

Meeting-in-a-Box Recap

One of the public engagement tools used to gather feedback during the Community Summit 1 portion of the Envision Richardson Comprehensive Plan Update was a technique called Meeting-in-a-Box. A toolkit of materials was provided to Project Ambassadors—community members who volunteered to facilitate small group discussions—for use in meetings with their neighborhood associations, religious organizations, business associates, cultural groups, etc. Questions were provided to the Ambassadors to encourage targeted discussion among residents and stakeholders on the future of Richardson.

Twenty-four (24) community members volunteered as Project Ambassadors, and 20 discussions involving approximately 80 individuals were held in June and July of 2023. Meeting materials/questions were made available in nearly 100 languages utilizing Google Translate on the project website. Not all the Ambassadors who volunteered were able to take part in the first Community Summit, but all will be encouraged to continue their participation in the next round of public engagement.

The groups that provided feedback in the exercise include:

- Seniors
- Professionals with Kids
- Richland Park Neighbors
- Parents
- Family with Kids
- Emergency Management
- Young Families
- UTD Students
- Northrich Neighborhood
- Richardson Rotary
- Prairie Creek Neighborhood
(Located within Canyon Creek)

Thirteen (13) questions were provided in the Meeting-in-a-Box materials. Ambassadors were encouraged to work through as many questions as possible in their discussions but to focus on those that seemed most important to their groups if they were not able to cover them all.

Disclaimer: *Comments in this document were transcribed in accordance with the statements submitted in reports from the Meeting-in-a-Box discussions without regard to grammatical errors.*

Question 1: Describe Richardson today in terms of what’s working well and what’s not.

Working Well	Not Working
Richardson is a great family community and I appreciate city's respond for this house owner for help from time to time. I am resident of Richardson for more than 40 years.	On the downside, our water rates are too high.
City services are excellent. Traffic is manageable locally. Diversity of food.	Visually the city is not pleasing.
It's multicultural, and busy but still a safe suburb. The mature trees and parks make Richardson distinct amongst some neighboring suburbs too.	<ul style="list-style-type: none"> • There could be more family activities. • Build a pavilion and outdoors event area. • Trash at the parks especially Prairie Creek is a problem. • Please improve the trash cans in both number and quality and provide recycling cans too. • A more progressive approach especially when it comes to recycling.
Richardson is a great place to live, with a responsive city government and lots of wonderful amenities.	On the other hand, there are pockets in the city that don't appear to be maintained well both by the city and homeowners.
<ul style="list-style-type: none"> • City building - Fire, Police, recreation centers, library. • Great parks well maintained. • Great financial leadership. • Sanitation frequency and efficiency and easy recycle program. • Good programs sponsored by city to learn more about city services (CARES, Citizen Fire and Police Academy). 	<ul style="list-style-type: none"> • Some zoning is questionable. • Uneven development. • Some areas of city seem to get more attention than other areas, especially in southeast section of Richardson. • Development of more and more apartments, services must match the increase of population. • Better communication and easier ways to find answers to city services. • More concerned for economics than integrity of neighborhoods. • Some neighborhood parks and playgrounds need upgrades.
<ul style="list-style-type: none"> • Revitalization of Richardson in the last 7 years we have been here has been excellent. • New businesses are filling existing (and now updated) developments with more and more amenities coming here. 	The cost of house continues to go up significantly, which is not good. There should be a focus on improving the infrastructure of these old neighborhoods and adding more single-family dwellings over apartment complexes.
Love the wildflower plantings, and arts and music festivals.	Need to expand our recreation offerings.

Working Well	Not Working
<ul style="list-style-type: none"> • City Sanitation services are pretty good. • The public schools are so great. • We think a lot is going well! We love the variety of people, opportunities, schools, restaurants, etc. • We are pleased with city services/library, and frequently access multiple city parks/pools. 	<p>Infrastructure seems to be the go-to problem area - potholes, old plumbing, musty schools/city buildings.</p>
<ul style="list-style-type: none"> • I like the amenities and city activities. • Excellent growth and parks. 	<ul style="list-style-type: none"> • Pools/pool usage below par for other cities • Lack of businesses on Main Street, Spring Valley Corridor crime/lack of improvements • I can't STAND the number of people that park on the side of the road, especially when it's both sides, which make it hard to safely pass at times. It's extremely infuriating when people park where there are clearly visible signs stating NOT to park there. Police seem to not patrol at all, making unsafe traffic violations an increasing prevalent offense all of which goes unchecked - school zones are the WORST. Our city could be MUCH safer if traffic laws were enforced, and road signs were adhered to by residents and people passing through.
<ul style="list-style-type: none"> • Police response to concerns/crime. • Fire station very welcoming and allowed a group of families to tour the station. • Many parks and playgrounds to visit. • Recreation centers offer a variety of summer camps and activities for kids. • Happy with our neighborhood school Jess Harben Elementary. 	<ul style="list-style-type: none"> • Parks often have fire and mosquito issues (ex. Glenville Park, Terrace). • No bathrooms at some parks (Glenville). • Terrible experience at MST Elementary). • Wish the downtown Richardson area was more family friendly and a place to hang out. • Would be nice to have upscale area for adults to dine and do activities with friends.
<ul style="list-style-type: none"> • The diversity in culture, restaurant's, religions, etc. • Safe place to live with good schools and somewhat affordable housing (compared to City of Dallas). • Good selection of big box stores (Target, Walmart, TJ Maxx, Ross, Big Lots, and plenty of grocery store options and LOTS of fast food. 	<ul style="list-style-type: none"> • Budget shortfalls in RISD. • Downtown area is seriously lacking. There are multiple empty businesses, lots of repetitive business and lack of variety. We need more small businesses like clothing boutiques, bakeries, home & interior stores, etc. • We are severely lacking for shopping (malls/department store type options),

Working Well	Not Working
	nice restaurants (that are not fast food or casual), nightlife (lots of dive bars but limited options for live music, crafty cocktails).
The caring community, values of inclusion.	N/A
Richardson has the right mix of corporate growth and residential support to keep the neighborhoods desirable while still attracting new corporate residents to build factories or offices here.	N/A
<ul style="list-style-type: none"> • It's a nice, safe place to live. • The extra Rec center programming is outstanding and inclusive. 	<ul style="list-style-type: none"> • Would be nice to have more restaurants and entertainment/fun things to do. • RISD once very well thought of is losing ground quickly.
<ul style="list-style-type: none"> • Richardson has been really responsive to the community. • Students liked the addition of bike lanes to many of the roads, and because it has made the roads more 'relaxing' to drive on. • It is really safe too. 	<ul style="list-style-type: none"> • The perceived oldness or certain parts of Richardson. • Richardson should gentrify some neighborhoods such as what was done in Dallas.
<ul style="list-style-type: none"> • Small time feel, access to City Staff and Facilities. • Trash and Bulk pick up. • Comprehensive Plan updates are good. • Rec center revamps looks nice. 	<ul style="list-style-type: none"> • Empty retail buildings/office buildings that need updates. • Look at updating the buildings/landscaping. Scheduled meetings (monthly with neighborhoods). • Bond elections need to focus on neighborhoods especially infrastructure. • Too many big businesses not enough small to medium sized businesses. • Use neighborhood assoc. to pit one against each other
<ul style="list-style-type: none"> • City services and infrastructure/roads. • School districts. 	<ul style="list-style-type: none"> • Participant critical of the TIF in the CityLine area indicating \$100M was being returned to the developer as part of the agreement, then referenced the need by COR to seek a \$100M bond for city infrastructure that could have been facilitated through the increased taxes from CityLine. Also referenced concern with the TI agreement (paying TI to build). • The number of multi-family housing developments has reduced inventory or the amount of development opportunities for corporate campuses.

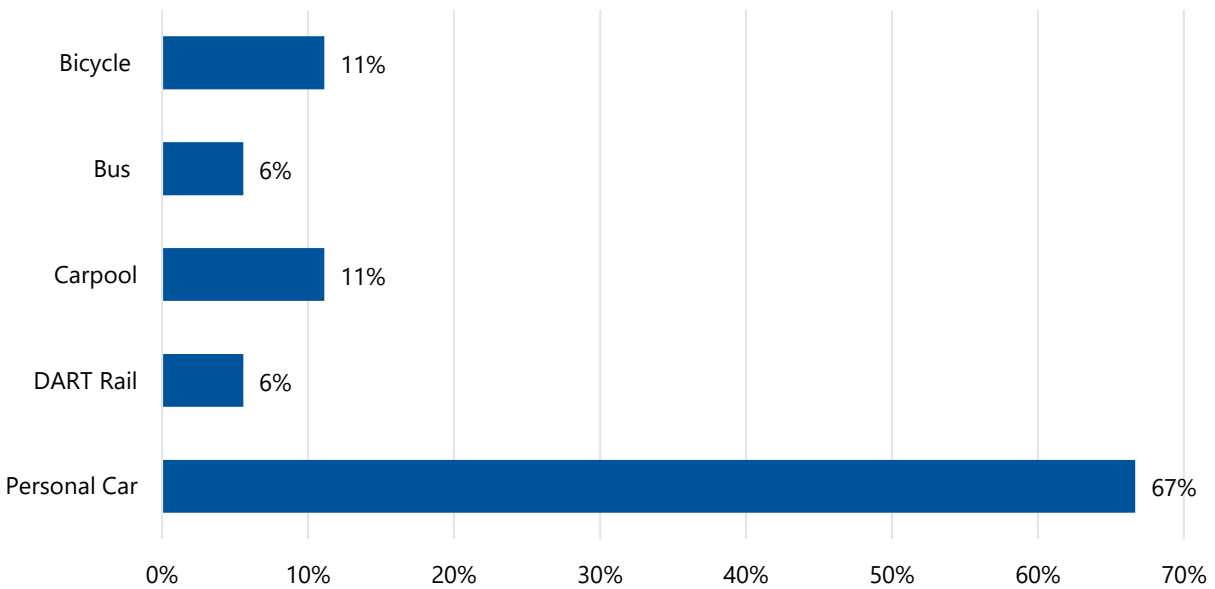
Working Well	Not Working
<ul style="list-style-type: none">• City services- everyone was very happy with city services such as police, fire, trash, water.• Parks is a big part of the appeal of Richardson.	N/A

Question 2: What word(s) or phrase(s) would you use to describe the most desirable future for Richardson in the next 20 to 25 years?



Question 3: How do you usually get around in Richardson and the region today? In what way(s), if any, do you see your transportation needs changing in the future? What role should alternative transportation options (DART rail, bus service, rideshare services, bike lanes, trails, etc.) play in the City’s overall mobility strategy?

How do you usually get around in Richardson and the region today?



<p style="text-align: center;">In what way(s), if any, do you see your transportation needs changing in the future?</p>	<p style="text-align: center;">What role should alternative transportation options DART rail, bus service, rideshare services, bike lanes, trails, etc. play in the City's overall mobility strategy?</p>
N/A	I support additional rail transportation
I don't see my needs changing much.	I would like to see more bike lanes and trails.
We drive and carpool to best possible.	Due to the stage of life, we are in with kids
N/A	The city could do a lot to improve walkability. There are several busy areas in the city that don't have sidewalks. There are many cases where construction closes sidewalks. I believe there should be ordinances that require sidewalks remain open or safe temporary sidewalks be built when construction would interfere with pedestrian traffic.
Would use DART more often, but it seems to have gone down in terms of safety and cleanliness in the last few years.	<ul style="list-style-type: none"> • Need safer bike lanes, actual lanes and not just signs signifying bike lanes. • More crosswalks for walkability to businesses.
N/A	Would like safe options for walking and biking to encourage those who need those options.
N/A	We don't use the buses, so I don't know how accessible and convenient the routes are, but I believe that is an important factor for equitable opportunities for all. We would love to see some more nature trails.
We have never biked nor used public transportation, so we have no option to offer.	We use cars, do not see massive need for alternate transportation.
I used the rail when I worked downtown and bus when I was in high school.	<ul style="list-style-type: none"> • We would love to see a local tram going down the main streets. • Better parking especially in downtown. • People love bike trails and walking trails.

<p style="text-align: center;">In what way(s), if any, do you see your transportation needs changing in the future?</p>	<p style="text-align: center;">What role should alternative transportation options DART rail, bus service, rideshare services, bike lanes, trails, etc. play in the City's overall mobility strategy?</p>
<p>Sharing the road makes us nervous as we use bicycles for transport.</p>	<ul style="list-style-type: none"> • We would love more exclusively bike lanes. • DART rail by UTD feels like a must.
<ul style="list-style-type: none"> • Occasionally we will use the DART rail to access a special event in Dallas like the convention center, American Airlines arena, or the Zoo. • Additionally, enhanced public transportation supports an eco-conscious community. 	<ul style="list-style-type: none"> • The DART/TRE would be more attractive to us if there were ways to go more diagonally across DFW from where we live. • This could also benefit those commuting into Richardson which current estimates show our daytime population increasing to two hundred thousand could benefit from increased access to public transportation options.
<p>I don't plan to use other forms of transportation.</p>	<p>I think it's nice that the city has other options available for those who want to use them.</p>
<p>I came from Chicago, and I love the bike lanes and DART as options.</p>	<p>We frequently use both as well as the bike trails.</p>
<ul style="list-style-type: none"> • The 883 West bus route was a primary mover. Due to UTD's location, the participants utilized the bus service far more than the rail. • There was a mention of how the 883-bus frequency is not nearly as good with the traffic that is going on in around the silver line construction zones. 	<p>Increased frequency would be nice and the possibility of lessening the time it takes to go to.</p>
<p>N/A</p>	<p>Everyone is excited about rail to DFW airport.</p>

Question 4: Given that the city is almost built out and much of the housing stock and building inventory is decades old, how does Richardson continue to grow and stay relevant in the region economically and remain a desirable place in which to live/work/have a business?

Responses
<ul style="list-style-type: none"> • No restriction on renovations and teardown/new builds. • Short term rental bans. • Multifamily zoning separates from single family.
<p>Allowing build of multiple apartments that are left half vacant is probably not a practical solution as the owners of these half vacant complexes would not care for them aesthetically and this will eventually result in deteriorating effects on the city.</p>
<p>Growth with a fixed area requires more density. I'm not a fan of the big apartment complexes that have sprouted up around the city in the last 10 years, but I do like the idea of 2-flat and 4-flat Chicago-style condo buildings dispersed in neighborhoods, built at roughly the same scale as some of the huge single-family homes in our neighborhoods. This is common in Chicago, but I also recently spent some time in Tampa in some very desirable neighborhoods (Hyde Park & Bayshore Gardens) and it was interesting to see a mixture of single-family, small-scale condo and high-rise condos, sometimes on the same street.</p>
<ul style="list-style-type: none"> • Housing available for a variety of incomes to address financial challenges of moderate-income workers, homes for all stages of life from first home to downsizing as population ages. • Working with neighborhood vitality and redevelopment, if homes are knocked down the new homes should fit into the neighborhood in size and design. • Neighborhoods have a good working relationship with city. • Apartments are necessary but keep neighborhood's integrity a priority • Equal emphasis on East Richardson as West Richardson.
<ul style="list-style-type: none"> • For commercial building inventory, encouraging owner to updated and maintain older developments. There are still quite a few outdated developments throughout Richardson. • For housing, the cost of living is going up so rapidly, Richardson will not be a city young families can purchase in soon. We are in our first home (purchased) from 2015 and are struggling to see where we can move in Richardson for more space but still afford.
<p>There are a lot of rundown apartment complexes off Beltline Rd near Bowser that really need to be maintained or redeveloped. It's also a missed opportunity not to develop the Richardson square area with the Empty old Sears building. It's so much concrete right now and wasted space they could be turned into an amazing mixed-use space (living, retail, recreation).</p>
<ul style="list-style-type: none"> • I don't think it's relevant, everyone rather live in Frisco or elsewhere since the scene and culture is more updated. • I hate that perfectly good homes are being bulldozed to make way for giant houses that don't fit the style of the neighborhoods. I'm sure there are city ordinances regulating this type of thing, so maybe they're not being enforced? These huge, out of place homes are driving up housing prices, making Richardson less and less accessible for young families, single professionals, empty nesters looking to downsize, etc., much less those who come from historically economically marginalized backgrounds - some might call the current situation a new version of red-lining.

Responses
<ul style="list-style-type: none"> • Make house prices more affordable. 50-60-year-old homes that are less than 2000 square feet should NOT cost half a million plus. • This town is not very affordable for middle class families. • Improve existing areas (Spring Valley, 75 corridor). • Improve grocery stores in south Richardson.
<p>Encourage renovation of older properties through incentives. Attract businesses that will elevate the offerings Richardson had such as upscale, modern places for families and adult groups to eat and play. Provide schools with more resources and volunteers so they can focus on providing an excellent education for students.</p>
<ul style="list-style-type: none"> • Converting empty commercial properties into residential spaces and/or revamping old buildings to accommodate more people through modernization. • Provide incentives to bigger corporations to move their headquarters to Richardson. • Grants to homeowners for improvement of properties, grants, or bonds to owners of old apartment buildings to renovate or tear down and build bigger/up. • Invest in affordable housing.
<ul style="list-style-type: none"> • Limit short term rentals. • Loosen zoning restrictions for homes less than 2,000sf so additions can more easily be made (support exterior car ports, greater percentage of lot coverage are some ideas). • I would require designed plans that show exterior improvement. • Support ADU for multi-generational families reduce lot coverage restrictions.
<p>To promote redevelopment of certain areas into attractive destinations including an anchor, offices, housing, and entertainment to draw people into that area. Also, the reinvestment into various areas in the City that could help with overall sustainability.</p>
<ul style="list-style-type: none"> • Encourage and incentivize major home remodeling and multi zoned real-estate options. • The city needs to redevelop older areas.
<p>Some commented that Richardson doesn't have the allure that Frisco/West Plano have. They said it feels a bit old. One suggestion was to modernize a some of the store fronts. There was mention of possibly adding more trees instead of having huge concrete one story warehouses/storefronts and parking lots. There was mention of possibly adding more color to some of these areas near main street.</p>
<ul style="list-style-type: none"> • Keeping crime down and keeping schools competitive. • More single-family homes, that are owned by the resident vs. rentals. • Less "McMansions" and more continuity of the neighborhoods.
<ul style="list-style-type: none"> • Incentivize landscape improvements, with Code Enforcement looking at landscaping. • Concern about trees in City's parks dying. • Look at Farmers Branch - City buying houses. • Invest in infrastructure. • Encourage more retirement communities/housing for those who have made their life in Richardson to be able to retire in Richardson.
<p>Richardson is relevant. We don't need to grow our population with more multifamily housing. Business is fine but will take care of itself-don't need a city program to draw more business.</p>

Question 5: Are there existing areas or developments in the city that make you proud? What makes those areas/developments special?

Prairie Creek Park Sherrill Park
 Canyon Creek Breckinridge Park
 The CORE CityLine
 Cottonwood Park
 Library parks Restaurant Row
 Spring Creek Nature Preserve

Responses
<ul style="list-style-type: none"> • Convenience the city offers to all of its residents. • Canyon Creek, because of its topography and it residents.
<ul style="list-style-type: none"> • Canyon Creek neighborhood, where I live. It is very livable and the parks are very good. • Breckinridge Park - Good escape. • Prairie Creek Park - Natural setting. In the neighborhood. • Canyon Creek Village - Firefly Ice Cream.
<ul style="list-style-type: none"> • City line is great. • Core district is charming but seriously needs some life injected into it. • Neighborhood parks and trails are great as are the nature preserves such as Spring Creek Nature Preserve.
<ul style="list-style-type: none"> • Spring Creek Nature Area: A fantastic addition to our city's recreation area. Parking is difficult but the trails make up for the inconvenience. • Prairie Creek Park: My neighborhood park, heavily used for youth sports, recreation and relaxation.
<ul style="list-style-type: none"> • City Line - Vitality of area and the variety of restaurants, businesses and entertainment. Walkable area. • Restaurant Row at 75 and Spring Valley. Old 75 is a wonderful addition to this area. Looking forward to Eiland Coffee's new facility. Good variety of restaurants • Eisemann - beautiful building with an incredible line up of entertainment. • New fire and police department campus - impressive buildings which will help with recruitment of new police officers and firemen. • The CORE - Love the Lockwood and China town area. Looking forward to the future development of Main street.
<p>The west side of Campbell and 75 has completely transformed. It looks refreshed and has attracted business we enjoy supporting.</p>

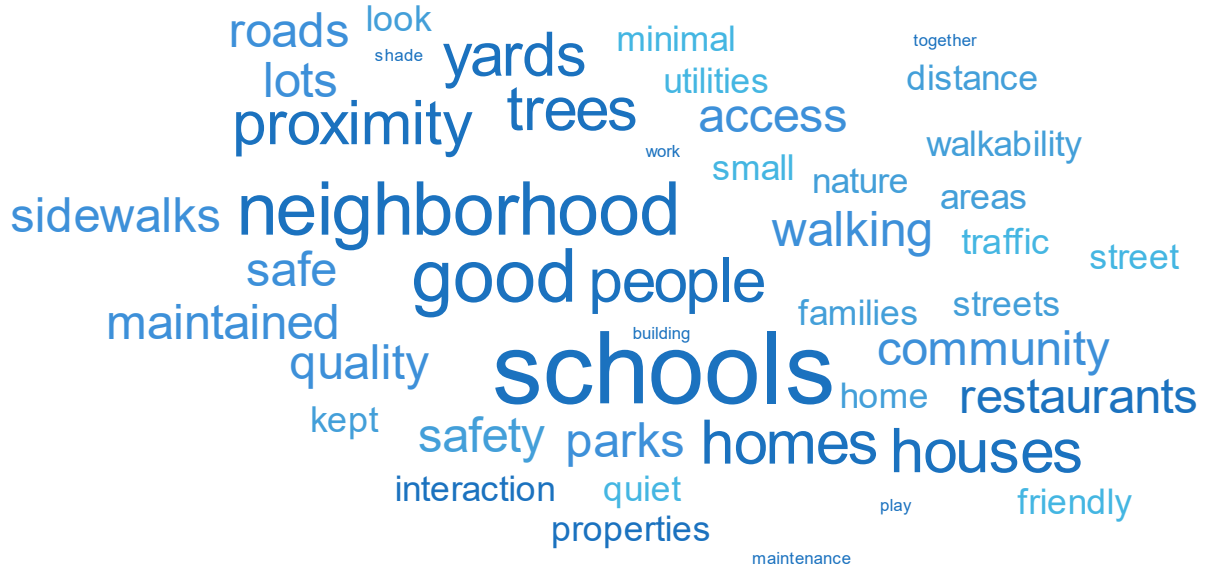
Responses
We love our parks (especially Cottonwood), the variety of cultures (which bring diverse learning and restaurant options), music nights at city line, our art/music festivals, and our library and its programming.
<ul style="list-style-type: none"> • We love the parks. • Lockwood district, parks. • Safe, local, family friendly.
<ul style="list-style-type: none"> • Like the CityLine area. However, we live in southeast Richardson so there isn't much to be proud of near us. • The Spring Creek Nature Preserve area is an attractive feature.
<ul style="list-style-type: none"> • Some of the parks and playgrounds come to mind. We wish there were more splashpad options. • We love the library. • Prairie Creek Park is where I took maternity pics and annual birthday pics for my daughter. It appears that the North and West sides of Richardson get more love and attention from the COR than the East and South sides. We see streets/houses in disrepair that we KNOW would not be tolerated in the Spring Creek area.
We are interested in what happens on Main Street and the surrounding area.
<ul style="list-style-type: none"> • The CORE district and the neighborhoods around it are awesome. We like how close every home is to a park, to a variety of restaurants, and major roadways. • CityLine areas offer food/retail on bottom, commercial, and apartment homes in one area are desirable. • The redevelopment of Brick Row and Main Street is helping to provide a renewed interest from both residents and those that live outside of the City.
<ul style="list-style-type: none"> • I think the Main Street downtown area is cute. Lockwood and CityLine are cool. The Spring Creek Nature area is a great green space. • The local pools and sports fields are great.
<ul style="list-style-type: none"> • There was a great appreciation for the amount of affordable and high-end ethnic food here. • There was a appreciation for redevelopment going on in Main Street. Some of our favorite places such as Yummy burger had gotten a nice uplift.
The IQ is a great idea to partner with UTD. Having UTD in Richardson brings a more vibrant feel to Richardson. Connecting UTD and IQ would be great. Heights shopping center and Lockwood are good examples of reinvesting in the city.
<ul style="list-style-type: none"> • Sherrill Park. • Good neighborhoods. • Anything with trees.
<ul style="list-style-type: none"> • Canyon creek area. • Reservation. • Telecom corridor. • All the parks.

Question 6: Are there existing areas or developments in the city that cause you concern? If so, why? What should be done with those areas/developments?

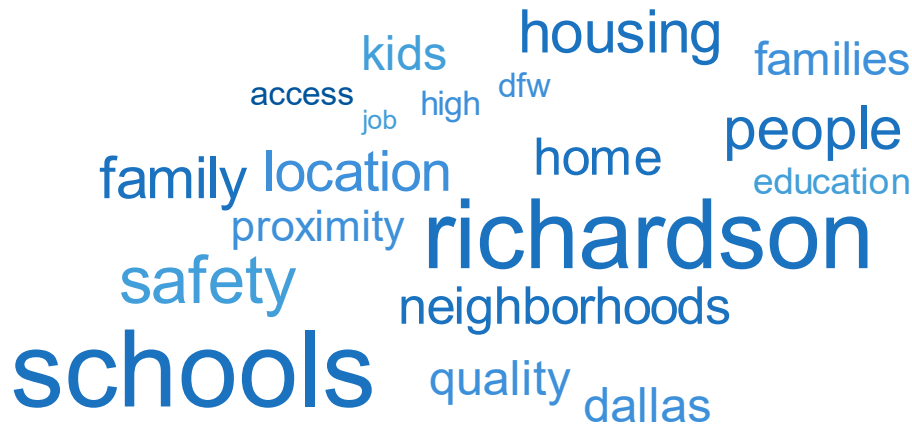
Responses
<ul style="list-style-type: none"> • Better pedestrian connection between library and downtown. • Downtown redevelopment is not very impressive yet. • Arapaho/Custer area is sketchy.
<ul style="list-style-type: none"> • The city allowed multiple apartment complexes to be built on the land at Collins north of Fall Creek a decade ago. Though that resulted into its own scandal and eventual legal issues for the responsible parties, nobody held them responsible to keeping to their original promise and build out the shops and restaurants that was to resemble the West Village. The area is not very aesthetically pleasing at all. It's just a bunch of apartments and zero lot houses. • That will be a constant disappointment in history of Richardson and hope the city still pushes the developer to keep their original plan; we hope the city does its due diligence from here on to ensure Richardson doesn't end up being just like any other unappealing suburb with cookie-cut houses and apartments everywhere without any character.
<ul style="list-style-type: none"> • I have mixed feelings about the Cityline and Eastside mixed-use developments. Yes, it's nice that these projects came with some new shopping and some recreation areas. But what are these areas going to look like in 20 years? Will they end up like the area of Dallas east of Central Expressway and south of Walnut Hill that was over-built with apartments then neglected and became a high-crime area? Yes, that area has largely been torn down in the last 5 years and is being rebuilt but there were a couple decades of problems. • The tunnel at Spring Valley at US75 sort of turned the immediate area into a wasteland that can be difficult to navigate for visitors. Please don't do that again. I'm so glad a similar proposal for Campbell Road was canceled.
<ul style="list-style-type: none"> • Richardson Square's old Sears building. Need to be developed into something that would enhance the area. • Abrams Road and Centennial - The Public Storage building was built by a company that envisioned the building to look more like an office building with business in front. When it was sold to public storage a couple years ago that seemed to all go away. The business areas are still all empty, there seems to be no progress in getting any businesses in the space. • Abrams between Centennial and Buckingham, needs development. A new restaurant has just opened that is a great improvement over what was there. The old Segal's building has been emptied for several years. It needs to be redeveloped. The signs in front needs to be removed, it is unsightly and unnecessary, the business have been gone for years. • Richardson has done a great job with developing local restaurants but there is very little retail in city.
<p>The businesses near Custer/Arapaho are valuable and should be featured in a more attractive development to bring more people.</p>
<ul style="list-style-type: none"> • The city parks could be improved by adding bathrooms to many of them and actually having them open year-round. No bathroom at Glenville Park playground for example.

Responses
<ul style="list-style-type: none"> • The Richardson square area concerns me. There is a huge empty building that used to be a Sears department store. There is an excess of parking lot all around it and behind the other stores in the square like the Lowe's and Target. A mixed-use development would be the most beneficial. Some green space and retail and housing.
Not really. A lot of areas need updates, but nothing "of concern."
<ul style="list-style-type: none"> • Some of the old, run-down shopping centers that are under 50% occupancy around town are major eye sores. Several of the industrial areas are much the same and all need to be fixed up and/or repurposed. • Main street seems empty/businesses not moving in.
Richardson Square Mall area could be turned into something really cool like a multipurpose space for leisure. Downtown Richardson looks old and run down. Not a lot for families there. Doesn't feel safe at night.
<ul style="list-style-type: none"> • Convert old business buildings to affordable housing. • Focus on green spaces throughout the city. • Add trees everywhere possible. Incentivize trees in people's yards.
<ul style="list-style-type: none"> • Southeast Richardson. • Plano & Beltline - southeast Richardson at large.
One person was concerned about some of the old apartment complexes to be relatively unsafe. He talked about how he doesn't go the complexes on McCallum Blvd (Far North Dallas/ Richardson boundary). He also talked about a concern for cleanliness/litter in certain pockets.
Camelot Shopping Center needs updating. Owner doesn't seem to like to play with the city or neighborhood. shopping Center that has Guitars and Growlers needs updating and a big refresh. The shopping Center is an eye sore, way too much parking vs. people that visit the center. We need to incentivize or punish the owners of the buildings who are not keeping the shopping centers full, up to date etc. Stop letting them price current businesses out of the centers leaving them empty and ugly.
<ul style="list-style-type: none"> • The direction of Galatyn Park with the increase in multi-family development; getting away from corporate campus. • Can't afford water rates; lower rates for people to increase water usage (will be paying for the water anyway). • Houses not being kept up, dead lawns. • Code enforcement not being efficient, consistent.
Older apartments in Spring Valley and Coit area. Also, many comments about pressure needed in old apartments in good residential areas being maintained Look at canyon creek country club surrounded by horrible looking apartments and condos. Need to pressure those owners with keeping standards up.

Question 7: What qualities and characteristics make a neighborhood appealing?



Question 8: What attracted you to move to the community? What do you think impacts people’s decisions about locating in Richardson? Is there anything that you believe deters new residents from considering Richardson?



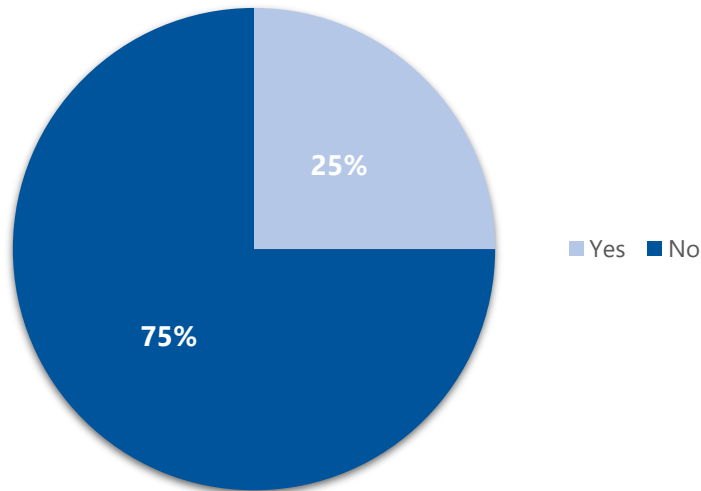
What do you think impacts people’s decisions about locating in Richardson?	Is there anything that you believe deters new residents from considering Richardson?
<ul style="list-style-type: none"> • My family came to Richardson for a job. I can't speak to why people do not like Richardson. • People come here for its schools. Youngers families particularly. 	N/A
<ul style="list-style-type: none"> • Canyon Creek neighborhood. • Location within DFW. • School. 	<ul style="list-style-type: none"> • Very family oriented. • Adult education level. • Lack of newer housing.
<ul style="list-style-type: none"> • Good elementary school allowing kids to walk up school (academic year performance of middle and high school worries us a bit though). • Multicultural 	N/A
<p>My wife and I were attracted to the Prairie Creek neighborhood of Richardson in the late 80's by the short commute to our jobs at Texas Instruments and Richardson Medical Center and the quality of the school system. We think these same characteristics are important for today's home buyers.</p>	<p>The biggest deterrent that has been expressed to me is the cost of homes in Richardson.</p>
<ul style="list-style-type: none"> • Schools. • Proximity to LBJ, Love Field, DFW International Airport and George Bush Tollway. Numerous DART stations. 	<ul style="list-style-type: none"> • Many of the neighborhood schools are not what they use to be.

What do you think impacts people’s decisions about locating in Richardson?	Is there anything that you believe deters new residents from considering Richardson?
<ul style="list-style-type: none"> Highly educated area with numerous job opportunism in a variety of businesses. 	<ul style="list-style-type: none"> We are having many families leaving our neighborhood to move to another area for the school or they are going to a magnet or private school. More unkept homes.
<p>Richardson is located perfectly for our lives in North Dallas. Excellent access to highways, good schools, and (at one time) more affordable housing.</p>	<p>New people are not considering Richardson due to increased housing cost and age of homes.</p>
<p>The affordable housing options for a single-family home with a yard and enough square footage in a good school district.</p>	<p>The school district could do better to improve the quality of education and school food and provide free PreK and free meals like a lot of neighboring cities in the metroplex already do.</p>
<p>We LOVE the neighborly-ness of our neighborhood. So many of us know each other, people are always out on a walk, and kids play in front yards.</p>	<p>A big issue deterring people is pricing.</p>
<p>Friends and central location.</p>	<p>We were drawn here for the cute neighborhoods and good schools, but it has not really lived up to our expectations. The schools aren't as great as they were pre-Covid and the homes are nowhere near as affordable as we originally thought, forcing us into an unfavorable rental situation.</p>
<ol style="list-style-type: none"> Proximity to highways and to family. Safe. Amenities like parks. 	<ul style="list-style-type: none"> Old homes (cast iron pipes, termite damage etc.). Small size of many homes.
<p>The proximity to Dallas as well as the diversity is what attracted us to move here.</p>	<ul style="list-style-type: none"> Not all schools are considered "good" here. The number of lower-income families/ renters as well as safety impact new residents when considering Richardson.
<p>The pro diversity, community feel and socially mid or left mindset of the majority.</p>	<p>Cost of home ownership. Richardson is in high demand because it's solid schools.</p>
<p>Safety has been and will continue to be one of the highest, if not the highest, factor residents utilize when looking for a residence.</p>	<p>The available housing options and the cost of housing would be a major concern.</p>

What do you think impacts people’s decisions about locating in Richardson?	Is there anything that you believe deters new residents from considering Richardson?
Well-established community with a long-term safety record. Location in DFW.	Most houses are too expensive for a lot of people. Schools quality goes down.
UTD and the desire to stay near campus. Also, it is relatively safe around here unlike other areas such as Garland.	One person was concerned about some of the old apartment complexes to be relatively unsafe such as the ones on McCullum Blvd (Far north Dallas).

Question 9: Are you satisfied with the range of housing options available in Richardson right now? If not, what's missing? How do you see your housing needs changing over the next 20 years? How important is the availability and affordability of housing to you?

Are you satisfied with the range of housing options available in Richardson right now?



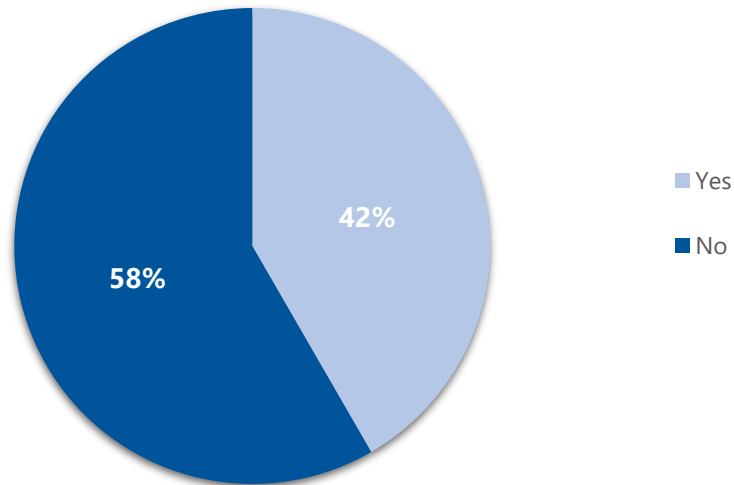
If not, what's missing?	How do you see your housing needs changing over the next 20 years?	How important is the availability and affordability of housing to you?
Would welcome 2-flat/4-flat higher density housing spread around neighborhoods (including mine).	N/A	These should be more affordable and allow younger families to live in Richardson rather than second or third ring suburbs.
Life span homes - Need a wider variety of homes that are available for all age groups, it keeps a city vibrant.	N/A	<ul style="list-style-type: none"> • Housing prices are getting out of reach for many, especially on the west side of Richardson. • New housing is not priced for new home ownership (1st time buyers) • Affordability is important to young people who were raised in Richardson, but now cannot afford to live here as adults.
N/A	My family and I are ready to move on from our first home in Richardson into	This may not be feasible within Richardson due to cost-of-living increases. Overall, Richardson has a lot of really small homes that cost a lot of money.

If not, what's missing?	How do you see your housing needs changing over the next 20 years?	How important is the availability and affordability of housing to you?
	something with more square footage.	
There needs to be quality rentals available.	N/A	Having an agreement with apartment buildings to provide more affordable terms for pets would help decrease the number of pets surrendered and at the animal shelter.
Affordable Housing that includes multi family, single family, duplex/townhome options in each quadrant.	N/A	Equity in opportunity is extremely important to us, so we do believe there should be a variety of options at each price point in multiple locations throughout the city. (i.e. "affordable" homes should not just consist of a huge apartment complex in some out-of-the-way corner.
N/A	The housing market has really drastically changed our plans for long-term settlement here.	People here think they got million-dollar homes even though it's old, tiny and in need of repairs/updates.
N/A	We foresee staying in our house.	Smaller/affordable housing seems tricky, as tear downs are becoming more frequent.
Affordable homes	I imagine we'll stay in this home unless the junior high and high school (Liberty and Berkner) are still poorly rated when our children reach that age.	Availability and affordability are important for sure.
We feel there should be more small-apartment housing available for single-income families that are actually livable, quality places.	We don't see our housing needs changing over the next 20 years as we are extremely happy and consider this our "forever home".	N/A
We need affordable housing.	N/A	My family is fortunate but I know others are not.

If not, what's missing?	How do you see your housing needs changing over the next 20 years?	How important is the availability and affordability of housing to you?
Different housing stock from town-homes to bungalows. mother-in-law units for multi-generational family living, etc.		Affordable and available housing is very important to building a strong community.
Smaller homes and neighborhoods revitalized to meet the growing needs of the young moving into the community.	I see myself living here for more than 20 years.	<ul style="list-style-type: none"> Affordability is somewhat important.
<ol style="list-style-type: none"> New style of apartments (3-5 stories, modern aesthetic with elevators and interior hallway inside). There was some discussion of possibly zoning to allow more student studio apartments near UTD and the upcoming DART railway station as that would allow students to skip the bus ride. 	N/A	N/A
<ul style="list-style-type: none"> Less multi family. Mother-in-law suites should be allowed. 		

Question 10: Is Richardson doing enough to protect and improve the natural environment? If not, what should the City be doing?

Is Richardson doing enough to protect and improve the natural environment?



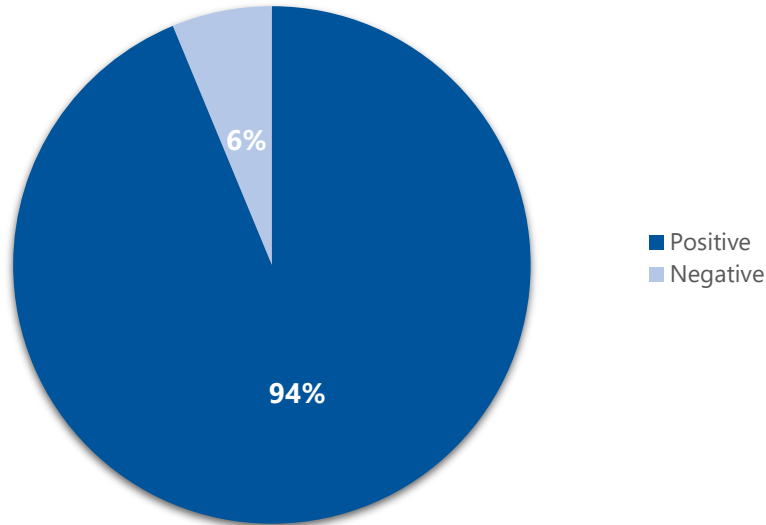
If not, what should the City be doing?
<ul style="list-style-type: none"> • Garbage in streams and creeks needs to be addressed.
<ul style="list-style-type: none"> • Increasing and improving trash cans and providing recycling cans in parks and major areas. • Reduce plastic bag use please. • Would really love to see Richardson take a more proactively environmentally friendly approach.
<ul style="list-style-type: none"> • Need more information on recycling - what is recyclable, what is not and encouraging more recycling. • New city hall should emphasize high energy efficiency in it plans.
<ul style="list-style-type: none"> • The city could consider adding solar trash compactors like the city of Murphy has at its Central Park. • There is so much trash everywhere and oftentimes it's because trash bins are open and when full they start to overflow, and the trash blows away. If that is too expensive the bins need to have lids or be emptied more often.
<ul style="list-style-type: none"> • Stop growing non-native wildflower fields! Grow Texas natives instead! • I like our comprehensive recycling program. I don't know Much about what types of (if any) incentives are available for things like installing solar panels or using eco-friendly pest control methods.
<ul style="list-style-type: none"> • We'd love it if parks and recreation was a bit stricter about keeping those areas cleaner, safer and better lit in the evenings.
<ul style="list-style-type: none"> • We should be adding trees for every one that is removed.
<ul style="list-style-type: none"> • Adding solar power / micro-grids, water containment and purification, adding drought-tolerant plants and greenery to medians and roadways could help with that goal. • Another consideration is an incentive program to encourage actions that reduce carbon footprints, such as installing solar panels on your home.

If not, what should the City be doing?

- Recycling and trash bins. I can't believe a city of this size doesn't use bins!!
- We have lost most of the Spring Creek Nature preserve to apartments that are going to look horrible in 20 years.
- Implement a program and make Richardson a Tree Friendly City. Lots of neighbors have cut down trees due to age but why not encourage them to replant?

Question 11: What is your opinion of City services and facilities today? How will these services and facilities need to evolve in the future to meet the needs of Richardson residents and businesses?

What is your opinion of City services and facilities today?



What is your opinion of City services and facilities today?	How will these services and facilities need to evolve in the future to meet the needs of Richardson residents and businesses?
I have a high opinion for Richardson city services and the way it responds to identifying needs.	N/A
City services are very good.	N/A
What is there already is great.	What we need is a pavilion and stage in a central area to host events preferably in CORE district and give space to a Farmers market and other small/medium size events (see City of Edmond, OK). As the space can be rented, it will eventually not only pay off for cost but generate revenue as well.
Richardson's services and facilities are overall pretty good.	I would expect even more services through the COR phone app, and more automation in issue logging and tracking in the future. Some neighborhoods don't have the same quality of recreational areas (for example. Greenwood Hills doesn't have the same quality of parks as Prairie Creek) and I hope this gets fixed in the future.
City facilities, police, fire, recreations center, senior centers, and soon city hall and library are up to date and have grown with the city.	1. Staffing to support additional needs created by high density housing.

What is your opinion of City services and facilities today?	How will these services and facilities need to evolve in the future to meet the needs of Richardson residents and businesses?
Swimming pools are in good shape and the Heights Aquatic center is a great addition.	2. Stay financially sound in order to keep our top financial ratings.
Right now, we believe Richardson has very competitive services and facilities. The city services have always been quick and efficient.	Would like to see Richardson ensure the actual recycling of our recycled goods.
N/A	There probably needs to be a third Rec center on the Breckinridge side of town. This could be useful to help expand the city's day camp program. During the summer there are enough slots available for the amount of interest. It's such an affordable well-run program but has become very hard to get into. The library needs to be expanded which as well I believe is already in the works. The city needs to consider a free splash pad/ spray ground and natatorium. A good location for that could be across the street from Huffines where the open field is.
We are pleased with the current methods for trash, recycling, bulk, etc.	We love the library and its programming. I know updates are coming to the library and city hall. We'd also love to see more spaces that are shared between kids and adults - playgrounds that also have lots of shaded seating and maybe a bar, return of a food truck park.
Overall, positive.	It is infuriating that those on Tuesday/Friday trash days' pay the same as those on the Monday/Thursday schedule and yet do not get service for SO many holidays. I like that there is twice weekly trash service and it isn't limited to a single bin. However, rodents are a concern because people leave their garbage out at the wrong times. Modernizing is important. The MyRichardson App is awful. It crashes frequently and is not user friendly.
Overall we feel that they are doing a decent job.	I do think the city should try harder to ensure that it's staff reflect the population of Richardson (i.e. diversity and commitment to making all residents feel seen, represented and welcome).
Generally good.	N/A
Richardson has superior services to many small towns and other cities.	We must not rest on our laurels and continue to find ways to sustain current and future growth. Richardson has done this and should continue to

What is your opinion of City services and facilities today?	How will these services and facilities need to evolve in the future to meet the needs of Richardson residents and businesses?
	<p>approach possible future needs by continuing to listen to our residents and businesses to meet these ever changing needs.</p>
Positive	<ul style="list-style-type: none"> • I don't understand how there is only 1 library for such a big city. • I also can't comprehend why I must call to sign up my child for toddler time. This should be online or better yet there should have a large enough space that we don't have to sign up at all. • The gymnastics facility is awesome. • The extensive list of classes offered by the rec centers is amazing. • The main police and fire stations look new and nice.
N/A	<ul style="list-style-type: none"> • Richardson is not really expanding so our group thought it would be best to focus on services. • One was premed, and generally advocated for more mental health care facilities.
One member of our meeting group had a very negative feel for the city services. The others were indifferent.	N/A
Doing great now!	<p>Keep taxes down by not expanding services. Aquatics could be better. Need a year-round indoor facility for separate water for rehab and water aerobics, learning, and competition. COR swim team will partner with city to manage.</p>

Question 12: In your opinion, what should the main goal of the Envision Richardson Comprehensive Plan Update be? How will this plan be most helpful to you?

Responses
Livability. It would make my life much more enjoyable.
This (receiving this survey) is the first time we have heard of Envision Richardson. In our opinion, advertising projects like this and informing the citizens more actively, will not only get you more responses but also get the citizens more actively involved.
In my opinion, the Envision Richardson Comprehensive Plan Update should have the goal of making Richardson the most desirable suburb in the metroplex. Having a highly educated, high income potential and diverse population with a range of housing options and employment opportunities are things that I believe make a city desirable.
<ul style="list-style-type: none"> • Keep Richardson on track to keep moving forward with financially sound decisions. • How can the city be redeveloped but still maintain it feeling of community and small town feel with local restaurants and businesses. • City must become more walkable for the future.
Immediate concerns: improving the infrastructure in our neighborhood. With Custer being re-done, our neighborhood off of Custer needs to be updated as well to reflect the increased value of our homes. Additionally, would like to continue to see more funding into school infrastructure and competitive pay for teachers and administrators in RISD.
<ul style="list-style-type: none"> • Better resources for children to grow up around. • Maybe a gym that isn't all the way in west Richardson? • Update Infrastructure and build/maintain equitable access and opportunities for all populations.
We should be adding trees for every one that is removed.
<ul style="list-style-type: none"> • When road repairs need to be done, get them done in a quick and efficient manner to minimize residential disruption and don't do ALL the road repairs at the same time. • Timelines and plans for growth and change, areas to be focused on.
Elevating what it means to be a citizen in Richardson. It will be nice to know the goals and plans the city has.
<ul style="list-style-type: none"> • To increase safety and quality of life for its residents with good schools, things to do for families and cleanliness of public spaces. • I think the plan should reflect the best future for all of Richardson and not only the people who respond to these surveys or are on city council or business leaders. So, teachers (who may not live here), parents, business owners and workers, corporate partners, nonprofits located in Richardson or who serve Richardson. Get perspectives from a variety of sources.
The main goal should be to ensure we provide the needed investment now to be able to sustain and thrive in the future. This plan will help drive decisions for increased resiliency, new disaster preparedness ideas, and hazard mitigation goals and plans.
To modernize the city and bring new businesses here. Keep people wanting to live here and rehab homes (not living here because it's affordable in some areas - that are only getting more garland like).

Responses
Many people's comments focused on the idea of reinvesting in Richardson to be able to compete with newer cities to the north. There was a general focus on housing/neighborhoods and public transit.
Amongst our group one was very vocal about how this was a waste of time and the others were drowned out by the one negative Nancy.
Keep improving the city and understanding and clarifying what we are and are not. We're not urban. We are suburban and proud of it. Richardson should be a residential focused city.

Question 13: Is there any other advice or information you can share with us as the City plans for the next 20 to 25 years?

Responses
<ul style="list-style-type: none"> • Richardson could have a professional sport team! • People like us who lives in this neighborhood for a long time, they like it as it is and we don't want it to change.
<p>More indoor activities for kids.</p> <ul style="list-style-type: none"> • We hope to see less plastic and trash in creeks and seeing the City bring more environmentally proactive. • Also want to see more family activities and life in the Cord District. • Preserve the greenery and add to it please. Plant and replant new trees as some need to be taken out with improvement projects, storms and other natural events.
<p>Think big!</p> <ul style="list-style-type: none"> • Be creative and progressive. • Incentives to small local business to grow and succeed. • Well balanced, develop entire city not just certain sections. • Keep the community small town feel of Richardson. • Maintain the existing services Richardson now provides it is the best in the area. • Toot your horn, it is a great city with great services.
<ul style="list-style-type: none"> • We need to stay competitive and keep up to par with what surrounding cities offer. We currently in our rec center offerings don't have a natatorium, free splash pad, skate park, and amphitheater. • We need to expand to have a 3rd rec center and more class openings for the amazing summer camps the city offers for kids.
<ul style="list-style-type: none"> • Please rebuild the run-down playgrounds in Breckenridge- and include at least one shaded playground per public park. • A Richardson branch library in the East would also be good. The East/northeast Richardson has nothing!
<ul style="list-style-type: none"> • Please enforce laws and rules by increasing the police presence around town and maybe enforce towing. • Work with all neighborhoods, not just those with highest income/real estate.
<p>Hire people with diverse viewpoints and backgrounds to collaborate on this.</p> <ul style="list-style-type: none"> • Look after your teachers as they mold the younger generations. • Encourage children to take pride in their city and invest time in the well-being of families as they will influence the next 20 to 25 generations the most.
<ul style="list-style-type: none"> • We need to continue to be bold with our plans while also being flexible about what we hope to be as a city in 20-25 years not what we are or were in the past. • We need to be sure to have follow-through and accountability. • As the saying goes, the future is now.
<ul style="list-style-type: none"> • Don't be afraid to do things differently than the past. • Richardson's location, schools and city services - parks, recreation areas, they were once it's biggest assets. If those aren't maintained, the city needs to find another draw - TI isn't enough.

Responses

- There was an inquiry about the possibility for a bus route to go inside and through UTD instead of just stopping at the bus station that is located on the south side of campus.
- Also, my suggestion is to probably look into some of signal intersections and seeing possible ways to optimize them. I remember having to spend 11 minutes just trying to take a left turn from waterfall way onto spring valley road and that was a regular day. I also have noticed there is a long dedicated green arrow to turn into an office at the intersection of Frankford and Waterview, but there is not really any cars which actually utilize it.
- Be more cautious on zoning.
- We have had vapes shops too close to north junior high.
- Already mentioned apartments - they are a negative to the long-term city health just look at the problem areas-apartment heavy areas.
- We really need to upgrade libraries.
- Streets are in bad shape, so we need to get serious about that. Procurement on street contractors has been poor - Campbell and Custer road projects took way too long.