

# 2017 NWACA Neighborhood Interest Survey Results

March 10, 2017

Between February 8 and March 5, 2017, NWACA conducted its annual survey of the neighborhood to get answers to some questions from its committees and to identify the currently most pressing issues for the neighborhood. The survey was done using Survey Monkey, open to anyone in the neighborhood. In addition, paper copies were sent to NWACA members without internet access. There were 267 responses, 13 of those by US Mail from NWACA members without internet access.

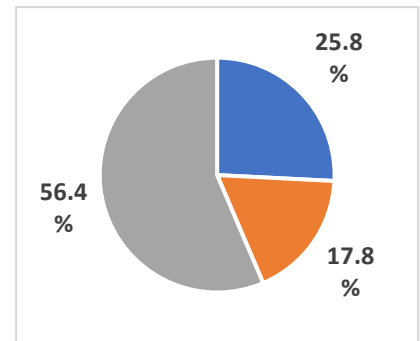
Responses are summarized below.

## Q1: Did you attend the 2016 4<sup>th</sup> of July Parade? (267 responses)

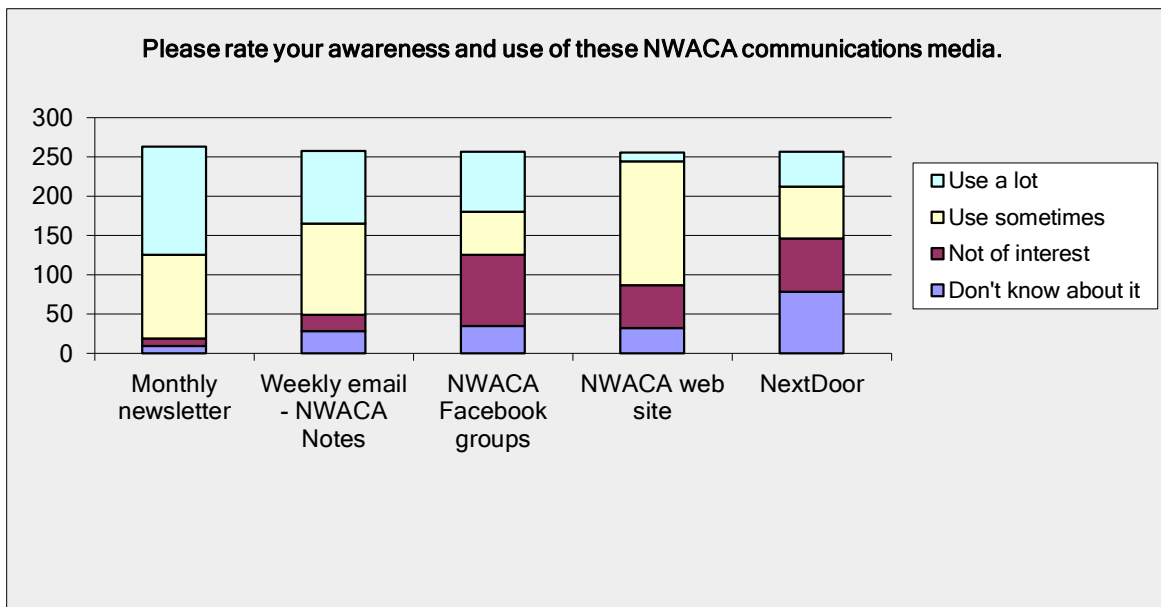
Answer Options	Response Percent	Response Count
yes	49.4%	132
no	50.6%	135

## Q2: The 2016 Fourth of July Parade used an alternate route because of expected construction on Far West Boulevard. Some have asked that we continue using that route along North Hills Drive in the future. What do you think? (264 responses)

Answer Options	Response Percent	Response Count
Yes, please continue the July 4th parade route along North Hills Drive.	25.8%	68
I'd prefer the parade route move back to Far West Boulevard.	17.8%	47
I don't have a preference for the parade route.	56.4%	149



## Q3: Please rate your awareness and use of these NWACA communications media (265 responses)



**Q4: How often did someone in your household ride the following Cap Metro buses in the past year? (267 responses)**

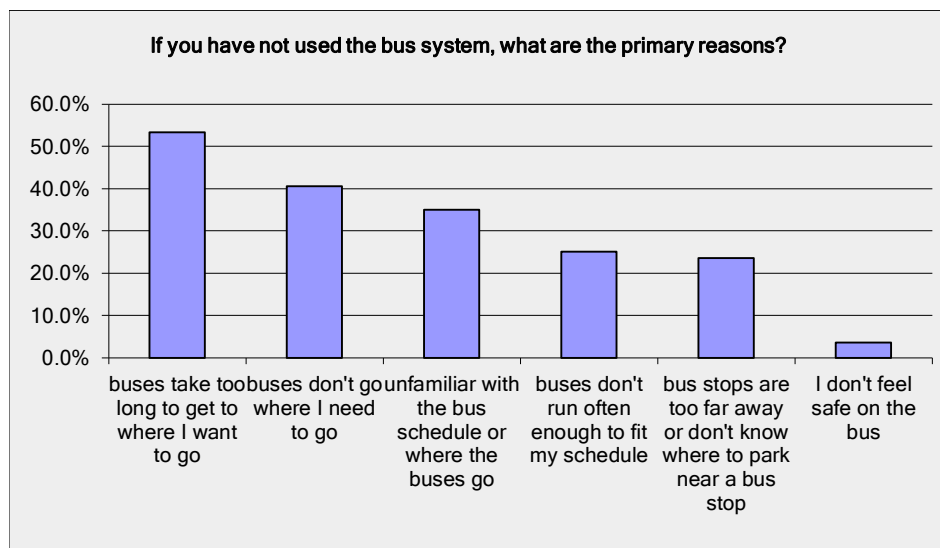
Answer Options	never	Never %	a few times	A few times %	at least weekly	At least weekly %	Rating Average	Response Count
661/681	245	95.3%	8	3.1%	4	1.6%	1.06	257
320	236	95.5%	8	3.2%	3	1.2%	1.06	247
19	226	87.6%	25	9.7%	7	2.7%	1.15	258
Other (please specify)								10

These were the other comments:

- I think bus 19 is important for some kids that travel to AHS for high school
- Wanted to use 661, but it was not in service, summer break
- Really, more than a few times--probably once or twice/month
- My next-door neighbor uses #19 at Greystone and Chimney Corners all the time. Our son used #19 to get to Anderson from same stop years ago. Hate to lose that.
- Route 5, UT to Northcross
- My husband relies on bus 19 to get him to and from work downtown.
- My stepdaughter uses a bus every day, not sure which one
- Retired and old in garden home
- I don't ride the bus

**Q5: If you have not used the bus system, what are the primary reasons? (195 responses)**

Answer Options	Response Percent	Response Count
buses take too long to get to where I want to go	53.3%	104
buses don't go where I need to go	40.5%	79
unfamiliar with the bus schedule or where the buses go	34.9%	68
buses don't run often enough to fit my schedule	25.1%	49
bus stops are too far away or don't know where to park near a bus stop	23.6%	46
I don't feel safe on the bus	3.6%	7
Other (please specify)		58



The “Other” responses were as follows:

- using a car is easier (20 responses, in some form)
- no need (9 responses, in some form)
- I pay for parking at work. Much more convenient
- I'm retired. Would have ridden bus while working, if schedule was convenient.
- I don't get out much :)
- office close by to house
- mobility impaired; when reaching a destination, we face challenges getting on and off a bus, weather concerns, etc.
- Not in the habit
- I pretty much stay within our neighborhood each day
- Unpredictable schedule that sends me to many different parts of the city
- Shopping and then I have to carry with me the entire trip home - plus walk up the steep hill carrying whatever I purchased making the walk that much more difficult.
- Difficult to transport items with you on the bus
- We are very sad about the changes to Route 19
- difficult to make practical connections between buses
- elderly, so too much walking before and after bus
- Difficulty walking to bus stop due to hilly terrain
- we both work at home, so we never really GO anywhere! (i know, SAD!!!)
- commuting with 3 kids going to 3 different destinations = bus not convenient/time consuming
- hauling children to multiple locations on a tight schedule
- I have young kids
- Doesn't meet my needs. I'm a carpool mom.
- need on demand transportation
- I plan to ride the buses more often.
- Bus is too inconvenient for regular use.
- not convenient for my household needs
- Most of times I'm driving someone- a senior out of the neighborhood; driving to work-out at Curves on my own schedule. My grocery, doctors, dentist and church(on Balcones) are within my neighborhood.
- Mostly only travel in small NW area
- Don't want to ride the bus.
- Tried to use to go to Women's March but buses were overloaded and running late
- Car sick

**Q6: For several years, NWACA has held recycling events for BOPA (batteries, oil, paint, antifreeze) and for used electronics. Have you recycled items at one or more of these events? (267 responses)**

Answer Options	Response Percent	Response Count
yes	56.2%	150
no	43.8%	117

**Q7: If you have not participated in the recycling events, please explain why not. (93 responses)**

Responses:

- Not aware it was happening (20 responses)
- No need at the time (19 responses of this type)
- Timing of the event didn't work for us (17 responses)
- Not a member of NWACA at the time (7 responses)
- Recycle myself at the City facility (7 responses)
- Inconvenient (4 responses of this type)
- Forgot (3 responses)

- what we need to recycle was not on the BOPA list
- Did not know about them in advance to know to save these products for recycling at an event.
- Better to use other means to dispose of recycled items.
- Love it!!
- out of town and did not include items I wanted to recycle
- Unsure
- I usually go to the Farmers markets on Saturday mornings
- use city recycling
- I think the recycling event is a great service of NWACA
- I use them.
- batteries are only recycles that occur often; light bulbs are next, but aren't included
- just didn't get around to it
- Didn't get around to it; I'll try in the future, though
- We missed the paint recycling, but would definitely use it in the future.
- Haven't had the need but have paint cans for the next one!
- Just busy but it sounds great

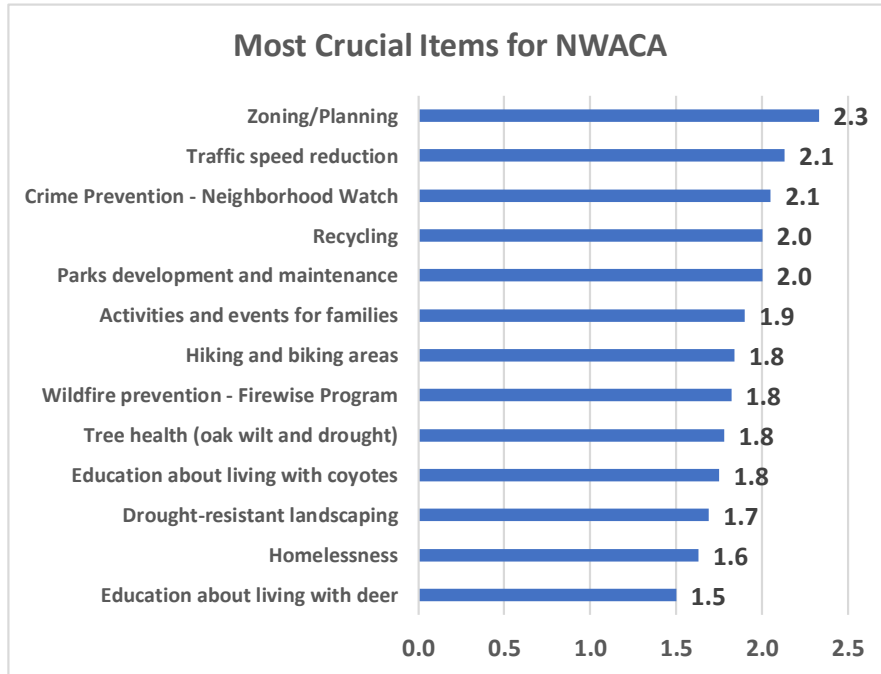
**Q8: Are there other household materials you have difficulty recycling and would like us to gather at a recycling event? (105 responses)**

Responses (after removing 29 No responses and things that are handled at BOPA – paint, batteries):

- Styrofoam - 20 responses
- electronics (phones, computers, etc.) - 13 responses
- light bulbs of all types - 11 responses
- shredding services and/or shredded paper - 8 responses
- chemicals, cleaning solutions, and pesticides - 8 responses
- medications for disposal - 3 responses
- increase the frequency - 2 responses
- paint thinner
- oil-based paints
- garden hoses
- old pool floats
- scrap wood
- minor home improvement debris
- Remodeling materials.
- Tires, lumber
- natural gas containers (for outdoor barbecue)
- Bulk trash items
- unusable clothing for textile recycling
- Plastic
- plastic bags
- packaging materials like "peanuts" & air-filled plastic bags, bubble wrap, etc.
- plastic bottles from prescriptions
- 5-gallon pail of driveway coating
- hazardous materials
- Old fire extinguisher

**Q9: What 3 neighborhood-centric areas do you think are most crucial for NWACA to work on in the coming year? [choose only 3] (264 responses)**

A rating was computed, based on first choice given a value of 3, second choice 2, and third choice 1.

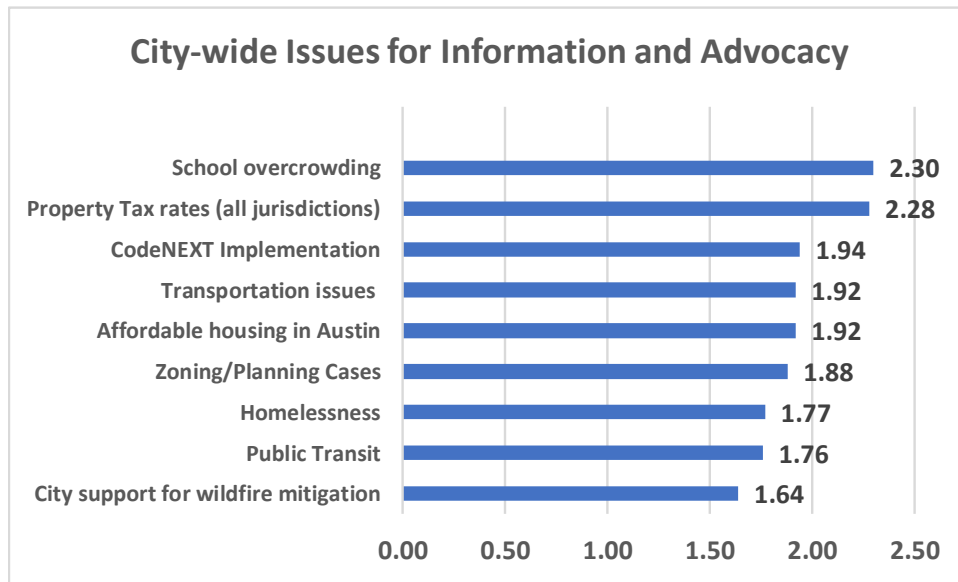


In the 27 **Other** responses, these were provided (with some respondents providing several items):

- Austin Oaks PUD (5 comments)
- Speed in the neighborhoods (3 comments)
- Schools (2 comments)
- In Northwest Hills, the main entrances are on Far West and Spicewood Springs Rd. Medians could be made more attractive, e.g. with crape myrtles (City used to give away free).
- The medians along Spicewood Springs Rd. need attention. Also, the sidewalk along this same road from Wood Hollow Drive up to the frontage road of MoPac looks terrible with all the weeds in the sidewalk.
- City does not clear out/cut out grass and weeds in the medians.
- People need to be reminded to pick up/throw away trash they see while walking or driving.
- Call businesses about grocery carts not in the stored area.
- Call 311 to pick up dead animals.
- Immediately call in any graffiti.
- light pollution - covering outdoor lights so they shine where intended rather than up the street or in the sky or blind drivers or shine in the windows of neighbors
- making apartment dwellers aware that they can and should belong to NWACA
- Living with our resettled refugees - getting to know them, etc.
- Affordability is #1
- review, establish long-term plan and get funds for sidewalks
- too much traffic
- traffic improvements - center turn lane on Mesa; congestion/bottleneck at Mesa and Spicewood Springs south of intersection
- safe, secure parking spaces for cycles (might use bus if nearby cycle parking)
- Would like more amenities/playground at Stillhouse Nature Preserve entrance
- Removing deer and coyotes.
- Would love to see you take up the issue of a sound barrier being constructed on 2222. The noise due to speeding and motorcycles is incredible.
- keep other District councilmembers out of our issues
- Stay out of politics!!

**Q10: Which 3 City-wide issue areas do you think are most critical for NWACA to provide information to you and to advocate for your concerns? [choose only 3] (259 responses)**

A rating was computed, based on first choice given a value of 3, second choice 2, and third choice 1.



Among the 11 **Other** responses, these were provided (with some respondents providing several items):

- Stop the PUD (2 comments)
- light pollution
- utility rates need to be lower
- City needs to stop allowing "crazy" into established neighborhoods.
- Affordable Housing is by far and away my family's biggest concern
- School recapture
- keeping the suburbs and neighborhoods suburbs and neighborhoods.
- Abolish Austin Oaks PUD
- several negative personal comments

**Q11: Are you a current member of NWACA? (267 responses)**

Answer Options	Response Percent	Response Count
Yes	79.0%	211
No	9.4%	25
Unsure	11.6%	31

**Q12: Please provide other suggestions and comments you have on NWACA activities or services. (51 responses)**

Responses were in these categories, with some people providing several items:

<b>Category</b>	<b>Responses</b>
NWACA Board Operations	12
Thank you	11
Improve the neighborhood	6
Good job by NWACA	5
Events	4
PUD	3
Traffic	3
Neighborhood is great!	2
Parks	2
Sidewalks	2
Zoning	2
Arts	1
Lights	1