

CUMULATIVE SURVEY RESULTS

PROJECT 08152004

RAYMOND TURCO & ASSOCIATES

SEPTEMBER 2004

MY NAME IS _____ AND I'M WITH THE RAYMAR RESEARCH GROUP. WE ARE NOT A DIRECT MARKETING FIRM AND ARE NOT SELLING ANYTHING. WE'RE CONDUCTING A SURVEY THIS EVENING ABOUT ISSUES IMPACTING YOUR COMMUNITY. WOULD IT BE ALL RIGHT IF I TOOK A FEW MINUTES OF YOUR TIME TO ASK YOU A FEW QUESTIONS?

AREA	AREA I37%
	AREA II	8%
	AREA III	6%
	AREA IV49%

SEX	MALE49%
	FEMALE51%

1. IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE QUALITY OF LIFE IN YOUR COMMUNITY?

VERY SATISFIED40%
SATISFIED56%
DISSATISFIED	4%
VERY DISSATISFIED	1%
NO OPINION	0%

2. HOW LONG HAVE YOU LIVED IN THE CITY OF LEWISVILLE?

LESS THAN ONE YEAR	0%
1 - 3 YEARS13%
4 - 6 YEARS23%
7 - 9 YEARS13%
10 - 20 YEARS28%
MORE THAN 20 YEARS22%
REFUSE TO ANSWER	0%

3. DURING THE TIME YOU HAVE LIVED HERE, DO YOU THINK THAT AS A COMMUNITY IN WHICH TO LIVE LEWISVILLE HAS IMPROVED, STAYED THE SAME OR GOTTEN WORSE?

IMPROVED59%
SAME29%
WORSE10%
NO OPINION	1%

4. HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE LEVEL OF CITY SERVICES YOU RECEIVE IN RETURN FOR THE CITY PROPERTY TAXES YOU PAY?

VERY SATISFIED15%
SATISFIED60%
DISSATISFIED16%
VERY DISSATISFIED	4%
NO OPINION	5%

5. FIRST, PLEASE RATE THE OVERALL CONDITION OF THE FOLLOWING TYPES OF ROADWAYS IN LEWISVILLE:

	E	G	F	P	NO OPIN
A) FEDERAL HIGHWAYS (I-35)	8%	48%	28%	15%	1%
B) STATE HIGHWAYS (121, 3040, 407, 1171)	5%	44%	30%	19%	1%
C) MAIN THOROUGHFARES (EDMONDS, CORPORATE, GARDEN RIDGE)	7%	60%	25%	6%	3%
D) NEIGHBORHOOD STREETS CONTAINED WITHIN YOUR NEIGHBORHOOD	17%	54%	17%	12%	0%
E) NEIGHBORHOOD STREETS CONTAINED WITHIN NEIGHBORHOODS OTHER THAN YOURS	5%	52%	27%	9%	7%
F) ALLEYS	4%	37%	20%	10%	30%
G) TRAFFIC INTERSECTIONS	5%	55%	27%	12%	1%

6. LET'S TALK ABOUT CITY SERVICES. PLEASE RATE THE FOLLOWING

	E	G	F	P	NO
A) FIRE SERVICES	58%	27%	1%	0%	14%
B) AMBULANCE SERVICES	43%	30%	1%	0%	26%
C) POLICE	44%	38%	6%	2%	10%
D) STREET MAINTENANCE	14%	52%	21%	9%	3%
E) STREET LIGHTING IN NEIGHBORHOOD	11%	45%	25%	19%	0%
F) STORM WATER DRAINAGE	14%	57%	19%	9%	1%
G) WATER SERVICE	20%	60%	15%	4%	1%
H) SEWER SERVICE	19%	65%	11%	3%	2%
I) PARK FACILITIES	28%	51%	11%	5%	5%
J) RECREATIONAL PROGRAMMING	21%	46%	10%	4%	19%
K) CODE ENFORCEMENT	10%	44%	17%	10%	19%
L) SPECIAL EVENTS ORGANIZED BY CITY	16%	51%	10%	4%	19%
M) LIBRARY SERVICES	32%	50%	6%	1%	10%
N) SIDEWALKS	11%	61%	19%	8%	3%
O) TRASH COLLECTION	26%	62%	9%	1%	2%
P) CURBSIDE RECYCLING	19%	52%	10%	4%	15%

7. SEVERAL SURROUNDING CITIES HAVE IMPLEMENTED A UTILITY FEE TO PAY FOR DRAINAGE IMPROVEMENTS. HOW STRONGLY WOULD YOU SUPPORT OR OPPOSE A NEW \$1 MONTHLY FEE TO PAY FOR DRAINAGE IMPROVEMENTS IN LEWISVILLE?

STRONGLY SUPPORT	6%
SUPPORT	41%
OPPOSE	28%
STRONGLY OPPOSE	17%
NO OPINION	8%

8. CURRENTLY, HOUSEHOLD GARBAGE IS COLLECTED TWICE A WEEK IN RESIDENT-PROVIDED CONTAINERS AND THE CITY FUNDS A PORTION OF THE OVERALL COSTS. THE COST FOR TRASH COLLECTION IS EXPECTED TO INCREASE ANNUALLY AND THE CITY IS STUDYING SEVERAL OPTIONS FOR GARBAGE COLLECTION. PLEASE TELL ME HOW STRONGLY YOU WOULD SUPPORT OR OPPOSE THE FOLLOWING

	SS	S	O	SO	NO
A) KEEP COLLECTION SERVICES AS IS BUT PASS THE ADDITIONAL COSTS THROUGH TO RESIDENTS	3%	38%	39%	13%	7%
B) PAY ADDITIONAL CITY TAXES SO THAT THE CITY CAN CONTINUE TO FUND THE ADDITIONAL COSTS	2%	31%	46%	15%	6%
C) REDUCE SERVICE TO ONCE A WEEK	10%	41%	28%	17%	5%

COLLECTION IN CITY-PROVIDED CONTAINERS
 PROVIDED FEES ARE KEPT AT CURRENT RATES

9. HOW FREQUENTLY DO YOU PARTICIPATE IN THE CITY'S CURBSIDE RESIDENTIAL RECYCLING PROGRAM?

ALWAYS43%
OFTEN14%
SELDOM13%
NEVER27%
NO OPINION	4%

10. THE CITY OF LEWISVILLE PROVIDES ENFORCEMENT PROGRAMS THAT ADDRESS CODE COMPLIANCE AND ENVIRONMENTAL HEALTH AND SAFETY CONCERNS. HOW EFFECTIVE OR INEFFECTIVE ARE EACH OF THE FOLLOWING ENFORCEMENT PROGRAMS?

	VE	E	I	VI	NO
A) HIGH GRASS AND WEEDS	12%	55%	21%	5%	7%
B) JUNK VEHICLES	13%	57%	18%	4%	9%
C) LITTER	10%	63%	16%	4%	7%
D) ILLEGAL DUMPING	11%	56%	11%	1%	21%
E) PROPERTY CLEANLINESS	12%	64%	15%	3%	7%

11. THE CITY DOES NOT CURRENTLY CONDUCT HEALTH AND SAFETY INSPECTIONS OF SINGLE-FAMILY RENTAL HOUSES WHEN OCCUPANCY CHANGES. HOW STRONGLY WOULD YOU SUPPORT OR OPPOSE A MANDATORY INSPECTION PROGRAM FOR SINGLE-FAMILY RENTAL HOUSES?

STRONGLY SUPPORT20%
SUPPORT40%
OPPOSE23%
STRONGLY OPPOSE10%
NO OPINION	6%

12. HOW WOULD YOU RATE THE LEWISVILLE POLICE DEPARTMENT IN EACH OF THE FOLLOWING AREAS? PLEASE RATE EACH ITEM EITHER EXCELLENT, GOOD, FAIR OR POOR.

	E	G	F	P	NO
A) SPEED IN RESPONDING TO CALLS	42%	34%	7%	3%	15%
B) COURTESY	51%	31%	7%	1%	9%
C) PROFESSIONALISM	51%	32%	5%	1%	10%
D) CUSTOMER SERVICE	44%	34%	7%	3%	12%

13. HOW SAFE OR UNSAFE DO YOU FEEL IN THE FOLLOWING LOCATIONS

	VS	S	U	VU	NO
A) WITHIN YOUR OWN NEIGHBORHOOD	54%	44%	2%	0%	0%
B) PARTS OF LEWISVILLE OUTSIDE YOUR NEIGHBORHOOD	19%	62%	13%	1%	5%

14. HAVE YOU OR ANY MEMBER OF YOUR HOUSEHOLD CONTACTED THE CITY OF LEWISVILLE ABOUT A COMPLAINT, REQUEST FOR SERVICE OR OTHER INFORMATION DURING THE PAST 12 MONTHS?

YES31%
NO68%
DON'T REMEMBER	1%

(IF NO, SKIP TO #16)

15. PLEASE TELL ME OVERALL, HOW SATISFIED OR DISSATISFIED YOU WERE WITH THE FOLLOWING CUSTOMER SERVICE ACTIVITIES

	VS	S	D	VD	NO
A) THE COURTESY OF THE PERSON ANSWERING THE TELEPHONE	44%	46%	7%	2%	1%
B) DIRECTED TO THE CORRECT DEPARTMENT	37%	48%	9%	2%	4%
C) EMPLOYEE SEEMED CONCERNED ABOUT MY PROBLEM	34%	45%	15%	6%	1%
D) ASKED ADEQUATE QUESTIONS TO DETERMINE THE NATURE OF THE PROBLEM	35%	45%	13%	4%	3%
E) IF NOT AVAILABLE, THE CORRECT EMPLOYEE RETURNED MY CALL IN A REASONABLE TIME	14%	33%	10%	8%	35%
F) THE PROBLEM WAS ADEQUATELY DEALT WITH BY THE EMPLOYEE RESPONDING	28%	37%	20%	11%	4%
G) FOLLOWUP FROM CITY TO ENSURE MY CONCERNS WERE ADDRESSED	17%	26%	25%	14%	18%
H) THE PEOPLE I WORKED WITH SHOWED PRIDE AND CONCERN FOR QUALITY IN THE WORK	24%	46%	16%	5%	9%
I) THROUGH HIS/HER ACTIONS, THE PRIMARY EMPLOYEE I WORKED WITH REPRESENTED THE CITY IN A POSITIVE MANNER	28%	54%	11%	5%	3%

16. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD VISITED THE LEWISVILLE PUBLIC LIBRARY?

NONE31%
1 - 3 TIMES26%
4 - 6 TIMES14%
7 - 10 TIMES	6%
MORE THAN 10 TIMES23%
REFUSE TO ANSWER	0%

(IF NONE, SKIP TO #18)

17. REGARDING THE LIBRARY, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING

	VS	S	D	VD	NO
A) HOURS OF OPERATION	33%	59%	5%	0%	3%
B) SELECTION OF BOOKS AND MATERIALS	28%	62%	7%	1%	2%
C) AVAILABILITY OF BOOKS AND MATERIALS	28%	62%	6%	1%	4%
D) SPECIAL PROGRAMS FOR CHILDREN	19%	35%	3%	0%	43%
E) SPECIAL PROGRAMS FOR TEENS	8%	30%	3%	0%	59%
F) SPECIAL PROGRAMS FOR ADULTS	12%	33%	4%	1%	51%
G) COURTESY OF LIBRARY STAFF	56%	39%	1%	0%	4%

18. REGARDING PARKS AND RECREATION IN LEWISVILLE, HOW SATISFIED OR DISSATISFIED WOULD YOU SAY YOU ARE WITH THE FOLLOWING

	VS	S	D	VD	NO
A) THE LOCATION OF CITY PARKS	32%	57%	5%	1%	5%
B) THE APPEARANCE OF CITY PARKS	33%	56%	5%	1%	5%
C) CITY SWIMMING POOLS	8%	35%	9%	3%	45%
D) ATHLETIC FIELDS	17%	48%	6%	1%	27%
E) HIKE AND BIKE TRAILS	17%	39%	9%	2%	33%
F) PLAYGROUNDS	20%	53%	6%	1%	20%
G) RECREATION CENTERS	21%	49%	4%	0%	26%
H) AVAILABILITY OF OPEN SPACE	17%	56%	12%	2%	13%
I) SENIOR ACTIVITIES CENTER	21%	31%	2%	0%	46%

J) RECREATION PROGRAMS AND CLASSES 19% 44% 4% 0% 34%

19. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD VISITED A LEWISVILLE PARKS AND RECREATION FACILITY, SUCH AS A RECREATION CENTER OR PUBLIC PARK?

NONE17%
 1 - 3 TIMES23%
 4 - 6 TIMES11%
 7 - 10 TIMES9%
 MORE THAN 10 TIMES . .41%
 REFUSE TO ANSWER . . . 0%

20. NOW LET'S TALK ABOUT GETTING INFORMATION ABOUT LEWISVILLE. PLEASE TELL ME HOW USEFUL OR NOT USEFUL EACH OF THE FOLLOWING ARE TO YOU IN GATHERING NEWS ABOUT LEWISVILLE. YOUR RESPONSES SHOULD BE VERY USEFUL, SOMEWHAT USEFUL, SOMEWHAT NOT USEFUL OR NOT VERY USEFUL.

	VU	SU	SNU	NVU	NO
A) NEWSPAPERS	23%	48%	13%	13%	3%
B) RADIO	8%	26%	32%	26%	8%
C) TELEVISION	10%	38%	24%	23%	5%
D) NEIGHBORS	12%	44%	21%	19%	5%
E) CITY EMPLOYEES	10%	33%	19%	25%	12%
F) CITY WEB SITE (CITYOFLEWISVILLE.COM)	19%	35%	9%	20%	17%
G) CITY NEWSLETTER (THE HORIZON)	24%	45%	10%	11%	10%
H) CITY ANNUAL PERFORMANCE REPORT	12%	32%	16%	21%	19%
I) RECREATION CATALOG (WOW MAGAZINE)	16%	36%	12%	17%	19%
J) WATER BILL INSERTS	14%	47%	14%	14%	10%
K) CITY CABLE STATION (LVTV CHANNEL 15)	6%	27%	20%	29%	18%
L) AUTOMATED TELEPHONE INFORMATION SYSTEM (LINK)	3%	19%	18%	34%	26%

21. LET'S TALK ABOUT SPECIFIC COMMUNICATIONS. PLEASE TELL ME

	YES	NO	DON'T REMEM
A) IN THE PAST YEAR, DO YOU REMEMBER READING THE "LEWISVILLE HORIZON," PUBLISHED AND DISTRIBUTED EVERY OTHER MONTH?	60%	34%	7%
B) IN THE PAST YEAR, DO YOU REMEMBER READING THE CITY'S ANNUAL PERFORMANCE REPORT, "LEWISVILLE BY THE NUMBERS," MAILED TO RESIDENTS IN JUNE 2004?	33%	57%	9%
C) DO YOU HAVE COMCAST CABLE TELEVISION SERVICE?	49%	50%	0%
D) HAVE YOU ACCESSED THE CITY'S WEB SITE WWW.CITYOFLEWISVILLE.COM IN THE PAST YEAR?	49%	50%	3

22. (IF YES TO #21C) THE CITY OPERATES A GOVERNMENT ACCESS STATION, CHANNEL 15 ON THE COMCAST CABLE SYSTEM THAT BROADCASTS PUBLIC MEETING AND ORIGINAL PROGRAMS ABOUT CITY SERVICES AND ACTIVITIES. HOW AWARE OR UNAWARE ARE YOU OF THE CITY'S TELEVISION STATION?

VERY AWARE43%
 SOMEWHAT AWARE39%
 UNAWARE11%
 VERY UNAWARE5%
 NO OPINION3%

23. (IF YES TO #21C) HOW EFFECTIVE OR INEFFECTIVE DO YOU FEEL THE CITY'S CABLE CHANNEL PROGRAMS ARE IN COMMUNICATING TO RESIDENTS INFORMATION ABOUT THE CITY IN AN ENTERTAINING MANNER?

VERY EFFECTIVE12%
 EFFECTIVE43%
 INEFFECTIVE19%
 VERY INEFFECTIVE9%
 NO OPINION18%

24. (IF YES IN #21) YOU REMEMBERED READING _____/ACCESSING WEB SITE. PLEASE TELL ME HOW EFFECTIVE OR INEFFECTIVE IT WAS IN KEEPING RESIDENTS INFORMED ABOUT CITY GOVERNMENT

	VE	E	I	VI	NO
A) LEWISVILLE HORIZON	27%	61%	6%	0%	6%
B) LEWISVILLE BY THE NUMBERS	24%	56%	8%	1%	11%
C) CITY WEB SITE	28%	54%	9%	2%	8%

25. OVER THE PAST SIX MONTHS, HAVE YOU ACCESSED THE WEB SITE TO CONDUCT THE FOLLOWING ACTIVITIES

	YES	NO	DON'T REM
A) CONTACT CITY COUNCIL OR STAFF	4%	95%	1%
B) REVIEWED CITY JOB OPENINGS OR APPLIED FOR A JOB	15%	85%	0%
C) SEARCHED FOR SPECIAL EVENTS OR ACTIVITIES SPONSORED BY THE CITY	36%	63%	1%
D) SEARCHED FOR SPECIAL EVENTS OR ACTIVITIES NOT SPONSORED BY THE CITY	13%	86%	1%
E) REVIEWED COMMERCIAL OR RESIDENTIAL DEVELOPMENT INFORMATION	14%	86%	0%
F) REVIEWED NOTES ON PUBLIC MEETINGS	12%	88%	0%
G) PAY YOUR LEWISVILLE WATER BILL	9%	90%	0%
H) PAY A LEWISVILLE MUNICIPAL COURT FINE	4%	96%	0%

26. THE CITY OF LEWISVILLE HELD THREE CITYWIDE SPECIAL EVENTS DURING THE PAST 12 MONTHS - RED WHITE & LEWISVILLE ON JULY 4, HOLIDAY AT THE HALL IN DECEMBER, AND THE SOUNDS OF LEWISVILLE CONCERT SERIES. WHICH, IF ANY, OF THOSE EVENTS DID YOU OR A MEMBER OF YOUR HOUSEHOLD ATTEND? [INTERVIEWER: MARK ALL THAT APPLY]

RED WHITE & LEWISVILLE 29%
 HOLIDAY AT THE HALL. .17%
 SOUNDS OF LEWISVILLE .17%
 NONE57%
 NO ANSWER0%

27. THE LAST TWO QUESTIONS WILL HELP US DEVELOP A GENERAL PROFILE OF OUR SAMPLE. WHICH OF THESE AGE GROUPS INCLUDES YOUR AGE?

18 - 24 YEARS1%
 25 - 34 YEARS11%
 35 - 44 YEARS24%
 45 - 54 YEARS26%
 55 - 64 YEARS17%

65 AND OLDER20%
REFUSE TO ANSWER 0%

28. DO YOU HAVE ANY CHILDREN UNDER THE AGE OF 18 LIVING IN YOUR HOME? (IF YES: IN WHICH OF THE FOLLOWING AGE CATEGORIES WOULD YOUR CHILDREN BE CLASSIFIED?)

NO CHILDREN57%
UNDER AGE 612%
AGES 7 - 1217%
AGES 13 - 1814%
REFUSE TO ANSWER 0%

THAT'S THE END OF OUR SURVEY BUT COULD I CHECK TO SEE IF I DIALED THE CORRECT NUMBER. I DIALED _____. AND COULD I HAVE YOUR FIRST NAME, ONLY IN CASE MY SUPERVISOR HAS TO VERIFY THIS INTERVIEW?_____. THANK YOU AND HAVE A NICE EVENING.

CALLER INI._____ SHEET NUMBER _____ ZIPCODE_____ SURVEY LENGTH_____