



# 2010 Resident Survey

# Survey Introduction

- Questions concerned quality of life factors and service levels for:
  - Police
  - Fire/Ambulance
  - Parks and Recreation
  - Library Services
  - Irving Arts Center
  - Solid Waste Services
  - Public Works
  - Code Enforcement
  - Employee Customer Service
  - City to Resident Communications

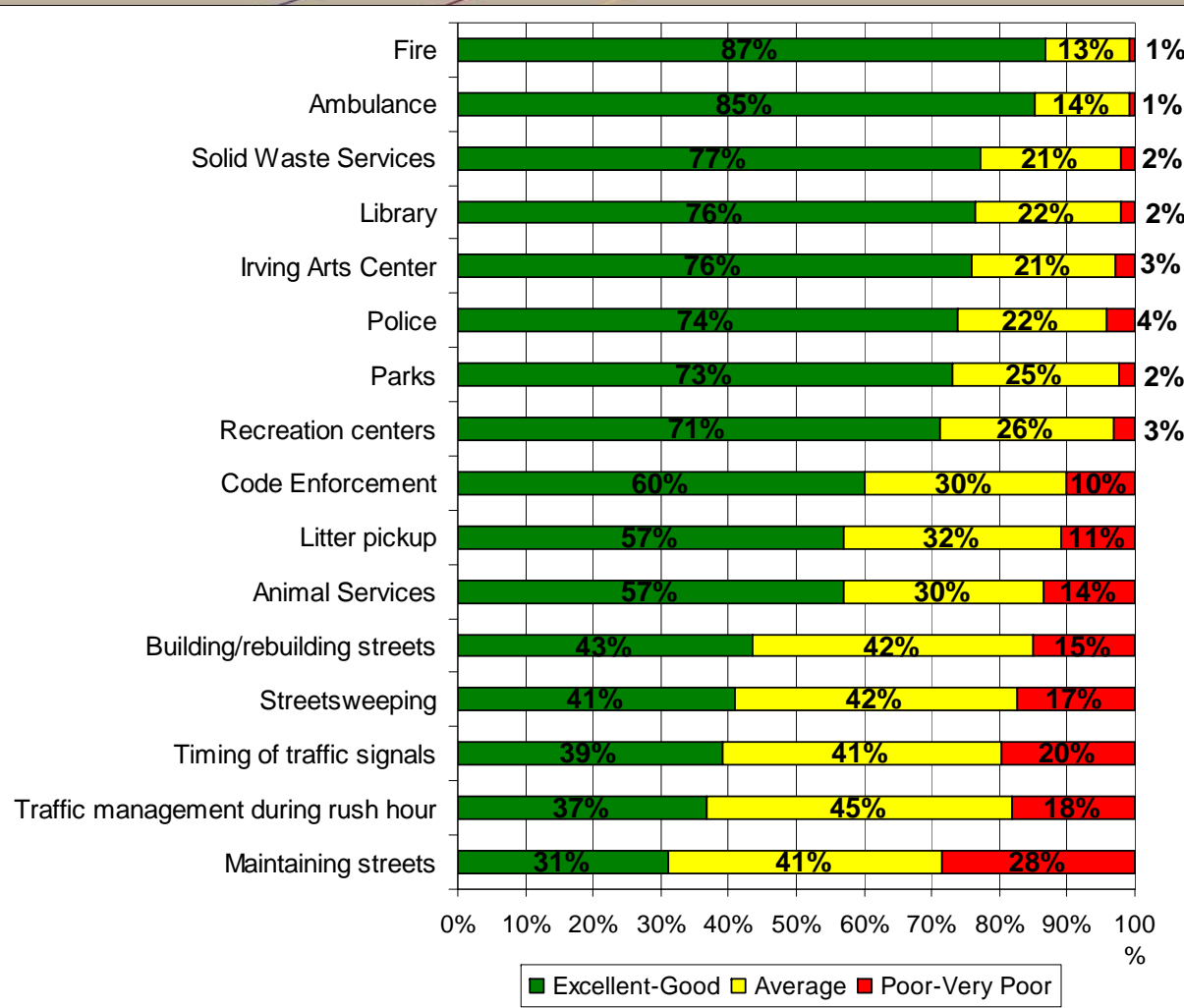
# Survey Introduction

- 11,500 surveys were mailed to randomly-selected single family homes and apartments.
- 2,379 (21%) were returned by the due date
  - 8% increase over 2009
- Based on the sample size of 2,379, the sampling error (at the conventional 95% confidence level) is plus or minus 2.01 percent.

<b>Response by Zip Code</b>						
<b>None recorded</b>	<b>75038/75039</b>	<b>75063</b>	<b>75062</b>	<b>75061</b>	<b>75060</b>	<b>Total</b>
Count/Percent	Count/Percent	Count/Percent	Count/Percent	Count/Percent	Count/Percent	Count/Percent
33 / 1.4%	613 / 26%	448 / 19%	459 / 19%	430 / 18%	396 / 17%	2379 / 100%

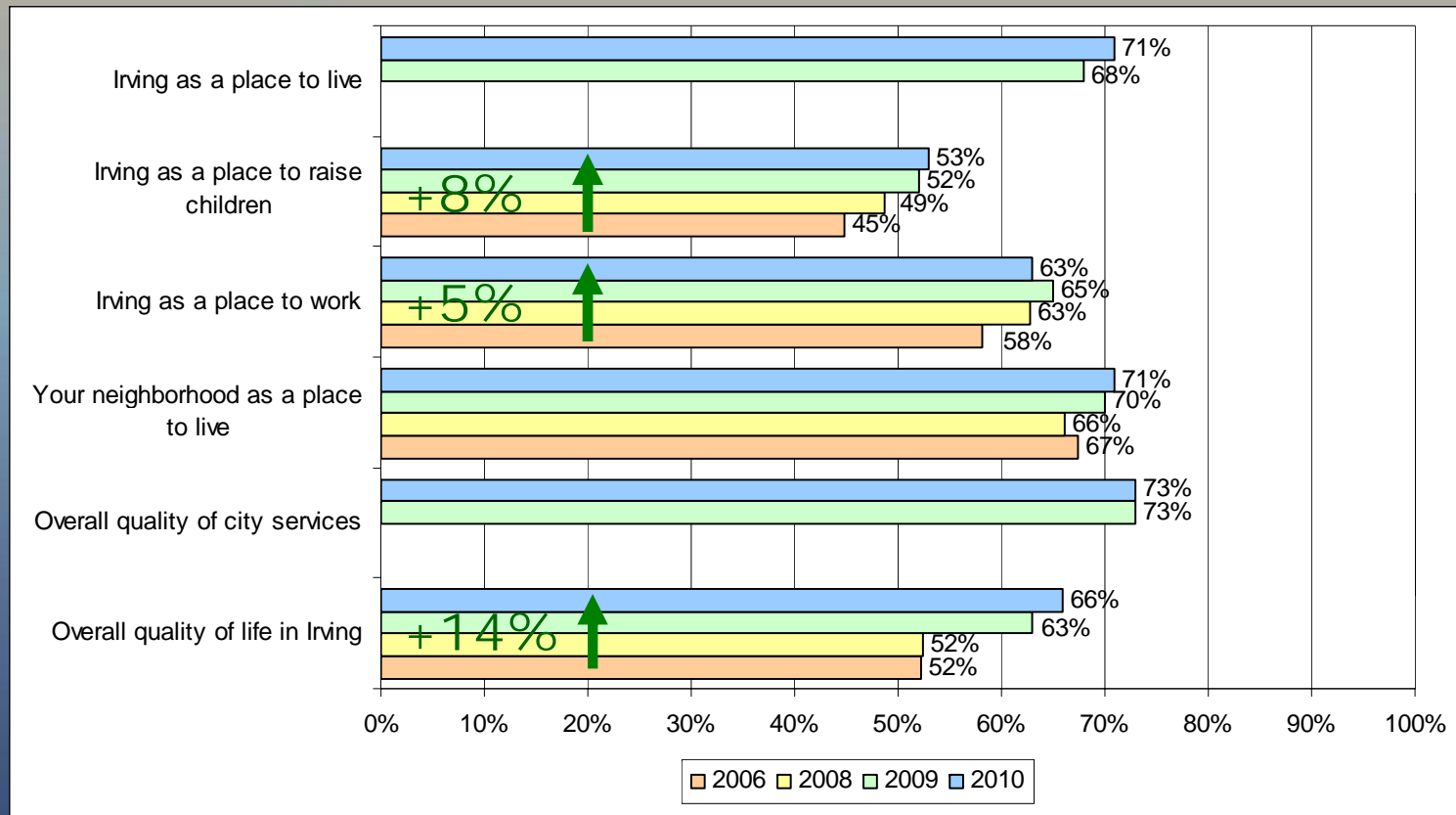
# Service Quality Ratings

## Overall service ratings 2010



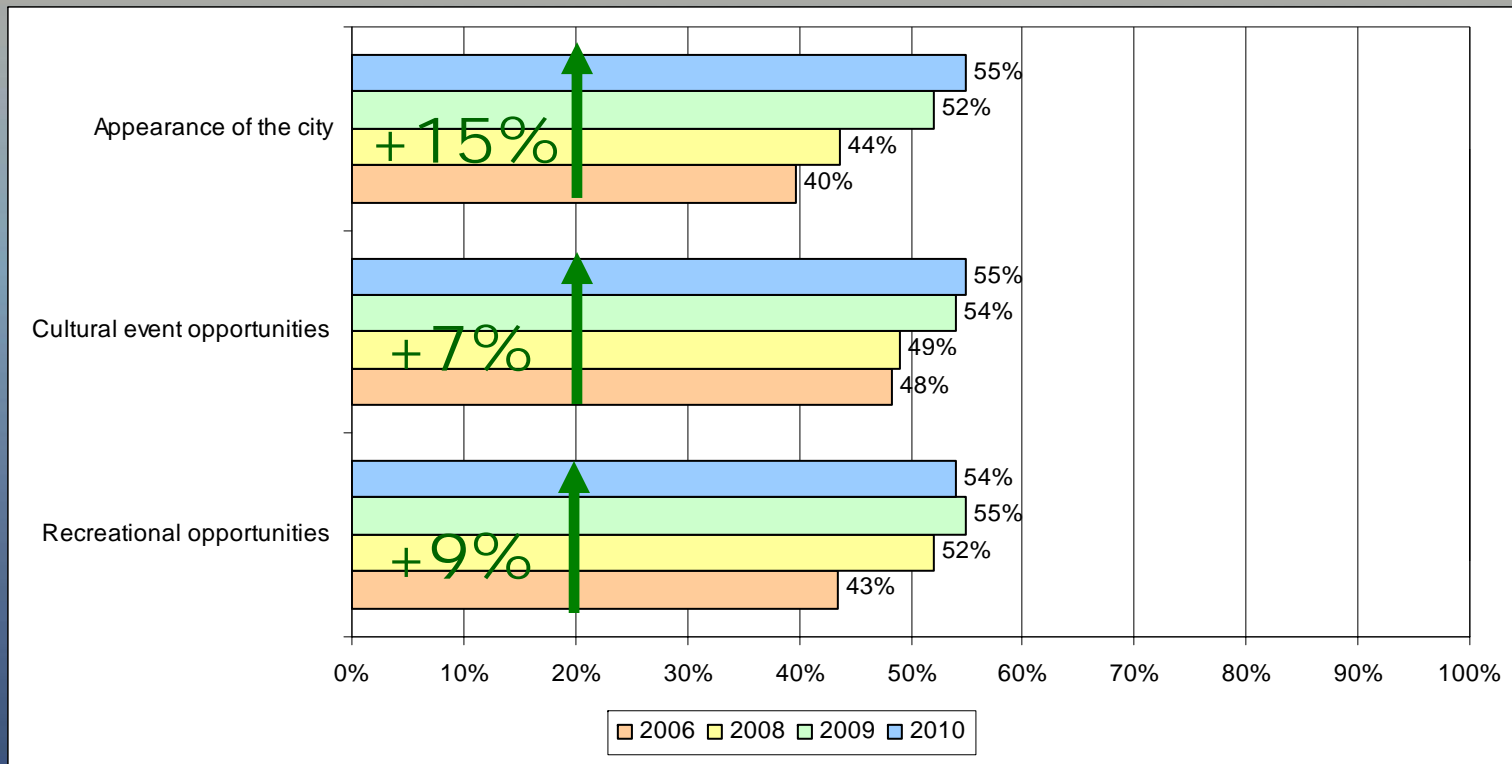
# Strategic Goal 1 Trends

Percent rating quality of life questions as excellent or good



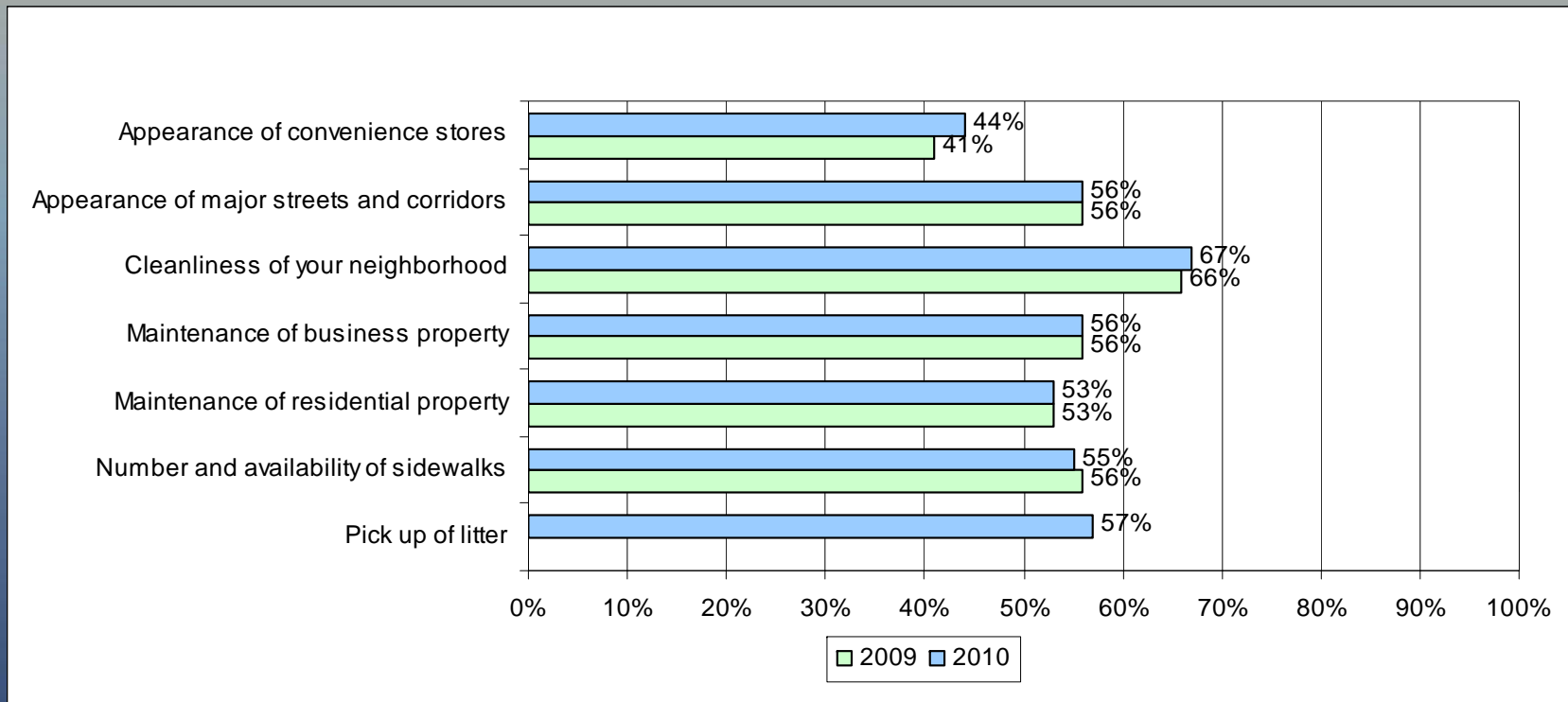
# Strategic Goal 1 Trends

Percent rating quality of life questions as excellent or good



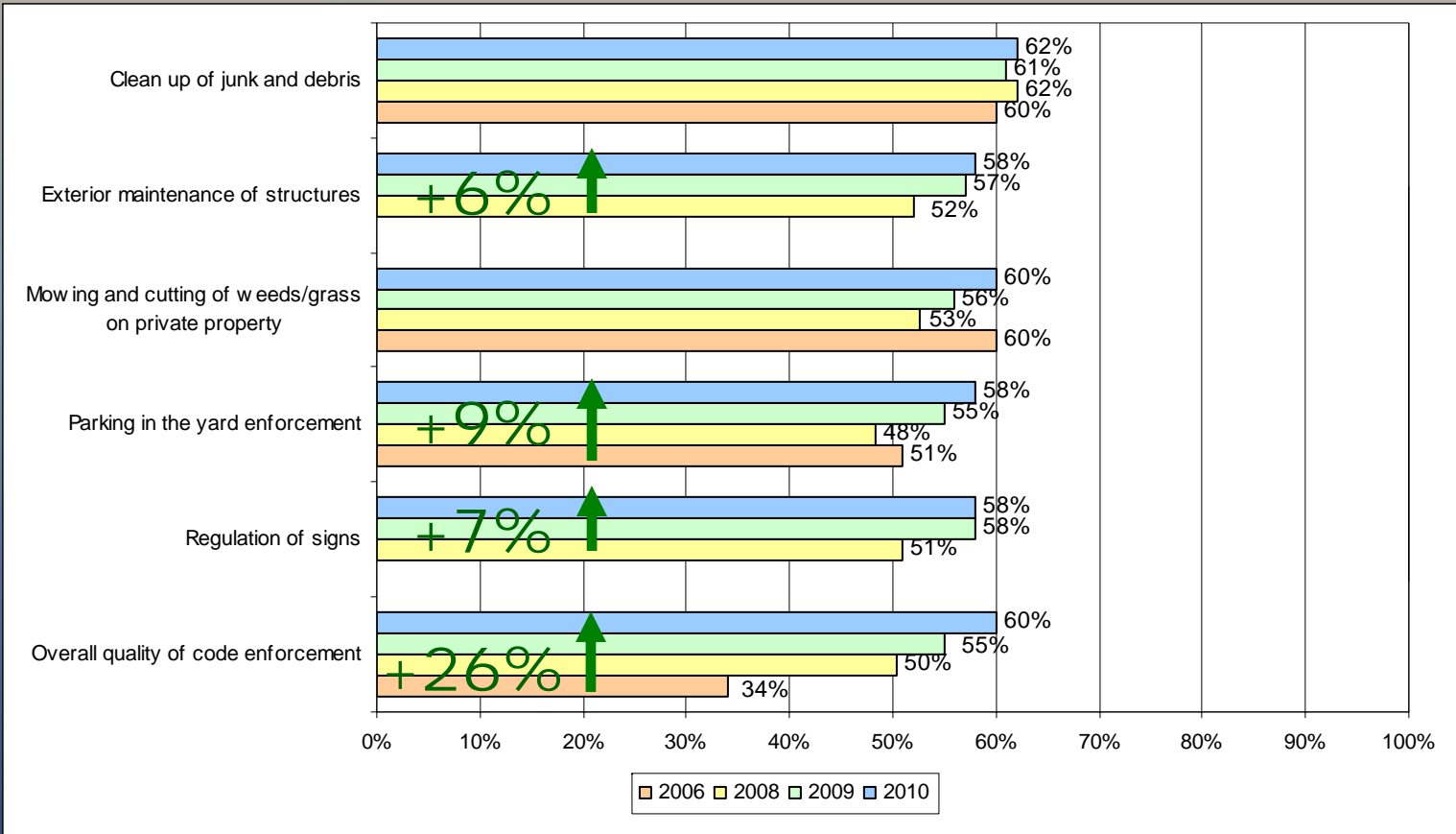
# Strategic Goal 1 Trends

Percent rating maintenance and appearance of the city as excellent or good



# Strategic Goal 2 Trends

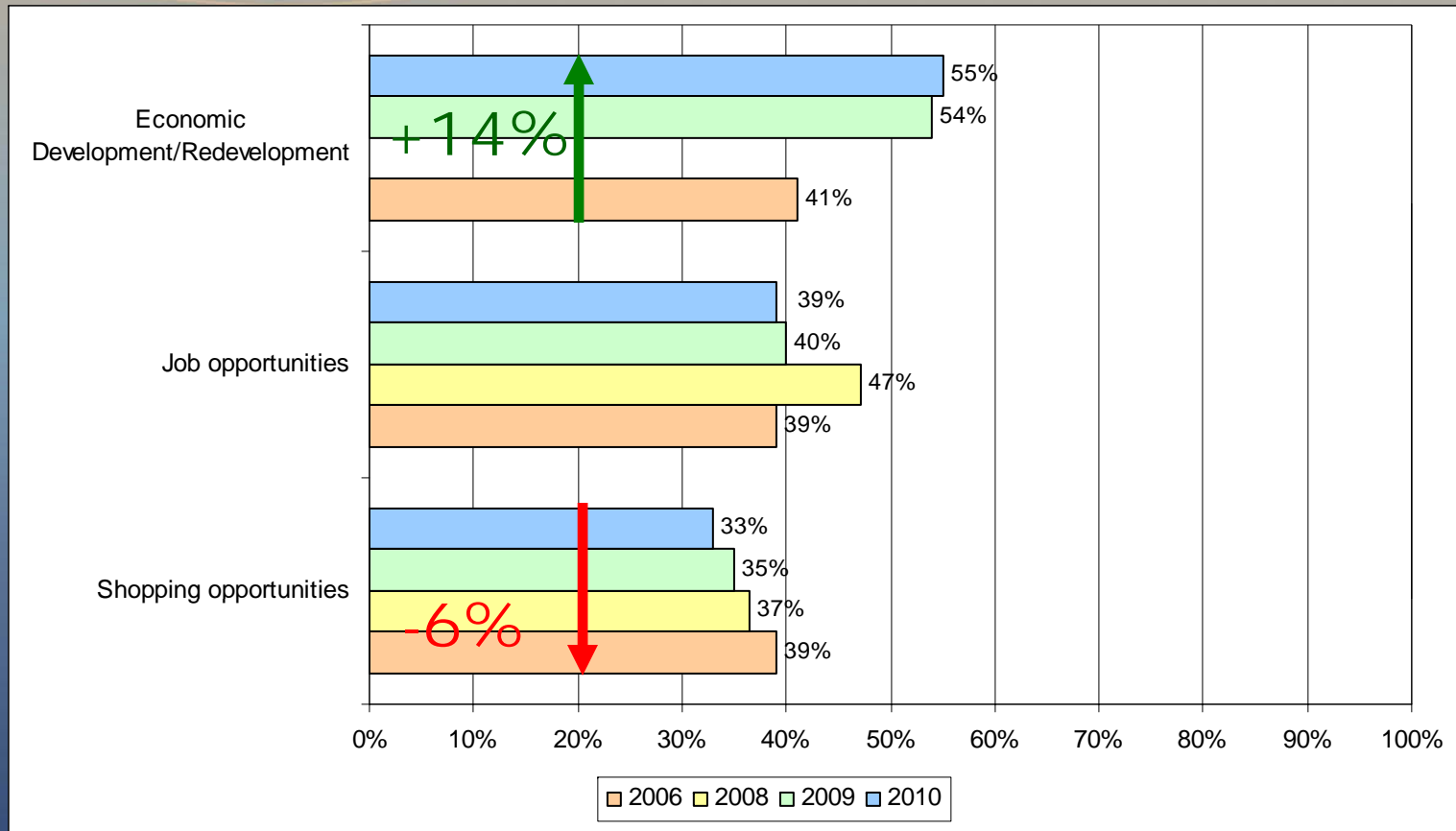
Percent rating code enforcement services as excellent or good





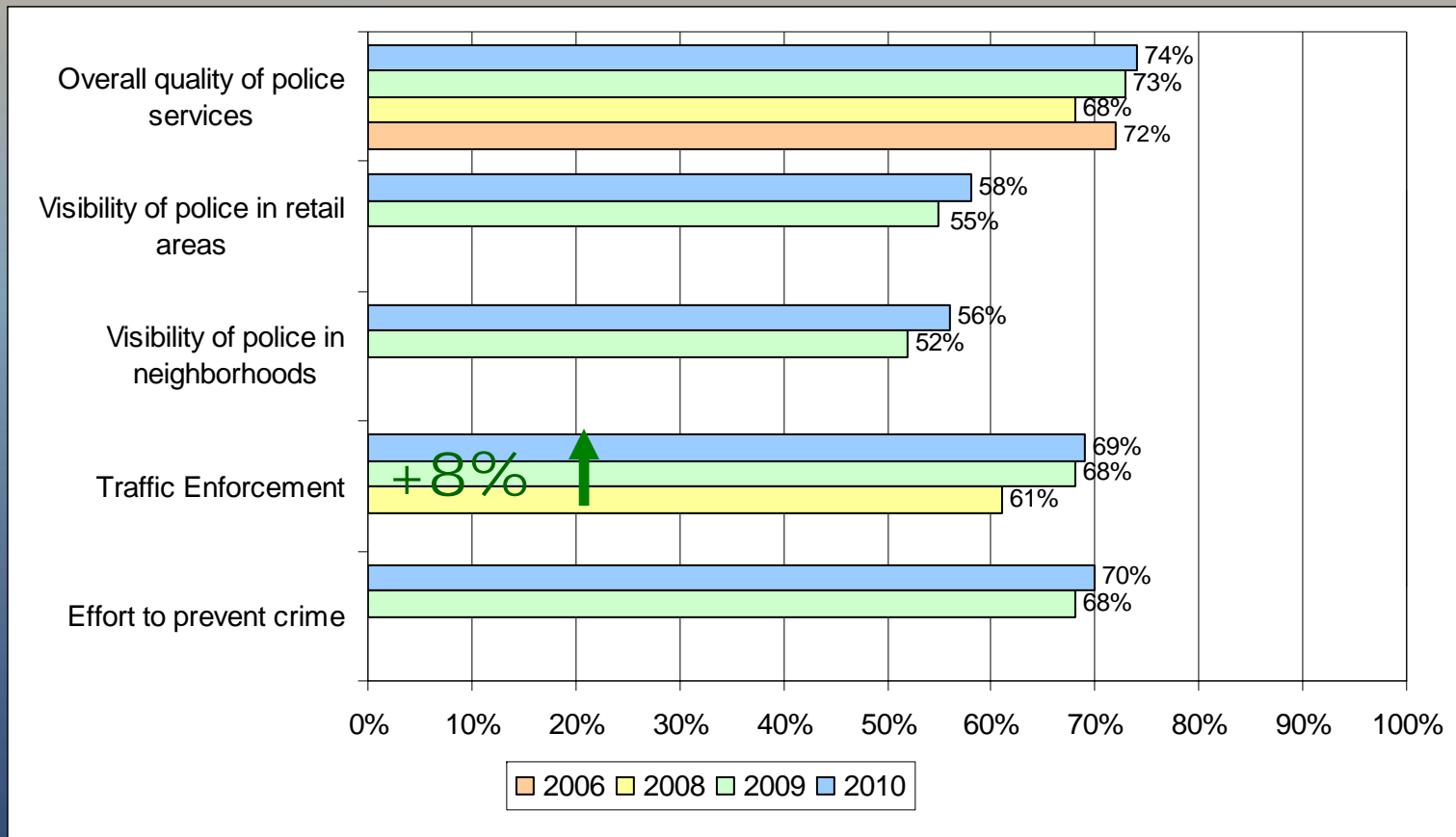
# Strategic Goal 3 Trends

Percent rating economic development questions as excellent or good



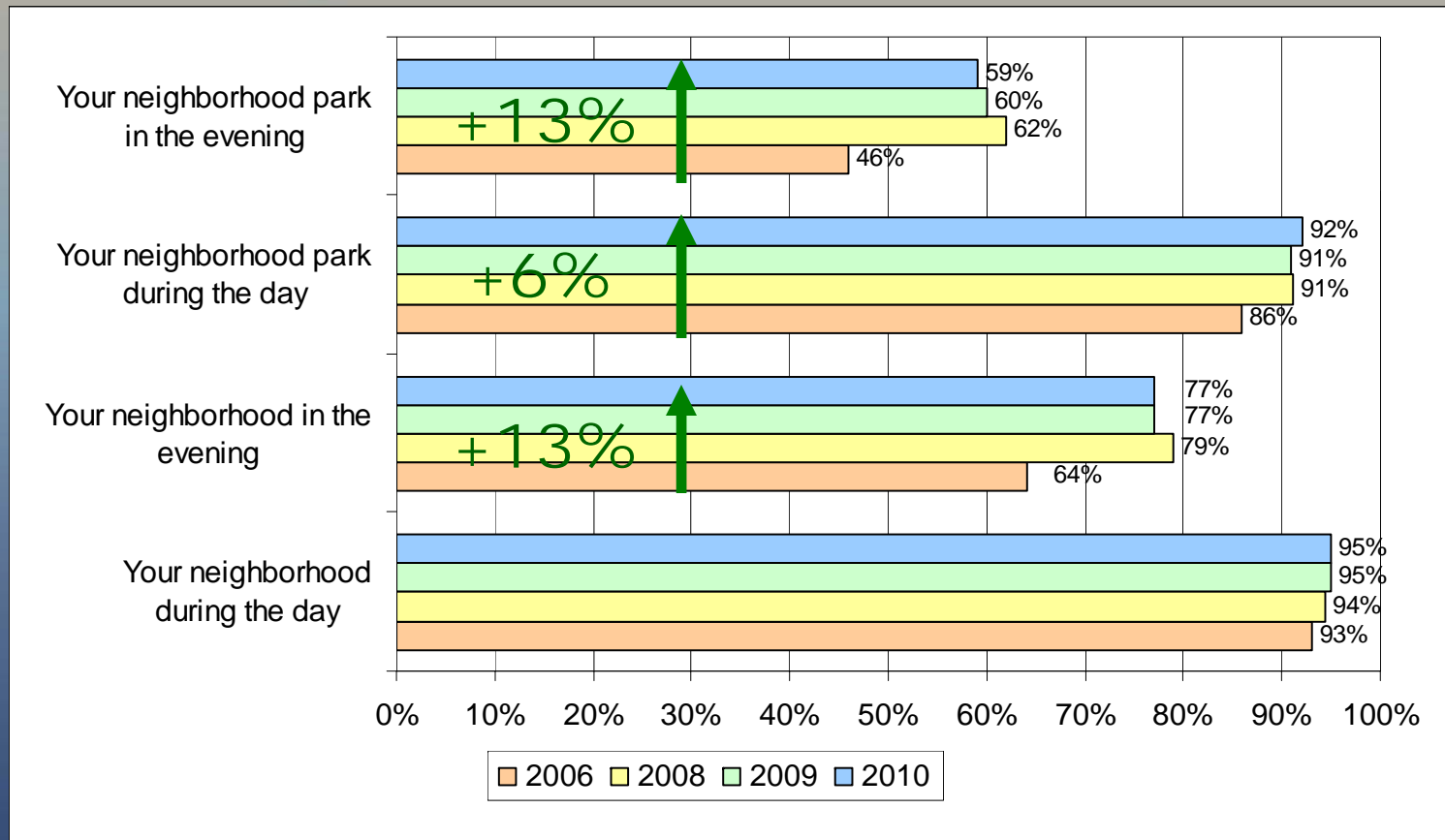
# Strategic Goal 4 Trends

Percent rating police services as excellent or good



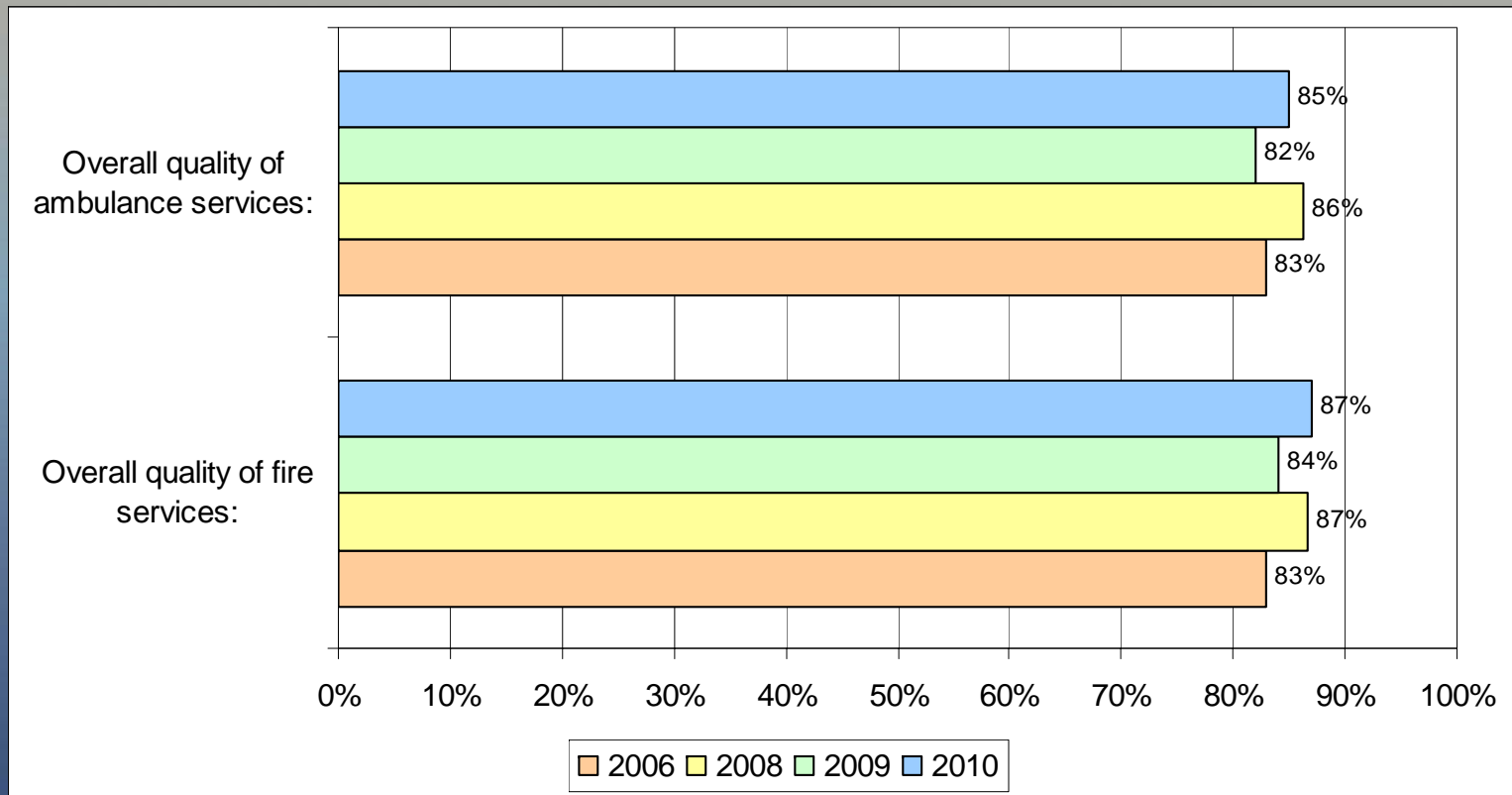
# Strategic Goal 4 Trends

## Percent rating neighborhood safety as excellent or good



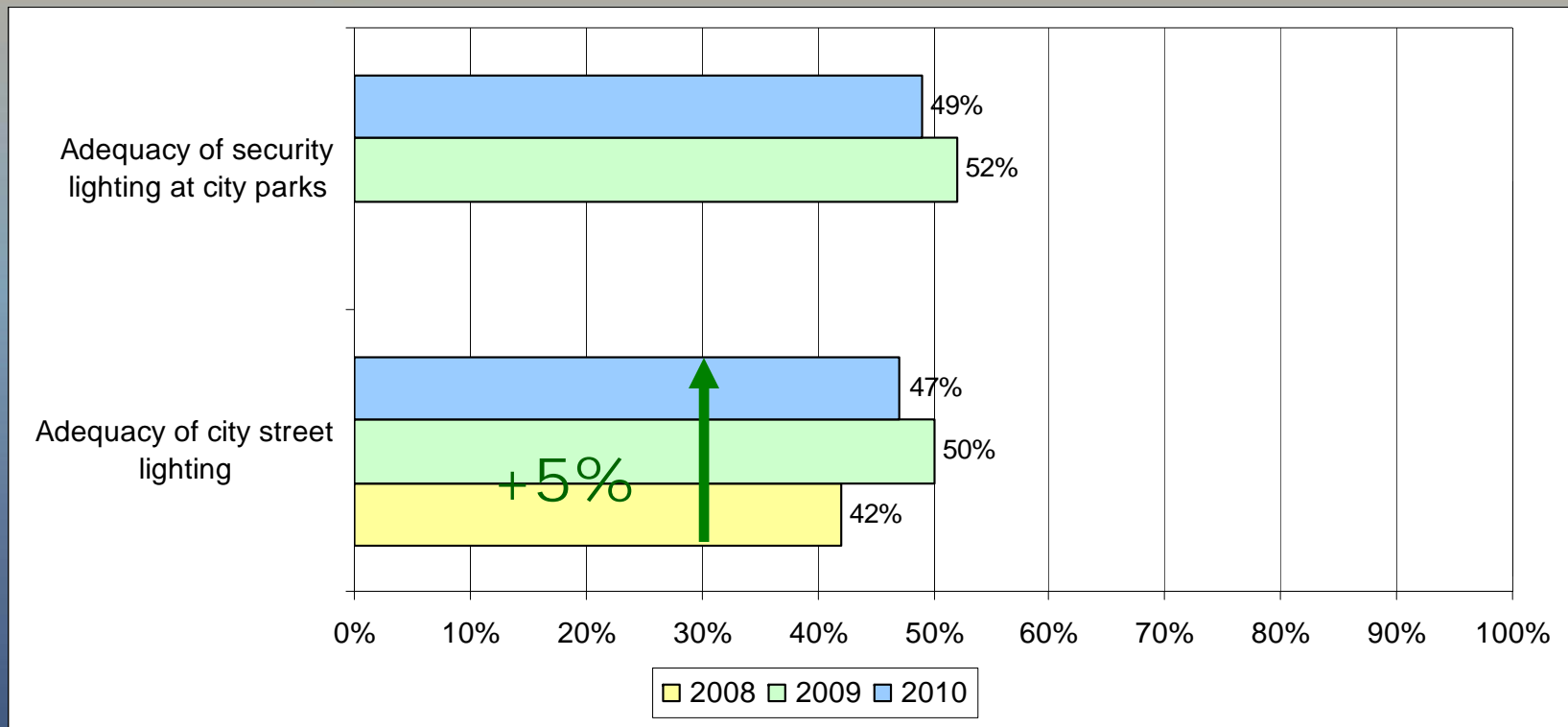
# Strategic Goal 4 Trends

Percent rating fire services as excellent or good



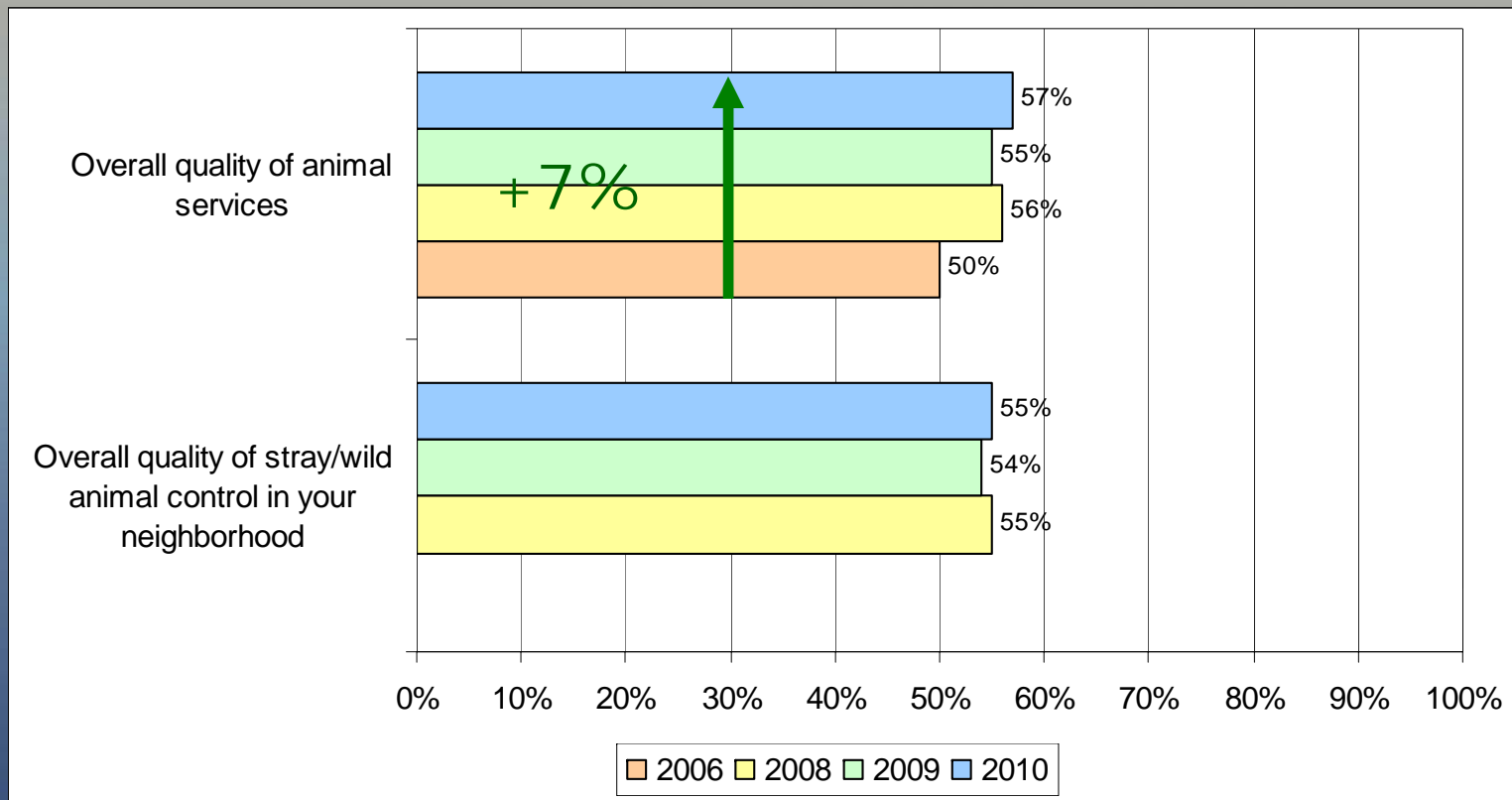
# Strategic Goal 4 Trends

Percent rating city lighting as excellent or good



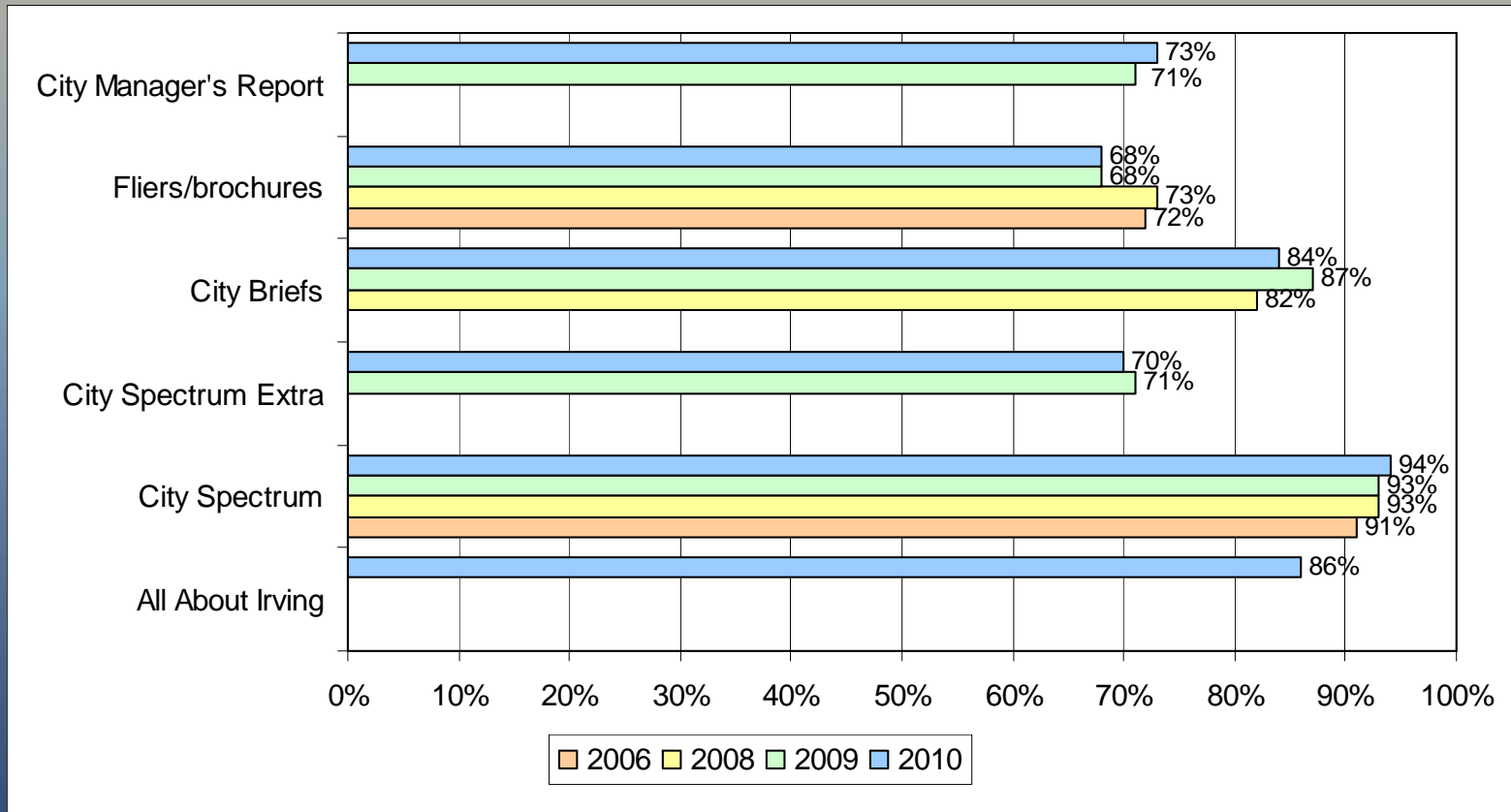
# Strategic Goal 4 Trends

Percent rating animal services as excellent or good



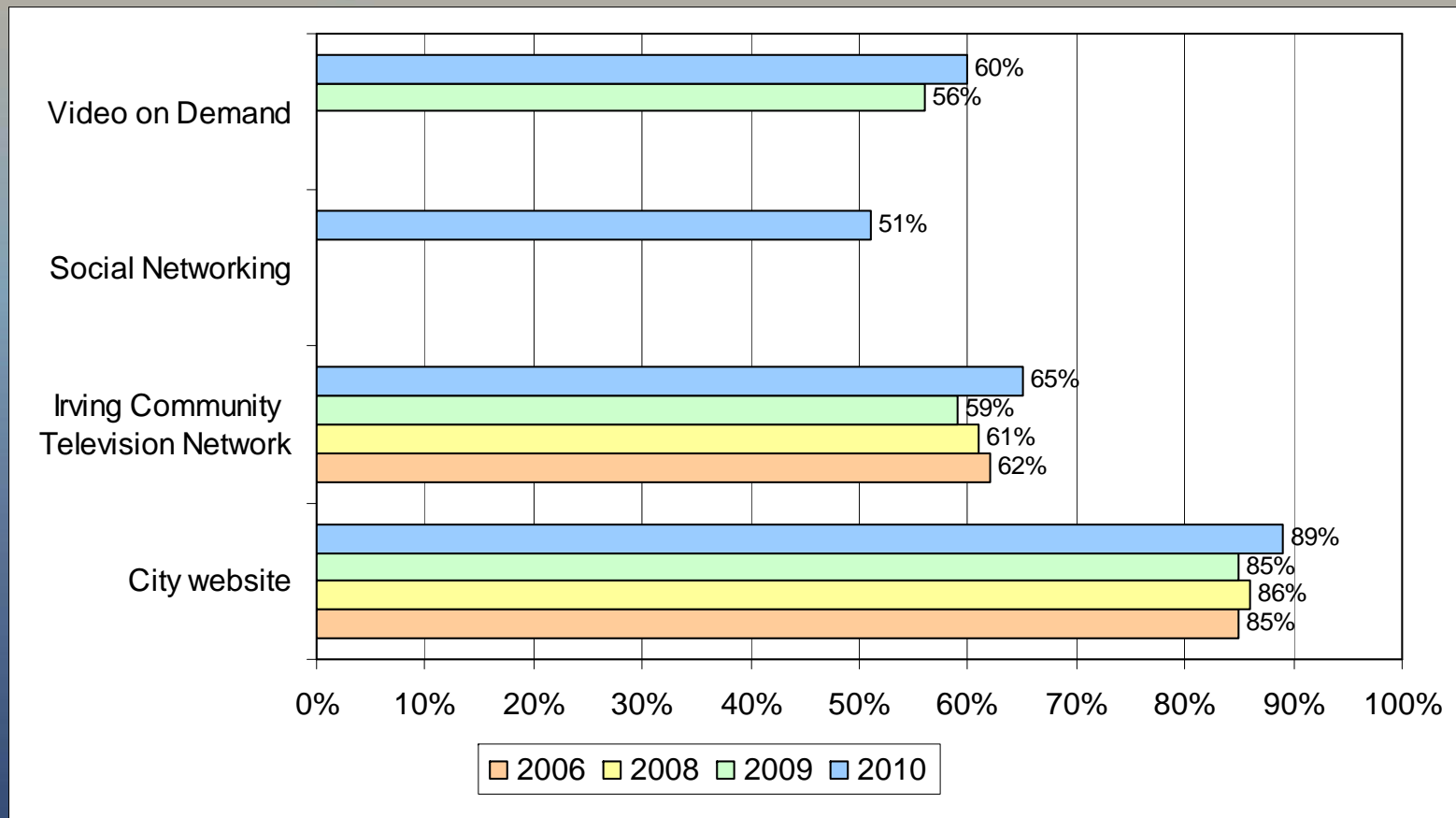
# Strategic Goal 6 Trends

Percent rating city communications as very useful or useful



# Strategic Goal 6 Trends

Percent rating city communications as very useful or useful





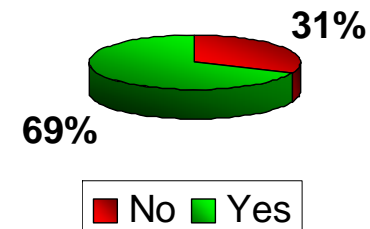
# Internet Access

**92% internet access at home**

## Visit City of Irving website

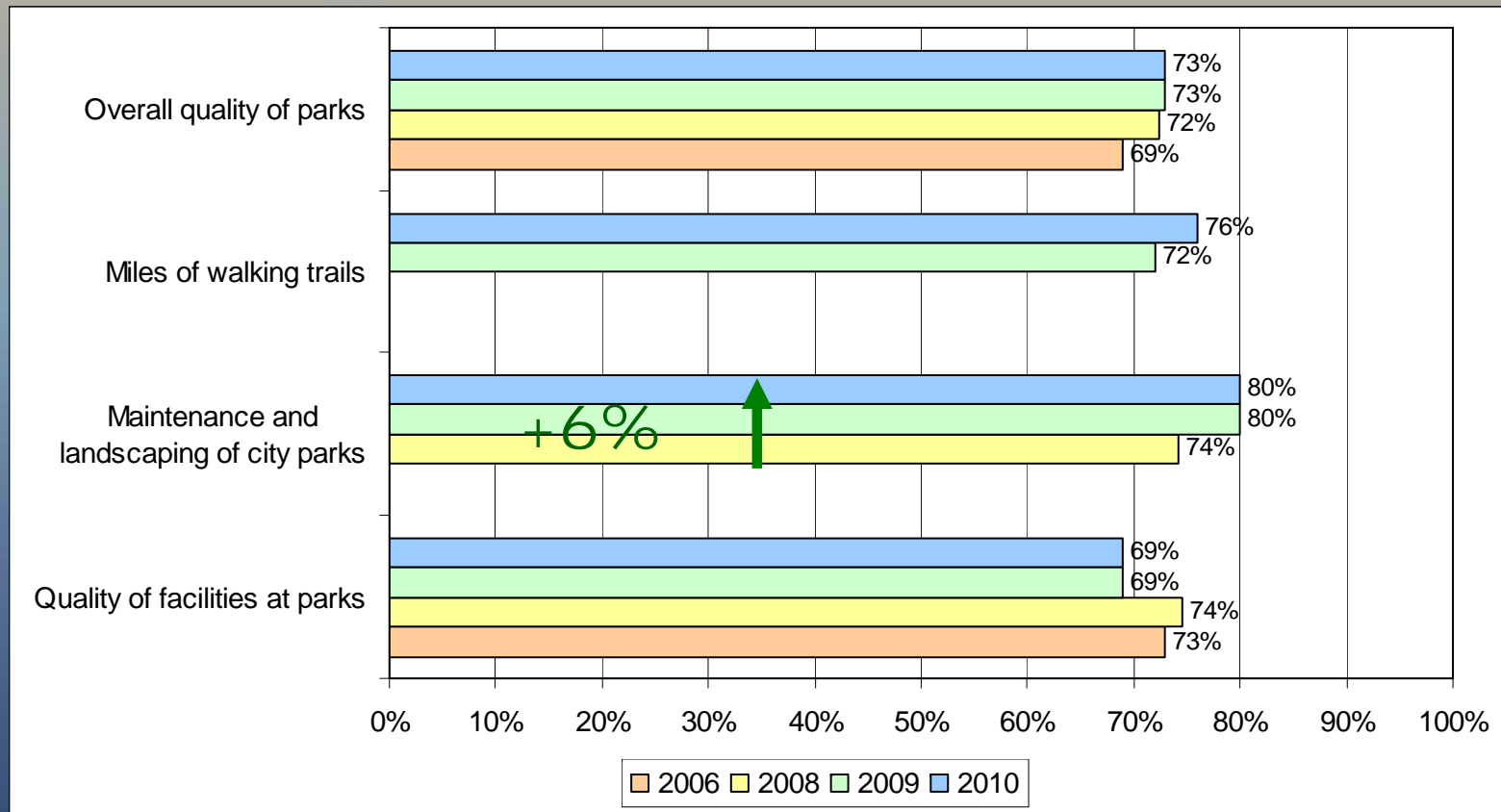
- ◀ 2% Daily
- ◀ 6% Weekly
- ◀ 29% Monthly
- ◀ 32% Semi-annually/annually
- ◀ 31% Never

Visted Website in Past Year



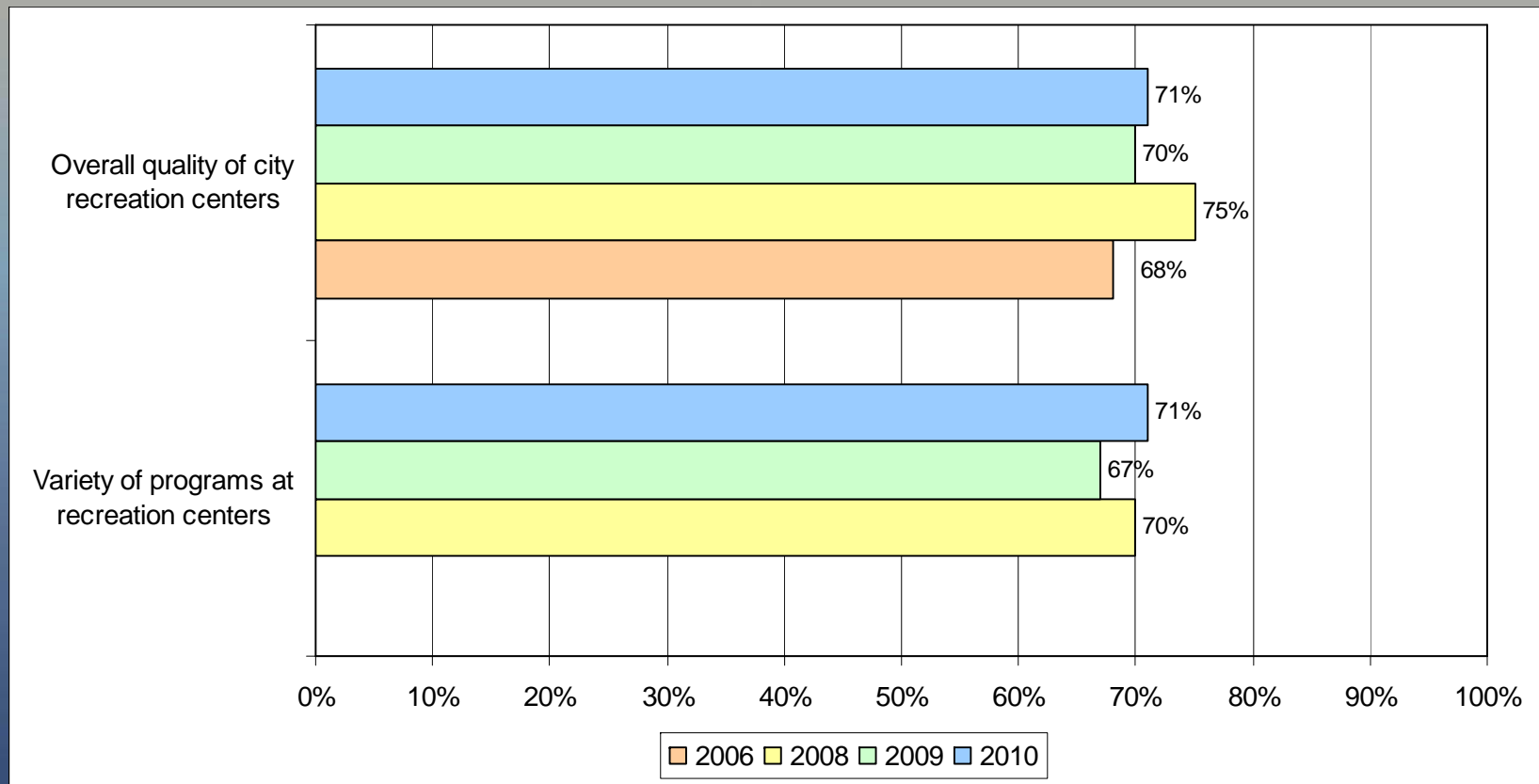
# Strategic Goal 7 Trends

Percent rating parks services as excellent or good



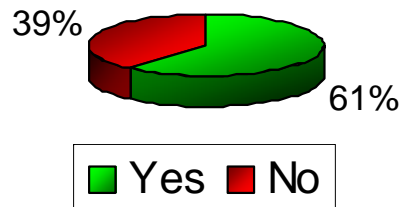
# Strategic Goal 7 Trends

Percent rating recreation services as excellent or good



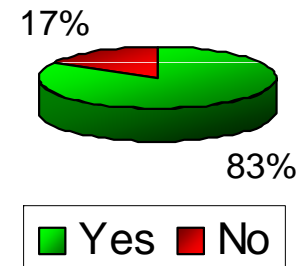
# Strategic Goal 7 Trends

**Visited Rec Center in Past Year**



Rec Center Usage:  
11% - weekly  
14% - monthly  
21% - semiannually  
14% - annually  
39% - never

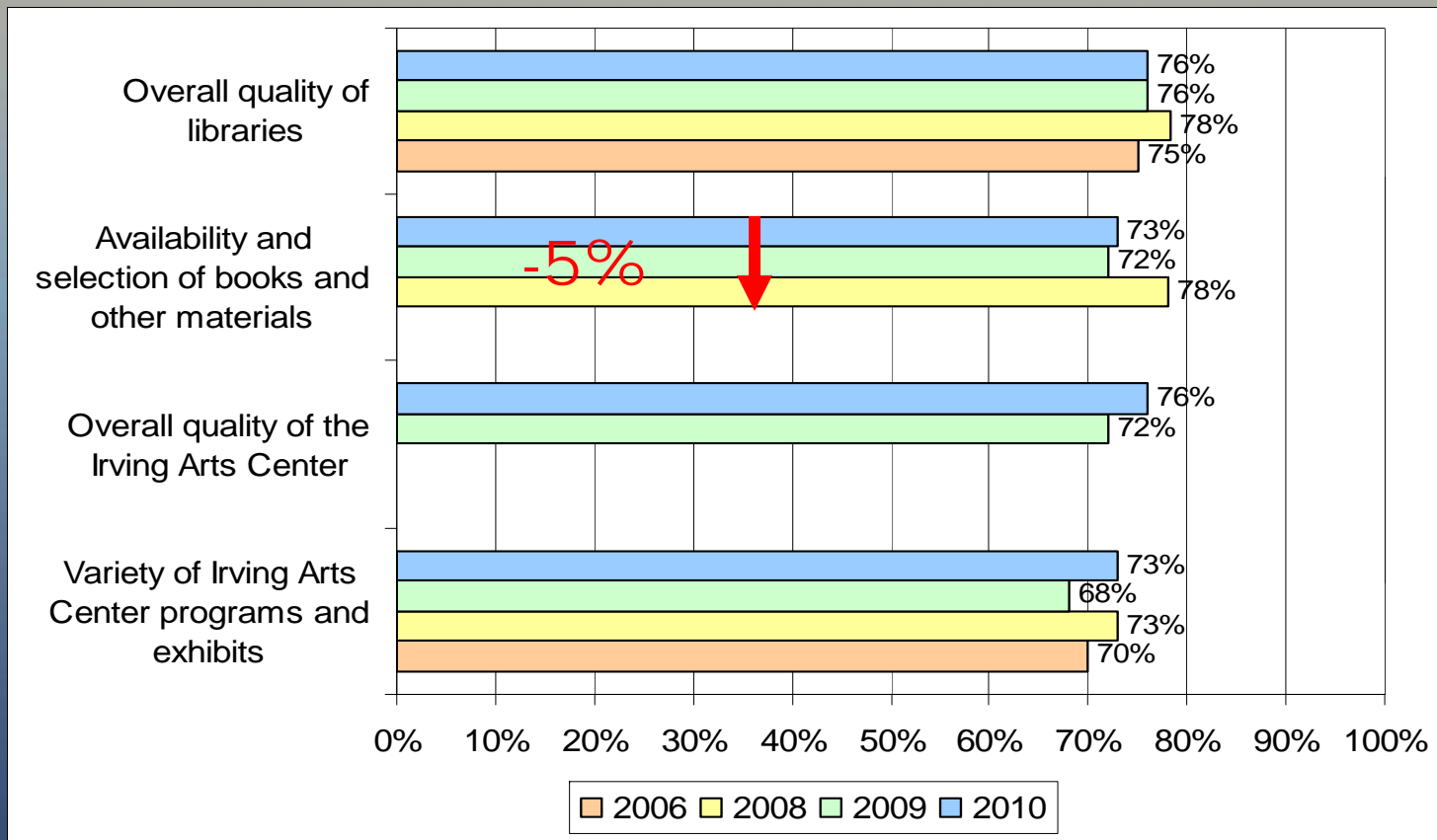
**Visited Park in Last Year**



Park Usage:  
24% - weekly  
27% - monthly  
21% - semiannually  
11% - annually  
17% - never

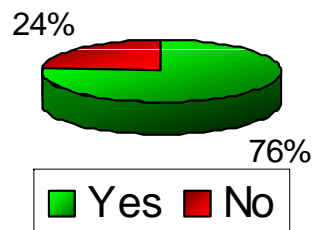
# Strategic Goal 7 Trends

Percent rating library services or Irving Arts Center as excellent or good



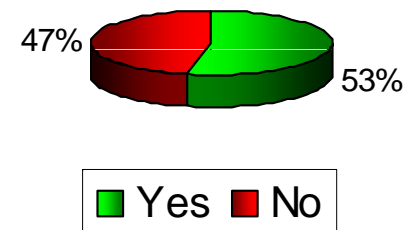
# Strategic Goal 7 Trends

**Visited Library in Past Year**



Library Usage  
15% - weekly  
25% - monthly  
22% - semiannually  
14% - annually  
24% - never

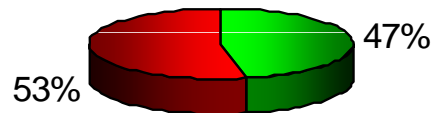
**Visited IAC in Past Year**



Arts Center Usage  
2% - weekly  
9% - monthly  
20% - semiannually  
22% - annually  
47% - never

# Strategic Goal 7 Trends

## Visited Campión Trails



■ Yes ■ No

## Campión Trails Usage

9% - weekly

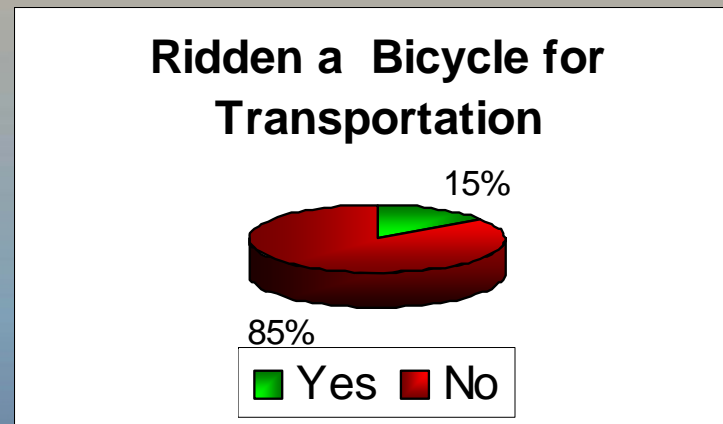
13% - monthly

14% - semiannually

11% - annually

53% - never

# Strategic Goal 7 Trends



## Ridden a Bicycle for Transportation

1% - weekly

2% - monthly

3% - semiannually

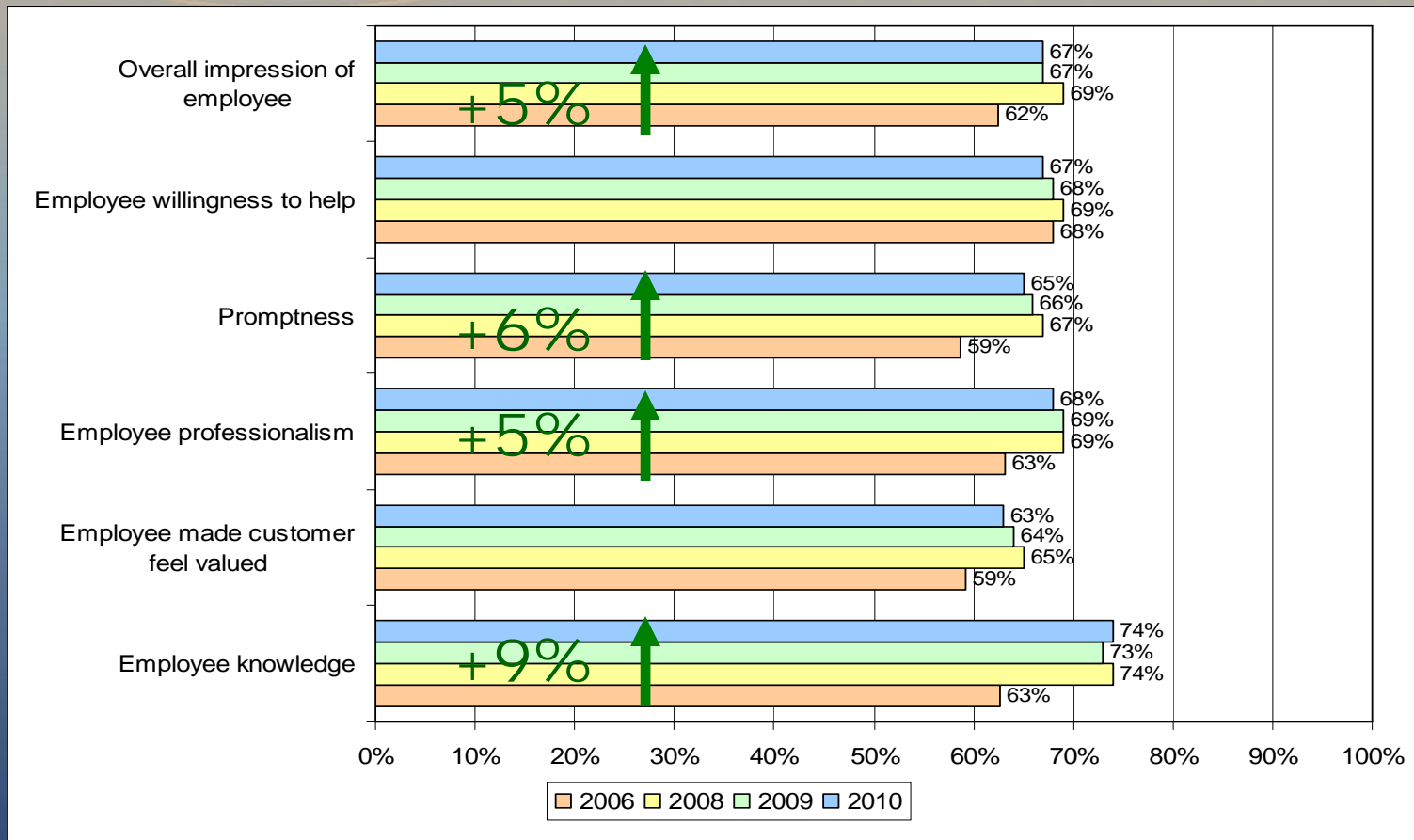
9% - annually

85% - never



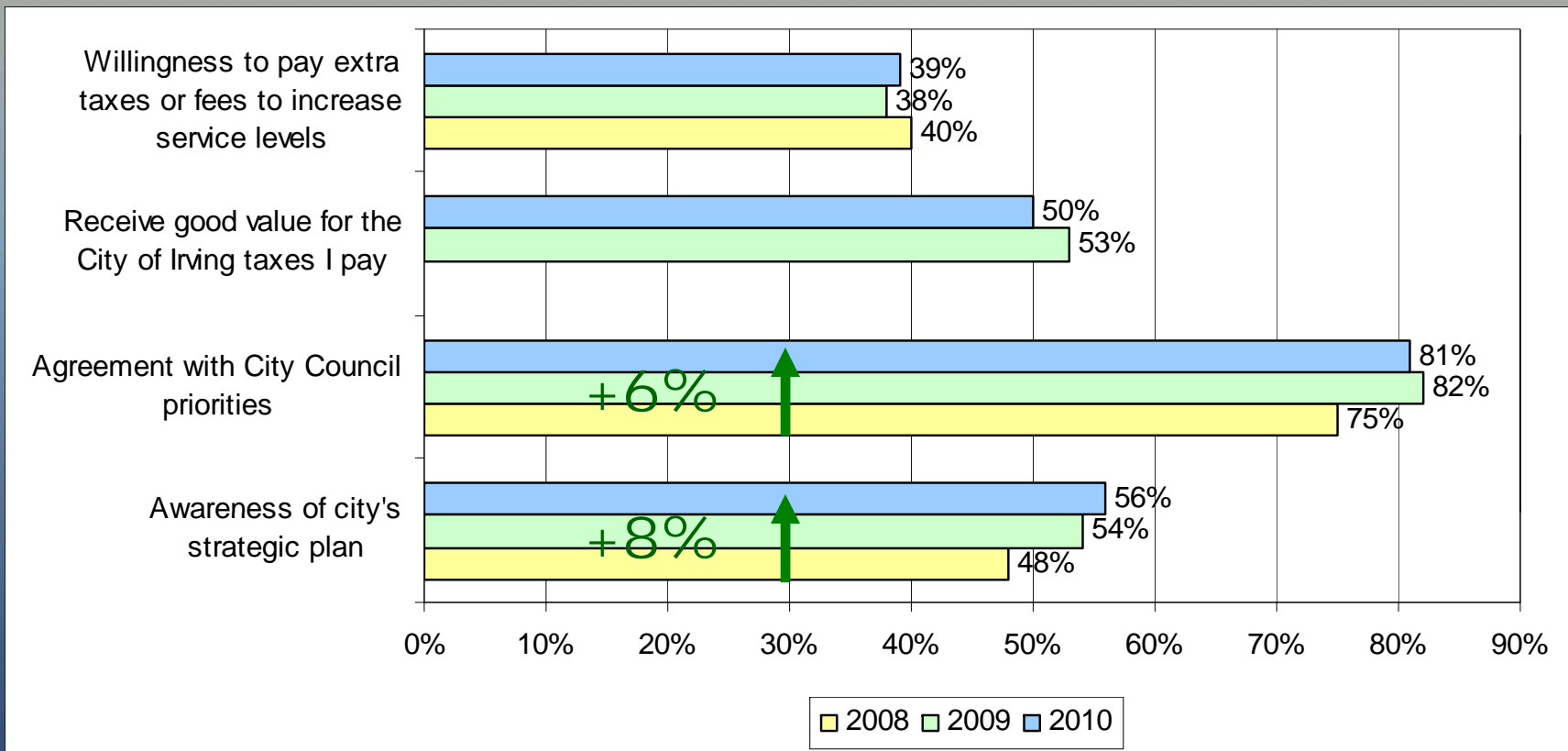
# Strategic Goal 8 Trends

Percent rating customer service as excellent or good



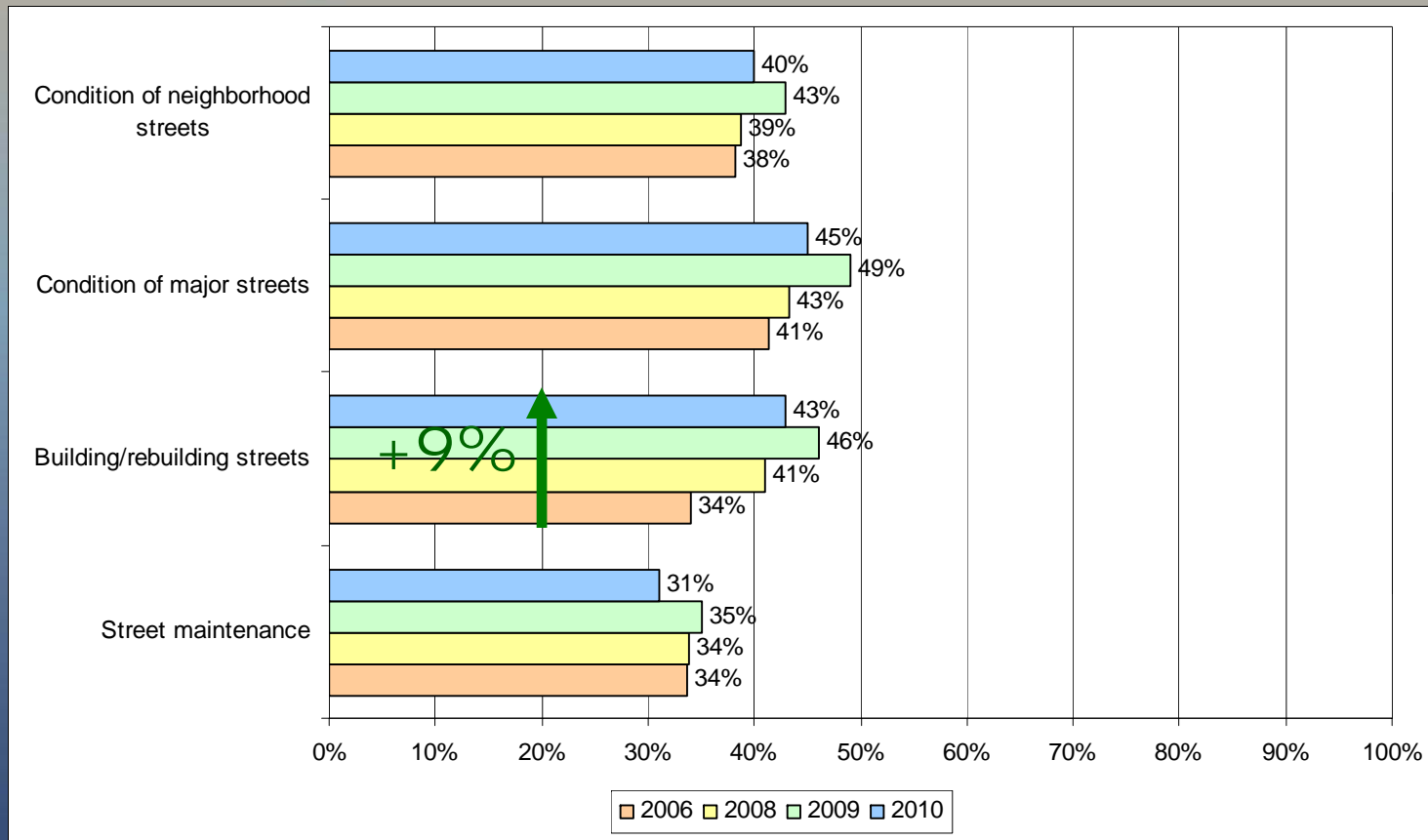
# Strategic Goal 8 Trends

Percent rating strategic planning and tax value as excellent or good



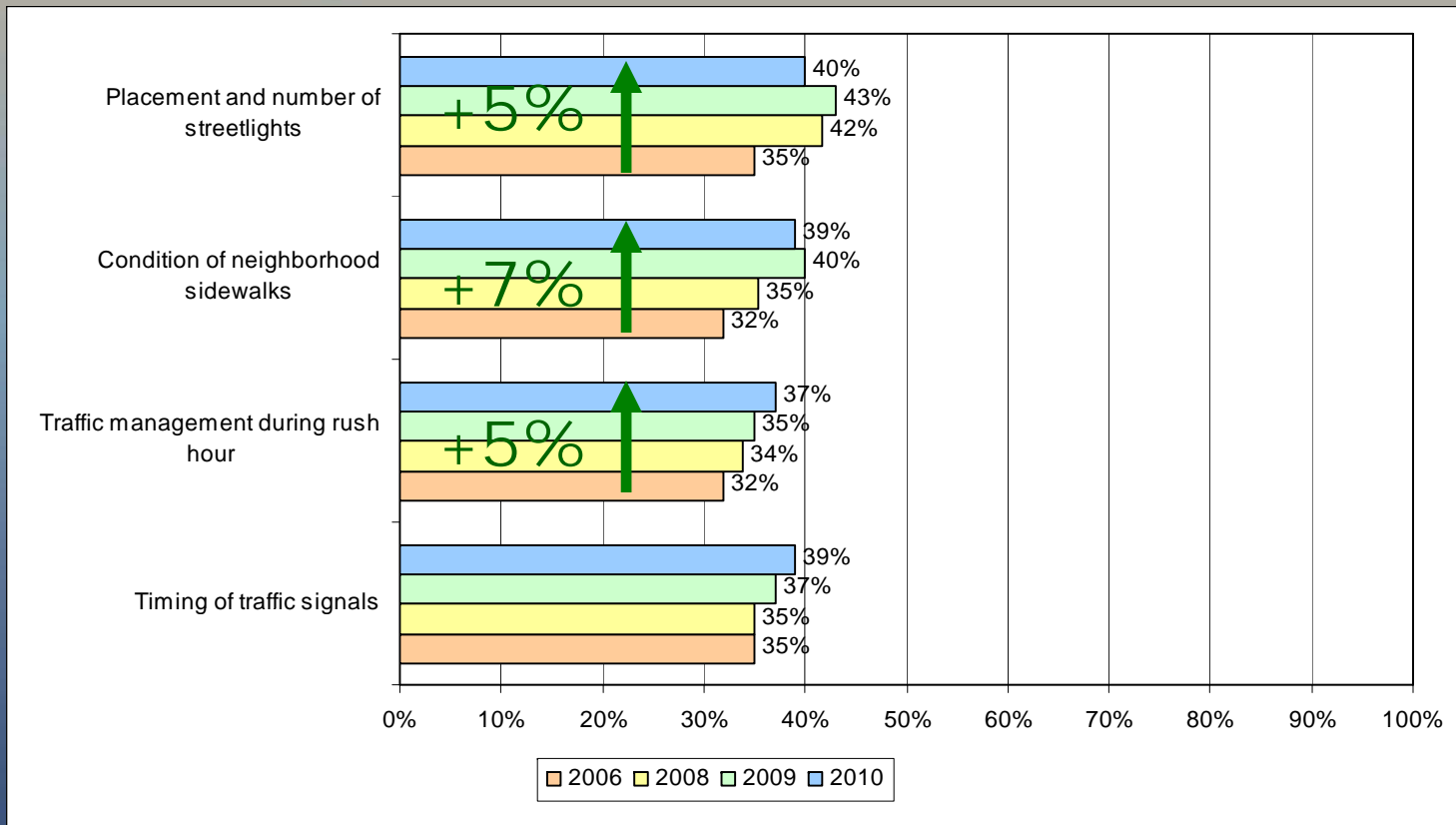
# Strategic Goal 9 Trends

Percent rating public works as excellent or good



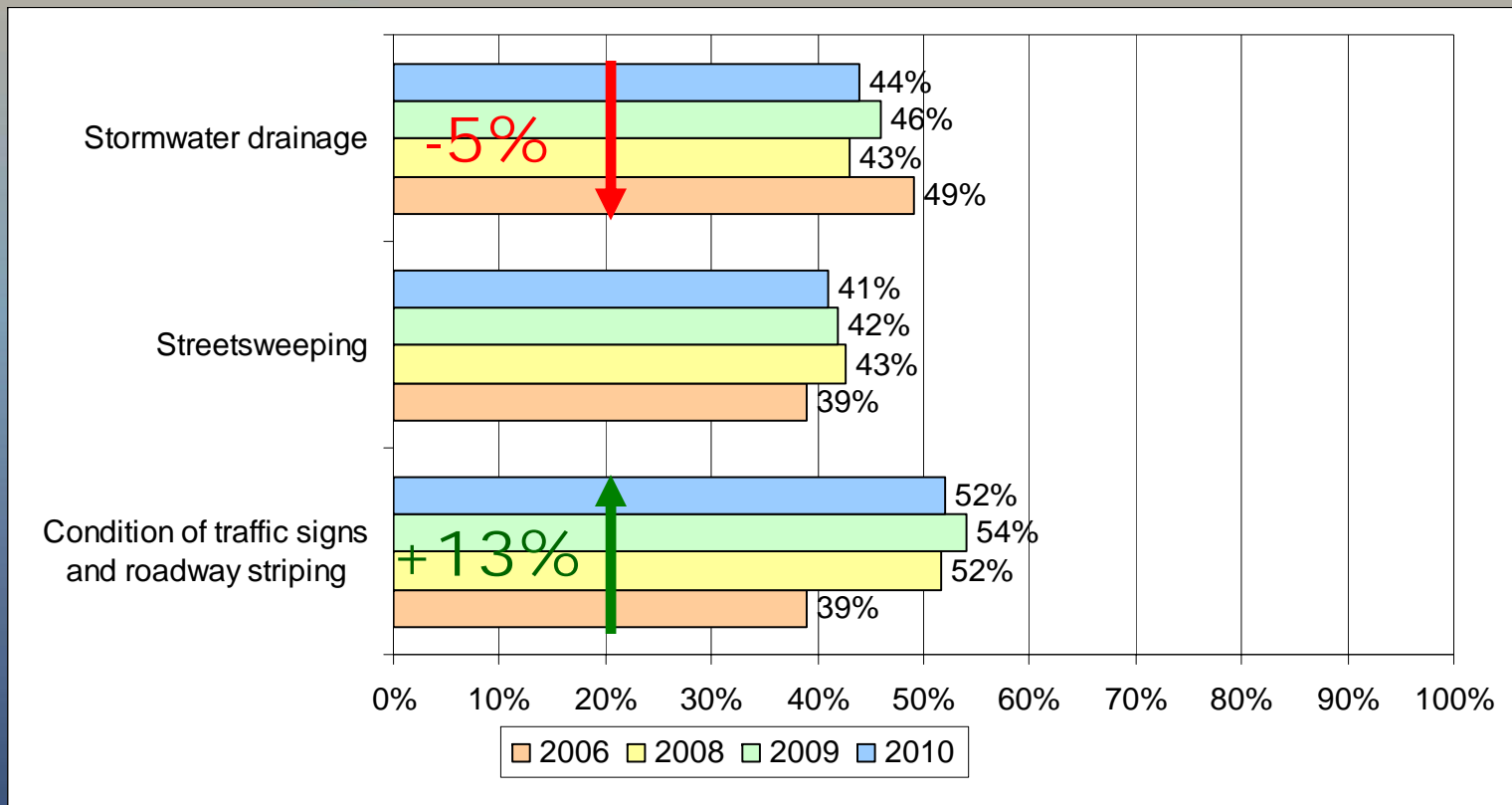
# Strategic Goal 9 Trends

## Percent rating public works as excellent or good



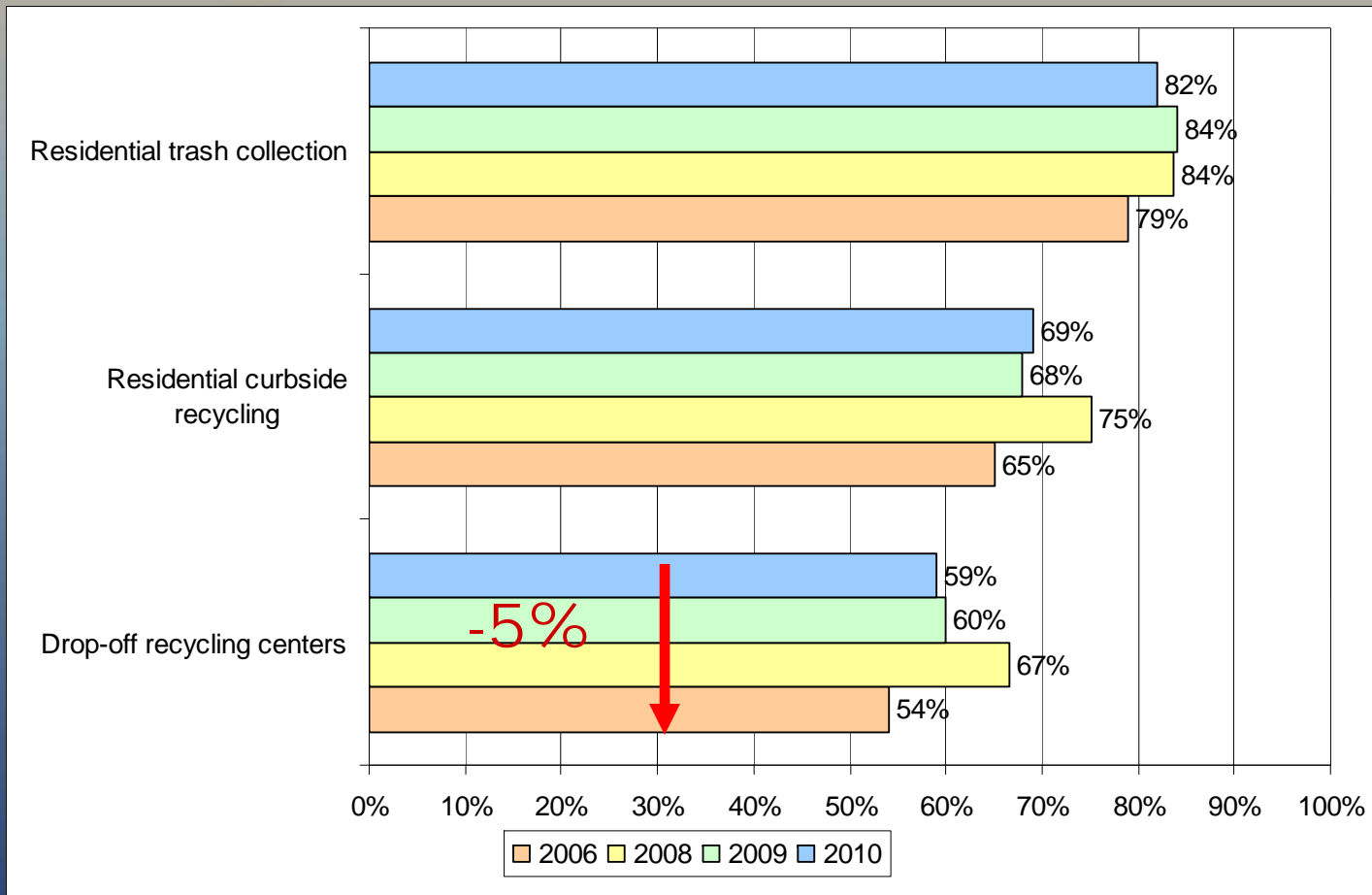
# Strategic Goal 9 Trends

Percent rating public works as excellent or good



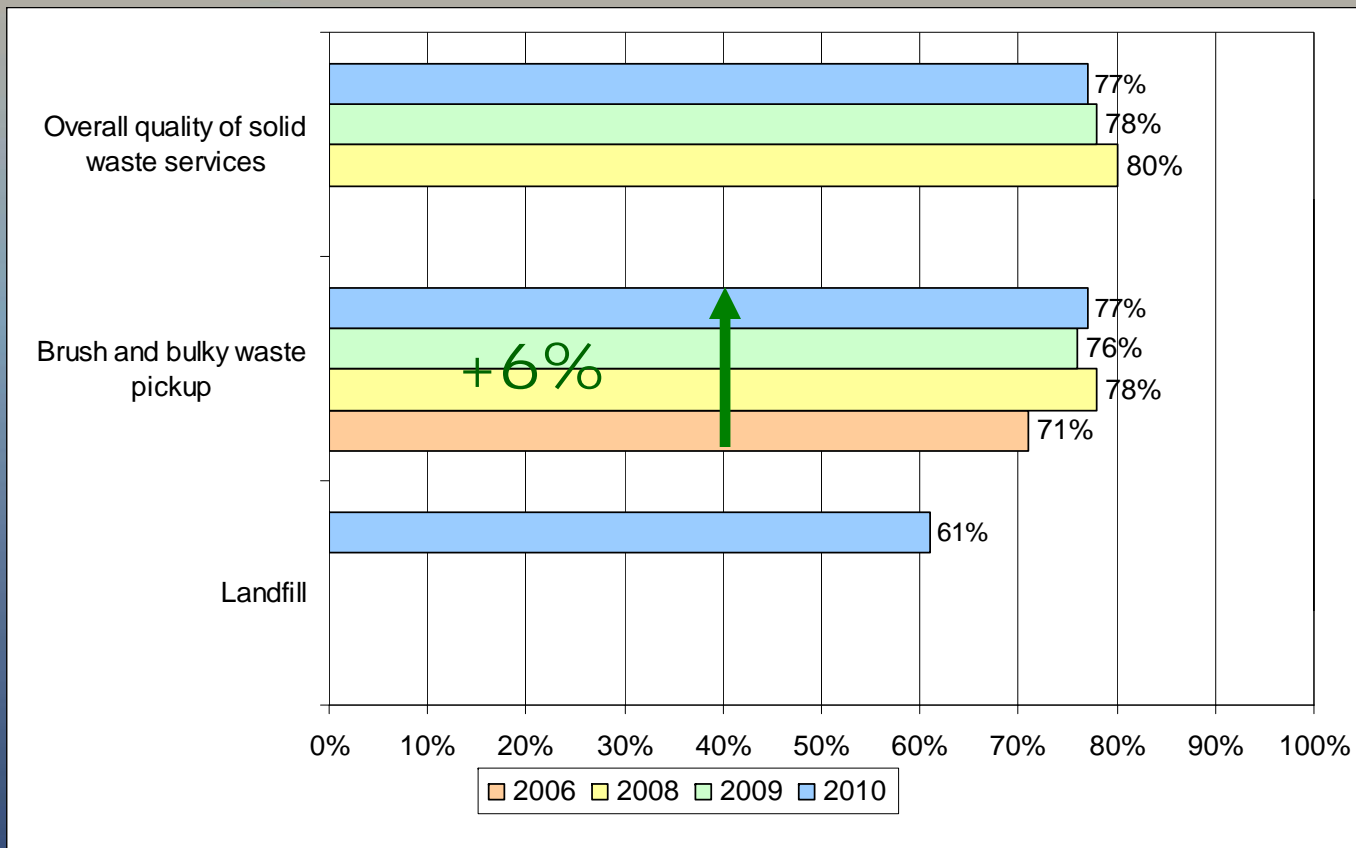
# Strategic Goal 10 Trends

Percent rating solid waste services as excellent or good



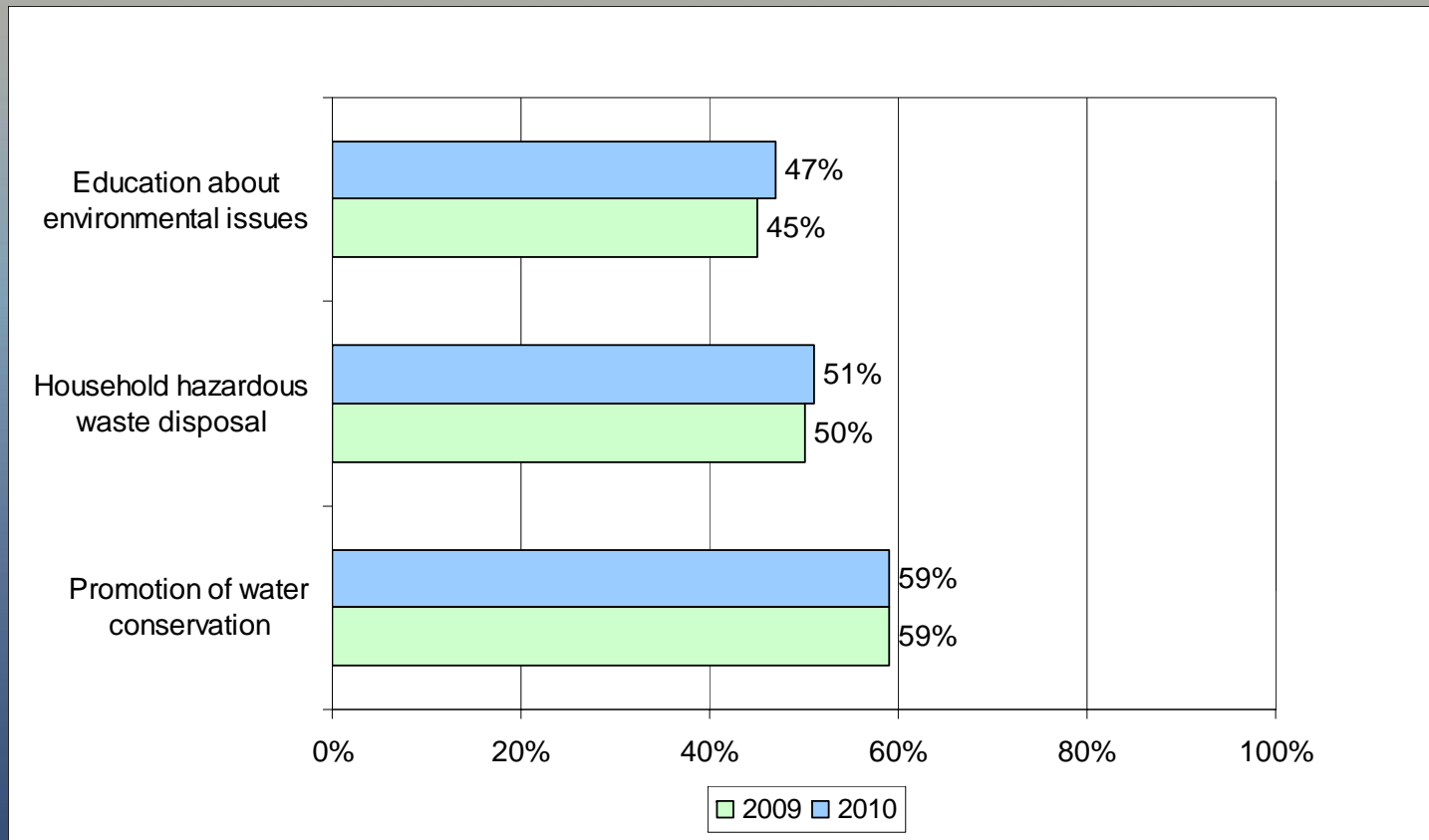
# Strategic Goal 10 Trends

Percent rating solid waste services as excellent or good



# Strategic Goal 10 Trends

Percent rating environmental services  
as excellent or good





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CITY OF IRVING

RESIDENT 2010 SURVEY

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Individual response to the survey will remain confidential. Please return in the enclosed envelope by March 19. No postage is required.

CITY OF IRVING

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# RESIDENT 2010 SURVEY

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February 2010

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! Please return in the enclosed envelope by March 19. No postage is required.** The results will be published in a future issue of the "City Spectrum" newsletter and will be posted on the city Web site. If you have any questions about the survey, please call (972) 721-8088.

Sincerely,



Tommy Gonzalez  
City Manager

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Febrero de 2010

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 online at [www.cityofirving.org/survey](http://www.cityofirving.org/survey). Your responses will remain anonymous and reported in group format. If you have questions about this survey, please call (972) 721-8088. If there is a specific issue/problem that you would like to bring to the City of Irving's attention, please call (972) 721-2533. 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	No Opinion
a. Irving as a place to live	⑤	④	③	②	①	⑨
b. Irving as a place to raise children	⑤	④	③	②	①	⑨
c. Irving as a place to work	⑤	④	③	②	①	⑨
d. Your neighborhood as a place to live	⑤	④	③	②	①	⑨
e. Overall quality of city services	⑤	④	③	②	①	⑨
f. Overall quality of life in Irving	⑤	④	③	②	①	⑨

2. Rate each of the following characteristics as they relate to Irving:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Appearance of the city	⑤	④	③	②	①	⑨
b. Cultural event opportunities	⑤	④	③	②	①	⑨
c. Economic development/redevelopment	⑤	④	③	②	①	⑨
d. Job opportunities	⑤	④	③	②	①	⑨
e. Recreational opportunities	⑤	④	③	②	①	⑨
f. Shopping opportunities	⑤	④	③	②	①	⑨

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	⑤	④	③	②	①	⑨
b. Exterior maintenance of structures	⑤	④	③	②	①	⑨
c. Mowing/cutting of weeds/grass on private property	⑤	④	③	②	①	⑨
d. Overall quality of code enforcement	⑤	④	③	②	①	⑨
e. Parking in the yard	⑤	④	③	②	①	⑨
f. Regulation of signs	⑤	④	③	②	①	⑨

4. Which two items listed above need to be the city's top priorities?  
 (List your top two choices using the letters from the list in Question 3.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_

5. Rate various aspects of the maintenance and appearance of the city:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Appearance of convenience stores in neighborhoods	⑤	④	③	②	①	⑨
b. Appearance of major streets and corridors	⑤	④	③	②	①	⑨
c. Cleanliness of your neighborhood	⑤	④	③	②	①	⑨
d. Maintenance of business property	⑤	④	③	②	①	⑨
e. Maintenance of residential property	⑤	④	③	②	①	⑨
f. Number and availability of sidewalks	⑤	④	③	②	①	⑨
g. Pick up of litter	⑤	④	③	②	①	⑨

6. Which two items listed above need to be the city's top priorities?  
 (List your top two choices using the letters from the list in Question 5.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_

7. Rate how safe you would feel walking:	Very Safe	Safe	Unsafe	Very Unsafe	No Opinion
a. In your neighborhood during the day	④	③	②	①	⑨
b. In your neighborhood in the evening	④	③	②	①	⑨
c. In your neighborhood park during the day	④	③	②	①	⑨
d. In your neighborhood park in the evening	④	③	②	①	⑨

8. Rate public safety in the following areas:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Effort to prevent crime	5	4	3	2	1	0
b. Traffic enforcement	5	4	3	2	1	0
c. Overall quality of police service	5	4	3	2	1	0
d. Visibility of police in neighborhoods	5	4	3	2	1	0
e. Visibility of police in retail areas	5	4	3	2	1	0
f. Adequacy of security lighting at city parks	5	4	3	2	1	0
g. Adequacy of city street lighting	5	4	3	2	1	0
h. Fire/ambulance response time/promptness	5	4	3	2	1	0
i. Overall quality of fire services	5	4	3	2	1	0
j. Overall quality of ambulance service	5	4	3	2	1	0
k. Quality of stray/wild animal control in your neighborhood	5	4	3	2	1	0
l. Overall quality of animal services	5	4	3	2	1	0

9. Which three of the public safety services listed above need to be the city's top priorities?  
 (List your top three choices using the letters from the list in Question 8.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

10. How frequently has anyone in your household visited the following locations in the past 12 months?:	Weekly	Monthly	Semi-annually	Annually	Never
a. An Irving park	5	4	3	2	1
b. An Irving recreation center	5	4	3	2	1
c. An Irving public library	5	4	3	2	1
d. Irving Arts Center	5	4	3	2	1
e. Campión Trails	5	4	3	2	1

11. Rate the quality of community services in the following areas:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Maintenance/landscaping of city parks	5	4	3	2	1	0
b. Quality of facilities at parks	5	4	3	2	1	0
c. Overall quality of parks	5	4	3	2	1	0
d. Miles of walking trails	5	4	3	2	1	0
e. Variety of programs at recreation centers	5	4	3	2	1	0
f. Overall quality of city recreation centers	5	4	3	2	1	0
g. Availability and selection of library books and materials	5	4	3	2	1	0
h. Overall quality of libraries	5	4	3	2	1	0
i. Variety of Irving Arts Center programs and exhibits	5	4	3	2	1	0
j. Overall quality of Irving Arts Center	5	4	3	2	1	0

12. Which three of the community services listed above need to be the city's top priorities?  
 (List your top three choices using the letters from the list in Question 11.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

13. Rate public works services in the following areas:	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Building/rebuilding streets	5	4	3	2	1	0
b. Condition of major streets	5	4	3	2	1	0
c. Condition of neighborhood sidewalks	5	4	3	2	1	0
d. Condition of neighborhood streets	5	4	3	2	1	0
e. Condition of traffic signs and roadway striping	5	4	3	2	1	0
f. Maintaining streets (filling potholes, smoothing bumps, etc.)	5	4	3	2	1	0
g. Placement and number of streetlights	5	4	3	2	1	0
h. Stormwater drainage	5	4	3	2	1	0
i. Street sweeping	5	4	3	2	1	0
j. Timing of traffic signals	5	4	3	2	1	0
k. Traffic management during rush hour	5	4	3	2	1	0

14. Which three of the public works services listed above need to be the city's top priorities?  
 (List your top three choices below using the letters from the list in Question 13.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

15. How often do you ride a bicycle for transportation to work, school or for errands?  
 ⑤ Daily    ④ Weekly    ③ Monthly    ② Fewer than 10 times per year    ① Never

16. What encourages or would encourage you to bicycle more often for transportation or recreation purposes? \_\_\_\_\_  
 \_\_\_\_\_

17. Rate the quality of solid waste services and environmental conservation in the following areas:		Excellent	Good	Average	Poor	Very Poor	No Opinion
a.	Brush and bulky waste pickup	⑤	④	③	②	①	⑨
b.	Drop-off recycling centers	⑤	④	③	②	①	⑨
c.	Residential curbside recycling	⑤	④	③	②	①	⑨
d.	Residential trash collection	⑤	④	③	②	①	⑨
e.	Overall quality of solid waste services	⑤	④	③	②	①	⑨
f.	Promotion of water conservation	⑤	④	③	②	①	⑨
g.	Household hazardous waste disposal	⑤	④	③	②	①	⑨
h.	Education about environmental issues	⑤	④	③	②	①	⑨
i.	Landfill	⑤	④	③	②	①	⑨

18. Which two of the solid waste services listed above need to be the city's top priorities?  
 (List your top two choices using the letters from the list in Question 17.) 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_

19. 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 areas will improve the quality of life in the city?  
 ⑤ Strongly Agree    ④ Agree    ③ Neutral    ② Disagree    ① Strongly Disagree

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

21. Selecting from the items below, please rank the five service areas that need the most emphasis from city leaders over the next two years.

- |  |                                       |                               |  |
|--|---------------------------------------|-------------------------------|--|
| a. Animal Services                     | f. Economic Development/Redevelopment | k. Recreation                 | p. Streets (potholes, condition of pavement) |
| b. Arts Center                         | g. Libraries                          | l. Recycling                  | q. Traffic Signals                           |
| c. Code Enforcement                    | h. Neighborhood Improvements          | m. Roadway Signs and Markings | r. Trash                                     |
| d. Communications                      | i. Parks                              | n. Sidewalks                  | s. Water/Wastewater                          |
| e. Corridor Enhancement/Beautification | j. Police/Fire                        | o. Street Lighting            |  |

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_ 4<sup>th</sup> \_\_\_\_\_ 5<sup>th</sup> \_\_\_\_\_

22. 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

23. I receive good value for the City of Irving taxes I pay.  
 ⑤ Strongly Agree    ④ Agree    ③ Neutral    ② Disagree    ① Strongly Disagree

24. Selecting from the items below, please rank the three capital improvement projects that need the highest priority.

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

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

25. Have you had in-person or phone contact with a City of Irving employee in the past 12 months?    ② Yes    ① No

26. If yes, which office did you contact most recently? \_\_\_\_\_ (Choose from the letters below.)

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

27. What was your impression of Irving city employees in your most recent contact?						
	Excellent	Good	Average	Poor	Very Poor	No Opinion
a. Knowledge	5	4	3	2	1	9
b. Made me feel valued as a resident/customer	5	4	3	2	1	9
c. Professionalism	5	4	3	2	1	9
d. Promptness	5	4	3	2	1	9
e. Willingness to help	5	4	3	2	1	9
f. Overall impression	5	4	3	2	1	9

28. 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. <i>All About Irving</i> (e-mail newsletter)	4	3	2	1	9
b. <i>City Briefs</i> (utility bill insert)	4	3	2	1	9
c. <i>City Manager's Report</i>	4	3	2	1	9
d. <i>City Spectrum</i> (resident newsletter)	4	3	2	1	9
e. <i>City Spectrum Extra</i> (ad insert in local newspapers)	4	3	2	1	9
f. City Web site	4	3	2	1	9
g. Fliers/brochures	4	3	2	1	9
h. Irving Community Television Network	4	3	2	1	9
i. Social networking (Facebook, Twitter, YouTube, etc.)	4	3	2	1	9
j. Video on Demand (on city Web site)	4	3	2	1	9

29. Do you have Internet access at home?    2 Yes    1 No

30. How often do you visit the city Web site?  
 5 Daily    4 Weekly    3 Monthly    2 Semi-annually or Annually    1 Never

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

31. Are you:    2 Male    1 Female

32. What is your age?    5 18–34    4 35–44    3 45–54    2 55–64    1 65+

33. Which of the following best describes your race/ethnicity? (Check all that apply.)  
 6 Asian    5 Black    4 Hispanic or Latino    3 Native American    2 White    1 Other \_\_\_\_\_

34. Do you have a child age 18 or younger living at your home?    2 Yes    1 No

35. Which best describes your home?  
 4 Apartment    3 Duplex    2 Single-family home    1 Townhome

36. Do you rent or own your home?    2 Own    1 Rent

37. How long have you lived in Irving?  
 5 Less than 1 year    4 1–5 years    3 6–10 years    2 11–20 years    1 More than 20 years

38. 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.)

39. Your Zip Code?  
 5 75060    4 75061    3 75062    2 75063    1 75038/75039

**Please return in the enclosed envelope by March 19. No postage is required.**

# Appendix B

## Survey Results by Zip Code

For each 2010 survey question you will find the overall city percentages and zip code breakdown

**PLEASE NOTE:** The “City Total” column represents all respondents who answered the question. The “Zip Code” percentages represent individuals who answered both the specific question and the zip code question. Because this is a cross-tabulation and thirty-three respondents did not provide zip codes, the total number of respondents across all zip code columns will be less than the total number of respondents in the “City Total” column.

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
1. RATE THE FOLLOWING:							
<i>a. Irving as a place to live</i>							
Excellent	10.0%	20.5%	18.7%	18.2%	17.4%	23.3%	19.6%
Good	60.0%	54.0%	46.0%	43.7%	49.2%	63.7%	51.8%
Average	16.7%	23.2%	26.6%	29.2%	27.4%	12.8%	23.6%
Poor	13.3%	1.8%	7.7%	7.2%	5.7%	.2%	4.4%
Very Poor	.0%	.5%	1.0%	1.6%	.2%	.0%	.6%
<i>b. Irving as a place to raise children</i>							
Excellent	7.4%	11.4%	15.0%	16.7%	12.2%	16.9%	14.2%
Good	33.3%	36.1%	38.4%	27.9%	39.4%	55.7%	39.0%
Average	37.0%	40.2%	28.0%	35.2%	29.9%	24.9%	32.2%
Poor	14.8%	10.2%	15.5%	16.5%	16.3%	2.2%	12.2%
Very Poor	7.4%	2.2%	3.1%	3.7%	2.2%	.3%	2.4%
<i>c. Irving as a place to work</i>							
Excellent	18.5%	28.7%	13.3%	15.7%	18.4%	29.5%	21.6%
Good	40.7%	43.8%	38.0%	35.7%	40.2%	49.3%	41.5%
Average	37.0%	23.8%	36.6%	38.1%	31.1%	20.3%	29.7%
Poor	3.7%	3.1%	11.0%	8.7%	9.1%	.6%	6.2%
Very Poor	.0%	.6%	1.2%	1.8%	1.3%	.3%	1.0%
<i>d. Your neighborhood as a place to live</i>							
Excellent	20.7%	35.4%	17.9%	17.9%	21.9%	42.9%	27.9%
Good	48.3%	41.4%	36.9%	43.8%	45.6%	48.1%	43.2%
Average	20.7%	19.6%	32.8%	27.3%	23.9%	8.4%	21.9%
Poor	10.3%	2.3%	9.2%	8.5%	6.9%	.7%	5.3%
Very Poor	.0%	1.3%	3.1%	2.6%	1.8%	.0%	1.7%



	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>e. Overall quality of city services</i>							
Excellent	6.9%	17.9%	19.4%	19.2%	18.1%	19.5%	18.6%
Good	58.6%	55.1%	49.9%	51.7%	55.2%	60.9%	54.8%
Average	24.1%	22.1%	25.3%	26.1%	23.2%	19.3%	23.1%
Poor	10.3%	4.6%	4.7%	2.6%	2.6%	.2%	3.1%
Very Poor	.0%	.3%	.8%	.5%	.9%	.0%	.5%
<i>f. Overall quality of life in Irving</i>							
Excellent	6.9%	14.2%	12.8%	15.6%	12.1%	17.5%	14.3%
Good	48.3%	54.8%	45.3%	39.5%	50.1%	67.3%	51.8%
Average	31.0%	27.3%	33.2%	36.2%	31.9%	15.0%	28.5%
Poor	13.8%	2.8%	7.4%	7.8%	5.5%	.2%	4.7%
Very Poor	.0%	.8%	1.3%	.9%	.4%	.0%	.7%
2. RATE EACH OF THE FOLLOWING CHARACTERISTICS AS THEY RELATE TO IRVING:							
<i>a. Appearance of the city</i>							
Excellent	6.7%	8.4%	10.7%	8.5%	6.4%	9.5%	8.6%
Good	40.0%	50.5%	41.1%	35.4%	45.5%	58.7%	46.6%
Average	43.3%	31.8%	32.4%	37.5%	33.1%	28.7%	32.8%
Poor	6.7%	8.3%	12.8%	15.8%	14.8%	2.9%	10.6%
Very Poor	3.3%	1.0%	3.1%	2.8%	.2%	.2%	1.4%
<i>b. Cultural event opportunities</i>							
Excellent	4.0%	11.5%	11.9%	12.4%	13.7%	11.5%	12.1%
Good	44.0%	42.4%	43.3%	41.0%	44.3%	41.5%	42.5%
Average	40.0%	36.9%	33.7%	35.8%	32.5%	38.2%	35.6%
Poor	4.0%	8.0%	9.1%	8.2%	8.3%	8.1%	8.3%
Very Poor	8.0%	1.1%	2.0%	2.6%	1.2%	.8%	1.6%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>c. Economic Development/Redevelopment</i>							
Excellent	.0%	12.3%	11.2%	11.1%	11.4%	13.8%	11.8%
Good	50.0%	47.1%	36.8%	35.7%	41.7%	53.8%	43.5%
Average	28.6%	31.6%	36.8%	36.4%	34.0%	26.9%	32.9%
Poor	17.9%	7.7%	13.1%	13.1%	10.7%	4.6%	9.7%
Very Poor	3.6%	1.4%	2.2%	3.8%	2.1%	1.0%	2.0%
<i>d. Job opportunities</i>							
Excellent	7.1%	7.9%	4.6%	4.7%	5.5%	9.4%	6.5%
Good	39.3%	42.5%	24.9%	24.1%	27.1%	41.6%	32.7%
Average	46.4%	39.7%	43.8%	47.4%	44.0%	41.3%	43.1%
Poor	7.1%	8.1%	22.0%	18.9%	19.8%	6.0%	14.5%
Very Poor	.0%	1.9%	4.6%	4.9%	3.6%	1.7%	3.2%
<i>e. Recreational opportunities</i>							
Excellent	3.4%	12.1%	15.6%	11.7%	11.8%	12.9%	12.6%
Good	58.6%	42.2%	40.3%	39.2%	38.9%	45.4%	41.5%
Average	31.0%	36.0%	36.0%	36.5%	39.9%	33.6%	36.3%
Poor	.0%	8.0%	5.9%	10.5%	8.1%	7.6%	7.9%
Very Poor	6.9%	1.8%	2.2%	2.2%	1.4%	.5%	1.6%
<i>f. Shopping opportunities</i>							
Excellent	3.3%	8.5%	8.0%	6.9%	5.3%	12.4%	8.2%
Good	26.7%	21.6%	22.4%	21.1%	20.6%	36.6%	24.3%
Average	36.7%	33.9%	27.8%	29.6%	32.8%	38.8%	32.9%
Poor	23.3%	25.3%	24.2%	24.2%	25.2%	9.9%	22.0%
Very Poor	10.0%	10.6%	17.5%	18.2%	16.2%	2.3%	12.6%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
3. RATE THE QUALITY OF CITY CODE ENFORCEMENT:							
<i>a. Clean up of junk/debris on private property</i>							
Excellent	3.4%	18.2%	11.9%	14.0%	14.7%	22.2%	16.3%
Good	58.6%	47.5%	42.9%	40.5%	45.1%	50.1%	45.6%
Average	27.6%	25.6%	27.3%	28.4%	27.5%	22.5%	26.2%
Poor	10.3%	5.1%	12.2%	10.4%	11.2%	4.4%	8.4%
Very Poor	.0%	3.5%	5.7%	6.7%	1.6%	.7%	3.5%
<i>b. Exterior maintenance of structures</i>							
Excellent	3.3%	15.9%	8.6%	9.2%	8.8%	16.6%	12.1%
Good	43.3%	48.6%	38.1%	38.7%	43.1%	59.8%	46.1%
Average	43.3%	28.8%	37.9%	38.7%	36.2%	21.0%	32.3%
Poor	6.7%	4.5%	11.2%	9.9%	11.2%	2.3%	7.5%
Very Poor	3.3%	2.2%	4.2%	3.4%	.7%	.2%	2.1%
<i>c. Mowing/cutting of weeds/grass on private property</i>							
Excellent	3.4%	17.0%	10.2%	11.1%	11.0%	19.4%	13.9%
Good	58.6%	48.3%	39.2%	41.8%	46.1%	53.4%	46.2%
Average	31.0%	27.9%	36.6%	35.3%	30.6%	23.4%	30.4%
Poor	6.9%	4.7%	11.7%	7.0%	11.2%	3.3%	7.4%
Very Poor	.0%	2.2%	2.3%	4.8%	1.1%	.5%	2.2%
<i>d. Parking in the yard</i>							
Excellent	3.6%	14.7%	11.1%	10.6%	10.5%	14.7%	12.4%
Good	53.6%	52.0%	37.9%	40.1%	46.8%	59.4%	47.9%
Average	32.1%	25.7%	35.5%	32.8%	29.2%	21.4%	28.6%
Poor	10.7%	5.5%	9.8%	10.3%	10.7%	3.6%	7.8%
Very Poor	.0%	2.1%	5.7%	6.2%	2.7%	1.0%	3.3%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>e. Regulation of signs</i>							
Excellent	6.9%	19.8%	12.0%	13.4%	13.7%	24.5%	16.6%
Good	44.8%	42.7%	36.1%	34.9%	42.7%	47.3%	40.9%
Average	34.5%	27.4%	30.5%	30.4%	25.2%	25.0%	27.7%
Poor	6.9%	6.7%	15.2%	13.4%	13.9%	2.4%	10.2%
Very Poor	6.9%	3.4%	6.1%	7.8%	4.5%	.8%	4.5%
<i>f. Overall quality of code enforcement</i>							
Excellent	.0%	14.4%	12.6%	11.1%	12.7%	18.6%	13.8%
Good	55.6%	47.7%	37.9%	42.5%	45.8%	55.7%	46.3%
Average	29.6%	30.2%	36.1%	32.8%	30.2%	21.3%	30.0%
Poor	14.8%	5.9%	9.5%	8.6%	9.4%	3.4%	7.4%
Very Poor	.0%	1.8%	3.9%	4.9%	1.9%	1.0%	2.6%
5. RATE VARIOUS ASPECTS OF THE MAINTENANCE AND APPEARANCE OF THE CITY:							
<i>a. Appearance of convenience stores in neighborhoods</i>							
Excellent	6.7%	8.0%	5.4%	4.9%	4.6%	7.7%	6.3%
Good	33.3%	40.8%	28.6%	26.8%	34.7%	52.8%	37.2%
Average	46.7%	39.9%	44.3%	43.9%	44.4%	33.7%	41.2%
Poor	10.0%	9.5%	18.0%	17.8%	15.5%	5.2%	12.8%
Very Poor	3.3%	1.8%	3.6%	6.6%	.9%	.5%	2.6%
<i>b. Appearance of major streets and corridors</i>							
Excellent	6.7%	10.8%	11.8%	7.8%	7.7%	12.2%	10.0%
Good	30.0%	46.9%	39.6%	40.0%	44.6%	57.8%	45.8%
Average	46.7%	33.8%	40.6%	40.2%	38.7%	26.0%	35.7%
Poor	13.3%	6.5%	7.2%	10.6%	7.5%	4.1%	7.2%
Very Poor	3.3%	2.2%	.8%	1.4%	1.5%	.0%	1.3%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>c. Cleanliness of your neighborhood</i>							
Excellent	13.3%	30.1%	11.5%	11.6%	17.8%	35.2%	22.0%
Good	53.3%	47.0%	39.4%	44.1%	40.6%	52.1%	45.0%
Average	23.3%	19.5%	35.3%	33.3%	32.5%	10.8%	25.6%
Poor	6.7%	2.3%	11.0%	8.5%	8.6%	1.6%	6.0%
Very Poor	3.3%	1.0%	2.8%	2.6%	.7%	.2%	1.4%
<i>d. Maintenance of business property</i>							
Excellent	6.7%	13.1%	5.7%	5.3%	6.5%	14.9%	9.5%
Good	50.0%	50.5%	35.9%	35.2%	44.5%	60.6%	46.1%
Average	36.7%	32.9%	45.7%	46.5%	40.7%	23.3%	37.2%
Poor	3.3%	2.7%	11.6%	10.6%	7.8%	.9%	6.3%
Very Poor	3.3%	.8%	1.0%	2.4%	.4%	.2%	1.0%
<i>e. Maintenance of residential property</i>							
Excellent	3.3%	11.8%	5.1%	4.5%	5.5%	11.8%	8.0%
Good	43.3%	50.3%	35.1%	36.1%	38.8%	62.0%	45.1%
Average	36.7%	31.3%	46.7%	46.6%	46.0%	24.3%	38.2%
Poor	10.0%	5.6%	10.8%	10.9%	8.8%	1.6%	7.4%
Very Poor	6.7%	1.0%	2.3%	1.9%	.9%	.2%	1.3%
<i>f. Number and availability of sidewalks</i>							
Excellent	7.4%	10.8%	9.6%	10.5%	9.6%	15.2%	11.1%
Good	44.4%	45.0%	39.8%	41.6%	42.8%	51.5%	44.3%
Average	37.0%	30.8%	38.0%	36.1%	37.4%	27.8%	33.8%
Poor	11.1%	9.9%	10.4%	8.4%	8.9%	4.4%	8.5%
Very Poor	.0%	3.5%	2.1%	3.3%	1.3%	1.1%	2.3%
<i>g. Pick up of litter</i>							
Excellent	3.3%	14.0%	13.9%	10.9%	13.7%	16.6%	13.7%
Good	43.3%	44.7%	38.8%	39.7%	39.7%	52.3%	43.3%
Average	40.0%	31.6%	33.9%	33.7%	36.0%	25.9%	32.2%
Poor	10.0%	7.3%	10.3%	11.2%	8.6%	4.1%	8.2%
Very Poor	3.3%	2.5%	3.1%	4.5%	2.0%	1.1%	2.6%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
7. RATE HOW SAFE YOU WOULD FEEL WALKING:							
<i>a. In your neighborhood in the day?</i>							
Very Safe	43.3%	54.7%	37.5%	42.7%	44.2%	70.1%	50.4%
Safe	43.3%	41.8%	55.6%	48.6%	50.5%	28.8%	44.6%
Unsafe	10.0%	3.0%	5.4%	7.5%	4.0%	1.1%	4.1%
Very Unsafe	3.3%	.5%	1.5%	1.2%	1.3%	.0%	.9%
<i>b. In your neighborhood during the evening?</i>							
Very Safe	20.0%	29.4%	19.1%	18.7%	19.9%	43.5%	26.4%
Safe	60.0%	50.8%	50.5%	52.7%	52.7%	46.3%	50.7%
Unsafe	13.3%	16.2%	24.0%	21.3%	21.9%	9.5%	18.2%
Very Unsafe	6.7%	3.7%	6.4%	7.3%	5.5%	.7%	4.6%
<i>c. In your neighborhood park during the day?</i>							
Very Safe	31.0%	38.6%	27.5%	27.9%	31.9%	55.7%	36.7%
Safe	58.6%	54.0%	59.1%	59.9%	59.2%	42.7%	54.8%
Unsafe	10.3%	6.1%	11.5%	11.0%	6.5%	1.6%	7.2%
Very Unsafe	.0%	1.2%	1.9%	1.2%	2.3%	.0%	1.3%
<i>d. In your neighborhood park in the evening?</i>							
Very Safe	17.2%	19.0%	10.3%	10.0%	11.8%	30.5%	16.7%
Safe	48.3%	40.5%	40.2%	38.6%	42.5%	50.8%	42.6%
Unsafe	24.1%	31.8%	34.2%	37.1%	33.4%	16.7%	30.5%
Very Unsafe	10.3%	8.8%	15.2%	14.3%	12.3%	1.9%	10.2%
8. RATE PUBLIC SAFETY IN THE FOLLOWING AREAS:							
<i>a. Effort to prevent crime</i>							
Excellent	3.4%	17.2%	16.1%	19.4%	16.7%	17.1%	17.1%
Good	65.5%	52.8%	50.7%	50.4%	52.7%	55.5%	52.6%
Average	24.1%	23.9%	28.4%	23.2%	24.5%	22.6%	24.4%
Poor	6.9%	4.2%	4.3%	5.8%	4.7%	4.0%	4.6%
Very Poor	.0%	1.9%	.5%	1.2%	1.4%	.7%	1.2%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>b. Traffic enforcement</i>							
Excellent	13.8%	15.4%	13.0%	15.7%	14.1%	12.3%	14.2%
Good	51.7%	55.5%	52.1%	51.3%	53.2%	61.8%	54.9%
Average	27.6%	24.3%	28.3%	25.8%	25.3%	23.6%	25.3%
Poor	6.9%	4.5%	5.6%	5.8%	4.9%	2.1%	4.6%
Very Poor	.0%	.3%	1.1%	1.4%	2.5%	.2%	1.1%
<i>c. Overall quality of police services</i>							
Excellent	17.9%	21.9%	19.3%	23.0%	22.9%	21.1%	21.7%
Good	60.7%	53.3%	49.2%	50.6%	51.1%	55.7%	52.2%
Average	17.9%	19.8%	27.5%	21.6%	22.4%	20.6%	22.1%
Poor	3.6%	3.5%	2.9%	3.4%	2.3%	2.2%	2.9%
Very Poor	.0%	1.4%	1.1%	1.4%	1.4%	.5%	1.2%
<i>d. Visibility of police in neighborhoods</i>							
Excellent	13.8%	20.3%	13.4%	17.3%	12.5%	15.0%	16.0%
Good	48.3%	42.9%	37.4%	37.2%	35.9%	43.5%	39.7%
Average	31.0%	28.1%	31.9%	35.3%	35.9%	33.6%	32.6%
Poor	6.9%	6.9%	14.4%	8.5%	13.1%	6.1%	9.5%
Very Poor	.0%	1.8%	2.9%	1.7%	2.7%	1.9%	2.1%
<i>e. Visibility of police in retail areas</i>							
Excellent	13.8%	18.2%	12.5%	14.5%	13.8%	14.3%	14.9%
Good	48.3%	41.7%	41.5%	42.9%	41.9%	45.1%	42.6%
Average	37.9%	32.2%	35.6%	32.8%	33.7%	34.5%	33.7%
Poor	.0%	6.3%	9.0%	9.2%	9.0%	5.6%	7.6%
Very Poor	.0%	1.5%	1.3%	.7%	1.6%	.5%	1.1%
<i>f. Adequacy of security lighting at city parks</i>							
Excellent	7.1%	10.8%	10.4%	10.1%	7.8%	9.0%	9.6%
Good	50.0%	38.5%	37.7%	39.2%	35.5%	45.4%	39.4%
Average	32.1%	38.8%	38.8%	38.1%	41.9%	36.9%	38.8%
Poor	10.7%	10.0%	11.3%	11.8%	12.9%	8.4%	10.8%
Very Poor	.0%	1.9%	1.7%	.8%	1.9%	.3%	1.3%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>g. Adequacy of city street lighting</i>							
Excellent	3.3%	10.8%	8.4%	8.4%	6.3%	10.4%	8.9%
Good	46.7%	38.2%	37.4%	37.3%	34.2%	43.8%	38.3%
Average	40.0%	39.4%	37.6%	36.3%	41.0%	34.4%	37.9%
Poor	10.0%	8.2%	13.4%	13.2%	14.6%	9.0%	11.4%
Very Poor	.0%	3.5%	3.2%	4.8%	3.8%	2.4%	3.5%
<i>h. Fire/ambulance response time/promptness</i>							
Excellent	15.0%	34.4%	34.8%	38.6%	34.3%	30.5%	34.5%
Good	65.0%	47.9%	47.8%	44.8%	50.6%	53.0%	48.8%
Average	20.0%	15.3%	16.1%	15.7%	14.2%	16.1%	15.5%
Poor	.0%	1.6%	.9%	.6%	.9%	.4%	.9%
Very Poor	.0%	.8%	.3%	.3%	.0%	.0%	.3%
<i>i. Overall quality of fire services</i>							
Excellent	15.8%	35.3%	33.9%	37.6%	34.9%	31.8%	34.6%
Good	78.9%	49.9%	54.5%	48.2%	51.6%	57.0%	52.2%
Average	5.3%	13.7%	10.6%	13.3%	13.2%	10.9%	12.4%
Poor	.0%	.8%	1.0%	.6%	.3%	.4%	.6%
Very Poor	.0%	.3%	.0%	.3%	.0%	.0%	.1%
<i>j. Overall quality of ambulance services</i>							
Excellent	10.0%	35.8%	35.8%	40.9%	34.6%	27.4%	35.0%
Good	80.0%	49.8%	51.0%	42.8%	50.2%	58.0%	50.3%
Average	10.0%	13.5%	12.5%	15.4%	14.6%	13.7%	13.9%
Poor	.0%	.6%	.3%	.9%	.7%	.9%	.7%
Very Poor	.0%	.3%	.3%	.0%	.0%	.0%	.1%



	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>k. Quality of stray/wild animal control in your neighborhood</i>							
Excellent	7.4%	18.5%	11.4%	13.0%	12.9%	20.0%	15.1%
Good	48.1%	39.6%	36.5%	39.7%	38.1%	47.1%	40.2%
Average	29.6%	27.5%	26.2%	23.9%	27.7%	22.9%	25.8%
Poor	.0%	8.5%	18.3%	14.5%	14.3%	7.1%	12.3%
Very Poor	14.8%	5.8%	7.6%	9.0%	7.0%	2.9%	6.6%
<i>l. Overall quality of animal services</i>							
Excellent	4.2%	15.7%	11.4%	15.1%	11.7%	13.8%	13.5%
Good	62.5%	43.5%	39.6%	40.2%	42.0%	51.8%	43.4%
Average	20.8%	29.5%	32.8%	27.0%	31.6%	27.7%	29.6%
Poor	4.2%	7.6%	11.1%	14.6%	8.5%	4.5%	9.3%
Very Poor	8.3%	3.7%	5.1%	3.2%	6.1%	2.3%	4.2%
10. HOW FREQUENTLY HAS ANYONE IN YOUR HOUSEHOLD VISITED THE FOLLOWING FACILITIES IN THE PAST 12 MONTHS?							
<i>a. An Irving Park</i>							
Weekly	20.0%	21.3%	25.6%	25.0%	24.7%	22.4%	23.5%
Monthly	26.7%	25.0%	31.5%	29.2%	26.3%	26.2%	27.3%
Semi-annually	33.3%	18.7%	19.2%	21.3%	21.0%	24.4%	21.0%
Annually	3.3%	12.6%	10.2%	9.3%	13.5%	10.4%	11.3%
Never	16.7%	22.3%	13.6%	15.2%	14.6%	16.5%	16.9%
<i>b. An Irving recreation center</i>							
Weekly	3.3%	7.3%	12.3%	11.9%	11.5%	12.7%	10.7%
Monthly	13.3%	9.4%	16.7%	16.9%	14.0%	16.5%	14.2%
Semi-annually	20.0%	18.5%	19.5%	22.7%	20.4%	26.7%	21.4%
Annually	20.0%	14.2%	13.1%	10.8%	16.2%	16.7%	14.3%
Never	43.3%	50.7%	38.3%	37.7%	37.9%	27.4%	39.3%
<i>c. An Irving public library</i>							
Weekly	10.0%	9.9%	19.4%	17.2%	15.0%	16.8%	15.1%
Monthly	16.7%	21.1%	29.9%	27.8%	23.1%	28.0%	25.4%
Semi-annually	23.3%	17.4%	21.2%	20.2%	27.8%	23.0%	21.7%
Annually	23.3%	14.3%	13.6%	13.2%	13.7%	14.8%	14.1%
Never	26.7%	37.3%	15.9%	21.6%	20.5%	17.5%	23.8%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>d. Irving Arts Center</i>							
Weekly	.0%	1.3%	1.5%	2.6%	1.8%	.7%	1.5%
Monthly	3.3%	9.4%	7.9%	10.4%	12.8%	6.6%	9.4%
Semi-annually	26.7%	19.2%	19.2%	20.7%	22.3%	19.6%	20.3%
Annually	23.3%	18.6%	25.6%	23.5%	22.5%	22.1%	22.1%
Never	46.7%	51.5%	45.6%	42.8%	40.6%	51.0%	46.7%
<i>e. Campión Trails</i>							
Weekly	6.7%	14.3%	3.9%	5.9%	7.0%	11.8%	9.1%
Monthly	16.7%	16.0%	9.5%	9.4%	13.8%	14.5%	13.0%
Semi-annually	23.3%	12.5%	13.4%	12.4%	12.7%	20.4%	14.3%
Annually	6.7%	8.4%	10.3%	11.3%	13.6%	12.2%	10.9%
Never	46.7%	48.8%	63.0%	61.0%	52.7%	41.0%	52.7%
11. RATE THE QUALITY OF COMMUNITY SERVICES IN THE FOLLOWING AREA:							
<i>a. Maintenance/landscaping of city parks</i>							
Excellent	14.3%	21.8%	25.1%	27.3%	23.9%	16.9%	22.8%
Good	42.9%	56.8%	55.7%	53.9%	55.8%	66.3%	57.6%
Average	42.9%	19.0%	18.0%	17.5%	18.1%	15.1%	17.8%
Poor	.0%	1.6%	.5%	1.0%	1.9%	1.7%	1.4%
Very Poor	.0%	.7%	.5%	.2%	.2%	.0%	.4%
<i>b. Quality of facilities at parks</i>							
Excellent	7.7%	16.1%	16.2%	18.0%	13.2%	14.9%	15.6%
Good	61.5%	52.1%	51.3%	48.8%	53.9%	58.6%	53.0%
Average	30.8%	27.6%	28.1%	28.7%	26.9%	25.1%	27.3%
Poor	.0%	3.4%	2.9%	3.2%	4.4%	1.0%	3.0%
Very Poor	.0%	.8%	1.4%	1.3%	1.6%	.3%	1.0%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>c. Overall quality of parks</i>							
Excellent	14.3%	17.3%	20.1%	21.2%	16.7%	14.4%	17.8%
Good	57.1%	54.3%	52.0%	53.0%	54.9%	62.6%	55.3%
Average	28.6%	25.6%	25.7%	24.3%	25.4%	21.1%	24.5%
Poor	.0%	1.9%	1.4%	1.6%	1.7%	1.8%	1.7%
Very Poor	.0%	.9%	.8%	.0%	1.2%	.0%	.6%
<i>d. Miles of walking trails</i>							
Excellent	16.7%	26.3%	19.0%	24.3%	22.9%	26.7%	24.1%
Good	41.7%	50.0%	55.0%	48.4%	51.1%	54.0%	51.5%
Average	41.7%	20.1%	21.7%	22.0%	21.2%	17.0%	20.5%
Poor	.0%	2.9%	3.7%	3.0%	3.4%	1.1%	2.8%
Very Poor	.0%	.6%	.7%	2.4%	1.4%	1.1%	1.2%
<i>e. Variety of programs at recreation centers</i>							
Excellent	10.0%	16.6%	17.8%	22.6%	17.6%	13.3%	17.4%
Good	50.0%	50.0%	55.4%	50.5%	50.0%	61.1%	53.3%
Average	30.0%	29.6%	23.6%	24.4%	26.1%	21.9%	25.3%
Poor	.0%	3.0%	2.3%	1.8%	4.9%	3.3%	3.1%
Very Poor	10.0%	.9%	.8%	.7%	1.3%	.3%	.9%
<i>f. Overall quality of city recreation centers</i>							
Excellent	12.5%	17.2%	16.4%	21.1%	14.8%	11.9%	16.2%
Good	50.0%	49.8%	56.9%	52.4%	55.6%	60.8%	55.0%
Average	37.5%	29.6%	23.8%	24.1%	24.8%	25.4%	25.7%
Poor	.0%	2.1%	1.9%	2.0%	4.2%	1.3%	2.3%
Very Poor	.0%	1.2%	1.1%	.3%	.6%	.6%	.8%
<i>g. Availability and selection of books and materials</i>							
Excellent	22.2%	19.2%	28.9%	26.8%	24.6%	16.8%	23.1%
Good	44.4%	46.1%	49.1%	54.0%	50.0%	49.4%	49.6%
Average	22.2%	29.6%	19.8%	17.4%	22.3%	27.8%	23.5%
Poor	11.1%	3.2%	1.9%	1.8%	2.9%	5.4%	3.1%
Very Poor	.0%	1.9%	.3%	.0%	.3%	.6%	.6%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>h. Overall quality of libraries</i>							
Excellent	33.3%	20.5%	28.2%	30.5%	25.6%	21.0%	25.1%
Good	44.4%	48.3%	52.6%	51.2%	51.5%	53.0%	51.2%
Average	22.2%	26.8%	17.0%	18.0%	20.8%	24.2%	21.6%
Poor	.0%	3.4%	1.9%	.3%	1.4%	1.4%	1.7%
Very Poor	.0%	1.0%	.3%	.0%	.6%	.3%	.5%
<i>i. Variety of Irving Arts Center programs and exhibits</i>							
Excellent	.0%	18.2%	19.1%	20.7%	23.8%	13.7%	19.2%
Good	75.0%	50.6%	58.6%	53.2%	50.2%	58.0%	53.7%
Average	25.0%	24.4%	20.0%	23.9%	23.4%	22.6%	23.1%
Poor	.0%	5.1%	1.9%	1.8%	1.7%	5.3%	3.1%
Very Poor	.0%	1.8%	.5%	.4%	1.0%	.4%	.9%
<i>j. Overall quality of Irving Arts Center</i>							
Excellent	.0%	21.0%	23.3%	23.0%	27.2%	16.3%	22.2%
Good	62.5%	52.3%	56.3%	52.9%	50.7%	57.5%	53.6%
Average	37.5%	21.9%	18.1%	22.7%	20.2%	22.2%	21.2%
Poor	.0%	4.0%	2.3%	1.1%	1.7%	3.6%	2.5%
Very Poor	.0%	.9%	.0%	.4%	.3%	.5%	.4%
13. RATE PUBLIC WORKS SERVICES IN THE FOLLOWING AREA:							
<i>a. Satisfaction with building/rebuilding streets</i>							
Excellent	.0%	7.2%	7.0%	7.5%	5.7%	5.9%	6.6%
Good	14.3%	35.6%	39.3%	31.0%	31.7%	47.9%	36.8%
Average	64.3%	41.0%	41.4%	43.8%	44.3%	36.4%	41.5%
Poor	7.1%	11.9%	9.4%	12.7%	15.6%	6.8%	11.3%
Very Poor	14.3%	4.4%	2.9%	5.0%	2.8%	3.1%	3.8%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>b. Satisfaction with condition of major streets</i>							
Excellent	.0%	6.9%	7.3%	6.7%	5.1%	6.7%	6.5%
Good	28.6%	35.5%	39.1%	37.3%	34.3%	48.8%	38.7%
Average	50.0%	41.1%	42.0%	41.1%	44.1%	34.6%	40.6%
Poor	7.1%	13.0%	8.9%	12.1%	14.5%	7.4%	11.3%
Very Poor	14.3%	3.5%	2.6%	2.9%	2.0%	2.5%	2.8%
<i>c. Satisfaction with condition of neighborhood sidewalks</i>							
Excellent	.0%	6.0%	4.2%	5.5%	3.6%	7.4%	5.4%
Good	21.4%	37.7%	35.9%	25.7%	25.2%	43.0%	33.6%
Average	57.1%	41.5%	40.3%	42.9%	42.9%	37.9%	41.2%
Poor	21.4%	10.8%	15.7%	19.9%	20.7%	9.5%	15.1%
Very Poor	.0%	4.0%	3.9%	6.0%	7.6%	2.3%	4.7%
<i>d. Satisfaction with condition of neighborhood streets</i>							
Excellent	.0%	6.6%	5.7%	4.8%	3.8%	7.4%	5.7%
Good	35.7%	36.0%	32.0%	26.9%	24.4%	51.4%	34.3%
Average	42.9%	43.1%	49.2%	52.1%	47.2%	34.6%	45.0%
Poor	14.3%	10.3%	10.7%	11.4%	20.1%	4.8%	11.5%
Very Poor	7.1%	4.1%	2.3%	4.8%	4.5%	1.8%	3.6%
<i>e. Satisfaction with condition of traffic signs and roadway striping</i>							
Excellent	.0%	8.5%	8.1%	6.7%	6.5%	9.5%	7.8%
Good	35.7%	44.5%	40.7%	41.6%	42.2%	53.3%	44.5%
Average	50.0%	36.2%	43.1%	41.9%	42.2%	31.9%	38.8%
Poor	7.1%	8.1%	6.3%	7.9%	6.5%	4.2%	6.7%
Very Poor	7.1%	2.7%	1.8%	1.9%	2.5%	1.2%	2.1%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>f. Satisfaction with maintaining streets</i>							
Excellent	.0%	5.0%	4.7%	2.6%	4.0%	4.6%	4.2%
Good	21.4%	24.5%	28.1%	21.9%	21.1%	40.0%	26.9%
Average	35.7%	41.2%	42.5%	43.3%	39.3%	36.5%	40.5%
Poor	28.6%	20.8%	20.2%	23.3%	25.1%	14.1%	20.8%
Very Poor	14.3%	8.4%	4.5%	8.8%	10.4%	4.8%	7.6%
<i>g. Satisfaction with placement and number of streetlights</i>							
Excellent	7.1%	7.1%	6.1%	4.3%	5.7%	7.0%	6.1%
Good	21.4%	34.4%	32.8%	30.8%	30.1%	43.4%	34.3%
Average	71.4%	43.2%	44.3%	44.6%	43.3%	38.5%	42.9%
Poor	.0%	12.4%	12.8%	16.1%	14.8%	8.6%	12.8%
Very Poor	.0%	2.9%	4.0%	4.1%	6.2%	2.6%	3.8%
<i>h. Satisfaction with stormwater drainage</i>							
Excellent	.0%	6.8%	7.7%	7.1%	5.9%	8.4%	7.1%
Good	35.7%	34.5%	32.6%	34.1%	35.3%	48.5%	36.9%
Average	35.7%	40.3%	40.8%	39.4%	38.5%	30.2%	37.9%
Poor	28.6%	15.1%	15.9%	14.4%	14.1%	10.8%	14.2%
Very Poor	.0%	3.3%	2.9%	5.1%	6.2%	2.1%	3.9%
<i>i. Satisfaction with streetsweeping</i>							
Excellent	.0%	7.2%	7.9%	5.8%	6.2%	7.3%	6.8%
Good	33.3%	35.4%	30.1%	28.1%	29.6%	46.6%	34.1%
Average	50.0%	43.2%	41.2%	46.9%	40.8%	35.9%	41.7%
Poor	.0%	11.4%	15.2%	15.0%	17.4%	7.8%	13.1%
Very Poor	16.7%	2.8%	5.7%	4.3%	6.0%	2.4%	4.2%
<i>j. Satisfaction with timing of traffic signals</i>							
Excellent	.0%	4.9%	7.4%	5.0%	3.4%	4.4%	4.9%
Good	23.1%	31.3%	33.1%	27.9%	34.8%	44.4%	34.1%
Average	53.8%	42.6%	36.8%	44.6%	42.2%	39.4%	41.4%
Poor	15.4%	14.7%	15.3%	16.5%	13.5%	8.6%	13.7%
Very Poor	7.7%	6.6%	7.4%	6.0%	6.3%	3.2%	5.9%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>k. Satisfaction with traffic management during rush hour</i>							
Excellent	.0%	4.7%	6.8%	4.9%	4.3%	4.9%	5.0%
Good	33.3%	29.2%	33.1%	27.5%	29.6%	40.8%	31.9%
Average	58.3%	45.6%	41.2%	47.7%	48.0%	41.1%	44.9%
Poor	.0%	15.2%	13.3%	16.1%	12.2%	10.6%	13.5%
Very Poor	8.3%	5.2%	5.7%	3.9%	5.9%	2.6%	4.7%
15. HOW OFTEN DO YOU RIDE A BICYCLE FOR TRANSPORTATION TO WORK, SCHOOL, OR FOR ERRANDS?							
Daily	.0%	.5%	1.0%	1.9%	1.5%	.9%	1.1%
Weekly	.0%	1.8%	2.1%	2.4%	1.3%	1.4%	1.8%
Monthly	.0%	2.8%	2.9%	1.9%	3.1%	4.1%	3.0%
Fewer than 10 times per year	21.4%	7.9%	12.3%	7.2%	8.4%	10.3%	9.1%
Never	78.6%	86.9%	81.6%	86.6%	85.6%	83.3%	85.0%
17. RATE THE QUALITY OF SOLID WASTE SERVICES IN THE FOLLOWING AREAS:							
<i>a. Satisfaction with brush and bulky waste pickup</i>							
Excellent	28.6%	25.8%	31.5%	31.8%	32.8%	38.2%	31.8%
Good	57.1%	44.2%	48.1%	41.4%	46.2%	46.9%	45.4%
Average	14.3%	24.2%	17.2%	20.5%	17.6%	13.0%	18.7%
Poor	.0%	4.8%	2.4%	5.1%	2.9%	1.7%	3.4%
Very Poor	.0%	1.0%	.8%	1.2%	.4%	.2%	.7%
<i>b. Satisfaction with drop-off recycling centers</i>							
Excellent	8.3%	14.3%	16.4%	17.3%	14.6%	17.2%	15.8%
Good	50.0%	38.3%	46.0%	37.7%	44.9%	49.1%	42.9%
Average	41.7%	30.1%	27.2%	34.8%	28.7%	24.1%	29.2%
Poor	.0%	10.7%	8.0%	7.4%	9.4%	7.3%	8.6%
Very Poor	.0%	6.7%	2.5%	2.8%	2.5%	2.3%	3.5%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>c. Satisfaction with residential curbside recycling</i>							
Excellent	15.4%	26.6%	27.9%	30.9%	30.8%	37.3%	30.5%
Good	53.8%	33.5%	38.8%	40.8%	42.1%	38.3%	38.6%
Average	15.4%	23.4%	23.2%	19.4%	17.5%	12.7%	19.3%
Poor	7.7%	9.2%	7.4%	6.3%	7.2%	6.7%	7.4%
Very Poor	7.7%	7.3%	2.6%	2.6%	2.4%	5.0%	4.2%
<i>d. Satisfaction with residential trash collection</i>							
Excellent	35.7%	32.6%	41.0%	38.8%	38.5%	42.9%	38.4%
Good	35.7%	42.7%	44.4%	43.9%	45.7%	42.9%	43.8%
Average	21.4%	20.5%	12.5%	15.4%	14.3%	11.5%	15.2%
Poor	7.1%	2.4%	1.6%	1.7%	1.3%	2.3%	1.9%
Very Poor	.0%	1.7%	.5%	.2%	.2%	.5%	.7%
<i>e. Satisfaction with overall quality of solid waste services</i>							
Excellent	28.6%	26.0%	28.9%	30.6%	29.8%	33.3%	29.6%
Good	42.9%	44.0%	49.2%	46.1%	49.8%	49.6%	47.5%
Average	21.4%	26.9%	20.3%	21.8%	18.6%	15.3%	20.9%
Poor	7.1%	2.5%	1.6%	.8%	1.6%	1.4%	1.7%
Very Poor	.0%	.6%	.0%	.8%	.2%	.2%	.4%
<i>f. Promotion of water conservation</i>							
Excellent	14.3%	13.7%	14.0%	19.0%	13.1%	11.8%	14.3%
Good	7.1%	41.9%	46.3%	41.9%	46.4%	47.5%	44.4%
Average	57.1%	31.9%	32.1%	29.4%	30.4%	31.0%	31.2%
Poor	14.3%	9.3%	6.3%	6.3%	8.9%	7.4%	7.8%
Very Poor	7.1%	3.2%	1.4%	3.3%	1.2%	2.2%	2.3%
<i>g. Household hazardous waste disposal</i>							
Excellent	9.1%	12.8%	14.0%	16.1%	13.3%	10.5%	13.4%
Good	36.4%	33.6%	40.6%	35.5%	38.4%	37.8%	37.1%
Average	45.5%	33.8%	31.6%	37.2%	33.1%	35.9%	34.3%
Poor	9.1%	13.8%	10.2%	8.5%	13.3%	13.3%	11.9%
Very Poor	.0%	5.9%	3.5%	2.8%	1.9%	2.5%	3.4%



	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>h. Education about environmental issues</i>							
Excellent	.0%	11.5%	13.1%	15.0%	12.0%	8.7%	12.0%
Good	20.0%	28.7%	39.3%	37.0%	35.0%	35.4%	34.7%
Average	60.0%	39.6%	33.3%	35.2%	37.9%	39.5%	37.4%
Poor	20.0%	14.6%	9.5%	9.4%	12.0%	12.0%	11.7%
Very Poor	.0%	5.7%	4.8%	3.4%	3.1%	4.4%	4.3%
<i>i. Landfill</i>							
Excellent	.0%	14.8%	19.0%	18.8%	15.6%	13.8%	16.5%
Good	44.4%	36.5%	49.7%	46.7%	47.9%	42.9%	44.9%
Average	44.4%	39.8%	27.5%	31.7%	32.2%	34.4%	33.1%
Poor	11.1%	6.9%	2.8%	2.5%	3.3%	7.1%	4.4%
Very Poor	.0%	2.0%	.9%	.3%	1.0%	1.8%	1.1%
19. DO YOU AGREE THAT THE ISSUES PRIORITIZED BY THE CITY COUNCIL WILL IMPROVE QUALITY OF LIFE?							
Strongly Agree	42.9%	37.9%	32.7%	34.2%	37.4%	36.2%	36.0%
Agree	35.7%	44.5%	44.9%	43.7%	45.5%	48.3%	45.3%
Neutral	14.3%	13.7%	16.6%	16.7%	12.8%	12.5%	14.3%
Disagree	.0%	2.7%	3.7%	3.2%	2.9%	2.1%	2.9%
Strongly Disagree	7.1%	1.2%	2.1%	2.2%	1.4%	.9%	1.5%
20. ARE YOU AWARE THAT THE CITY OF IRVING HAS A STRATEGIC PLAN?							
Yes	42.9%	54.7%	54.2%	57.2%	59.9%	53.4%	55.8%
No	57.1%	45.3%	45.8%	42.8%	40.1%	46.6%	44.2%
22. ARE YOU WILLING TO PAY MORE TAXES OR FEES TO INCREASE SERVICE LEVELS IN YOUR CHOSEN AREAS?							
Yes	33.3%	41.1%	38.0%	39.2%	39.2%	38.3%	39.3%
No	66.7%	58.9%	62.0%	60.8%	60.8%	61.7%	60.7%

	Zip Codes						CITY
	<i>None</i>	<i>75038/39</i>	<i>75060</i>	<i>75061</i>	<i>75062</i>	<i>75063</i>	TOTAL
23. I RECEIVE GOOD VALUE FOR THE CITY OF IRVING TAXES I PAY							
Strongly Agree	.0%	7.6%	10.4%	9.5%	9.5%	7.5%	8.8%
Agree	.0%	41.5%	35.8%	38.6%	43.7%	45.2%	41.1%
Neutral	75.0%	35.2%	35.5%	35.0%	30.5%	35.2%	34.3%
Disagree	25.0%	12.3%	14.4%	12.4%	11.5%	9.4%	12.0%
Strongly Disagree	.0%	3.4%	3.9%	4.6%	4.9%	2.7%	3.9%
25. HAVE YOU HAD ANY IN-PERSON OR PHONE CONTACT WITH A CITY OF IRVING EMPLOYEE IN THE PAST 12 MONTHS?							
Yes	50.0%	54.2%	60.3%	67.2%	67.8%	53.3%	60.0%
No	50.0%	45.8%	39.7%	32.8%	32.2%	46.7%	40.0%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
26. WHICH OFFICE DID YOU CONTACT MOST RECENTLY?							
Animal Services	50.0%	10.1%	4.6%	11.1%	12.7%	14.2%	10.7%
Arts Center	.0%	1.8%	2.5%	3.0%	.7%	.9%	1.8%
City Manager's Office	.0%	3.0%	2.1%	1.3%	2.1%	2.2%	2.1%
City Secretary's Office	.0%	.3%	1.3%	.7%	.7%	.0%	.6%
Code Enforcement	.0%	7.7%	3.8%	12.1%	14.1%	12.9%	10.2%
Corporate Communications	.0%	.9%	1.7%	1.3%	1.0%	.4%	1.1%
Fire	.0%	3.0%	3.4%	3.6%	2.7%	.9%	2.8%
Housing and Human Services	.0%	1.5%	1.7%	2.3%	1.4%	.4%	1.5%
Library	.0%	8.6%	11.4%	10.8%	8.6%	9.5%	9.7%
Municipal Court	.0%	3.0%	.8%	1.3%	1.4%	2.2%	1.8%
Parks and Recreation	.0%	5.6%	8.0%	4.3%	3.8%	7.3%	5.6%
Planning and Inspections	.0%	2.7%	2.1%	1.6%	3.4%	4.3%	2.8%
Police	50.0%	13.3%	8.9%	8.2%	9.6%	9.5%	10.1%
Solid Waste Services	.0%	5.9%	11.8%	8.5%	7.9%	4.7%	7.7%
Streets	.0%	2.1%	5.1%	3.0%	4.1%	3.0%	3.3%
Traffic	.0%	2.1%	3.0%	.3%	.3%	.9%	1.3%
Water/Wastewater	.0%	9.5%	11.0%	6.2%	8.9%	5.2%	8.2%
Water Billing	.0%	14.2%	13.1%	16.4%	11.3%	18.5%	14.6%
Other	.0%	5.0%	3.8%	3.9%	5.2%	3.0%	4.3%
27. WHAT WAS YOUR IMPRESSION OF IRVING CITY EMPLOYEES IN YOUR MOST RECENT CONTACT?							
<i>a. Satisfaction with employee knowledge</i>							
Excellent	.0%	29.7%	21.5%	28.9%	21.4%	25.9%	25.6%
Good	33.3%	45.2%	48.4%	46.1%	52.0%	48.5%	48.0%
Average	66.7%	20.6%	23.4%	19.8%	22.4%	21.0%	21.5%
Poor	.0%	3.4%	4.8%	2.9%	3.4%	3.9%	3.7%
Very Poor	.0%	1.0%	1.9%	2.3%	.8%	.7%	1.3%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>b. Satisfaction with employee valuation of customers</i>							
Excellent	.0%	26.6%	18.0%	25.9%	23.1%	24.3%	23.7%
Good	33.3%	39.4%	41.8%	39.5%	37.1%	38.2%	39.2%
Average	33.3%	21.9%	24.8%	22.7%	27.6%	30.2%	25.3%
Poor	33.3%	7.6%	11.3%	8.1%	8.5%	6.0%	8.3%
Very Poor	.0%	4.4%	4.2%	3.8%	3.7%	1.3%	3.6%
<i>c. Satisfaction with professionalism</i>							
Excellent	.0%	30.1%	22.8%	28.2%	25.3%	26.9%	26.8%
Good	33.3%	39.9%	40.4%	40.7%	41.1%	42.4%	40.8%
Average	33.3%	23.5%	25.0%	23.4%	24.7%	25.2%	24.3%
Poor	33.3%	3.9%	9.9%	5.4%	6.8%	4.5%	6.1%
Very Poor	.0%	2.7%	1.9%	2.3%	2.1%	1.0%	2.0%
<i>d. Satisfaction with promptness</i>							
Excellent	.0%	28.8%	19.9%	26.8%	24.7%	26.9%	25.6%
Good	33.3%	37.9%	42.0%	39.8%	39.1%	39.6%	39.6%
Average	66.7%	23.9%	26.4%	25.6%	26.8%	24.7%	25.5%
Poor	.0%	5.4%	7.8%	5.2%	7.6%	6.2%	6.4%
Very Poor	.0%	3.9%	3.9%	2.6%	1.8%	2.6%	3.0%
<i>e. Satisfaction with willingness to help:</i>							
Excellent	.0%	31.2%	22.9%	28.1%	26.1%	28.9%	27.6%
Good	33.3%	39.7%	39.4%	40.1%	39.0%	39.2%	39.5%
Average	66.7%	18.4%	23.5%	20.3%	20.4%	22.8%	21.0%
Poor	.0%	6.3%	9.0%	6.6%	10.3%	7.4%	7.9%
Very Poor	.0%	4.4%	5.2%	4.9%	4.1%	1.6%	4.1%
<i>f. Satisfaction with overall impression:</i>							
Excellent	.0%	29.4%	19.3%	25.9%	24.7%	27.2%	25.5%
Good	33.3%	39.6%	41.2%	41.5%	41.8%	41.7%	41.1%
Average	33.3%	20.6%	25.7%	23.9%	23.1%	22.7%	23.1%
Poor	33.3%	6.6%	7.7%	5.5%	7.8%	6.8%	6.9%
Very Poor	.0%	3.9%	6.1%	3.2%	2.6%	1.6%	3.5%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
25. RATE THE USEFULNESS OF THE FOLLOWING SOURCES IN FINDING OUT ABOUT CITY SERVICES AND PROGRAMS:							
<i>a. All About Irving</i>							
Very Useful	.0%	31.1%	26.8%	29.8%	32.4%	23.6%	28.9%
Useful	33.3%	56.7%	62.5%	52.2%	55.5%	59.7%	57.1%
Not Useful	33.3%	9.3%	7.6%	11.4%	9.3%	13.3%	10.2%
Not At All Useful	33.3%	2.9%	3.1%	6.5%	2.8%	3.4%	3.8%
<i>b. City Briefs</i>							
Very Useful	.0%	22.9%	26.5%	26.0%	26.1%	16.7%	23.6%
Useful	33.3%	58.0%	63.3%	59.3%	61.1%	58.5%	59.9%
Not Useful	33.3%	14.6%	8.7%	11.1%	8.4%	18.1%	12.3%
Not At All Useful	33.3%	4.4%	1.5%	3.5%	4.3%	6.8%	4.2%
<i>c. City Manager's Report</i>							
Very Useful	.0%	17.7%	19.0%	17.5%	17.7%	13.9%	17.2%
Useful	.0%	57.6%	57.8%	55.7%	52.7%	52.9%	55.3%
Not Useful	100.0%	17.3%	19.9%	20.6%	21.2%	26.5%	21.0%
Not At All Useful	.0%	7.4%	3.3%	6.1%	8.4%	6.7%	6.5%
<i>d. City Spectrum</i>							
Very Useful	.0%	38.0%	39.7%	42.7%	43.6%	34.5%	39.6%
Useful	66.7%	55.4%	55.9%	52.4%	50.4%	55.6%	54.0%
Not Useful	33.3%	4.8%	3.8%	3.1%	4.5%	8.0%	4.9%
Not At All Useful	.0%	1.8%	.6%	1.8%	1.5%	1.9%	1.6%
<i>e. City Spectrum Extra</i>							
Very Useful	.0%	21.2%	22.8%	24.4%	27.9%	15.5%	22.3%
Useful	50.0%	47.5%	53.9%	50.4%	45.4%	42.5%	47.9%
Not Useful	50.0%	20.9%	17.5%	16.9%	19.9%	31.3%	21.3%
Not At All Useful	.0%	10.4%	5.7%	8.3%	6.8%	10.7%	8.5%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
<i>f. City Web Site</i>							
Very Useful	.0%	30.4%	28.4%	32.8%	29.4%	29.9%	30.2%
Useful	66.7%	58.3%	60.8%	54.9%	58.9%	61.3%	58.8%
Not Useful	33.3%	8.6%	8.3%	9.1%	7.9%	7.3%	8.3%
Not At All Useful	.0%	2.7%	2.5%	3.2%	3.8%	1.5%	2.7%
<i>g. Fliers/brochures</i>							
Very Useful	.0%	15.7%	15.2%	18.1%	11.9%	9.8%	14.2%
Useful	.0%	52.4%	59.4%	53.3%	55.9%	48.8%	53.8%
Not Useful	100.0%	22.6%	19.7%	21.6%	23.4%	31.1%	23.6%
Not At All Useful	.0%	9.4%	5.7%	6.9%	8.8%	10.2%	8.3%
<i>h. ICTN</i>							
Very Useful	.0%	13.7%	18.8%	20.5%	20.0%	9.5%	16.6%
Useful	.0%	47.6%	56.3%	50.2%	47.6%	37.2%	47.9%
Not Useful	100.0%	24.4%	13.6%	19.2%	21.2%	33.7%	22.4%
Not At All Useful	.0%	14.4%	11.3%	10.0%	11.2%	19.6%	13.2%
<i>i. Social networking</i>							
Very Useful	.0%	14.2%	10.3%	14.7%	11.3%	10.0%	12.2%
Useful	50.0%	35.4%	50.9%	36.3%	35.0%	36.1%	38.5%
Not Useful	50.0%	27.5%	22.3%	27.4%	33.9%	33.9%	28.9%
Not At All Useful	.0%	22.9%	16.6%	21.6%	19.8%	20.0%	20.3%
<i>j. Video on Demand</i>							
Very Useful	.0%	14.3%	13.3%	17.3%	15.9%	12.7%	14.7%
Useful	.0%	42.4%	58.2%	46.1%	45.5%	36.7%	45.5%
Not Useful	100.0%	26.7%	18.2%	23.0%	24.4%	30.7%	24.8%
Not At All Useful	.0%	16.6%	10.3%	13.6%	14.2%	19.9%	15.0%
29. DO YOU HAVE INTERNET ACCESS AT HOME?							
Yes	100.0%	95.3%	83.7%	88.0%	90.9%	98.4%	91.7%
No	.0%	4.7%	16.3%	12.0%	9.1%	1.6%	8.3%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
30. HOW OFTEN DO YOU VISIT THE CITY WEB SITE?							
Daily	.0%	2.8%	1.5%	1.4%	2.4%	1.1%	1.9%
Weekly	.0%	4.5%	7.9%	8.8%	7.7%	2.3%	6.1%
Monthly	.0%	26.2%	31.1%	29.5%	31.2%	30.7%	29.4%
Semi-annually or Annually	75.0%	33.2%	26.8%	28.3%	28.3%	40.7%	31.7%
Never	25.0%	33.3%	32.7%	32.1%	30.3%	25.2%	30.8%
DEMOGRAPHICS							
31. ARE YOU:							
Male	100.0%	44.5%	39.9%	40.3%	40.9%	56.6%	44.6%
Female	.0%	55.5%	60.1%	59.7%	59.1%	43.4%	55.4%
32. WHAT IS YOUR AGE?							
18-34	.0%	20.3%	12.4%	8.7%	9.5%	16.1%	13.9%
35-44	100.0%	20.8%	14.7%	20.0%	18.0%	32.4%	21.3%
45-54	.0%	22.1%	27.2%	28.5%	25.3%	22.4%	24.8%
55-64	.0%	23.6%	31.2%	26.7%	27.9%	19.2%	25.4%
65+	.0%	13.3%	14.5%	16.0%	19.3%	10.0%	14.6%
33. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR ETHNICITY?							
Asian	100.0%	15.7%	9.0%	4.8%	4.5%	30.8%	13.3%
Black	.0%	11.6%	3.3%	6.8%	4.3%	3.7%	6.4%
Hispanic	.0%	9.3%	22.4%	22.7%	15.3%	5.3%	14.4%
Native American	.0%	.8%	1.3%	.5%	1.8%	.2%	.9%
White	.0%	63.4%	65.6%	67.4%	75.8%	62.0%	66.6%

	Zip Codes						CITY
	None	75038/39	75060	75061	75062	75063	TOTAL
34. DO YOU HAVE A CHILD AGE 18 OR YOUNGER LIVING AT YOUR HOME?							
Yes	100.0%	23.4%	36.2%	34.0%	29.8%	36.8%	31.4%
No	.0%	76.6%	63.8%	66.0%	70.2%	63.2%	68.6%
35. WHICH BEST DESCRIBES YOUR HOME?							
Apartment	100.0%	27.4%	.3%	.2%	.0%	.0%	7.3%
Duplex	.0%	1.8%	3.1%	2.8%	1.1%	.4%	1.8%
Single-family home	.0%	48.1%	95.4%	93.2%	97.1%	93.9%	82.6%
Townhome	.0%	22.7%	1.3%	3.7%	1.8%	5.6%	8.3%
36. DO YOU RENT OR OWN YOUR HOME?							
Rent	100.0%	30.0%	9.0%	9.5%	7.8%	2.5%	13.1%
Own	.0%	70.0%	91.0%	90.5%	92.2%	97.5%	86.9%
37. HOW LONG HAVE YOU LIVED IN IRVING?							
Less than 1 year	.0%	8.2%	1.5%	1.9%	3.3%	3.6%	4.1%
1-5 years	.0%	38.5%	10.7%	10.8%	11.6%	32.7%	22.4%
6-10 years	100.0%	18.7%	13.2%	11.9%	13.4%	27.7%	17.2%
11-20 years	.0%	16.7%	24.2%	23.0%	24.1%	26.6%	22.4%
More than 20 years	.0%	17.9%	50.4%	52.5%	47.6%	9.5%	33.9%



# Appendix C

## 2006-2010 Survey Results

### Comparison

For each question asked on the 2006, 2008, 2009, and 2010 surveys you will find the overall city percentages plus the change in percentage points between the 2009 and 2010 surveys.

1. Rate the following:

a. Irving as a place to live

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	19.7%	19.6%	-.1
Good	N/A	N/A	47.9%	51.8%	+3.9
Average	N/A	N/A	24.9%	23.6%	-1.3
Poor	N/A	N/A	6.2%	4.4%	-1.8
Very Poor	N/A	N/A	1.3%	0.6%	-.7

b. Irving as a place to raise children

	2006	2008	2009	2010	1 yr. +/-
Excellent	11.2%	10.8%	13.3%	14.2%	+9
Good	33.6%	37.8%	38.2%	39.0%	+8
Average	36.2%	36.5%	30.9%	32.2%	+1.3
Poor	14.2%	12.0%	12.9%	12.2%	-.7
Very Poor	4.7%	2.9%	4.6%	2.4%	-2.2

c. Irving as a place to work

	2006	2008	2009	2010	1 yr. +/-
Excellent	15.6%	18.9%	20.5%	21.6%	+1.1
Good	42.6%	43.9%	44.3%	41.5%	-2.8
Average	32.7%	31.5%	27.1%	29.7%	+2.6
Poor	7.5%	4.8%	6.7%	6.2%	-.5
Very Poor	1.6%	1.0%	1.4%	1.0%	-.4

d. Your neighborhood as a place to live

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.4%	22.7%	28.5%	27.9%	-.6
Good	45.0%	43.3%	41.4%	43.2%	+1.8
Average	25.2%	25.8%	23.3%	21.9%	-1.4
Poor	6.3%	6.5%	5.1%	5.3%	+.2
Very Poor	1.1%	1.6%	1.7%	1.7%	+0

e. Overall quality of city services

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	18.1%	18.6%	+.5
Good	N/A	N/A	54.4%	54.8%	+.4
Average	N/A	N/A	23.4%	23.1%	-.3
Poor	N/A	N/A	3.0%	3.1%	+.1
Very Poor	N/A	N/A	1.0%	.5%	-.5

f. Quality of life in the city as a whole

	2006	2008	2009	2010	1 yr. +/-
Excellent	9.8%	9.3%	14.5%	14.3%	-.2
Good	42.5%	43.2%	48.8%	51.8%	+3.0
Average	36.4%	36.0%	29.2%	28.5%	-.7
Poor	9.2%	9.6%	6.5%	4.7%	-1.8
Very Poor	2.0%	1.9%	1.1%	.7%	-.4

2. Rate each of the following characteristics as they relate to Irving:

a. Appearance of the city

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.2%	6.7%	9.6%	8.6%	-1.0
Good	34.5%	37.0%	42.8%	46.6%	+3.8
Average	41.6%	36.1%	34.5%	32.8%	-1.7
Poor	14.9%	15.0%	11.0%	10.6%	-.4
Very Poor	3.9%	5.3%	2.1%	1.4%	-.7

b. Cultural event opportunities

	2006	2008	2009	2010	1 yr. +/-
Excellent	9.4%	9.6%	10.8%	12.1%	+1.3
Good	38.7%	39.4%	43.7%	42.5%	-1.2
Average	38.3%	39.5%	34.4%	35.6%	+1.2
Poor	10.9%	9.6%	10.2%	8.3%	-1.9
Very Poor	2.7%	1.9%	1.0%	1.6%	+.6

c. Economic Development/Redevelopment

	2006	2008	2009	2010	1 yr. +/-
Excellent	7.1%	N/A	12.6%	11.8%	-.8
Good	33.5%	N/A	41.3%	43.5%	+2.2
Average	34.3%	N/A	33.0%	32.9%	-.1
Poor	17.2%	N/A	11.0%	9.7%	-1.3
Very Poor	8.0%	N/A	2.1%	2.0%	-.1

d. Job opportunities

	2006	2008	2009	2010	1 yr. +/-
Excellent	6.6%	9.1%	7.2%	6.5%	-.7
Good	32.4%	38.1%	32.8%	32.7%	-.1
Average	42.9%	42.1%	43.2%	43.1%	-.1
Poor	14.6%	8.6%	14.1%	14.5%	+.4
Very Poor	3.5%	2.1%	2.7%	3.2%	+.5

e. Recreational opportunities

	2006	2008	2009	2010	1 yr. +/-
Excellent	9.5%	11.0%	13.5%	12.6%	-.9
Good	33.9%	41.1%	41.8%	41.5%	-.3
Average	39.2%	36.7%	33.7%	36.3%	+2.6
Poor	14.3%	9.5%	9.3%	7.9%	-1.4
Very Poor	3.2%	1.8%	1.8%	1.6%	-.2

f. Shopping opportunities

	2006	2008	2009	2010	1 yr. +/-
Excellent	10.1%	8.6%	9.5%	8.2%	-1.3
Good	29.0%	27.9%	25.8%	24.3%	-1.5
Average	32.5%	33.6%	30.7%	32.9%	+2.2
Poor	19.7%	19.5%	21.5%	22.0%	+.5
Very Poor	8.7%	10.4%	12.5%	12.6%	+.1

3. Rate the quality of city enforcement in regard to the following zoning and code issues in your neighborhood:

a. Clean up of junk and debris

	2006	2008	2009	2010	1 yr. +/-
Excellent	19.0%	12.4%	15.4%	16.3%	+1.1
Good	41.4%	42.0%	45.1%	45.6%	+.5
Average	16.0%	29.0%	25.0%	26.2%	+1.2
Poor	14.8%	11.6%	10.9%	8.4%	-2.5
Very Poor	8.9%	5.0%	3.6%	3.5%	-.1

b. Exterior maintenance of structures

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	8.9%	11.9%	12.1%	+.2
Good	N/A	42.8%	45.1%	46.1%	+1.0
Average	N/A	34.3%	30.4%	32.3%	+1.9
Poor	N/A	10.8%	9.9%	7.5%	-2.4
Very Poor	N/A	3.3%	2.6%	2.1%	-.5

c. Weeds and high grass

	2006	2008	2009	2010	1 yr. +/-
Excellent	16.9%	9.6%	11.9%	13.9%	+2.0
Good	43.4%	43.1%	44.0%	46.2%	+2.2
Average	18.0%	34.1%	31.2%	30.4%	-.8
Poor	14.4%	10.1%	10.2%	7.4%	-2.8
Very Poor	7.3%	3.1%	2.7%	2.2%	-.5

d. Parking in the yard

	2006	2008	2009	2010	1 yr. +/-
Excellent	17.9%	11.5%	14.5%	16.6%	+2.2
Good	33.5%	36.8%	40.6%	40.9%	+.3
Average	19.7%	31.5%	27.5%	27.7%	+.2
Poor	15.7%	13.7%	12.0%	10.2%	-1.8
Very Poor	13.1%	6.5%	5.5%	4.5%	-1.0

e. Regulation of signs

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	10.6%	13.3%	13.8%	+5
Good	N/A	40.5%	44.7%	46.3%	+1.6
Average	N/A	36.7%	32.1%	30.0%	-2.1
Poor	N/A	8.5%	7.5%	7.4%	-1
Very Poor	N/A	3.7%	2.4%	2.6%	+2

f. Overall quality of code enforcement

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.4%	9.1%	11.9%	12.4%	+3
Good	28.1%	41.2%	43.1%	47.9%	+4.8
Average	33.5%	33.4%	32.1%	28.6%	-3.5
Poor	17.3%	11.1%	9.5%	7.8%	-1.7
Very Poor	15.7%	5.1%	3.4%	3.3%	-.1

4. Question 4 is new in 2010

5. Rate various aspects of the maintenance and appearance of the city:

a. Appearance of convenience stores in neighborhoods

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	6.8%	6.3%	-.5
Good	N/A	N/A	34.1%	37.2%	+3.1
Average	N/A	N/A	41.0%	41.2%	+2
Poor	N/A	N/A	14.2%	12.8%	-1.4
Very Poor	N/A	N/A	3.9%	2.6%	-1.3

b. Appearance of major streets and corridors

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	11.4%	10.0%	-1.4
Good	N/A	N/A	44.7%	45.8%	+1.1
Average	N/A	N/A	34.1%	35.7%	+1.6
Poor	N/A	N/A	8.4%	7.2%	-1.2
Very Poor	N/A	N/A	1.4%	1.3%	-.1

c. Cleanliness of your neighborhood

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	21.4%	22.0%	+6
Good	N/A	N/A	44.8%	45.0%	+2
Average	N/A	N/A	25.7%	25.6%	-.1
Poor	N/A	N/A	5.9%	6.0%	+1
Very Poor	N/A	N/A	2.1%	1.4%	-7

d. Maintenance of business property

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	10.6%	9.5%	-1.1
Good	N/A	N/A	45.0%	46.1%	+1.1
Average	N/A	N/A	35.6%	37.2%	+1.6
Poor	N/A	N/A	7.1%	6.3%	-.8
Very Poor	N/A	N/A	1.7%	1.0%	-7

e. Maintenance of residential property

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	10.8%	8.0%	-2.8
Good	N/A	N/A	42.4%	45.1%	+2.7
Average	N/A	N/A	37.5%	38.2%	+7
Poor	N/A	N/A	7.9%	7.4%	-.5
Very Poor	N/A	N/A	1.5%	1.3%	-.2

f. Number and availability of sidewalks

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	13.7%	11.1%	-2.6
Good	N/A	N/A	42.4%	44.3%	+1.9
Average	N/A	N/A	34.3%	33.8%	-.5
Poor	N/A	N/A	7.3%	8.5%	+1.2
Very Poor	N/A	N/A	2.3%	2.3%	+0

g. Question g is new in 2010.

6. Which two of the maintenance and appearance items listed above need to be the city's top priorities?

	2006	2008	2009	2010
Appearance of major streets and corridors	N/A	N/A	1058	1392
Appearance of convenience stores in neighborhoods	N/A	N/A	836	985
Pick up of litter	N/A	N/A	N/A	936
Cleanliness of your neighborhood	N/A	N/A	754	817
Number and availability of sidewalks	N/A	N/A	426	662
Maintenance of residential property	N/A	N/A	713	633
Maintenance of business property	N/A	N/A	556	598

7. Rate how safe you would feel walking:

a. In your neighborhood during the day

	2006	2008	2009	2010	1 yr. +/-
Very Safe	46.3%	46.1%	47.1%	50.4%	+3.3
Safe	46.4%	48.4%	48.2%	44.6%	-3.6
Unsafe	6.2%	4.9%	3.6%	4.1%	+5
Very Unsafe	1.1%	.6%	1.1%	.9%	-2

b. In your neighborhood in the evening

	2006	2008	2009	2010	1 yr. +/-
Very Safe	18.7%	26.9%	26.8%	26.4%	-.4
Safe	45.4%	52.1%	50.2%	50.7%	+5
Unsafe	27.4%	18.0%	18.4%	18.2%	-.2
Very Unsafe	8.5%	3.0%	4.6%	4.6%	+0

c. In your neighborhood park during the day

	2006	2008	2009	2010	1 yr. +/-
Very Safe	32.5%	34.0%	35.5%	36.7%	+1.2
Safe	53.3%	57.1%	55.3%	54.8%	-.5
Unsafe	11.5%	7.2%	7.1%	7.2%	+1
Very Unsafe	2.7%	1.7%	2.1%	1.3%	-.8

d. In your neighborhood park in the evening

	2006	2008	2009	2010	1 yr. +/-
Very Safe	10.9%	17.0%	16.2%	16.7%	+5
Safe	34.8%	45.0%	43.9%	42.6%	-1.3
Unsafe	37.9%	30.6%	29.1%	30.5%	+1.4
Very Unsafe	16.4%	7.3%	10.8%	10.2%	-6

8. Rate public safety in the following areas:

a. Effort to prevent crime

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	16.8%	17.1%	+.3
Good	N/A	N/A	51.1%	52.6%	+1.5
Average	N/A	N/A	27.3%	24.4%	-2.9
Poor	N/A	N/A	3.2%	4.6%	+1.4
Very Poor	N/A	N/A	1.5%	1.2%	-.3

b. Traffic enforcement

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	11.4%	15.0%	14.2%	-.8
Good	N/A	49.4%	52.5%	54.9%	+2.4
Average	N/A	31.4%	26.3%	25.3%	-1
Poor	N/A	5.9%	5.2%	4.6%	-.6
Very Poor	N/A	2.0%	1.1%	1.1%	+0

c. Overall quality of police services

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.0%	14.0%	20.9%	21.7%	+8
Good	50.1%	54.1%	52.2%	52.2%	+0
Average	22.1%	28.1%	22.2%	22.1%	-1
Poor	4.0%	2.8%	2.8%	2.9%	+1
Very Poor	1.8%	1.0%	1.9%	1.2%	-7

d. Visibility of police in neighborhoods

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	14.7%	16.0%	+1.3
Good	N/A	N/A	37.3%	39.7%	+2.4
Average	N/A	N/A	31.9%	32.6%	+7
Poor	N/A	N/A	13.0%	9.5%	-3.5
Very Poor	N/A	N/A	3.2%	2.1%	-1.1

e. Visibility of police in retail areas

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	14.7%	14.9%	+2
Good	N/A	N/A	40.4%	42.6%	+2.2
Average	N/A	N/A	35.5%	33.7%	-1.8
Poor	N/A	N/A	7.5%	7.6%	+1
Very Poor	N/A	N/A	1.9%	1.1%	-8

f. Adequacy of security lighting at city parks

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	11.2%	9.6%	-1.6
Good	N/A	N/A	40.4%	39.4%	-1
Average	N/A	N/A	36.7%	38.8%	+2.1
Poor	N/A	N/A	9.1%	10.8%	+1.7
Very Poor	N/A	N/A	2.6%	1.3%	-1.3

g. Adequacy of city street lighting

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	10.1%	8.9%	-1.2
Good	N/A	N/A	39.5%	38.3%	-1.2
Average	N/A	N/A	36.3%	37.9%	+1.6
Poor	N/A	N/A	11.4%	11.4%	+0
Very Poor	N/A	N/A	2.7%	3.5%	+8

h. Fire/ambulance response time/promptness

	2006	2008	2009	2010	1 yr. +/-
Excellent	67.4%	67%	33.8%	34.5%	+7
Good	28.8%	25.5%	47.8%	48.8%	+1
Average	1.6%	7.4%	16.9%	15.5%	-1.4
Poor	1.1%	0%	1.1%	.9%	-2
Very Poor	1.1%	0%	.4%	.3%	-1

i. Overall quality of Fire Services

	2006	2008	2009	2010	1 yr. +/-
Excellent	30.1%	34.3%	37.1%	34.6%	-2.5
Good	53.3%	52.4%	47.4%	52.2%	+4.8
Average	15.7%	12.8%	14.7%	12.4%	-2.3
Poor	.6%	.4%	.4%	.6%	+2
Very Poor	.2%	.1%	.4%	.1%	-3

j. Overall quality of Ambulance Services

	2006	2008	2009	2010	1 yr. +/-
Excellent	32.0%	34.2%	34.1%	35.0%	+9
Good	50.5%	52.1%	47.6%	50.3%	+2.7
Average	16.9%	12.7%	16.8%	13.9%	-2.9
Poor	.4%	.9%	1.0%	.7%	-3
Very Poor	.1%	.1%	.5%	.1%	-4

k. Quality of stray/wild animal control in your neighborhood

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	11.8%	15.6%	15.1%	-5
Good	N/A	43.8%	38.2%	40.2%	+2
Average	N/A	26.9%	26.8%	25.8%	-1
Poor	N/A	11.6%	12.1%	12.3%	+2
Very Poor	N/A	5.9%	7.2%	6.6%	-6

l. Overall quality of animal services

	2006	2008	2009	2010	1 yr. +/-
Excellent	9.5%	8.7%	14.6%	13.5%	-1.1
Good	40.3%	47.7%	39.9%	43.4%	+3.5
Average	31.6%	31.3%	30.9%	29.6%	-1.3
Poor	13.1%	7.8%	10.3%	9.3%	-1
Very Poor	5.6%	4.4%	4.3%	4.2%	-.1

9. Which three of the public safety services listed above need to be the city's top priorities?

	2006	2008	2009	2010
Effort to prevent crime	N/A	N/A	2414	3126
Visibility of police in neighborhoods	N/A	N/A	1327	1677
Adequacy of city street lighting	N/A	N/A	754	1228
Overall quality of police services	N/A	N/A	803	1090
Quality of stray/wild animal control in your neighborhood	N/A	N/A	595	867
Visibility of police in retail areas	N/A	N/A	522	758
Traffic enforcement	N/A	N/A	554	697
Adequacy of security lighting at city parks	N/A	N/A	438	660
Fire/ambulance response time/promptness	N/A	N/A	498	643
Overall quality of animal services	N/A	N/A	260	380
Overall Quality of Fire Services	N/A	N/A	254	379
Overall Quality of Ambulance Services	N/A	N/A	146	208

(numbers shown are the combined scores for each category)

10. How frequently has anyone in your household visited the following locations in the past 12 months?

a. An Irving park

	2006	2008	2009	2010	1 yr. +/-
Weekly	N/A	N/A	27.9%	23.5%	-4.4
Monthly	N/A	N/A	24.6%	27.3%	+2.7
Semi-annually	N/A	N/A	18.8%	21.0%	+2.2
Annually	N/A	N/A	9.4%	11.3%	+1.9
Never	N/A	N/A	19.2%	16.9%	-2.3

b. An Irving recreation center

	2006	2008	2009	2010	1 yr. +/-
Weekly	N/A	N/A	13.2%	10.7%	-2.5
Monthly	N/A	N/A	14.3%	14.2%	-.1
Semi-annually	N/A	N/A	19.2%	21.4%	+2.2
Annually	N/A	N/A	13.5%	14.3%	+.8
Never	N/A	N/A	39.8%	39.3%	-.5

c. An Irving public library

	2006	2008	2009	2010	1 yr. +/-
Weekly	N/A	N/A	15.3%	15.1%	-.2
Monthly	N/A	N/A	25.2%	25.4%	+2
Semi-annually	N/A	N/A	22.6%	21.7%	-.9
Annually	N/A	N/A	14.9%	14.1%	-.8
Never	N/A	N/A	21.9%	23.8%	+1.9

d. Irving Arts Center

	2006	2008	2009	2010	1 yr. +/-
Weekly	N/A	N/A	1.7%	1.5%	-.2
Monthly	N/A	N/A	9.7%	9.4%	-.3
Semi-annually	N/A	N/A	21.4%	20.3%	-1.1
Annually	N/A	N/A	21.5%	22.1%	+.6
Never	N/A	N/A	45.7%	46.7%	+1.0

e. Question e is new in 2010

11. Rate the quality of community services in the following areas:

a. Maintenance/landscaping of city parks

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	25.9%	22.8%	-3.1
Good	N/A	N/A	54.3%	57.6%	+3.3
Average	N/A	N/A	18.3%	17.8%	-.5
Poor	N/A	N/A	1.3%	1.4%	+.1
Very Poor	N/A	N/A	.3%	.4%	+.1

b. Quality of facilities at parks

	2006	2008	2009	2010	1 yr. +/-
Excellent	24.6%	15.8%	18.6%	15.6%	-3.0
Good	48.8%	58.7%	50.6%	53.0%	+2.4
Average	22.6%	23.1%	27.1%	27.3%	-.2
Poor	3.1%	2.3%	3.0%	3.0%	+0
Very Poor	1.0%	.1%	.8%	1.0%	+.2

c. Overall quality of parks

	2006	2008	2009	2010	1 yr. +/-
Excellent	18.0%	15.2%	20.1%	17.8%	-2.3
Good	50.5%	57.1%	53.3%	55.3%	+2.0
Average	26.8%	25.2%	24.4%	24.5%	+.1
Poor	3.9%	1.7%	1.8%	1.7%	-.1
Very Poor	.8%	.7%	.4%	.6%	+.2

d. Miles of walking trails

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	25.5%	24.1%	-1.4
Good	N/A	N/A	46.1%	51.5%	+5.4
Average	N/A	N/A	22.8%	20.5%	-2.3
Poor	N/A	N/A	4.7%	2.8%	-1.9
Very Poor	N/A	N/A	.9%	1.2%	+.3



e. Variety of programs at city recreation centers

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	13.7%	18.2%	17.4%	-8
Good	N/A	56.6%	48.4%	53.3%	+4.9
Average	N/A	26.2%	29.3%	25.3%	-4.0
Poor	N/A	2.8%	3.5%	3.1%	-4
Very Poor	N/A	.7%	.6%	.9%	+3

f. Overall quality of city recreation centers

	2006	2008	2009	2010	1 yr. +/-
Excellent	18.2%	12.9%	19.7%	16.2%	-3.5
Good	49.7%	62.3%	50.0%	55.0%	+5.0
Average	28.9%	23.5%	26.8%	25.7%	-1.1
Poor	2.5%	1.0%	2.7%	2.3%	-4
Very Poor	.7%	.2%	.7%	.8%	+1

g. Availability and selection of library books and materials

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	18.1%	22.7%	23.1%	+4
Good	N/A	60.1%	49.4%	49.6%	+2
Average	N/A	19.5%	24.4%	23.5%	-9
Poor	N/A	1.9%	2.9%	3.1%	+2
Very Poor	N/A	0.3%	.6%	.6%	+0

h. Overall quality of libraries

	2006	2008	2009	2010	1 yr. +/-
Excellent	24.4%	17.9%	25.6%	25.1%	-5
Good	51.0%	60.5%	50.3%	51.2%	+9
Average	22.1%	20.4%	22.0%	21.6%	-4
Poor	1.9%	0.8%	1.6%	1.7%	+1
Very Poor	.6%	0.3%	.5%	.5%	+0

i. Variety of Irving Arts Center programs and exhibits

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.7%	17.0%	19.1%	19.2%	+1
Good	47.7%	55.9%	48.5%	53.7%	+5.2
Average	25.4%	24.0%	28.7%	23.1%	-5.6
Poor	3.3%	2.1%	3.1%	3.1%	+0
Very Poor	.8%	.9%	.6%	.9%	+3

j. Overall quality of Arts Center

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	19.9%	22.1%	22.2%	+1
Good	N/A	58.3%	50.2%	53.6%	+3.4
Average	N/A	20.2%	24.4%	21.2%	-3.2
Poor	N/A	1.4%	2.7%	2.5%	-2
Very Poor	N/A	.3%	.5%	.4%	-1

12. Which three of the community services listed above need to be the city's top priorities?

	2006	2008	2009	2010
Maintenance/landscaping of city parks	N/A	N/A	1194	1744
Overall quality of parks	N/A	N/A	1007	1494
Quality of facilities at parks	N/A	N/A	1092	1361
Overall quality of libraries	N/A	N/A	765	1026
Availability and selection of library books and materials	N/A	N/A	746	924
Miles of walking trails	N/A	N/A	733	862
Variety of programs at city recreation centers	N/A	N/A	543	781
Overall quality of city recreation centers	N/A	N/A	446	648
Variety of Irving Arts Center programs and exhibits	N/A	N/A	317	427
Overall quality of Arts Center	N/A	N/A	255	336

(numbers shown are the combined scores for each category)

13. Rate public works services in the following areas:

a. Building/rebuilding streets

	2006	2008	2009	2010	1 yr. +/-
Excellent	4.7%	3.5%	6.8%	6.6%	-2
Good	28.9%	37.8%	38.8%	36.8%	-2.0
Average	39.0%	40.7%	39.9%	41.5%	+1.6
Poor	19.7%	13.8%	11.8%	11.3%	-5
Very Poor	7.7%	4.3%	2.7%	3.8%	+1.1

b. Condition of major streets

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.2%	3.8%	7.1%	6.5%	-.6
Good	36.2%	39.4%	42.0%	38.7%	-3.3
Average	38.9%	44.2%	38.5%	40.6%	+2.1
Poor	15.4%	10.4%	10.3%	11.3%	+1.0
Very Poor	4.4%	2.1%	2.1%	2.8%	+7

c. Condition of neighborhood sidewalks

	2006	2008	2009	2010	1 yr. +/-
Excellent	4.7%	3.5%	5.5%	5.4%	-.1
Good	27.2%	32.0%	34.7%	33.6%	-1.1
Average	38.5%	43.3%	40.1%	41.2%	+1.1
Poor	22.3%	16.7%	15.2%	15.1%	-.1
Very Poor	7.3%	4.6%	4.5%	4.7%	+2

d. Condition of neighborhood streets

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.2%	3.4%	5.4%	5.7%	+.3
Good	33.0%	35.3%	37.3%	34.3%	-3.0
Average	42.2%	47.6%	42.5%	45.0%	+2.5
Poor	14.9%	11.3%	12.5%	11.5%	-1.0
Very Poor	4.7%	2.4%	2.5%	3.6%	+1.1

e. Traffic signs and roadway striping

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.1%	5.5%	8.4%	7.8%	-.6
Good	34.0%	46.2%	45.3%	44.5%	-.8
Average	46.8%	41.4%	38.1%	38.8%	+.7
Poor	10.3%	5.8%	6.5%	6.7%	+.2
Very Poor	3.8%	1.2%	1.7%	2.1%	+.4

f. Maintaining streets

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	3.3%	4.5%	4.2%	-.3
Good	N/A	30.5%	30.4%	26.9%	-3.5
Average	N/A	45.4%	40.9%	40.5%	-.4
Poor	N/A	15.9%	18.7%	20.8%	+2.1
Very Poor	N/A	4.9%	5.5%	7.6%	+2.1

g. Placement and number of streetlights

	2006	2008	2009	2010	1 yr. +/-
Excellent	5.2%	4.2%	5.7%	6.1%	+.4
Good	29.9%	37.4%	37.7%	34.3%	-3.4
Average	40.4%	43.9%	40.8%	42.9%	+2.1
Poor	17.0%	11.2%	12.5%	12.8%	+.3
Very Poor	7.4%	3.3%	3.3%	3.8%	+.5

h. Storm water drainage

	2006	2008	2009	2010	1 yr. +/-
Excellent	8.3%	4.3%	7.7%	7.1%	-6
Good	40.9%	38.7%	38.5%	36.9%	-1.6
Average	34.5%	42.2%	38.5%	37.9%	-6
Poor	12.1%	11.4%	11.6%	14.2%	+2.6
Very Poor	4.2%	3.4%	3.6%	3.9%	+3

i. Street sweeping

	2006	2008	2009	2010	1 yr. +/-
Excellent	6.4%	5.3%	7.6%	6.8%	-8
Good	32.6%	37.3%	34.7%	34.1%	-6
Average	39.3%	44.0%	42.2%	41.7%	-5
Poor	15.3%	10.0%	12.0%	13.1%	+1.1
Very Poor	6.4%	3.4%	3.5%	4.2%	+7

j. Timing of traffic signals

	2006	2008	2009	2010	1 yr. +/-
Excellent	4.3%	3.8%	5.3%	4.9%	-4
Good	30.7%	31.2%	31.5%	34.1%	+2.6
Average	40.2%	48.3%	42.8%	41.4%	-1.4
Poor	16.3%	11.7%	15.1%	13.7%	-1.4
Very Poor	8.6%	5.0%	5.2%	5.9%	+7

k. Traffic management during rush hour

	2006	2008	2009	2010	1 yr. +/-
Excellent	3.6%	3.3%	4.5%	5.0%	+5
Good	28.3%	30.6%	30.2%	31.9%	+1.7
Average	42.6%	51.6%	46.5%	44.9%	-1.6
Poor	18.1%	10.1%	14.0%	13.5%	-5
Very Poor	7.3%	4.4%	4.7%	4.7%	+0

14. Which three of the public works services listed above need to be the city's top priorities?

	2006	2008	2009	2010
Maintaining streets	N/A	N/A	1427	2271
Condition of major streets	N/A	N/A	1279	1787
Building/rebuilding streets	N/A	N/A	933	1209
Traffic management during rush hour	N/A	N/A	825	1081
Condition of neighborhood streets	N/A	N/A	791	1052
Storm water drainage	N/A	N/A	598	910
Timing of traffic signals	N/A	N/A	724	881
Condition of neighborhood sidewalks	N/A	N/A	770	879
Placement and number of streetlights	N/A	N/A	512	718
Street sweeping	N/A	N/A	256	357
Traffic signs and roadway striping	N/A	N/A	276	340

(numbers shown are the combined scores for each category)

15. Question 15 is new in 2010.

16. Question 16 is new in 2010.

17. Rate the quality of solid waste services in the following areas:

a. Brush and bulky waste pickup

	2006	2008	2009	2010	1 yr. +/-
Excellent	27.7%	25.7%	31.4%	31.8%	+4
Good	43.3%	52.7%	45.1%	45.4%	+3
Average	22.0%	18.8%	17.8%	18.7%	+9
Poor	5.5%	2.4%	4.5%	3.4%	-1.1
Very Poor	1.5%	.4%	1.2%	.7%	-5

b. Drop-off recycling centers

	2006	2008	2009	2010	1 yr. +/-
Excellent	12.9%	16.1%	17.5%	15.8%	-1.7
Good	41.5%	50.4%	42.6%	42.9%	+3
Average	32.8%	26.0%	28.7%	29.2%	+5
Poor	9.6%	5.7%	8.3%	8.6%	+3
Very Poor	3.2%	1.8%	2.9%	3.5%	+6

c. Resident curbside recycling

	2006	2008	2009	2010	1 yr. +/-
Excellent	25.7%	27.8%	30.1%	30.5%	+4
Good	39.5%	47.4%	38.2%	38.6%	+4
Average	23.4%	17.4%	19.2%	19.3%	+1
Poor	7.1%	4.9%	8.2%	7.4%	-8
Very Poor	4.3%	2.5%	4.3%	4.2%	-1

d. Resident trash collection

	2006	2008	2009	2010	1 yr. +/-
Excellent	33.0%	32.1%	39.1%	38.4%	-7
Good	46.1%	51.5%	44.6%	43.8%	-8
Average	17.2%	13.9%	13.6%	15.2%	+1.6
Poor	2.7%	1.9%	1.9%	1.9%	+0
Very Poor	1.0%	.6%	.9%	.7%	-2

e. Overall quality of solid waste services

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	24.7%	29.5%	29.6%	+1
Good	N/A	54.9%	48.9%	47.5%	-1.4
Average	N/A	18.3%	18.2%	20.9%	+2.7
Poor	N/A	1.7%	2.8%	1.7%	-1.1
Very Poor	N/A	.4%	.6%	.4%	-2

f. Promotion of water conservation

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	14.1%	14.3%	+2
Good	N/A	N/A	45.0%	44.4%	-6
Average	N/A	N/A	29.9%	31.2%	+1.3
Poor	N/A	N/A	8.3%	7.8%	-5
Very Poor	N/A	N/A	2.8%	2.3%	-5

g. Household hazardous waste disposal

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	14.4%	13.4%	-1.0
Good	N/A	N/A	35.8%	37.1%	+1.3
Average	N/A	N/A	32.8%	34.3%	+1.5
Poor	N/A	N/A	13.3%	11.9%	-1.4
Very Poor	N/A	N/A	3.8%	3.4%	-4

h. Education about environmental issues

	2006	2008	2009	2010	1 yr. +/-
Excellent	N/A	N/A	12.2%	12.0%	-2.
Good	N/A	N/A	33.3%	34.7%	+1.4
Average	N/A	N/A	36.3%	37.4%	+1.1
Poor	N/A	N/A	14.0%	11.7%	-2.3
Very Poor	N/A	N/A	4.2%	4.3%	+1

i. Question i is new in 2010.

18. Which two of the solid waste services listed above need to be the city's top priorities?

	2006	2008	2009	2010
Resident trash collection	N/A	N/A	729	1044
Resident curbside recycling	N/A	N/A	657	942
Brush and bulky waste pickup	N/A	N/A	626	841
Household hazardous waste disposal	N/A	N/A	485	582
Promotion of water conservation	N/A	N/A	457	532
Drop-off recycling centers	N/A	N/A	336	513
Education about environmental issues	N/A	N/A	474	504
Overall quality of solid waste services	N/A	N/A	226	359
Landfill	N/A	N/A	N/A	215

(numbers shown are the combined scores for each category)

19. Do you agree with City Council priorities?

	2006	2008	2009	2010	1 yr. +/-
Strongly Agree	N/A	30.3%	35.9%	36.0%	+1
Agree	N/A	44.5%	46.2%	45.3%	-9
Neutral	N/A	18.7%	12.7%	14.3%	+1.6
Disagree	N/A	4.1%	3.6%	2.9%	-7
Strongly Disagree	N/A	2.4%	1.6%	1.5%	-1

20. Are you aware that the City of Irving has a strategic plan?

	2006	2008	2009	2010	1 yr. +/-
Yes	N/A	48.2%	54.3%	55.8%	+1.5
No	N/A	51.8%	45.7%	44.2%	-1.5

21. Rank the five service areas that need the most emphasis:

	2008	2009	2010
Economic development	3525	3358	4575
Streets	2165	1728	4520
Neighborhood improvements	2809	2635	3191
Code enforcement	3374	2764	3071
Police/Fire	2689	2273	2637
Street lighting	1235	1163	1789
Corridor enhancement / beautification	1389	1313	1755
Sidewalks	1105	1019	1386
Recycling	914	1073	1385
Animal services	1258	1105	1379
Parks	883	821	1212
Water/Wastewater	1044	782	910
Libraries	587	744	881
Recreation	497	534	764
Communications	507	617	754
Trash	483	605	732
Traffic signals	714	746	687
Roadway signs and markings	N/A	N/A	595
Arts Center	323	281	446

(numbers shown are the combined scores for each category)

22. Would you be willing to pay extra taxes or fees to increase service levels?

	2006	2008	2009	2010	1 yr. +/-
Yes	N/A	39.9%	38.1%	39.3%	+1.2
No	N/A	60.1%	61.9%	60.7%	-1.2

23. I receive good value for the City of Irving taxes I pay.

	2006	2008	2009	2010	1 yr. +/-
Strongly Agree	N/A	N/A	10.0%	8.8%	-1.2
Agree	N/A	N/A	42.8%	41.1%	-1.7
Neutral	N/A	N/A	31.7%	34.3%	+2.6
Disagree	N/A	N/A	11.7%	12.0%	+3
Strongly Disagree	N/A	N/A	3.9%	3.9%	+0

24. Rank the three capital improvement projects that need the highest priority:

	2008	2009	2010
Residential Streets	1410	1679	2300
Major Corridors	N/A	1135	1634
Sidewalks and Alleys	768	876	1271
Neighborhood/ Community Parks	664	764	1247
Stormwater Drainage	716	738	1210
Fire Station Replacement / Renovation	1033	991	1143
Library Expansion	358	516	776
Landfill Development	397	664	632
Campión Trails	423	400	630
Second Senior Center	370	329	470
Aquatics Center	304	358	465
Municipal Facilities Replacement / Renovation	244	293	410
Recreation Centers	272	289	399
Animal Shelter	895	N/A	N/A
Major Streets	1978	N/A	N/A
Veterans' Memorial Park	173	N/A	N/A

(numbers shown are the combined scores for each category)

25. Have you had any in-person or phone contact with a City of Irving employee in the past 12 months?

	2006	2008	2009	2010	1 yr. +/-
Yes	60.5%	58.9%	61.3%	60.0%	-1.3
No	39.5%	41.1%	38.7%	40.0%	+1.3

26. Which office was contacted most recently?

	2008	2009	2010
Animal Services	12.7%	11.0%	10.7%
Arts Center	3.0%	2.5%	1.8%
City Manager's Office	3.3%	2.8%	2.1%
City Secretary's Office	1.3%	1.4%	.6%
Code Enforcement	12.0%	12.3%	10.2%
Corporate Communications	.4%	1.0%	1.1%
Fire	3.0%	2.2%	2.8%
Housing and Human Services	2.4%	1.8%	1.5%
Library	9.1%	10.8%	9.7%
Municipal Court	1.8%	1.8%	1.8%
Parks and Recreation	7.1%	6.8%	5.6%
Planning and Inspections	N/A	4.0%	2.8%
Police	13.7%	10.6%	10.1%
Solid Waste Services	8.7%	7.5%	7.7%
Streets	3.2%	3.2%	3.3%
Traffic	1.0%	2.0%	1.3%
Water/Wastewater	17.4%	13.3%	8.2%
Water Billing	N/A	N/A	14.6%
Other	N/A	5.1%	4.3%

27. What was your impression of Irving city employees in the most recent contact?

a. Knowledge

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.4%	23.0%	27.9%	25.6%	-2.3
Good	40.2%	51.0%	45.0%	48.0%	+3.0
Average	28%	20.8%	20.0%	21.5%	+1.5
Poor	6.7%	3.5%	4.5%	3.7%	-.8
Very Poor	2.7%	1.6%	2.6%	1.3%	-1.3

b. Made me feel valued as a resident/customer

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.3%	22.5%	26.2%	23.7%	-2.5
Good	36.9%	42.6%	38.3%	39.2%	+.9
Average	26.6%	23.3%	22.0%	25.3%	+3.3
Poor	8.8%	7.4%	7.5%	8.3%	+.8
Very Poor	5.4%	4.2%	6.0%	3.6%	-2.4

c. Professionalism

	2006	2008	2009	2010	1 yr. +/-
Excellent	24.1%	24.5%	28.2%	26.8%	-1.4
Good	39.0%	45.0%	40.5%	40.8%	+.3
Average	26.5%	22.5%	21.6%	24.3%	+2.7
Poor	6.7%	5.7%	5.8%	6.1%	+.3
Very Poor	3.6%	2.3%	3.8%	2.0%	-1.8

d. Promptness

	2006	2008	2009	2010	1 yr. +/-
Excellent	22.3%	24.5%	28.1%	25.6%	-2.5
Good	36.4%	42.6%	37.4%	39.6%	+2.2
Average	29.0%	22.7%	22.3%	25.5%	+3.2
Poor	8.4%	5.6%	7.1%	6.4%	-.7
Very Poor	3.9%	4.7%	5.1%	3.0%	-2.1

e. Willingness to help

	2006	2008	2009	2010	1 yr. +/-
Excellent	27.0%	26.7%	29.9%	27.6%	-2.3
Good	41.0%	42.1%	38.4%	39.5%	+1.1
Average	22.9%	20.4%	19.3%	21.0%	+1.7
Poor	5.5%	6.5%	6.2%	7.9%	+1.7
Very Poor	3.6%	4.4%	6.2%	4.1%	-2.1

f. Satisfaction with overall impression

	2006	2008	2009	2010	1 yr. +/-
Excellent	23.2%	24.9%	28.1%	25.5%	-2.6
Good	39.2%	44.1%	39.0%	41.1%	+2.1
Average	25.9%	20.4%	20.9%	23.1%	+2.2
Poor	7.8%	6.2%	6.4%	6.9%	+.5
Very Poor	3.9%	4.4%	5.7%	3.5%	-2.2

28. Rate the usefulness of the following sources in finding out about city services and programs.

a. Question a is new in 2010.

b. City Brief utility bill insert

	2006	2008	2009	2010	1 yr. +/-
Very Useful	N/A	16.4%	27.2%	23.6%	-3.6
Useful	N/A	66.0%	59.9%	59.9%	+0
Not Useful	N/A	12.5%	8.8%	12.3%	+3.5
Not At All Useful	N/A	5.1%	4.2%	4.2%	+0

c. City Manager's Report

	2006	2008	2009	2010	1 yr. +/-
Very Useful	N/A	N/A	14.3%	17.2%	+2.9
Useful	N/A	N/A	56.9%	55.3%	-1.6
Not Useful	N/A	N/A	21.8%	21.0%	-.8
Not At All Useful	N/A	N/A	7.0%	6.5%	-.5

d. *City Spectrum* newsletter

	2006	2008	2009	2010	1 yr. +/-
Very Useful	33.6%	32.1%	38.4%	39.6%	+1.2
Useful	57.6%	61.0%	54.4%	54.0%	-.4
Not Useful	6.4%	5.6%	4.7%	4.9%	+2
Not At All Useful	2.4%	1.4%	2.6%	1.6%	-1.0

e. *City Spectrum* Extra

	2006	2008	2009	2010	1 yr. +/-
Very Useful	N/A	15.6%	20.7%	22.3%	+1.6
Useful	N/A	56.4%	49.9%	47.9%	-2.0
Not Useful	N/A	20.5%	20.3%	21.3%	+1.0
Not At All Useful	N/A	7.4%	9.2%	8.5%	-.7

f. City Web site ([www.ci.irving.tx.us](http://www.ci.irving.tx.us))

	2006	2008	2009	2010	1 yr. +/-
Very Useful	22.4%	20.0%	27.1%	30.2%	+3.1
Useful	62.3%	65.8%	58.2%	58.8%	+.6
Not Useful	10.8%	11.4%	10.9%	8.3%	-2.6
Not At All Useful	4.6%	2.7%	3.9%	2.7%	-1.2

g. Fliers/brochures

	2006	2008	2009	2010	1 yr. +/-
Very Useful	14.1%	10.3%	13.6%	14.2%	+.6
Useful	58.2%	62.9%	54.5%	53.8%	-.7
Not Useful	18.8%	19.5%	23.5%	23.6%	.1
Not At All Useful	8.9%	7.4%	8.4%	8.3%	-.1

h. Irving Community Television Network

	2006	2008	2009	2010	1 yr. +/-
Very Useful	13.7%	9.1%	14.0%	16.6%	+2.6
Useful	48.2%	52.0%	45.5%	47.9%	+2.4
Not Useful	21.8%	26.8%	24.1%	22.4%	-1.7
Not At All Useful	16.2%	12.1%	16.4%	13.2%	-3.2

i. Question i is new in 2010.

j. Video on Demand

	2006	2008	2009	2010	1 yr. +/-
Very Useful	N/A	N/A	12.5%	14.7%	+2.2
Useful	N/A	N/A	43.9%	45.5%	+1.6
Not Useful	N/A	N/A	27.9%	24.8%	-3.1
Not At All Useful	N/A	N/A	15.8%	15.0%	-.8

29. *Do you have Internet access at home?*

	2006	2008	2009	2010	1 yr. +/-
Yes	N/A	N/A	89.7%	91.7%	+2.0
No	N/A	N/A	10.3%	8.3%	-2.0

30. *How often do you visit the city web site?*

	2006	2008	2009	2010	1 yr. +/-
Daily	N/A	N/A	2.1%	1.9%	-.2
Weekly	N/A	N/A	5.8%	6.1%	+.3
Monthly	N/A	N/A	27.2%	29.4%	+2.2
Semi-annually or annually	N/A	N/A	30.0%	31.7%	+1.7
Never	N/A	N/A	34.9%	30.8%	-4.1



Demographics:

31. Are you:

	2006	2008	2009	2010
Male	47.1%	46.8%	45.4%	44.6%
Female	52.9%	53.2%	54.6%	55.4%

32. What is your age?

	2006	2008	2009	2010
18-34	N/A	N/A	14.0%	13.9%
35-44	N/A	N/A	20.0%	21.3%
45-54	N/A	N/A	27.3%	24.8%
55-64	N/A	N/A	26.3%	25.4%
65+	N/A	N/A	12.3%	14.6%

33. Which of the following best describes your race/ethnicity?

	2006	2008	2009	2010
Asian	7.0%	8.1%	11.0%	13.3%
Black	3.9%	4.7%	5.4%	6.4%
Hispanic	12.1%	9.5%	12.1%	14.4%
Native American	1.7%	1.1%	1.3%	.9%
White	72.9%	76.6%	67.9%	66.6%
Other	2.3%	.1%	.2%	.1%

34. Do you have a child age 18 or younger living at your home?

	2006	2008	2009	2010
Yes	27%	24.5%	29.6%	31.4%
No	73%	75.5%	70.4%	68.6%

35. Which best describes your home?

	2006	2008	2009	2010
Apartment	N/A	5.9%	6.9%	7.3%
Duplex	N/A	1.6%	1.3%	1.8%
Single-family home	N/A	86.1%	84.9%	82.6%
Townhome	N/A	6.4%	6.9%	8.3%

36. Do you rent or own your home?

	2006	2008	2009	2010
Own	N/A	90.4%	88.3%	86.9%
Rent	N/A	9.6%	11.7%	13.1%

37. How long have you lived in Irving?

	2006	2008	2009	2010
Less than 1 year	4.6%	3.8%	38.8%	4.1%
1-5 years	16.9%	16.6%	20.5%	22.4%
6-10 years	15.1%	14.3%	15.7%	17.2%
11-20 years	18.5%	18.5%	21.3%	22.4%
More than 20 years	45.0%	46.7%	3.7%	33.9%

Appendix D: Mean Comparison 2001-2008 Resident Surveys

This table represents the increase or decrease in mean scores for questions that appeared in multiple years.

Survey Question	2006 Mean	2008 Mean	2009 Mean	2010 Mean	Historical Trend +/-	1 year Trend +/-	1 year % increase	
Irving as a place to raise children	3.32	3.42	3.43	3.50	0.18	0.07	2.04%	
Irving as a place to work	3.63	3.75	3.76	3.77	0.14	0.01	0.27%	Questions with a 5-point scale 5 = Excellent 4 = Good 3 = Average 2 = Poor 1 = Very Poor
Your neighborhood as a place to live		3.79	3.90	3.91	0.12	0.01	0.26%	
Overall quality of city services			3.86	3.88	0.02	0.02	0.52%	
Overall QOL in Irving	3.49	3.48	3.69	3.74	0.25	0.05	1.36%	
Appearance of the city	3.22	3.25	3.47	3.50	0.28	0.03	0.86%	
Cultural event opportunities	3.73	3.45	3.53	3.55	-0.18	0.02	0.57%	
Economic development/redevelopment			3.51	3.53	0.02	0.02	0.57%	
Job opportunities	3.24	3.44	3.28	3.25	0.01	-0.03	-0.91%	Questions with a 4-point scale 4 = Very Safe, Very Useful 3 = Safe, Useful 2 = Unsafe, Not Useful 1 = Very Unsafe, Not at all Useful
Recreational opportunities	3.32	3.50	3.56	3.55	0.23	-0.01	-0.28%	
Shopping opportunities	3.12	3.05	2.98	2.93	-0.19	-0.05	-1.68%	
Clean up of junk and debris	3.47	3.45	3.58	3.63	0.16	0.05	1.40%	
Exterior Maintenance of Structures		3.43	3.54	3.58	0.15	0.04	1.13%	
Mowing and cutting of weeds	3.48	3.46	3.52	3.62	0.14	0.10	2.84%	
Parking in the yard	3.28	3.33	3.47	3.55	0.27	0.08	2.31%	
Regulation of signs		3.46	3.59	3.61	0.15	0.02	0.56%	
Appearance of convenience stores in neighborhoods			3.26	3.32	0.06	0.06	1.84%	
Appearance of major streets and corridors			3.56	3.56	0.00	0.00	0.00%	
Cleanliness of your neighborhood			3.78	3.80	0.02	0.02	0.53%	
Maintenance of business property			3.56	3.57	0.01	0.01	0.28%	
Maintenance of residential property			3.53	3.51	-0.02	-0.02	-0.57%	
Number and availability of sidewalks			3.58	3.53	-0.05	-0.05	-1.40%	
Irving as a place to live			3.79	3.85	0.06	0.06	1.58%	The Historical Trend number is the change in the mean score between 2010 and the oldest year that data is available.
Quality of code enforcement	2.90	3.38	3.51	3.58	0.68	0.07	1.99%	
Felt Safe during the day in neighborhood (4 point scale)	3.38	3.40	3.41	3.44	0.06	0.03	0.88%	
Felt Safe at night in neighborhood (4 point scale)	2.74	3.03	2.99	2.99	0.25	0.00	0.00%	The 1 year Trend number is the change in the mean score between 2010 and 2009.
Felt Safe during the day at park (4 point scale)	3.16	3.23	3.24	3.27	0.11	0.03	0.93%	
Felt Safe at night at park (4 point scale)	2.40	2.72	2.65	2.66	0.26	0.01	0.38%	
Effort to prevent crime			3.79	3.80	0.01	0.01	0.26%	
Traffic enforcement	3.25	3.62	3.75	3.77	0.52	0.02	0.53%	
Quality of police services	3.87	3.77	3.87	3.90	0.03	0.03	0.78%	A change equal to or greater than +.25 or -.25 is equal to a 5% change and is considered significant
Visibility of police in neighborhoods			3.47	3.58	0.11	0.11	3.17%	
Visibility of police in retail areas			3.58	3.63	0.05	0.05	1.40%	
Adequacy of security lighting at city parks			3.49	3.45	-0.04	-0.04	-1.15%	
Adequacy of city street lighting			3.43	3.38	-0.05	-0.05	-1.46%	
Fire/ambulance response time	4.60	4.52	4.14	4.16	-0.44	0.02	0.48%	
Quality of fire services	4.13	4.20	4.20	4.21	0.08	0.01	0.24%	
Quality of ambulance services	4.14	4.19	4.14	4.19	0.05	0.05	1.21%	
Quality of Stray/wild animal control in your neighborhood		3.44	3.43	3.45	0.01	0.02	0.58%	

Appendix D: Mean Comparison 2001-2008 Resident Surveys

Survey Question	2006 Mean	2008 Mean	2009 Mean	2010 Mean	Historical Trend +/-	1 year Trend +/-	1 year % increase	
Quality of animal services	3.35	3.49	3.50	3.53	0.18	0.03	0.86%	Questions with a 5-point scale 5 = Excellent 4 = Good 3 = Average 2 = Poor 1 = Very Poor
Maintenance/landscaping of city parks			4.04	4.01	-0.03	-0.03	-0.74%	
Quality of park facilities	3.93	3.88	3.83	3.79	-0.14	-0.04	-1.04%	
Overall quality of parks	3.81	3.84	3.91	3.88	0.07	-0.03	-0.77%	
Miles of walking trails			3.91	3.95	0.04	0.04	1.02%	
Variety of programs at recreation centers		3.80	3.80	3.83	0.03	0.03	0.79%	
Quality of recreation centers	3.82	3.87	3.85	3.84	0.02	-0.01	-0.26%	
Availability and selection of library books and materials		3.94	3.91	3.92	-0.02	0.01	0.26%	Questions with a 4-point scale 4 = Very Safe, Very Useful 3 = Safe, Useful
Overall Quality of libraries	3.97	3.95	3.99	3.99	0.02	0.00	0.00%	
Variety of Irving Arts Center programs and exhibits	3.88	3.86	3.82	3.87	-0.01	0.05	1.31%	2 = Unsafe, Not Useful 1 = Very Unsafe, Not at all Useful
Overall quality of Irving Arts Center		3.96	3.91	3.95	-0.01	0.04	1.02%	
Building/rebuilding streets		3.22	3.35	3.31	0.09	-0.04	-1.19%	
Condition of major streets	3.22	3.33	3.42	3.35	0.13	-0.07	-2.05%	
Condition of neighborhood sidewalks	3.00	3.13	3.21	3.20	0.20	-0.01	-0.31%	
Condition of neighborhood streets	3.19	3.26	3.31	3.27	0.08	-0.04	-1.21%	The Historical Trend number is the change in the mean score between 2010 and the oldest year that data is available.
Condition of traffic signs and roadway striping	3.26	3.49	3.52	3.49	0.23	-0.03	-0.85%	
Maintaining streets	3.03	3.11	3.10	2.99	-0.04	-0.11	-3.55%	
Placement and number of streetlights	3.08	3.28	3.30	3.26	0.18	-0.04	-1.21%	
Stormwater drainage	3.37	3.29	3.35	3.29	-0.08	-0.06	-1.79%	The 1 year trend number is the change in the mean score between 2010 and 2009.
Street sweeping	3.17	3.31	3.31	3.26	0.09	-0.05	-1.51%	
Timing of traffic signals	3.06	3.17	3.16	3.18	0.12	0.02	0.63%	
Traffic management during peak hours	3.03	3.18	3.16	3.19	0.16	0.03	0.95%	
Brush and bulky waste pickup		4.01	4.01	4.04	0.03	0.03	0.75%	<b>A change equal to or greater than +.25 or -.25 is equal to a 5% change and is considered significant</b>
Drop-off recycling centers	3.51	3.73	3.63	3.59	0.08	-0.04	-1.10%	
Resident curbside recycling	3.75	3.93	3.82	3.84	0.09	0.02	0.52%	
Resident trash collection	4.07	4.13	4.19	4.17	0.10	-0.02	-0.48%	
Overall quality of solid waste services		4.02	4.04	4.04	0.02	0.00	0.00%	
Promotion of water conservation			3.59	3.60	0.01	0.01	0.28%	
Household hazardous waste disposal			3.44	3.45	0.01	0.01	0.29%	
Education about environmental issues			3.35	3.38	0.03	0.03	0.90%	
Agreement with City Council priorities		3.96	4.11	4.11	0.15	0.00	0.00%	
Receive good value for taxes paid			3.43	3.39	-0.04	-0.04	-1.17%	
Employee knowledge	3.73	3.90	3.91	3.93	0.20	0.02	0.51%	
Employee made me feel valued as a customer	3.62	3.72	3.71	3.71	0.09	0.00	0.00%	
Employee professionalism	3.73	3.84	3.84	3.84	0.11	0.00	0.00%	
Employee promptness	3.65	3.76	3.76	3.78	0.13	0.02	0.53%	
Employee willingness to help	3.82	3.80	3.80	3.79	-0.03	-0.01	-0.26%	
Employee overall impression	3.70	3.79	3.77	3.78	0.08	0.01	0.27%	
City Brief (4 point scale)	2.94	2.94	3.10	3.03	0.09	-0.07	-2.26%	
City Manager's Report (4 point scale)			2.78	2.83	0.05	0.05	1.80%	
City Spectrum (4 point scale)	3.22	3.24	3.29	3.32	0.10	0.03	0.91%	
City Spectrum Extra (4 point scale)		2.80	2.82	2.84	0.04	0.02	0.71%	
City website (4 point scale)	3.04	3.03	3.08	3.16	0.12	0.08	2.60%	
Flyers/brochures (4 point scale)	2.77	2.76	2.73	2.74	-0.03	0.01	0.37%	
ICTN (4 point scale)	2.59	2.58	2.57	2.68	0.09	0.11	4.28%	
Video on demand (4 point scale)			2.53	2.60	0.07	0.07	2.77%	

# **Appendix E**

# **Service Rankings**

#### Question 4 – Code Enforcement

Q4	Responses	1st Place Score	2nd Place Score	Total Score
Clean up of junk/debris on private property	1083	1424	371	1795
Exterior maintenance of structures	833	792	437	1229
Mowing/cutting of weeds/grass on private property	546	810	297	1107
Overall quality of code enforcement	702	378	357	735
Parking in the yard	353	270	269	539
Regulation of signs	404	314	196	510

#### Question 6 – Maintenance and Appearance of the City

Q6	Responses	1st Place Score	2nd Place Score	Total Score
Appearance of major streets and corridors	867	1050	342	1392
Appearance of convenience stores in neighborhoods	604	762	223	985
Pick up of litter	660	552	384	936
Cleanliness of your neighborhood	531	572	245	817
Maintenance of business property	427	470	192	662
Maintenance of residential property	472	322	311	633
Number and availability of sidewalks	436	324	274	598

## Question 9 – Public Safety

Q9	Responses	1st Place Score	2nd Place Score	3rd Place Score	Total Score
Effort to prevent crime	1187	2664	326	136	3126
Visibility of police in neighborhoods	825	762	688	227	1677
Adequacy of city street lighting	662	504	460	264	1228
Overall quality of police service	542	507	420	163	1090
Quality of stray/wild animal control in your neighborhood	427	489	228	150	867
Visibility of police in retail areas	455	207	330	221	758
Traffic enforcement	356	252	346	99	697
Adequacy of security lighting at city parks	355	228	306	126	660
Fire/ambulance response time/promptness	361	174	332	137	643
Overall quality of animal services	228	105	164	111	380
Overall quality of fire services	234	69	198	112	379
Overall quality of ambulance service	141	42	78	88	208

## Question 12 – Community Services

Q12	Responses	1st Place Score	2nd Place Score	3rd Place Score	Total Score
Maintenance/landscaping of city parks	731	1317	270	157	1744
Overall quality of parks	748	732	516	246	1494
Quality of facilities at parks	635	714	500	147	1361
Overall quality of libraries	543	426	398	202	1026
Availability and selection of library books and materials	430	510	308	106	924
Miles of walking trails	424	444	284	134	862
Variety of programs at recreation centers	391	351	312	118	781
Overall quality of city recreation centers	372	168	328	152	648
Variety of Irving Arts Center programs and exhibits	244	153	162	112	427
Overall quality of Irving Arts Center	220	102	96	138	336

## Question 14 – Public Works

Q14	Responses	1st Place Score	2nd Place Score	3rd Place Score	Total Score
Maintaining streets	1092	1206	750	315	2271
Condition of major streets	787	1092	544	151	1787
Building/rebuilding streets	515	867	232	110	1209
Traffic management during rush hour	570	534	310	237	1081
Condition of neighborhood streets	589	300	526	226	1052
Stormwater drainage	468	417	328	165	910
Timing of traffic signals	448	420	306	155	881
Condition of neighborhood sidewalks	450	417	302	160	879
Placement and number of streetlights	365	357	230	131	718
Street sweeping	211	117	136	104	357
Condition of traffic signs and roadway striping	178	144	132	64	340

## Question 18 – Solid Waste Service and Environmental Conservation

<b>Q15</b>	<b>Responses</b>	<b>1st Place Score</b>	<b>2nd Place Score</b>	<b>Total Score</b>
Residential trash collection	654	780	264	1044
Residential curbside recycling	602	680	262	942
Brush and bulky waste pickup	529	624	217	841
Household hazardous waste disposal	397	370	212	582
Promotion of water conservation	371	322	210	532
Drop-off recycling centers	334	358	155	513
Education about environmental issues	367	274	230	504
Overall quality of solid waste services	244	230	129	359
Landfill	150	130	85	215



## Question 21 – Service Areas

Q21	Responses	1 <sup>st</sup> Place Score	2 <sup>nd</sup> Place Score	3 <sup>rd</sup> Place Score	4 <sup>th</sup> Place Score	5 <sup>th</sup> Place Score	Total Score
Economic Development / Redevelopment	1239	2415	1100	660	278	122	4575
Streets	1459	1690	1204	747	616	263	4520
Neighborhood Improvements	1052	735	1124	783	372	177	3191
Code Enforcement	888	1460	740	492	264	115	3071
Police / Fire	776	1205	580	486	276	90	2637
Street Lighting	635	415	460	489	302	123	1789
Corridor Enhancements / Beautification	589	515	544	330	252	114	1755
Sidewalks	515	220	388	426	240	112	1386
Recycling	490	360	396	297	224	108	1385
Animal Services	421	705	284	168	138	84	1379
Parks	438	220	372	312	222	86	1212
Water / Wastewater	380	205	196	204	166	139	910
Libraries	314	180	308	195	124	74	881
Recreation	305	110	204	222	140	88	764
Communications	246	255	228	138	82	51	754
Trash	312	110	192	135	196	99	732
Traffic Signals	277	145	132	186	142	82	687
Roadway signs and markings	227	75	196	156	114	54	595
Arts Center	163	115	140	78	68	45	446

## Question 24 – Capital Improvements

Q24	Responses	1st Place Score	2nd Place Score	3rd Place Score	Priority Score
Residential Streets	1119	1110	882	308	2300
Major Corridors	736	1035	416	183	1634
Sidewalks and Alleys	708	456	518	297	1271
Neighborhood / Community Parks	643	507	532	208	1247
Stormwater Drainage	634	606	344	260	1210
Fire Station Replacement / Renovation	497	804	220	119	1143
Library Expansion	370	411	264	101	776
Landfill Development	308	333	204	95	632
Campión Trails	297	384	154	92	630
Second Senior Center	263	195	154	121	470
Aquatics Center	215	270	140	55	465
Municipal Facilities Replacement / Renovation	213	159	182	69	410
Recreation Centers	226	135	166	98	399