2017 City of Plano Citizen Survey

Appendix A: GIS Maps

Submitted to

Plano, Texas

725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

February 2018

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by Census Block Group within the City of Plano.

If all areas on a map are the same color, then most residents in the City generally feel the same about that issue.

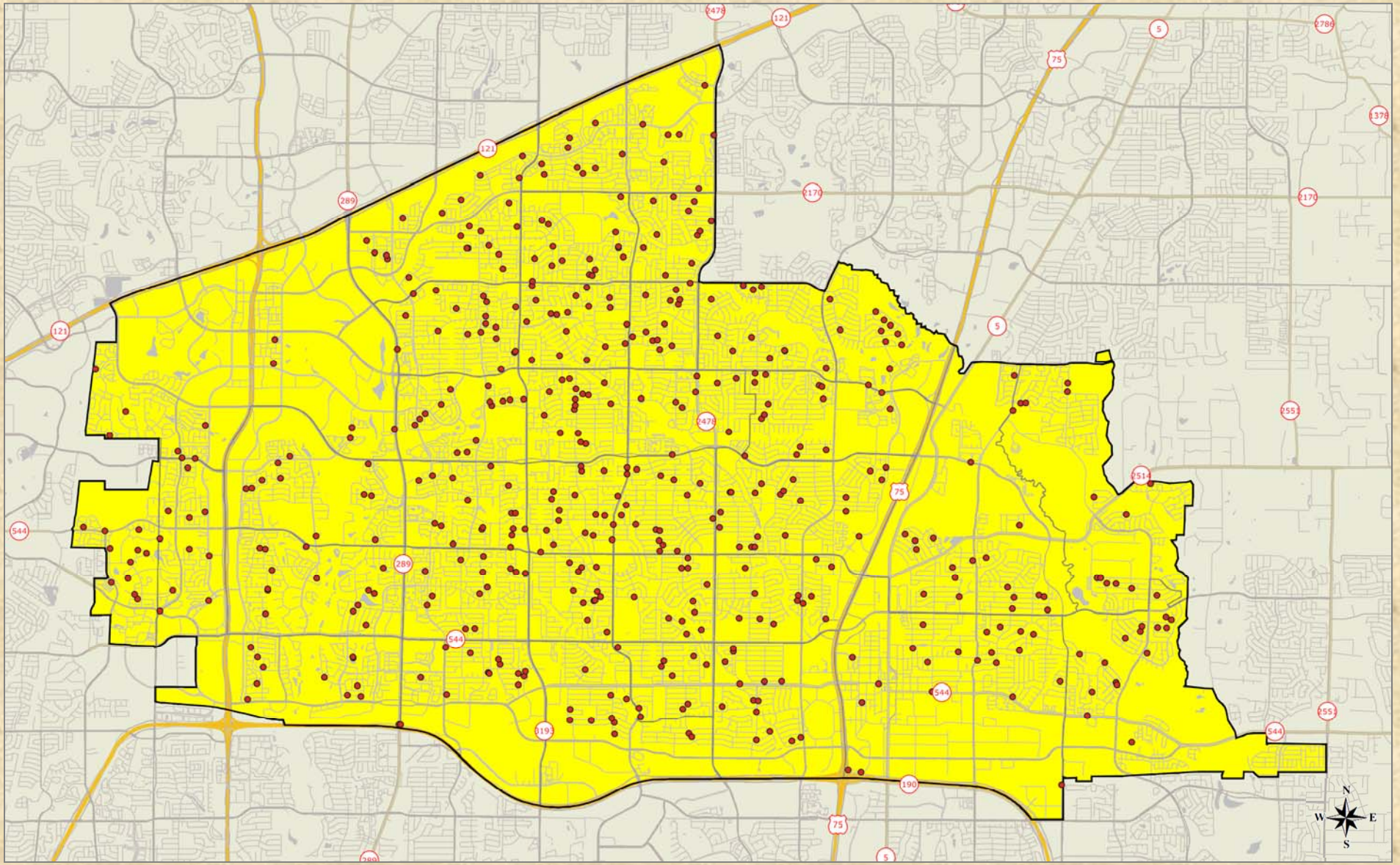
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction or "very safe" or "safe" responses, or that the City is exceeding residents' expectations regarding the issue being rated.

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question or that the City is meeting residents' expectations regarding the issue being rated.

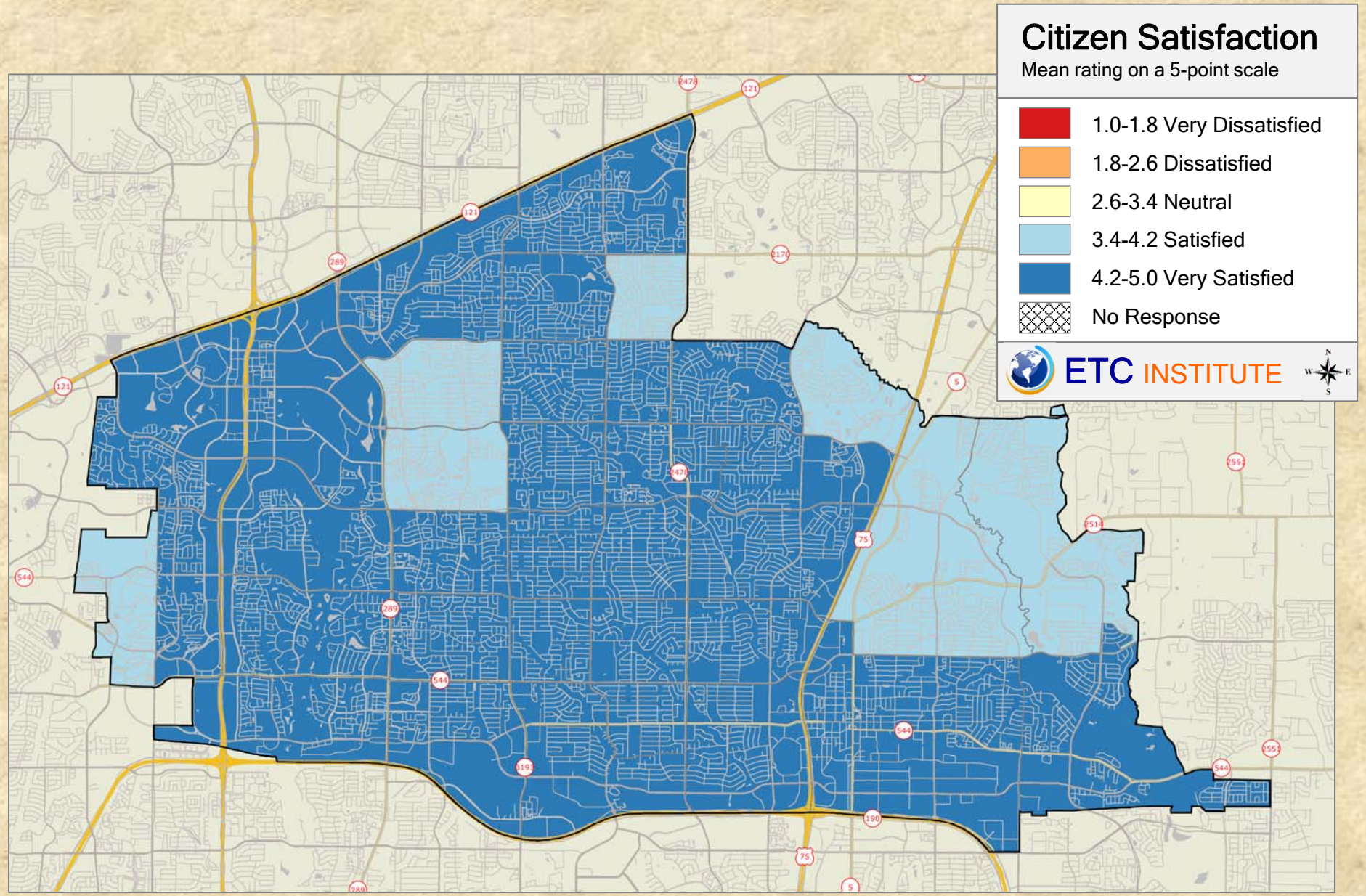
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels dissatisfaction and "unsafe" or "very unsafe" responses, or that the City needs improvement in the area being rated.

Location of Survey Respondents



2017 City of Plano Citizen Survey

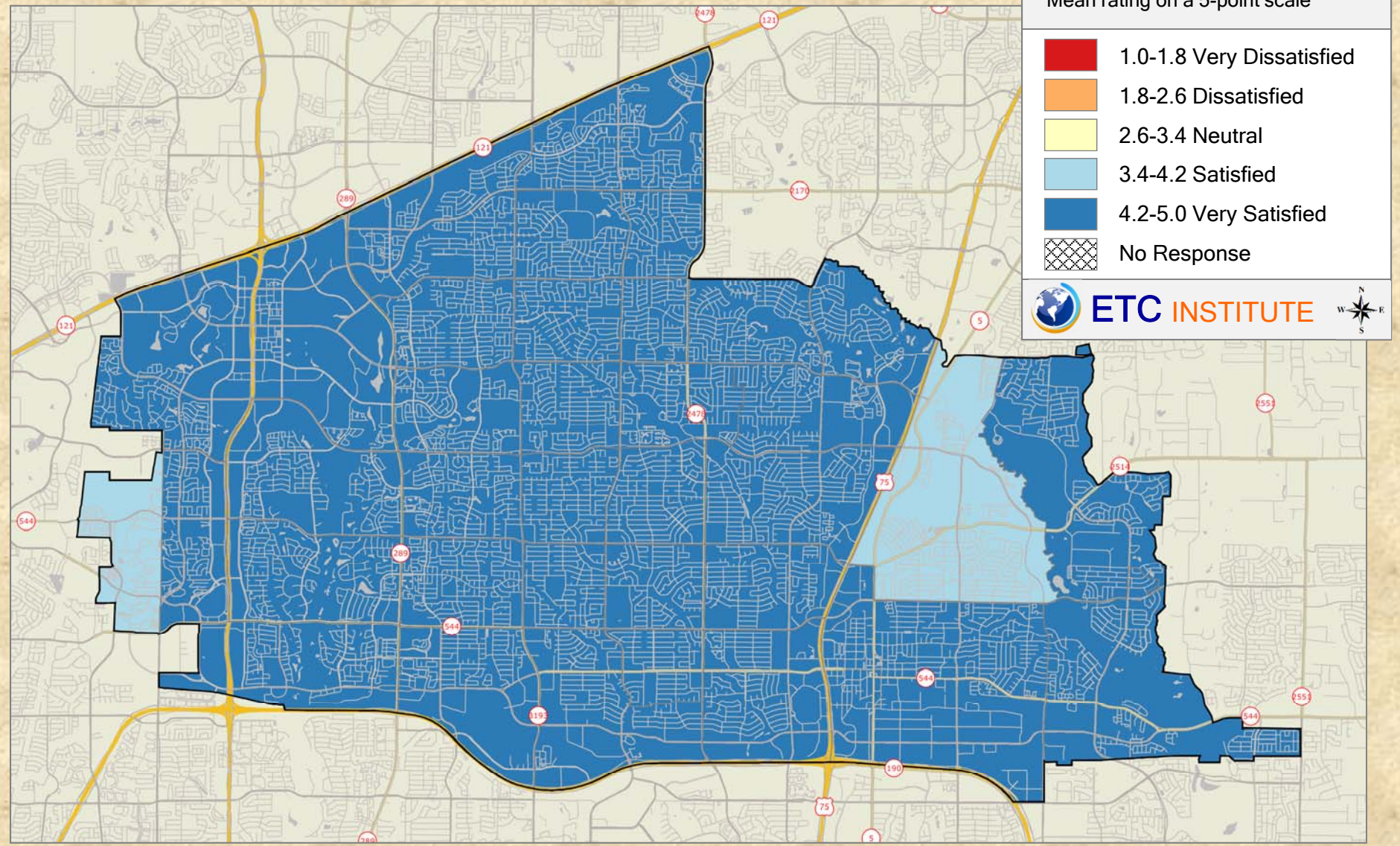
Q1-01 Satisfaction with police services



2017 City of Plano Citizen Survey

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

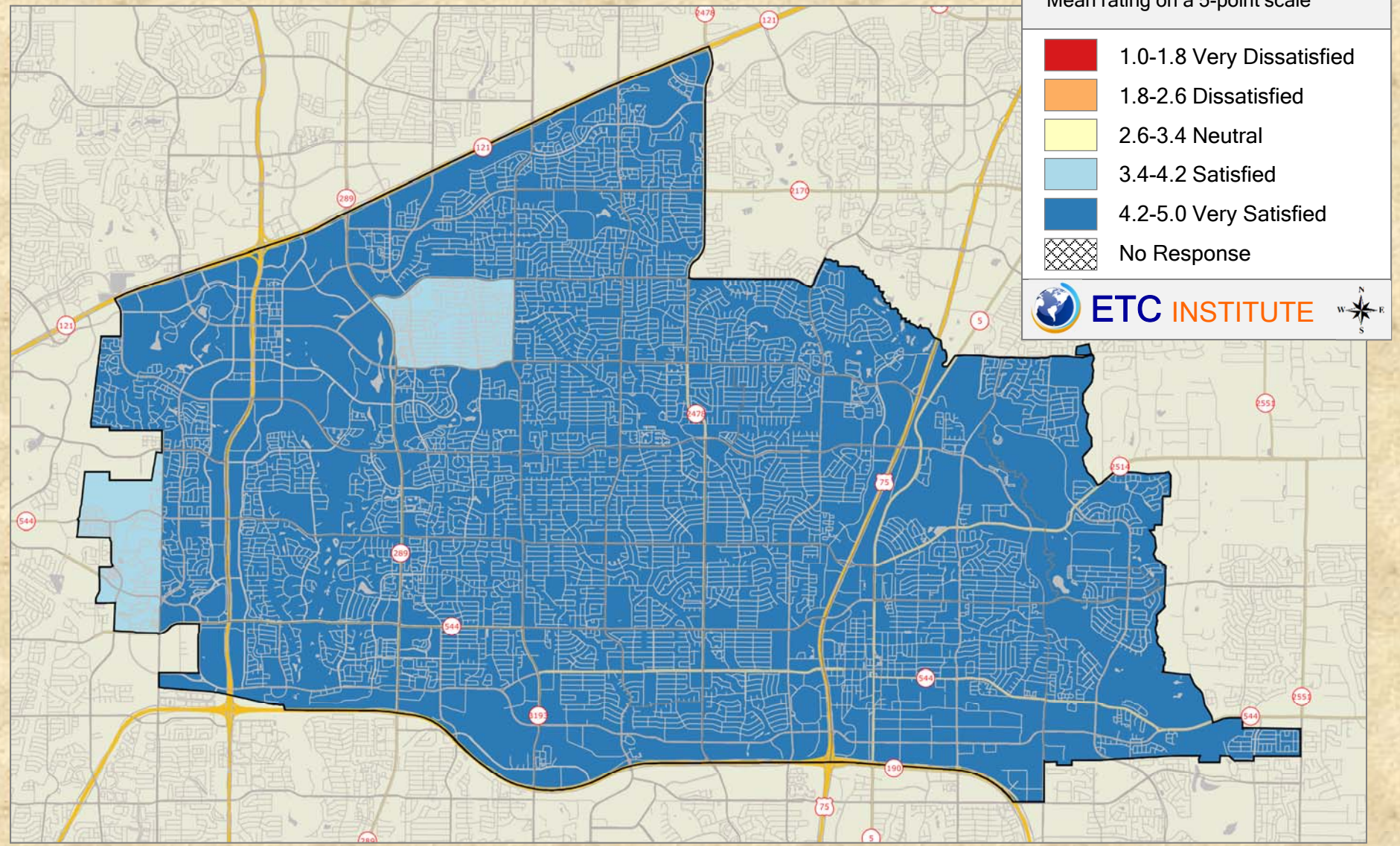
Q1-02 Satisfaction with fire services



2017 City of Plano Citizen Survey

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

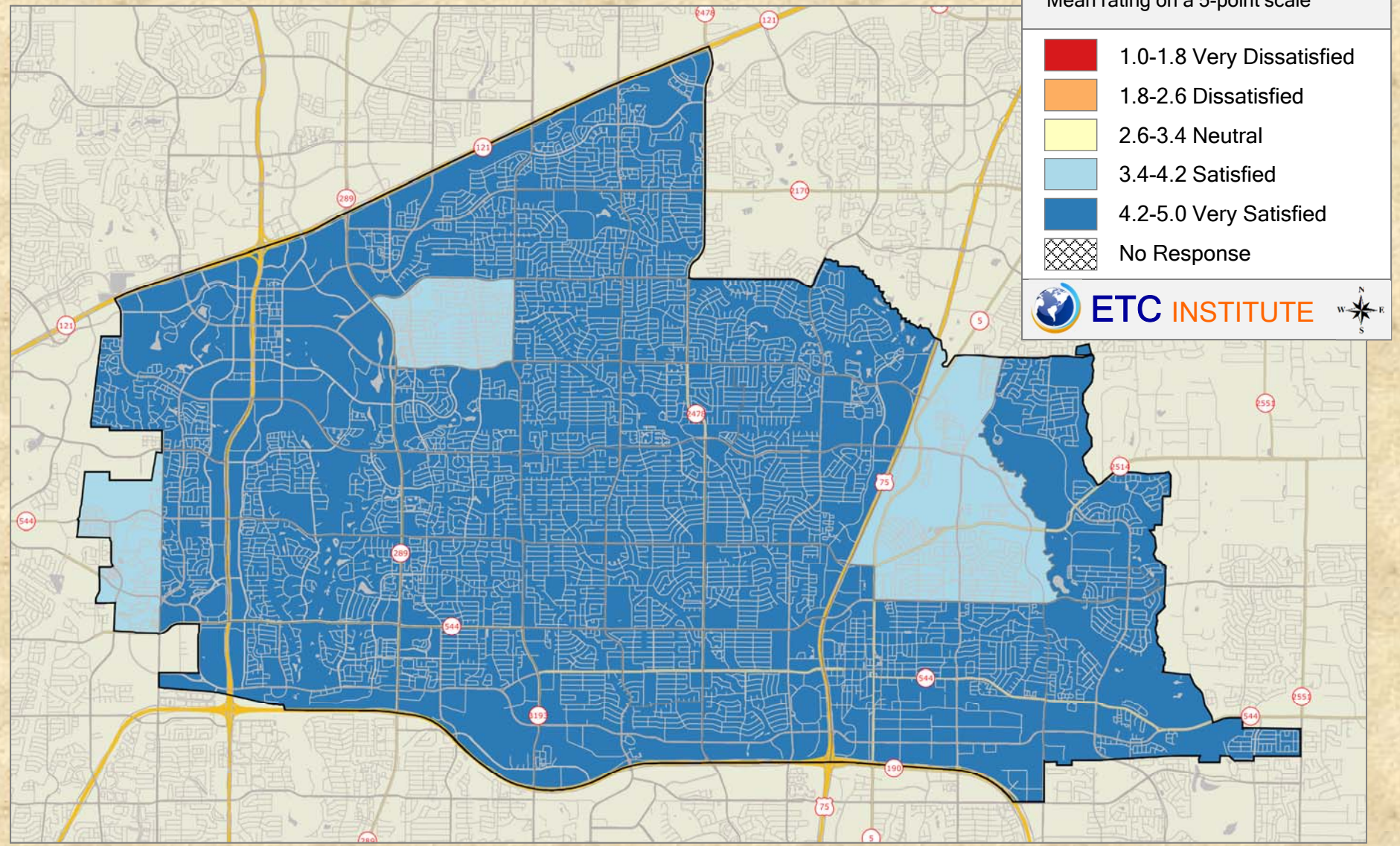
Q1-03 Satisfaction with emergency medical services



2017 City of Plano Citizen Survey

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

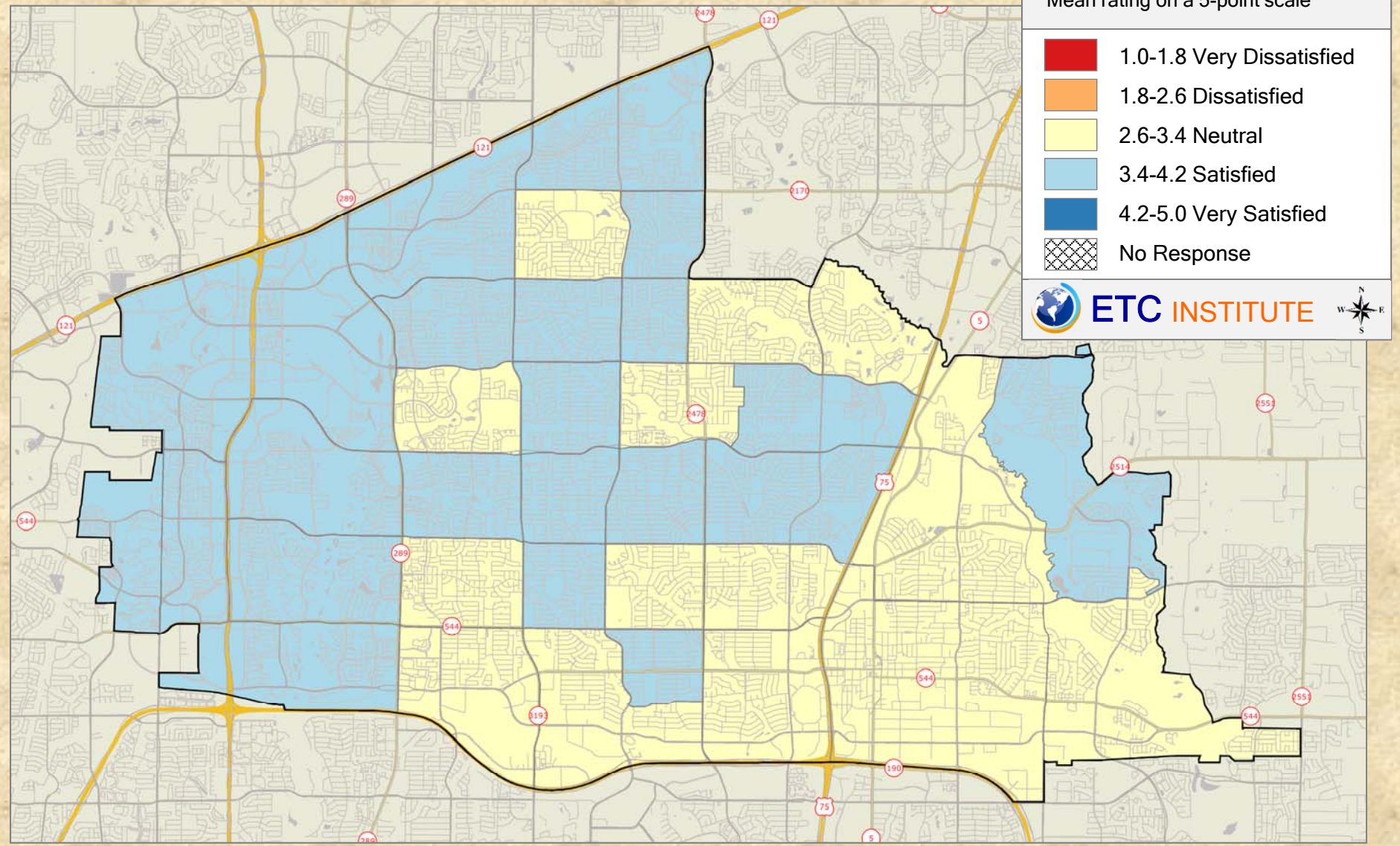
Q1-04 Satisfaction with 9-1-1 services related to police/fire/EMS



2017 City of Plano Citizen Survey

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

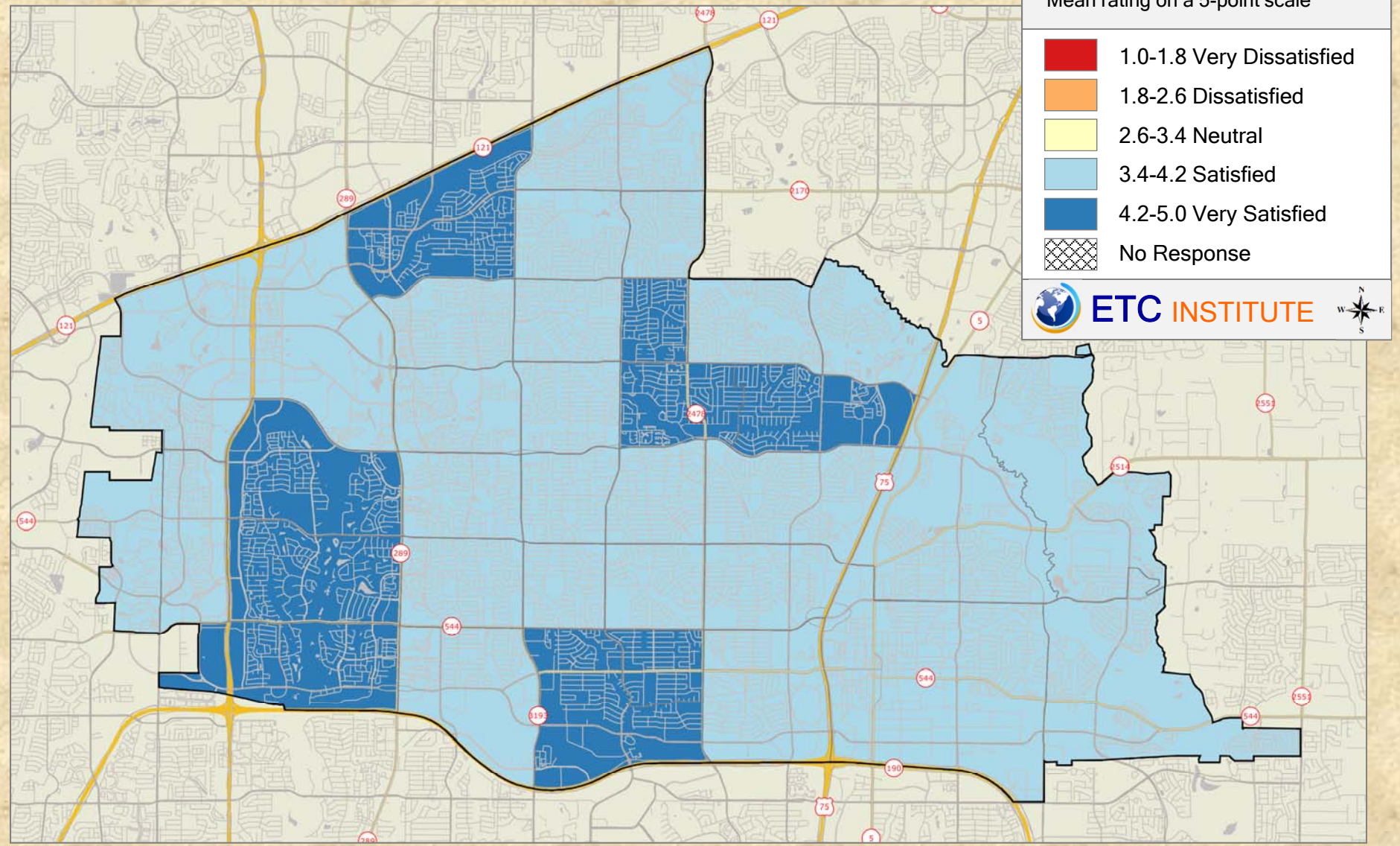
Q1-05 Satisfaction with maintenance of city streets and sidewalks



2017 City of Plano Citizen Survey

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

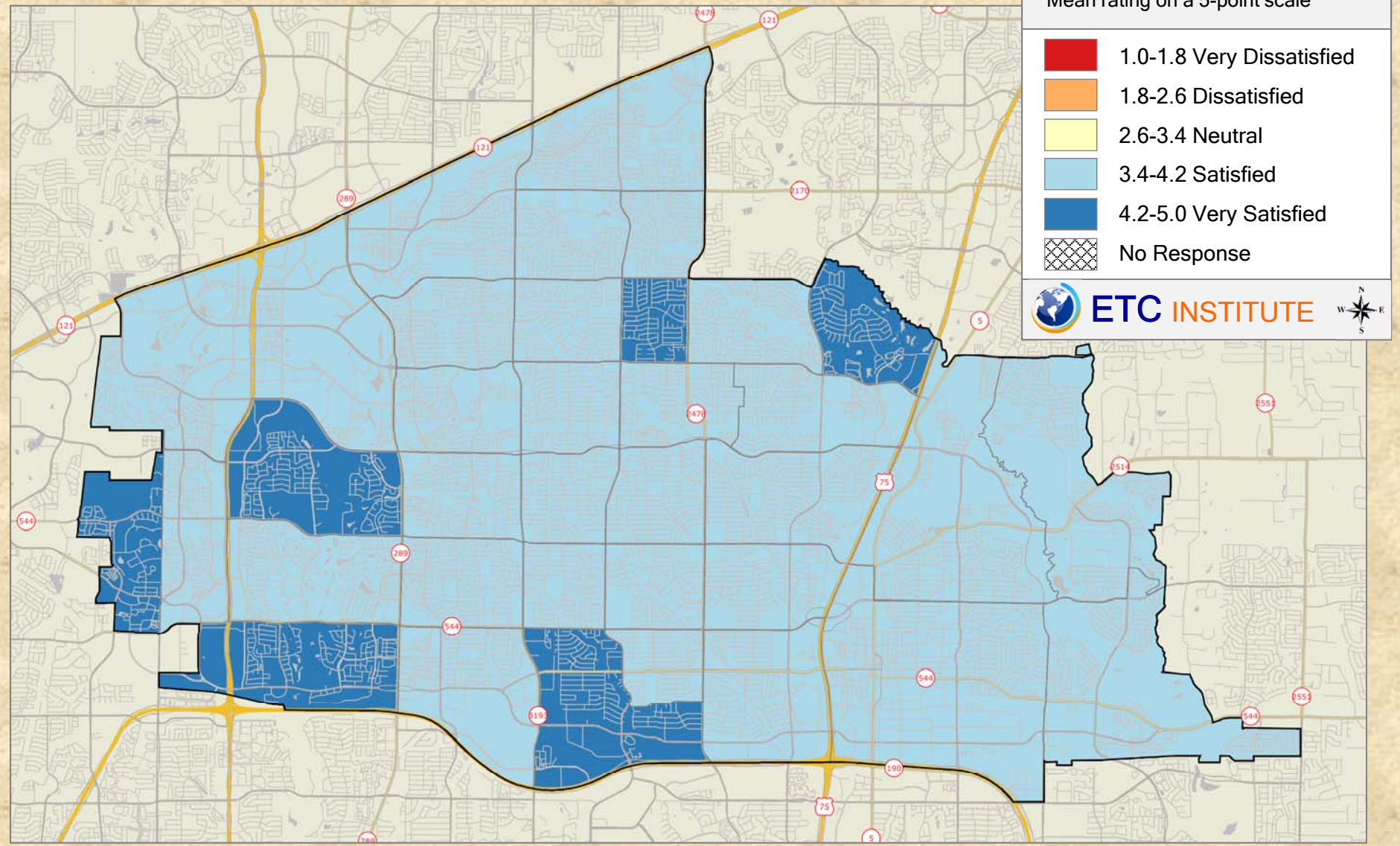
Q1-06 Satisfaction with cleanliness of streets/public areas



2017 City of Plano Citizen Survey

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

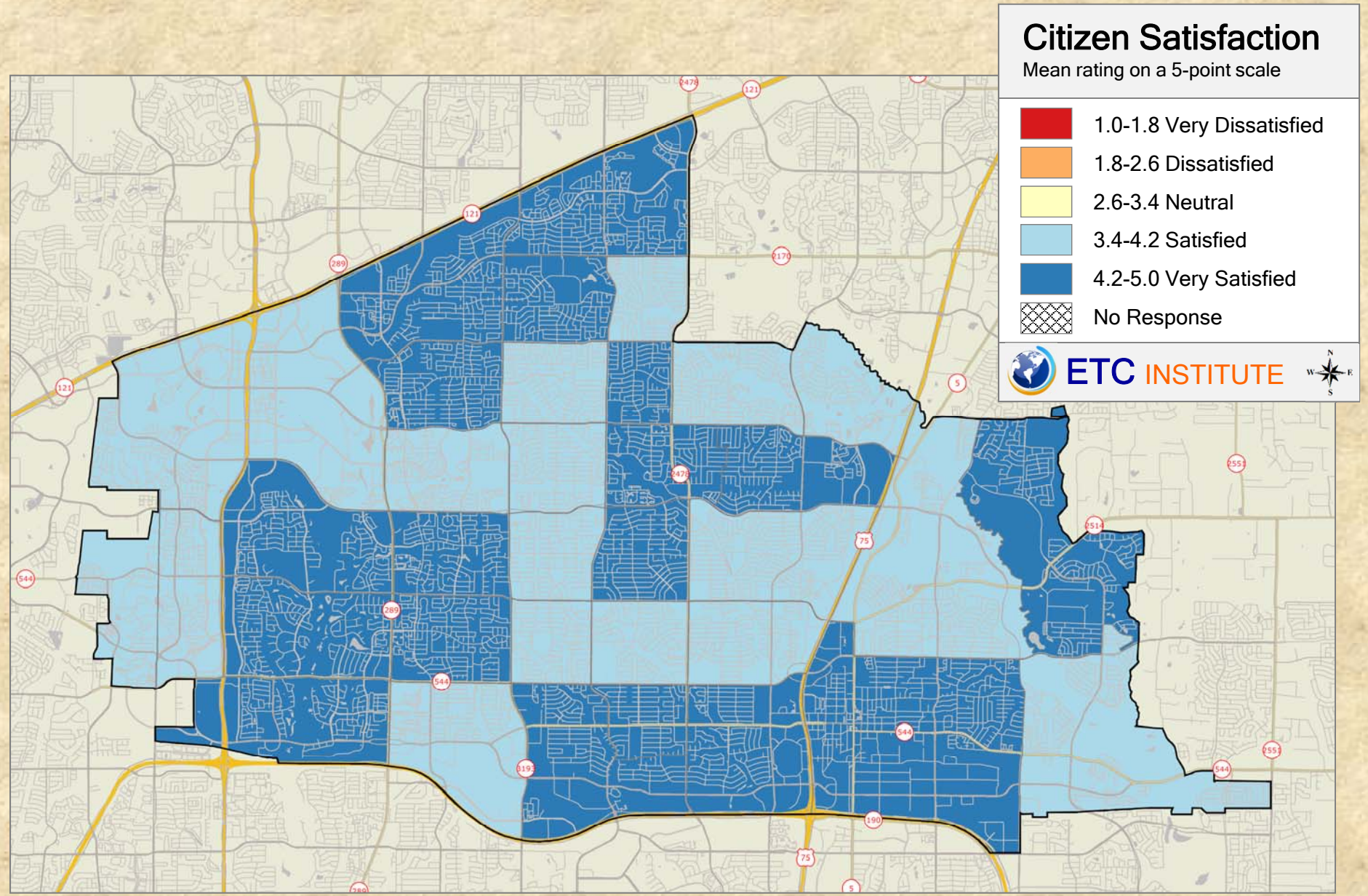
Q1-07 Satisfaction with City communication



2017 City of Plano Citizen Survey

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

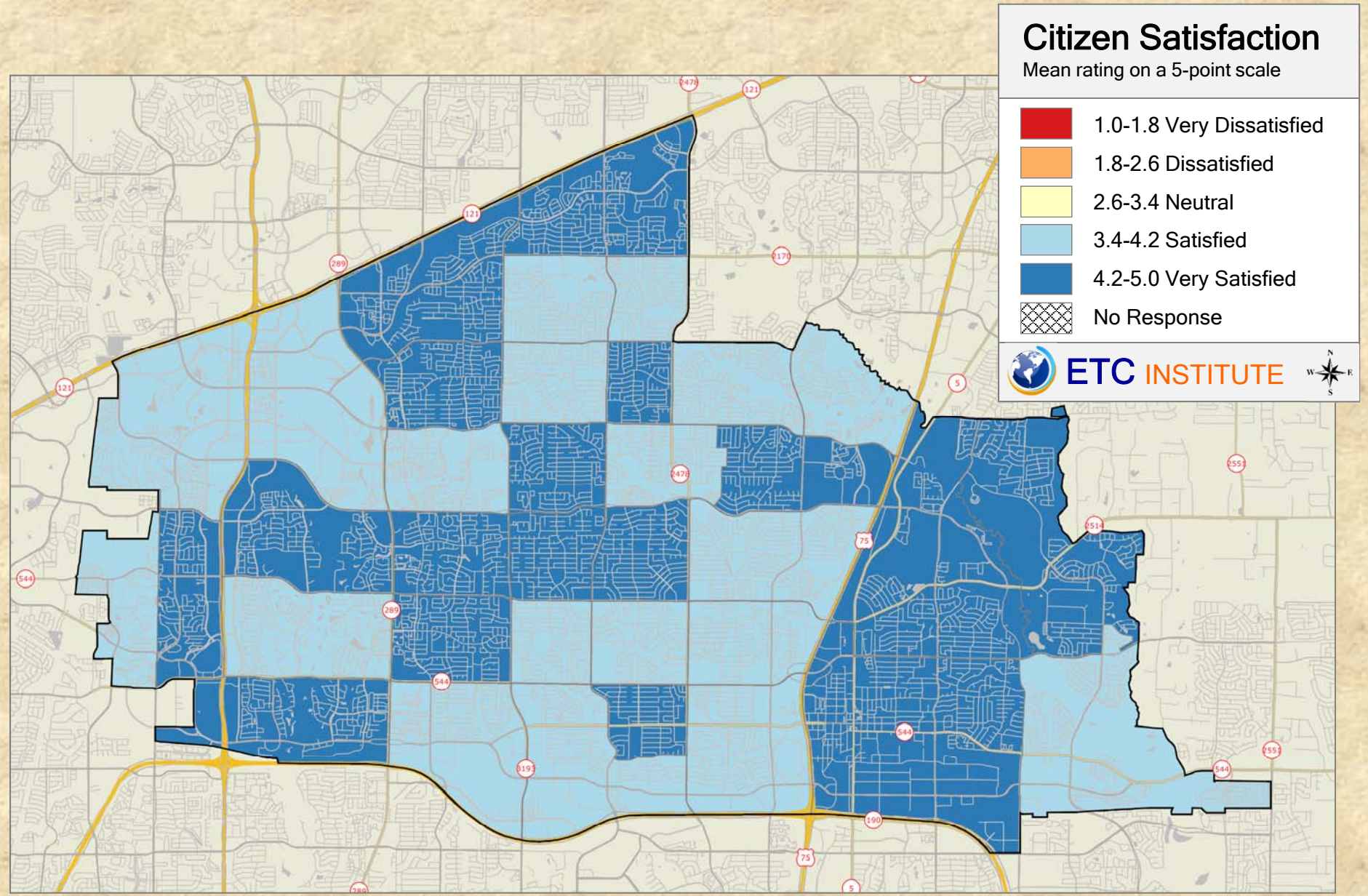
Q1-08 Satisfaction with environmental waste services



2017 City of Plano Citizen Survey

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

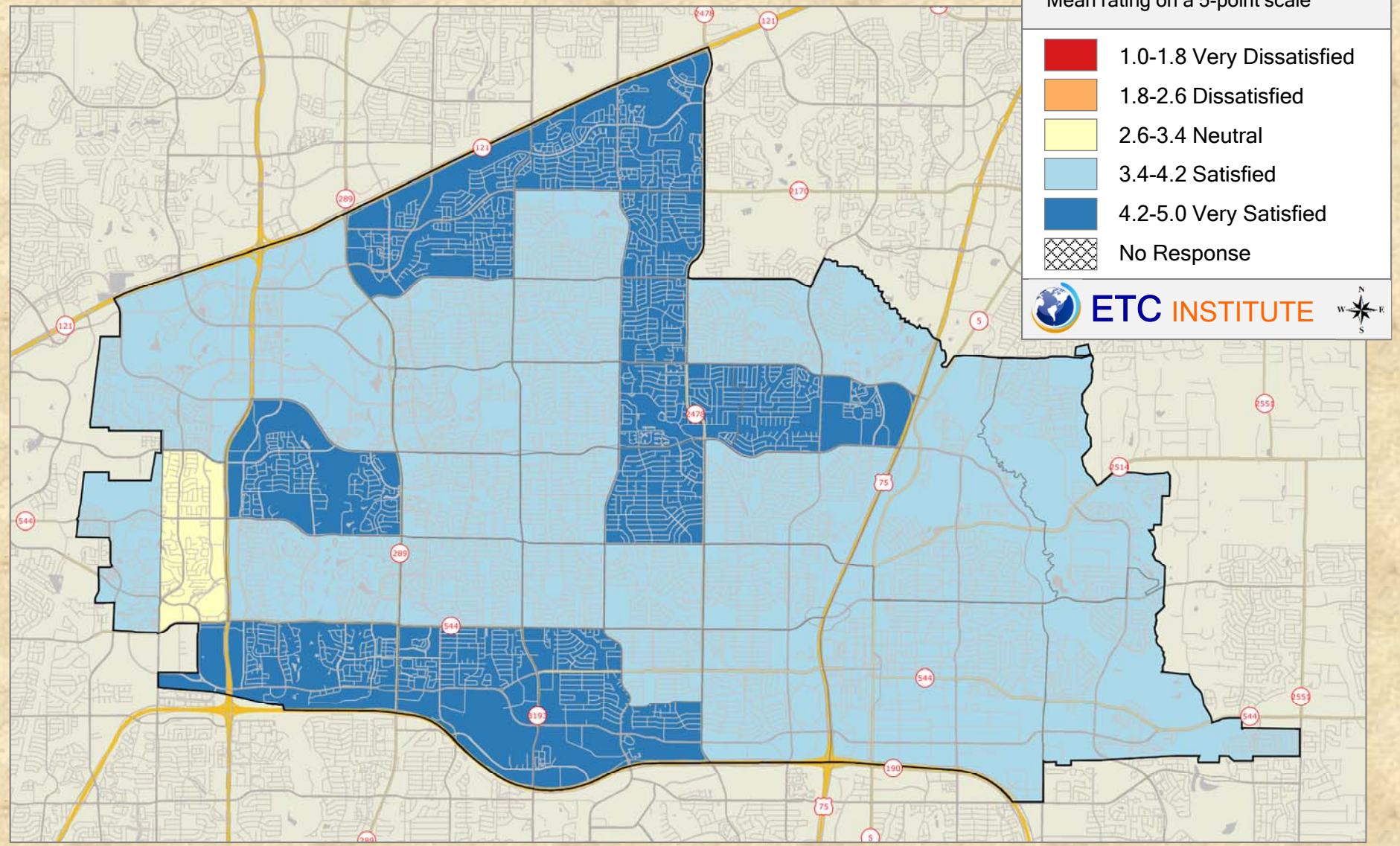
Q1-09 Satisfaction with management of storm water run-off



2017 City of Plano Citizen Survey

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

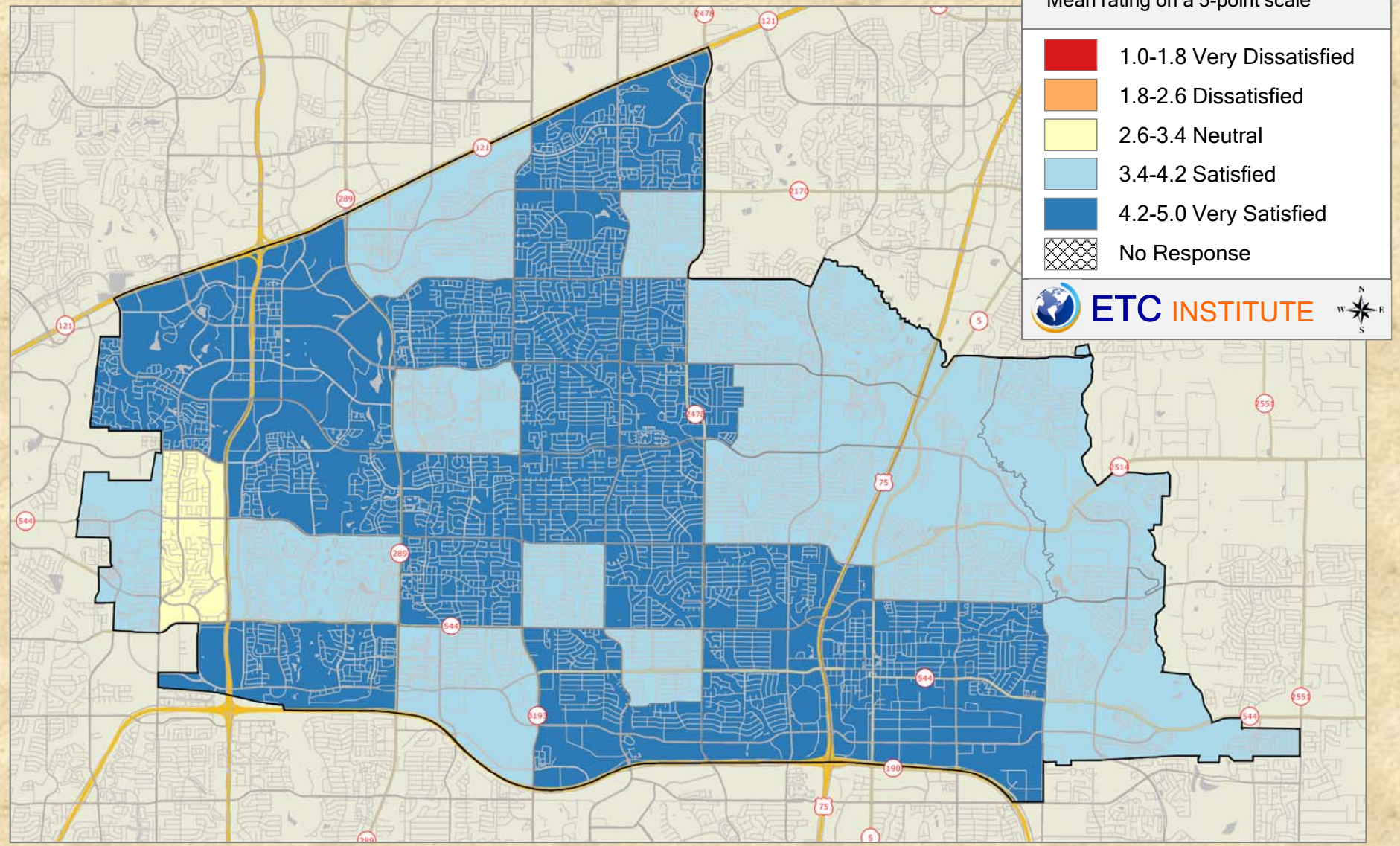
Q1-10 Satisfaction with water and wastewater services



2017 City of Plano Citizen Survey

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

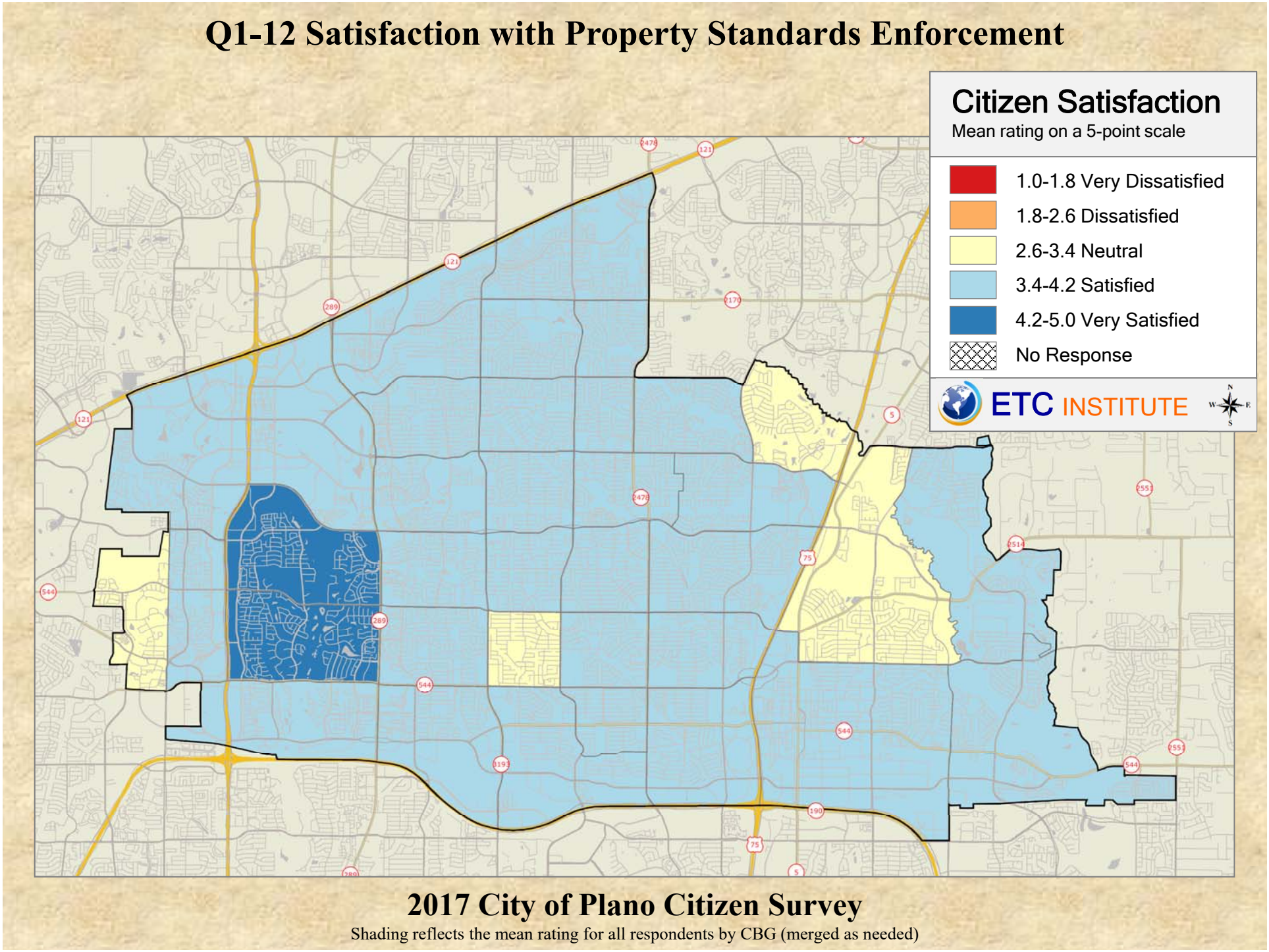
Q1-11 Satisfaction with customer service provided by City employees



2017 City of Plano Citizen Survey

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

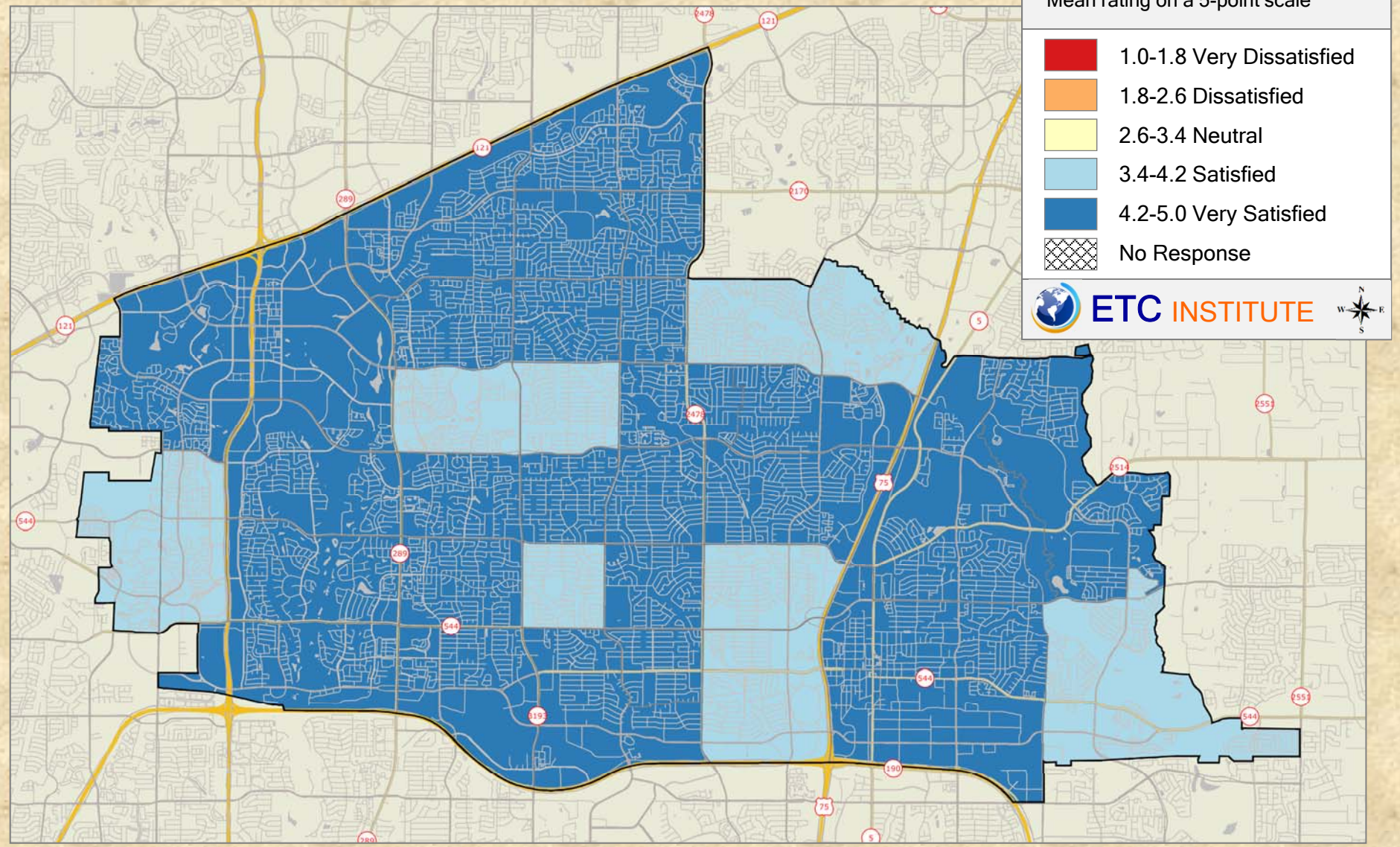
Q1-12 Satisfaction with Property Standards Enforcement



2017 City of Plano Citizen Survey

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

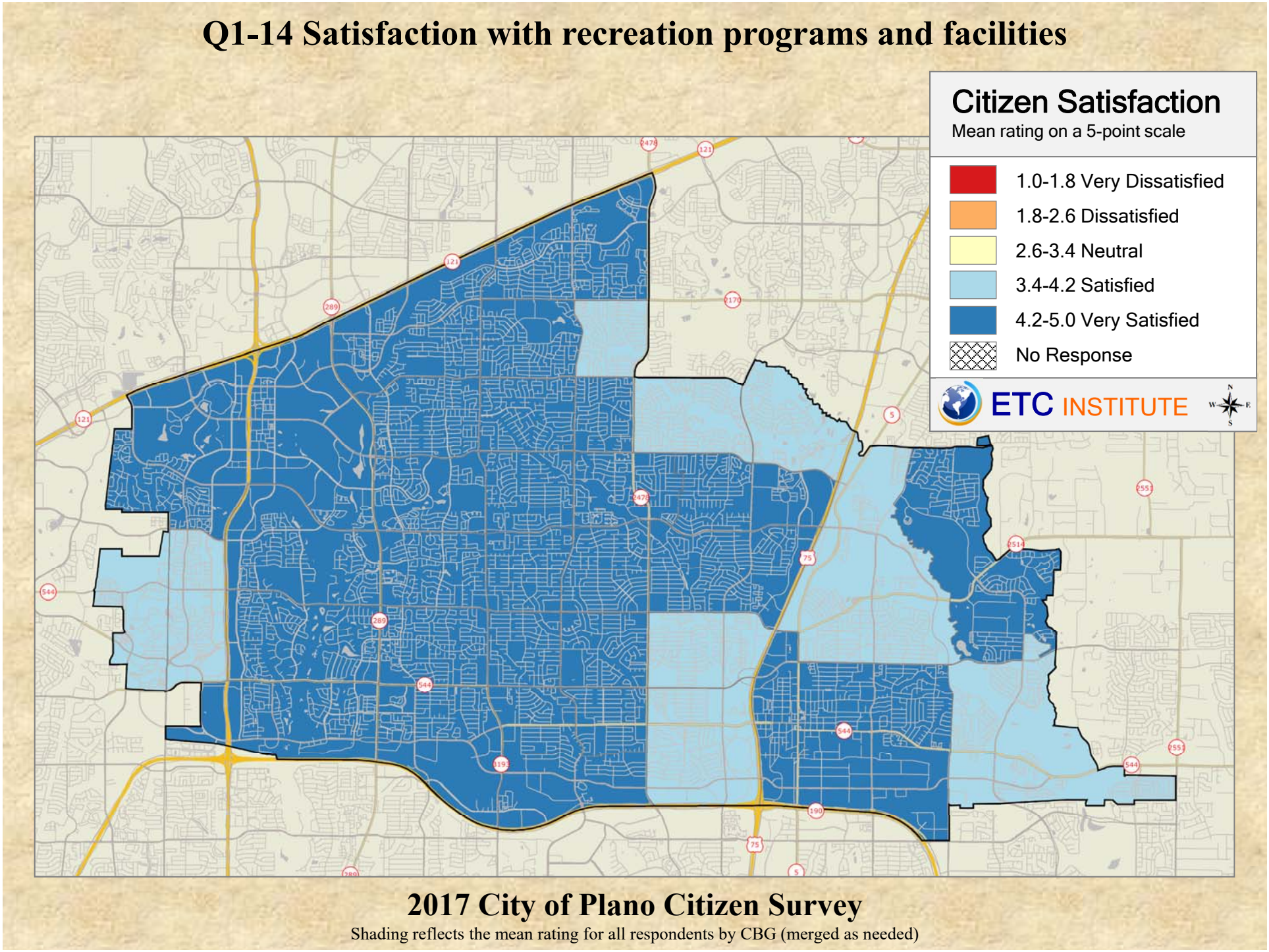
Q1-13 Satisfaction with City parks



2017 City of Plano Citizen Survey

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

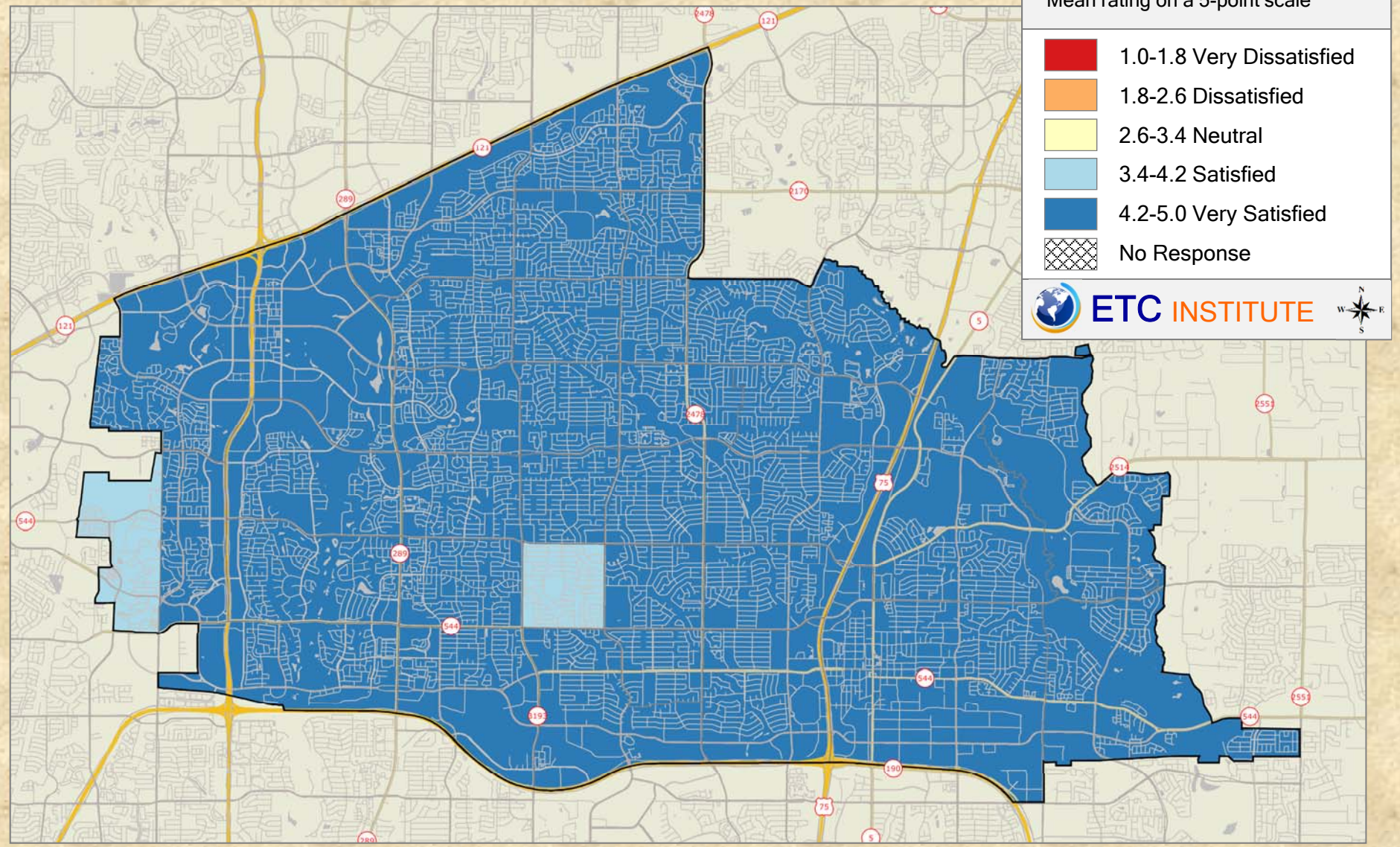
Q1-14 Satisfaction with recreation programs and facilities



2017 City of Plano Citizen Survey

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

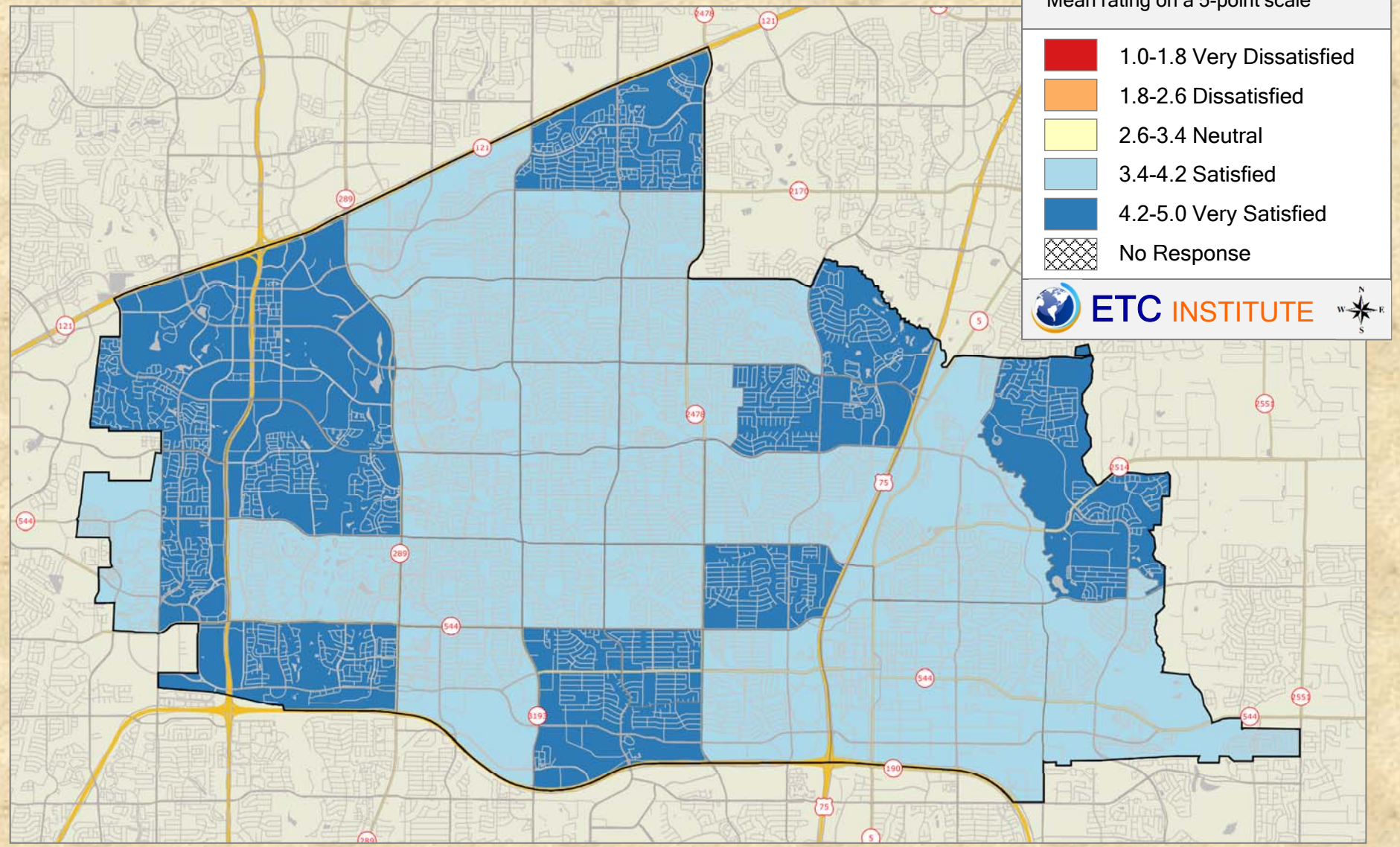
Q1-15 Satisfaction with library services



2017 City of Plano Citizen Survey

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

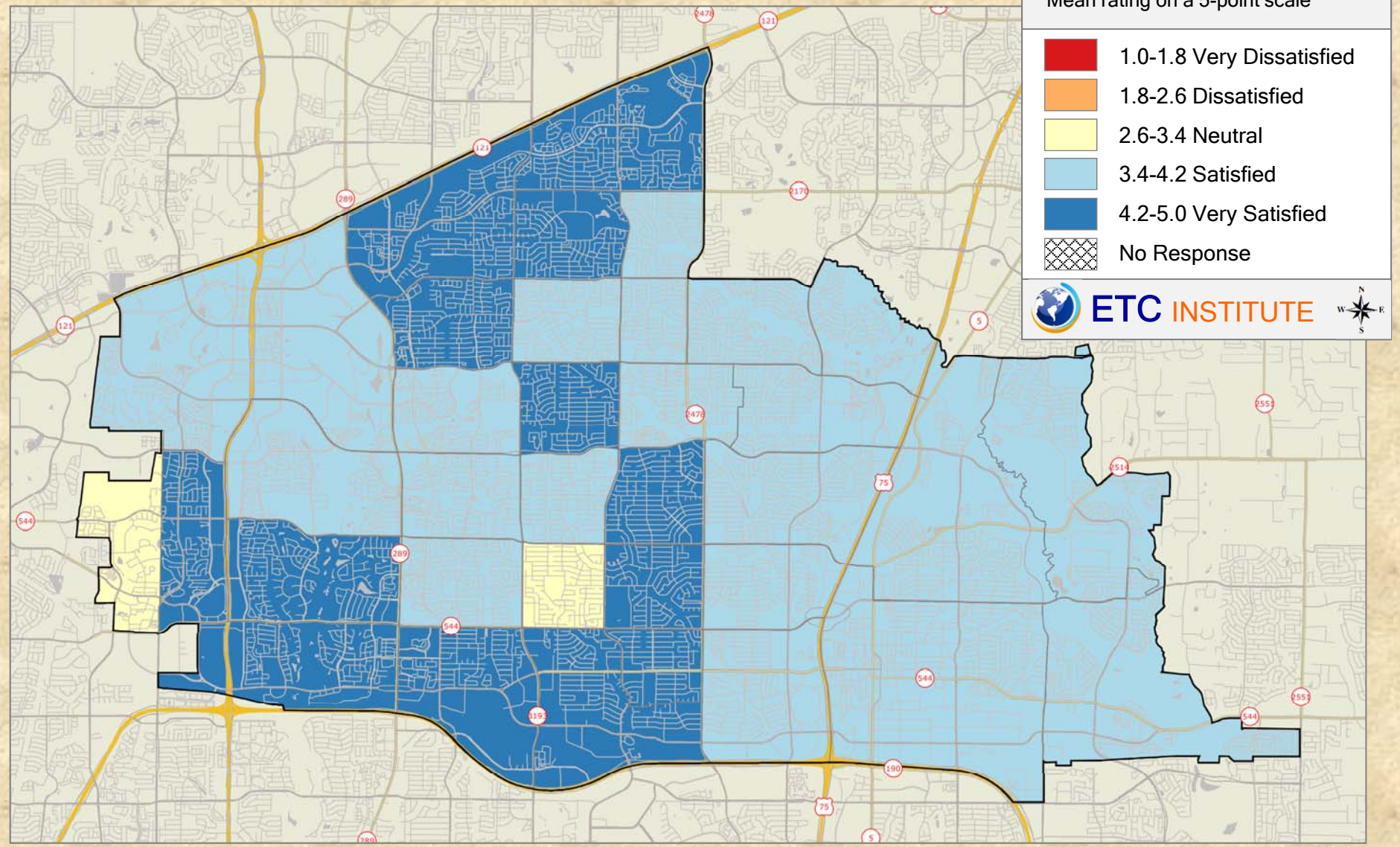
Q1-16 Satisfaction with Municipal Court services



2017 City of Plano Citizen Survey

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

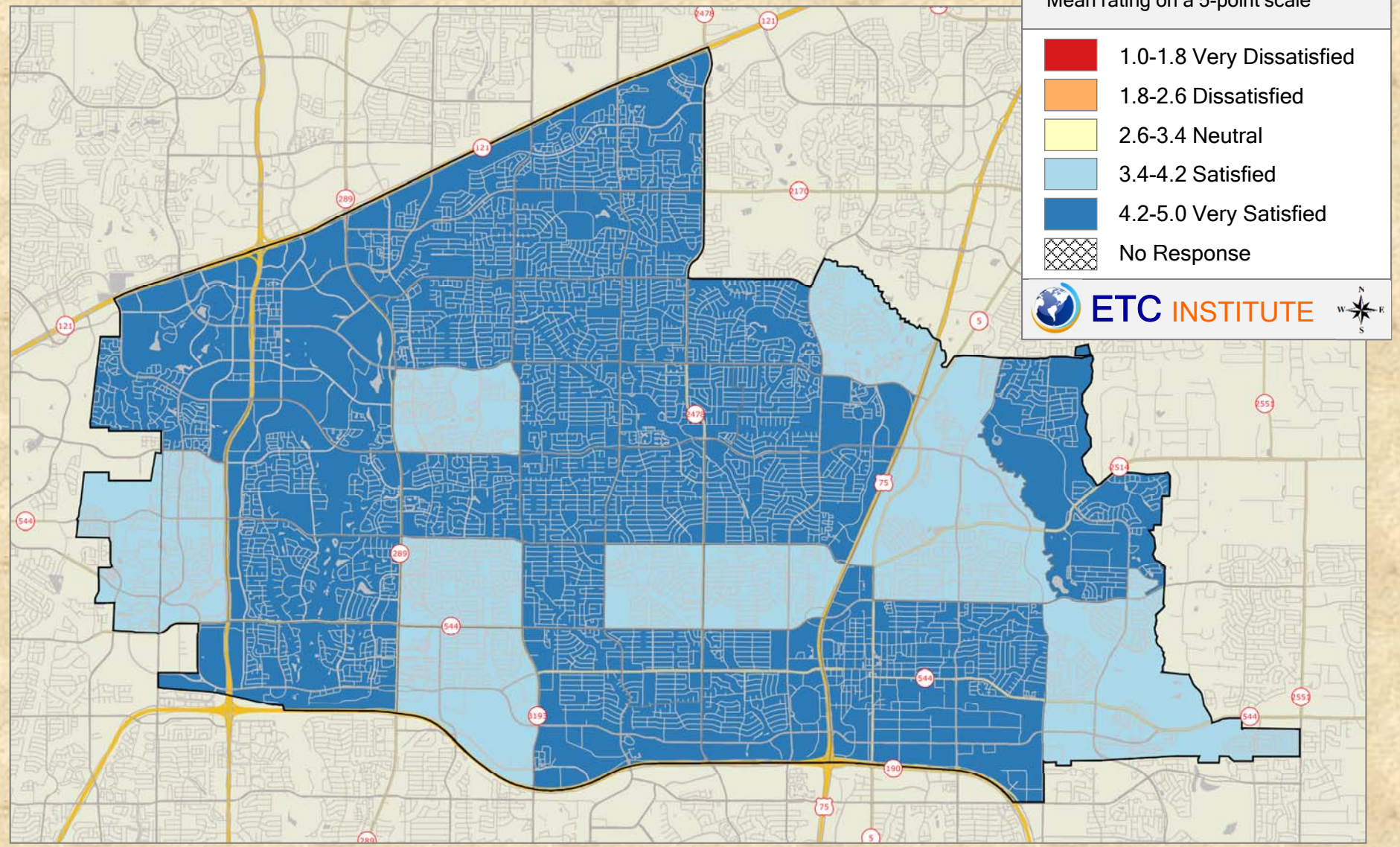
Q1-17 Satisfaction with animal services



2017 City of Plano Citizen Survey

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

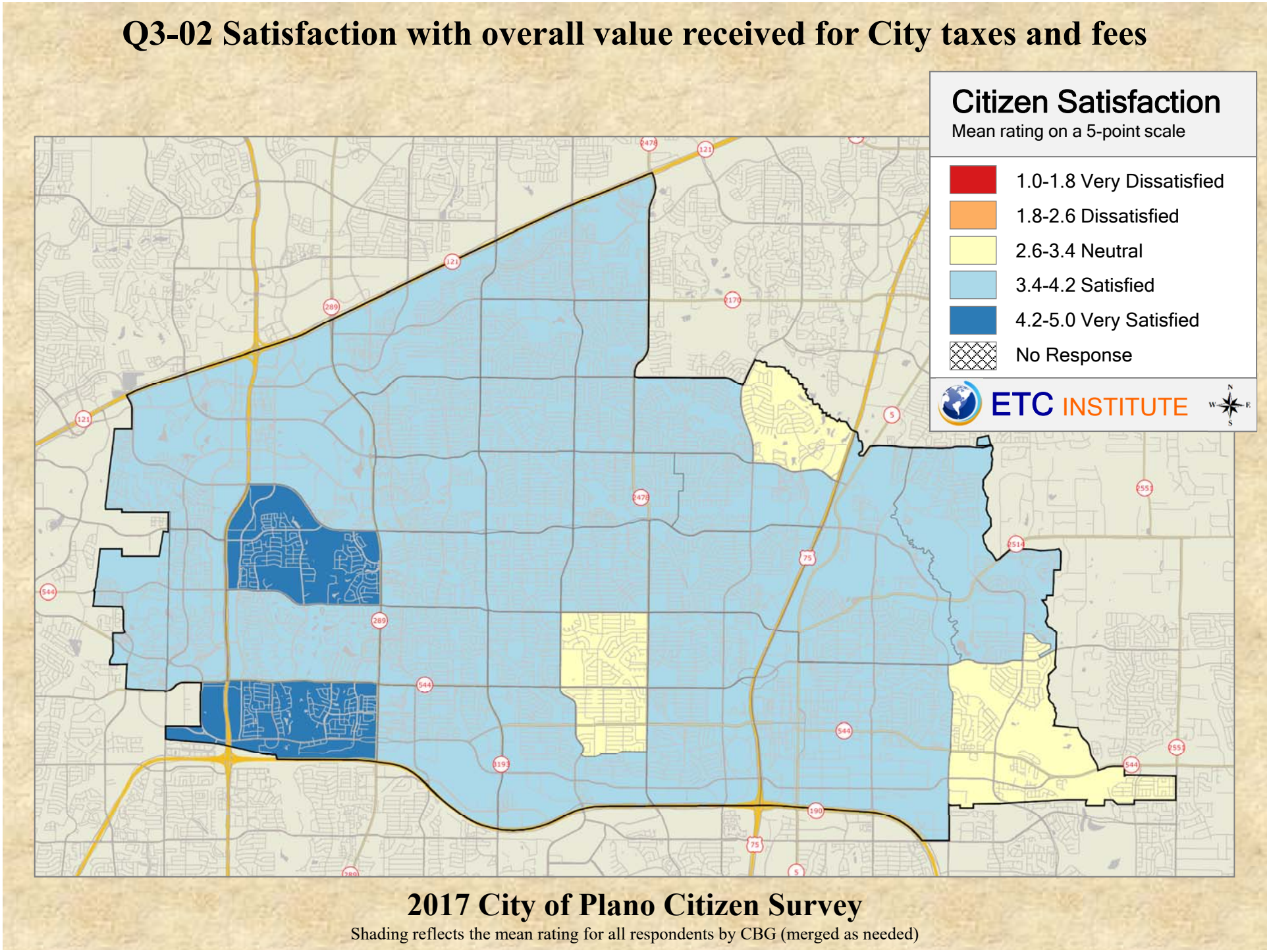
Q3-01 Satisfaction with overall quality of services provided by the City of Plano



2017 City of Plano Citizen Survey

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

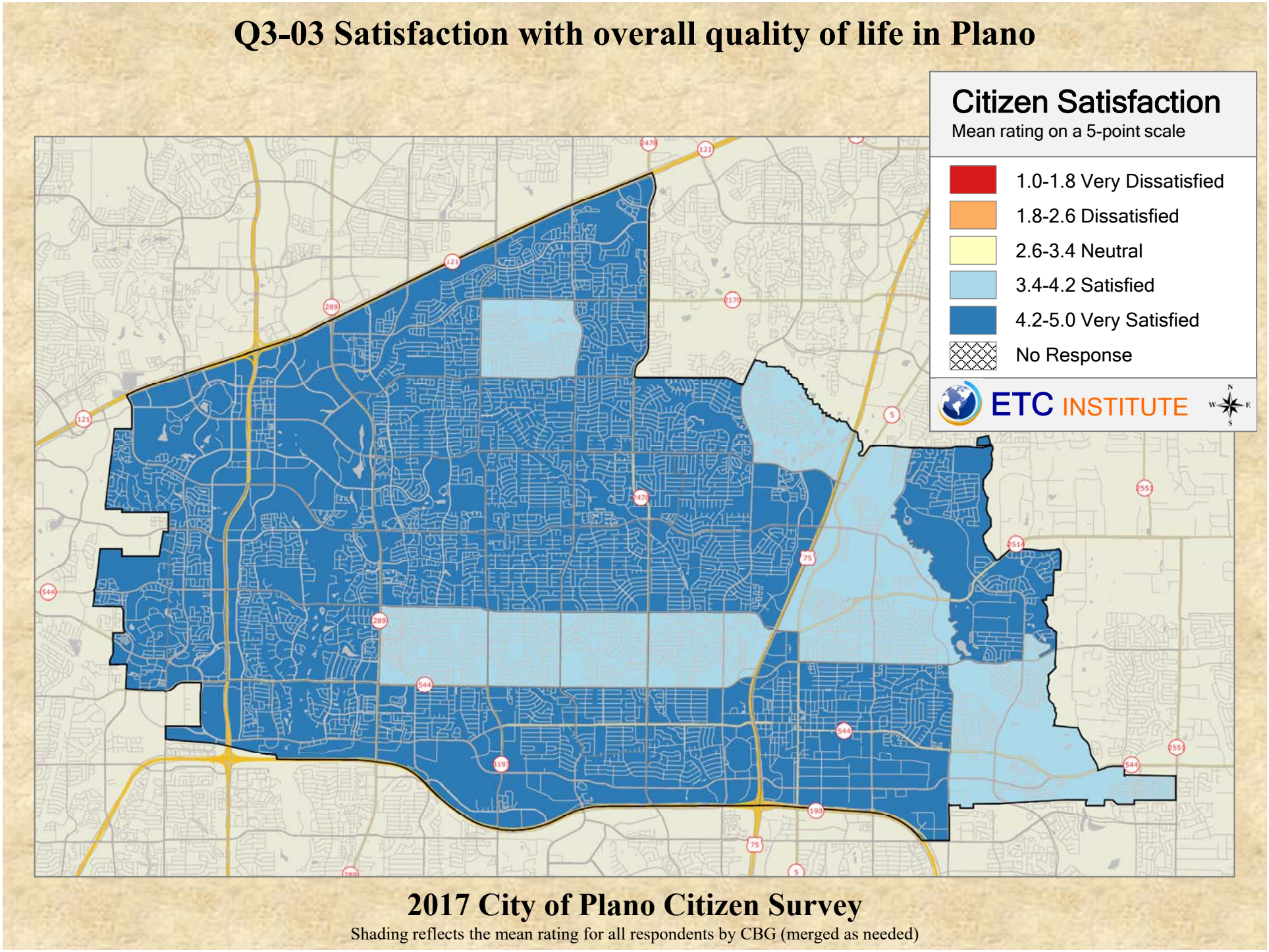
Q3-02 Satisfaction with overall value received for City taxes and fees



2017 City of Plano Citizen Survey

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

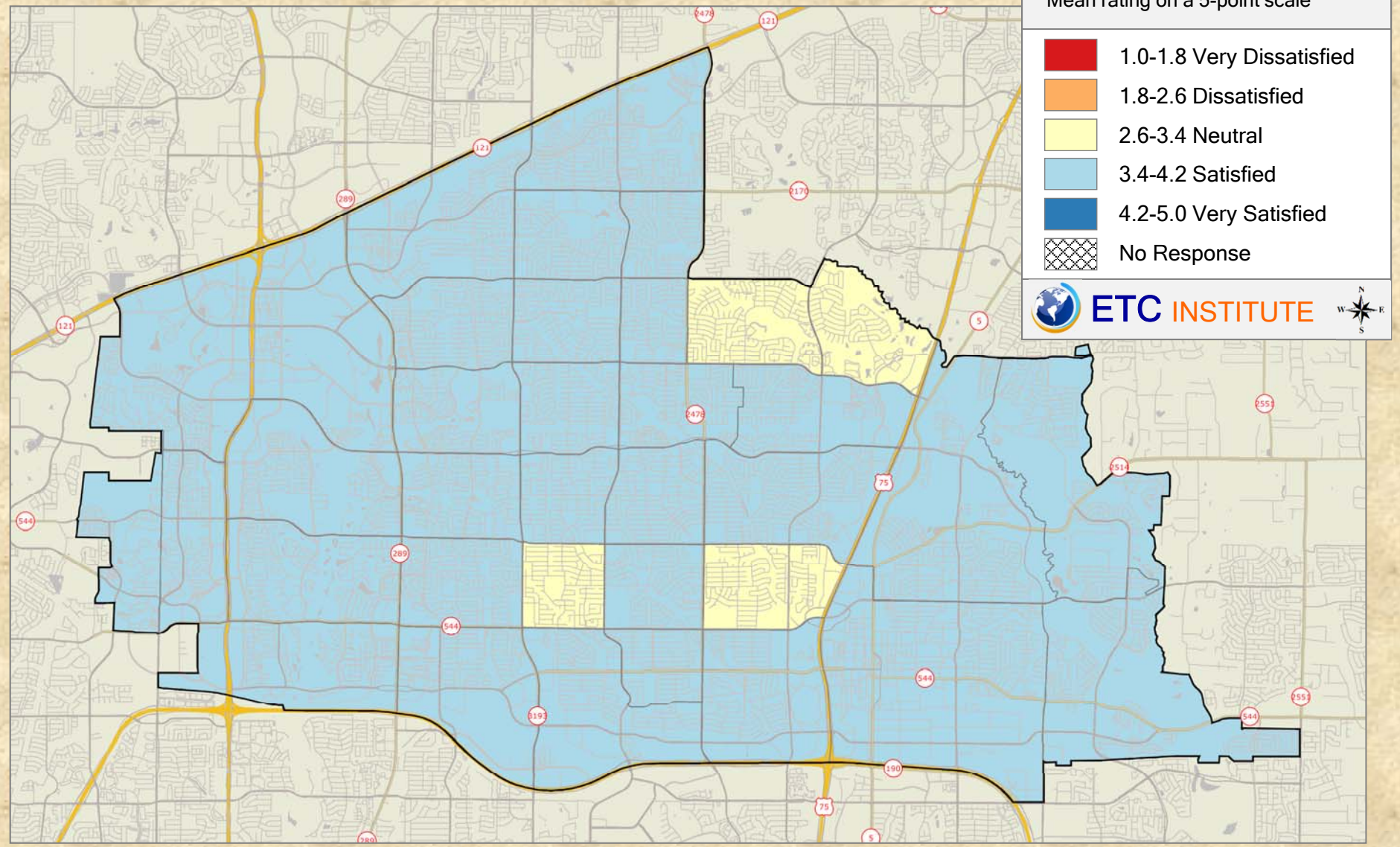
Q3-03 Satisfaction with overall quality of life in Plano



2017 City of Plano Citizen Survey

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

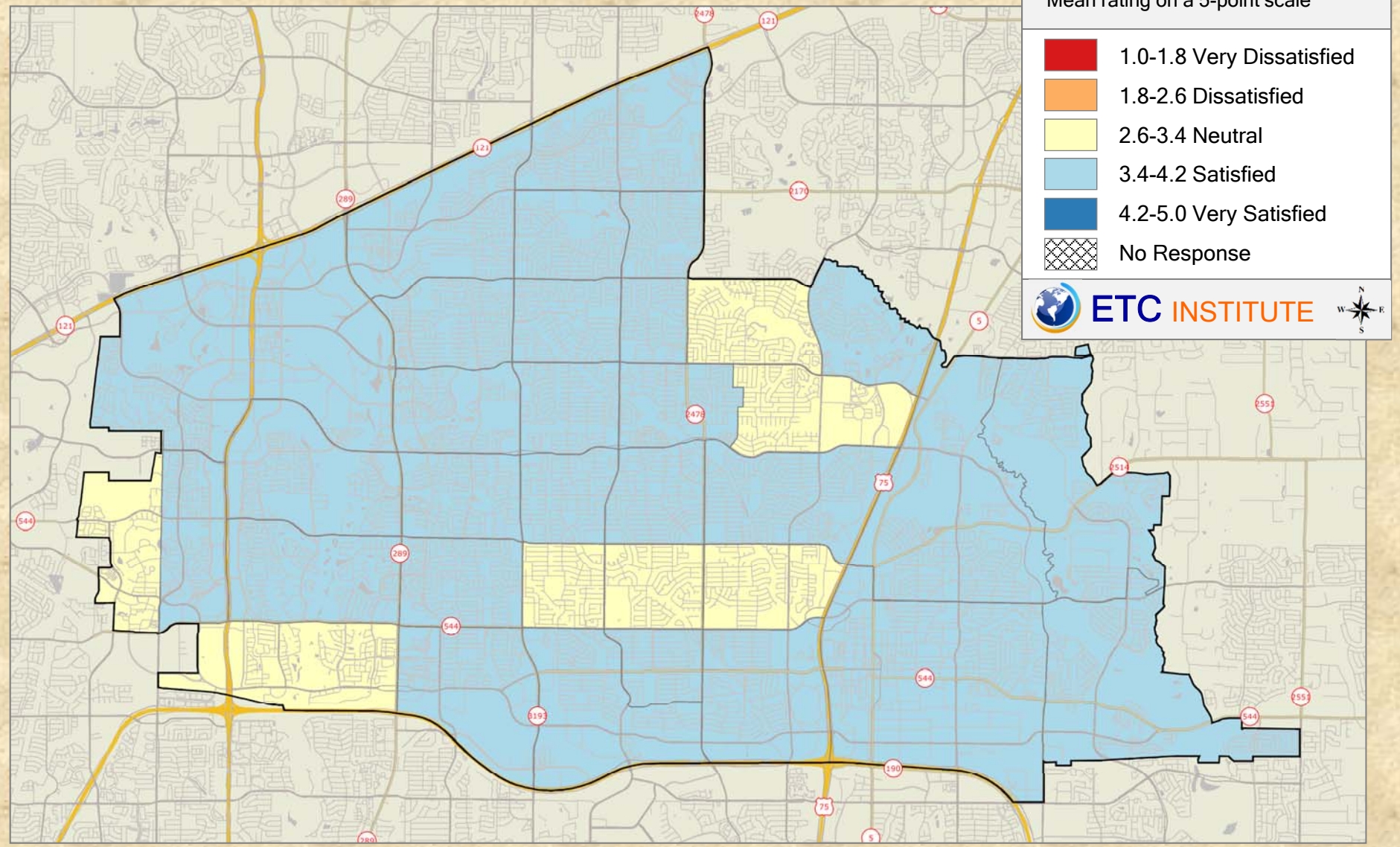
Q6-01 Satisfaction with the availability of information about government operations



2017 City of Plano Citizen Survey

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

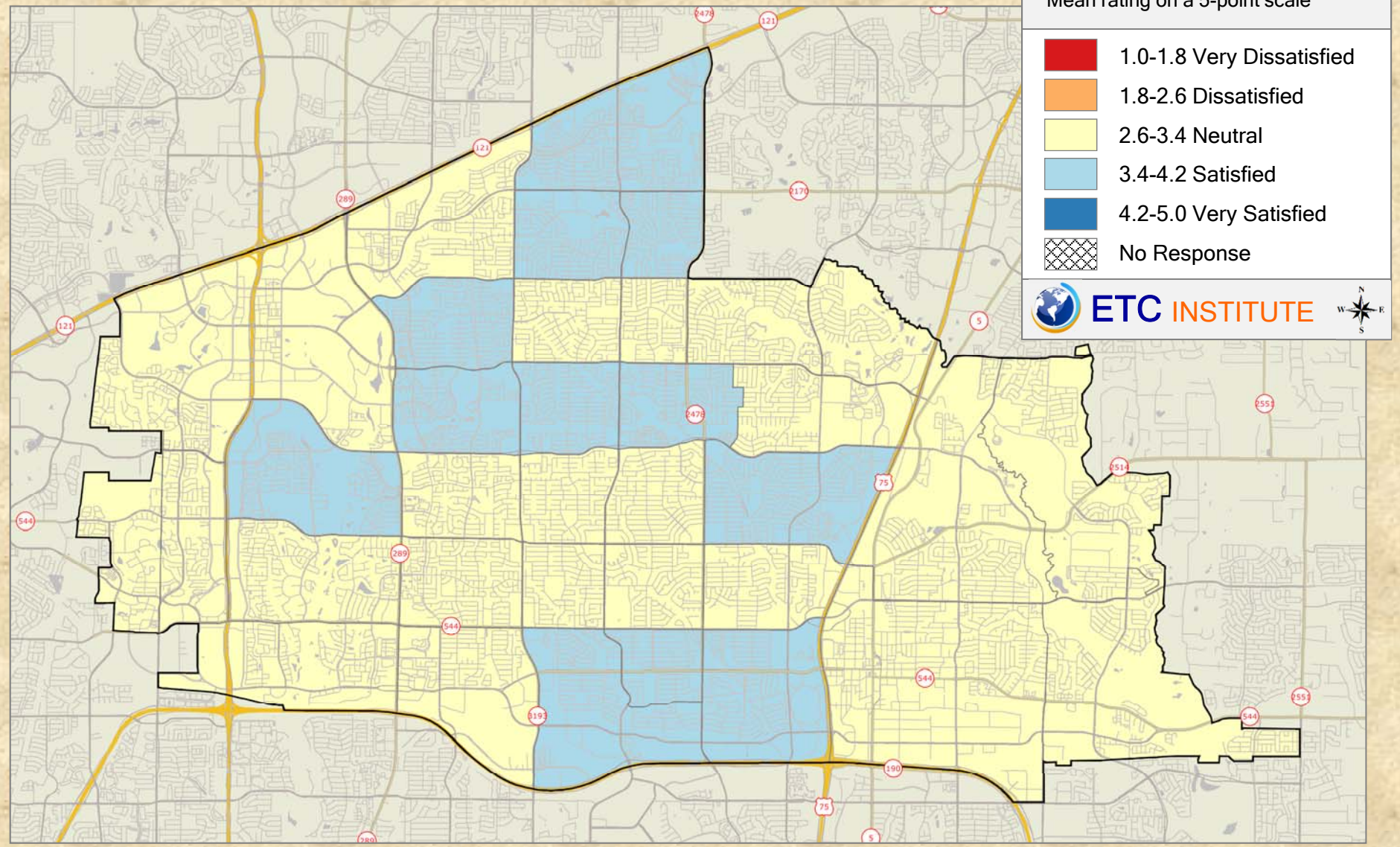
Q6-02 Satisfaction with City efforts to keep residents informed about local issues



2017 City of Plano Citizen Survey

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

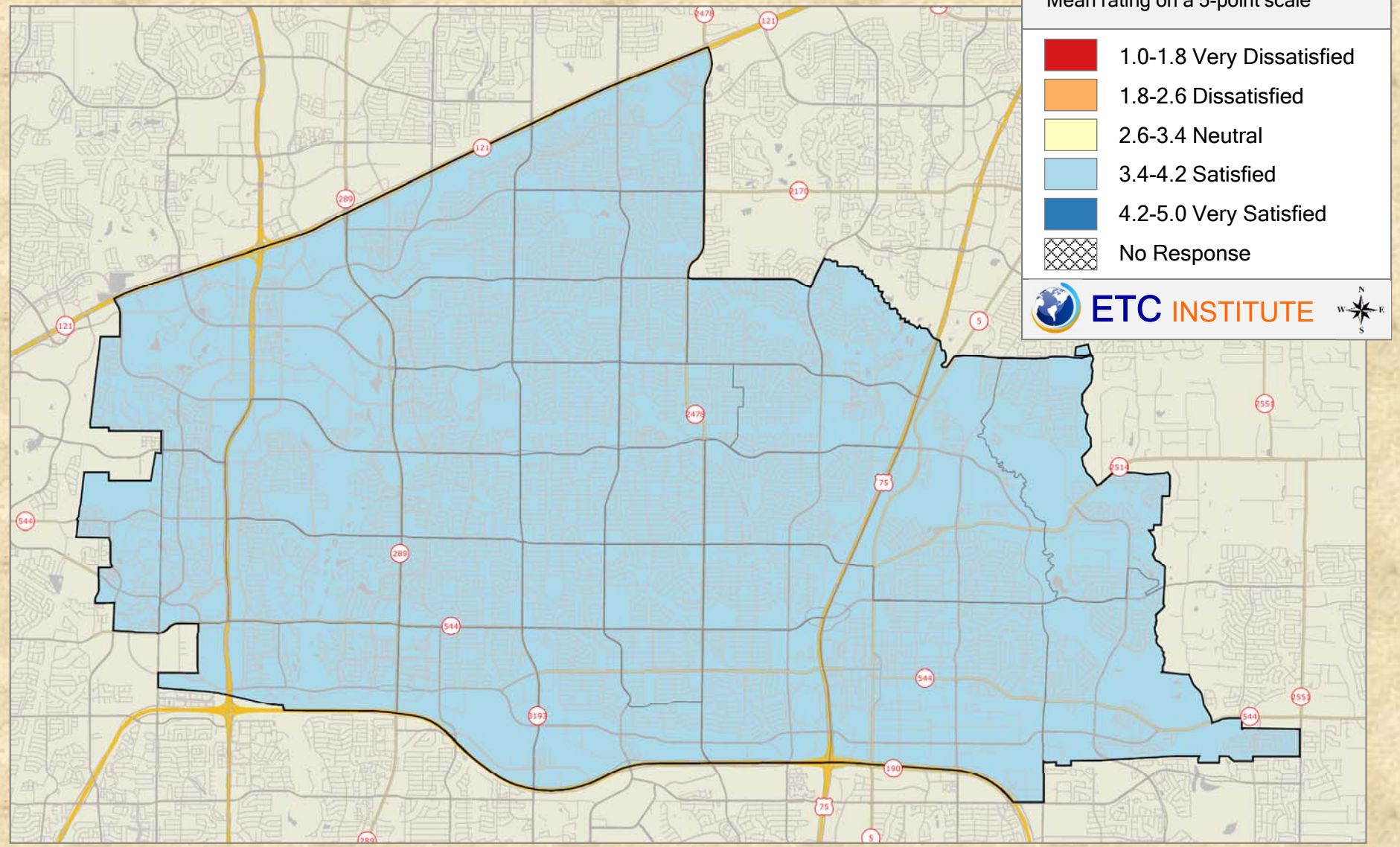
Q6-03 Satisfaction with the level of public involvement in City decision-making



2017 City of Plano Citizen Survey

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

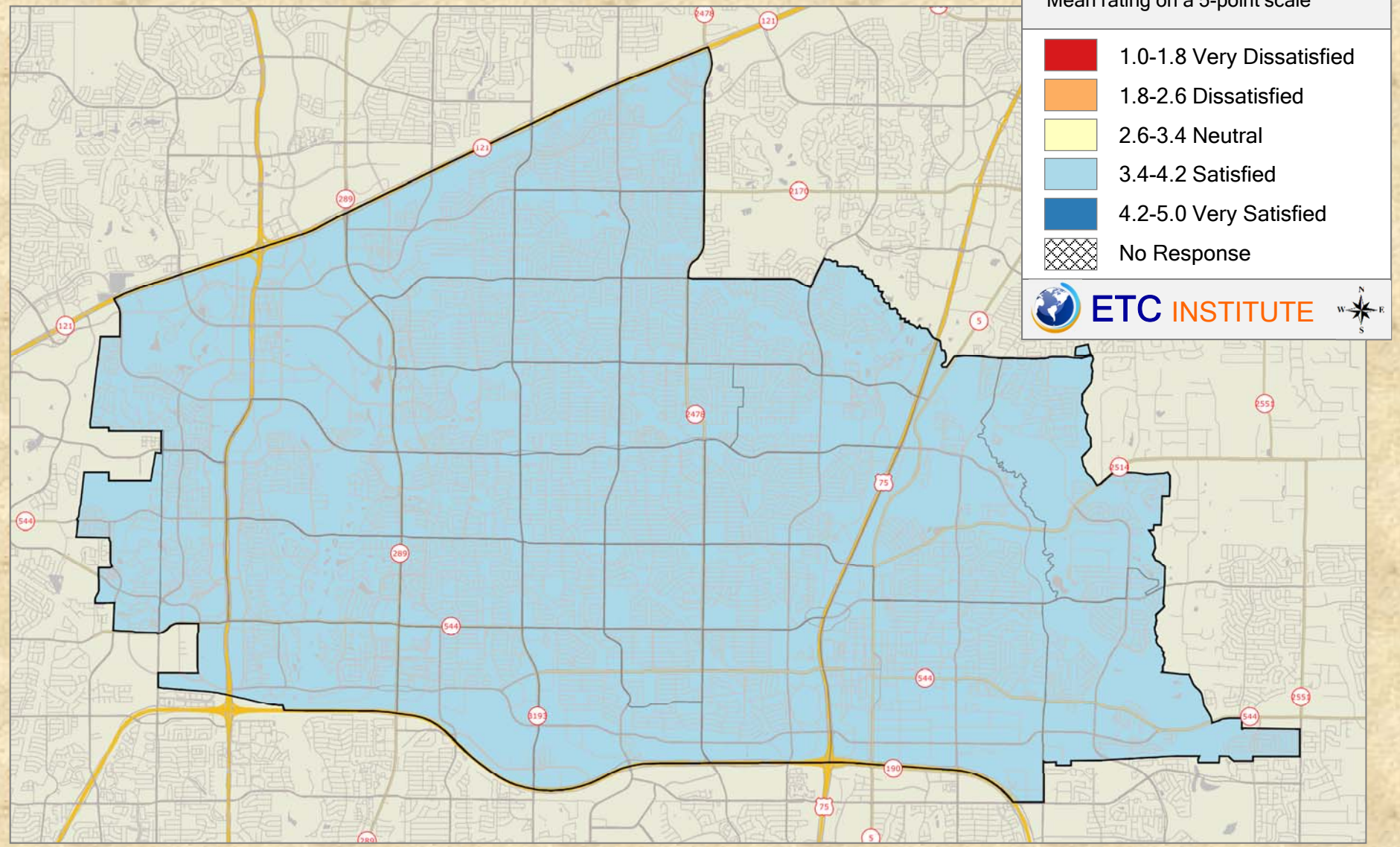
Q6-04 Satisfaction with usefulness of the information that is available on the City's Web site



2017 City of Plano Citizen Survey

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

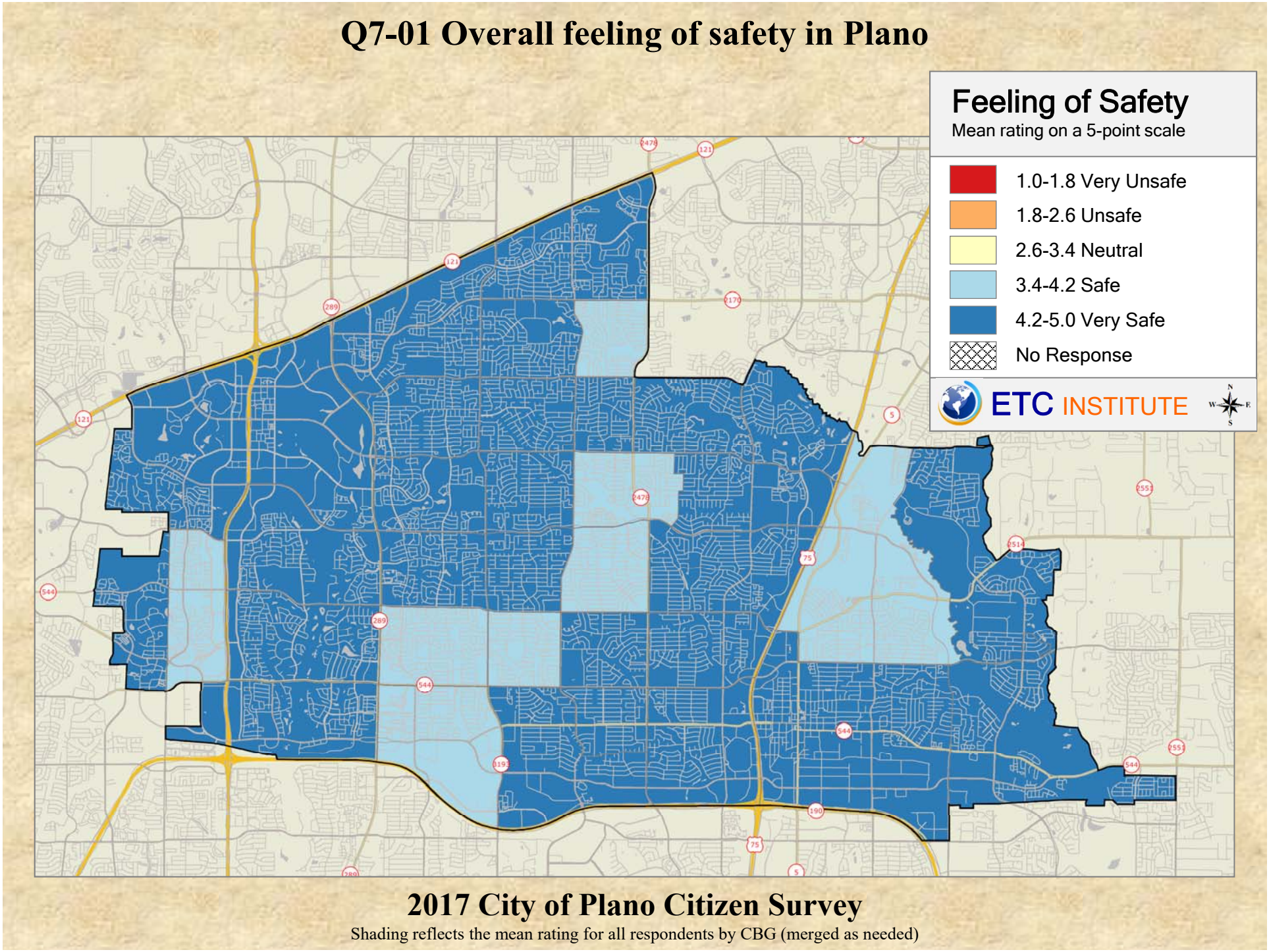
Q6-05 Satisfaction with availability of information related to City's sustainability and environmental efforts



2017 City of Plano Citizen Survey

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

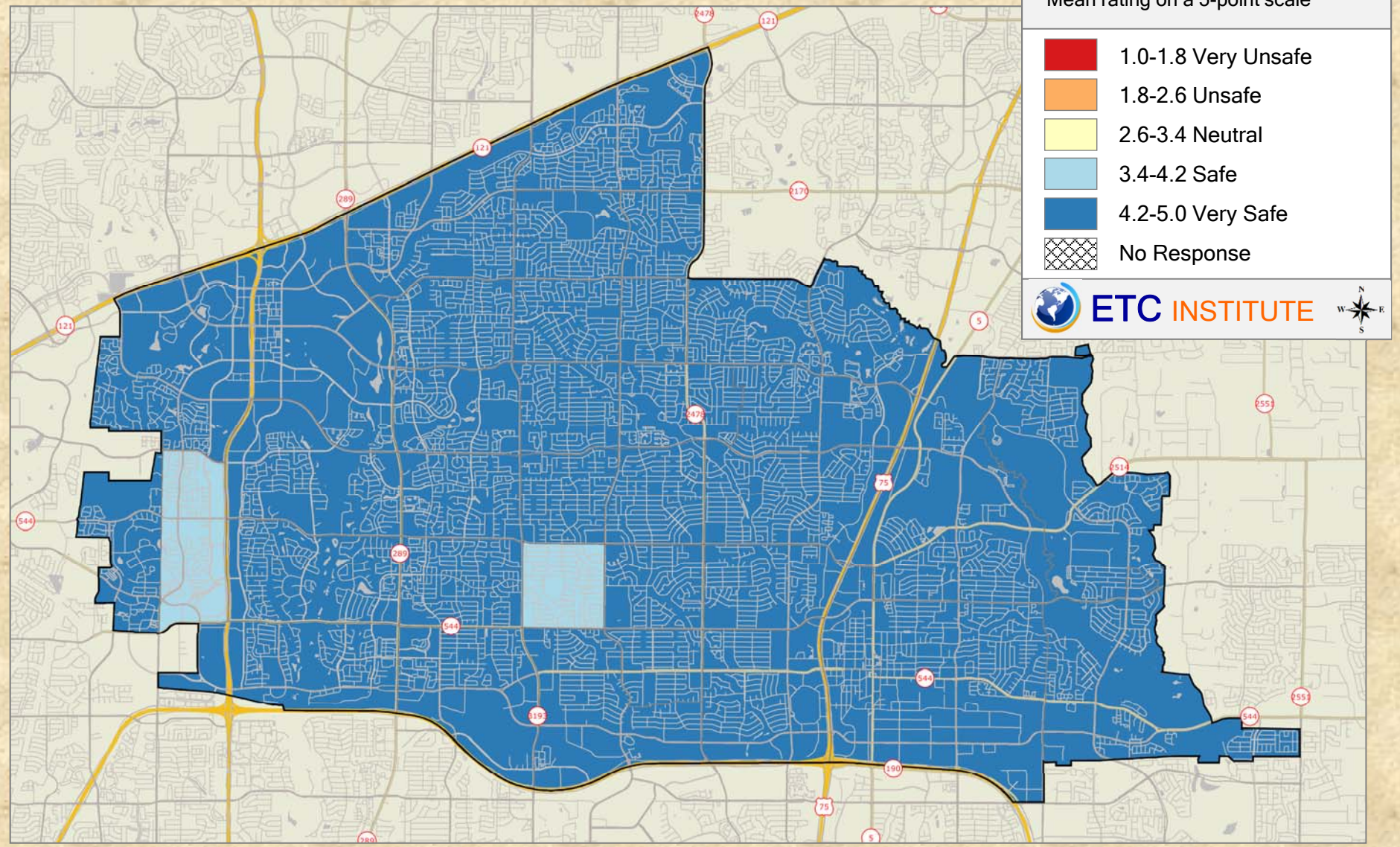
Q7-01 Overall feeling of safety in Plano



2017 City of Plano Citizen Survey

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

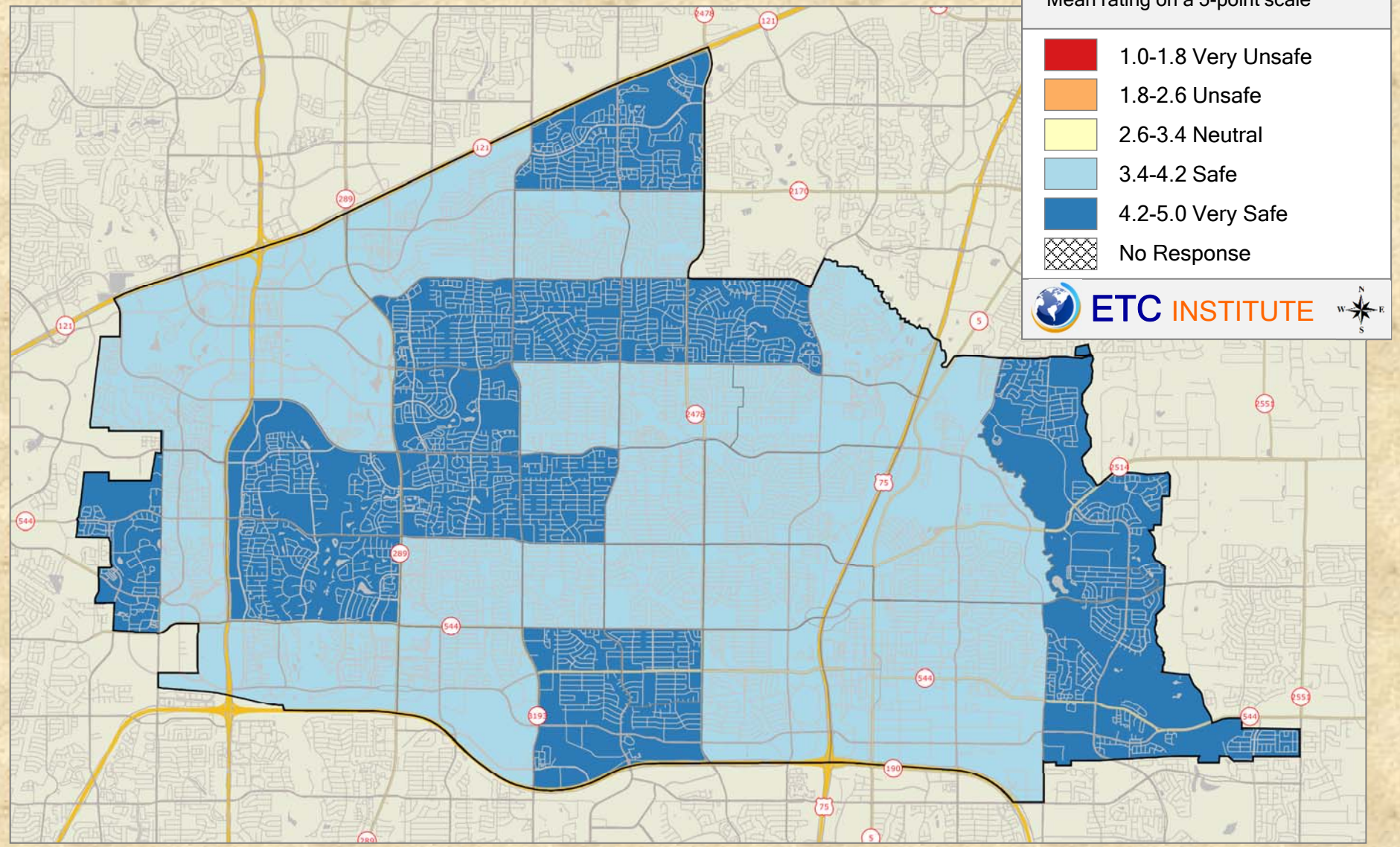
Q7-02 Feeling of safety in neighborhoods during the day



2017 City of Plano Citizen Survey

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

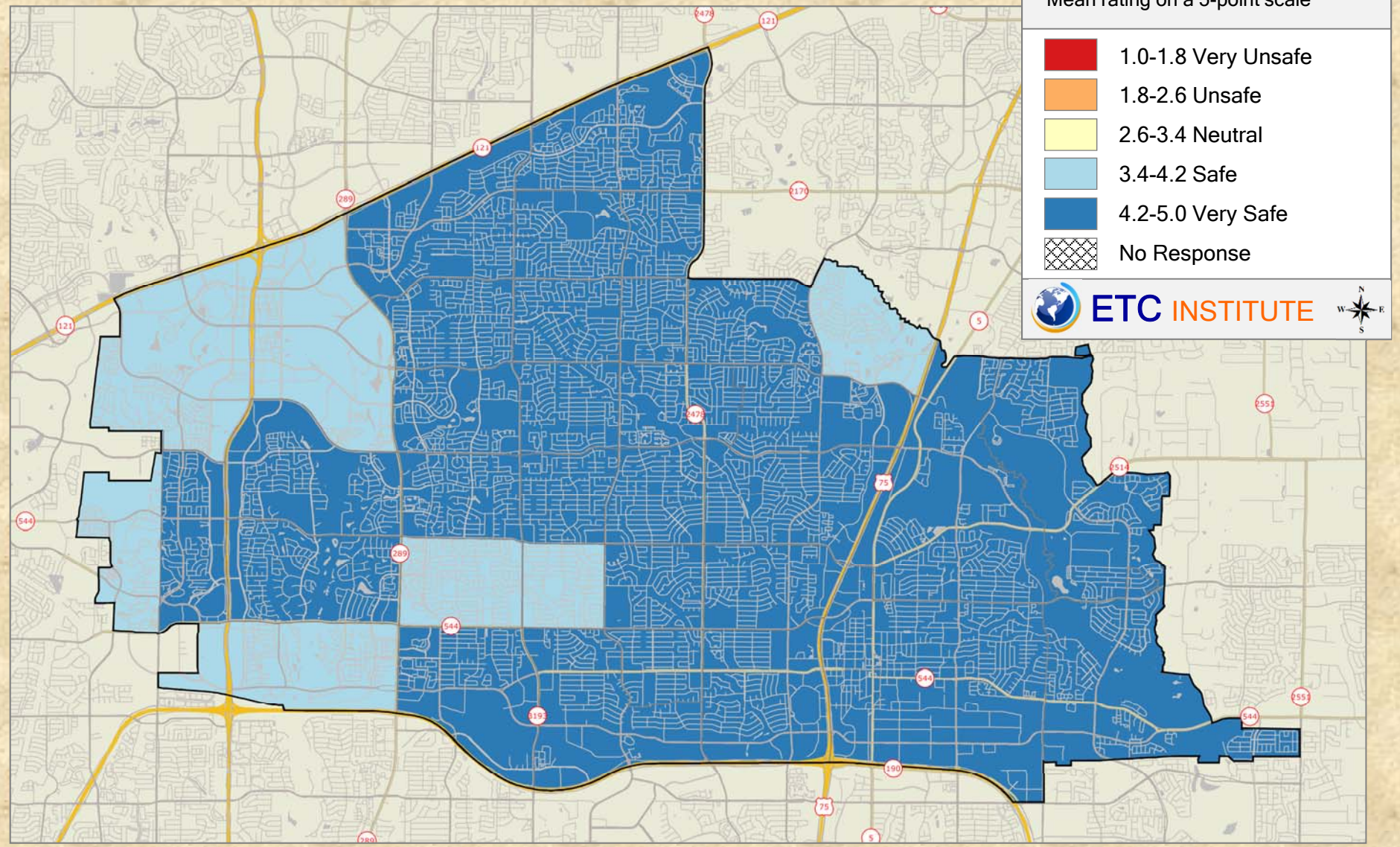
Q7-03 Feeling of safety in neighborhoods after dark



2017 City of Plano Citizen Survey

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

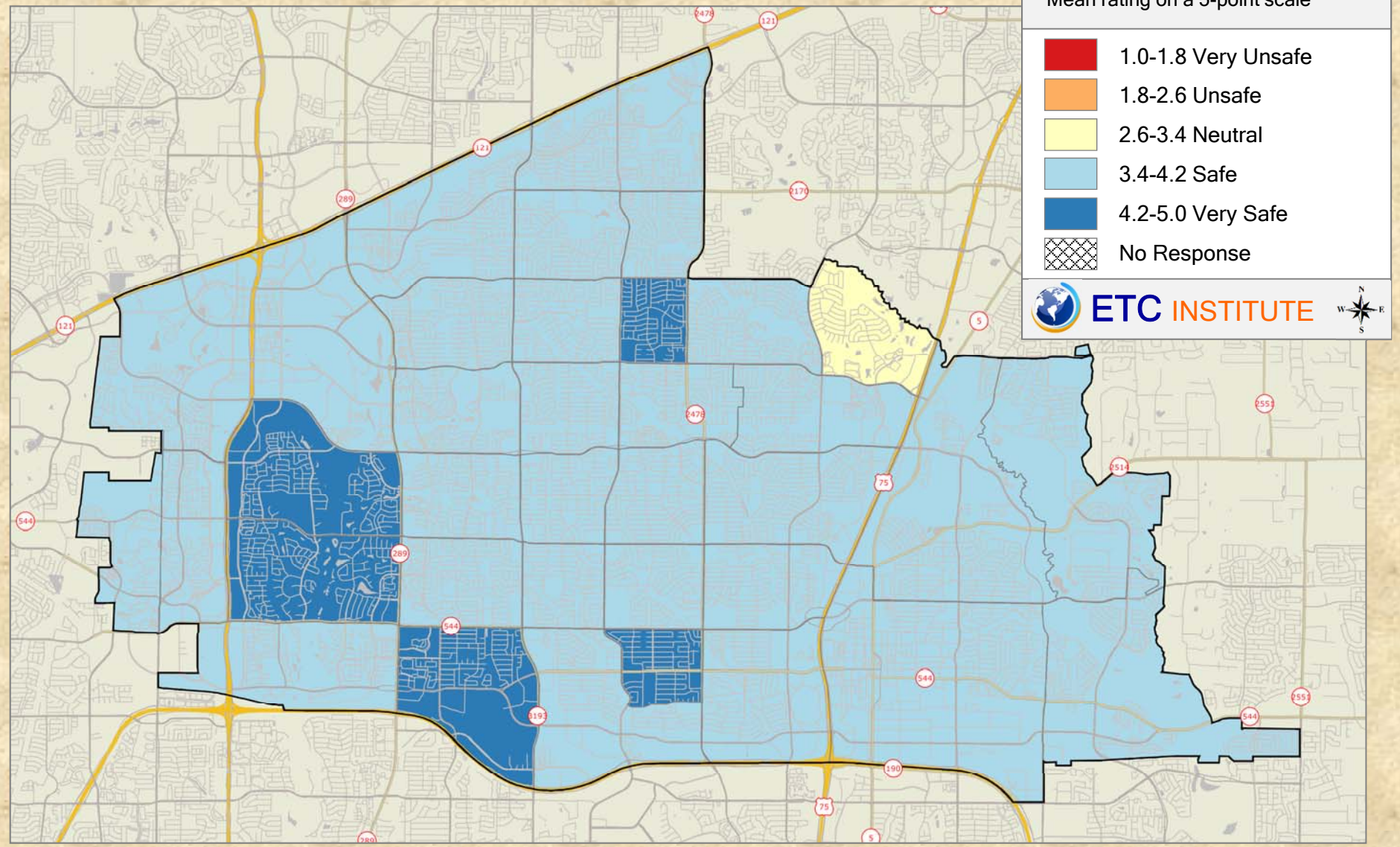
Q7-04 Feeling of safety at shopping centers/business areas during the day



2017 City of Plano Citizen Survey

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

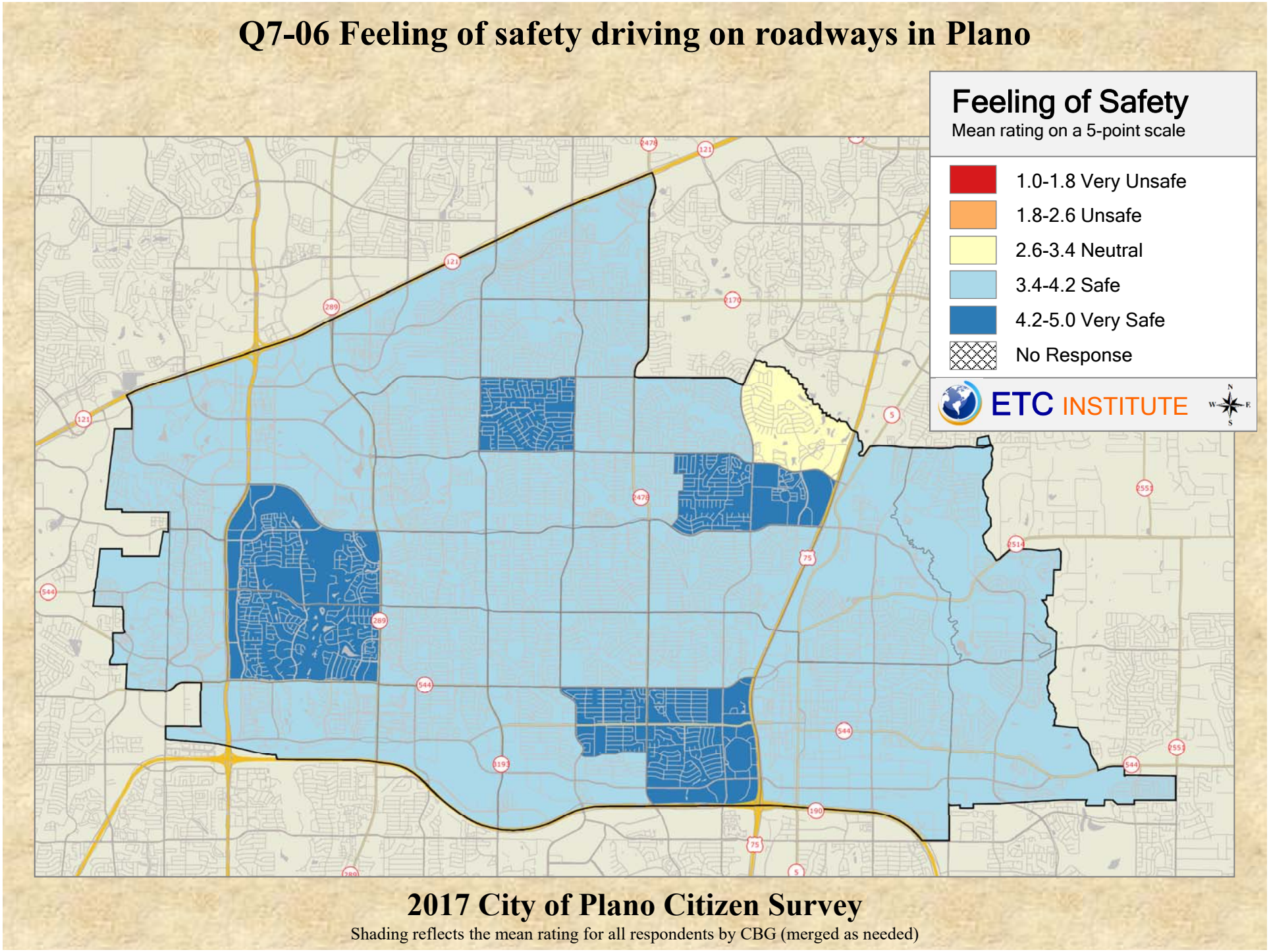
Q7-05 Feeling of safety at shopping centers/business areas after dark



2017 City of Plano Citizen Survey

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

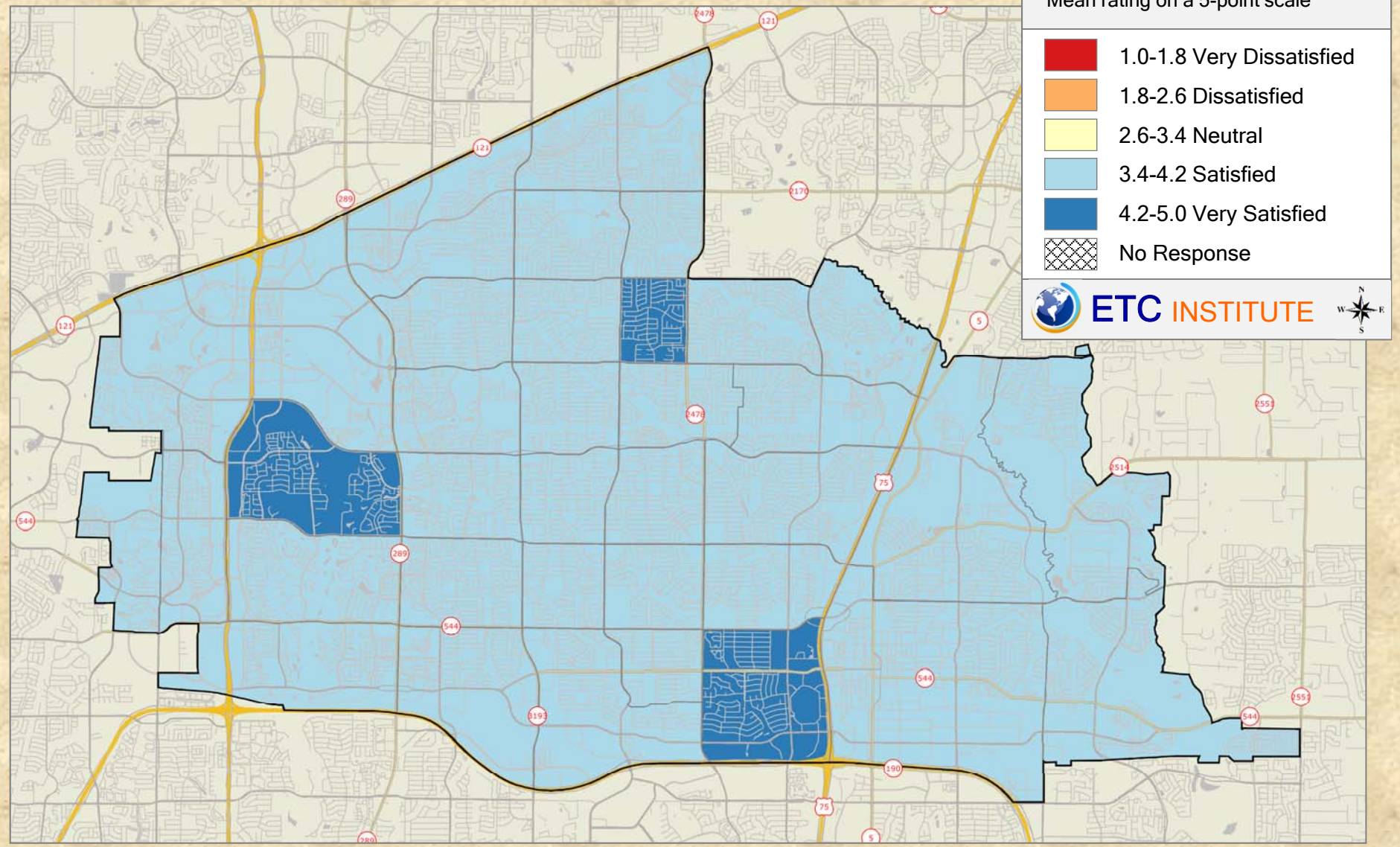
Q7-06 Feeling of safety driving on roadways in Plano



2017 City of Plano Citizen Survey

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

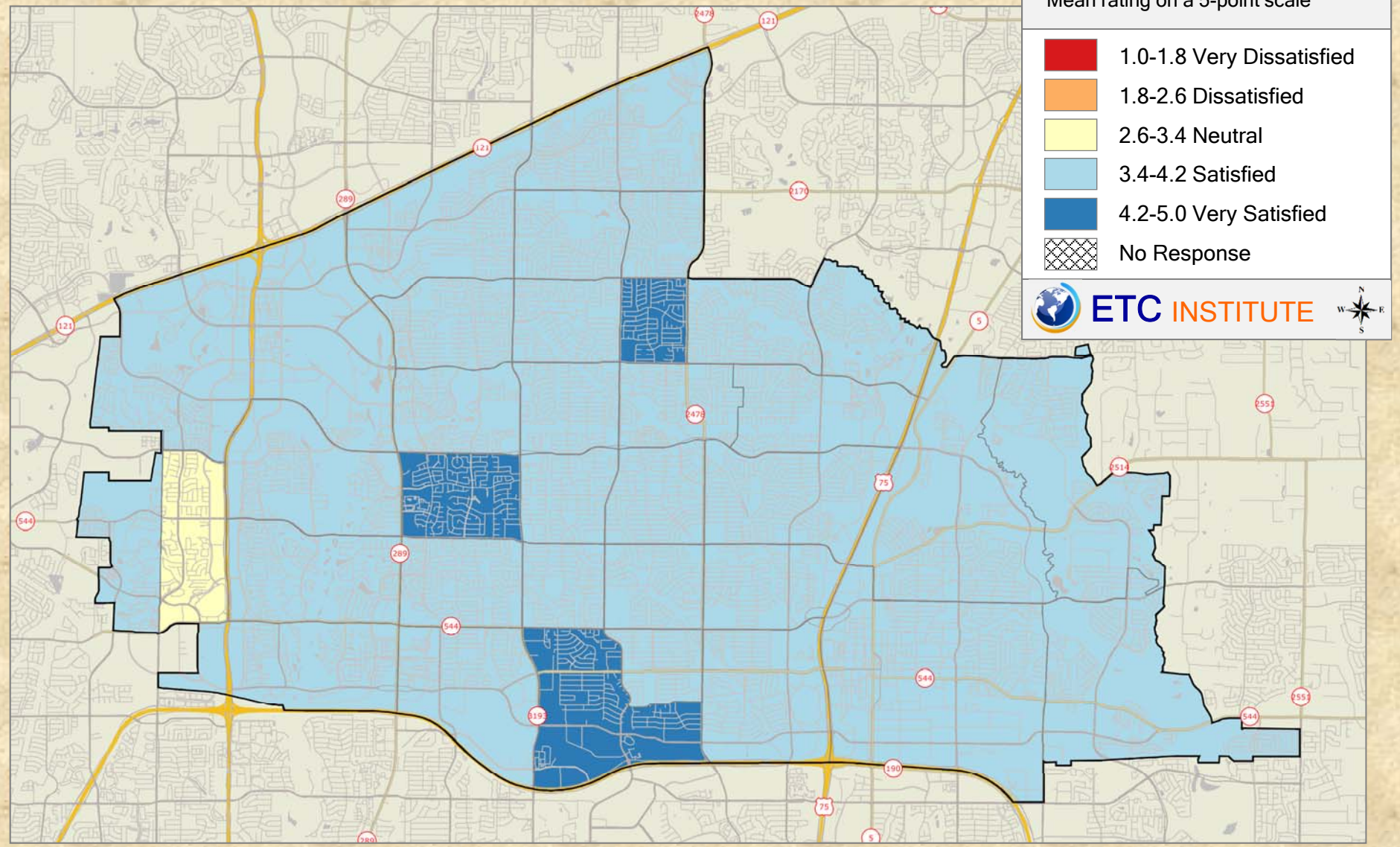
Q9-01 Satisfaction with access and availability of information about sustainability initiatives and programs



2017 City of Plano Citizen Survey

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

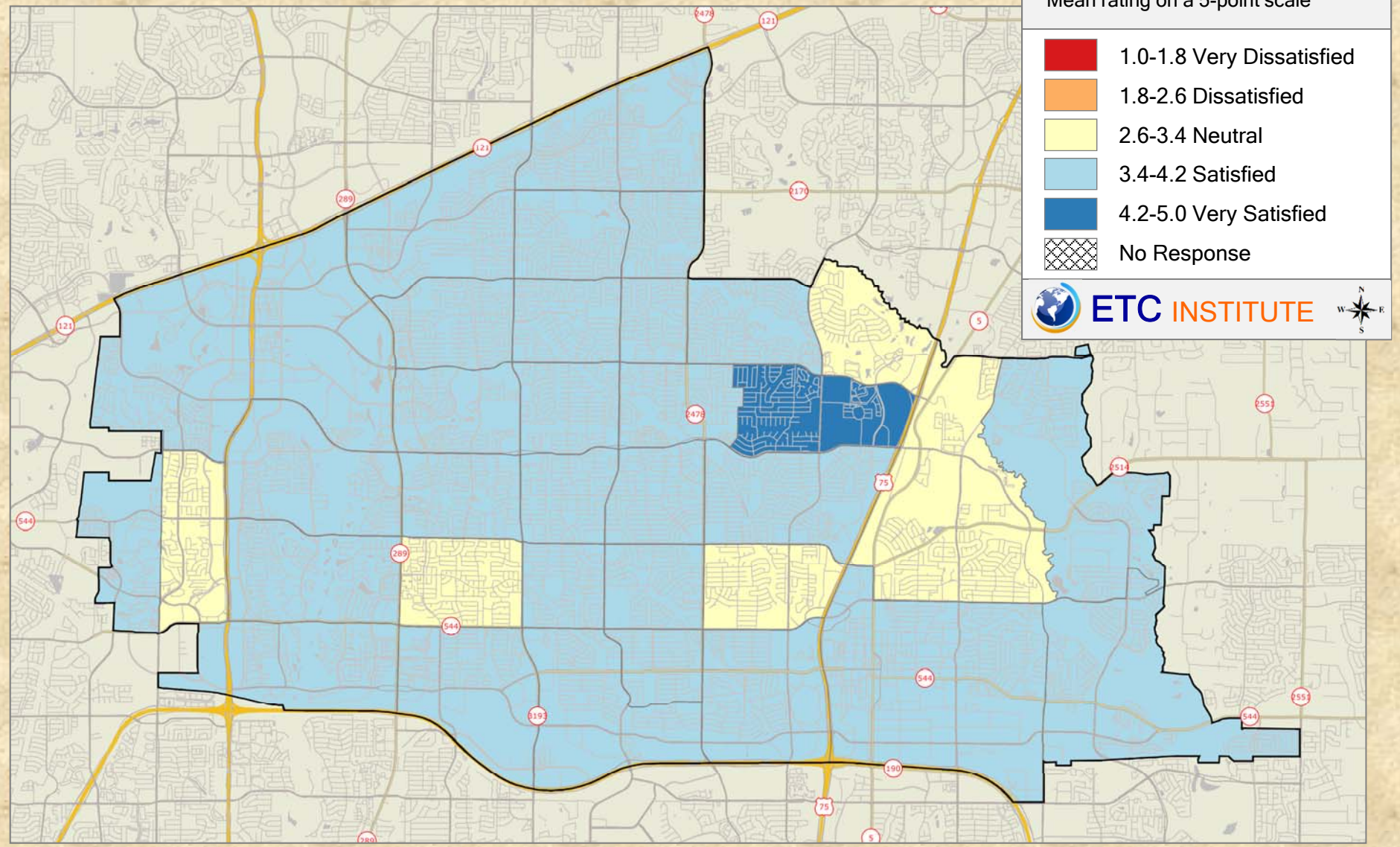
Q9-02 Satisfaction with opportunities for community engagement through Live Green in Plano programs



2017 City of Plano Citizen Survey

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

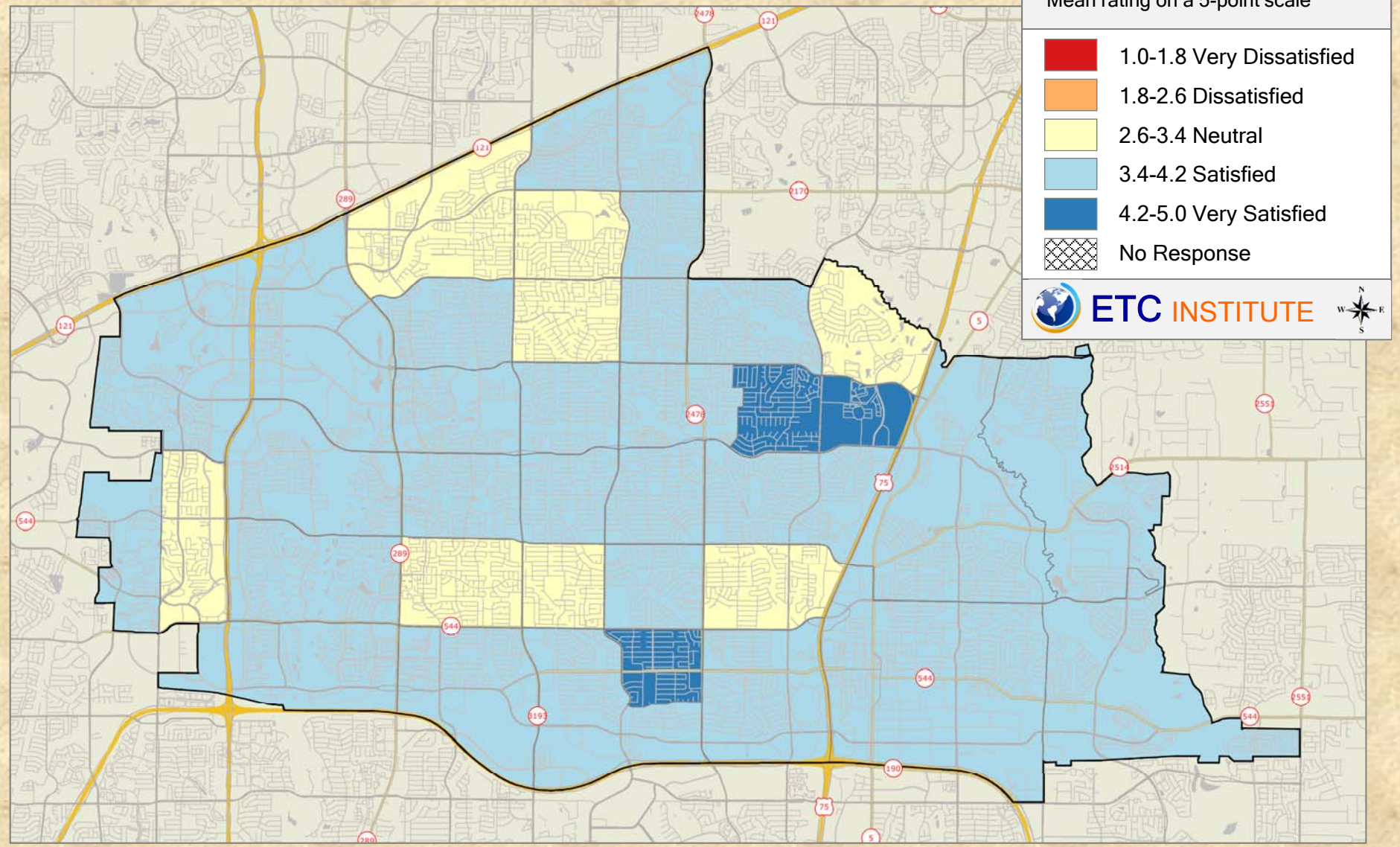
Q9-03 Satisfaction with frequency and accessibility of sustainable living learning opportunities



2017 City of Plano Citizen Survey

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

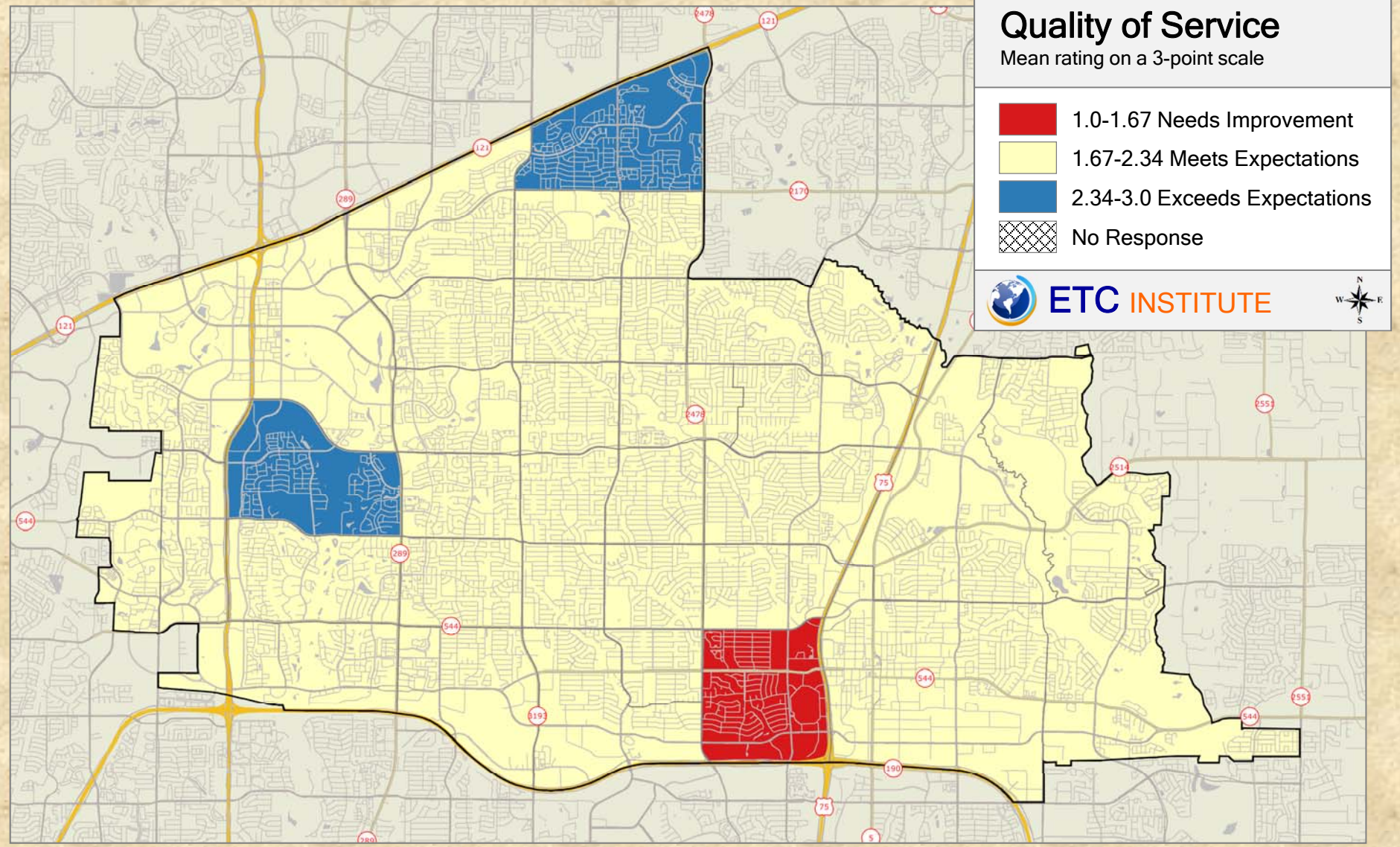
Q9-04 Satisfaction with efforts toward long term city-wide sustainability policies and initiatives



2017 City of Plano Citizen Survey

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

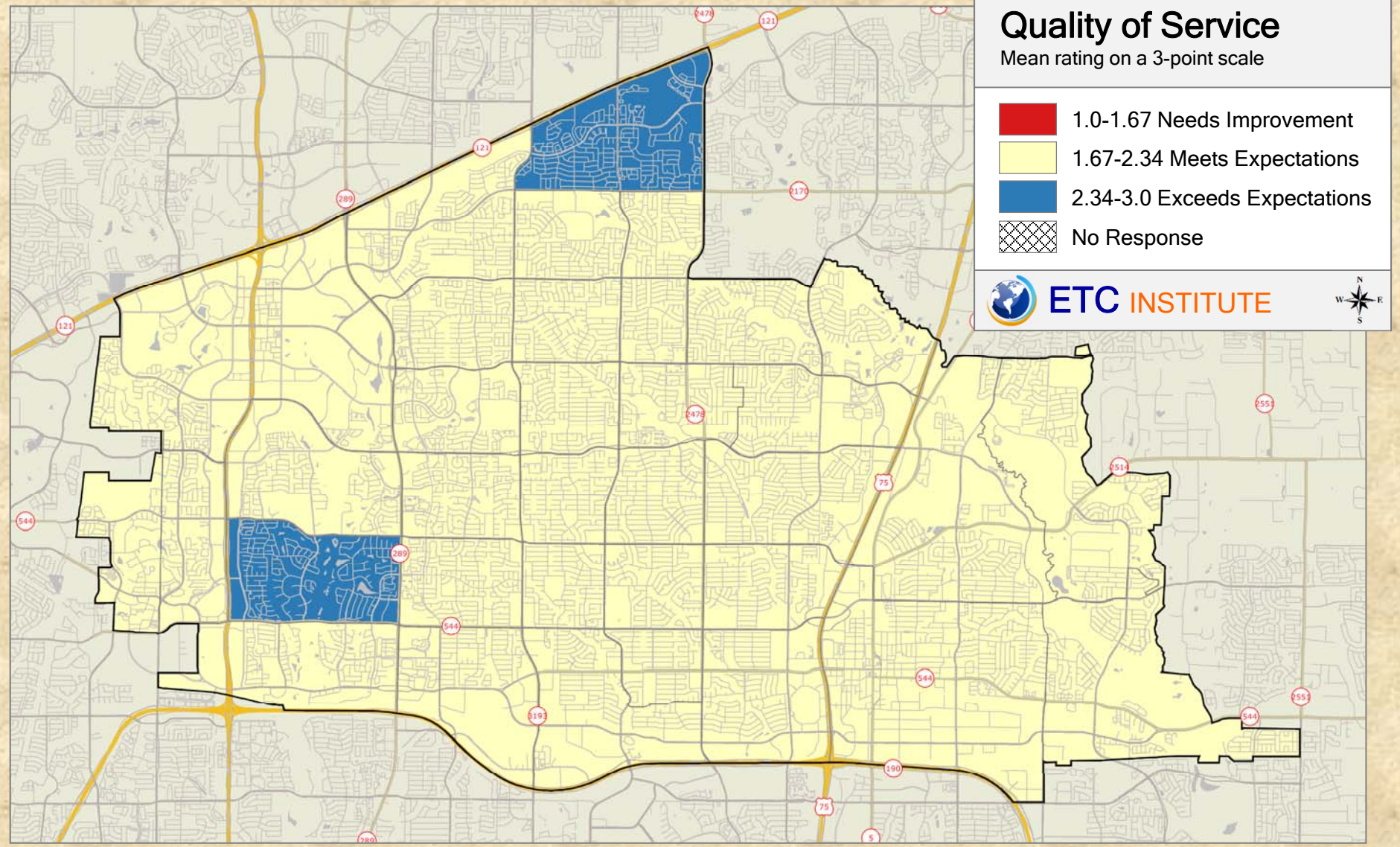
Q12-01 How well appearance of the median landscaping along city streets meets expectations



2017 City of Plano Citizen Survey

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

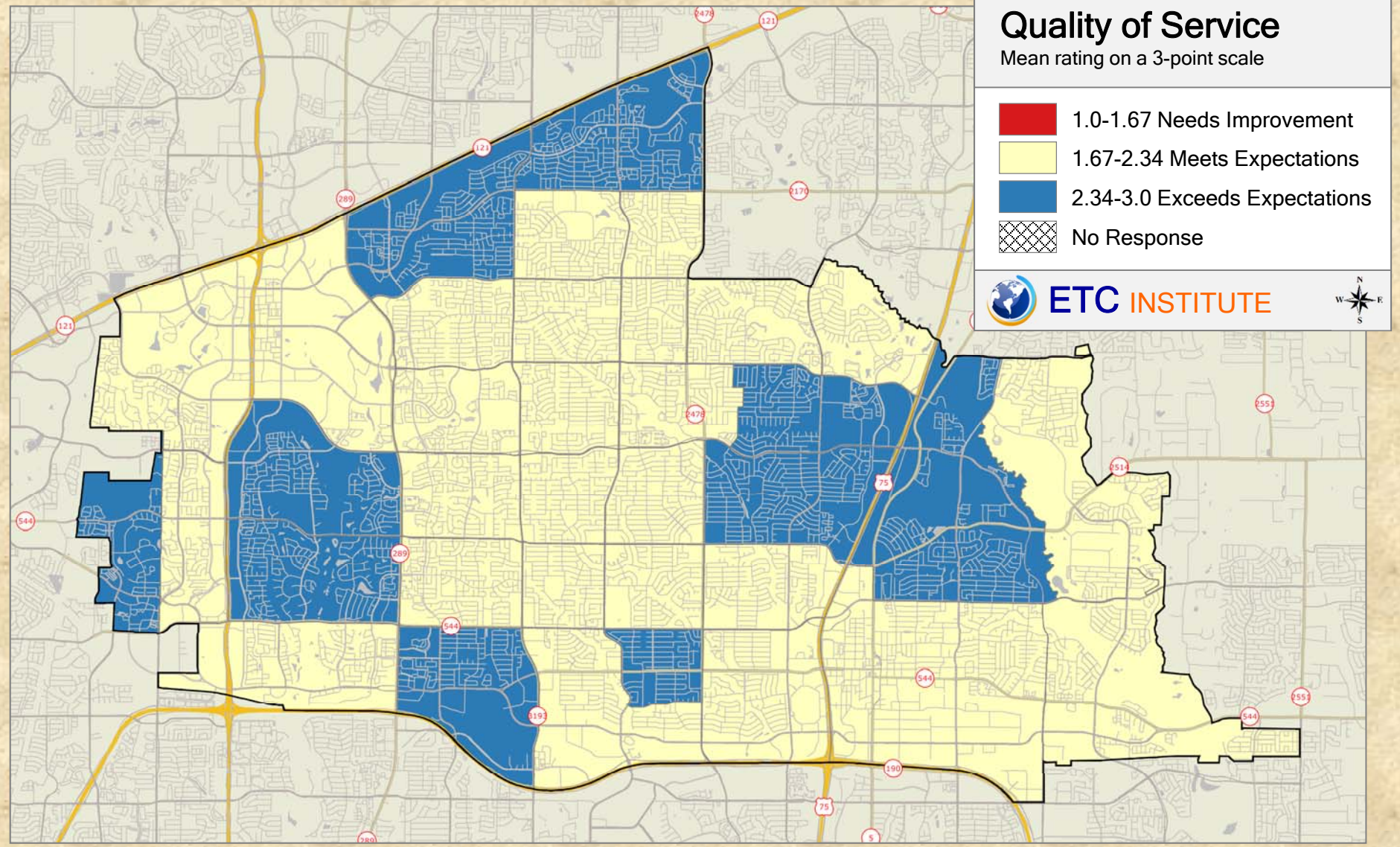
Q12-02 How well appearance of lakes, ponds and creeks in the City meets expectations



2017 City of Plano Citizen Survey

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

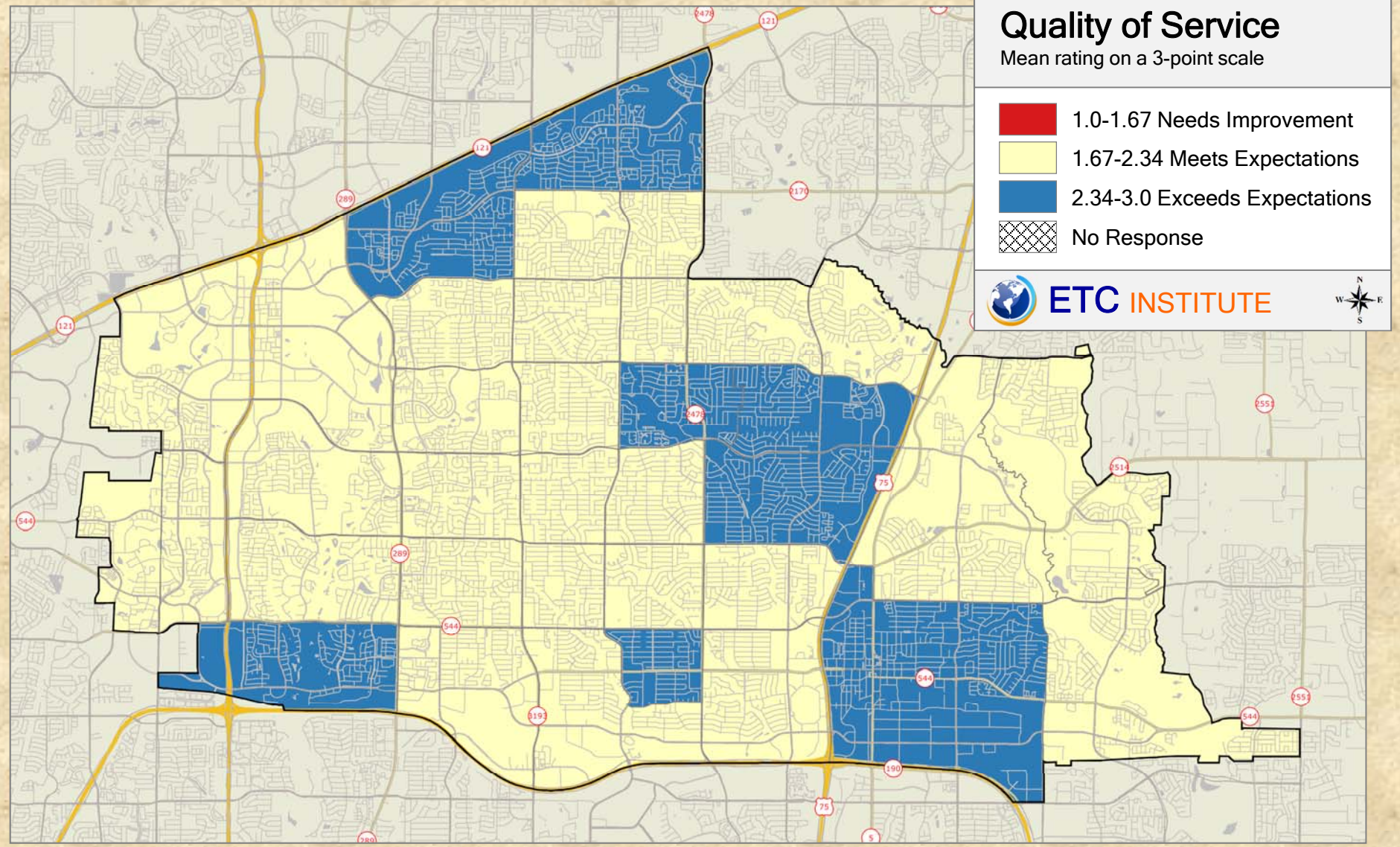
Q12-03 How well appearance of public building landscapes meets expectations



2017 City of Plano Citizen Survey

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

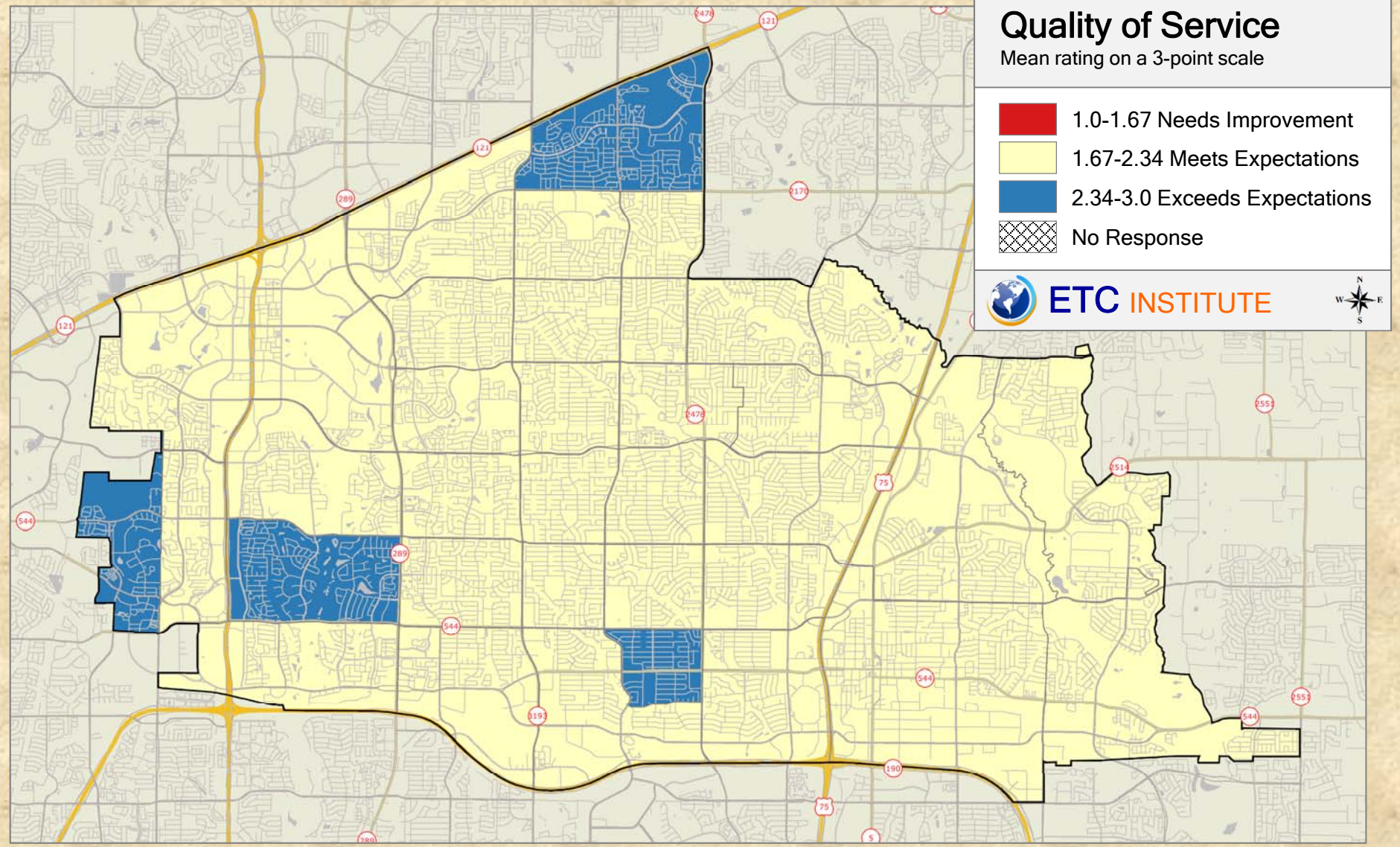
Q12-04 How well appearance of City parks meets expectations



2017 City of Plano Citizen Survey

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

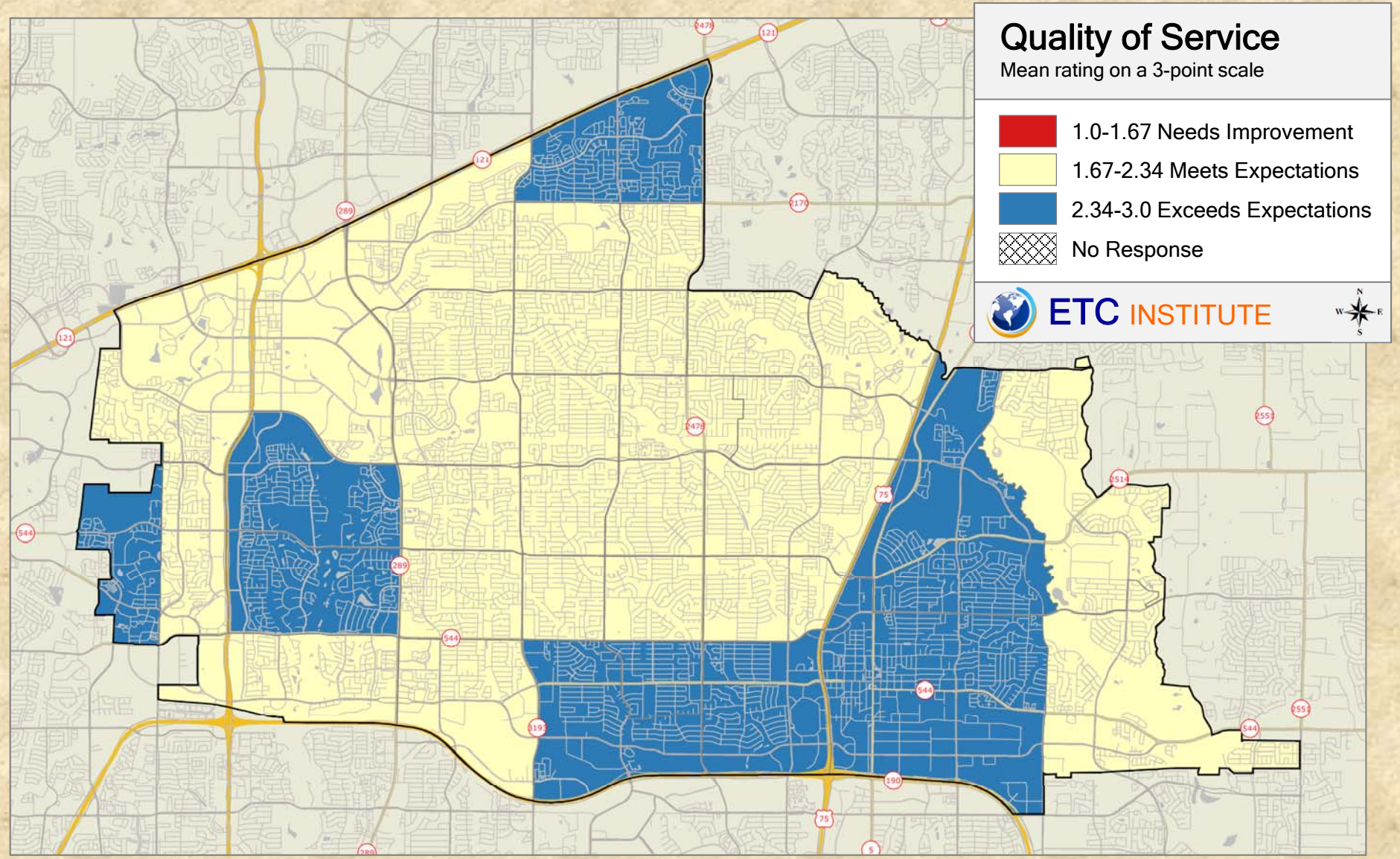
Q12-05 How well condition of the playing surfaces on City athletic fields meets expectations



2017 City of Plano Citizen Survey

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

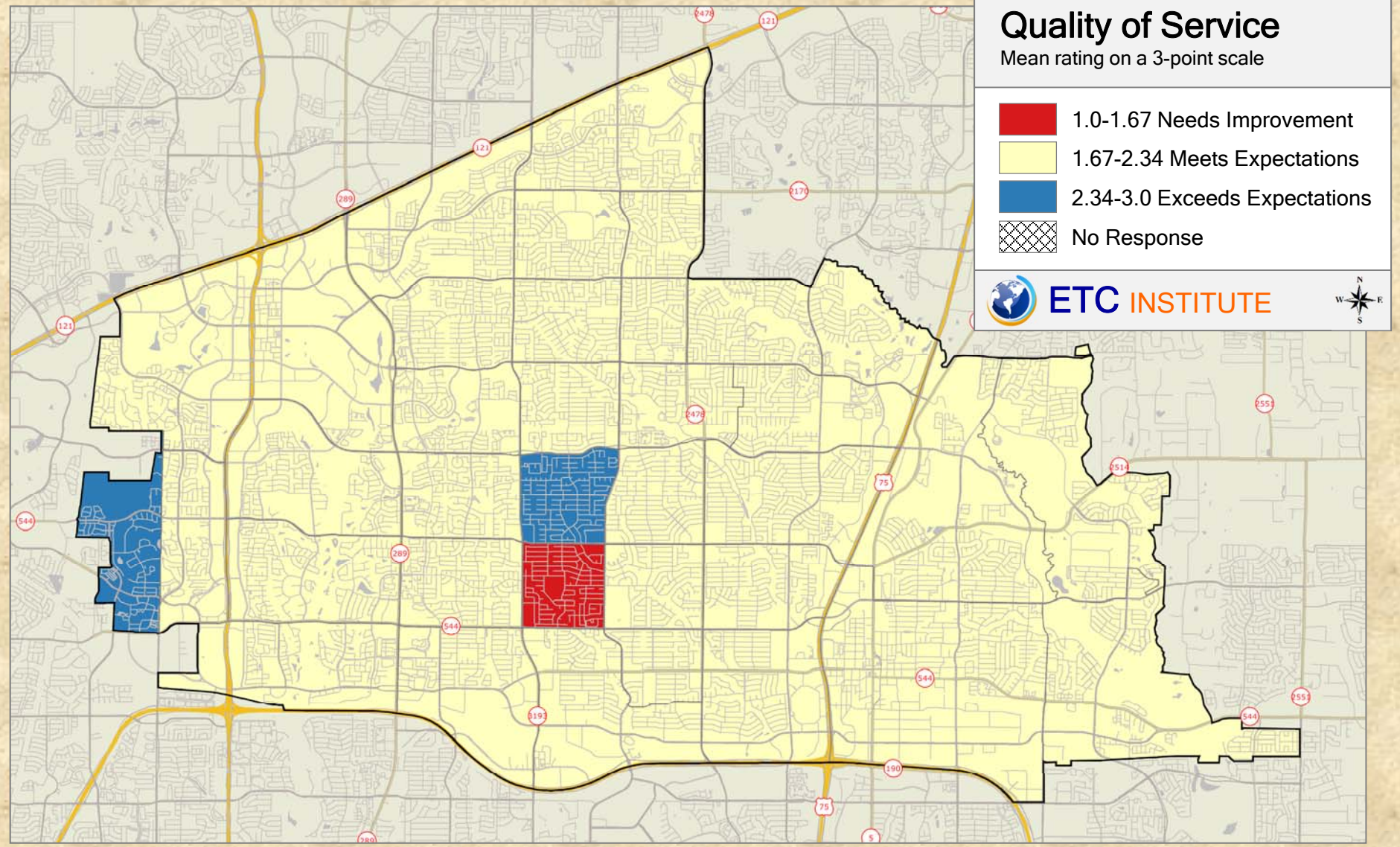
Q12-06 How well cleanliness of the recreation facilities meets expectations



2017 City of Plano Citizen Survey

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

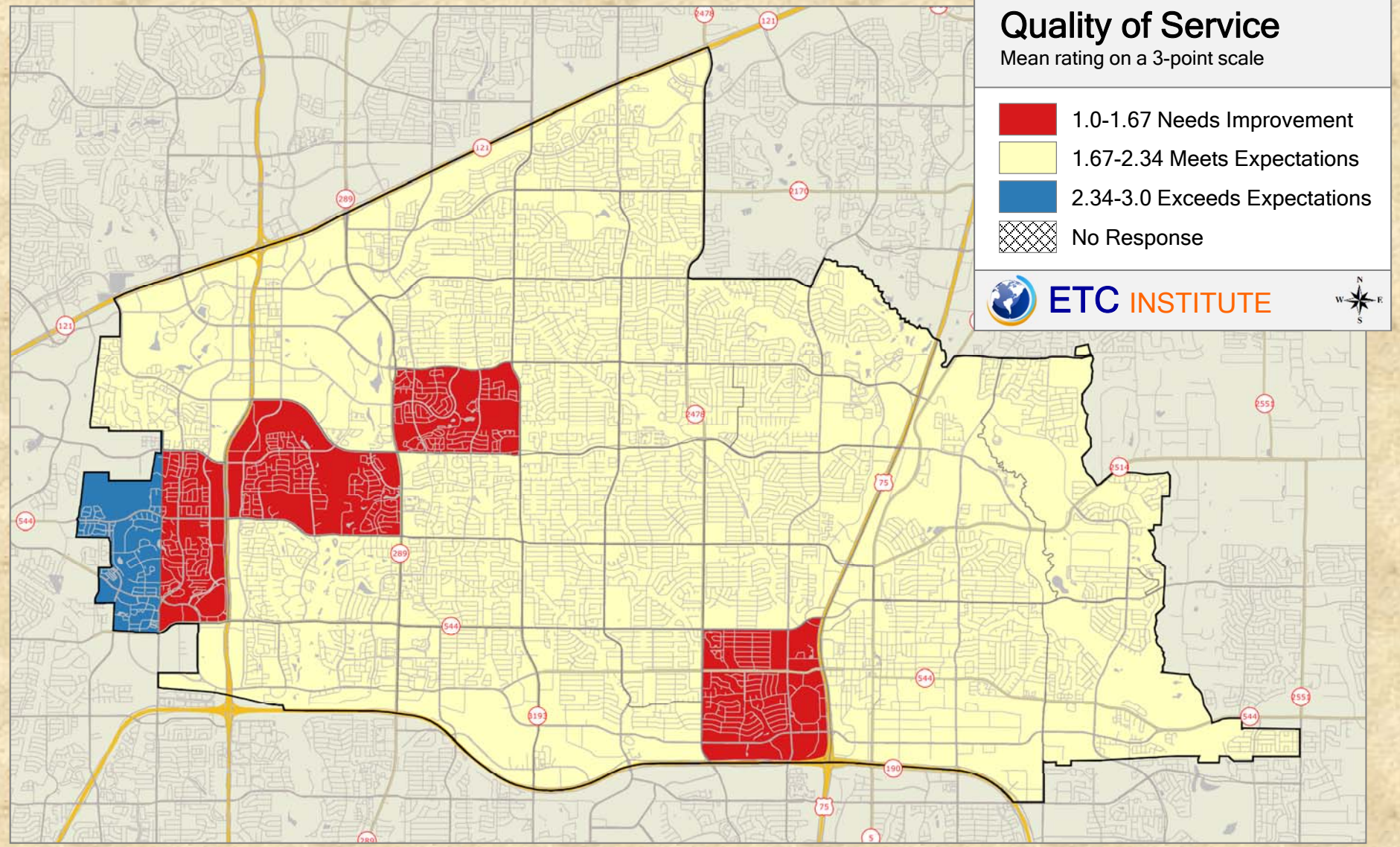
Q12-07 How well water conservation in City parks meets expectations



2017 City of Plano Citizen Survey

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

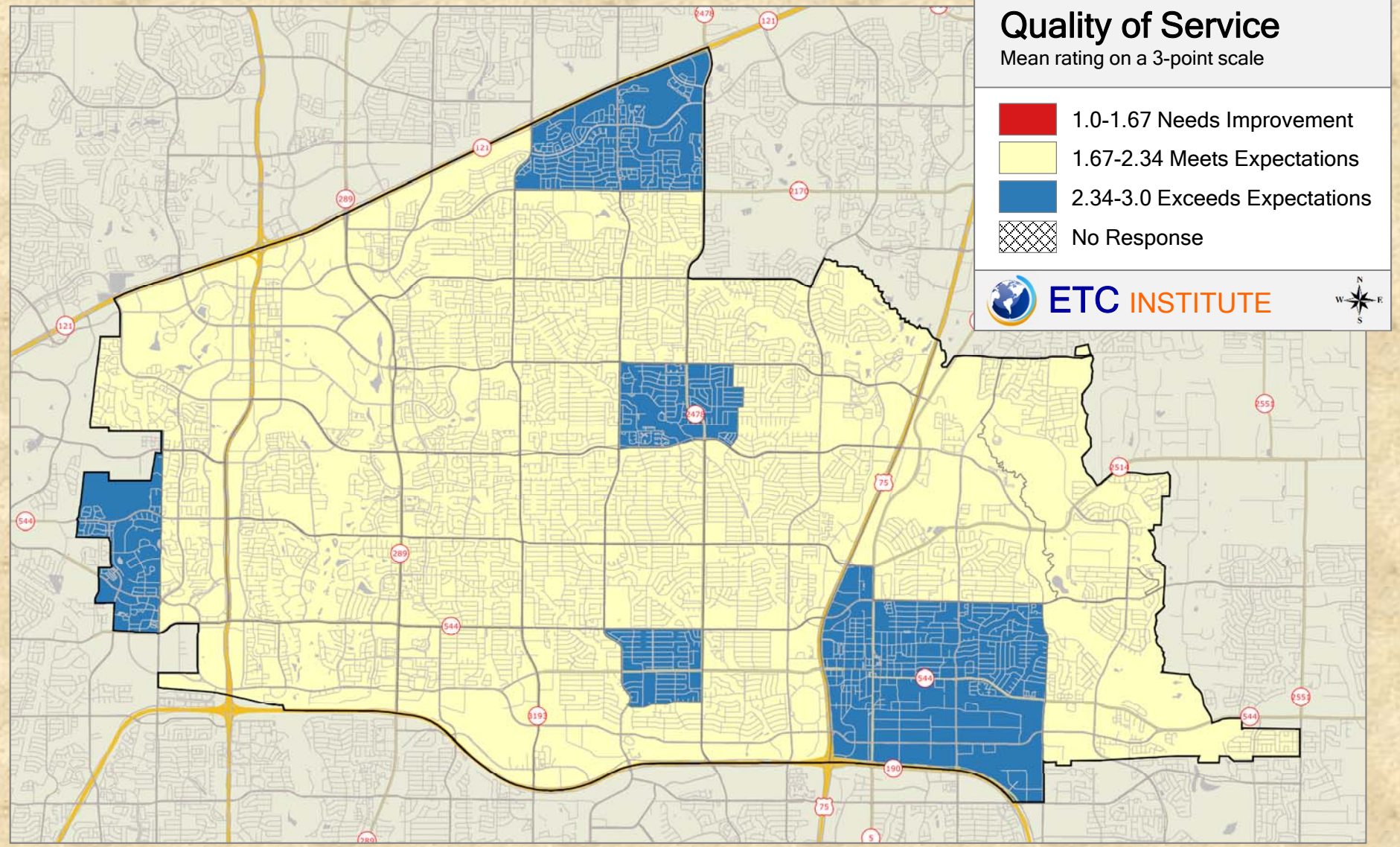
Q12-08 How well recycling services in City parks meets expectations



2017 City of Plano Citizen Survey

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

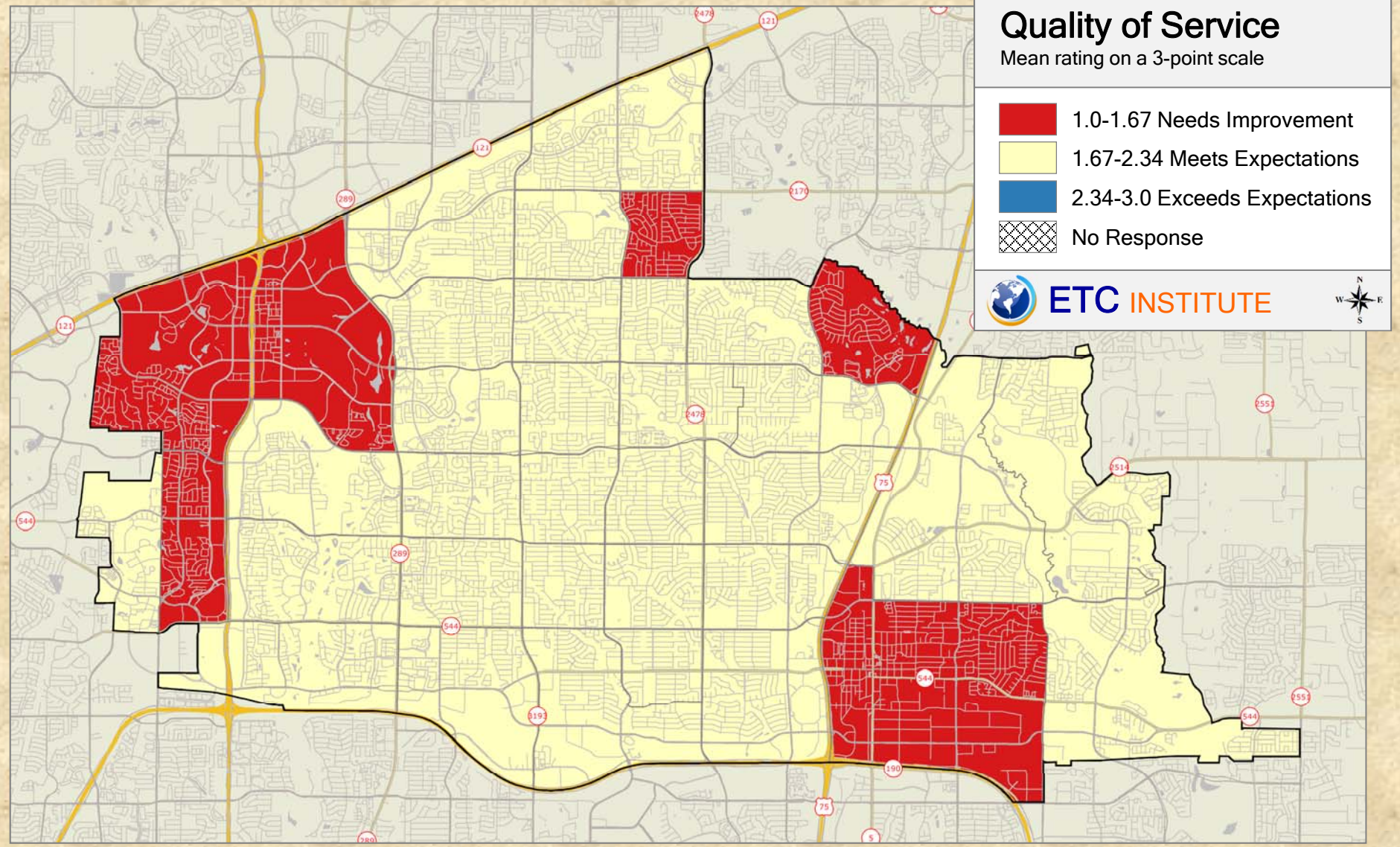
Q12-09 How well cleanliness of City parks meets expectations



2017 City of Plano Citizen Survey

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

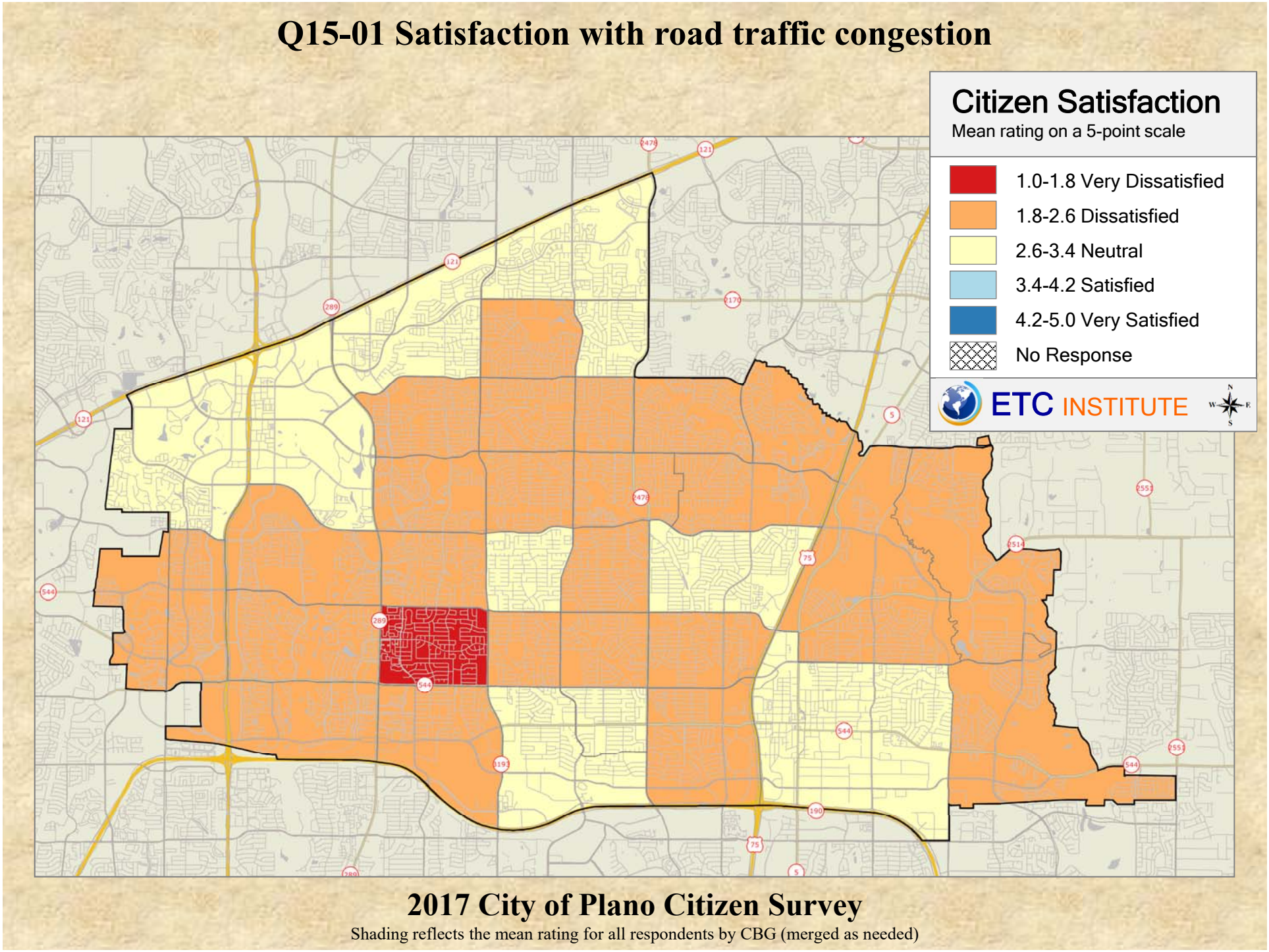
Q12-10 How well cleanliness of park restrooms meets expectations



2017 City of Plano Citizen Survey

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

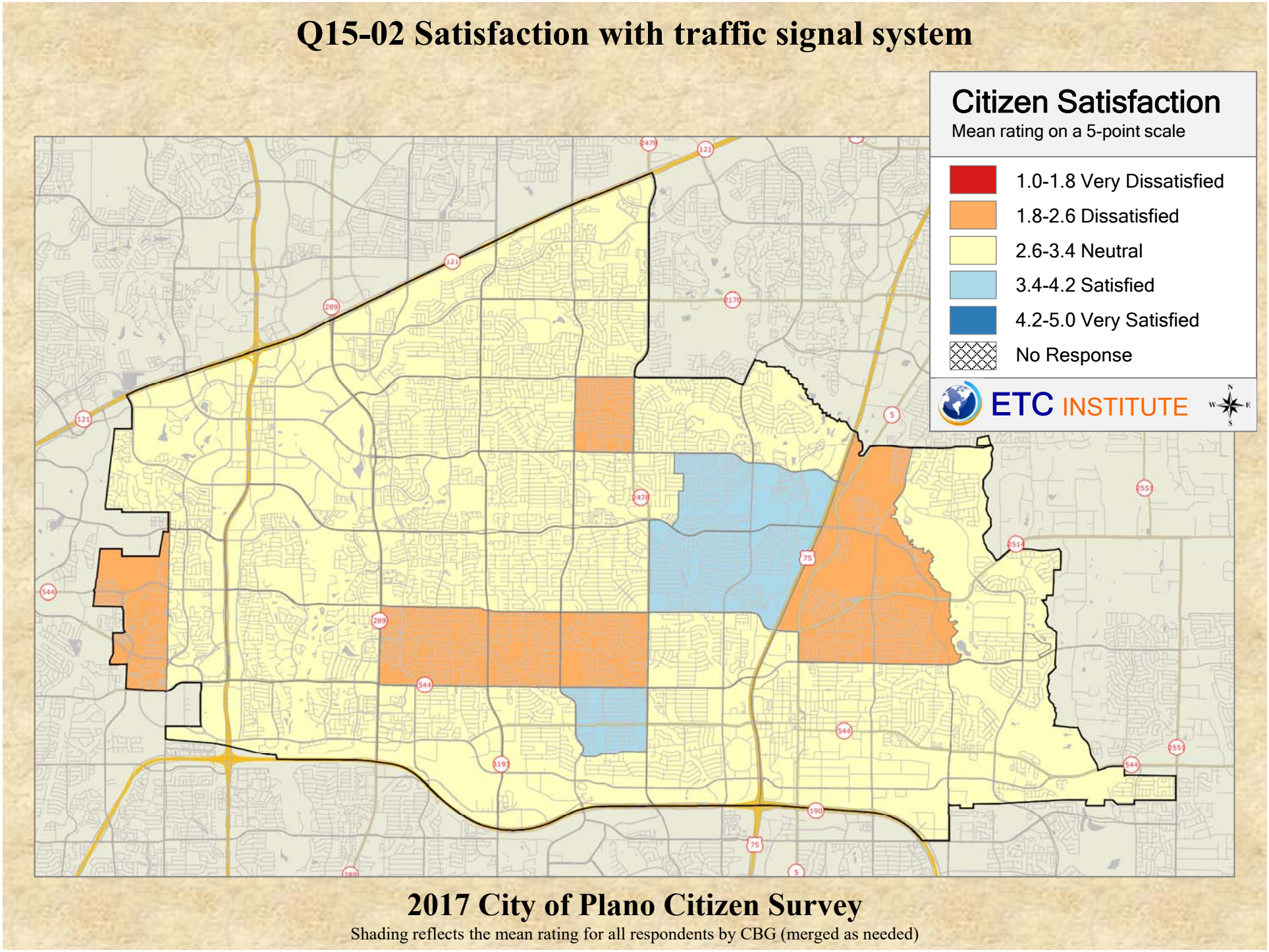
Q15-01 Satisfaction with road traffic congestion



2017 City of Plano Citizen Survey

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

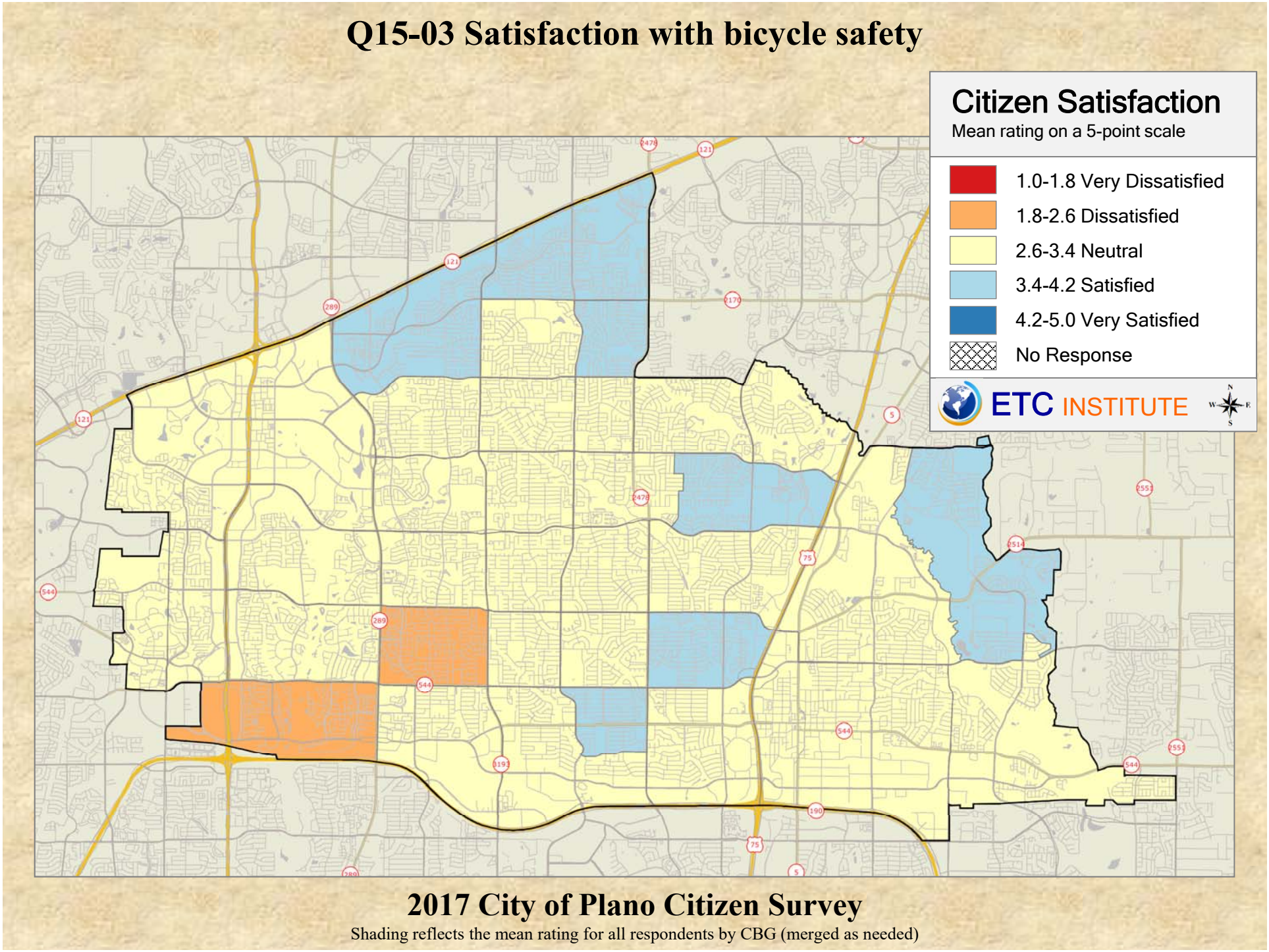
Q15-02 Satisfaction with traffic signal system



2017 City of Plano Citizen Survey

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

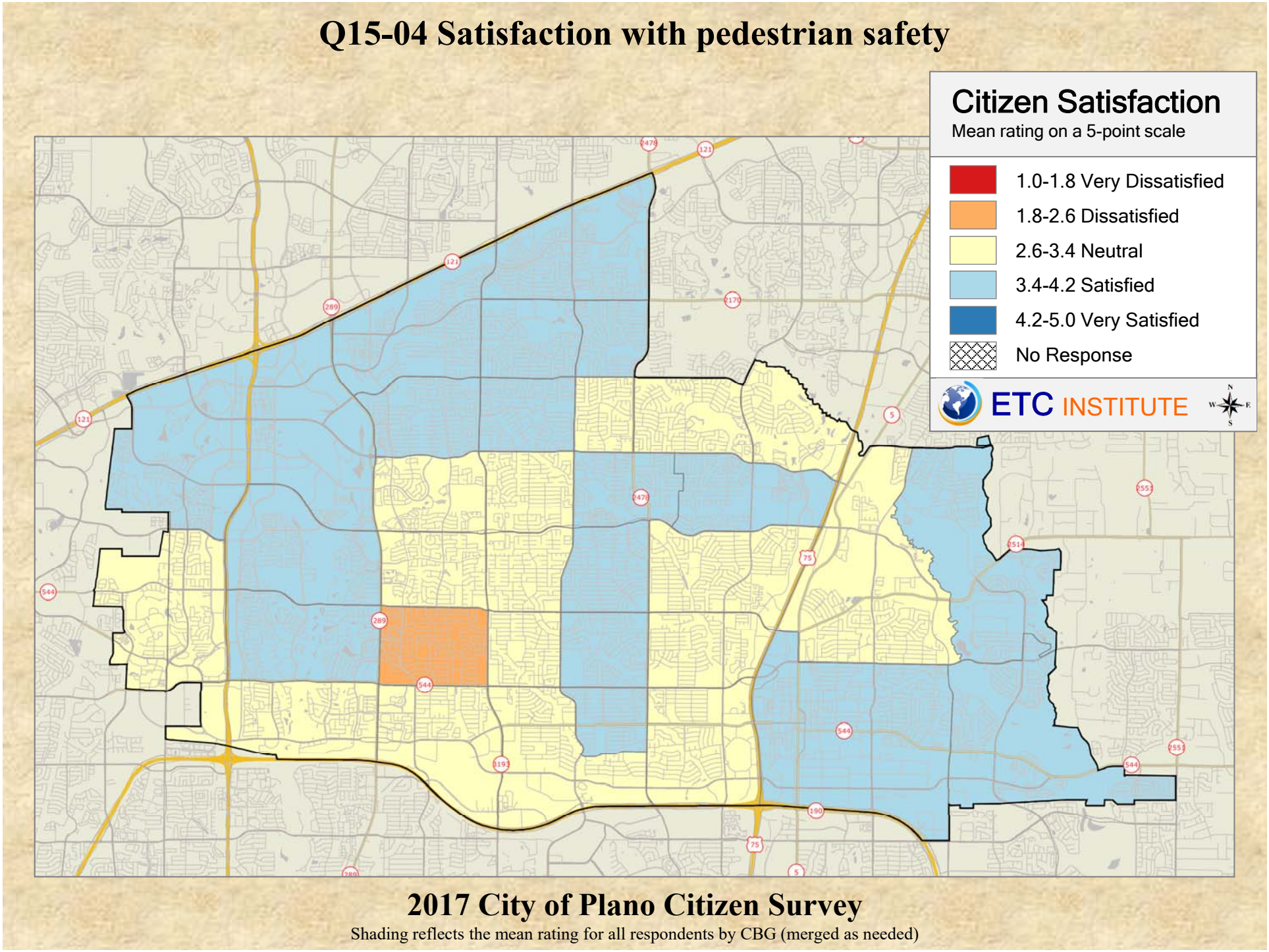
Q15-03 Satisfaction with bicycle safety



2017 City of Plano Citizen Survey

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

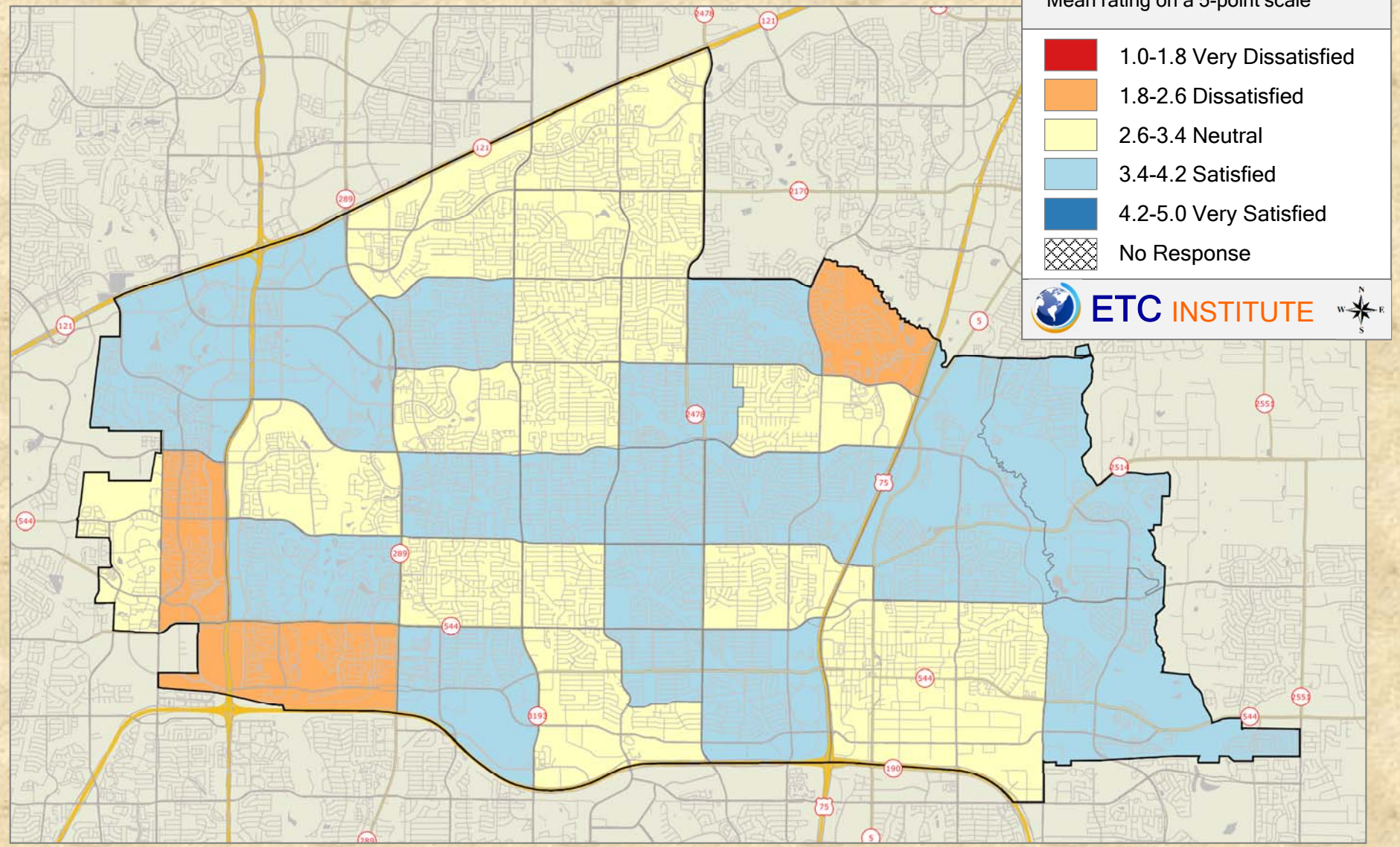
Q15-04 Satisfaction with pedestrian safety



2017 City of Plano Citizen Survey

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

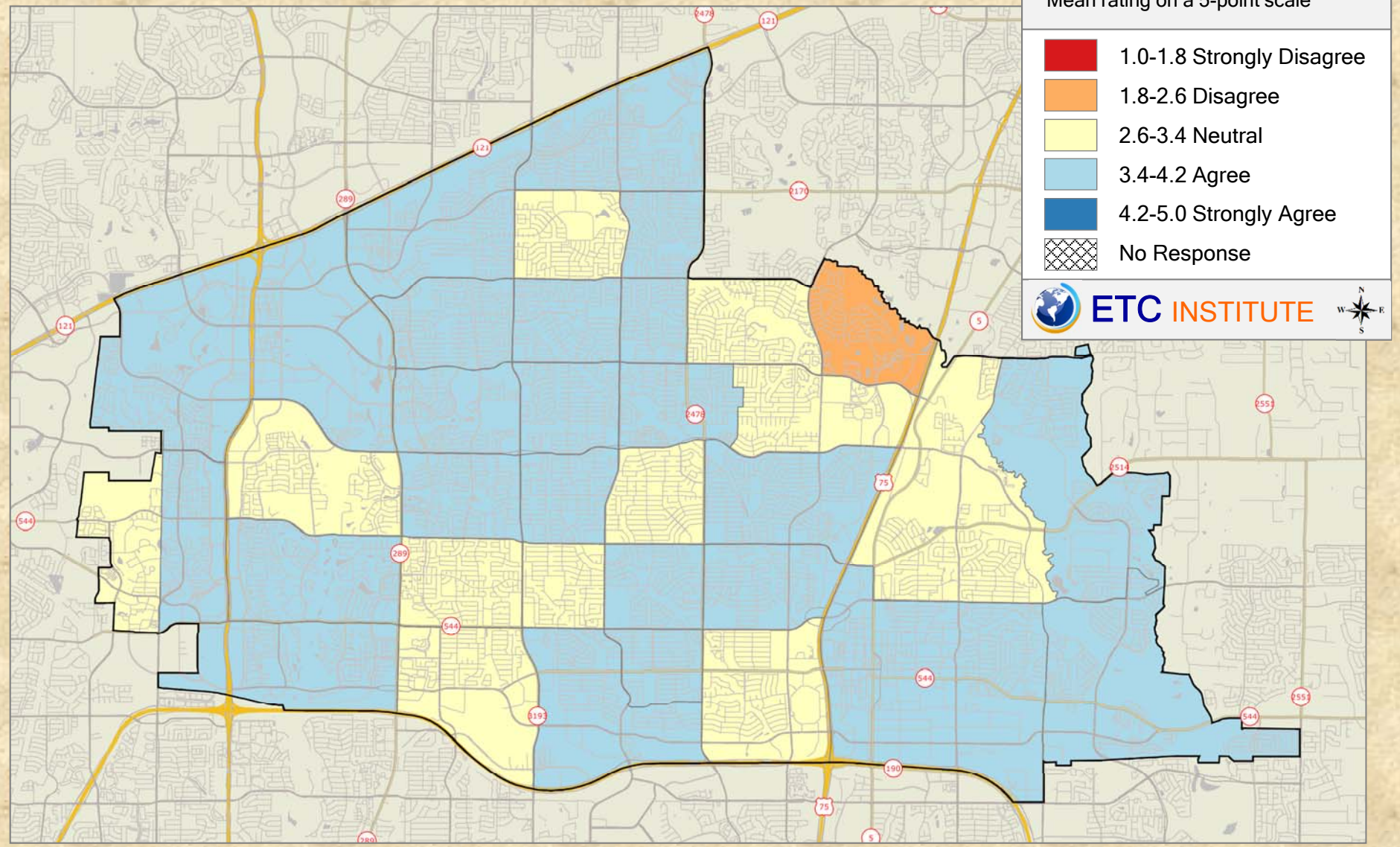
Q15-05 Satisfaction with DART service



2017 City of Plano Citizen Survey

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

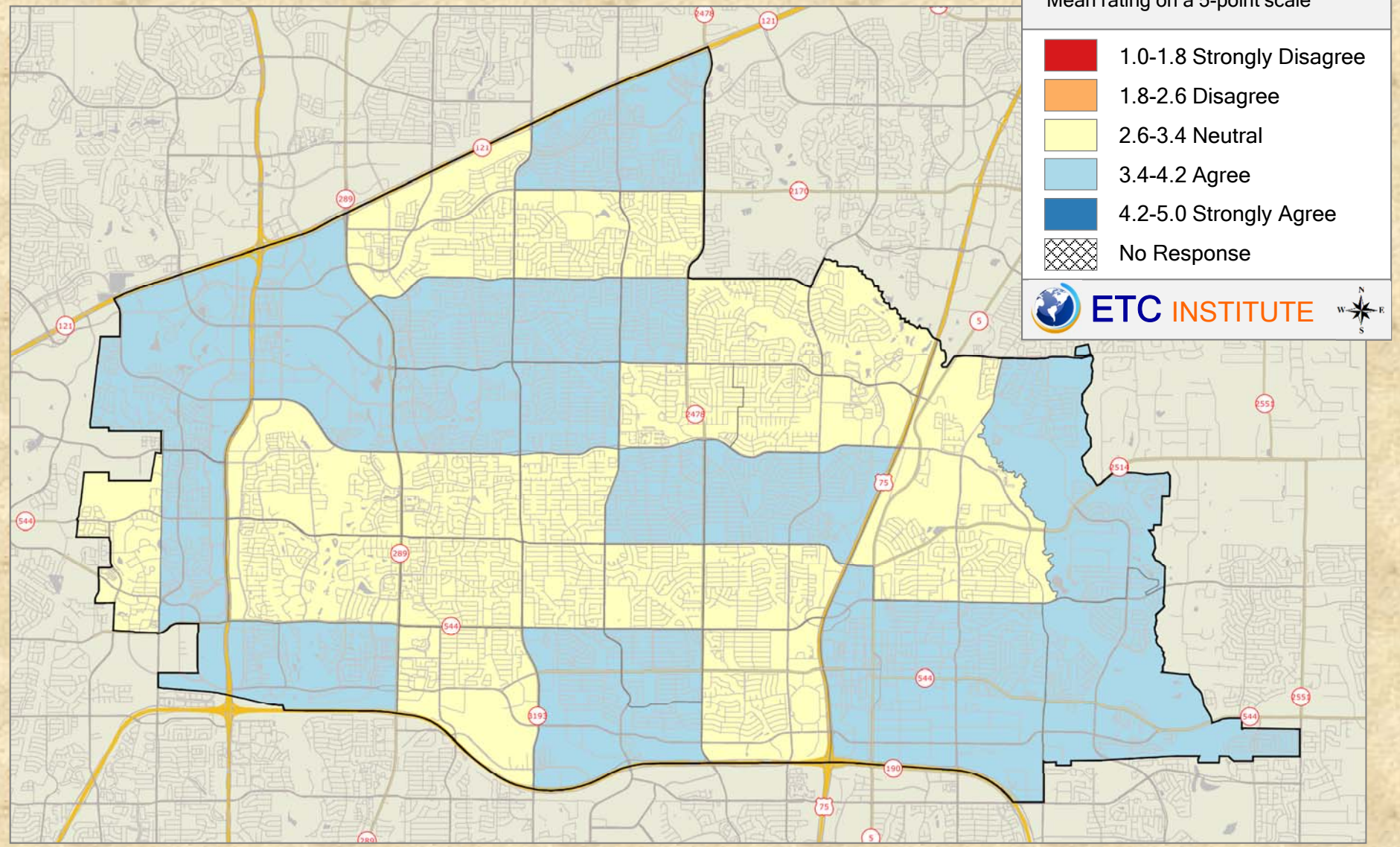
Q17-01 Agreement with the statement, "I am generally satisfied with the responsiveness and helpfulness of Property Standards"



2017 City of Plano Citizen Survey

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

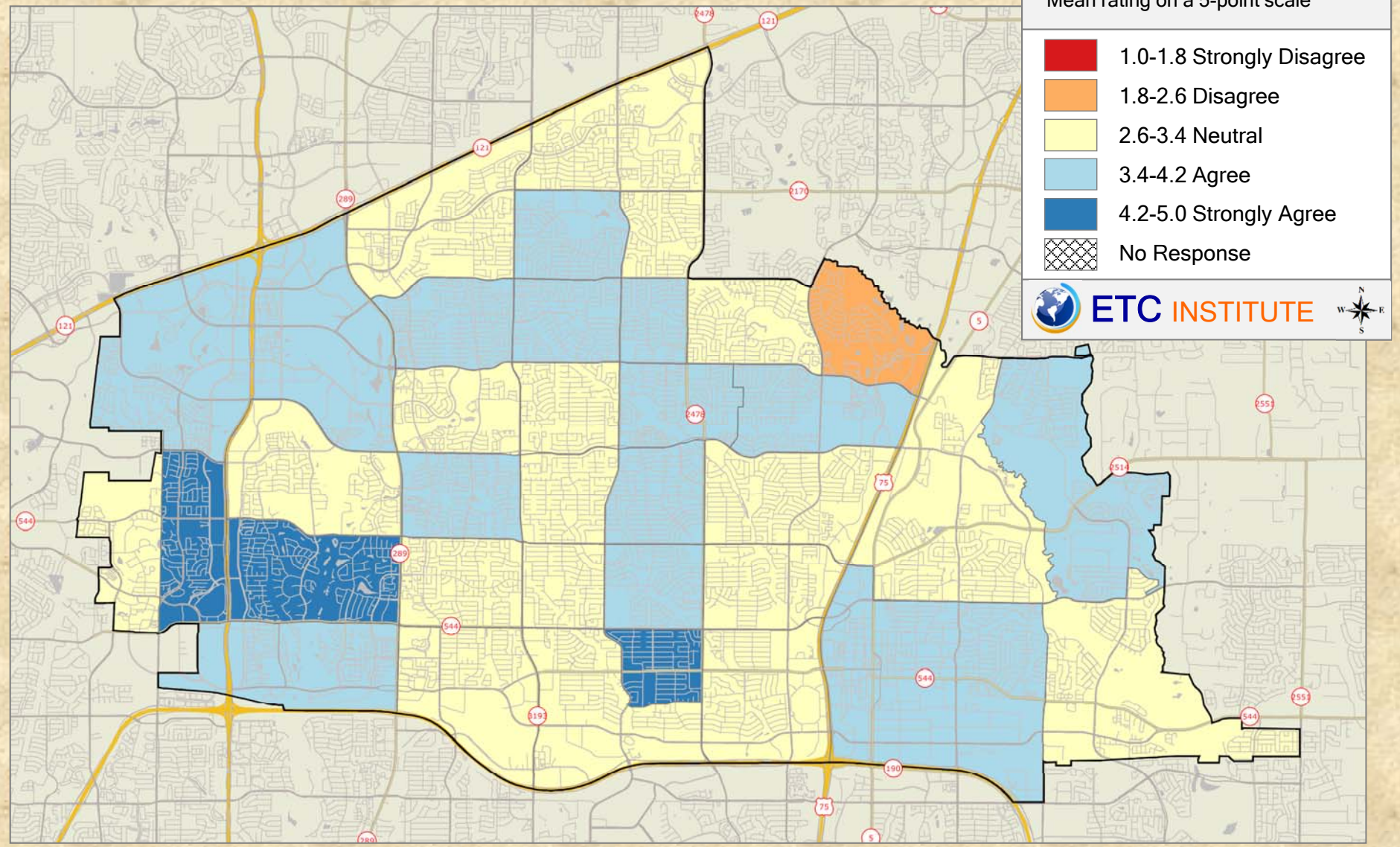
Q17-02 Agreement with the statement, "The Outreach materials available from and/or provided by Property Standards are helpful"



2017 City of Plano Citizen Survey

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

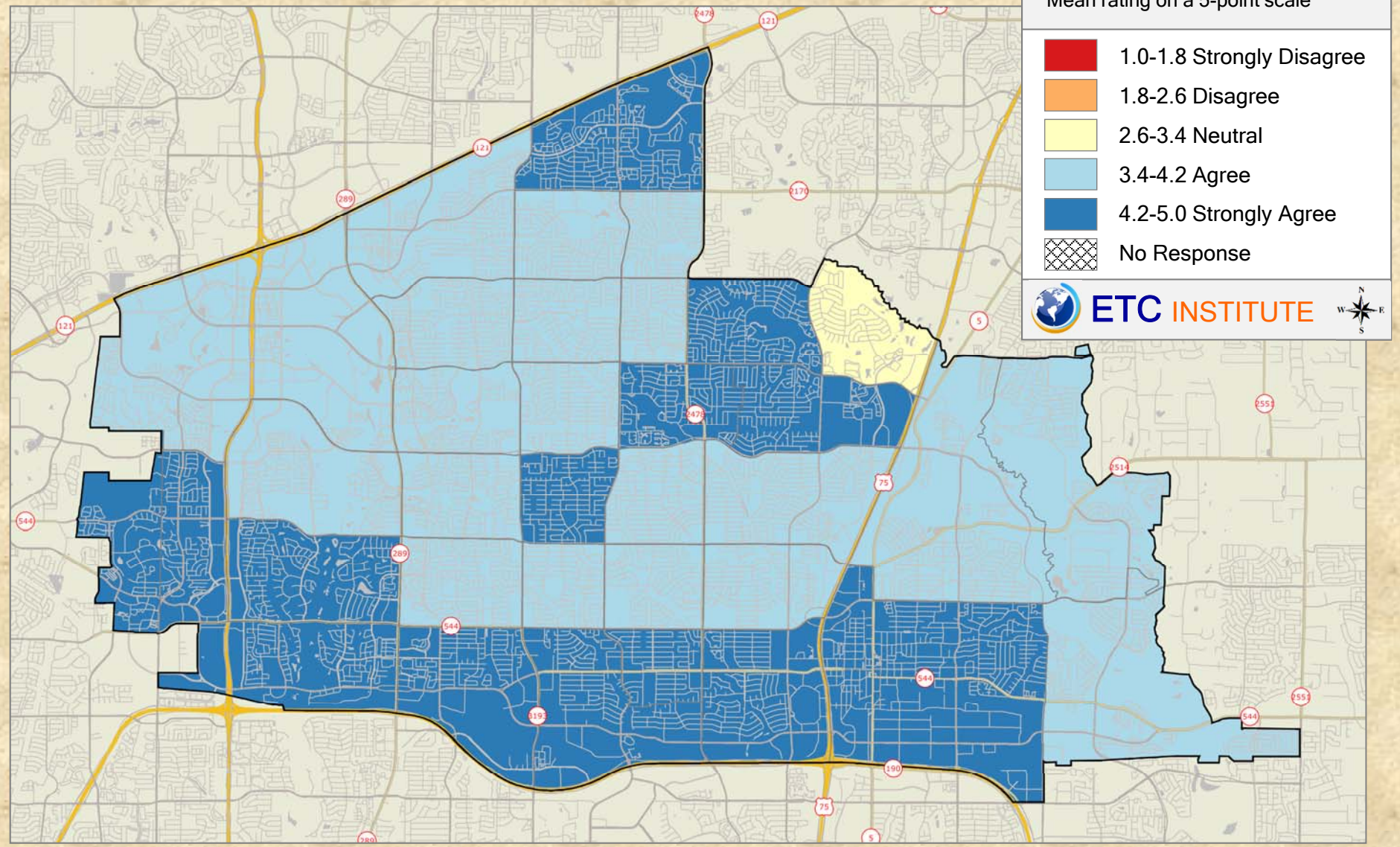
Q17-03 Agreement with the statement, "The item I reported was corrected or Property Standards explained why it was not a violation"



2017 City of Plano Citizen Survey

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

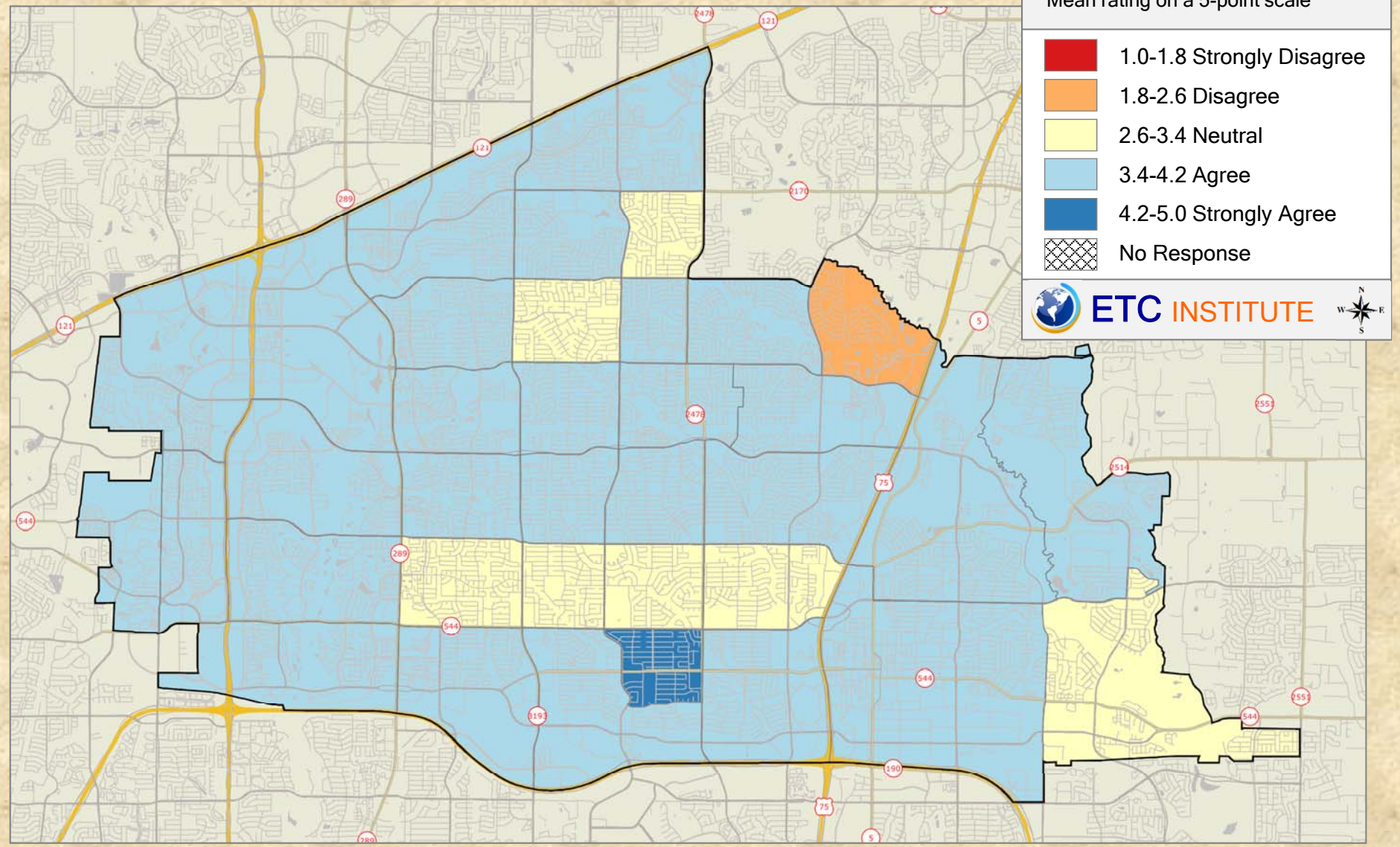
Q17-04 Agreement with the statement, "Property Standards is necessary to maintain or improve my neighborhood"



2017 City of Plano Citizen Survey

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

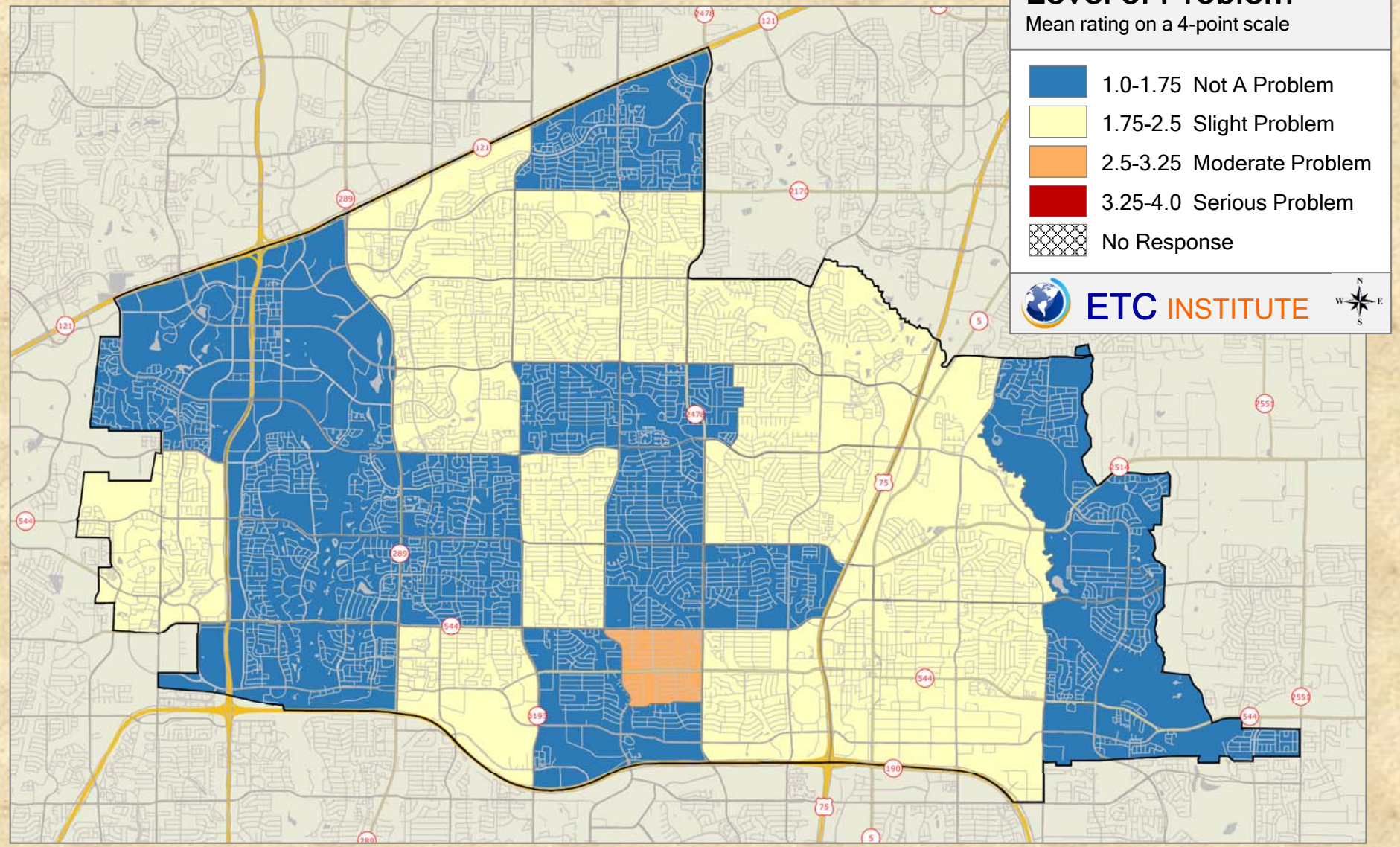
Q17-05 Agreement with the statement, "Property Standards staff provided courteous and timely service"



2017 City of Plano Citizen Survey

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

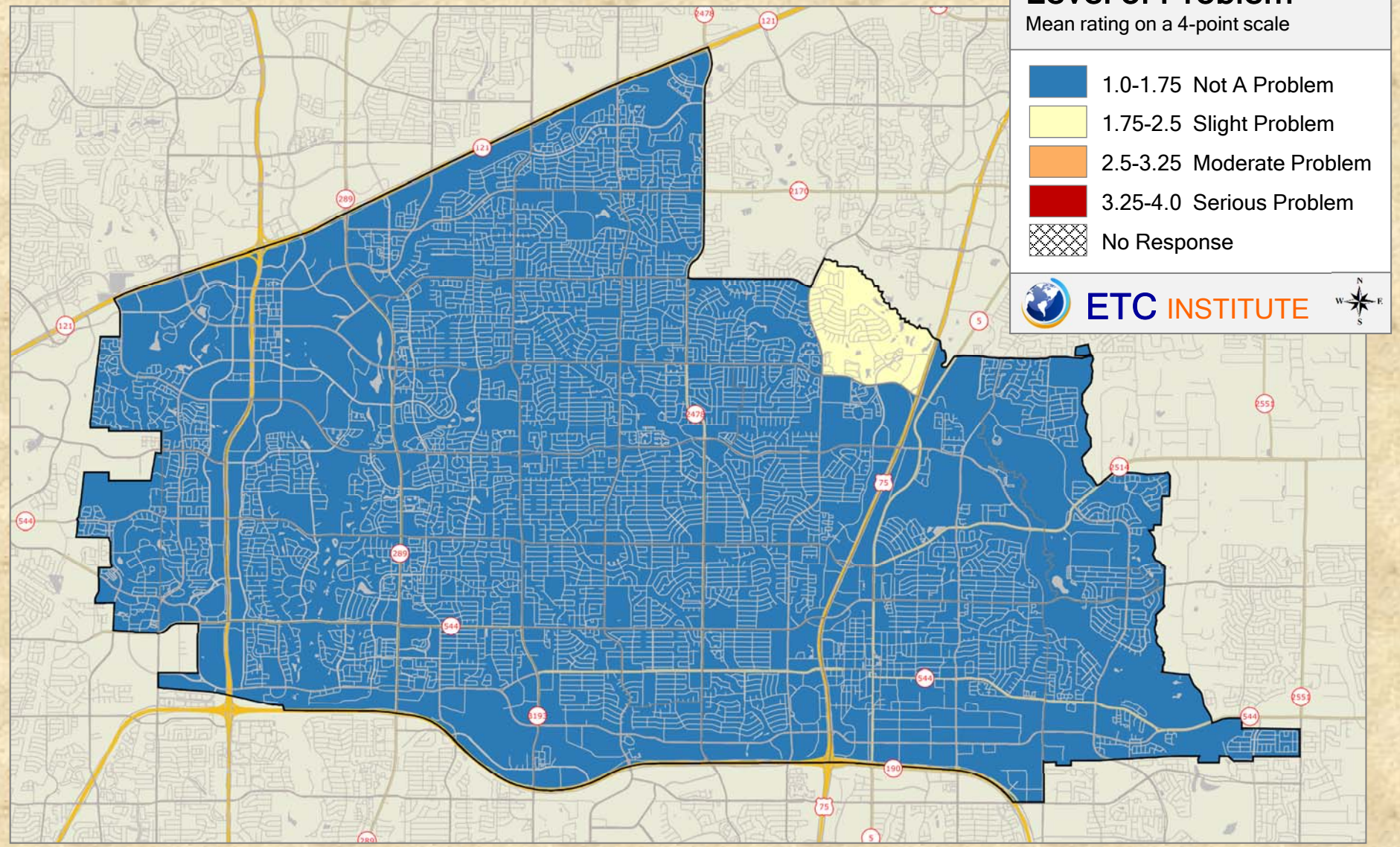
Q18-01 Perception of dilapidated/significantly leaning fences in the neighborhood



2017 City of Plano Citizen Survey

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

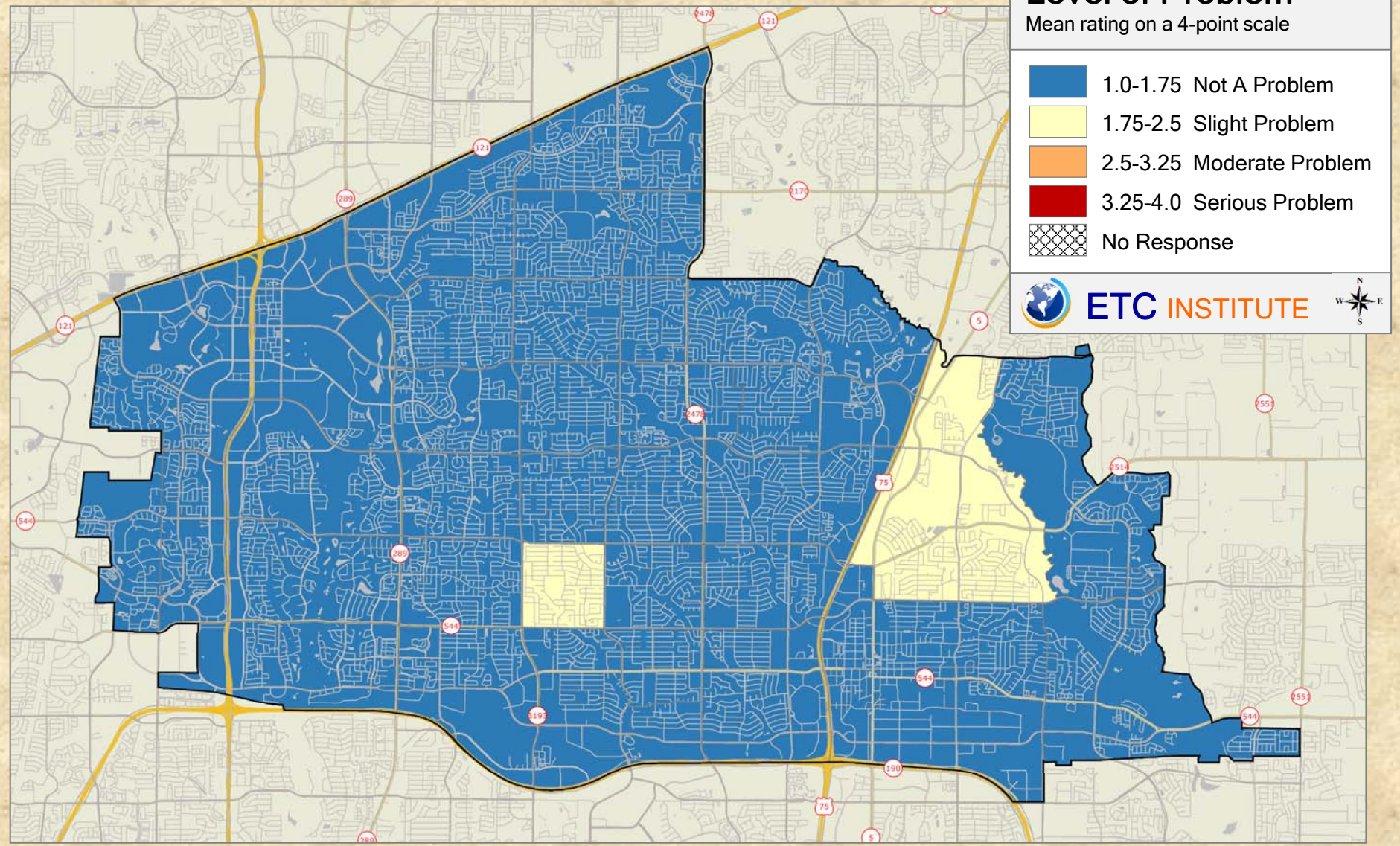
Q18-02 Perception of graffiti in the neighborhood



2017 City of Plano Citizen Survey

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

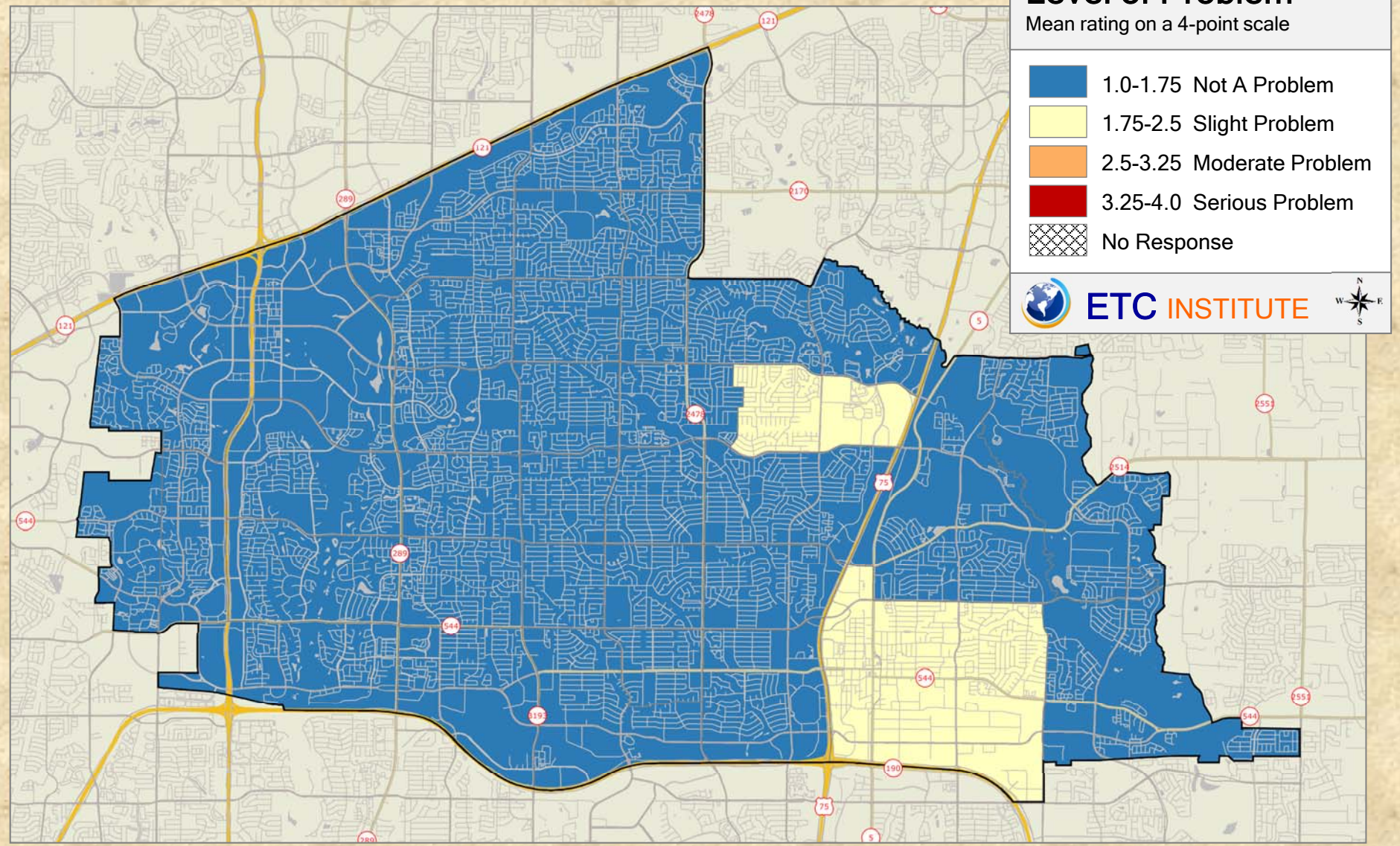
Q18-03 Perception of home-based businesses in the neighborhood



2017 City of Plano Citizen Survey

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

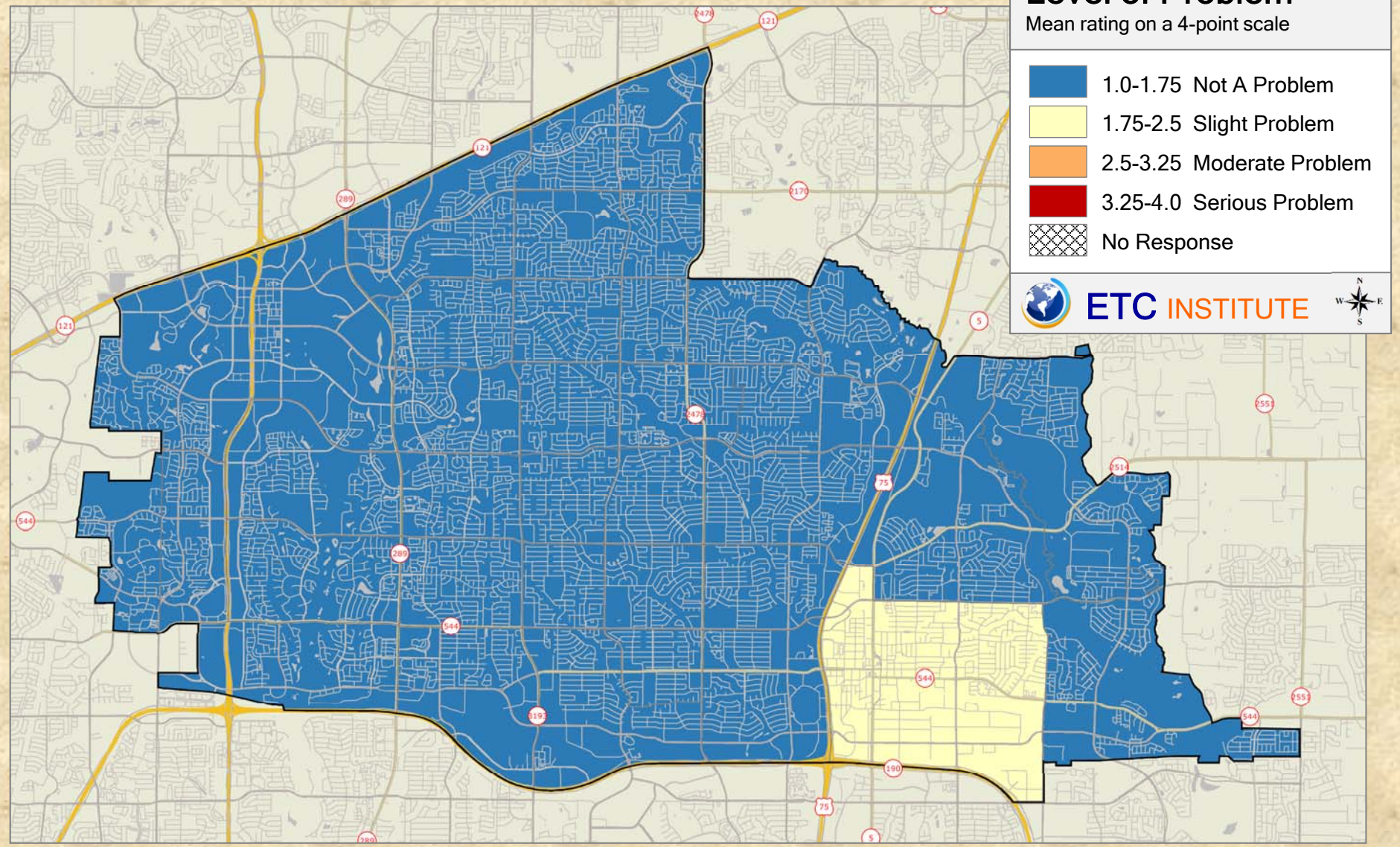
Q18-04 Perception of "permanent" garage sales in the neighborhood



2017 City of Plano Citizen Survey

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

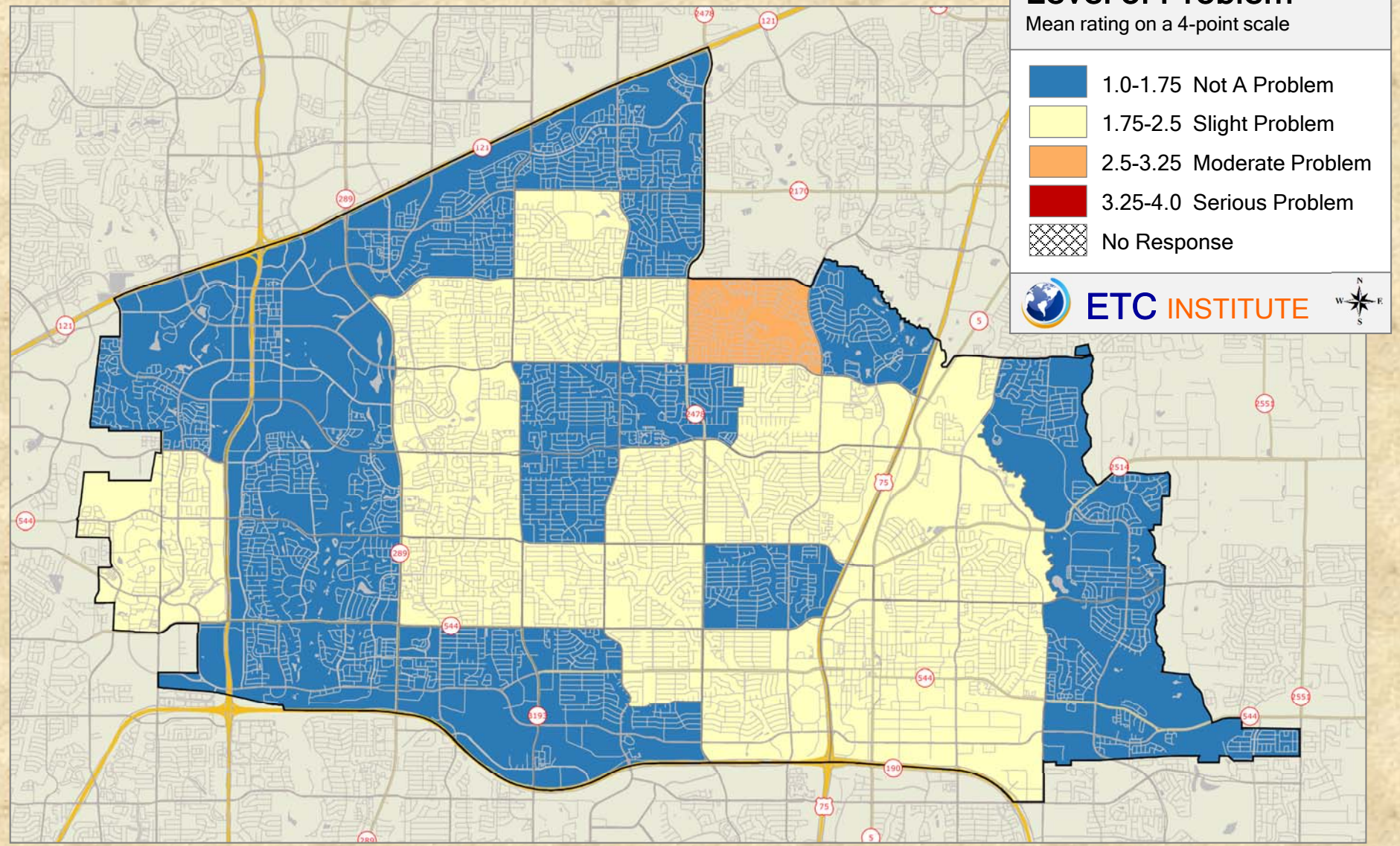
Q18-05 Perception of parking vehicles on grass in the neighborhood



2017 City of Plano Citizen Survey

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

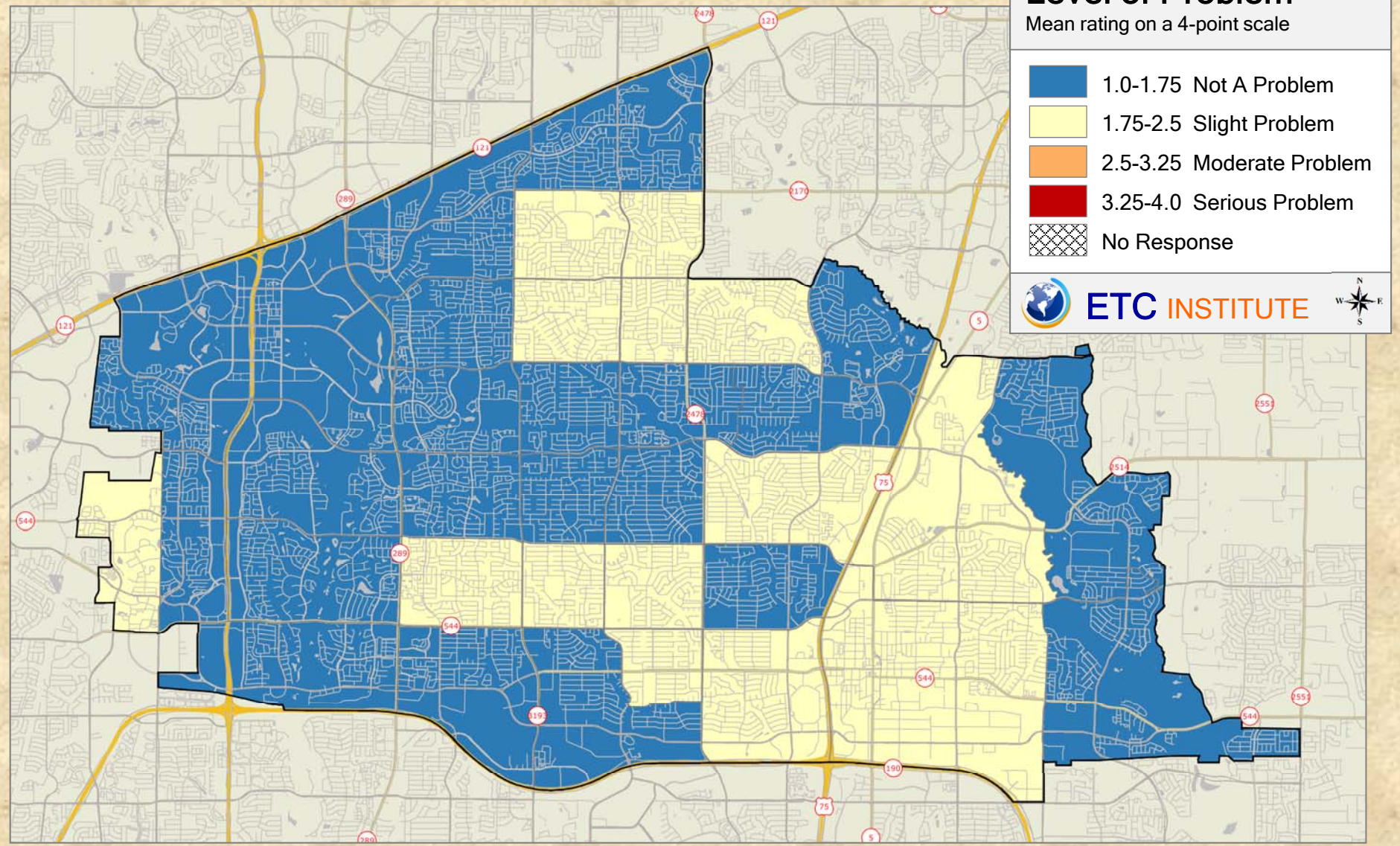
Q18-06 Perception of poor yard maintenance by neighbors



2017 City of Plano Citizen Survey

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

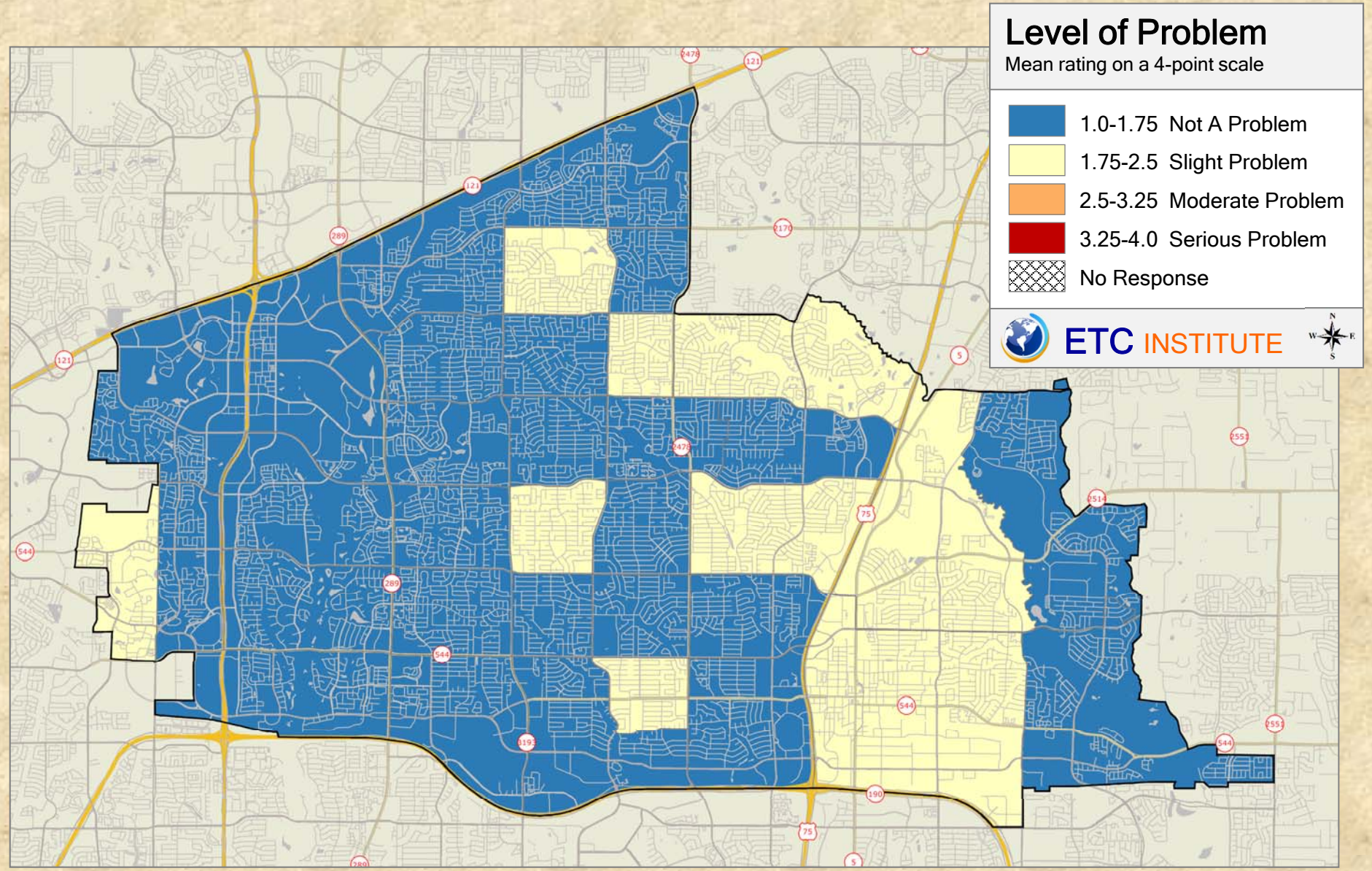
Q18-07 Perception of poor house maintenance by neighbors



2017 City of Plano Citizen Survey

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

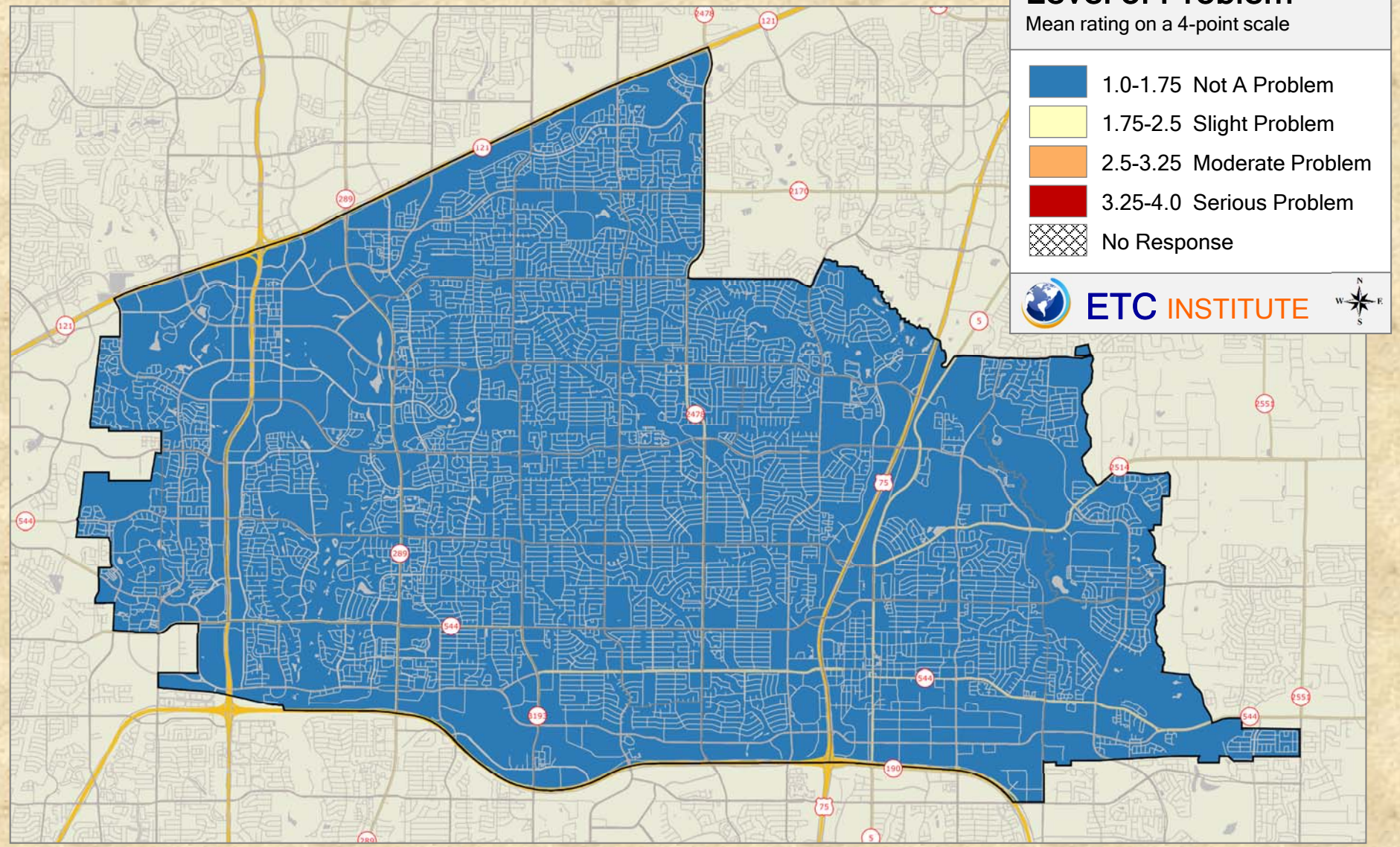
Q18-08 Perception of trash and/or debris in yards and alleys in the neighborhood



2017 City of Plano Citizen Survey

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

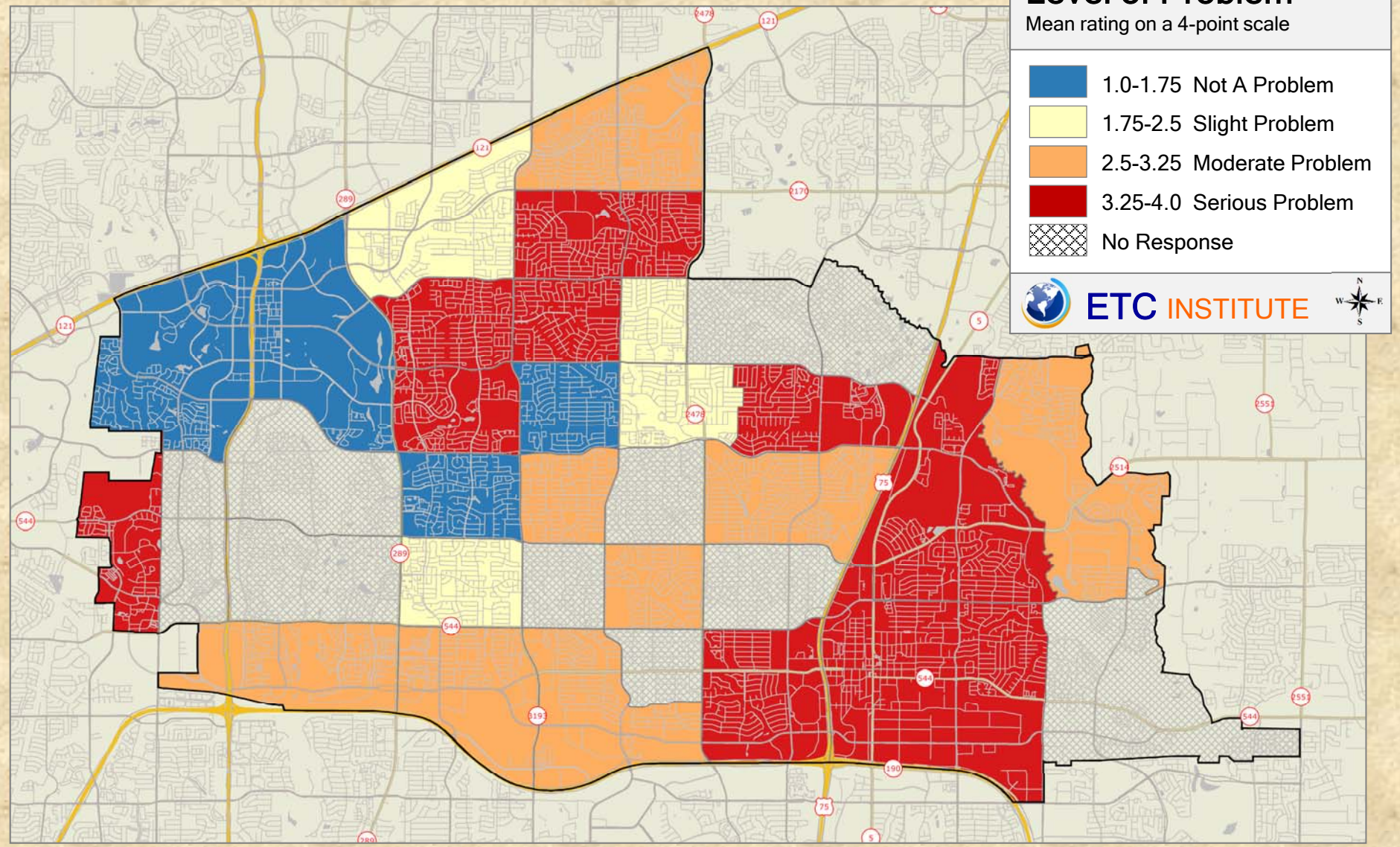
Q18-09 Perception of vacant buildings in the neighborhood



2017 City of Plano Citizen Survey

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

Q18-10 Perception of other problems in the neighborhood



2017 City of Plano Citizen Survey

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