

Chandler Community Survey Results

2011 Community Survey

As a part of Chandler's comprehensive planning process and in an effort to begin to identify the city's performance trends a community survey was made available between the dates of May 12th and June 13th. Copies of the survey were distributed throughout the City and in the local paper. The survey was also available on the city's web page. The survey responses are being used by the city staff and the Comprehensive Plan Advisory Committee to develop visions, goals and strategies for the city.

A total of 328 surveys were completed, 40% completed online and 60% submitted in paper form. The community survey was open to all people who live, work, play, shop or worship in Chandler regardless of residency. Of the survey respondents 55% live within the city limits and 45% live in the area but outside the city limits. Of the survey respondents that live outside the city limits, 80% consider Chandler to be their home.

The following is the age distribution of the survey respondents. This shows a broad cross section of ages being represented. When survey responses were cross referenced for different age groups significant deviations were not identified. Therefore individual question responses were not analyzed by age group.

	Under 18	18 to 34	35 to 54	55 to 74	Over 75
Age in years	9 (2%)	45 (13%)	114 (35%)	127 (39%)	28 (8%)

The survey asked respondents to write in what they liked most about the City of Chandler. Hundreds of responses were received and are being reviewed by the Comprehensive Plan Advisory Committee. However, for the purpose of this summary the following composite list is provided:

What I like most about the city of Chandler ...

Community Image: A warm sense of home with quiet peaceful living close to all conveniences

Small Town: A laid back, family friendly small town with big hearts

- City Potential: Potential for positive growth going from a good to a great small town
- Location: Country living surrounded by the nature of Lake Palestine yet with proximity to a larger city with an abundance of goods and services
- People: The friendly, welcoming, down home and compassionate people that live out the motto of a CITY with a HEART
- Low Crime Rate: Feeling safe because of the excellence of the Police Department
- Parks: Wonderful parks in Chandler offer activities for all
- Neighborhoods: Quiet Neighborhoods with caring friendly neighbors
- Schools: Great schools with community mindedness
- City Services: Small town with excellent city services
- Business: Progressive local business owners provide for most of your needs in or around Chandler
- City Government: City leaders care about our future and are making a progressive effort to make a good thing better
- Quality of Life: Americana, slower lifestyle and good place to raise kids with a feeling of community
- Churches: Strong Faith community accepting of diverse backgrounds

In order to review the detailed survey responses, the "Excellent" and "Good" categories and the "Fair" and "Poor" categories were combined and are indicated in the green and pink columns. While Chandler has a desire to have 100% of the community grade the city as excellent on all categories; for the purpose of this review a score of 80% in the "Excellent to Good" category is considered an acceptable grade. Focus will be given in the comprehensive plan to those elements falling below the 80% "Excellent to Good" grade. These areas of focus are highlighted with red type.

Quality of Life

Since the "Quality of Life" survey questions deal with Chandler neighborhoods and Chandler as a place to live, only those respondents that live in the city are reflected in the numbers below.

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor	Don't know
Your neighborhood as a place to live	103 (58.5%)	59 (33.5%)	92%	10 (5.7%)	4 (2.3%)	8%	0 (0.0%)
Chandler as a place to live	94 (52.8%)	67 (37.6%)	90%	15 (8.4%)	2 (1.1%)	10%	0 (0.0%)

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor	Don't know
Chandler as a place to raise children	81 (46.0%)	70 (39.8%)	86%	11 (6.2%)	3 (1.7%)	8%	11 (6.2%)
Chandler as a place to retire	84 (47.7%)	62 (35.2%)	83%	15 (8.5%)	7 (4.0%)	13%	8 (4.5%)
Chandler as a place to work	25 (14.4%)	44 (25.3%)	40%	39 (22.4%)	41 (23.6%)	46%	25 (14.4%)

Although the numbers only reflect responses from residents, a comparison of non-resident responses does not show a significant variation. Ninety percent of resident responses believe the city is an "Excellent to Good" place to live while the non-resident response was also 90%. The overall quality of life, as graded by residents, was 87% "Excellent to Good" and the non-resident response was 84% in the same category.

The overall quality of life responses to the survey were strong scores and reflect very well on the city. The low scores of "Chandler as a place to work" were likely a reflection of the lack of jobs in Chandler and not due to the working environment in the city.

Characteristics of Chandler

The following survey responses of the characteristics of Chandler are from all survey responses regardless of residency. They are listed in the "Excellent to Good" rank order from high to low. Areas on which to focus are indicated in red text.

Chandler has strong scores in the "sense of community" and the "cleanliness of Chandler". However, the other characteristics of the city, as listed below, should be seen as areas which may benefit from new strategies to be developed in the Comprehensive Plan.

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor	Don't know
Cleanliness of Chandler	94 (29%)	172 (53%)	82%	48 (14%)	7 (2%)	16%	1 (0%)
Sense of community	95 (30%)	162 (51%)	81%	41 (13%)	6 (1%)	14%	9 (2%)
Overall appearance of Chandler	84 (26%)	162 (50%)	76%	65 (20%)	9 (2%)	22%	2 (0%)
Overall image or reputation of Chandler	76 (23%)	164 (51%)	74%	52 (16%)	18 (5%)	21%	10 (3%)
Ease of car travel in Chandler	70 (21%)	169 (52%)	73%	57 (17%)	24 (7%)	24%	4 (1%)
Quality of overall natural environment in Chandler	60 (18%)	160 (50%)	68%	74 (23%)	10 (3%)	26%	13 (4%)
Opportunities to participate in community events	73 (23%)	141 (44%)	67%	76 (23%)	15 (4%)	27%	12 (3%)

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor	Don't know
Acceptance of the community toward people of diverse backgrounds.	60 (18%)	140 (44%)	62%	74 (23%)	21 (6%)	29%	23 (7%)
Overall quality of new development in Chandler	59 (18%)	136 (42%)	60%	85 (26%)	28 (8%)	34%	11 (3%)
Overall quality of businesses in Chandler	41 (12%)	142 (44%)	56%	102 (31%)	29 (9%)	40%	5 (1%)
Availability of affordable quality health care	38 (12%)	134 (42%)	54%	81 (25%)	22 (6%)	31%	40 (12%)
Variety of housing in Chandler	42 (13%)	129 (40%)	53%	101 (31%)	23 (7%)	38%	21 (6%)
Availability of affordable quality housing	24 (7%)	134 (42%)	49%	87 (27%)	22 (7%)	34%	47 (14%)
Availability of paths and walking trails	30 (9%)	105 (32%)	41%	71 (22%)	91 (28%)	50%	22 (6%)
Recreational opportunities	25 (7%)	101 (31%)	38%	119 (37%)	55 (17%)	54%	16 (5%)
Availability of affordable quality child care	23 (7%)	73 (22%)	29%	67 (21%)	30 (9%)	30%	125 (39%)
Shopping opportunities	11 (3%)	56 (17%)	20%	136 (42%)	114 (35%)	77%	4 (1%)

Government Performance

The governmental performance questions are directed at Chandler tax payers and, as such, the numbers below reflect only resident scores. These scores indicate a need to improve the city's communication and public relations with the general public and the need to promote open government and transparency in government.

The satisfaction with the overall direction that Chandler is taking does not significantly change when looking at responses from residents and non-residents. One of the goals of this comprehensive planning process is to adopt a city vision that reflects the overall opinions of the community and one that the community is more likely to have support for.

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor	Don't know
The overall direction that Chandler is taking	21 (12.1%)	80 (46.0%)	58%	39 (22.4%)	15 (8.6%)	31%	19 (10.9%)
Welcoming citizen involvement	24 (13.7%)	77 (44.0%)	58%	33 (18.9%)	25 (14.3%)	33%	16 (9.1%)
Communicating information to the public	30 (17.0%)	69 (39.2%)	56%	41 (23.3%)	34 (19.3%)	43%	2 (1.1%)
The value of services for the taxes paid to Chandler	20 (11.4%)	73 (41.5%)	53%	42 (23.9%)	24 (13.6%)	38%	17 (9.7%)
Promoting open government	20 (11.4%)	65 (37.1%)	49%	43 (24.6%)	30 (17.1%)	42%	17 (9.7%)

Speed of Growth

The majority of all respondents believed that population growth was not too fast or too slow. However, retail and job growth was seen as too slow by the majority of the respondents.

Answer	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast
Population growth.	18 (5%)	67 (21%)	197 (63%)	15 (4%)	13 (4%)
Retail growth (stores, restaurants, etc.)	77 (24%)	150 (47%)	78 (24%)	5 (1%)	5 (1%)
Job growth	107 (34%)	130 (42%)	56 (18%)	6 (1%)	7 (2%)

Perceived Problems

Based on all responses to the survey the majority of the respondents do not believe the quality of residential development is a problem. However, the other issues listed are seen as some degree of problem by a majority of the respondents and can be ranked in the following order:

1. Run-down buildings
2. Quality of commercial development
3. Sign clutter

Answer	Not a problem	Minor problem	Moderate problem	Major problem
Run-down buildings, weed lots or junk vehicles	82 (27%)	130 (43%)	63 (21%)	24 (8%)
Quality of commercial development	101 (36%)	74 (27%)	56 (20%)	48 (17%)
Sign clutter	120 (40%)	93 (31%)	62 (21%)	24 (8%)
Quality of residential development	159 (56%)	79 (28%)	35 (12%)	10 (4%)

The survey indicated that only 8% of the respondents are visiting the city website or Facebook Page on a regular basis. Future strategies will examine ways to improve these communication tools. The majority of the respondents regularly attended a community park.

Answer	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Participated in a Chandler recreation program or activity	83 (26%)	114 (36%)	77 (24%)	25 (7%)	14 (4%)
Visited a Chandler park	37 (11%)	95 (30%)	105 (33%)	33 (10%)	44 (14%)
Visited City of Chandler's website or Facebook page	149 (47%)	77 (24%)	56 (18%)	18 (5%)	11 (3%)

City Services

Since the City Services deal specifically with services to Chandler residents, only those respondents that live in the city limits are indicated below. The services are ranked from high to low based on performance and areas of focus are indicated in red text.

Answer	Excellent	Good	Excellent to Good	Fair	Poor	Fair to Poor
Fire services	100 (60.9%)	56 (34.1%)	95%	7 (4.2%)	1 (<1%)	5%
Garbage collection	78 (44.6%)	81 (46.3%)	91%	13 (7.4%)	3 (1.7%)	9%
Ambulance or emergency medical services	95 (55.9%)	63 (37%)	89%	10 (5.86%)	2 (1.1%)	7%
Public Schools.	53 (33.9%)	84 (53.8%)	88%	11 (7%)	8 (5.1%)	12%
Police services	86 (48.8%)	62 (35.20%)	84%	14 (7.9%)	14 (7.9%)	16%
Chandler parks	54 (31.3%)	87 (50.6%)	82%	27 (15.7%)	4 (2.3%)	18%
Sewer services	41 (24.8%)	86 (52.1%)	77%	24 (14.5%)	14 (8.4%)	23%
Drinking water	56 (31.8%)	74 (42%)	74%	34 (19.3%)	12 (6.8%)	26%
Traffic enforcement	61 (35.8%)	65 (38.2%)	74%	31 (18.2%)	13 (7.6%)	25.8
Preservation of natural areas and open space	24 (17.8%)	74 (54.8%)	73%	29 (21.5%)	8 (5.9%)	27%
Public information services	36 (22.9%)	70 (44.6%)	68%	38 (24.2%)	13 (8.3%)	32%
Services to senior citizens	22 (20%)	52 (47.3%)	67%	23 (20.9%)	13 (11.8%)	33%
Recreation programs	23 (16.8%)	68 (49.6%)	66%	33 (24%)	13 (9.5%)	34%
Municipal court	55 (43%)	57 (44.5%)	64%	10 (7.8%)	6 (4.7%)	9%
Animal control	35 (21.7%)	67 (41.6%)	63%	40 (24.8%)	19 (11.8%)	37%
Street repair	19 (11%)	87 (50.6%)	62%	45 (26%)	21 (12.2%)	38%
Code Enforcement (weeds, junk etc.)	30 (19.2%)	63 (40.4%)	60%	42 (26.9%)	21 (13.5%)	40%
Recycling	34 (21%)	58 (35.8%)	57%	38 (23.4%)	32 (19.8%)	43%
Storm drainage	24 (14.3%)	70 (41.9%)	56%	42 (25.1%)	31 (18.6%)	44%
Street lighting	32 (18.2%)	67 (38.1%)	56%	48 (27.3%)	28 (15.9%)	44%
Services to low income	11 (11.8%)	40 (43%)	55%	24 (25.8%)	18 (19.3%)	45%

Community Need

Based on all survey responses the biggest commercial need in the community is for more indoor dining restaurants followed closely by a hotel/motel. The others are listed in rank order of "strong need". The commercial businesses that are most often seen as "no need" include a coffee shop, hardware store, and fast food.

Over half of the respondents believe there is a strong to moderate need for a new community center and expanded youth activities.

Answer	Strong need	Moderate need	Slight need	No need	Don't know
Indoor dining restaurant.	160 (50%)	92 (28%)	40 (12%)	23 (7%)	3 (0%)
Hotel/Motel	138 (43%)	58 (18%)	66 (20%)	41 (13%)	12 (3%)
Clothing store	129 (41%)	67 (21%)	70 (22%)	38 (12%)	8 (2%)
Department Store	123 (38%)	58 (18%)	64 (20%)	64 (20%)	8 (2%)
Hardware store	80 (25%)	91 (29%)	58 (18%)	80 (25%)	4 (1%)
Fast food.	79 (25%)	93 (29%)	69 (21%)	70 (22%)	5 (1%)
Coffee shop	75 (24%)	69 (22%)	78 (25%)	83 (26%)	7 (2%)
Professional office	69 (21%)	101 (32%)	77 (24%)	41 (13%)	26 (8%)
Expanded youth activities	144 (45%)	84 (26%)	33 (10%)	19 (5%)	37 (11%)
New Community Center	121 (38%)	60 (18%)	43 (13%)	71 (22%)	23 (7%)

What would you change in the City of Chandler ...

Numerous constructive comments were received to the question about what you would change about the City. Although the list does not lend itself to a summarization in this format, it is being used by the Comprehensive Plan Advisory Committee and city staff in developing the Goals and Strategies for the city.