

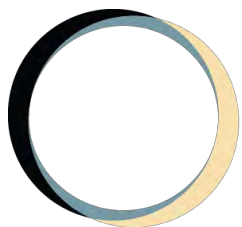


THE NCSTM
The National Citizen SurveyTM

Pearland, TX

Technical Appendices

2017



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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Pearland:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Pearland as a place to live	44%	N=315	46%	N=330	9%	N=63	1%	N=4	100%	N=712
Your neighborhood as a place to live	46%	N=324	45%	N=322	9%	N=61	1%	N=5	100%	N=713
Pearland as a place to raise children	48%	N=318	42%	N=284	9%	N=58	1%	N=9	100%	N=669
Pearland as a place to work	28%	N=136	34%	N=163	24%	N=115	14%	N=70	100%	N=484
Pearland as a place to visit	21%	N=144	33%	N=224	28%	N=187	18%	N=121	100%	N=675
Pearland as a place to retire	31%	N=188	34%	N=212	22%	N=133	13%	N=83	100%	N=617
The overall quality of life in Pearland	35%	N=248	53%	N=374	11%	N=82	1%	N=7	100%	N=711

Table 2: Question 2

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Pearland	32%	N=224	52%	N=364	13%	N=87	3%	N=19	100%	N=693
Overall ease of getting to the places you usually have to visit	18%	N=124	34%	N=236	34%	N=232	15%	N=101	100%	N=694
Quality of overall natural environment in Pearland	23%	N=158	44%	N=302	24%	N=165	8%	N=56	100%	N=681
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	17%	N=119	38%	N=266	33%	N=229	11%	N=76	100%	N=690
Health and wellness opportunities in Pearland	32%	N=213	48%	N=320	18%	N=117	3%	N=17	100%	N=667
Overall opportunities for education and enrichment	29%	N=184	49%	N=308	20%	N=126	3%	N=18	100%	N=636
Overall economic health of Pearland	28%	N=184	56%	N=366	14%	N=95	2%	N=13	100%	N=658
Sense of community	29%	N=196	38%	N=260	26%	N=178	7%	N=48	100%	N=682
Overall image or reputation of Pearland	35%	N=238	47%	N=326	16%	N=113	2%	N=11	100%	N=688

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Pearland to someone who asks	57%	N=387	32%	N=217	8%	N=52	3%	N=21	100%	N=676
Remain in Pearland for the next five years	67%	N=454	22%	N=148	7%	N=48	4%	N=29	100%	N=679

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	66%	N=455	30%	N=204	3%	N=21	1%	N=10	0%	N=1	100%	N=691
In Pearland's downtown/commercial area during the day	47%	N=313	39%	N=260	9%	N=63	4%	N=26	1%	N=4	100%	N=666

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	3%	N=22	21%	N=142	37%	N=251	39%	N=269	100%	N=685
Ease of travel by car in Pearland	7%	N=47	31%	N=211	40%	N=273	22%	N=153	100%	N=684
Ease of travel by bicycle in Pearland	8%	N=34	20%	N=85	29%	N=124	44%	N=192	100%	N=436
Ease of walking in Pearland	11%	N=64	29%	N=165	28%	N=160	33%	N=188	100%	N=577
Availability of paths and walking trails	15%	N=90	30%	N=187	32%	N=198	23%	N=143	100%	N=618
Cleanliness of Pearland	33%	N=226	51%	N=349	15%	N=100	2%	N=12	100%	N=687
Overall appearance of Pearland	30%	N=205	49%	N=339	19%	N=127	2%	N=13	100%	N=685
Public places where people want to spend time	25%	N=169	41%	N=272	26%	N=169	8%	N=53	100%	N=663
Variety of housing options	25%	N=168	47%	N=311	24%	N=159	3%	N=23	100%	N=660
Availability of affordable quality housing	19%	N=117	37%	N=230	33%	N=206	12%	N=76	100%	N=630
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=192	40%	N=259	23%	N=151	7%	N=47	100%	N=650
Availability of affordable quality food	31%	N=210	48%	N=325	17%	N=113	5%	N=34	100%	N=683
Availability of affordable quality health care	32%	N=212	49%	N=322	17%	N=109	2%	N=15	100%	N=658

Table 6: Question 6

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	28%	N=109	45%	N=175	20%	N=78	7%	N=29	100%	N=391
K-12 education	44%	N=227	43%	N=226	10%	N=52	3%	N=18	100%	N=523
Adult educational opportunities	21%	N=79	40%	N=150	27%	N=103	12%	N=45	100%	N=377
Opportunities to attend cultural/arts/music activities	12%	N=67	33%	N=186	34%	N=194	22%	N=124	100%	N=570
Opportunities to participate in religious or spiritual events and activities	31%	N=171	47%	N=258	18%	N=98	4%	N=21	100%	N=548
Employment opportunities	14%	N=65	39%	N=188	27%	N=128	20%	N=97	100%	N=479
Shopping opportunities	32%	N=215	45%	N=300	17%	N=116	5%	N=34	100%	N=666
Cost of living in Pearland	16%	N=108	41%	N=273	30%	N=199	13%	N=84	100%	N=663
Overall quality of business and service establishments in Pearland	22%	N=148	56%	N=369	19%	N=125	3%	N=23	100%	N=665
Overall quality of new development in Pearland	26%	N=171	52%	N=337	15%	N=96	7%	N=48	100%	N=652
Opportunities to participate in social events and activities	18%	N=109	42%	N=256	30%	N=184	10%	N=63	100%	N=612
Opportunities to volunteer	24%	N=125	45%	N=239	24%	N=127	7%	N=36	100%	N=527
Opportunities to participate in community matters	21%	N=115	44%	N=242	27%	N=152	9%	N=48	100%	N=557
Openness and acceptance of the community toward people of diverse backgrounds	28%	N=171	45%	N=276	19%	N=119	8%	N=51	100%	N=617
Neighborliness of residents in Pearland	24%	N=155	41%	N=264	25%	N=162	10%	N=61	100%	N=643

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=142	78%	N=520	100%	N=662
Made efforts to make your home more energy efficient	24%	N=159	76%	N=504	100%	N=663
Observed a code violation or other hazard in Pearland	55%	N=365	45%	N=296	100%	N=661
Household member was a victim of a crime in Pearland	90%	N=598	10%	N=65	100%	N=663
Reported a crime to the police in Pearland	83%	N=548	17%	N=113	100%	N=661
Stocked supplies in preparation for an emergency	56%	N=370	44%	N=292	100%	N=662
Campaigned or advocated for an issue, cause or candidate	73%	N=484	27%	N=176	100%	N=660

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Contacted the City of Pearland (in-person, phone, email or web) for help or information	57%	N=375	43%	N=288	100%	N=663
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	84%	N=556	16%	N=106	100%	N=662

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Pearland?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used the City of Pearland Recreation Center & Natatorium or its services	8%	N=55	5%	N=34	25%	N=167	61%	N=400	100%	N=656
Visited a neighborhood park or City park	11%	N=71	25%	N=164	43%	N=279	20%	N=130	100%	N=644
Used Pearland public libraries or their services	4%	N=26	14%	N=92	37%	N=245	45%	N=292	100%	N=654
Participated in religious or spiritual activities in Pearland	15%	N=98	21%	N=137	14%	N=92	50%	N=328	100%	N=655
Attended a City-sponsored event	3%	N=18	4%	N=29	45%	N=294	48%	N=312	100%	N=653
Carpooled with other adults or children instead of driving alone	12%	N=81	7%	N=46	14%	N=93	66%	N=435	100%	N=655
Walked or biked instead of driving	6%	N=42	7%	N=49	20%	N=130	66%	N=436	100%	N=656
Volunteered your time to some group/activity in Pearland	6%	N=39	13%	N=83	18%	N=114	64%	N=417	100%	N=654
Talked to or visited with your immediate neighbors	32%	N=208	31%	N=203	27%	N=176	10%	N=68	100%	N=655
Done a favor for a neighbor	14%	N=89	23%	N=149	43%	N=281	21%	N=137	100%	N=656

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=14	23%	N=147	74%	N=480	100%	N=645
Watched (online or on television) a local public meeting	1%	N=10	2%	N=15	14%	N=93	82%	N=535	100%	N=652

Table 10: Question 10

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Total	
Police services	49%	N=285	42%	N=247	6%	N=35	3%	N=17	100%	N=584
Fire services	60%	N=302	36%	N=180	3%	N=15	2%	N=9	100%	N=505
Ambulance or emergency medical services	57%	N=270	37%	N=178	4%	N=21	1%	N=6	100%	N=475
Crime prevention	31%	N=168	49%	N=264	16%	N=83	4%	N=19	100%	N=534
Fire prevention and education	37%	N=155	45%	N=191	15%	N=64	3%	N=14	100%	N=425
Traffic enforcement	25%	N=142	44%	N=256	18%	N=103	13%	N=74	100%	N=575
Street repair	17%	N=105	41%	N=252	31%	N=187	11%	N=69	100%	N=613
Street cleaning	27%	N=161	47%	N=282	21%	N=123	6%	N=34	100%	N=600
Street lighting	23%	N=145	40%	N=253	25%	N=154	12%	N=74	100%	N=627
Sidewalk maintenance	18%	N=111	32%	N=195	32%	N=190	18%	N=107	100%	N=603
Traffic signal timing	17%	N=106	30%	N=193	28%	N=180	24%	N=155	100%	N=635
Garbage collection	43%	N=272	40%	N=252	13%	N=82	5%	N=30	100%	N=635
Recycling	46%	N=278	39%	N=236	11%	N=69	3%	N=19	100%	N=602
Yard waste pick-up	39%	N=224	42%	N=242	13%	N=76	6%	N=33	100%	N=575
Storm drainage	30%	N=183	51%	N=309	15%	N=91	3%	N=21	100%	N=604
Drinking water	25%	N=156	44%	N=276	20%	N=126	11%	N=67	100%	N=624

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Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Total	
Sewer services	32%	N=194	52%	N=310	13%	N=80	2%	N=15	100%	N=599
Power (electric and/or gas) utility	35%	N=216	48%	N=302	15%	N=91	3%	N=16	100%	N=625
Utility billing and meter reading	30%	N=184	47%	N=292	19%	N=114	4%	N=25	100%	N=615
City parks	33%	N=196	43%	N=254	20%	N=117	4%	N=23	100%	N=590
Recreation programs or classes	33%	N=136	40%	N=163	21%	N=84	6%	N=25	100%	N=408
Recreation centers or facilities	32%	N=150	48%	N=226	17%	N=82	3%	N=13	100%	N=470
Land use, planning and zoning	14%	N=76	44%	N=231	26%	N=136	16%	N=84	100%	N=527
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=84	44%	N=220	27%	N=132	12%	N=60	100%	N=496
Animal control	26%	N=136	46%	N=240	20%	N=102	8%	N=44	100%	N=522
Economic development	24%	N=131	47%	N=258	22%	N=118	8%	N=42	100%	N=549
Public library services	34%	N=162	50%	N=234	13%	N=59	3%	N=16	100%	N=471
Cable television	22%	N=110	45%	N=226	24%	N=120	9%	N=43	100%	N=499
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	29%	N=118	44%	N=180	20%	N=81	8%	N=31	100%	N=410
Preservation of natural areas such as open space, farmlands and greenbelts	22%	N=113	36%	N=187	24%	N=127	18%	N=93	100%	N=520
Pearland open space	20%	N=110	33%	N=184	30%	N=165	17%	N=96	100%	N=555
City-sponsored special events	25%	N=123	46%	N=223	22%	N=106	7%	N=34	100%	N=487
Overall customer service by Pearland employees (police, receptionists, planners, etc.)	33%	N=185	47%	N=259	16%	N=88	4%	N=20	100%	N=552

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Pearland	31%	N=188	50%	N=305	15%	N=95	4%	N=27	0%	N=0	100%	N=616
The Federal Government	11%	N=60	34%	N=189	34%	N=188	21%	N=119	0%	N=0	100%	N=556
The County of Brazoria, Texas	15%	N=96	44%	N=281	24%	N=153	7%	N=42	11%	N=69	100%	N=640
The State of Texas	15%	N=93	42%	N=268	24%	N=156	10%	N=62	9%	N=58	100%	N=637
Municipal Utility District	11%	N=72	34%	N=215	19%	N=123	10%	N=67	25%	N=161	100%	N=637

Table 12: Question 12

Please rate the following categories of Pearland government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Pearland	12%	N=67	38%	N=222	31%	N=179	20%	N=116	100%	N=584
The overall direction that the City of Pearland is taking	19%	N=109	45%	N=264	24%	N=139	13%	N=75	100%	N=588
The job Pearland government does at welcoming citizen involvement	19%	N=92	38%	N=188	24%	N=119	20%	N=99	100%	N=497
Overall confidence in Pearland government	16%	N=94	46%	N=268	26%	N=149	12%	N=72	100%	N=584
Generally acting in the best interest of the community	20%	N=112	45%	N=257	24%	N=136	12%	N=70	100%	N=576
Being honest	21%	N=106	47%	N=240	24%	N=123	9%	N=46	100%	N=515
Treating all residents fairly	21%	N=111	48%	N=255	21%	N=114	10%	N=55	100%	N=536

Table 13: Question 13

Please rate how important, if at all, you think it is for the Pearland community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Pearland	75%	N=462	21%	N=130	4%	N=26	0%	N=0	100%	N=618
Overall ease of getting to the places you usually have to visit	57%	N=346	38%	N=232	5%	N=33	0%	N=0	100%	N=611

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Please rate how important, if at all, you think it is for the Pearland community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Quality of overall natural environment in Pearland	41%	N=253	42%	N=258	15%	N=91	3%	N=16	100%	N=617
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	36%	N=224	43%	N=267	18%	N=111	2%	N=13	100%	N=614
Health and wellness opportunities in Pearland	28%	N=175	41%	N=252	28%	N=173	3%	N=18	100%	N=618
Overall opportunities for education and enrichment	44%	N=271	37%	N=231	16%	N=99	3%	N=16	100%	N=616
Overall economic health of Pearland	50%	N=305	42%	N=261	6%	N=36	2%	N=13	100%	N=615
Sense of community	42%	N=257	37%	N=228	19%	N=120	2%	N=11	100%	N=615

Table 14: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services.	Major source		Minor source		Not a source		Total	
City website (pearlandtx.gov)	66%	N=402	27%	N=164	7%	N=44	100%	N=610
Local newspapers	28%	N=166	49%	N=295	23%	N=138	100%	N=599
Other local media (radio or local television stations)	31%	N=188	39%	N=235	30%	N=181	100%	N=604
The local government cable channel (Comcast Ch. 16/U-verse Ch.99)	12%	N=70	28%	N=171	60%	N=366	100%	N=607
City water bill insert	19%	N=118	47%	N=285	34%	N=206	100%	N=608
Other city publications (Pearland in Motion, Pearland Connect or others)	34%	N=205	45%	N=273	21%	N=126	100%	N=604
City Council meetings or other public meetings	19%	N=113	36%	N=217	45%	N=275	100%	N=605
Talking with City officials	19%	N=116	30%	N=179	51%	N=305	100%	N=600
City communications via social media (i.e. Facebook, Twitter, Instagram or Youtube)	49%	N=297	30%	N=179	21%	N=127	100%	N=603
City of Pearland e-mail blasts	33%	N=200	36%	N=219	30%	N=182	100%	N=600
Word-of-mouth	35%	N=213	42%	N=253	23%	N=139	100%	N=604

Table 15: Question 15

Please indicate to what extent you would support or oppose a property tax increase for each of the following to fund new facilities or services.	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Libraries	19%	N=117	39%	N=234	19%	N=114	23%	N=136	100%	N=602
Public safety/fire rescue services	46%	N=279	33%	N=197	8%	N=50	12%	N=75	100%	N=601
Animal shelter	24%	N=147	37%	N=223	20%	N=119	20%	N=120	100%	N=609
Outdoor trails	29%	N=177	40%	N=243	14%	N=87	17%	N=102	100%	N=610
Parks & Recreation facilities	31%	N=187	41%	N=250	14%	N=84	14%	N=83	100%	N=604
Roadway improvements	55%	N=337	32%	N=195	4%	N=26	9%	N=53	100%	N=611

Table 16: Question 16

Please rate the leadership provided by the City's elected officials.	Percent	Number
Excellent	19%	N=103
Good	50%	N=270
Fair	22%	N=119
Poor	8%	N=43
Total	100%	N=535

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Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=50	6%	N=37	6%	N=37	17%	N=101	63%	N=378	100%	N=603
Purchase goods or services from a business located in Pearland	0%	N=1	1%	N=9	13%	N=79	45%	N=269	41%	N=246	100%	N=603
Eat at least 5 portions of fruits and vegetables a day	3%	N=21	13%	N=79	39%	N=234	31%	N=190	13%	N=81	100%	N=604
Participate in moderate or vigorous physical activity	3%	N=17	12%	N=70	39%	N=232	29%	N=174	18%	N=111	100%	N=603
Read or watch local news (via television, paper, computer, etc.)	2%	N=12	9%	N=53	22%	N=135	28%	N=172	39%	N=233	100%	N=604
Vote in local elections	4%	N=26	4%	N=25	11%	N=65	20%	N=123	60%	N=363	100%	N=602

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=123
Very good	51%	N=302
Good	25%	N=148
Fair	3%	N=17
Poor	1%	N=7
Total	100%	N=597

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	11%	N=66
Somewhat positive	31%	N=185
Neutral	46%	N=277
Somewhat negative	11%	N=68
Very negative	1%	N=6
Total	100%	N=603

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	76%	N=451
Working part time for pay	5%	N=30
Unemployed, looking for paid work	4%	N=24
Unemployed, not looking for paid work	2%	N=12
Fully retired	13%	N=80
Total	100%	N=597

Table 21: Question D5

Do you work inside the boundaries of Pearland?	Percent	Number
Yes, outside the home	21%	N=124
Yes, from home	9%	N=54
No	70%	N=418
Total	100%	N=596

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Table 22: Question D6

How many years have you lived in Pearland?	Percent	Number
Less than 2 years	15%	N=91
2 to 5 years	25%	N=153
6 to 10 years	17%	N=100
11 to 20 years	21%	N=127
More than 20 years	22%	N=131
Total	100%	N=603

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	88%	N=529
Building with two or more homes (duplex, townhome, apartment or condominium)	11%	N=68
Mobile home	1%	N=6
Other	0%	N=1
Total	100%	N=605

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=101
Owned	83%	N=500
Total	100%	N=602

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	6%	N=33
\$600 to \$999 per month	9%	N=54
\$1,000 to \$1,499 per month	30%	N=175
\$1,500 to \$2,499 per month	39%	N=230
\$2,500 or more per month	15%	N=85
Total	100%	N=582

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=296
Yes	51%	N=304
Total	100%	N=600

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=470
Yes	21%	N=127
Total	100%	N=598

Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	5%	N=31
\$25,000 to \$49,999	9%	N=50
\$50,000 to \$99,999	32%	N=177
\$100,000 to \$149,999	30%	N=167
\$150,000 or more	24%	N=137
Total	100%	N=562

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	82%	N=487
Yes, I consider myself to be Spanish, Hispanic or Latino	18%	N=110
Total	100%	N=596

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=16
Asian, Asian Indian or Pacific Islander	12%	N=69
Black or African American	11%	N=63
White	71%	N=421
Other	12%	N=71

Total may exceed 100% as respondents could select more than one option.

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=7
25 to 34 years	28%	N=170
35 to 44 years	21%	N=125
45 to 54 years	24%	N=142
55 to 64 years	13%	N=77
65 to 74 years	9%	N=55
75 years or older	4%	N=22
Total	100%	N=598

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Table 32: Question D16

What is your sex?	Percent	Number
Female	52%	N=306
Male	48%	N=288
Total	100%	N=593

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=444
Land line	8%	N=49
Both	18%	N=109
Total	100%	N=601

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
Pearland as a place to live	44%	N=315	46%	N=330	9%	N=63	1%	N=4	0%	N=1	100%	N=713
Your neighborhood as a place to live	45%	N=324	45%	N=322	9%	N=61	1%	N=5	0%	N=1	100%	N=713
Pearland as a place to raise children	45%	N=318	40%	N=284	8%	N=58	1%	N=9	6%	N=43	100%	N=712
Pearland as a place to work	19%	N=136	23%	N=163	16%	N=115	10%	N=70	32%	N=228	100%	N=712
Pearland as a place to visit	20%	N=144	32%	N=224	26%	N=187	17%	N=121	5%	N=33	100%	N=708
Pearland as a place to retire	26%	N=188	30%	N=212	19%	N=133	12%	N=83	13%	N=95	100%	N=712
The overall quality of life in Pearland	35%	N=248	52%	N=374	11%	N=82	1%	N=7	0%	N=2	100%	N=712

Table 35: Question 2

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Pearland	32%	N=224	52%	N=364	13%	N=87	3%	N=19	0%	N=2	100%	N=695
Overall ease of getting to the places you usually have to visit	18%	N=124	34%	N=236	33%	N=232	15%	N=101	0%	N=1	100%	N=694
Quality of overall natural environment in Pearland	23%	N=158	44%	N=302	24%	N=165	8%	N=56	1%	N=4	100%	N=685
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	17%	N=119	38%	N=266	33%	N=229	11%	N=76	0%	N=3	100%	N=694
Health and wellness opportunities in Pearland	31%	N=213	46%	N=320	17%	N=117	3%	N=17	4%	N=27	100%	N=694
Overall opportunities for education and enrichment	27%	N=184	45%	N=308	18%	N=126	3%	N=18	8%	N=56	100%	N=691
Overall economic health of Pearland	27%	N=184	53%	N=366	14%	N=95	2%	N=13	5%	N=35	100%	N=694
Sense of community	28%	N=196	38%	N=260	26%	N=178	7%	N=48	1%	N=7	100%	N=690
Overall image or reputation of Pearland	34%	N=238	47%	N=326	16%	N=113	2%	N=11	1%	N=5	100%	N=693

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Pearland to someone who asks	57%	N=387	32%	N=217	8%	N=52	3%	N=21	1%	N=4	100%	N=680
Remain in Pearland for the next five years	66%	N=454	22%	N=148	7%	N=48	4%	N=29	1%	N=8	100%	N=687

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	66%	N=455	30%	N=204	3%	N=21	1%	N=10	0%	N=1	0%	N=0	100%	N=691
In Pearland's downtown/commercial area during the day	45%	N=313	38%	N=260	9%	N=63	4%	N=26	1%	N=4	3%	N=24	100%	N=690

Table 38: Question 5

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	3%	N=22	21%	N=142	37%	N=251	39%	N=269	0%	N=0	100%	N=685
Ease of travel by car in Pearland	7%	N=47	31%	N=211	40%	N=273	22%	N=153	0%	N=0	100%	N=684
Ease of travel by bicycle in Pearland	5%	N=34	12%	N=85	18%	N=124	28%	N=192	36%	N=248	100%	N=684

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Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of walking in Pearland	9%	N=64	24%	N=165	23%	N=160	28%	N=188	15%	N=106	100%	N=683
Availability of paths and walking trails	13%	N=90	27%	N=187	29%	N=198	21%	N=143	10%	N=66	100%	N=684
Cleanliness of Pearland	33%	N=226	51%	N=349	15%	N=100	2%	N=12	0%	N=0	100%	N=687
Overall appearance of Pearland	30%	N=205	49%	N=339	19%	N=127	2%	N=13	0%	N=0	100%	N=685
Public places where people want to spend time	25%	N=169	40%	N=272	25%	N=169	8%	N=53	3%	N=23	100%	N=686
Variety of housing options	25%	N=168	45%	N=311	23%	N=159	3%	N=23	4%	N=24	100%	N=684
Availability of affordable quality housing	17%	N=117	34%	N=230	30%	N=206	11%	N=76	8%	N=55	100%	N=685
Fitness opportunities (including exercise classes and paths or trails, etc.)	28%	N=192	38%	N=259	22%	N=151	7%	N=47	5%	N=34	100%	N=685
Availability of affordable quality food	31%	N=210	47%	N=325	17%	N=113	5%	N=34	0%	N=2	100%	N=685
Availability of affordable quality health care	31%	N=212	47%	N=322	16%	N=109	2%	N=15	4%	N=27	100%	N=685

Table 39: Question 6

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	16%	N=109	26%	N=175	12%	N=78	4%	N=29	41%	N=271	100%	N=662
K-12 education	34%	N=227	34%	N=226	8%	N=52	3%	N=18	22%	N=146	100%	N=669
Adult educational opportunities	12%	N=79	22%	N=150	15%	N=103	7%	N=45	44%	N=292	100%	N=669
Opportunities to attend cultural/arts/music activities	10%	N=67	28%	N=186	29%	N=194	19%	N=124	15%	N=98	100%	N=668
Opportunities to participate in religious or spiritual events and activities	26%	N=171	39%	N=258	15%	N=98	3%	N=21	18%	N=119	100%	N=667
Employment opportunities	10%	N=65	28%	N=188	19%	N=128	15%	N=97	28%	N=190	100%	N=669
Shopping opportunities	32%	N=215	45%	N=300	17%	N=116	5%	N=34	0%	N=3	100%	N=669
Cost of living in Pearland	16%	N=108	41%	N=273	30%	N=199	12%	N=84	1%	N=6	100%	N=670
Overall quality of business and service establishments in Pearland	22%	N=148	55%	N=369	19%	N=125	3%	N=23	1%	N=4	100%	N=669
Overall quality of new development in Pearland	26%	N=171	51%	N=337	14%	N=96	7%	N=48	2%	N=13	100%	N=665
Opportunities to participate in social events and activities	16%	N=109	38%	N=256	28%	N=184	9%	N=63	8%	N=55	100%	N=668
Opportunities to volunteer	19%	N=125	36%	N=239	19%	N=127	5%	N=36	21%	N=141	100%	N=668
Opportunities to participate in community matters	17%	N=115	36%	N=242	23%	N=152	7%	N=48	16%	N=110	100%	N=667
Openness and acceptance of the community toward people of diverse backgrounds	26%	N=171	41%	N=276	18%	N=119	8%	N=51	8%	N=50	100%	N=667
Neighborliness of residents in Pearland	23%	N=155	40%	N=264	24%	N=162	9%	N=61	3%	N=22	100%	N=665

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	22%	N=142	78%	N=520	100%	N=662
Made efforts to make your home more energy efficient	24%	N=159	76%	N=504	100%	N=663
Observed a code violation or other hazard in Pearland	55%	N=365	45%	N=296	100%	N=661
Household member was a victim of a crime in Pearland	90%	N=598	10%	N=65	100%	N=663
Reported a crime to the police in Pearland	83%	N=548	17%	N=113	100%	N=661
Stocked supplies in preparation for an emergency	56%	N=370	44%	N=292	100%	N=662
Campaigned or advocated for an issue, cause or candidate	73%	N=484	27%	N=176	100%	N=660
Contacted the City of Pearland (in-person, phone, email or web) for help or information	57%	N=375	43%	N=288	100%	N=663
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	84%	N=556	16%	N=106	100%	N=662

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Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Pearland?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used the City of Pearland Recreation Center & Natatorium or its services	8%	N=55	5%	N=34	25%	N=167	61%	N=400	100%	N=656
Visited a neighborhood park or City park	11%	N=71	25%	N=164	43%	N=279	20%	N=130	100%	N=644
Used Pearland public libraries or their services	4%	N=26	14%	N=92	37%	N=245	45%	N=292	100%	N=654
Participated in religious or spiritual activities in Pearland	15%	N=98	21%	N=137	14%	N=92	50%	N=328	100%	N=655
Attended a City-sponsored event	3%	N=18	4%	N=29	45%	N=294	48%	N=312	100%	N=653
Carpooled with other adults or children instead of driving alone	12%	N=81	7%	N=46	14%	N=93	66%	N=435	100%	N=655
Walked or biked instead of driving	6%	N=42	7%	N=49	20%	N=130	66%	N=436	100%	N=656
Volunteered your time to some group/activity in Pearland	6%	N=39	13%	N=83	18%	N=114	64%	N=417	100%	N=654
Talked to or visited with your immediate neighbors	32%	N=208	31%	N=203	27%	N=176	10%	N=68	100%	N=655
Done a favor for a neighbor	14%	N=89	23%	N=149	43%	N=281	21%	N=137	100%	N=656

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=3	2%	N=14	23%	N=147	74%	N=480	100%	N=645
Watched (online or on television) a local public meeting	1%	N=10	2%	N=15	14%	N=93	82%	N=535	100%	N=652

Table 43: Question 10

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	44%	N=285	38%	N=247	5%	N=35	3%	N=17	9%	N=59	100%	N=643
Fire services	47%	N=302	28%	N=180	2%	N=15	1%	N=9	22%	N=139	100%	N=644
Ambulance or emergency medical services	42%	N=270	28%	N=178	3%	N=21	1%	N=6	26%	N=169	100%	N=644
Crime prevention	26%	N=168	41%	N=264	13%	N=83	3%	N=19	17%	N=111	100%	N=644
Fire prevention and education	24%	N=155	30%	N=191	10%	N=64	2%	N=14	34%	N=216	100%	N=641
Traffic enforcement	22%	N=142	40%	N=256	16%	N=103	11%	N=74	11%	N=68	100%	N=643
Street repair	16%	N=105	39%	N=252	29%	N=187	11%	N=69	4%	N=28	100%	N=641
Street cleaning	25%	N=161	44%	N=282	19%	N=123	5%	N=34	7%	N=43	100%	N=643
Street lighting	23%	N=145	39%	N=253	24%	N=154	12%	N=74	3%	N=17	100%	N=644
Sidewalk maintenance	17%	N=111	30%	N=195	30%	N=190	17%	N=107	6%	N=37	100%	N=640
Traffic signal timing	17%	N=106	30%	N=193	28%	N=180	24%	N=155	1%	N=9	100%	N=643
Garbage collection	42%	N=272	39%	N=252	13%	N=82	5%	N=30	1%	N=6	100%	N=640
Recycling	43%	N=278	37%	N=236	11%	N=69	3%	N=19	6%	N=42	100%	N=644
Yard waste pick-up	35%	N=224	38%	N=242	12%	N=76	5%	N=33	10%	N=65	100%	N=640
Storm drainage	28%	N=183	48%	N=309	14%	N=91	3%	N=21	6%	N=39	100%	N=644
Drinking water	24%	N=156	43%	N=276	19%	N=126	10%	N=67	3%	N=21	100%	N=645
Sewer services	30%	N=194	49%	N=310	13%	N=80	2%	N=15	6%	N=39	100%	N=639
Power (electric and/or gas) utility	34%	N=216	47%	N=302	14%	N=91	3%	N=16	3%	N=16	100%	N=641
Utility billing and meter reading	29%	N=184	45%	N=292	18%	N=114	4%	N=25	4%	N=28	100%	N=643
City parks	31%	N=196	40%	N=254	18%	N=117	4%	N=23	8%	N=48	100%	N=638

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Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
Recreation programs or classes	21%	N=136	25%	N=163	13%	N=84	4%	N=25	36%	N=234	100%	N=642
Recreation centers or facilities	23%	N=150	35%	N=226	13%	N=82	2%	N=13	26%	N=169	100%	N=639
Land use, planning and zoning	12%	N=76	36%	N=231	21%	N=136	13%	N=84	17%	N=108	100%	N=636
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=84	34%	N=220	21%	N=132	9%	N=60	22%	N=143	100%	N=640
Animal control	21%	N=136	38%	N=240	16%	N=102	7%	N=44	18%	N=116	100%	N=638
Economic development	20%	N=131	40%	N=258	18%	N=118	7%	N=42	14%	N=91	100%	N=640
Public library services	25%	N=162	36%	N=234	9%	N=59	3%	N=16	27%	N=170	100%	N=641
Cable television	17%	N=110	35%	N=226	19%	N=120	7%	N=43	22%	N=143	100%	N=642
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=118	28%	N=180	13%	N=81	5%	N=31	36%	N=231	100%	N=641
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=113	29%	N=187	20%	N=127	15%	N=93	18%	N=117	100%	N=637
Pearland open space	17%	N=110	29%	N=184	26%	N=165	15%	N=96	13%	N=82	100%	N=638
City-sponsored special events	19%	N=123	35%	N=223	17%	N=106	5%	N=34	23%	N=146	100%	N=633
Overall customer service by Pearland employees (police, receptionists, planners, etc.)	29%	N=185	41%	N=259	14%	N=88	3%	N=20	13%	N=83	100%	N=635

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Pearland	29%	N=188	48%	N=305	15%	N=95	4%	N=27	4%	N=23	100%	N=639
The Federal Government	9%	N=60	30%	N=189	30%	N=188	19%	N=119	13%	N=80	100%	N=636
The County of Brazoria, Texas	15%	N=96	44%	N=281	24%	N=153	7%	N=42	11%	N=69	100%	N=640
The State of Texas	15%	N=93	42%	N=268	24%	N=156	10%	N=62	9%	N=58	100%	N=637
Municipal Utility District	11%	N=72	34%	N=215	19%	N=123	10%	N=67	25%	N=161	100%	N=637

Table 45: Question 12

Please rate the following categories of Pearland government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Pearland	11%	N=67	36%	N=222	29%	N=179	19%	N=116	5%	N=31	100%	N=616
The overall direction that the City of Pearland is taking	18%	N=109	43%	N=264	23%	N=139	12%	N=75	4%	N=27	100%	N=615
The job Pearland government does at welcoming citizen involvement	15%	N=92	30%	N=188	19%	N=119	16%	N=99	19%	N=120	100%	N=617
Overall confidence in Pearland government	15%	N=94	44%	N=268	24%	N=149	12%	N=72	5%	N=32	100%	N=617
Generally acting in the best interest of the community	18%	N=112	42%	N=257	22%	N=136	11%	N=70	7%	N=41	100%	N=617
Being honest	17%	N=106	39%	N=240	20%	N=123	7%	N=46	16%	N=102	100%	N=617
Treating all residents fairly	18%	N=111	41%	N=255	19%	N=114	9%	N=55	13%	N=79	100%	N=616

Table 46: Question 13

Please rate how important, if at all, you think it is for the Pearland community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Pearland	75%	N=462	21%	N=130	4%	N=26	0%	N=0	100%	N=618
Overall ease of getting to the places you usually have to visit	57%	N=346	38%	N=232	5%	N=33	0%	N=0	100%	N=611
Quality of overall natural environment in Pearland	41%	N=253	42%	N=258	15%	N=91	3%	N=16	100%	N=617
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	36%	N=224	43%	N=267	18%	N=111	2%	N=13	100%	N=614

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Please rate how important, if at all, you think it is for the Pearland community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Health and wellness opportunities in Pearland	28%	N=175	41%	N=252	28%	N=173	3%	N=18	100%	N=618
Overall opportunities for education and enrichment	44%	N=271	37%	N=231	16%	N=99	3%	N=16	100%	N=616
Overall economic health of Pearland	50%	N=305	42%	N=261	6%	N=36	2%	N=13	100%	N=615
Sense of community	42%	N=257	37%	N=228	19%	N=120	2%	N=11	100%	N=615

Table 47: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services.	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City website (pearlandtx.gov)	66%	N=402	27%	N=164	7%	N=44	100%	N=610
Local newspapers	28%	N=166	49%	N=295	23%	N=138	100%	N=599
Other local media (radio or local television stations)	31%	N=188	39%	N=235	30%	N=181	100%	N=604
The local government cable channel (Comcast Ch. 16/U-verse Ch.99)	12%	N=70	28%	N=171	60%	N=366	100%	N=607
City water bill insert	19%	N=118	47%	N=285	34%	N=206	100%	N=608
Other city publications (Pearland in Motion, Pearland Connect or others)	34%	N=205	45%	N=273	21%	N=126	100%	N=604
City Council meetings or other public meetings	19%	N=113	36%	N=217	45%	N=275	100%	N=605
Talking with City officials	19%	N=116	30%	N=179	51%	N=305	100%	N=600
City communications via social media (i.e. Facebook, Twitter, Instagram or Youtube)	49%	N=297	30%	N=179	21%	N=127	100%	N=603
City of Pearland e-mail blasts	33%	N=200	36%	N=219	30%	N=182	100%	N=600
Word-of-mouth	35%	N=213	42%	N=253	23%	N=139	100%	N=604

Table 48: Question 15

Please indicate to what extent you would support or oppose a property tax increase for each of the following to fund new facilities or services.	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Libraries	19%	N=117	39%	N=234	19%	N=114	23%	N=136	100%	N=602
Public safety/fire rescue services	46%	N=279	33%	N=197	8%	N=50	12%	N=75	100%	N=601
Animal shelter	24%	N=147	37%	N=223	20%	N=119	20%	N=120	100%	N=609
Outdoor trails	29%	N=177	40%	N=243	14%	N=87	17%	N=102	100%	N=610
Parks & Recreation facilities	31%	N=187	41%	N=250	14%	N=84	14%	N=83	100%	N=604
Roadway improvements	55%	N=337	32%	N=195	4%	N=26	9%	N=53	100%	N=611

Table 49: Question 16

Please rate the leadership provided by the City's elected officials.	Percent	Number
	Excellent	17%
Good	44%	N=270
Fair	20%	N=119
Poor	7%	N=43
Don't know	12%	N=74
Total	100%	N=609

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Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=50	6%	N=37	6%	N=37	17%	N=101	63%	N=378	100%	N=603
Purchase goods or services from a business located in Pearland	0%	N=1	1%	N=9	13%	N=79	45%	N=269	41%	N=246	100%	N=603
Eat at least 5 portions of fruits and vegetables a day	3%	N=21	13%	N=79	39%	N=234	31%	N=190	13%	N=81	100%	N=604
Participate in moderate or vigorous physical activity	3%	N=17	12%	N=70	39%	N=232	29%	N=174	18%	N=111	100%	N=603
Read or watch local news (via television, paper, computer, etc.)	2%	N=12	9%	N=53	22%	N=135	28%	N=172	39%	N=233	100%	N=604
Vote in local elections	4%	N=26	4%	N=25	11%	N=65	20%	N=123	60%	N=363	100%	N=602

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=123
Very good	51%	N=302
Good	25%	N=148
Fair	3%	N=17
Poor	1%	N=7
Total	100%	N=597

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	11%	N=66
Somewhat positive	31%	N=185
Neutral	46%	N=277
Somewhat negative	11%	N=68
Very negative	1%	N=6
Total	100%	N=603

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	76%	N=451
Working part time for pay	5%	N=30
Unemployed, looking for paid work	4%	N=24
Unemployed, not looking for paid work	2%	N=12
Fully retired	13%	N=80
Total	100%	N=597

Table 54: Question D5

Do you work inside the boundaries of Pearland?	Percent	Number
Yes, outside the home	21%	N=124
Yes, from home	9%	N=54
No	70%	N=418
Total	100%	N=596

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Table 55: Question D6

How many years have you lived in Pearland?	Percent	Number
Less than 2 years	15%	N=91
2 to 5 years	25%	N=153
6 to 10 years	17%	N=100
11 to 20 years	21%	N=127
More than 20 years	22%	N=131
Total	100%	N=603

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	88%	N=529
Building with two or more homes (duplex, townhome, apartment or condominium)	11%	N=68
Mobile home	1%	N=6
Other	0%	N=1
Total	100%	N=605

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=101
Owned	83%	N=500
Total	100%	N=602

Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	6%	N=33
\$600 to \$999 per month	9%	N=54
\$1,000 to \$1,499 per month	30%	N=175
\$1,500 to \$2,499 per month	39%	N=230
\$2,500 or more per month	15%	N=85
Total	100%	N=582

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=296
Yes	51%	N=304
Total	100%	N=600

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Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=470
Yes	21%	N=127
Total	100%	N=598

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	5%	N=31
\$25,000 to \$49,999	9%	N=50
\$50,000 to \$99,999	32%	N=177
\$100,000 to \$149,999	30%	N=167
\$150,000 or more	24%	N=137
Total	100%	N=562

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	82%	N=487
Yes, I consider myself to be Spanish, Hispanic or Latino	18%	N=110
Total	100%	N=596

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=16
Asian, Asian Indian or Pacific Islander	12%	N=69
Black or African American	11%	N=63
White	71%	N=421
Other	12%	N=71

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=7
25 to 34 years	28%	N=170
35 to 44 years	21%	N=125
45 to 54 years	24%	N=142
55 to 64 years	13%	N=77
65 to 74 years	9%	N=55
75 years or older	4%	N=22
Total	100%	N=598

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Table 65: Question D16

What is your sex?	Percent	Number
Female	52%	N=306
Male	48%	N=288
Total	100%	N=593

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=444
Land line	8%	N=49
Both	18%	N=109
Total	100%	N=601

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Pearland chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Pearland’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Pearland’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Pearland’s rating to the benchmark.

In that final column, Pearland’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Pearland residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Pearland	88%	136	440	Similar
Overall image or reputation of Pearland	82%	93	328	Higher
Pearland as a place to live	91%	140	375	Similar
Your neighborhood as a place to live	91%	69	296	Similar
Pearland as a place to raise children	90%	99	362	Similar
Pearland as a place to retire	65%	157	336	Similar
Overall appearance of Pearland	79%	110	337	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Pearland	85%	139	287	Similar
	In your neighborhood during the day	95%	167	336	Similar
	In Pearland's downtown/commercial area during the day	86%	193	290	Similar
Mobility	Overall ease of getting to the places you usually have to visit	52%	186	201	Lower
	Availability of paths and walking trails	45%	245	293	Lower
	Ease of walking in Pearland	40%	262	276	Lower
	Ease of travel by bicycle in Pearland	27%	266	280	Lower
	Ease of travel by car in Pearland	38%	271	284	Lower
	Traffic flow on major streets	24%	313	333	Lower
Natural Environment	Quality of overall natural environment in Pearland	68%	186	259	Similar
	Cleanliness of Pearland	84%	89	263	Similar
Built Environment	Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	56%	121	192	Similar
	Overall quality of new development in Pearland	78%	20	268	Higher
	Availability of affordable quality housing	55%	60	288	Higher
	Variety of housing options	72%	33	262	Higher
	Public places where people want to spend time	66%	85	185	Similar
Economy	Overall economic health of Pearland	84%	39	197	Higher
	Overall quality of business and service establishments in Pearland	78%	42	258	Similar
	Cost of living in Pearland	57%	37	194	Similar
	Shopping opportunities	77%	43	278	Higher
	Employment opportunities	53%	70	295	Similar
	Pearland as a place to visit	54%	145	207	Similar
	Pearland as a place to work	62%	155	336	Similar
Recreation and Wellness	Health and wellness opportunities in Pearland	80%	51	194	Similar
	Availability of affordable quality health care	81%	15	246	Higher
	Availability of affordable quality food	78%	29	221	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	82	185	Similar
	Overall opportunities for education and enrichment	77%	68	194	Similar
	Opportunities to participate in religious or spiritual events and activities	78%	87	188	Similar
	Opportunities to attend cultural/arts/music activities	44%	214	277	Similar
	Adult educational opportunities	61%	77	174	Similar
	K-12 education	87%	57	251	Higher
	Availability of affordable quality child care/preschool	73%	19	240	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	Opportunities to participate in social events and activities	60%	128	243	Similar
	Neighborliness of Pearland	65%	67	188	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	72%	32	274	Similar
	Opportunities to participate in community matters	64%	113	256	Similar
	Opportunities to volunteer	69%	139	249	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Pearland	80%	103	415	Similar
Overall customer service by Pearland employees (police, receptionists, planners, etc.)	80%	97	353	Similar
Value of services for the taxes paid to Pearland	50%	233	380	Similar
Overall direction that Pearland is taking	64%	117	300	Similar
Job Pearland government does at welcoming citizen involvement	56%	127	301	Similar
Overall confidence in Pearland government	62%	65	195	Similar
Generally acting in the best interest of the community	64%	55	195	Similar
Being honest	67%	41	188	Similar
Treating all residents fairly	68%	35	193	Similar
Services provided by the Federal Government	45%	60	235	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	91%	43	434	Higher
	Fire services	95%	52	362	Similar
	Ambulance or emergency medical services	94%	54	333	Similar
	Crime prevention	81%	78	336	Similar
	Fire prevention and education	82%	92	266	Similar
	Animal control	72%	67	325	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	53	264	Similar
Mobility	Traffic enforcement	69%	118	350	Similar
	Street repair	58%	107	392	Similar
	Street cleaning	74%	55	302	Similar
	Street lighting	64%	94	300	Similar
	Sidewalk maintenance	51%	158	309	Similar
	Traffic signal timing	47%	150	243	Similar
Natural Environment	Garbage collection	82%	125	339	Similar
	Recycling	85%	51	342	Similar
	Yard waste pick-up	81%	69	253	Similar
	Drinking water	69%	176	312	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	58%	141	243	Similar
Built Environment	Pearland open space	53%	122	179	Similar
	Storm drainage	82%	12	341	Higher
	Sewer services	84%	65	312	Similar
	Power (electric and/or gas) utility	83%	21	156	Similar
	Utility billing	77%	23	172	Similar
	Land use, planning and zoning	58%	87	288	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Code enforcement (weeds, abandoned buildings, etc.)	61%	95	358	Similar
	Cable television	67%	19	186	Higher
Economy	Economic development	71%	28	271	Higher
	City parks	76%	175	314	Similar
Recreation and Wellness	Recreation programs or classes	73%	106	317	Similar
	Recreation centers or facilities	80%	65	268	Similar
Education and Enrichment	City-sponsored special events	71%	80	211	Similar
	Public library services	84%	196	330	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	67%	87	294	Similar
Recommend living in Pearland to someone who asks	89%	119	267	Similar
Remain in Pearland for the next five years	89%	65	261	Similar
Contacted Pearland (in-person, phone, email or web) for help or information	43%	172	294	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	44%	40	168	Similar
	Did NOT report a crime to the police	83%	62	191	Similar
Safety	Household member was NOT a victim of a crime	90%	112	259	Similar
	Carpooled with other adults or children instead of driving alone	34%	166	181	Similar
Mobility	Walked or biked instead of driving	34%	181	187	Much lower
	Made efforts to conserve water	78%	117	175	Similar
	Made efforts to make your home more energy efficient	76%	93	175	Similar
Natural Environment	Recycle at home	86%	145	242	Similar
	Did NOT observe a code violation or other hazard in Pearland	55%	88	181	Similar
Built Environment	NOT experiencing housing costs stress	73%	75	238	Similar
	Purchase goods or services from a business located in Pearland	98%	36	184	Similar
	Economy will have positive impact on income	42%	12	240	Higher
Economy	Work inside boundaries of Pearland	30%	133	183	Lower
	Used Pearland recreation centers or their services	39%	223	226	Lower
	Visited a neighborhood park or City park	80%	192	257	Similar
	Eat at least 5 portions of fruits and vegetables a day	83%	92	178	Similar
	Participate in moderate or vigorous physical activity	86%	84	182	Similar
Recreation and Wellness	In very good to excellent health	71%	63	181	Similar
	Used Pearland public libraries or their services	55%	184	227	Similar
	Participated in religious or spiritual activities in Pearland	50%	77	188	Similar
Education and Enrichment	Attended City-sponsored event	52%	102	185	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	27%	42	168	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	16%	102	183	Similar
Volunteered your time to some group/activity in Pearland	36%	148	247	Similar
Talked to or visited with your immediate neighbors	90%	118	182	Similar
Done a favor for a neighbor	79%	124	177	Similar
Attended a local public meeting	26%	61	249	Similar
Watched (online or on television) a local public meeting	18%	167	213	Similar
Read or watch local news (via television, paper, computer, etc.)	89%	43	185	Similar
Vote in local elections	91%	13	241	Higher

Communities included in national comparisons

The communities included in Pearland’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Bellevue city, WA.....	122,363
Airway Heights city, WA.....	6,114	Bellingham city, WA.....	80,885
Albany city, OR.....	50,158	Beltrami County, MN.....	44,442
Albemarle County, VA.....	98,970	Benbrook city, TX.....	21,234
Albert Lea city, MN.....	18,016	Bend city, OR.....	76,639
Alexandria city, VA.....	139,966	Bettendorf city, IA.....	33,217
Algonquin village, IL.....	30,046	Billings city, MT.....	104,170
Aliso Viejo city, CA.....	47,823	Blaine city, MN.....	57,186
Altoona city, IA.....	14,541	Bloomfield Hills city, MI.....	3,869
American Canyon city, CA.....	19,454	Bloomington city, MN.....	82,893
Ames city, IA.....	58,965	Blue Springs city, MO.....	52,575
Andover CDP, MA.....	8,762	Boise City city, ID.....	205,671
Ankeny city, IA.....	45,582	Boone County, KY.....	118,811
Ann Arbor city, MI.....	113,934	Boulder city, CO.....	97,385
Annapolis city, MD.....	38,394	Bowling Green city, KY.....	58,067
Apache Junction city, AZ.....	35,840	Bozeman city, MT.....	37,280
Apple Valley town, CA.....	69,135	Brentwood city, MO.....	8,055
Arapahoe County, CO.....	572,003	Brentwood city, TN.....	37,060
Arkansas City city, AR.....	366	Brighton city, CO.....	33,352
Arlington County, VA.....	207,627	Brighton city, MI.....	7,444
Arvada city, CO.....	106,433	Bristol city, TN.....	26,702
Asheville city, NC.....	83,393	Broken Arrow city, OK.....	98,850
Ashland city, OR.....	20,078	Brookfield city, WI.....	37,920
Ashland town, MA.....	16,593	Brookline CDP, MA.....	58,732
Ashland town, VA.....	7,225	Broomfield city, CO.....	55,889
Aspen city, CO.....	6,658	Brownsburg town, IN.....	21,285
Athens-Clarke County, GA.....	115,452	Burien city, WA.....	33,313
Auburn city, AL.....	53,380	Burleson city, TX.....	36,690
Auburn city, WA.....	70,180	Cabarrus County, NC.....	178,011
Augusta CCD, GA.....	134,777	Cambridge city, MA.....	105,162
Aurora city, CO.....	325,078	Cannon Beach city, OR.....	1,690
Austin city, TX.....	790,390	Cañon City city, CO.....	16,400
Avon town, CO.....	6,447	Canton city, SD.....	3,057
Avondale city, AZ.....	76,238	Cape Coral city, FL.....	154,305
Azusa city, CA.....	46,361	Cape Girardeau city, MO.....	37,941
Bainbridge Island city, WA.....	23,025	Carlisle borough, PA.....	18,682
Baltimore city, MD.....	620,961	Carlsbad city, CA.....	105,328
Bartonville town, TX.....	1,469	Carroll city, IA.....	10,103
Battle Creek city, MI.....	52,347	Cartersville city, GA.....	19,731
Bay City city, MI.....	34,932	Cary town, NC.....	135,234
Baytown city, TX.....	71,802	Casper city, WY.....	55,316
Bedford city, TX.....	46,979	Castine town, ME.....	1,366
Bedford town, MA.....	13,320	Castle Pines North city, CO.....	10,360

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Castle Rock town, CO.....	48,231	Duluth city, MN.....	86,265
Cedar Hill city, TX.....	45,028	Duncanville city, TX.....	38,524
Cedar Rapids city, IA.....	126,326	Durham city, NC.....	228,330
Celina city, TX.....	6,028	Durham County, NC.....	267,587
Centennial city, CO.....	100,377	Eagan city, MN.....	64,206
Chambersburg borough, PA.....	20,268	Eagle Mountain city, UT.....	21,415
Chandler city, AZ.....	236,123	Eagle town, CO.....	6,508
Chandler city, TX.....	2,734	East Baton Rouge Parish, LA.....	440,171
Chanhassen city, MN.....	22,952	East Grand Forks city, MN.....	8,601
Chapel Hill town, NC.....	57,233	East Lansing city, MI.....	48,579
Charles County, MD.....	146,551	Eau Claire city, WI.....	65,883
Charlotte city, NC.....	731,424	Eden Prairie city, MN.....	60,797
Charlotte County, FL.....	159,978	Edgerton city, KS.....	1,671
Charlottesville city, VA.....	43,475	Edgewater city, CO.....	5,170
Chattanooga city, TN.....	167,674	Edina city, MN.....	47,941
Chesterfield County, VA.....	316,236	Edmond city, OK.....	81,405
Chippewa Falls city, WI.....	13,661	Edmonds city, WA.....	39,709
Citrus Heights city, CA.....	83,301	El Cerrito city, CA.....	23,549
Clackamas County, OR.....	375,992	El Dorado County, CA.....	181,058
Clarendon Hills village, IL.....	8,427	El Paso city, TX.....	649,121
Clayton city, MO.....	15,939	Elk Grove city, CA.....	153,015
Clearwater city, FL.....	107,685	Elk River city, MN.....	22,974
Cleveland Heights city, OH.....	46,121	Elko New Market city, MN.....	4,110
Clinton city, SC.....	8,490	Elmhurst city, IL.....	44,121
Clive city, IA.....	15,447	Encinitas city, CA.....	59,518
Clovis city, CA.....	95,631	Englewood city, CO.....	30,255
College Park city, MD.....	30,413	Erie town, CO.....	18,135
College Station city, TX.....	93,857	Escambia County, FL.....	297,619
Colleyville city, TX.....	22,807	Estes Park town, CO.....	5,858
Collinsville city, IL.....	25,579	Fairview town, TX.....	7,248
Columbia city, SC.....	129,272	Farmersville city, TX.....	3,301
Columbia Falls city, MT.....	4,688	Farmington Hills city, MI.....	79,740
Columbus city, WI.....	4,991	Fayetteville city, NC.....	200,564
Commerce City city, CO.....	45,913	Fishers town, IN.....	76,794
Concord city, CA.....	122,067	Flower Mound town, TX.....	64,669
Concord town, MA.....	17,668	Forest Grove city, OR.....	21,083
Coon Rapids city, MN.....	61,476	Fort Collins city, CO.....	143,986
Copperas Cove city, TX.....	32,032	Fort Lauderdale city, FL.....	165,521
Coronado city, CA.....	18,912	Fort Smith city, AR.....	86,209
Corvallis city, OR.....	54,462	Fort Worth city, TX.....	741,206
Cottonwood Heights city, UT.....	33,433	Fountain Hills town, AZ.....	22,489
Creve Coeur city, MO.....	17,833	Franklin city, TN.....	62,487
Cross Roads town, TX.....	1,563	Fredericksburg city, VA.....	24,286
Dacono city, CO.....	4,152	Fremont city, CA.....	214,089
Dade City city, FL.....	6,437	Friendswood city, TX.....	35,805
Dakota County, MN.....	398,552	Fruita city, CO.....	12,646
Dallas city, OR.....	14,583	Gahanna city, OH.....	33,248
Dallas city, TX.....	1,197,816	Gaithersburg city, MD.....	59,933
Danville city, KY.....	16,218	Galveston city, TX.....	47,743
Dardenne Prairie city, MO.....	11,494	Gardner city, KS.....	19,123
Davenport city, IA.....	99,685	Geneva city, NY.....	13,261
Davidson town, NC.....	10,944	Georgetown city, TX.....	47,400
Dayton city, OH.....	141,527	Germantown city, TN.....	38,844
Decatur city, GA.....	19,335	Gilbert town, AZ.....	208,453
Del Mar city, CA.....	4,161	Gillette city, WY.....	29,087
DeLand city, FL.....	27,031	Glendora city, CA.....	50,073
Delaware city, OH.....	34,753	Glenview village, IL.....	44,692
Delray Beach city, FL.....	60,522	Globe city, AZ.....	7,532
Denison city, TX.....	22,682	Golden city, CO.....	18,867
Denton city, TX.....	113,383	Golden Valley city, MN.....	20,371
Denver city, CO.....	600,158	Goodyear city, AZ.....	65,275
Derby city, KS.....	22,158	Grafton village, WI.....	11,459
Des Moines city, IA.....	203,433	Grand Blanc city, MI.....	8,276
Des Peres city, MO.....	8,373	Grand Island city, NE.....	48,520
Destin city, FL.....	12,305	Grants Pass city, OR.....	34,533
Dothan city, AL.....	65,496	Grass Valley city, CA.....	12,860
Douglas County, CO.....	285,465	Greenville city, NC.....	84,554
Dover city, NH.....	29,987	Greenwich town, CT.....	61,171
Dublin city, CA.....	46,036	Greenwood Village city, CO.....	13,925
Dublin city, OH.....	41,751	Greer city, SC.....	25,515

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Guilford County, NC	488,406	Lake Forest city, IL.....	19,375
Gunnison County, CO	15,324	Lake Oswego city, OR	36,619
Hailey city, ID	7,960	Lake Stevens city, WA	28,069
Haines Borough, AK	2,508	Lake Worth city, FL	34,910
Hallandale Beach city, FL.....	37,113	Lake Zurich village, IL	19,631
Hamilton city, OH	62,477	Lakeville city, MN	55,954
Hanover County, VA.....	99,863	Lakewood city, CO	142,980
Harrisburg city, SD.....	4,089	Lakewood city, WA.....	58,163
Harrisonburg city, VA	48,914	Lane County, OR.....	351,715
Harrisonville city, MO	10,019	Lansing city, MI	114,297
Hayward city, CA	144,186	Laramie city, WY.....	30,816
Henderson city, NV	257,729	Larimer County, CO.....	299,630
Herndon town, VA.....	23,292	Las Vegas city, NV	583,756
High Point city, NC.....	104,371	Lawrence city, KS.....	87,643
Highland Park city, IL	29,763	Lawrenceville city, GA	28,546
Highlands Ranch CDP, CO	96,713	Lee's Summit city, MO.....	91,364
Holland city, MI.....	33,051	Lehi city, UT	47,407
Honolulu County, HI.....	953,207	Lenexa city, KS	48,190
Hooksett town, NH.....	13,451	Lewis County, NY.....	27,087
Hopkins city, MN.....	17,591	Lewiston city, ID.....	31,894
Hopkinton town, MA.....	14,925	Lewisville city, TX.....	95,290
Hoquiam city, WA	8,726	Libertyville village, IL.....	20,315
Horry County, SC	269,291	Lincoln city, NE	258,379
Howard village, WI.....	17,399	Lindsborg city, KS	3,458
Hudson city, OH.....	22,262	Little Chute village, WI.....	10,449
Hudson town, CO.....	2,356	Littleton city, CO	41,737
Hudsonville city, MI.....	7,116	Livermore city, CA.....	80,968
Huntersville town, NC.....	46,773	Lombard village, IL	43,165
Huntley village, IL	24,291	Lone Tree city, CO	10,218
Hurst city, TX.....	37,337	Long Grove village, IL	8,043
Hutchinson city, MN	14,178	Longmont city, CO	86,270
Hutto city, TX	14,698	Longview city, TX.....	80,455
Hyattsville city, MD	17,557	Lonsdale city, MN.....	3,674
Independence city, MO.....	116,830	Los Alamos County, NM.....	17,950
Indian Trail town, NC	33,518	Los Altos Hills town, CA.....	7,922
Indianola city, IA	14,782	Louisville city, CO.....	18,376
Iowa City city, IA	67,862	Lower Merion township, PA.....	57,825
Irving city, TX	216,290	Lynchburg city, VA	75,568
Issaquah city, WA	30,434	Lynnwood city, WA	35,836
Jackson County, MI.....	160,248	Macomb County, MI.....	840,978
James City County, VA	67,009	Manhattan Beach city, CA.....	35,135
Jefferson County, CO	534,543	Manhattan city, KS.....	52,281
Jefferson County, NY.....	116,229	Mankato city, MN	39,309
Jefferson Parish, LA.....	432,552	Maple Grove city, MN	61,567
Johnson City city, TN.....	63,152	Maricopa County, AZ	3,817,117
Johnston city, IA	17,278	Marshfield city, WI	19,118
Jupiter town, FL.....	55,156	Martinez city, CA	35,824
Kansas City city, KS.....	145,786	Marysville city, WA	60,020
Kansas City city, MO.....	459,787	Matthews town, NC.....	27,198
Keizer city, OR.....	36,478	McAllen city, TX	129,877
Kenmore city, WA	20,460	McDonough city, GA.....	22,084
Kennedale city, TX	6,763	McKinney city, TX.....	131,117
Kennett Square borough, PA.....	6,072	McMinnville city, OR	32,187
Kent city, WA.....	92,411	Menlo Park city, CA	32,026
Kerville city, TX.....	22,347	Mercer Island city, WA	22,699
Kettering city, OH	56,163	Meridian charter township, MI	39,688
Key West city, FL	24,649	Meridian city, ID	75,092
King City city, CA	12,874	Merriam city, KS.....	11,003
King County, WA.....	1,931,249	Mesa city, AZ	439,041
Kirkland city, WA.....	48,787	Mesa County, CO	146,723
Kirkwood city, MO.....	27,540	Miami Beach city, FL	87,779
Knoxville city, IA	7,313	Miami city, FL	399,457
La Mesa city, CA	57,065	Middleton city, WI.....	17,442
La Plata town, MD.....	8,753	Midland city, MI	41,863
La Porte city, TX	33,800	Milford city, DE	9,559
La Vista city, NE.....	15,758	Milton city, GA	32,661
Lafayette city, CO	24,453	Minneapolis city, MN	382,578
Laguna Beach city, CA.....	22,723	Mission Viejo city, CA	93,305
Laguna Hills city, CA.....	30,344	Modesto city, CA	201,165
Laguna Niguel city, CA	62,979	Monterey city, CA.....	27,810

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Montgomery County, VA.....	94,392	Pitkin County, CO.....	17,148
Monticello city, UT.....	1,972	Plano city, TX.....	259,841
Monument town, CO.....	5,530	Platte City city, MO.....	4,691
Mooresville town, NC.....	32,711	Plymouth city, MN.....	70,576
Moraga town, CA.....	16,016	Pocatello city, ID.....	54,255
Morristown city, TN.....	29,137	Polk County, IA.....	430,640
Morrisville town, NC.....	18,576	Pompano Beach city, FL.....	99,845
Morro Bay city, CA.....	10,234	Port Orange city, FL.....	56,048
Mountain Village town, CO.....	1,320	Portland city, OR.....	583,776
Mountlake Terrace city, WA.....	19,909	Post Falls city, ID.....	27,574
Murphy city, TX.....	17,708	Powell city, OH.....	11,500
Naperville city, IL.....	141,853	Prince William County, VA.....	402,002
Napoleon city, OH.....	8,749	Prior Lake city, MN.....	22,796
Needham CDP, MA.....	28,886	Pueblo city, CO.....	106,595
New Braunfels city, TX.....	57,740	Purcellville town, VA.....	7,727
New Brighton city, MN.....	21,456	Queen Creek town, AZ.....	26,361
New Hanover County, NC.....	202,667	Radnor township, PA.....	31,531
New Orleans city, LA.....	343,829	Ramsey city, MN.....	23,668
New Smyrna Beach city, FL.....	22,464	Raymond town, ME.....	4,436
New Ulm city, MN.....	13,522	Raymore city, MO.....	19,206
Newberg city, OR.....	22,068	Redmond city, OR.....	26,215
Newport city, RI.....	24,672	Redmond city, WA.....	54,144
Newport News city, VA.....	180,719	Rehoboth Beach city, DE.....	1,327
Newton city, IA.....	15,254	Reno city, NV.....	225,221
Noblesville city, IN.....	51,969	Reston CDP, VA.....	58,404
Nogales city, AZ.....	20,837	Richmond city, CA.....	103,701
Norcross city, GA.....	9,116	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
North Port city, FL.....	57,357	Rio Rancho city, NM.....	87,521
North Richland Hills city, TX.....	63,343	River Falls city, WI.....	15,000
Northglenn city, CO.....	35,789	Riverside city, CA.....	303,871
Novato city, CA.....	51,904	Riverside city, MO.....	2,937
Novi city, MI.....	55,224	Roanoke County, VA.....	92,376
O'Fallon city, IL.....	28,281	Rochester Hills city, MI.....	70,995
O'Fallon city, MO.....	79,329	Rock Hill city, SC.....	66,154
Oak Park village, IL.....	51,878	Rockville city, MD.....	61,209
Oakland city, CA.....	390,724	Roeland Park city, KS.....	6,731
Oakley city, CA.....	35,432	Rogers city, MN.....	8,597
Ogdensburg city, NY.....	11,128	Rohnert Park city, CA.....	40,971
Oklahoma City city, OK.....	579,999	Rolla city, MO.....	19,559
Olathe city, KS.....	125,872	Roselle village, IL.....	22,763
Old Town city, ME.....	7,840	Rosemount city, MN.....	21,874
Olmsted County, MN.....	144,248	Rosenberg city, TX.....	30,618
Olympia city, WA.....	46,478	Roseville city, MN.....	33,660
Orland Park village, IL.....	56,767	Round Rock city, TX.....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Oshtemo charter township, MI.....	21,705	Saco city, ME.....	18,482
Otsego County, MI.....	24,164	Sahuarita town, AZ.....	25,259
Oviedo city, FL.....	33,342	Salida city, CO.....	5,236
Paducah city, KY.....	25,024	Sammamish city, WA.....	45,780
Palm Beach Gardens city, FL.....	48,452	San Anselmo town, CA.....	12,336
Palm Coast city, FL.....	75,180	San Antonio city, TX.....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA.....	28,406
Papillion city, NE.....	18,894	San Diego city, CA.....	1,307,402
Paradise Valley town, AZ.....	12,820	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San Jose city, CA.....	945,942
Parker town, CO.....	45,297	San Juan County, NM.....	130,044
Parkland city, FL.....	23,962	San Marcos city, CA.....	83,781
Pasadena city, CA.....	137,122	San Marcos city, TX.....	44,894
Pasco city, WA.....	59,781	San Rafael city, CA.....	57,713
Pasco County, FL.....	464,697	Sanford city, FL.....	53,570
Payette city, ID.....	7,433	Sangamon County, IL.....	197,465
Pearland city, TX.....	91,252	Santa Clarita city, CA.....	176,320
Peoria city, AZ.....	154,065	Santa Fe County, NM.....	144,170
Peoria city, IL.....	115,007	Santa Monica city, CA.....	89,736
Peoria County, IL.....	186,494	Sarasota County, FL.....	379,448
Pflugerville city, TX.....	46,936	Savage city, MN.....	26,911
Phoenix city, AZ.....	1,445,632	Schaumburg village, IL.....	74,227
Pinehurst village, NC.....	13,124	Scott County, MN.....	129,928
Piqua city, OH.....	20,522	Scottsdale city, AZ.....	217,385

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Seaside city, CA	33,025	Tualatin city, OR	26,054
Sevierville city, TN.....	14,807	Tulsa city, OK	391,906
Shakopee city, MN	37,076	Twin Falls city, ID	44,125
Shawnee city, KS	62,209	Tyler city, TX	96,900
Shawnee city, OK.....	29,857	Umatilla city, OR	6,906
Sheboygan city, WI.....	49,288	University Park city, TX.....	23,068
Sherborn town, MA	4,119	Upper Arlington city, OH.....	33,771
Shoreview city, MN	25,043	Urbandale city, IA	39,463
Shorewood city, MN	7,307	Vail town, CO.....	5,305
Shorewood village, IL.....	15,615	Vancouver city, WA.....	161,791
Shorewood village, WI	13,162	Ventura CCD, CA.....	111,889
Sierra Vista city, AZ.....	43,888	Vernon Hills village, IL.....	25,113
Sioux Center city, IA	7,048	Vestavia Hills city, AL	34,033
Sioux Falls city, SD.....	153,888	Victoria city, MN.....	7,345
Skokie village, IL.....	64,784	Vienna town, VA	15,687
Snellville city, GA	18,242	Virginia Beach city, VA.....	437,994
South Lake Tahoe city, CA.....	21,403	Wake Forest town, NC.....	30,117
Southborough town, MA.....	9,767	Walnut Creek city, CA.....	64,173
Southlake city, TX	26,575	Washington County, MN	238,136
Spokane Valley city, WA	89,755	Washington town, NH	1,123
Spring Hill city, KS.....	5,437	Washougal city, WA	14,095
Springboro city, OH.....	17,409	Watauga city, TX	23,497
Springfield city, MO.....	159,498	Wauwatosa city, WI	46,396
Springville city, UT	29,466	Waverly city, IA	9,874
St. Augustine city, FL	12,975	Weddington town, NC	9,459
St. Charles city, IL.....	32,974	Wentzville city, MO.....	29,070
St. Cloud city, FL.....	35,183	West Carrollton city, OH.....	13,143
St. Cloud city, MN	65,842	West Chester borough, PA.....	18,461
St. Joseph city, MO	76,780	West Des Moines city, IA.....	56,609
St. Louis County, MN.....	200,226	Western Springs village, IL	12,975
St. Louis Park city, MN	45,250	Westerville city, OH.....	36,120
Stallings town, NC.....	13,831	Westlake town, TX.....	992
State College borough, PA	42,034	Westminster city, CO.....	106,114
Steamboat Springs city, CO	12,088	Weston town, MA.....	11,261
Sterling Heights city, MI	129,699	Wheat Ridge city, CO	30,166
Sugar Grove village, IL	8,997	White House city, TN.....	10,255
Sugar Land city, TX.....	78,817	Wichita city, KS.....	382,368
Suisun City city, CA	28,111	Williamsburg city, VA.....	14,068
Summit city, NJ.....	21,457	Willowbrook village, IL	8,540
Summit County, UT.....	36,324	Wilmington city, NC.....	106,476
Summit village, IL	11,054	Wilsonville city, OR.....	19,509
Sunnyvale city, CA	140,081	Winchester city, VA	26,203
Surprise city, AZ.....	117,517	Windsor town, CO	18,644
Suwanee city, GA.....	15,355	Windsor town, CT	29,044
Tacoma city, WA.....	198,397	Winnetka village, IL	12,187
Takoma Park city, MD	16,715	Winston-Salem city, NC	229,617
Tamarac city, FL	60,427	Winter Garden city, FL.....	34,568
Temecula city, CA	100,097	Woodbury city, MN.....	61,961
Tempe city, AZ	161,719	Woodland city, CA.....	55,468
Texarkana city, TX	36,411	Wrentham town, MA	10,955
The Woodlands CDP, TX.....	93,847	Wyandotte County, KS	157,505
Thornton city, CO.....	118,772	Yakima city, WA.....	91,067
Thousand Oaks city, CA.....	126,683	York County, VA.....	65,464
Tigard city, OR.....	48,035	Yorktown town, IN.....	9,405
Tracy city, CA	82,922	Yountville city, CA	2,933
Trinidad CCD, CO.....	12,017		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Pearland funded this research. Please contact Sparkle Anderson, Communications Manager of the City of Pearland at sanderson@pearlandtx.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

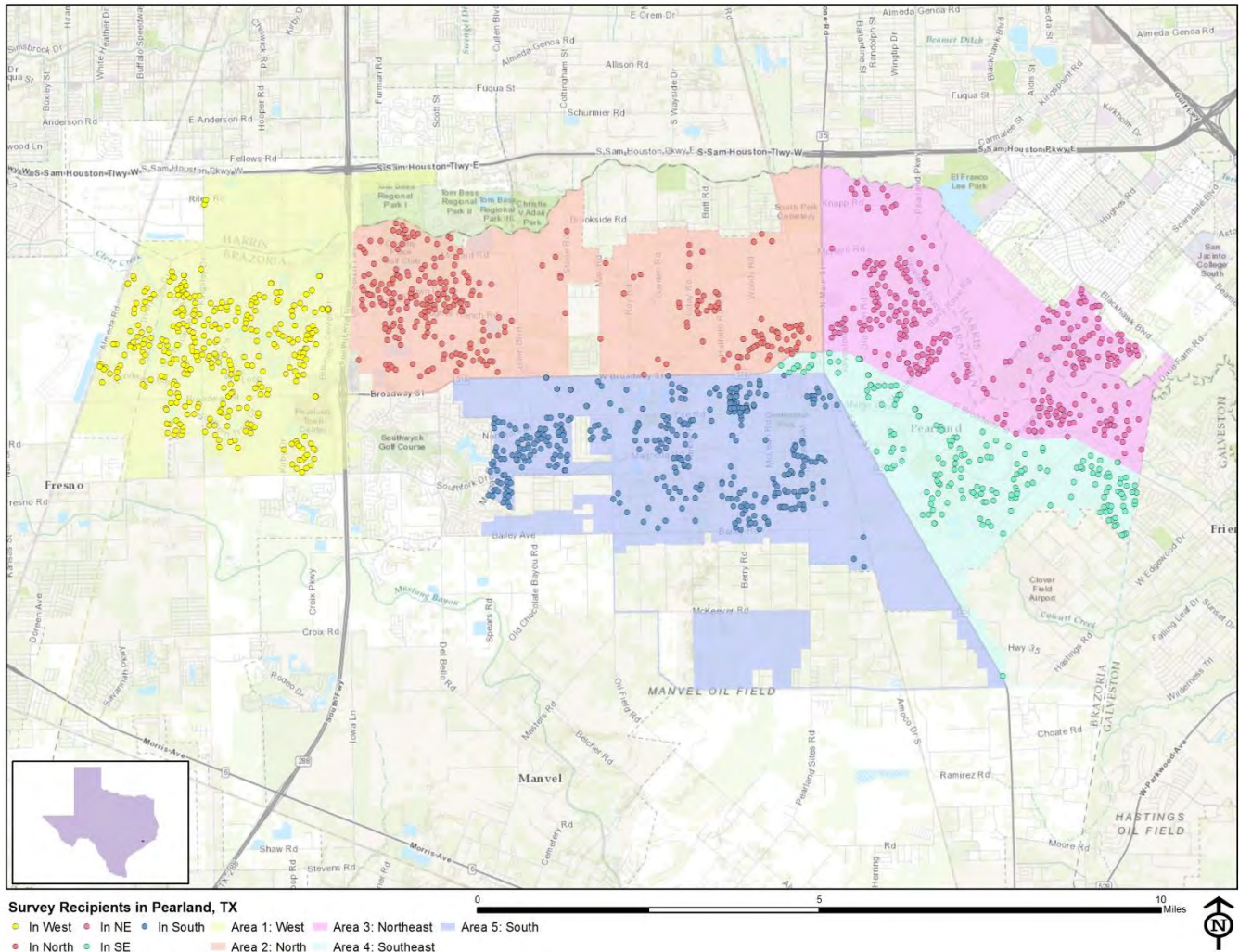
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Pearland were eligible to participate in the survey. A list of all households within the zip codes serving Pearland was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Pearland households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Pearland boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the five quadrants.

To choose the 1,800 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized and posted to the City of Pearland website. This opt-in survey was identical to the scientific survey and open to all City residents.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on November 30th, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor and City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following eight weeks. The online “opt-in” survey became available to all residents on January 4, 2017 and remained open for three weeks.

About 4% of the 1,800 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,737 households that received the survey, 278 completed the survey, providing an overall response rate of 16%. Of the 278 completed surveys, 1 was completed in Spanish and 21 were completed online; 20 online surveys were completed in English. Additionally, responses were tracked by quadrant; response rates by quadrant ranged from 9% to 24%. Additionally, 455 residents completed the online “opt-in” survey, providing a grand total of 733 completed surveys.

Table 73: Survey Response Rates by Quadrant

	Number mailed	Undeliverable	Eligible	Returned	Response rate
North	278	10	268	65	24%
North East	326	4	322	64	20%
South	438	19	419	63	15%
South East	254	7	247	44	18%
West	504	23	481	42	9%
Overall	1,800	63	1,737	278	16%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Pearland survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (733 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together. In the case of Pearland, the non-probability sample’s characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

The demographic characteristics of the survey samples were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Pearland. The primary objective of weighting

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

survey data is to make the survey sample reflective of the larger population of the community. Both samples were weighted independently and then combined into one final dataset. The characteristics used for weighting were housing unit type (attached or detached), housing tenure (rent or own), ethnicity, race, sex and age.

In addition to the demographic variables, the nonscientific open participation data were weighted using a calibration technique that takes into consideration the behavioral characteristics of the sample. This calibration technique reduces the differences between the scientific and nonscientific samples by using the scientific data to inform the weighting scheme of the nonscientific sample. An index score was calculated based on respondents' levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of volunteering, recycling habits, voting behavior and more). The index scores were categorized ("binned") into four equal groups. The "norms" for the categorized index scores were derived from the scientific sample and then included in the weighting scheme of the nonscientific data.

The results of the weighting scheme are presented in the following table.

Table 74: Pearland, TX 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	20%	11%	17%
Own home	80%	89%	83%
Detached unit	86%	91%	89%
Attached unit	14%	9%	11%
Race and Ethnicity			
White	64%	70%	67%
Not white	36%	30%	33%
Not Hispanic	82%	91%	82%
Hispanic	18%	9%	18%
Sex and Age			
Female	52%	50%	52%
Male	48%	50%	48%
18-34 years of age	32%	7%	30%
35-54 years of age	45%	36%	45%
55+ years of age	24%	57%	26%
Females 18-34	17%	3%	13%
Females 35-54	23%	21%	24%
Females 55+	13%	27%	14%
Males 18-34	15%	4%	17%
Males 35-54	22%	15%	20%
Males 55+	11%	30%	12%
Quadrant			
North	18%	23%	19%
Northeast	18%	23%	17%
South	24%	23%	25%
Southeast	14%	16%	15%
West	27%	15%	24%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Pearland Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

Tom Reid
Mayor/ Alcalde

Estimado Residente de Pearland,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Pearland mejor!

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Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Pearland tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
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www.n-r-c.com/survey/pearlandtexas.htm

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta por favor llame al 281-652-1625.

¡Gracias por su tiempo y participación!

Atentamente,

Clay Pearson
 City Manager/ El administrador municipal



City of Pearland

3519 Liberty Drive
 Pearland, Texas 77581
 Tel: 281.652.1625
 pearlandtx.gov

December 2016

Dear City of Pearland Resident:

Here's a second chance if you haven't already responded to the 2016 Pearland Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Pearland! You have been selected at random to participate in the 2016 Pearland Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Pearland make decisions that affect our City.

A few things to remember:

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If you have any questions about the survey please call 281-652-1625.

Thank you for your time and participation!

Sincerely,

Tom Reid
 Mayor/ Alcalde

Estimado Residente de la Ciudad de Pearland:

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The City of Pearland 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Pearland:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Pearland as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Pearland as a place to raise children.....	1	2	3	4	5
Pearland as a place to work.....	1	2	3	4	5
Pearland as a place to visit.....	1	2	3	4	5
Pearland as a place to retire.....	1	2	3	4	5
The overall quality of life in Pearland.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Pearland as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Pearland.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Pearland.....	1	2	3	4	5
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Pearland.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Pearland.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Pearland.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Pearland to someone who asks.....	1	2	3	4	5
Remain in Pearland for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Pearland's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Pearland as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of travel by car in Pearland.....	1	2	3	4	5
Ease of travel by bicycle in Pearland.....	1	2	3	4	5
Ease of walking in Pearland.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Cleanliness of Pearland.....	1	2	3	4	5
Overall appearance of Pearland.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Pearland as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Pearland.....	1	2	3	4	5
Overall quality of business and service establishments in Pearland	1	2	3	4	5
Overall quality of new development in Pearland.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Pearland	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Pearland (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Pearland	1	2
Reported a crime to the police in Pearland	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of Pearland (in-person, phone, email or web) for help or information	1	2
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Pearland?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used the City of Pearland Recreation Center & Natatorium and its services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Pearland public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Pearland	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Pearland	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting.....	1	2	3	4

The City of Pearland 2016 Citizen Survey

10. Please rate the quality of each of the following services in Pearland:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing and meter reading.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public library services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Pearland open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Pearland employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Pearland	1	2	3	4	5
The Federal Government	1	2	3	4	5
The County of Brazoria, Texas	1	2	3	4	5
The State of Texas.....	1	2	3	4	5
Municipal Utility District.....	1	2	3	4	5

12. Please rate the following categories of Pearland government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Pearland	1	2	3	4	5
The overall direction that the City of Pearland is taking.....	1	2	3	4	5
The job Pearland government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Pearland government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Pearland community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Pearland	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Pearland	1	2	3	4
Overall “built environment” of Pearland (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Pearland	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Pearland	1	2	3	4
Sense of community	1	2	3	4

14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services.

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City website (pearlandtx.gov)	1	2	3
Local newspapers	1	2	3
Other local media (radio or local television stations)	1	2	3
The local government cable channel (Comcast Ch. 16/U-verse Ch.99)	1	2	3
City water bill insert	1	2	3
Other city publications (Pearland in Motion, Pearland Connect or others)	1	2	3
City Council meetings or other public meetings	1	2	3
Talking with City officials	1	2	3
City communications via social media (i.e., Facebook, Twitter, Instagram or Youtube)	1	2	3
City of Pearland e-mail blasts	1	2	3
Word-of-mouth	1	2	3

15. Please indicate to what extent you would support or oppose a property tax increase for each of the following to fund new facilities or services.

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Libraries	1	2	3	4
Public safety/fire rescue services	1	2	3	4
Animal shelter	1	2	3	4
Outdoor trails	1	2	3	4
Parks & Recreation facilities	1	2	3	4
Roadway improvements	1	2	3	4
Drainage improvements	1	2	3	4

16. Please rate the leadership provided by the City’s elected officials.

- Excellent
- Good
- Fair
- Poor
- Don’t know

The City of Pearland 2016 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Pearland	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Pearland?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Pearland?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502