

APPENDIX G: RESIDENTIAL SURVEY

From June to November 2008, a survey was distributed at various locations throughout the Eastern Triangle Community Plan area. These surveys were available at public meetings, online, and at each of the survey drop off sites. Additionally, Planning Team members were provided copies to distribute to their friends and neighbors.

The purpose of the residents' survey was to help accurately assess how the residents see their community and to have the opportunity to express some of their individual concerns about the community. The survey permitted residents to suggest what businesses or services they need as well as how they would like to see their community grow in the future. Forty-four completed surveys were received.

Over the next five years, residents would like to see improvements to streets and infrastructure, higher quality businesses, stronger neighborhood associations and citizen involvement, lower crime rates, and higher education available within the Eastern Triangle.

STRENGTHS

The top three strengths of the Eastern Triangle identified by respondents were:

- Friendly people and strong neighborhood associations (19%)
- Not a lot of traffic (11%)
- Proximity to churches, grocery stores and other services (8%)

WEAKNESSES

The top three weaknesses of the Eastern Triangle identified by respondents were:

- Infrastructure issues such as streets maintenance, drainage, and sidewalks (12%)
- Criminal activity, police patrolling, and drug activity (10%)
- Code Compliance issues including disrepair of vacant properties, dumping, and graffiti (9%)

RESPONDENTS

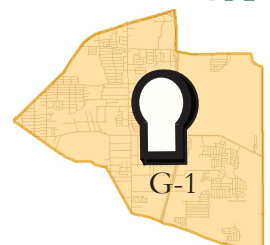
Of the forty-four respondents, more than half have lived in the Eastern Triangle for thirty years or less. The largest group, approximately 27%, has lived in the area between eleven and twenty years. This is followed by approximately 19% reporting to have lived in the area between thirty-one to forty years and forty-one to fifty years, respectively. Survey participants were asked whether they would choose to stay in the Eastern Triangle if they were to move in the next year. Approximately 69% of respondents said they would choose to stay in the Eastern Triangle.

Exactly half of the respondents belong to a neighborhood association with a majority of those within a neighborhood association belonging to the Dellcrest Area Neighborhood Association and Hein Orchard Association. The street that had the largest number of respondents was North Hein Rd.

HOUSING

Approximately 95% of those who responded live in single family housing, and approximately 98% are homeowners. However, just over half, 51.3%, were satisfied with the current housing

10 years or less	12.8%
11 to 20 years	27.7%
21 to 30 years	10.6%
31 to 40 years	19.1%
41 to 50 years	19.1%
51 years or more	10.6%
TOTAL	100.0%





stock in the area. Some of the main concerns expressed were that there are not enough choices for middle and upper end home buyers, too many low cost apartments with careless landlords, and too much negative activity in the area.

CRIME AND PUBLIC SAFETY

74% of respondents said they were not satisfied with the public safety in their area. Those who were not satisfied with public safety were asked to identify their top five reasons for dissatisfaction. Below are the top five problems provided by respondents.

Additionally, approximately 79% said they are unsatisfied with code compliance in the area. The top five problems with code compliance in the area accounted for 95% of responses. The only other code compliant problem that was not within the top five reasons below is abandoned animals that roam freely in neighborhoods.

TABLE 2:
TOP FIVE PUBLIC SAFETY PROBLEMS

Laws not enforced including speeding, fireworks, and parked cars	20.7%
Crime, shootings, gangs and drug activity....	20.7%
Not enough Police and long response time	15.2%
Street conditions and sidewalks	12.0%
Street lights	8.7%

TABLE 3:
TOP FIVE CODE COMPLIANCE PROBLEMS

Slow or no response	25.9%
Parked cars or boats on streets and in yards	22.4%
Dumping and trash on streets and in alleys ..	19.0%
Yards not maintained	15.5%
Vacant houses	12.1%

ECONOMIC DEVELOPMENT

Approximately 76% of respondents are not satisfied with the businesses and services offered in the Eastern Triangle. Most of the residents would like to see a greater diversity of businesses which include: healthier restaurants, less Mexican food restaurants, and more for teens to do. More medical services were requested along with more companies that offer mass job opportunities. Some residents expressed a desire for higher end stores or a mall. Other additional businesses and services desired were a movie theater, better restaurants, another grocery store, department stores, library, a physical fitness center or private gym, and services for seniors including adult daycare, senior housing, and senior community centers.

COMMUNITY FACILITIES

76% of respondents are not satisfied with the current community facilities in the area. Examples of community facilities include: libraries, parks, medical clinics, and cultural centers. The reasons why respondents are dissatisfied with current community facilities are because of the need for: more medical clinics or urgent care facilities; more recreational areas including parks, swimming pools, and cultural centers; a library; and that no community facilities currently exist.

TABLE 4:
REASONS FOR COMMUNITY FACILITIES DISSATISFACTION

More medical clinics or urgent care facilities ..	39.4%
Need more recreational areas including parks, cultural centers, and swimming pools	30.3%
Need a library	24.2%
None currently exist	6.1%
TOTAL	100.0%

Respondents were asked how often they use community facilities. Public libraries were the most frequently used. Cultural centers were the least used.

TABLE 5:

<u>PUBLIC LIBRARIES</u>		<u>PUBLIC PARKS</u>	
Frequently	34%	Frequently	24%
Sometimes	38%	Sometimes	54%
Never	29%	Never	22%
<u>COMMUNITY CENTERS</u>		<u>CULTURAL CENTERS</u>	
Frequently	10%	Frequently	7%
Sometimes	52%	Sometimes	40%
Never	38%	Never	53%

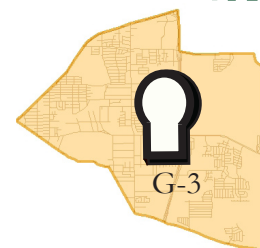
TRANSPORTATION AND INFRASTRUCTURE

72% of respondents said they never use public transportation while 22% said they used it sometimes or frequently. However, 43% said they were satisfied with the public transportation provided in the Eastern Triangle. Those who were unsatisfied with public transit cited too many transfers were needed to get anywhere and that a trip to the Medical Center can take up to 4 hours. Others felt that there are not enough connections to Live Oak, Converse, Universal City, and Schertz.

63% of respondents are unsatisfied with the current infrastructure of the Eastern Triangle. The top three concerns are drainage, street repair, and sidewalks.

CONCLUSION

The last section of the survey allowed residents to write in their comments and concerns. While the comments ranged from toll roads to development around Camp Bullis, the overall feeling of the responses showed that the people of the Eastern Triangle community felt overwhelmingly left out. The negative responses centered on how they believe public officials have “failed to respond to citizen concerns.” These citizens value public safety and the health and welfare of their neighborhoods first. There is a major emphasis on rebuilding, repairing, reusing, and revitalizing the area by bringing in a diversity of quality businesses and services while working to reduce crime and gang activity. “We need to improve our neighborhoods, community venues, aesthetics, and infrastructure so that we can attract more homeowners and help rebuild our school district.” The residents of the Eastern Triangle express a “very positive” willingness to work for the betterment of their community and are excited about future growth in the area.





EASTERN TRIANGLE RESIDENTS SURVEY

The Eastern Triangle Planning Team in partnership with the City of San Antonio Planning and Community Development Department is currently working on a future plan for the area. (For more information about the community plan, visit: <http://www.sanantonio.gov/planning>). An important part of this process is understanding the community from many different perspectives. Your participation in this survey, as well as your participation in the various public meetings will help us produce a community plan that can best serve the community's needs. Once completed you can return it to any location listed on the back page or mail it directly to the City of San Antonio. Responses will only be revealed in aggregate form and will not include personalized information. Thank you very much for your participation and we look forward to working with you.

General Questions

1. How long have you lived in the Eastern Triangle?

_____ Years

2. Are you a current member of a Neighborhood Association? (circle one)

Yes

No

2a. If yes, which one?

3. If none, would you be interested in creating a new Neighborhood Association? (circle one)

Yes

No

4. What is the name of the street you live on?

5. If you were to move within the next year, would you choose to stay in the Eastern Triangle area? (circle one)

Yes

No

EASTERN TRIANGLE RESIDENTS SURVEY

6. In your opinion, what is the Eastern Triangle's greatest strength?

7. In your opinion, what is the Eastern Triangle's greatest weakness?

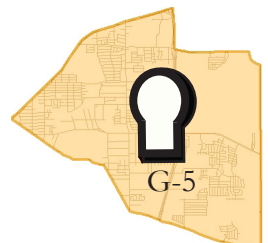
8. In five(5) years, how would you like to see the Eastern Triangle change?

Housing

9. What type of housing do you live in? (circle one)
Multi-family (apartments and duplexes)
Single-Family

10. Are you a: (circle one)
Homeowner
Renter

11. Are you satisfied with the current housing choices in the Eastern Triangle? (circle one)
Yes
No





EASTERN TRIANGLE RESIDENTS SURVEY

11a. If not, why?

Public Safety and Code Compliance

14. Are you satisfied with the public safety in your area? (circle one)

Yes

No

14a. If no, what are the top five (5) problems with public safety in your area?

1.

2.

3.

4.

5.

15. Are you satisfied with the code compliance in your area? (circle one)

Yes

No

15a. What are the top five (5) problems with code compliance in your area?

1.

2.

3.

4.

5.

Economic Development

16. Are you satisfied with the businesses and services available in the Eastern Triangle? (circle one)

Yes

No

EASTERN TRIANGLE RESIDENTS SURVEY

16a. If not, why?

17. What additional businesses and services (if any) are needed?

Community Facilities

18. Are you satisfied with community facilities in the Eastern Triangle? (examples: libraries, community and cultural centers, parks, medical clinics). (circle one)

Yes

No

18a. If not, why?

19. How often do you use the following per month?

a. Public Libraries: (circle one)

Never

Sometimes

Frequently

Why?





EASTERN TRIANGLE RESIDENTS SURVEY

b. Community Centers: (circle one)

- Never
- Sometimes
- Frequently

Why?

c. Public Parks: (circle one)

- Never
- Sometimes
- Frequently

Why?

d. Cultural Centers:

- Never
- Sometimes
- Frequently

Why?

Transportation and Infrastructure

20. How often do you use public transportation per month? (circle one)

- Never
- Sometimes
- Frequently

21. Are you satisfied with the public transportation provided in the Eastern Triangle? (circle one)

- Yes
- No

EASTERN TRIANGLE RESIDENTS SURVEY

21a. If not, what locations or routes should be addressed and why?

- 1.
- 2.
- 3.
- 4.
- 5.

22. Are you satisfied with the infrastructure, (streets, sidewalks, drainage) in the Eastern Triangle? (circle one)

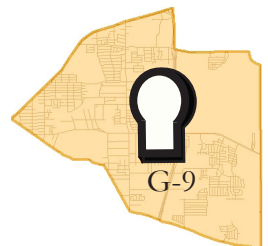
- Yes
No

22a. If not, what locations should be addressed and why?

- 1.
- 2.
- 3.
- 4.
- 5.

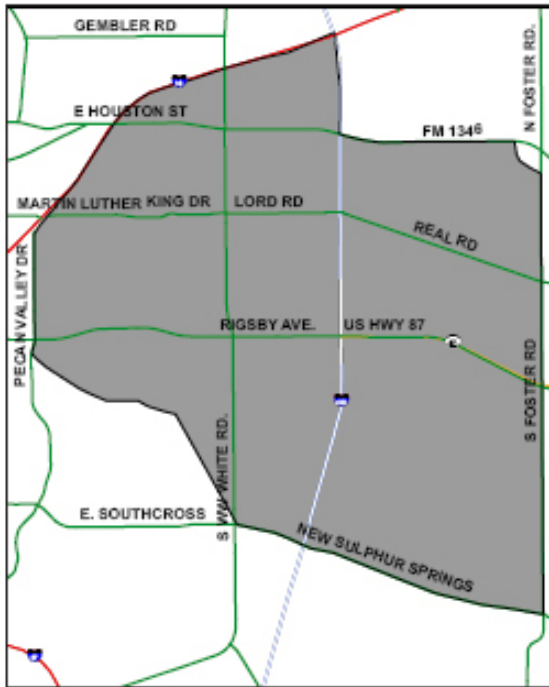
Other

23. Please provide any additional comments.



EASTERN TRIANGLE RESIDENTS SURVEY

The Eastern Triangle encompasses the following area and is bounded by:



North: IH 10, Loop 410, FM 1346
East: S. Foster Rd.
South: New Sulphur Springs
West: Pecan Valley Dr.

If you have any questions or concerns, please contact:

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Andrea Gilles (para español)
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(210) 207-0145

EASTERN TRIANGLE RESIDENTS SURVEY

Please mail the completed survey to:

Rebecca Paskos
Planning and Community Development Department
City of San Antonio
P.O. Box 839966
San Antonio, TX 78283

or you can drop the completed survey off at any
of the following locations:

Council District 2 Office
403 S. WW White Rd.
Suite 300

The Pit Stop
4606 Lakewood

Chatman's Chicken
1747 S. WW White Rd.

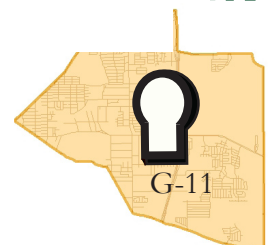
St. Benedict's Church
4535 Lord Rd.

Beef & Bourbon Steak House
4946 Rigsby Ave.

Brooks Randolph Federal Credit Union
Rigsby & SE Loop 410

Jaime's Tire Shop
1241 S. WW White Rd.

Thank you so much!





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