

City of Plano Citizen Survey

GIS Maps

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2019

Submitted to the City of Plano, Texas

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2020



Interpreting GIS Maps

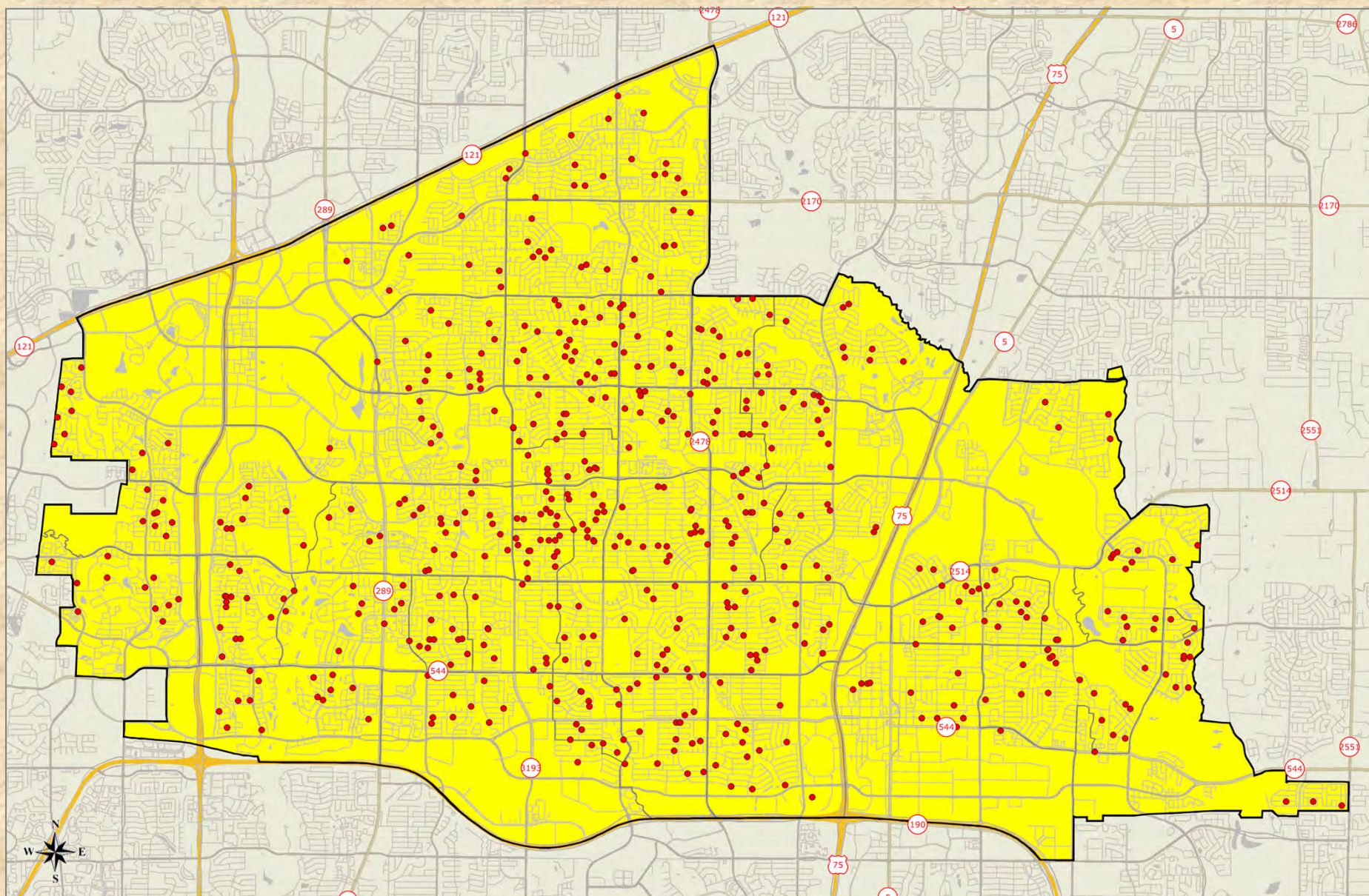
Plano, Texas

The maps on the following pages show the mean ratings for several questions on the survey by county.

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

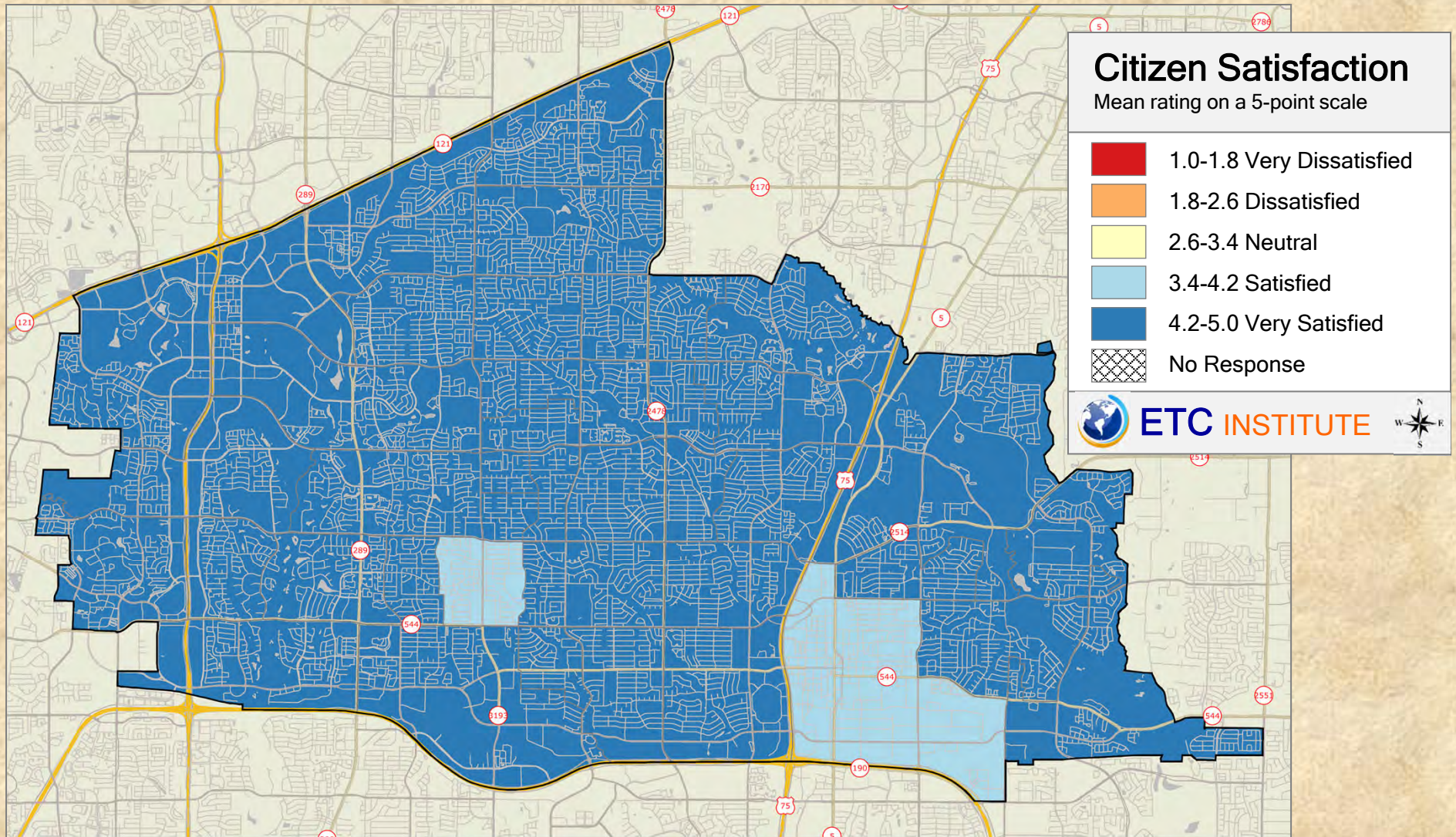
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “very satisfied” or “satisfied” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “dissatisfied” or “very dissatisfied” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



2019 City of Plano Citizen Survey

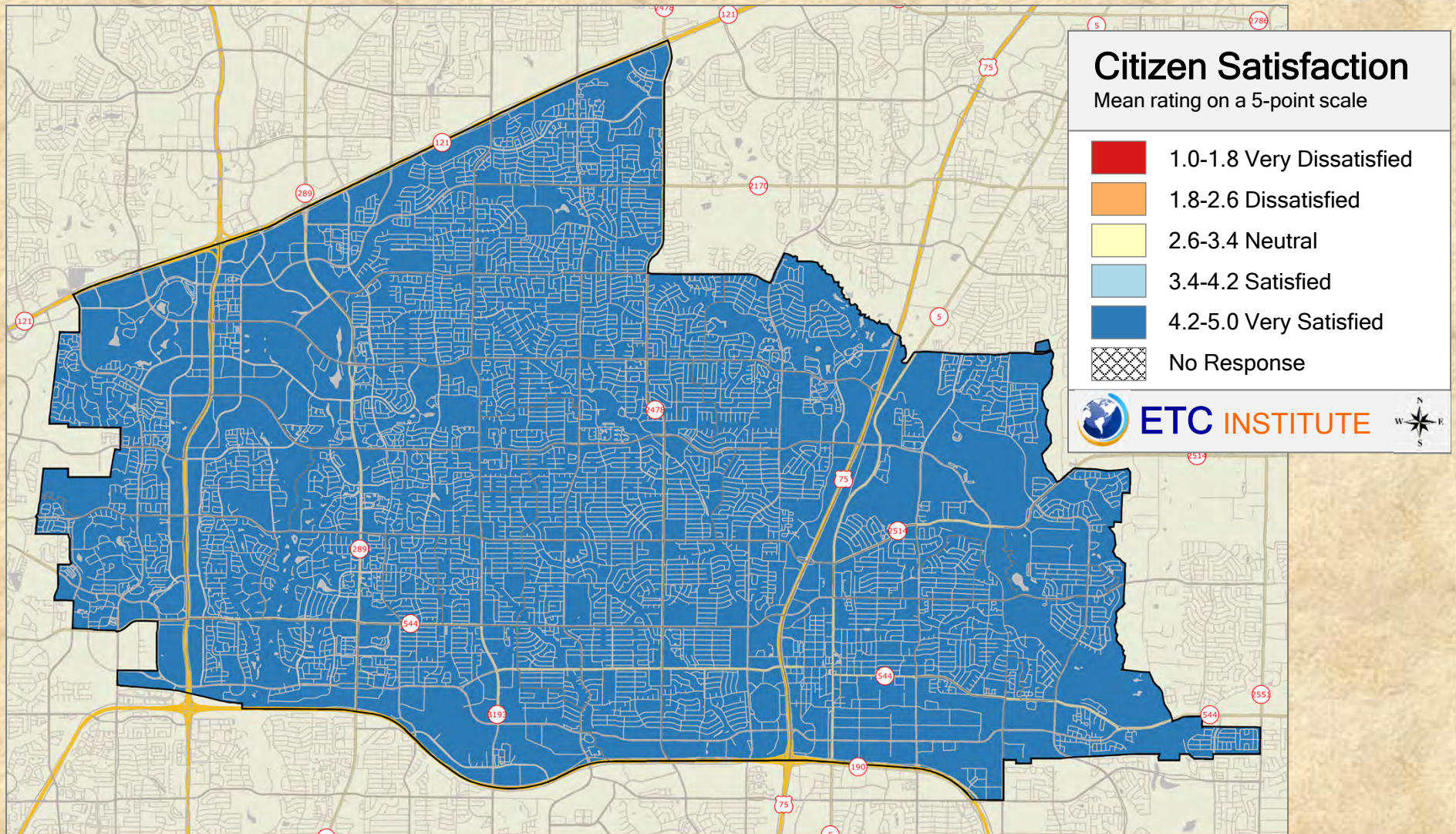
Q1-01. Satisfaction With: Police services



2019 City of Plano Citizen Survey

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

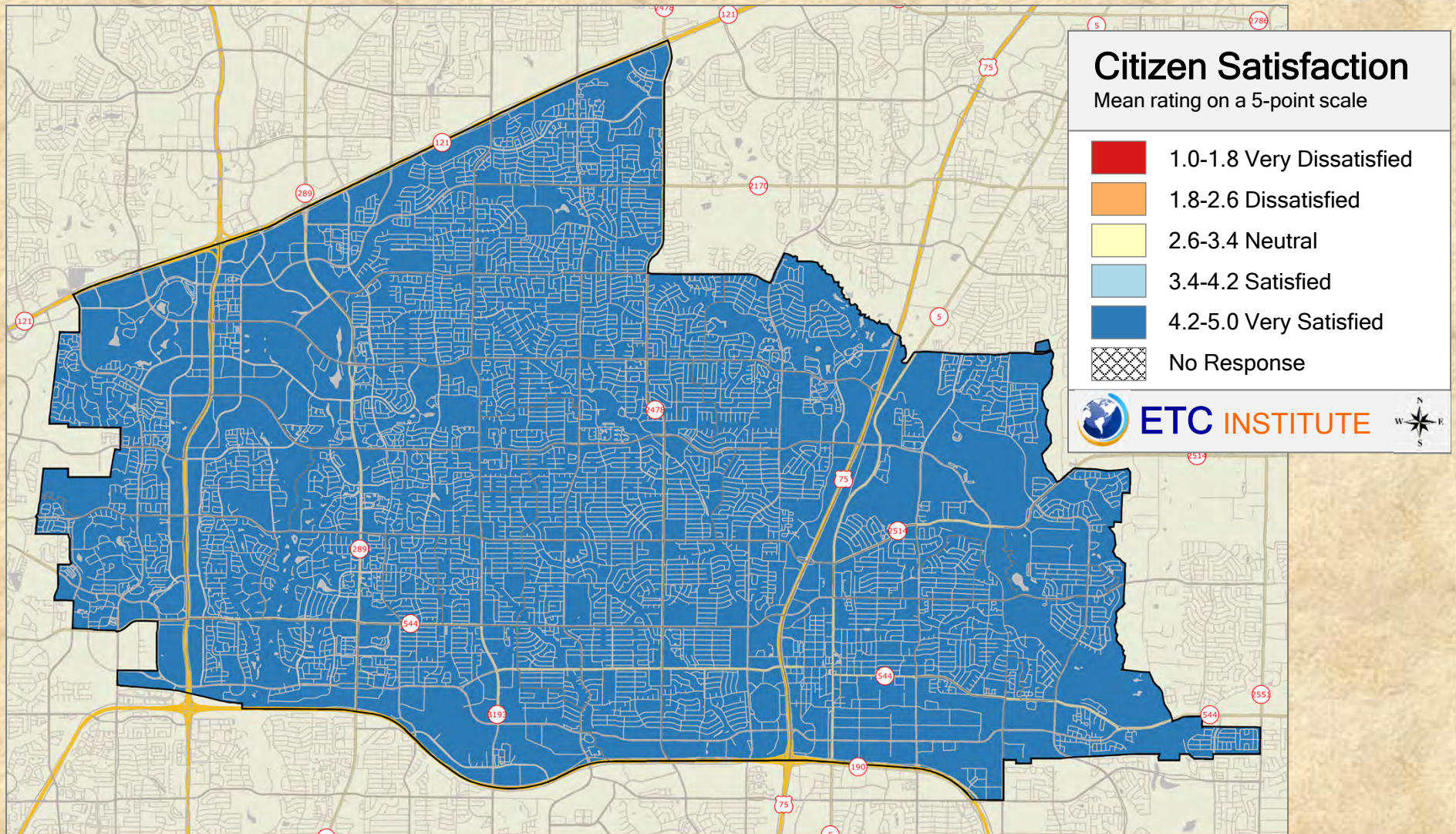
Q1-02. Satisfaction With: Fire services



2019 City of Plano Citizen Survey

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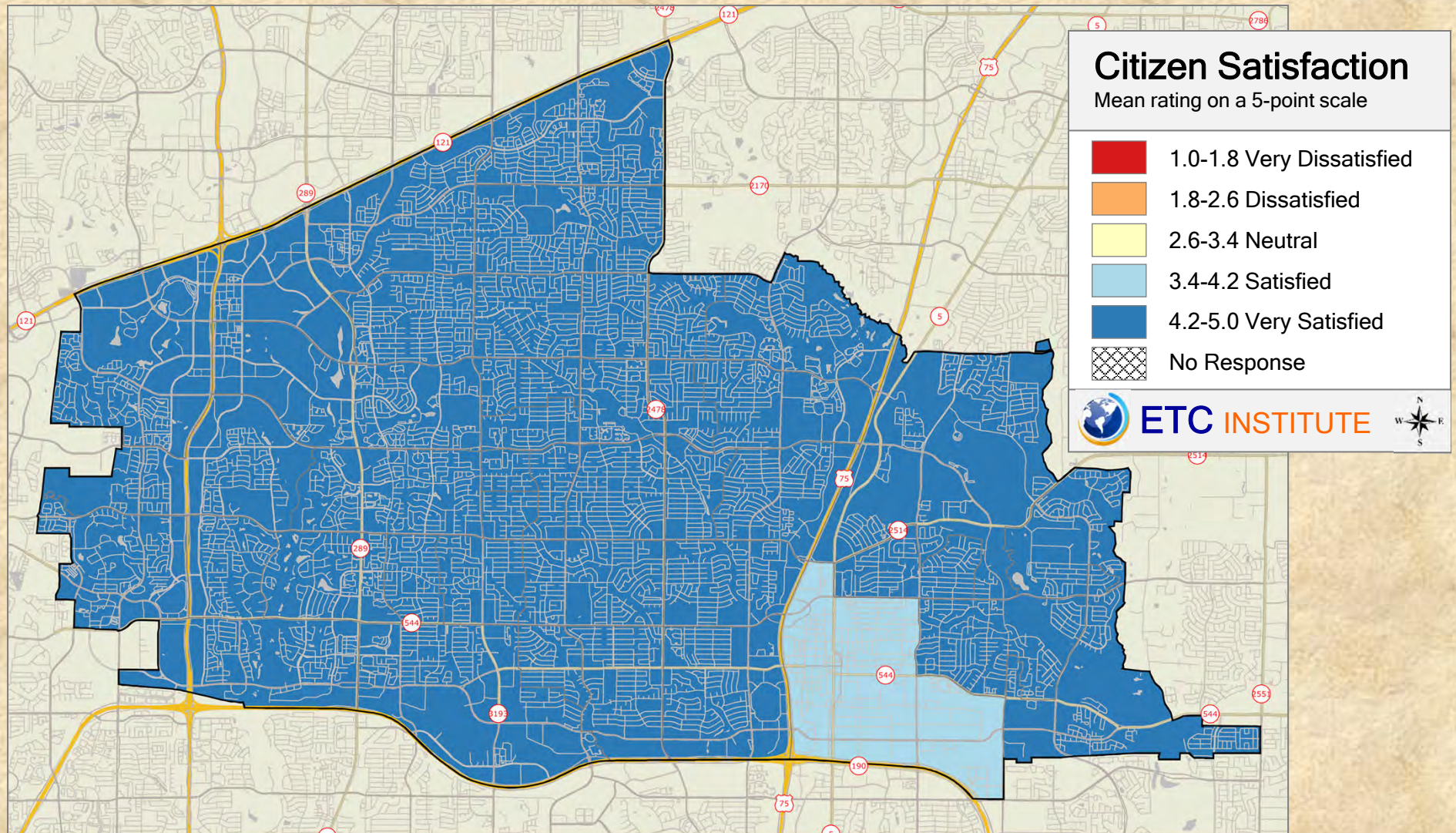
Q1-03. Satisfaction With: Emergency medical services



2019 City of Plano Citizen Survey

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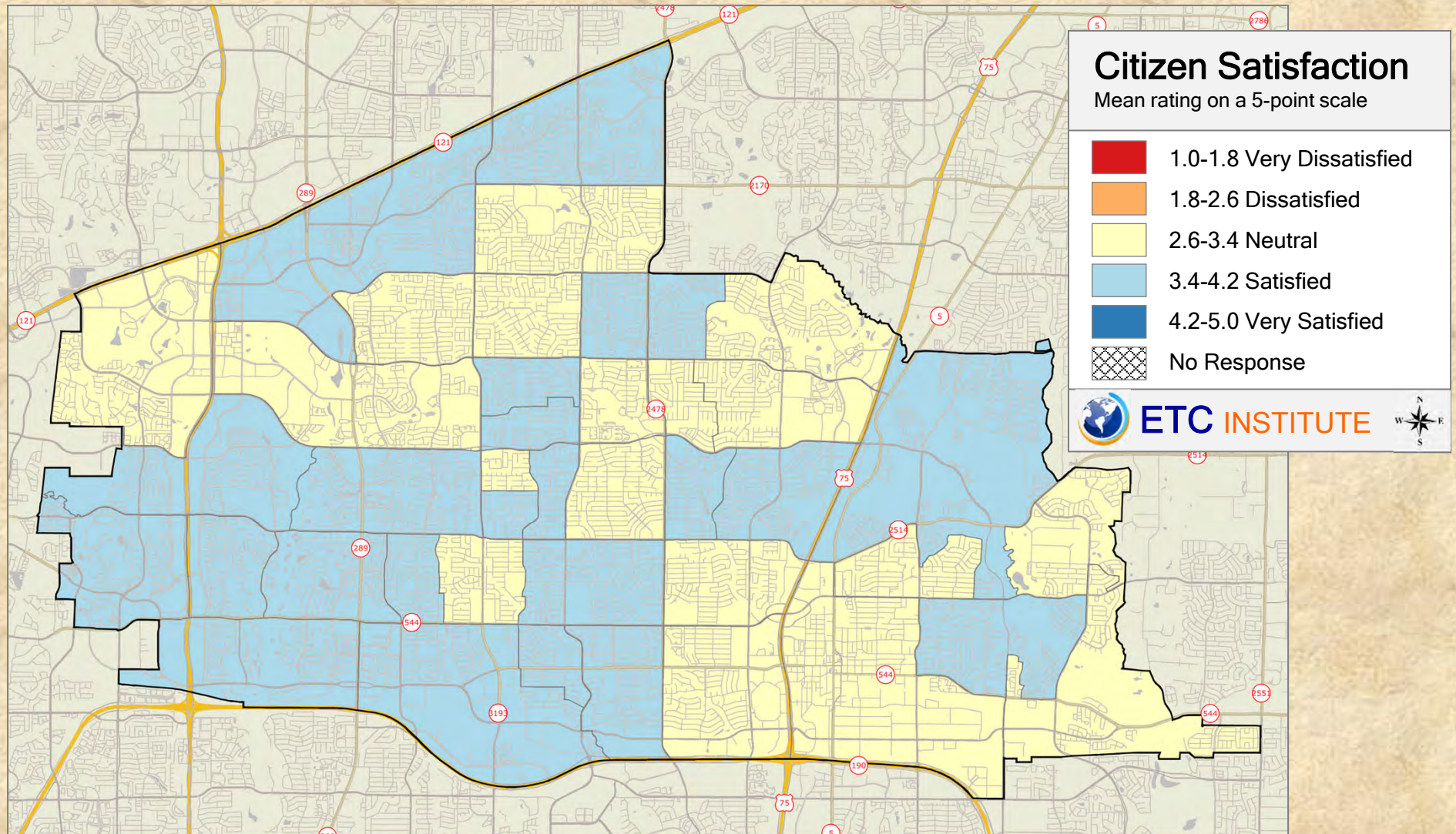
Q1-04. Satisfaction With: 9-1-1 services related to police, fire, and emergency medical services



2019 City of Plano Citizen Survey

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

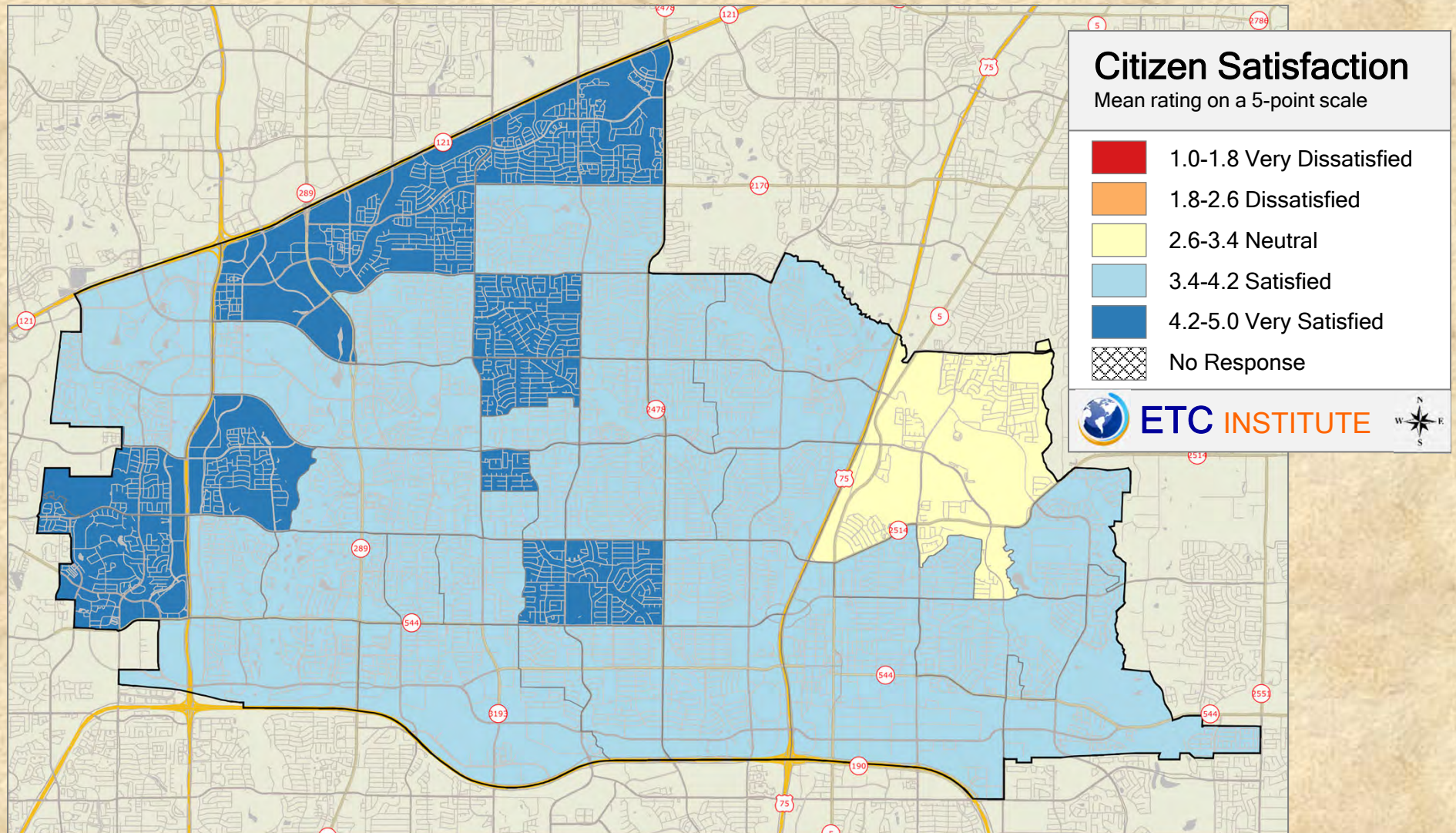
Q1-05. Satisfaction With: Maintenance of city streets and sidewalks



2019 City of Plano Citizen Survey

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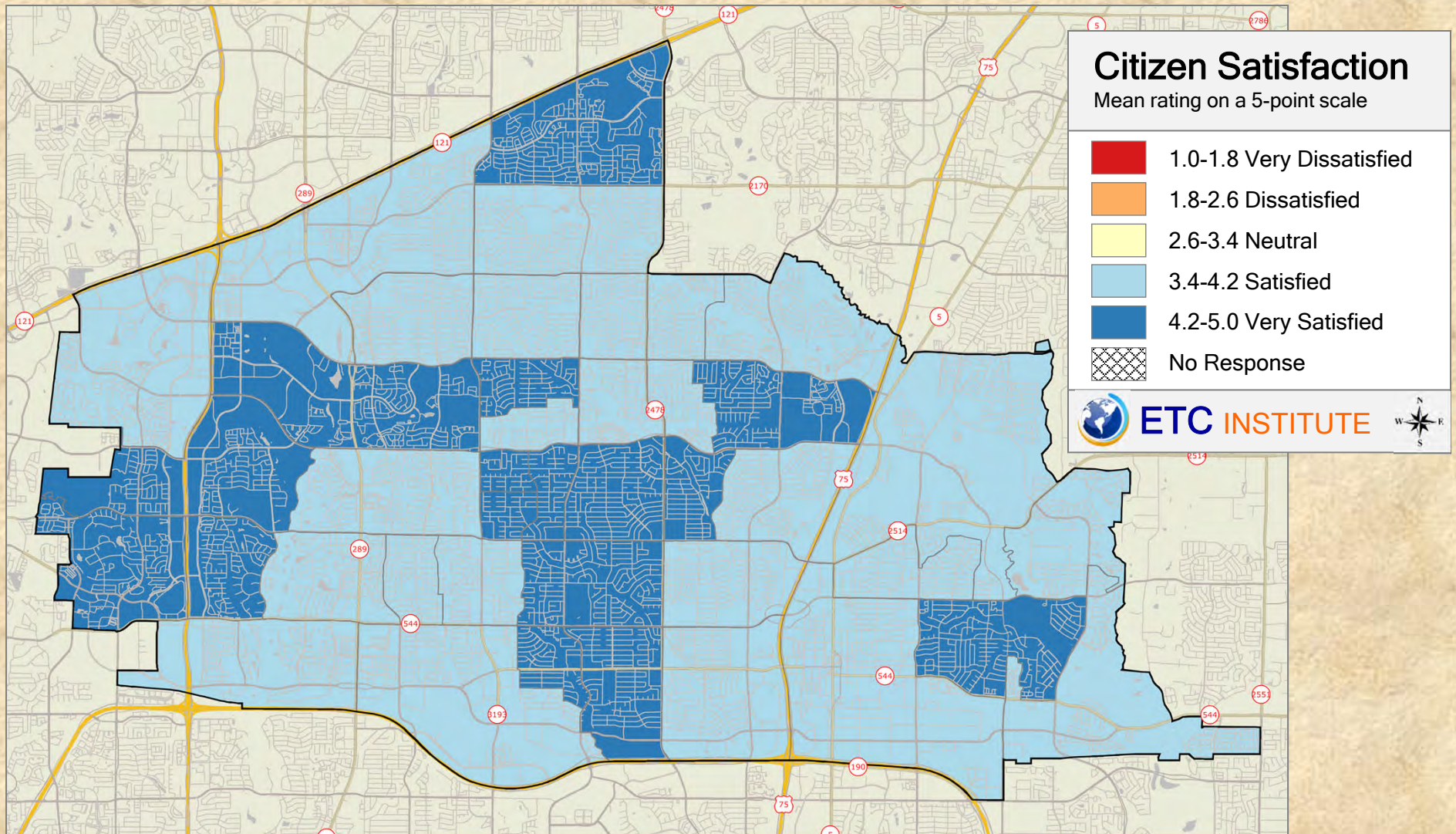
Q1-06. Satisfaction With: Cleanliness of streets/public areas



2019 City of Plano Citizen Survey

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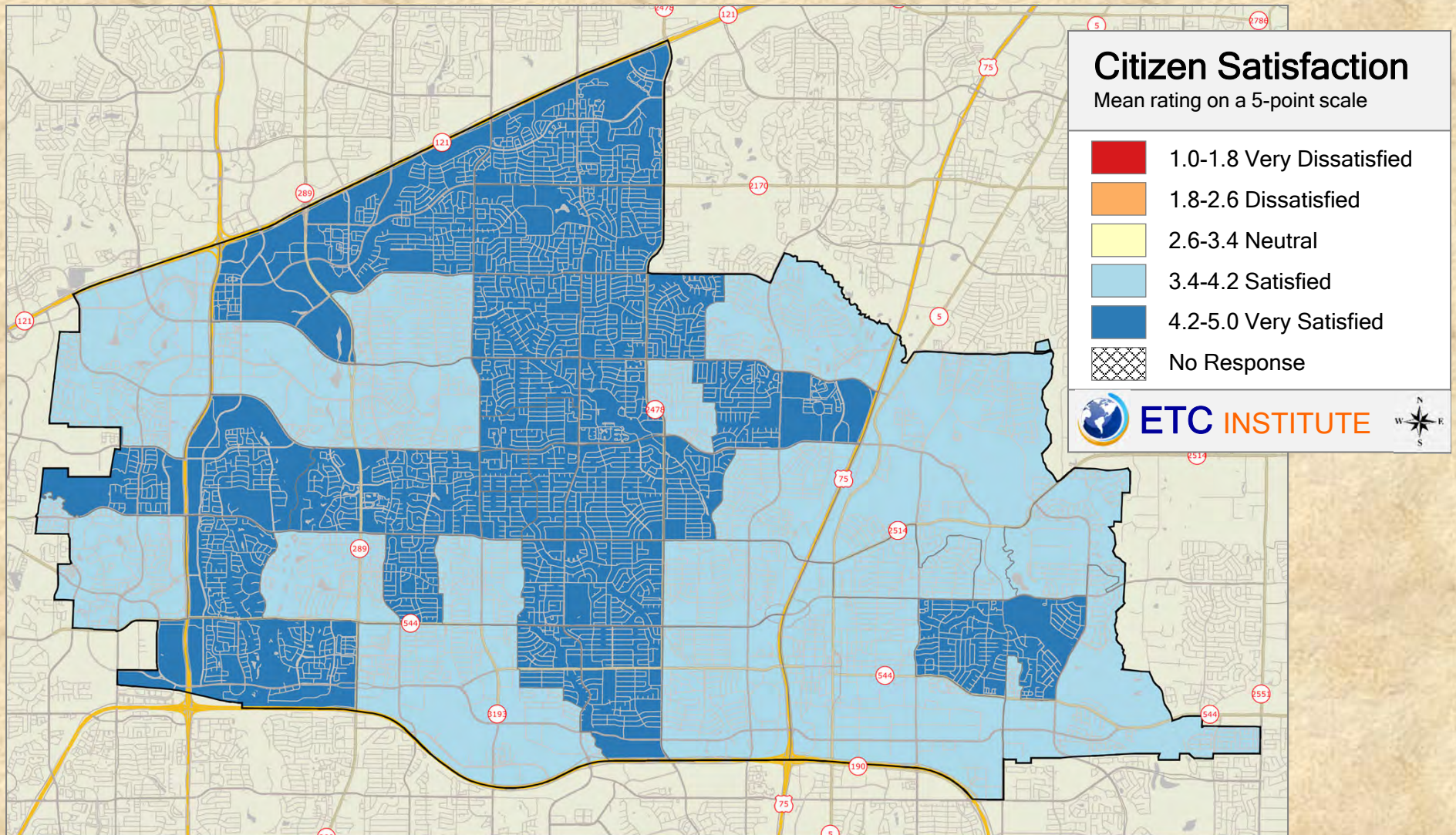
Q1-07 Satisfaction With: City communication (website, utility bill inserts, cable TV, social media)



2019 City of Plano Citizen Survey

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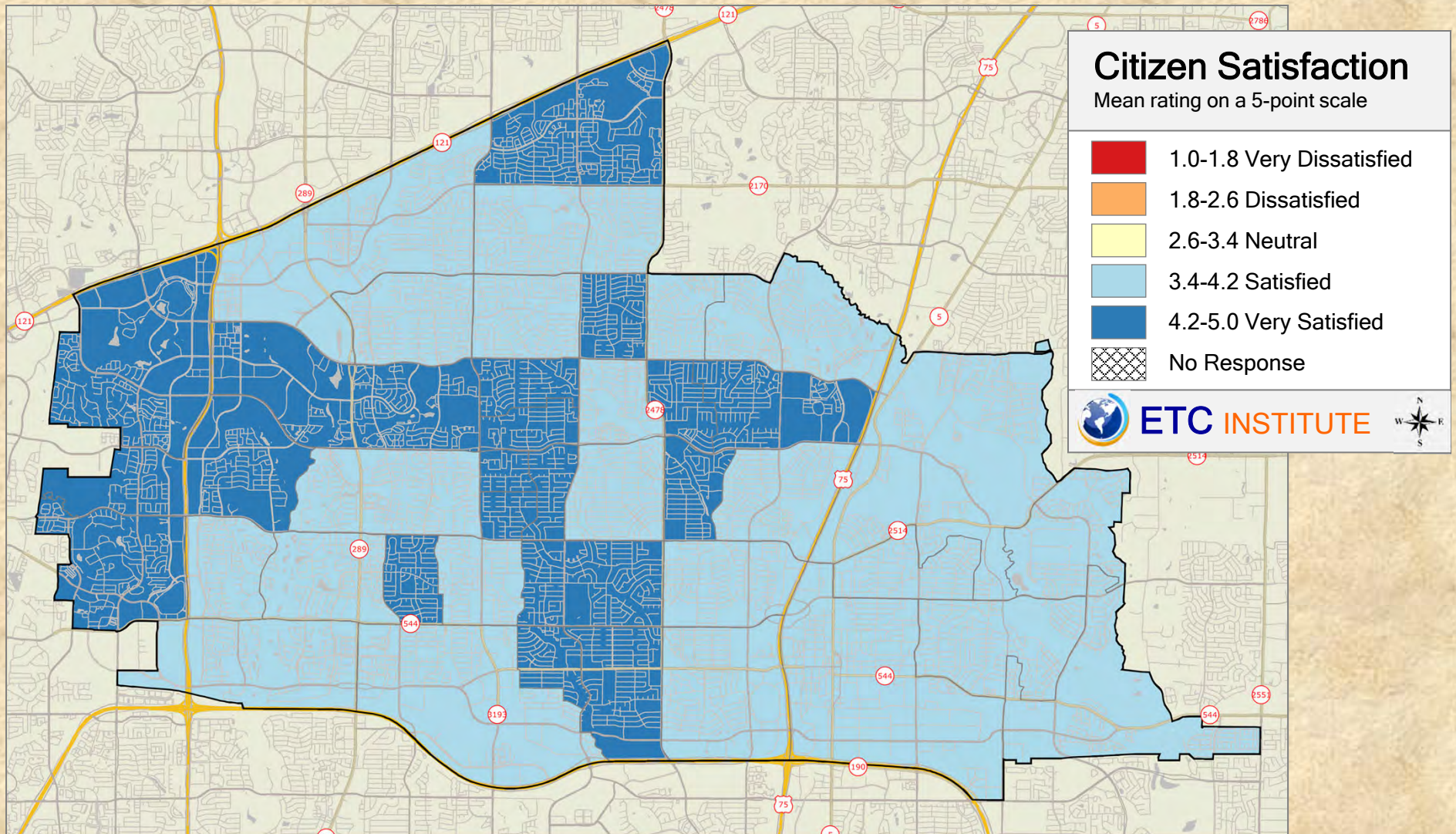
Q1-08. Satisfaction With: Environmental waste services (trash, yard trimmings, and recycling collections)



2019 City of Plano Citizen Survey

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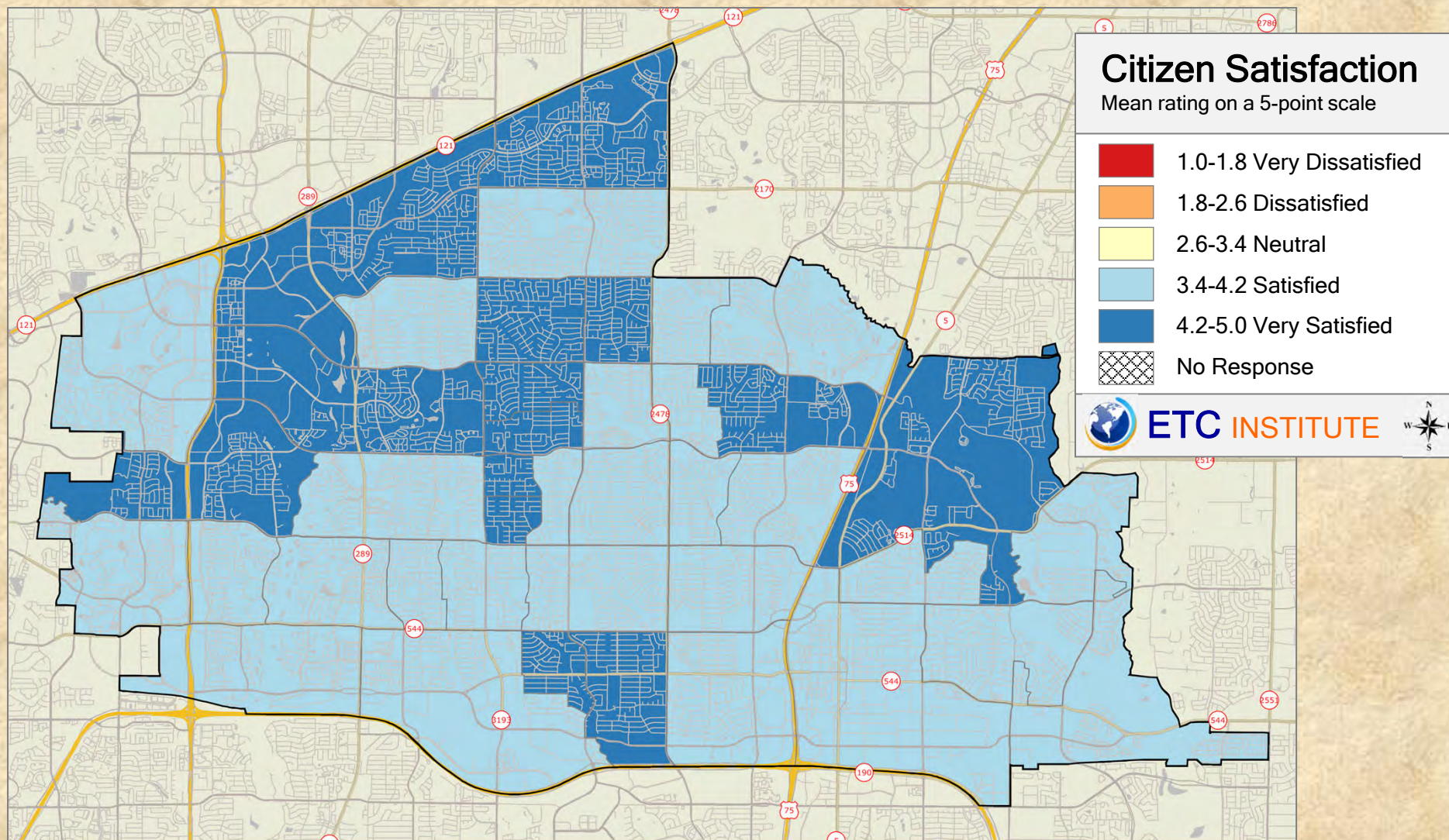
Q1-09. Satisfaction With: Management of stormwater run-off (flood prevention)



2019 City of Plano Citizen Survey

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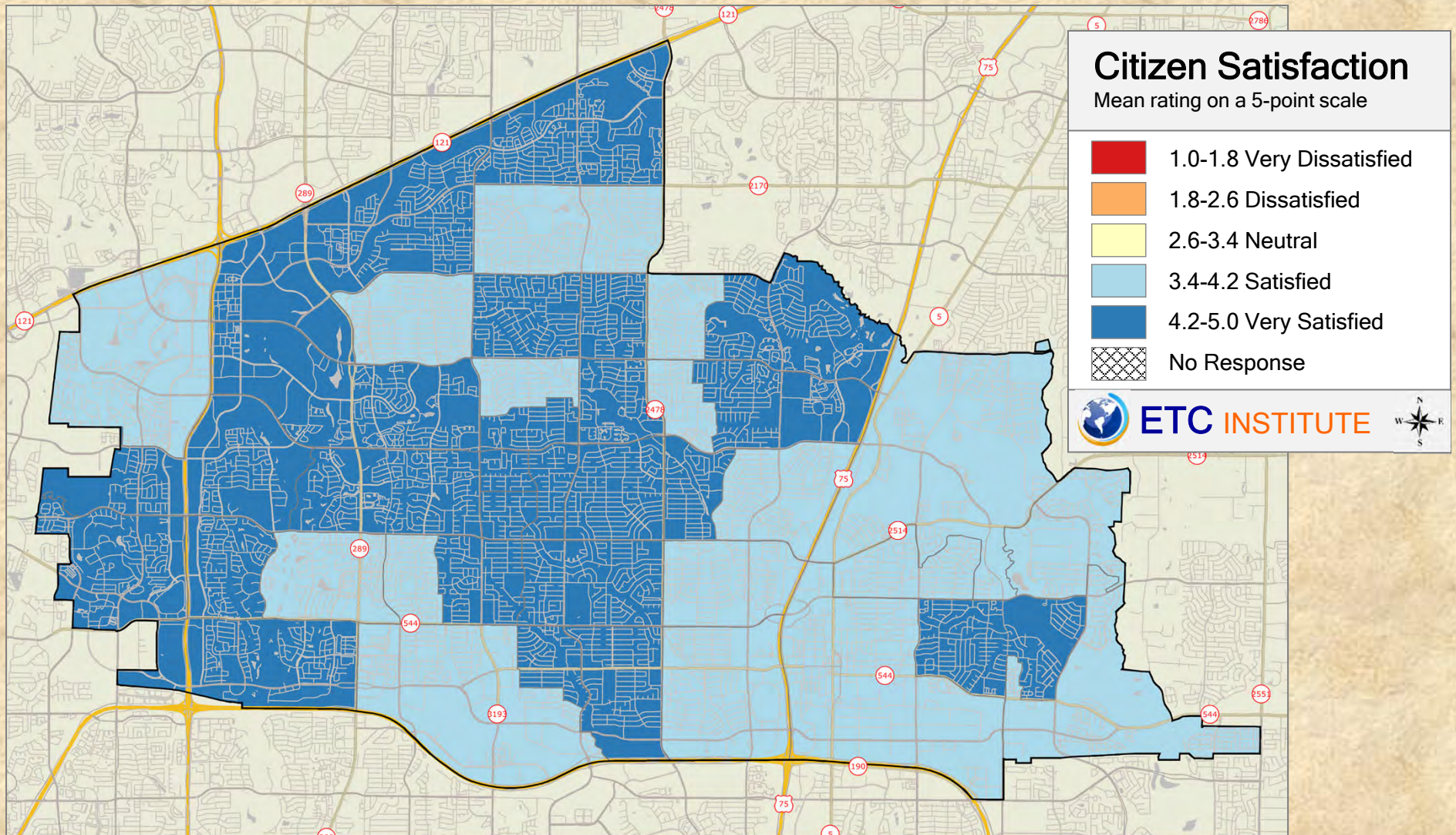
Q1-10. Satisfaction With: Water and wastewater (or sanitary sewer) services



2019 City of Plano Citizen Survey

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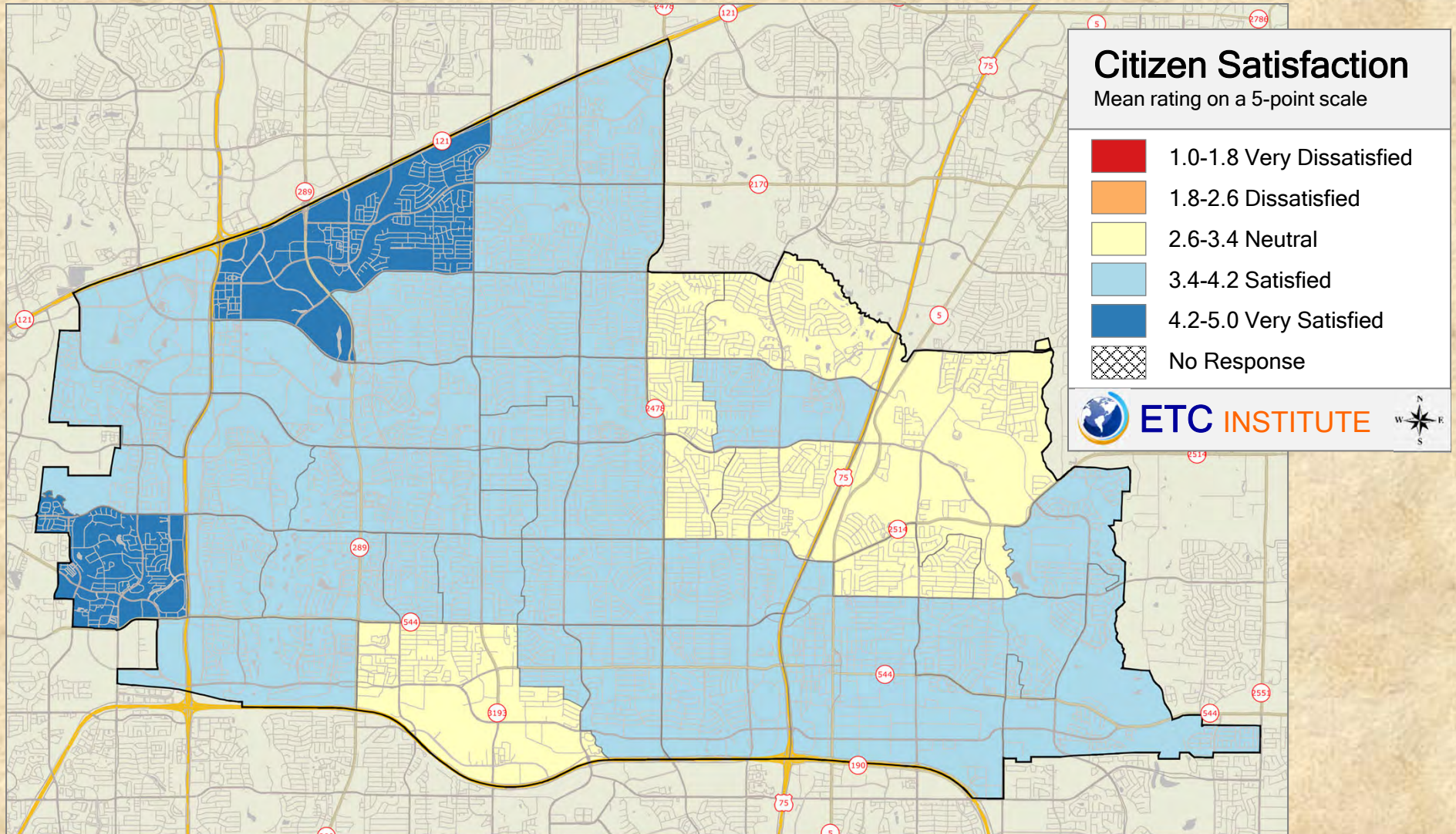
Q1-11. Satisfaction With: Customer service provided by City employees



2019 City of Plano Citizen Survey

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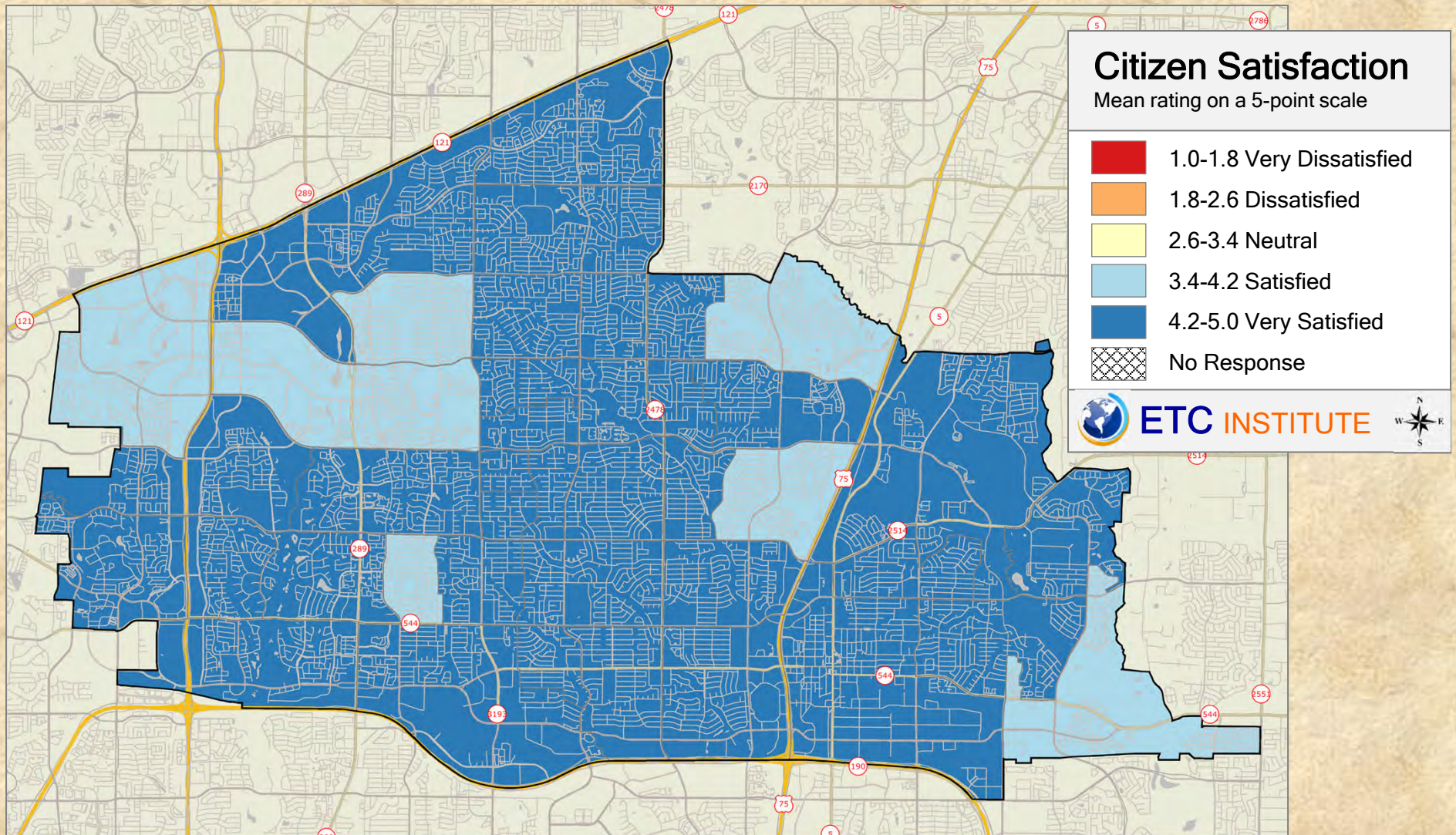
Q1-12. Satisfaction With: Property Standards Enforcement



2019 City of Plano Citizen Survey

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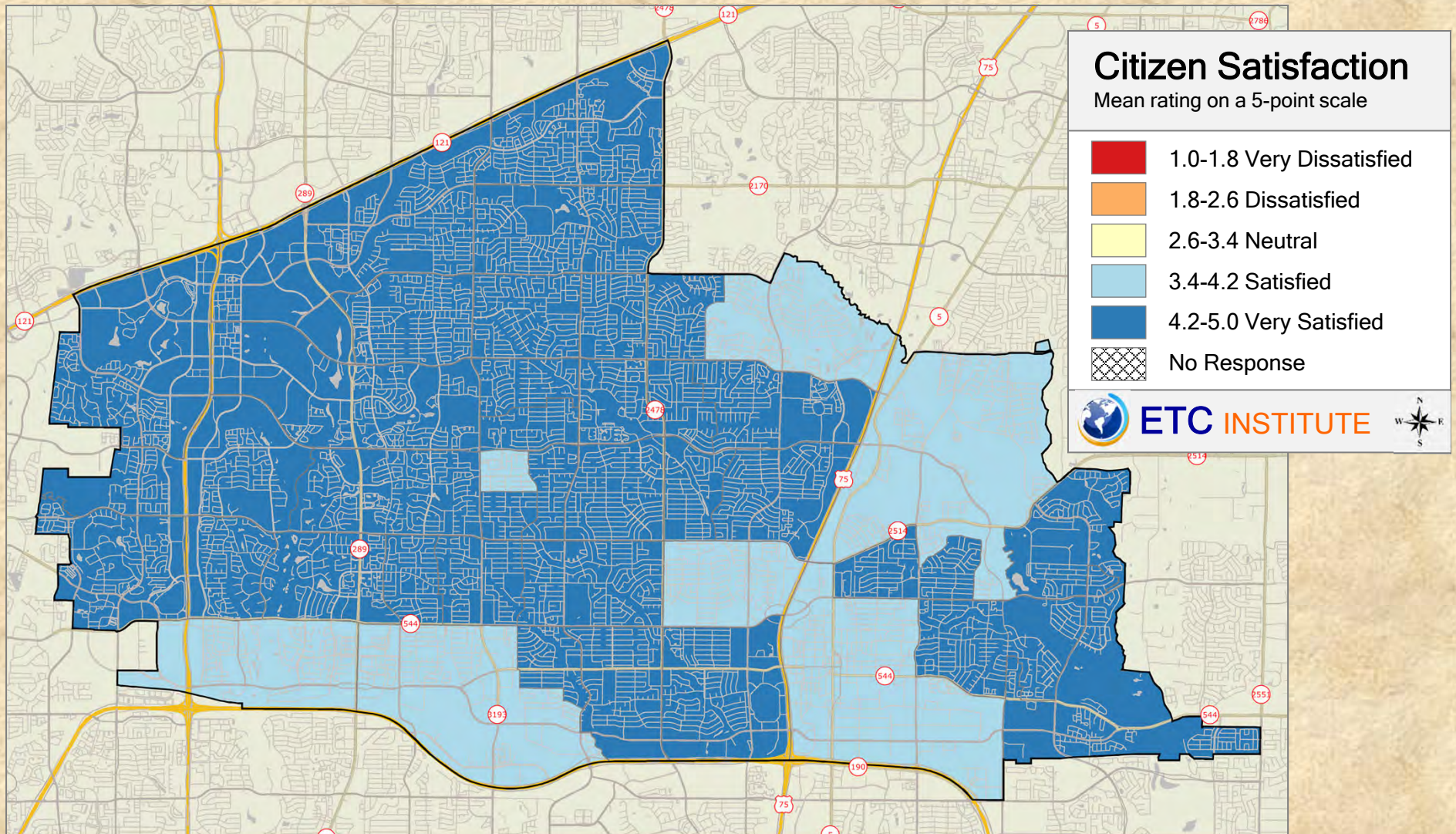
Q1-13. Satisfaction With: City parks



2019 City of Plano Citizen Survey

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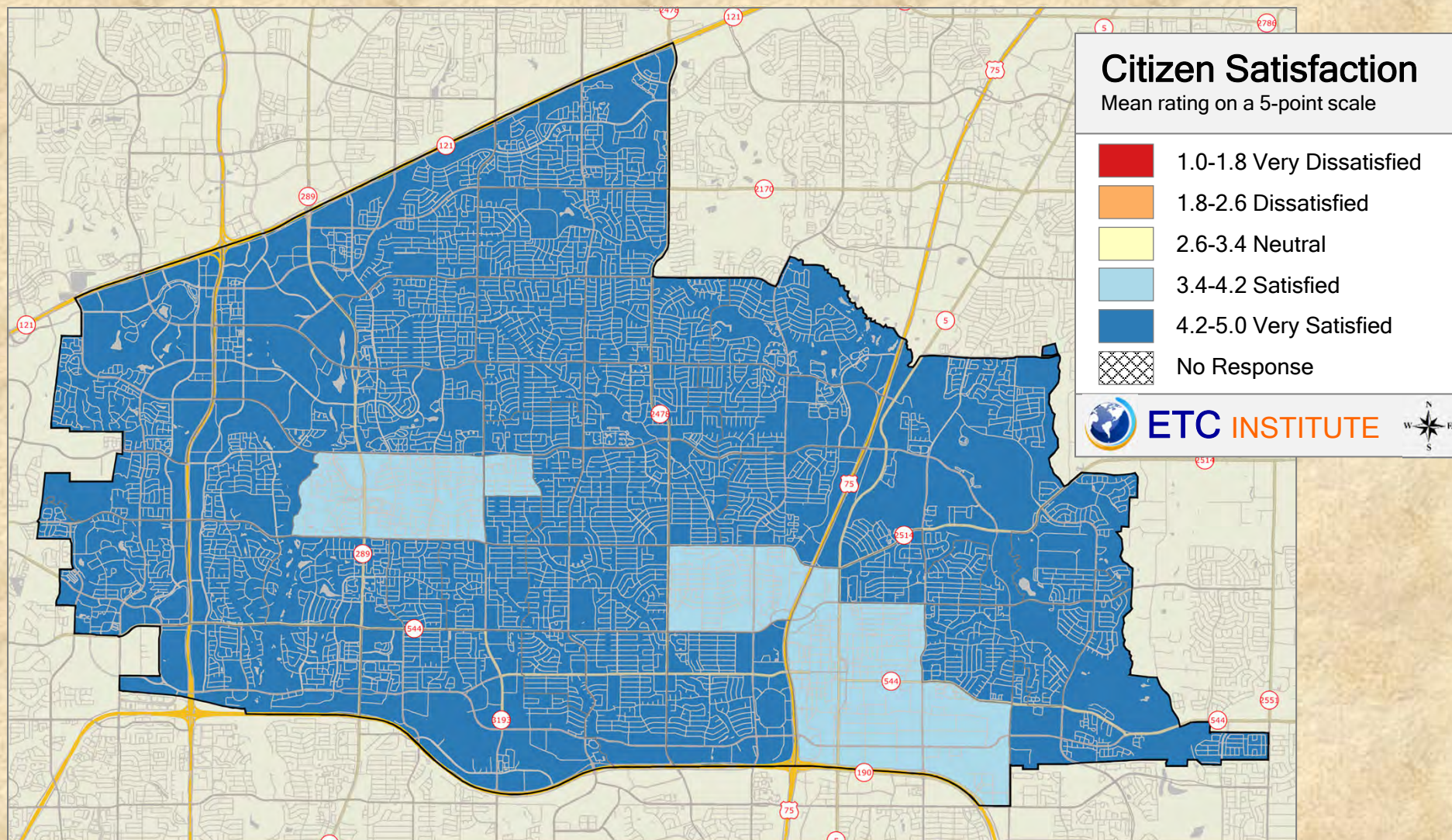
Q1-14. Satisfaction With: Recreation programs and facilities



2019 City of Plano Citizen Survey

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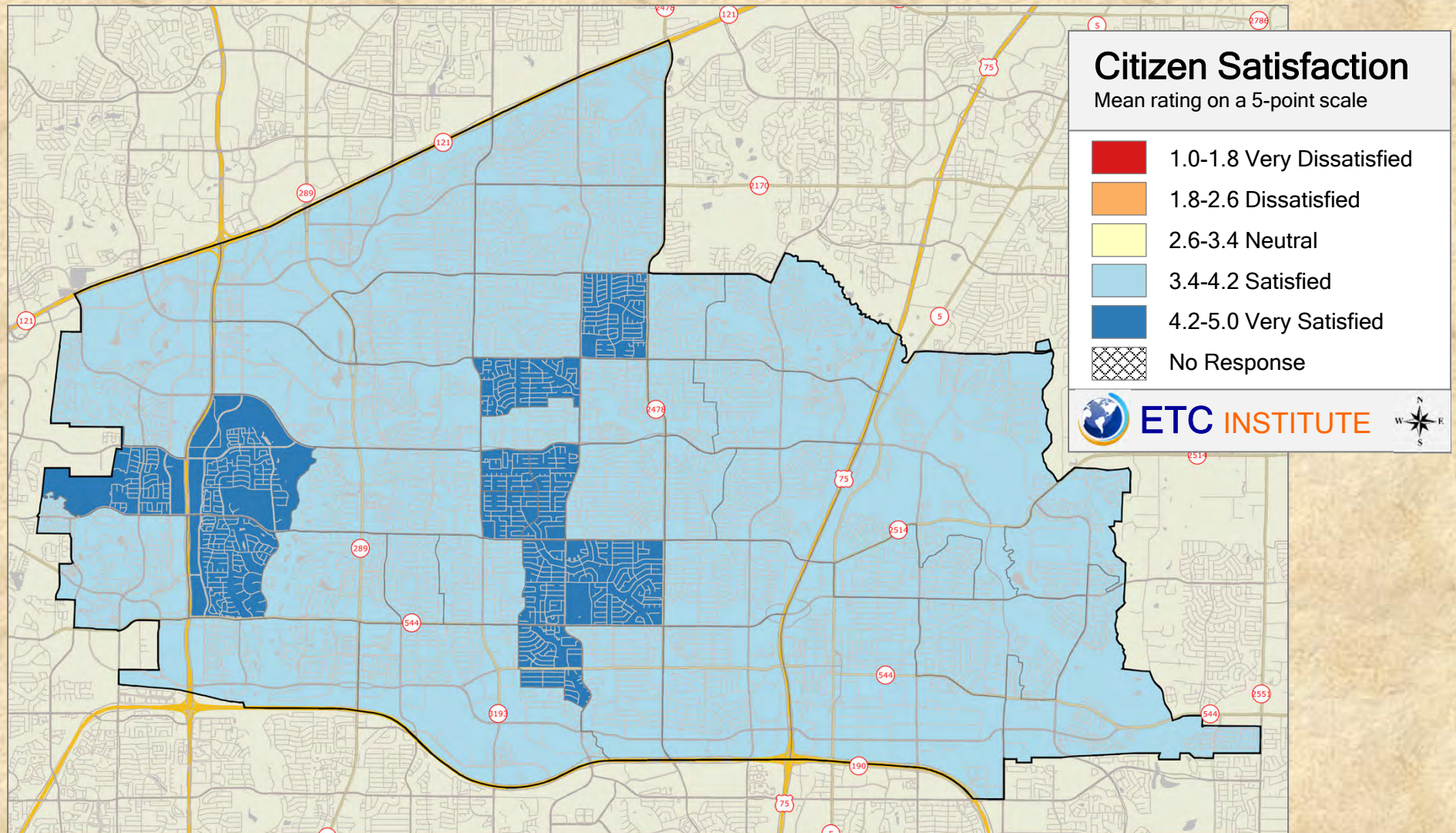
Q1-15. Satisfaction With: Library services



2019 City of Plano Citizen Survey

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

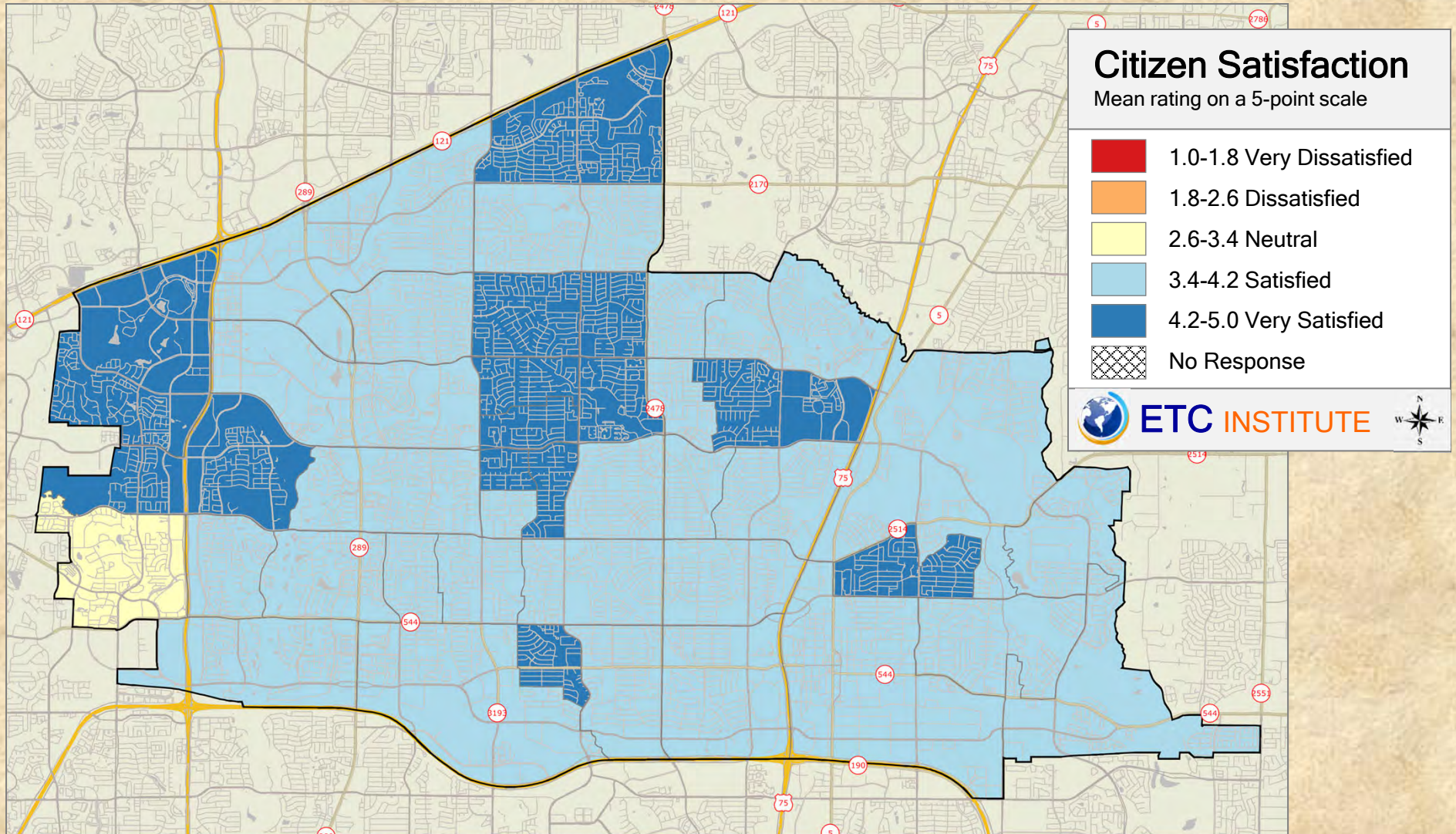
Q1-16. Satisfaction With: Municipal Court Services



2019 City of Plano Citizen Survey

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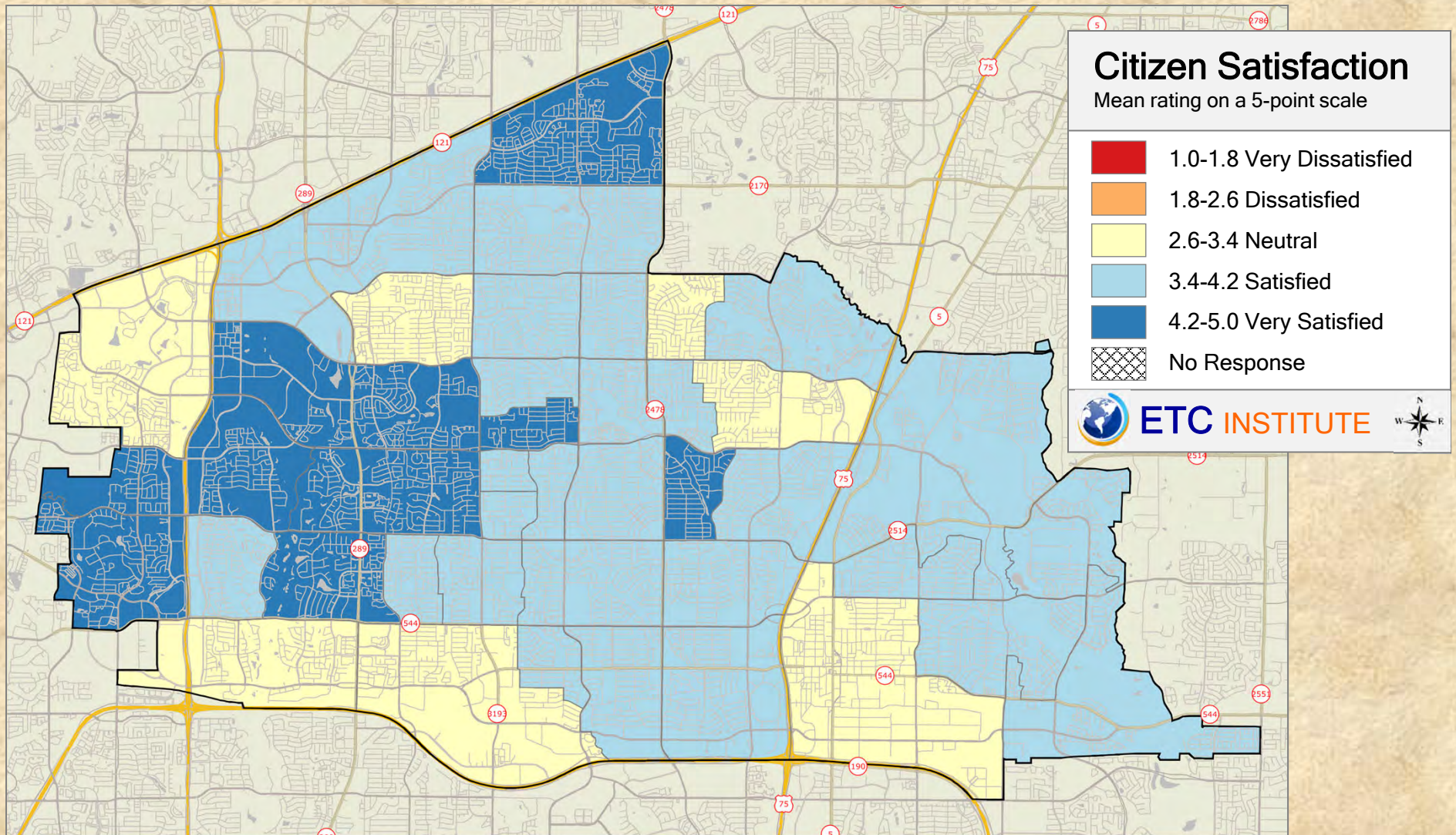
Q1-17. Satisfaction With: Animal Services



2019 City of Plano Citizen Survey

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

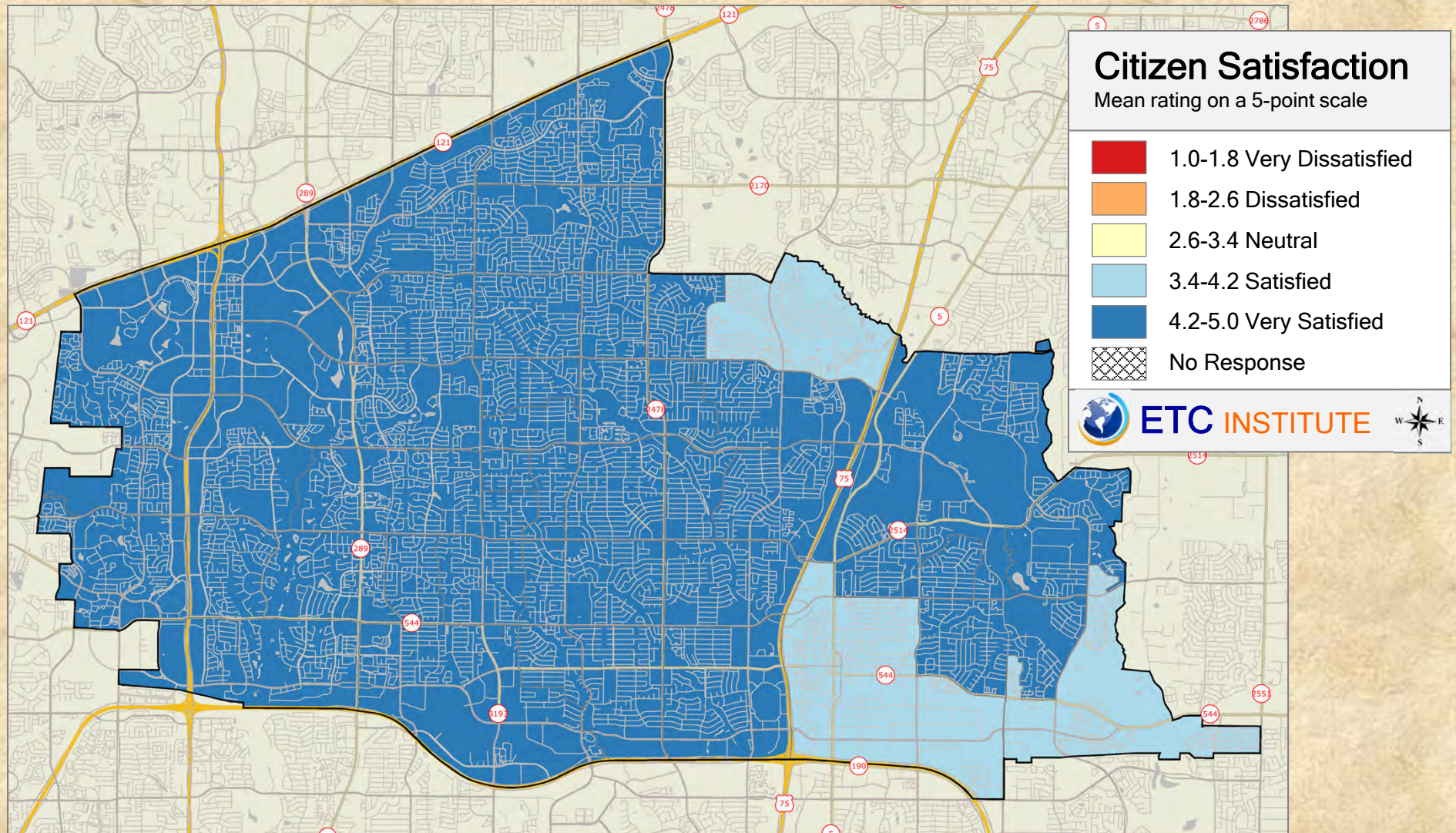
Q1-18. Satisfaction With: Neighborhood and Housing support programs



2019 City of Plano Citizen Survey

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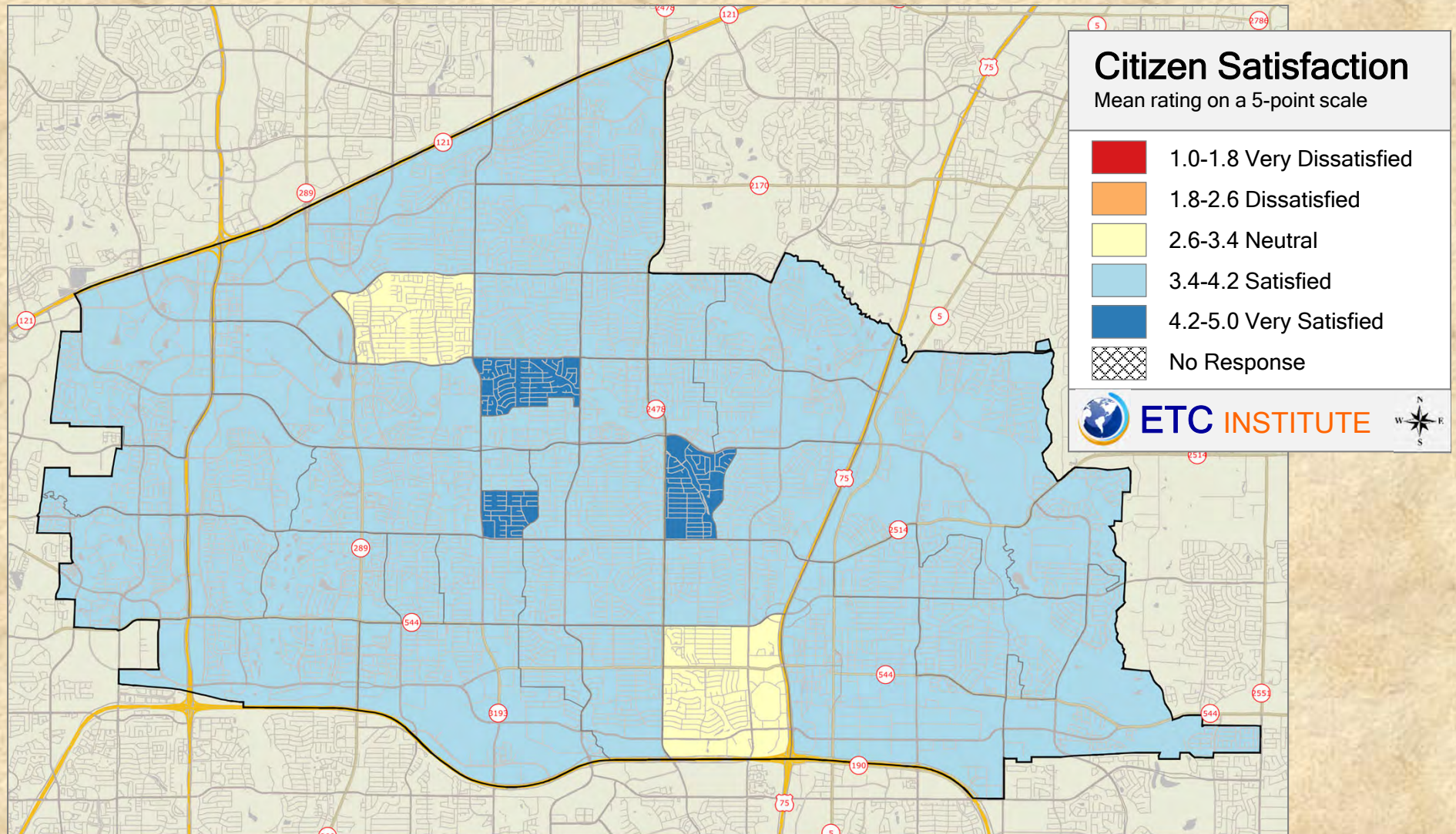
Q3-01. Satisfaction With: Overall quality of services provided by the City of Plano



2019 City of Plano Citizen Survey

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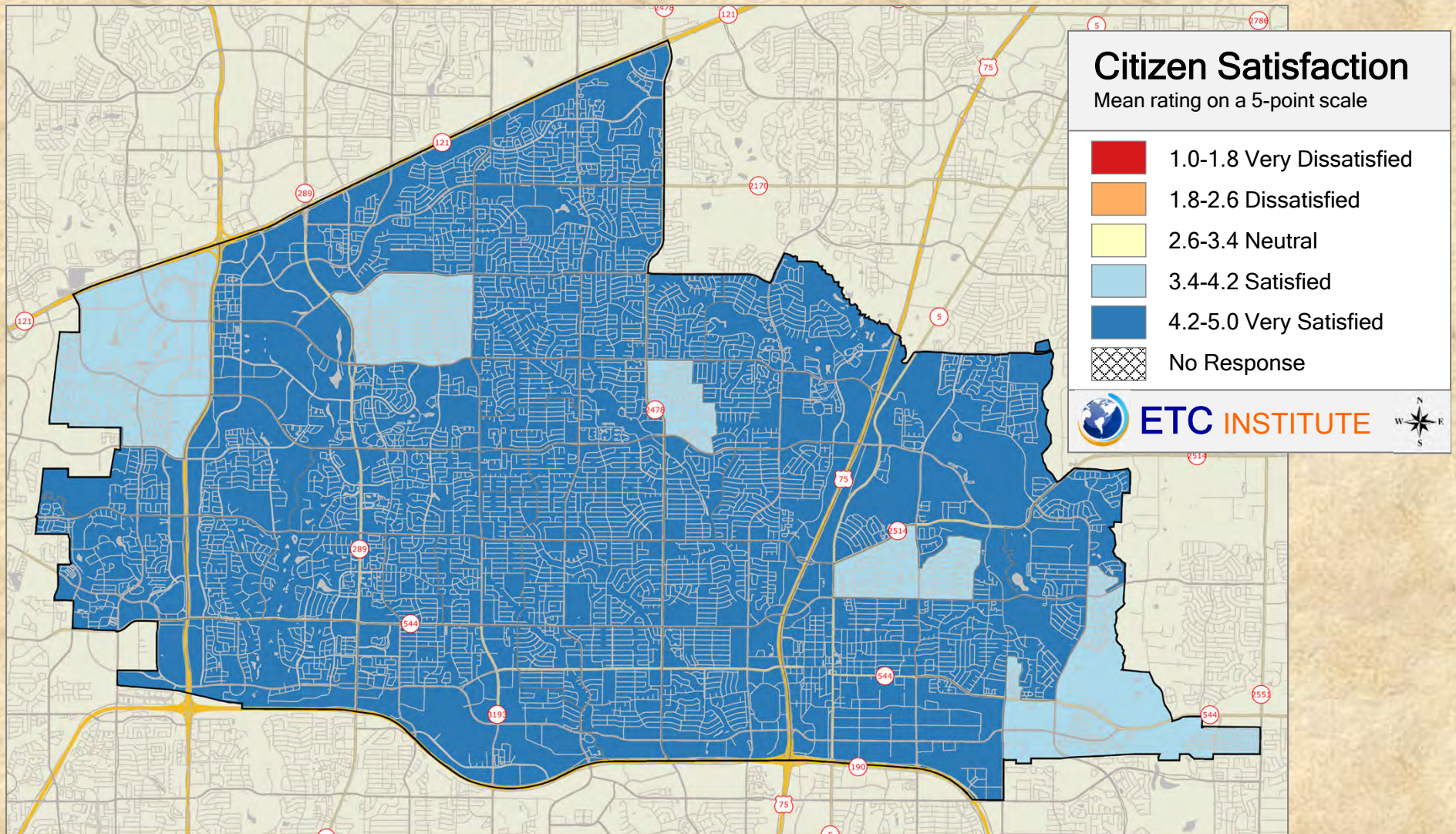
Q3-02. Satisfaction With: Overall value that you receive for your City taxes and fees



2019 City of Plano Citizen Survey

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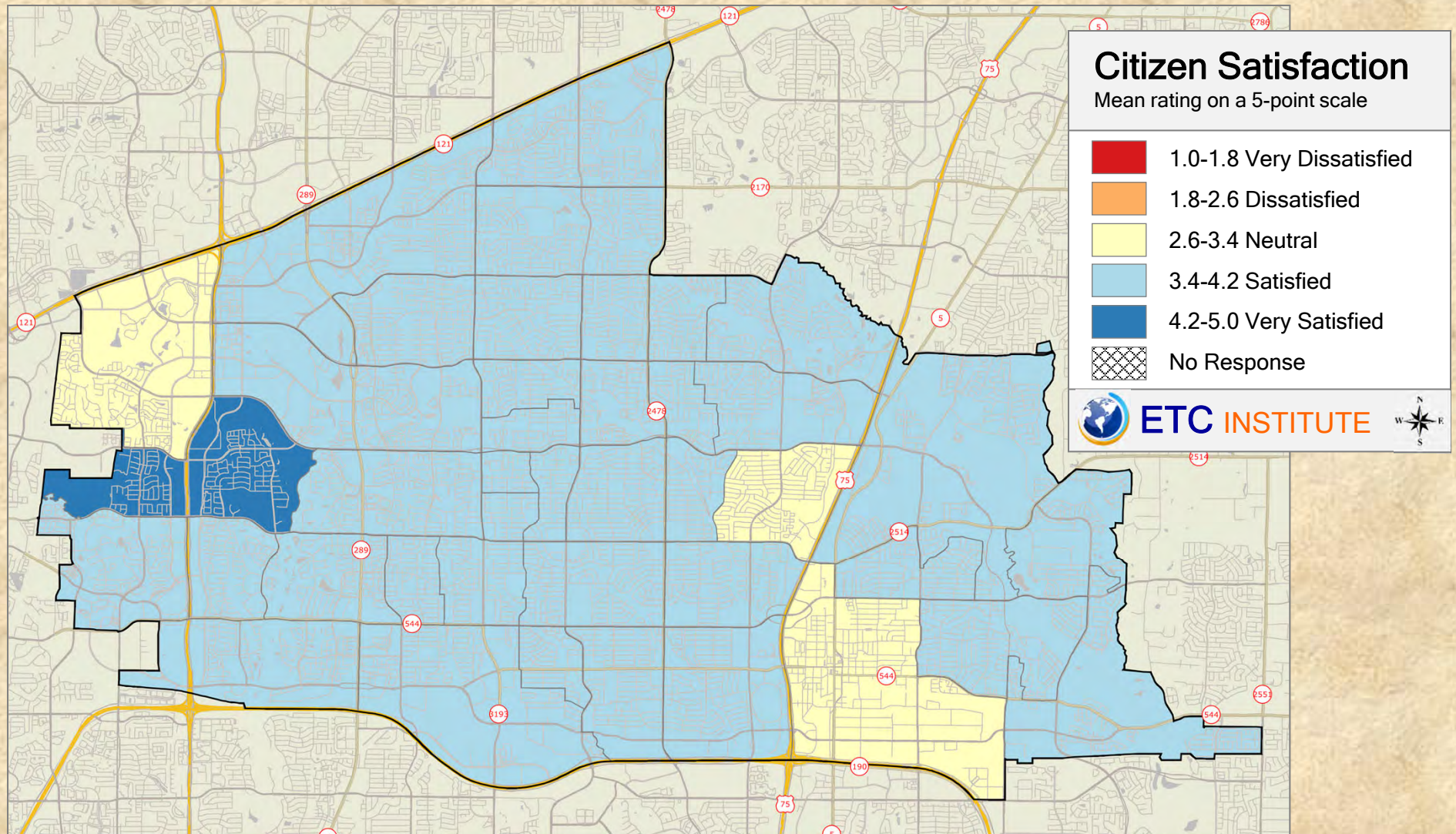
Q3-03. Satisfaction With: Overall quality of life in Plano



2019 City of Plano Citizen Survey

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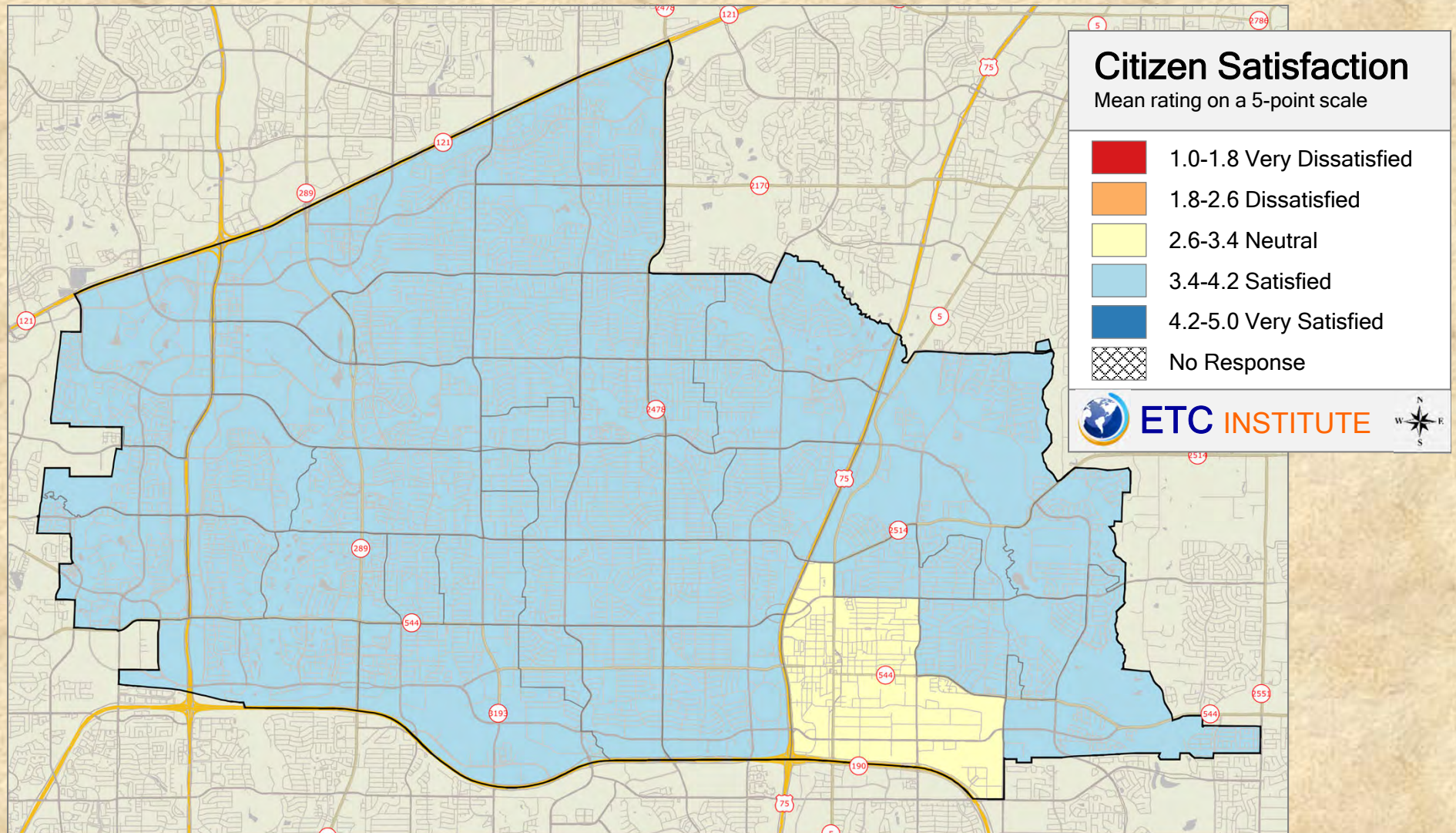
Q6-01. Satisfaction With: The availability of information about government operations



2019 City of Plano Citizen Survey

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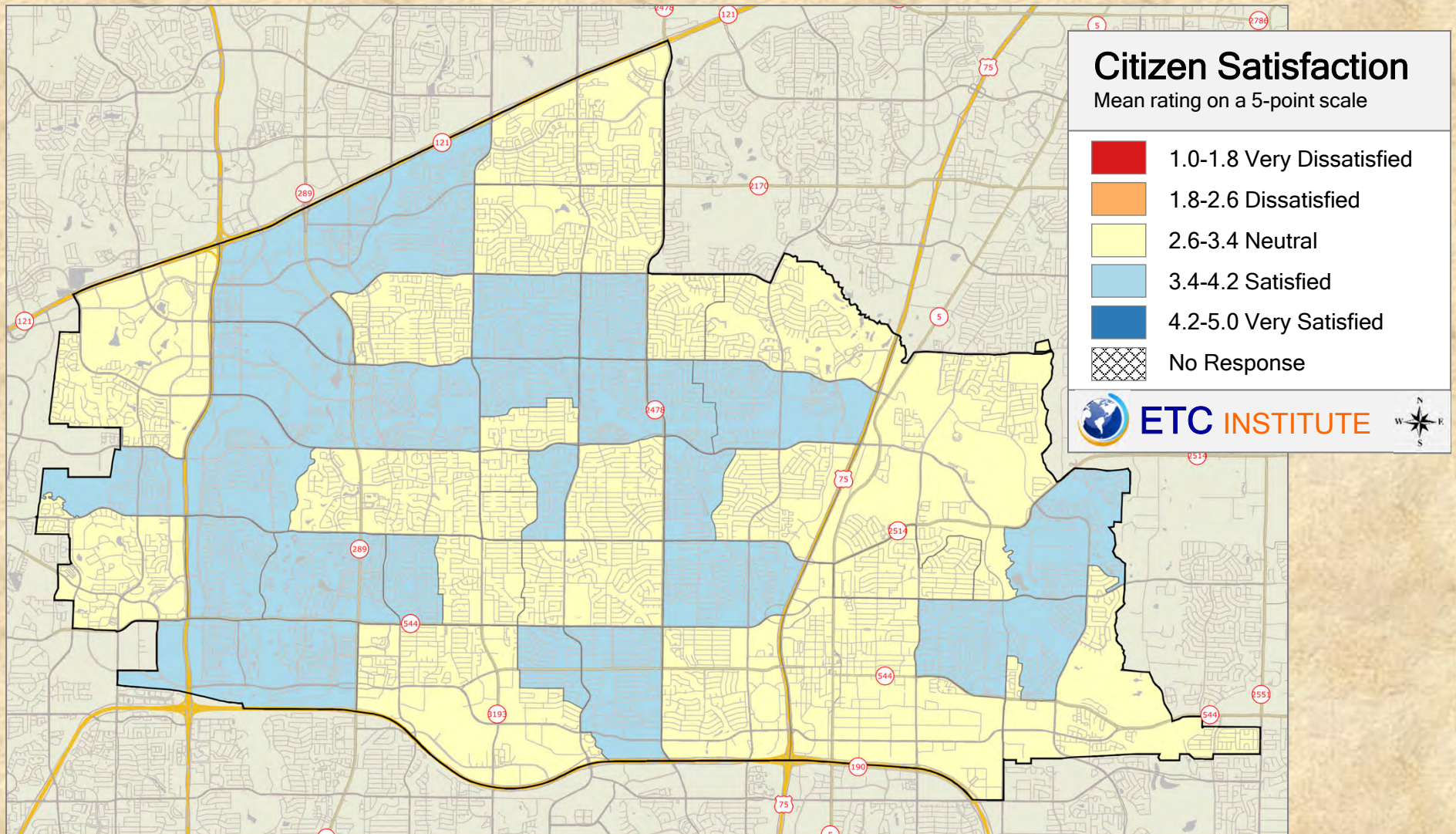
Q6-02. Satisfaction With: City efforts to keep residents informed about local issues



2019 City of Plano Citizen Survey

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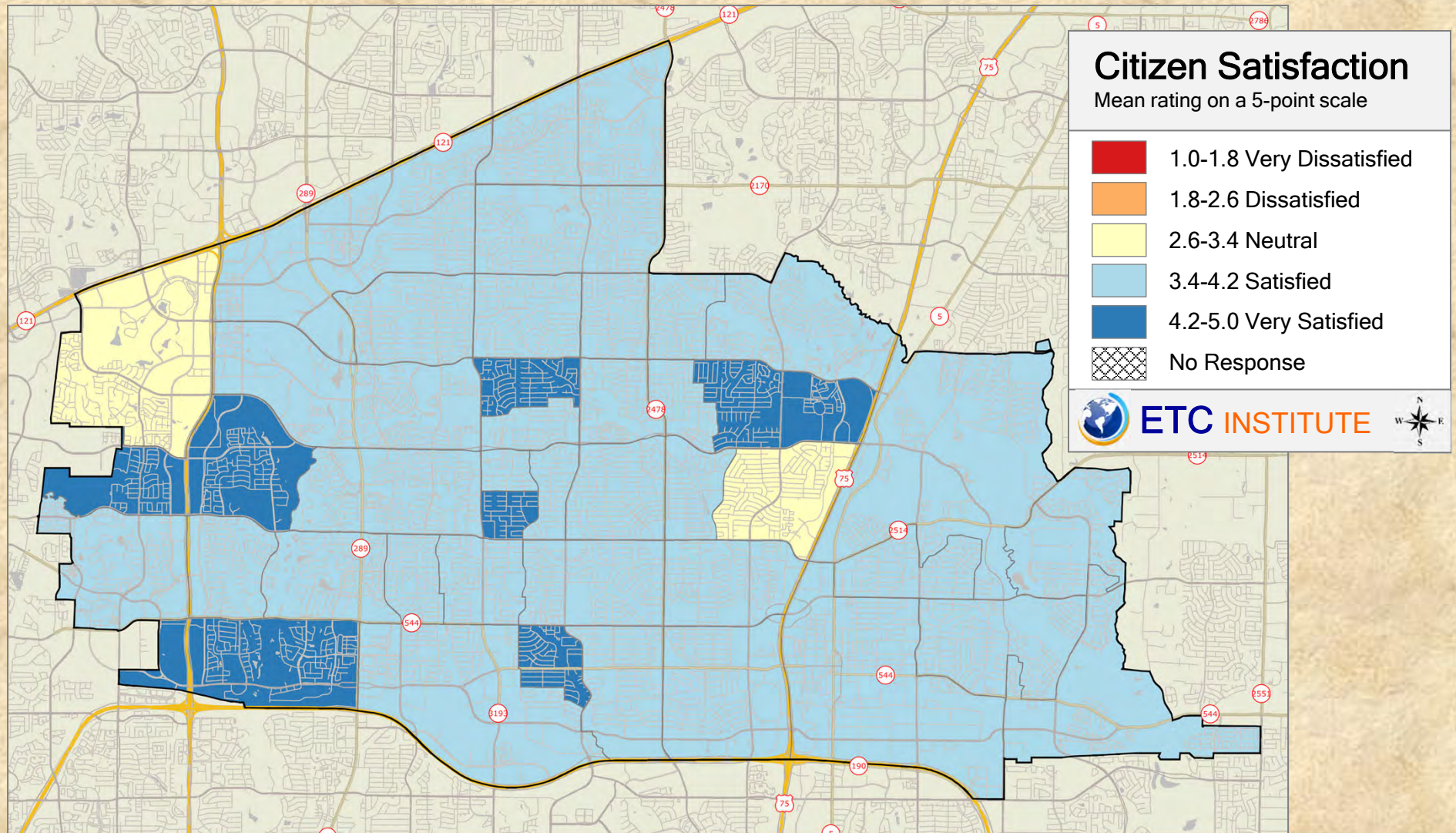
Q6-03. Satisfaction With: The level of public involvement in City decision-making



2019 City of Plano Citizen Survey

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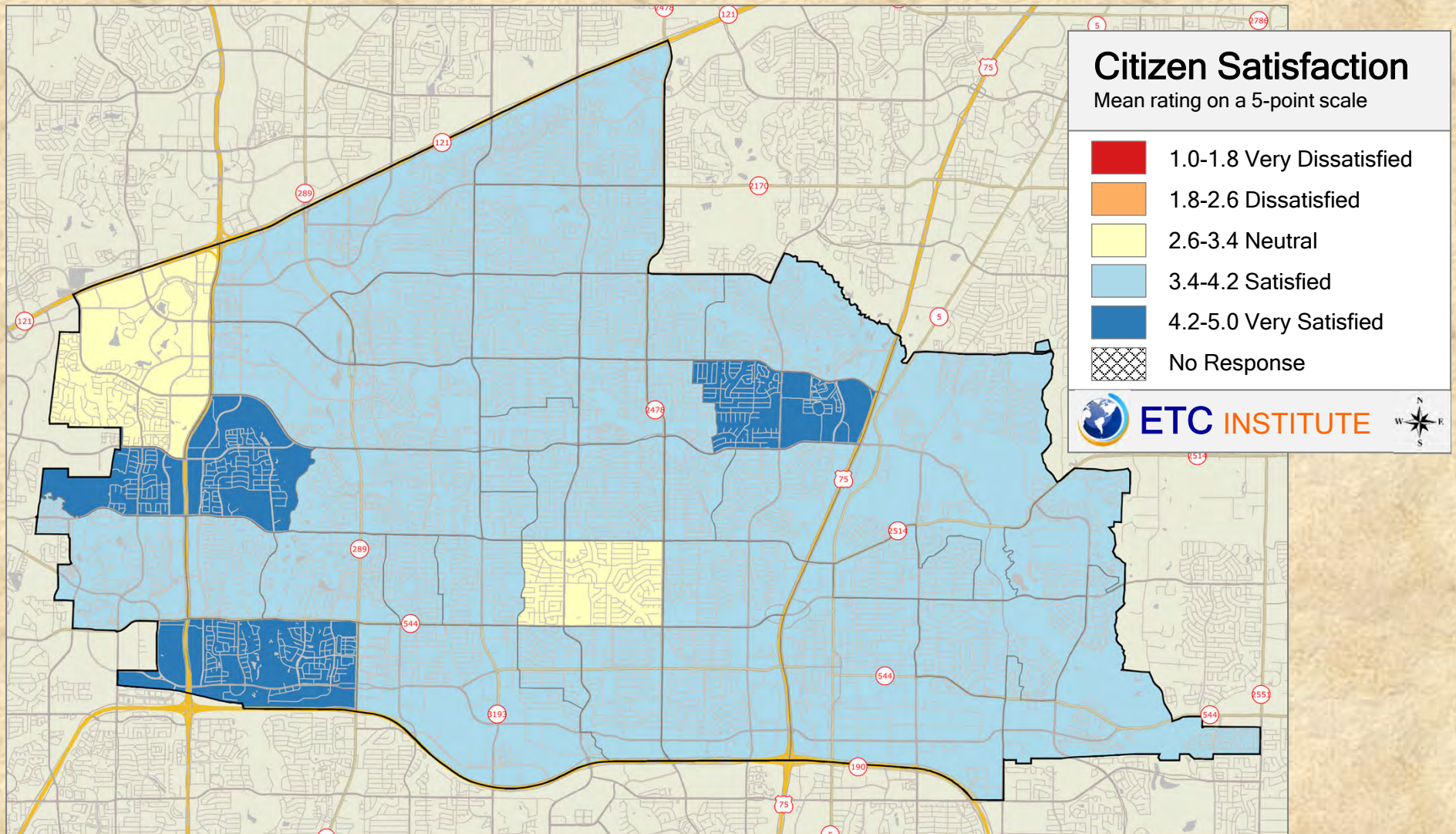
Q6-04. Satisfaction With: Usefulness of the information that is available on the City's website



2019 City of Plano Citizen Survey

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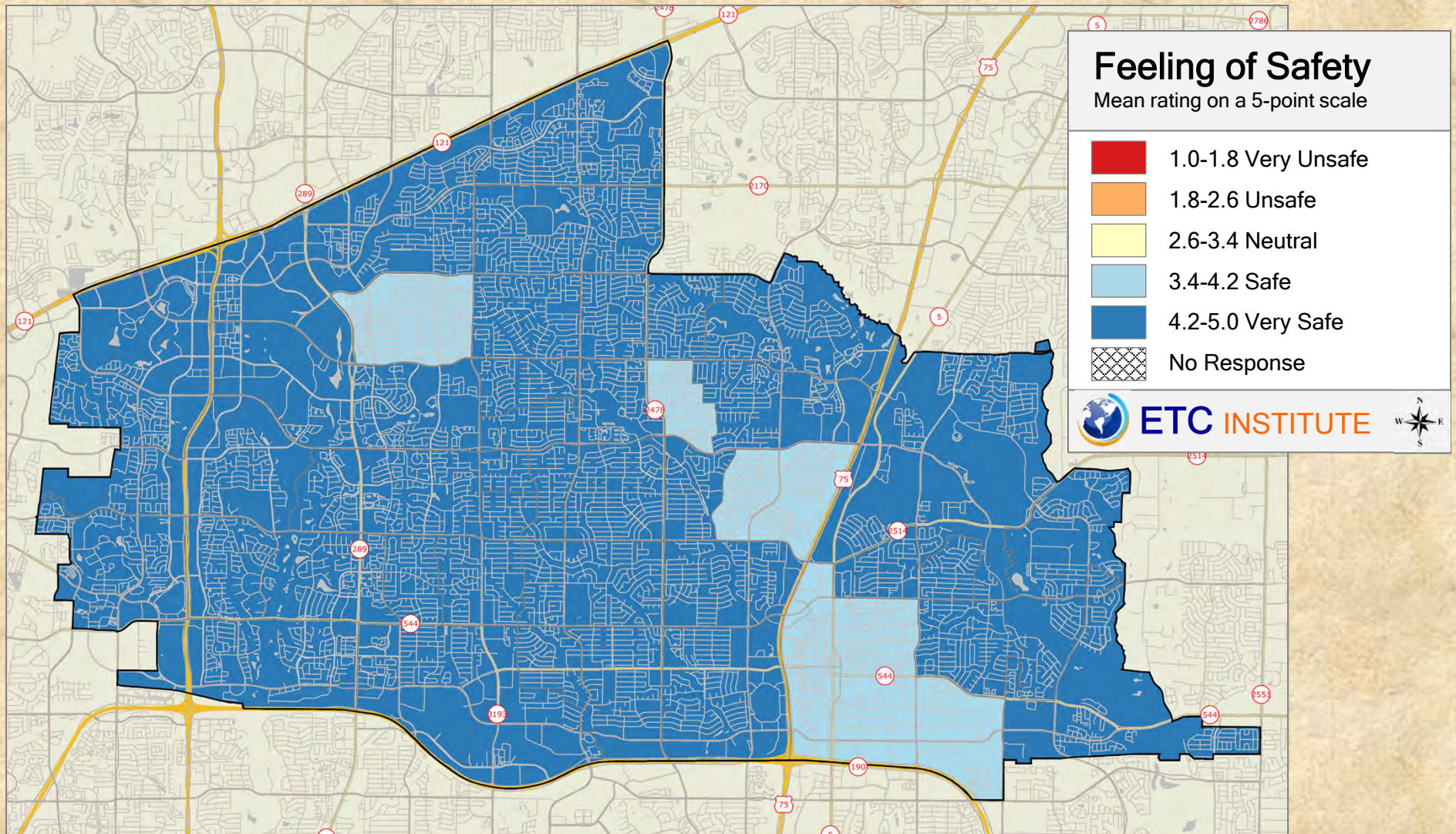
Q6-05. Satisfaction With: Availability of information related to the City's sustainability and environmental efforts



2019 City of Plano Citizen Survey

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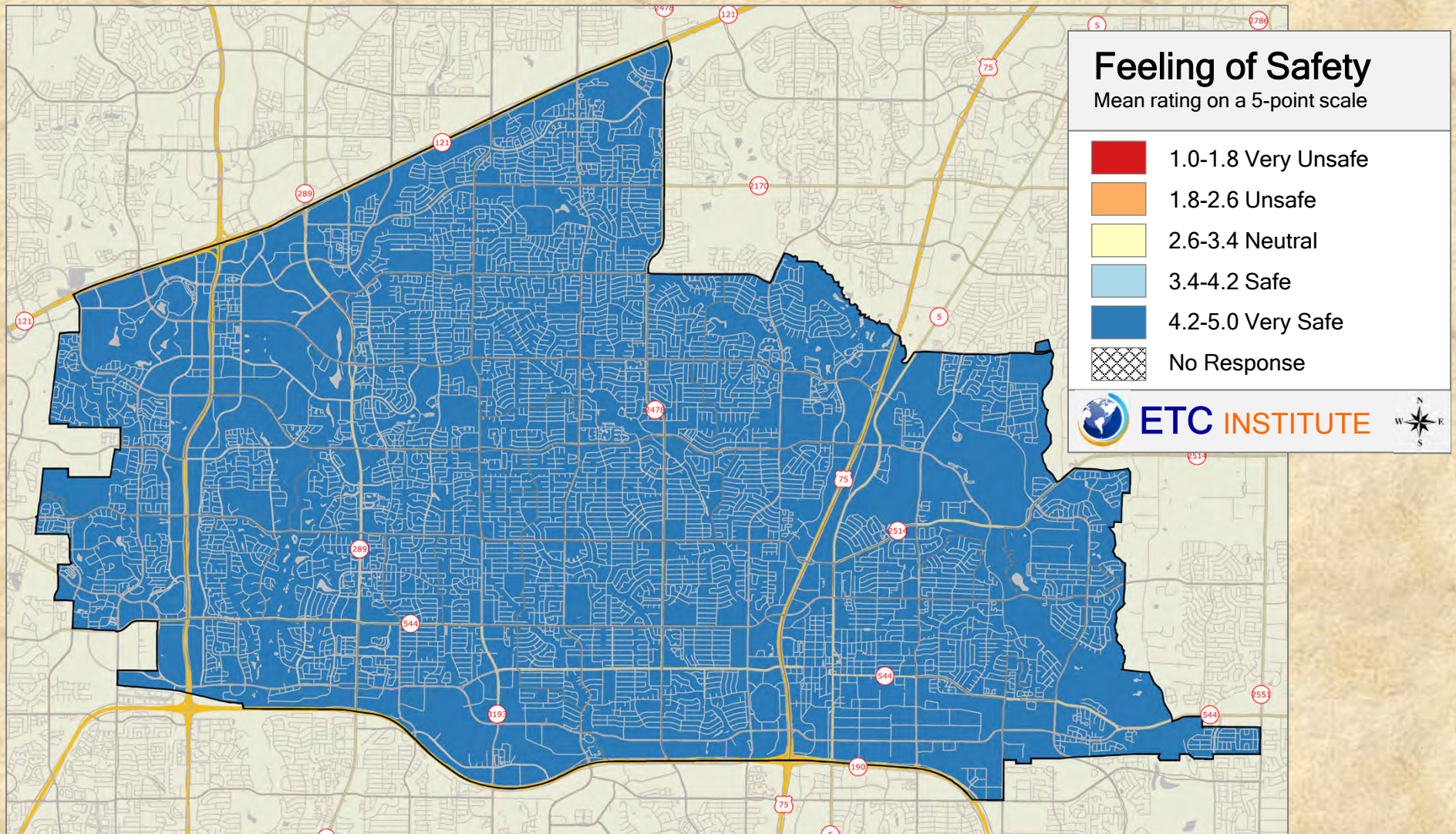
Q7-01. Feeling of Safety: Overall feeling of safety in Plano



2019 City of Plano Citizen Survey

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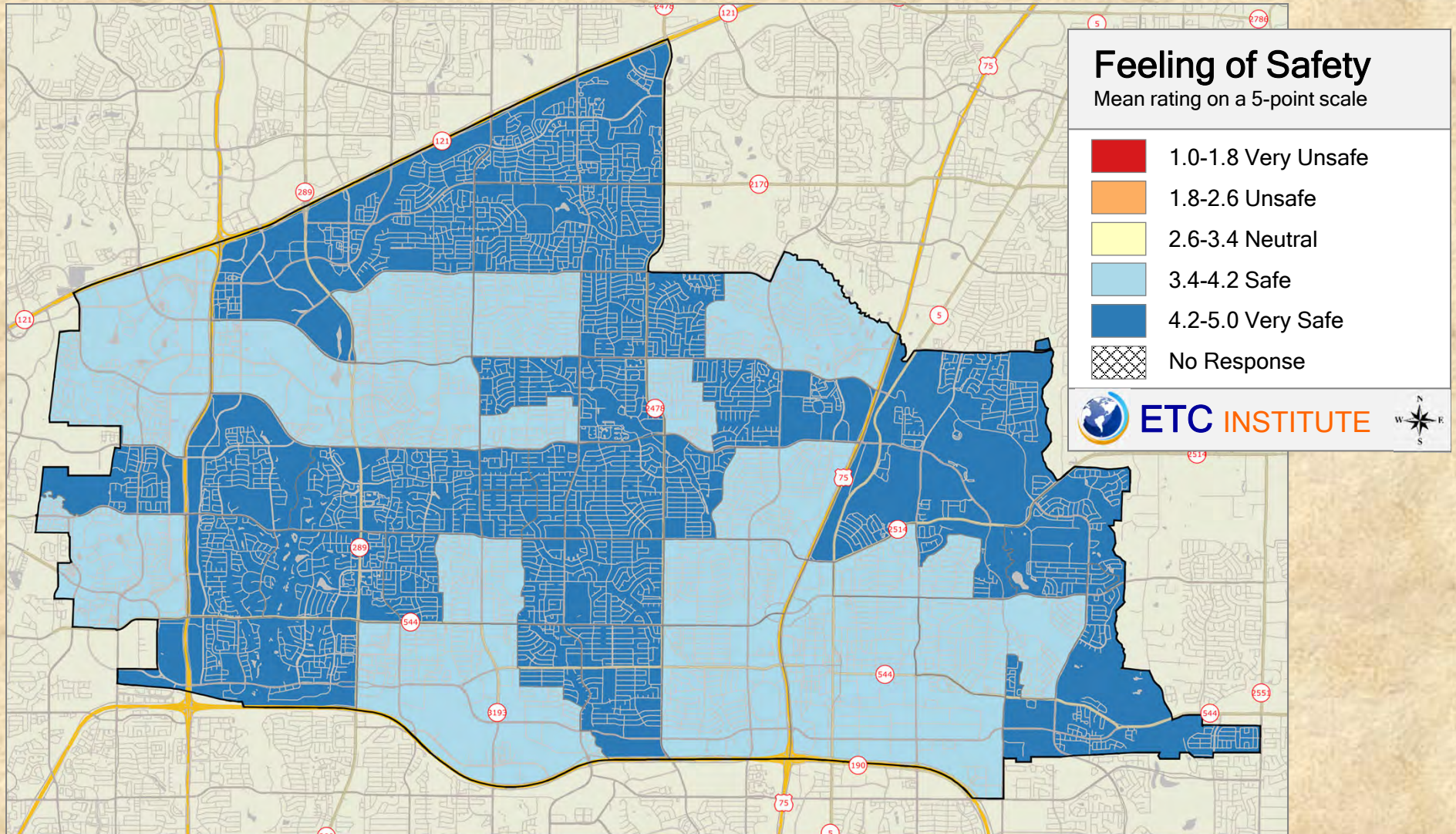
Q7-02. Feeling of Safety: In your neighborhood during the day



2019 City of Plano Citizen Survey

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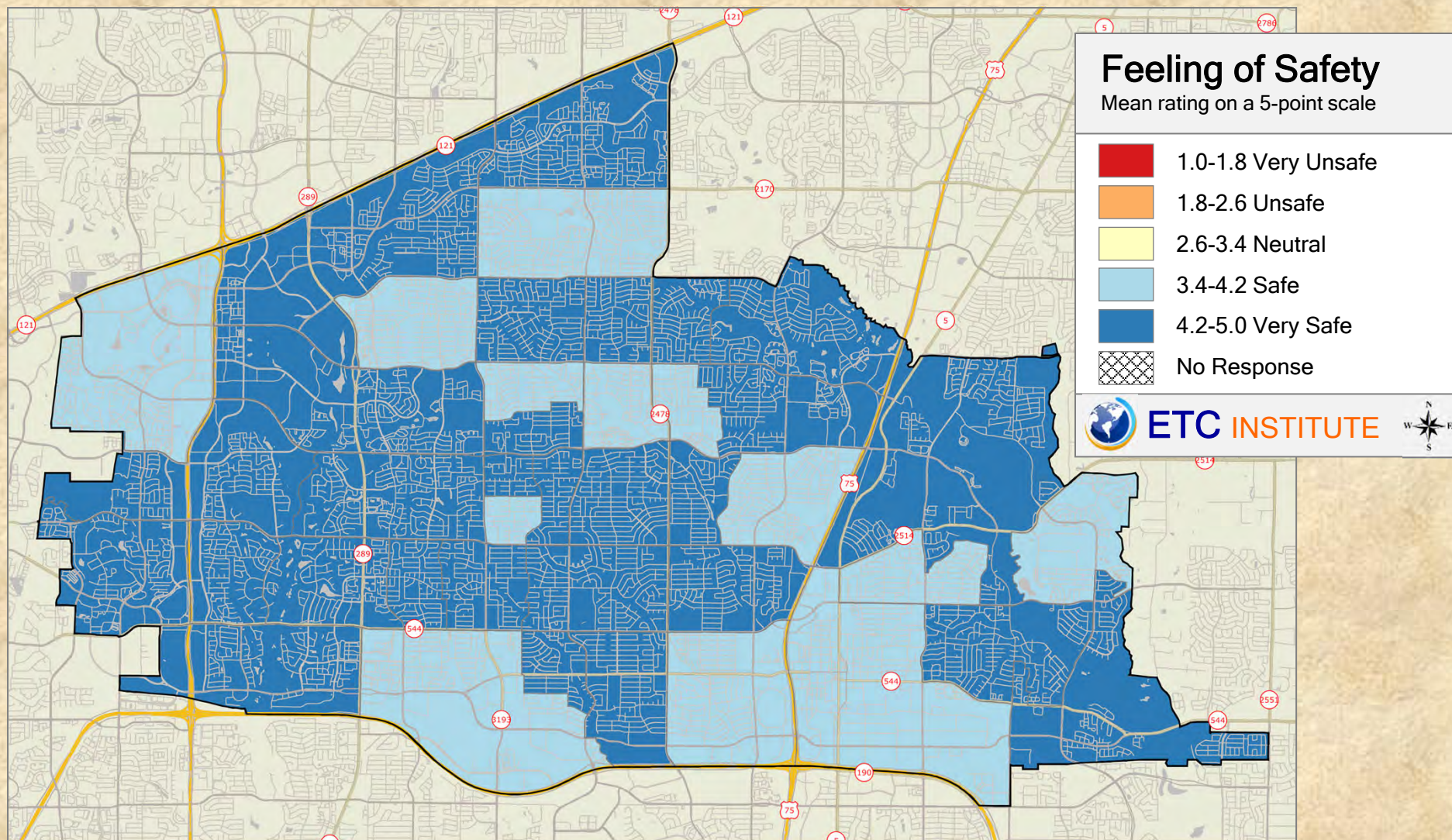
Q7-03. Feeling of Safety: In your neighborhood after dark



2019 City of Plano Citizen Survey

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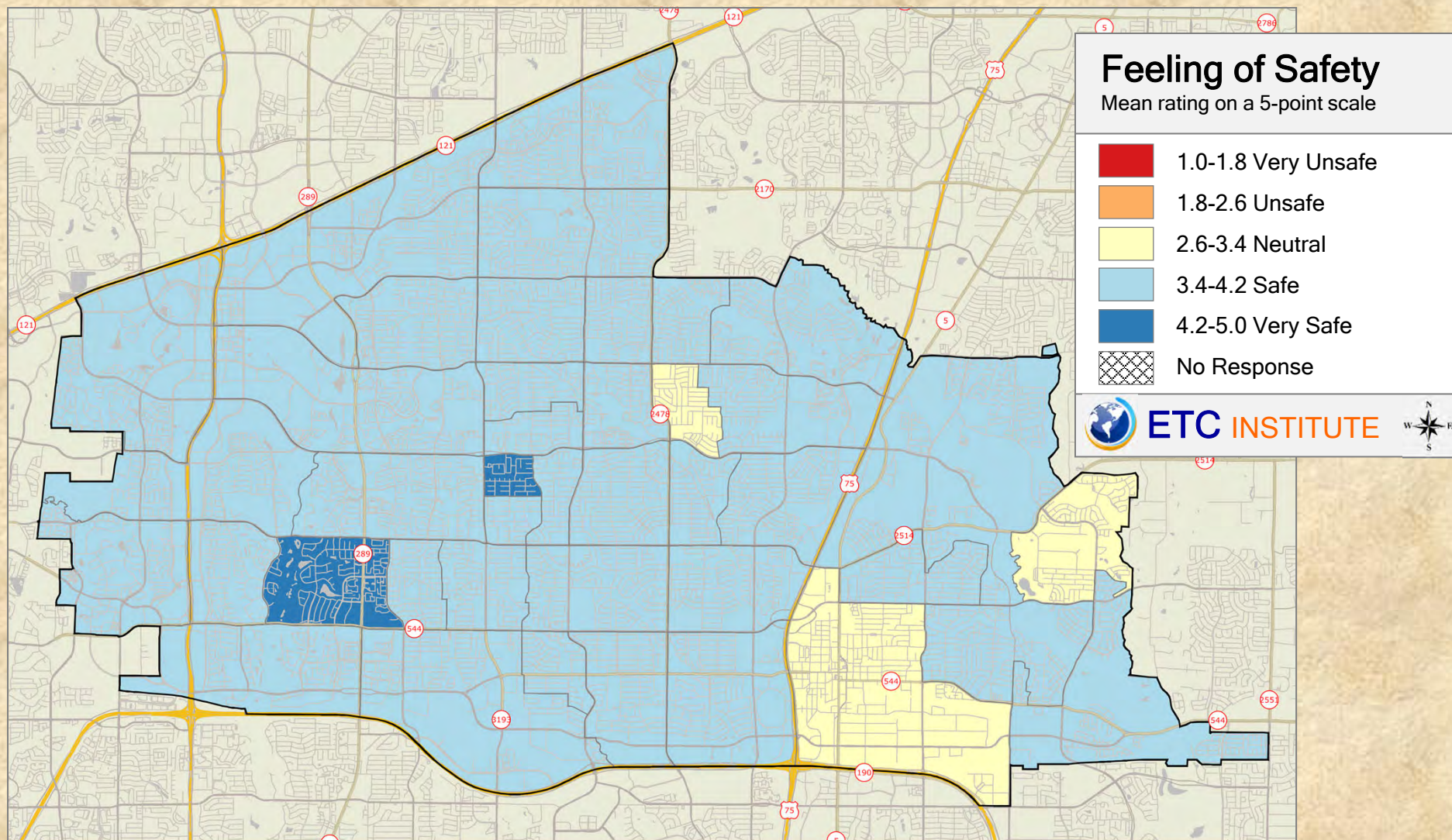
Q7-04. Feeling of Safety: At shopping centers/business areas during the day



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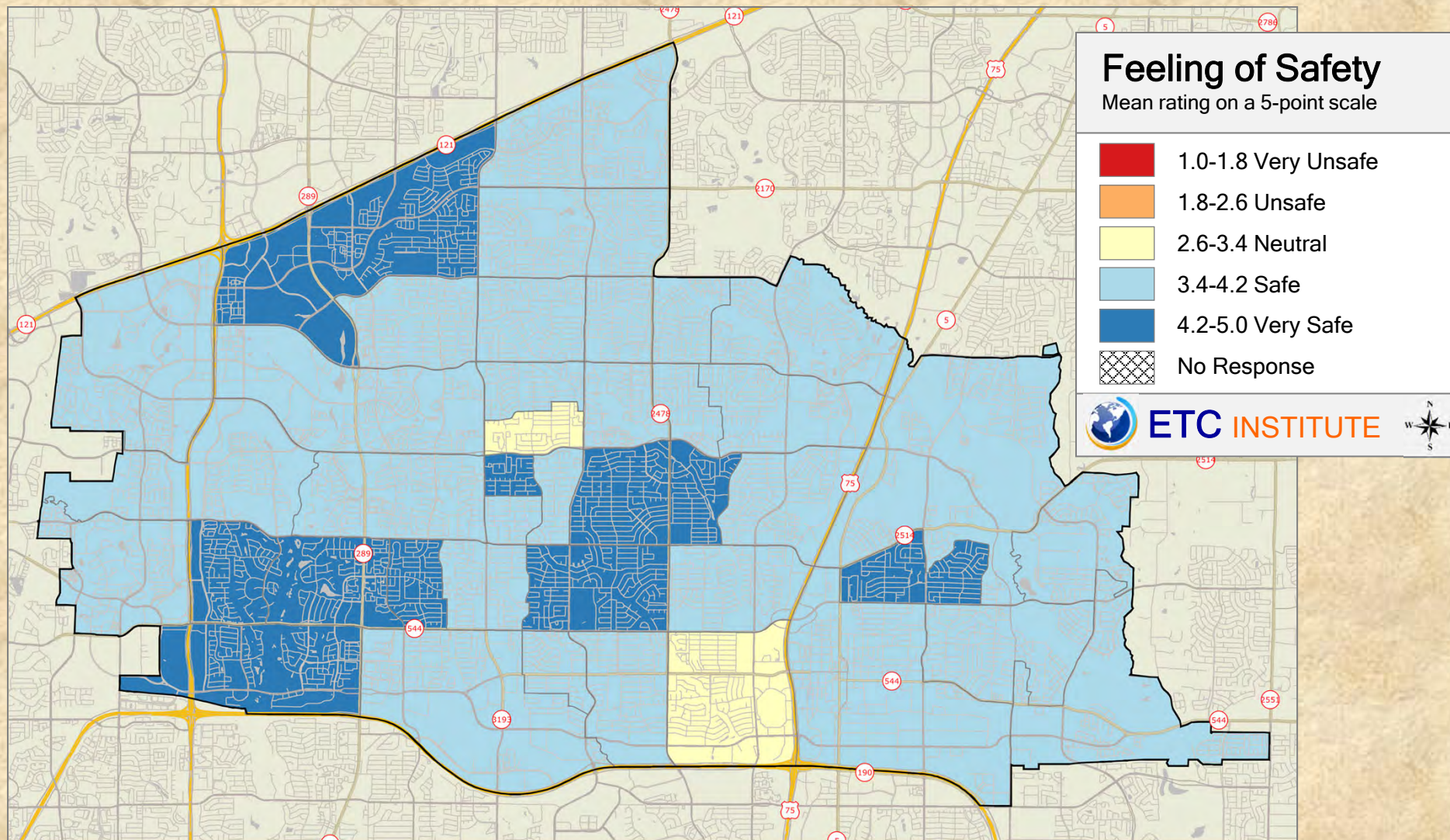
Q7-05. Feeling of Safety: At shopping centers/business areas after dark



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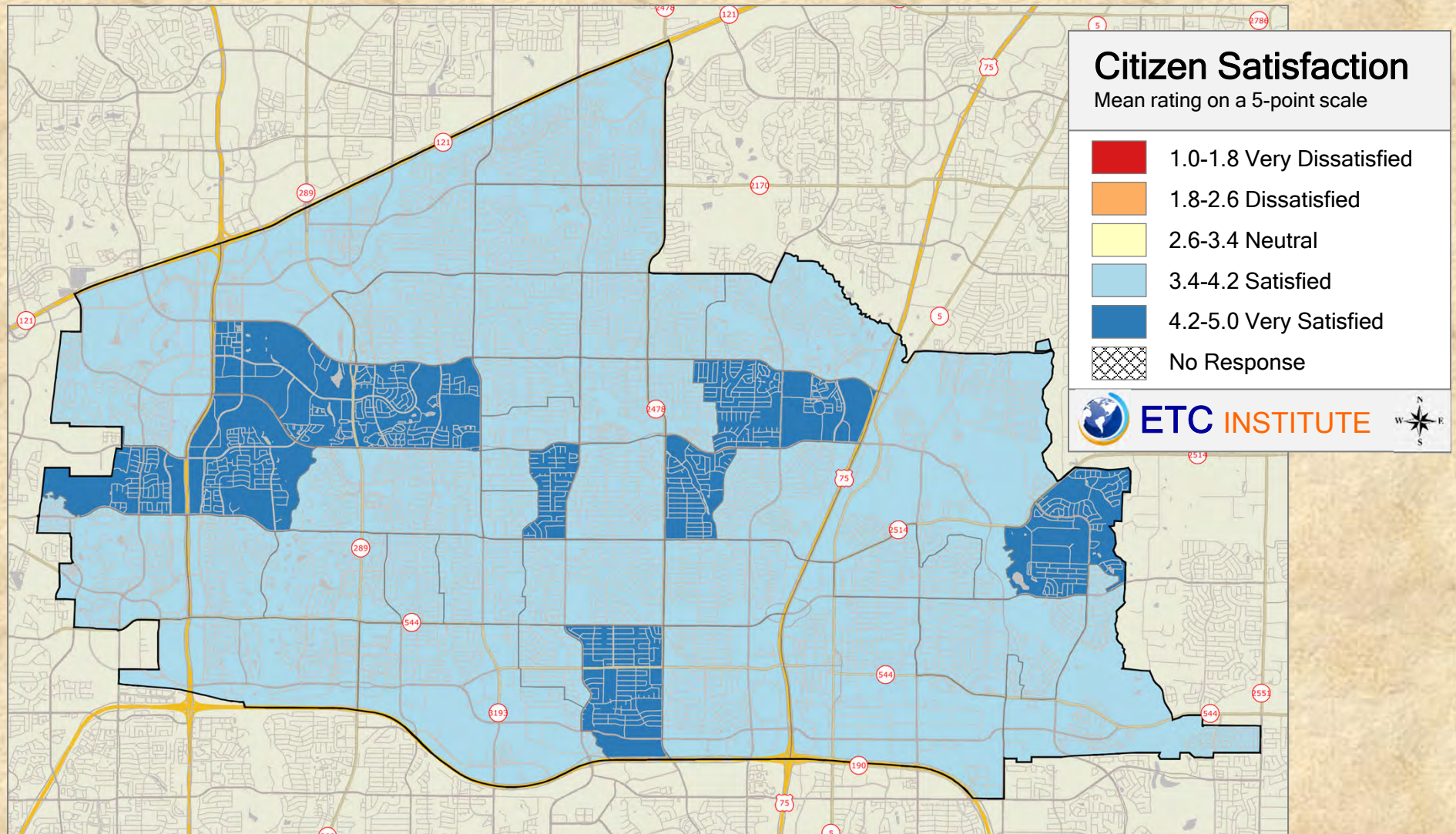
Q7-06. Feeling of Safety: Driving on roadways in Plano



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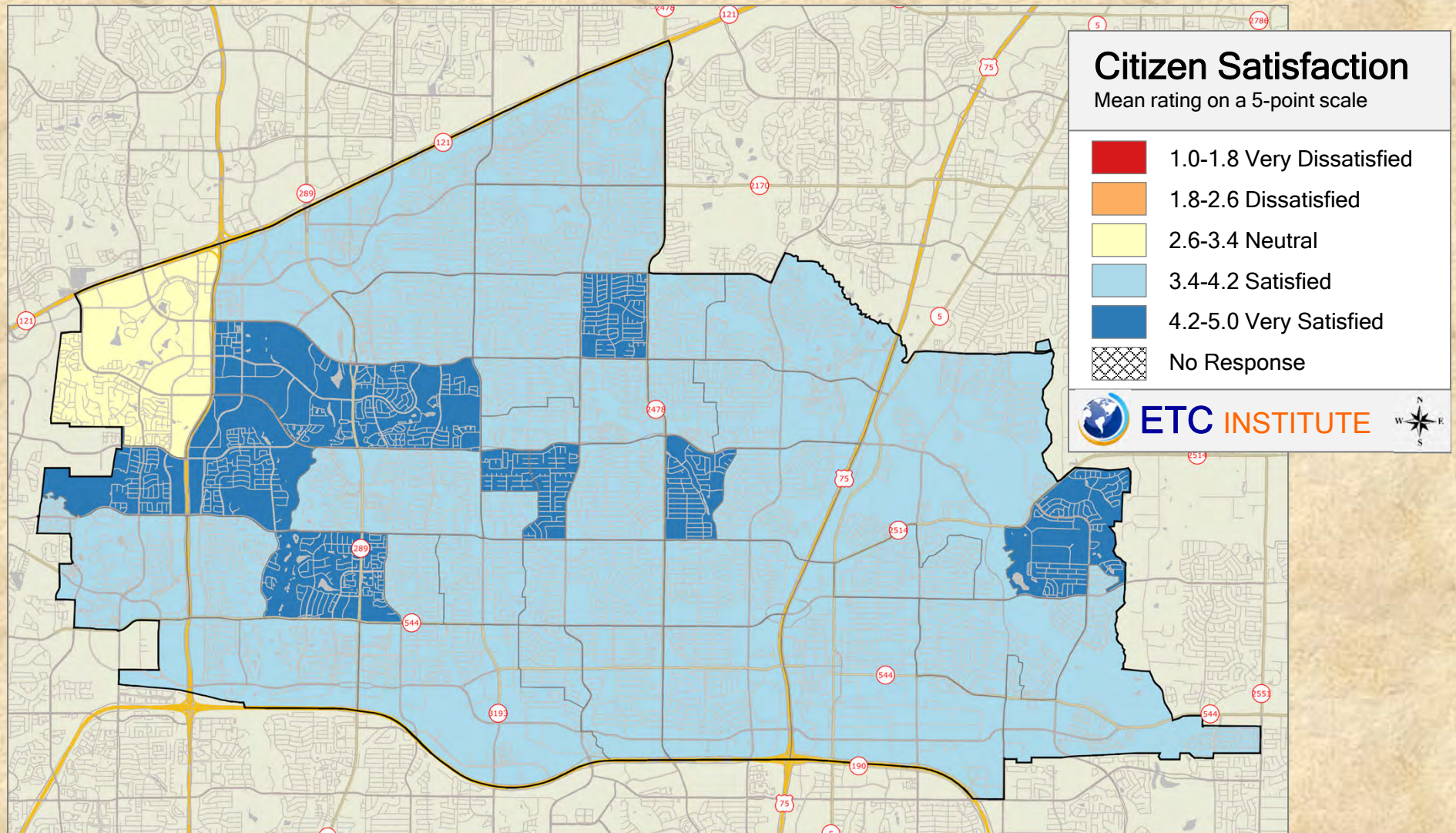
Q9-01. Satisfaction With: Access and availability of information about sustainability initiatives and programs



2019 City of Plano Citizen Survey

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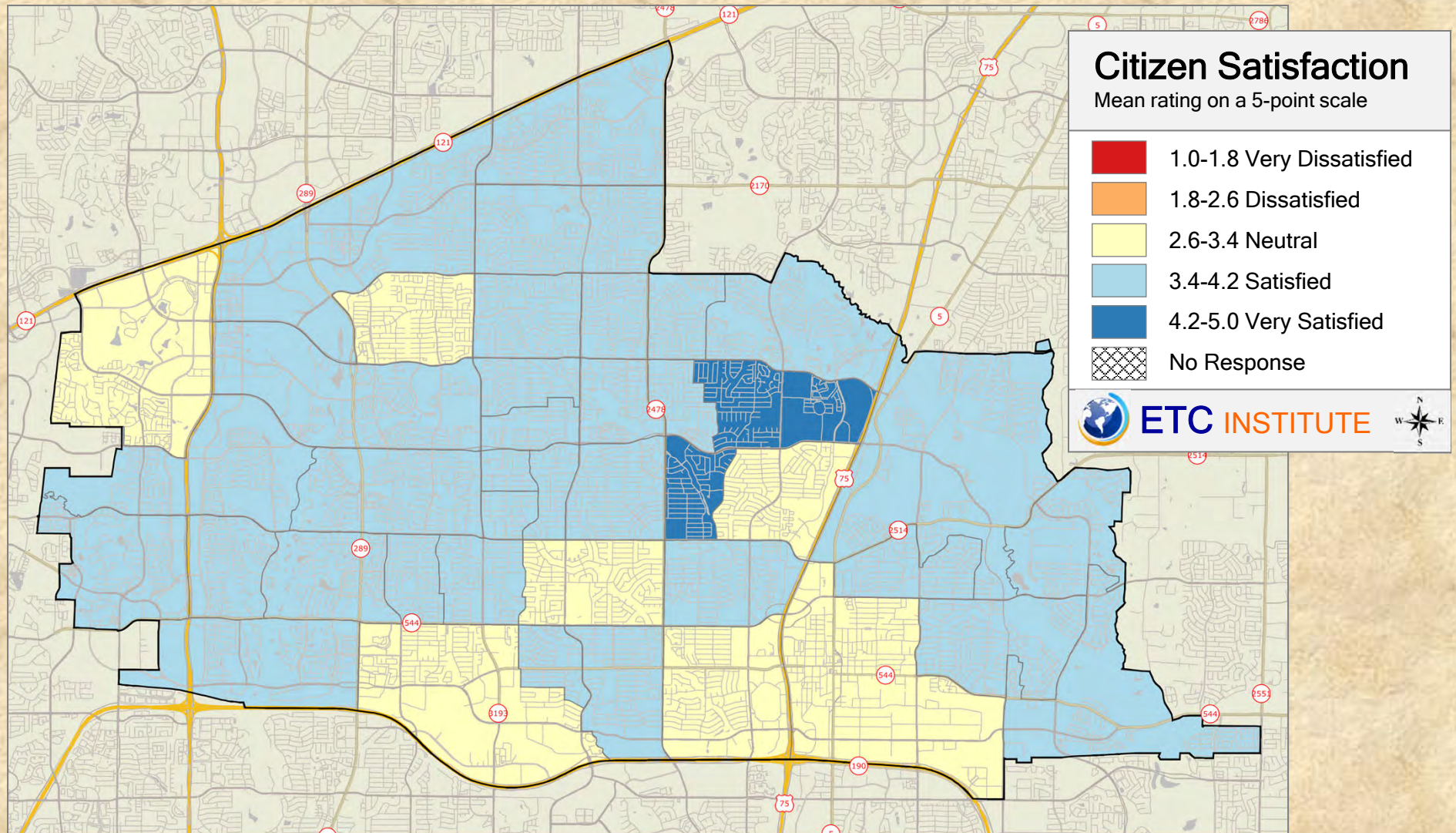
Q9-02. Satisfaction With: Opportunities for community engagement through Live Green in Plano programs



2019 City of Plano Citizen Survey

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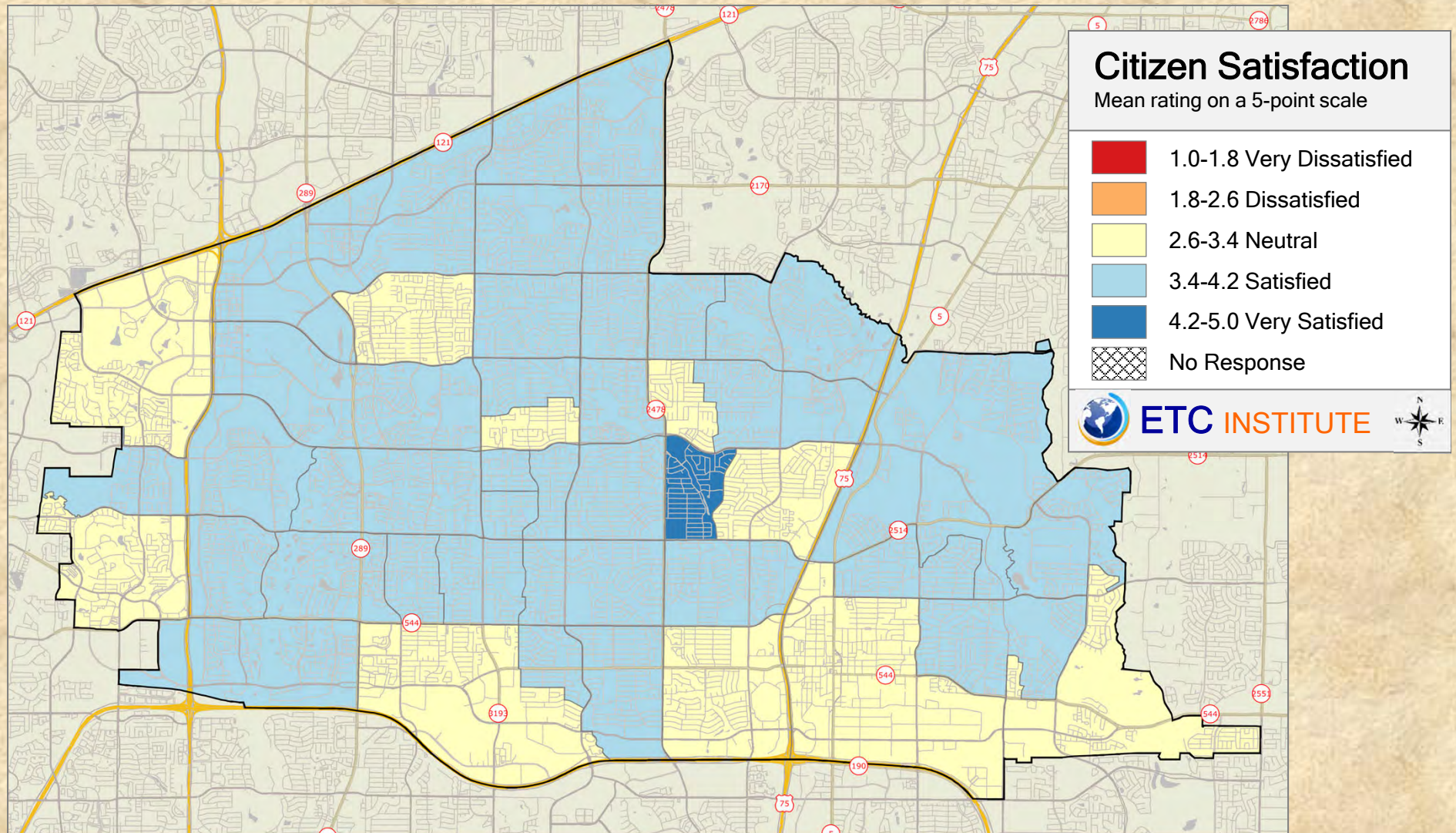
Q9-03. Satisfaction With: Frequency and accessibility of sustainable living learning opportunities



2019 City of Plano Citizen Survey

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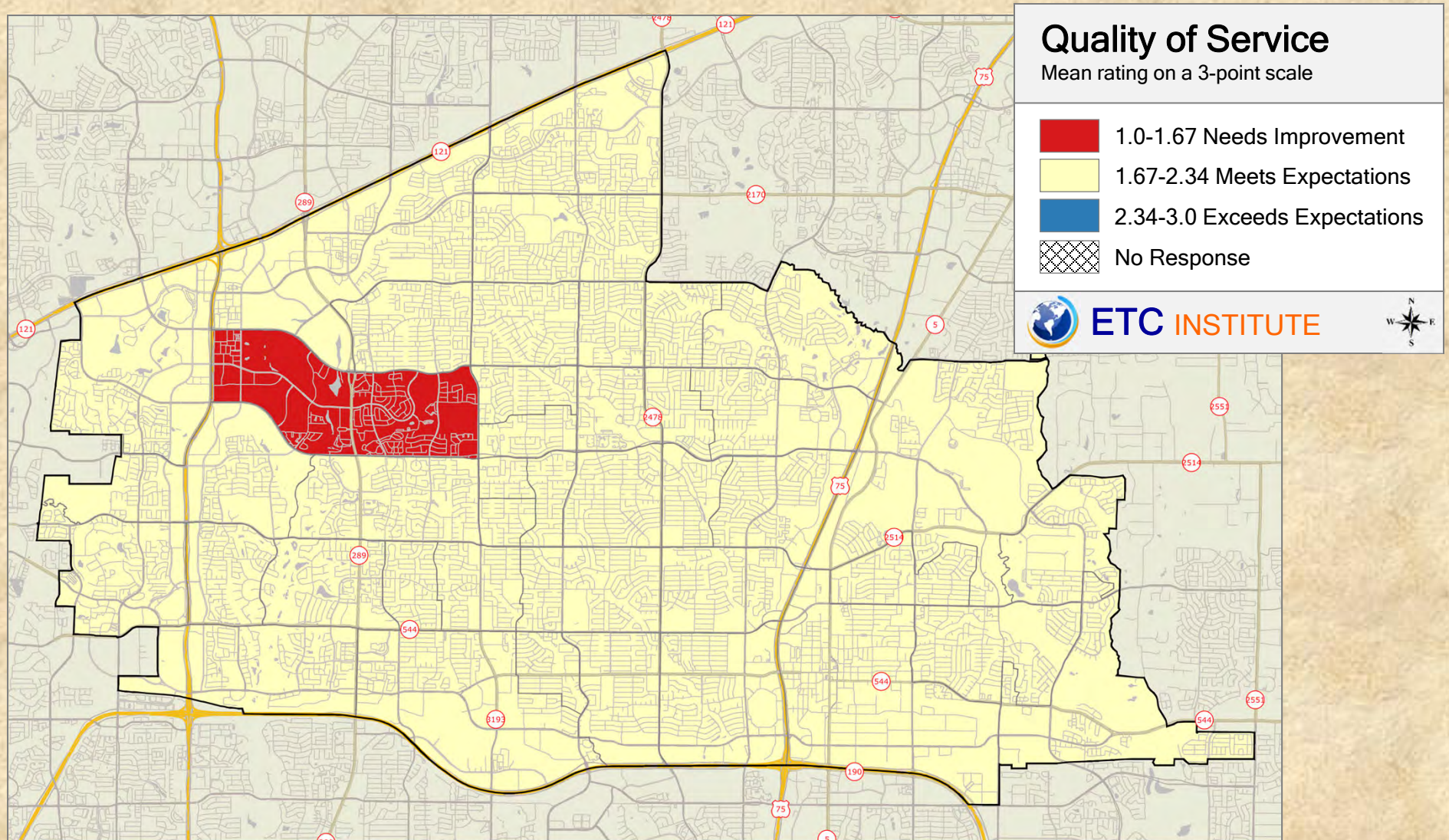
Q9-04. Satisfaction With: Efforts toward long-term city-wide sustainability policies and initiatives



2019 City of Plano Citizen Survey

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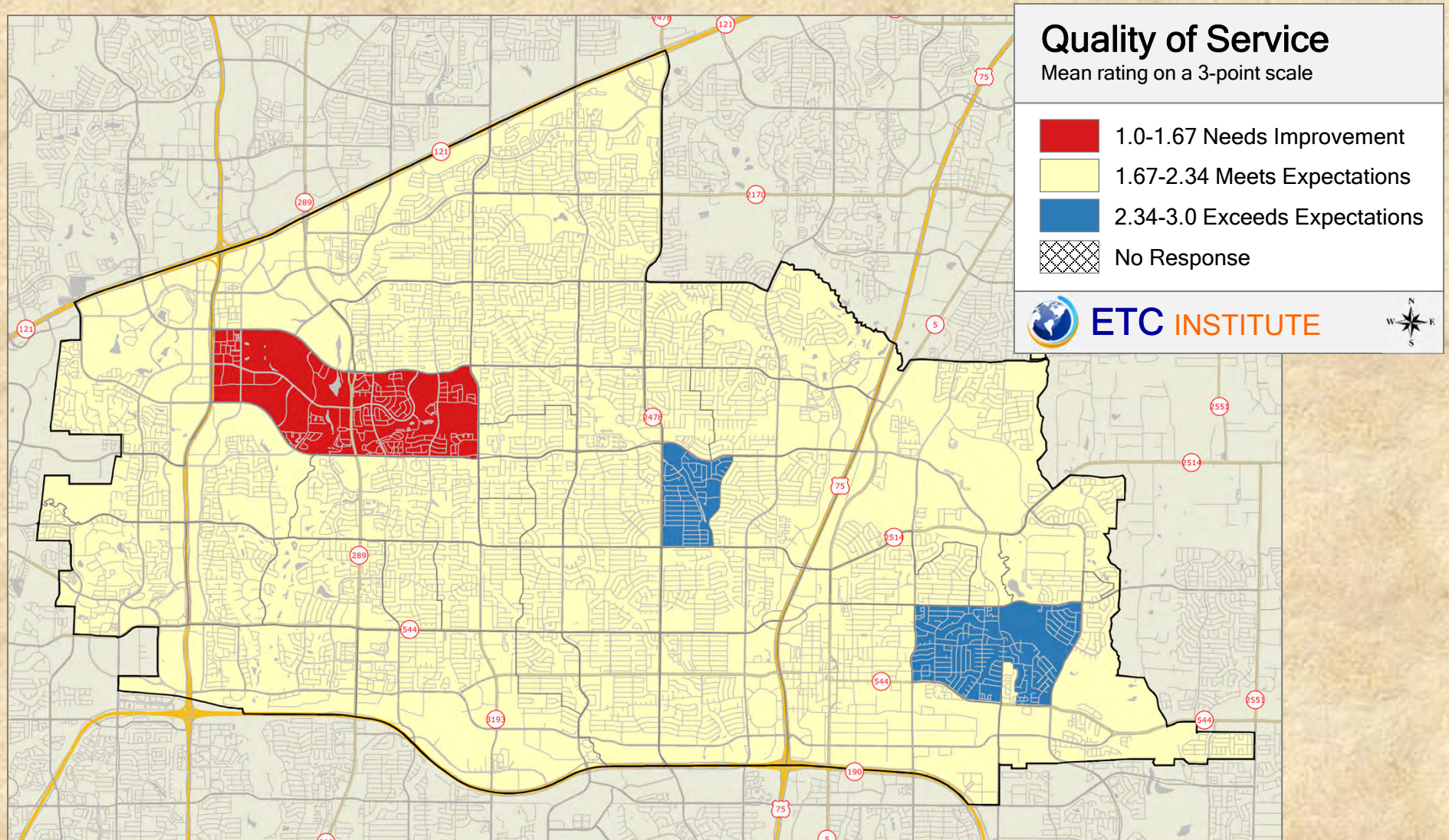
Q12-01. Quality of Service: Appearance of the median landscaping along city streets



2019 City of Plano Citizen Survey

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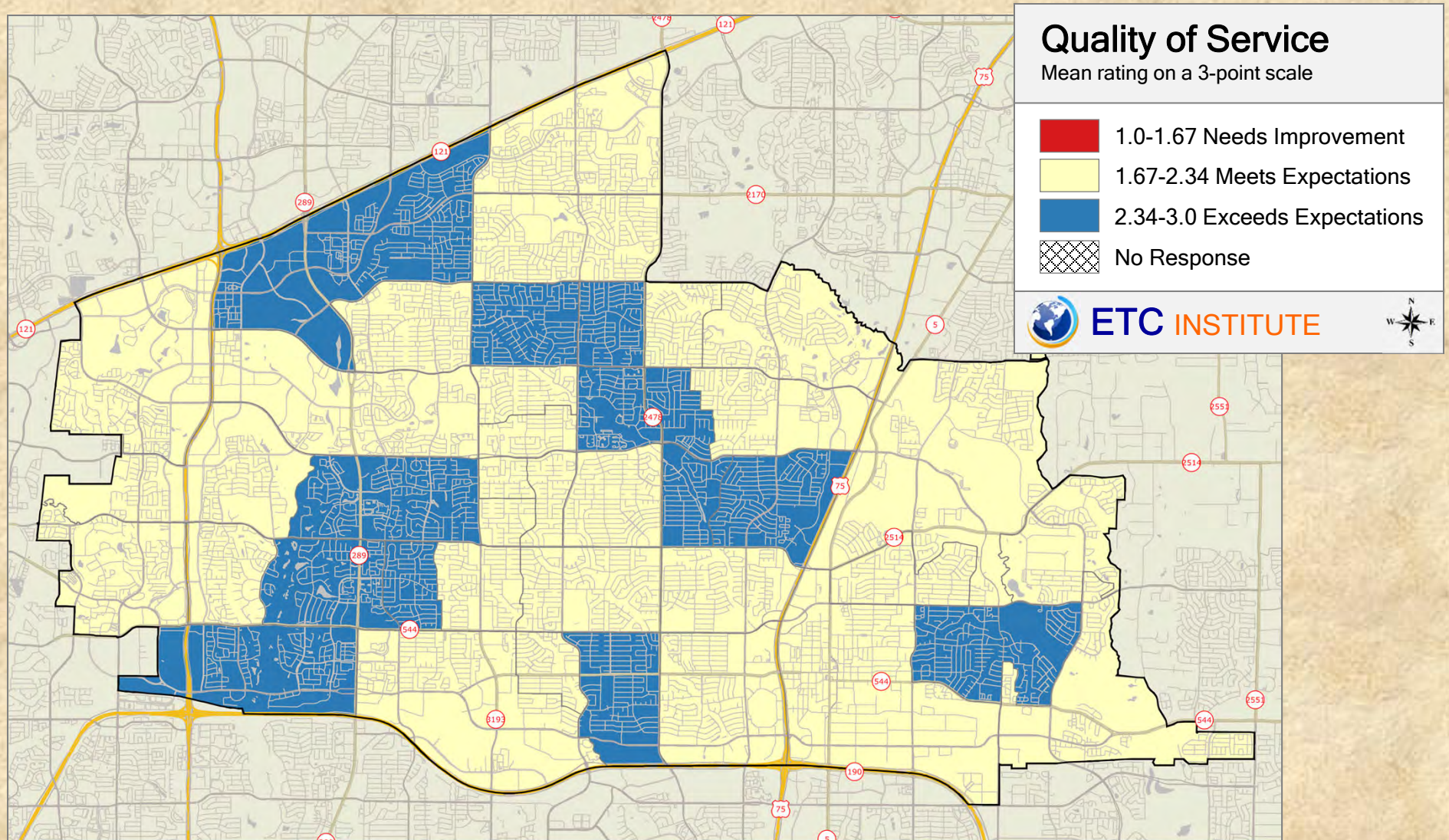
Q12-02. Quality of Service: Appearance of lakes, ponds, and creeks in the City



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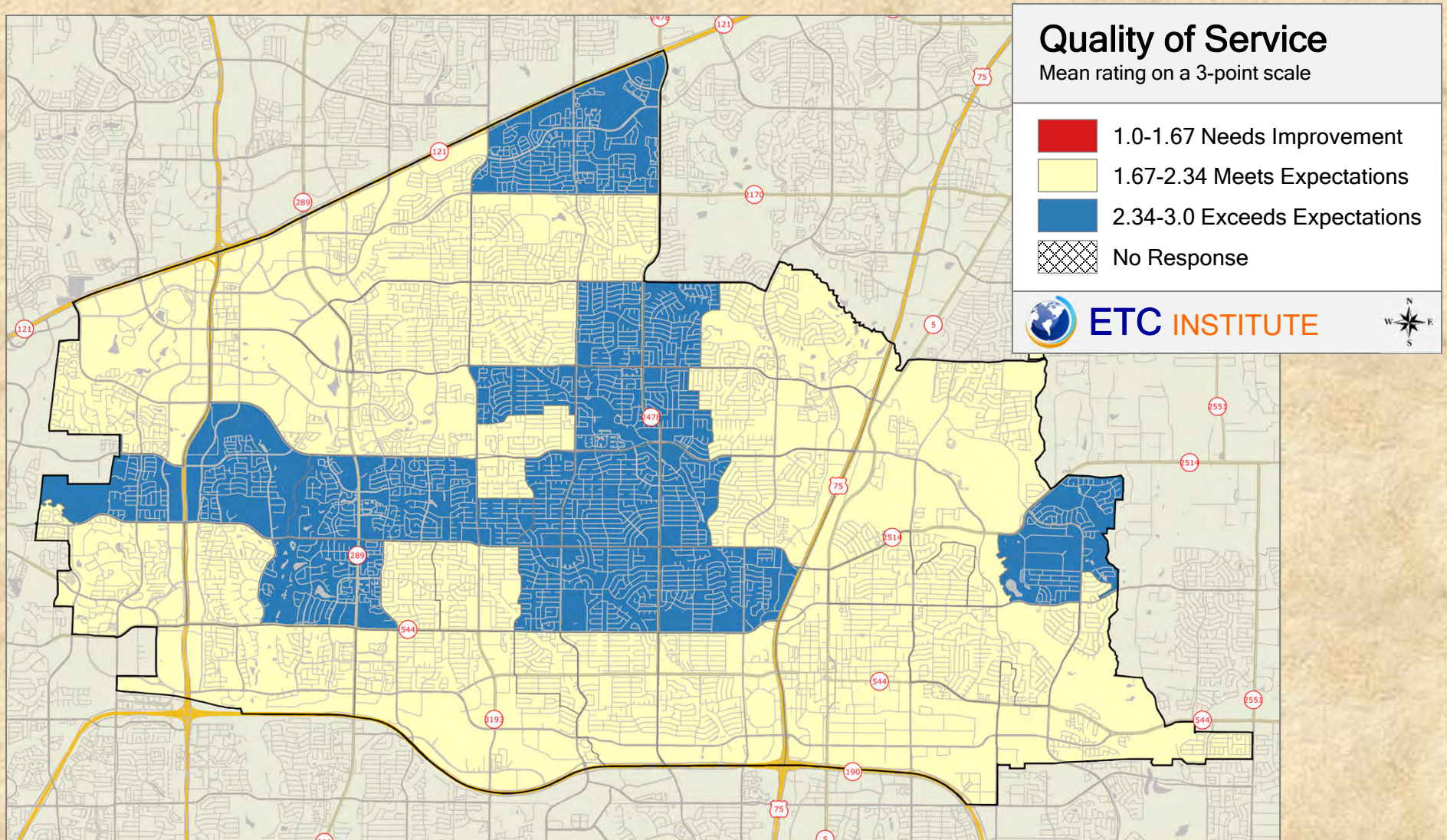
Q12-03. Quality of Service: Appearance of public building landscapes



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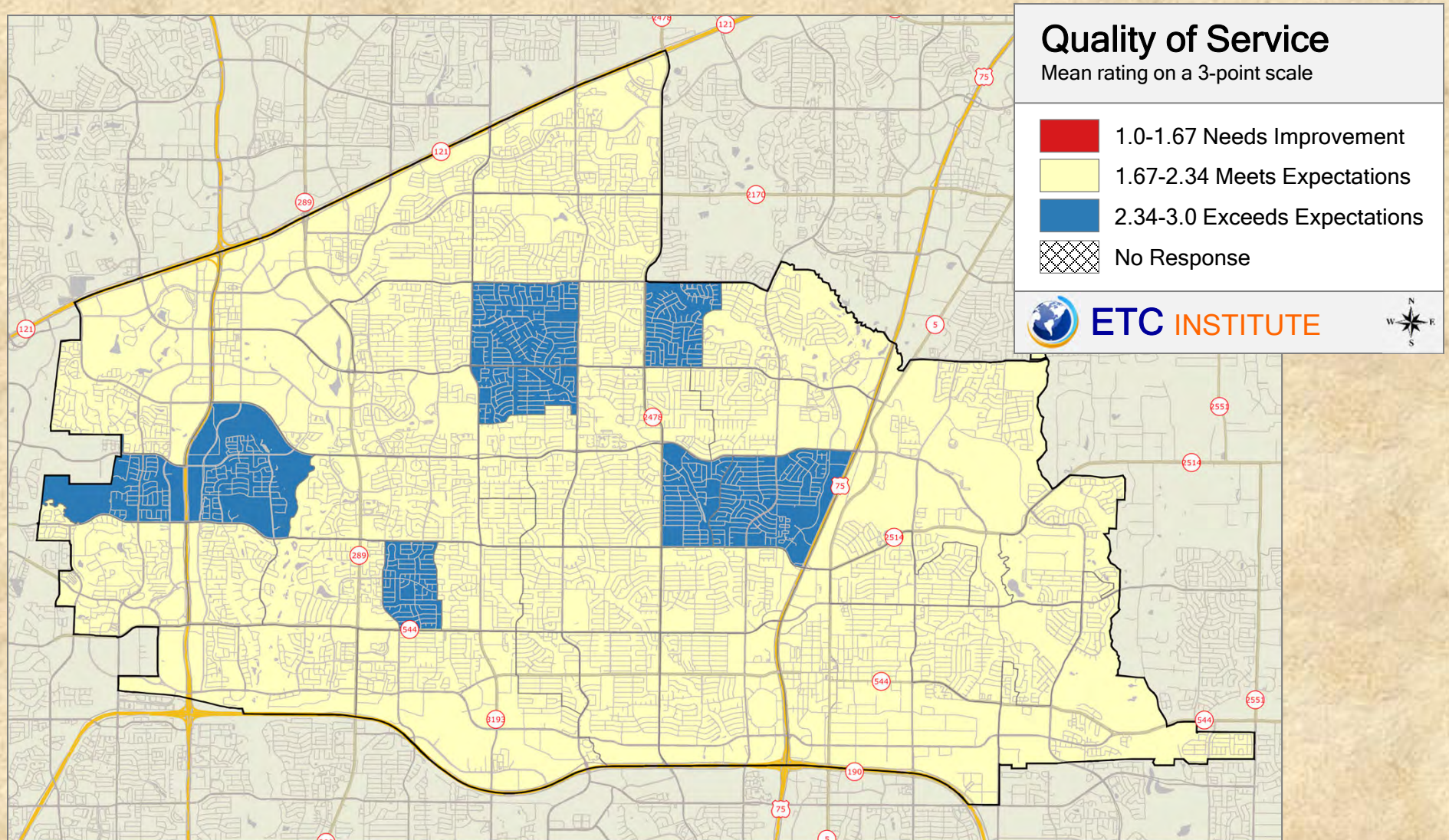
Q12-04. Quality of Service: Appearance of City parks



2019 City of Plano Citizen Survey

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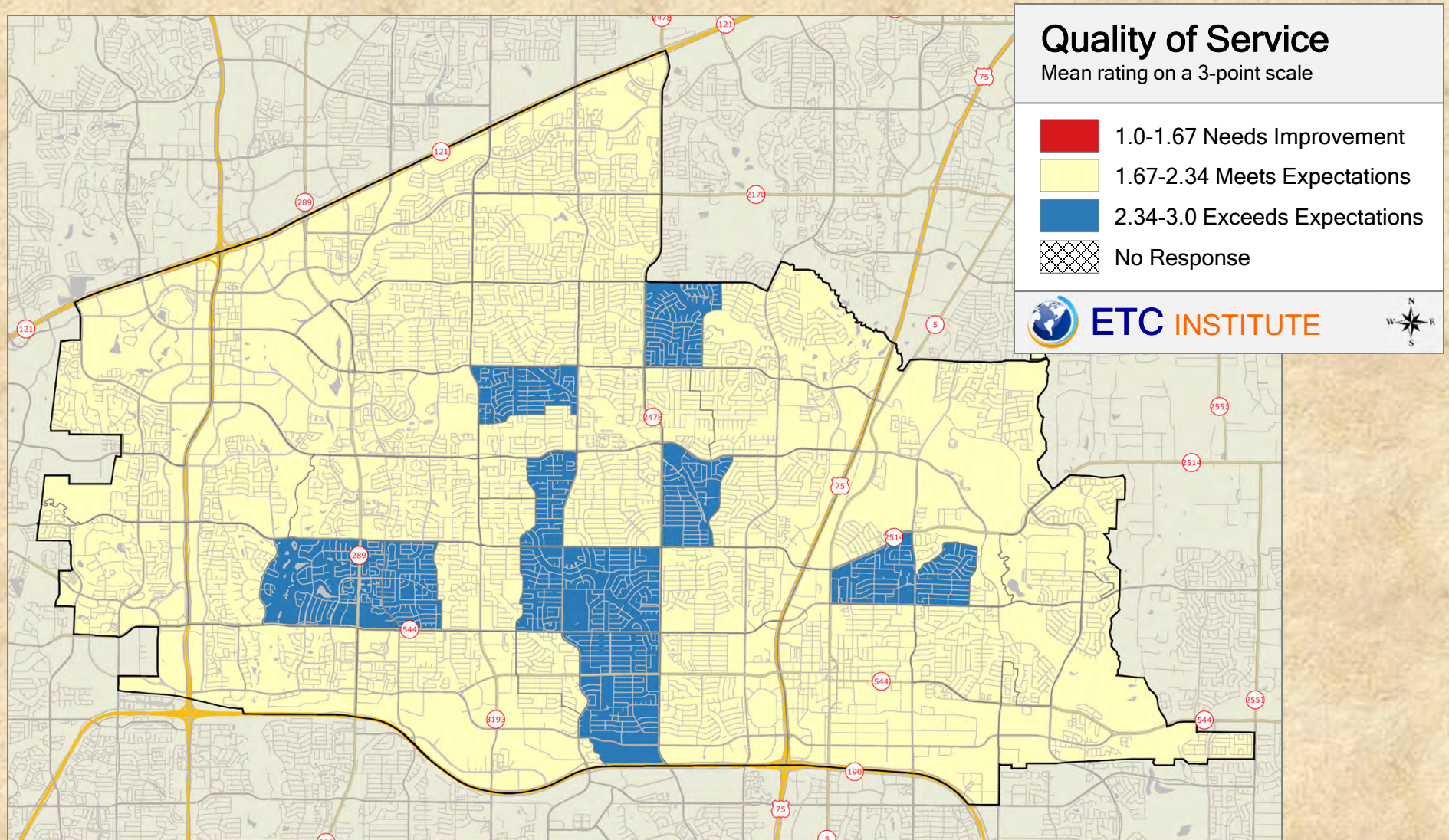
Q12-05. Quality of Service: Condition of the playing surfaces on City athletic fields



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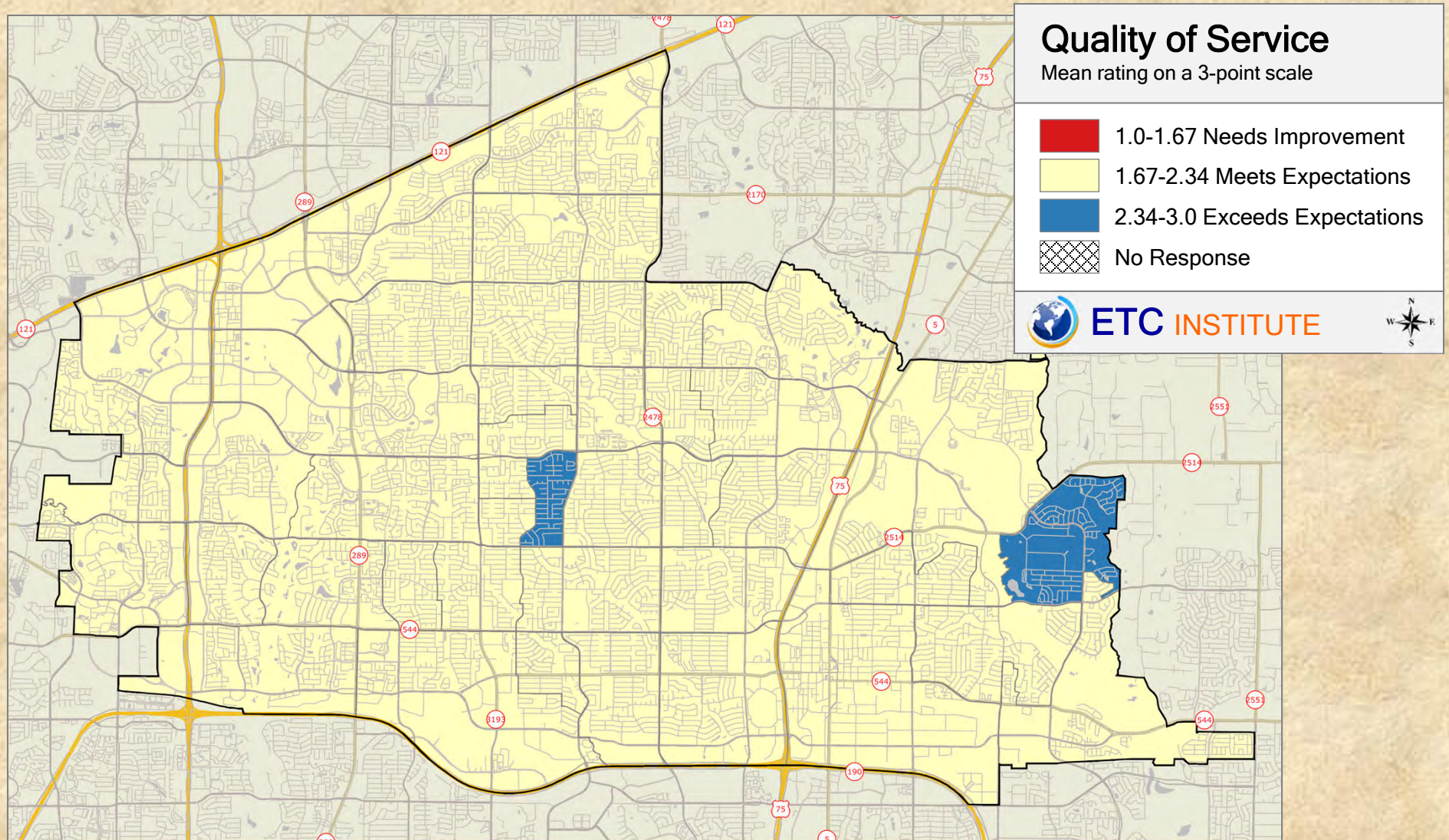
Q12-06. Quality of Service: Cleanliness of the recreation facilities



2019 City of Plano Citizen Survey

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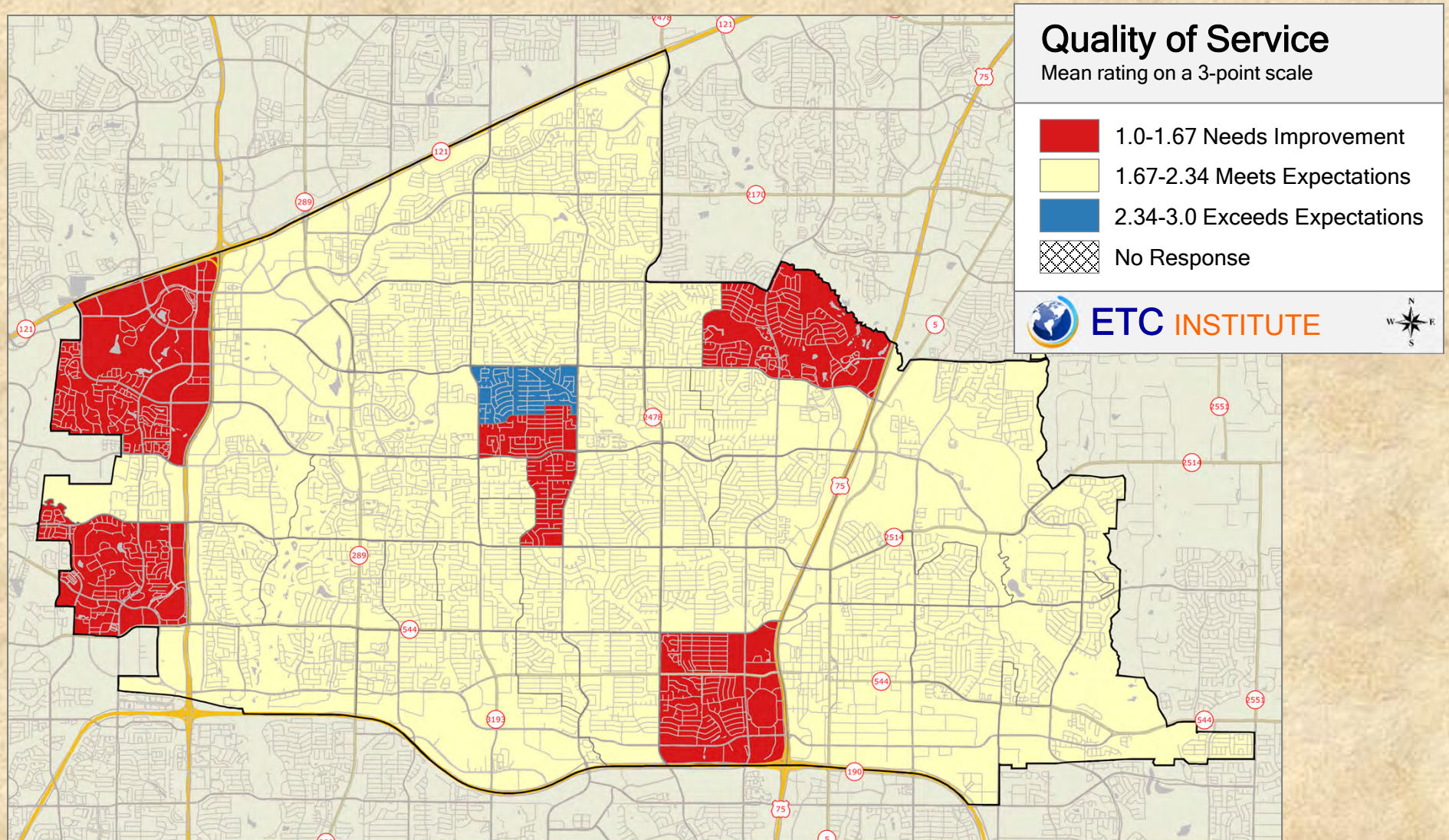
Q12-07. Quality of Service: Water conservation in City parks



2019 City of Plano Citizen Survey

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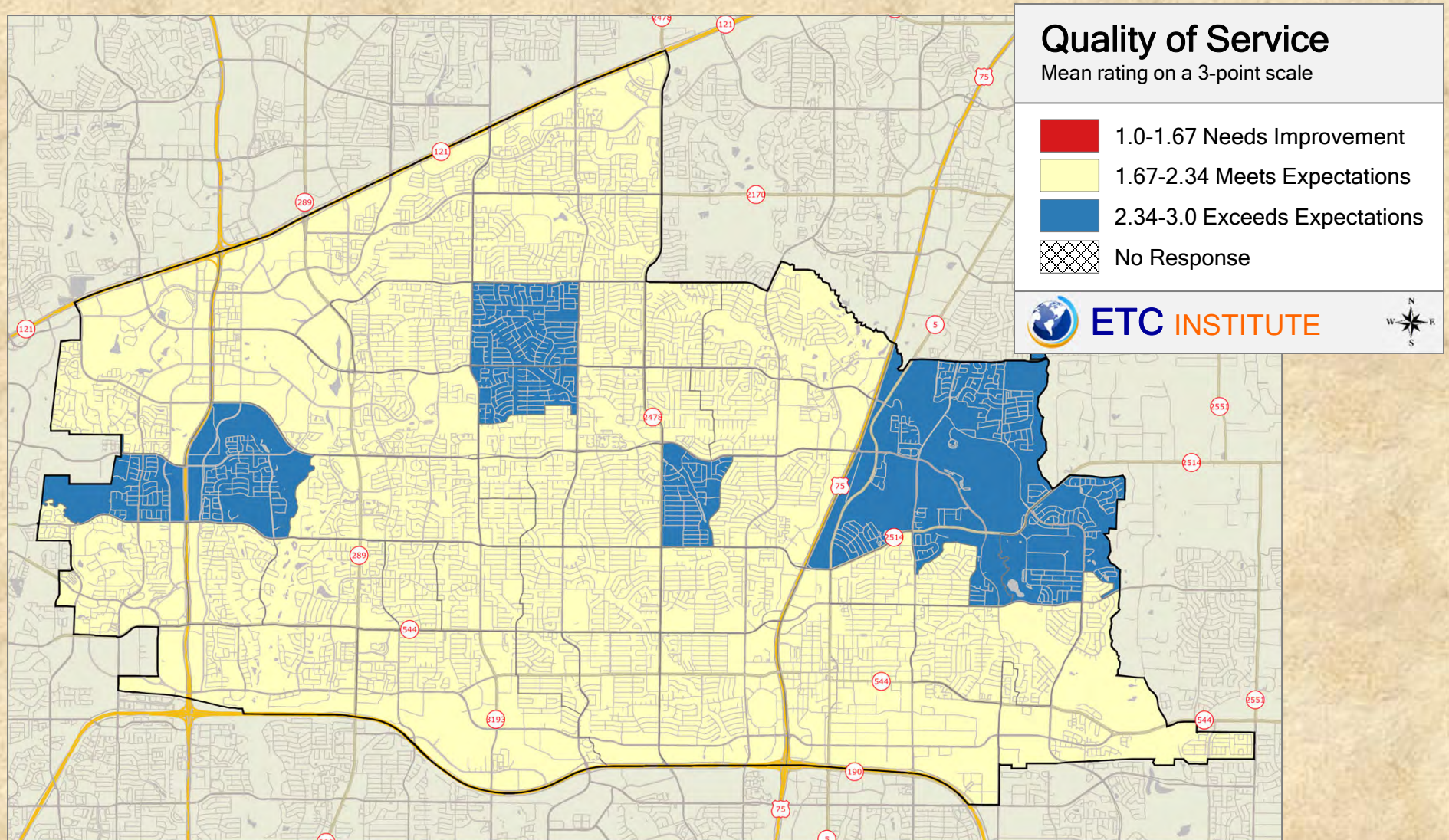
Q12-08. Quality of Service: Recycling services in City parks



2019 City of Plano Citizen Survey

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Q12-09. Quality of Service: Cleanliness of City Parks



2019 City of Plano Citizen Survey

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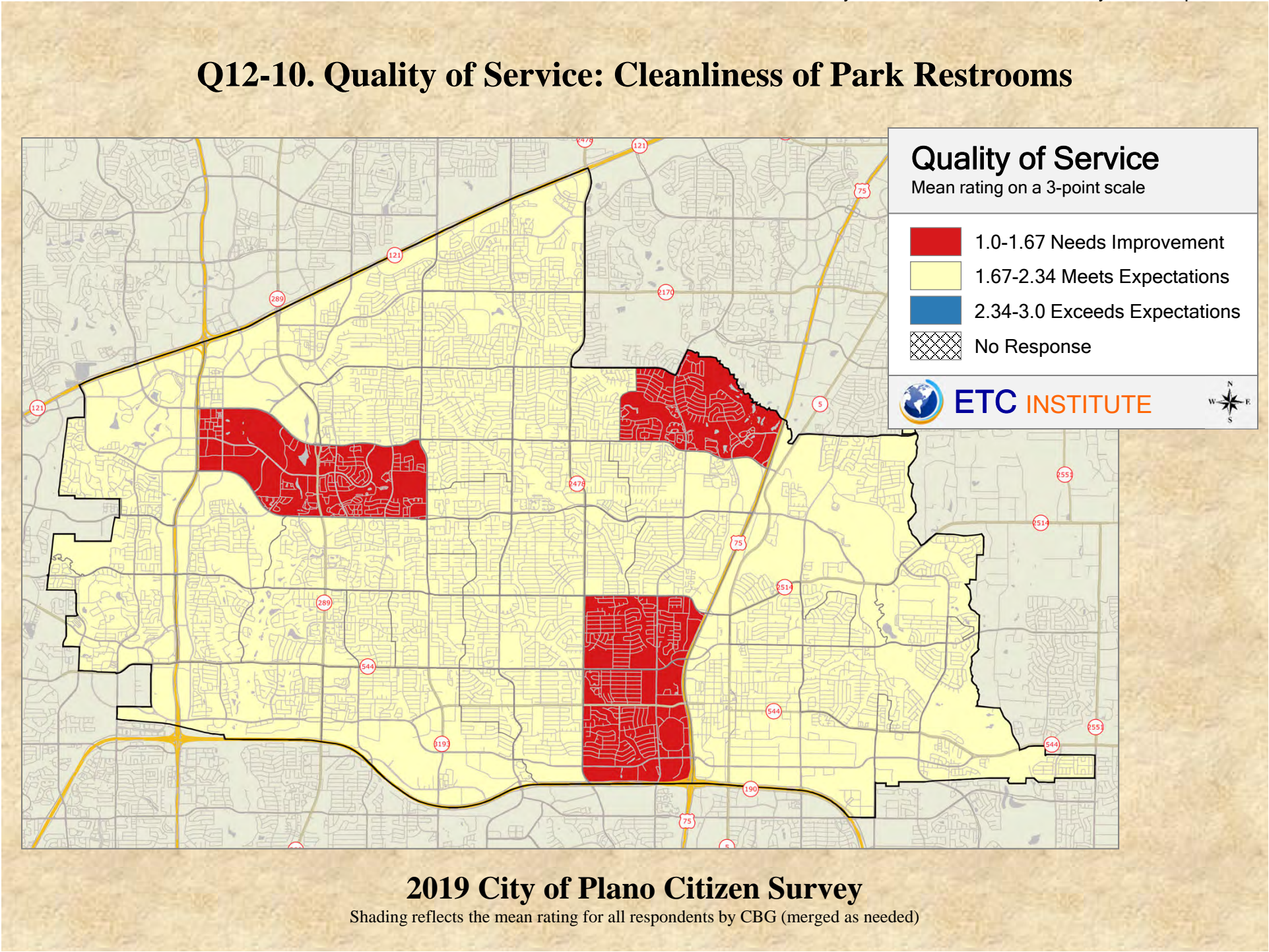
Q12-10. Quality of Service: Cleanliness of Park Restrooms

Quality of Service
Mean rating on a 3-point scale

- 1.0-1.67 Needs Improvement
- 1.67-2.34 Meets Expectations
- 2.34-3.0 Exceeds Expectations
- No Response

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2019 City of Plano Citizen Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)



Q12-10. Quality of Service: Cleanliness of Park Restrooms

Quality of Service
Mean rating on a 3-point scale

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Q12-10. Quality of Service: Cleanliness of Park Restrooms

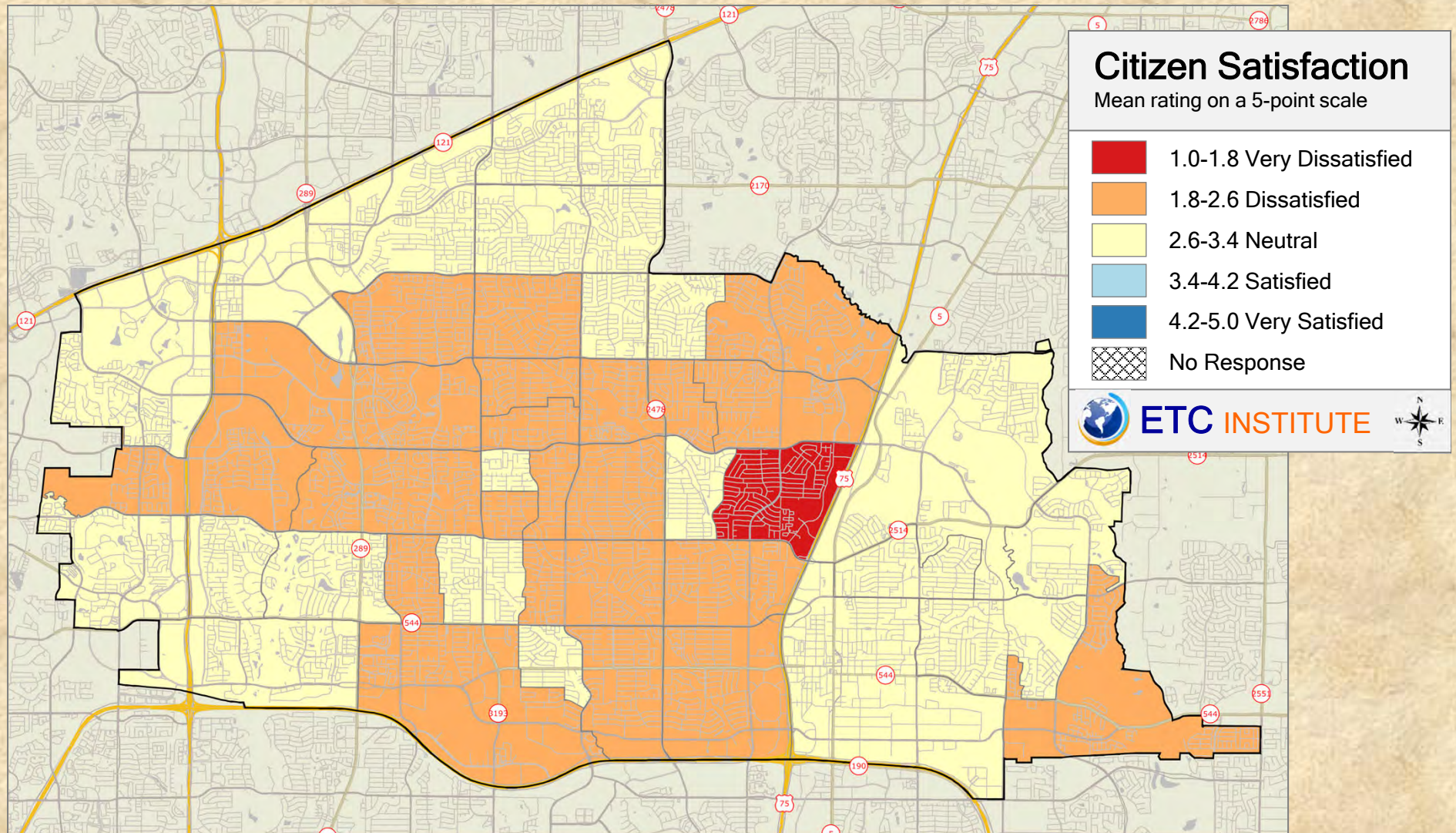
Quality of Service
Mean rating on a 3-point scale

- 1.0-1.67 Needs Improvement
- 1.67-2.34 Meets Expectations
- 2.34-3.0 Exceeds Expectations
- No Response

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2019 City of Plano Citizen Survey
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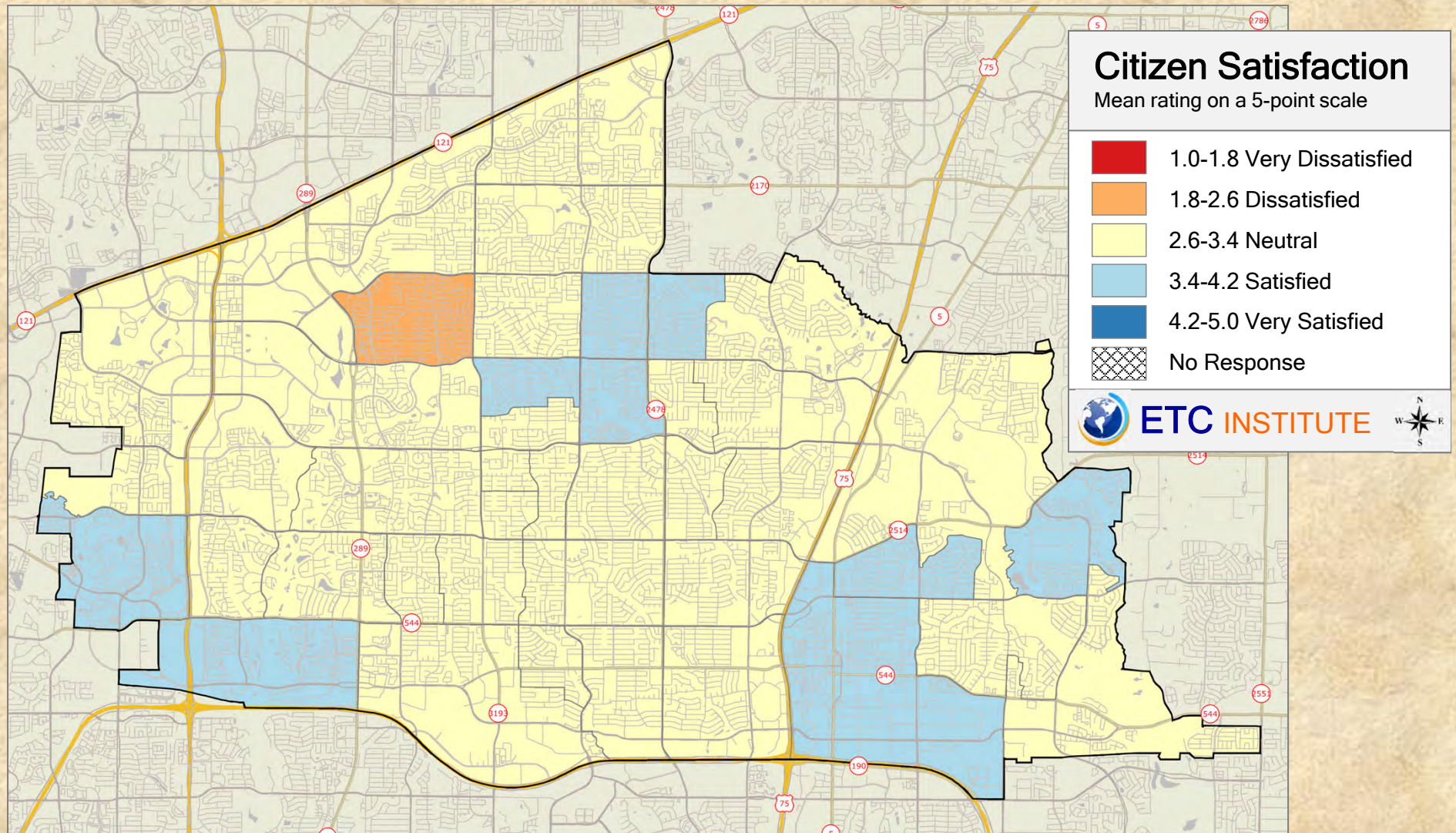
Q14-01. Satisfaction With: Road traffic congestion



2019 City of Plano Citizen Survey

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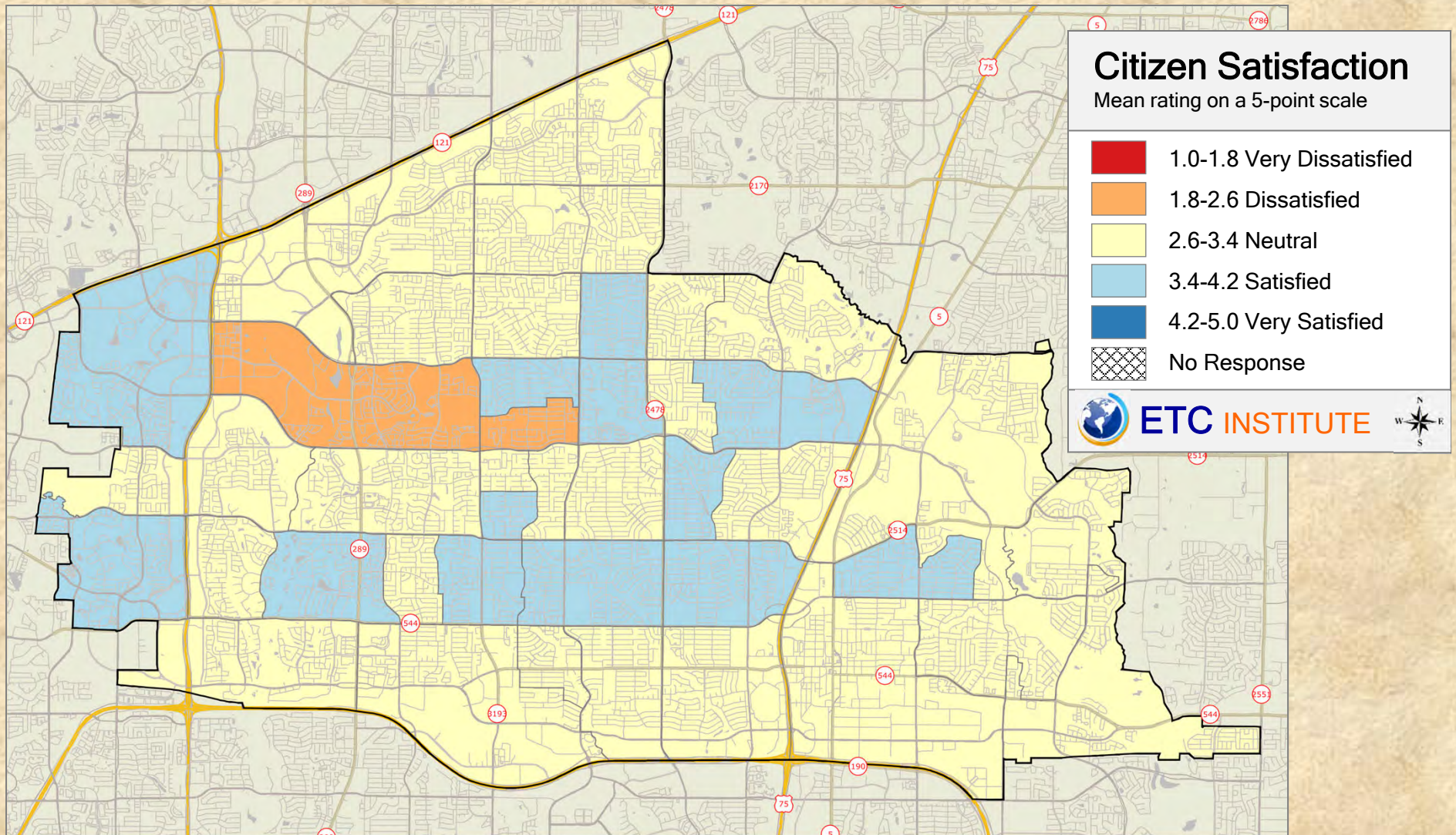
Q14-02. Satisfaction With: Traffic signal system



2019 City of Plano Citizen Survey

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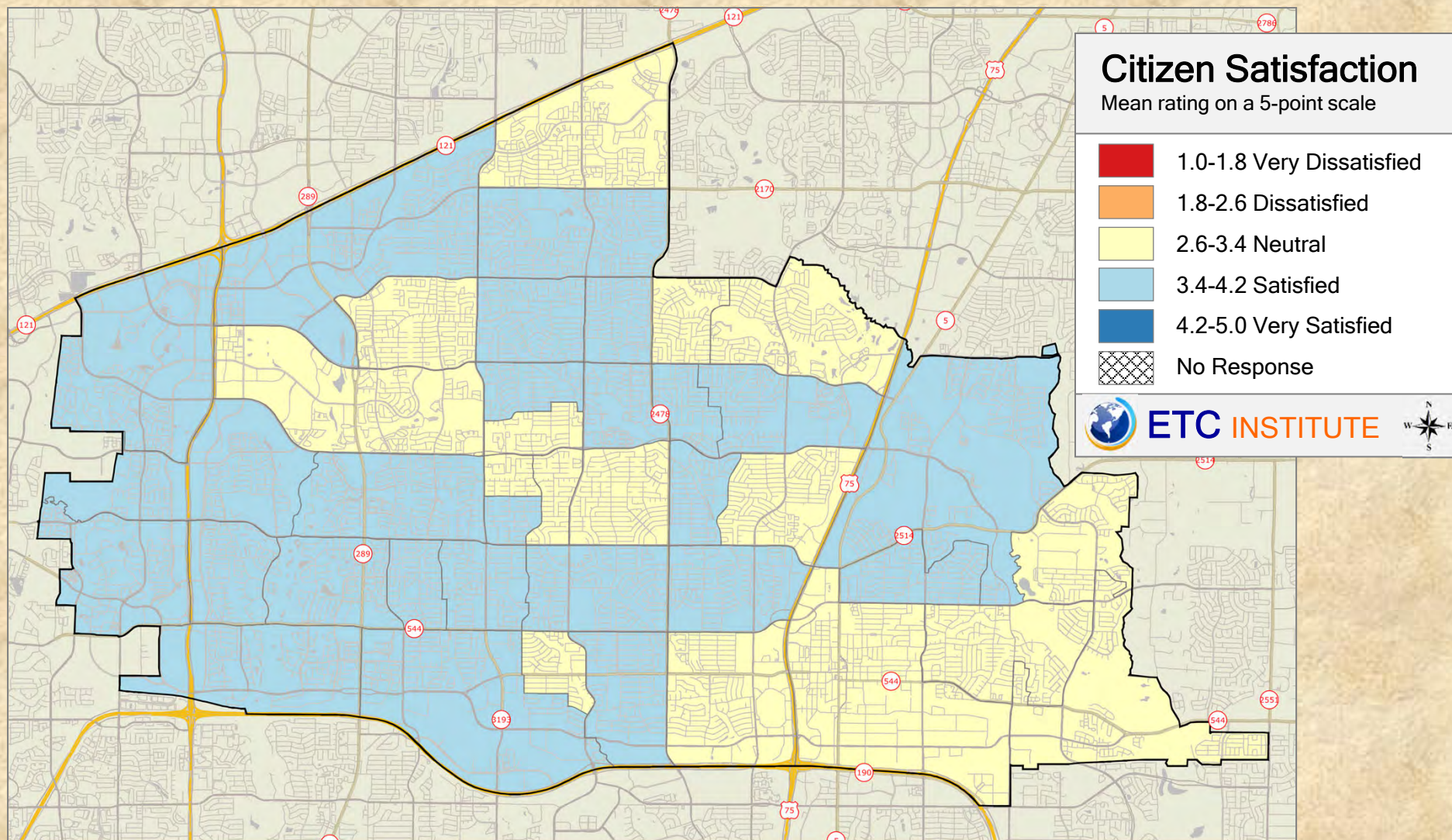
Q14-03. Satisfaction With: Bicycle safety



2019 City of Plano Citizen Survey

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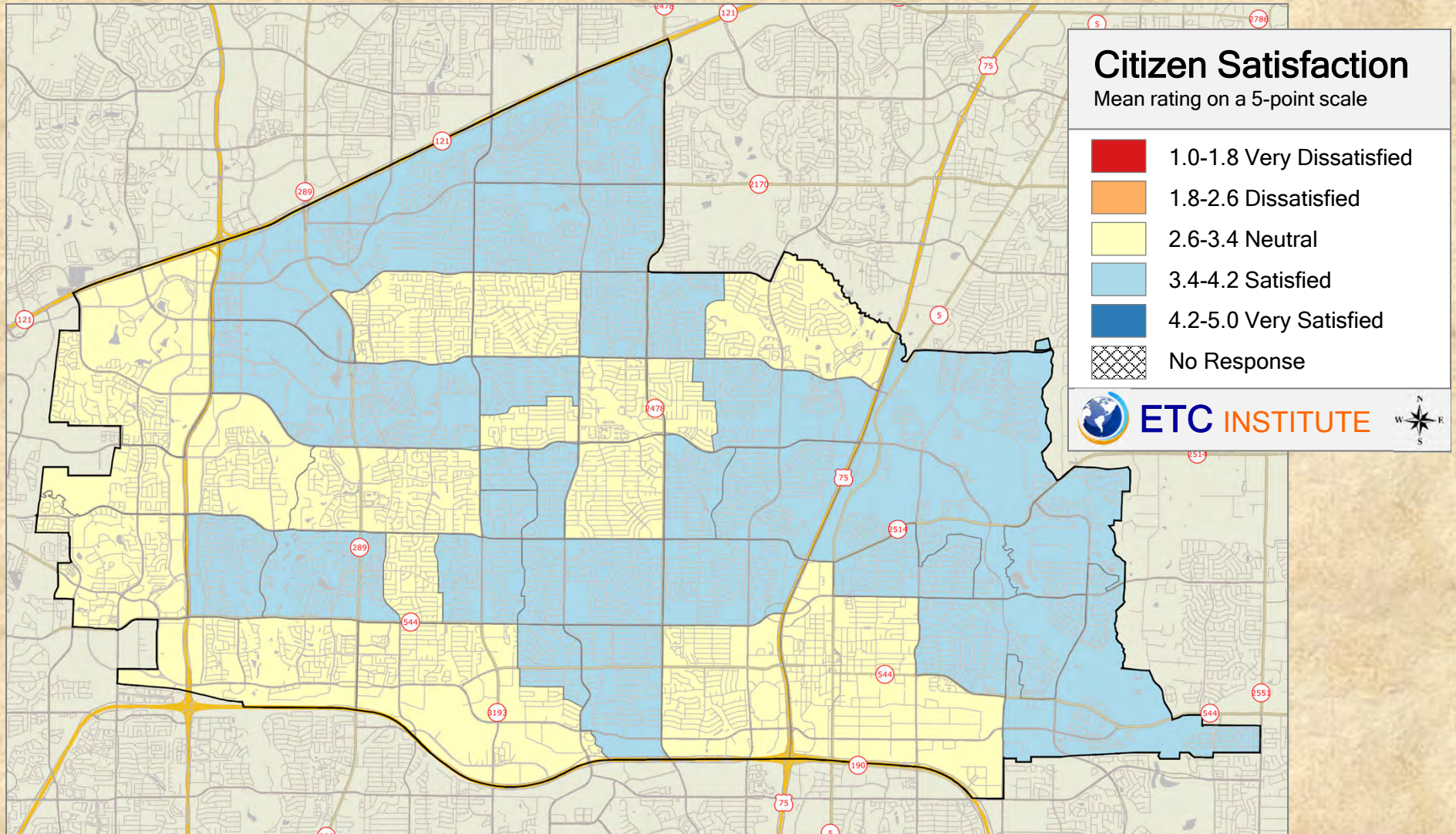
Q14-04. Satisfaction With: Pedestrian safety



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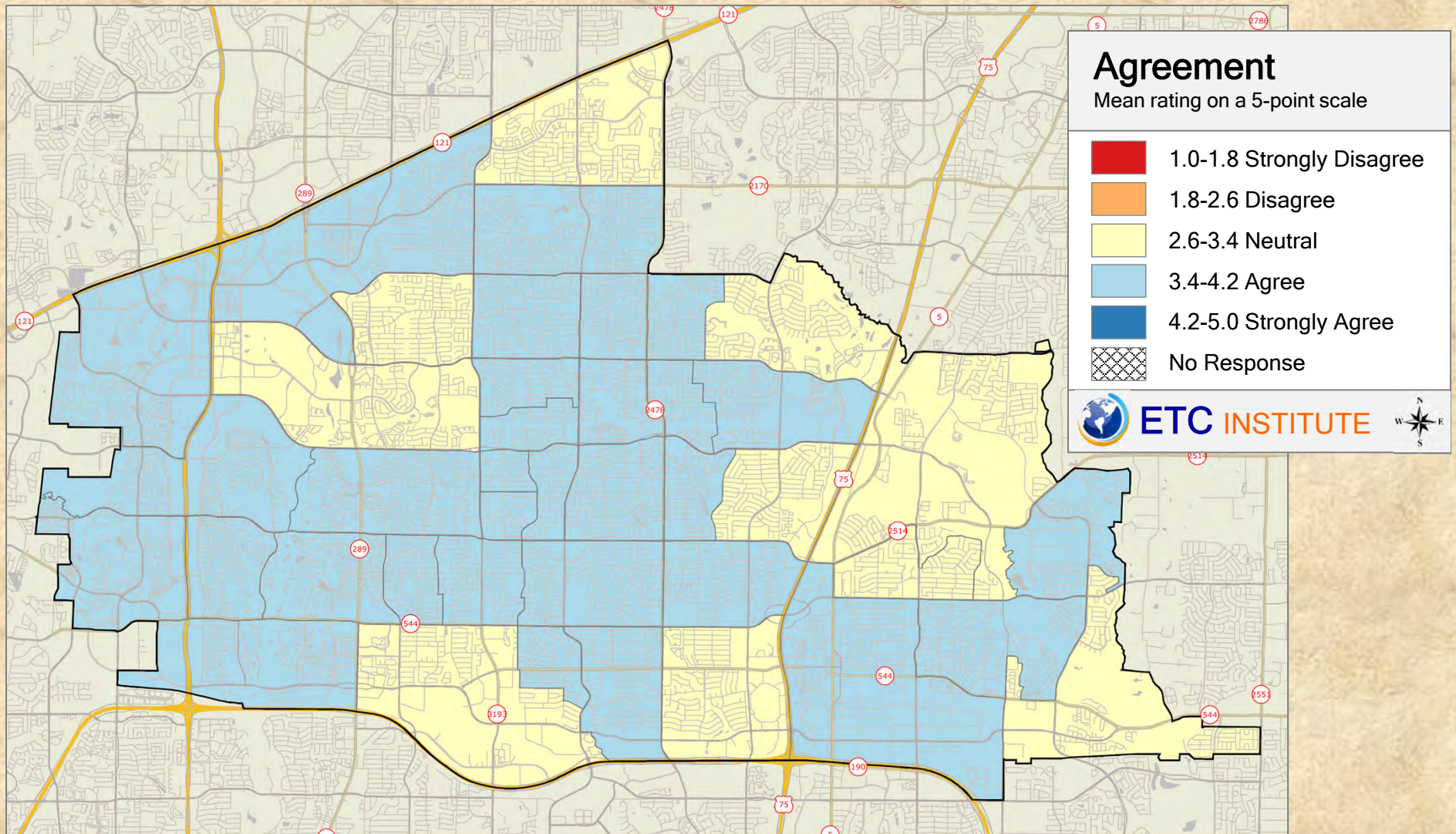
Q14-05. Satisfaction With: DART service



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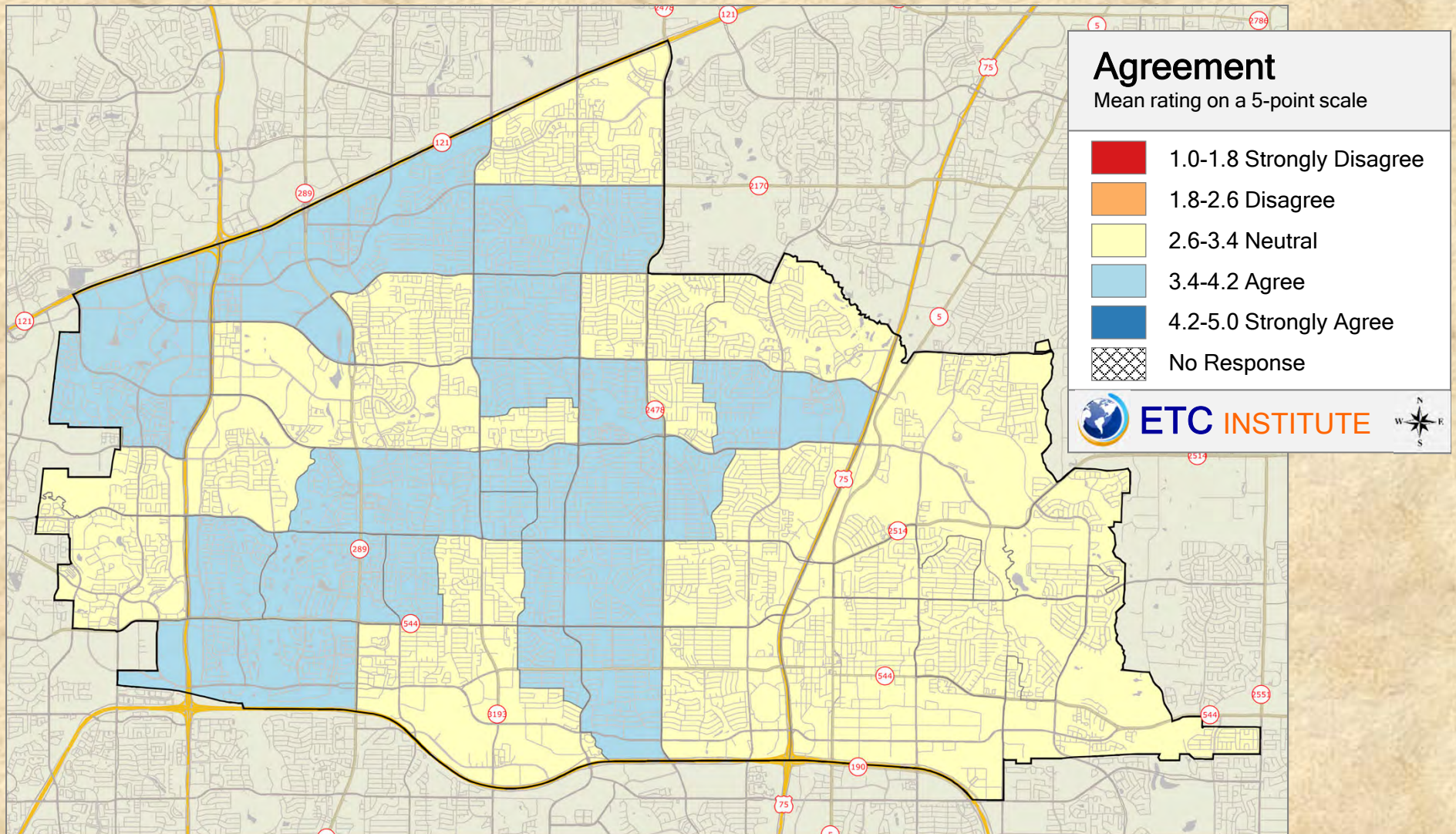
Q17-01. Agreement With: I am generally satisfied with the responsiveness and helpfulness of Property Standards



2019 City of Plano Citizen Survey

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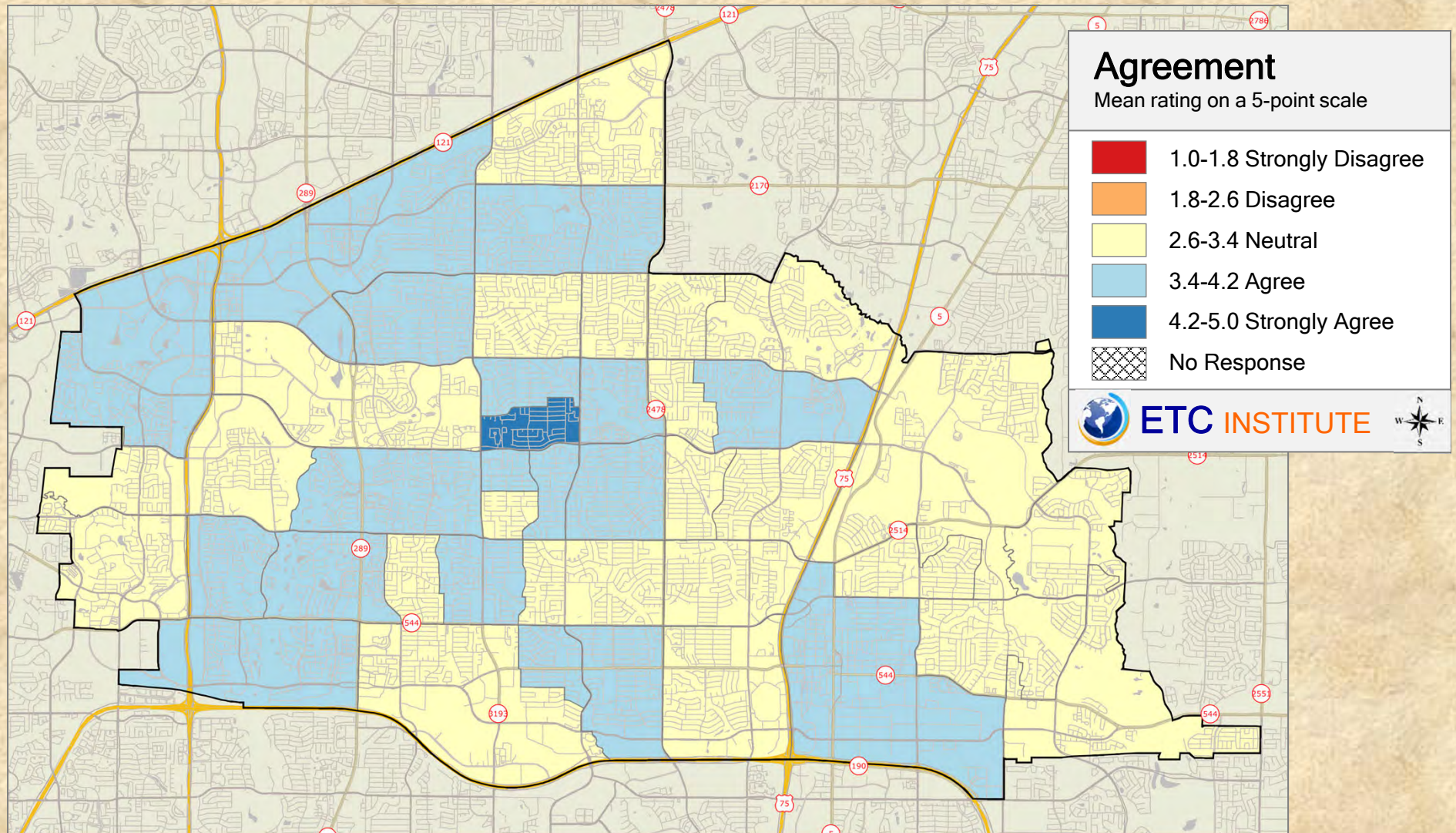
Q17-02. Agreement With: The outreach materials available from and/or provided by Property Standards



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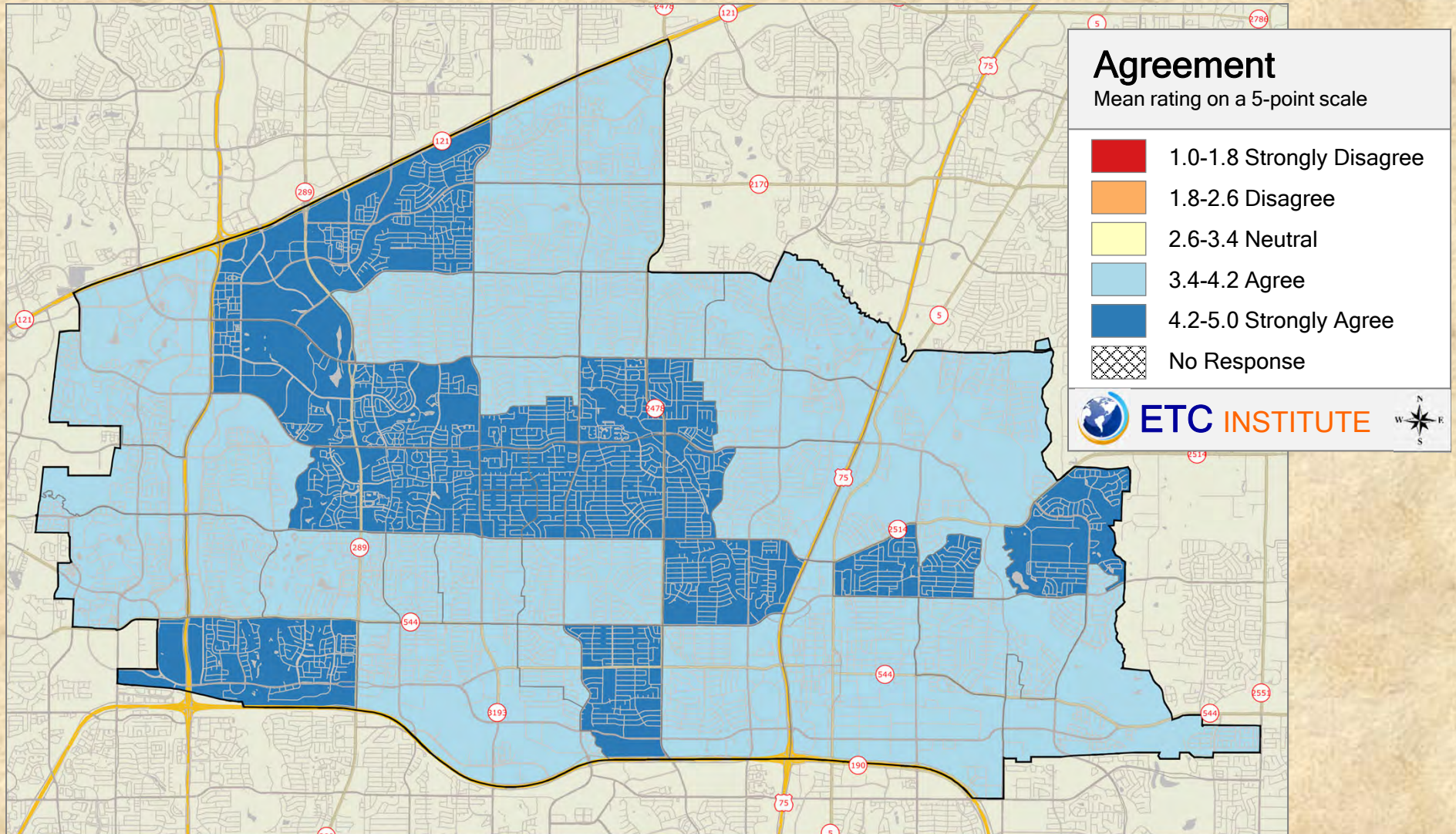
Q17-03. Agreement With: The item I reported was corrected or Property Standards explained why it was not a violation



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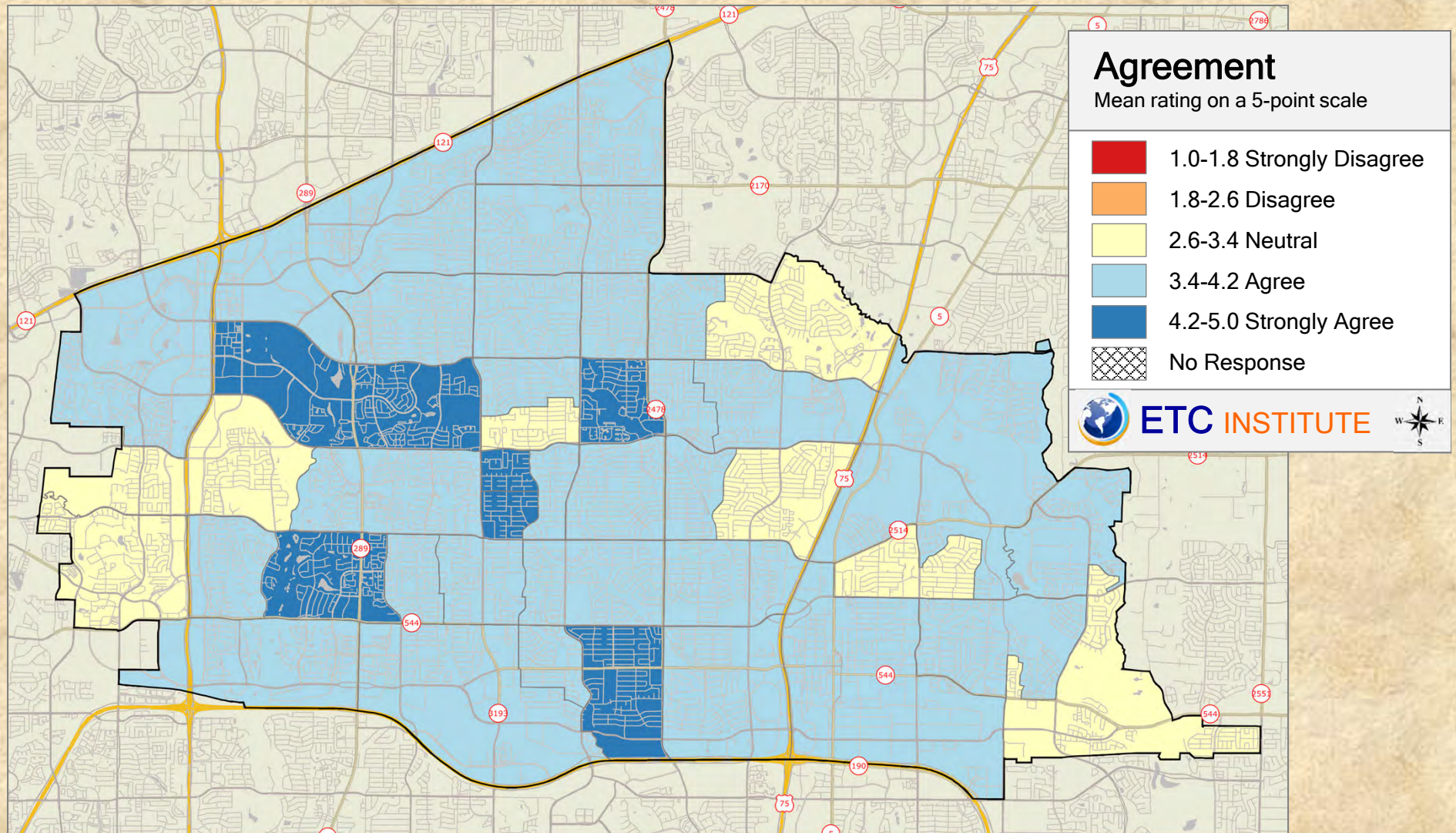
Q17-04. Agreement With: Property Standards is necessary to maintain or improve my neighborhood



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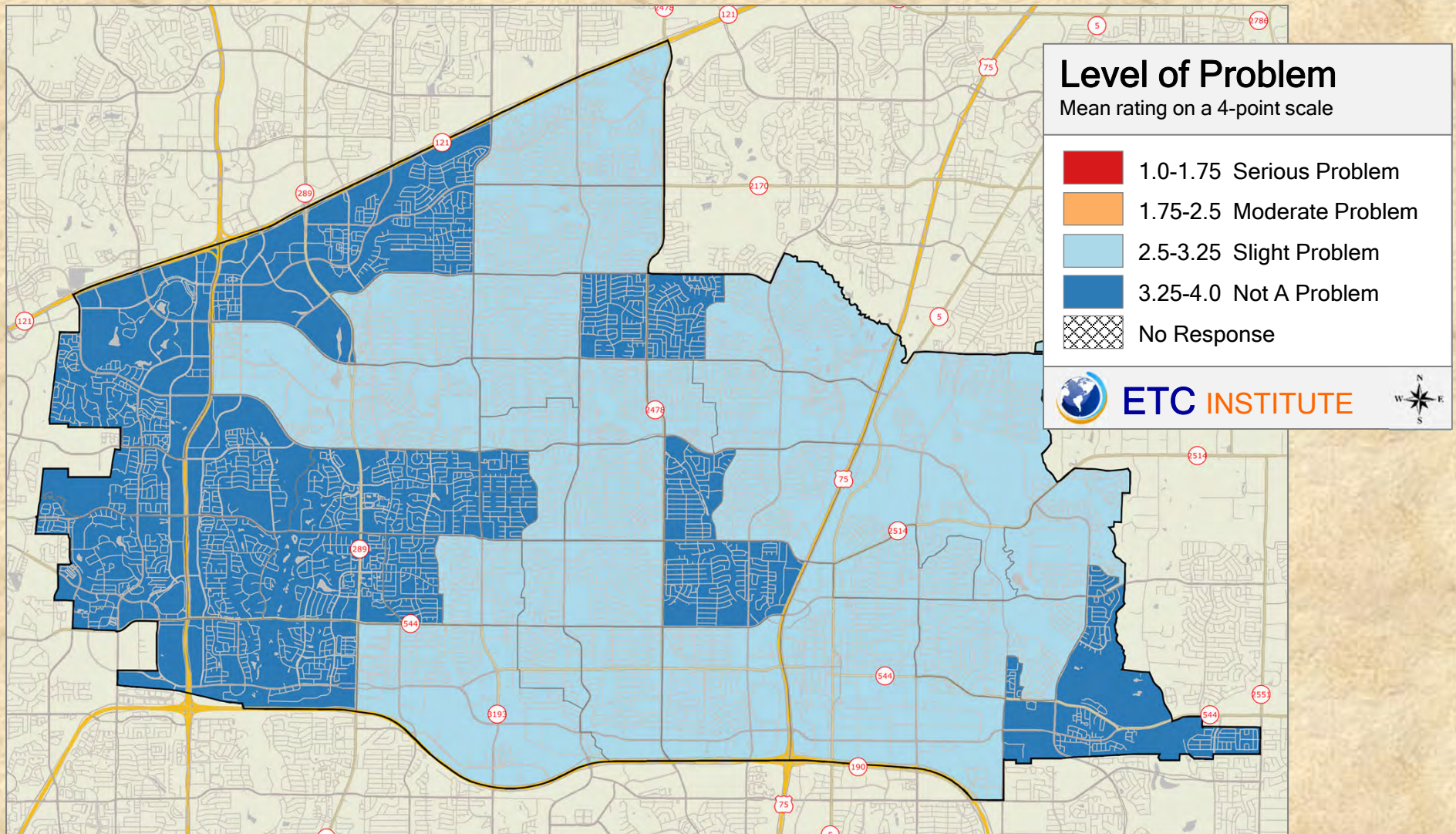
Q17-05. Agreement With: Property Standards staff provided courteous and timely service



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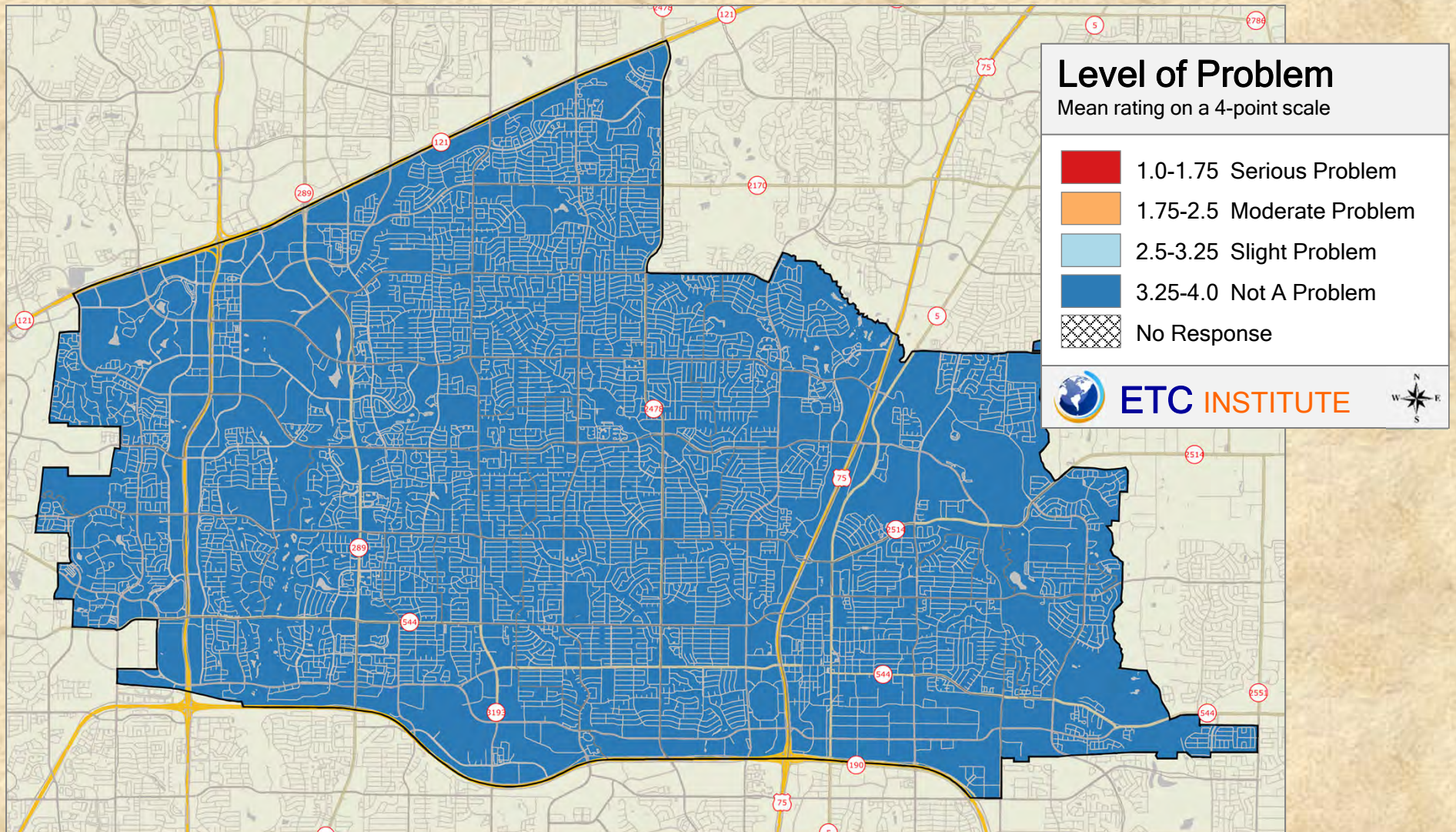
Q18-01. Level of Problem With: Dilapidated/significantly leaning fences



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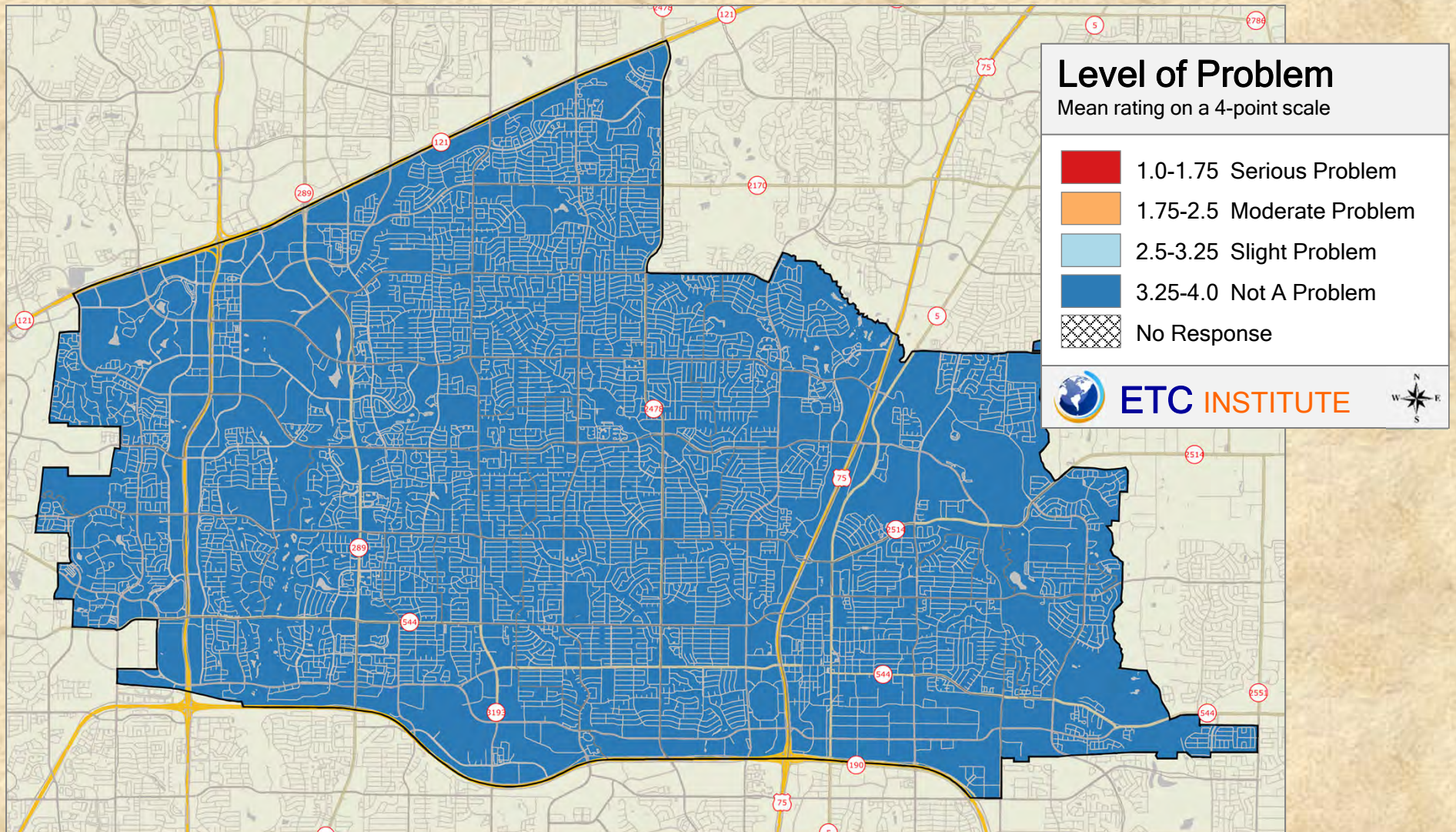
Q18-02. Level of Problem With: Graffiti



2019 City of Plano Citizen Survey

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

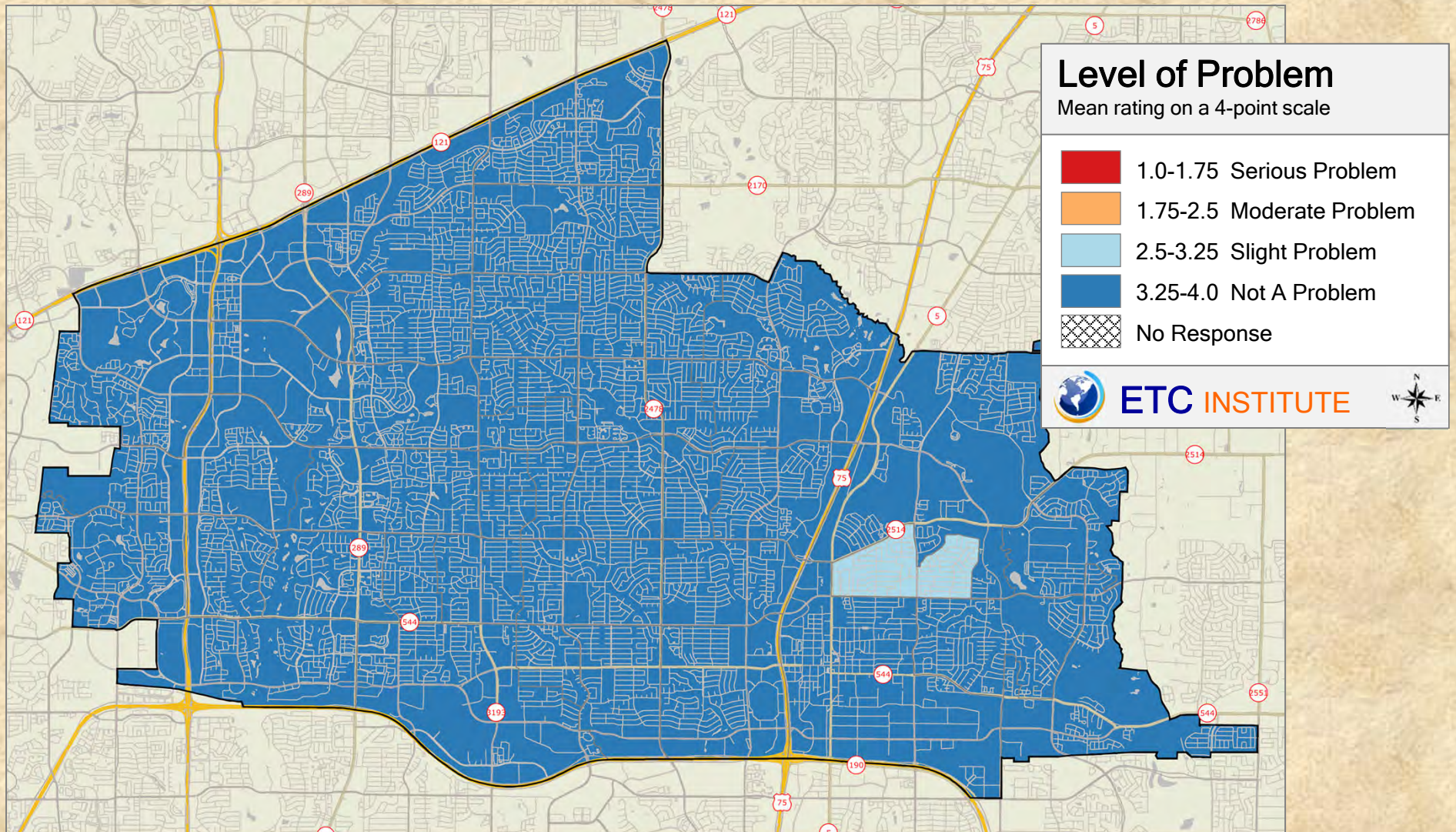
Q18-03. Level of Problem With: Home-based businesses



2019 City of Plano Citizen Survey

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

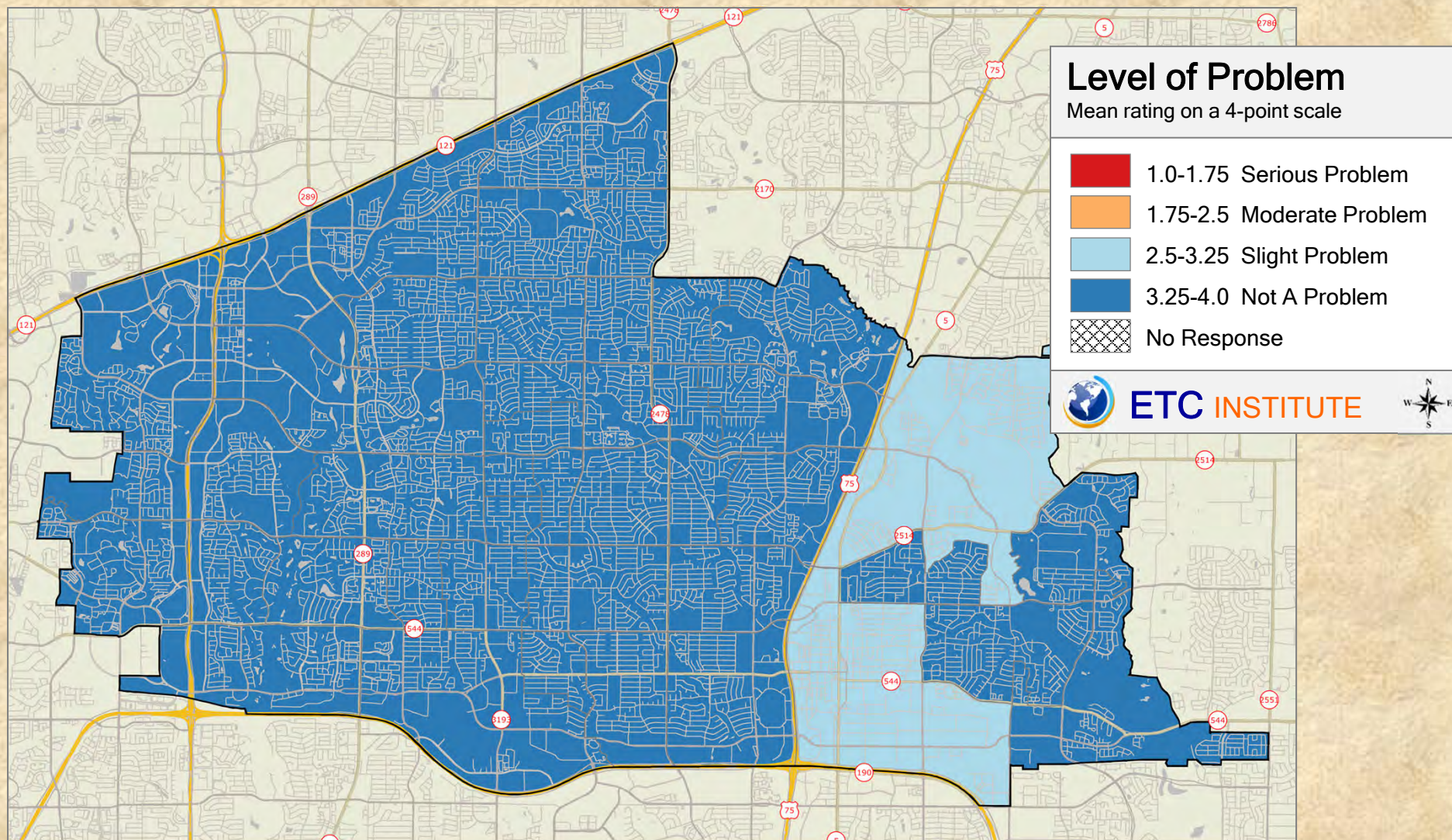
Q18-04. Level of Problem With: “Permanent” garage sales



2019 City of Plano Citizen Survey

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

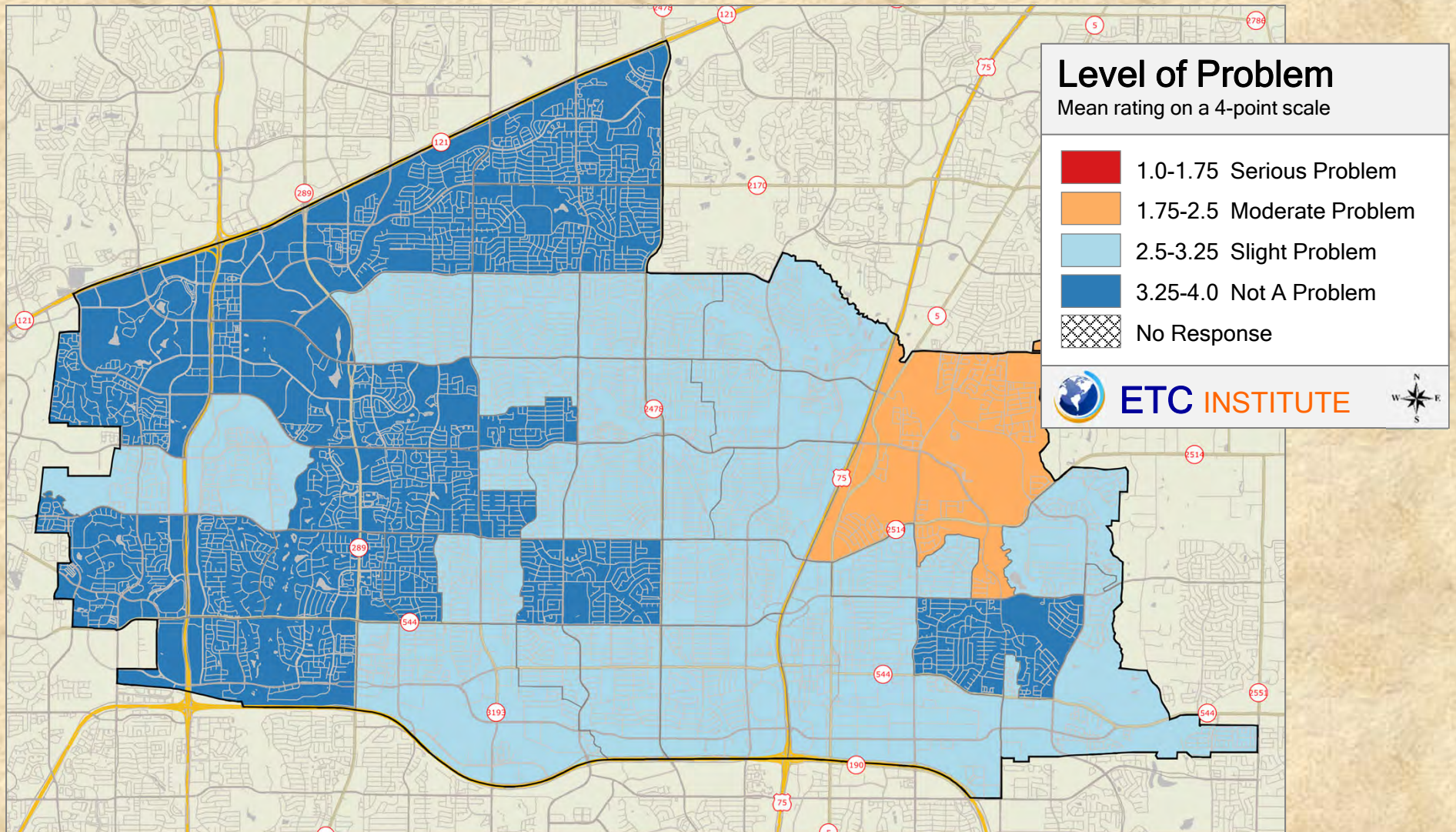
Q18-05. Level of Problem With: Parking vehicles on grass



2019 City of Plano Citizen Survey

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

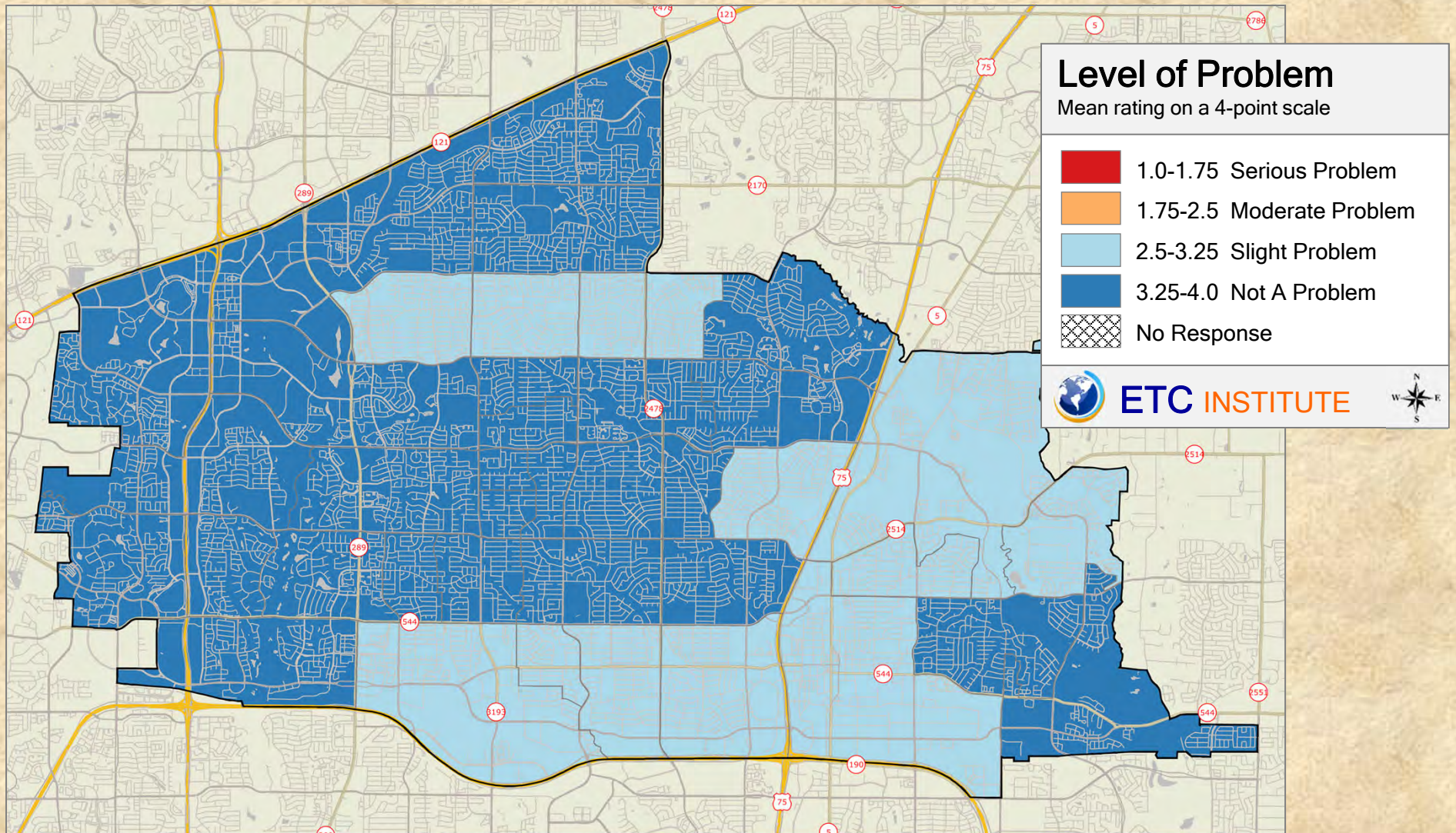
Q18-06. Level of Problem With: Poor yard maintenance by neighbors



2019 City of Plano Citizen Survey

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

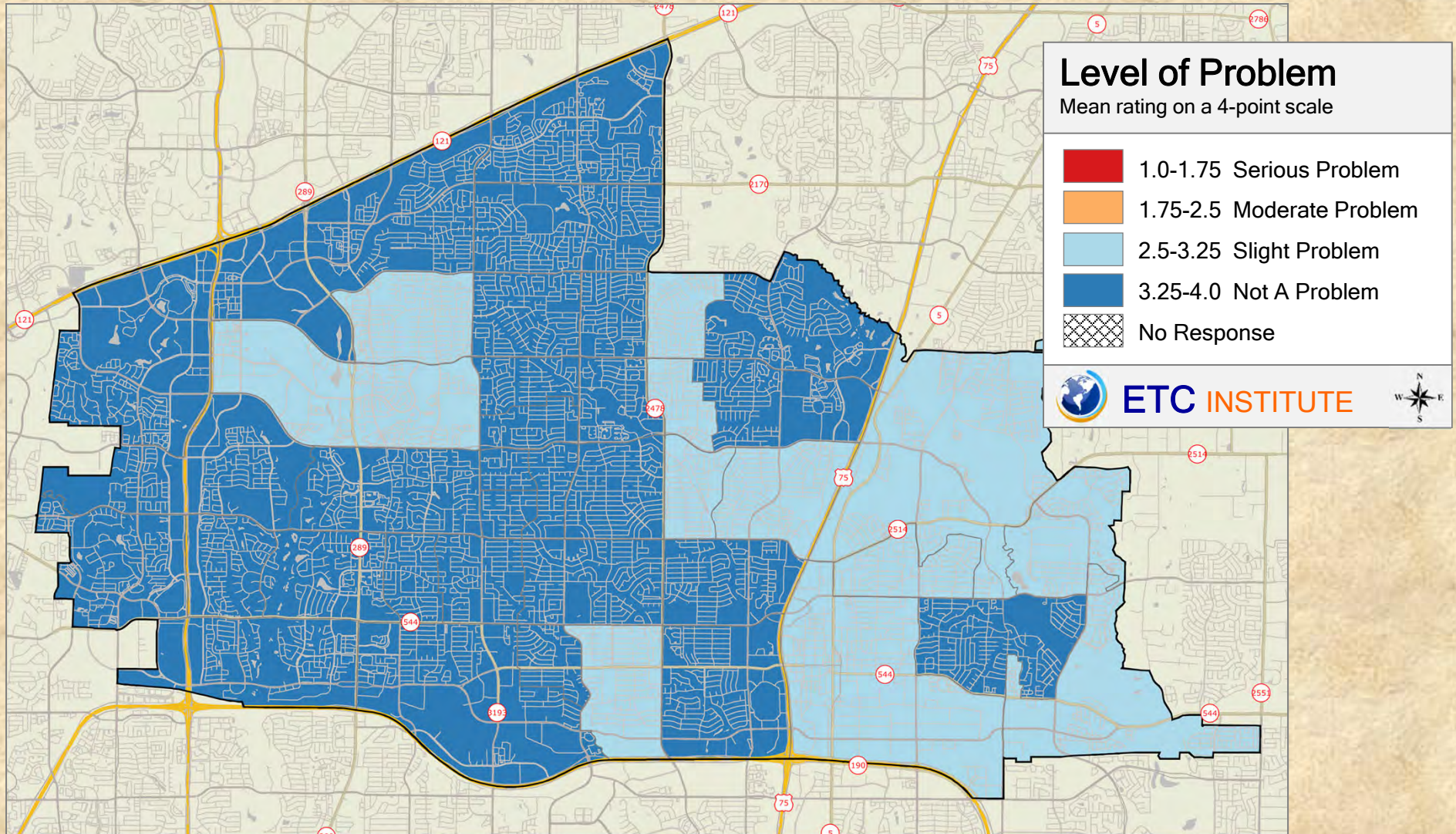
Q18-07. Level of Problem With: Poor house maintenance by neighbors



2019 City of Plano Citizen Survey

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

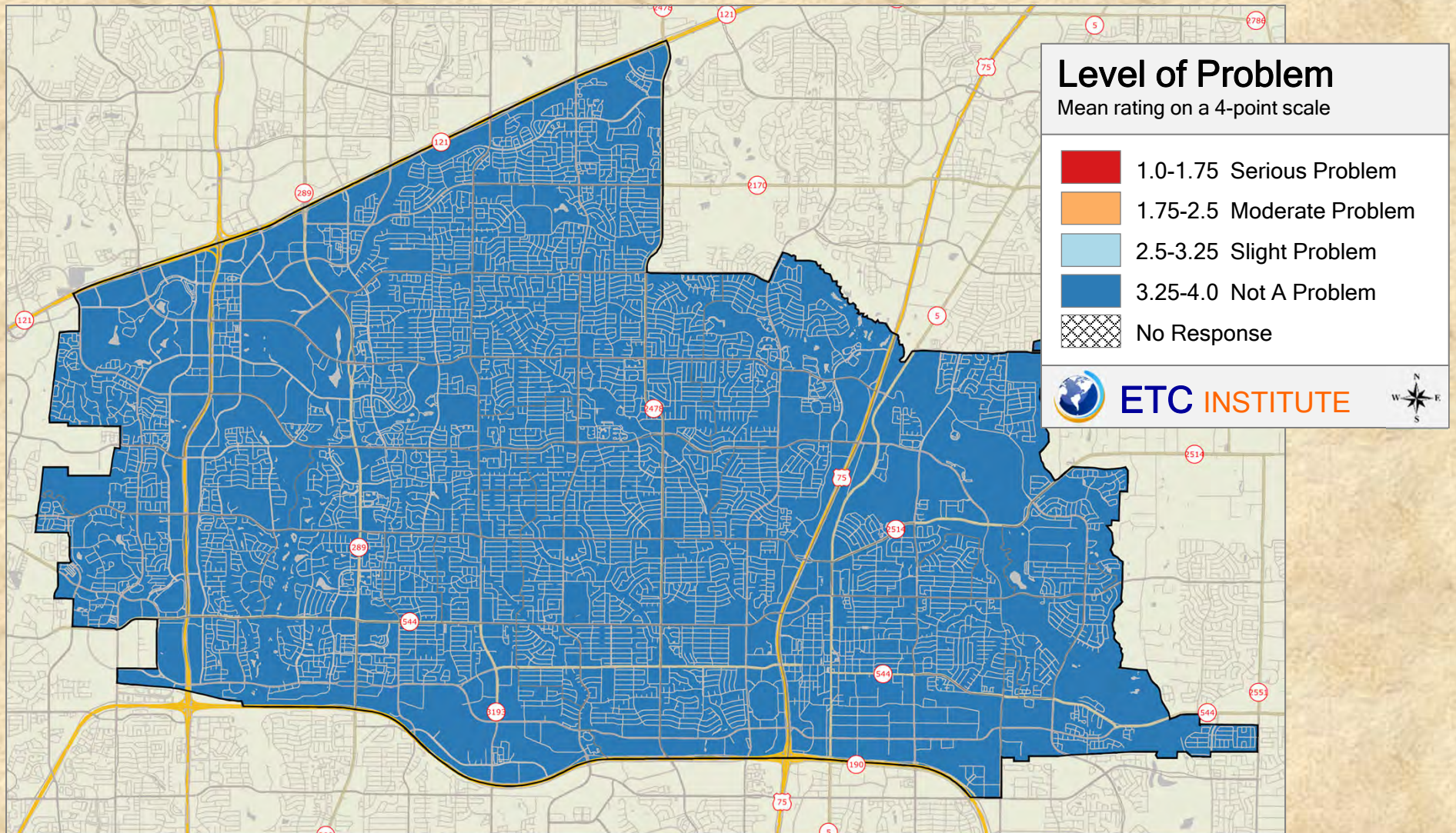
Q18-08. Level of Problem With: Trash and/or debris in yards and alleys



2019 City of Plano Citizen Survey

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

Q18-09. Level of Problem With: Vacant buildings



2019 City of Plano Citizen Survey

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