

FINAL

CITY OF IRVING

RESIDENT 2008 SURVEY

Your response will remain completely confidential. The information will only be used to help identify which areas of the city need assistance with city services.

CITY OF IRVING

RESIDENT 2008 SURVEY

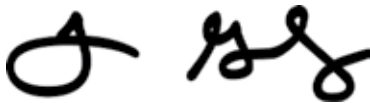
February 2008

Dear Irving Resident:

Your household has been randomly selected to complete the enclosed survey regarding City of Irving services and programs. This is an opportunity for you to tell us what services we are providing well, and the areas you think we should target for improvement. Your input will help set budget priorities, evaluate existing programs and enhance programs/services to improve your quality of life.

Your participation is encouraged and very much appreciated! The results will be published in a future issue of the "City Spectrum" newsletter and will be posted on the city's Web site. If you have any questions about the survey, please call (972) 721-4965.

Sincerely,



Tommy Gonzalez
City Manager

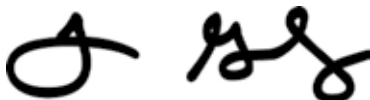
Febrero de 2008

Estimado Residente de Irving:

Su casa ha sido seleccionada al azar para que complete la encuesta que se adjunta acerca de los servicios de la Ciudad de Irving y sus programas. Esta es una oportunidad para que nos diga que servicios estamos brindando bien, y las áreas que usted piensa deberíamos mejorarlas. Su punto de vista nos ayudará para establecer prioridades en el presupuesto, así como para evaluar programas existentes y mejorar servicios/programas con el propósito de mejorar su calidad de vida.

¡Le pedimos por favor que participe y apreciamos mucho su colaboración! Los resultados serán publicados más adelante en una edición del boletín informativo "City Spectrum" y en la página Web de la Ciudad de Irving. Si a usted le gustaría recibir una copia de la encuesta en español o tiene algunas preguntas acerca de la encuesta, por favor llame al (972) 721-2476.

Atentamente,



Tommy Gonzalez
Gerente Municipal

Please take a few minutes to answer the following questionnaire, or submit online at www.cityofirving.org. Your responses will remain anonymous and reported in group form. If you have questions about this survey, please call (972) 721-4965. If there is a specific issue/problem that you would like to bring to the City of Irving's attention, please call (972) 721-7600. Thank you for providing your input.

Si usted necesita esta información en español, por favor llame a este teléfono: (972) 721-2476.

Darken the circle that most closely reflects your opinion.

1. Rate the following:	Excellent	Good	Average	Poor	Very Poor
a. Irving as a place to raise children	⑤	④	③	②	①
b. Irving as a place to work	⑤	④	③	②	①
c. Quality of life in your neighborhood	⑤	④	③	②	①
d. Overall quality of life in Irving	⑤	④	③	②	①

2. Rate each of the following characteristics as they relate to Irving:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Access to affordable, quality housing	⑥	⑤	④	③	②	①
b. Access to health care	⑥	⑤	④	③	②	①
c. Appearance of the city	⑥	⑤	④	③	②	①
d. Cultural event opportunities	⑥	⑤	④	③	②	①
e. Ease of car travel in Irving	⑥	⑤	④	③	②	①
f. Educational opportunities	⑥	⑤	④	③	②	①
g. Job opportunities	⑥	⑤	④	③	②	①
h. Recreational opportunities	⑥	⑤	④	③	②	①
i. Shopping opportunities	⑥	⑤	④	③	②	①

If you rated any of the above characteristics as "excellent," "poor," or "very poor," please explain why: _____

3. Rate the quality of city enforcement in regard to the following zoning and code issues in your neighborhood:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Clean up of junk/debris on private property	⑥	⑤	④	③	②	①
b. Exterior maintenance of structures	⑥	⑤	④	③	②	①
c. Mowing/cutting of weeds/grass on private property	⑥	⑤	④	③	②	①
d. Parking in the yard	⑥	⑤	④	③	②	①
e. Regulation of dilapidated signs	⑥	⑤	④	③	②	①
f. Overall quality of code enforcement	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

4. During the past 12 months, have you had any contact with the Irving Police Department? ② Yes ① No

5. During the past 12 months, were you or anyone in your household the victim of a crime in Irving? ② Yes ① No

6. If you did not report the crime, please check the reason(s) why:

⑥ Afraid of criminal retaliation ⑤ Afraid of deportation ④ Afraid of police ③ Believe nothing will be done ② Minor crime ① Other _____

7. Rate the quality of police services in the following areas:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Community outreach	⑥	⑤	④	③	②	①
b. Maintaining public order (ie: public intoxication, loud music, etc.)	⑥	⑤	④	③	②	①
c. Officer assistance and courtesy	⑥	⑤	④	③	②	①
d. Response to criminal activity	⑥	⑤	④	③	②	①
e. Traffic enforcement	⑥	⑤	④	③	②	①
f. Overall quality of police services	⑥	⑤	④	③	②	①

8. Rate how safe you would feel walking:	Very Safe	Safe	Unsafe	Very Unsafe
a. In your neighborhood in the evening	④	③	②	①
b. In your neighborhood during the day	④	③	②	①
c. In your neighborhood park in the evening	④	③	②	①
d. In your neighborhood park during the day	④	③	②	①

If you rated any of the above services as "very safe," "unsafe," or "very unsafe," please explain why: _____

9. Has anyone in your household used fire or ambulance service during the past 12 months? ② Yes ① No

10. Rate the quality of fire or ambulance service in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Knowledge	⑥	⑤	④	③	②	①
b.	Response time/promptness	⑥	⑤	④	③	②	①
c.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
d.	Overall quality of fire services	⑥	⑤	④	③	②	①
e.	Overall quality of ambulance services	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

11. Rate the quality of animal services in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Quality of stray/wild animal control in your neighborhood	⑥	⑤	④	③	②	①
b.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
c.	Overall quality of animal services	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

12. How frequently has anyone in your household visited an Irving park or recreation center in the past 12 months?
 ⑤ Daily ④ Weekly ③ Monthly ② Semi-annually or Annually ① Never

13. Rate the quality of city parks in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Facilities/playground equipment/athletic fields	⑥	⑤	④	③	②	①
b.	Grounds/landscaping	⑥	⑤	④	③	②	①
c.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
d.	Overall quality of parks facilities and service	⑥	⑤	④	③	②	①

14. Rate the city recreation centers in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Availability of classes	⑥	⑤	④	③	②	①
b.	Cost of classes	⑥	⑤	④	③	②	①
c.	Facility cleanliness and maintenance	⑥	⑤	④	③	②	①
d.	Hours of operation	⑥	⑤	④	③	②	①
e.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
f.	Variety of programs	⑥	⑤	④	③	②	①
g.	Overall quality of city recreation centers	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

15. How frequently has anyone in your household visited an Irving city library in the past 12 months?
 ⑤ Daily ④ Weekly ③ Monthly ② Semi-annually or Annually ① Never

16. Rate the city libraries in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Availability and selection of books and materials	⑥	⑤	④	③	②	①
b.	Children's programs	⑥	⑤	④	③	②	①
c.	Computer and Internet services	⑥	⑤	④	③	②	①
d.	Condition of facilities	⑥	⑤	④	③	②	①
e.	Hours of operation	⑥	⑤	④	③	②	①
f.	Other programs, such as educational, cultural and job-related	⑥	⑤	④	③	②	①
g.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
h.	Overall quality of city libraries	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

17. How frequently has anyone in your household visited the Irving Arts Center in the past 12 months?
 ⑤ Daily ④ Weekly ③ Monthly ② Semi-annually or Annually ① Never

18. Rate the Irving Arts Center in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Availability of programs and exhibits (tickets, space in classes, length of exhibit runs, etc.)	⑥	⑤	④	③	②	①
b.	Children and family programs	⑥	⑤	④	③	②	①
c.	Cost of programs	⑥	⑤	④	③	②	①
d.	Hours of operation	⑥	⑤	④	③	②	①

18. Rate the Irving Arts Center in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
e.	Staff assistance and courtesy	⑥	⑤	④	③	②	①
f.	Variety of programs and exhibits	⑥	⑤	④	③	②	①
g.	Overall quality of the Irving Arts Center	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

19. Rate public works services in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Building/rebuilding streets (lane/street closures, construction zones)	⑥	⑤	④	③	②	①
b.	Condition of major streets	⑥	⑤	④	③	②	①
c.	Condition of neighborhood sidewalks	⑥	⑤	④	③	②	①
d.	Condition of neighborhood streets	⑥	⑤	④	③	②	①
e.	Condition of traffic signs and roadway striping	⑥	⑤	④	③	②	①
f.	Drinking water quality	⑥	⑤	④	③	②	①
g.	Maintaining streets (filling potholes, smoothing bumps, etc.)	⑥	⑤	④	③	②	①
h.	Placement and number of streetlights	⑥	⑤	④	③	②	①
i.	Stormwater drainage	⑥	⑤	④	③	②	①
j.	Street sweeping	⑥	⑤	④	③	②	①
k.	Timing of traffic signals	⑥	⑤	④	③	②	①
l.	Traffic management during rush hour	⑥	⑤	④	③	②	①

If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

20. Rate the quality of solid waste services in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Brush and bulky waste pickup	⑥	⑤	④	③	②	①
b.	Drop-off recycling centers	⑥	⑤	④	③	②	①
c.	Residential curbside recycling	⑥	⑤	④	③	②	①
d.	Residential trash collection	⑥	⑤	④	③	②	①
e.	Overall quality of solid waste services	⑥	⑤	④	③	②	①

21. Would you prefer a city-issued container or the current bag system for trash pickup? ③ Container ② Bag ① No Opinion

22. If additional trash, recycling or brush/bulky waste pickups could be scheduled on demand, how frequently would you schedule additional pickups?
 ⑤ Weekly ④ Monthly ③ Quarterly ② Semi-annually or Annually ① Never

23. How frequently has anyone in your household visited the landfill in the past 12 months?
 ⑥ Daily ⑤ Weekly ④ Monthly ③ Quarterly ② Semi-annually or Annually ① Never

24. If you have visited the landfill in the past 12 months, please rate its service quality: ⑥ Excellent ⑤ Good ④ Average ③ Poor ② Very Poor ① No Opinion
 If you rated any of the above services as "excellent," "poor," or "very poor," please explain why: _____

25. The City Council and city staff have prioritized several city issues, including new development/redevelopment, public safety, code enforcement and corridor enhancements/beautification. To what extent do you agree that focusing on these issues will improve the quality of life in the city?
 ⑤ Strongly Agree ④ Agree ③ Neutral ② Disagree ① Strongly Disagree

26. Are you aware that the City of Irving has a strategic plan? ② Yes ① No

27. Selecting from the chart below, please rank which five service areas should receive the most emphasis from city leaders over the next two years.

a. Animal Services	f. Economic Development/Redevelopment	k. Recreation	p. Traffic Signals
b. Arts Center	g. Libraries	l. Recycling	q. Trash
c. Code Enforcement	h. Neighborhood Improvements	m. Sidewalks	r. Water/Wastewater
d. Communications	i. Parks	n. Street Lighting	
e. Corridor Enhancement/Beautification	j. Police/Fire	o. Streets	

1st _____ 2nd _____ 3rd _____ 4th _____ 5th _____

28. Would you be willing to pay additional taxes or fees to increase service levels in the five areas you chose as needing the most emphasis from city leaders? ② Yes ① No

29. Selecting from the chart below, please rank which three capital improvement projects should receive the highest priority.

- | | | |
|--|--|----------------------------|
| a. Animal Shelter | g. Major Streets | l. Second Senior Center |
| b. Aquatics Centers | h. Municipal Facilities Replacement/Renovation | m. Sidewalks and Alleys |
| c. Campion Trails | i. Neighborhood/Community Parks | n. Stormwater Drainage |
| d. Fire Station Replacement/Renovation | j. Neighborhood Streets | o. Veterans' Memorial Park |
| e. Landfill Development | k. Recreation Centers | |
| f. Library Expansion | | |

1st _____ 2nd _____ 3rd _____

30. Have you had in-person or phone contact with a City of Irving employee in the past 12 months? Yes No

31. If yes, which office did you contact most recently? _____

- | | | |
|-----------------------------|-------------------------------|-------------------------|
| a. Animal Services | g. Fire | m. Police |
| b. Arts Center | h. Housing and Human Services | n. Solid Waste Services |
| c. City Manager's Office | i. Inspections and Planning | o. Streets |
| d. City Secretary's Office | j. Library | p. Traffic |
| e. Code Enforcement | k. Municipal Court | q. Water/Wastewater |
| f. Corporate Communications | l. Parks and Recreation | r. Other |

32. What was your impression of Irving city employees in your most recent contact?	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Knowledge	6	5	4	3	2	1
b. Made me feel valued as a resident/customer	6	5	4	3	2	1
c. Professionalism	6	5	4	3	2	1
d. Promptness	6	5	4	3	2	1
e. Willingness to help	6	5	4	3	2	1
f. Overall impression	6	5	4	3	2	1

33. Rate the usefulness of the following sources in finding out about city services and programs:	Very Useful	Useful	Not Useful	Not at All Useful	No Opinion
a. City Spectrum resident newsletter	5	4	3	2	1
b. City Spectrum Extra (ad insert in local newspapers)	5	4	3	2	1
c. City Web site	5	4	3	2	1
d. Irving Community Television Network	5	4	3	2	1
e. City Briefs (utility bill insert)	5	4	3	2	1
f. Fliers/brochures	5	4	3	2	1

If you rated any of the above services as "excellent," "poor," or "very poor," or "very useful," "not useful," or "not at all useful," please explain why: _____

Demographics – The following questions are included to help ensure that the survey respondents are a representative sample of Irving residents.

34. Are you: Male Female

35. What is your age? Under 25 25–35 36–45 46–55 56–65 66+

36. Which of the following best describes your race/ethnicity? (Check all that apply.)
 Asian Black Hispanic Native American White Other _____

37. Do you have a child age 18 or younger living at your home? Yes No

38. Which best describes your home?
 Apartment Duplex Single-family home Townhome

39. Do you rent or own your home? Own Rent

40. How long have you lived in Irving?
 Less than 1 year 1–5 years 6–10 years 11–20 years More than 20 years

41. If you want to receive e-mails regarding city news and events, please provide your e-mail address: _____
 (The City of Irving does not sell resident or business e-mail addresses and you can remove yourself from the list at any time.)

Please return in the enclosed envelope by Feb. 29. No postage is required.