

2013 City of Austin DirectionFinder® Survey

Appendices Report

Submitted to

The City of Austin, TX



725 W. Frontier Circle

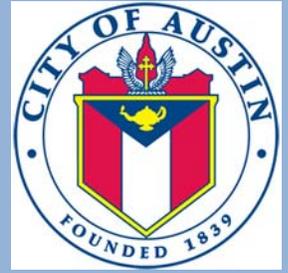
Olathe, KS 66061

(913) 829- 1215

September 2013

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Appendix A: Open-Ended Comments

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Overview

At the end of the survey, respondents were given the option of providing written comments. The survey read as follows: “If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?”

While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens’ survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

- The City is doing a good job.
- I don't like the plastic bag ban.
- The city is growing too quickly.
- Please do something about police officers, they need to protect citizens.
- Focus on the infrastructure and growth.
- Be more supportive of the police.
- Not very helpful.
- Be stricter on enforcing the city codes.
- Help the homeless. Better pay for teachers.
- I would like to have the New Year first night festivals returned.
- Would like it to be easier to find help for people, adults with disabilities.
- Traffic needs to address.
- Get traffic transportation fixed.
- I am very grateful for everything.
- Provide more affordable housing and mental health services.
- No more bike lanes.
- Learn how to spend wiser.
- Code enforcement takes rules too literally.
- Put more police on the street and make manhandling ordinances city-wide and not just downtown.
- Repeal the plastic bag ban, all my money goes to Cedar Park.
- I think there needs to be major improvements in my neighborhood.
- Please address the traffic issues, especially on I-35.
- Read the power broker about Robert Moses and New York City.
- Stricter punishment is needed for teenage thieves against the elderly.
- There is slow growth of the City.
- Speed limits on many major roads are too high. People drive too fast & recklessly in Austin.
- Please consider water as a limited resource and plan accordingly.
- Long term transportation planning is needed.

- Less development and lower property taxes.
- Listen to the Austenitic. We are loyal to Austin, stay loyal to us. Electric is too expensive. Changes of what we want. The rest can move back to where they came from. City Council does not have our best interest at heart. Get out of office please. Austin is a small city with big traffic problems. Please make this better. Also move food server registration online. It is a time consuming travel burden. Change this.
- Austin needs better roads, swimming pools, and stores. We don't have a Wal-Mart in this area.
- Something needs to be done in the Hally neighborhood.
- Traffic needs help.
- Please slow down Austin growth. We are all not 20 or 30 with kids. Austin has changed too much and traffic is insane.
- Reduce traffic problems. Build more thoroughfares and 4 lane streets.
- Fix the traffic problems.
- Fix the roads. Forget light rail.
- Those of us in the suburbs would like to be able to go downtown too.
- I do not like the slogan-keep Austin weird. I prefer the slogan -keep Austin a place where people are treated fairly and respectfully. Because we are created in God's image. We value one another.
- Clean up Rundberg!
- Badly need more competent people.
- This city is becoming too expensive to live!
- Traffic is a major concern.
- Rail transit please.
- How are you going to provide water to the city, when the Highland Lakes dry up?
- Stop bicycle madness, and get bicycles off the city streets.
- Process for residential renovation permitting is a shameful waste of the city resources and I am a believer in the need for zoning code permits.
- Need electricity from renewable sources (solar, wind). Stop residential permits for water wells.
- Reduce property taxes and cut spending.
- I love Austin, but I wish it was not so difficult at times to get around.
- The roads need to be repaired and maintained.
- Lower home taxes and have more discounts for retirees.
- I really like the idea of using Gondolas to help with our transportation needs. It avoids eminent domain issues, it is weird, like Austin, it preserves the environment, even showcases it. I think it should be taken more seriously. We have serious East and West transportation needs, and this could really help.
- Say no to toll roads.

- More solar incentives and E-car infrastructure incentives are needed.
- Growth control ordinances doesn't work, money works.
- Have the city staff be more responsive to citizen inquiries.
- Please work on public transportation availability.
- Police target minorities for traffic stops.
- We will always need libraries operating.
- Traffic congestion is unacceptable.
- Promote biking and separate bikes from cars.
- Stop allowing Austin Energy and the city to pay our bills.
- Allow other electric companies inside the city limits.
- Affordable life for the middle class.
- Taxes are too high. Benefits for city employees are too generous. You have to be a millionaire to live in the city limits of Austin.
- Legalize pot.
- As a senior citizen on a fixed income, the city fees, taxes and other expenses are about to drive us to relocate to another community.
- Traffic flow needs to be a priority.
- Keep property taxes down in 78723-we need the diversity.
- Something needs to be done about traffic. Highways needed ASAP and no tolls in the city limits.
- Preserve the beauty and water in Austin.
- Better housing is needed for lower incomes. Raise standards & regulations for older apartment complexes per 1996.
- Need city traffic solutions due to growth. Keep creating jobs.
- This is a great city, but innovation is too slow, such as the building code. Go green and please clean up the rivers and creeks.
- Need mass transportation.
- Need painting downtown and light rail to the airport.
- Build houses for the homeless, instead roads and libraries are taking over and no help for the homeless that don't want to be homeless.
- Austin needs better transportation planning for the future.
- Keep the bikes off major roads during traffic hours.
- Keep people from parking their cars on lawns of homes.
- Control tax thirst.
- I am very concerned about growth and planning for our water problems.
- Need more and better roadways.
- We need light rail in more areas of Austin.
- Drastically reduce the spending by all non-essential services.
- Do away with community court.

- Las Vegas style gaming would lower our taxes, pay for highways and etc.
- We need legible street signs. Streets aren't marked properly.
- Tell EMS to quit overbilling.
- Come up with a quick traffic fix.
- Invest in improving public libraries.
- Inspections are too slow; need more code information and etc.
- Increase recycling collection to once a week.
- Permitting and inspection: the process is too complex, poorly documented in inefficient.
- Hire me as a consultant to fix traffic problems.
- No more Californians.
- Austin has lost most of its unique character. It's just another hot, expensive, sprawling, rule-bound place.
- Eliminate cut-through traffic in neighborhoods.
- I wish neighbors were fined if their yards are not cleaned and kept up, we get roaches out of them.
- Cancel funding of trains, build and expand more roads and toll roads.
- More trains.
- Growth is out of control. Water, air and food all being grossly negatively impacted. Quality of life becomes lower and lower each year.
- I appreciate the opportunities that come with growth, but the City of Austin feels "out of control". The recent population growth hasn't happened in a sustainable way. Traffic in particular is terrible. For the first time in 35 years I'm now considering moving away.
- We have residential parking by permit only, need better enforcement.
- Need more jobs in Austin.
- In the 31 years I have lived in my current home, its value has increased by 300%. But my taxes have increased by 1,300%. That is ridiculous and is driving my wife and I out of our home.
- We need to get control of APD'S use of guns.
- We need urban rail.
- Austin should invest and focus more on alternative transportation, bicycles, pedestrian & mass transit.
- This is not California; stop reducing roads for bicycle lanes etc.
- Keep working on public transportation bike paths.
- Reduce the size of City Government-stick to police, fire and emergency service. Get rid of social programs and TV stations.
- Include all of Austin, not just downtown.
- Beef up traffic enforcement. Speeding and red light running are at epidemic & scary level.
- Need to be fairer.

- Stop it with the condos-boring awful too many.
- Utility road construction regulations need to be revised. The prohibition of working more than during the day extends and compounds the inconvenience. Our neighborhood has been a disaster because of the interminable and uncoordinated work for years.
- We need to hire more police officers, for the growing population.
- Gang activity in Austin neighborhoods, must be addressed.
- Overall Austin is a good place to live.
- Fix MOPAC & I-35 with TXDOT. Its past due.
- Investigate APD use of excessive force.
- Get rid of the trucks on I-35.
- Please stop widening and adding to freeways. Create a great traveled public transportation system; extend light speed rail.
- It pains me to feel we have become a "no kill" city without providing the adequate funding/resources to sustain it, while other city departments continue to waste tax dollars.
- No more growth. Do not fund anymore growth.
- Traffic, traffic, traffic.
- Traffic is the biggest problem-help needed.
- Parks should be the showcase of any major city. Austin parks are dilapidated and playgrounds for the drunken & drugged homeless. Lady Bird Lake is a disgrace. The water is nasty I would not stick my hand in it, never mind the rest of the body.
- Police department could use their resources for actual safety and security matters instead of giving people such a hard time by enforcing minor traffic laws i.e. If you stopped at a flashing red light for 2 seconds, instead of 5 seconds, you will be treated as a criminal, when the police force could actually be more understanding and more focusing on really important matters.
- Remove the homeless from Austin area. Clean up City, enforce city law ordinance.
- Need to support people in Austin's opportunities.
- Keep your police from killing my neighbors.
- Clean up Hyde Park.
- Work on traffic problems.
- Get rid of the bums and beggars; they cause too much crime. Wasting money to build them housing is disgusting, it enables their lifestyle. When we have children without access to food.
- Bury I-35 by easing traffic; create a park and unite Austin.
- Rush hour traffic on I-35 is horrible-current plans are not adequate to solve traffic flow problems.
- Bring back Dillo. We need easy, cheap transportation to downtown.
- Work to improve traffic conditions.

- My property taxes are too high and unfair. I pay on unrealized value, when I am employed. I am very concerned about the number of shootings of young black men.
- The roads are terrible. They are uneven, patch-marked, pothole filled and cracked.
- Improve mass transit.
- Prayer for guidance and thanks for Austin's uniqueness and successes.
- Please stop wasting my tax dollars on affordable housing. Let the housing stock increase.
- Nothing in this questionnaire mentioned the homeless problem-which is an issue that needs attention.
- Not nearly as progressive environmentally as we believe. So much in water conservation could be done. Give me a call and I'll give you tons of ideas.
- Limit occupancy in homes from 6 unrelated people to 4 or less.
- Put in a rail South & East.
- City of Austin claims to be pro music and pro neighborhoods. Neither are true.
- Please stop allowing high rise apartments to be built. It puts a strain on traffic and water. City government is the reason Austin is so congested. I make less than 20,000, but my property taxes are \$6,000.00.
- The incentives for solar energy for our home were greatly valued.
- Please create a sensible, rational code and review department. The one that is in power now is ridiculous.
- Slow down planning.
- I want our parks to be pedestrian friendly neighborhood. Make Burnet Road more pedestrian friendly.
- Clearly understand the difference between works and needs. Focus on roads, sidewalks, and other things are getting ignored.
- Please try to get more people off the welfare system.
- Become a less car dependent city.
- The police department is too violent.
- Have police spend more time solving crimes and less time stopping honest people for driving 5 miles over speed limit. Get rid of parking meters.
- I have contacted the City to repair my sidewalk, many times and know action, has been taken for 18 months.
- Focus on the police department. It is corrupt and they base decisions on race.
- Improve traffic on major highways.
- Improve the sidewalks in neighborhoods to make it safer for walking, not I-35 south.
- Slow down growth to a manageable rate. There is too much traffic congestion.
- The burden of taxes on residents while tax incentives to big business.
- Clean Run Berg Lane; there are too many homeless, addicts and prostitutes.
- Why does this survey not mention public transportation? The city need less freeways and more trains, more efficient mass transportation.

- Remember the old neighborhoods, E Travis Heights. We love Austin.
- Encourage chamber to support AISD, not charter schools.
- Stop raising electric and water bills.
- Stop starving parks and libraries.
- Remind the police that everyone on the road has to follow the laws for vehicles-including bicycles & pedicabs. They should not be afraid to ticket bicycles & pedicabs for infractions.
- Cover the upper level of ABIA for VIP block cars and hotel pick-ups.
- Sidewalks.
- Improve schools by adding better teachers and facilities.
- Slow the speeders down on our streets.
- Austin is a wonderful City; I'm just worried about infrastructure and keeping up with growth.
- We need more housing for low income people.
- The lines at Berg storm Airport are worst in the country, and my taxes are outrageous.
- We need better civil engineering for bike lanes coordinated lights and public transit.
- Don't let condo building downtown get out of control.
- Austin Energy is a monopoly, allow competition.
- Austin is growing too fast.
- Straighten and widen East Dittmer Lane and replace Dittmer Bridge at Congress Avenue. Also, upgrade Congress Avenue North of Stassney at the bridge to South of Dittmer from 4 to 5 lanes.
- Annex Austin Colony; taxes are too expensive.
- Patrolling the bike and bike trail at night is a huge waste of money.
- Let's get over the shopping bag issue. Both paper & plastic recyclable options exist.
- Stop being corrupt! Get fluoride out of the water! Support the constitution.
- Stop encouraging business to locate here with my tax dollars!
- Austin has to address the mobility problem, trains and bikes cannot be the only answer-roads have to be addressed too.
- Fix the traffic lights.
- Please fix the traffic congestion. This mission is critical.
- No transit buses.
- Growth management is the key to Austin's future.
- Traffic control it's terrible.
- There should be regulations on cable companies, prices are too high.
- Please create more bike lanes, especially in south Austin.
- You cannot slow, stop growth by preventing new roads.
- Improved the roadways and build new roads.
- Stop giving tax breaks to businesses and stop raising property taxes.

- Focus more on fiscal responsibility. There is a limit to our ability to support social initiative, which I generally favor.
- To continue the fight for affordable housing, rents, programs for the at risk citizens. Lower income taxes.
- Preserve the character of older neighborhoods in spite of development and stealth dorms etc.
- Mayor Lee Leffingwell is doing a good job.
- We need better public transit. While the bus is great, it would be nice to have more options of ways to get to and from downtown, and up to S Congress & S Lamar.
- Provide a smarter transportation system, with options on mode of transportation. Need bigger and bigger road system for cars.
- Please ensure that our city remains diverse, with affordable housing and jobs.
- Right turn lane signs need to be placed much farther from the intersection, as an alert to the drivers.
- Crack down on drunken drivers.
- Get your arms around the police department.
- We need sidewalks in 78756. For the high taxes we pay, these could be added to busy streets like Clay. Austin is way over rated and full of itself!
- Enforce water conservation codes.
- Police are non-responsive to non-emergency complaints.
- Maintain what we have. There are not enough natural resources to handle now. We need to water less.
- Traffic is especially bad on Windsor Rd between Enfield and Hartford.
- We need to be helpful to those who need my help.
- Focus on relieving traffic congestion. It's awful.
- Make water and traffic priorities.
- Stop the kill first, ask questions later police department.
- We need tax relief.
- Residents need more information about park programs.
- We need better public transportation.
- Stop letting APD officers get away with gunning our citizens down.
- Build more highways and fix I-35 traffic.
- Keep Austin bike friendly.
- Need natatorium.
- We need more sidewalks in our neighborhood; there are no connections down Windsor too east at MOPAC.
- Simplify the building and remodel permit process.
- Austin police department officers shoot too many people. STOP!
- I deplore money wasted on foolish, trendy projects.

- A comprehensive plan should be laid out to solve our traffic problem.
- Preserve old Austin.
- Plan for growth. Affordable housing is needed.
- Create a historical business designation, in order to protect businesses that make Austin unique.
- Improve and expand mass transit.
- Austin should be less liberal and allow plastic bags.
- Taxes too high.
- Long term public transit is a major concern.
- What are the City's plans for water conservation, police, emergency response, infrastructure, parks improvements and etc.? Especially with such a rapidly growing population. This growth doesn't seem sustainable.
- Please help get people walking around.
- Less politics and more city services.
- Stop bicyclists running lights and stop signs, it's unsafe.
- Stop property taxes from going up every year.
- Legalize marijuana so less people will be in prison. Tax payers will have to pay a lot less in taxes.
- Fix the traffic problems.
- Police need to be more visible. Your arborists need replacing.
- Lower the waste water cost, it's too much.
- It is important to preserve green space throughout city development.
- Synchronize traffic lights; this is needed most on West 35th Street and Medical Parkway.
- Stop allowing the construction of Mc Mansions Stealth dorms, and super-deep lexes. Get rid of the idea of greater density.
- No urban rail, too expensive and not effective to alleviate traffic woes.
- No fluoride in my water!
- There are too many city employees.
- Some of the major issues are: drinking in public, section 8 housing and animal control.
- Stop all the traffic calming, speed bumps, cutesy islands, etc.
- The city charges us a littering fee on monthly utility bills, the trash pick-up guys litter in our yard. How is that fair?
- Traffic! Infill is fine, but streets don't accommodate traffic.
- Given the lack of sidewalks, Texas pedestrians need to be better educated about safety.
- With the drought situation affecting water supplies, and serious traffic problems. WE don't need to attract more stress to Austin.
- Utility rates are way too high. Find ways to cut rates.
- Please stop killing our young black men.

- We have a beautiful city, but our parks are not pretty. Boston, Ma has some of the most beautiful public parks, we should also. It's a good quality of life and tourism.
- Stop over development; crowding in the city is not progress.
- There should be free tolls for 18 wheelers on I-30 to get them off of I-35. This is cheaper than building new lanes on North, South, East and West roads. Stop raising property tax on seniors. The school taxes are too high. We paid all the taxes when we had children in public schools.
- Stop giving construction permit waivers.
- We need more police and later bus hours.
- Utilities are way too high, almost unaffordable. Which way can we cut cost?
- Rid the corners of beggars, their camping & littering.
- Please try to keep taxes from going up. Doing a very good job as Mayor!
- I am upset due to the city of Austin giving legal tax payers money to illegal aliens.
- We need more parks and the preservation of Austin's culture. 3-1-1 dispatchers don't care about animals.
- Stop focusing on trains, regional transportation and start adding safer bike lanes please.
- Very negative experiences dealing with some city employees. Many are wonderful and professional. Get rid of the bad apples.
- Austin needs swimming, ice skating and a gym all in one.
- Fix sidewalks; better transportation access.
- More park trail and bike infrastructure for our growing city.
- Please no more tax incentives for companies to move here.
- More neighborhood street lights in the EJTB.
- I would like to extend my personal thanks to Mayor, City Manager, and councilmen and council women for standing behind the police department, Chief of Police Art Acevedo. I am sick and tired of the public vocal noisy groups expecting perfection out of policewomen and policemen, the police department in my opinion has only one flow; they have to recruit from the imperfect human race. Up until April 2001 I had a different view of the law enforcement agencies, but as I have gotten older I realize when a police officer responds to a call, more often than not he or she once again has to meet the victims at a crime, and when the same name or same trouble maker's name is revealed again and again, well they need attention. And they usually get it.
- Quit raising our taxes. Fees making it less and less affordable to live here.
- Public transportation, train should run often, not just when we have music events.
- Sell the city utilities.
- Check city ordinance that are being neglected.
- Change is inevitable-progress and success is not.
- Fix traffic.

- Clean up the low income housing or Springdale, it's not safe for kids. Lots of drugs and loitering crime.
- Artist's creative residents will not be able to afford to live here much longer.
- It is so important to keep affordable housing in the city. The price of housing in desirable areas is out of control.
- Please add a park in our own neighborhood for our residents to enjoy. I'm currently traveling with kids to another neighborhood.
- Please don't keep expanding and ruining our fields for animals.
- Stop spending money we don't have. My taxes are too high.
- Stop spending our money on rail, the homeless, and 24 hour parks. My tax money is not spent correctly.
- Congress Avenue should be a pedestrian way from Capitol to Bridge. Bring back Dillo Trolleys.
- Fix roads and traffic issues, question number 4 on USA Today list is not acceptable.
- We need casinos like Oklahoma and Los Angeles have. No toll roads.
- Keep up the good work.
- Austin taxes are too high. Too many beggars on the street corners. Empty buses driving around. Too many bikes.
- The need for more affordable housing & the exorbitant electric rate.
- Need more assistance for people 60 and over.
- Keep building up, not out. Urban sprawl is unnecessary.
- More and better sidewalks.
- Quite wasting money and raising property taxes. Offering programs that the city can't pay for. Luxuries are great as long as you can afford them without borrowing money. I fear that Austin is getting too expensive to live in.
- City wide recycling soon.
- City Council doesn't use their heads when it comes to growth congestion. Allowing too many tall buildings. Not considering the fact we are in dire need of water.
- Include some of the fixed city service fees into my tax bill so that it would be deducted on my federal taxes.
- Bring light rail to Northwest Hills.
- Better planning for better roads and traffic on I-35. Lower property taxes.
- Traffic is our big problem. Not enough playgrounds.
- Deregulate power and gas.
- Mass transportation and light rail.
- Stop making it convenient for homeless people to live here. I have been harassed at every street corner.
- Traffic has been a serious problem that hasn't been addressed.

- Stop being a sanctuary city. Don't let special interest groups-no matter who they are, run this city. Quit being so overly politically correct.
- Bring back library hours, update materials.
- Provide better services for disabled people through the City of Austin parks.
- Proactive traffic management.
- Replace the City Council with fewer ideologies.
- Please keep property taxes low. Stop building Austin up like Houston and Dallas.
- Stop racism in public schools. I would like to see less traffic.
- Please stop raising property taxes. Work on traffic issues.
- Poor mobility is exacerbated by bicycle lanes. I don't want to see tax dollars spent on bicycle lanes. High taxes are making Austin unaffordable.
- Concern of gentrification causing my taxes to increase, while my salary or retirement income does not.
- The city must get control over excessive force & profiling issues!
- Over regulated and overpriced.
- Keep Austin energy the way it is, don't change it.
- Have the people vote on some issues that the Council vote on, but people don't want.
- Improve traffic without raising taxes.
- Residential commercial permitting office needs a complete overhaul. Yes we need express service for a fee, but more importantly, we need better management.
- Do something about traffic on Burnet Road.
- Fix the traffic problems.
- Have capital metro provide more transportation options, to serve their mission of reducing air pollution. Encourage more van pools, more frequent buses and no fares.
- Tell people to keep public places cleaner.
- Quit spending money foolishly and listen to the people when people vote no. Quit expecting until you get your way.
- Plan for more public transportation & better roads!
- We pay traffic taxes & the city treats home owners like a blank check. Then we also have to pay for the use of parks & for parking downtown and at some parks, and now to drive on roads, it's too much. No toll roads. Homeowner taxation sometimes is not fair. High & increasing taxes are forcing senior citizens out of their homes. Stop it! Toll roads do not solve congestion problems.

- I have been a resident of Austin for 40 years, 25 as a homeowner and teacher in AISD. I've served my community and now I'm being squeezed out of my neighborhood by my drastically increasing property taxes over 9,000 a year is outrageous. I keep learning how ACL, South by Southwest and Florida are bringing so much money to the city but I don't see a penny of it. IN fact, I'm paying for the wear and tear these events are inflecting on the infrastructure; I hear all about corporate tax breaks to bring new companies and jobs into Austin, when will I get a tax break? Growth is supposed to pay for itself, but that's just not happening. It's all occurring on the backs of homeowners, my pay is not keeping up with the rising cost of living, and you are driving the middle class out of town.
- Our public library does well with what they've got, but other cities have more well supported libraries. More people would ride bikes if we had dedicated bike lanes.
- Property taxes are too high! Utilities are sky rocketing.
- As always, traffic is a concern, but the city should continue to increase its focus on water conservation.
- Need to clean Austin of weeds and trash.
- Lower taxes for fixed income seniors.
- Must reclaim water better. Don't fluoridate drinking water.
- Traffic continuing to get worse. People in Austin drive crazy.
- Public relations with African Americans.
- Need for more East/West & North/South major traffic arteries.
- The police department needs to put more effort to avoid crime and break-ins to homes thief's during the day.
- Corporations should not get tax breaks, or any subsidies. Every for profit organization should pay its fair share.
- Help traffic congestion on major highways, infrastructure.
- We need light rail/more public transit.
- Find more opportunities for people with disabilities to have jobs.
- Council spends 100% of their time creating new programs, which cost more money.
- Need to reduce speed limit on all roads. Would do a lot to increase safety and quality of life.
- More libraries, we need a branch near loop 360 & 2222.
- Please no underground I-35. How about no charges on toll ways to 18 wheelers.
- Trash and yard waste pickup seem to have whatever rules the guy picking it up wants. He leaves trash and the homeowners do not know why. Maybe you should consider hiring an outside company for trash pickup.
- Please by force bicycle laws. They have new bike lanes and still ride 2 & 3 abreast, impossible to give them 3 feet.
- Solve the traffic problem.
- Bicycles are starting to become a problem. They are starting to back up traffic flow.

- Too many homeless people, big problem.
- Traffic is awful and getting worse. Would love mass transit.
- Stop trying to grow this city so fast.
- Thanks for your hard work!
- Flow of traffic is not good. Need better infrastructure.
- We need light rail service between downtown and ABIA.
- Austin has beautiful nature music, arts. Let's make it safe.
- Consider residents above new development. Where has all our water gone?
- The level of laziness of the parks dept.
- Don't let the new library turn into a homeless hangout.
- No urban rail. Too expensive, wasteful, poor use of source funds.
- Not enough reasonably rental property.
- Provide better support to East Austin residents. Land keeps our parks the gem that they are.
- Fix I-35 traffic.
- Stop putting fluoride in our water!
- Clean streets, roads and sidewalks.
- Improve traffic conditions.
- Stop spending the tax payer's money so freely.
- Invest in parks and basic services, not programs.
- We need police. Their presence impacts all communities and the cost to each of us in preventing crimes before they happen. Money by city should go towards crime prevention.
- I love that the buses promote water action. Maybe a link to websites with more programs.
- Too much money spent on bicycle lanes.
- Bigger is not always better.
- Please keep government smaller, don't try to be for profit entity.
- No urban rail, opposed to it.
- Please consider to improve our horrible traffic problems. Build 45 South. Though our address is Austin, we are outside of city limits and don't receive city water, trash service, electricity.
- Keep taxes down.
- Submerge I-35-sink in. Light rail needs to extend south.
- The city of Austin did not plan well. Austin has become too expensive to live in due to high home prices and taxes. The average individual with an average salary cannot afford to purchase a home and live in Austin.
- We need affordable housing. New jobs for Austin residents and public transportation that is timely.

- Standard of living is becoming too high; raising a family is difficult in Austin.
- Please spruce up the city pools, especially West Enfield.
- Try to keep affordable housing in center of city.
- Zoning is an embarrassment. Took 3 years to get my 30 year old parking lot covered for parking.
- Figure out how to fix traffic! Clean up homeless.
- I'm concerned with rapid population growth.
- Neighborhood parks are awesome! Keep them open.
- Stop giving so much away.
- Focus on small concrete changes; everyone can see it builds momentum.
- Spend less time on transportation foolishness, and more on AISD and city. Until AISD pulls up there is no hope for people wanting to live in Austin.
- There is a huge disparity in how roads & sidewalks are repaired in East Austin & from Central Austin.
- Work on traffic signals, make more efficient.
- If I have to finally cut back, so should city of Austin. Save a little stop spending-slow down.
- Slow down the growth of Austin.
- There is a creepy man when I run early in the mornings at Town Lake. Need emergency phones, police presence or more lighting in dark spaces.
- You know it, we all know it but our traffic problems are out of control for a city our size. As MOPAC must be an urgent priority as is mass transit.
- Why does the Council not give us good news and always just work to raise our taxes. That seems to be their only goal in office. Make Austin more affordable and work for the people.
- Check the actual use on all bike lanes.
- Lower electric rates.
- With everyone spending time getting people to move here, who is concerned with more water sources for all the new people and current residents?
- Why isn't Austin development paying for itself? There are too many entitlements with the rest of the community picking up the tab money.
- Taxing lifelong residents out of their homes is not the solution.
- Stop corporate welfare. You have attracted businesses to our city and our taxes have gone up.
- Improve public transportation, to airport.
- Utilities are too high, especially with our summers.
- Firearm ordinance need to be reduced.
- APD spends too much money.
- More long term planning. What is the vision for Austin 5 to 10 years from now?

- Traffic is terrible and ruining our quality of life.
- Austin energy is great!
- Improve traffic flow. Control property taxes.
- Quit taxing me out of Austin.
- Listen to the people with special interest.
- Where repairs are needed under roadways, please repair road top pavement to best condition. Time and time again I see repairs made and pavement redone it's terrible.
- Get rid of bike lanes on streets that cannot handle the current auto traffic load.
- Become fiscally responsible.
- Traffic is a nightmare and only growing worse. I wish city planning would actually try and keep up moderately with growth.
- Clean the city up and higher education standards.
- Get more or one Interstate Highways, for this city! We are not in the 1960's anymore.
- Make single family homes single family.
- Stop spending so much money.
- Stop development. Need affordable housing. Keep the police in line.
- Waste water and garbage is expensive for 80 year old man.
- Work with muds! The fee for water is ridiculous.
- Police killing.
- Keep Austin tidy. I hate seeing burned out, long grass on major streets. Help Congress Avenue look better.
- I would like to see improvements on major roads. I would also like a ban on smoking on public city streets and parks permanently.
- Make better parking for festival goers.
- Better public transit.
- If Austin is high tech city, why am I not able to complete this survey on-line?
- We need to have a plan for our dwindling resources water.
- More activities for youth and small children. Parks and recreation activity need funding, keep kids out of trouble.
- I live in the county with city services. Austin is not what it used to be. It is too political, as a senior I would not recommend Austin to anyone.
- Decrease property tax rate as more people move into Austin. Spend less than revenue increases due to growth.
- Stop private wells, phase out lawns. Get radically serious about water conservation.
- Can you go 1 year without raising taxes?
- Please bring back St John's public pool.
- With continuing risk of forest fires, do not cut fire services.
- Lower property tax rates and utility rates and fees.
- Need for public transit and improved highways.

- Property tax, utility, garbage & waste water in the 78702 area is too high.
- Stop endless taxation and fees to provide margined services.
- They need more police to stop speeders in our neighborhood.
- Have APD stop working traffic during peak times, this hinders traffic more than it helps.
- Build 45 in the South.
- Traffic is degrading Austin's quality of life.
- Don't go overboard in accommodating the homosexual minority.
- The city needs to improve and enhance the infrastructure prior to starting new developments. It seems like this is an afterthought.
- Why is it that there isn't enough parking at city of Austin facilities?
- Get rid of those scared, bully type racist cops we have in Austin.
- Reduce electric and water rates. The rates are ridiculous that robbery.
- More bike trails. Public transportation is very bad.
- Keep traffic under control. Promote energy efficiency, and keep Austin weird.
- Much more bicycle friendly, it's not safe.
- Stop crazy growth! Traffic is getting insane.
- Why did the 2nd person in the board that spent a lot of money for their trips were not fired. It's a shame to have people like that on the board.
- Concern regarding police interaction with minorities.
- Congestion of traffic downtown due to timing of traffic signals should be mortified.
- Consider tornado shelters or funding for people who want to build them.
- Police are overpaid.
- Fix traffic congestion and not by building trolleys.
- Please don't tax us out of our town.
- Expand housing options for low income working families.
- Pay your solar customers for their excess energy.
- The Austin energy workers should get more than 5% raise.
- Quickly plan for the influx of people moving to Austin. The Austin and alert is out.
- Commit to 400 mw of distributed solar power generation. Where ever I go in the world, Austin is known favorably for its innovative spirit; don't stop now.
- Excessive force by police and reports that justify. Cost of city and county services.
- Stop telling people to come to Austin and open a business, when the permitting process is a nightmare.
- Transparency of this program in the future. More schools now that the population and economy of Austin is growing fast.
- Give warnings for traffic offenses versus an automatic ticket.
- Help the home owners and stop the high taxes. Please I'm about to have to leave Austin city limits after 57 years.

- There should be more support & resources for families with parents working full time especially with childcare.
- Equal service for all neighborhoods in repairing streets and sidewalks.
- My curb was damaged by the City and I now I am going to have to replace it myself.
- Recycling pick up every week verses every other week.
- We need long range planning for traffic and water.
- Stop spending so much money! Live within your means!
- Enforcement of dog poop pick up. Texting while driving. Speed on city streets.
- Austin property tax rates will force me out of my home.
- Annex the Hornsby Bud area.
- It is getting too expensive to live here water, taxes, electricity etc. We are planning to move when we retire. We don't think we would be able to live on retirement income here.
- Need to have less building codes and more land.
- Austin is a great place to live, but let's stop tearing down its uniqueness to make way for condos for rich new comers.
- Please improve public transportation and traffic congestion.
- Too much money is spent on bike lanes.
- Reduce the length of public input at Council meetings and lessen the proprietary influence of the neighborhood groups.
- Your city utility employees are the most rude I've ever seen.
- Control speeding, reduce special programs, and focus on priorities on basic services.
- Austin utilities are fantastic.
- Drop bike lanes, or give traffic tickets to bicyclists.
- Traffic is a nightmare-add lanes & ticket those driving in left lane under speed limit.
- Car traffic must be solved.
- We need a metro rail system that covers the entire city.
- We need to do something about the traffic problem. Why can't we use existing rail lines to run trains throughout the city up and down MOPAC? We can't just keep building roads.
- Need help in the city building permits office.
- Give more support to our police officers departments.
- At intersection of Nuckols Crossing & Teri rd., 2 lanes turn into one lane with no turning arrows. Which lane has the right-a-away?
- Fix the roads.
- Hire more people for code planning dept. The permitting process is a nightmare.
- Fix traffic issues.
- Sidewalks in my neighborhood suck!
- Fix the traffic!

- Austin needs to solve its traffic issues.
- Better bus service on 18 MLK. Poor connection for working employees on late shift to leave airport and connect with MLK. Better frequency of late routes.
- Fix the police dept. The police dept. has too much power.
- Free muni Wi-Fi in public spaces.
- Please consider bike lanes aside from streets to separate bicycles from regular traffic flow, especially on week-ends bike rallies.
- The building permit system is broken and too expensive.
- Enforce traffic laws for bicycles.
- Property taxes are too high.
- Reduce I-35 traffic.
- Be equal in each neighborhood, all people deserve equal say.
- Continue to pursue composting and sustainable library programs.
- Less on capitalism, more on environment.
- Clean up neighborhood. No raise on tax.
- Don't give into quickly, hear the residents out first.
- Look into ways, for less fortunate children, as far as sports and activities.
- Expand on the light rail, make it more user friendly.
- Doing a great job.
- More affordable housing and medical for seniors on a fixed income is needed.
- Parks and recreational services are wonderful on the East side. The Westside of town needs more focus and attention.
- Better code enforcement for college apartments, including trash pick-up and maintenance of trash by apartment's management.
- Driving in Austin is total anarchy. Enforce random traffic violations.
- Rules and regulations are great. But there is a balance. Don't turn Austin like California or we will leave.
- Repeal the bag ordinance.
- We are putting too many resources into bike lanes.
- Traffic sucks! We need roads, trains and bike lanes.
- Rent is ridiculous.
- More attention on the roads and care in lower income neighborhoods.
- Please start planning for population growth.
- Slow growth.
- Why are there so many expensive studies and actions, not very relevant to daily life here?
- Affordable safe housing within AISD boundaries.
- Need light rail desperately! Traffic is terrible.
- Do the things that are right not politically right.
- We want a clean environment and better schools and teachers.

- Really investigate the police department, too many shootings investigate & people are scared.
- Austin 30 years ago used to be a quiet town. It is a business now.
- Don't push growth to much; our town is growing too fast.
- Cut back trees on trails. Sidewalk ramps.
- Child safety monitors in hospitals, parks and schools.
- Need to find more ways to recycle and reuse rain water.
- The property tax is too high compared to the earned income, especially when my children are no longer in school.
- Water is Austin's only problem.
- Please help traffic. Look at uninsured people.
- Doing a great job.
- Get the building permits right.
- Look at the citizens, not for big business coming in.
- Something needs to be done about police department.
- Pay attention to social services and in particular mental services. Because they cost a lot of tax payer's money if they're not attended properly.
- Not to raise taxes.
- Police department needs a lot of work.
- Keep pools open longer in September.
- Keep up the good work.
- Fix I-35 highway.
- Social Services
- Realize we have a lot to offer.
- Get on the code enforcement. Clean up the residential areas.
- The cops are paid way too much money. Should not close libraries on Sundays.
- Make sure the new Austin is compatible with old one.
- Please work to eliminate waste in Swollen city budget our taxes are increasing much more compared to other growing central Texas. The Suburbs in Austin are becoming unaffordable.
- Need lower electricity bills.
- The train is ridiculous. I want take it but the hours and route is useless. At the very least it should run on Sundays.
- Too much traffic. Not enough space or roads for everyone who is moving here.
- The city of Austin needs to have better oversight on wasteful government spending, in some of their departments.
- Better bus system. Light rail will be helpful.
- More bike lanes. Fix chlorine pump at Shipe pool.
- Please reduce property taxes.

- We desperately need more sidewalks, and biking trails off city streets.
- Please extend pool hours, days particularly on East side. Please pass more scooter, motorcycle polices.
- I would like to have hazardous waste pick up.
- City council has come from the dregs of society
- The 6th and Lamar street changes have not worked/need to figure out a new solution
- A big problem is the City of Austin taxes. The City is not taking care of the east side. And please encourage businesses to come to Austin. So we can all have jobs.
- A business burnt down in July. It took from February to July to get the permit to reconstruct, but less than thirty days to rebuild. This lapse in time put people out of jobs, due to the inefficiency of the process to receive the needed permit.
- A dense, well planned out, organized pedestrian accessibility is needed; bicycle accessibility and transportation like light rail need to be more accessible like in other cities, such as Boston.
- Address Homeless concerns.
- Address the I-35 highway traffic
- Address traffic issues.
- Affordable housing is not available in city. I have to move outside the loop to purchase a home.
- APD - Residents are out of control
- More plant and animal care.
- Austin is a great place to live. Need to plan better for growth in the next 20 years, especially with the highways
- Austin is great except it's been ruined by developers that are "in cahoots" with the politicians downtown.
- Austin needs a smarter plan for growth. Be careful with leaving growth to developers and free market forces.
- Austin transportation, schools are overcrowded
- Austin would be better if housing wasn't so expensive for younger people; traffic in Austin is disappointing and the cost of water is too expensive. Other than these issues it's a great place to live.
- Be more considerate and concerned about the elderly, disabled, and homeless people. They need more help and programs to help motivate these people to get on their feet. The elderly are not treated the way they should be.
- Be more receptive of ALL citizens of Austin.
- Better Code enforcement restrictions. Especially with realtors.
- Better communications with the residents.
- Better control of the police department.
- Better enforcement of watering restrictions.

- Need better services for the homeless, especially the Veterans.
- Better parking downtown.
- Better growth planning for the population.
- Better public transportation like they have in other countries.
- Better traffic plans.
- Bike trails/train when it's voted down, don't keep pushing it.
- Called 311 and nobody called me back, even when I requested to be call back. Mr. Bradley in research was wonderful.
- The City needs to do more with respecting the affordable housing needs of the residents, especially when they've been there for a while - not kicking them out. What's best for humanity? In other words, doing what's fair to the people who live there and to the school districts. So the corporations need to contribute more if they are using the space and etc.
- City planning for growth needs to be emphasized.
- Clean up Lady Bird Lake.
- Clean up under the bridges and downtown.
- Code enforcement for graffiti is lacking in my area. I am very disappointed with code enforcement in my area as a result and burglary and crime. 78704 area. I want to get to the bottom of the police force and the use of force on African American men.
- Come to my house and have some windshield time.
- Come walk on my neighborhood
- Commuter transit is atrocious; only 9% of the population can commute to their jobs and that is contributing to the traffic problem. We need commuter rail very badly.
- Composting recycling needs to be an option for residents
- Concentrate on basics of city, garbage, police, clean up parks of homeless, make safer city
- Concentrate on building more parks and park facilities
- Concern about the city growth around infrastructure and transportation
- Concerned about long term water supply
- Concerned about the police killings of young minority men and I would like to see them look into that more and be fairer about it. I recognize that some were justified but I feel that some of them could have been avoided and I find that scary, especially because I have a young child and grandkids also.
- Continue to be transparent.
- Continue to try to better our traffic flow and also situations for bicycle and pedestrians (such as adding sidewalks).
- Control traffic
- Corporations don't need tax breaks.
- Cost of living is way too high

- Cut back on government
- Deal heavily with traffic congestion
- Deal with the traffic problem.
- De-regulate the City of Austin utilities. City Council needs to include everyone.
- Development should be done in a smart way to avoid becoming like the city of Houston. Houston has high toll roads that are not pedestrian friendly and there not any city cohesion.
- Disproportional in the work force and hiring practices and in law enforcement as well. Lack of housing and resources for lower income families .
- Do better planning for growth. Work on roads, available housing, and transportation.
- Do more to get homeless people off the streets; also the roads need to be updated (specifically on North Lamar and Breaking Lane). We need more affordable housing for low income housing.
- Do more with affordable housing; I am getting moved out of the east side.
- Do something about bad drivers and road planning
- Do something about MOPAC traffic
- Do something about the traffic on 183 and also 35.
- Do something about the traffic; better traffic flow. PLAN FOR CARS instead of pedestrian paths.
- Do something about the traffic.
- Do your job . Make decisions from the heart and not from your advisors.
- Doing a good job
- Don't care for the way the area between riverside and E 12th St. is being developed. The houses being built are not cost effective for the residents who live there; code enforcement is not equitable, especially for residents
- Don't forget about the Hispanic race.
- Don't put a double-decker on MOPAC
- Don't spend money you don't have
- Electric bill is too high during the summer.
- Enforce the traffic laws for bicycles
- Ensure that there is adequate maintenance of green spaces along the lake.
- Equal opportunity.
- Equal rights. Public school systems need bettering. More attention to animal shelters and rescue centers.
- Fewer festivals, more community building and more infrastructure.
- Finish current road work before they start more.
- Finish out Waller Creek.
- Fix the roads and get bike lanes off the roads, there are too many bike lanes/accessibility

- Fix the sidewalks, improve communication and the library programs. I am not sure that same sex couples, different races and the homeless are being treated fair; so focus on diversity.
- Fix the streets
- Fix the streets in East Austin and focus money equally between west and east Austin
- Fix the streets one at a time instead of having so many projects.
- Fix the traffic and the light synchronization.
- Fix the train system because right now it is more of a traffic problem.
- Fix traffic MOPAC.
- Fix the streets and get rid of all the abandon vehicles
- Fixing the traffic patterns will improve public transit.
- Keep floride out of the water.
- Focus on providing affordable housing
- Focus on Public Safety especially with elderly and disabled population
- Focus on the traffic
- Focus on traffic flow and street maintenance, they go hand in hand
- For Central Austin Homeowners: the code enforcement & residential permitting office is terrible (6-12 month backlog & the permit people are bananas)
- For everything to be done hire a consultant/or survey? Why not go to UT for economic advice and utilize the minds of younger people? And use the money that would be paid to consultants for scholarships for the university, instead of special interests benefiting monetarily.
- For the police to be more open with everyone not just some people.
- Fund supported housing
- Get bicycle lanes under control. Bicycle riders should share the road; they don't need such wide lanes.
- Get control of the homeless situation; help provide help for the homeless
- Get moving on the affordable housing act; let's make Austin more affordable for people here
- Get people more involved in zoning housing and business
- Get rid of metro rail
- Get the sound walls finished on MOPAC
- Give more help to the minority, more flexibility on taxes.
- Give people more employment opportunities
- Give teachers a raise.
- Give the Senior citizens a special discount on utilities.
- Good job
- Good Job!
- Government needs to communicate better with the public!

- Great place to live.
- Growth in Austin is not well thought out. Quit telling people that Austin is a great place to live because it is fast becoming a place that is not great to live. Minimum wage jobs do not provide a living wage for living in Austin; some of the city jobs are the same way. You cannot live in Austin on \$10 or less an hour.
- Handle growth better and bring more tech people into the community
- Happy with the move to Austin.
- Have police treat everybody equally & show more respect. No prejudging.
- Have to do a better job at planning and road development with the growing roads.
- Have to have a strategic plan to purchase more land for parks to keep up with growth.
- Having a good plan for emergency or natural disasters. Plan with food resources, shelter, ect. Also inform citizens of such plans. Have more concern towards unemployment.
- Having sympathy for low income residents with high utility bills
- I don't agree with the proposed plan to sink I-35 below street level.
- I am concerned about the cost of living.
- The mayor needs to look at the planning department and permit department. Zoning ordinances need to be looked at.
- City needs to spend more money on law enforcement.
- Help lower income families with water and waste water services. MOPAC to 35 & 183 S to 35
- Help out immigrants and do more for them
- Help people with rent and finances.
- Help the poor and the homeless more.
- High electric rates and fees on the electric bill that we received this month. Taxes are too high.
- Hire new city managers.
- How would you like to step in mud to get your mail every time it rains? We need better repair of sidewalks in my neighborhood.
- Hurray for the libraries!
- Hurry up on the roads and address the homeless population
- I am most concerned about the criminalization of poverty. I would like to see Austin work to eliminate the laws condemning the poor, simply for being present.
- I am not fond of some of the planning going on.
- I am pleased and hope to continue to find a balance between protecting the environment and promoting business growth.
- I appreciate the wonderful service for the disabled and the elderly -- they are kind and friendly who do my garbage collection.

- I have an issue where we live which is a safety issue; there are no sidewalks on both sides. ISD lets the children off where there is no sidewalk and I feel that needs to be improved.
- I have concerns about rapid growth--what will be the future of Austin as it continues to grow?
- I hope the Mayor will look to the areas of transportation, improving AISD, and improving the process of development review to preserve the quality of life in Central Austin.
- I love Austin; I'm concerned about city planning and the hit and runs.
- I Love this CITY!!
- I really like the tiered electric rates and wish they applied to me.
- I think that the way voting is conducted makes it very difficult for me to participate because there are so many elections and it is difficult to keep them all straight and they seem very disorganized.
- I think the mayor is doing a good job
- I think they should repeal the bag ban.
- I think we need more options for mass transportation. Particularly, urban rail.
- I wish I knew his name. I hate when they say "push the envelope". Imposing the minority thing to the majority is not a good thing to do. I'm all for equality, but you cannot enforce the idea of a minority over a majority just for equality.
- I would look at how we do city permitting and zoning. We shouldn't have little guys not getting things that big guys are getting.
- I would want more jobs and better jobs.
- If they could look into a way to reasonably equalize the electric bill so that it would be the same rate all year.
- I'm disabled--wanting to know what help is available such as low-income housing for disabled.
- Improve roadways to accommodate growth in the city
- Improve the quality of education for the school system for the city of Austin to bring us up to the 10 percent of the all the states.
- Improve Traffic!!
- Improve traffic.
- Improvements to City streets are needed.
- Improve the traffic problem.
- There is a problem in my neighborhood with animal control; the sidewalks are also poorly maintained.
- Improve the schools and the city's programs for people with disabilities. We also need work with social services, and overall education.
- There is insufficient public transportation in the City.

- Address traffic issues on highways.
- It is a very dynamic city.
- Just do your job.
- Keep Austin affordable to all income levels
- Keep doing what you are doing.
- Keep doing what you're doing; keep improving.
- Keep it weird
- Keep on doing what you are doing
- Keep up with the growth of traffic; it was known in advance about the up and coming growth of the city of Austin and the roads and expansion of them were not changed to suit that growth. The expansion and changes of roads and infrastructure should have kept up with the anticipated growth.
- Keep working on public transportation improvements
- Keep the city safe
- Legalize weed.
- Less bicycle lanes
- Less bicycle lanes and decrease my property taxes.
- Let come together.
- Let's fix the downtown parking situation; there's never enough parking down there.
- I would like to see fluoride removed from the water
- Limit the growth
- Long term water planning needs to be focused on.
- Look at the geographic services; not just for the poor and rich.
- I love that you can recycle everything; you should let people get back into the green program
- Love the mayor but I can't stand the city council.
- Lower taxes
- Lower taxes and spend the money wiser.
- Lower the taxes as per your word during your campaign as mayor. Keep your promises!
- Lower the taxes.
- Maintain sidewalks and finish the sidewalks in the neighborhoods.
- Maintenance of streets needs to be completed in a timely manner; also maintenance of parks and park facilities, mainly restrooms, needs to be kept up with.
- Make Austin more affordable to live.
- Make electricity lower and gas lower.
- Make Austin more affordable
- Make more programs to help animals.
- Make some honest decisions about any situation about anything that comes to them, be very trustworthy with the citizens.

- Make sure public notices are spread to all residents.
- Make the freeways more logical and sidewalks everywhere.
- Make the public transportation in the city of Austin more efficient and more accessible to everyone.
- The Mayor continues doing a fabulous job with the city of Austin.
- Mayor needs to reign in the police department with better supervision; be careful to promote the city with an unreliable water supply; the future water supply is in jeopardy with dangerous water levels at the lake.
- Missing out on neighborhood parks; also add more bicycle paths to the city.
- We need more residential code enforcement.
- We need more affordable housing, better streets and better traffic flow.
- We need more bike lanes
- We need more efforts in supporting diversity
- More jobs!
- More Lighting in the streets
- More money for parks and libraries; also clean up the police department
- We need more recreation activities and places for ages 12 through 18.
- More programs and help for senior citizens in Austin
- More property tax focus.
- More protection/police presence on the street where I live on; stop the drug trafficking at night.
- More social security
- More splash parks and update libraries
- Most of the focus for building/planning and all the tax dollars are spent are on downtown; we more to go into the neighborhoods and residential.
- City needs to be more considerate of people who are disabled and elderly.
- There need to be more services that gear towards mid-low income families
- Need to do better with traffic and electrical repairs.
- Need to do something about traffic problems on I35
- Need to get grass mowed more OFTEN along city streets
- Need to stop driving poor people form the city, and the cost of living in the city is just too high. Need to provide homes for people with low income.
- Needs to be better communication for future plans for growth. The downtown Austin roads and the lights for energy. Synchronize. City planning. Police dept. are too powerful...too much happening involving the police.
- There needs to be more police patrol in neighborhoods and more watch programs
- No toll roads on MOPAC.
- Older neighborhoods would benefit so much with the repair of sidewalks!!!

- One important thing is trying to keep the employees motivated, but also streamline the process so they are focused on efficiency and productivity. Hopefully, that will not result in increased fees & taxes.
- Austin is one of my favorite places to live
- I am opposed to leasing out the airport to pay for the rail transit. I want the rail, but I don't want the city to pay for it that way.
- Parking in the downtown area is diminishing & needs to be addressed.
- Patching of the streets needs to be fixed.
- Pay attention to city planning, and electrical and water usage.
- People living south of Benwhite Blvd. need more mass transit options without changes to downtown Austin. It is very frustrating to get north
- Plan for growth better
- Plan for growth.
- Plan growth ahead of time instead of waiting, thinking about the future for the city of Austin. Taking in too much than what you can actually handle.
- Please stop allowing large condo's to be built in are city; and I would like the city to focus on local businesses that keep Austin alive. I feel like this is changing the culture of our city in a negative way.
- Please don't raise taxes
- Please put education services above everything else.
- Point of use electrical generation. Everybody have their own means of providing energy to their own homes.
- Police are out of control.
- Police Dept. needs to be more sensitive.
- Police force is terrible.
- Police need to handle situations more efficiently and be aware of all cultures.
- Police need to be better
- Police profiling is an issue.
- Poor planning on education.
- Price for electric and water services are too high.
- Privatize the energy and let me choose which provider.
- Property tax rates are increasing too quickly and need to slow things down.
- Provide as many resources as possible to take care of the homeless in the city.
- Provide something more for the homeless so there isn't that many homeless. Provide either jobs or homes or etc.
- Public transit with Metro Access needs to spend money that they have saved. It would be nice if they had fair service for people that are disabled.
- Public transportation and traffic issues need to be addressed

- Public transportation in Austin sucks. Basically if you don't live in Downtown Austin, you're out of luck trying to get to public transportation
- Put a sidewalk in my neighborhood.
- Put extreme efforts into reducing the cities carbon footprint.
- Put more information online. I was trying to sign my kids up for swimming lessons and could not see how many spots were left in the class. That was available last year; they made the website worse not better.
- Put water in Lake Travis. Get non Texas out of Texas.
- Quit inviting people here; growth is not a good thing.
- Quit pushing rail; synchronize traffic lights
- Quit spending money on bicycle lanes.
- Quit wasting money .
- Really work on the amount of services in concert with the growth of the city, capacity of the infrastructure needs to be expanded.
- Recent development versus the security. Police need more tactful ways to investigate and apprehend suspects. The amount of firearms on the streets.
- Reduce utilities, give overtime
- Safety: make it a priority in a booming city like Austin. Keep tabs on criminals.
- Shorten the wait time on traffic signals, especially the red lights.
- Single use bags. Better traffic flow.
- Slow down on High Rise development on Town Lake!
- Smoke free public areas are needed.
- Sometimes people in my neighborhood just stand or park in the middle of the street even though they're told to move all the time.
- Spend our dollars wisely
- The City spends too much time and money on surveys.
- Spending too much money on bike lanes
- The City spends too much money on the train for the value we receive for it.
- Start hiring better emergency response teams; the one employed are rude, mean and they hurt me when I called for help.
- Stay focused on the great quality in Austin
- Step up education.
- Step up patrol in rough neighborhoods . Have more available after school programs for teenagers.
- Stop attracting people to Austin. Let's provide for those that are here now. More mass transit. Don't build the Lady Bird Lake tunnel. Solve affordable housing. Tell University of Texas they cannot build the Lions Golf course.
- Stop hiring outside consultants; it is costing too much money and asking an outsider to run Austin is ridiculous.

- Stop Letting People From Capitol Hill Kill Other People.
- Stop people from moving to the city until more water is available.
- Stop spending money on parks and playgrounds. Use the money on things we really need like bridges and streets. Get off the public transportation kick and put the money into the roads and bridges.
- Stop the growth
- Stop the growth.
- Stop trying to be San Francisco
- Stop wasting our money!!!
- Stop wasting my tax dollars.
- Streamline the residential noncommercial permitting process.
- Take a drive out to this area, it really needs some attention. We all need attention too. Income has nothing to do with this area of town.
- Take a second look at the funding for the disabled.
- Take care of our basic needs first then if there is time take on other projects then do it.
- Take care of traffic on 620 and 2222, extend 45 to 71.
- Take fluoride out of drinking water!!!!
- Take our tax dollars and focus on core services and stop spending our tax dollars on things that are not very useful.
- Take planned parenthood out of the state; they are killing god's will and are killing our babies.
- Take the fluoride out of the water, make the smart meters voluntary and not compulsory an not lie about when asked about them
- Tax dollars should be used to fix the traffic concerns instead of the parks and trails
- Taxes are going up to far, and it is getting too expensive to live here.
- Tell city council to stop spending money on surveys!!
- Tell the police to quit shooting black people.
- That they are rapidly moving Austin to the point of no return because they are pursuing their own agendas. That's why they voted single member districts.
- That we need to increase curbside recycling too each week same with bulk item pick up.
- The apartments being built should be energy efficient; limit the amount of residents moving in.
- The Bag Ban is dangerous and makes people ill.
- The biggest thing is they need to do their research before taking away all bags from grocery stores. Encourage composting.
- The city needs to work on traffic flow; it's too heavy and commute times are too long.

- The City of Austin is generally great; but the traffic is horrible, especially on I-35 passing through the downtown area! With all of the exits that there are on that interstate in that area, why is there so much traffic congestion and no matter what time of the day it is?! Please find a solution to this madness.
- The City of Austin is having a lot of meetings that are just for show. They are not really listening to the people during these meetings. They are not spending money how they should be.
- The City of Austin's management needs to be overhauled, especially customer service.
- The city should not tax leased vehicles for personal use.
- The disparity in the super rich and the super poor in this city is outrageous.
- The Mayor is not in touch with the residents really.
- The parks shouldn't be privatized. There should be public gardens. The park equipment should be better maintained.
- The planning is out of control, going to turn into Atlanta within ten to twenty years; needs to slow down growth.
- The planning of the city is too slow; we are outgrowing the city faster than we can build.
- The Police and Fire Dept. need more staff.
- The police need to shoot later rather than earlier.
- The primary City services and water conservation should have a high priority.
- The probating process for residential remodel is a very poor process for home owners.
- The public schools are good; keeping public education intact and competitive is critical. It should be uniform across the city, not just geographically/by income.
- The sidewalks in my neighborhood are not good. I want sidewalks in front of my house on 606 Springdale Road.
- The streets in my neighborhood got repaved when they did not need it and they did a bad job; we still have loose rocks getting into everything.
- The traffic in Austin is horrendous; it seriously needs much focus and needs to be improved. Unfortunately, it's probably too little too late now, because the city of Austin did not keep up with projected growth as it should have all along.
- The traffic in the city of Austin really needs to be improved; there should not be so many toll roads while the residences are paying high (or higher) taxes at the same time. One of these things needs to be decreased; both should not be going on at the same time.
- The traffic lights are not well organized. They back up traffic. Also, Austin should not be growing as fast as the City encourages it.
- There are too many people living in Austin, and I don't like that the City is being compared to Seattle.
- There should be focus on cleaning up the police department regarding behaviors, psychology, biases and the temperament of the officers that are currently on the force and for those who are to be considered for hire on the police force as well.

- There should be free or low cost clinics for people with low income.
- They have to get the traffic problem under control; more public transportation is not the answer
- They need to be more diligent in ensuring that the suburban citizen's views are represented in decisions being made. And many of citizens hate the bag band.
- They need to think before they spend the City's tax dollars
- Deal with the homeless issue; it is out of control.
- Enforce the disability act more pertaining to anyone that is threatened or that is physically challenged or mentally challenged.
- Finish the sidewalk on northeast drive; the safety of kids is at risk. I am very unhappy that they have not finished it.
- Serve the entire city not just one part of the city.
- Support police and EMS more and don't focus so much on bike trails.
- Toll roads need to stop. We need a way to get through east to west across town. As they are planning residential planning they need to provide water and electricity.
- Too heavy on swooning (too much political pressure).
- Too much building going happening and nobody is moving in.
- There is too much traffic
- Traffic
- Traffic
- Traffic and streets need to be improved.
- Traffic congestion problems
- Traffic enhancement
- Traffic improvements
- Traffic is terrible; we need a full loop on both the east and west side to divert heavy traffic around the city; this should be paid for by tax dollars San Antonio has at least two loops around the city while Austin has none.
- Traffic is the number one problem which detracts from good quality life in the city
- Traffic lights need coordinating
- Traffic Needs MAJOR improvements
- Traffic needs to be addressed
- Improve traffic on I-35 north and south.
- Traffic planning needs to be improved!
- Traffic problems, abysmal
- Transportation - we need more highways and freeways to take care of the traffic flow in the city. We need two things: more lanes on the existing highways but also more "toll free" highways
- Transportation is the biggest issue in this city.

- Tried to get in touch with the chief of police back in March and he never returned my call. As a citizen I would've appreciated an explanation for why they came in with guns pointed at my 12 year old. Just because I am a little person, not in an office, I still deserve the courtesy of having a call back.
- Try and make neighborhoods and parks safer.
- I tried to work with the city staff about zoning problem, and it took over a year to fix the issue. City staff needs to take a more personalize incentive to help people. Try to make it easy and not sandbag people.
- Undo the plastic bag ban.
- Focus on the upkeep of the weeds and right of ways; better maintenance throughout the city.
- Utilities are way too high.
- Utility rates are too expensive
- I am very concerned about people being able to earn a living in the city. It's hard and expensive to live here. I am upset about predatory lenders. I don't want the mayor to have anything to do with ALEC.
- I am very concerned about the short term rentals and neighborhoods are not getting support from the city at all.
- I am very disappointed with adding apartments without infrastructure.
- Warning lights for emergency vehicles in major inter sections.
- We need help and a solution with the traffic congestion.
- We need light rail on Guadalupe and North Lamar Street.
- We need pool hours in the summer.
- We need safer driving & pedestrian & bikes conditions & lower driving speed limits.
- We need to be careful on how we use our tax payer's money . When times are tough we need to hold onto that money instead of expanding I just think we need to be more careful with how we use that money.
- We need to be careful that we preserve the affordability and uniqueness of the city, in the face of change easy to chase the tax dollars. Be conscious of that for future planning purposes. Keeping the city livable for all residents as they have known the city to be.
- We need to work more on public transportation. Continue working on parks and energy conservation programs.
- We've had a lot of shootings with a lot of African American youth. And traffic is a disaster.
- Why did they stop using paper bags in the grocery store?
- Work done in diversity has been great. Human right have been wonderful
- Work on getting some honest policemen.
- Work on growth starting with traffic issues.
- Work on property taxes.

- Work with the senior citizens.
- I work at Whole Foods downtown and I am very disappointed with the lack of bike lanes and the number of road repairmen (so many of them).
- I am worried about the growth of Austin and that we plan for it wisely. There is a tendency to not want to accept that we're growing and we make planning decisions in a limited fashion. Accept it and plan accordingly.
- I would like a traffic lane for 35 year residents of the city of Austin. It would also be nice to have no lines at restaurants for the 35 year residents. Make a special access card.
- I would like the city to work with the state of Texas on relieving traffic congestion.
- I would like to know why we don't have any malls in this area?
- You've done a great job. I'm impressed with your fairness but be careful with our tax dollars.



2013 City of Austin DirectionFinder® Survey

Appendix B:

Crosstabular Data by
Race, Hispanic, Latino or Other Spanish Ancestry,
and Gender

Submitted to

The City of Austin, TX



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

September 2013

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1a. The City of Austin as a place to live</u>								
Very Satisfied	37.5%	41.7%	45.9%	47.5%	40.6%	41.2%	43.7%	42.5%
Satisfied	39.5%	41.3%	37.9%	36.6%	40.8%	42.5%	38.0%	40.2%
Neutral	13.8%	9.8%	9.7%	8.5%	11.6%	10.0%	10.4%	10.2%
Dissatisfied	5.3%	5.4%	4.1%	5.1%	5.1%	4.7%	5.3%	5.0%
Very Dissatisfied	3.9%	1.8%	2.4%	2.4%	1.9%	1.7%	2.6%	2.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q1b. The City of Austin as a place to raise children

Very Satisfied	36.5%	37.0%	42.3%	43.0%	36.4%	36.2%	40.5%	38.4%
Satisfied	34.3%	37.5%	36.8%	35.4%	37.9%	39.0%	35.4%	37.1%
Neutral	19.0%	17.4%	12.4%	12.4%	17.8%	16.2%	16.1%	16.1%
Dissatisfied	7.3%	5.7%	6.5%	7.0%	5.4%	6.9%	5.3%	6.0%
Very Dissatisfied	2.9%	2.4%	2.0%	2.2%	2.4%	1.7%	2.8%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q1c. The City of Austin as a place to work

Very Satisfied	33.6%	34.1%	42.5%	43.0%	33.6%	36.5%	36.3%	36.4%
Satisfied	38.3%	42.5%	34.0%	34.8%	41.2%	40.9%	38.7%	39.8%
Neutral	18.1%	17.2%	18.1%	17.0%	18.1%	17.0%	18.0%	17.5%
Dissatisfied	7.4%	4.5%	3.3%	3.3%	5.4%	4.1%	4.8%	4.4%
Very Dissatisfied	2.7%	1.7%	2.1%	2.0%	1.7%	1.5%	2.2%	1.9%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q1d. The City of Austin as a place to retire

Very Satisfied	30.2%	26.4%	31.8%	31.9%	26.5%	26.4%	30.3%	28.4%
Satisfied	30.2%	27.5%	25.2%	26.0%	28.8%	28.7%	26.1%	27.4%
Neutral	18.7%	24.3%	23.2%	21.3%	24.0%	22.5%	23.8%	23.1%
Dissatisfied	11.5%	13.2%	10.9%	12.2%	12.6%	12.3%	12.8%	12.5%
Very Dissatisfied	9.4%	8.5%	8.9%	8.6%	8.1%	10.2%	7.0%	8.6%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q1e. Overall value that you receive for your City tax dollars & fees

Very Satisfied	13.2%	9.4%	13.7%	15.3%	8.8%	11.3%	10.7%	11.0%
Satisfied	26.4%	35.5%	28.0%	29.0%	34.8%	29.1%	35.6%	32.4%
Neutral	28.5%	29.1%	32.5%	30.8%	29.0%	30.1%	29.5%	29.8%
Dissatisfied	21.5%	16.5%	18.5%	19.8%	16.3%	20.3%	15.5%	17.8%
Very Dissatisfied	10.4%	9.6%	7.3%	5.3%	11.1%	9.2%	8.8%	9.0%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1f. Overall quality of life in the City</u>								
Very Satisfied	24.5%	27.8%	31.7%	31.2%	28.2%	29.2%	27.6%	28.4%
Satisfied	45.7%	47.4%	44.6%	45.0%	46.0%	47.6%	46.2%	46.9%
Neutral	17.9%	17.2%	15.3%	16.0%	17.1%	16.0%	16.9%	16.5%
Dissatisfied	7.3%	5.9%	5.7%	6.1%	6.1%	5.5%	6.3%	5.9%
Very Dissatisfied	4.6%	1.8%	2.7%	1.7%	2.6%	1.7%	2.9%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1g. How well the City of Austin is planning growth</u>								
Very Satisfied	15.2%	5.3%	12.6%	11.9%	6.6%	6.9%	10.0%	8.5%
Satisfied	18.6%	19.0%	24.6%	24.2%	19.3%	20.8%	20.4%	20.6%
Neutral	26.9%	25.8%	24.0%	23.2%	27.0%	24.3%	26.6%	25.5%
Dissatisfied	22.8%	27.2%	21.8%	23.2%	25.6%	26.0%	24.1%	25.1%
Very Dissatisfied	16.6%	22.7%	16.9%	17.4%	21.5%	21.9%	18.8%	20.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1h. Overall quality of services provided by the City of Austin</u>								
Very Satisfied	13.8%	11.9%	21.0%	20.9%	11.3%	13.8%	15.1%	14.5%
Satisfied	52.4%	49.0%	43.7%	44.3%	49.8%	47.8%	48.0%	47.9%
Neutral	17.9%	28.1%	20.7%	22.2%	26.1%	24.9%	24.8%	24.9%
Dissatisfied	10.3%	7.3%	9.6%	8.9%	8.3%	9.7%	7.2%	8.4%
Very Dissatisfied	5.5%	3.7%	5.1%	3.7%	4.5%	3.8%	4.8%	4.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>								
Very Satisfied	23.1%	23.5%	30.6%	34.3%	21.9%	26.8%	24.5%	25.6%
Satisfied	48.3%	50.1%	41.0%	38.4%	51.5%	46.4%	47.9%	47.2%
Neutral	18.2%	19.0%	18.5%	18.9%	19.2%	19.1%	18.5%	18.8%
Dissatisfied	8.4%	6.3%	5.9%	5.4%	6.0%	5.8%	7.1%	6.5%
Very Dissatisfied	2.1%	1.0%	4.0%	3.1%	1.4%	1.9%	2.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2b. Overall quality of City libraries

Very Satisfied	24.6%	25.6%	30.5%	30.7%	25.8%	23.8%	29.5%	26.9%
Satisfied	53.1%	43.2%	43.4%	45.2%	44.1%	46.5%	43.1%	44.7%
Neutral	16.2%	23.6%	18.5%	17.0%	23.2%	22.3%	19.9%	21.0%
Dissatisfied	4.6%	5.5%	5.3%	4.8%	5.2%	5.3%	5.5%	5.4%
Very Dissatisfied	1.5%	2.0%	2.3%	2.3%	1.7%	2.0%	2.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2c. Overall quality of public safety services</u>								
Very Satisfied	23.3%	25.3%	29.6%	33.5%	22.8%	27.3%	25.4%	26.3%
Satisfied	39.7%	47.5%	42.9%	44.0%	46.0%	42.8%	48.0%	45.5%
Neutral	19.2%	17.4%	16.0%	12.0%	19.4%	17.4%	16.7%	17.0%
Dissatisfied	10.3%	7.0%	7.3%	6.8%	8.2%	7.6%	7.2%	7.4%
Very Dissatisfied	7.5%	2.8%	4.2%	3.8%	3.7%	5.0%	2.7%	3.8%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)

Very Satisfied	17.8%	13.9%	18.8%	20.9%	13.8%	14.3%	17.1%	15.8%
Satisfied	39.0%	37.7%	32.4%	33.9%	36.2%	35.0%	37.1%	36.1%
Neutral	31.4%	33.4%	31.6%	29.1%	34.8%	32.5%	33.4%	33.0%
Dissatisfied	8.5%	10.7%	11.3%	10.8%	11.2%	12.3%	9.1%	10.7%
Very Dissatisfied	3.4%	4.3%	5.9%	5.4%	4.1%	5.8%	3.3%	4.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2e. Overall quality of the Austin-Bergstrom International Airport

Very Satisfied	35.2%	36.2%	32.4%	35.7%	34.9%	34.2%	35.2%	34.7%
Satisfied	45.8%	47.2%	46.6%	44.9%	47.7%	47.7%	46.7%	47.2%
Neutral	17.6%	12.2%	13.6%	14.1%	12.9%	12.7%	13.8%	13.3%
Dissatisfied	1.4%	2.8%	3.9%	2.7%	3.0%	3.5%	2.4%	3.0%
Very Dissatisfied	0.0%	1.6%	3.6%	2.7%	1.5%	1.9%	1.8%	1.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	

Q2f. Overall quality of drinking water provided by Austin Water Utility

Very Satisfied	30.1%	34.8%	32.6%	35.7%	33.6%	36.1%	31.3%	33.6%
Satisfied	42.5%	44.4%	39.6%	40.7%	43.1%	43.5%	41.7%	42.6%
Neutral	17.8%	12.3%	16.0%	13.9%	13.5%	13.3%	15.3%	14.3%
Dissatisfied	7.5%	5.4%	7.3%	5.7%	6.7%	4.8%	7.4%	6.1%
Very Dissatisfied	2.1%	3.1%	4.5%	4.0%	3.1%	2.4%	4.3%	3.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>								
Very Satisfied	16.6%	26.1%	25.9%	27.9%	23.8%	24.5%	25.1%	24.8%
Satisfied	47.6%	46.1%	43.6%	43.9%	46.3%	45.9%	45.5%	45.7%
Neutral	19.3%	20.1%	20.4%	18.5%	21.1%	20.9%	18.9%	19.9%
Dissatisfied	11.7%	5.1%	7.0%	6.2%	6.4%	6.3%	6.9%	6.6%
Very Dissatisfied	4.8%	2.6%	3.0%	3.5%	2.5%	2.4%	3.6%	3.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>								
Very Satisfied	20.5%	23.9%	27.5%	26.5%	23.9%	23.9%	24.5%	24.2%
Satisfied	39.1%	43.2%	38.1%	40.0%	42.0%	41.5%	41.5%	41.5%
Neutral	18.5%	19.5%	22.1%	20.8%	19.5%	20.0%	20.1%	20.0%
Dissatisfied	15.2%	8.3%	7.3%	7.3%	9.7%	10.1%	8.1%	9.0%
Very Dissatisfied	6.6%	5.1%	5.1%	5.5%	5.0%	4.6%	5.9%	5.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2i. Overall maintenance of City streets and sidewalks

Very Satisfied	14.0%	8.9%	14.6%	16.2%	8.9%	12.6%	9.8%	11.1%
Satisfied	31.3%	30.9%	34.9%	32.1%	31.7%	31.2%	32.9%	32.1%
Neutral	19.3%	29.8%	26.6%	24.8%	29.2%	27.9%	27.6%	27.7%
Dissatisfied	22.7%	19.3%	15.2%	16.4%	19.3%	18.1%	18.6%	18.4%
Very Dissatisfied	12.7%	11.1%	8.7%	10.5%	10.9%	10.2%	11.2%	10.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2j. Overall management of stormwater runoff

Very Satisfied	15.5%	16.4%	20.3%	21.9%	15.6%	18.5%	16.0%	17.2%
Satisfied	45.0%	40.9%	40.9%	38.8%	42.9%	43.6%	39.6%	41.5%
Neutral	27.9%	30.0%	26.9%	26.2%	29.9%	24.9%	32.6%	28.8%
Dissatisfied	8.5%	9.4%	7.3%	9.1%	8.5%	9.0%	8.4%	8.7%
Very Dissatisfied	3.1%	3.4%	4.7%	4.0%	3.2%	4.1%	3.4%	3.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q2k. Overall effectiveness of communication by the City of Austin

Very Satisfied	12.4%	10.8%	17.2%	18.6%	9.9%	13.1%	12.2%	12.6%
Satisfied	38.6%	36.9%	29.2%	30.2%	38.4%	33.4%	36.5%	35.0%
Neutral	29.0%	32.3%	33.9%	32.2%	31.6%	30.7%	34.0%	32.4%
Dissatisfied	14.5%	13.4%	11.6%	11.6%	13.5%	15.5%	10.9%	13.1%
Very Dissatisfied	5.5%	6.5%	8.2%	7.5%	6.6%	7.3%	6.4%	6.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q21. Overall quality of health and human services provided by the City</u>								
Very Satisfied	17.4%	11.7%	19.8%	20.7%	12.0%	14.3%	15.2%	14.8%
Satisfied	36.4%	42.1%	28.4%	34.2%	39.4%	37.0%	37.3%	37.2%
Neutral	32.6%	29.8%	34.5%	28.4%	32.9%	33.4%	30.7%	32.0%
Dissatisfied	9.1%	11.0%	9.4%	10.3%	10.2%	10.1%	10.3%	10.2%
Very Dissatisfied	4.5%	5.3%	7.9%	6.3%	5.5%	5.1%	6.5%	5.8%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	

Q2m. Overall quality of planning, development review, permitting and inspection services

Very Satisfied	11.3%	5.8%	11.2%	11.5%	6.3%	7.7%	8.5%	8.1%
Satisfied	29.3%	20.3%	23.4%	24.1%	21.3%	19.0%	25.0%	22.1%
Neutral	27.8%	30.5%	32.7%	29.7%	31.8%	31.7%	29.9%	30.7%
Dissatisfied	21.1%	22.0%	17.5%	19.2%	20.5%	20.6%	20.6%	20.6%
Very Dissatisfied	10.5%	21.5%	15.2%	15.5%	20.1%	21.2%	16.0%	18.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2n. Animal Services</u>								
Very Satisfied	24.2%	22.2%	24.4%	28.2%	21.4%	23.0%	23.6%	23.3%
Satisfied	43.2%	45.3%	39.9%	38.4%	45.6%	43.7%	43.4%	43.5%
Neutral	23.5%	24.3%	24.1%	22.6%	25.1%	23.4%	24.6%	24.1%
Dissatisfied	6.1%	5.3%	8.6%	8.2%	5.0%	6.6%	5.8%	6.2%
Very Dissatisfied	3.0%	2.9%	3.1%	2.5%	2.9%	3.2%	2.6%	2.9%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Overall quality of parks & recreation programs & facilities	19.6%	20.1%	18.2%	16.0%	21.1%	20.3%	18.5%	19.4%
Overall quality of City libraries	8.5%	9.8%	10.9%	9.7%	9.7%	6.6%	12.8%	9.8%
Overall quality of public safety services	47.7%	52.8%	45.9%	46.0%	52.5%	53.0%	47.9%	50.3%
Overall quality of municipal court services	5.9%	2.8%	7.1%	7.3%	2.8%	4.8%	4.1%	4.4%
Overall quality of the Austin-Bergstrom International Airport	7.2%	6.3%	7.6%	6.8%	6.6%	7.3%	6.1%	6.7%
Overall quality of drinking water provided by Austin Water Utility	34.0%	38.0%	35.3%	36.8%	37.1%	36.9%	36.8%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	11.8%	9.6%	5.6%	8.7%	8.8%	8.0%	9.1%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices (Cont.)</u>								
Overall quality of electric utility services provided by Austin Energy	30.7%	24.8%	25.3%	25.4%	25.5%	26.7%	24.5%	25.6%
Overall maintenance of City streets & sidewalks	32.0%	27.8%	26.8%	25.9%	29.1%	29.4%	26.6%	27.9%
Overall management of stormwater runoff	3.9%	2.8%	3.8%	4.6%	2.6%	2.5%	3.8%	3.2%
Overall effectiveness of communication by the City of Austin	7.2%	5.4%	9.1%	9.2%	5.2%	7.1%	5.9%	6.5%
Overall quality of health & human services provided by the City	24.8%	16.6%	20.9%	22.0%	17.6%	16.6%	20.5%	18.7%
Overall quality of planning, development review, permitting and inspection services	15.0%	22.5%	17.4%	17.9%	21.8%	20.4%	20.1%	20.2%
Animal Services	3.3%	5.3%	8.2%	6.5%	5.6%	5.0%	7.0%	6.0%
None chosen	12.4%	18.7%	20.0%	18.4%	18.1%	18.8%	18.1%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>								
Strongly Agree	47.4%	53.1%	55.2%	53.0%	53.7%	52.4%	53.0%	52.7%
Agree	38.8%	37.3%	32.7%	32.4%	37.7%	36.9%	36.1%	36.5%
Neutral	5.9%	5.4%	7.7%	9.2%	4.4%	6.2%	6.0%	6.1%
Disagree	3.9%	2.3%	2.9%	3.2%	2.3%	2.5%	3.1%	2.8%
Strongly Disagree	3.9%	1.8%	1.5%	2.2%	1.8%	2.0%	1.8%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4b. I feel safe in my neighborhood at night</u>								
Strongly Agree	33.3%	31.8%	33.2%	34.9%	32.0%	34.2%	30.8%	32.4%
Agree	36.0%	41.3%	35.6%	33.9%	41.3%	40.8%	37.2%	38.9%
Neutral	16.0%	14.8%	14.8%	14.9%	15.1%	13.8%	16.1%	15.0%
Disagree	6.7%	8.5%	11.6%	10.7%	7.7%	7.7%	10.4%	9.1%
Strongly Disagree	8.0%	3.7%	4.7%	5.6%	3.9%	3.5%	5.6%	4.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q4c. I feel safe in City parks

Strongly Agree	22.1%	19.6%	22.6%	23.1%	19.5%	24.2%	17.1%	20.5%
Agree	40.5%	42.6%	45.2%	41.8%	44.0%	41.5%	44.4%	43.0%
Neutral	22.9%	28.1%	22.0%	24.9%	26.0%	25.8%	25.9%	25.9%
Disagree	9.9%	6.4%	7.6%	7.2%	7.1%	7.5%	7.5%	7.5%
Strongly Disagree	4.6%	3.3%	2.5%	2.9%	3.4%	1.1%	5.1%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q4d. I feel safe walking alone downtown during the day

Strongly Agree	30.6%	39.5%	40.0%	39.4%	39.8%	38.2%	39.0%	38.6%
Agree	37.3%	43.0%	40.3%	38.9%	42.1%	43.4%	40.1%	41.7%
Neutral	15.7%	11.5%	11.6%	13.4%	11.1%	12.4%	11.7%	12.0%
Disagree	10.4%	3.7%	6.1%	6.4%	4.4%	4.5%	5.7%	5.1%
Strongly Disagree	6.0%	2.3%	1.9%	1.9%	2.6%	1.6%	3.5%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q4e. I feel safe walking alone downtown at night

Strongly Agree	10.9%	8.8%	10.4%	11.7%	8.8%	12.3%	6.7%	9.5%
Agree	16.3%	23.7%	21.9%	20.5%	23.4%	25.1%	19.4%	22.2%
Neutral	28.7%	28.0%	23.6%	27.4%	26.9%	29.4%	24.9%	27.1%
Disagree	24.0%	27.5%	27.1%	24.8%	27.6%	24.0%	30.2%	27.2%
Strongly Disagree	20.2%	12.0%	17.0%	15.7%	13.2%	9.2%	18.8%	14.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5a. Condition of major City streets</u>								
Very Satisfied	10.6%	9.4%	15.8%	16.0%	9.0%	12.0%	10.7%	11.3%
Satisfied	43.0%	43.9%	43.5%	42.7%	43.8%	42.6%	44.4%	43.6%
Neutral	26.5%	24.8%	22.6%	22.5%	26.2%	23.1%	26.2%	24.7%
Dissatisfied	14.6%	16.0%	12.2%	12.6%	15.3%	16.4%	12.8%	14.5%
Very Dissatisfied	5.3%	5.9%	6.0%	6.2%	5.7%	5.9%	5.9%	5.9%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5b. Condition of streets in your neighborhood</u>								
Very Satisfied	19.3%	18.5%	21.4%	22.5%	18.4%	19.9%	18.7%	19.3%
Satisfied	38.0%	43.2%	38.4%	39.4%	40.9%	42.0%	40.4%	41.2%
Neutral	18.0%	18.2%	19.3%	19.1%	18.8%	18.6%	19.0%	18.8%
Dissatisfied	13.3%	14.9%	14.6%	12.2%	15.8%	14.4%	14.8%	14.6%
Very Dissatisfied	11.3%	5.2%	6.3%	6.8%	6.0%	5.2%	7.1%	6.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5c. Condition of sidewalks in your neighborhood</u>								
Very Satisfied	14.3%	14.4%	18.5%	18.4%	14.9%	16.5%	14.8%	15.6%
Satisfied	33.3%	31.6%	35.0%	33.7%	31.4%	33.3%	31.8%	32.5%
Neutral	19.7%	20.7%	19.1%	19.4%	20.7%	22.1%	19.0%	20.5%
Dissatisfied	21.1%	19.9%	16.9%	17.9%	19.6%	16.6%	21.2%	19.0%
Very Dissatisfied	11.6%	13.4%	10.5%	10.6%	13.4%	11.6%	13.2%	12.4%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5d. Timing of traffic signals on City streets</u>								
Very Satisfied	10.9%	8.2%	15.0%	16.4%	7.3%	9.8%	10.9%	10.4%
Satisfied	37.4%	33.9%	29.6%	30.0%	34.9%	30.2%	35.8%	33.1%
Neutral	27.2%	28.2%	30.5%	28.3%	29.1%	27.6%	29.8%	28.7%
Dissatisfied	14.3%	19.7%	15.0%	15.6%	18.7%	19.7%	15.7%	17.6%
Very Dissatisfied	10.2%	10.0%	9.9%	9.7%	10.0%	12.7%	7.8%	10.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q5e. Traffic flow on major City streets

Very Satisfied	5.4%	3.7%	7.6%	8.0%	3.4%	5.3%	4.7%	5.0%
Satisfied	21.6%	16.6%	18.0%	16.6%	17.8%	16.3%	18.7%	17.6%
Neutral	26.4%	24.3%	28.7%	25.9%	26.5%	23.1%	28.1%	25.7%
Dissatisfied	25.7%	32.0%	27.7%	29.4%	29.9%	30.7%	29.4%	30.0%
Very Dissatisfied	20.9%	23.4%	18.0%	20.1%	22.4%	24.6%	19.0%	21.7%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q5f. Pedestrian accessibility

Very Satisfied	9.6%	9.1%	12.7%	13.6%	8.7%	11.6%	8.7%	10.1%
Satisfied	42.5%	34.0%	34.9%	36.2%	34.3%	39.2%	31.8%	35.4%
Neutral	26.0%	30.2%	26.3%	24.9%	31.2%	27.1%	30.0%	28.6%
Dissatisfied	17.1%	17.7%	18.4%	17.3%	18.0%	14.9%	20.3%	17.7%
Very Dissatisfied	4.8%	9.0%	7.6%	7.9%	7.8%	7.2%	9.1%	8.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5g. Bicycle accessibility</u>								
Very Satisfied	15.3%	13.2%	19.0%	18.4%	13.4%	16.2%	14.0%	15.1%
Satisfied	29.9%	31.7%	31.5%	33.2%	30.8%	33.3%	30.0%	31.6%
Neutral	28.5%	32.3%	27.9%	27.1%	32.1%	30.9%	30.3%	30.6%
Dissatisfied	18.2%	13.6%	13.8%	13.2%	14.6%	11.3%	16.8%	14.2%
Very Dissatisfied	8.0%	9.1%	7.9%	8.2%	9.1%	8.3%	8.9%	8.6%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	13.2%	7.8%	13.1%	13.0%	8.3%	12.1%	7.9%	9.9%
Satisfied	27.9%	28.0%	29.8%	31.3%	27.5%	28.8%	28.4%	28.6%
Neutral	35.7%	40.3%	36.2%	36.0%	40.9%	35.7%	41.4%	38.6%
Dissatisfied	17.1%	15.7%	13.8%	13.0%	15.4%	15.3%	15.3%	15.3%
Very Dissatisfied	6.2%	8.3%	7.1%	6.8%	7.8%	8.1%	7.1%	7.6%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Condition of major City streets	46.4%	56.6%	42.4%	46.5%	53.7%	56.8%	46.4%	51.3%
Condition of streets in your neighborhood	33.3%	25.7%	25.6%	27.6%	27.0%	29.2%	24.6%	26.8%
Condition of sidewalks in your neighborhood	24.2%	14.6%	20.9%	19.1%	16.8%	16.3%	18.4%	17.4%
Timing of traffic signals on City streets	23.5%	27.5%	25.9%	28.8%	26.0%	28.4%	25.1%	26.7%
Traffic flow on major City streets	49.7%	55.3%	47.6%	48.2%	55.2%	53.0%	52.0%	52.5%
Pedestrian accessibility	19.0%	24.4%	30.3%	27.1%	25.2%	20.8%	29.8%	25.5%
Bicycle accessibility	17.0%	19.7%	17.6%	16.5%	20.2%	15.0%	21.9%	18.6%
Enforcement of local codes & ordinances	22.9%	19.7%	19.7%	19.9%	19.4%	19.4%	20.2%	19.8%
None chosen	19.0%	18.5%	24.7%	21.1%	19.1%	20.9%	19.6%	20.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7a. Overall quality of police services</u>								
Very Satisfied	17.9%	23.5%	28.0%	28.8%	22.4%	23.4%	24.6%	24.0%
Satisfied	36.6%	48.3%	40.6%	41.3%	45.2%	45.3%	43.6%	44.4%
Neutral	24.1%	18.8%	18.9%	19.6%	20.1%	18.6%	20.7%	19.6%
Dissatisfied	11.7%	6.9%	6.3%	5.1%	8.0%	7.5%	7.2%	7.3%
Very Dissatisfied	9.7%	2.6%	6.3%	5.1%	4.3%	5.2%	3.9%	4.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q7b. Speed of emergency police response

Very Satisfied	23.3%	26.4%	31.0%	32.7%	25.3%	25.9%	27.9%	27.0%
Satisfied	42.6%	44.1%	37.3%	36.1%	43.6%	40.6%	43.2%	41.9%
Neutral	20.2%	19.6%	20.1%	20.3%	20.6%	22.4%	18.2%	20.2%
Dissatisfied	8.5%	6.5%	7.1%	7.0%	6.5%	7.5%	6.4%	7.0%
Very Dissatisfied	5.4%	3.5%	4.5%	3.9%	4.0%	3.6%	4.3%	3.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q7c. Enforcement of local traffic laws

Very Satisfied	13.7%	14.0%	21.3%	23.0%	12.8%	15.5%	16.1%	15.8%
Satisfied	38.1%	40.1%	39.0%	38.7%	40.3%	37.6%	41.7%	39.7%
Neutral	30.2%	28.5%	26.3%	25.4%	29.2%	28.9%	27.2%	28.0%
Dissatisfied	13.7%	12.3%	7.6%	8.1%	12.4%	12.1%	10.5%	11.3%
Very Dissatisfied	4.3%	5.1%	5.7%	4.7%	5.3%	5.9%	4.5%	5.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7d. Overall quality of fire services</u>								
Very Satisfied	37.4%	41.5%	46.5%	50.0%	38.9%	42.0%	42.7%	42.4%
Satisfied	51.9%	45.1%	39.8%	36.8%	47.6%	45.1%	43.7%	44.4%
Neutral	9.9%	12.0%	12.3%	12.6%	11.7%	11.3%	12.6%	12.0%
Dissatisfied	0.8%	0.9%	0.7%	0.3%	1.0%	0.8%	0.8%	0.8%
Very Dissatisfied	0.0%	0.5%	0.7%	0.3%	0.7%	0.8%	0.2%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	39.5%	43.1%	48.8%	51.9%	39.9%	43.9%	44.4%	44.1%
Satisfied	49.2%	41.5%	36.4%	35.5%	44.3%	41.4%	40.8%	41.1%
Neutral	9.7%	14.5%	13.2%	12.3%	14.2%	13.1%	14.0%	13.6%
Dissatisfied	0.8%	0.6%	1.2%	0.3%	0.9%	1.1%	0.4%	0.8%
Very Dissatisfied	0.8%	0.4%	0.4%	0.0%	0.7%	0.5%	0.4%	0.4%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7f. Medical assistance provided by EMS</u>								
Very Satisfied	42.1%	43.4%	51.1%	52.8%	41.5%	43.7%	46.6%	45.2%
Satisfied	45.2%	43.4%	35.2%	34.9%	44.2%	42.6%	40.4%	41.5%
Neutral	11.1%	11.5%	10.7%	10.5%	12.0%	11.7%	11.0%	11.3%
Dissatisfied	0.8%	0.9%	0.4%	0.6%	0.9%	0.7%	0.8%	0.7%
Very Dissatisfied	0.8%	0.7%	2.6%	1.2%	1.4%	1.3%	1.2%	1.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>								
Very Satisfied	39.4%	43.4%	49.6%	53.2%	39.9%	43.6%	45.4%	44.5%
Satisfied	46.5%	41.9%	36.5%	34.5%	44.5%	41.8%	40.5%	41.1%
Neutral	11.8%	13.0%	10.9%	10.1%	13.3%	12.7%	11.9%	12.3%
Dissatisfied	0.8%	1.3%	1.5%	1.6%	1.2%	0.9%	1.6%	1.3%
Very Dissatisfied	1.6%	0.4%	1.5%	0.6%	1.1%	1.1%	0.6%	0.9%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Two Choices</u>								
Overall quality of police services	42.5%	44.7%	41.2%	41.9%	44.3%	44.5%	41.9%	43.2%
Speed of emergency police response	29.4%	28.6%	27.9%	29.1%	28.4%	27.2%	29.9%	28.7%
Enforcement of local traffic laws	14.4%	6.7%	12.1%	10.4%	8.3%	10.6%	7.8%	9.1%
Overall quality of fire services	18.3%	25.5%	21.8%	20.3%	25.6%	23.1%	23.7%	23.4%
Timeliness of Fire response to emergency location	19.0%	19.9%	18.5%	19.9%	19.5%	18.8%	20.5%	19.7%
Medical assistance provided by EMS	19.6%	21.3%	20.0%	22.0%	20.0%	20.6%	21.0%	20.8%
Timeliness of EMS response to emergency location	20.9%	22.9%	17.9%	21.3%	20.7%	21.6%	20.8%	21.2%
None chosen	15.7%	14.8%	22.1%	17.7%	16.5%	16.4%	17.3%	16.9%

Q9. Environmental Services (Without (Don't Know))

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>								
Very Satisfied	19.1%	16.2%	14.8%	19.4%	15.2%	17.3%	15.4%	16.4%
Satisfied	50.0%	42.4%	44.5%	39.8%	45.7%	44.8%	42.5%	43.7%
Neutral	21.8%	31.3%	28.8%	28.7%	30.5%	26.5%	32.9%	29.7%
Dissatisfied	4.5%	7.2%	9.3%	10.0%	5.3%	8.7%	6.0%	7.3%
Very Dissatisfied	4.5%	2.8%	2.5%	2.1%	3.4%	2.7%	3.1%	2.9%

Q9. Environmental Services (Without (Don't Know))

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q9b. Water Conservation programs within Austin

Very Satisfied	18.3%	16.1%	21.3%	21.9%	15.8%	17.6%	17.8%	17.7%
Satisfied	43.5%	44.4%	39.2%	42.2%	43.1%	42.3%	43.5%	42.9%
Neutral	21.4%	23.6%	29.6%	25.8%	24.1%	24.1%	25.4%	24.8%
Dissatisfied	11.5%	10.7%	6.0%	6.3%	11.4%	10.3%	9.0%	9.6%
Very Dissatisfied	5.3%	5.2%	4.0%	3.8%	5.6%	5.6%	4.3%	5.0%

Q9. Environmental Services (Without (Don't Know))

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q9c. Energy Conservation program

Very Satisfied	18.9%	16.7%	20.5%	22.2%	16.3%	17.6%	18.2%	17.9%
Satisfied	37.1%	46.9%	38.9%	39.2%	45.7%	42.6%	44.6%	43.6%
Neutral	28.0%	23.1%	29.4%	25.9%	24.3%	25.7%	24.7%	25.2%
Dissatisfied	10.6%	9.1%	8.2%	9.1%	9.5%	9.6%	8.8%	9.2%
Very Dissatisfied	5.3%	4.2%	3.1%	3.7%	4.2%	4.4%	3.7%	4.1%

Q9. Environmental Services (Without (Don't Know))

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q9d. The water quality of lakes and streams

Very Satisfied	12.0%	12.0%	13.7%	15.1%	11.7%	12.3%	12.6%	12.5%
Satisfied	40.0%	41.5%	36.4%	38.6%	41.0%	41.5%	38.3%	39.9%
Neutral	27.2%	31.0%	36.1%	33.2%	30.6%	30.7%	33.1%	31.9%
Dissatisfied	14.4%	11.6%	10.0%	9.4%	12.3%	12.1%	10.9%	11.5%
Very Dissatisfied	6.4%	3.9%	3.8%	3.7%	4.3%	3.3%	5.0%	4.2%

Q9. Environmental Services (Without (Don't Know))

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9e. Flood control efforts</u>								
Very Satisfied	15.9%	17.0%	19.2%	20.4%	16.4%	18.4%	16.5%	17.5%
Satisfied	46.8%	44.2%	46.0%	46.7%	44.5%	42.6%	47.2%	44.9%
Neutral	23.0%	31.0%	26.8%	24.6%	30.6%	30.0%	28.1%	29.0%
Dissatisfied	7.9%	6.0%	5.1%	5.6%	5.9%	5.6%	6.2%	5.9%
Very Dissatisfied	6.3%	1.7%	2.9%	2.7%	2.6%	3.4%	2.0%	2.7%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Two Choices</u>								
Water & wastewater utility response time to emergencies	30.7%	28.4%	31.5%	32.9%	27.8%	32.1%	27.1%	29.4%
Water Conservation programs within Austin	31.4%	45.7%	40.9%	39.7%	43.5%	39.9%	45.0%	42.5%
Energy Conservation program	37.9%	35.0%	29.7%	27.4%	38.2%	31.4%	36.2%	33.9%
The water quality of lakes & streams	28.8%	37.9%	32.4%	32.9%	36.0%	37.4%	33.1%	35.2%
Flood control efforts	29.4%	19.0%	18.8%	21.3%	19.8%	22.1%	18.4%	20.2%
None chosen	17.0%	16.6%	24.7%	23.7%	16.3%	17.8%	20.1%	19.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11a. Number of City parks</u>								
Very Satisfied	28.8%	31.5%	30.3%	32.4%	29.9%	31.0%	30.5%	30.7%
Satisfied	46.8%	44.7%	47.6%	45.2%	46.5%	45.9%	45.5%	45.7%
Neutral	15.1%	15.1%	14.7%	15.4%	14.9%	15.1%	14.8%	15.0%
Dissatisfied	7.2%	7.3%	5.5%	5.3%	7.5%	6.7%	7.3%	7.0%
Very Dissatisfied	2.2%	1.3%	2.0%	1.6%	1.3%	1.3%	1.9%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11b. Number of walking/biking trails</u>								
Very Satisfied	32.3%	30.9%	28.5%	32.2%	29.9%	30.5%	30.1%	30.3%
Satisfied	35.3%	40.8%	42.1%	40.4%	39.7%	41.1%	39.8%	40.4%
Neutral	19.5%	18.3%	20.5%	19.7%	19.5%	18.1%	20.2%	19.1%
Dissatisfied	9.0%	7.8%	7.0%	5.7%	8.6%	8.4%	7.3%	7.8%
Very Dissatisfied	3.8%	2.2%	2.0%	1.9%	2.3%	2.0%	2.6%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11c. Appearance of park grounds in Austin

Very Satisfied	19.3%	23.6%	26.2%	28.5%	21.9%	24.3%	23.2%	23.8%
Satisfied	55.0%	46.7%	47.3%	46.4%	48.9%	47.9%	48.1%	48.0%
Neutral	16.4%	21.8%	16.6%	16.6%	21.1%	20.2%	19.2%	19.7%
Dissatisfied	6.4%	5.7%	8.0%	6.1%	6.1%	5.9%	6.8%	6.4%
Very Dissatisfied	2.9%	2.2%	1.9%	2.4%	1.9%	1.6%	2.7%	2.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department

Very Satisfied	24.2%	24.4%	28.3%	30.1%	23.5%	27.2%	23.9%	25.5%
Satisfied	42.4%	46.9%	44.8%	45.0%	46.2%	44.6%	46.8%	45.7%
Neutral	18.9%	23.6%	20.3%	18.3%	23.8%	22.2%	22.1%	22.1%
Dissatisfied	9.8%	3.7%	5.5%	4.9%	5.2%	4.5%	5.5%	5.0%
Very Dissatisfied	4.5%	1.3%	1.0%	1.7%	1.4%	1.6%	1.6%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11e. Quality of youth athletic programs offered by the City</u>								
Very Satisfied	21.0%	15.5%	19.9%	22.4%	15.5%	18.9%	16.6%	17.8%
Satisfied	36.2%	36.7%	41.8%	39.4%	38.1%	39.3%	37.5%	38.4%
Neutral	23.8%	38.5%	26.0%	26.0%	35.2%	33.2%	30.8%	32.0%
Dissatisfied	16.2%	7.0%	9.7%	8.9%	9.2%	6.4%	12.4%	9.4%
Very Dissatisfied	2.9%	2.3%	2.6%	3.3%	2.1%	2.1%	2.7%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11f. Quality of adult athletic programs offered by the City</u>								
Very Satisfied	13.9%	13.3%	20.2%	20.8%	13.0%	19.0%	11.8%	15.4%
Satisfied	38.6%	35.9%	35.4%	35.0%	37.2%	32.9%	39.3%	36.1%
Neutral	27.7%	41.0%	31.8%	32.5%	37.5%	37.4%	35.0%	36.2%
Dissatisfied	15.8%	7.3%	9.6%	8.8%	9.2%	7.7%	11.2%	9.4%
Very Dissatisfied	4.0%	2.5%	3.0%	2.9%	3.1%	3.0%	2.7%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11g. Quality of outdoor athletic fields</u>								
Very Satisfied	19.8%	13.9%	20.0%	22.0%	14.4%	17.5%	15.5%	16.5%
Satisfied	38.0%	46.1%	44.0%	43.7%	44.0%	46.1%	42.1%	44.1%
Neutral	32.2%	33.0%	26.8%	26.1%	33.9%	29.7%	33.0%	31.4%
Dissatisfied	7.4%	5.1%	7.6%	6.8%	5.6%	5.5%	6.7%	6.1%
Very Dissatisfied	2.5%	2.0%	1.6%	1.4%	2.2%	1.1%	2.7%	1.9%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11h. Safety in City parks and park facilities

Very Satisfied	18.2%	14.4%	15.9%	19.4%	14.1%	16.6%	14.3%	15.4%
Satisfied	38.6%	45.9%	46.0%	41.0%	46.7%	46.8%	42.8%	44.8%
Neutral	27.3%	31.5%	26.2%	28.1%	29.8%	27.1%	31.7%	29.4%
Dissatisfied	13.6%	7.0%	8.9%	9.0%	8.1%	8.4%	8.6%	8.5%
Very Dissatisfied	2.3%	1.3%	3.0%	2.5%	1.3%	1.1%	2.5%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11i. Overall satisfaction with City swimming pools</u>								
Very Satisfied	22.6%	15.8%	20.6%	24.2%	15.7%	18.1%	17.9%	18.0%
Satisfied	29.6%	44.5%	39.9%	38.2%	41.1%	44.5%	37.4%	40.6%
Neutral	26.1%	27.3%	25.5%	25.3%	28.1%	27.1%	26.9%	27.0%
Dissatisfied	16.5%	9.4%	9.9%	8.5%	11.3%	7.0%	13.7%	10.6%
Very Dissatisfied	5.2%	3.1%	4.1%	3.8%	3.8%	3.3%	4.1%	3.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11j. Satisfaction with aquatic programs</u>								
Very Satisfied	15.3%	16.0%	17.3%	20.9%	15.0%	17.3%	15.7%	16.5%
Satisfied	35.7%	36.9%	39.6%	35.9%	37.9%	38.3%	35.9%	37.1%
Neutral	29.6%	37.7%	32.5%	33.3%	35.9%	36.8%	33.9%	35.3%
Dissatisfied	15.3%	6.6%	6.6%	6.8%	8.0%	5.8%	9.9%	7.9%
Very Dissatisfied	4.1%	2.8%	4.1%	3.0%	3.2%	1.8%	4.6%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks

Very Satisfied	15.6%	12.8%	17.7%	17.7%	13.7%	15.2%	14.0%	14.6%
Satisfied	46.1%	45.3%	44.4%	43.9%	45.8%	45.9%	44.3%	45.1%
Neutral	25.8%	31.5%	28.5%	29.4%	29.2%	29.7%	30.5%	30.1%
Dissatisfied	10.9%	9.1%	7.6%	7.3%	10.1%	7.8%	9.7%	8.7%
Very Dissatisfied	1.6%	1.3%	1.7%	1.7%	1.1%	1.4%	1.5%	1.5%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11. Cleanliness of library facilities</u>								
Very Satisfied	33.3%	32.6%	30.7%	35.5%	31.3%	31.4%	32.6%	32.0%
Satisfied	44.4%	43.4%	51.2%	47.1%	44.4%	42.9%	47.7%	45.5%
Neutral	17.5%	20.1%	14.8%	13.8%	20.6%	22.2%	15.6%	18.7%
Dissatisfied	3.2%	3.4%	2.5%	2.8%	3.1%	3.1%	3.2%	3.1%
Very Dissatisfied	1.6%	0.5%	0.7%	0.9%	0.7%	0.4%	0.9%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11m. Library programs

Very Satisfied	25.0%	29.3%	32.3%	32.5%	28.4%	26.1%	32.4%	29.5%
Satisfied	51.8%	39.8%	44.0%	43.9%	42.4%	44.7%	41.0%	42.6%
Neutral	13.4%	25.5%	19.5%	18.0%	23.9%	25.3%	19.5%	22.1%
Dissatisfied	8.0%	4.6%	3.9%	4.9%	4.5%	3.5%	6.1%	4.9%
Very Dissatisfied	1.8%	0.8%	0.4%	0.7%	0.9%	0.5%	1.0%	0.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11n. Materials at libraries

Very Satisfied	26.0%	27.3%	26.6%	28.6%	27.0%	24.8%	28.7%	26.9%
Satisfied	50.4%	42.1%	46.4%	45.3%	43.6%	46.0%	42.5%	44.1%
Neutral	17.9%	23.1%	21.2%	19.5%	22.8%	23.9%	20.5%	22.1%
Dissatisfied	2.4%	6.1%	5.1%	5.3%	5.5%	4.7%	6.3%	5.6%
Very Dissatisfied	3.3%	1.3%	0.7%	1.3%	1.2%	0.7%	1.9%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q11o. Library hours

Very Satisfied	23.3%	18.4%	23.6%	25.8%	18.4%	20.7%	20.5%	20.6%
Satisfied	47.5%	38.9%	38.2%	41.5%	39.3%	38.1%	41.1%	39.7%
Neutral	14.2%	28.2%	24.0%	19.5%	27.6%	25.7%	24.4%	25.0%
Dissatisfied	11.7%	11.6%	10.9%	9.7%	12.2%	12.4%	11.1%	11.7%
Very Dissatisfied	3.3%	2.9%	3.3%	3.5%	2.5%	3.2%	2.9%	3.0%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Number of City parks	25.5%	26.8%	23.5%	23.7%	27.3%	29.4%	22.8%	26.0%
Number of walking/biking trails	17.6%	19.9%	18.8%	16.9%	20.8%	21.3%	17.8%	19.4%
Appearance of park grounds in Austin	15.7%	20.1%	17.6%	18.6%	19.4%	20.1%	17.8%	18.9%
Quality of parks & recreation programs offered by the Austin Parks Department	19.6%	23.6%	20.9%	21.3%	22.4%	21.1%	22.9%	22.1%
Quality of youth athletic programs offered by the City	19.0%	13.5%	15.0%	17.4%	13.4%	14.0%	15.7%	14.8%
Quality of adult athletic programs offered by the City	11.1%	3.9%	6.5%	7.5%	4.5%	5.1%	5.6%	5.4%
Quality of outdoor athletic fields	4.6%	4.7%	5.0%	5.3%	4.8%	6.1%	3.6%	4.8%
Safety in City parks & park facilities	36.6%	36.5%	26.2%	27.8%	37.0%	35.5%	32.1%	33.7%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices (Cont.)</u>								
Overall satisfaction with City swimming pools	12.4%	13.1%	10.6%	10.2%	13.0%	10.5%	14.3%	12.5%
Satisfaction with aquatic programs	3.3%	3.0%	4.4%	4.1%	3.1%	2.2%	4.4%	3.3%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	12.4%	13.7%	12.1%	12.8%	13.6%	13.1%	13.2%	13.2%
Cleanliness of library facilities	6.5%	4.0%	5.9%	6.1%	3.9%	5.0%	4.6%	4.8%
Library programs	9.8%	18.7%	20.3%	19.6%	17.7%	17.4%	18.2%	17.9%
Materials at libraries	9.8%	18.2%	15.6%	15.7%	16.7%	13.5%	18.7%	16.2%
Library hours	14.4%	11.5%	12.1%	10.9%	12.0%	11.0%	12.5%	11.7%
None chosen	24.2%	24.1%	33.5%	28.6%	25.3%	28.1%	25.5%	26.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q13a. Quality of residential garbage collection

Very Satisfied	34.5%	40.9%	41.8%	42.7%	38.9%	40.4%	39.6%	40.0%
Satisfied	48.6%	44.5%	42.5%	41.2%	46.2%	44.0%	45.7%	44.9%
Neutral	8.8%	8.5%	11.1%	11.3%	8.2%	9.7%	8.6%	9.1%
Dissatisfied	5.4%	4.7%	2.8%	3.3%	4.9%	4.3%	4.3%	4.3%
Very Dissatisfied	2.7%	1.4%	1.8%	1.5%	1.9%	1.6%	1.8%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q13b. Quality of residential yard waste collection

Very Satisfied	30.1%	41.1%	36.7%	39.8%	38.2%	37.2%	39.1%	38.2%
Satisfied	44.1%	40.9%	44.4%	39.1%	43.0%	42.4%	42.7%	42.5%
Neutral	16.2%	12.6%	10.9%	14.0%	12.2%	12.5%	12.8%	12.7%
Dissatisfied	8.1%	4.5%	4.5%	4.5%	5.3%	6.3%	3.7%	4.9%
Very Dissatisfied	1.5%	0.9%	3.5%	2.6%	1.3%	1.7%	1.7%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13c. Quality of residential curbside recycling services</u>								
Very Satisfied	37.8%	46.1%	41.8%	45.4%	43.1%	43.6%	43.3%	43.4%
Satisfied	44.8%	40.7%	43.7%	40.0%	43.1%	41.8%	42.9%	42.4%
Neutral	11.9%	6.0%	8.7%	8.7%	7.2%	7.2%	7.9%	7.6%
Dissatisfied	5.6%	5.7%	2.8%	3.6%	5.1%	5.3%	4.6%	4.9%
Very Dissatisfied	0.0%	1.5%	3.1%	2.3%	1.4%	2.1%	1.3%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13d. Household hazardous waste disposal service</u>								
Very Satisfied	20.0%	22.6%	25.0%	26.9%	21.6%	23.7%	22.1%	22.9%
Satisfied	35.5%	30.3%	35.4%	33.4%	31.3%	33.0%	32.1%	32.5%
Neutral	24.5%	25.5%	23.1%	23.0%	25.6%	23.1%	26.3%	24.7%
Dissatisfied	17.3%	16.6%	10.8%	11.8%	16.9%	13.6%	16.4%	15.0%
Very Dissatisfied	2.7%	5.0%	5.8%	4.9%	4.5%	6.6%	3.1%	4.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13e. Bulky item pick-up/removal services</u>								
Very Satisfied	27.9%	33.8%	36.4%	40.1%	30.8%	31.4%	35.7%	33.6%
Satisfied	42.6%	42.8%	42.4%	40.9%	43.0%	43.0%	42.3%	42.6%
Neutral	15.4%	14.0%	11.6%	10.6%	15.1%	15.3%	12.5%	13.9%
Dissatisfied	11.8%	7.4%	6.6%	6.5%	8.2%	7.5%	7.7%	7.6%
Very Dissatisfied	2.2%	2.0%	3.0%	1.9%	2.8%	2.8%	1.9%	2.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13f. Reliability of your electric service</u>								
Very Satisfied	36.1%	41.7%	38.2%	41.8%	39.1%	38.5%	40.9%	39.8%
Satisfied	42.2%	44.6%	46.1%	41.8%	46.6%	43.7%	46.0%	44.9%
Neutral	14.3%	9.9%	10.6%	10.4%	10.8%	12.3%	9.3%	10.7%
Dissatisfied	3.4%	2.4%	3.3%	4.1%	2.0%	2.7%	2.9%	2.8%
Very Dissatisfied	4.1%	1.4%	1.8%	2.0%	1.5%	2.7%	1.0%	1.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13g. Safety of your drinking water</u>								
Very Satisfied	30.4%	42.5%	37.5%	42.6%	39.0%	42.0%	37.0%	39.4%
Satisfied	35.5%	39.1%	41.2%	36.2%	40.2%	38.8%	39.8%	39.3%
Neutral	23.9%	13.4%	11.1%	11.7%	14.5%	13.7%	14.4%	14.1%
Dissatisfied	5.8%	3.2%	5.6%	5.9%	3.5%	2.8%	5.5%	4.2%
Very Dissatisfied	4.3%	1.8%	4.6%	3.6%	2.7%	2.8%	3.2%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13h. Cleanliness of City streets and public areas</u>								
Very Satisfied	20.3%	20.4%	25.9%	27.5%	19.6%	22.5%	21.6%	22.0%
Satisfied	45.3%	49.0%	44.6%	41.7%	49.5%	45.9%	48.3%	47.1%
Neutral	23.0%	22.8%	19.6%	21.1%	22.5%	22.0%	21.9%	21.9%
Dissatisfied	7.4%	6.2%	6.0%	5.4%	6.5%	7.7%	4.8%	6.2%
Very Dissatisfied	4.1%	1.7%	3.9%	4.4%	1.8%	1.8%	3.4%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q13i. Cleanliness of your neighborhood

Very Satisfied	20.7%	30.5%	31.4%	33.8%	27.9%	29.0%	30.1%	29.5%
Satisfied	42.7%	44.8%	39.8%	36.5%	46.0%	43.6%	42.7%	43.1%
Neutral	22.0%	14.4%	16.2%	16.7%	15.7%	15.8%	15.7%	15.8%
Dissatisfied	8.7%	7.8%	8.4%	8.6%	7.5%	8.2%	7.9%	8.1%
Very Dissatisfied	6.0%	2.5%	4.2%	4.4%	2.9%	3.4%	3.6%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Very Satisfied	16.7%	13.9%	17.7%	20.6%	13.3%	16.4%	14.7%	15.5%
Satisfied	37.1%	33.1%	32.3%	28.2%	35.3%	28.2%	37.9%	33.0%
Neutral	26.5%	27.8%	27.0%	27.6%	27.2%	29.5%	25.5%	27.5%
Dissatisfied	12.9%	16.6%	12.3%	12.5%	16.0%	15.4%	14.3%	14.9%
Very Dissatisfied	6.8%	8.7%	10.7%	11.1%	8.2%	10.5%	7.6%	9.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Quality of residential garbage collection	35.3%	44.7%	34.4%	36.6%	42.5%	39.9%	41.5%	40.7%
Quality of residential yard waste collection	9.8%	8.5%	8.5%	9.7%	8.3%	7.6%	9.3%	8.5%
Quality of residential curbside recycling services	13.7%	20.2%	15.9%	15.0%	19.9%	16.8%	19.0%	17.9%
Household hazardous waste disposal service	11.8%	11.3%	12.4%	11.1%	11.4%	11.0%	12.0%	11.5%
Bulky item pick-up/removal services	15.7%	8.2%	10.0%	10.4%	9.4%	9.6%	9.6%	9.6%
Reliability of your electric service	30.1%	40.4%	29.4%	30.3%	38.2%	37.4%	34.7%	36.0%
Safety of your drinking water	45.8%	53.5%	43.8%	46.0%	52.2%	50.3%	49.8%	50.1%
Cleanliness of City streets & public areas	25.5%	23.6%	24.1%	25.2%	22.9%	24.4%	23.7%	24.0%
Cleanliness of your neighborhood	23.5%	12.3%	19.1%	19.1%	14.0%	17.1%	14.6%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/Black	Caucasian/White	Other	Yes	No	Male	Female	

Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	30.7%	21.7%	27.9%	29.1%	22.5%	25.2%	23.9%	24.5%
None chosen	15.0%	19.4%	31.8%	25.2%	21.4%	23.3%	21.3%	22.2%

Q15. Customer Service (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15a. Austin Energy customer service</u>								
Very Satisfied	26.9%	23.1%	28.0%	28.6%	23.9%	21.4%	27.9%	24.8%
Satisfied	41.0%	47.4%	44.3%	42.6%	46.6%	46.4%	45.0%	45.6%
Neutral	20.1%	20.4%	19.4%	18.4%	21.1%	21.8%	19.1%	20.4%
Dissatisfied	6.7%	5.5%	5.2%	6.4%	4.7%	6.4%	4.7%	5.5%
Very Dissatisfied	5.2%	3.6%	3.1%	4.1%	3.7%	4.0%	3.4%	3.7%

Q15. Customer Service (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15b. Water and wastewater utility customer service</u>								
Very Satisfied	19.5%	23.6%	27.0%	28.2%	22.6%	21.8%	25.8%	23.9%
Satisfied	44.7%	45.7%	44.9%	42.7%	45.8%	46.0%	44.4%	45.2%
Neutral	22.8%	23.6%	17.5%	17.3%	24.7%	22.7%	21.7%	22.2%
Dissatisfied	6.5%	4.7%	7.2%	7.7%	4.0%	6.1%	4.9%	5.5%
Very Dissatisfied	6.5%	2.4%	3.4%	4.0%	3.0%	3.4%	3.1%	3.2%

Q15. Customer Service (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15c. Helpfulness of library staff</u>								
Very Satisfied	37.5%	46.3%	45.6%	48.0%	44.3%	40.6%	48.3%	44.8%
Satisfied	37.5%	38.3%	37.6%	35.6%	38.4%	38.2%	38.3%	38.3%
Neutral	18.3%	13.5%	14.4%	13.7%	14.6%	19.0%	10.4%	14.3%
Dissatisfied	4.2%	1.7%	0.8%	1.0%	2.3%	1.4%	2.0%	1.7%
Very Dissatisfied	2.5%	0.2%	1.5%	1.6%	0.4%	0.7%	1.0%	0.9%

Q15. Customer Service (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>								
Very Satisfied	20.9%	19.7%	26.8%	26.9%	20.0%	20.2%	23.2%	21.8%
Satisfied	43.2%	47.3%	46.3%	44.0%	47.2%	46.2%	46.5%	46.4%
Neutral	28.1%	24.9%	17.1%	20.1%	24.6%	24.9%	21.9%	23.3%
Dissatisfied	3.6%	6.4%	8.1%	6.9%	6.4%	7.0%	6.2%	6.5%
Very Dissatisfied	4.3%	1.7%	1.7%	2.2%	1.7%	1.7%	2.2%	2.0%

Q15. Customer Service (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>								
Very Satisfied	39.0%	35.1%	41.6%	41.3%	35.7%	33.7%	40.6%	37.4%
Satisfied	42.3%	40.1%	40.4%	39.0%	40.5%	44.3%	37.2%	40.5%
Neutral	13.8%	18.6%	11.8%	12.9%	18.0%	16.5%	15.7%	16.1%
Dissatisfied	3.3%	5.1%	4.3%	4.5%	4.8%	4.1%	5.1%	4.6%
Very Dissatisfied	1.6%	1.1%	2.0%	2.3%	1.0%	1.4%	1.4%	1.4%

Q15. Customer Service (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q15f. Review services for residential and commercial building plans

Very Satisfied	22.1%	7.1%	16.8%	15.5%	10.2%	10.6%	13.1%	11.9%
Satisfied	23.3%	19.8%	26.5%	26.4%	20.1%	20.0%	24.6%	22.3%
Neutral	33.7%	36.5%	30.8%	33.6%	35.2%	33.4%	36.1%	34.8%
Dissatisfied	12.8%	19.0%	11.9%	13.6%	17.5%	19.1%	12.5%	15.8%
Very Dissatisfied	8.1%	17.6%	14.1%	10.9%	17.0%	16.9%	13.7%	15.3%

Q16. Other City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>								
Very Satisfied	9.8%	8.2%	8.6%	8.9%	8.6%	10.1%	7.2%	8.6%
Satisfied	15.6%	14.8%	17.6%	17.4%	15.1%	17.8%	13.7%	15.7%
Neutral	27.0%	31.1%	32.8%	30.8%	30.9%	32.3%	29.4%	30.8%
Dissatisfied	21.3%	29.1%	22.5%	24.3%	27.2%	25.1%	28.1%	26.7%
Very Dissatisfied	26.2%	16.9%	18.4%	18.7%	18.2%	14.8%	21.6%	18.3%

Q16. Other City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q16b. The City's efforts to offer financial literacy/homebuyer education

Very Satisfied	11.9%	11.1%	12.9%	13.8%	10.9%	13.4%	10.2%	11.7%
Satisfied	23.8%	17.5%	22.5%	22.7%	19.7%	18.9%	21.0%	20.0%
Neutral	33.7%	46.9%	39.9%	40.0%	43.1%	45.9%	40.1%	42.9%
Dissatisfied	21.8%	15.7%	14.0%	14.7%	17.6%	14.3%	18.3%	16.4%
Very Dissatisfied	8.9%	8.7%	10.7%	8.9%	8.8%	7.5%	10.5%	9.0%

Q16. Other City Services (Without "Don't Know")

N=1260

<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	

Q16c. City's effort to promote and assist small, minority and/or women-owned businesses

Very Satisfied	16.7%	12.5%	13.6%	13.7%	13.5%	14.5%	12.1%	13.2%
Satisfied	17.5%	25.9%	29.1%	28.1%	24.2%	26.2%	24.2%	25.2%
Neutral	27.2%	41.4%	33.5%	33.8%	37.5%	36.1%	38.0%	37.1%
Dissatisfied	23.7%	12.9%	14.6%	15.2%	16.1%	14.5%	16.9%	15.7%
Very Dissatisfied	14.9%	7.3%	9.2%	9.1%	8.7%	8.7%	8.8%	8.8%

Q16. Other City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>								
Very Satisfied	24.3%	18.7%	25.8%	27.5%	18.6%	20.8%	23.1%	22.0%
Satisfied	45.6%	41.5%	42.1%	40.8%	42.9%	39.6%	44.4%	42.1%
Neutral	23.3%	35.4%	26.8%	27.1%	33.2%	33.9%	28.4%	31.0%
Dissatisfied	4.9%	2.3%	3.2%	2.9%	2.9%	3.8%	2.0%	2.9%
Very Dissatisfied	1.9%	2.0%	2.1%	1.7%	2.4%	1.9%	2.0%	2.0%

Q16. Other City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16e. Food Safety Inspection program</u>								
Very Satisfied	18.6%	13.7%	19.6%	20.6%	14.4%	18.7%	14.2%	16.5%
Satisfied	37.3%	36.7%	37.9%	37.5%	36.3%	33.1%	40.5%	36.8%
Neutral	33.3%	40.3%	28.5%	31.1%	38.4%	38.0%	33.4%	35.7%
Dissatisfied	6.9%	6.1%	7.5%	7.5%	5.9%	6.1%	7.4%	6.7%
Very Dissatisfied	3.9%	3.3%	6.5%	3.4%	5.0%	4.1%	4.4%	4.3%

Q16. Other City Services (Without "Don't Know")

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16f. Neighborhood planning/zoning efforts</u>								
Very Satisfied	10.4%	7.2%	13.0%	12.7%	7.9%	9.7%	8.9%	9.3%
Satisfied	27.0%	29.8%	30.5%	28.7%	29.5%	29.1%	29.4%	29.3%
Neutral	31.3%	35.1%	33.7%	34.7%	34.0%	33.8%	34.9%	34.3%
Dissatisfied	22.6%	17.0%	12.6%	14.7%	17.6%	15.5%	17.9%	16.7%
Very Dissatisfied	8.7%	10.9%	10.2%	9.3%	10.9%	11.9%	8.9%	10.4%

Q16. Other City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q16g. Accessibility of municipal court services

Very Satisfied	15.7%	10.1%	13.3%	14.6%	10.7%	12.7%	10.8%	11.7%
Satisfied	37.0%	36.4%	38.5%	36.9%	36.7%	34.8%	38.3%	36.6%
Neutral	35.2%	40.1%	34.9%	33.6%	39.8%	37.2%	39.3%	38.3%
Dissatisfied	5.6%	9.9%	8.7%	9.7%	8.9%	9.8%	8.7%	9.2%
Very Dissatisfied	6.5%	3.5%	4.6%	5.2%	3.9%	5.5%	2.8%	4.2%

Q16. Other City Services (Without "Don't Know")

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	13.0%	21.4%	24.7%	23.3%	21.1%	22.4%	19.9%	21.1%
Satisfied	26.0%	40.2%	34.1%	35.9%	36.8%	38.3%	35.0%	36.6%
Neutral	29.8%	26.9%	26.2%	24.7%	27.1%	26.1%	27.4%	26.7%
Dissatisfied	16.0%	7.0%	9.3%	9.8%	8.9%	7.7%	10.6%	9.2%
Very Dissatisfied	15.3%	4.4%	5.7%	6.3%	6.2%	5.5%	7.1%	6.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17a. Have you visited an Austin City park?

Yes	83.7%	87.3%	85.9%	86.0%	86.7%	89.2%	84.2%	86.6%
No	15.0%	11.9%	12.9%	13.1%	12.3%	10.0%	14.6%	12.4%
Don't know	1.3%	0.8%	1.2%	1.0%	1.0%	0.8%	1.2%	1.0%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>								
Yes	43.1%	39.4%	36.8%	36.6%	40.1%	37.5%	40.9%	39.3%
No	54.9%	58.1%	60.3%	61.5%	57.4%	60.1%	56.2%	58.1%
Don't know	2.0%	2.6%	2.9%	1.9%	2.6%	2.3%	2.9%	2.6%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17c. Have you visited an Austin library facility?</u>								
Yes	73.2%	69.3%	71.2%	66.6%	71.4%	65.8%	74.2%	70.2%
No	26.1%	29.1%	27.6%	31.7%	27.3%	32.9%	24.2%	28.3%
Don't know	0.7%	1.6%	1.2%	1.7%	1.3%	1.3%	1.7%	1.5%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17d. Have you visited a City pool?

Yes	46.4%	50.3%	52.4%	49.6%	50.4%	51.3%	50.2%	50.7%
No	51.6%	48.5%	46.2%	48.9%	48.3%	48.0%	47.7%	47.9%
Don't know	2.0%	1.2%	1.5%	1.5%	1.3%	0.7%	2.1%	1.4%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/Black	Caucasian/White	Other	Yes	No	Male	Female	

Q17e. Have you visited a City recreation center?

Yes	53.6%	36.9%	45.0%	41.6%	41.1%	41.0%	41.6%	41.3%
No	43.8%	60.6%	53.5%	56.2%	56.7%	57.6%	55.3%	56.4%
Don't know	2.6%	2.4%	1.5%	2.2%	2.2%	1.3%	3.0%	2.2%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17f. Have you had contact with the City of Austin Municipal Court?

Yes	29.4%	33.7%	30.3%	30.5%	33.2%	35.7%	29.6%	32.5%
No	68.6%	63.3%	67.4%	67.3%	64.2%	62.5%	66.9%	64.8%
Don't know	2.0%	3.0%	2.4%	2.2%	2.6%	1.8%	3.5%	2.7%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>								
Yes	26.8%	29.6%	23.9%	24.0%	28.2%	31.6%	24.3%	27.8%
No	71.2%	67.5%	72.3%	72.9%	68.7%	66.1%	71.6%	68.9%
Don't know	2.0%	2.8%	3.8%	3.1%	3.1%	2.3%	4.1%	3.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17h. Have you visited the Austin-Bergstrom International Airport?

Yes	78.4%	87.0%	72.1%	70.6%	87.7%	83.5%	80.1%	81.7%
No	19.6%	11.8%	27.1%	27.9%	11.5%	15.5%	18.4%	17.0%
Don't know	2.0%	1.2%	0.9%	1.5%	0.8%	1.0%	1.5%	1.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17i. Have you called 3-1-1?

Yes	62.7%	62.1%	62.1%	60.3%	63.0%	59.6%	64.4%	62.1%
No	35.3%	36.0%	35.9%	37.3%	35.5%	38.5%	33.3%	35.8%
Don't know	2.0%	1.9%	2.1%	2.4%	1.4%	1.8%	2.3%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17j. Have you called 9-1-1?</u>								
Yes	43.1%	43.4%	42.4%	43.3%	42.4%	41.2%	45.1%	43.3%
No	54.9%	55.0%	55.6%	54.5%	56.2%	57.1%	52.7%	54.8%
Don't know	2.0%	1.6%	2.1%	2.2%	1.4%	1.7%	2.1%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17k. Have you had contact with the Austin Police Department?

Yes	51.6%	56.7%	50.9%	51.8%	56.2%	57.1%	52.9%	54.9%
No	46.4%	41.4%	47.4%	46.5%	42.2%	41.4%	44.8%	43.2%
Don't know	2.0%	1.9%	1.8%	1.7%	1.6%	1.5%	2.3%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17l. Have you had contact with the Austin Fire Department?

Yes	24.8%	29.5%	29.4%	27.8%	29.6%	28.1%	29.9%	29.0%
No	73.2%	68.7%	67.6%	69.5%	69.0%	70.4%	67.3%	68.8%
Don't know	2.0%	1.8%	2.9%	2.7%	1.4%	1.5%	2.7%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/Black	Caucasian/White	Other	Yes	No	Male	Female	

Q17m. Have you had contact with the Emergency Medical Services Department?

Yes	39.9%	31.4%	33.8%	31.0%	33.7%	33.8%	32.5%	33.1%
No	58.2%	67.2%	63.2%	66.3%	65.3%	64.3%	65.3%	64.9%
Don't know	2.0%	1.5%	2.9%	2.7%	1.0%	1.8%	2.1%	2.0%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17n. Does Austin Energy provide your electric service?</u>								
Yes	95.4%	90.4%	90.6%	90.8%	90.8%	93.4%	89.1%	91.1%
No	3.3%	8.4%	6.8%	6.5%	8.0%	5.8%	8.5%	7.2%
Don't know	1.3%	1.2%	2.6%	2.7%	1.2%	0.8%	2.4%	1.7%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>								
Yes	85.6%	88.1%	87.4%	89.1%	87.0%	87.5%	87.4%	87.5%
No	11.8%	9.7%	10.6%	9.0%	10.9%	10.3%	10.0%	10.2%
Don't know	2.6%	2.2%	2.1%	1.9%	2.2%	2.2%	2.6%	2.4%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>								
Yes	90.2%	94.5%	92.9%	93.2%	93.3%	94.2%	92.9%	93.5%
No	7.8%	4.2%	4.7%	4.9%	5.0%	4.5%	5.0%	4.8%
Don't know	2.0%	1.3%	2.4%	1.9%	1.7%	1.3%	2.1%	1.7%

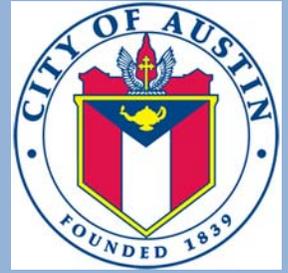
Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=1260

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/Black	Caucasian/White	Other	Yes	No	Male	Female	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	4.6%	3.1%	4.4%	3.9%	3.4%	3.5%	3.6%	3.6%
Disagree	9.2%	6.1%	5.3%	5.8%	5.9%	5.6%	6.7%	6.2%
Neutral	29.4%	20.9%	20.0%	19.1%	22.9%	23.6%	20.4%	21.9%
Agree	25.5%	38.9%	37.9%	38.0%	36.8%	38.7%	35.0%	36.7%
Strongly Agree	13.1%	14.4%	16.5%	17.7%	13.8%	15.3%	14.1%	14.7%
Don't Know	18.3%	16.6%	15.9%	15.5%	17.2%	13.3%	20.2%	16.9%



2013 City of Austin DirectionFinder® Survey

Appendix C:

Crosstabular Data by
Number of Claimed Dependents and
Those Who Own vs. Rent Their Home

Submitted to

The City of Austin, TX



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

September 2013

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1a. The City of Austin as a place to live</u>										
Very Satisfied	51.2%	37.2%	41.7%	44.0%	48.0%	45.6%	43.2%	41.3%	11.1%	42.5%
Satisfied	34.6%	45.4%	38.5%	38.4%	38.0%	41.8%	40.7%	38.0%	66.7%	40.2%
Neutral	11.8%	8.5%	11.5%	10.7%	8.7%	8.9%	9.4%	12.0%	22.2%	10.2%
Dissatisfied	2.4%	7.0%	5.7%	3.1%	4.0%	2.5%	4.6%	6.3%	0.0%	5.0%
Very Dissatisfied	0.0%	1.8%	2.6%	3.8%	1.3%	1.3%	2.1%	2.4%	0.0%	2.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1b. The City of Austin as a place to raise children</u>										
Very Satisfied	42.6%	33.3%	34.9%	44.2%	46.6%	39.7%	39.4%	36.0%	16.7%	38.4%
Satisfied	33.7%	37.3%	38.3%	37.2%	37.7%	35.9%	37.8%	34.6%	66.7%	37.1%
Neutral	19.8%	18.3%	16.3%	13.5%	11.0%	16.7%	14.9%	19.9%	0.0%	16.1%
Dissatisfied	2.0%	9.1%	7.5%	3.8%	2.7%	6.4%	5.5%	7.3%	16.7%	6.0%
Very Dissatisfied	2.0%	2.0%	3.0%	1.3%	2.1%	1.3%	2.4%	2.1%	0.0%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1c. The City of Austin as a place to work</u>										
Very Satisfied	43.7%	30.1%	34.9%	40.0%	43.8%	40.8%	37.3%	34.2%	22.2%	36.4%
Satisfied	34.9%	44.3%	41.9%	34.2%	34.9%	36.8%	40.7%	36.3%	66.7%	39.8%
Neutral	14.3%	18.0%	18.6%	18.7%	15.1%	15.8%	16.4%	20.8%	11.1%	17.5%
Dissatisfied	6.3%	5.1%	3.2%	4.5%	4.1%	3.9%	4.0%	5.9%	0.0%	4.4%
Very Dissatisfied	0.8%	2.5%	1.4%	2.6%	2.1%	2.6%	1.6%	2.8%	0.0%	1.9%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q1d. The City of Austin as a place to retire

Very Satisfied	36.4%	24.5%	27.0%	28.3%	33.6%	29.0%	28.3%	29.1%	12.5%	28.4%
Satisfied	30.8%	28.2%	29.7%	26.1%	20.6%	23.2%	28.1%	23.6%	87.5%	27.4%
Neutral	16.8%	22.4%	20.2%	29.7%	32.1%	21.7%	23.3%	23.3%	0.0%	23.1%
Dissatisfied	12.1%	15.5%	13.9%	7.2%	6.9%	15.9%	12.3%	13.5%	0.0%	12.5%
Very Dissatisfied	3.7%	9.4%	9.2%	8.7%	6.9%	10.1%	8.0%	10.5%	0.0%	8.6%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q1e. Overall value that you receive for your City tax dollars & fees

Very Satisfied	15.6%	11.6%	9.4%	8.0%	10.3%	18.4%	9.6%	14.8%	11.1%	11.0%
Satisfied	33.6%	29.5%	33.4%	36.7%	37.0%	21.1%	33.7%	28.3%	55.6%	32.4%
Neutral	34.4%	31.0%	25.6%	34.7%	26.7%	36.8%	28.2%	34.3%	22.2%	29.8%
Dissatisfied	12.3%	19.1%	19.7%	14.0%	19.9%	14.5%	18.4%	16.4%	11.1%	17.8%
Very Dissatisfied	4.1%	8.8%	11.9%	6.7%	6.2%	9.2%	10.1%	6.3%	0.0%	9.0%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q1f. Overall quality of life in the City

Very Satisfied	33.6%	24.4%	26.3%	34.8%	31.5%	34.2%	28.5%	28.8%	0.0%	28.4%
Satisfied	50.4%	48.5%	47.2%	41.1%	49.0%	40.5%	47.9%	43.3%	75.0%	46.9%
Neutral	12.0%	17.7%	16.4%	17.1%	12.8%	21.5%	15.8%	18.2%	25.0%	16.5%
Dissatisfied	3.2%	6.7%	7.4%	5.1%	4.7%	2.5%	5.6%	7.0%	0.0%	5.9%
Very Dissatisfied	0.8%	2.7%	2.7%	1.9%	2.0%	1.3%	2.2%	2.7%	0.0%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1g. How well the City of Austin is planning growth</u>										
Very Satisfied	11.6%	6.6%	7.9%	8.1%	10.6%	12.5%	7.2%	12.4%	0.0%	8.5%
Satisfied	24.8%	18.4%	18.6%	25.5%	21.1%	23.6%	19.5%	23.6%	22.2%	20.6%
Neutral	28.1%	24.7%	24.6%	25.5%	28.2%	27.8%	26.2%	23.2%	33.3%	25.5%
Dissatisfied	19.8%	27.2%	26.2%	28.9%	21.8%	18.1%	24.5%	26.1%	44.4%	25.1%
Very Dissatisfied	15.7%	23.1%	22.7%	12.1%	18.3%	18.1%	22.5%	14.6%	0.0%	20.3%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1h. Overall quality of services provided by the City of Austin</u>										
Very Satisfied	13.1%	13.3%	14.4%	16.2%	12.2%	25.6%	13.1%	18.8%	0.0%	14.5%
Satisfied	56.6%	47.5%	45.3%	51.9%	46.3%	43.6%	49.2%	44.0%	66.7%	47.9%
Neutral	16.4%	26.2%	25.9%	23.4%	29.3%	19.2%	24.9%	24.6%	33.3%	24.9%
Dissatisfied	9.0%	9.3%	9.3%	4.5%	8.2%	7.7%	8.7%	7.7%	0.0%	8.4%
Very Dissatisfied	4.9%	3.7%	5.1%	3.9%	4.1%	3.8%	4.1%	4.9%	0.0%	4.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>										
Very Satisfied	34.2%	22.9%	21.4%	23.2%	28.2%	38.7%	23.9%	30.7%	12.5%	25.6%
Satisfied	44.2%	48.0%	49.6%	49.7%	47.2%	34.7%	48.9%	41.8%	75.0%	47.2%
Neutral	13.3%	18.0%	21.7%	19.2%	16.2%	22.7%	18.9%	18.7%	12.5%	18.8%
Dissatisfied	6.7%	9.2%	5.3%	6.0%	4.9%	4.0%	6.6%	6.3%	0.0%	6.5%
Very Dissatisfied	1.7%	2.0%	1.9%	2.0%	3.5%	0.0%	1.8%	2.5%	0.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2b. Overall quality of City libraries</u>										
Very Satisfied	30.8%	25.0%	25.9%	25.7%	28.0%	32.8%	25.4%	31.6%	0.0%	26.9%
Satisfied	42.3%	44.0%	45.3%	49.3%	40.2%	45.3%	44.3%	44.9%	75.0%	44.7%
Neutral	19.2%	22.4%	22.2%	19.1%	20.5%	20.3%	22.9%	16.1%	25.0%	21.0%
Dissatisfied	5.8%	7.5%	4.1%	4.4%	9.1%	0.0%	5.4%	5.6%	0.0%	5.4%
Very Dissatisfied	1.9%	1.1%	2.5%	1.5%	2.3%	1.6%	2.1%	1.8%	0.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2c. Overall quality of public safety services</u>										
Very Satisfied	29.8%	21.3%	27.5%	23.7%	31.8%	31.6%	25.5%	28.9%	11.1%	26.3%
Satisfied	43.8%	47.7%	44.4%	51.3%	39.9%	46.1%	47.3%	40.1%	66.7%	45.5%
Neutral	12.4%	18.1%	16.9%	18.6%	19.6%	10.5%	16.5%	18.3%	22.2%	17.0%
Dissatisfied	7.4%	8.4%	7.4%	5.8%	6.1%	7.9%	7.4%	7.5%	0.0%	7.4%
Very Dissatisfied	6.6%	4.5%	3.8%	0.6%	2.7%	3.9%	3.3%	5.3%	0.0%	3.8%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>										
Very Satisfied	16.5%	14.2%	15.9%	19.1%	14.4%	18.6%	14.9%	18.8%	0.0%	15.8%
Satisfied	44.7%	33.3%	34.3%	39.1%	36.1%	33.9%	36.9%	33.1%	55.6%	36.1%
Neutral	24.7%	34.1%	34.3%	30.4%	35.1%	33.9%	33.8%	30.6%	33.3%	33.0%
Dissatisfied	8.2%	12.6%	11.3%	8.7%	11.3%	6.8%	10.3%	11.8%	11.1%	10.7%
Very Dissatisfied	5.9%	5.7%	4.2%	2.6%	3.1%	6.8%	4.1%	5.7%	0.0%	4.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2e. Overall quality of the Austin-Bergstrom International Airport

Very Satisfied	40.4%	31.1%	36.6%	37.4%	30.1%	37.9%	34.8%	35.1%	12.5%	34.7%
Satisfied	51.8%	48.1%	45.1%	43.2%	51.5%	43.9%	48.2%	43.3%	87.5%	47.2%
Neutral	3.5%	16.0%	13.9%	14.8%	13.2%	10.6%	12.3%	16.4%	0.0%	13.3%
Dissatisfied	1.8%	3.1%	2.2%	2.6%	3.7%	6.1%	2.9%	3.3%	0.0%	3.0%
Very Dissatisfied	2.6%	1.6%	2.2%	1.9%	1.5%	1.5%	1.8%	2.0%	0.0%	1.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>										
Very Satisfied	40.3%	29.0%	35.5%	38.7%	30.3%	30.3%	35.3%	29.8%	0.0%	33.6%
Satisfied	38.7%	45.5%	43.5%	33.5%	47.6%	39.5%	43.3%	40.0%	66.7%	42.6%
Neutral	9.7%	14.6%	13.9%	18.7%	11.7%	18.4%	13.4%	16.3%	33.3%	14.3%
Dissatisfied	5.6%	6.2%	4.8%	7.1%	8.3%	7.9%	5.4%	8.3%	0.0%	6.1%
Very Dissatisfied	5.6%	4.7%	2.4%	1.9%	2.1%	3.9%	2.6%	5.5%	0.0%	3.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2g. Overall quality of wastewater services provided by Austin Water Utility

Very Satisfied	27.5%	20.7%	26.3%	26.9%	23.0%	30.7%	24.1%	27.1%	11.1%	24.8%
Satisfied	48.3%	49.0%	40.5%	39.1%	57.6%	44.0%	47.2%	41.0%	66.7%	45.7%
Neutral	15.8%	20.1%	23.7%	22.4%	12.9%	13.3%	19.5%	21.1%	11.1%	19.9%
Dissatisfied	2.5%	8.0%	6.1%	9.0%	5.0%	8.0%	6.0%	7.9%	11.1%	6.6%
Very Dissatisfied	5.8%	2.2%	3.4%	2.6%	1.4%	4.0%	3.1%	2.8%	0.0%	3.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2h. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	29.6%	21.0%	24.9%	23.7%	25.9%	24.0%	23.4%	26.8%	11.1%	24.2%
Satisfied	45.6%	42.0%	38.8%	40.8%	42.9%	42.7%	42.6%	37.8%	66.7%	41.5%
Neutral	16.8%	21.9%	20.1%	21.7%	17.0%	18.7%	20.0%	20.4%	11.1%	20.0%
Dissatisfied	3.2%	8.3%	11.7%	9.2%	10.2%	6.7%	9.2%	8.5%	11.1%	9.0%
Very Dissatisfied	4.8%	6.8%	4.6%	4.6%	4.1%	8.0%	4.9%	6.4%	0.0%	5.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2i. Overall maintenance of City streets and sidewalks</u>										
Very Satisfied	11.1%	9.2%	10.3%	12.7%	12.8%	17.7%	9.6%	15.6%	0.0%	11.1%
Satisfied	31.7%	33.2%	30.4%	34.2%	31.8%	30.4%	32.0%	31.8%	44.4%	32.1%
Neutral	32.5%	26.5%	27.8%	27.2%	30.4%	25.3%	28.6%	25.8%	11.1%	27.7%
Dissatisfied	19.0%	19.1%	18.0%	19.0%	16.9%	16.5%	19.4%	15.3%	33.3%	18.4%
Very Dissatisfied	5.6%	12.0%	13.5%	7.0%	8.1%	10.1%	10.5%	11.4%	11.1%	10.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2j. Overall management of stormwater runoff</u>										
Very Satisfied	19.6%	12.5%	17.9%	18.6%	19.7%	26.9%	16.2%	20.7%	0.0%	17.2%
Satisfied	39.3%	41.4%	41.8%	45.7%	37.9%	38.8%	42.5%	38.6%	44.4%	41.5%
Neutral	33.6%	32.5%	25.5%	30.0%	28.8%	22.4%	29.2%	27.7%	33.3%	28.8%
Dissatisfied	4.7%	9.8%	10.6%	5.0%	8.3%	6.0%	8.6%	8.4%	22.2%	8.7%
Very Dissatisfied	2.8%	3.7%	4.2%	0.7%	5.3%	6.0%	3.5%	4.6%	0.0%	3.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2k. Overall effectiveness of communication by the City of Austin

Very Satisfied	16.0%	11.4%	11.9%	11.9%	13.3%	16.0%	11.0%	17.3%	0.0%	12.6%
Satisfied	37.0%	31.9%	32.4%	39.7%	41.3%	32.0%	35.7%	32.6%	55.6%	35.0%
Neutral	27.7%	36.5%	34.1%	29.1%	32.2%	28.0%	33.8%	28.4%	33.3%	32.4%
Dissatisfied	10.9%	13.4%	14.1%	12.6%	10.5%	17.3%	13.8%	11.5%	0.0%	13.1%
Very Dissatisfied	8.4%	6.8%	7.5%	6.6%	2.8%	6.7%	5.6%	10.2%	11.1%	6.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q21. Overall quality of health and human services provided by the City</u>										
Very Satisfied	15.2%	11.5%	14.7%	19.0%	16.1%	17.9%	13.5%	18.6%	0.0%	14.8%
Satisfied	41.3%	37.7%	35.2%	38.9%	35.6%	35.8%	36.4%	38.6%	62.5%	37.2%
Neutral	31.5%	31.2%	33.2%	31.0%	32.2%	31.3%	35.8%	22.9%	12.5%	32.0%
Dissatisfied	8.7%	11.2%	10.4%	6.3%	11.0%	14.9%	9.4%	11.8%	25.0%	10.2%
Very Dissatisfied	3.3%	8.5%	6.5%	4.8%	5.1%	0.0%	5.0%	8.2%	0.0%	5.8%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2m. Overall quality of planning, development review, permitting and inspection services

Very Satisfied	9.6%	9.4%	8.3%	5.3%	4.9%	9.4%	6.3%	13.5%	0.0%	8.1%
Satisfied	25.5%	18.4%	18.9%	23.7%	27.6%	31.3%	21.1%	24.2%	42.9%	22.1%
Neutral	27.7%	28.6%	29.5%	40.5%	36.6%	21.9%	29.9%	33.1%	28.6%	30.7%
Dissatisfied	18.1%	22.6%	21.5%	18.3%	16.3%	28.1%	22.1%	16.5%	14.3%	20.6%
Very Dissatisfied	19.1%	21.1%	21.8%	12.2%	14.6%	9.4%	20.6%	12.7%	14.3%	18.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2n. Animal Services</u>										
Very Satisfied	23.1%	19.8%	24.2%	25.7%	24.8%	26.2%	21.8%	27.6%	11.1%	23.3%
Satisfied	47.9%	46.2%	40.3%	40.4%	50.4%	32.3%	44.2%	41.0%	66.7%	43.5%
Neutral	19.7%	25.6%	26.1%	24.3%	18.0%	30.8%	25.0%	22.1%	11.1%	24.1%
Dissatisfied	4.3%	7.3%	6.3%	5.9%	3.8%	7.7%	6.0%	6.6%	11.1%	6.2%
Very Dissatisfied	5.1%	1.1%	3.1%	3.7%	3.0%	3.1%	3.0%	2.8%	0.0%	2.9%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices</u>										
Overall quality of parks & recreation programs & facilities	21.1%	16.1%	17.7%	20.1%	30.9%	15.2%	18.1%	23.0%	11.1%	19.4%
Overall quality of City libraries	7.0%	8.2%	6.5%	13.2%	16.4%	16.5%	10.4%	8.7%	0.0%	9.8%
Overall quality of public safety services	47.7%	50.0%	55.2%	49.7%	47.4%	40.5%	51.5%	46.9%	55.6%	50.3%
Overall quality of municipal court services	4.7%	3.3%	5.7%	4.4%	4.6%	3.8%	3.7%	6.3%	11.1%	4.4%
Overall quality of the Austin-Bergstrom International Airport	8.6%	6.1%	7.0%	6.3%	7.2%	2.5%	7.2%	5.4%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	37.5%	36.7%	39.8%	34.6%	36.8%	29.1%	37.6%	34.9%	33.3%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.6%	6.4%	11.7%	7.5%	7.2%	7.6%	9.3%	6.6%	11.1%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices (Cont.)</u>										
Overall quality of electric utility services provided by Austin Energy	22.7%	26.4%	28.9%	20.1%	27.6%	17.7%	26.1%	23.9%	33.3%	25.6%
Overall maintenance of City streets & sidewalks	16.4%	30.3%	29.4%	31.4%	26.3%	25.3%	28.9%	24.5%	55.6%	27.9%
Overall management of stormwater runoff	3.9%	3.3%	2.9%	1.9%	3.3%	6.3%	3.4%	2.7%	0.0%	3.2%
Overall effectiveness of communication by the City of Austin	4.7%	6.1%	7.3%	9.4%	2.6%	8.9%	6.4%	6.6%	11.1%	6.5%
Overall quality of health & human services provided by the City	21.1%	21.2%	18.8%	18.9%	13.2%	12.7%	16.6%	24.2%	22.2%	18.7%
Overall quality of planning, development review, permitting and inspection services	13.3%	22.7%	21.6%	21.4%	16.4%	20.3%	21.1%	17.9%	22.2%	20.2%
Animal Services	10.2%	6.1%	5.7%	5.0%	3.9%	6.3%	5.3%	7.5%	22.2%	6.0%
None chosen	22.7%	17.9%	15.4%	18.9%	15.8%	34.2%	17.9%	20.3%	0.0%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4a. I feel safe in my neighborhood during the day</u>										
Strongly Agree	49.6%	49.1%	50.7%	60.4%	58.7%	60.8%	52.8%	53.0%	33.3%	52.7%
Agree	36.8%	38.3%	38.4%	32.7%	34.0%	30.4%	38.2%	31.0%	66.7%	36.5%
Neutral	8.0%	7.7%	5.5%	4.4%	4.0%	6.3%	5.1%	9.0%	0.0%	6.1%
Disagree	0.8%	2.8%	4.2%	2.5%	2.0%	0.0%	2.5%	3.6%	0.0%	2.8%
Strongly Disagree	4.8%	2.1%	1.3%	0.0%	1.3%	2.5%	1.4%	3.3%	0.0%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4b. I feel safe in my neighborhood at night</u>										
Strongly Agree	32.5%	25.5%	32.1%	41.5%	32.7%	44.3%	33.9%	28.3%	33.3%	32.4%
Agree	35.0%	41.0%	41.0%	35.8%	40.0%	31.6%	41.3%	32.8%	22.2%	38.9%
Neutral	21.1%	17.4%	13.1%	13.8%	12.7%	12.7%	12.8%	20.4%	33.3%	15.0%
Disagree	6.5%	11.2%	9.4%	5.0%	12.0%	6.3%	8.4%	10.9%	11.1%	9.1%
Strongly Disagree	4.9%	5.0%	4.4%	3.8%	2.7%	5.1%	3.5%	7.6%	0.0%	4.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4c. I feel safe in City parks</u>										
Strongly Agree	26.9%	17.3%	20.1%	23.1%	19.6%	23.9%	19.7%	23.1%	11.1%	20.5%
Agree	46.2%	43.1%	38.8%	46.3%	49.3%	38.0%	44.1%	39.6%	55.6%	43.0%
Neutral	17.6%	28.5%	27.7%	25.2%	23.2%	25.4%	25.7%	26.4%	22.2%	25.9%
Disagree	5.0%	8.5%	9.6%	4.1%	5.1%	9.9%	7.0%	8.6%	11.1%	7.5%
Strongly Disagree	4.2%	2.7%	3.8%	1.4%	2.9%	2.8%	3.5%	2.3%	0.0%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4d. I feel safe walking alone downtown during the day</u>										
Strongly Agree	45.8%	35.9%	35.4%	44.1%	42.3%	35.7%	39.2%	37.0%	33.3%	38.6%
Agree	39.0%	46.4%	42.9%	34.2%	42.3%	41.4%	42.8%	39.0%	33.3%	41.7%
Neutral	9.3%	10.8%	12.1%	14.5%	9.5%	17.1%	11.2%	14.4%	11.1%	12.0%
Disagree	2.5%	4.2%	6.9%	6.6%	4.4%	2.9%	4.0%	7.9%	22.2%	5.1%
Strongly Disagree	3.4%	2.6%	2.7%	0.7%	1.5%	2.9%	2.9%	1.6%	0.0%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4e. I feel safe walking alone downtown at night</u>										
Strongly Agree	11.4%	10.6%	6.7%	10.4%	9.2%	13.6%	8.4%	12.5%	11.1%	9.5%
Agree	23.7%	20.1%	22.1%	25.0%	25.4%	16.7%	22.8%	21.2%	0.0%	22.2%
Neutral	33.3%	24.7%	28.8%	28.5%	19.2%	31.8%	27.9%	25.0%	22.2%	27.1%
Disagree	22.8%	30.0%	27.9%	21.5%	33.8%	19.7%	27.6%	24.7%	66.7%	27.2%
Strongly Disagree	8.8%	14.5%	14.5%	14.6%	12.3%	18.2%	13.3%	16.7%	0.0%	14.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5a. Condition of major City streets</u>										
Very Satisfied	11.1%	10.1%	11.1%	10.1%	11.9%	20.8%	10.2%	14.8%	0.0%	11.3%
Satisfied	38.1%	43.1%	42.4%	48.7%	47.7%	42.9%	44.8%	40.0%	55.6%	43.6%
Neutral	35.7%	26.6%	20.8%	23.4%	24.5%	23.4%	24.4%	26.1%	0.0%	24.7%
Dissatisfied	13.5%	13.1%	19.7%	13.9%	6.6%	10.4%	15.1%	12.7%	22.2%	14.5%
Very Dissatisfied	1.6%	7.0%	6.1%	3.8%	9.3%	2.6%	5.5%	6.4%	22.2%	5.9%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q5b. Condition of streets in your neighborhood

Very Satisfied	20.2%	16.2%	19.4%	21.5%	21.2%	24.4%	18.9%	20.5%	11.1%	19.3%
Satisfied	38.7%	42.8%	38.7%	43.7%	47.0%	30.8%	43.2%	35.5%	44.4%	41.2%
Neutral	29.0%	15.9%	19.1%	20.3%	12.6%	24.4%	17.8%	21.7%	11.1%	18.8%
Dissatisfied	9.7%	17.1%	16.0%	9.5%	12.6%	16.7%	14.1%	15.7%	22.2%	14.6%
Very Dissatisfied	2.4%	8.0%	6.8%	5.1%	6.6%	3.8%	6.0%	6.6%	11.1%	6.2%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q5c. Condition of sidewalks in your neighborhood

Very Satisfied	15.3%	13.7%	15.4%	16.4%	18.1%	23.0%	15.5%	16.4%	0.0%	15.6%
Satisfied	32.2%	33.2%	31.9%	35.6%	31.3%	28.4%	31.8%	34.1%	50.0%	32.5%
Neutral	28.8%	20.8%	19.1%	17.1%	17.4%	23.0%	19.4%	23.2%	25.0%	20.5%
Dissatisfied	13.6%	19.5%	21.4%	17.8%	18.8%	16.2%	20.6%	14.9%	12.5%	19.0%
Very Dissatisfied	10.2%	12.8%	12.3%	13.0%	14.6%	9.5%	12.7%	11.5%	12.5%	12.4%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5d. Timing of traffic signals on City streets</u>										
Very Satisfied	15.1%	10.2%	8.4%	11.1%	8.7%	14.7%	9.2%	14.1%	0.0%	10.4%
Satisfied	35.7%	28.0%	36.1%	36.6%	34.7%	30.7%	34.1%	30.0%	44.4%	33.1%
Neutral	28.6%	32.9%	24.5%	24.2%	30.7%	36.0%	28.5%	29.7%	22.2%	28.7%
Dissatisfied	13.5%	18.0%	20.2%	16.3%	17.3%	9.3%	17.6%	17.4%	22.2%	17.6%
Very Dissatisfied	7.1%	10.9%	10.8%	11.8%	8.7%	9.3%	10.6%	8.9%	11.1%	10.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5e. Traffic flow on major City streets</u>										
Very Satisfied	5.7%	6.2%	4.3%	5.1%	3.3%	6.7%	3.4%	9.5%	0.0%	5.0%
Satisfied	18.0%	15.5%	17.4%	17.9%	18.7%	22.7%	18.2%	15.6%	28.6%	17.6%
Neutral	27.9%	22.6%	22.7%	28.8%	32.0%	32.0%	25.3%	27.0%	14.3%	25.7%
Dissatisfied	36.1%	30.7%	31.6%	28.8%	25.3%	22.7%	30.4%	29.1%	28.6%	30.0%
Very Dissatisfied	12.3%	25.1%	24.1%	19.2%	20.7%	16.0%	22.8%	18.7%	28.6%	21.7%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5f. Pedestrian accessibility</u>										
Very Satisfied	13.3%	9.2%	8.7%	10.3%	11.6%	13.2%	9.0%	13.6%	0.0%	10.1%
Satisfied	35.8%	35.2%	36.3%	33.8%	34.0%	39.5%	35.2%	34.7%	77.8%	35.4%
Neutral	29.2%	25.0%	29.9%	31.0%	28.6%	30.3%	30.6%	24.0%	0.0%	28.6%
Dissatisfied	19.2%	19.1%	16.2%	19.3%	18.4%	11.8%	17.1%	19.2%	22.2%	17.7%
Very Dissatisfied	2.5%	11.5%	8.9%	5.5%	7.5%	5.3%	8.1%	8.5%	0.0%	8.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5g. Bicycle accessibility</u>										
Very Satisfied	12.0%	13.5%	15.4%	20.6%	12.2%	18.8%	14.0%	18.3%	0.0%	15.1%
Satisfied	35.2%	29.8%	27.9%	29.8%	36.6%	47.8%	31.3%	32.0%	42.9%	31.6%
Neutral	26.9%	29.1%	33.4%	31.2%	32.8%	20.3%	32.2%	26.0%	42.9%	30.6%
Dissatisfied	18.5%	16.3%	14.2%	14.2%	9.2%	8.7%	14.1%	14.3%	14.3%	14.2%
Very Dissatisfied	7.4%	11.3%	9.0%	4.3%	9.2%	4.3%	8.4%	9.3%	0.0%	8.6%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	5.9%	10.0%	10.4%	11.1%	10.7%	12.5%	7.9%	15.8%	0.0%	9.9%
Satisfied	31.4%	26.9%	28.2%	25.4%	33.9%	28.1%	29.4%	26.4%	16.7%	28.6%
Neutral	45.1%	37.6%	34.8%	44.4%	40.5%	37.5%	39.7%	35.8%	16.7%	38.6%
Dissatisfied	11.8%	17.9%	16.8%	12.7%	10.7%	17.2%	14.4%	17.0%	50.0%	15.3%
Very Dissatisfied	5.9%	7.5%	9.8%	6.3%	4.1%	4.7%	8.5%	4.9%	16.7%	7.6%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices</u>										
Condition of major City streets	49.2%	52.7%	53.1%	46.5%	55.3%	39.2%	52.1%	49.0%	66.7%	51.3%
Condition of streets in your neighborhood	23.4%	22.1%	32.3%	30.8%	23.0%	27.8%	26.4%	28.1%	22.2%	26.8%
Condition of sidewalks in your neighborhood	16.4%	11.5%	16.4%	25.8%	19.1%	26.6%	16.9%	18.8%	11.1%	17.4%
Timing of traffic signals on City streets	18.0%	29.1%	28.4%	27.0%	25.0%	24.1%	26.3%	27.2%	44.4%	26.7%
Traffic flow on major City streets	46.1%	53.6%	56.5%	46.5%	57.9%	41.8%	54.4%	46.9%	66.7%	52.5%
Pedestrian accessibility	25.0%	26.1%	25.3%	26.4%	28.9%	21.5%	23.7%	30.4%	22.2%	25.5%
Bicycle accessibility	21.9%	22.1%	14.8%	18.9%	20.4%	15.2%	17.8%	21.2%	0.0%	18.6%
Enforcement of local codes & ordinances	18.8%	22.4%	22.4%	17.6%	13.8%	13.9%	20.7%	16.4%	55.6%	19.8%
None chosen	24.2%	18.8%	17.7%	18.9%	19.1%	35.4%	21.2%	18.2%	0.0%	20.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7a. Overall quality of police services</u>										
Very Satisfied	26.3%	19.1%	24.9%	27.2%	22.0%	32.9%	23.4%	26.1%	11.1%	24.0%
Satisfied	41.5%	45.0%	45.2%	43.0%	48.2%	40.8%	45.2%	41.4%	77.8%	44.4%
Neutral	16.1%	21.4%	20.0%	19.9%	18.4%	17.1%	19.4%	20.5%	11.1%	19.6%
Dissatisfied	9.3%	9.7%	6.0%	3.3%	8.5%	6.6%	7.9%	5.9%	0.0%	7.3%
Very Dissatisfied	6.8%	4.9%	3.8%	6.6%	2.8%	2.6%	4.0%	6.2%	0.0%	4.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7b. Speed of emergency police response</u>										
Very Satisfied	29.0%	22.5%	29.7%	27.4%	29.1%	27.9%	26.7%	28.1%	11.1%	27.0%
Satisfied	39.8%	42.0%	39.7%	44.4%	47.9%	34.4%	42.5%	39.9%	55.6%	41.9%
Neutral	19.4%	25.6%	20.6%	17.7%	12.0%	21.3%	20.3%	19.4%	33.3%	20.2%
Dissatisfied	6.5%	5.3%	5.8%	8.1%	8.5%	11.5%	6.8%	7.6%	0.0%	7.0%
Very Dissatisfied	5.4%	4.6%	4.2%	2.4%	2.6%	4.9%	3.6%	4.9%	0.0%	3.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7c. Enforcement of local traffic laws</u>										
Very Satisfied	16.4%	11.8%	17.1%	18.9%	15.7%	20.8%	14.4%	20.2%	0.0%	15.8%
Satisfied	37.1%	37.5%	39.8%	40.5%	52.9%	29.2%	41.1%	35.4%	50.0%	39.7%
Neutral	31.9%	32.2%	27.5%	25.7%	22.1%	25.0%	27.7%	29.1%	25.0%	28.0%
Dissatisfied	9.5%	12.8%	10.9%	10.8%	6.4%	16.7%	11.6%	9.9%	25.0%	11.3%
Very Dissatisfied	5.2%	5.6%	4.8%	4.1%	2.9%	8.3%	5.2%	5.3%	0.0%	5.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7d. Overall quality of fire services</u>										
Very Satisfied	43.9%	34.6%	44.2%	50.0%	43.5%	46.2%	41.4%	45.2%	33.3%	42.4%
Satisfied	43.9%	47.9%	42.2%	39.2%	50.4%	38.5%	45.6%	40.6%	55.6%	44.4%
Neutral	10.2%	17.1%	12.0%	9.2%	4.3%	13.8%	12.0%	11.9%	11.1%	12.0%
Dissatisfied	0.0%	0.4%	1.0%	1.5%	0.9%	1.5%	0.7%	1.1%	0.0%	0.8%
Very Dissatisfied	2.0%	0.0%	0.6%	0.0%	0.9%	0.0%	0.3%	1.1%	0.0%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	43.3%	37.7%	47.8%	45.9%	43.8%	50.0%	43.9%	45.1%	37.5%	44.1%
Satisfied	38.9%	44.7%	37.0%	41.0%	49.1%	34.5%	41.0%	41.0%	50.0%	41.1%
Neutral	16.7%	17.1%	13.5%	11.5%	6.3%	13.8%	14.1%	12.3%	12.5%	13.6%
Dissatisfied	0.0%	0.4%	1.4%	0.8%	0.0%	1.7%	0.7%	0.8%	0.0%	0.8%
Very Dissatisfied	1.1%	0.0%	0.3%	0.8%	0.9%	0.0%	0.3%	0.8%	0.0%	0.4%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7f. Medical assistance provided by EMS</u>										
Very Satisfied	47.8%	40.1%	47.5%	51.2%	41.7%	47.5%	45.7%	44.3%	33.3%	45.2%
Satisfied	37.8%	43.7%	39.5%	36.4%	52.2%	37.3%	41.7%	40.4%	55.6%	41.5%
Neutral	12.2%	13.8%	11.7%	10.9%	4.3%	11.9%	11.0%	12.2%	11.1%	11.3%
Dissatisfied	0.0%	0.8%	0.7%	0.8%	0.0%	3.4%	0.9%	0.4%	0.0%	0.7%
Very Dissatisfied	2.2%	1.6%	0.7%	0.8%	1.7%	0.0%	0.7%	2.7%	0.0%	1.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7g. Timeliness of EMS response to emergency location</u>										
Very Satisfied	47.7%	39.6%	45.7%	48.8%	42.5%	50.0%	45.1%	43.7%	22.2%	44.5%
Satisfied	40.9%	43.8%	40.3%	35.8%	47.8%	32.8%	40.4%	42.1%	66.7%	41.1%
Neutral	8.0%	15.4%	11.9%	13.8%	8.0%	12.1%	12.4%	11.9%	11.1%	12.3%
Dissatisfied	2.3%	0.4%	2.0%	0.0%	0.0%	5.2%	1.5%	0.8%	0.0%	1.3%
Very Dissatisfied	1.1%	0.8%	0.0%	1.6%	1.8%	0.0%	0.6%	1.6%	0.0%	0.9%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Two Choices</u>										
Overall quality of police services	39.1%	43.0%	46.4%	44.7%	46.1%	34.2%	43.7%	42.4%	22.2%	43.2%
Speed of emergency police response	26.6%	26.7%	31.8%	28.3%	27.6%	30.4%	28.2%	29.3%	55.6%	28.7%
Enforcement of local traffic laws	6.3%	7.0%	9.9%	10.1%	10.5%	12.7%	9.3%	8.7%	11.1%	9.1%
Overall quality of fire services	19.5%	24.2%	22.9%	24.5%	26.3%	21.5%	25.2%	19.1%	0.0%	23.4%
Timeliness of Fire response to emergency location	20.3%	20.6%	22.1%	15.1%	17.1%	13.9%	19.7%	19.7%	22.2%	19.7%
Medical assistance provided by EMS	24.2%	26.4%	15.9%	21.4%	16.4%	24.1%	19.9%	23.0%	33.3%	20.8%
Timeliness of EMS response to emergency location	24.2%	19.1%	21.4%	18.2%	26.3%	17.7%	20.6%	22.4%	33.3%	21.2%
None chosen	15.6%	16.1%	16.7%	17.6%	13.8%	26.6%	17.0%	16.7%	11.1%	16.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9a. Water and wastewater utility response time to emergencies</u>										
Very Satisfied	18.6%	13.6%	17.1%	22.3%	12.4%	17.6%	15.4%	19.7%	0.0%	16.4%
Satisfied	46.5%	43.5%	40.9%	42.0%	48.5%	45.1%	44.3%	40.8%	75.0%	43.7%
Neutral	24.4%	32.7%	31.0%	28.6%	27.8%	29.4%	30.7%	27.7%	12.5%	29.7%
Dissatisfied	7.0%	7.9%	7.5%	5.4%	7.2%	7.8%	7.2%	8.0%	0.0%	7.3%
Very Dissatisfied	3.5%	2.3%	3.6%	1.8%	4.1%	0.0%	2.5%	3.8%	12.5%	2.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9b. Water Conservation programs within Austin</u>										
Very Satisfied	25.9%	16.8%	16.9%	17.6%	14.5%	20.6%	17.0%	20.1%	0.0%	17.7%
Satisfied	40.5%	40.9%	40.3%	45.1%	48.6%	50.0%	43.9%	39.6%	55.6%	42.9%
Neutral	21.6%	26.8%	25.7%	24.6%	25.4%	20.6%	23.9%	27.1%	33.3%	24.8%
Dissatisfied	6.9%	9.3%	12.0%	8.5%	8.0%	7.4%	10.3%	7.6%	11.1%	9.6%
Very Dissatisfied	5.2%	6.2%	5.1%	4.2%	3.6%	1.5%	4.8%	5.6%	0.0%	5.0%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9c. Energy Conservation program</u>										
Very Satisfied	19.7%	17.6%	18.8%	16.4%	15.8%	19.4%	17.7%	19.0%	0.0%	17.9%
Satisfied	46.2%	41.9%	41.6%	45.7%	48.1%	40.3%	45.5%	37.6%	55.6%	43.6%
Neutral	23.1%	26.0%	26.7%	25.7%	21.1%	27.4%	24.3%	28.0%	22.2%	25.2%
Dissatisfied	9.4%	9.3%	9.4%	5.0%	11.3%	12.9%	8.7%	10.4%	22.2%	9.2%
Very Dissatisfied	1.7%	5.2%	3.5%	7.1%	3.8%	0.0%	3.8%	5.0%	0.0%	4.1%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q9. Environmental Services (Without (Don't Know))

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9d. The water quality of lakes and streams</u>										
Very Satisfied	16.2%	10.7%	12.5%	15.5%	8.2%	15.4%	11.3%	16.0%	0.0%	12.5%
Satisfied	40.0%	33.9%	39.1%	43.7%	48.5%	43.1%	42.7%	31.9%	44.4%	39.9%
Neutral	33.3%	33.9%	31.0%	31.7%	31.3%	26.2%	30.5%	35.5%	44.4%	31.9%
Dissatisfied	8.6%	15.7%	11.3%	7.7%	9.0%	13.8%	10.8%	13.5%	11.1%	11.5%
Very Dissatisfied	1.9%	5.7%	6.0%	1.4%	3.0%	1.5%	4.5%	3.2%	0.0%	4.2%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9e. Flood control efforts</u>										
Very Satisfied	20.4%	14.7%	18.7%	19.3%	13.3%	21.7%	17.9%	16.9%	0.0%	17.5%
Satisfied	41.9%	40.5%	42.1%	53.3%	55.0%	46.7%	46.2%	41.5%	33.3%	44.9%
Neutral	33.3%	35.7%	27.7%	23.0%	22.5%	26.7%	28.9%	28.5%	55.6%	29.0%
Dissatisfied	2.2%	6.0%	9.0%	3.0%	5.0%	1.7%	4.5%	9.6%	11.1%	5.9%
Very Dissatisfied	2.2%	3.2%	2.5%	1.5%	4.2%	3.3%	2.5%	3.5%	0.0%	2.7%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Two Choices</u>										
Water & wastewater utility response time to emergencies	29.7%	30.3%	33.3%	23.9%	27.0%	24.1%	29.0%	30.1%	44.4%	29.4%
Water Conservation programs within Austin	39.1%	47.6%	41.4%	44.0%	41.4%	31.6%	43.1%	40.9%	44.4%	42.5%
Energy Conservation program	38.3%	33.9%	32.6%	34.0%	37.5%	22.8%	34.6%	32.5%	11.1%	33.9%
The water quality of lakes & streams	36.7%	32.1%	38.3%	33.3%	34.9%	32.9%	35.6%	33.4%	55.6%	35.2%
Flood control efforts	18.8%	17.6%	22.1%	22.6%	21.1%	20.3%	19.9%	20.6%	33.3%	20.2%
None chosen	16.4%	19.4%	16.7%	18.2%	17.1%	39.2%	18.4%	20.9%	0.0%	19.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11a. Number of City parks</u>										
Very Satisfied	33.9%	24.7%	31.3%	32.4%	34.3%	34.7%	30.9%	31.0%	11.1%	30.7%
Satisfied	47.5%	48.7%	44.5%	44.6%	43.4%	45.3%	46.6%	42.8%	66.7%	45.7%
Neutral	10.2%	16.0%	16.2%	15.5%	14.0%	16.0%	13.9%	17.6%	22.2%	15.0%
Dissatisfied	5.1%	8.3%	6.5%	6.1%	8.4%	4.0%	7.1%	6.9%	0.0%	7.0%
Very Dissatisfied	3.4%	2.3%	1.5%	1.4%	0.0%	0.0%	1.6%	1.6%	0.0%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11b. Number of walking/biking trails</u>										
Very Satisfied	33.9%	25.9%	29.5%	30.9%	34.3%	33.8%	29.6%	32.6%	14.3%	30.3%
Satisfied	47.7%	40.9%	42.2%	36.9%	37.2%	36.6%	40.1%	40.9%	57.1%	40.4%
Neutral	11.9%	21.6%	20.2%	19.5%	17.5%	19.7%	19.6%	17.8%	28.6%	19.1%
Dissatisfied	3.7%	8.6%	5.7%	10.7%	9.5%	9.9%	8.1%	7.4%	0.0%	7.8%
Very Dissatisfied	2.8%	3.0%	2.4%	2.0%	1.5%	0.0%	2.7%	1.3%	0.0%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11c. Appearance of park grounds in Austin</u>										
Very Satisfied	31.0%	17.7%	25.4%	21.3%	27.8%	24.3%	22.8%	27.0%	0.0%	23.8%
Satisfied	46.0%	50.5%	46.4%	52.0%	47.2%	45.9%	48.2%	47.4%	50.0%	48.0%
Neutral	15.0%	20.0%	20.2%	18.7%	19.4%	23.0%	20.0%	18.4%	37.5%	19.7%
Dissatisfied	7.1%	9.2%	5.1%	6.0%	3.5%	6.8%	6.6%	5.9%	0.0%	6.4%
Very Dissatisfied	0.9%	2.6%	2.8%	2.0%	2.1%	0.0%	2.4%	1.3%	12.5%	2.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>										
Very Satisfied	35.9%	18.5%	28.0%	25.4%	25.4%	25.4%	25.2%	26.8%	12.5%	25.5%
Satisfied	45.6%	49.1%	40.6%	45.8%	49.2%	47.6%	45.7%	45.3%	62.5%	45.7%
Neutral	13.6%	24.2%	25.5%	21.1%	20.0%	20.6%	22.1%	22.3%	25.0%	22.1%
Dissatisfied	1.9%	7.1%	4.1%	5.6%	3.8%	6.3%	5.4%	4.2%	0.0%	5.0%
Very Dissatisfied	2.9%	1.1%	1.9%	2.1%	1.5%	0.0%	1.7%	1.4%	0.0%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11e. Quality of youth athletic programs offered by the City</u>										
Very Satisfied	14.5%	11.1%	18.3%	21.2%	20.5%	22.0%	16.5%	21.4%	0.0%	17.8%
Satisfied	37.1%	42.2%	35.1%	37.4%	42.0%	40.0%	37.8%	39.6%	42.9%	38.4%
Neutral	35.5%	34.1%	33.7%	27.3%	28.4%	30.0%	32.8%	29.2%	57.1%	32.0%
Dissatisfied	9.7%	11.1%	10.1%	9.1%	8.0%	8.0%	10.0%	8.3%	0.0%	9.4%
Very Dissatisfied	3.2%	1.5%	2.9%	5.1%	1.1%	0.0%	2.8%	1.6%	0.0%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11f. Quality of adult athletic programs offered by the City</u>										
Very Satisfied	10.9%	10.6%	17.8%	14.8%	17.5%	23.9%	13.8%	19.9%	0.0%	15.4%
Satisfied	39.1%	35.0%	36.4%	33.0%	41.3%	28.3%	36.0%	36.1%	42.9%	36.1%
Neutral	35.9%	40.0%	35.0%	37.5%	30.0%	37.0%	37.2%	33.0%	57.1%	36.2%
Dissatisfied	10.9%	11.3%	8.9%	8.0%	8.8%	10.9%	10.0%	8.4%	0.0%	9.4%
Very Dissatisfied	3.1%	3.1%	1.9%	6.8%	2.5%	0.0%	3.0%	2.6%	0.0%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11g. Quality of outdoor athletic fields</u>										
Very Satisfied	18.7%	14.0%	18.3%	16.8%	14.2%	15.8%	14.9%	21.4%	0.0%	16.5%
Satisfied	48.4%	42.1%	41.8%	48.8%	41.6%	47.4%	44.0%	44.4%	44.4%	44.1%
Neutral	25.3%	37.3%	33.2%	24.0%	35.4%	21.1%	32.6%	27.4%	55.6%	31.4%
Dissatisfied	5.5%	5.3%	5.6%	7.2%	7.1%	10.5%	6.2%	6.0%	0.0%	6.1%
Very Dissatisfied	2.2%	1.3%	1.1%	3.2%	1.8%	5.3%	2.3%	0.8%	0.0%	1.9%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11h. Safety in City parks and park facilities</u>										
Very Satisfied	21.3%	10.9%	14.4%	18.1%	16.8%	21.1%	13.8%	20.3%	0.0%	15.4%
Satisfied	49.1%	44.9%	43.3%	47.9%	40.9%	39.4%	46.6%	40.2%	44.4%	44.8%
Neutral	23.1%	34.4%	28.8%	26.4%	29.9%	32.4%	29.6%	28.2%	55.6%	29.4%
Dissatisfied	5.6%	8.1%	10.4%	6.9%	10.9%	5.6%	8.3%	9.3%	0.0%	8.5%
Very Dissatisfied	0.9%	1.8%	3.1%	0.7%	1.5%	1.4%	1.8%	2.0%	0.0%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11i. Overall satisfaction with City swimming pools</u>										
Very Satisfied	27.1%	14.1%	17.7%	20.5%	16.8%	18.2%	16.7%	21.8%	0.0%	18.0%
Satisfied	37.6%	38.2%	38.2%	51.6%	40.7%	43.6%	41.5%	38.2%	50.0%	40.6%
Neutral	20.0%	29.5%	33.7%	13.9%	25.7%	25.5%	26.7%	27.7%	33.3%	27.0%
Dissatisfied	12.9%	12.3%	7.2%	10.7%	14.2%	10.9%	11.4%	8.8%	0.0%	10.6%
Very Dissatisfied	2.4%	5.9%	3.2%	3.3%	2.7%	1.8%	3.7%	3.4%	16.7%	3.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11j. Satisfaction with aquatic programs</u>										
Very Satisfied	16.1%	11.0%	17.6%	22.8%	14.7%	20.9%	16.4%	17.1%	0.0%	16.5%
Satisfied	38.7%	29.4%	36.3%	42.4%	45.3%	37.2%	37.2%	37.0%	33.3%	37.1%
Neutral	38.7%	44.2%	35.3%	25.0%	30.5%	30.2%	35.1%	34.8%	66.7%	35.3%
Dissatisfied	4.8%	11.7%	6.9%	5.4%	8.4%	9.3%	7.8%	8.3%	0.0%	7.9%
Very Dissatisfied	1.6%	3.7%	3.9%	4.3%	1.1%	2.3%	3.5%	2.8%	0.0%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks

Very Satisfied	21.2%	11.7%	14.0%	13.8%	13.4%	21.2%	14.2%	16.0%	0.0%	14.6%
Satisfied	44.2%	45.5%	44.3%	50.0%	46.3%	34.8%	45.0%	44.8%	62.5%	45.1%
Neutral	23.1%	32.2%	31.3%	28.3%	26.9%	36.4%	30.6%	28.8%	37.5%	30.1%
Dissatisfied	10.6%	9.5%	7.7%	7.2%	11.9%	7.6%	8.7%	9.0%	0.0%	8.7%
Very Dissatisfied	1.0%	1.1%	2.7%	0.7%	1.5%	0.0%	1.5%	1.4%	0.0%	1.5%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q111. Cleanliness of library facilities</u>										
Very Satisfied	32.6%	29.8%	33.4%	30.1%	32.6%	35.4%	31.5%	34.2%	0.0%	32.0%
Satisfied	40.4%	46.4%	39.4%	55.6%	51.2%	43.1%	46.0%	44.6%	28.6%	45.5%
Neutral	23.6%	19.8%	22.2%	12.8%	13.2%	16.9%	19.3%	15.6%	71.4%	18.7%
Dissatisfied	3.4%	3.2%	4.0%	1.5%	1.6%	4.6%	2.8%	4.1%	0.0%	3.1%
Very Dissatisfied	0.0%	0.8%	1.0%	0.0%	1.6%	0.0%	0.4%	1.5%	0.0%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11m. Library programs</u>										
Very Satisfied	26.0%	26.1%	30.1%	28.2%	35.1%	35.1%	28.8%	32.4%	0.0%	29.5%
Satisfied	48.1%	44.3%	36.8%	49.2%	41.2%	43.9%	42.3%	44.0%	28.6%	42.6%
Neutral	22.1%	22.6%	26.7%	18.5%	16.7%	19.3%	23.2%	17.8%	71.4%	22.1%
Dissatisfied	3.9%	7.0%	5.3%	3.2%	5.3%	1.8%	5.3%	4.1%	0.0%	4.9%
Very Dissatisfied	0.0%	0.0%	1.1%	0.8%	1.8%	0.0%	0.5%	1.7%	0.0%	0.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11n. Materials at libraries</u>										
Very Satisfied	27.6%	25.6%	25.7%	26.7%	27.6%	35.5%	25.8%	30.7%	0.0%	26.9%
Satisfied	44.8%	46.4%	41.4%	45.0%	47.2%	37.1%	44.2%	43.6%	57.1%	44.1%
Neutral	23.0%	20.0%	25.7%	22.1%	16.3%	24.2%	23.7%	17.0%	42.9%	22.1%
Dissatisfied	4.6%	6.8%	5.1%	4.6%	8.1%	3.2%	5.2%	6.8%	0.0%	5.6%
Very Dissatisfied	0.0%	1.2%	2.1%	1.5%	0.8%	0.0%	1.1%	1.9%	0.0%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11o. Library hours</u>										
Very Satisfied	22.6%	16.9%	21.8%	21.5%	20.2%	26.6%	17.8%	28.1%	14.3%	20.6%
Satisfied	39.3%	39.4%	37.0%	41.5%	45.2%	39.1%	40.5%	37.8%	28.6%	39.7%
Neutral	23.8%	25.3%	29.1%	23.8%	18.5%	23.4%	26.5%	20.2%	57.1%	25.0%
Dissatisfied	9.5%	14.9%	10.0%	8.5%	13.7%	10.9%	12.2%	10.9%	0.0%	11.7%
Very Dissatisfied	4.8%	3.6%	2.1%	4.6%	2.4%	0.0%	3.0%	3.0%	0.0%	3.0%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices</u>										
Number of City parks	28.9%	28.8%	25.5%	22.6%	25.0%	20.3%	24.6%	29.0%	55.6%	26.0%
Number of walking/biking trails	21.9%	25.5%	14.6%	22.6%	21.1%	10.1%	18.8%	21.5%	11.1%	19.4%
Appearance of park grounds in Austin	12.5%	21.2%	19.5%	15.7%	20.4%	16.5%	20.1%	15.8%	11.1%	18.9%
Quality of parks & recreation programs offered by the Austin Parks Department	22.7%	24.5%	25.3%	19.5%	15.1%	16.5%	23.7%	17.9%	11.1%	22.1%
Quality of youth athletic programs offered by the City	8.6%	13.3%	16.1%	15.1%	16.4%	17.7%	14.7%	15.2%	11.1%	14.8%
Quality of adult athletic programs offered by the City	2.3%	3.3%	6.3%	10.1%	5.3%	2.5%	5.2%	5.7%	11.1%	5.4%
Quality of outdoor athletic fields	4.7%	2.7%	6.0%	3.1%	6.6%	8.9%	4.8%	5.1%	0.0%	4.8%
Safety in City parks & park facilities	33.6%	37.9%	35.9%	27.0%	30.9%	25.3%	34.9%	30.1%	44.4%	33.7%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices (Cont.)</u>										
Overall satisfaction with City swimming pools	8.6%	12.7%	11.2%	17.0%	14.5%	7.6%	12.3%	13.1%	0.0%	12.5%
Satisfaction with aquatic programs	0.8%	4.2%	3.9%	2.5%	1.3%	5.1%	3.1%	4.2%	0.0%	3.3%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	14.8%	13.3%	14.1%	11.3%	11.8%	7.6%	14.0%	10.4%	33.3%	13.2%
Cleanliness of library facilities	3.9%	4.5%	6.5%	3.8%	3.3%	5.1%	4.3%	6.0%	11.1%	4.8%
Library programs	15.6%	15.5%	19.5%	19.5%	20.4%	13.9%	18.3%	17.0%	0.0%	17.9%
Materials at libraries	13.3%	18.8%	15.9%	18.2%	12.5%	15.2%	14.7%	20.0%	22.2%	16.2%
Library hours	14.1%	9.1%	11.5%	13.2%	15.1%	12.7%	11.0%	13.7%	11.1%	11.7%
None chosen	32.8%	20.3%	26.6%	23.9%	30.9%	45.6%	27.4%	25.1%	22.2%	26.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13a. Quality of residential garbage collection</u>										
Very Satisfied	42.6%	33.8%	43.1%	44.8%	39.5%	39.5%	41.9%	35.3%	12.5%	40.0%
Satisfied	44.3%	47.1%	42.6%	43.5%	48.3%	39.5%	45.2%	43.2%	75.0%	44.9%
Neutral	9.8%	10.2%	8.5%	5.2%	8.8%	15.8%	7.1%	14.8%	12.5%	9.1%
Dissatisfied	1.6%	7.0%	3.6%	5.2%	2.0%	5.3%	4.2%	4.7%	0.0%	4.3%
Very Dissatisfied	1.6%	1.9%	2.2%	1.3%	1.4%	0.0%	1.6%	1.9%	0.0%	1.7%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13b. Quality of residential yard waste collection</u>										
Very Satisfied	38.7%	33.0%	40.7%	45.3%	36.4%	33.8%	39.9%	34.1%	0.0%	38.2%
Satisfied	44.1%	47.4%	39.5%	38.7%	45.7%	37.8%	42.9%	40.1%	85.7%	42.5%
Neutral	11.7%	14.1%	11.3%	8.7%	14.3%	18.9%	11.4%	16.5%	14.3%	12.7%
Dissatisfied	3.6%	4.8%	5.8%	6.0%	2.9%	6.8%	4.4%	6.8%	0.0%	4.9%
Very Dissatisfied	1.8%	0.7%	2.6%	1.3%	0.7%	2.7%	1.4%	2.5%	0.0%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13c. Quality of residential curbside recycling services</u>										
Very Satisfied	46.2%	37.0%	45.7%	51.0%	41.8%	42.1%	46.0%	36.8%	12.5%	43.4%
Satisfied	44.5%	46.3%	40.5%	35.1%	45.4%	38.2%	42.8%	40.4%	75.0%	42.4%
Neutral	8.4%	8.0%	7.4%	8.6%	3.5%	11.8%	5.2%	14.2%	12.5%	7.6%
Dissatisfied	0.0%	7.0%	4.7%	4.6%	6.4%	5.3%	4.5%	6.3%	0.0%	4.9%
Very Dissatisfied	0.8%	1.7%	1.7%	0.7%	2.8%	2.6%	1.5%	2.3%	0.0%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13d. Household hazardous waste disposal service</u>										
Very Satisfied	19.5%	22.3%	24.9%	25.9%	15.7%	28.1%	22.4%	25.6%	0.0%	22.9%
Satisfied	43.7%	27.7%	30.4%	32.8%	42.6%	22.8%	32.8%	30.8%	57.1%	32.5%
Neutral	19.5%	25.9%	26.6%	26.7%	20.0%	24.6%	24.5%	25.1%	28.6%	24.7%
Dissatisfied	12.6%	18.8%	12.5%	9.5%	18.3%	22.8%	15.5%	13.7%	0.0%	15.0%
Very Dissatisfied	4.6%	5.4%	5.5%	5.2%	3.5%	1.8%	4.8%	4.7%	14.3%	4.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13e. Bulky item pick-up/removal services</u>										
Very Satisfied	32.4%	25.9%	38.6%	37.9%	33.1%	30.6%	34.6%	31.6%	0.0%	33.6%
Satisfied	45.4%	48.6%	35.5%	45.0%	44.1%	44.4%	43.6%	38.6%	75.0%	42.6%
Neutral	13.0%	13.3%	16.2%	11.4%	13.2%	13.9%	13.4%	15.1%	25.0%	13.9%
Dissatisfied	6.5%	9.7%	6.8%	5.0%	8.1%	8.3%	6.5%	11.0%	0.0%	7.6%
Very Dissatisfied	2.8%	2.5%	2.8%	0.7%	1.5%	2.8%	1.9%	3.7%	0.0%	2.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13f. Reliability of your electric service</u>										
Very Satisfied	41.3%	37.1%	42.2%	37.7%	38.8%	42.7%	39.5%	41.6%	0.0%	39.8%
Satisfied	43.8%	48.4%	43.3%	46.4%	46.7%	34.7%	45.8%	41.6%	66.7%	44.9%
Neutral	10.7%	10.7%	10.9%	9.9%	7.9%	17.3%	10.6%	10.9%	22.2%	10.7%
Dissatisfied	1.7%	2.2%	2.2%	4.0%	3.9%	5.3%	2.4%	4.0%	0.0%	2.8%
Very Dissatisfied	2.5%	1.6%	1.4%	2.0%	2.6%	0.0%	1.7%	1.9%	11.1%	1.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13g. Safety of your drinking water</u>										
Very Satisfied	46.2%	31.6%	44.1%	41.2%	40.4%	35.6%	41.7%	34.4%	0.0%	39.4%
Satisfied	34.2%	44.1%	35.3%	39.2%	39.7%	42.5%	39.5%	38.2%	55.6%	39.3%
Neutral	12.8%	14.7%	15.3%	11.8%	11.6%	15.1%	12.5%	17.5%	44.4%	14.1%
Dissatisfied	4.3%	6.4%	1.9%	5.9%	4.8%	2.7%	4.0%	4.8%	0.0%	4.2%
Very Dissatisfied	2.6%	3.2%	3.3%	2.0%	3.4%	4.1%	2.3%	5.1%	0.0%	3.0%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q13h. Cleanliness of City streets and public areas

Very Satisfied	28.0%	19.9%	25.1%	19.7%	14.5%	26.6%	21.5%	24.1%	0.0%	22.0%
Satisfied	46.4%	46.6%	42.8%	54.1%	53.9%	43.0%	48.4%	43.3%	55.6%	47.1%
Neutral	19.2%	23.9%	21.4%	19.1%	23.7%	22.8%	22.0%	21.6%	22.2%	21.9%
Dissatisfied	4.8%	6.5%	7.2%	3.8%	5.9%	7.6%	5.7%	7.3%	22.2%	6.2%
Very Dissatisfied	1.6%	3.1%	3.5%	3.2%	2.0%	0.0%	2.3%	3.7%	0.0%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13i. Cleanliness of your neighborhood</u>										
Very Satisfied	31.2%	23.9%	32.8%	31.0%	27.8%	38.0%	30.5%	27.6%	0.0%	29.5%
Satisfied	44.8%	44.4%	38.1%	49.4%	46.4%	38.0%	44.5%	39.1%	55.6%	43.1%
Neutral	16.8%	19.6%	13.9%	13.3%	14.6%	16.5%	13.9%	21.2%	0.0%	15.8%
Dissatisfied	4.8%	7.5%	11.5%	4.4%	6.6%	7.6%	7.7%	8.8%	22.2%	8.1%
Very Dissatisfied	2.4%	4.7%	3.7%	1.9%	4.6%	0.0%	3.3%	3.3%	22.2%	3.5%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>										
Very Satisfied	15.5%	11.4%	19.1%	13.9%	11.8%	24.6%	13.3%	22.0%	0.0%	15.5%
Satisfied	40.8%	32.2%	25.4%	40.1%	42.5%	29.0%	34.7%	28.7%	25.0%	33.0%
Neutral	25.2%	27.8%	28.5%	28.5%	25.2%	27.5%	28.0%	25.5%	50.0%	27.5%
Dissatisfied	9.7%	18.3%	16.3%	11.7%	11.8%	15.9%	14.1%	17.4%	0.0%	14.9%
Very Dissatisfied	8.7%	10.3%	10.7%	5.8%	8.7%	2.9%	9.9%	6.4%	25.0%	9.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices</u>										
Quality of residential garbage collection	39.8%	41.8%	43.0%	36.5%	38.2%	35.4%	43.0%	34.9%	22.2%	40.7%
Quality of residential yard waste collection	7.8%	5.2%	10.2%	11.9%	8.6%	10.1%	8.4%	8.7%	11.1%	8.5%
Quality of residential curbside recycling services	18.8%	15.8%	19.3%	20.1%	17.8%	16.5%	19.0%	15.5%	0.0%	17.9%
Household hazardous waste disposal service	10.2%	10.0%	12.0%	11.3%	13.8%	12.7%	11.1%	11.9%	33.3%	11.5%
Bulky item pick-up/removal services	4.7%	9.7%	9.6%	11.3%	11.2%	8.9%	9.3%	10.7%	0.0%	9.6%
Reliability of your electric service	32.8%	42.7%	38.0%	30.8%	33.6%	17.7%	38.0%	30.4%	33.3%	36.0%
Safety of your drinking water	51.6%	55.8%	51.3%	44.0%	46.7%	38.0%	49.7%	51.3%	44.4%	50.1%
Cleanliness of City streets & public areas	25.8%	24.2%	22.7%	23.3%	25.7%	22.8%	22.8%	27.2%	33.3%	24.0%
Cleanliness of your neighborhood	15.6%	14.8%	16.1%	14.5%	16.4%	15.2%	15.0%	17.0%	55.6%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260

	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices (Cont.)</u>										
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	20.3%	27.6%	24.5%	24.5%	24.3%	22.8%	24.9%	23.0%	44.4%	24.5%
None chosen	25.0%	17.3%	22.4%	20.8%	22.4%	44.3%	21.9%	23.6%	0.0%	22.2%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15a. Austin Energy customer service</u>										
Very Satisfied	29.7%	22.7%	26.1%	22.1%	24.2%	28.1%	24.9%	25.3%	0.0%	24.8%
Satisfied	44.6%	47.2%	44.4%	46.3%	49.2%	36.8%	46.1%	42.9%	88.9%	45.6%
Neutral	19.8%	19.9%	19.3%	24.3%	19.7%	22.8%	20.4%	20.9%	0.0%	20.4%
Dissatisfied	1.0%	7.1%	6.5%	2.9%	4.5%	8.8%	5.2%	6.6%	0.0%	5.5%
Very Dissatisfied	5.0%	3.2%	3.7%	4.4%	2.3%	3.5%	3.4%	4.4%	11.1%	3.7%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15b. Water and wastewater utility customer service</u>										
Very Satisfied	28.7%	21.5%	25.5%	24.0%	21.2%	23.2%	24.0%	24.6%	0.0%	23.9%
Satisfied	44.7%	48.1%	42.5%	43.4%	52.5%	37.5%	45.3%	43.1%	88.9%	45.2%
Neutral	18.1%	23.1%	20.6%	26.4%	19.5%	28.6%	22.9%	21.0%	0.0%	22.2%
Dissatisfied	4.3%	5.0%	7.8%	3.9%	3.4%	5.4%	5.3%	6.0%	0.0%	5.5%
Very Dissatisfied	4.3%	2.3%	3.6%	2.3%	3.4%	5.4%	2.5%	5.2%	11.1%	3.2%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15c. Helpfulness of library staff</u>										
Very Satisfied	50.0%	40.3%	46.4%	45.9%	47.9%	43.3%	45.7%	43.7%	0.0%	44.8%
Satisfied	32.1%	40.3%	34.3%	40.2%	42.9%	41.7%	38.0%	38.0%	71.4%	38.3%
Neutral	16.7%	16.9%	16.8%	9.8%	6.7%	11.7%	14.0%	14.8%	28.6%	14.3%
Dissatisfied	1.3%	1.6%	1.5%	2.5%	1.7%	3.3%	1.8%	1.5%	0.0%	1.7%
Very Dissatisfied	0.0%	0.8%	1.1%	1.6%	0.8%	0.0%	0.5%	1.9%	0.0%	0.9%

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>										
Very Satisfied	23.0%	16.6%	24.5%	23.4%	19.9%	26.6%	20.8%	25.2%	0.0%	21.8%
Satisfied	48.7%	49.8%	39.2%	49.6%	52.2%	48.4%	47.5%	42.8%	62.5%	46.4%
Neutral	22.1%	24.6%	25.4%	22.0%	21.3%	18.8%	23.3%	23.4%	25.0%	23.3%
Dissatisfied	6.2%	6.2%	8.1%	3.5%	5.9%	6.3%	6.6%	6.2%	12.5%	6.5%
Very Dissatisfied	0.0%	2.8%	2.9%	1.4%	0.7%	0.0%	1.8%	2.4%	0.0%	2.0%

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>										
Very Satisfied	41.3%	35.1%	37.1%	35.9%	40.5%	41.2%	36.9%	39.5%	12.5%	37.4%
Satisfied	33.7%	44.1%	37.1%	48.7%	41.4%	35.3%	41.2%	37.4%	75.0%	40.5%
Neutral	18.5%	15.1%	17.9%	12.8%	13.8%	15.7%	16.3%	15.5%	12.5%	16.1%
Dissatisfied	2.2%	4.9%	6.5%	1.7%	4.3%	5.9%	4.4%	5.5%	0.0%	4.6%
Very Dissatisfied	4.3%	0.8%	1.3%	0.9%	0.0%	2.0%	1.1%	2.1%	0.0%	1.4%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15f. Review services for residential and commercial building plans</u>										
Very Satisfied	14.5%	11.2%	11.0%	10.6%	10.5%	18.8%	10.7%	15.4%	0.0%	11.9%
Satisfied	23.6%	21.3%	20.1%	24.7%	26.3%	28.1%	20.1%	28.4%	20.0%	22.3%
Neutral	41.8%	33.7%	34.4%	35.3%	34.2%	31.3%	34.9%	34.3%	40.0%	34.8%
Dissatisfied	9.1%	16.0%	20.1%	11.8%	14.5%	15.6%	17.1%	12.4%	0.0%	15.8%
Very Dissatisfied	10.9%	17.8%	14.4%	17.6%	14.5%	6.3%	17.1%	9.5%	40.0%	15.3%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>										
Very Satisfied	8.3%	5.0%	12.0%	8.6%	6.8%	10.0%	8.5%	8.9%	0.0%	8.6%
Satisfied	19.0%	10.8%	13.8%	17.2%	14.6%	30.0%	15.8%	15.0%	28.6%	15.7%
Neutral	38.1%	25.3%	31.2%	30.2%	39.8%	28.3%	31.3%	29.6%	28.6%	30.8%
Dissatisfied	16.7%	34.0%	27.5%	26.7%	20.4%	20.0%	26.5%	26.7%	42.9%	26.7%
Very Dissatisfied	17.9%	24.9%	15.6%	17.2%	18.4%	11.7%	18.0%	19.8%	0.0%	18.3%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q16b. The City's efforts to offer financial literacy/homebuyer education

Very Satisfied	9.8%	8.2%	17.0%	10.3%	8.5%	11.6%	11.5%	12.6%	0.0%	11.7%
Satisfied	16.4%	15.1%	19.3%	24.4%	25.4%	20.9%	18.2%	24.6%	14.3%	20.0%
Neutral	47.5%	46.5%	37.7%	39.7%	45.1%	46.5%	46.6%	33.3%	57.1%	42.9%
Dissatisfied	14.8%	17.6%	17.9%	16.7%	15.5%	14.0%	15.7%	17.5%	28.6%	16.4%
Very Dissatisfied	11.5%	12.6%	8.0%	9.0%	5.6%	7.0%	8.0%	12.0%	0.0%	9.0%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>										
Very Satisfied	8.6%	11.9%	17.1%	14.4%	9.0%	14.6%	12.8%	14.9%	0.0%	13.2%
Satisfied	30.0%	21.1%	23.2%	27.8%	30.3%	22.9%	23.7%	28.7%	37.5%	25.2%
Neutral	38.6%	38.7%	37.4%	35.1%	34.8%	37.5%	39.1%	30.7%	62.5%	37.1%
Dissatisfied	12.9%	18.6%	15.0%	13.4%	14.6%	20.8%	15.7%	16.3%	0.0%	15.7%
Very Dissatisfied	10.0%	9.8%	7.3%	9.3%	11.2%	4.2%	8.7%	9.4%	0.0%	8.8%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>										
Very Satisfied	18.2%	14.7%	26.2%	27.9%	19.5%	29.2%	22.1%	22.6%	0.0%	22.0%
Satisfied	47.0%	45.3%	36.0%	40.7%	45.5%	43.8%	42.8%	40.5%	42.9%	42.1%
Neutral	34.8%	36.0%	31.3%	24.4%	29.9%	25.0%	30.6%	31.1%	57.1%	31.0%
Dissatisfied	0.0%	2.0%	4.2%	3.5%	3.9%	2.1%	2.4%	4.2%	0.0%	2.9%
Very Dissatisfied	0.0%	2.0%	2.3%	3.5%	1.3%	0.0%	2.2%	1.6%	0.0%	2.0%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16e. Food Safety Inspection program</u>										
Very Satisfied	15.2%	12.7%	17.3%	23.7%	13.8%	22.0%	14.5%	22.1%	0.0%	16.5%
Satisfied	34.8%	36.5%	35.1%	36.1%	40.2%	36.0%	39.5%	30.3%	33.3%	36.8%
Neutral	40.9%	36.5%	35.9%	28.9%	37.9%	36.0%	36.0%	33.7%	66.7%	35.7%
Dissatisfied	4.5%	9.9%	5.6%	8.2%	4.6%	6.0%	6.5%	7.7%	0.0%	6.7%
Very Dissatisfied	4.5%	4.4%	6.1%	3.1%	3.4%	0.0%	3.5%	6.3%	0.0%	4.3%

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16f. Neighborhood planning/zoning efforts</u>										
Very Satisfied	10.1%	7.7%	9.9%	11.0%	4.4%	17.9%	7.6%	14.6%	0.0%	9.3%
Satisfied	40.4%	22.3%	30.1%	30.5%	28.9%	32.1%	29.8%	27.9%	25.0%	29.3%
Neutral	34.8%	33.9%	29.5%	41.5%	43.9%	28.6%	34.5%	32.9%	62.5%	34.3%
Dissatisfied	7.9%	23.6%	17.1%	11.0%	15.8%	17.9%	16.9%	16.7%	0.0%	16.7%
Very Dissatisfied	6.7%	12.4%	13.4%	5.9%	7.0%	3.6%	11.3%	7.9%	12.5%	10.4%

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16g. Accessibility of municipal court services</u>										
Very Satisfied	12.3%	9.4%	13.2%	13.6%	10.2%	15.1%	10.4%	15.8%	0.0%	11.7%
Satisfied	39.7%	36.1%	32.6%	44.7%	37.5%	30.2%	36.2%	37.9%	33.3%	36.6%
Neutral	41.1%	39.3%	38.8%	33.0%	37.5%	41.5%	39.2%	34.5%	66.7%	38.3%
Dissatisfied	2.7%	8.9%	11.6%	6.8%	10.2%	11.3%	10.3%	6.9%	0.0%	9.2%
Very Dissatisfied	4.1%	6.3%	3.7%	1.9%	4.5%	1.9%	4.0%	4.9%	0.0%	4.2%

Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	24.5%	16.5%	26.5%	17.4%	18.2%	24.6%	20.9%	22.4%	0.0%	21.1%
Satisfied	37.8%	33.1%	34.4%	43.9%	42.1%	31.9%	37.9%	32.5%	66.7%	36.6%
Neutral	24.5%	27.2%	28.5%	28.0%	22.3%	26.1%	26.1%	28.2%	33.3%	26.7%
Dissatisfied	6.1%	15.4%	5.3%	6.1%	10.7%	11.6%	9.1%	9.7%	0.0%	9.2%
Very Dissatisfied	7.1%	7.9%	5.3%	4.5%	6.6%	5.8%	6.0%	7.2%	0.0%	6.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17a. Have you visited an Austin City park?</u>										
Yes	82.8%	89.1%	84.9%	88.7%	86.8%	88.6%	86.4%	87.2%	88.9%	86.6%
No	13.3%	10.3%	14.1%	10.7%	12.5%	11.4%	12.8%	11.3%	11.1%	12.4%
Don't know	3.9%	0.6%	1.0%	0.6%	0.7%	0.0%	0.9%	1.5%	0.0%	1.0%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>										
Yes	36.7%	40.3%	35.4%	40.9%	41.4%	45.6%	38.5%	41.2%	44.4%	39.3%
No	57.0%	57.3%	62.2%	58.5%	55.3%	53.2%	59.1%	55.5%	55.6%	58.1%
Don't know	6.3%	2.4%	2.3%	0.6%	3.3%	1.3%	2.4%	3.3%	0.0%	2.6%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17c. Have you visited an Austin library facility?</u>										
Yes	56.3%	69.7%	68.2%	74.2%	78.9%	75.9%	69.9%	71.3%	55.6%	70.2%
No	40.6%	29.1%	29.7%	24.5%	21.1%	24.1%	28.5%	27.5%	44.4%	28.3%
Don't know	3.1%	1.2%	2.1%	1.3%	0.0%	0.0%	1.6%	1.2%	0.0%	1.5%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17d. Have you visited a City pool?</u>										
Yes	46.1%	47.9%	46.4%	56.6%	61.8%	55.7%	50.2%	51.9%	55.6%	50.7%
No	49.2%	50.3%	52.6%	42.8%	38.2%	44.3%	48.5%	46.3%	44.4%	47.9%
Don't know	4.7%	1.8%	1.0%	0.6%	0.0%	0.0%	1.3%	1.8%	0.0%	1.4%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17e. Have you visited a City recreation center?</u>										
Yes	42.2%	39.7%	38.3%	44.7%	41.4%	53.2%	40.7%	42.4%	66.7%	41.3%
No	51.6%	57.6%	60.2%	54.7%	56.6%	46.8%	57.4%	54.3%	33.3%	56.4%
Don't know	6.3%	2.7%	1.6%	0.6%	2.0%	0.0%	1.9%	3.3%	0.0%	2.2%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>										
Yes	25.8%	33.6%	35.7%	32.7%	34.2%	24.1%	34.1%	28.7%	22.2%	32.5%
No	69.5%	63.3%	62.2%	66.0%	62.5%	74.7%	63.1%	69.0%	77.8%	64.8%
Don't know	4.7%	3.0%	2.1%	1.3%	3.3%	1.3%	2.8%	2.4%	0.0%	2.7%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>										
Yes	26.8%	30.6%	29.9%	23.9%	25.0%	16.5%	30.2%	20.9%	44.4%	27.8%
No	68.5%	64.8%	67.2%	74.8%	73.0%	81.0%	66.8%	75.2%	55.6%	68.9%
Don't know	4.7%	4.5%	2.9%	1.3%	2.0%	2.5%	3.1%	3.9%	0.0%	3.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>										
Yes	76.4%	84.8%	85.2%	81.0%	80.3%	68.4%	85.0%	73.7%	44.4%	81.7%
No	20.5%	13.9%	13.8%	18.4%	19.7%	30.4%	13.7%	25.1%	55.6%	17.0%
Don't know	3.1%	1.2%	1.0%	0.6%	0.0%	1.3%	1.3%	1.2%	0.0%	1.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17i. Have you called 3-1-1?</u>										
Yes	51.6%	61.5%	64.6%	64.2%	64.5%	60.8%	64.0%	57.0%	66.7%	62.1%
No	43.8%	36.1%	33.3%	35.2%	35.5%	38.0%	34.2%	40.3%	33.3%	35.8%
Don't know	4.7%	2.4%	2.1%	0.6%	0.0%	1.3%	1.9%	2.7%	0.0%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17j. Have you called 9-1-1?</u>										
Yes	37.5%	42.1%	44.0%	44.7%	48.0%	39.2%	43.1%	43.9%	33.3%	43.3%
No	57.0%	56.4%	54.4%	53.5%	52.0%	59.5%	55.2%	53.4%	66.7%	54.8%
Don't know	5.5%	1.5%	1.6%	1.9%	0.0%	1.3%	1.6%	2.7%	0.0%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17k. Have you had contact with the Austin Police Department?</u>										
Yes	50.0%	55.5%	57.3%	56.6%	53.3%	46.8%	54.8%	55.2%	55.6%	54.9%
No	45.3%	42.4%	40.9%	42.8%	46.7%	51.9%	43.2%	43.0%	44.4%	43.2%
Don't know	4.7%	2.1%	1.8%	0.6%	0.0%	1.3%	2.0%	1.8%	0.0%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17l. Have you had contact with the Austin Fire Department?</u>										
Yes	23.4%	26.4%	31.5%	28.3%	32.9%	30.4%	29.7%	27.5%	22.2%	29.0%
No	71.9%	71.2%	66.7%	70.4%	67.1%	67.1%	68.2%	70.1%	77.8%	68.8%
Don't know	4.7%	2.4%	1.8%	1.3%	0.0%	2.5%	2.1%	2.4%	0.0%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>										
Yes	25.0%	31.8%	35.8%	34.0%	39.1%	27.8%	32.5%	34.9%	33.3%	33.1%
No	71.1%	65.5%	62.9%	64.2%	60.9%	70.9%	65.6%	62.7%	66.7%	64.9%
Don't know	3.9%	2.7%	1.3%	1.9%	0.0%	1.3%	1.9%	2.4%	0.0%	2.0%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17n. Does Austin Energy provide your electric service?</u>										
Yes	88.3%	93.9%	92.4%	89.3%	88.2%	88.6%	91.2%	90.7%	100.0%	91.1%
No	7.0%	5.2%	6.5%	8.8%	10.5%	8.9%	7.5%	6.6%	0.0%	7.2%
Don't know	4.7%	0.9%	1.0%	1.9%	1.3%	2.5%	1.3%	2.7%	0.0%	1.7%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>										
Yes	82.0%	87.9%	88.8%	86.8%	88.8%	88.6%	90.1%	80.9%	66.7%	87.5%
No	11.7%	9.4%	9.6%	10.1%	10.5%	11.4%	8.6%	13.7%	33.3%	10.2%
Don't know	6.3%	2.7%	1.6%	3.1%	0.7%	0.0%	1.3%	5.4%	0.0%	2.4%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>										
Yes	90.6%	95.7%	95.3%	89.9%	90.8%	93.7%	94.1%	91.6%	100.0%	93.5%
No	4.7%	3.3%	3.6%	6.9%	7.9%	5.1%	4.8%	4.8%	0.0%	4.8%
Don't know	4.7%	0.9%	1.0%	3.1%	1.3%	1.3%	1.1%	3.6%	0.0%	1.7%

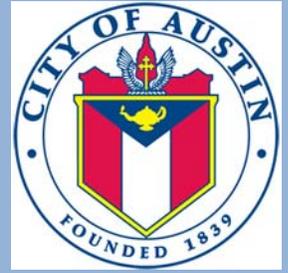
Appendix C - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=1260	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	1.6%	3.3%	4.7%	3.1%	3.9%	2.5%	3.5%	3.9%	0.0%	3.6%
Disagree	3.1%	8.5%	6.5%	5.0%	4.6%	5.1%	6.4%	5.1%	22.2%	6.2%
Neutral	21.1%	24.8%	20.8%	22.6%	17.1%	21.5%	21.5%	23.3%	11.1%	21.9%
Agree	38.3%	32.7%	36.7%	41.5%	41.4%	36.7%	37.9%	33.4%	44.4%	36.7%
Strongly Agree	17.2%	12.1%	14.6%	13.2%	18.4%	16.5%	14.0%	16.7%	11.1%	14.7%
Don't Know	18.8%	18.5%	16.7%	14.5%	14.5%	17.7%	16.7%	17.6%	11.1%	16.9%



2013 City of Austin DirectionFinder® Survey

Appendix D: Crosstabular Data by Age of Respondent and Income Level

Submitted to

The City of Austin, TX



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

September 2013

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1a. The City of Austin as a place to live</u>												
Very Satisfied	48.8%	45.9%	40.7%	38.4%	37.7%	40.3%	37.6%	36.5%	39.8%	45.0%	54.1%	42.5%
Satisfied	37.0%	36.6%	41.9%	44.4%	41.8%	28.8%	43.4%	48.6%	46.9%	45.0%	32.1%	40.2%
Neutral	11.4%	11.3%	11.5%	7.1%	9.5%	13.7%	12.1%	9.4%	8.2%	6.3%	8.8%	10.2%
Dissatisfied	1.2%	4.3%	5.1%	7.5%	6.8%	12.9%	4.0%	3.9%	3.6%	2.1%	5.0%	5.0%
Very Dissatisfied	1.6%	1.9%	0.8%	2.6%	4.1%	4.3%	2.9%	1.7%	1.5%	1.7%	0.0%	2.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1b. The City of Austin as a place to raise children</u>												
Very Satisfied	44.1%	41.8%	38.7%	34.0%	33.5%	41.1%	31.8%	32.4%	33.7%	42.1%	50.7%	38.4%
Satisfied	33.3%	32.9%	39.6%	39.5%	41.5%	29.0%	35.1%	40.5%	41.4%	40.6%	37.3%	37.1%
Neutral	19.5%	16.0%	14.0%	16.4%	14.0%	14.5%	23.8%	17.6%	17.2%	13.4%	8.5%	16.1%
Dissatisfied	2.1%	6.2%	7.7%	6.7%	7.0%	13.7%	5.3%	6.1%	6.5%	1.5%	3.5%	6.0%
Very Dissatisfied	1.0%	3.1%	0.0%	3.4%	4.0%	1.6%	4.0%	3.4%	1.2%	2.5%	0.0%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q1c. The City of Austin as a place to work</u>												
Very Satisfied	40.5%	39.4%	32.7%	35.1%	33.8%	33.6%	31.8%	34.1%	33.2%	36.6%	51.6%	36.4%
Satisfied	36.8%	37.4%	43.5%	40.1%	41.4%	30.5%	38.8%	42.6%	42.8%	47.7%	34.2%	39.8%
Neutral	15.7%	19.3%	16.9%	16.8%	18.7%	21.4%	18.2%	19.3%	20.3%	11.9%	12.3%	17.5%
Dissatisfied	5.8%	2.8%	4.8%	5.3%	3.5%	9.2%	8.8%	3.4%	3.2%	2.1%	1.9%	4.4%
Very Dissatisfied	1.2%	1.2%	2.0%	2.7%	2.5%	5.3%	2.4%	0.6%	0.5%	1.7%	0.0%	1.9%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q1d. The City of Austin as a place to retire</u>												
Very Satisfied	32.1%	29.8%	23.2%	25.6%	32.1%	31.5%	33.3%	23.4%	27.1%	23.6%	33.1%	28.4%
Satisfied	25.5%	24.0%	28.0%	22.0%	37.6%	33.9%	25.6%	27.9%	28.8%	30.8%	22.6%	27.4%
Neutral	27.7%	28.4%	28.4%	21.7%	11.9%	18.1%	18.6%	23.4%	24.7%	26.2%	25.6%	23.1%
Dissatisfied	7.6%	11.1%	13.3%	18.5%	9.6%	9.4%	10.9%	15.6%	12.9%	10.8%	15.0%	12.5%
Very Dissatisfied	7.1%	6.7%	7.1%	12.2%	8.7%	7.1%	11.5%	9.7%	6.5%	8.7%	3.8%	8.6%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>												
Very Satisfied	14.6%	12.4%	7.8%	8.0%	12.1%	23.5%	11.0%	8.7%	13.2%	7.2%	9.7%	11.0%
Satisfied	33.5%	30.9%	33.6%	31.0%	33.6%	27.2%	29.9%	31.4%	34.2%	37.0%	32.3%	32.4%
Neutral	32.6%	32.1%	29.9%	26.8%	27.6%	22.1%	30.5%	34.3%	26.8%	31.1%	32.3%	29.8%
Dissatisfied	15.5%	15.7%	18.9%	20.3%	18.7%	18.4%	17.1%	22.7%	16.3%	15.7%	15.5%	17.8%
Very Dissatisfied	3.9%	8.8%	9.8%	13.8%	7.9%	8.8%	11.6%	2.9%	9.5%	8.9%	10.3%	9.0%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q1f. Overall quality of life in the City</u>												
Very Satisfied	37.0%	30.1%	28.1%	22.0%	24.9%	30.2%	26.5%	18.5%	31.3%	30.5%	33.5%	28.4%
Satisfied	45.7%	44.9%	43.1%	51.1%	48.4%	32.4%	44.1%	57.9%	47.7%	50.0%	48.1%	46.9%
Neutral	12.8%	18.0%	19.4%	17.0%	15.7%	23.0%	20.0%	15.7%	15.4%	12.3%	15.2%	16.5%
Dissatisfied	2.5%	5.1%	8.3%	6.4%	7.8%	8.6%	7.6%	6.7%	5.1%	5.5%	1.9%	5.9%
Very Dissatisfied	2.1%	2.0%	1.2%	3.4%	3.2%	5.8%	1.8%	1.1%	0.5%	1.7%	1.3%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1g. How well the City of Austin is planning growth</u>												
Very Satisfied	12.7%	9.4%	7.4%	4.7%	9.1%	20.9%	14.0%	8.0%	6.9%	3.6%	4.5%	8.5%
Satisfied	19.3%	20.9%	21.3%	20.6%	21.5%	24.0%	22.6%	20.5%	18.6%	17.8%	20.1%	20.6%
Neutral	28.1%	27.5%	20.1%	21.4%	30.6%	17.8%	23.8%	25.0%	33.0%	28.9%	22.7%	25.5%
Dissatisfied	22.8%	22.1%	26.2%	30.0%	23.9%	24.8%	21.3%	25.0%	21.3%	30.2%	29.9%	25.1%
Very Dissatisfied	17.1%	20.1%	25.0%	23.3%	14.8%	12.4%	18.3%	21.6%	20.2%	19.6%	22.7%	20.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1h. Overall quality of services provided by the City of Austin</u>												
Very Satisfied	17.1%	17.3%	13.7%	9.9%	14.4%	23.0%	16.0%	14.0%	14.9%	9.1%	9.2%	14.5%
Satisfied	49.1%	45.9%	43.8%	46.4%	55.3%	43.0%	53.3%	43.3%	52.1%	52.6%	51.3%	47.9%
Neutral	23.1%	24.7%	28.5%	28.9%	18.6%	21.5%	18.3%	27.5%	26.8%	24.6%	28.9%	24.9%
Dissatisfied	6.8%	7.8%	8.8%	8.7%	9.8%	7.4%	8.3%	11.8%	4.6%	9.5%	7.9%	8.4%
Very Dissatisfied	3.8%	4.3%	5.2%	6.1%	1.9%	5.2%	4.1%	3.4%	1.5%	4.3%	2.6%	4.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>												
Very Satisfied	34.5%	28.0%	23.7%	17.2%	24.9%	31.2%	25.6%	22.7%	31.2%	19.3%	24.8%	25.6%
Satisfied	46.8%	45.3%	46.9%	49.2%	48.7%	41.6%	40.2%	51.7%	45.7%	54.8%	49.0%	47.2%
Neutral	11.5%	20.2%	20.8%	21.5%	19.0%	13.6%	22.6%	17.4%	15.1%	19.7%	22.9%	18.8%
Dissatisfied	4.7%	4.9%	6.9%	9.4%	6.3%	12.8%	7.9%	6.4%	5.4%	5.3%	3.3%	6.5%
Very Dissatisfied	2.6%	1.6%	1.6%	2.7%	1.1%	0.8%	3.7%	1.7%	2.7%	0.9%	0.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2b. Overall quality of City libraries</u>											
Very Satisfied	32.3%	26.8%	22.2%	22.7%	31.2%	33.1%	28.8%	28.5%	28.4%	16.5%	26.1%	26.9%
Satisfied	42.1%	43.2%	44.0%	47.7%	46.0%	42.7%	46.4%	42.4%	43.2%	52.1%	39.5%	44.7%
Neutral	18.5%	23.6%	24.5%	20.5%	17.5%	15.3%	19.0%	22.2%	22.5%	22.7%	28.6%	21.0%
Dissatisfied	5.6%	4.5%	7.9%	5.0%	4.2%	7.3%	3.9%	6.3%	3.6%	6.2%	5.0%	5.4%
Very Dissatisfied	1.5%	1.8%	1.4%	4.1%	1.1%	1.6%	2.0%	0.6%	2.4%	2.6%	0.8%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2c. Overall quality of public safety services</u>											
Very Satisfied	29.7%	22.2%	26.4%	21.1%	33.3%	27.7%	29.6%	23.6%	26.3%	23.3%	23.5%	26.3%
Satisfied	44.1%	46.0%	44.3%	46.0%	46.7%	42.3%	41.4%	48.9%	45.3%	48.7%	49.0%	45.5%
Neutral	14.8%	20.6%	19.9%	16.9%	12.4%	16.8%	14.8%	17.8%	16.8%	17.7%	20.1%	17.0%
Dissatisfied	6.6%	8.1%	6.1%	10.7%	5.2%	6.6%	9.3%	6.3%	9.5%	6.0%	4.7%	7.4%
Very Dissatisfied	4.8%	3.2%	3.3%	5.4%	2.4%	6.6%	4.9%	3.4%	2.1%	4.3%	2.7%	3.8%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>												
Very Satisfied	17.6%	18.3%	12.9%	15.5%	14.3%	22.2%	17.7%	15.2%	17.7%	9.5%	17.5%	15.8%
Satisfied	33.5%	31.1%	38.1%	35.8%	40.4%	29.6%	39.2%	39.1%	34.0%	39.9%	33.0%	36.1%
Neutral	31.8%	32.2%	35.1%	33.7%	32.9%	33.3%	26.9%	34.1%	33.3%	34.5%	35.9%	33.0%
Dissatisfied	10.8%	13.3%	9.8%	10.7%	9.3%	10.2%	11.5%	8.0%	10.9%	12.5%	10.7%	10.7%
Very Dissatisfied	6.3%	5.0%	4.1%	4.3%	3.1%	4.6%	4.6%	3.6%	4.1%	3.6%	2.9%	4.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>												
Very Satisfied	36.4%	35.9%	34.3%	31.2%	35.9%	29.5%	32.1%	33.7%	32.8%	36.4%	42.8%	34.7%
Satisfied	45.3%	46.5%	51.2%	47.6%	45.0%	44.6%	44.0%	51.7%	49.5%	47.9%	44.7%	47.2%
Neutral	12.9%	12.2%	10.7%	16.8%	13.4%	17.9%	17.6%	10.5%	14.5%	11.4%	6.3%	13.3%
Dissatisfied	3.6%	2.4%	3.3%	1.6%	4.3%	7.1%	3.8%	1.2%	1.6%	3.0%	4.4%	3.0%
Very Dissatisfied	1.8%	2.9%	0.4%	2.8%	1.4%	0.9%	2.5%	2.9%	1.6%	1.3%	1.9%	1.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>												
Very Satisfied	34.0%	35.4%	29.7%	31.1%	39.0%	26.7%	27.3%	34.7%	34.7%	39.7%	37.9%	33.6%
Satisfied	37.4%	38.2%	49.2%	42.4%	45.4%	43.5%	39.5%	44.3%	41.5%	43.2%	44.4%	42.6%
Neutral	14.7%	17.9%	12.6%	14.8%	11.5%	18.3%	17.4%	9.7%	13.5%	12.4%	11.8%	14.3%
Dissatisfied	7.6%	5.7%	6.1%	7.6%	3.2%	5.3%	11.0%	7.4%	7.8%	3.0%	4.6%	6.1%
Very Dissatisfied	6.3%	2.8%	2.4%	4.2%	0.9%	6.1%	4.7%	4.0%	2.6%	1.7%	1.3%	3.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>											
Very Satisfied	25.8%	25.0%	22.6%	22.6%	28.2%	24.8%	22.4%	23.4%	21.6%	26.0%	30.1%	24.8%
Satisfied	43.6%	44.4%	52.7%	45.6%	42.3%	42.9%	42.4%	45.0%	49.2%	47.6%	44.1%	45.7%
Neutral	20.9%	21.4%	14.6%	21.0%	22.1%	21.1%	19.4%	23.4%	24.9%	18.5%	16.8%	19.9%
Dissatisfied	6.7%	5.6%	6.7%	8.3%	4.7%	6.8%	14.1%	5.8%	3.8%	5.7%	6.3%	6.6%
Very Dissatisfied	3.1%	3.6%	3.3%	2.4%	2.8%	4.5%	1.8%	2.3%	0.5%	2.2%	2.8%	3.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>												
Very Satisfied	26.7%	23.9%	19.2%	24.8%	26.5%	26.2%	20.6%	19.7%	25.3%	23.7%	26.4%	24.2%
Satisfied	33.8%	38.1%	52.3%	38.5%	45.2%	36.9%	39.4%	47.8%	43.7%	45.6%	37.8%	41.5%
Neutral	20.8%	24.7%	17.2%	19.8%	17.4%	19.9%	25.3%	21.3%	16.8%	16.7%	20.9%	20.0%
Dissatisfied	11.7%	7.3%	6.7%	11.5%	7.8%	9.9%	7.6%	7.3%	10.5%	8.8%	11.5%	9.0%
Very Dissatisfied	7.1%	6.1%	4.6%	5.3%	3.2%	7.1%	7.1%	3.9%	3.7%	5.3%	3.4%	5.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2i. Overall maintenance of City streets and sidewalks</u>											
Very Satisfied	13.5%	11.8%	10.0%	7.2%	14.4%	18.0%	12.4%	10.1%	15.4%	8.5%	7.0%	11.1%
Satisfied	32.7%	37.0%	28.3%	29.2%	31.9%	27.3%	27.6%	34.6%	28.2%	33.8%	35.4%	32.1%
Neutral	29.8%	24.8%	33.9%	25.4%	25.0%	22.3%	29.4%	25.7%	29.2%	28.6%	31.0%	27.7%
Dissatisfied	15.9%	15.4%	19.5%	23.9%	17.1%	18.7%	14.7%	21.8%	15.4%	20.5%	20.9%	18.4%
Very Dissatisfied	8.2%	11.0%	8.4%	14.4%	11.6%	13.7%	15.9%	7.8%	11.8%	8.5%	5.7%	10.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2j. Overall management of stormwater runoff</u>											
Very Satisfied	20.2%	19.7%	14.8%	14.5%	16.8%	19.0%	17.6%	15.9%	23.3%	13.3%	17.8%	17.2%
Satisfied	40.4%	39.0%	43.5%	41.9%	42.9%	43.7%	33.3%	36.6%	39.8%	48.6%	45.7%	41.5%
Neutral	29.1%	31.6%	27.8%	29.5%	26.2%	23.8%	34.0%	34.8%	26.7%	28.1%	25.6%	28.8%
Dissatisfied	6.4%	5.7%	10.3%	10.8%	9.9%	7.1%	12.4%	9.8%	6.8%	7.6%	7.8%	8.7%
Very Dissatisfied	3.9%	3.9%	3.6%	3.3%	4.2%	6.3%	2.6%	3.0%	3.4%	2.4%	3.1%	3.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2k. Overall effectiveness of communication by the City of Austin</u>											
Very Satisfied	16.7%	13.4%	11.2%	7.6%	14.1%	17.8%	14.8%	9.9%	14.6%	11.0%	11.3%	12.6%
Satisfied	35.1%	34.6%	32.8%	35.9%	37.6%	32.6%	34.0%	33.1%	35.1%	37.9%	36.7%	35.0%
Neutral	31.1%	33.7%	35.7%	29.9%	32.2%	30.2%	28.4%	38.4%	33.5%	31.3%	32.7%	32.4%
Dissatisfied	11.0%	11.0%	13.7%	17.1%	11.7%	7.8%	16.0%	12.2%	11.4%	15.4%	14.0%	13.1%
Very Dissatisfied	6.1%	7.3%	6.6%	9.6%	4.4%	11.6%	6.8%	6.4%	5.4%	4.4%	5.3%	6.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q21. Overall quality of health and human services provided by the City</u>												
Very Satisfied	21.3%	17.9%	12.6%	9.1%	12.7%	25.0%	12.5%	11.9%	21.0%	10.1%	11.9%	14.8%
Satisfied	38.3%	34.3%	38.6%	37.5%	38.2%	36.3%	36.8%	33.1%	33.3%	40.8%	43.1%	37.2%
Neutral	27.1%	34.3%	32.9%	29.8%	35.8%	20.2%	31.6%	35.8%	31.5%	34.9%	36.7%	32.0%
Dissatisfied	8.5%	9.7%	10.6%	13.5%	8.1%	9.7%	12.5%	13.9%	8.6%	10.7%	5.5%	10.2%
Very Dissatisfied	4.8%	3.9%	5.3%	10.1%	5.2%	8.9%	6.6%	5.3%	5.6%	3.6%	2.8%	5.8%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>											
Very Satisfied	11.5%	7.9%	6.9%	6.4%	8.2%	25.0%	9.4%	5.6%	8.7%	3.5%	4.8%	8.1%
Satisfied	26.2%	20.8%	21.6%	17.8%	25.1%	29.6%	25.9%	17.4%	22.4%	20.8%	15.9%	22.1%
Neutral	31.7%	37.0%	28.9%	26.0%	30.6%	24.1%	34.5%	34.0%	31.7%	32.7%	32.5%	30.7%
Dissatisfied	17.5%	16.7%	21.6%	26.0%	19.7%	13.0%	15.1%	25.0%	19.3%	23.8%	28.6%	20.6%
Very Dissatisfied	13.1%	17.6%	21.1%	23.7%	16.4%	8.3%	15.1%	18.1%	18.0%	19.3%	18.3%	18.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2n. Animal Services</u>											
Very Satisfied	33.8%	22.0%	23.5%	15.2%	22.8%	27.8%	22.1%	25.3%	26.1%	20.2%	21.3%	23.3%
Satisfied	38.8%	45.3%	43.7%	47.3%	41.7%	34.1%	46.3%	44.3%	44.9%	46.0%	45.7%	43.5%
Neutral	19.2%	23.8%	24.4%	27.7%	25.6%	26.2%	22.8%	23.4%	21.6%	24.7%	23.6%	24.1%
Dissatisfied	5.0%	6.7%	4.7%	7.6%	6.7%	7.9%	6.7%	5.7%	4.5%	6.6%	7.1%	6.2%
Very Dissatisfied	3.2%	2.2%	3.8%	2.2%	3.3%	4.0%	2.0%	1.3%	2.8%	2.5%	2.4%	2.9%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Sum of Top Three Choices</u>												
Overall quality of parks & recreation programs & facilities	27.6%	22.5%	18.9%	16.4%	10.4%	17.7%	15.0%	21.5%	20.9%	23.0%	18.1%	19.4%
Overall quality of City libraries	12.2%	11.2%	9.8%	5.2%	9.9%	9.2%	7.5%	10.5%	14.3%	10.5%	5.6%	9.8%
Overall quality of public safety services	49.6%	43.4%	48.8%	55.8%	53.2%	41.8%	38.2%	54.1%	48.0%	59.8%	59.4%	50.3%
Overall quality of municipal court services	3.3%	4.3%	3.1%	4.1%	8.1%	7.1%	5.8%	6.1%	3.6%	4.2%	2.5%	4.4%
Overall quality of the Austin-Bergstrom International Airport	8.9%	6.6%	3.5%	7.4%	7.2%	7.1%	7.5%	3.9%	7.7%	4.6%	8.8%	6.7%
Overall quality of drinking water provided by Austin Water Utility	34.6%	34.1%	35.8%	42.8%	35.6%	27.0%	35.8%	40.3%	41.3%	42.7%	33.8%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.5%	5.0%	9.8%	11.2%	8.6%	12.8%	7.5%	6.6%	6.1%	8.8%	11.3%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Sum of Top Three Choices (Cont.)</u>												
Overall quality of electric utility services provided by Austin Energy	23.2%	20.5%	25.2%	30.1%	29.3%	22.7%	26.0%	26.0%	25.0%	28.9%	24.4%	25.6%
Overall maintenance of City streets & sidewalks	27.6%	26.7%	29.5%	29.7%	26.6%	27.7%	27.7%	24.3%	28.1%	33.9%	25.0%	27.9%
Overall management of stormwater runoff	2.8%	3.9%	2.4%	3.0%	4.1%	5.0%	4.0%	2.2%	4.1%	2.1%	1.3%	3.2%
Overall effectiveness of communication by the City of Austin	5.3%	7.4%	5.9%	9.3%	4.1%	7.1%	11.0%	3.9%	6.6%	4.6%	3.8%	6.5%
Overall quality of health & human services provided by the City	22.0%	20.2%	16.1%	16.7%	18.9%	25.5%	24.3%	23.8%	14.3%	13.0%	18.1%	18.7%
Overall quality of planning, development review, permitting and inspection services	19.5%	23.3%	23.2%	20.4%	14.4%	12.8%	17.9%	23.2%	16.8%	22.2%	31.9%	20.2%
Animal Services	8.1%	6.6%	6.7%	5.2%	3.6%	6.4%	4.6%	9.9%	5.6%	3.3%	5.0%	6.0%
None chosen	14.6%	24.4%	20.9%	12.6%	20.3%	19.9%	23.7%	13.8%	21.4%	12.6%	13.1%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q4a. I feel safe in my neighborhood during the day</u>												
Strongly Agree	60.0%	57.6%	53.4%	46.8%	45.2%	42.9%	48.3%	44.2%	52.0%	59.3%	68.8%	52.7%
Agree	31.0%	31.5%	39.0%	38.6%	42.9%	36.4%	35.5%	43.6%	41.3%	34.3%	28.0%	36.5%
Neutral	3.7%	7.4%	4.8%	7.9%	6.8%	11.4%	10.5%	7.7%	2.0%	4.2%	1.9%	6.1%
Disagree	2.4%	1.6%	2.4%	4.5%	2.7%	4.3%	2.3%	3.9%	4.1%	1.3%	0.0%	2.8%
Strongly Disagree	2.9%	1.9%	0.4%	2.2%	2.3%	5.0%	3.5%	0.6%	0.5%	0.8%	1.3%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4b. I feel safe in my neighborhood at night</u>												
Strongly Agree	32.6%	34.8%	33.1%	31.8%	29.2%	25.0%	24.7%	23.2%	37.9%	33.1%	45.2%	32.4%
Agree	33.1%	39.5%	42.6%	37.8%	42.1%	30.9%	36.5%	37.6%	36.4%	47.9%	43.9%	38.9%
Neutral	18.6%	14.5%	14.3%	11.2%	17.1%	20.6%	20.0%	22.1%	11.8%	11.4%	7.0%	15.0%
Disagree	8.7%	8.6%	6.8%	13.5%	6.9%	12.5%	11.2%	13.8%	9.2%	6.8%	3.2%	9.1%
Strongly Disagree	7.0%	2.7%	3.2%	5.6%	4.6%	11.0%	7.6%	3.3%	4.6%	0.8%	0.6%	4.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4c. I feel safe in City parks</u>												
Strongly Agree	29.0%	24.5%	17.8%	15.9%	14.7%	23.9%	19.5%	18.6%	20.4%	19.2%	25.7%	20.5%
Agree	43.7%	43.6%	50.4%	41.5%	32.2%	34.2%	40.9%	43.0%	44.2%	44.6%	50.0%	43.0%
Neutral	20.3%	23.2%	20.8%	31.7%	36.2%	25.6%	28.9%	29.7%	24.9%	25.9%	18.8%	25.9%
Disagree	4.8%	7.1%	7.6%	7.3%	11.3%	12.0%	6.3%	7.0%	6.6%	9.8%	3.5%	7.5%
Strongly Disagree	2.2%	1.7%	3.4%	3.7%	5.6%	4.3%	4.4%	1.7%	3.9%	0.4%	2.1%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4d. I feel safe walking alone downtown during the day</u>												
Strongly Agree	47.0%	46.4%	41.7%	32.7%	23.6%	29.4%	29.9%	36.4%	41.7%	44.2%	51.0%	38.6%
Agree	36.8%	39.3%	41.7%	46.6%	42.6%	34.5%	45.9%	43.4%	40.1%	44.6%	41.2%	41.7%
Neutral	9.4%	11.3%	8.7%	12.0%	20.5%	16.0%	18.5%	13.9%	12.3%	7.3%	3.9%	12.0%
Disagree	4.7%	1.7%	5.8%	6.0%	8.2%	14.3%	2.5%	5.2%	4.3%	2.6%	2.6%	5.1%
Strongly Disagree	2.1%	1.3%	2.1%	2.8%	5.1%	5.9%	3.2%	1.2%	1.6%	1.3%	1.3%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4e. I feel safe walking alone downtown at night</u>												
Strongly Agree	14.7%	10.8%	8.7%	5.5%	8.0%	10.3%	11.0%	8.5%	10.7%	7.0%	12.7%	9.5%
Agree	22.2%	28.4%	25.2%	20.3%	12.6%	11.2%	18.5%	24.2%	21.3%	28.2%	26.7%	22.2%
Neutral	24.9%	26.3%	26.1%	27.1%	31.6%	29.0%	25.3%	27.9%	25.8%	28.6%	28.7%	27.1%
Disagree	24.0%	21.1%	27.4%	32.2%	31.0%	24.3%	26.0%	26.7%	26.4%	30.4%	24.7%	27.2%
Strongly Disagree	14.2%	13.4%	12.6%	14.8%	16.7%	25.2%	19.2%	12.7%	15.7%	5.7%	7.3%	14.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5a. Condition of major City streets</u>												
Very Satisfied	11.8%	12.1%	11.9%	9.1%	11.7%	17.1%	14.0%	7.2%	10.8%	10.1%	11.9%	11.3%
Satisfied	50.0%	46.9%	39.5%	40.2%	40.7%	35.0%	39.2%	44.4%	49.2%	50.2%	42.1%	43.6%
Neutral	22.8%	23.0%	29.2%	24.6%	23.4%	25.7%	23.4%	26.7%	22.6%	22.4%	23.9%	24.7%
Dissatisfied	9.3%	11.3%	13.4%	20.1%	19.6%	15.0%	14.0%	18.3%	13.3%	13.1%	15.7%	14.5%
Very Dissatisfied	6.1%	6.6%	5.9%	6.1%	4.7%	7.1%	9.4%	3.3%	4.1%	4.2%	6.3%	5.9%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5b. Condition of streets in your neighborhood</u>												
Very Satisfied	22.4%	20.3%	17.8%	15.0%	21.4%	19.6%	16.5%	14.4%	23.1%	16.8%	27.7%	19.3%
Satisfied	41.2%	40.6%	43.9%	41.7%	37.7%	30.4%	37.6%	43.1%	41.0%	48.3%	42.1%	41.2%
Neutral	20.0%	18.4%	20.6%	15.0%	20.0%	19.6%	22.9%	19.9%	20.5%	14.7%	11.9%	18.8%
Dissatisfied	10.6%	14.1%	13.0%	19.9%	15.3%	19.6%	15.9%	17.1%	12.3%	15.5%	11.3%	14.6%
Very Dissatisfied	5.7%	6.6%	4.7%	8.3%	5.6%	10.9%	7.1%	5.5%	3.1%	4.6%	6.9%	6.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5c. Condition of sidewalks in your neighborhood</u>												
Very Satisfied	16.7%	17.7%	13.7%	13.5%	16.8%	15.7%	13.6%	9.5%	18.1%	16.2%	22.5%	15.6%
Satisfied	35.9%	30.9%	33.6%	29.1%	33.0%	28.4%	33.3%	38.5%	33.0%	33.8%	23.8%	32.5%
Neutral	23.9%	19.8%	19.9%	17.5%	22.0%	20.1%	24.1%	22.5%	22.5%	15.3%	19.2%	20.5%
Dissatisfied	12.8%	14.4%	22.4%	26.3%	18.8%	20.1%	20.4%	16.6%	17.6%	23.9%	19.9%	19.0%
Very Dissatisfied	10.7%	17.3%	10.4%	13.5%	9.4%	15.7%	8.6%	13.0%	8.8%	10.8%	14.6%	12.4%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q5d. Timing of traffic signals on City streets</u>											
Very Satisfied	13.5%	11.7%	7.2%	7.6%	12.7%	18.5%	11.2%	11.7%	10.9%	7.3%	6.4%	10.4%
Satisfied	34.8%	28.6%	38.2%	30.5%	32.2%	30.0%	32.9%	32.4%	33.9%	33.5%	33.8%	33.1%
Neutral	30.3%	31.0%	27.9%	26.3%	29.3%	30.0%	32.9%	24.6%	30.7%	26.2%	29.9%	28.7%
Dissatisfied	13.9%	18.1%	14.7%	23.3%	17.6%	11.5%	15.3%	20.1%	16.1%	21.0%	22.3%	17.6%
Very Dissatisfied	7.4%	10.5%	12.0%	12.2%	8.3%	10.0%	7.6%	11.2%	8.3%	12.0%	7.6%	10.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q5e. Traffic flow on major City streets</u>											
Very Satisfied	5.4%	2.4%	5.6%	4.2%	8.1%	9.3%	7.1%	5.0%	4.7%	2.6%	1.9%	5.0%
Satisfied	17.0%	14.4%	21.0%	15.3%	20.1%	18.6%	21.3%	15.6%	19.8%	15.3%	13.3%	17.6%
Neutral	29.0%	32.8%	19.8%	22.9%	23.4%	32.6%	28.4%	20.6%	24.5%	23.8%	27.2%	25.7%
Dissatisfied	28.2%	28.8%	29.8%	32.8%	30.6%	22.5%	30.2%	32.2%	31.8%	35.3%	33.5%	30.0%
Very Dissatisfied	20.3%	21.6%	23.8%	24.8%	17.7%	17.1%	13.0%	26.7%	19.3%	23.0%	24.1%	21.7%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5f. Pedestrian accessibility</u>												
Very Satisfied	13.8%	7.0%	10.8%	8.7%	10.2%	15.2%	10.1%	8.2%	12.3%	9.2%	9.7%	10.1%
Satisfied	38.8%	33.2%	35.8%	32.0%	38.5%	32.6%	37.1%	39.8%	36.4%	32.0%	34.4%	35.4%
Neutral	27.9%	28.7%	23.3%	30.0%	34.2%	26.5%	24.5%	31.0%	27.8%	28.5%	27.9%	28.6%
Dissatisfied	14.6%	20.9%	18.8%	18.2%	15.5%	15.2%	20.1%	15.8%	17.6%	22.8%	16.9%	17.7%
Very Dissatisfied	5.0%	10.2%	11.3%	11.1%	1.6%	10.6%	8.2%	5.3%	5.9%	7.5%	11.0%	8.2%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5g. Bicycle accessibility</u>												
Very Satisfied	16.7%	14.0%	16.3%	14.2%	14.4%	15.2%	16.4%	15.5%	14.2%	12.4%	15.0%	15.1%
Satisfied	35.4%	32.3%	35.3%	27.2%	27.6%	29.6%	33.6%	30.3%	35.2%	34.8%	26.4%	31.6%
Neutral	30.6%	26.0%	25.8%	32.6%	39.2%	28.8%	28.8%	30.3%	28.4%	30.0%	34.3%	30.6%
Dissatisfied	9.1%	16.6%	14.0%	18.0%	11.6%	18.4%	11.6%	14.2%	16.5%	14.3%	15.0%	14.2%
Very Dissatisfied	8.1%	11.1%	8.6%	7.9%	7.2%	8.0%	9.6%	9.7%	5.7%	8.6%	9.3%	8.6%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5h. Enforcement of local codes and ordinances</u>												
Very Satisfied	10.1%	14.5%	10.7%	5.8%	9.1%	17.0%	11.1%	7.9%	12.3%	5.7%	9.2%	9.9%
Satisfied	32.4%	26.6%	30.4%	26.3%	26.7%	25.0%	32.6%	25.2%	30.9%	27.3%	31.5%	28.6%
Neutral	40.4%	38.8%	36.0%	38.4%	40.9%	38.4%	34.7%	45.0%	38.9%	41.8%	35.4%	38.6%
Dissatisfied	11.7%	15.0%	15.0%	17.4%	15.9%	14.3%	15.3%	14.6%	9.9%	17.5%	16.2%	15.3%
Very Dissatisfied	5.3%	5.1%	7.9%	12.1%	7.4%	5.4%	6.3%	7.3%	8.0%	7.7%	7.7%	7.6%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Sum of Top Three Choices</u>											
Condition of major City streets	53.3%	43.8%	53.5%	51.7%	54.1%	39.7%	45.7%	49.7%	54.6%	61.5%	54.4%	51.3%
Condition of streets in your neighborhood	29.7%	25.6%	21.3%	28.6%	30.2%	25.5%	29.5%	27.1%	23.5%	31.4%	22.5%	26.8%
Condition of sidewalks in your neighborhood	21.5%	19.8%	16.5%	15.6%	13.5%	23.4%	22.0%	14.4%	18.9%	12.6%	17.5%	17.4%
Timing of traffic signals on City streets	25.2%	23.3%	28.3%	26.0%	30.2%	27.0%	26.0%	29.8%	27.0%	23.4%	28.1%	26.7%
Traffic flow on major City streets	50.4%	50.4%	53.5%	53.9%	54.1%	34.8%	46.2%	60.2%	56.6%	61.5%	58.1%	52.5%
Pedestrian accessibility	30.5%	32.9%	26.0%	22.3%	14.9%	29.8%	24.9%	19.9%	22.4%	29.3%	29.4%	25.5%
Bicycle accessibility	21.5%	26.0%	18.1%	16.4%	10.4%	24.8%	13.3%	21.5%	13.3%	22.6%	19.4%	18.6%
Enforcement of local codes & ordinances	12.2%	14.7%	19.7%	26.4%	26.1%	22.7%	16.2%	21.5%	16.3%	21.8%	19.4%	19.8%
None chosen	18.3%	24.4%	20.5%	20.1%	18.5%	22.7%	22.5%	16.6%	25.5%	10.9%	13.8%	20.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q7a. Overall quality of police services</u>												
Very Satisfied	28.2%	23.6%	21.6%	18.3%	30.5%	27.8%	26.5%	19.7%	24.5%	21.4%	21.8%	24.0%
Satisfied	45.8%	39.7%	46.5%	43.1%	47.1%	37.6%	43.2%	48.6%	45.1%	44.6%	50.3%	44.4%
Neutral	13.9%	24.0%	20.4%	21.8%	17.1%	18.8%	16.0%	19.1%	17.9%	22.8%	22.4%	19.6%
Dissatisfied	5.6%	9.1%	8.6%	9.5%	2.9%	8.3%	8.0%	8.1%	6.5%	8.5%	3.4%	7.3%
Very Dissatisfied	6.5%	3.7%	2.9%	7.3%	2.4%	7.5%	6.2%	4.6%	6.0%	2.7%	2.0%	4.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7b. Speed of emergency police response</u>												
Very Satisfied	30.8%	27.7%	21.6%	22.9%	32.6%	27.0%	29.7%	26.0%	28.2%	20.8%	29.5%	27.0%
Satisfied	43.2%	41.6%	44.2%	37.6%	42.9%	38.5%	40.7%	39.0%	43.6%	47.6%	43.8%	41.9%
Neutral	14.6%	21.3%	21.6%	27.1%	15.2%	19.7%	14.5%	24.7%	20.2%	22.0%	21.0%	20.2%
Dissatisfied	5.4%	7.4%	8.0%	8.1%	6.0%	9.8%	9.0%	4.5%	7.4%	7.1%	4.8%	7.0%
Very Dissatisfied	5.9%	2.0%	4.5%	4.3%	3.3%	4.9%	6.2%	5.8%	0.6%	2.4%	1.0%	3.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7c. Enforcement of local traffic laws</u>												
Very Satisfied	16.2%	19.2%	14.1%	13.2%	16.9%	16.7%	18.0%	16.0%	15.1%	13.5%	19.2%	15.8%
Satisfied	42.3%	39.3%	44.0%	35.2%	38.3%	37.3%	39.8%	37.1%	43.0%	41.9%	38.4%	39.7%
Neutral	27.5%	25.5%	27.0%	31.6%	28.9%	26.2%	24.2%	32.0%	28.5%	27.0%	28.8%	28.0%
Dissatisfied	10.4%	9.6%	10.4%	11.6%	13.4%	11.1%	13.0%	12.6%	7.8%	14.0%	8.9%	11.3%
Very Dissatisfied	3.6%	6.3%	4.6%	8.4%	2.5%	8.7%	5.0%	2.3%	5.6%	3.6%	4.8%	5.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q7d. Overall quality of fire services</u>												
Very Satisfied	45.7%	46.8%	37.4%	40.1%	42.6%	39.0%	42.3%	44.4%	44.9%	38.6%	45.8%	42.4%
Satisfied	42.9%	39.8%	51.0%	38.7%	49.7%	44.7%	45.3%	41.7%	41.7%	45.5%	42.4%	44.4%
Neutral	8.6%	11.9%	10.6%	19.8%	7.7%	13.8%	10.9%	12.6%	12.8%	14.2%	11.9%	12.0%
Dissatisfied	1.1%	1.5%	1.0%	0.5%	0.0%	1.6%	0.7%	0.7%	0.6%	1.1%	0.0%	0.8%
Very Dissatisfied	1.7%	0.0%	0.0%	0.9%	0.0%	0.8%	0.7%	0.7%	0.0%	0.6%	0.0%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7e. Timeliness of Fire response to emergency location</u>												
Very Satisfied	46.1%	45.9%	40.2%	42.9%	45.8%	46.1%	47.2%	43.7%	46.9%	37.3%	50.5%	44.1%
Satisfied	43.0%	38.8%	45.5%	35.4%	44.1%	40.0%	41.7%	40.8%	39.5%	45.3%	31.1%	41.1%
Neutral	9.1%	14.2%	12.7%	20.7%	9.6%	12.2%	9.4%	14.8%	12.9%	16.1%	18.4%	13.6%
Dissatisfied	0.6%	1.1%	1.1%	0.5%	0.6%	0.9%	0.8%	0.7%	0.7%	0.6%	0.0%	0.8%
Very Dissatisfied	1.2%	0.0%	0.5%	0.5%	0.0%	0.9%	0.8%	0.0%	0.0%	0.6%	0.0%	0.4%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7f. Medical assistance provided by EMS</u>												
Very Satisfied	47.3%	46.6%	40.7%	44.3%	47.9%	43.0%	47.1%	44.3%	47.1%	42.4%	50.5%	45.2%
Satisfied	40.0%	38.3%	45.4%	38.7%	44.3%	38.8%	38.2%	41.6%	44.6%	43.6%	37.6%	41.5%
Neutral	9.7%	13.5%	11.9%	14.6%	6.8%	12.4%	12.5%	11.4%	8.3%	12.8%	11.9%	11.3%
Dissatisfied	0.6%	0.5%	1.0%	0.9%	0.5%	0.8%	0.7%	2.7%	0.0%	0.6%	0.0%	0.7%
Very Dissatisfied	2.4%	1.0%	1.0%	1.4%	0.5%	5.0%	1.5%	0.0%	0.0%	0.6%	0.0%	1.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7g. Timeliness of EMS response to emergency location</u>												
Very Satisfied	49.1%	43.8%	40.5%	44.6%	45.7%	43.8%	49.3%	44.4%	46.1%	40.9%	47.9%	44.5%
Satisfied	37.7%	38.5%	43.2%	39.2%	46.2%	40.5%	38.1%	39.6%	42.2%	43.9%	36.5%	41.1%
Neutral	10.7%	14.6%	13.2%	15.2%	7.0%	11.6%	9.7%	14.6%	10.4%	13.4%	15.6%	12.3%
Dissatisfied	0.6%	1.6%	2.6%	0.5%	1.1%	1.7%	1.5%	0.7%	1.3%	1.8%	0.0%	1.3%
Very Dissatisfied	1.9%	1.6%	0.5%	0.5%	0.0%	2.5%	1.5%	0.7%	0.0%	0.0%	0.0%	0.9%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Sum of Top Two Choices</u>												
Overall quality of police services	40.2%	44.2%	42.9%	45.0%	42.8%	34.8%	41.6%	48.6%	42.9%	47.3%	40.6%	43.2%
Speed of emergency police response	29.3%	27.5%	33.9%	25.7%	27.0%	25.5%	30.1%	28.2%	26.0%	30.5%	31.3%	28.7%
Enforcement of local traffic laws	6.9%	11.6%	7.9%	11.2%	8.1%	16.3%	12.1%	7.7%	6.6%	7.5%	7.5%	9.1%
Overall quality of fire services	25.2%	20.9%	22.8%	25.7%	22.1%	17.0%	24.3%	19.3%	21.4%	29.7%	25.6%	23.4%
Timeliness of Fire response to emergency location	20.7%	17.1%	18.9%	20.8%	21.6%	12.1%	15.0%	24.3%	19.9%	23.0%	22.5%	19.7%
Medical assistance provided by EMS	23.6%	20.5%	19.7%	17.8%	22.5%	27.7%	23.7%	24.3%	18.4%	18.4%	16.9%	20.8%
Timeliness of EMS response to emergency location	24.4%	23.6%	19.3%	20.4%	16.7%	22.0%	17.3%	23.2%	26.0%	20.1%	16.3%	21.2%
None chosen	15.4%	18.2%	16.5%	17.1%	18.0%	20.6%	19.1%	11.0%	20.9%	11.7%	20.0%	16.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q9a. Water and wastewater utility response time to emergencies</u>											
Very Satisfied	17.1%	19.6%	15.9%	14.0%	15.7%	19.2%	18.0%	14.3%	15.4%	11.0%	25.0%	16.4%
Satisfied	43.6%	40.5%	48.3%	44.1%	42.5%	42.3%	45.1%	42.9%	45.4%	47.4%	40.2%	43.7%
Neutral	27.9%	30.4%	26.7%	30.1%	34.0%	26.0%	28.7%	36.5%	27.7%	29.2%	29.3%	29.7%
Dissatisfied	8.6%	7.1%	5.7%	8.6%	5.2%	9.6%	5.7%	5.6%	6.9%	9.1%	5.4%	7.3%
Very Dissatisfied	2.9%	2.4%	3.4%	3.2%	2.6%	2.9%	2.5%	0.8%	4.6%	3.2%	0.0%	2.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q9b. Water Conservation programs within Austin</u>											
Very Satisfied	19.7%	20.8%	14.9%	16.2%	17.7%	20.7%	18.3%	17.7%	17.4%	17.0%	17.0%	17.7%
Satisfied	43.8%	39.4%	42.1%	43.7%	46.0%	42.2%	40.5%	45.1%	44.4%	42.6%	44.9%	42.9%
Neutral	25.0%	26.0%	24.3%	22.3%	26.3%	25.0%	25.5%	25.6%	24.7%	23.3%	23.1%	24.8%
Dissatisfied	8.2%	9.5%	12.3%	11.3%	6.1%	2.6%	10.5%	8.5%	10.1%	12.1%	10.2%	9.6%
Very Dissatisfied	3.4%	4.3%	6.4%	6.5%	4.0%	9.5%	5.2%	3.0%	3.4%	4.9%	4.8%	5.0%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q9c. Energy Conservation program</u>												
Very Satisfied	20.2%	20.1%	15.3%	16.6%	18.0%	17.9%	18.8%	16.3%	19.0%	17.6%	19.4%	17.9%
Satisfied	43.8%	38.4%	45.9%	42.3%	47.4%	41.9%	38.3%	51.9%	40.2%	43.7%	47.5%	43.6%
Neutral	21.2%	29.7%	23.1%	25.7%	26.8%	27.4%	28.9%	22.5%	27.0%	21.2%	22.3%	25.2%
Dissatisfied	10.3%	8.7%	10.0%	10.0%	6.2%	6.0%	10.1%	6.9%	9.8%	13.1%	6.5%	9.2%
Very Dissatisfied	4.4%	3.1%	5.7%	5.4%	1.5%	6.8%	4.0%	2.5%	4.0%	4.5%	4.3%	4.1%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q9d. The water quality of lakes and streams</u>											
Very Satisfied	12.8%	12.2%	12.2%	14.0%	10.7%	14.5%	13.3%	11.7%	13.6%	8.5%	13.7%	12.5%
Satisfied	40.8%	37.6%	42.8%	37.3%	41.0%	30.0%	32.9%	36.4%	37.5%	49.1%	45.2%	39.9%
Neutral	30.8%	34.9%	30.2%	29.7%	35.4%	38.2%	35.7%	37.7%	34.1%	26.4%	28.1%	31.9%
Dissatisfied	12.8%	12.2%	10.8%	12.3%	9.0%	11.8%	11.2%	11.7%	11.4%	11.8%	11.0%	11.5%
Very Dissatisfied	2.8%	3.1%	4.1%	6.8%	3.9%	5.5%	7.0%	2.5%	3.4%	4.2%	2.1%	4.2%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q9e. Flood control efforts</u>												
Very Satisfied	20.9%	21.9%	13.0%	16.3%	15.1%	16.2%	16.3%	15.1%	19.9%	13.2%	21.3%	17.5%
Satisfied	40.7%	42.9%	49.0%	45.7%	45.3%	40.5%	44.7%	40.1%	44.0%	50.8%	48.4%	44.9%
Neutral	28.6%	30.0%	29.8%	27.6%	30.2%	28.8%	27.7%	38.2%	30.1%	25.9%	27.9%	29.0%
Dissatisfied	7.1%	3.3%	4.8%	7.7%	7.0%	8.1%	7.1%	5.3%	4.8%	7.9%	1.6%	5.9%
Very Dissatisfied	2.7%	1.9%	3.4%	2.7%	2.3%	6.3%	4.3%	1.3%	1.2%	2.1%	0.8%	2.7%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Sum of Top Two Choices</u>											
Water & wastewater utility response time to emergencies	29.7%	22.9%	30.7%	32.0%	32.4%	31.9%	30.1%	28.7%	34.7%	30.1%	26.3%	29.4%
Water Conservation programs within Austin	40.2%	47.3%	44.5%	42.0%	38.3%	30.5%	35.3%	50.8%	42.3%	49.8%	46.3%	42.5%
Energy Conservation program	34.6%	39.5%	31.9%	29.4%	34.2%	28.4%	37.0%	37.0%	29.6%	43.1%	33.1%	33.9%
The water quality of lakes & streams	38.2%	29.8%	39.4%	39.8%	26.6%	34.0%	32.4%	34.8%	28.6%	41.0%	40.0%	35.2%
Flood control efforts	23.6%	16.7%	17.7%	20.4%	23.0%	22.0%	23.1%	16.0%	24.5%	16.3%	16.9%	20.2%
None chosen	15.9%	22.5%	15.7%	17.5%	23.9%	26.2%	19.1%	15.5%	19.9%	9.2%	18.8%	19.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11a. Number of City parks</u>												
Very Satisfied	34.6%	34.9%	32.7%	24.5%	26.6%	23.8%	25.0%	30.4%	38.9%	27.6%	37.3%	30.7%
Satisfied	48.9%	41.9%	43.7%	47.3%	46.3%	42.6%	47.4%	46.4%	42.8%	52.6%	42.5%	45.7%
Neutral	13.0%	14.9%	14.7%	14.7%	18.6%	27.0%	18.6%	14.3%	12.2%	9.2%	16.3%	15.0%
Dissatisfied	3.0%	7.5%	6.9%	11.0%	6.2%	4.9%	5.8%	8.3%	5.0%	8.8%	3.9%	7.0%
Very Dissatisfied	0.4%	0.8%	2.0%	2.4%	2.3%	1.6%	3.2%	0.6%	1.1%	1.8%	0.0%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11b. Number of walking/biking trails</u>												
Very Satisfied	34.2%	31.2%	31.6%	26.1%	27.5%	29.3%	22.7%	33.5%	34.1%	26.7%	35.0%	30.3%
Satisfied	43.0%	37.6%	35.9%	44.5%	41.3%	30.2%	43.3%	40.2%	42.6%	45.8%	36.3%	40.4%
Neutral	18.0%	19.8%	19.4%	16.7%	23.4%	30.2%	24.7%	17.7%	17.0%	14.7%	17.8%	19.1%
Dissatisfied	4.4%	8.4%	11.0%	9.4%	4.8%	7.8%	6.0%	6.1%	5.1%	10.2%	9.6%	7.8%
Very Dissatisfied	0.4%	3.0%	2.1%	3.3%	3.0%	2.6%	3.3%	2.4%	1.1%	2.7%	1.3%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11c. Appearance of park grounds in Austin</u>												
Very Satisfied	30.3%	23.4%	23.4%	20.4%	20.8%	25.2%	28.5%	25.3%	26.6%	18.4%	22.1%	23.8%
Satisfied	50.9%	47.2%	45.9%	46.0%	50.8%	45.5%	45.6%	45.9%	47.8%	50.4%	48.7%	48.0%
Neutral	14.5%	21.4%	23.0%	20.8%	18.6%	19.5%	17.1%	22.4%	18.5%	21.5%	19.5%	19.7%
Dissatisfied	3.9%	5.2%	5.7%	10.0%	7.1%	6.5%	7.0%	4.7%	5.4%	7.5%	7.8%	6.4%
Very Dissatisfied	0.4%	2.8%	2.0%	2.8%	2.7%	3.3%	1.9%	1.8%	1.6%	2.2%	1.9%	2.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>											
Very Satisfied	27.9%	25.4%	26.1%	22.8%	25.0%	27.7%	22.8%	24.8%	29.5%	22.4%	28.5%	25.5%
Satisfied	52.1%	43.0%	46.8%	43.0%	43.1%	38.4%	44.1%	46.5%	47.0%	52.8%	41.0%	45.7%
Neutral	15.8%	25.0%	20.7%	25.4%	24.4%	23.2%	20.7%	23.6%	17.5%	21.0%	27.8%	22.1%
Dissatisfied	2.8%	4.8%	5.4%	6.6%	5.6%	8.0%	9.0%	4.5%	4.8%	2.8%	2.1%	5.0%
Very Dissatisfied	1.4%	1.8%	0.9%	2.2%	1.9%	2.7%	3.4%	0.6%	1.2%	0.9%	0.7%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11e. Quality of youth athletic programs offered by the City</u>												
Very Satisfied	19.3%	22.4%	16.9%	12.9%	17.8%	21.4%	22.4%	14.4%	22.3%	12.7%	12.5%	17.8%
Satisfied	40.4%	36.4%	39.0%	35.0%	42.1%	32.1%	44.9%	35.6%	39.8%	39.1%	37.5%	38.4%
Neutral	31.2%	30.8%	28.6%	37.1%	32.7%	29.8%	21.4%	39.4%	27.2%	38.2%	38.8%	32.0%
Dissatisfied	5.5%	9.1%	12.3%	11.4%	7.5%	13.1%	9.2%	9.6%	8.7%	8.2%	10.0%	9.4%
Very Dissatisfied	3.7%	1.4%	3.2%	3.6%	0.0%	3.6%	2.0%	1.0%	1.9%	1.8%	1.3%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q11f. Quality of adult athletic programs offered by the City</u>											
Very Satisfied	18.3%	15.2%	15.1%	12.4%	16.8%	16.3%	15.0%	11.1%	15.9%	14.9%	15.2%	15.4%
Satisfied	36.5%	34.1%	37.0%	33.1%	41.6%	26.3%	43.0%	36.1%	41.1%	31.6%	34.2%	36.1%
Neutral	33.3%	36.4%	34.9%	40.7%	33.6%	42.5%	26.0%	44.4%	27.1%	43.9%	41.8%	36.2%
Dissatisfied	8.7%	9.8%	10.3%	10.3%	8.0%	10.0%	12.0%	8.3%	13.1%	7.9%	6.3%	9.4%
Very Dissatisfied	3.2%	4.5%	2.7%	3.4%	0.0%	5.0%	4.0%	0.0%	2.8%	1.8%	2.5%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11g. Quality of outdoor athletic fields</u>												
Very Satisfied	23.0%	15.8%	12.6%	11.5%	20.0%	20.8%	16.0%	17.7%	18.1%	11.9%	15.8%	16.5%
Satisfied	47.0%	43.9%	47.5%	42.1%	40.0%	32.7%	47.9%	44.7%	47.8%	46.6%	42.5%	44.1%
Neutral	22.4%	33.7%	29.3%	37.2%	34.8%	37.6%	26.9%	33.3%	23.9%	33.0%	34.2%	31.4%
Dissatisfied	4.9%	4.6%	9.6%	7.1%	3.7%	6.9%	5.0%	2.8%	10.1%	6.8%	7.5%	6.1%
Very Dissatisfied	2.7%	2.0%	1.0%	2.2%	1.5%	2.0%	4.2%	1.4%	0.0%	1.7%	0.0%	1.9%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11h. Safety in City parks and park facilities</u>												
Very Satisfied	20.9%	16.9%	14.7%	11.3%	13.6%	17.2%	14.6%	12.7%	19.9%	12.0%	17.2%	15.4%
Satisfied	51.1%	44.3%	47.2%	37.7%	42.0%	39.7%	42.4%	44.0%	42.1%	51.2%	51.0%	44.8%
Neutral	19.6%	30.4%	30.3%	35.5%	32.7%	28.4%	33.1%	32.5%	27.5%	28.1%	26.9%	29.4%
Dissatisfied	6.7%	7.6%	6.5%	11.7%	10.5%	10.3%	7.3%	10.2%	8.2%	8.3%	4.1%	8.5%
Very Dissatisfied	1.8%	0.8%	1.3%	3.9%	1.2%	4.3%	2.6%	0.6%	2.3%	0.5%	0.7%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11i. Overall satisfaction with City swimming pools</u>												
Very Satisfied	23.9%	19.3%	13.9%	15.4%	17.6%	23.2%	22.0%	16.8%	19.0%	17.0%	12.3%	18.0%
Satisfied	43.3%	38.1%	46.1%	37.9%	35.9%	25.3%	34.6%	38.0%	41.3%	45.6%	51.9%	40.6%
Neutral	19.4%	26.9%	28.9%	27.8%	33.6%	35.8%	26.0%	30.7%	19.8%	26.3%	31.1%	27.0%
Dissatisfied	10.0%	13.2%	7.8%	13.6%	8.4%	11.6%	9.4%	13.1%	16.7%	9.4%	3.8%	10.6%
Very Dissatisfied	3.3%	2.5%	3.3%	5.3%	4.6%	4.2%	7.9%	1.5%	3.2%	1.8%	0.9%	3.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11j. Satisfaction with aquatic programs</u>												
Very Satisfied	18.9%	18.6%	19.0%	12.9%	12.6%	17.8%	20.0%	12.7%	14.4%	15.0%	15.1%	16.5%
Satisfied	40.2%	37.1%	37.4%	36.7%	34.2%	26.0%	38.1%	33.6%	42.3%	38.6%	38.4%	37.1%
Neutral	27.9%	35.0%	36.1%	35.4%	42.3%	39.7%	30.5%	41.8%	26.9%	40.2%	39.7%	35.3%
Dissatisfied	9.0%	6.4%	5.4%	9.5%	9.0%	12.3%	5.7%	10.0%	15.4%	3.9%	5.5%	7.9%
Very Dissatisfied	4.1%	2.9%	2.0%	5.4%	1.8%	4.1%	5.7%	1.8%	1.0%	2.4%	1.4%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>												
Very Satisfied	19.2%	13.6%	13.6%	12.2%	14.6%	16.1%	16.6%	15.5%	16.7%	6.8%	16.2%	14.6%
Satisfied	49.0%	43.0%	48.8%	43.4%	41.1%	38.4%	49.0%	50.3%	48.1%	47.6%	42.3%	45.1%
Neutral	22.6%	32.5%	28.6%	32.1%	34.4%	30.4%	28.3%	27.3%	22.8%	35.0%	31.5%	30.1%
Dissatisfied	8.7%	9.2%	7.5%	9.5%	9.3%	13.4%	4.8%	6.8%	11.7%	8.7%	7.7%	8.7%
Very Dissatisfied	0.5%	1.8%	1.4%	2.7%	0.7%	1.8%	1.4%	0.0%	0.6%	1.9%	2.3%	1.5%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11. Cleanliness of library facilities</u>												
Very Satisfied	34.7%	33.8%	30.9%	30.7%	30.3%	31.1%	34.5%	33.1%	37.7%	27.0%	28.3%	32.0%
Satisfied	50.5%	46.7%	45.6%	43.4%	41.0%	37.8%	47.6%	42.6%	49.4%	46.6%	47.8%	45.5%
Neutral	11.6%	14.8%	20.1%	20.5%	26.4%	25.2%	14.5%	21.6%	11.0%	21.2%	19.5%	18.7%
Dissatisfied	2.6%	3.8%	3.4%	3.4%	2.2%	3.4%	2.1%	2.0%	1.9%	5.3%	3.5%	3.1%
Very Dissatisfied	0.5%	1.0%	0.0%	2.0%	0.0%	2.5%	1.4%	0.7%	0.0%	0.0%	0.9%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11m. Library programs</u>												
Very Satisfied	32.5%	35.2%	28.1%	23.9%	27.4%	27.5%	30.7%	29.9%	33.1%	22.5%	29.3%	29.5%
Satisfied	46.6%	41.2%	44.3%	40.2%	41.7%	40.4%	49.6%	41.0%	44.4%	42.6%	43.5%	42.6%
Neutral	16.0%	17.0%	22.2%	26.1%	29.2%	22.0%	13.1%	24.6%	19.0%	29.6%	22.8%	22.1%
Dissatisfied	3.7%	6.0%	4.9%	8.2%	1.8%	7.3%	5.1%	4.5%	3.5%	5.3%	3.3%	4.9%
Very Dissatisfied	1.2%	0.5%	0.5%	1.6%	0.0%	2.8%	1.5%	0.0%	0.0%	0.0%	1.1%	0.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11n. Materials at libraries</u>												
Very Satisfied	29.2%	31.9%	23.6%	21.0%	28.7%	31.6%	27.6%	25.2%	31.1%	21.9%	23.8%	26.9%
Satisfied	43.8%	41.2%	49.2%	44.5%	41.4%	36.8%	46.9%	42.2%	46.4%	47.6%	43.8%	44.1%
Neutral	20.5%	19.1%	20.1%	25.0%	26.4%	24.6%	18.6%	21.8%	19.2%	22.5%	26.7%	22.1%
Dissatisfied	5.4%	6.9%	6.0%	6.5%	2.9%	3.5%	5.5%	9.5%	3.3%	7.0%	5.7%	5.6%
Very Dissatisfied	1.1%	1.0%	1.0%	3.0%	0.6%	3.5%	1.4%	1.4%	0.0%	1.1%	0.0%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11o. Library hours</u>												
Very Satisfied	24.7%	20.8%	18.5%	16.9%	22.2%	26.4%	22.4%	18.1%	26.7%	12.5%	18.1%	20.6%
Satisfied	42.3%	42.1%	41.5%	34.3%	38.6%	37.3%	45.6%	34.2%	37.3%	43.5%	37.1%	39.7%
Neutral	20.3%	24.3%	25.0%	28.9%	26.3%	20.9%	21.1%	28.9%	22.7%	25.0%	35.2%	25.0%
Dissatisfied	10.4%	10.9%	11.0%	14.9%	11.1%	11.8%	7.5%	15.4%	11.3%	15.8%	5.7%	11.7%
Very Dissatisfied	2.2%	2.0%	4.0%	5.0%	1.8%	3.6%	3.4%	3.4%	2.0%	3.3%	3.8%	3.0%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Sum of Top Three Choices</u>											
Number of City parks	25.6%	25.6%	25.2%	33.1%	18.9%	16.3%	21.4%	29.3%	20.4%	35.1%	31.3%	26.0%
Number of walking/biking trails	21.1%	21.3%	21.3%	20.8%	11.7%	17.7%	16.2%	18.2%	19.4%	26.8%	21.3%	19.4%
Appearance of park grounds in Austin	15.0%	18.2%	22.8%	22.7%	15.8%	14.2%	12.7%	18.2%	16.3%	22.6%	26.9%	18.9%
Quality of parks & recreation programs offered by the Austin Parks Department	21.1%	22.1%	20.5%	22.7%	24.8%	15.6%	20.2%	23.8%	23.0%	27.2%	26.9%	22.1%
Quality of youth athletic programs offered by the City	13.0%	14.3%	14.2%	15.6%	17.1%	19.9%	16.2%	13.3%	13.3%	16.7%	14.4%	14.8%
Quality of adult athletic programs offered by the City	5.3%	4.7%	5.9%	4.8%	6.8%	8.5%	8.7%	4.4%	5.1%	4.6%	2.5%	5.4%
Quality of outdoor athletic fields	5.7%	5.4%	4.3%	3.0%	6.3%	5.7%	5.8%	2.2%	5.1%	5.0%	6.9%	4.8%
Safety in City parks & park facilities	34.1%	29.8%	33.9%	33.8%	38.3%	31.9%	28.3%	43.1%	29.1%	37.7%	39.4%	33.7%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Sum of Top Three Choices (Cont.)</u>											
Overall satisfaction with City swimming pools	12.6%	12.4%	11.4%	14.1%	10.8%	12.1%	12.1%	14.4%	12.8%	13.8%	14.4%	12.5%
Satisfaction with aquatic programs	3.7%	2.3%	2.8%	3.3%	4.5%	5.0%	3.5%	5.5%	3.6%	1.7%	2.5%	3.3%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	11.4%	12.8%	11.8%	11.5%	19.4%	12.1%	12.7%	14.4%	15.8%	15.9%	10.0%	13.2%
Cleanliness of library facilities	4.9%	3.9%	3.9%	4.1%	7.2%	8.5%	4.6%	6.6%	3.1%	4.2%	2.5%	4.8%
Library programs	20.7%	17.1%	15.7%	19.0%	17.6%	20.6%	17.9%	16.0%	20.9%	18.0%	13.8%	17.9%
Materials at libraries	18.7%	17.4%	13.0%	16.0%	15.8%	20.6%	16.8%	19.3%	14.8%	17.2%	14.4%	16.2%
Library hours	14.6%	12.0%	12.2%	10.8%	8.1%	13.5%	13.9%	11.0%	10.2%	11.3%	11.3%	11.7%
None chosen	25.6%	33.7%	30.3%	20.1%	23.9%	27.7%	31.8%	18.2%	31.1%	12.1%	21.9%	26.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13a. Quality of residential garbage collection</u>												
Very Satisfied	32.8%	44.0%	38.4%	37.4%	47.6%	33.1%	37.0%	37.6%	44.4%	45.1%	37.9%	40.0%
Satisfied	47.8%	39.6%	47.8%	46.9%	42.5%	41.0%	49.1%	47.4%	42.2%	42.4%	48.4%	44.9%
Neutral	13.4%	11.2%	6.9%	8.3%	5.7%	16.5%	9.7%	6.9%	8.6%	7.6%	8.5%	9.1%
Dissatisfied	3.4%	4.4%	5.3%	4.7%	3.8%	5.8%	2.4%	8.1%	3.7%	3.1%	3.9%	4.3%
Very Dissatisfied	2.6%	0.8%	1.6%	2.8%	0.5%	3.6%	1.8%	0.0%	1.1%	1.8%	1.3%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13b. Quality of residential yard waste collection</u>												
Very Satisfied	31.2%	44.8%	36.1%	33.5%	44.4%	30.4%	31.8%	38.7%	40.8%	42.3%	38.2%	38.2%
Satisfied	41.2%	35.1%	46.2%	47.3%	42.9%	39.2%	49.7%	44.8%	39.7%	40.9%	41.0%	42.5%
Neutral	19.6%	11.7%	11.8%	11.4%	9.8%	19.2%	11.9%	12.3%	12.8%	10.7%	14.6%	12.7%
Dissatisfied	5.5%	6.7%	4.2%	5.7%	2.4%	7.2%	4.6%	4.3%	4.5%	5.6%	4.9%	4.9%
Very Dissatisfied	2.5%	1.7%	1.7%	2.0%	0.5%	4.0%	2.0%	0.0%	2.2%	0.5%	1.4%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13c. Quality of residential curbside recycling services</u>												
Very Satisfied	38.1%	46.4%	42.6%	43.9%	45.6%	31.0%	35.4%	41.1%	50.3%	49.3%	46.7%	43.4%
Satisfied	43.0%	37.5%	44.6%	41.9%	46.1%	43.4%	47.0%	43.6%	39.9%	41.3%	38.2%	42.4%
Neutral	12.1%	6.9%	5.4%	8.5%	4.4%	14.7%	11.0%	8.6%	6.0%	4.5%	5.3%	7.6%
Dissatisfied	4.9%	7.3%	5.4%	3.7%	3.4%	7.8%	4.3%	6.1%	2.7%	3.1%	8.6%	4.9%
Very Dissatisfied	1.8%	2.0%	2.1%	2.0%	0.5%	3.1%	2.4%	0.6%	1.1%	1.8%	1.3%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13d. Household hazardous waste disposal service</u>												
Very Satisfied	19.4%	24.7%	21.5%	21.2%	26.9%	22.0%	23.6%	20.8%	18.6%	22.9%	25.2%	22.9%
Satisfied	38.2%	28.4%	36.1%	31.0%	31.6%	32.0%	37.4%	31.5%	31.7%	35.4%	26.1%	32.5%
Neutral	24.3%	25.3%	21.5%	26.6%	25.1%	17.0%	26.0%	26.2%	31.0%	22.9%	26.1%	24.7%
Dissatisfied	12.5%	16.8%	16.2%	15.3%	12.9%	17.0%	9.8%	17.7%	14.5%	15.4%	18.3%	15.0%
Very Dissatisfied	5.6%	4.7%	4.7%	5.9%	3.5%	12.0%	3.3%	3.8%	4.1%	3.4%	4.3%	4.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13e. Bulky item pick-up/removal services</u>												
Very Satisfied	25.8%	39.1%	32.8%	32.1%	37.1%	28.9%	31.2%	30.7%	33.3%	37.9%	34.2%	33.6%
Satisfied	43.8%	36.1%	45.3%	45.3%	43.1%	38.0%	48.1%	45.8%	45.6%	40.7%	39.0%	42.6%
Neutral	14.9%	13.4%	13.8%	14.5%	12.4%	16.5%	8.4%	15.7%	15.2%	11.2%	16.4%	13.9%
Dissatisfied	10.3%	8.4%	6.0%	6.8%	6.9%	11.6%	8.4%	6.5%	3.5%	8.9%	8.9%	7.6%
Very Dissatisfied	5.2%	2.9%	2.2%	1.3%	0.5%	5.0%	3.9%	1.3%	2.3%	1.4%	1.4%	2.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q13f. Reliability of your electric service</u>												
Very Satisfied	40.1%	43.4%	37.7%	35.1%	42.7%	36.0%	36.4%	33.0%	46.8%	39.6%	48.0%	39.8%
Satisfied	43.0%	41.4%	47.1%	48.6%	44.1%	42.4%	43.0%	55.7%	41.0%	47.4%	36.8%	44.9%
Neutral	11.8%	10.0%	11.5%	11.2%	9.5%	12.9%	13.3%	9.7%	8.5%	9.6%	11.8%	10.7%
Dissatisfied	3.4%	2.4%	2.5%	3.5%	2.4%	5.0%	5.5%	0.0%	2.7%	2.2%	2.0%	2.8%
Very Dissatisfied	1.7%	2.8%	1.2%	1.5%	1.4%	3.6%	1.8%	1.7%	1.1%	1.3%	1.3%	1.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13g. Safety of your drinking water</u>												
Very Satisfied	39.0%	39.7%	37.9%	35.9%	46.2%	29.3%	36.4%	34.1%	46.8%	43.6%	46.8%	39.4%
Satisfied	37.3%	35.0%	43.2%	41.0%	38.7%	38.3%	36.4%	42.6%	33.9%	39.6%	39.0%	39.3%
Neutral	16.5%	15.2%	12.8%	13.3%	12.7%	20.3%	15.8%	15.9%	9.7%	12.3%	11.7%	14.1%
Dissatisfied	4.2%	5.1%	4.5%	4.7%	2.4%	6.8%	8.5%	4.0%	5.4%	2.2%	0.6%	4.2%
Very Dissatisfied	3.0%	5.1%	1.6%	5.1%	0.0%	5.3%	3.0%	3.4%	4.3%	2.2%	1.9%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13h. Cleanliness of City streets and public areas</u>												
Very Satisfied	20.9%	23.2%	20.3%	20.9%	25.8%	29.2%	19.2%	16.9%	25.3%	19.1%	25.3%	22.0%
Satisfied	49.2%	47.6%	51.0%	42.6%	44.6%	37.2%	44.9%	45.5%	51.5%	51.3%	43.7%	47.1%
Neutral	20.9%	22.4%	21.5%	25.5%	18.8%	21.9%	26.3%	26.4%	17.5%	21.2%	24.7%	21.9%
Dissatisfied	4.1%	4.3%	6.0%	7.2%	9.9%	7.3%	3.6%	10.7%	4.1%	5.9%	3.8%	6.2%
Very Dissatisfied	4.9%	2.4%	1.2%	3.8%	0.9%	4.4%	6.0%	0.6%	1.5%	2.5%	2.5%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13i. Cleanliness of your neighborhood</u>												
Very Satisfied	29.9%	34.1%	29.4%	22.4%	32.6%	23.2%	23.1%	18.1%	35.8%	28.0%	46.2%	29.5%
Satisfied	41.8%	38.1%	46.4%	48.7%	39.1%	38.4%	42.6%	46.9%	44.0%	47.0%	34.2%	43.1%
Neutral	15.2%	16.7%	15.1%	17.1%	15.3%	21.0%	20.1%	21.5%	10.4%	13.1%	13.3%	15.8%
Dissatisfied	9.0%	6.3%	6.7%	7.6%	11.2%	13.0%	9.5%	10.2%	8.3%	8.1%	4.4%	8.1%
Very Dissatisfied	4.1%	4.8%	2.4%	4.2%	1.9%	4.3%	4.7%	3.4%	1.6%	3.8%	1.9%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>												
Very Satisfied	18.8%	15.2%	14.9%	13.3%	15.2%	22.3%	14.3%	13.1%	15.9%	10.6%	17.8%	15.5%
Satisfied	32.2%	35.1%	35.3%	30.5%	32.1%	33.9%	32.7%	30.1%	35.4%	35.2%	32.6%	33.0%
Neutral	28.7%	27.7%	26.5%	29.5%	25.0%	24.0%	29.9%	25.5%	25.0%	29.1%	30.2%	27.5%
Dissatisfied	12.9%	13.9%	14.9%	16.7%	15.8%	13.2%	11.6%	22.2%	14.0%	16.1%	11.6%	14.9%
Very Dissatisfied	7.4%	8.2%	8.4%	10.0%	12.0%	6.6%	11.6%	9.2%	9.8%	9.0%	7.8%	9.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Sum of Top Three Choices</u>											
Quality of residential garbage collection	39.8%	36.0%	43.3%	39.8%	44.1%	25.5%	34.7%	39.8%	37.2%	51.5%	45.0%	40.7%
Quality of residential yard waste collection	10.6%	8.9%	8.3%	7.1%	8.1%	10.6%	8.1%	9.4%	7.7%	7.1%	6.9%	8.5%
Quality of residential curbside recycling services	22.4%	17.4%	20.5%	15.6%	13.1%	13.5%	11.6%	20.4%	17.3%	23.0%	21.9%	17.9%
Household hazardous waste disposal service	11.0%	14.0%	9.8%	10.4%	12.6%	20.6%	11.0%	13.8%	9.2%	7.1%	8.8%	11.5%
Bulky item pick-up/removal services	8.9%	7.8%	10.2%	9.3%	12.2%	17.7%	11.6%	9.4%	6.1%	8.4%	6.3%	9.6%
Reliability of your electric service	30.9%	29.8%	33.9%	42.8%	42.3%	22.7%	30.6%	34.3%	38.3%	48.1%	41.9%	36.0%
Safety of your drinking water	51.2%	44.2%	49.6%	58.0%	46.4%	44.0%	50.3%	54.1%	47.4%	60.7%	49.4%	50.1%
Cleanliness of City streets & public areas	28.5%	23.3%	22.4%	25.7%	20.7%	24.1%	22.5%	23.8%	25.0%	27.6%	23.8%	24.0%
Cleanliness of your neighborhood	15.0%	19.0%	15.0%	13.0%	18.0%	30.5%	18.5%	17.1%	12.8%	10.5%	11.9%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Sum of Top Three Choices (Cont.)</u>												
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	17.5%	26.7%	24.8%	24.5%	30.6%	27.7%	25.4%	27.6%	24.5%	21.8%	22.5%	24.5%
None chosen	23.2%	29.5%	22.8%	19.7%	14.9%	22.0%	28.3%	17.1%	29.1%	9.6%	22.5%	22.2%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q15a. Austin Energy customer service</u>												
Very Satisfied	23.1%	24.9%	24.1%	24.0%	29.3%	25.0%	25.3%	21.5%	26.1%	20.7%	25.8%	24.8%
Satisfied	41.0%	41.8%	46.2%	48.0%	49.5%	47.6%	48.7%	48.1%	46.1%	47.7%	37.9%	45.6%
Neutral	26.2%	23.0%	18.4%	18.3%	16.2%	20.2%	15.8%	25.9%	21.2%	19.2%	21.8%	20.4%
Dissatisfied	6.2%	6.6%	6.6%	5.7%	2.5%	4.0%	7.6%	2.5%	3.0%	7.8%	9.7%	5.5%
Very Dissatisfied	3.6%	3.8%	4.7%	3.9%	2.5%	3.2%	2.5%	1.9%	3.6%	4.7%	4.8%	3.7%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15b. Water and wastewater utility customer service</u>												
Very Satisfied	24.3%	22.4%	23.4%	20.6%	30.0%	22.1%	26.4%	20.5%	25.6%	19.7%	27.0%	23.9%
Satisfied	43.4%	42.3%	42.9%	51.7%	44.7%	45.1%	49.3%	47.9%	46.8%	47.8%	35.2%	45.2%
Neutral	25.4%	26.9%	22.0%	18.2%	18.4%	20.4%	17.4%	28.1%	22.4%	21.9%	23.8%	22.2%
Dissatisfied	4.6%	4.5%	7.3%	5.7%	5.3%	6.2%	6.3%	2.1%	1.9%	7.3%	9.8%	5.5%
Very Dissatisfied	2.3%	4.0%	4.4%	3.8%	1.6%	6.2%	0.7%	1.4%	3.2%	3.4%	4.1%	3.2%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15c. Helpfulness of library staff</u>												
Very Satisfied	47.4%	50.7%	43.7%	39.3%	42.6%	40.0%	41.3%	40.7%	53.4%	45.0%	43.9%	44.8%
Satisfied	37.6%	37.8%	42.6%	38.2%	34.6%	31.4%	41.3%	42.1%	32.4%	39.2%	45.9%	38.3%
Neutral	13.3%	9.0%	10.9%	20.4%	18.5%	22.9%	14.7%	14.5%	13.5%	12.9%	9.2%	14.3%
Dissatisfied	0.6%	1.0%	2.7%	1.6%	3.1%	1.9%	2.1%	1.4%	0.7%	2.3%	1.0%	1.7%
Very Dissatisfied	1.2%	1.5%	0.0%	0.5%	1.2%	3.8%	0.7%	1.4%	0.0%	0.6%	0.0%	0.9%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>												
Very Satisfied	25.8%	19.6%	21.6%	17.5%	26.0%	19.5%	26.2%	22.6%	23.4%	18.0%	20.4%	21.8%
Satisfied	42.6%	48.3%	45.4%	49.2%	44.0%	48.0%	45.7%	45.1%	51.4%	47.8%	42.3%	46.4%
Neutral	26.8%	22.6%	22.9%	22.9%	22.5%	25.2%	17.7%	26.8%	20.6%	23.4%	26.3%	23.3%
Dissatisfied	4.3%	7.0%	8.4%	7.9%	5.0%	4.9%	6.1%	4.9%	3.4%	8.8%	10.2%	6.5%
Very Dissatisfied	0.5%	2.6%	1.8%	2.5%	2.5%	2.4%	4.3%	0.6%	1.1%	2.0%	0.7%	2.0%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>												
Very Satisfied	45.5%	37.5%	38.5%	32.0%	34.1%	36.9%	41.0%	36.1%	43.4%	31.5%	36.2%	37.4%
Satisfied	32.6%	43.2%	40.0%	42.2%	43.5%	39.8%	36.0%	40.3%	42.8%	47.2%	35.2%	40.5%
Neutral	16.3%	12.0%	17.4%	18.9%	15.9%	17.5%	17.3%	16.7%	9.9%	15.2%	19.0%	16.1%
Dissatisfied	3.4%	5.2%	3.1%	5.3%	6.5%	2.9%	5.0%	6.9%	1.3%	5.1%	8.6%	4.6%
Very Dissatisfied	2.2%	2.1%	1.0%	1.5%	0.0%	2.9%	0.7%	0.0%	2.6%	1.1%	1.0%	1.4%

Q15. Customer Service (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q15f. Review services for residential and commercial building plans</u>												
Very Satisfied	19.1%	13.6%	7.8%	8.6%	11.4%	23.0%	14.3%	10.3%	16.3%	5.1%	7.8%	11.9%
Satisfied	30.0%	25.0%	17.2%	20.7%	20.3%	21.6%	32.7%	20.6%	21.4%	21.4%	11.7%	22.3%
Neutral	35.5%	34.8%	35.9%	32.9%	35.8%	33.8%	34.7%	47.4%	26.5%	35.0%	32.5%	34.8%
Dissatisfied	8.2%	12.1%	25.0%	16.4%	13.8%	12.2%	10.2%	10.3%	17.3%	23.1%	20.8%	15.8%
Very Dissatisfied	7.3%	14.4%	14.1%	21.4%	18.7%	9.5%	8.2%	11.3%	18.4%	15.4%	27.3%	15.3%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>												
Very Satisfied	10.5%	8.6%	7.6%	5.1%	10.5%	14.3%	8.5%	6.4%	8.7%	7.3%	5.8%	8.6%
Satisfied	20.3%	15.1%	14.7%	12.1%	17.1%	17.1%	16.9%	10.7%	14.7%	15.2%	19.2%	15.7%
Neutral	27.9%	30.8%	31.5%	32.3%	31.6%	31.4%	24.6%	32.9%	28.7%	33.9%	34.6%	30.8%
Dissatisfied	21.5%	28.1%	29.9%	26.8%	26.3%	15.2%	27.7%	34.3%	28.7%	28.5%	24.0%	26.7%
Very Dissatisfied	19.8%	17.3%	16.3%	23.7%	14.5%	21.9%	22.3%	15.7%	19.3%	15.2%	16.3%	18.3%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>											
Very Satisfied	15.4%	10.9%	9.4%	11.1%	12.1%	15.3%	13.5%	6.7%	12.9%	11.0%	11.3%	11.7%
Satisfied	21.4%	20.2%	22.8%	15.3%	20.7%	24.7%	22.1%	16.2%	22.8%	19.3%	16.1%	20.0%
Neutral	40.2%	40.3%	41.7%	45.8%	46.6%	34.1%	34.6%	48.6%	43.6%	47.7%	58.1%	42.9%
Dissatisfied	13.7%	17.8%	17.3%	17.4%	14.7%	18.8%	16.3%	22.9%	14.9%	13.8%	8.1%	16.4%
Very Dissatisfied	9.4%	10.9%	8.7%	10.4%	6.0%	7.1%	13.5%	5.7%	5.9%	8.3%	6.5%	9.0%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>											
Very Satisfied	16.3%	15.1%	9.5%	13.5%	12.7%	15.2%	15.7%	6.7%	18.4%	8.4%	16.0%	13.2%
Satisfied	27.4%	22.6%	29.1%	22.2%	24.6%	19.6%	27.8%	27.7%	27.2%	23.8%	26.6%	25.2%
Neutral	33.3%	32.7%	35.4%	42.7%	41.8%	39.1%	31.5%	38.7%	33.6%	38.5%	41.5%	37.1%
Dissatisfied	14.1%	17.6%	18.4%	12.9%	14.2%	16.3%	13.9%	18.5%	14.4%	18.2%	9.6%	15.7%
Very Dissatisfied	8.9%	11.9%	7.6%	8.8%	6.7%	9.8%	11.1%	8.4%	6.4%	11.2%	6.4%	8.8%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>												
Very Satisfied	27.6%	23.3%	21.6%	20.0%	18.8%	22.4%	33.6%	16.3%	26.4%	14.4%	14.5%	22.0%
Satisfied	44.7%	36.7%	41.8%	37.1%	50.4%	44.9%	41.1%	48.1%	35.8%	41.3%	43.5%	42.1%
Neutral	26.0%	31.7%	30.6%	40.0%	24.8%	25.5%	21.5%	32.7%	32.1%	35.6%	41.9%	31.0%
Dissatisfied	1.6%	5.0%	2.2%	1.4%	4.5%	5.1%	2.8%	1.9%	1.9%	5.8%	0.0%	2.9%
Very Dissatisfied	0.0%	3.3%	3.7%	1.4%	1.5%	2.0%	0.9%	1.0%	3.8%	2.9%	0.0%	2.0%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16e. Food Safety Inspection program</u>											
Very Satisfied	21.9%	22.2%	18.2%	10.2%	11.0%	20.0%	16.4%	15.3%	19.7%	11.6%	15.9%	16.5%
Satisfied	38.3%	32.6%	34.5%	36.9%	42.6%	31.0%	38.5%	34.2%	40.2%	39.7%	37.7%	36.8%
Neutral	29.7%	34.1%	38.2%	37.6%	36.8%	32.0%	31.1%	40.5%	30.8%	39.7%	39.1%	35.7%
Dissatisfied	7.8%	5.9%	4.8%	9.6%	5.9%	12.0%	9.0%	6.3%	6.0%	5.0%	1.4%	6.7%
Very Dissatisfied	2.3%	5.2%	4.2%	5.7%	3.7%	5.0%	4.9%	3.6%	3.4%	4.1%	5.8%	4.3%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q16f. Neighborhood planning/zoning efforts</u>												
Very Satisfied	13.7%	10.8%	7.9%	6.3%	8.3%	17.8%	12.4%	7.3%	10.6%	5.7%	4.9%	9.3%
Satisfied	30.1%	30.4%	25.1%	28.2%	34.3%	31.7%	25.6%	26.3%	32.5%	30.5%	33.6%	29.3%
Neutral	31.4%	38.1%	36.1%	34.0%	30.8%	26.7%	38.8%	35.8%	33.8%	32.2%	36.9%	34.3%
Dissatisfied	21.6%	12.9%	15.2%	18.9%	14.8%	14.9%	12.4%	21.2%	16.6%	18.4%	14.8%	16.7%
Very Dissatisfied	3.3%	7.7%	15.7%	12.6%	11.8%	8.9%	10.7%	9.5%	6.6%	13.2%	9.8%	10.4%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q16g. Accessibility of municipal court services</u>												
Very Satisfied	16.4%	13.2%	11.2%	10.0%	8.1%	16.5%	14.4%	7.8%	17.6%	6.6%	13.5%	11.7%
Satisfied	36.6%	36.8%	40.6%	32.4%	37.8%	31.8%	39.0%	36.2%	37.6%	41.6%	34.4%	36.6%
Neutral	38.1%	34.9%	35.3%	42.4%	40.0%	41.2%	34.7%	40.5%	32.0%	36.5%	38.5%	38.3%
Dissatisfied	6.7%	9.9%	9.4%	9.4%	10.4%	8.2%	5.9%	12.9%	7.2%	13.1%	10.4%	9.2%
Very Dissatisfied	2.2%	5.3%	3.5%	5.9%	3.7%	2.4%	5.9%	2.6%	5.6%	2.2%	3.1%	4.2%

Q16. Other City Services (Without "Don't Know")

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>												
Very Satisfied	23.5%	23.9%	19.1%	19.1%	20.6%	14.7%	19.9%	20.3%	20.8%	22.8%	28.8%	21.1%
Satisfied	41.5%	32.5%	40.2%	30.2%	39.4%	35.3%	37.0%	34.6%	40.5%	35.0%	38.1%	36.6%
Neutral	23.5%	26.3%	27.8%	29.3%	27.4%	29.3%	23.3%	25.5%	25.6%	28.3%	28.8%	26.7%
Dissatisfied	6.6%	10.0%	6.2%	13.0%	8.6%	12.1%	13.7%	13.1%	7.1%	6.1%	3.4%	9.2%
Very Dissatisfied	4.9%	7.2%	6.7%	8.4%	4.0%	8.6%	6.2%	6.5%	6.0%	7.8%	0.8%	6.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17a. Have you visited an Austin City park?</u>												
Yes	89.0%	88.4%	92.1%	89.2%	72.1%	70.9%	85.5%	89.5%	88.3%	93.7%	96.3%	86.6%
No	8.9%	10.5%	7.5%	9.7%	27.5%	27.7%	13.3%	10.5%	10.7%	5.4%	2.5%	12.4%
Don't know	2.0%	1.2%	0.4%	1.1%	0.5%	1.4%	1.2%	0.0%	1.0%	0.8%	1.3%	1.0%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>												
Yes	37.8%	43.4%	44.5%	40.1%	28.8%	26.2%	38.2%	44.8%	39.3%	48.5%	42.5%	39.3%
No	58.5%	53.5%	53.1%	58.0%	68.9%	68.8%	60.1%	54.1%	58.7%	48.1%	55.6%	58.1%
Don't know	3.7%	3.1%	2.4%	1.9%	2.3%	5.0%	1.7%	1.1%	2.0%	3.3%	1.9%	2.6%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17c. Have you visited an Austin library facility?</u>												
Yes	66.3%	70.9%	73.2%	71.7%	67.6%	67.4%	76.3%	71.8%	70.4%	74.9%	61.3%	70.2%
No	32.5%	27.5%	25.2%	27.1%	30.2%	29.1%	23.1%	27.6%	28.6%	24.3%	36.9%	28.3%
Don't know	1.2%	1.6%	1.6%	1.1%	2.3%	3.5%	0.6%	0.6%	1.0%	0.8%	1.9%	1.5%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17d. Have you visited a City pool?</u>												
Yes	55.7%	57.0%	57.1%	47.6%	33.3%	36.2%	49.7%	55.2%	46.4%	62.3%	58.1%	50.7%
No	43.1%	41.5%	42.1%	50.9%	64.4%	61.0%	48.6%	44.2%	53.1%	36.8%	40.6%	47.9%
Don't know	1.2%	1.6%	0.8%	1.5%	2.3%	2.8%	1.7%	0.6%	0.5%	0.8%	1.3%	1.4%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17e. Have you visited a City recreation center?</u>												
Yes	39.0%	41.5%	51.2%	37.9%	37.4%	31.9%	42.2%	48.1%	42.3%	45.2%	40.0%	41.3%
No	56.1%	56.2%	47.6%	59.9%	62.2%	64.5%	56.1%	50.3%	54.6%	52.7%	58.8%	56.4%
Don't know	4.9%	2.3%	1.2%	2.2%	0.5%	3.5%	1.7%	1.7%	3.1%	2.1%	1.3%	2.2%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>												
Yes	28.0%	29.5%	39.8%	36.1%	29.3%	18.4%	31.2%	28.7%	38.3%	42.3%	33.8%	32.5%
No	69.5%	67.4%	58.7%	60.2%	68.0%	79.4%	67.1%	69.6%	60.2%	53.1%	63.1%	64.8%
Don't know	2.4%	3.1%	1.6%	3.7%	2.7%	2.1%	1.7%	1.7%	1.5%	4.6%	3.1%	2.7%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>												
Yes	17.9%	20.9%	32.4%	34.2%	33.3%	19.1%	28.3%	25.4%	26.5%	31.4%	32.5%	27.8%
No	79.3%	75.6%	65.2%	62.1%	62.6%	75.2%	68.8%	71.8%	71.4%	65.3%	65.0%	68.9%
Don't know	2.8%	3.5%	2.4%	3.7%	4.1%	5.7%	2.9%	2.8%	2.0%	3.3%	2.5%	3.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>												
Yes	78.0%	81.7%	85.0%	85.9%	76.1%	50.0%	72.8%	83.4%	87.2%	93.3%	96.3%	81.7%
No	20.4%	16.3%	14.6%	12.6%	23.0%	47.1%	26.6%	16.6%	12.3%	5.0%	3.1%	17.0%
Don't know	1.6%	1.9%	0.4%	1.5%	0.9%	2.9%	0.6%	0.0%	0.5%	1.7%	0.6%	1.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17i. Have you called 3-1-1?</u>												
Yes	58.9%	64.3%	66.5%	63.2%	56.8%	53.2%	61.8%	64.1%	65.8%	66.5%	59.4%	62.1%
No	39.0%	32.9%	33.1%	33.8%	41.0%	42.6%	37.0%	34.3%	33.2%	31.4%	40.0%	35.8%
Don't know	2.0%	2.7%	0.4%	3.0%	2.3%	4.3%	1.2%	1.7%	1.0%	2.1%	0.6%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17j. Have you called 9-1-1?</u>												
Yes	41.5%	39.9%	44.1%	45.4%	45.5%	44.7%	44.5%	47.0%	40.3%	49.8%	38.8%	43.3%
No	57.3%	57.4%	54.7%	52.4%	52.3%	51.8%	54.3%	51.9%	58.7%	48.5%	60.0%	54.8%
Don't know	1.2%	2.7%	1.2%	2.2%	2.3%	3.5%	1.2%	1.1%	1.0%	1.7%	1.3%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17k. Have you had contact with the Austin Police Department?</u>												
Yes	52.8%	51.6%	57.1%	56.9%	55.9%	50.4%	50.3%	57.5%	60.7%	61.1%	53.8%	54.9%
No	45.5%	46.5%	42.1%	40.5%	41.4%	46.1%	47.4%	42.5%	38.8%	36.4%	45.6%	43.2%
Don't know	1.6%	1.9%	0.8%	2.6%	2.7%	3.5%	2.3%	0.0%	0.5%	2.5%	0.6%	1.9%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17l. Have you had contact with the Austin Fire Department?</u>												
Yes	26.0%	28.7%	27.6%	28.3%	36.5%	23.4%	25.4%	28.7%	28.1%	36.0%	34.4%	29.0%
No	71.5%	69.4%	71.3%	68.8%	61.3%	72.3%	72.8%	69.6%	70.9%	61.1%	65.0%	68.8%
Don't know	2.4%	1.9%	1.2%	3.0%	2.3%	4.3%	1.7%	1.7%	1.0%	2.9%	0.6%	2.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>												
Yes	30.2%	29.2%	31.5%	33.8%	42.8%	34.0%	32.0%	34.3%	35.4%	37.2%	28.8%	33.1%
No	68.2%	68.5%	67.7%	63.2%	55.0%	61.7%	66.9%	64.6%	63.1%	60.7%	70.0%	64.9%
Don't know	1.6%	2.3%	0.8%	3.0%	2.3%	4.3%	1.2%	1.1%	1.5%	2.1%	1.3%	2.0%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17n. Does Austin Energy provide your electric service?</u>												
Yes	88.6%	89.1%	89.4%	94.1%	94.1%	93.6%	94.8%	93.4%	90.8%	91.2%	88.8%	91.1%
No	8.9%	8.1%	9.4%	5.2%	4.5%	2.8%	3.5%	6.6%	7.7%	7.9%	10.0%	7.2%
Don't know	2.4%	2.7%	1.2%	0.7%	1.4%	3.5%	1.7%	0.0%	1.5%	0.8%	1.3%	1.7%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>												
Yes	85.0%	89.5%	89.0%	86.6%	87.4%	81.6%	88.4%	88.4%	86.7%	90.0%	87.5%	87.5%
No	10.6%	7.4%	10.2%	11.5%	10.8%	13.5%	8.1%	11.0%	10.2%	8.4%	11.9%	10.2%
Don't know	4.5%	3.1%	0.8%	1.9%	1.8%	5.0%	3.5%	0.6%	3.1%	1.7%	0.6%	2.4%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

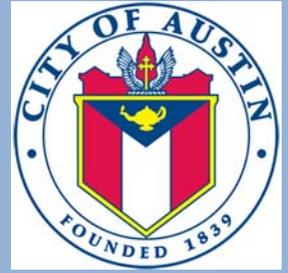
N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>												
Yes	90.7%	93.0%	93.7%	94.4%	95.5%	91.5%	95.4%	93.9%	94.4%	95.0%	91.9%	93.5%
No	6.1%	3.5%	5.9%	4.8%	3.6%	4.3%	2.9%	5.6%	4.1%	4.2%	6.9%	4.8%
Don't know	3.3%	3.5%	0.4%	0.7%	0.9%	4.3%	1.7%	0.6%	1.5%	0.8%	1.3%	1.7%

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=1260	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	3.7%	3.9%	2.8%	4.5%	3.2%	3.5%	4.0%	2.2%	2.0%	4.2%	2.5%	3.6%
Disagree	4.1%	3.9%	5.5%	10.0%	7.2%	8.5%	6.4%	5.5%	5.1%	7.5%	5.0%	6.2%
Neutral	22.4%	24.4%	20.1%	21.2%	20.7%	26.2%	27.7%	19.3%	20.4%	21.3%	22.5%	21.9%
Agree	40.2%	35.7%	37.0%	34.6%	36.9%	26.2%	37.6%	44.2%	39.3%	36.4%	36.9%	36.7%
Strongly Agree	14.6%	16.3%	15.4%	14.1%	12.6%	18.4%	12.7%	13.8%	16.3%	15.9%	16.3%	14.7%
Don't Know	15.0%	15.9%	19.3%	15.6%	19.4%	17.0%	11.6%	14.9%	16.8%	14.6%	16.9%	16.9%



2013 City of Austin DirectionFinder® Survey

Appendix E: Crosstabular Data for Question #17

Submitted to

The City of Austin, TX



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

September 2013

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Question 17A, 17B, 17D, and 17E cross-tabbed by 1B, 1E, 2A, 3, 4C, 11A-K, and 12

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q1b. The City of Austin as a place to raise children</u>													
Very Satisfied	39.2%	32.1%	45.5%	37.7%	38.8%	41.7%	40.8%	36.2%	26.7%	38.1%	39.0%	26.3%	38.4%
Satisfied	37.9%	33.6%	18.2%	39.7%	35.8%	25.0%	37.5%	37.0%	26.7%	38.6%	36.3%	26.3%	37.1%
Neutral	15.1%	21.9%	36.4%	14.4%	16.9%	29.2%	14.5%	17.3%	33.3%	15.3%	16.1%	36.8%	16.1%
Dissatisfied	5.9%	7.3%	0.0%	6.8%	5.7%	0.0%	5.4%	6.9%	0.0%	6.5%	5.9%	0.0%	6.0%
Very Dissatisfied	1.9%	5.1%	0.0%	1.4%	2.9%	4.2%	1.8%	2.5%	13.3%	1.5%	2.6%	10.5%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>													
Very Satisfied	10.5%	12.4%	44.4%	11.2%	10.4%	23.1%	11.8%	9.8%	23.1%	10.5%	10.9%	22.7%	11.0%
Satisfied	32.6%	33.1%	0.0%	33.1%	32.4%	19.2%	32.5%	32.9%	7.7%	29.9%	34.6%	22.7%	32.4%
Neutral	30.2%	25.5%	44.4%	29.6%	29.7%	34.6%	30.9%	28.2%	46.2%	31.7%	28.5%	27.3%	29.8%
Dissatisfied	18.3%	15.2%	0.0%	18.0%	18.1%	7.7%	17.3%	18.8%	0.0%	19.0%	17.2%	9.1%	17.8%
Very Dissatisfied	8.3%	13.8%	11.1%	8.1%	9.4%	15.4%	7.4%	10.3%	23.1%	8.9%	8.8%	18.2%	9.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>													
Very Satisfied	26.2%	20.9%	16.7%	27.3%	24.6%	21.7%	26.2%	24.9%	27.3%	26.7%	24.5%	36.4%	25.6%
Satisfied	46.9%	48.7%	66.7%	47.6%	46.6%	56.5%	45.6%	49.1%	45.5%	44.1%	49.7%	45.5%	47.2%
Neutral	18.6%	20.9%	0.0%	15.6%	21.3%	13.0%	19.4%	18.3%	9.1%	18.2%	19.7%	4.5%	18.8%
Dissatisfied	6.3%	7.0%	16.7%	7.2%	6.0%	4.3%	6.4%	6.3%	18.2%	8.5%	4.8%	9.1%	6.5%
Very Dissatisfied	1.9%	2.6%	0.0%	2.3%	1.6%	4.3%	2.4%	1.5%	0.0%	2.6%	1.4%	4.5%	2.0%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>												
Overall quality of parks & recreation programs & facilities	20.8%	10.3%	7.7%	25.9%	15.0%	18.2%	24.6%	14.3%	5.6%	21.5%	17.7%	21.4%	19.4%
Overall quality of City libraries	9.8%	10.3%	7.7%	11.5%	8.9%	6.1%	10.8%	9.0%	5.6%	11.7%	8.4%	10.7%	9.8%
Overall quality of public safety services	51.6%	42.3%	38.5%	53.1%	48.9%	39.4%	50.7%	50.2%	38.9%	48.6%	51.9%	42.9%	50.3%
Overall quality of municipal court services	4.1%	7.1%	0.0%	3.8%	5.1%	0.0%	3.9%	5.1%	0.0%	4.6%	4.5%	0.0%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.3%	9.6%	0.0%	5.1%	7.8%	6.1%	5.6%	8.0%	0.0%	6.0%	7.2%	7.1%	6.7%
Overall quality of drinking water provided by Austin Water Utility	37.6%	32.7%	23.1%	37.2%	36.6%	36.4%	36.9%	37.3%	16.7%	36.1%	37.6%	32.1%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.7%	7.7%	7.7%	7.5%	9.2%	12.1%	8.6%	8.6%	5.6%	8.1%	8.9%	10.7%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>													
Overall quality of electric utility services provided by Austin Energy	26.0%	23.1%	15.4%	24.8%	26.6%	12.1%	26.9%	24.2%	22.2%	24.6%	26.6%	17.9%	25.6%
Overall maintenance of City streets & sidewalks	28.0%	26.9%	30.8%	29.1%	27.6%	18.2%	28.0%	27.9%	27.8%	26.9%	29.3%	14.3%	27.9%
Overall management of stormwater runoff	2.8%	5.8%	0.0%	2.8%	3.4%	3.0%	2.8%	3.6%	0.0%	4.0%	2.7%	0.0%	3.2%
Overall effectiveness of communication by the City of Austin	6.2%	9.0%	0.0%	6.9%	6.4%	3.0%	5.9%	7.1%	5.6%	6.5%	6.3%	10.7%	6.5%
Overall quality of health & human services provided by the City	18.6%	19.9%	7.7%	20.4%	17.5%	18.2%	20.0%	17.4%	11.1%	20.3%	17.3%	21.4%	18.7%
Overall quality of planning, development review, permitting and inspection services	21.3%	10.9%	46.2%	20.8%	19.5%	27.3%	19.4%	20.9%	27.8%	20.2%	19.8%	32.1%	20.2%
Animal Services	5.9%	7.1%	7.7%	5.1%	6.8%	3.0%	4.7%	7.5%	5.6%	5.2%	6.6%	7.1%	6.0%
None chosen	16.8%	27.6%	46.2%	14.3%	20.5%	33.3%	16.3%	19.7%	50.0%	18.6%	17.9%	28.6%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q4c. I feel safe in City parks</u>													
Strongly Agree	21.2%	13.4%	25.0%	21.9%	19.3%	25.9%	21.4%	19.5%	20.0%	18.9%	21.4%	32.0%	20.5%
Agree	44.3%	28.9%	37.5%	44.8%	41.2%	51.9%	46.2%	39.0%	46.7%	43.8%	42.1%	48.0%	43.0%
Neutral	25.3%	33.0%	12.5%	23.8%	28.3%	7.4%	23.7%	29.0%	6.7%	25.5%	26.9%	8.0%	25.9%
Disagree	6.8%	13.4%	25.0%	7.1%	7.6%	11.1%	6.2%	8.8%	13.3%	8.6%	6.5%	8.0%	7.5%
Strongly Disagree	2.4%	11.3%	0.0%	2.5%	3.6%	3.7%	2.5%	3.7%	13.3%	3.2%	3.1%	4.0%	3.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11a. Number of City parks</u>													
Very Satisfied	31.5%	22.7%	40.0%	30.8%	31.0%	23.1%	32.5%	28.6%	36.4%	29.8%	31.0%	43.5%	30.7%
Satisfied	45.7%	46.4%	40.0%	47.6%	44.0%	53.8%	45.0%	47.2%	18.2%	47.4%	44.9%	30.4%	45.7%
Neutral	14.1%	24.7%	20.0%	11.4%	17.7%	15.4%	13.3%	16.7%	27.3%	12.6%	16.8%	17.4%	15.0%
Dissatisfied	7.3%	4.1%	0.0%	8.1%	6.1%	7.7%	7.8%	6.0%	9.1%	8.3%	5.8%	8.7%	7.0%
Very Dissatisfied	1.5%	2.1%	0.0%	2.1%	1.3%	0.0%	1.5%	1.5%	9.1%	1.8%	1.5%	0.0%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11b. Number of walking/biking trails</u>													
Very Satisfied	30.7%	25.5%	40.0%	31.3%	29.9%	20.8%	30.8%	29.8%	20.0%	29.0%	30.9%	42.9%	30.3%
Satisfied	40.8%	36.2%	40.0%	39.4%	40.5%	58.3%	39.0%	42.3%	30.0%	39.6%	41.5%	28.6%	40.4%
Neutral	18.1%	31.9%	0.0%	17.1%	20.8%	16.7%	19.0%	19.3%	20.0%	20.0%	18.6%	14.3%	19.1%
Dissatisfied	8.0%	5.3%	20.0%	9.4%	6.8%	4.2%	9.0%	6.2%	20.0%	8.6%	7.0%	14.3%	7.8%
Very Dissatisfied	2.4%	1.1%	0.0%	2.9%	1.9%	0.0%	2.1%	2.4%	10.0%	2.8%	2.0%	0.0%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11c. Appearance of park grounds in Austin</u>													
Very Satisfied	24.0%	21.5%	25.0%	24.7%	22.6%	37.5%	25.6%	21.7%	20.0%	24.6%	22.5%	40.9%	23.8%
Satisfied	47.4%	54.2%	50.0%	44.4%	50.9%	41.7%	44.3%	52.6%	30.0%	45.9%	50.3%	31.8%	48.0%
Neutral	19.6%	20.6%	25.0%	19.9%	19.8%	12.5%	20.1%	18.9%	40.0%	18.9%	20.1%	27.3%	19.7%
Dissatisfied	6.9%	1.9%	0.0%	8.3%	4.9%	8.3%	7.6%	5.1%	0.0%	8.1%	5.2%	0.0%	6.4%
Very Dissatisfied	2.2%	1.9%	0.0%	2.7%	1.8%	0.0%	2.4%	1.7%	10.0%	2.6%	1.9%	0.0%	2.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>													
Very Satisfied	26.0%	20.7%	16.7%	26.4%	24.8%	26.9%	27.5%	23.2%	18.2%	26.0%	24.7%	34.8%	25.5%
Satisfied	45.2%	51.2%	50.0%	45.6%	46.1%	38.5%	44.0%	48.4%	27.3%	44.7%	47.5%	26.1%	45.7%
Neutral	22.2%	20.7%	33.3%	19.9%	23.4%	34.6%	22.6%	21.2%	36.4%	21.5%	22.4%	30.4%	22.1%
Dissatisfied	5.0%	4.9%	0.0%	5.9%	4.5%	0.0%	4.7%	5.3%	9.1%	6.1%	4.0%	4.3%	5.0%
Very Dissatisfied	1.5%	2.4%	0.0%	2.2%	1.2%	0.0%	1.2%	2.0%	9.1%	1.6%	1.5%	4.3%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11e. Quality of youth athletic programs offered by the City</u>													
Very Satisfied	17.8%	17.5%	20.0%	16.9%	18.9%	7.7%	18.6%	16.8%	11.1%	17.4%	18.1%	20.0%	17.8%
Satisfied	38.0%	42.1%	40.0%	39.1%	37.8%	38.5%	37.9%	39.2%	33.3%	36.8%	40.6%	30.0%	38.4%
Neutral	32.3%	31.6%	0.0%	32.2%	32.2%	23.1%	31.3%	33.3%	22.2%	32.2%	32.2%	20.0%	32.0%
Dissatisfied	9.4%	7.0%	40.0%	8.5%	9.7%	23.1%	9.3%	8.8%	33.3%	10.3%	7.7%	30.0%	9.4%
Very Dissatisfied	2.5%	1.8%	0.0%	3.3%	1.5%	7.7%	2.9%	1.8%	0.0%	3.4%	1.3%	0.0%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11f. Quality of adult athletic programs offered by the City</u>													
Very Satisfied	15.1%	16.1%	66.7%	13.1%	17.6%	14.3%	15.7%	14.7%	25.0%	15.3%	15.3%	22.2%	15.4%
Satisfied	35.3%	44.6%	33.3%	36.6%	35.6%	35.7%	35.4%	36.9%	37.5%	36.5%	35.7%	33.3%	36.1%
Neutral	37.1%	28.6%	0.0%	36.9%	35.9%	28.6%	36.7%	35.8%	25.0%	34.8%	38.3%	22.2%	36.2%
Dissatisfied	9.5%	8.9%	0.0%	9.2%	9.4%	14.3%	8.9%	10.0%	12.5%	10.0%	8.3%	22.2%	9.4%
Very Dissatisfied	3.0%	1.8%	0.0%	4.1%	1.5%	7.1%	3.1%	2.5%	0.0%	3.3%	2.3%	0.0%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11g. Quality of outdoor athletic fields</u>													
Very Satisfied	16.1%	19.4%	50.0%	15.8%	17.0%	21.1%	16.1%	17.0%	22.2%	16.7%	16.0%	28.6%	16.5%
Satisfied	44.9%	36.1%	25.0%	44.1%	44.7%	31.6%	45.1%	43.3%	22.2%	43.1%	45.2%	42.9%	44.1%
Neutral	30.6%	40.3%	25.0%	32.0%	30.8%	31.6%	31.2%	31.9%	22.2%	30.5%	32.6%	21.4%	31.4%
Dissatisfied	6.5%	1.4%	0.0%	6.4%	5.7%	10.5%	5.9%	6.3%	11.1%	7.7%	4.5%	7.1%	6.1%
Very Dissatisfied	1.8%	2.8%	0.0%	1.7%	1.9%	5.3%	1.8%	1.6%	22.2%	2.0%	1.8%	0.0%	1.9%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11h. Safety in City parks and park facilities</u>													
Very Satisfied	15.4%	13.9%	40.0%	16.8%	14.3%	16.7%	16.7%	13.7%	20.0%	16.1%	14.6%	22.7%	15.4%
Satisfied	45.1%	40.5%	40.0%	45.3%	44.4%	45.8%	44.7%	45.5%	20.0%	42.7%	46.4%	50.0%	44.8%
Neutral	28.9%	36.7%	20.0%	28.3%	30.4%	29.2%	28.3%	30.4%	50.0%	29.4%	29.7%	22.7%	29.4%
Dissatisfied	8.9%	3.8%	0.0%	8.6%	8.4%	8.3%	8.7%	8.5%	0.0%	9.7%	7.6%	4.5%	8.5%
Very Dissatisfied	1.6%	5.1%	0.0%	1.0%	2.5%	0.0%	1.6%	1.9%	10.0%	2.0%	1.7%	0.0%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11i. Overall satisfaction with City swimming pools</u>													
Very Satisfied	18.2%	13.8%	40.0%	18.3%	17.1%	31.8%	20.1%	13.2%	37.5%	17.8%	17.6%	30.0%	18.0%
Satisfied	40.8%	38.5%	40.0%	44.4%	37.1%	40.9%	44.3%	33.6%	25.0%	42.7%	38.1%	50.0%	40.6%
Neutral	26.9%	29.2%	20.0%	22.2%	32.3%	13.6%	21.5%	38.6%	25.0%	23.2%	31.7%	10.0%	27.0%
Dissatisfied	10.7%	10.8%	0.0%	11.5%	10.1%	4.5%	10.7%	10.7%	0.0%	12.0%	9.5%	5.0%	10.6%
Very Dissatisfied	3.4%	7.7%	0.0%	3.7%	3.5%	9.1%	3.5%	3.9%	12.5%	4.2%	3.1%	5.0%	3.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11j. Satisfaction with aquatic programs</u>													
Very Satisfied	16.9%	11.3%	25.0%	16.3%	16.5%	20.0%	18.9%	12.1%	14.3%	17.1%	15.7%	16.7%	16.5%
Satisfied	37.4%	32.1%	50.0%	40.4%	34.5%	25.0%	39.3%	32.8%	42.9%	37.4%	36.5%	41.7%	37.1%
Neutral	34.8%	41.5%	25.0%	31.9%	38.5%	40.0%	31.3%	43.5%	14.3%	33.1%	38.1%	25.0%	35.3%
Dissatisfied	7.8%	9.4%	0.0%	8.1%	7.8%	5.0%	7.4%	8.6%	14.3%	8.6%	7.1%	8.3%	7.9%
Very Dissatisfied	3.1%	5.7%	0.0%	3.3%	2.8%	10.0%	3.2%	3.0%	14.3%	3.7%	2.6%	8.3%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>													
Very Satisfied	14.9%	9.0%	20.0%	14.9%	14.5%	10.0%	16.1%	12.6%	10.0%	15.2%	13.9%	15.8%	14.6%
Satisfied	44.7%	50.7%	40.0%	45.7%	45.1%	30.0%	45.0%	45.1%	50.0%	44.9%	45.4%	42.1%	45.1%
Neutral	29.8%	35.8%	20.0%	29.5%	30.3%	40.0%	28.4%	32.4%	30.0%	28.9%	31.3%	31.6%	30.1%
Dissatisfied	9.2%	3.0%	0.0%	8.3%	8.9%	15.0%	8.7%	9.0%	0.0%	9.8%	7.9%	5.3%	8.7%
Very Dissatisfied	1.4%	1.5%	20.0%	1.5%	1.3%	5.0%	1.7%	0.9%	10.0%	1.2%	1.5%	5.3%	1.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>													
Number of City parks	28.3%	10.9%	7.7%	31.9%	22.1%	21.2%	29.9%	21.9%	22.2%	26.3%	26.0%	17.9%	26.0%
Number of walking/biking trails	21.2%	9.0%	0.0%	23.2%	17.2%	12.1%	20.7%	18.4%	11.1%	17.9%	20.5%	21.4%	19.4%
Appearance of park grounds in Austin	20.3%	9.6%	15.4%	18.0%	19.8%	12.1%	18.9%	19.1%	11.1%	17.7%	20.1%	10.7%	18.9%
Quality of parks & recreation programs offered by the Austin Parks Department	23.1%	16.0%	7.7%	24.8%	20.1%	24.2%	25.2%	18.4%	33.3%	24.8%	19.4%	39.3%	22.1%
Quality of youth athletic programs offered by the City	15.5%	10.9%	7.7%	18.2%	12.7%	12.1%	16.0%	14.1%	0.0%	18.8%	12.4%	3.6%	14.8%
Quality of adult athletic programs offered by the City	5.6%	3.8%	7.7%	6.3%	4.8%	6.1%	5.5%	5.3%	5.6%	6.9%	4.2%	7.1%	5.4%
Quality of outdoor athletic fields	5.1%	3.2%	0.0%	4.2%	5.5%	0.0%	4.1%	5.8%	0.0%	4.6%	5.2%	0.0%	4.8%
Safety in City parks & park facilities	35.7%	21.8%	7.7%	33.9%	34.0%	24.2%	35.8%	32.0%	16.7%	33.0%	34.2%	35.7%	33.7%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program/event?			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>													
Overall satisfaction with City swimming pools	12.9%	9.6%	7.7%	16.8%	9.6%	12.1%	18.0%	6.8%	5.6%	15.5%	10.4%	7.1%	12.5%
Satisfaction with aquatic programs	3.3%	3.8%	0.0%	3.4%	3.3%	3.0%	3.1%	3.6%	0.0%	3.5%	3.4%	0.0%	3.3%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	14.1%	7.7%	0.0%	13.3%	13.4%	6.1%	14.7%	11.9%	0.0%	14.6%	12.2%	10.7%	13.2%
Cleanliness of library facilities	4.6%	5.8%	7.7%	3.4%	5.9%	0.0%	4.4%	5.3%	0.0%	5.6%	4.4%	0.0%	4.8%
Library programs	17.7%	19.9%	7.7%	18.4%	17.3%	21.2%	18.5%	17.4%	11.1%	18.4%	17.6%	14.3%	17.9%
Materials at libraries	16.4%	14.7%	15.4%	16.2%	16.3%	15.2%	16.7%	15.8%	11.1%	16.1%	16.2%	17.9%	16.2%
Library hours	12.0%	10.3%	7.7%	13.3%	10.8%	9.1%	13.8%	9.8%	5.6%	13.8%	10.3%	10.7%	11.7%
None chosen	20.8%	62.8%	92.3%	17.6%	32.1%	45.5%	17.2%	35.5%	72.2%	23.6%	28.3%	46.4%	26.7%

Question 17C cross-tabbed by 2B, 3, 11L-O, 12 and 15C

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Q2b. Overall quality of City libraries</u>			
Very Satisfied	28.8%	19.3%	16.7%	26.9%
Satisfied	45.1%	42.1%	58.3%	44.7%
Neutral	17.7%	34.7%	25.0%	21.0%
Dissatisfied	6.0%	3.5%	0.0%	5.4%
Very Dissatisfied	2.4%	0.5%	0.0%	2.0%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>			
Overall quality of parks & recreation programs & facilities	20.0%	18.2%	10.5%	19.4%
Overall quality of City libraries	12.4%	3.6%	5.3%	9.8%
Overall quality of public safety services	49.3%	53.5%	36.8%	50.3%
Overall quality of municipal court services	3.8%	6.2%	0.0%	4.4%
Overall quality of the Austin- Bergstrom International Airport	5.7%	9.2%	5.3%	6.7%
Overall quality of drinking water provided by Austin Water Utility	37.3%	36.1%	26.3%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.3%	9.0%	15.8%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	25.8%	25.5%	15.8%	25.6%
Overall maintenance of City streets & sidewalks	26.9%	31.1%	15.8%	27.9%
Overall management of stormwater runoff	3.2%	3.4%	0.0%	3.2%
Overall effectiveness of communication by the City of Austin	6.3%	6.7%	10.5%	6.5%
Overall quality of health & human services provided by the City	20.5%	14.0%	21.1%	18.7%
Overall quality of planning, development review, permitting and inspection services	19.9%	21.0%	21.1%	20.2%
Animal Services	6.0%	6.2%	5.3%	6.0%
None chosen	17.8%	18.8%	42.1%	18.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			<u>Total</u>
			Don't	
	<u>Yes</u>	<u>No</u>	<u>know</u>	

Q11. Cleanliness of library facilities

Very Satisfied	34.7%	18.9%	20.0%	32.0%
Satisfied	45.3%	45.9%	50.0%	45.5%
Neutral	16.0%	32.1%	30.0%	18.7%
Dissatisfied	3.1%	3.1%	0.0%	3.1%
Very Dissatisfied	0.8%	0.0%	0.0%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11m. Library programs</u>				
Very Satisfied	32.1%	16.3%	12.5%	29.5%
Satisfied	42.4%	43.7%	50.0%	42.6%
Neutral	19.3%	37.0%	37.5%	22.1%
Dissatisfied	5.3%	3.0%	0.0%	4.9%
Very Dissatisfied	0.9%	0.0%	0.0%	0.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11n. Materials at libraries</u>				
Very Satisfied	28.9%	14.7%	44.4%	26.9%
Satisfied	44.3%	44.8%	22.2%	44.1%
Neutral	19.4%	36.4%	33.3%	22.1%
Dissatisfied	5.9%	4.2%	0.0%	5.6%
Very Dissatisfied	1.6%	0.0%	0.0%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11o. Library hours</u>				
Very Satisfied	21.9%	13.4%	22.2%	20.6%
Satisfied	38.7%	46.5%	22.2%	39.7%
Neutral	23.3%	33.1%	44.4%	25.0%
Dissatisfied	12.7%	6.3%	11.1%	11.7%
Very Dissatisfied	3.4%	0.7%	0.0%	3.0%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Number of City parks	25.1%	28.3%	21.1%	26.0%
Number of walking/biking trails	19.0%	21.3%	5.3%	19.4%
Appearance of park grounds in Austin	16.4%	25.5%	10.5%	18.9%
Quality of parks & recreation programs offered by the Austin Parks Department	21.7%	23.0%	21.1%	22.1%
Quality of youth athletic programs offered by the City	15.8%	12.6%	10.5%	14.8%
Quality of adult athletic programs offered by the City	5.7%	4.2%	15.8%	5.4%
Quality of outdoor athletic fields	4.5%	5.9%	0.0%	4.8%
Safety in City parks & park facilities	32.1%	38.1%	26.3%	33.7%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall satisfaction with City swimming pools	14.5%	7.6%	10.5%	12.5%
Satisfaction with aquatic programs	3.4%	3.4%	0.0%	3.3%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	12.6%	15.4%	0.0%	13.2%
Cleanliness of library facilities	5.8%	2.5%	0.0%	4.8%
Library programs	21.0%	10.6%	5.3%	17.9%
Materials at libraries	20.8%	5.3%	5.3%	16.2%
Library hours	15.0%	3.9%	5.3%	11.7%
None chosen	22.4%	35.0%	73.7%	26.7%

Q15. Customer Service (Without "Don't Know")

N=1260	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q15c. Helpfulness of library staff</u>				
Very Satisfied	48.8%	20.5%	37.5%	44.8%
Satisfied	38.2%	38.6%	37.5%	38.3%
Neutral	10.3%	38.6%	25.0%	14.3%
Dissatisfied	1.8%	1.6%	0.0%	1.7%
Very Dissatisfied	0.9%	0.8%	0.0%	0.9%

Question 17F cross-tabbed by 2D, 3, and 16H

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q17f. Have you had contact with the City of Austin Municipal Court?			Total
Yes	No	Don't know	

Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)

Very Satisfied	14.6%	16.7%	12.5%	15.8%
Satisfied	35.5%	35.8%	56.3%	36.1%
Neutral	30.9%	34.5%	31.3%	33.0%
Dissatisfied	12.9%	9.5%	0.0%	10.7%
Very Dissatisfied	6.1%	3.6%	0.0%	4.5%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.3%	20.7%	11.8%	19.4%
Overall quality of City libraries	8.8%	10.4%	8.8%	9.8%
Overall quality of public safety services	50.5%	50.4%	47.1%	50.3%
Overall quality of municipal court services	4.4%	4.5%	2.9%	4.4%
Overall quality of the Austin-Bergstrom International Airport	7.3%	6.5%	2.9%	6.7%
Overall quality of drinking water provided by Austin Water Utility	40.2%	35.4%	29.4%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.3%	8.8%	5.9%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	23.2%	26.8%	23.5%	25.6%
Overall maintenance of City streets & sidewalks	31.7%	26.1%	26.5%	27.9%
Overall management of stormwater runoff	2.2%	3.8%	0.0%	3.2%
Overall effectiveness of communication by the City of Austin	7.3%	6.1%	5.9%	6.5%
Overall quality of health & human services provided by the City	19.3%	18.5%	14.7%	18.7%
Overall quality of planning, development review, permitting and inspection services	22.7%	18.5%	32.4%	20.2%
Animal Services	5.9%	6.3%	2.9%	6.0%
None chosen	15.9%	19.1%	32.4%	18.4%

Q16. Other City Services (Without "Don't Know")

N=1260

Q17f. Have you had contact with the City of Austin Municipal Court?			Total
Yes	No	Don't know	

Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	22.5%	20.2%	25.0%	21.1%
Satisfied	34.5%	37.7%	40.0%	36.6%
Neutral	26.2%	27.2%	20.0%	26.7%
Dissatisfied	9.7%	8.9%	10.0%	9.2%
Very Dissatisfied	7.1%	5.9%	5.0%	6.3%

Question 17G cross-tabbed by 1G, 2M, 3, 5H, 6, 13H-J, 14, 15F, 16E and 16G

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q1g. How well the City of Austin is planning growth</u>				
Very Satisfied	5.1%	9.6%	18.8%	8.5%
Satisfied	16.7%	22.3%	18.8%	20.6%
Neutral	24.1%	26.2%	18.8%	25.5%
Dissatisfied	26.5%	24.6%	21.9%	25.1%
Very Dissatisfied	27.7%	17.2%	21.9%	20.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q2m. Overall quality of planning, development review, permitting and inspection services

Very Satisfied	3.8%	10.0%	9.4%	8.1%
Satisfied	14.9%	25.5%	18.8%	22.1%
Neutral	27.0%	32.8%	25.0%	30.7%
Dissatisfied	24.8%	18.3%	28.1%	20.6%
Very Dissatisfied	29.5%	13.3%	18.8%	18.5%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.7%	20.6%	7.3%	19.4%
Overall quality of City libraries	10.3%	9.9%	4.9%	9.8%
Overall quality of public safety services	52.9%	49.7%	43.9%	50.3%
Overall quality of municipal court services	4.6%	4.4%	4.9%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.9%	6.9%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	38.6%	36.6%	26.8%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.9%	8.6%	4.9%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.9%	25.2%	22.0%	25.6%
Overall maintenance of City streets & sidewalks	30.6%	27.4%	17.1%	27.9%
Overall management of stormwater runoff	2.9%	3.3%	2.4%	3.2%
Overall effectiveness of communication by the City of Austin	7.7%	5.9%	7.3%	6.5%
Overall quality of health & human services provided by the City	18.3%	18.5%	22.0%	18.7%
Overall quality of planning, development review, permitting and inspection services	25.1%	17.7%	31.7%	20.2%
Animal Services	4.3%	6.9%	2.4%	6.0%
None chosen	13.7%	19.1%	41.5%	18.4%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	5.1%	12.5%	3.6%	9.9%
Satisfied	21.5%	31.1%	42.9%	28.6%
Neutral	35.4%	40.2%	35.7%	38.6%
Dissatisfied	24.1%	11.5%	10.7%	15.3%
Very Dissatisfied	13.9%	4.7%	7.1%	7.6%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>			
Condition of major City streets	49.1%	52.1%	53.7%	51.3%
Condition of streets in your neighborhood	28.6%	26.6%	17.1%	26.8%
Condition of sidewalks in your neighborhood	18.0%	17.5%	9.8%	17.4%
Timing of traffic signals on City streets	26.6%	26.5%	29.3%	26.7%
Traffic flow on major City streets	53.4%	52.4%	43.9%	52.5%
Pedestrian accessibility	25.4%	25.8%	19.5%	25.5%
Bicycle accessibility	17.7%	19.1%	14.6%	18.6%
Enforcement of local codes & ordinances	26.9%	16.9%	22.0%	19.8%
None chosen	16.0%	21.2%	36.6%	20.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q13h. Cleanliness of City streets and public areas

Very Satisfied	17.5%	24.1%	11.8%	22.0%
Satisfied	46.5%	47.0%	58.8%	47.1%
Neutral	22.8%	21.8%	17.6%	21.9%
Dissatisfied	9.1%	5.0%	8.8%	6.2%
Very Dissatisfied	4.1%	2.1%	2.9%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q13i. Cleanliness of your neighborhood

Very Satisfied	22.3%	32.1%	34.3%	29.5%
Satisfied	40.8%	44.2%	40.0%	43.1%
Neutral	19.9%	14.1%	17.1%	15.8%
Dissatisfied	10.9%	7.1%	5.7%	8.1%
Very Dissatisfied	6.2%	2.4%	2.9%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Very Satisfied	11.2%	17.5%	14.8%	15.5%
Satisfied	29.1%	34.4%	44.4%	33.0%
Neutral	26.5%	27.9%	29.6%	27.5%
Dissatisfied	17.9%	13.8%	7.4%	14.9%
Very Dissatisfied	15.3%	6.5%	3.7%	9.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	46.0%	38.1%	51.2%	40.7%
Quality of residential yard waste collection	7.1%	9.1%	7.3%	8.5%
Quality of residential curbside recycling services	19.1%	17.6%	14.6%	17.9%
Household hazardous waste disposal service	11.4%	11.8%	7.3%	11.5%
Bulky item pick-up/removal services	10.3%	9.4%	7.3%	9.6%
Reliability of your electric service	39.1%	34.8%	34.1%	36.0%
Safety of your drinking water	51.4%	49.8%	46.3%	50.1%
Cleanliness of City streets & public areas	25.1%	24.2%	12.2%	24.0%
Cleanliness of your neighborhood	14.3%	16.6%	12.2%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	31.1%	22.4%	9.8%	24.5%
None chosen	14.6%	24.2%	43.9%	22.2%

Q15. Customer Service (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q15f. Review services for residential and commercial building plans

Very Satisfied	8.3%	14.1%	9.5%	11.9%
Satisfied	15.2%	26.9%	14.3%	22.3%
Neutral	33.0%	35.6%	38.1%	34.8%
Dissatisfied	20.9%	13.1%	9.5%	15.8%
Very Dissatisfied	22.6%	10.3%	28.6%	15.3%

Q16. Other City Services (Without "Don't Know")

N=1260	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q16e. Food Safety Inspection program</u>				
Very Satisfied	12.8%	18.2%	10.5%	16.5%
Satisfied	32.6%	38.4%	47.4%	36.8%
Neutral	39.0%	34.7%	26.3%	35.7%
Dissatisfied	7.8%	5.9%	15.8%	6.7%
Very Dissatisfied	7.8%	2.9%	0.0%	4.3%

Q16. Other City Services (Without "Don't Know")

N=1260

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q16g. Accessibility of municipal court services

Very Satisfied	6.7%	14.2%	9.5%	11.7%
Satisfied	31.7%	39.1%	28.6%	36.6%
Neutral	40.8%	37.2%	38.1%	38.3%
Dissatisfied	13.3%	6.9%	19.0%	9.2%
Very Dissatisfied	7.5%	2.6%	4.8%	4.2%

Question 17H cross-tabbed by 2E, and 3

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17h. Have you visited the Austin-Bergstrom International Airport?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q2e. Overall quality of the Austin-Bergstrom International Airport

Very Satisfied	35.9%	26.6%	38.5%	34.7%
Satisfied	47.4%	46.2%	46.2%	47.2%
Neutral	12.0%	22.2%	7.7%	13.3%
Dissatisfied	3.1%	1.9%	7.7%	3.0%
Very Dissatisfied	1.7%	3.2%	0.0%	1.9%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	<hr/>			
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.9%	17.8%	6.3%	19.4%
Overall quality of City libraries	9.5%	11.2%	6.3%	9.8%
Overall quality of public safety services	51.6%	45.8%	37.5%	50.3%
Overall quality of municipal court services	4.2%	6.1%	0.0%	4.4%
Overall quality of the Austin- Bergstrom International Airport	7.0%	5.6%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	37.4%	35.0%	31.3%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.3%	9.3%	18.8%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.9%	19.2%	25.0%	25.6%
Overall maintenance of City streets & sidewalks	27.6%	29.9%	25.0%	27.9%
Overall management of stormwater runoff	2.8%	5.1%	0.0%	3.2%
Overall effectiveness of communication by the City of Austin	6.7%	5.6%	6.3%	6.5%
Overall quality of health & human services provided by the City	19.2%	16.8%	6.3%	18.7%
Overall quality of planning, development review, permitting and inspection services	20.8%	16.4%	31.3%	20.2%
Animal Services	5.9%	6.5%	6.3%	6.0%
None chosen	17.7%	19.2%	50.0%	18.4%

Question 17I cross-tabbed by 15A, 15B, 15D, and 15E

Q15. Customer Service (Without "Don't Know")

N=1260	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	23.1%	28.7%	15.8%	24.8%
Satisfied	46.0%	44.9%	47.4%	45.6%
Neutral	20.4%	19.6%	31.6%	20.4%
Dissatisfied	6.4%	3.7%	5.3%	5.5%
Very Dissatisfied	4.1%	3.1%	0.0%	3.7%

Q15. Customer Service (Without "Don't Know")

N=1260	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15b. Water and wastewater utility customer service</u>				
Very Satisfied	21.6%	28.8%	22.2%	23.9%
Satisfied	46.1%	43.8%	38.9%	45.2%
Neutral	22.7%	20.9%	27.8%	22.2%
Dissatisfied	6.3%	3.4%	11.1%	5.5%
Very Dissatisfied	3.4%	3.1%	0.0%	3.2%

Q15. Customer Service (Without "Don't Know")

N=1260	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>				
Very Satisfied	20.2%	24.9%	23.5%	21.8%
Satisfied	47.0%	45.1%	47.1%	46.4%
Neutral	23.4%	23.0%	29.4%	23.3%
Dissatisfied	6.9%	6.2%	0.0%	6.5%
Very Dissatisfied	2.6%	0.8%	0.0%	2.0%

Q15. Customer Service (Without "Don't Know")

N=1260	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>				
Very Satisfied	40.3%	27.2%	9.1%	37.4%
Satisfied	39.6%	42.9%	63.6%	40.5%
Neutral	13.8%	25.0%	27.3%	16.1%
Dissatisfied	4.9%	3.8%	0.0%	4.6%
Very Dissatisfied	1.5%	1.1%	0.0%	1.4%

Question 17J cross-tabbed by 2C, 3, 4A-E, 7A-G, 8, 9A, and 15D

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	29.5%	23.5%	33.3%	26.3%
Satisfied	43.6%	47.2%	38.1%	45.5%
Neutral	15.2%	18.7%	9.5%	17.0%
Dissatisfied	7.3%	7.4%	9.5%	7.4%
Very Dissatisfied	4.3%	3.2%	9.5%	3.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.4%	19.5%	12.5%	19.4%
Overall quality of City libraries	10.1%	9.6%	12.5%	9.8%
Overall quality of public safety services	50.1%	50.9%	37.5%	50.3%
Overall quality of municipal court services	4.2%	4.8%	0.0%	4.4%
Overall quality of the Austin-Bergstrom International Airport	5.9%	7.5%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	36.5%	37.2%	33.3%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	9.0%	8.2%	8.3%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.2%	25.2%	20.8%	25.6%
Overall maintenance of City streets & sidewalks	29.9%	26.5%	25.0%	27.9%
Overall management of stormwater runoff	4.0%	2.5%	4.2%	3.2%
Overall effectiveness of communication by the City of Austin	6.6%	6.5%	4.2%	6.5%
Overall quality of health & human services provided by the City	20.6%	17.4%	12.5%	18.7%
Overall quality of planning, development review, permitting and inspection services	21.8%	18.8%	25.0%	20.2%
Animal Services	5.7%	6.4%	4.2%	6.0%
None chosen	13.9%	20.7%	54.2%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>				
Strongly Agree	49.0%	55.9%	45.5%	52.7%
Agree	36.6%	36.1%	45.5%	36.5%
Neutral	7.6%	4.9%	4.5%	6.1%
Disagree	3.9%	1.9%	4.5%	2.8%
Strongly Disagree	3.0%	1.2%	0.0%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4b. I feel safe in my neighborhood at night</u>				
Strongly Agree	27.3%	36.0%	47.6%	32.4%
Agree	38.1%	39.8%	33.3%	38.9%
Neutral	16.5%	13.9%	9.5%	15.0%
Disagree	11.2%	7.7%	0.0%	9.1%
Strongly Disagree	6.9%	2.6%	9.5%	4.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4c. I feel safe in City parks</u>				
Strongly Agree	19.4%	21.4%	22.2%	20.5%
Agree	40.7%	44.8%	44.4%	43.0%
Neutral	27.5%	24.8%	16.7%	25.9%
Disagree	8.3%	6.7%	11.1%	7.5%
Strongly Disagree	4.2%	2.3%	5.6%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4d. I feel safe walking alone downtown during the day</u>				
Strongly Agree	38.4%	38.8%	35.0%	38.6%
Agree	42.5%	41.0%	45.0%	41.7%
Neutral	10.0%	13.7%	10.0%	12.0%
Disagree	6.1%	4.4%	5.0%	5.1%
Strongly Disagree	2.9%	2.2%	5.0%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4e. I feel safe walking alone downtown at night</u>				
Strongly Agree	8.4%	10.5%	5.0%	9.5%
Agree	24.0%	20.8%	20.0%	22.2%
Neutral	23.0%	30.5%	25.0%	27.1%
Disagree	28.7%	25.8%	30.0%	27.2%
Strongly Disagree	16.0%	12.3%	20.0%	14.1%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7a. Overall quality of police services</u>				
Very Satisfied	26.3%	22.3%	20.0%	24.0%
Satisfied	43.0%	45.2%	55.0%	44.4%
Neutral	19.0%	20.1%	20.0%	19.6%
Dissatisfied	6.3%	8.3%	5.0%	7.3%
Very Dissatisfied	5.3%	4.1%	0.0%	4.6%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7b. Speed of emergency police response</u>				
Very Satisfied	27.2%	26.7%	28.6%	27.0%
Satisfied	43.3%	40.9%	28.6%	41.9%
Neutral	17.9%	22.8%	7.1%	20.2%
Dissatisfied	7.2%	6.1%	28.6%	7.0%
Very Dissatisfied	4.3%	3.5%	7.1%	3.9%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7c. Enforcement of local traffic laws</u>				
Very Satisfied	16.9%	15.3%	5.6%	15.8%
Satisfied	39.0%	40.0%	50.0%	39.7%
Neutral	27.1%	29.0%	22.2%	28.0%
Dissatisfied	11.6%	11.0%	11.1%	11.3%
Very Dissatisfied	5.5%	4.7%	11.1%	5.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7d. Overall quality of fire services</u>				
Very Satisfied	44.7%	40.3%	43.8%	42.4%
Satisfied	43.6%	45.2%	37.5%	44.4%
Neutral	10.7%	12.8%	18.8%	12.0%
Dissatisfied	0.7%	0.9%	0.0%	0.8%
Very Dissatisfied	0.2%	0.8%	0.0%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7e. Timeliness of Fire response to emergency location</u>				
Very Satisfied	47.2%	41.7%	35.7%	44.1%
Satisfied	39.4%	42.1%	57.1%	41.1%
Neutral	12.7%	14.5%	7.1%	13.6%
Dissatisfied	0.7%	0.8%	0.0%	0.8%
Very Dissatisfied	0.0%	0.8%	0.0%	0.4%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7f. Medical assistance provided by EMS</u>				
Very Satisfied	49.4%	41.9%	31.3%	45.2%
Satisfied	38.5%	44.1%	43.8%	41.5%
Neutral	10.3%	12.2%	12.5%	11.3%
Dissatisfied	0.7%	0.8%	0.0%	0.7%
Very Dissatisfied	1.1%	1.0%	12.5%	1.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	47.6%	42.1%	28.6%	44.5%
Satisfied	40.1%	41.9%	42.9%	41.1%
Neutral	10.5%	13.8%	14.3%	12.3%
Dissatisfied	1.4%	1.0%	7.1%	1.3%
Very Dissatisfied	0.5%	1.0%	7.1%	0.9%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	41.7%	44.7%	33.3%	43.2%
Speed of emergency police response	31.9%	25.8%	37.5%	28.7%
Enforcement of local traffic laws	10.8%	7.7%	12.5%	9.1%
Overall quality of fire services	20.7%	25.9%	12.5%	23.4%
Timeliness of Fire response to emergency location	20.2%	19.4%	16.7%	19.7%
Medical assistance provided by EMS	20.9%	20.1%	37.5%	20.8%
Timeliness of EMS response to emergency location	22.6%	20.3%	16.7%	21.2%
None chosen	15.4%	17.9%	20.8%	16.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	15.7%	16.6%	26.7%	16.4%
Satisfied	43.4%	44.0%	40.0%	43.7%
Neutral	29.3%	30.7%	13.3%	29.7%
Dissatisfied	8.2%	6.3%	13.3%	7.3%
Very Dissatisfied	3.3%	2.3%	6.7%	2.9%

Q15. Customer Service (Without "Don't Know")

N=1260	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>				
Very Satisfied	23.7%	20.3%	20.0%	21.8%
Satisfied	46.2%	46.7%	40.0%	46.4%
Neutral	20.9%	25.1%	33.3%	23.3%
Dissatisfied	7.0%	6.1%	6.7%	6.5%
Very Dissatisfied	2.2%	1.8%	0.0%	2.0%

Question 17K cross-tabbed by 2C, 3, 4A-E, 5H, 7A-C, 8, and 13J

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	28.2%	23.9%	23.8%	26.3%
Satisfied	41.9%	50.4%	38.1%	45.5%
Neutral	16.7%	17.5%	14.3%	17.0%
Dissatisfied	8.8%	5.4%	9.5%	7.4%
Very Dissatisfied	4.3%	2.7%	14.3%	3.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.8%	19.3%	8.3%	19.4%
Overall quality of City libraries	9.2%	10.7%	8.3%	9.8%
Overall quality of public safety services	51.7%	48.9%	41.7%	50.3%
Overall quality of municipal court services	3.8%	5.3%	4.2%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.1%	7.7%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	37.0%	36.9%	29.2%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.4%	8.8%	8.3%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.0%	25.2%	20.8%	25.6%
Overall maintenance of City streets & sidewalks	29.6%	26.1%	20.8%	27.9%
Overall management of stormwater runoff	3.6%	2.6%	4.2%	3.2%
Overall effectiveness of communication by the City of Austin	6.5%	6.4%	8.3%	6.5%
Overall quality of health & human services provided by the City	19.5%	17.5%	20.8%	18.7%
Overall quality of planning, development review, permitting and inspection services	22.1%	17.8%	20.8%	20.2%
Animal Services	6.9%	5.0%	4.2%	6.0%
None chosen	14.2%	22.6%	45.8%	18.4%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q17k. Have you had
contact with the Austin
Police Department?

			Total
Yes	No	Don't know	

Q4a. I feel safe in my neighborhood during the day

Strongly Agree	48.2%	58.7%	45.5%	52.7%
Agree	38.8%	33.1%	45.5%	36.5%
Neutral	6.6%	5.5%	4.5%	6.1%
Disagree	3.6%	1.7%	4.5%	2.8%
Strongly Disagree	2.8%	0.9%	0.0%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q17k. Have you had
contact with the Austin
Police Department?

			Total
Yes	No	Don't know	

Q4b. I feel safe in my neighborhood at night

Strongly Agree	28.3%	37.7%	33.3%	32.4%
Agree	37.8%	40.4%	38.1%	38.9%
Neutral	16.7%	12.8%	14.3%	15.0%
Disagree	10.5%	7.4%	4.8%	9.1%
Strongly Disagree	6.7%	1.7%	9.5%	4.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q17k. Have you had contact with the Austin Police Department?

			Total
Yes	No	Don't know	

Q4c. I feel safe in City parks

Strongly Agree	19.1%	22.3%	23.5%	20.5%
Agree	41.7%	44.6%	47.1%	43.0%
Neutral	26.9%	25.2%	5.9%	25.9%
Disagree	8.6%	5.8%	11.8%	7.5%
Strongly Disagree	3.7%	2.1%	11.8%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q17k. Have you had contact with the Austin Police Department?

			Total
Yes	No	Don't know	

Q4d. I feel safe walking alone downtown during the day

Strongly Agree	39.6%	37.3%	36.8%	38.6%
Agree	40.5%	43.1%	47.4%	41.7%
Neutral	11.4%	13.1%	5.3%	12.0%
Disagree	5.6%	4.4%	5.3%	5.1%
Strongly Disagree	2.9%	2.0%	5.3%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=1260

Q17k. Have you had contact with the Austin Police Department?

			Total
Yes	No	Don't know	

Q4e. I feel safe walking alone downtown at night

Strongly Agree	9.9%	9.3%	0.0%	9.5%
Agree	21.4%	23.5%	15.8%	22.2%
Neutral	25.3%	29.1%	36.8%	27.1%
Disagree	29.3%	24.4%	26.3%	27.2%
Strongly Disagree	14.1%	13.8%	21.1%	14.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=1260

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	9.9%	9.9%	13.3%	9.9%
Satisfied	25.5%	32.4%	40.0%	28.6%
Neutral	38.1%	40.0%	20.0%	38.6%
Dissatisfied	17.5%	12.3%	13.3%	15.3%
Very Dissatisfied	9.0%	5.4%	13.3%	7.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q17k. Have you had
contact with the Austin
Police Department?

			Total
Yes	No	Don't know	

Q7a. Overall quality of police services

Very Satisfied	24.0%	24.4%	15.0%	24.0%
Satisfied	42.1%	47.4%	50.0%	44.4%
Neutral	20.0%	19.1%	20.0%	19.6%
Dissatisfied	8.0%	6.1%	15.0%	7.3%
Very Dissatisfied	5.8%	3.0%	0.0%	4.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q17k. Have you had
contact with the Austin
Police Department?

			Total
Yes	No	Don't know	

Q7b. Speed of emergency police response

Very Satisfied	27.4%	26.7%	14.3%	27.0%
Satisfied	42.6%	41.1%	35.7%	41.9%
Neutral	18.5%	23.0%	14.3%	20.2%
Dissatisfied	7.4%	5.5%	28.6%	7.0%
Very Dissatisfied	4.0%	3.7%	7.1%	3.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q17k. Have you had
contact with the Austin
Police Department?

			Total
Yes	No	Don't know	

Q7c. Enforcement of local traffic laws

Very Satisfied	16.1%	16.0%	0.0%	15.8%
Satisfied	39.0%	40.8%	38.9%	39.7%
Neutral	26.4%	30.2%	27.8%	28.0%
Dissatisfied	12.7%	9.1%	16.7%	11.3%
Very Dissatisfied	5.8%	3.9%	16.7%	5.2%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	43.5%	43.0%	37.5%	43.2%
Speed of emergency police response	33.1%	23.2%	25.0%	28.7%
Enforcement of local traffic laws	9.7%	8.1%	16.7%	9.1%
Overall quality of fire services	22.0%	25.7%	12.5%	23.4%
Timeliness of Fire response to emergency location	21.8%	17.1%	16.7%	19.7%
Medical assistance provided by EMS	21.5%	19.5%	29.2%	20.8%
Timeliness of EMS response to emergency location	20.4%	22.2%	20.8%	21.2%
None chosen	13.2%	21.3%	25.0%	16.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Very Satisfied	15.5%	15.9%	0.0%	15.5%
Satisfied	28.7%	38.9%	40.0%	33.0%
Neutral	27.9%	26.7%	40.0%	27.5%
Dissatisfied	16.2%	12.9%	20.0%	14.9%
Very Dissatisfied	11.7%	5.5%	0.0%	9.0%

Question 17L cross-tabbed by 2C, 3, 7D-F, and 8

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17l. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	29.0%	24.9%	34.8%	26.3%
Satisfied	43.2%	46.8%	34.8%	45.5%
Neutral	14.8%	18.1%	13.0%	17.0%
Dissatisfied	7.8%	7.2%	8.7%	7.4%
Very Dissatisfied	5.3%	3.0%	8.7%	3.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	20.5%	19.1%	11.1%	19.4%
Overall quality of City libraries	9.6%	10.0%	7.4%	9.8%
Overall quality of public safety services	50.5%	50.4%	44.4%	50.3%
Overall quality of municipal court services	3.0%	5.1%	3.7%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.8%	6.8%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	38.5%	36.3%	29.6%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	9.0%	8.4%	7.4%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.5%	25.0%	29.6%	25.6%
Overall maintenance of City streets & sidewalks	33.1%	26.1%	18.5%	27.9%
Overall management of stormwater runoff	3.3%	3.1%	3.7%	3.2%
Overall effectiveness of communication by the City of Austin	5.7%	6.9%	3.7%	6.5%
Overall quality of health & human services provided by the City	18.6%	18.7%	18.5%	18.7%
Overall quality of planning, development review, permitting and inspection services	20.5%	20.0%	25.9%	20.2%
Animal Services	4.1%	6.8%	7.4%	6.0%
None chosen	14.5%	19.4%	40.7%	18.4%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q17i. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Q7d. Overall quality of fire services</u>				
Very Satisfied	45.5%	41.1%	29.4%	42.4%
Satisfied	44.6%	44.0%	52.9%	44.4%
Neutral	9.0%	13.4%	17.6%	12.0%
Dissatisfied	0.9%	0.8%	0.0%	0.8%
Very Dissatisfied	0.0%	0.8%	0.0%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q17i. Have you had
contact with the Austin
Fire Department?

			Total
Yes	No	Don't know	

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	51.2%	40.5%	31.3%	44.1%
Satisfied	38.2%	42.1%	62.5%	41.1%
Neutral	9.9%	15.8%	6.3%	13.6%
Dissatisfied	0.6%	0.9%	0.0%	0.8%
Very Dissatisfied	0.0%	0.7%	0.0%	0.4%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260

Q17i. Have you had
contact with the Austin
Fire Department?

			Total
Yes	No	Don't know	

Q7f. Medical assistance provided by EMS

Very Satisfied	52.3%	42.1%	26.3%	45.2%
Satisfied	37.8%	43.2%	47.4%	41.5%
Neutral	8.0%	12.8%	21.1%	11.3%
Dissatisfied	0.6%	0.8%	0.0%	0.7%
Very Dissatisfied	1.2%	1.1%	5.3%	1.2%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=1260	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	44.3%	42.9%	37.0%	43.2%
Speed of emergency police response	30.6%	27.9%	25.9%	28.7%
Enforcement of local traffic laws	12.6%	7.5%	14.8%	9.1%
Overall quality of fire services	22.1%	24.2%	14.8%	23.4%
Timeliness of Fire response to emergency location	21.9%	19.0%	11.1%	19.7%
Medical assistance provided by EMS	21.0%	20.1%	40.7%	20.8%
Timeliness of EMS response to emergency location	21.9%	20.9%	22.2%	21.2%
None chosen	11.7%	19.0%	18.5%	16.9%

Question 17M cross-tabbed by 2C, 3, 7F, and 7G

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	

Q2c. Overall quality of public safety services

Very Satisfied	29.5%	24.4%	31.8%	26.3%
Satisfied	41.7%	47.9%	36.4%	45.5%
Neutral	15.4%	18.0%	13.6%	17.0%
Dissatisfied	7.6%	7.1%	9.1%	7.4%
Very Dissatisfied	5.9%	2.6%	9.1%	3.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	<hr/>			
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.7%	19.6%	8.0%	19.4%
Overall quality of City libraries	8.4%	10.7%	8.0%	9.8%
Overall quality of public safety services	50.1%	50.7%	40.0%	50.3%
Overall quality of municipal court services	5.0%	4.2%	4.0%	4.4%
Overall quality of the Austin- Bergstrom International Airport	7.2%	6.6%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	38.4%	36.3%	32.0%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.2%	8.5%	16.0%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	27.1%	24.9%	24.0%	25.6%
Overall maintenance of City streets & sidewalks	33.3%	25.1%	28.0%	27.9%
Overall management of stormwater runoff	3.6%	2.9%	4.0%	3.2%
Overall effectiveness of communication by the City of Austin	6.7%	6.4%	4.0%	6.5%
Overall quality of health & human services provided by the City	19.7%	18.3%	12.0%	18.7%
Overall quality of planning, development review, permitting and inspection services	18.2%	21.1%	28.0%	20.2%
Animal Services	6.7%	5.6%	8.0%	6.0%
None chosen	13.9%	20.1%	40.0%	18.4%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7f. Medical assistance provided by EMS</u>				
Very Satisfied	53.9%	39.2%	35.3%	45.2%
Satisfied	37.5%	44.3%	47.1%	41.5%
Neutral	6.1%	15.0%	11.8%	11.3%
Dissatisfied	1.3%	0.4%	0.0%	0.7%
Very Dissatisfied	1.3%	1.1%	5.9%	1.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=1260	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	51.7%	39.4%	40.0%	44.5%
Satisfied	38.8%	43.0%	40.0%	41.1%
Neutral	7.2%	15.8%	13.3%	12.3%
Dissatisfied	1.6%	1.1%	0.0%	1.3%
Very Dissatisfied	0.8%	0.8%	6.7%	0.9%

Question 17N cross-tabbed by 1E, 2H, 3, 9C, 13F, 14, and 15A

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	<hr/>			<hr/>
	Yes	No	Don't know	

Q1e. Overall value that you receive for your City tax dollars & fees

Very Satisfied	10.8%	6.9%	46.7%	11.0%
Satisfied	32.4%	37.9%	0.0%	32.4%
Neutral	29.6%	32.2%	26.7%	29.8%
Dissatisfied	18.3%	14.9%	0.0%	17.8%
Very Dissatisfied	8.8%	8.0%	26.7%	9.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	<hr/>			<hr/>
	Yes	No	Don't know	

Q2h. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	23.9%	25.9%	36.8%	24.2%
Satisfied	42.1%	32.8%	31.6%	41.5%
Neutral	19.6%	29.3%	15.8%	20.0%
Dissatisfied	9.0%	10.3%	5.3%	9.0%
Very Dissatisfied	5.3%	1.7%	10.5%	5.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.4%	19.8%	14.3%	19.4%
Overall quality of City libraries	9.4%	14.3%	14.3%	9.8%
Overall quality of public safety services	50.4%	54.9%	23.8%	50.3%
Overall quality of municipal court services	4.6%	2.2%	4.8%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.5%	9.9%	0.0%	6.7%
Overall quality of drinking water provided by Austin Water Utility	36.5%	42.9%	28.6%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.7%	7.7%	4.8%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	27.2%	8.8%	9.5%	25.6%
Overall maintenance of City streets & sidewalks	28.0%	26.4%	33.3%	27.9%
Overall management of stormwater runoff	3.3%	1.1%	4.8%	3.2%
Overall effectiveness of communication by the City of Austin	6.5%	7.7%	0.0%	6.5%
Overall quality of health & human services provided by the City	18.6%	22.0%	9.5%	18.7%
Overall quality of planning, development review, permitting and inspection services	20.3%	18.7%	23.8%	20.2%
Animal Services	5.6%	11.0%	9.5%	6.0%
None chosen	17.7%	19.8%	52.4%	18.4%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q9c. Energy Conservation program</u>				
Very Satisfied	17.6%	20.3%	25.0%	17.9%
Satisfied	44.0%	37.8%	50.0%	43.6%
Neutral	25.2%	28.4%	8.3%	25.2%
Dissatisfied	9.5%	6.8%	0.0%	9.2%
Very Dissatisfied	3.7%	6.8%	16.7%	4.1%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q13f. Reliability of your electric service</u>				
Very Satisfied	39.5%	42.6%	43.8%	39.8%
Satisfied	45.1%	44.1%	31.3%	44.9%
Neutral	10.9%	5.9%	18.8%	10.7%
Dissatisfied	2.8%	2.9%	0.0%	2.8%
Very Dissatisfied	1.6%	4.4%	6.3%	1.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	40.8%	42.9%	28.6%	40.7%
Quality of residential yard waste collection	7.9%	15.4%	9.5%	8.5%
Quality of residential curbside recycling services	17.7%	19.8%	23.8%	17.9%
Household hazardous waste disposal service	11.1%	17.6%	9.5%	11.5%
Bulky item pick-up/removal services	9.4%	11.0%	14.3%	9.6%
Reliability of your electric service	37.4%	25.3%	4.8%	36.0%
Safety of your drinking water	50.5%	50.5%	23.8%	50.1%
Cleanliness of City streets & public areas	24.4%	20.9%	19.0%	24.0%
Cleanliness of your neighborhood	16.3%	9.9%	14.3%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	24.5%	26.4%	19.0%	24.5%
None chosen	21.3%	24.2%	66.7%	22.2%

Q15. Customer Service (Without "Don't Know")

N=1260	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	24.8%	24.4%	27.3%	24.8%
Satisfied	46.3%	29.3%	45.5%	45.6%
Neutral	19.7%	36.6%	18.2%	20.4%
Dissatisfied	5.6%	4.9%	0.0%	5.5%
Very Dissatisfied	3.6%	4.9%	9.1%	3.7%

Question 17O cross-tabbed by 13A-E, 13H-I, and 14

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13a. Quality of residential garbage collection

Very Satisfied	41.5%	21.1%	42.9%	40.0%
Satisfied	44.9%	46.7%	38.1%	44.9%
Neutral	8.1%	20.0%	19.0%	9.1%
Dissatisfied	3.9%	10.0%	0.0%	4.3%
Very Dissatisfied	1.6%	2.2%	0.0%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13b. Quality of residential yard waste collection

Very Satisfied	39.8%	19.3%	35.3%	38.2%
Satisfied	43.0%	38.6%	35.3%	42.5%
Neutral	11.1%	30.1%	23.5%	12.7%
Dissatisfied	4.7%	8.4%	0.0%	4.9%
Very Dissatisfied	1.4%	3.6%	5.9%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13c. Quality of residential curbside recycling services

Very Satisfied	45.4%	22.4%	28.6%	43.4%
Satisfied	42.2%	45.9%	38.1%	42.4%
Neutral	6.5%	17.6%	19.0%	7.6%
Dissatisfied	4.6%	8.2%	9.5%	4.9%
Very Dissatisfied	1.3%	5.9%	4.8%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13d. Household hazardous waste disposal service</u>				
Very Satisfied	23.4%	19.4%	9.1%	22.9%
Satisfied	32.9%	30.6%	18.2%	32.5%
Neutral	24.2%	27.8%	45.5%	24.7%
Dissatisfied	14.8%	18.1%	9.1%	15.0%
Very Dissatisfied	4.7%	4.2%	18.2%	4.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17o. Does the City of Austin collect garbage at your residence?

			Total
Yes	No	Don't know	

Q13e. Bulky item pick-up/removal services

Very Satisfied	34.9%	20.3%	23.8%	33.6%
Satisfied	43.3%	36.7%	33.3%	42.6%
Neutral	13.1%	20.3%	28.6%	13.9%
Dissatisfied	6.9%	16.5%	4.8%	7.6%
Very Dissatisfied	1.9%	6.3%	9.5%	2.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13h. Cleanliness of City streets and public areas

Very Satisfied	22.4%	17.2%	31.8%	22.0%
Satisfied	47.9%	41.8%	36.4%	47.1%
Neutral	21.3%	27.9%	22.7%	21.9%
Dissatisfied	6.0%	9.0%	0.0%	6.2%
Very Dissatisfied	2.4%	4.1%	9.1%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13i. Cleanliness of your neighborhood</u>				
Very Satisfied	29.4%	26.8%	52.2%	29.5%
Satisfied	43.9%	38.2%	30.4%	43.1%
Neutral	15.4%	20.3%	8.7%	15.8%
Dissatisfied	7.8%	10.6%	8.7%	8.1%
Very Dissatisfied	3.5%	4.1%	0.0%	3.5%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	42.5%	28.9%	26.7%	40.7%
Quality of residential yard waste collection	8.7%	6.3%	10.0%	8.5%
Quality of residential curbside recycling services	18.6%	10.9%	23.3%	17.9%
Household hazardous waste disposal service	11.6%	11.7%	6.7%	11.5%
Bulky item pick-up/removal services	9.7%	7.8%	13.3%	9.6%
Reliability of your electric service	35.7%	44.5%	10.0%	36.0%
Safety of your drinking water	50.5%	49.2%	36.7%	50.1%
Cleanliness of City streets & public areas	23.6%	30.5%	13.3%	24.0%
Cleanliness of your neighborhood	15.6%	18.0%	13.3%	15.8%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=1260	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	24.5%	26.6%	16.7%	24.5%
None chosen	21.1%	24.2%	53.3%	22.2%

Question 17P cross-tabbed by 1E, 2F, 2G, 3, 9A-B, 9D, 13G, and 15B

Q1. Perceptions of the Community (Without "Don't Know")

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	

Q1e. Overall value that you receive for your City tax dollars & fees

Very Satisfied	11.2%	3.8%	17.6%	11.0%
Satisfied	32.3%	37.7%	23.5%	32.4%
Neutral	30.0%	26.4%	23.5%	29.8%
Dissatisfied	17.8%	24.5%	0.0%	17.8%
Very Dissatisfied	8.7%	7.5%	35.3%	9.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
Yes	No	Don't know	

Q2f. Overall quality of drinking water provided by Austin Water Utility

Very Satisfied	34.1%	23.4%	27.8%	33.6%
Satisfied	42.7%	42.6%	38.9%	42.6%
Neutral	14.1%	19.1%	16.7%	14.3%
Dissatisfied	5.8%	12.8%	11.1%	6.1%
Very Dissatisfied	3.4%	2.1%	5.6%	3.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=1260

Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
Yes	No	Don't know	

Q2g. Overall quality of wastewater services provided by Austin Water Utility

Very Satisfied	25.3%	14.6%	21.1%	24.8%
Satisfied	45.9%	46.3%	36.8%	45.7%
Neutral	19.5%	26.8%	21.1%	19.9%
Dissatisfied	6.4%	7.3%	15.8%	6.6%
Very Dissatisfied	2.9%	4.9%	5.3%	3.0%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.6%	16.7%	13.6%	19.4%
Overall quality of City libraries	9.9%	8.3%	13.6%	9.8%
Overall quality of public safety services	50.6%	53.3%	27.3%	50.3%
Overall quality of municipal court services	4.7%	1.7%	0.0%	4.4%
Overall quality of the Austin-Bergstrom International Airport	6.5%	10.0%	4.5%	6.7%
Overall quality of drinking water provided by Austin Water Utility	36.6%	46.7%	22.7%	36.8%
Overall quality of wastewater services provided by Austin Water Utility	8.8%	5.0%	4.5%	8.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	25.9%	20.0%	22.7%	25.6%
Overall maintenance of City streets & sidewalks	27.6%	33.3%	31.8%	27.9%
Overall management of stormwater runoff	3.1%	3.3%	4.5%	3.2%
Overall effectiveness of communication by the City of Austin	6.4%	10.0%	4.5%	6.5%
Overall quality of health & human services provided by the City	18.7%	18.3%	13.6%	18.7%
Overall quality of planning, development review, permitting and inspection services	20.2%	21.7%	18.2%	20.2%
Animal Services	5.6%	8.3%	18.2%	6.0%
None chosen	18.2%	16.7%	36.4%	18.4%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	16.8%	6.7%	14.3%	16.4%
Satisfied	44.1%	40.0%	21.4%	43.7%
Neutral	29.3%	40.0%	35.7%	29.7%
Dissatisfied	7.1%	10.0%	14.3%	7.3%
Very Dissatisfied	2.7%	3.3%	14.3%	2.9%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Q9b. Water Conservation programs within Austin</u>				
Very Satisfied	17.6%	14.6%	35.3%	17.7%
Satisfied	43.5%	33.3%	35.3%	42.9%
Neutral	24.6%	29.2%	17.6%	24.8%
Dissatisfied	9.7%	10.4%	5.9%	9.6%
Very Dissatisfied	4.6%	12.5%	5.9%	5.0%

Q9. Environmental Services (Without (Don't Know))

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Q9d. The water quality of lakes and streams</u>				
Very Satisfied	12.6%	7.8%	20.0%	12.5%
Satisfied	40.8%	27.5%	26.7%	39.9%
Neutral	31.6%	39.2%	26.7%	31.9%
Dissatisfied	11.2%	15.7%	20.0%	11.5%
Very Dissatisfied	3.8%	9.8%	6.7%	4.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=1260	Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
	Yes	No	Don't know	
<u>Q13g. Safety of your drinking water</u>				
Very Satisfied	40.1%	25.0%	33.3%	39.4%
Satisfied	39.7%	33.3%	26.7%	39.3%
Neutral	13.5%	29.2%	13.3%	14.1%
Dissatisfied	4.1%	6.3%	6.7%	4.2%
Very Dissatisfied	2.7%	6.3%	20.0%	3.0%

Q15. Customer Service (Without "Don't Know")

N=1260

Q17p. Does the City of Austin provide your home with water and wastewater services?			Total
Yes	No	Don't know	

Q15b. Water and wastewater utility customer service

Very Satisfied	24.5%	6.5%	26.7%	23.9%
Satisfied	45.7%	35.5%	26.7%	45.2%
Neutral	21.2%	45.2%	40.0%	22.2%
Dissatisfied	5.4%	9.7%	0.0%	5.5%
Very Dissatisfied	3.2%	3.2%	6.7%	3.2%