

2018 Town of Addison Citizen Satisfaction Survey

Appendix A – GIS Maps

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Submitted to the Town of Addison, Texas

by:

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

October 2018



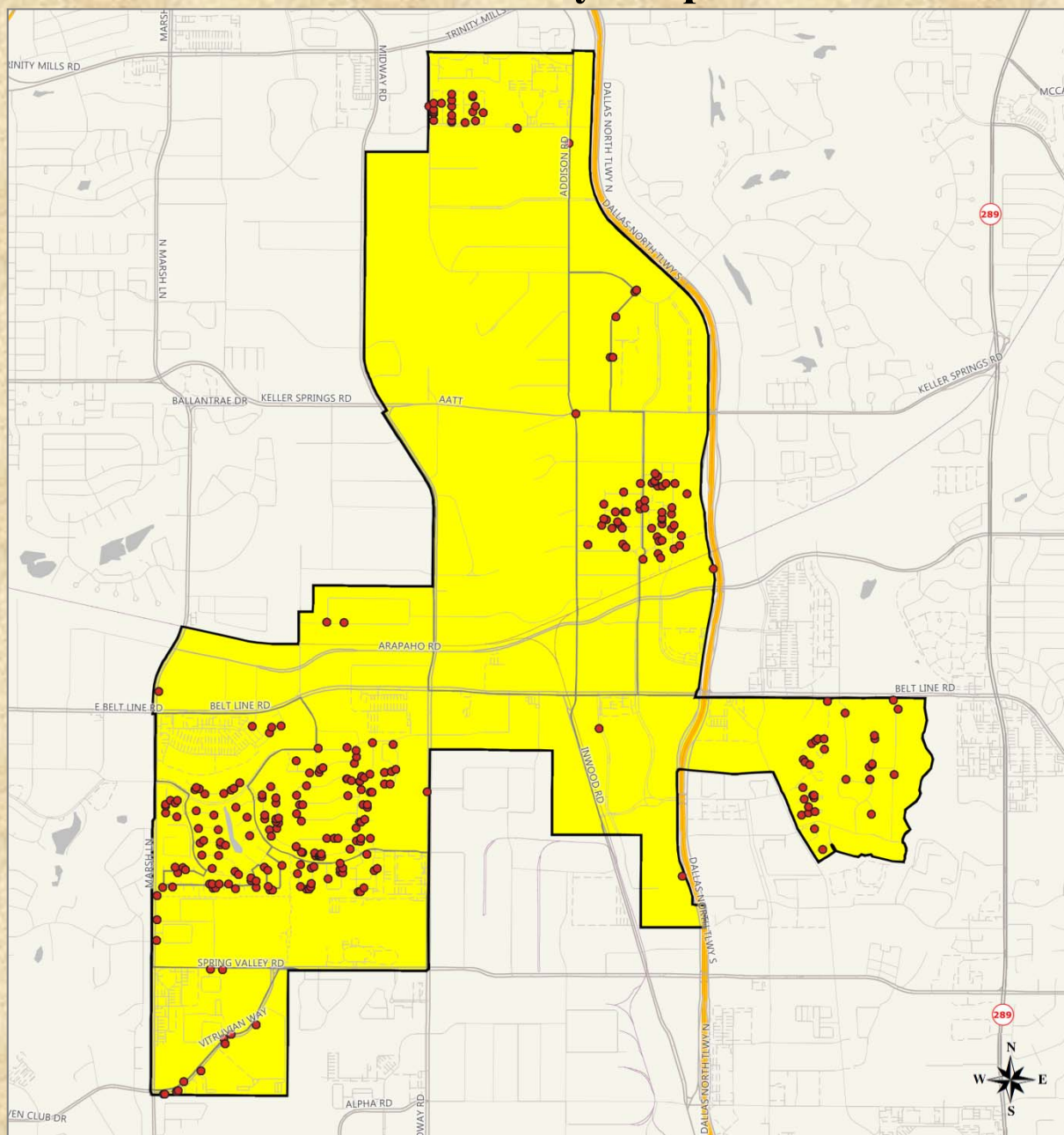
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

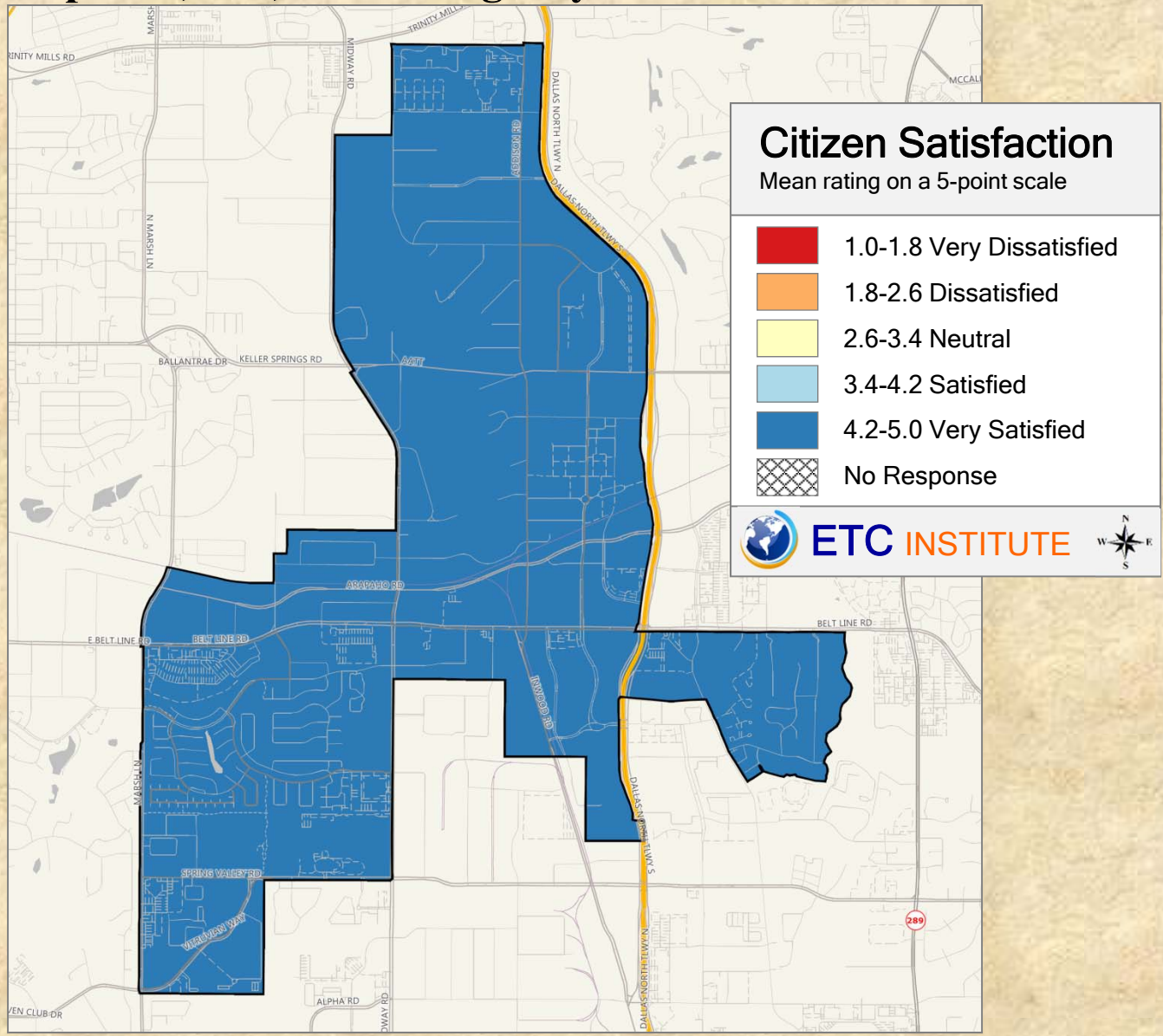
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

Location of Survey Respondents



2018 Town of Addison Citizen Satisfaction Survey

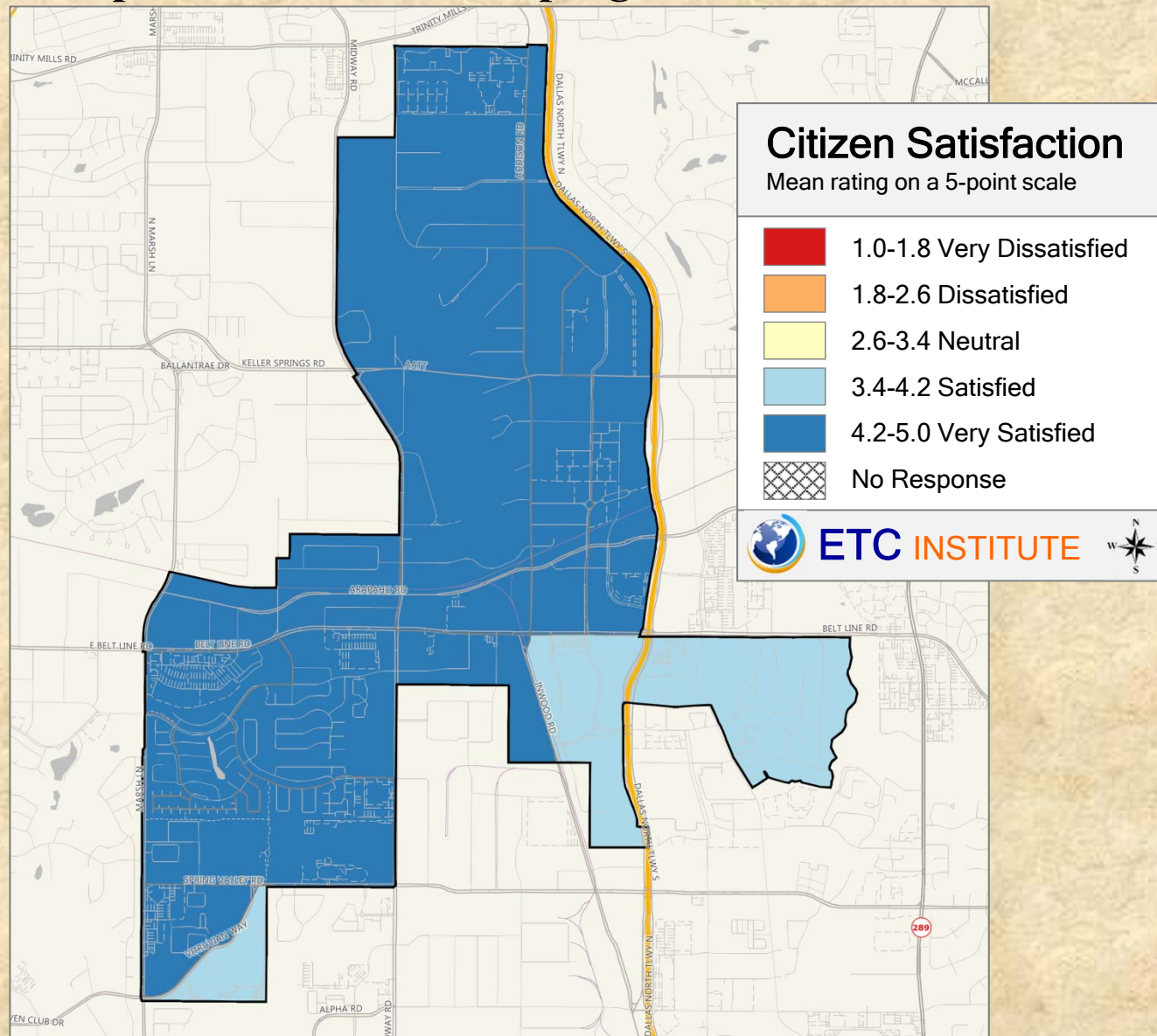
Q1-01 Level of satisfaction with: Overall quality of police, fire, and emergency medical services



2018 Town of Addison Citizen Satisfaction Survey

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

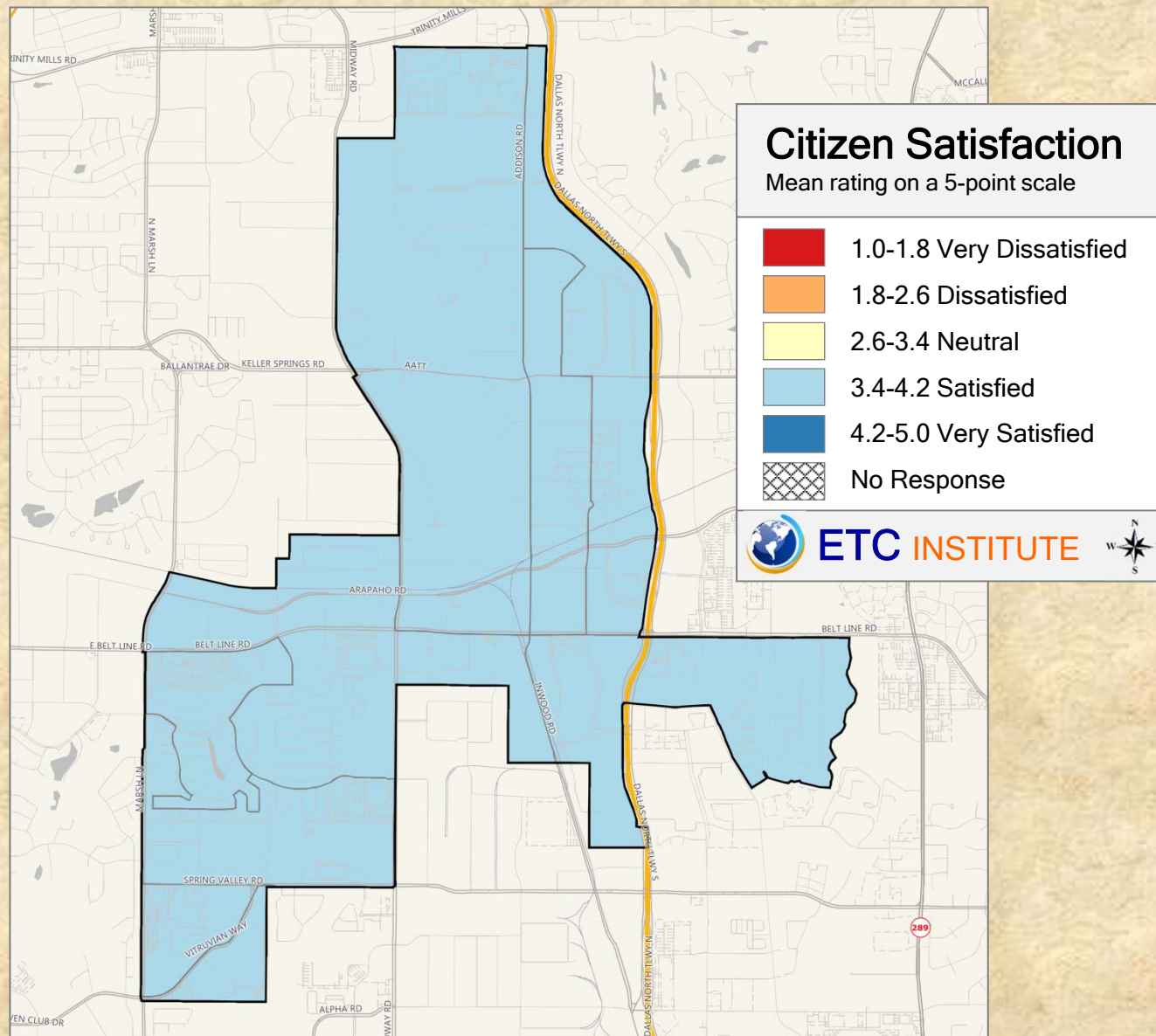
Q1-02 Level of satisfaction with: Overall quality of town parks and recreation programs and facilities



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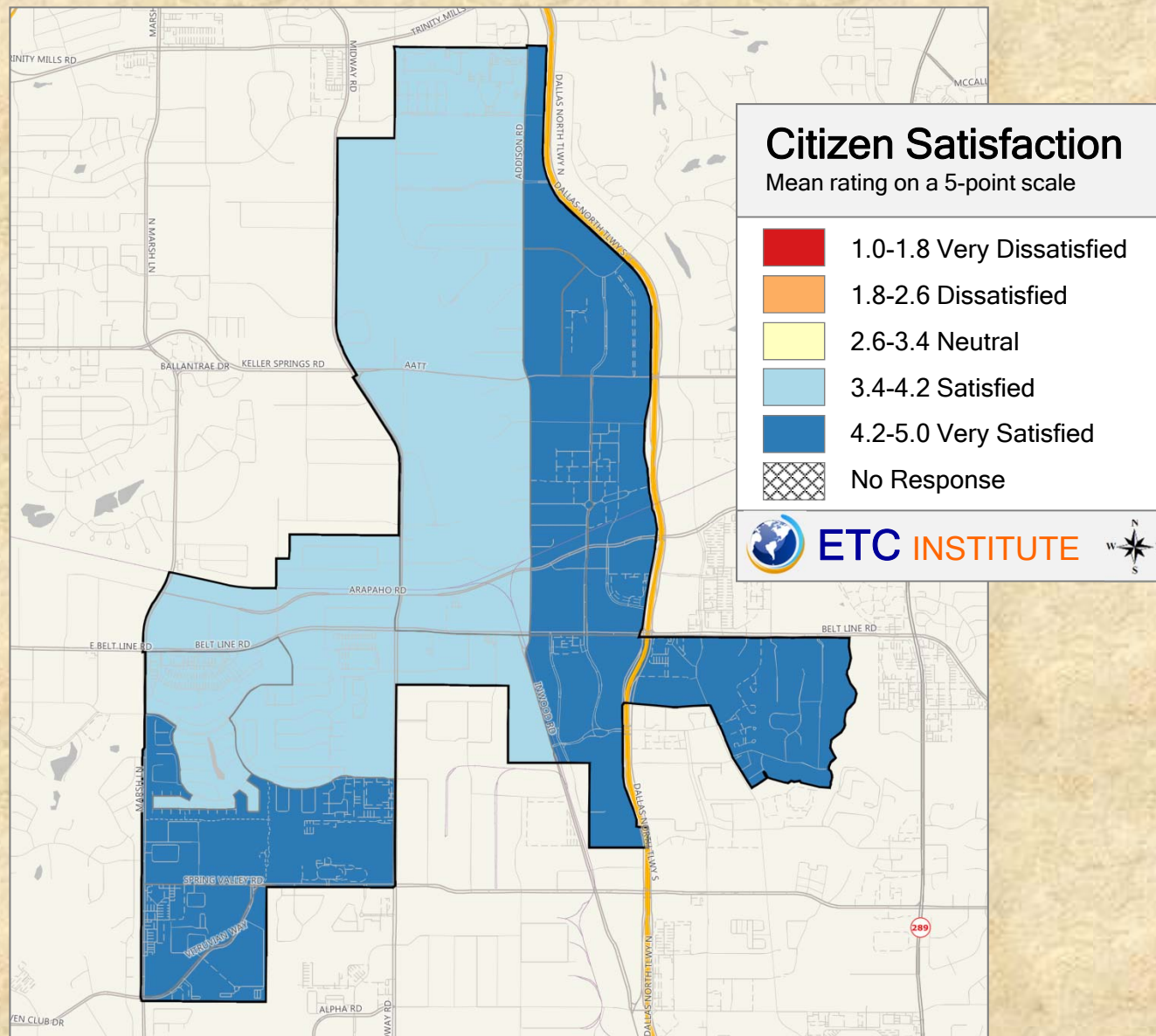
Q1-03 Level of satisfaction with: Overall maintenance of town streets



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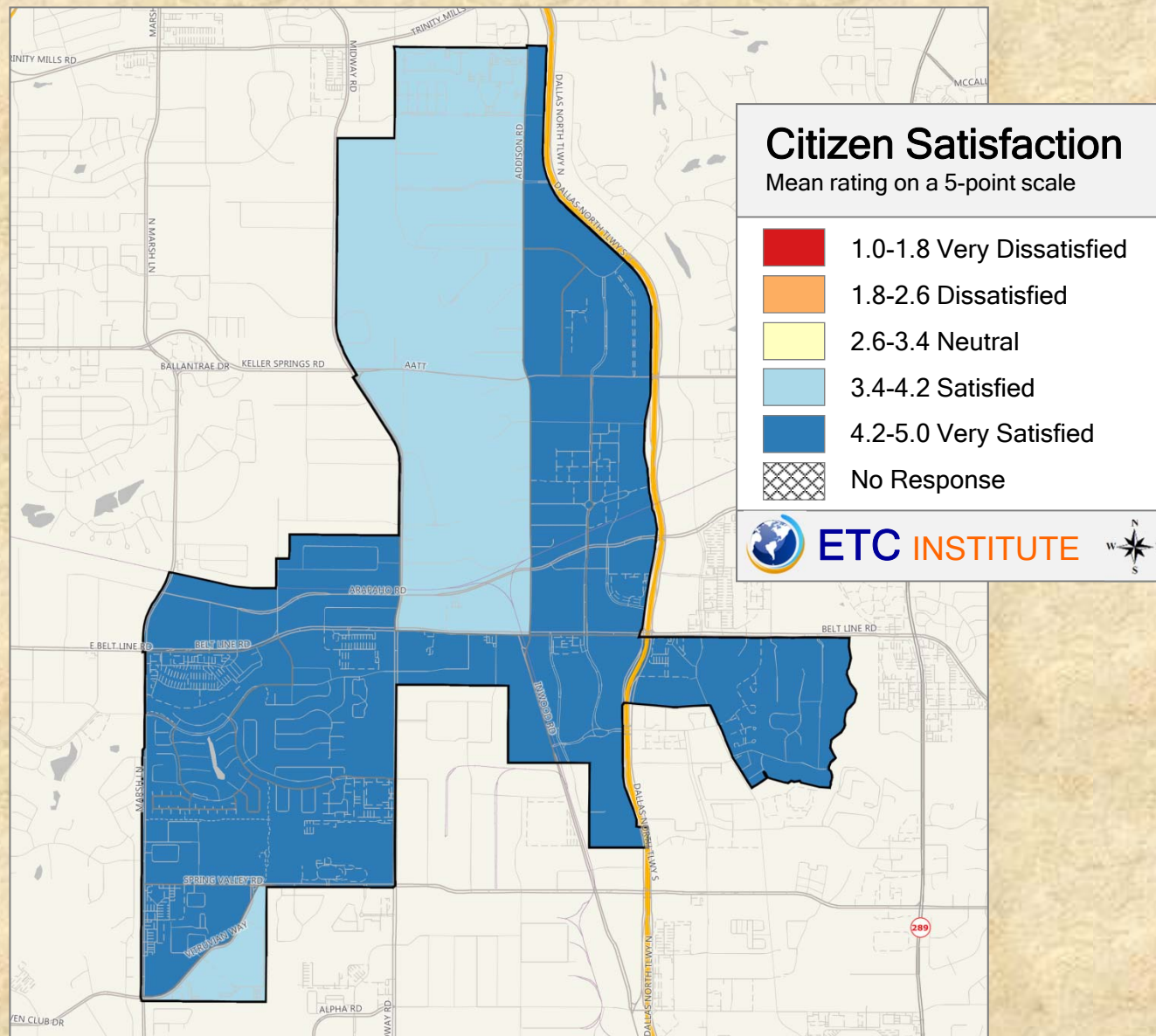
Q1-04 Level of satisfaction with: Overall maintenance of town buildings/facilities



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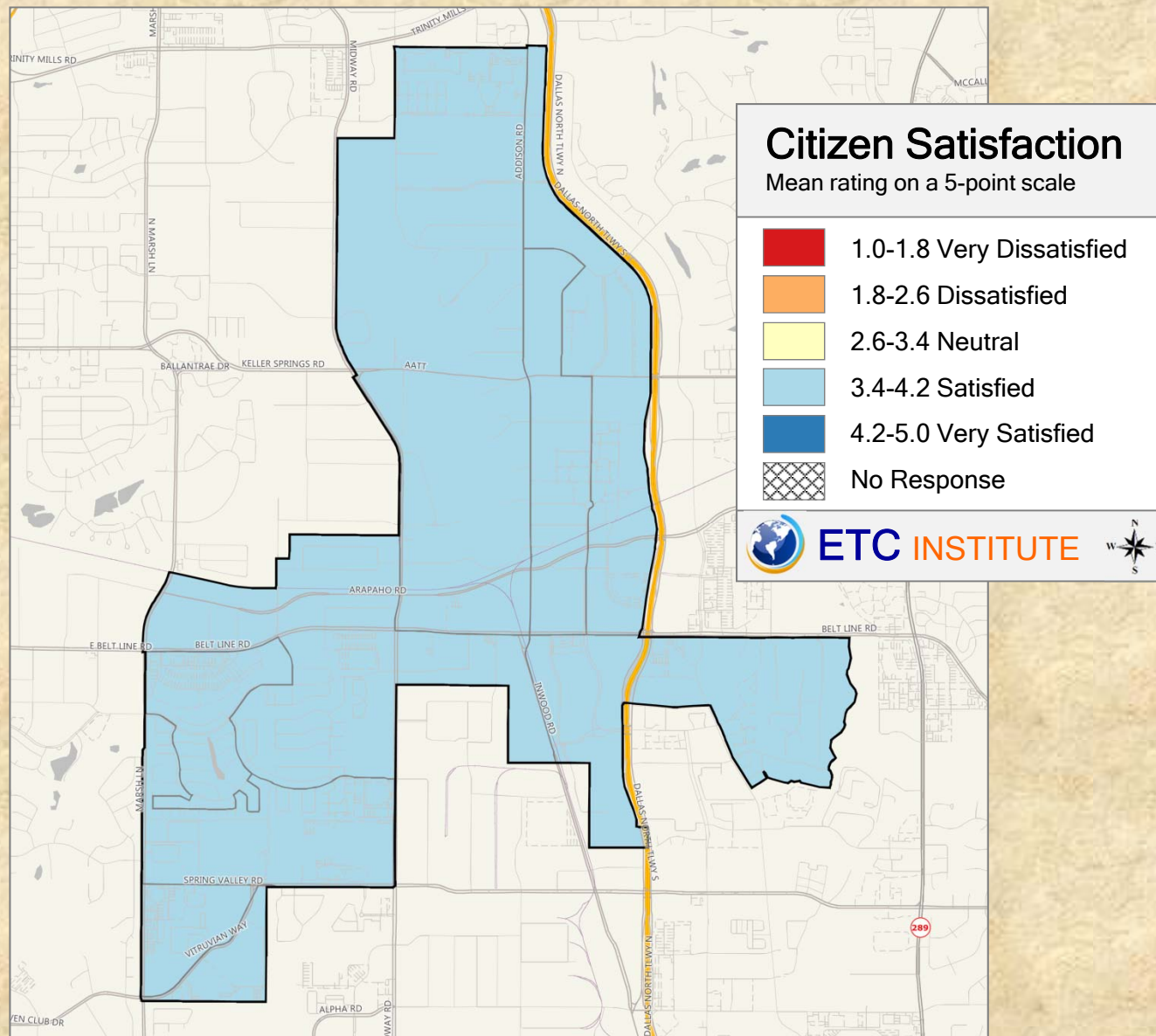
Q1-05 Level of satisfaction with: Overall quality of town water and sewer services



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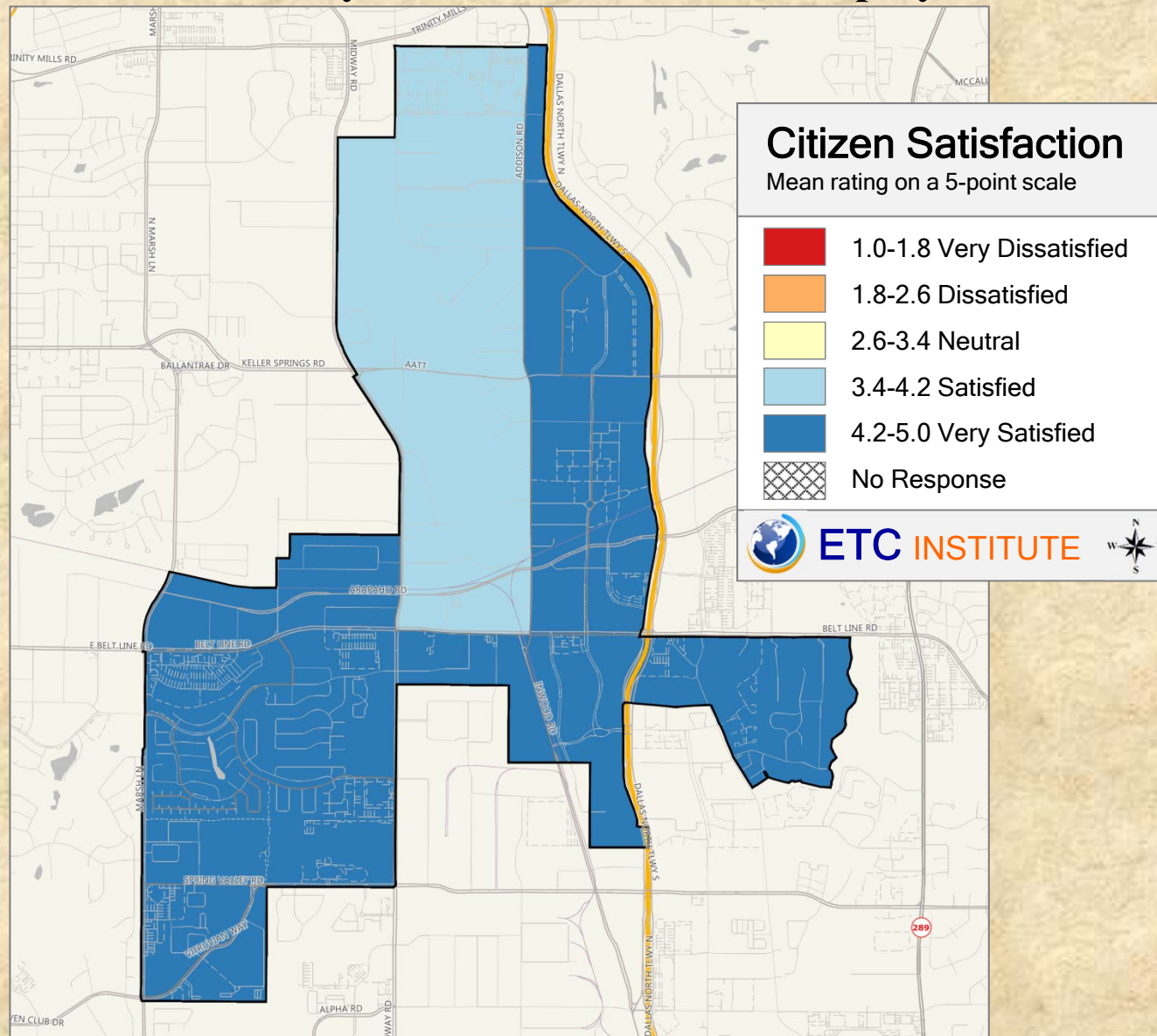
Q1-06 Level of satisfaction with: Overall enforcement of town codes and ordinances



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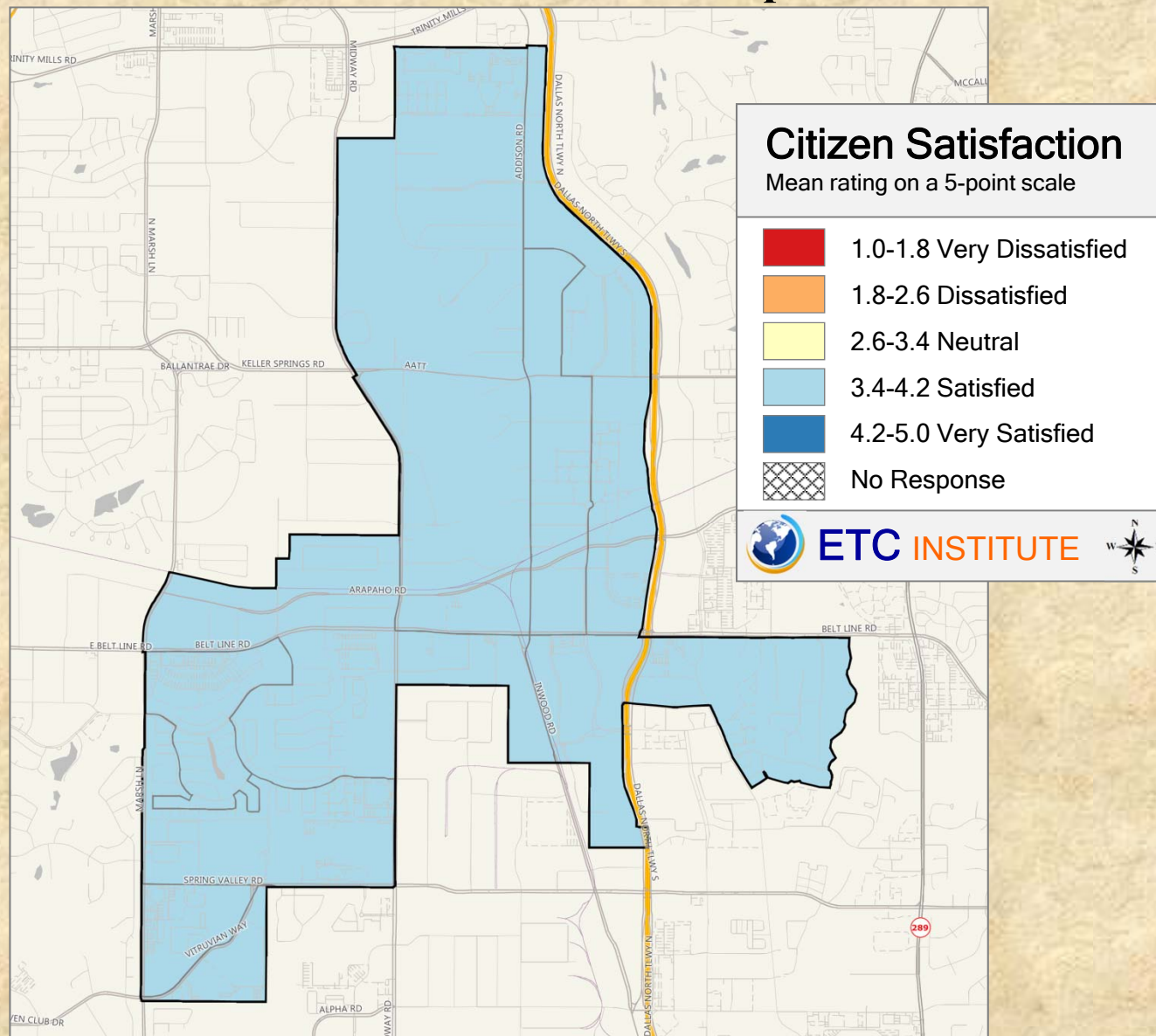
Q1-07 Level of satisfaction with: Overall quality of customer service you receive from town employees



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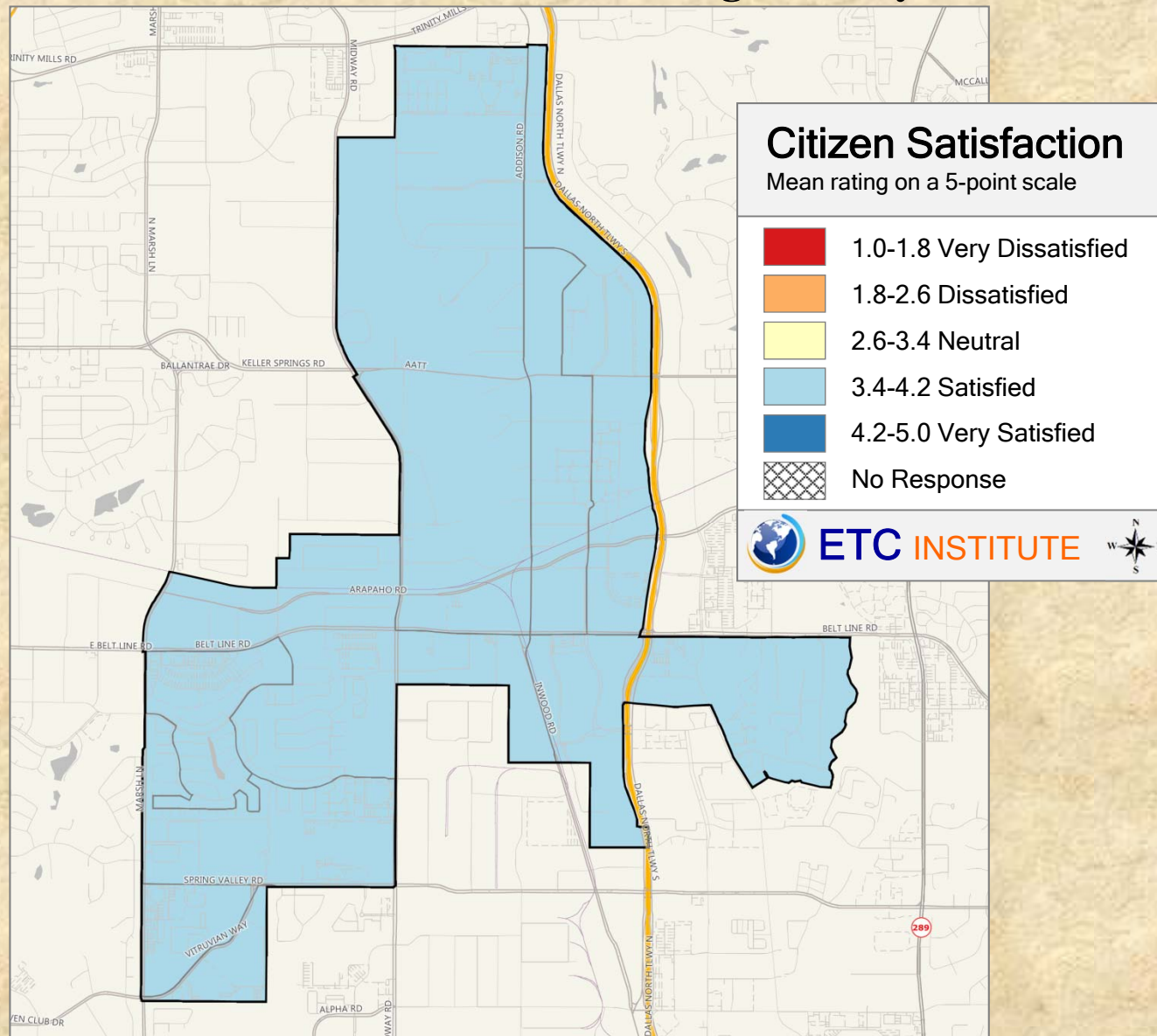
Q1-08 Level of satisfaction with: Overall effectiveness of town communication with the public



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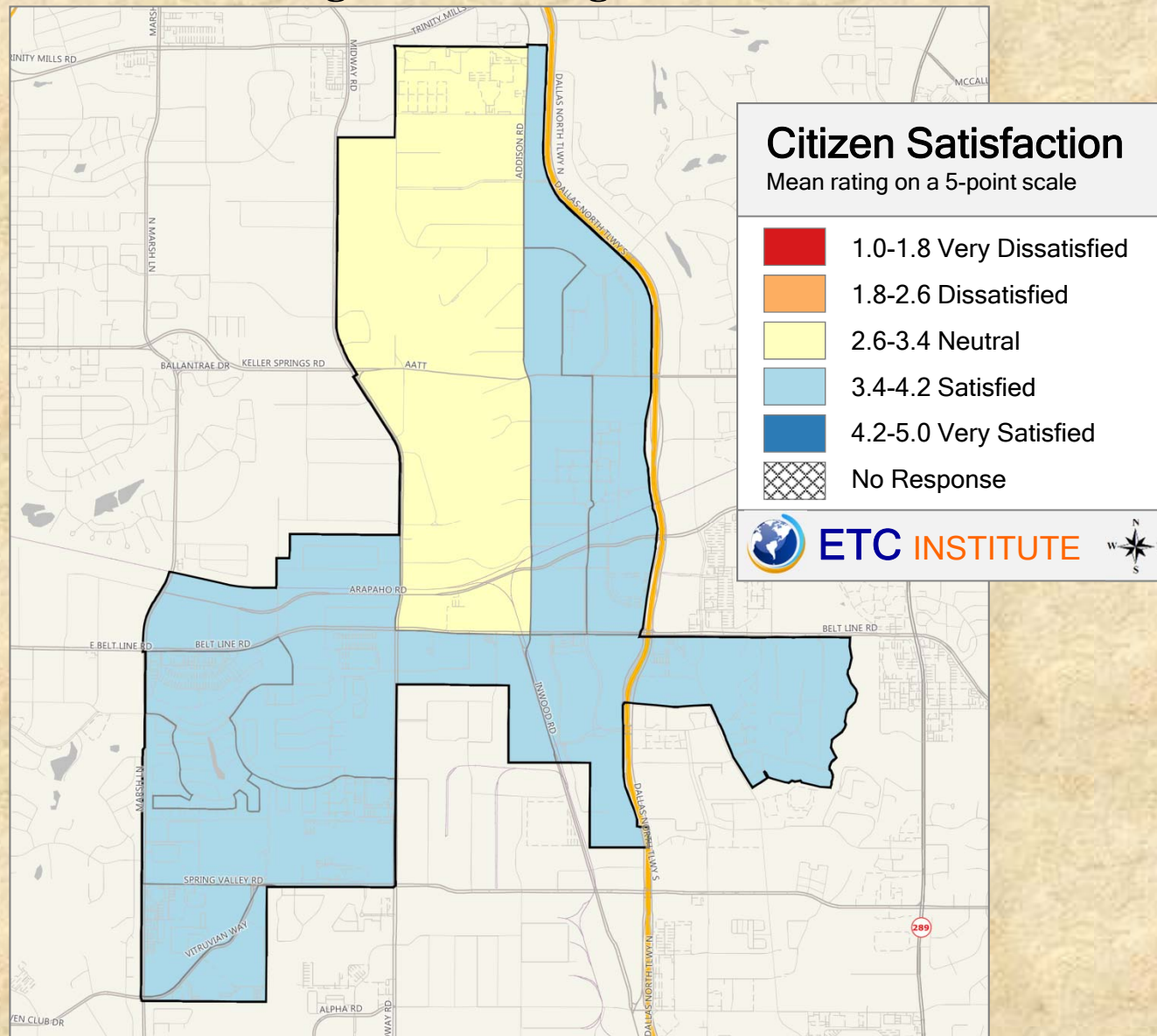
Q1-09 Level of satisfaction with: Overall quality of the town's stormwater runoff/stormwater management system



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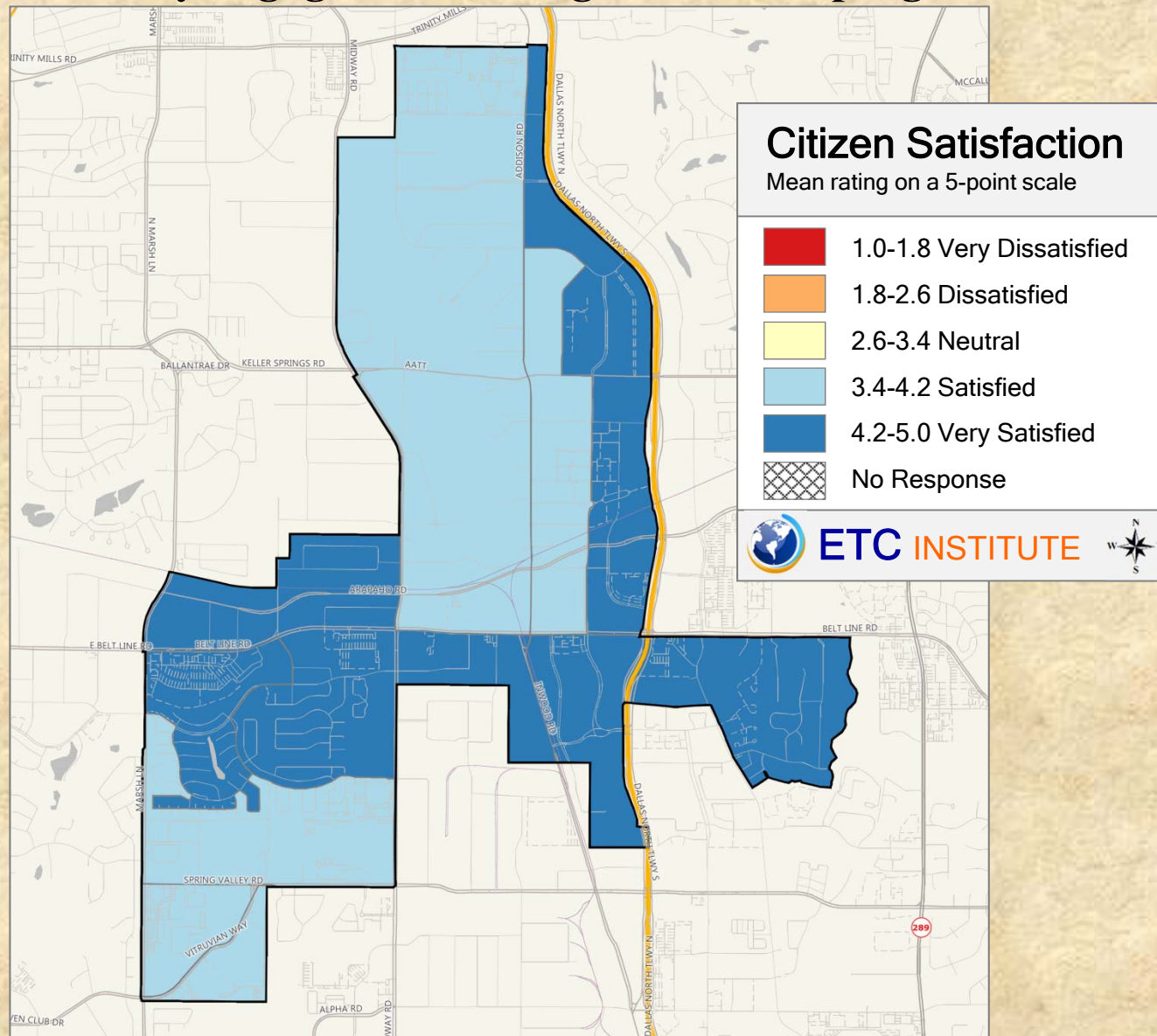
Q1-10 Level of satisfaction with: Overall flow of traffic and congestion management in the town



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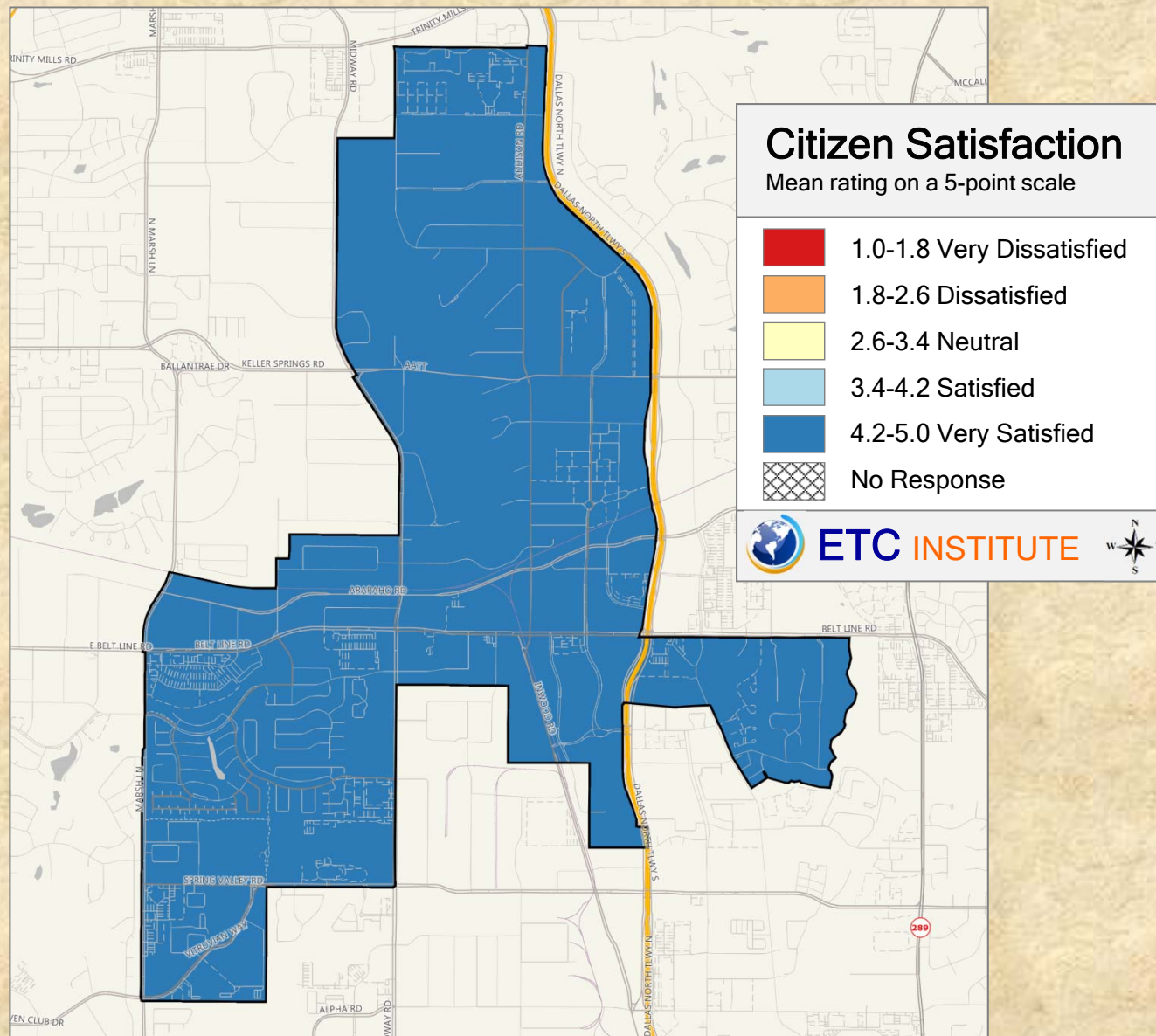
Q1-11 Level of satisfaction with: Opportunities for community engagement through volunteer programs



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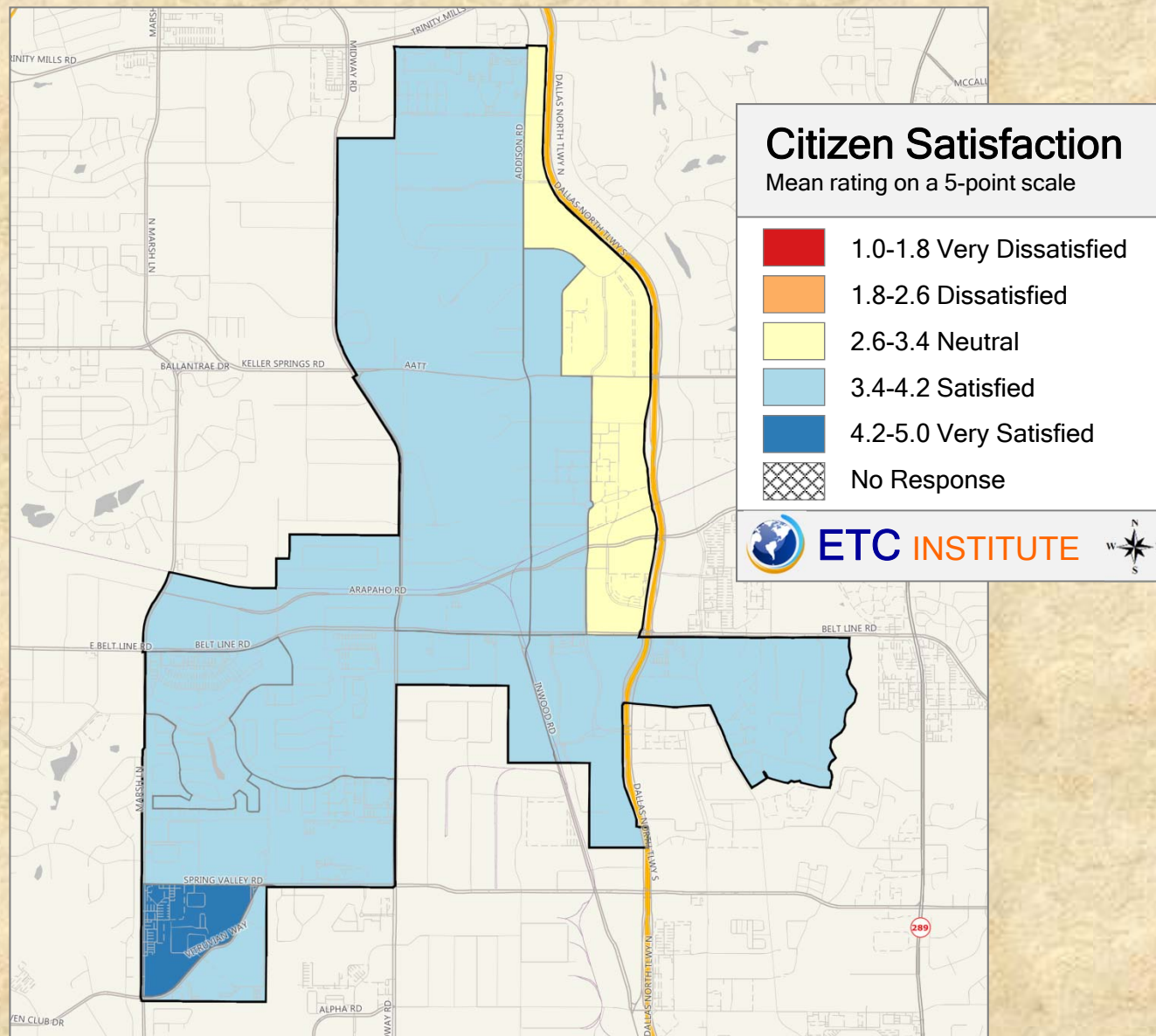
Q3-01 Level of satisfaction with: Addison as a place to live



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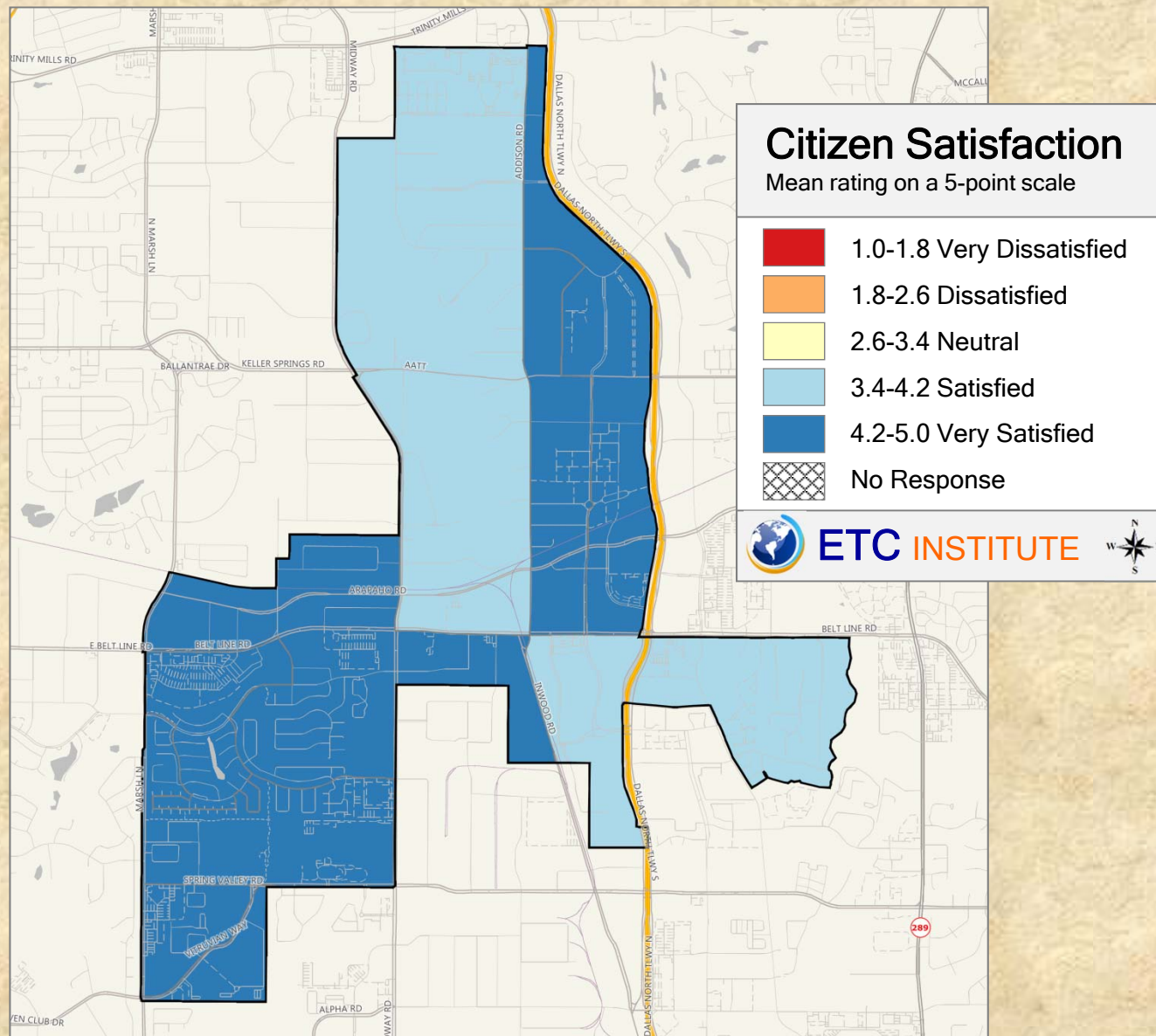
Q3-02 Level of satisfaction with: Addison as a place to raise children



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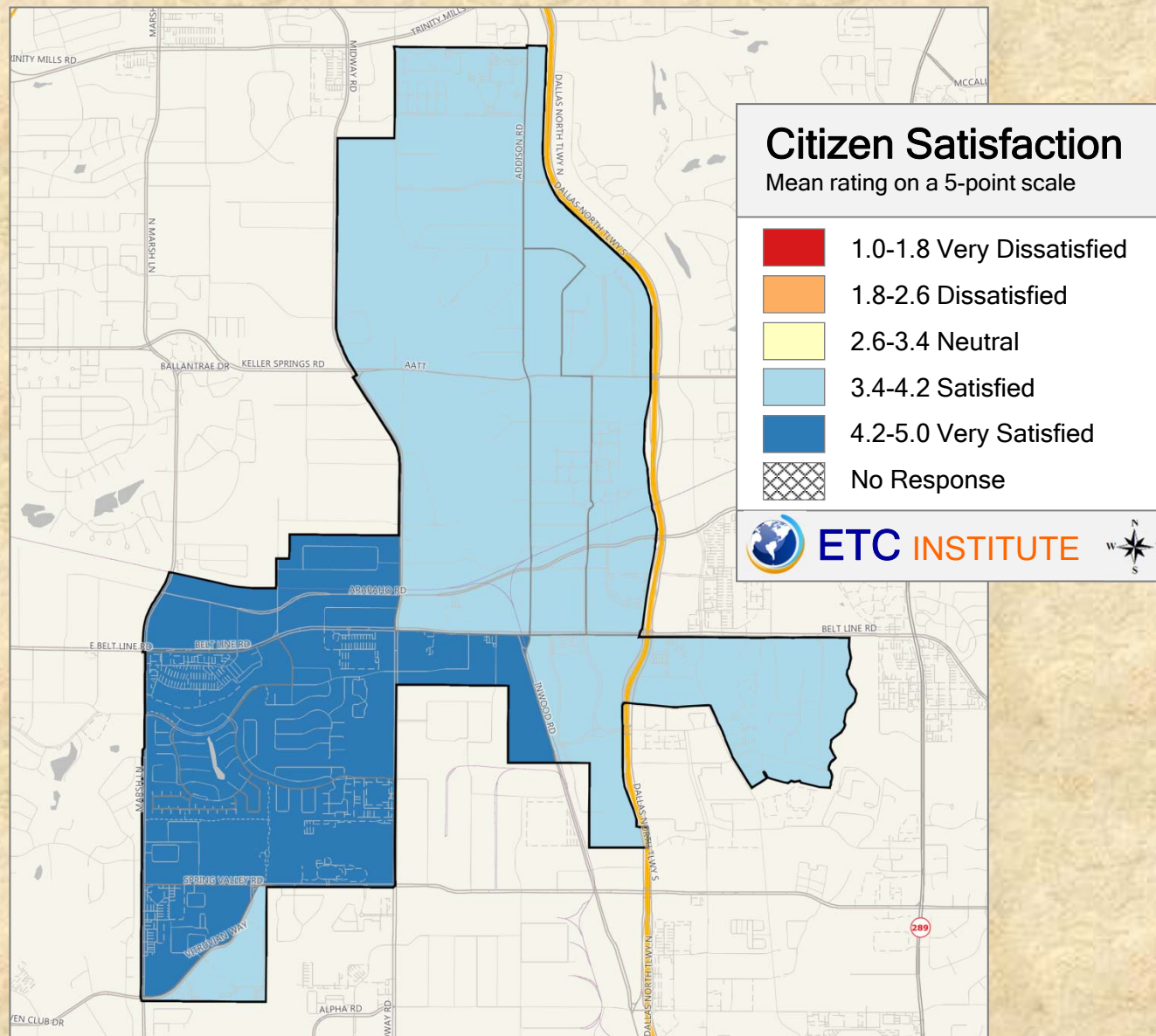
Q3-03 Level of satisfaction with: Addison as a place to work



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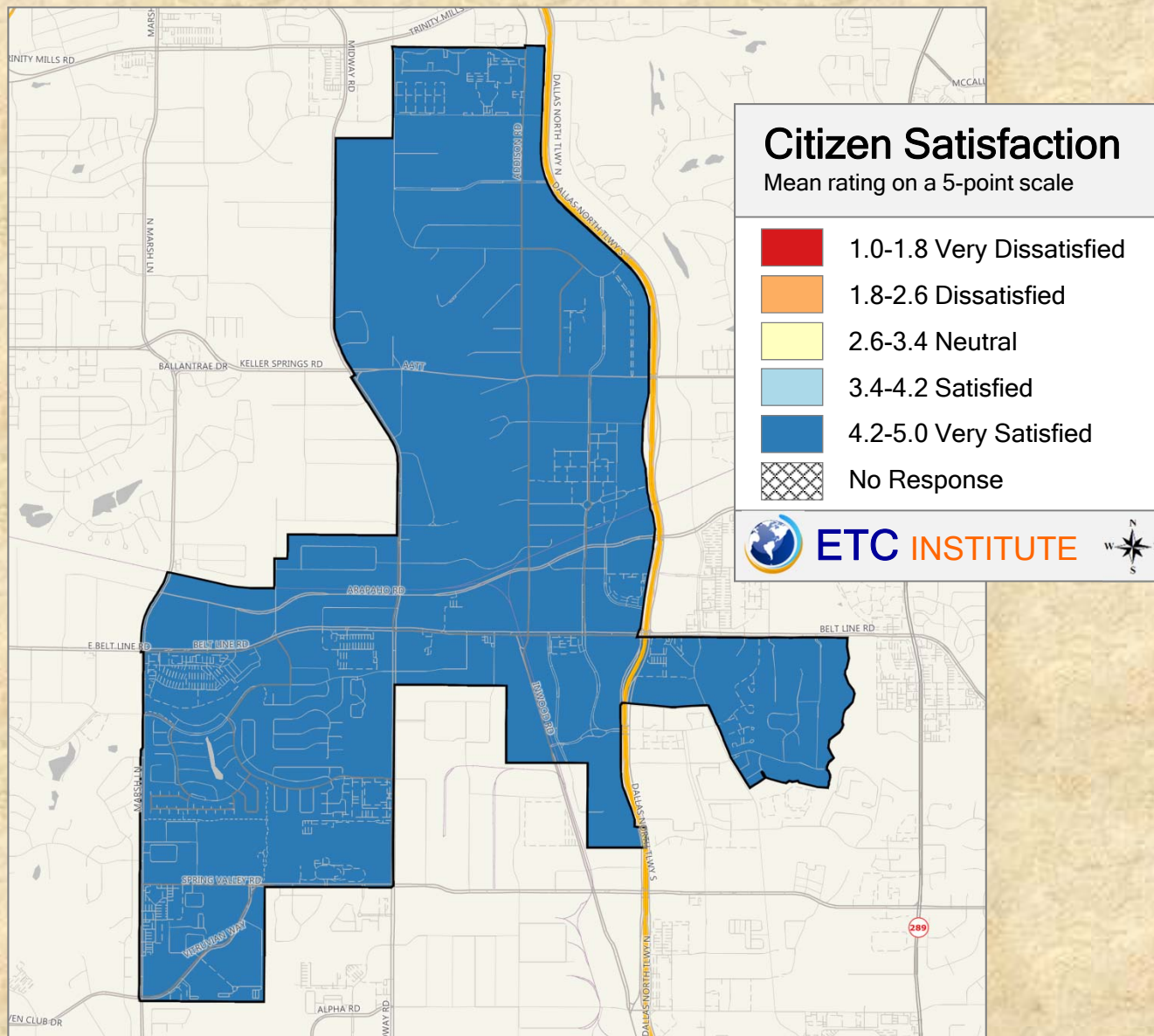
Q3-04 Level of satisfaction with: Addison as a place to retire



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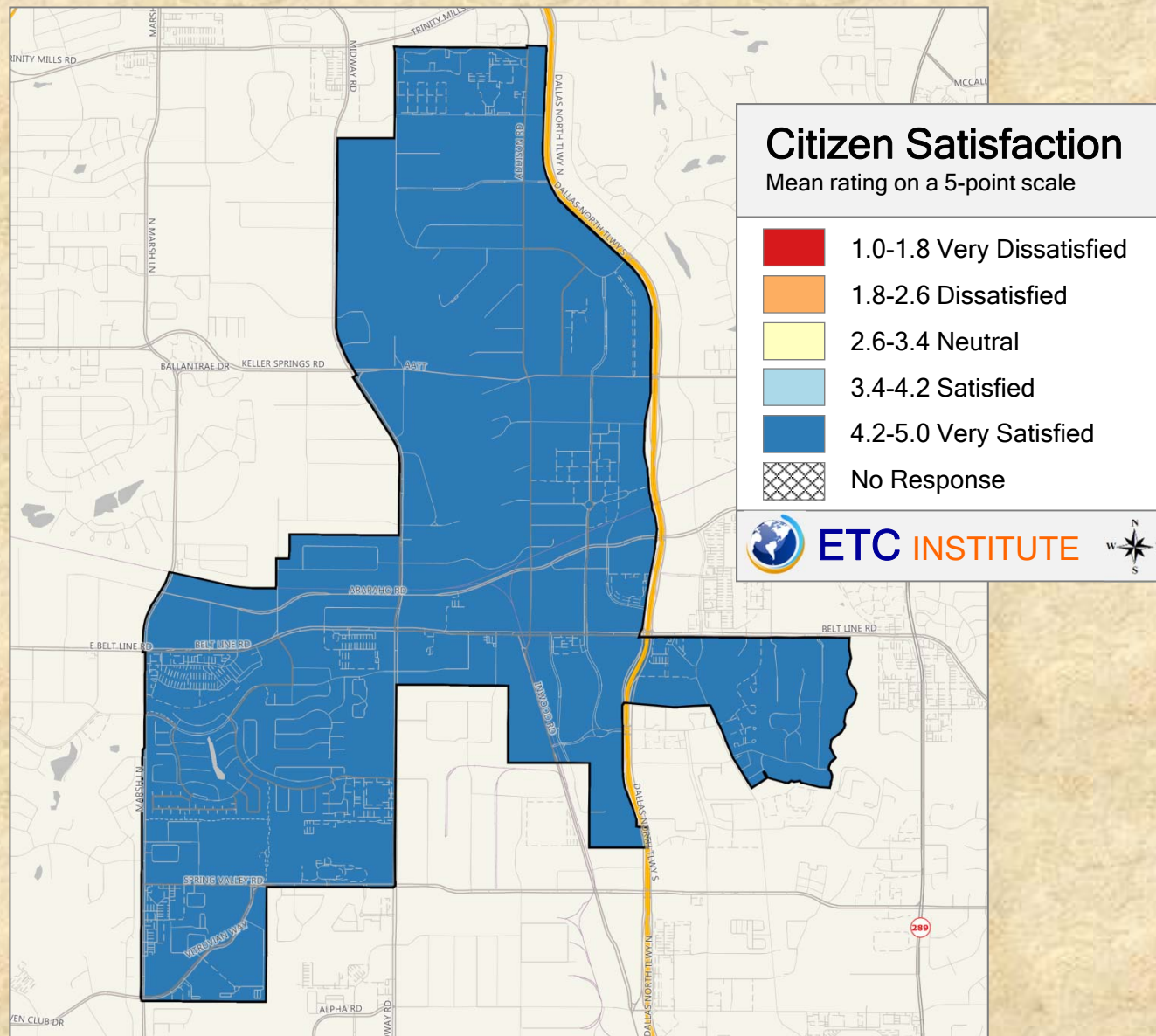
Q3-05 Level of satisfaction with: Overall image of Addison



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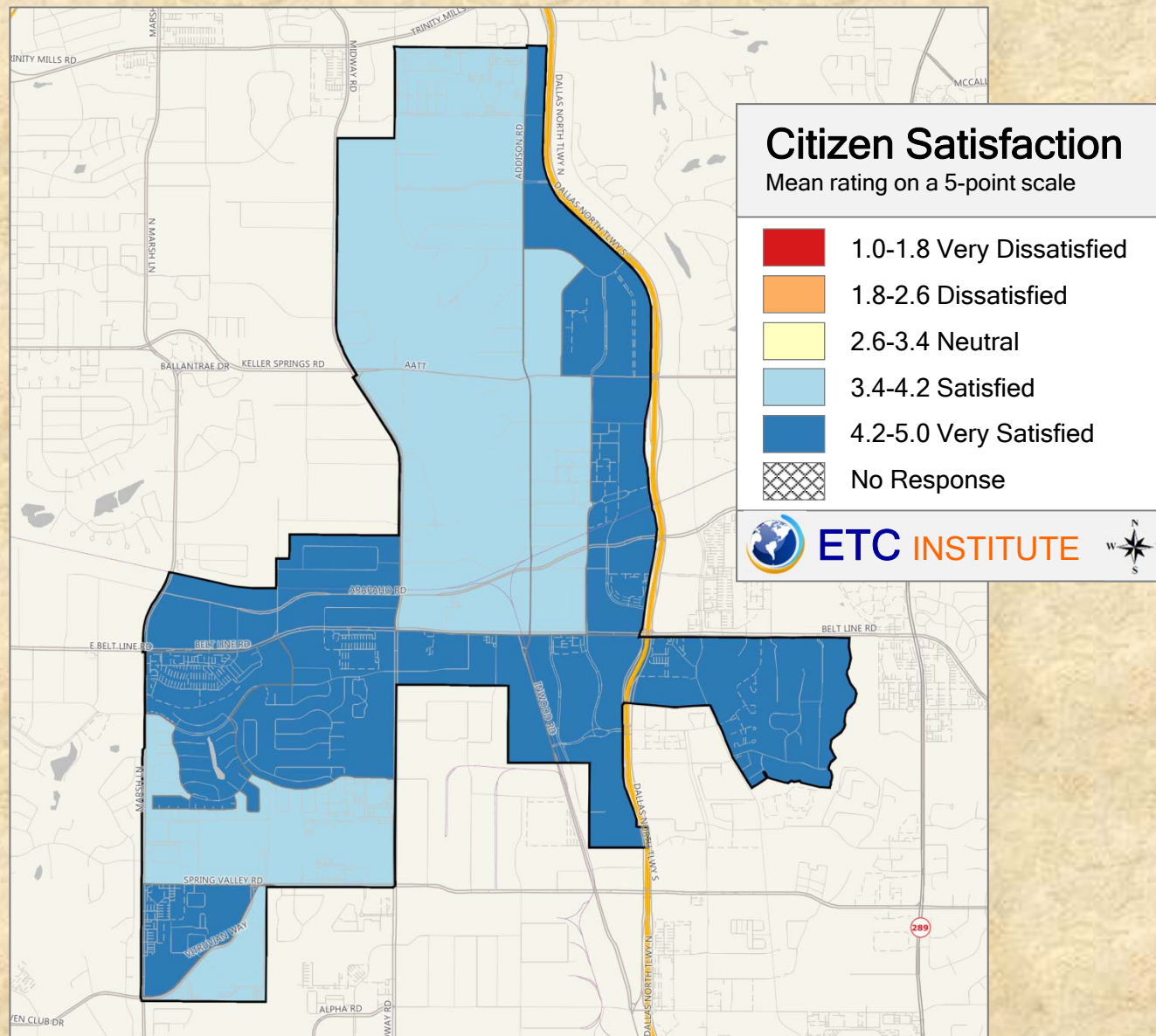
Q3-06 Level of satisfaction with: Overall quality of life in Addison



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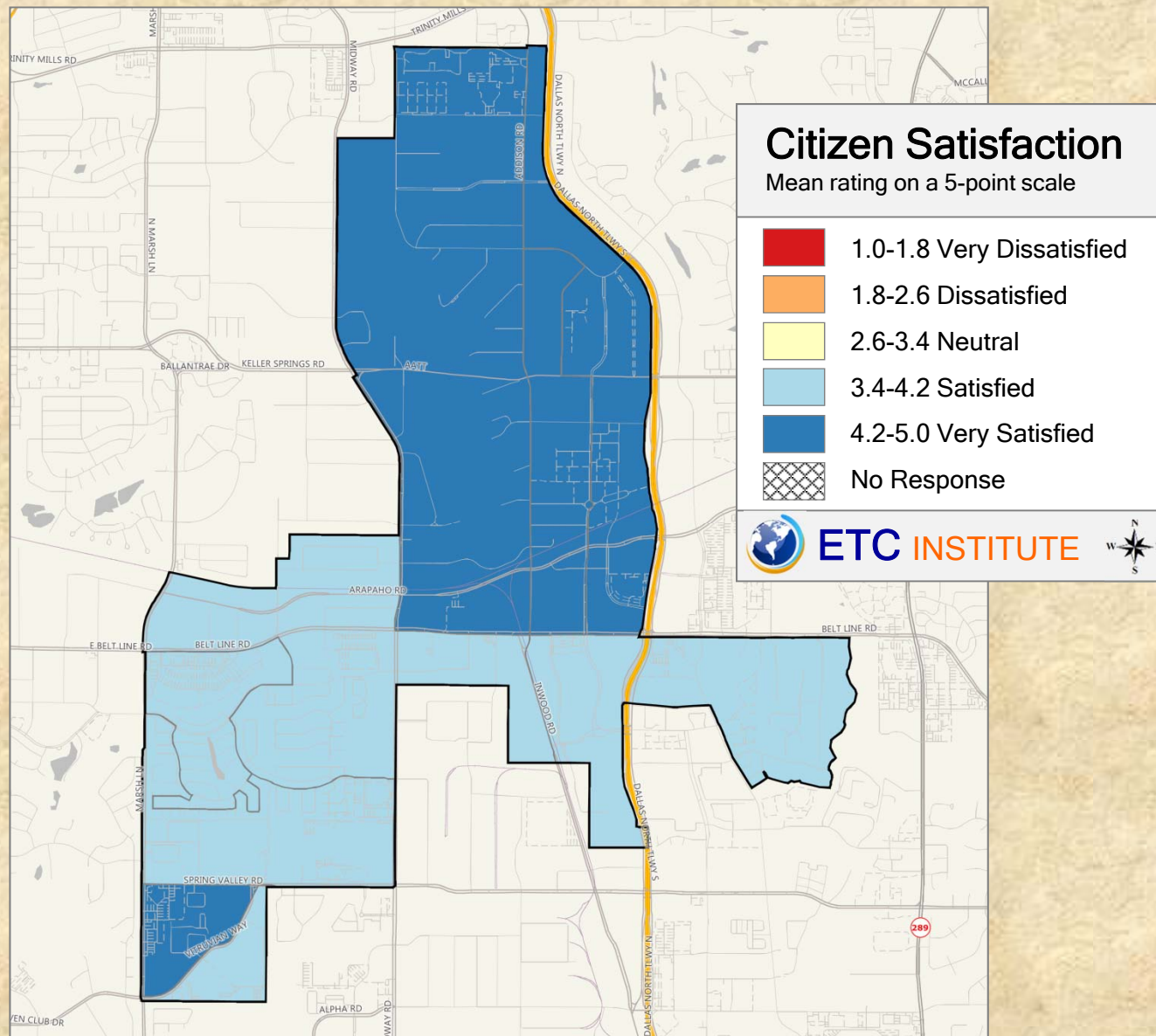
Q3-07 Level of satisfaction with: Overall quality of local government services



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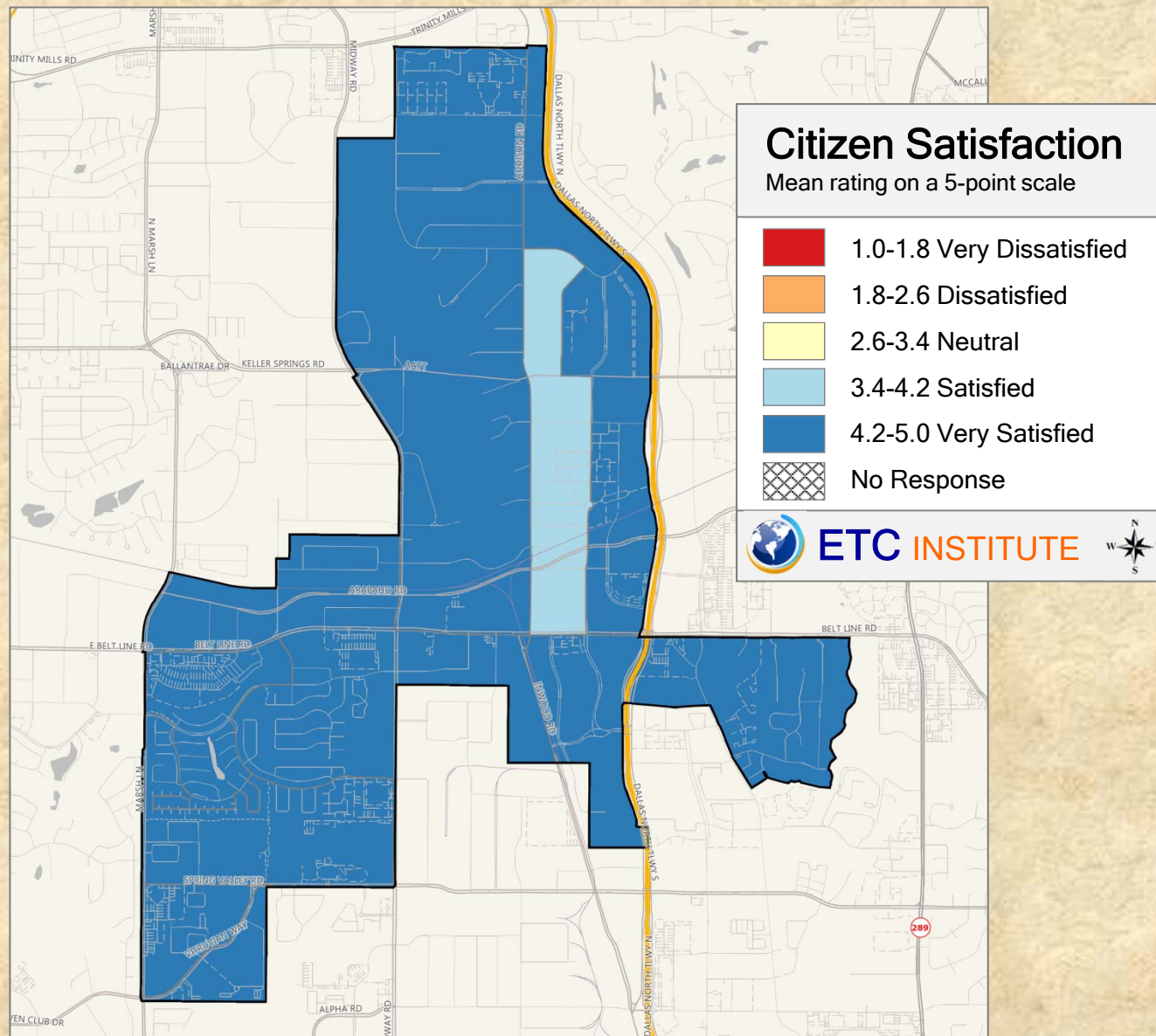
Q3-08 Level of satisfaction with: Addison as an entertainment destination



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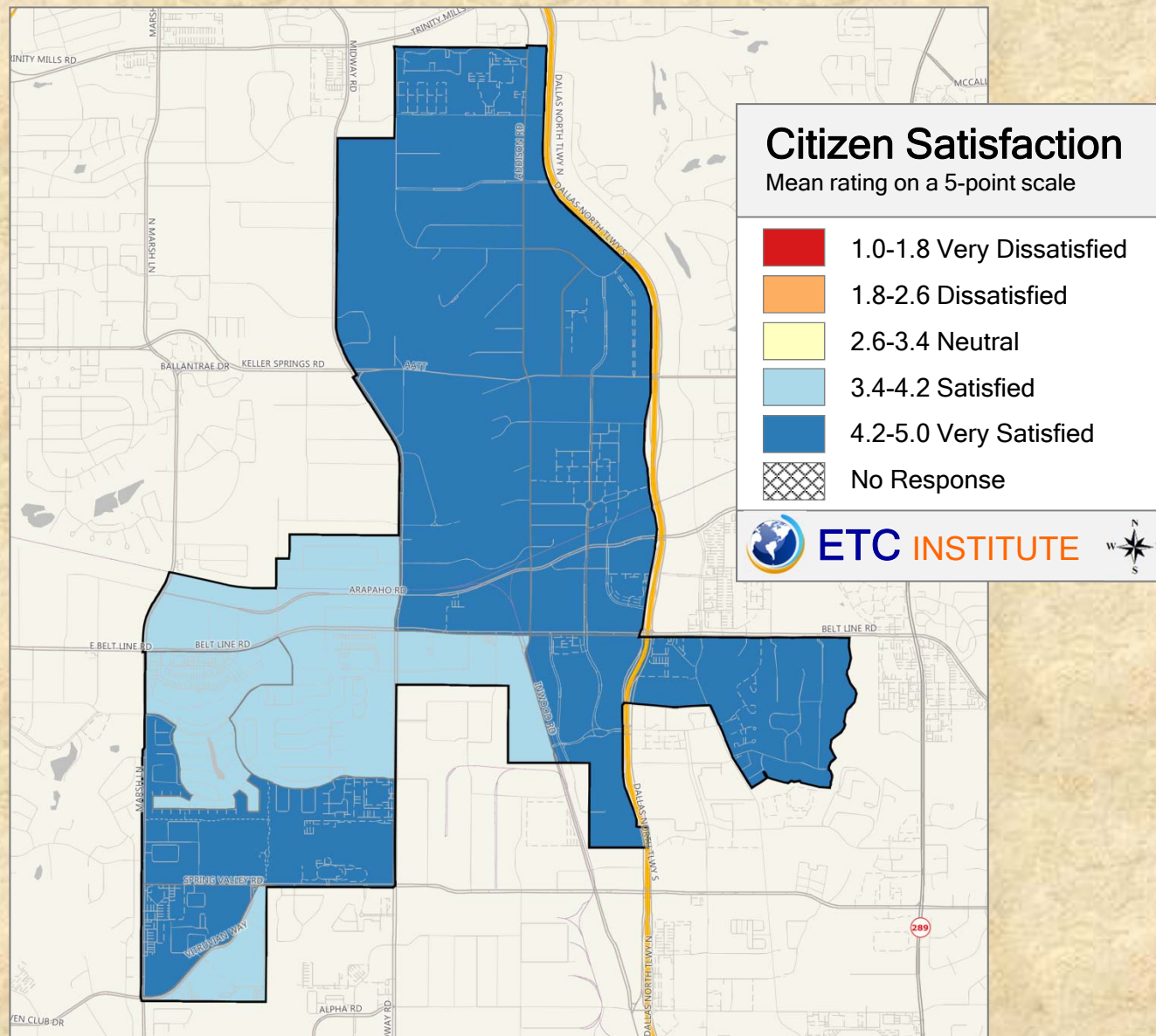
Q3-09 Level of satisfaction with: Overall quality of event programming



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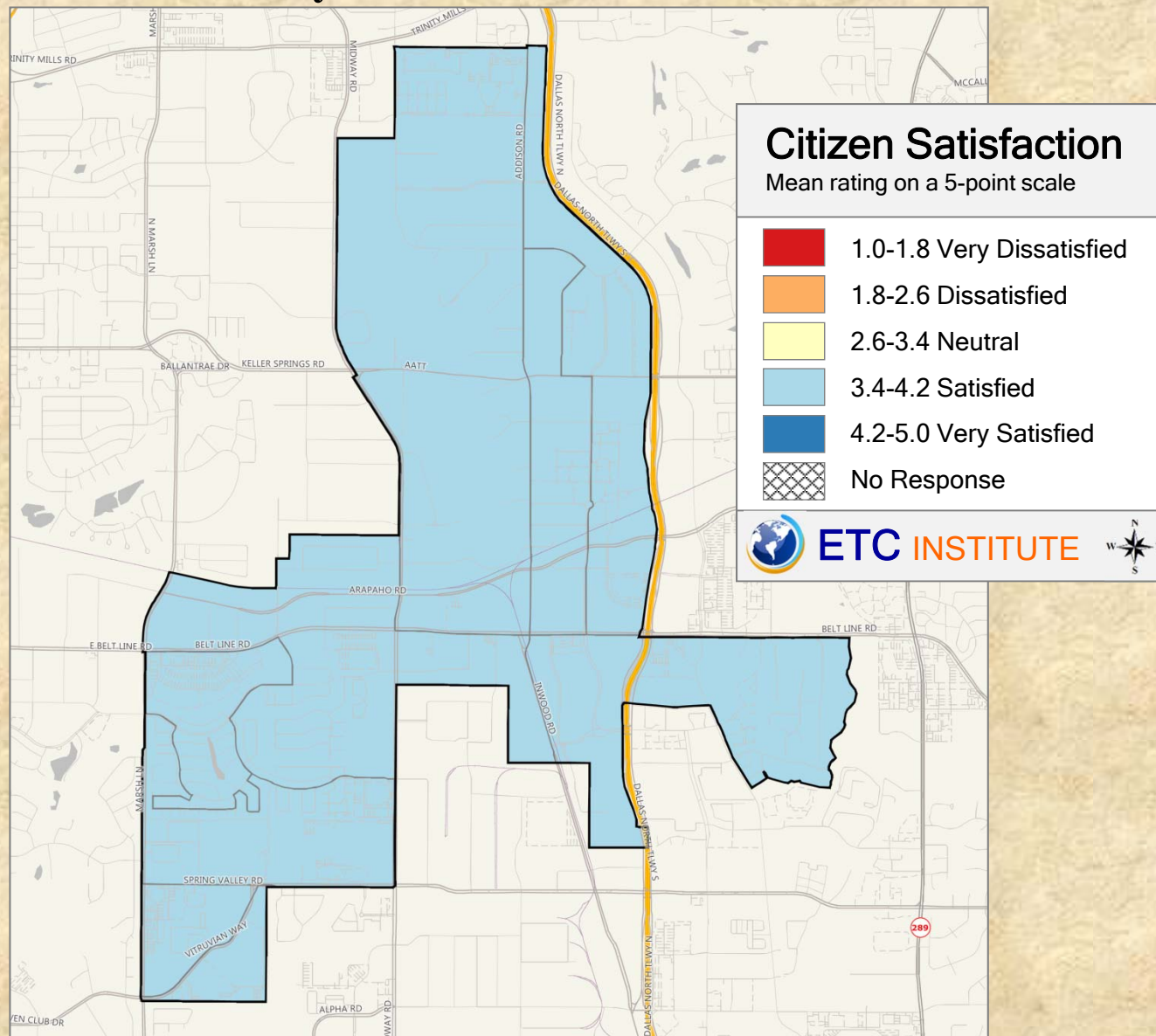
Q3-10 Level of satisfaction with: Overall appearance of Addison



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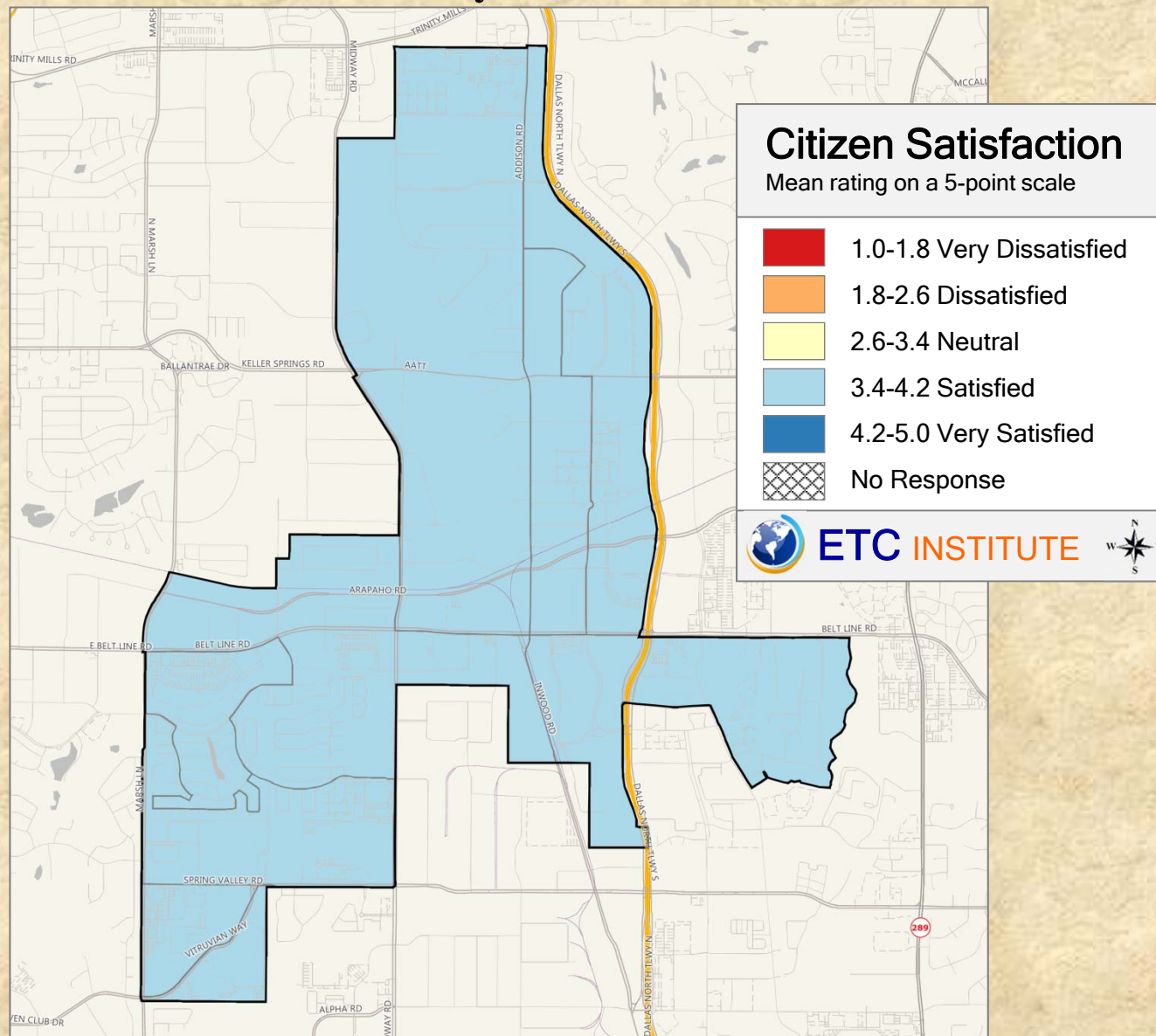
Q3-11 Level of satisfaction with: Overall value you receive for your local tax dollars and fees



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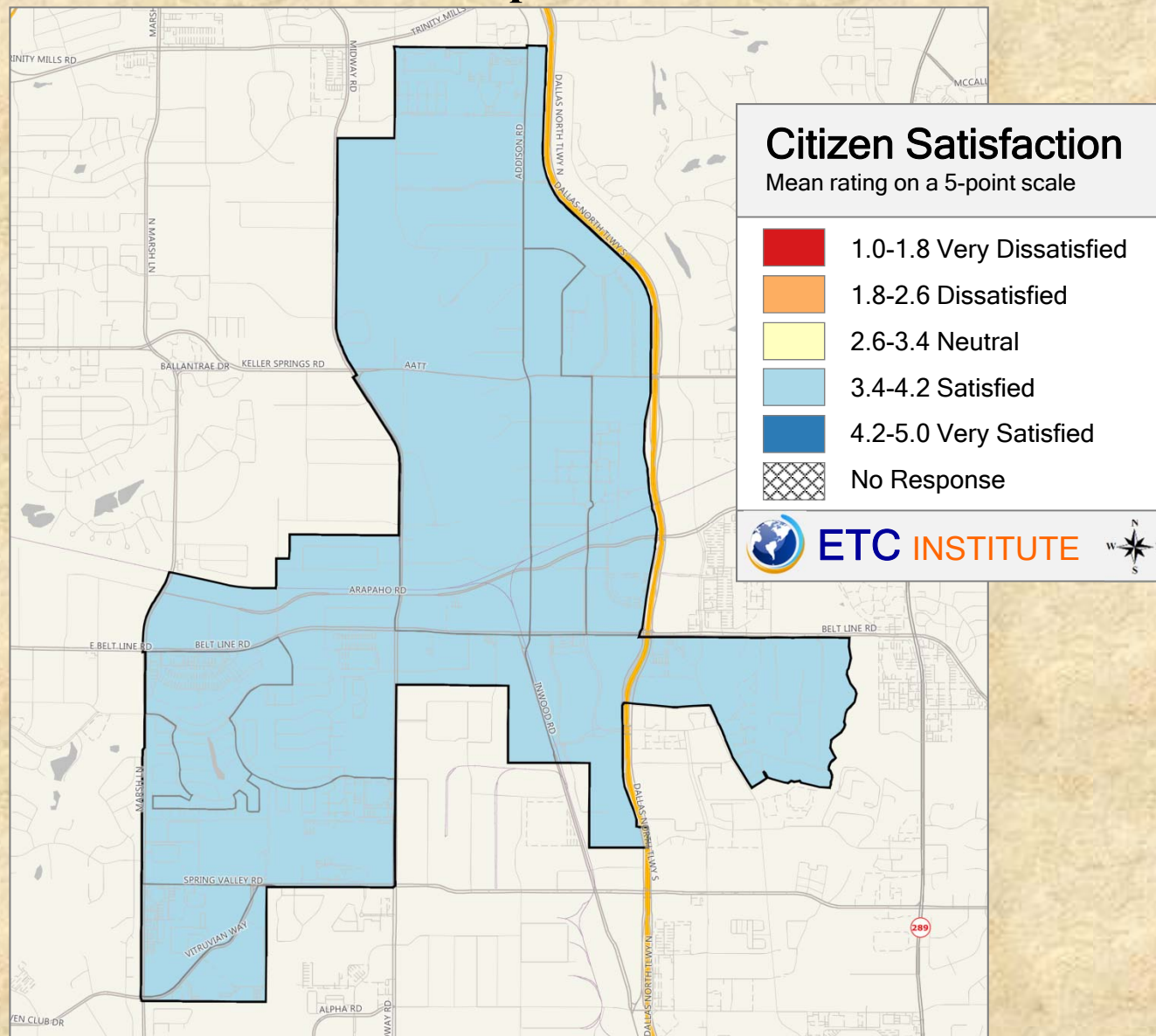
Q3-12 Level of satisfaction with: Overall trust level in town staff to wisely use town resources



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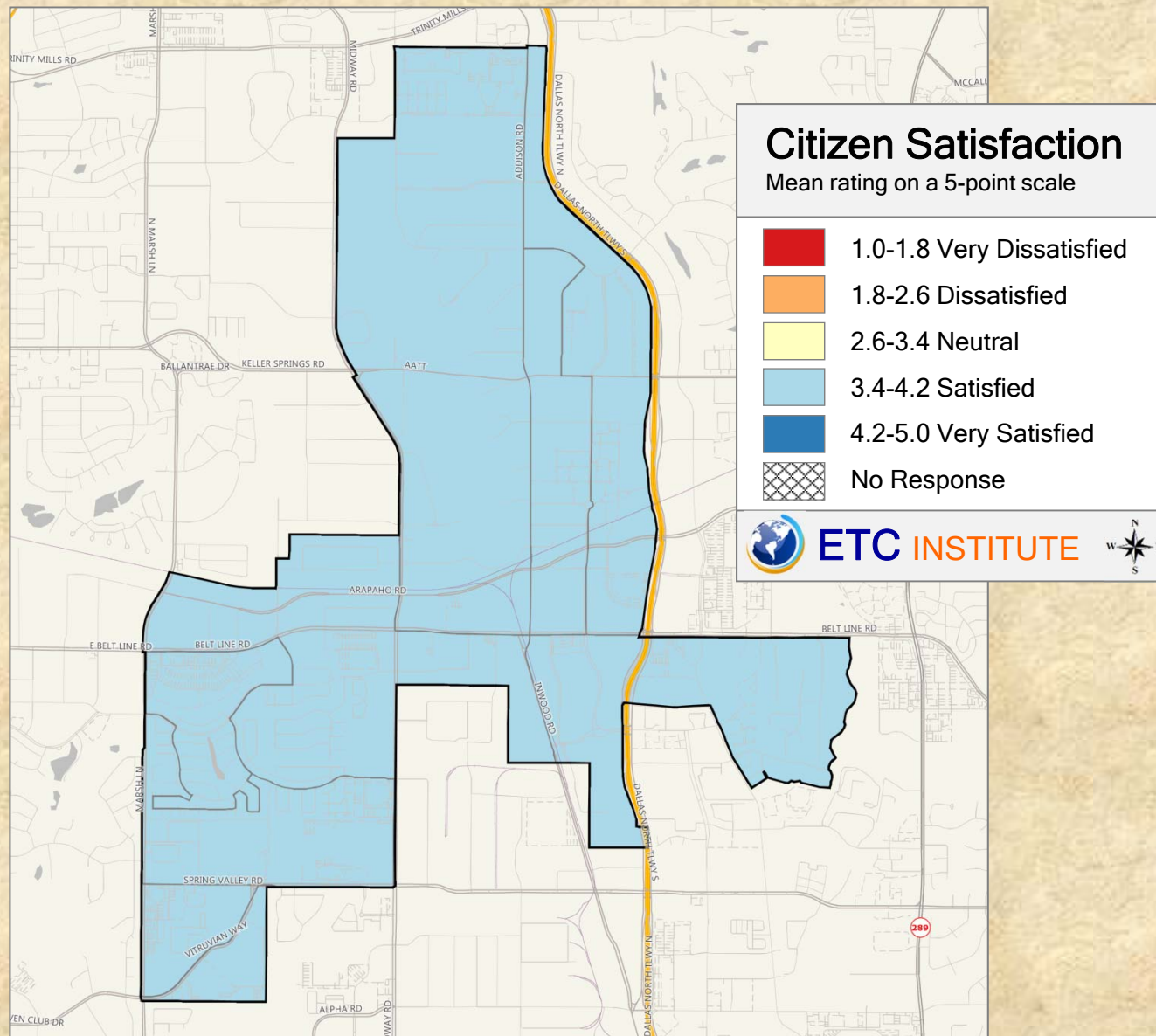
Q3-13 Level of satisfaction with: Overall Level of satisfaction of the town's stewardship of financial resources



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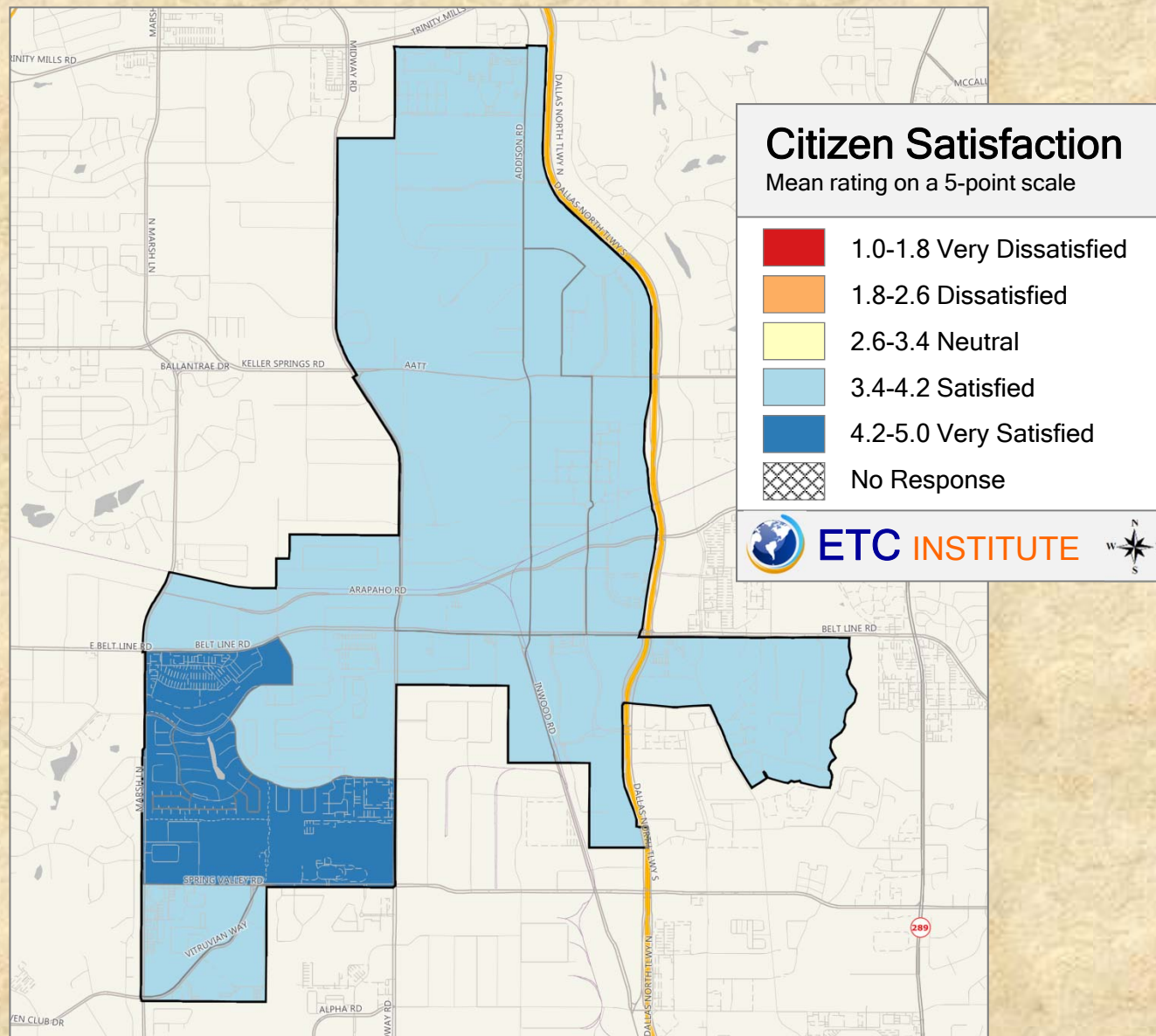
Q4-01 Level of satisfaction with: Condition of major town streets



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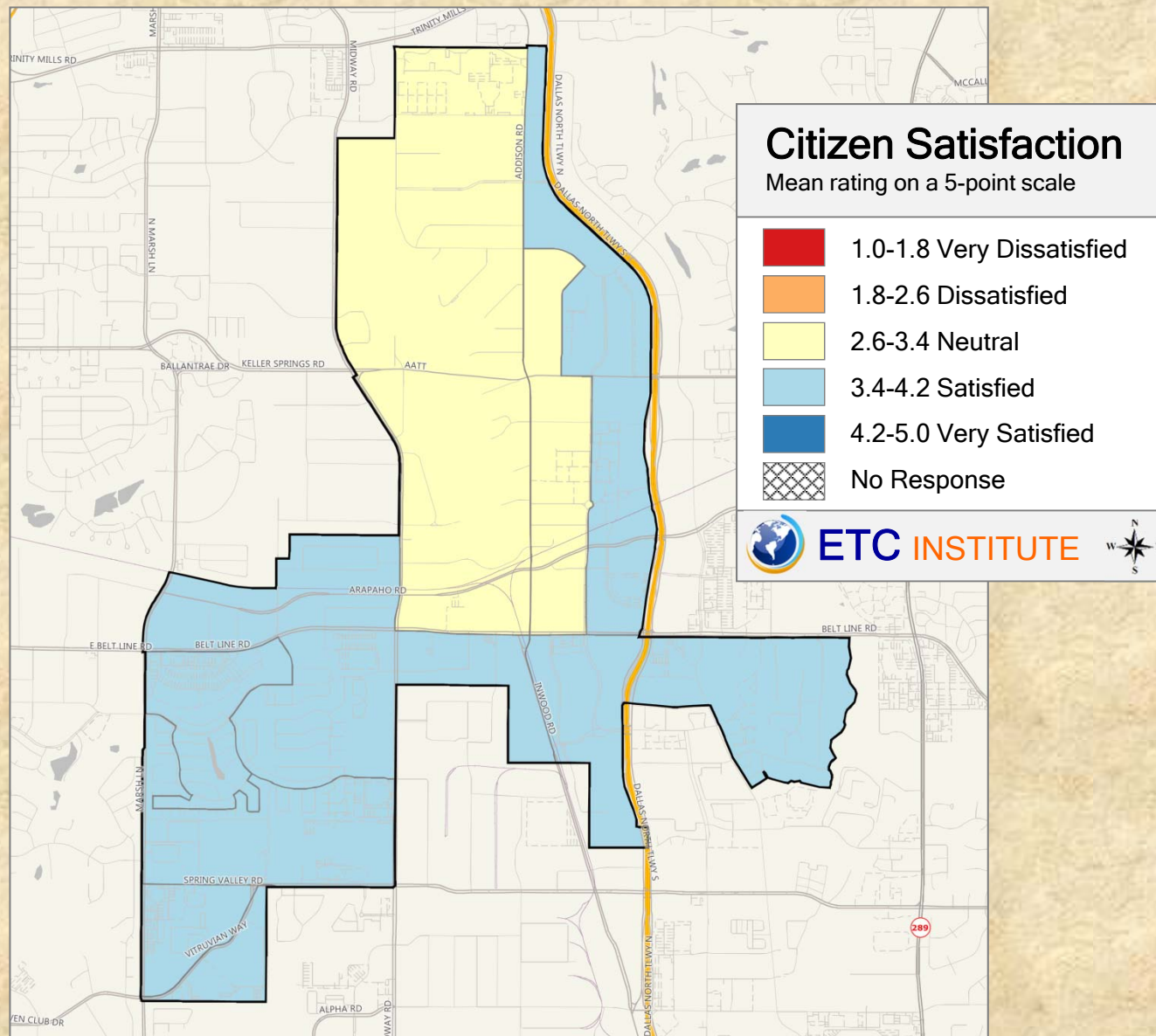
Q4-02 Level of satisfaction with: Condition of streets in your neighborhood



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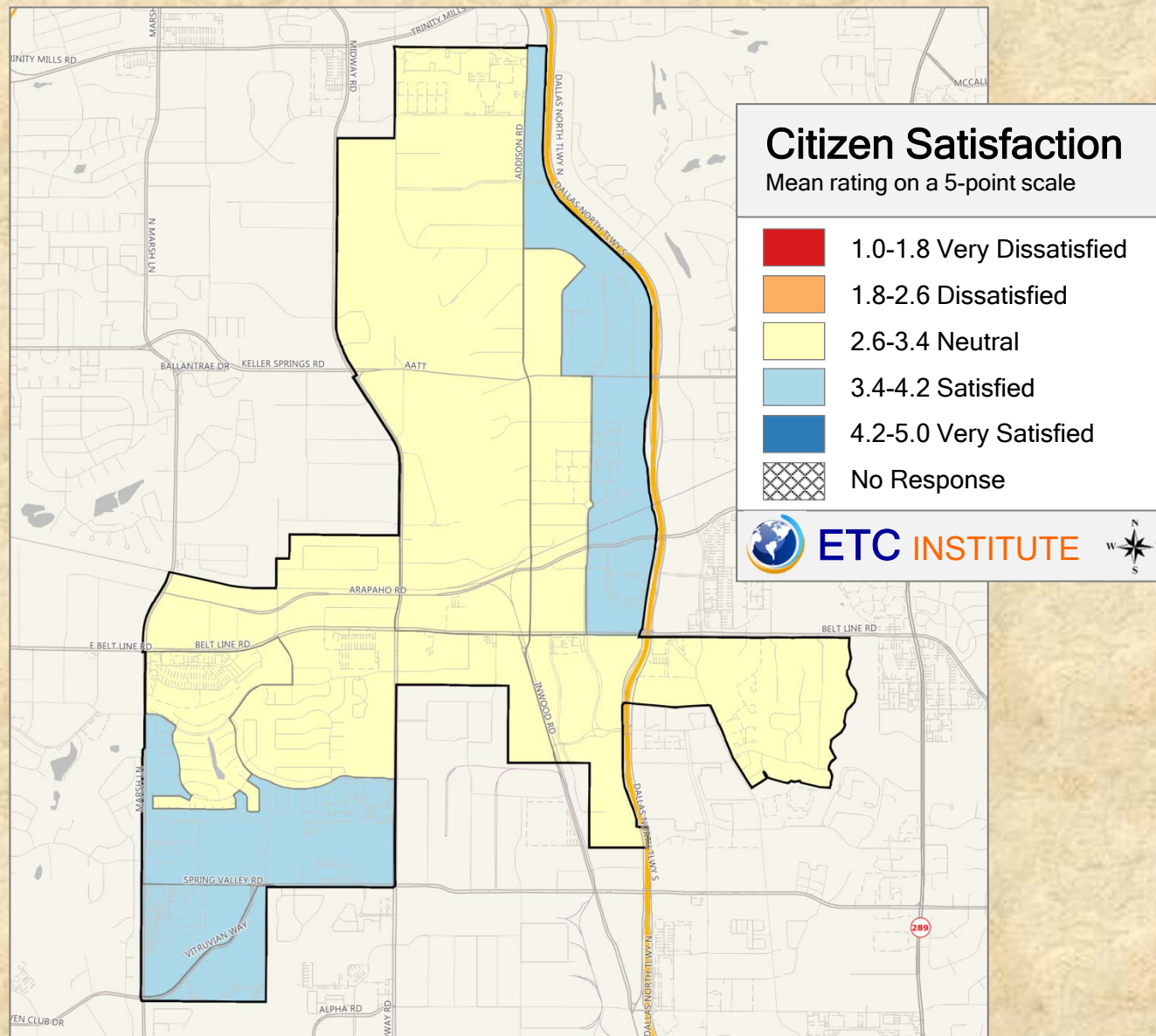
Q4-03 Level of satisfaction with: Timing of traffic signals on town streets



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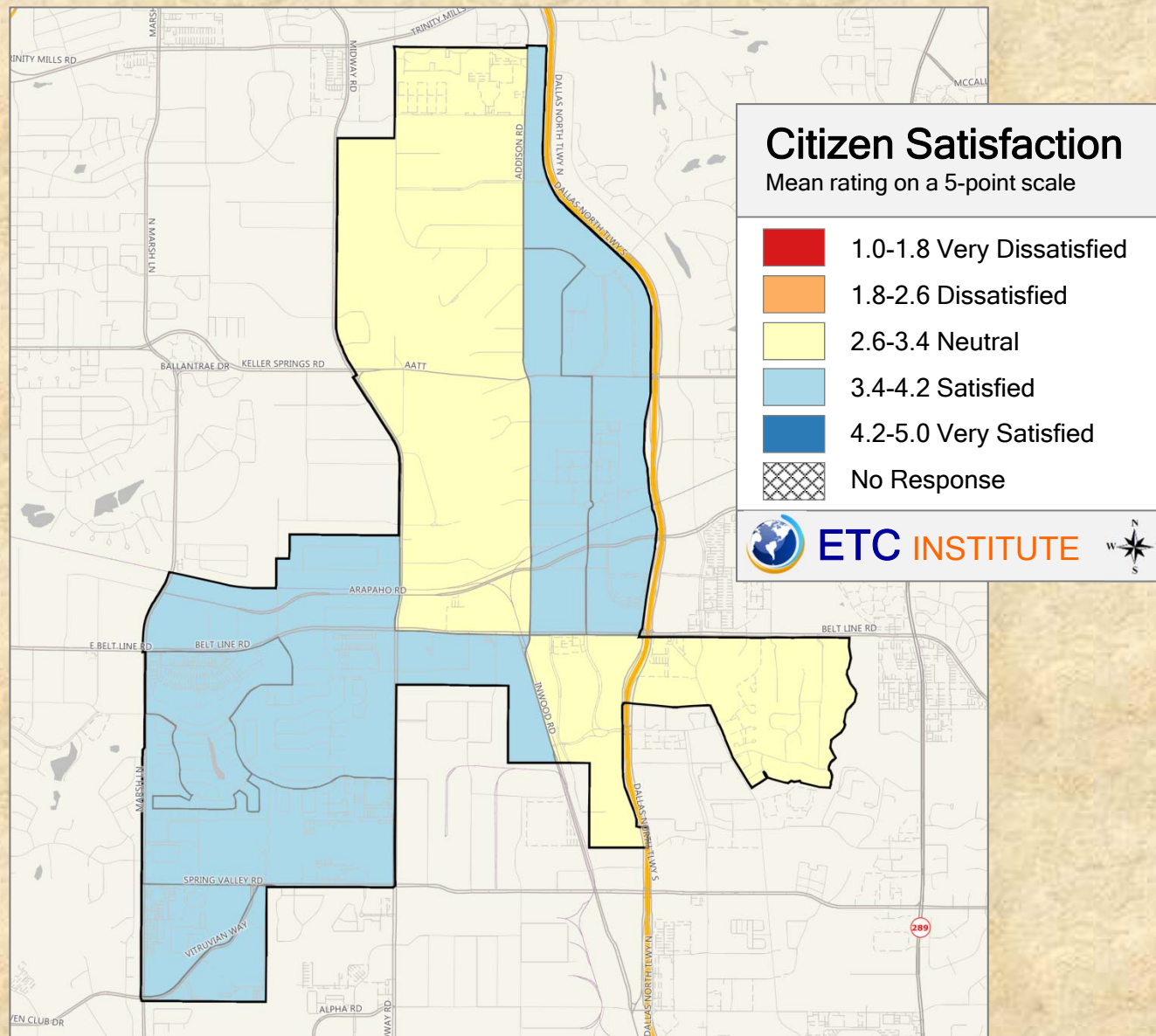
Q4-04 Level of satisfaction with: Traffic flow on major town streets



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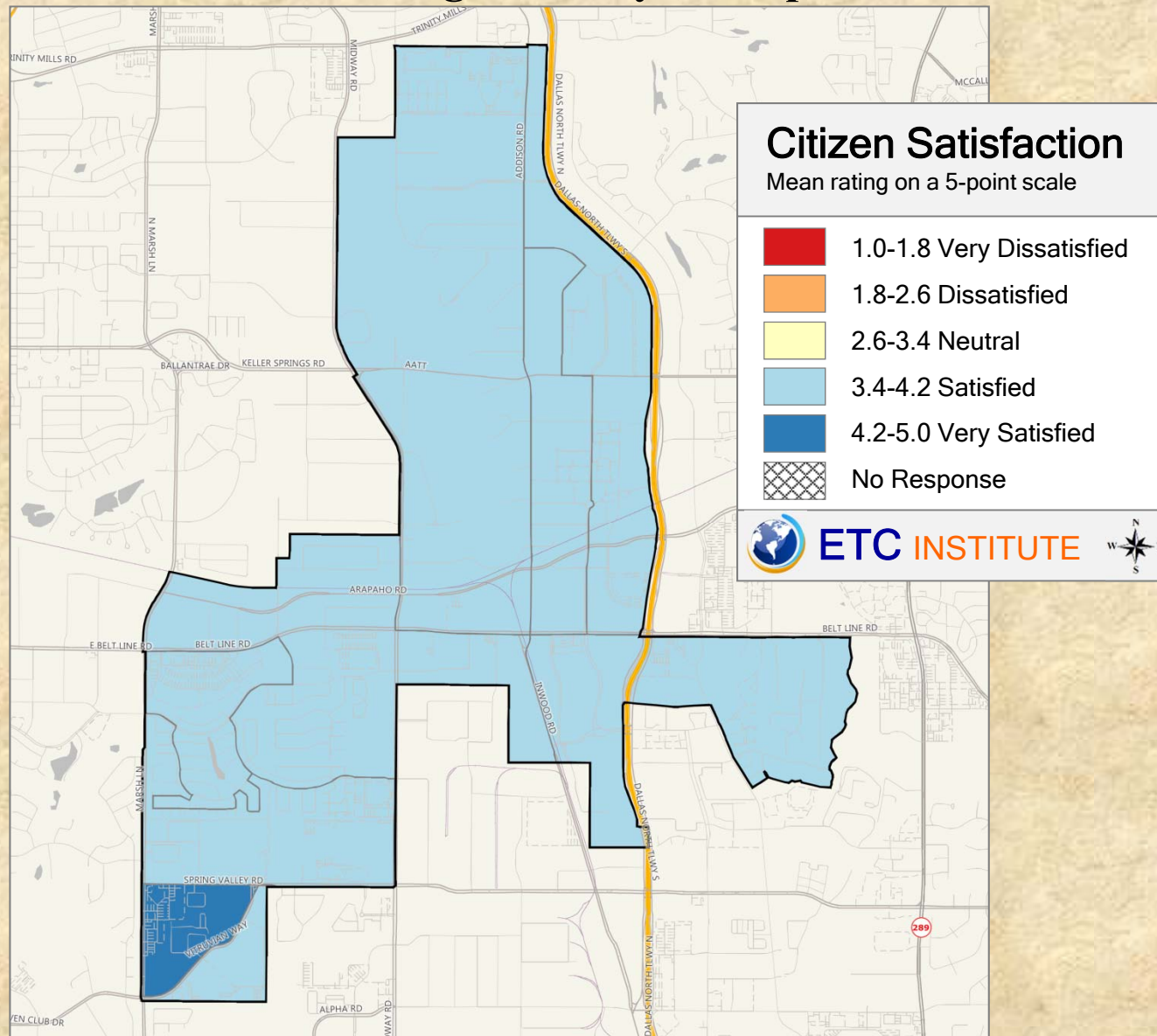
Q4-05 Level of satisfaction with: Pedestrian accessibility



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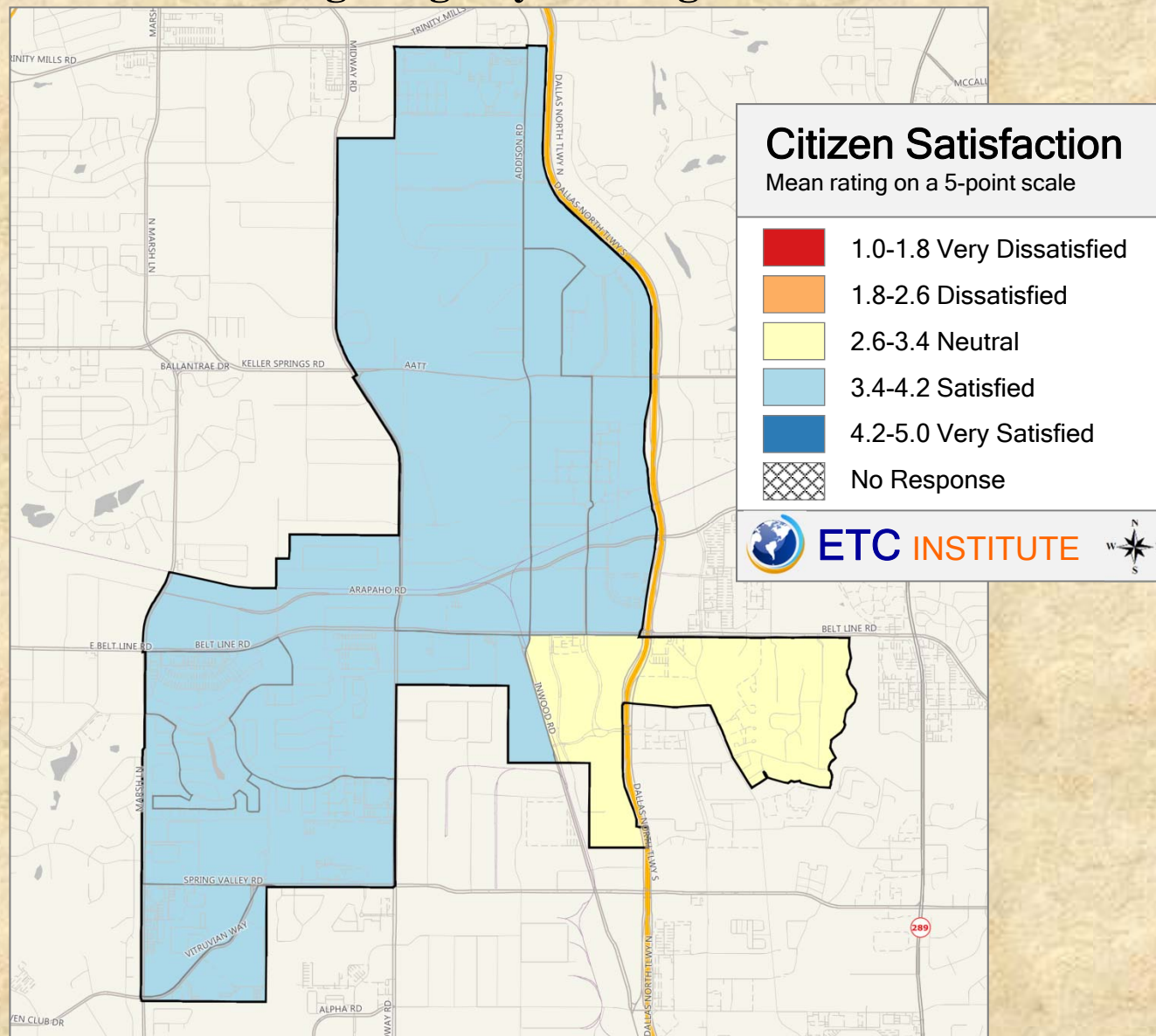
Q4-06 Level of satisfaction with: Appearance and condition of medians, right-of-ways, and public areas



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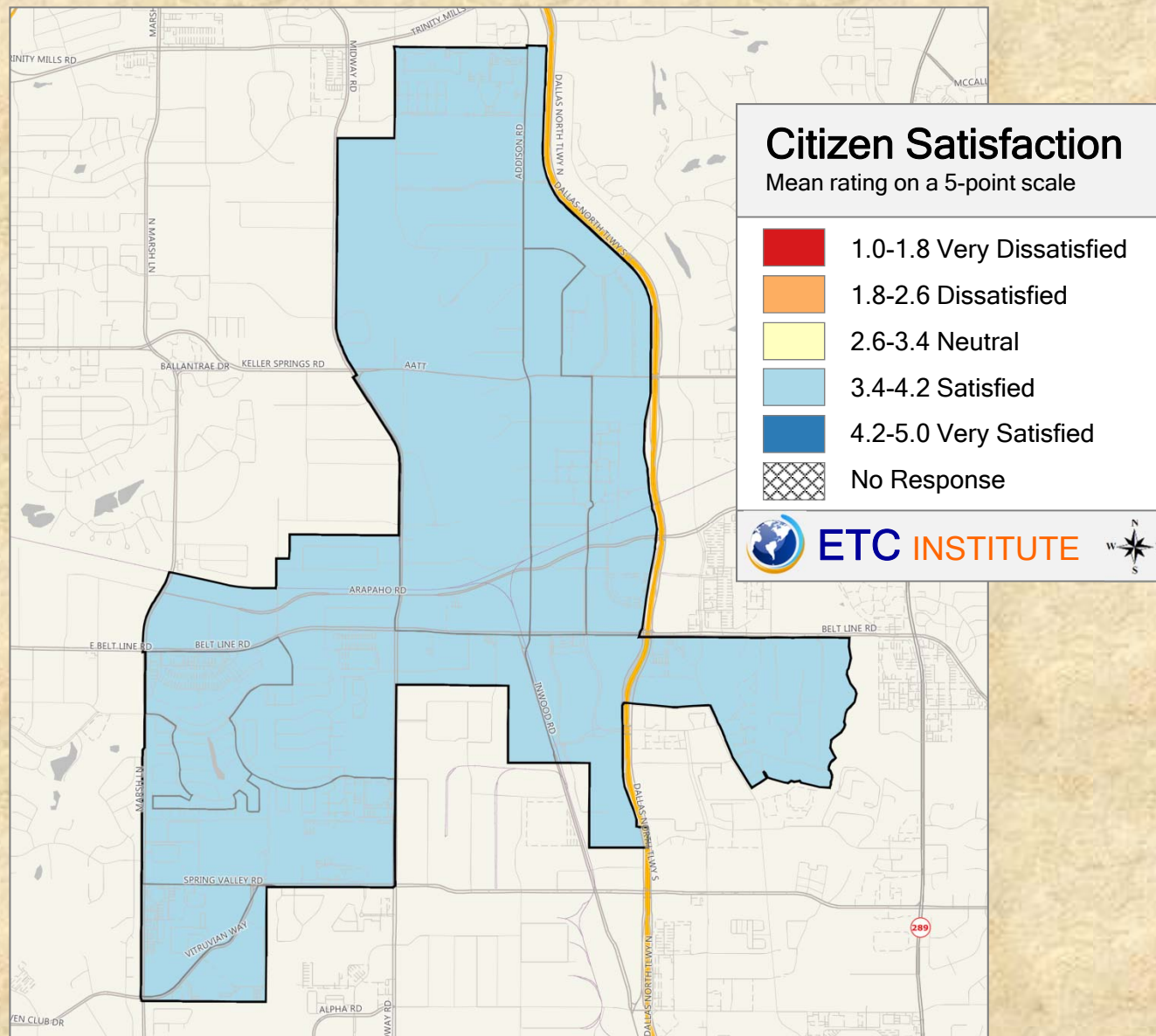
Q4-07 Level of satisfaction with: Adequacy of the street lighting in your neighborhood



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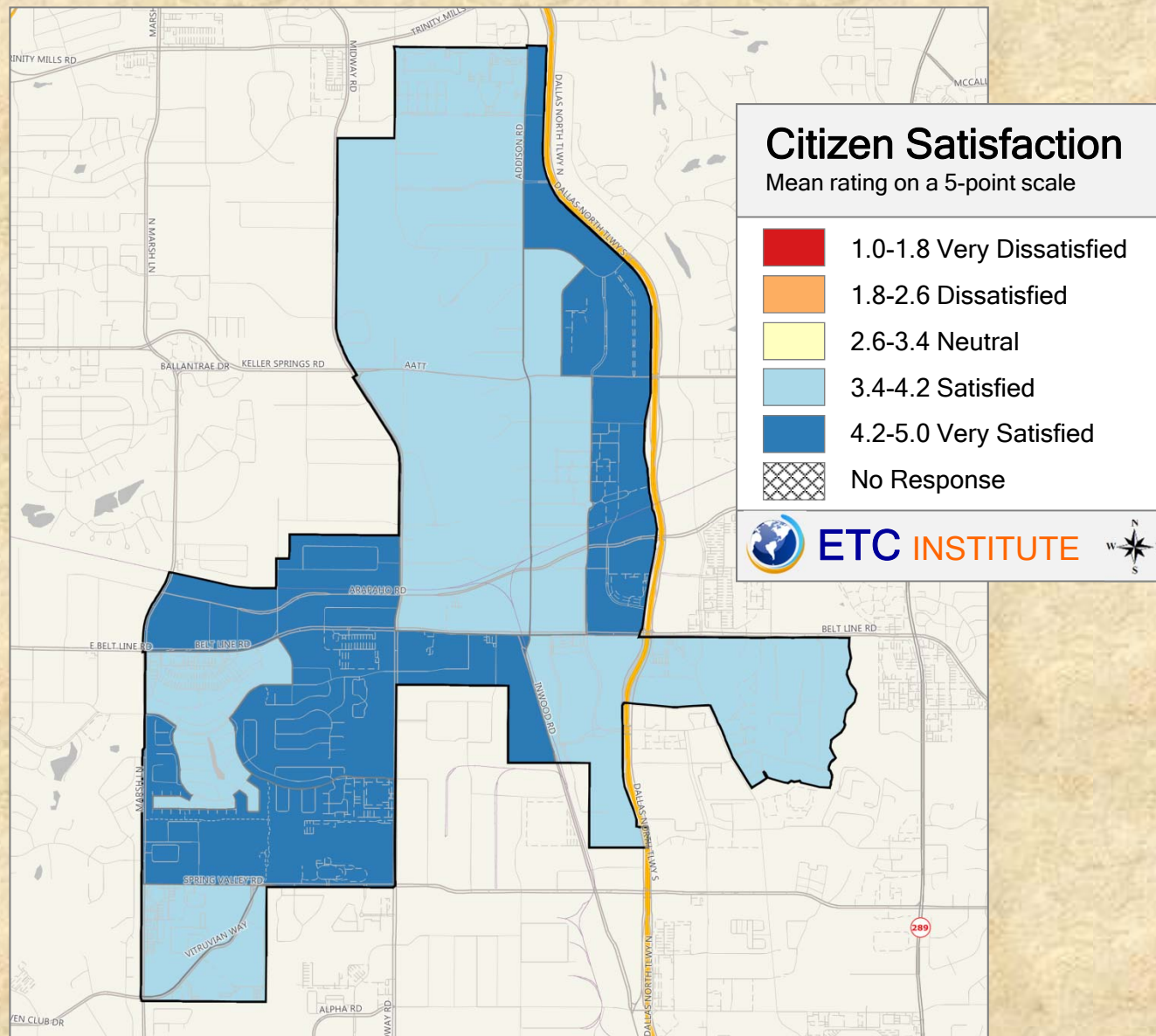
Q4-08 Level of satisfaction with: Condition of pavement markings on town streets



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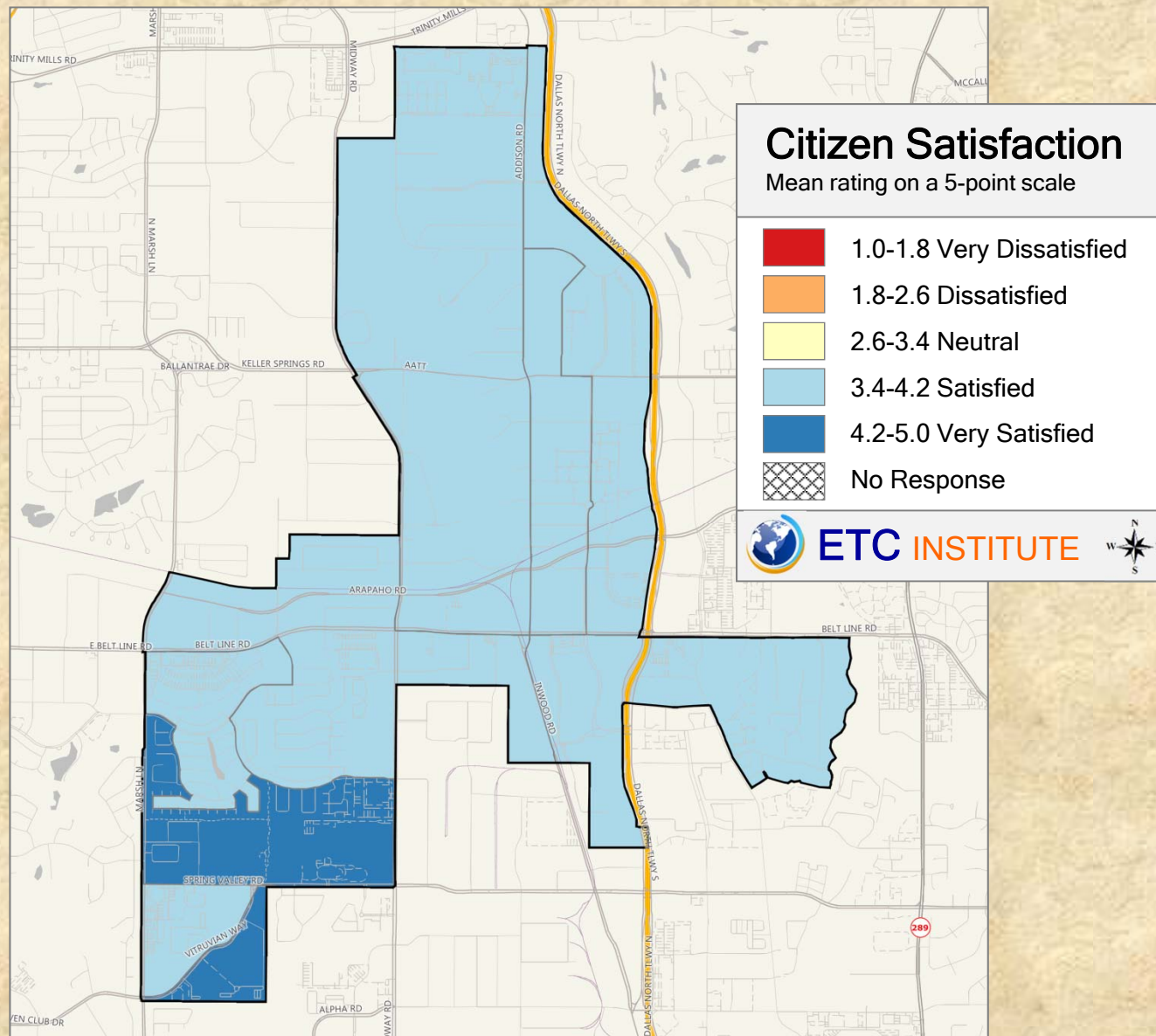
Q4-09 Level of satisfaction with: Overall cleanliness of streets and public areas



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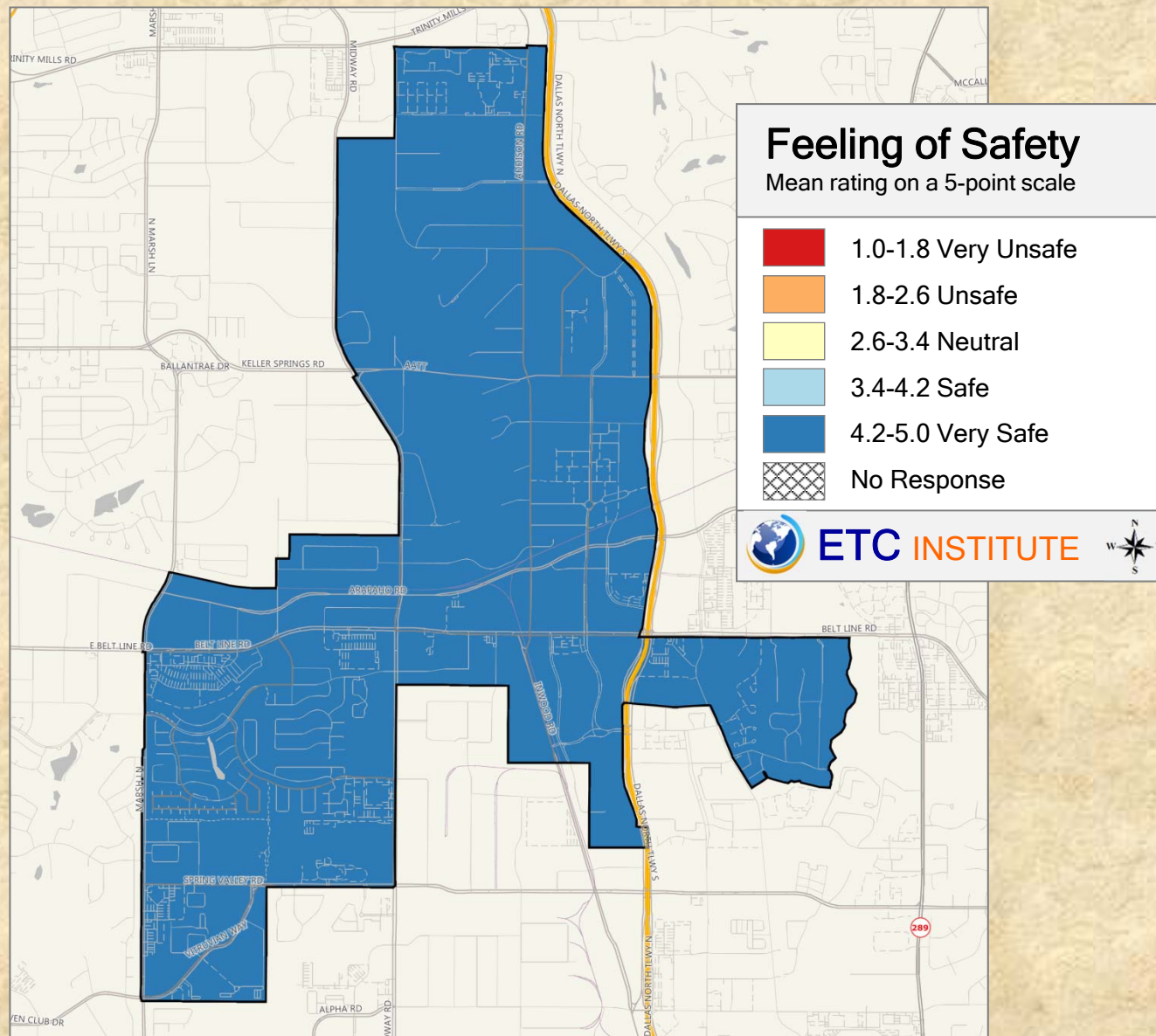
Q4-10 Level of satisfaction with: Condition of landscaping along public streets



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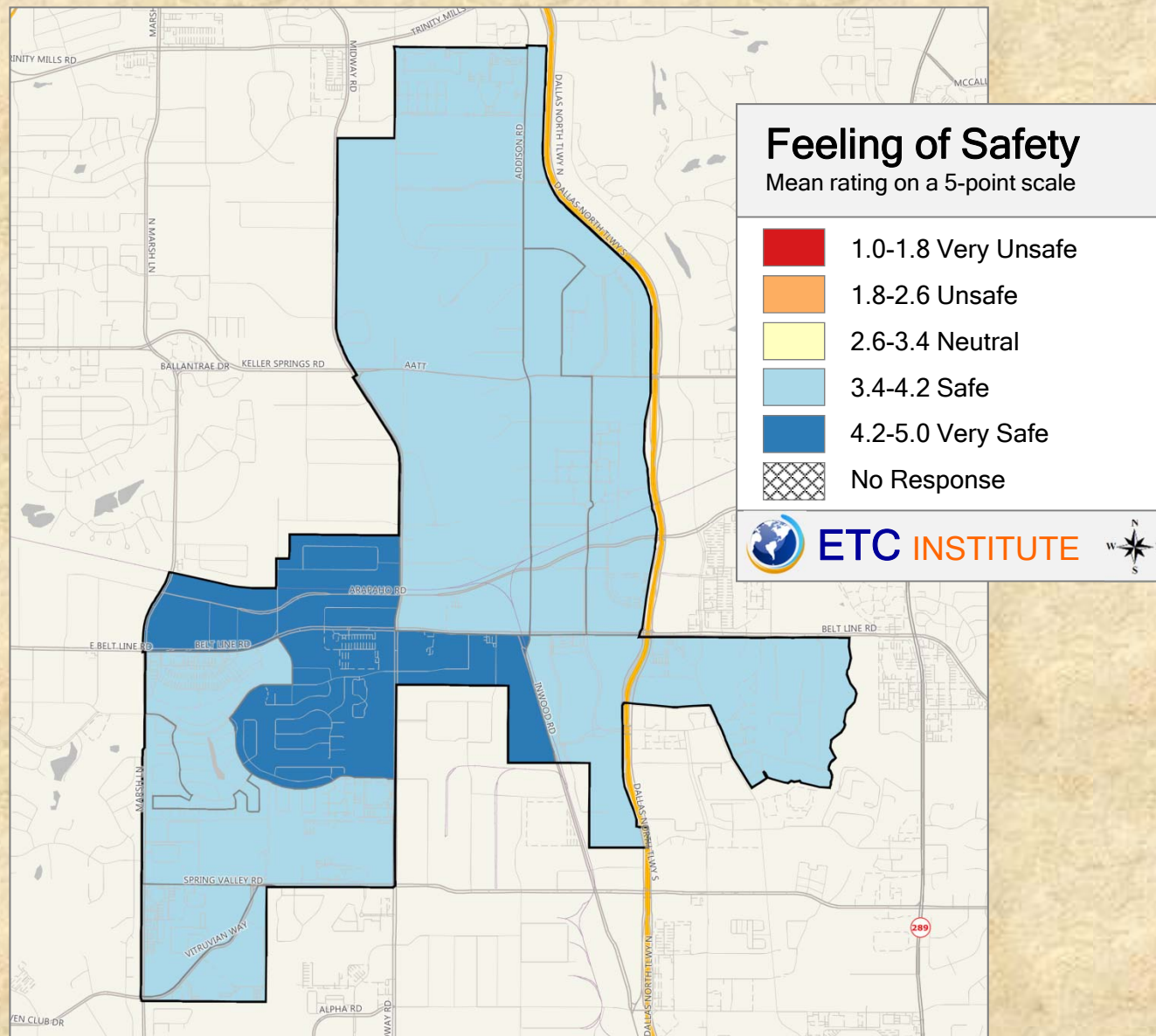
Q6-01 Feeling of Safety: In your neighborhood during the day



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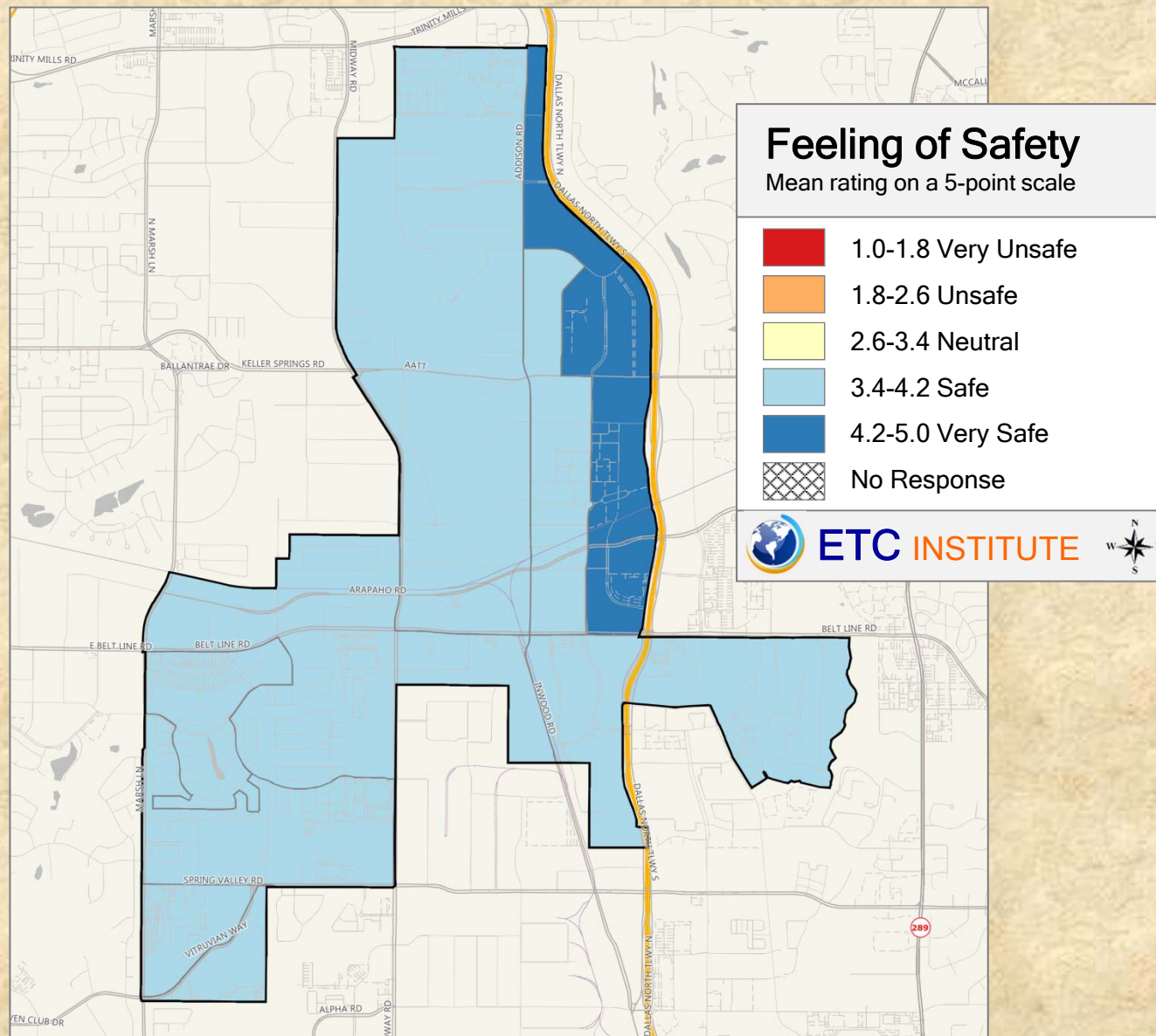
Q6-02 Feeling of Safety: In your neighborhood at night



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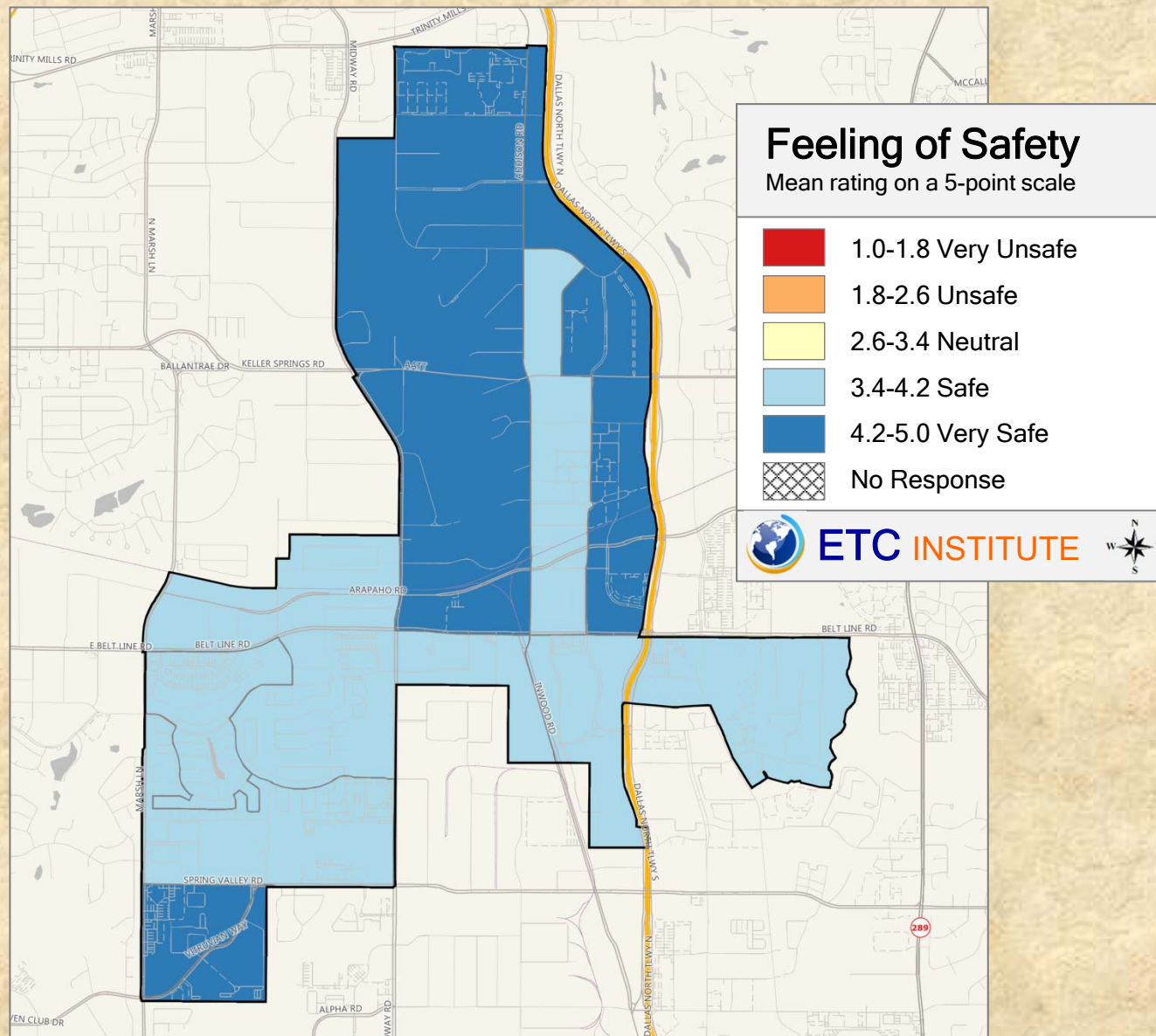
Q6-03 Feeling of Safety: In the town's parks, trails, and recreational areas



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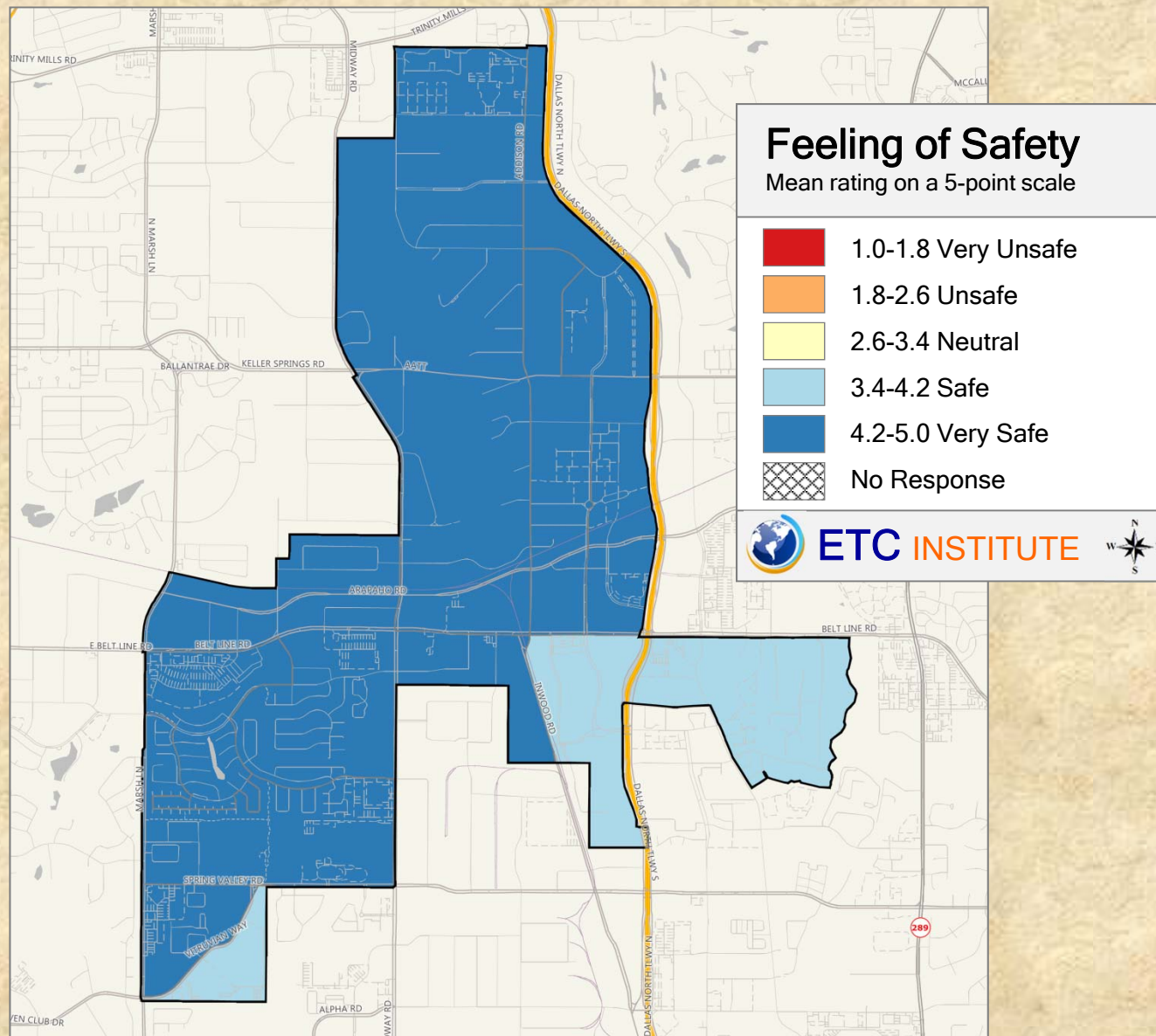
Q6-04 Feeling of Safety: In commercial and retail areas



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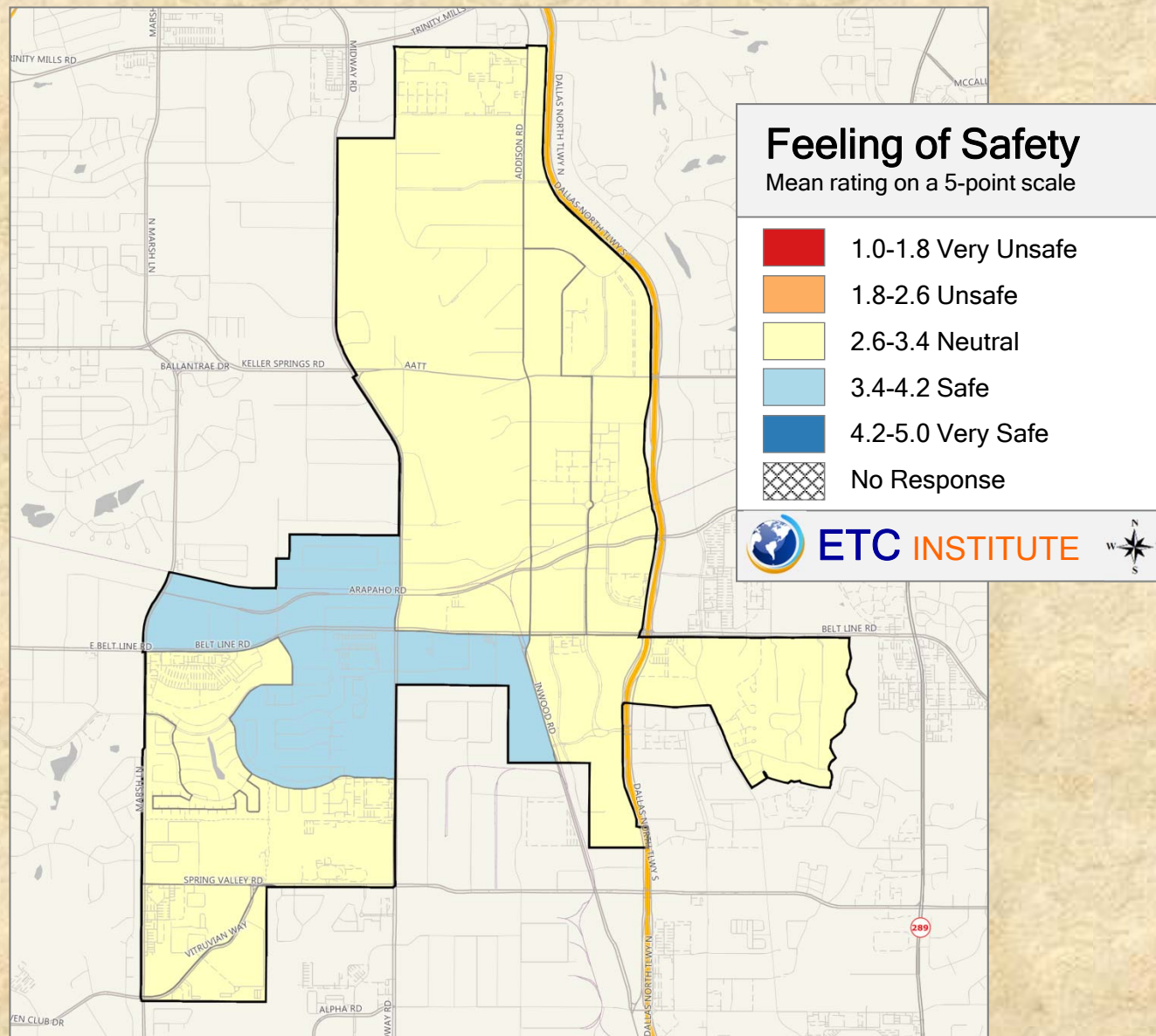
Q6-05 Feeling of Safety: Overall feeling of safety in the town



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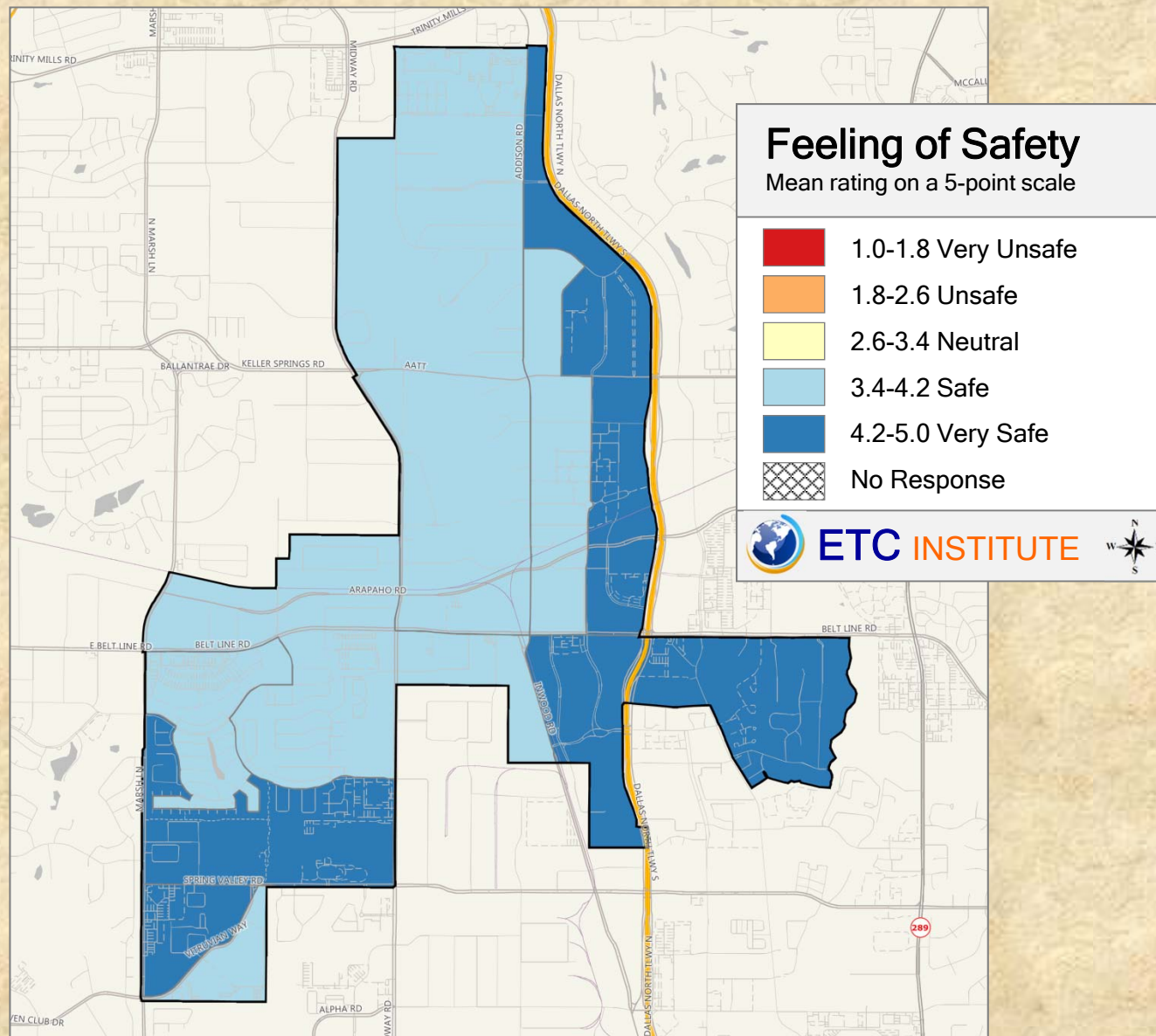
Q6-06 Feeling of Safety: Traveling by bicycle in Addison



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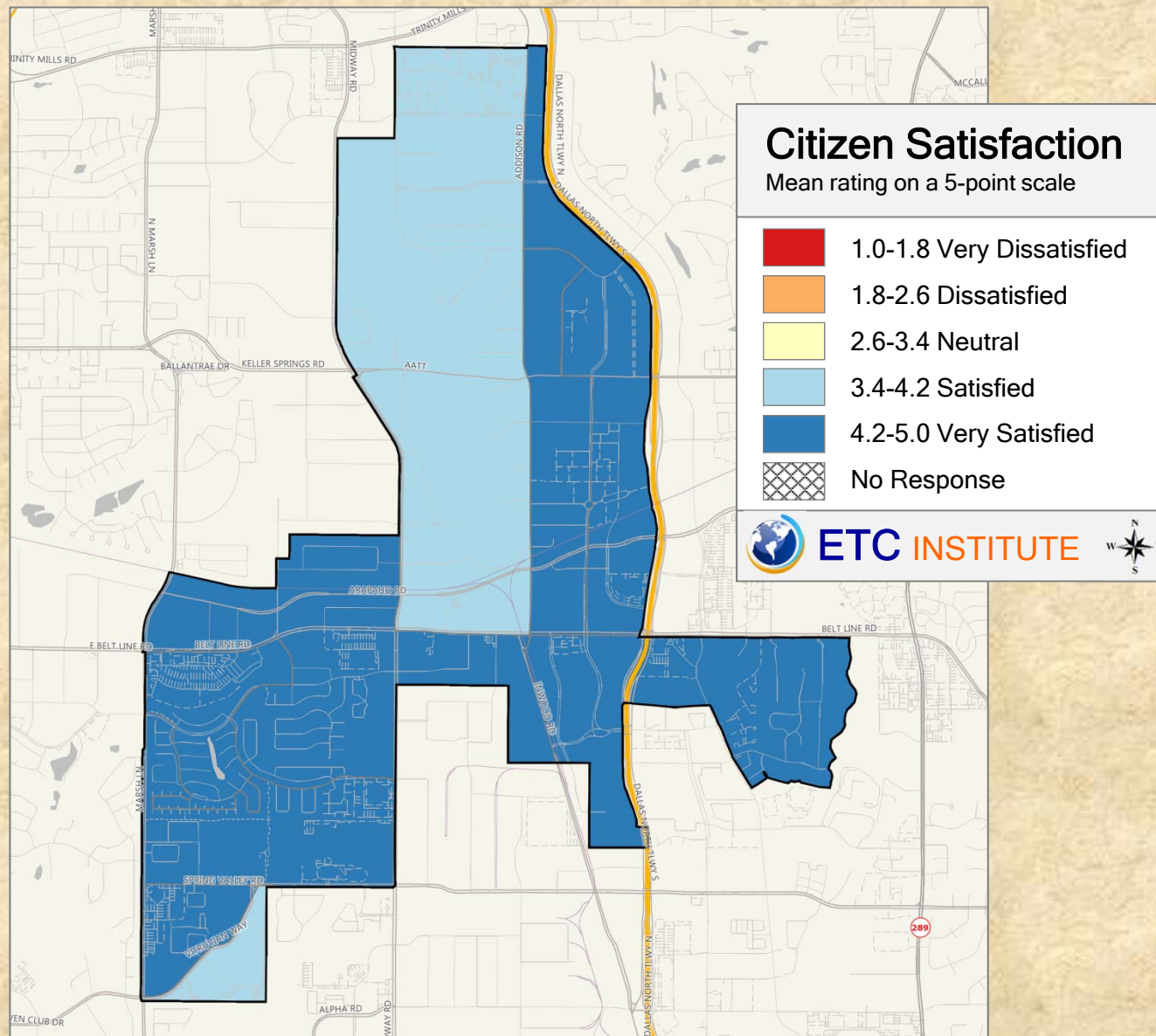
Q6-07 Feeling of Safety: Dining after dark



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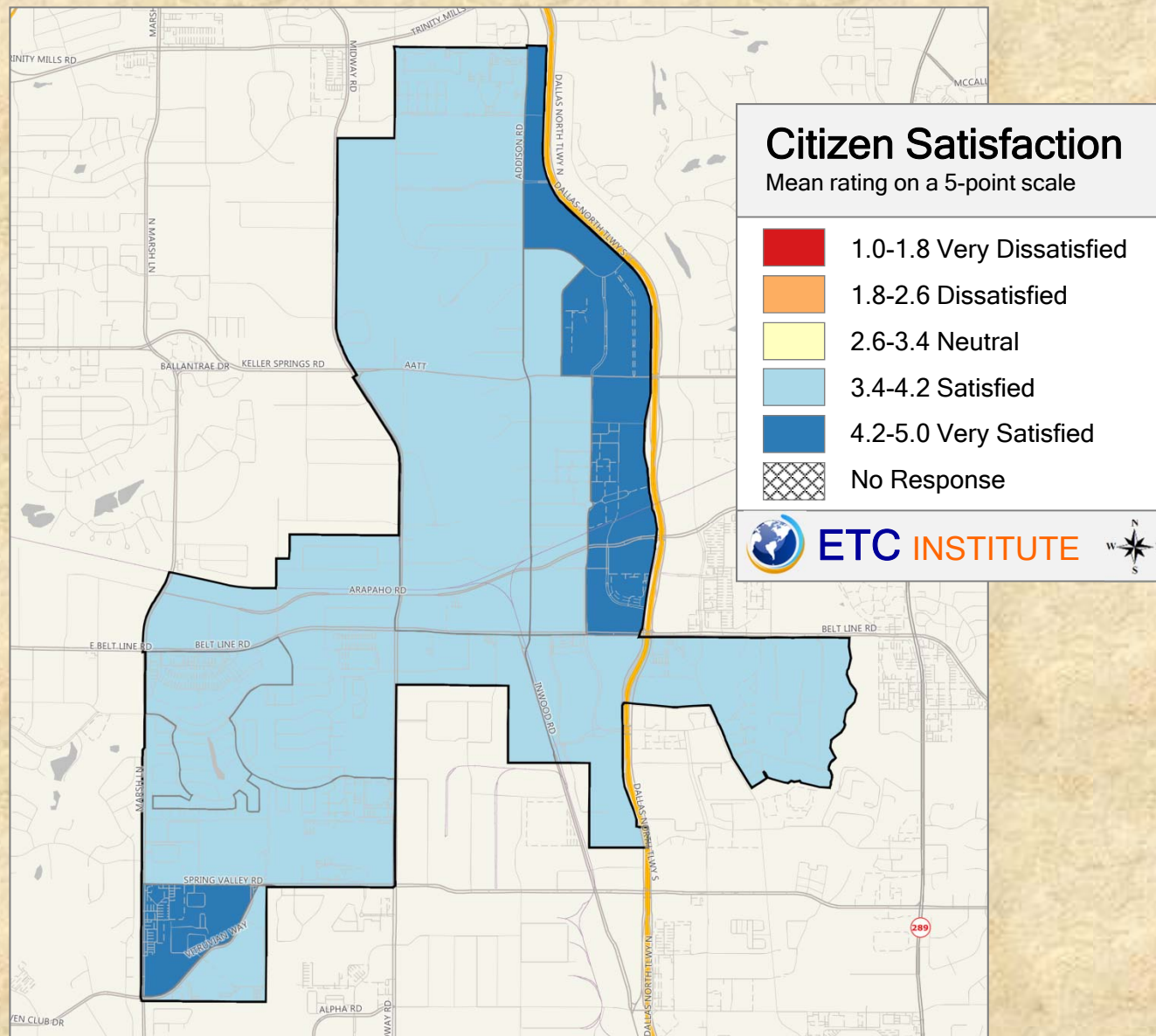
Q7-01 Level of satisfaction with: Quality of police protection



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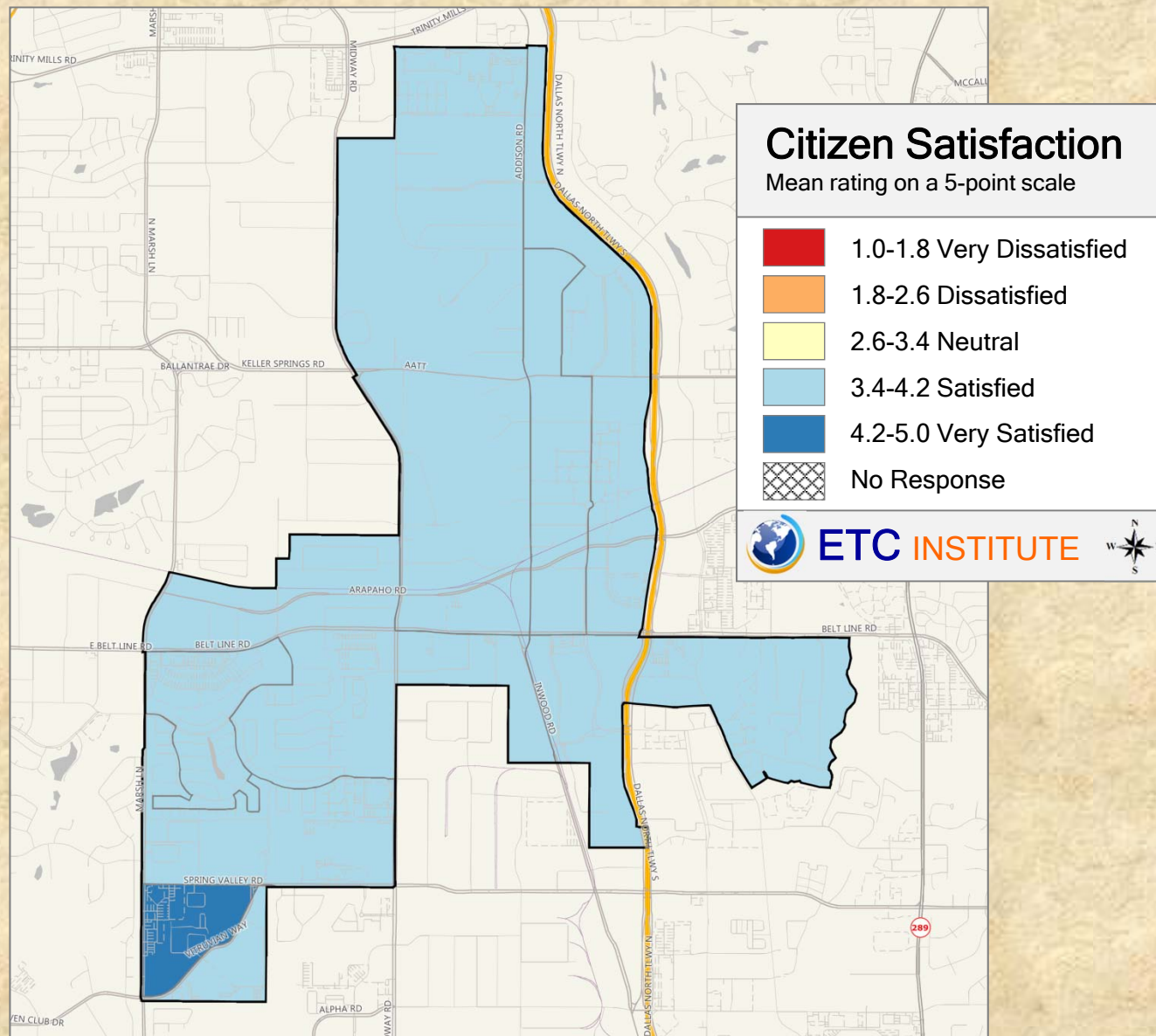
Q7-02 Level of satisfaction with: Visibility of police in neighborhoods



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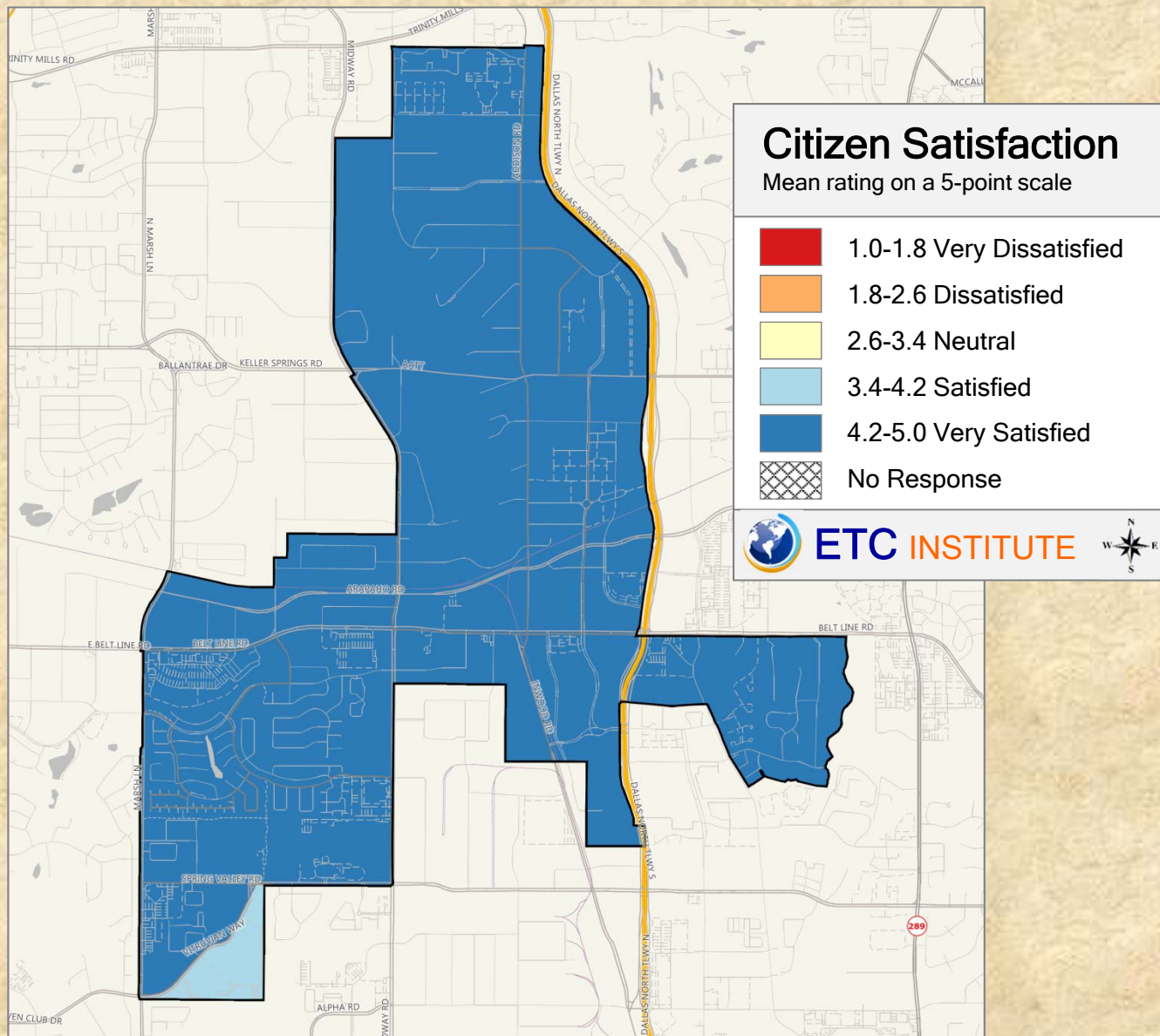
Q7-03 Level of satisfaction with: Visibility of police in neighborhoods



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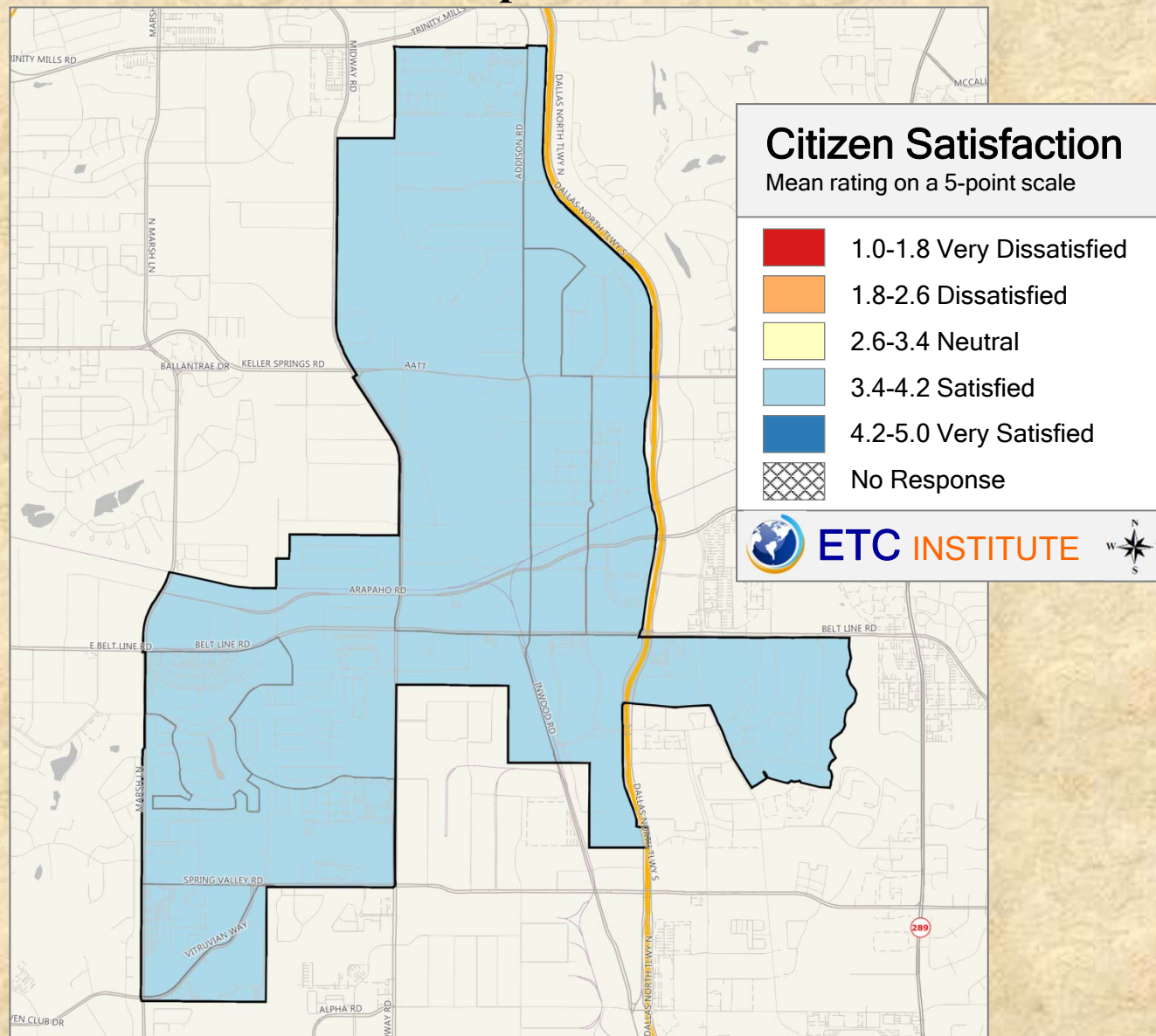
Q7-04 Level of satisfaction with: Police response time



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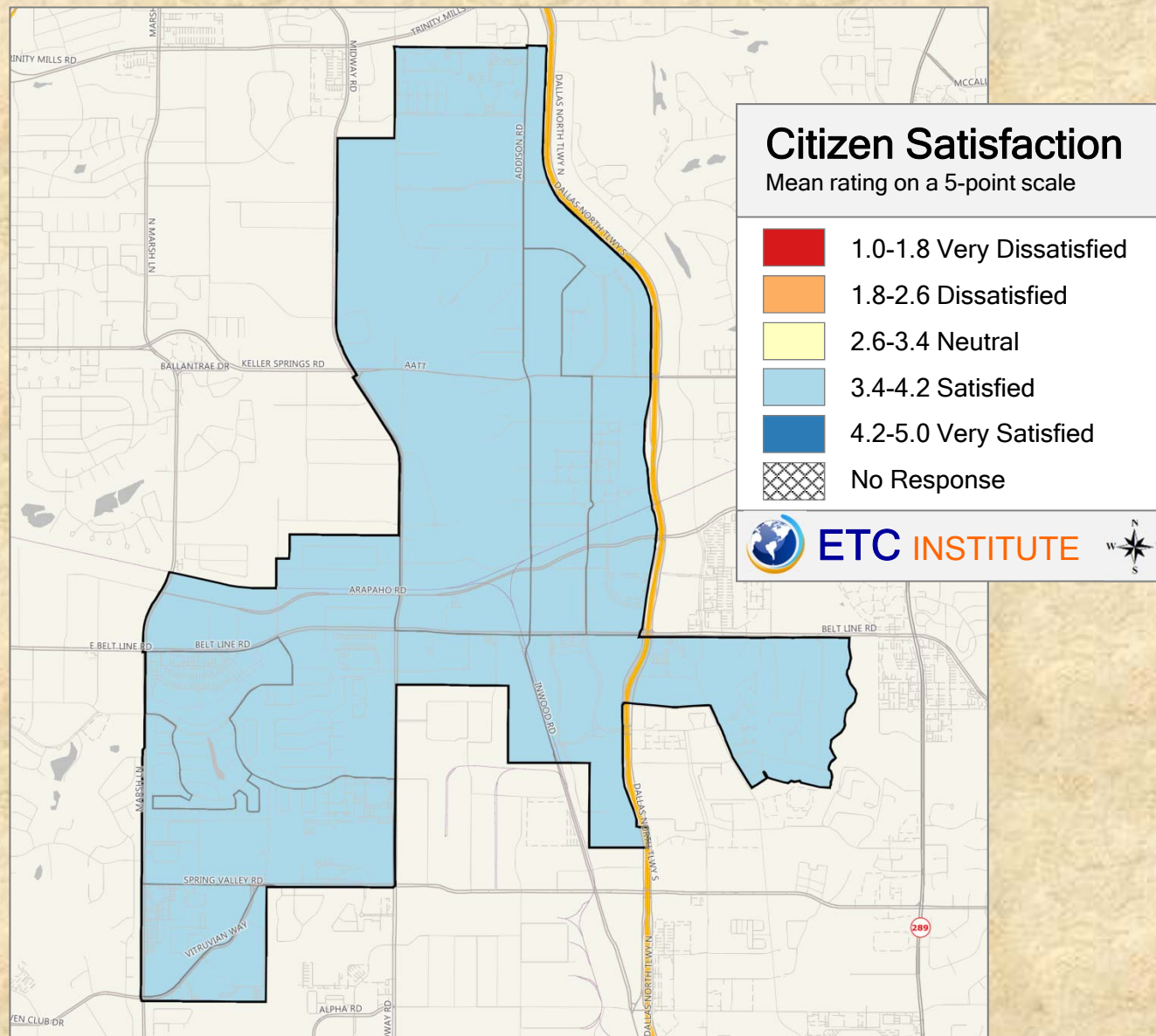
Q7-05 Level of satisfaction with: Efforts to communicate with the public via social media



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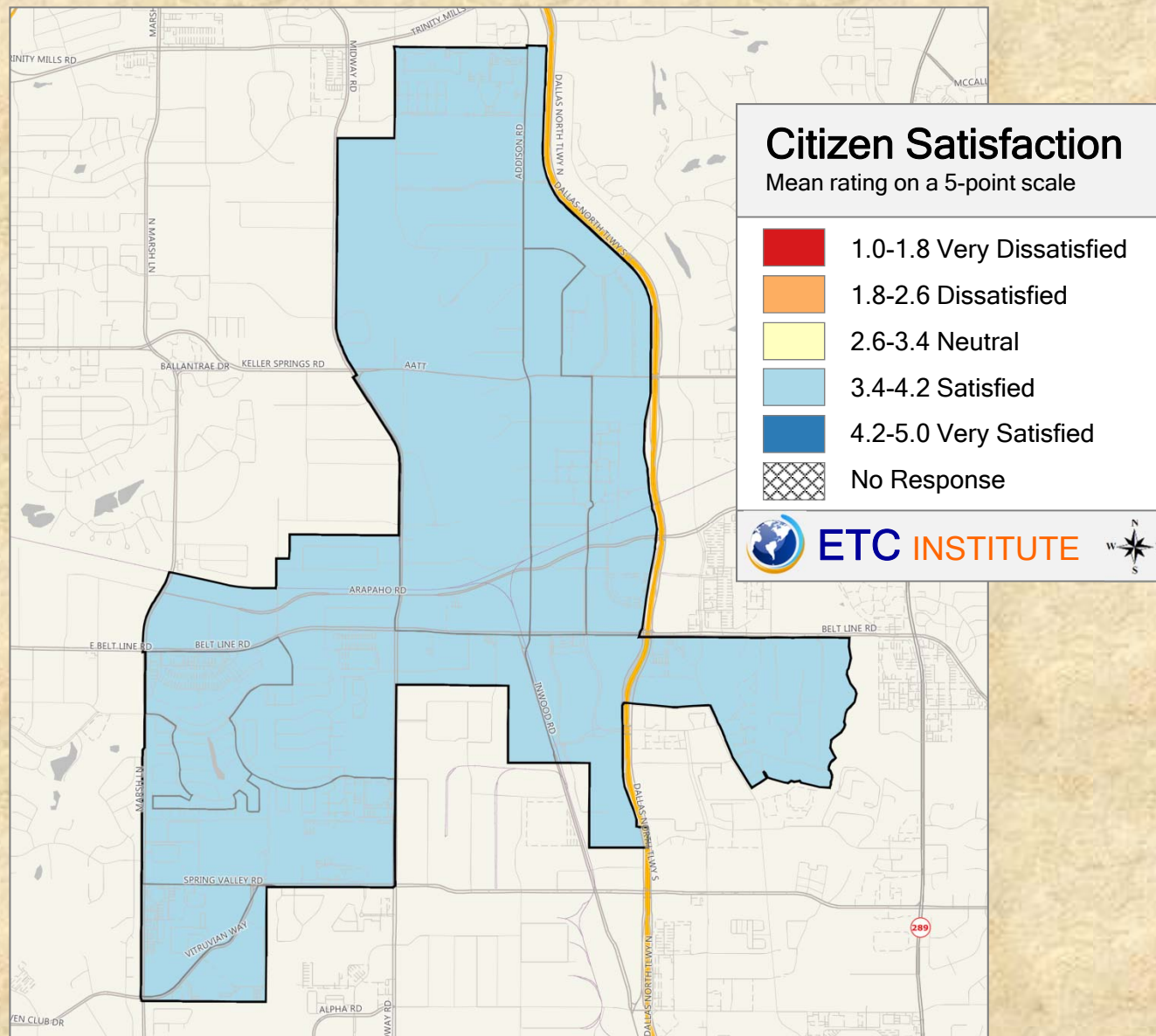
Q7-06 Level of satisfaction with: Quality of police community outreach programs



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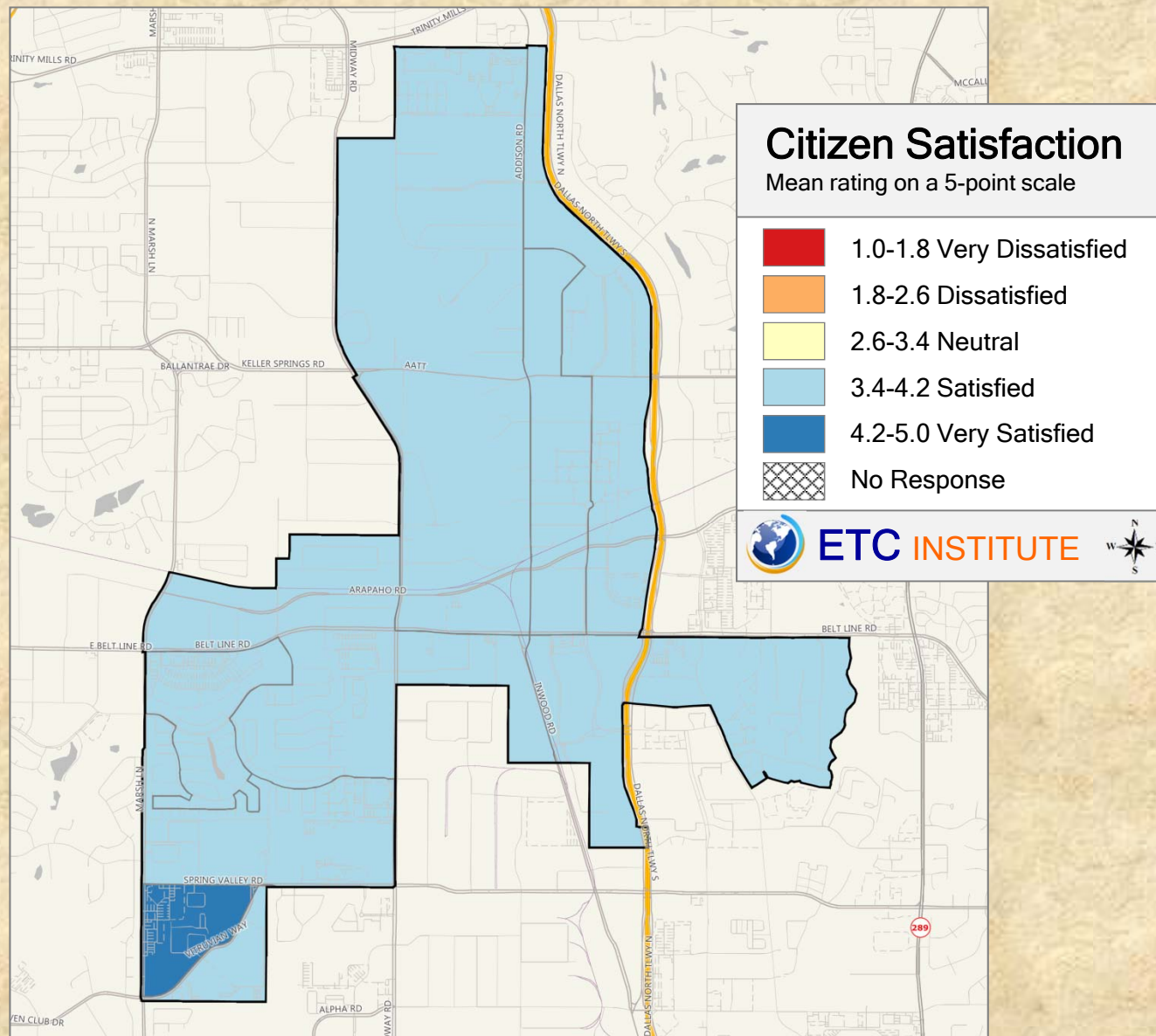
Q7-07 Level of satisfaction with: Enforcement of traffic laws



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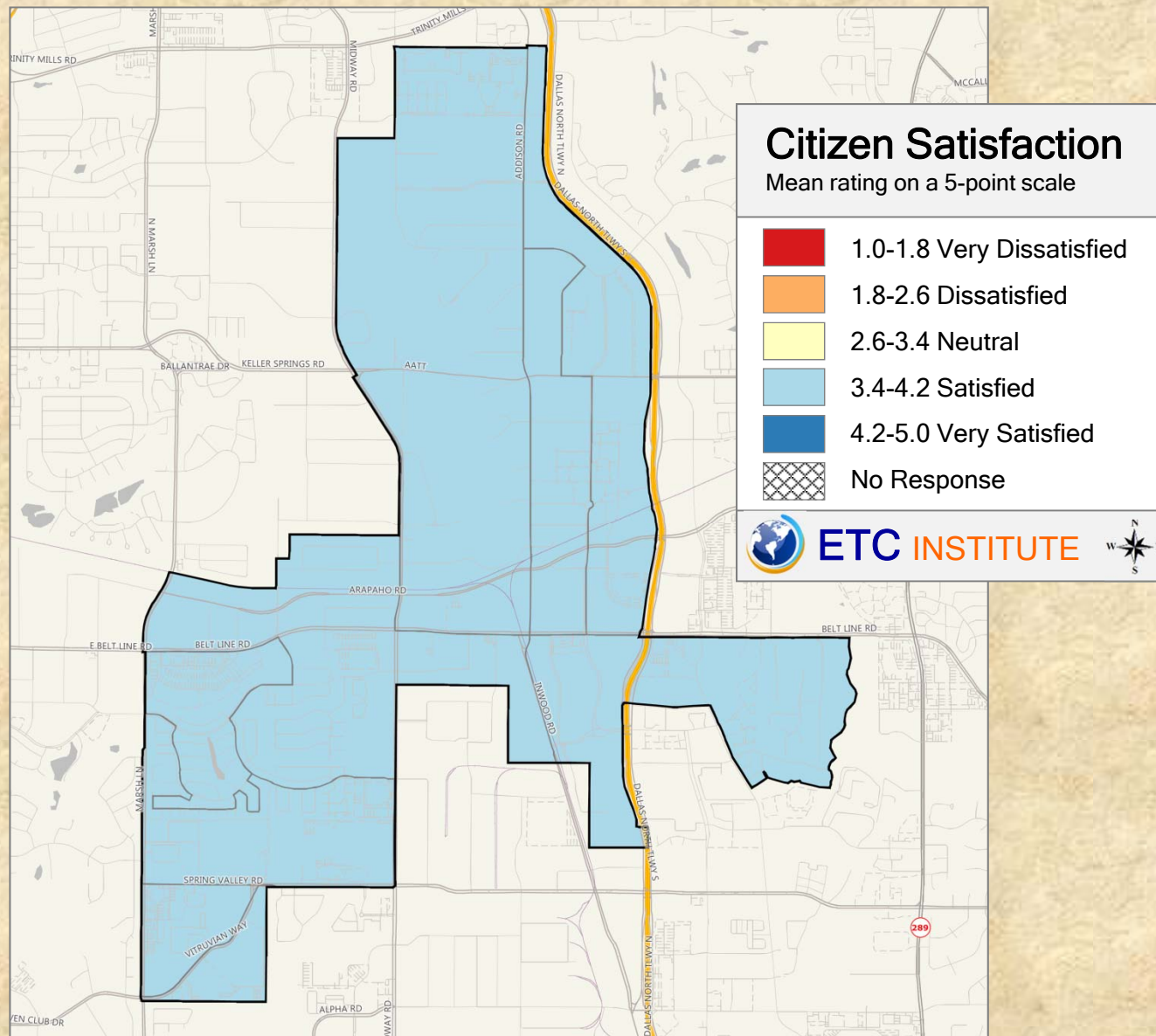
Q7-08 Level of satisfaction with: Quality of animal control services



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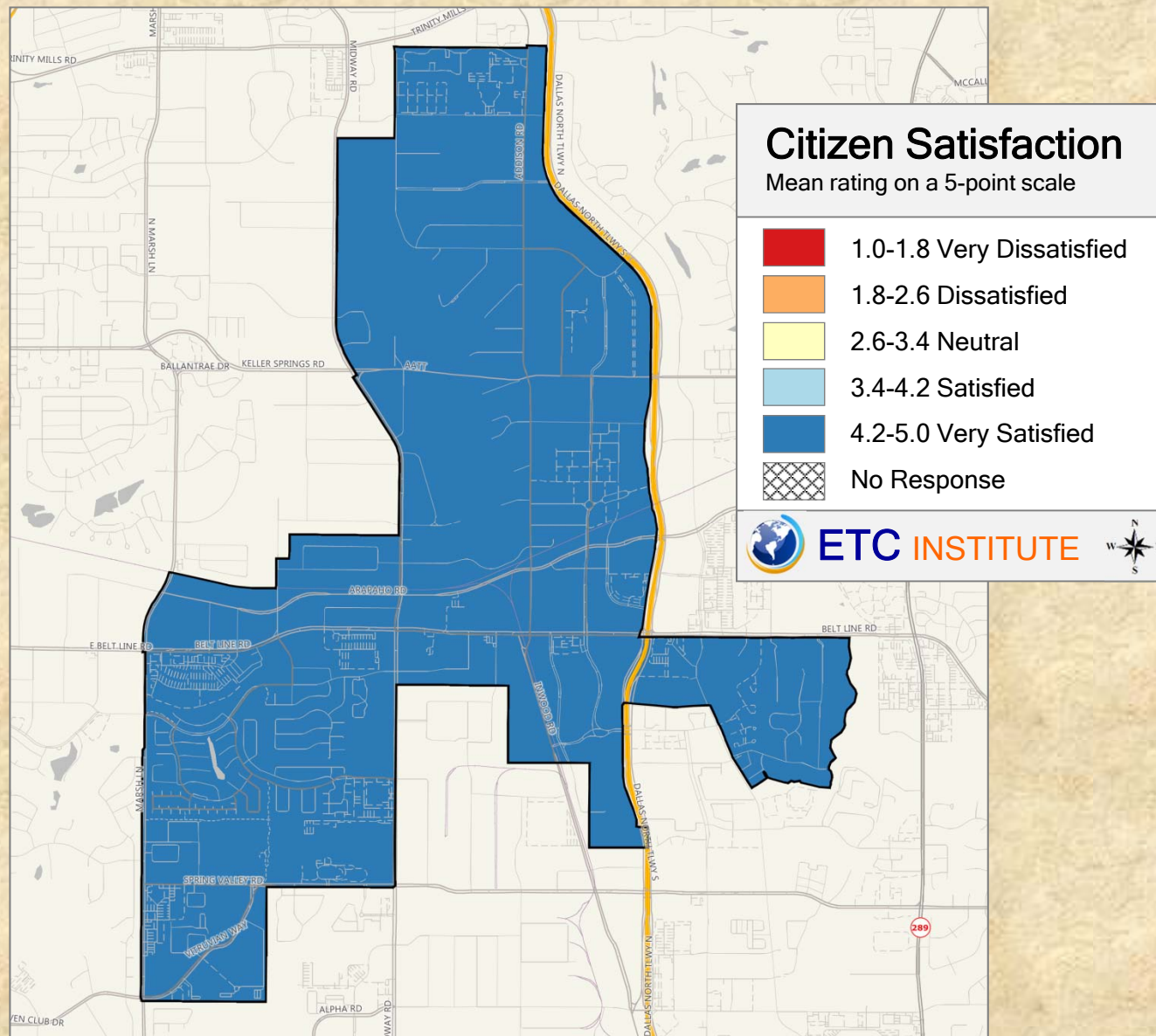
Q7-09 Level of satisfaction with: Quality and accessibility of municipal court services



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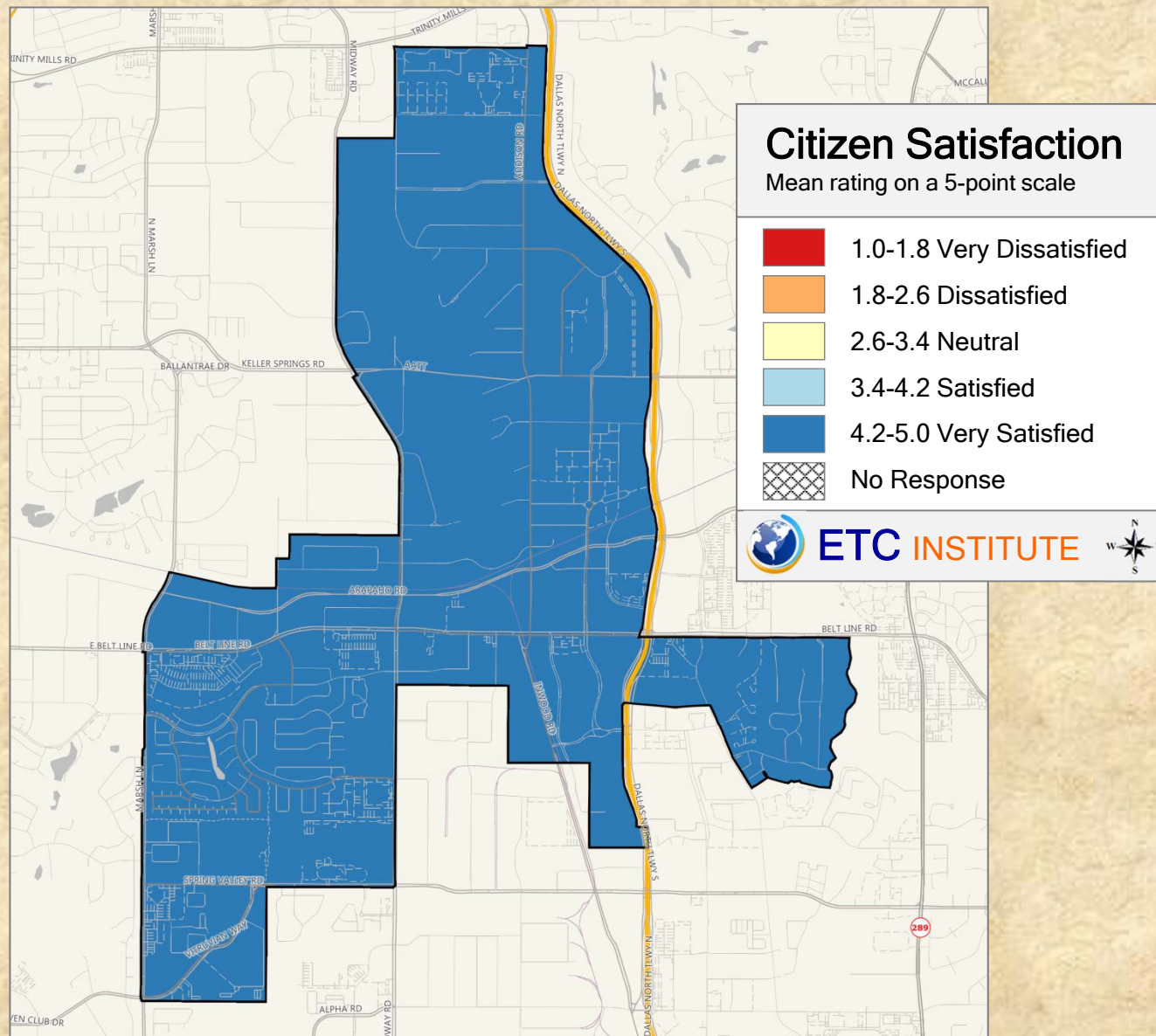
Q7-10 Level of satisfaction with: Quality of fire protection



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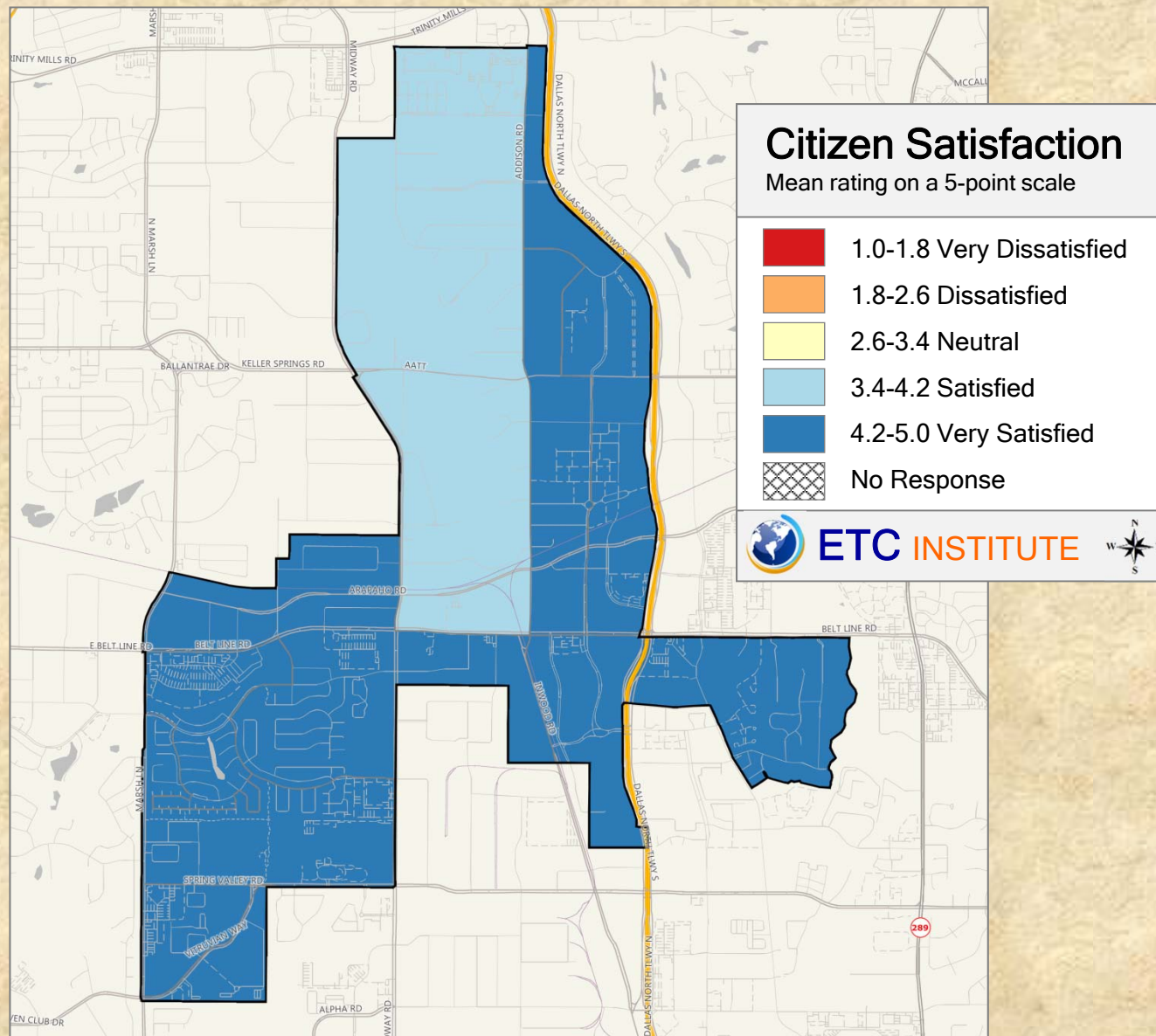
Q7-11 Level of satisfaction with: Quality of fire emergency medical services



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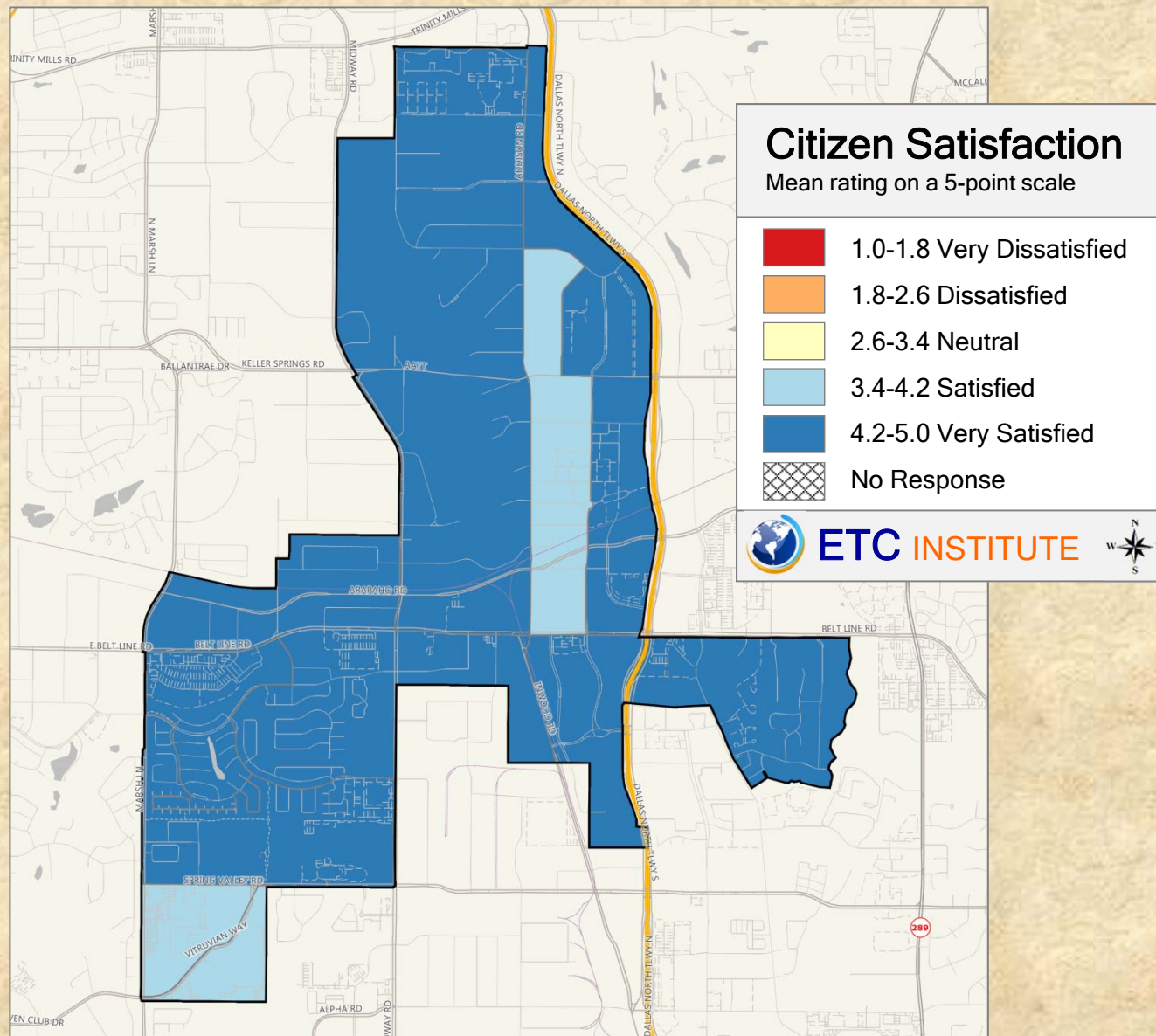
Q7-12 Level of satisfaction with: Fire personnel emergency response time



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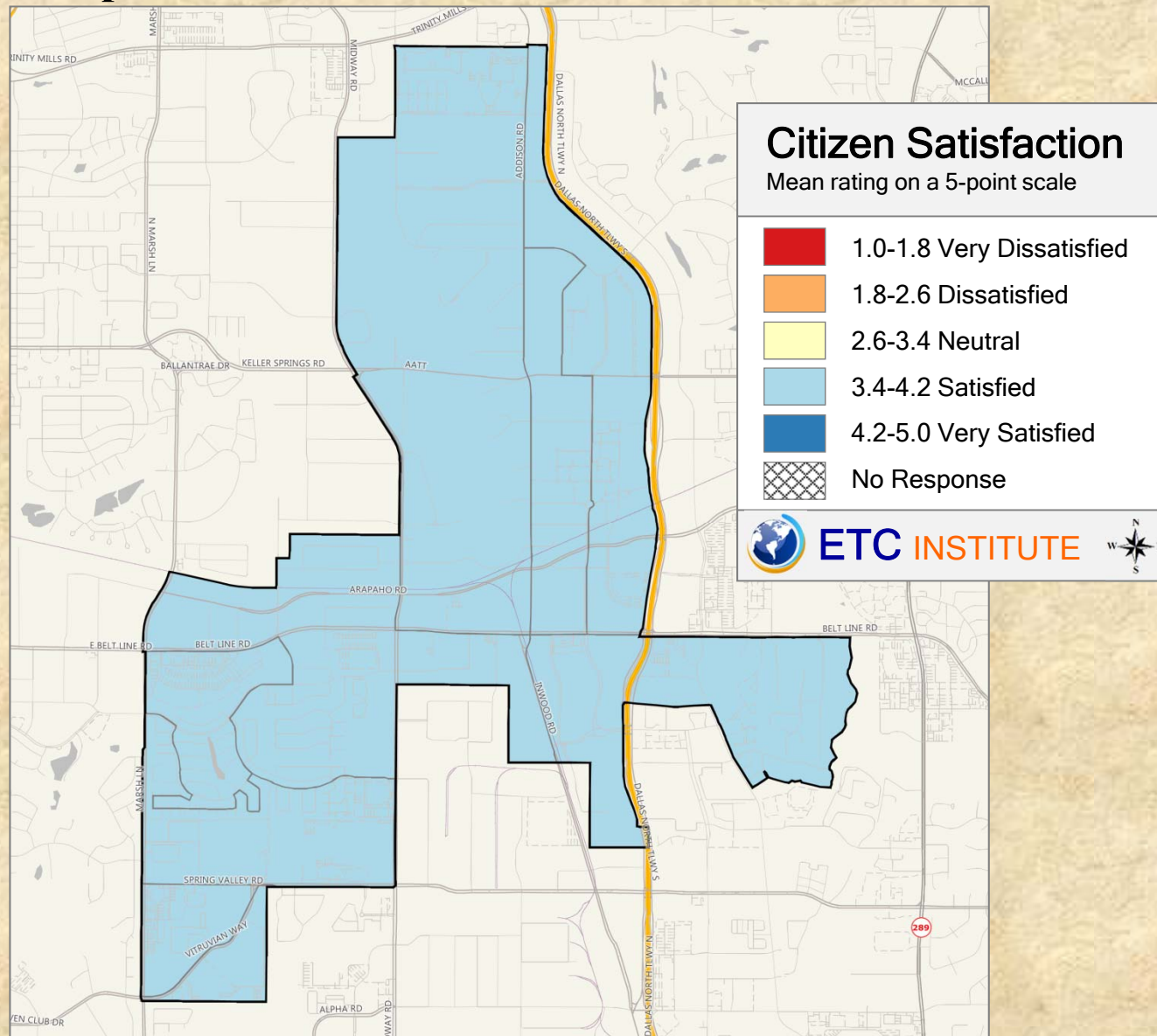
Q7-13 Level of satisfaction with: Quality of fire community outreach programs



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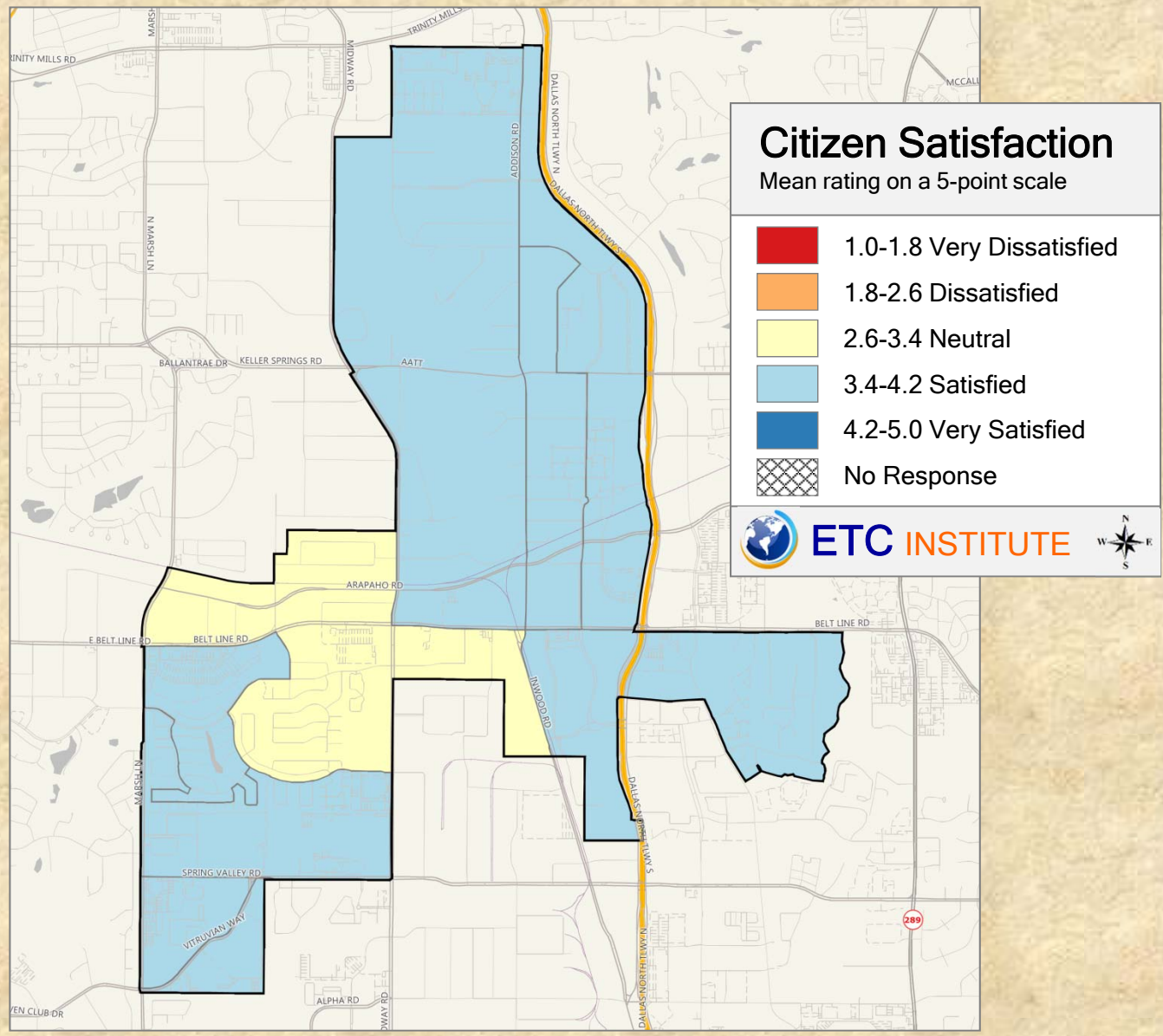
Q9-01 Level of satisfaction with: Overall responsiveness of town code enforcement staff



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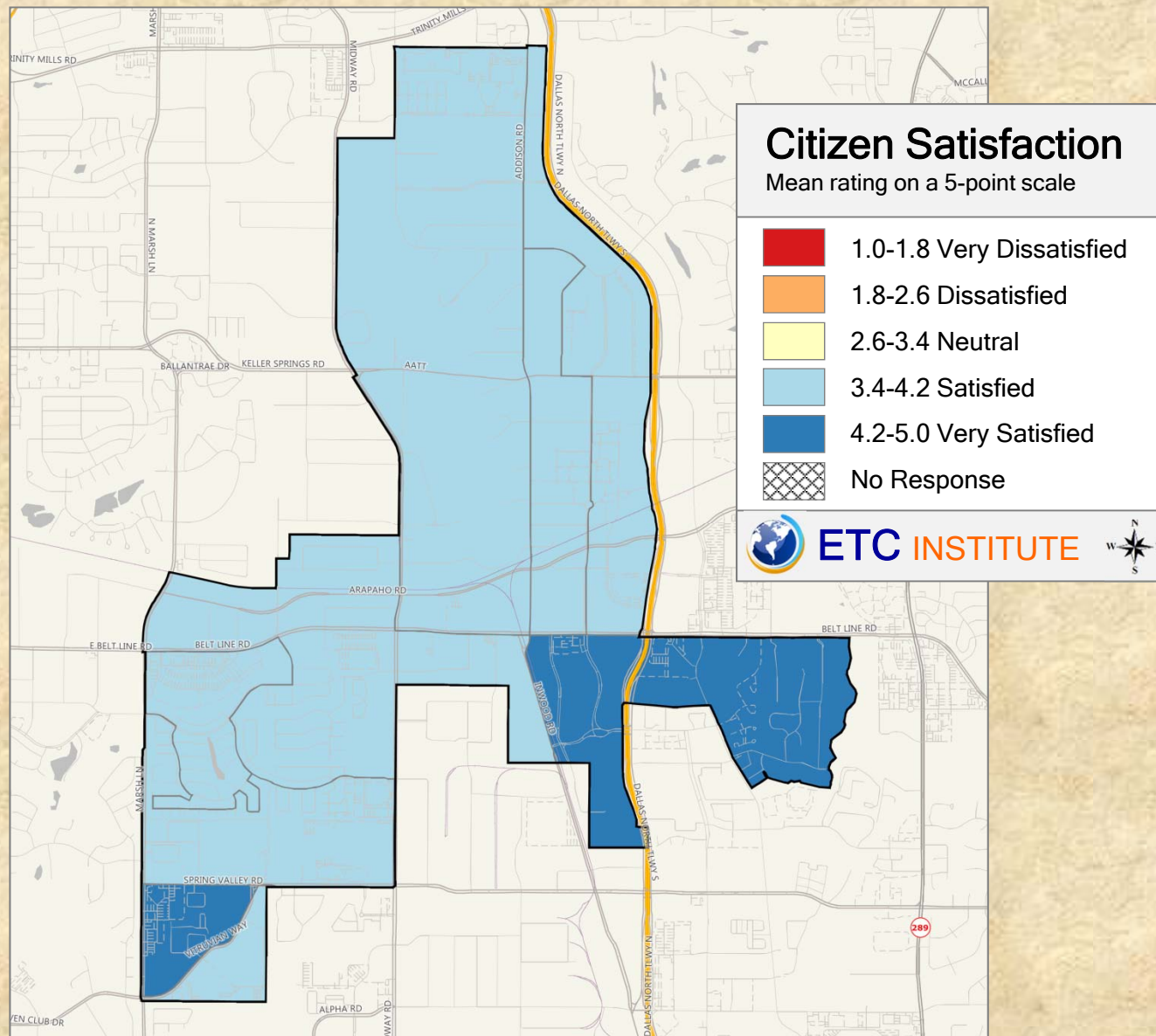
Q9-02 Level of satisfaction with: Town effort to enforce code violations



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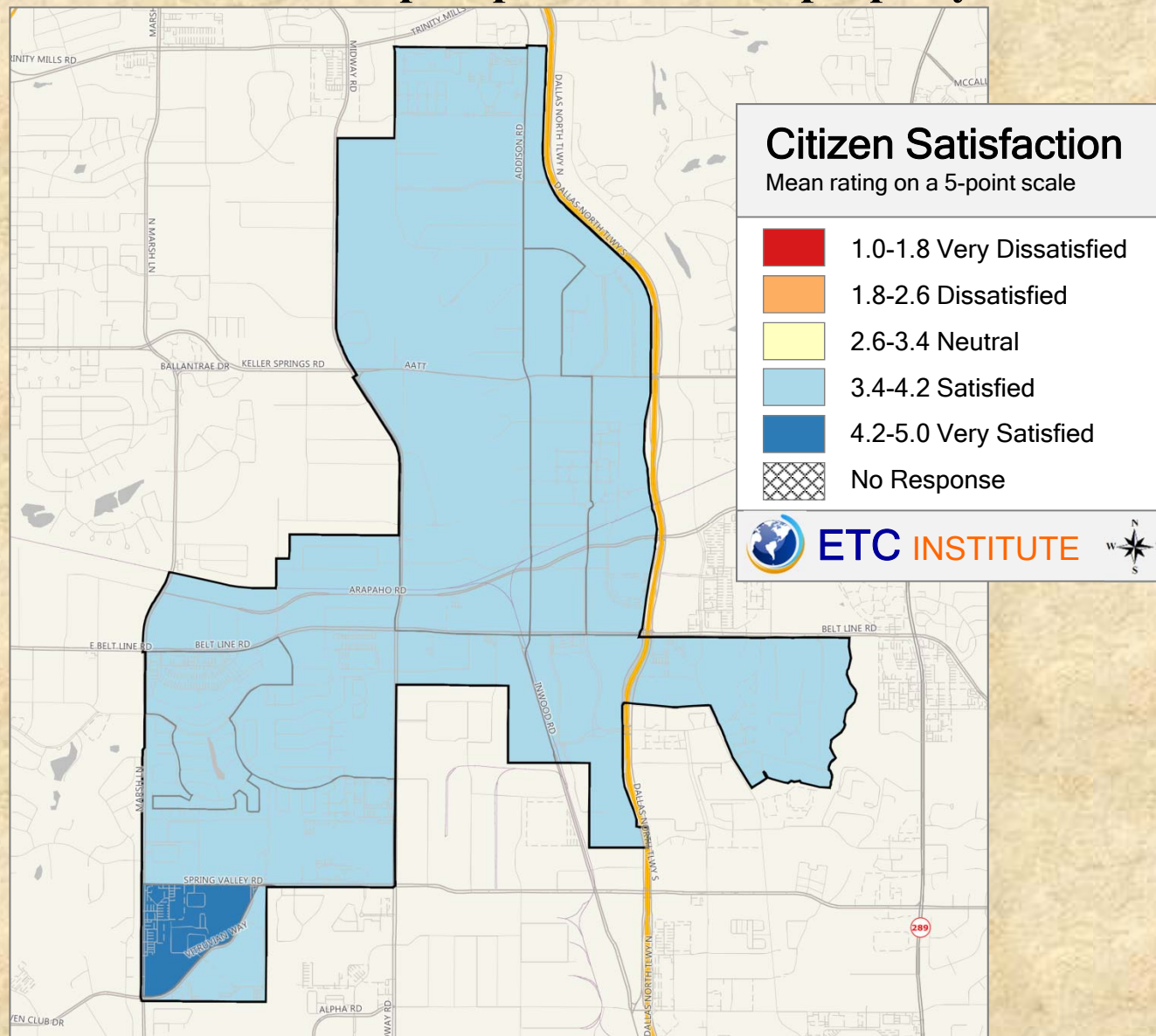
Q9-03 Level of satisfaction with: Clean-up of debris/litter



2018 Town of Addison Citizen Satisfaction Survey

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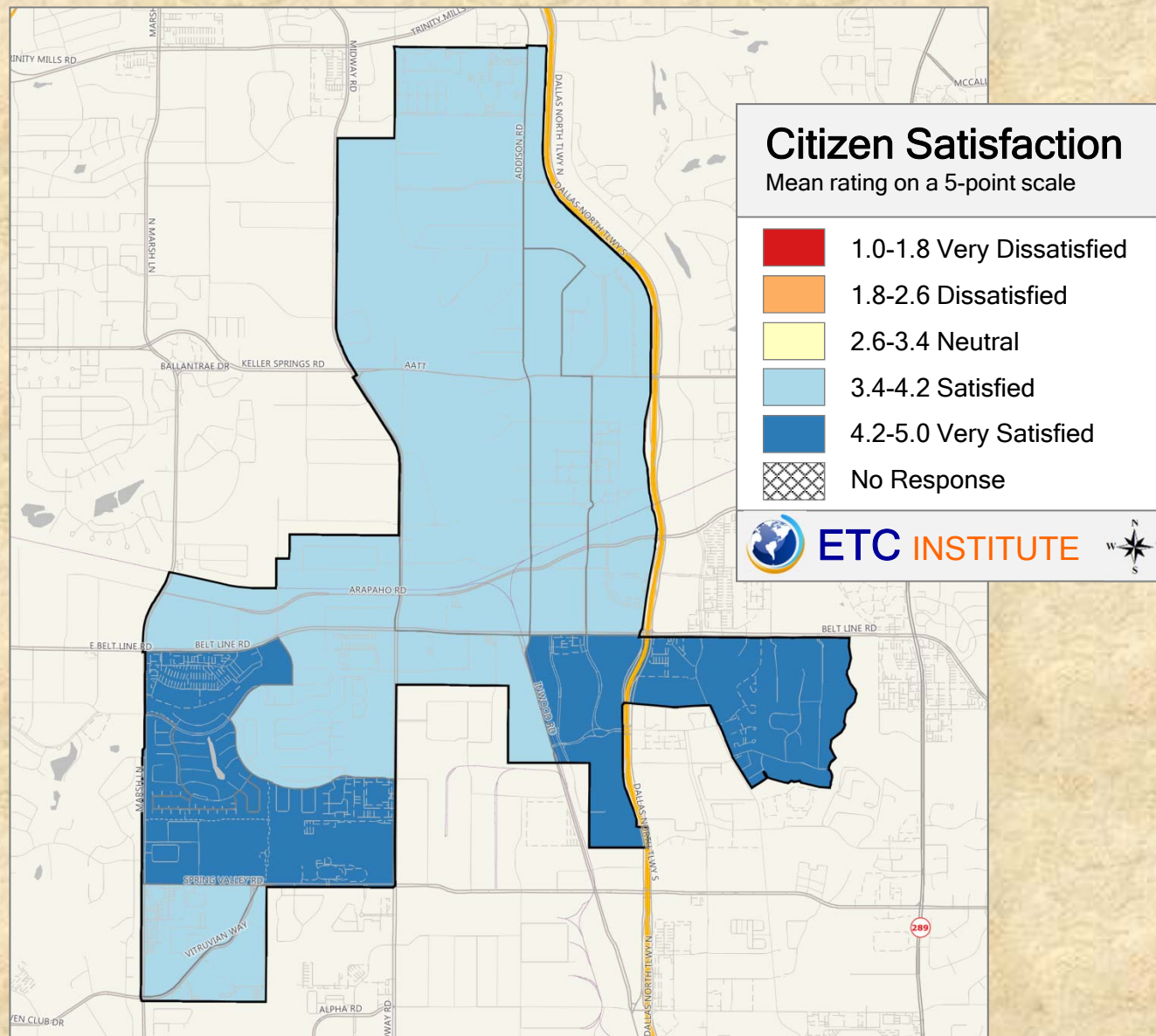
Q9-04 Level of satisfaction with: Efforts to enforce exterior maintenance and upkeep of residential property



2018 Town of Addison Citizen Satisfaction Survey

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

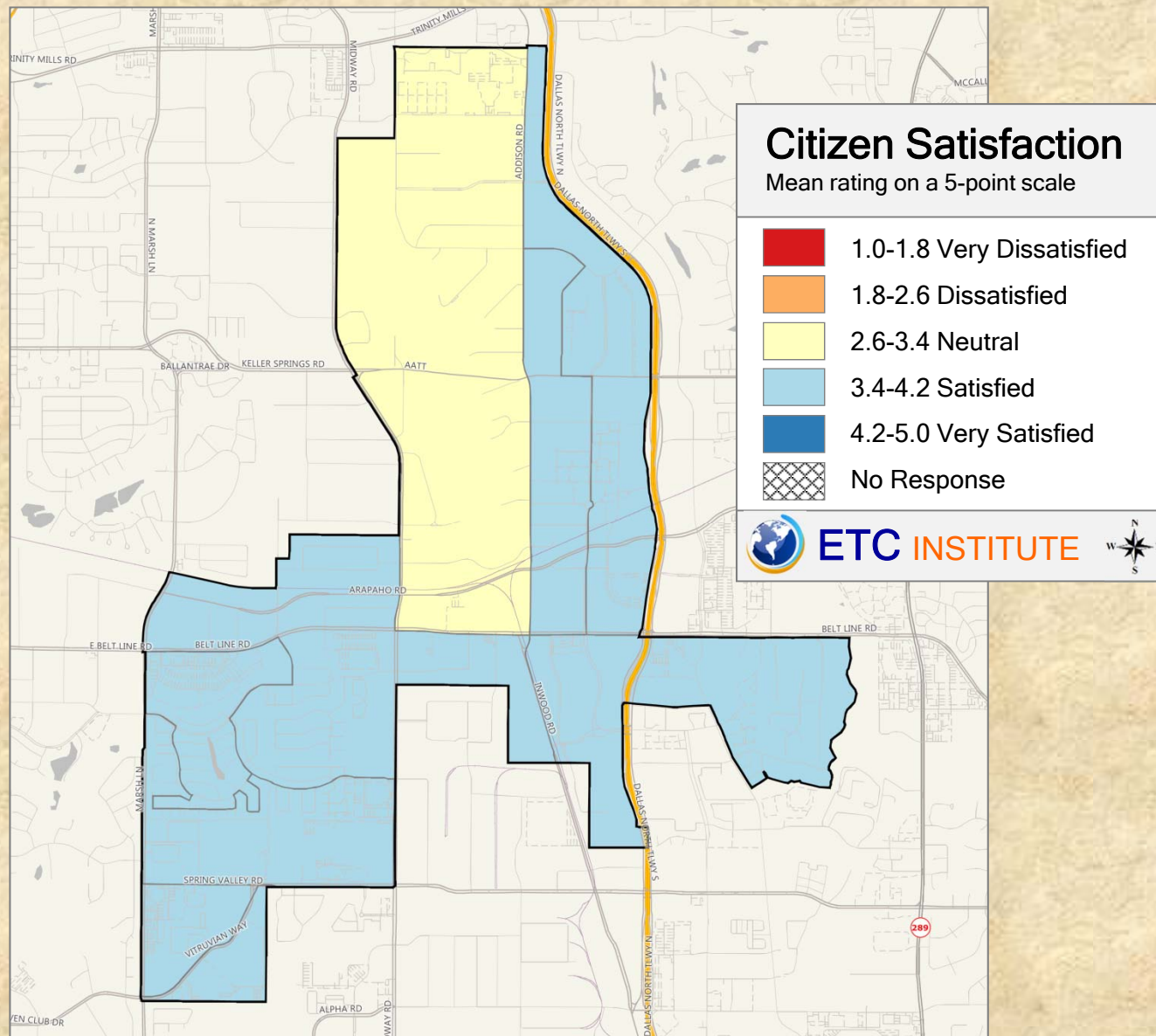
Q9-05 Level of satisfaction with: Cleanliness in your neighborhood



2018 Town of Addison Citizen Satisfaction Survey

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

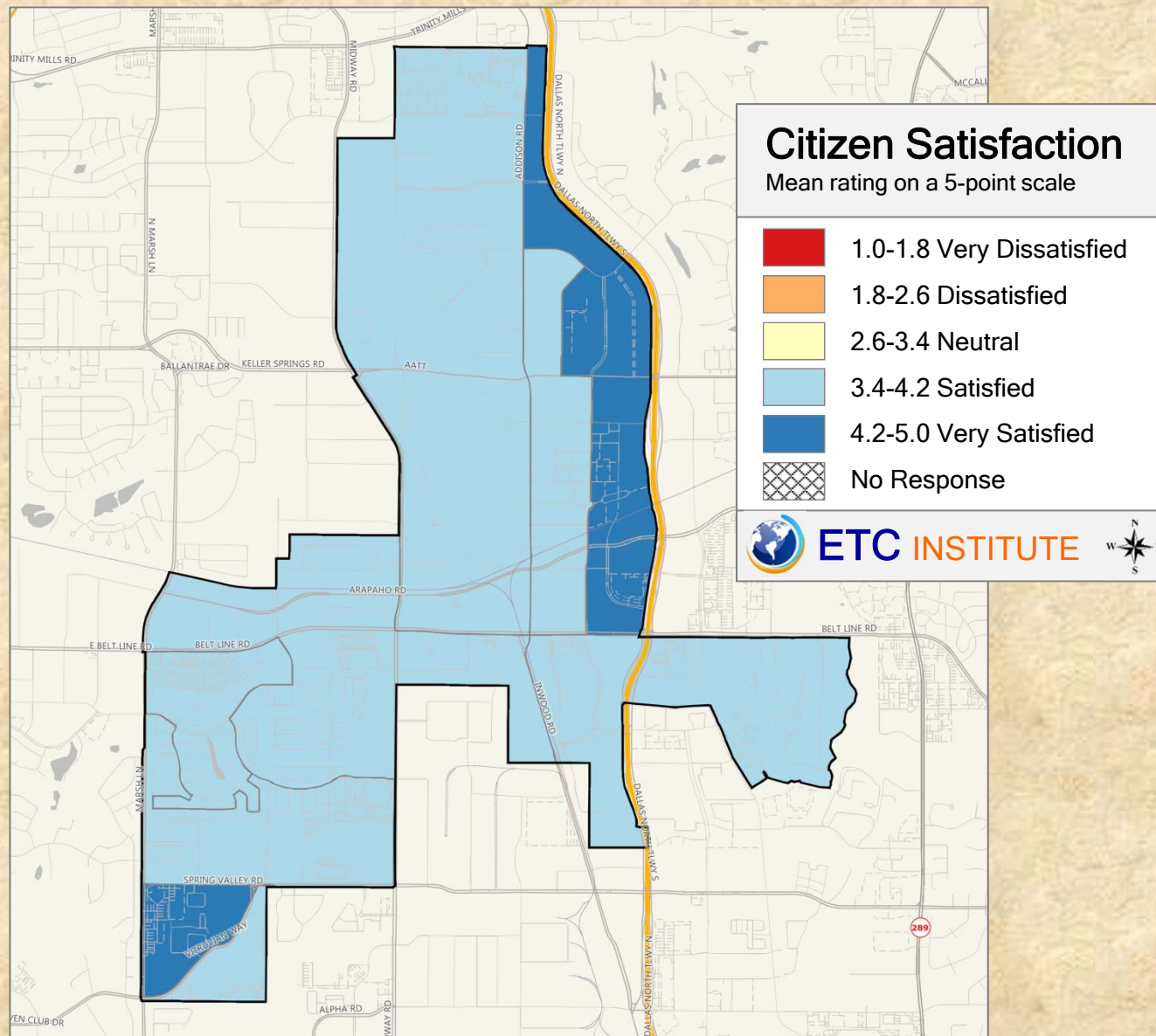
Q10-01 Level of satisfaction with: Variety of housing options



2018 Town of Addison Citizen Satisfaction Survey

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

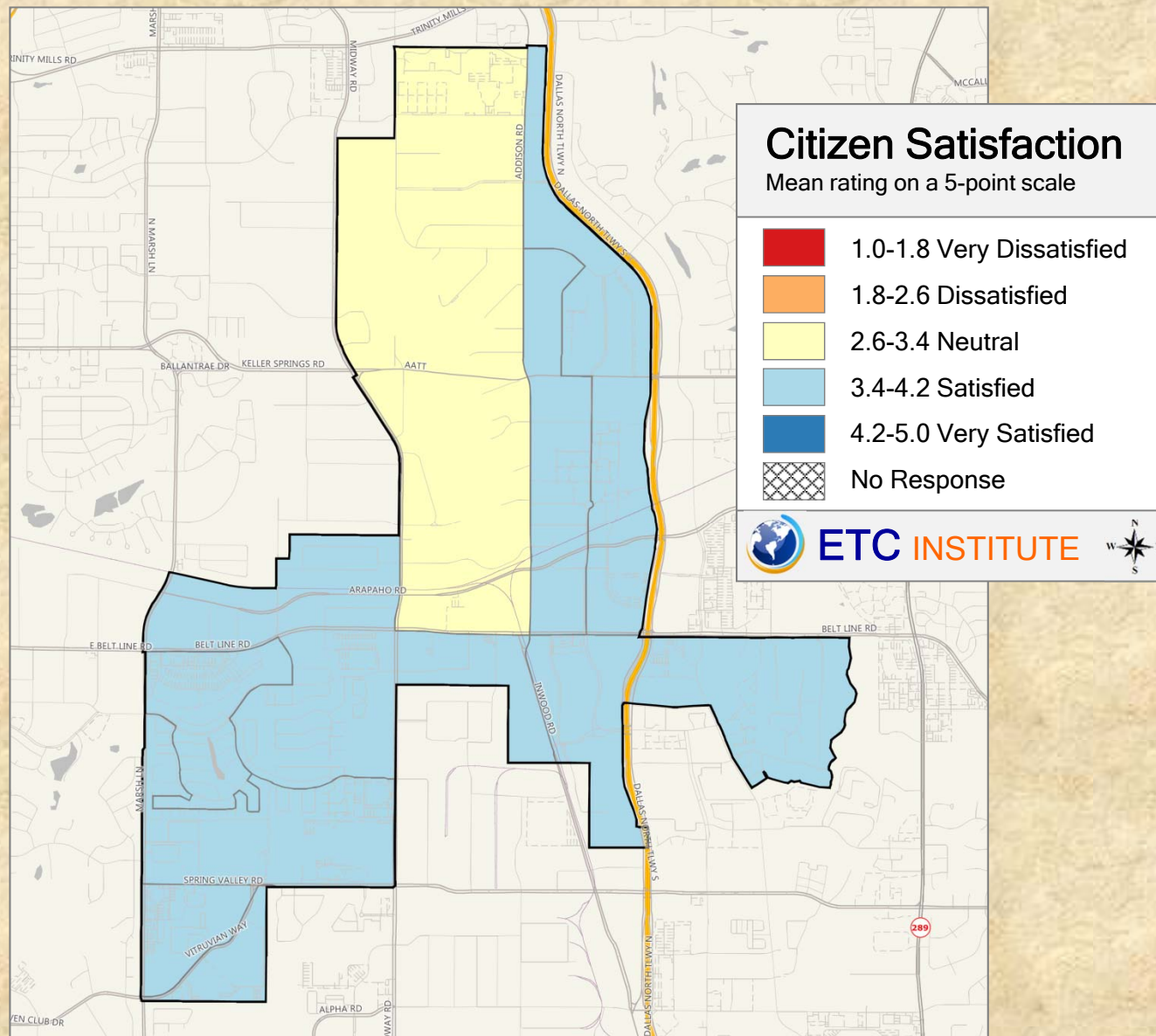
Q10-02 Level of satisfaction with: Public places where people want to spend time



2018 Town of Addison Citizen Satisfaction Survey

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

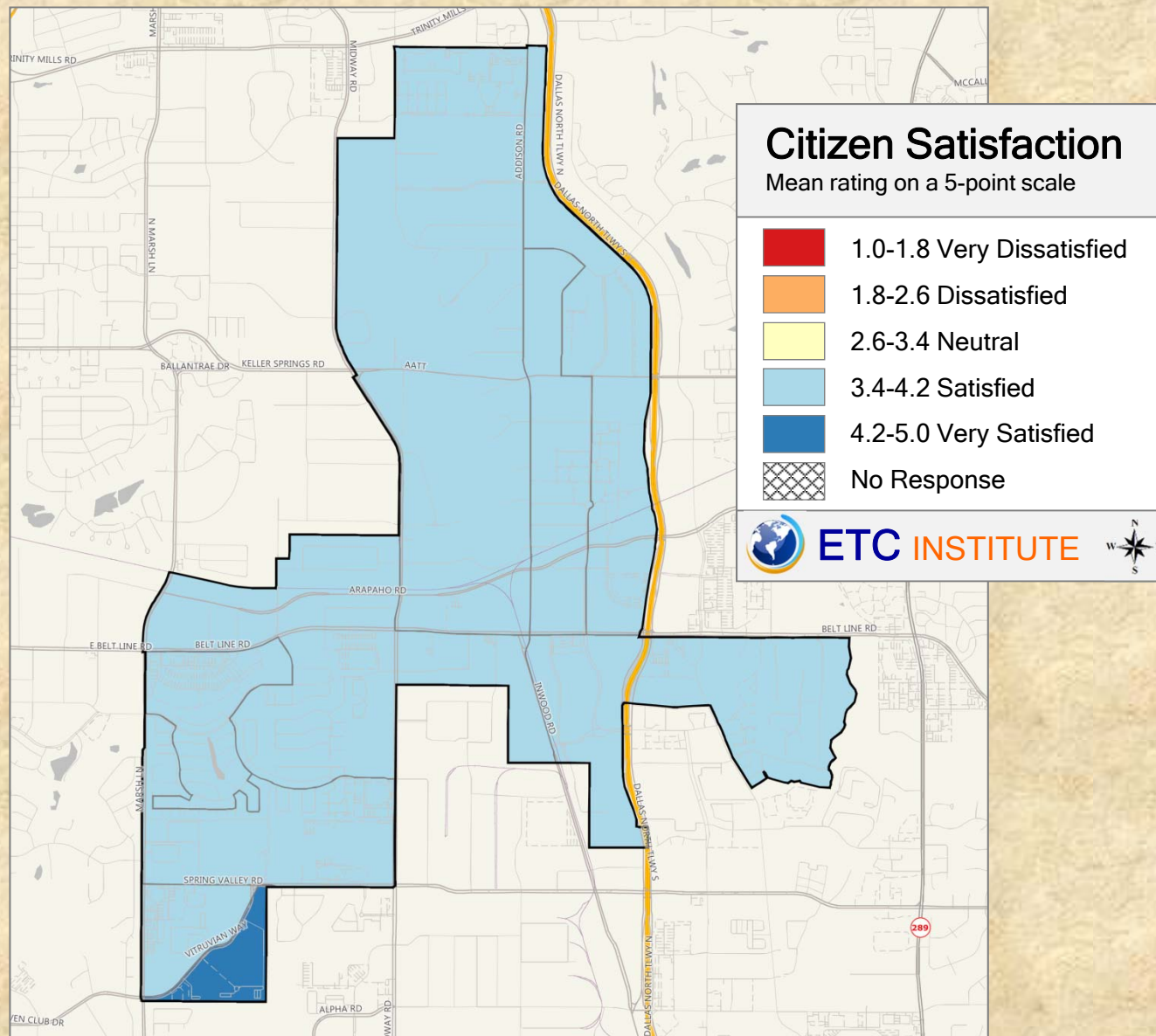
Q10-03 Level of satisfaction with: Availability of employment opportunities



2018 Town of Addison Citizen Satisfaction Survey

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

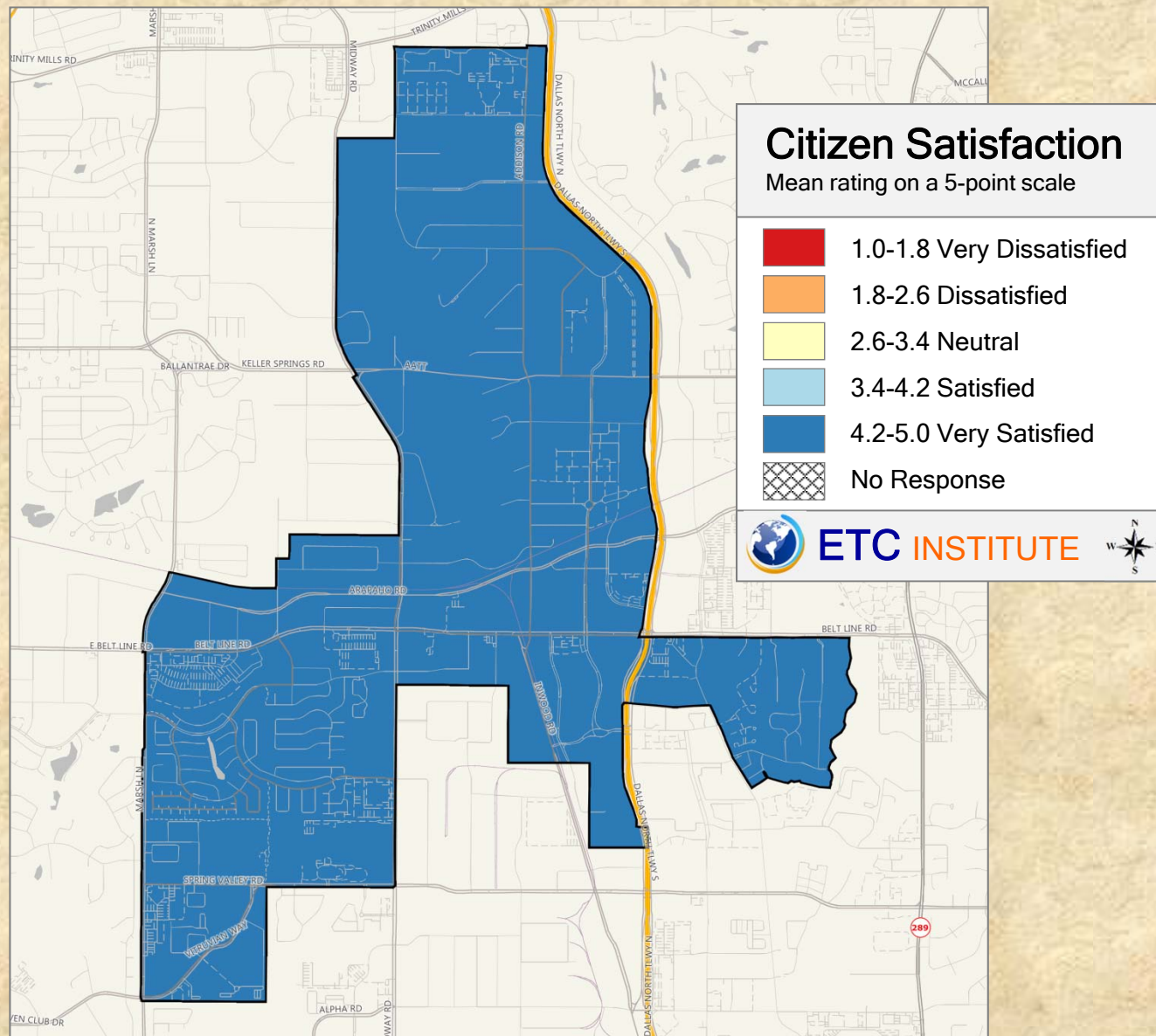
Q10-04 Level of satisfaction with: Availability of shopping options



2018 Town of Addison Citizen Satisfaction Survey

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

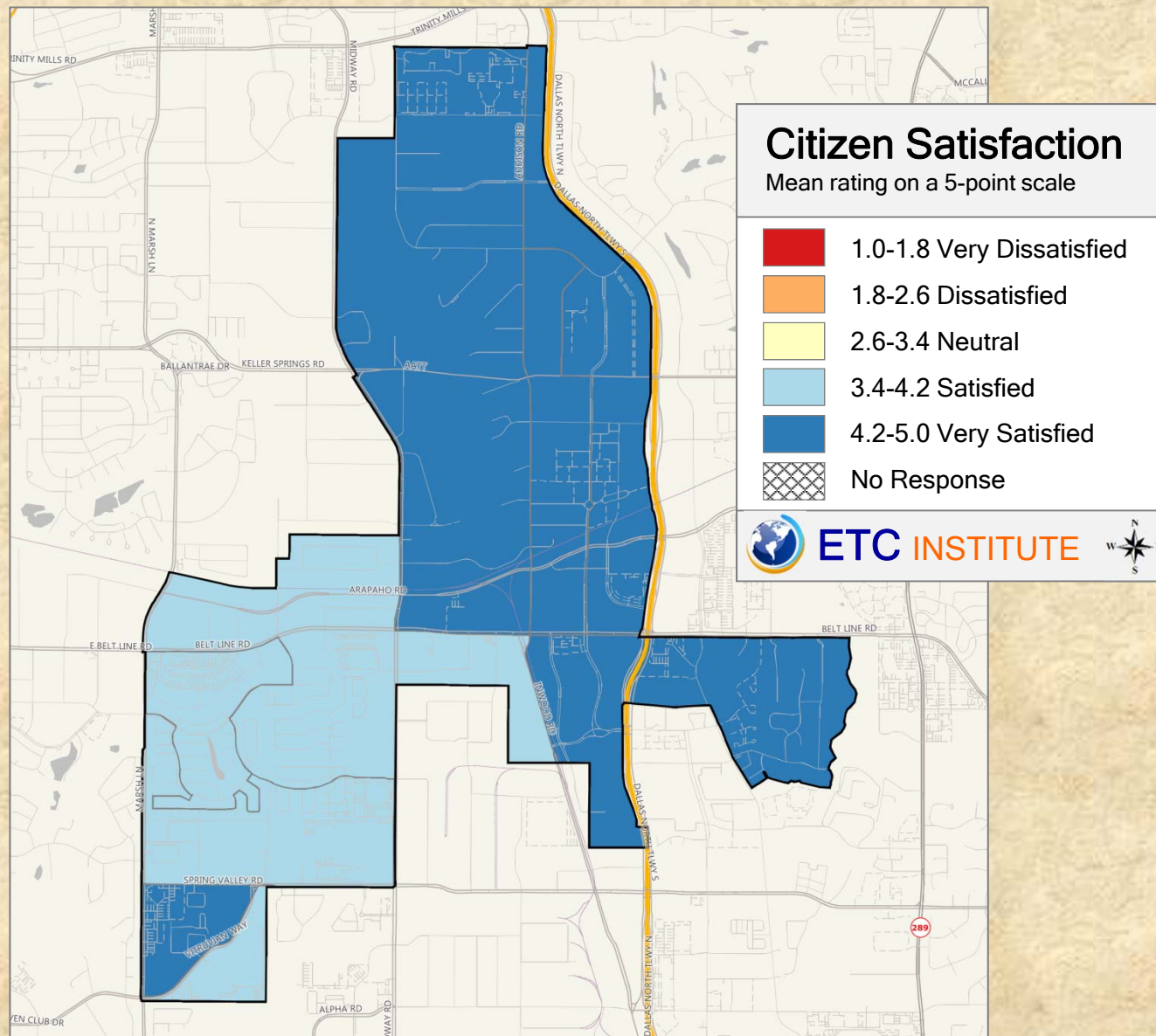
Q10-05 Level of satisfaction with: Availability of dining options



2018 Town of Addison Citizen Satisfaction Survey

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

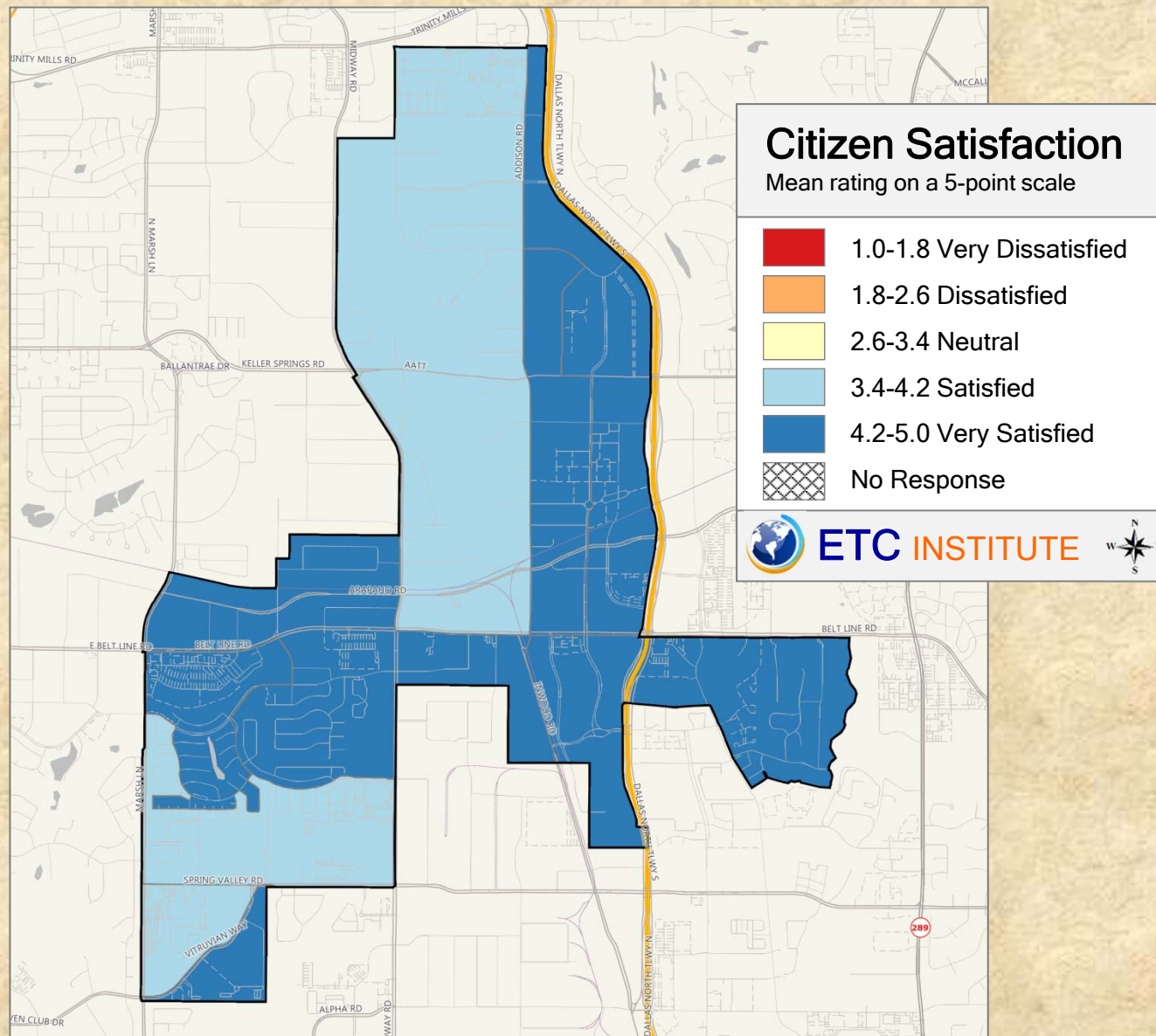
Q10-06 Level of satisfaction with: Availability of entertainment options



2018 Town of Addison Citizen Satisfaction Survey

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

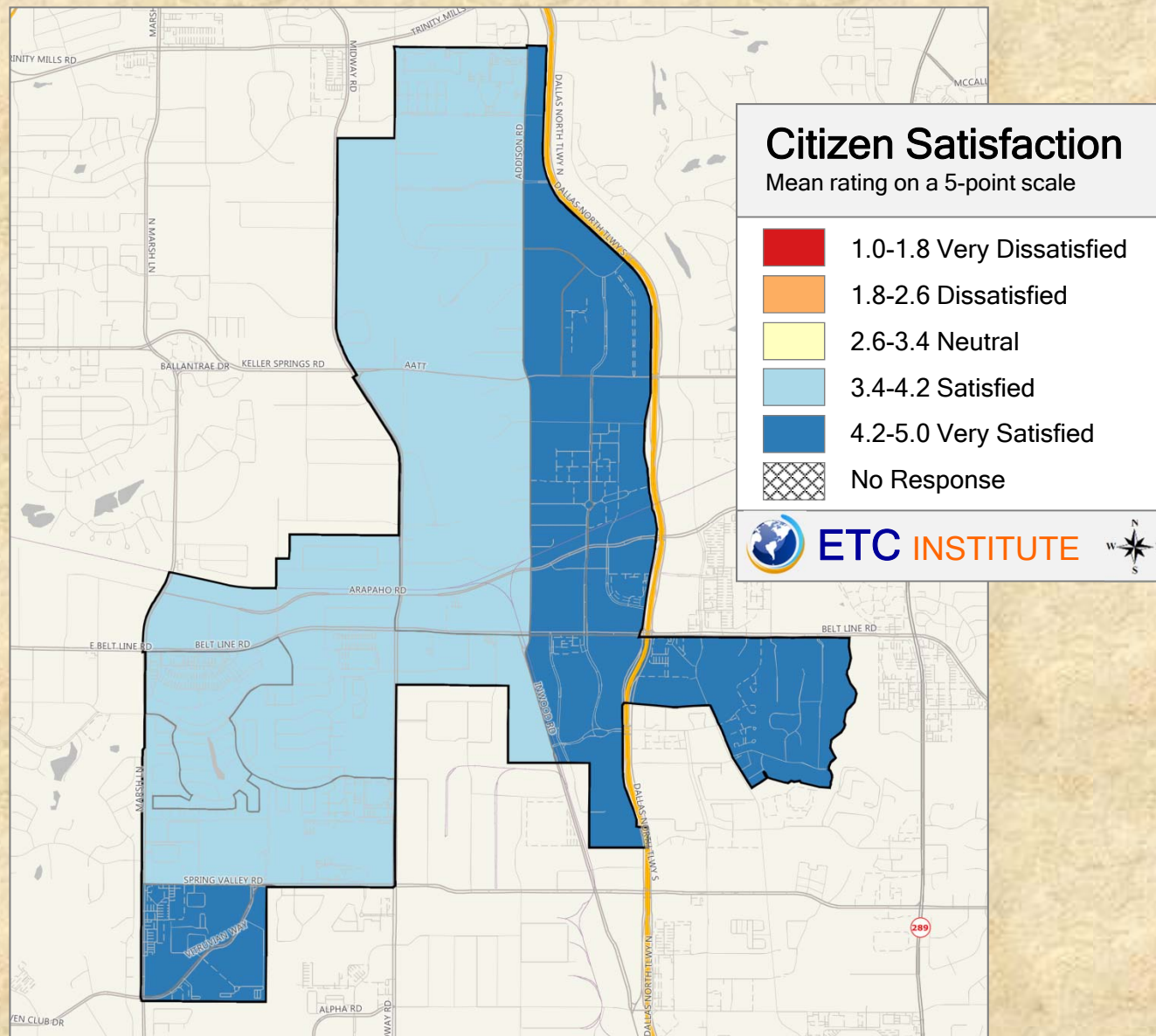
Q10-07 Level of satisfaction with: Availability of lodging options



2018 Town of Addison Citizen Satisfaction Survey

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

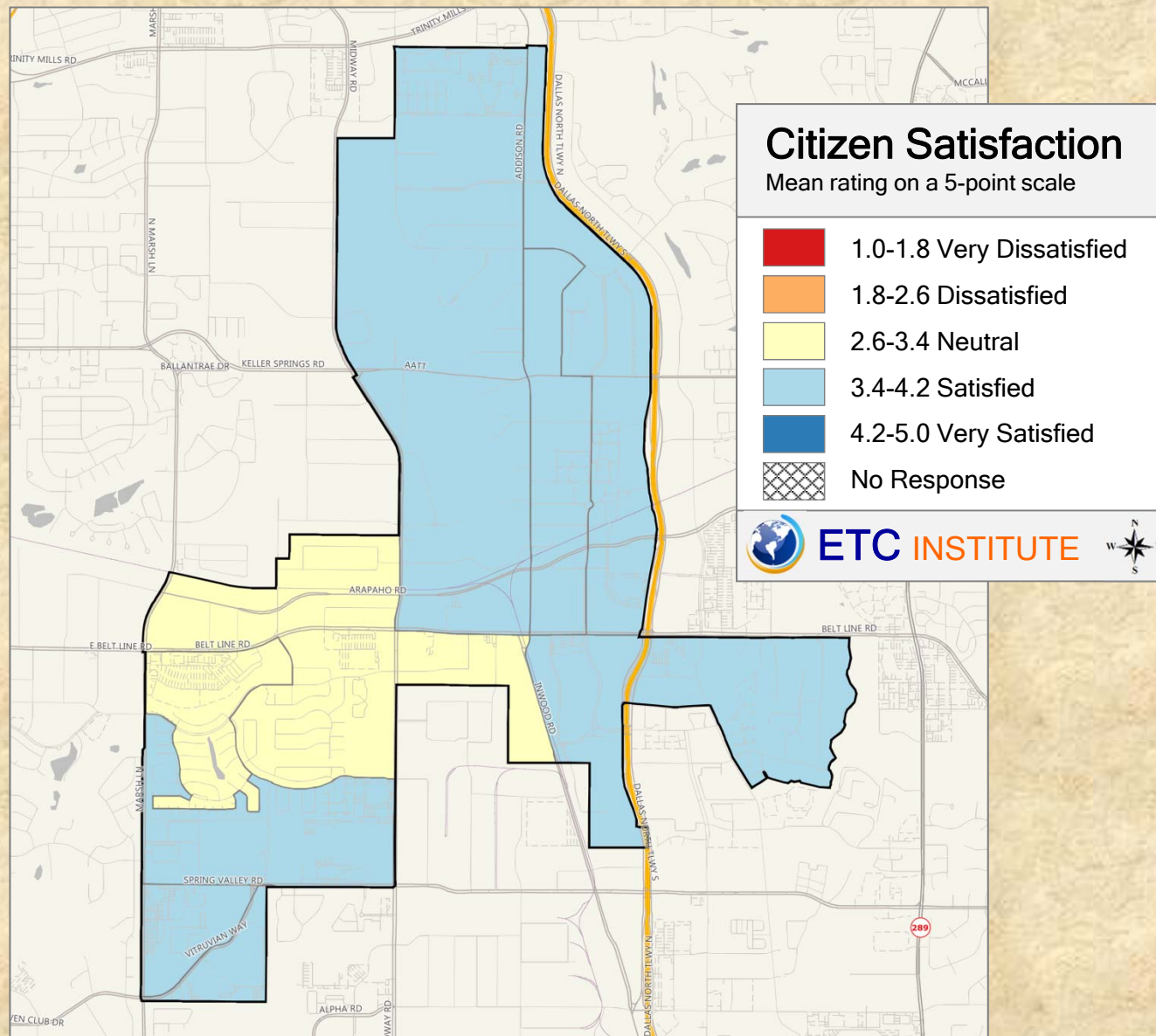
Q10-08 Level of satisfaction with: Overall quality of business and service establishments in Addison



2018 Town of Addison Citizen Satisfaction Survey

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

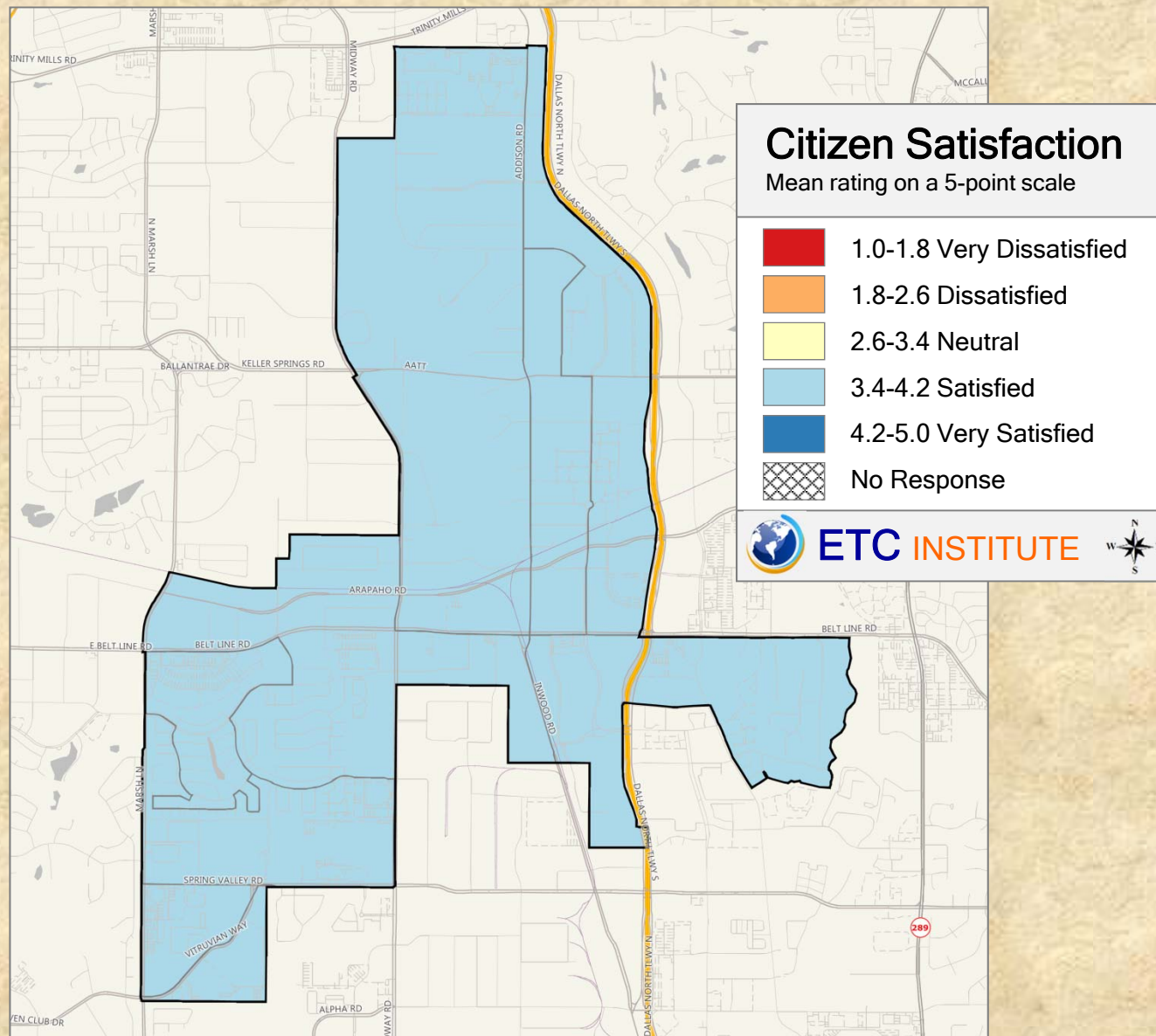
Q10-09 Level of satisfaction with: Overall quality of new residential development



2018 Town of Addison Citizen Satisfaction Survey

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

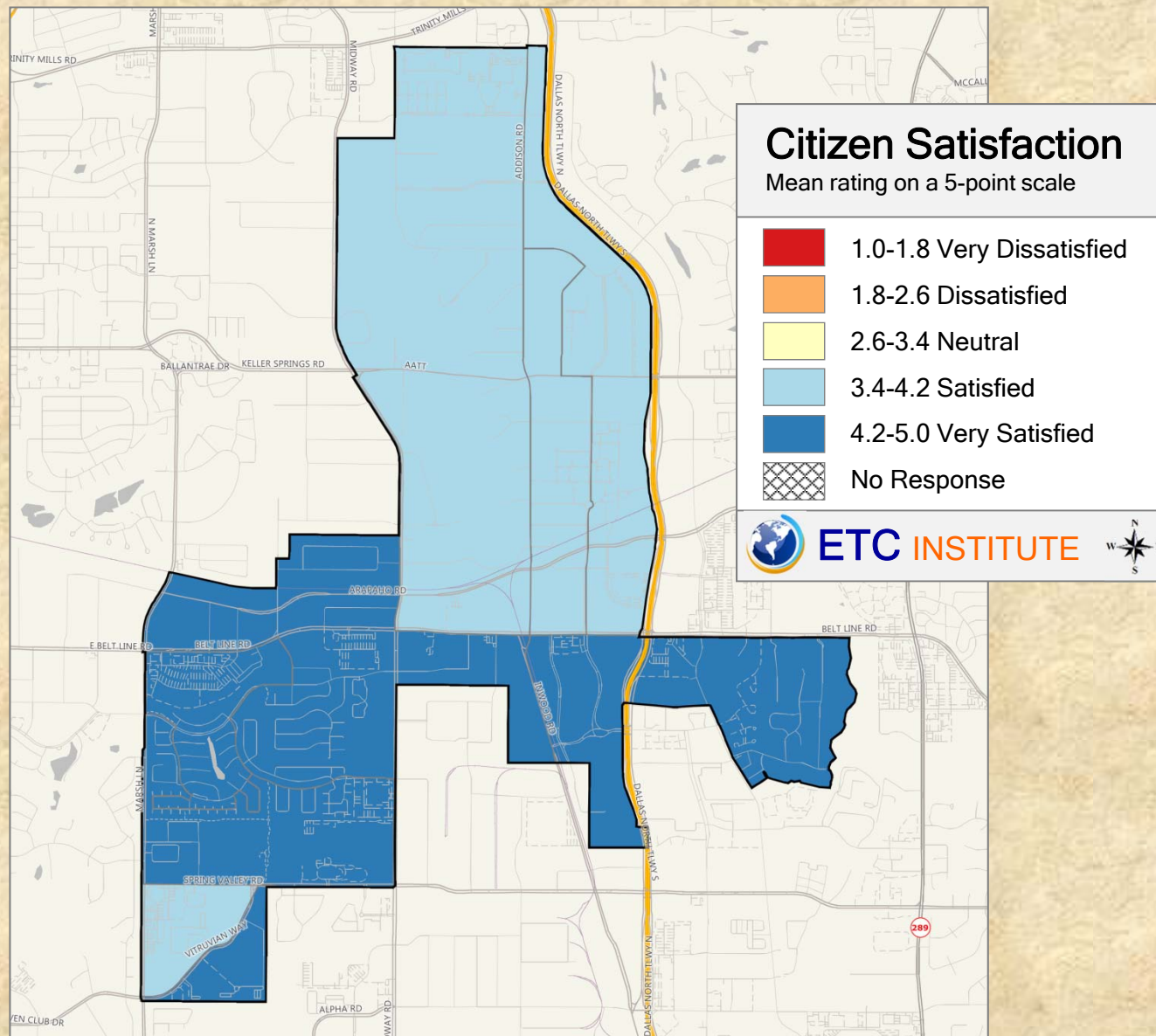
Q10-10 Level of satisfaction with: Overall quality of new commercial development



2018 Town of Addison Citizen Satisfaction Survey

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

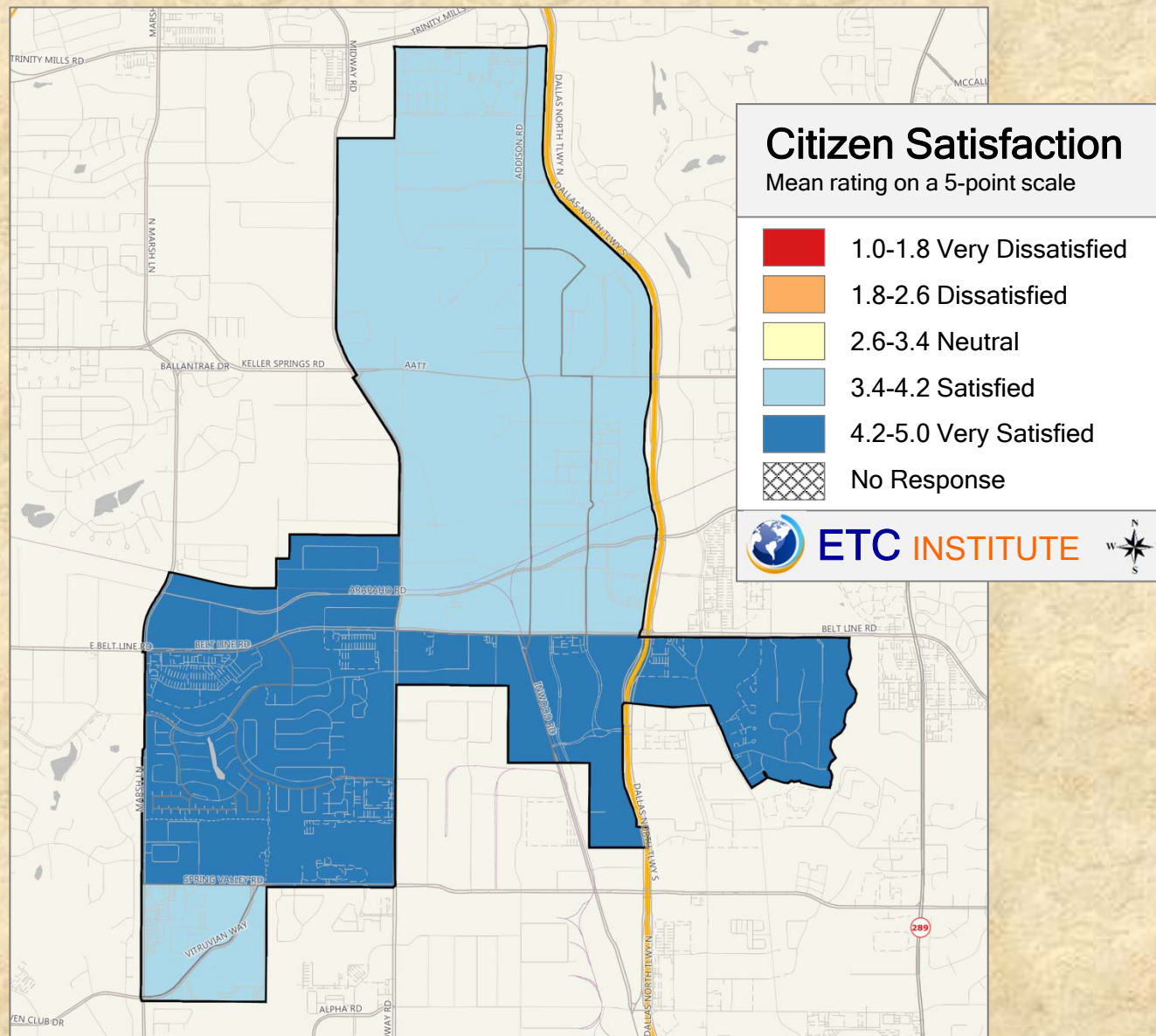
Q11-01 Level of satisfaction with: Quality of residential garbage collection



2018 Town of Addison Citizen Satisfaction Survey

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

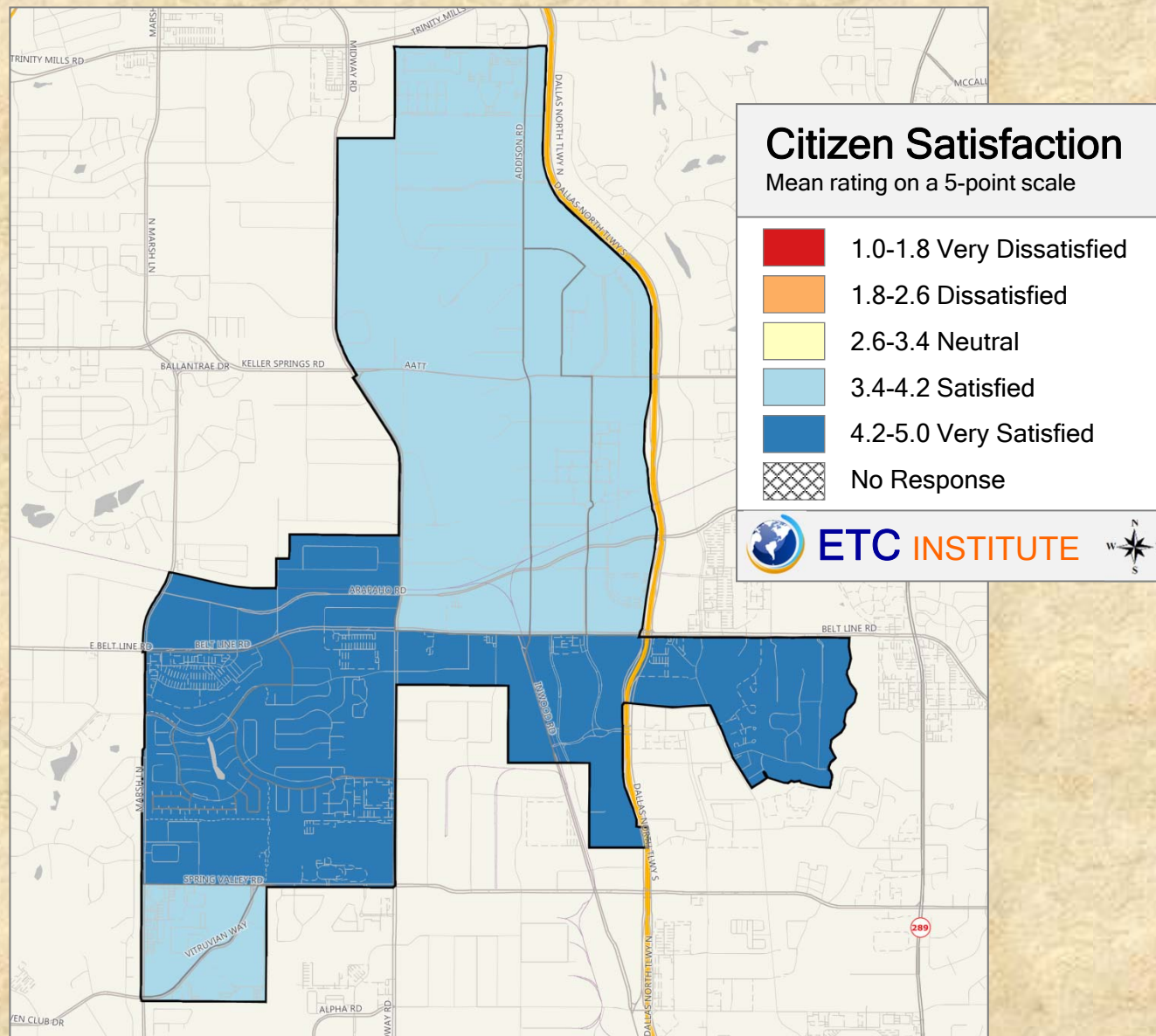
Q11-02 Level of satisfaction with: Quality of residential curbside recycling services



2018 Town of Addison Citizen Satisfaction Survey

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

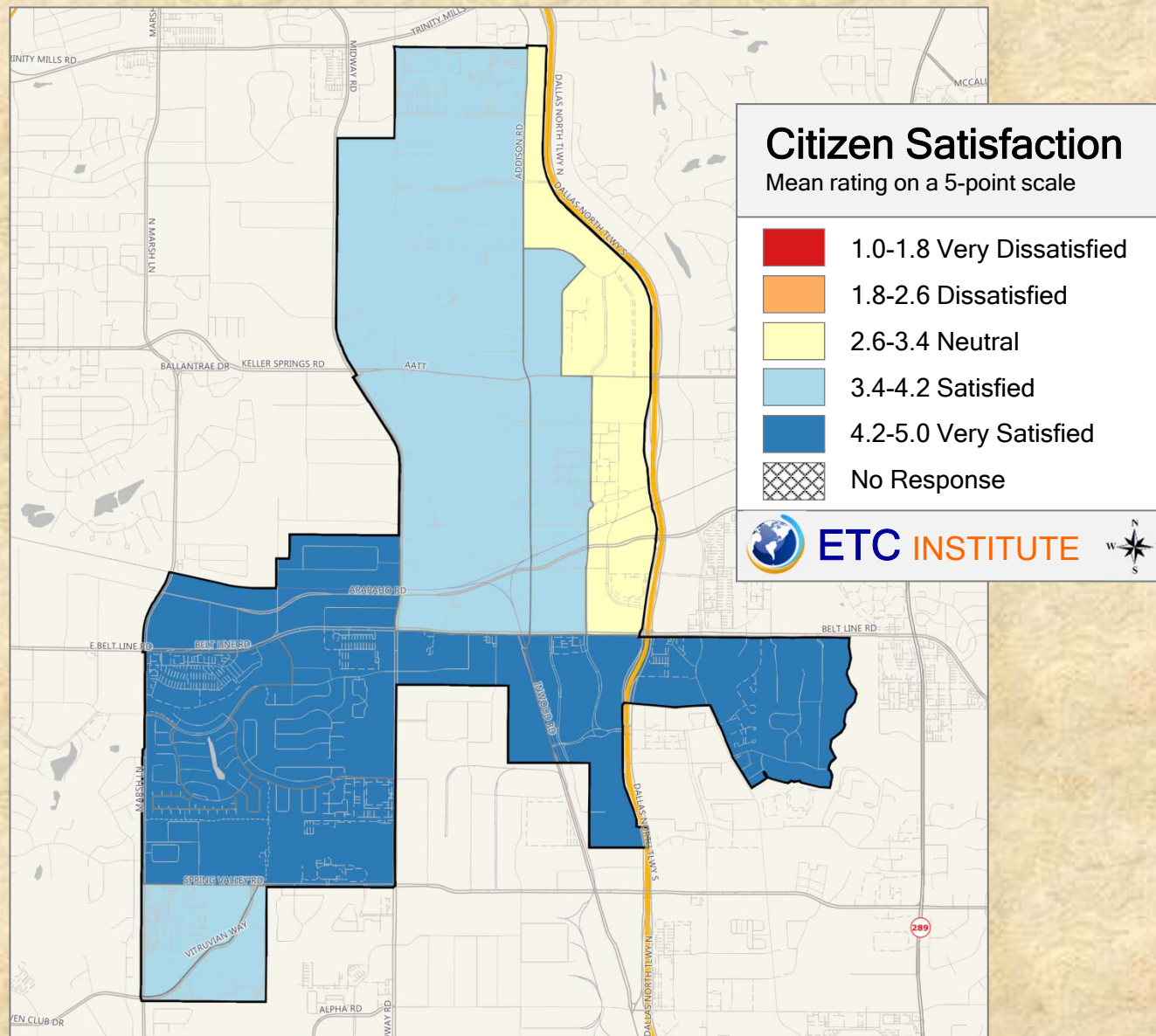
Q11-03 Level of satisfaction with: Quality of yard waste and brush collection



2018 Town of Addison Citizen Satisfaction Survey

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

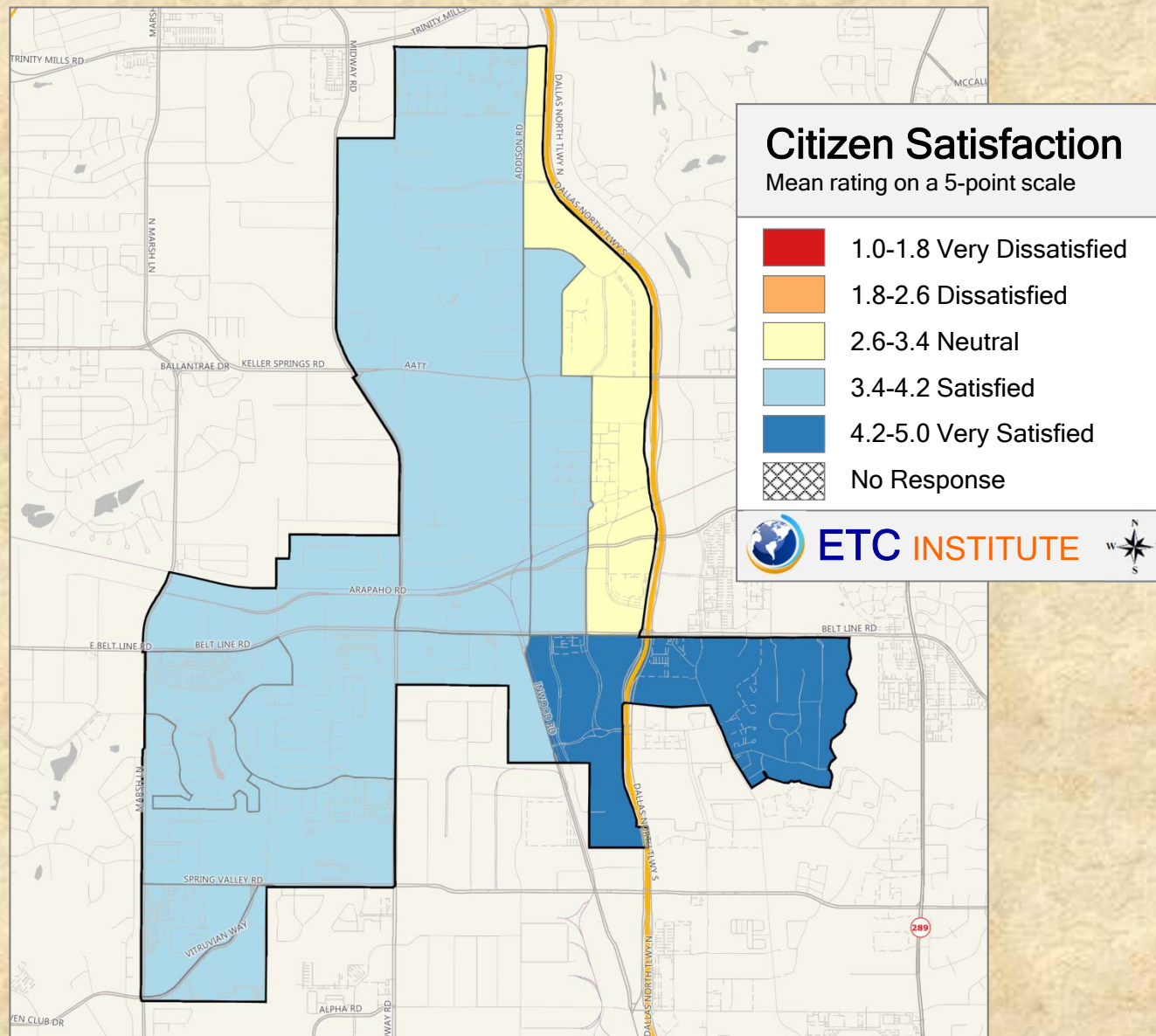
Q11-04 Level of satisfaction with: Bulky item pick up/removal services



2018 Town of Addison Citizen Satisfaction Survey

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

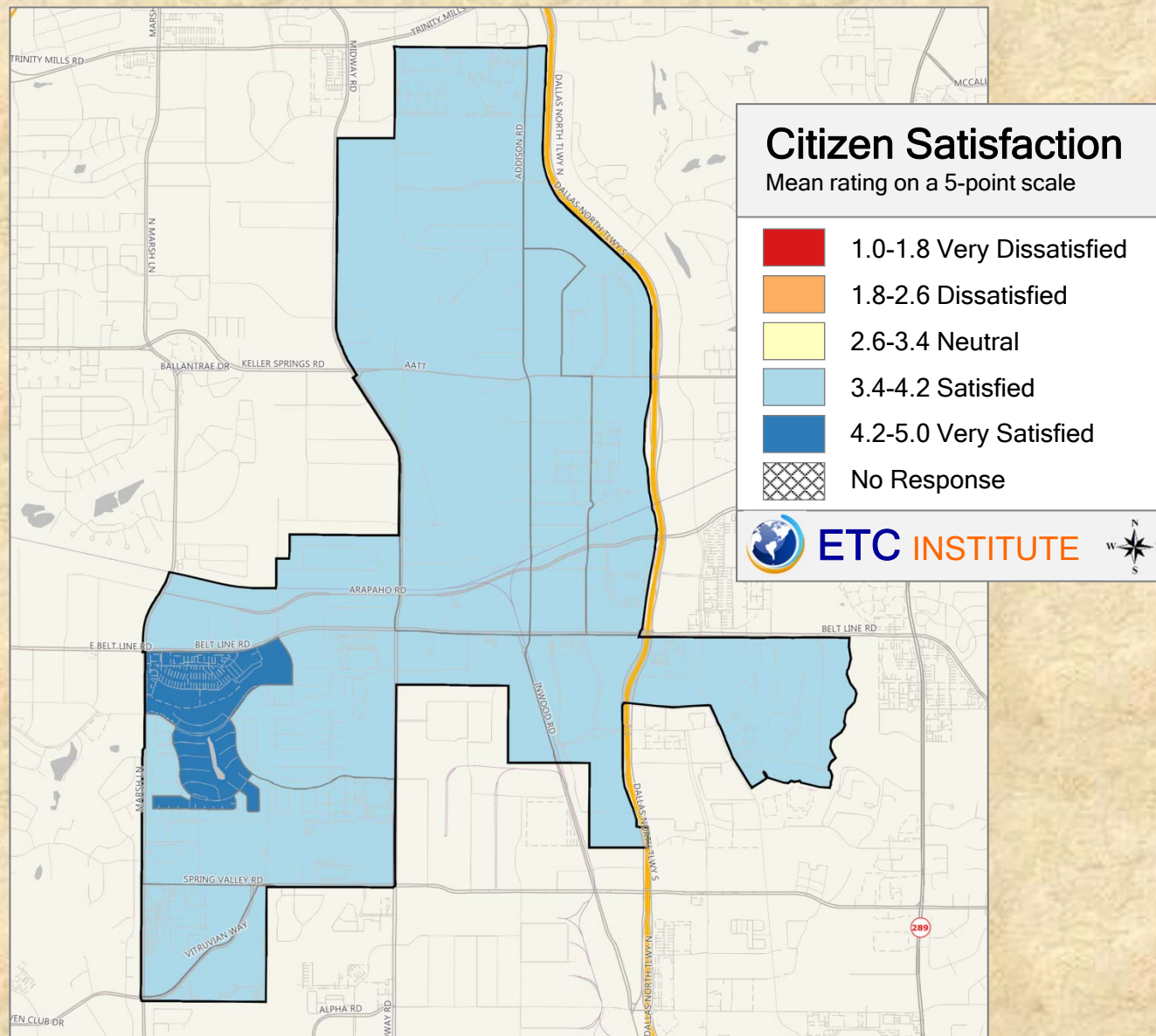
Q11-05 Level of satisfaction with: Household hazardous waste disposal service



2018 Town of Addison Citizen Satisfaction Survey

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

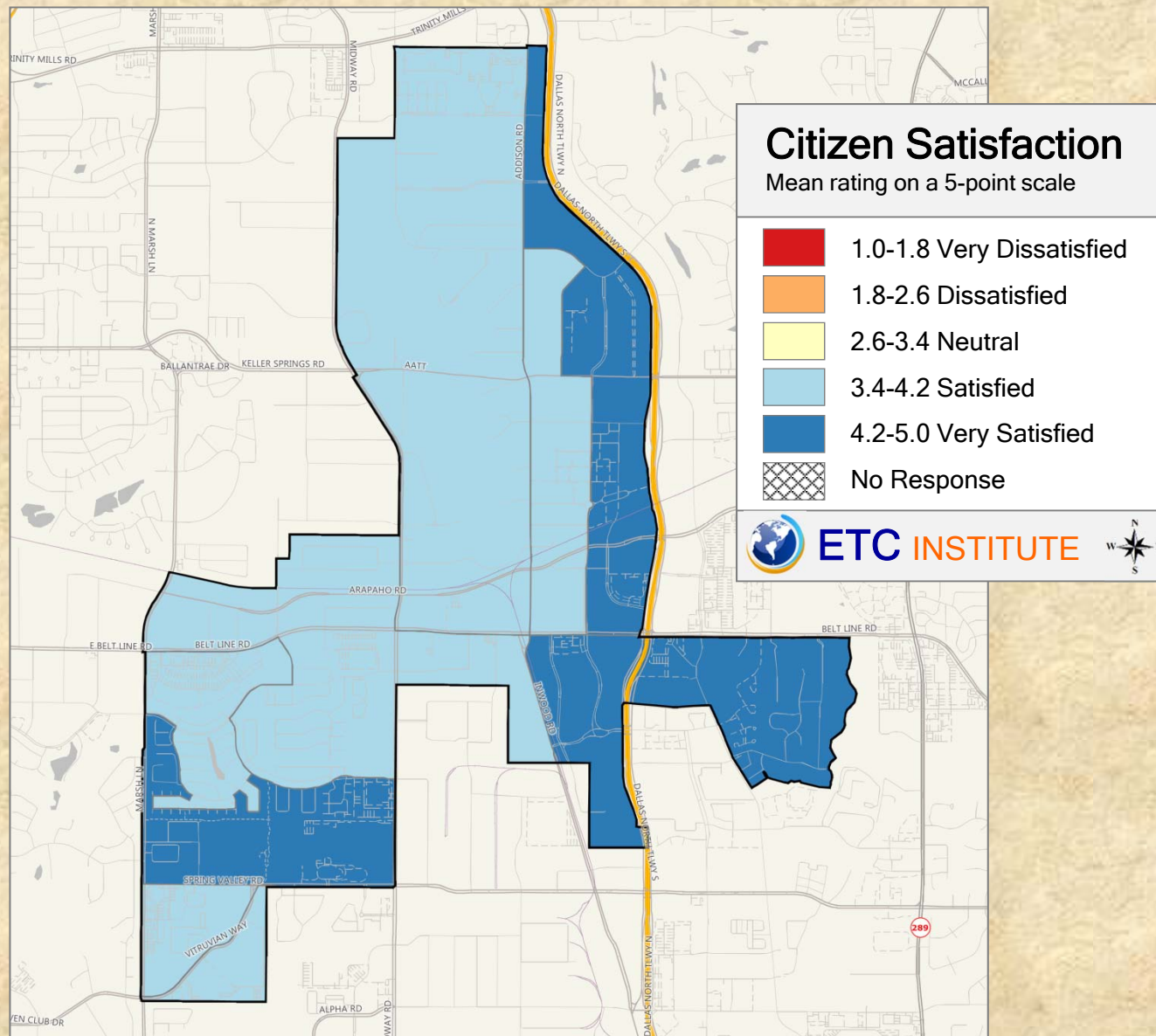
Q11-06 Level of satisfaction with: Electronic waste disposal service



2018 Town of Addison Citizen Satisfaction Survey

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

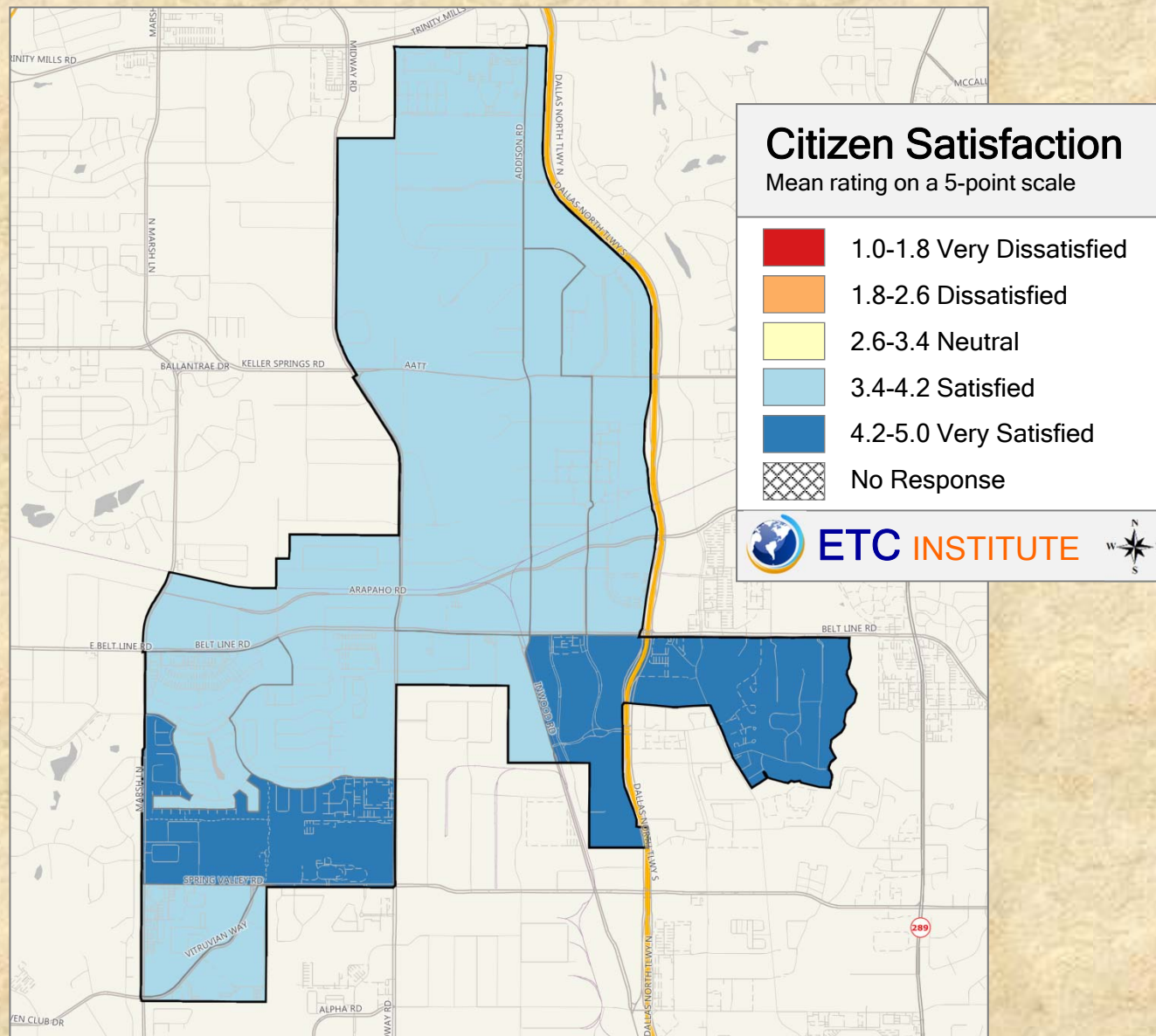
Q14-01 Level of satisfaction with: Quality of Water Services customer service



2018 Town of Addison Citizen Satisfaction Survey

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

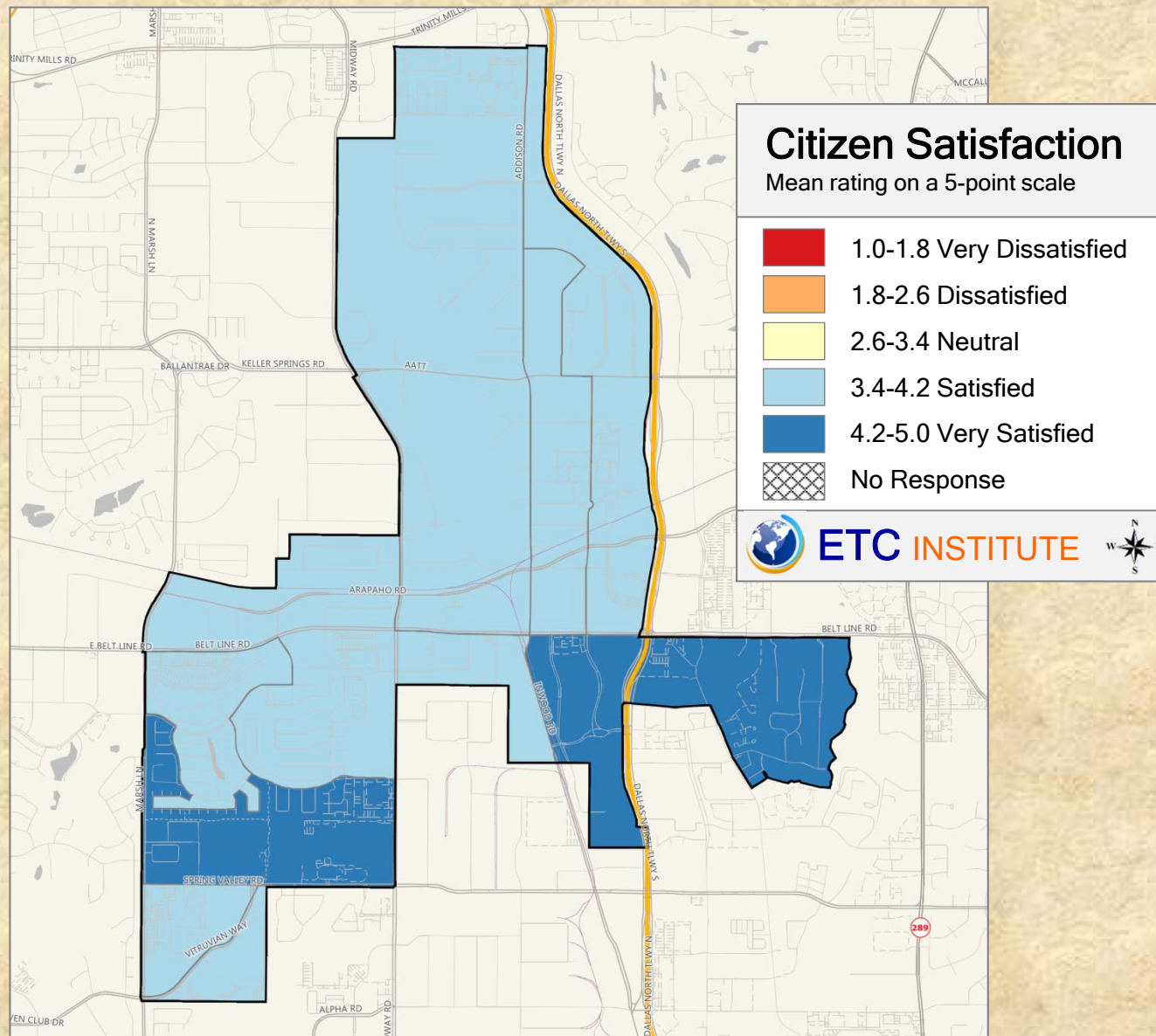
Q14-02 Level of satisfaction with: Quality of drinking water



2018 Town of Addison Citizen Satisfaction Survey

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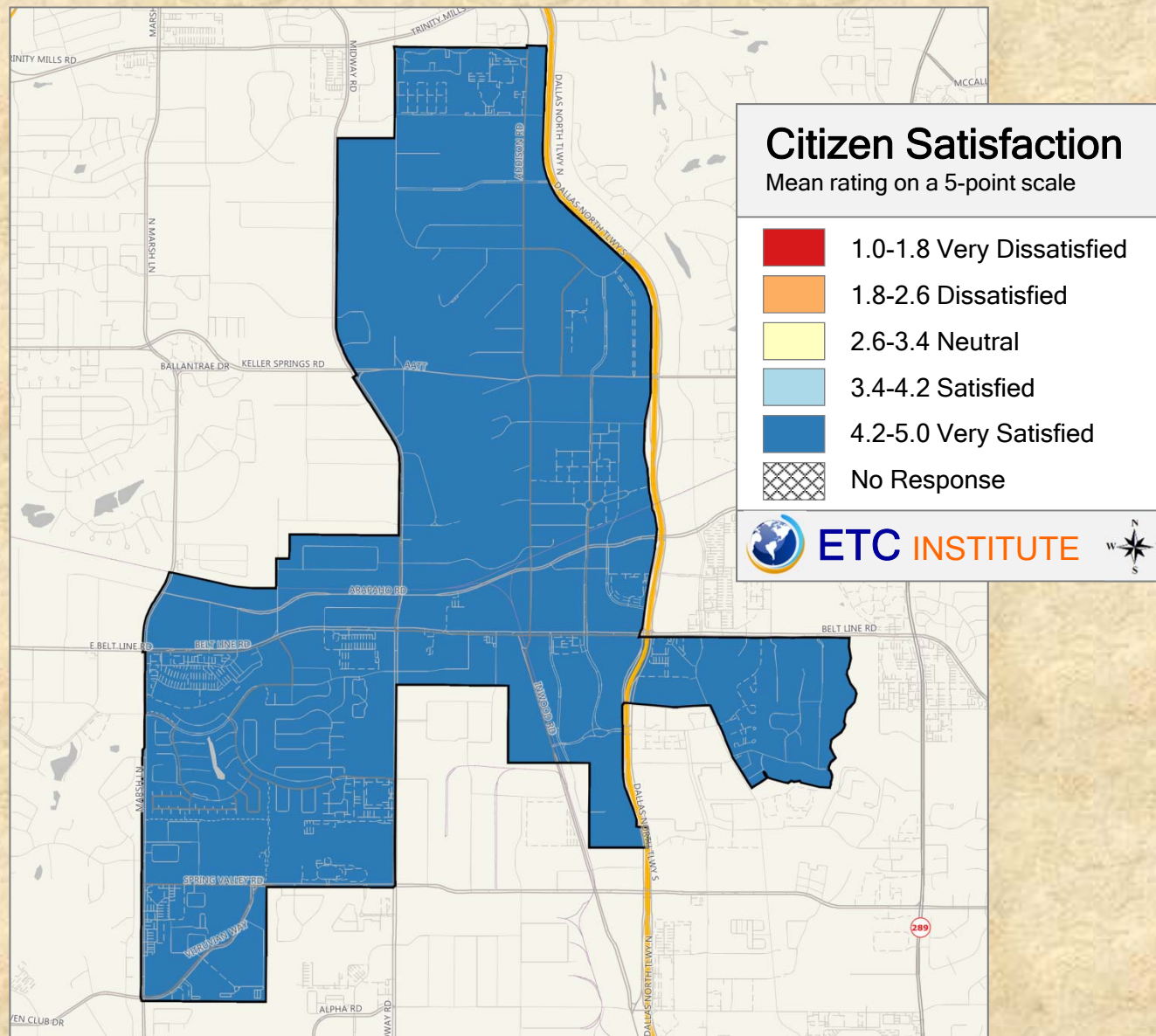
Q14-03 Level of satisfaction with: Quality of water pressure



2018 Town of Addison Citizen Satisfaction Survey

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

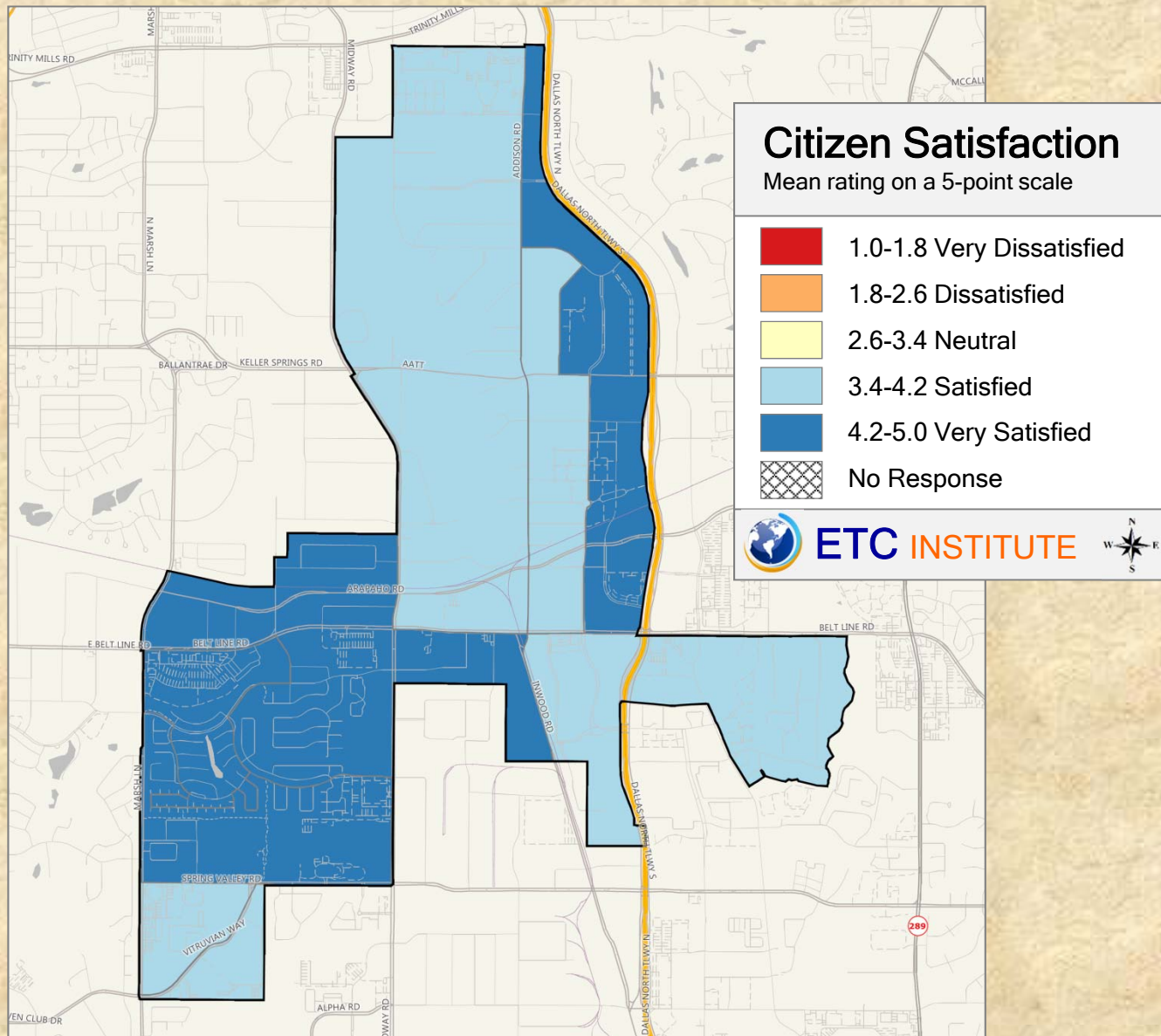
Q15-01 Level of satisfaction with: Quality of town parks



2018 Town of Addison Citizen Satisfaction Survey

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

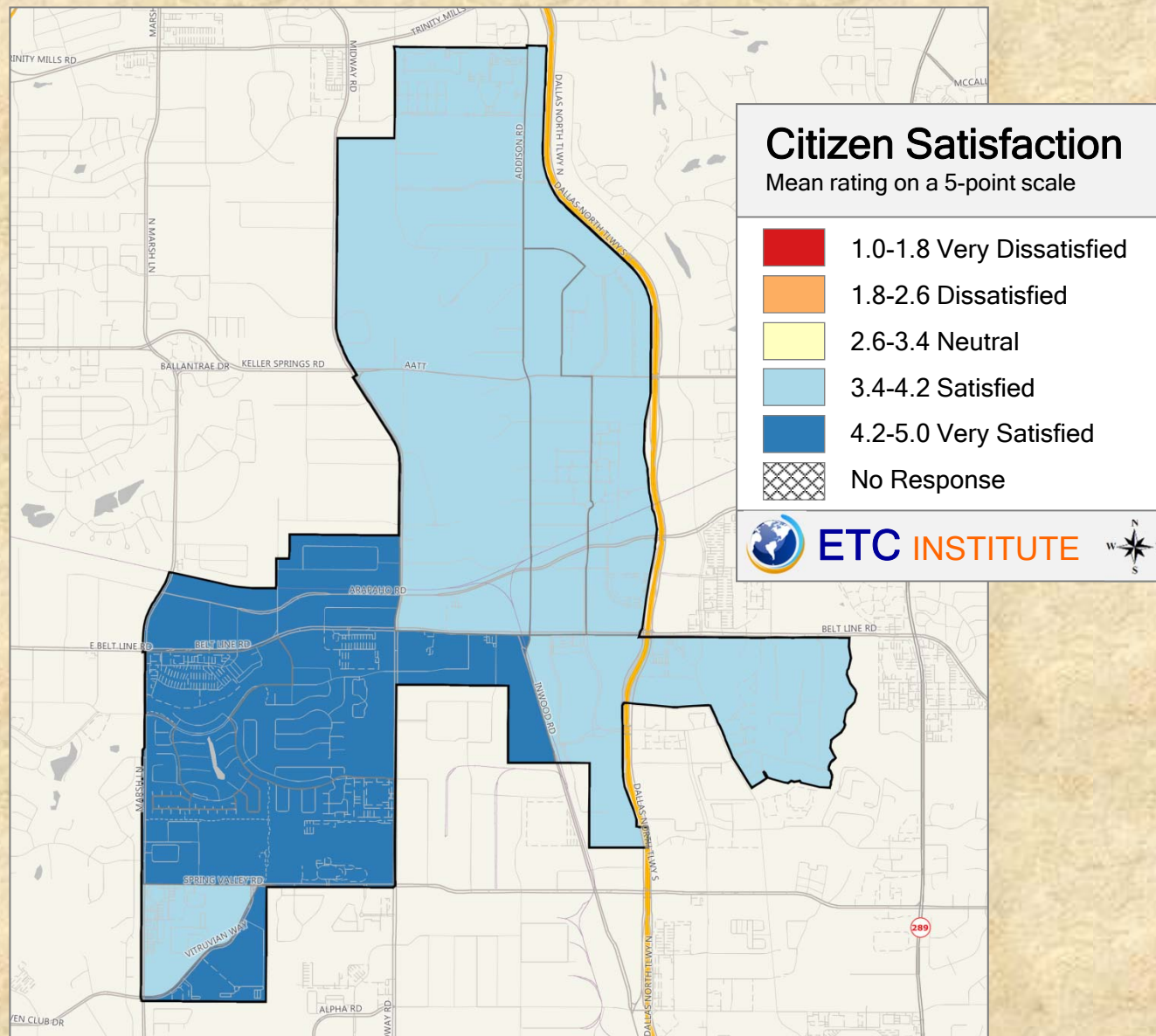
Q15-02 Level of satisfaction with: Number of town parks



2018 Town of Addison Citizen Satisfaction Survey

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

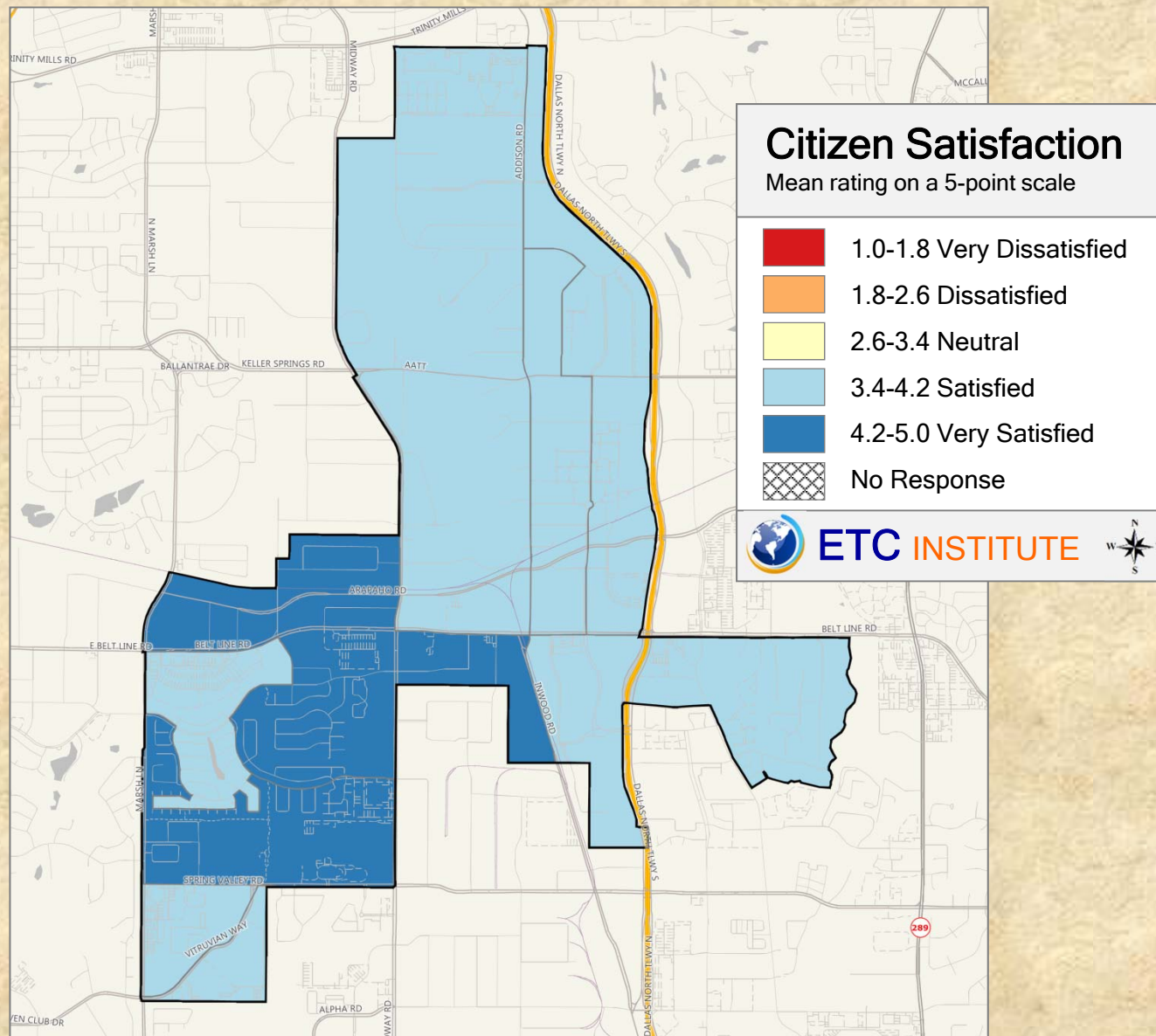
Q15-03 Level of satisfaction with: Quality of walking and biking trails



2018 Town of Addison Citizen Satisfaction Survey

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

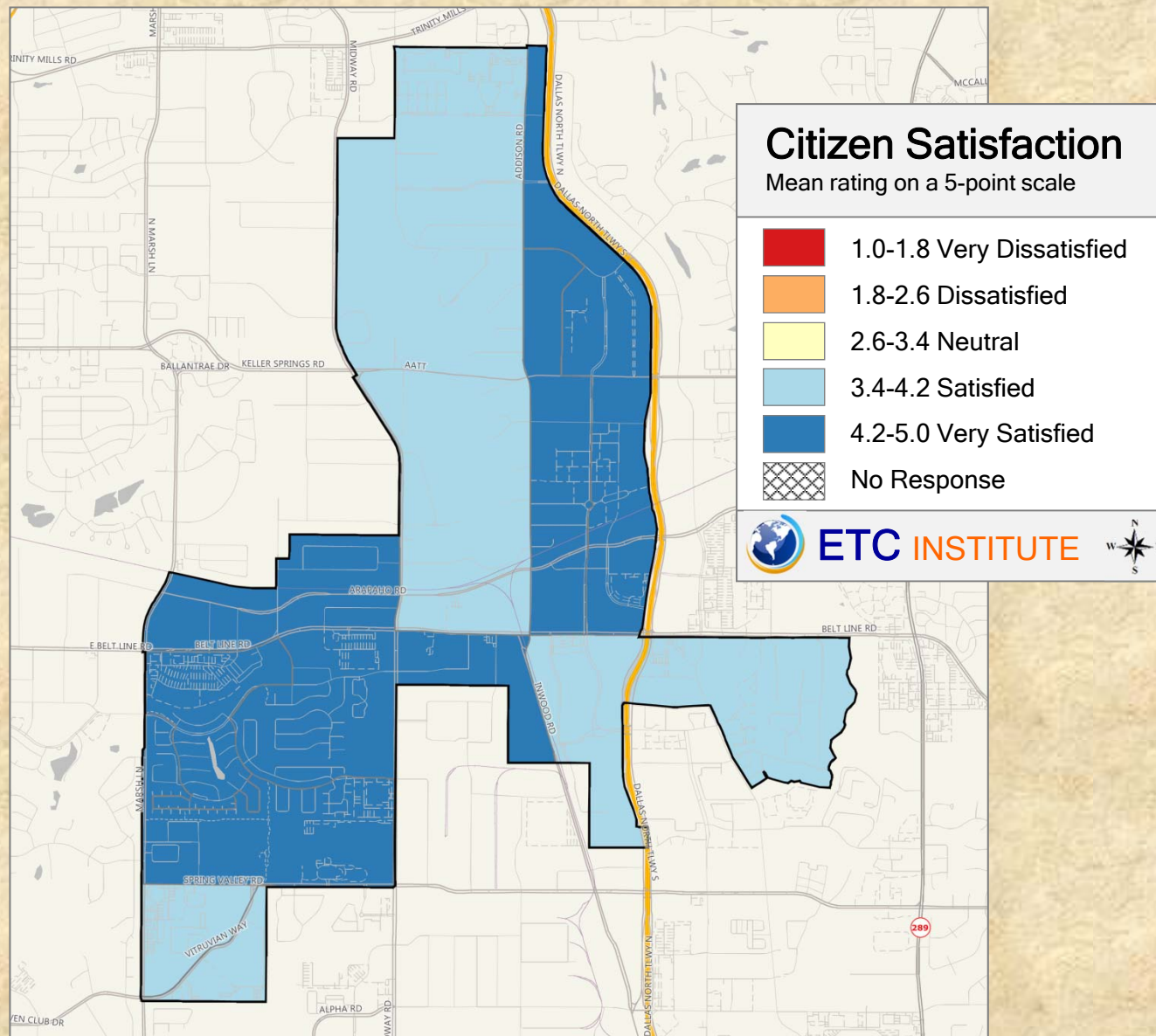
Q15-04 Level of satisfaction with: Number of walking and biking trails



2018 Town of Addison Citizen Satisfaction Survey

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

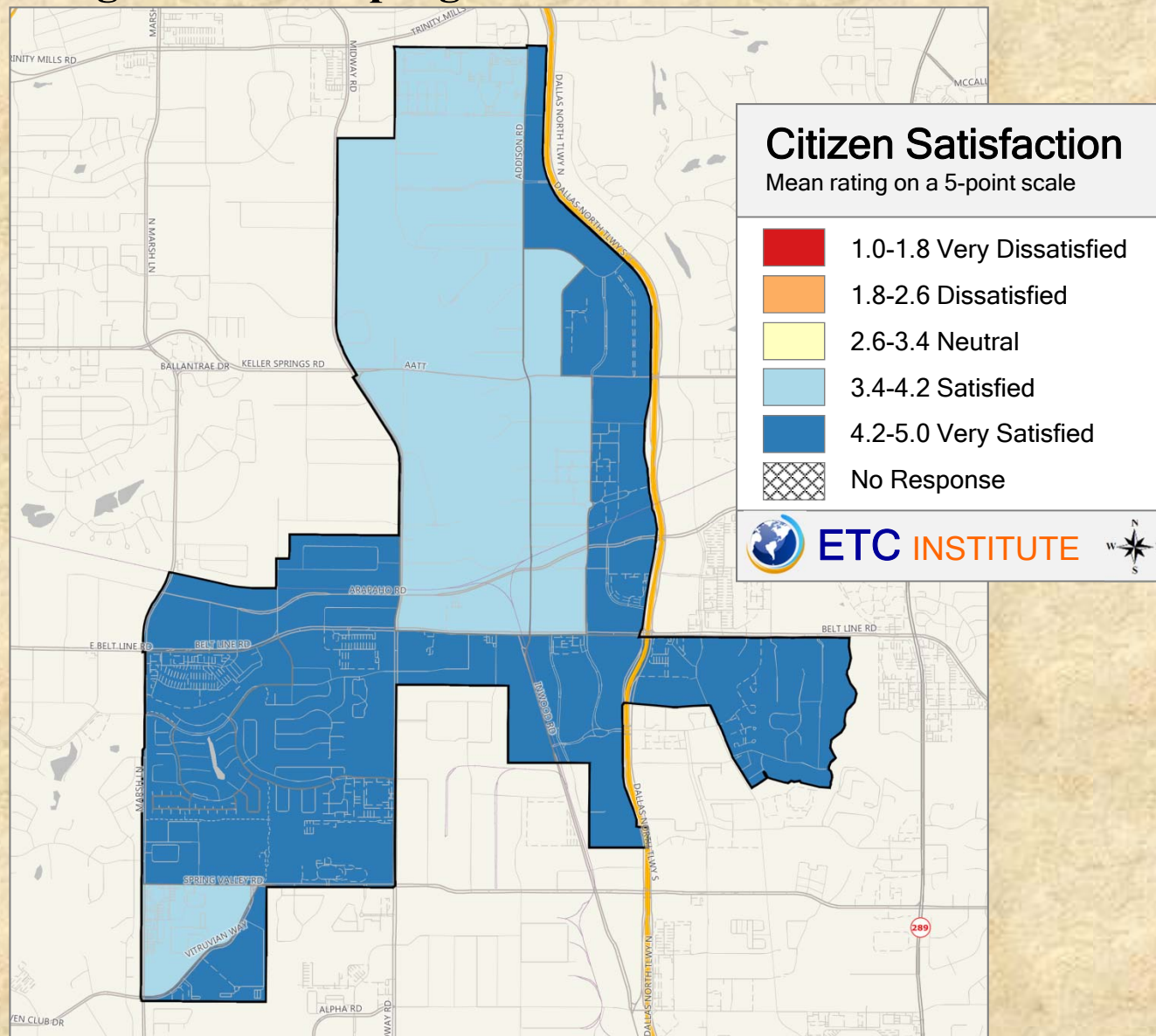
Q15-05 Level of satisfaction with: Quality of maintenance of town parks



2018 Town of Addison Citizen Satisfaction Survey

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

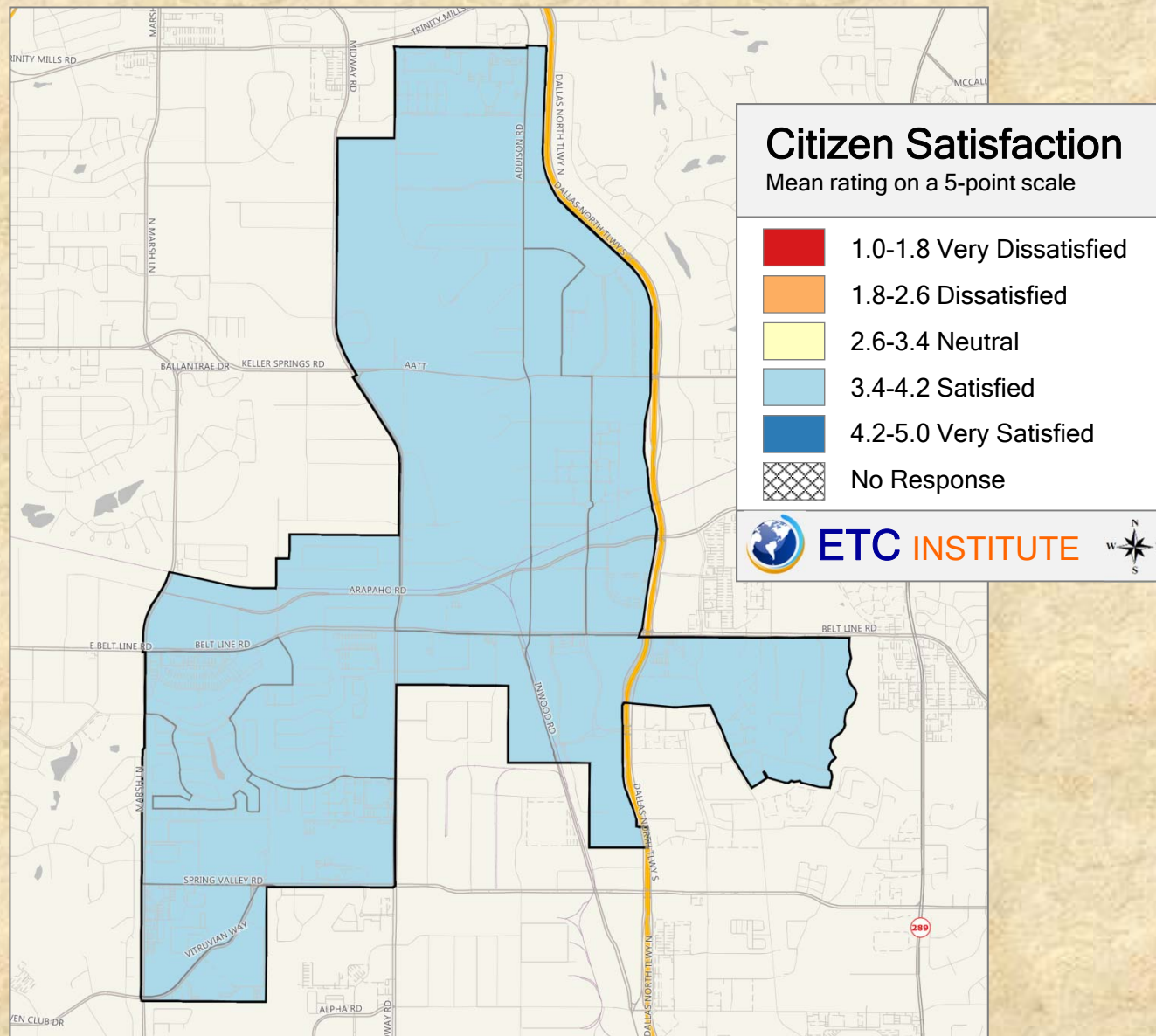
Q15-06 Level of satisfaction with: Ease of registration for programs at the athletic club



2018 Town of Addison Citizen Satisfaction Survey

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

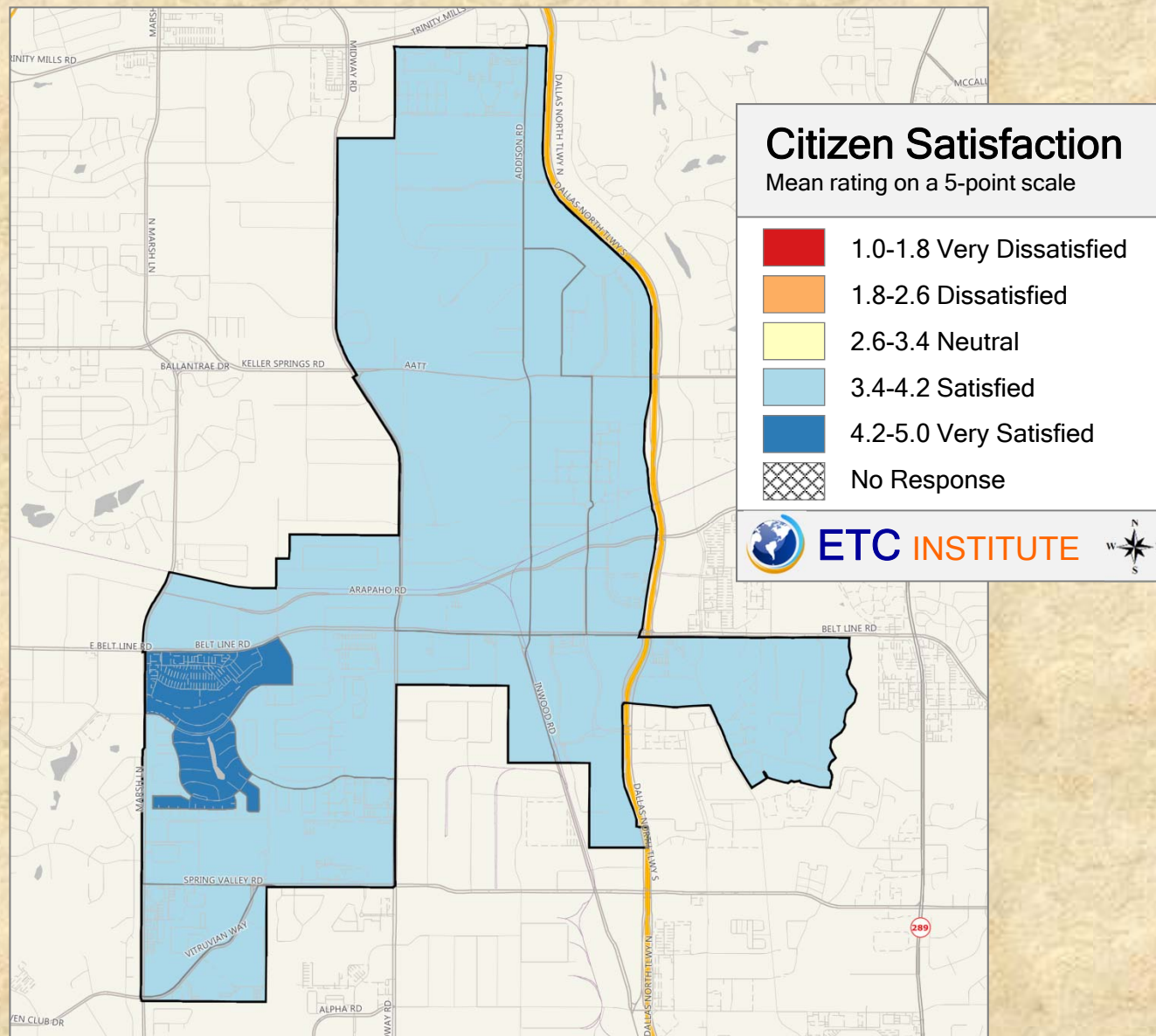
Q15-07 Level of satisfaction with: Quality of dog parks



2018 Town of Addison Citizen Satisfaction Survey

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

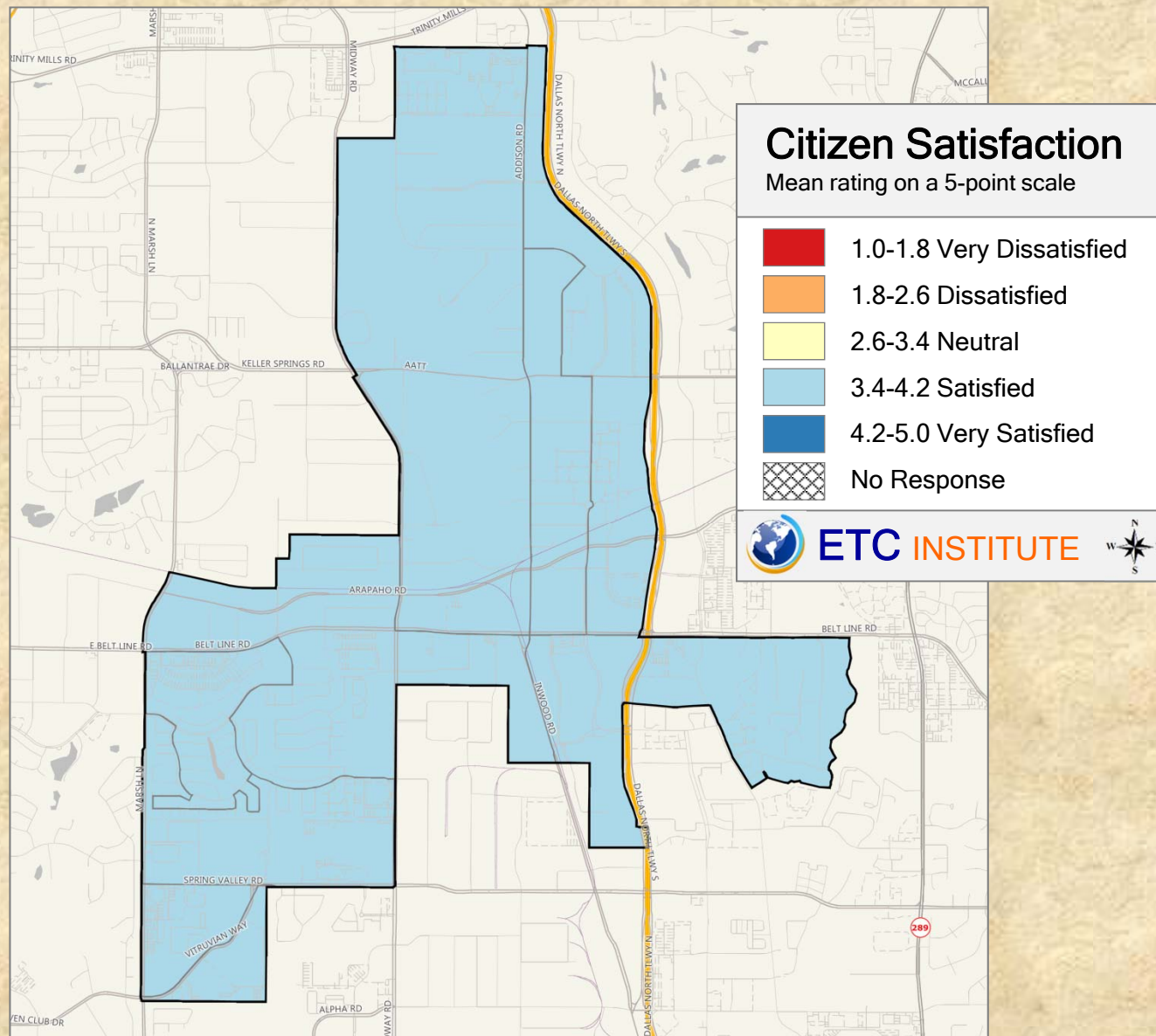
Q15-08 Level of satisfaction with: Eco-friendly initiatives in town parks



2018 Town of Addison Citizen Satisfaction Survey

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

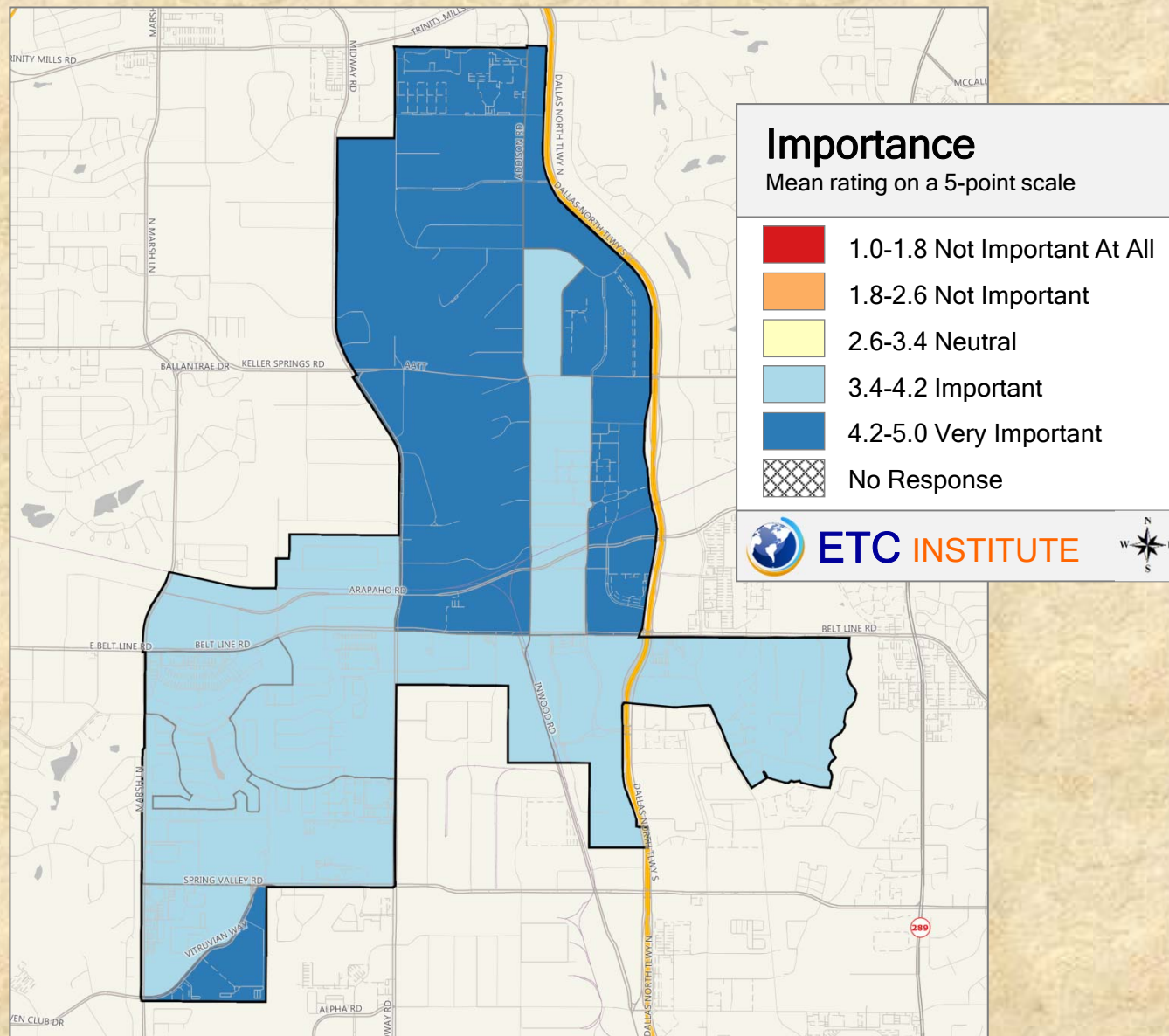
Q15-09 Level of satisfaction with: Quality of public art



2018 Town of Addison Citizen Satisfaction Survey

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

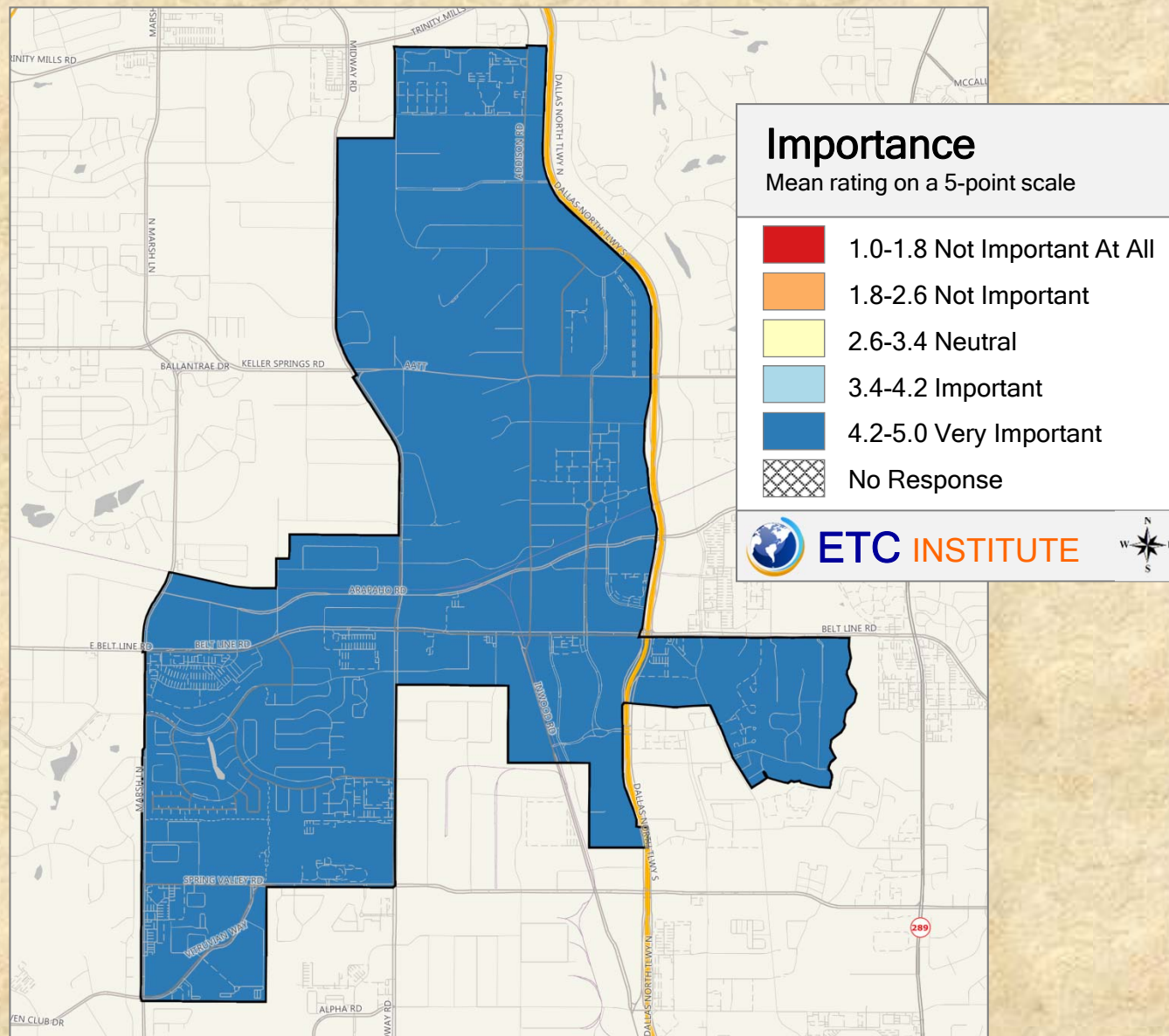
Q17-01 Level of importance of: Economic development



2018 Town of Addison Citizen Satisfaction Survey

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

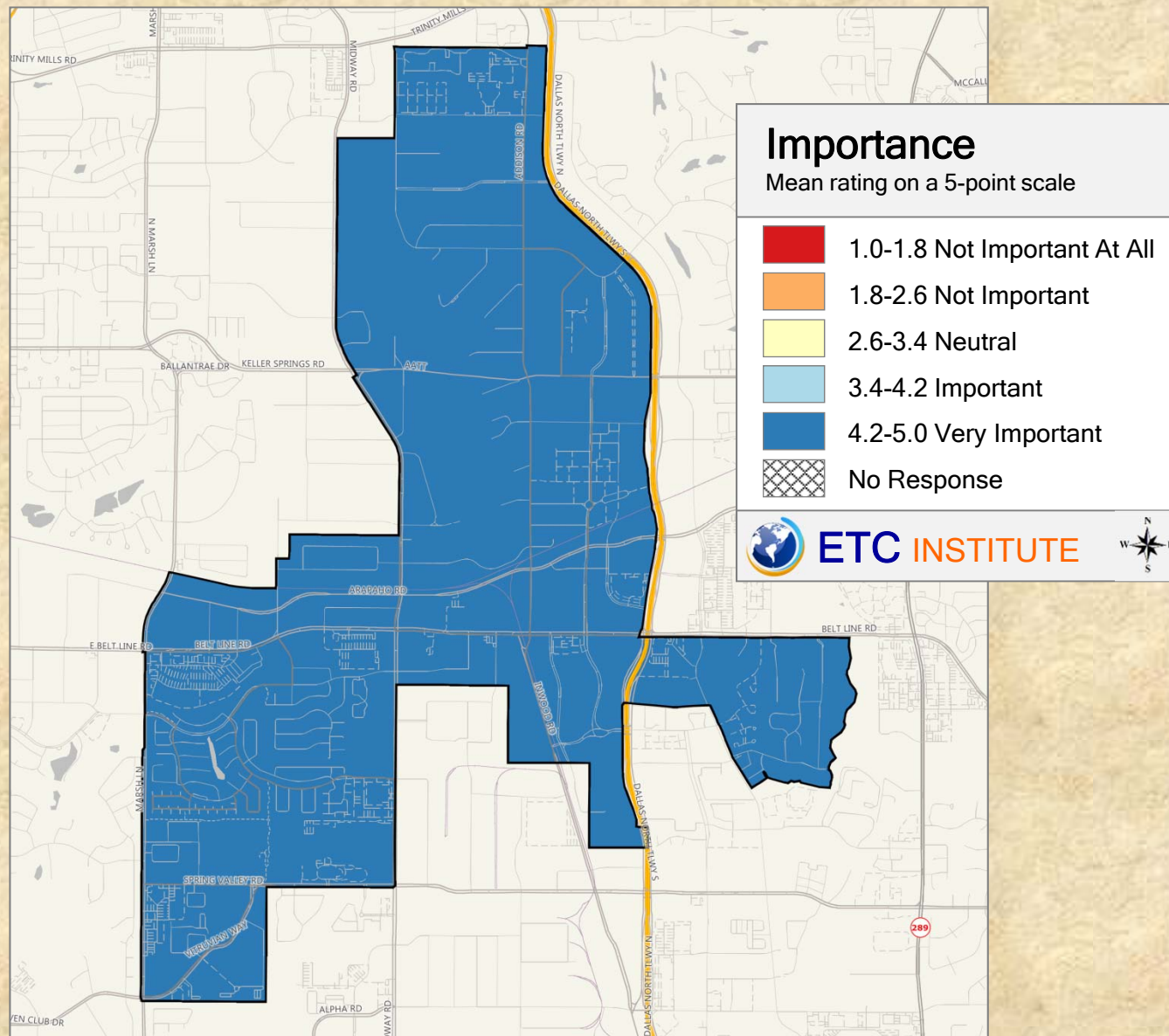
Q17-02 Level of importance of: Maintaining town infrastructure



2018 Town of Addison Citizen Satisfaction Survey

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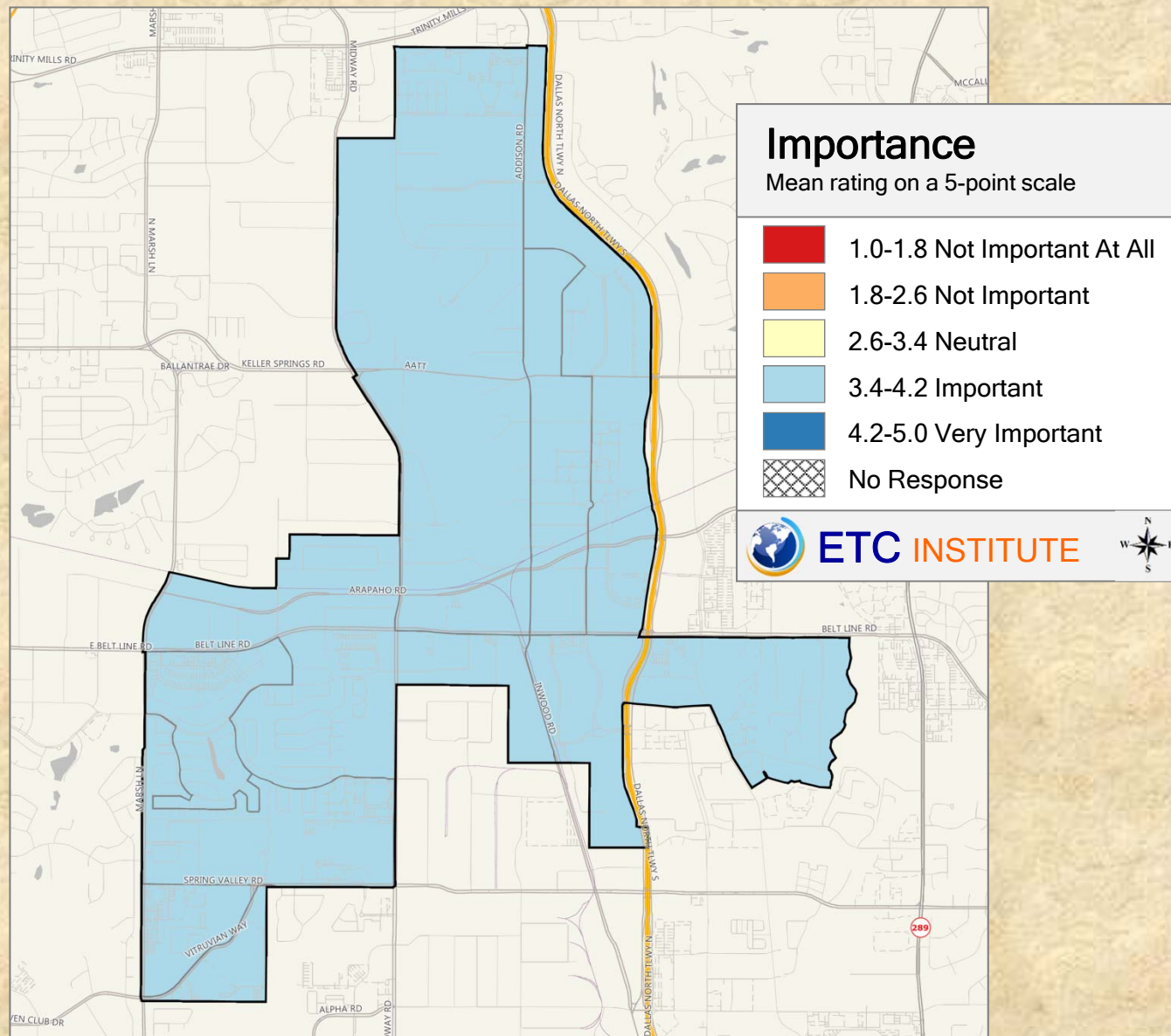
Q17-03 Level of importance of: Transportation systems



2018 Town of Addison Citizen Satisfaction Survey

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

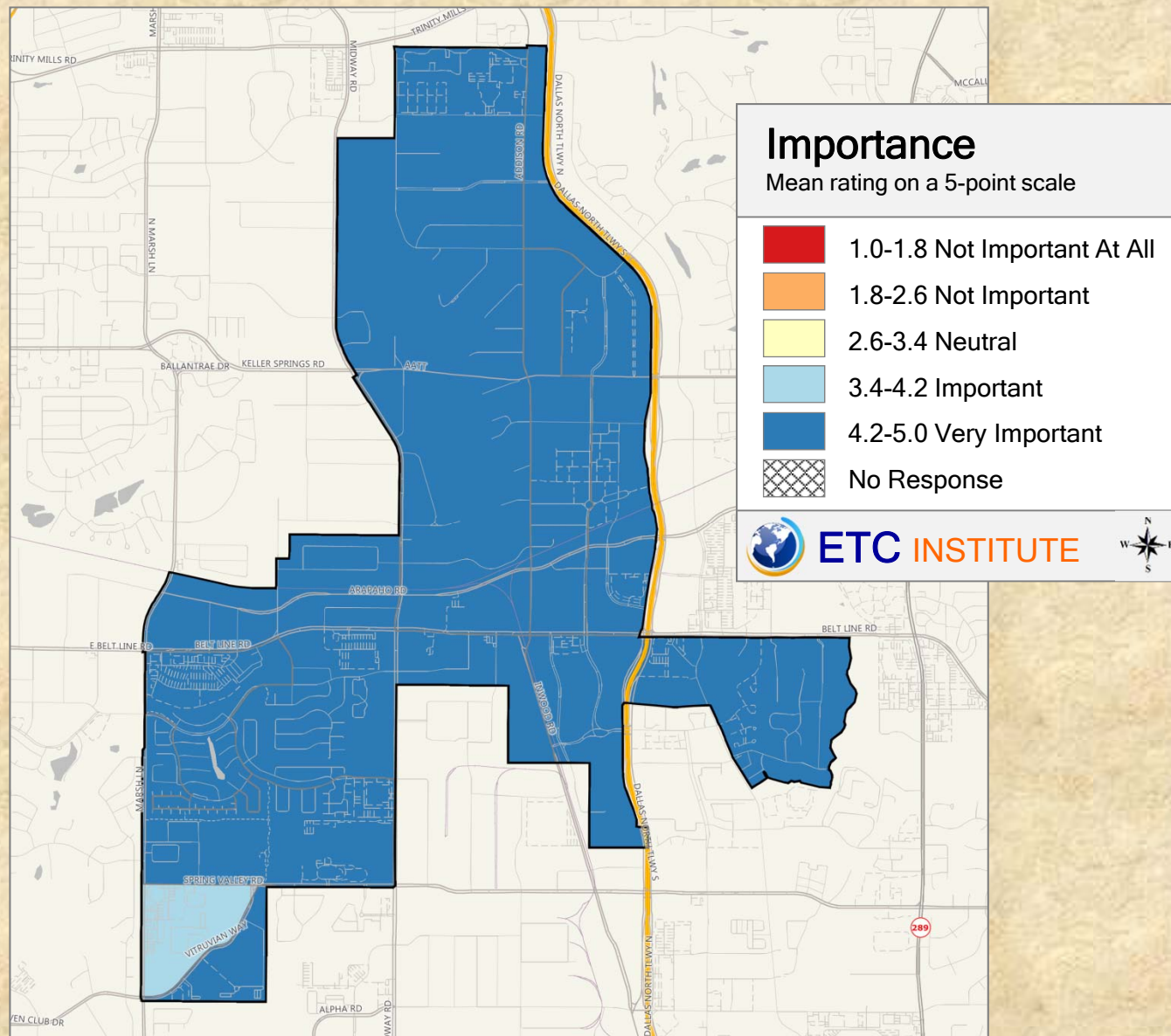
Q17-04 Level of importance of: Customer service



2018 Town of Addison Citizen Satisfaction Survey

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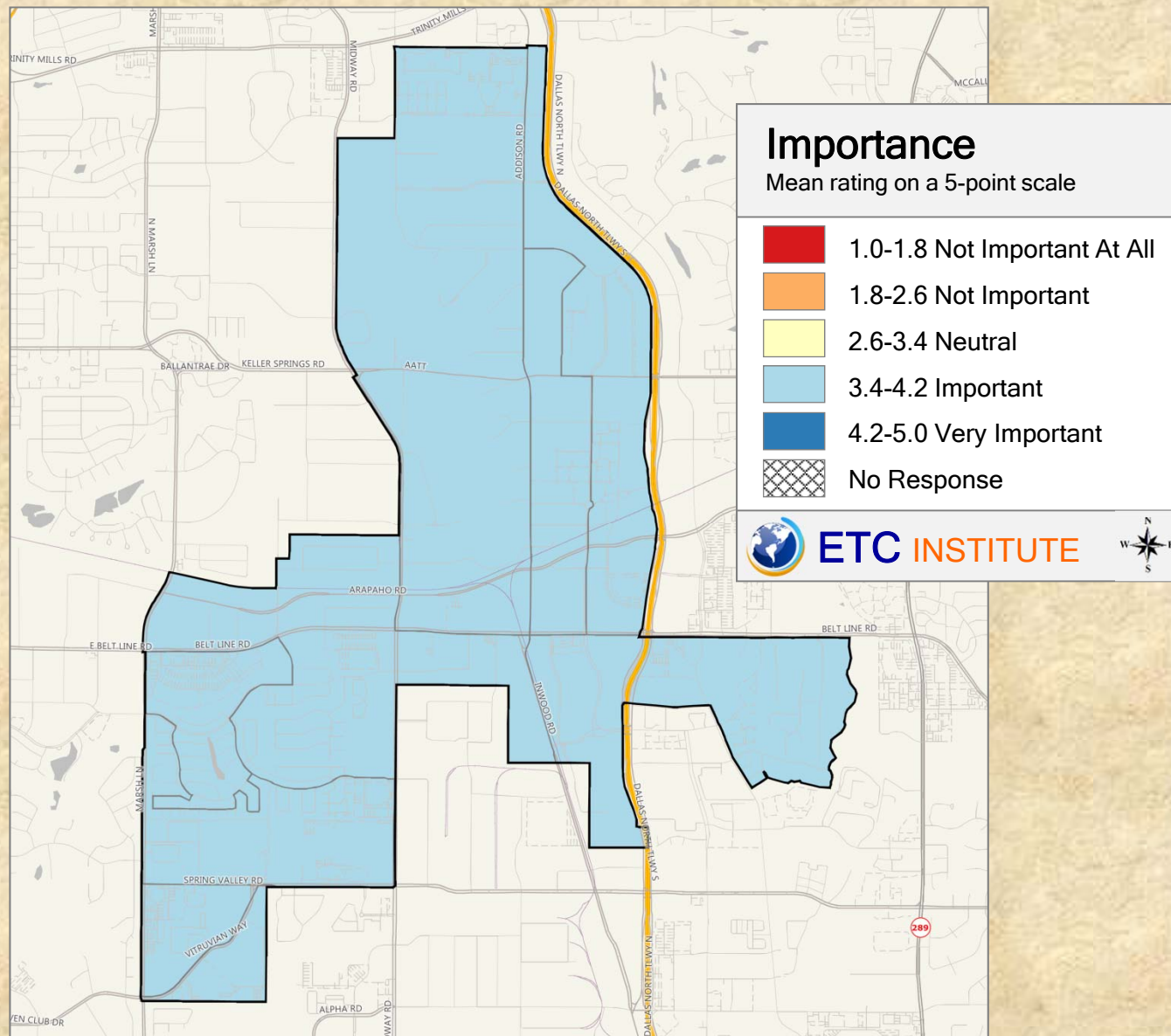
Q17-05 Level of importance of: Financial health



2018 Town of Addison Citizen Satisfaction Survey

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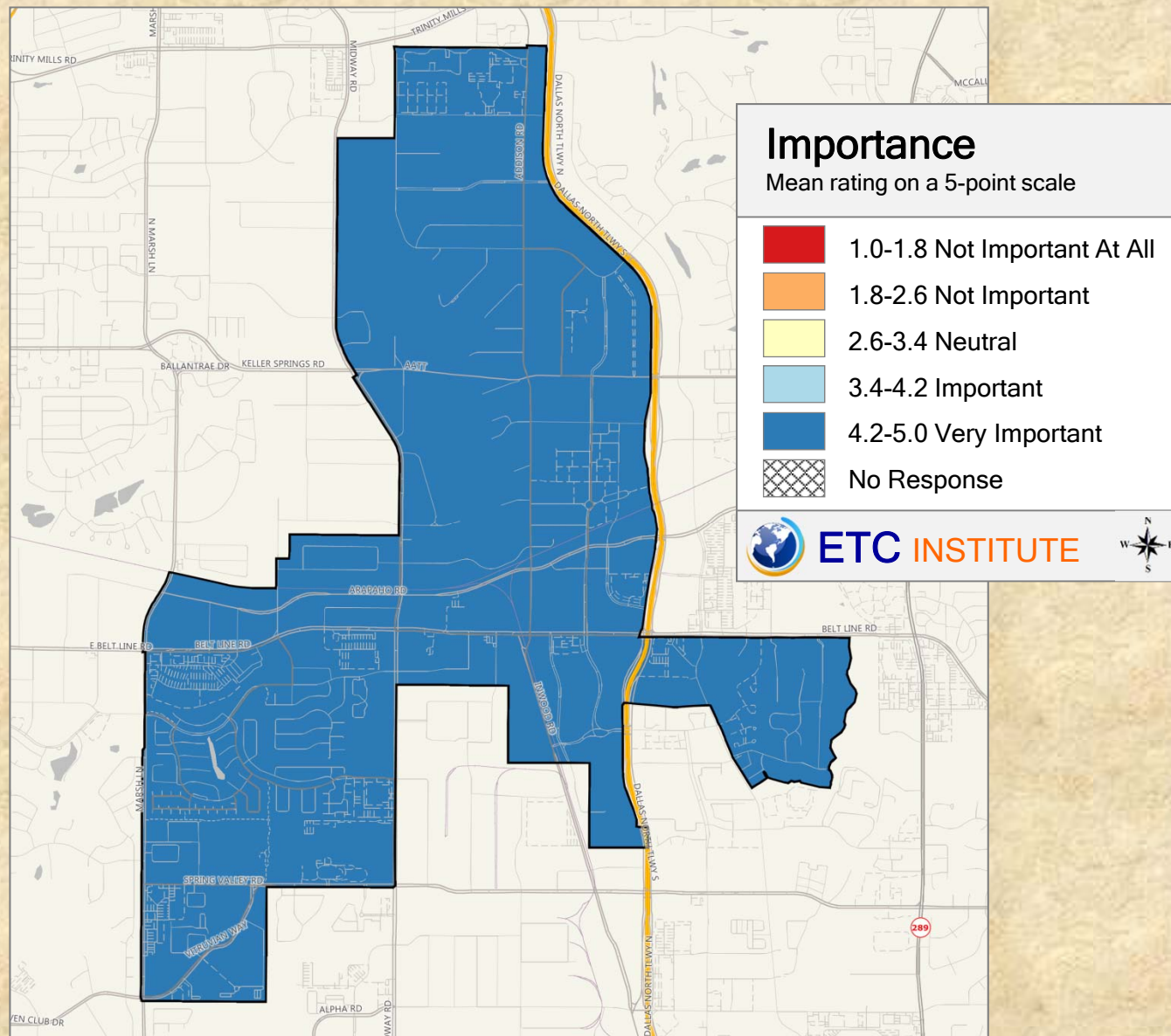
Q17-06 Level of importance of: Optimizing the Addison brand



2018 Town of Addison Citizen Satisfaction Survey

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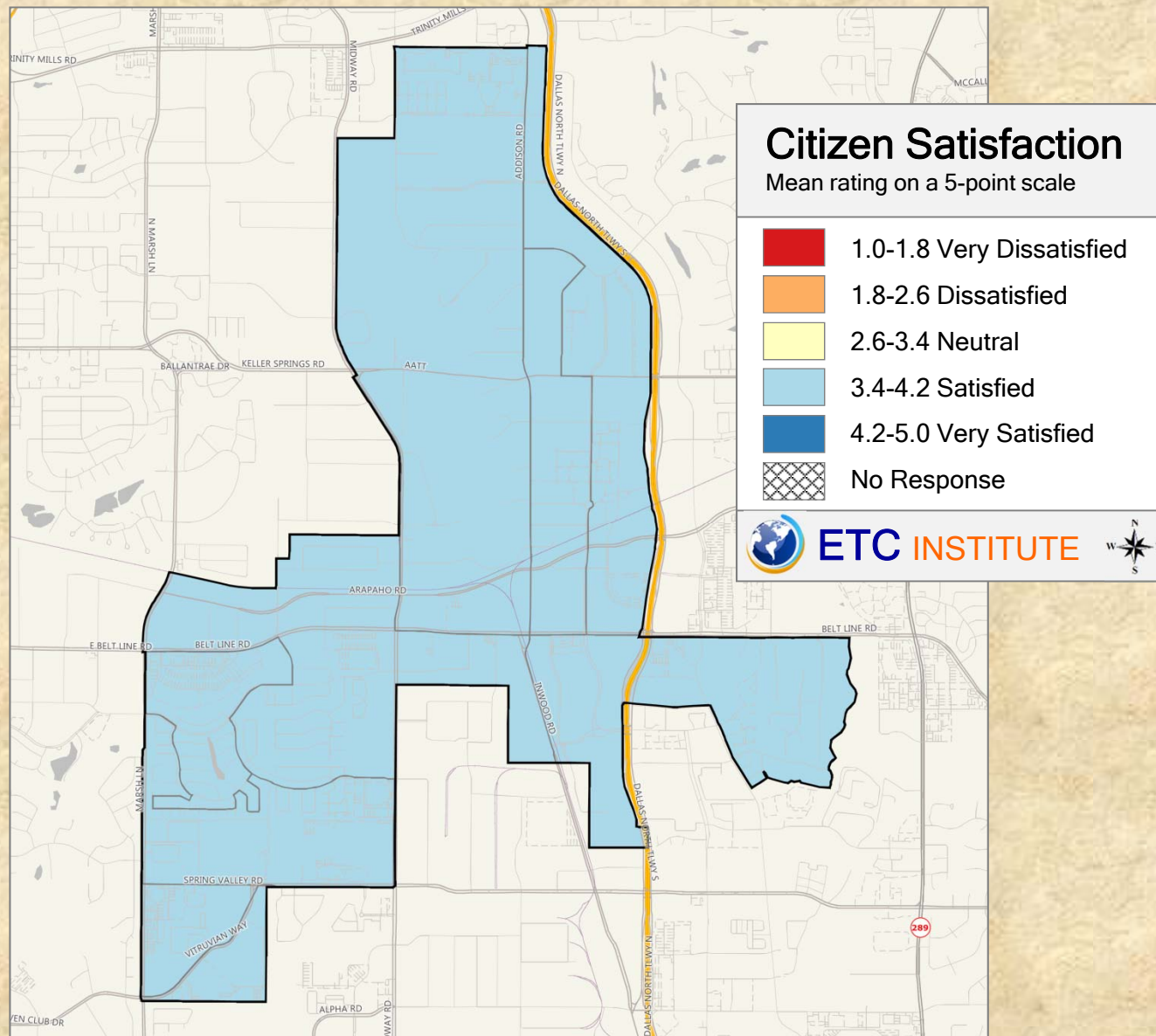
Q17-07 Level of importance of: Public safety



2018 Town of Addison Citizen Satisfaction Survey

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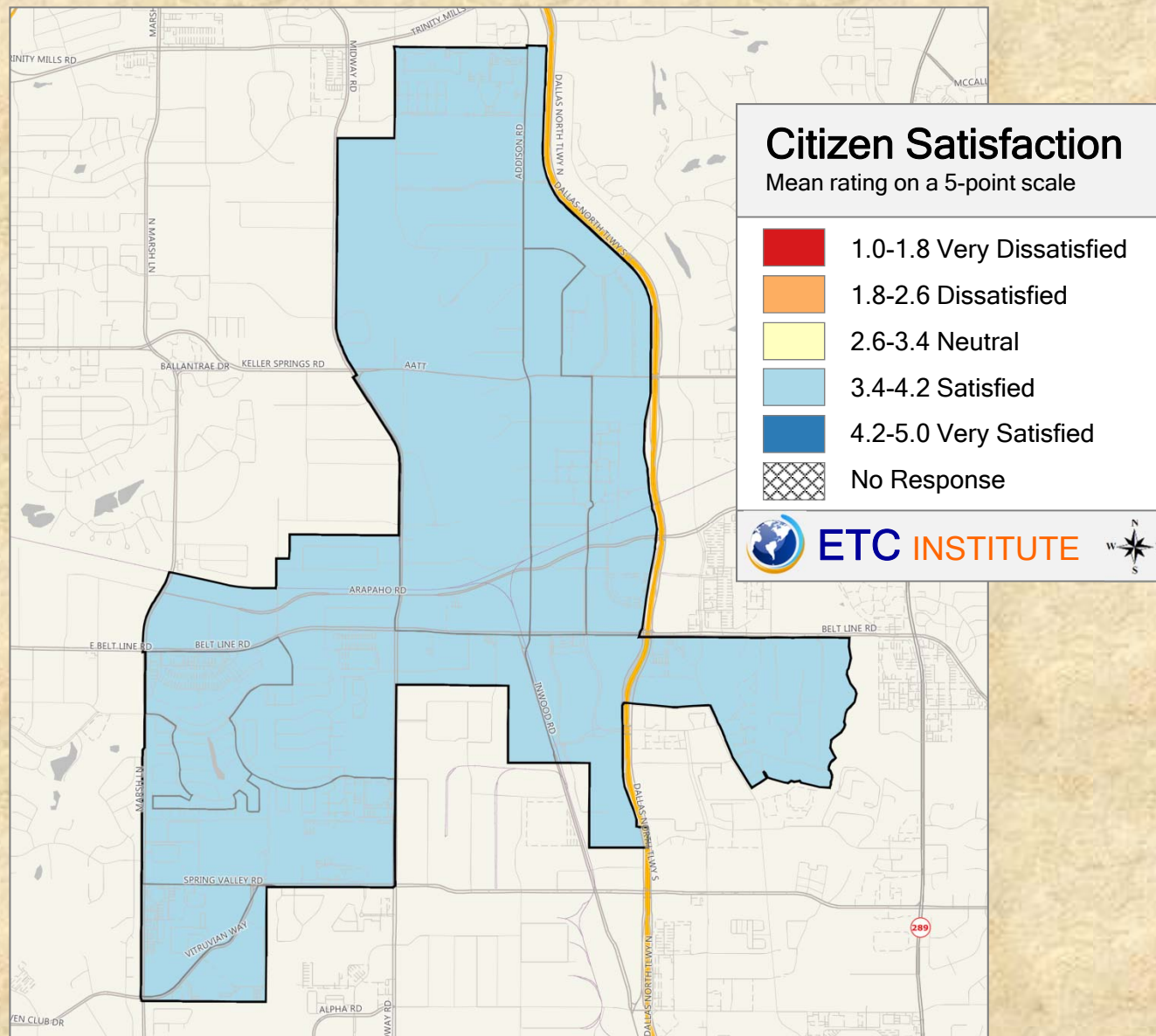
Q20-01 Level of satisfaction with: Quality of the town's website



2018 Town of Addison Citizen Satisfaction Survey

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

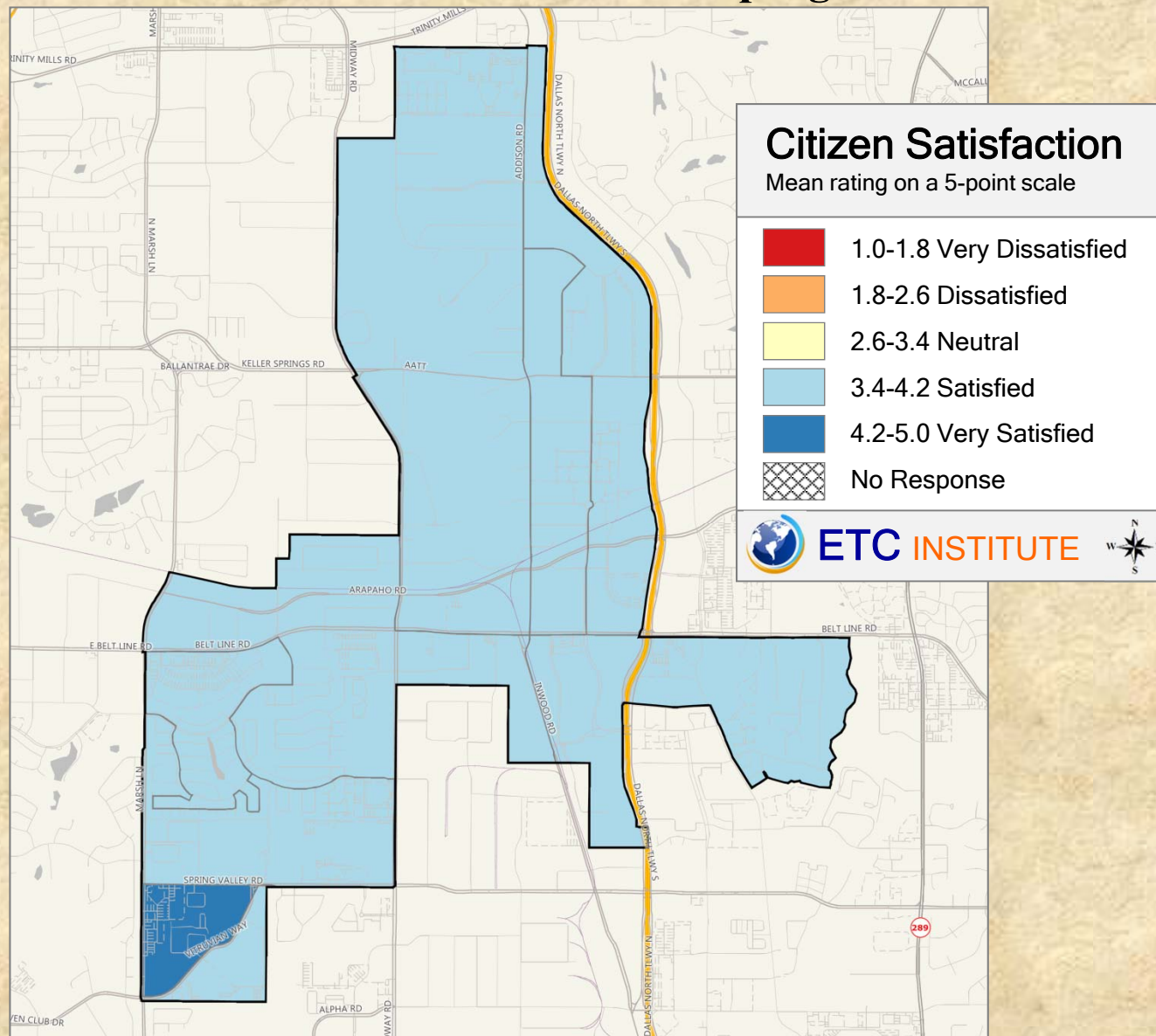
Q20-02 Level of satisfaction with: Quality of the town's social media



2018 Town of Addison Citizen Satisfaction Survey

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

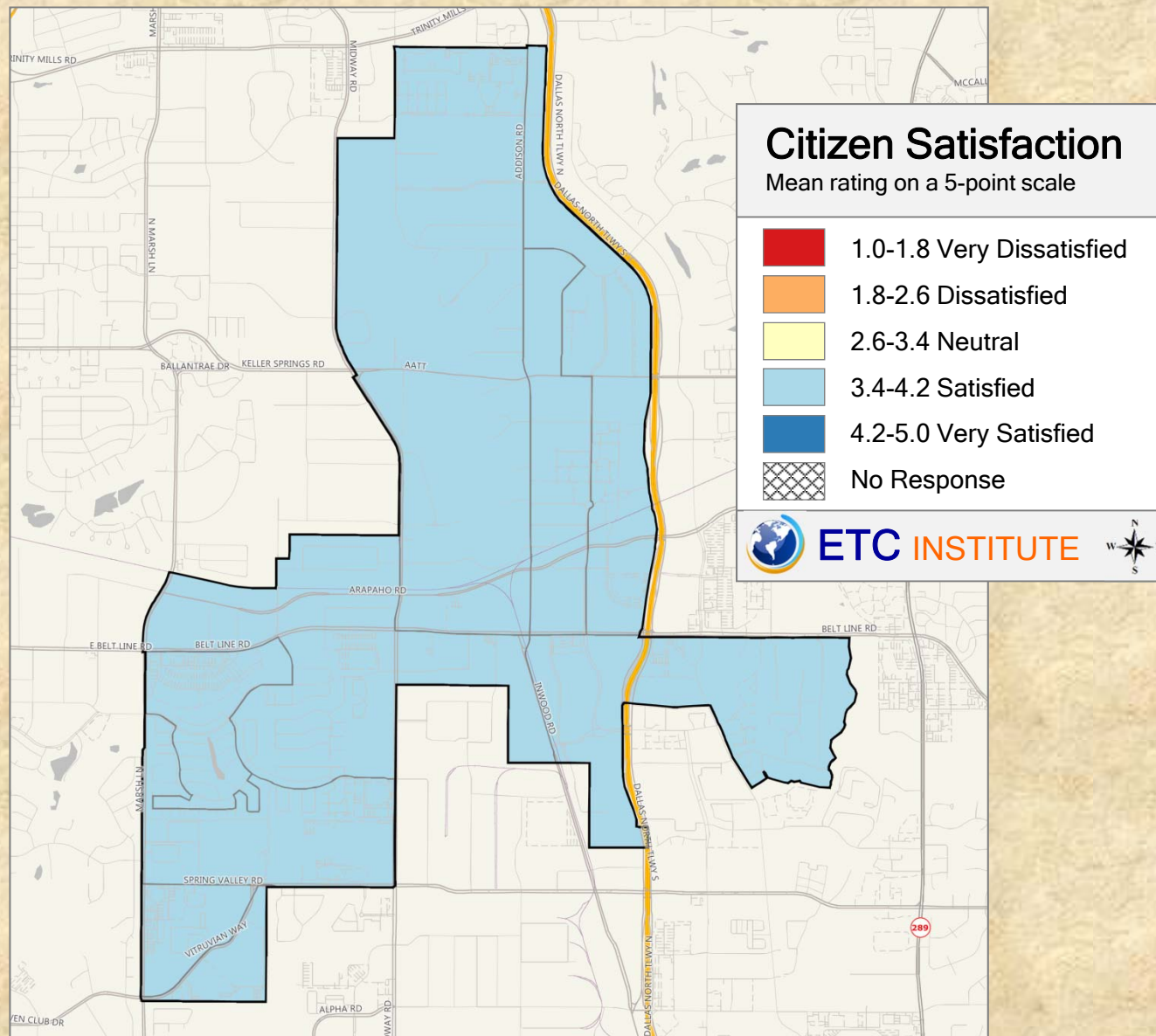
Q20-03 Level of satisfaction with: Availability of information on town services and programs



2018 Town of Addison Citizen Satisfaction Survey

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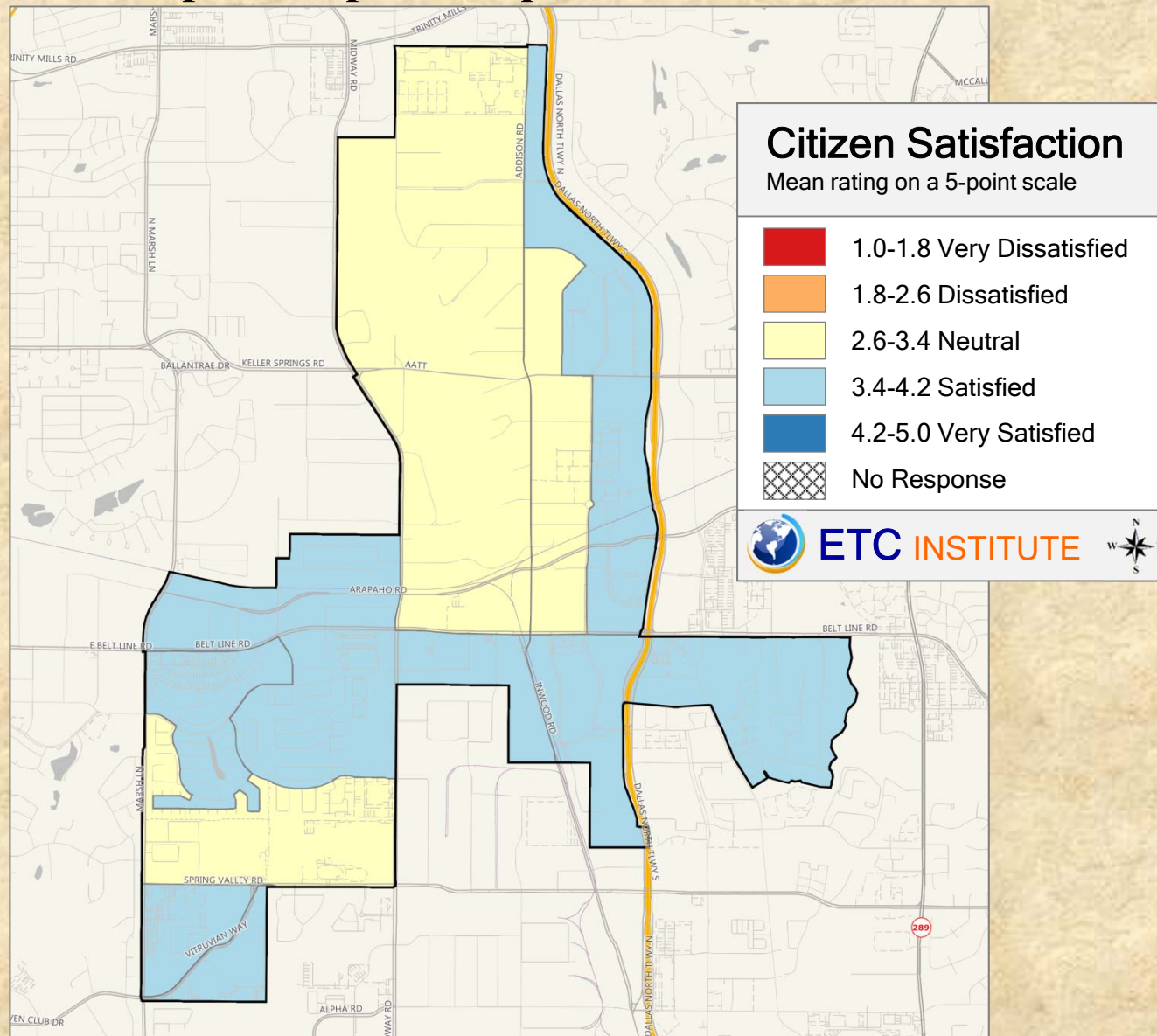
Q20-04 Level of satisfaction with: Town's efforts to keep you informed



2018 Town of Addison Citizen Satisfaction Survey

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

Q20-05 Level of satisfaction with: Opportunities to provide public input into decisions



2018 Town of Addison Citizen Satisfaction Survey

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