

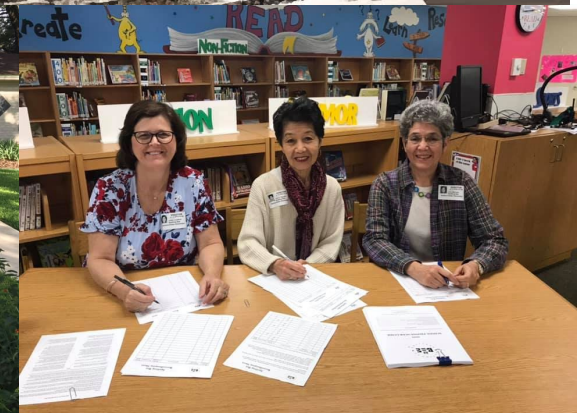
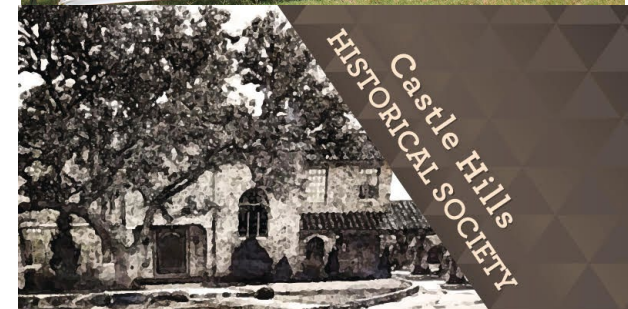


CREATE CASTLE HILLS

Determining Our Future Excellence

SUMMARY OF SURVEY RESULTS

(DRAFT)





BACKGROUND - INTRODUCTION

- The survey was conducted in February of 2021 and received 240 responses. This represents a response rate of 11.7%, which is very encouraging. Three of the surveys were done by hand, the rest online (SurveyMonkey).
- Demographic data is supplemented by info from the 2019 American Community Survey (US Census Bureau). The 2020 Census results are expected to be released later this year and will be incorporated into the Plan.
- The results are somewhat weighted to families with children, as 60% of respondents have children and approximately 22% of Castle Hills families have children, per ACS.
- The Survey was the first major initiative of the Comprehensive Plan effort, with the Speakers Forum, Interactive Workshops and publishing of the Comprehensive Plan document all to come.



PART A, DEMOGRAPHICS



- Castle Hills' population in 2019 was 4,447. This compares to 4,198 from 1990 Census Data and represents an increase of about 6%.
- Preliminary review suggests a younger population, to be confirmed by the 2020 Census.



PART A, DEMOGRAPHICS

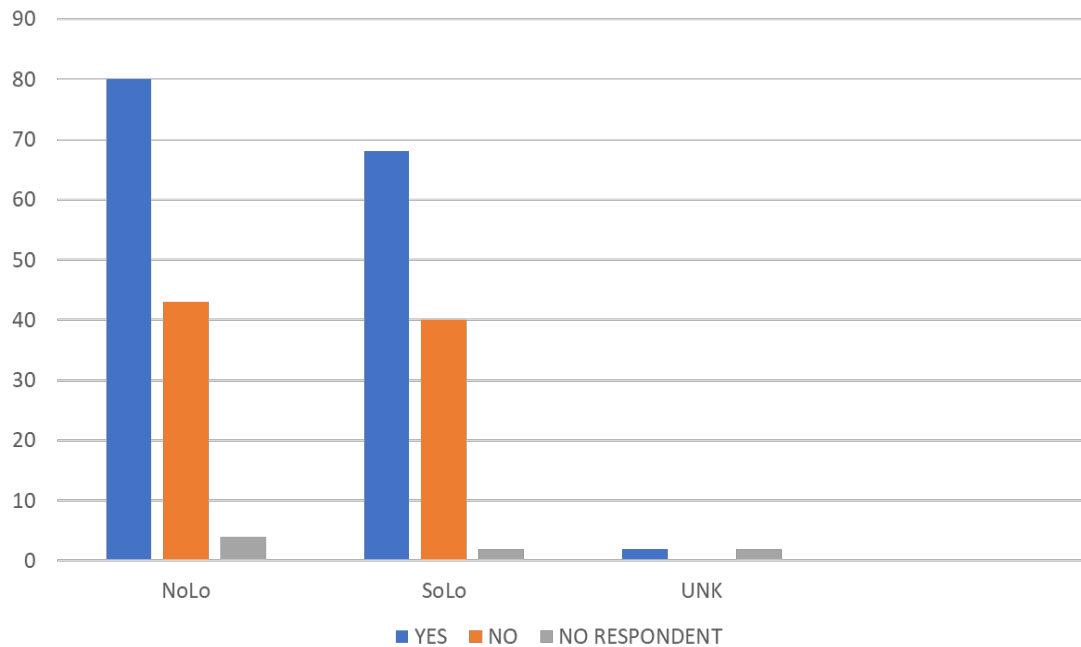


- The vast majority of survey respondents (92%) own their homes, with only about 8% renting.
- 78% of respondents would prefer to stay in Castle Hills once their home provided more space than they needed.
- The majority of respondents have attended City events such as those in the Commons or City Council meetings (55% - 68%)

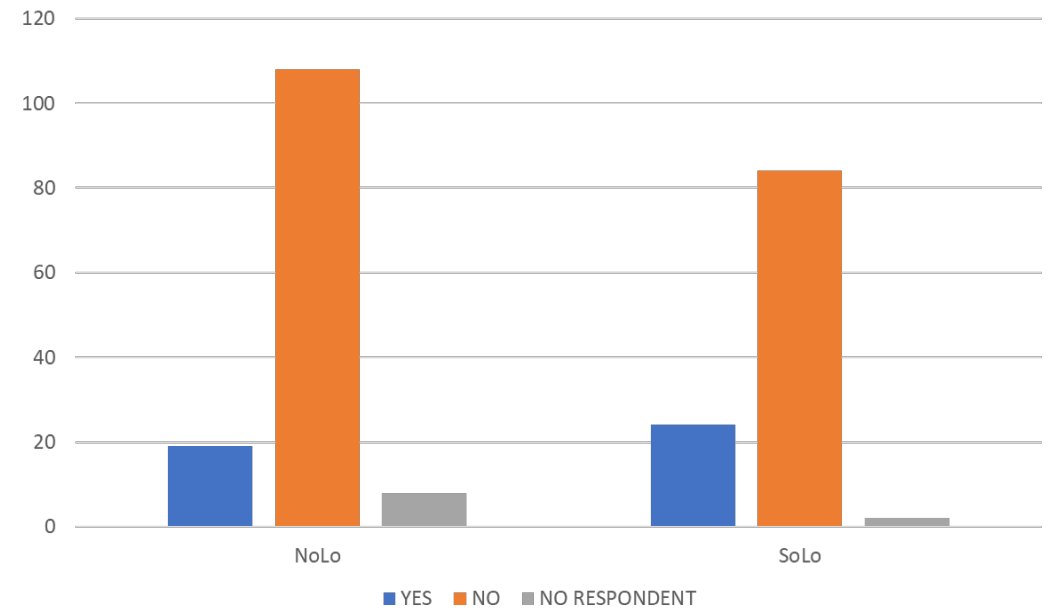
PART B, COVID-19

- 64% of respondents reported their household was impacted by COVID-19.
- 18% said their household's health was impacted.

FAMILY AFFECTED BY COVID-19



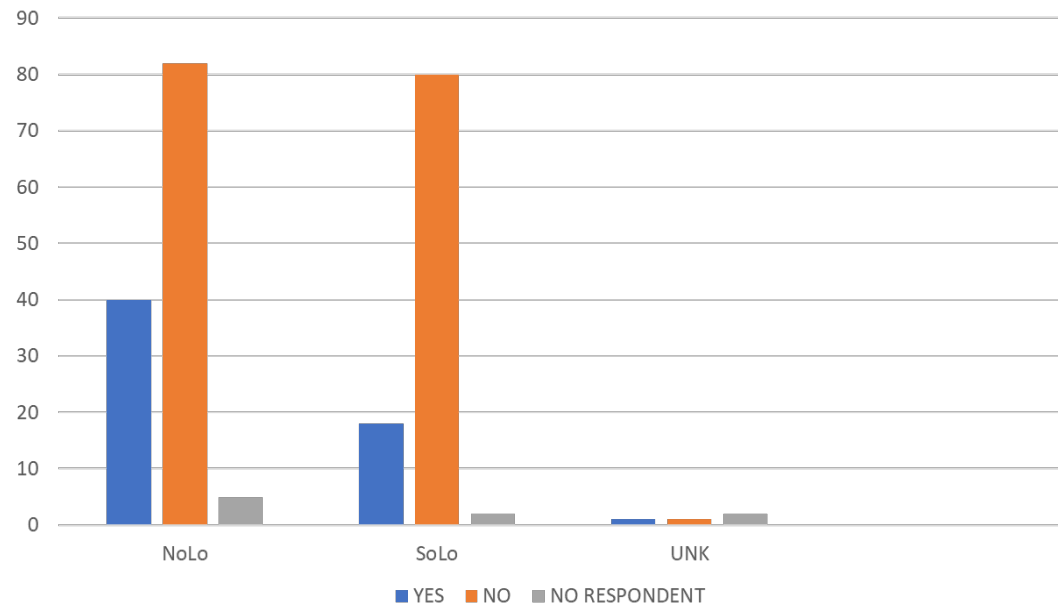
FAMILY HEALTH AFFECTED BY COVID-19



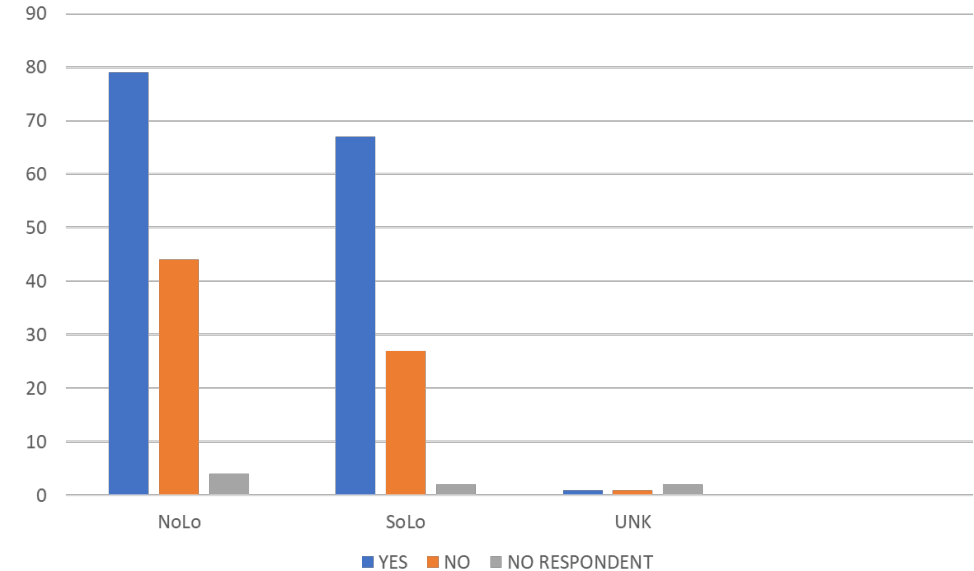
PART B, COVID-19

- 30% said their finances were impacted.
- Somewhat paradoxically, most were open to in-person meetings, but nearly 65% still preferred to meet via Zoom.

FAMILY NEGATIVELY AFFECTED FINANCIALLY



ZOOM OR IN PERSON?
Chart Title





PART C, NEIGHBORHOOD DISCUSSION

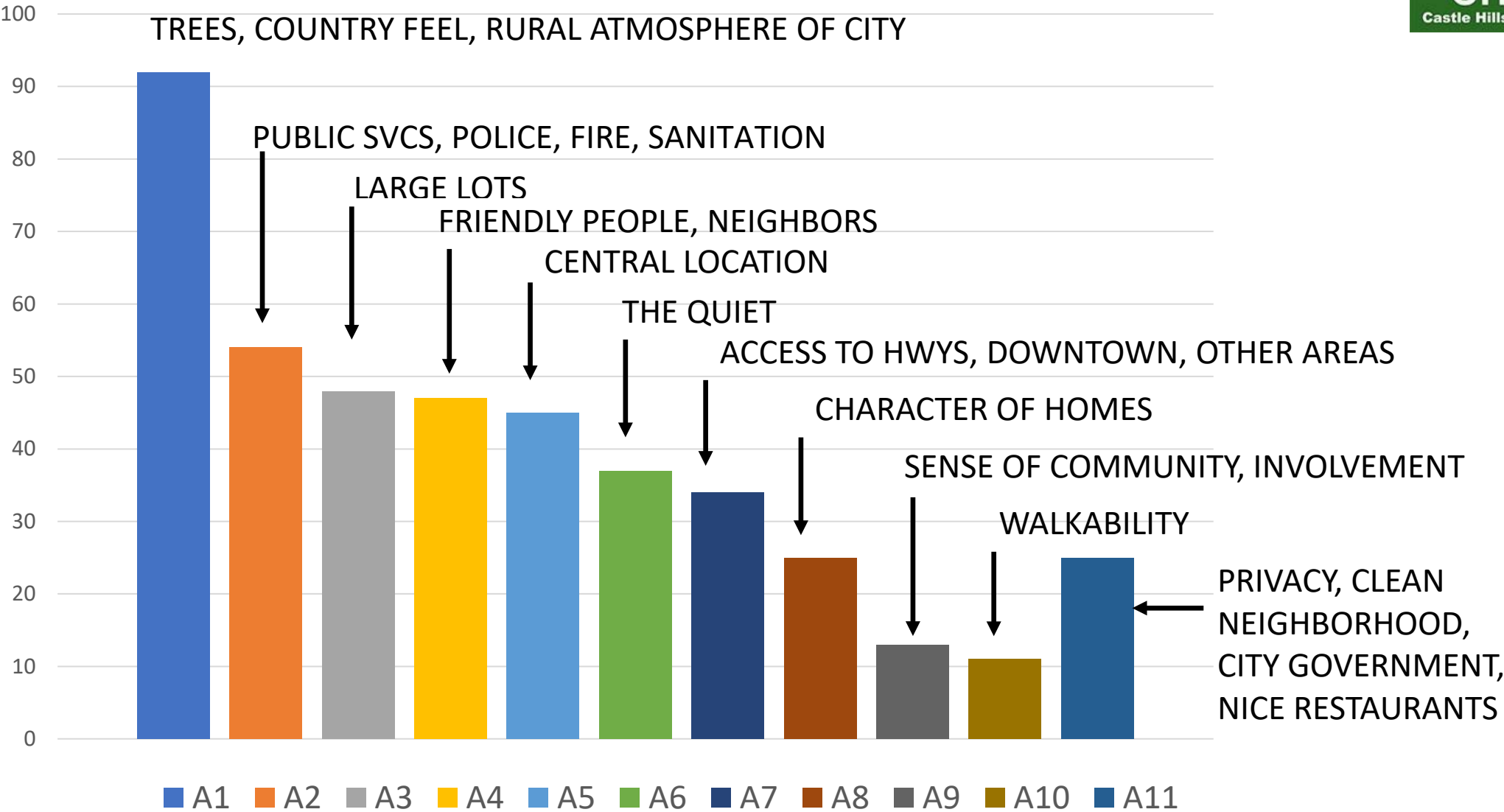


What do you love most about YOUR AREA in Castle Hills?

- The trees, country feel, rural atmosphere of our City – 92 responses
- Public services, police, fire, sanitation – 54 responses
- Large lots – 48 responses
- Friendly people, neighbors – 47 responses
- Central location – 45 responses
- The quiet – 37 responses
- Access to highways, downtown, other areas – 34 responses
- Character of the homes – 25 responses
- Sense of community, community involvement – 13 responses
- Walkability – 11 responses



PART C, NEIGHBORHOOD DISCUSSION





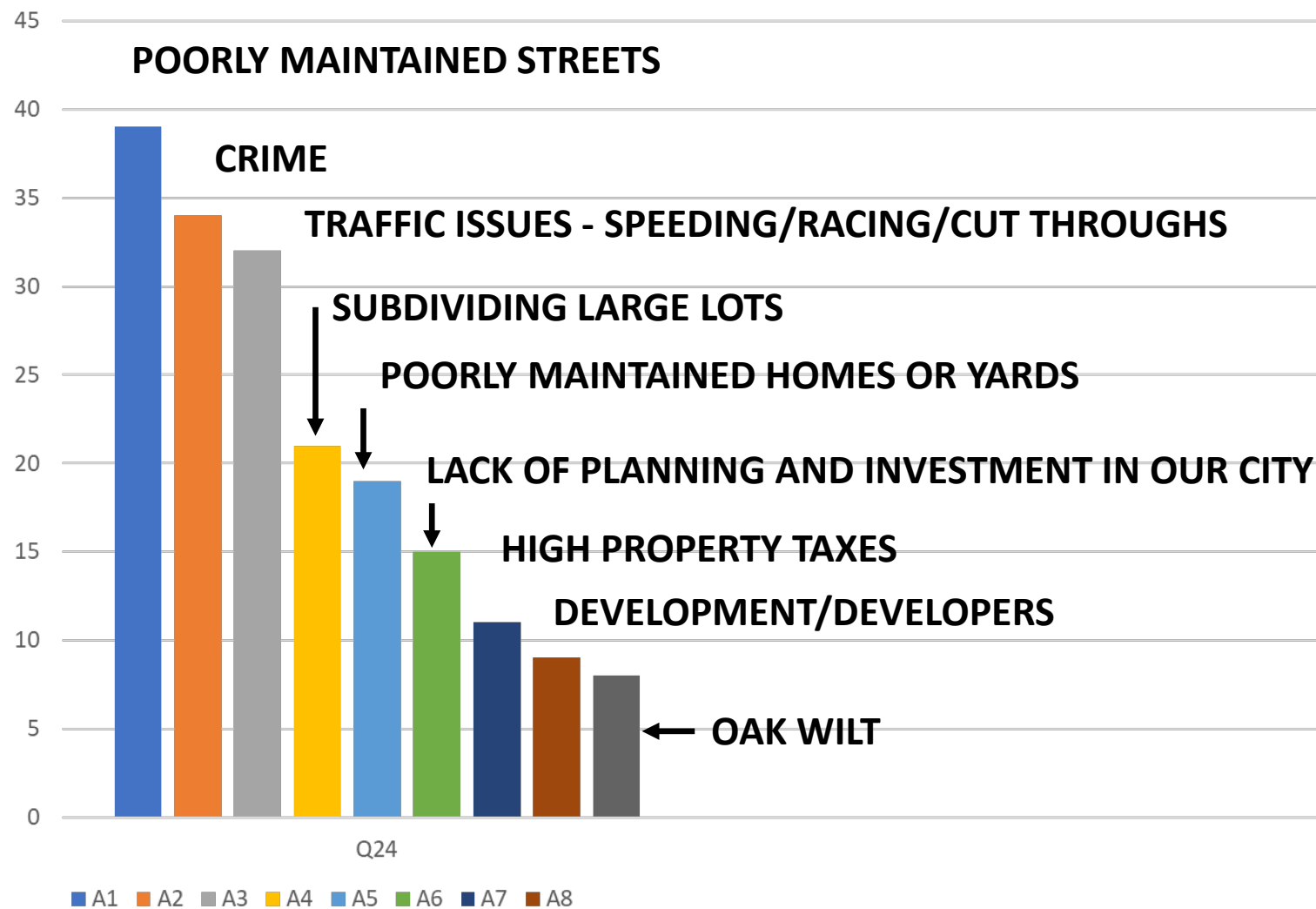
PART C, NEIGHBORHOOD DISCUSSION



What do you think is the biggest threat to YOUR AREA of Castle Hills?

- Poorly maintained streets (39 responses)
- Crime (34 responses)
- Traffic Issues – speeding, racing, cut-throughs (32 responses)
- Subdividing the large lots (21 responses)
- Poorly maintained homes or yards (19 responses)
- Lack of planning and investment in our City (15 responses)
- High property taxes (11 responses)
- Development/developers (9 responses)
- Oak Wilt (8 responses)

What do you think is the biggest threat to YOUR AREA of Castle Hills?

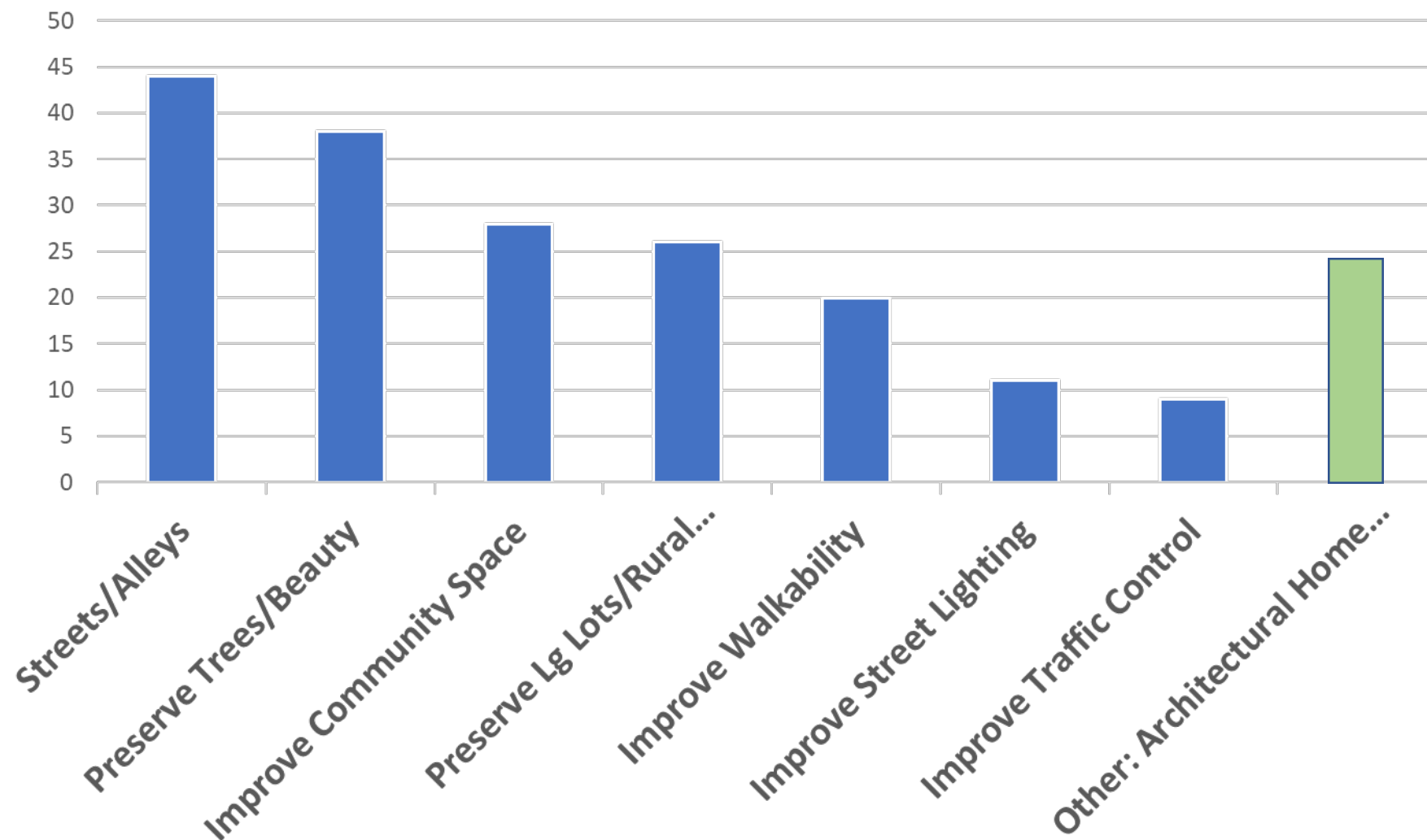




What do you want to preserve and/or improve within YOUR AREA?

- 1) Improve streets - alleys too (44 responses)
- 2) Preserve trees, natural beauty (38 responses)
- 3) Improve community space, i.e., playground, pool, park (28 responses)
- 4) Preserve large lots, rural environment (26 responses)
- 5) Improve walkability – sidewalks, crossings, bike trails (20 responses)
- 6) Improve street lighting (11 responses)
- 7) Improve traffic control – speeders (9 responses)

What do you want to preserve and/or improve within YOUR AREA?



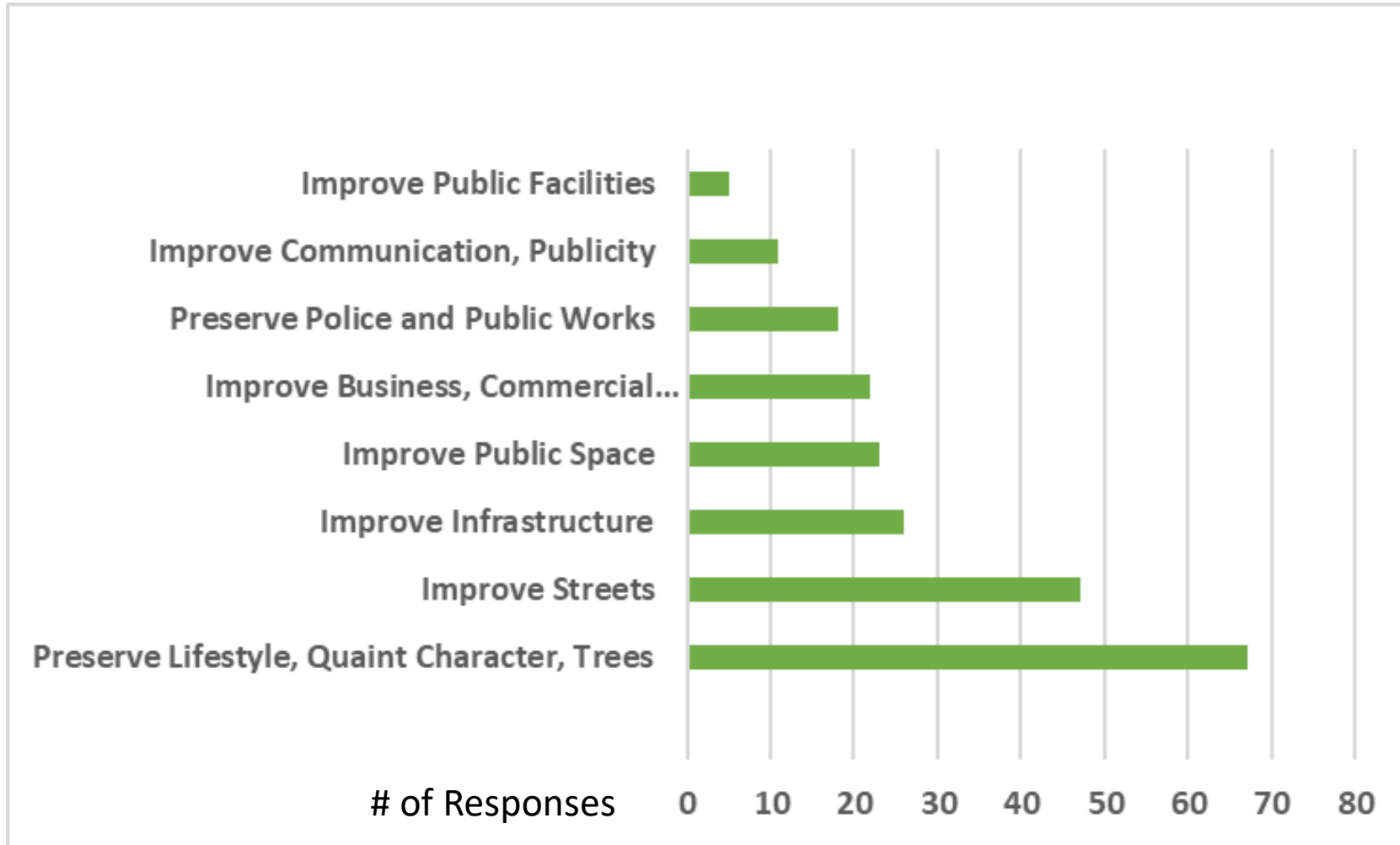
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What would you like to see preserved or improved about OUR CITY GENERALLY?

- Preserve lifestyle/quaint character/trees (67 responses)
- Improve streets (47 responses)
- Improve infrastructure (26 responses)
- Improve public space (23 responses)
- Improve business/commercial development (22 responses)
- Preserve police and public works (18 responses)
- Improve communication/publicity (11 responses)
- Improve public facilities (5 responses)

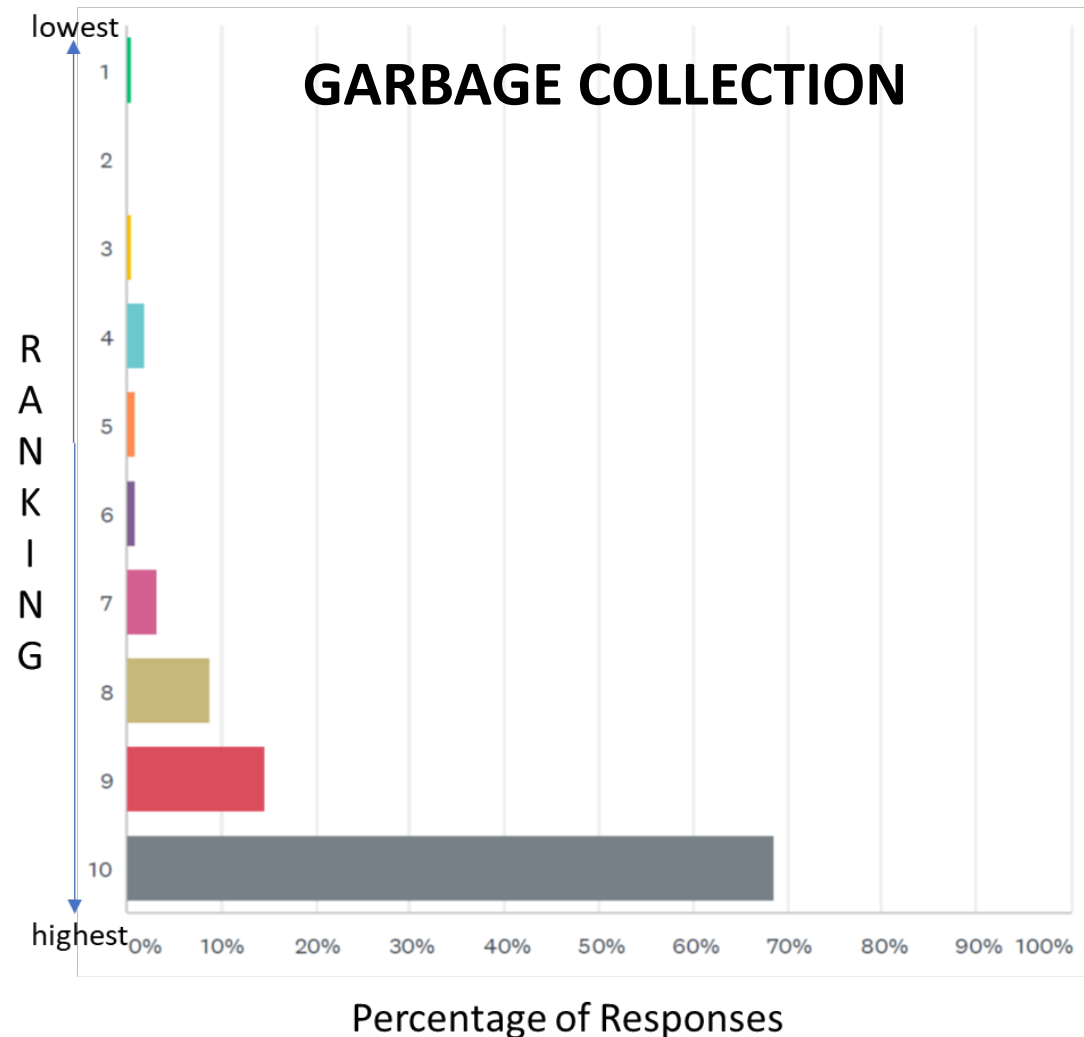
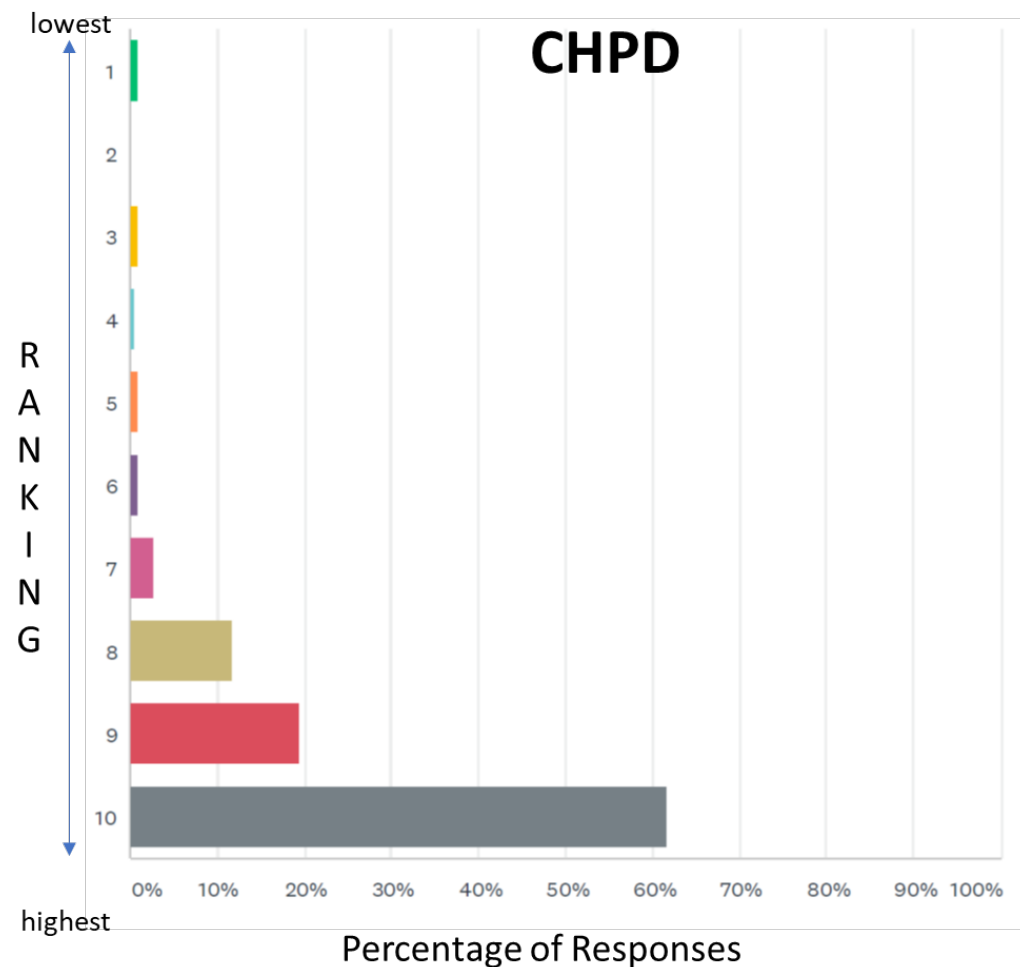
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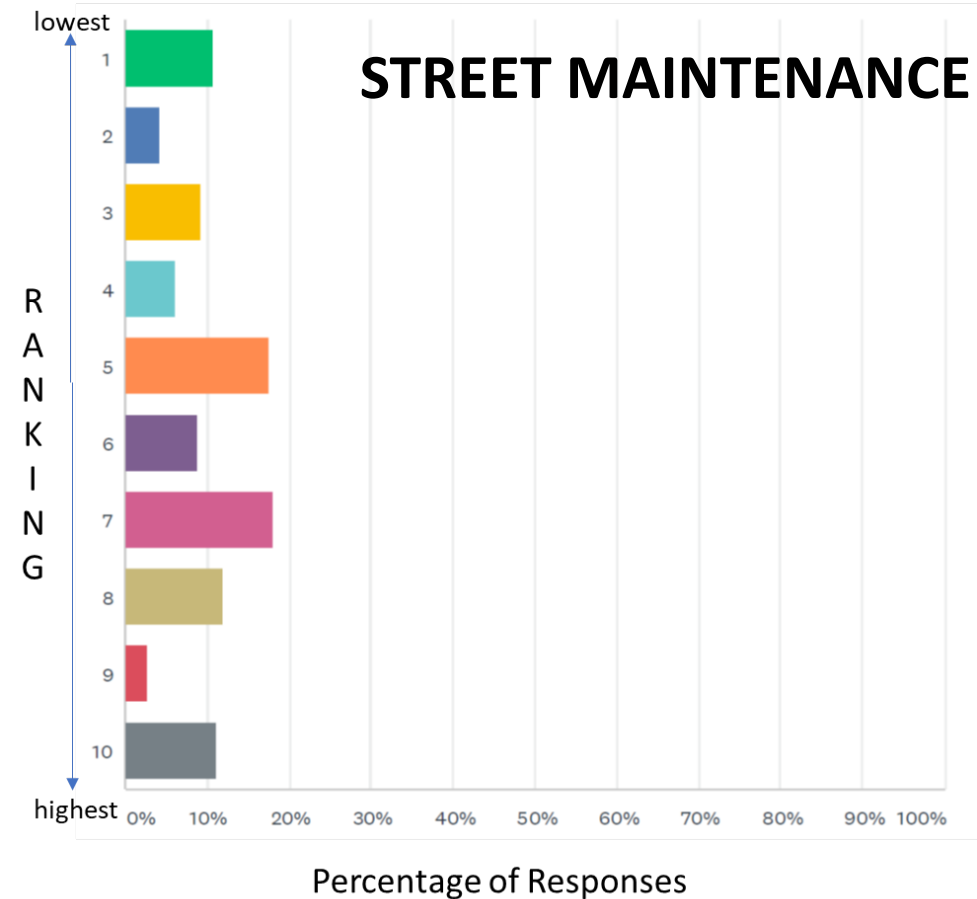
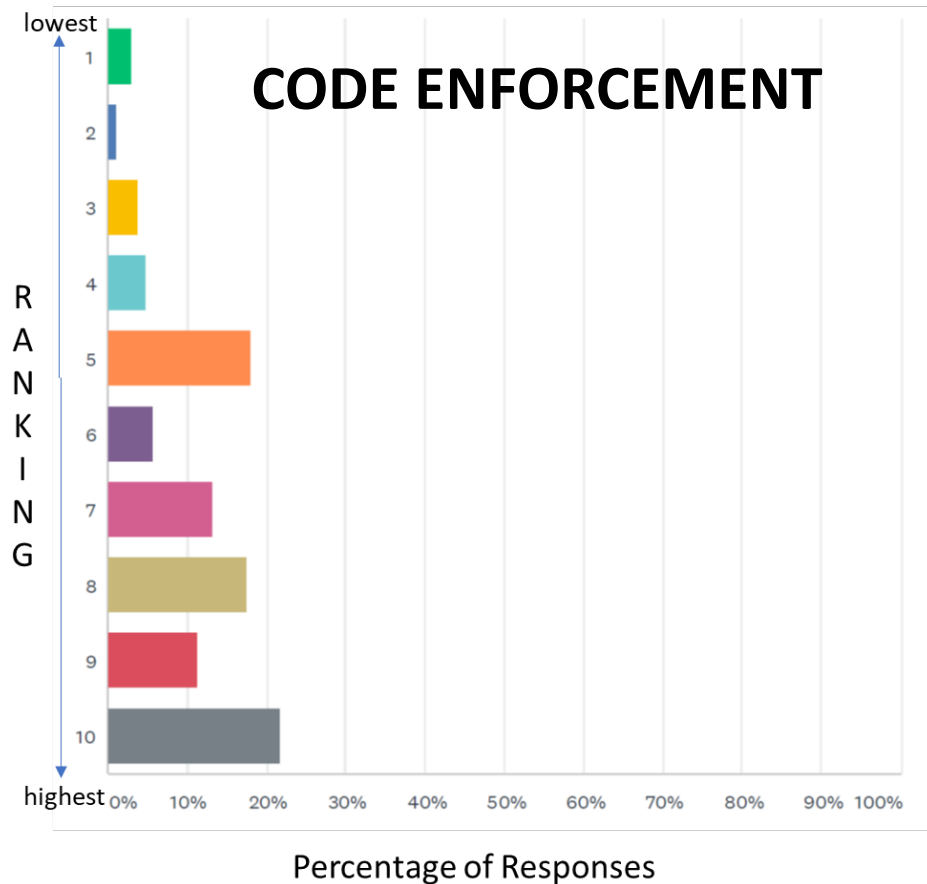
PART D, CITY SERVICES

- Over 80% of respondents scored CHPD, CHFD, Garbage Pickup and Recycling in the 9-10 range.



PART D, CITY SERVICES

- The code enforcement and street maintenance median scores were a bit lower.





PART D, CITY SERVICES



What services would you like to see that are not provided now?

- Annual / Bi-annual bulk collection (34 responses)
- Green compost containers (7 responses)
- Hazmat / Hazardous materials pick up (8 responses)
- Library (4 responses)
- Elderly Assistance Coordination Program: COVID vaccines, welfare check program, etc. (3 responses)
- On-line permit services (2 responses)
- Playground at the Commons (2 responses)
- Community pool (2 responses)



PART E, LAND USE AND ZONING



What changes would you make to Zoning regulations to preserve neighborhoods or encourage desirable growth?

- Not much consensus on these questions
- Many deferred to others or had no opinion
- Some suggested the City work more closely with current and future business owners.
- General consensus to respect residential zoning with any development to be respectful of the adjacent residential zoning.
- A few calls to bring Zoning Code up to date.



PART E, LAND USE AND ZONING (Cont'd)

What types of special uses or variances (if any) should be favored to encourage growth in City of Castle Hills?

- Lots of interesting ideas
- Avoid spot zoning, stay consistent with existing use
- Encourage mixed use development
- Get a master plan/comprehensive plan done to guide Zoning/BOA decisions
- Avoid additional tax-exempt uses
- Consider tax breaks for small and minority-owned businesses



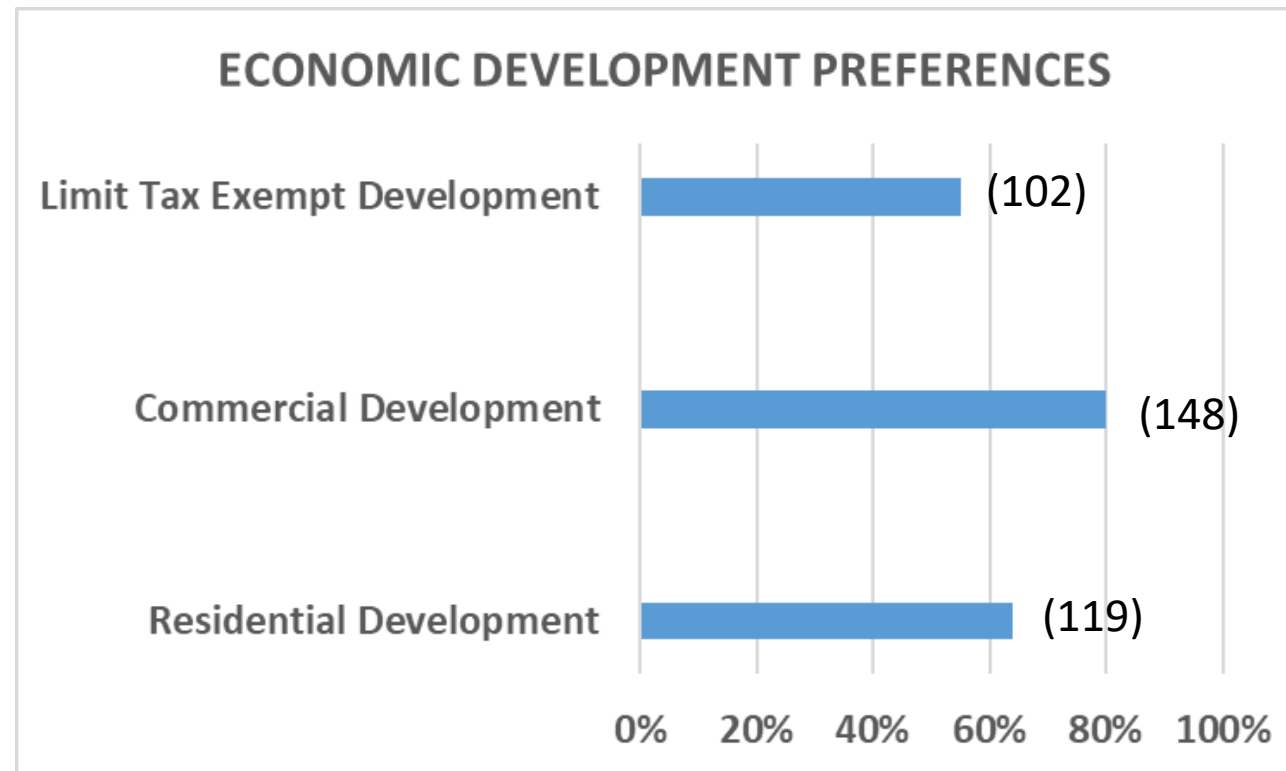
PART E, LAND USE AND ZONING (Cont'd)

What rules or guidelines should be established for application review by the Architectural Review Board?

- Update ordinance, clear and specific guidance, recognize new building techniques
- Preserve and enhance neighborhoods, maintain height restrictions
- Where road maintenance added, charge developers
- Strive for tasteful uniqueness and diversity of design
- Maintain single story residential as much as possible

PART F, ECONOMIC DEVELOPMENT AND FUNDING

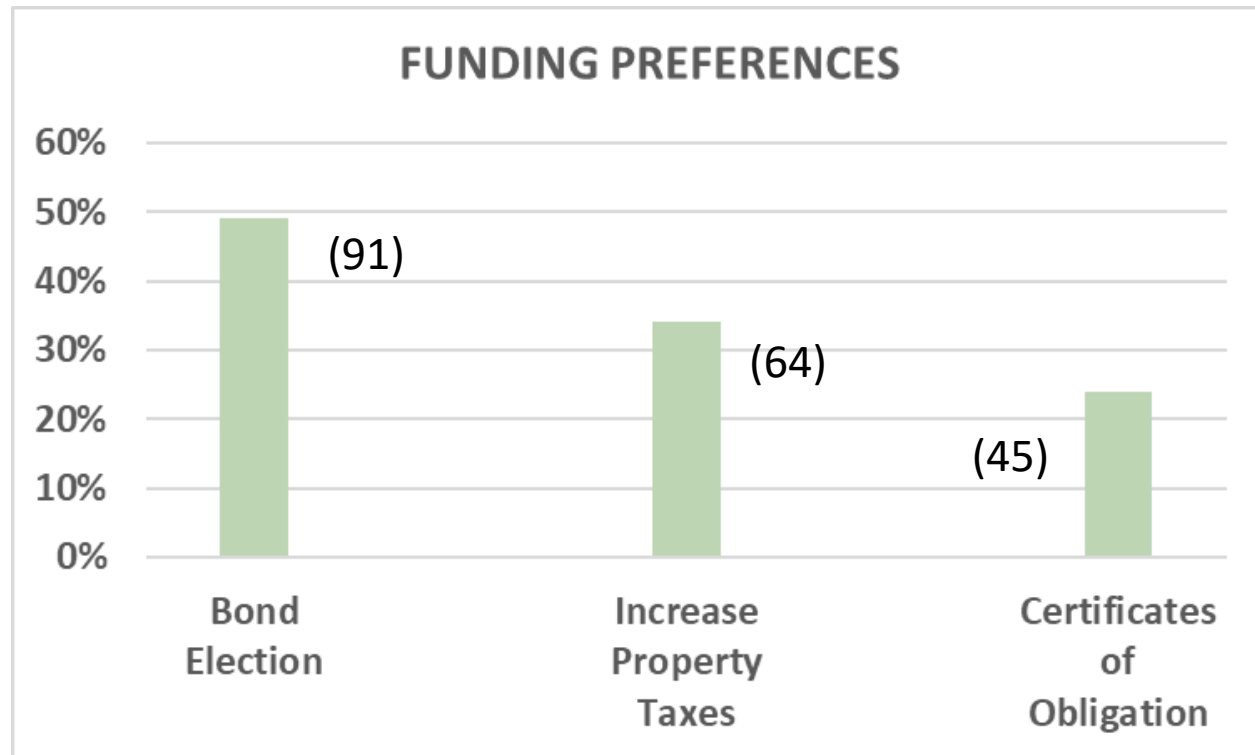
- Which of the following forms of economic development do you support for your area, neighborhood, and/or the City of Castle Hills as a whole?



PART F, ECONOMIC DEVELOPMENT AND FUNDING

Which would be your funding preference to support economic development?

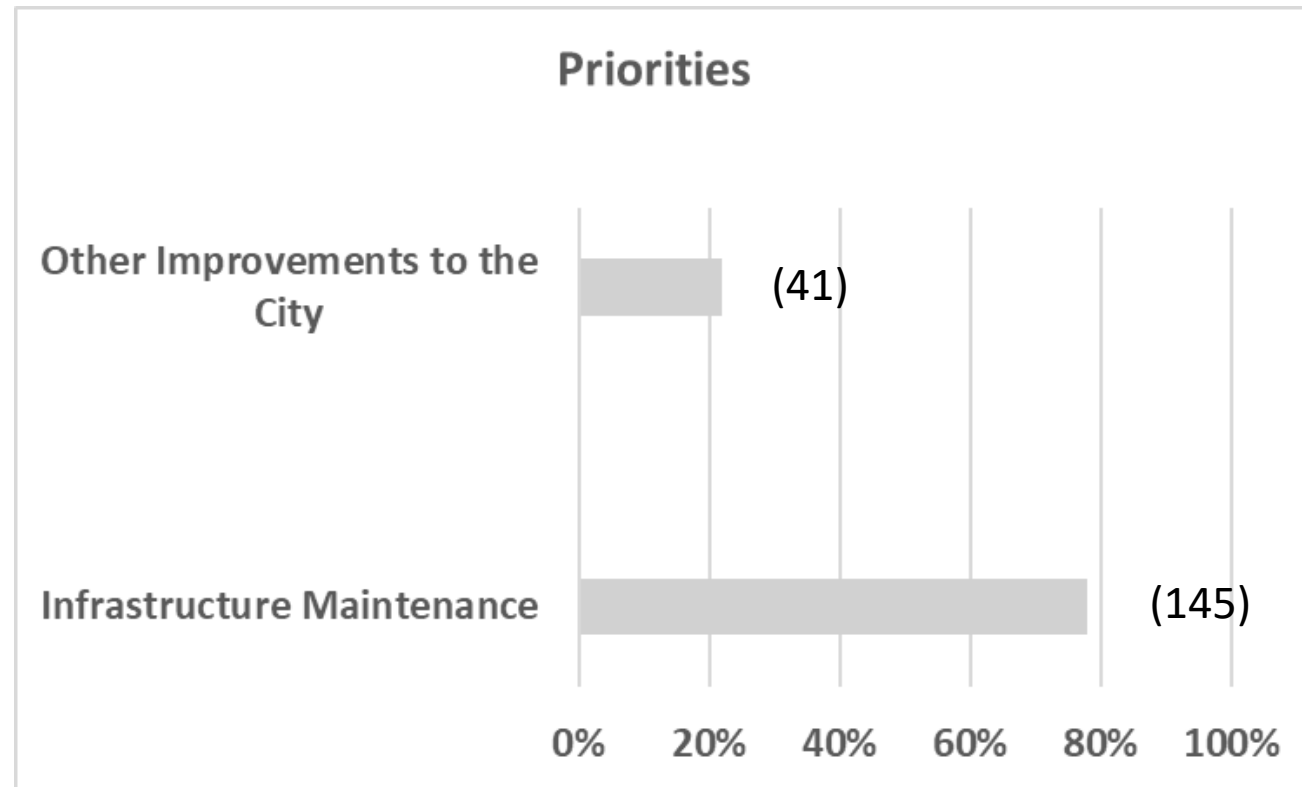
For funding, a bond election was favored by 49% of respondents, increasing property taxes by 34%, and certificates of obligation by 24% of respondents.



PART G, OTHER

In your opinion, which is a higher priority?

- Infrastructure maintenance was preferred by respondents to other improvements to the City by 78% to 22%.





OVERARCHING THEMES

- Our City demographics have changed since the 1997 Comprehensive Plan.
 - Citizens value the heavily treed, rural appearance of our neighborhoods; our public services; large lots, central location; and quiet neighborhoods.
 - Citizens worry about street maintenance, crime, traffic issues, poorly maintained yards and homes.
 - Each of the six neighborhoods has different and unique needs.
 - Citizens would like to see responsible development, whether business, commercial or residential.
-
- We look forward to future discussions with our residents and business to add further clarity to these responses.