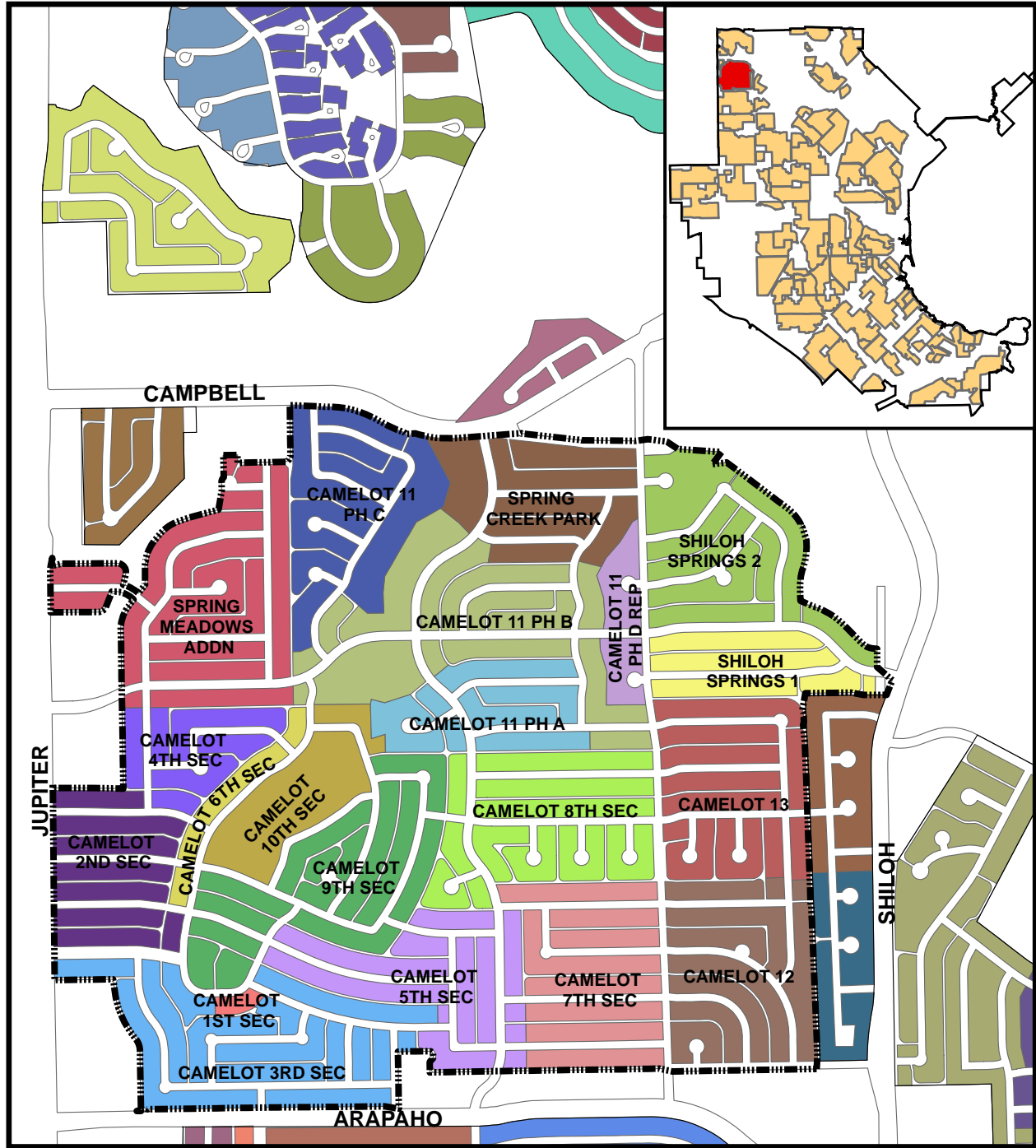


# RESIDENT OPINION SURVEY RESULTS

## 2009



**CAMELOT**  
NEIGHBORHOOD STATISTICAL AREA

## **INTRODUCTION**

In the midst of inevitable change, the Neighborhood Benchmarking Program enables the City of Garland to promote positive change throughout the neighborhoods. This report summarizes the opinions of residents conveyed through the Resident Opinion Survey conducted in the Fall of 2008.

This is considered to be a preliminary report containing the most current survey results at the neighborhood level. At a later date, the final reports will be issued containing historical comparisons and trending information. These comparisons will provide a better indication as to how a neighborhood is changing in relationship to itself and to the city as a whole.

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### **Question Categories**

There are several dimensions in which a neighborhood can change. Residents are given the opportunity to convey their opinions relating to several categories:

- Safety
- Criminal Activity
- Infrastructure
- Traffic Nuisances
- Environmental Nuisances
- Need for Special Assistance Services and Programs
- Neighborhood Appeal
- Resident Retention
- City Services
- Civic Engagement
- Demographic Characteristics

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### **Program Goals**

By developing profiles and performance indicators for each neighborhood, the Neighborhood Benchmarking Program aims to accomplish the following goals:

- Create a benchmark for measuring conditions and changes over time,
- Provide a means for measuring the impact / effectiveness of neighborhood programs,
- Tailor service delivery to meet specific neighborhood needs,
- Serve as an early warning system of decline, and
- Serve as the initial input for aiding a neighborhood in developing a strategic neighborhood action plan.

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## Methodology

### Neighborhood Statistical Areas (NSAs)

Neighborhood is a relative term, meaning that everyone defines neighborhood differently depending upon their paradigm. The Neighborhood Benchmarking Program defines neighborhoods using **NEIGHBORHOOD STATISTICAL AREAS (NSA)**. The NSA framework includes areas with single-family residential housing units within Garland. Each NSA is comprised of smaller geographical regions referred to as phases, similar to a subdivision phase. (A map of the NSA featured in this report can be found on the cover page.)

### Survey Cycles

Due to the size of the City, neighborhoods are divided into four groups. Each **GROUP** is surveyed once every four years. Therefore, once all four groups have been surveyed, a **CYCLE** is completed.

The Neighborhood Benchmarking Program has completed Cycle 1 (2000-2003) and Cycle 2 (2004-2007) and is currently in Group 1 of Cycle 3 (2008-2011). The table below illustrates the year surveys are distributed for each group within a survey cycle.

|                | Group 1 | Group 2 | Group 3 | Group 4 |
|----------------|---------|---------|---------|---------|
| <b>Cycle 1</b> | 2000    | 2001    | 2002    | 2003    |
| <b>Cycle 2</b> | 2004    | 2005    | 2006    | 2007    |
| <b>Cycle 3</b> | 2008    | 2009    | 2010    | 2011    |

This report contains the preliminary results at the NSA level for Group 1 of Cycle 3. At a later date, the final reports will be issued containing historical comparisons and trending information. These comparisons provide a better indication as to how a neighborhood is changing in relationship to itself and to the city as a whole.

### Survey Distribution

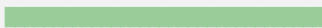



Surveys are distributed to a random sample of residents throughout a neighborhood living in a single-family, duplex, or townhouse residence. The sample of residents selected for the mailout is proportionally distributed among the subdivision phases comprising each Neighborhood Statistical Area. To maximize response rates, the initial mailout may potentially be followed by a second mailout. (The random sample is based upon a 95% confidence interval  $\pm 10\%$ .)

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## Average Scores and Average Category Ratings

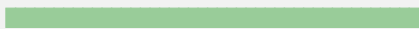


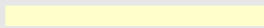
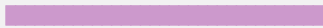
The survey has several questions asking residents to rate their satisfaction level or the degree to which an issue is a problem—a category rating question. Appendix A provides the numeric equivalence scales that can be used to derive the average category ratings based upon the average scores referenced throughout the report.

## Resident Opinion Survey Results (2009) for Camelot Neighborhood Statistical Area

| During daylight hours, how safe do you feel walking around in your neighborhood?   |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| a. very safe   |  | 41.8%            | 33             |
| b. reasonably safe   |  | 49.4%            | 39             |
| c. somewhat unsafe   |  | 6.3%             | 5              |
| d. very unsafe   |  | 2.5%             | 2              |
| Total # of respondents <b>1743</b> . Statistics based on <b>79</b> respondents; <b>1604</b> filtered; <b>60</b> skipped. |   |                  |                |

| Statistics for question: During daylight hours, how safe do you feel walking around in your neighborhood? |
|---|
| Mean<br>1.7   |




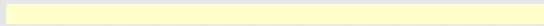
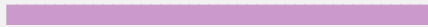
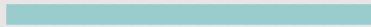
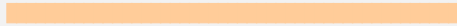

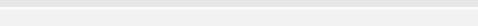
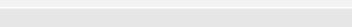
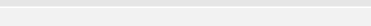
| Have there been any of the following problems in this neighborhood during the past year? |               |                |                  |                 |                |               |
|--|---------------|----------------|------------------|-----------------|----------------|---------------|
|  | Not a Problem | Slight Problem | Moderate Problem | Serious Problem | Response Total | Average Score |
| a. vandalism   | 34.3%<br>(23) | 31.3%<br>(21)  | 19.4%<br>(13)    | 14.9%<br>(10)   | <b>67</b>      | <b>2.1</b>    |
| b. neighbor conflict   | 73.2%<br>(41) | 14.3%<br>(8)   | 7.1%<br>(4)      | 5.4%<br>(3)     | <b>56</b>      | <b>1.4</b>    |
| c. juvenile mischief   | 36.5%<br>(23) | 23.8%<br>(15)  | 23.8%<br>(15)    | 15.9%<br>(10)   | <b>63</b>      | <b>2.2</b>    |
| d. gang activity   | 82.2%<br>(37) | 4.4%<br>(2)    | 6.7%<br>(3)      | 6.7%<br>(3)     | <b>45</b>      | <b>1.4</b>    |
| e. drug activity   | 66.7%<br>(30) | 13.3%<br>(6)   | 6.7%<br>(3)      | 13.3%<br>(6)    | <b>45</b>      | <b>1.7</b>    |
| Average rating   |               |                |                  |                 |                | <b>1.8</b>    |

| Have there been any of the following problems in this neighborhood during the past year?                                 |   | Average Score |
|--|---|---------------|
| a. vandalism   |  | <b>2.1</b>    |
| b. neighbor conflict   |  | <b>1.4</b>    |
| c. juvenile mischief   |  | <b>2.2</b>    |
| d. gang activity   |  | <b>1.4</b>    |
| e. drug activity   |  | <b>1.7</b>    |
| Total # of respondents <b>1743</b> . Statistics based on <b>83</b> respondents; <b>1642</b> filtered; <b>18</b> skipped. |   |               |

Please rate the condition of the following infrastructure items in your neighborhood.

|  | Excellent     | Good          | Fair          | Poor          | Response Total | Average Score |
|--|---------------|---------------|---------------|---------------|----------------|---------------|
| a. streets                             | 13.6%<br>(11) | 63%<br>(51)   | 19.8%<br>(16) | 3.7%<br>(3)   | <b>81</b>      | <b>2.1</b>    |
| b. alleys                              | 10.7%<br>(8)  | 33.3%<br>(25) | 38.7%<br>(29) | 17.3%<br>(13) | <b>75</b>      | <b>2.6</b>    |
| c. sidewalks                           | 3.6%<br>(3)   | 25.3%<br>(21) | 39.8%<br>(33) | 31.3%<br>(26) | <b>83</b>      | <b>3</b>      |
| d. street lights                       | 12.2%<br>(10) | 28%<br>(23)   | 26.8%<br>(22) | 32.9%<br>(27) | <b>82</b>      | <b>2.8</b>    |
| e. water drainage                      | 20.7%<br>(17) | 50%<br>(41)   | 19.5%<br>(16) | 9.8%<br>(8)   | <b>82</b>      | <b>2.2</b>    |
| f. street signs/stop signs             | 25.6%<br>(21) | 62.2%<br>(51) | 11%<br>(9)    | 1.2%<br>(1)   | <b>82</b>      | <b>1.9</b>    |
| g. nearby parks                        | 22.1%<br>(15) | 38.2%<br>(26) | 20.6%<br>(14) | 19.1%<br>(13) | <b>68</b>      | <b>2.4</b>    |
| h. surrounding subdivision walls/grass | 11.7%<br>(9)  | 44.2%<br>(34) | 31.2%<br>(24) | 13%<br>(10)   | <b>77</b>      | <b>2.5</b>    |
| i. conditions of housing               | 4.9%<br>(4)   | 54.9%<br>(45) | 32.9%<br>(27) | 7.3%<br>(6)   | <b>82</b>      | <b>2.4</b>    |
| j. sanitary sewer                      | 32.1%<br>(25) | 55.1%<br>(43) | 12.8%<br>(10) | 0%<br>(0)     | <b>78</b>      | <b>1.8</b>    |
| k. city water                          | 32.5%<br>(25) | 48.1%<br>(37) | 16.9%<br>(13) | 2.6%<br>(2)   | <b>77</b>      | <b>1.9</b>    |
| Average rating                         |               |               |               |               |                | <b>2.3</b>    |

Please rate the condition of the following infrastructure items in your neighborhood.

|  |  | Average Score |
|--|--|---------------|
| a. streets                             |   | <b>2.1</b>    |
| b. alleys                              |  | <b>2.6</b>    |
| c. sidewalks                           |  | <b>3</b>      |
| d. street lights                       |  | <b>2.8</b>    |
| e. water drainage                      |   | <b>2.2</b>    |
| f. street signs/stop signs             |   | <b>1.9</b>    |
| g. nearby parks                        |   | <b>2.4</b>    |
| h. surrounding subdivision walls/grass |   | <b>2.5</b>    |
| i. conditions of housing               |   | <b>2.4</b>    |
| j. sanitary sewer                      |   | <b>1.8</b>    |
| k. city water                          |   | <b>1.9</b>    |

Total # of respondents **1743**. Statistics based on **83** respondents; **1657** filtered; **3** skipped.

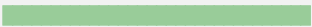


If improvements were made to your neighborhood, which of the following would you prefer to see addressed first. (Rank your top three priorities from “1” to “3”, with “1” being the most preferred.)

|                      | 1             | 2             | 3             | Response Total | Average Score |
|----------------------|---------------|---------------|---------------|----------------|---------------|
| a. trees             | 36.4%<br>(12) | 24.2%<br>(8)  | 39.4%<br>(13) | 33             | 2             |
| b. streets           | 43.3%<br>(13) | 33.3%<br>(10) | 23.3%<br>(7)  | 30             | 1.8           |
| c. sidewalks         | 45%<br>(27)   | 40%<br>(24)   | 15%<br>(9)    | 60             | 1.7           |
| d. alleys            | 40%<br>(12)   | 36.7%<br>(11) | 23.3%<br>(7)  | 30             | 1.8           |
| e. curbs             | 21.4%<br>(3)  | 42.9%<br>(6)  | 35.7%<br>(5)  | 14             | 2.1           |
| f. street lights     | 61.5%<br>(32) | 15.4%<br>(8)  | 23.1%<br>(12) | 52             | 1.6           |
| g. sewers            | 9.1%<br>(1)   | 45.5%<br>(5)  | 45.5%<br>(5)  | 11             | 2.4           |
| h. parks             | 33.3%<br>(7)  | 33.3%<br>(7)  | 33.3%<br>(7)  | 21             | 2             |
| i. traffic signs     | 33.3%<br>(3)  | 33.3%<br>(3)  | 33.3%<br>(3)  | 9              | 2             |
| j. street name signs | 22.2%<br>(2)  | 44.4%<br>(4)  | 33.3%<br>(3)  | 9              | 2.1           |
| k. city water        | 40%<br>(6)    | 26.7%<br>(4)  | 33.3%<br>(5)  | 15             | 1.9           |
| l. sanitary sewer    | 21.4%<br>(3)  | 42.9%<br>(6)  | 35.7%<br>(5)  | 14             | 2.1           |
| Average rating       |               |               |               |                | 2             |







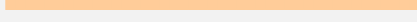
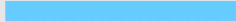

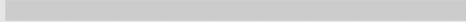

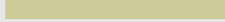


| If improvements were made to your neighborhood, which of the following would you prefer to see addressed first. (Rank your top three priorities from “1” to “3”, with “1” being the most preferred.) |  | Average Score |
|--|--|---------------|
| a. trees   |  | 2             |
| b. streets   |  | 1.8           |
| c. sidewalks   |  | 1.7           |
| d. alleys  |  | 1.8           |
| e. curbs   |  | 2.1           |
| f. street lights   |  | 1.6           |
| g. sewers  |  | 2.4           |
| h. parks   |  | 2             |
| i. traffic signs   |  | 2             |
| j. street name signs   |  | 2.1           |
| k. city water  |  | 1.9           |
| l. sanitary sewer  |  | 2.1           |







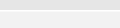



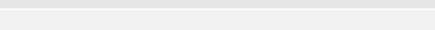
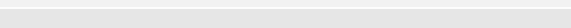
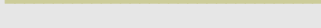

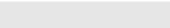

Total # of respondents **1743**. Statistics based on **79** respondents; **1562** filtered; **102** skipped.


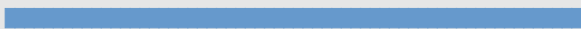

| For each item below, please indicate which of the following traffic concerns is a problem in your neighborhood. |               |                |                  |                 |                |               |
|---|---------------|----------------|------------------|-----------------|----------------|---------------|
|   | Not a Problem | Slight Problem | Moderate Problem | Serious Problem | Response Total | Average Score |
| a. amount of traffic in neighborhood  | 62.5% (50)    | 22.5% (18)     | 7.5% (6)         | 7.5% (6)        | 80             | 1.6           |
| b. speed of traffic on neighborhood streets   | 32.1% (26)    | 27.2% (22)     | 21% (17)         | 19.8% (16)      | 81             | 2.3           |
| c. difficulty exiting neighborhood onto through streets   | 53% (44)      | 20.5% (17)     | 20.5% (17)       | 6% (5)          | 83             | 1.8           |
| Average rating  |               |                |                  |                 |                | 1.9           |

| For each item below, please indicate which of the following traffic concerns is a problem in your neighborhood.          |   | Average Score |
|--|---|---------------|
| a. amount of traffic in neighborhood   |  | 1.6           |
| b. speed of traffic on neighborhood streets  |  | 2.3           |
| c. difficulty exiting neighborhood onto through streets  |  | 1.8           |
| Total # of respondents <b>1743</b> . Statistics based on <b>83</b> respondents; <b>1646</b> filtered; <b>14</b> skipped. |   |               |

| For each item below, please indicate which of the following nuisances is a problem in your neighborhood. |               |                |                  |                 |                |
|--|---------------|----------------|------------------|-----------------|----------------|
|  | Not a Problem | Slight Problem | Moderate Problem | Serious Problem | Response Total |
| a. litter from area businesses   | 81.9%<br>(59) | 15.3%<br>(11)  | 1.4%<br>(1)      | 1.4%<br>(1)     | <b>72</b>      |
| b. stray animals   | 50.6%<br>(39) | 35.1%<br>(27)  | 10.4%<br>(8)     | 3.9%<br>(3)     | <b>77</b>      |
| c. noise from traffic  | 55.8%<br>(43) | 26%<br>(20)    | 16.9%<br>(13)    | 1.3%<br>(1)     | <b>77</b>      |
| d. noise from business   | 92%<br>(69)   | 6.7%<br>(5)    | 1.3%<br>(1)      | 0%<br>(0)       | <b>75</b>      |
| e. noise from neighbors  | 65.8%<br>(52) | 21.5%<br>(17)  | 7.6%<br>(6)      | 5.1%<br>(4)     | <b>79</b>      |
| f. loitering   | 69.7%<br>(53) | 19.7%<br>(15)  | 9.2%<br>(7)      | 1.3%<br>(1)     | <b>76</b>      |
| g. door to door solicitors   | 24.4%<br>(19) | 43.6%<br>(34)  | 23.1%<br>(18)    | 9%<br>(7)       | <b>78</b>      |
| h. home businesses (operating business out of home)  | 87.9%<br>(58) | 4.5%<br>(3)    | 6.1%<br>(4)      | 1.5%<br>(1)     | <b>66</b>      |
| i. garage sales  | 80.5%<br>(62) | 11.7%<br>(9)   | 6.5%<br>(5)      | 1.3%<br>(1)     | <b>77</b>      |
| j. poor yard maintenance by neighbors  | 25.6%<br>(20) | 30.8%<br>(24)  | 21.8%<br>(17)    | 21.8%<br>(17)   | <b>78</b>      |
| k. poor house maintenance by neighbors   | 27.3%<br>(21) | 35.1%<br>(27)  | 16.9%<br>(13)    | 20.8%<br>(16)   | <b>77</b>      |
| l. graffiti  | 86.1%<br>(62) | 11.1%<br>(8)   | 2.8%<br>(2)      | 0%<br>(0)       | <b>72</b>      |
| m. poor vacant lot maintenance   | 73.9%<br>(51) | 11.6%<br>(8)   | 8.7%<br>(6)      | 5.8%<br>(4)     | <b>69</b>      |
| n. red tag (condemned) homes   | 88.3%<br>(53) | 10%<br>(6)     | 0%<br>(0)        | 1.7%<br>(1)     | <b>60</b>      |


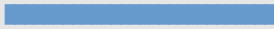

| For each item below, please indicate which of the following nuisances is a problem in your neighborhood.                 |   | Average Score |
|--|---|---------------|
| a. litter from area businesses   |    | 1.2           |
| b. stray animals   |    | 1.7           |
| c. noise from traffic  |    | 1.6           |
| d. noise from business   |    | 1.1           |
| e. noise from neighbors  |    | 1.5           |
| f. loitering   |    | 1.4           |
| g. door to door solicitors   |    | 2.2           |
| h. home businesses (operating business out of home)  |    | 1.2           |
| i. garage sales  |    | 1.3           |
| j. poor yard maintenance by neighbors  |    | 2.4           |
| k. poor house maintenance by neighbors   |    | 2.3           |
| l. graffiti  |    | 1.2           |
| m. poor vacant lot maintenance   |  | 1.5           |
| n. red tag (condemned) homes   |  | 1.2           |
| Total # of respondents <b>1743</b> . Statistics based on <b>81</b> respondents; <b>1577</b> filtered; <b>85</b> skipped. |   |               |

| Which of the following services are most needed in your neighborhood?<br>(Check all that apply.)                          |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| a. child care   |    | 4.8%             | 3              |
| b. senior services  |    | 20.6%            | 13             |
| c. health care  |    | 12.7%            | 8              |
| d. drug/alcohol referral  |    | 6.3%             | 4              |
| e. credit/budget counseling   |    | 12.7%            | 8              |
| f. family counseling  |    | 7.9%             | 5              |
| g. parenting education  |    | 15.9%            | 10             |
| h. job training   |    | 9.5%             | 6              |
| i. GED/English (ESL)  |    | 3.2%             | 2              |
| j. computer training  |    | 6.3%             | 4              |
| k. yard care program  |    | 55.6%            | 35             |
| l. minor home repairs program   |   | 73%              | 46             |
| m. major home repairs program   |   | 41.3%            | 26             |
| n. assistance buying a home   |  | 6.3%             | 4              |
| o. public transportation  |  | 22.2%            | 14             |
| p. Spanish as a 2nd language  |  | 4.8%             | 3              |
| Total # of respondents <b>1743</b> . Statistics based on <b>63</b> respondents; <b>1017</b> filtered; <b>663</b> skipped. |   |                  |                |

| How attractive is your neighborhood?  |  | Response Percent | Response Total |
|---|--|------------------|----------------|
| a. very attractive  |   | 4.9%             | 4              |
| b. fairly attractive  |  | 74.1%            | 60             |
| c. fairly unattractive  |   | 21%              | 17             |
| d. very unattractive  |  | 0%               | 0              |
| Total # of respondents <b>1743</b> . Statistics based on <b>81</b> respondents; <b>1536</b> filtered; <b>126</b> skipped. |  |                  |                |

**Statistics for question:**How attractive is your neighborhood?

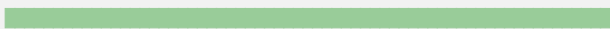


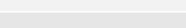



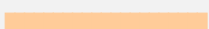

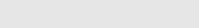

Mean  
2.2

| In the past 5 years, has the condition of your neighborhood... |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| a. improved  |  | 6.5%             | 5              |
| b. worsened  |  | 35.1%            | 27             |
| c. remained about the same                                     |  | 58.4%            | 45             |

Total # of respondents **1743**. Statistics based on **77** respondents; **1464** filtered; **202** skipped.

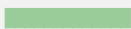


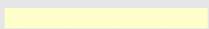



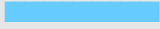



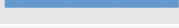

**Statistics for question:**In the past 5 years, has the condition of your neighborhood...

Mean  
2.3

| Which of the following influenced your decision to live in this neighborhood?<br>(Check all that apply.)                  |  | Response<br>Percent | Response<br>Total |
|---|--|---------------------|-------------------|
| a. price of homes   |  | 78.8%               | 63                |
| b. quality of houses  |   | 27.5%               | 22                |
| c. quality or proximity of schools  |   | 40%                 | 32                |
| d. close to shopping centers/services   |   | 23.8%               | 19                |
| e. close to work  |   | 36.2%               | 29                |
| f. low crime  |   | 23.8%               | 19                |
| g. family/friendly atmosphere   |   | 26.2%               | 21                |
| h. trees, landscaping features  |   | 26.2%               | 21                |
| i. close to lakes/recreational activities   |   | 7.5%                | 6                 |
| j. visually appealing neighborhood  |   | 25%                 | 20                |
| k. other:   |   | 13.8%               | 11                |
|   | my house is on a lake  |                     |                   |
|   | Cost of utilities -Electric, Water etc   |                     |                   |
|   | very quite and peace full place to live.   |                     |                   |
|   | corner lot   |                     |                   |
|   | near where I grew up   |                     |                   |
|   | 25 year resident   |                     |                   |
|   | Garland priced home, but in RISD   |                     |                   |
|   | moving from Houston area   |                     |                   |
|   | been here since 1977   |                     |                   |
|   | by the open fields w/cows and \$ house.  |                     |                   |
|   | we have lived in camelot 20 yrs. It was better maintained 10+ yrs ago.             |                     |                   |
| Total # of respondents <b>1743</b> . Statistics based on <b>80</b> respondents; <b>1550</b> filtered; <b>113</b> skipped. |  |                     |                   |

| How long do you intend to live in this neighborhood?   |  | Response Percent | Response Total |
|--|--|------------------|----------------|
| a. less than 2 years   |  | 2.5%             | 2              |
| b. 2-5 years   |  | 13.8%            | 11             |
| c. 5-10 years  |  | 17.5%            | 14             |
| d. 10 or more years  |  | 18.8%            | 15             |
| e. do not plan to move   |  | 47.5%            | 38             |
| Total # of respondents <b>1743</b> . Statistics based on <b>80</b> respondents; <b>1567</b> filtered; <b>96</b> skipped. |  |                  |                |

| Statistics for question:How long do you intend to live in this neighborhood? |     |
|--|-----|
| Mean   | 4.0 |

| If you anticipate moving within the next 5 years, please indicate your main reasons for leaving.(Check all that apply.)   |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| a. change job   |    | 16.7%            | 5              |
| b. just to have my own home   |    | 3.3%             | 1              |
| c. need more space – rooms  |    | 26.7%            | 8              |
| d. to move to a more visually appealing neighborhood  |    | 26.7%            | 8              |
| e. can afford nicer housing   |    | 33.3%            | 10             |
| f. cheaper rent or mortgage   |    | 3.3%             | 1              |
| g. ownership indifferent to tenant's needs  |    | 3.3%             | 1              |
| h. to be closer to work   |    | 20%              | 6              |
| i. accessibility to shopping or other facilities  |   | 0%               | 0              |
| j. escape noise, traffic, odor, or businesses   |   | 0%               | 0              |
| k. better schools for children  |  | 3.3%             | 1              |
| l. too much crime in area   |  | 6.7%             | 2              |
| m. declining appearance of homes in neighborhood  |  | 30%              | 9              |
| n. retirement   |  | 23.3%            | 7              |
| o. other  |  | 16.7%            | 5              |
|   | cannot afford to move   |                  |                |
|   | wife wants to move to the country   |                  |                |
|   | neighborhood transition/ too many rentals   |                  |                |
|   | General dislike of Texas  |                  |                |
|   | juvenile/gang activity, vandalism, general worsening of neighborhood.               |                  |                |
| Total # of respondents <b>1743</b> . Statistics based on <b>30</b> respondents; <b>542</b> filtered; <b>1171</b> skipped. |   |                  |                |

## Are you satisfied with the provision of the following City services in your neighborhood?

|   | Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied | Response Total | Average Score |
|---|----------------|--------------------|-----------------------|-------------------|----------------|---------------|
| a. solid waste collection                   | 75%<br>(60)    | 23.8%<br>(19)      | 0%<br>(0)             | 1.2%<br>(1)       | <b>80</b>      | <b>1.3</b>    |
| b. code enforcement                         | 32.1%<br>(26)  | 38.3%<br>(31)      | 17.3%<br>(14)         | 12.3%<br>(10)     | <b>81</b>      | <b>2.1</b>    |
| c. police protection                        | 40.5%<br>(30)  | 45.9%<br>(34)      | 10.8%<br>(8)          | 2.7%<br>(2)       | <b>74</b>      | <b>1.8</b>    |
| d. fire and ambulance response              | 69.8%<br>(37)  | 28.3%<br>(15)      | 1.9%<br>(1)           | 0%<br>(0)         | <b>53</b>      | <b>1.3</b>    |
| e. water                                    | 62.5%<br>(50)  | 27.5%<br>(22)      | 6.2%<br>(5)           | 3.8%<br>(3)       | <b>80</b>      | <b>1.5</b>    |
| f. sewer                                    | 62.2%<br>(51)  | 28%<br>(23)        | 7.3%<br>(6)           | 2.4%<br>(2)       | <b>82</b>      | <b>1.5</b>    |
| g. animal control                           | 44%<br>(33)    | 41.3%<br>(31)      | 9.3%<br>(7)           | 5.3%<br>(4)       | <b>75</b>      | <b>1.8</b>    |
| h. nearby parks and recreational facilities | 37.7%<br>(26)  | 36.2%<br>(25)      | 17.4%<br>(12)         | 8.7%<br>(6)       | <b>69</b>      | <b>2</b>      |
| i. library                                  | 56.1%<br>(37)  | 33.3%<br>(22)      | 6.1%<br>(4)           | 4.5%<br>(3)       | <b>66</b>      | <b>1.6</b>    |
| j. electric                                 | 44.4%<br>(32)  | 34.7%<br>(25)      | 12.5%<br>(9)          | 8.3%<br>(6)       | <b>72</b>      | <b>1.8</b>    |
| k. senior citizen transportation services   | 45%<br>(9)     | 15%<br>(3)         | 30%<br>(6)            | 10%<br>(2)        | <b>20</b>      | <b>2</b>      |
| l. housing rehab loan program               | 58.3%<br>(7)   | 33.3%<br>(4)       | 8.3%<br>(1)           | 0%<br>(0)         | <b>12</b>      | <b>1.5</b>    |
| Average rating                              |                |                    |                       |                   |                | <b>1.7</b>    |

| Are you satisfied with the provision of the following City services in your neighborhood? |  | Average Score |
|---|--|---------------|
| a. solid waste collection   |  | 1.3           |
| b. code enforcement   |  | 2.1           |
| c. police protection  |  | 1.8           |
| d. fire and ambulance response  |  | 1.3           |
| e. water  |  | 1.5           |
| f. sewer  |  | 1.5           |
| g. animal control   |  | 1.8           |
| h. nearby parks and recreational facilities   |  | 2             |
| i. library  |  | 1.6           |
| j. electric   |  | 1.8           |
| k. senior citizen transportation services   |  | 2             |
| l. housing rehab loan program   |  | 1.5           |




Total # of respondents 1743. Statistics based on 82 respondents; 1646 filtered; 15 skipped.

| If there is no Neighborhood Association in your area, would you be interested in having one? |  | Response Percent | Response Total |
|--|--|------------------|----------------|
| a. yes   |  | 8.8%             | 7              |
| b. no  |  | 13.8%            | 11             |
| c. already have one  |  | 77.5%            | 62             |

Total # of respondents 1743. Statistics based on 80 respondents; 1588 filtered; 75 skipped.

**Statistics for question:** If there is no Neighborhood Association in your area, would you be interested in having one?

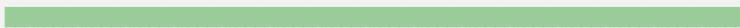

Mean  
2.1

| If there is no Crime Watch Group in your area, would you be interested in having one?                                     |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| a. yes  |  | 51.2%            | 41             |
| b. no   |  | 13.8%            | 11             |
| c. already have one   |  | 35%              | 28             |
| Total # of respondents <b>1743</b> . Statistics based on <b>80</b> respondents; <b>1538</b> filtered; <b>125</b> skipped. |   |                  |                |

**Statistics for question:**If there is no Crime Watch Group in your area, would you be interested in having one?

Mean  
1.6

### Neighborhood Household Information

| Do you own or rent your home?   |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| a. own  |   | 95.1%            | 77             |
| b. rent   |  | 4.9%             | 4              |
| Total # of respondents <b>1743</b> . Statistics based on <b>81</b> respondents; <b>1554</b> filtered; <b>108</b> skipped. |   |                  |                |

**Statistics for question:**Do you own or rent your home?

Mean  
1.1

How long have you lived in this neighborhood? (Please write the appropriate number of years.)

Response  
Total

| Years: |                           | 81 |
|--------|---------------------------|----|
|        | 2 yrs                     |    |
|        | 4                         |    |
|        | 31                        |    |
|        | 9                         |    |
|        | 27                        |    |
|        | 6                         |    |
|        | 18                        |    |
|        | 11                        |    |
|        | 20                        |    |
|        | 20                        |    |
|        | 8 yrs.                    |    |
|        | 21                        |    |
|        | 21                        |    |
|        | 1 month                   |    |
|        | 17 1/2                    |    |
|        | 3                         |    |
|        | 22                        |    |
|        | 2.5                       |    |
|        | 20 years                  |    |
|        | 7                         |    |
|        | 10.5                      |    |
|        | Nine years and Six months |    |
|        | 9                         |    |
|        | 4                         |    |
|        | 5                         |    |
|        | 3                         |    |
|        | 25                        |    |
|        | 13                        |    |
|        | 15                        |    |
|        | 25                        |    |
|        | 17                        |    |
|        | 8                         |    |

|  |                |  |
|--|----------------|--|
|  | 5              |  |
|  | 4              |  |
|  | 25             |  |
|  | 8              |  |
|  | 5              |  |
|  | 13             |  |
|  | 33             |  |
|  | 6              |  |
|  | 20+            |  |
|  | 4              |  |
|  | 2              |  |
|  | 12+            |  |
|  | 33             |  |
|  | 1/4 (3 months) |  |
|  | 25             |  |
|  | 27             |  |
|  | 10 1/2         |  |
|  | 5              |  |
|  | 2              |  |
|  | 29             |  |
|  | 7              |  |
|  | 6              |  |
|  | 2              |  |
|  | 20             |  |
|  | 30             |  |
|  | 3              |  |
|  | 24             |  |
|  | 24             |  |
|  | 32             |  |
|  | 26             |  |
|  | 10             |  |
|  | 31             |  |
|  | 3              |  |
|  | 16             |  |
|  | 14             |  |

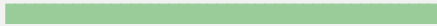


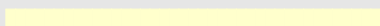

|  |       |  |
|--|-------|--|
|  | 3     |  |
|  | 13    |  |
|  | 7     |  |
|  | 12    |  |
|  | 9 1/2 |  |
|  | 30+   |  |
|  | 18    |  |
|  | 3     |  |
|  | 15    |  |
|  | 20+   |  |
|  | 3     |  |
|  | 4     |  |
|  | 7     |  |
|  | 5     |  |

Total # of respondents **1743**. Statistics based on **81** respondents; **1531** filtered; **131** skipped.

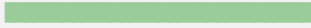
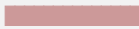
### Do you purchase the following items within the Garland city limits?

|                    | All the Time | Most of the Time | Often      | Sometimes  | Rarely     | Never     | Response Total | Average Score |
|--------------------|--------------|------------------|------------|------------|------------|-----------|----------------|---------------|
| a. clothing        | 8.9% (7)     | 20.3% (16)       | 24.1% (19) | 22.8% (18) | 17.7% (14) | 6.3% (5)  | <b>79</b>      | <b>3.4</b>    |
| b. food            | 43.2% (35)   | 28.4% (23)       | 17.3% (14) | 8.6% (7)   | 2.5% (2)   | 0% (0)    | <b>81</b>      | <b>2</b>      |
| c. gas             | 20% (16)     | 38.8% (31)       | 20% (16)   | 10% (8)    | 11.2% (9)  | 0% (0)    | <b>80</b>      | <b>2.5</b>    |
| d. household goods | 18.8% (15)   | 26.2% (21)       | 23.8% (19) | 12.5% (10) | 12.5% (10) | 6.2% (5)  | <b>80</b>      | <b>2.9</b>    |
| e. entertainment   | 6.5% (5)     | 20.8% (16)       | 15.6% (12) | 28.6% (22) | 18.2% (14) | 10.4% (8) | <b>77</b>      | <b>3.6</b>    |
| Average rating     |              |                  |            |            |            |           |                | <b>2.9</b>    |

### Do you purchase the following items within the Garland city limits?

|  | Average Score |
|--|---------------|
| a. clothing         | <b>3.4</b>    |
| b. food             | <b>2</b>      |
| c. gas              | <b>2.5</b>    |
| d. household goods  | <b>2.9</b>    |
| e. entertainment    | <b>3.6</b>    |

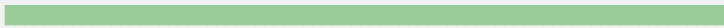

Total # of respondents **1743**. Statistics based on **81** respondents; **1540** filtered; **122** skipped.

| How far from your home is the nearest shopping/retail area? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| less than 5 minutes   |  | 40%              | 32             |
| 5-10 minutes  |  | 42.5%            | 34             |
| 10-20 minutes   |  | 17.5%            | 14             |

Total # of respondents **1743**. Statistics based on **80** respondents; **1522** filtered; **141** skipped.

**Statistics for question:**How far from your home is the nearest shopping/retail area?


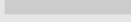

Mean  
1.8

| Do you shop there? |  | Response Percent | Response Total |
|--------------------|--|------------------|----------------|
| yes                |  | 92.6%            | 75             |
| no                 |   | 7.4%             | 6              |

Total # of respondents **1743**. Statistics based on **81** respondents; **1518** filtered; **144** skipped.



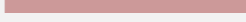



**Statistics for question:**Do you shop there?

Mean  
1.1

| If not, where do you do most of your regular shopping and routine errands?   |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| a. Broadway/I-30 area  |   | 0%               | 0              |
| b. Northwest/Centerville/I-635 area  |   | 0%               | 0              |
| c. First Ave. and Kingsley area (Ridgewood)  |   | 0%               | 0              |
| d. First Ave. and Armstrong area   |   | 0%               | 0              |
| e. Walnut/Garland Ave.   |   | 0%               | 0              |
| f. Walnut/Jupiter area   |   | 0%               | 0              |
| g. Pleasant Valley/Firewheel Pkwy. area  |   | 0%               | 0              |
| h. Lavon (SH 78)/Naaman School Rd. area  |   | 0%               | 0              |
| i. Garland Ave./SH 190 area  |    | 33.3%            | 2              |
| j. Campbell/Shiloh/Arapaho area  |   | 16.7%            | 1              |
| k. I do most of my regular shopping outside Garland.   |  | 50%              | 3              |
| l. Other   |   | 0%               | 0              |
| Total # of respondents <b>1743</b> . Statistics based on <b>6</b> respondents; <b>147</b> filtered; <b>1590</b> skipped. |   |                  |                |

| What types of retail stores are needed in your neighborhood area?  |  | Response Percent | Response Total |
|--|--|------------------|----------------|
| grocery  |  | 45.5%            | 25             |
| pharmacy   |  | 10.9%            | 6              |
| clothing   |  | 34.5%            | 19             |
| pet supply/groomer   |  | 12.7%            | 7              |
| landscape supply   |  | 16.4%            | 9              |
| hardware/automotive  |  | 30.9%            | 17             |
| barber/salon   |  | 9.1%             | 5              |
| restaurant   |  | 43.6%            | 24             |
| dry cleaners   |  | 7.3%             | 4              |
| sporting goods   |  | 12.7%            | 7              |
| fitness center   |  | 12.7%            | 7              |
| medical/dental office  |  | 16.4%            | 9              |
| craft/linen/hobby  |  | 25.5%            | 14             |
| bank   |  | 10.9%            | 6              |
| book   |  | 27.3%            | 15             |
| other  |  | 10.9%            | 6              |
|  | specialty grocer like whole foods or sprouts             |                  |                |
|  | All of the above are in close proximity to where I live. |                  |                |
|  | laundry mat  |                  |                |
|  | whole/organic food store                                 |                  |                |
|  | we have these now  |                  |                |
|  | book store   |                  |                |
| Total # of respondents <b>1743</b> . Statistics based on <b>55</b> respondents; <b>970</b> filtered; <b>718</b> skipped. |  |                  |                |

| Is your place of employment located within the Garland city limits?   |          |            |           |                                 |                                     |                |
|---|----------|------------|-----------|---------------------------------|-------------------------------------|----------------|
|   | Yes      | No         | Retired   | Unemployed (seeking employment) | Unemployed (not seeking employment) | Response Total |
| self:   | 7.7% (6) | 80.8% (63) | 9% (7)    | 1.3% (1)                        | 1.3% (1)                            | <b>78</b>      |
| spouse:   | 3.3% (2) | 71.7% (43) | 13.3% (8) | 1.7% (1)                        | 10% (6)                             | <b>60</b>      |
| Total # of respondents <b>1743</b> . Statistics based on <b>81</b> respondents; <b>1508</b> filtered; <b>154</b> skipped. |          |            |           |                                 |                                     |                |



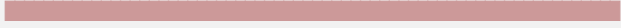


| If employed, how far do you travel to your job? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| work at home                                    |  | 4.1%             | 3              |
| less than 5 miles                               |  | 14.9%            | 11             |
| 6-10 miles                                      |  | 31.1%            | 23             |
| 11-25 miles                                     |  | 35.1%            | 26             |
| 25-50 miles                                     |  | 12.2%            | 9              |
| 51 or more miles                                |  | 2.7%             | 2              |




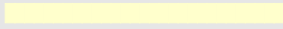
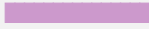
Total # of respondents **1743**. Statistics based on **74** respondents; **1145** filtered; **524** skipped.

| Statistics for question: If employed, how far do you travel to your job? |     |
|--|-----|
| Mean   | 3.5 |

| Please indicate the number of people living in your household that are in each age category. |  | Mean | Response Total |
|--|--|------|----------------|
| 18 - 25  |  | 1.4  | 22             |
| 26 - 35  |  | 1.1  | 21             |
| 36 - 45  |  | 1.3  | 23             |
| 46 - 55  |  | 1.3  | 33             |
| 56 - 65  |  | 1.4  | 29             |
| Over 65  |  | 1.3  | 17             |







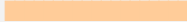
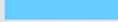

Total # of respondents **1743**. Statistics based on **81** respondents; **1599** filtered; **63** skipped.

| Please indicate the ethnicity of the head of household.  |  | Response Percent | Response Total |
|--|--|------------------|----------------|
| African-American   |   | 6.3%             | 5              |
| Asian-American   |   | 3.8%             | 3              |
| Anglo-Saxon (white)  |  | 79.7%            | 63             |
| Hispanic   |   | 5.1%             | 4              |
| Other  |   | 5.1%             | 4              |
|  | Anglo and Hispanic   |                  |                |
|  | Anglo-Saxon & Hispanic mix   |                  |                |
|  | 2 Anglo-Saxon, 1 South Asian   |                  |                |
|  | 1 African-America/1 Anglo-saxon  |                  |                |
| Total # of respondents <b>1743</b> . Statistics based on <b>79</b> respondents; <b>1591</b> filtered; <b>73</b> skipped. |  |                  |                |

| Please indicate the highest education level completed by the head of household.  |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| high school, equivalent, or less   |    | 8.8%             | 7              |
| technical or trade school  |   | 5%               | 4              |
| some college / Associate degree  |  | 31.2%            | 25             |
| bachelors degree   |  | 36.2%            | 29             |
| graduate degree  |  | 18.8%            | 15             |
| Total # of respondents <b>1743</b> . Statistics based on <b>80</b> respondents; <b>1574</b> filtered; <b>89</b> skipped. |   |                  |                |

**Statistics for question:** Please indicate the highest education level completed by the head of household.

Mean  
3.5

| What is your total household income?   |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| under \$15,000   |  | 1.3%             | 1              |
| \$15,000 to \$25,000   |  | 8%               | 6              |
| \$25,001 to \$35,000   |  | 6.7%             | 5              |
| \$35,001 to \$45,000   |  | 5.3%             | 4              |
| \$45,001 to \$60,000   |  | 16%              | 12             |
| \$60,001 to \$75,000   |  | 17.3%            | 13             |
| \$75,001 to \$100,000  |  | 24%              | 18             |
| \$100,001 to \$150,000   |  | 16%              | 12             |
| over \$150,000   |  | 5.3%             | 4              |
| Total # of respondents 1743. Statistics based on 75 respondents; 1412 filtered; 256 skipped. |   |                  |                |

| Statistics for question:What is your total household income? |                           |               |
|--|---------------------------|---------------|
| Mean<br>5.9  | Standard deviation<br>2.0 | Median<br>6.0 |

## Neighborhood Strengths and Issues Comments

| What do you consider to be three strengths of your neighborhood? |  | Response Total |
|--|--|----------------|
| 1.   |  | 65             |
|  | low crime  |                |
|  | Close to Firewheel/Hwy 75/and George Bush            |                |
|  | neighborhood assoc.                                  |                |
|  | Older established base                               |                |
|  | RISD   |                |
|  | Quiet  |                |
|  | Established  |                |
|  | Close to Hwy 190 with easy access to all Dallas area |                |
|  | Good Neighbors                                       |                |
|  | lots of trees  |                |
|  | Family environment                                   |                |
|  | Quiet neighbors                                      |                |
|  | Richardson ISD                                       |                |
|  | friendly neighbors                                   |                |
|  | little crime   |                |
|  | Richardson School District                           |                |
|  | Neighborhood Association                             |                |
|  | location   |                |
|  | Trees  |                |
|  | No Home breaking, no violation.                      |                |
|  | cost of living                                       |                |
|  | immediate neighbors                                  |                |
|  | Voluntary Association Membership                     |                |
|  | quiet  |                |
|  | Close proximity to stores                            |                |
|  | quiet  |                |
|  | location   |                |
|  | Greenbelt & pond-pretty trees                        |                |
|  | quiet  |                |
|  | quiete   |                |
|  | Trees  |                |
|  | Convenience  |                |
|  | HOA letter   |                |

|    |   |    |
|----|---|----|
|    | Location  |    |
|    | Homeowners Association                              |    |
|    | Camelot Neighborhood Association                    |    |
|    | community newspaper                                 |    |
|    | It has green areas and many trees                   |    |
|    | Location  |    |
|    | It's quiet  |    |
|    | Good Neighborhood Assoc.                            |    |
|    | Location of Campbell easy access                    |    |
|    | Duck pond   |    |
|    | Some good neighborhood in the circle 3105 Abbey Ct. |    |
|    | If you planning to put speed bumps!                 |    |
|    | It's quiet  |    |
|    | Neighborhood street layout                          |    |
|    | Neighborhood Assoc                                  |    |
|    | Close to major transportation routes                |    |
|    | Proximity to Hwy 75- Hwy 190- Hwy 78                |    |
|    | Relatively diverse                                  |    |
|    | I have had the same neighbors for years             |    |
|    | Quiet   |    |
|    | Good looks  |    |
|    | neighborhood association                            |    |
|    | location  |    |
|    | clean   |    |
|    | Cheap   |    |
|    | Affordable housing                                  |    |
|    | Garbage pick up                                     |    |
|    | Security  |    |
|    | nice trees  |    |
|    | Neighbors   |    |
|    | Friendly  |    |
|    | REASONABLE PRICED HOMES                             |    |
| 2. |   | 56 |
|    | landscape   |    |
|    | In Richardson School Districts                      |    |

|  |   |  |
|--|---|--|
|  | neighbors   |  |
|  | Lack of on going construction                             |  |
|  | TXU   |  |
|  | Friendly neighbors  |  |
|  | Proximity to Dallas (work), DART rail, colleges, shopping |  |
|  | Close to newer neighborhoods and new retail development.  |  |
|  | Location  |  |
|  | affordable homes  |  |
|  | Nearby shopping, entertainment, dining, banks             |  |
|  | Close to major intersections                              |  |
|  | Quiet   |  |
|  | good neighborhood   |  |
|  | nice clean homes and yards                                |  |
|  | Lakes   |  |
|  | Accesibility to major streets                             |  |
|  | quality and size of homes                                 |  |
|  | No through traffic  |  |
|  | No bothering neighbor atall.                              |  |
|  | neighborhood association                                  |  |
|  | convenience to major roads/freeways                       |  |
|  | Maturity  |  |
|  | mature trees  |  |
|  | Friendly neighbors  |  |
|  | relatively safe   |  |
|  | diversity   |  |
|  | 50% of neighbors are nice                                 |  |
|  | fairly well kept homes                                    |  |
|  | Schools   |  |
|  | Good safety/crime watch                                   |  |
|  | Friendly neighbors  |  |
|  | Most yards well kept                                      |  |
|  | neighborhood assoc.                                       |  |
|  | it is a quiet neighborhood                                |  |
|  | price   |  |
|  | Little crime  |  |

|    |  |    |
|----|--|----|
|    | neighborhood police officer  |    |
|    | Live on a good street where neighbors are nice, take care of homes |    |
|    | Convenient to stores & highways                                    |    |
|    | School District  |    |
|    | Beautiful trees  |    |
|    | Quiet  |    |
|    | I feel very safe, close to everything                              |    |
|    | Convenient   |    |
|    | Stable people/ neighbors   |    |
|    | proximity to shopping, retail, drs. ofcs.                          |    |
|    | age  |    |
|    | safety   |    |
|    | Close to Highway   |    |
|    | Location to highways   |    |
|    | Home owner association   |    |
|    | Friendly neighbors   |    |
|    | convenient location  |    |
|    | Appearance   |    |
|    | Clean  |    |
| 3. |  | 46 |
|    | schools  |    |
|    | Price of Homes   |    |
|    | schools  |    |
|    | Location   |    |
|    | stable (not a lot of folks moving in and out)                      |    |
|    | RISD schools   |    |
|    | Reasonable price range   |    |
|    | It is as far as possible from the junky areas of Garland           |    |
|    | good distance from main freeway arteries                           |    |
|    | Accessibility  |    |
|    | Close to Walmart/Sams  |    |
|    | close to major hwys  |    |
|    | neighborhood association   |    |
|    | Quick Accessibility to major freeways                              |    |
|    | Shopping areas nearby  |    |

|                                    |
|------------------------------------|
| trees                              |
| Quiet                              |
| Diversity and multy culture.       |
| location                           |
| Location                           |
| not much traffic                   |
| Safety factors                     |
| not much traffic                   |
| trees                              |
| fairly stable                      |
| close to schools                   |
| Diversity                          |
| School (Richardson ISD)            |
| Landscaping well maintained        |
| the people                         |
| It still has a suburban feel to it |
| safety                             |
| close to grocery, gas              |
| Home Care                          |
| Diversity of residents             |
| Location                           |
| Bulk trash p/u every week          |
| Schools                            |
| proximity to highways              |
| primarily quiet                    |
| friendly                           |
| Large lots                         |
| Police protection                  |
| Convenient to shopping             |
| Schools (Richardson ISD)           |
| Quiet                              |

Total # of respondents **1743**. Statistics based on **65** respondents; **1230** filtered; **448** skipped.

| What three issues would you like to see the City of Garland address in your neighborhood?                                 | Response Total |
|---|----------------|
| 1.  | 67             |
| sidewalks   |                |
| Streets   |                |
| park - more than just is what is at Campbell/Shiloh   |                |
| Sidewalks   |                |
| sidewalk maintence  |                |
| Larger recycle bins - they should be the same size as the trashcan (Rowlett does it that way)                             |                |
| Deport all illegal aliens   |                |
| we've been victim of theft and vandalism 4 times in 6 months  |                |
| more nieghborhood parks   |                |
| Better street lighting  |                |
| Code enforcement  |                |
| not sure  |                |
| sidewalks!!!!!!!!!!!!!!   |                |
| more lighting   |                |
| Revitalization & attraction of significant businesses for deteriorating shopping center on NE corner of Jupiter & Araphoe |                |
| Code Compliance   |                |
| too many cars parked on streets   |                |
| Streets   |                |
| Propere parking at the edge of the street.  |                |
| more lighting   |                |
| marked police car drive throughs/speeding on Collins st/running stop sign at Collins/Excalibur                            |                |
| Electric Competition  |                |
| streets   |                |
| more street lights  |                |
| crime   |                |
| yard & house improvements   |                |
| Light   |                |
| Unkept front lawns  |                |
| Clean street every week or biweekly   |                |
| Loitering of some residents kids friends  |                |
| People putting trash on street before pick up time  |                |

|  |  |  |
|--|--|--|
|  | Botello needs repairing  |  |
|  | more sidewalk repairs  |  |
|  | Dogs should be supervised by their owners and put in a leash while on the street.      |  |
|  | The creeks "banks erosion"   |  |
|  | Too many cars parked on the street   |  |
|  | Declining appearance of neighborhood/homes   |  |
|  | Sidewalk   |  |
|  | car burglaries, loud music   |  |
|  | Trees in back alley  |  |
|  | SIDEWALKS!   |  |
|  | Safety   |  |
|  | I would like speed bumps in our neighborhood   |  |
|  | Street lights- very dark.  |  |
|  | Appearance of alley way (rear of houses & volume of junk)                              |  |
|  | Code zones to needs and preferences of citizens  |  |
|  | Clean streets where people blow their leaves   |  |
|  | Rent houses- code enforcement  |  |
|  | Street lighting  |  |
|  | Speeding vehicles in alley   |  |
|  | Vandalism  |  |
|  | Code enforcement- messy yards  |  |
|  | Appearance of neighborhood- Too many rental units                                      |  |
|  | Maintenance of streets, sidewalks  |  |
|  | Traffic infractions  |  |
|  | alleys   |  |
|  | Lighting   |  |
|  | Code enforcement   |  |
|  | Street lights  |  |
|  | Code enforcement   |  |
|  | Fixing the problem immediately after requesting about the electrical box a long alley. |  |
|  | More street lights   |  |
|  | Speed bumps- Botello Royalty & Alley of Royalty  |  |
|  | make people mow yards  |  |
|  | Alley ways particularly along the creeks   |  |
|  | Alleys   |  |

|    |  |    |
|----|--|----|
|    | REPLACE THE STREET LIGHTS  |    |
| 2. |  | 53 |
|    | parks  |    |
|    | Sidewalks  |    |
|    | sidewalks  |    |
|    | Curbs  |    |
|    | stray cats   |    |
|    | more street lights   |    |
|    | Stricter lawn care and home maintenance codes and enforcement.   |    |
|    | more lighting on long resident streets   |    |
|    | More police patrols(rarely see police patrol my street)  |    |
|    | sidewalks!!!!!!!!!!!!!!  |    |
|    | grocery store  |    |
|    | Implement restrictions to limit no. of years property can be rented- Deterioration of property values due to large no. of rental housing properties poorly maintained. |    |
|    | Removal of cars sitting for years in driveways   |    |
|    | too many families living in one house  |    |
|    | Water  |    |
|    | address frequent power outages   |    |
|    | lawns w/ weeds 12 inches high/rental property code enforcement   |    |
|    | Phone Competition  |    |
|    | trees  |    |
|    | better & more sidewalks/bike paths   |    |
|    | alleys   |    |
|    | teenage gatherings in middle of night  |    |
|    | Gang signs   |    |
|    | poor lighting and uneven streets   |    |
|    | Make fence (trees, break) around the neighborhood  |    |
|    | Brighter street lights and more  |    |
|    | Speeding in the street & alley.  |    |
|    | street lights  |    |
|    | More electric lamp on the main roads.  |    |
|    | Streets  |    |
|    | Too many cars parked on the street   |    |
|    | Need a neighborhood park for kids to play in instead of playing in the street  |    |

|    |  |    |
|----|--|----|
|    | residents parking in front of neighbors homes across the street from thiers instead of in front of their own homes   |    |
|    | Painting pictures on front of the house  |    |
|    | have more recycling  |    |
|    | Landlord- Does not care!!  |    |
|    | Quality of tap water   |    |
|    | Unattended small children outdoors   |    |
|    | sidewalks- very bad in some places   |    |
|    | lack of care-predominantly yard care   |    |
|    | Compliance of code (eg fences, trees)  |    |
|    | Home businesses  |    |
|    | sidewalks  |    |
|    | Police patrol (speeders, school traffic)   |    |
|    | water improvements   |    |
|    | Reduce street parking  |    |
|    | No reply after calling or emailing. 5614 Wyrick Ln   |    |
|    | Dangerous alley ways ALL   |    |
|    | Repair Botello- When it's lcy difficulty go up or down st. It's narrow and it has a drop to a ditch off the side of the street allso when it rains it floods the street & the field of grass behind Tom Thumb. It takes several days to drain. |    |
|    | remove junk in back of homes   |    |
|    | they are in need of serious repair & are dirty   |    |
|    | Curbs-friendly to bikers/strollers   |    |
|    | MORE POLICE PRESENCE/PATROL  |    |
| 3. |  | 41 |
|    | grocery store  |    |
|    | Alleys   |    |
|    | better street lights   |    |
|    | Trees on City Property   |    |
|    | additional lighting  |    |
|    | fix broken curbs, potholes in the streets  |    |
|    | Our neighborhood is all electric, however, we cannot get Garland electricity and are also considered Richardson schools. We are Garland residents and should be part of Garland electric and Garland schools.                                  |    |
|    | Lower water rates  |    |
|    | sidewalks!!!!!!!!!!!!!!  |    |
|    | more trees   |    |

|  |  |
|--|--|
| Engineering and financial help with repairing & upgrading the rain runoff/drainage pond system in neighborhood that is aging and in need of major repairs to handle the water runoff of heavy rains. |  |
| Compliance - fence updated; completed within reasonable time   |  |
| Sewer  |  |
| do something with the vacant lot   |  |
| not able to get CofG utilities/wait list/will move back to Plano due to high TXU   |  |
| N/A  |  |
| alleys   |  |
| fix allys  |  |
| sidewalks (without cutting down trees)   |  |
| clean up trash in streets  |  |
| speed of cars  |  |
| loud music   |  |
| Code enforcement   |  |
| Noise late @ night.  |  |
| sidewalks  |  |
| Too many cars parked on the street   |  |
| Maintaining yard/home to keep value up   |  |
| Pave roads & alleys  |  |
| Speeding automobiles   |  |
| Rainwater drainage   |  |
| Speeding- people cutting through neighborhood and speeding, need speed bumps   |  |
| cars parked in street because their garages are used to store their stuff  |  |
| Drug or bootleg electronics  |  |
| Code enforcement   |  |
| electric improvements  |  |
| Sidewalks & tree issues  |  |
| Need bumpers in alleys slow people down  |  |
| Litter control- Botello (Tom Thumb & Field)  |  |
| keep up homes  |  |
| Lighting   |  |
| REPAIR SIDEWALKS   |  |

Total # of respondents 1743. Statistics based on 67 respondents; 1247 filtered; 429 skipped.

| What three issues would you like to see fellow neighborhood residents address in your neighborhood?  | Response Total |
|--|----------------|
| 1.   | 53             |
| Home appearance  |                |
| more to better care for home/landscape   |                |
| Nothing I can think of   |                |
| yard maintenance   |                |
| Don't let your dog poop on my lawn   |                |
| Keeping lawns, trees, maintenance up on their homes.   |                |
| better lawn care   |                |
| clean up!!!!!!!!!!!!   |                |
| Implement neighbor to neighbor program to help those unable to maintain their property and lawns due to physical disabilities/limitations and develop plan to address/encourage homeowners able, to do the work. |                |
| Upkeep of yards and fences   |                |
| clean up back yards  |                |
| Crime  |                |
| turn down loud music while driving in the neighborhood   |                |
| yard maintenance/not mowing due to "wildflower" beds   |                |
| N/A  |                |
| Keep up their yards!   |                |
| code violations  |                |
| keep yards nice  |                |
| Improvements   |                |
| Home maintenance   |                |
| Take care yard   |                |
| maintenance of yard/fences etc.  |                |
| Keeping up the yard  |                |
| Speeding Enforcement   |                |
| fence maintenance  |                |
| Neighborhood visitors should not park in front of the entry of other neighbors house.  |                |
| More up keep to landscapes, some may not have the money  |                |
| Parking cars on the street   |                |
| Respecting others peoples property   |                |
| see parking issue above  |                |
| Parking in front of houses   |                |

|    |  |    |
|----|--|----|
|    | Safety   |    |
|    | Keep street clean, free from gangs & vilence   |    |
|    | same as 31   |    |
|    | Yard up keep   |    |
|    | See above  |    |
|    | Disposal of pet excrement ie not on my lawn  |    |
|    | Neighbors are really good about most things  |    |
|    | Yard maintenance   |    |
|    | yard care  |    |
|    | Maintenance and fences, landscaping  |    |
|    | Yard   |    |
|    | same as above  |    |
|    | yard up keep   |    |
|    | Keep lawn manicured, shrubs, etc   |    |
|    | Cut the grass/edge the sidewalk  |    |
|    | Parents keeping track of juveniles   |    |
|    | Home & yard maintenance  |    |
|    | Serious problem with speed of traffic on neighborhood streets and moderate problem with difficulty exiting neighborhood onto through streets. Big problem on Jupiter-too many bushes/trees to get on street. |    |
|    | Maintenance of home/grass (property)   |    |
|    | maintain homes/repairs   |    |
|    | Youth  |    |
|    | Yard cleanliness   |    |
| 2. |  | 36 |
|    | Yard appearance (including us)   |    |
|    | not to park large mobil home in front of house - Roundrock   |    |
|    | housing maintenance  |    |
|    | quit ratting-out other neighbors to code enforcement   |    |
|    | Not hire any contractor who employs illegal aliens.  |    |
|    | clean your back yard!!!!!!!!!!!!!!   |    |
|    | Neighborhood association request revitalization funds to upgrade entrances to neighborhood   |    |
|    | House Painting   |    |
|    | drive more carefully   |    |
|    | Snooping   |    |
|    | keep dogs on leash   |    |

|    |   |    |
|----|---|----|
|    | house paint and maintenance   |    |
|    | N/A   |    |
|    | general appearance  |    |
|    | keep up houses  |    |
|    | Fences  |    |
|    | Take care house   |    |
|    | Home repair   |    |
|    | Noise late night  |    |
|    | over all house maintenance  |    |
|    | Trees trimmed   |    |
|    | Parking cars on the street  |    |
|    | loud music (see above)  |    |
|    | Painting pictures on house  |    |
|    | but- pick up your pet's poop!   |    |
|    | parking   |    |
|    | home care   |    |
|    | Car parking   |    |
|    | trees trimmed   |    |
|    | Stop the barking dogs   |    |
|    | Repairs for lawn maintenance  |    |
|    | park in rear  |    |
|    | Nuisances are a slight problem with stray animals (cats) and a serious problem with door to door solicitors-needs to stop.  |    |
|    | Speeding through neighborhood   |    |
|    | maintain yards  |    |
|    | Crime   |    |
| 3. |   | 22 |
|    | better HOA (events)   |    |
|    | clean!!!!!!!!!!!!!!1  |    |
|    | Better communication in the neighborhood to connect neighbors and alert one another to problems, concerns or improvement projects taking place = develops neighborhood unity. |    |
|    | Parking   |    |
|    | slow down driving in the neighborhood   |    |
|    | more concern about neighborhood transitioning   |    |
|    | N/A   |    |
|    | rental properties   |    |

|  |  |  |
|--|--|--|
|  | pick up trash in streets   |  |
|  | Grass maintenance  |  |
|  | No more motor noise  |  |
|  | Parking in front of other people's mailboxes & house and not theirs. |  |
|  | street cleaning  |  |
|  | pick up trash and stop throwing glass bottles out in the streets     |  |
|  | Parking cars on the street   |  |
|  | high weeds in yards  |  |
|  | Not keeping yard & house & fence up kept                             |  |
|  | noise  |  |
|  | Stray cats   |  |
|  | Remove junk cars in back yards                                       |  |
|  | no junk cars/rubbish   |  |
|  | Drugs  |  |

Total # of respondents **1743**. Statistics based on **53** respondents; **919** filtered; **771** skipped.

## APPENDIX A: NUMERICAL EQUIVALENCE TABLES

This appendix explains how the average scores referenced throughout the report can be used to derive the average category ratings. Several questions in the survey ask residents to rate their satisfaction level or the degree to which an issue is a problem. For example, residents are asked to rate how safe they feel walking around their neighborhoods during daylight hours. If the average score is 1.6, then one can determine the average score (mean) is equivalent to “Reasonably Safe”.

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Very Safe</b>        | 1               | <1.5          |
| <b>Reasonably Safe</b>  | 2               | 1.5-2.5       |
| <b>Somewhat Safe</b>    | 3               | 2.5-3.5       |
| <b>Very Unsafe</b>      | 4               | >3.5          |
| <b>Don't Know</b>       | 0               | n/a           |

The tables provided below are the numeric equivalence scales that can be used to derive the average category ratings based upon the average scores (means) referenced in the report.

---

### Safety

**During daylight hours, how safe do you feel walking around in your neighborhood?**

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Very Safe</b>        | 1               | <1.5          |
| <b>Reasonably Safe</b>  | 2               | 1.5-2.5       |
| <b>Somewhat Safe</b>    | 3               | 2.5-3.5       |
| <b>Very Unsafe</b>      | 4               | >3.5          |
| <b>Don't Know</b>       | 0               | n/a           |

---

### Criminal Activity, Traffic Nuisances, and Environmental Nuisances

**Have there been any of the following problems in this neighborhood during the past year?**

**For each item below, please indicate which of the following traffic concerns is a problem in your neighborhood.**

**For each item below, please indicate which of the following nuisances is a problem in your neighborhood.**

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Not a Problem</b>    | 1               | <1.5          |
| <b>Slight Problem</b>   | 2               | 1.5-2.5       |
| <b>Moderate Problem</b> | 3               | 2.5-3.5       |
| <b>Serious Problem</b>  | 4               | >3.5          |
| <b>Don't Know</b>       | 0               | n/a           |

---

## Infrastructure Conditions

Please rate the condition of the following infrastructure items in your neighborhood.

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| Excellent               | 1               | <1.5          |
| Good                    | 2               | 1.5-2.5       |
| Fair                    | 3               | 2.5-3.5       |
| Poor                    | 4               | >3.5          |
| Don't Know              | 0               | n/a           |

---

## Neighborhood Attractiveness

How attractive is your neighborhood?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| Very Attractive         | 1               | <1.5          |
| Fairly Attractive       | 2               | 1.5-2.5       |
| Fairly Unattractive     | 3               | 2.5-3.5       |
| Very Unattractive       | 4               | >3.5          |
| Don't Know              | 0               | n/a           |

---

## Neighborhood Condition

In the past 5 years, has the condition of your neighborhood...

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| Improved                | 1               | <1.5          |
| Remained the Same       | 2               | 1.5-2.5       |
| Worsened                | 3               | >2.5          |
| Don't Know              | 0               | n/a           |

---

## Anticipated Resident Turnover

How long do you intend to live in this neighborhood?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| Less than 2 years       | 1               | <1.5          |
| 2-5 years               | 2               | 1.5-2.5       |
| 5-10 years              | 3               | 2.5-3.5       |
| 10 or more years        | 4               | >3.5          |
| Don't Know              | 0               | n/a           |

---

## Satisfaction with City Services

Are you satisfied with the provision of the following City services in your neighborhood?

| Average Category Rating      | Numerical Value | Average Score |
|------------------------------|-----------------|---------------|
| <b>Very Satisfied</b>        | 1               | <1.5          |
| <b>Somewhat Satisfied</b>    | 2               | 1.5-2.5       |
| <b>Somewhat Dissatisfied</b> | 3               | 2.5-3.5       |
| <b>Very Dissatisfied</b>     | 4               | >3.5          |
| <b>Don't Know</b>            | 0               | n/a           |

---

## Interest in Neighborhood Association and Crime Watch Group

If there is no Neighborhood Association in your area, would you be interested in having one?

If there is no Crime Watch Group in your area, would you be interested in having one?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Yes</b>              | 1               | <1.5          |
| <b>Already Have One</b> | 2               | 1.5-2.5       |
| <b>No</b>               | 3               | >2.5          |

---

## Home Ownership (Tenure)

Do you own or rent your home?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Own</b>              | 1               | <1.5          |
| <b>Rent</b>             | 2               | >1.5          |

---

## Purchases within Garland

Do you purchase the following items within the Garland city limits?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>All the Time</b>     | 1               | <1.5          |
| <b>Most of the Time</b> | 2               | 1.5-2.5       |
| <b>Often</b>            | 3               | 2.5-3.5       |
| <b>Sometimes</b>        | 4               | 3.5-4.5       |
| <b>Rarely</b>           | 5               | 4.5-5.5       |
| <b>Never</b>            | 6               | > 5.5         |
| <b>Don't Know</b>       | 0               | n/a           |

---

## Proximity to Shopping / Retail

How far from your home is the nearest shopping / retail area?

| Average Category Rating    | Numerical Value | Average Score |
|----------------------------|-----------------|---------------|
| <b>Less than 5 minutes</b> | 1               | <1.5          |
| <b>5 to 10 minutes</b>     | 2               | 1.5-2.5       |
| <b>10 to 20 minutes</b>    | 3               | >2.5          |
| <b>Don't Know</b>          | 0               | n/a           |

Do you shop there?

| Average Category Rating | Numerical Value | Average Score |
|-------------------------|-----------------|---------------|
| <b>Yes</b>              | 1               | <1.5          |
| <b>No</b>               | 2               | >1.5          |

---

## Commute to Work (Distance)

If employed, how far do you travel to your job?

| Average Category Rating  | Numerical Value | Average Score |
|--------------------------|-----------------|---------------|
| <b>Work at home</b>      | 1               | <1.5          |
| <b>Less than 5 miles</b> | 2               | 1.5-2.5       |
| <b>6 to 10 miles</b>     | 3               | 2.5-3.5       |
| <b>11 to 25 miles</b>    | 4               | 3.5-4.5       |
| <b>25 to 50 miles</b>    | 5               | 4.5-5.5       |
| <b>51 or more miles</b>  | 6               | > 5.5         |

---

## Educational Attainment

Please indicate the highest education level completed by the head of household.

| Average Category Rating                 | Numerical Value | Average Score |
|---|-----------------|---------------|
| <b>High school, equivalent, or less</b> | 1               | <1.5          |
| <b>Technical or trade school</b>        | 2               | 1.5-2.5       |
| <b>Some college / Associate degree</b>  | 3               | 2.5-3.5       |
| <b>Bachelors degree</b>                 | 4               | 3.5-4.5       |
| <b>Graduate degree</b>                  | 5               | >4.5          |

---

## Household Income

What is your total household income?

| Average Category Rating       | Numerical Value | Average Score |
|-------------------------------|-----------------|---------------|
| <b>Under \$15,000</b>         | 1               | <1.5          |
| <b>\$15,000 to \$25,000</b>   | 2               | 1.5-2.5       |
| <b>\$25,001 to \$35,000</b>   | 3               | 2.5-3.5       |
| <b>\$35,001 to \$45,000</b>   | 4               | 3.5-4.5       |
| <b>\$45,001 to \$60,000</b>   | 5               | 4.5-5.5       |
| <b>\$60,001 to \$75,000</b>   | 6               | 5.5-6.5       |
| <b>\$75,001 to \$100,000</b>  | 7               | 6.5-7.5       |
| <b>\$100,001 to \$150,000</b> | 8               | 7.5-8.5       |
| <b>Over \$150,000</b>         | 9               | >8.5          |