THE NCS™
The National Citizen Survey™

Pearland, TX

Technical Appendices

2015

NRC
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Leaders at the Core of Better Communities

Contents

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	
Pearland as a place to live	39%	N=92	52%	N=120	9%	N=20	1%	N=1	100%	N=233
Your neighborhood as a place to live	46%	N=108	42%	N=98	11%	N=26	1%	N=2	100%	N=234
Pearland as a place to raise children	46%	N=98	44%	N=94	9%	N=20	0%	N=0	100%	N=213
Pearland as a place to work	24%	N=38	41%	N=63	26%	N=41	9%	N=14	100%	N=155
Pearland as a place to visit	16%	N=37	31%	N=71	40%	N=91	13%	N=30	100%	N=229
Pearland as a place to retire	28%	N=56	41%	N=83	19%	N=38	13%	N=27	100%	N=203
The overall quality of life in Pearland	29%	N=68	56%	N=131	15%	N=35	0%	N=0	100%	N=234

Table 2: Question 2

Please rate each of the following characteristics as they relate to Pearland as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Pearland	30%	N=71	56%	N=133	12%	N=27	2%	N=4	100%	N=236
Overall ease of getting to the places you usually have to visit	14%	N=34	41%	N=96	27%	N=62	18%	N=42	100%	N=234
Quality of overall natural environment in Pearland	19%	N=44	48%	N=109	24%	N=55	9%	N=20	100%	N=228
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	13%	N=31	32%	N=74	36%	N=84	18%	N=43	100%	N=232
Health and wellness opportunities in Pearland	25%	N=56	51%	N=114	22%	N=49	2%	N=5	100%	N=223
Overall opportunities for education and enrichment	22%	N=46	49%	N=104	26%	N=55	3%	N=6	100%	N=211
Overall economic health of Pearland	26%	N=57	54%	N=119	19%	N=41	1%	N=3	100%	N=219
Sense of community	17%	N=38	43%	N=96	35%	N=78	6%	N=13	100%	N=225
Overall image or reputation of Pearland	28%	N=64	47%	N=110	24%	N=56	1%	N=2	100%	N=231

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	
Recommend living in Pearland to someone who asks	52%	N=120	40%	N=91	6%	N=14	2%	N=5	100%	N=230
Remain in Pearland for the next five years	58%	N=129	32%	N=72	6%	N=14	4%	N=9	100%	N=225

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	
In your neighborhood during the day	61%	N=143	34%	N=78	3%	N=8	1%	N=3	1%	N=1	100%	N=233
In Pearland's commercial/retail areas during the day	42%	N=96	47%	N=108	8%	N=18	4%	N=8	0%	N=0	100%	N=231

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	2%	N=6	21%	N=50	37%	N=86	40%	N=93	100%	N=234
Ease of travel by car in Pearland	6%	N=14	37%	N=87	36%	N=84	21%	N=50	100%	N=234
Ease of travel by bicycle in Pearland	4%	N=6	17%	N=24	30%	N=42	49%	N=69	100%	N=141
Ease of walking in Pearland	7%	N=13	27%	N=52	34%	N=66	33%	N=64	100%	N=195
Availability of paths and walking trails	12%	N=24	27%	N=55	31%	N=64	29%	N=59	100%	N=202
Cleanliness of Pearland	25%	N=59	53%	N=123	19%	N=44	3%	N=7	100%	N=233
Overall appearance of Pearland	21%	N=50	53%	N=124	23%	N=54	3%	N=7	100%	N=235
Public places where people want to spend time	13%	N=29	43%	N=97	30%	N=68	14%	N=30	100%	N=223
Variety of housing options	24%	N=51	50%	N=108	23%	N=50	3%	N=5	100%	N=214
Availability of affordable quality housing	16%	N=34	48%	N=101	33%	N=71	3%	N=6	100%	N=212
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=43	38%	N=84	33%	N=73	10%	N=21	100%	N=222
Recreational opportunities	14%	N=31	40%	N=87	32%	N=70	14%	N=31	100%	N=219
Availability of affordable quality food	25%	N=57	46%	N=108	24%	N=57	5%	N=11	100%	N=232
Availability of affordable quality health care	27%	N=61	50%	N=112	20%	N=45	3%	N=8	100%	N=224
Availability of preventive health services	27%	N=57	45%	N=94	25%	N=52	3%	N=6	100%	N=209

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	22%	N=30	47%	N=63	25%	N=33	5%	N=7	100%	N=132
K-12 education	35%	N=59	48%	N=80	14%	N=23	3%	N=5	100%	N=167
Adult educational opportunities	15%	N=21	32%	N=45	39%	N=55	14%	N=20	100%	N=141
Opportunities to attend cultural/arts/music activities	7%	N=14	21%	N=41	45%	N=88	27%	N=52	100%	N=194
Opportunities to participate in religious or spiritual events and activities	22%	N=43	48%	N=93	25%	N=50	5%	N=9	100%	N=195
Employment opportunities	10%	N=16	37%	N=60	39%	N=64	15%	N=24	100%	N=163
Shopping opportunities	29%	N=66	46%	N=106	22%	N=51	4%	N=9	100%	N=232
Cost of living in Pearland	13%	N=29	43%	N=100	40%	N=91	4%	N=10	100%	N=231
Overall quality of business and service establishments in Pearland	15%	N=35	54%	N=123	27%	N=63	4%	N=8	100%	N=230
Overall quality of new development in Pearland	21%	N=45	47%	N=103	27%	N=60	6%	N=12	100%	N=220
Opportunities to participate in social events and activities	9%	N=19	37%	N=79	40%	N=86	14%	N=30	100%	N=214
Opportunities to volunteer	17%	N=26	46%	N=72	26%	N=40	11%	N=17	100%	N=155
Opportunities to participate in community matters	16%	N=28	38%	N=65	35%	N=61	11%	N=19	100%	N=173
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=42	40%	N=80	32%	N=64	7%	N=14	100%	N=200
Neighborliness of residents in Pearland	17%	N=38	41%	N=90	31%	N=69	11%	N=24	100%	N=221

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	19%	N=44	81%	N=189	100%	N=233
Made efforts to make your home more energy efficient	29%	N=67	71%	N=166	100%	N=233
Observed a code violation or other hazard in Pearland	58%	N=131	42%	N=96	100%	N=227
Household member was a victim of a crime in Pearland	91%	N=212	9%	N=21	100%	N=232

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Pearland	83%	N=192	17%	N=40	100%	N=232
Stocked supplies in preparation for an emergency	52%	N=121	48%	N=111	100%	N=232
Campaigned or advocated for an issue, cause or candidate	83%	N=190	17%	N=39	100%	N=229
Contacted the City of Pearland (in-person, phone, email or web) for help or information	57%	N=132	43%	N=100	100%	N=232
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	85%	N=196	15%	N=35	100%	N=231

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 Pearland recreation centers or their services	12%	N=28	10%	N=23	26%	N=61	52%	N=119	100%	N=231
Visited a neighborhood park or City park	15%	N=34	19%	N=45	42%	N=98	24%	N=56	100%	N=232
Used Pearland public libraries or their services	6%	N=13	14%	N=34	34%	N=78	46%	N=107	100%	N=233
Participated in religious or spiritual activities in Pearland	14%	N=31	26%	N=62	13%	N=31	47%	N=108	100%	N=232
Attended a City-sponsored event	1%	N=3	5%	N=12	33%	N=76	61%	N=140	100%	N=231
Carpooled with other adults or children instead of driving alone	11%	N=26	8%	N=19	13%	N=30	67%	N=155	100%	N=230
Walked or biked instead of driving	4%	N=10	11%	N=26	19%	N=45	65%	N=152	100%	N=232
Volunteered your time to some group/activity in Pearland	6%	N=14	10%	N=22	17%	N=40	67%	N=154	100%	N=230
Talked to or visited with your immediate neighbors	31%	N=72	39%	N=90	21%	N=49	10%	N=23	100%	N=233

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	0%	N=0	2%	N=4	16%	N=36	83%	N=191	100%	N=230
Watched (online or on television) a local public meeting	0%	N=0	3%	N=7	10%	N=23	87%	N=200	100%	N=230

Table 10: Question 10

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Total	
Police services	43%	N=86	45%	N=90	11%	N=23	1%	N=2	100%	N=201
Fire services	44%	N=69	50%	N=79	7%	N=11	0%	N=0	100%	N=159
Ambulance or emergency medical services	42%	N=64	47%	N=71	7%	N=11	3%	N=5	100%	N=152
Crime prevention	29%	N=51	50%	N=88	17%	N=30	4%	N=7	100%	N=177
Fire prevention and education	30%	N=41	44%	N=60	25%	N=35	1%	N=1	100%	N=137
Traffic enforcement	22%	N=44	44%	N=88	24%	N=48	11%	N=22	100%	N=202
Street repair	14%	N=31	36%	N=79	34%	N=74	16%	N=34	100%	N=218
Street cleaning	21%	N=44	40%	N=85	30%	N=64	10%	N=21	100%	N=214
Street lighting	15%	N=35	43%	N=99	30%	N=69	11%	N=26	100%	N=229
Sidewalk maintenance	13%	N=29	37%	N=83	30%	N=67	19%	N=43	100%	N=222
Traffic signal timing	10%	N=22	29%	N=67	33%	N=75	28%	N=66	100%	N=230

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Total	
Garbage collection	32%	N=72	57%	N=129	7%	N=16	4%	N=9	100%	N=225
Recycling	36%	N=82	49%	N=114	11%	N=24	4%	N=9	100%	N=229
Yard waste pick-up	31%	N=62	52%	N=103	10%	N=21	7%	N=14	100%	N=200
Storm Drainage	24%	N=50	48%	N=100	23%	N=48	4%	N=9	100%	N=207
Drinking water	21%	N=47	44%	N=100	27%	N=60	9%	N=21	100%	N=227
Sewer services	25%	N=53	54%	N=113	17%	N=36	3%	N=7	100%	N=209
Utility billing	18%	N=41	51%	N=114	20%	N=46	11%	N=24	100%	N=225
City parks	25%	N=51	50%	N=102	21%	N=42	4%	N=8	100%	N=202
Recreation programs or classes	19%	N=28	47%	N=70	28%	N=41	6%	N=9	100%	N=147
Recreation centers or facilities	22%	N=36	43%	N=71	30%	N=49	4%	N=7	100%	N=162
Land use, planning and zoning	12%	N=22	35%	N=62	32%	N=57	20%	N=35	100%	N=176
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=26	38%	N=68	30%	N=55	17%	N=31	100%	N=180
Animal control	19%	N=35	45%	N=81	27%	N=50	9%	N=16	100%	N=182
Economic development	18%	N=35	49%	N=95	28%	N=54	6%	N=11	100%	N=194
Health services	22%	N=43	53%	N=102	24%	N=46	1%	N=2	100%	N=193
Public library services	31%	N=54	49%	N=85	14%	N=25	6%	N=11	100%	N=175
Public information services	18%	N=28	48%	N=76	26%	N=42	8%	N=12	100%	N=157
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=25	47%	N=70	31%	N=46	6%	N=8	100%	N=149
Pearland open space	13%	N=22	41%	N=71	31%	N=54	15%	N=25	100%	N=172
City-sponsored special events	15%	N=26	40%	N=67	36%	N=62	9%	N=15	100%	N=170
Overall customer service by Pearland employees (police, fire, public works, receptionists, planners, etc.)	25%	N=51	53%	N=108	21%	N=42	1%	N=2	100%	N=203

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Pearland	24%	N=52	54%	N=115	18%	N=39	3%	N=7	100%	N=213
The Federal Government	10%	N=19	33%	N=63	36%	N=68	21%	N=40	100%	N=190
The County of Brazoria	12%	N=24	55%	N=108	27%	N=52	6%	N=11	100%	N=195
The State of Texas	13%	N=26	48%	N=96	32%	N=64	8%	N=15	100%	N=201
Municipal Utility District	16%	N=25	53%	N=86	24%	N=39	7%	N=11	100%	N=162

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	9%	N=19	44%	N=91	34%	N=71	12%	N=25	100%	N=207
The overall direction that Pearland is taking	19%	N=42	50%	N=108	21%	N=44	10%	N=21	100%	N=215
The job Pearland government does at welcoming citizen involvement	11%	N=19	42%	N=74	30%	N=54	18%	N=31	100%	N=179
Overall confidence in Pearland government	14%	N=29	54%	N=110	23%	N=46	9%	N=18	100%	N=203
Generally acting in the best interest of the community	14%	N=29	55%	N=111	20%	N=40	11%	N=23	100%	N=203
Being honest	17%	N=31	50%	N=90	25%	N=45	8%	N=15	100%	N=181
Treating all residents fairly	21%	N=38	43%	N=78	27%	N=49	10%	N=18	100%	N=183

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	63%	N=149	35%	N=82	2%	N=5	0%	N=0	100%	N=236
Overall ease of getting to the places you usually have to visit	55%	N=128	42%	N=97	4%	N=9	0%	N=0	100%	N=234
Quality of overall natural environment in Pearland	36%	N=84	47%	N=108	16%	N=36	2%	N=4	100%	N=232
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	41%	N=96	37%	N=86	21%	N=48	2%	N=4	100%	N=233
Health and wellness opportunities in Pearland	25%	N=59	53%	N=125	17%	N=40	4%	N=10	100%	N=233
Overall opportunities for education and enrichment	38%	N=89	46%	N=107	13%	N=30	3%	N=7	100%	N=233
Overall economic health of Pearland	44%	N=104	49%	N=114	7%	N=16	0%	N=0	100%	N=234
Sense of community	32%	N=74	51%	N=118	17%	N=39	1%	N=2	100%	N=233

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)	68%	N=157	24%	N=56	8%	N=19	100%	N=232
Local newspapers	27%	N=64	46%	N=108	27%	N=63	100%	N=235
Other local media (radio or local television stations)	32%	N=73	41%	N=96	27%	N=62	100%	N=232
The local government cable channel (Comcast Ch. 16/U-Verse Ch. 99)	9%	N=21	36%	N=84	54%	N=125	100%	N=231
City water bill insert	27%	N=64	45%	N=104	28%	N=67	100%	N=235
Other city publications (Pearland in Motion, Pearland Connect, or other)	17%	N=5	48%	N=15	35%	N=11	100%	N=31
City Council meetings and other public meetings	22%	N=51	37%	N=86	41%	N=93	100%	N=230
Talking with City officials	18%	N=40	32%	N=74	50%	N=114	100%	N=228
City communications via social media (i.e. Facebook, Twitter, Instagram or YouTube)	29%	N=66	35%	N=80	36%	N=84	100%	N=230
City of Pearland e-mail blasts	31%	N=71	33%	N=75	36%	N=82	100%	N=227
Word-of-mouth	33%	N=76	44%	N=102	23%	N=53	100%	N=231

Table 15: Question 15

In a typical week, about how many days per week do you use each of the following corridors for travel for any purpose:	6 days a week or more		3-5 days a week		2 days a week or less		Not at all		Total	
State Highway 288	32%	N=77	26%	N=61	27%	N=64	15%	N=34	100%	N=236
State Highway 35/Main	22%	N=51	17%	N=39	35%	N=83	26%	N=61	100%	N=234
Cullen Parkway	15%	N=35	13%	N=31	33%	N=77	39%	N=91	100%	N=233
Beltway 8	29%	N=69	23%	N=54	34%	N=80	13%	N=31	100%	N=235
Mykawa Rd.	10%	N=24	11%	N=25	22%	N=52	57%	N=133	100%	N=234
Pearland Parkway	29%	N=67	18%	N=42	27%	N=61	26%	N=60	100%	N=231
FM 518/Broadway	74%	N=174	16%	N=39	10%	N=23	0%	N=0	100%	N=237

Table 16: Question 16

Please rate the overall ease of getting to each of the following destinations from the City of Pearland:	Excellent		Good		Fair		Poor		Total	
TX Medical Center	19%	N=42	38%	N=85	23%	N=51	20%	N=43	100%	N=222
Downtown Houston	13%	N=29	37%	N=83	28%	N=64	22%	N=49	100%	N=225
Galleria	8%	N=16	35%	N=73	30%	N=63	28%	N=60	100%	N=212
NASA Space Center area	12%	N=24	41%	N=83	30%	N=60	17%	N=34	100%	N=202
Greenway Plaza	5%	N=8	33%	N=51	31%	N=48	31%	N=49	100%	N=157
Westchase	6%	N=8	43%	N=59	25%	N=34	25%	N=34	100%	N=136

Table 17: Question 17

The following services are provided by the Pearland Fire & Police Departments. Please indicate how familiar you are, if at all, with the following services:	Very familiar		Somewhat familiar		Not at all familiar		Total	
Home security surveys	7%	N=16	17%	N=40	77%	N=181	100%	N=237
Fire extinguisher training	7%	N=16	14%	N=34	79%	N=187	100%	N=237
Pearland Volunteer Fire Academy	4%	N=10	20%	N=46	76%	N=181	100%	N=237
Citizen's Police Academy	5%	N=11	23%	N=53	72%	N=168	100%	N=232
Project Childsafe	3%	N=7	11%	N=27	86%	N=202	100%	N=235
Safe Kids Greater Houston Car Seat Inspection Services	8%	N=18	25%	N=59	67%	N=158	100%	N=235

Table 18: 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	3%	N=8	4%	N=10	10%	N=23	21%	N=50	62%	N=145	100%	N=236
Purchase goods or services from a business located in Pearland	2%	N=4	0%	N=0	12%	N=27	50%	N=117	37%	N=87	100%	N=235
Eat at least 5 portions of fruits and vegetables a day	4%	N=9	10%	N=22	42%	N=97	26%	N=62	19%	N=43	100%	N=234
Participate in moderate or vigorous physical activity	3%	N=6	15%	N=35	37%	N=88	24%	N=57	21%	N=50	100%	N=235
Read or watch local news (via television, paper, computer, etc.)	2%	N=5	12%	N=29	20%	N=47	26%	N=61	40%	N=95	100%	N=236
Vote in local elections	12%	N=29	9%	N=21	16%	N=37	26%	N=61	37%	N=88	100%	N=236

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=51
Very good	41%	N=97
Good	30%	N=70
Fair	7%	N=16
Poor	1%	N=1
Total	100%	N=236

Table 20: 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	8%	N=18
Somewhat positive	28%	N=65
Neutral	51%	N=121
Somewhat negative	13%	N=31
Very negative	0%	N=1
Total	100%	N=236

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=173
Working part time for pay	9%	N=21
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	2%	N=4
Fully retired	14%	N=32
Total	100%	N=236

Table 22: Question D5

Do you work inside the boundaries of Pearland?	Percent	Number
Yes, outside the home	20%	N=47
Yes, from home	7%	N=16
No	73%	N=169
Total	100%	N=232

Table 23: Question D6

How many years have you lived in Pearland?	Percent	Number
Less than 2 years	18%	N=42
2 to 5 years	18%	N=43
6 to 10 years	24%	N=57
11 to 20 years	23%	N=53
More than 20 years	17%	N=41
Total	100%	N=236

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	85%	N=200
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=32
Mobile home	1%	N=2
Other	0%	N=1
Total	100%	N=235

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	20%	N=47
Owned	80%	N=187
Total	100%	N=234

Table 26: 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=2
$300 to $599 per month	5%	N=12
$600 to $999 per month	15%	N=35
$1,000 to $1,499 per month	26%	N=61
$1,500 to $2,499 per month	38%	N=89
$2,500 to $3,499 per month	12%	N=27
$3,500 or more per month	3%	N=8
Total	100%	N=233

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=115
Yes	51%	N=119
Total	100%	N=235

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=184
Yes	22%	N=51
Total	100%	N=235

Table 29: 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	3%	N=7
$25,000 to $49,999	13%	N=29
$50,000 to $99,999	29%	N=67
$100,000 to $149,999	34%	N=77
$150,000 to $249,999	18%	N=41
$250,000 or more	4%	N=9
Total	100%	N=230

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	82%	N=191
Yes, I consider myself to be Spanish, Hispanic or Latino	18%	N=42
Total	100%	N=233

Table 31: 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	1%	N=3
Asian, Asian Indian or Pacific Islander	13%	N=31
Black or African American	13%	N=29
White	65%	N=152
Other	10%	N=22

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	30%	N=70
35 to 44 years	23%	N=54
45 to 54 years	22%	N=52
55 to 64 years	11%	N=25
65 to 74 years	7%	N=18
75 years or older	6%	N=14
Total	100%	N=234

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=125
Male	47%	N=109
Total	100%	N=234

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=155
Land line	13%	N=31
Both	21%	N=49
Total	100%	N=235

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 35: 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	39%	N=92	51%	N=120	9%	N=20	1%	N=1	1%	N=2	100%	N=235
Your neighborhood as a place to live	46%	N=108	42%	N=98	11%	N=26	1%	N=2	0%	N=0	100%	N=234
Pearland as a place to raise children	42%	N=98	40%	N=94	9%	N=20	0%	N=0	8%	N=20	100%	N=232
Pearland as a place to work	16%	N=38	27%	N=63	18%	N=41	6%	N=14	33%	N=75	100%	N=230
Pearland as a place to visit	16%	N=37	31%	N=71	39%	N=91	13%	N=30	2%	N=5	100%	N=234
Pearland as a place to retire	24%	N=56	36%	N=83	16%	N=38	11%	N=27	12%	N=28	100%	N=232
The overall quality of life in Pearland	29%	N=68	56%	N=131	15%	N=35	0%	N=0	0%	N=1	100%	N=234

Table 36: 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	30%	N=71	56%	N=133	12%	N=27	2%	N=4	0%	N=0	100%	N=236
Overall ease of getting to the places you usually have to visit	14%	N=34	41%	N=96	27%	N=62	18%	N=42	0%	N=0	100%	N=234
Quality of overall natural environment in Pearland	19%	N=44	47%	N=109	24%	N=55	9%	N=20	2%	N=4	100%	N=232
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	13%	N=31	32%	N=74	36%	N=84	18%	N=43	0%	N=0	100%	N=232
Health and wellness opportunities in Pearland	24%	N=56	49%	N=114	21%	N=49	2%	N=5	3%	N=8	100%	N=231
Overall opportunities for education and enrichment	20%	N=46	45%	N=104	24%	N=55	2%	N=6	9%	N=22	100%	N=233
Overall economic health of Pearland	25%	N=57	51%	N=119	18%	N=41	1%	N=3	6%	N=13	100%	N=233
Sense of community	16%	N=38	42%	N=96	34%	N=78	6%	N=13	3%	N=6	100%	N=231
Overall image or reputation of Pearland	27%	N=64	47%	N=110	24%	N=56	1%	N=2	1%	N=2	100%	N=233

Table 37: 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	51%	N=120	39%	N=91	6%	N=14	2%	N=5	2%	N=4	100%	N=233
Remain in Pearland for the next five years	56%	N=129	31%	N=72	6%	N=14	4%	N=9	3%	N=8	100%	N=233

Table 38: 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	61%	N=143	33%	N=78	3%	N=8	1%	N=3	1%	N=1	0%	N=1	100%	N=234
In Pearland's commercial/retail areas during the day	41%	N=96	46%	N=108	8%	N=18	4%	N=8	0%	N=0	1%	N=2	100%	N=233

Table 39: 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	2%	N=6	21%	N=50	37%	N=86	40%	N=93	0%	N=0	100%	N=234
Ease of travel by car in Pearland	6%	N=14	37%	N=87	36%	N=84	21%	N=50	0%	N=0	100%	N=234
Ease of travel by bicycle in Pearland	2%	N=6	10%	N=24	18%	N=42	30%	N=69	39%	N=91	100%	N=232
Ease of walking in Pearland	5%	N=13	22%	N=52	28%	N=66	28%	N=64	16%	N=38	100%	N=233
Availability of paths and walking trails	10%	N=24	24%	N=55	27%	N=64	25%	N=59	13%	N=31	100%	N=234
Cleanliness of Pearland	25%	N=59	53%	N=123	19%	N=44	3%	N=7	0%	N=0	100%	N=233
Overall appearance of Pearland	21%	N=50	53%	N=124	23%	N=54	3%	N=7	0%	N=1	100%	N=236
Public places where people want to spend time	12%	N=29	41%	N=97	29%	N=68	13%	N=30	5%	N=12	100%	N=235
Variety of housing options	22%	N=51	46%	N=108	21%	N=50	2%	N=5	8%	N=20	100%	N=234
Availability of affordable quality housing	15%	N=34	43%	N=101	30%	N=71	3%	N=6	9%	N=20	100%	N=233
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=43	36%	N=84	31%	N=73	9%	N=21	5%	N=12	100%	N=233
Recreational opportunities	13%	N=31	37%	N=87	30%	N=70	13%	N=31	6%	N=14	100%	N=233
Availability of affordable quality food	24%	N=57	46%	N=108	24%	N=57	5%	N=11	1%	N=3	100%	N=235
Availability of affordable quality health care	26%	N=61	48%	N=112	19%	N=45	3%	N=8	4%	N=10	100%	N=234
Availability of preventive health services	24%	N=57	40%	N=94	22%	N=52	3%	N=6	11%	N=25	100%	N=234

Table 40: 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	
Availability of affordable quality child care/preschool	13%	N=30	27%	N=63	14%	N=33	3%	N=7	42%	N=97	100%	N=229
K-12 education	26%	N=59	35%	N=80	10%	N=23	2%	N=5	27%	N=60	100%	N=228
Adult educational opportunities	9%	N=21	20%	N=45	24%	N=55	9%	N=20	39%	N=90	100%	N=230
Opportunities to attend cultural/arts/music activities	6%	N=14	17%	N=41	38%	N=88	22%	N=52	16%	N=38	100%	N=232
Opportunities to participate in religious or spiritual events and activities	18%	N=43	41%	N=93	22%	N=50	4%	N=9	15%	N=36	100%	N=231
Employment opportunities	7%	N=16	26%	N=60	28%	N=64	10%	N=24	29%	N=66	100%	N=229
Shopping opportunities	28%	N=66	46%	N=106	22%	N=51	4%	N=9	0%	N=0	100%	N=233
Cost of living in Pearland	13%	N=29	43%	N=100	39%	N=91	4%	N=10	1%	N=1	100%	N=232
Overall quality of business and service establishments in Pearland	15%	N=35	53%	N=123	27%	N=63	4%	N=8	1%	N=1	100%	N=231
Overall quality of new development in Pearland	20%	N=45	45%	N=103	26%	N=60	5%	N=12	4%	N=8	100%	N=228
Opportunities to participate in social events and activities	8%	N=19	34%	N=79	37%	N=86	13%	N=30	8%	N=18	100%	N=232
Opportunities to volunteer	12%	N=26	31%	N=72	17%	N=40	7%	N=17	32%	N=75	100%	N=230
Opportunities to participate in community matters	12%	N=28	28%	N=65	26%	N=61	8%	N=19	25%	N=58	100%	N=231
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=42	35%	N=80	28%	N=64	6%	N=14	13%	N=31	100%	N=231
Neighborliness of residents in Pearland	16%	N=38	38%	N=90	29%	N=69	10%	N=24	6%	N=13	100%	N=234

Table 41: 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	19%	N=44	81%	N=189	100%	N=233
Made efforts to make your home more energy efficient	29%	N=67	71%	N=166	100%	N=233
Observed a code violation or other hazard in Pearland	58%	N=131	42%	N=96	100%	N=227
Household member was a victim of a crime in Pearland	91%	N=212	9%	N=21	100%	N=232

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Pearland	83%	N=192	17%	N=40	100%	N=232
Stocked supplies in preparation for an emergency	52%	N=121	48%	N=111	100%	N=232
Campaigned or advocated for an issue, cause or candidate	83%	N=190	17%	N=39	100%	N=229
Contacted the City of Pearland (in-person, phone, email or web) for help or information	57%	N=132	43%	N=100	100%	N=232
Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	85%	N=196	15%	N=35	100%	N=231

Table 42: 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 Pearland recreation centers or their services	12%	N=28	10%	N=23	26%	N=61	52%	N=119	100%	N=231
Visited a neighborhood park or City park	15%	N=34	19%	N=45	42%	N=98	24%	N=56	100%	N=232
Used Pearland public libraries or their services	6%	N=13	14%	N=34	34%	N=78	46%	N=107	100%	N=233
Participated in religious or spiritual activities in Pearland	14%	N=31	26%	N=62	13%	N=31	47%	N=108	100%	N=232
Attended a City-sponsored event	1%	N=3	5%	N=12	33%	N=76	61%	N=140	100%	N=231
Carpooled with other adults or children instead of driving alone	11%	N=26	8%	N=19	13%	N=30	67%	N=155	100%	N=230
Walked or biked instead of driving	4%	N=10	11%	N=26	19%	N=45	65%	N=152	100%	N=232
Volunteered your time to some group/activity in Pearland	6%	N=14	10%	N=22	17%	N=40	67%	N=154	100%	N=230
Talked to or visited with your immediate neighbors	31%	N=72	39%	N=90	21%	N=49	10%	N=23	100%	N=233

Table 43: 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	0%	N=0	2%	N=4	16%	N=36	83%	N=191	100%	N=230
Watched (online or on television) a local public meeting	0%	N=0	3%	N=7	10%	N=23	87%	N=200	100%	N=230

Table 44: Question 10

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	37%	N=86	39%	N=90	10%	N=23	1%	N=2	14%	N=33	100%	N=234
Fire services	30%	N=69	34%	N=79	5%	N=11	0%	N=0	32%	N=75	100%	N=234
Ambulance or emergency medical services	28%	N=64	31%	N=71	5%	N=11	2%	N=5	35%	N=82	100%	N=234
Crime prevention	22%	N=51	38%	N=88	13%	N=30	3%	N=7	24%	N=55	100%	N=232
Fire prevention and education	18%	N=41	26%	N=60	15%	N=35	1%	N=1	41%	N=95	100%	N=232
Traffic enforcement	19%	N=44	39%	N=88	21%	N=48	10%	N=22	12%	N=27	100%	N=229
Street repair	13%	N=31	34%	N=79	32%	N=74	15%	N=34	6%	N=14	100%	N=232
Street cleaning	19%	N=44	37%	N=85	28%	N=64	9%	N=21	7%	N=17	100%	N=232
Street lighting	15%	N=35	43%	N=99	30%	N=69	11%	N=26	2%	N=4	100%	N=232
Sidewalk maintenance	12%	N=29	36%	N=83	29%	N=67	18%	N=43	5%	N=12	100%	N=234
Traffic signal timing	9%	N=22	29%	N=67	32%	N=75	28%	N=66	2%	N=5	100%	N=235

Please rate the quality of each of the following services in Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
Garbage collection	31%	N=72	56%	N=129	7%	N=16	4%	N=9	2%	N=6	100%	N=231
Recycling	36%	N=82	49%	N=114	10%	N=24	4%	N=9	1%	N=2	100%	N=231
Yard waste pick-up	27%	N=62	44%	N=103	9%	N=21	6%	N=14	14%	N=33	100%	N=234
Storm Drainage	21%	N=50	43%	N=100	21%	N=48	4%	N=9	11%	N=27	100%	N=233
Drinking water	20%	N=47	43%	N=100	26%	N=60	9%	N=21	3%	N=6	100%	N=234
Sewer services	23%	N=53	50%	N=113	16%	N=36	3%	N=7	8%	N=19	100%	N=228
Utility billing	18%	N=41	49%	N=114	20%	N=46	10%	N=24	3%	N=7	100%	N=232
City parks	22%	N=51	44%	N=102	18%	N=42	3%	N=8	12%	N=28	100%	N=230
Recreation programs or classes	12%	N=28	30%	N=70	18%	N=41	4%	N=9	36%	N=83	100%	N=231
Recreation centers or facilities	15%	N=36	30%	N=71	21%	N=49	3%	N=7	30%	N=69	100%	N=232
Land use, planning and zoning	9%	N=22	27%	N=62	25%	N=57	15%	N=35	24%	N=56	100%	N=232
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=26	29%	N=68	24%	N=55	13%	N=31	22%	N=51	100%	N=231
Animal control	15%	N=35	35%	N=81	21%	N=50	7%	N=16	21%	N=50	100%	N=232
Economic development	15%	N=35	41%	N=95	24%	N=54	5%	N=11	15%	N=35	100%	N=230
Health services	19%	N=43	44%	N=102	20%	N=46	1%	N=2	17%	N=39	100%	N=232
Public library services	23%	N=54	36%	N=85	11%	N=25	5%	N=11	25%	N=58	100%	N=233
Public information services	12%	N=28	33%	N=76	18%	N=42	5%	N=12	31%	N=69	100%	N=227
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=25	31%	N=70	20%	N=46	4%	N=8	35%	N=79	100%	N=228
Pearland open space	10%	N=22	31%	N=71	23%	N=54	11%	N=25	25%	N=57	100%	N=229
City-sponsored special events	12%	N=26	30%	N=67	27%	N=62	7%	N=15	25%	N=57	100%	N=227
Overall customer service by Pearland employees (police, fire, public works, receptionists, planners, etc.)	22%	N=51	47%	N=108	18%	N=42	1%	N=2	13%	N=29	100%	N=233

Table 45: 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	22%	N=52	49%	N=115	17%	N=39	3%	N=7	10%	N=23	100%	N=236
The Federal Government	8%	N=19	27%	N=63	29%	N=68	17%	N=40	19%	N=45	100%	N=235
The County of Brazoria	10%	N=24	46%	N=108	22%	N=52	5%	N=11	17%	N=41	100%	N=236
The State of Texas	11%	N=26	41%	N=96	27%	N=64	6%	N=15	15%	N=35	100%	N=236
Municipal Utility District	11%	N=25	37%	N=86	17%	N=39	5%	N=11	31%	N=74	100%	N=236

Table 46: 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	8%	N=19	39%	N=91	30%	N=71	11%	N=25	12%	N=28	100%	N=235
The overall direction that Pearland is taking	18%	N=42	46%	N=108	19%	N=44	9%	N=21	9%	N=20	100%	N=236
The job Pearland government does at welcoming citizen involvement	8%	N=19	32%	N=74	23%	N=54	13%	N=31	24%	N=55	100%	N=234
Overall confidence in Pearland government	12%	N=29	47%	N=110	20%	N=46	8%	N=18	13%	N=31	100%	N=234
Generally acting in the best interest of the community	12%	N=29	48%	N=111	17%	N=40	10%	N=23	13%	N=31	100%	N=234
Being honest	13%	N=31	38%	N=90	19%	N=45	6%	N=15	23%	N=53	100%	N=234
Treating all residents fairly	16%	N=38	34%	N=78	21%	N=49	8%	N=18	22%	N=50	100%	N=234

Table 47: 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	63%	N=149	35%	N=82	2%	N=5	0%	N=0	100%	N=236
Overall ease of getting to the places you usually have to visit	55%	N=128	42%	N=97	4%	N=9	0%	N=0	100%	N=234
Quality of overall natural environment in Pearland	36%	N=84	47%	N=108	16%	N=36	2%	N=4	100%	N=232
Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	41%	N=96	37%	N=86	21%	N=48	2%	N=4	100%	N=233
Health and wellness opportunities in Pearland	25%	N=59	53%	N=125	17%	N=40	4%	N=10	100%	N=233
Overall opportunities for education and enrichment	38%	N=89	46%	N=107	13%	N=30	3%	N=7	100%	N=233
Overall economic health of Pearland	44%	N=104	49%	N=114	7%	N=16	0%	N=0	100%	N=234
Sense of community	32%	N=74	51%	N=118	17%	N=39	1%	N=2	100%	N=233

Table 48: 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)	68%	N=157	24%	N=56	8%	N=19	100%	N=232
Local newspapers	27%	N=64	46%	N=108	27%	N=63	100%	N=235
Other local media (radio or local television stations)	32%	N=73	41%	N=96	27%	N=62	100%	N=232
The local government cable channel (Comcast Ch. 16/U-Verse Ch. 99)	9%	N=21	36%	N=84	54%	N=125	100%	N=231
City water bill insert	27%	N=64	45%	N=104	28%	N=67	100%	N=235
Other city publications (Pearland in Motion, Pearland Connect, or other)	17%	N=5	48%	N=15	35%	N=11	100%	N=31
City Council meetings and other public meetings	22%	N=51	37%	N=86	41%	N=93	100%	N=230
Talking with City officials	18%	N=40	32%	N=74	50%	N=114	100%	N=228
City communications via social media (i.e. Facebook, Twitter, Instagram or YouTube)	29%	N=66	35%	N=80	36%	N=84	100%	N=230
City of Pearland e-mail blasts	31%	N=71	33%	N=75	36%	N=82	100%	N=227
Word-of-mouth	33%	N=76	44%	N=102	23%	N=53	100%	N=231

Table 49: Question 15

In a typical week, about how many days per week do you use each of the following corridors for travel for any purpose:	6 days a week or more		3-5 days a week		2 days a week or less		Not at all		Total	
State Highway 288	32%	N=77	26%	N=61	27%	N=64	15%	N=34	100%	N=236
State Highway 35/Main	22%	N=51	17%	N=39	35%	N=83	26%	N=61	100%	N=234
Cullen Parkway	15%	N=35	13%	N=31	33%	N=77	39%	N=91	100%	N=233
Beltway 8	29%	N=69	23%	N=54	34%	N=80	13%	N=31	100%	N=235
Mykawa Rd.	10%	N=24	11%	N=25	22%	N=52	57%	N=133	100%	N=234
Pearland Parkway	29%	N=67	18%	N=42	27%	N=61	26%	N=60	100%	N=231
FM 518/Broadway	74%	N=174	16%	N=39	10%	N=23	0%	N=0	100%	N=237

Table 50: Question 16

Please rate the overall ease of getting to each of the following destinations from the City of Pearland:	Excellent		Good		Fair		Poor		Don't know		Total	
TX Medical Center	18%	N=42	36%	N=85	22%	N=51	18%	N=43	5%	N=13	100%	N=234
Downtown Houston	12%	N=29	36%	N=83	27%	N=64	21%	N=49	4%	N=10	100%	N=234
Galleria	7%	N=16	31%	N=73	27%	N=63	26%	N=60	9%	N=22	100%	N=234
NASA Space Center area	10%	N=24	36%	N=83	26%	N=60	14%	N=34	14%	N=32	100%	N=234
Greenway Plaza	4%	N=8	22%	N=51	21%	N=48	21%	N=49	33%	N=76	100%	N=233
Westchase	4%	N=8	25%	N=59	15%	N=34	15%	N=34	41%	N=96	100%	N=231

Table 51: Question 17

The following services are provided by the Pearland Fire & Police Departments. Please indicate how familiar you are, if at all, with the following services:	Very familiar		Somewhat familiar		Not at all familiar		Total	
Home security surveys	7%	N=16	17%	N=40	77%	N=181	100%	N=237
Fire extinguisher training	7%	N=16	14%	N=34	79%	N=187	100%	N=237
Pearland Volunteer Fire Academy	4%	N=10	20%	N=46	76%	N=181	100%	N=237
Citizen's Police Academy	5%	N=11	23%	N=53	72%	N=168	100%	N=232
Project Childsafe	3%	N=7	11%	N=27	86%	N=202	100%	N=235
Safe Kids Greater Houston Car Seat Inspection Services	8%	N=18	25%	N=59	67%	N=158	100%	N=235

Table 52: 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	3%	N=8	4%	N=10	10%	N=23	21%	N=50	62%	N=145	100%	N=236
Purchase goods or services from a business located in Pearland	2%	N=4	0%	N=0	12%	N=27	50%	N=117	37%	N=87	100%	N=235
Eat at least 5 portions of fruits and vegetables a day	4%	N=9	10%	N=22	42%	N=97	26%	N=62	19%	N=43	100%	N=234
Participate in moderate or vigorous physical activity	3%	N=6	15%	N=35	37%	N=88	24%	N=57	21%	N=50	100%	N=235
Read or watch local news (via television, paper, computer, etc.)	2%	N=5	12%	N=29	20%	N=47	26%	N=61	40%	N=95	100%	N=236
Vote in local elections	12%	N=29	9%	N=21	16%	N=37	26%	N=61	37%	N=88	100%	N=236

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=51
Very good	41%	N=97
Good	30%	N=70
Fair	7%	N=16
Poor	1%	N=1
Total	100%	N=236

Table 54: 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	8%	N=18
Somewhat positive	28%	N=65
Neutral	51%	N=121
Somewhat negative	13%	N=31
Very negative	0%	N=1
Total	100%	N=236

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=173
Working part time for pay	9%	N=21
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	2%	N=4
Fully retired	14%	N=32
Total	100%	N=236

Table 56: Question D5

Do you work inside the boundaries of Pearland?	Percent	Number
Yes, outside the home	20%	N=47
Yes, from home	7%	N=16
No	73%	N=169
Total	100%	N=232

Table 57: Question D6

How many years have you lived in Pearland?	Percent	Number
Less than 2 years	18%	N=42
2 to 5 years	18%	N=43
6 to 10 years	24%	N=57
11 to 20 years	23%	N=53
More than 20 years	17%	N=41
Total	100%	N=236

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	85%	N=200
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=32
Mobile home	1%	N=2
Other	0%	N=1
Total	100%	N=235

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	20%	N=47
Owned	80%	N=187
Total	100%	N=234

Table 60: 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=2
$300 to $599 per month	5%	N=12
$600 to $999 per month	15%	N=35
$1,000 to $1,499 per month	26%	N=61
$1,500 to $2,499 per month	38%	N=89
$2,500 to $3,499 per month	12%	N=27
$3,500 or more per month	3%	N=8
Total	100%	N=233

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=115
Yes	51%	N=119
Total	100%	N=235

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=184
Yes	22%	N=51
Total	100%	N=235

Table 63: 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	3%	N=7
$25,000 to $49,999	13%	N=29
$50,000 to $99,999	29%	N=67
$100,000 to $149,999	34%	N=77
$150,000 to $249,999	18%	N=41
$250,000 or more	4%	N=9
Total	100%	N=230

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	82%	N=191
Yes, I consider myself to be Spanish, Hispanic or Latino	18%	N=42
Total	100%	N=233

Table 65: 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	1%	N=3
Asian, Asian Indian or Pacific Islander	13%	N=31
Black or African American	13%	N=29
White	65%	N=152
Other	10%	N=22

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	30%	N=70
35 to 44 years	23%	N=54
45 to 54 years	22%	N=52
55 to 64 years	11%	N=25
65 to 74 years	7%	N=18
75 years or older	6%	N=14
Total	100%	N=234

Table 67: Question D16

What is your sex?	Percent	Number
Female	53%	N=125
Male	47%	N=109
Total	100%	N=234

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=155
Land line	13%	N=31
Both	21%	N=49
Total	100%	N=235

Table 69: 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	3%	N=8	4%	N=10	10%	N=23	21%	N=50	62%	N=145	100%	N=236
Purchase goods or services from a business located in Pearland	2%	N=4	0%	N=0	12%	N=27	50%	N=117	37%	N=87	100%	N=235
Eat at least 5 portions of fruits and vegetables a day	4%	N=9	10%	N=22	42%	N=97	26%	N=62	19%	N=43	100%	N=234
Participate in moderate or vigorous physical activity	3%	N=6	15%	N=35	37%	N=88	24%	N=57	21%	N=50	100%	N=235
Read or watch local news (via television, paper, computer, etc.)	2%	N=5	12%	N=29	20%	N=47	26%	N=61	40%	N=95	100%	N=236
Vote in local elections	12%	N=29	9%	N=21	16%	N=37	26%	N=61	37%	N=88	100%	N=236

Table 70: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	22%	N=51
Very good	41%	N=97
Good	30%	N=70
Fair	7%	N=16
Poor	1%	N=1
Total	100%	N=236

Table 71: 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	8%	N=18
Somewhat positive	28%	N=65
Neutral	51%	N=121
Somewhat negative	13%	N=31
Very negative	0%	N=1
Total	100%	N=236

Table 72: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=173
Working part time for pay	9%	N=21
Unemployed, looking for paid work	3%	N=6
Unemployed, not looking for paid work	2%	N=4
Fully retired	14%	N=32
Total	100%	N=236

Table 73: Question D5

Do you work inside the boundaries of Pearland?	Percent	Number
Yes, outside the home	20%	N=47
Yes, from home	7%	N=16
No	73%	N=169
Total	100%	N=232

Table 74: Question D6

How many years have you lived in Pearland?	Percent	Number
Less than 2 years	18%	N=42
2 to 5 years	18%	N=43
6 to 10 years	24%	N=57
11 to 20 years	23%	N=53
More than 20 years	17%	N=41
Total	100%	N=236

Table 75: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	85%	N=200
Building with two or more homes (duplex, townhome, apartment or condominium)	14%	N=32
Mobile home	1%	N=2
Other	0%	N=1
Total	100%	N=235

Table 76: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	20%	N=47
Owned	80%	N=187
Total	100%	N=234

Table 77: 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=2
$300 to $599 per month	5%	N=12
$600 to $999 per month	15%	N=35
$1,000 to $1,499 per month	26%	N=61
$1,500 to $2,499 per month	38%	N=89
$2,500 to $3,499 per month	12%	N=27
$3,500 or more per month	3%	N=8
Total	100%	N=233

Table 78: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	49%	N=115
Yes	51%	N=119
Total	100%	N=235

Table 79: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=184
Yes	22%	N=51
Total	100%	N=235

Table 80: 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	3%	N=7
$25,000 to $49,999	13%	N=29
$50,000 to $99,999	29%	N=67
$100,000 to $149,999	34%	N=77
$150,000 to $249,999	18%	N=41
$250,000 or more	4%	N=9
Total	100%	N=230

Table 81: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	82%	N=191
Yes, I consider myself to be Spanish, Hispanic or Latino	18%	N=42
Total	100%	N=233

Table 82: 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	1%	N=3
Asian, Asian Indian or Pacific Islander	13%	N=31
Black or African American	13%	N=29
White	65%	N=152
Other	10%	N=22

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

Table 83: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	30%	N=70
35 to 44 years	23%	N=54
45 to 54 years	22%	N=52
55 to 64 years	11%	N=25
65 to 74 years	7%	N=18
75 years or older	6%	N=14
Total	100%	N=234

Table 84: Question D16

What is your sex?	Percent	Number
Female	53%	N=125
Male	47%	N=109
Total	100%	N=234

Table 85: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=155
Land line	13%	N=31
Both	21%	N=49
Total	100%	N=235

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 86: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Pearland	85%	180	394	Similar
Overall image or reputation of Pearland	75%	123	303	Similar
Pearland as a place to live	91%	148	343	Similar
Your neighborhood as a place to live	88%	66	266	Similar
Pearland as a place to raise children	90%	100	334	Similar
Pearland as a place to retire	68%	147	317	Similar
Overall appearance of Pearland	74%	154	313	Similar

Table 87: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Pearland	87%	90	187	Similar
	In your neighborhood during the day	95%	172	305	Similar
	In Pearland's downtown/commercial area during the day	88%	185	260	Similar
Mobility	Overall ease of getting to the places you usually have to visit	56%	94	98	Lower
	Availability of paths and walking trails	39%	227	261	Lower
	Ease of walking in Pearland	33%	241	252	Much lower
	Ease of travel by bicycle in Pearland	21%	258	260	Much lower
	Ease of travel by car in Pearland	43%	243	257	Lower
	Traffic flow on major streets	24%	284	296	Lower
Natural Environment	Quality of overall natural environment in Pearland	67%	176	241	Similar
	Cleanliness of Pearland	78%	107	229	Similar
Built Environment	Overall "built environment" of Pearland (including overall design, buildings, parks and transportation systems)	45%	79	94	Lower
	Overall quality of new development in Pearland	67%	54	246	Similar
	Availability of affordable quality housing	64%	28	260	Higher
	Variety of housing options	74%	30	235	Higher
	Public places where people want to spend time	56%	63	88	Similar
Economy	Overall economic health of Pearland	80%	25	98	Higher
	Overall quality of business and service establishments in Pearland	69%	85	229	Similar
	Cost of living in Pearland	56%	14	92	Similar
	Shopping opportunities	74%	43	251	Higher
	Employment opportunities	46%	61	269	Similar
	Pearland as a place to visit	47%	78	107	Lower
	Pearland as a place to work	65%	133	312	Similar
Recreation and Wellness	Health and wellness opportunities in Pearland	76%	40	94	Similar
	Availability of preventive health services	72%	34	190	Similar
	Availability of affordable quality health care	77%	27	222	Higher
	Availability of affordable quality food	71%	51	190	Similar
	Recreational opportunities	54%	195	264	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	57%	69	92	Similar
Education and Enrichment	Overall opportunities for education and enrichment	71%	49	93	Similar
	Opportunities to participate in religious or spiritual events and activities	70%	136	177	Similar
	Opportunities to attend cultural/arts/music activities	28%	234	254	Lower

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Adult educational opportunities	47%	62	84	Similar
	K-12 education	83%	67	222	Similar
	Availability of affordable quality child care/preschool	70%	20	220	Higher
	Opportunities to participate in social events and activities	46%	181	216	Similar
	Neighborliness of Pearland	58%	50	88	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	61%	102	248	Similar
	Opportunities to participate in community matters	54%	155	230	Similar
Community Engagement	Opportunities to volunteer	63%	179	227	Similar

Table 88: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Pearland	78%	141	382	Similar
Overall customer service by Pearland employees(police, fire, public works, receptionists, planners, etc.)	78%	157	320	Similar
Value of services for the taxes paid to Pearland	54%	201	355	Similar
Overall direction that Pearland is taking	70%	64	281	Similar
Job Pearland government does at welcoming citizen involvement	52%	146	269	Similar
Overall confidence in Pearland government	68%	21	94	Similar
Generally acting in the best interest of the community	69%	29	93	Similar
Being honest	67%	27	91	Similar
Treating all residents fairly	63%	24	92	Similar
Services provided by the Federal Government	43%	50	214	Similar

Table 89: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	88%	70	375	Similar
	Fire services	93%	138	311	Similar
	Ambulance or emergency medical services	90%	156	303	Similar
	Crime prevention	79%	77	306	Similar
	Fire prevention and education	74%	129	252	Similar
	Animal control	64%	125	287	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	64%	118	244	Similar
	Traffic enforcement	65%	154	330	Similar
	Street repair	50%	177	379	Similar
	Street cleaning	60%	134	266	Similar
	Street lighting	59%	145	268	Similar
	Sidewalk maintenance	50%	175	270	Similar
Mobility	Traffic signal timing	39%	192	216	Similar
	Garbage collection	89%	165	305	Similar
	Recycling	85%	132	315	Similar
	Yard waste pick-up	83%	87	227	Similar
Natural Environment	Drinking water	64%	199	292	Similar
	Pearland open space	54%	71	95	Similar
Built Environment	Storm Drainage	72%	66	315	Similar
	Sewer services	80%	112	277	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Utility billing	69%	49	84	Similar
	Land use, planning and zoning	47%	142	255	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	52%	154	316	Similar
Economy	Economic development	66%	39	245	Higher
Recreation and Wellness	City parks	76%	203	279	Similar
	Recreation programs or classes	66%	192	284	Similar
	Recreation centers or facilities	65%	137	235	Similar
	Health services	75%	44	167	Similar
Education and Enrichment	City-sponsored special events	55%	77	100	Similar
	Public library services	79%	226	293	Similar
Community Engagement	Public information services	66%	140	246	Similar

Table 90: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	59%	153	267	Similar
Recommend living in Pearland to someone who asks	92%	88	239	Similar
Remain in Pearland for the next five years	90%	47	236	Similar
Contacted Pearland (in-person, phone, email or web) for help or information	43%	178	277	Similar

Table 91: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	48%	15	81	Higher
	Did NOT report a crime to the police	83%	35	91	Similar
	Household member was NOT a victim of a crime	91%	72	235	Similar
Mobility	Carpooled with other adults or children instead of driving alone	33%	80	87	Lower
	Walked or biked instead of driving	35%	84	90	Much lower
Natural Environment	Made efforts to conserve water	81%	46	84	Similar
	Made efforts to make your home more energy efficient	71%	77	84	Similar
	Recycle at home	93%	71	221	Similar
Built Environment	Did NOT observe a code violation or other hazard in Pearland	58%	40	84	Similar
	NOT experiencing housing costs stress	75%	41	217	Similar
Economy	Purchase goods or services from a business located in Pearland	98%	19	87	Similar
	Economy will have positive impact on income	35%	19	220	Higher
	Work inside boundaries of Pearland	27%	74	87	Lower
Recreation and Wellness	Used Pearland recreation centers or their services	48%	162	198	Similar
	Visited a neighborhood park or City park	76%	204	233	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	25	84	Similar
	Participate in moderate or vigorous physical activity	83%	60	85	Similar
	In very good to excellent health	63%	43	86	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Used Pearland public libraries or their services	54%	185	205	Lower
	Participated in religious or spiritual activities in Pearland	53%	76	173	Similar
	Attended City-sponsored event	39%	77	88	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	17%	67	81	Similar
	Contacted Pearland elected officials (in-person, phone, email or web) to express your opinion	15%	49	86	Similar
	Volunteered your time to some group/activity in Pearland	33%	171	226	Similar
	Talked to or visited with your immediate neighbors	90%	50	87	Similar
	Attended a local public meeting	17%	181	227	Similar
	Watched (online or on television) a local public meeting	13%	177	184	Lower
	Read or watch local news (via television, paper, computer, etc.)	86%	54	86	Similar
	Vote in local elections	79%	116	219	Similar

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.

Abilene city, KS 6,844
Adams County, CO 441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA... 98,970
Albert Lea city, MN... 18,016
Algonquin village, IL.. 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
Ames city, IA 58,965
Andover CDP, MA... 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI...113,934
Annapolis city, MD.. 38,394
Apple Valley town, CA 69,135
Arapahoe County, CO..572,003
Arkansas City city, AR... 366
Arlington city, TX 365,438
Arlington County, VA..207,627
Arvada city, CO...106,433
Ashland city, OR 20,078
Ashland town, VA.. 7,225
Aspen city, CO 6,658
Auburn city, AL 53,380
Auburn city, WA.. 70,180
Aurora city, CO...325,078
Austin city, TX..790,390
Bainbridge Island city, WA...................................... 23,025
Baltimore city, MD..620,961
Baltimore County, MD 805,029
Battle Creek city, MI... 52,347
Bay City city, MI... 34,932
Baytown city, TX... 71,802
Bedford city, TX.. 46,979
Bedford town, MA 13,320

Bellevue city, WA 122,363
Bellingham city, WA 80,885
Beltrami County, MN 44,442
Benbrook city, TX.. 21,234
Bend city, OR... 76,639
Benicia city, CA 26,997
Bettendorf city, IA.. 33,217
Billings city, MT..104,170
Blaine city, MN... 57,186
Bloomfield Hills city, MI 3,869
Bloomington city, IL 76,610
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID 205,671
Boonville city, MO 8,319
Boulder city, CO... 97,385
Boulder County, CO..294,567
Bowling Green city, KY 58,067
Brentwood city, MO.. 8,055
Brentwood city, TN 37,060
Brighton city, CO.. 33,352
Bristol city, TN 26,702
Broken Arrow city, OK 98,850
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Brookline town, NH 4,991
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Bryan city, TX 76,201
Burien city, WA... 33,313
Burleson city, TX... 36,690
Cabarrus County, NC...178,011
Cambridge city, MA..105,162
Canton city, SD.. 3,057
Cape Coral city, FL 154,305

Cape Girardeau city, MO	37,941	Dublin city, OH	41,751
Carlisle borough, PA	18,682	Duluth city, MN	86,265
Carlsbad city, CA	105,328	Duncanville city, TX	38,524
Cartersville city, GA	19,731	Durham city, NC	228,330
Cary town, NC	135,234	East Baton Rouge Parish, LA	440,171
Casa Grande city, AZ	48,571	East Grand Forks city, MN	8,601
Casper city, WY	55,316	East Lansing city, MI	48,579
Castine town, ME	1,366	Eau Claire city, WI	65,883
Castle Pines North city, CO	10,360	Eden Prairie city, MN	60,797
Castle Rock town, CO	48,231	Edgerton city, KS	1,671
Cedar Falls city, IA	39,260	Edina city, MN	47,941
Cedar Rapids city, IA	126,326	Edmond city, OK	81,405
Centennial city, CO	100,377	Edmonds city, WA	39,709
Centralia city, IL	13,032	El Cerrito city, CA	23,549
Chambersburg borough, PA	20,268	El Dorado County, CA	181,058
Chandler city, AZ	236,123	El Paso city, TX	649,121
Chanhassen city, MN	22,952	Elk Grove city, CA	153,015
Chapel Hill town, NC	57,233	Elk River city, MN	22,974
Charlotte city, NC	731,424	Elko New Market city, MN	4,110
Charlotte County, FL	159,978	Elmhurst city, IL	44,121
Charlottesville city, VA	43,475	Encinitas city, CA	59,518
Chesterfield County, VA	316,236	Englewood city, CO	30,255
Chippewa Falls city, WI	13,661	Erie town, CO	18,135
Citrus Heights city, CA	83,301	Escambia County, FL	297,619
Clackamas County, OR	375,992	Estes Park town, CO	5,858
Clarendon Hills village, IL	8,427	Fairview town, TX	7,248
Clayton city, MO	15,939	Farmington Hills city, MI	79,740
Clearwater city, FL	107,685	Fayetteville city, NC	200,564
Cleveland Heights city, OH	46,121	Fishers town, IN	76,794
Clive city, IA	15,447	Flagstaff city, AZ	65,870
Clovis city, CA	95,631	Flower Mound town, TX	64,669
College Park city, MD	30,413	Flushing city, MI	8,389
College Station city, TX	93,857	Forest Grove city, OR	21,083
Colleyville city, TX	22,807	Fort Collins city, CO	143,986
Collinsville city, IL	25,579	Fort Smith city, AR	86,209
Columbia city, MO	108,500	Fort Worth city, TX	741,206
Columbia city, SC	129,272	Fountain Hills town, AZ	22,489
Columbus city, WI	4,991	Franklin city, TN	62,487
Commerce City city, CO	45,913	Fredericksburg city, VA	24,286
Concord city, CA	122,067	Freeport CDP, ME	1,485
Concord town, MA	17,668	Freeport city, IL	25,638
Conyers city, GA	15,195	Fremont city, CA	214,089
Cookeville city, TN	30,435	Friendswood city, TX	35,805
Coon Rapids city, MN	61,476	Fruita city, CO	12,646
Cooper City city, FL	28,547	Gahanna city, OH	33,248
Coronado city, CA	18,912	Gainesville city, FL	124,354
Corvallis city, OR	54,462	Gaithersburg city, MD	59,933
Creve Coeur city, MO	17,833	Galveston city, TX	47,743
Cross Roads town, TX	1,563	Garden City city, KS	26,658
Crystal Lake city, IL	40,743	Gardner city, KS	19,123
Dade City city, FL	6,437	Geneva city, NY	13,261
Dakota County, MN	398,552	Georgetown city, TX	47,400
Dallas city, OR	14,583	Gilbert town, AZ	208,453
Dallas city, TX	1,197,816	Gillette city, WY	29,087
Dardenne Prairie city, MO	11,494	Globe city, AZ	7,532
Davenport city, IA	99,685	Golden Valley city, MN	20,371
Davidson town, NC	10,944	Goodyear city, AZ	65,275
Decatur city, GA	19,335	Grafton village, WI	11,459
Delray Beach city, FL	60,522	Grand Blanc city, MI	8,276
Denison city, TX	22,682	Grand Island city, NE	48,520
Denver city, CO	600,158	Grass Valley city, CA	12,860
Derby city, KS	22,158	Greeley city, CO	92,889
Des Moines city, IA	203,433	Green Valley CDP, AZ	21,391
Des Peres city, MO	8,373	Greenwood Village city, CO	13,925
Destin city, FL	12,305	Greer city, SC	25,515
Dewey-Humboldt town, AZ	3,894	Guilford County, NC	488,406
Dorchester County, MD	32,618	Gunnison County, CO	15,324
Dothan city, AL	65,496	Gurnee village, IL	31,295
Douglas County, CO	285,465	Hailey city, ID	7,960
Dover city, NH	29,987	Haines Borough, AK	2,508

Hallandale Beach city, FL	37,113
Hamilton city, OH	62,477
Hampton city, VA	137,436
Hanover County, VA	99,863
Harrisonburg city, VA	48,914
Harrisonville city, MO	10,019
Hayward city, CA	144,186
Henderson city, NV	257,729
Hermiston city, OR	16,745
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Hillsborough town, NC	6,087
Holden town, MA	17,346
Holland city, MI	33,051
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Houston city, TX	2,099,451
Hudson city, OH	22,262
Hudson town, CO	2,356
Hudsonville city, MI	7,116
Huntersville town, NC	46,773
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Hyattsville city, MD	17,557
Independence city, MO	116,830
Indian Trail town, NC	33,518
Indianola city, IA	14,782
Iowa City city, IA	67,862
Issaquah city, WA	30,434
Jackson County, MI	160,248
James City County, VA	67,009
Jefferson City city, MO	43,079
Jefferson County, CO	534,543
Jefferson County, NY	116,229
Jerome city, ID	10,890
Johnson City city, TN	63,152
Johnson County, KS	544,179
Johnston city, IA	17,278
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, KS	145,786
Kansas City city, MO	459,787
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kennedale city, TX	6,763
Kennett Square borough, PA	6,072
Kirkland city, WA	48,787
La Mesa city, CA	57,065
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Hills city, CA	30,344
Laguna Niguel city, CA	62,979
Lake Oswego city, OR	36,619
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lane County, OR	351,715
Larimer County, CO	299,630
Las Cruces city, NM	97,618
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
League City city, TX	83,560
Lee County, FL	618,754
Lee's Summit city, MO	91,364
Lehi city, UT	47,407
Lenexa city, KS	48,190
Lewis County, NY	27,087
Lewiston city, ME	36,592
Lincoln city, NE	258,379
Lindsborg city, KS	3,458
Littleton city, CO	41,737
Livermore city, CA	80,968
Lone Tree city, CO	10,218
Longmont city, CO	86,270
Longview city, TX	80,455
Los Alamos County, NM	17,950
Louisville city, CO	18,376
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Madison city, WI	233,209
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maple Valley city, WA	22,684
Maricopa County, AZ	3,817,117
Marin County, CA	252,409
Maryland Heights city, MO	27,472
Matthews town, NC	27,198
McAllen city, TX	129,877
McDonough city, GA	22,084
McKinney city, TX	131,117
McMinnville city, OR	32,187
Mecklenburg County, NC	919,628
Medford city, OR	74,907
Menlo Park city, CA	32,026
Mercer Island city, WA	22,699
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Merrill city, WI	9,661
Mesa city, AZ	439,041
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Miami city, FL	399,457
Midland city, MI	41,863
Milford city, DE	9,559
Milton city, GA	32,661
Minneapolis city, MN	382,578
Mission Viejo city, CA	93,305
Modesto city, CA	201,165
Monterey city, CA	27,810
Montgomery County, MD	971,777
Montgomery County, VA	94,392
Montpelier city, VT	7,855
Monument town, CO	5,530
Mooresville town, NC	32,711
Morristown city, TN	29,137
Moscow city, ID	23,800
Mountain Village town, CO	1,320
Mountlake Terrace city, WA	19,909
Munster town, IN	23,603
Muscatine city, IA	22,886
Naperville city, IL	141,853
Needham CDP, MA	28,886
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Hanover County, NC	202,667
New Orleans city, LA	343,829
New Smyrna Beach city, FL	22,464
Newberg city, OR	22,068
Newport Beach city, CA	85,186
Newport city, RI	24,672
Newport News city, VA	180,719

Newton city, IA	15,254
Noblesville city, IN	51,969
Nogales city, AZ	20,837
Norfolk city, VA	242,803
Norman city, OK	110,925
North Las Vegas city, NV	216,961
Northglenn city, CO	35,789
Novato city, CA	51,904
Novi city, MI	55,224
O'Fallon city, IL	28,281
O'Fallon city, MO	79,329
Oak Park village, IL	51,878
Oakland Park city, FL	41,363
Oakley city, CA	35,432
Ogdensburg city, NY	11,128
Oklahoma City city, OK	579,999
Olathe city, KS	125,872
Old Town city, ME	7,840
Olmsted County, MN	144,248
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Otsego County, MI	24,164
Overland Park city, KS	173,372
Oviedo city, FL	33,342
Paducah city, KY	25,024
Palm Coast city, FL	75,180
Palm Springs city, CA	44,552
Palo Alto city, CA	64,403
Panama City city, FL	36,484
Papillion city, NE	18,894
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasadena city, CA	137,122
Pasco city, WA	59,781
Pasco County, FL	464,697
Peachtree City city, GA	34,364
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Peoria County, IL	186,494
Peters township, PA	21,213
Petoskey city, MI	5,670
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
Pinal County, AZ	375,770
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Platte City city, MO	4,691
Plymouth city, MN	70,576
Pocatello city, ID	54,255
Polk County, IA	430,640
Port Huron city, MI	30,184
Port Orange city, FL	56,048
Port St. Lucie city, FL	164,603
Portland city, OR	583,776
Post Falls city, ID	27,574
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Provo city, UT	112,488
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Radford city, VA	16,408
Radnor township, PA	31,531
Ramsey city, MN	23,668
Rapid City city, SD	67,956
Raymore city, MO	19,206
Redmond city, WA	54,144
Rehoboth Beach city, DE	1,327
Reno city, NV	225,221
Reston CDP, VA	58,404
Richmond city, CA	103,701
Richmond Heights city, MO	8,603
Rifle city, CO	9,172
River Falls city, WI	15,000
Riverdale city, UT	8,426
Riverside city, CA	303,871
Riverside city, MO	2,937
Rochester city, MI	12,711
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockford city, IL	152,871
Rockville city, MD	61,209
Rogers city, MN	8,597
Rolla city, MO	19,559
Roselle village, IL	22,763
Roswell city, GA	88,346
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Salt Lake City city, UT	186,440
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Antonio city, TX	1,327,407
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
San Rafael city, CA	57,713
Sandy Springs city, GA	93,853
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Savannah city, GA	136,286
Scarborough CDP, ME	4,403
Schaumburg village, IL	74,227
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
SeaTac city, WA	26,909
Sevierville city, TN	14,807
Sheboygan city, WI	49,288
Shoreview city, MN	25,043
Shorewood city, MN	7,307
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
South Kingstown town, RI	30,639
South Lake Tahoe city, CA	21,403
South Portland city, ME	25,002
Southborough town, MA	9,767
Southlake city, TX	26,575
Sparks city, NV	90,264
Spokane Valley city, WA	89,755
Spring Hill city, KS	5,437
Springboro city, OH	17,409

Springfield city, MO	159,498	Wake Forest town, NC	30,117
Springfield city, OR	59,403	Walnut Creek city, CA	64,173
Springville city, UT	29,466	Washington County, MN	238,136
St. Charles city, IL	32,974	Washoe County, NV	421,407
St. Cloud city, FL	35,183	Watauga city, TX	23,497
St. Cloud city, MN	65,842	Wauwatosa city, WI	46,396
St. Joseph city, MO	76,780	Waverly city, IA	9,874
St. Louis County, MN	200,226	Weddington town, NC	9,459
St. Louis Park city, MN	45,250	Wentzville city, MO	29,070
Stallings town, NC	13,831	West Carrollton city, OH	13,143
State College borough, PA	42,034	West Chester borough, PA	18,461
Sterling Heights city, MI	129,699	West Des Moines city, IA	56,609
Sugar Grove village, IL	8,997	West Richland city, WA	11,811
Sugar Land city, TX	78,817	Westerville city, OH	36,120
Summit city, NJ	21,457	Westlake town, TX	992
Summit County, UT	36,324	Westminster city, CO	106,114
Sunnyvale city, CA	140,081	Weston town, MA	11,261
Surprise city, AZ	117,517	Wheat Ridge city, CO	30,166
Suwanee city, GA	15,355	White House city, TN	10,255
Tacoma city, WA	198,397	Whitewater township, MI	2,597
Takoma Park city, MD	16,715	Wichita city, KS	382,368
Tamarac city, FL	60,427	Williamsburg city, VA	14,068
Temecula city, CA	100,097	Wilmington city, NC	106,476
Temple city, TX	66,102	Wilsonville city, OR	19,509
The Woodlands CDP, TX	93,847	Winchester city, VA	26,203
Thornton city, CO	118,772	Windsor town, CO	18,644
Thousand Oaks city, CA	126,683	Windsor town, CT	29,044
Tracy city, CA	82,922	Winnetka village, IL	12,187
Tualatin city, OR	26,054	Winston-Salem city, NC	229,617
Tulsa city, OK	391,906	Winter Garden city, FL	34,568
Twin Falls city, ID	44,125	Woodland city, CA	55,468
Tyler city, TX	96,900	Woodland city, WA	5,509
Umatilla city, OR	6,906	Wrentham town, MA	10,955
Upper Arlington city, OH	33,771	Wyandotte city, MI	25,883
Urbandale city, IA	39,463	Yakima city, WA	91,067
Vail town, CO	5,305	York County, VA	65,464
Vancouver city, WA	161,791	Yorktown town, IN	9,405
Ventura CCD, CA	111,889	Yuma city, AZ	93,064
Vestavia Hills city, AL	34,033		
Virginia Beach city, VA	437,994		

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 of the Pearland office 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 geographic areas.

To choose the 1,200 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.

Figure 1: Location of Survey Recipients

Survey Recipients in Pearland, TX

- In North Quadrant
- In Northeast Quadrant
- In South Quadrant
- In Southeast Quadrant
- In West Quadrant

North Quadrant
Northeast Quadrant
South Quadrant
Southeast Quadrant
West Quadrant
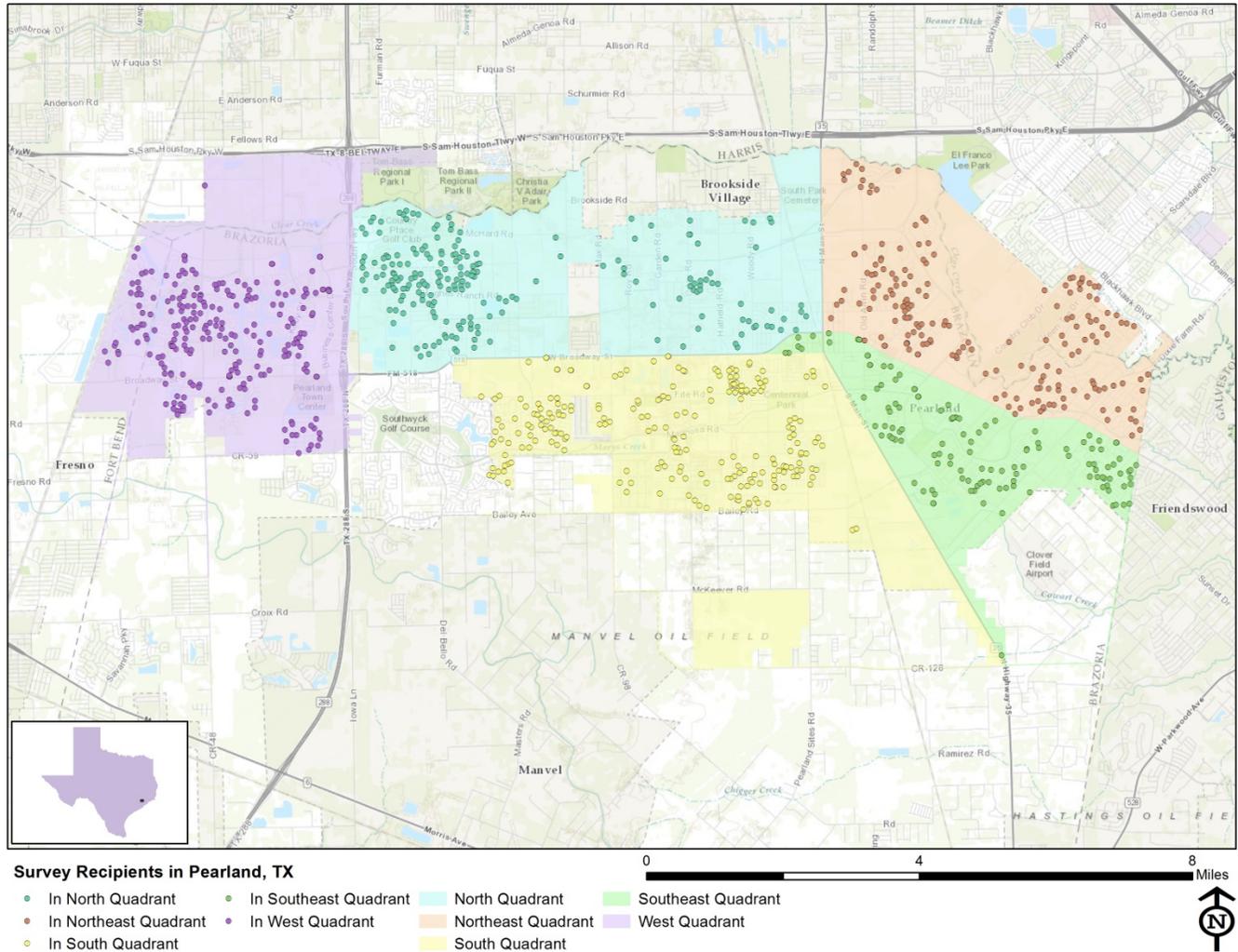
Survey Administration and Response

Selected households received three mailings, one week apart, beginning on December 30, 2014. 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. Respondents could opt to take the survey online and both cover letters contained paragraphs in Spanish instructing participants on how they could complete the survey online in Spanish. Completed surveys were collected over the following six weeks.

About 3% of the 1,200 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 1,166 households that received the survey, 238 completed the survey, providing an overall response rate of 20%; average response rates for a mailed resident survey range from 25% to 40%. Of the 238 completed surveys, one was completed in Spanish and 25 were completed online. Additionally, responses were tracked by area; response rates by geographic area ranged from 13% to 31%.

Table 92: Survey Response Rates by Area

	Number mailed	Undeliverable	Eligible	Returned	Response rate
North	204	6	198	61	31%
North East	209	2	207	49	24%
South	271	14	257	53	21%
South East	169	4	165	32	19%
West	347	8	339	43	13%
Overall	1,200	34	1,166	238	20%

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 six percentage points around any given percent reported for the entire sample (238 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.

Survey Data Weighting

The demographic characteristics of the survey sample 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 survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, ethnicity and sex and age. The results of the weighting scheme are presented in the following table.

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[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.

Table 93: Pearland, TX 2015 Weighting Table

	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	20%	12%	20%
Own home	80%	88%	80%
Detached unit	86%	91%	86%
Attached unit	14%	9%	14%
Race and Ethnicity			
White	64%	67%	63%
Not white	36%	33%	37%
Not Hispanic	82%	87%	82%
Hispanic	18%	13%	18%
Sex and Age			
Female	52%	54%	53%
Male	48%	46%	47%
18-34 years of age	32%	14%	31%
35-54 years of age	45%	32%	45%
55+ years of age	24%	54%	24%
Females 18-34	17%	7%	16%
Females 35-54	23%	18%	24%
Females 55+	13%	28%	13%
Males 18-34	15%	7%	14%
Males 35-54	22%	14%	21%
Males 55+	11%	25%	11%
Geographic Area			
North	18%	26%	22%
North East	18%	21%	19%
South	24%	22%	23%
South East	14%	13%	13%
West	27%	18%	23%

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.
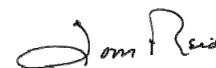
Appendix D: Survey Materials

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,
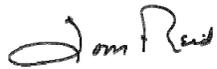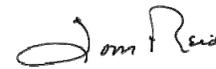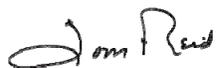
Tom Reid
Mayor/ Alcalde

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!

Atentamente,

Clay Pearson
City Manager/El administrador municipal

3519 Liberty Drive
Pearland, Texas 77581

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

3519 Liberty Drive
Pearland, Texas 77581

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

3519 Liberty Drive
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Presorted
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Permit NO. 94

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Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Pearland

3519 Liberty Drive
Pearland, Texas 77581

City of Pearland

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

January 2015

Dear City of Pearland Resident:

Please help us shape the future of Pearland! You have been selected at random to participate in the 2015 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:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/pearlandtx.htm

If you have any questions about the survey please call 281.652.1625.

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Pearland:

¡Por favor ayúdenos a moldear el futuro de Pearland! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Pearland del 2015.

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.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

www.n-r-c.com/survey/pearlandtx.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,

Tom Reid
Mayor/ Alcalde

Clay Pearson
City Manager/ El administrador municipal

City of Pearland

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

January 2015

Dear City of Pearland Resident:

Here's a second chance if you haven't already responded to the 2015 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 2015 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:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/pearlandtx.htm

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:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Ciudadanos de Pearland del 2015! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Pearland! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Pearland del 2015.

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.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

www.n-r-c.com/survey/pearlandtx.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

The City of Pearland 2015 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:

	Excellent	Good	Fair	Poor	Don't know
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:

	Excellent	Good	Fair	Poor	Don't know
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:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In Pearland's commercial/retail areas 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:

	Excellent	Good	Fair	Poor	Don't know
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
Recreational opportunities	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
Availability of preventive health services	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
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.**

	No	Yes
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?**

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used Pearland recreation centers or their 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

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
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting	1	2	3	4

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

	Excellent	Good	Fair	Poor	Don't know
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
Utility billing	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
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	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, fire, public works, 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?

	Excellent	Good	Fair	Poor	Don't know
The City of Pearland	1	2	3	4	5
The Federal Government	1	2	3	4	5
The County of Brazoria	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:

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Pearland	1	2	3	4	5
The overall direction that 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:

	Essential	Very important	Somewhat important	Not at all important
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:

	Major source	Minor source	Not a source
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 other)			
City Council meetings and 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. In a typical week, about how many days per week do you use each of the following corridors for travel for any purpose:

	6 days a week or more	3-5 days a week	2 days a week or less	Not at all
State Highway 288	1	2	3	4
State Highway 35/Main	1	2	3	4
Cullen Parkway	1	2	3	4
Beltway 8	1	2	3	4
Mykawa Rd.	1	2	3	4
Pearland Parkway	1	2	3	4
FM 518/Broadway	1	2	3	4

16. Please rate the overall ease of getting to each of the following destinations from the City of Pearland:

	Excellent	Good	Fair	Poor	Don't know
TX Medical Center	1	2	3	4	5
Downtown Houston	1	2	3	4	5
Galleria	1	2	3	4	5
NASA Space Center area	1	2	3	4	5
Greenway Plaza	1	2	3	4	5
Westchase	1	2	3	4	5

17. The following services are provided by the Pearland Fire & Police Departments. Please indicate how familiar you are, if at all, with the following services:

	Very familiar	Somewhat familiar	Not at all familiar
Home security surveys	1	2	3
Fire extinguisher training	1	2	3
Pearland Volunteer Fire Academy	1	2	3
Citizen's Police Academy	1	2	3
Project Childsafe	1	2	3
Safe Kids Greater Houston Car Seat Inspection Services	1	2	3

The City of Pearland 2015 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?**

	Never	Rarely	Sometimes	Usually	Always
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 to $3,499 per month
○ $3,500 or more

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 to $249,999
○ $250,000 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