5**
Cleanliness of streets/public areas	16%	7	79%	12	0.0336	**6**
Environmental waste services	18%	6	83%	8	0.0306	**7**
Water and wastewater services	13%	8	82%	10	0.0234	**8**
Property Standards Enforcement	6%	12	64%	16	0.0216	**9**
City parks	12%	9	90%	4	0.0120	**10**
Recreation programs and facilities	10%	10	89%	5	0.0110	**11**
Customer service provided by City employees	5%	13	81%	11	0.0095	**12**
Animal Services	4%	14	78%	14	0.0088	**13**
City communication	3%	15	78%	13	0.0066	**14**
Library services	7%	11	93%	1	0.0049	**15**
Management of storm water run-off	2%	16	83%	9	0.0034	**16**
Municipal Court Services	1%	17	75%	15	0.0025	**17**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

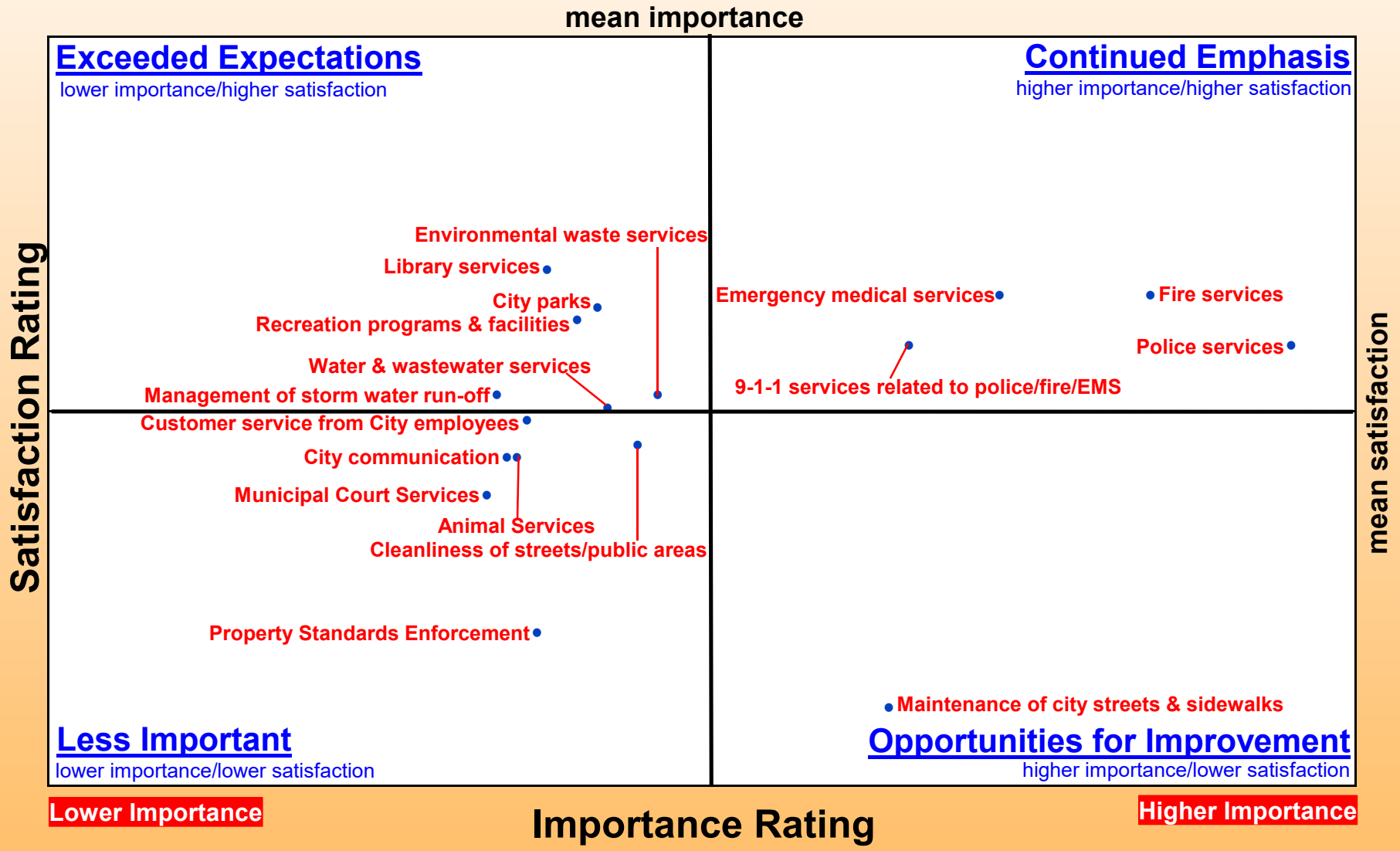
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrix showing the results for Plano is provided on the following page.

2017 City of Plano Citizen Survey
Importance-Satisfaction Assessment Matrix
-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

Section 4:
Tabular Data

Q1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following services that are provided by the City of Plano.

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	50.6%	28.3%	9.1%	2.0%	0.6%	9.5%
Q1-2. Fire services	49.2%	20.8%	6.3%	0.2%	0.2%	23.3%
Q1-3. Emergency medical services	44.5%	20.8%	6.5%	0.2%	0.0%	28.1%
Q1-4. 911 services related to above services	41.7%	19.0%	8.1%	0.4%	0.6%	30.2%
Q1-5. Maintenance of City streets & sidewalks	19.2%	37.4%	20.4%	15.6%	5.1%	2.4%
Q1-6. Cleanliness of streets/ public areas	32.0%	44.7%	13.2%	6.1%	1.2%	2.8%
Q1-7. City communication (website, utility bill inserts, cable TV)	29.4%	43.3%	16.2%	3.2%	1.4%	6.5%
Q1-8. Environmental waste services (trash pick-up, yardwaste & recycling)	45.8%	33.8%	8.1%	6.3%	1.8%	4.2%
Q1-9. Management of storm water run-off (flood prevention)	32.2%	38.7%	11.9%	2.4%	0.8%	14.0%
Q1-10. Water & wastewater (or sanitary sewer) services	34.2%	41.9%	10.7%	3.6%	2.0%	7.7%
Q1-11. Customer service provided by City employees	35.4%	34.2%	12.1%	3.4%	1.0%	14.0%
Q1-12. Property standards enforcement	23.1%	32.0%	20.9%	6.7%	3.2%	14.0%
Q1-13. City parks	44.5%	41.1%	6.7%	2.8%	0.4%	4.5%
Q1-14. Recreation programs & facilities	44.7%	35.0%	7.1%	1.8%	1.0%	10.5%
Q1-15. Library services	52.4%	30.0%	5.7%	0.4%	0.2%	11.3%
Q1-16. Municipal court services	21.1%	24.3%	14.4%	0.4%	0.6%	39.1%
Q1-17. Animal services	24.3%	29.4%	11.7%	2.2%	1.8%	30.6%

WITHOUT "DON'T KNOW"

Q1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following services that are provided by the City of Plano. (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	55.9%	31.2%	10.0%	2.2%	0.7%
Q1-2. Fire services	64.2%	27.1%	8.2%	0.3%	0.3%
Q1-3. Emergency medical services	61.8%	28.8%	9.1%	0.3%	0.0%
Q1-4. 911 services related to above services	59.8%	27.2%	11.6%	0.6%	0.8%
Q1-5. Maintenance of City streets & sidewalks	19.6%	38.3%	20.9%	16.0%	5.3%
Q1-6. Cleanliness of streets/public areas	32.9%	45.9%	13.6%	6.3%	1.2%
Q1-7. City communication (website, utility bill inserts, cable TV)	31.5%	46.3%	17.3%	3.4%	1.5%
Q1-8. Environmental waste services (trash pick-up, yardwaste & recycling)	47.8%	35.3%	8.5%	6.6%	1.9%
Q1-9. Management of storm water run-off (flood prevention)	37.5%	45.1%	13.8%	2.8%	0.9%
Q1-10. Water & wastewater (or sanitary sewer) services	37.0%	45.4%	11.6%	3.9%	2.1%
Q1-11. Customer service provided by City employees	41.1%	39.8%	14.0%	3.9%	1.1%
Q1-12. Property standards enforcement	26.9%	37.2%	24.4%	7.8%	3.7%
Q1-13. City parks	46.6%	43.1%	7.0%	2.9%	0.4%
Q1-14. Recreation programs & facilities	49.9%	39.1%	7.9%	2.0%	1.1%
Q1-15. Library services	59.0%	33.9%	6.5%	0.4%	0.2%
Q1-16. Municipal court services	34.7%	39.9%	23.7%	0.6%	1.0%
Q1-17. Animal services	35.0%	42.5%	16.8%	3.1%	2.6%

Q2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide?

Q2. Top choice	Number	Percent
Police services	302	59.7 %
Fire services	17	3.4 %
Emergency medical services	26	5.1 %
911 services related to above services	54	10.7 %
Maintenance of City streets & sidewalks	33	6.5 %
Cleanliness of streets/public areas	4	0.8 %
Environmental waste services (trash pick-up, yardwaste & recycling)	14	2.8 %
Management of storm water run-off (flood prevention)	1	0.2 %
Water & wastewater (or sanitary sewer) services	8	1.6 %
Customer service provided by City employees	8	1.6 %
Property standards enforcement	3	0.6 %
City parks	7	1.4 %
Recreation programs & facilities	2	0.4 %
Library services	4	0.8 %
Animal services	1	0.2 %
None chosen	22	4.3 %
Total	506	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide?

Q2. 2nd choice	Number	Percent
Police services	67	13.2 %
Fire services	239	47.2 %
Emergency medical services	44	8.7 %
911 services related to above services	21	4.2 %
Maintenance of City streets & sidewalks	30	5.9 %
Cleanliness of streets/public areas	19	3.8 %
City communication (website, utility bill inserts, cable TV)	2	0.4 %
Environmental waste services (trash pick-up, yardwaste & recycling)	7	1.4 %
Management of storm water run-off (flood prevention)	2	0.4 %
Water & wastewater (or sanitary sewer) services	9	1.8 %
Customer service provided by City employees	6	1.2 %
Property standards enforcement	9	1.8 %
City parks	10	2.0 %
Recreation programs & facilities	10	2.0 %
Library services	4	0.8 %
Municipal court services	2	0.4 %
Animal services	1	0.2 %
None chosen	24	4.7 %
Total	506	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide?

Q2. 3rd choice	Number	Percent
Police services	28	5.5 %
Fire services	50	9.9 %
Emergency medical services	164	32.4 %
911 services related to above services	52	10.3 %
Maintenance of City streets & sidewalks	53	10.5 %
Cleanliness of streets/public areas	27	5.3 %
City communication (website, utility bill inserts, cable TV)	7	1.4 %
Environmental waste services (trash pick-up, yardwaste & recycling)	28	5.5 %
Management of storm water run-off (flood prevention)	3	0.6 %
Water & wastewater (or sanitary sewer) services	13	2.6 %
Customer service provided by City employees	2	0.4 %
Property standards enforcement	8	1.6 %
City parks	20	4.0 %
Recreation programs & facilities	13	2.6 %
Library services	7	1.4 %
Animal services	5	1.0 %
None chosen	26	5.1 %
Total	506	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide?

Q2. 4th choice	Number	Percent
Police services	13	2.6 %
Fire services	31	6.1 %
Emergency medical services	29	5.7 %
911 services related to above services	91	18.0 %
Maintenance of City streets & sidewalks	90	17.8 %
Cleanliness of streets/public areas	29	5.7 %
City communication (website, utility bill inserts, cable TV)	8	1.6 %
Environmental waste services (trash pick-up, yardwaste & recycling)	42	8.3 %
Management of storm water run-off (flood prevention)	5	1.0 %
Water & wastewater (or sanitary sewer) services	35	6.9 %
Customer service provided by City employees	9	1.8 %
Property standards enforcement	11	2.2 %
City parks	21	4.2 %
Recreation programs & facilities	24	4.7 %
Library services	20	4.0 %
Municipal court services	3	0.6 %
Animal services	11	2.2 %
None chosen	34	6.7 %
Total	506	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide? (top 4)

Q2. Sum of top 4 choices	Number	Percent
Police services	410	81.0 %
Fire services	337	66.6 %
Emergency medical services	263	52.0 %
911 services related to above services	218	43.1 %
Maintenance of City streets & sidewalks	206	40.7 %
Cleanliness of streets/public areas	79	15.6 %
City communication (website, utility bill inserts, cable TV)	17	3.4 %
Environmental waste services (trash pick-up, yardwaste & recycling)	91	18.0 %
Management of storm water run-off (flood prevention)	11	2.2 %
Water & wastewater (or sanitary sewer) services	65	12.8 %
Customer service provided by City employees	25	4.9 %
Property standards enforcement	31	6.1 %
City parks	58	11.5 %
Recreation programs & facilities	49	9.7 %
Library services	35	6.9 %
Municipal court services	5	1.0 %
Animal services	18	3.6 %
None chosen	22	4.3 %
Total	1940	

Q3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Plano	40.1%	47.2%	7.3%	1.4%	0.2%	3.8%
Q3-2. Overall value that you receive for your City taxes & fees	25.9%	36.4%	20.8%	8.7%	3.2%	5.1%
Q3-3. Overall quality of life in Plano	45.7%	41.9%	7.3%	2.4%	0.2%	2.6%

WITHOUT "DON'T KNOW"

Q3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Plano	41.7%	49.1%	7.6%	1.4%	0.2%
Q3-2. Overall value that you receive for your City taxes & fees	27.3%	38.3%	21.9%	9.2%	3.3%
Q3-3. Overall quality of life in Plano	46.9%	43.0%	7.5%	2.4%	0.2%

Q4. Which of the following sources do you currently use to obtain and/or receive information about the City of Plano?

Q4. What sources do you currently use to obtain and/ or receive City information	Number	Percent
City of Plano website	385	76.1 %
City's "Fix It Plano" Program	103	20.4 %
E-newsletters (Plano City News, Live Green in Plano, etc.)	206	40.7 %
Mayor & City Council Events (Meet & Greets, Town Hall Meetings, State of the City)	39	7.7 %
City Council & Planning & Zoning meetings	29	5.7 %
Plano Television (PTV)	23	4.5 %
City's Facebook pages	64	12.6 %
City's Twitter pages	31	6.1 %
Plano City Call (mass notification by phone, email, text)	68	13.4 %
Citizens Government Academy	6	1.2 %
Direct mail pieces (Live Green News, utility bill inserts, Leisure Brochure, etc.)	302	59.7 %
Nextdoor app	199	39.3 %
Other	23	4.5 %
Total	1478	

Q4. Other

Q4. Other	Number	Percent
Newspaper	4	18.2 %
Impact Magazine	4	18.2 %
Community Impact Newspaper	2	9.1 %
Community Newspaper-Plano Courier	1	4.5 %
Plano Profile	1	4.5 %
News	1	4.5 %
Insight Magazine	1	4.5 %
City of Plano Instagram	1	4.5 %
Internet	1	4.5 %
Library	1	4.5 %
CALL COP	1	4.5 %
Community Impact Newspaper, Plano Magazine	1	4.5 %
Word of mouth	1	4.5 %
Plano Newspaper	1	4.5 %
Mail	1	4.5 %
Total	22	100.0 %

Q5. How would you like to receive education and outreach programming?

Q5. How would you like to receive education & outreach programming	Number	Percent
Online self-guided training	205	40.5 %
Classroom	67	13.2 %
Special events	122	24.1 %
Neighborhood meetings	117	23.1 %
No interest	73	14.4 %
Email	272	53.8 %
Webinars	94	18.6 %
Other	15	3.0 %
Total	965	

Q5. Other

Q5. Other	Number	Percent
Mail	9	60.0 %
Social media	1	6.7 %
YouTube i.e. TedTalks	1	6.7 %
Local news	1	6.7 %
Churches	1	6.7 %
Website	1	6.7 %
Phone	1	6.7 %
Total	15	100.0 %

Q6. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of information about government operations	16.2%	38.1%	26.3%	6.9%	1.4%	11.1%
Q6-2. City efforts to keep residents informed about local issues	17.4%	40.5%	22.1%	9.5%	2.6%	7.9%
Q6-3. Level of public involvement in City decision-making	11.5%	26.5%	29.2%	14.2%	5.3%	13.2%
Q6-4. Usefulness of information that is available on City's website	18.0%	46.4%	19.2%	3.8%	0.8%	11.9%
Q6-5. Availability of information related to City's sustainability & environmental efforts	17.6%	35.2%	26.7%	4.7%	0.4%	15.4%

WITHOUT "DON'T KNOW"

Q6. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of information about government operations	18.2%	42.9%	29.6%	7.8%	1.6%
Q6-2. City efforts to keep residents informed about local issues	18.9%	44.0%	24.0%	10.3%	2.8%
Q6-3. Level of public involvement in City decision-making	13.2%	30.5%	33.7%	16.4%	6.2%
Q6-4. Usefulness of information that is available on City's website	20.4%	52.7%	21.7%	4.3%	0.9%
Q6-5. Availability of information related to City's sustainability & environmental efforts	20.8%	41.6%	31.5%	5.6%	0.5%

Q7. Using a 5-point scale, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=506)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Overall feeling of safety in Plano	46.4%	46.2%	3.6%	1.8%	0.6%	1.4%
Q7-2. In your neighborhood during the day	58.7%	35.2%	3.6%	1.0%	0.2%	1.4%
Q7-3. In your neighborhood after dark	35.0%	43.3%	13.0%	6.9%	0.6%	1.2%
Q7-4. At shopping centers/ business areas during the day	41.3%	48.6%	7.7%	1.0%	0.4%	1.0%
Q7-5. At shopping centers/ business areas after dark	22.5%	47.0%	19.2%	8.3%	1.0%	2.0%
Q7-6. Driving on roadways in Plano	26.5%	49.8%	14.0%	8.1%	1.0%	0.6%

WITHOUT "DON'T KNOW"

Q7. Using a 5-point scale, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=506)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Overall feeling of safety in Plano	47.1%	46.9%	3.6%	1.8%	0.6%
Q7-2. In your neighborhood during the day	59.5%	35.7%	3.6%	1.0%	0.2%
Q7-3. In your neighborhood after dark	35.4%	43.8%	13.2%	7.0%	0.6%
Q7-4. At shopping centers/business areas during the day	41.7%	49.1%	7.8%	1.0%	0.4%
Q7-5. At shopping centers/business areas after dark	23.0%	48.0%	19.6%	8.5%	1.0%
Q7-6. Driving on roadways in Plano	26.6%	50.1%	14.1%	8.2%	1.0%

Q8. What issue(s) are you MOST CONCERNED with as it affects your daily life?

Q8. What issue(s) are you most concerned with	Number	Percent
Litter in community & local waterways	207	40.9 %
Water conservation & quality	266	52.6 %
Home energy efficiency	182	36.0 %
Local air quality	195	38.5 %
Mobility & transportation	275	54.3 %
Recycling, composting & waste diversion	213	42.1 %
Adaption responses related to frequency & intensity of severe weather events	138	27.3 %
Total	1476	

Q9. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Access & availability of information about sustainability initiatives & programs (website, utility bill inserts, electronic newsletters, direct mail, LGIP newsletter)	19.8%	43.1%	21.3%	2.6%	0.8%	12.5%
Q9-2. Opportunities for community engagement through Live Green in Plano programs (Great American Cleanup, Texas Recycles Day, Waterwise Landscape Tour, Live Green in Plano Volunteer Training, Fall Waterways Cleanup, classes, Rain Barrel & Compost Bin sale, Family Nature events)	20.0%	39.5%	22.5%	3.2%	0.4%	14.4%
Q9-3. Frequency & accessibility of sustainable living learning opportunities	14.0%	31.8%	29.1%	4.5%	0.4%	20.2%
Q9-4. Efforts toward long-term City-wide sustainability policies & initiatives	13.2%	34.0%	25.5%	6.7%	1.2%	19.4%

WITHOUT "DON'T KNOW"

Q9. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Access & availability of information about sustainability initiatives & programs (website, utility bill inserts, electronic newsletters, direct mail, LGIP newsletter)	22.6%	49.2%	24.4%	2.9%	0.9%
Q9-2. Opportunities for community engagement through Live Green in Plano programs (Great American Cleanup, Texas Recycles Day, Waterwise Landscape Tour, Live Green in Plano Volunteer Training, Fall Waterways Cleanup, classes, Rain Barrel & Compost Bin sale, Family Nature events)	23.3%	46.2%	26.3%	3.7%	0.5%
Q9-3. Frequency & accessibility of sustainable living learning opportunities	17.6%	39.9%	36.4%	5.7%	0.5%
Q9-4. Efforts toward long-term City-wide sustainability policies & initiatives	16.4%	42.2%	31.6%	8.3%	1.5%

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries?

Q10. Top choice	Number	Percent
Friendly staff	129	25.5 %
Educational classes	49	9.7 %
Programs & events	25	4.9 %
A place to get work done	19	3.8 %
Free WiFi	38	7.5 %
Computers & internet access	24	4.7 %
Borrowing books, DVD's, CD's, Playaways, & science kits	150	29.6 %
Meeting space	4	0.8 %
A place to study	19	3.8 %
Quiet space	21	4.2 %
Social interaction	2	0.4 %
None chosen	26	5.1 %
Total	506	100.0 %

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries?

Q10. 2nd choice	Number	Percent
Friendly staff	47	9.3 %
Educational classes	59	11.7 %
Programs & events	67	13.2 %
A place to get work done	36	7.1 %
Free WiFi	64	12.6 %
Computers & internet access	67	13.2 %
Borrowing books, DVD's, CD's, Playaways, & science kits	51	10.1 %
Meeting space	14	2.8 %
A place to study	40	7.9 %
Quiet space	27	5.3 %
Social interaction	6	1.2 %
None chosen	28	5.5 %
Total	506	100.0 %

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries?

Q10. 3rd choice	Number	Percent
Friendly staff	49	9.7 %
Educational classes	42	8.3 %
Programs & events	52	10.3 %
A place to get work done	26	5.1 %
Free WiFi	49	9.7 %
Computers & internet access	63	12.5 %
Borrowing books, DVD's, CD's, Playaways, & science kits	54	10.7 %
Meeting space	30	5.9 %
A place to study	39	7.7 %
Quiet space	49	9.7 %
Social interaction	7	1.4 %
None chosen	46	9.1 %
Total	506	100.0 %

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries?

Q10. 4th choice	Number	Percent
Friendly staff	37	7.3 %
Educational classes	54	10.7 %
Programs & events	40	7.9 %
A place to get work done	28	5.5 %
Free WiFi	33	6.5 %
Computers & internet access	54	10.7 %
Borrowing books, DVD's, CD's, Playaways, & science kits	51	10.1 %
Meeting space	38	7.5 %
A place to study	52	10.3 %
Quiet space	49	9.7 %
Social interaction	16	3.2 %
None chosen	54	10.7 %
Total	506	100.0 %

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries?

Q10. 5th choice	Number	Percent
Friendly staff	51	10.1 %
Educational classes	37	7.3 %
Programs & events	57	11.3 %
A place to get work done	29	5.7 %
Free WiFi	34	6.7 %
Computers & internet access	34	6.7 %
Borrowing books, DVD's, CD's, Playaways, & science kits	33	6.5 %
Meeting space	26	5.1 %
A place to study	44	8.7 %
Quiet space	60	11.9 %
Social interaction	27	5.3 %
None chosen	74	14.6 %
Total	506	100.0 %

Q10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries? (top 5)

Q10. Sum of top 5 choices	Number	Percent
Friendly staff	313	61.9 %
Educational classes	241	47.6 %
Programs & events	241	47.6 %
A place to get work done	138	27.3 %
Free WiFi	218	43.1 %
Computers & internet access	242	47.8 %
Borrowing books, DVD's, CD's, Playaways, & science kits	339	67.0 %
Meeting space	112	22.1 %
A place to study	194	38.3 %
Quiet space	206	40.7 %
Social interaction	58	11.5 %
None chosen	26	5.1 %
Total	2328	

Q11. Please rate the importance of the Plano libraries providing classes for the following groups using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important."

(N=506)

	Very important	Somewhat important	Not sure	Not important	Not at all important	Not provided
Q11-1. Preschoolers	57.7%	17.2%	13.0%	2.8%	2.8%	6.5%
Q11-2. Children	62.6%	18.4%	8.5%	1.8%	2.2%	6.5%
Q11-3. Teens	46.6%	27.3%	12.5%	4.5%	2.4%	6.7%
Q11-4. Adults	34.8%	39.7%	13.4%	4.2%	1.8%	6.1%
Q11-5. Seniors	50.6%	30.6%	8.5%	2.2%	2.2%	5.9%
Q11-6. Families learning together	37.4%	31.0%	17.6%	4.5%	3.4%	6.1%

WITHOUT "NOT PROVIDED"

Q11. Please rate the importance of the Plano libraries providing classes for the following groups using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." (without "not provided")

(N=506)

	Very important	Somewhat important	Not sure	Not important	Not at all important
Q11-1. Preschoolers	61.7%	18.4%	14.0%	3.0%	3.0%
Q11-2. Children	67.0%	19.7%	9.1%	1.9%	2.3%
Q11-3. Teens	50.0%	29.2%	13.3%	4.9%	2.5%
Q11-4. Adults	37.1%	42.3%	14.3%	4.4%	1.9%
Q11-5. Seniors	53.8%	32.6%	9.0%	2.3%	2.3%
Q11-6. Families learning together	39.8%	33.1%	18.7%	4.8%	3.6%

Q12. Please indicate how well you feel the City is meeting your expectations for the following items.

(N=506)

	Exceeds expectations	Meets expectations	Needs improvement	Don't know
Q12-1. Appearance of median landscaping along City streets	19.6%	57.1%	19.4%	4.0%
Q12-2. Appearance of lakes, ponds & creeks in City	21.3%	59.3%	11.9%	7.5%
Q12-3. Appearance of public building landscapes (libraries, fire stations, etc.)	29.4%	62.5%	4.3%	3.8%
Q12-4. Appearance of City parks	30.4%	57.7%	7.5%	4.3%
Q12-5. Condition of playing surfaces on City athletic fields	20.2%	45.1%	8.3%	26.5%
Q12-6. Cleanliness of recreation facilities	25.1%	52.0%	6.7%	16.2%
Q12-7. Water conservation in City parks	14.4%	47.0%	7.9%	30.6%
Q12-8. Recycling services in City parks	15.6%	40.9%	14.2%	29.2%
Q12-9. Cleanliness of City Parks	25.9%	58.3%	8.1%	7.7%
Q12-10. Cleanliness of Park restrooms	11.5%	45.7%	16.6%	26.3%

WITHOUT "DON'T KNOW"

Q12. Please indicate how well you feel the City is meeting your expectations for the following items. (without "don't know")

(N=506)

	Exceeds expectations	Meets expectations	Needs improvement
Q12-1. Appearance of median landscaping along City streets	20.4%	59.5%	20.2%
Q12-2. Appearance of lakes, ponds & creeks in City	23.1%	64.1%	12.8%
Q12-3. Appearance of public building landscapes (libraries, fire stations, etc.)	30.6%	64.9%	4.5%
Q12-4. Appearance of City parks	31.8%	60.3%	7.9%
Q12-5. Condition of playing surfaces on City athletic fields	27.4%	61.3%	11.3%
Q12-6. Cleanliness of recreation facilities	30.0%	62.0%	8.0%
Q12-7. Water conservation in City parks	20.8%	67.8%	11.4%
Q12-8. Recycling services in City parks	22.1%	57.8%	20.1%
Q12-9. Cleanliness of City Parks	28.1%	63.2%	8.8%
Q12-10. Cleanliness of Park restrooms	15.5%	61.9%	22.5%

Q13. On average, how often have you or members of your household used each of the following City of Plano facilities in the past 12 months?

(N=506)

	Daily	Weekly	Monthly	Once or twice a year	Seldom or never	Not provided
Q13-1. Pavilions/picnic shelters	1.0%	3.2%	10.1%	34.2%	47.4%	4.2%
Q13-2. Concrete trails	11.5%	25.5%	24.9%	16.8%	18.6%	2.8%
Q13-3. Mountain bike trails	1.6%	5.5%	9.5%	16.6%	61.5%	5.3%
Q13-4. Soft surface walking trails	4.0%	15.8%	19.8%	21.3%	34.4%	4.7%
Q13-5. Playgrounds	4.7%	11.5%	16.0%	17.2%	45.1%	5.5%
Q13-6. Dog park	2.0%	6.1%	8.7%	12.6%	64.8%	5.7%
Q13-7. PISD school tennis courts	1.0%	1.8%	4.7%	10.3%	76.3%	5.9%
Q13-8. Neighborhood parks sports practice areas	3.2%	11.9%	13.8%	13.4%	52.0%	5.7%
Q13-9. Disc golf course scooters	0.8%	1.6%	1.4%	5.5%	83.4%	7.3%
Q13-10. Outdoor basketball courts	0.8%	3.8%	8.3%	9.5%	71.7%	5.9%
Q13-11. Benches along trails	4.2%	14.8%	20.6%	18.0%	36.0%	6.5%
Q13-12. Fishing piers	0.8%	1.4%	4.5%	9.7%	77.1%	6.5%

WITHOUT "NOT PROVIDED"

Q13. On average, how often have you or members of your household used each of the following City of Plano facilities in the past 12 months? (without "not provided")

(N=506)

	Daily	Weekly	Monthly	Once or twice a year	Seldom or never
Q13-1. Pavilions/picnic shelters	1.0%	3.3%	10.5%	35.7%	49.5%
Q13-2. Concrete trails	11.8%	26.2%	25.6%	17.3%	19.1%
Q13-3. Mountain bike trails	1.7%	5.8%	10.0%	17.5%	64.9%
Q13-4. Soft surface walking trails	4.1%	16.6%	20.7%	22.4%	36.1%
Q13-5. Playgrounds	5.0%	12.1%	16.9%	18.2%	47.7%
Q13-6. Dog park	2.1%	6.5%	9.2%	13.4%	68.8%
Q13-7. PISD school tennis courts	1.1%	1.9%	5.0%	10.9%	81.1%
Q13-8. Neighborhood parks sports practice areas	3.4%	12.6%	14.7%	14.3%	55.1%
Q13-9. Disc golf course scooters	0.9%	1.7%	1.5%	6.0%	90.0%
Q13-10. Outdoor basketball courts	0.8%	4.0%	8.8%	10.1%	76.3%
Q13-11. Benches along trails	4.4%	15.9%	22.0%	19.2%	38.5%
Q13-12. Fishing piers	0.8%	1.5%	4.9%	10.4%	82.5%

Q14. On average, how often have you or members of your household used each of the following City of Plano recreational activities in the past 12 months?

(N=506)

	Daily	Weekly	Monthly	Once or twice a year	Seldom or never	Not provided
Q14-1. Pickleball	0.6%	0.4%	0.6%	1.4%	90.1%	6.9%
Q14-2. Cricket	0.6%	0.2%	1.2%	1.6%	89.7%	6.7%
Q14-3. Boot camps	0.8%	1.2%	1.2%	3.6%	86.4%	6.9%
Q14-4. Road cycling	2.8%	7.3%	6.9%	6.3%	70.8%	5.9%
Q14-5. Water sports (canoeing/kayaking)	0.8%	0.6%	0.8%	6.1%	85.2%	6.5%
Q14-6. Skateboarding	0.8%	0.0%	2.0%	4.2%	86.2%	6.9%
Q14-7. Attending outdoor concerts/festivals	1.4%	1.4%	6.3%	37.5%	47.6%	5.7%
Q14-8. Attending indoor performing arts programs	1.2%	1.2%	7.7%	30.0%	53.2%	6.7%
Q14-9. Riding non-motorized scooters	1.2%	1.4%	2.2%	4.9%	83.0%	7.3%
Q14-10. BMX biking	1.0%	1.0%	2.2%	2.8%	85.6%	7.5%
Q14-11. Parkour	1.0%	0.2%	0.4%	3.2%	87.0%	8.3%
Q14-12. Sand volleyball	1.2%	0.6%	2.2%	7.7%	80.8%	7.5%

WITHOUT "NOT PROVIDED"

Q14. On average, how often have you or members of your household used each of the following City of Plano recreational activities in the past 12 months? (without "not provided")

(N=506)

	Daily	Weekly	Monthly	Once or twice a year	Seldom or never
Q14-1. Pickleball	0.6%	0.4%	0.6%	1.5%	96.8%
Q14-2. Cricket	0.6%	0.2%	1.3%	1.7%	96.2%
Q14-3. Boot camps	0.8%	1.3%	1.3%	3.8%	92.8%
Q14-4. Road cycling	2.9%	7.8%	7.4%	6.7%	75.2%
Q14-5. Water sports (canoeing/kayaking)	0.8%	0.6%	0.8%	6.6%	91.1%
Q14-6. Skateboarding	0.8%	0.0%	2.1%	4.5%	92.6%
Q14-7. Attending outdoor concerts/ festivals	1.5%	1.5%	6.7%	39.8%	50.5%
Q14-8. Attending indoor performing arts programs	1.3%	1.3%	8.3%	32.2%	57.0%
Q14-9. Riding non-motorized scooters	1.3%	1.5%	2.3%	5.3%	89.6%
Q14-10. BMX biking	1.1%	1.1%	2.4%	3.0%	92.5%
Q14-11. Parkour	1.1%	0.2%	0.4%	3.4%	94.8%
Q14-12. Sand volleyball	1.3%	0.6%	2.4%	8.3%	87.4%

Q15. Please rate your satisfaction of each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Road traffic congestion	4.5%	16.0%	20.8%	32.6%	25.5%	0.6%
Q15-2. Traffic signal system	7.7%	31.4%	24.1%	22.7%	12.8%	1.2%
Q15-3. Bicycle safety	4.3%	27.3%	28.9%	13.2%	5.1%	21.1%
Q15-4. Pedestrian safety	7.7%	38.7%	32.0%	9.9%	4.7%	6.9%
Q15-5. DART service	8.3%	22.5%	23.5%	6.9%	4.5%	34.2%

WITHOUT "DON'T KNOW"

Q15. Please rate your satisfaction of each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=506)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Road traffic congestion	4.6%	16.1%	20.9%	32.8%	25.6%
Q15-2. Traffic signal system	7.8%	31.8%	24.4%	23.0%	13.0%
Q15-3. Bicycle safety	5.5%	34.6%	36.6%	16.8%	6.5%
Q15-4. Pedestrian safety	8.3%	41.6%	34.4%	10.6%	5.1%
Q15-5. DART service	12.6%	34.2%	35.7%	10.5%	6.9%

Q16. How do you feel the appearance of your neighborhood has changed over the past THREE years?

Q16. How has the appearance of your neighborhood changed over past three years	Number	Percent
Improved	101	20.0 %
Stayed the same	297	58.7 %
Gotten worse	75	14.8 %
Don't know	33	6.5 %
Total	506	100.0 %

WITHOUT "DON'T KNOW"

Q16. How do you feel the appearance of your neighborhood has changed over the past THREE years? (without "don't know")

Q16. How has the appearance of your neighborhood changed over past three years	Number	Percent
Improved	101	21.4 %
Stayed the same	297	62.8 %
Gotten worse	75	15.9 %
Total	473	100.0 %

Q17. Please rate your agreement with the following statements regarding property standards.

(N=506)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. I am generally satisfied with the responsiveness & helpfulness of Property Standards (code enforcement)	10.5%	35.0%	20.0%	8.1%	3.8%	22.7%
Q17-2. The Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful	5.3%	21.9%	25.5%	6.5%	2.0%	38.7%
Q17-3. The item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation	6.9%	14.4%	19.0%	4.2%	2.2%	53.4%
Q17-4. Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	31.0%	34.0%	13.0%	4.2%	1.6%	16.2%
Q17-5. Property Standards (code enforcement) staff provided courteous & timely services	11.7%	20.2%	17.0%	3.8%	2.6%	44.9%

WITHOUT "DON'T KNOW"

Q17. Please rate your agreement with the following statements regarding property standards. (without "don't know")

(N=506)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. I am generally satisfied with the responsiveness & helpfulness of Property Standards (code enforcement)	13.6%	45.3%	25.8%	10.5%	4.9%
Q17-2. The Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful	8.7%	35.8%	41.6%	10.6%	3.2%
Q17-3. The item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation	14.8%	30.9%	40.7%	8.9%	4.7%
Q17-4. Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	37.0%	40.6%	15.6%	5.0%	1.9%
Q17-5. Property Standards (code enforcement) staff provided courteous & timely services	21.1%	36.6%	30.8%	6.8%	4.7%

Q18. Please indicate if each of the following is a problem in your neighborhood.

(N=506)

	Not a problem	Slight problem	Moderate problem	Serious problem	Don't know
Q18-1. Dilapidated/ significantly leaning fences	42.9%	30.2%	14.0%	6.3%	6.5%
Q18-2. Graffiti	76.9%	7.1%	2.8%	1.0%	12.3%
Q18-3. Home-based businesses (operating business out of home)	62.1%	8.5%	4.3%	2.2%	22.9%
Q18-4. "Permanent" garage sales	72.9%	6.5%	3.8%	2.4%	14.4%
Q18-5. Parking vehicles on grass	74.7%	7.7%	3.6%	2.6%	11.5%
Q18-6. Poor yard maintenance by neighbors (grass & trees)	44.1%	30.4%	12.5%	6.5%	6.5%
Q18-7. Poor house maintenance by neighbors	52.4%	24.3%	10.3%	4.7%	8.3%
Q18-8. Trash and/or debris in yards & alleys	55.7%	20.9%	10.9%	6.3%	6.1%
Q18-9. Vacant buildings	73.3%	8.1%	2.0%	2.0%	14.6%
Q18-10. Other	13.6%	10.6%	24.2%	34.8%	16.7%

WITHOUT "DON'T KNOW"

Q18. Please indicate if each of the following is a problem in your neighborhood. (without "don't know")

(N=506)

	Not a problem	Slight problem	Moderate problem	Serious problem
Q18-1. Dilapidated/significantly leaning fences	45.9%	32.3%	15.0%	6.8%
Q18-2. Graffiti	87.6%	8.1%	3.2%	1.1%
Q18-3. Home-based businesses (operating business out of home)	80.5%	11.0%	5.6%	2.8%
Q18-4. "Permanent" garage sales	85.2%	7.6%	4.4%	2.8%
Q18-5. Parking vehicles on grass	84.4%	8.7%	4.0%	2.9%
Q18-6. Poor yard maintenance by neighbors (grass & trees)	47.1%	32.6%	13.3%	7.0%
Q18-7. Poor house maintenance by neighbors	57.1%	26.5%	11.2%	5.2%
Q18-8. Trash and/or debris in yards & alleys	59.4%	22.3%	11.6%	6.7%
Q18-9. Vacant buildings	85.9%	9.5%	2.3%	2.3%
Q18-10. Other	16.4%	12.7%	29.1%	41.8%

Q18. Other

Q18-10. Other	Number	Percent
Too many cars parking on streets	3	4.7 %
Parking on streets	3	4.7 %
Airbnbs in neighborhood	2	3.1 %
Cars parking on street	2	3.1 %
City employees out doing their jobs & assessing progress in their areas	1	1.6 %
Residents crossing our yard to go to pool and peeking through window	1	1.6 %
Allegro Assisted Living is running commercial assisted living facilities around Plano	1	1.6 %
Rats	1	1.6 %
Impacts on elememarty education due to short term renters	1	1.6 %
Waste management Co my property utilizes doesn't do an adequate job	1	1.6 %
Many people park multiple cars on both sides of streets	1	1.6 %
White Rock Creek is terribly littered	1	1.6 %
Homeless people in neighborhood from time to time	1	1.6 %
Cars parked on the street instead of in garage	1	1.6 %
Poor house maintenance by rental property owners	1	1.6 %
Number of cars parked on the street instead of on driveway or in garage	1	1.6 %
Parking on streets in front of houses	1	1.6 %
No care for landscaping	1	1.6 %
Back alley in some areas are not kept well	1	1.6 %
Brick retaining wall next to street in need of repair	1	1.6 %
Brick wall facing Hedgecoxe needs replacement	1	1.6 %
Multiple renters	1	1.6 %
All the new people moving to town	1	1.6 %
City building apartments everywhere	1	1.6 %
Lighting on streets in some areas	1	1.6 %
Multiple families living in single family homes	1	1.6 %
Lighting	1	1.6 %
Missing fences, broken sprinklers, loose dogs and wild rabbits	1	1.6 %
Unleashed and aggressive dogs	1	1.6 %
Neighbor's tree limbs/branches extending over my yard by 10-15 feet	1	1.6 %
Too many cars parked on streets in front of houses	1	1.6 %
Street lights	1	1.6 %
Code enforcement	1	1.6 %
Cars parking in alleway or on streets	1	1.6 %
Street pavement	1	1.6 %
Mowing of green space in parks	1	1.6 %
Potholes in alley	1	1.6 %
Nasty pool mosquitos and smell	1	1.6 %
Broken sidewalks and poor lighting	1	1.6 %
traffic cones permenantly in median in school zones	1	1.6 %
Vacant houses uncared	1	1.6 %
Repair sidewalks	1	1.6 %
People park their cars on Los Altos Drive	1	1.6 %
Underground water system in this apt complex is very bad	1	1.6 %
Broken fences and painting	1	1.6 %
Potholes on streets	1	1.6 %

Q18. Other

Q18-10. Other	Number	Percent
Constant change of property management	1	1.6 %
Lack recycling	1	1.6 %
Parking on streets instead of in garage	1	1.6 %
Water main break	1	1.6 %
Reported property damage and City didn't respond	1	1.6 %
Neighbor parks cars in front of my house all the time	1	1.6 %
Drugs	1	1.6 %
Landscaping	1	1.6 %
Barking dogs	1	1.6 %
Construction debris	1	1.6 %
Neighbors who don't like trees next to them	1	1.6 %
Vacant houses	1	1.6 %
Total	64	100.0 %

Q19. Overall, how would you rate the appearance of commercial or retail property near your neighborhood?

Q19. How would you rate the appearance of commercial or retail property near your neighborhood	Number	Percent
Very attractive/well-maintained	184	36.4 %
Fairly attractive/some minor maintenance or landscaping problems	248	49.0 %
Fairly unattractive/major maintenance or landscaping problems	33	6.5 %
Very unattractive/significant deterioration of buildings or landscaping	13	2.6 %
Don't know	28	5.5 %
Total	506	100.0 %

WITHOUT "DON'T KNOW"

Q19. Overall, how would you rate the appearance of commercial or retail property near your neighborhood? (without "don't know")

Q19. How would you rate the appearance of commercial or retail property near your neighborhood	Number	Percent
Very attractive/well-maintained	184	38.5 %
Fairly attractive/some minor maintenance or landscaping problems	248	51.9 %
Fairly unattractive/major maintenance or landscaping problems	33	6.9 %
Very unattractive/significant deterioration of buildings or landscaping	13	2.7 %
Total	478	100.0 %

Q20. Which of the following programs are MOST NEEDED in your neighborhood?

Q20. What programs are most needed in your neighborhood	Number	Percent
Assistance buying a home	51	10.1 %
Major home repair program	95	18.8 %
Minor home repair program	187	37.0 %
Neighborhood organization capacity building/support	92	18.2 %
Senior assistance	124	24.5 %
Tool lending program	90	17.8 %
Other	33	6.5 %
Total	672	

Q20. Other

Q20. Other	Number	Percent
Landscaping assistance	1	3.2 %
Alley needs repair for years	1	3.2 %
Public transportation, expansion of DART and shuttles to DART trains	1	3.2 %
Assistance/enforcement of neighborhood associations property standards	1	3.2 %
Improve City's look on Parker east of Independence	1	3.2 %
Many single family homes have become rental property	1	3.2 %
Road maintenance	1	3.2 %
Creating a sense of community	1	3.2 %
City should inform homeowners regardless of seriousness of matters	1	3.2 %
Neighborhood Watch or Patrol	1	3.2 %
Streets and sidewalks	1	3.2 %
Fixing cracked roads & sidewalks	1	3.2 %
Affordable housing	1	3.2 %
Faster road repair	1	3.2 %
Code enforcement	1	3.2 %
Educating about lawn maintenance	1	3.2 %
Tree limb/branch maintenance and control	1	3.2 %
Lawn maintenance for rental properties	1	3.2 %
Street lights	1	3.2 %
Code enforment on rental property	1	3.2 %
Build more houses less apartments	1	3.2 %
Community parks & rec	1	3.2 %
Cars parked too close to intersections/corners	1	3.2 %
Recycling education	1	3.2 %
Replace main water pipes	1	3.2 %
Improve schools	1	3.2 %
Spend less and tax less	1	3.2 %
Drug rehab	1	3.2 %
Limit building of apartments	1	3.2 %
Landscape	1	3.2 %
Police	1	3.2 %
Total	31	100.0 %

Q21. Is there a Neighborhood Association (voluntary/social/mandatory) or Crime Watch group in your neighborhood?

Q21. Is there a Neighborhood Association (voluntary/ social/mandatory) or Crime Watch group in your neighborhood	Number	Percent
Yes	281	55.5 %
No	89	17.6 %
Don't know	136	26.9 %
Total	506	100.0 %

WITHOUT "DON'T KNOW"

Q21. Is there a Neighborhood Association (voluntary/social/mandatory) or Crime Watch group in your neighborhood? (without "don't know")

Q21. Is there a Neighborhood Association (voluntary/ social/mandatory) or Crime Watch group in your neighborhood	Number	Percent
Yes	281	75.9 %
No	89	24.1 %
Total	370	100.0 %

Q21a. Would you be interested in having a Neighborhood Association (voluntary/social)?

Q21a. Would you be interested in having a Neighborhood Association (voluntary/social)	Number	Percent
Yes	84	37.3 %
No	61	27.1 %
Don't know	80	35.6 %
Total	225	100.0 %

WITHOUT "DON'T KNOW"

Q21a. Would you be interested in having a Neighborhood Association (voluntary/social)? (without "don't know")

Q21a. Would you be interested in having a Neighborhood Association (voluntary/social)	Number	Percent
Yes	84	57.9 %
No	61	42.1 %
Total	145	100.0 %

Q21b. Would you be interested in having a Crime Watch group?

Q21b. Would you be interested in having a Crime Watch group	Number	Percent
Yes	112	49.8 %
No	40	17.8 %
Don't know	73	32.4 %
Total	225	100.0 %

WITHOUT "DON'T KNOW"

Q21b. Would you be interested in having a Crime Watch group? (without "don't know")

Q21b. Would you be interested in having a Crime Watch group	Number	Percent
Yes	112	73.7 %
No	40	26.3 %
Total	152	100.0 %

Q22. If you had to choose between keeping the current tax rate to maintain your current quality of life and the level of service provided by the City, or lowering the current tax rate and cutting services, which would you choose?

Q22. What would you choose	Number	Percent
Keeping current tax rate to maintain current level of services provided by City	378	74.7 %
Lower current tax rate resulting in a cut in overall service levels	109	21.5 %
Don't know	19	3.8 %
Total	506	100.0 %

WITHOUT "DON'T KNOW"

Q22. If you had to choose between keeping the current tax rate to maintain your current quality of life and the level of service provided by the City, or lowering the current tax rate and cutting services, which would you choose? (without "don't know")

Q22. What would you choose	Number	Percent
Keeping current tax rate to maintain current level of services provided by City	378	77.6 %
Lower current tax rate resulting in a cut in overall service levels	109	22.4 %
Total	487	100.0 %

Q23. Approximately how many years have you lived in Plano?

Q23. How many years have you lived in Plano	Number	Percent
Less than 2 years	30	5.9 %
3-5 years	61	12.1 %
6-10 years	81	16.0 %
11-15 years	48	9.5 %
16-20 years	77	15.2 %
21-30 years	110	21.7 %
30+ years	98	19.4 %
Not provided	1	0.2 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Approximately how many years have you lived in Plano? (without "not provided")

Q23. How many years have you lived in Plano	Number	Percent
Less than 2 years	30	5.9 %
3-5 years	61	12.1 %
6-10 years	81	16.0 %
11-15 years	48	9.5 %
16-20 years	77	15.2 %
21-30 years	110	21.8 %
30+ years	98	19.4 %
Total	505	100.0 %

Q24. What is your age?

Q24. Your age	Number	Percent
18-34 years	99	19.6 %
35-44 years	103	20.4 %
45-54 years	105	20.8 %
55-64 years	107	21.1 %
65-74 years	60	11.9 %
75+ years	26	5.1 %
Not provided	6	1.2 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q24. What is your age? (without "not provided")

Q24. Your age	Number	Percent
18-34 years	99	19.8 %
35-44 years	103	20.6 %
45-54 years	105	21.0 %
55-64 years	107	21.4 %
65-74 years	60	12.0 %
75+ years	26	5.2 %
Total	500	100.0 %

Q25. What is your gender?

Q25. Your gender	Number	Percent
Male	263	52.0 %
Female	240	47.4 %
Not provided	3	0.6 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q25. What is your gender? (without "not provided")

Q25. Your gender	Number	Percent
Male	263	52.3 %
Female	240	47.7 %
Total	503	100.0 %

Q26. Are you employed in the City of Plano?

Q26. Are you employed in City of Plano	Number	Percent
Yes	76	15.0 %
No	424	83.8 %
Not provided	6	1.2 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Are you employed in the City of Plano? (without "not provided")

Q26. Are you employed in City of Plano	Number	Percent
Yes	76	15.2 %
No	424	84.8 %
Total	500	100.0 %

Q27. Which of the following best describes your race/ethnicity?

Q27. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	84	16.6 %
Black/African American	42	8.3 %
White	329	65.0 %
Hispanic/Latino/Spanish	73	14.4 %
American Indian/Eskimo	5	1.0 %
Other	12	2.4 %
Total	545	

Q27. Other

Q27. Other	Number	Percent
Mixed	4	33.3 %
Bi-racial	4	33.3 %
Indian	2	16.7 %
White & Indian	1	8.3 %
White/Native American	1	8.3 %
Total	12	100.0 %

Q28. Would you say your total annual household income is...

Q28. Your total annual household income	Number	Percent
Under $20K	9	1.8 %
$20K to $39,999	26	5.1 %
$40K to $59,999	38	7.5 %
$60K to $79,999	54	10.7 %
$80K to $99,999	52	10.3 %
$100K to $119,999	62	12.3 %
$120K to $139,999	41	8.1 %
$140K+	157	31.0 %
Not provided	67	13.2 %
Total	506	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Would you say your total annual household income is... (without "not provided")

Q28. Your total annual household income	Number	Percent
Under $20K	9	2.1 %
$20K to $39,999	26	5.9 %
$40K to $59,999	38	8.7 %
$60K to $79,999	54	12.3 %
$80K to $99,999	52	11.8 %
$100K to $119,999	62	14.1 %
$120K to $139,999	41	9.3 %
$140K+	157	35.8 %
Total	439	100.0 %

Section 5:

Survey Instrument

Plano
City of Excellence

City of Plano
1520 K Avenue
Plano, TX 75074

P.O. Box 860358
Plano, TX 75086-0358
Tel: 972.941.7000
plano.gov

Dear Plano Resident,

We appreciate your continued support and involvement in making Plano a wonderful community. This letter is a request for your assistance in continuing that legacy. Your input on the enclosed survey is extremely important. The City Council regularly makes decisions that affect a wide range of City services including public safety, parks and recreation, sustainability and environmental services, public works, code enforcement, libraries and others. To make sure that Plano's priorities are aligned with the needs of our residents we need to know what you think.

We realize the survey takes a little time to complete but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses will also allow City leadership to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the next week if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey on-line at www.planocitizensurvey.org.

If you have questions about this survey, please contact Karen Rhodes-Whitley, Director of Budget and Research at 972-941-7194. Thank you for taking the time to build a better Plano.

Sincerely,

Harry LaRosiliere
Mayor

Harry LaRosiliere *Mayor* | **Rick Grady** *Mayor Pro Tem* | **Ron Kelley** *Deputy Mayor Pro Tem* | **Angela Miner** *Place 1* | **Anthony Ricciardelli** *Place 2* | **Kayci Prince** *Place 4* | **Tom Harrison** *Place 7* | **Rick Smith** *Place 8* | **Bruce D. Glasscock** *City Manager*

2017 City of Plano Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please contact the City's Budget & Research Department at 972-941-7194.

Satisfaction with City Services

1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with each of the following services that are provided by the City of Plano.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Police services	5	4	3	2	1	9
02.	Fire services	5	4	3	2	1	9
03.	Emergency medical services	5	4	3	2	1	9
04.	9-1-1 services related to above services	5	4	3	2	1	9
05.	Maintenance of city streets and sidewalks	5	4	3	2	1	9
06.	Cleanliness of streets/public areas	5	4	3	2	1	9
07.	City communication (website, utility bill inserts, cable TV)	5	4	3	2	1	9
08.	Environmental waste services (trash pick-up, yardwaste and recycling)	5	4	3	2	1	9
09.	Management of storm water run-off (flood prevention)	5	4	3	2	1	9
10.	Water and wastewater (or sanitary sewer) services	5	4	3	2	1	9
11.	Customer service provided by City employees	5	4	3	2	1	9
12.	Property Standards Enforcement	5	4	3	2	1	9
13.	City parks	5	4	3	2	1	9
14.	Recreation programs and facilities	5	4	3	2	1	9
15.	Library services	5	4	3	2	1	9
16.	Municipal Court Services	5	4	3	2	1	9
17.	Animal Services	5	4	3	2	1	9

2. Which FOUR of the services listed in Question 1 do you think are the MOST IMPORTANT services for the City to provide? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

Perceptions of the City

3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City of Plano	5	4	3	2	1	9
2.	Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
3.	Overall quality of life in Plano	5	4	3	2	1	9

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Communication

4. Which of the following sources do you currently use to obtain and/or receive information about the City of Plano? *[Check all that apply.]*

____(01) City of Plano website
____(02) The City's "Fix It Plano" Program
____(03) E-newsletters (Plano City News, Live Green in Plano, etc.)
____(04) Mayor & City Council Events (Meet & Greets, Town Hall Meetings, State of the City)
____(05) City Council and Planning & Zoning meetings
____(06) Plano Television (PTV)
____(07) City's Facebook pages
____(08) City's Twitter pages
____(09) Plano City Call (mass notification by phone, email, text)
____(10) Citizens Government Academy
____(11) Direct mail pieces (Live Green News, utility bill inserts, Leisure Brochure, etc.)
____(12) Nextdoor App
____(13) Other: _____

5. How would you like to receive education and outreach programming? *[Check all that apply.]*

____(1) Online self-guided training
____(2) Classroom
____(3) Special events
____(4) Neighborhood meetings
____(5) No interest
____(6) E-mail
____(7) Webinars
____(8) Other: _____

6. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about government operations	5	4	3	2	1	9
2.	City efforts to keep residents informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in City decision-making	5	4	3	2	1	9
4.	Usefulness of the information that is available on the City's Web site	5	4	3	2	1	9
5.	Availability of information related to City's sustainability and environmental efforts	5	4	3	2	1	9

Police Services

7. Using a 5-point scale, where 5 means "Very Safe' and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

	How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Overall feeling of safety in Plano	5	4	3	2	1	9
2.	In your neighborhood during the day	5	4	3	2	1	9
3.	In your neighborhood after dark	5	4	3	2	1	9
4.	At shopping centers/business areas during the day	5	4	3	2	1	9
5.	At shopping centers/business areas after dark	5	4	3	2	1	9
6.	Driving on roadways in Plano	5	4	3	2	1	9

Sustainability and Environmental Services

8. What issue(s) are you MOST CONCERNED with as it affects your daily life? *[Check all that apply.]*

____(1) Litter in the community and local waterways
____(2) Water conservation and quality
____(3) Home energy efficiency
____(4) Local air quality
____(5) Mobility and transportation
____(6) Recycling, composting and waste diversion
____(7) Adaption responses related to frequency and intensity of severe weather events

9. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Access and availability of information about sustainability initiatives and programs (website, utility bill inserts, electronic newsletters, direct mail, LGIP newsletter)	5	4	3	2	1	9
2.	Opportunities for community engagement through Live Green in Plano programs – (Great American Cleanup, Texas Recycles Day, Waterwise Landscape Tour, Live Green in Plano Volunteer Training, Fall Waterways Cleanup, classes, Rain Barrel & Compost Bin sale, Family Nature events)	5	4	3	2	1	9
3.	Frequency and accessibility of sustainable living learning opportunities	5	4	3	2	1	9
4.	Efforts toward long-term city-wide sustainability policies and initiatives	5	4	3	2	1	9

Public Library System

10. Which FIVE of the options listed below do you feel should be the TOP PRIORITIES for Plano libraries? *[Write in your answers using the numbers from the list below.]*

01. Friendly staff
02. Educational classes
03. Programs and events
04. A place to get work done
05. Free Wi-Fi
06. Computers and Internet access
07. Borrowing books, DVD's, CD's, Playaways, and science kits
08. Meeting space
09. A place to study
10. Quite space
11. Social interaction

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

11. Please rate the importance of the Plano libraries providing classes for the following groups using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important".

		Very Important	Somewhat Important	Not Sure	Not Important	Not at All Important
1.	Preschoolers	5	4	3	2	1
2.	Children	5	4	3	2	1
3.	Teens	5	4	3	2	1
4.	Adults	5	4	3	2	1
5.	Seniors	5	4	3	2	1
6.	Families learning together	5	4	3	2	1

Parks And Recreation

12. Please indicate how well you feel the City is meeting your expectations for the following items.

		Exceeds Expectations	Meets Expectations	Needs Improvement	Don't Know
01.	Appearance of the median landscaping along city streets	3	2	1	9
02.	Appearance of lakes, ponds and creeks in the City	3	2	1	9
03.	Appearance of public building landscapes (libraries, fire stations, etc.)	3	2	1	9
04.	Appearance of City parks	3	2	1	9
05.	Condition of the playing surfaces on City athletic fields	3	2	1	9
06.	Cleanliness of the recreation facilities	3	2	1	9
07.	Water conservation in City parks	3	2	1	9
08.	Recycling services in City parks	3	2	1	9
09.	Cleanliness of City Parks	3	2	1	9
10.	Cleanliness of Park Restrooms	3	2	1	9

13. On average, how often have you or members of your household used each of the following City of Plano facilities in the past 12 months?

	Facility:	Daily	Weekly	Monthly	Once or Twice a Year	Seldom or Never
01.	Pavilions/Picnic shelters	5	4	3	2	1
02.	Concrete trails	5	4	3	2	1
03.	Mountain bike trails	5	4	3	2	1
04.	Soft surface walking trails	5	4	3	2	1
05.	Playgrounds	5	4	3	2	1
06.	Dog park	5	4	3	2	1
07.	PISD school tennis courts	5	4	3	2	1
08.	Neighborhood parks sports practice areas	5	4	3	2	1
09.	Disc golf course scooters	5	4	3	2	1
10.	Outdoor basketball courts	5	4	3	2	1
11.	Benches along trails	5	4	3	2	1
12.	Fishing piers	5	4	3	2	1

14. On average, how often have you or members of your household used each of the following City of Plano recreational activities in the past 12 months?

	Facility:	Daily	Weekly	Monthly	Once or Twice a Year	Seldom or Never
01.	Pickleball	5	4	3	2	1
02.	Cricket	5	4	3	2	1
03.	Boot camps	5	4	3	2	1
04.	Road cycling	5	4	3	2	1
05.	Water sports (canoeing/kayaking)	5	4	3	2	1
06.	Skateboarding	5	4	3	2	1
07.	Attending outdoor concerts/festivals	5	4	3	2	1
08.	Attending indoor performing arts programs	5	4	3	2	1
09.	Riding non-motorized scooters	5	4	3	2	1
10.	BMX biking	5	4	3	2	1
11.	Parkour	5	4	3	2	1
12.	Sand volleyball	5	4	3	2	1

Public Works/Engineering

15. Please rate your satisfaction of each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	Adequacy of Service:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Road traffic congestion	5	4	3	2	1	9
2.	Traffic signal system	5	4	3	2	1	9
3.	Bicycle safety	5	4	3	2	1	9
4.	Pedestrian safety	5	4	3	2	1	9
5.	DART service	5	4	3	2	1	9

Neighborhood Services

16. How do you feel the appearance of your neighborhood has changed over the past THREE years?

____(1) Improved ____(2) Stayed the same ____(3) Gotten worse ____(9) Don't Know

17. Please rate your agreement with the following statements regarding property standards.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am generally satisfied with the responsiveness and helpfulness of Property Standards (code enforcement).	5	4	3	2	1	9
2.	The Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful.	5	4	3	2	1	9
3.	The item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation.	5	4	3	2	1	9
4.	Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	5	4	3	2	1	9
5.	Property Standards (code enforcement) staff provided courteous and timely service.	5	4	3	2	1	9

18. Please indicate if each of the following is a problem in your neighborhood.

		Not a Problem	Slight Problem	Moderate Problem	Serious Problem	Don't Know
01.	Dilapidated/significantly leaning fences	4	3	2	1	9
02.	Graffiti	4	3	2	1	9
03.	Home-based businesses (operating business out of home)	4	3	2	1	9
04.	"Permanent" garage sales	4	3	2	1	9
05.	Parking vehicles on grass	4	3	2	1	9
06.	Poor yard maintenance by neighbors (grass and trees)	4	3	2	1	9
07.	Poor house maintenance by neighbors	4	3	2	1	9
08.	Trash and/or debris in yards and alleys	4	3	2	1	9
09.	Vacant buildings	4	3	2	1	9
10.	Other: _____	4	3	2	1	9

19. Overall, how would you rate the appearance of commercial or retail property near your neighborhood?

____(1) Very attractive/well-maintained
____(2) Fairly attractive/some minor maintenance or landscaping problems
____(3) Fairly unattractive/major maintenance or landscaping problems
____(4) Very unattractive/significant deterioration of buildings or landscaping
____(9) Don't know

20. Which of the following programs are MOST NEEDED in your neighborhood? *[Check all that apply.]*

____(1) Assistance buying a home
____(2) Major home repair program
____(3) Minor home repair program
____(4) Neighborhood organization capacity building/support
____(5) Senior assistance
____(6) Tool lending program
____(7) Other: _____

21. Is there a Neighborhood Association (voluntary/social/mandatory) or Crime Watch group in your neighborhood?

____(1) Yes *[Skip to Q22.]* ____(2) No *[Answer Q21a-b.]* ____(9) Don't Know *[Answer Q21a-b.]*

21a. Would you be interested in having a Neighborhood Association (voluntary/social)?

____(1) Yes ____(2) No ____(9) Don't know

21b. Would you be interested in having a Crime Watch group?

____(1) Yes ____(2) No ____(9) Don't know

22. If you had to choose between <u>keeping the current tax rate</u> to maintain your current quality of life and the level of service provided by the City, or <u>lowering the current tax rate</u> and cutting services, which would you chose?

____(1) Keeping the current tax rate to maintain the current level of services provided by the City
____(2) Lower the current tax rate resulting in a cut in overall service levels *[Answer Q22a.]*

22a. What services would you choose to cut?

_____

23. Approximately how many years have you lived in Plano?

____(1) Less than 2 years ____(3) 6-10 years ____(5) 16-20 years ____(7) More than 30 years
____(2) 3-5 years ____(4) 11-15 years ____(6) 21-30 years

24. What is your age?

____(1) Under 25 years ____(3) 35-44 years ____(5) 55-64 years ____(7) 75+ years
____(2) 25-35 years ____(4) 45-54 years ____(6) 65-74 years

25. What is your gender? ____(1) Male ____(2) Female

26. Are you employed in the City of Plano? ____(1) Yes ____(2) No

27. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____(1) Asian/Pacific Islander ____(3) White ____(5) American Indian/Eskimo
____(2) Black/African American ____(4) Hispanic/Latino/Spanish ____(6) Other: _____

28. Would you say your total annual household income is...

____(1) Under $20,000 ____(4) $60,000 to $79,999 ____(7) $120,000 to $139,999
____(2) $20,000 to $39,999 ____(5) $80,000 to $99,999 ____(8) $140,000 or more
____(3) $40,000 to $59,999 ____(6) $100,000 to $119,999

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.