

Overall Summary of Results

Technology & Communication Survey

RESIDENTIAL INFORMATION

1 Please tell us the subdivision/neighborhood you live in:

Amherst Estates	5	Horseman Drive	2
Austin Trails	3	Huntwick Estates	16
Barry Farms	2	Kingswood Estates	3
Belmont Park	3	Kirkland Estates West	9
Blondy Jhune	3	Lakeview Estates	4
Bois D'Arc Manor Estates	2	Lemontree Estates	6
Bristol Park	1	Lucas Creek Estates	11
Broadmoor Estates	9	Lynn Lane	1
Brookhaven Ranch Estates	3	McGarity Lane	1
Carey Lane	1	McMillen Estates	4
Choice Acres	1	North Fork	4
Christian Lane	3	Pecan Grove	1
Cimarron	2	Petway Farms	2
Claremont Springs	11	Prado Verde	1
Coelen Addition	1	Ranch at Pecan Grove	3
Country Club	2	Ranch Estates	1
Creekside Estates	3	Reserve at Forest Grove	1
Creekwood Estates	3	Rockland Farms	7
Dream on a Creek	1	Rolling Hills	1
Edgefield Lane	2	Rollingwood	3
Edgewood Estates	5	Saddlebrook Estates	12
Ella Brooke Estates	2	Skyview Estates	2
Enchanted Creek	4	Snider Lane	4
Estates of Camden	6	Southview	1
Fitzhugh	1	Stinson Highlands	7
Ford Ranch	1	Stonegate	13
Forest Creek Estates	9	Suckling Estates	1
Forest Grove	5	Tara	8
Fox Glen	2	The Enclave	2
Gabriel Fitzhugh	1	The Meadows	2
Glenbrook Estates	7	Tokalaun Park & Estuary	2
Graham Lane	2	Travis Ranch Estates	2
Green Meadows Estate	4	Trinity Hills	1
Greengate	1	Wendy Lane	3
Heritage Estates	1	White Rock Estates	5
Hidden Meadows	1	Willow Creek	3
Hillcrest Ranch Estates	2	Winding Creek Reserve	1
Holly Lane	1	Windmere Estates	1
Holyoak Lane	1	Winningkoff	1
Honeysuckle Lane	1	Wolf Creek	10
		Woodmoor	3

TOTAL RESPONSES **283**

2 Which Geographical Area do you reside in?

Zone 1	88
Zone 2	111
Zone 3	124
Zone 4	69
N/A	8

TOTAL RESPONSES **400**

TECHNOLOGY

3 Do you have access to the internet?

Yes	386
No	14
TOTAL RESPONSES	400

4 If yes, who is your Internet Service Provider?

AT&T	169
Cellular Card	1
Frontier	81
Grande Communications	1
HughesNet	13
Rise Broadband	87
SuddenLink	30
Time Warner/Spectrum	
<i>Other</i>	26
<i>Dishnet</i>	2
<i>Verizon</i>	4
<i>Viasat</i>	5
TOTAL RESPONSES	419

5 What level of internet speed do you purchase?

5 MB or less	64
20 MB or less	120
100 MB or less	119
> 100 MB	34
TOTAL RESPONSES	337

6 What delivery method for your Internet service?

Cable	29
Cellular	28
DSL	81
Fiber	120
Hot Spot	6
Satellite	35
Twisted Pair	17
<i>Other</i>	5
<i>Air Direct Sight</i>	1
<i>Antenna</i>	4
<i>Broadband</i>	2
<i>Fixed Tower</i>	2
<i>Hybrid</i>	1
<i>Line of Sight</i>	4
<i>Microwave</i>	4
<i>Radio</i>	5
<i>RF</i>	1
<i>Sight to Sight</i>	1
<i>VOIP</i>	1
<i>Water Tower</i>	8
<i>Wireless</i>	9
TOTAL RESPONSES	364

7 Please rate your level of satisfaction with your internet service provider.

Very Satisfied	56
Satisfied	140
Dissatisfied	125
Very Dissatisfied	45
TOTAL RESPONSES	366

COMMUNICATION

8 What is your overall opinion of City of Lucas communication?

Excellent	107
Very Good	172
Fair	72
Poor	34
TOTAL RESPONSES	385

9 How often do you use and/or access the City's website?

Never	55
Seldom	172
Sometimes	142
Frequently	121
TOTAL RESPONSES	490

10 How do you currently receive information about the City?

City Website	159
Face-to-Face/Word of Mouth	67
Lucas Leader	332
Mailers	25
Newspapers	31
Nixle	156
Signage	138
Social Media	134
TOTAL RESPONSES	1042

**11 What is your preferred way to receive news and information about the City?
(Rank Order: 1=Most Important, etc.)**

	1	2	3	4	5	6	7	8
City Website	65	91	55	47	15	3	2	1
Face-to-Face/Word of Mouth	9	4	13	18	16	40	26	13
Lucas Leader	254	74	30	9	7	3	0	0
Mailers	18	14	32	14	20	12	20	25
Newspaper	4	5	8	5	13	13	32	34
Nixle	103	36	35	14	16	5	7	7
Signage	26	14	43	50	33	28	5	5
Social Media	43	29	38	30	34	16	4	8
TOTAL RESPONSES	522	267	254	187	154	120	96	93

12 What types of information are you interested in?

Breaking News	350
City Council Actions & Decisions	304
City Meeting & Agendas	263
City Programs & Services	214
Community Events	302
Law Enforcement & Fire Alerts	300
Policy & Ordinance Information	246
Public Notices	236
Special Projects	238
Other	3
Crime	1
Garage Sales	1
History	1
Internet	4
Road Construction	4
Volunteer	1
TOTAL RESPONSES	2468

13 How frequently do you read the Lucas Leader?

Never	1
Seldom	6
Sometimes	20
Frequently	371
TOTAL RESPONSES	398

**14 The City is considering the implementation of video streaming City Council meetings.
How likely would you be to utilize this program?**

Never	44
Seldom	116
Sometimes	171
Frequently	52
TOTAL RESPONSES	383

Summary of Zone Results

Technology & Communication Survey

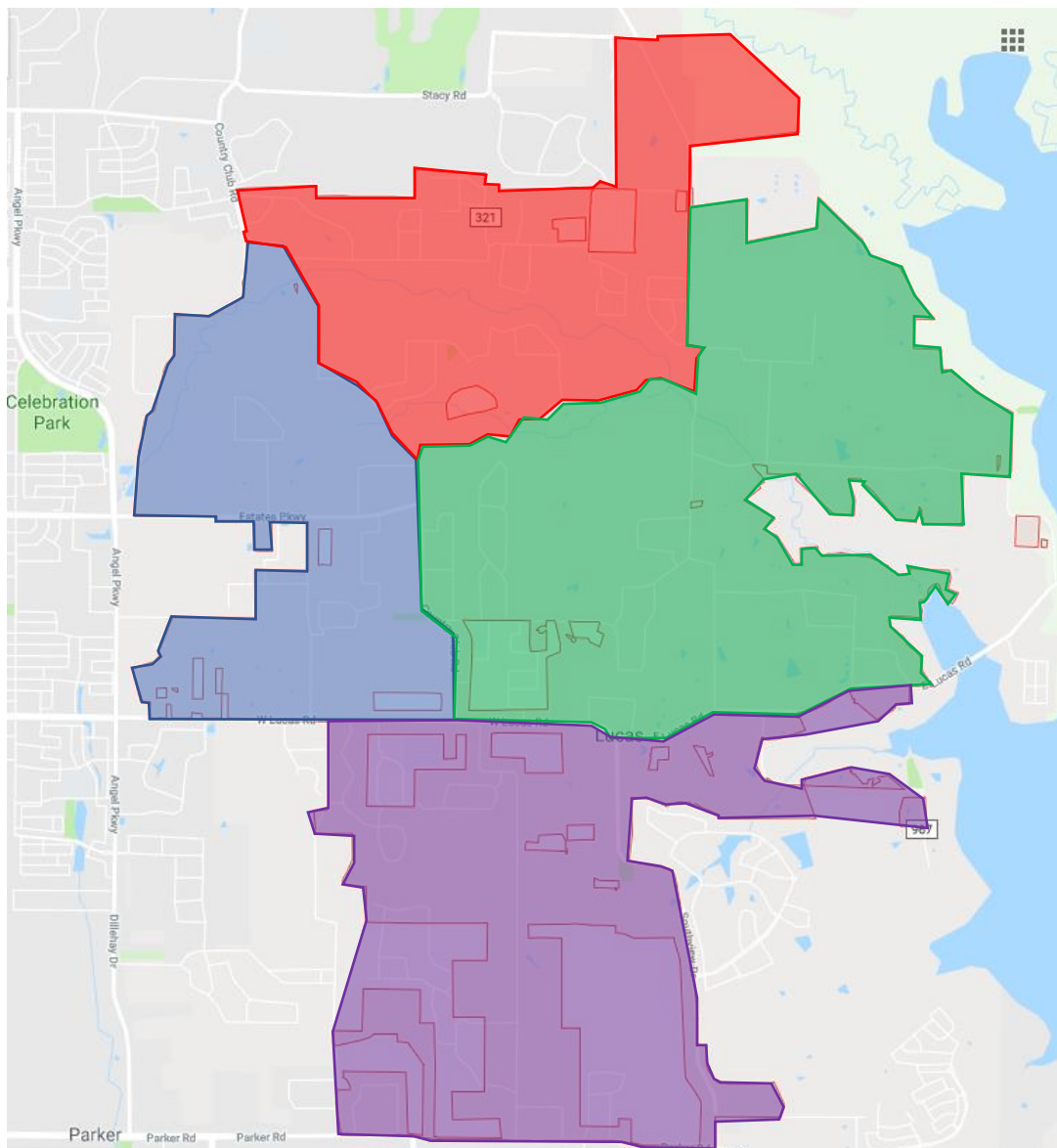
SURVEY ZONING MAP

Zone 1 – North of West Lucas Rd. & West of Country Club Rd. (FM 1378)

Zone 2 – East of Country Club Rd., North of Blondy Jhune Rd., & West of Orr Rd.

Zone 3 – East of Country Club Rd., South of Blondy Jhune Rd., North of East Lucas Rd., & East of Orr Rd.

Zone 4 – South of West Lucas Rd. & South of East Lucas Rd.

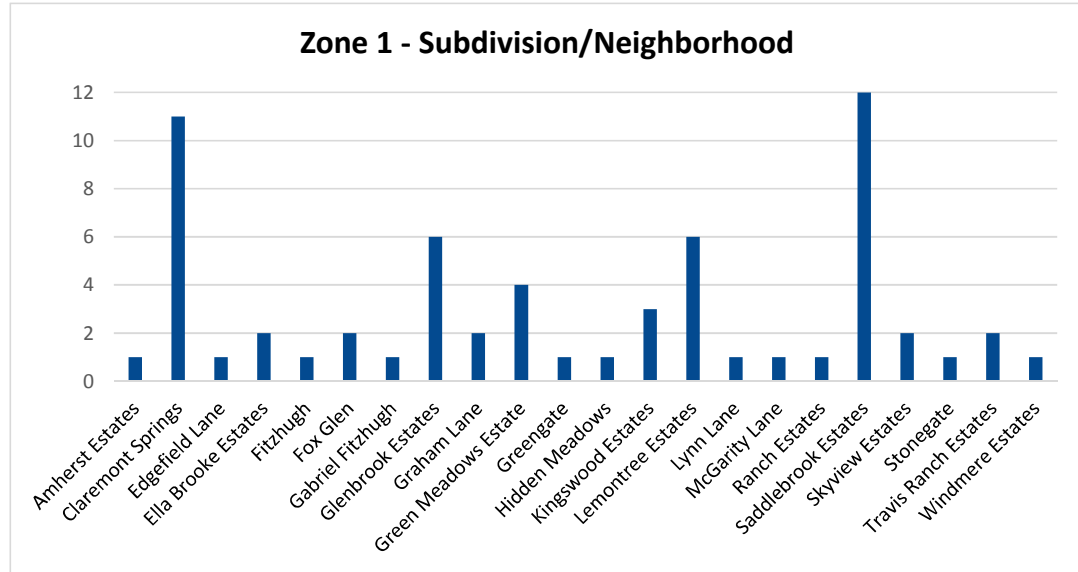


ZONE 1 Total Surveys Submitted 88

Subdivision/Neighborhood

Amherst Estates	1
Claremont Springs	11
Edgefield Lane	1
Ella Brooke Estates	2
Fitzhugh	1
Fox Glen	2
Gabriel Fitzhugh	1
Glenbrook Estates	6
Graham Lane	2
Green Meadows Estate	4
Greengate	1
Hidden Meadows	1
Kingswood Estates	3
Lemontree Estates	6
Lynn Lane	1
McGarity Lane	1
Ranch Estates	1
Saddlebrook Estates	12
Skyview Estates	2
Stonegate	1
Travis Ranch Estates	2
Windmere Estates	1

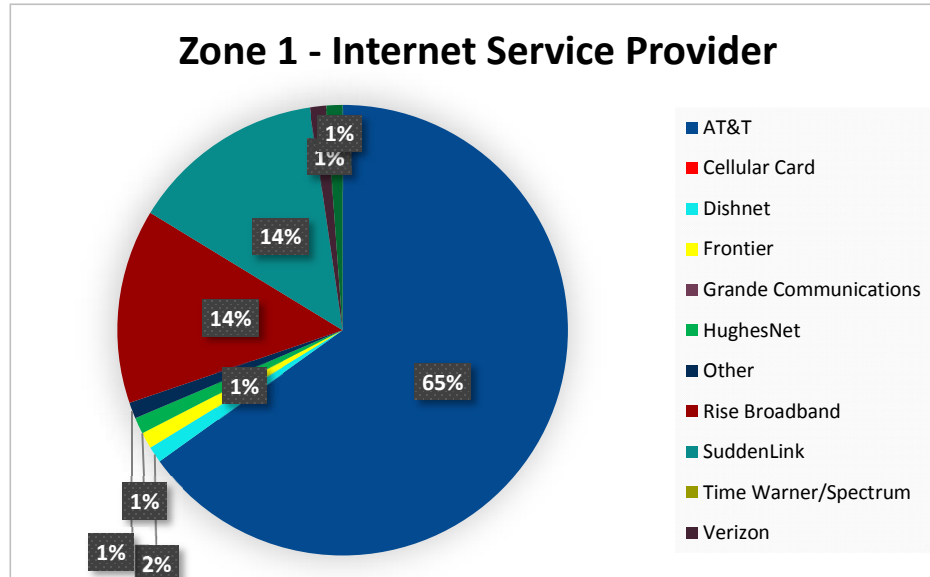
TOTAL RESPONSES 63



Internet Service Provider

AT&T	56
Cellular Card	
Dishnet	1
Frontier	1
Grande Communications	
HughesNet	1
Other	1
Rise Broadband	12
SuddenLink	12
Time Warner/Spectrum	
Verizon	1
Viasat	1

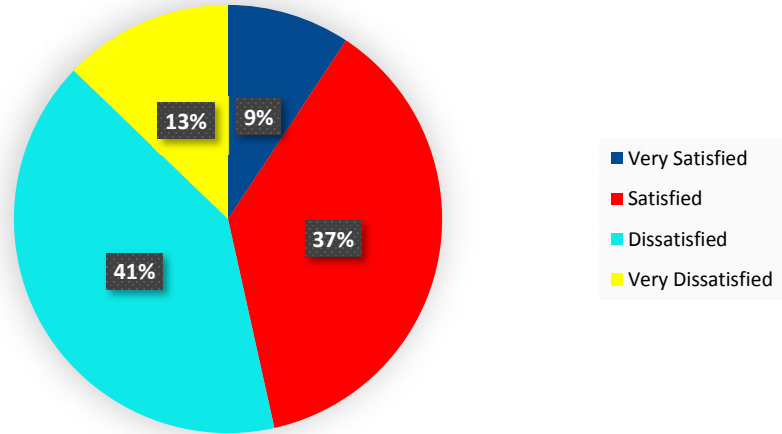
TOTAL RESPONSES 86



Internet Satisfaction

Very Satisfied	8
Satisfied	32
Dissatisfied	35
Very Dissatisfied	11
TOTAL RESPONSES	86

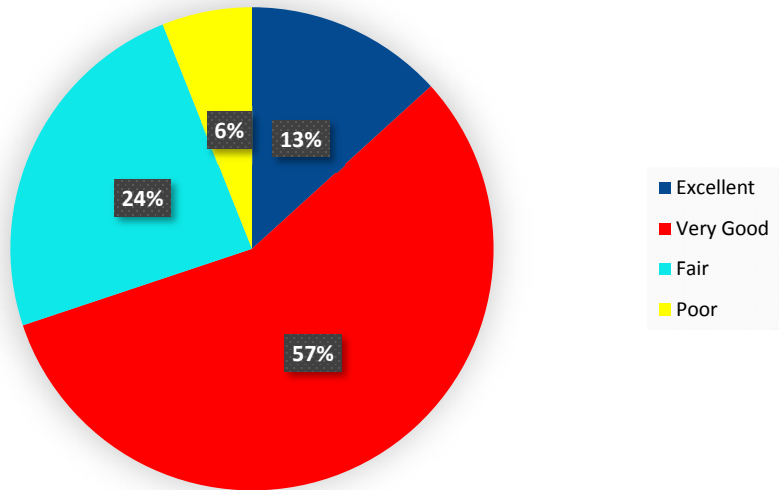
Zone 1 - Internet Satisfaction



City of Lucas Communication

Excellent	11
Very Good	47
Fair	20
Poor	5
TOTAL RESPONSES	83

Zone 1 - City Communication



ZONE 2 Total Surveys Submitted 111

Subdivision/Neighborhood

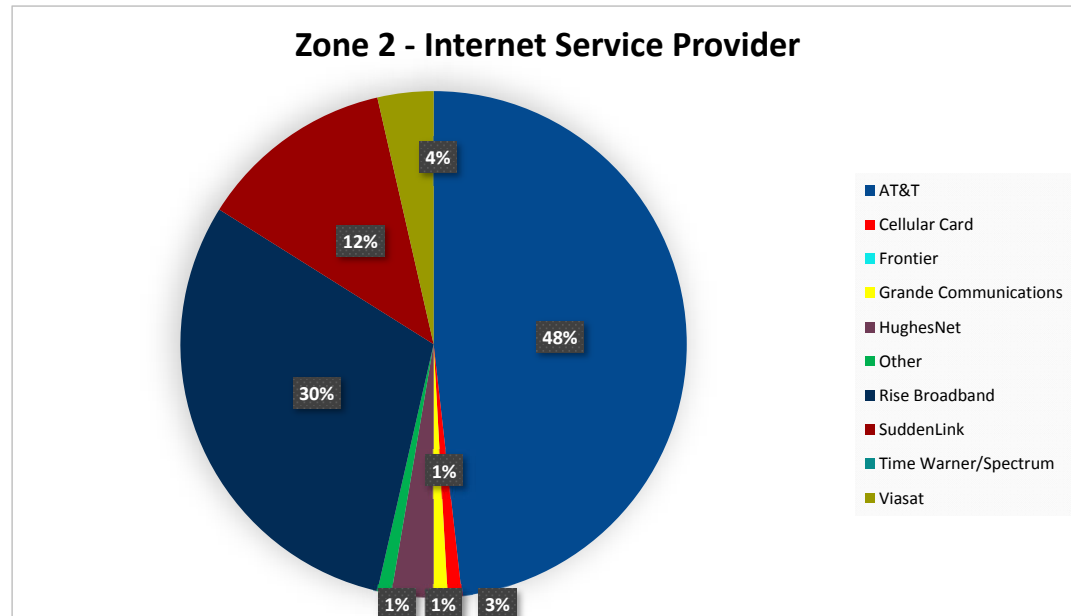
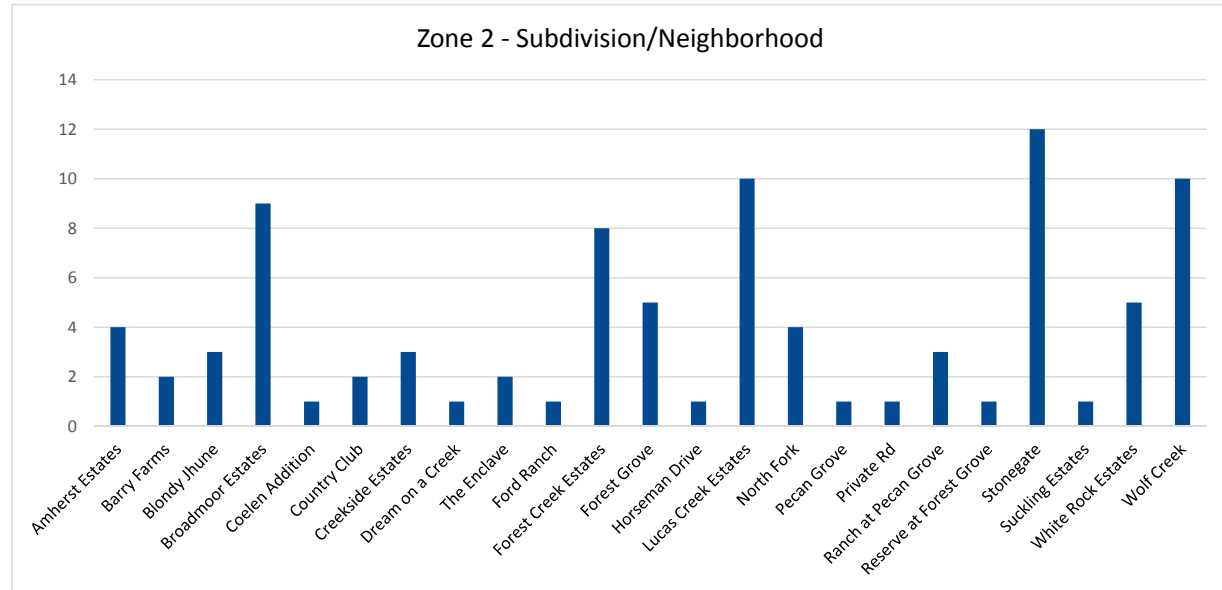
Amherst Estates	4
Barry Farms	2
Blondy Jhune	3
Broadmoor Estates	9
Coelen Addition	1
Country Club	2
Creekside Estates	3
Dream on a Creek	1
The Enclave	2
Ford Ranch	1
Forest Creek Estates	8
Forest Grove	5
Horseman Drive	1
Lucas Creek Estates	10
North Fork	4
Pecan Grove	1
Private Rd	1
Ranch at Pecan Grove	3
Reserve at Forest Grove	1
Stonegate	12
Suckling Estates	1
White Rock Estates	5
Wolf Creek	10

TOTAL RESPONSES 90

Internet Service Provider

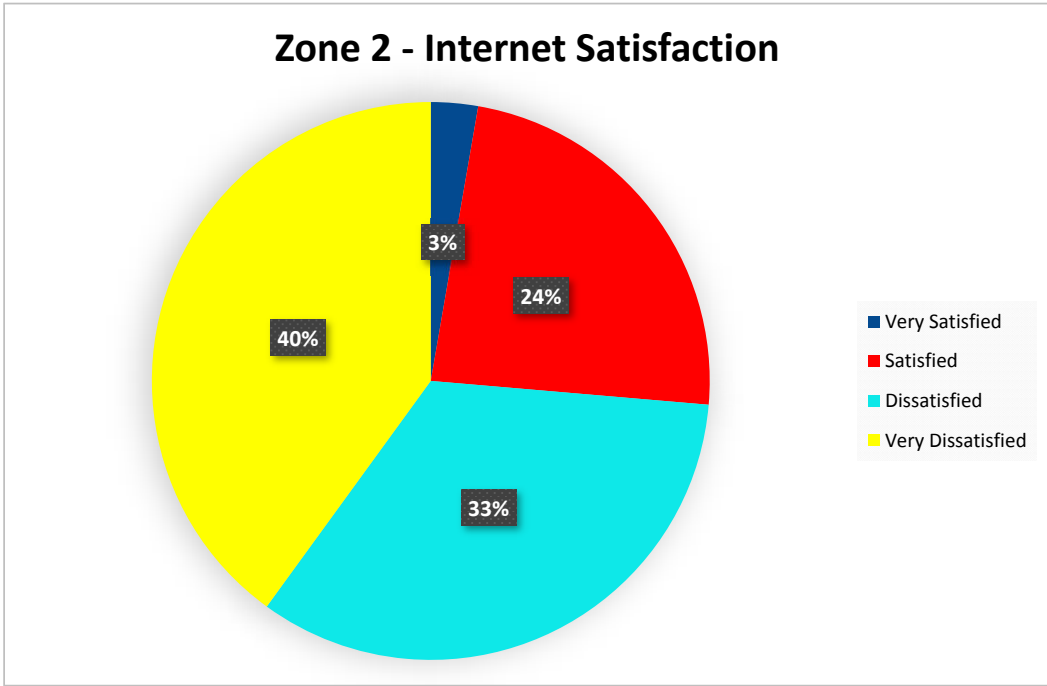
AT&T	54
Cellular Card	1
Frontier	
Grande Communications	1
HughesNet	3
Other	1
Rise Broadband	34
SuddenLink	14
Time Warner/Spectrum	
Viasat	4

TOTAL RESPONSES 112



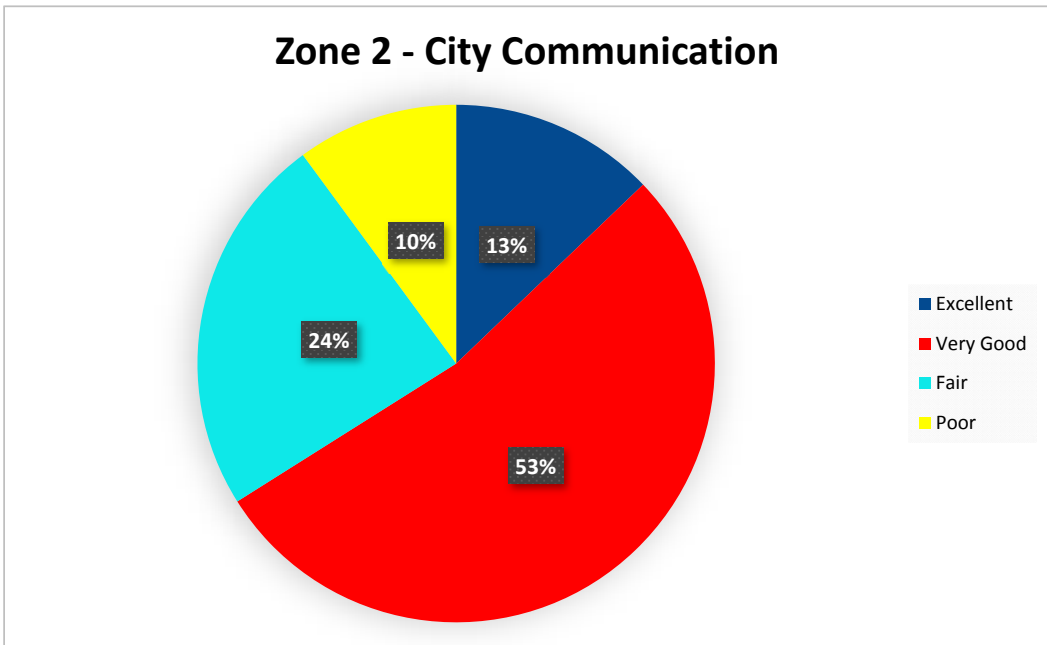
Internet Satisfaction

Very Satisfied	3
Satisfied	26
Dissatisfied	37
Very Dissatisfied	44
TOTAL RESPONSES	110



City of Lucas Communication

Excellent	14
Very Good	58
Fair	26
Poor	11
TOTAL RESPONSES	109



ZONE 3 Total Surveys Submitted 124

Subdivision/Neighborhood

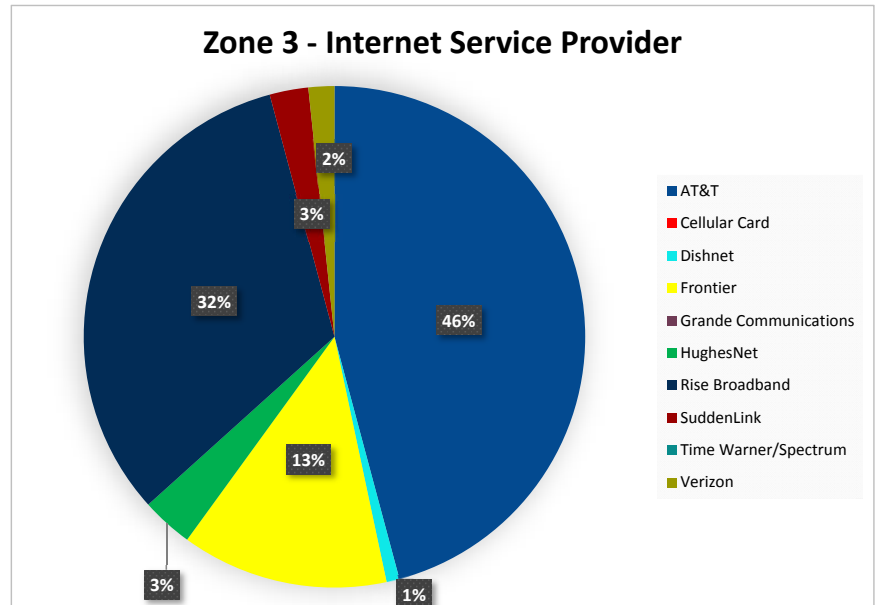
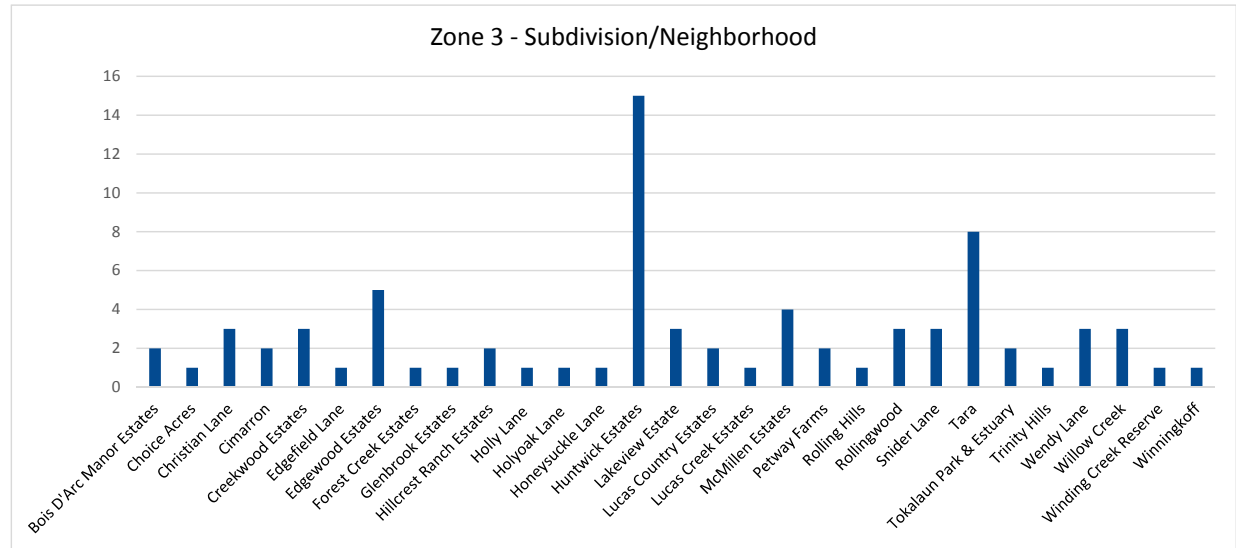
Bois D'Arc Manor Estates	2
Choice Acres	1
Christian Lane	3
Cimarron	2
Creekwood Estates	3
Edgefield Lane	1
Edgewood Estates	5
Forest Creek Estates	1
Glenbrook Estates	1
Hillcrest Ranch Estates	2
Holly Lane	1
Holyoak Lane	1
Honeysuckle Lane	1
Huntwick Estates	15
Lakeview Estate	3
Lucas Country Estates	2
Lucas Creek Estates	1
McMillen Estates	4
Petway Farms	2
Rolling Hills	1
Rollingwood	3
Snider Lane	3
Tara	8
Tokalaun Park & Estuary	2
Trinity Hills	1
Wendy Lane	3
Willow Creek	3
Winding Creek Reserve	1
Winningkoff	1

TOTAL RESPONSES 77

Internet Service Provider

AT&T	55
Cellular Card	
Dishnet	1
Frontier	16
Grande Communications	
HughesNet	4
Rise Broadband	39
SuddenLink	3
Time Warner/Spectrum	
Verizon	2

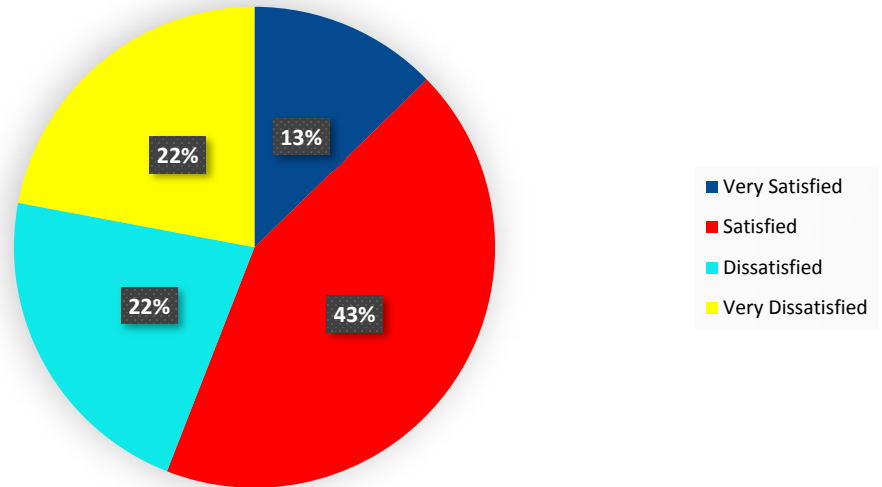
TOTAL RESPONSES 120



Internet Satisfaction

Very Satisfied	15
Satisfied	51
Dissatisfied	26
Very Dissatisfied	26
TOTAL RESPONSES	118

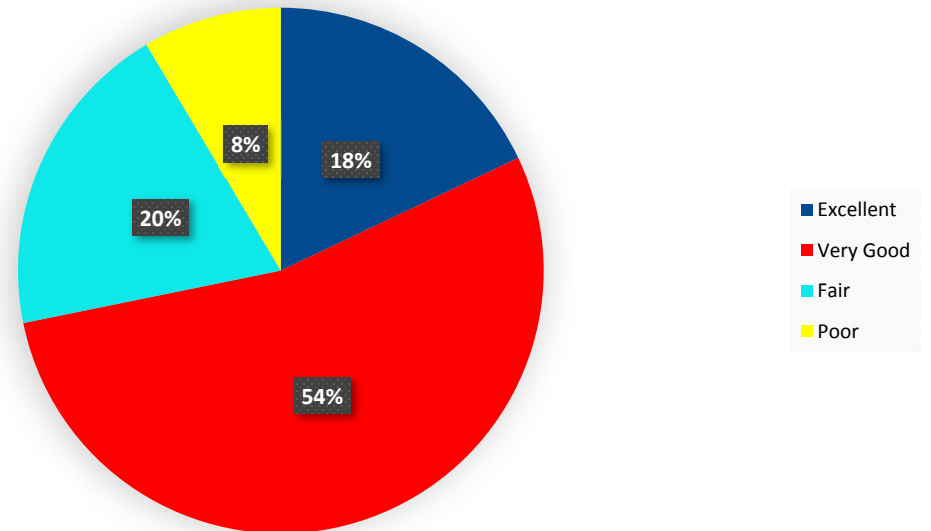
Zone 3 - Internet Satisfaction



City of Lucas Communication

Excellent	21
Very Good	63
Fair	23
Poor	10
TOTAL RESPONSES	117

Zone 3 - City Communication

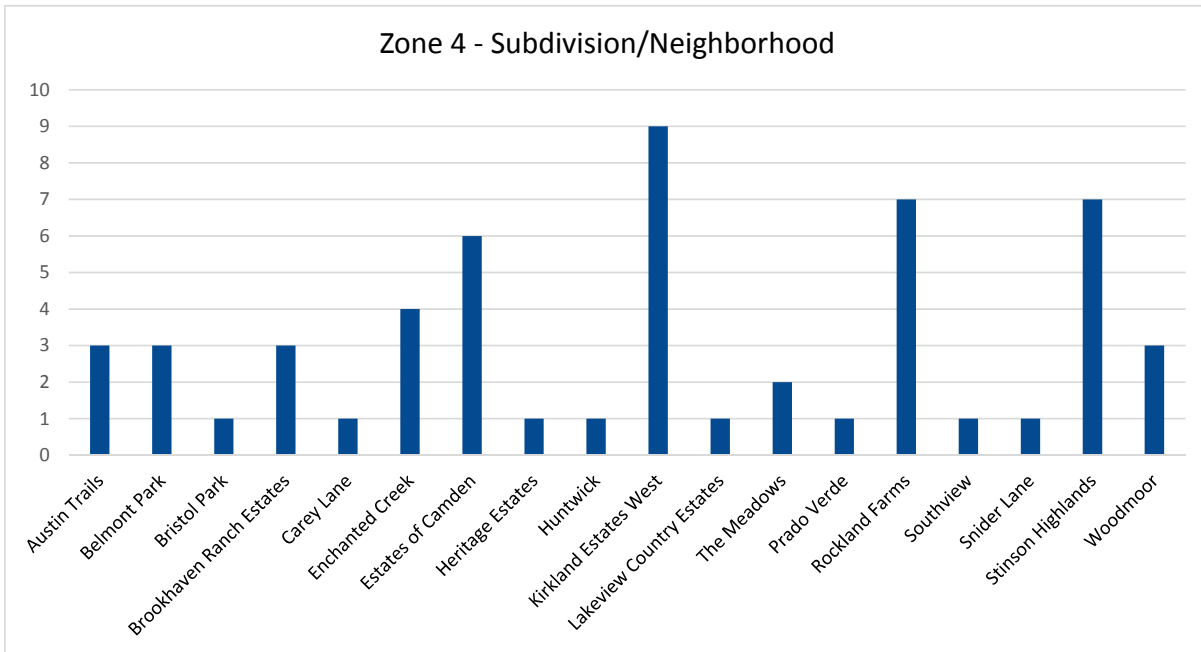


ZONE 4 Total Surveys Submitted 69

Subdivision/Neighborhood

Austin Trails	3
Belmont Park	3
Bristol Park	1
Brookhaven Ranch Estates	3
Carey Lane	1
Enchanted Creek	4
Estates of Camden	6
Heritage Estates	1
Huntwick	1
Kirkland Estates West	9
Lakeview Country Estates	1
The Meadows	2
Prado Verde	1
Rockland Farms	7
Southview	1
Snider Lane	1
Stinson Highlands	7
Woodmoor	3

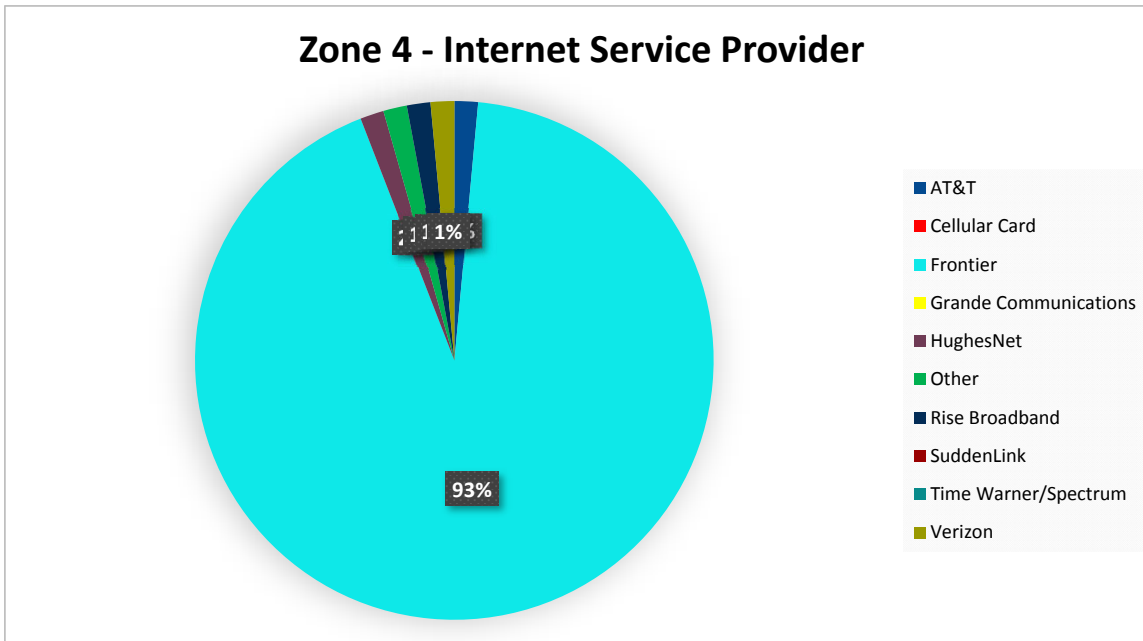
TOTAL RESPONSES 55



Internet Service Provider

AT&T	1
Cellular Card	
Frontier	63
Grande Communications	
HughesNet	1
Other	1
Rise Broadband	1
SuddenLink	
Time Warner/Spectrum	
Verizon	1

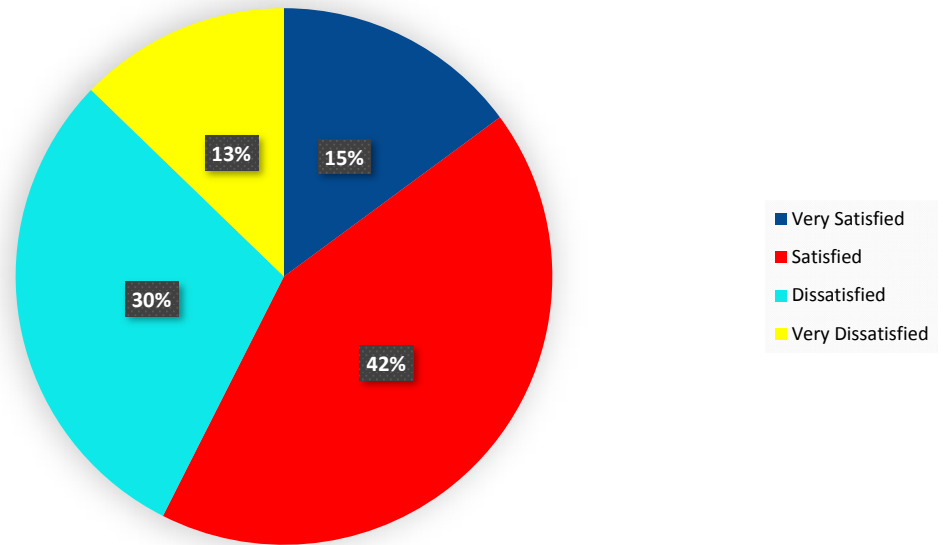
TOTAL RESPONSES 68



Internet Satisfaction

Very Satisfied	7
Satisfied	20
Dissatisfied	14
Very Dissatisfied	6
TOTAL RESPONSES	47

Zone 4 - Internet Satisfaction



City of Lucas Communication

Excellent	17
Very Good	33
Fair	14
Poor	4
TOTAL RESPONSES	68

Zone 4 - City Communication

