



# The Woodlands Township 2014 Resident Survey Study

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## Executive Summary

### Introduction

The Woodlands, a suburban area located about 30 miles northwest of downtown Houston, is a master-planned community founded in 1974, by oil industry investor George P. Mitchell. According to the most recent Census estimates, The Woodlands population was 107,769 as of a January 2014, an increase of 68.6% over its 2000 population of 55,649. It is widely known as one of the best master planned communities in the United States.

In this study, a total of 1,395 combined mail, telephone and email responses were received. The target goal of 1,294 was achieved. Respondents were required to be an adult in the household 18 years of age or over. Of all respondents, 44.3% were from mail surveys, 35.3% from telephone and 20.4% from email. The demographics overview from the survey included an average age of 48 years, average number of children per household at 1.8, majority was married at 83% and the largest age category of children were between 11 and 15 at 23%.

### Major Survey Findings

The survey contained a series of questions that were designed to measure behavior as well as perceptions by residents of The Woodlands Township. Furthermore, there were several opportunities for participants to provide specific comments from “open end” questions.

The depth of areas covered from this survey is very comprehensive. The amount of data collected provides excellent information back to The Woodlands to use in understanding the residents’ concerns for the future as well as areas the Township excels in. The Woodlands Township generally provides excellent services and provides a high quality of life for its residents. There are a few areas that need attention, but overall, The Woodlands ranks high in satisfaction when the survey results are analyzed.

#### *Satisfaction with Township Services*

In which residents were asked to rated overall satisfaction, the results show a small decrease from a combined rating of excellent, very good and good from 91% in 2012 to 85% in 2014 but a large decrease of fair to poor from 8% in 2012 to 4% in 2014. The vast majority of residents still believe The Woodlands is a wonderful place to live.

#### *Rating of Township Services*

In which residents were asked to rated services, the results show the top three areas as garbage and recycling collection, parks and open space and pathways. The bottom three areas were neighborhood watch, recreation programs and deed restrictions enforcement.

## The Woodlands Township 2014 Resident Survey Study

### *Communication*

In which residents learn about activities, the Villager increased from 28% in 2012 to 48% in 2014, the Woodlands Magazine increased slightly from 25% in 2012 to 27% in 2014, word of mouth increased from 10% in 2012 to 14% in 2014 while the Township website doubled from 2% in 2012 to 5% 2014. The traditional media outlets are still the most important ways residents learn about activities in The Woodlands.

### *Communication with Township Staff*

The top three areas deeds restrictions, parks and recreation and residential design review committee. Communication with Township staff in general rose from 29% in 2012 to 36% in 2014.

### *Law Enforcement*

There were two primary questions on the survey regarding law enforcement. The first question shows nearly a 50/50 split between the increased visibilities of law enforcement efforts while a second question shows an overwhelming support at 78% as very important that The Woodlands Township continue to pay for enhanced law enforcement.

### *Effectiveness of Deed Restrictions*

Deed restrictions were one of the major focus areas of the survey. In review of how effective deed restrictions were within The Woodlands, the numbers indicate a decrease of being very effective from 47% in 2012 to 38% in 2014. This is validated in the numbers showing an increase of not every effective from 5% in 2012 to 9% in 2014.

### *Strictness of Deed Restrictions Enforcement*

In terms of strictness of the deed restrictions enforcement, the survey illustrates that the numbers rose from 18% in 2012 to 26% in 2014 that they were not strict enough. In review of the open ended comments, the majority of respondents centered around rental properties not being maintained, disparity of enforcement between the different villages and inconsistently in the handling of major and minor violations.

### *Satisfaction with Township's Response to Deed Compliant Filed*

The Township made progress in this area as very satisfied went up from 19% in 2012 to 25% in 2014.

### *Importance of Economic Development*

Overall, 37% of those responding said that continued economic development is very important and 45% said it is somewhat important. Only 12% said it was either not very important or not at all important, 8% thought it was neither important nor unimportant, and 1% weren't sure. The majority of respondents placed a high degree of importance for economic development. With this being said, many of the open ended comments regarding this topic focused on economic development in an attractive and responsibly way.

### *Importance of Municipal Services*

The recurring themes surrounding the importance of municipal services include;

- Traffic control and flow
- Safety and security
- Parks and recreation
- Protecting trees and the environment

### *Commuting*

In review of commuting to work, the average miles to commute when working in The Woodlands was approximately 11 miles and outside The Woodlands was approximately 54 miles.

### *Like Most about The Woodlands*

The data gathered shows there is a lot to like about The Woodlands and that people agree with that premise. The highest percentage of respondents agreed that the appearance, beauty of the area and greenery were something they like best about The Woodlands at 83%. Parks, pathways and open space came in a close second at 78%, suggesting that, while the public may think government exists to provide traditional municipal services such as water, waste water, fire protection, and emergency services, people live in The Woodlands because it is a beautiful place. This finding is supported by the 71% of respondents who said they like The Woodlands because it has a nice aesthetic appearance and is neat and clean.

The lowest rating item respondents liked about The Woodlands was that it is conveniently located at 47%. Comments on that issue related to travel times to and from employers as well as overall traffic problems.

### *Add or Remove to Improve The Woodlands*

The most popular improvement selected was traffic/control at 69%. Stopping the cutting of trees came in with 61% of respondents selecting it as an improvement. Less than half of respondents selected slowing over population, slowing the construction of commercial business, and better law enforcement.

### *Most Important Issues Facing The Woodlands*

By far, the most important issue facing The Woodlands is finding solutions to traffic control, flow and congestion, where 68% of those responding selected that as an important issue facing the community. New construction, growth and over development came in as the second highest issue facing The Woodlands, with 49% of those responding selecting that as an important issue. Their opposition to further annexation was third with 43% of respondents selecting that issue.

The lowest rated item was the quality of the schools which suggest that the local schools that serve The Woodlands are educating students in a high quality manner and a good steward of resources.

## Conclusions

The research shows The Woodlands is a safe and attractive place to live. Parks and pathways are important elements of the local beauty, with residents afraid that too many trees will be cut down in the interest of economic development.

Most people don't ride the Park and Ride, trolley or waterway cruiser, but most of those who do think the services are good. Parking in the Town Center is generally received well by residents but many people believe there are not enough parking spots there.

The Woodlands staff is generally viewed as helpful, friendly and professional. Traditional municipal services such as fire protection, emergency services, law enforcement, water and waste water treatment, and garbage collection are viewed as important, but the services are somewhat taken for granted. The Woodlands scored very high in most categories surrounding municipal services. It is a reflection as to the high standards expected by the residents of The Woodlands and a testament to The Woodlands Township to achieve those standards and look for ways to keep improving them.

The summary of the major issues identified with the research include;

- Traffic
- Deed Restrictions
- Law Enforcement
- Economic Growth/ Cutting Down Trees
- Staying True to Mitchell's Vision

Overall, the survey shows it can't be overstated that best thing about living in The Woodlands is that it is a beautiful place to live, with parks, woods, pathways, and beautiful greenery. It is the services, amenities and the aesthetics that make the quality of life better in The Woodlands.

## Introduction

The Woodlands, a suburban area located about 30 miles northwest of downtown Houston, is a master-planned community founded in 1974, by oil industry investor George P. Mitchell. According to the most recent Census estimates, The Woodlands population was 107,769 as of a January 2014, an increase of 68.6% over its 2000 population of 55,649. It is widely known as one of the best master planned communities in the United States.

As explained on the Township’s website, The Woodlands’ 10 villages or neighborhoods were once governed by homeowner associations or special purpose districts, but in 1993, the Community Associations of The Woodlands merged with the Town Center Improvement District of Montgomery County to become The Woodlands Township.

The township government provides essential services including enhanced law enforcement, fire protection, parks and recreation, environmental services and economic development.

In recent years, The Woodlands has become the home of several corporate headquarters including Exxon Mobil, Chevron Phillips, Anadarko Petroleum , Hewitt Associates, Maersk Line, and Safmarine.

Mitchell’s original plans for The Woodlands was to establish a conference center, hotels, office parks, retail malls, schools, large distribution centers, and golf courses. His vision was that homes would range from affordable to extravagant.

The Woodlands as a municipal corporation continues to grow residentially and commercially. The Town Center includes shopping and dining facilities, a waterway resembling the San Antonio River Walk, and water taxis known as “Waterway Cruisers” that are enclosed and cooled for passengers’ comfort.

The Woodlands won a Special Award for Excellence in 1994, from the Urban Land Institute, for its planning efforts and overall excellence in public administration. In the spirit of this excellence, The Woodlands has been diligent in collecting public input as shown by its ongoing resident surveys every few years. This 2014 resident survey, conducted by the Public Research Group of Naperville, Illinois, is part of that continued effort.

## Methodology

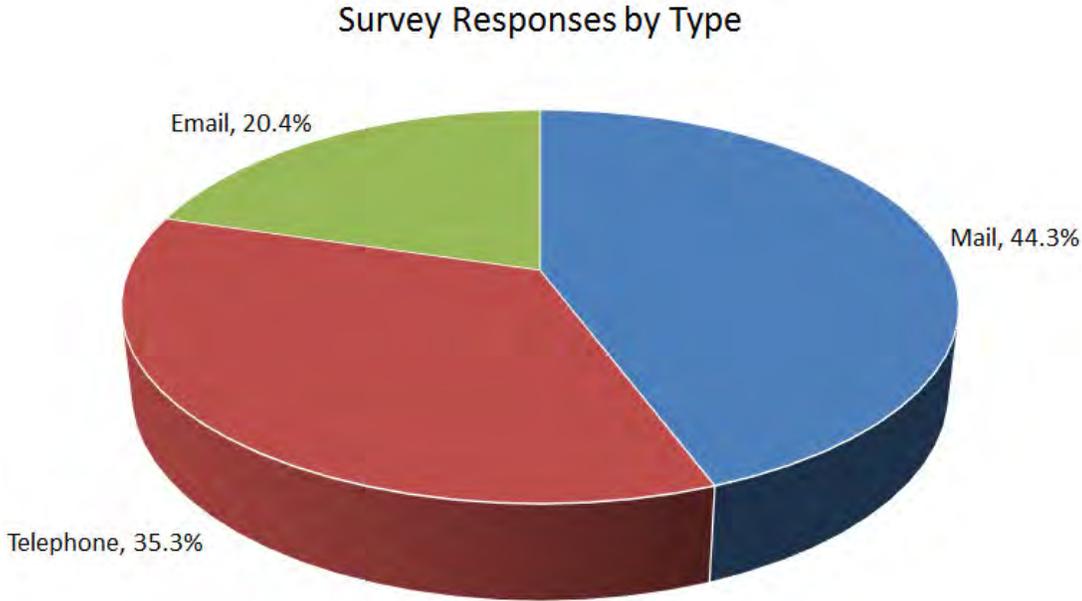
This 2014 study is a straightforward social science research project gathering community feedback between August and November 2014, via mail, telephone and email surveys from stratified randomly selected samples. Because the three samples were created separately, a resident of the township could be in one sample but not in multiple samples.

Public Research Group has made a concerted effort to provide The Woodlands with information that is representative of the sentiments of the general population of township residents. The stratified random sample is part of that effort. Also part of that effort is the monitoring of demographic data gathered by the study and matching it with Census estimates.

In this study, a total of 1,395 combined mail, telephone and email responses were received. The target goal of 1,294 was achieved. Respondents were required to be an adult in the household 18 years of age or over. Of all respondents, 44.3% were from mail surveys, 35.3% from telephone and 20.4% from email.

The three data gathering techniques were utilized because, in social science research, it is widely known that each has its own biases. For instance, telephone surveys tend to be disproportionately answered by females. Mail surveys tend to be submitted by older residents, and email surveys tend to be submitted by families as well as younger people.

By blending all three methods, Public Research Group believes a representative sample has been achieved. The following chart shows the percentages of each survey type.



With this large sample of 1,395 combined responses, based on the total population estimate of 107,769 residents, Public Research Group has a 95% level of confidence that the sampling error would be less than 2.5%. The margin of error suggests that if, 50% of the sample said they felt a certain way, the true percentage would be between 47.5% and 52.5%. In Public Research Group's experience, this is a far lower margin of error than is achieved in residential surveys.

The survey instrument used in this study was identical in the mail, telephone and email surveys. The same questions were asked in the same order so that data could be merged into a single data file. The survey questionnaire is in the Appendix of this report.

This report presents the findings from the study, not necessarily in the order which questions were asked. Findings are presented by category, and since some questions for categories are located throughout the questionnaire, it is appropriate that they be presented together rather than in the order questions were asked.

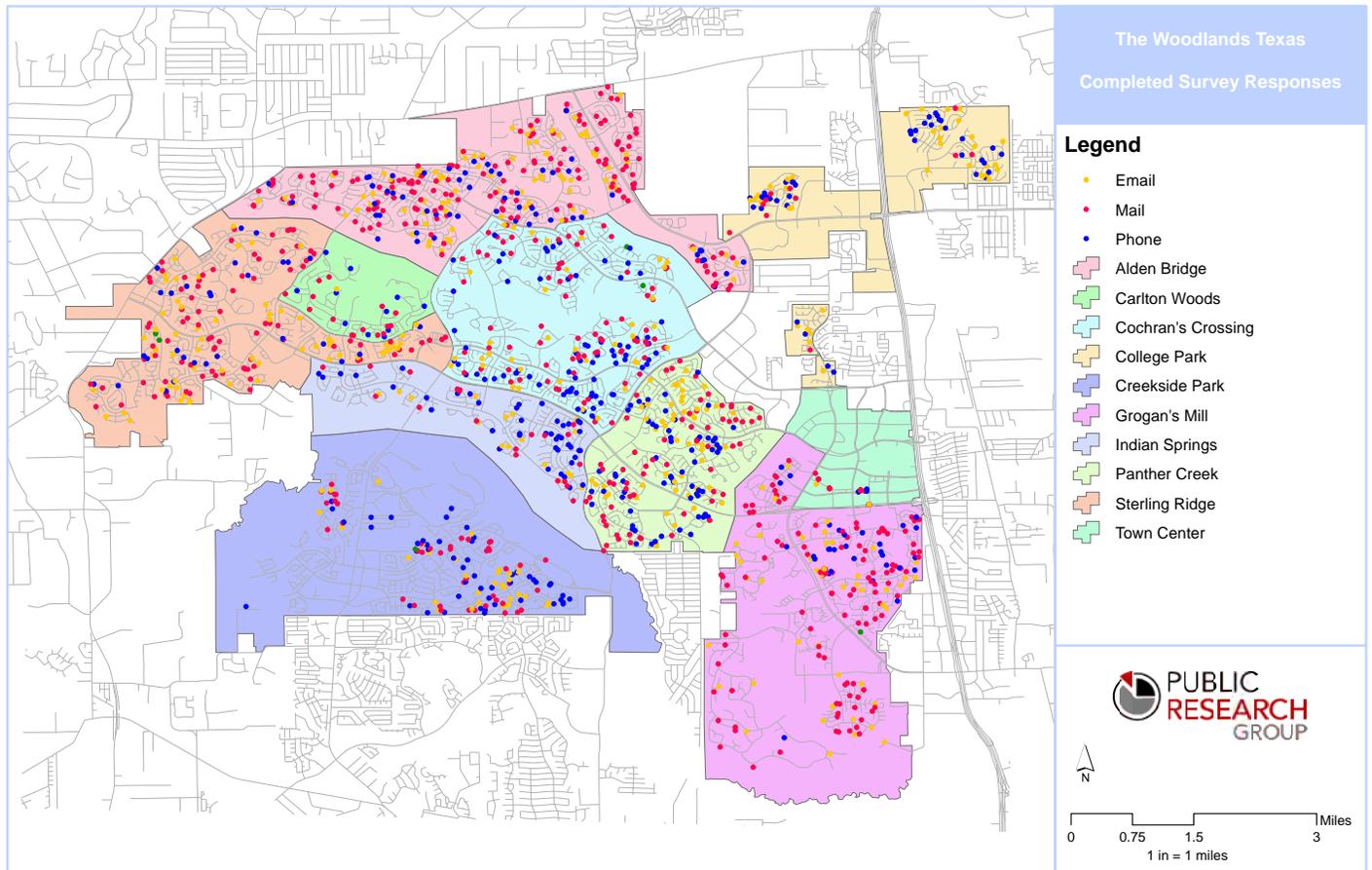
For instance, the first category is demographic findings. The location of respondents, whether they owned or rented their dwellings, how long they have lived there, their ages, genders, whether they have children, were married, how much they earned, how far they commuted to work were questions that were not necessarily asked together.

Likewise, questions about uses of community services, satisfaction levels, the levels of importance of certain initiatives, or means of communication were also not necessarily grouped together as questions. Open-ended comments were allowed in several spots of the survey as a way for respondents to explain their thoughts in more detail.

# The Woodlands Township 2014 Resident Survey Study

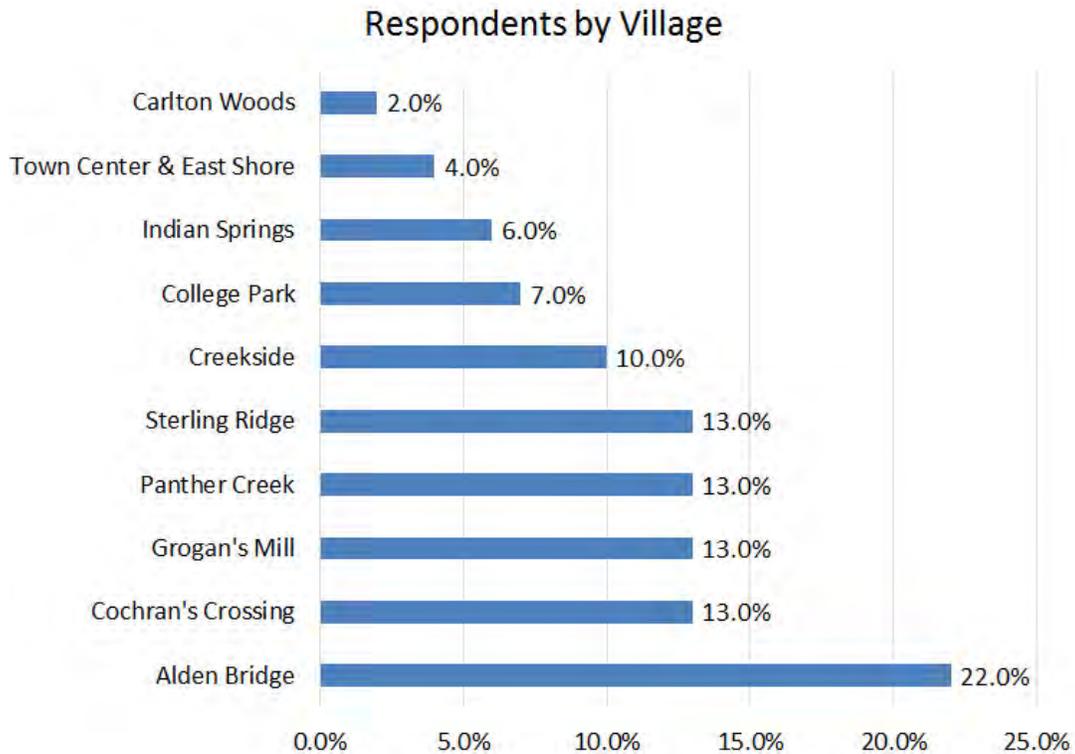
## Demographics

The location of respondents within The Woodlands is shown on the following map, using the location codes on the surveys.



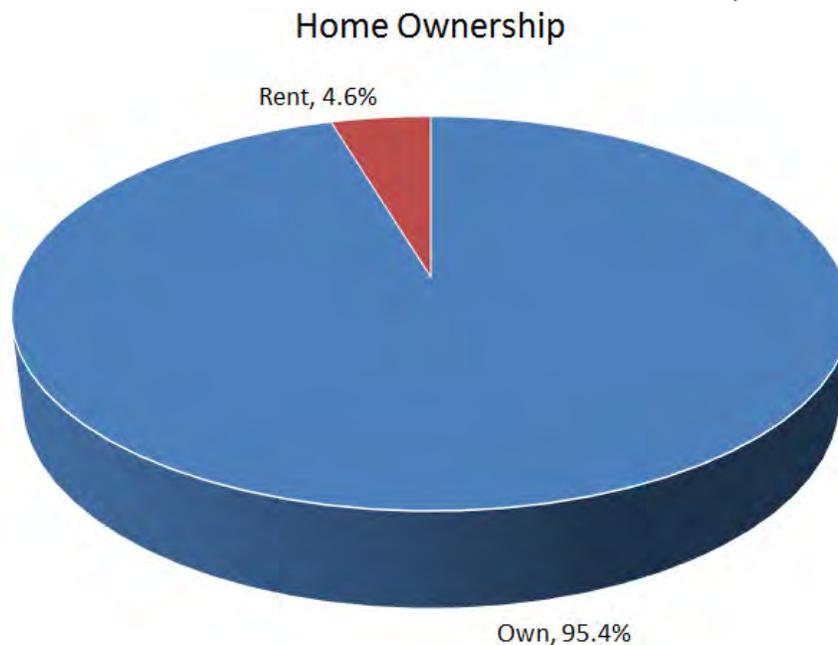
## The Woodlands Township 2014 Resident Survey Study

Of those residents who provided responses to Question 1, all but 4 of the 1,395 respondents knew they were residents of The Woodlands. For Question 3 which asked in which village respondents resided, the following graph shows the percentages of responses for each selection.



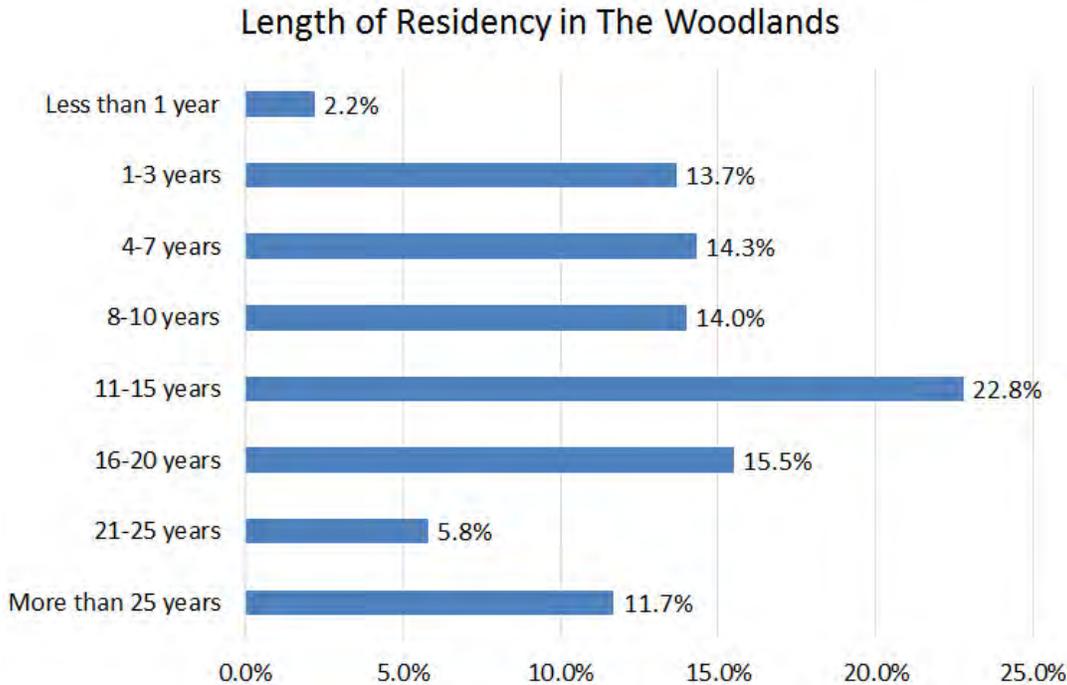
The graph shows the stratified random samples taken from each village created responses in the percentages highlighted, suggesting that respondents fairly represented where they live.

Question 57 asked respondents if they owned or rented their homes. There were no other choices so respondents either needed to select one of the two choices or could decline to answer the question.

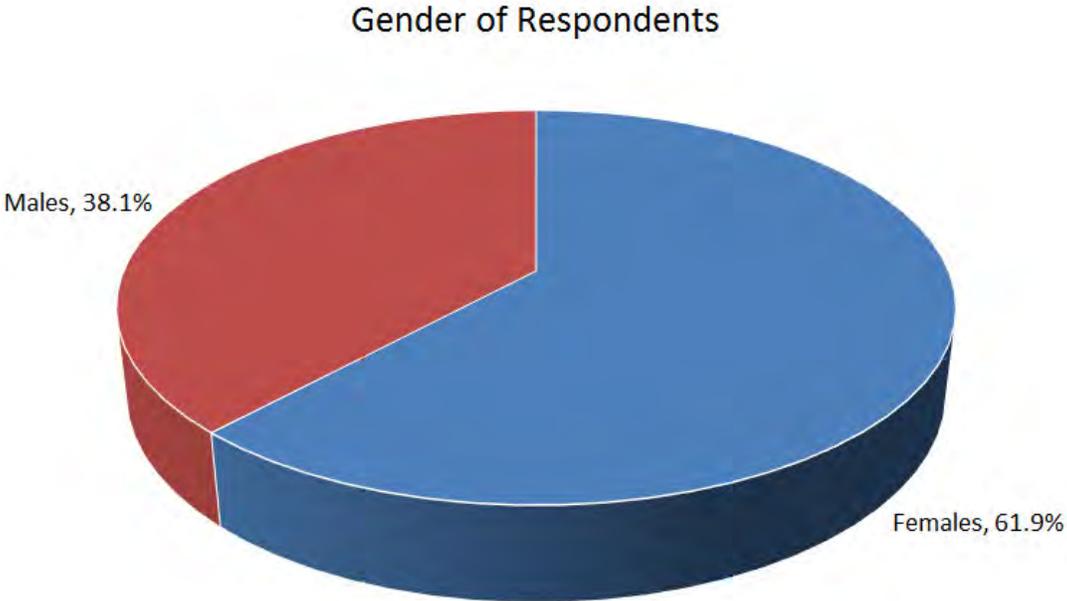


# The Woodlands Township 2014 Resident Survey Study

The data shows that 95.4% of respondents were home owners and 4.6% were renters. Question 58 asked the number of years respondents have lived in The Woodlands. Respondents were provided the choices of saying less than one year, 1-3 years, 4-7 years, 8-10 years, 11-15 years, 16-20 years, 21-25 years, or more than 25 years.

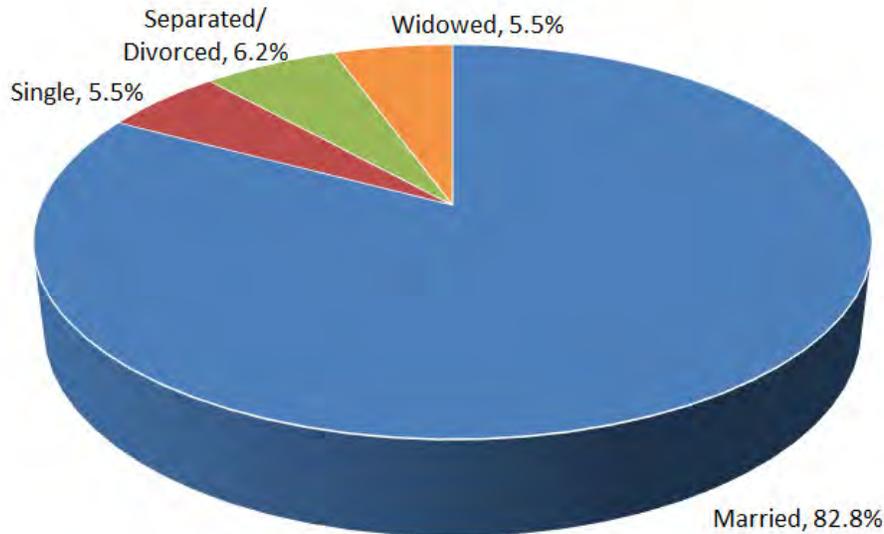


The survey did not ask the gender of respondents because it is often considered offensive to some respondents to do so. But it was possible for telephone interviewers to record the gender of respondents during the interview. As shown in the following chart, more of the respondents were females than males. As mentioned, findings like this are typical in social science research.



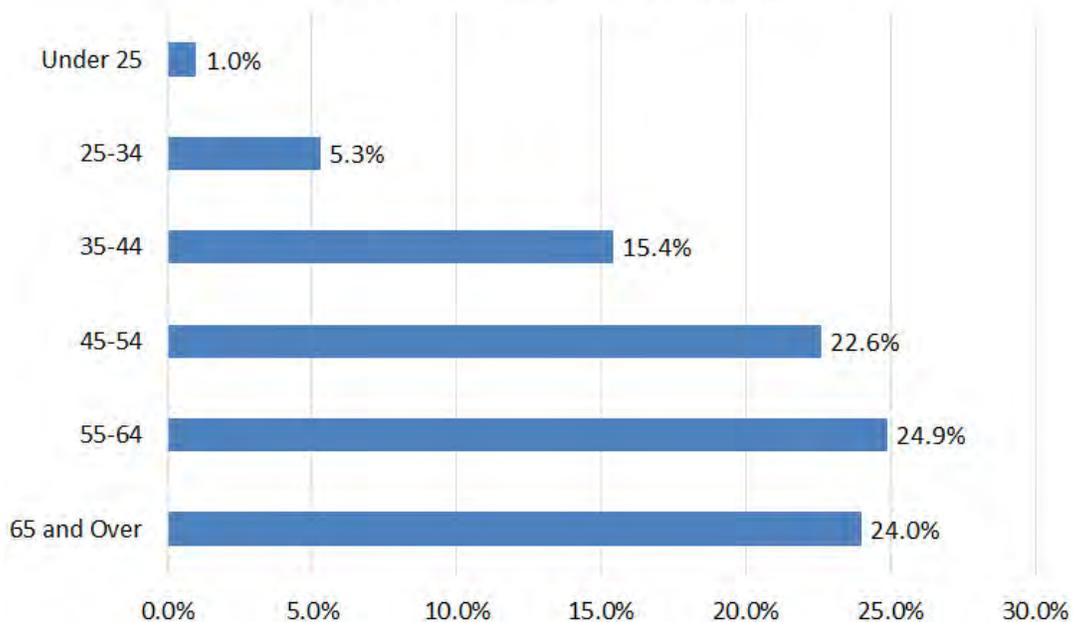
Question 48 asked if respondents were married, single, separated/divorced, or widowed. The data shows that 82.8% of all respondents were from married households, 5.5% were single, 6.2% were divorced or separated, and 5.5% were widowed.

### Marital Status of Respondent



Question 56 asked the ages of respondents. Those answering the questionnaire were provided the choices of responding that they were under 25, 25-34, 35-44, 45-54, 55-64, or 65 and over.

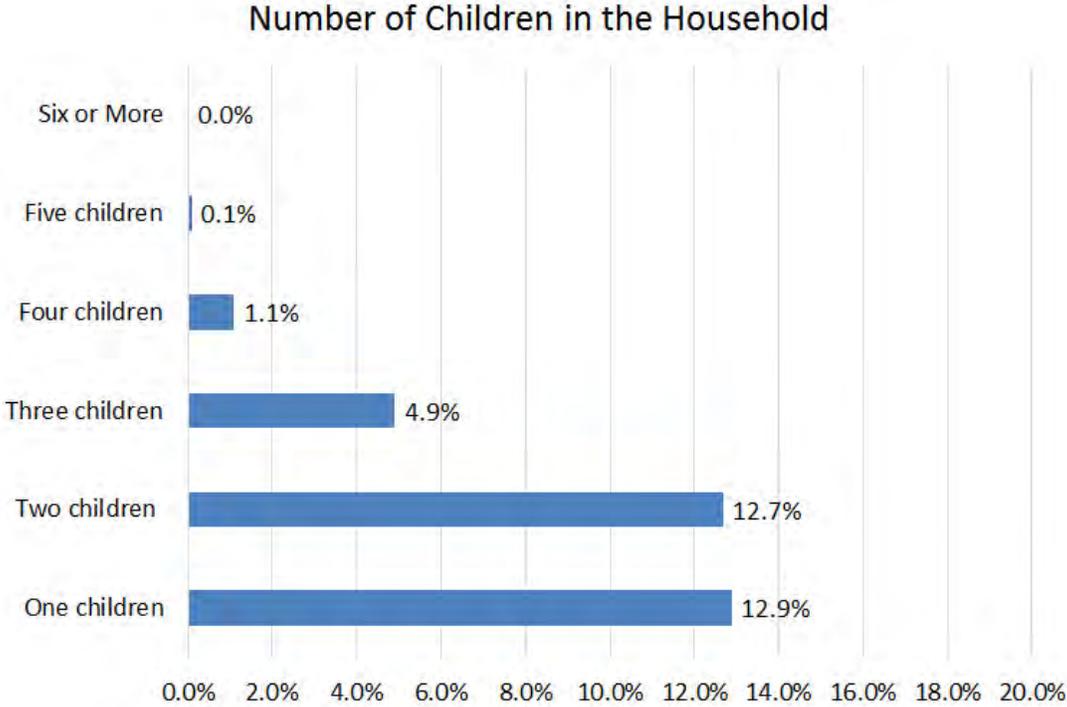
### Age Categories of Respondents



The graph shows the percentage of respondents who were 65 or over at 24%, a relatively low number due to the efforts made by Public Research Group to reach out to younger respondents. That would suggest that 76% of the remaining respondents are still in the work force.

# The Woodlands Township 2014 Resident Survey Study

Considering the number of children under the age of 18, Question 54 provided respondents to answer that there was one in the household, two, three, four, five, or six or more.



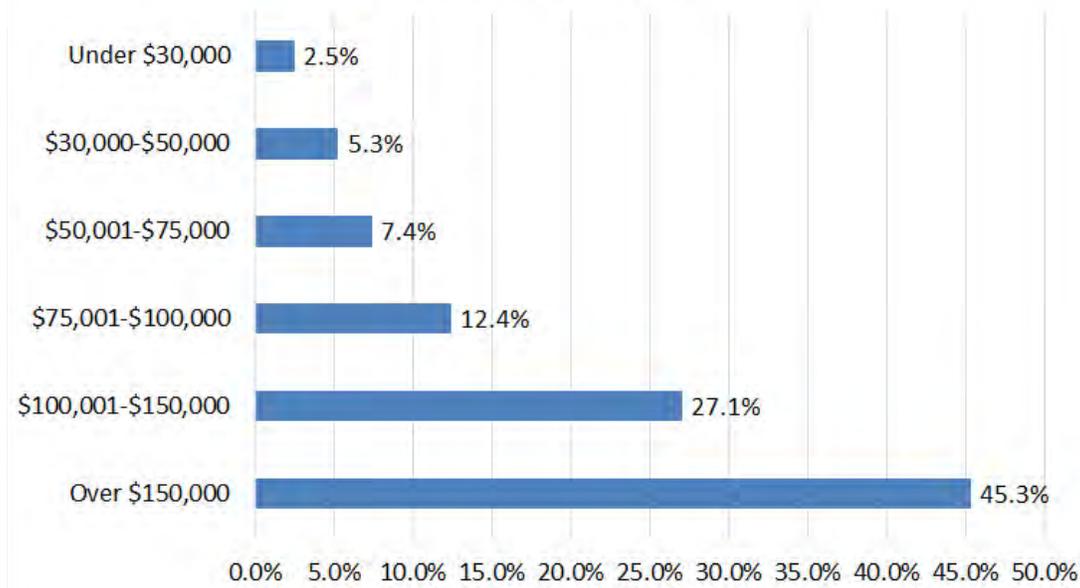
The graph shows that a total of 31.7% of households responding said they have children under 18 living within. According to Census estimates, 41.7% have children, suggesting that Public Research Group did a pretty good job of overcoming social science research barriers where older respondents tend to dominate surveys of this type. Considering that a certain percentage of households with children may not have answered Question 54, demographically, this study achieves its goals of being representative.

Question 59 asked which of the following categories best describes their current household income. Respondents were provided the choices of under \$30,000, \$30,000- \$50,000, \$50,001- \$75,000, \$75,991- \$100,000, \$100,001- \$150,000, or more than \$150,000.

There were 300 people who chose not to provide their income, particularly in the telephone and email questionnaires. According to Census data, the median Woodlands income for a household is \$98,675.

The following graph shows that the data collected in this study is representative of an average household in the Woodlands.

Household Income

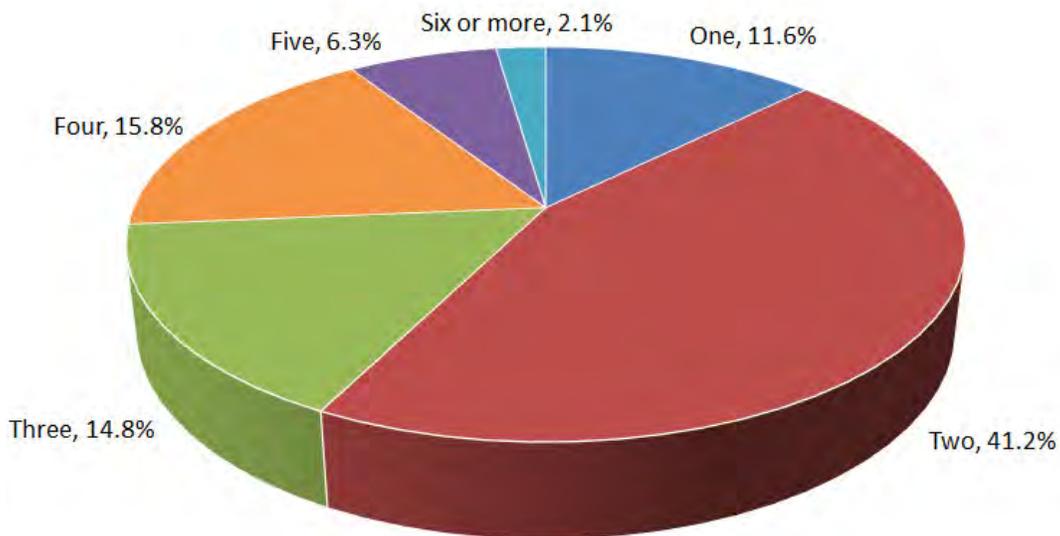


The data showed that 45.3% of respondents said their combined household income was over \$150,000 per year, 27.1% said between \$100,001 and \$150,000 per year and 12.4% said between \$75,001 and \$100,000 per year, suggesting that nearly 85% of respondent households had income in excess of \$75,000 per year.

This shows that the median would be very near Census estimates by creating medians for each of the categories and weighting them by percentage then summing the weighted medians. The result is \$119,795, within reason of the Census estimates.

Question 49 asked respondents how many people resided in their household. The possible answers were one, two, three, four, five, and six or more.

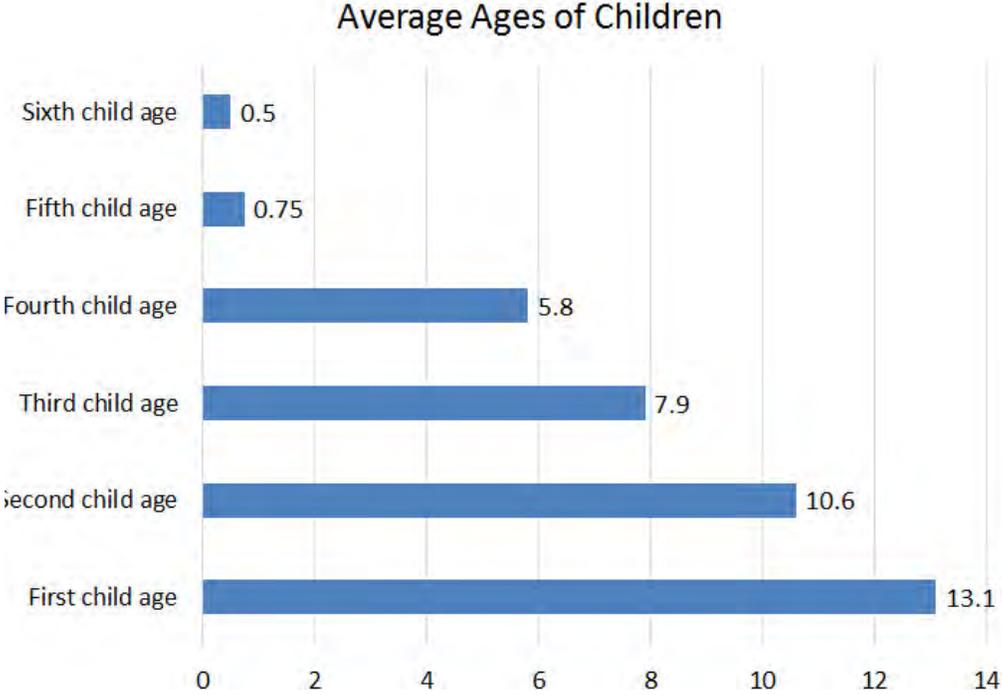
People Residing in Households



## The Woodlands Township 2014 Resident Survey Study

The graph shows the percentages. In response to Question 49, 16.2% of respondents lived in single person households, slightly lower than the 17.2% of respondents who, in Question 48, said they were single, separated/divorced or widowed, but within the margin of sampling error, probably due to some people answering Question 48 but not 49 or vice versa. In actuality, survey responses indicated that single, separated and widowed individuals often had other individuals living in their households.

Question 55 asked the ages of children in the respondent households. Like other demographic questions, not everyone is willing to provide this information in social science research. In this study, though, most of those answering Question 54 about how many children under the age of 18 also answered Question 55 about their ages, although some respondents may have been confused and thought we were only asking for children in the household under 18.



The data shows the average of the first child in the household is 13.05 years, the second is 10.55, the third is 7.96, and the fourth is 5.81 years. The graph also shows that 35.3% of those responding had at least one child in the household, 22.2% had two, 8.2% three, and 2.2% four children.

## The Woodlands Township 2014 Resident Survey Study

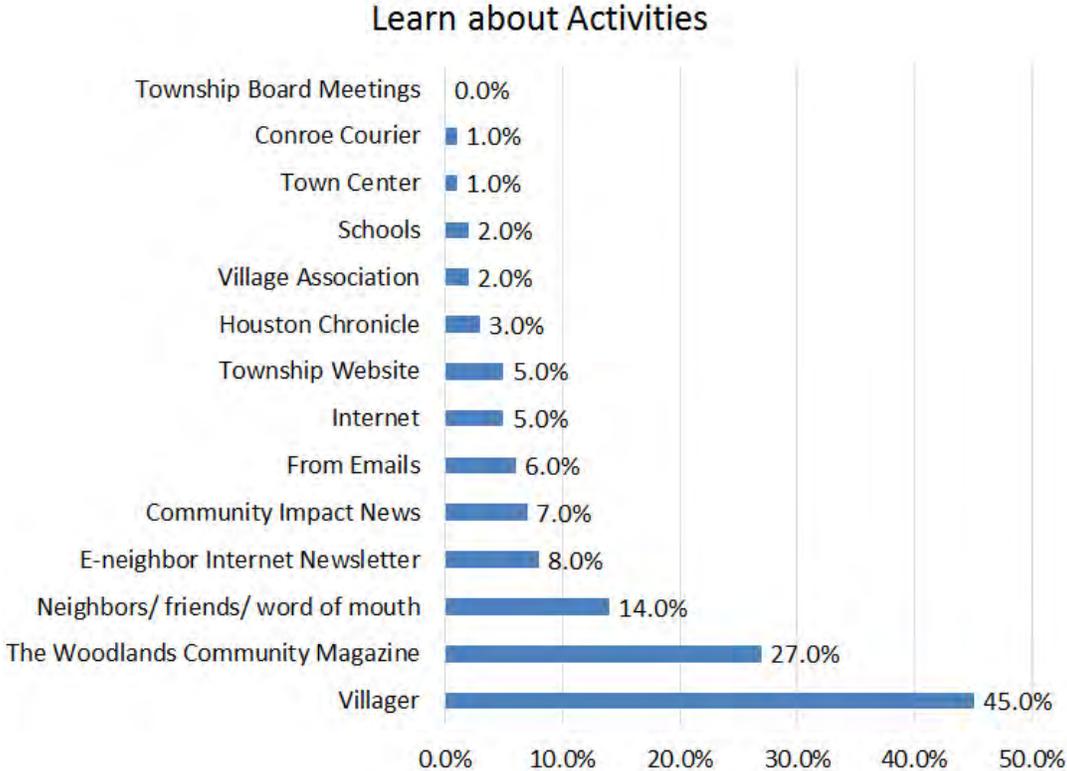
As an illustration that some households reported having adult children living within, and, therefore, workers who commute, the following table shows the age frequencies of responding households.

Age of First Child										
Age	Frequency		Age	Frequency		Age	Frequency		Age	Frequency
1	19		10	33		19	10		28	2
2	14		11	19		20	9		30	1
3	12		12	26		21	16		33	1
4	12		13	27		22	10		35	1
5	19		14	34		23	4		40	1
6	10		15	29		24	5		50	1
7	25		16	30		25	8		59	1
8	17		17	48		26	5			
9	17		18	25		27	2			

There were 102 households with first children 18 years of age or older, some as old as 59 years. There were also households with second and third children 18 years of age and older. This is an important consideration in reviewing the commuting data, since the commuting totals add up to more than 100% of the household responding.

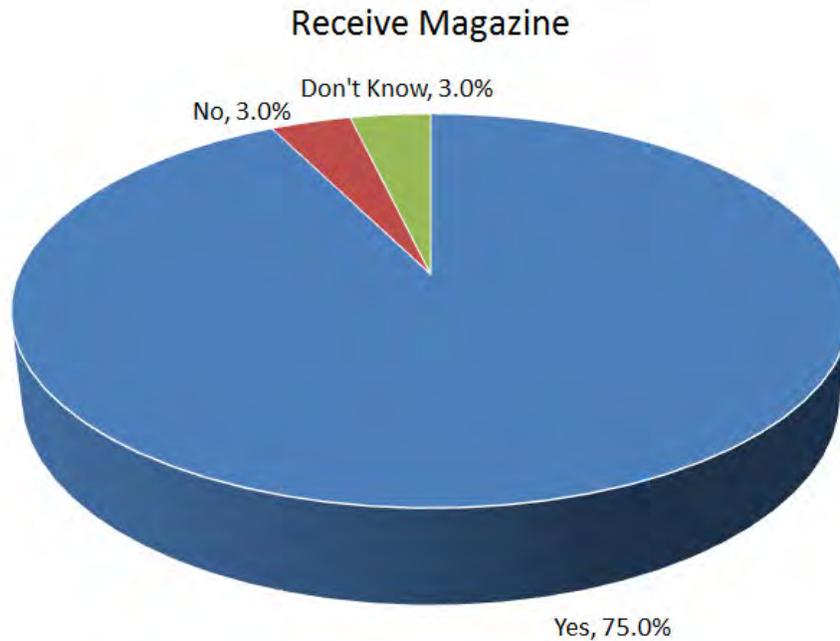
## Communications

Question 19 asked how respondents heard about activities in their neighborhoods or villages. A list of media was provided from which they could select the major ones and there was an opportunity for respondents to provide their own answers.



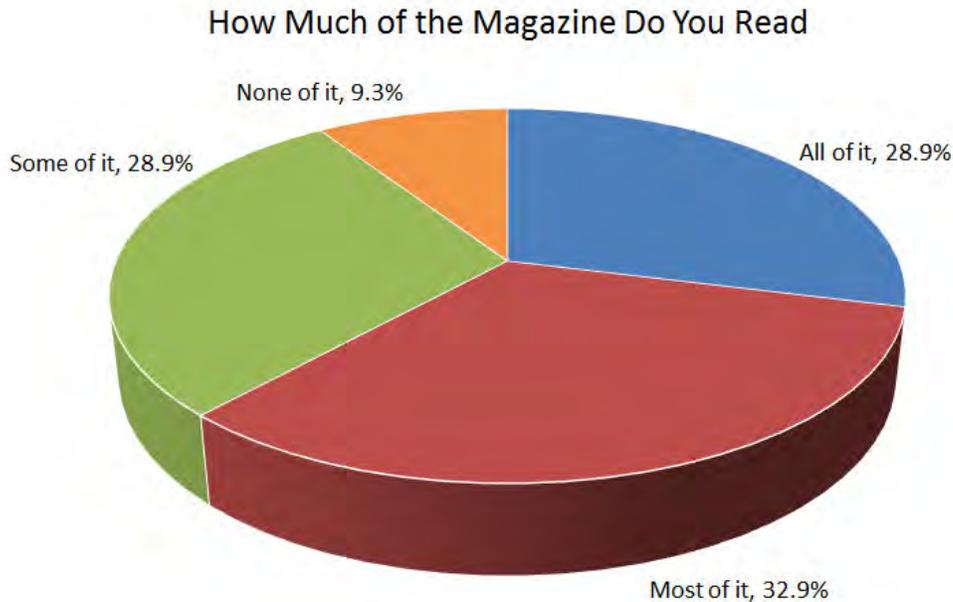
The data shows that 45% of respondents said they learned about the activities in their neighborhood or village through the Villager and that 27% learned about them through The Woodlands Community Magazine. Neighbors/ friends/word of mouth was a distant third at 14% and all other means of communication were in single digits. The open-ended responses are summarized in the Appendix of this report.

Question 20 asked if respondents received The Woodlands Community Magazine.



The data shows that 75% of respondents said they received The Woodlands Magazine, 3% said they didn't and 3% weren't sure. The remainder didn't answer the question. In Question 19, though, only 27% of respondents selected the magazine as their primary source of information.

Question 21 asked how much of The Woodlands Community Magazine respondents typically read. Many respondents selected more than one choice because they thought they read somewhere between all of it and most of it.

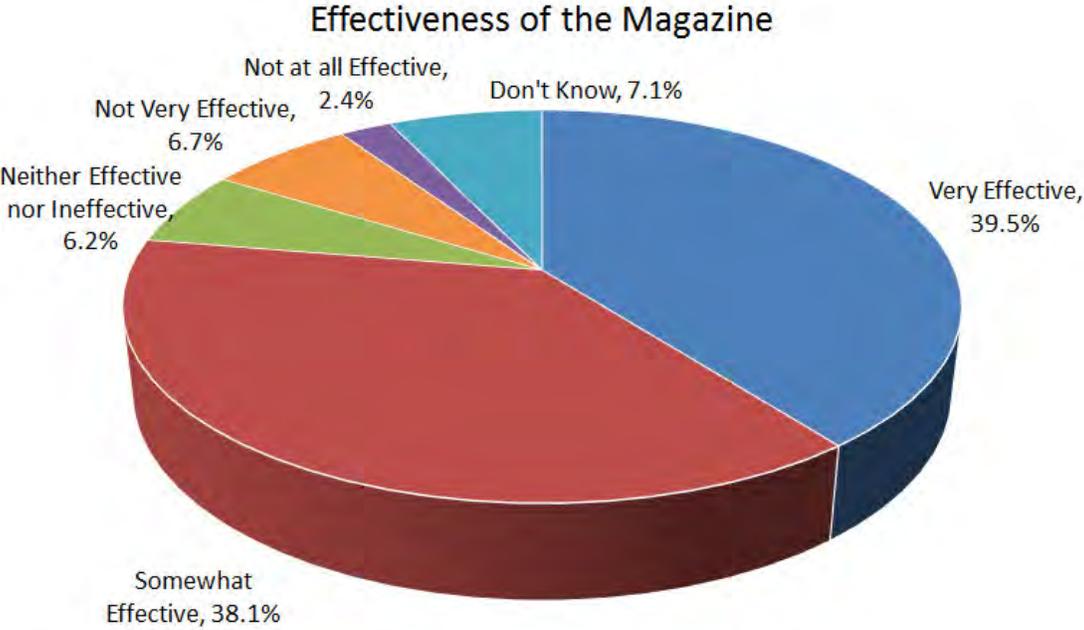


The valid percent is the number of people who selected that response divided by the total of people who answered the questions. Those who didn't answer are not considered. Valid percentages are more relevant because they assume that those who didn't answer the question would have answered it the same as those who did, a typical assumption made in social science research.

## The Woodlands Township 2014 Resident Survey Study

The valid percentages show that less than 10% of all respondents said they don't read The Woodlands Community Magazine at all, suggesting that the publication is an excellent means of communicating with the residents of The Woodlands, albeit not necessarily respondents' primary source of information.

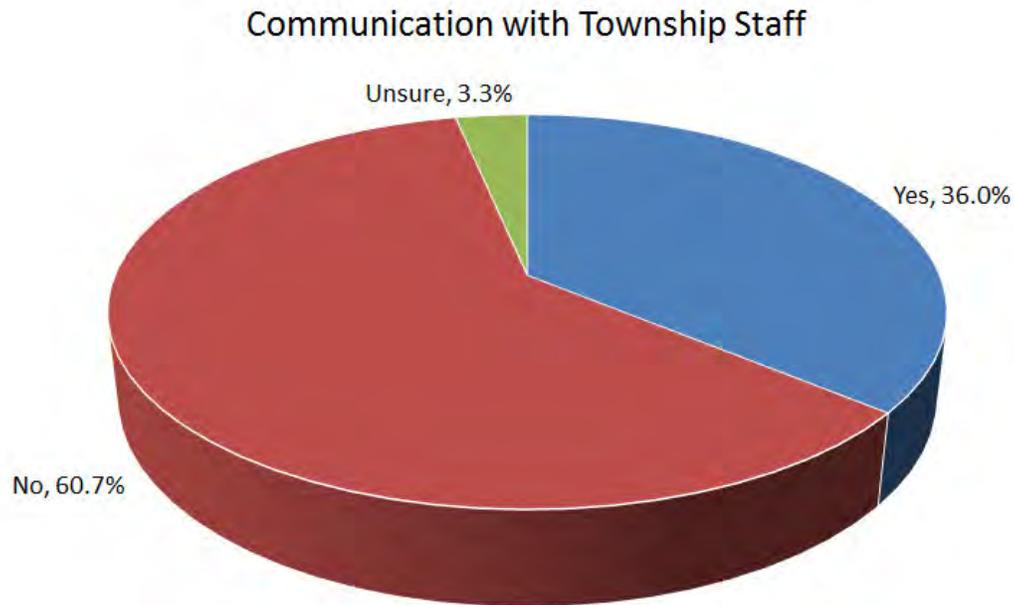
Question 22 asked respondents to rate the effectiveness of The Woodlands Community Magazine as a source of information for Township activities. This question was designed to illuminate the effectiveness of the magazine being a secondary source of information.



The data shows that most people responding to the question, 77.6%, said that The Woodlands Community Magazine is a very effective or somewhat effective source of information. Only 9.1% of those responding to the question said the magazine was a not very or not at all effective source of information.

## Communications with Township Staff

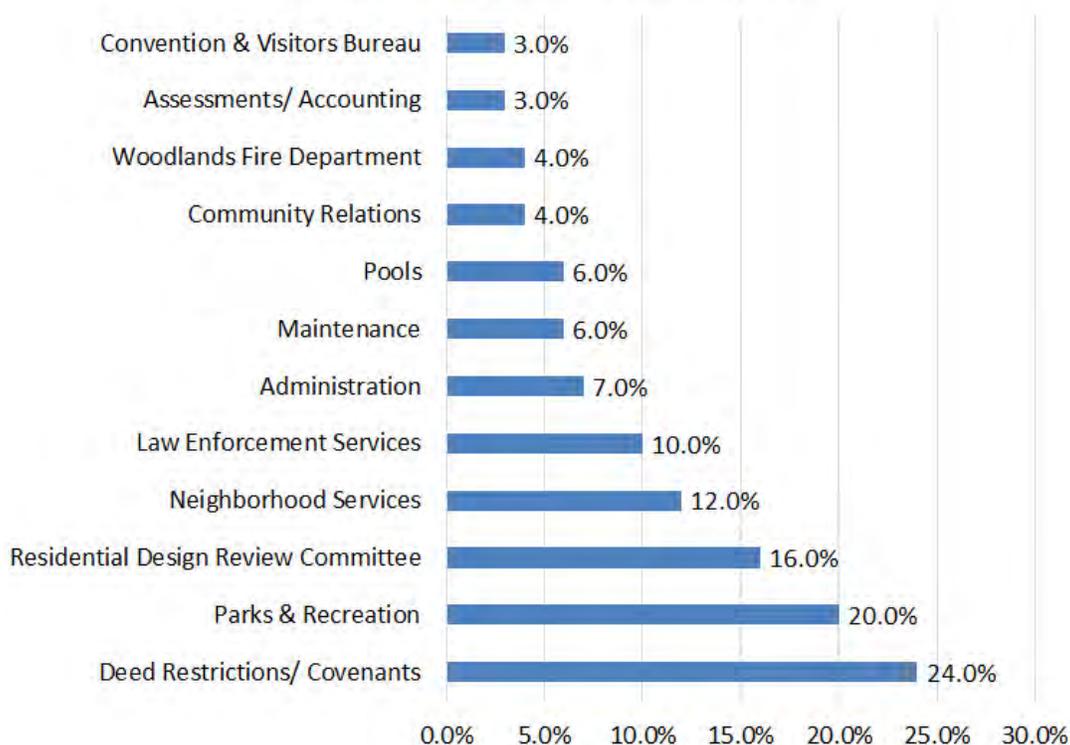
Question 23 asked if respondents had communicated with a member of the Township staff anytime during the past two years.



The responses show that almost 61% of respondents said they had not communicated with a member of the Township staff during the past two years, that 36% said they had, and that 3.3% were unsure.

In Question 24, respondents were asked to list all departments they have communicated with over the past two years. Respondents could check more than one answer. Those who didn't answer affirmatively to Question 23 were asked to skip this question.

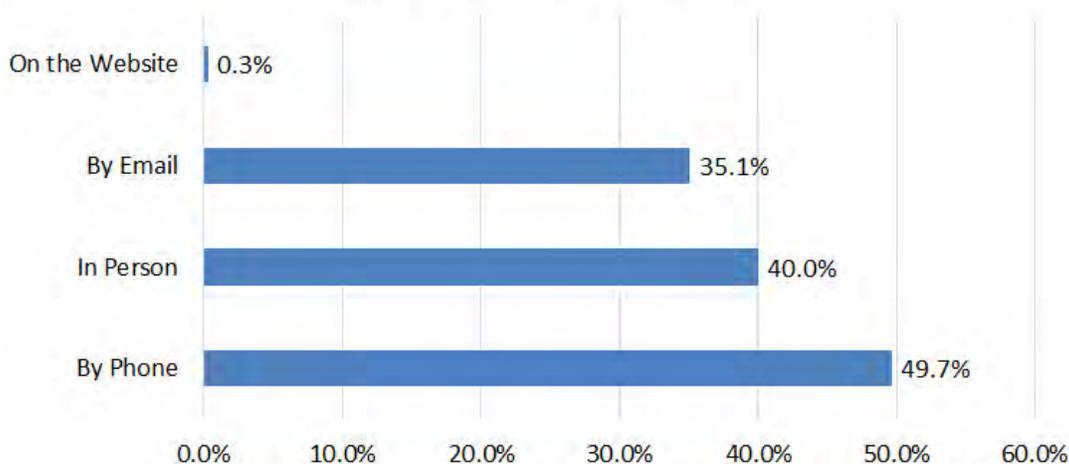
### Departments Communicated With



The data shows that, of those who said they communicated with Township staff, the highest percentage, 24%, communicated with deed restrictions staff. The second highest, 20%, communicated with parks and recreation staff, 16% communicated with residential design review, 12% with neighborhood services, and 10% communicated with law enforcement.

Question 25 asked the means of communication. Respondents were provided the option of saying by phone, via email, in person, on the website, or that they didn't remember. Respondents who didn't answer affirmatively to Question 23 were asked to skip this question.

### Means of Communication



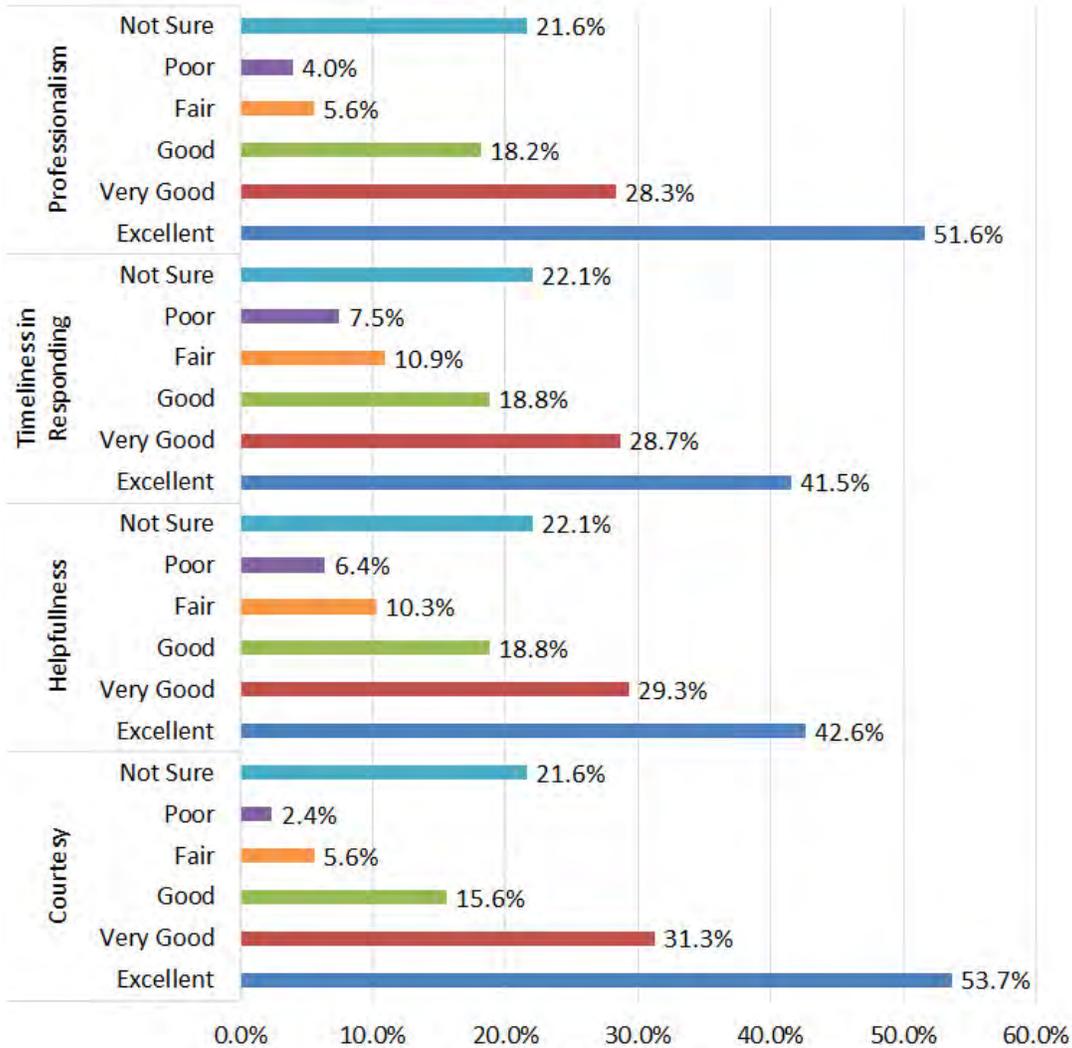
The graph is a little different from previous exhibits because it reflects the choices of respondents based on the 467 who said they communicated with Township staff in the past two years. Dividing the number selecting that choice by the 467 who said they communicate with township staff yields the valid percentages of respondents selecting any of the choices.

The graph clearly shows that very few people use the website as a means of communication, with most people communicating by phone or in person. Email contacts were fairly high, though, making email communication an important means of communication.

### Rating the Township Staff

Question 26 asked respondents to think about their communications with Township staff and rate the staff according to courtesy, helpfulness, timeliness in their response, and professionalism. Not everyone answering affirmatively to Question 23 rated Township staff, but most did. In some cases, respondents who didn't answer affirmatively to Question 23 offered a rating in Question 26. Public Research Group included these responses as relevant feedback. Most of them answered that they didn't know.

Ratings of Township Staff



Considering the total of 467 affirmative respondents from Question 23, 251 selected excellent as their courtesy rating of Township staff, creating a percentage of 53.7%. A total of 31.3% of those answering Question 23 affirmatively gave a very good rating to staff on courtesy, and 14.4% said courtesy was good. Only 9.0% said it was fair or poor.

Using the same method of calculating respondent ratings on staff helpfulness, not quite as high approval percentages were reflected in respondents' ratings for helpfulness, as the graph shows.

## The Woodlands Township 2014 Resident Survey Study

A slightly higher percentage, 16.7%, rated Township staff fair or poor in terms of helpfulness. Likewise, 42.6% rated staff excellent, 29.3% said they were very good, and 18.8% said they were good.

Slightly lower percentages rated Township staff excellent, very good or good; 41.5%, 28.7% and 18.8% respectively. A slightly higher percentage, 18.4%, rated staff fair or poor. The responses show that the Township staff got high marks for professionalism.

An average of 51.6% rated them as excellent, 28.3% said they were very good, and 18.2% said they were good. Only 9.6% rated staff as fair or poor.

Overall, the findings suggest that Township staff members are courteous, helpful, timely in their responses, and professional. The differences between ratings in the four categories are relatively small.

### Rating Township Services

This study had many questions in which the public was asked to evaluate Township services. Some appeared to be redundant, but there was a good reason for asking for ratings multiple times, making triangulation possible.

In social science research, triangulation is a method of coming at an issue from three different angles so as to corroborate findings. This is especially important for questions about services because the evaluation of Township services is the core of this study.

In Question 3, respondents were asked to rate 14 categories of Township services as being excellent, very good, good, fair, or poor. Respondents were also permitted the opportunity to say they weren't sure or could ignore the question altogether. For the purposes of this study, not answering the question is the same as not being sure.

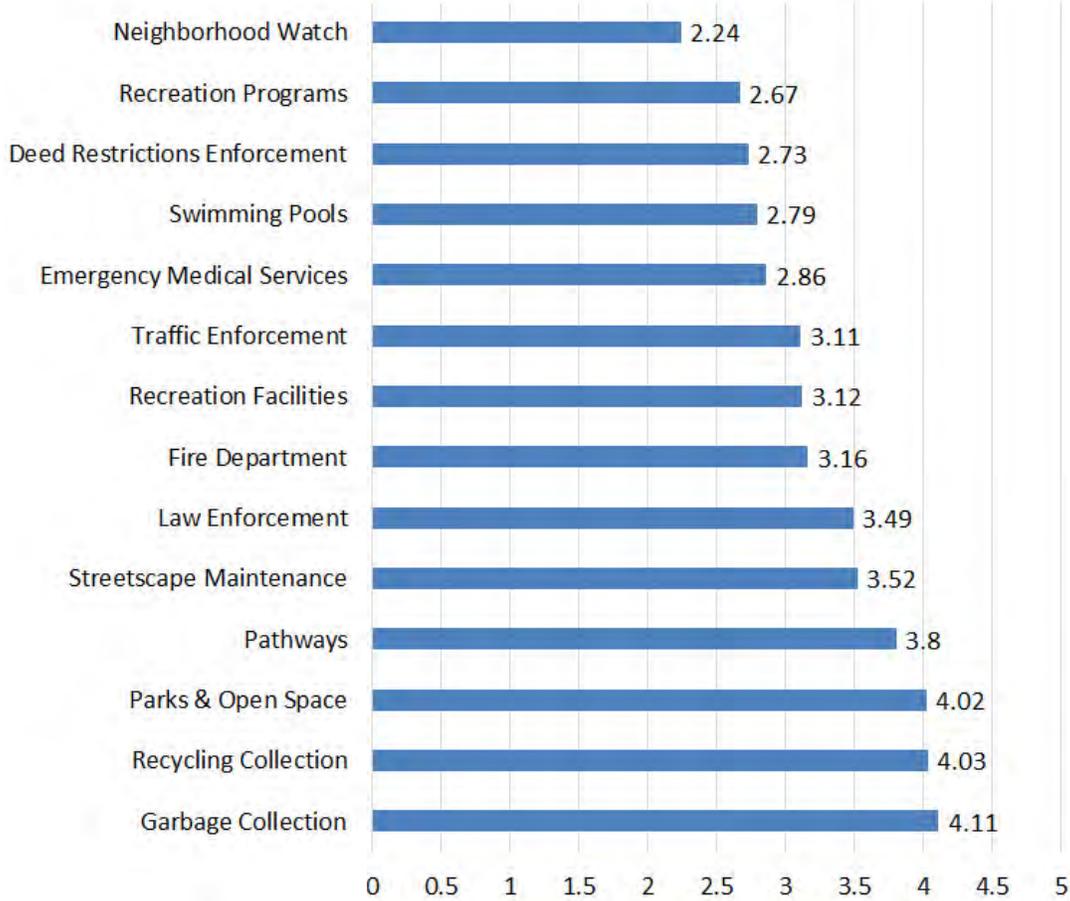
In the 2012 study, rating averages were presented to compare Township services. Public Research Group will do that, but will also present the ratings for each individual service in order to better understand the percentages of respondents who thought services were excellent, very good, good, fair, or poor.

Comparatively, the highest rated service in the previous graph is garbage collection, at 4.11. That garbage services are rated highly is a credit to the garbage haulers in the Township. Recycling collection is a close second at 4.03.

The third highest rated service category is parks and open space. This shows the importance of parks and recreation services to a community, often overlooked in many communities by elected boards, not the case in The Woodlands, where the public is happy with parks and open space services.

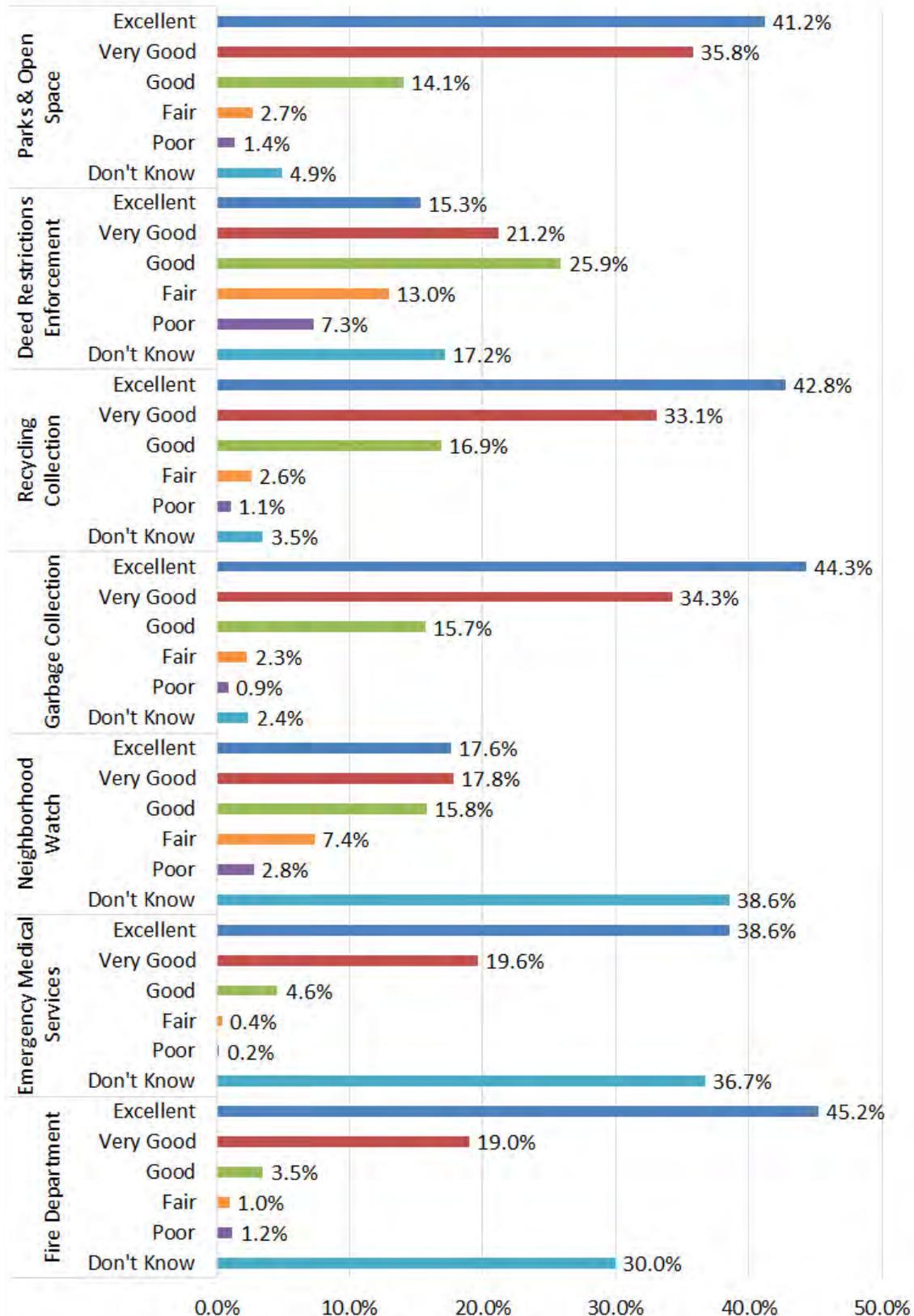
Likewise, the fourth highest rated service in the table is pathways, a parks and recreation service, at 3.80. Streetscape maintenance is the fifth highest rated service, at 3.52. Public Research Group does not typically rely on rating averages because they can be somewhat misleading. But overall, rating averages can be used to benchmark Township services. The graph shows the average ratings of all the services.

Comparing Service Rating Averages

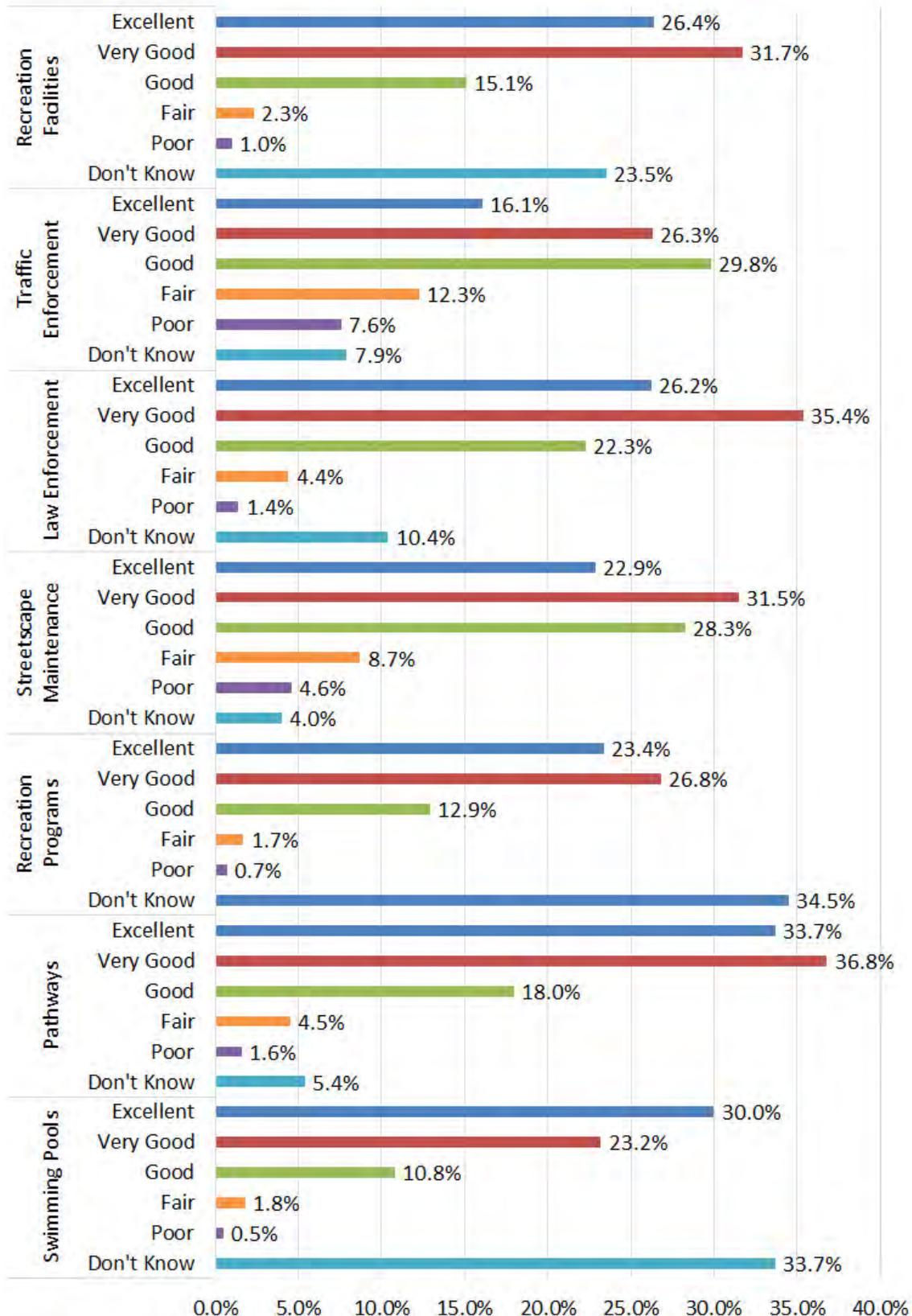


As will be discussed later, deed restriction enforcement, with an average rating of 2.73, is among the lowest, supported by many negative comments as well. Traffic and law enforcement also generated many negative comments but ranked a little higher. The number of respondents who said they didn't know enough about the service to rank it affects the average rating.

## Woodlands Services Ratings



Woodlands Services Ratings (cont.)



## The Woodlands Township 2014 Resident Survey Study

As previously mentioned, graphs with the findings broken down are more meaningful than overall averages because they show the number of “don’t knows,” which has an important effect on the overall average rating.

For instance, that 23.5% of respondents said they didn’t know how to rate recreation services ultimately lowered the average score compared to traffic enforcement. On the other hand, a higher percentage of respondents rated recreation facilities as very good or excellent (58.1%) compared to traffic enforcement (42.4%).

Question 4 asked respondents the reason they had rated a service fair or poor. The responses were open-ended, meaning that respondents could write any narrative they would like. Open-ended responses are important because they represent the types of comments that would be received from public meetings.

There were eight tables of responses, with consistent themes in each. The tables are in the Appendix of this report. The comments in the tables show consistent themes. Respondents believe that deed restrictions are enforced inconsistently. Some people think they are enforced too strictly and others think they aren’t enforced strictly enough. The inconsistency concern also is shown in Question 12 where many respondents marked both too strict and not strict enough when asked their opinion on deed restriction enforcement.

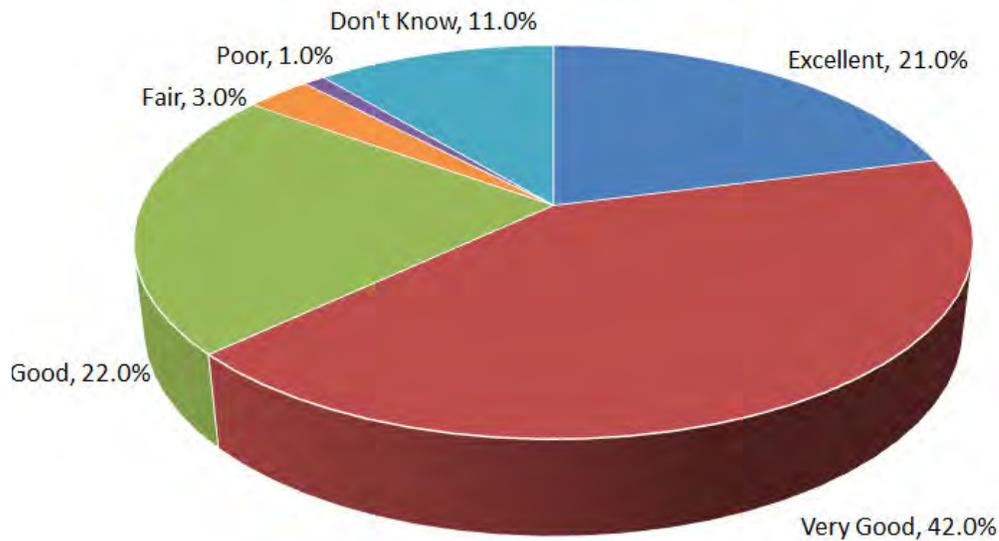
Respondents said that traffic is a problem because of construction on highways and that their commute times are affected. Many of them said they had long commutes to Houston and that the worst part of their commute is trying to get out of The Woodlands onto the Interstate. They mention that there needs to be more synchronization of traffic signals and there needs to be left turn lanes.

Many respondents expressed concerns that the George Mitchell legacy was not being followed, that there was too much commercial development, and that trees were being cut down to accommodate that development, ruining the ambiance of the community. These themes were fairly consistent in literally hundreds of comments made by respondents.

Some people wondered what the neighborhood watch program was supposed to do and asked whether there was one in their neighborhood. Others commented on the lack of response to their requests made to the Township to look into a neighbor’s deed restriction violations.

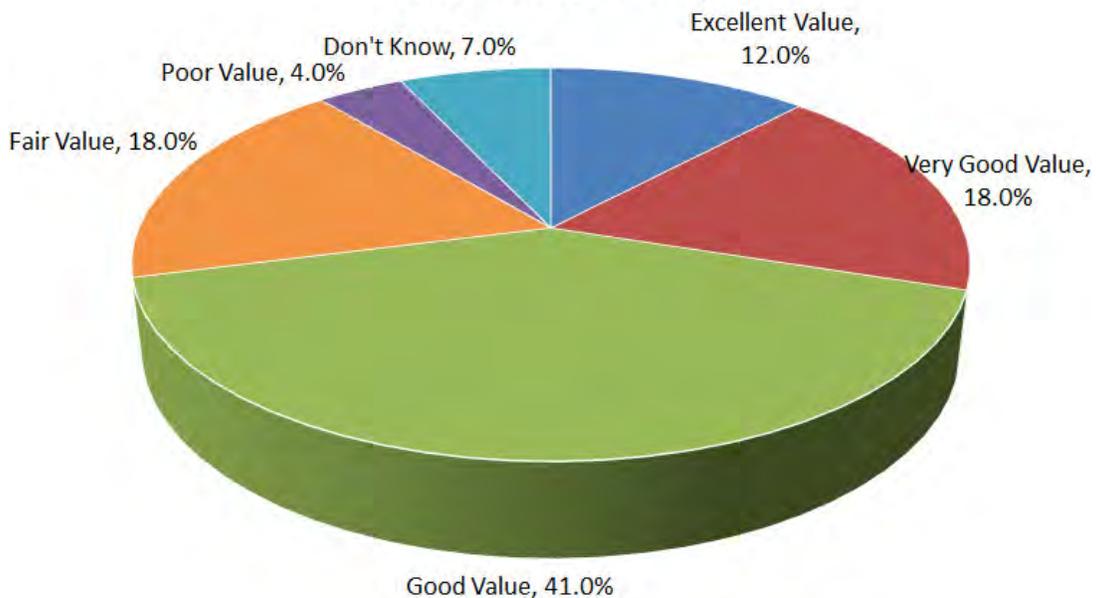
Question 5 asked respondents to rate The Woodlands Township overall in terms of providing services. Choices were excellent, very good, good, fair, poor and that they didn’t know. The response percentages show that 21% of all those answering the question said they would rate The Woodlands Township as doing an excellent job of providing services, 42% said very good, and 22% said good. Only 4% said the Township did a fair or poor job of providing services.

## Woodlands Ability to Provide Services



Question 6 asked respondents to think about the services they receive from the Township and to rate their tax rates in terms of value for the money.

## Value for the Money



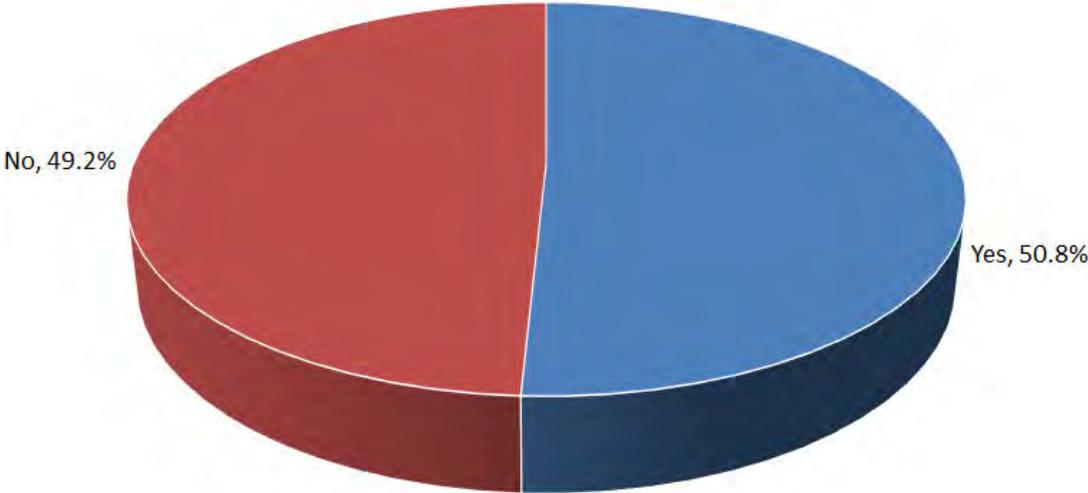
Ratings weren't quite as high in this question. Twelve percent said services were an excellent value for the money, 18% said a very good value, and 41% said a good value. Twenty-two percent said services were a fair or poor value for the money.

Overall, the Township received relatively high marks for services and value of those services for the taxes that residents pay. Public Research Group has done a great deal of research for municipalities in this area and finds that The Woodlands rates in the top 5%.

### Law Enforcement

Question 7 asked respondents if they have noticed improvement in the visibility of law enforcement patrolling their areas. The first chart shows the combined survey responses. Only yes and no answers were considered. In the second graph, responses to Question 7 are separated by village.

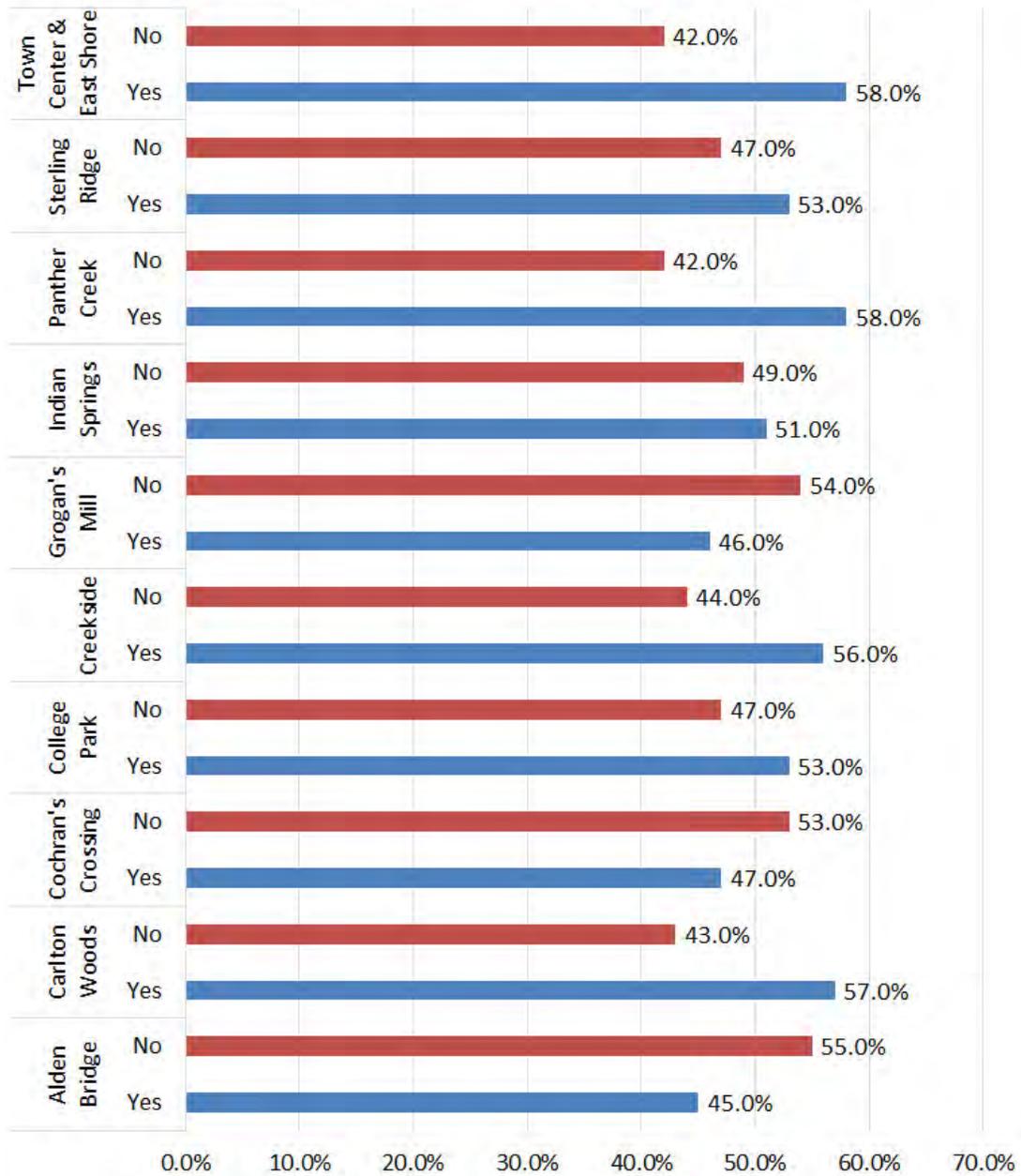
Improvement in Visibility of Law Enforcement



The chart shows that respondents were evenly split on whether they noticed an improvement in the visibility of law enforcement. Not considering the 16.1% who were not sure, 50.8% said they did and 49.2% said they didn't.

Sorting responses by village yielded the following graph. It is presented to show that there are different law enforcement visibility perceptions depending on where respondents lived.

Law Enforcement Visibility Improvement by Town

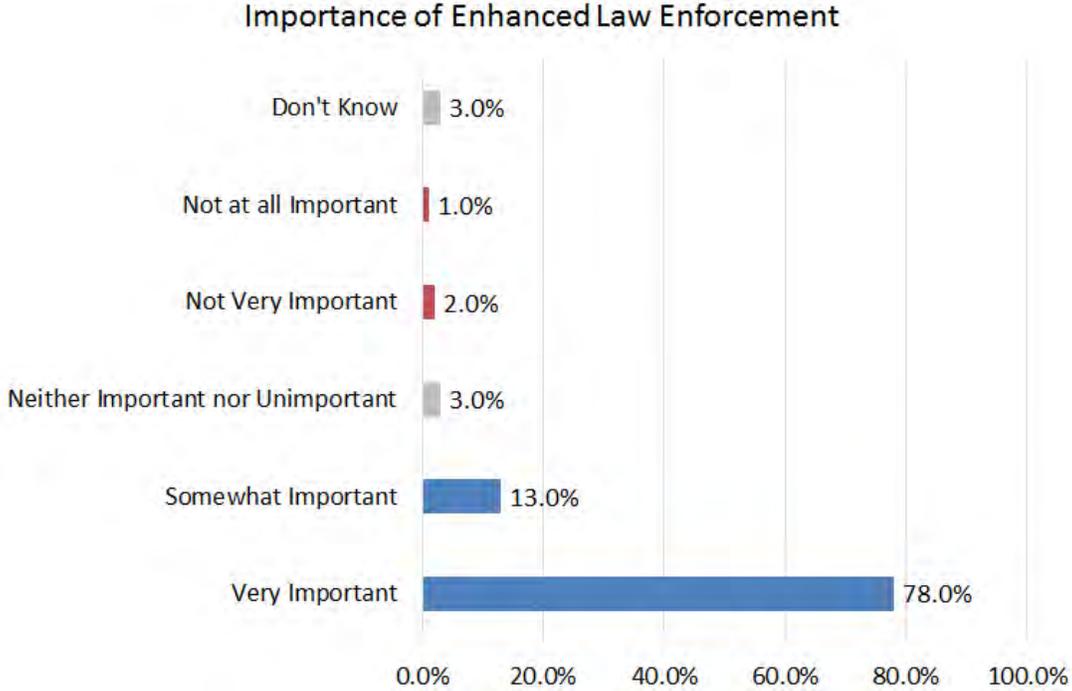


The residents of Town Center and Panther Creek noticed law enforcement visibility improvements at a 58% rate, followed closely by Carlton Woods at 57%. Law enforcement visibility improvements were less noticeable in other villages. The lowest percentage of residents to notice increased visibility of law enforcement was Grogan's Mill at 46%, and Cochran's Crossing at 47%.

The findings show there are differences among villages about the visibility of law enforcement improvements. The differences are not dramatic, but are statistically significant and could be taken into consideration when evaluating the effectiveness of the program.

# The Woodlands Township 2014 Resident Survey Study

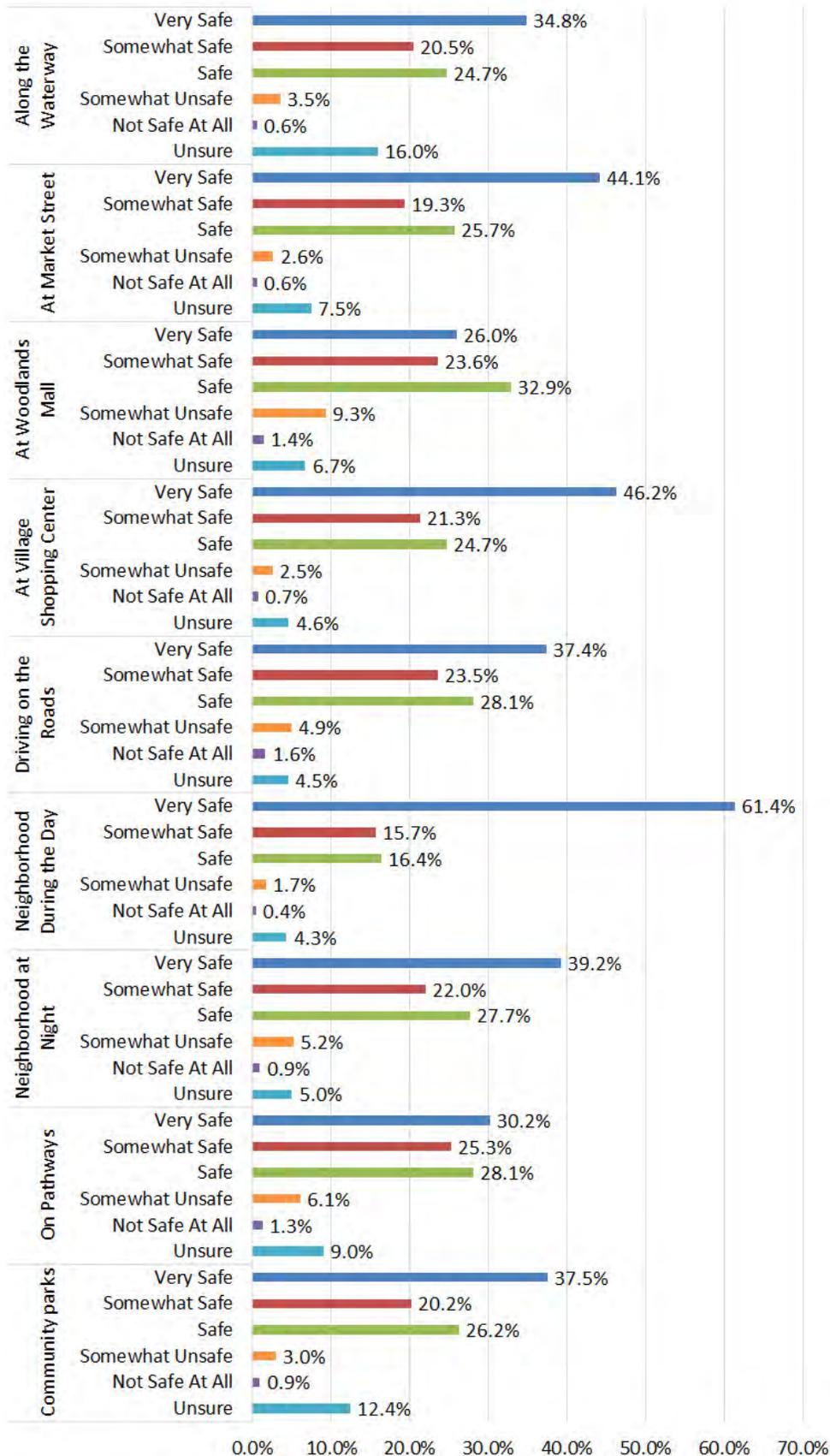
Question 8 asked respondents how important they thought it is that the township continues paying for enhanced law enforcement.



The data is very clear. Overwhelmingly, 78% of all respondents said they thought continuing to pay for enhanced law enforcement is very important. Only 3% said it was not very important or not at all important. Considering that enhanced law enforcement is important and that perceptions vary among the villages, it might be important to increase visibility in the areas that rated low.

Perceptions of safety were considered in Question 9. In that question, respondents were asked how safe they feel in a number of venues in The Woodlands, including parks, pathways, their neighborhood during the day and at night, while driving, at the village shopping center, at the mall, at Market Street and along the waterway. These are considered individually in the following tables. PRG presents them as separate data sets, not as averages.

## Safety Perception by Location



## The Woodlands Township 2014 Resident Survey Study

In general, respondents said they feel relatively safe everywhere in the township. One interesting finding is that respondents feel safer in the parks than at The Woodlands Mall. Only 3.9 % of respondents said they felt somewhat safe or not safe at in the parks compared to 10.7% for the mall. The second highest unsafe ranking behind the mall was on the pathways at 7.4%.

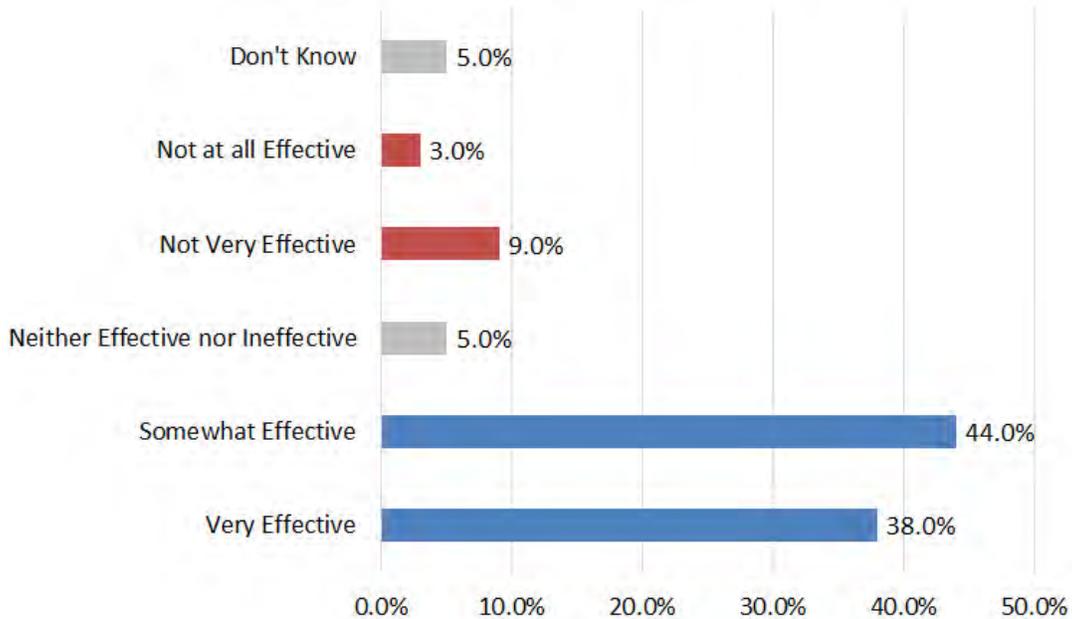
For Market Street and the Village Shopping Center, only 3.2% of respondents said they felt somewhat unsafe or not safe at all and along the Waterway, only 4.1% of respondents said they felt somewhat unsafe of not safe at all.

There were comments in Question 4 about a shooting in The Woodlands Mall. The perception of that event could have been a reason why the mall had the highest ratings of respondents not feeling safe. Other perceived events at other sites could have affected their safety ratings as well.

## Covenants/Deed Restrictions

In Question 10, it was explained to respondents that the primary purpose of covenants and deed restrictions is to maintain property values and aesthetics of The Woodlands. Respondents were then asked how effective these standards and the enforcement of these standards have been in achieving these goals.

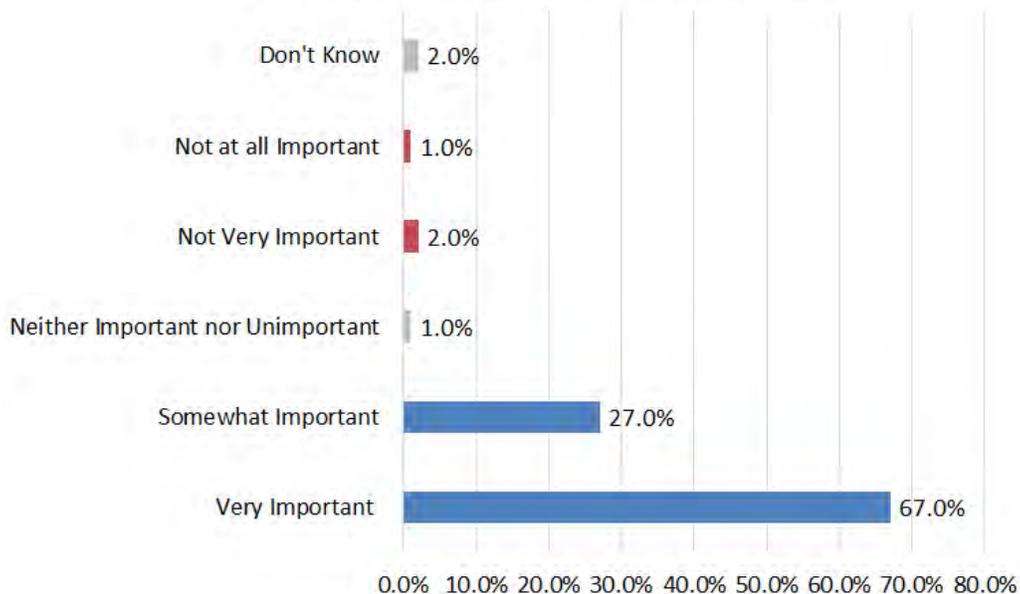
Effectiveness of Standards



The data shows that 38% of those responding said the standards were very effective and 44% said somewhat effective. Only 14% said the standards were not very effective or not effective at all.

A follow up question was Question 11, which asked how important it is for the Township to enforce deed restrictions. Remembering the comments made in Question 4, it is interesting to see how respondents answered Question 11.

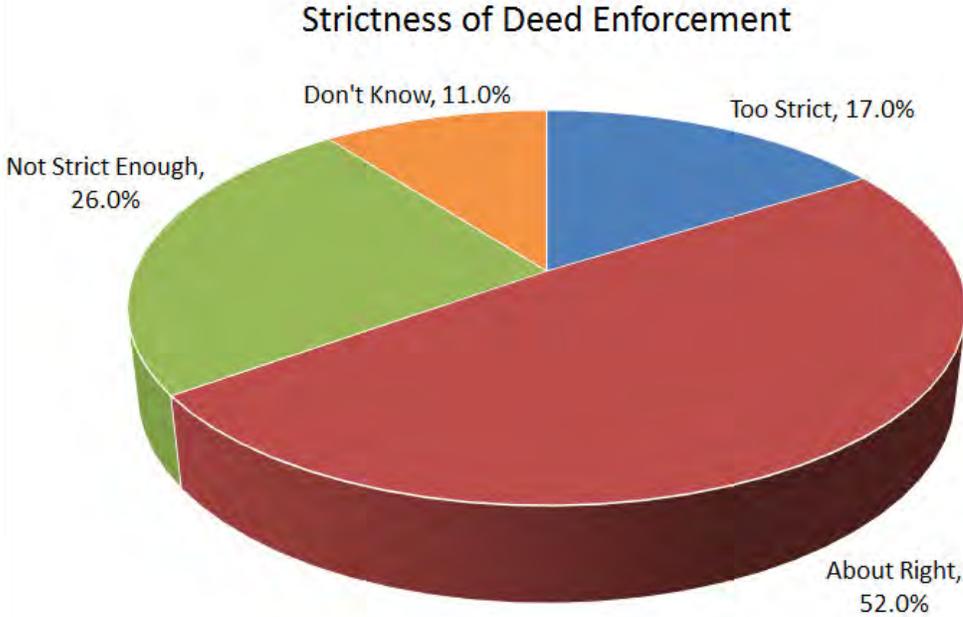
Importance of Enforcing Deed Restrictions



## The Woodlands Township 2014 Resident Survey Study

The responses indicated that 67% said they thought it is very important to enforce deed restrictions and 27% thought it was somewhat important. Only 3% said they thought it was either not very important or not important at all.

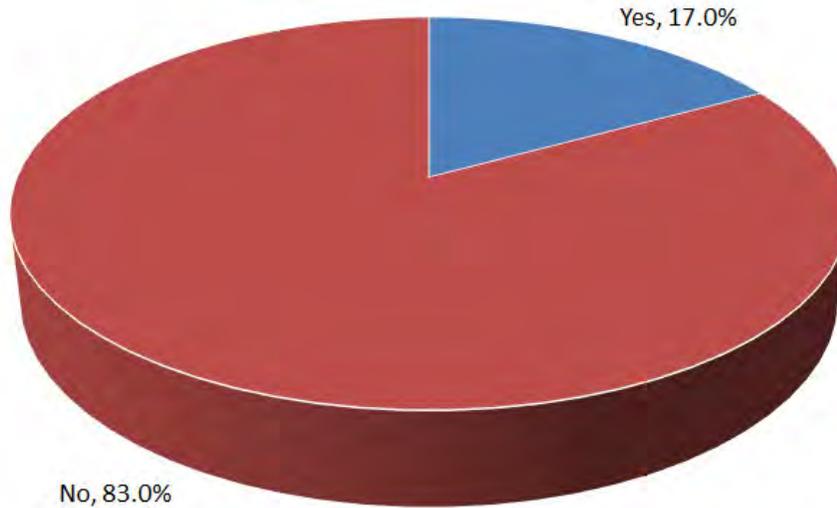
In terms of the extent to which deed restrictions are being enforced at the current time, Question 12 asked if they were being enforced too strictly, about right, or not strictly enough. Recall that in comments to Question 3 many people complained of inconsistency. That it was either too strict or too lenient is born out in the responses to Question 12.



Over 50% of those responding said they thought deed restrictions were being enforced about right, 17% said too strictly and 16% said they didn't know. The percentages add up to over 100% because some people thought there should be nuance in the question and selected multiple choices, such as about right and too strictly or about right and not strictly enough.

In Question 13, respondents were asked if they had ever filed a complaint about a deed restriction violation in their neighborhood or the village.

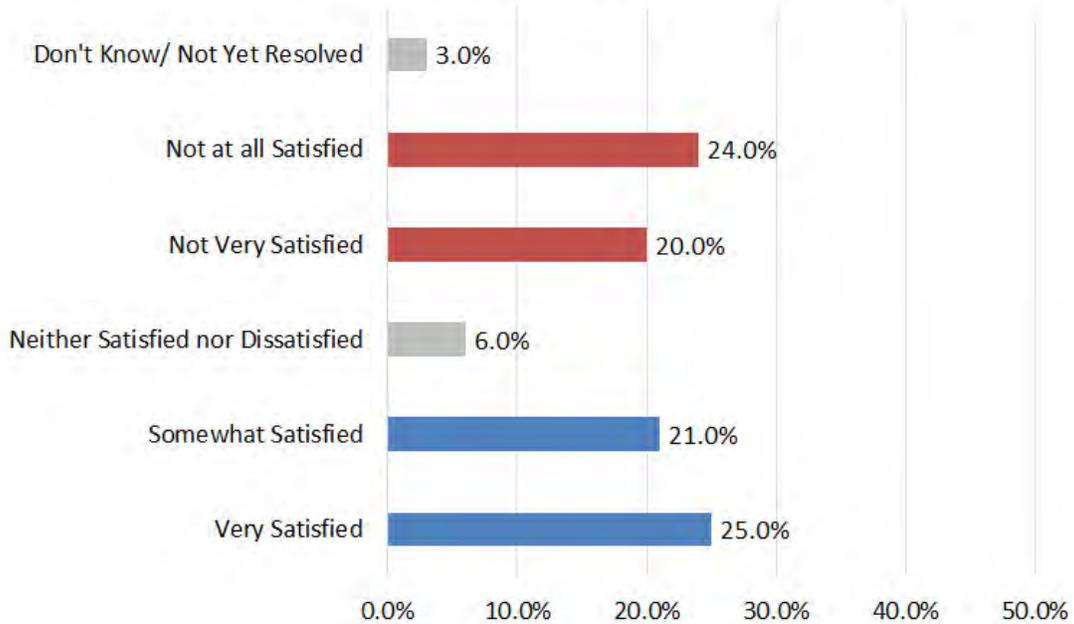
### Have You Filed a Deed Complaint



Only 17% of those responding said they had filed a complaint. Considering the Township’s response to the complaint, those who answered affirmatively to Question 13 were asked, in Question 14, how satisfied they were with that response.

The following graph shows that 25% of those who filed a complaint were very satisfied with the Township’s response and 21% were somewhat satisfied. But 44% were not very satisfied or not at all satisfied.

### Satisfaction with Township's Response- Filed Complaint

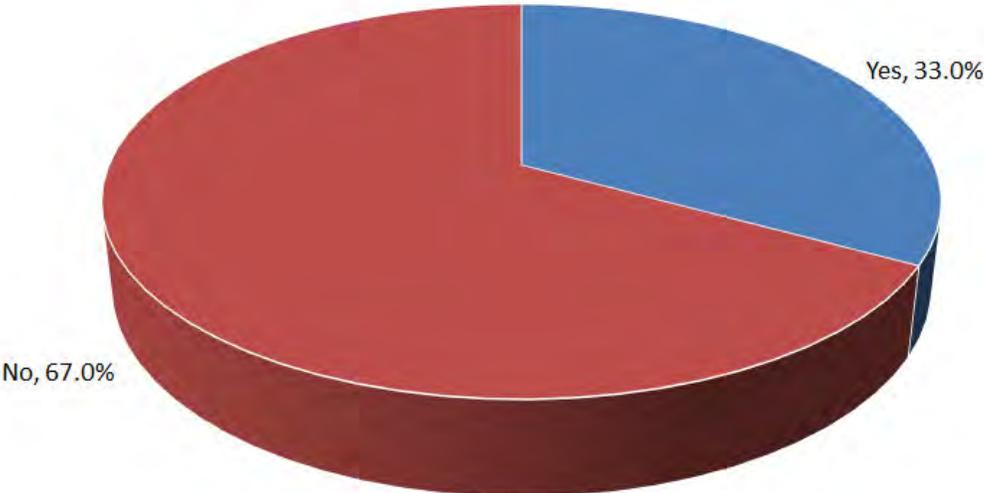


Again, the total percentages add up to more than 100% because some people selected two choices as representative of their sentiments.

# The Woodlands Township 2014 Resident Survey Study

Question 15 asked if respondents had ever received a letter or postcard about a deed restriction on their own property.

### Have You Received a Complaint Letter



Thirty-three percent of respondents said they had received a letter or postcard about a complaint on their property. Of those who said they had, their satisfaction with the township’s response and resolution was asked in Question 16.

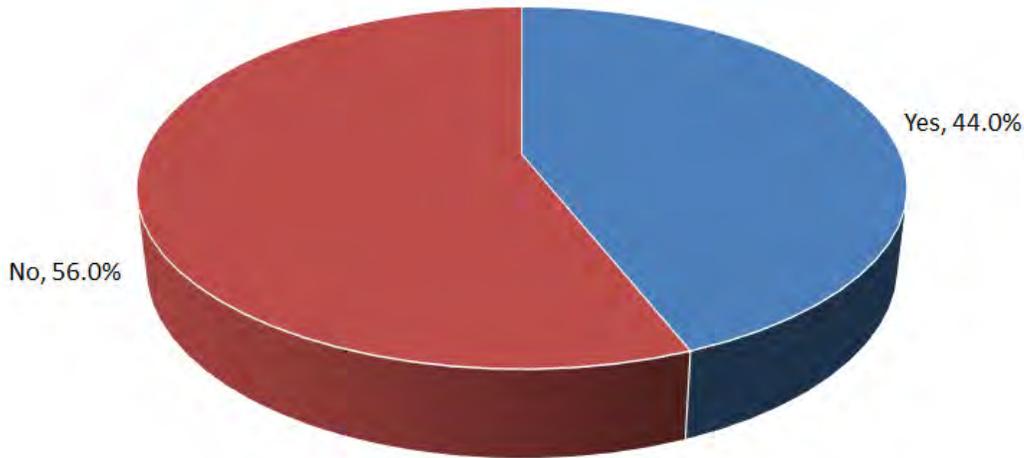
### Satisfaction With Township's Response- Complaint Against Respondent



Considering that people don’t particularly like being complained about, 57% of those who had received a complaint were very satisfied or somewhat satisfied, is a finding the Township should be pleased about. Likewise, the Township should be pleased that only 26% were not very satisfied or not at all satisfied.

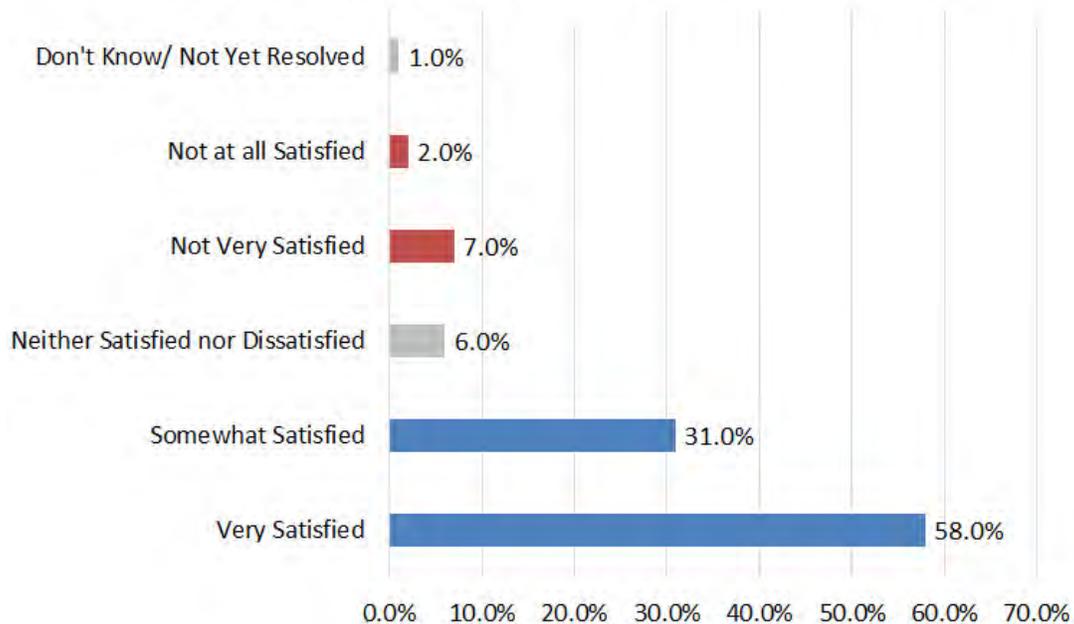
Question 17 asked if respondents had ever applied to the Residential Design Review Committee or Covenant Administration staff to make a property improvement. Forty-four percent said they had.

## Applied for a Design Review for Property Improvements



Then respondents were asked how satisfied they were with the process and response to their applications. The comments made in response to Question 4 are considered in the responses to Question 18.

## Satisfaction with Design Review Process & Response



Of those who responded to Question 18, 58% were very satisfied and 31% were somewhat satisfied. Only 9% were either not very satisfied or not at all satisfied.

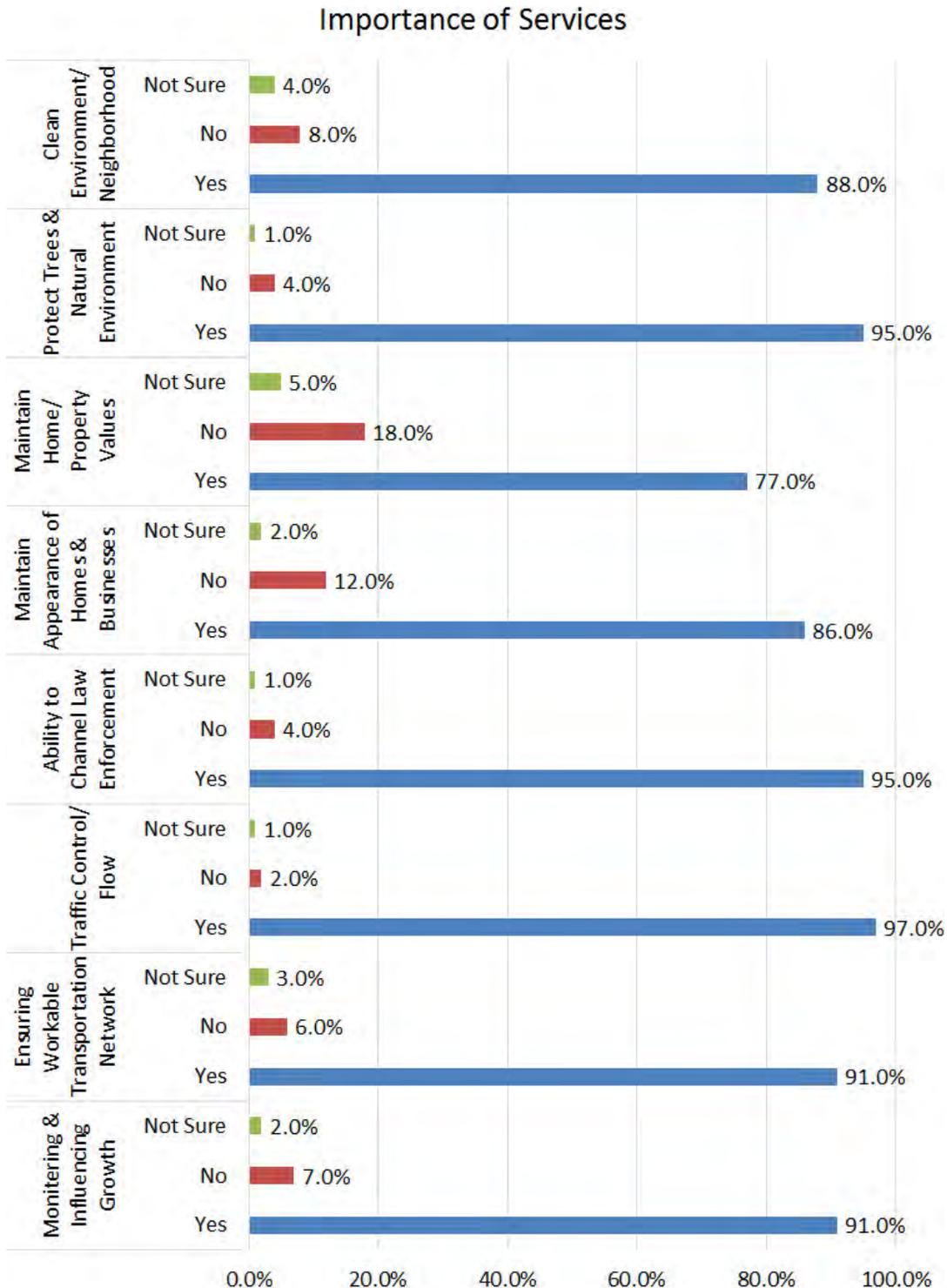
## The Woodlands Township 2014 Resident Survey Study

Overall, the covenant and deed restriction findings support the hypothesis that the residents of The Woodlands are generally satisfied with their importance, effectiveness and enforcement. Considering that enforcement can be unpopular to those who have received complaints, the levels of satisfaction are relatively high.

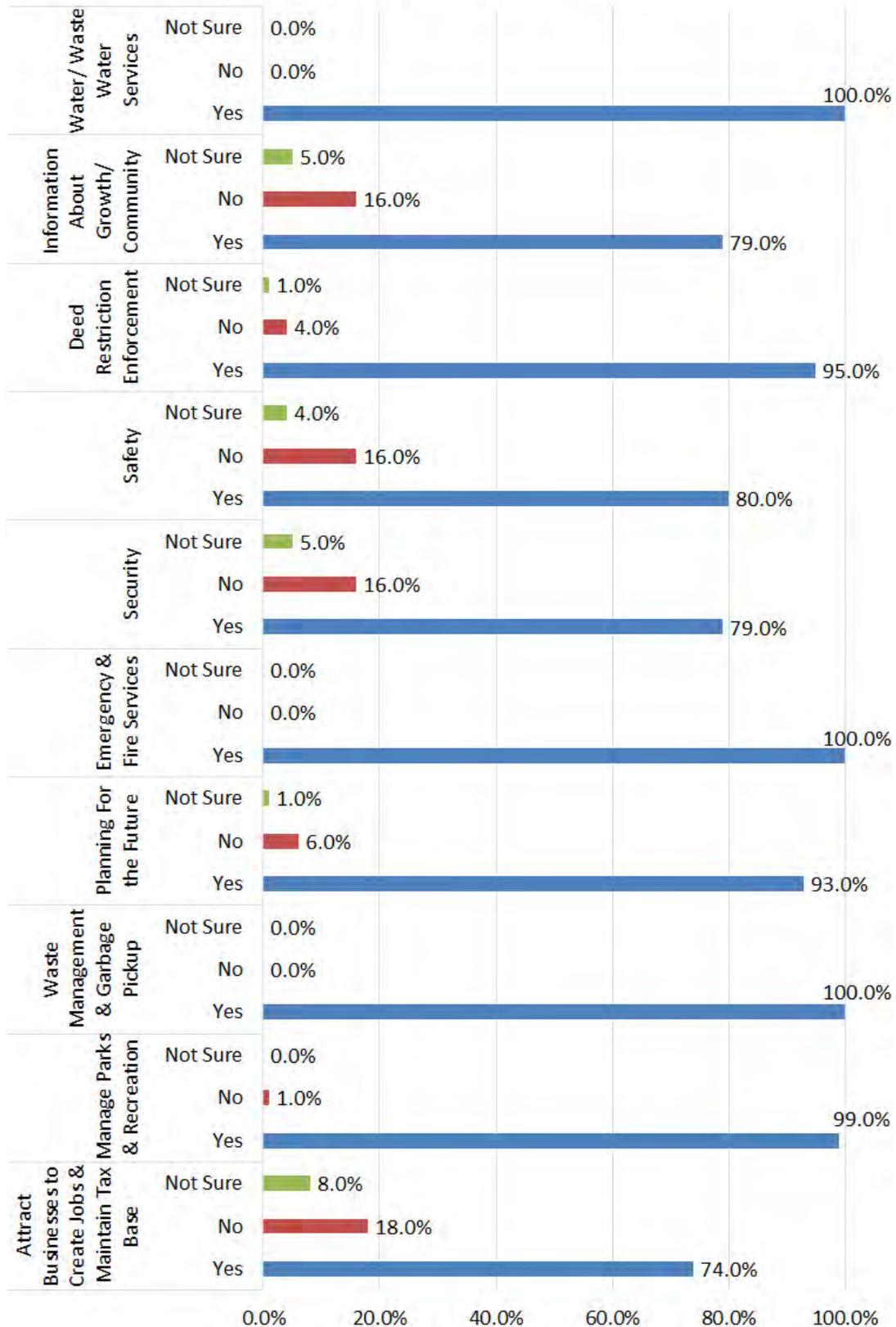
That's why statistical data can be an important tool to determine how most of the community feels. While there were comments from many people about their dissatisfaction with deed restrictions enforcement, the responses to questions 16 and 18 show how the majority of the public feel, which is generally satisfied with the process.

## Local Governance

Regarding local governance considerations, this study contained a series of questions about the importance of municipal services and the satisfaction with the level of input residents had in the decision making process. Question 27 provided a list of governmental services and asked respondents to indicate if they felt those services were important.



Importance of Services (cont.)



## The Woodlands Township 2014 Resident Survey Study

There was unanimous agreement among respondents that waste management and garbage pickup, emergency and fire services and water/waste water services are important municipal service. Maintaining parks and recreation was the second highest important service, with 99% of those responding saying that those services are important.

Among the least important services were attracting businesses to create jobs and maintain the tax base, with 74% of those responding saying they were important municipal government services. Also, lower on the list were maintaining the value of homes/property at 77% and providing information about growth/community at 79%.

In Question 28, respondents were asked which of the four municipal services from the list in Question 27 are the most important to their households. The top services in each category are in the following table.

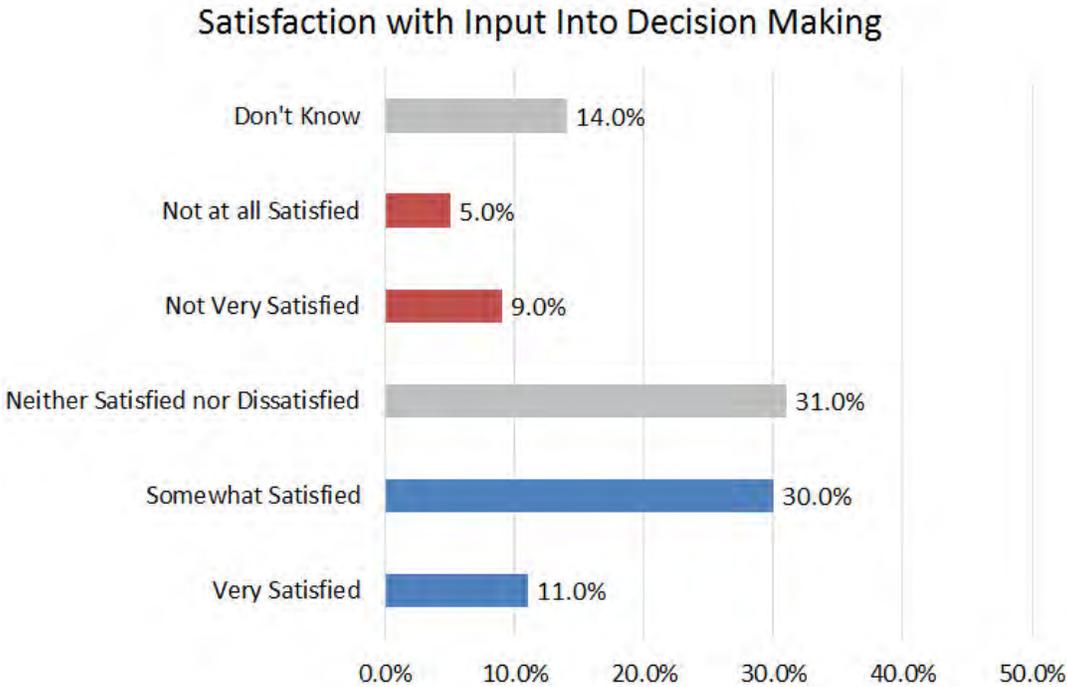
<b>Top Four Rated Services</b>			
<b>First</b>	<b>Second</b>	<b>Third</b>	<b>Fourth</b>
Traffic control & flow	Traffic control & flow	Traffic control & flow	Protect trees & natural environment
Security	Emergency & fire services	Emergency & fire services	Traffic control & flow
Ability to channel law enforcement	Safety	Protect trees & natural environment	Maintain parks & recreation
Safety	Ability to channel law enforcement	Security	Emergency & fire services

There is the recurring theme that traffic control/flow is a top four service in each category, that safety and security are important, and that emergency and fire protection are very important. Parks and recreation makes the list at the third most important issue in the fourth category, and protecting trees and the environment are also important governmental services.

Waste management and garbage pickup, as well as water and waste water services, while thought important in Question 27 by 100% of respondents, were not among the most important in Question 28. The assumption is that the public takes these services for granted and in Question 28 focused on ones that may need the most attention or more attention.

# The Woodlands Township 2014 Resident Survey Study

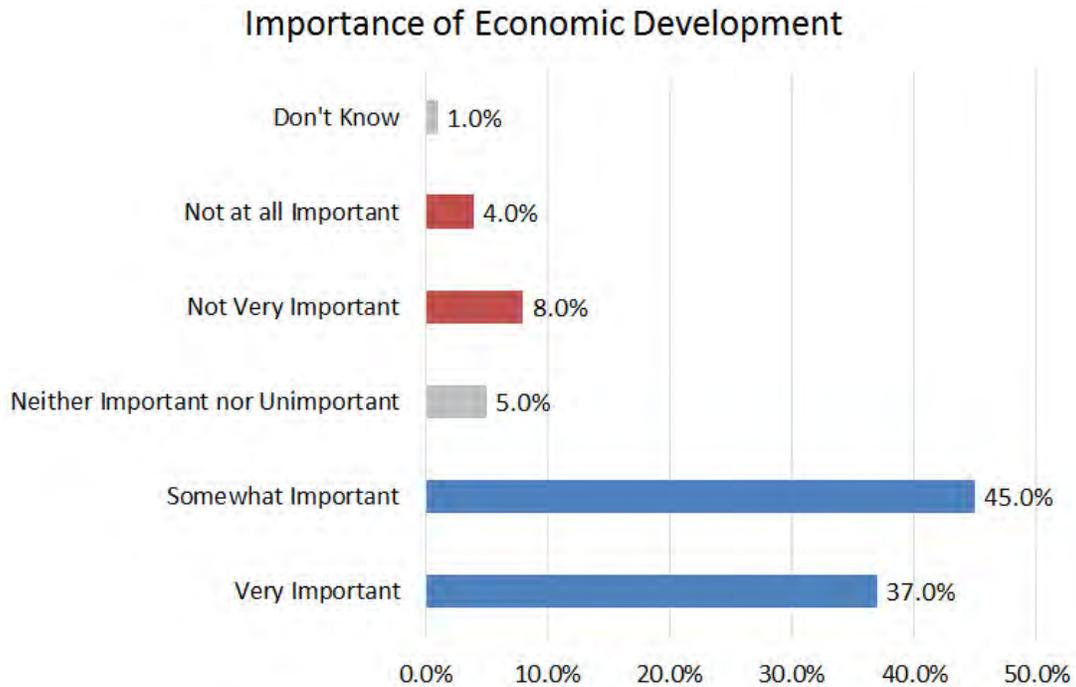
Question 29 asked the level of satisfaction with the amount of influence respondents have in local decision making.



Eleven percent of respondents said they were very satisfied with their input into local decision making, 30% were somewhat satisfied, with 31% neither satisfied nor dissatisfied, 9% not very satisfied, and 5% not at all satisfied, suggesting that residents are much more satisfied than dissatisfied.

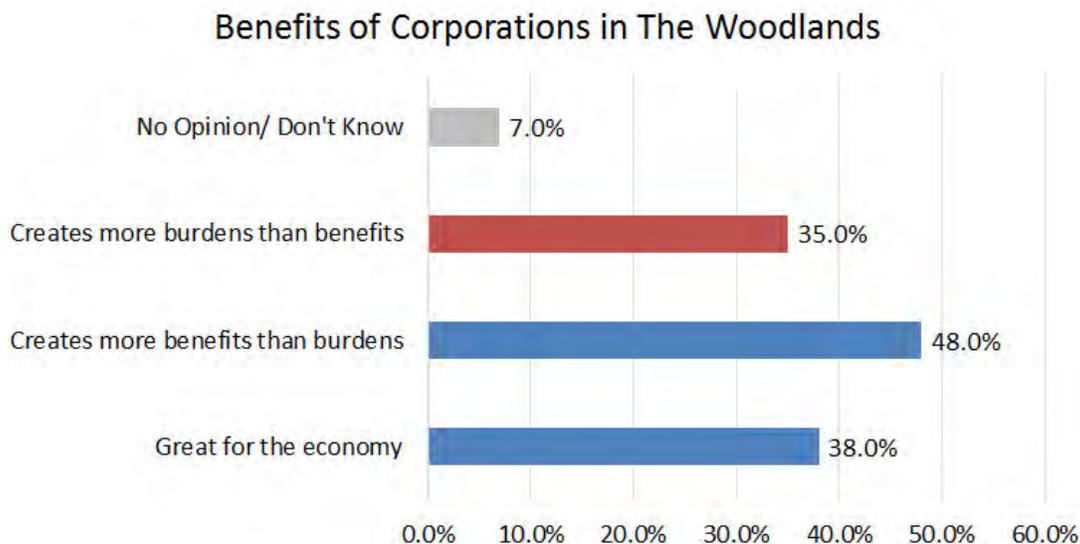
## Economic Development

A series of questions were asked about economic development issues in this study, beginning with its importance in Question 30. Question 30 provided the choices of saying economic development was very important, somewhat important, neither important nor unimportant, not very important, or not important at all.



Overall, 37% of those responding said that continued economic development is very important and 45% said it is somewhat important. Only 12% said it was either not very important or not at all important, 8% thought it was neither important nor unimportant, and 1% weren't sure.

When asked about corporations moving into The Woodlands, there was diverse opinion about the benefits. Many respondents chose multiple options, particularly if they were undecided or thought there should be some nuance in the response choices.



## The Woodlands Township 2014 Resident Survey Study

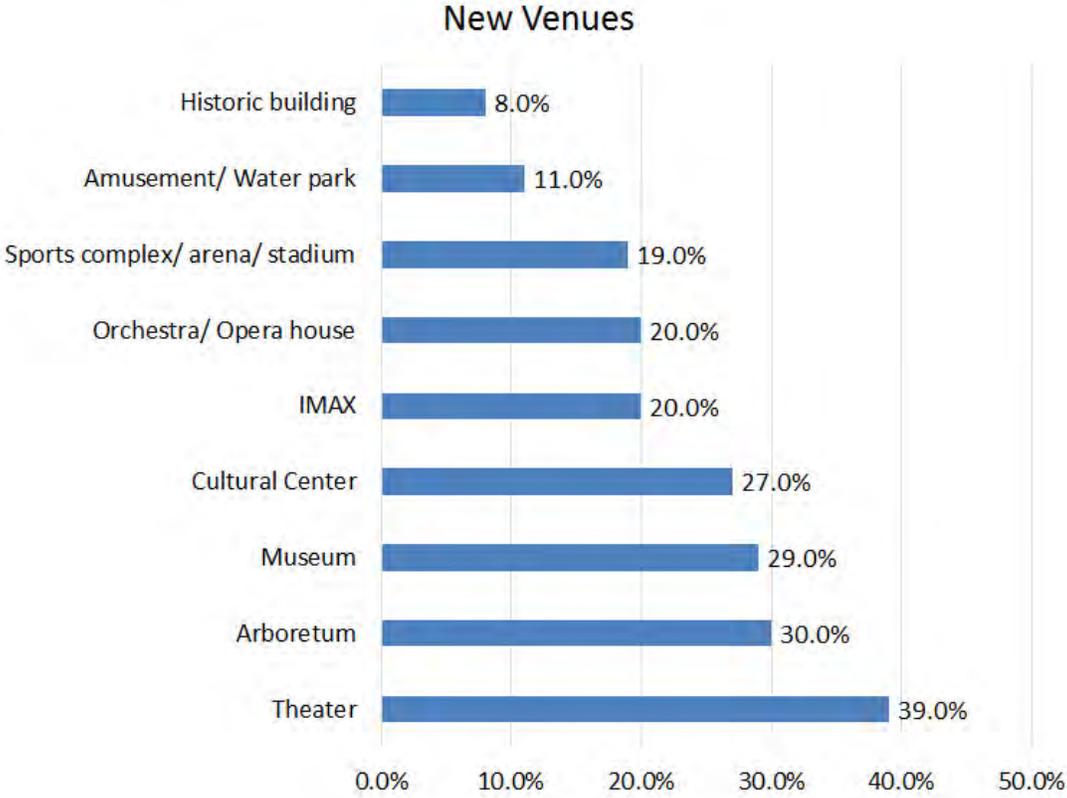
While 48% of respondents said the benefits outweighed the burdens and 38% said corporations moving into The Woodlands were great for the economy, 35% said that corporations created more burdens than benefits.

In Question 32, when asked what stores and restaurants respondents would like to have located in The Woodlands, many people provided names of familiar chains, while others said that small private and boutique businesses were desirable. Their responses are summarized in the Appendix.

Stores included Neiman Marcus, Whole Foods, Crate & Barrel, TJ Maxx, and other chains. There were a few specific ideas about smaller boutiques, but no consistent themes. And many respondents said that The Woodlands had enough stores already.

Popular restaurants on the list included Pappasito’s and the California Pizza Kitchen. Many people said they would like more ethnic cuisine choices, small mom and pop establishments or none at all because The Woodlands had enough already.

Question 34 asked what other types of entertainment respondents would like to have in The Woodlands. A list of possible new venues was provided. Respondents could select as many as they wanted.



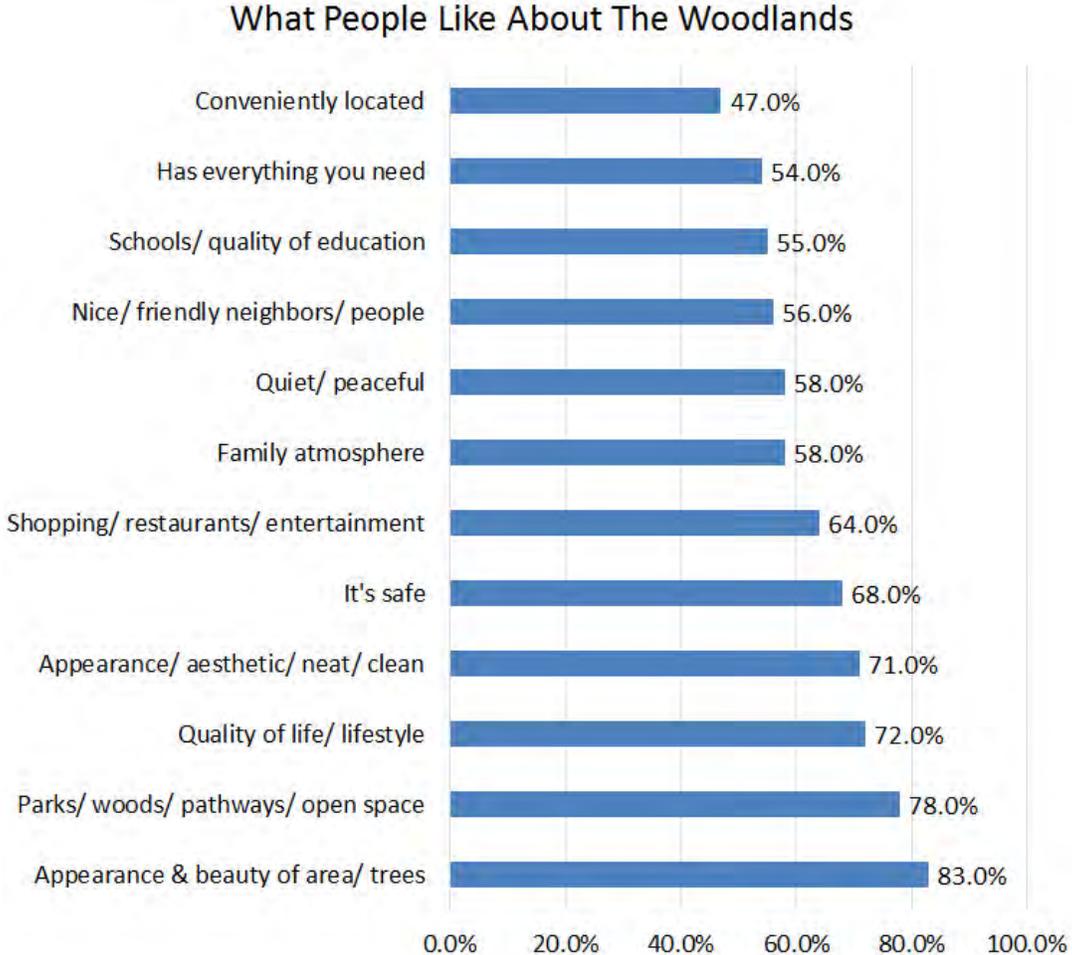
The most popular new entertainment venue was a new theater, with 39% of all respondents answering the question selecting that venue as the most popular. An arboretum was second at 30%, museum at 29% and a cultural center was third at 27%. An IMAX garnered 20% support, as did an orchestra/opera house. A sports complex/arena/stadium came in at 19%.

In the Appendix are a summary of the open-ended responses to Question 34, where people provided their own responses. Not many of them were particularly enlightening, mostly restating items in questions 32 and 34, though several suggested more venues for youth and families like bowling and an ice rink, bringing in a minor league baseball team and adding more music-oriented nightlife venues.

The findings in questions 32 and 34 support the findings from Question 31, that more people believe the addition of new corporations to The Woodlands has more benefits than burdens. While there may be apprehension about economic development overall, benefits tend to outweigh the burdens to the community.

## The Community

A series of questions asked respondents about what they like about the community, would like to add or remove about the community, and what they feel is the most important issue facing residents. Question 35 dealt with what they like about The Woodlands. Respondents were provided choices and then the opportunity to give their own answers.



The graph shows there is a lot to like about The Woodlands and that people agree with that premise. The highest percentage of respondents agreed that the appearance, beauty of the area and greenery were something they like best about The Woodlands at 83%. Parks, pathways and open space came in a close second at 78%, suggesting that, while the public may think government exists to provide traditional municipal services such as water, waste water, fire protection, and emergency services, people live in The Woodlands because it is a beautiful place. This finding is supported by the 71% of respondents who said they like The Woodlands because it has a nice aesthetic appearance and is neat and clean.

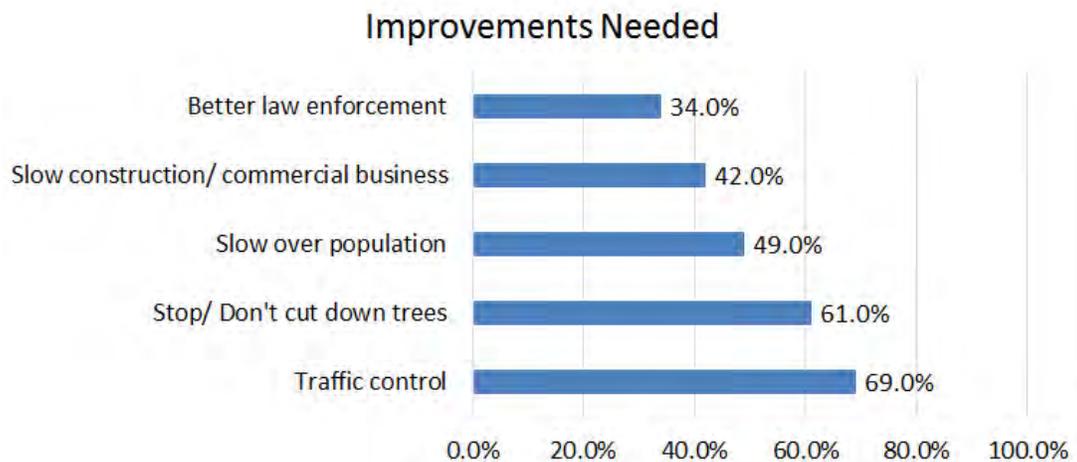
The least thing respondents liked about The Woodlands was that it is conveniently located at 47%. Comments on that issue related to travel times to and from employers, and overall traffic problems, creating a level of understanding about that issue.

## The Woodlands Township 2014 Resident Survey Study

In spite of the comments, it will be understood that while The Woodland's location is not an issue that can be controlled by local government, some of the other issues related to travel times and traffic are. The open-ended responses to Question 35 provide a level of understanding of other things people like about the community. That list is in the Appendix. A couple of themes that emerged from that table include good golf courses and excellent medical facilities. There were a few other compliments to the community as well.

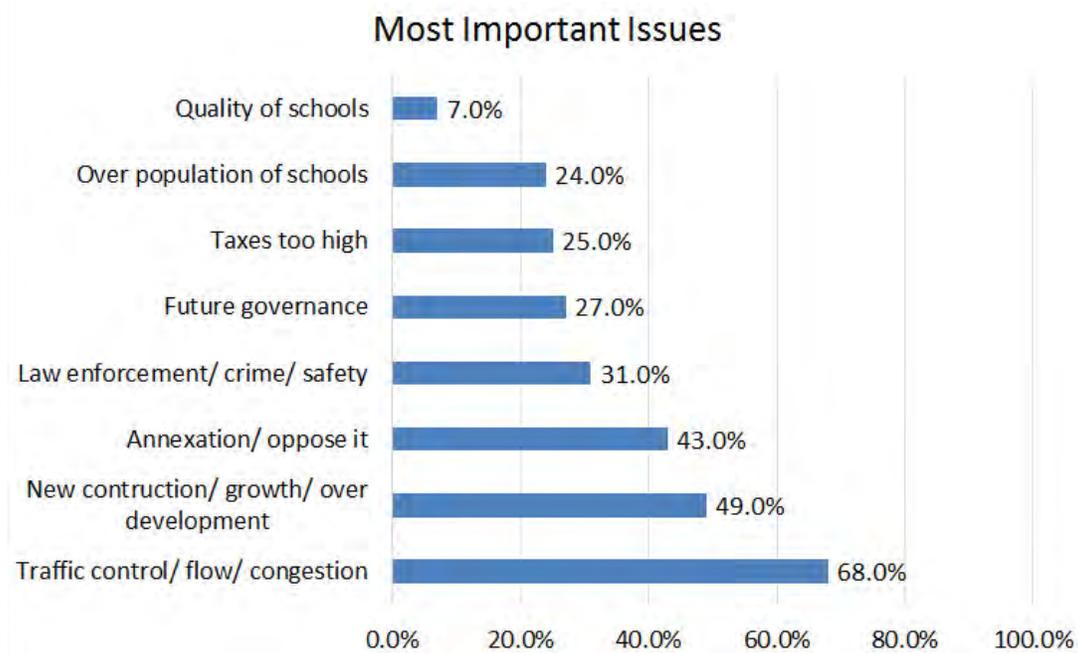
Question 36 asked what respondents would like to add or remove to improve The Woodlands. A list of five choices was provided and an opportunity for respondents to provide their own answers was also provided.

The most popular improvement selected was traffic/control at 69%. Stopping the cutting of trees came in with 61% of respondents selecting it as an improvement. Less than half of respondents selected slowing over population, slowing the construction of commercial business, and better law enforcement.



The open-ended responses are summarized in the Appendix. The graph shows that there were a variety of suggested improvements, including the restatement of concerns about growth and development, adding of bike lanes on roads, better traffic enforcement as well as other traffic aggravations.

Question 37 asked respondents what they felt was the most important issue facing residents of The Woodlands. Again, a list was provided of possible concerns, but no open-ended responses were requested.



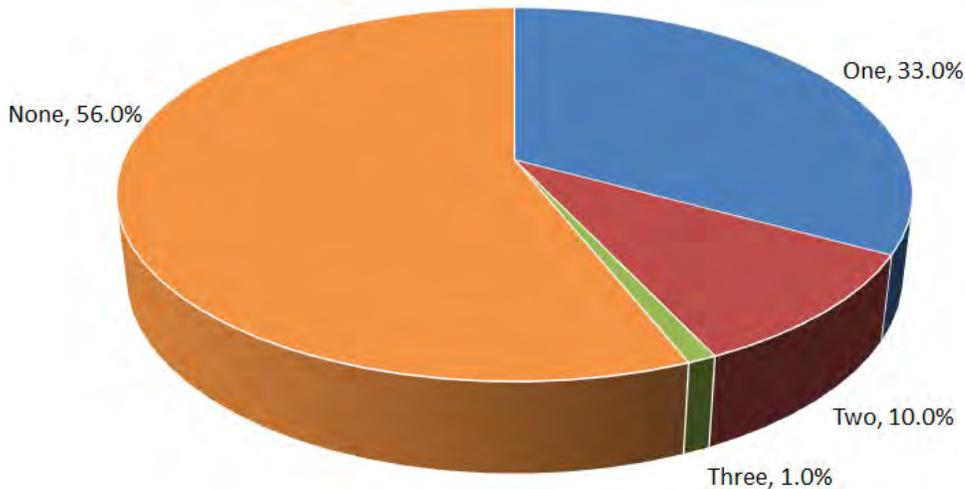
By far, the most important issue facing The Woodlands is finding solutions to traffic control, flow and congestion, where 68% of those responding selected that as an important issue facing the community. New construction, growth and over development came in as the second highest issue facing The Woodlands, with 49% of those responding selecting that as an important issue. Their opposition to further annexation was third with 43% of respondents selecting that issue.

What emerged from the questions about the community was that traffic flow and control are issues that need to be addressed. The responses to Question 4, summarized in the Appendix, had many statements about the long travel times and how slow traffic affected respondents' quality of life. Obviously, travel times were less of an issue with those who worked in or near The Woodlands. But as the responses to question 51 and 53 show, if commute distances are long for respondents then travel time becomes more of an issue.

## Commute Times

Question 50 asked how many members of their household work in The Woodlands, either full or part-time.

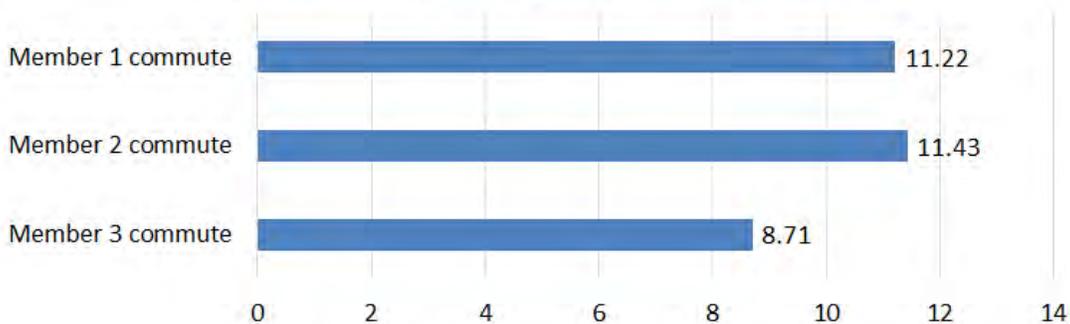
Household Members that Work in The Woodlands



Of mail, telephone and email respondents who answered the question, 32% had at least one family member who worked in The Woodlands or at home, 10% had two, 1% had three and 56% had none. Responding that none worked within The Woodlands did not necessarily mean these respondents were retired. Most worked outside of The Woodlands, as will be confirmed by the responses to Question 38.

In terms of the number of miles that those who worked in The Woodlands commuted in daily round-trips, the following graph shows that data.

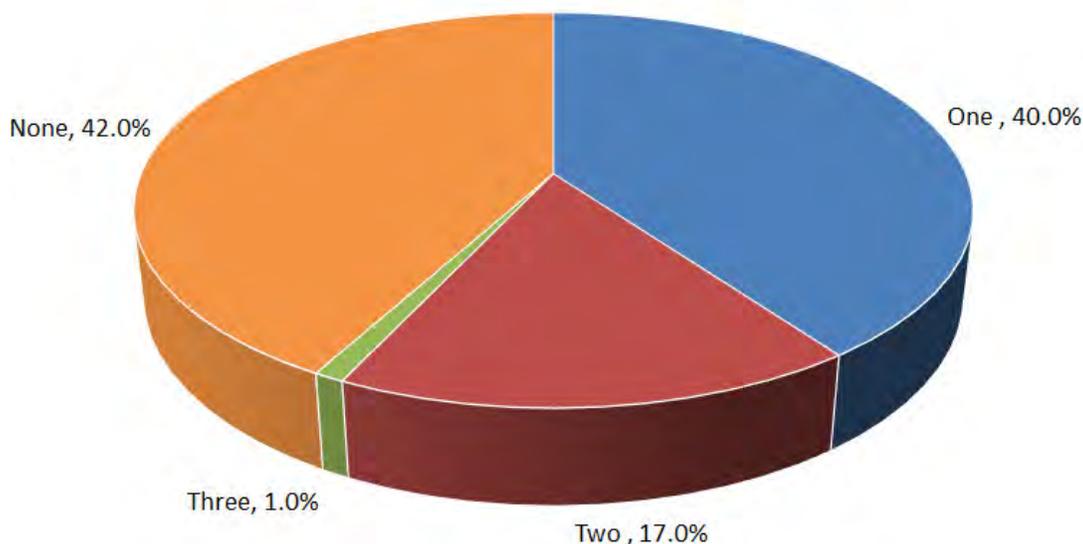
Average Commute (miles)- Work in The Woodlands



The data shows the average round-trip commute of the first family member is 11.22 miles, for the second is 11.43 and for the third 8.71. Respondents who work in their homes are not taken into consideration in the averages.

Question 52 asked how many members of respondent households work outside The Woodlands, either full or part-time.

### Work Outside The Woodlands



The responses to Question 52 show that 40% of households have one household member who works outside The Woodlands, 17% have two, and 1% have three. Similar to the responses from Question 50, 42% have none, not necessarily translated to everyone in the household is retired.

Since 39% of all households had three residents or more, and many of the children remaining there were over 18 and in the workforce, the numbers make sense. Question 53 asked the daily commute of those working outside the Woodlands.

### Average Commute (miles)- Work Outside The Woodlands

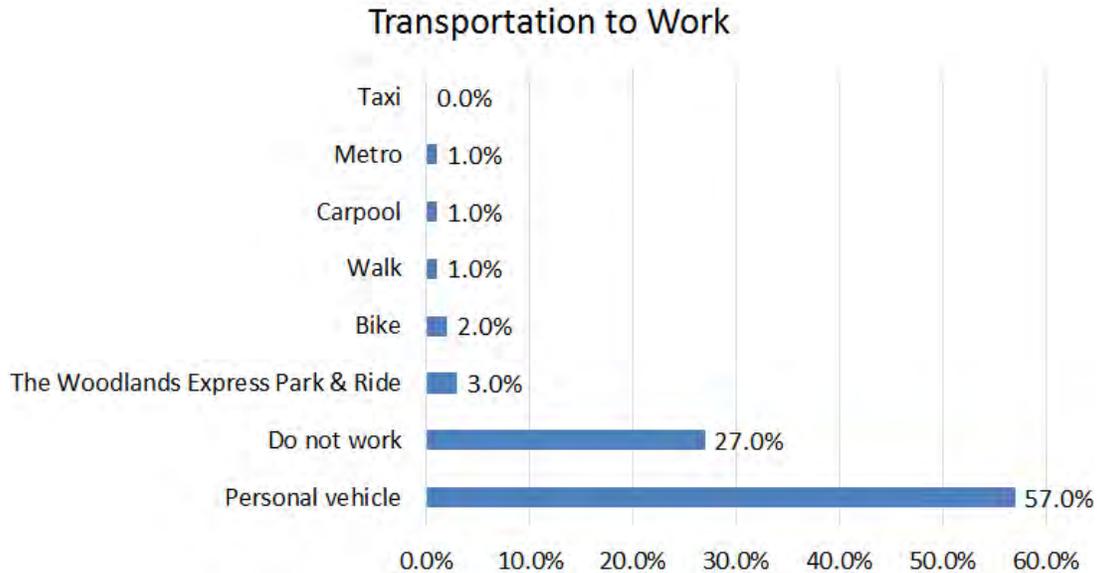


The data shows the average round-trip commute for those household members working outside The Woodlands was 54.4 miles per day. For the second household member it averages 46.26 miles per day and for the third family member the commute averages 25.32 miles per day.

Public Research Group saw within the data, many people that commuted in excess of 90 miles per day, some as many as 200. The findings show how important commute time might be to residents of The Woodlands, considering the time they spend on the roads to commute those distances, particularly in heavy traffic during rush hours.

## Transportation Systems

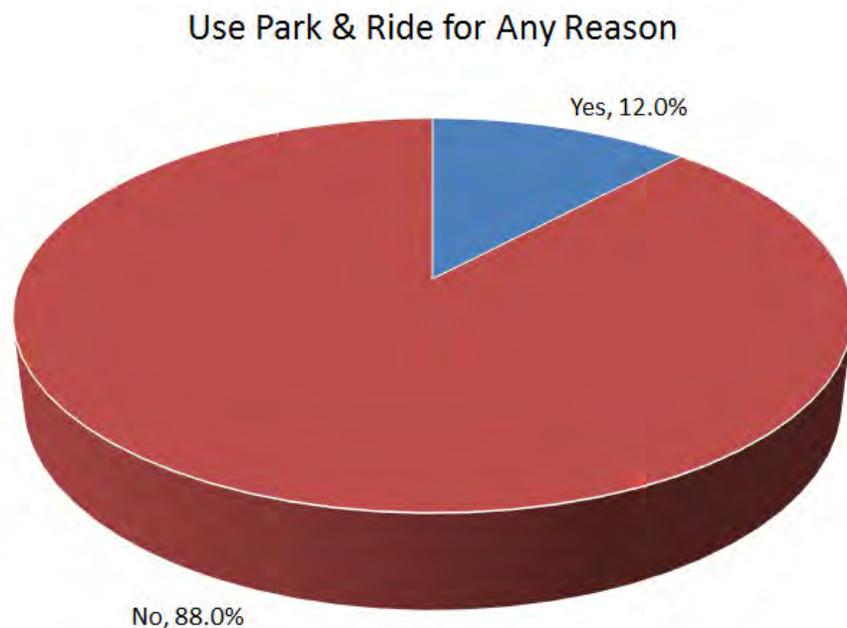
Question 38 asked how respondents get to their jobs. A list of possible choices was provided as well as an opportunity to provide their own answers. The majority of the open-ended responses were that they were retired or that respondents worked out of their homes.



Consistent with the demographic data that 24% of respondents in Question 56 said they were 65 or over, in Question 38 about 27% said they were retired.

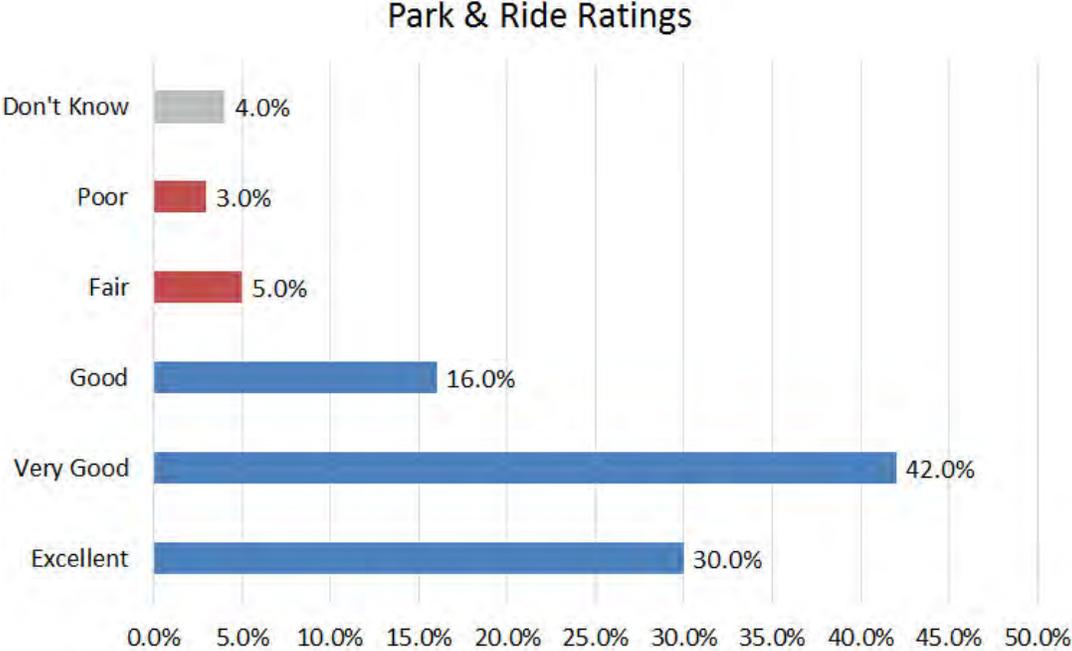
The most popular form of transportation to work was travelling by personal vehicle, with 57% of respondents saying they traveled that way. All other modes of transportation garnered less than 5% of respondents.

While 3% of respondents said they used The Woodlands Express Park and Ride to get to work, Question 39 asked if respondents used the Park and Ride for any reason. Twelve percent said they did.



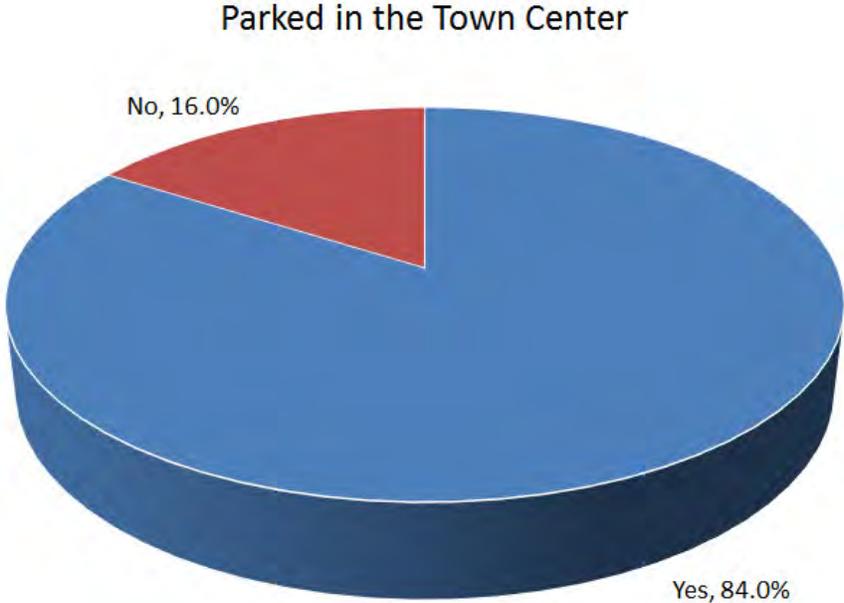
# The Woodlands Township 2014 Resident Survey Study

When asked how they would rate the service of The Woodlands Express Park and Ride, of the 145 respondents who said they use the Park and Ride, the following graph shows how they rated the service.



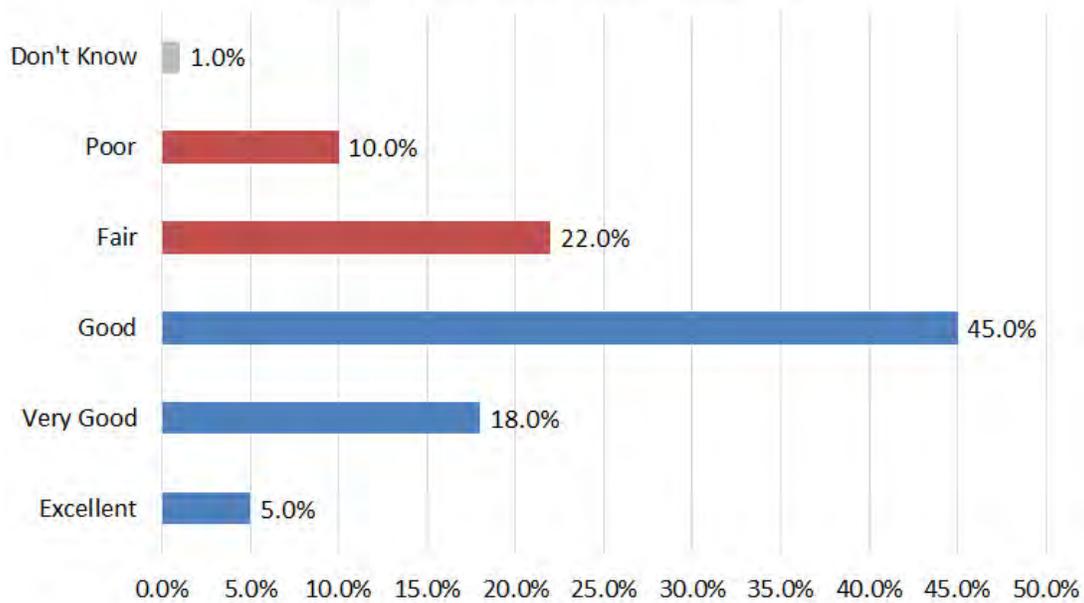
The combined total of 72% of those using the Park and Ride rated the service either excellent or very good. Only 8% rated it as fair or poor.

Question 41 asked respondents if they every parked in the Town Center. An average of 84% of respondents said they did.



Regarding their rating for the parking in the Town Center, the percentages who rated the parking as excellent or very good was not as high as expected.

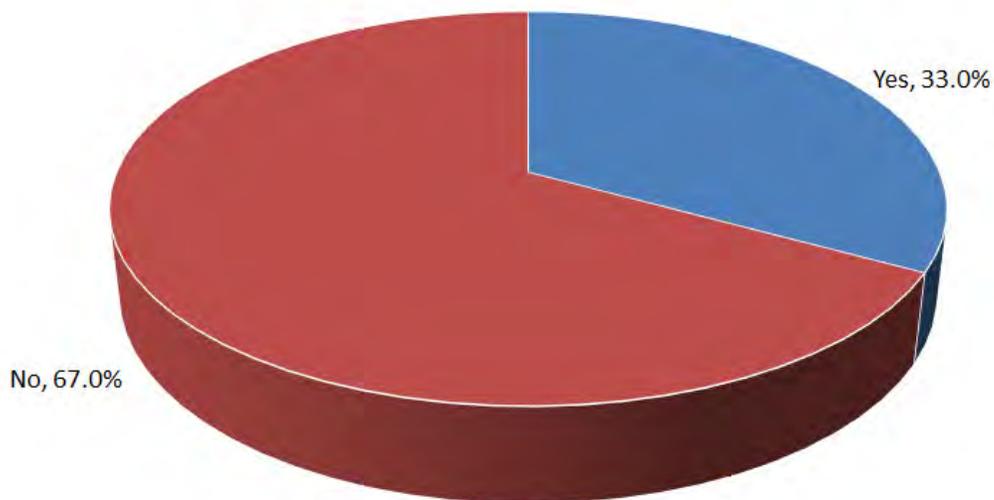
### Parking at Town Center Ratings



Only 23% rated parking in the Town Center as excellent or very good. 32% rated it as fair or poor. The reasons that the difference existed will be presented momentarily.

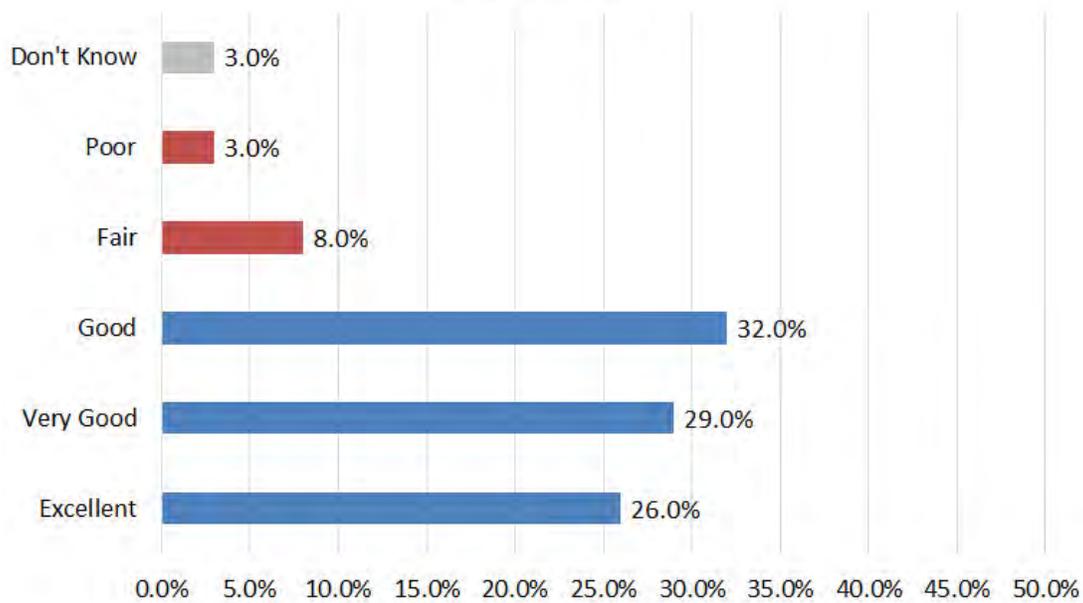
Question 43 asked if respondents had ever ridden the trolley. Thirty-three percent of those answering the question said they had.

### Rode the Trolley



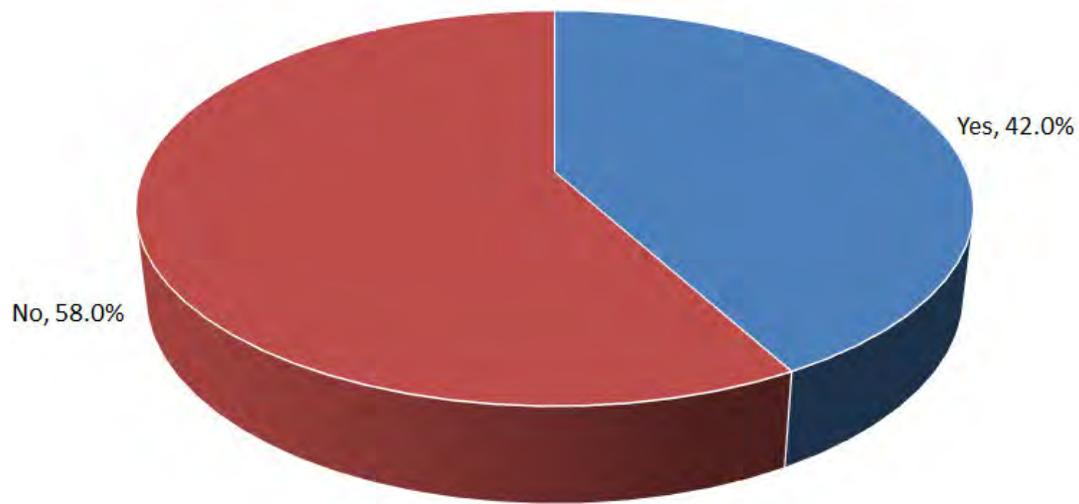
The ratings for the trolley were somewhat higher than the ratings for the Town Center parking. Fifty-five percent said their ratings were excellent or very good and 32% said it was good. Only 11% said their ratings were fair or poor.

### Trolley Ratings

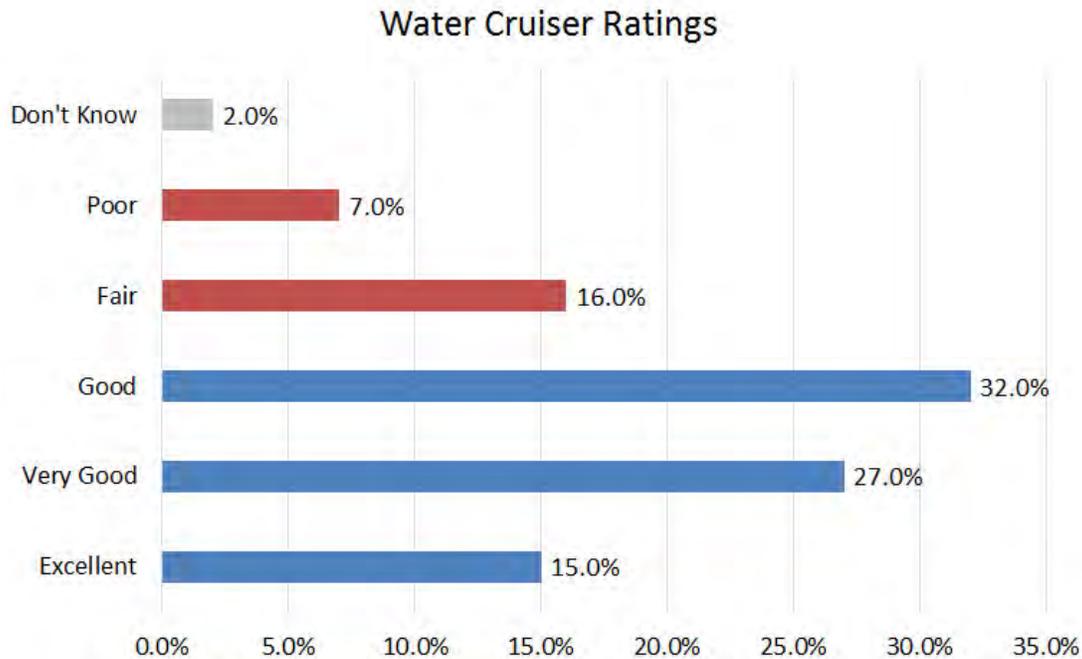


When asked if they had ever ridden the Waterway Cruiser in Question 45, 42% of those answering the question said they had.

### Rode the Waterway Cruiser



The graph below displays how they rated the Waterway Cruiser.



Ratings for the Waterway Cruiser were not as high as they were for the trolley or Park and Ride, but they were higher than they were for the Town Center parking. Forty-two percent said they rated the Waterway Cruiser as excellent or very good, with 32% rating it good. Twenty-three percent said it was fair or poor.

The reasons for rating any of the modes of transportation was asked in Question 47, where respondents were asked to give their reasons for rating any of the transportation modes in questions 40, 42, 44, and 46 as fair or poor.

Their open-ended responses are summarized in the Appendix of this report. Respondents did not always specify which mode of transportation they were commenting upon, but it is pretty easy to see which ones they were in most cases. There were not many complaints about The Woodlands Express Park and Ride. Complaints about the Town Center parking were generally that there were not enough parking spots to accommodate the needs of residents and that valet parking took too many spots.

The complaints about the trolley were about the same as they were for the waterway cruiser. Some respondents thought that the service was superfluous because they provided no real transportation to places of employment. On the other hand, since 42% of residents have ridden the water cruiser and 33% have ridden the trolley, the complaints that these modes of transportation should be eliminated are not as strong as the percentages of residents that might object to their elimination. Public Research Group observed through the responses that parents and grandparents used the trolley and water cruiser as entertainment for children, while others desired development of restaurants and shopping along the cruiser route.

### Comments

Question 60 asked respondents to provide their comments or suggestions on what they would like The Woodlands Township to provide. There are literally hundreds of comments summarized in the Appendix of this report.

Most of the comments were restatements of previous open-ended responses to questions. Some also praised the Township for conducting the survey.

In the way of summarizing the overall outcome of this study, much was learned. As The Woodlands continues to grow, some residents are pleased that there could be new restaurants and stores that they would like and others are concerned about the possible congestion that growth could cause. In fact, congestion is really an issue across the board in the survey findings. Traffic makes it difficult to commute and construction to improve traffic flow and congestion in the long run causes construction delays in the short run.

Deed restrictions are a benefit when your neighbor is being held to them, but a problem when you are. On the other hand, most people think the deed restrictions in place are about right and that they being enforced fairly.

The Woodlands Magazine is widely read and an excellent way to communicate with the public as is the Villager. The Township website, emails and other uses of the Internet have yet to have as much of an impact on communication as the magazines.

The study shows The Woodlands is a safe and attractive place to live. Parks and pathways are important elements of the local beauty, with residents afraid that too many trees will be cut down in the interest of economic development.

Most people don't ride the Park and Ride, trolley or waterway cruiser, but most of those who do think the services are good. Parking in the Town Center is generally received well by residents but many people believe there are not enough parking spots there.

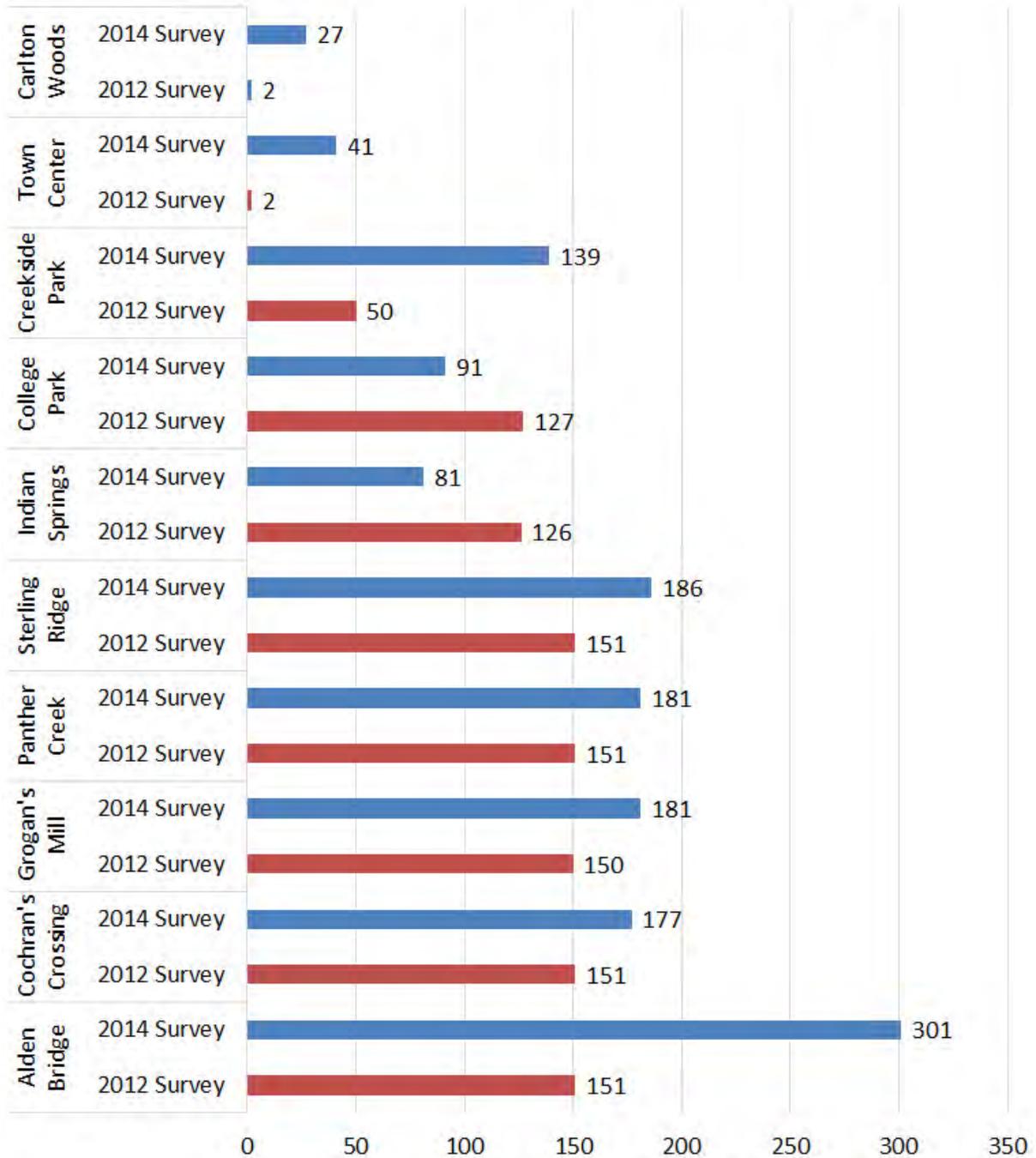
The Woodlands staff is generally viewed as helpful, friendly and professional. Traditional municipal services such as fire protection, emergency services, law enforcement, water and waste water treatment, and garbage collection are viewed as important, but the services are somewhat taken for granted.

Overall, the study shows it can't be overstated that best thing about living in The Woodlands is that it is a beautiful place to live, with parks, woods, pathways, and beautiful greenery. It is the services, amenities and the aesthetics that make the quality of life better in The Woodlands.

### Comparison to Past Years

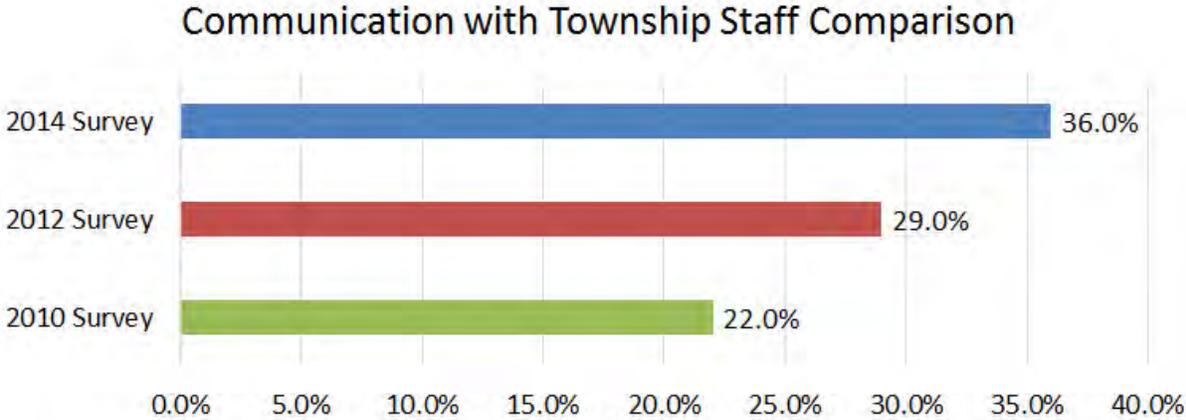
The following graph compares the number of responses from each village in the Township from this survey to the 2012 survey.

Comparison of Number of Responses By Village

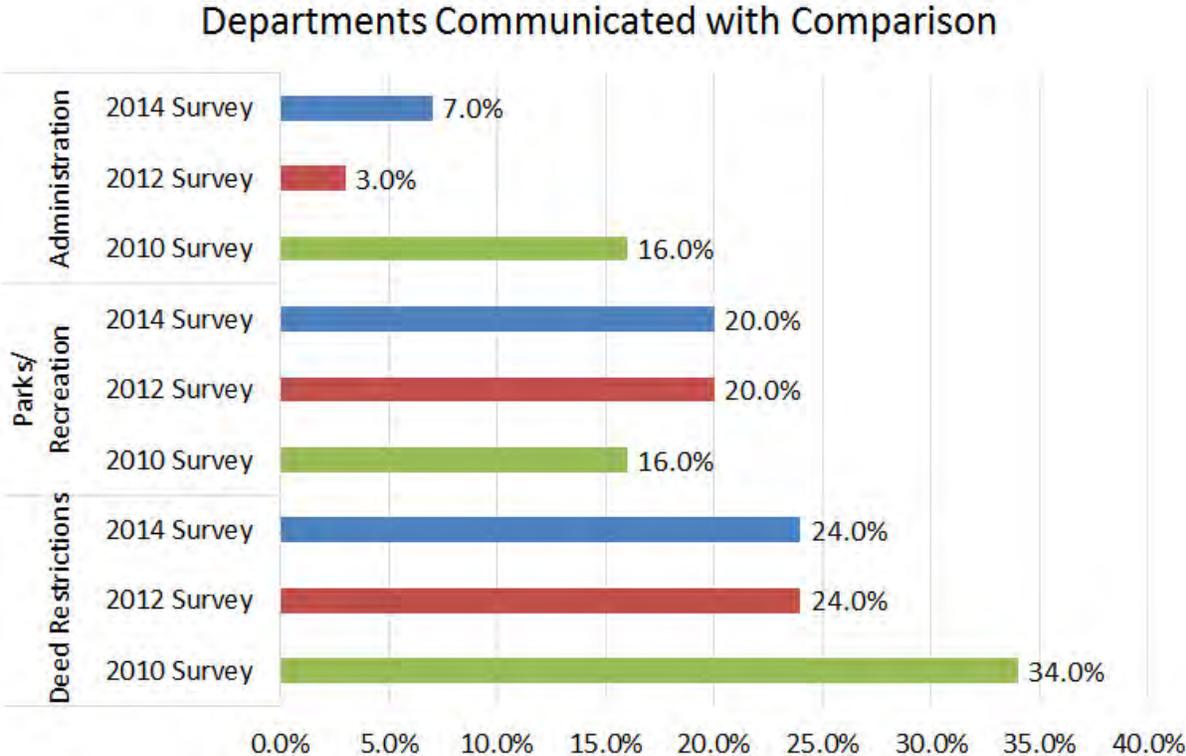


# The Woodlands Township 2014 Resident Survey Study

The following graph shows the percentage of respondents that have communicated with Township staff. The graph shows responses to the past 3 surveys completed by the Township.



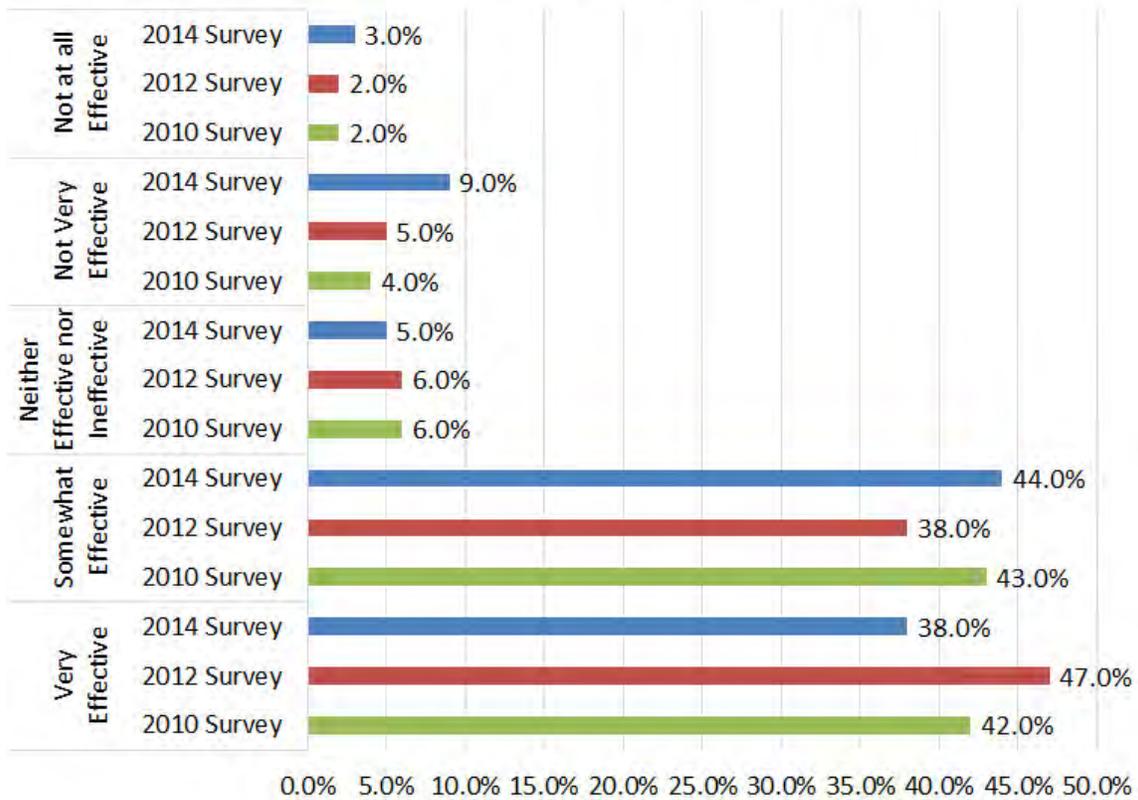
The following graph compares 2010, 2012, and 2014 survey responses on what departments within the Township respondents have communicated with.



## The Woodlands Township 2014 Resident Survey Study

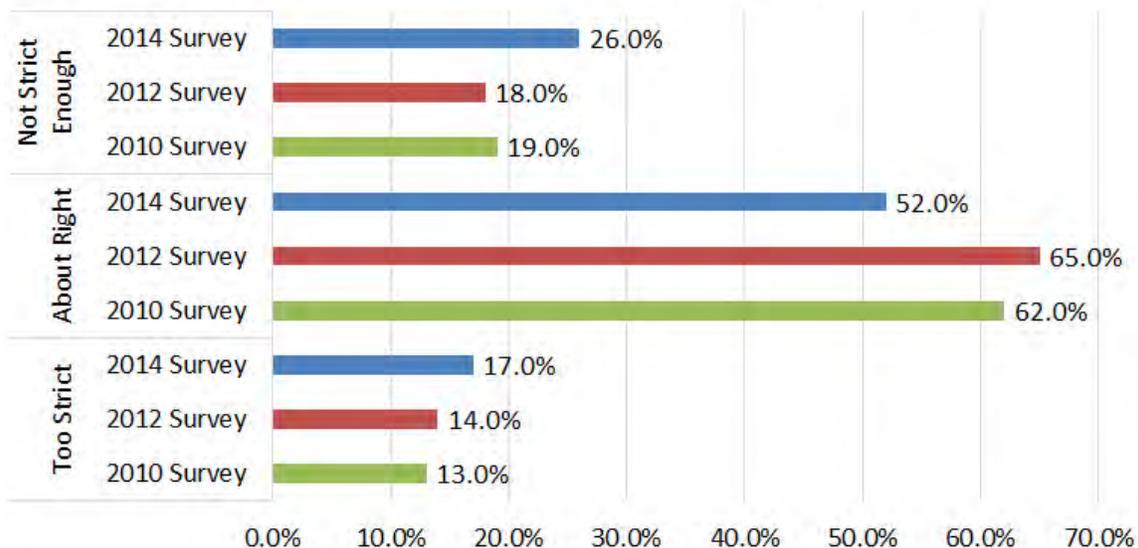
The following graph compares responses to the effectiveness of deed restrictions from the 2010, 2012, and 2014 surveys.

### Effectiveness of Deed Restrictions Comparison



The next graph shows responses about the strictness of the deed enforcement between the 2010, 2012, and 2014 surveys.

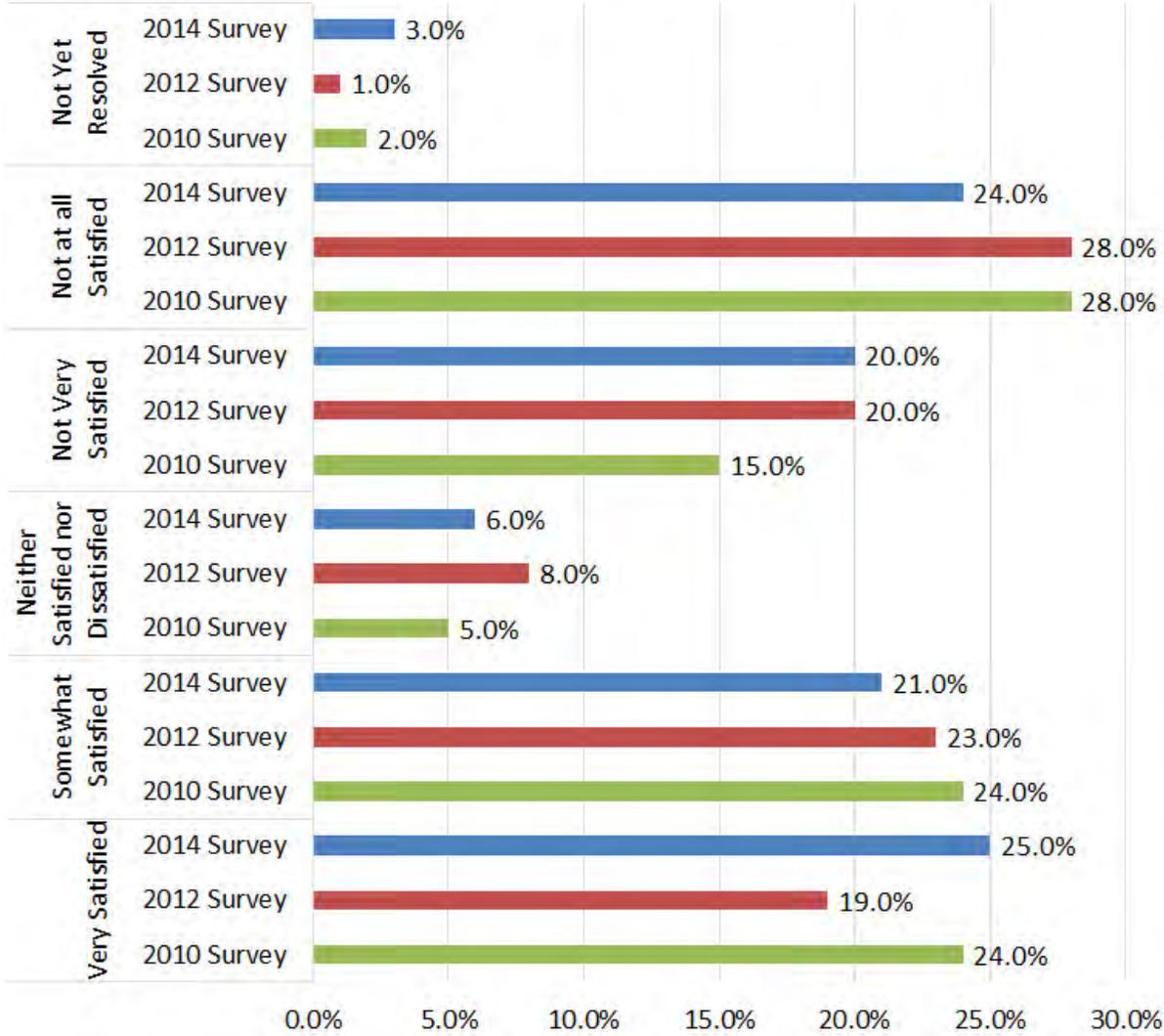
### Strictness of Deed Enforcement Comparison



# The Woodlands Township 2014 Resident Survey Study

The following graph shows respondents satisfaction levels to The Township’s responses to deed complaints that they have filed.

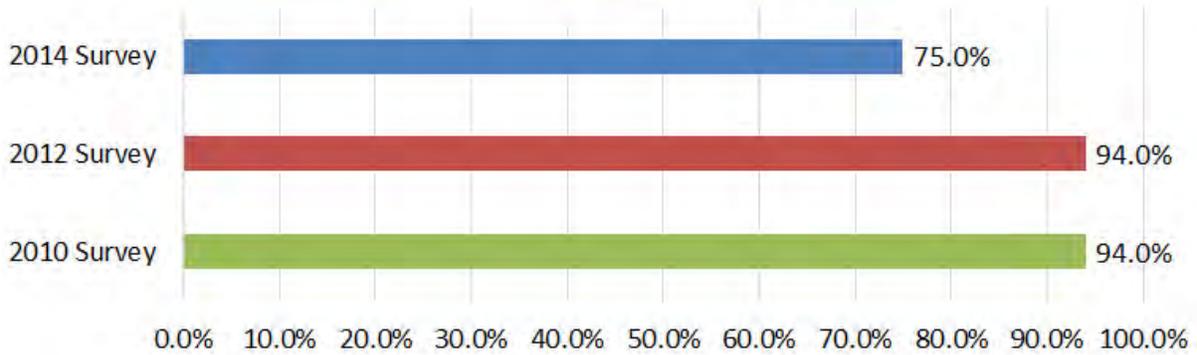
### Satisfaction with Township's Response to Filed Complaint Comparison



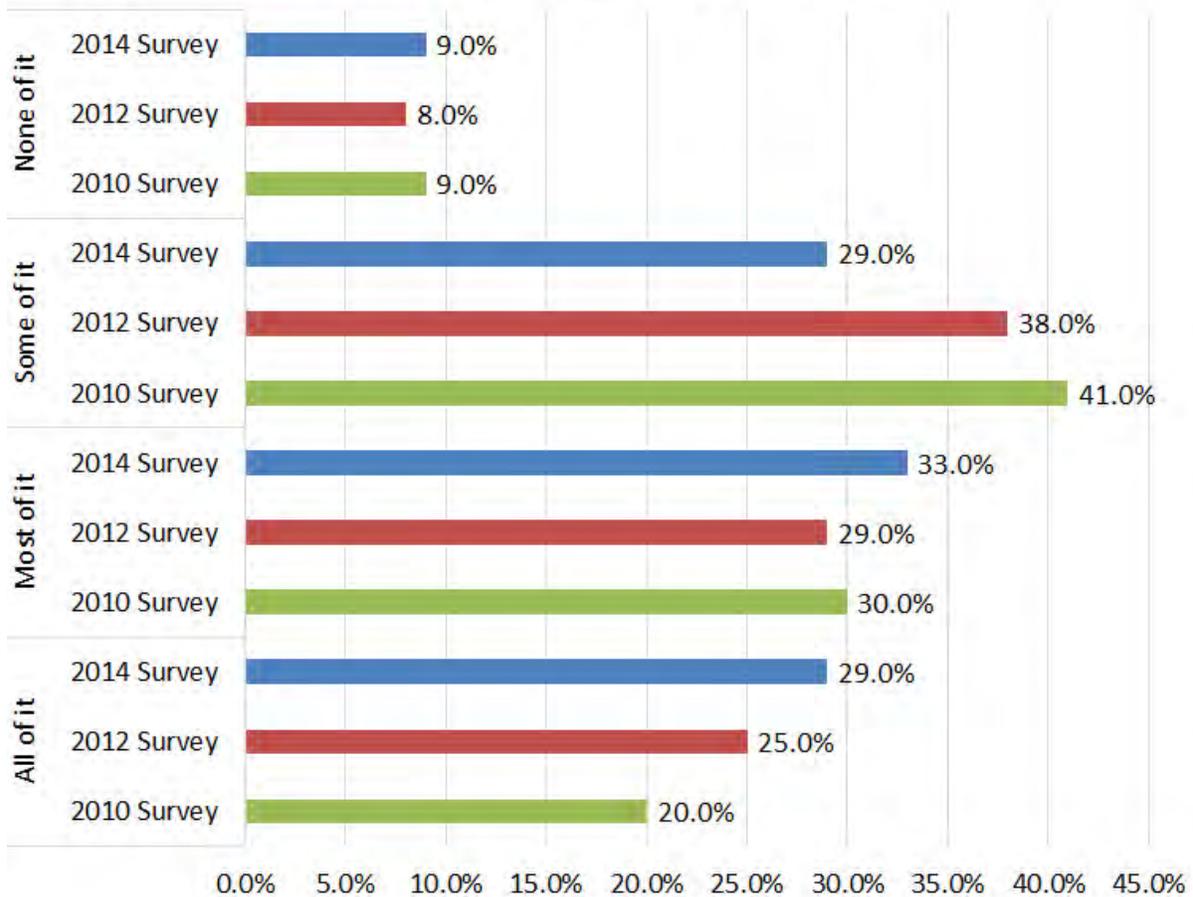
## The Woodlands Township 2014 Resident Survey Study

The following two graphs compare the 2010, 2012, and 2014 surveys. The first graph shows the number of respondents that said they receive The Woodlands Magazine, and the second shows how much of the magazine those that receive the magazine read.

### Recieve Woodlands Magazine Comparison



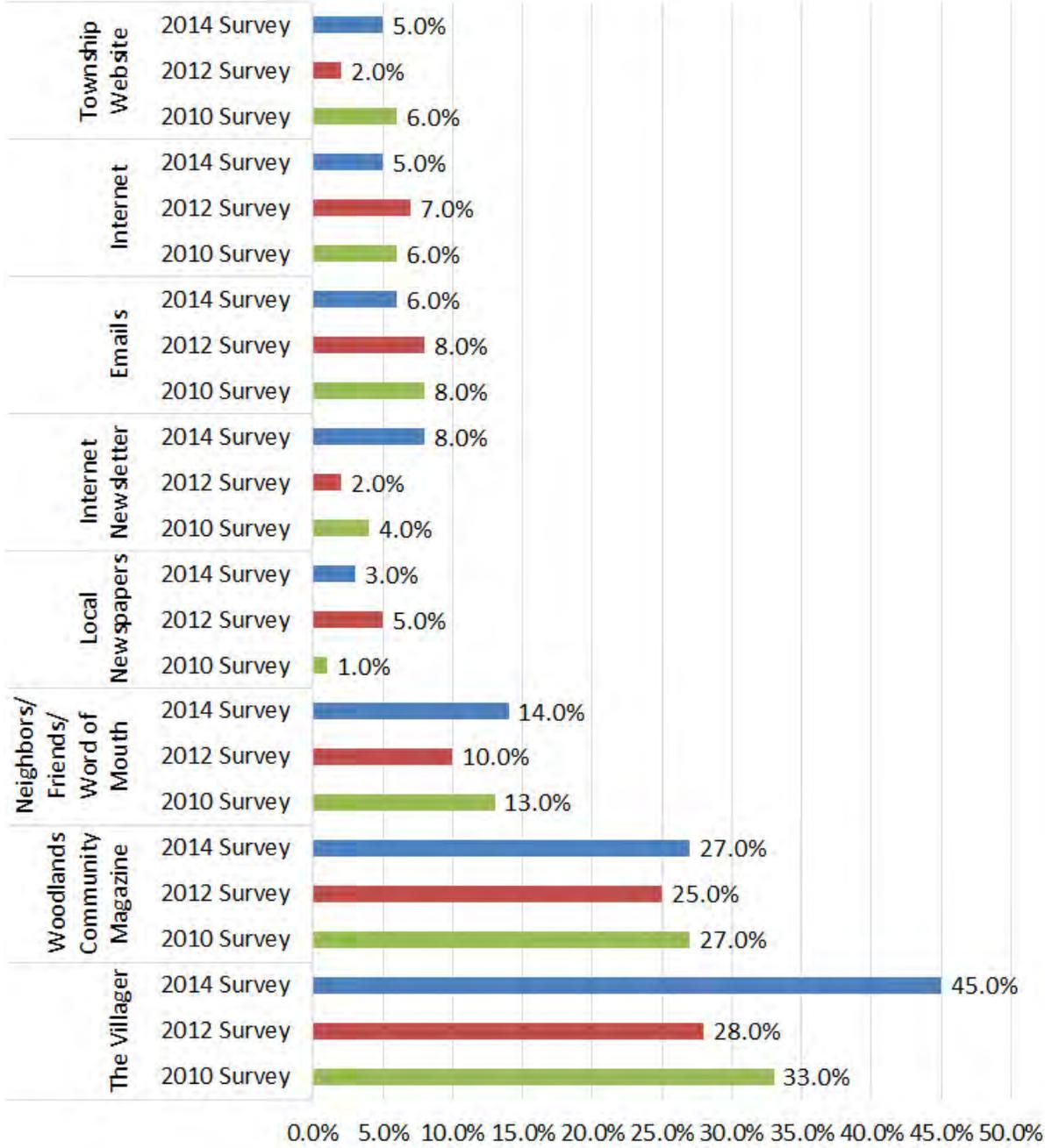
### Magazine Amount Read Comparison



# The Woodlands Township 2014 Resident Survey Study

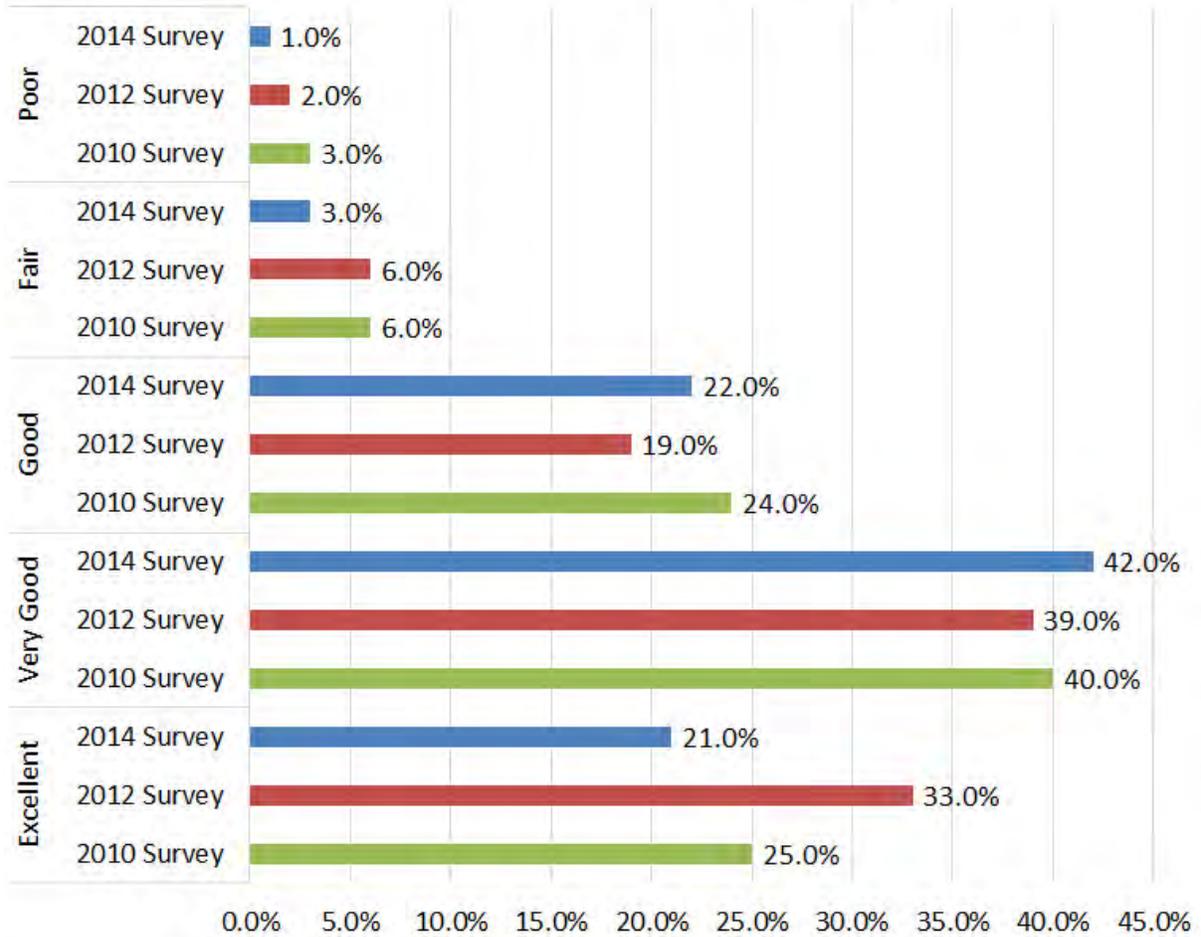
The following graph compares how respondents say they learn about activities in The Township between the 2010, 2012, and 2014 surveys.

Learn about Activities Comparison



The following graph compares the satisfaction level with Township services between the 2010, 2012, and 2014 surveys.

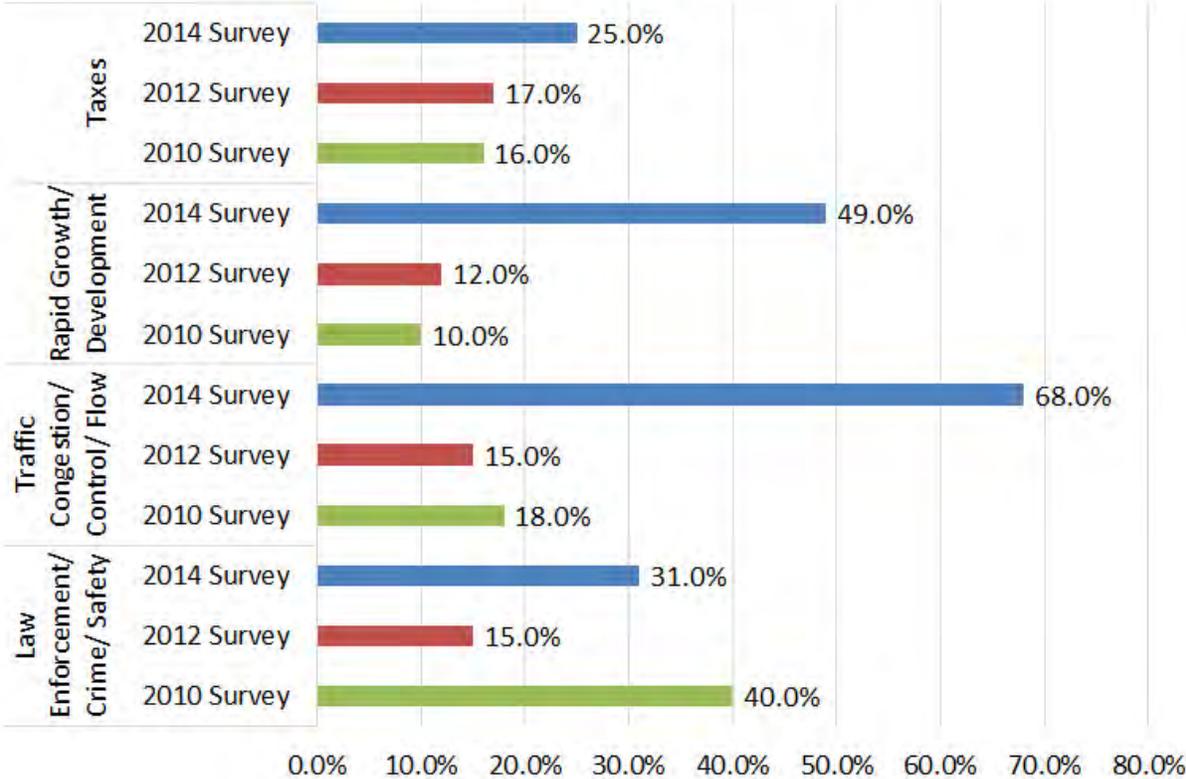
## Satisfaction with Township Services Comparison



# The Woodlands Township 2014 Resident Survey Study

The final graph compares the most important issues to the respondents between the 2010, 2012, and 2014 surveys.

Most Important Issues Comparison



# Appendix

## The Woodlands Township 2014 Resident Survey Study



[www.publicresearchgroup.com](http://www.publicresearchgroup.com)

1280 Iroquois Avenue  
Suite 110  
Naperville, IL 60563

October 6, 2014

Dear Resident of The Woodlands:

Greetings. The Woodlands Township is requesting your help and a few minutes out of your day to complete a survey about The Woodlands. You have been chosen to participate in a survey designed to gather resident opinions and feedback on the services and amenities of The Woodlands. The information requested in this survey will be used to improve services and identify future needs of residents in The Woodlands.

We appreciate your time to honestly answer the questions that follow. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence future decisions made about The Woodlands Township.

The survey data will be compiled and analyzed by the Public Research Group, an independent public research company hired to work with The Woodlands Township on this very important project. All responses are confidential. On the back of this cover letter is a short FAQ that covers basic questions you might have about the survey.

Please return this survey in the enclosed self-addressed, stamped envelope in the next 2 weeks. If you should have any questions or concerns, please contact The Woodlands Township at (281) 210-3800 and ask for Community Relations. Please also review the frequently asked questions on the reverse side of this letter.

Thank you very much for your time and consideration in completing this survey.

Sincerely,

A handwritten signature in black ink, appearing to read "Tod J. Stanton".

Tod J. Stanton,  
Senior Partner

## The Woodlands Township Residents Survey Questionnaire

The Woodlands Township has hired an independent research firm to conduct a survey with the residents of The Woodlands. This is an extremely important tool for planning purposes. You were selected to participate in a survey. Please take a short pause out of your day to answer these questions and return this questionnaire in the enclosed self addressed stamped envelope in the next 2 weeks. Your contribution to the continued future success of the The Woodlands is greatly appreciated. Your responses are confidential.

### Introduction

1. Do you currently reside in The Woodlands?

Yes  No

2. In which village do you currently reside?

<input type="checkbox"/> Alden Bridge	<input type="checkbox"/> Grogan's Mill
<input type="checkbox"/> Carlton Woods	<input type="checkbox"/> Indian Springs
<input type="checkbox"/> Cochran's Crossing	<input type="checkbox"/> Panther Creek
<input type="checkbox"/> College Park	<input type="checkbox"/> Sterling Ridge
<input type="checkbox"/> Creekside	<input type="checkbox"/> Town Center & East Shore

### Community Services

3. How would you rate each of the following services? (Please circle the best answer)

	Excellent	Very Good	Good	Fair	Poor	Don't Know
Fire Department	5	4	3	2	1	0
Emergency Medical Services	5	4	3	2	1	0
Neighborhood Watch	5	4	3	2	1	0
Garbage Collection	5	4	3	2	1	0
Recycling Collection	5	4	3	2	1	0
Deed Restrictions Enforcement	5	4	3	2	1	0
Parks & Open Space	5	4	3	2	1	0
Swimming Pools	5	4	3	2	1	0
Pathways	5	4	3	2	1	0
Recreation Programs	5	4	3	2	1	0
Streetscape Maintenance	5	4	3	2	1	0
Law Enforcement in General	5	4	3	2	1	0
Traffic Enforcement	5	4	3	2	1	0
Recreation Facilities	5	4	3	2	1	0

4. If you answered fair or poor to any of the above, please tell us which service and why?

Service & Why: \_\_\_\_\_

Service & Why: \_\_\_\_\_

Service & Why: \_\_\_\_\_

Service & Why: \_\_\_\_\_

5. How would you rate The Woodlands Township overall in terms of providing services?

Excellent  Very good  Good  Fair  Poor  Don't Know

Please answer the questions on the reverse side of this page

# The Woodlands Township 2014 Resident Survey Study

6. Thinking about the services you receive from the Township, how would you rate your tax rate overall in terms of value for the money?

- An excellent value for the money
- A very good value for the money
- A good value for the money
- A fair value for the money
- A poor value for the money
- Don't Know

### Law Enforcement/Safety

7. Thinking about the **past year**, have you noticed an improvement in the visibility of law enforcement patrolling in your area?

- Yes
- No
- Don't Know/Unsure

8. How important is it to you that the Township continues paying for **enhanced law enforcement**?

- Very important
- Somewhat important
- Neither important nor unimportant
- Not very important
- Not at all important
- Don't know

9. How safe do you feel in each of the following? **(Please circle the best answer)**

	Very Safe	Somewhat Safe	Safe	Somewhat Unsafe	Not Safe at All	Don't Know
In Community Parks	5	4	3	2	1	0
On Pathways	5	4	3	2	1	0
In your neighborhood <b>at night</b>	5	4	3	2	1	0
In your neighborhood <b>during the day</b>	5	4	3	2	1	0
While driving on the roads	5	4	3	2	1	0
At your village shopping center	5	4	3	2	1	0
At The Woodlands Mall	5	4	3	2	1	0
At Market Street	5	4	3	2	1	0
Along the Waterway	5	4	3	2	1	0

### Covenants/Deed Restrictions

10. As you may or may not know, the primary purpose of the covenants and deed restrictions is to maintain the property values and aesthetics of The Woodlands. How effective do you feel that these standards, and the enforcement of these standards, have been in achieving this?

- Very effective
- Somewhat effective
- Neither effective nor ineffective
- Not very effective
- Not at all effective
- Don't know

11. How important is it for the Township to enforce the deed restrictions?

- Very important
- Somewhat important
- Neither important nor unimportant
- Not very important
- Not at all important
- Don't know

12. To what extent do you feel that the deed restrictions are enforced?

- Too strictly
- About right
- Not strictly enough
- Don't Know

13. Have you ever filed a complaint about a deed restriction violation in your neighborhood or village?

- Yes (Answer Q14)
- No (Skip to Q15)

14. How satisfied were you with the Township's response to, and the resolution of, the situation that you reported?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Not very satisfied
- Not at all satisfied
- Don't know/not yet resolved

## The Woodlands Township 2014 Resident Survey Study

15. Have you ever received a letter or postcard about a deed restriction violation on your property?  
 Yes (Answer Q16)  No (Skip to Q17)
16. How satisfied were you with the Township's response to, and the resolution of, the situation?  
 Very satisfied  Somewhat satisfied  
 Neither satisfied nor dissatisfied  Not very satisfied  
 Not at all satisfied  Don't know/not yet resolved
17. Have you ever applied to the Residential Design Review Committee or Covenant Administration staff to make a property improvement?  
 Yes (Answer Q18)  No (Skip to Q19)
18. How satisfied were you with the process and response to your application?  
 Very satisfied  Somewhat satisfied  
 Neither satisfied nor dissatisfied  Not very satisfied  
 Not at all satisfied  Don't know/not yet resolved

### Communications

19. How do you **primarily** learn or hear about activities in your neighborhood or village? **(Please check only one answer)**
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Villager                          | <input type="checkbox"/> Houston Chronicle Ultimate Woodlands Section         | <input type="checkbox"/> Conroe Courier   |
| <input type="checkbox"/> Neighbors/friends/word of mouth   | <input type="checkbox"/> Schools  | <input type="checkbox"/> From Emails      |
| <input type="checkbox"/> E-neighbor Internet newsletter    | <input type="checkbox"/> Through Town Center                                  | <input type="checkbox"/> Township Website |
| <input type="checkbox"/> Attending Township Board Meetings | <input type="checkbox"/> The Woodlands Community Magazine <b>(Answer Q20)</b> |   |
| <input type="checkbox"/> Through your Village Association  | <input type="checkbox"/> Internet (Specify Website) _____                     |   |
| <input type="checkbox"/> Other (Please specify) _____      |   |   |
20. Do you receive **The Woodlands Community Magazine** that is published on a monthly basis? (The current August issue has bright flowers on the cover. The past month July issue had fireworks on the cover).  
 Yes (Answer Q21)  No (Skip to Q23)  Don't know (Skip to Q23)
21. How much of **The Woodlands Community Magazine** do you typically read?  
 All of it  Most of it  Some of it  None of it
22. How would you rate the effectiveness of the magazine as a source of information for Township activities?  
 Very effective  Somewhat effective  
 Neither effective nor ineffective  Not very effective  
 Not at all effective  Don't know

### Communications with Township Staff

23. Thinking about the **past two years**, have you communicated with a member of the Township staff?  
 Yes (Answer Q24)  No (Skip to Q27)  Don't Know/Unsure (Skip to Q27)
24. Which departments have you communicated with over the past two years? **(Please check all that apply)**
- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Assessments/Accounting              | <input type="checkbox"/> Administration                        | <input type="checkbox"/> Maintenance |
| <input type="checkbox"/> Community Relations                 | <input type="checkbox"/> Parks and Recreation                  | <input type="checkbox"/> Pools       |
| <input type="checkbox"/> Deed Restrictions/Covenants         | <input type="checkbox"/> Law Enforcement Services              |                                      |
| <input type="checkbox"/> Neighborhood Services               | <input type="checkbox"/> Woodlands Fire Department             |                                      |
| <input type="checkbox"/> Residential Design Review Committee | <input type="checkbox"/> Convention and Visitor's Bureau (CVB) |                                      |
| <input type="checkbox"/> Other (Please specify) _____        |  |                                      |
25. How have you communicated with them?  
 By phone  Via e-mail  In person  On the web site  Don't remember

**Please answer the questions on the reverse side of this page**

# The Woodlands Township 2014 Resident Survey Study

26. How would you rate your overall communications with the Township staff? **(Please circle the best answer)**

	Excellent	Very Good	Good	Fair	Poor	Don't Know
Courtesy	5	4	3	2	1	0
Helpfulness	5	4	3	2	1	0
Timeliness in responding to you	5	4	3	2	1	0
Professionalism	5	4	3	2	1	0

## Local Governance

27. Indicate if you feel the following are important municipal services by circling your response next to each item.

Municipal service	Is this important?		
a. Monitoring and influencing growth around The Woodlands	Yes	No	Don't Know
b. Ensuring a workable transportation network/Mobility	Yes	No	Don't Know
c. Traffic control/Flow	Yes	No	Don't Know
d. Ability to channel law enforcement efforts towards problem areas	Yes	No	Don't Know
e. Maintain the appearance of homes and businesses	Yes	No	Don't Know
f. Maintain value of homes/property	Yes	No	Don't Know
g. Protecting the trees and natural environment	Yes	No	Don't Know
h. Clean environment/neighborhood	Yes	No	Don't Know
i. Attracting business to create jobs and maintain tax base	Yes	No	Don't Know
j. Maintaining parks and recreation	Yes	No	Don't Know
k. Waste management and garbage pickup	Yes	No	Don't Know
l. Planning for the future	Yes	No	Don't Know
m. Emergency and fire services	Yes	No	Don't Know
n. Security	Yes	No	Don't Know
o. Safety	Yes	No	Don't Know
p. Deed restriction enforcement	Yes	No	Don't Know
q. Information about growth/community	Yes	No	Don't Know
r. Water/waste water services	Yes	No	Don't Know

28. Which **FOUR** municipal services from the list above are most important to your household? (Please write in the letters corresponding to your 1st, 2nd, 3rd and 4th choices. Select none if none are important to you or your household).

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_ NONE: \_\_\_\_\_

29. How is your level of satisfaction with the amount of influence and input you have in **local** decision making?

- |   |  |
|---|--|
| <input type="checkbox"/> Very satisfied                     | <input type="checkbox"/> Somewhat satisfied          |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Not very satisfied          |
| <input type="checkbox"/> Not at all satisfied               | <input type="checkbox"/> Don't know/not yet resolved |

## Economic Development

30. How important is continued economic development in The Woodlands to you?

- |  |   |
|--|---|
| <input type="checkbox"/> Very important                    | <input type="checkbox"/> Somewhat important |
| <input type="checkbox"/> Neither important nor unimportant | <input type="checkbox"/> Not very important |
| <input type="checkbox"/> Not at all important              | <input type="checkbox"/> Don't know         |

31. Which of the following best describes your opinion of new corporations moving into The Woodlands?

**(Choose all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Great for the economy                                | <input type="checkbox"/> Creates more burdens than benefits for the community |
| <input type="checkbox"/> Creates more benefits than burdens for the community | <input type="checkbox"/> No opinion/Don't know                                |

# The Woodlands Township 2014 Resident Survey Study

32. What other stores or restaurants would you like to have located in The Woodlands?  
 a. Stores (Please specify) \_\_\_\_\_  
 \_\_\_\_\_  
 b. Restaurants (Please specify) \_\_\_\_\_  
 \_\_\_\_\_
33. How would you rate the variety of entertainment offerings in The Woodlands?  
 \_\_\_ Excellent    \_\_\_ Very good    \_\_\_ Good    \_\_\_ Fair    \_\_\_ Poor    \_\_\_ Don't Know
34. What other types of entertainment venues would you like to have in The Woodlands? **(Please check all that apply)**  
 \_\_\_ Sports complex/Arena/Stadium    \_\_\_ Theater    \_\_\_ Museum  
 \_\_\_ Arboretum    \_\_\_ IMAX    \_\_\_ Orchestra/Opera house  
 \_\_\_ Cultural center    \_\_\_ Historic building    \_\_\_ Amusement/Water park  
 \_\_\_ Other (Please specify) \_\_\_\_\_

## The Community

35. What do you like best about living in The Woodlands? **(Please check all that apply)**  
 \_\_\_ Appearance/beauty of area/trees/greenery    \_\_\_ Parks/woods/pathways/open space  
 \_\_\_ It's safe    \_\_\_ Conveniently located    \_\_\_ Appearance/aesthetic/neat/clean  
 \_\_\_ Quality of life/lifestyle    \_\_\_ Family atmosphere    \_\_\_ Shopping/restaurants/entertainment  
 \_\_\_ Schools/quality of education    \_\_\_ Nice/friendly neighbors/people  
 \_\_\_ Quiet/peaceful    \_\_\_ Has everything you need  
 \_\_\_ Other (Please specify) \_\_\_\_\_
36. What would you add or remove to improve The Woodlands? **(Please check all that apply)**  
 \_\_\_ Traffic/control    \_\_\_ Slow over population    \_\_\_ Stop/don't cut down trees  
 \_\_\_ Better law enforcement/lower crime    \_\_\_ Slow construction/commercial business  
 \_\_\_ Other (Please specify) \_\_\_\_\_
37. What do you feel is the most important issue facing the residents in The Woodlands? **(Please check only one answer)**  
 \_\_\_ Traffic control/flow/congestion    \_\_\_ New construction/growth/over development  
 \_\_\_ Annexation/oppose it    \_\_\_ Law enforcement/crime/safety  
 \_\_\_ Taxes too high    \_\_\_ Over population of schools  
 \_\_\_ Quality of schools    \_\_\_ Future governance

## Transportation and Mobility

38. How do you get to your job? **(Please check all that apply)**  
 \_\_\_ Walk    \_\_\_ Bike    \_\_\_ Carpool    \_\_\_ Personal Vehicle  
 \_\_\_ Taxi    \_\_\_ Metro    \_\_\_ The Woodlands Express Park and Ride  
 \_\_\_ Do not work    \_\_\_ Other (Please specify) \_\_\_\_\_
39. Do you use The Woodlands Express Park and Ride?  
 \_\_\_ Yes (Answer Q40)    \_\_\_ No (Skip to Q41)
40. How would you rate the service of The Woodlands Express Park and Ride?  
 \_\_\_ Excellent    \_\_\_ Very good    \_\_\_ Good    \_\_\_ Fair    \_\_\_ Poor    \_\_\_ Don't Know
41. Have you ever parked in the Town Center?  
 \_\_\_ Yes (Answer Q42)    \_\_\_ No (Skip to Q43)
42. How would you rate the parking?  
 \_\_\_ Excellent    \_\_\_ Very good    \_\_\_ Good    \_\_\_ Fair    \_\_\_ Poor    \_\_\_ Don't Know

**Please answer the questions on the reverse side of this page**

# The Woodlands Township 2014 Resident Survey Study

43. Have you ever ridden the trolley?  
 Yes (Answer Q44)  No (Skip to Q45)
44. How would you rate the trolley?  
 Excellent  Very good  Good  Fair  Poor  Don't Know
45. Have you ever ridden a Waterway Cruiser?  
 Yes (Answer Q46)  No (Skip to Q47)
46. How would you rate the Waterway Cruiser?  
 Excellent  Very good  Good  Fair  Poor  Don't Know
47. If you answered fair or poor to any of the Transportation questions, please tell us why?

Why: \_\_\_\_\_

---

## Demographics

48. Are you currently  
 Married  Single  Separated/Divorced  Widowed
49. Including yourself, how many people currently reside in your household?  
 One  Two  Three  Four  Five  Six or more
50. How many members of your household work in **The Woodlands**, either full or part-time?  
 One  Two  Three  None (Skip to Q52)  Other (Please specify) \_\_\_\_\_
51. For the household members who work in **The Woodlands**, how many miles is the **daily round-trip** commute?  
HH Member #1 \_\_\_\_\_ miles per day, round-trip  
HH Member #2 \_\_\_\_\_ miles per day, round-trip  
HH Member #3 \_\_\_\_\_ miles per day, round-trip
52. How many members of your household work outside **The Woodlands**, either full or part-time?  
 One  Two  Three  None (Skip to Q54)  Other (Please specify) \_\_\_\_\_
53. For the household members who work outside **The Woodlands**, how many miles is the **daily round-trip** commute?  
HH Member #1 \_\_\_\_\_ miles per day, round-trip  
HH Member #2 \_\_\_\_\_ miles per day, round-trip  
HH Member #3 \_\_\_\_\_ miles per day, round-trip
54. How many children under the age of 18 currently reside in your household?  
 One  Two  Three  Four  Five  Six or more
55. What are the ages of the children in your household?  
Child 1 \_\_\_\_\_ Child 2 \_\_\_\_\_ Child 3 \_\_\_\_\_ Child 4 \_\_\_\_\_ Child 5 \_\_\_\_\_ Child 6 \_\_\_\_\_
56. Which of the following categories best describes your age?  
 Under 25  25-34  35-44  45-54  55-64  65 and over
57. Do you currently own or rent your residence in The Woodlands?  
 Own  Rent

58. How long have you lived in The Woodlands?

- Less than a year       1-3 years       4-7 years       8-10 years  
 11-15 years       16-20 years       21-25 years       More than 25 years

59. Which of the following categories best describes your current total household income?

- Under \$30,000       \$30,000-\$50,000       \$50,001-\$75,000  
 \$75,001-\$100,000       \$100,001-\$150,000       More than \$150,000

60. What other comments or suggestions would you like to provide the Township?

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Thank you very much for your time and effort. Please return your completed survey in the enclosed stamped envelope in the next 2 weeks.

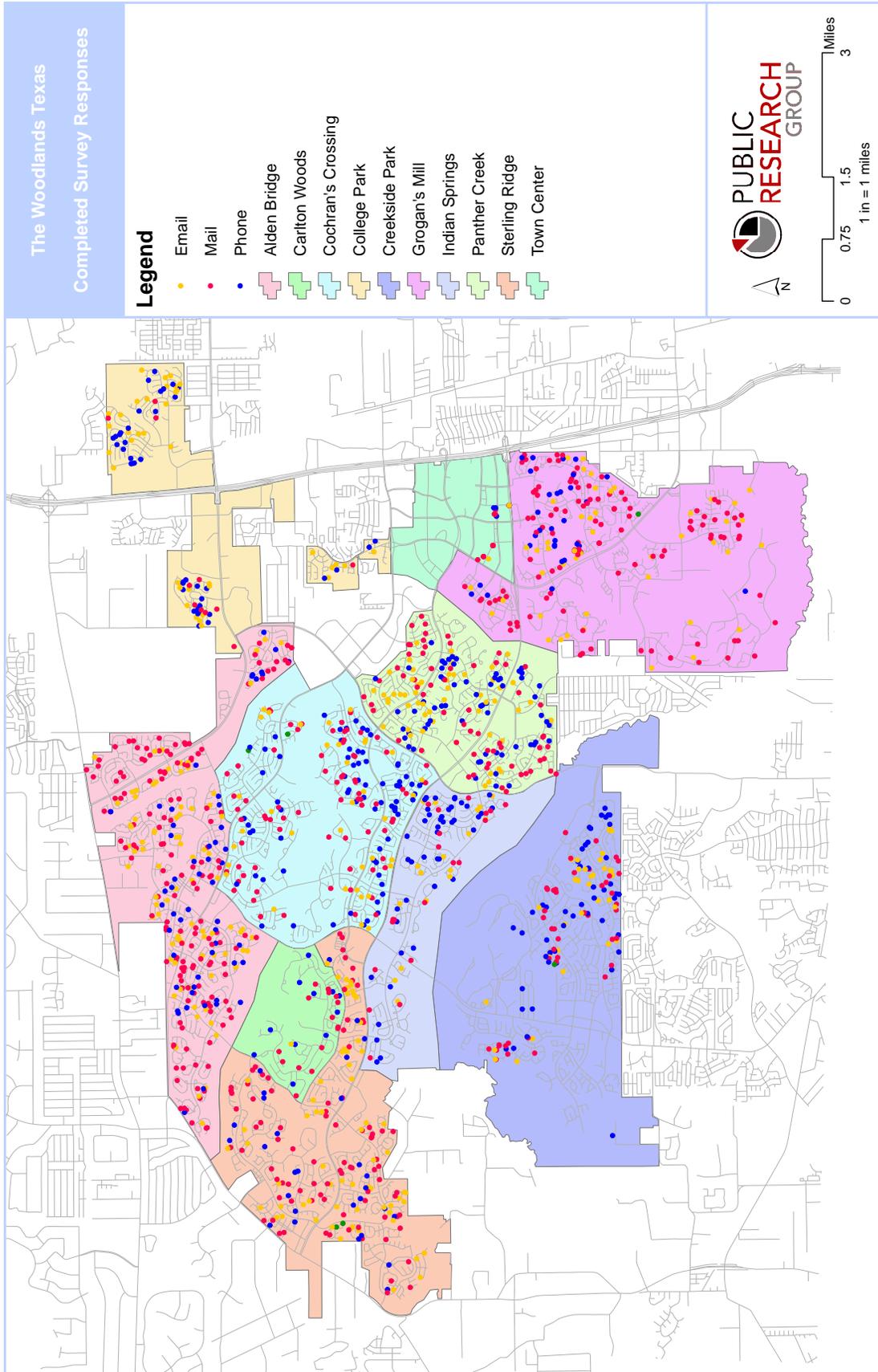
### **Resident Profile**

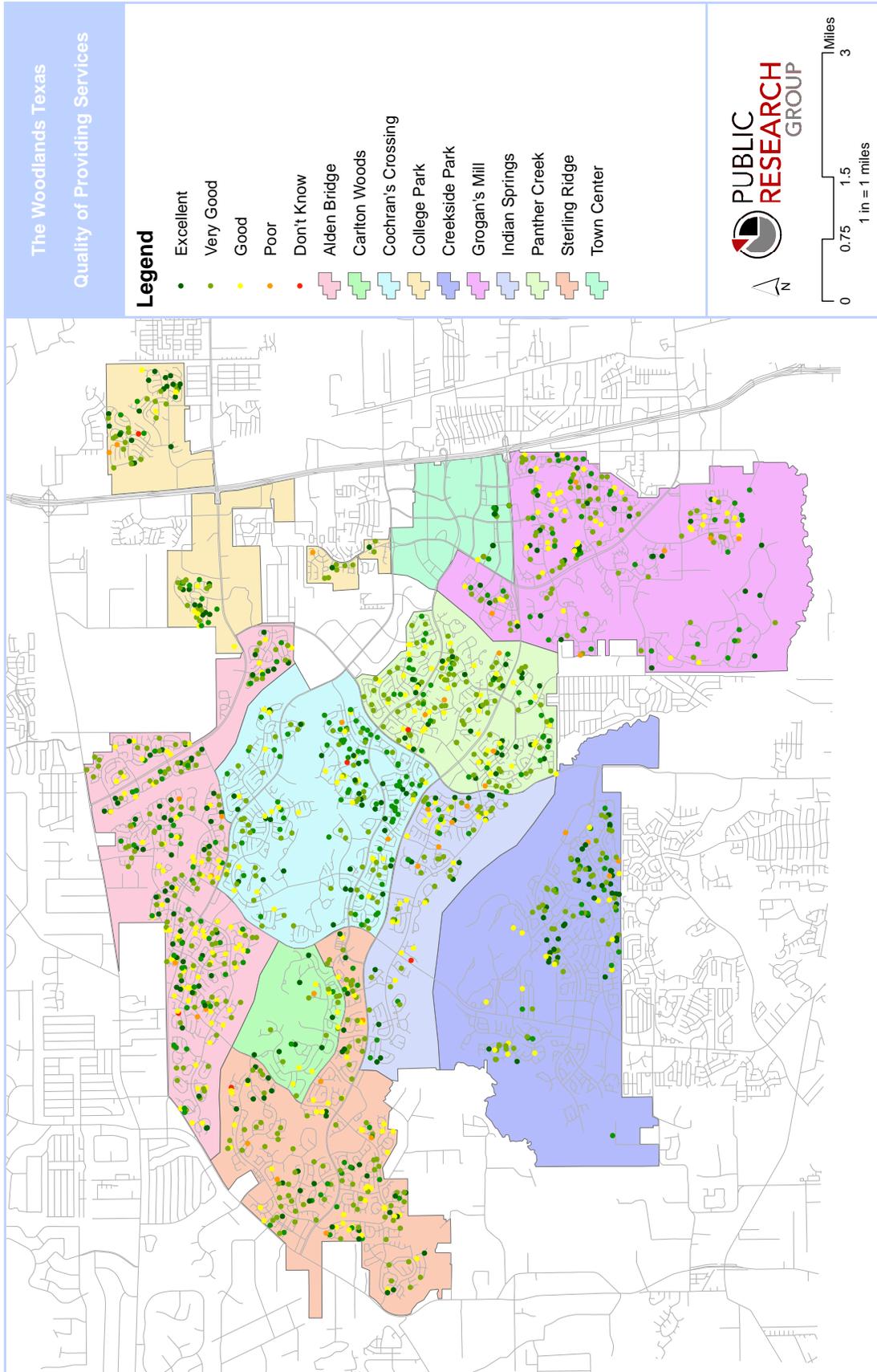
The table on the following page shows select demographics in terms of age, gender, length of residency within The Woodlands, household income, marital status and children from the survey responses for mail and telephone data. These numbers are preliminary estimates based on those survey returns and are subject to additional analysis, review and adjustment. This survey has achieved a slightly younger median age and higher number of children in the household, which gives a balanced resident profile in these categories.

# The Woodlands Township 2014 Resident Survey Study

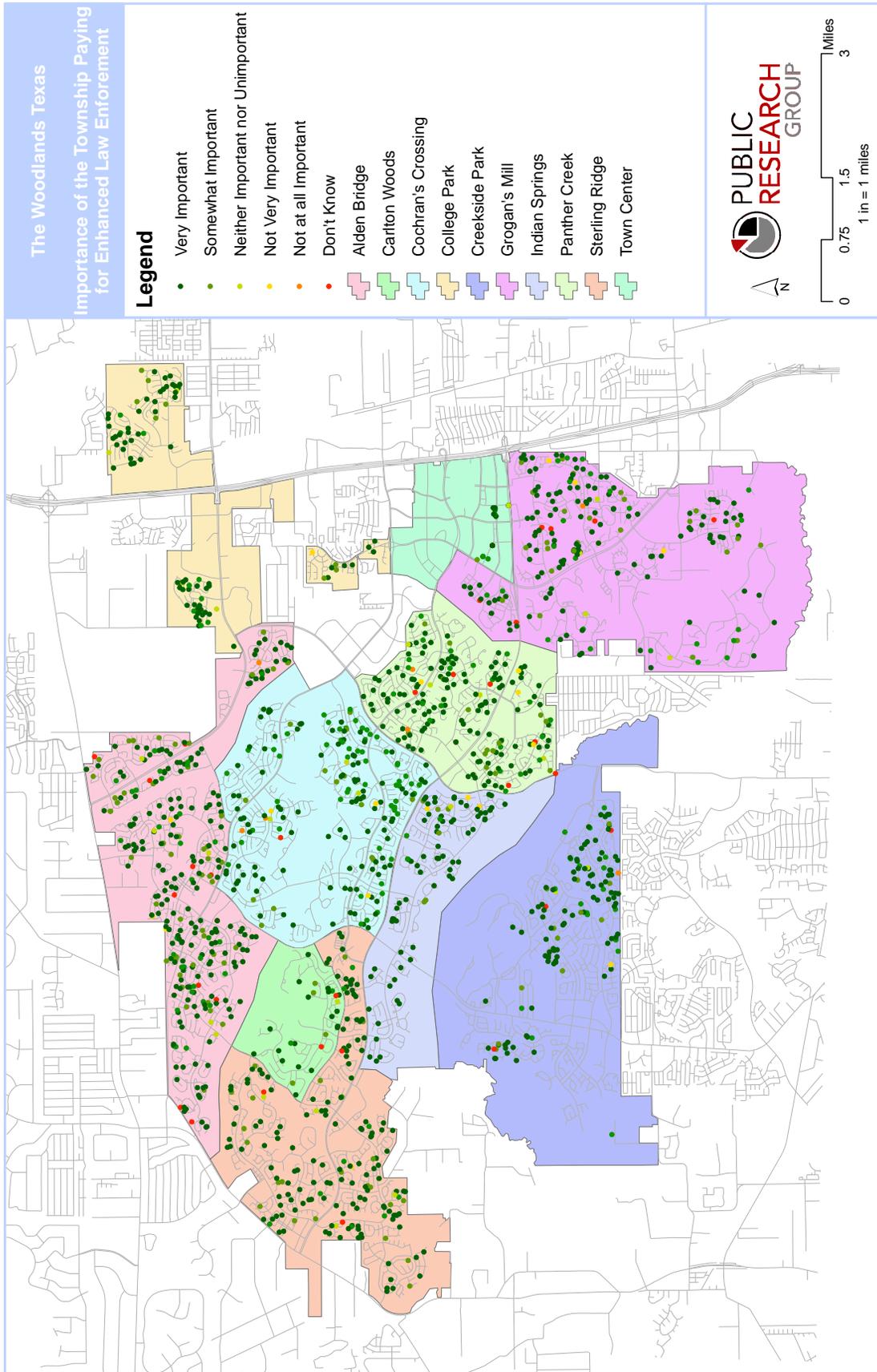
	Total		College Park		Carlton Woods		Cochran's Crossing		Sterling Ridge		Creekside Park		Indian Springs		Town Center		Grogan's Mill		Panther Creek		Alden Bridge	
	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14	'12	'14
<b>Average Age</b>	53	48	54	52	48	45	54	51	48	45	48	44	52	51	48	57	44	56	54	52	52	45
<b>Gender</b>																						
<b>Male</b>	42%	38%	39%	36%	41%	43%	46%	38%	41%	40%	52%	37%	29%	38%	47%	45%	41%	38%	36%	42%	42%	42%
<b>Female</b>	58%	62%	61%	64%	59%	57%	54%	62%	59%	60%	48%	63%	71%	62%	53%	55%	59%	62%	64%	58%	58%	58%
<b>Length of Residency in The Woodlands (in years)</b>																						
<b>Mean</b>	11	-	9	-	7	-	13	-	7	-	5	-	11	-	16	-	16	-	11	-	11	-
<b>Under 1</b>	-	2%	-	3%	-	4%	-	0%	-	3%	-	1%	-	3%	-	2%	-	2%	-	3%	-	3%
<b>1-3</b>	-	14%	-	11%	-	19%	-	4%	-	14%	-	33%	-	3%	-	15%	-	7%	-	17%	-	17%
<b>4-7</b>	-	14%	-	6%	-	27%	-	4%	-	24%	-	46%	-	6%	-	12%	-	4%	-	1%	-	1%
<b>8-10</b>	-	14%	-	3%	-	15%	-	25%	-	19%	-	9%	-	35%	-	16%	-	21%	-	13%	-	13%
<b>11-15</b>	-	23%	-	3%	-	15%	-	25%	-	19%	-	9%	-	35%	-	16%	-	21%	-	28%	-	28%
<b>16-20</b>	-	15%	-	8%	-	12%	-	21%	-	12%	-	4%	-	19%	-	12%	-	2%	-	18%	-	18%
<b>21-25</b>	-	6%	-	2%	-	0%	-	15%	-	3%	-	1%	-	8%	-	8%	-	16%	-	4%	-	4%
<b>Over 25</b>	-	12%	-	3%	-	4%	-	2%	-	3%	-	3%	-	13%	-	21%	-	23%	-	6%	-	6%
<b>Household Income</b>																						
<b>Mean (in thousands)</b>	127	-	115	-	143	-	135	-	143	-	141	-	141	-	107	-	126	-	121	-	-	-
<b>Under \$30K</b>	-	3%	-	2%	-	0%	-	2%	-	0%	-	1%	-	2%	-	5%	-	5%	-	4%	-	4%
<b>\$30K- 50K</b>	-	5%	-	10%	-	0%	-	3%	-	2%	-	2%	-	4%	-	9%	-	9%	-	5%	-	5%
<b>\$50K- 75K</b>	-	7%	-	21%	-	0%	-	8%	-	2%	-	6%	-	4%	-	6%	-	8%	-	9%	-	9%
<b>\$75K- 100K</b>	-	13%	-	13%	-	0%	-	8%	-	7%	-	14%	-	16%	-	18%	-	12%	-	14%	-	14%
<b>\$100K- 150K</b>	-	27%	-	3%	-	17%	-	27%	-	31%	-	26%	-	33%	-	29%	-	27%	-	25%	-	25%
<b>Over \$150K</b>	-	45%	-	15%	-	83%	-	49%	-	56%	-	52%	-	40%	-	32%	-	38%	-	42%	-	42%
<b>Marital Status</b>																						
<b>Married</b>	81%	83%	81%	68%	90%	93%	86%	89%	90%	90%	92%	89%	81%	92%	71%	73%	78%	78%	76%	80%	80%	80%
<b>Single</b>	6%	6%	6%	5%	3%	0%	1%	2%	3%	3%	4%	2%	7%	5%	9%	10%	7%	6%	8%	9%	9%	9%
<b>Divorced</b>	5%	6%	5%	9%	3%	0%	3%	5%	3%	4%	0%	5%	4%	0%	9%	10%	5%	9%	5%	6%	6%	6%
<b>Widowed</b>	5%	5%	7%	18%	1%	7%	5%	4%	1%	3%	2%	4%	6%	3%	8%	7%	8%	7%	5%	5%	5%	5%
<b>Children</b>																						
<b>Households w/ Children</b>	48%	32%	48%	21%	64%	46%	45%	11%	64%	50%	48%	45%	55%	30%	34%	33%	31%	15%	52%	15%	15%	15%
<b>Avg. # of Children</b>	.9	1.8	.9	1.5	1.4	2	.7	1.8	1.4	1.9	1.1	2.1	1.1	1.6	1.5	1.8	.6	1.8	1	1.9	1	1.9

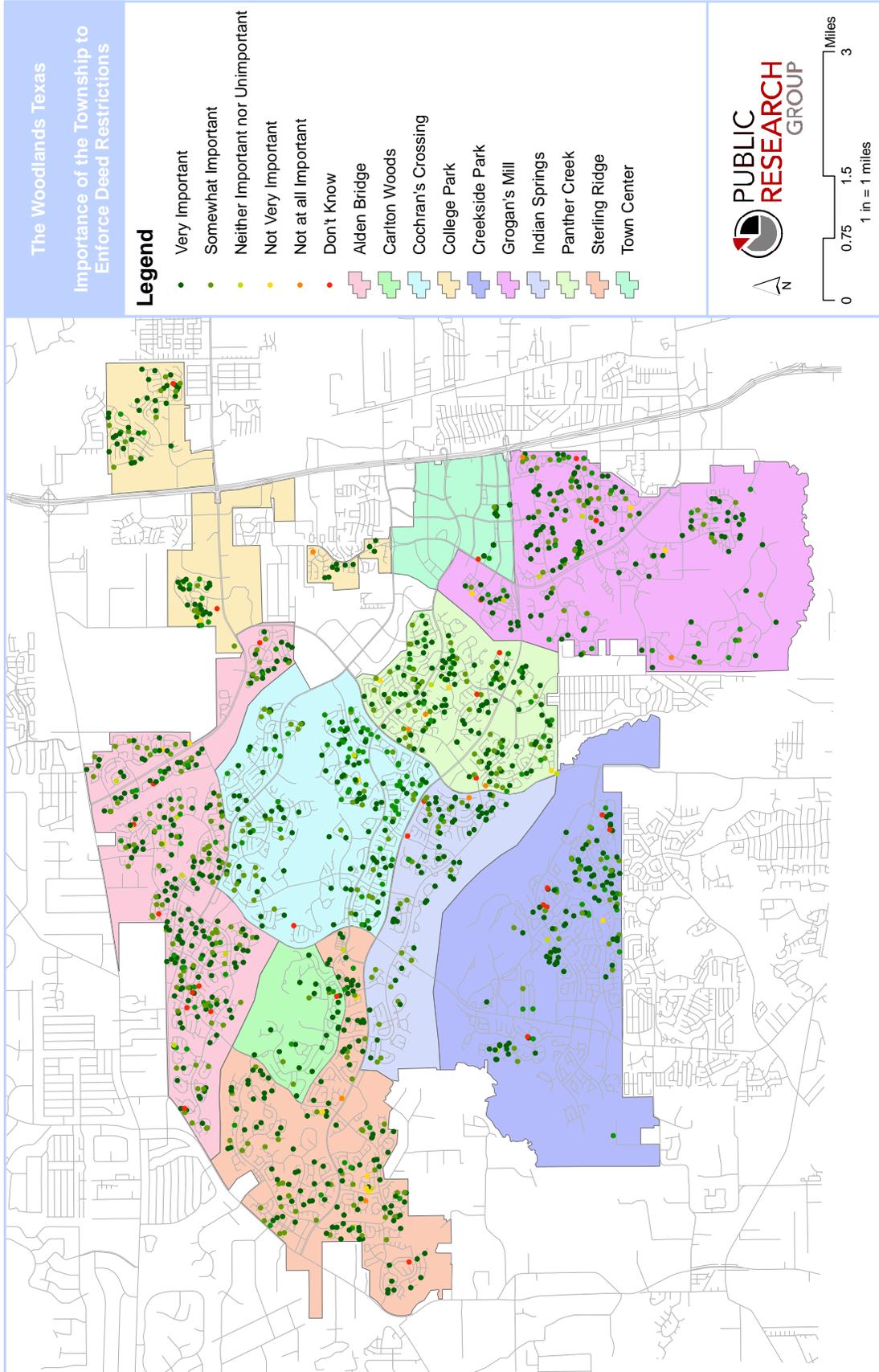
# The Woodlands Township 2014 Resident Survey Study



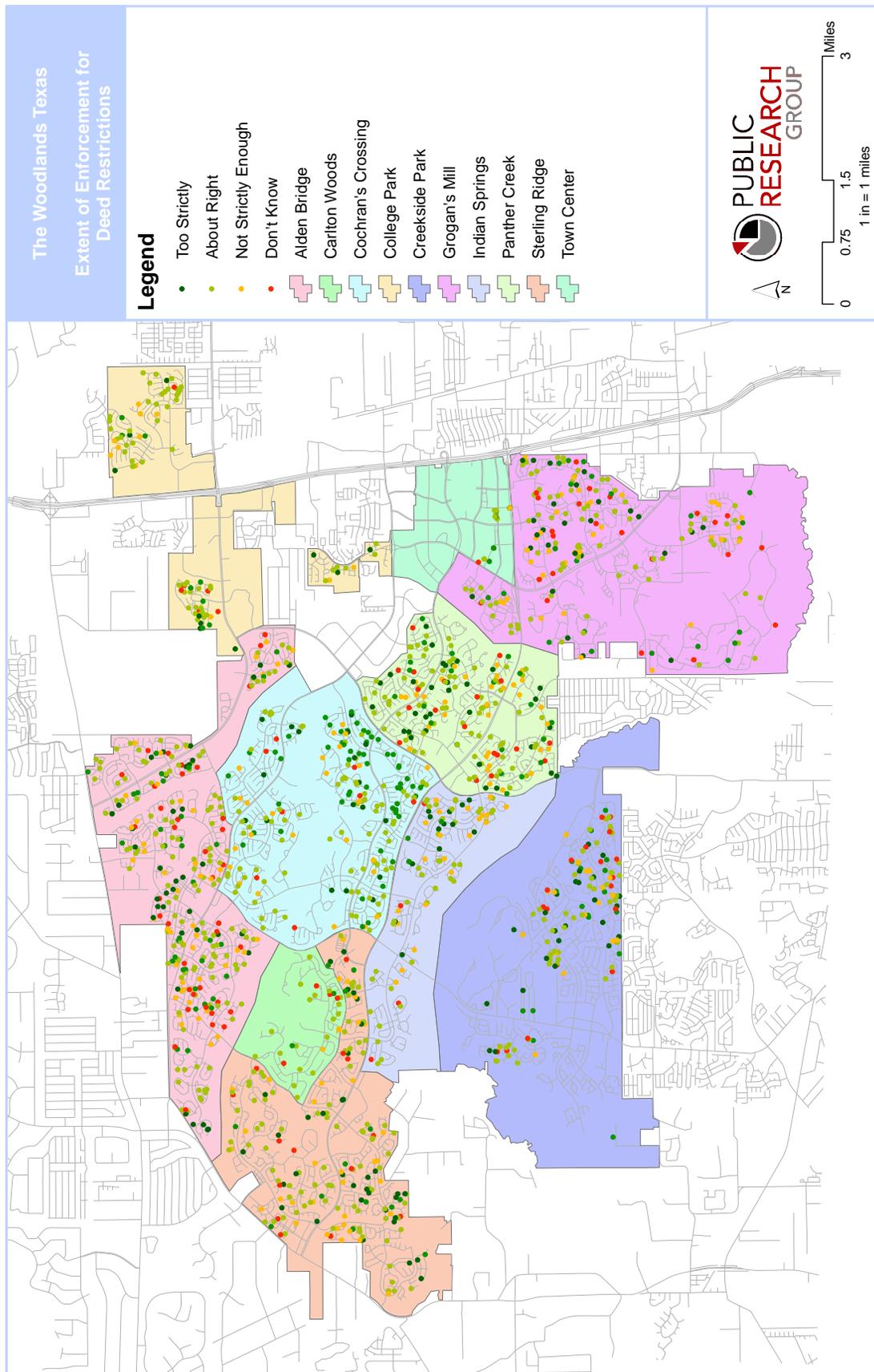


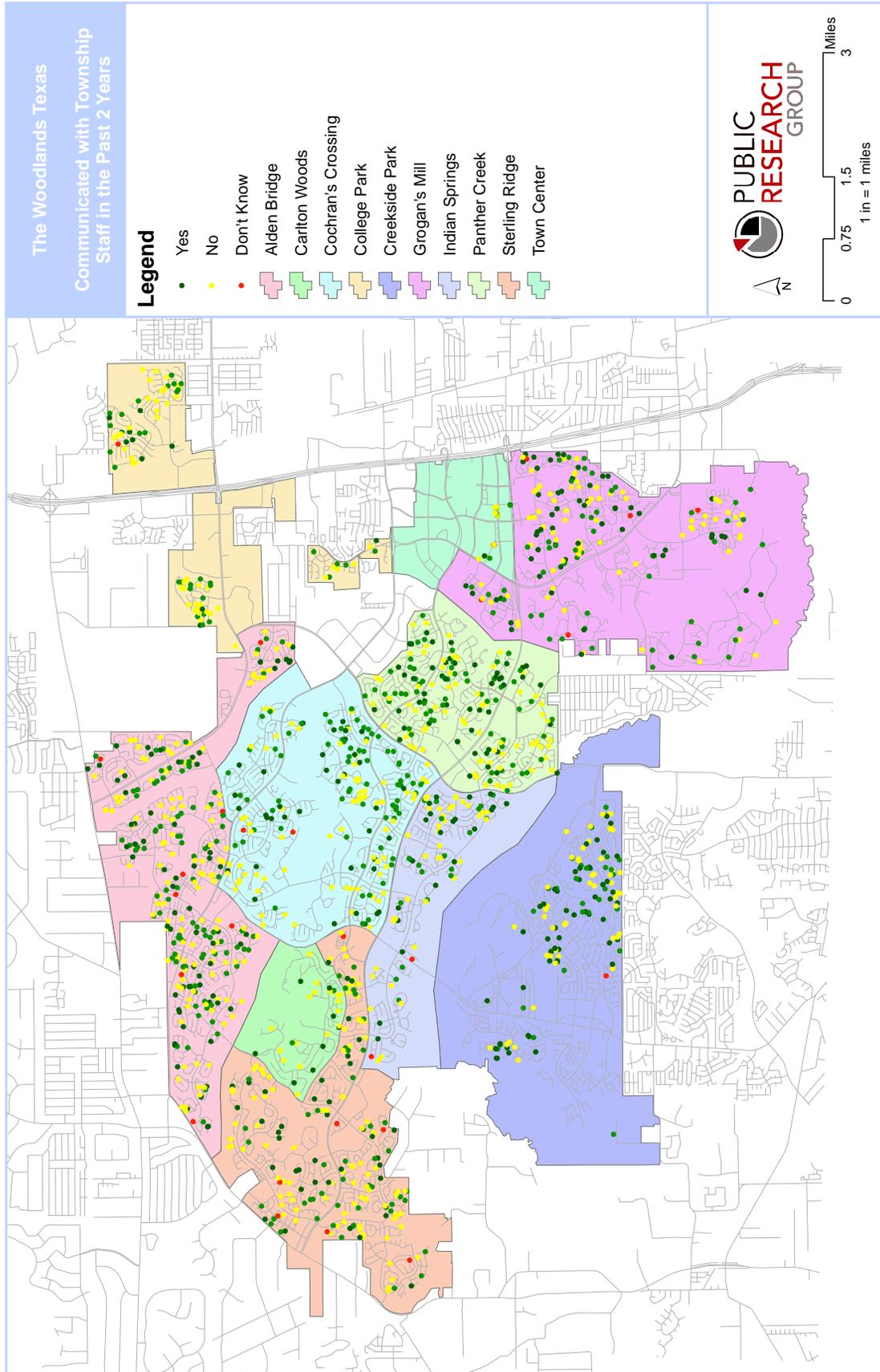
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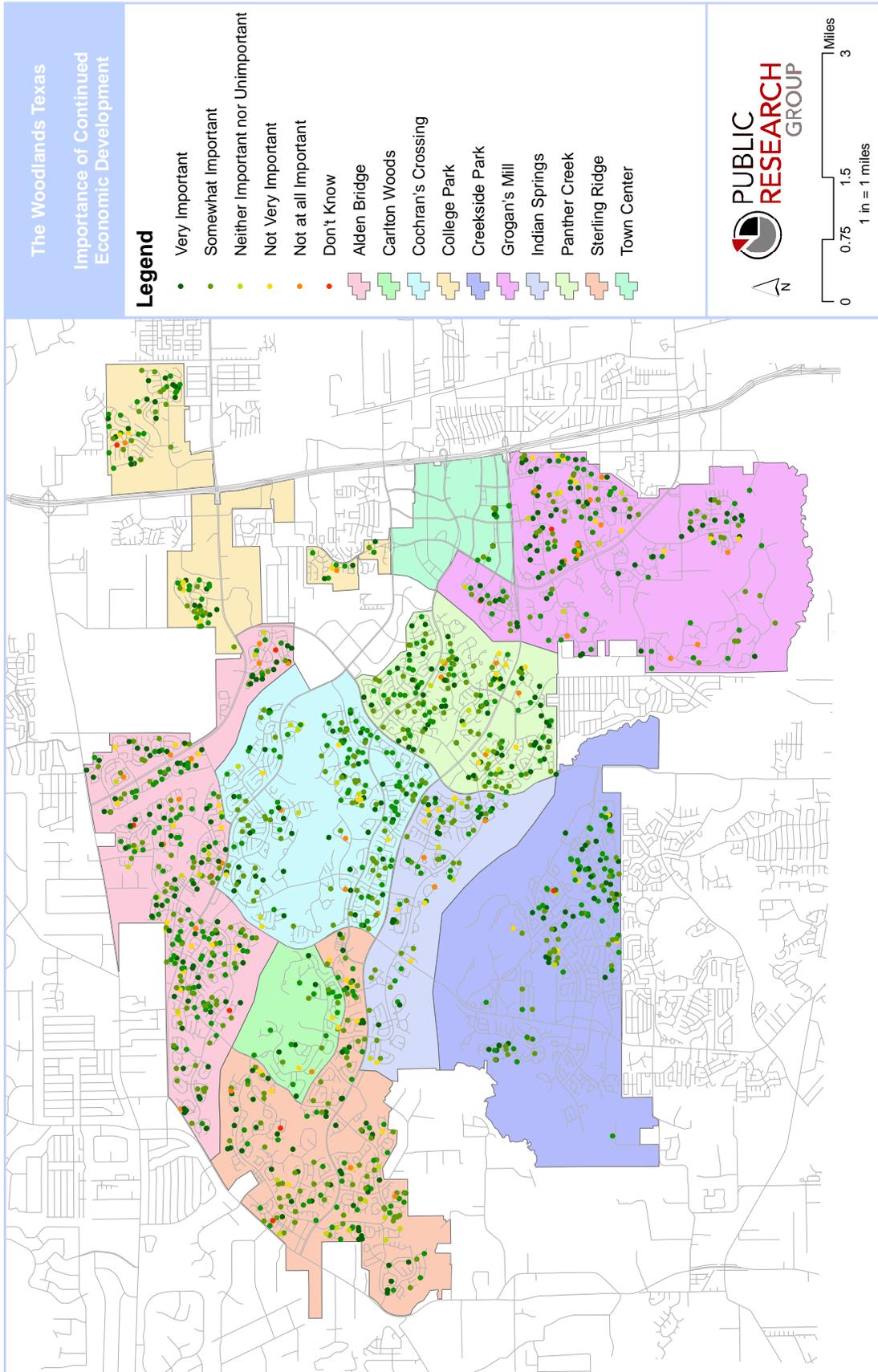


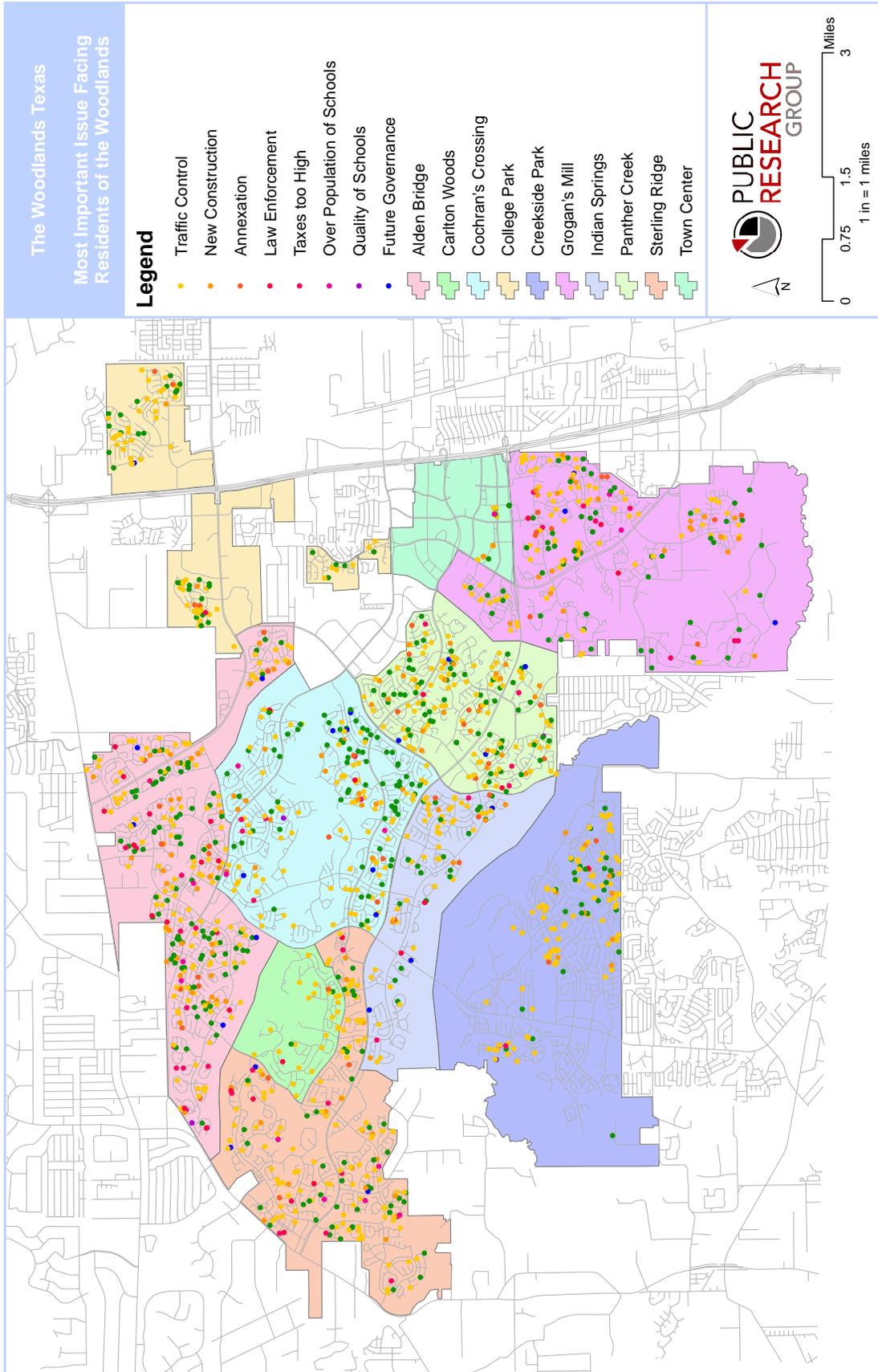
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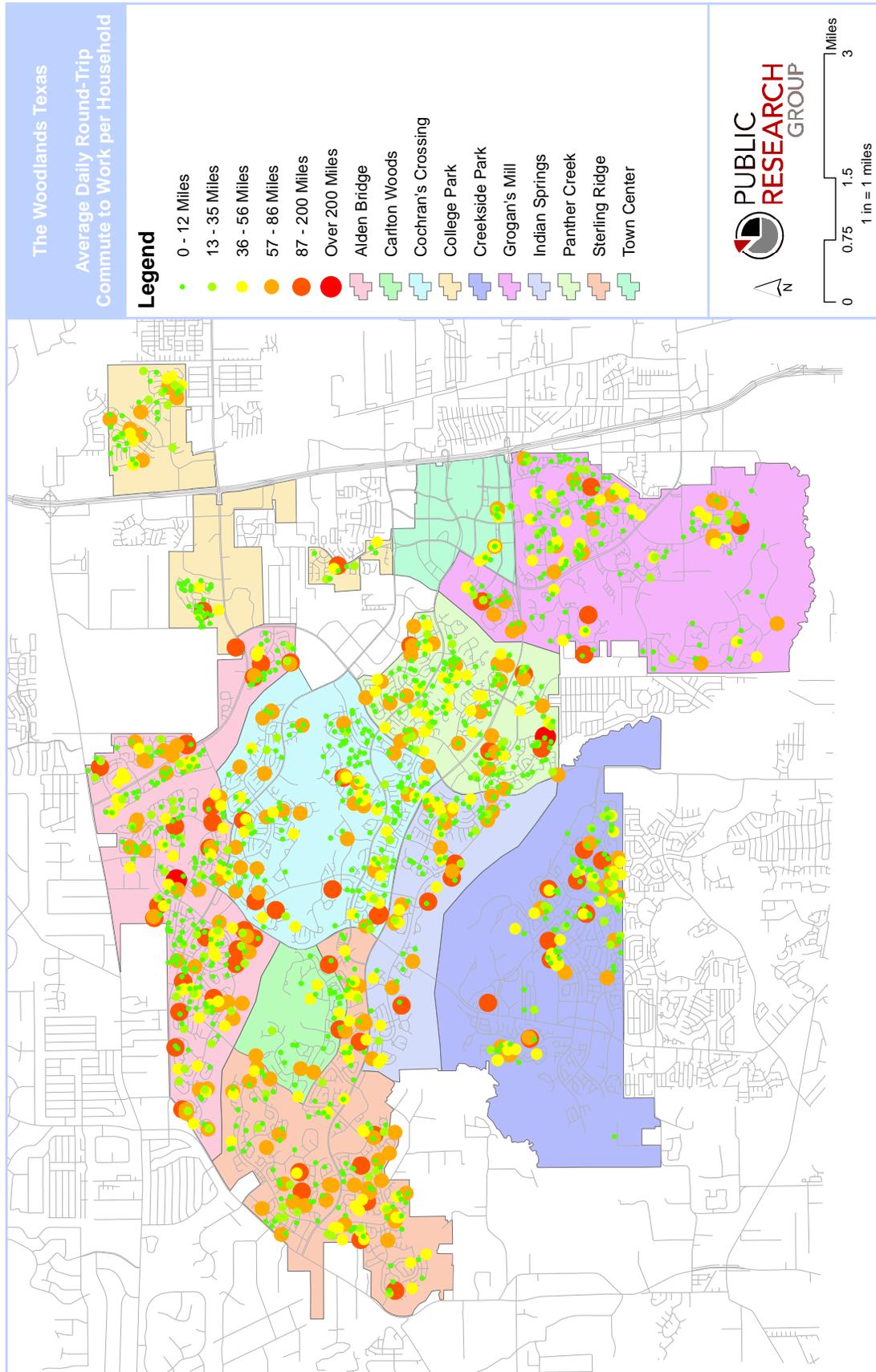


# The Woodlands Township 2014 Resident Survey Study





# The Woodlands Township 2014 Resident Survey Study



## **Question 19- Other**

The opened comments are summarized for this report. The responses were very varied ranging from social media to neighborhood conversations to printed media in form of magazines and newsletters.

## **Question 4- Explanations**

The opened comments are summarized for this report. The responses focused on deed restrictions, neighborhood watch, parks and pathways, streetscape maintenance and traffic.

## **Question 32- Stores**

The opened comments are summarized for this report. The responses ranged from more chain stores, high end retail stores, mom and pop local stores as well no more is needed as The Woodlands has everything you would need.

## **Question 32- Restaurants**

The opened comments are summarized for this report. The responses ranged from almost every type of eating establishment from fast food, high end, speciality and ethnic cuisine.

## **Question 34- Other**

The opened comments are summarized for this report. The responses ranged from music venues, movies, outdoor recreation activities and museums.

## **Question 35- Other**

The opened comments are summarized for this report. The responses ranged from able to ride bikes, paths, diversity of the population, has a small town feeling, you can live, work and play in The Woodlands.

## **Question 36- Other**

The opened comments are summarized for this report. The responses ranged from building more roads, better deed enforcement, another high school, replant trees, public transportation and a Woodlands zip code for the entire community.

## **Question 47- Other**

The opened comments are summarized for this report. The responses ranged from the Cruiser has no real purpose and is expensive, more parking at the mall is needed, trolley is somewhat useful and the Woodlands Express is sometime late.

## **Question 60- Comments**

The opened comments are summarized for this report. This question received the most responses. They ranged from traffic, deed restrictions, law enforcement, commercial/economic growth, tree removal and staying true to George Mitchell's vision.