

City of Tyler Community Survey

Findings Report

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2018

Submitted to the City Tyler

By:
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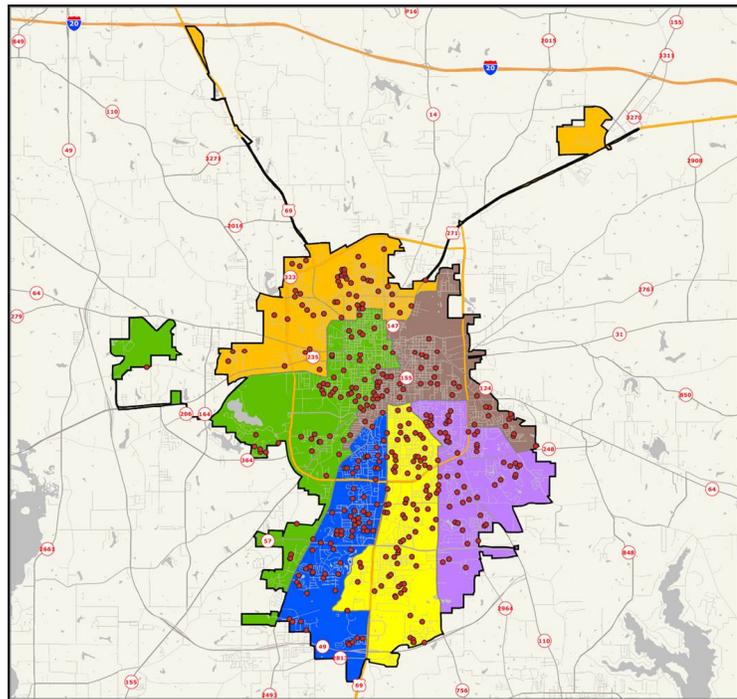
2018 City of Tyler Community Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Tyler during the summer of 2018. The purpose of the survey was to help the City establish priorities for infrastructure, parks, recreation facilities, programs and services within the community. The City of Tyler will use the data collected to take a resident-driven approach to making decisions that will enrich the future of the community and positively affect the lives of residents. Previous surveys were administered in 2006, 2012, and 2015.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Tyler. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Tyler from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. To better understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map above shows the physical distribution of respondents to the community survey based on the location of their home.



The goal was to obtain completed surveys from at least 400 residents. A total of 406 residents completed the survey. The overall results for the sample of 406 households have a precision of at least +/-4.8% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Tyler with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- an executive summary of the methodology for administering the survey and major findings;
- charts showing the overall results for most questions on the survey and trend data from the 2006 and 2015 community surveys;
- GIS maps showing the results of selected questions on the survey as maps of the City;
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

A separate appendix was created showing cross-tabular data of survey questions by key variables.

Overall Perceptions of the City

Overall, most respondents have a positive perception of the City of Tyler. Eighty-four percent (84%) of the residents surveyed, *who had an opinion*, indicated that the City of Tyler is either an “excellent” or “good” place to live, 82% indicated the City is an “excellent” or “good” place to raise children, and 82% indicated the City is an “excellent” or “good” place to retire. The overall quality of public education (51%) received the lowest percentage of “excellent” and “good” responses from residents.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of public safety services (88%), garbage collection services (79%), quality of the airport (65%), and the quality of parks and recreation programs and facilities (65%). Respondents were least satisfied with the effectiveness of traffic and congestion management in the City. Based on the sum of respondents’ top two choices the effectiveness of traffic congestion and management (48%) and the maintenance of city streets and facilities (38%) are the two services residents think should receive the most emphasis from city leaders over the next three years.

Issues Facing the City of Tyler

Respondents were asked to indicate how important 19 different issues are to the City of Tyler,

based on the combined percentage of “very important” and “somewhat important” responses among residents, *who had an opinion*, the following issues are most important: traffic congestion (98%), employment opportunities (96%), public safety (95%), and education (95%). Based on the sum of respondents’ top four choices traffic congestion (59%) and public safety (47%) are the most important issues for the City of Tyler to address.

Reasons to Live in Tyler

Respondents were asked to indicate how important 18 different items were to their decision to live in Tyler. Based on the sum of “extremely important” and “important” responses from residents *who had an opinion*, the following reasons were most important: the low crime rate (87%), the quality of health care services (84%), and employment opportunities (83%). The availability of public transportation (44%) and the availability of arts and cultural amenities (45%) were the least important reasons to live in Tyler according to residents. Based on the sum of respondents’ top three choices the low crime rate will have the most impact on their decision to stay in the City of Tyler.

Building for the Future

The assets that respondents believe the City should build upon in the future, based upon the combined percentage of “very strong” and “somewhat strong” responses among residents *who had an opinion*, were: medical centers (94%), general quality of life (94%), neighborhoods (91%), higher education institutions (91%), and the financial health of the local economy (88%). Based on the sum of respondents’ top four choices employment opportunities (34%), medical centers (31%), low City taxes (29%) and the general quality of life (28%) were the four assets respondents believe are most important for the City of Tyler to build upon in the future. Ninety-four percent (94%) of respondents indicated they either “strongly agree” or “agree” that Tyler’s future should include better traffic flow on major City roads. Fifty-four percent of respondents indicated that better traffic flow on major City roads best represents their vision for the future of the City of Tyler.

Additional Findings

- Fifty-four percent (54%) of respondents were either “very satisfied” (14%) or “satisfied” (40%) with the quality of new neighborhood sub-divisions in the City of Tyler. Thirty-six percent (36%) indicated they were “neutral,” 8% were “dissatisfied,” and 2% were “very dissatisfied.”
- Fifty-seven percent (57%) of respondents were either “very satisfied” (17%) or “satisfied” (40%) with the quality of new commercial development in the City of Tyler. Thirty-two percent (32%) indicated they were “neutral,” 8% were “dissatisfied,” and 3% were “very dissatisfied.”
- Sixty-seven percent (67%) of respondents indicated they generally think the condition of their neighborhood is staying about the same, 21% indicated their neighborhood is getting worse, and 12% indicated their neighborhood is getting better.

- Forty-six percent (46%) of respondents indicated they think the quality of life in the City has improved, 39% indicated they think it is staying the same, 12% indicated it is getting worse, and 3% were not sure.
- Forty-six percent (46%) of respondents indicated they think the quality of life in the City has improved, 39% indicated they think it is staying the same, 12% indicated it is getting worse, and 3% were not sure.

Long-Term Trends

The tables below show how responses have changed since 2006. Significant increases or decreases are considered changes of 4% or more.

Satisfaction with Major City Services	2018	2006	Difference
Quality of public safety services	87%	84%	3%
Quality of parks & recreation programs/facilities	65%	62%	3%
Effectiveness of land use & development planning	41%	39%	2%
Quality of new commercial development	53%	53%	0%
Enforcement of city codes/ordinances	47%	49%	-2%
Quality of city library services	61%	63%	-3%
Effectiveness of traffic & congestion management	21%	26%	-5%
Garbage collection services	79%	87%	-8%
Quality of customer service you receive	60%	68%	-8%
Management & administration of city services	45%	54%	-9%
Quality of new neighborhood sub-divisions	43%	52%	-9%
Effectiveness of city communication w/the public	45%	55%	-10%
Maintenance of city streets/facilities	41%	52%	-11%
Management of drainage & storm water runoff	52%	67%	-15%
Water quality	56%	84%	-28%

Perceptions of the City	2018	2006	Difference
As a place to work	69%	66%	3%
As a place to raise children	82%	81%	1%
As a place to live	84%	86%	-2%
Quality of life in Tyler	78%	80%	-2%
As a place to retire	81%	84%	-3%

Short-Term Trends

The tables below show how responses have changed since 2015. Significant increases or decreases are considered changes of 4% or more.

Satisfaction with Major City Services	2018	2015	Difference
Quality of bus service availability	37%	36%	1%
Enforcement of city codes/ordinances	47%	46%	1%
Quality of public safety services	87%	87%	0%
Maintenance of city streets/facilities	41%	42%	-1%
Quality of parks & recreation programs/facilities	65%	67%	-2%
Quality of city library services	61%	65%	-5%
Effectiveness of traffic & congestion management	21%	26%	-5%
Quality of customer service you receive	60%	65%	-5%
Effectiveness of land use & development planning	41%	46%	-5%
Management & administration of city services	45%	51%	-6%
Quality of new commercial development	53%	60%	-7%
Effectiveness of city communication w/the public	45%	52%	-7%
Garbage collection services	79%	87%	-8%
Quality of new neighborhood sub-divisions	43%	52%	-9%
Quality of the airport	65%	74%	-9%
Management of drainage & storm water runoff	52%	65%	-13%
Water quality	56%	77%	-21%

Perceptions of the City	2018	2015	Difference
As a place to work	69%	69%	0%
Quality of life in Tyler	78%	79%	-1%
Quality of public education	51%	52%	-2%
As a place to raise children	82%	85%	-3%
As a place to retire	81%	86%	-5%
As a place to live	84%	89%	-5%

Investment Priorities

Recommended Priorities for the Next Three Years. In order to help the City, identify investment priorities for the next three years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Overall Priorities for Major City Services. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next three years to raise the City’s overall satisfaction rating are listed below:

- Effectiveness of traffic and congestion management (IS=0.3776)
- Maintenance of City streets/facilities (IS=0.2250)

The table below shows the importance-satisfaction rating for all 15 major categories of City services that were rated.

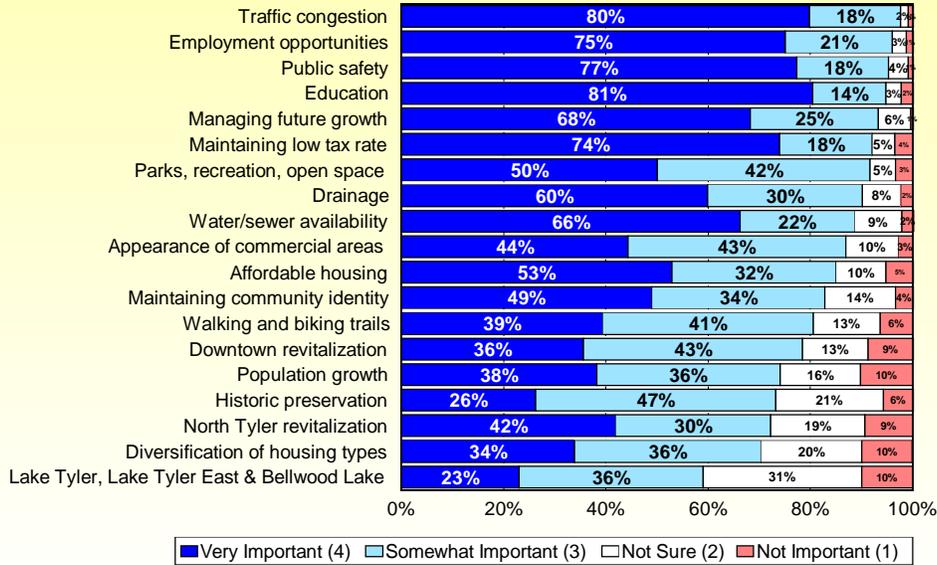
2018 Importance-Satisfaction Rating						
Tyler, Texas						
Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Effectiveness of traffic & congestion management	48%	1	21%	15	0.3776	1
Maintenance of city streets/facilities	38%	2	41%	12	0.2250	2
Medium Priority (IS < .10)						
Water quality	18%	4	56%	7	0.0794	3
Effectiveness of land use & development planning	9%	6	41%	13	0.0514	4
Quality of parks & recreation programs/facilities	11%	5	65%	3	0.0391	5
Management of drainage & storm water runoff	7%	7	52%	8	0.0357	6
Enforcement of city codes/ordinances	6%	8	47%	9	0.0342	7
Quality of bus service availability	5%	9	37%	14	0.0327	8
Quality of public safety services	20%	3	87%	1	0.0263	9
Effectiveness of city communication w/the public	4%	10	45%	11	0.0204	10
Management & administration of city services	3%	11	45%	10	0.0186	11
Quality of customer service you receive	3%	13	60%	6	0.0100	12
Quality of the airport	2%	14	65%	4	0.0070	13
Garbage collection services	3%	12	79%	2	0.0067	14
Quality of city library services	1%	15	61%	5	0.0047	15

Section 1

Charts and Graphs

Q1. Importance of Issues Currently Facing the City of Tyler

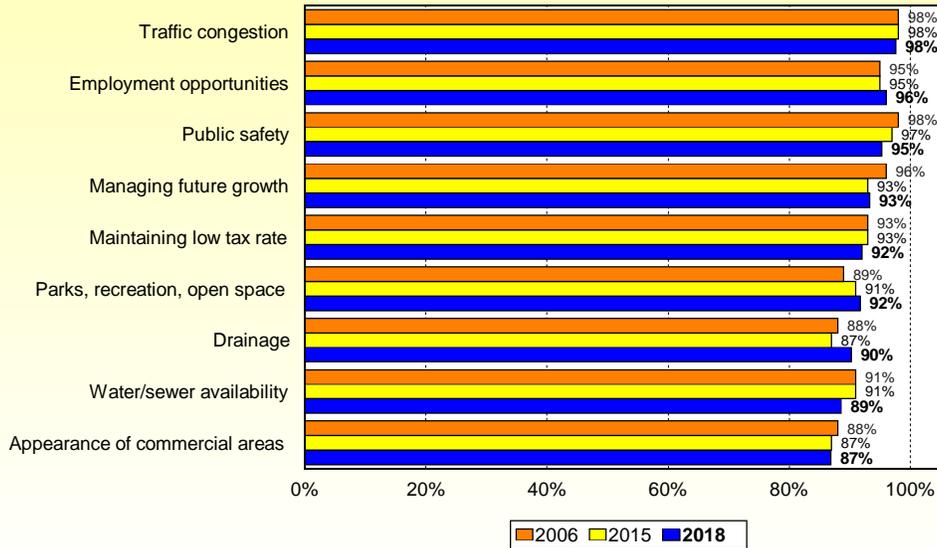
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute (2018)

TRENDS: Importance of Issues Currently Facing the City of Tyler - 2006 to 2018

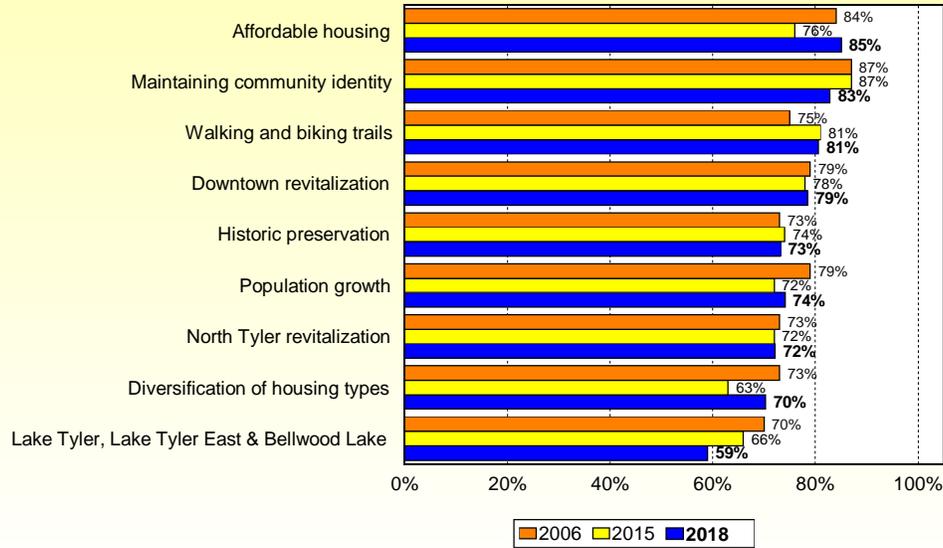
by percentage of respondents who rated the item as "very important" or "somewhat important"



Source: ETC Institute (2018)

TRENDS: Importance of Issues Currently Facing the City of Tyler - 2006 to 2018 (cont.)

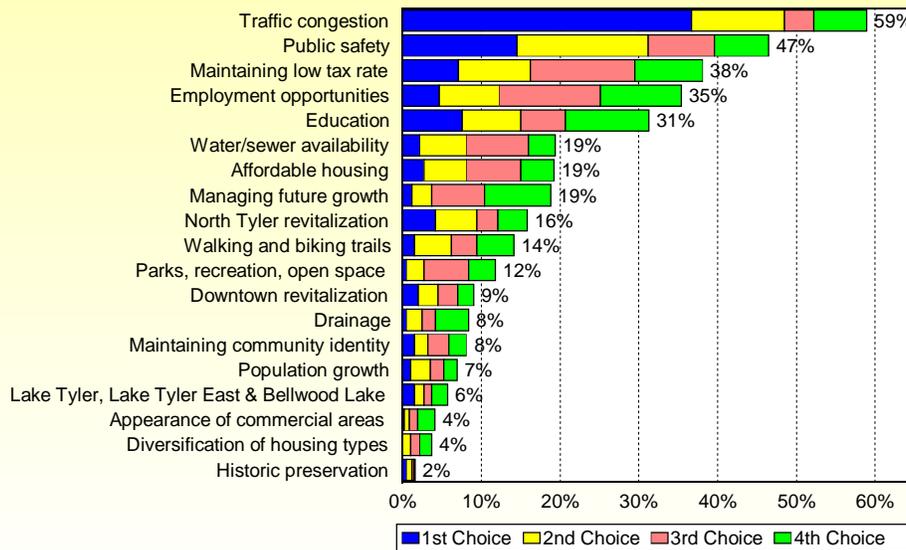
by percentage of respondents who rated the item as "very important" or "somewhat important"



Source: ETC Institute (2018)

Q2. Issues That Respondents Feel are Most Important for the City of Tyler to Address

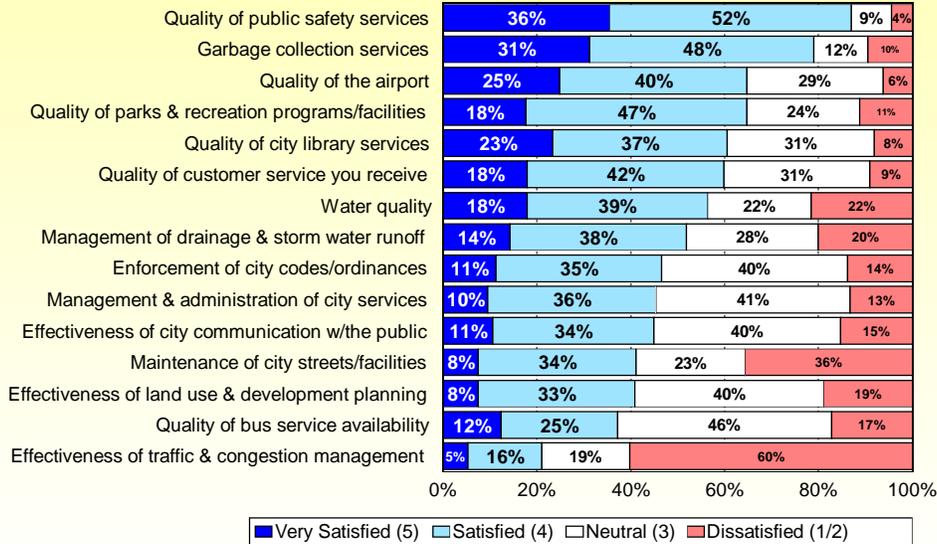
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

Q3. Overall Satisfaction with City Services by Major Category

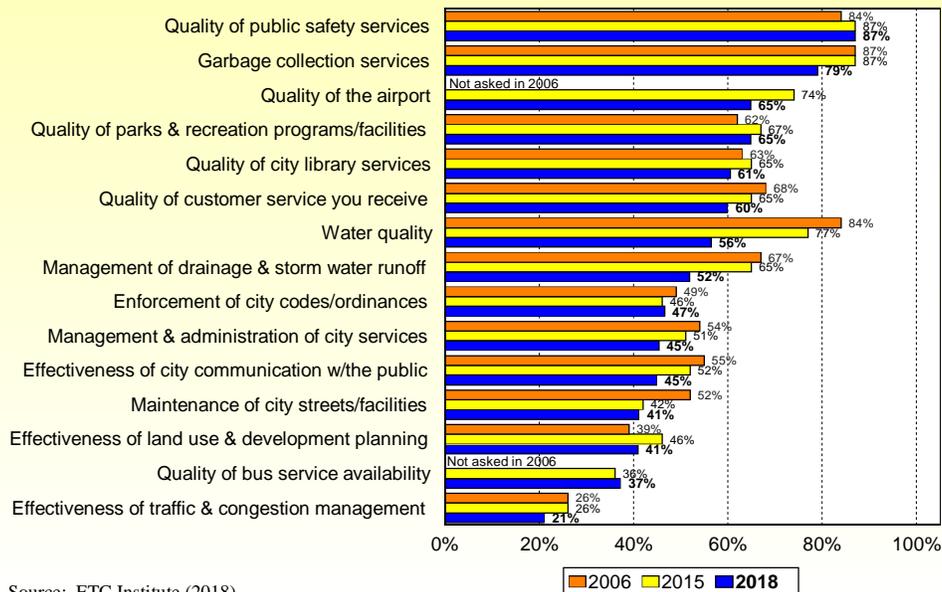
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

TRENDS: Overall Satisfaction with City Services 2006 to 2018

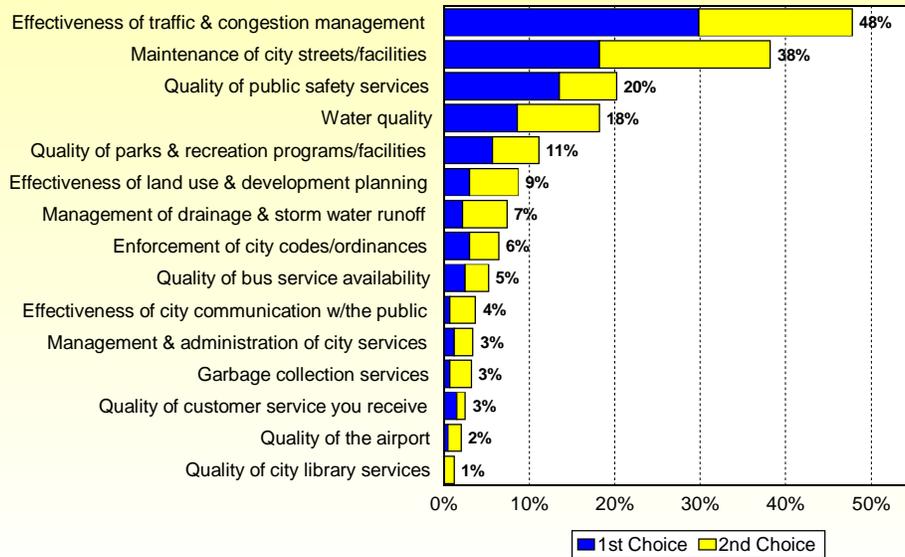
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q4. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

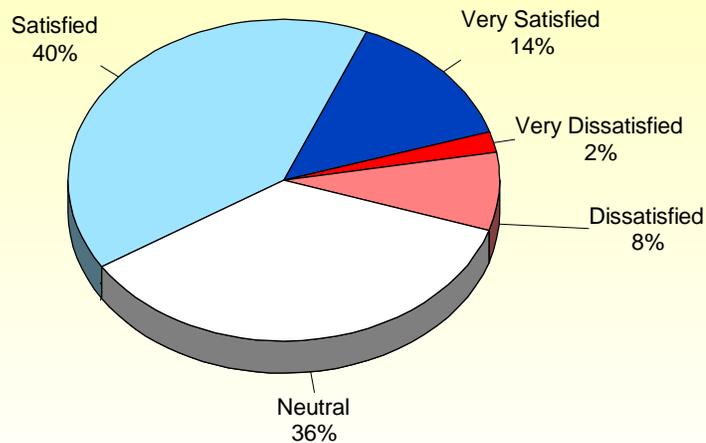
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q5. Satisfaction With the Quality of New Neighborhood Sub-Divisions in the City of Tyler

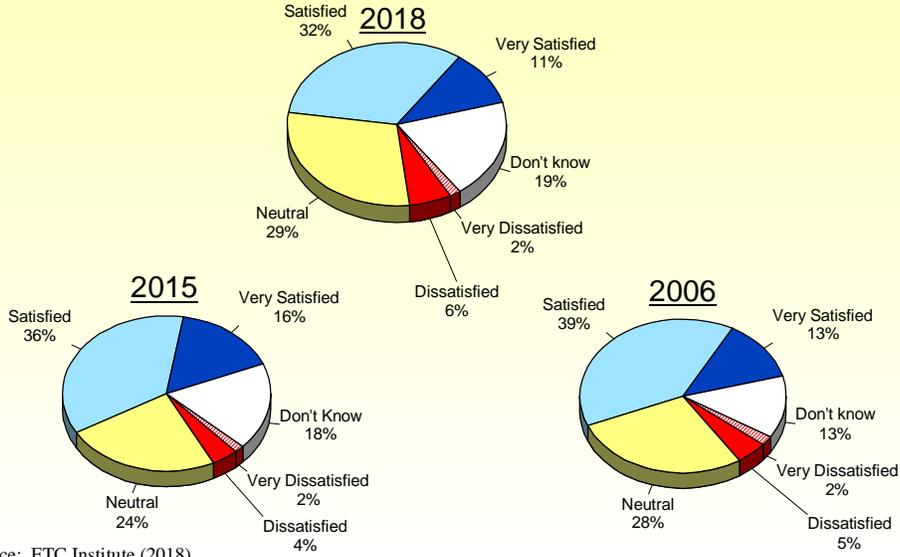
by percentage of respondents



Source: ETC Institute (2018)

TRENDS: Satisfaction With the Quality of New Neighborhood Sub-Divisions in the City of Tyler 2006 to 2018

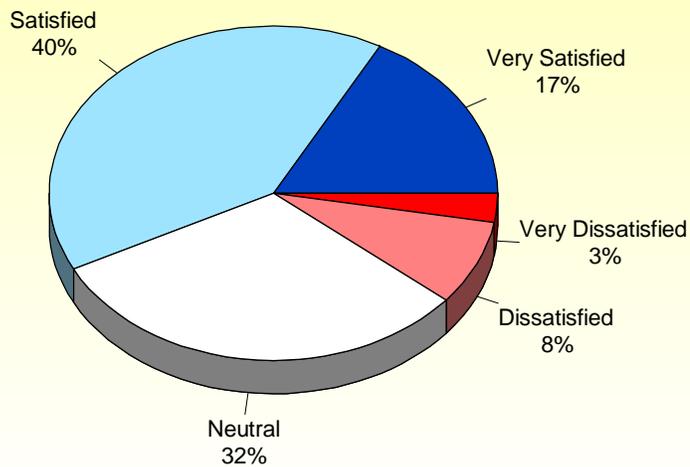
by percentage of respondents



Source: ETC Institute (2018)

Q6. Satisfaction With the Quality of New Commercial Development in the City of Tyler

by percentage of respondents

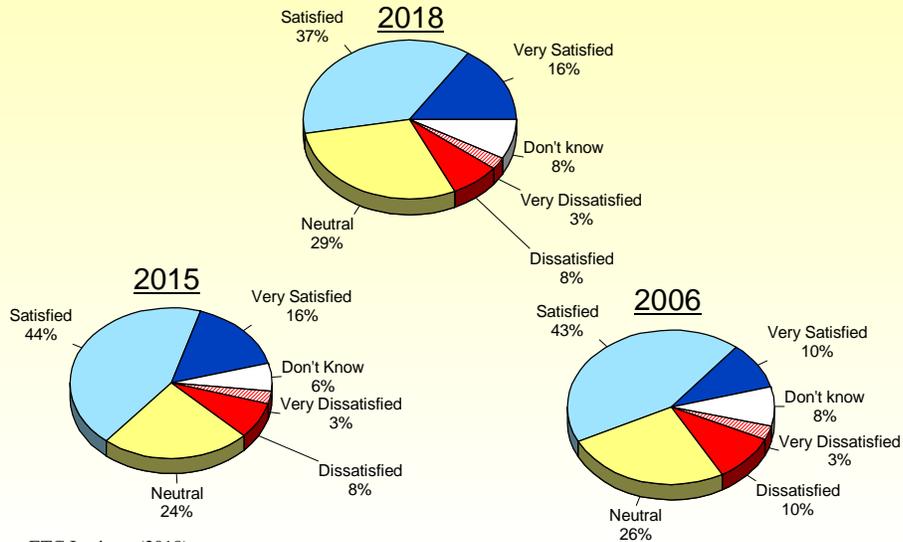


Source: ETC Institute (2018)

TRENDS: Satisfaction With the Quality of New Commercial Development in the City of Tyler

2006 to 2018

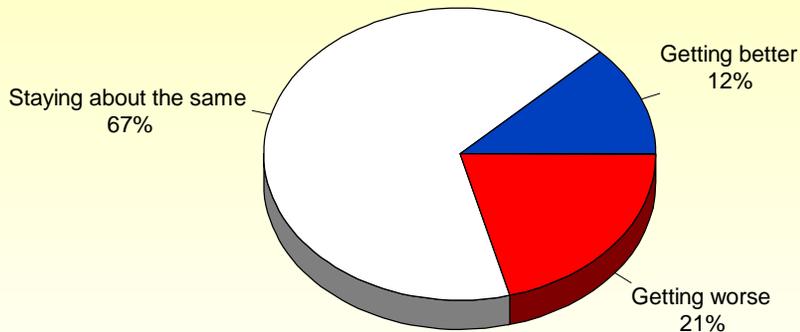
by percentage of respondents



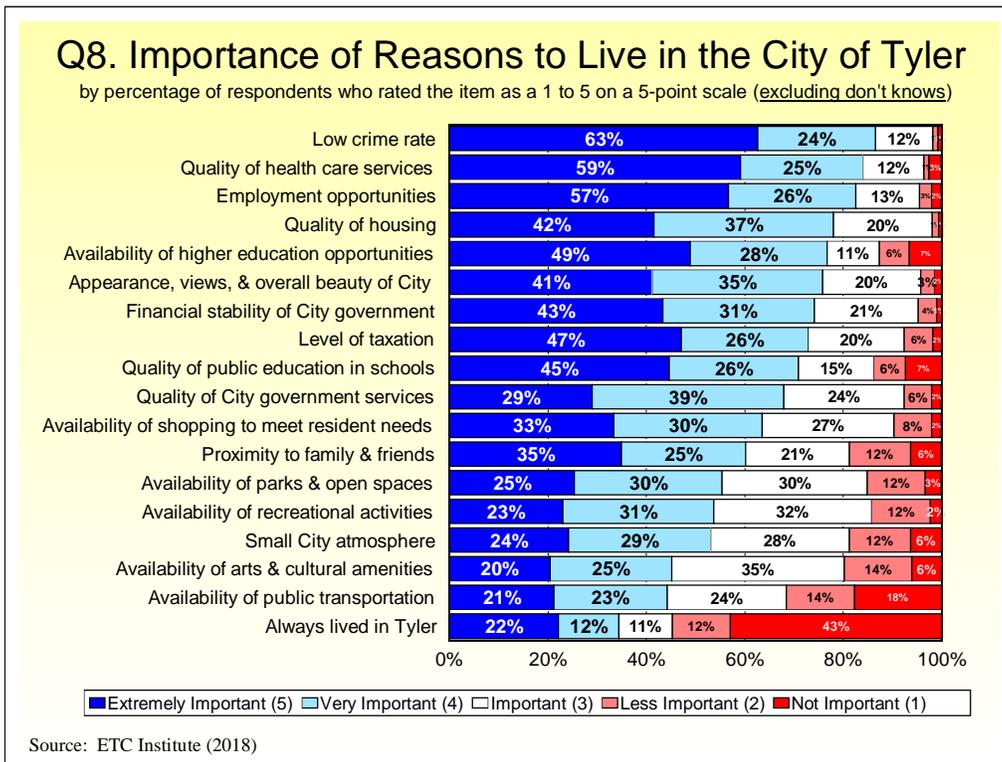
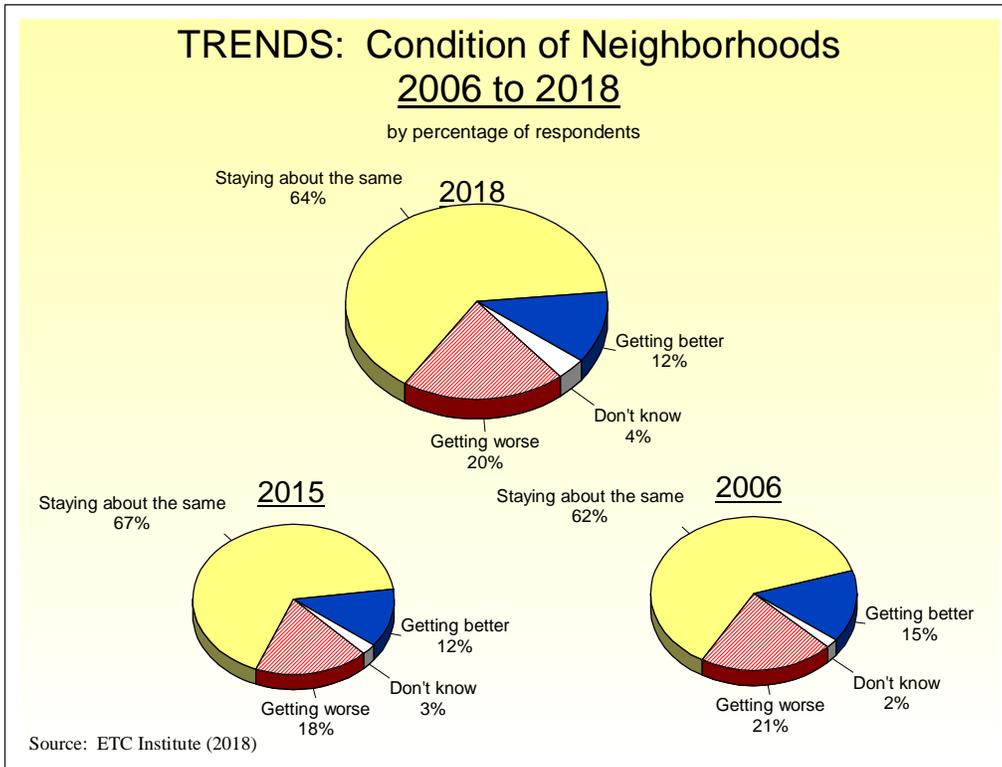
Source: ETC Institute (2018)

Q7. Generally Think the Condition of Your Neighborhood is Getting Better, Worse, or Staying About the Same

by percentage of respondents

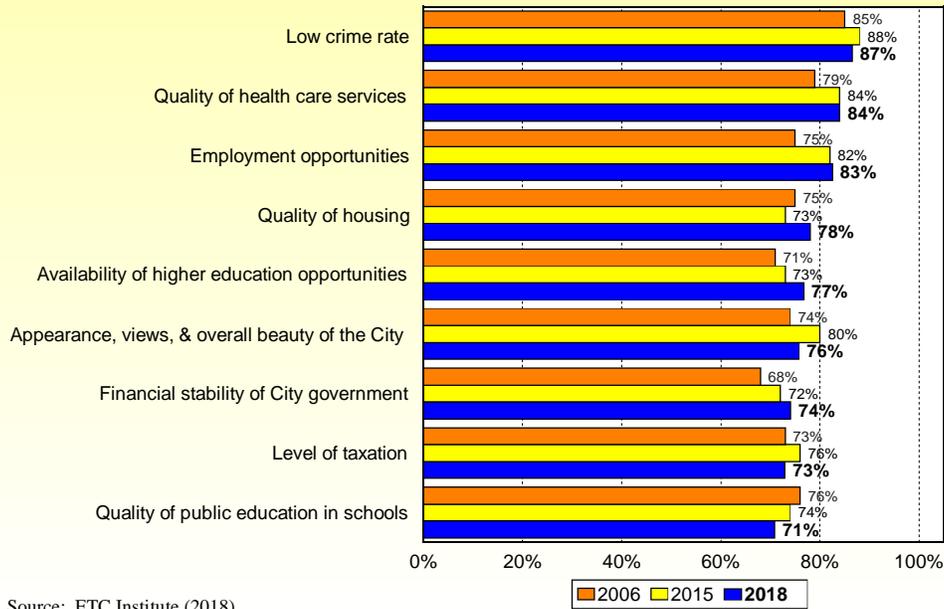


Source: ETC Institute (2018)



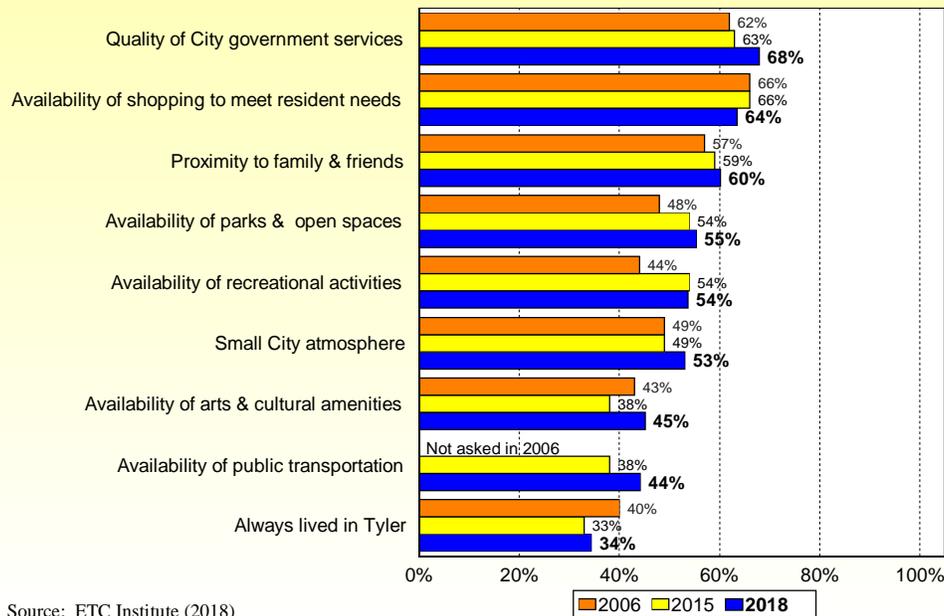
TRENDS: Importance of Reasons to Live in the City of Tyler - 2006 to 2018

by percentage of respondents who rated the item as "extremely important" or "very important" (excluding not provided)



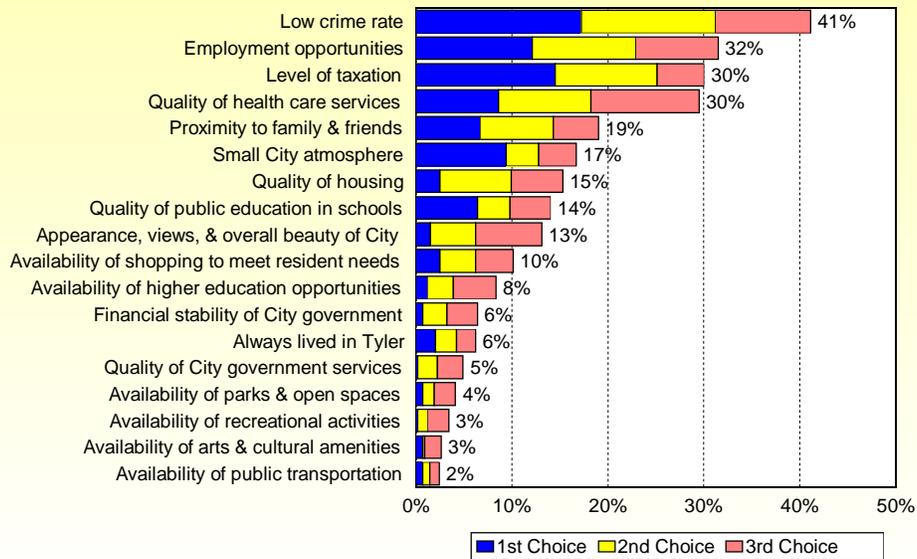
TRENDS: Importance of Reasons to Live in the City of Tyler - 2006 to 2018 (cont.)

by percentage of respondents who rated the item as "extremely important" or "very important" (excluding not provided)



Q9. Reasons That Will Have the Most Impact on Respondents' Decision to Stay in the City of Tyler

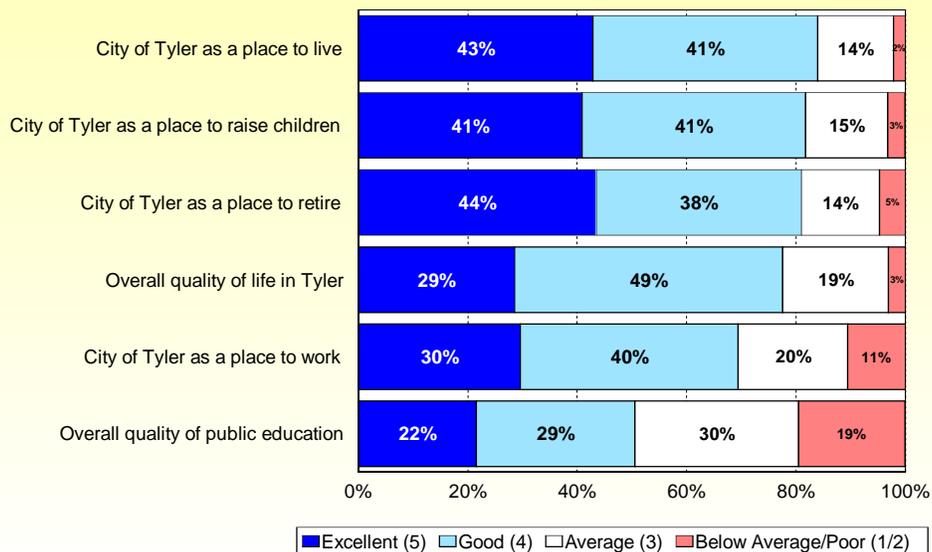
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q10. Satisfaction with Items That Influence Perceptions of the City

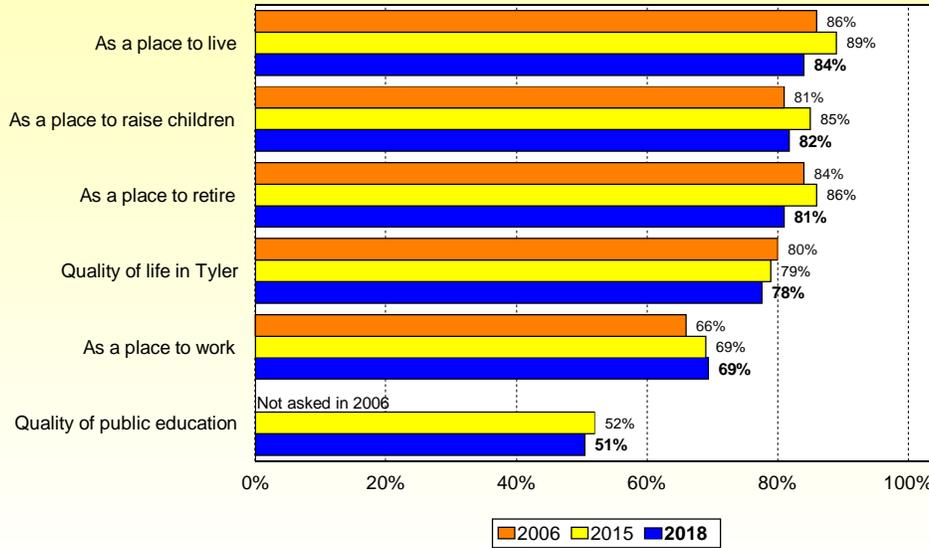
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2006 to 2018

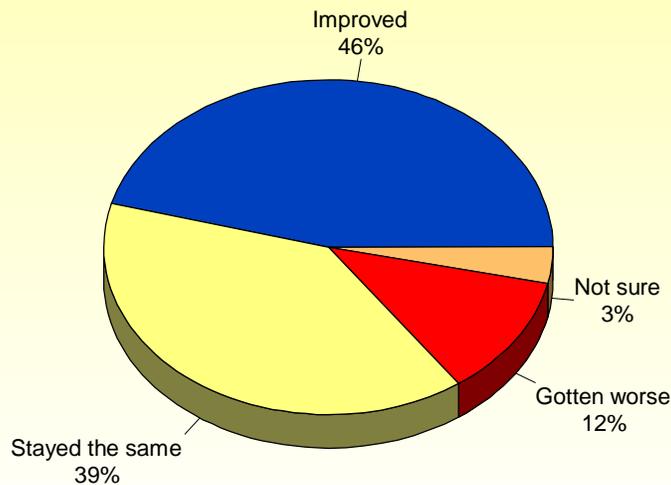
by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



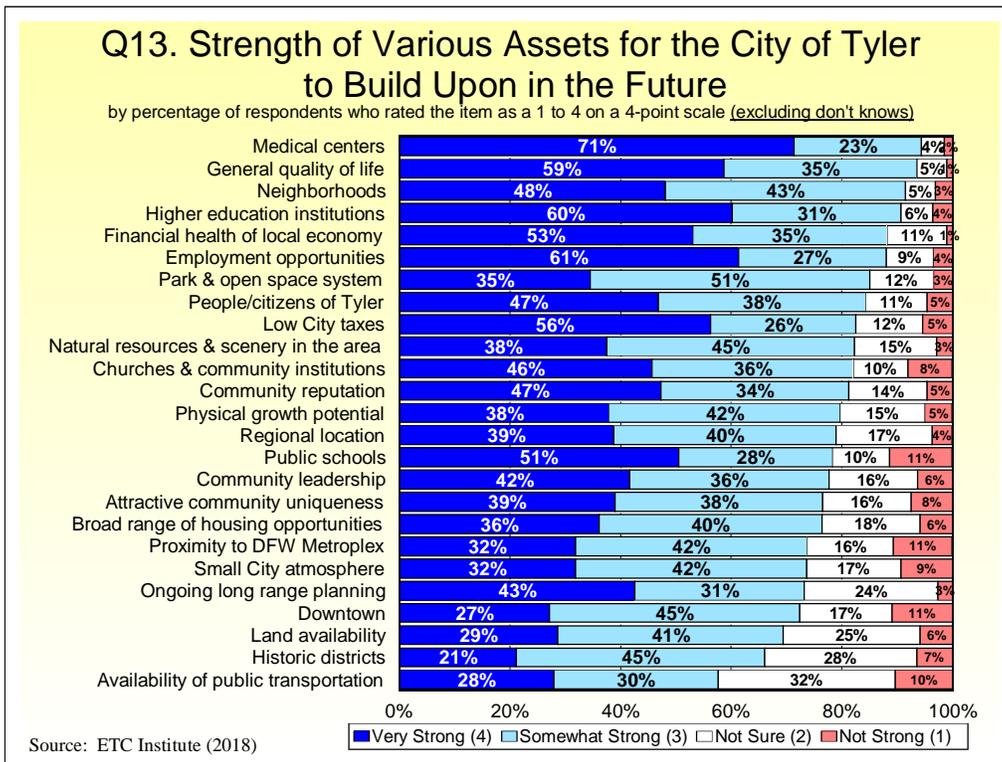
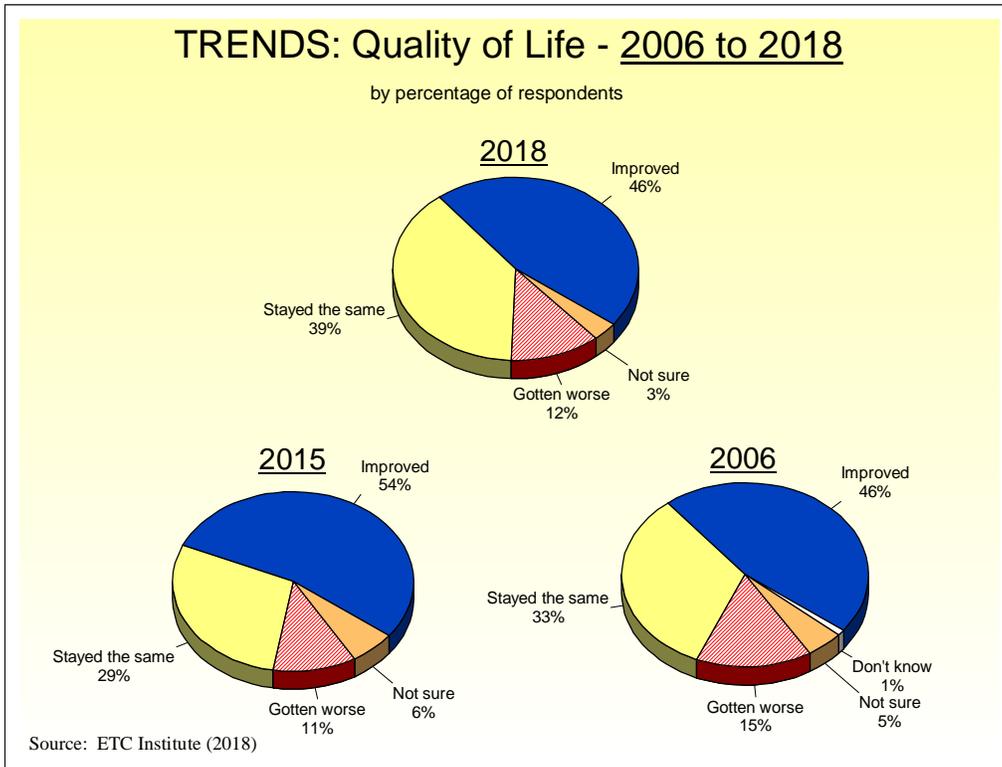
Source: ETC Institute (2018)

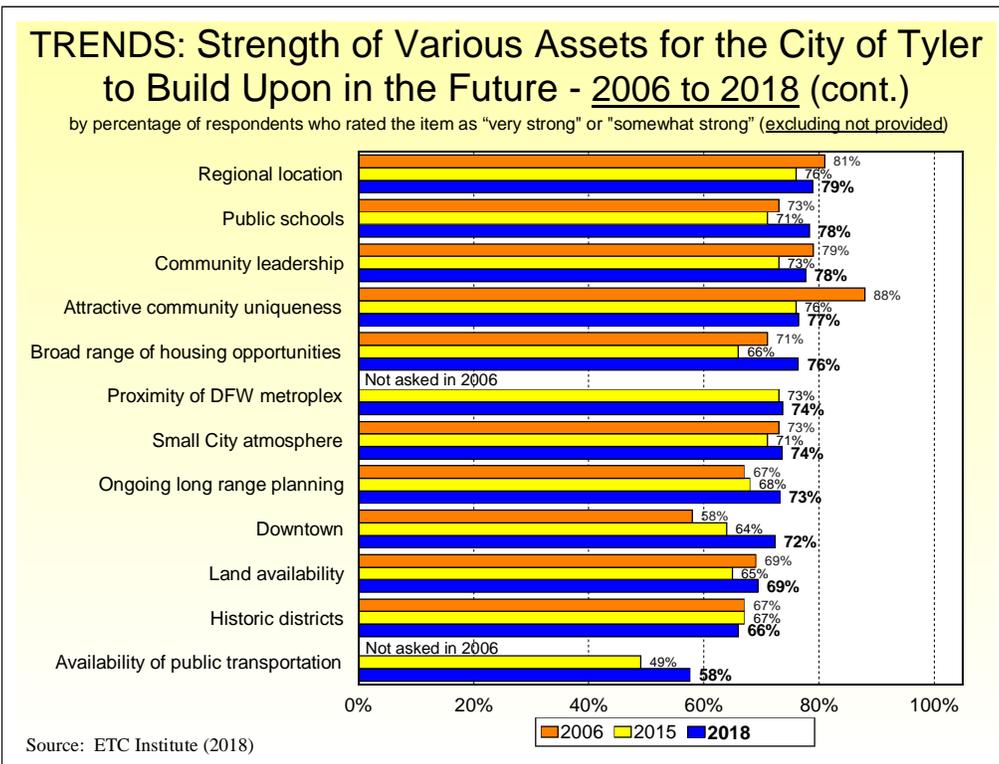
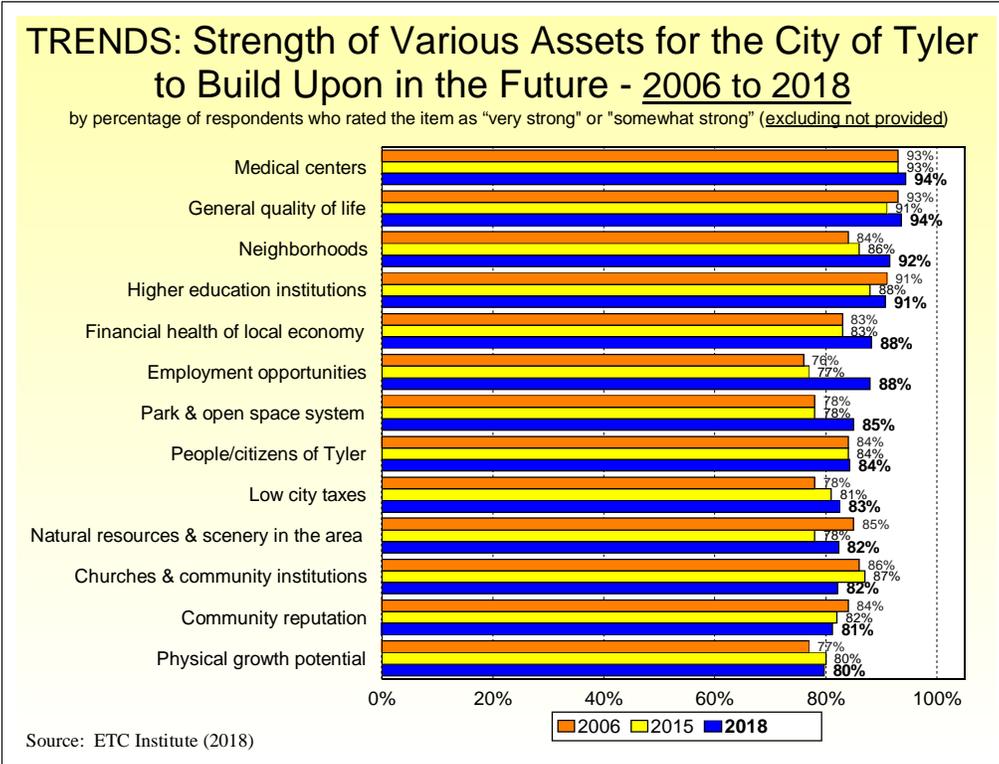
Q11. Generally Think the Quality of Life has Improved, Stayed the Same, or Gotten Worse

by percentage of respondents



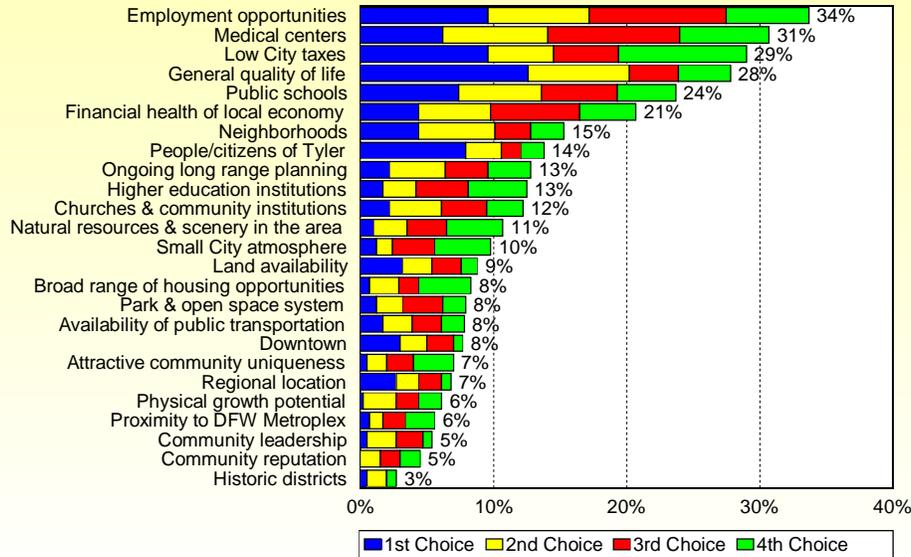
Source: ETC Institute (2018)





Q14. Assets Most Important for the City of Tyler to Build Upon in the Future

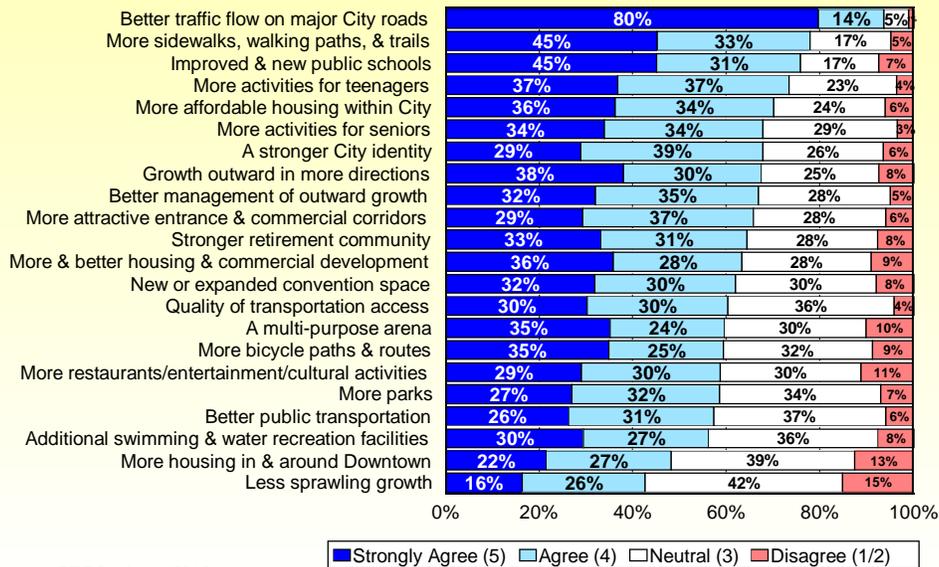
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

Q15. Agreement With Statements Regarding the Future of Tyler

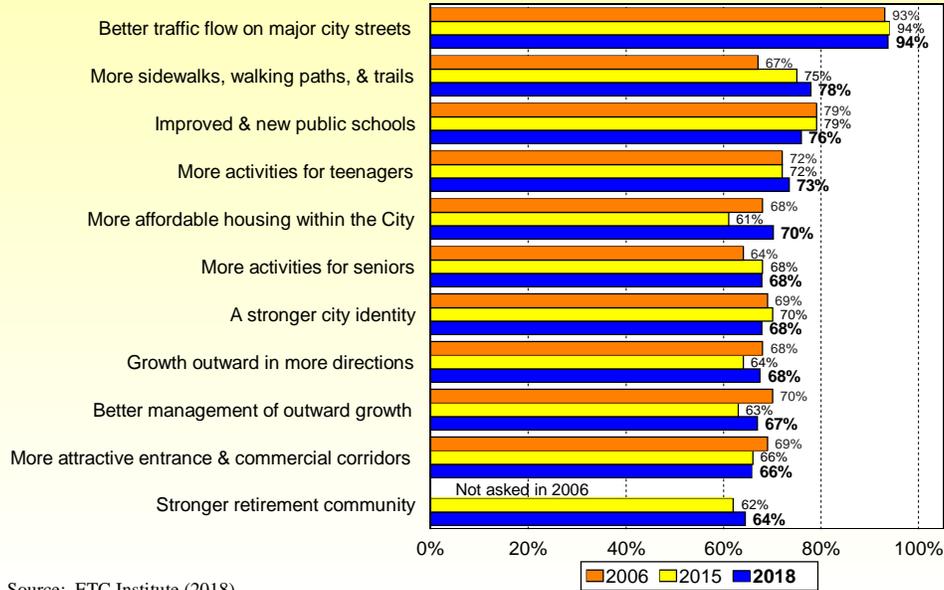
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

TRENDS: Agreement With Statements Regarding the Future of Tyler - 2006 to 2018

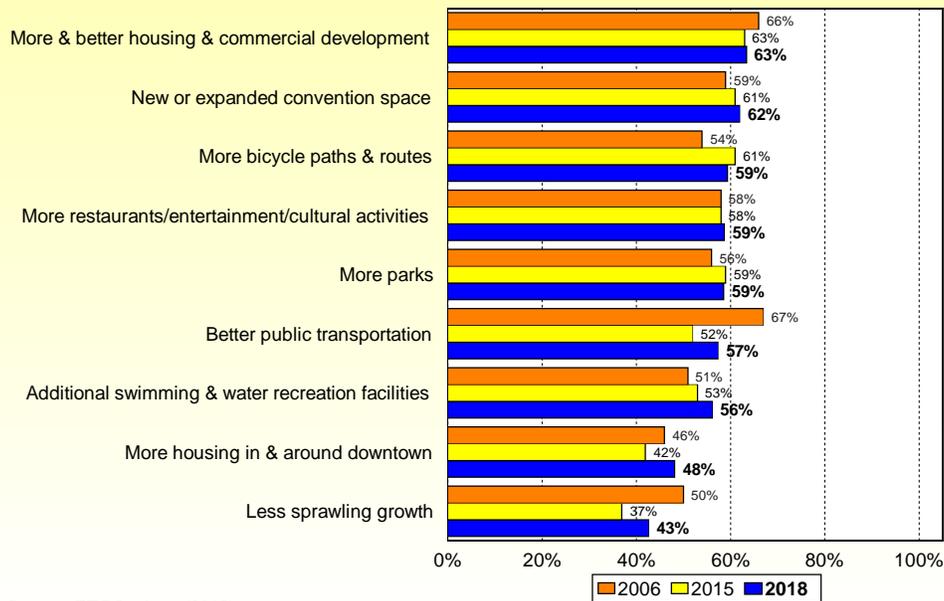
by percentage of respondents who rated the item as "strongly agree" or "agree" (excluding not provided)



Source: ETC Institute (2018)

TRENDS: Agreement With Statements Regarding the Future of Tyler - 2006 to 2018 (cont.)

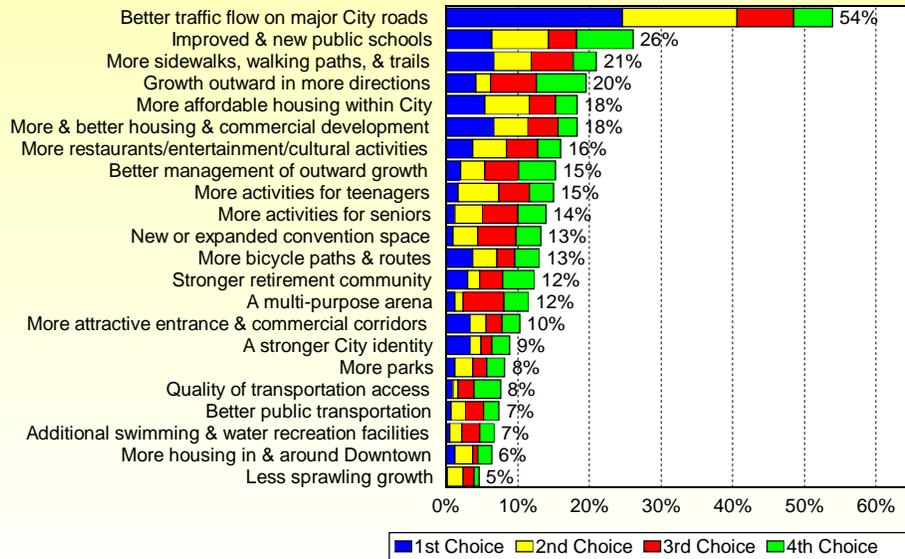
by percentage of respondents who rated the item as "strongly agree" or "agree" (excluding not provided)



Source: ETC Institute (2018)

Q16. Statements That Best Represent Respondents' Vision for the Future of the City of Tyler

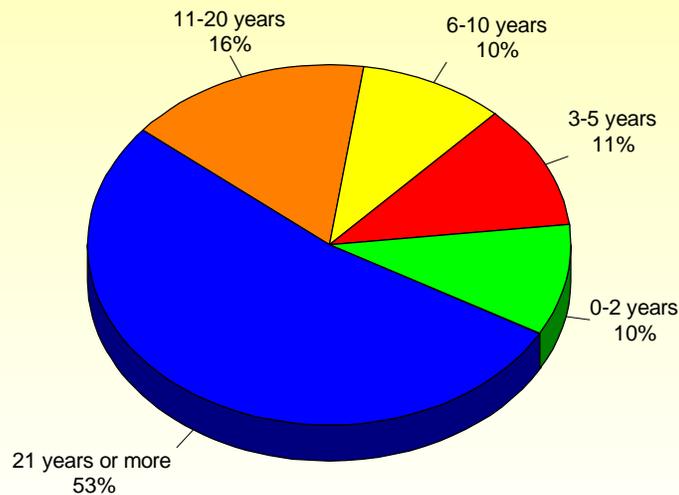
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

Q18. Demographics: How long have you lived in your community?

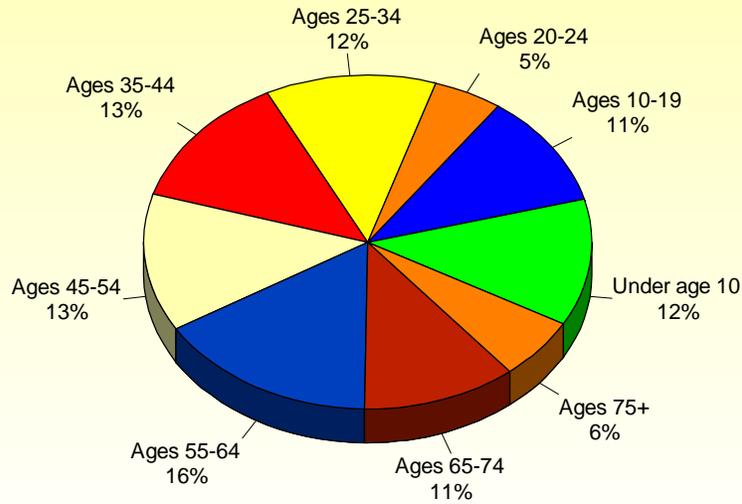
by percentage of respondents



Source: ETC Institute (2018)

Q19. Demographics: Counting yourself, how many people in your household are:

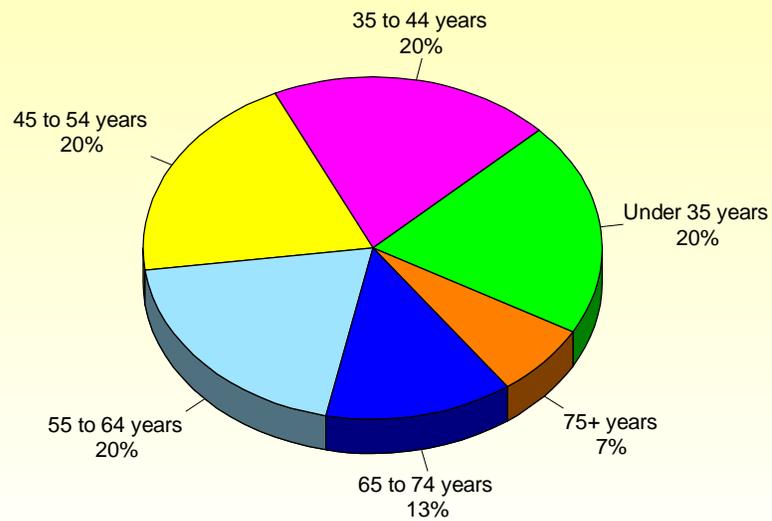
by percentage of people in household



Source: ETC Institute (2018)

Q20. Demographics: What is your age?

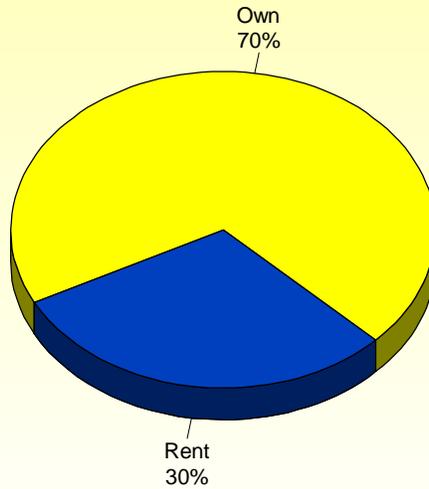
by percentage of respondents



Source: ETC Institute (2018)

Q21. Demographics: Do you own or rent your home?

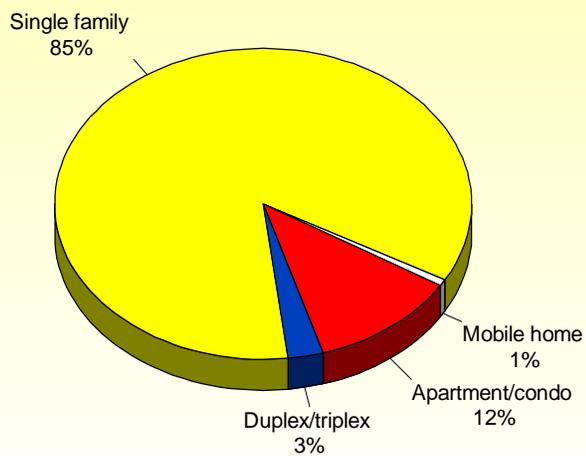
by percentage of respondents



Source: ETC Institute (2018)

Q22. Demographics: Which of the following best describes your home?

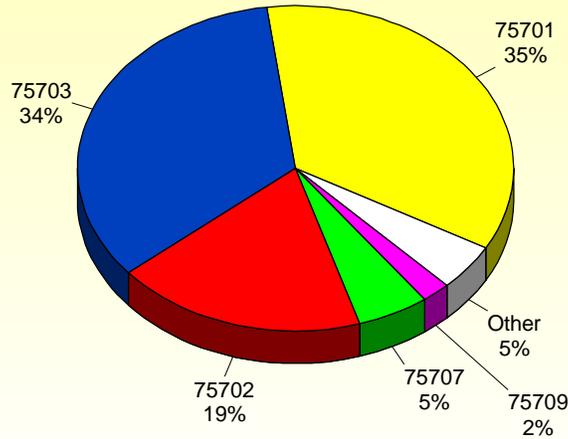
by percentage of respondents



Source: ETC Institute (2018)

Q23. Demographics: What is your zip code?

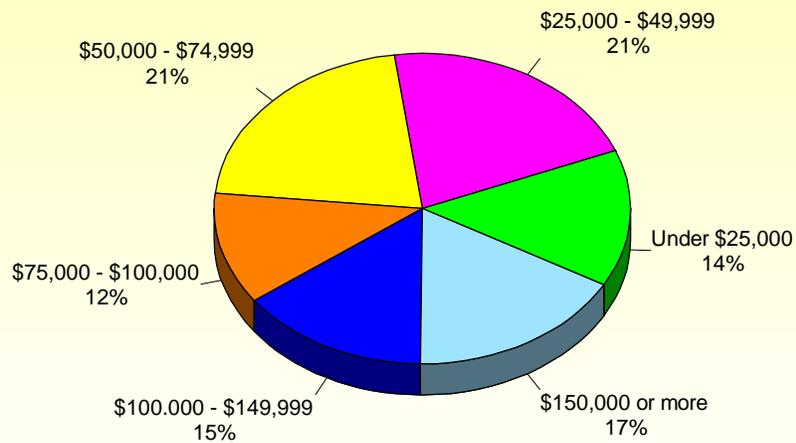
by percentage of respondents



Source: ETC Institute (2018)

Q24. Demographics: Total Annual Household Income

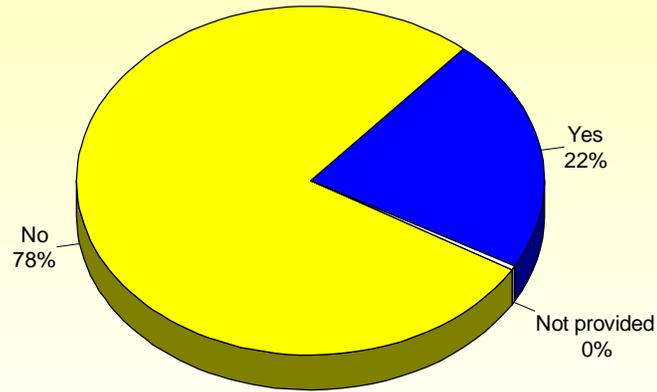
by percentage of respondents



Source: ETC Institute (2018)

Q25. Demographics: Members of Household of Hispanic, Latino, or Spanish Ancestry

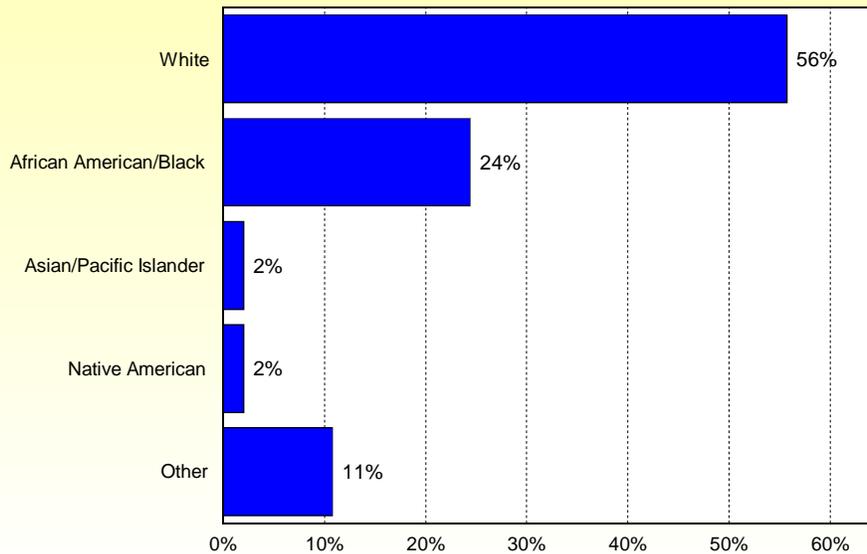
by percentage of respondents



Source: ETC Institute (2018)

Q26. Demographics: Which of the following best describes your race?

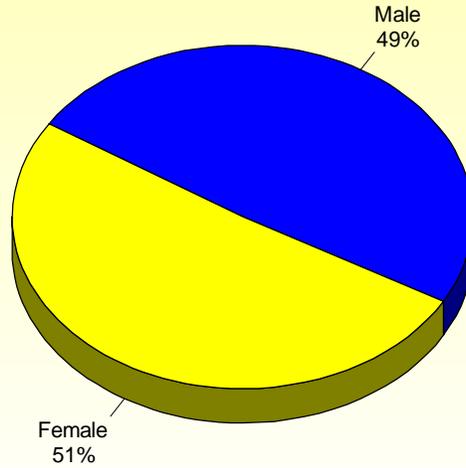
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q27. Demographics: Gender

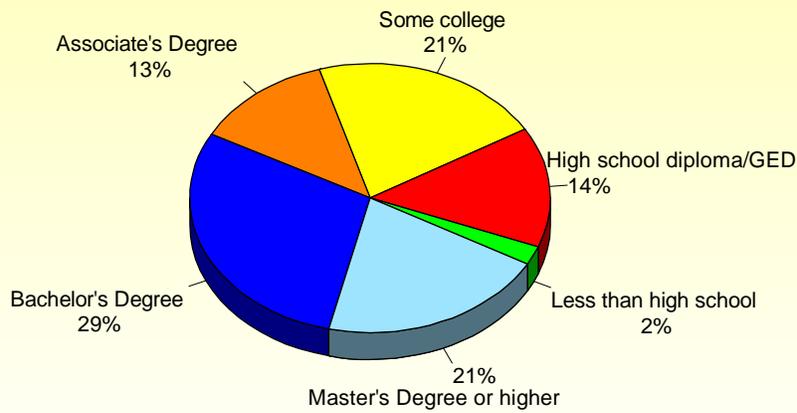
by percentage of respondents



Source: ETC Institute (2018)

Q28. Demographics: What is your highest level of education?

by percentage of respondents (excluding not provided)



Source: ETC Institute (2018)

Section 2

GIS Maps

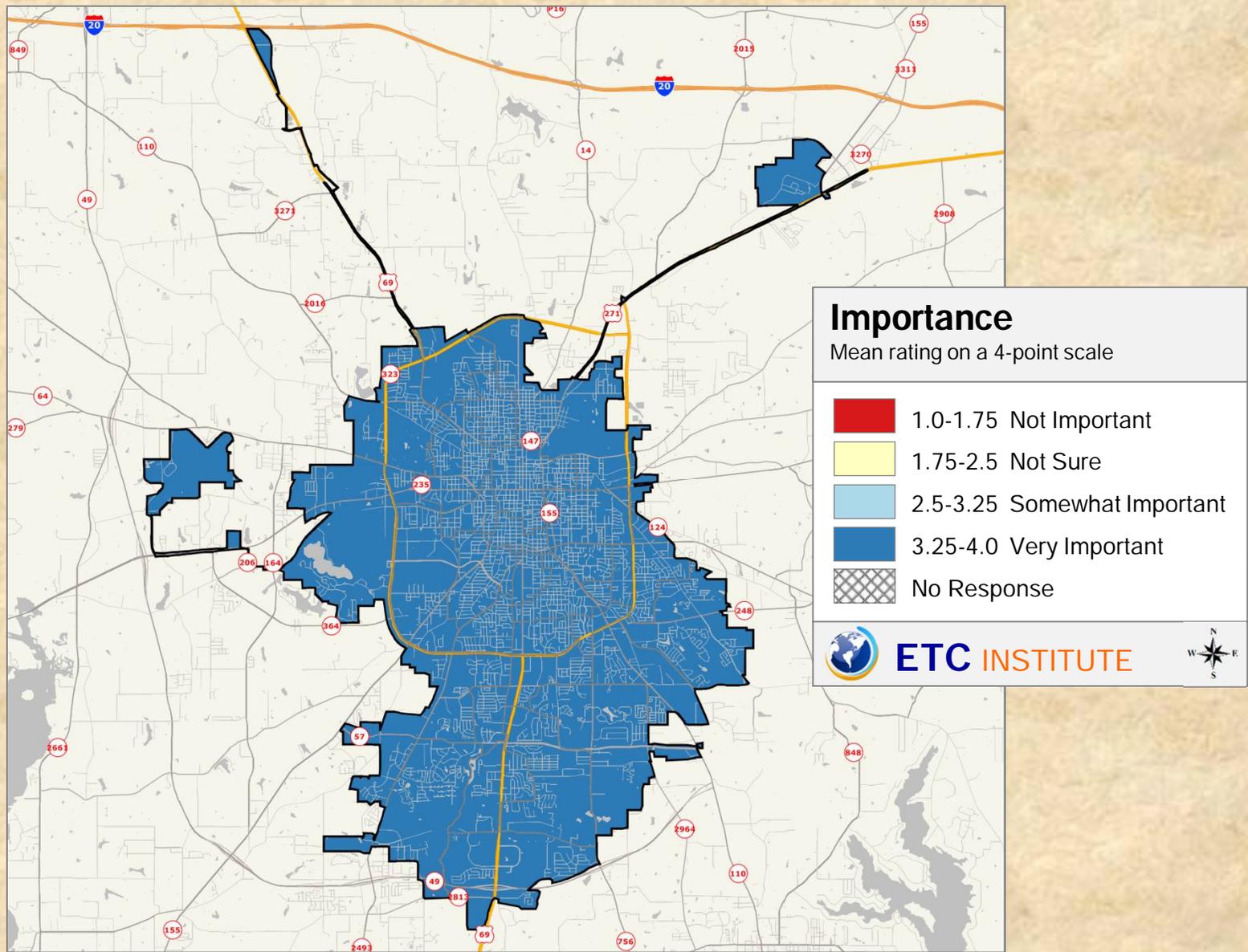
Interpreting GIS Maps Tyler, Texas

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group (CBG).

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.”

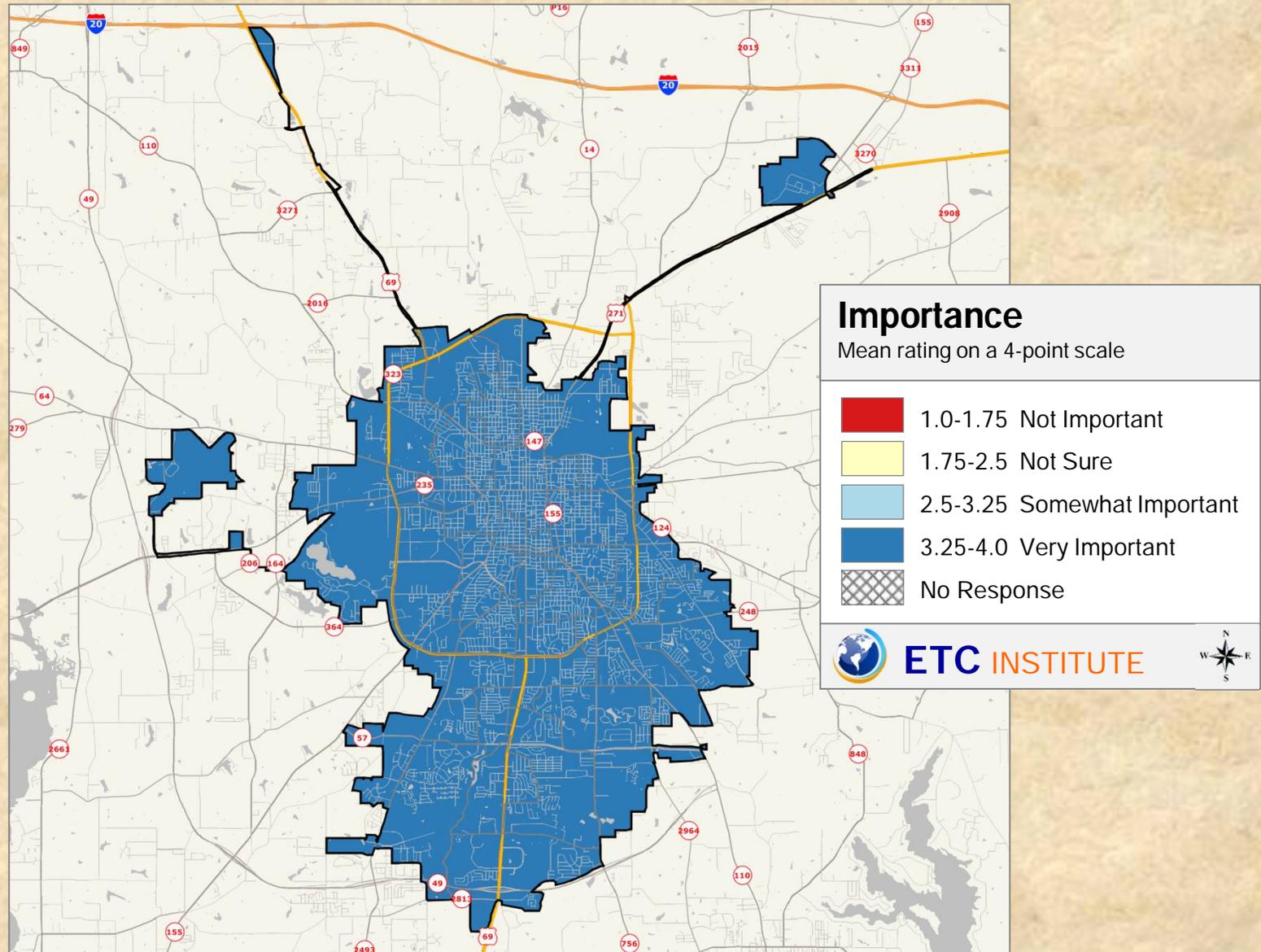
Q1-01 Level of Importance with: Traffic congestion



2018 City of Tyler Community Survey

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

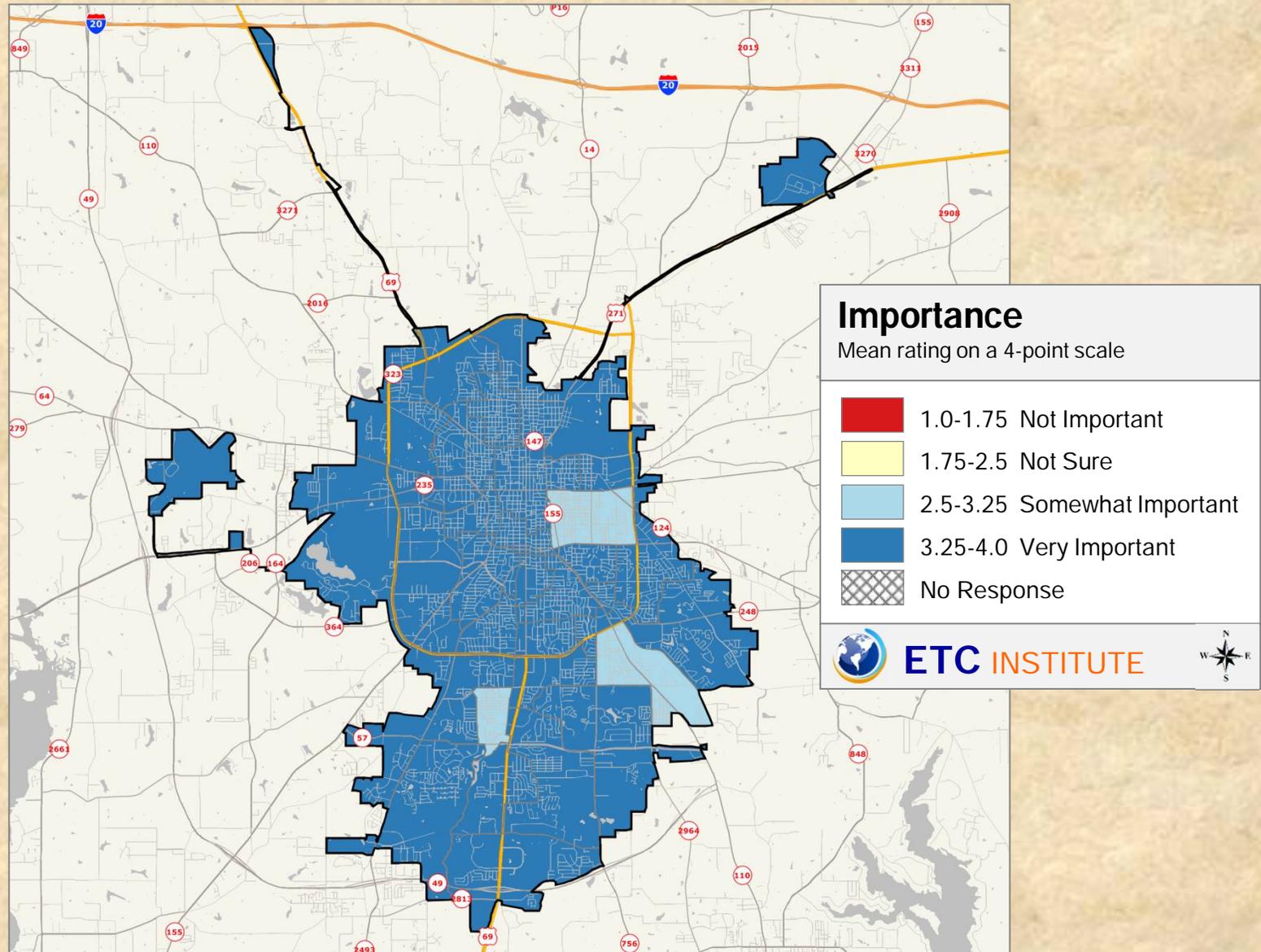
Q1-02 Level of Importance with: Public Safety



2018 City of Tyler Community Survey

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

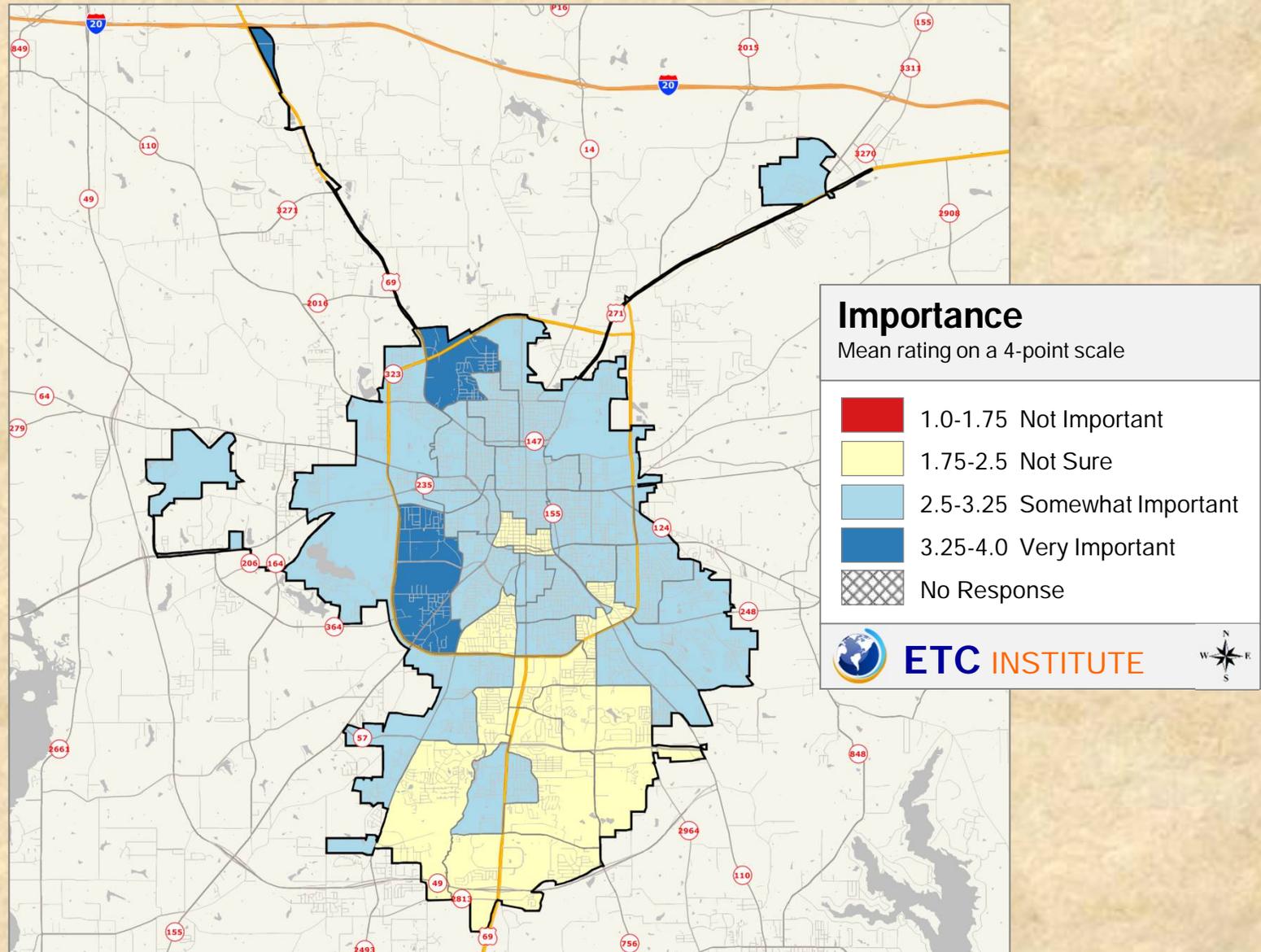
Q1-03 Level of Importance with: Water/Sewer availability



2018 City of Tyler Community Survey

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

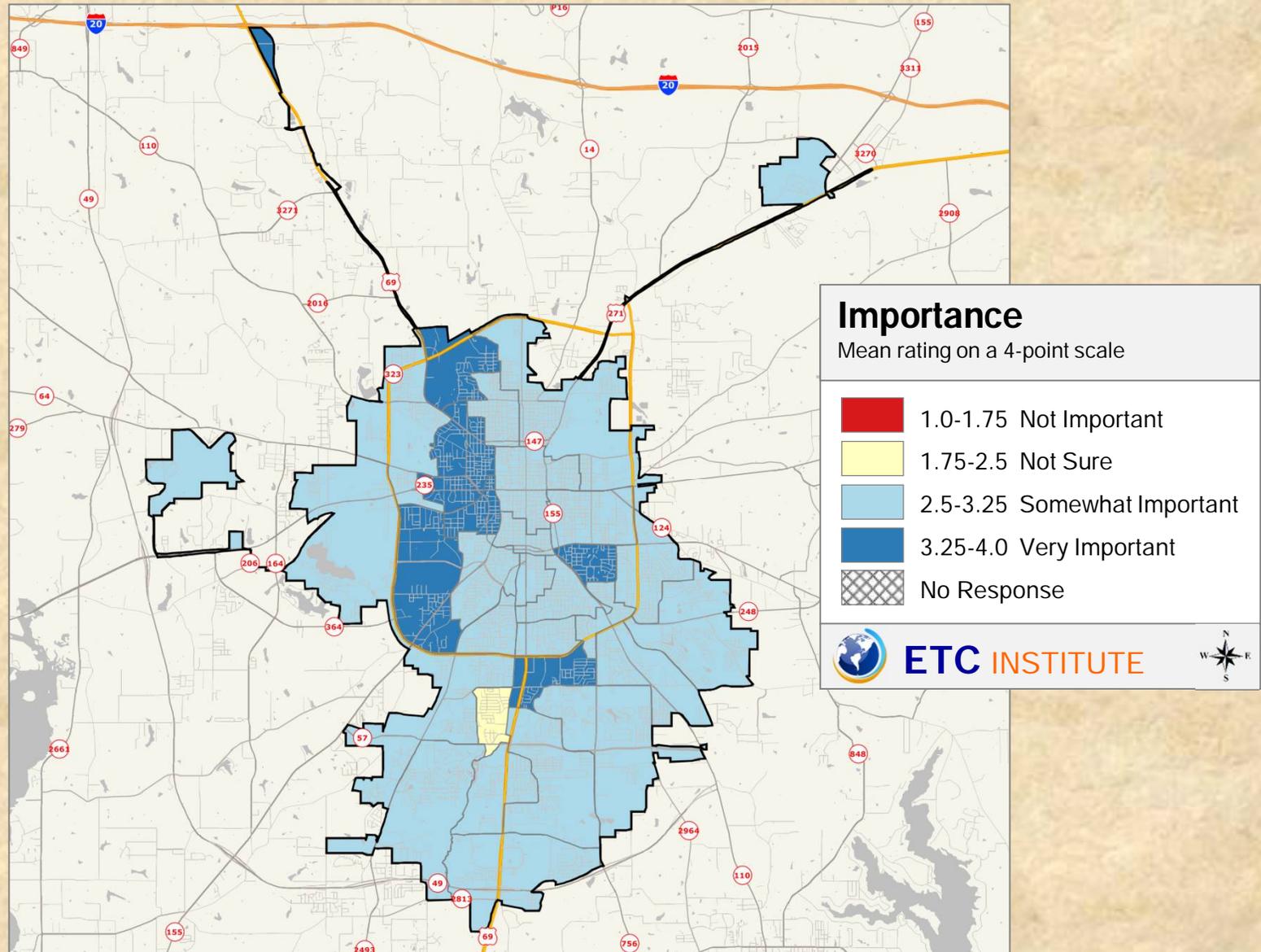
Q1-04 Level of Importance with: Lake Tyler, Lake Tyler East, & Bellwood Lake



2018 City of Tyler Community Survey

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

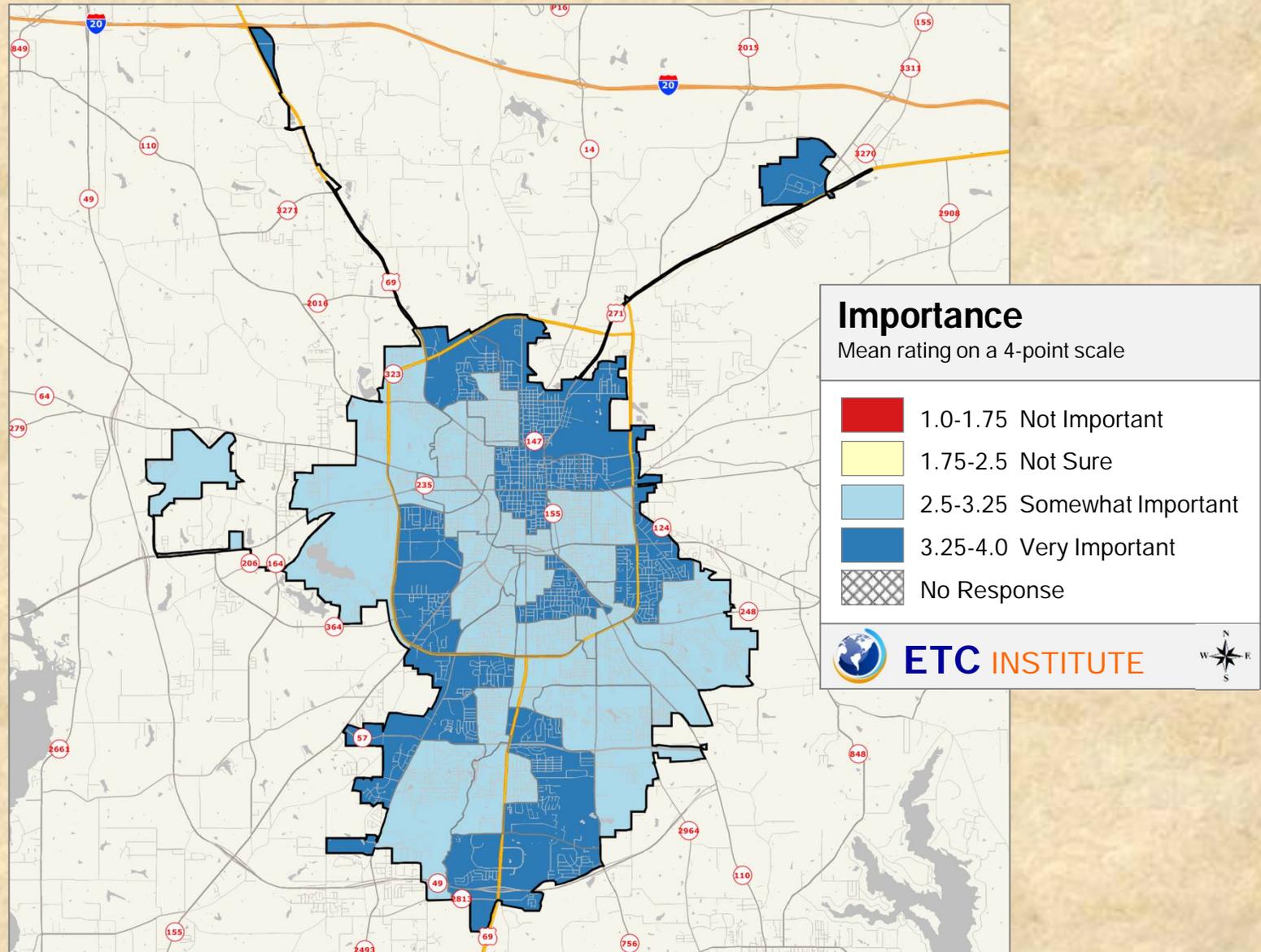
Q1-05 Level of Importance with: Historic preservation



2018 City of Tyler Community Survey

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

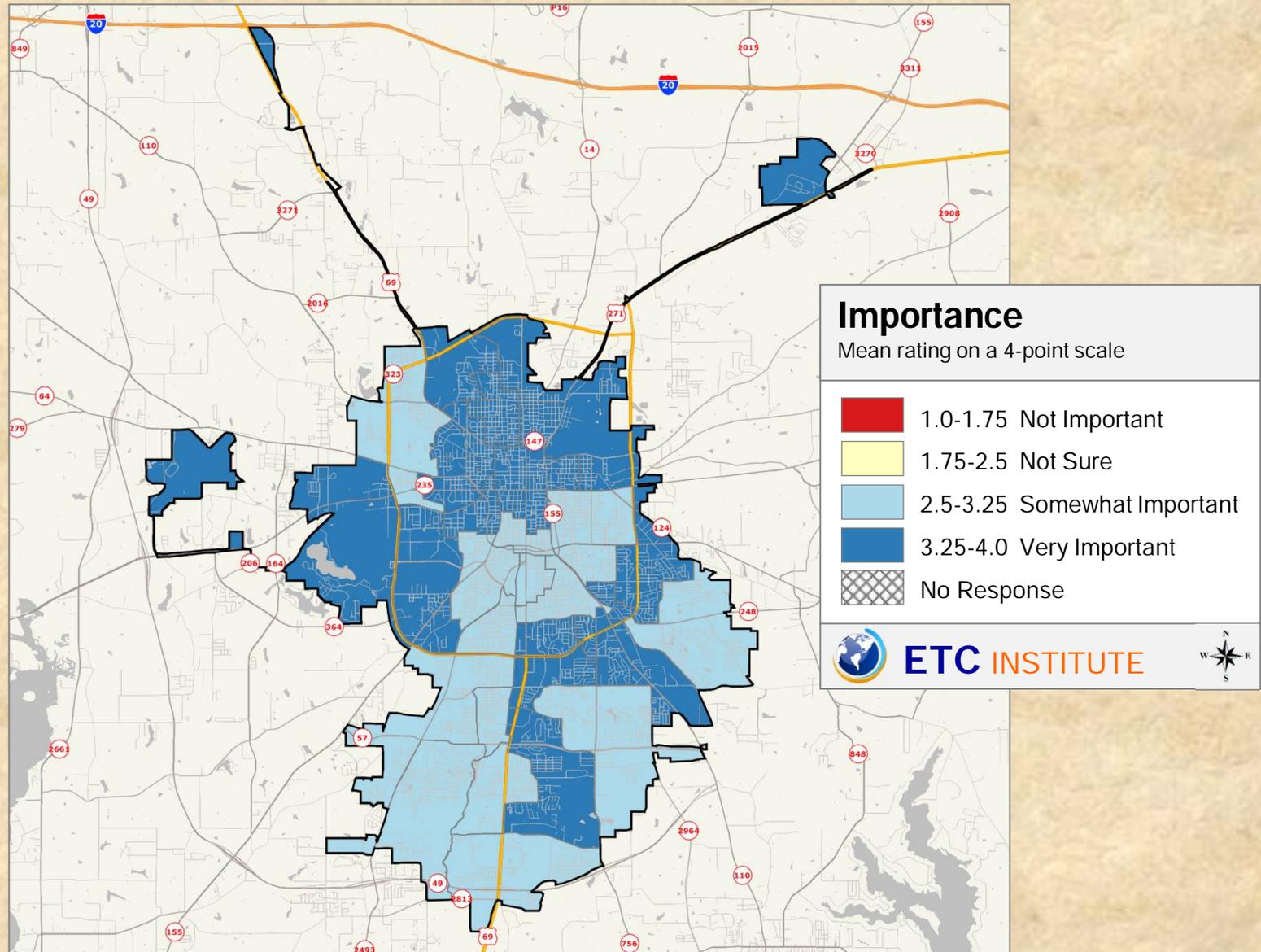
Q1-06 Level of Importance with: Walking and biking trails



2018 City of Tyler Community Survey

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

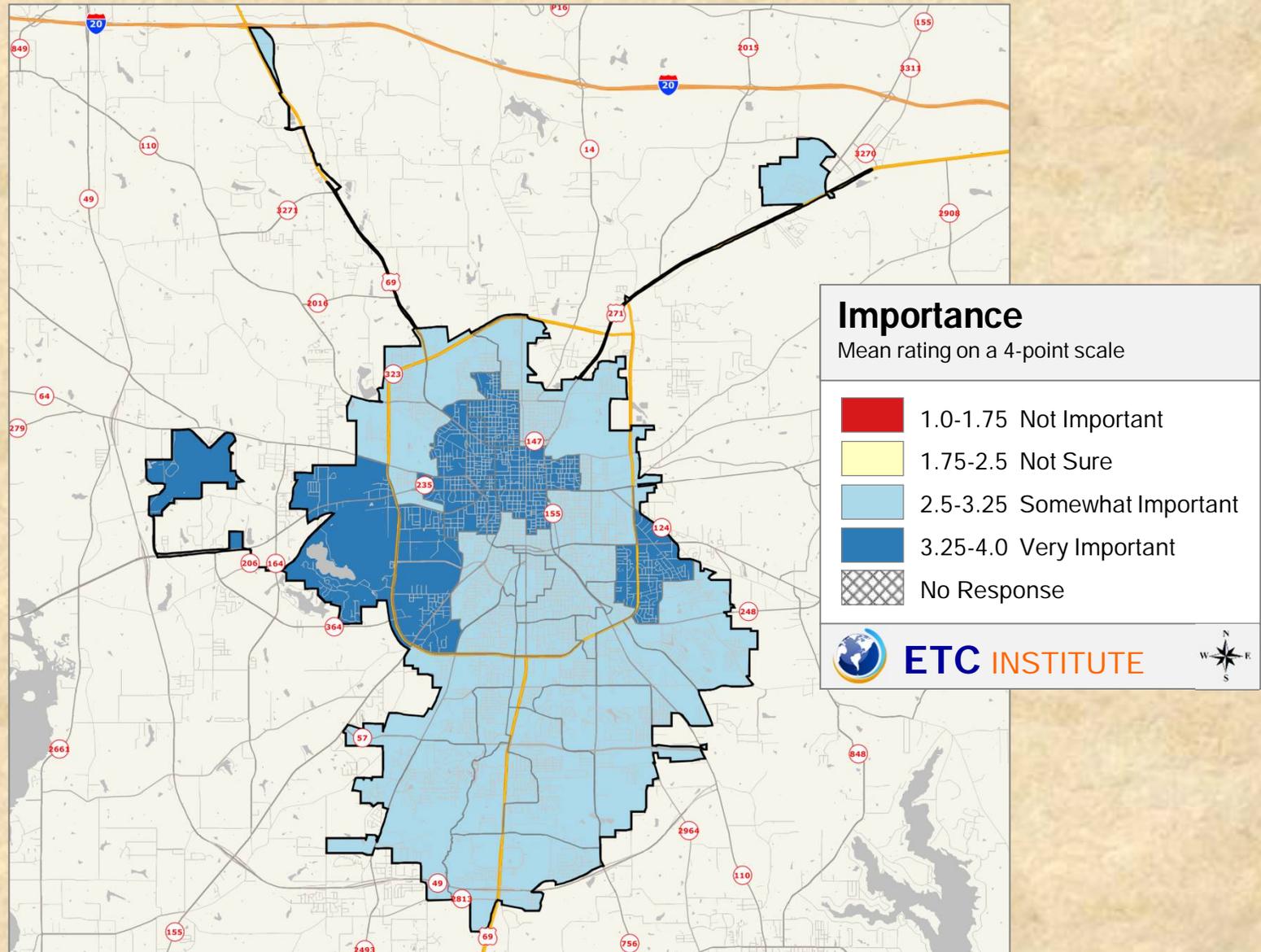
Q1-07 Level of Importance with: Maintaining community identity, uniqueness, and quality of life



2018 City of Tyler Community Survey

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

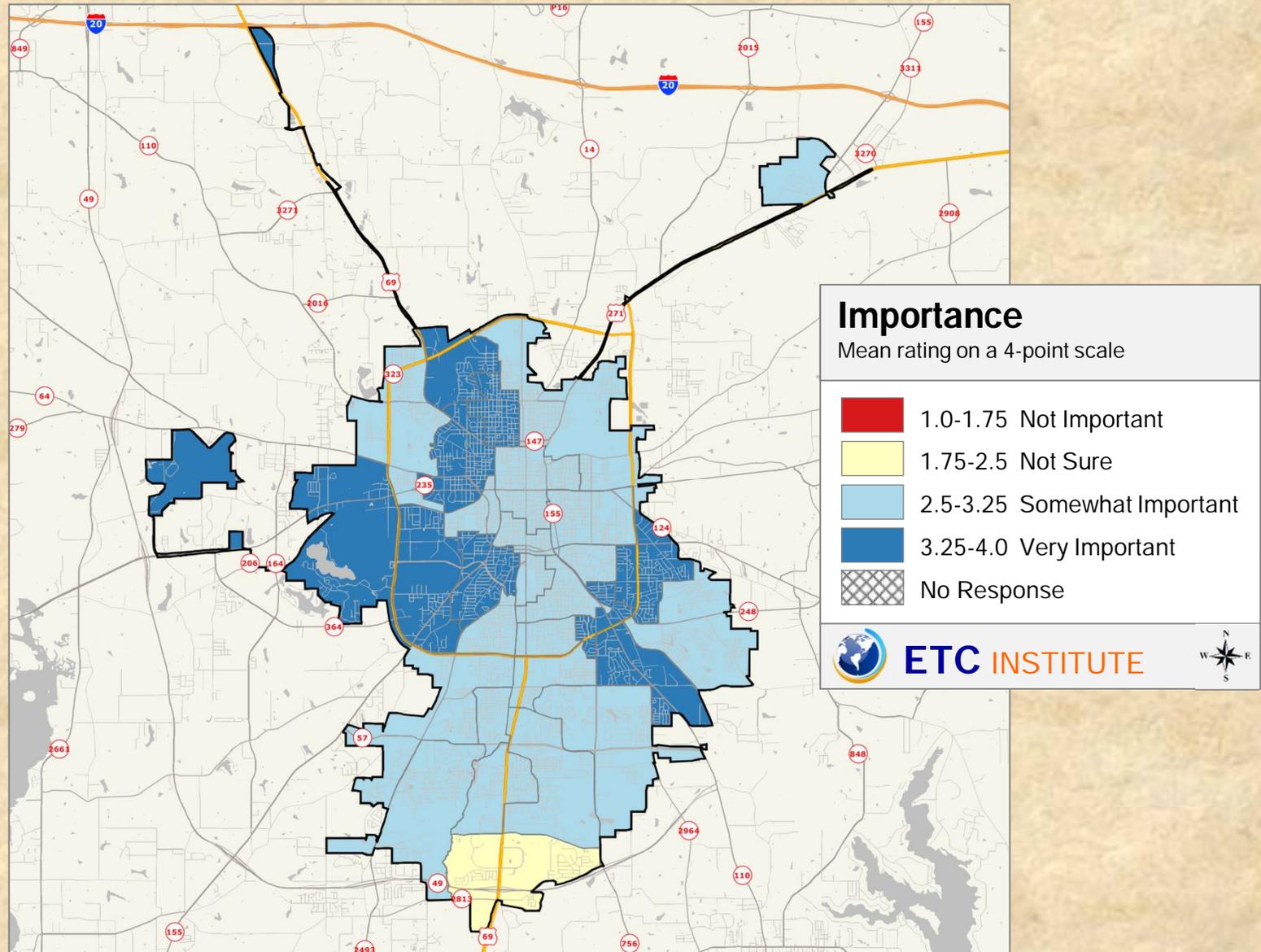
Q1-08 Level of Importance with: Downtown revitalization



2018 City of Tyler Community Survey

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

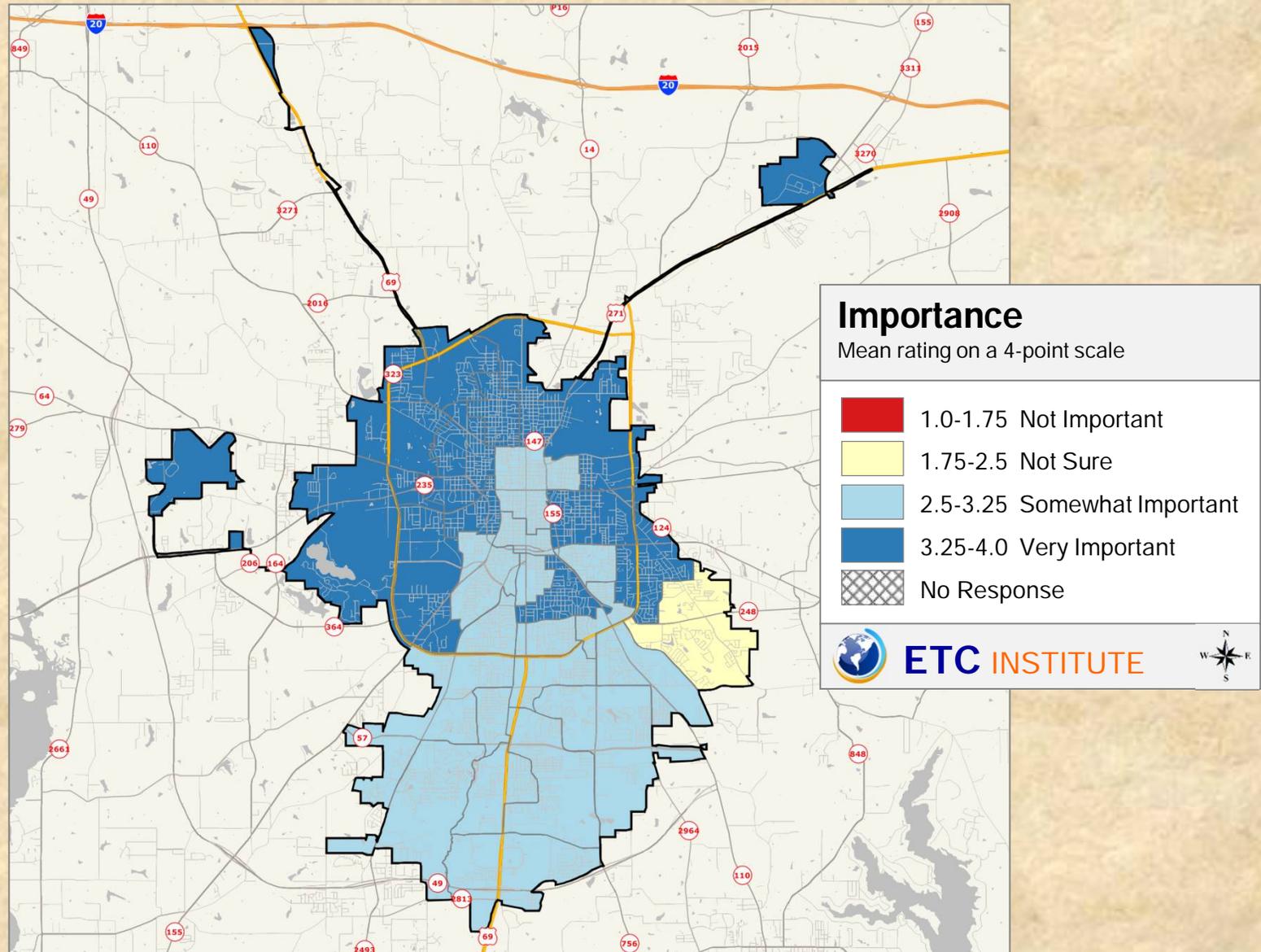
Q1-09 Level of Importance with: Population growth



2018 City of Tyler Community Survey

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

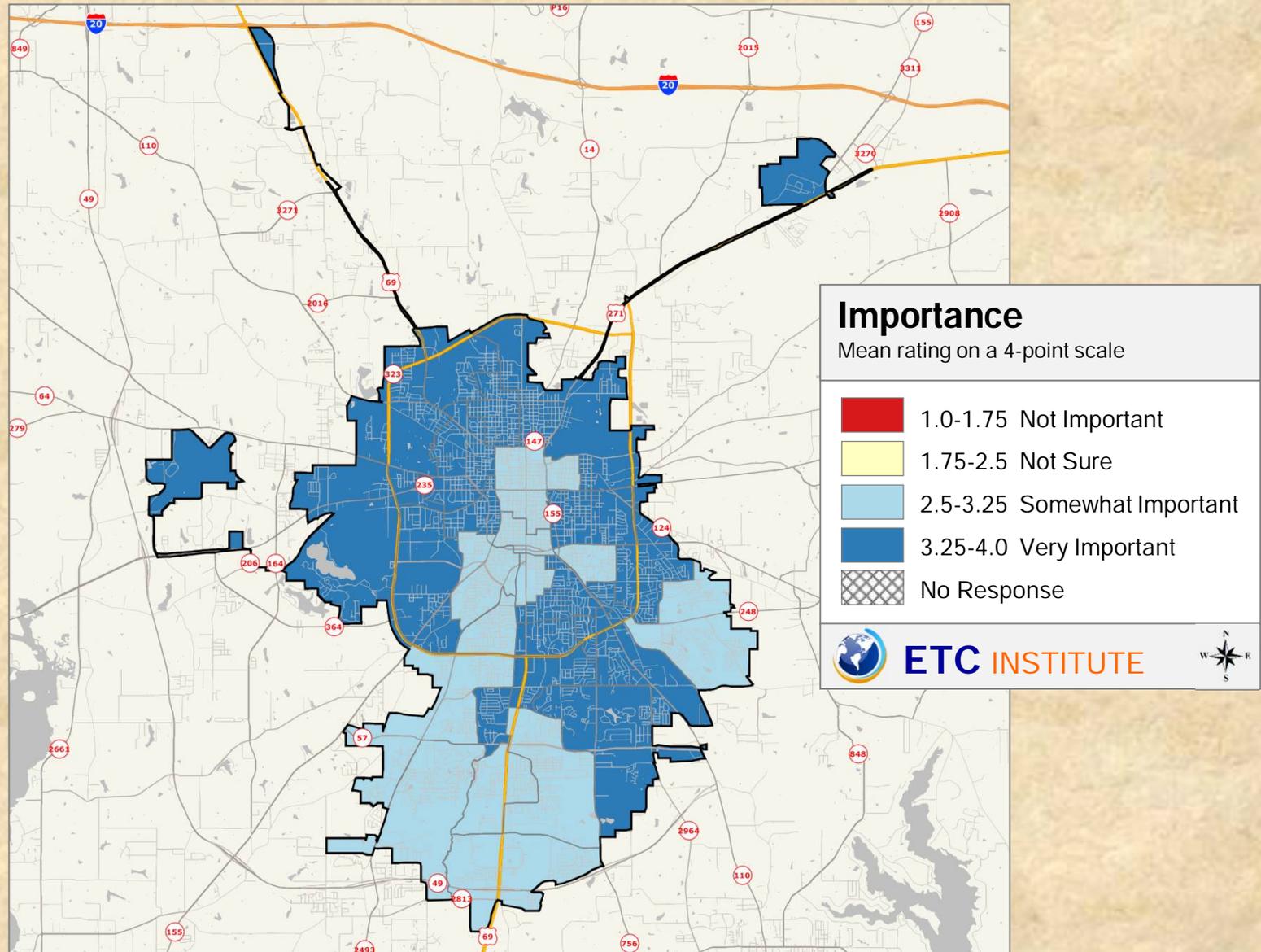
Q1-10 Level of Importance with: North Tyler revitalization



2018 City of Tyler Community Survey

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

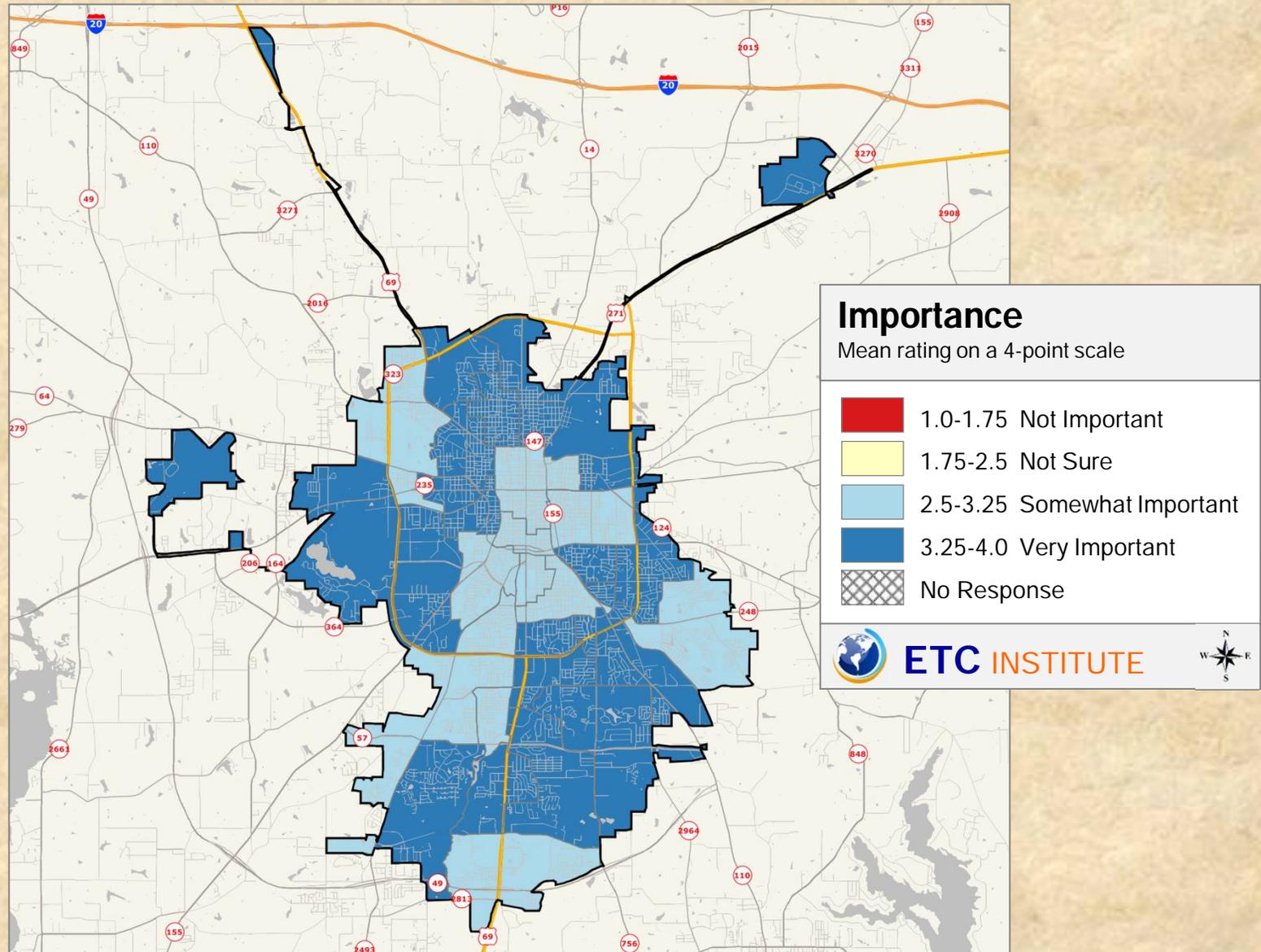
Q1-11 Level of Importance with: Affordable housing



2018 City of Tyler Community Survey

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

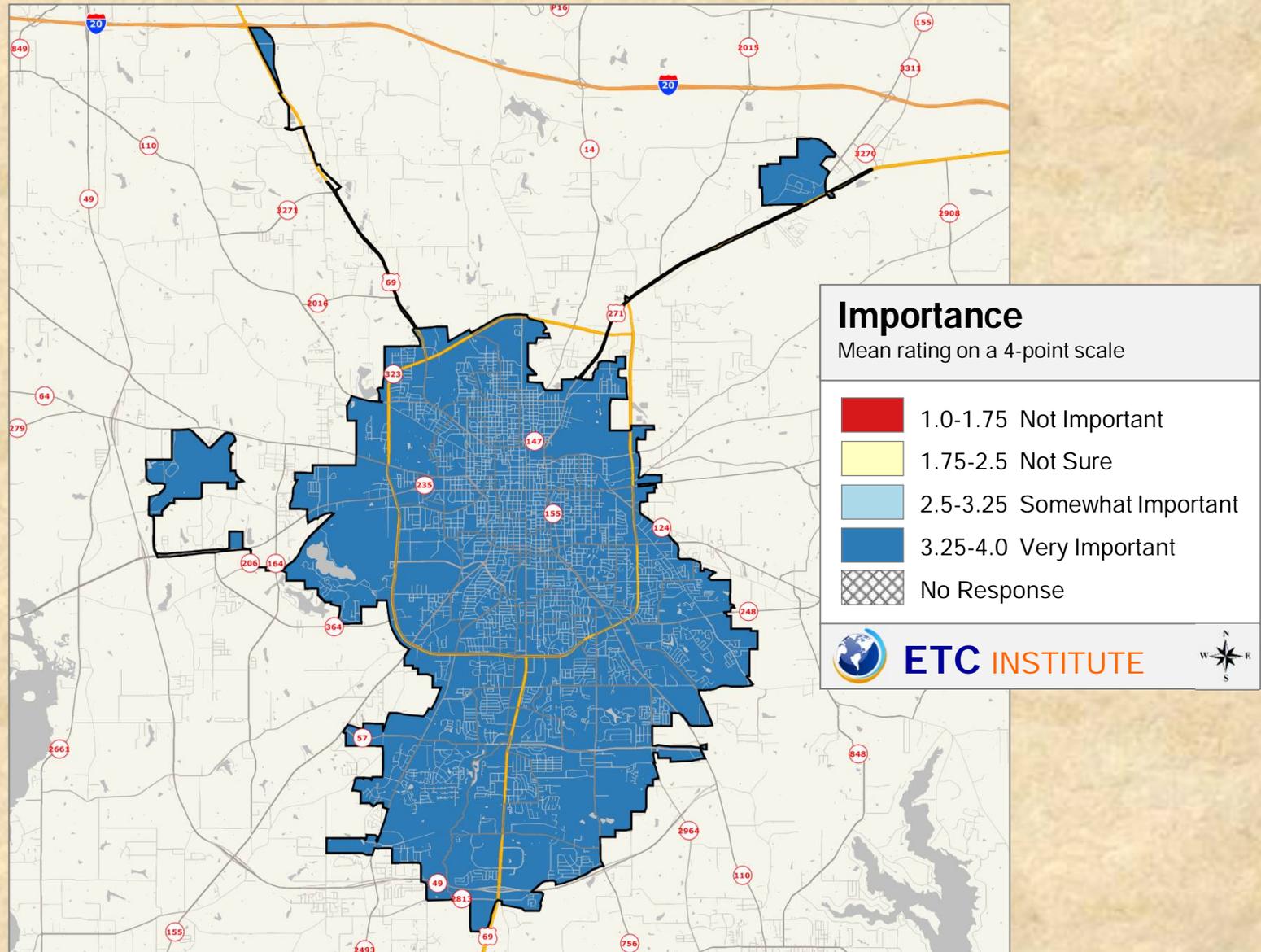
Q1-12 Level of Importance with: Appearance of commercial areas



2018 City of Tyler Community Survey

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

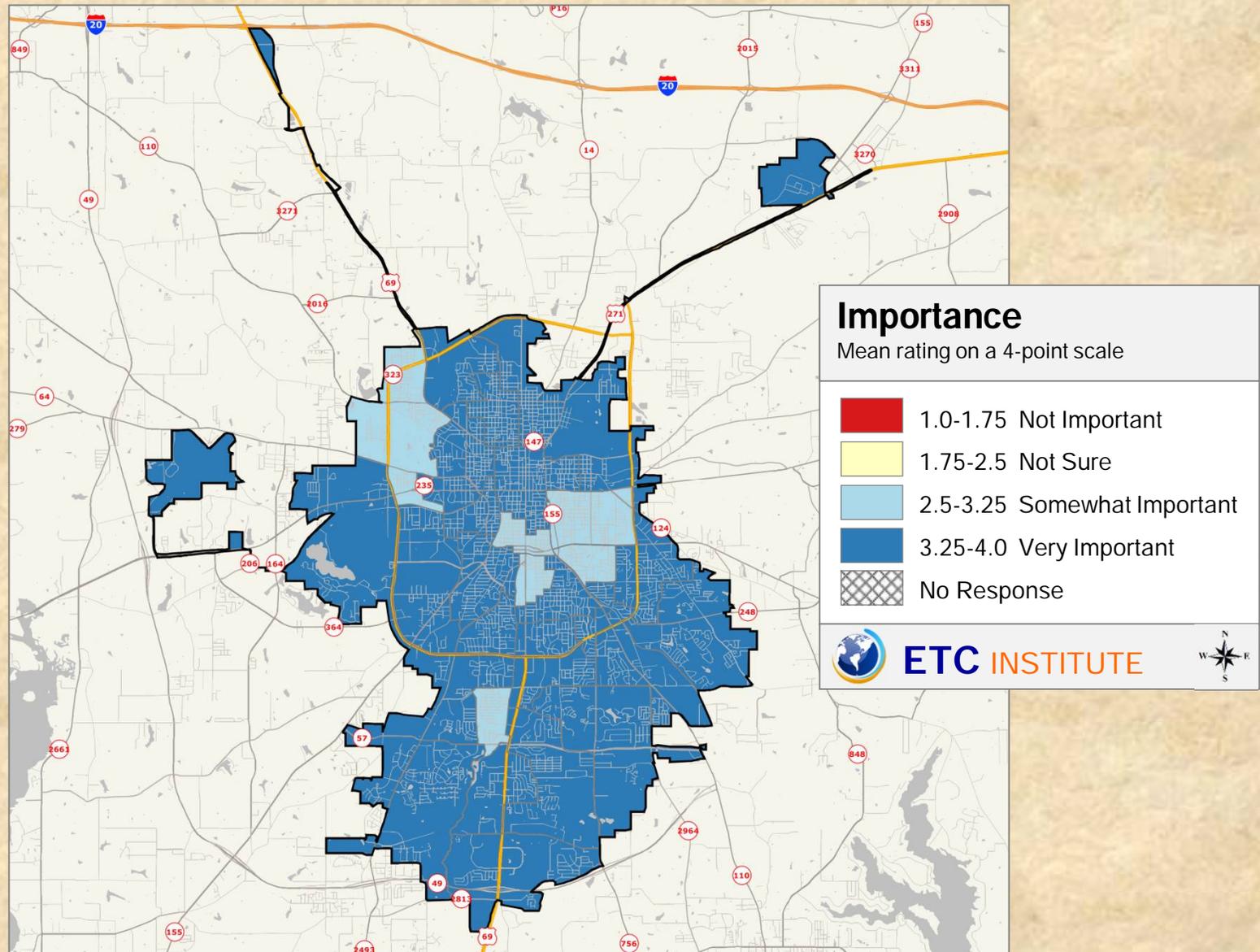
Q1-13 Level of Importance with: Employment opportunities



2018 City of Tyler Community Survey

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

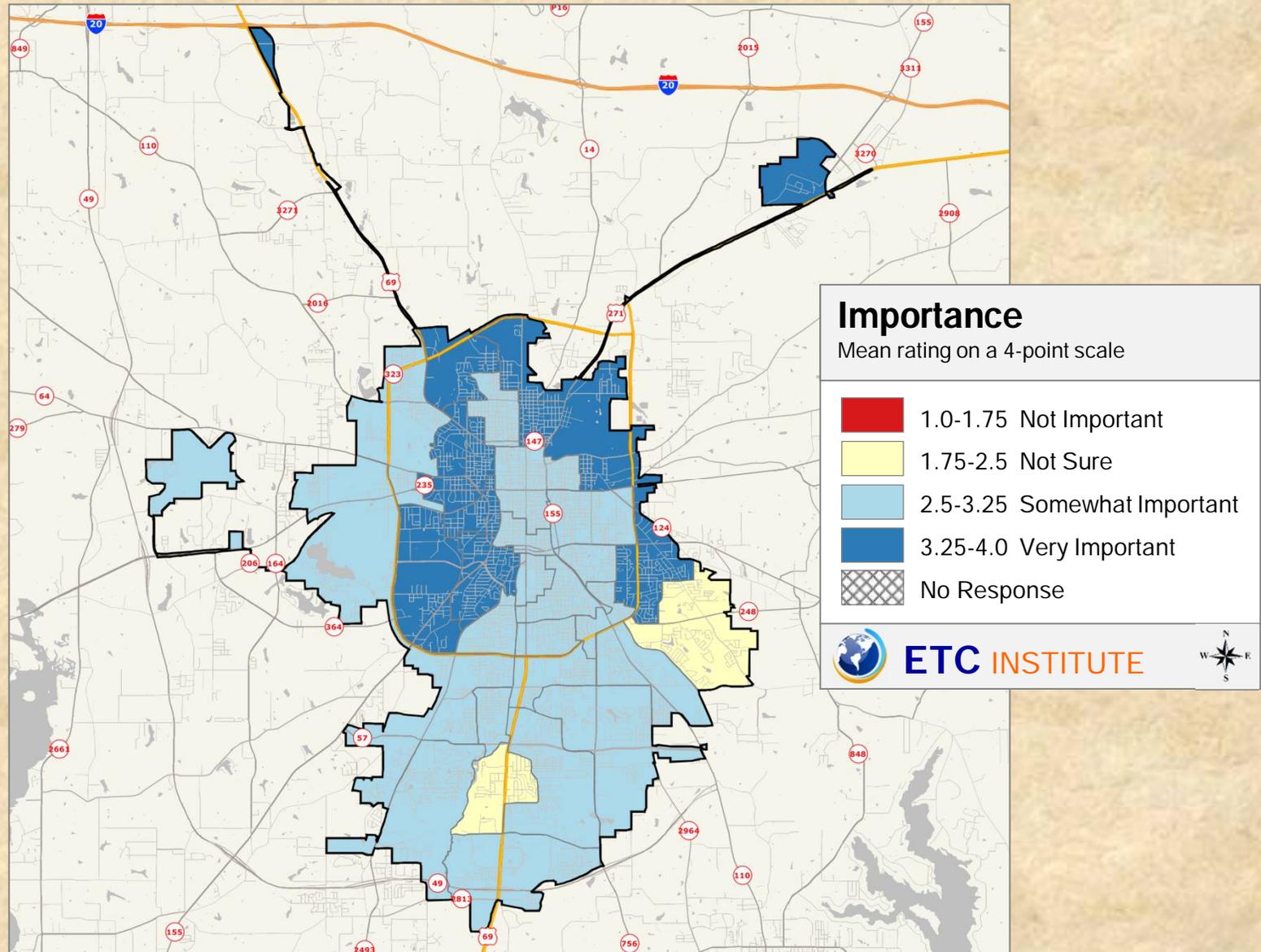
Q1-14 Level of Importance with: Parks, recreation, open spaces



2018 City of Tyler Community Survey

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

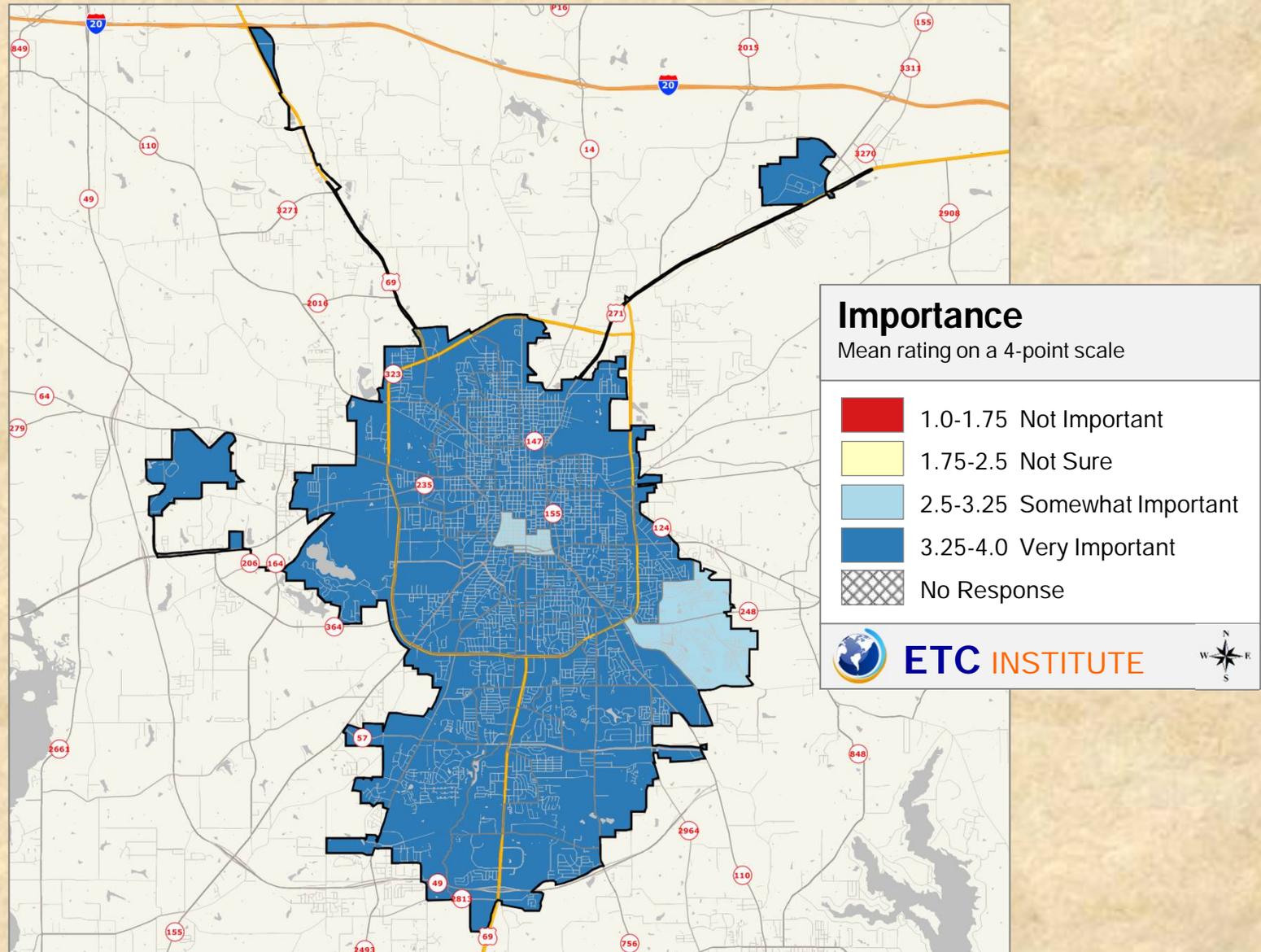
Q1-15 Level of Importance with: Diversification of housing types



2018 City of Tyler Community Survey

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

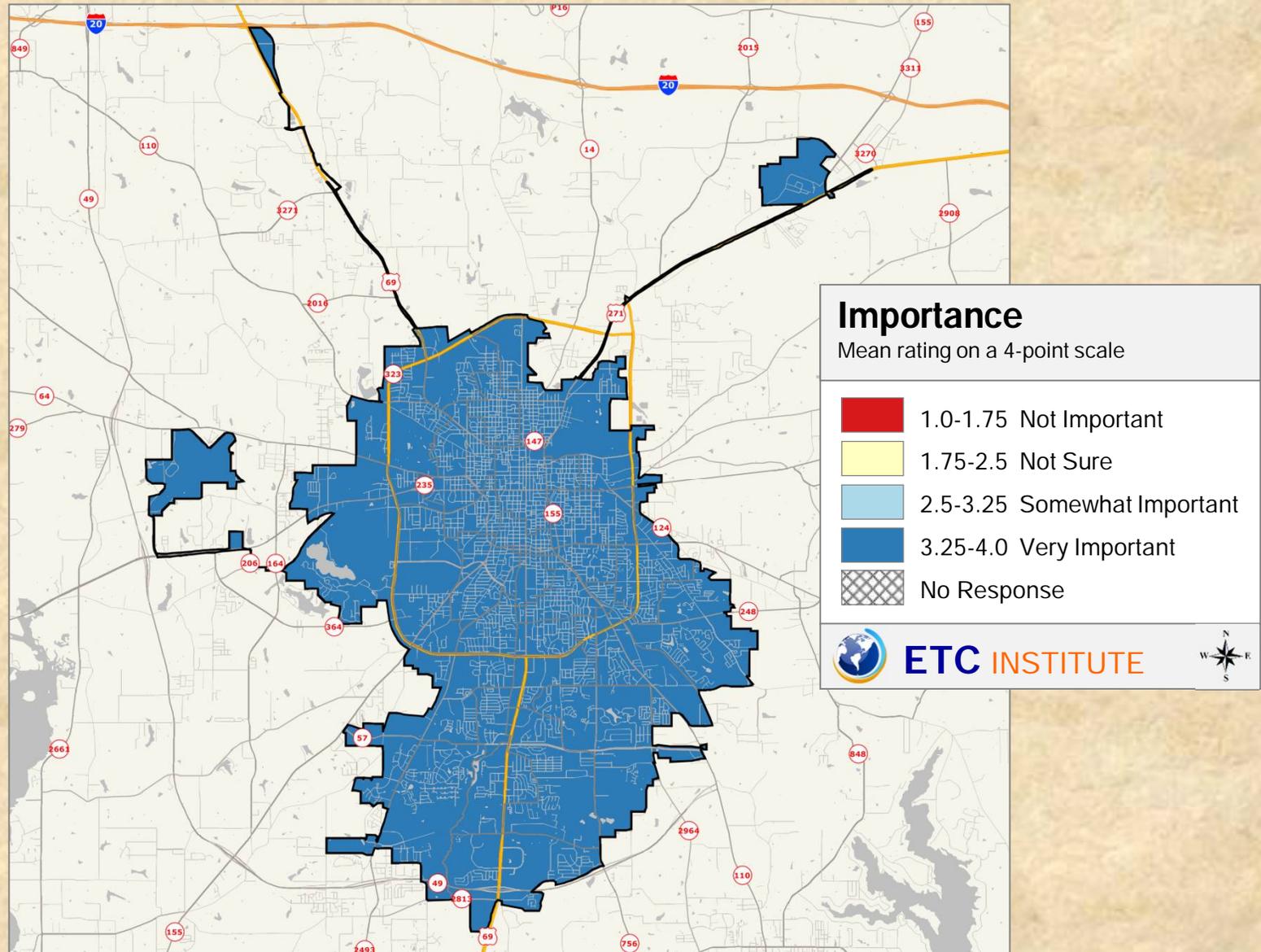
Q1-16 Level of Importance with: Maintaining low tax rate



2018 City of Tyler Community Survey

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

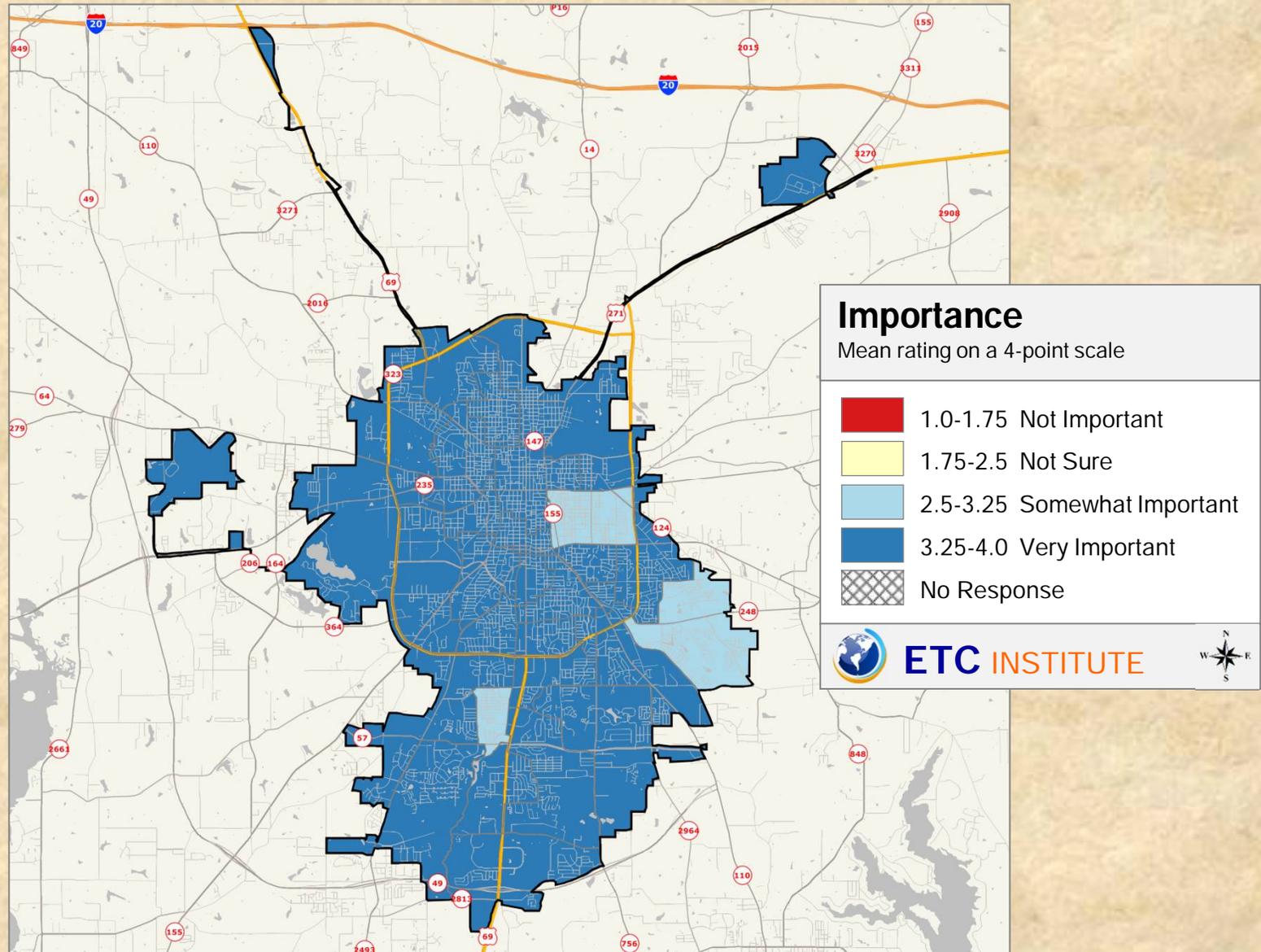
Q1-17 Level of Importance with: Managing future growth



2018 City of Tyler Community Survey

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

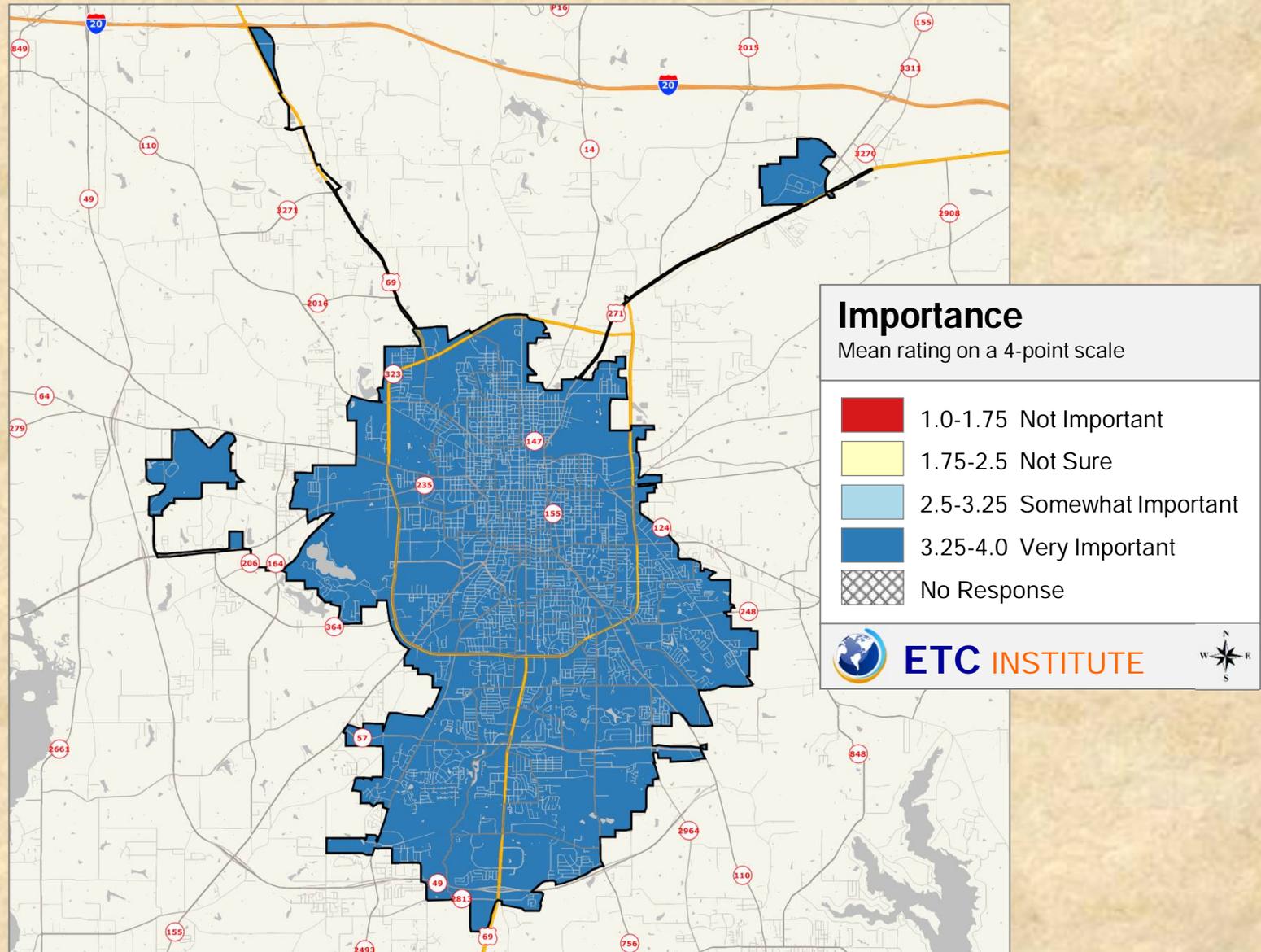
Q1-18 Level of Importance with: Drainage



2018 City of Tyler Community Survey

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

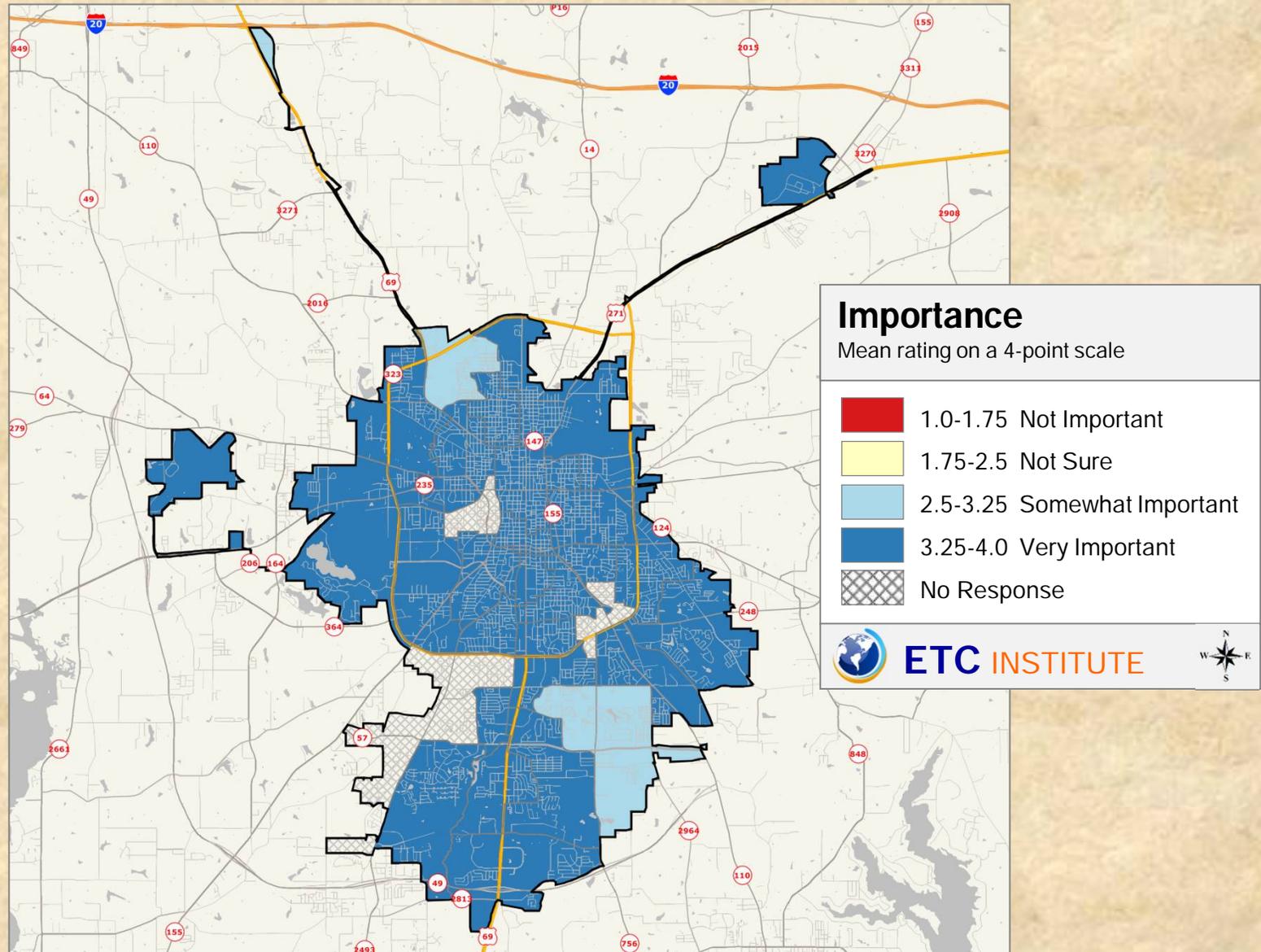
Q1-19 Level of Importance with: Education



2018 City of Tyler Community Survey

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

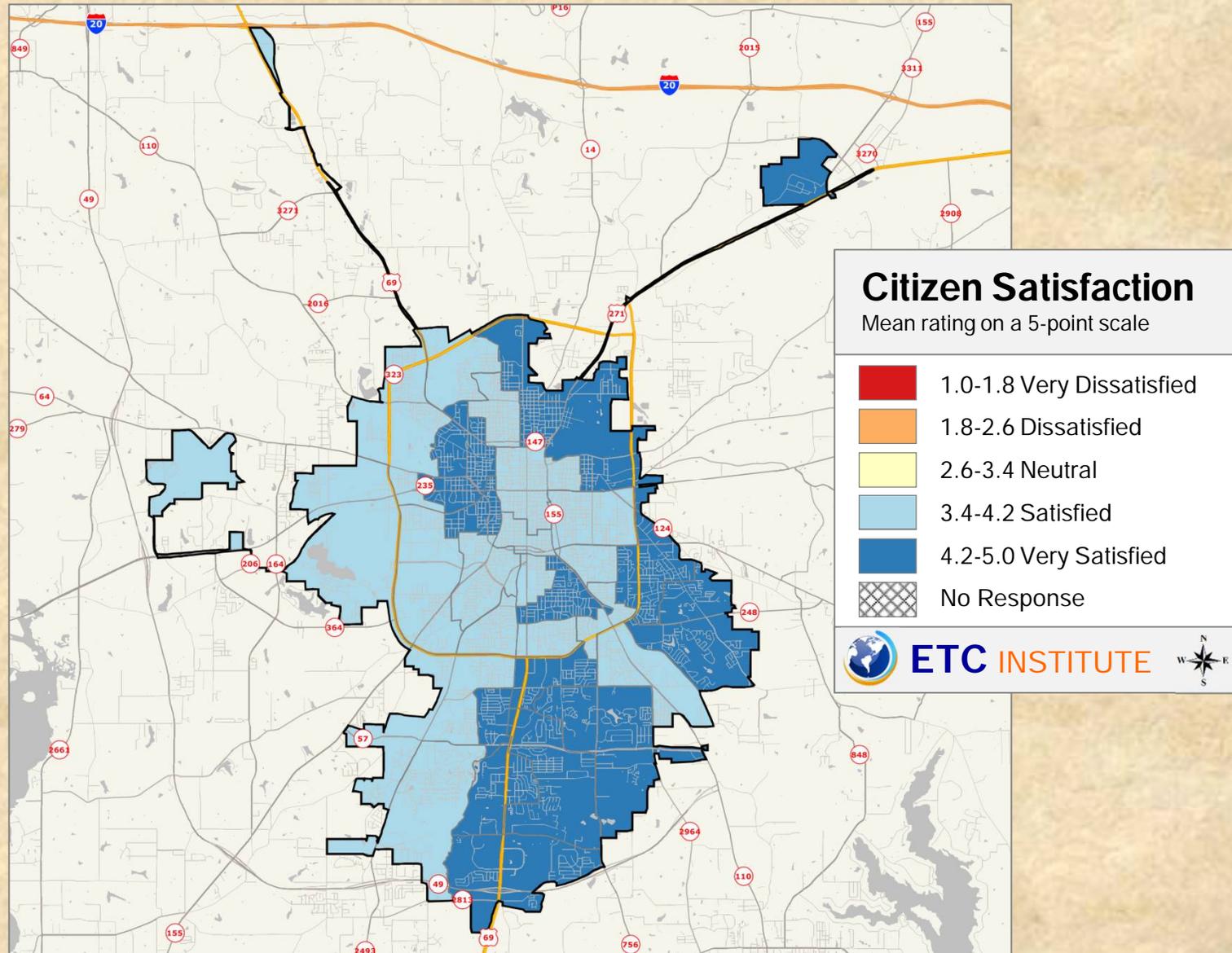
Q1-20 Level of Importance with: Other



2018 City of Tyler Community Survey

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

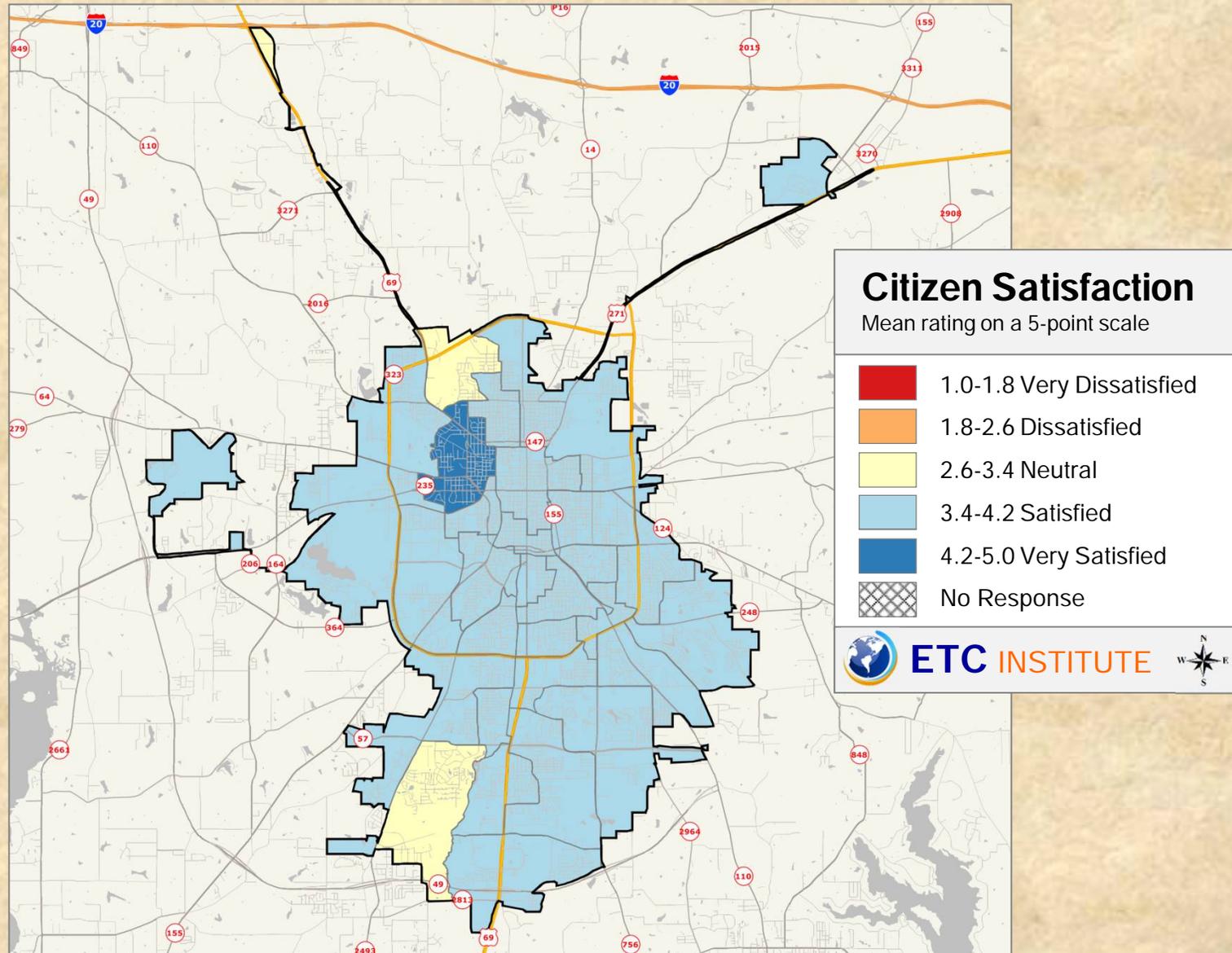
Q3-01 Level of Satisfaction with: Overall quality of public safety services (e.g. police, fire)



2018 City of Tyler Community Survey

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

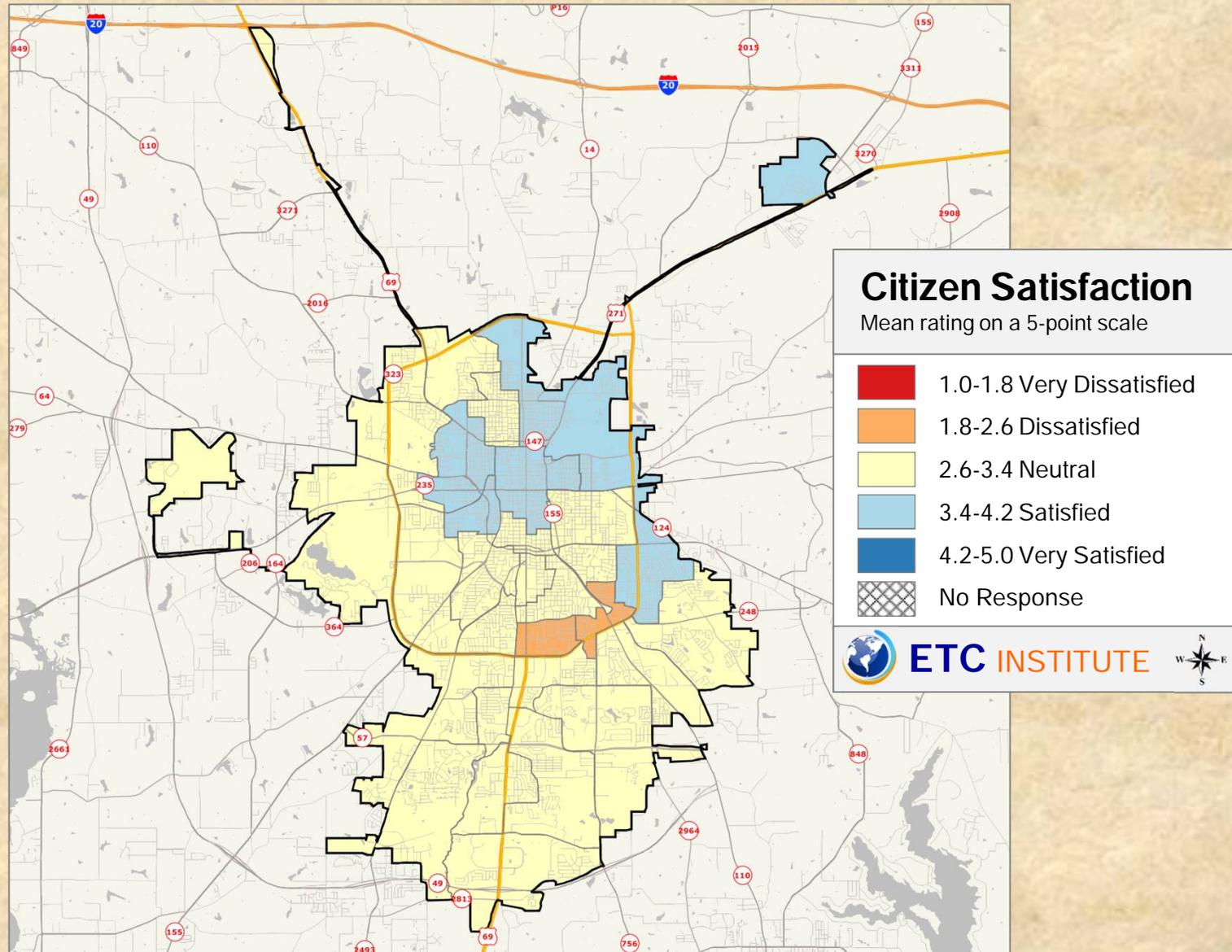
Q3-02 Level of Satisfaction with: Overall quality of parks and recreation programs/facilities



2018 City of Tyler Community Survey

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

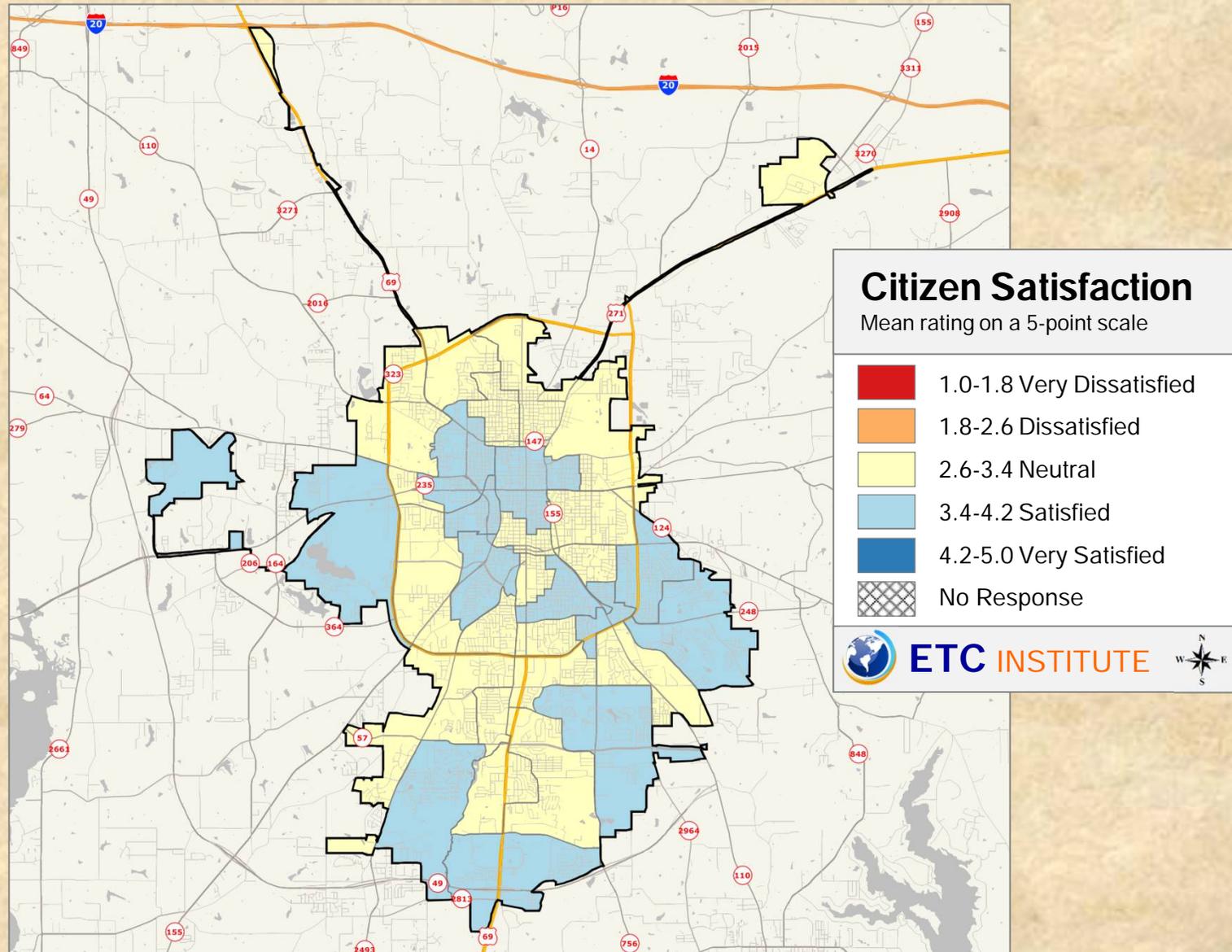
Q3-03 Level of Satisfaction with: Overall maintenance of city streets/facilities



2018 City of Tyler Community Survey

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

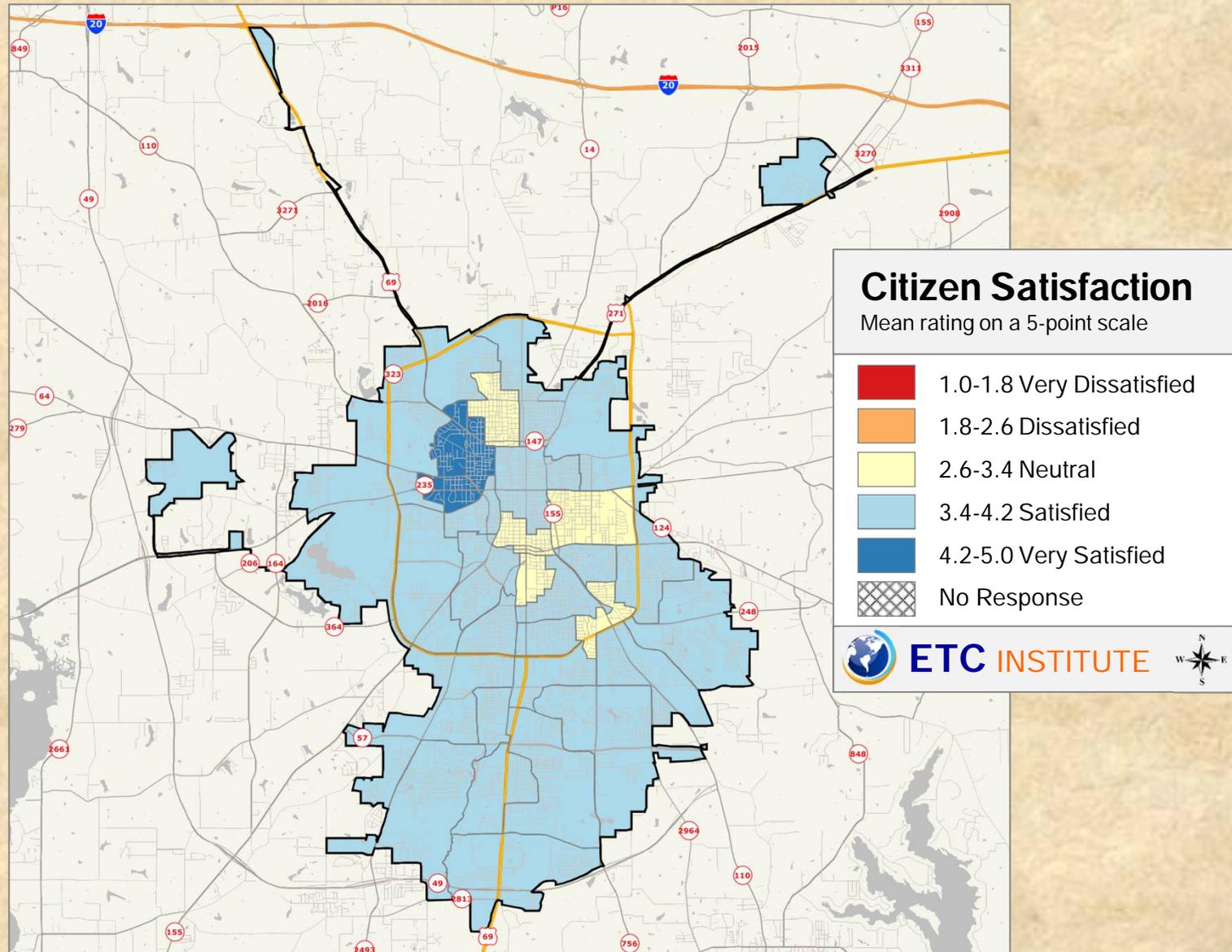
Q3-04 Level of Satisfaction with: Overall enforcement of city codes/ordinances



2018 City of Tyler Community Survey

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

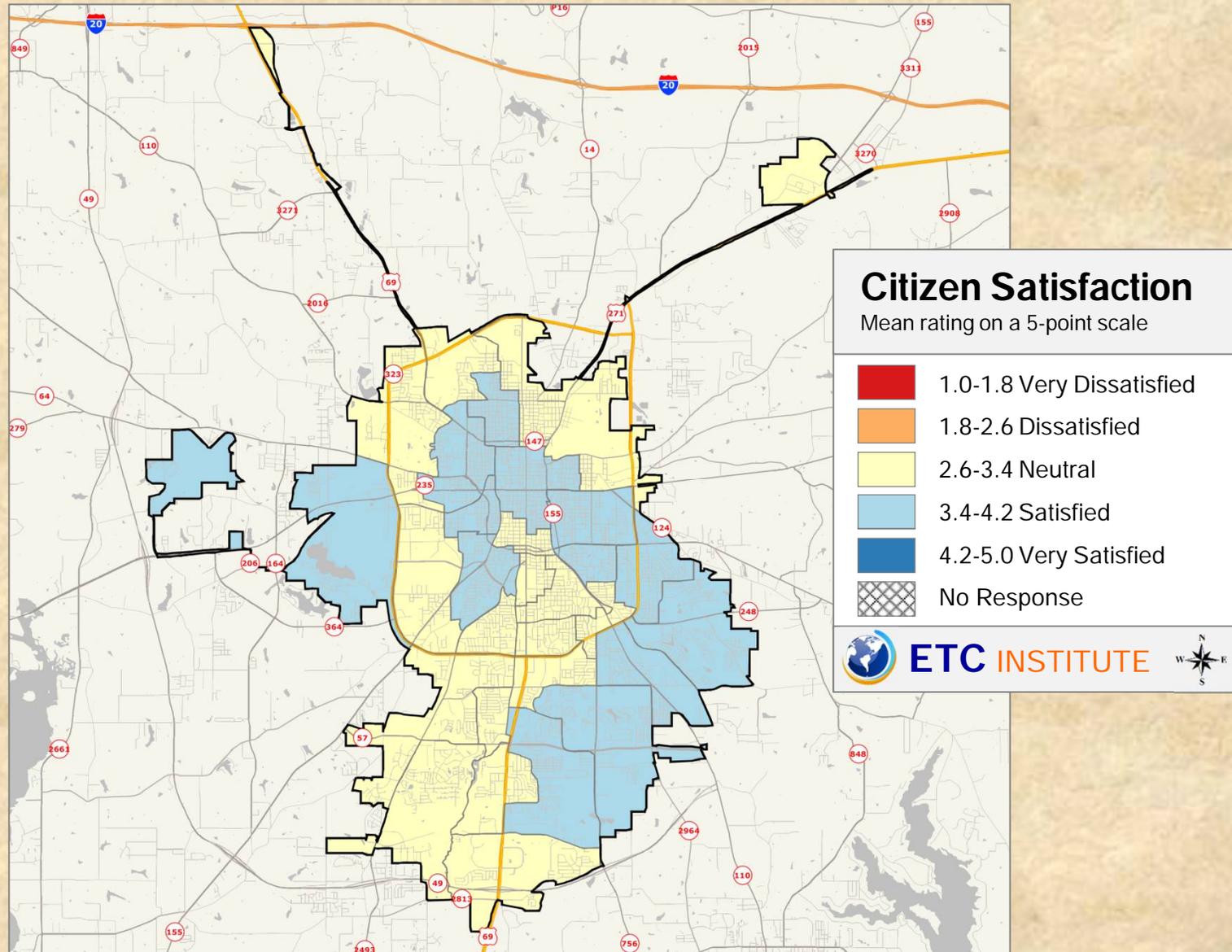
Q3-05 Level of Satisfaction with: Overall quality of customer service you receive from city employees



2018 City of Tyler Community Survey

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

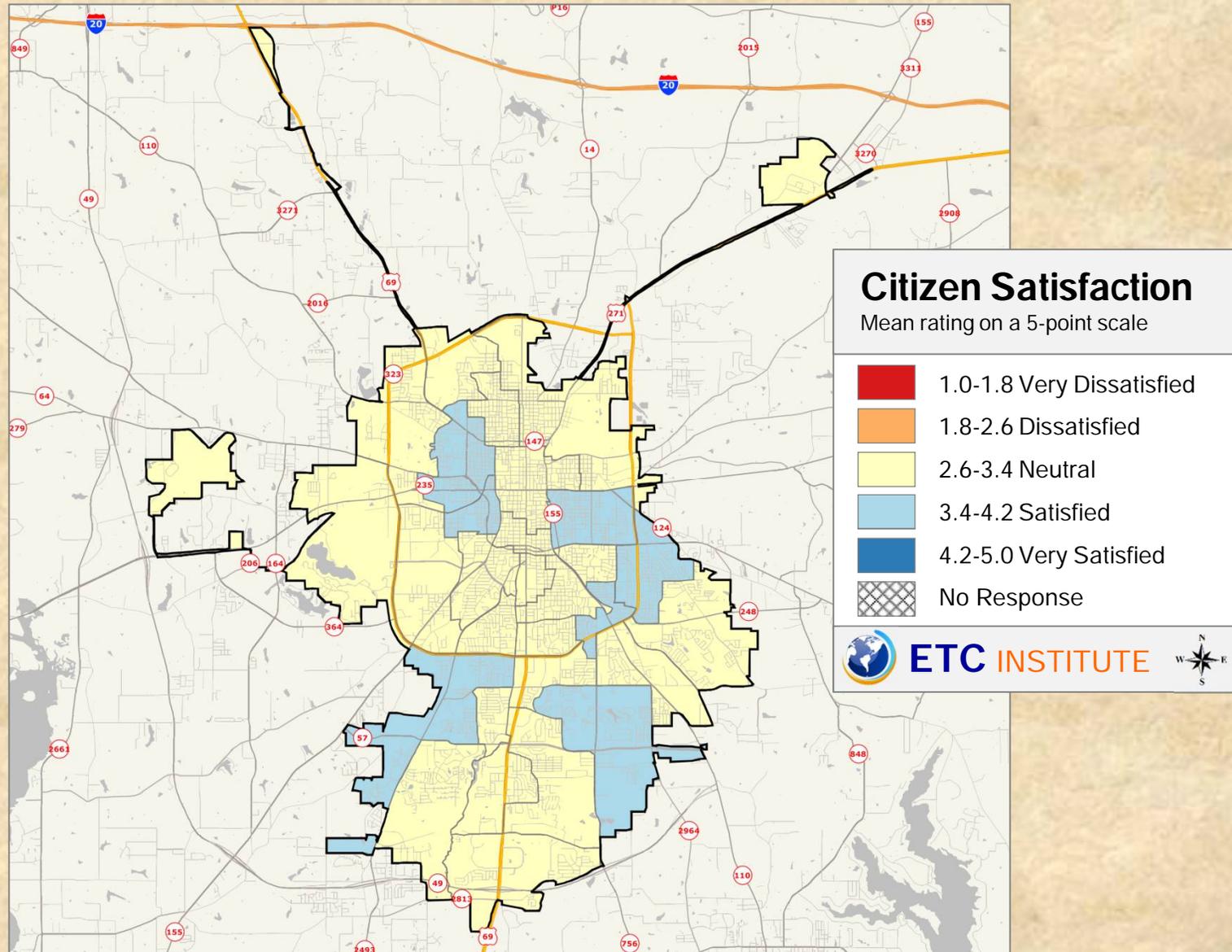
Q3-06 Level of Satisfaction with: Overall effectiveness of city communication with the public



2018 City of Tyler Community Survey

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

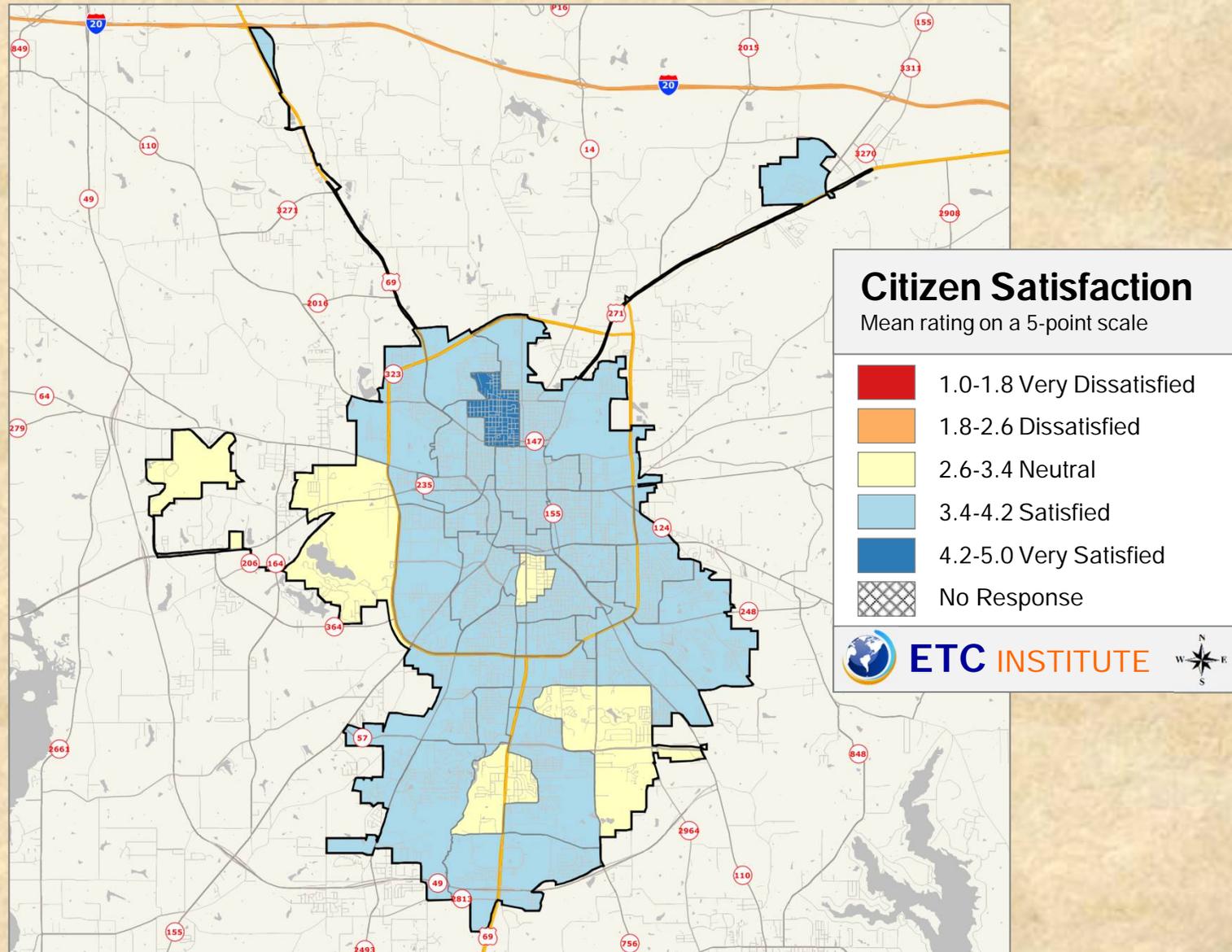
Q3-07 Level of Satisfaction with: Overall effectiveness of land use and development planning



2018 City of Tyler Community Survey

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

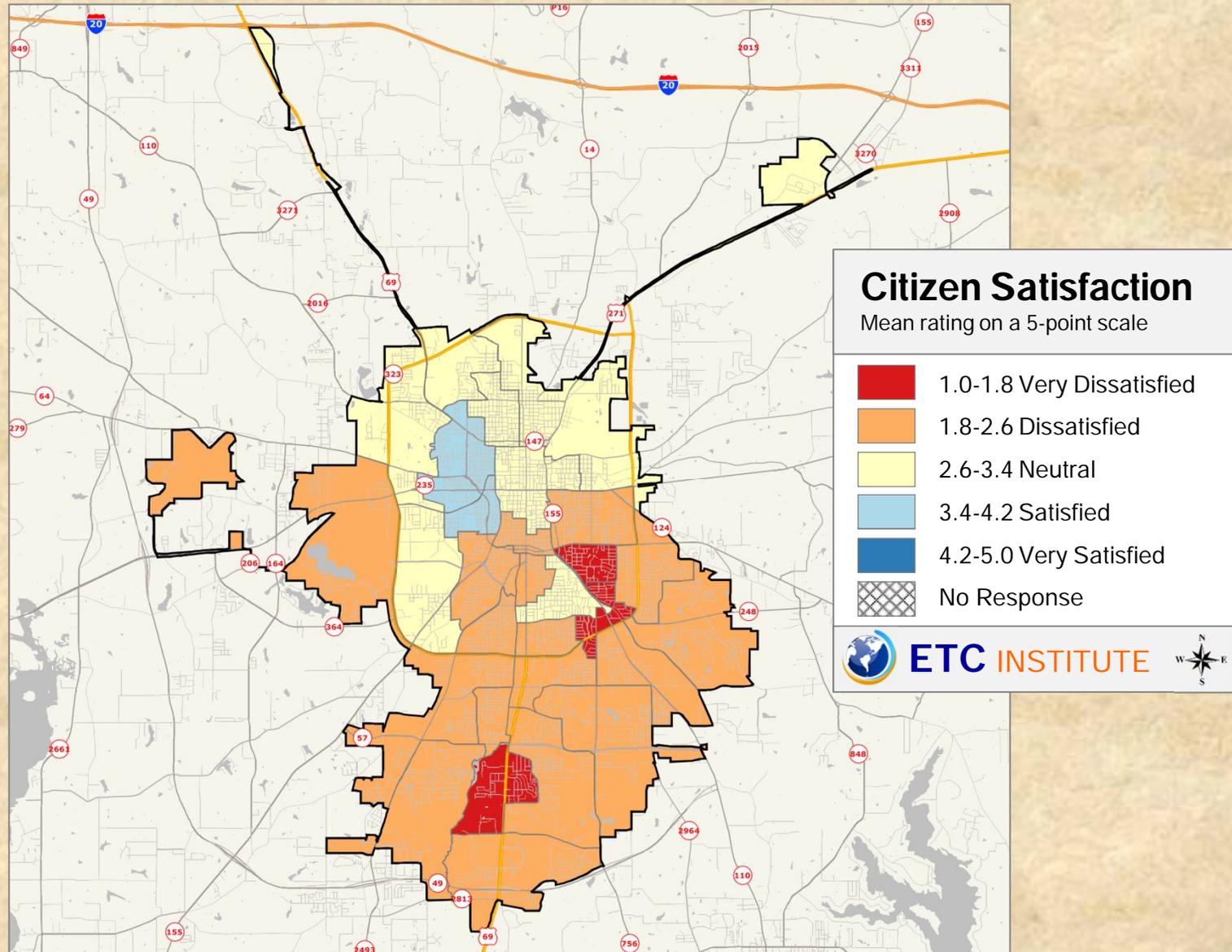
Q3-08 Level of Satisfaction with: Overall quality of city library services



2018 City of Tyler Community Survey

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

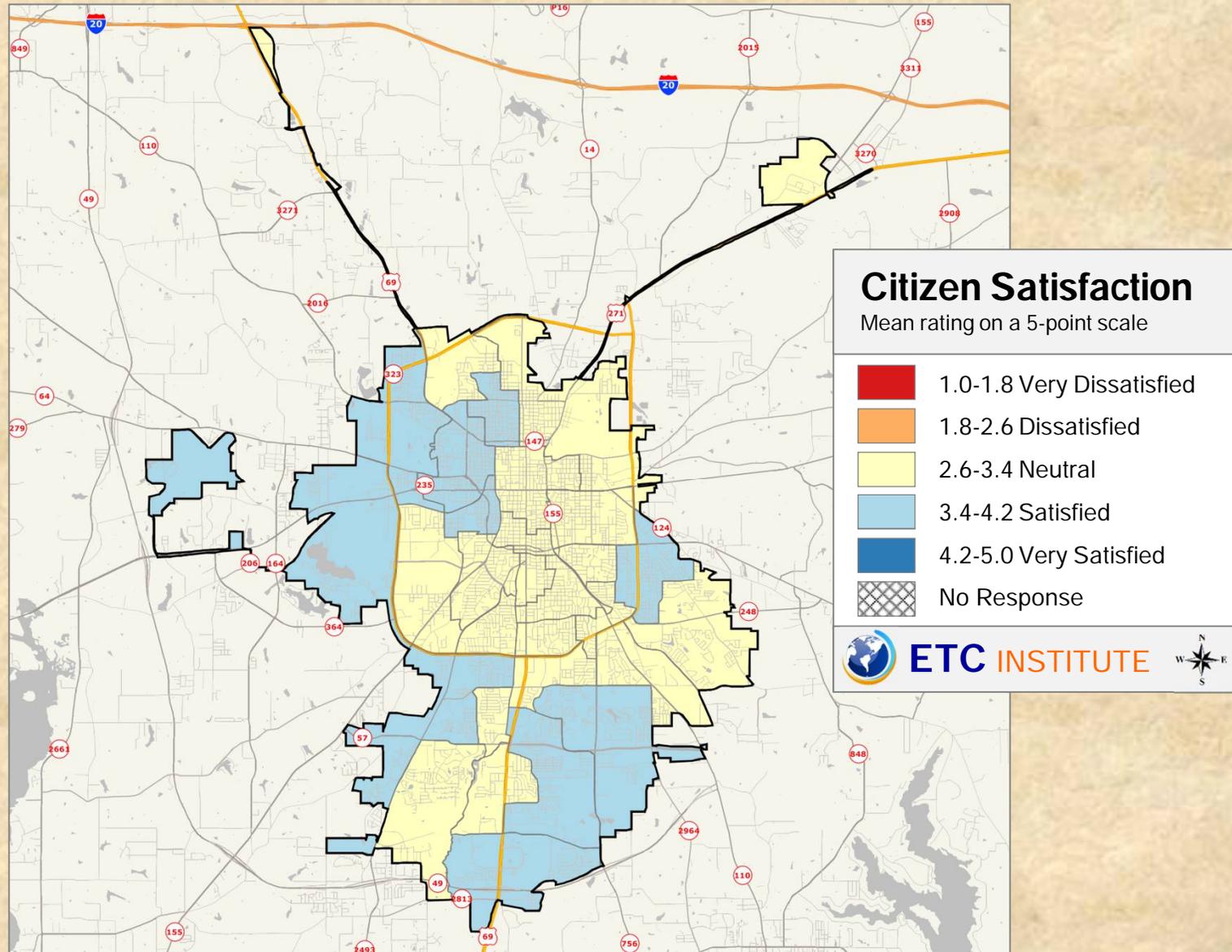
Q3-09 Level of Satisfaction with: Overall effectiveness of traffic and congestion management



2018 City of Tyler Community Survey

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

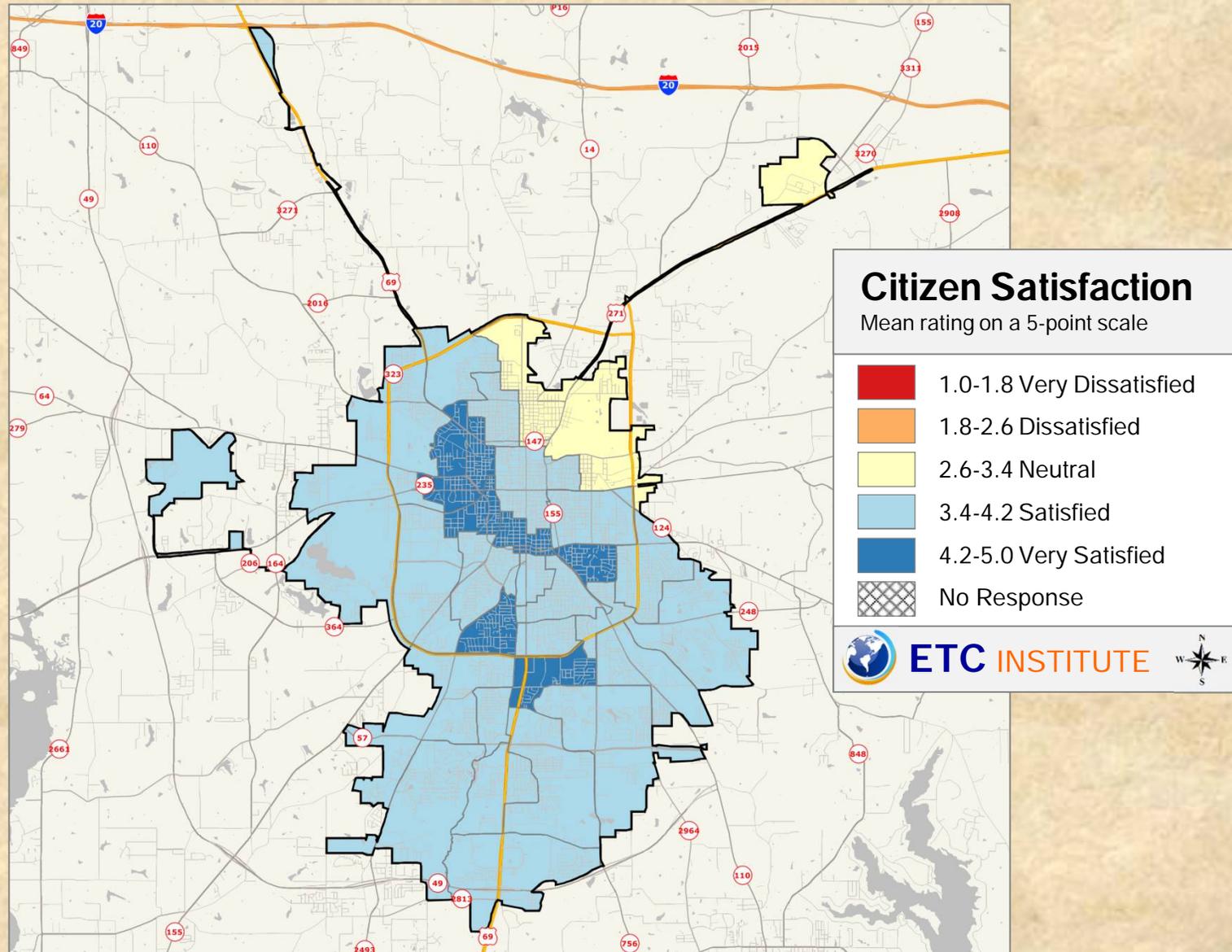
Q3-10 Level of Satisfaction with: Overall management and administration of city services



2018 City of Tyler Community Survey

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

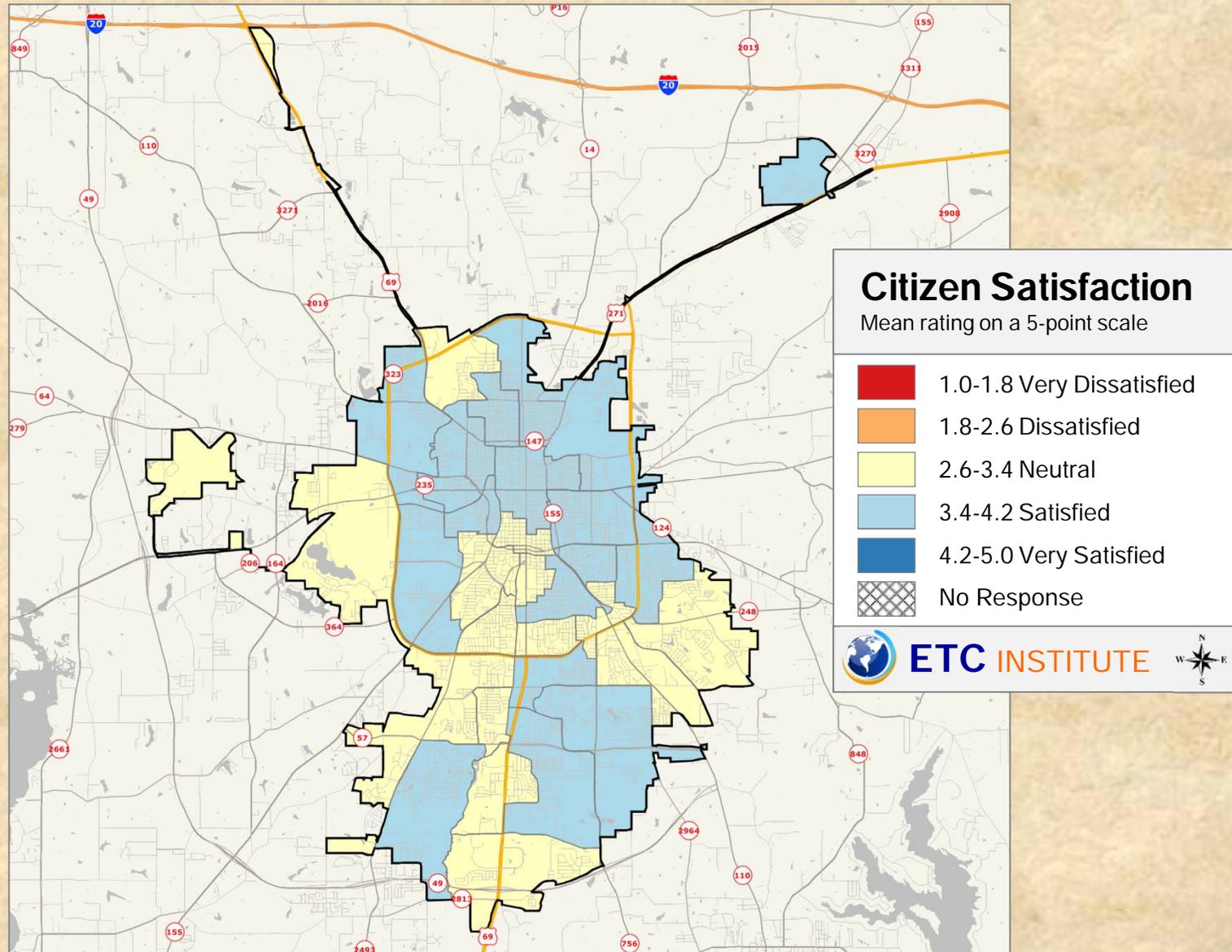
Q3-11 Level of Satisfaction with: Overall garbage collection services



2018 City of Tyler Community Survey

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

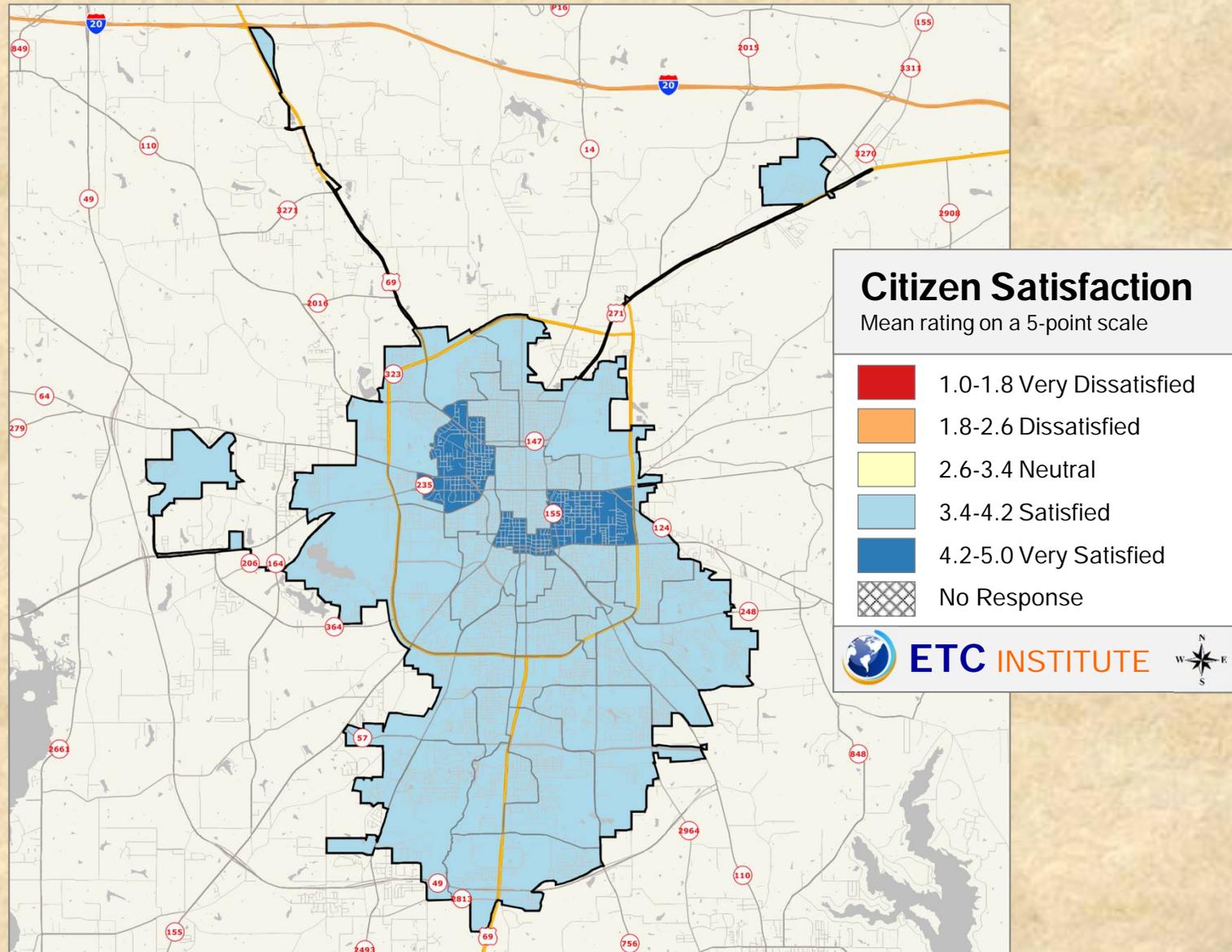
Q3-13 Level of Satisfaction with: Overall management of drainage and storm water runoff



2018 City of Tyler Community Survey

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

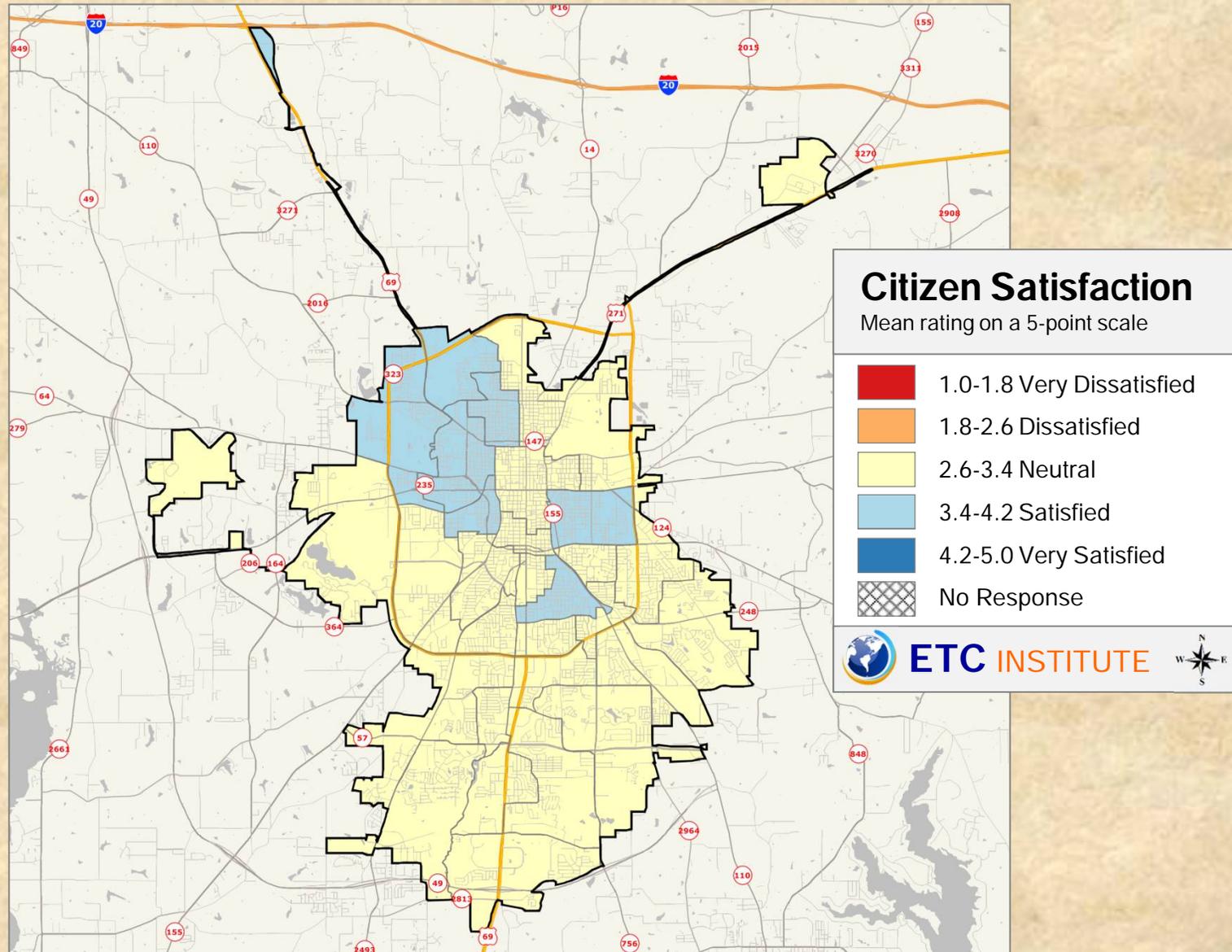
Q3-14 Level of Satisfaction with: Overall quality of the airport



2018 City of Tyler Community Survey

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

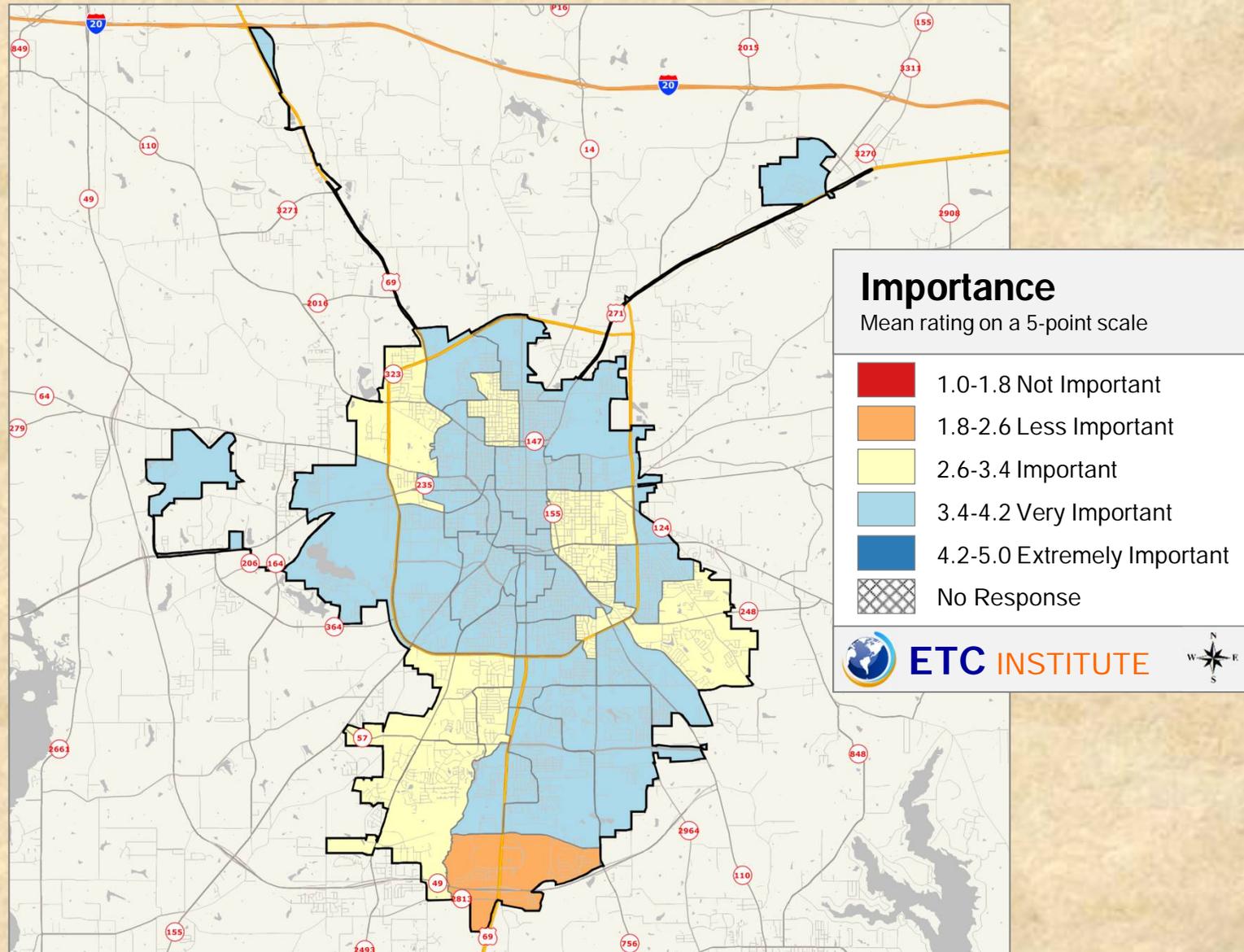
Q3-15 Level of Satisfaction with: Overall quality of bus service availability



2018 City of Tyler Community Survey

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

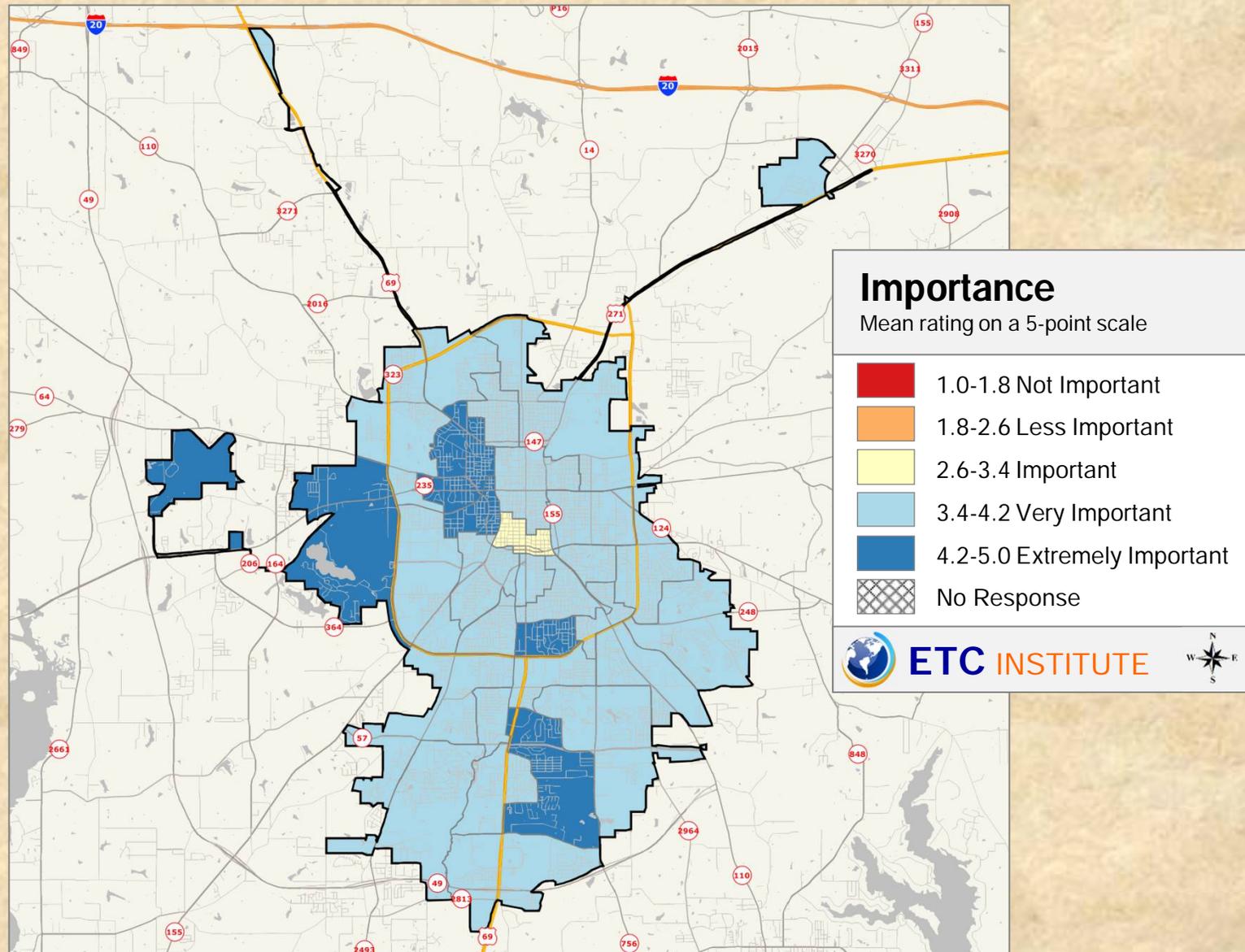
Q8-01 Level of Importance with: Small city atmosphere



2018 City of Tyler Community Survey

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

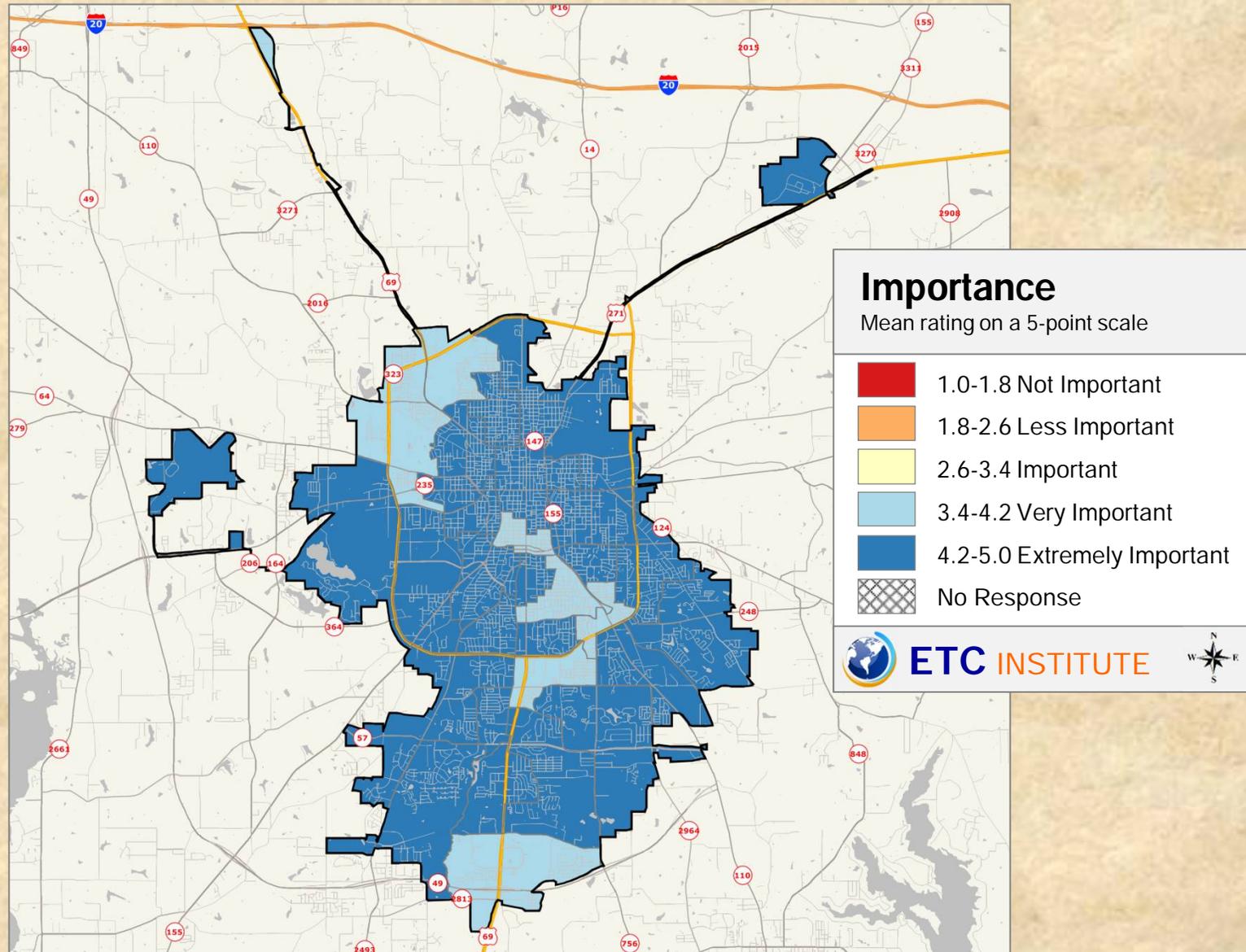
Q8-02 Level of Importance with: Availability of shopping to meet resident needs



2018 City of Tyler Community Survey

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

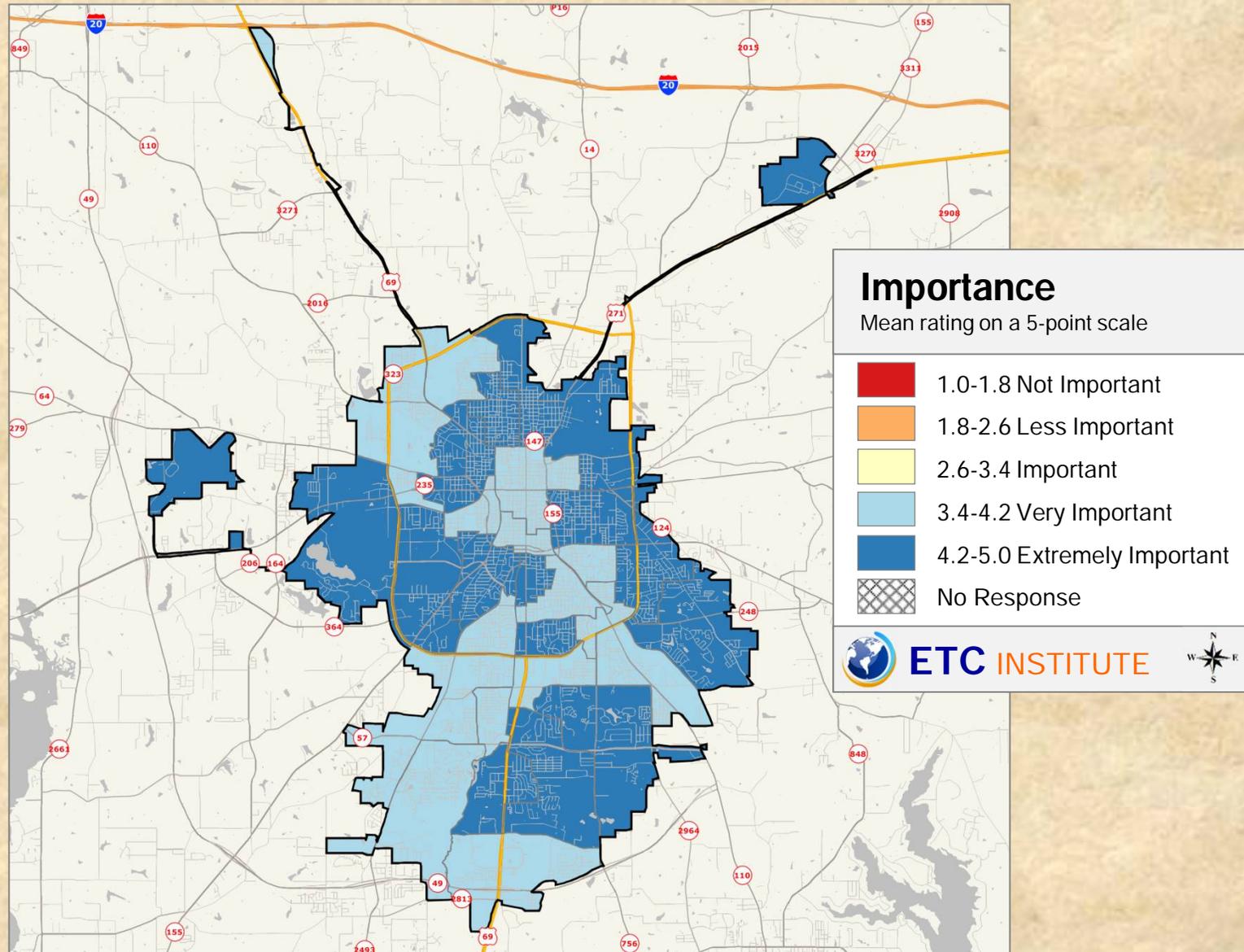
Q8-03 Level of Importance with: Low crime rate



2018 City of Tyler Community Survey

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

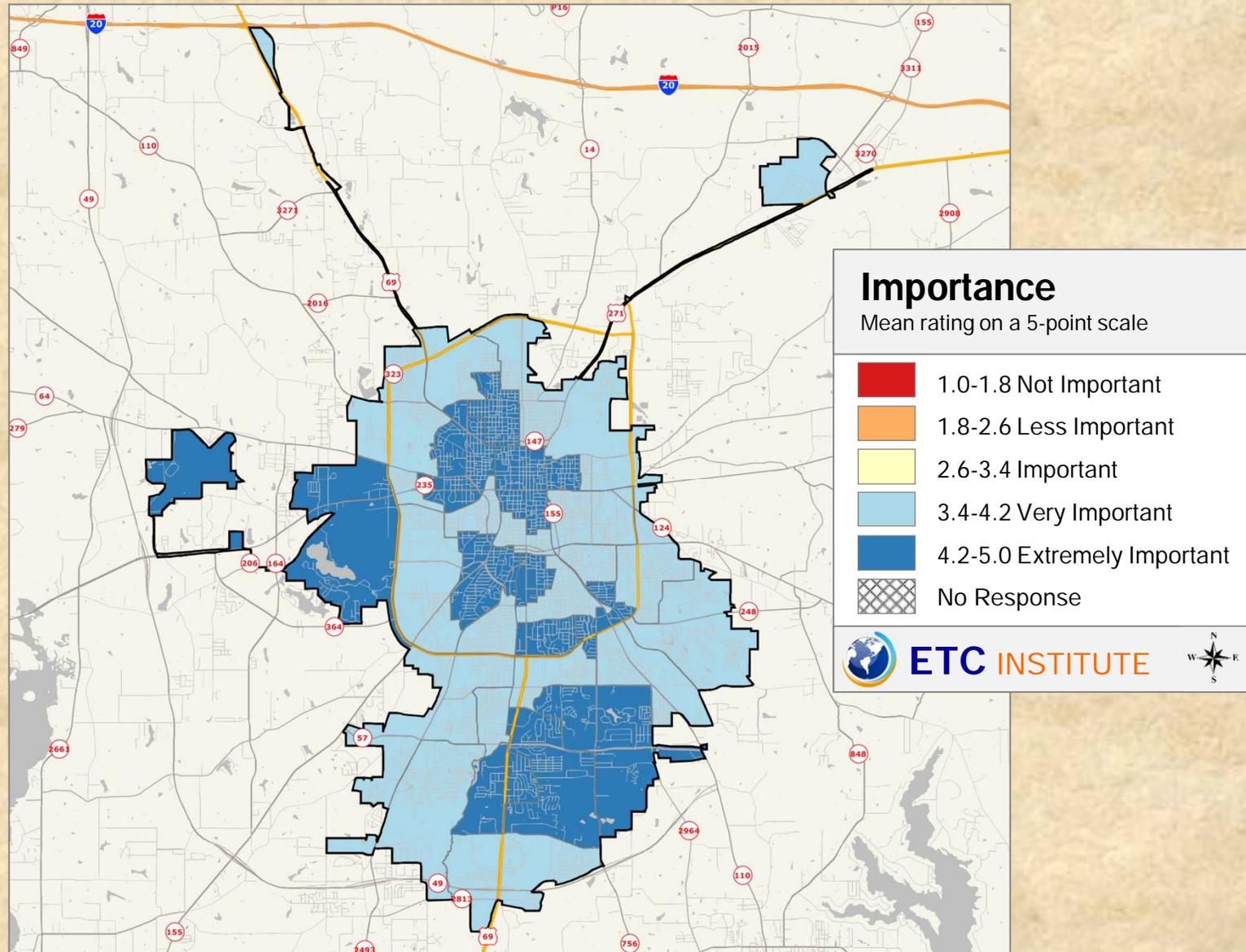
Q8-04 Level of Importance with: Quality of housing



2018 City of Tyler Community Survey

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

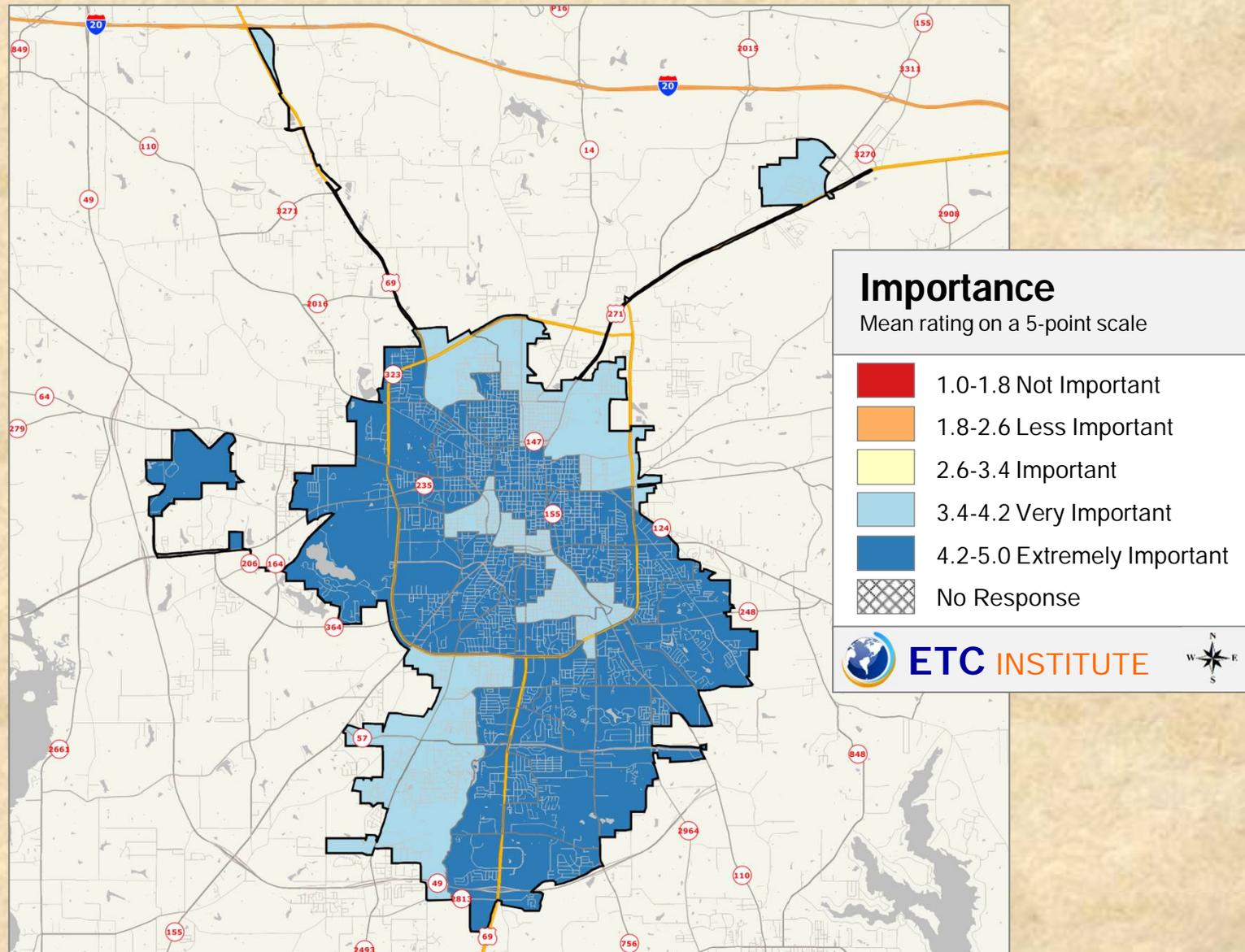
Q8-05 Level of Importance with: Level of taxation



2018 City of Tyler Community Survey

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

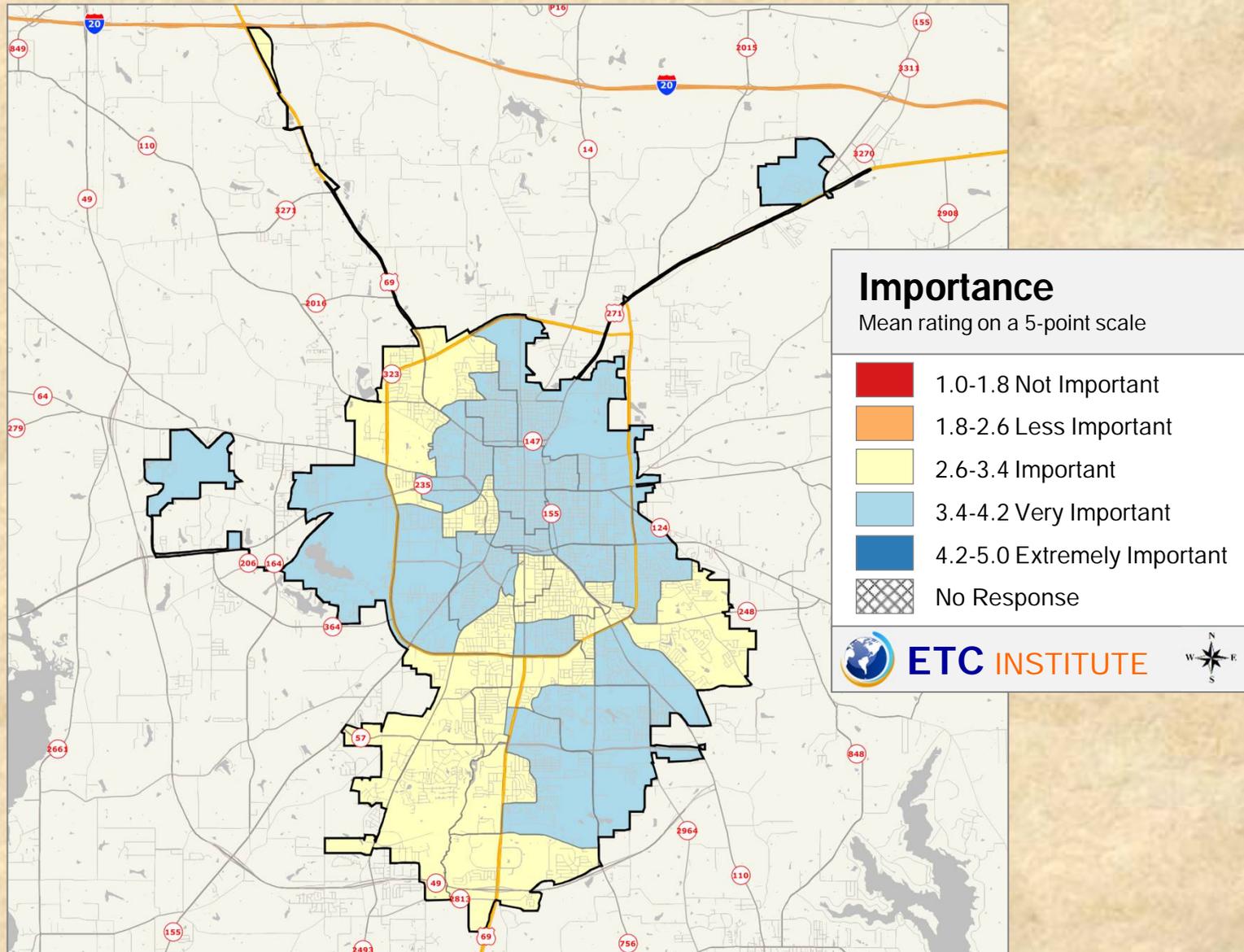
Q8-06 Level of Importance with: Employment opportunities



2018 City of Tyler Community Survey

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

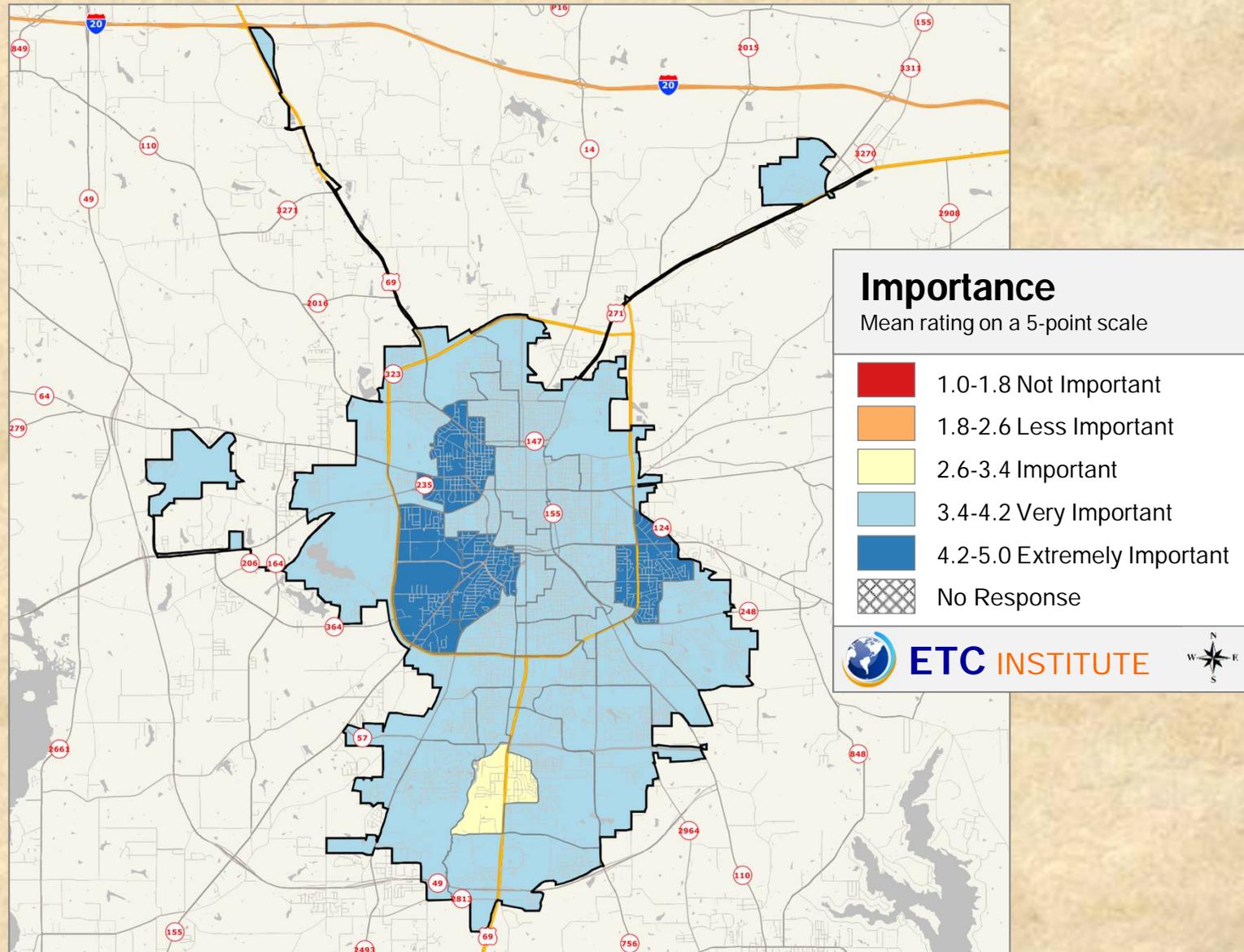
Q8-07 Level of Importance with: Availability of arts and cultural amenities



2018 City of Tyler Community Survey

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

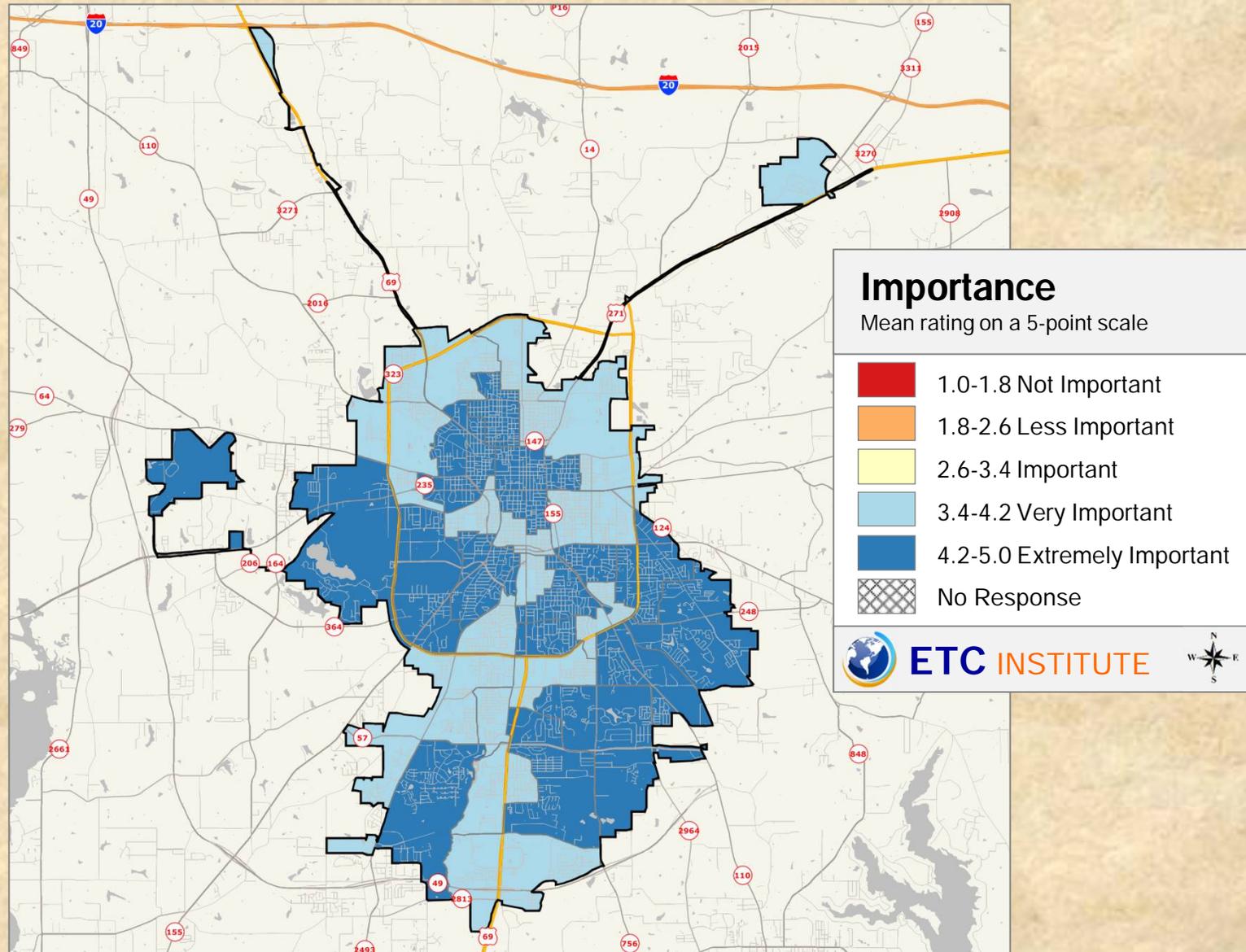
Q8-08 Level of Importance with: Quality of city government services



2018 City of Tyler Community Survey

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

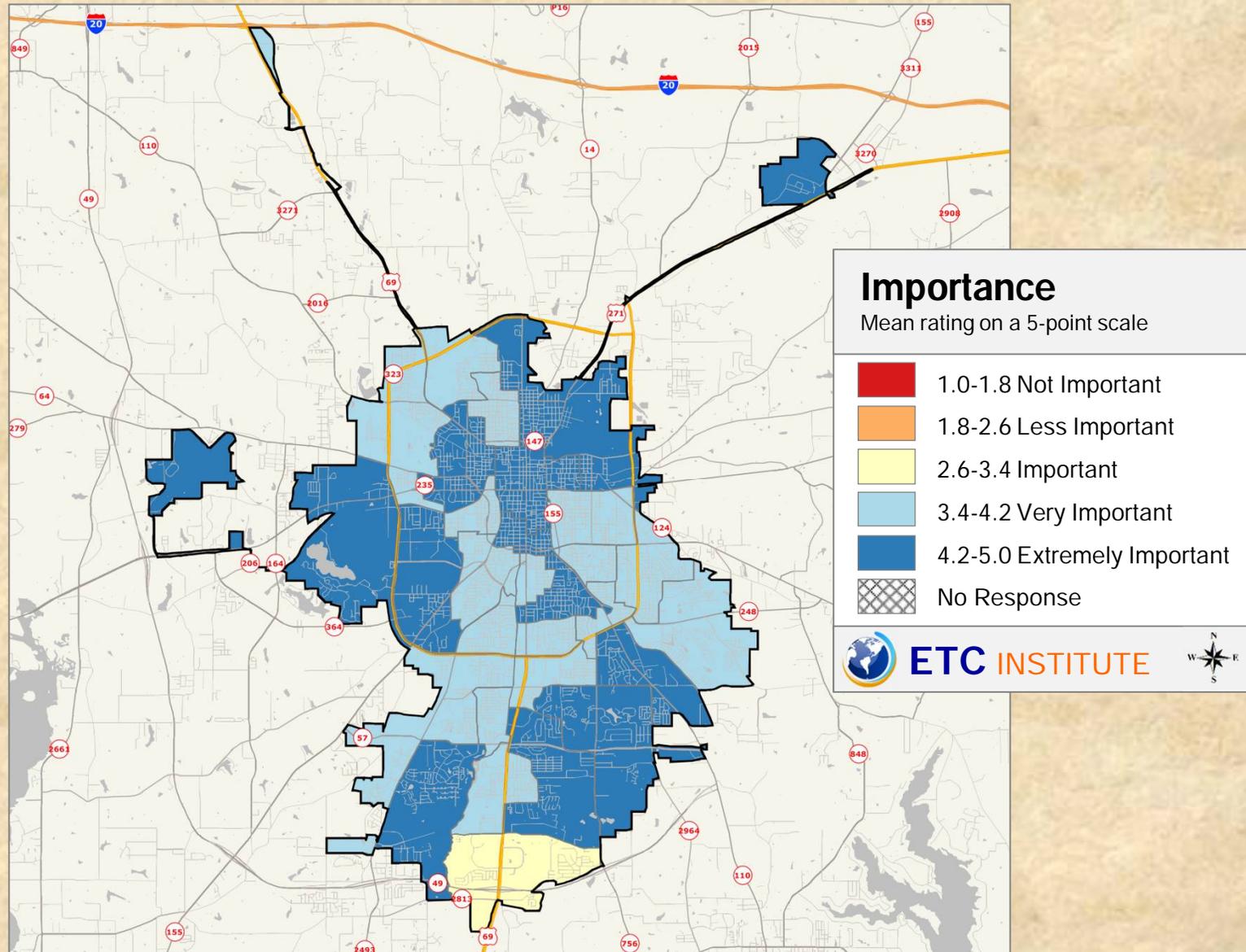
Q8-09 Level of Importance with: Financial stability of city government



2018 City of Tyler Community Survey

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

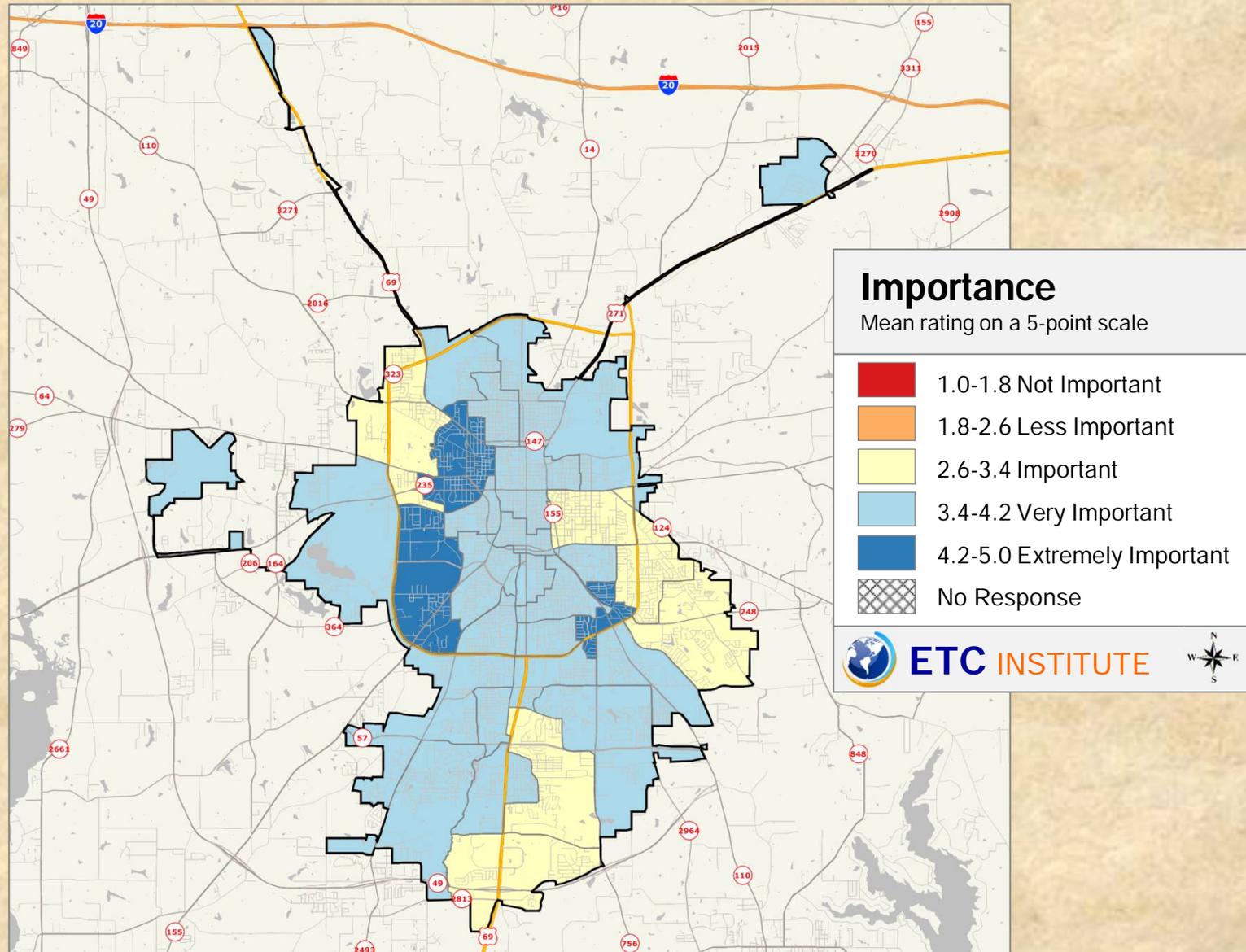
Q8-10 Level of Importance with: Appearance, views, and overall beauty of the city



2018 City of Tyler Community Survey

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

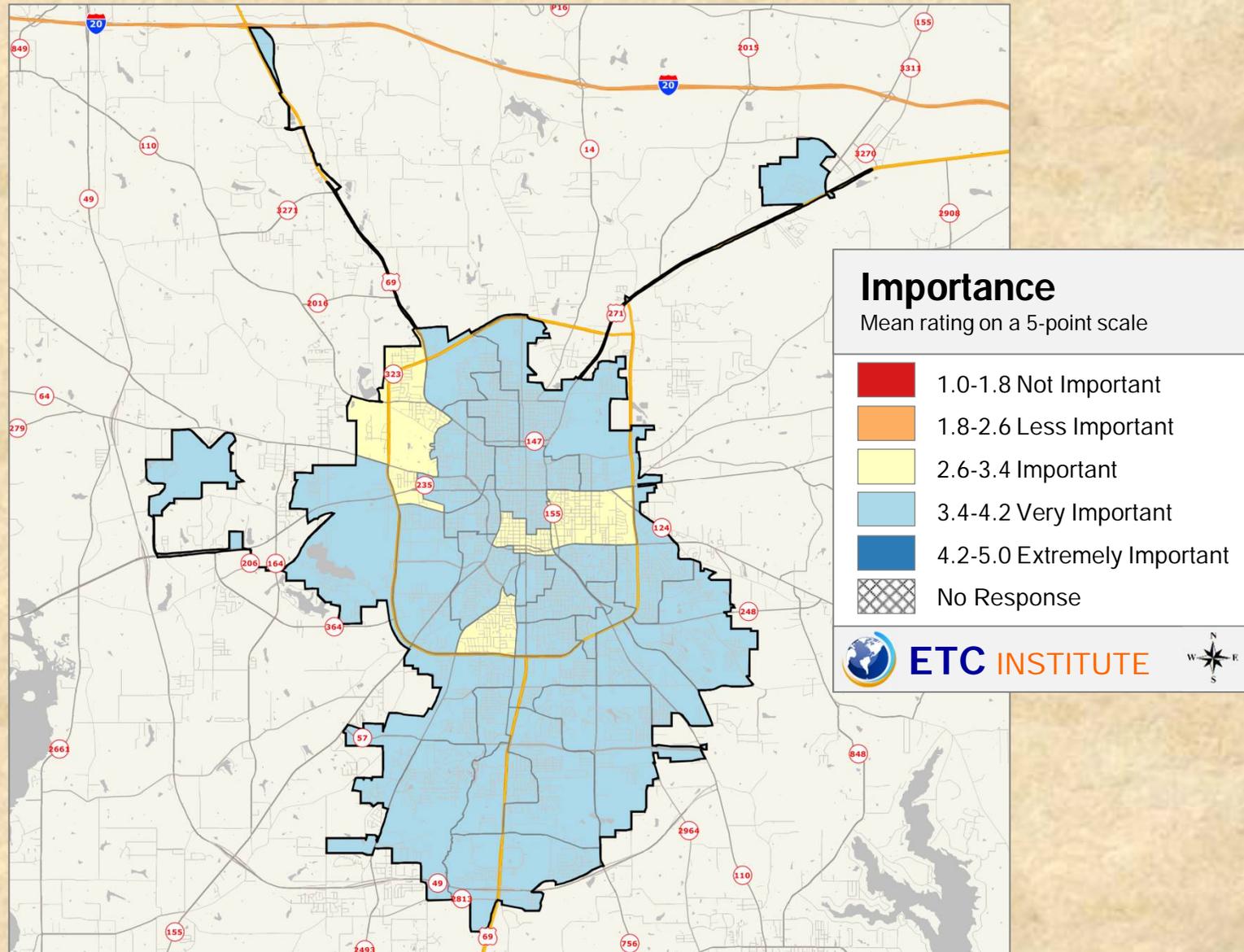
Q8-11 Level of Importance with: Proximity to family and friends



2018 City of Tyler Community Survey

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

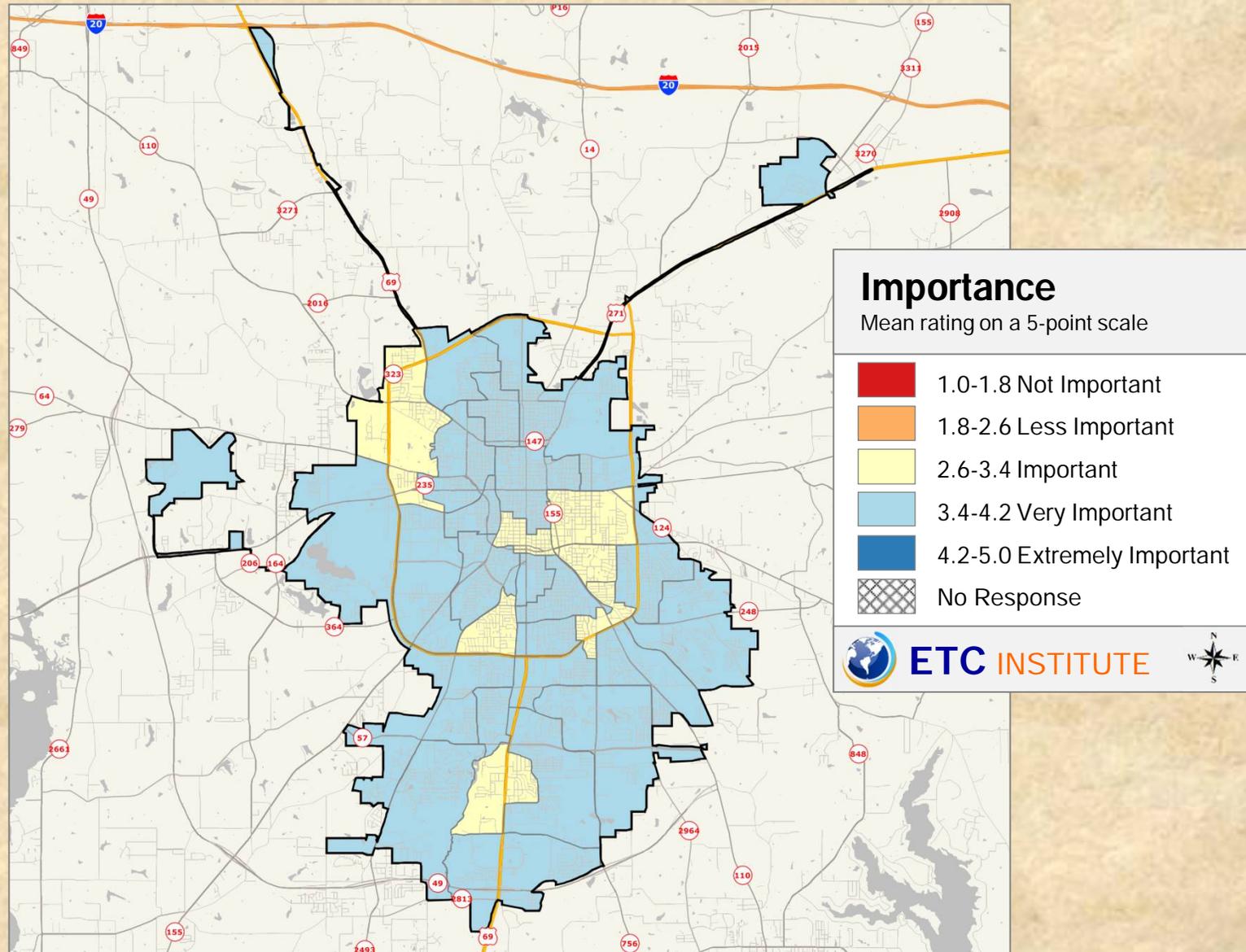
Q8-12 Level of Importance with: Availability of parks and open spaces



2018 City of Tyler Community Survey

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

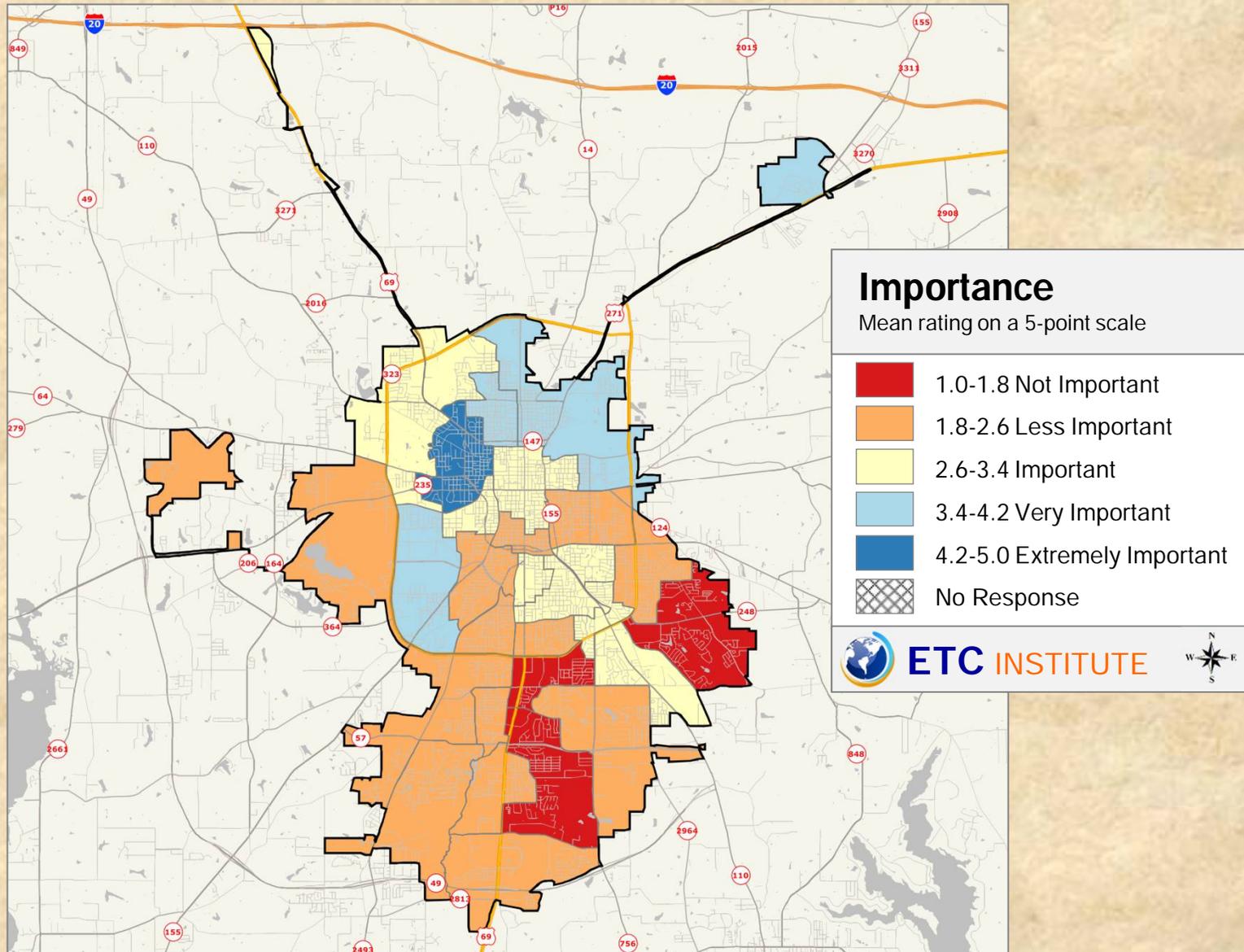
Q8-13 Level of Importance with: Availability of recreational activities



2018 City of Tyler Community Survey

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

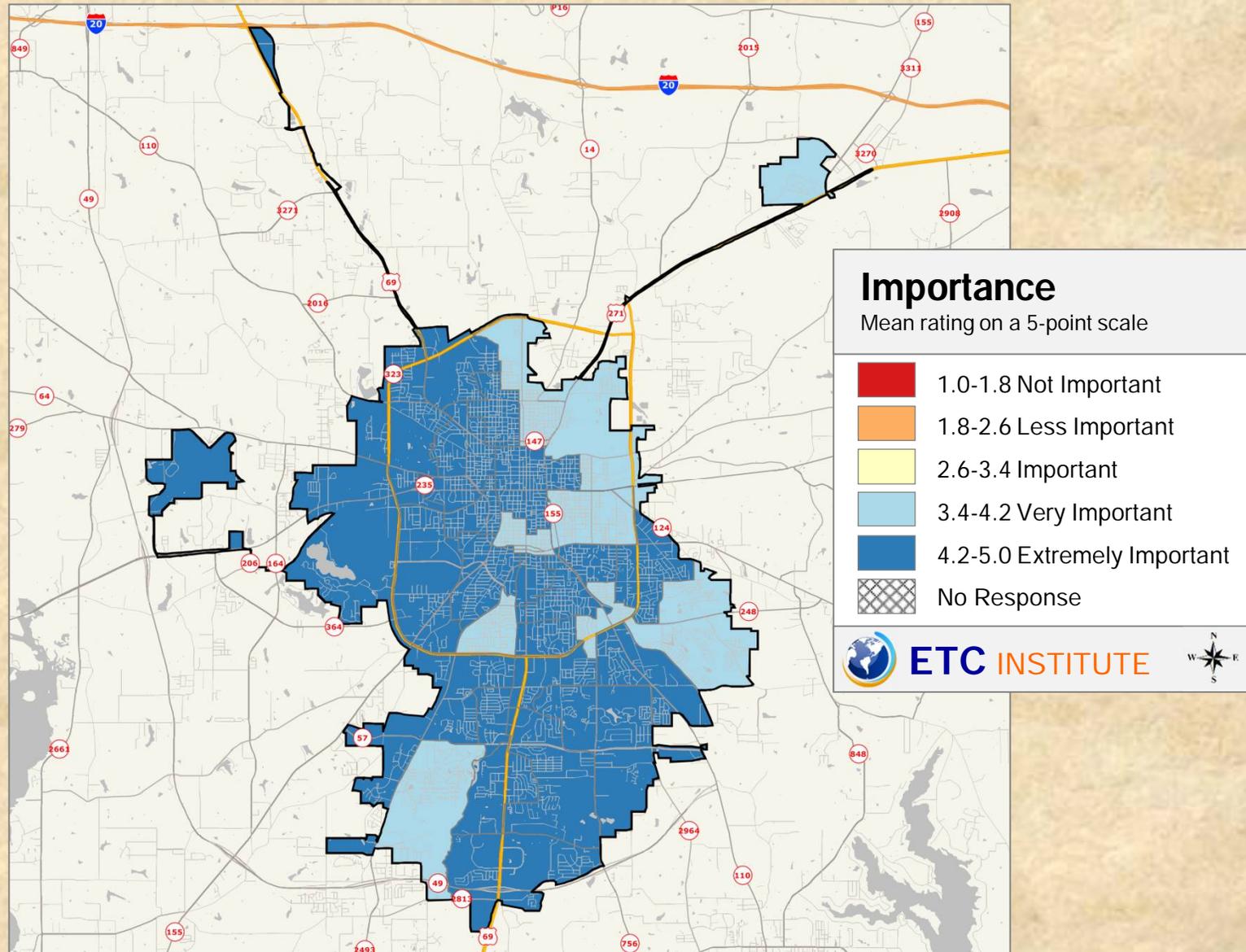
Q8-14 Level of Importance with: Always lived in Tyler



2018 City of Tyler Community Survey

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

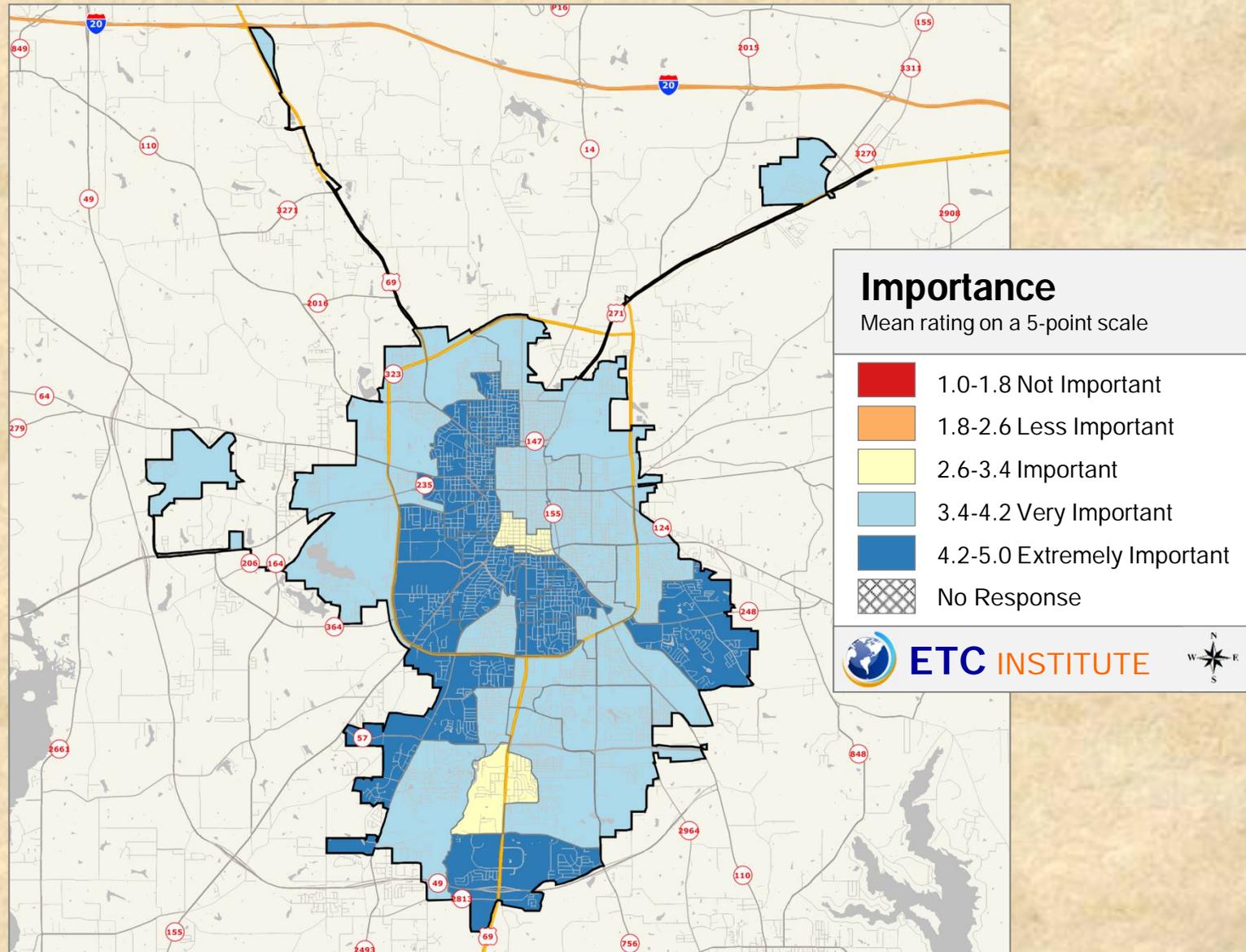
Q8-15 Level of Importance with: Quality of health care services



2018 City of Tyler Community Survey

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

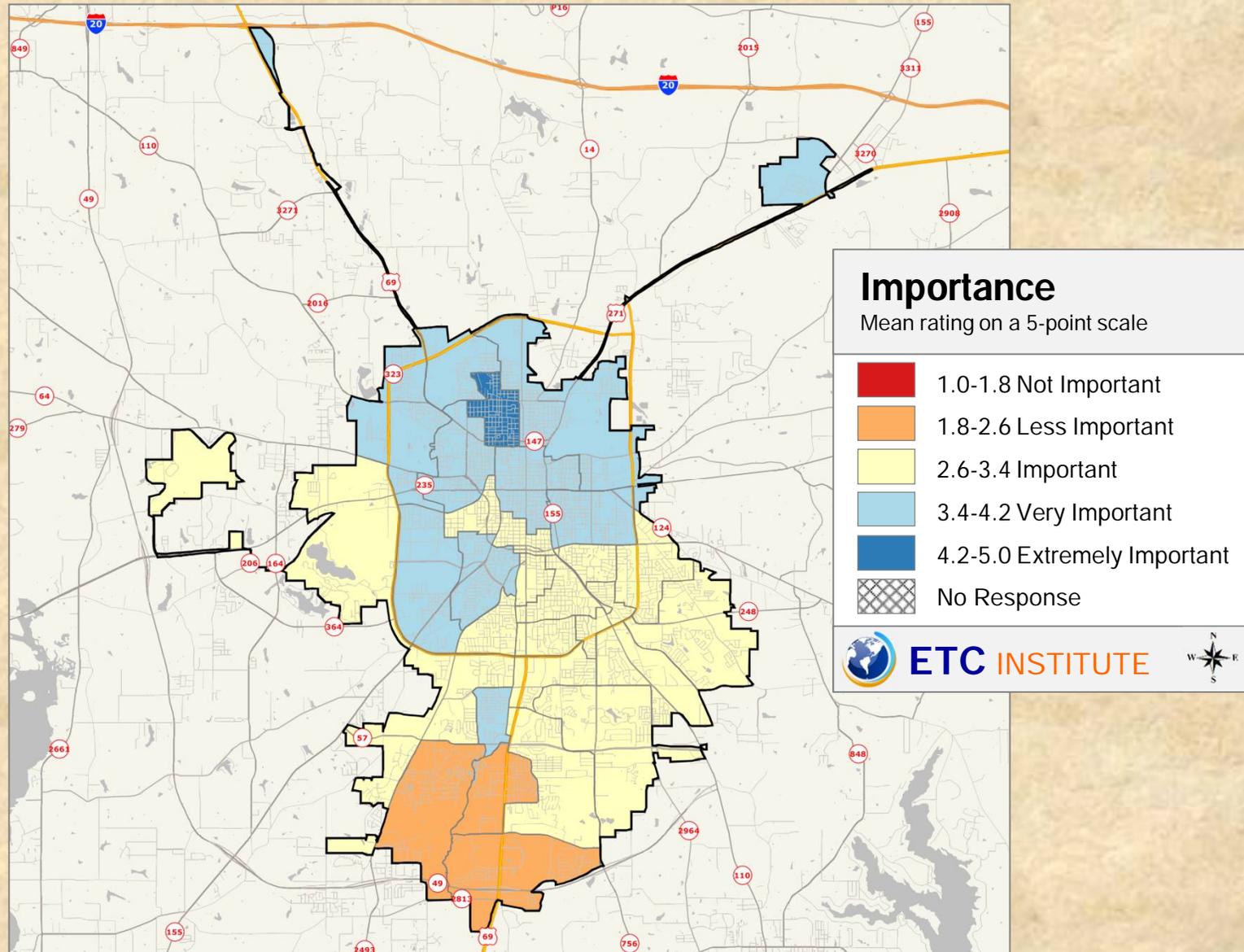
Q8-16 Level of Importance with: Availability of public transportation



2018 City of Tyler Community Survey

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

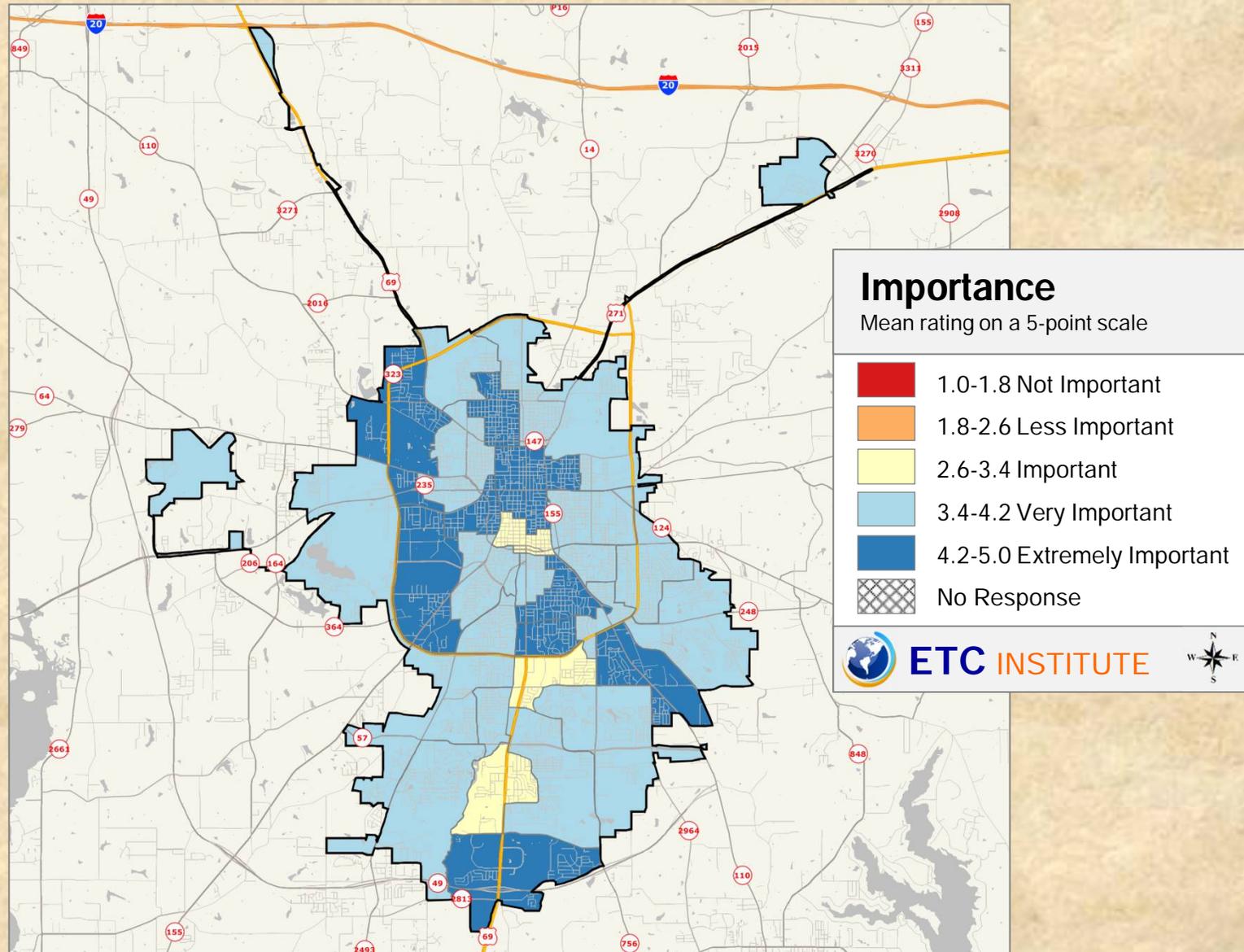
Q8-17 Level of Importance with: Availability of public transportation



2018 City of Tyler Community Survey

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

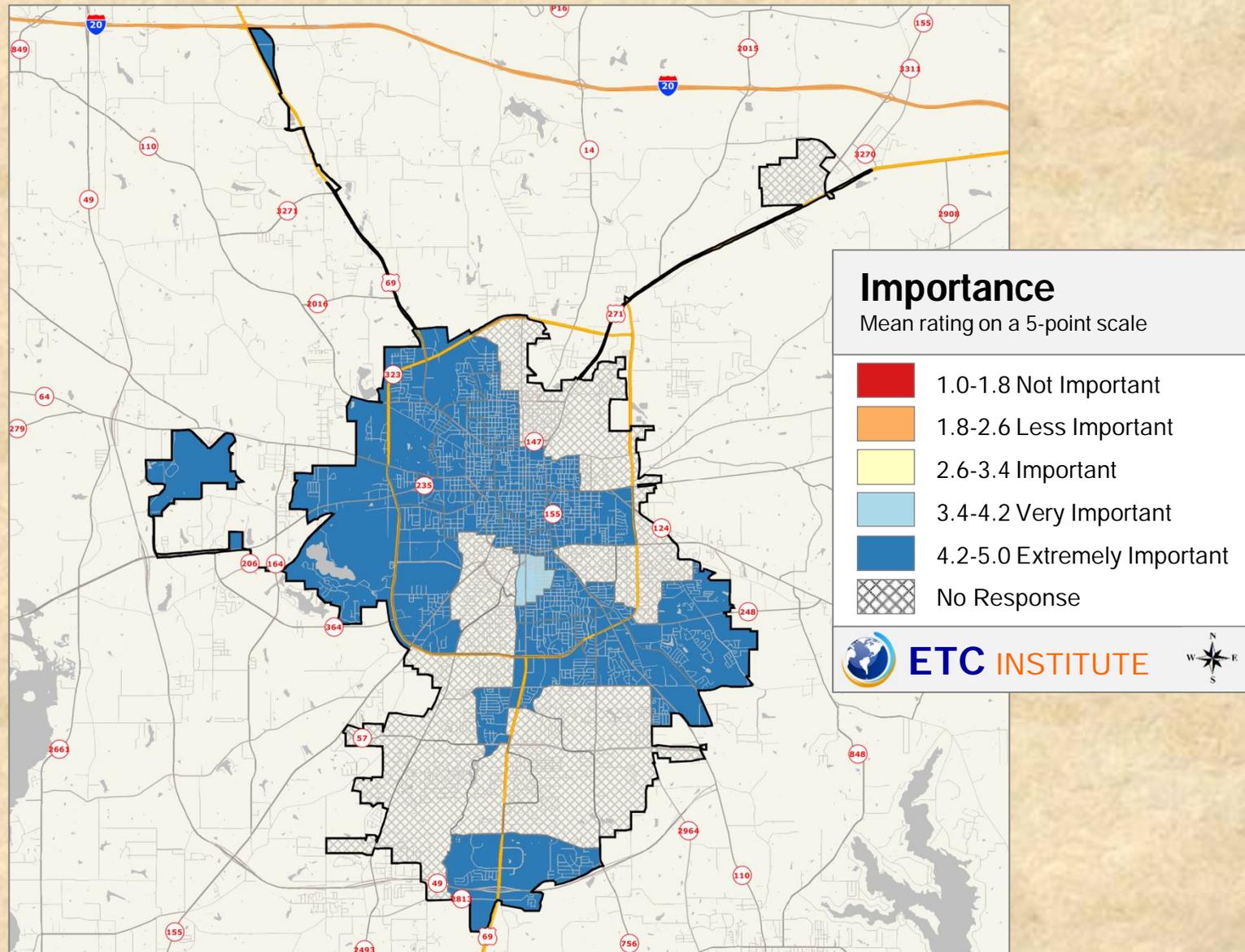
Q8-18 Level of Importance with: Quality of public education in schools



2018 City of Tyler Community Survey

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

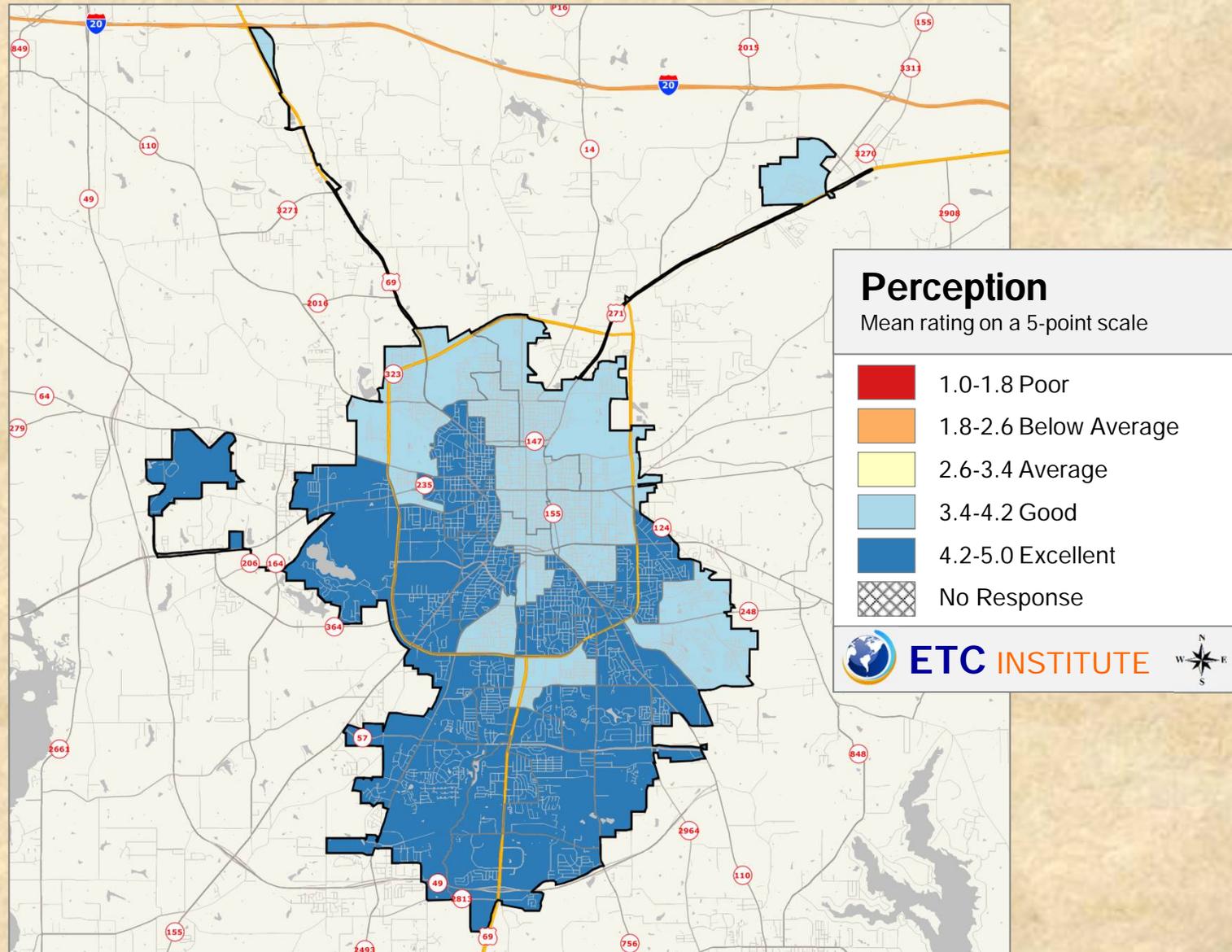
Q8-19 Level of Importance with: Other



2018 City of Tyler Community Survey

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

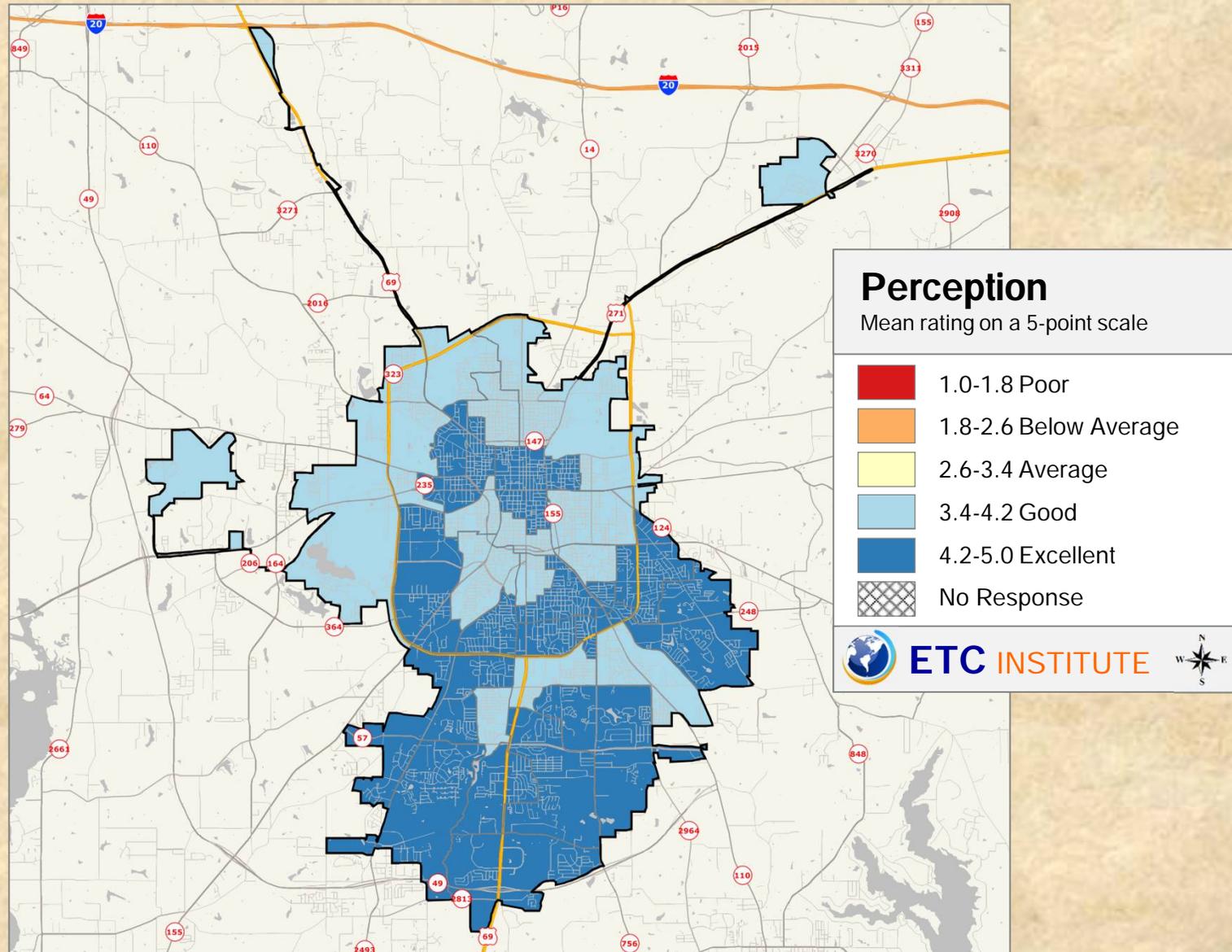
Q10-01 Ratings of City of Tyler: As a place to live



2018 City of Tyler Community Survey

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

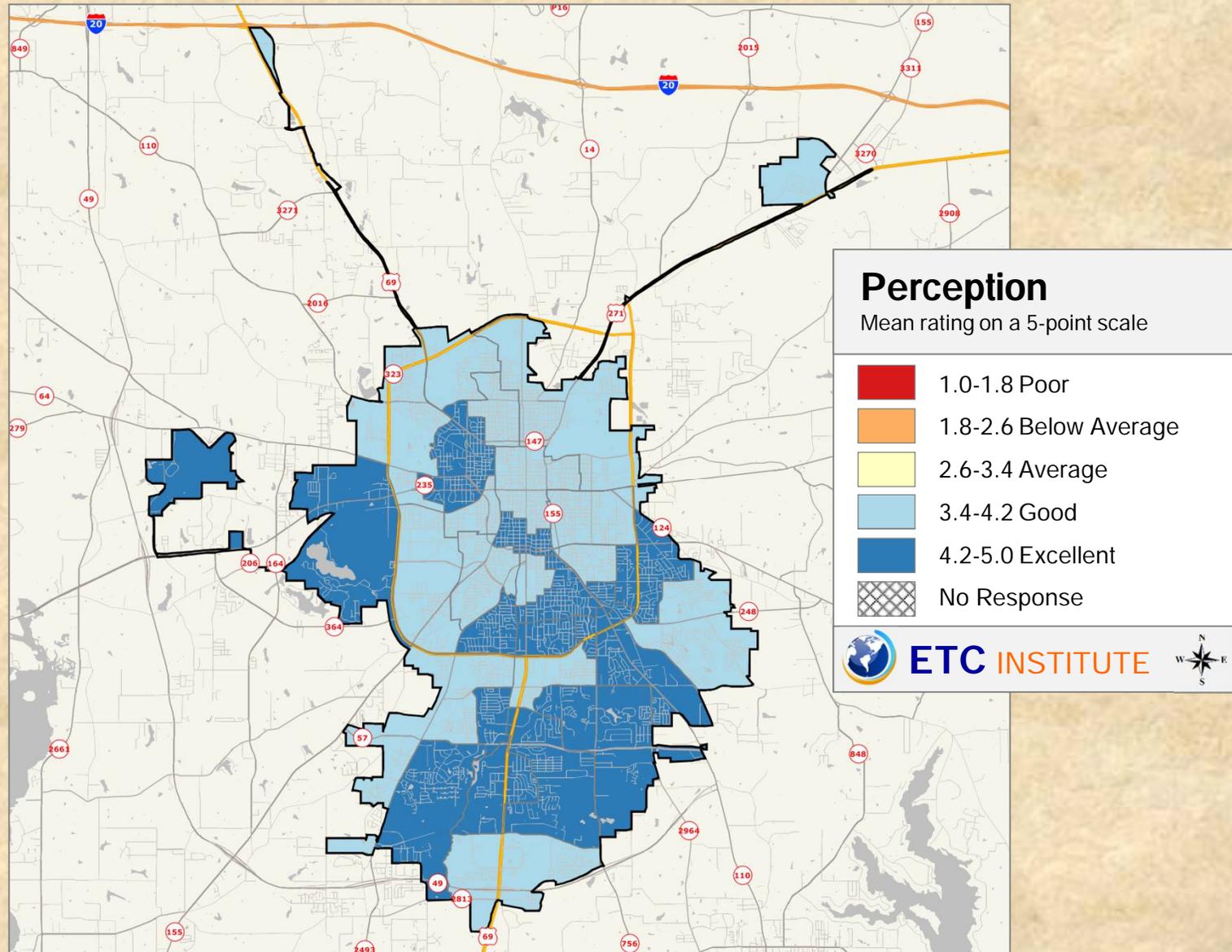
Q10-02 Ratings of City of Tyler: As a place to raise children



2018 City of Tyler Community Survey

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

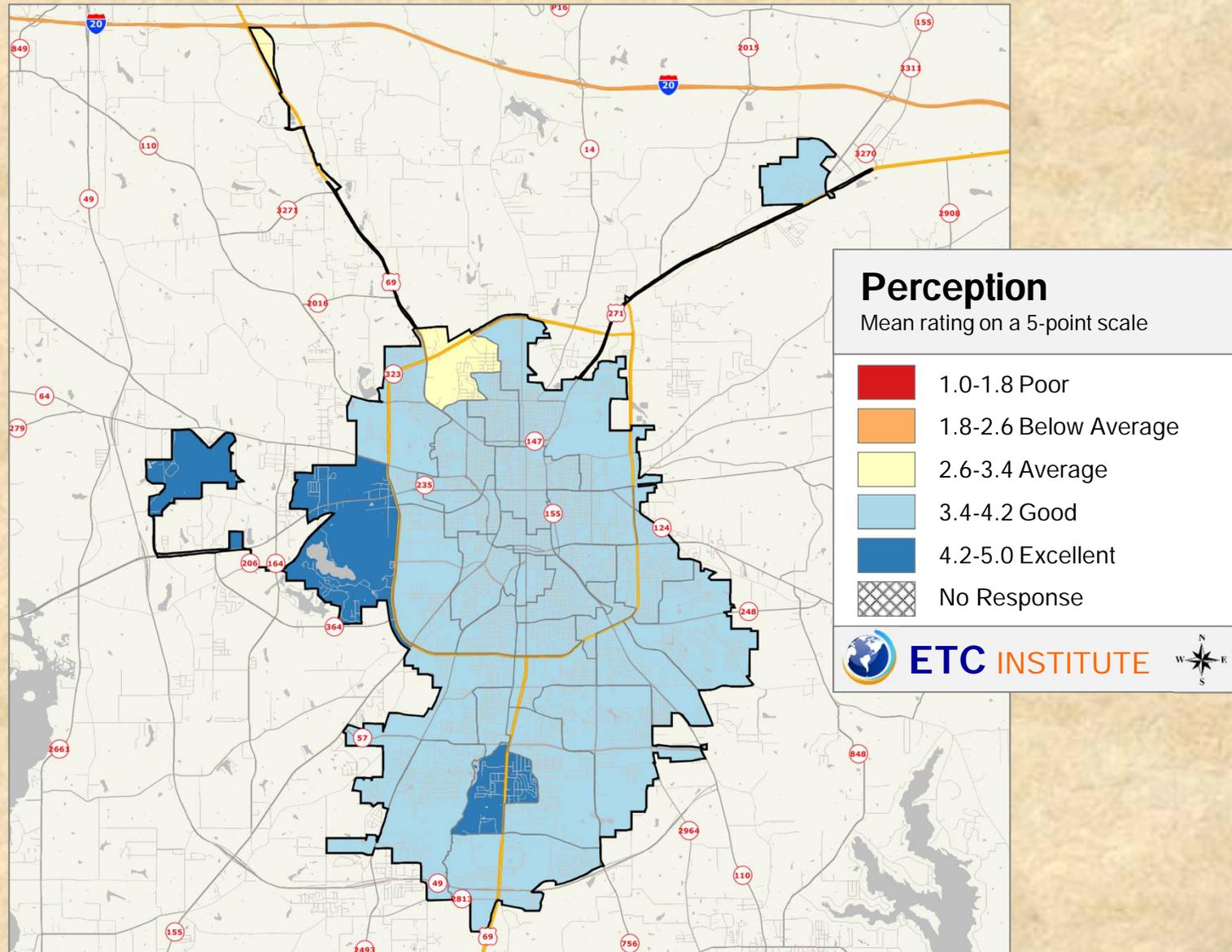
Q10-03 Ratings of City of Tyler: As a place to retire



2018 City of Tyler Community Survey

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

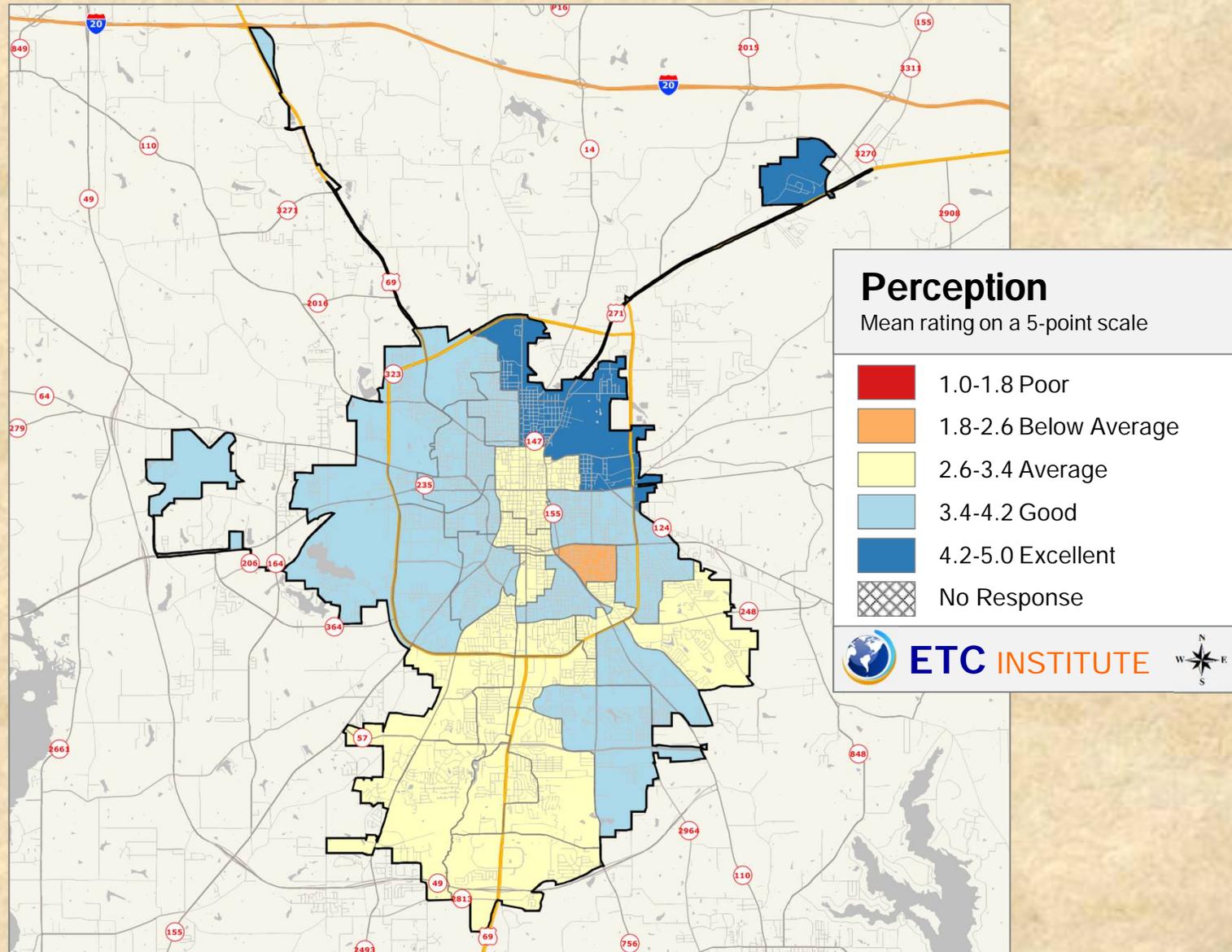
Q10-04 Ratings of City of Tyler: As a place to work



2018 City of Tyler Community Survey

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

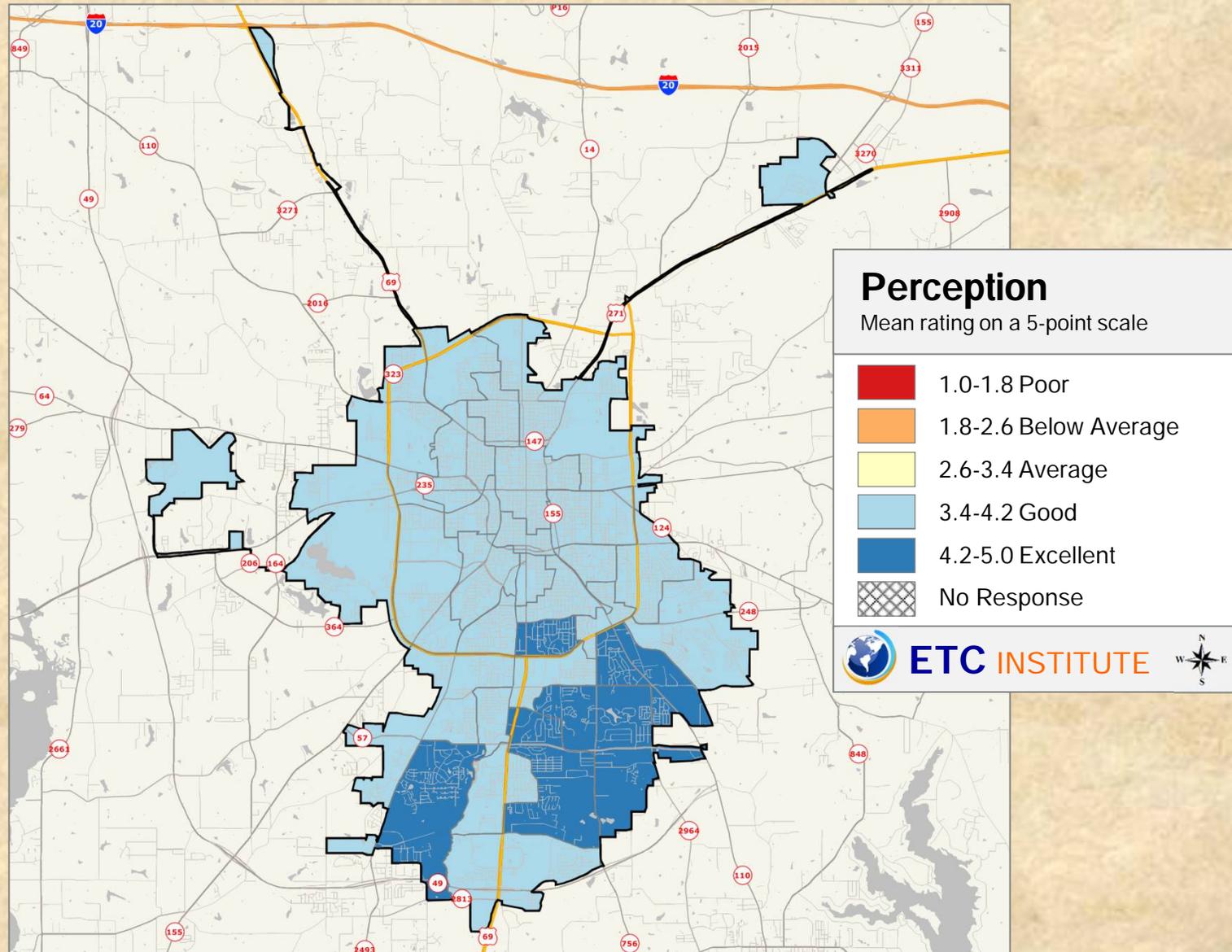
Q10-05 Ratings of City of Tyler: Overall quality of public education



2018 City of Tyler Community Survey

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

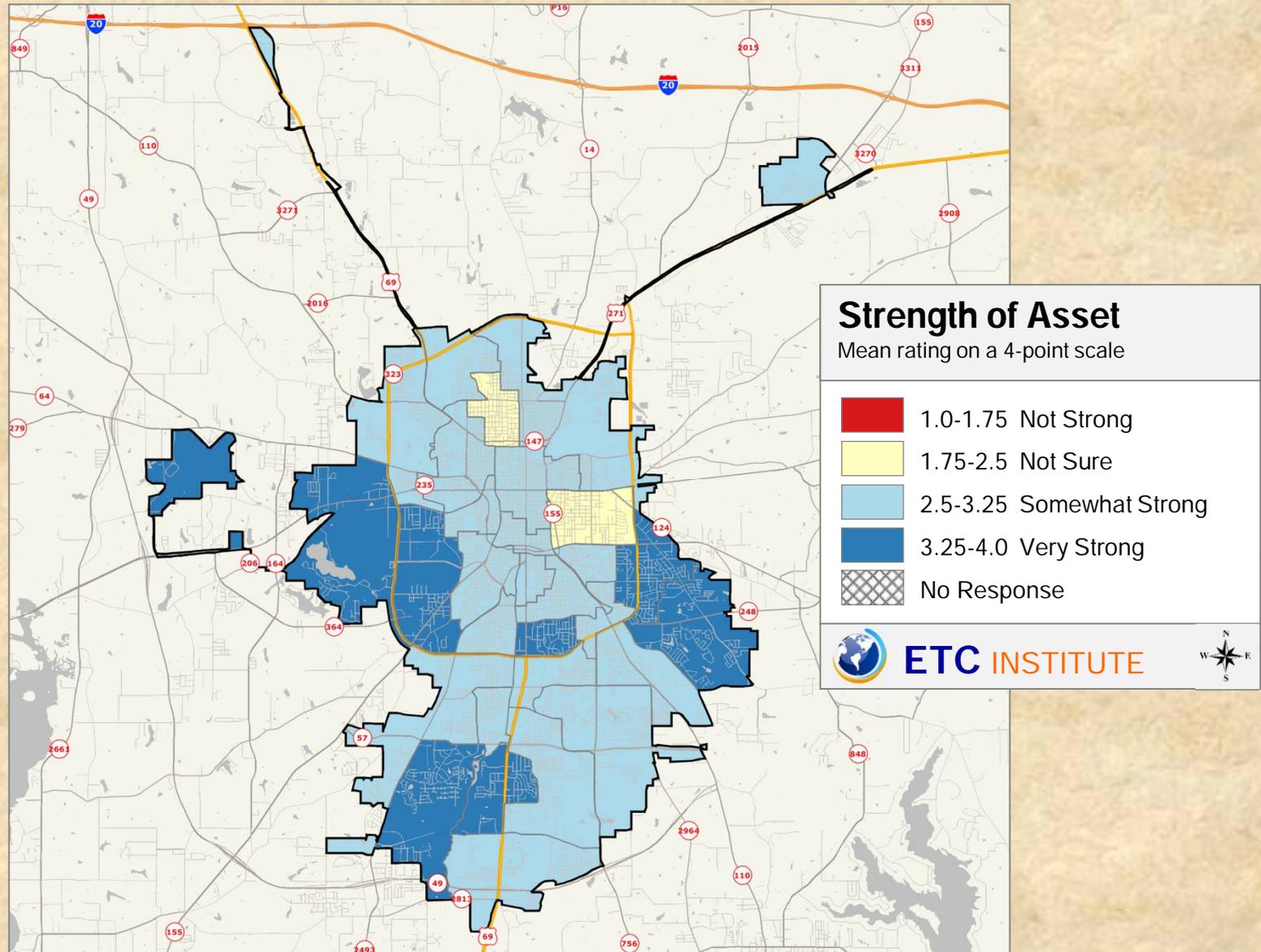
Q10-06 Ratings of City of Tyler: Overall quality of life in Tyler



2018 City of Tyler Community Survey

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

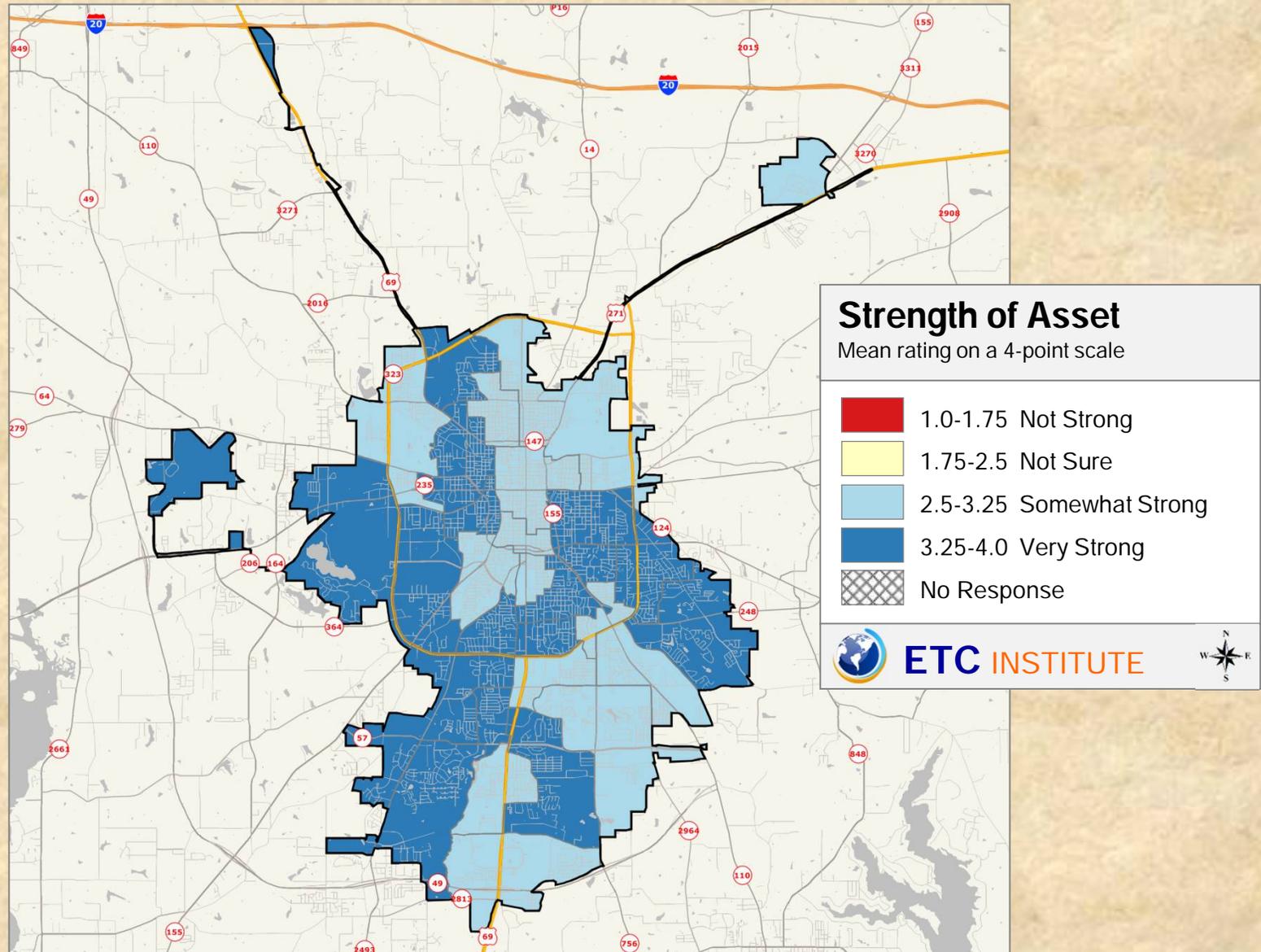
Q13-01 Strength of Asset: Regional location



2018 City of Tyler Community Survey

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

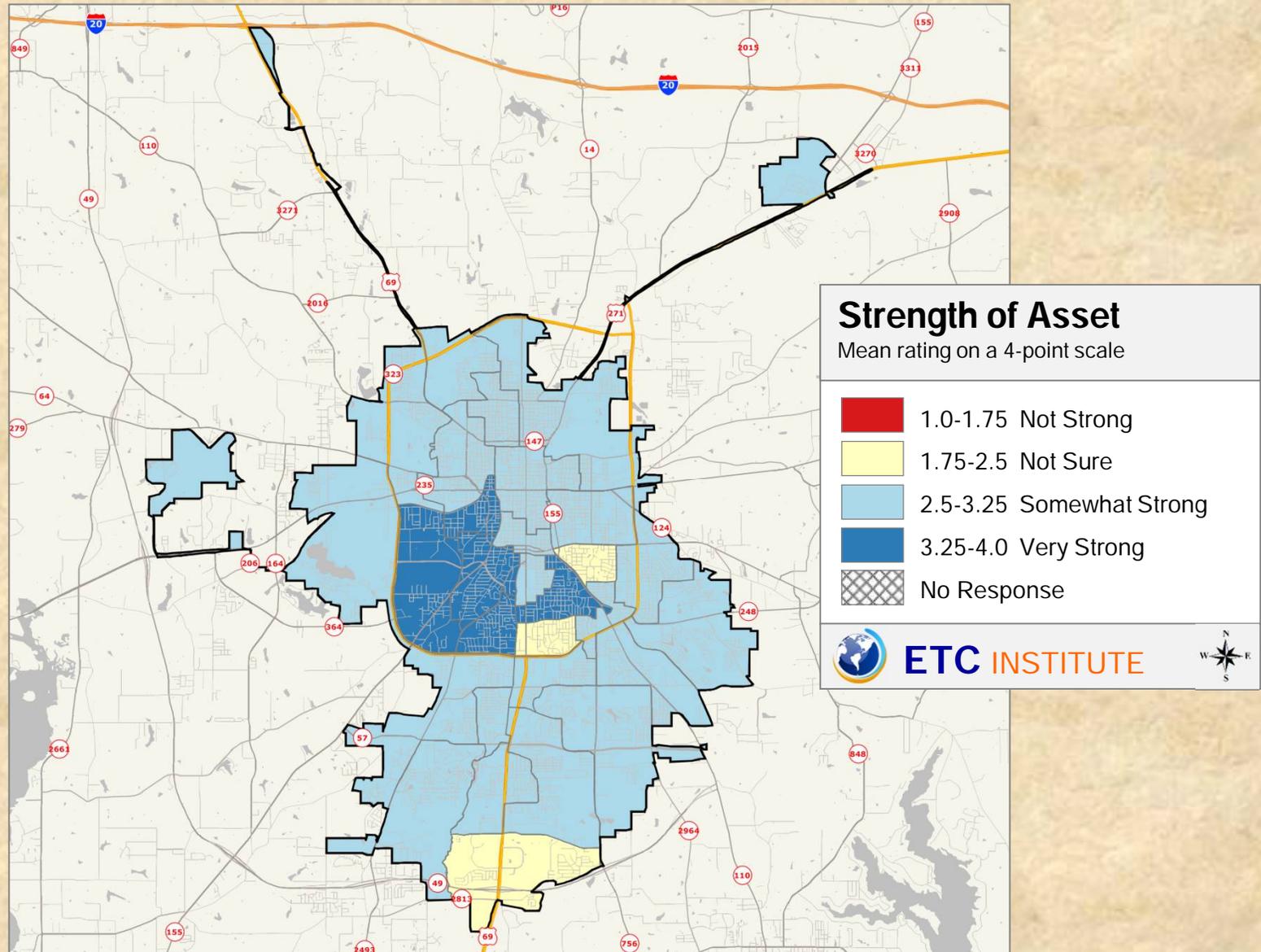
Q13-02 Strength of Asset: People/Citizens of Tyler



2018 City of Tyler Community Survey

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

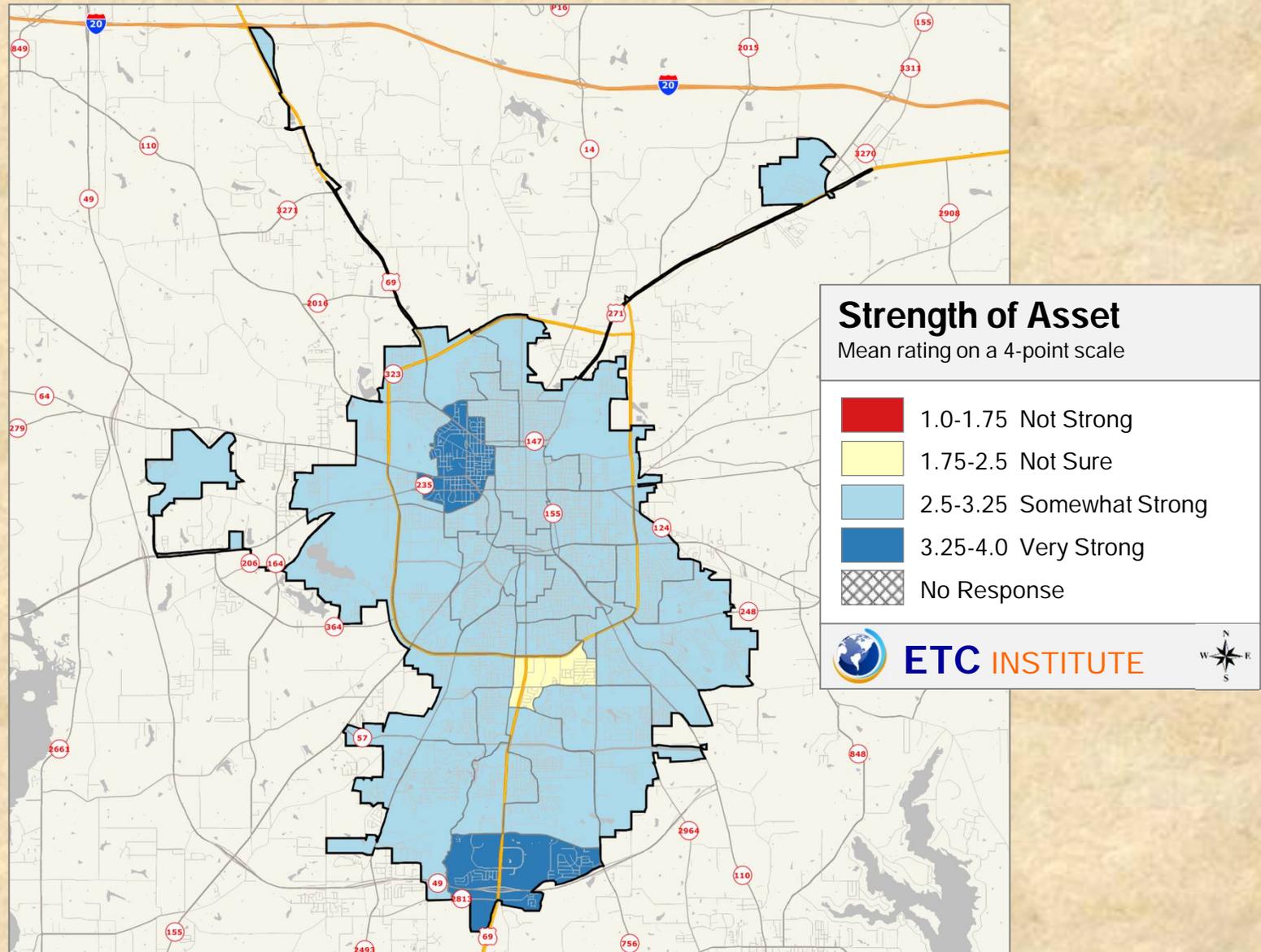
Q13-03 Strength of Asset: Downtown



2018 City of Tyler Community Survey

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

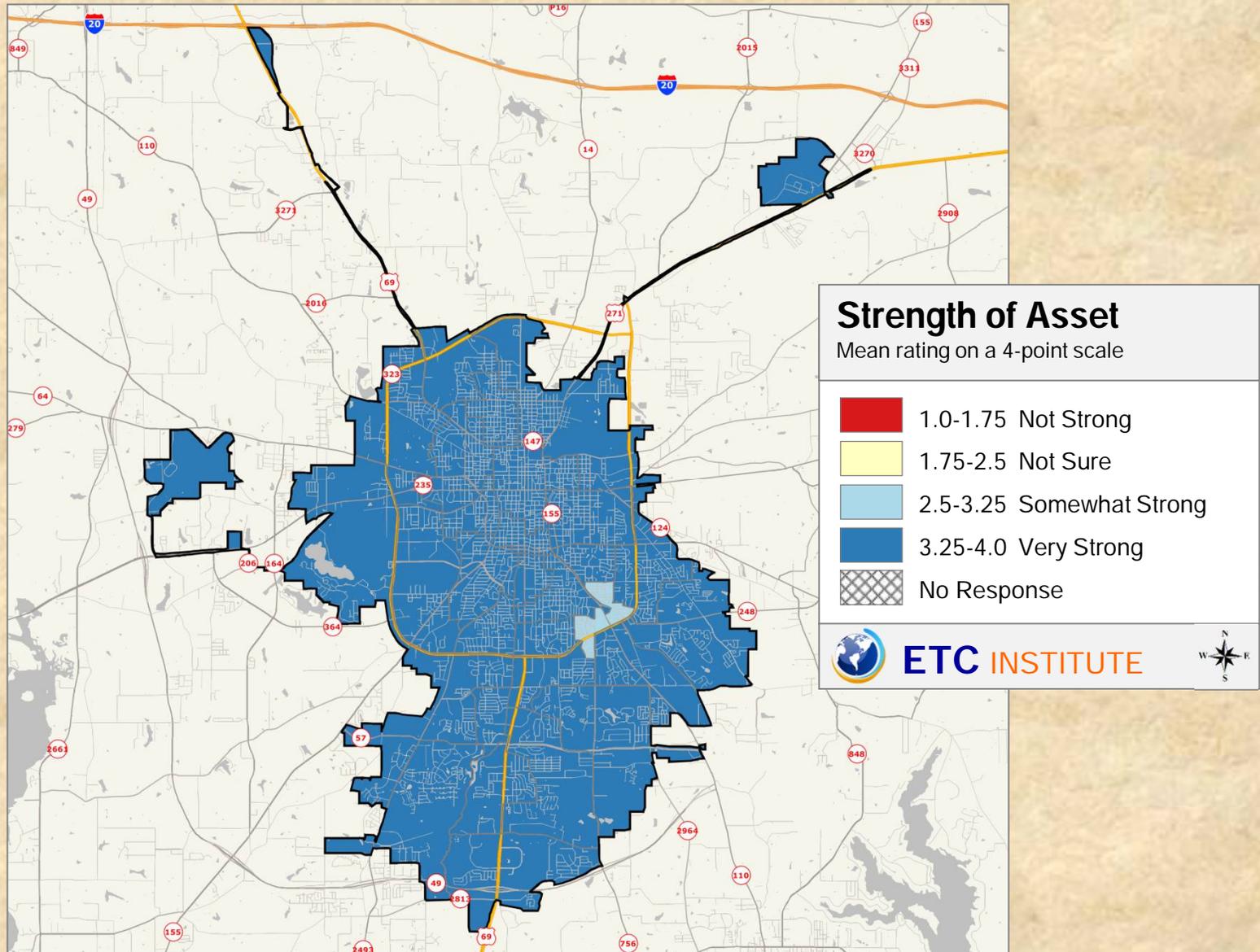
Q13-04 Strength of Asset: Land availability



2018 City of Tyler Community Survey

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

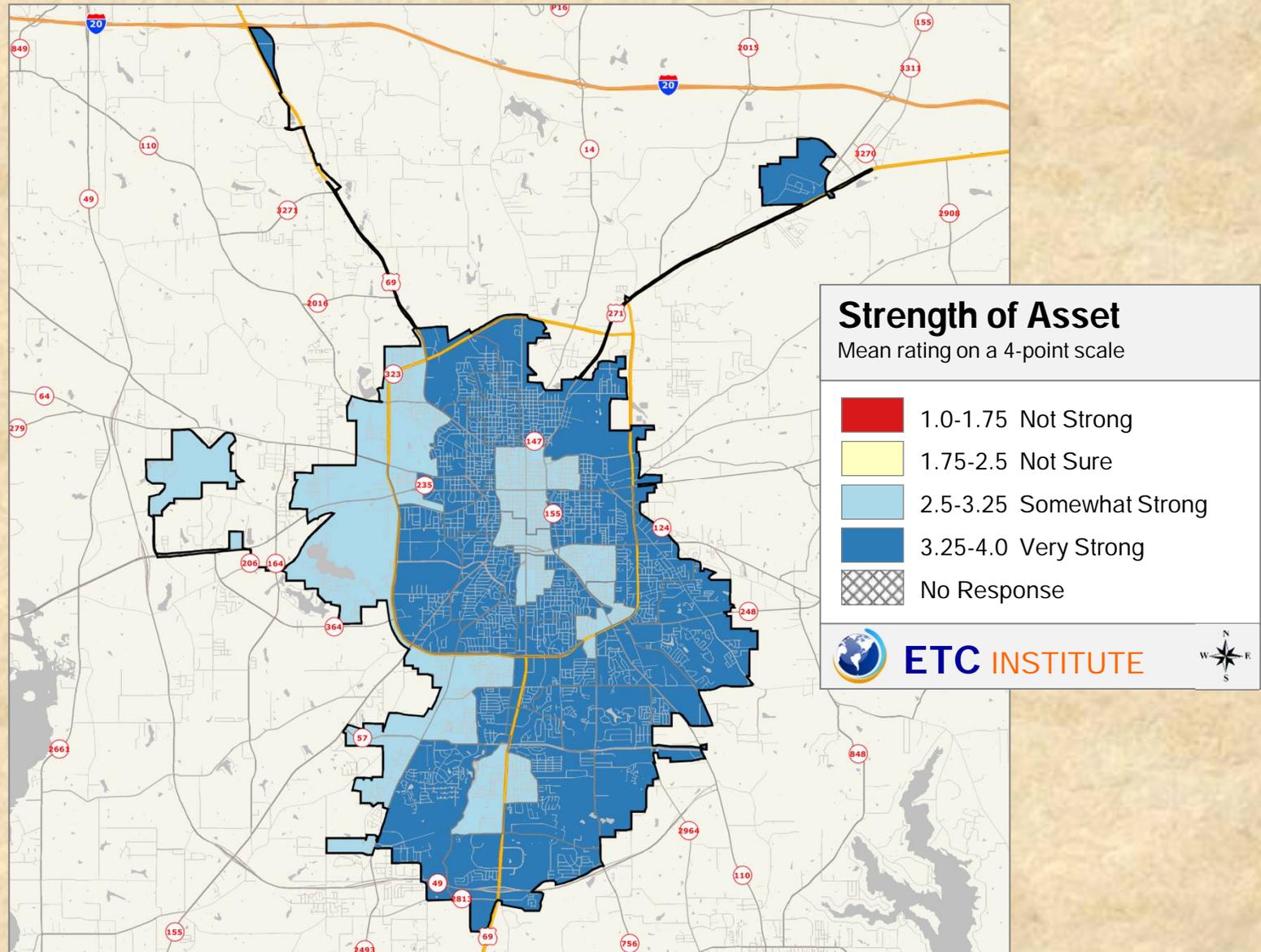
Q13-05 Strength of Asset: General quality of life



2018 City of Tyler Community Survey

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

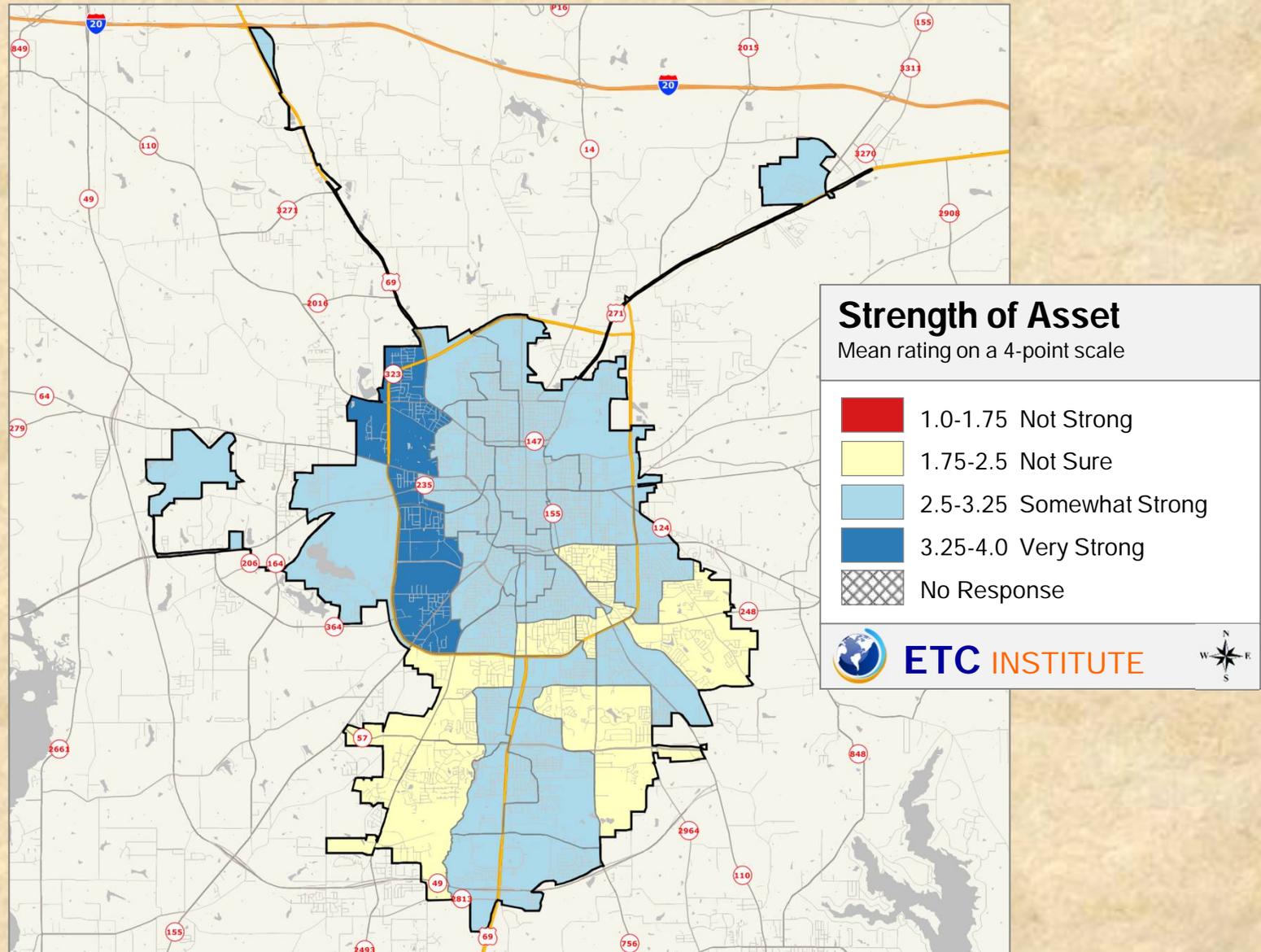
Q13-06 Strength of Asset: Neighborhoods



2018 City of Tyler Community Survey

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

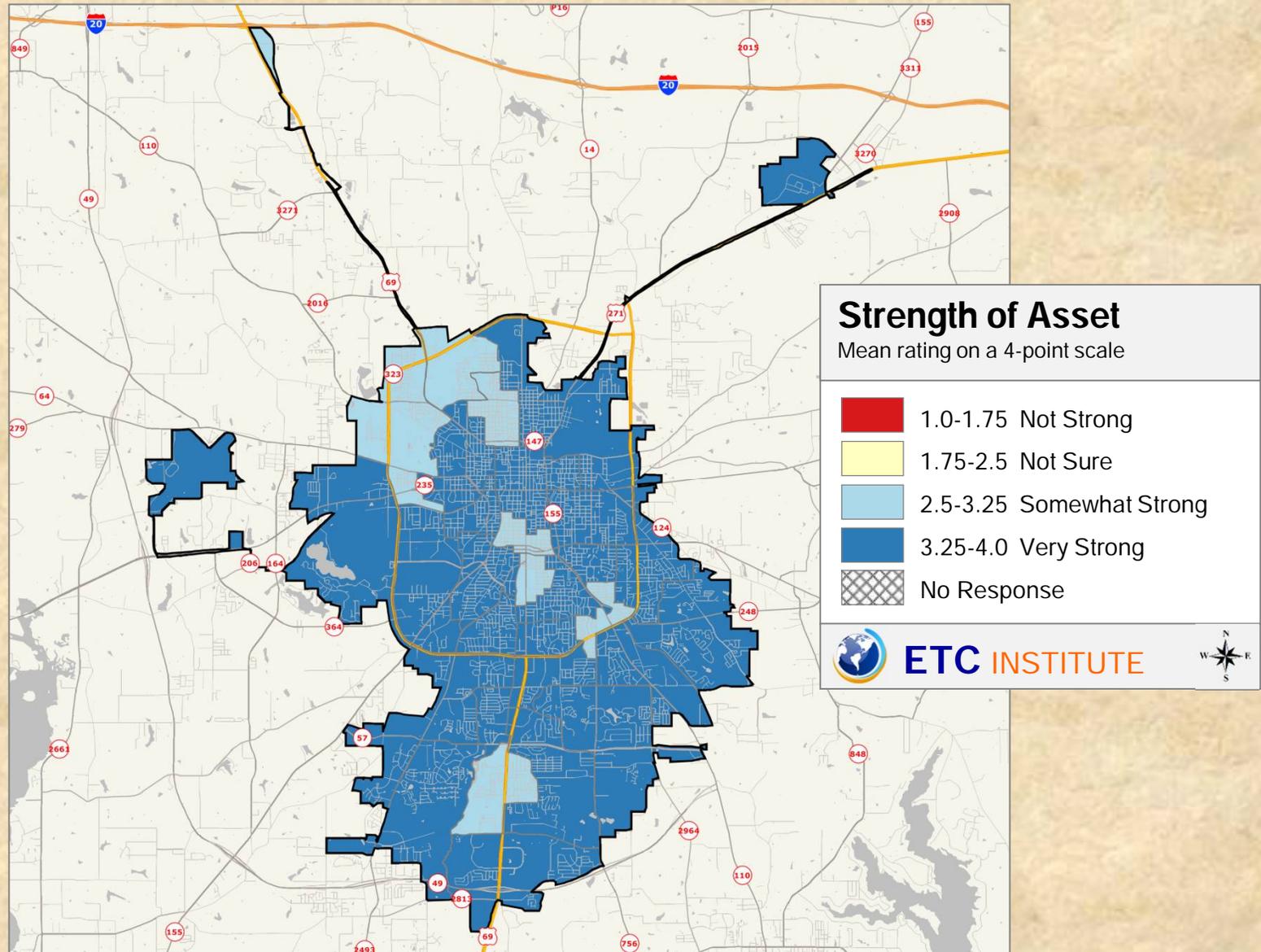
Q13-07 Strength of Asset: Availability of public transportation



2018 City of Tyler Community Survey

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

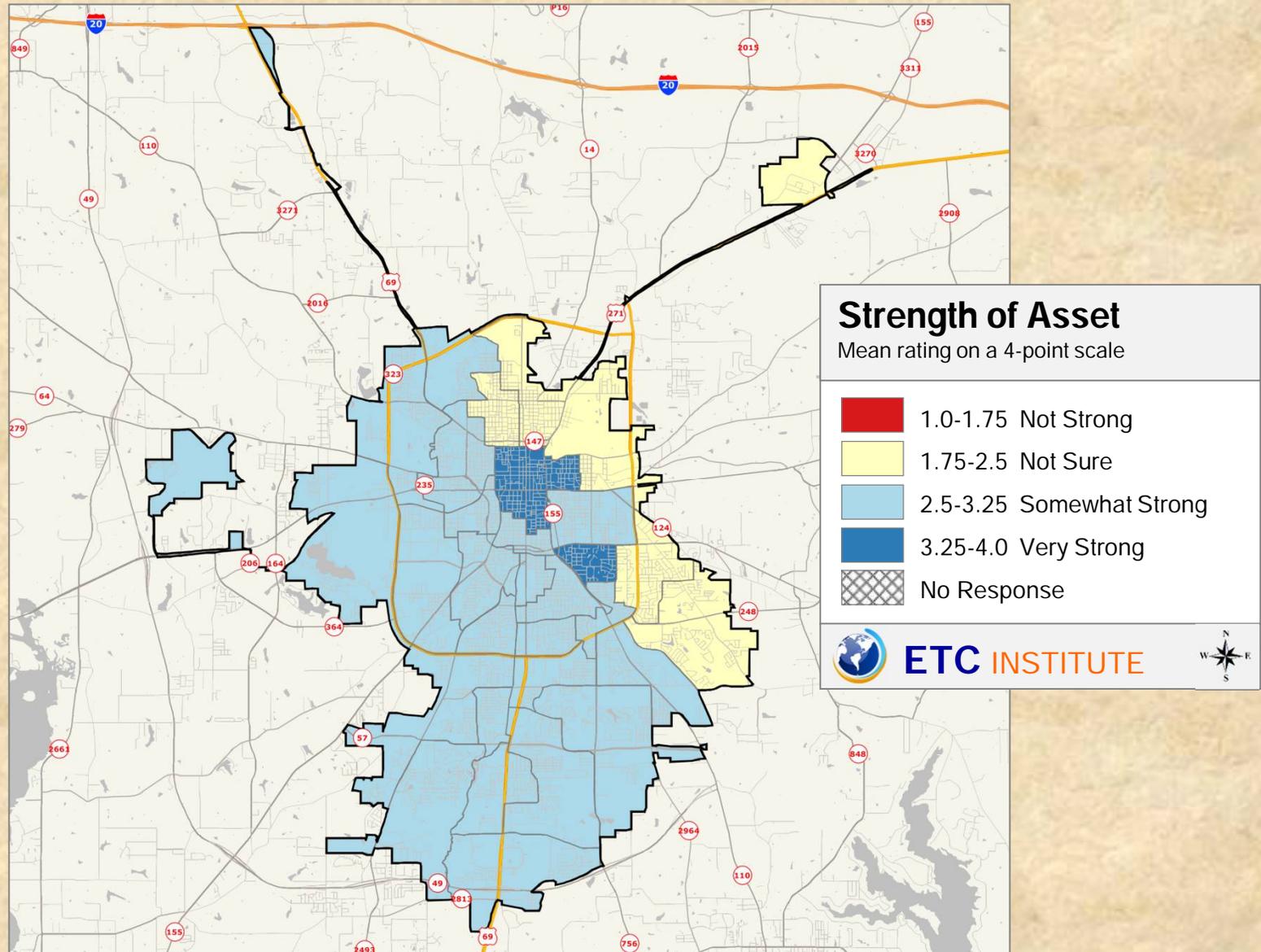
Q13-08 Strength of Asset: Financial health of local economy



2018 City of Tyler Community Survey

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

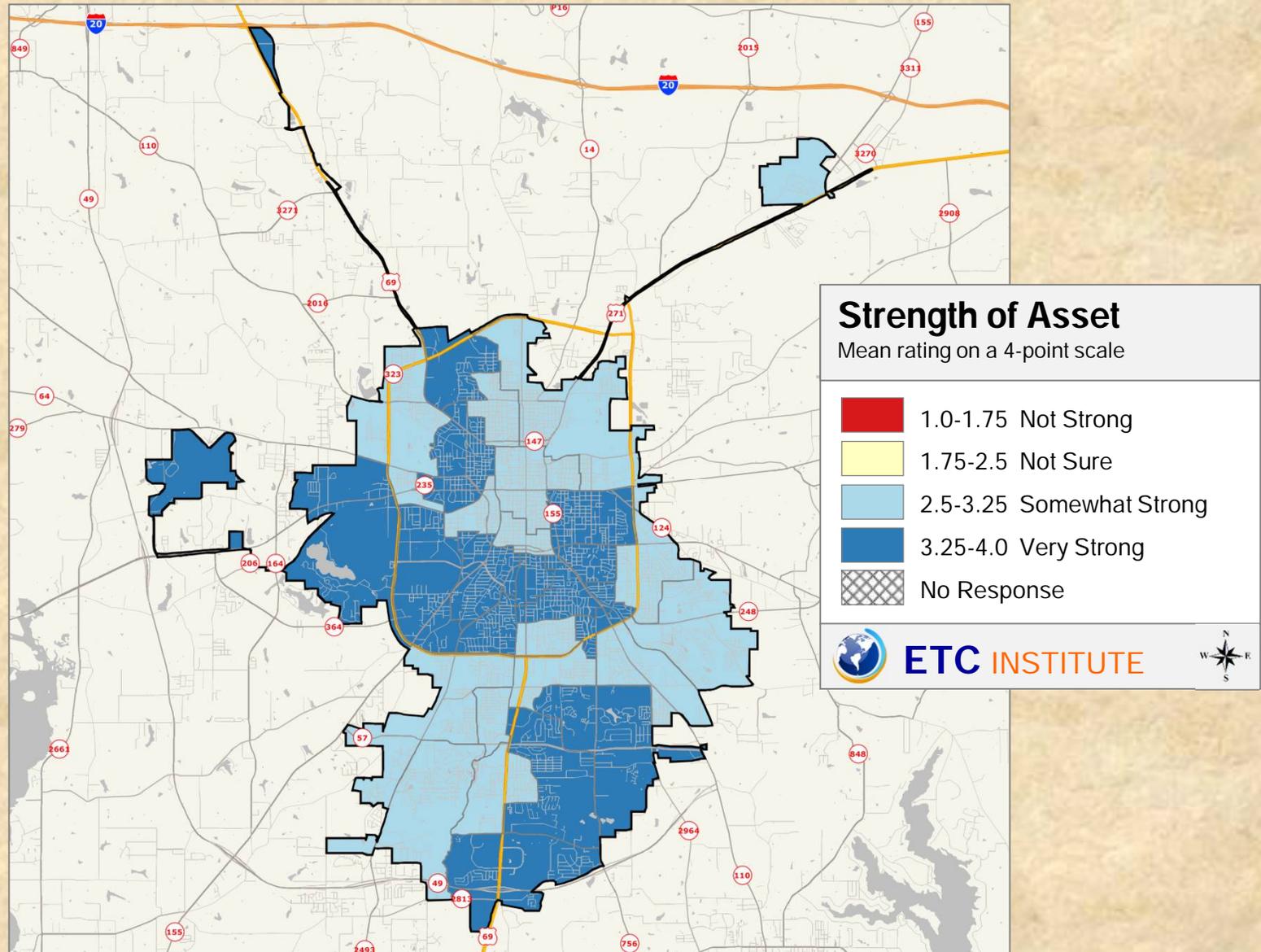
Q13-09 Strength of Asset: Historic districts



2018 City of Tyler Community Survey

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

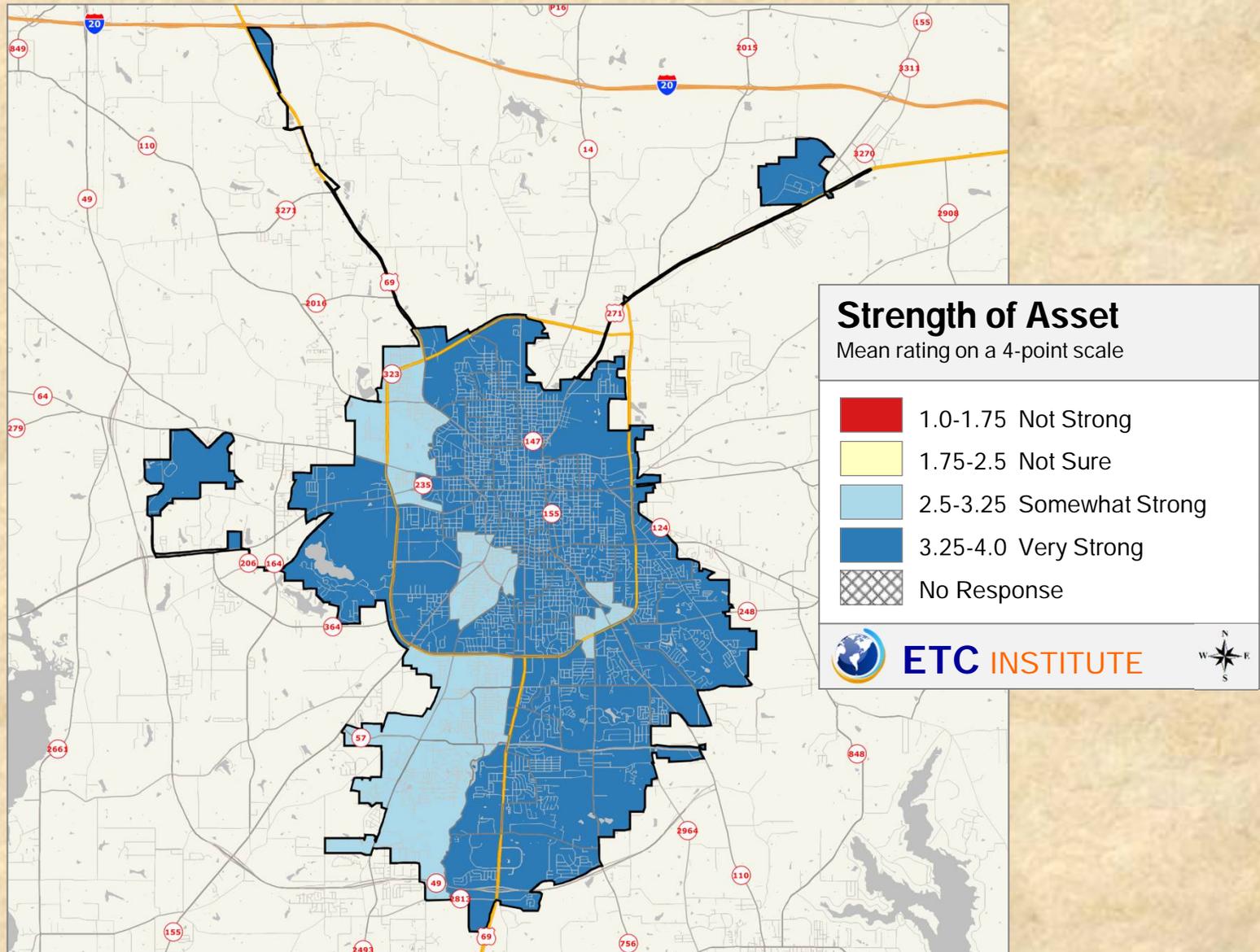
Q13-10 Strength of Asset: Ongoing long range planning



2018 City of Tyler Community Survey

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

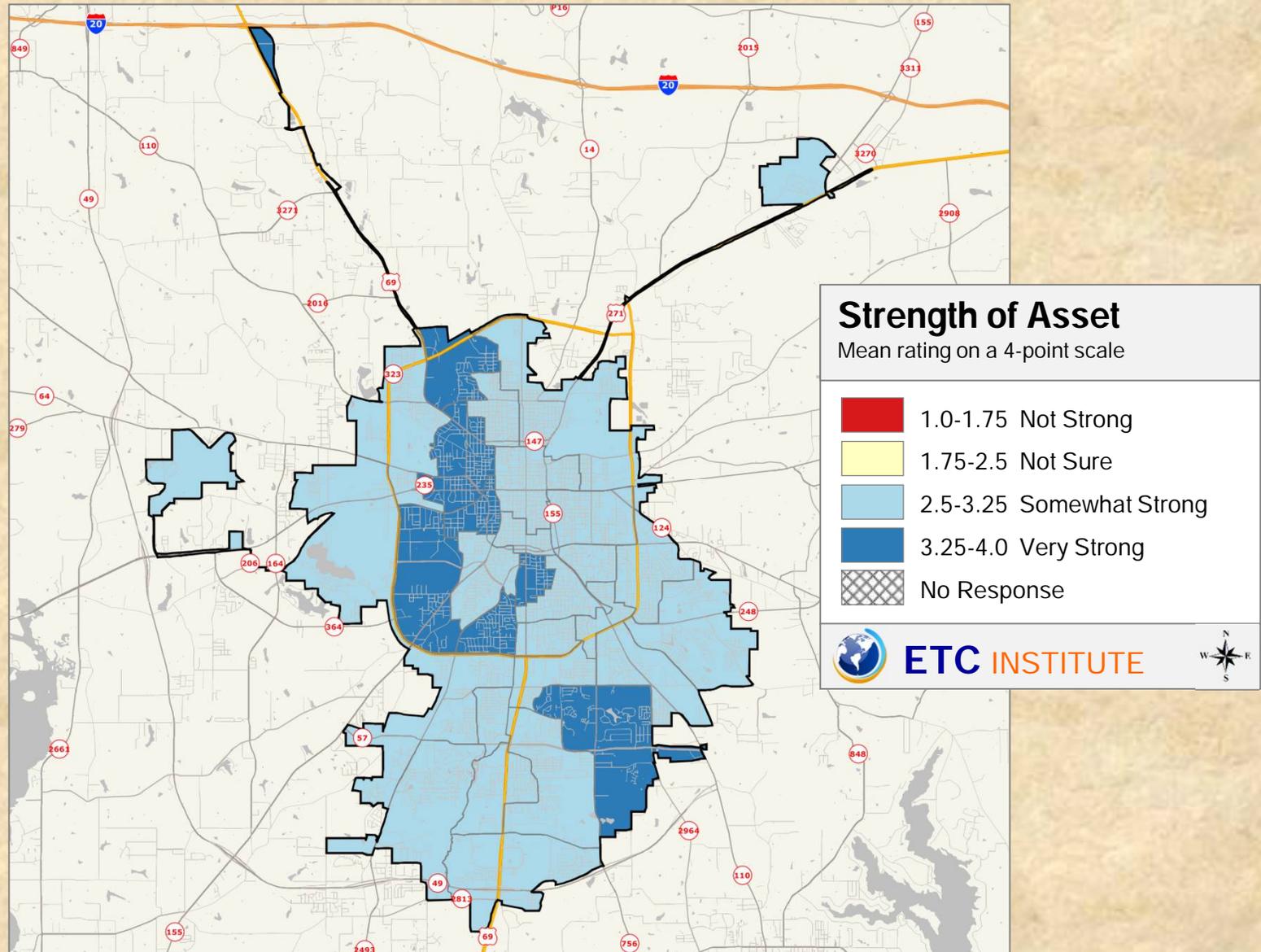
Q13-11 Strength of Asset: Employment opportunities



2018 City of Tyler Community Survey

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

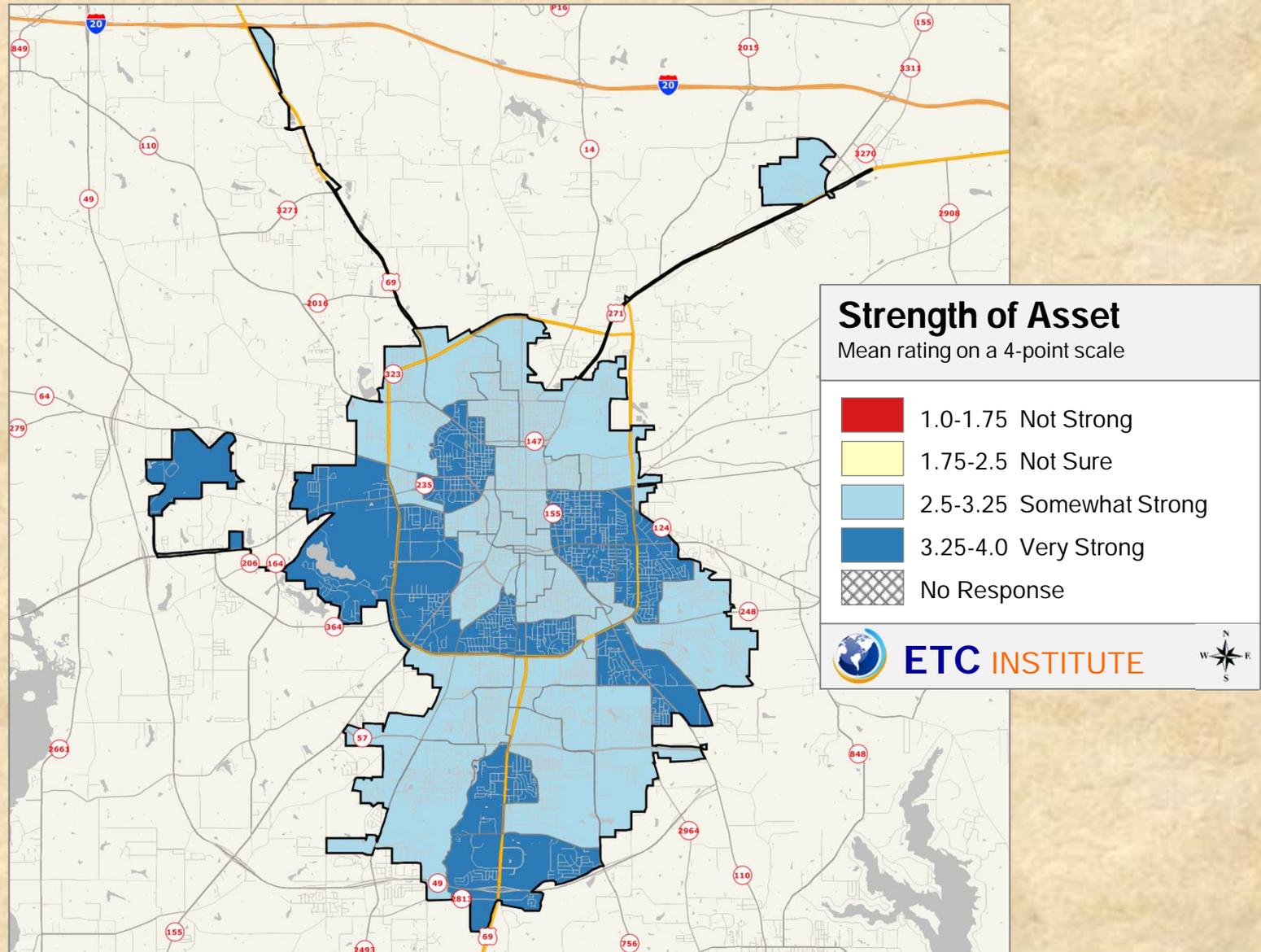
Q13-12 Strength of Asset: Community leadership



2018 City of Tyler Community Survey

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

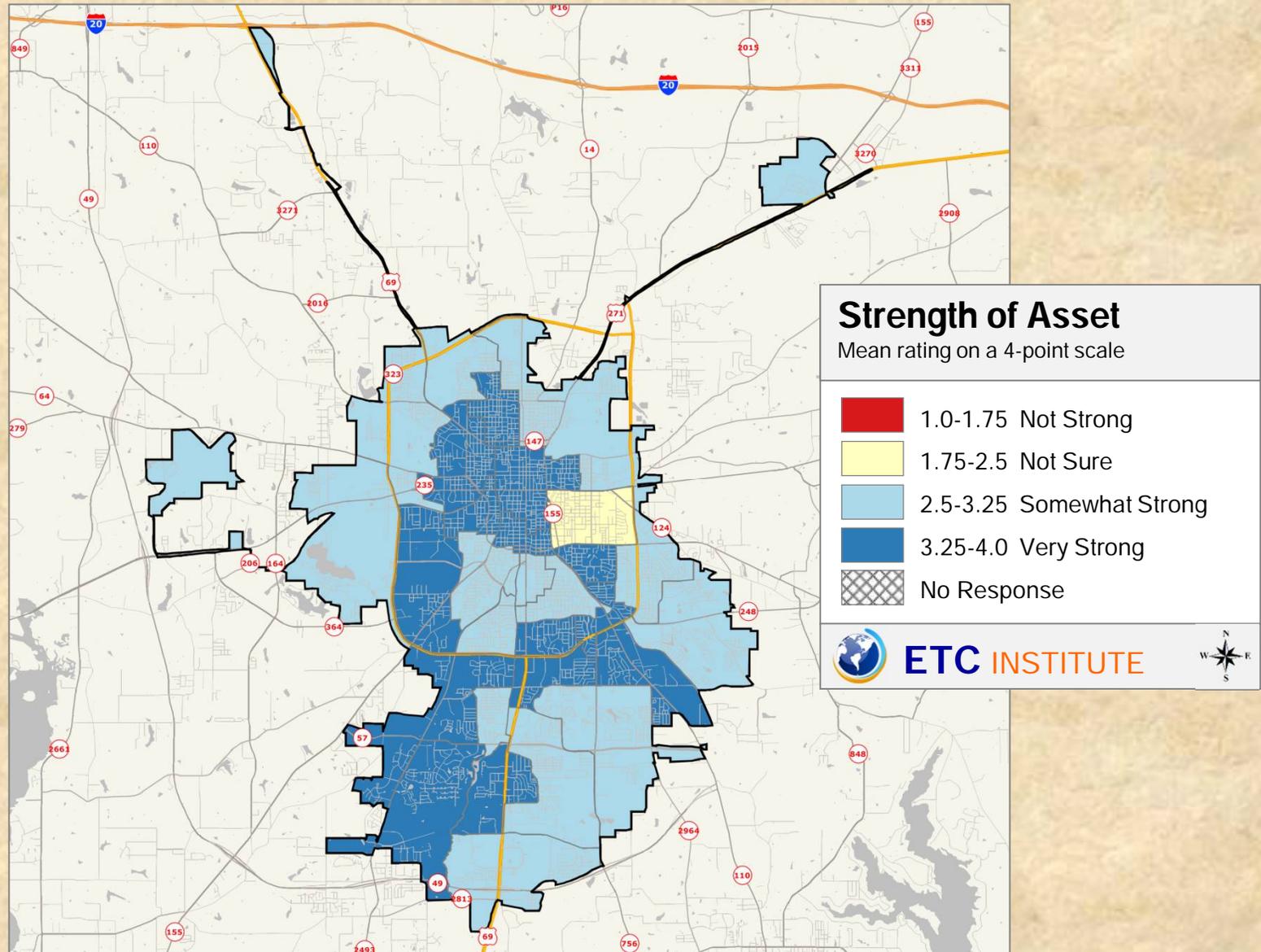
Q13-13 Strength of Asset: Natural resources and scenery in the area



2018 City of Tyler Community Survey

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

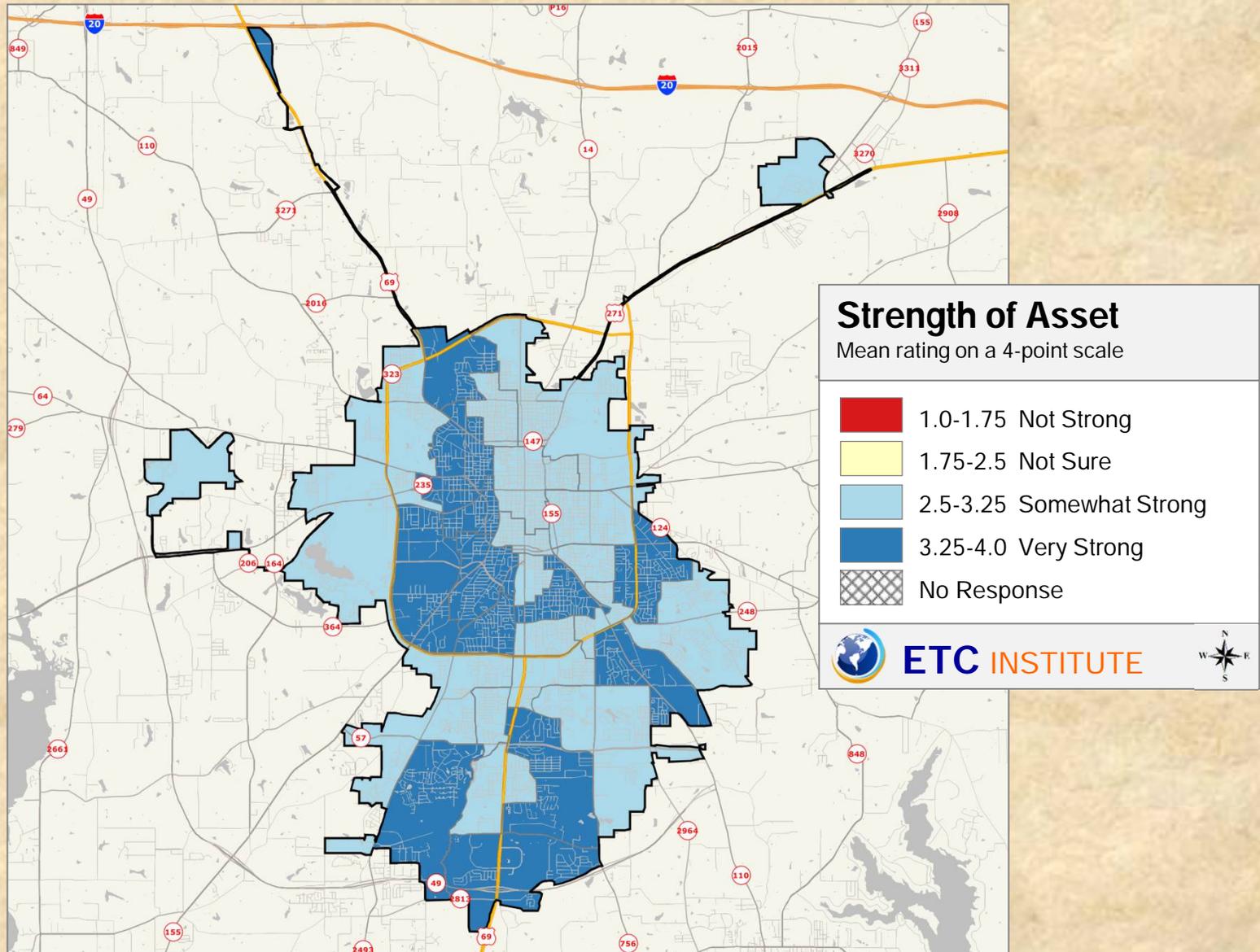
Q13-14 Strength of Asset: Churches and community institutions



2018 City of Tyler Community Survey

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

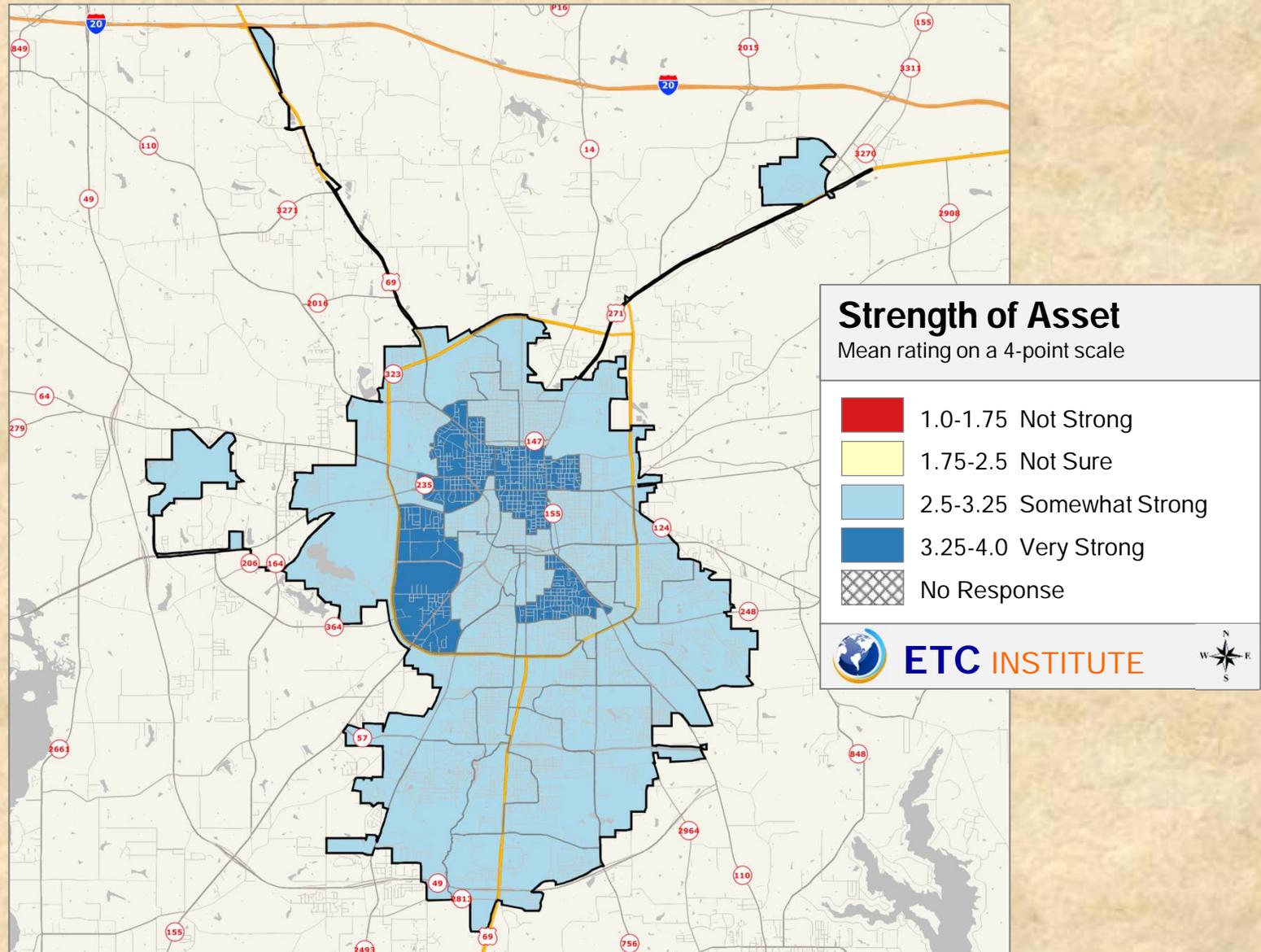
Q13-15 Strength of Asset: Park and open space system



2018 City of Tyler Community Survey

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

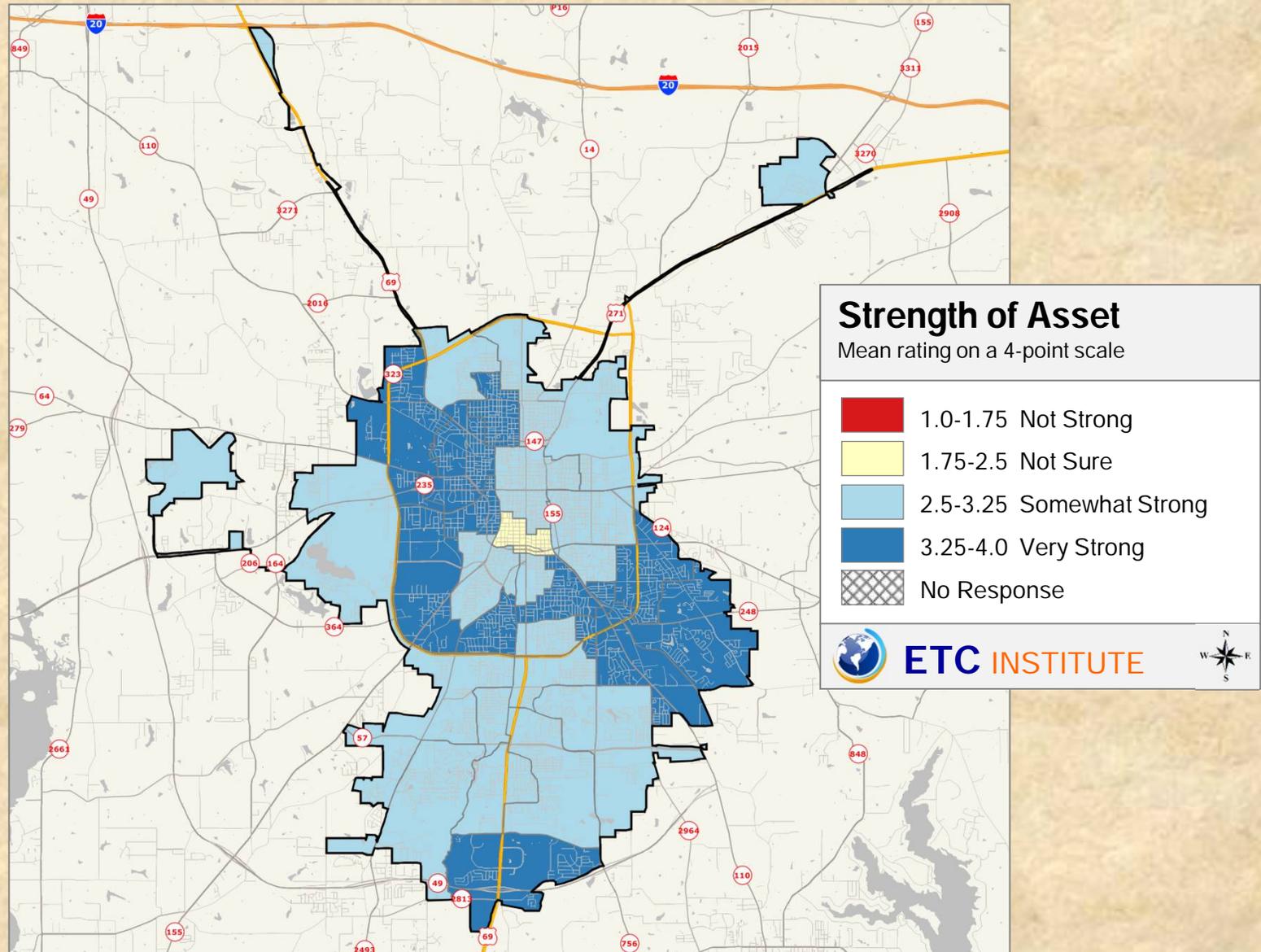
Q13-16 Strength of Asset: Small city atmosphere



2018 City of Tyler Community Survey

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

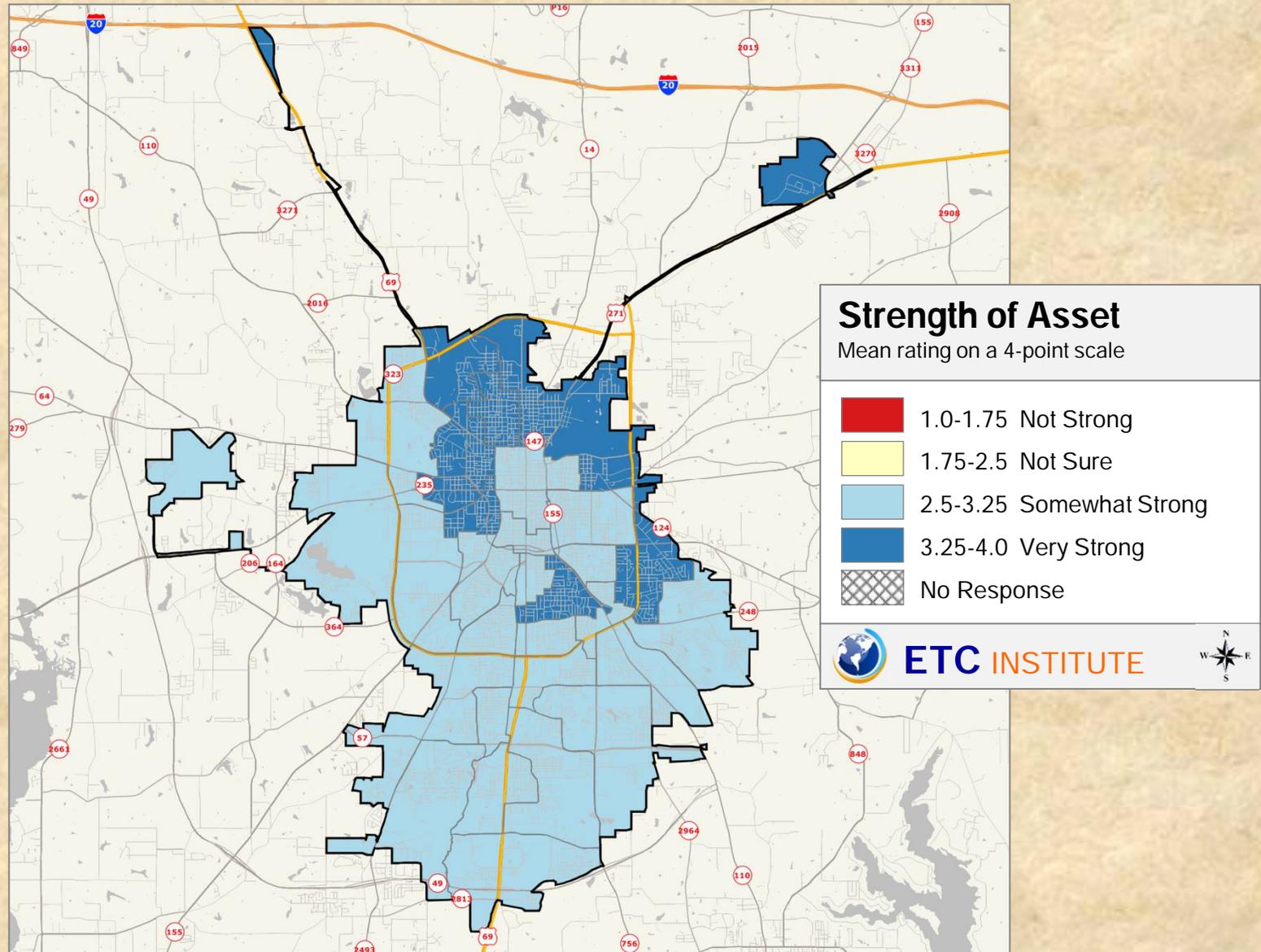
Q13-17 Strength of Asset: Public schools



2018 City of Tyler Community Survey

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

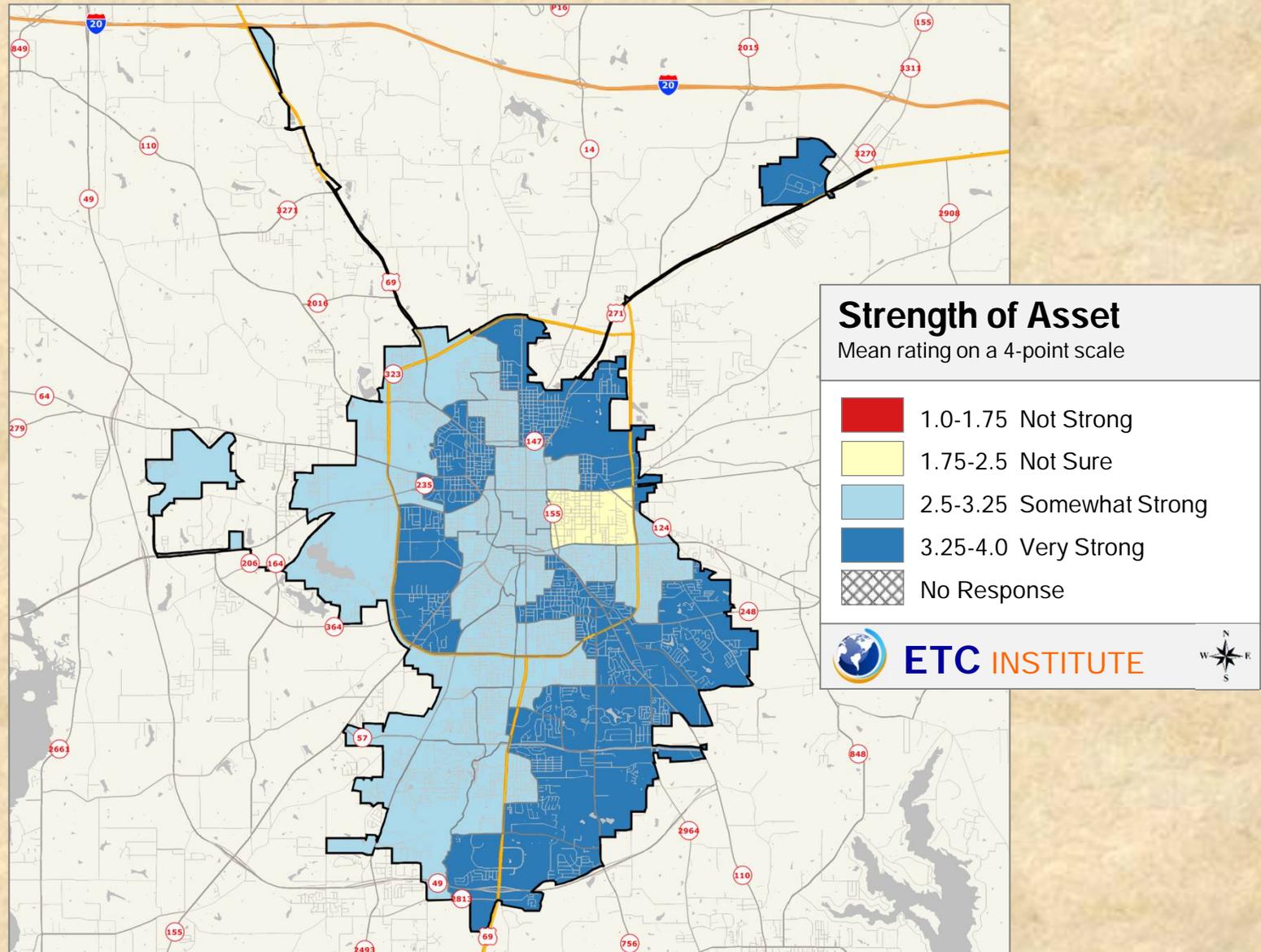
Q13-18 Strength of Asset: Broad range of housing opportunities



2018 City of Tyler Community Survey

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

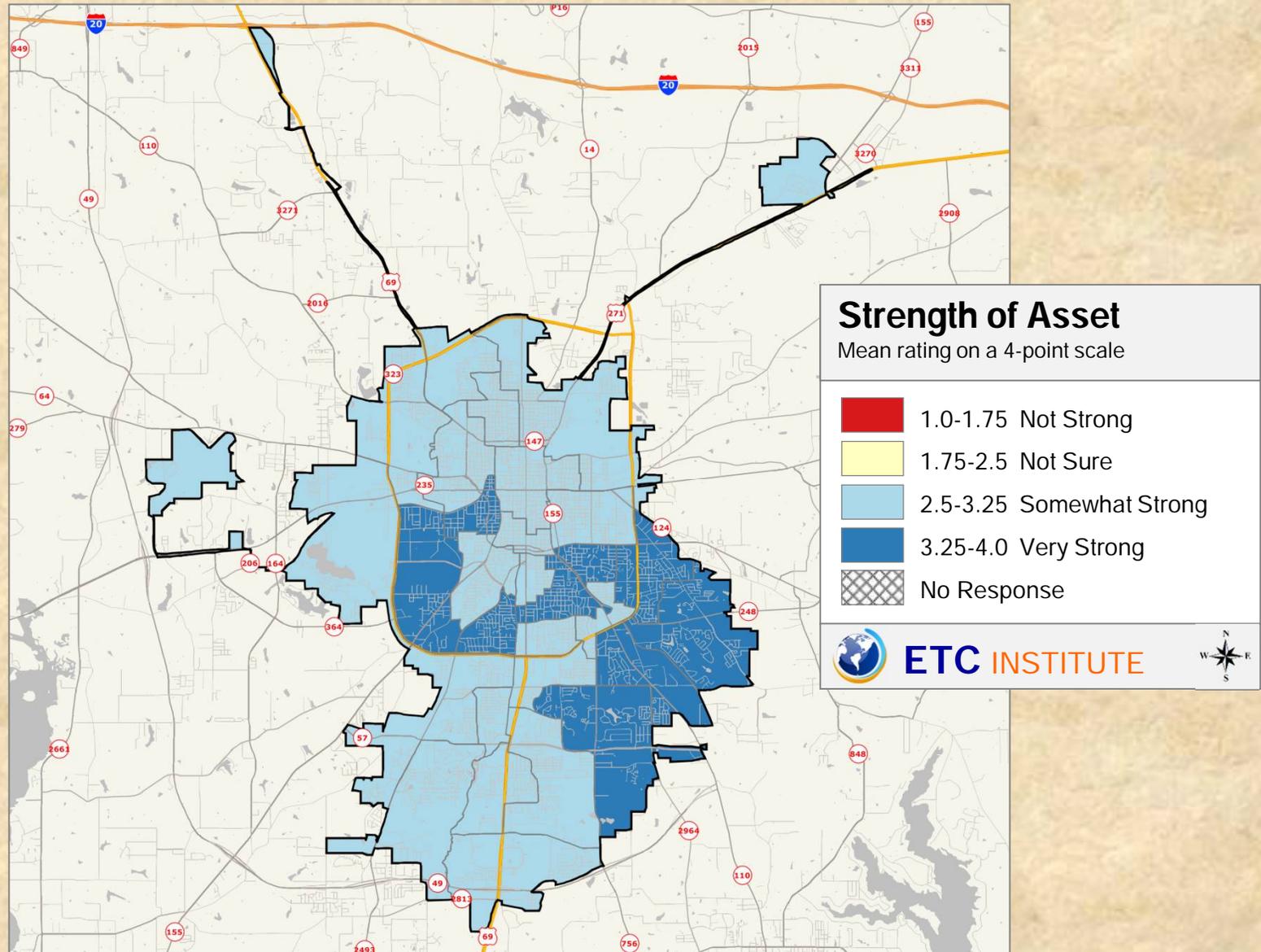
Q13-19 Strength of Asset: Physical growth potential



2018 City of Tyler Community Survey

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

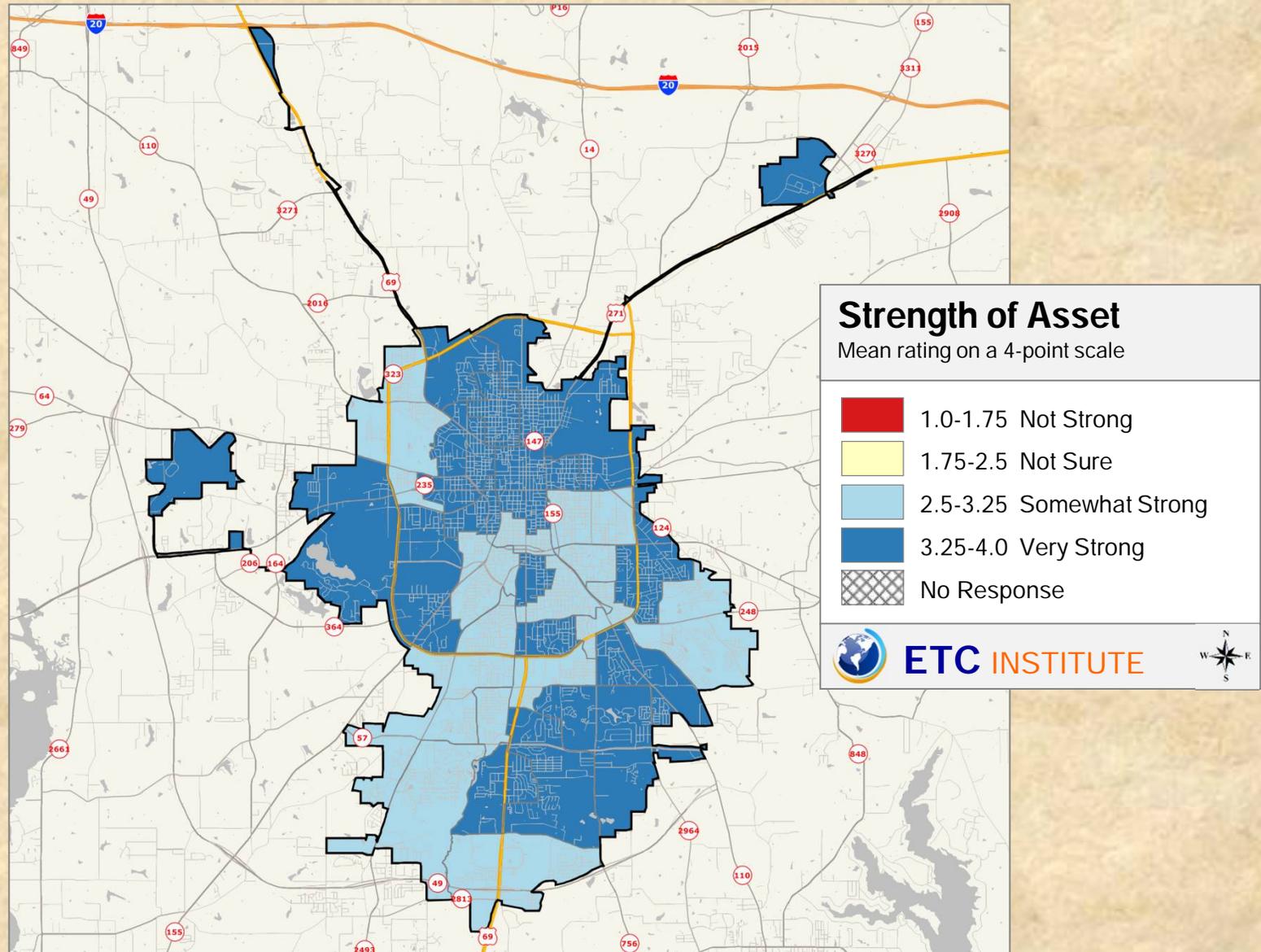
Q13-20 Strength of Asset: Attractive community uniqueness



2018 City of Tyler Community Survey

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

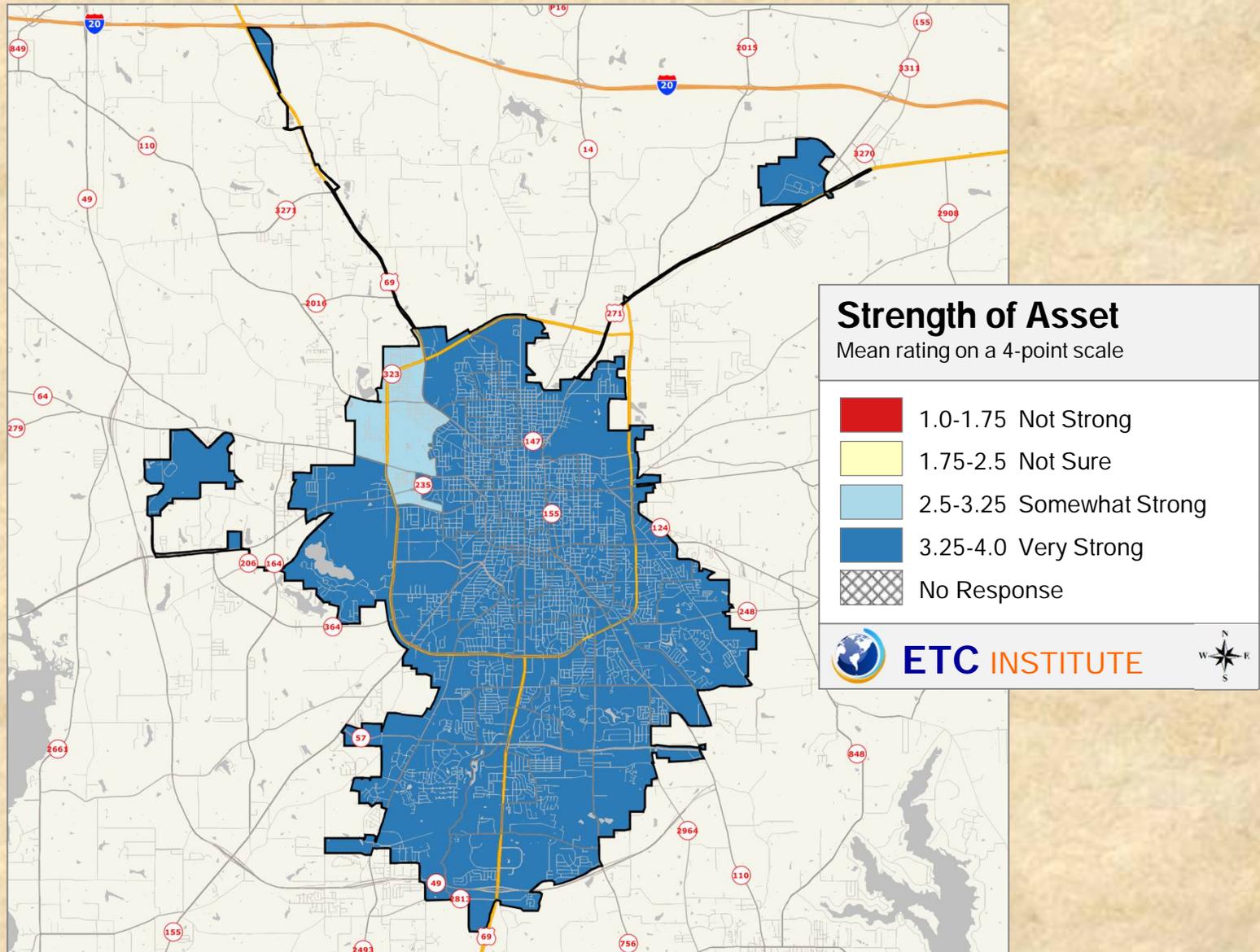
Q13-21 Strength of Asset: Community reputation



2018 City of Tyler Community Survey

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

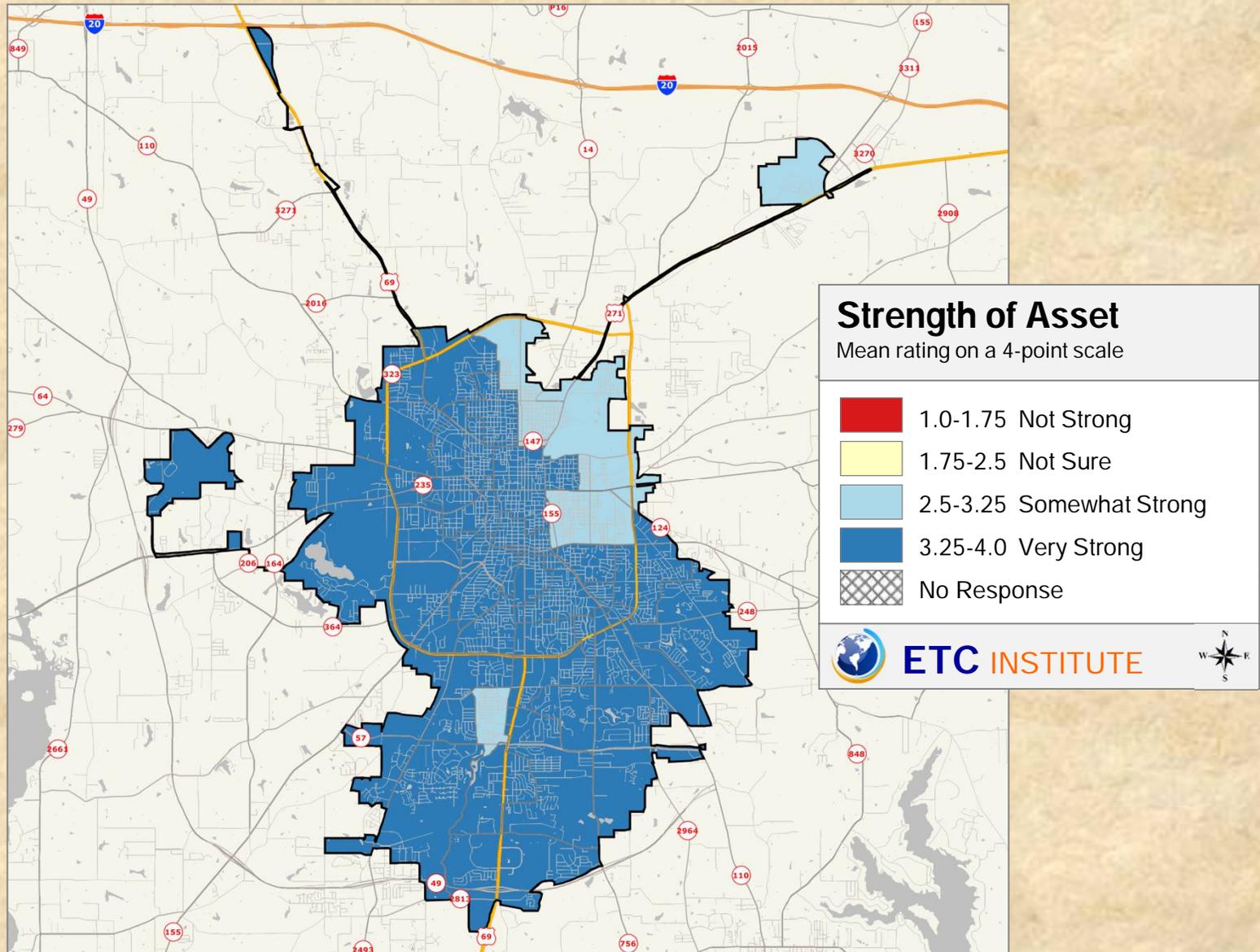
Q13-22 Strength of Asset: Medical centers



2018 City of Tyler Community Survey

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

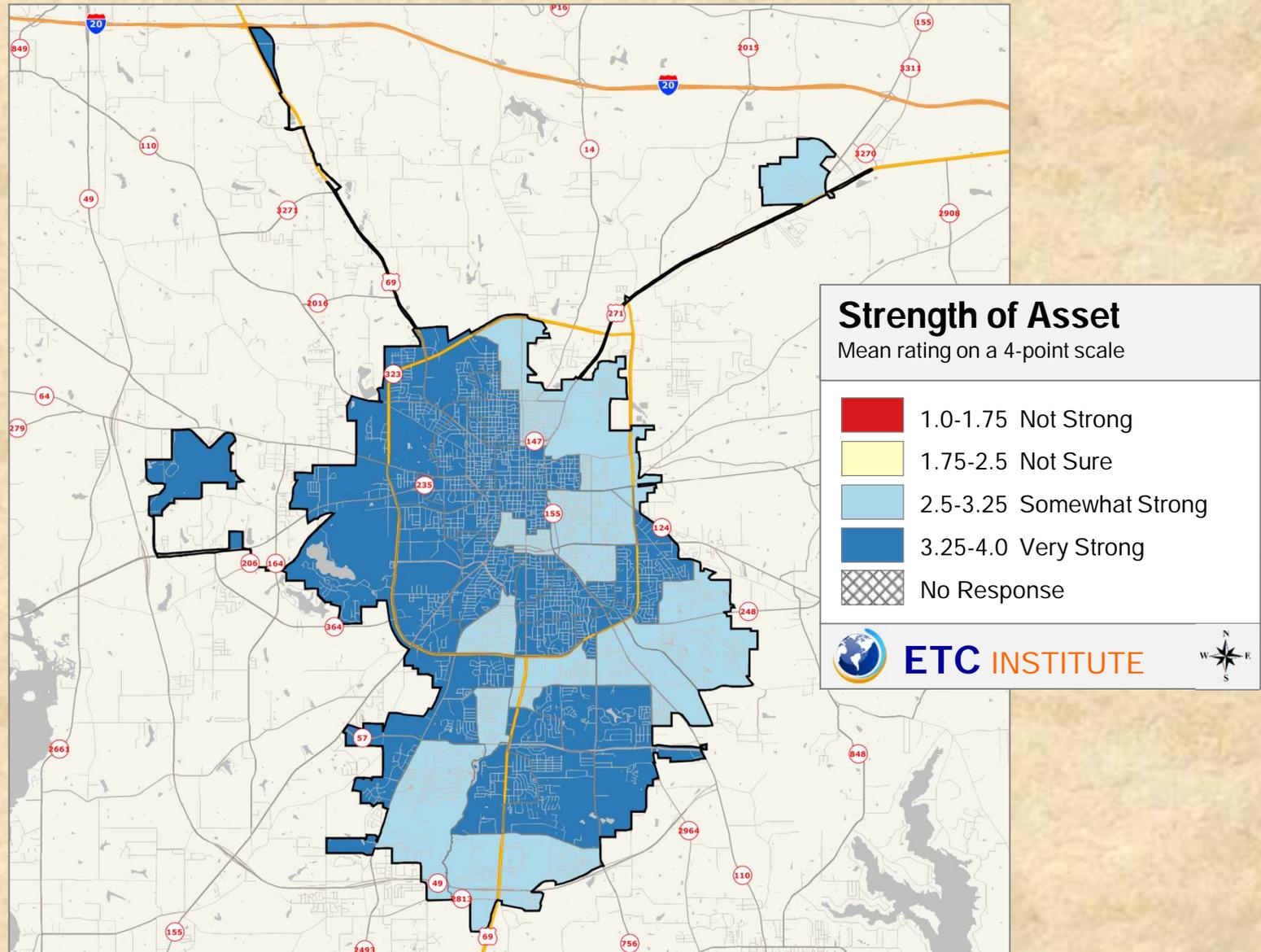
Q13-23 Strength of Asset: Higher education institutions



2018 City of Tyler Community Survey

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

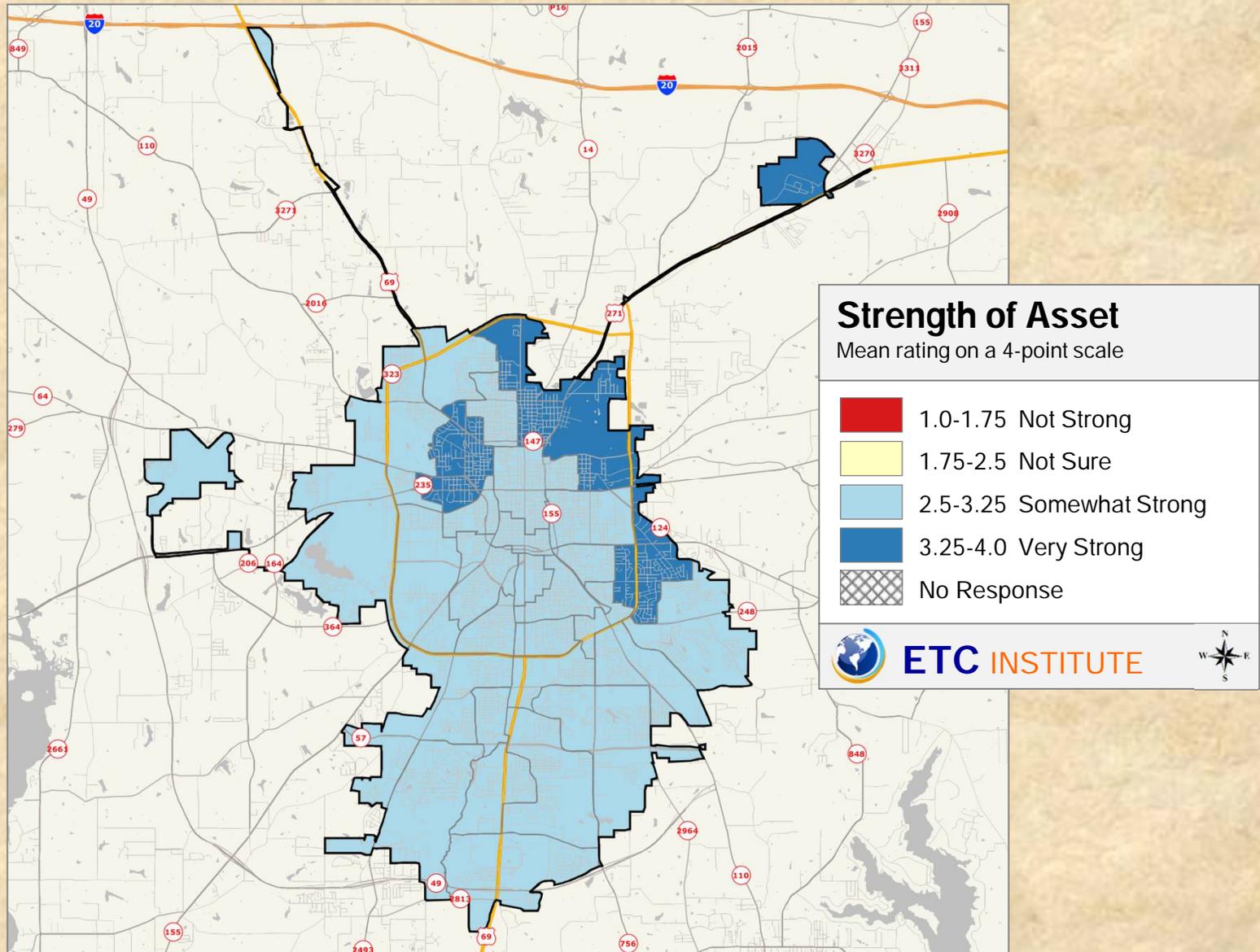
Q13-24 Strength of Asset: Low city taxes



2018 City of Tyler Community Survey

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

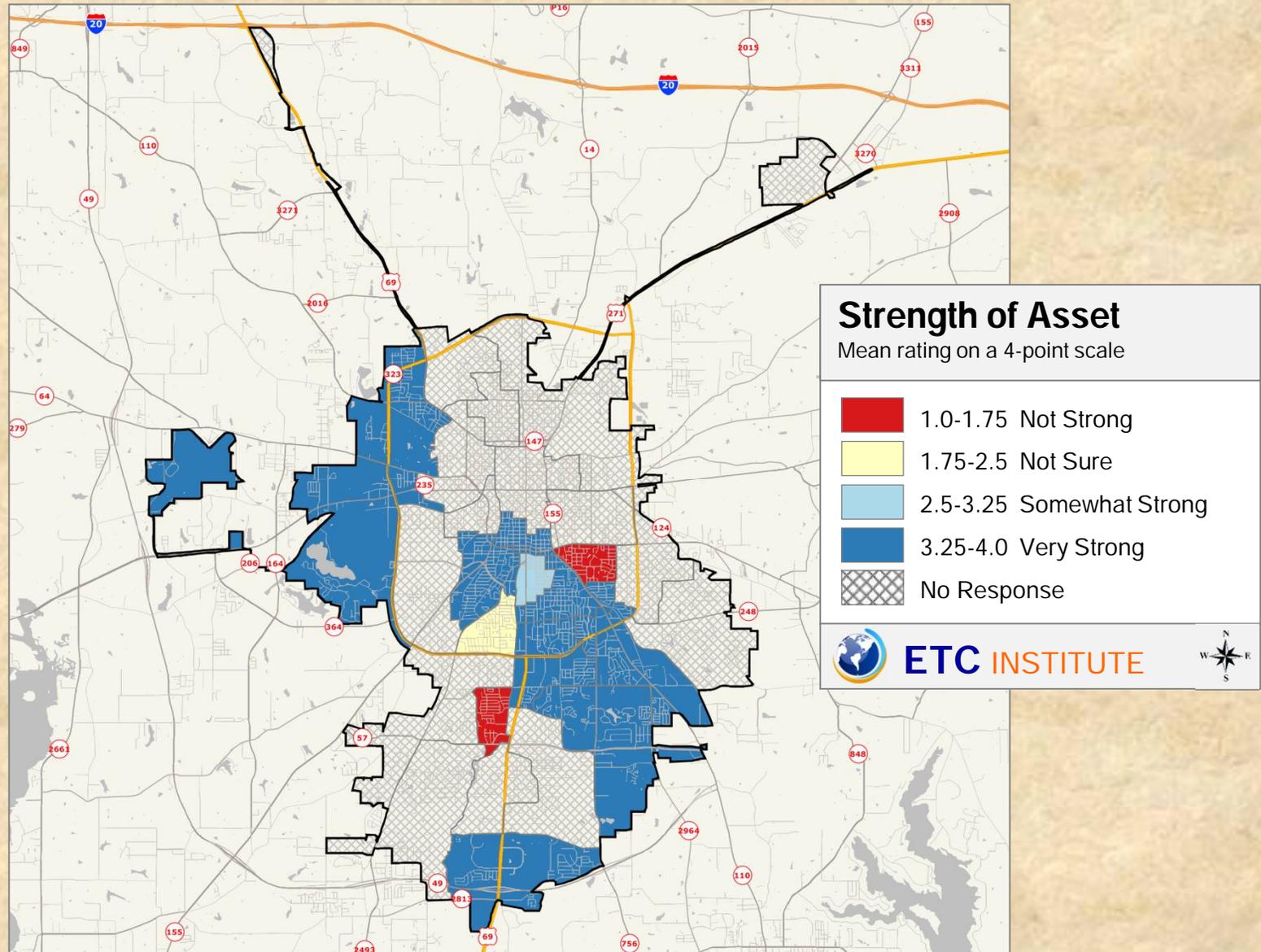
Q13-25 Strength of Asset: Proximity to DFW Metroplex



2018 City of Tyler Community Survey

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

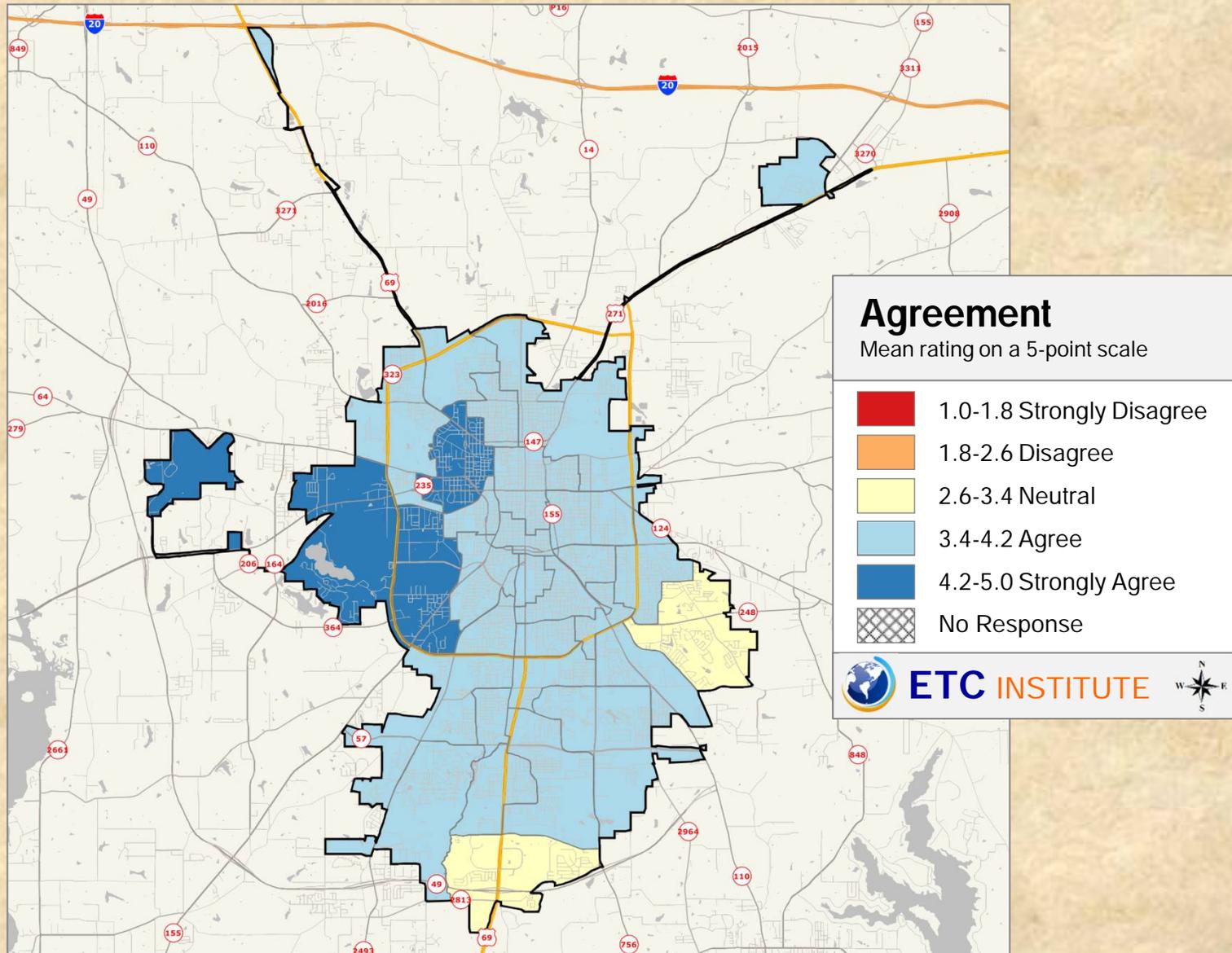
Q13-26 Strength of Asset: Other



2018 City of Tyler Community Survey

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

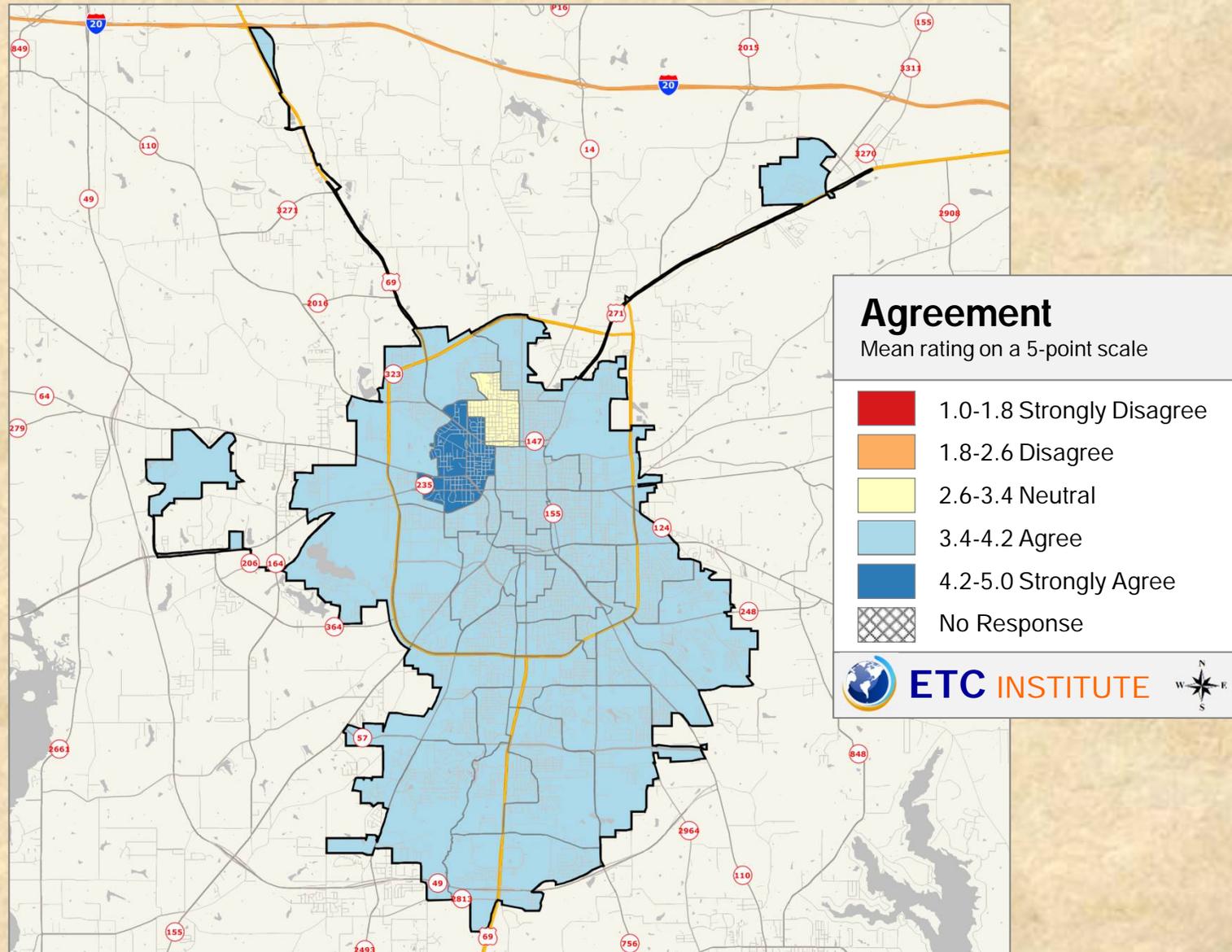
Q15-01 Level of Agreement that Tyler's future should include: A stronger city identity



2018 City of Tyler Community Survey

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

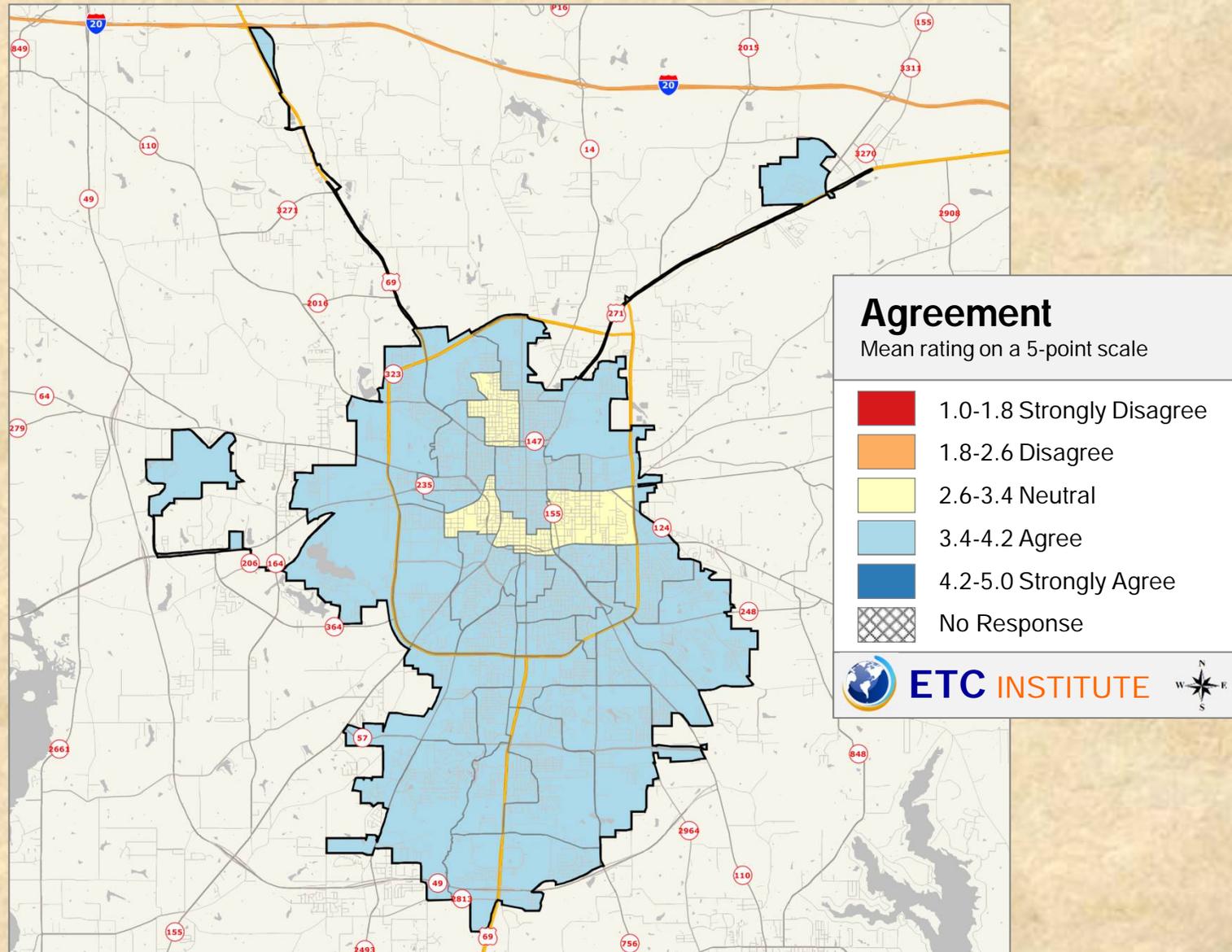
Q15-02 Level of Agreement that Tyler’s future should include: More attractive entrance and commercial corridors



2018 City of Tyler Community Survey

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

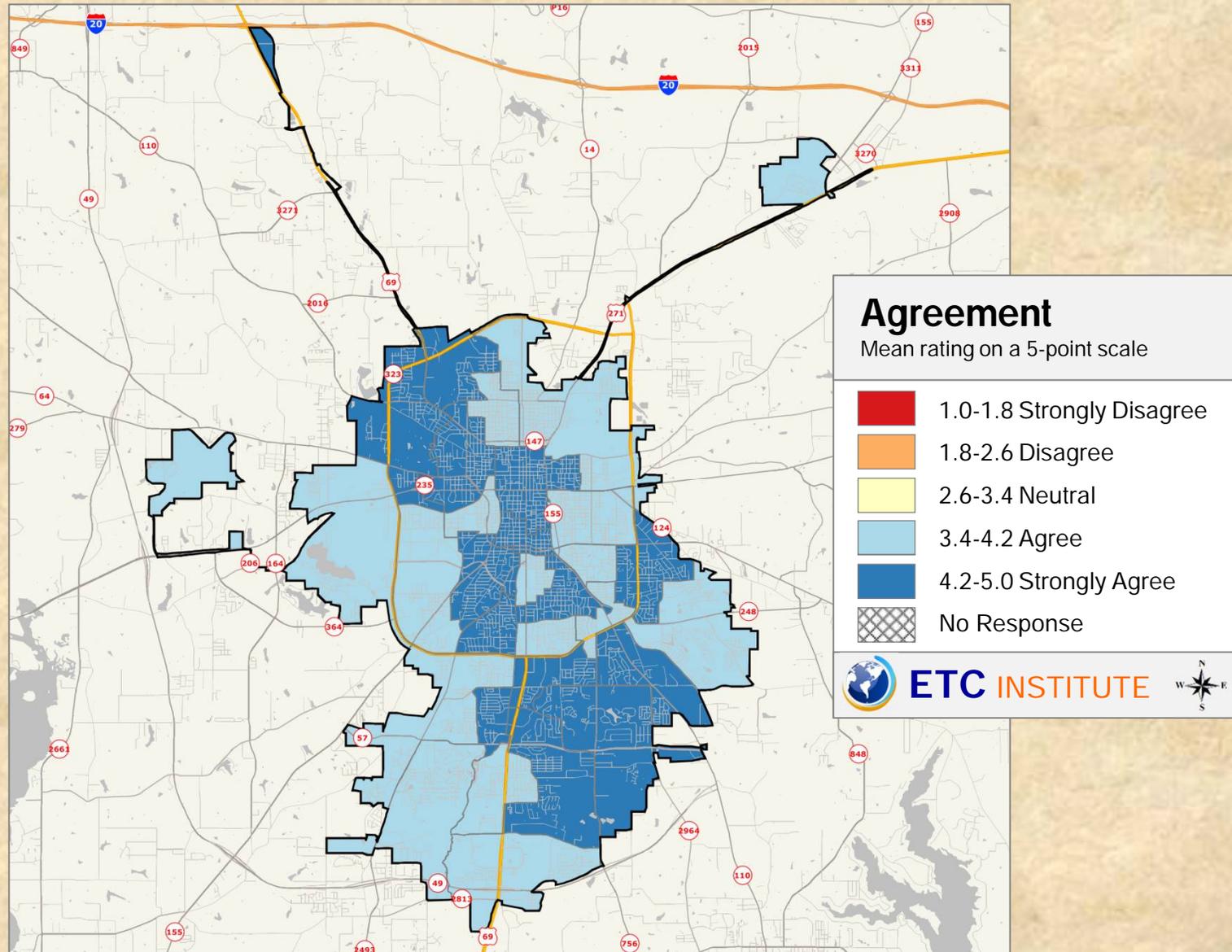
Q15-03 Level of Agreement that Tyler's future should include: More parks



2018 City of Tyler Community Survey

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

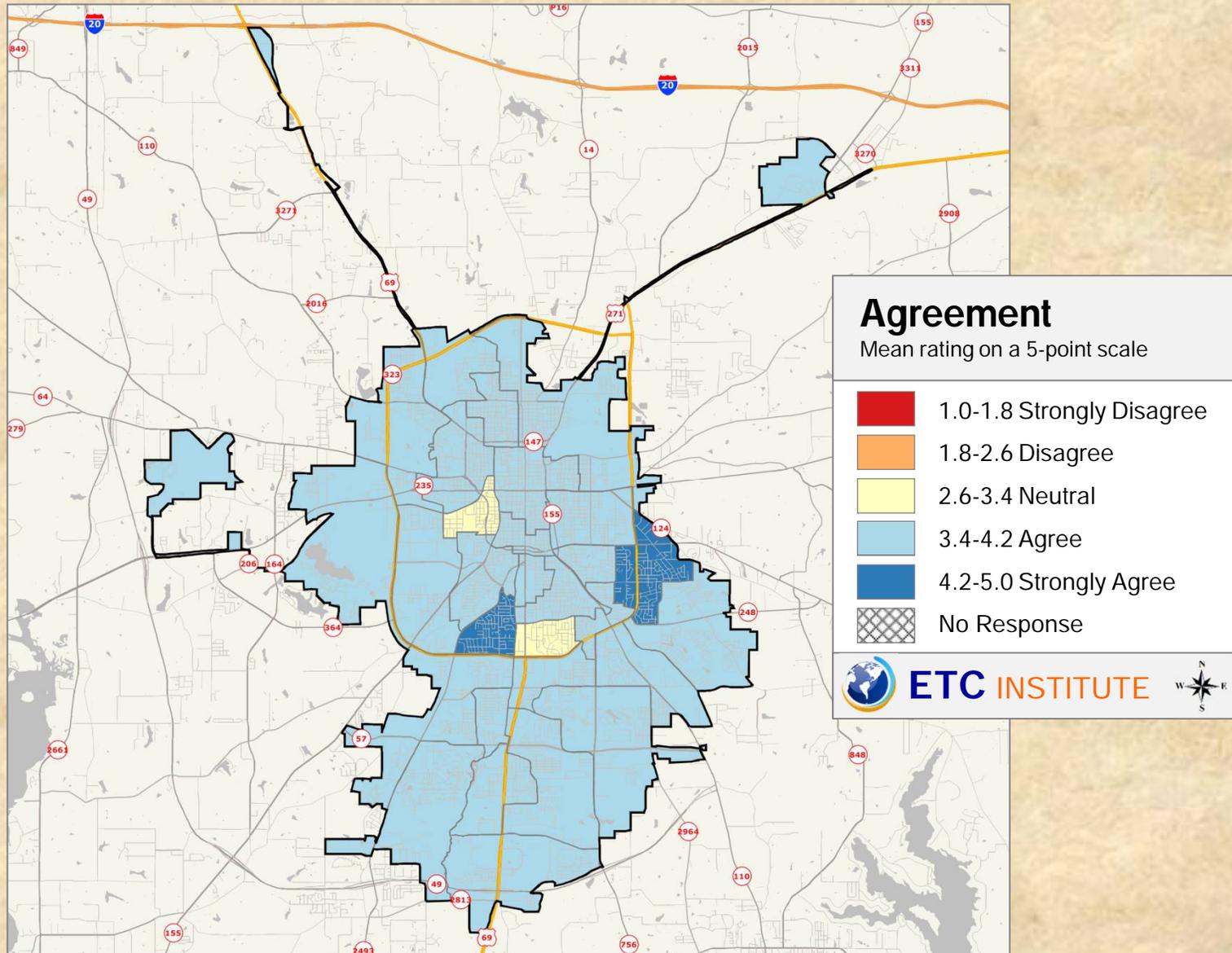
Q15-04 Level of Agreement that Tyler's future should include: More sidewalks, walking paths, and trails



2018 City of Tyler Community Survey

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

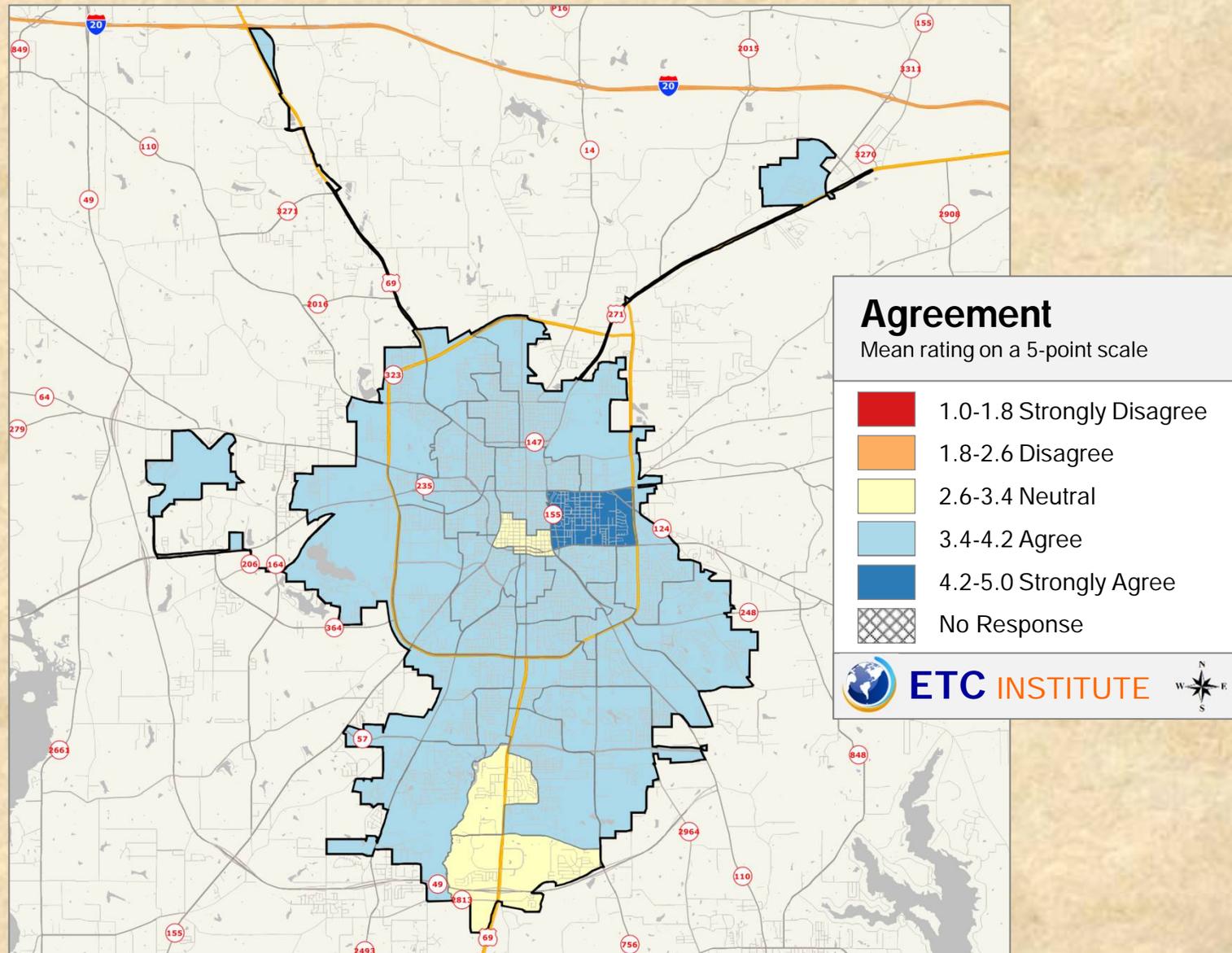
Q15-05 Level of Agreement that Tyler's future should include: More bicycle paths and routes



2018 City of Tyler Community Survey

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

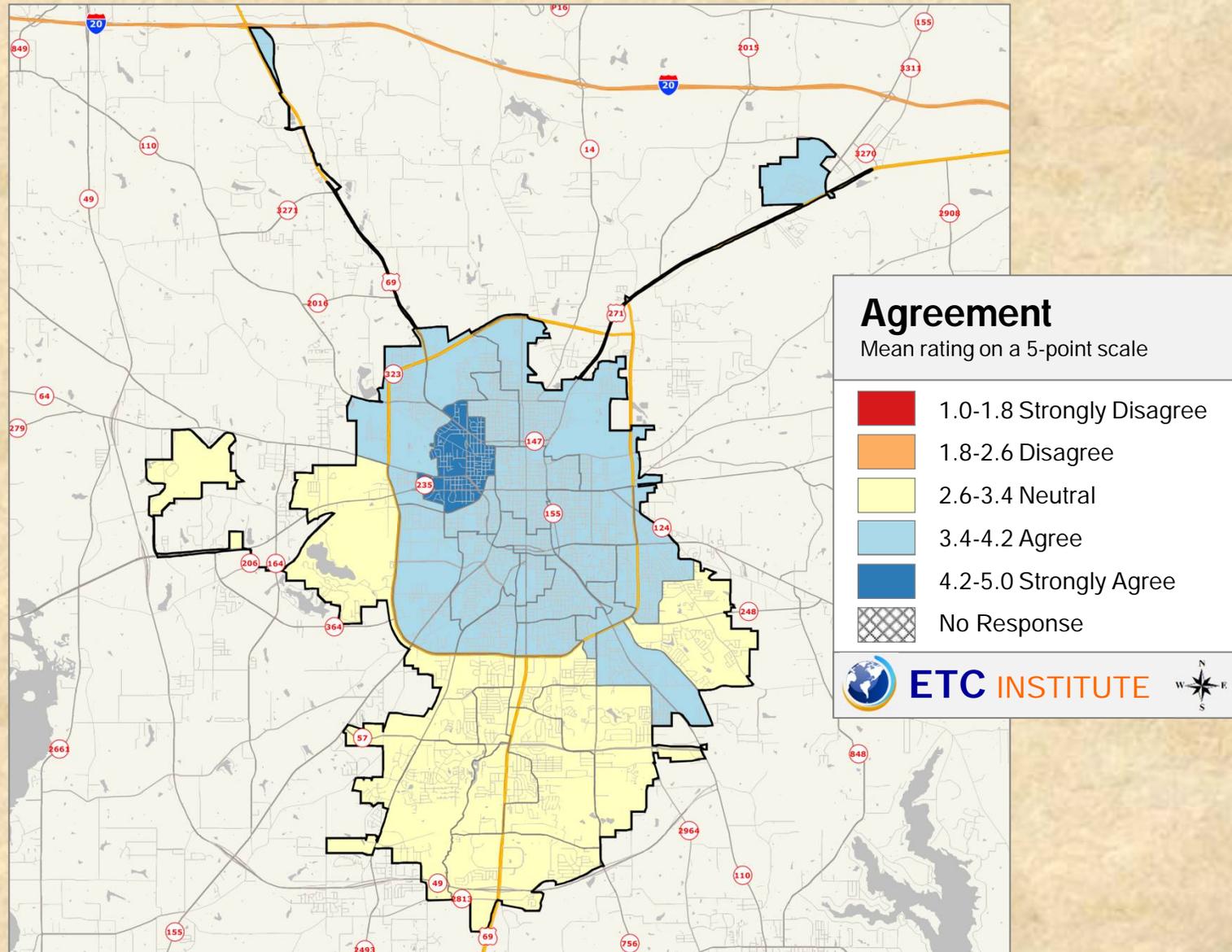
Q15-06 Level of Agreement that Tyler's future should include: More restaurants, entertainment, and cultural activities downtown



2018 City of Tyler Community Survey

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

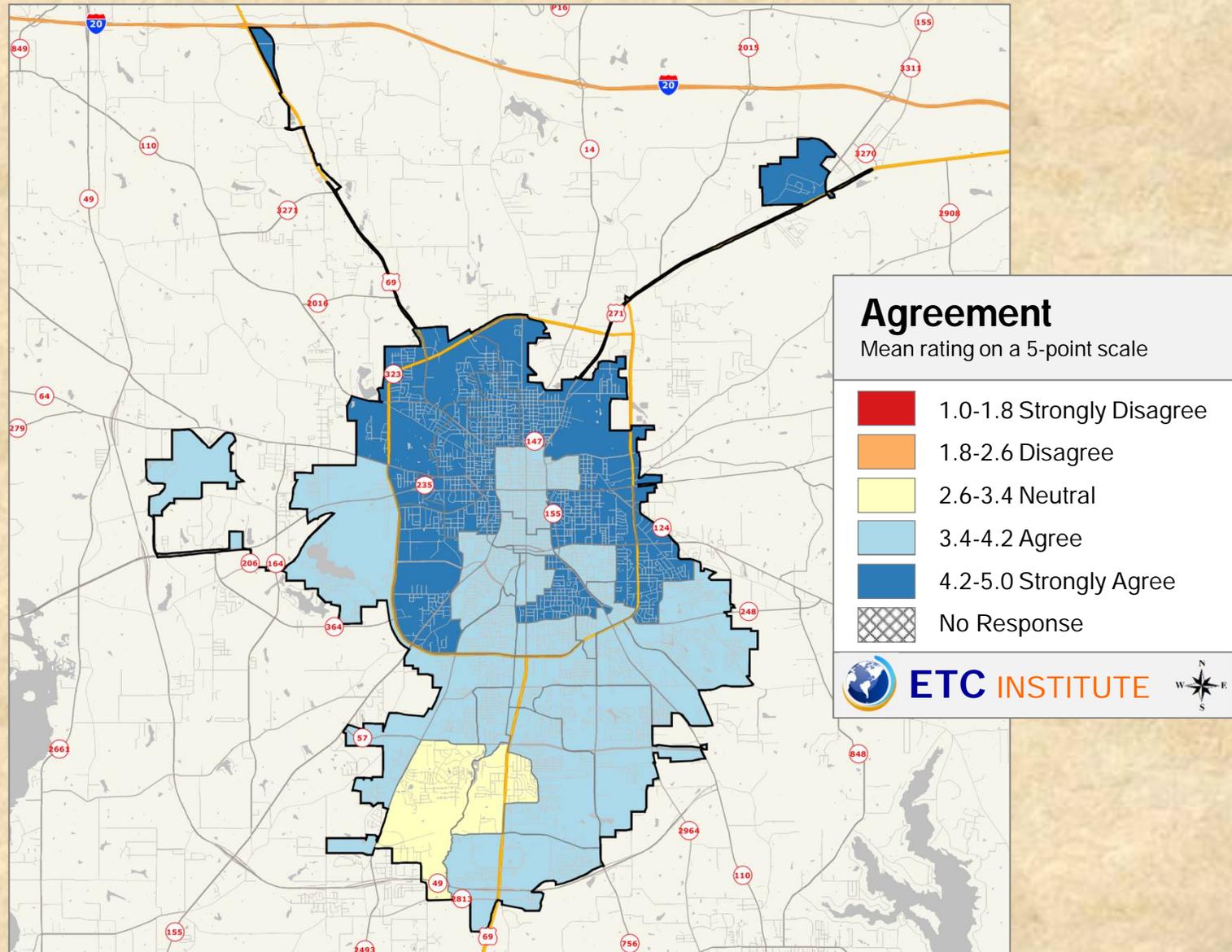
Q15-07 Level of Agreement that Tyler's future should include: More housing in & around downtown



2018 City of Tyler Community Survey

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

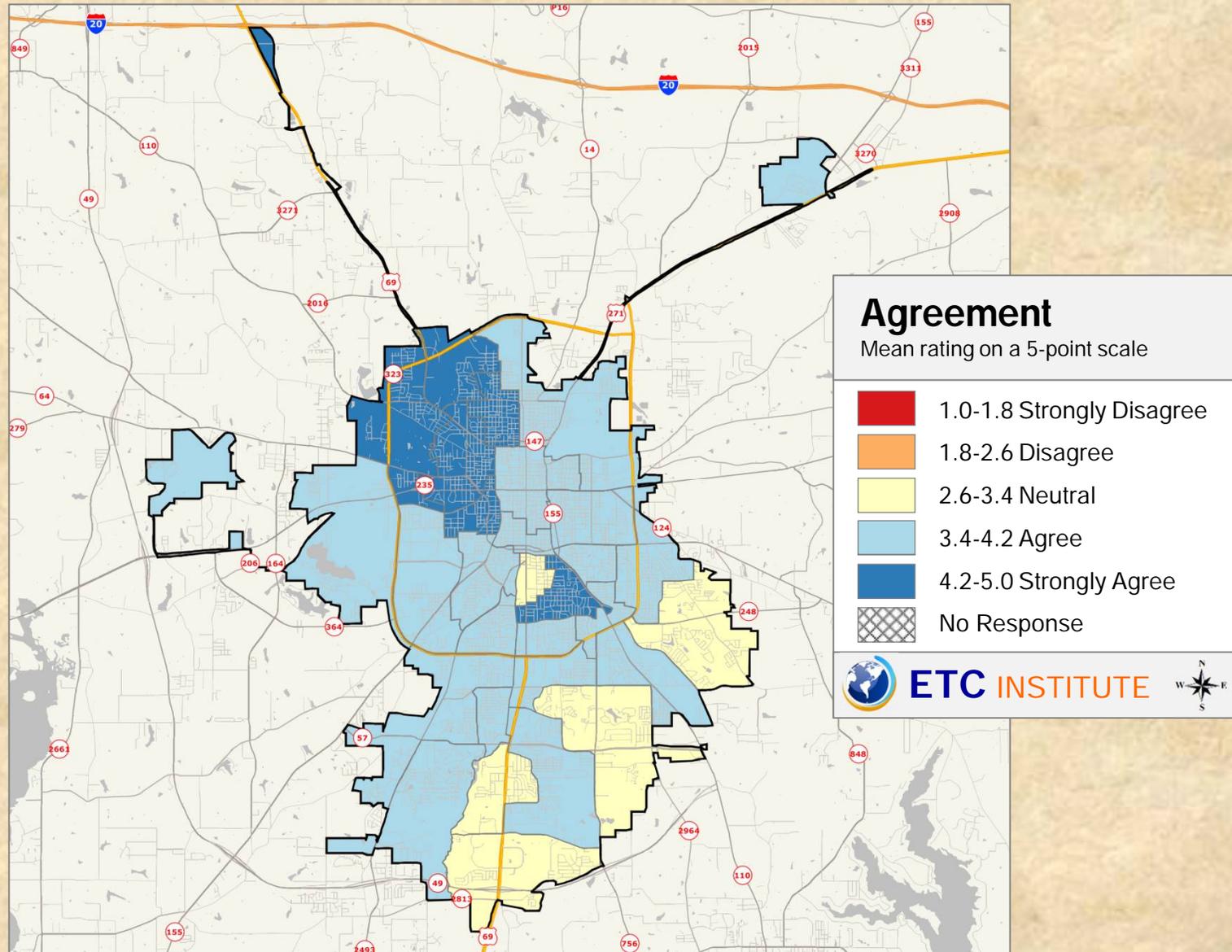
Q15-08 Level of Agreement that Tyler's future should include: More affordable housing within the city



2018 City of Tyler Community Survey

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

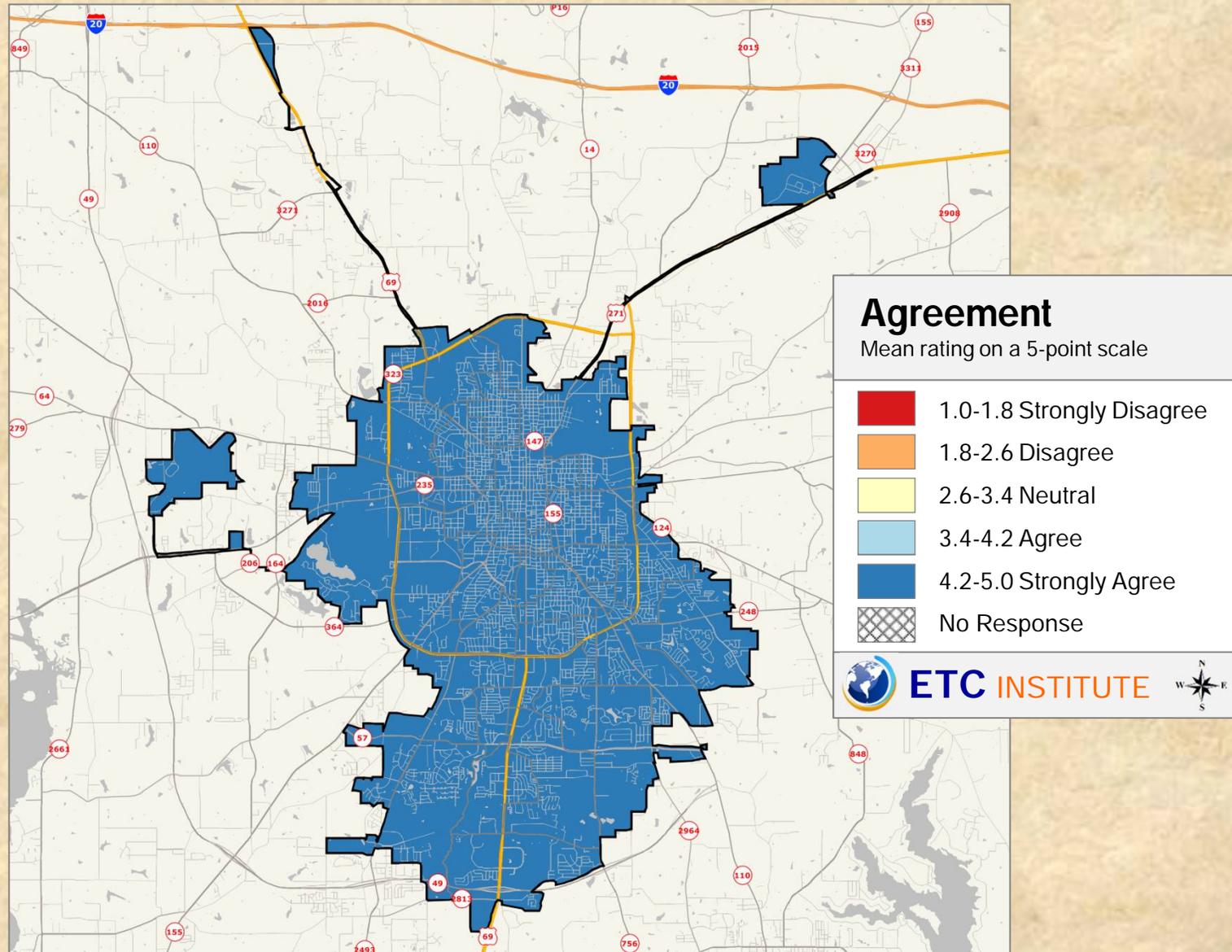
Q15-09 Level of Agreement that Tyler’s future should include: More and better housing/commercial development in the North End



2018 City of Tyler Community Survey

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

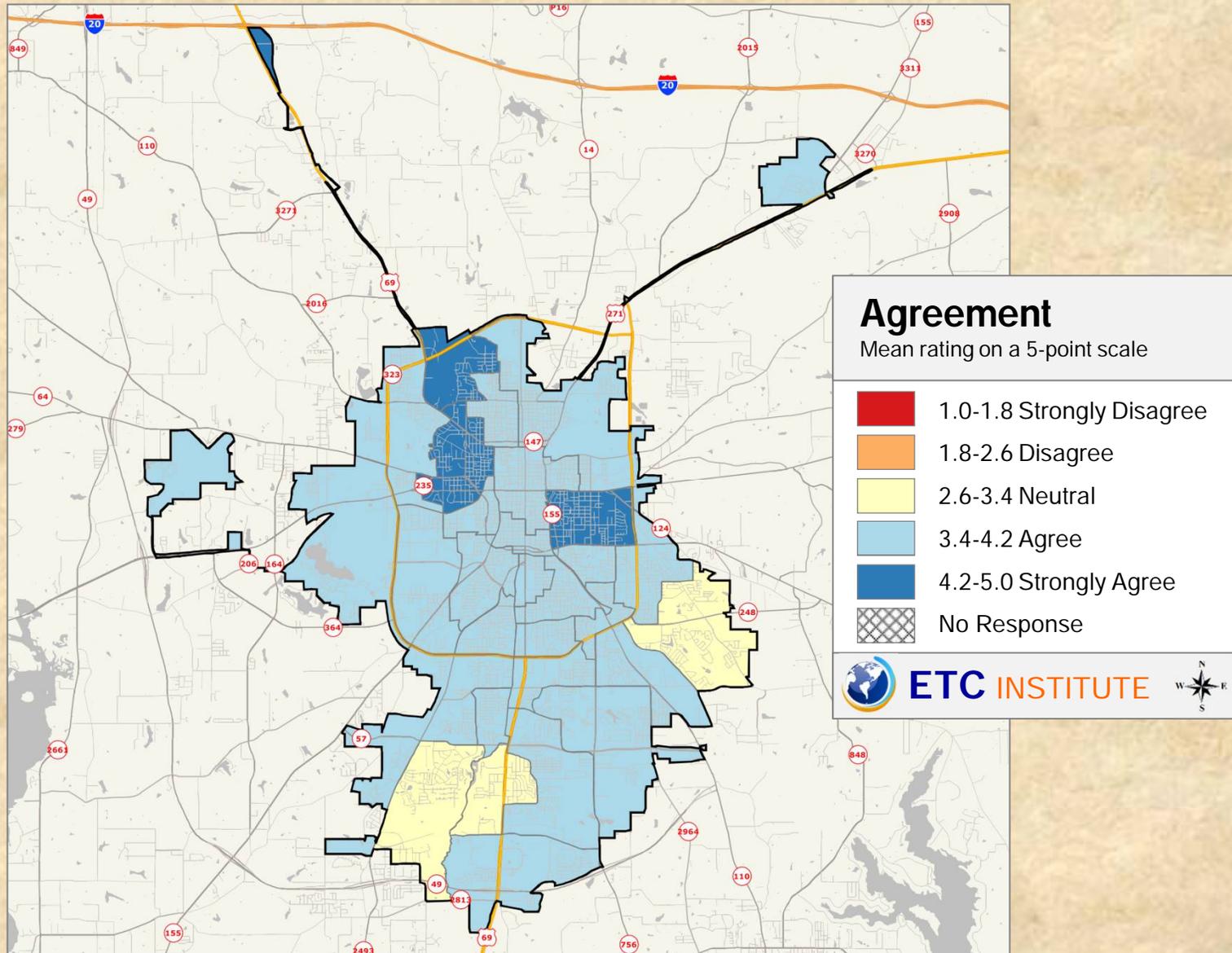
Q15-10 Level of Agreement that Tyler’s future should include: Better traffic flow on major city roads



2018 City of Tyler Community Survey

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

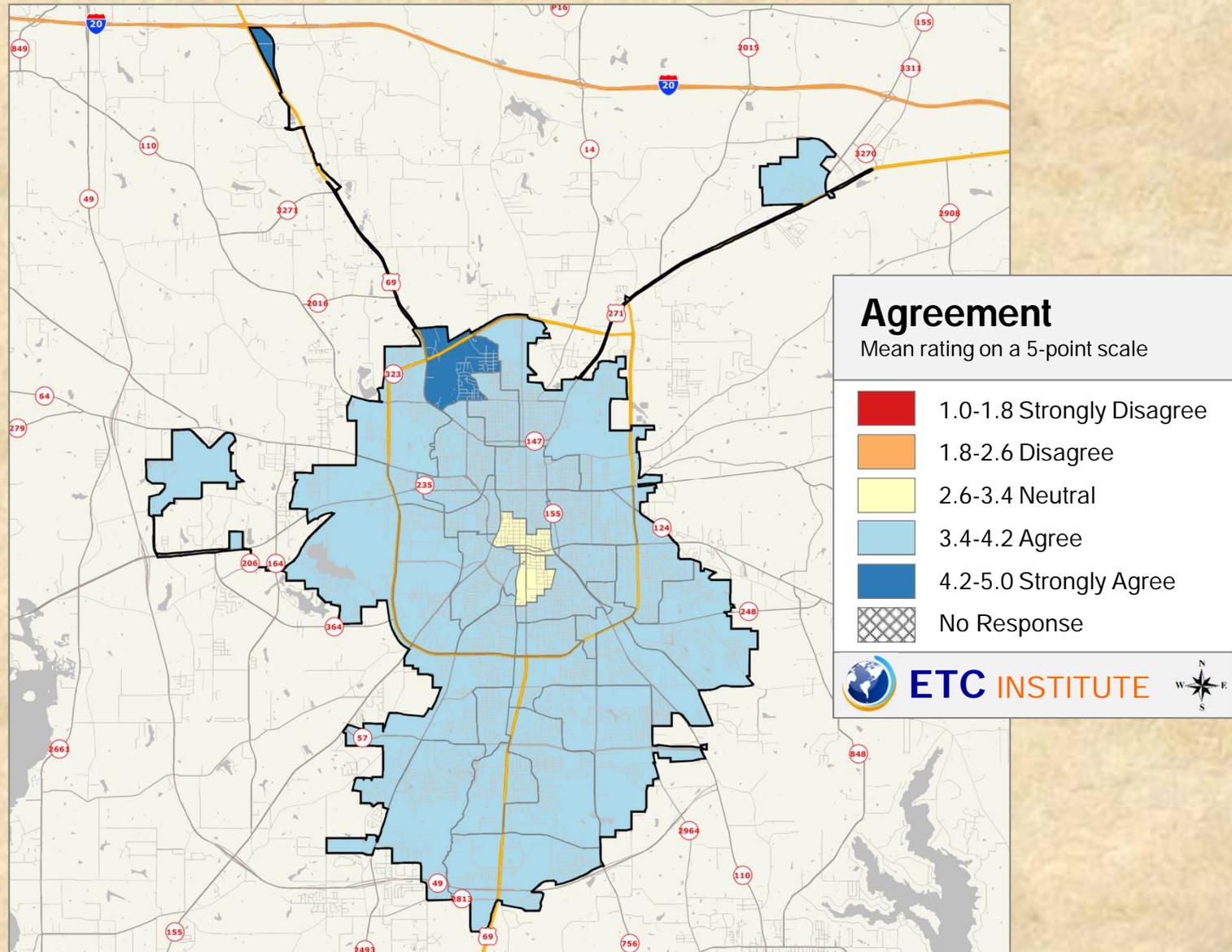
Q15-11 Level of Agreement that Tyler's future should include: Better public transportation



2018 City of Tyler Community Survey

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

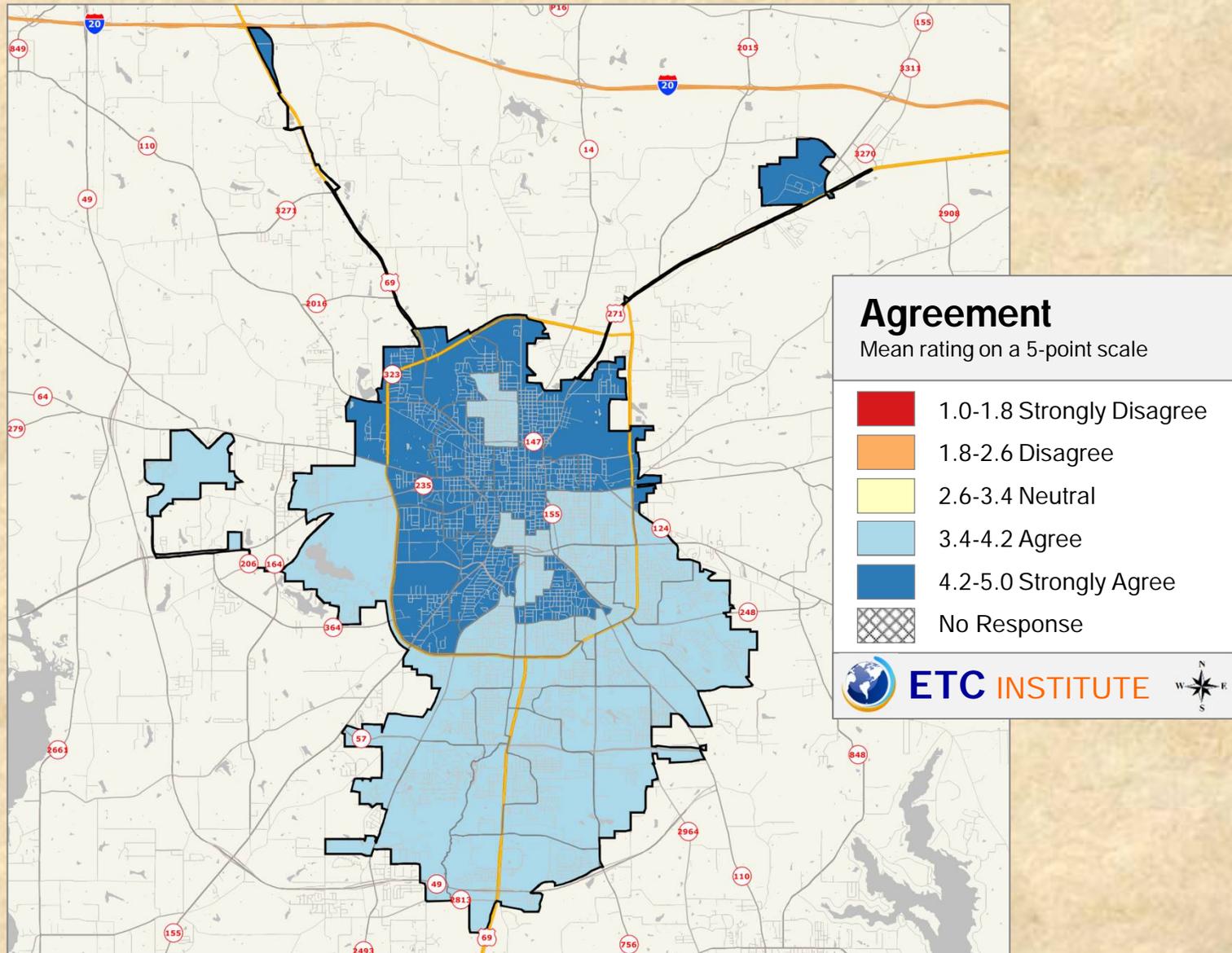
Q15-12 Level of Agreement that Tyler’s future should include: Additional swimming and water recreation facilities



2018 City of Tyler Community Survey

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

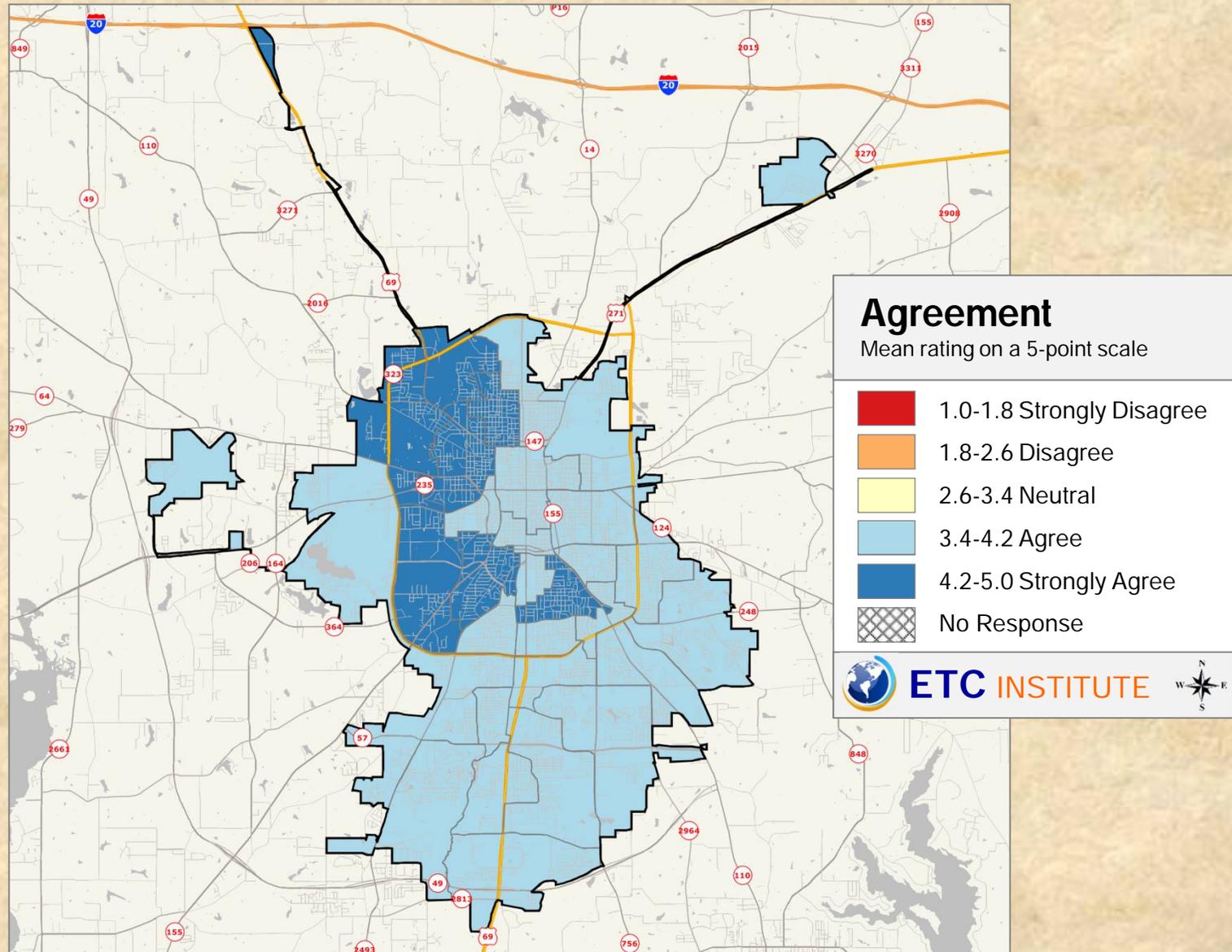
Q15-13 Level of Agreement that Tyler's future should include: More activities for teenagers



2018 City of Tyler Community Survey

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

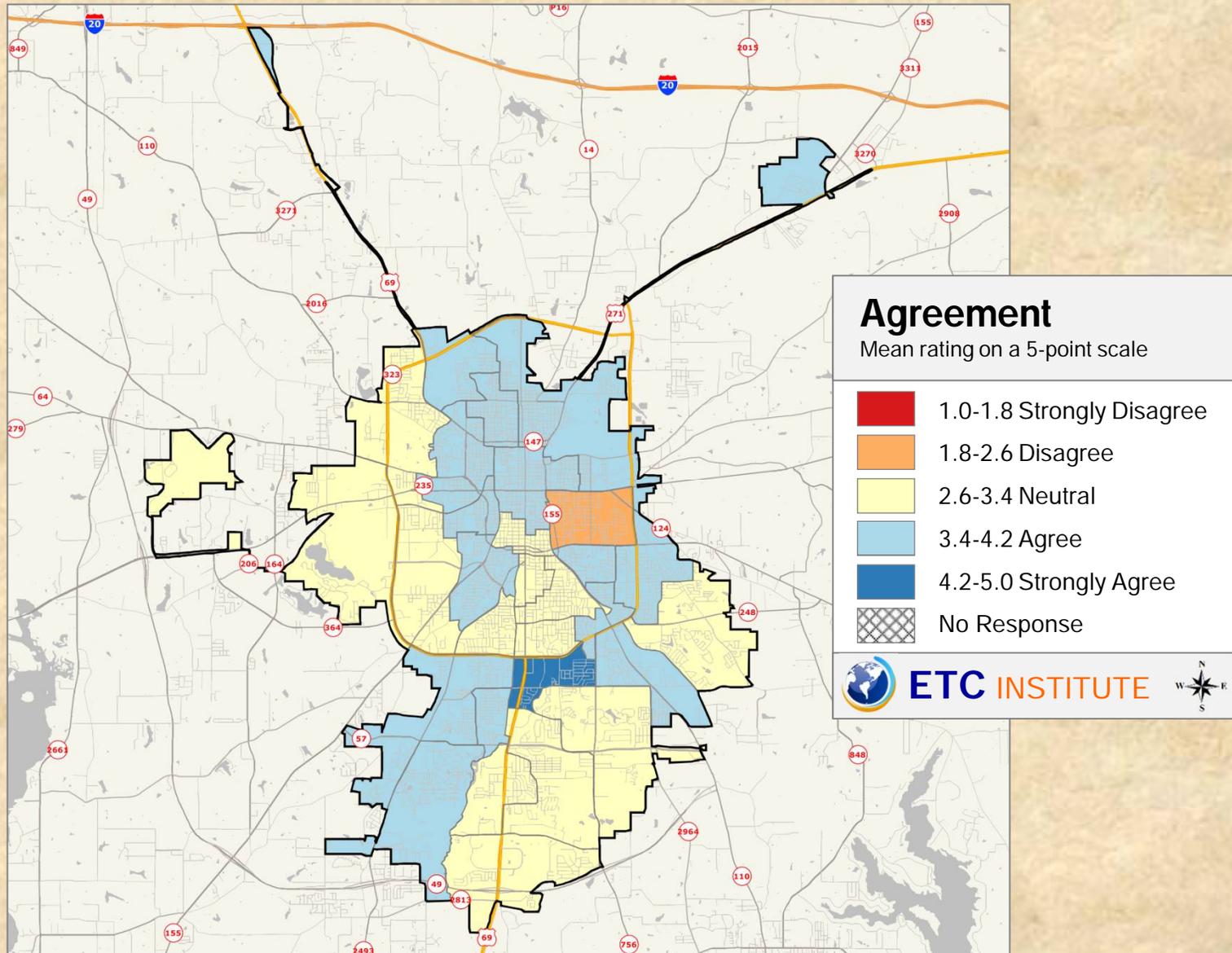
Q15-14 Level of Agreement that Tyler's future should include: More activities for seniors



2018 City of Tyler Community Survey

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

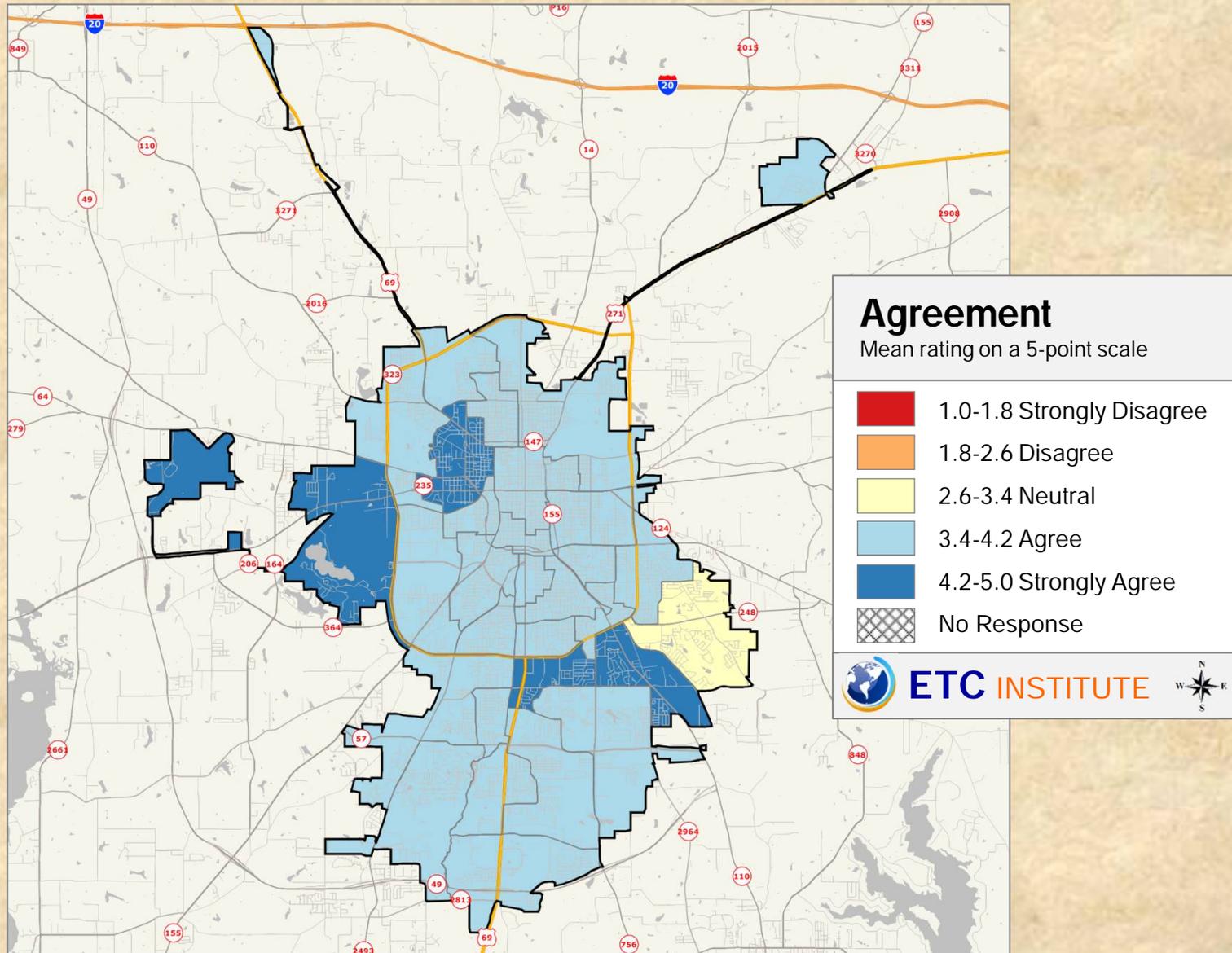
Q15-15 Level of Agreement that Tyler's future should include: Less sprawling growth



2018 City of Tyler Community Survey

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

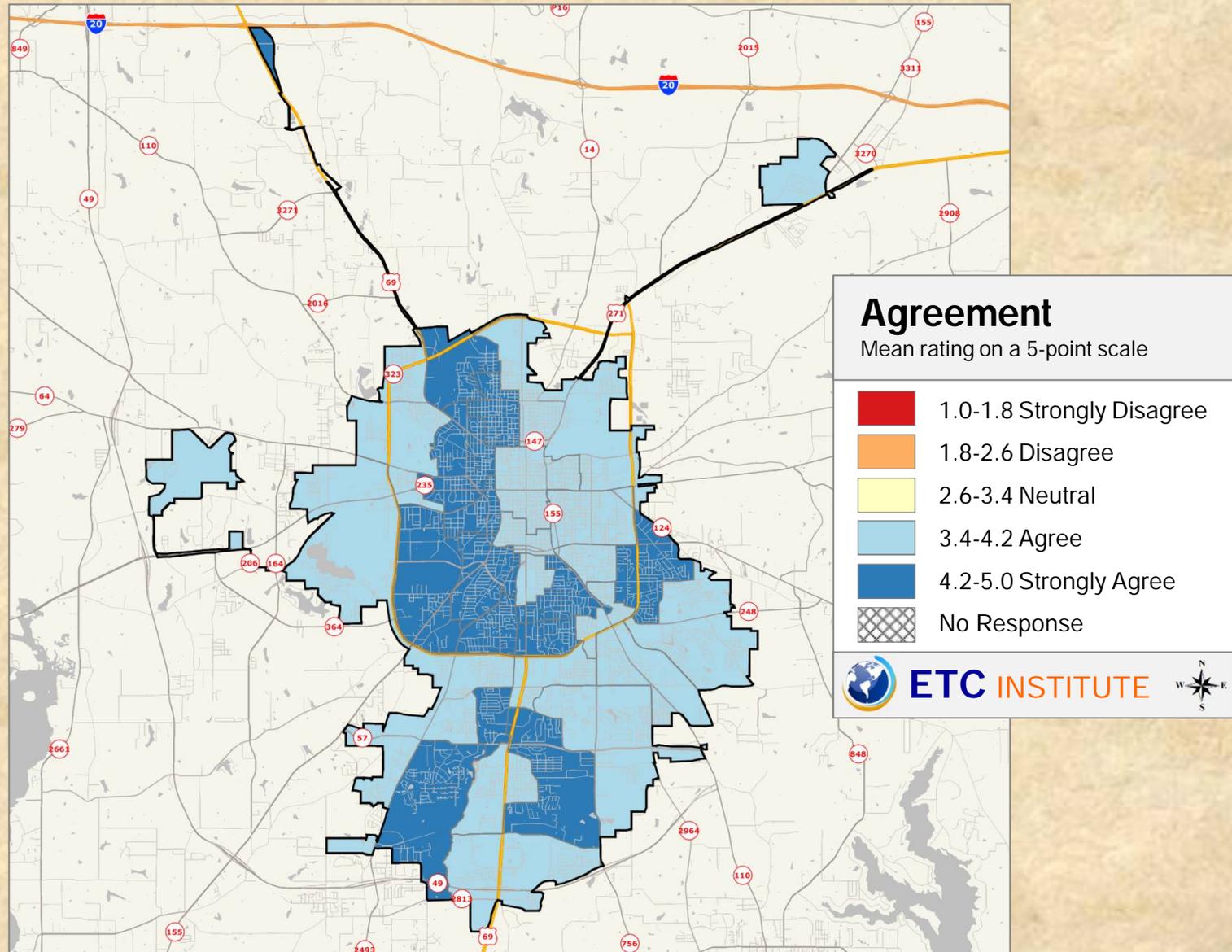
Q15-16 Level of Agreement that Tyler's future should include: Better management of outward growth



2018 City of Tyler Community Survey

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

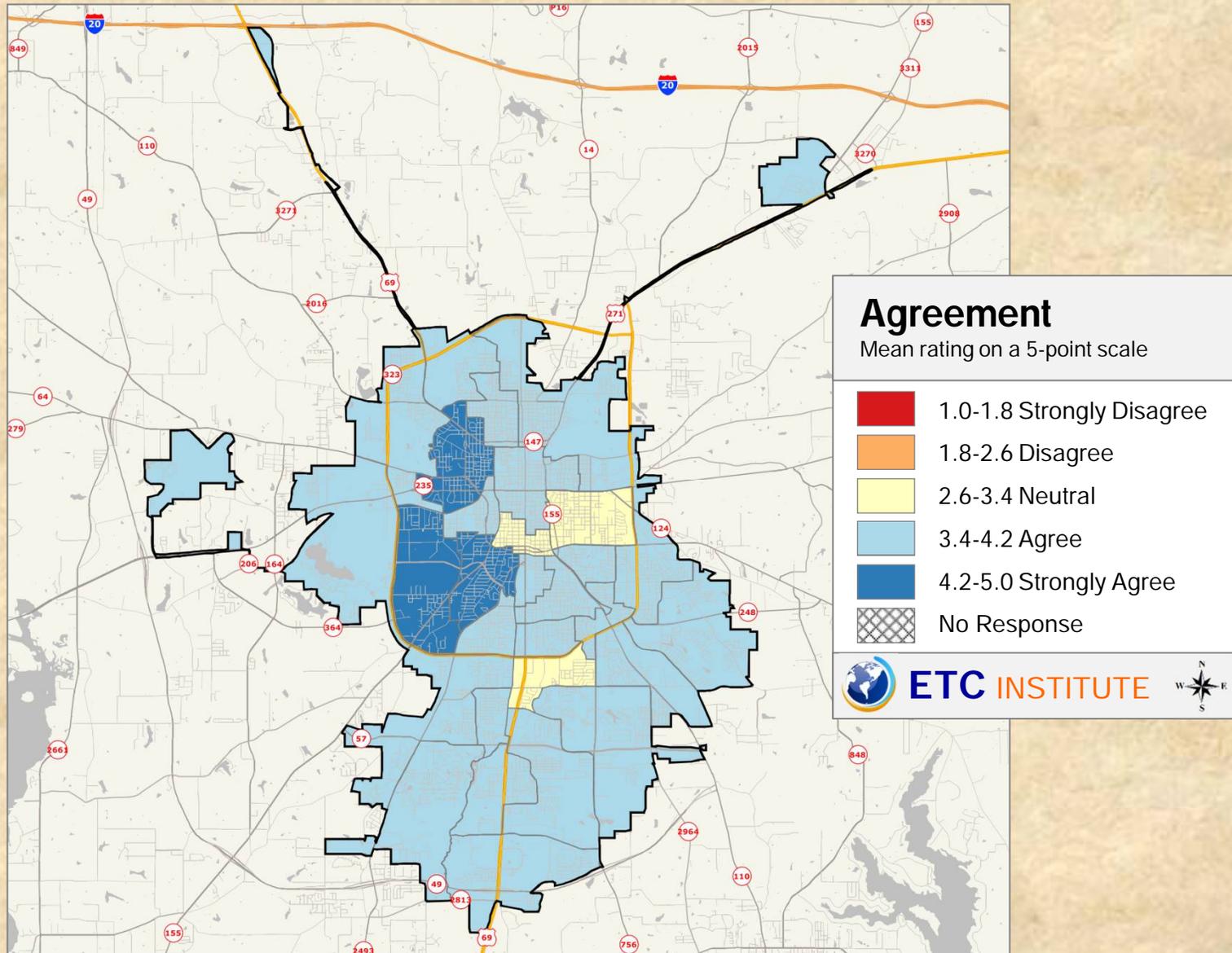
Q15-17 Level of Agreement that Tyler's future should include: Improved and new public schools



2018 City of Tyler Community Survey

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

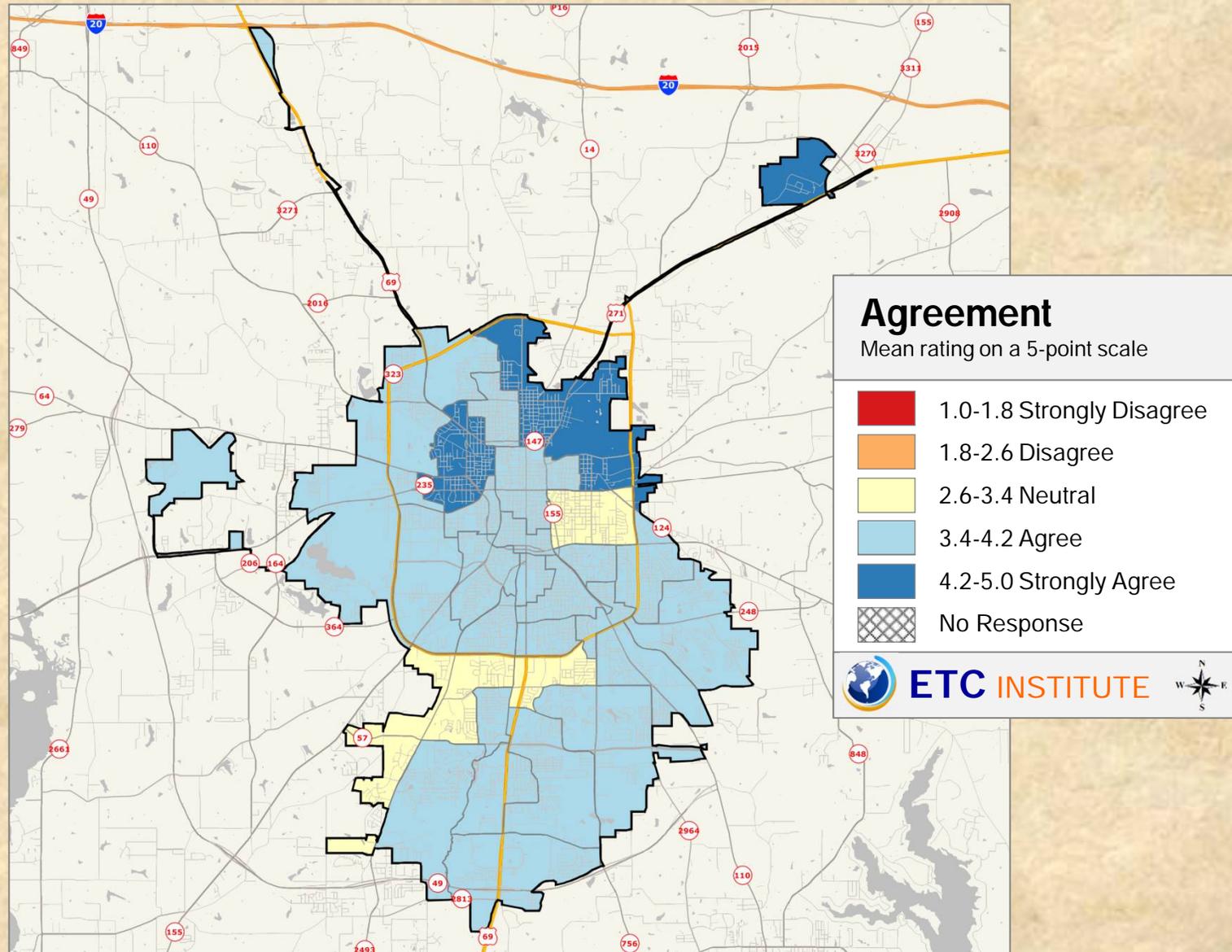
Q15-18 Level of Agreement that Tyler's future should include: New or expanded convention space



2018 City of Tyler Community Survey

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

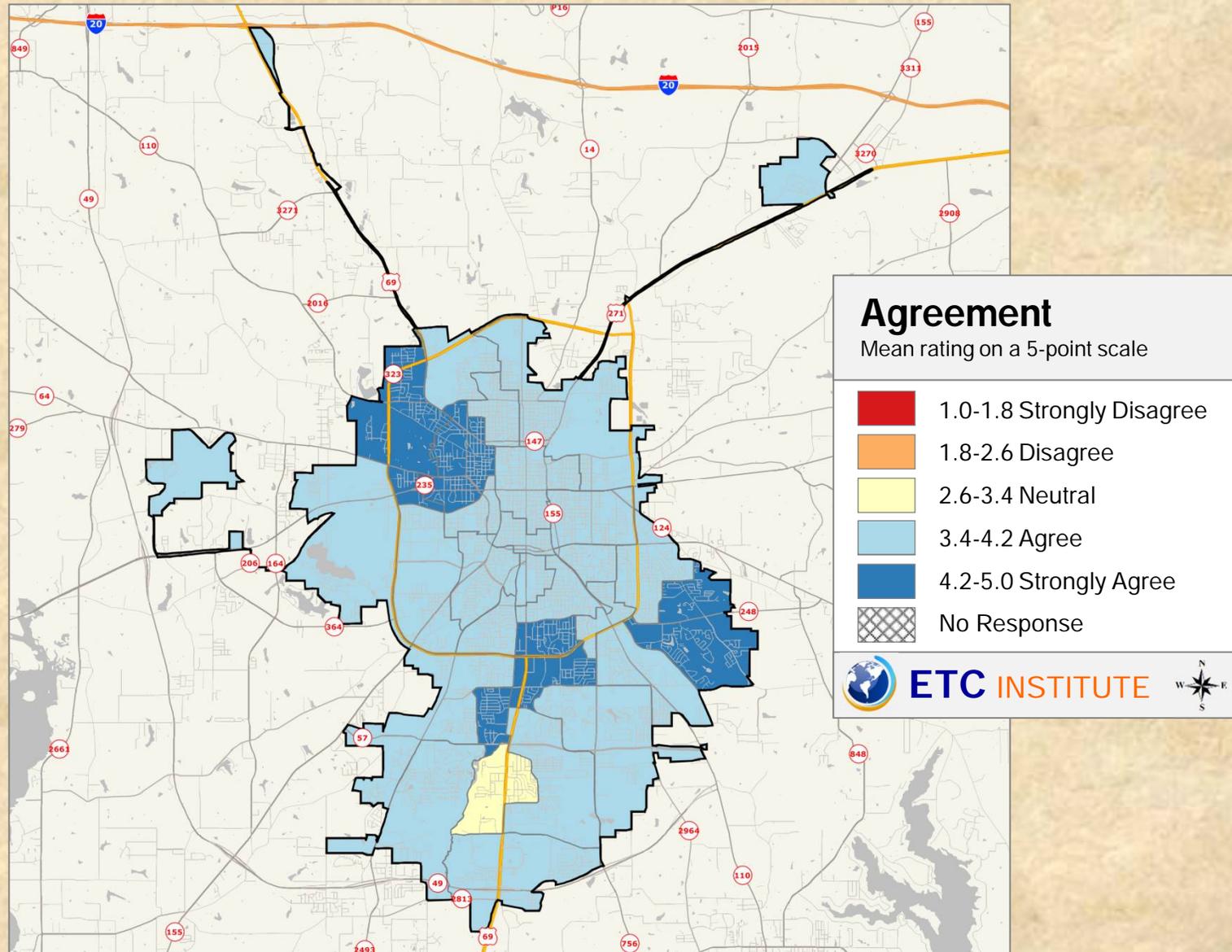
Q15-19 Level of Agreement that Tyler's future should include: A multi-purpose arena



2018 City of Tyler Community Survey

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

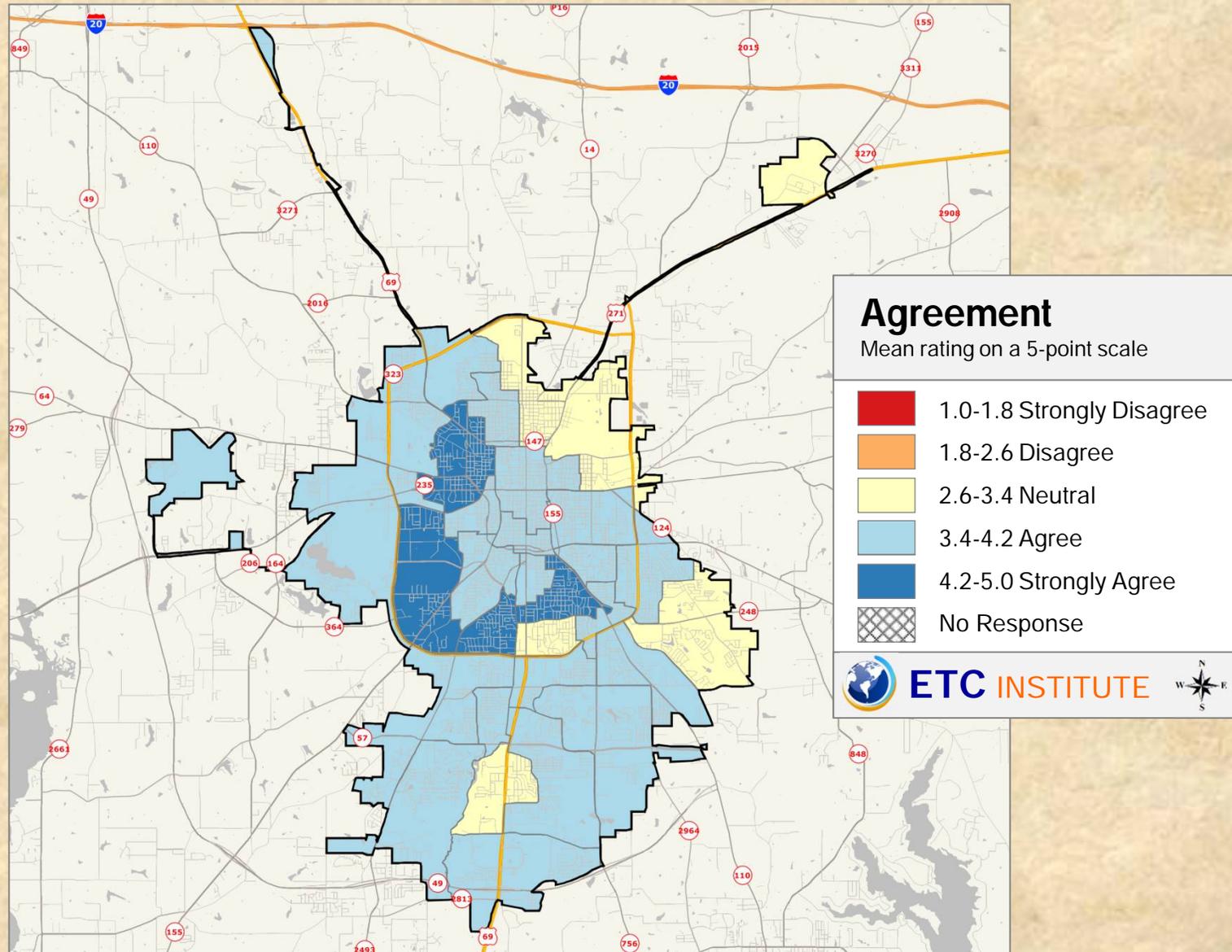
Q15-20 Level of Agreement that Tyler's future should include: Growth outward in more directions



2018 City of Tyler Community Survey

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

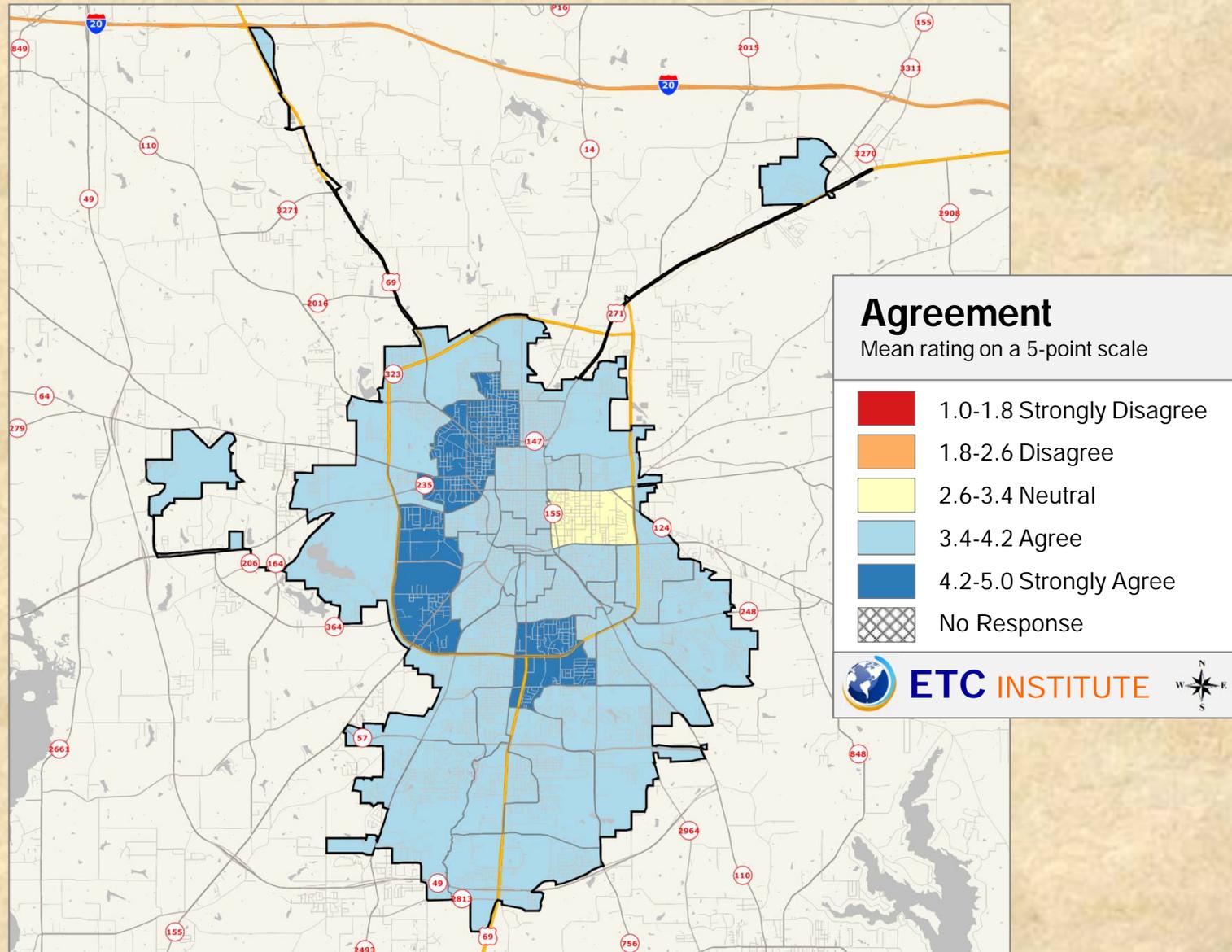
Q15-21 Level of Agreement that Tyler’s future should include: Quality of transportation access



2018 City of Tyler Community Survey

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

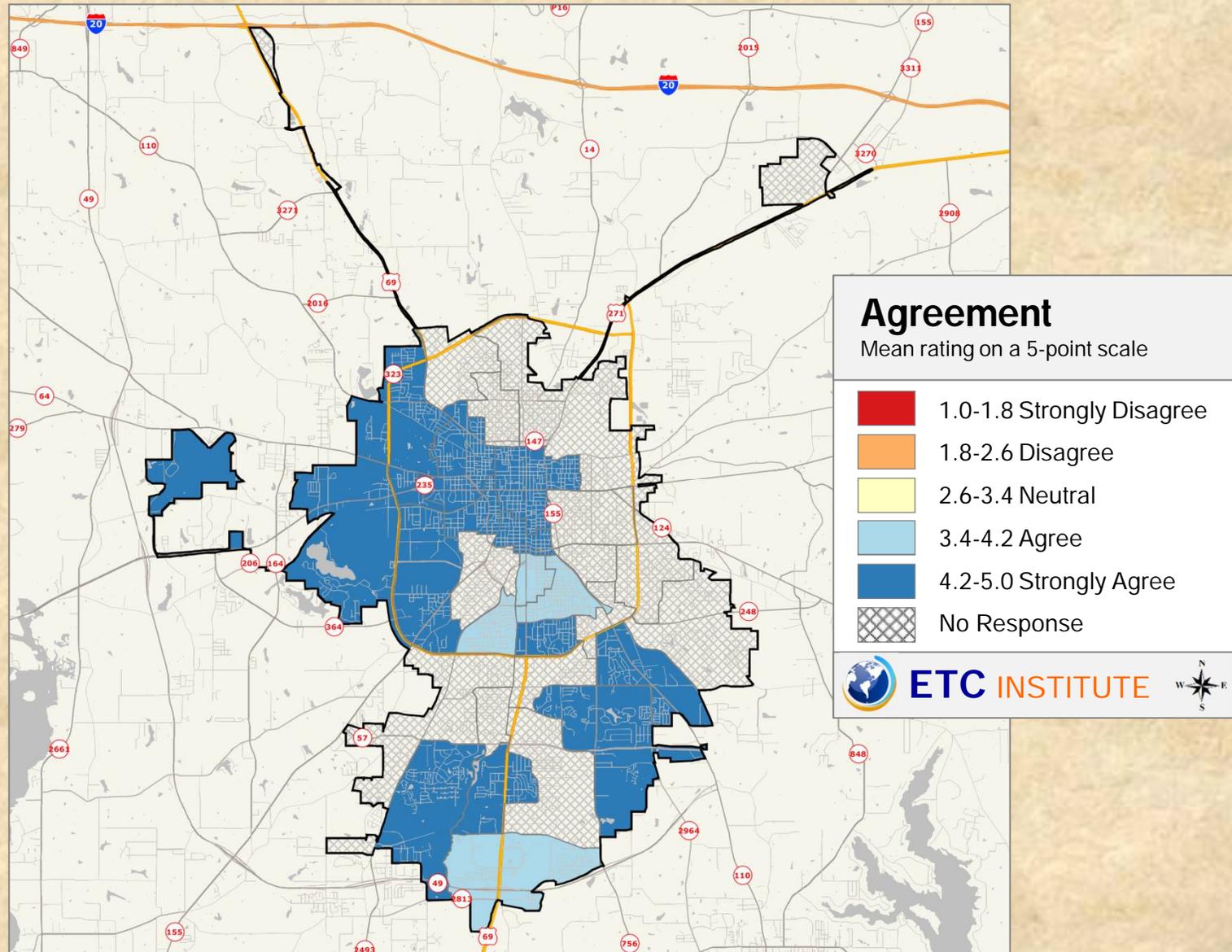
Q15-22 Level of Agreement that Tyler’s future should include: Stronger retirement community



2018 City of Tyler Community Survey

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

Q15-23 Level of Agreement that Tyler’s future should include: Other



2018 City of Tyler Community Survey

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

Section 3

Tabular Data

Q1. Please rate how important you feel each of the following issues currently facing the City of Tyler are using a scale of 1 to 4, where 4 means "Very Important" and 1 means "Not Important." (without "not provided")

(N=406)

	Very important	Somewhat important	Not sure	Not important
Q1-1. Traffic congestion	79.8%	17.8%	1.5%	1.0%
Q1-2. Public safety	77.3%	18.0%	3.8%	1.0%
Q1-3. Water/sewer availability	66.3%	22.3%	9.3%	2.3%
Q1-4. Lake Tyler, Lake Tyler East, & Bellwood Lake	23.0%	36.0%	31.1%	9.9%
Q1-5. Historic preservation	26.3%	46.9%	21.1%	5.8%
Q1-6. Walking & biking trails	39.4%	41.2%	13.1%	6.3%
Q1-7. Maintaining community identity, uniqueness, & quality of life	49.0%	33.8%	13.8%	3.5%
Q1-8. Downtown revitalization	35.6%	42.9%	12.8%	8.8%
Q1-9. Population growth	38.2%	35.9%	15.7%	10.2%
Q1-10. North Tyler revitalization	41.9%	30.3%	18.5%	9.3%
Q1-11. Affordable housing	52.9%	32.1%	9.8%	5.3%
Q1-12. Appearance of commercial areas	44.3%	42.6%	10.3%	2.8%
Q1-13. Employment opportunities	75.1%	20.9%	2.8%	1.3%
Q1-14. Parks, recreation, open spaces	50.1%	41.6%	5.0%	3.3%
Q1-15. Diversification of housing types	33.9%	36.4%	19.8%	9.8%
Q1-16. Maintaining low tax rate	74.0%	18.0%	4.5%	3.5%
Q1-17. Managing future growth	68.2%	25.1%	6.3%	0.5%
Q1-18. Drainage	59.9%	30.3%	7.5%	2.3%
Q1-19. Education	80.5%	14.3%	3.0%	2.3%
Q1-20. Other	91.3%	4.3%	1.4%	2.9%

Q1-20. Other

<u>Q1-20. Other</u>	<u>Number</u>	<u>Percent</u>
Animal shelters more efforts to allow adoptions	1	1.4 %
Better quality of road construction	1	1.4 %
Better reception of NPR	1	1.4 %
Citywide wifi	1	1.4 %
Clean streets	1	1.4 %
Clean streets in lower income neighborhoods	1	1.4 %
Code enforcement	1	1.4 %
Commercial gardener blowing refuse in street	1	1.4 %
Community involvement	1	1.4 %
Control loud music	1	1.4 %
Cumberland road repair	1	1.4 %
Dark roads	1	1.4 %
Desegregation	1	1.4 %
Diversification	1	1.4 %
Diversity of leadership & more council districts to better serve a 100K+ population	1	1.4 %
Drivers must have car insurance	1	1.4 %
Drug prevention	1	1.4 %
Eating restaurant in North Tyler	1	1.4 %
Efficient traffic lights	1	1.4 %
Enforce animal leash laws	1	1.4 %
Entertainment (Family and Night life)	1	1.4 %
Family friendly activities	1	1.4 %
Fix roads and potholes	1	1.4 %
Fixing criminal justice system	1	1.4 %
Fixing streets in North Tyler	1	1.4 %
Homeless care	1	1.4 %
Humane animal control	1	1.4 %
Job growth	1	1.4 %
Less stereotyping and judgmental	1	1.4 %
Lighting	1	1.4 %
Low cost transportation	1	1.4 %
Lower speed limits at colleges	1	1.4 %
More Jazz concerts and concerts of any kind	1	1.4 %
More diverse leadership in local government & city council	1	1.4 %
More free recreation spaces like PODS	1	1.4 %
More kids programs & activities and recreation centers	1	1.4 %
Need to change the	1	1.4 %
Not sure	1	1.4 %
Overcharged water charges	1	1.4 %
Pedestrian infrastructure	1	1.4 %
Property taxes fair and accurate	1	1.4 %
Protect historical monuments and places	1	1.4 %
Public events	1	1.4 %
Public transportation	2	2.9 %
Racist judiciary	1	1.4 %
Replace traffic lights with roundabouts	1	1.4 %

Q1-20. Other

<u>Q1-20. Other</u>	<u>Number</u>	<u>Percent</u>
Roads	2	2.9 %
Safe drinking water	1	1.4 %
Senior center & opportunities for seniors	1	1.4 %
Sidewalks	1	1.4 %
Small government of Constitutional freedom	1	1.4 %
Stop continual tree removal in City	1	1.4 %
Street maintenance	2	2.9 %
Sufficient sidewalks	1	1.4 %
Surcharges	1	1.4 %
Synchronization of traffic lights	1	1.4 %
Traffic on Broadway	1	1.4 %
Tyler innovation pipeline	1	1.4 %
Updating roads to get rid of potholes, more police presence in neighborhoods	1	1.4 %
Upkeep YMCA	1	1.4 %
Vacant commercial buildings	1	1.4 %
Walkability especially in downtown core	1	1.4 %
Wasteful spending	1	1.4 %
Water pressure	1	1.4 %
Water quality	1	1.4 %
<u>We need more career jobs besides just medical and oil</u>	<u>1</u>	<u>1.4 %</u>
Total	69	100.0 %

Q2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address?

Q2. Top choice	Number	Percent
Traffic congestion	149	36.7 %
Public safety	59	14.5 %
Water/sewer availability	9	2.2 %
Lake Tyler, Lake Tyler East, & Bellwood Lake	6	1.5 %
Historic preservation	2	0.5 %
Walking & biking trails	6	1.5 %
Maintaining community identity, uniqueness, & quality of life	6	1.5 %
Downtown revitalization	8	2.0 %
Population growth	4	1.0 %
North Tyler revitalization	17	4.2 %
Affordable housing	11	2.7 %
Appearance of commercial areas	1	0.2 %
Employment opportunities	19	4.7 %
Parks, recreation, open spaces	2	0.5 %
Maintaining low tax rate	29	7.1 %
Managing future growth	5	1.2 %
Drainage	2	0.5 %
Education	31	7.6 %
Other	15	3.7 %
None chosen	25	6.2 %
Total	406	100.0 %

Q2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address?

Q2. 2nd choice	Number	Percent
Traffic congestion	48	11.8 %
Public safety	68	16.7 %
Water/sewer availability	24	5.9 %
Lake Tyler, Lake Tyler East, & Bellwood Lake	5	1.2 %
Historic preservation	3	0.7 %
Walking & biking trails	19	4.7 %
Maintaining community identity, uniqueness, & quality of life	7	1.7 %
Downtown revitalization	10	2.5 %
Population growth	10	2.5 %
North Tyler revitalization	21	5.2 %
Affordable housing	22	5.4 %
Appearance of commercial areas	3	0.7 %
Employment opportunities	31	7.6 %
Parks, recreation, open spaces	9	2.2 %
Diversification of housing types	4	1.0 %
Maintaining low tax rate	37	9.1 %
Managing future growth	10	2.5 %
Drainage	8	2.0 %
Education	30	7.4 %
Other	2	0.5 %
None chosen	35	8.6 %
Total	406	100.0 %

Q2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address?

Q2. 3rd choice	Number	Percent
Traffic congestion	15	3.7 %
Public safety	34	8.4 %
Water/sewer availability	32	7.9 %
Lake Tyler, Lake Tyler East, & Bellwood Lake	4	1.0 %
Historic preservation	1	0.2 %
Walking & biking trails	13	3.2 %
Maintaining community identity, uniqueness, & quality of life	11	2.7 %
Downtown revitalization	10	2.5 %
Population growth	7	1.7 %
North Tyler revitalization	11	2.7 %
Affordable housing	28	6.9 %
Appearance of commercial areas	4	1.0 %
Employment opportunities	52	12.8 %
Parks, recreation, open spaces	23	5.7 %
Diversification of housing types	5	1.2 %
Maintaining low tax rate	54	13.3 %
Managing future growth	27	6.7 %
Drainage	7	1.7 %
Education	23	5.7 %
Other	7	1.7 %
None chosen	38	9.4 %
Total	406	100.0 %

Q2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address?

Q2. 4th choice	Number	Percent
Traffic congestion	27	6.7 %
Public safety	28	6.9 %
Water/sewer availability	14	3.4 %
Lake Tyler, Lake Tyler East, & Bellwood Lake	8	2.0 %
Historic preservation	1	0.2 %
Walking & biking trails	19	4.7 %
Maintaining community identity, uniqueness, & quality of life	9	2.2 %
Downtown revitalization	8	2.0 %
Population growth	7	1.7 %
North Tyler revitalization	15	3.7 %
Affordable housing	17	4.2 %
Appearance of commercial areas	9	2.2 %
Employment opportunities	42	10.3 %
Parks, recreation, open spaces	14	3.4 %
Diversification of housing types	6	1.5 %
Maintaining low tax rate	35	8.6 %
Managing future growth	34	8.4 %
Drainage	17	4.2 %
Education	43	10.6 %
Other	8	2.0 %
None chosen	45	11.1 %
Total	406	100.0 %

SUM OF TOP 4 CHOICES**Q2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address? (top 4)**

Q2. Sum of Top 4 Choices	Number	Percent
Traffic congestion	239	58.9 %
Public safety	189	46.6 %
Water/sewer availability	79	19.5 %
Lake Tyler, Lake Tyler East, & Bellwood Lake	23	5.7 %
Historic preservation	7	1.7 %
Walking & biking trails	57	14.0 %
Maintaining community identity, uniqueness, & quality of life	33	8.1 %
Downtown revitalization	36	8.9 %
Population growth	28	6.9 %
North Tyler revitalization	64	15.8 %
Affordable housing	78	19.2 %
Appearance of commercial areas	17	4.2 %
Employment opportunities	144	35.5 %
Parks, recreation, open spaces	48	11.8 %
Diversification of housing types	15	3.7 %
Maintaining low tax rate	155	38.2 %
Managing future growth	76	18.7 %
Drainage	34	8.4 %
Education	127	31.3 %
Other	32	7.9 %
None chosen	25	6.2 %
Total	1506	

Q3. Major City Services. Please rate your overall satisfaction with each of the following major city services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of public safety services (e.g. police, fire)	34.5%	50.0%	8.4%	3.2%	1.0%	3.0%
Q3-2. Overall quality of parks & recreation programs & facilities	17.0%	45.6%	23.2%	8.9%	2.0%	3.4%
Q3-3. Overall maintenance of City streets & facilities	7.4%	33.0%	22.9%	27.6%	7.4%	1.7%
Q3-4. Overall enforcement of City codes & ordinances	10.3%	32.8%	36.7%	7.4%	5.4%	7.4%
Q3-5. Overall quality of customer service you receive from City employees	16.5%	38.7%	28.6%	5.4%	3.0%	7.9%
Q3-6. Overall effectiveness of City communication with the public	9.9%	32.0%	37.2%	11.6%	2.7%	6.7%
Q3-7. Overall effectiveness of land use & development planning	6.9%	30.5%	36.7%	13.3%	3.9%	8.6%
Q3-8. Overall quality of City library services	19.2%	30.5%	25.9%	4.4%	2.2%	17.7%
Q3-9. Overall effectiveness of traffic & congestion management	5.2%	15.3%	18.2%	32.3%	26.1%	3.0%
Q3-10. Overall management & administration of City services	8.6%	32.5%	37.4%	7.4%	4.7%	9.4%
Q3-11. Overall garbage collection services	30.0%	46.1%	11.1%	5.7%	3.4%	3.7%
Q3-12. Overall water quality	17.2%	36.9%	21.2%	13.1%	7.6%	3.9%
Q3-13. Overall management of drainage & storm water runoff	13.5%	35.7%	26.8%	15.3%	3.7%	4.9%
Q3-14. Overall quality of the airport	20.4%	33.0%	23.9%	3.7%	1.5%	17.5%
Q3-15. Overall quality of bus service availability	7.9%	16.0%	29.3%	7.1%	3.9%	35.7%

WITHOUT DON'T KNOW**Q3. Major City Services. Please rate your overall satisfaction with each of the following major city services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of public safety services (e.g. police, fire)	35.5%	51.5%	8.6%	3.3%	1.0%
Q3-2. Overall quality of parks & recreation programs & facilities	17.6%	47.2%	24.0%	9.2%	2.0%
Q3-3. Overall maintenance of City streets & facilities	7.5%	33.6%	23.3%	28.1%	7.5%
Q3-4. Overall enforcement of City codes & ordinances	11.2%	35.4%	39.6%	8.0%	5.9%
Q3-5. Overall quality of customer service you receive from City employees	17.9%	42.0%	31.0%	5.9%	3.2%
Q3-6. Overall effectiveness of City communication with the public	10.6%	34.3%	39.8%	12.4%	2.9%
Q3-7. Overall effectiveness of land use & development planning	7.5%	33.4%	40.2%	14.6%	4.3%
Q3-8. Overall quality of City library services	23.4%	37.1%	31.4%	5.4%	2.7%
Q3-9. Overall effectiveness of traffic & congestion management	5.3%	15.7%	18.8%	33.2%	26.9%
Q3-10. Overall management & administration of City services	9.5%	35.9%	41.3%	8.2%	5.2%
Q3-11. Overall garbage collection services	31.2%	47.8%	11.5%	5.9%	3.6%
Q3-12. Overall water quality	17.9%	38.5%	22.1%	13.6%	7.9%
Q3-13. Overall management of drainage & storm water runoff	14.2%	37.6%	28.2%	16.1%	3.9%
Q3-14. Overall quality of the airport	24.8%	40.0%	29.0%	4.5%	1.8%
Q3-15. Overall quality of bus service availability	12.3%	24.9%	45.6%	11.1%	6.1%

Q4. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years?

Q4. Top choice	Number	Percent
Overall quality of public safety services (e.g. police, fire)	55	13.5 %
Overall quality of parks & recreation programs & facilities	23	5.7 %
Overall maintenance of City streets & facilities	74	18.2 %
Overall enforcement of City codes & ordinances	12	3.0 %
Overall quality of customer service you receive from City employees	6	1.5 %
Overall effectiveness of City communication with the public	3	0.7 %
Overall effectiveness of land use & development planning	12	3.0 %
Overall effectiveness of traffic & congestion management	121	29.8 %
Overall management & administration of City services	5	1.2 %
Overall garbage collection services	3	0.7 %
Overall water quality	35	8.6 %
Overall management of drainage & storm water runoff	9	2.2 %
Overall quality of the airport	2	0.5 %
Overall quality of bus service availability	10	2.5 %
None chosen	36	8.9 %
Total	406	100.0 %

Q4. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years?

Q4. 2nd choice	Number	Percent
Overall quality of public safety services (e.g. police, fire)	27	6.7 %
Overall quality of parks & recreation programs & facilities	22	5.4 %
Overall maintenance of City streets & facilities	81	20.0 %
Overall enforcement of City codes & ordinances	14	3.4 %
Overall quality of customer service you receive from City employees	4	1.0 %
Overall effectiveness of City communication with the public	12	3.0 %
Overall effectiveness of land use & development planning	23	5.7 %
Overall quality of City library services	5	1.2 %
Overall effectiveness of traffic & congestion management	73	18.0 %
Overall management & administration of City services	9	2.2 %
Overall garbage collection services	10	2.5 %
Overall water quality	39	9.6 %
Overall management of drainage & storm water runoff	21	5.2 %
Overall quality of the airport	6	1.5 %
Overall quality of bus service availability	11	2.7 %
None chosen	49	12.1 %
Total	406	100.0 %

SUM OF TOP 2 CHOICES**Q4. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years? (top 2)**

<u>Q4. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g. police, fire)	82	20.2 %
Overall quality of parks & recreation programs & facilities	45	11.1 %
Overall maintenance of City streets & facilities	155	38.2 %
Overall enforcement of City codes & ordinances	26	6.4 %
Overall quality of customer service you receive from City employees	10	2.5 %
Overall effectiveness of City communication with the public	15	3.7 %
Overall effectiveness of land use & development planning	35	8.6 %
Overall quality of City library services	5	1.2 %
Overall effectiveness of traffic & congestion management	194	47.8 %
Overall management & administration of City services	14	3.4 %
Overall garbage collection services	13	3.2 %
Overall water quality	74	18.2 %
Overall management of drainage & storm water runoff	30	7.4 %
Overall quality of the airport	8	2.0 %
Overall quality of bus service availability	21	5.2 %
<u>None chosen</u>	<u>36</u>	<u>8.9 %</u>
Total	763	

Q5. Overall, how satisfied are you with the quality of new neighborhood sub-divisions in the City of Tyler?

Q5. How satisfied are you with quality of new neighborhood sub-divisions in City of Tyler	Number	Percent
Very satisfied	46	11.3 %
Satisfied	131	32.3 %
Neutral	118	29.1 %
Dissatisfied	25	6.2 %
Very dissatisfied	7	1.7 %
Don't know	79	19.5 %
Total	406	100.0 %

WITHOUT DON'T KNOW

Q5. Overall, how satisfied are you with the quality of new neighborhood sub-divisions in the City of Tyler? (without "don't know")

Q5. How satisfied are you with quality of new neighborhood sub-divisions in City of Tyler	Number	Percent
Very satisfied	46	14.1 %
Satisfied	131	40.1 %
Neutral	118	36.1 %
Dissatisfied	25	7.6 %
Very dissatisfied	7	2.1 %
Total	327	100.0 %

Q6. Overall, how satisfied are you with the quality of new commercial development in the City of Tyler?

<u>Q6. How satisfied are you with quality of new commercial development in City of Tyler</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	64	15.8 %
Satisfied	150	36.9 %
Neutral	118	29.1 %
Dissatisfied	31	7.6 %
Very dissatisfied	10	2.5 %
Don't know	33	8.1 %
Total	406	100.0 %

WITHOUT DON'T KNOW**Q6. Overall, how satisfied are you with the quality of new commercial development in the City of Tyler? (without "don't know")**

<u>Q6. How satisfied are you with quality of new commercial development in City of Tyler</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	64	17.2 %
Satisfied	150	40.2 %
Neutral	118	31.6 %
Dissatisfied	31	8.3 %
Very dissatisfied	10	2.7 %
Total	373	100.0 %

Q7. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

Q7. What do you generally think about condition of your neighborhood	Number	Percent
Getting better	48	11.8 %
Staying about the same	261	64.3 %
Getting worse	82	20.2 %
Don't know	15	3.7 %
Total	406	100.0 %

WITHOUT DON'T KNOW

Q7. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same? (without "don't know")

Q7. What do you generally think about condition of your neighborhood	Number	Percent
Getting better	48	12.3 %
Staying about the same	261	66.8 %
Getting worse	82	21.0 %
Total	391	100.0 %

Q8. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to live in Tyler. (without "not provided")

(N=406)

	Extremely important	Very important	Important	Less important	Not important
Q8-1. Small City atmosphere	24.2%	28.9%	28.1%	12.4%	6.4%
Q8-2. Availability of shopping to meet needs of local residents	33.4%	30.1%	26.8%	7.6%	2.0%
Q8-3. Low crime rate	62.6%	23.9%	11.7%	1.0%	0.8%
Q8-4. Quality of housing	41.5%	36.5%	20.0%	1.3%	0.8%
Q8-5. Level of taxation	47.1%	25.8%	19.5%	5.8%	1.8%
Q8-6. Employment opportunities	56.7%	25.8%	12.9%	2.5%	2.0%
Q8-7. Availability of arts & cultural amenities	20.4%	24.7%	35.1%	13.7%	6.1%
Q8-8. Quality of City government services	29.0%	38.9%	24.4%	5.6%	2.0%
Q8-9. Financial stability of City government	43.3%	30.8%	21.1%	3.8%	1.0%
Q8-10. Appearance, views, & overall beauty of City	41.2%	34.6%	19.9%	2.8%	1.5%
Q8-11. Proximity to family & friends	34.9%	25.3%	21.0%	12.4%	6.3%
Q8-12. Availability of parks & open spaces	25.4%	30.0%	29.5%	11.7%	3.3%
Q8-13. Availability of recreational activities	23.0%	30.7%	32.0%	12.0%	2.3%
Q8-14. Always lived in Tyler	22.1%	12.3%	10.9%	11.7%	43.0%
Q8-15. Quality of health care services	59.1%	24.9%	12.4%	1.0%	2.5%
Q8-16. Availability of higher education opportunities (college/junior college)	48.9%	27.8%	10.6%	6.1%	6.6%
Q8-17. Availability of public transportation	21.2%	23.0%	24.2%	13.9%	17.7%
Q8-18. Quality of public education in primary & secondary schools	44.6%	26.3%	15.3%	6.4%	7.4%
Q8-19. Other	89.7%	3.4%	6.9%	0.0%	0.0%

Q8-19. Other

<u>Q8-19. Other</u>	<u>Number</u>	<u>Percent</u>
Above power line under ground	1	3.4 %
Activities & facilities for seniors	1	3.4 %
Adding more restaurants to the north area	1	3.4 %
Affordable housing for senior citizens	1	3.4 %
Catholic schools	1	3.4 %
City maintaining street from tree overhanging	1	3.4 %
Community awareness	1	3.4 %
Competitive business	1	3.4 %
Conservative culture	1	3.4 %
Control loud music	1	3.4 %
Cost of living	1	3.4 %
Growth	1	3.4 %
Increased diversity	1	3.4 %
More diversity in elected officials that represent us	1	3.4 %
Moved to Tyler for a job	1	3.4 %
Natural health options	1	3.4 %
Need same services provided in the north and east as the south	1	3.4 %
North Tyler	1	3.4 %
Post-degree job opportunities	1	3.4 %
Racial equality	1	3.4 %
Restaurant quality and diversity	1	3.4 %
Retiree options	1	3.4 %
School transportation	1	3.4 %
Shopping and restaurants to North Tyler	1	3.4 %
Sidewalks	1	3.4 %
Small government of Constitutional freedom	1	3.4 %
Walking & biking	1	3.4 %
Water taste quality	1	3.4 %
<u>We need more public education for adults</u>	<u>1</u>	<u>3.4 %</u>
Total	29	100.0 %

Q9. Which THREE of the items listed above in Question 8 will have the MOST IMPACT on your decision to stay in the City of Tyler.

Q9. Top choice	Number	Percent
Small City atmosphere	38	9.4 %
Availability of shopping to meet needs of local residents	10	2.5 %
Low crime rate	70	17.2 %
Quality of housing	10	2.5 %
Level of taxation	59	14.5 %
Employment opportunities	49	12.1 %
Availability of arts & cultural amenities	3	0.7 %
Quality of City government services	1	0.2 %
Financial stability of City government	3	0.7 %
Appearance, views, & overall beauty of City	6	1.5 %
Proximity to family & friends	27	6.7 %
Availability of parks & open spaces	3	0.7 %
Availability of recreational activities	1	0.2 %
Always lived in Tyler	8	2.0 %
Quality of health care services	35	8.6 %
Availability of higher education opportunities (college/junior college)	5	1.2 %
Availability of public transportation	3	0.7 %
Quality of public education in primary & secondary schools	26	6.4 %
Other	9	2.2 %
None chosen	40	9.9 %
Total	406	100.0 %

Q9. Which THREE of the items listed above in Question 8 will have the MOST IMPACT on your decision to stay in the City of Tyler.

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Small City atmosphere	14	3.4 %
Availability of shopping to meet needs of local residents	15	3.7 %
Low crime rate	57	14.0 %
Quality of housing	30	7.4 %
Level of taxation	43	10.6 %
Employment opportunities	44	10.8 %
Availability of arts & cultural amenities	1	0.2 %
Quality of City government services	8	2.0 %
Financial stability of City government	10	2.5 %
Appearance, views, & overall beauty of City	19	4.7 %
Proximity to family & friends	31	7.6 %
Availability of parks & open spaces	5	1.2 %
Availability of recreational activities	4	1.0 %
Always lived in Tyler	9	2.2 %
Quality of health care services	39	9.6 %
Availability of higher education opportunities (college/junior college)	11	2.7 %
Availability of public transportation	3	0.7 %
Quality of public education in primary & secondary schools	14	3.4 %
Other	3	0.7 %
<u>None chosen</u>	<u>46</u>	<u>11.3 %</u>
Total	406	100.0 %

Q9. Which THREE of the items listed above in Question 8 will have the MOST IMPACT on your decision to stay in the City of Tyler.

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Small City atmosphere	16	3.9 %
Availability of shopping to meet needs of local residents	16	3.9 %
Low crime rate	40	9.9 %
Quality of housing	22	5.4 %
Level of taxation	20	4.9 %
Employment opportunities	35	8.6 %
Availability of arts & cultural amenities	7	1.7 %
Quality of City government services	11	2.7 %
Financial stability of City government	13	3.2 %
Appearance, views, & overall beauty of City	28	6.9 %
Proximity to family & friends	19	4.7 %
Availability of parks & open spaces	9	2.2 %
Availability of recreational activities	9	2.2 %
Always lived in Tyler	8	2.0 %
Quality of health care services	46	11.3 %
Availability of higher education opportunities (college/ junior college)	18	4.4 %
Availability of public transportation	4	1.0 %
Quality of public education in primary & secondary schools	17	4.2 %
Other	4	1.0 %
<u>None chosen</u>	<u>64</u>	<u>15.8 %</u>
Total	406	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the items listed above in Question 8 will have the MOST IMPACT on your decision to stay in the City of Tyler. (top 3)

Q9. Sum of Top 3 Choices	Number	Percent
Small City atmosphere	68	16.7 %
Availability of shopping to meet needs of local residents	41	10.1 %
Low crime rate	167	41.1 %
Quality of housing	62	15.3 %
Level of taxation	122	30.0 %
Employment opportunities	128	31.5 %
Availability of arts & cultural amenities	11	2.7 %
Quality of City government services	20	4.9 %
Financial stability of City government	26	6.4 %
Appearance, views, & overall beauty of City	53	13.1 %
Proximity to family & friends	77	19.0 %
Availability of parks & open spaces	17	4.2 %
Availability of recreational activities	14	3.4 %
Always lived in Tyler	25	6.2 %
Quality of health care services	120	29.6 %
Availability of higher education opportunities (college/ junior college)	34	8.4 %
Availability of public transportation	10	2.5 %
Quality of public education in primary & secondary schools	57	14.0 %
Other	16	3.9 %
None chosen	40	9.9 %
Total	1108	

Q10. Several items that may influence your perception of the City of Tyler are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the following.

(N=406)

	Excellent	Good	Average	Below average	Poor	Don't know
Q10-1. City of Tyler as a place to live	42.1%	40.4%	13.5%	2.0%	0.2%	1.7%
Q10-2. City of Tyler as a place to raise children	38.9%	38.9%	14.3%	2.5%	0.5%	4.9%
Q10-3. City of Tyler as a place to retire	41.1%	35.5%	13.5%	3.0%	1.5%	5.4%
Q10-4. City of Tyler as a place to work	28.6%	38.4%	19.5%	6.2%	3.9%	3.4%
Q10-5. Overall quality of public education	19.7%	26.4%	27.3%	12.3%	5.4%	8.9%
Q10-6. Overall quality of life in Tyler	28.1%	48.0%	19.0%	2.2%	0.7%	2.0%

WITHOUT DON'T KNOW

Q10. Several items that may influence your perception of the City of Tyler are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the following. (without "don't know")

(N=406)

	Excellent	Good	Average	Below average	Poor
Q10-1. City of Tyler as a place to live	42.9%	41.1%	13.8%	2.0%	0.3%
Q10-2. City of Tyler as a place to raise children	40.9%	40.9%	15.0%	2.6%	0.5%
Q10-3. City of Tyler as a place to retire	43.5%	37.5%	14.3%	3.1%	1.6%
Q10-4. City of Tyler as a place to work	29.6%	39.8%	20.2%	6.4%	4.1%
Q10-5. Overall quality of public education	21.6%	28.9%	30.0%	13.5%	5.9%
Q10-6. Overall quality of life in Tyler	28.6%	49.0%	19.3%	2.3%	0.8%

Q11. Since you have lived in Tyler, do you generally think the quality of life has improved, stayed the same or gotten worse?

Q11. What do you think about quality of life in Tyler

	Number	Percent
Improved	183	45.1 %
Stayed the same	155	38.2 %
Gotten worse	47	11.6 %
Not sure	15	3.7 %
Not provided	6	1.5 %
Total	406	100.0 %

WITHOUT NOT PROVIDED

Q11. Since you have lived in Tyler, do you generally think the quality of life has improved, stayed the same or gotten worse? (without "not provided")

Q11. What do you think about quality of life in Tyler

	Number	Percent
Improved	183	45.8 %
Stayed the same	155	38.8 %
Gotten worse	47	11.8 %
Not sure	15	3.8 %
Total	400	100.0 %

Q12. What is the MOST IMPORTANT action the City of Tyler can take to improve the quality of life in the community?

- (1) Police officers to be specific do not use violence when arresting people. (2) To enlarge the streets to improve traffic flow.
- Acceptance of all sexual orientations, races, and ethnicities. Better park maintenance, especially the bathrooms.
- Access to quality health care. More dependable public transportation.
- Activities for children
- Add more council districts to better serve a divers growing population
- Add sidewalks.
- Address traffic congestion. Improve TISD.
- Affordable housing for single people, besides apartments.
- Affordable housing for the retired.
- Affordable housing is the most important. If you can't afford a home you can't live here.
- Affordable housing, neighborhoods and streets kept clean, more jobs, lower taxes, growth in North Tyler.
- Airport-flights to more cities, Houston, Austin, etc.
- Allow more businesses to open.
- Arts, culture, entertainment, improve public education
- As a retired person the quality is worse due to 5 cars 3 has loud music.
- Assure equal availability of city services policing and community housing maintenance of vacant properties.
- Be in the know with the community... Town hall meetings are important for everyone.
- Become more modern/progressive in a healthy way.
- Become more progressive
- Better control over the greedy realtors
- Better education, always we pay higher taxes and the scores of the schools are bad.
- Better employment and pay advance opportunities.
- Better job opportunities for those after college. Job availability is only in the nearest city (Dallas).
- Better opportunity for improvement.
- Better police force and enforcement of laws. Too often, laws do not seem to be enforced to committee members.
- Better taxi service for the elderly.
- Bring in better paying employment for senior citizens. Improve the streets. Quality experience for young people. Get rid of those brick streets downtown Broadway and around the square. They are hard on vehicles.
- Bring in more work opportunities
- Bring larger stores to town for shopping.
- Bringing higher paying jobs.
- Broadway congestion. Not enough policemen to be apparent visible.
- Build bridges to prevent traffic congestion and build more housing to make use of empty lands.
- Build sidewalks where needed, fix traffic congestion on Broadway between Rice to Target, have a baseball field for public use, and create bicycle lanes and trails.
- Build the tax base by attracting good jobs and quality employers
- Change the city noise ordinance to one that they will enforce.
- City support of three colleges and new jobs.
- Clean the streets on the north side just as much as you do on 69S
- Clean up run down houses, code enforcement
- Communication with community seniors to City of Frisco town hall meetings i.e. Conference calls availability with the city doing the calls. Black museum of arts. Theatrical performances.
- Congestion
- Continue to improve as much as financially possible in all areas.
- Continue to nurture the growth trend.
- Create more jobs, reduce taxes.
- Create more opportunities for employment development prosperity for all families.

- Crime
- Crime control/public safety
- Crime rate
- Crosswalk safety
- Currently improve traffic conditions and keep citizens informed of plans for the city.
- Deal with traffic congestion in certain areas. I know future plans are being made. These should include input from those who deal with congestion.
- Demolish the islands in the middle of the roads. Quit watering the plants on the islands.
- Develop North Tyler, help the homeless, and renovate some old buildings for them.
- Direct growth in other area besides south Tyler. Soon we will be in Jacksonville. For those who don't live in that area it is an effort to shop, eat and do business. There was a little growth on the west side and with the development of the Cascades there was hope that some nice restaurants and shopping would be coming that way but it hasn't. Don't forget North Tyler, we need to make it more desirable for families to want to stay in the area.
- Education and job safety
- Education private non-religious. Encourage revitalization of downtown.
- Education! As an employer, I find the applicant pool to be poorly educated.
- Education/Safety
- Employ more people
- Employment opportunities, drainage system in west part of Tyler, and street repairs.
- Encourage affordable housing development.
- Encourage economic development and job opportunities.
- Enforce codes
- Enforce the laws of texting and driving.
- Ensure that growth in city does not ruin beauty, safety, and small town atmosphere.
- Expand north, east and west
- Expand the business areas to all areas of Tyler. Go north, west and east more and not just south.
- Expansion, economic growth
- Family oriented
- Fewer speed traps!
- Fix all streets
- Fix broken push buttons at crosswalk roads.
- Fix congested roads with new pavement and coordinate red lights.
- Fix Cumberland road
- Fix its racist criminal justice system
- Fix the roads and streets, too many holes.
- Fix the roads in North Tyler. Add more restaurants to the north loop. Do not allow people to use the road as their personal garage for fixing their cars.
- Fix the traffic congestion problem.
- Fix the traffic situation
- Fix traffic issues, it takes an hour to drive through town.
- Fix traffic, maintain the roads. Build more roads to accommodate traffic. Finish Loop 49, and fix south Broadway. Put overpass on Loop 323. Every visitor here comments on the poor quality of streets and congestion.
- Fixing roads and traffic
- Focus on removal of dilapidated structures and enforce strong zoning and encourage big business to come here with possible tax abatements.
- Freeway planning.
- Get rid of all of the Hood buggers.
- Get rid of the good old boy network. Change the attitudes of Tyler and Smith County Police Departments. I am white; the way I see people of color being treated is appalling.
- Give teens more activities that are free or at least inexpensive, preferably close to schools that encourage interests to keep them away from dangerous choices and lifestyles.
- Give the community more opportunities to partake in recreational events. Safer recreational spaces.
- Good honest policeman, quality instead of quantity of tickets, no racial profiling
- Green spaces

- Grow in other directions, not just south
- Have rental housings kept up dated not run down like housing on corner Glenwood and vine makes neighborhood properties go down and in force for propel in town clean yards
- Help decrease congestion of traffic.
Buckle down on litter laws.
Crack down on water quality.
Emphasize on keeping the city clean/ make recycling easier.
Revive downtown make it fun/ edgy bring people back to enjoy the city and become a community do more events (parades/runs/ concerts on the square)
Support local farmers markets make it easier on mom and pop shops.
- Help fix traffic congestion.
- Help the elderly that have a limited income. For instance, my mother's income is \$794.00 per month. She can't qualify for a habitat home or neighborhood home.
- Help those who are retired and others who live on fixed incomes to remodel their homes so the homes are worth living in.
- Help traffic problem
- Higher minimum wage for average jobs.
- Higher paying jobs
- Hire people who have vision and can plan ten years ahead.
- Home revitalization
- I think the traffic congestion could use improvement, because since the city is growing I believe we should readjust the traffic signs.
- I want to see more public transportation available. It will also be good to have a cheaper Air from Tyler pounds regional airport
- I would actually have to say add more patrols to the roads. Every time I'm driving in town I see at least two red lights being ran. I don't mean it was turning red as they were going through. I was almost hit when my light had been green & was still green (cross walk was still in the middle of counting down) because they weren't paying attention. I've seen people just go during a red light because they didn't see any oncoming traffic & there are many times where the light will be red, cross traffic will start to go, but there's still someone running the red light.
- Improve education so schools become exceptional by utilizing churches, businesses, and other entities who can supplement the efforts of TISD
- Improve education system, assist the homeless.
- Improve education.
- Improve infrastructure, and also Development moving to the north part of the city. Most development has been in the south. Recently there has been some movement to the East and West parts of town.
- Improve North Tyler
- Improve our health quality water/sewer by investing in our infrastructure.
- Improve public transportation. I'm not affected but I see it daily effect those with disabled and those seeking job opportunities.
- Improve public education. Improve public safety services.
- Improve public education. Improve traffic. Decrease crime rate - very important.
- Improve quality of teachers in public schools and limit immigration and hold employers responsible for verifying actual employment status
- Improve recreational activities.
- Improve roads
- Improve roadways.
- Improve safety for parks and bike/running trails
- Improve streets and roads all over Tyler and reduce the taxes that were supposed to have been taken care of with the sales tax of alcohol.
- Improve streets and traffic flow.
- Improve the flow of traffic! Seems like you leave one traffic stop go two blocks and stop again. Sometimes you have twenty cars stopped to let one cross or turn or for no reason or the guy who tripped the light is long gone. The light at Ross and West Gentry is an example. I have seen twenty or more cars stopped at that light for what

seems like two minutes with no one moving in any direction.

- Improve the flow of traffic/commute time on major city streets.
- Improve the public schools! Improve the traffic and congestion!
- Improve traffic
- Improve traffic congestion
- Improve traffic congestion and manage infrastructure for future growth.
- Improve traffic flow
- Improve traffic flow, encourage local-owned businesses.
- Improve traffic flow. Street traffic lights are on too long. Need corridors to go from one end to the other.
- Improve traffic light dysfunction.
- Improved parks and trails, downtown revitalization and community events, maintain low crime rate, continue quality education.
- Improved traffic flow
- Improving educational opportunity for our children at all levels.
- Improving the North Tyler area, it needs some serious revitalization.
- Increase budget or rearrange budget to allow for hiring of more law enforcement and fire personnel - city is becoming too big and stretching personnel too thin
- Increase funding for recreational activities and increase walking paths all over the city. Take care of infrastructure, particularly future water supply for the City.
- Increase public education without segregation. Improve opportunities for young adults, like education, work, and entertainment.
- Increase services for seniors, especially recreational services. Please not placing all service improvements in South Tyler. Bus service is slow and traffic congestion discourages driving
- Increase walking/biking trails. Make trails more accessible.
- Invest in prevention and education programs, promote existing ones.
- It can't be improved I love the city of Tyler
- Jobs
- Jobs, schools, healthcare
- Keep crime rate low.
- Keep doing their best!
- Keep health care available and affordable.
- Keep housing and taxes affordable. Pay teachers well.
- Keep illegal immigrants out
- Keep it a 'small city' but keep building for more opportunity!
- Keep property taxes low, lower property taxes
- Keep property taxes low.
- Keep the crime rate low, keep neighborhood streets in good repair, add sidewalks where possible.
- Keep the tax rate at a reasonable level so individuals will have disposable income to spend.
- Keep working toward excellent race relations.
- Keeping a small city atmosphere.
- Keeping Tyler a safe and conservative place to live and raise children.
- Law Enforcement
- Less segregation, only the south side gets the shopping centers, the restaurants, the movie theaters, etc.
- Fewer taxes so we have more to spend to generate sales tax.
- Less traffic congestion and over use of traffic lights.
- "Listen to surveys like this. I often feel it's a little like the Umbrella Revolution in China, that a bunch of rich complainers run the government, and when we are given a voice, it's a choice between three options those rich complainers want but no one else. People trying to be cool is the biggest example. We all love art, we all wish people rode their bikes to work, but Tyler residents would never have voted to spend tax money to put murals (or encourage others to) on our downtown, to put glorified graffiti on every electric box, to turn car lanes into bike lanes, to enforce apartments downtown where no one wants to live, or to pressure downtown landlords to turn their properties into art galleries rather than renting to whomever is going to actually bring traffic downtown. These are all movements by a statistically insignificant group of people who didn't earn their money and think they can tell us how to be real-Texans (by becoming Austin-ites or Californians.)

I honestly would warn any friend moving to this town that there's an embarrassing nouveau riche that runs the social and political circles in this town, that they'd never be accepted until they played along with the rose parade young symphony type obsequious, and that's just a shackle on a town. (I actually had someone tell me the other day, when I asked what they do, that they were a ""socialite."" I had a hard time not laughing. No, you're not a socialite just because your husband made a buck working in the fields or selling life insurance.) Okay, my rant is over. I love being in Tyler, but this suicidal embarrassment about being Tylerites and wanting to be some caricature of San Francisco rather than being proud of who you are is not demand-driven. And THAT's the bottom line, the City of Tyler needs to make sure, at all times, that 1) it is obeying their democratic mandate and nothing more, and 2) that supply is always FOLLOWING demand, because whenever demand gets ahead of supply, it always fails. Bike lanes before bikers is not city planning, it is suicide meant to kiss up to the financially illiterate. That's it, government here is just way too top-down and 100% of their failures can only be seen through that light."

- Litter control.
- Long term planning for growth of the city and infrastructure.
- Low crime rate
- Low income housing
- Lower crime, better streets and services, new shopping centers
- Lower property taxes
- Lower tax rates, new manufacturing jobs
- Lower taxes
- Lower the crime rate
- Maintain safe water; ensure safe neighborhoods.
- Maintain sound financial practice. Resist the siren song of buying votes in return for largesse.
- Make sidewalks available for handicap people/wheelchairs.
- Make sure all neighborhoods have commercial activity and services
- Make sure that no matter how large we grow we continue to fight for the voices of all our citizens and neighbors!
- Make the traffic light sync up like other cities.
- Manage growth
- Manage growth, control crime, keep taxes low.
- Manage South Tyler commercial development effectively and continue revitalization of downtown.
- Manage traffic, improve parks
- More effective with traffic and congestion management. Fix potholes in neighborhood streets.
- More Employment opportunities.
- More factory jobs. Put more stuff in North Tyler not just on the south.
- More financial opportunities. Less police patrol.
- More interaction with Police in our areas. Get to know them.
- More job opportunities, improved traffic, improve education, fix the streets.
- More jobs for retired military without a degree.
- More jobs that pay more for high rent in the area.
- More of a variety of grocery stores.
- More one on one with public officials.
- More patrols
- More public education. The public needs to consume a better diet & exercise in order to improve their QOL.
- More public safety
- More resources to help maintain stability to families.
- More trails to promote good health. Safe trails for biking
- More walking and biking trails.
- More workforce available. I could hire 40 people right now.
- Need more senior rec areas
- North Tyler Development
- Nothing quality of life is excellent.
- Offer better jobs. Hire more diverse law enforcement.
- Officials making themselves known not just doing election time.
Code enforcement enforced and not just in certain areas.

- Overall traffic congestion.
- Overpass intersections
- Owners to fix rundown houses, clean yards
- Places for teens to go
- Prayer
- Prayer; ask The Lord to bless, guide and grant wisdom to our leaders. Learn from history...
- Provide a safe place to live
- Provide affordable activities, events, and housing to accommodate seniors.
- Provide better job opportunities
- Public education
- Public Safety
- Public safety where needed in schools and on roads as well as community.
- Public schools have to change and drainage needs to be implemented.
- Raise the tax rate and invest in our city
- Recycling more often water quality
- Reduce the crime rates.
- Remain financially stable
- Rent control, public education and public transportation.
- Repair streets all over the city. They need repaired. Too many dips in the roads.
- Resolve traffic issues due to growth.
- Revitalization of North Tyler the way it's going in South Tyler.
- Revitalize the urban core; include lots of places to live, some of which need to be for people that want to buy and not just rent!
- Ride around the city at night noting the street lights that do not work, and fix them.
- Road/traffic improvements.
- Roadway infrastructure
- Safer neighborhoods for the City of Tyler would help.
- Safety
- School and property taxes are ridiculously high, fix that.
- Shopping center going north.
- Sidewalk
- South Tyler traffic congestion
- State of the art public safety.
- Stop building only in South Tyler. There is an entire city north of Shiloh and Broadway that is being neglected and forgotten. Encourage retailers and businesses to open there. Fix the public schools and make them places that many of us are not afraid to send our kids to. All of the great old neighborhoods inside the loop are not desirable anymore. You could fix this.
- Stop just adding to the south side and some on east and west side.
- Stop talking about a low tax rate when you have EPA settlements about your drainage and water quality. Basic infrastructure is crumbling and you don't want to address the issue. Stop the conflicts of interest and address the real issues.
- Stop the drugs, gangs, more police patrols
- Stop the growth!
- Street conditions, business opportunity
- Street repair
- Street upkeep, safety
- Streets and avenues development planning.
- Streets/traffic/City curb appeal
- Synchronize the traffic lights so that we do not have to go from one green light to another red light so that traffic keeps moving faster in the same direction.
- Take care of parks add more trail systems redevelop downtown.
- Take red lights off timers when rush period is over - use sensors.
- Tax rates and traffic control

- Teachers pay, school improvements.
- The homeless population. There are too many people standing at stop signs and corners begging for money.
- The public education is at its worst. I transferred my children to another small town school because TISD is at its worst. They don't care about the children. Most teachers are in the wrong line of work here.
- The Tyler Pounds Regional Airport is almost dead. Need leadership! Businesses have moved to Longview, no longer any flying schools, no ramp space or hangar space, no longer able to find good airlines/connections from/to Tyler. Runway/taxiway improvements have taken far too long... Mismanagement?
- To attract companies and business in the technology industry to grow as a city and maintain economic stability.
- To make the availability of public services more easily accessible for the elderly.
- Traffic
- Traffic congestion
- Traffic congestion and street maintenance.
- Traffic congestion in the city.
- Traffic congestion, better public school options, over populated commercial area on Broadway.
- Traffic congestion, more senior activities.
- Traffic control
- Traffic control and flow
- Traffic control/plan for growth so you can move around town reasonably
- Traffic flow and congestion
- Traffic flow on South Broadway from Loop 323 to Toll 49.
- Traffic has to be addressed. I have friends who have moved to other cities in Texas, because of the poor traffic planning here.
- Traffic in South Tyler, improvement of schools.
- Traffic issues: street lights and road maintenance
- Traffic lights still are not synced properly
- Traffic management, public education
- Traffic on Broadway around Walmart-Target.
- Traffic on Old Jacksonville.
- Traffic on South Broadway, sidewalks, and walk-ability of neighborhoods.
- Traffic! We must improve congestion i.e. Roundabout's, public transit, limiting development on Broadway. Another lane will make traffic worse!
- Traffic, event center
- Traffic.
- Traffic. The medians have only caused congestion.
- Try and keep crime rate as low as possible.
- Tyler fails to recognize the importance of retiree community as an economic boon. Needs to improve its senior center and library.
- Tyler needs to work on providing a venue to have larger concerts and other activities in our city. It's a shame that we have to always travel to Dallas or Shreveport to see any good concerts. A amphitheater would provide a nice venue for residents and other neighboring towns an opportunity to attend concerts and other activities closer to home! It's a shame that we spend our money for these types of activities outside our own community when we could be supporting local businesses instead. We also need more traditional recreation like more bowling centers. I am concerned with the traffic congestion on Broadway; however, I don't believe adding an elevated roadway on Broadway is a viable solution. Traveling this road daily to and from downtown Tyler for work, I honestly believe that an update to the traffic lights and better synchronization of the lights would resolve a good portion of the traffic congestion. We recently moved from Syracuse NY and it would be worth the individuals that are interested in the roadway studies for Tyler to look at the elevated roadway that runs through Syracuse. They are actually in a planning phase to decide if they will leave the elevation or remove it and put the traffic through downtown. If you are looking to maintain the small city feel, an elevated a roadway will not do that and Syracuse is the prime example of that. We love Tyler and we love living in South Tyler and it would be a shame to change the atmosphere of Broadway. I would rather sit in traffic in the morning and evening than have an elevated roadway!
- Understand that the property rate is causing the City services and growth to be barely possible. Raise the property tax rate.

- Unfair housing costs toward the young.
- Update sport theme parks other than Faulkner Park. Lindsey Park could bring revenue for soccer tournaments if there were better restroom facilities.
- Uphold city ordinances
- Very crowded, people of all cultures need to become cleaner. Making it safer for all.
- Water department could be better customer oriented.
- Water pressure.
- We can improve in traffic jam, especially during the morning when children are going to school.
- We have a beautiful downtown. Please continue revitalizing it!
- Widen Broadway; maintain drainage ditches in sub divisions, like Irish Meadows. Take all wastewater facilities under city ownership, and distribute costs fairly and according to usage.
- Work on littering - in last three to four years Tyler has been getting more trash on streets.
- Work on the traffic congestion by enhancing roads and monitoring of traffic signals so that traffic can flow smoothly.
- Work on traffic congestion.
- You need to build up to take care of the traffic and keep taxes low and our utilities are outrageous.
- Zoning like citizens, i.e.: abnormal behaviors in their own type living condition and neighborhoods.

Q13. Please rate how strong you feel each of the following assets the City of Tyler could build upon in the future are using a scale of 1 to 4, where 4 is "Very Strong" and 1 is "Not Strong." (without "not provided")

	Very strong	Somewhat strong	Not sure	Not strong
Q13-1. Regional location	38.8%	40.1%	17.4%	3.6%
Q13-2. People/citizens of Tyler	46.8%	37.5%	11.1%	4.7%
Q13-3. Downtown	27.1%	45.3%	16.7%	10.9%
Q13-4. Land availability	28.6%	40.8%	24.7%	6.0%
Q13-5. General quality of life	58.7%	34.9%	5.4%	1.0%
Q13-6. Neighborhoods	48.1%	43.4%	5.4%	3.1%
Q13-7. Availability of public transportation	27.9%	29.7%	32.0%	10.4%
Q13-8. Financial health of local economy	53.1%	35.1%	10.8%	1.0%
Q13-9. Historic districts	21.2%	44.8%	27.5%	6.5%
Q13-10. Ongoing long range planning	42.6%	30.6%	24.2%	2.6%
Q13-11. Employment opportunities	61.3%	26.7%	8.5%	3.6%
Q13-12. Community leadership	41.6%	36.1%	16.0%	6.3%
Q13-13. Natural resources & scenery in the area	37.5%	44.8%	14.8%	2.9%
Q13-14. Churches & community institutions	45.7%	36.4%	9.8%	8.0%
Q13-15. Park & open space system	34.5%	50.5%	11.6%	3.4%
Q13-16. Small City atmosphere	31.9%	41.7%	17.1%	9.3%
Q13-17. Public schools	50.5%	27.8%	10.3%	11.3%
Q13-18. Broad range of housing opportunities	36.1%	40.3%	17.7%	6.0%
Q13-19. Physical growth potential	37.9%	41.8%	15.3%	4.9%
Q13-20. Attractive community uniqueness	39.0%	37.5%	16.0%	7.5%
Q13-21. Community reputation	47.3%	33.9%	14.2%	4.7%

Q13. Please rate how strong you feel each of the following assets the City of Tyler could build upon in the future are using a scale of 1 to 4, where 4 is "Very Strong" and 1 is "Not Strong." (without "not provided")

	Very strong	Somewhat strong	Not sure	Not strong
Q13-22. Medical centers	71.3%	23.1%	4.1%	1.5%
Q13-23. Higher education institutions	60.2%	30.5%	5.7%	3.6%
Q13-24. Low City taxes	56.3%	26.2%	12.1%	5.4%
Q13-25. Proximity to DFW Metroplex	31.9%	41.8%	15.6%	10.6%
Q13-26. Other	73.7%	10.5%	5.3%	10.5%

Q13-26. Other

Q13-26. Other	Number	Percent
Again, look at other cities. Communities do your homework, history repeats	1	5.3 %
Airport	1	5.3 %
Care for all	1	5.3 %
Childrens hospital & pool activities	1	5.3 %
Cumberland Shopping Center	1	5.3 %
Diverse inclusive community	1	5.3 %
East to West and Loop 323 traffic	1	5.3 %
Humane animal control	1	5.3 %
Increase young adult population	1	5.3 %
Keep neighborhoods clean	1	5.3 %
Lower crime rate, strengthen public safety	1	5.3 %
More adoption for animals in shelters	1	5.3 %
More stuff at airport	1	5.3 %
Need a COSTCO	1	5.3 %
Recreational activities for youth	1	5.3 %
Recycling & waste reduction	1	5.3 %
Streets	1	5.3 %
Take advantage of your growing minority populations	1	5.3 %
Would like an easier way to the metroplex like Dallas	1	5.3 %
Total	19	100.0 %

Q14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future?

Q14. Top choice	Number	Percent
Regional location	11	2.7 %
People/citizens of Tyler	32	7.9 %
Downtown	12	3.0 %
Land availability	13	3.2 %
General quality of life	51	12.6 %
Neighborhoods	18	4.4 %
Availability of public transportation	7	1.7 %
Financial health of local economy	18	4.4 %
Historic districts	2	0.5 %
Ongoing long range planning	9	2.2 %
Employment opportunities	39	9.6 %
Community leadership	2	0.5 %
Natural resources & scenery in the area	4	1.0 %
Churches & community institutions	9	2.2 %
Park & open space system	5	1.2 %
Small City atmosphere	5	1.2 %
Public schools	30	7.4 %
Broad range of housing opportunities	3	0.7 %
Physical growth potential	1	0.2 %
Attractive community uniqueness	2	0.5 %
Medical centers	25	6.2 %
Higher education institutions	7	1.7 %
Low City taxes	39	9.6 %
Proximity to DFW Metroplex	3	0.7 %
Other	5	1.2 %
<u>None chosen</u>	<u>54</u>	<u>13.3 %</u>
Total	406	100.0 %

Q14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future?

Q14. 2nd choice	Number	Percent
Regional location	7	1.7 %
People/citizens of Tyler	11	2.7 %
Downtown	8	2.0 %
Land availability	9	2.2 %
General quality of life	31	7.6 %
Neighborhoods	23	5.7 %
Availability of public transportation	9	2.2 %
Financial health of local economy	22	5.4 %
Historic districts	6	1.5 %
Ongoing long range planning	17	4.2 %
Employment opportunities	31	7.6 %
Community leadership	9	2.2 %
Natural resources & scenery in the area	10	2.5 %
Churches & community institutions	16	3.9 %
Park & open space system	8	2.0 %
Small City atmosphere	5	1.2 %
Public schools	25	6.2 %
Broad range of housing opportunities	9	2.2 %
Physical growth potential	10	2.5 %
Attractive community uniqueness	6	1.5 %
Community reputation	6	1.5 %
Medical centers	32	7.9 %
Higher education institutions	10	2.5 %
Low City taxes	20	4.9 %
Proximity to DFW Metroplex	4	1.0 %
<u>None chosen</u>	<u>62</u>	<u>15.3 %</u>
Total	406	100.0 %

Q14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future?

Q14. 3rd choice	Number	Percent
Regional location	7	1.7 %
People/citizens of Tyler	6	1.5 %
Downtown	8	2.0 %
Land availability	9	2.2 %
General quality of life	15	3.7 %
Neighborhoods	11	2.7 %
Availability of public transportation	9	2.2 %
Financial health of local economy	27	6.7 %
Ongoing long range planning	13	3.2 %
Employment opportunities	42	10.3 %
Community leadership	8	2.0 %
Natural resources & scenery in the area	12	3.0 %
Churches & community institutions	14	3.4 %
Park & open space system	12	3.0 %
Small City atmosphere	13	3.2 %
Public schools	23	5.7 %
Broad range of housing opportunities	6	1.5 %
Physical growth potential	7	1.7 %
Attractive community uniqueness	8	2.0 %
Community reputation	6	1.5 %
Medical centers	40	9.9 %
Higher education institutions	16	3.9 %
Low City taxes	20	4.9 %
Proximity to DFW Metroplex	7	1.7 %
None chosen	67	16.5 %
Total	406	100.0 %

Q14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future?

Q14. 4th choice	Number	Percent
Regional location	3	0.7 %
People/citizens of Tyler	7	1.7 %
Downtown	3	0.7 %
Land availability	5	1.2 %
General quality of life	16	3.9 %
Neighborhoods	10	2.5 %
Availability of public transportation	7	1.7 %
Financial health of local economy	17	4.2 %
Historic districts	3	0.7 %
Ongoing long range planning	13	3.2 %
Employment opportunities	25	6.2 %
Community leadership	3	0.7 %
Natural resources & scenery in the area	17	4.2 %
Churches & community institutions	11	2.7 %
Park & open space system	7	1.7 %
Small City atmosphere	17	4.2 %
Public schools	18	4.4 %
Broad range of housing opportunities	16	3.9 %
Physical growth potential	7	1.7 %
Attractive community uniqueness	12	3.0 %
Community reputation	6	1.5 %
Medical centers	27	6.7 %
Higher education institutions	18	4.4 %
Low City taxes	39	9.6 %
Proximity to DFW Metroplex	9	2.2 %
Other	1	0.2 %
<u>None chosen</u>	<u>89</u>	<u>21.9 %</u>
Total	406	100.0 %

SUM OF TOP 4 CHOICES**Q14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future? (top 4)**

Q14. Sum of Top 4 Choices	Number	Percent
Regional location	28	6.9 %
People/citizens of Tyler	56	13.8 %
Downtown	31	7.6 %
Land availability	36	8.9 %
General quality of life	113	27.8 %
Neighborhoods	62	15.3 %
Availability of public transportation	32	7.9 %
Financial health of local economy	84	20.7 %
Historic districts	11	2.7 %
Ongoing long range planning	52	12.8 %
Employment opportunities	137	33.7 %
Community leadership	22	5.4 %
Natural resources & scenery in the area	43	10.6 %
Churches & community institutions	50	12.3 %
Park & open space system	32	7.9 %
Small City atmosphere	40	9.9 %
Public schools	96	23.6 %
Broad range of housing opportunities	34	8.4 %
Physical growth potential	25	6.2 %
Attractive community uniqueness	28	6.9 %
Community reputation	18	4.4 %
Medical centers	124	30.5 %
Higher education institutions	51	12.6 %
Low City taxes	118	29.1 %
Proximity to DFW Metroplex	23	5.7 %
Other	6	1.5 %
None chosen	54	13.3 %
Total	1406	

Q15. Community Vision. Please rate your level of agreement with the following statements about the future of Tyler using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "not provided")

(N=406)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. A stronger City identity	28.9%	38.9%	25.8%	4.6%	1.8%
Q15-2. More attractive entrance & commercial corridors	29.3%	36.5%	28.3%	4.3%	1.5%
Q15-3. More parks	27.0%	31.6%	34.4%	5.6%	1.3%
Q15-4. More sidewalks, walking paths, & trails	45.2%	32.7%	17.3%	3.8%	1.0%
Q15-5. More bicycle paths & routes	34.9%	24.5%	31.9%	6.9%	1.8%
Q15-6. More restaurants, entertainment, & cultural activities Downtown	29.1%	29.6%	30.1%	7.8%	3.3%
Q15-7. More housing in & around Downtown	21.5%	26.7%	39.2%	10.3%	2.3%
Q15-8. More affordable housing within City	36.3%	33.9%	23.8%	4.4%	1.6%
Q15-9. More & better housing & commercial development in North End	35.8%	27.6%	27.6%	5.6%	3.3%
Q15-10. Better traffic flow on major City roads	79.7%	14.0%	5.3%	0.8%	0.3%
Q15-11. Better public transportation	26.4%	31.0%	36.7%	3.8%	2.1%
Q15-12. Additional swimming & water recreation facilities	29.5%	26.7%	36.2%	5.6%	2.1%
Q15-13. More activities for teenagers	36.8%	36.6%	23.0%	3.1%	0.5%
Q15-14. More activities for seniors	33.9%	33.9%	28.8%	2.6%	0.8%
Q15-15. Less sprawling growth	16.4%	26.3%	42.2%	12.0%	3.1%
Q15-16. Better management of outward growth	32.0%	34.9%	28.1%	2.9%	2.1%
Q15-17. Improved & new public schools	45.1%	30.8%	16.7%	5.1%	2.3%
Q15-18. New or expanded convention space	31.9%	30.1%	30.1%	5.7%	2.3%
Q15-19. A multi-purpose arena	35.2%	24.4%	30.3%	6.5%	3.6%

Q15. Community Vision. Please rate your level of agreement with the following statements about the future of Tyler using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "not provided")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-20. Growth outward in more directions in addition to South	38.0%	29.5%	25.1%	5.4%	2.1%
Q15-21. Quality of transportation access	30.3%	30.1%	35.5%	1.6%	2.6%
Q15-22. Stronger retirement community	33.2%	31.2%	27.9%	4.9%	2.8%
Q15-23. Other	72.0%	20.0%	8.0%	0.0%	0.0%

Q15-23. Other

Q15-23. Other	Number	Percent
Better animal shelter and do something about the homeless downtown at night	1	4.0 %
Better housing for singles	1	4.0 %
Better road repair	1	4.0 %
Better streets	1	4.0 %
City streets are horrible	1	4.0 %
Establishment of prevention education as a necessity specifically with ETCADA	1	4.0 %
Family activities	1	4.0 %
Growth towards the North	1	4.0 %
Health care access	1	4.0 %
Higher raises, better paying jobs	1	4.0 %
Humane animal control	1	4.0 %
Improve art & science museums	1	4.0 %
More Hispanic representation in local government	1	4.0 %
More activities/events for children	1	4.0 %
More airlines & flights out besides American	1	4.0 %
More family entertainment	1	4.0 %
More inclusive Hispanic representation on City Council	1	4.0 %
More patrols	1	4.0 %
Options of night life entertainment for adults	1	4.0 %
Recycling & waste reduction	1	4.0 %
Safety	1	4.0 %
Simplicity is key in future (clean but humble) to be blessed	1	4.0 %
Traffic circles	1	4.0 %
Tyler Regional Airport	1	4.0 %
Tyler is a great place to live. Too much focus on medical.	1	4.0 %
Total	25	100.0 %

Q16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler?

Q16. Top choice	Number	Percent
A stronger City identity	14	3.4 %
More attractive entrance & commercial corridors	14	3.4 %
More parks	5	1.2 %
More sidewalks, walking paths, & trails	27	6.7 %
More bicycle paths & routes	15	3.7 %
More restaurants, entertainment, & cultural activities Downtown	15	3.7 %
More housing in & around Downtown	5	1.2 %
More affordable housing within City	22	5.4 %
More & better housing & commercial development in North End	27	6.7 %
Better traffic flow on major City roads	100	24.6 %
Better public transportation	3	0.7 %
Additional swimming & water recreation facilities	2	0.5 %
More activities for teenagers	7	1.7 %
More activities for seniors	5	1.2 %
Less sprawling growth	1	0.2 %
Better management of outward growth	8	2.0 %
Improved & new public schools	26	6.4 %
New or expanded convention space	4	1.0 %
A multi-purpose arena	5	1.2 %
Growth outward in more directions in addition to South	17	4.2 %
Quality of transportation access	4	1.0 %
Stronger retirement community	12	3.0 %
Other	13	3.2 %
None chosen	55	13.5 %
Total	406	100.0 %

Q16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler?

Q16. 2nd choice	Number	Percent
A stronger City identity	6	1.5 %
More attractive entrance & commercial corridors	9	2.2 %
More parks	10	2.5 %
More sidewalks, walking paths, & trails	21	5.2 %
More bicycle paths & routes	14	3.4 %
More restaurants, entertainment, & cultural activities Downtown	19	4.7 %
More housing in & around Downtown	10	2.5 %
More affordable housing within City	25	6.2 %
More & better housing & commercial development in North End	19	4.7 %
Better traffic flow on major City roads	65	16.0 %
Better public transportation	8	2.0 %
Additional swimming & water recreation facilities	7	1.7 %
More activities for teenagers	23	5.7 %
More activities for seniors	16	3.9 %
Less sprawling growth	9	2.2 %
Better management of outward growth	14	3.4 %
Improved & new public schools	32	7.9 %
New or expanded convention space	14	3.4 %
A multi-purpose arena	5	1.2 %
Growth outward in more directions in addition to South	8	2.0 %
Quality of transportation access	3	0.7 %
Stronger retirement community	7	1.7 %
Other	2	0.5 %
None chosen	60	14.8 %
Total	406	100.0 %

Q16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler?

Q16. 3rd choice	Number	Percent
A stronger City identity	6	1.5 %
More attractive entrance & commercial corridors	9	2.2 %
More parks	8	2.0 %
More sidewalks, walking paths, & trails	24	5.9 %
More bicycle paths & routes	10	2.5 %
More restaurants, entertainment, & cultural activities Downtown	18	4.4 %
More housing in & around Downtown	3	0.7 %
More affordable housing within City	15	3.7 %
More & better housing & commercial development in North End	17	4.2 %
Better traffic flow on major City roads	32	7.9 %
Better public transportation	10	2.5 %
Additional swimming & water recreation facilities	10	2.5 %
More activities for teenagers	17	4.2 %
More activities for seniors	20	4.9 %
Less sprawling growth	6	1.5 %
Better management of outward growth	19	4.7 %
Improved & new public schools	16	3.9 %
New or expanded convention space	22	5.4 %
A multi-purpose arena	23	5.7 %
Growth outward in more directions in addition to South	26	6.4 %
Quality of transportation access	9	2.2 %
Stronger retirement community	13	3.2 %
<u>None chosen</u>	<u>73</u>	<u>18.0 %</u>
Total	406	100.0 %

Q16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler?

Q16. 4th choice	Number	Percent
A stronger City identity	10	2.5 %
More attractive entrance & commercial corridors	10	2.5 %
More parks	10	2.5 %
More sidewalks, walking paths, & trails	13	3.2 %
More bicycle paths & routes	14	3.4 %
More restaurants, entertainment, & cultural activities Downtown	13	3.2 %
More housing in & around Downtown	8	2.0 %
More affordable housing within City	12	3.0 %
More & better housing & commercial development in North End	11	2.7 %
Better traffic flow on major City roads	22	5.4 %
Better public transportation	9	2.2 %
Additional swimming & water recreation facilities	8	2.0 %
More activities for teenagers	14	3.4 %
More activities for seniors	16	3.9 %
Less sprawling growth	3	0.7 %
Better management of outward growth	21	5.2 %
Improved & new public schools	32	7.9 %
New or expanded convention space	14	3.4 %
A multi-purpose arena	14	3.4 %
Growth outward in more directions in addition to South	28	6.9 %
Quality of transportation access	15	3.7 %
Stronger retirement community	18	4.4 %
Other	3	0.7 %
None chosen	88	21.7 %
Total	406	100.0 %

SUM OF TOP 4 CHOICES**Q16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler? (top 4)**

Q16. Sum of Top 4 Choices	Number	Percent
A stronger City identity	36	8.9 %
More attractive entrance & commercial corridors	42	10.3 %
More parks	33	8.1 %
More sidewalks, walking paths, & trails	85	20.9 %
More bicycle paths & routes	53	13.1 %
More restaurants, entertainment, & cultural activities Downtown	65	16.0 %
More housing in & around Downtown	26	6.4 %
More affordable housing within City	74	18.2 %
More & better housing & commercial development in North End	74	18.2 %
Better traffic flow on major City roads	219	53.9 %
Better public transportation	30	7.4 %
Additional swimming & water recreation facilities	27	6.7 %
More activities for teenagers	61	15.0 %
More activities for seniors	57	14.0 %
Less sprawling growth	19	4.7 %
Better management of outward growth	62	15.3 %
Improved & new public schools	106	26.1 %
New or expanded convention space	54	13.3 %
A multi-purpose arena	47	11.6 %
Growth outward in more directions in addition to South	79	19.5 %
Quality of transportation access	31	7.6 %
Stronger retirement community	50	12.3 %
Other	18	4.4 %
None chosen	55	13.5 %
Total	1403	

Q17. What is the MOST IMPORTANT action that the City of Tyler to ensure it reaches its preferred vision for the future?

- A good balance between controlling urban sprawl and promoting revitalization of older neighborhoods and downtown
- A multi-purpose arena.
- A new convention center.
- Activities for teenagers, more affordable housing.
- Add a public swimming pool.
- Add more diversity to leadership positions and council district. Add council districts to better serve the community.
- Affordable housing for young families and communities.
- Again; Prayer 1st: do your homework/research globally and pay attention to history, which leadership rises about every 200 years.
- An upscale hotel attached to a nice convention center to attract more conventions in downtown Tyler.
- As with any corporation, the odds of a vision succeeding are mostly a function of people knowing about, feeling ownership of, and being excited by the vision. I have no idea what the community leaders want for Tyler, besides more parks and bike lanes and art. This survey is the first I've heard of most of these priorities. But it's not about you executing, it's about a vision that pulls the execution forward.
- Attract quality employers who pay employees well and can help build our tax base. Find ways to override the "zero growth" mentality that exists in Tyler.
- Be a safe city, not expensive as Dallas, have a good traffic system, fix the dangerous toll 49 by building a barrier between lanes, it is a "death toll" now.
- Better education ratings. New retail and attraction for retirees.
- Better growth in the north end
- Better housing in and around the city of Tyler.
- Better management of growth and schools.
- Better opportunities for single parents for better chances for single parents to purchase a house on a low income base. Also more children activities and more recreation centers for them to enjoy.
- Better planning
- Better planning and publication of plans.
- Better roads, houses, low taxes, more employment
- Better school management.
- Better schools
- Better traffic
- Better traffic and roads
- Better traffic control.
- Better traffic flow
- Better traffic flow in South Tyler.
- Better traffic flow/different way to trim trees, they make Tyler look bad.
- Better traffic management and more sidewalks
- Better traffic management!
- Bring in more airlines, like Delta, AA, and United.
- Bring in more businesses
- Bring more for children to do, like skating rink, multiplex, Dave and Busters. Something other than Chuck E Cheese.
- Broadway is center of Tyler problems. East to West traffic. Lights on Loop 323 not set properly for better flow.
- Build roads to last. Improve traffic on Broadway, the turning lanes are too short. Put up a sign at Cumberland that there is more than one entrance to Cumberland Plaza. "Next 4 exits to Plaza".
- City needs more entertainment option for adults. Modern clubs and bars. Look at what Plano did with shops at legacy.

- Commercial Development in the North end.
- Commit to a course of action and stay the course.
- Communicate its vision clearly/manage growth while maintaining character of city (trees, flowers, etc.)
- Communicate with the people; seek buy-in.
- Communication with the public. Hearing the city.
- Communication. Come as one. A lot of these judges need to be out. Retire. Have too much power and say so. I believe in working to get what you want but to get it handed to you and make crazy decisions
- Consensus with City Management
- Continue to bring in new residents, improve quality of our schools. Pay teachers more.
- Controlling/managing traffic
- Convention Center/MP Arena/ Hotel complex at the SE Corner of Loop 323 and Hwy 155.
- Correct traffic flow and roads
- Create a beautiful city, and eliminate the pockets of run down businesses.
- Create jobs and develop in the north side of town.
- Create more jobs and more recreational activities for all family members.
- Create more sidewalks where it is possible and for the city to manage grassy areas next to city roads and streets in an around drainage areas allowing for better foot traffic for the many walkers around the city.
- Cultural inclusiveness and diversity.
- Deal with traffic congestion
- Deal with traffic congestion on S. Broadway.
- Deal with traffic issues.
- Dealing with single parent homes and drug issues in work spaces and public schools.
- Direct more business to the north loop and not the south loop.
- Do it right if it's worth doing.
- Education, arts, culture, increased natural space.
- Elect city council who will plan for the future and think outside the box.
- Elect officials who are familiar with all parts of the city and are fair minded.
- Expand bus routes and access to public transportation. Including businesses on the outside loop.
- Expand in all sections of city
- Expand in the areas besides South Tyler.
- Expand new public schools
- Expand where there is land: north, northeast
- Expansion/Roads
- Financial integrity.
- Financial responsibility
- Fix traffic congestion, funding for animal control.
- Fix traffic congestion. 17 stoplights on a 3.5 mile route is crazy!
- Fix traffic flow.
- Fix up the downtown and continue to grow outside.
- Fix what's broken: Drainage on major roads; update H.S.; lower mph at colleges; power lines placed underground; etc.
- Fixing roads.
- Fixing traffic issues...I would rather be stuck in DFW traffic than in Tyler traffic.
- Focus more attention to areas where higher taxes are paid and less on lower income areas. Working class and retirees are where the money comes from for improvements.
- Focus on education of our children. Improve quality of teaches and their pay. Great schools = people want to live here!
- Focus on overall happiness of residents. Focus on the majority opinion to reduce tension.
- Focus on quality of life. Spend money on conference ctr downtown
- Focus on revitalization of downtown and run down areas. Better parks and outdoor spaces.
- Focus on school kids and young adults.
- Follow through
- Good leadership and financial responsibility.

- Great long and short range planning
- Growth in more directions in addition to south to alleviate traffic congestion
- Growth in other parts of the city other than just in the south.
- Growth other than south.
- Growth outward in more directions other than south.
- Handicap accessible buildings and sidewalks.
- Having the Chamber of Commerce and the Economic Development Commission to work hard to entice medium to large businesses to open up headquarters in Tyler, thus growing the community.
- Help traffic congestion
- Hire more law enforcement and fire to keep up with the growth
They are stretched too thin and too many crimes are being committed because there is not enough of a police presence due to this.
- I believe if Tyler could improve public schools, it will help a lot for kids to go more.
- I do not know what the "Preferred Vision" is.
- I-20/69 South to Tyler. Water and sewage. Growth planning.
- Improve city services
- Improve education!
- Improve infrastructure, go afternoon more quality jobs and expanded convention center space.
- Improve our public schools to help kids who can face future world change.
- Improve public schools
- Improve public schools, more family friendly activities, more night life, support arts, culture, and entertainment
- Improve recycling program. Better sidewalks
- Improve streets
- Improve streets and traffic congestion
- Improve traffic congestion, better housing for seniors.
- Improve traffic flow
- Improve traffic light/traffic flow - South 69 is awful twice a day on week days.
- Improve vision for Tyler Airport (Flying schools, General Aviation ramp/hangar space, aviation businesses, access to commercial airlines, reputation).
- Improved public schools and more family friendly entertainment.
- Improved road infrastructure
- Improved traffic flow
- Include North Tyler in development, help the homeless.
- Increase outdoor activities for all ages as well as control the out of control growth.
- Insure public safety. Better traffic control.
- Integrity among the leaders to really be interested in the needs of people and not their pockets.
- Invest in its teachers and education.
- Invest in North Tyler.
- It is so important to maintain the parks and trails that are currently here. Also draw employment opportunities.
- Jobs and commercial development
- Keep City Council focused and honest
- Keep communication open
- Keep cost of living here within reach of senior community.
- Keep employment opportunities high for those who don't have college degrees; continue to provide entertainment, cultural growth, and activities that appeal to all ages-not just young families and seniors.
- Keep making downtown more beautiful and more a destination.
- Keep our southern roots.
- Keep property taxes low. Use sales tax dollars for improvements to schools
- Keep taxes low - plan expansion projects.
- Keep taxes low and continue to bring new businesses to the city.
- Keep taxes low, build more walking paths and bicycle paths for communities so people can enjoy outdoors.
- Keep the city warm, welcome, safe, and clean.
- Keep Tyler beautiful. More parks, trees, and less flashing commercial signs. Pre-plan growth to keep the city the

wonderful scenic place it should be.

- Law enforcement
- Less emphasis on helping people who won't help themselves. It makes them weak.
- Let's make Tyler beautiful give people like me a change to by me a house and land.
- Like to see growth toward north.
- Listen to the citizens.
- Low income housing.
- Lower water bills and a better plan if one cannot pay. More options!
- Maintain the job opportunities and quality of life we have, and additional citizen input.
- Maintain water pressure in older neighborhoods.
- Maintain water resources
- Make downtown a showcase with bike routes leading there. Include bike racks and traffic circles.
- Make it easier for people to get outside and enjoy nature and the city. Instead of feeling secluded and stuck inside. Also decrease traffic congestion.
- Make traffic flow much better.
- Make Tyler more attractive to new residents, bring in more industry.
- Manage growth
- Manage growth in a way that not only creates new experiences for residents, but also improves ease of travel.
- Management is always the key vehicle for all things and then actually enforce the codes and regulations.
- More activities for seniors
- More activities for teenagers
- More activities for teenagers to keep them from using drugs and alcohol.
- More activities in North Tyler for teenagers and seniors.
- More affordable housing within the city.
- More affordable housing.
- More affordable, diverse, quality housing.
- More community input
- More community interaction.
- More connections thru airport.
- More development in downtown.
- More diverse politicians and more Hispanic representation.
- More employment opportunities and more advanced public education.
- More Expansion outward towards the DFW metroplex area to create more job opportunities due to shorter and, more convenient travel time.
- More financial opportunities
- More jobs, more shops on North Side, fix traffic.
- More lighting in dark places.
- More officers on weekends
- More people moving into the area, not enough workforce to fill current jobs. Do not bring in more business.
- More public input like this survey.
- More public schools.
- More restaurants, housing, stores on the north side and highway 69 to Lindale, affordable housing for blind and disabled.
- More walking/bike paths throughout the city, keeping them safe with police patrolling the paths.
- Most new visitors enter from the north. Not good! We need a large attractive, convention space.
- Multipurpose arena
- Open forum for citizens' participation in city planning.
- Parks and multipurpose facility
- Parks and walkability
- Pay your cleaning/janitorial staff better! Please!
- Place to work and retire
- Plan for future
- Plan infrastructure for growth.

- Praying is the answer.
 - Prepare for all the growth.
 - Promote good schools, jobs, and a beautiful city.
 - Properly manage development and growth.
 - Providing an amphitheater or arena for concerts would be great! As I mentioned earlier, it would be nice to stay local to see a concert instead of traveling to Dallas or Shreveport. I would rather support my local economy and local businesses if we could!
- We need a better connection from Tyler to US 20 to make it easier to get in and out of Tyler. It would also be nice to see the Tyler Airport actually become a larger facility so you could fly in and out of Tyler for a reasonable fare. If it expanded maybe they would stop cancelling the flights in and out of Tyler where you end up getting stuck in Dallas and trying to find a way back home!
- Public education is essential but young people leave dfw. Need to work at bringing retirees from dfw.
 - Public education.
 - Public swimming pools, more cultural activities
 - Public transportation, roadways, and economic infrastructure.
 - Quit selling out to foreign money.
 - Raise the property tax rate so that the city can thrive.
 - Real traffic solutions. Not \$500,000 that made no noticeable difference.
 - Really care about the people of Tyler and don't exploit them for financial gain.
 - Recycle promote small businesses bring in small stable companies in manufacturing processing call centers chip manufacturing etc.
 - Remove the corrupt religious leadership from city management and influence
 - Remove traffic congestion: city has not been proactive in addressing this issue.
 - Renovate downtown to a family oriented area.
 - Revitalize the North
 - Revitalizing the downtown, with universities expanding which would bring better housing and expanded retail.
 - Safe walking trails
 - Sidewalks for pedestrians, bikes, wheelchairs, and strollers.
 - Sidewalks in neighborhoods.
 - Solve our traffic issues before the city grows any more.
 - Space for conventions including hotel access. Clean appearance. #20 More focus on North Tyler and entrance into city from I-20. All parks need the same maintenance and appeal. #15 Less sprawling growth is extremely important.
 - Stick to plan
 - Stop building restaurants and fast food places. There are too many here, and cannot all possibly survive. Do not add more lanes on Broadway and stop building apartments and businesses there.
 - Stop drugs on the streets
 - Stop over building and developing south. North, East, West, and Central need and deserve attention and revitalization.
 - Stop raising property tax and instead raise sales tax too so everyone pays for improvement costs.
 - Stop texting at red lights and while driving.
 - Stop trying to build Tyler into Dallas!
 - Strategic planning
 - Strategic planning, goal setting
 - Strong leadership, low taxes, good paying jobs, keep quality of life good and safe.
 - Strong plans, research and identification of goals for the future. Where is the city going?
 - Stronger city identity
 - Stronger retirement community.
 - Sunday bus service
 - Take action, not just talk about it.
 - The apartments of Augusta is in danger of a gas leak and also drainage in the back of the building roaches and rats are all over the place and they do not fix anything, but they want their rent money. You all can come out to inspect and see for yourself. The gas is so strong and the rats and roaches are really bad. Please come out to check the apartment complex!

- The city has more parks on paper than Atlanta. Many of them need to be closed and sold for revenue. The equipment is vandalized and drains the budget in replacing.
- The City of Tyler could reach a set goal by maintaining its residence informed and requesting input from both young and old.
- There is a clear division in the north and south side and also there is nothing available for young people. All we have are banks and restaurants. Student graduate and leave to bigger cities, there's no reason to stay!
- Think long-term, not what is a cheap, quick fix.
- To facilitate businesses to move to Tyler that will bring more revenue for future plans.
- To give more attention to the less improved areas of Tyler.
- Traffic
- Traffic and taxes
- Traffic congestion
- Traffic congestion is a huge issue. A great flow plan will be needed for the anticipated growth.
- Traffic Control
- Traffic management
- Traffic on Old Jacksonville.
- Uplift north Tyler. Better drainage
- Water quality
- We need more entertainment places as opposed to restaurants.
- We need to greatly improve our North Tyler US 69 entrance.
- Work on providing jobs to individuals so government services aren't too overused. Keep our city safe and clean.
- Work to improve all areas
- Work together
- Younger, more diverse, more open minded leadership

Q18. How long have you lived in your community?

<u>Q18. How long have you lived in your community</u>	<u>Number</u>	<u>Percent</u>
0-2 years	39	9.6 %
3-5 years	45	11.1 %
6-10 years	39	9.6 %
11-20 years	65	16.0 %
21+ years	211	52.0 %
Not provided	7	1.7 %
Total	406	100.0 %

WITHOUT NOT PROVIDED**Q18. How long have you lived in your community? (without "not provided")**

<u>Q18. How long have you lived in your community</u>	<u>Number</u>	<u>Percent</u>
0-2 years	39	9.8 %
3-5 years	45	11.3 %
6-10 years	39	9.8 %
11-20 years	65	16.3 %
21+ years	211	52.9 %
Total	399	100.0 %

Q19. Including yourself, how many persons living in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.60	1040
Under age 10	0.31	125
Ages 10-19	0.30	118
Ages 20-24	0.13	53
Ages 25-34	0.32	128
Ages 35-44	0.33	132
Ages 45-54	0.35	139
Ages 55-64	0.42	166
Ages 65-74	0.29	117
Ages 75+	0.16	62

Q20. What is your age?

<u>Q20. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	80	19.7 %
35-44	79	19.5 %
45-54	80	19.7 %
55-64	79	19.5 %
65-74	52	12.8 %
75+ years	28	6.9 %
Not provided	8	2.0 %
Total	406	100.0 %

WITHOUT NOT PROVIDED**Q20. What is your age? (without "not provided")**

<u>Q20. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	80	20.1 %
35-44	79	19.8 %
45-54	80	20.1 %
55-64	79	19.8 %
65-74	52	13.1 %
75+ years	28	7.0 %
Total	398	100.0 %

Q21. Do you own or rent your home?

<u>Q21. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	281	69.2 %
Rent	122	30.0 %
Not provided	3	0.7 %
Total	406	100.0 %

WITHOUT NOT PROVIDED

Q21. Do you own or rent your home? (without "not provided")

<u>Q21. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	281	69.7 %
Rent	122	30.3 %
Total	403	100.0 %

Q22. Which of the following best describes your home?

Q22. What best describes your home	Number	Percent
Single family	340	83.7 %
Duplex/triplex	11	2.7 %
Apartment/condo	47	11.6 %
Mobile home	3	0.7 %
Not provided	5	1.2 %
Total	406	100.0 %

WITHOUT NOT PROVIDED**Q22. Which of the following best describes your home? (without "not provided")**

Q22. What best describes your home	Number	Percent
Single family	340	84.8 %
Duplex/triplex	11	2.7 %
Apartment/condo	47	11.7 %
Mobile home	3	0.7 %
Total	401	100.0 %

Q23. What is your zip code?

Q23. Your zip code	Number	Percent
75701	142	35.0 %
75702	75	18.5 %
75703	138	34.0 %
75704	5	1.2 %
75706	1	0.2 %
75707	22	5.4 %
75708	1	0.2 %
75709	9	2.2 %
75710	1	0.2 %
75711	5	1.2 %
75713	7	1.7 %
Total	406	100.0 %

Q24. Would you say your total annual household income is...

<u>Q24. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	52	12.8 %
\$25K to \$49,999	78	19.2 %
\$50K to \$74,999	79	19.5 %
\$75K to \$99,999	42	10.3 %
\$100K to \$149,999	55	13.5 %
\$150K+	63	15.5 %
Not provided	37	9.1 %
Total	406	100.0 %

WITHOUT NOT PROVIDED**Q24. Would you say your total annual household income is... (without "not provided")**

<u>Q24. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	52	14.1 %
\$25K to \$49,999	78	21.1 %
\$50K to \$74,999	79	21.4 %
\$75K to \$99,999	42	11.4 %
\$100K to \$149,999	55	14.9 %
\$150K+	63	17.1 %
Total	369	100.0 %

Q25. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	88	21.7 %
No	316	77.8 %
Not provided	2	0.5 %
Total	406	100.0 %

WITHOUT NOT PROVIDED**Q25. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	88	21.8 %
No	316	78.2 %
Total	404	100.0 %

Q26. Which of the following best describes your race?

<u>Q26. Your race</u>	<u>Number</u>	<u>Percent</u>
African American (Non-Hispanic)	99	24.4 %
White (Non-Hispanic)	226	55.7 %
Native American	8	2.0 %
Asian/Pacific Islander	8	2.0 %
Other	44	10.8 %
Total	385	

Number of Cases = 406

Number of Responses = 385

Average Number Of Responses Per Case = 0.9

Number Of Cases With At Least One Response = 384

Response Percent = 94.6 %

Q26. Other

<u>Q26. Other</u>	<u>Number</u>	<u>Percent</u>
Anglo American	1	2.3 %
Hispanic	33	75.0 %
Latino	1	2.3 %
Mexican	6	13.6 %
Mixed	2	4.5 %
White (Hispanic)	1	2.3 %
Total	44	100.0 %

Q27. Your gender:

<u>Q27. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	200	49.3 %
Female	204	50.2 %
Not provided	2	0.5 %
Total	406	100.0 %

WITHOUT NOT PROVIDED

Q27. Your gender: (without "not provided")

<u>Q27. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	200	49.5 %
Female	204	50.5 %
Total	404	100.0 %

Q28. What is your highest level of education?

<u>Q28. What is your highest level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	9	2.2 %
High school diploma/GED	57	14.0 %
Some college	84	20.7 %
Associates degree	51	12.6 %
Bachelor's degree	117	28.8 %
Master degree or higher	82	20.2 %
Not provided	6	1.5 %
Total	406	100.0 %

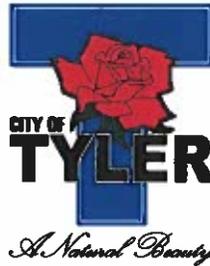
WITHOUT NOT PROVIDED**Q28. What is your highest level of education? (without "not provided")**

<u>Q28. What is your highest level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	9	2.3 %
High school diploma/GED	57	14.3 %
Some college	84	21.0 %
Associates degree	51	12.8 %
Bachelor's degree	117	29.3 %
Master degree or higher	82	20.5 %
Total	400	100.0 %

Section 4

Survey Instrument

Martin Heines
Mayor



The City of Tyler
Office of the Mayor
P.O. Box 2039
Tyler, Texas 75710-2039

Phone: (903) 531-7248
Fax: (903) 531-1166
www.cityoftyler.org

***A Few Minutes of Your Time Will Help Make the City of Tyler a
Better Place to Live, Work and Play!***

Dear City of Tyler Resident:

Your response to the enclosed survey is extremely important...

The City of Tyler is conducting a Community Survey to establish priorities for infrastructure, parks, recreation facilities, programs and services within the community. Your household was one of a limited number selected at random to receive this survey; therefore, it is very important that you participate.

We appreciate your time...

We realize that this survey will take approximately 10 minutes to complete, but each question is important. The time you invest in completing this survey will aid the City of Tyler in taking a resident-driven approach to making decisions that will enrich the future of our community and positively affect the lives of its residents.

Please complete and return your survey within the next two weeks...

We have selected ETC Institute, an independent consulting company, as our partner to administer this survey. They will compile the data received and present the results to the City. **Your responses will remain confidential.** Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you would prefer to complete the survey online, you may visit www.tylersurvey2018.org to do so.

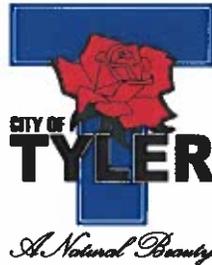
If you have any questions, please feel free to contact Kyle Kingma, AICP at the City of Tyler Planning Department at (903) 531-1178 or at kkingma@tylertexas.com. The survey is a tool that will benefit all residents. Please take this opportunity to let your voice be heard!

Sincerely,



Martin Heines
Mayor, City of Tyler

Martin Heines
Alcalde



Ciudad de Tyler
Oficina del alcalde
P.O. Box 2039
Tyler, Texas 75710-2039

Teléfono: (903) 531-7248
Fax: (903) 531-1166
www.cityoftyler.org

**!Unos minutos de tu tiempo ayudaran a hacer de la Ciudad de Tyler
un mejor lugar para vivir, trabajar y jugar!**

Querido Residente de la Ciudad de Tyler:

Su respuesta a la encuesta adjunta es extremadamente importante...

La Ciudad de Tyler está llevando a cabo una encuesta a la comunidad para establecer prioridades para infraestructura, parques, instalaciones recreativas, programas y servicios dentro la comunidad. Su hogar fue uno de unos pocos seleccionados al azar para recibir esta encuesta; por lo tanto, es muy importante que participe.

Agradecemos su tiempo...

Entendemos que esta encuesta tomará unos 10 minutos para completar, pero cada pregunta es importante. El tiempo que usted invierta completando esta encuesta ayudará a la Ciudad de Tyler a adoptar un enfoque impulsado por los residentes para tomar decisiones que enriquecerán el futuro de nuestra comunidad y afectarán positivamente las vidas de sus residentes.

Por favor complete y envíe su encuesta en las próximas dos semanas...

Hemos seleccionado a ETC Institute, una empresa de consultoría independiente, como nuestro socio para administrar esta encuesta. Recopilarán los datos recibidos y presentarán los resultados a la Ciudad. **Sus respuestas serán confidenciales.** Envíe su encuesta completada en el sobre pre pagado adjunto dirigido a ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. Si prefiere completar la encuesta en línea, puede visitar www.tylersurvey2018.org para hacerlo.

Si tiene alguna pregunta, por favor contacte a Kyle Kingma, AICP en el departamento de Planificación de la Ciudad de Tyler al (903) 531-1178 o kkingma@tylertexas.com. Esta encuesta es una herramienta que beneficiará a todos los residentes. ¡Aprovecha esta oportunidad para que tu voz sea escuchada!

Sinceramente,

Martin Heines
Alcalde, Ciudad de Tyler

2018 City of Tyler Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. Your responses are confidential. When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Please rate how important you feel each of the following issues currently facing the City of Tyler are using a scale of 1 to 4, where 4 means "Very Important" and 1 means "Not Important."

		Very Important	Somewhat Important	Not Sure	Not Important
01.	Traffic congestion	4	3	2	1
02.	Public safety	4	3	2	1
03.	Water/Sewer availability	4	3	2	1
04.	Lake Tyler, Lake Tyler East, and Bellwood Lake	4	3	2	1
05.	Historic preservation	4	3	2	1
06.	Walking and biking trails	4	3	2	1
07.	Maintaining community identity, uniqueness, and quality of life	4	3	2	1
08.	Downtown revitalization	4	3	2	1
09.	Population growth	4	3	2	1
10.	North Tyler revitalization	4	3	2	1
11.	Affordable housing	4	3	2	1
12.	Appearance of commercial areas	4	3	2	1
13.	Employment opportunities	4	3	2	1
14.	Parks, recreation, open spaces	4	3	2	1
15.	Diversification of housing types	4	3	2	1
16.	Maintaining low tax rate	4	3	2	1
17.	Managing future growth	4	3	2	1
18.	Drainage	4	3	2	1
19.	Education	4	3	2	1
20.	Other: _____	4	3	2	1

2. Which FOUR of the issues from the list in Question 1 do you feel are MOST IMPORTANT for the City of Tyler to address? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

3. Major City Services. Please rate your overall satisfaction with each of the following major city services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
01. Overall quality of public safety services (e.g. police, fire)	5	4	3	2	1	9
02. Overall quality of parks and recreation programs/facilities	5	4	3	2	1	9
03. Overall maintenance of city streets/facilities	5	4	3	2	1	9
04. Overall enforcement of city codes/ordinances	5	4	3	2	1	9
05. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
06. Overall effectiveness of city communication with the public	5	4	3	2	1	9
07. Overall effectiveness of land use and development planning	5	4	3	2	1	9
08. Overall quality of city library services	5	4	3	2	1	9
09. Overall effectiveness of traffic and congestion management	5	4	3	2	1	9
10. Overall management and administration of city services	5	4	3	2	1	9
11. Overall garbage collection services	5	4	3	2	1	9
12. Overall water quality	5	4	3	2	1	9
13. Overall management of drainage and storm water runoff	5	4	3	2	1	9
14. Overall quality of the airport	5	4	3	2	1	9
15. Overall quality of bus service availability	5	4	3	2	1	9

4. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next THREE years? [Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]

1st: ____ 2nd: ____ NONE

5. Overall, how satisfied are you with the quality of new neighborhood sub-divisions in the City of Tyler?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

6. Overall, how satisfied are you with the quality of new commercial development in the City of Tyler?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

7. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

____(1) Getting better ____ (2) Staying about the same ____ (3) Getting worse ____ (9) Don't know

8. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to live in Tyler.

		Extremely Important	Very Important	Important	Less Important	Not Important
01.	Small city atmosphere	5	4	3	2	1
02.	Availability of shopping to meet the needs of local residents	5	4	3	2	1
03.	Low crime rate	5	4	3	2	1
04.	Quality of housing	5	4	3	2	1
05.	Level of taxation	5	4	3	2	1
06.	Employment opportunities	5	4	3	2	1
07.	Availability of arts and cultural amenities	5	4	3	2	1
08.	Quality of city government services	5	4	3	2	1
09.	Financial stability of city government	5	4	3	2	1
10.	Appearance, views, and overall beauty of the city	5	4	3	2	1
11.	Proximity to family and friends	5	4	3	2	1
12.	Availability of parks and open spaces	5	4	3	2	1
13.	Availability of recreational activities	5	4	3	2	1
14.	Always lived in Tyler	5	4	3	2	1
15.	Quality of health care services	5	4	3	2	1
16.	Availability of higher education opportunities (college/junior college)	5	4	3	2	1
17.	Availability of public transportation	5	4	3	2	1
18.	Quality of public education in primary and secondary schools	5	4	3	2	1
19.	Other: _____	5	4	3	2	1

9. Which THREE of the items listed above in Question 8 will have the MOST IMPACT on your decision to stay in the City of Tyler. [Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

10. Several items that may influence your perception of the City of Tyler are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the following.

How would you rate	Excellent	Good	Average	Below Average	Poor	Don't know	
1.	The City of Tyler as a place to live	5	4	3	2	1	9
2.	The City of Tyler as a place to raise children	5	4	3	2	1	9
3.	The City of Tyler as a place to retire	5	4	3	2	1	9
4.	The City of Tyler as a place to work	5	4	3	2	1	9
5.	The overall quality of public education	5	4	3	2	1	9
6.	The overall quality of life in Tyler	5	4	3	2	1	9

11. Since you have lived in Tyler, do you generally think the quality of life has improved, stayed the same or gotten worse?

____(1) Improved ____ (2) Stayed the same ____ (3) Gotten worse ____ (4) Not sure

12. What is the MOST IMPORTANT action the City of Tyler can take to improve the quality of life in the community?

13. Please rate how strong you feel each of the following assets the City of Tyler could build upon in the future are using a scale of 1 to 4, where 4 is "Very Strong" and 1 is "Not Strong."

		Very Strong	Somewhat Strong	Not Sure	Not Strong
01.	Regional location	4	3	2	1
02.	People/Citizens of Tyler	4	3	2	1
03.	Downtown	4	3	2	1
04.	Land availability	4	3	2	1
05.	General quality of life	4	3	2	1
06.	Neighborhoods	4	3	2	1
07.	Availability of public transportation	4	3	2	1
08.	Financial health of local economy	4	3	2	1
09.	Historic districts	4	3	2	1
10.	Ongoing long range planning	4	3	2	1
11.	Employment opportunities	4	3	2	1
12.	Community leadership	4	3	2	1
13.	Natural resources and scenery in the area	4	3	2	1
14.	Churches and community institutions	4	3	2	1
15.	Park and open space system	4	3	2	1
16.	Small city atmosphere	4	3	2	1
17.	Public schools	4	3	2	1
18.	Broad range of housing opportunities	4	3	2	1
19.	Physical growth potential	4	3	2	1
20.	Attractive community uniqueness	4	3	2	1
21.	Community reputation	4	3	2	1
22.	Medical centers	4	3	2	1
23.	Higher education institutions	4	3	2	1
24.	Low city taxes	4	3	2	1
25.	Proximity to DFW Metroplex	4	3	2	1
26.	Other: _____	4	3	2	1

14. Which FOUR of the assets from the list in Question 13 are MOST IMPORTANT for the City of Tyler to build upon in the future? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

15. **Community Vision.** Please rate your level of agreement with the following statements about the future of Tyler using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

Tyler's future should include...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01. A stronger city identity	5	4	3	2	1
02. More attractive entrance and commercial corridors	5	4	3	2	1
03. More parks	5	4	3	2	1
04. More sidewalks, walking paths, and trails	5	4	3	2	1
05. More bicycle paths and routes	5	4	3	2	1
06. More restaurants, entertainment, and cultural activities downtown	5	4	3	2	1
07. More housing in and around downtown	5	4	3	2	1
08. More affordable housing within the city	5	4	3	2	1
09. More and better housing and commercial development in the North End	5	4	3	2	1
10. Better traffic flow on major city roads	5	4	3	2	1
11. Better public transportation	5	4	3	2	1
12. Additional swimming and water recreation facilities	5	4	3	2	1
13. More activities for teenagers	5	4	3	2	1
14. More activities for seniors	5	4	3	2	1
15. Less sprawling growth	5	4	3	2	1
16. Better management of outward growth	5	4	3	2	1
17. Improved and new public schools	5	4	3	2	1
18. New or expanded convention space	5	4	3	2	1
19. A multi-purpose arena	5	4	3	2	1
20. Growth outward in more directions in addition to the south	5	4	3	2	1
21. Quality of transportation access	5	4	3	2	1
22. Stronger retirement community	5	4	3	2	1
23. Other: _____	5	4	3	2	1

16. Which FOUR of the statements from the list in Question 15 do you feel best represent YOUR VISION for the future of the City of Tyler? [Write in your answers below using the numbers from the list in Question 15, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

17. What is the MOST IMPORTANT action that the City of Tyler can take to ensure it reaches its preferred vision for the future?

Demographics *The following information will help us better understand the needs of our community.*

18. How long have you lived in your community?

- (1) 0-2 years
 (3) 6-10 years
 (5) 21 years or more
 (2) 3-5 years
 (4) 11-20 years

