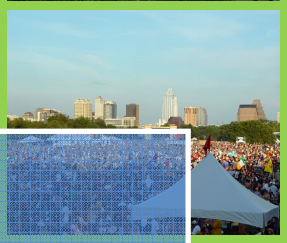
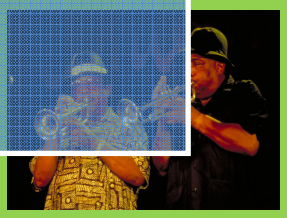
# 2013 City of Austin DirectionFinder® Survey

## Final Report

*Submitted to*

*The City of Austin, TX*





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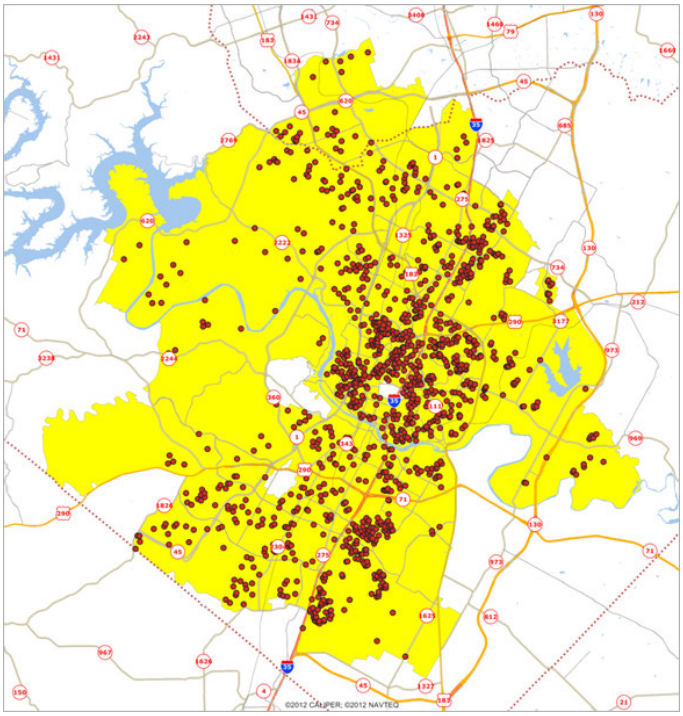
etc Institute

# 2013 Austin Community Survey
# Executive Summary Report

## Overview and Methodology

During July and August of 2013, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

**Methodology.** A five-page survey was mailed to a stratified random sample of 3,000 households in the City. The sample was stratified to ensure the completion of at least 200 surveys in each of six areas of the City: northeast, northwest, east central, west central, southeast, and southwest. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 654 completed the survey by phone and 606 returned it by mail for a total of 1,260 completed surveys. The results for the random sample of 1,260 households have a 95% level of confidence with a precision of at least +/- 2.7%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).



**Location of Respondents**. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.

**Don't knows.** The percentage of "don't know" responses has been excluded from graphs that show trends from 2009 to 2013 to facilitate valid comparisons. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been included with the tabular data in Section 5 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey and trends from 2009, 2012 to 2013 (Section 1)
- benchmarking data that shows how the results for the City of Austin compare to other cities (Section 2)
- importance-satisfaction analysis that identified priorities for investment (Section 3)
- GIS maps that show the results of the survey on maps of the City (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

## How Austin Compares to Other Communities

The City of Austin **rated at or above the national average** for cities with a population of more than 250,000 in 34 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+26%)
- I feel safe in my neighborhood at night (+18%)
- I feel safe in city parks (+16%)
- The City as a place to raise children (+14%)
- Overall quality of services provided by the City (+14%)
- Overall satisfaction with city swimming pools (+13%)
- Bulky item pick-up/removal services (+12%)
- The City as a place to live (+11%)
- Number of walking/biking trails (+11%)
- Quality of residential curbside recycling services (+11%)

The City of Austin **rated below the national average** for cities with a population of more than 250,000 in 12 of the 46 areas that were assessed. The areas in which Austin rated significantly below the national average (5% or more below the national average) were:

- Traffic flow on major city streets (-17%)
- How well the City is planning growth (-7%)
- Enforcement of local codes and ordinances (-6%)

- Overall quality of public safety services (-5%)
- Timeliness of Fire response to emergencies (-5%)

## Perceptions of the Community

Most residents have a positive perception of the City. Eighty-three percent (83%) of those surveyed, who had an opinion, gave positive ratings for Austin as a place to live; 76% gave positive ratings for Austin as a place to work, 75% gave positive ratings for the quality of life in Austin and 75% gave positive ratings for Austin as a place to raise children. There were no significant increases (changes of 4% or more) in satisfaction in any of the perception items rated from 2012 to 2013. There were significant decreases (changes of 4% or more) in satisfaction in three areas: how well Austin is planning growth (-9%), ratings of the City of Austin as a place to retire (-5%) and the overall value of City taxes dollars and fees (-5%).

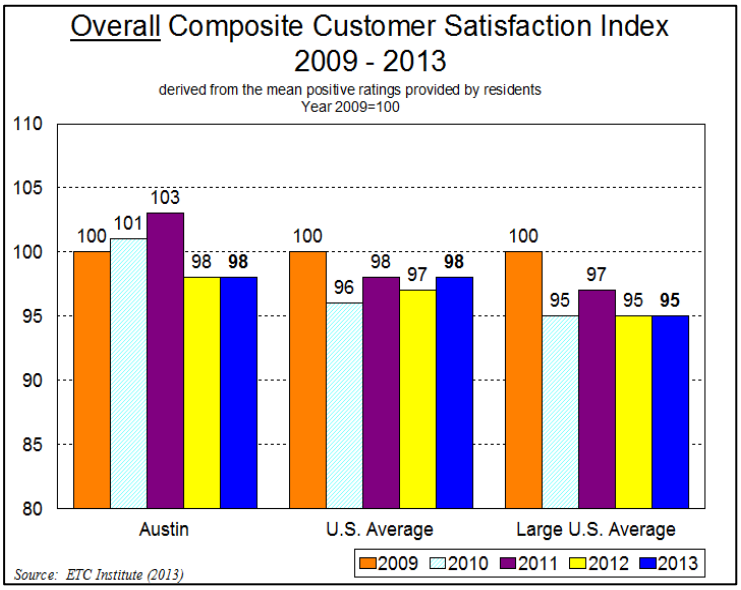
## Overall Satisfaction with Major City Services

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of Austin-Bergstrom International Airport (82%), the quality of drinking water services (77%), the quality of parks and recreation programs/facilities (73%), the quality of City libraries (72%) and the quality of public safety services (72%). Residents were least satisfied with the quality of planning, development review, permitting and inspection services (30%).

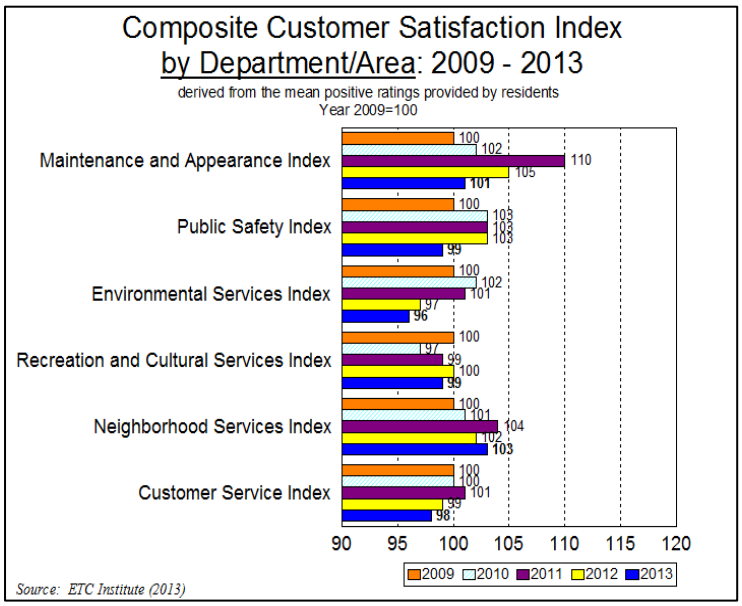
**Trends.** There was a statistically significant increase (change of 4% or more) in satisfaction in one of the major categories of City services rated from 2012 to 2013: the quality of drinking water services (+4%). There were statistically significant decreases (change of 4% or more) in satisfaction for the following services: planning, development review, permitting and inspection services (-7%), municipal services (-5%), health and human services (-5%) and public safety services (-4%).

**Composite Performance Indices.** To objectively assess the change in satisfaction with city services from 2009, ETC Institute developed Composite Customer Satisfaction Indices for the City. The Composite Customer Satisfaction Indices by department/area are derived from the mean rating for each specific department/area. The index for each department is then calculated by dividing the mean rating from the current year by the mean rating from 2009 and then multiplying the result by 100. The overall index is derived from the mean rating of the six Departmental Composite Customer Satisfaction Indices and then multiplying the result by 100.

Overall Index. The chart to the right shows the Composite Customer Satisfaction Index for 2009, 2010, 2011, 2012 and 2013 for the City of Austin, all U.S. cities, and large cities with populations of 250,000 or more. The Composite Customer Satisfaction Index for large U.S. cities stayed the same from 2012 to 2013 and improved one point from 2012 to 2013 for the national U.S. average. Much like the large national average, the City of Austin's Composite Satisfaction Index stayed the same from 2012 to 2013.




Departmental/Area Index. The chart to the right shows how the composite performance of specific departments/areas changed from 2009 to 2013. The index compares the mean ratings for all questions that were assessed in 2009, 2010, 2011, 2012 and 2013. Since 2009 is the base year, values greater than 100 indicate that the composite performance for the department/area improved from 2009. Values less than 100 indicated that the composite performance has decreased from 2009. Two of the six areas showed increases from 2009.




## SATISFACTION WITH SPECIFIC CITY SERVICES

### Public Safety Services

The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: medical assistance provided by EMS (87%), the overall quality of fire services (86%), the timeliness of EMS response to emergencies (86%) and the timeliness of Fire response to emergencies (85%). Residents were least satisfied with the enforcement of local traffic laws (56%).

There were no statistically significant increases (change of 4% or more) in satisfaction with any of the public safety services rated from 2012 to 2013. There were statistically significant decreases (change of 4% or more) in satisfaction for the following services: the enforcement of local traffic laws (-7%) and the overall quality of police services (-6%).

## Environmental Services

Residents were generally satisfied with Austin's environmental services; all of the environmental services that were rated had dissatisfaction levels of 16% or less. The highest levels of satisfaction with environmental services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: flood control efforts (63%), the Energy Conservation program (62%), and the Water Conservation programs within Austin (61%).

None of the environmental services showed statistically significant changes (change of 4% or more) in satisfaction from 2012 to 2013.

## Recreation and Cultural Services

Residents were generally satisfied with Austin's recreation and cultural services; fifteen percent (15%) or less of the residents surveyed were dissatisfied with any of the recreation and cultural services rated. The highest levels of satisfaction with recreation and cultural services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the cleanliness of library facilities (78%), the number of City parks (77%), library programs (73%), overall quality of parks and recreation programs (72%) and the appearance of park grounds in Austin (72%).

There was a significant increase (changes of 4% or more) in satisfaction in one of the recreation and cultural services rated from 2012 to 2013: the number of city parks (+4%). There were significant decreases (changes of 4% or more) in two of the fifteen recreation and cultural categories rated from 2012, including: the cleanliness of library facilities (-5%) and the quality of adult athletic programs (-5%).

## Residential and Neighborhood Services

The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the quality of residential curbside recycling services (85%), the quality of residential garbage collection (85%), the reliability of electric service (85%) and the quality of residential yard waste collection (81%).

None of the residential and neighborhood services showed statistically significant changes (changes of 4% or more) in satisfaction from 2012 to 2013; however, satisfaction stayed the same or improved slightly in all ten areas rated from 2012.

## Customer Service

The highest levels of satisfaction with customer service, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: helpfulness of library staff (83%), the services provided by 3-1-1 (78%) and Austin Energy Customer Service (71%). With the exception of the review services for residential and commercial building plans, 9% or less of the residents surveyed were dissatisfied with any of the customer service items rated.

None of the customer service items rated showed statistically significant increases (changes of 4% or more) in satisfaction from 2012. The area that showed a statistically significant decrease (change of 4% or more) in satisfaction was the review services for residential and commercial building plans (-6%).

## Other City Services

The highest levels of satisfaction with other City services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: Shots for Tots and Big Shots (64%), the City's efforts to support diversity (58%) and the Food Safety Inspection program (54%). Forty-five percent (45%) of the residents surveyed were dissatisfied with the availability of affordable housing.

There were decreases in satisfaction in all of the other City services rated from 2012 to 2013; the areas with statistically significant decreases (changes of 4% or more) in satisfaction ratings were: City efforts to offer financial literacy and homebuyer education (-8%), the availability of affordable housing (-6%), the City's efforts to promote and assist small, minority and/or women-owned businesses (-6%), neighborhood planning/zoning efforts (-5%), the Food Safety Inspection program (-5%) and the accessibility of municipal court services (-4%).

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:

    - Maintenance of City Streets and Sidewalks (IS Rating= 0.1585)
    - Public Safety Services (IS Rating= 0.1418)
    - Planning, development review, permitting and inspection services (IS Rating=0. 0.1410)

- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

    - **Public Safety**: police services
    - **Maintenance/Appearance of the City**: traffic flow and the condition of major city streets
    - **Environmental Services**: water conservation programs within Austin and the water quality in lakes and streams
    - **Recreation and Cultural Services**: safety in city parks and facilities
    - **Residential and Neighborhood Services**: code enforcement and the safety of drinking water

## Conclusions

Based on the results of the City's 2013 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **Overall Satisfaction With City Services Remains Very High**. Sixty-three percent (63%) of residents were "very satisfied" or "satisfied" with the overall quality of services provided by Austin; this rating was 14% higher than the national average for large cities with a population of more than 250,000 residents.

- **The City of Austin continues to set the standard for customer service among large U.S. cities**. Among the 46 services that were assessed on the 2013 survey, the City of Austin rated at or above the U.S. average for cities with more than 250,000 residents in 34 areas.

- **Residents generally have a positive perception of the City.** Most (83%) of the residents surveyed were satisfied with the City of Austin as a place to live; 10% were neutral and only 7% were dissatisfied**.** Three-fourths (75%) of the residents surveyed were satisfied with the overall quality of life in the City; 17% were neutral and only 8% were dissatisfied with the overall quality of life in Austin.

- **In order to continue moving in the right direction, the City of Austin should emphasize improvements in three major areas**. Even though overall satisfaction is high and the City continues to set the standard for customer service, ETC Institute has identified three major areas to emphasize over the next two years. By investing in these three areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years. The three major areas are listed below:

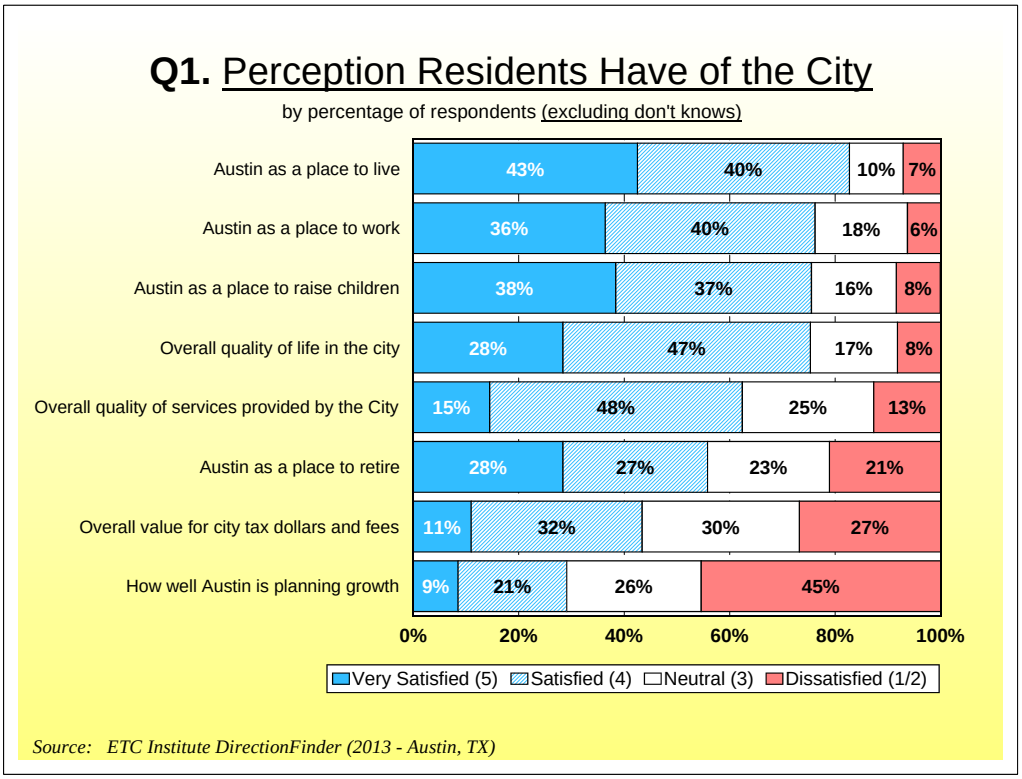
  1) **Maintenance of Major City Streets and Sidewalks.** The maintenance of city streets and sidewalks had the highest importance-satisfaction ratings among all of the fourteen major categories of city services that were rated. Some of the related areas that showed significant decreased from 2012 to 2013 were: the timing of traffic signals on city streets and traffic flow on major city streets.

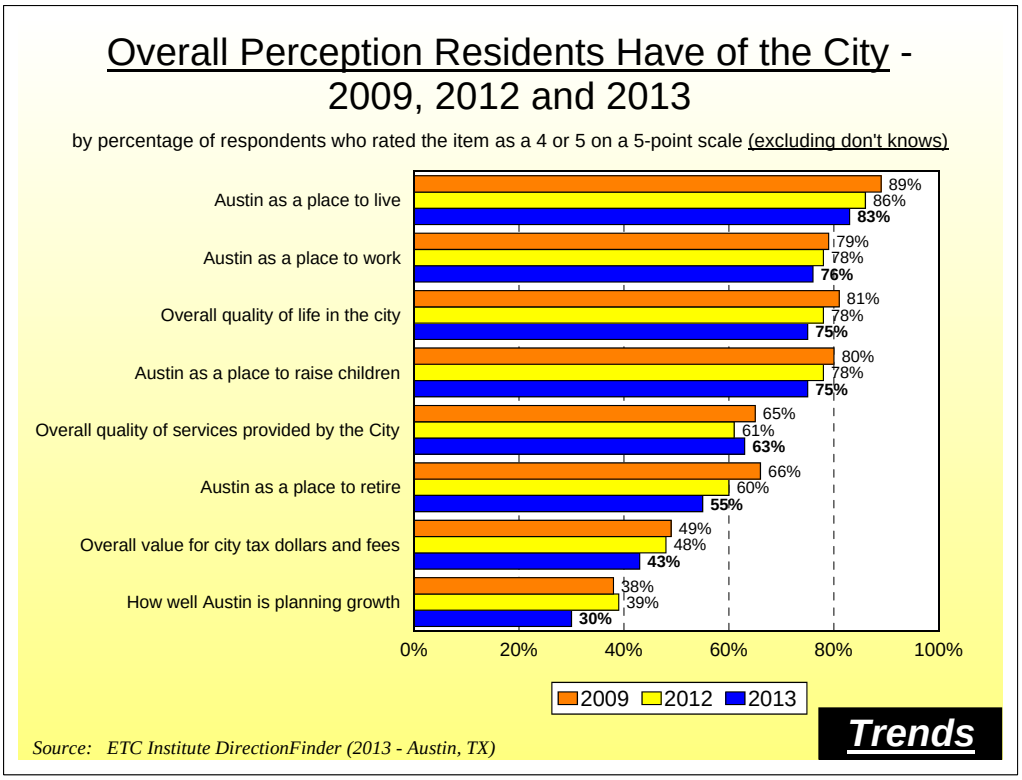
  2) **Public Safety.** Public safety had the second highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated. In addition to be rated high in the I-S analysis, there were statistically significant decreases in satisfaction in with the overall quality of public safety services and in the overall quality of police services from 2012 to 2013.

  3) **Planning, Development Review, Permitting and Inspection Services.** Planning, development review, permitting and inspection services had the third highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated. The results also showed statistically significant decreases in satisfaction in this area and in satisfaction ratings for the review services for residential and commercial building plans.

## Section 1:

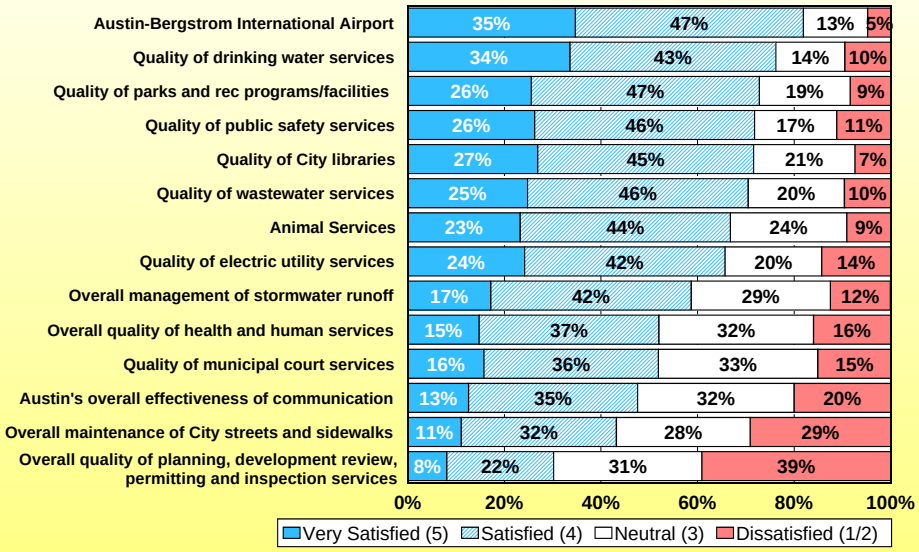
# Charts & Graphs with Trends


Q1. Perception Residents Have of the City
by percentage of respondents (excluding don't knows)
Austin as a place to live
43%
40%
10%
7%
Austin as a place to work
36%
40%
18%
6%
Austin as a place to raise children
38%
37%
16%
8%
Overall quality of life in the city
28%
47%
17%
8%
Overall quality of services provided by the City
15%
48%
25%
13%
Austin as a place to retire
28%
27%
23%
21%
Overall value for city tax dollars and fees
11%
32%
30%
27%
How well Austin is planning growth
9%
21%
26%
45%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Overall Perception Residents Have of the City - 2009, 2012 and 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Austin as a place to live
89%
86%
83%
Austin as a place to work
79%
78%
76%
Overall quality of life in the city
81%
78%
75%
Austin as a place to raise children
80%
78%
75%
Overall quality of services provided by the City
65%
61%
63%
Austin as a place to retire
66%
60%
55%
Overall value for city tax dollars and fees
49%
48%
43%
How well Austin is planning growth
38%
39%
30%
0%
20%
40%
60%
80%
100%
2009
2012
2013
Trends
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

## **Q2.** Overall Satisfaction With Various Aspects of City Services by Major Category

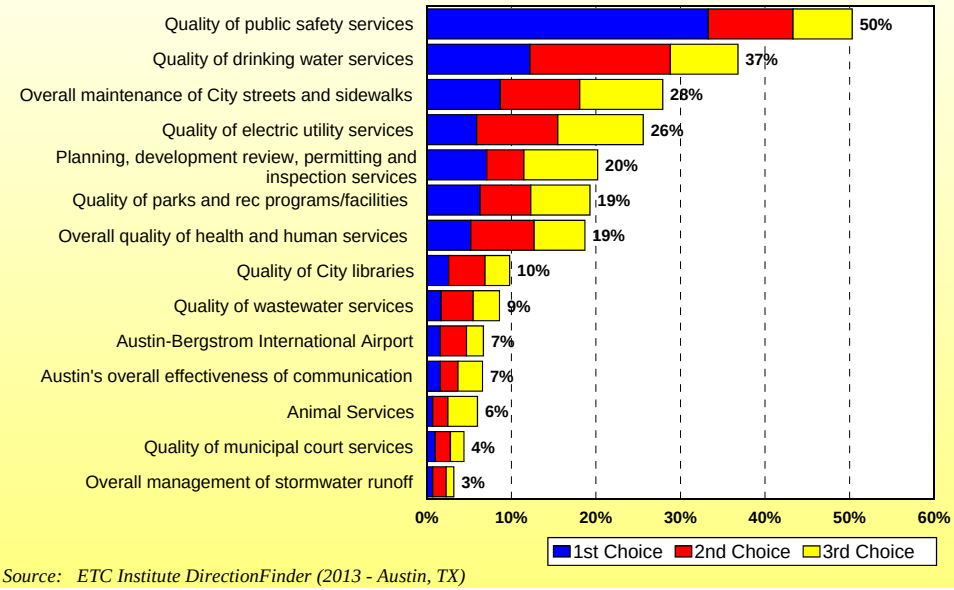
by percentage of respondents (excluding don't knows)



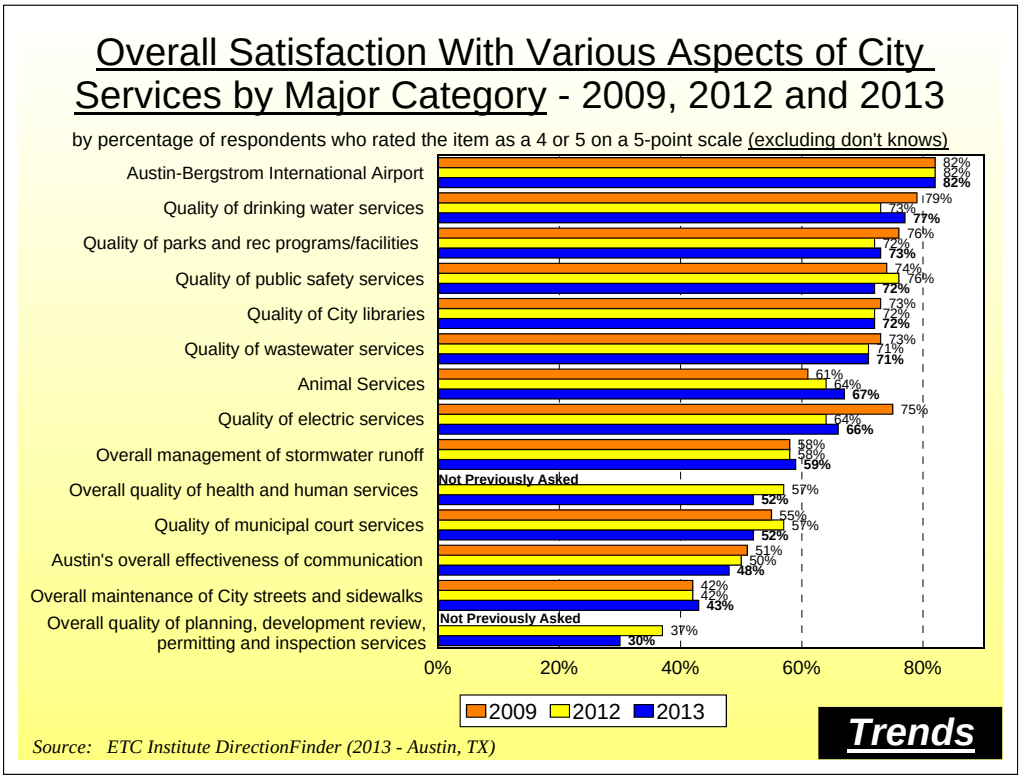

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

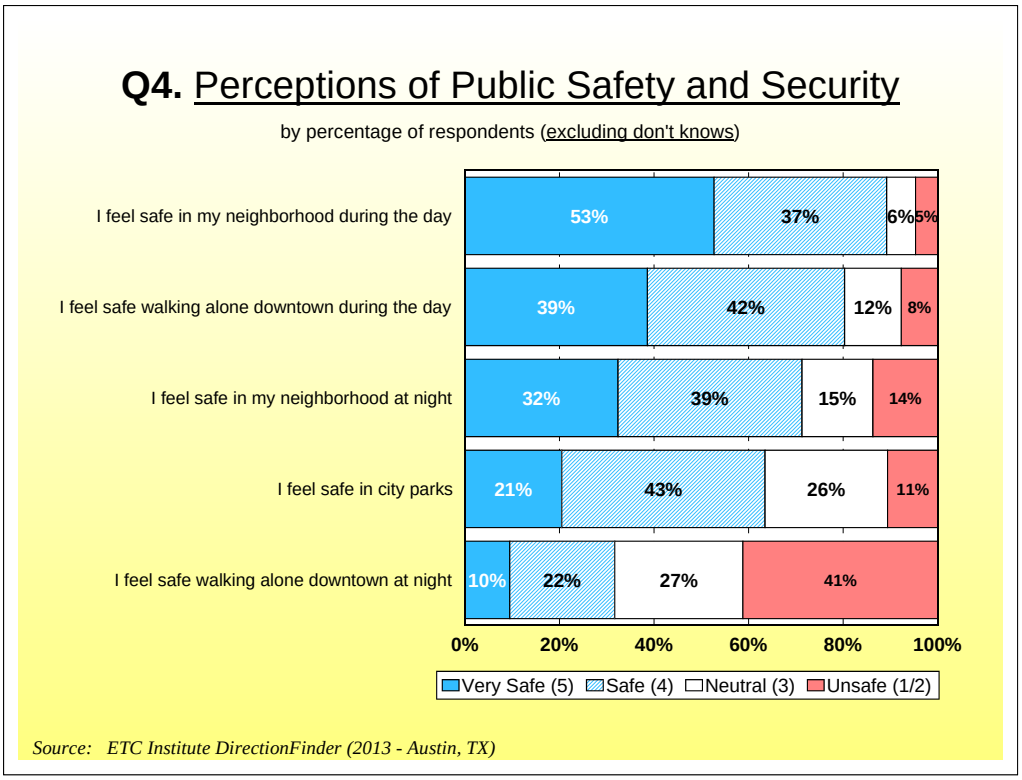
## **Q3.** City Services That Are The Most Important For The City of Austin to Provide by Major Category

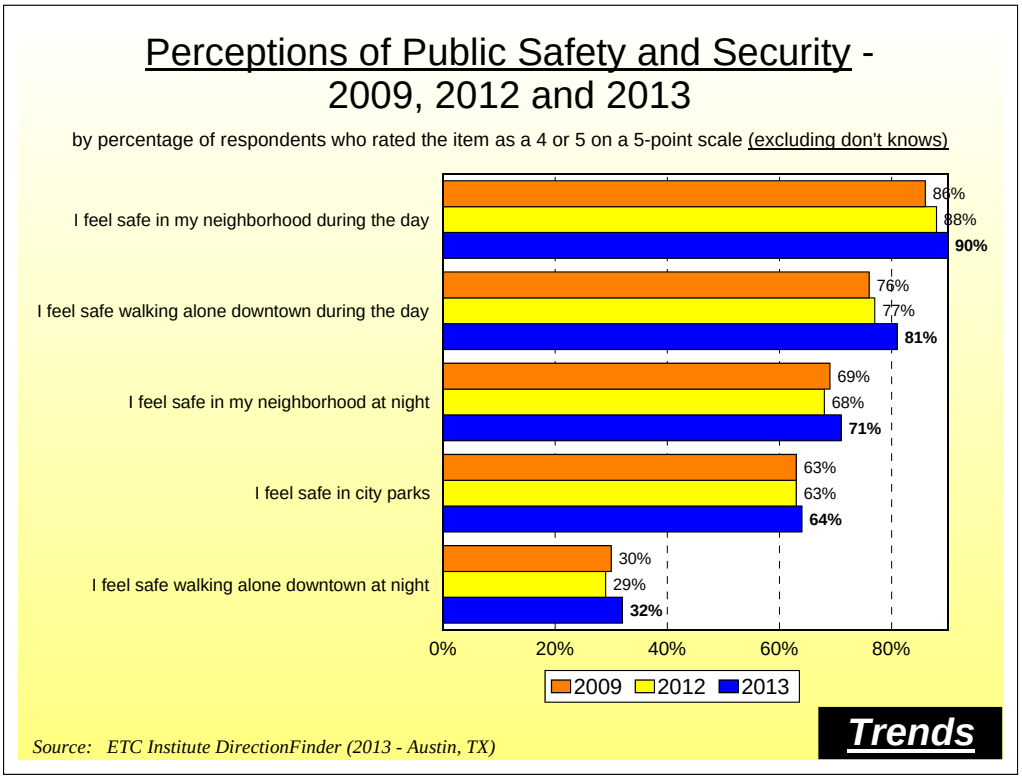
by percentage of respondents who selected the item as one of their top three choices

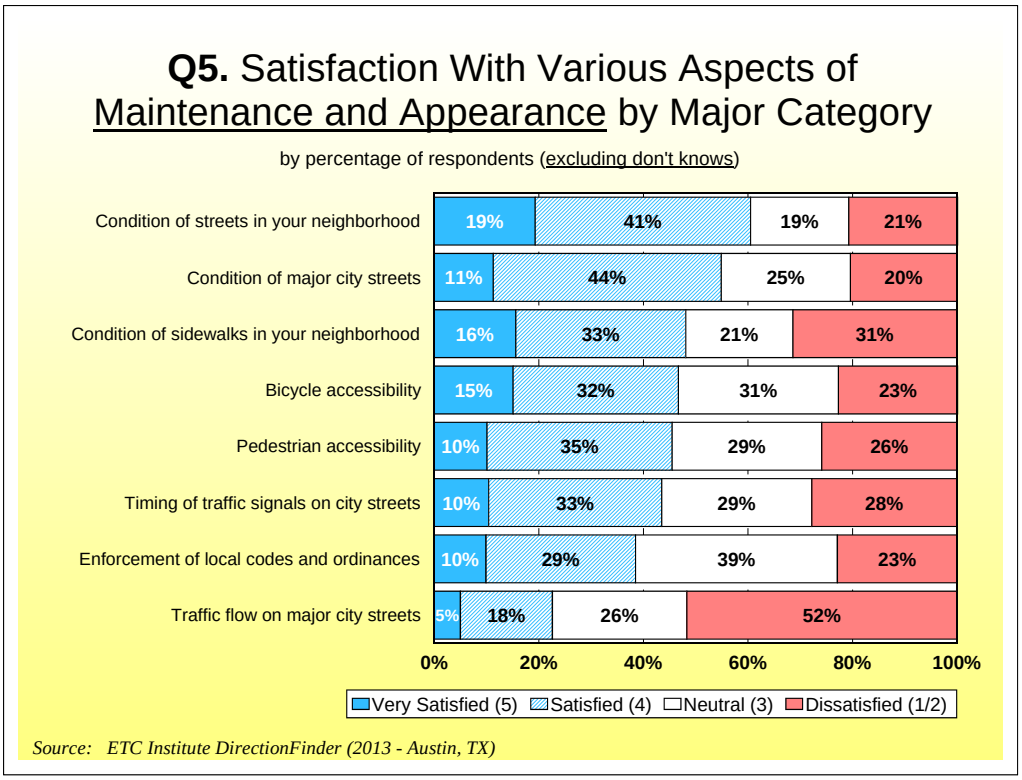



*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*


Overall Satisfaction With Various Aspects of City Services by Major Category - 2009, 2012 and 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Austin-Bergstrom International Airport
82%
85%
82%
Quality of drinking water services
79%
73%
77%
Quality of parks and rec programs/facilities
76%
72%
73%
Quality of public safety services
74%
76%
72%
Quality of City libraries
73%
72%
72%
Quality of wastewater services
73%
71%
71%
Animal Services
61%
64%
67%
Quality of electric services
75%
64%
66%
Overall management of stormwater runoff
58%
58%
59%
Overall quality of health and human services
Not Previously Asked
57%
52%
Quality of municipal court services
55%
57%
52%
Austin's overall effectiveness of communication
51%
50%
48%
Overall maintenance of City streets and sidewalks
42%
42%
43%
Overall quality of planning, development review, permitting and inspection services
Not Previously Asked
37%
30%
0%
20%
40%
60%
80%
2009
2012
2013
Trends
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

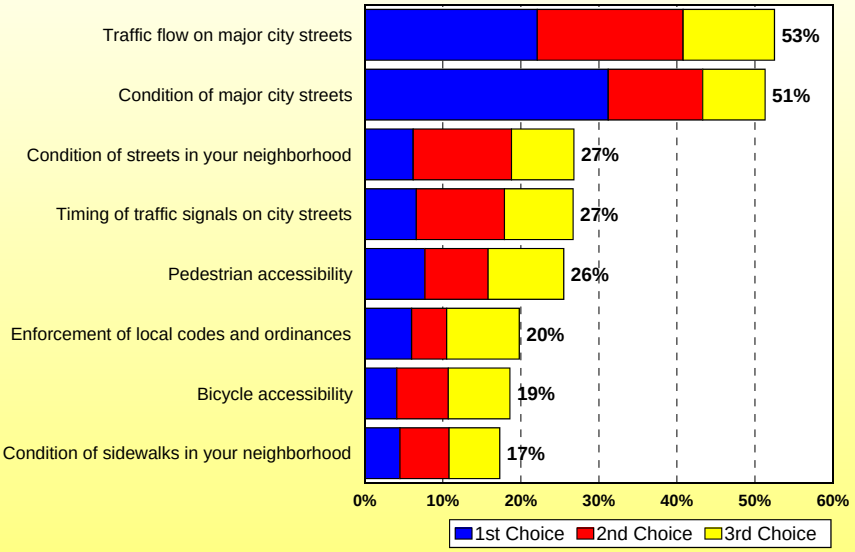

Q4. Perceptions of Public Safety and Security
by percentage of respondents (excluding don't knows)
I feel safe in my neighborhood during the day
53%
37%
6%
5%
I feel safe walking alone downtown during the day
39%
42%
12%
8%
I feel safe in my neighborhood at night
32%
39%
15%
14%
I feel safe in city parks
21%
43%
26%
11%
I feel safe walking alone downtown at night
10%
22%
27%
41%
0%
20%
40%
60%
80%
100%
Very Safe (5)
Safe (4)
Neutral (3)
Unsafe (1/2)
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Perceptions of Public Safety and Security - 2009, 2012 and 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
I feel safe in my neighborhood during the day
86%
88%
90%
I feel safe walking alone downtown during the day
76%
77%
81%
I feel safe in my neighborhood at night
69%
68%
71%
I feel safe in city parks
63%
63%
64%
I feel safe walking alone downtown at night
30%
29%
32%
0%
20%
40%
60%
80%
2009
2012
2013
Trends
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Q5. Satisfaction With Various Aspects of Maintenance and Appearance by Major Category
by percentage of respondents (excluding don't knows)
Condition of streets in your neighborhood
19%
41%
19%
21%
Condition of major city streets
11%
44%
25%
20%
Condition of sidewalks in your neighborhood
16%
33%
21%
31%
Bicycle accessibility
15%
32%
31%
23%
Pedestrian accessibility
10%
35%
29%
26%
Timing of traffic signals on city streets
10%
33%
29%
28%
Enforcement of local codes and ordinances
10%
29%
39%
23%
Traffic flow on major city streets
5%
18%
26%
52%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

## Q6. Maintenance Services That Are The Most Important For The City of Austin to Provide by Major Category

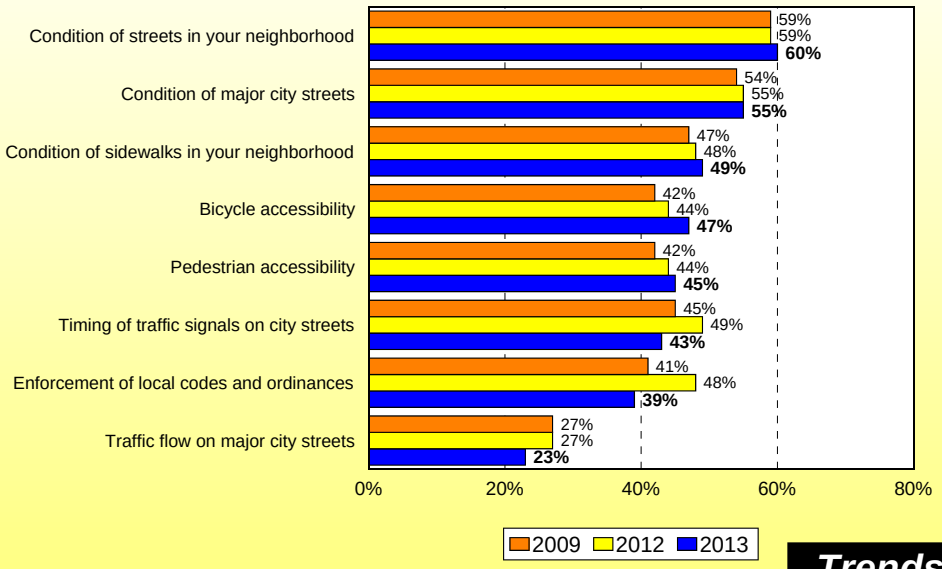
by percentage of respondents who selected the item as one of their top three choices




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2009, 2012 and 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

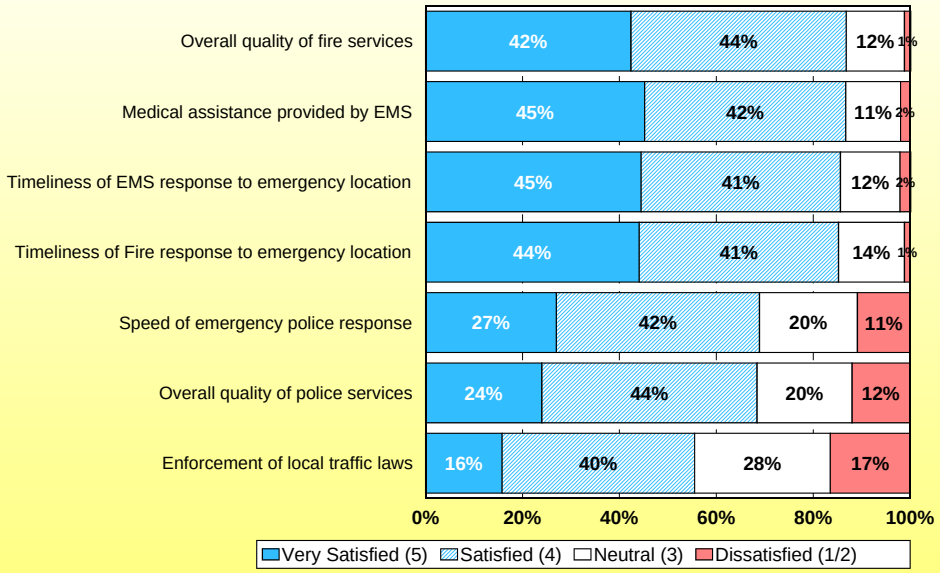



**Trends**

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q7.** Satisfaction with Various Aspects of Public Safety By Major Category

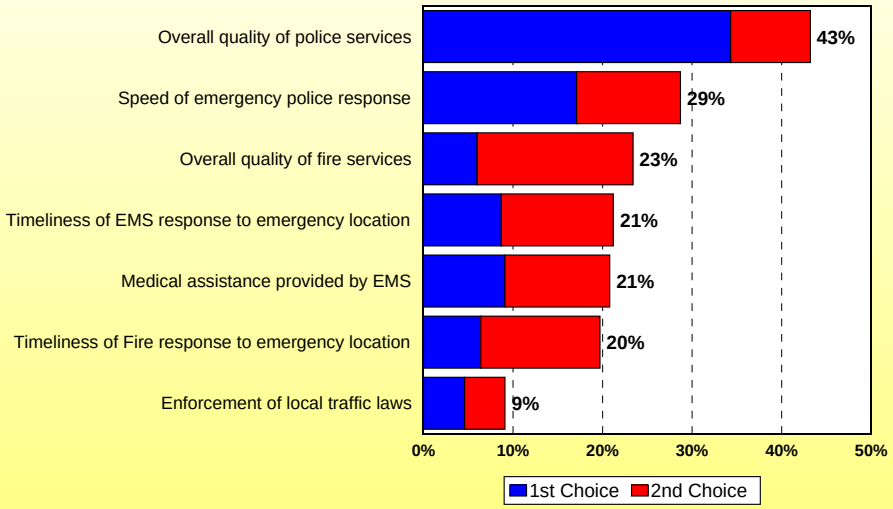
by percentage of respondents (excluding don't knows)



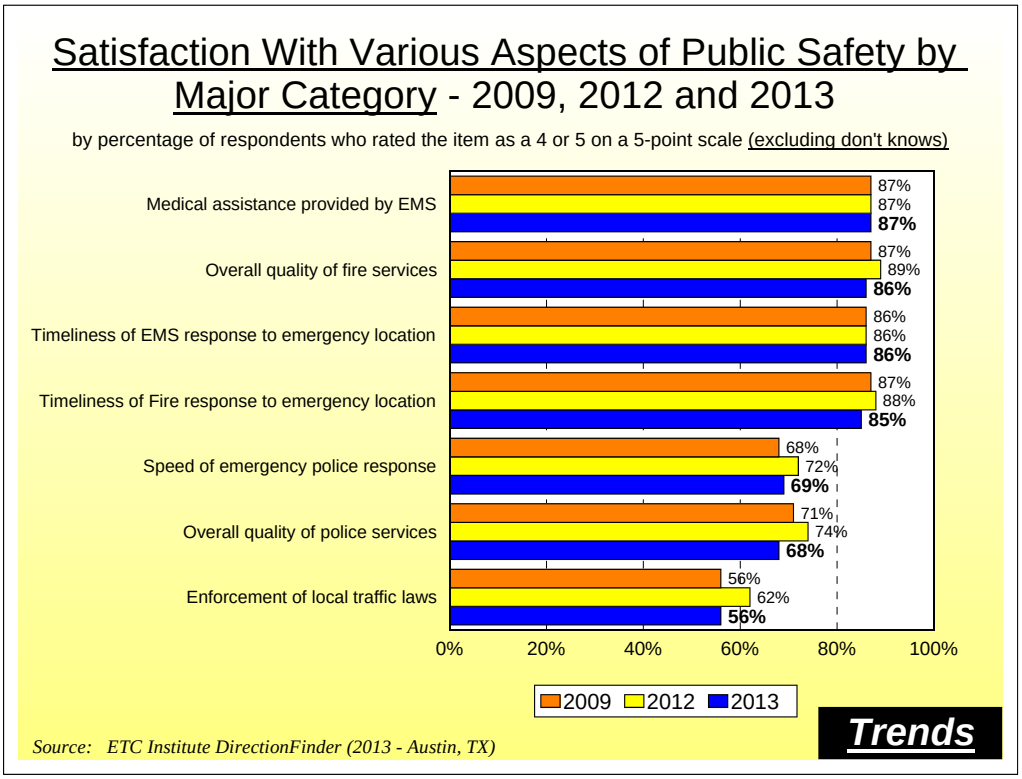

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

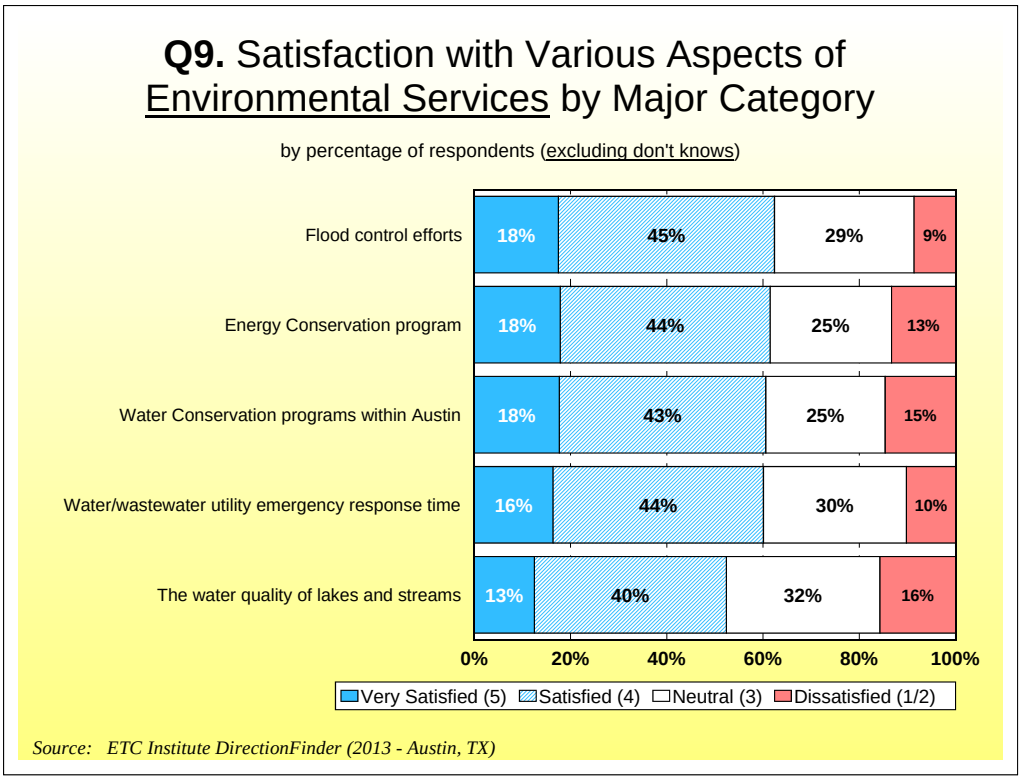
## **Q8.** Public Safety Services That Are The Most Important For The City of Austin to Provide by Major Category

by percentage of respondents who selected the item as one of their top two choices



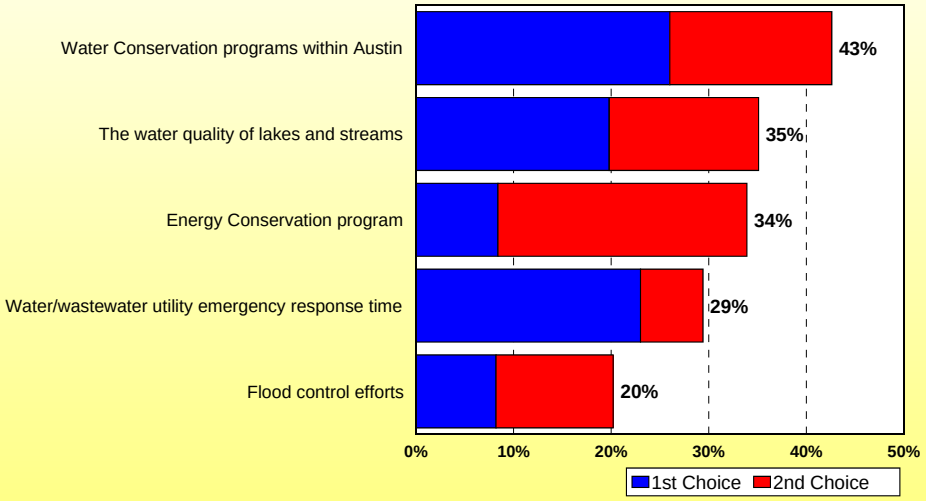

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*


Satisfaction With Various Aspects of Public Safety by Major Category - 2009, 2012 and 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medical assistance provided by EMS
87%
87%
87%
Overall quality of fire services
87%
89%
86%
Timeliness of EMS response to emergency location
86%
86%
86%
Timeliness of Fire response to emergency location
87%
88%
85%
Speed of emergency police response
68%
72%
69%
Overall quality of police services
71%
74%
68%
Enforcement of local traffic laws
56%
62%
56%
0%
20%
40%
60%
80%
100%
2009
2012
2013
Trends
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Q9. Satisfaction with Various Aspects of Environmental Services by Major Category
by percentage of respondents (excluding don't knows)
Flood control efforts
18%
45%
29%
9%
Energy Conservation program
18%
44%
25%
13%
Water Conservation programs within Austin
18%
43%
25%
15%
Water/wastewater utility emergency response time
16%
44%
30%
10%
The water quality of lakes and streams
13%
40%
32%
16%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

## **Q10.** Environmental Services That Are The Most Important For The City of Austin to Provide by Major Category

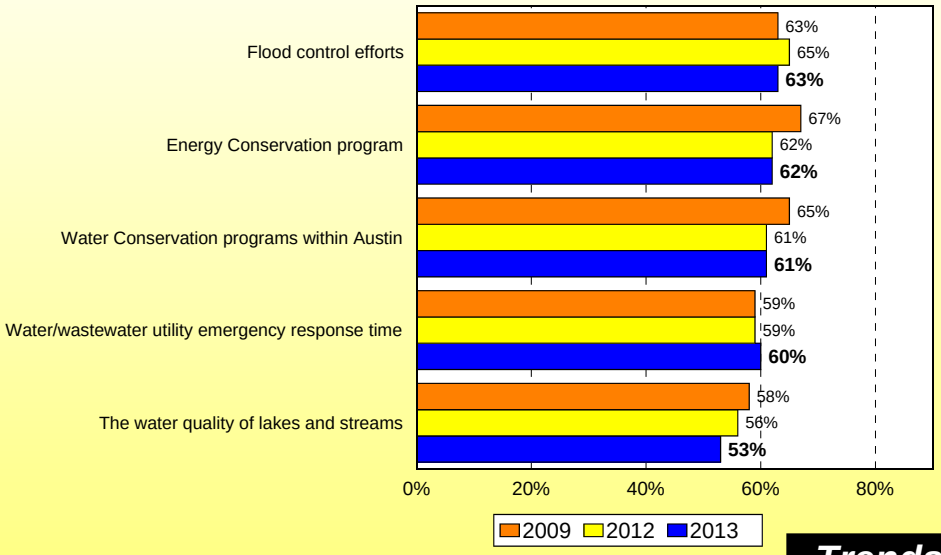
by percentage of respondents who selected the item as one of their top two choices




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Satisfaction With Various Aspects of Environmental Services by Major Category - 2009, 2012 and 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

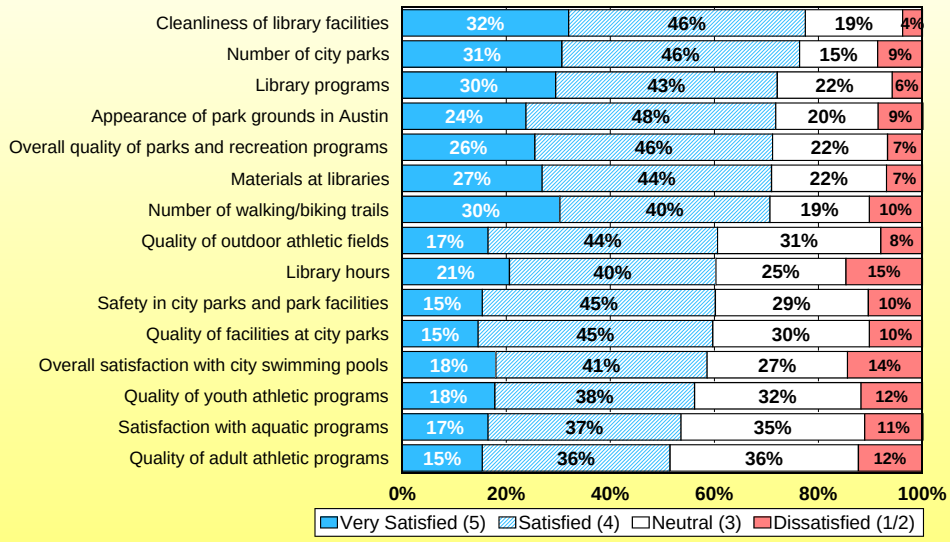



**Trends**

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q11.** Satisfaction with Various Aspects of Recreation and Cultural Services by Major Category

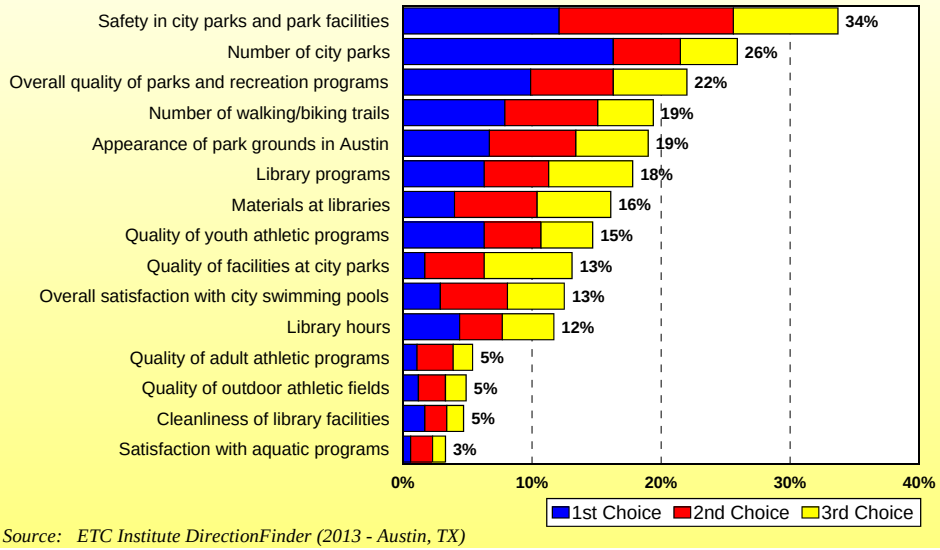
by percentage of respondents (excluding don't knows)




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q12.** Recreation and Cultural Services That Are The Most Important For The City of Austin to Provide by Major Category

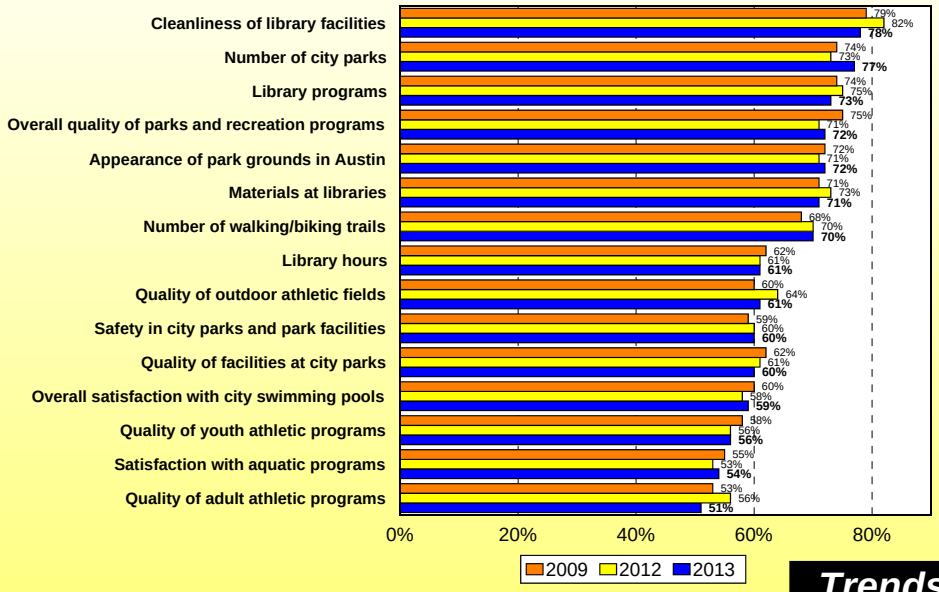
by percentage of respondents who selected the item as one of their top three choices




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2009, 2012 and 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

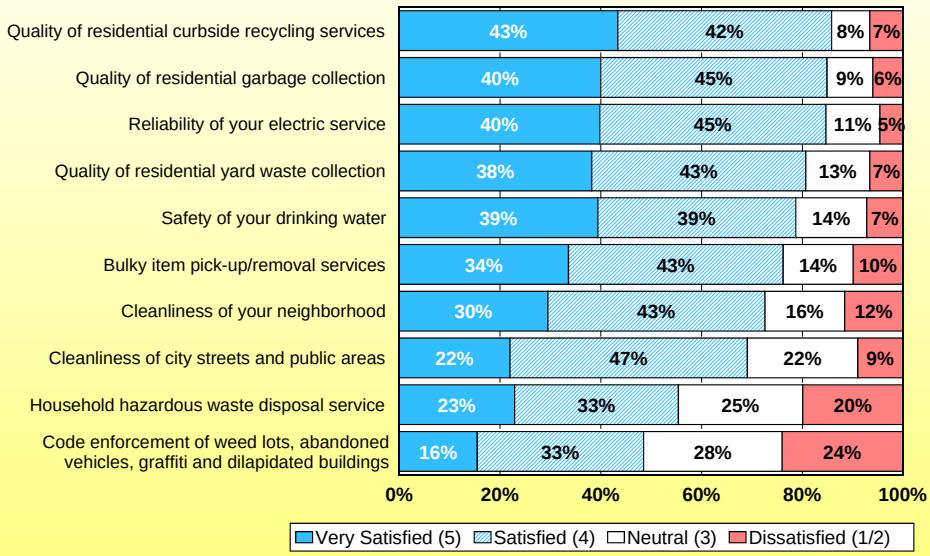



**Trends**

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Q13. Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category

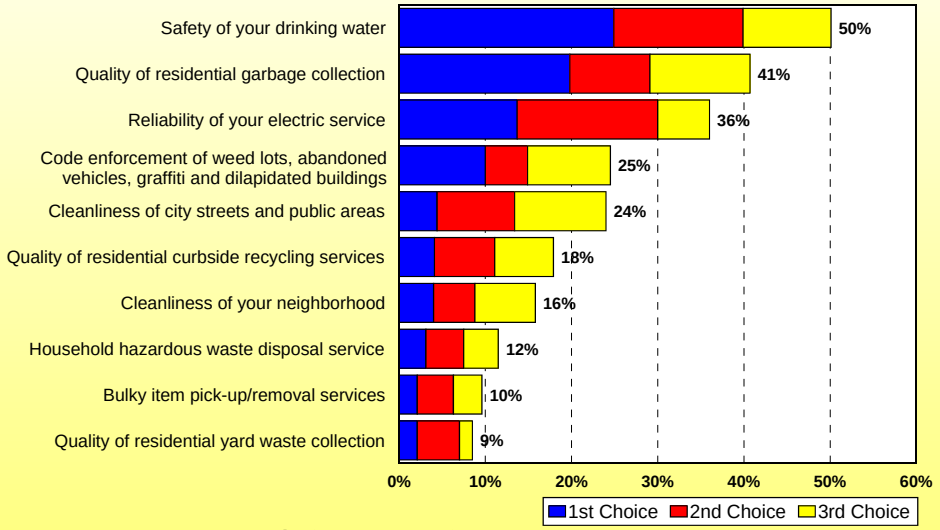
by percentage of respondents (excluding don't knows)




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Q14. Residential and Neighborhood Services That Are The Most Important For The City of Austin to Provide by Major Category

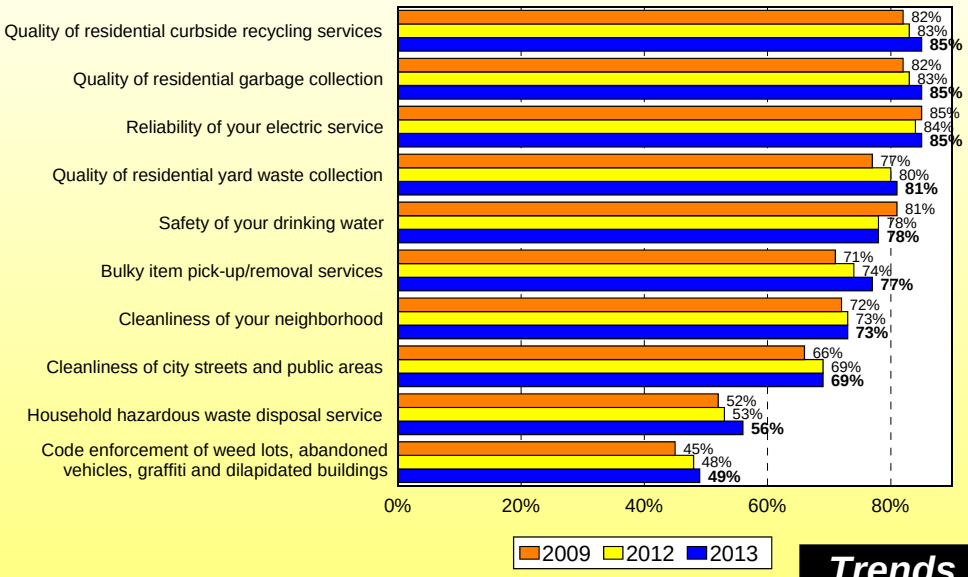
by percentage of respondents who selected the item as one of their top three choices




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category - 2009, 2012 and 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

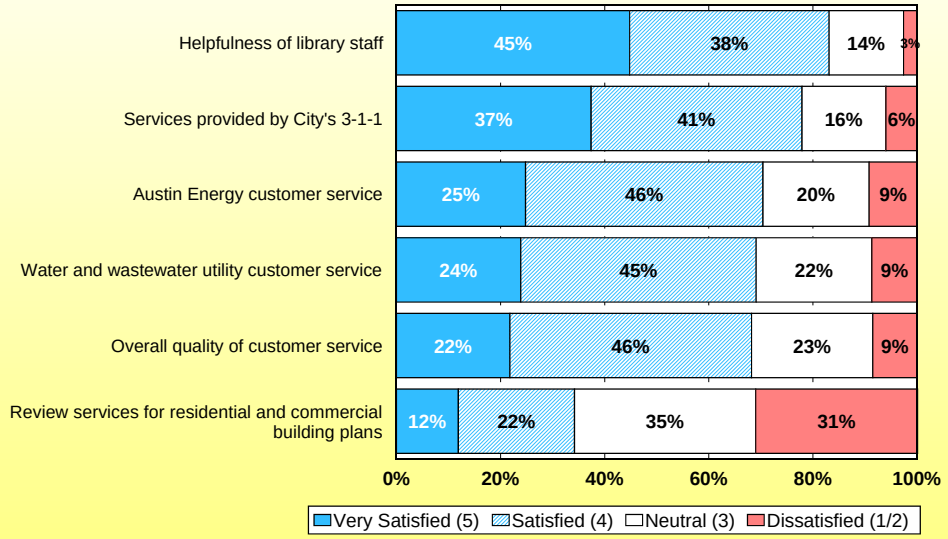



**Trends**

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q15.** Satisfaction With Various Aspects of Customer Service by Major Category

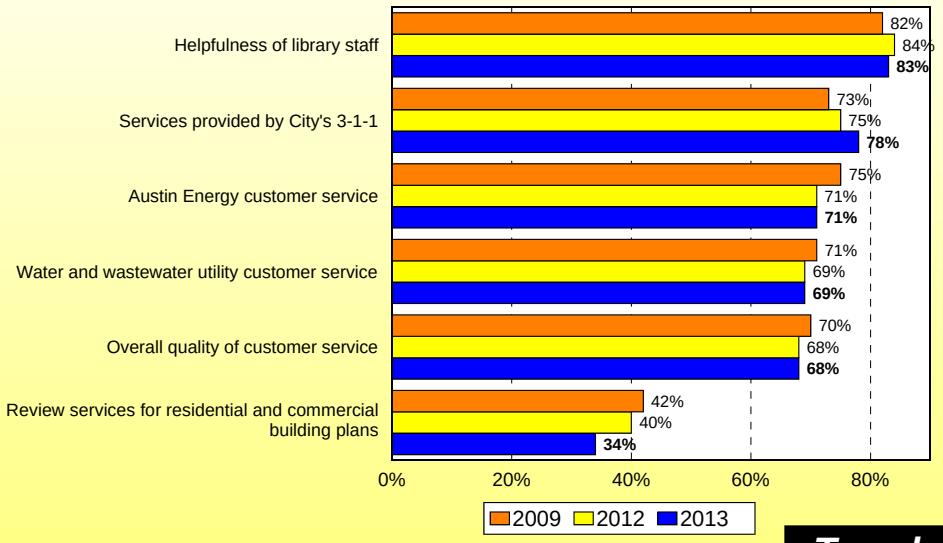
by percentage of respondents (excluding don't knows)




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

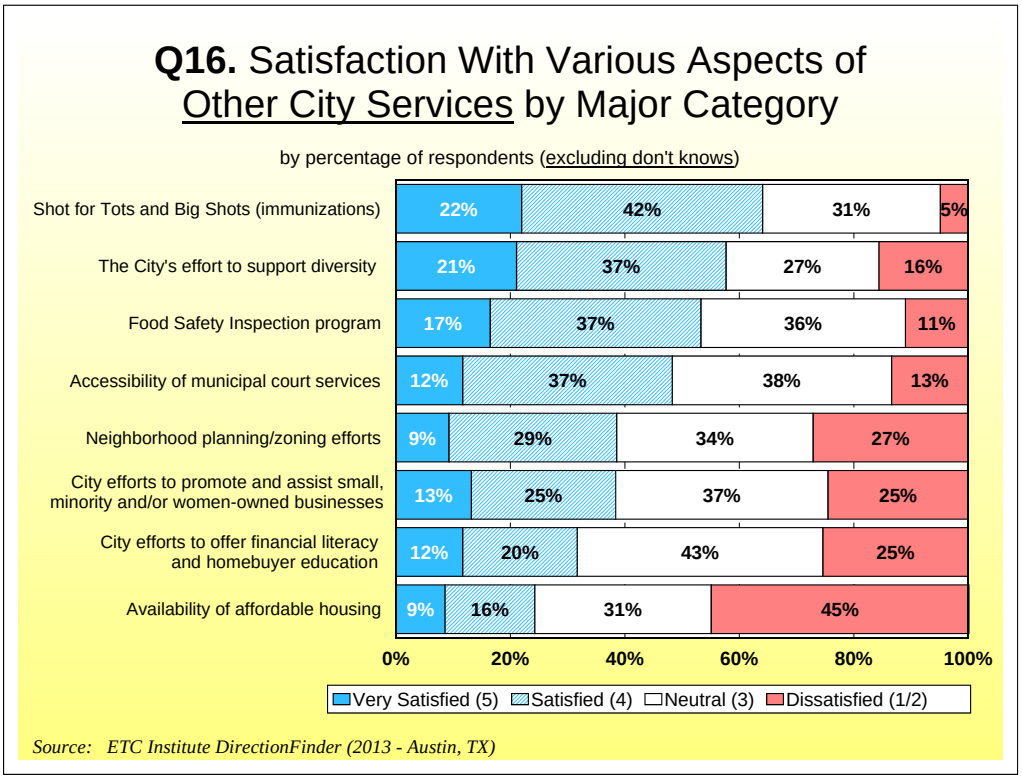
## Satisfaction With Various Aspects of Customer Service by Major Category - 2009, 2012 and 2013

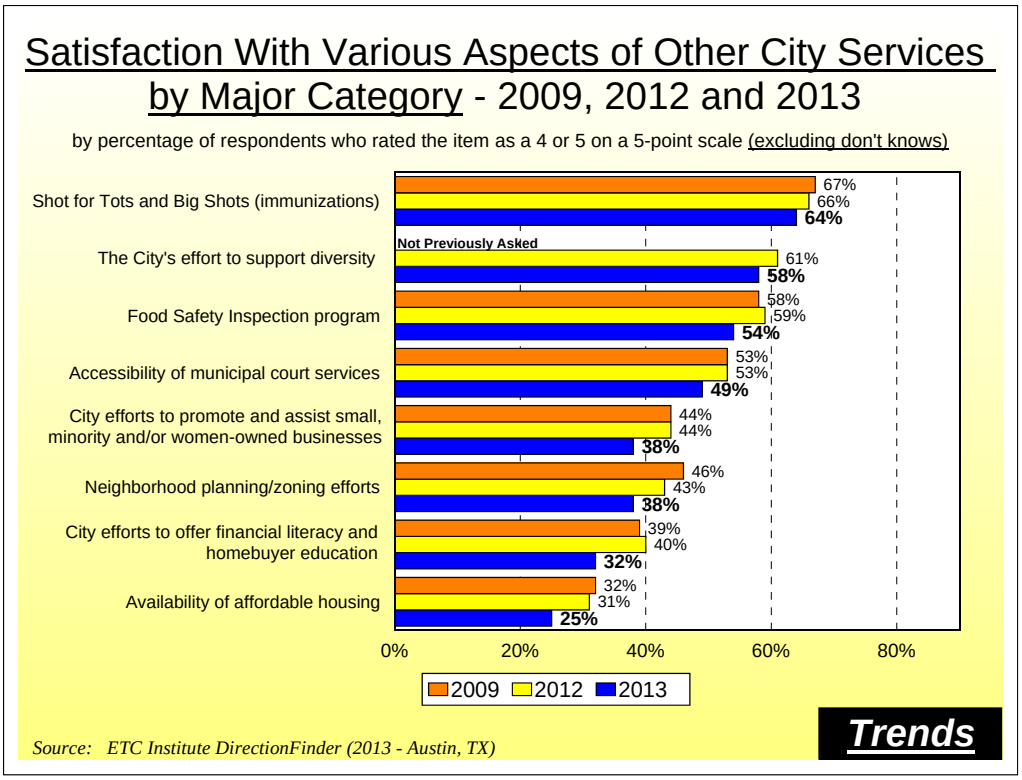
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)




**Trends**

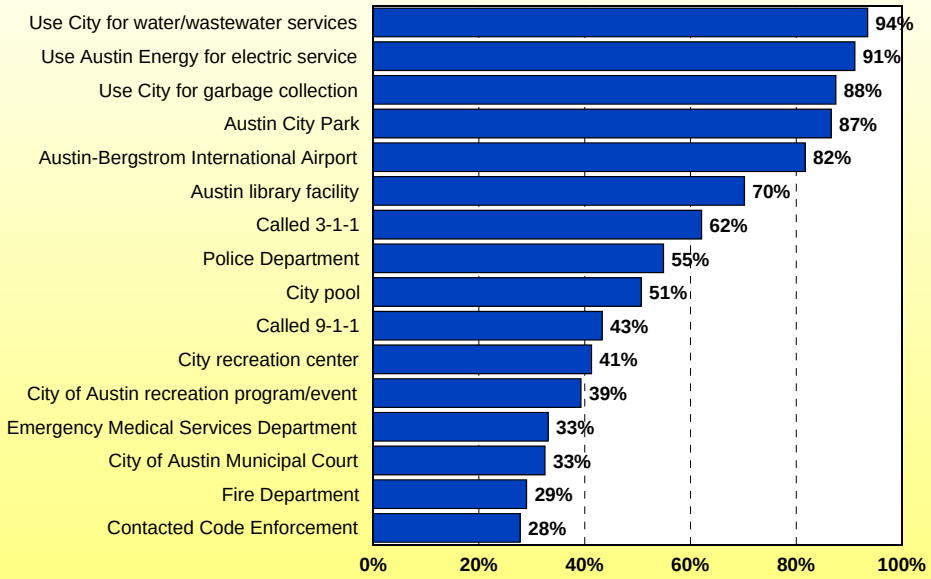
*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*


Q16. Satisfaction With Various Aspects of Other City Services by Major Category
by percentage of respondents (excluding don't knows)
Shot for Tots and Big Shots (immunizations)
22%
42%
31%
5%
The City's effort to support diversity
21%
37%
27%
16%
Food Safety Inspection program
17%
37%
36%
11%
Accessibility of municipal court services
12%
37%
38%
13%
Neighborhood planning/zoning efforts
9%
29%
34%
27%
City efforts to promote and assist small, minority and/or women-owned businesses
13%
25%
37%
25%
City efforts to offer financial literacy and homebuyer education
12%
20%
43%
25%
Availability of affordable housing
9%
16%
31%
45%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Satisfaction With Various Aspects of Other City Services by Major Category - 2009, 2012 and 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Shot for Tots and Big Shots (immunizations)
67%
66%
64%
The City's effort to support diversity
Not Previously Asked
61%
58%
Food Safety Inspection program
58%
59%
54%
Accessibility of municipal court services
53%
53%
49%
City efforts to promote and assist small, minority and/or women-owned businesses
44%
44%
38%
Neighborhood planning/zoning efforts
46%
43%
38%
City efforts to offer financial literacy and homebuyer education
39%
40%
32%
Availability of affordable housing
32%
31%
25%
0%
20%
40%
60%
80%
2009
2012
2013
Trends
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

## **Q17.** Percentage of Residents Who Have Used Various City Services and Facilities

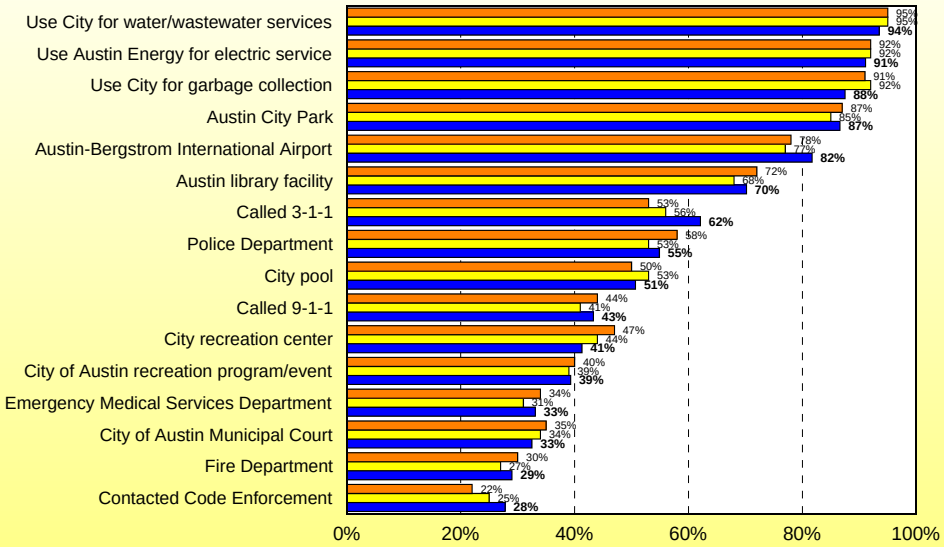
by percentage of respondents who marked "yes"




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## Percentage of Residents Who Have Used Various City Services and Facilities - 2009, 2012 and 2013

by percentage of respondents who marked "yes"

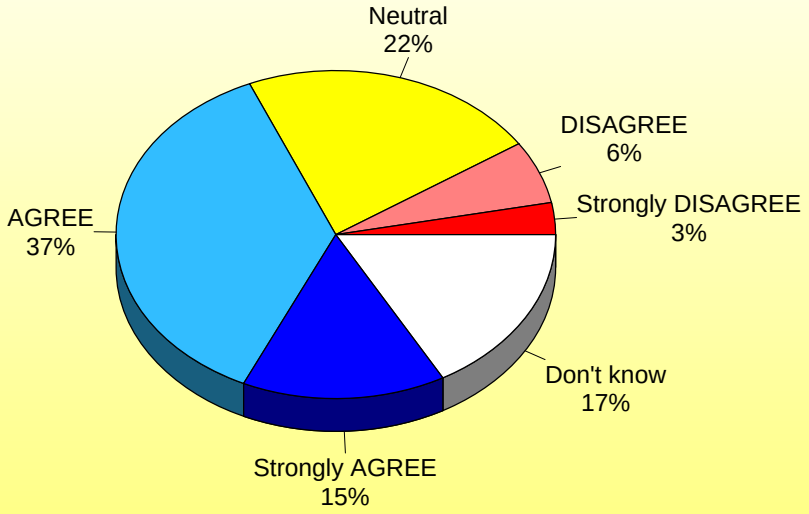



**Trends**

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

**Q18.** Level of Agreement with the statement: "Employees of the City of Austin are ethical in the way they conduct City business"

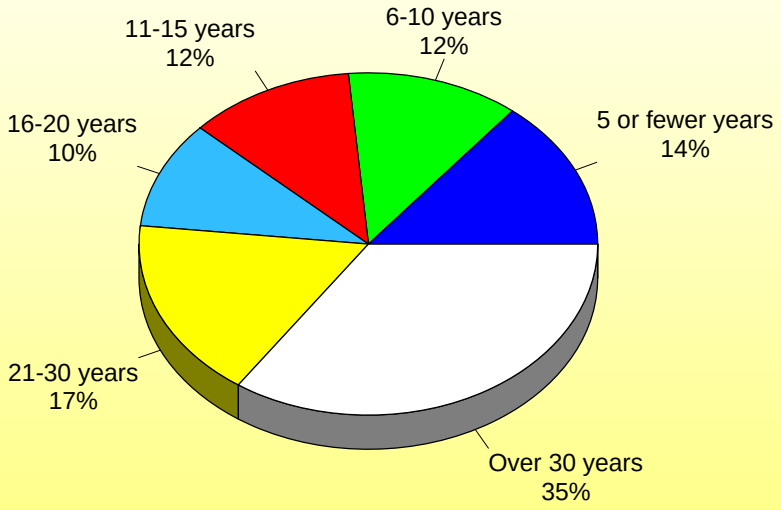
by percentage of respondents




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

**Q19.** Demographics: Number of Years Respondents Had Lived in the City of Austin

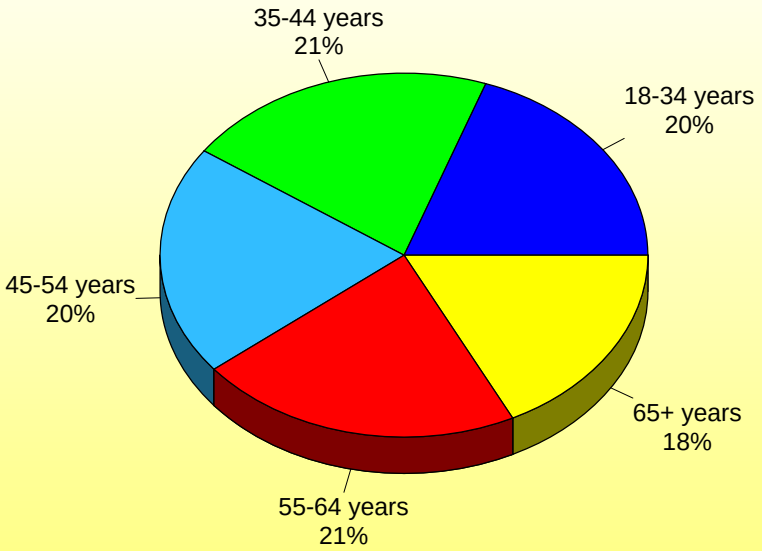
by percentage of respondents




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q20.** Demographics: Age of Respondents

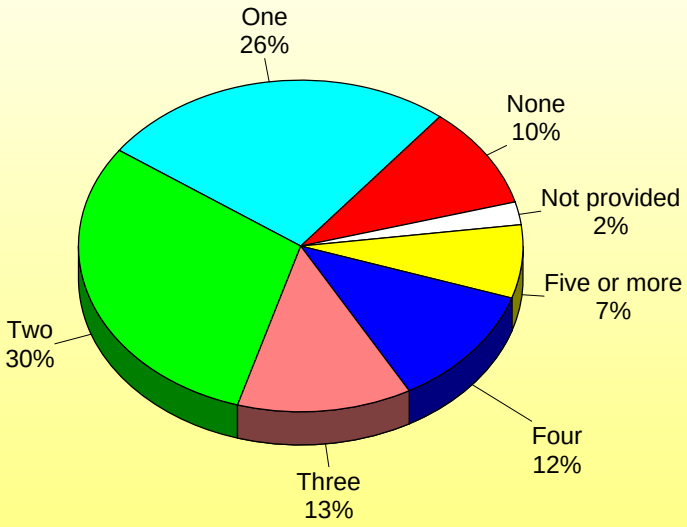
by percentage of respondents




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

## **Q21.** Demographics: How many dependents (including yourself) did your household claim on its most recent federal taxes?

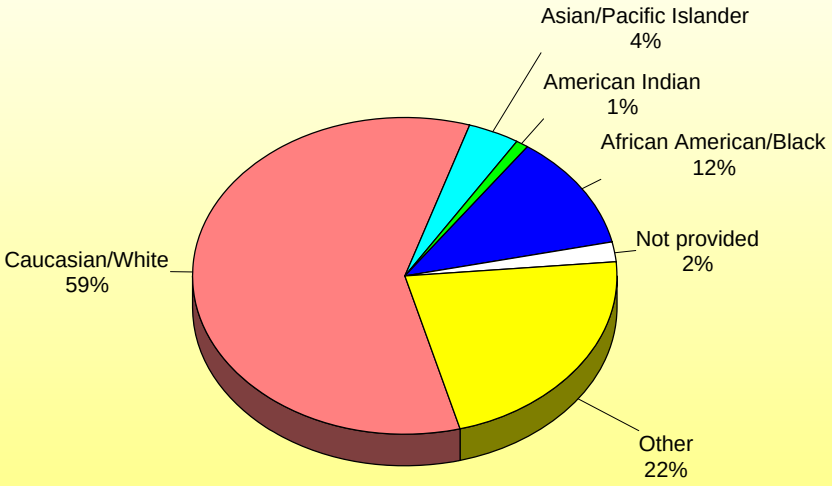
by percentage of persons in households




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

**Q22.** Demographics: Which of the following best describes your race?

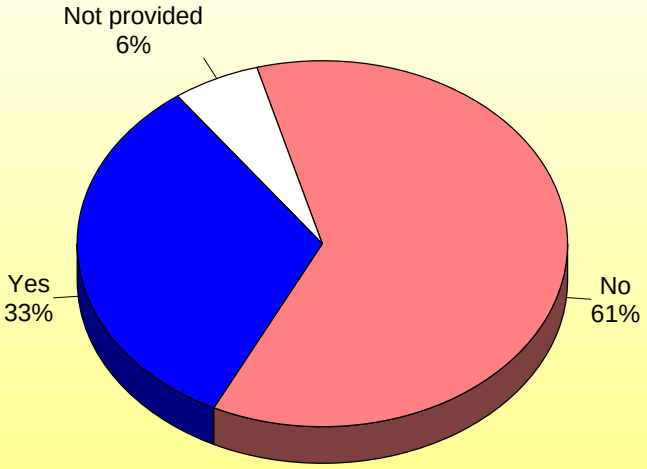
by percentage of persons in households



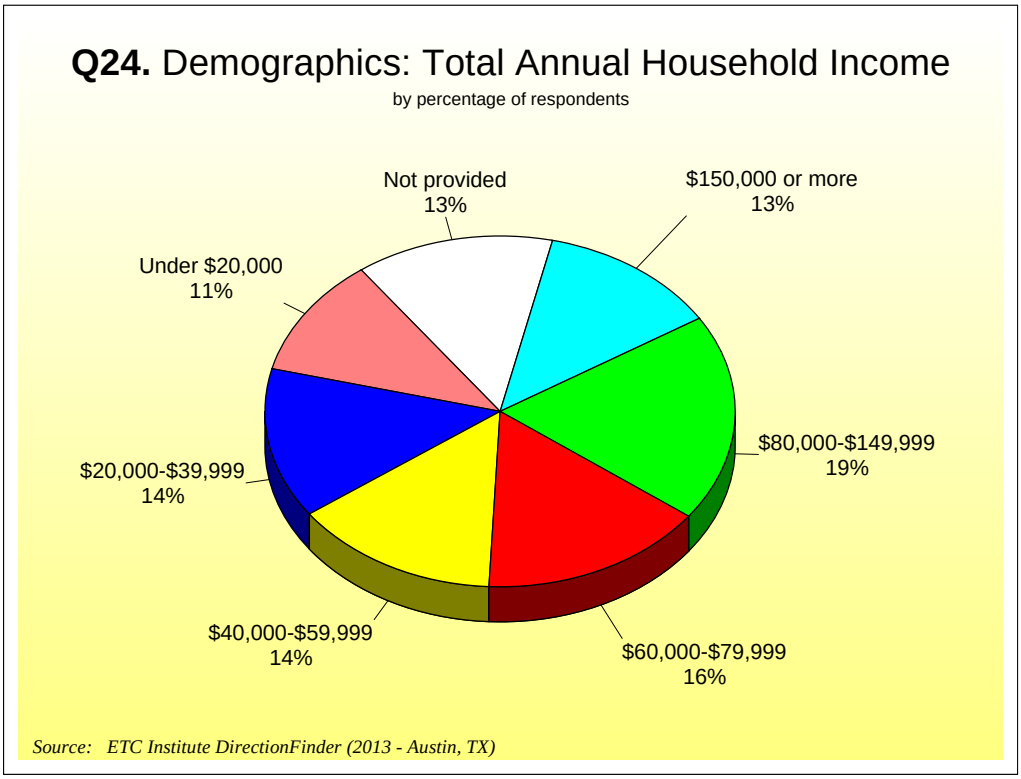

*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*

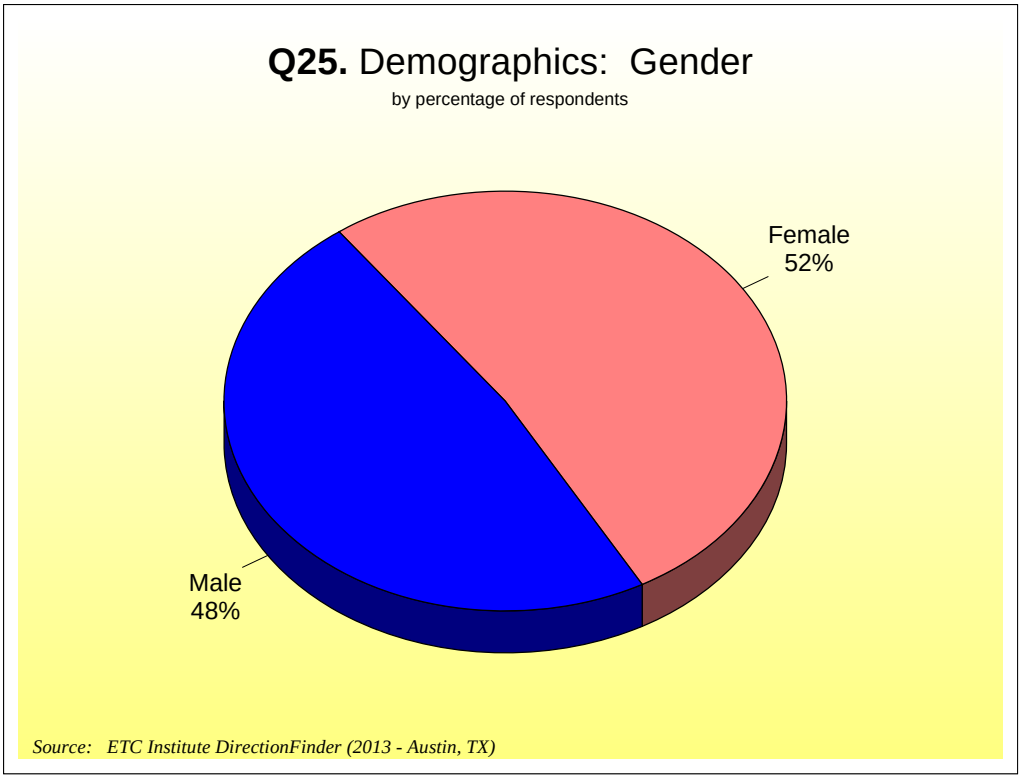
**Q23.** Demographics: Are you Hispanic, Latino, or of other Spanish ancestry?

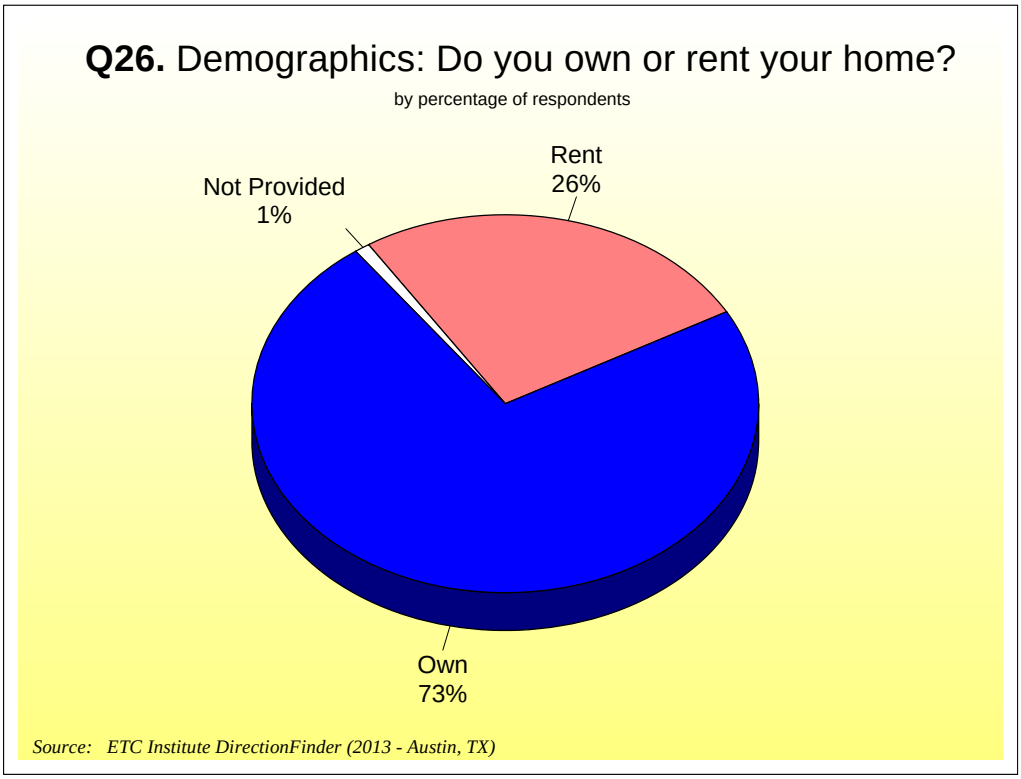
by percentage of respondents




*Source: ETC Institute DirectionFinder (2013 - Austin, TX)*


Q24. Demographics: Total Annual Household Income
by percentage of respondents
Not provided
13%
$150,000 or more
13%
Under $20,000
11%
$80,000-$149,999
19%
$20,000-$39,999
14%
$40,000-$59,999
14%
$60,000-$79,999
16%
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Q25. Demographics: Gender
by percentage of respondents
Female
52%
Male
48%
Source: ETC Institute DirectionFinder (2013 - Austin, TX)


Q26. Demographics: Do you own or rent your home?
by percentage of respondents
Rent
26%
Not Provided
1%
Own
73%
Source: ETC Institute DirectionFinder (2013 - Austin, TX)

# Section 2:
# Benchmarking Data

# *DirectionFinder* Survey
## Year 2013 Benchmarking Summary Report

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 200 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during July 2013 to a random sample of more than 2,000 residents in the continental United States living in cities with a population of more than 250,000 residents and (2) survey results from 30 large communities (population of more than 250,000 residents) where the DirectionFinder® survey was administered between August 2009 and September 2013. The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, Texas
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

There are three sets of charts in this report:

- The **first set** shows the results for the City of Austin compared to the national average for residents who live in cities with more than 250,000 residents.

- The **second set** shows head-to-head comparisons to other large cities in the central United States.

- The **third set** shows how the City of Austin compares to a range of performance in several specific areas. The mean rating on the third type of charts is shown as a vertical line and indicates the mean ratings for the 30 large communities included in ETC Institute's database (listed on the previous page). The actual ratings for Austin are listed to the right of each chart. The dot on each bar shows how the results for Austin compare to the other large communities where the DirectionFinder® survey has been administered.

**Setting the Standard for Performance**. The City of Austin rated at or above the national average for cities with a population of more than 250,000 in 34 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+26%)
- I feel safe in my neighborhood at night (+18%)
- I feel safe in city parks (+16%)
- The City as a place to raise children (+14%)
- Overall quality of services provided by the City (+14%)
- Overall satisfaction with city swimming pools (+13%)
- Bulky item pick-up/removal services (+12%)
- The City as a place to live (+11%)
- Number of walking/biking trails (+11%)
- Quality of residential curbside recycling services (+11%)

**Significantly Below Average**. The City of Austin rated below the national average for cities with a population of more than 250,000 in 12 of the 46 areas that were assessed. The areas in which Austin rated significantly below the national average (5% or more below the national average) were:

- Traffic flow on major city streets (-17%)
- How well the City is planning growth (-7%)
- Enforcement of local codes and ordinances (-6%)
- Overall quality of public safety services (-5%)
- Timeliness of Fire response to emergencies (-5%)

# National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Austin is not authorized without written consent from ETC Institute.

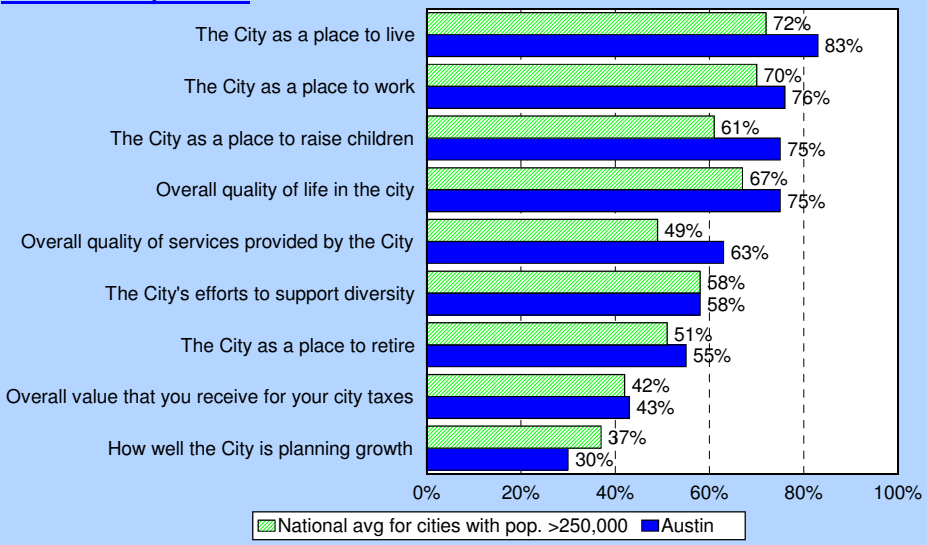
The national averages shown in these charts are based on the results of a national survey that was administered by ETC Institute to a random sample of more than 2000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2013.

## Perceptions of the City

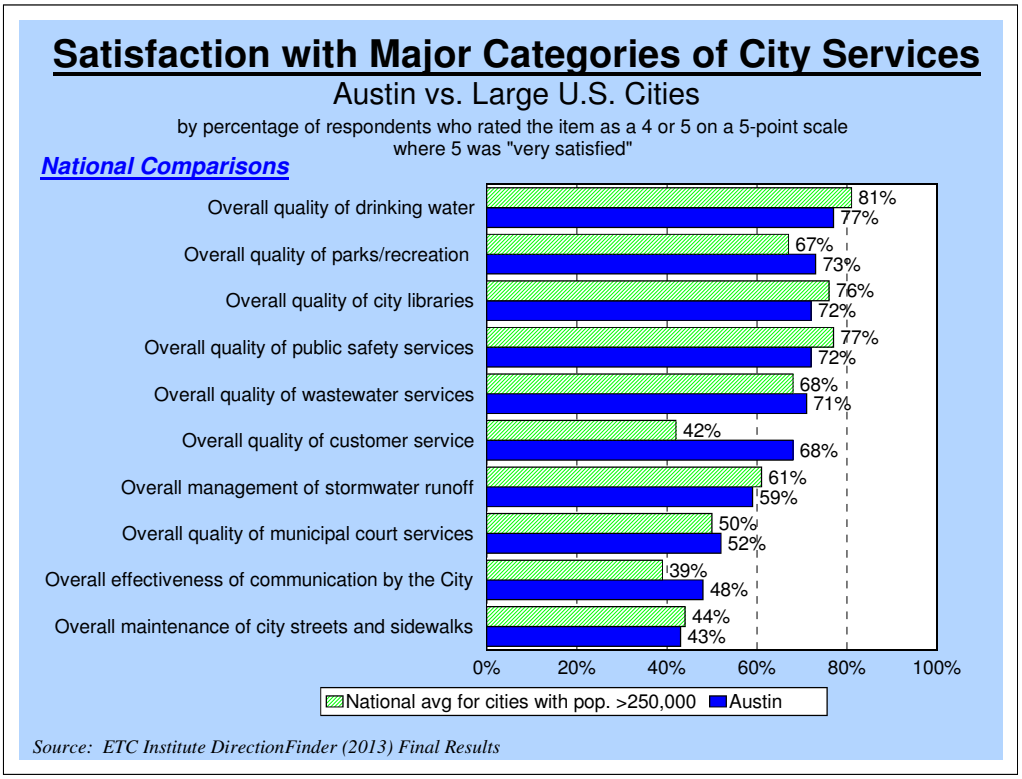
Austin vs. Large U.S. Cities

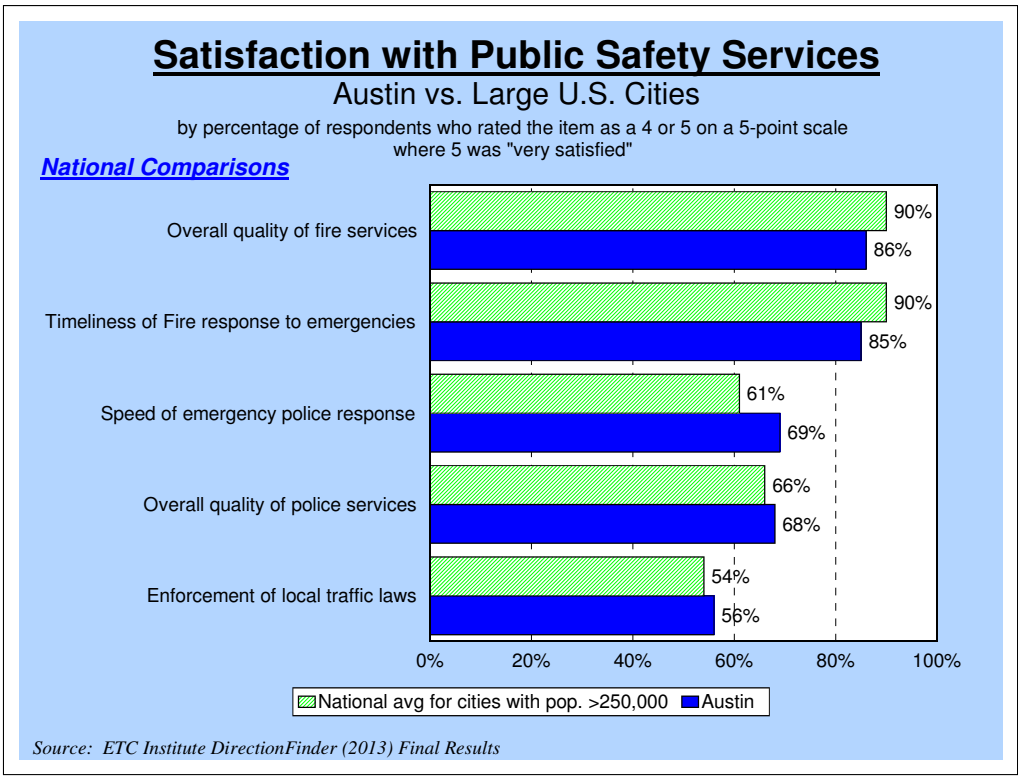
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

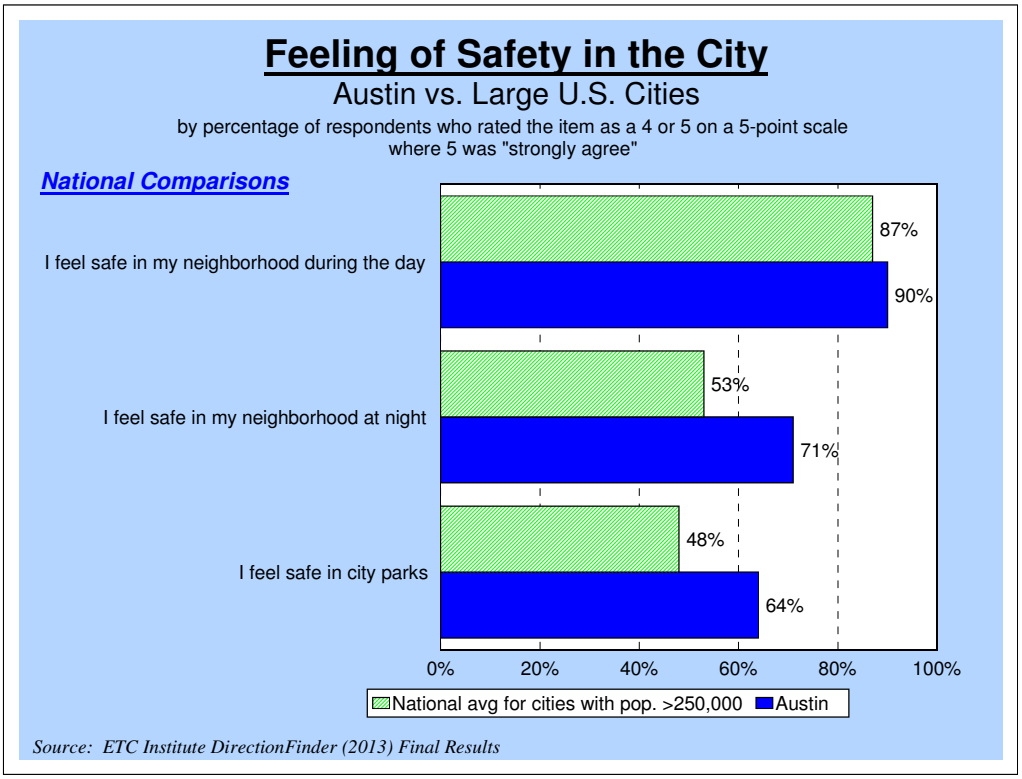
***National Comparisons***

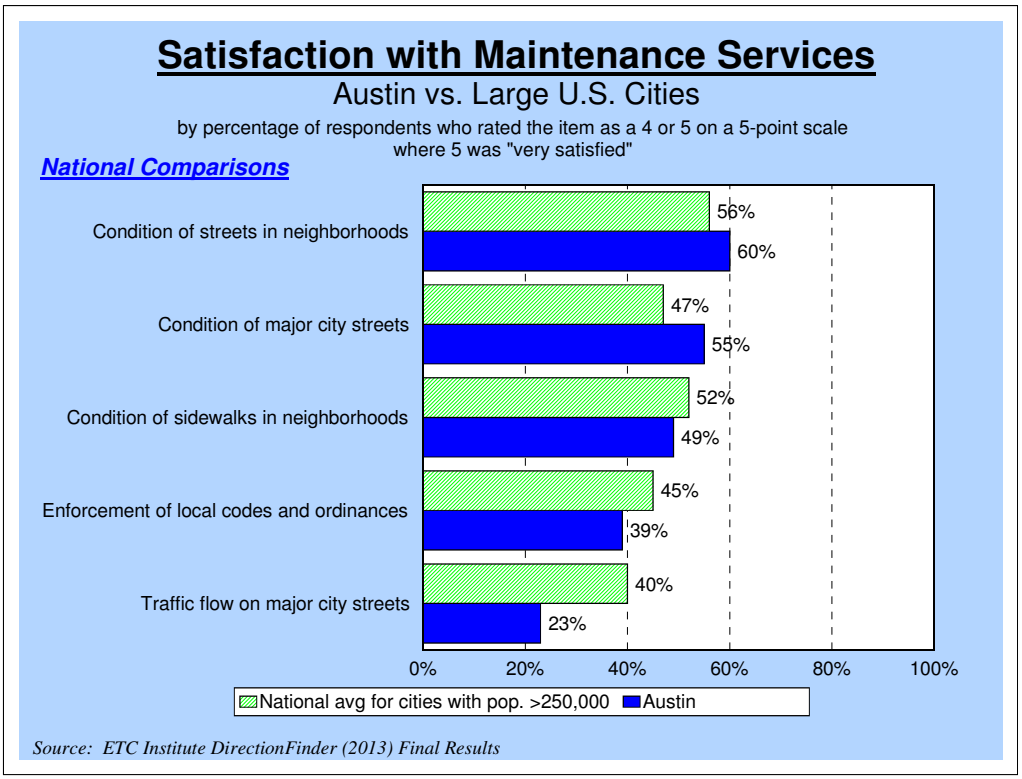


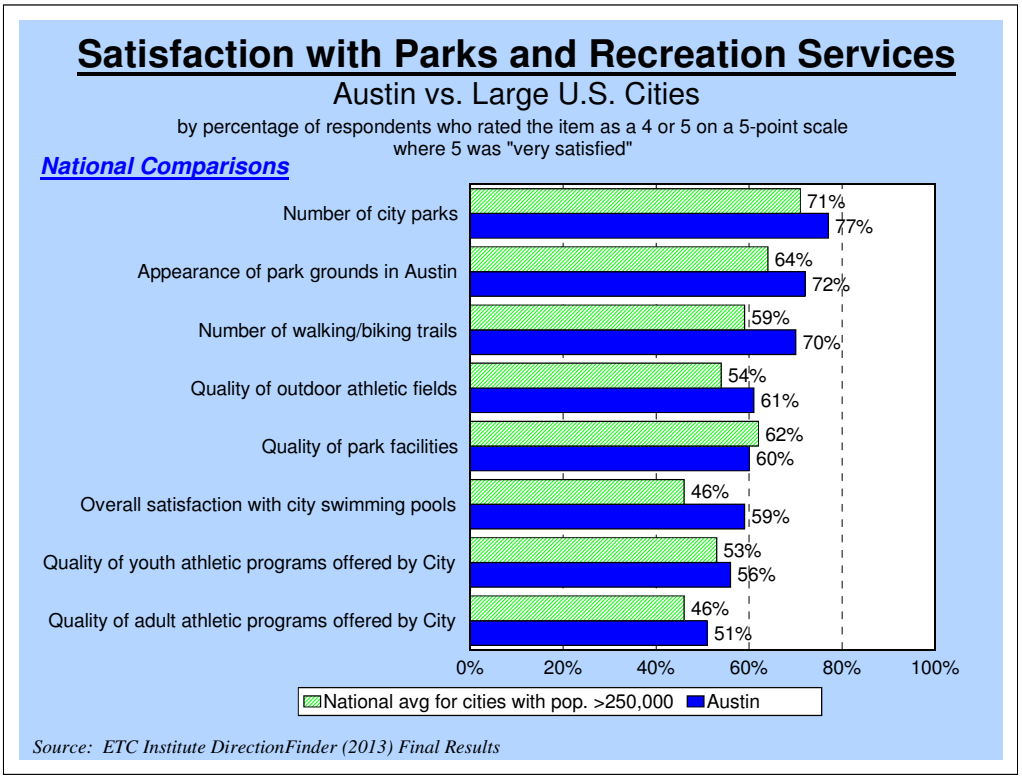

*Source: ETC Institute DirectionFinder (2013) Final Results*

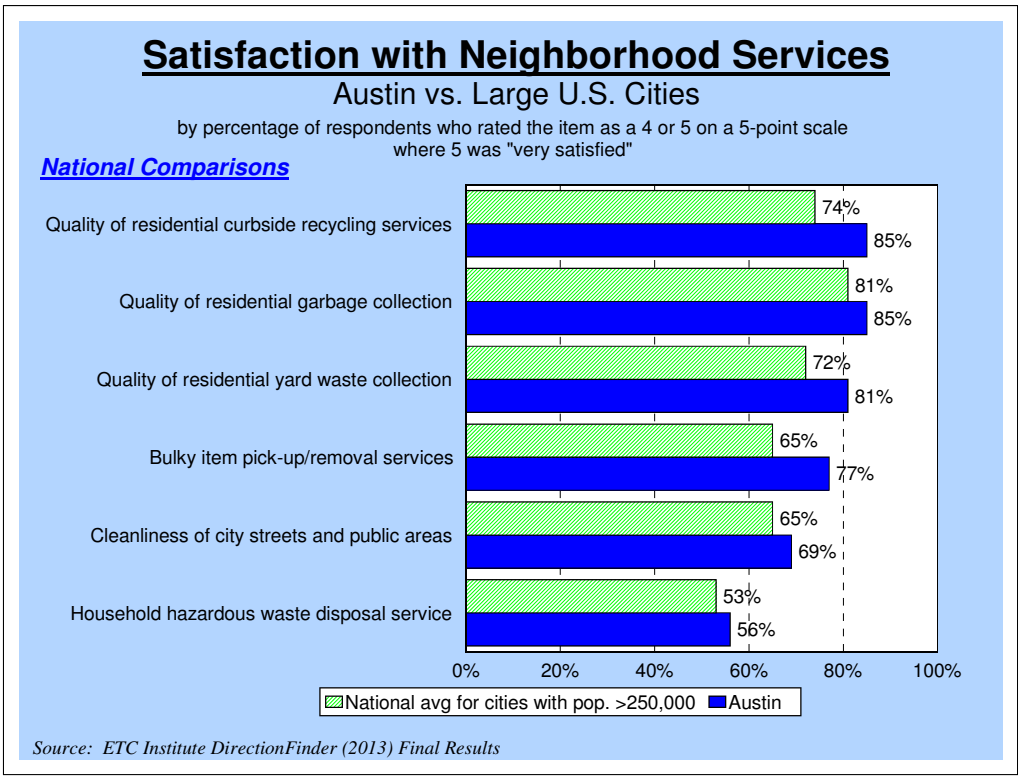

Satisfaction with Major Categories of City Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Overall quality of drinking water
81%
77%
Overall quality of parks/recreation
67%
73%
Overall quality of city libraries
76%
72%
Overall quality of public safety services
77%
72%
Overall quality of wastewater services
68%
71%
Overall quality of customer service
42%
68%
Overall management of stormwater runoff
61%
59%
Overall quality of municipal court services
50%
52%
Overall effectiveness of communication by the City
39%
48%
Overall maintenance of city streets and sidewalks
44%
43%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Public Safety Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Overall quality of fire services
90%
86%
Timeliness of Fire response to emergencies
90%
85%
Speed of emergency police response
61%
69%
Overall quality of police services
66%
68%
Enforcement of local traffic laws
54%
56%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results


Feeling of Safety in the City
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "strongly agree"
National Comparisons
I feel safe in my neighborhood during the day
87%
90%
I feel safe in my neighborhood at night
53%
71%
I feel safe in city parks
48%
64%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Maintenance Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Condition of streets in neighborhoods
56%
60%
Condition of major city streets
47%
55%
Condition of sidewalks in neighborhoods
52%
49%
Enforcement of local codes and ordinances
45%
39%
Traffic flow on major city streets
40%
23%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Parks and Recreation Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Number of city parks
71%
77%
Appearance of park grounds in Austin
64%
72%
Number of walking/biking trails
59%
70%
Quality of outdoor athletic fields
54%
61%
Quality of park facilities
62%
60%
Overall satisfaction with city swimming pools
46%
59%
Quality of youth athletic programs offered by City
53%
56%
Quality of adult athletic programs offered by City
46%
51%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results

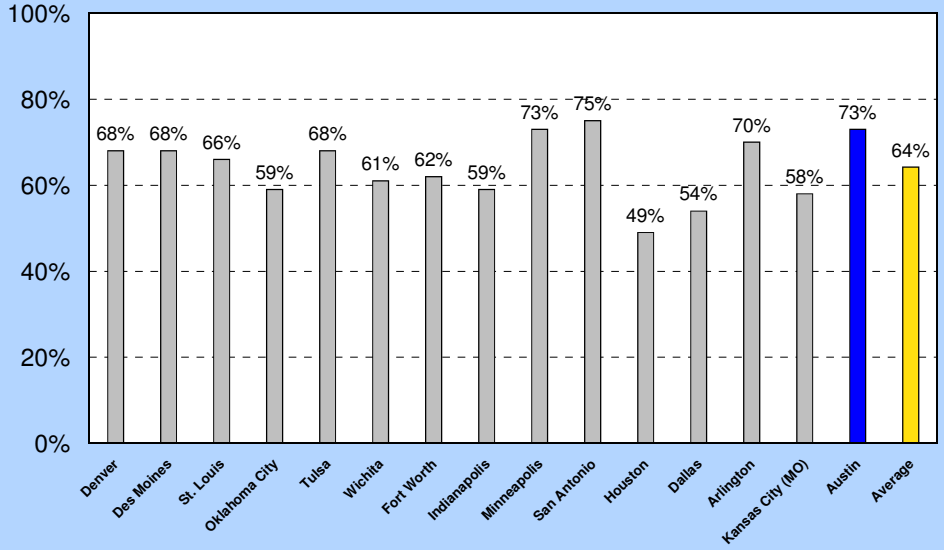

Satisfaction with Neighborhood Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Quality of residential curbside recycling services
74%
85%
Quality of residential garbage collection
81%
85%
Quality of residential yard waste collection
72%
81%
Bulky item pick-up/removal services
65%
77%
Cleanliness of city streets and public areas
65%
69%
Household hazardous waste disposal service
53%
56%
0%
20%
40%
60%
80%
100%
National avg for cities with pop. >250,000
Austin
Source: ETC Institute DirectionFinder (2013) Final Results

# Selected Head-to-Head Comparisons

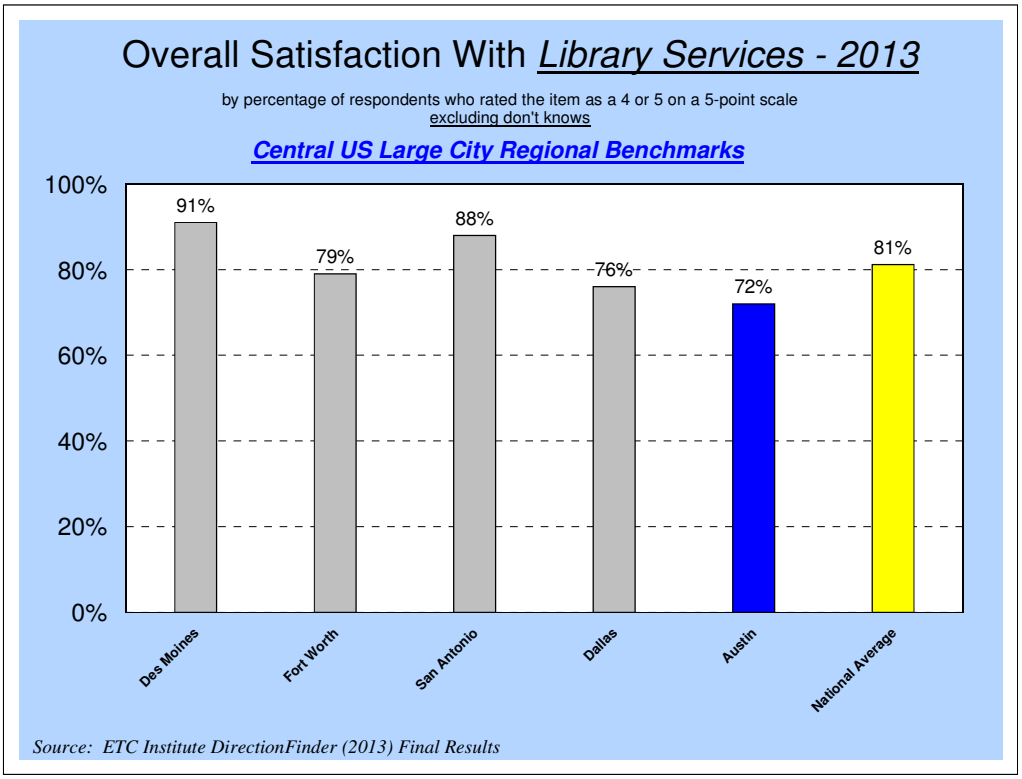
## Overall Satisfaction With *Parks and Recreation - 2013*

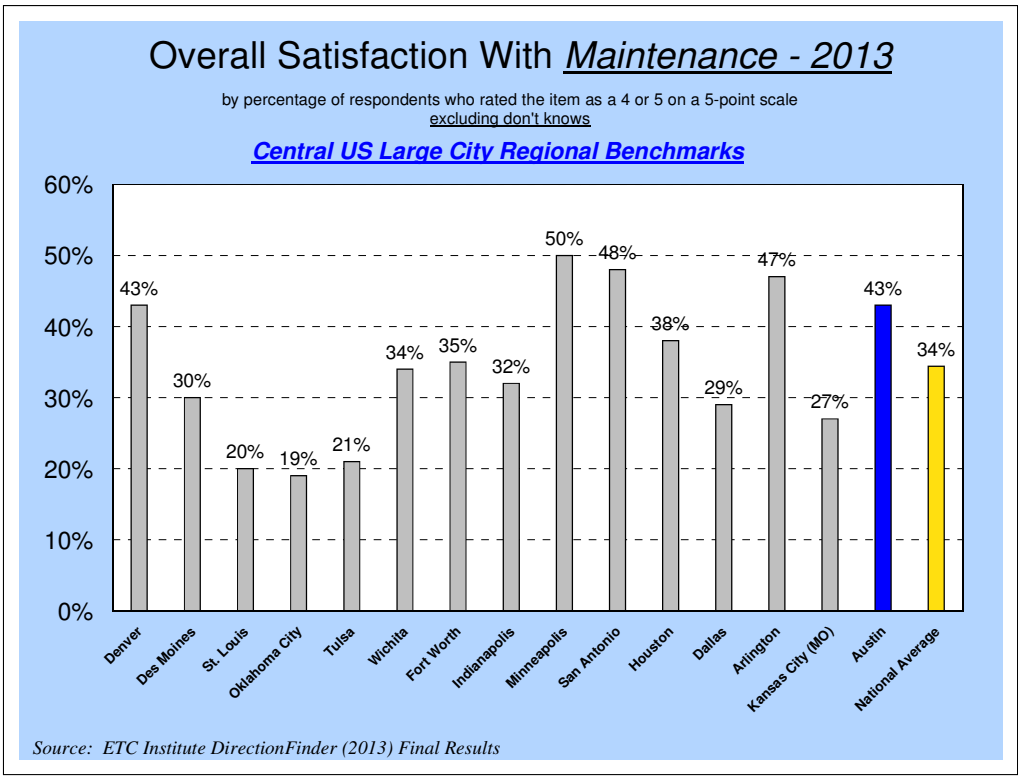
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

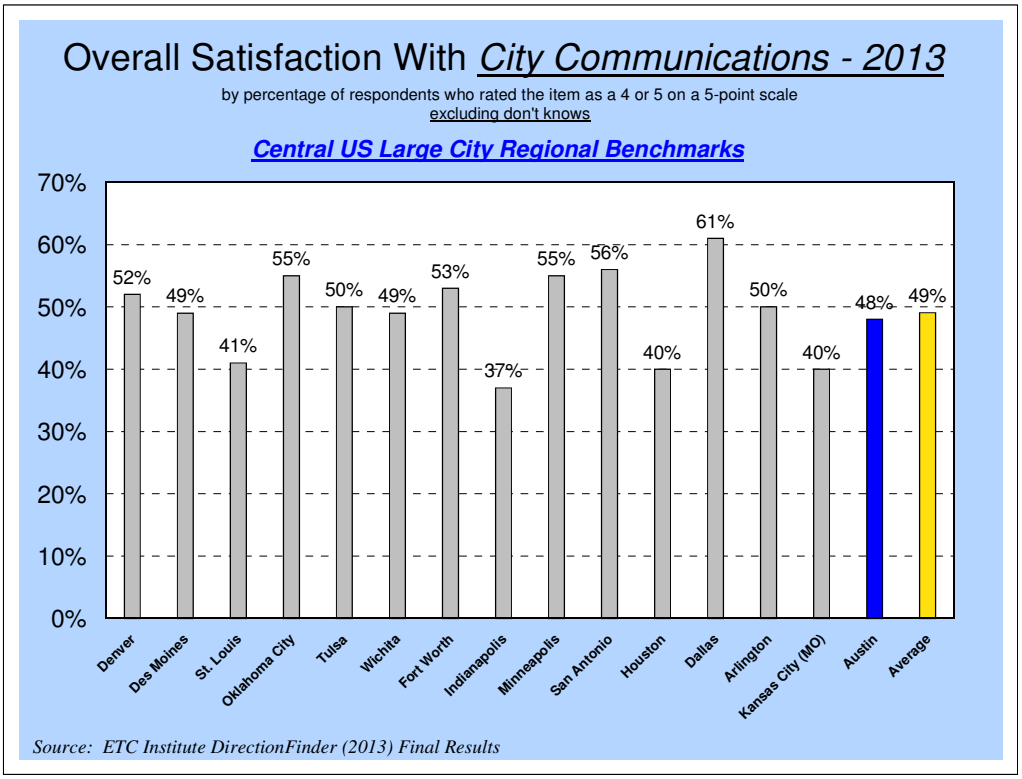
***Central US Large City Regional Benchmarks***

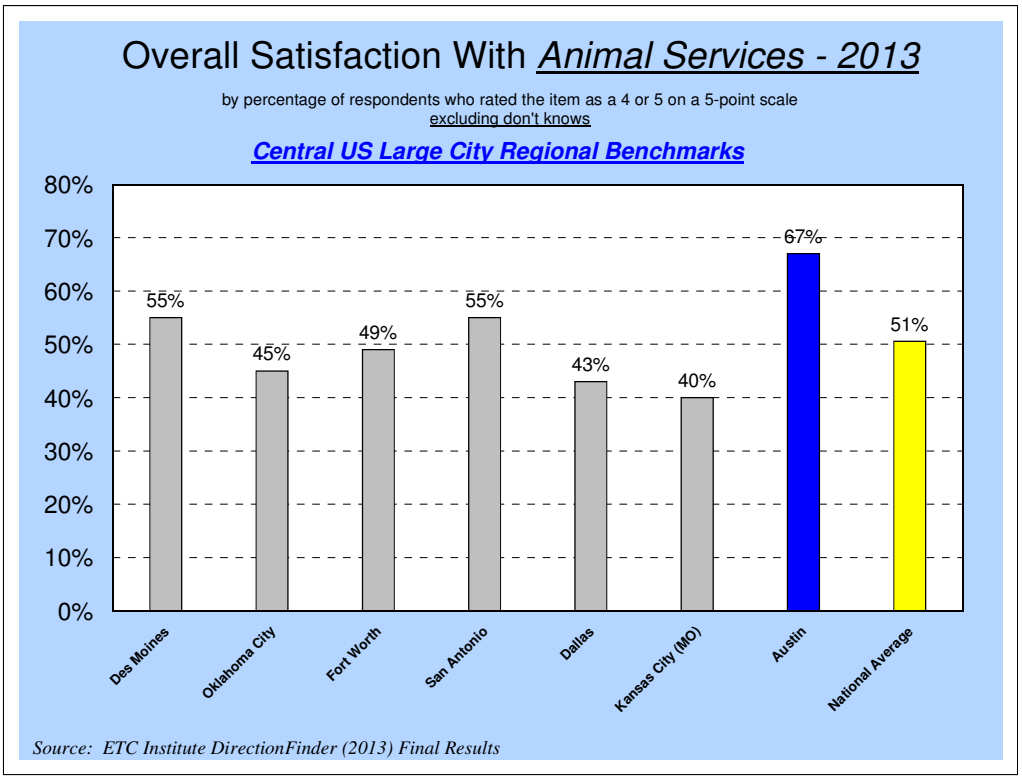


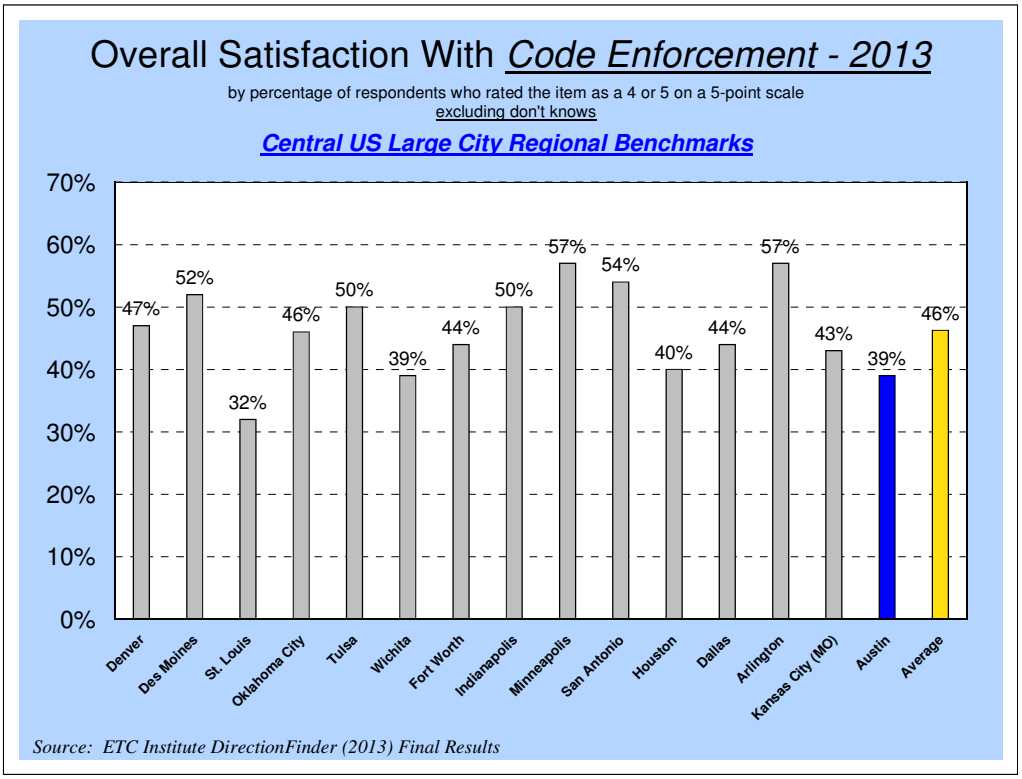

*Source: ETC Institute DirectionFinder (2013) Final Results*

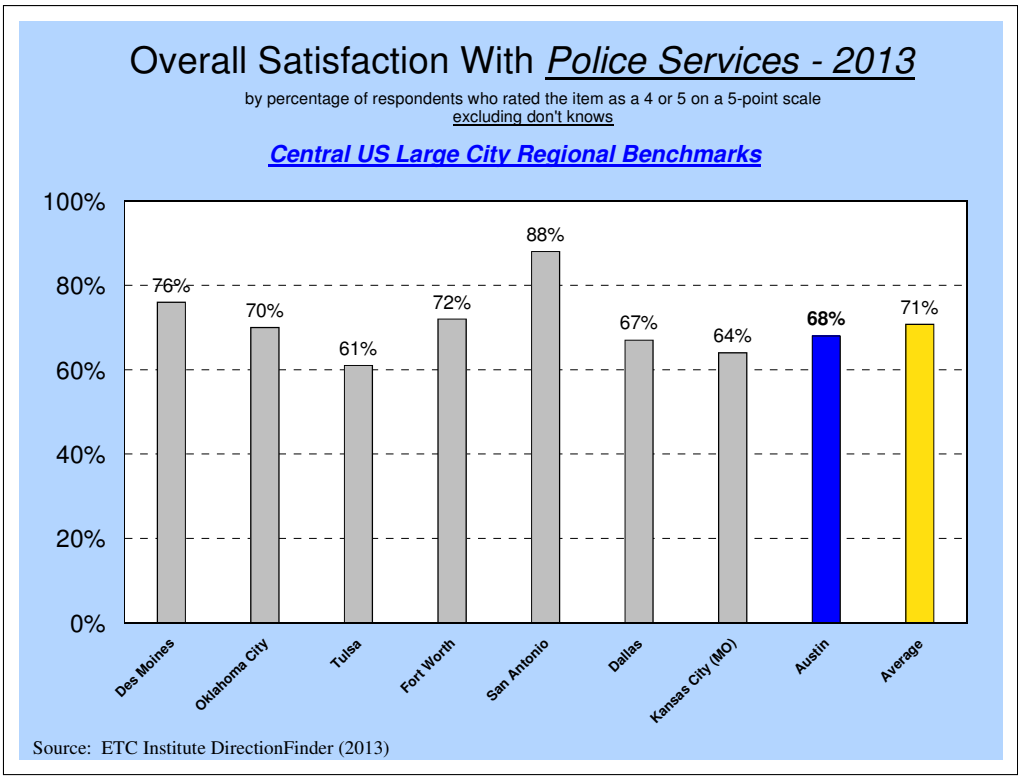

Overall Satisfaction With Library Services - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
100%
80%
60%
40%
20%
0%
91%
79%
88%
76%
72%
81%
Des Moines
Fort Worth
San Antonio
Dallas
Austin
National Average
Source: ETC Institute DirectionFinder (2013) Final Results

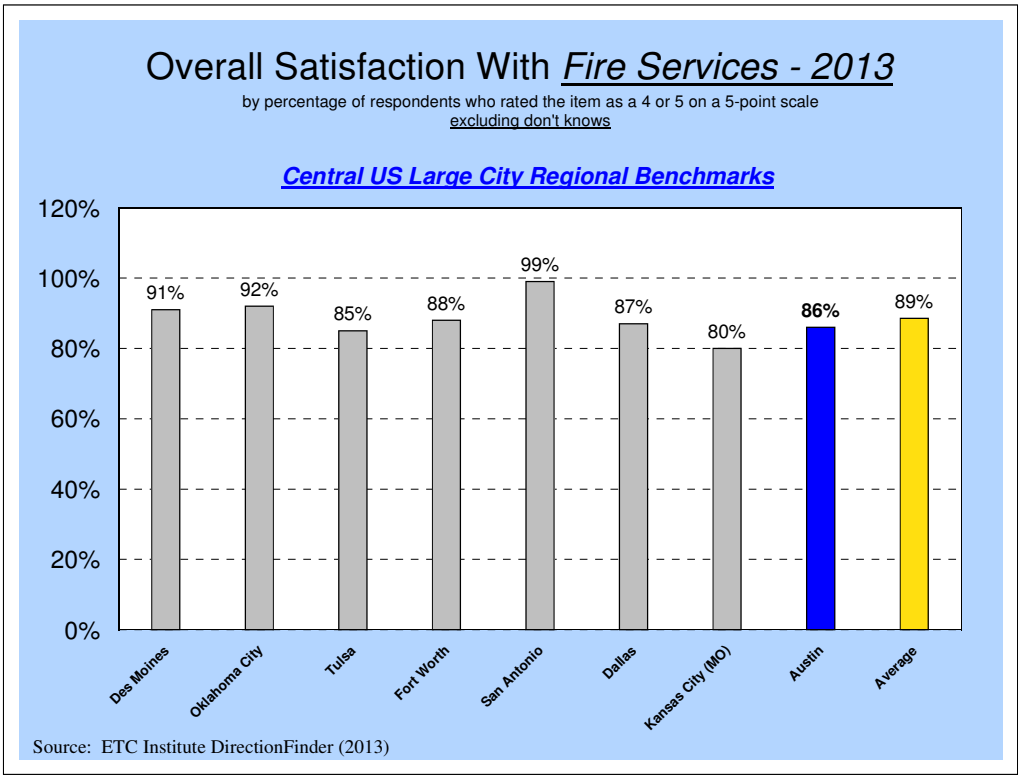

Overall Satisfaction With Maintenance - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
60%
50%
40%
30%
20%
10%
0%
43%
30%
20%
19%
21%
34%
35%
32%
50%
48%
38%
29%
47%
27%
43%
34%
Denver
Des Moines
St. Louis
Oklahoma City
Tulsa
Wichita
Fort Worth
Indianapolis
Minneapolis
San Antonio
Houston
Dallas
Arlington
Kansas City (MO)
Austin
National Average
Source: ETC Institute DirectionFinder (2013) Final Results

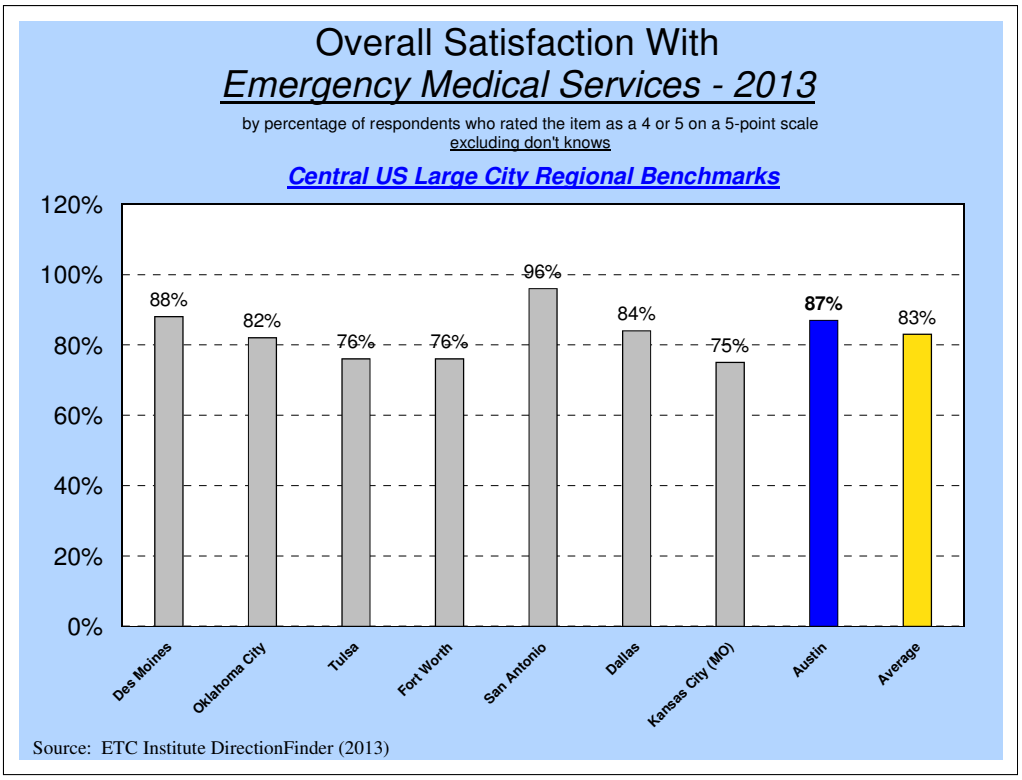

Overall Satisfaction With City Communications - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
70%
60%
50%
40%
30%
20%
10%
0%
52%
49%
41%
55%
50%
49%
53%
37%
55%
56%
40%
61%
50%
40%
48%
49%
Denver
Des Moines
St. Louis
Oklahoma City
Tulsa
Wichita
Fort Worth
Indianapolis
Minneapolis
San Antonio
Houston
Dallas
Arlington
Kansas City (MO)
Austin
Average
Source: ETC Institute DirectionFinder (2013) Final Results


Overall Satisfaction With Animal Services - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
80%
70%
60%
50%
40%
30%
20%
10%
0%
55%
45%
49%
55%
43%
40%
67%
51%
Des Moines
Oklahoma City
Fort Worth
San Antonio
Dallas
Kansas City (MO)
Austin
National Average
Source: ETC Institute DirectionFinder (2013) Final Results


Overall Satisfaction With Code Enforcement - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
70%
60%
50%
40%
30%
20%
10%
0%
47%
52%
32%
46%
50%
39%
44%
50%
57%
54%
40%
44%
57%
43%
39%
46%
Denver
Des Moines
St. Louis
Oklahoma City
Tulsa
Wichita
Fort Worth
Indianapolis
Minneapolis
San Antonio
Houston
Dallas
Arlington
Kansas City (MO)
Austin
Average
Source: ETC Institute DirectionFinder (2013) Final Results


Overall Satisfaction With Police Services - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
100%
80%
60%
40%
20%
0%
76%
70%
61%
72%
88%
67%
64%
68%
71%
Des Moines
Oklahoma City
Tulsa
Fort Worth
San Antonio
Dallas
Kansas City (MO)
Austin
Average
Source: ETC Institute DirectionFinder (2013)

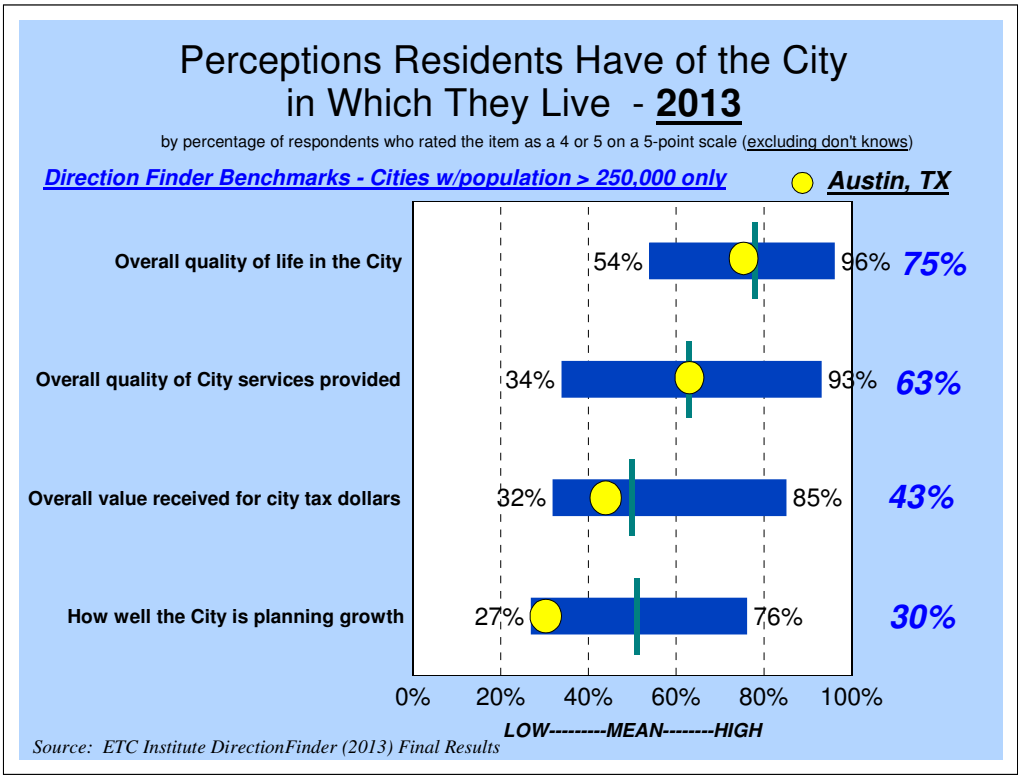

Overall Satisfaction With Fire Services - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
120%
100%
80%
60%
40%
20%
0%
91%
92%
85%
88%
99%
87%
80%
86%
89%
Des Moines
Oklahoma City
Tulsa
Fort Worth
San Antonio
Dallas
Kansas City (MO)
Austin
Average
Source: ETC Institute DirectionFinder (2013)

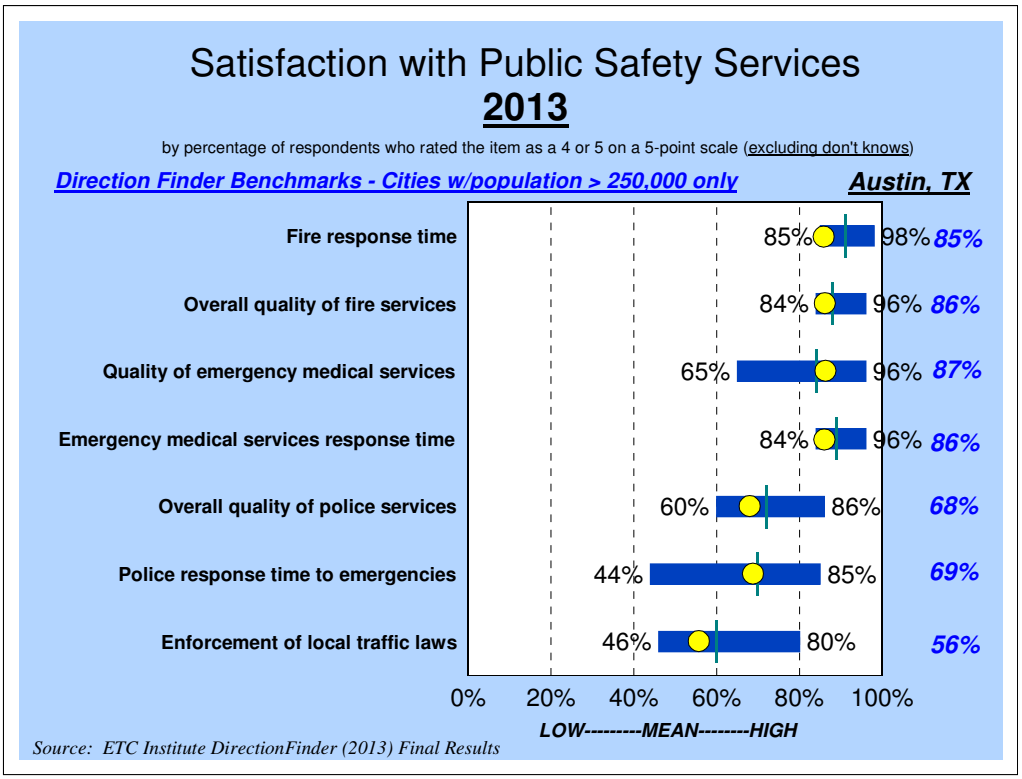

Overall Satisfaction With
Emergency Medical Services - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
Central US Large City Regional Benchmarks
120%
100%
80%
60%
40%
20%
0%
88%
82%
76%
76%
96%
84%
75%
87%
83%
Des Moines
Oklahoma City
Tulsa
Fort Worth
San Antonio
Dallas
Kansas City (MO)
Austin
Average
Source: ETC Institute DirectionFinder (2013)

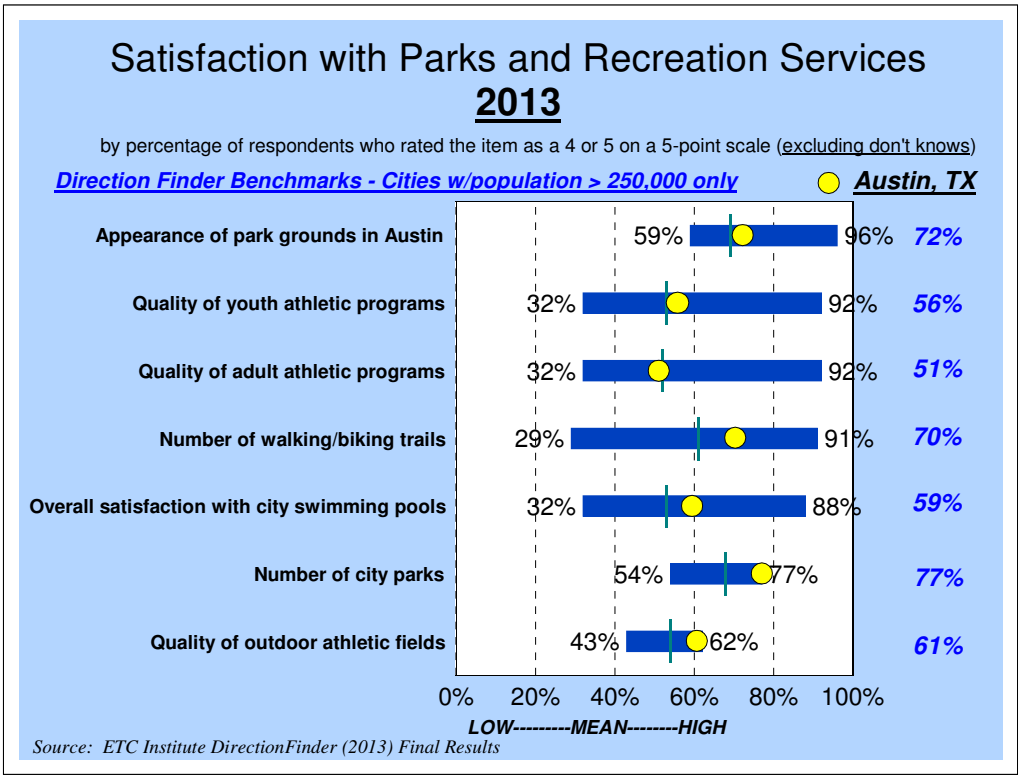
# Comparison to a Range of Performance

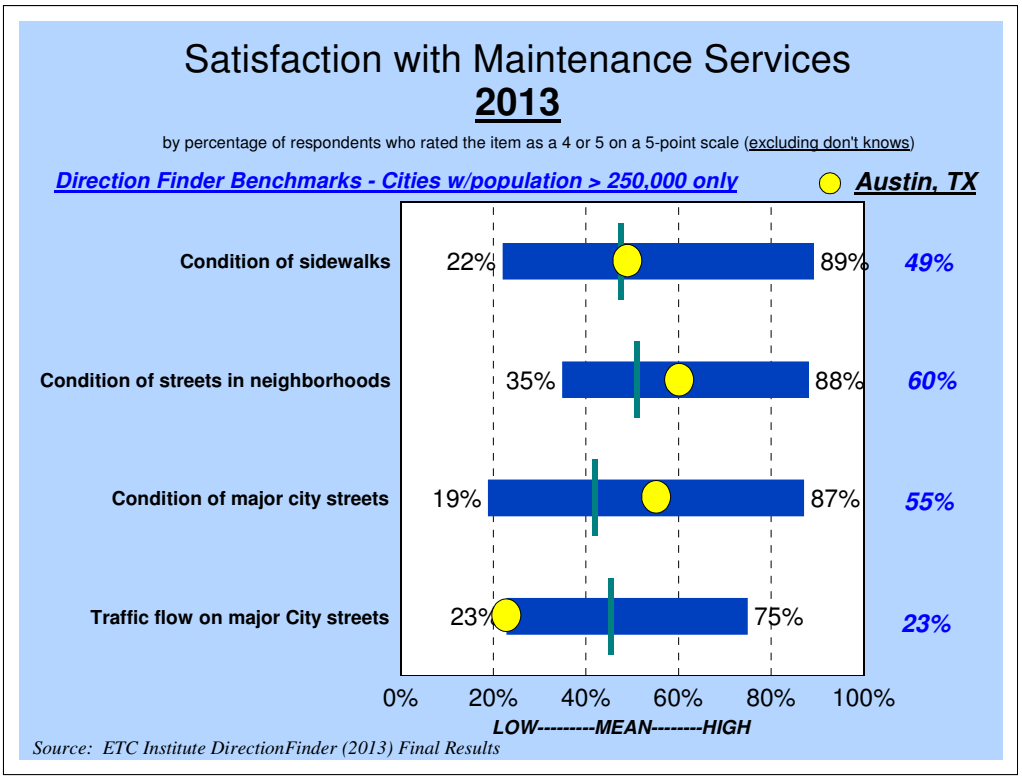
## Benchmarking Communities

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, TX
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ


Perceptions Residents Have of the City in Which They Live - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Direction Finder Benchmarks - Cities w/population > 250,000 only
Austin, TX
Overall quality of life in the City
54%
96%
75%
Overall quality of City services provided
34%
93%
63%
Overall value received for city tax dollars
32%
85%
43%
How well the City is planning growth
27%
76%
30%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Public Safety Services 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Direction Finder Benchmarks - Cities w/population > 250,000 only
Austin, TX
Fire response time
85%
98%
85%
Overall quality of fire services
84%
96%
86%
Quality of emergency medical services
65%
96%
87%
Emergency medical services response time
84%
96%
86%
Overall quality of police services
60%
86%
68%
Police response time to emergencies
44%
85%
69%
Enforcement of local traffic laws
46%
80%
56%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Parks and Recreation Services
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Direction Finder Benchmarks - Cities w/population > 250,000 only
Austin, TX
Appearance of park grounds in Austin
59%
96%
72%
Quality of youth athletic programs
32%
92%
56%
Quality of adult athletic programs
32%
92%
51%
Number of walking/biking trails
29%
91%
70%
Overall satisfaction with city swimming pools
32%
88%
59%
Number of city parks
54%
77%
77%
Quality of outdoor athletic fields
43%
62%
61%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute DirectionFinder (2013) Final Results


Satisfaction with Maintenance Services
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Direction Finder Benchmarks - Cities w/population > 250,000 only
Austin, TX
Condition of sidewalks
22%
89%
49%
Condition of streets in neighborhoods
35%
88%
60%
Condition of major city streets
19%
87%
55%
Traffic flow on major City streets
23%
75%
23%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute DirectionFinder (2013) Final Results

# Section 3:
# Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis

## Austin, Texas



## Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Fifty percent (50.3%) of residents selected the "Quality of Public Safety" as one of the most important Major City services to provide.

With regard to satisfaction, seventy-two percent (71.8%) of the residents surveyed rated their overall satisfaction with the "Quality of Public Safety" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating for the "Quality of Public Safety" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 50.3% was multiplied by 28.2% (1-0.718). This calculation yielded an I-S rating of 0.1418, which ranked second out of fourteen Major City Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for Austin are provided on the following page.

# Importance-Satisfaction Rating
## Austin, TX
## OVERALL

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Overall maintenance of City streets and sidewalks | 28% | 3 | 43% | 13 | 0.1585 | **1** |
| Quality of public safety services | 50% | 1 | 72% | 4 | 0.1418 | **2** |
| Overall quality of planning, development review, permitting and inspection services | 20% | 5 | 30% | 14 | 0.1410 | **3** |
| **Medium Priority (IS <.10)** | | | | | | |
| Overall quality of health and human services | 19% | 7 | 52% | 10 | 0.0898 | **4** |
| Quality of electric utility services | 26% | 4 | 66% | 8 | 0.0878 | **5** |
| Quality of drinking water services | 37% | 2 | 77% | 2 | 0.0846 | **6** |
| Quality of parks and recreation programs/facilities | 19% | 6 | 73% | 3 | 0.0525 | **7** |
| Austin's overall effectiveness of communication | 7% | 11 | 48% | 12 | 0.0346 | **8** |
| Quality of City libraries | 10% | 8 | 72% | 5 | 0.0278 | **9** |
| Quality of wastewater services | 9% | 9 | 71% | 6 | 0.0254 | **10** |
| Quality of municipal court services | 4% | 13 | 52% | 11 | 0.0212 | **11** |
| Animal Services | 6% | 12 | 67% | 7 | 0.0199 | **12** |
| Overall management of stormwater runoff | 3% | 14 | 59% | 9 | 0.0132 | **13** |
| Austin-Bergstrom International Airport | 7% | 10 | 82% | 1 | 0.0121 | **14** |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating
## Austin, TX
## Maintenance and Appearance

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Traffic flow on major city streets | 53% | 1 | 23% | 8 | 0.4064 | **1** |
| Condition of major city streets | 51% | 2 | 55% | 2 | 0.2314 | **2** |
| **High Priority (IS .10-.20)** | | | | | | |
| Timing of traffic signals on city streets | 27% | 4 | 43% | 6 | 0.1522 | **3** |
| Pedestrian accessibility | 26% | 5 | 45% | 5 | 0.1403 | **4** |
| Enforcement of local codes and ordinances | 20% | 6 | 39% | 7 | 0.1218 | **5** |
| Condition of streets in your neighborhood | 27% | 3 | 60% | 1 | 0.1072 | **6** |
| **Medium Priority (IS <.10)** | | | | | | |
| Bicycle accessibility | 19% | 7 | 47% | 4 | 0.0991 | **7** |
| Condition of sidewalks in your neighborhood | 17% | 8 | 49% | 3 | 0.0882 | **8** |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating
## Austin, TX
## Public Safety Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Overall quality of police services | 43% | 1 | 68% | 6 | 0.1365 | **1** |
| **Medium Priority (IS <.10)** | | | | | | |
| Speed of emergency police response | 29% | 2 | 69% | 5 | 0.0893 | **2** |
| Enforcement of local traffic laws | 9% | 7 | 56% | 7 | 0.0405 | **3** |
| Overall quality of fire services | 23% | 3 | 86% | 2 | 0.0328 | **4** |
| Timeliness of EMS response to emergency location | 21% | 4 | 86% | 3 | 0.0305 | **5** |
| Timeliness of Fire response to emergency location | 20% | 6 | 85% | 4 | 0.0292 | **6** |
| Medical assistance provided by EMS | 21% | 5 | 87% | 1 | 0.0277 | **7** |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating
## Austin, TX
## Environmental Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Water Conservation programs within Austin | 43% | 1 | 61% | 3 | 0.1678 | **1** |
| The water quality of lakes and streams | 35% | 2 | 53% | 5 | 0.1650 | **2** |
| Energy Conservation program | 34% | 3 | 62% | 2 | 0.1305 | **3** |
| Water/wastewater utility emergency response time | 29% | 4 | 60% | 4 | 0.1173 | **4** |
| **Medium Priority (IS <.10)** | | | | | | |
| Flood control efforts | 20% | 5 | 63% | 1 | 0.0747 | **5** |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating
## Austin, TX
## Recreational and Cultural Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Safety in city parks and park facilities | 34% | 1 | 60% | 10 | 0.1341 | **1** |
| **Medium Priority (IS <.10)** | | | | | | |
| Quality of youth athletic programs | 15% | 8 | 56% | 13 | 0.0644 | **2** |
| Overall quality of parks and recreation programs | 22% | 3 | 72% | 4 | 0.0616 | **3** |
| Number of city parks | 26% | 2 | 77% | 2 | 0.0596 | **4** |
| Number of walking/biking trails | 19% | 4 | 70% | 7 | 0.0582 | **5** |
| Appearance of park grounds in Austin | 19% | 5 | 72% | 5 | 0.0536 | **6** |
| Quality of facilities at city parks | 13% | 9 | 60% | 11 | 0.0528 | **7** |
| Overall satisfaction with city swimming pools | 13% | 10 | 59% | 12 | 0.0518 | **8** |
| Library programs | 18% | 6 | 73% | 3 | 0.0481 | **9** |
| Materials at libraries | 16% | 7 | 71% | 6 | 0.0467 | **10** |
| Library hours | 12% | 11 | 61% | 8 | 0.0456 | **11** |
| Quality of adult athletic programs | 5% | 12 | 51% | 15 | 0.0265 | **12** |
| Quality of outdoor athletic fields | 5% | 13 | 61% | 9 | 0.0193 | **13** |
| Satisfaction with aquatic programs | 3% | 15 | 54% | 14 | 0.0153 | **14** |
| Cleanliness of library facilities | 5% | 14 | 78% | 1 | 0.0106 | **15** |

***Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)***

***Most Important %:*** The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

***Satisfaction %:*** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating
## Austin, TX
## Residential and Neighborhood Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 25% | 4 | 49% | 10 | 0.1262 | **1** |
| Safety of your drinking water | 50% | 1 | 78% | 5 | 0.1102 | **2** |
| **Medium Priority (IS <.10)** | | | | | | |
| Cleanliness of city streets and public areas | 24% | 5 | 69% | 8 | 0.0742 | **3** |
| Quality of residential garbage collection | 41% | 2 | 85% | 2 | 0.0615 | **4** |
| Reliability of your electric service | 36% | 3 | 85% | 3 | 0.0551 | **5** |
| Household hazardous waste disposal service | 12% | 8 | 56% | 9 | 0.0506 | **6** |
| Cleanliness of your neighborhood | 16% | 7 | 73% | 7 | 0.0433 | **7** |
| Quality of residential curbside recycling services | 18% | 6 | 85% | 1 | 0.0269 | **8** |
| Bulky item pick-up/removal services | 10% | 9 | 77% | 6 | 0.0221 | **9** |
| Quality of residential yard waste collection | 9% | 10 | 81% | 4 | 0.0164 | **10** |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Section 3:
# Importance-Satisfaction Matrix Analysis

## Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

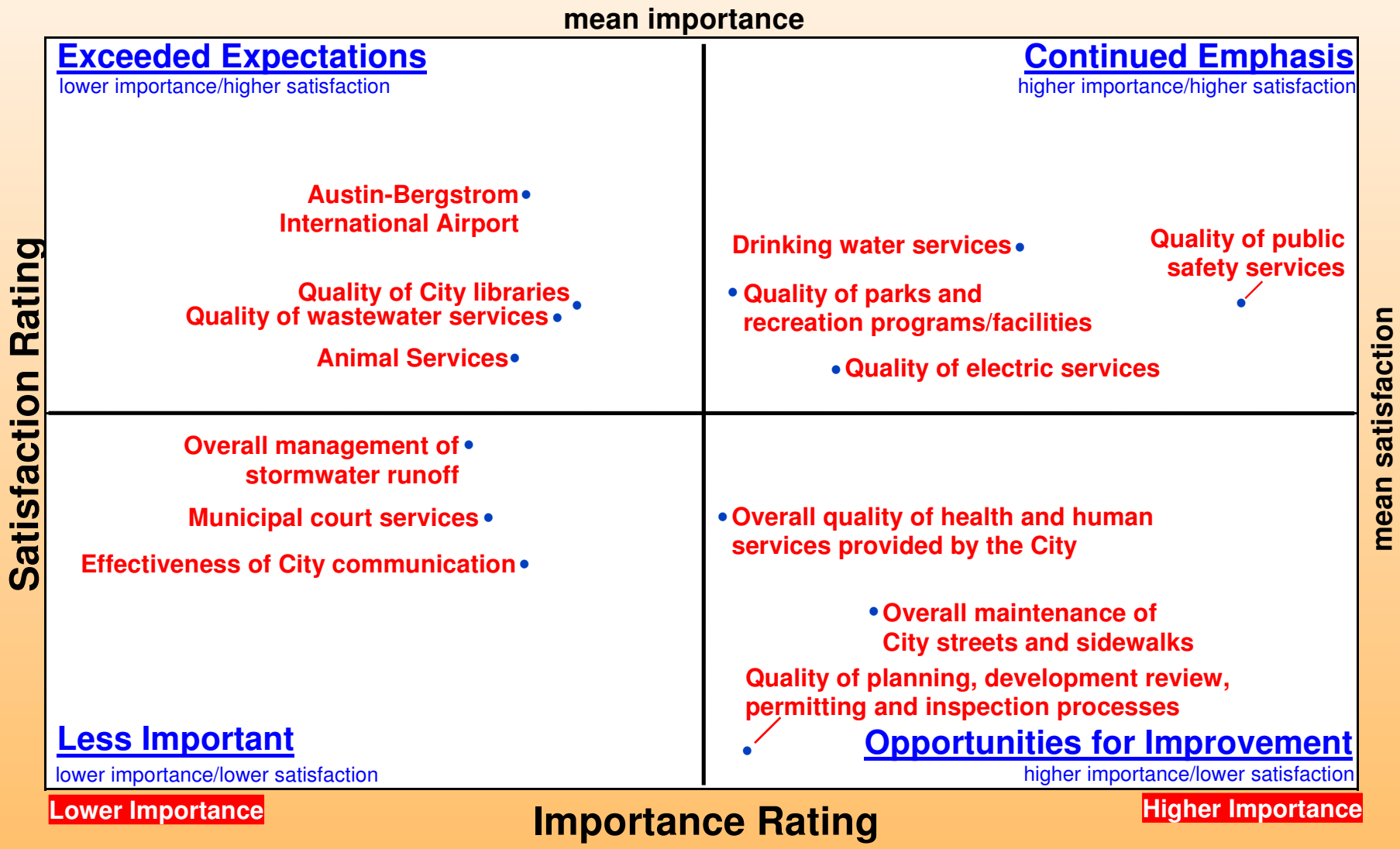
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Austin are provided on the following pages.

# 2013 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

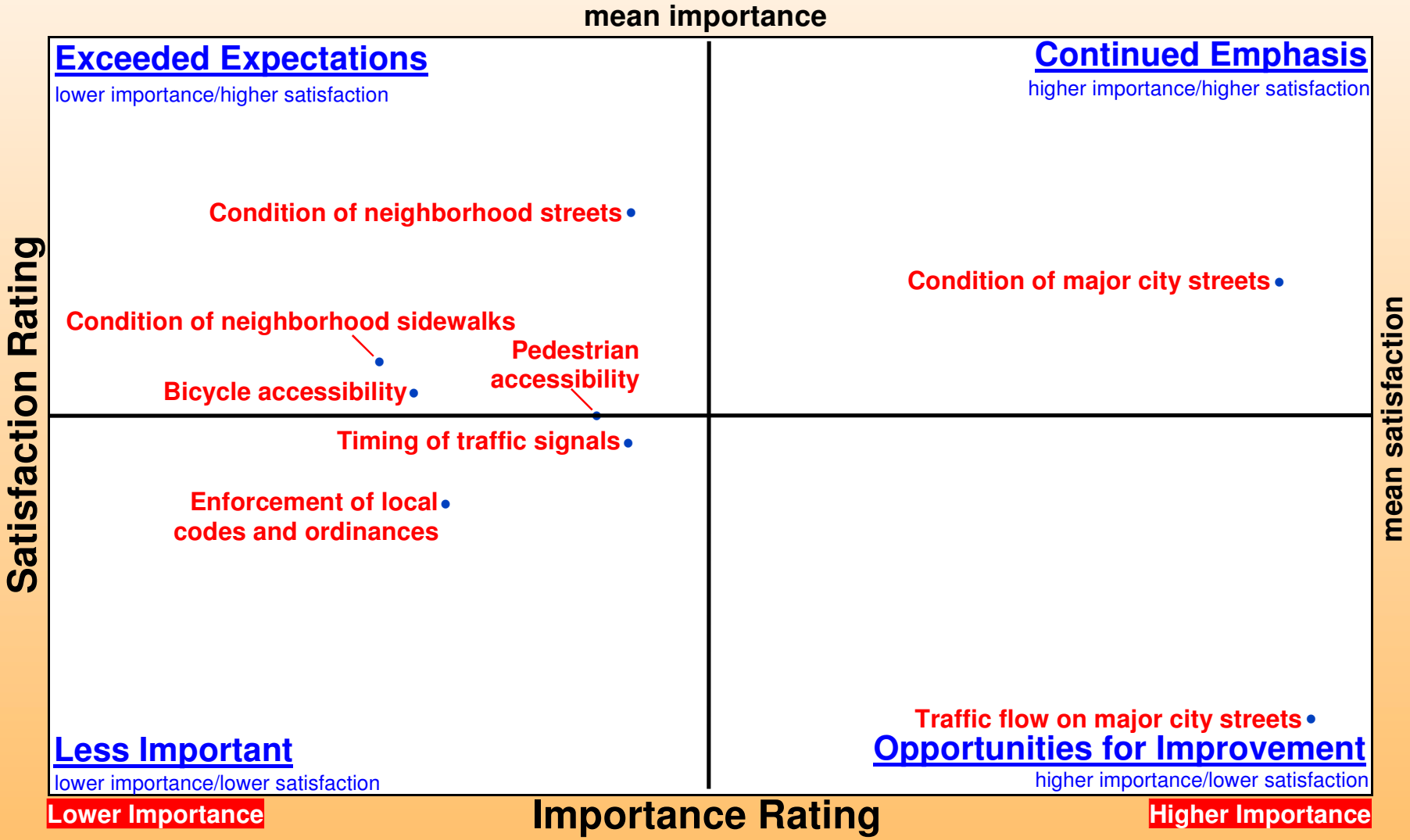



**Source: ETC Institute (2013)**

# 2013 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Maintenance and Appearance-

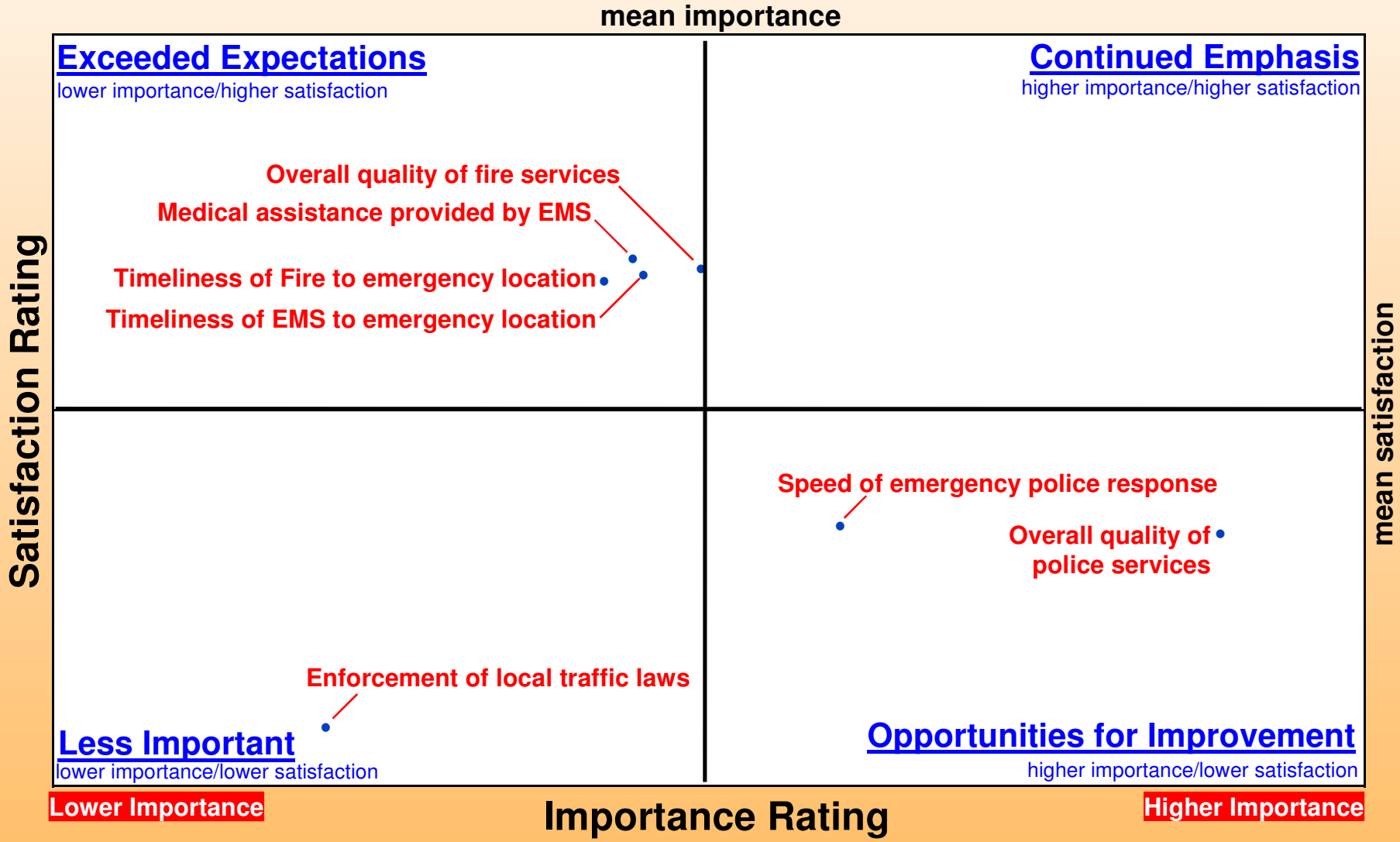
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)




**Source: ETC Institute (2013)**

# 2013 City of Austin DirectionFinder
# Importance-Satisfaction Assessment Matrix
## -Public Safety Services-

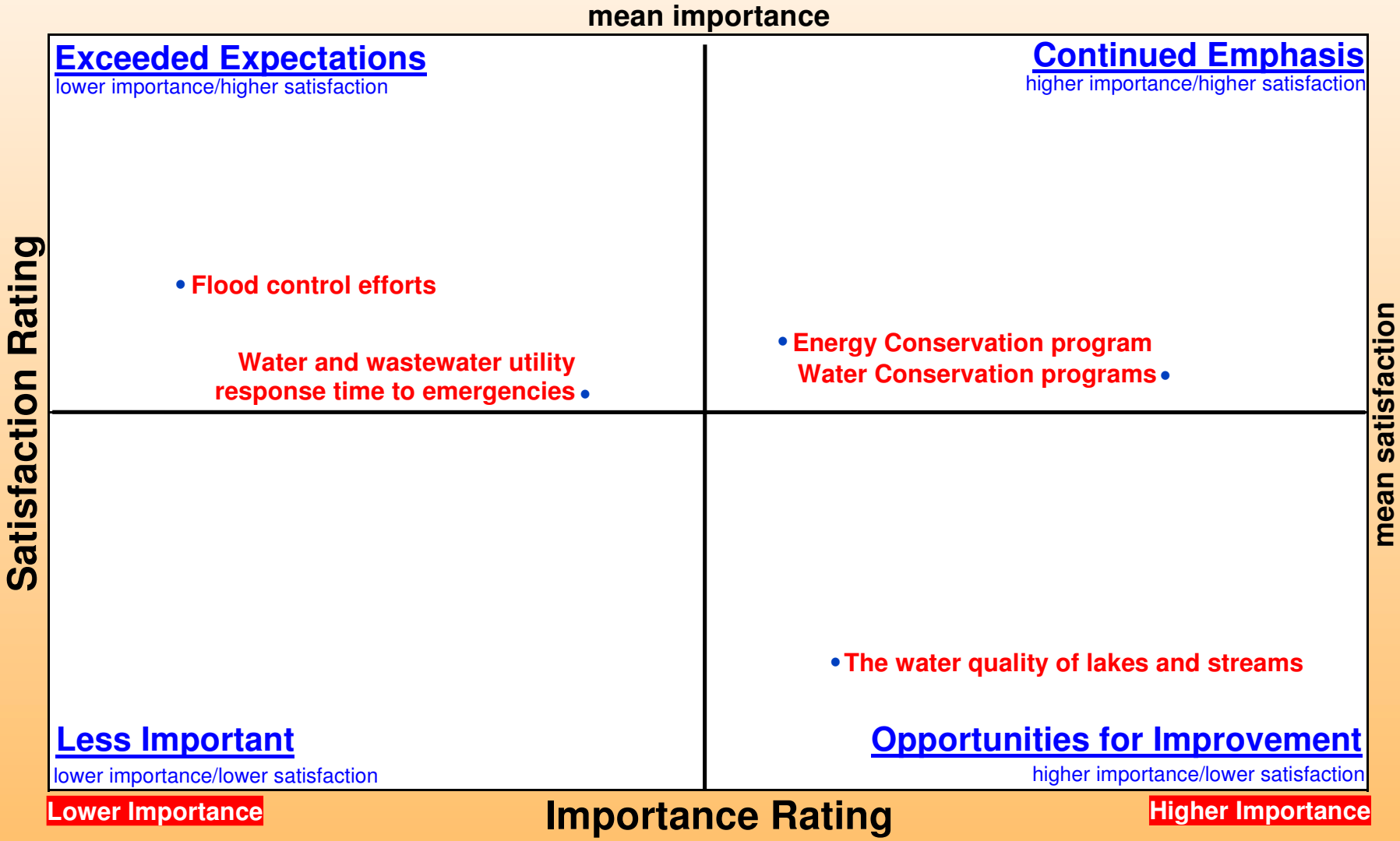
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)




**Source: ETC Institute (2013)**

# 2013 City of Austin DirectionFinder
# Importance-Satisfaction Assessment Matrix
## -Environmental Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

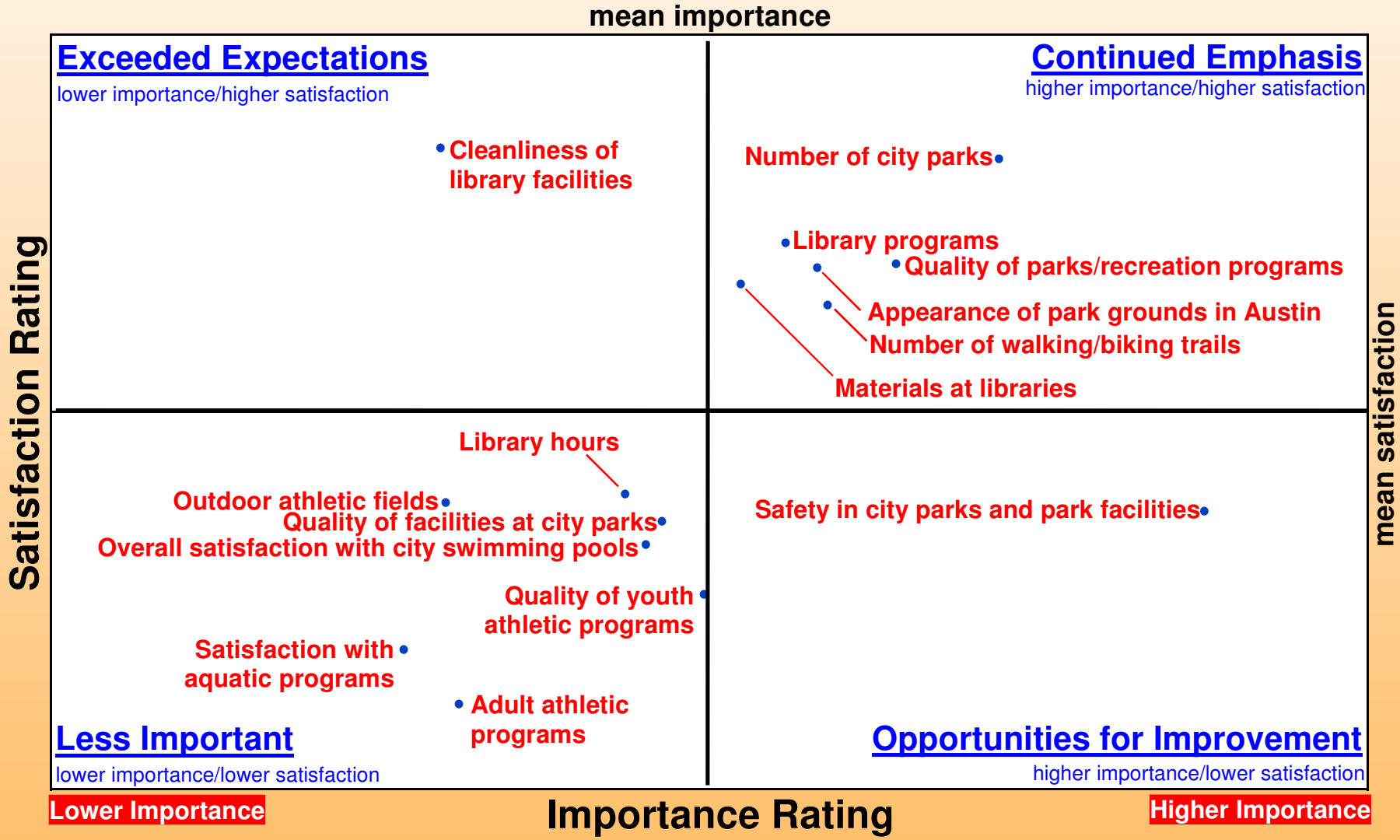



**Source: ETC Institute (2013)**

# 2013 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Recreational and Cultural Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

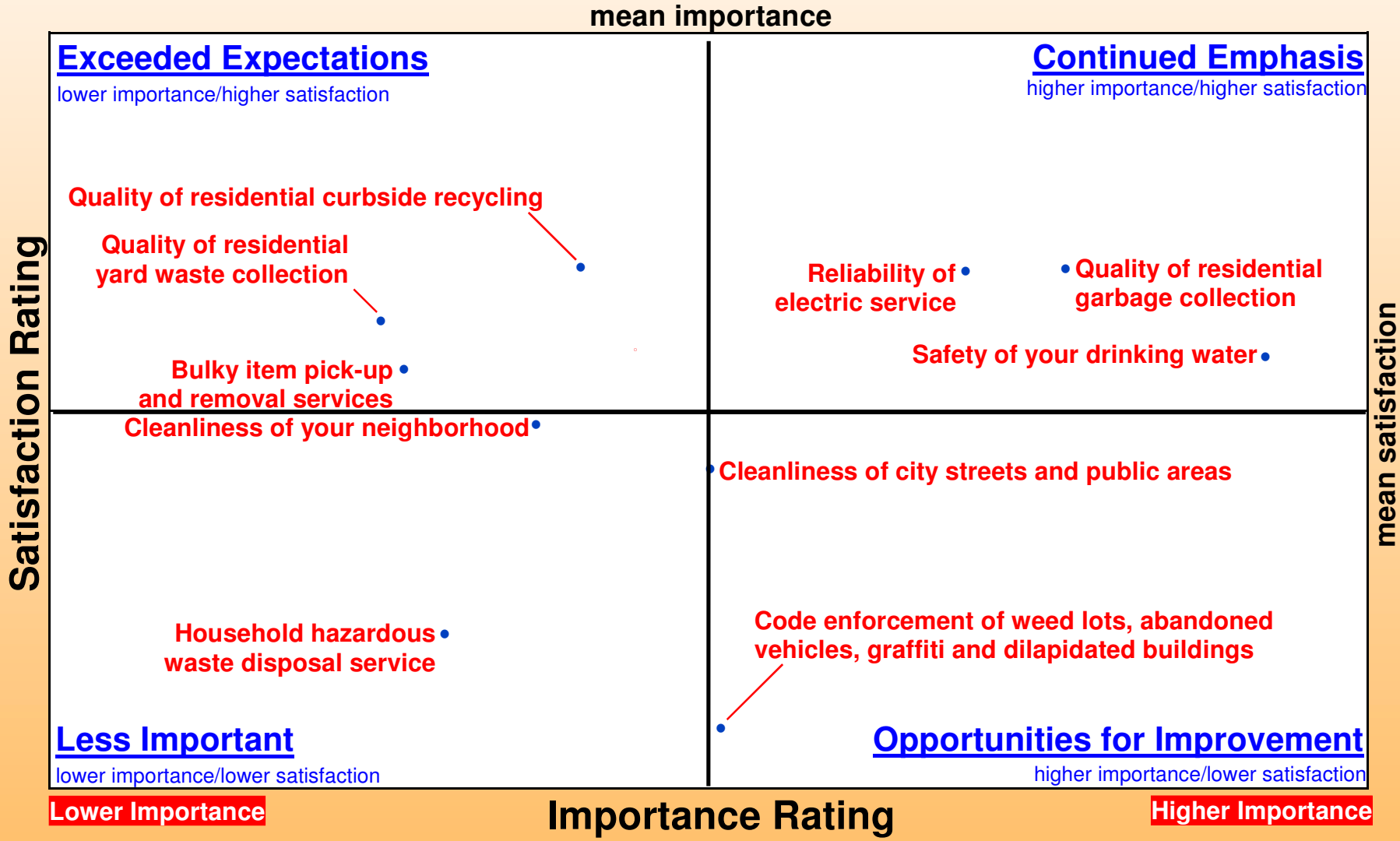



**Source: ETC Institute (2013)**

# 2013 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Residential and Neighborhood Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)




**Source: ETC Institute (2013)**

# Section 4:
# GIS Maps

# Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by zip code.

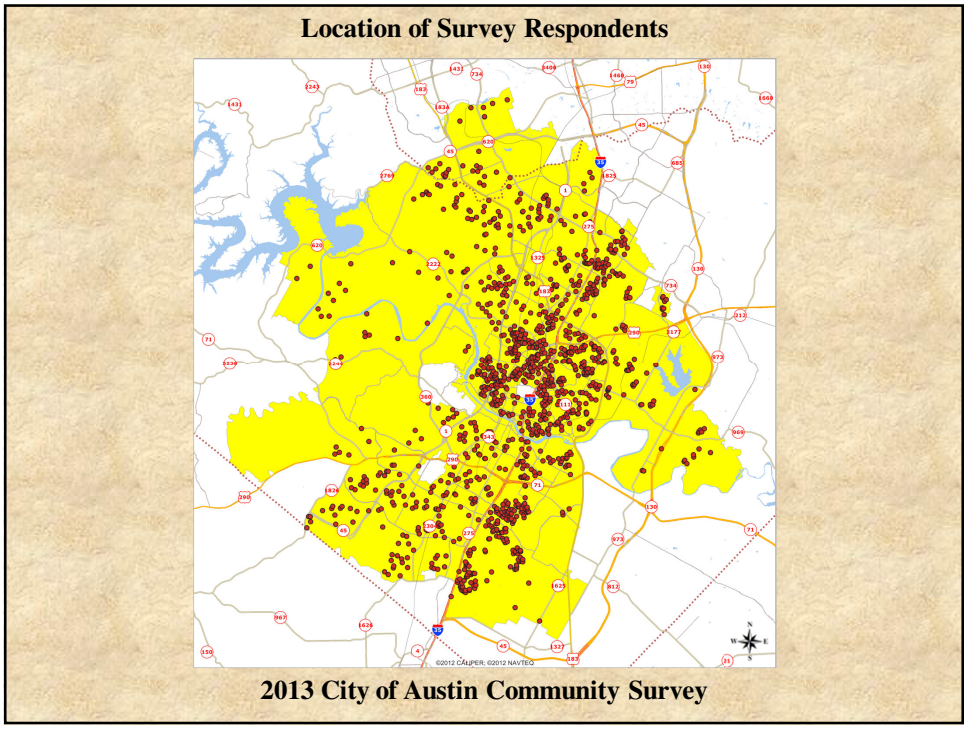
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

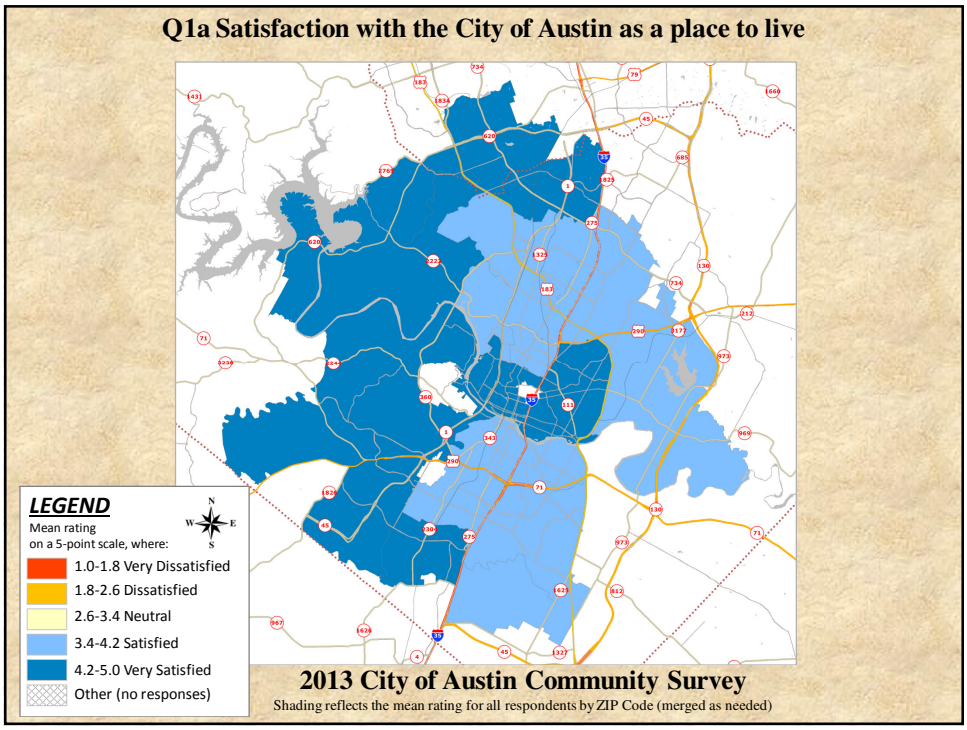
When reading the maps, please use the following color scheme as a guide:

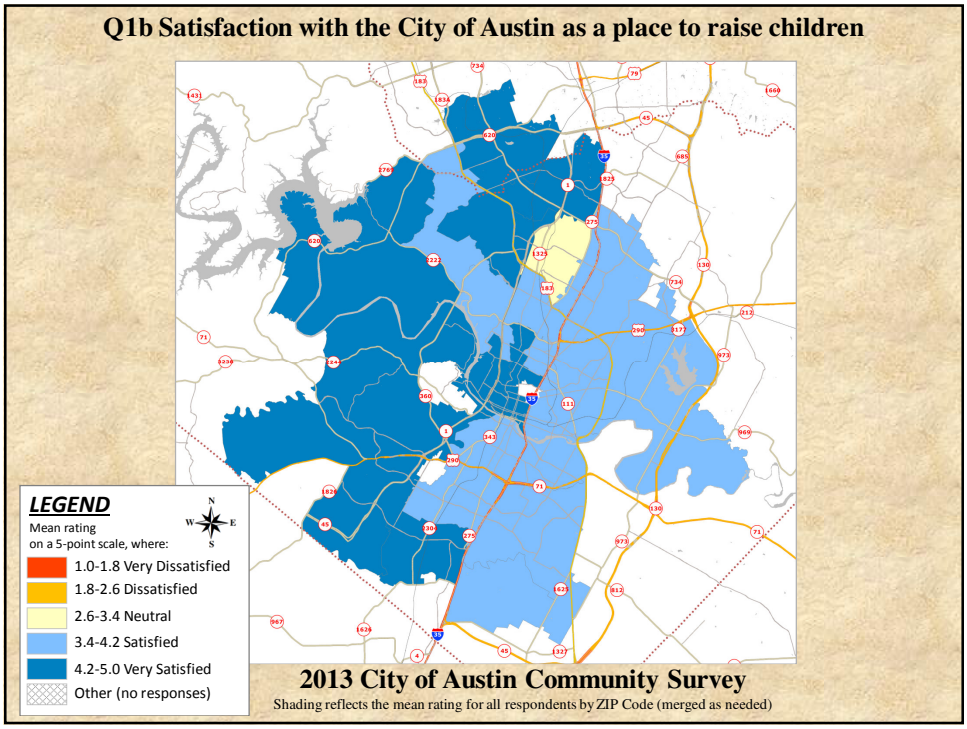
- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.

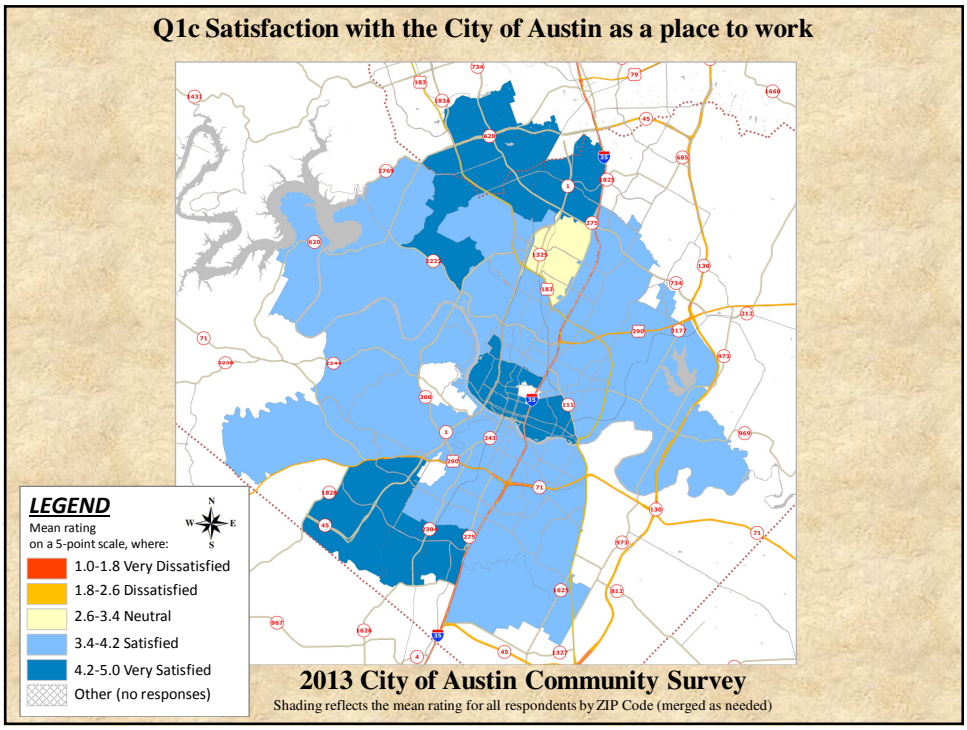
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

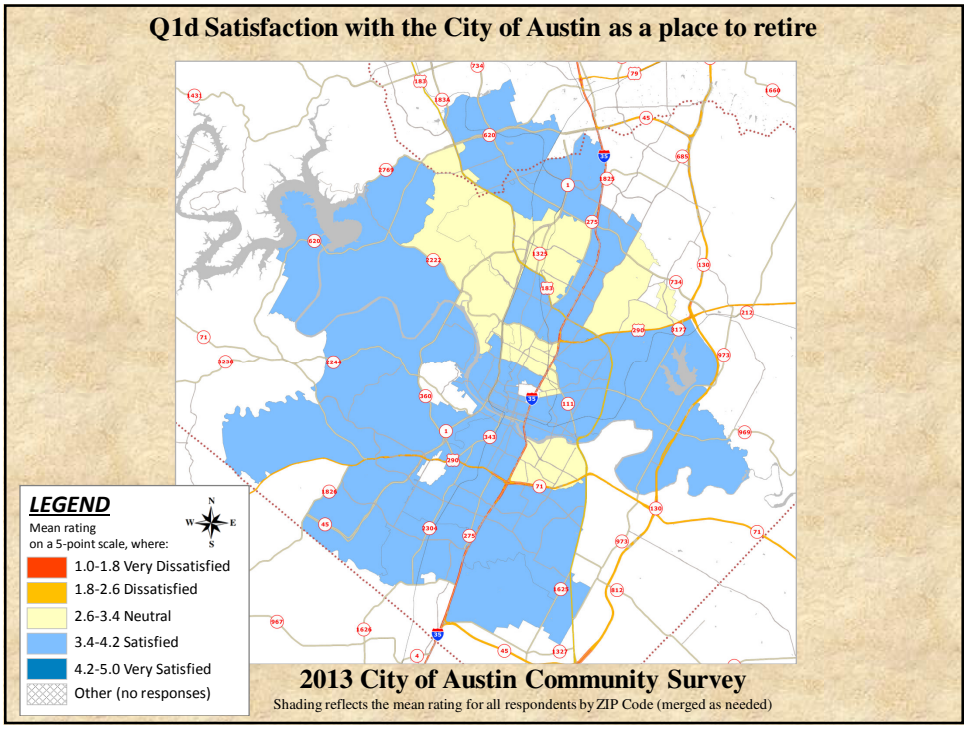
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

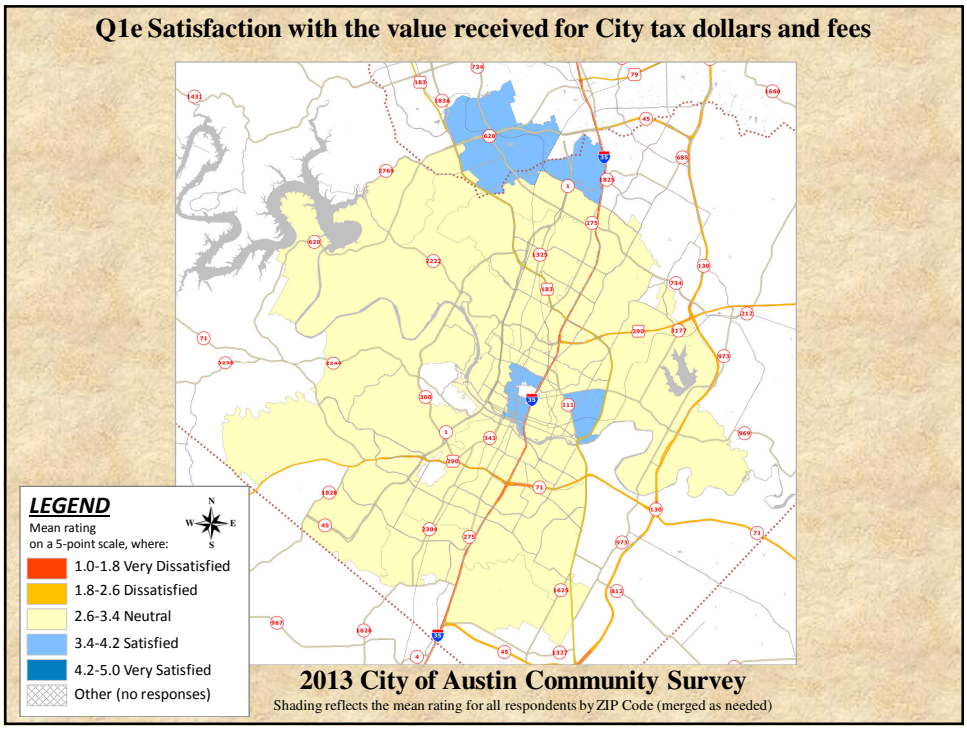

Location of Survey Respondents
©2012 CAUPER; ©2012 NAVTEQ
2013 City of Austin Community Survey

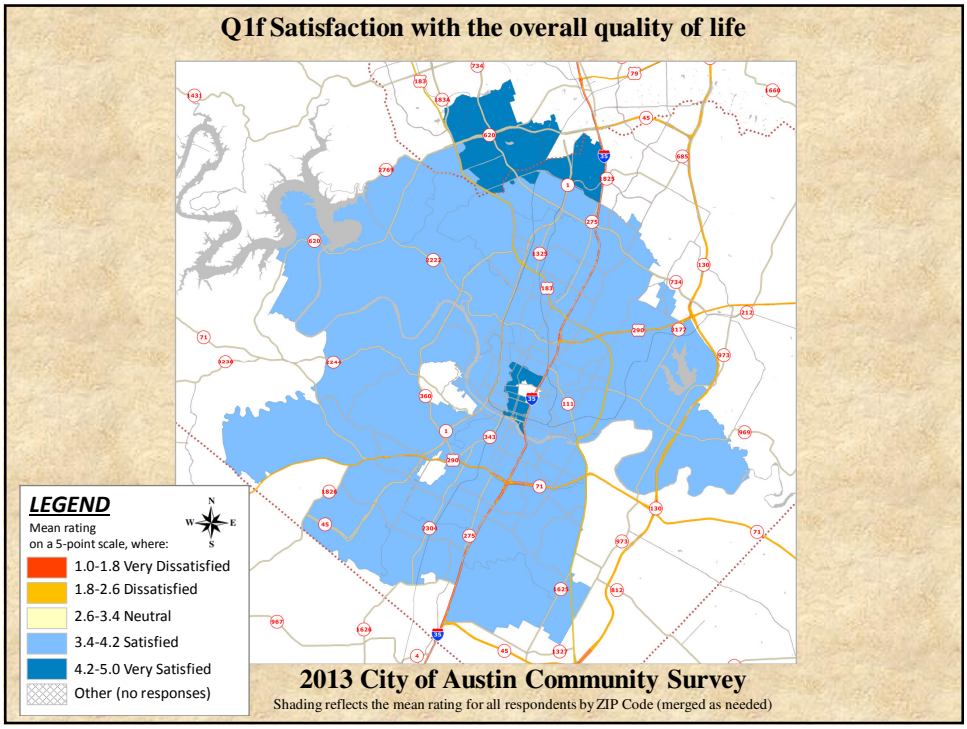

Q1a Satisfaction with the City of Austin as a place to live
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

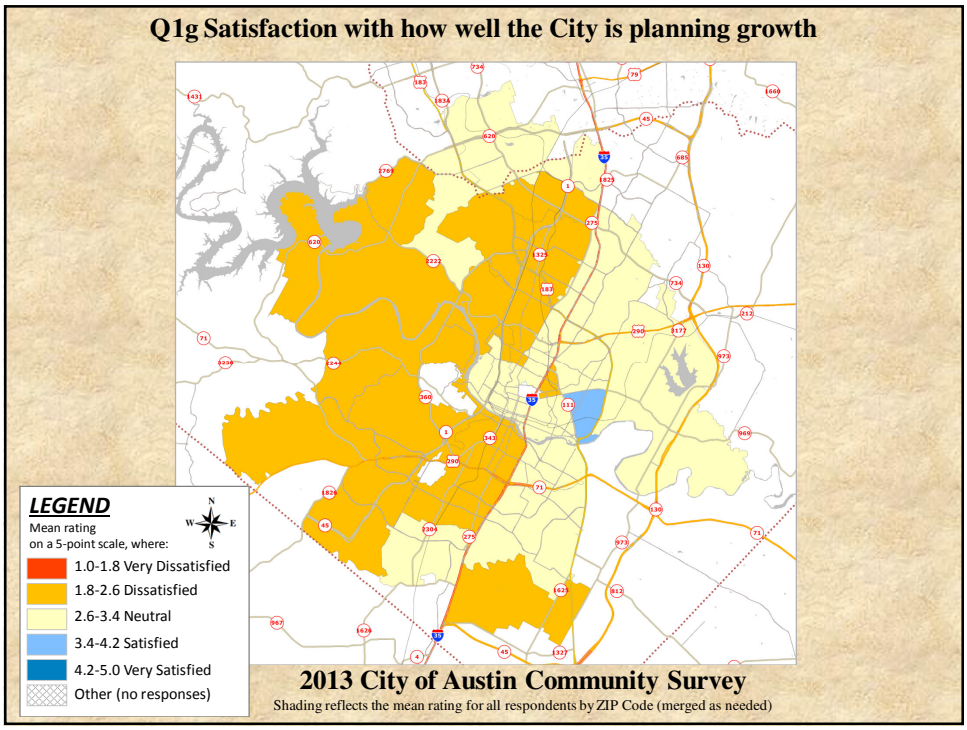

Q1b Satisfaction with the City of Austin as a place to raise children
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

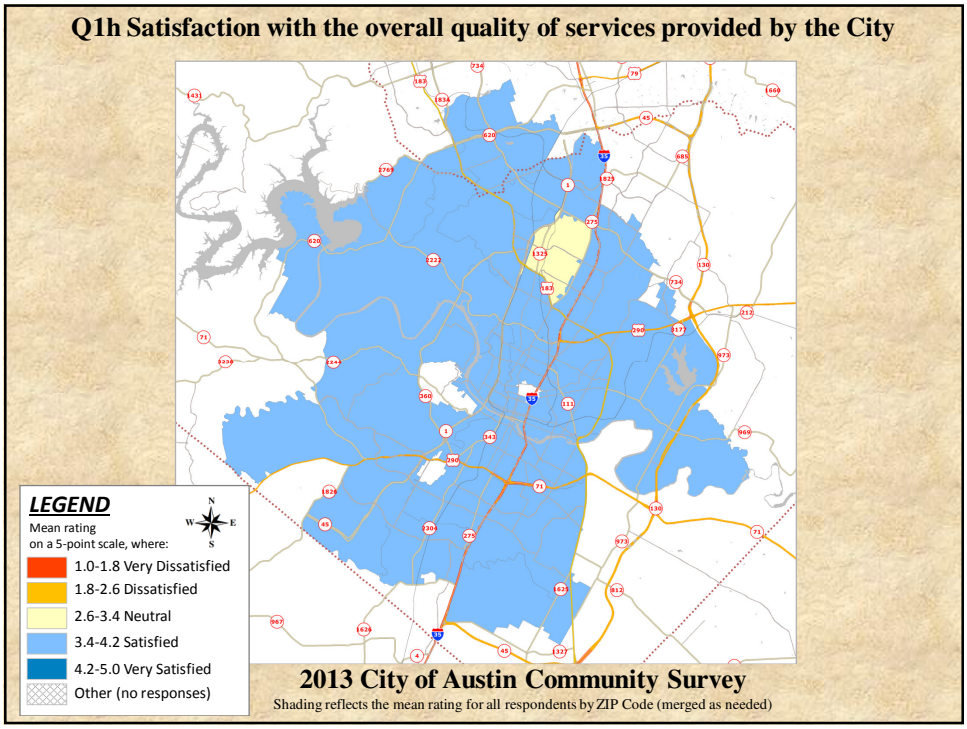

Q1c Satisfaction with the City of Austin as a place to work
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

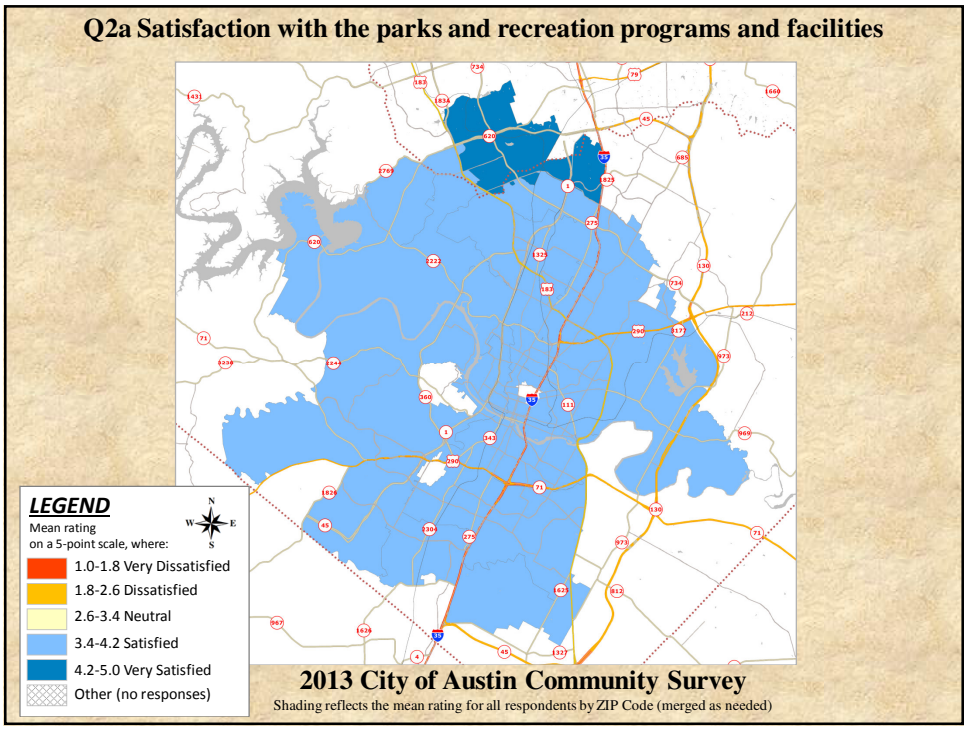

Q1d Satisfaction with the City of Austin as a place to retire
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

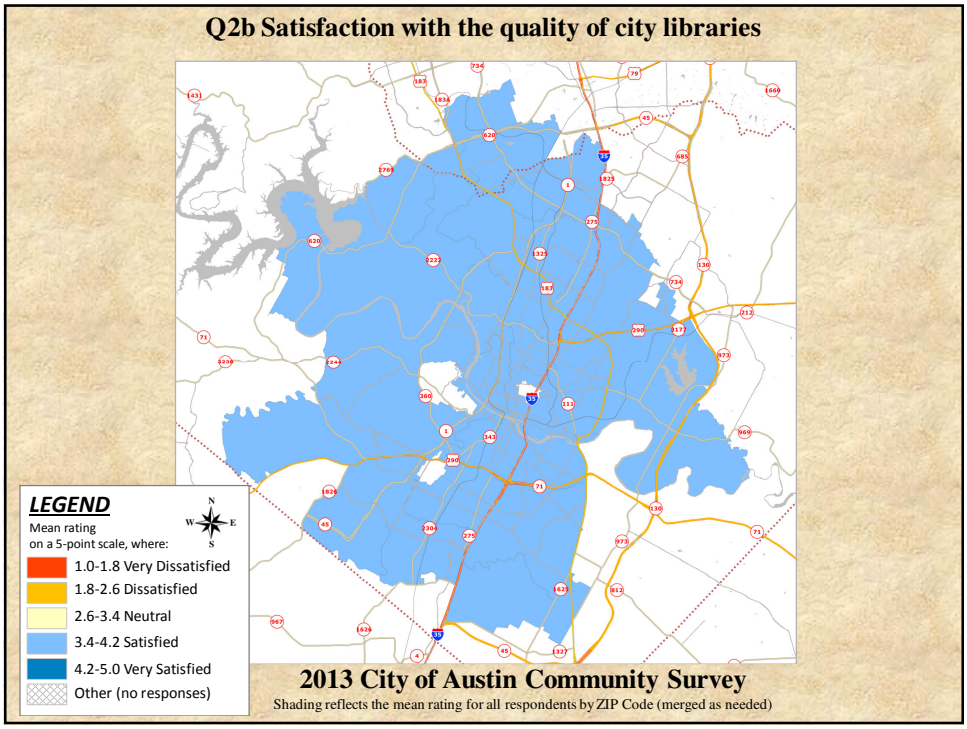

Q1e Satisfaction with the value received for City tax dollars and fees
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

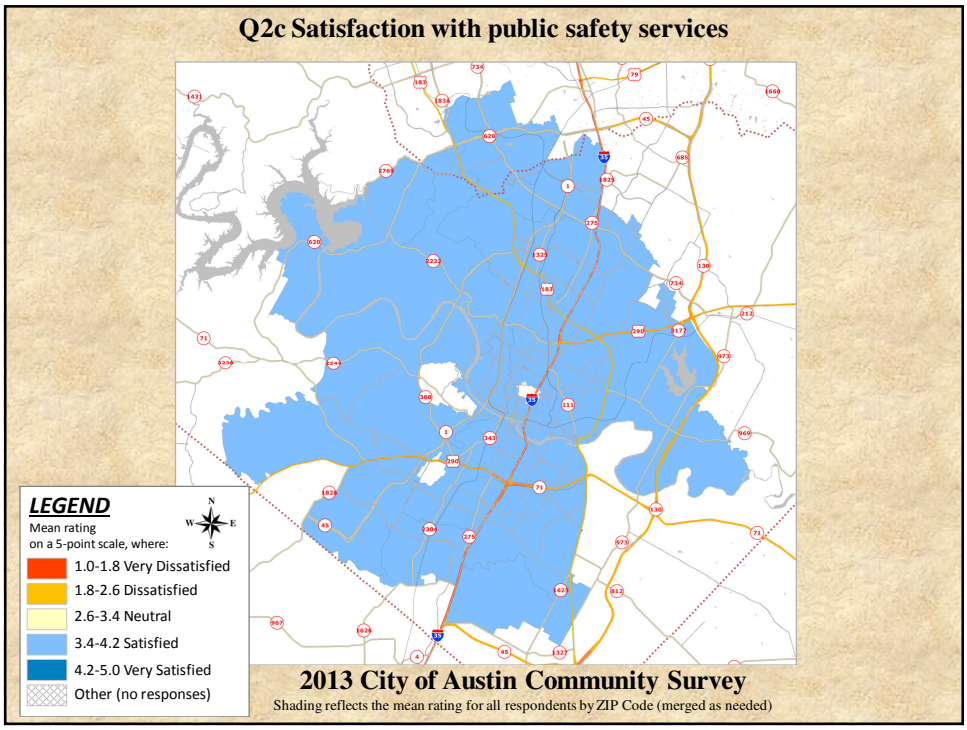

Q1f Satisfaction with the overall quality of life
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

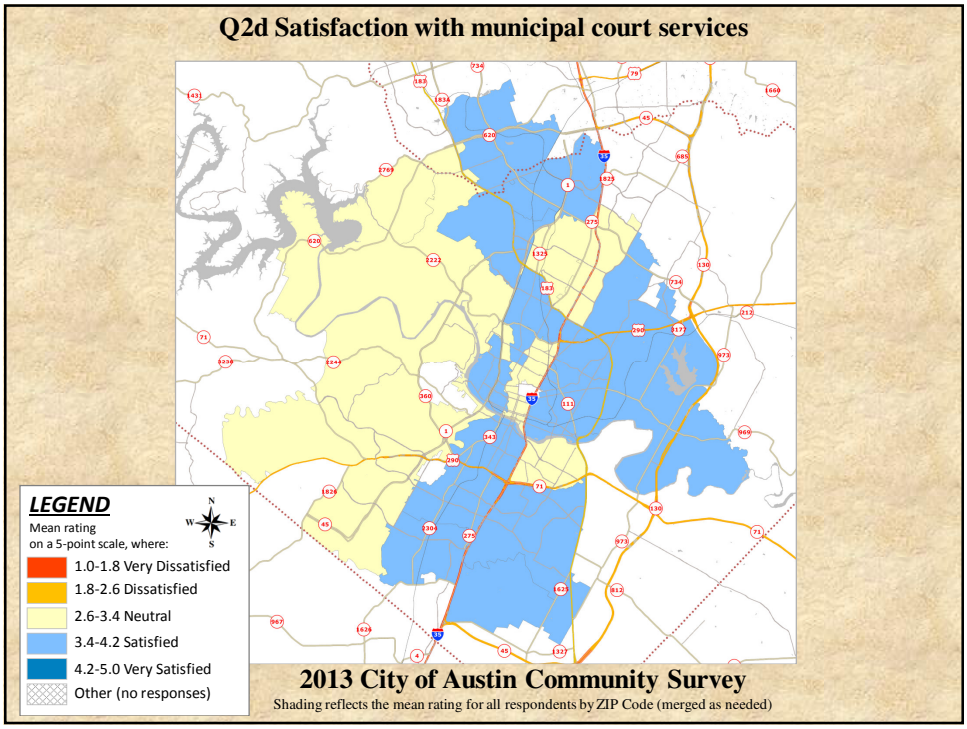

Q1g Satisfaction with how well the City is planning growth
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

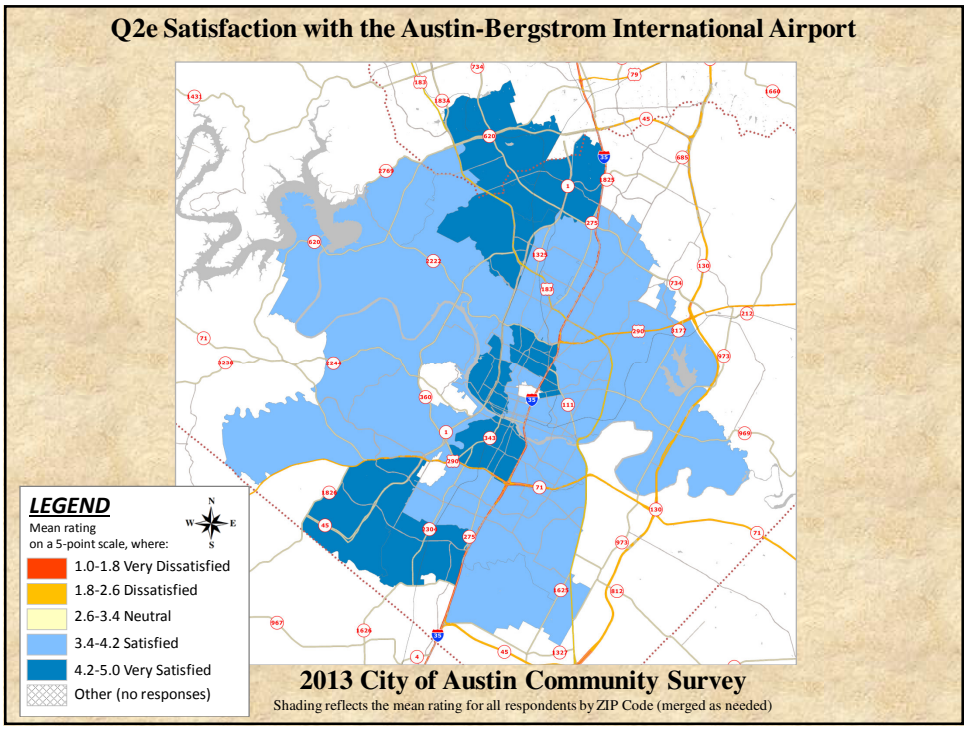

Q1h Satisfaction with the overall quality of services provided by the City
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

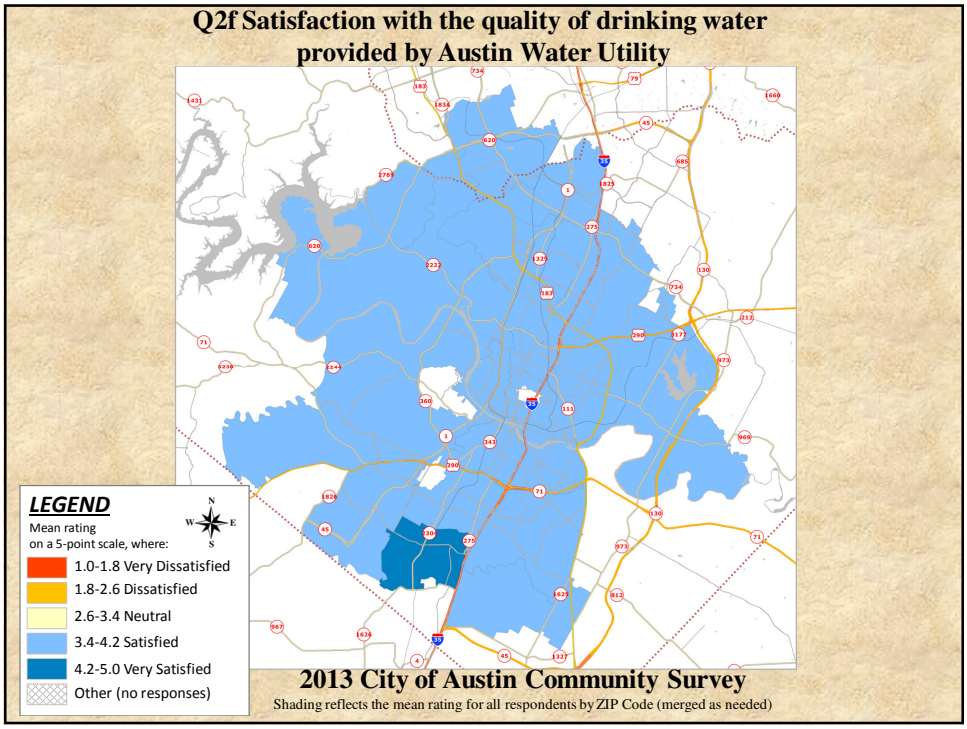

Q2a Satisfaction with the parks and recreation programs and facilities
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

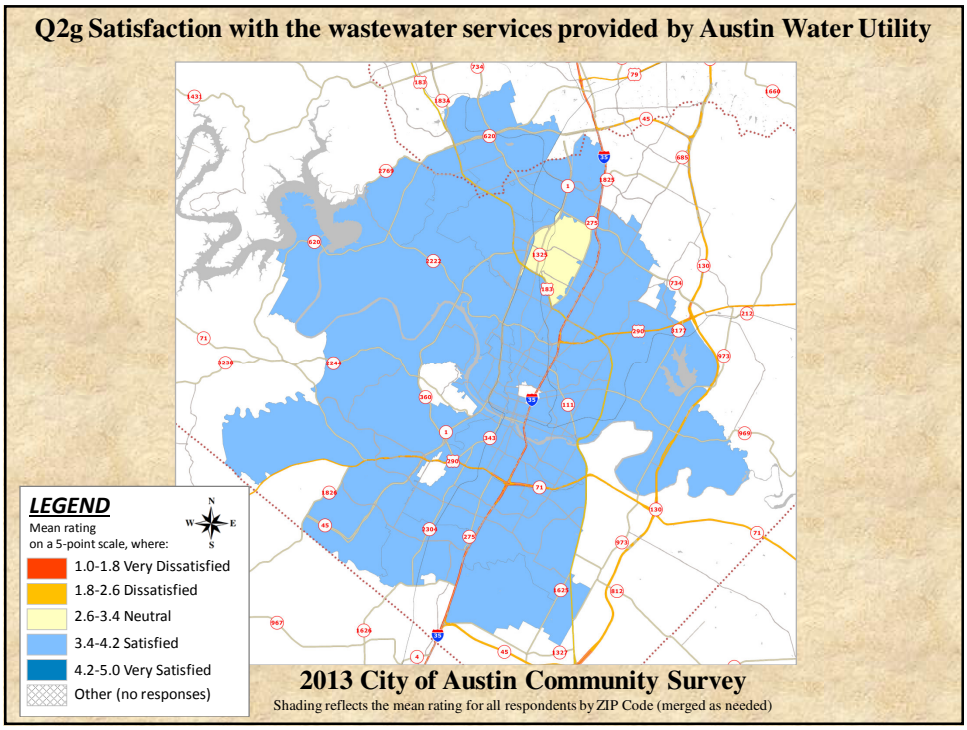

Q2b Satisfaction with the quality of city libraries
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

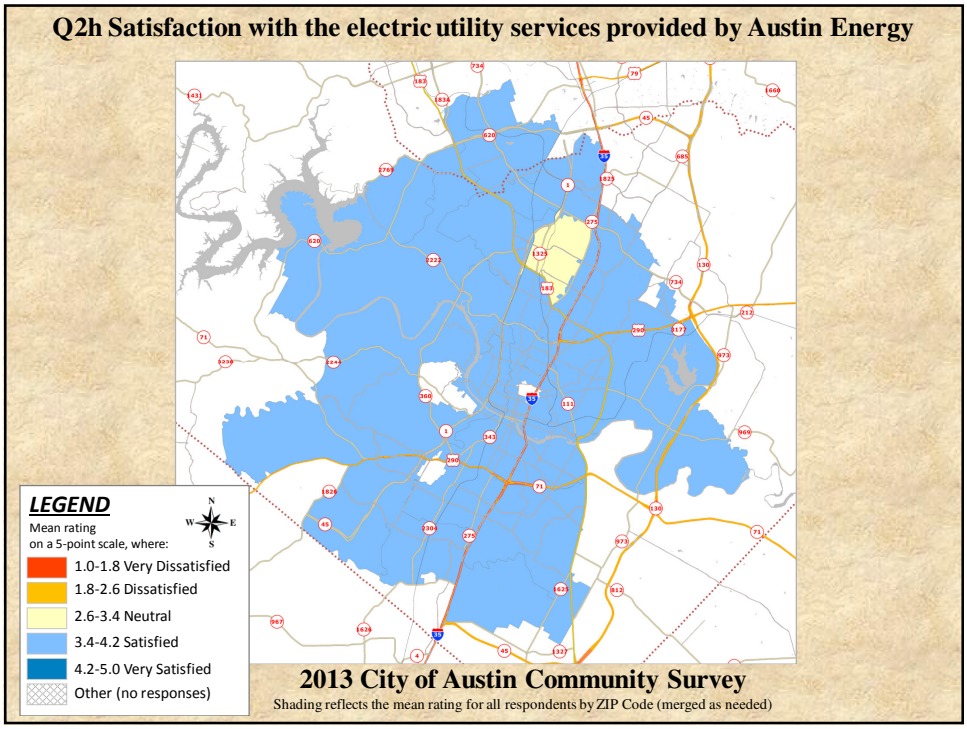

Q2c Satisfaction with public safety services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

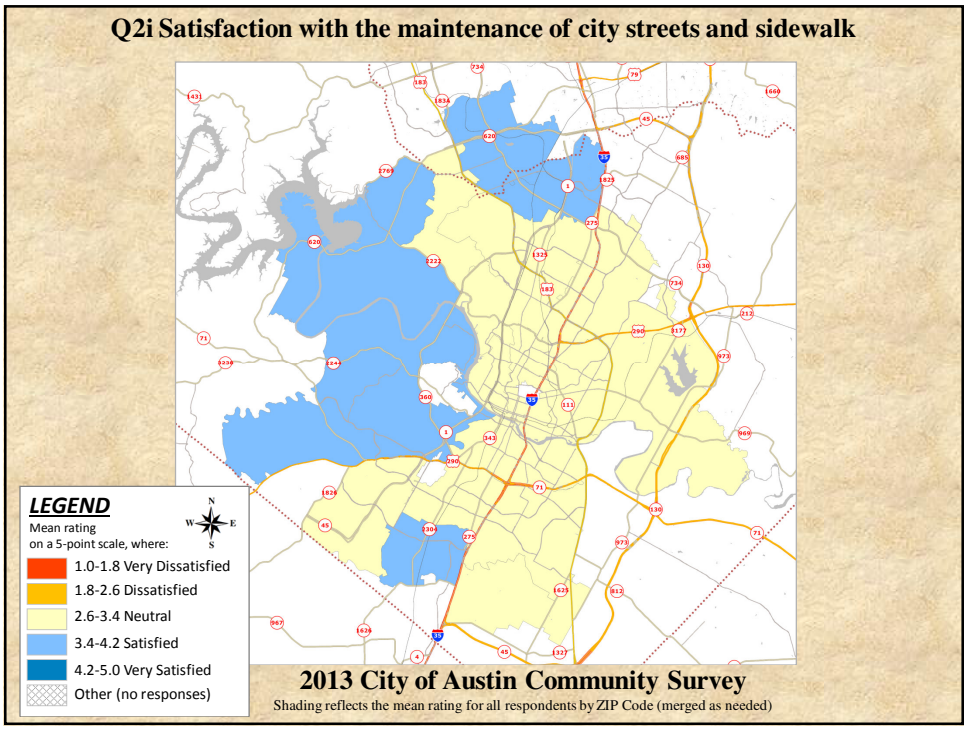

Q2d Satisfaction with municipal court services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

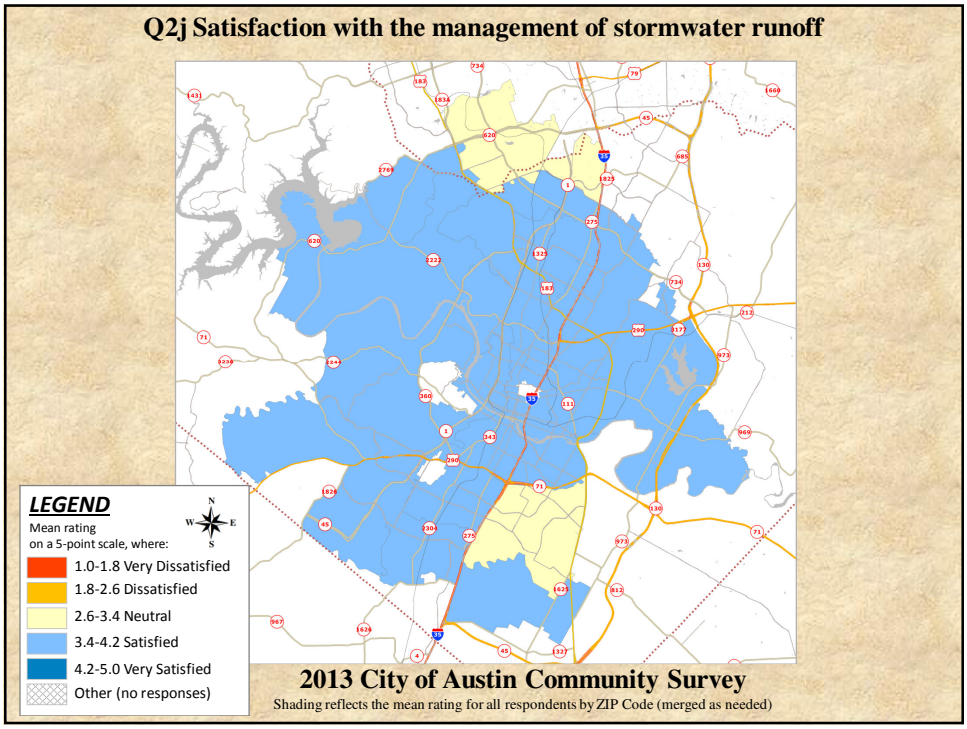

Q2e Satisfaction with the Austin-Bergstrom International Airport
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

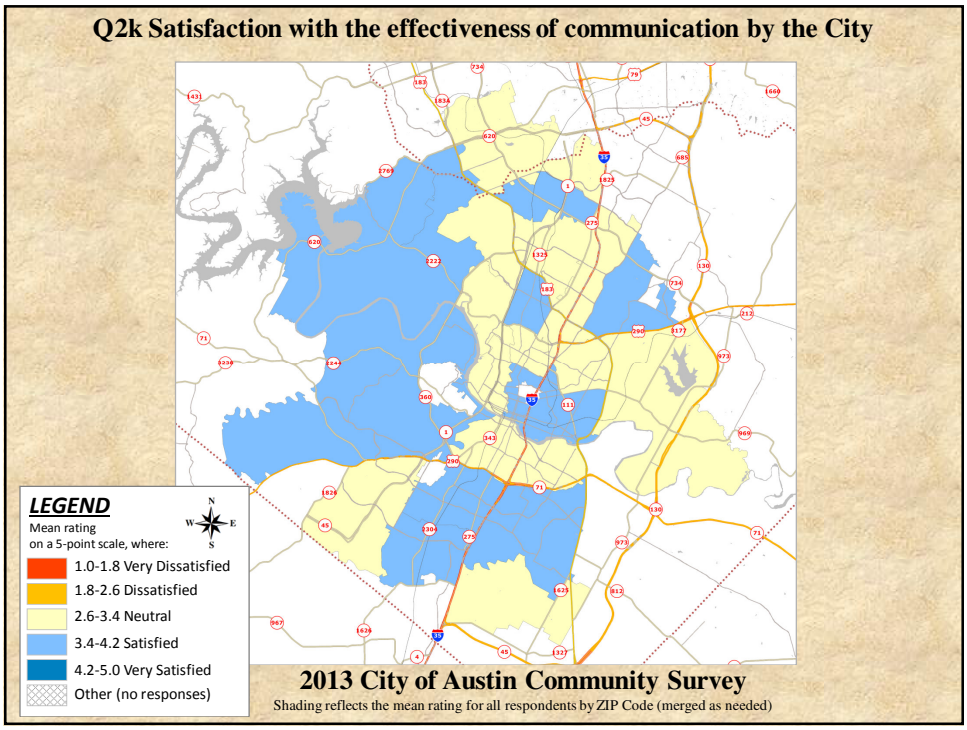

Q2f Satisfaction with the quality of drinking water provided by Austin Water Utility
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

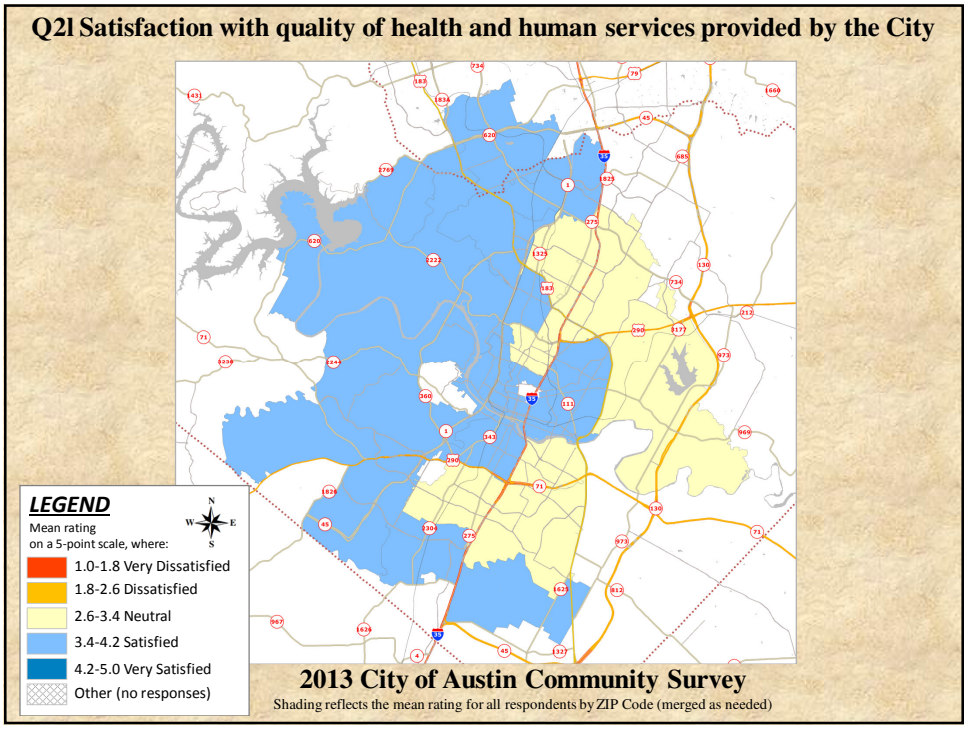

Q2g Satisfaction with the wastewater services provided by Austin Water Utility
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

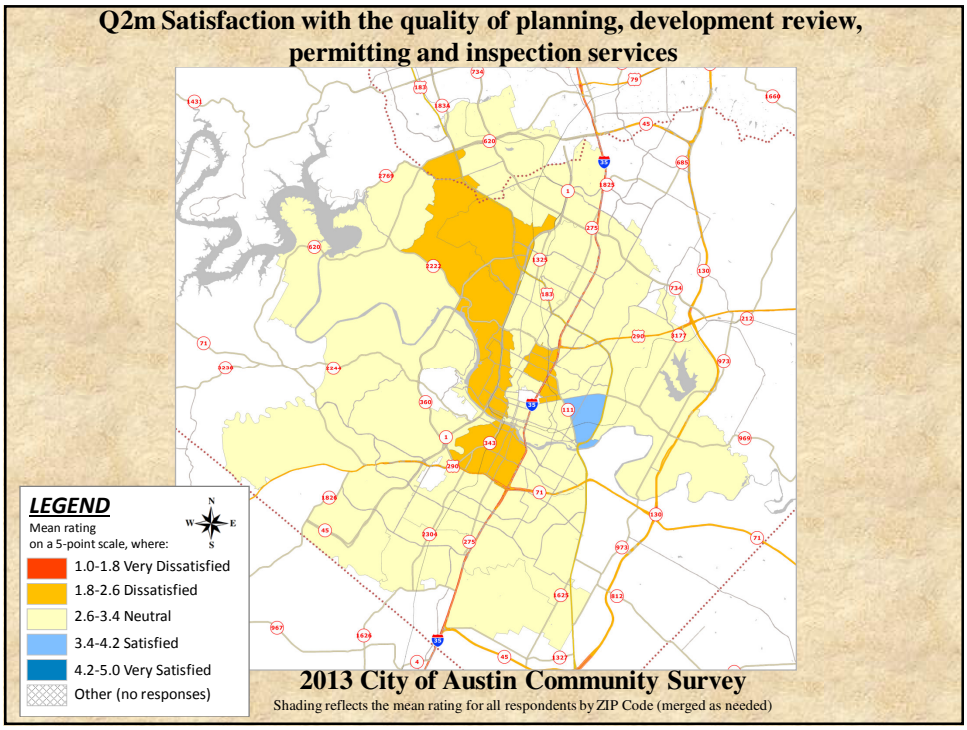

Q2h Satisfaction with the electric utility services provided by Austin Energy
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q2i Satisfaction with the maintenance of city streets and sidewalk
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q2j Satisfaction with the management of stormwater runoff
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q2k Satisfaction with the effectiveness of communication by the City
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q2l Satisfaction with quality of health and human services provided by the City
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q2m Satisfaction with the quality of planning, development review, permitting and inspection services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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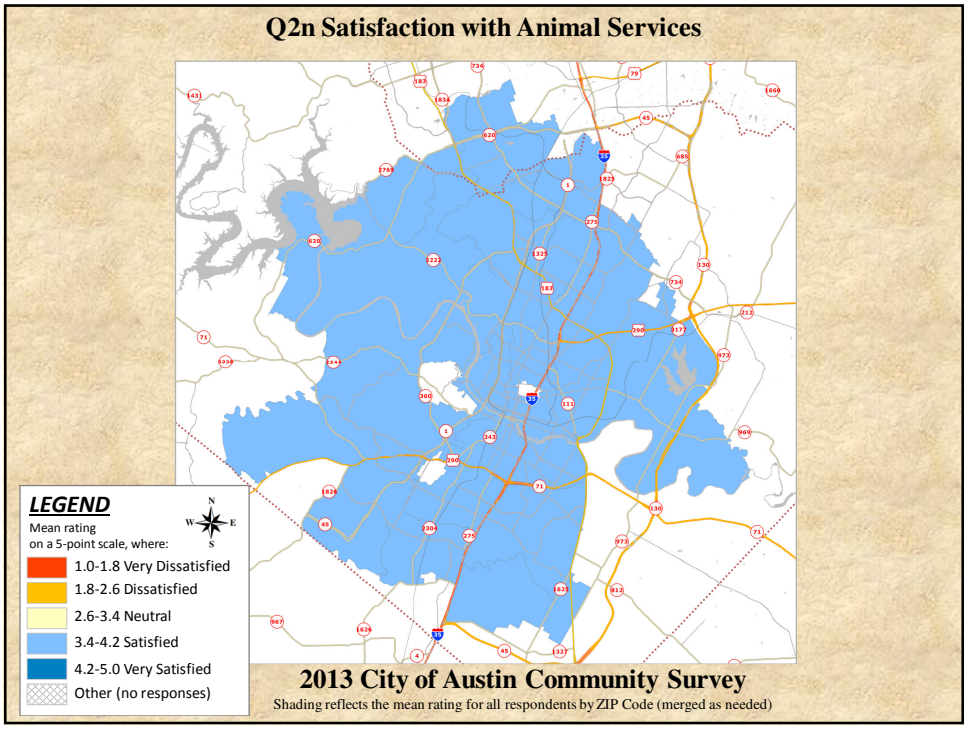
Q2n Satisfaction with Animal Services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2013 City of Austin Community Survey
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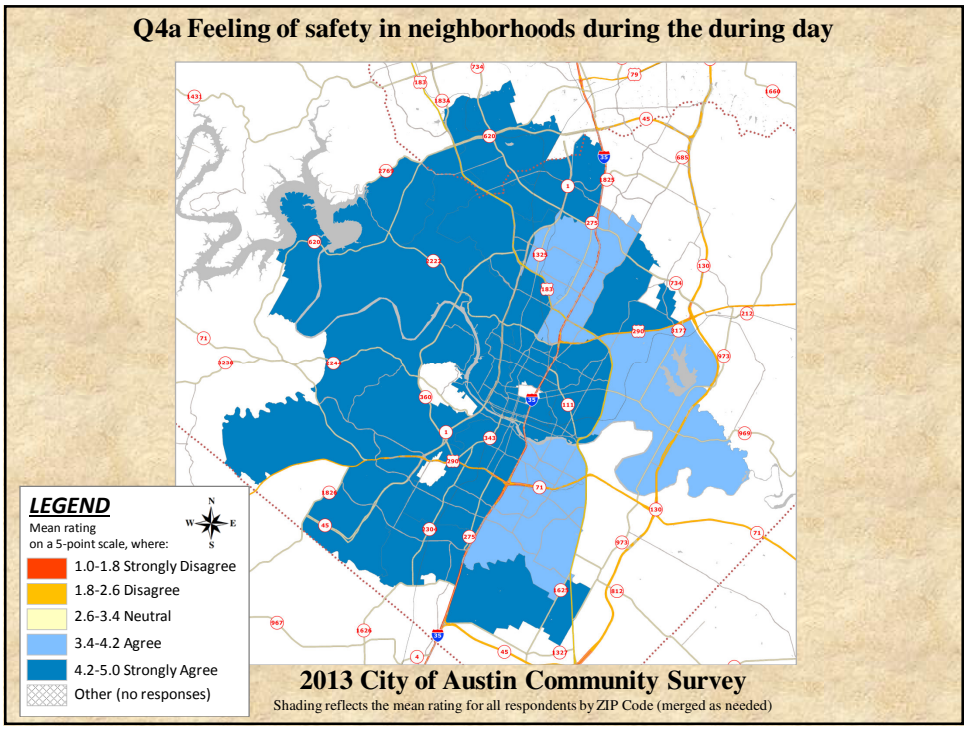
Q4a Feeling of safety in neighborhoods during the during day
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
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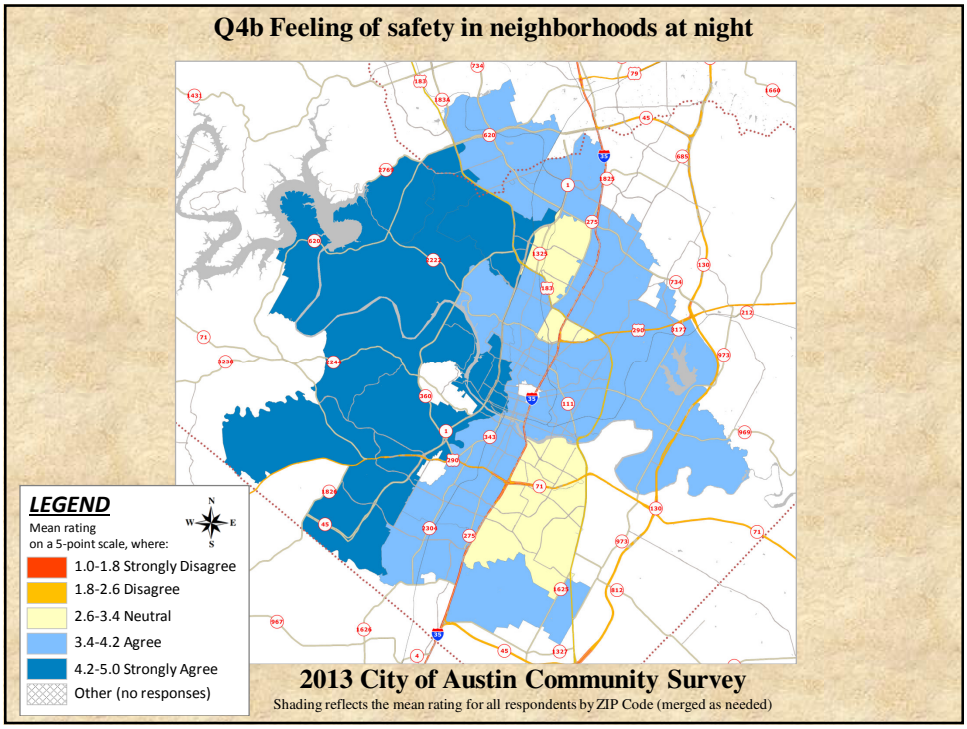
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q4b Feeling of safety in neighborhoods at night
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
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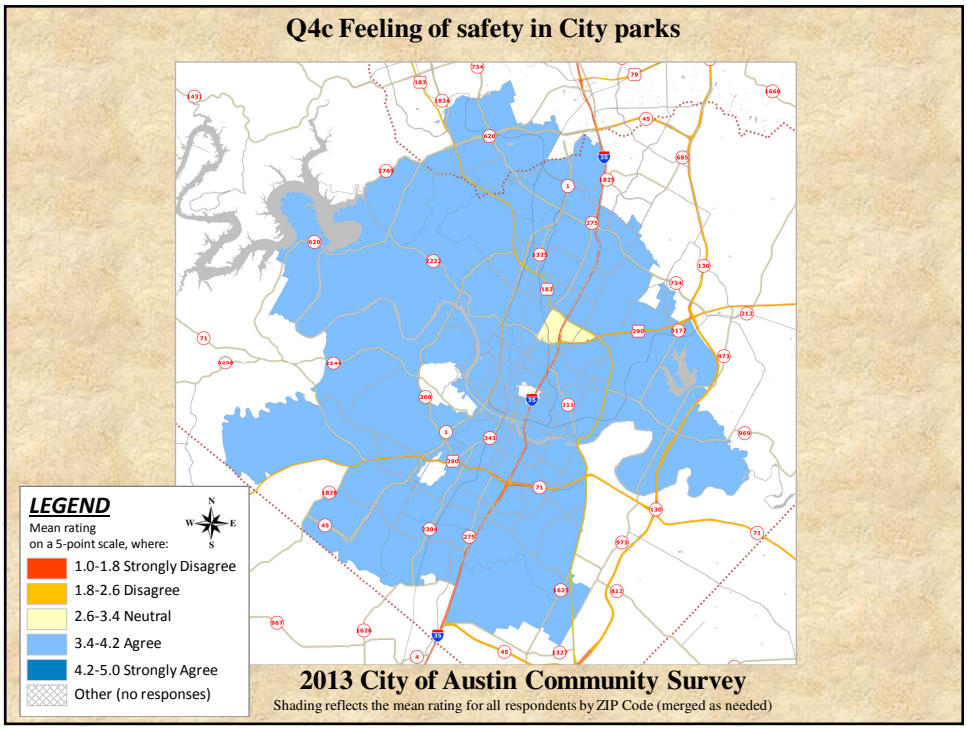
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q4c Feeling of safety in City parks
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
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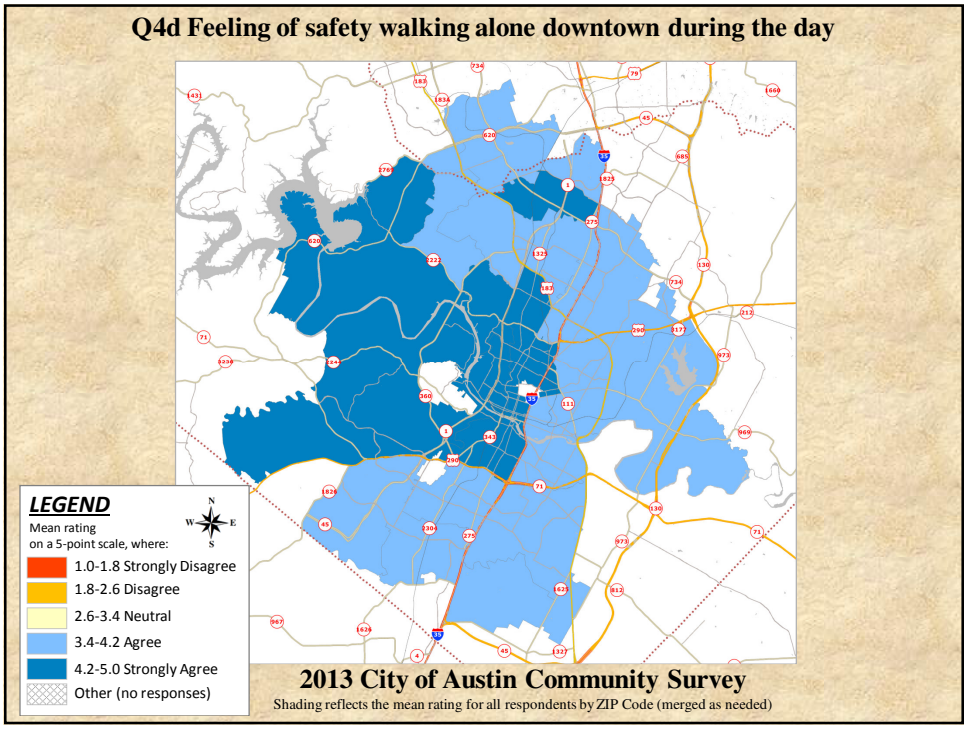
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q4d Feeling of safety walking alone downtown during the day
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
2013 City of Austin Community Survey
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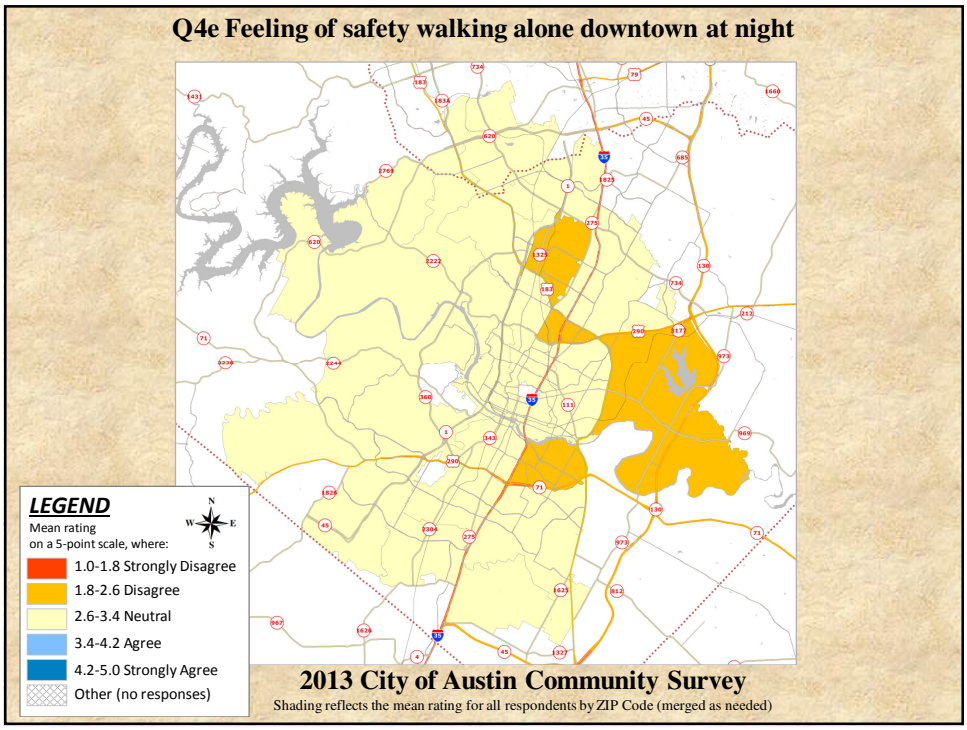
Q4e Feeling of safety walking alone downtown at night
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
2013 City of Austin Community Survey
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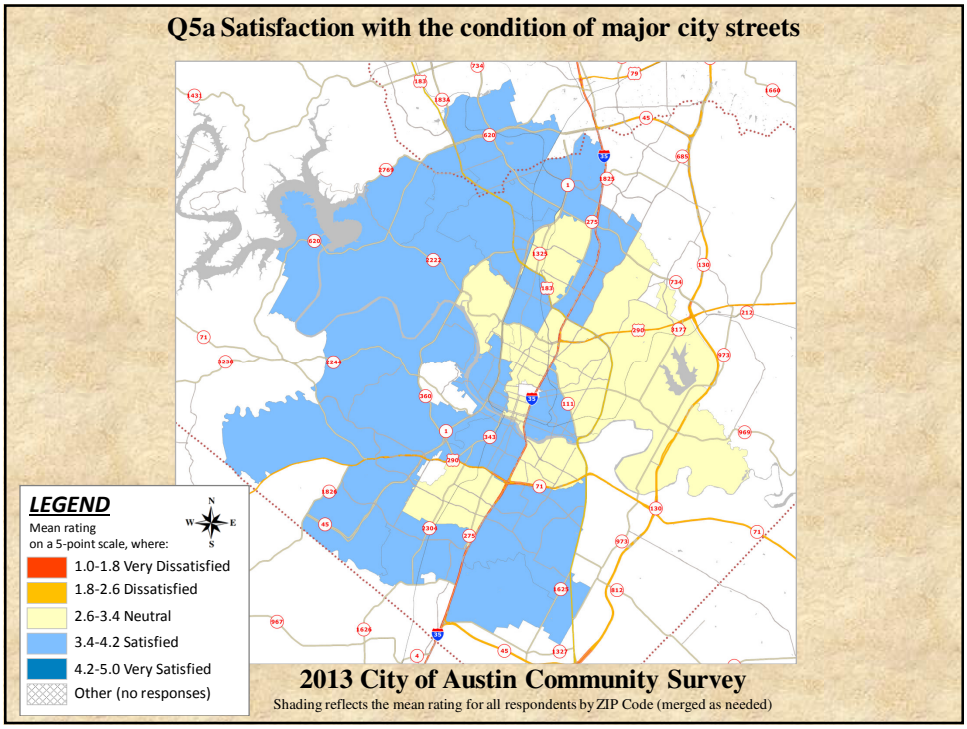
Q5a Satisfaction with the condition of major city streets
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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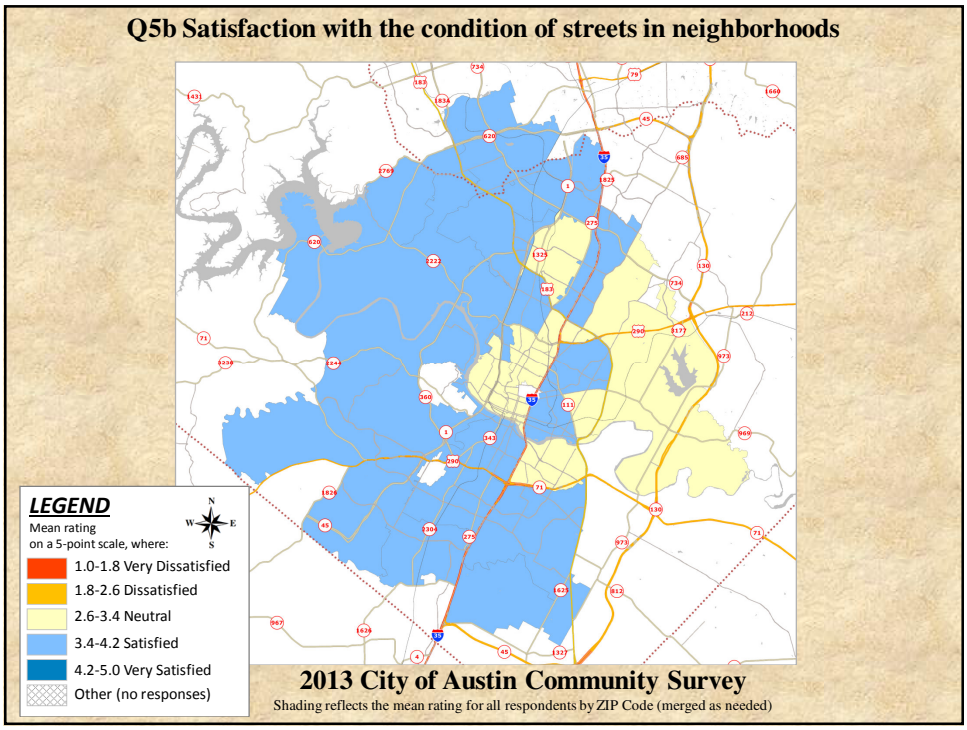
Q5b Satisfaction with the condition of streets in neighborhoods
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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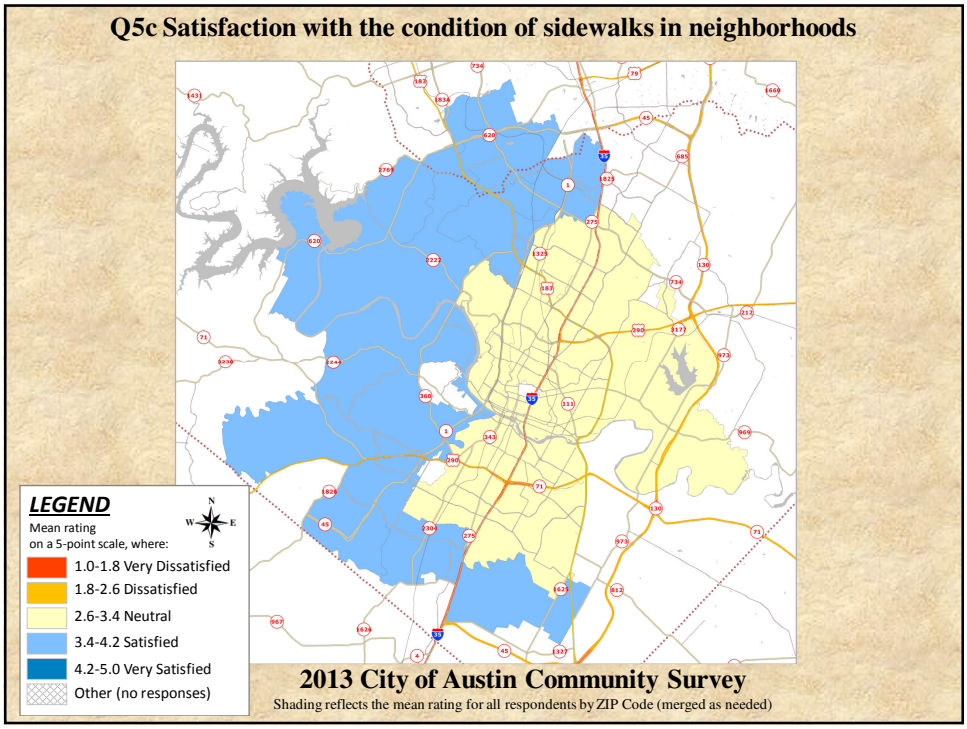
Q5c Satisfaction with the condition of sidewalks in neighborhoods
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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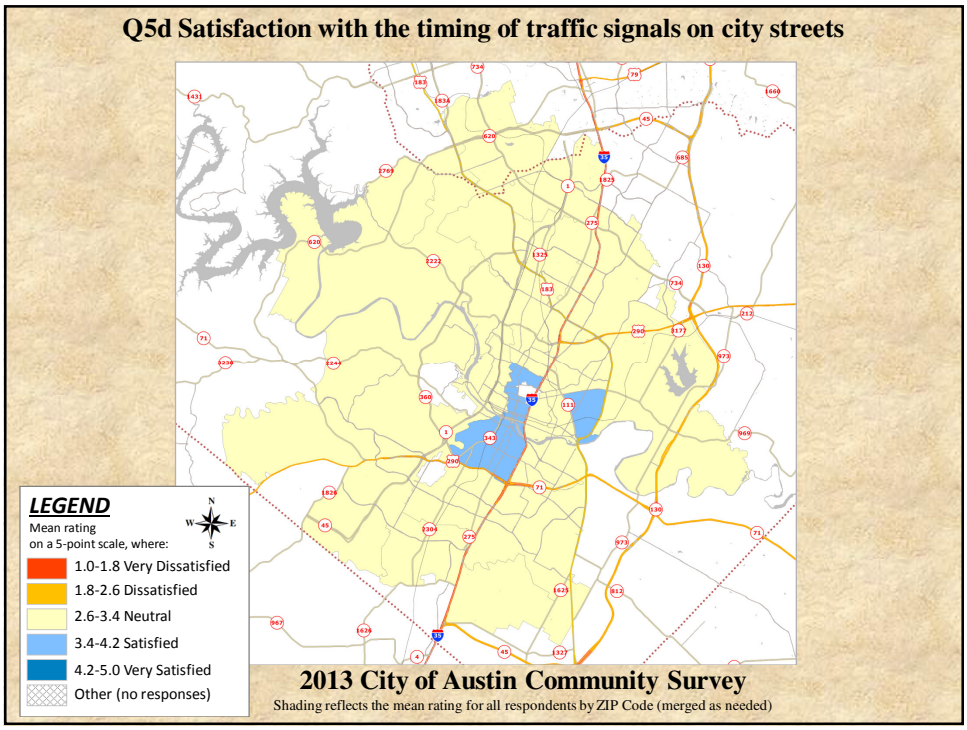
Q5d Satisfaction with the timing of traffic signals on city streets
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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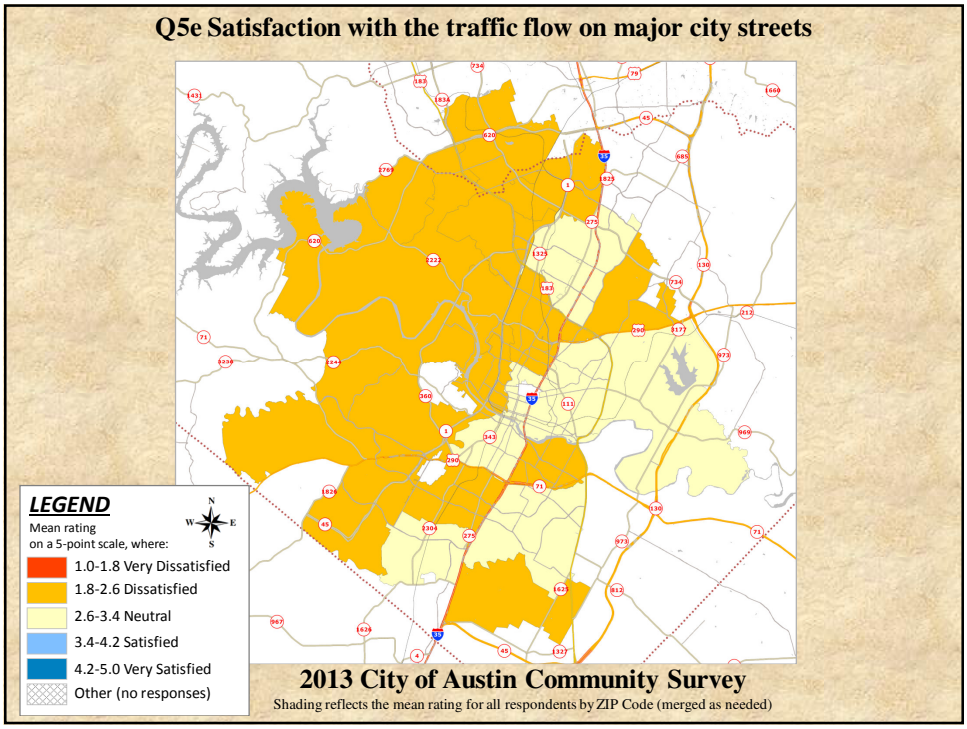
Q5e Satisfaction with the traffic flow on major city streets
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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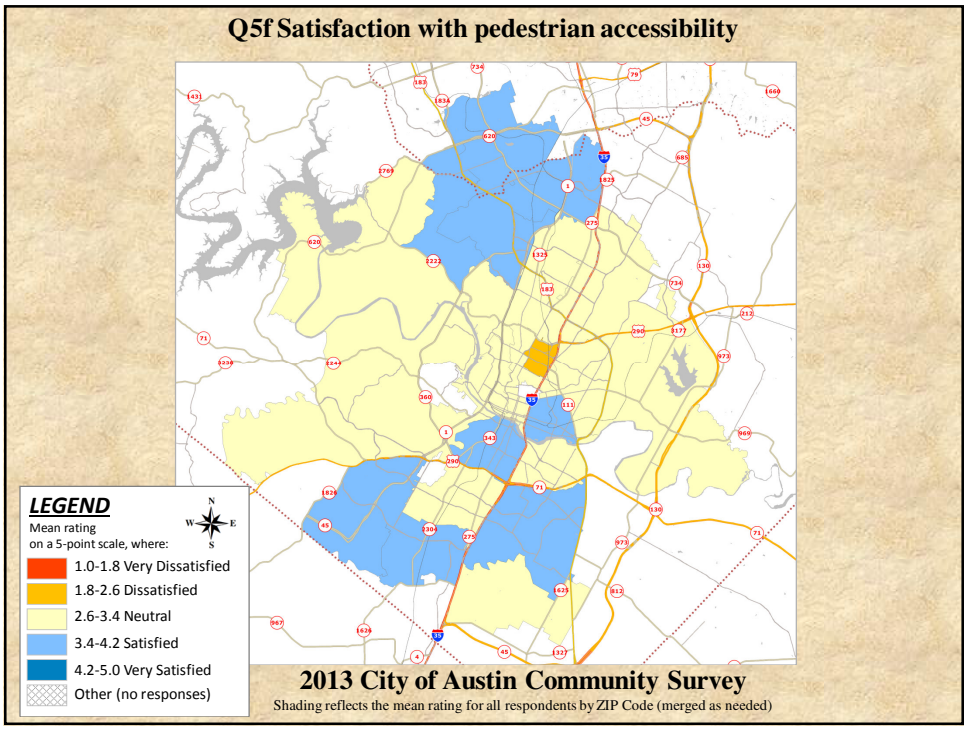
Q5f Satisfaction with pedestrian accessibility
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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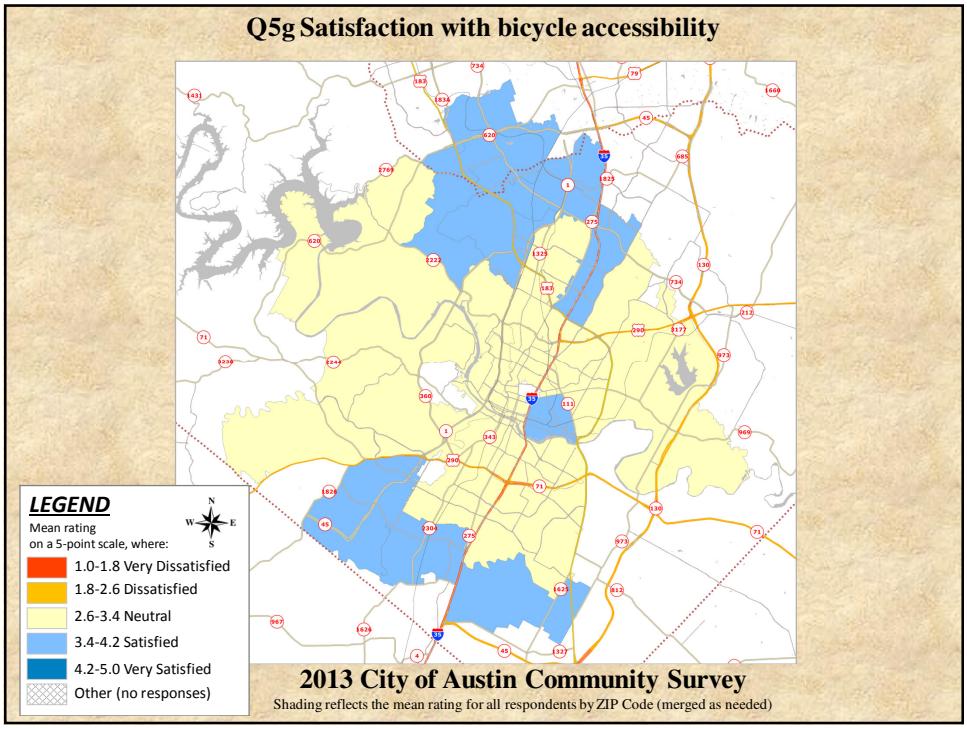
Q5g Satisfaction with bicycle accessibility
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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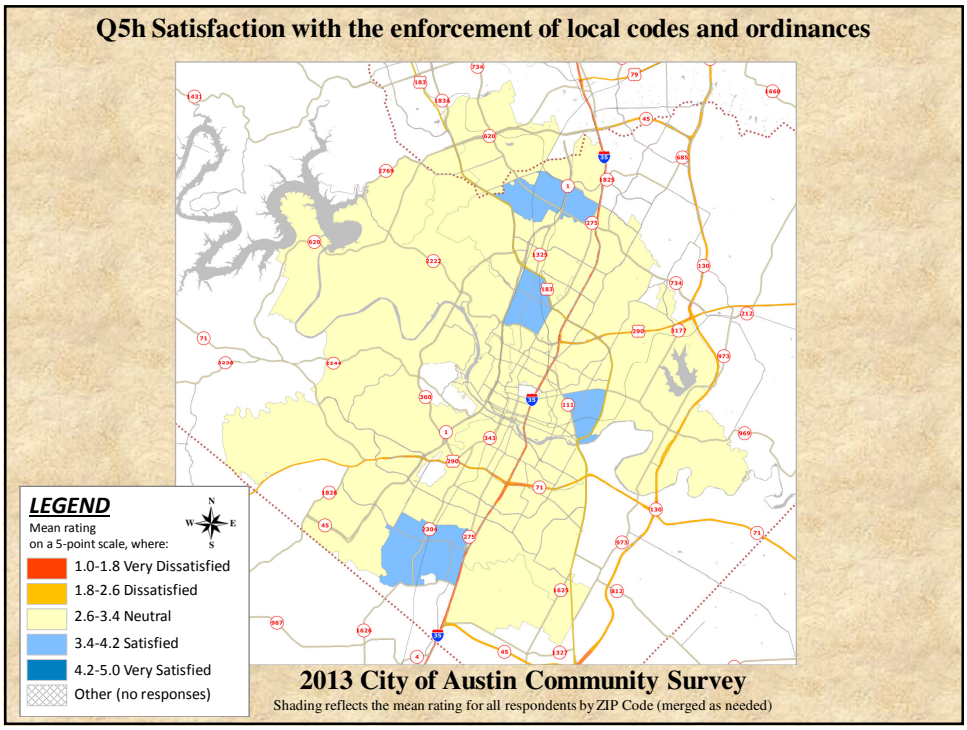
Q5h Satisfaction with the enforcement of local codes and ordinances
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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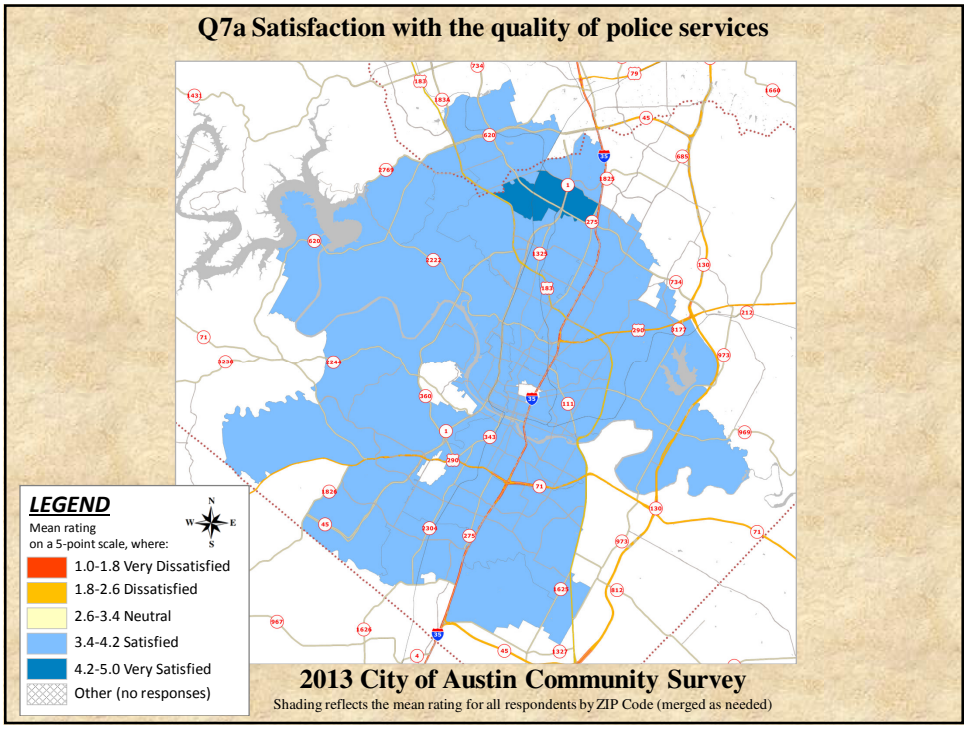
Q7a Satisfaction with the quality of police services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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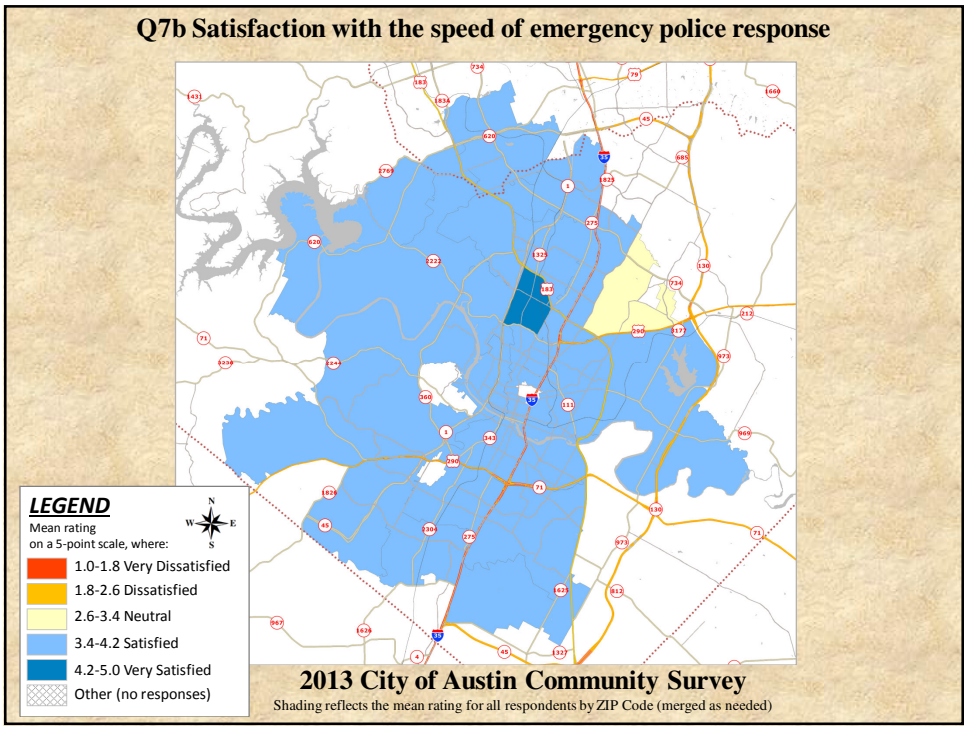
Q7b Satisfaction with the speed of emergency police response
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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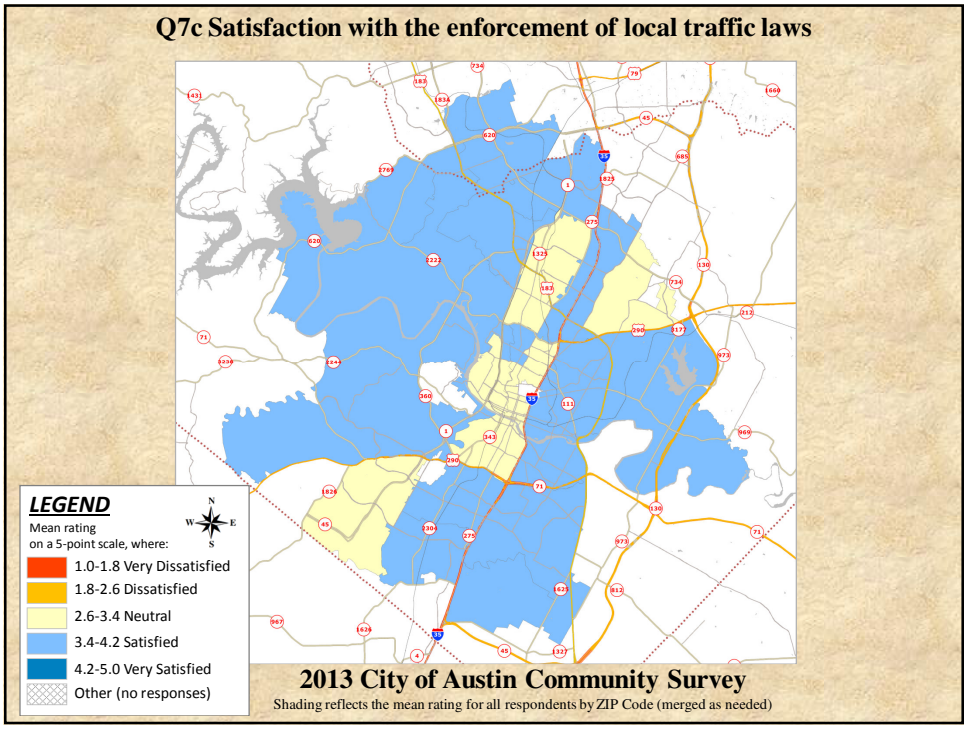
Q7c Satisfaction with the enforcement of local traffic laws
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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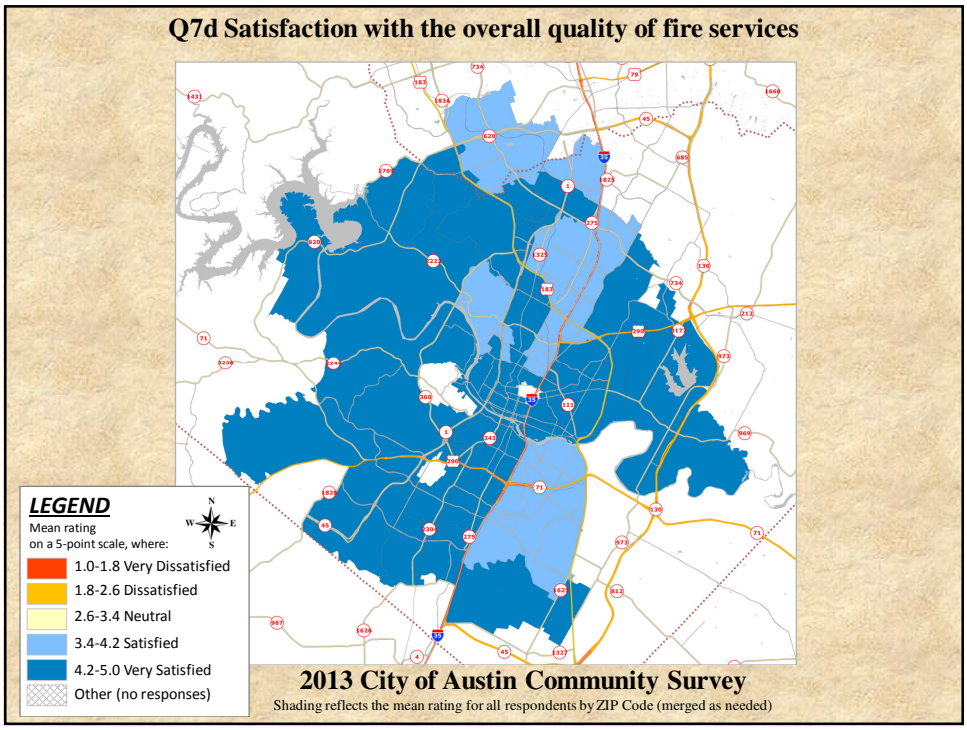
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q7d Satisfaction with the overall quality of fire services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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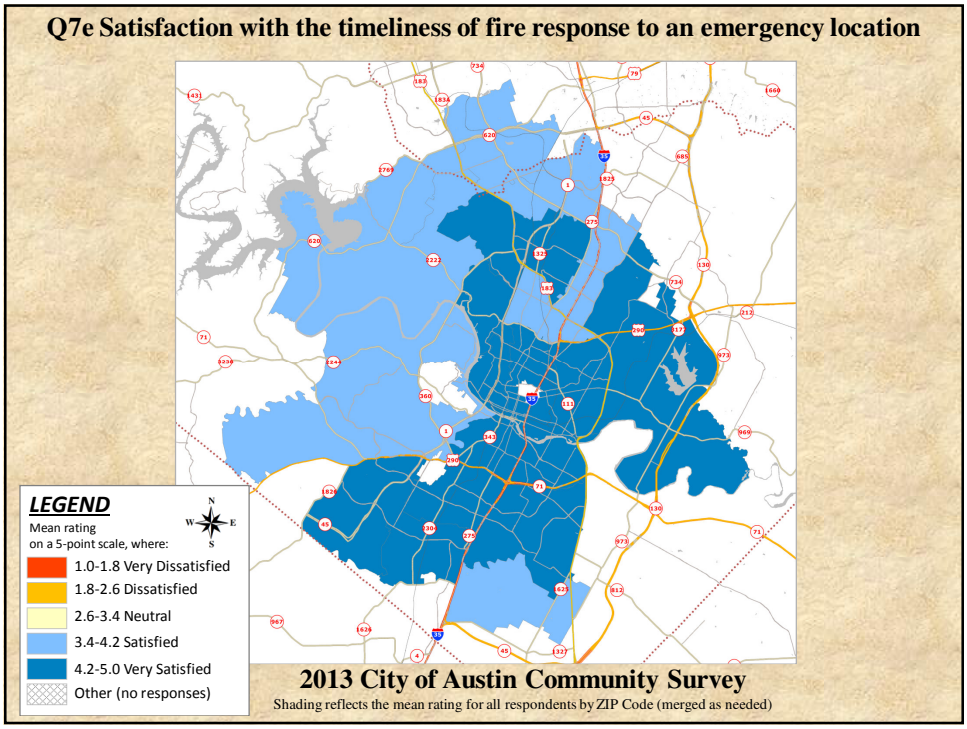
Q7e Satisfaction with the timeliness of fire response to an emergency location
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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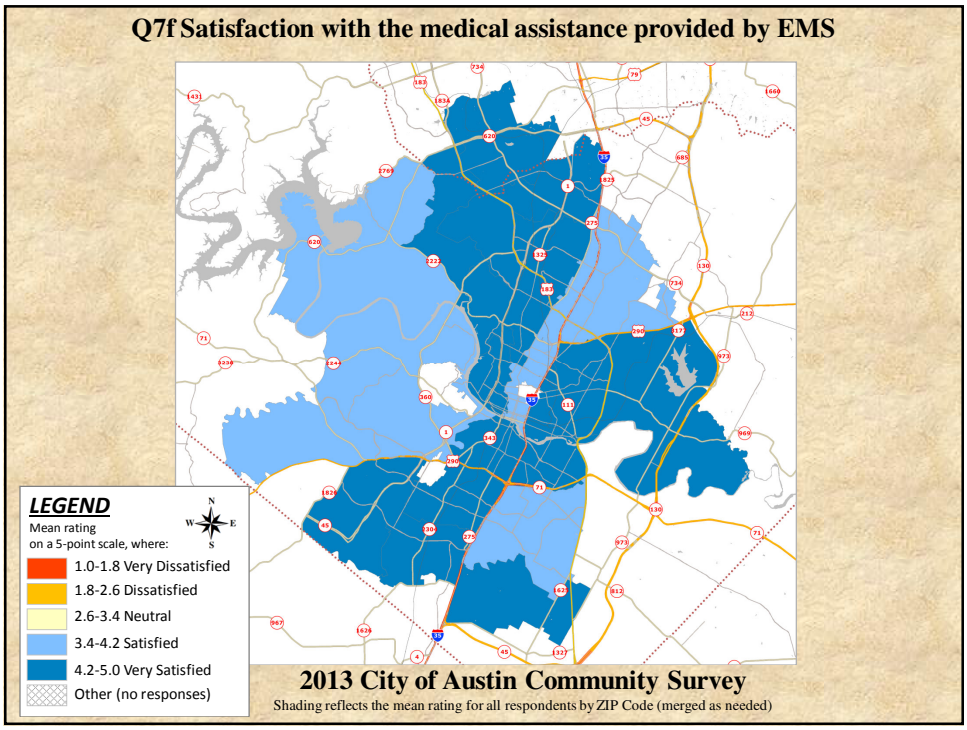
Q7f Satisfaction with the medical assistance provided by EMS
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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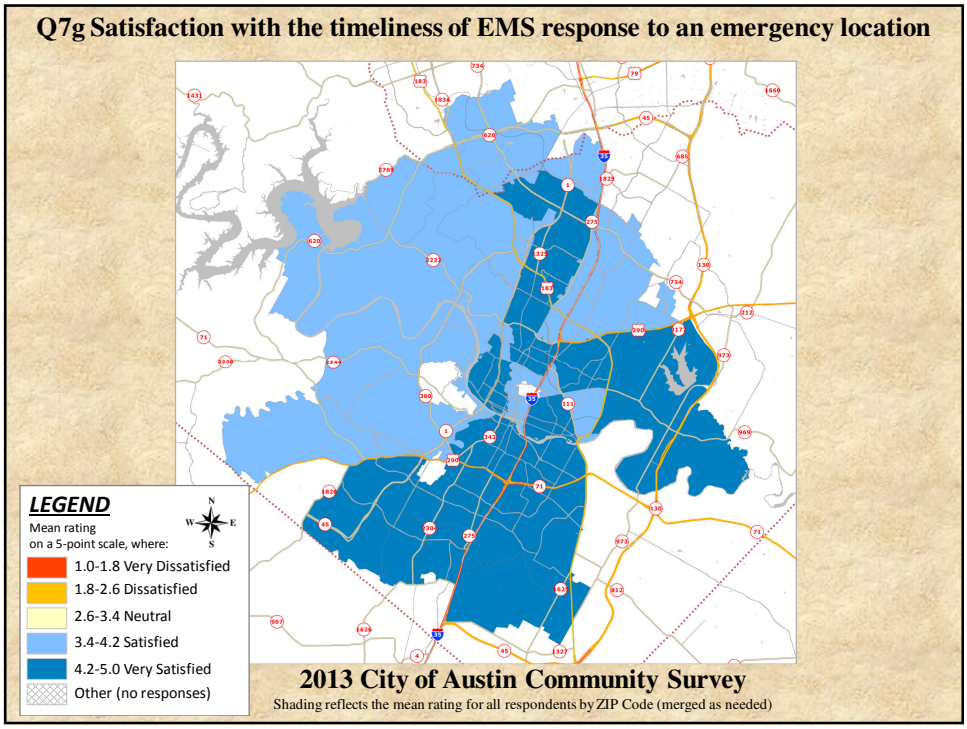
Q7g Satisfaction with the timeliness of EMS response to an emergency location
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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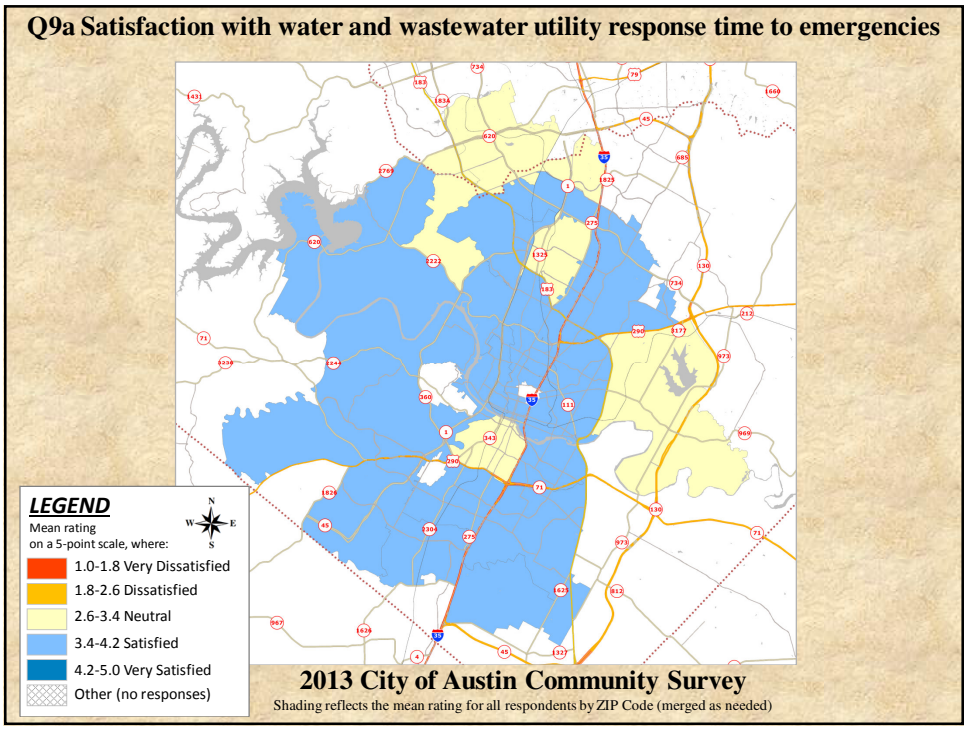
Q9a Satisfaction with water and wastewater utility response time to emergencies
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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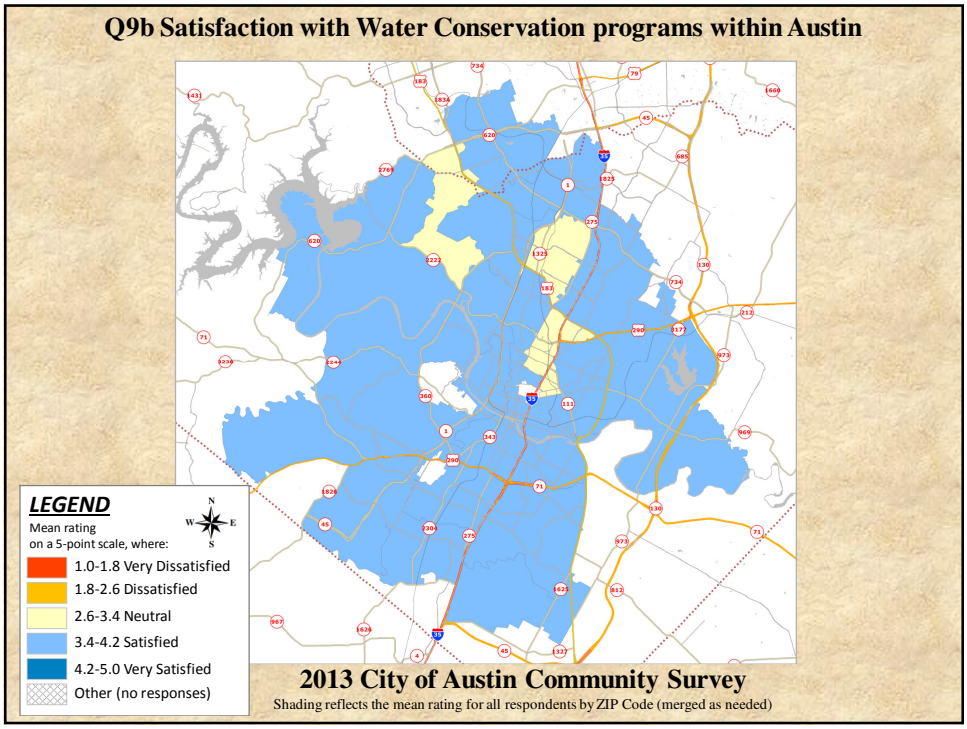
Q9b Satisfaction with Water Conservation programs within Austin
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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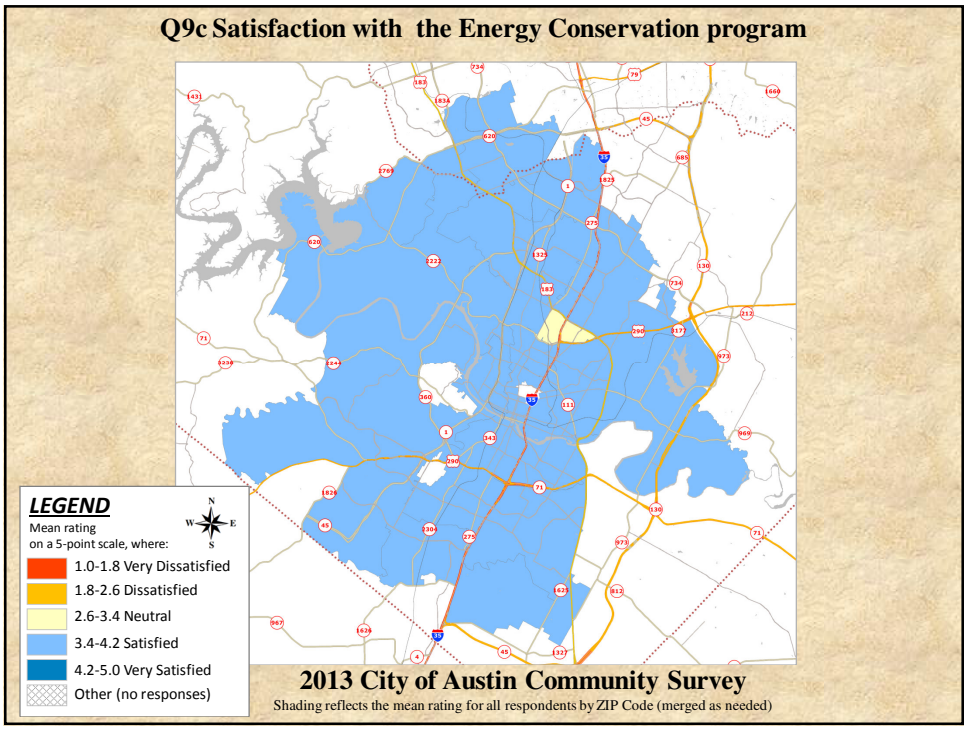
Q9c Satisfaction with the Energy Conservation program
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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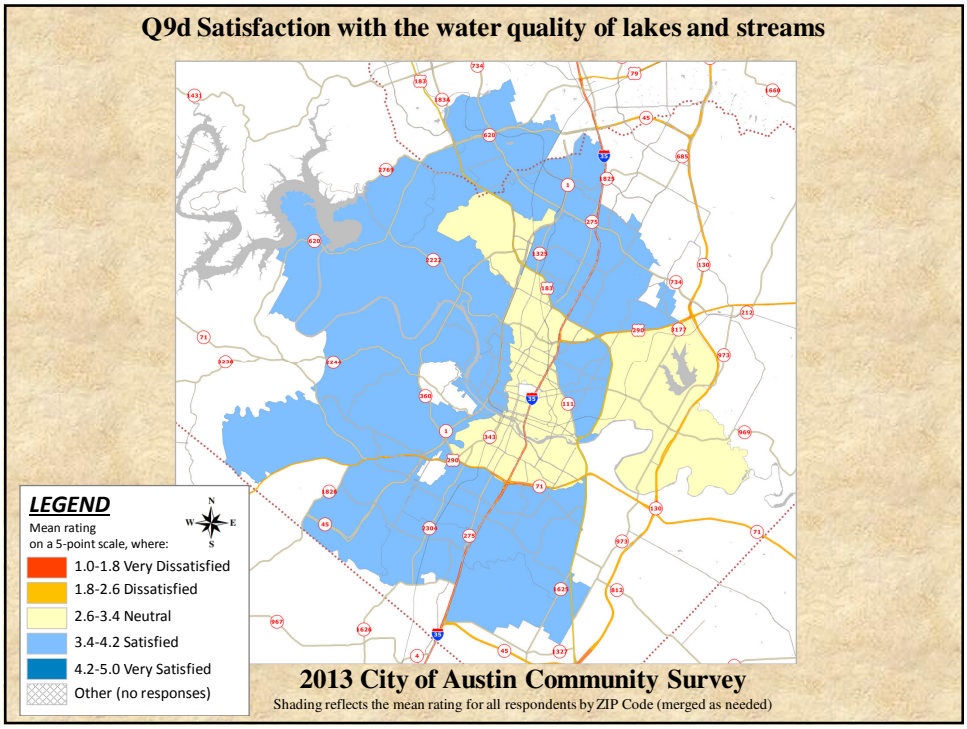
Q9d Satisfaction with the water quality of lakes and streams
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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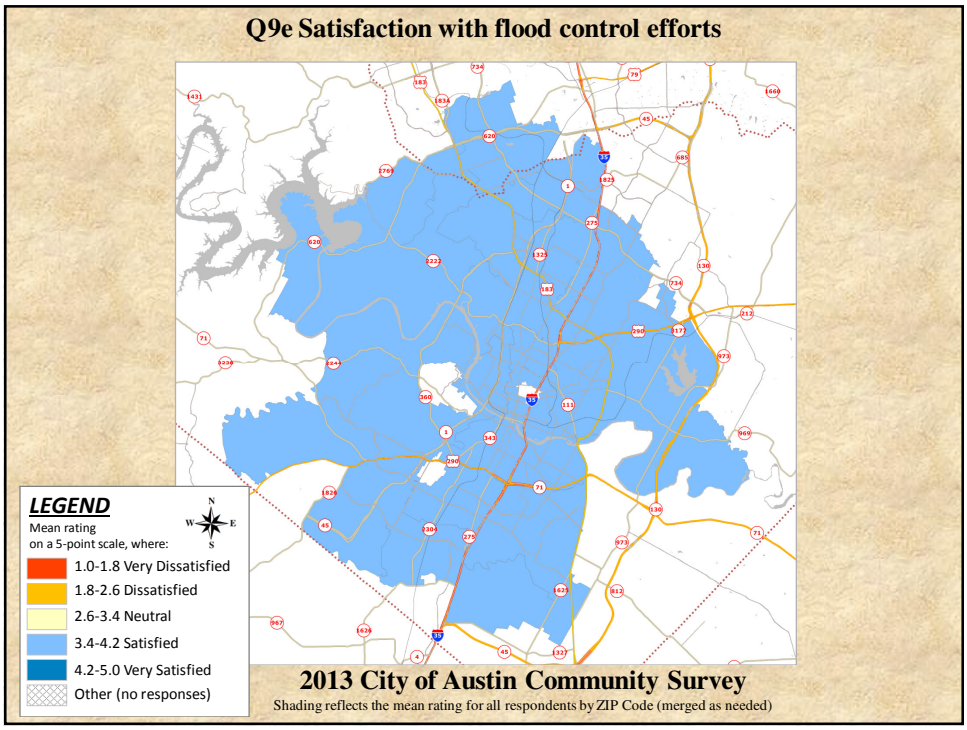
Q9e Satisfaction with flood control efforts
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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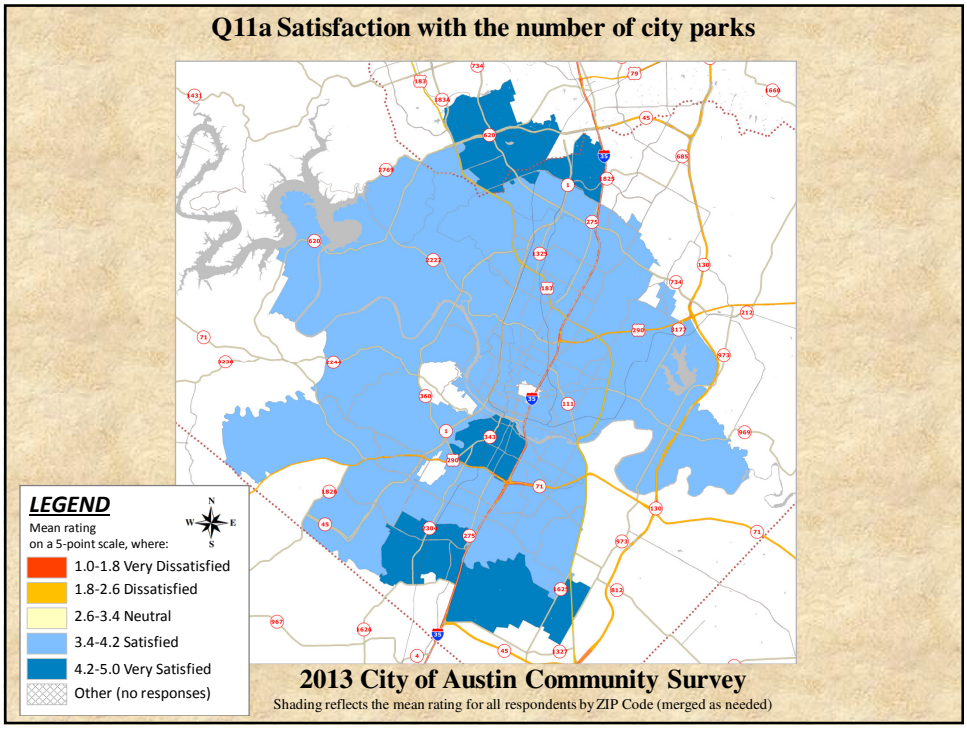
Q11a Satisfaction with the number of city parks
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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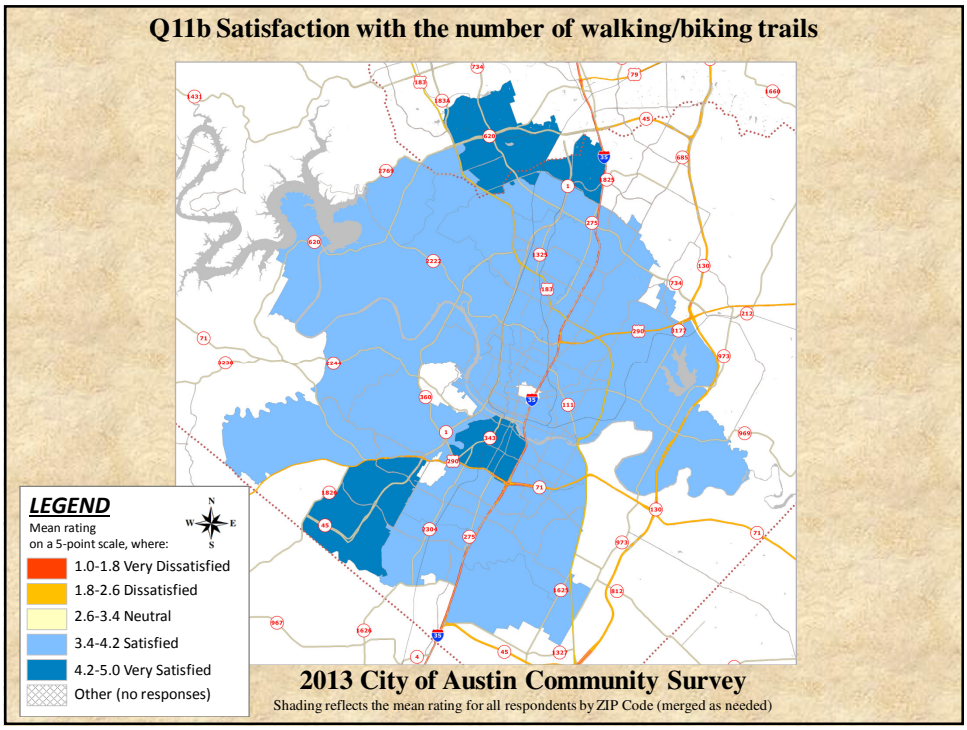
Q11b Satisfaction with the number of walking/biking trails
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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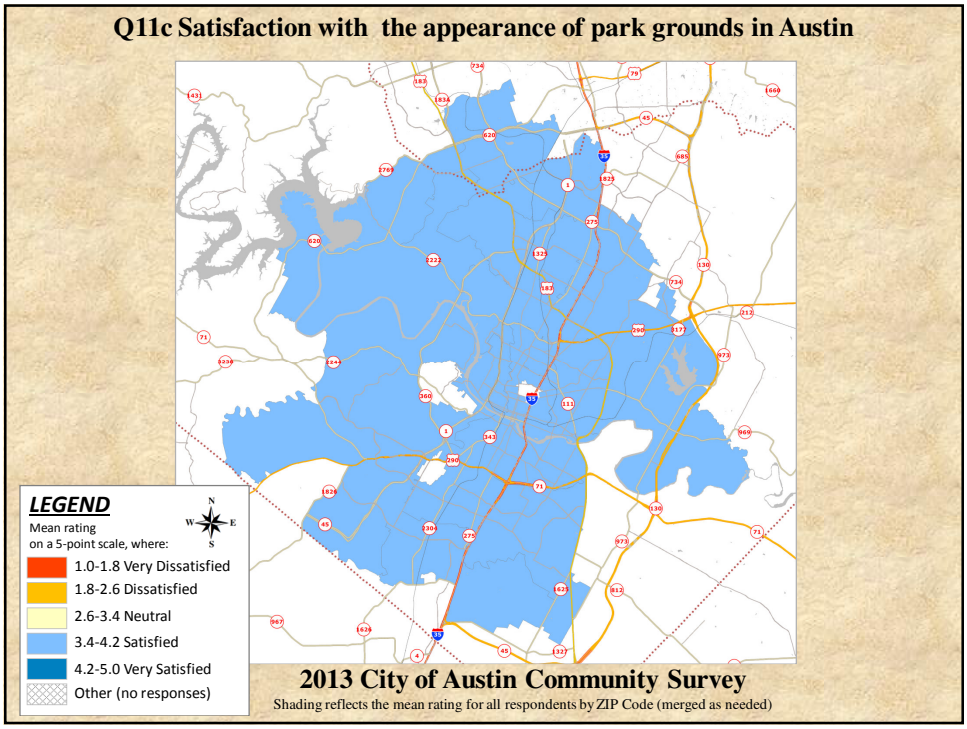
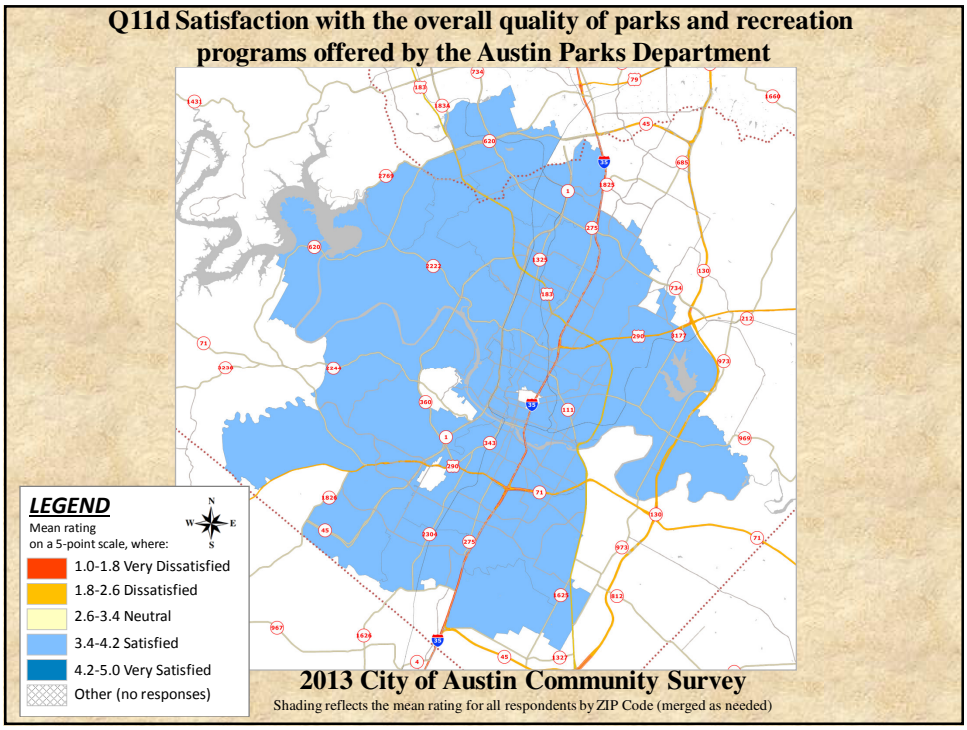

Q11c Satisfaction with the appearance of park grounds in Austin
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q11d Satisfaction with the overall quality of parks and recreation programs offered by the Austin Parks Department
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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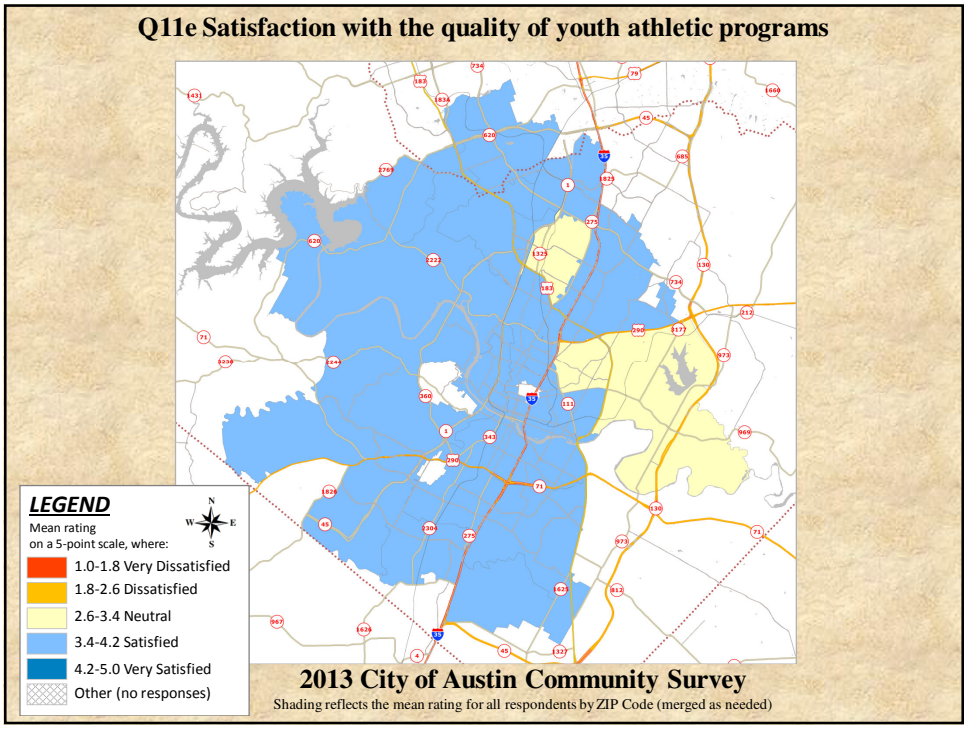
Q11e Satisfaction with the quality of youth athletic programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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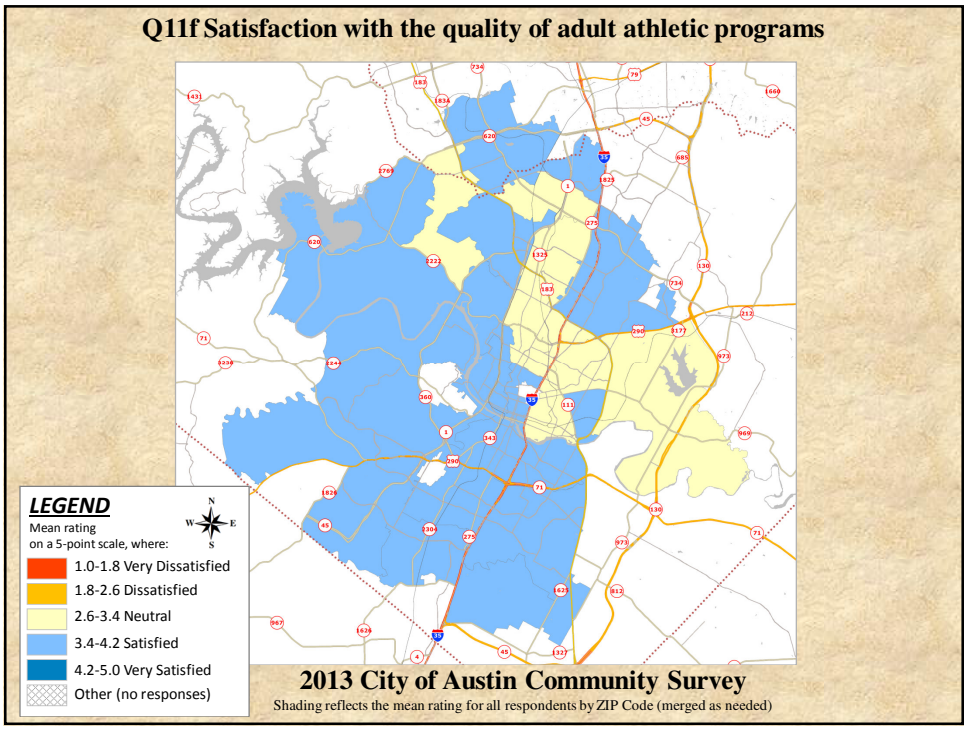
Q11f Satisfaction with the quality of adult athletic programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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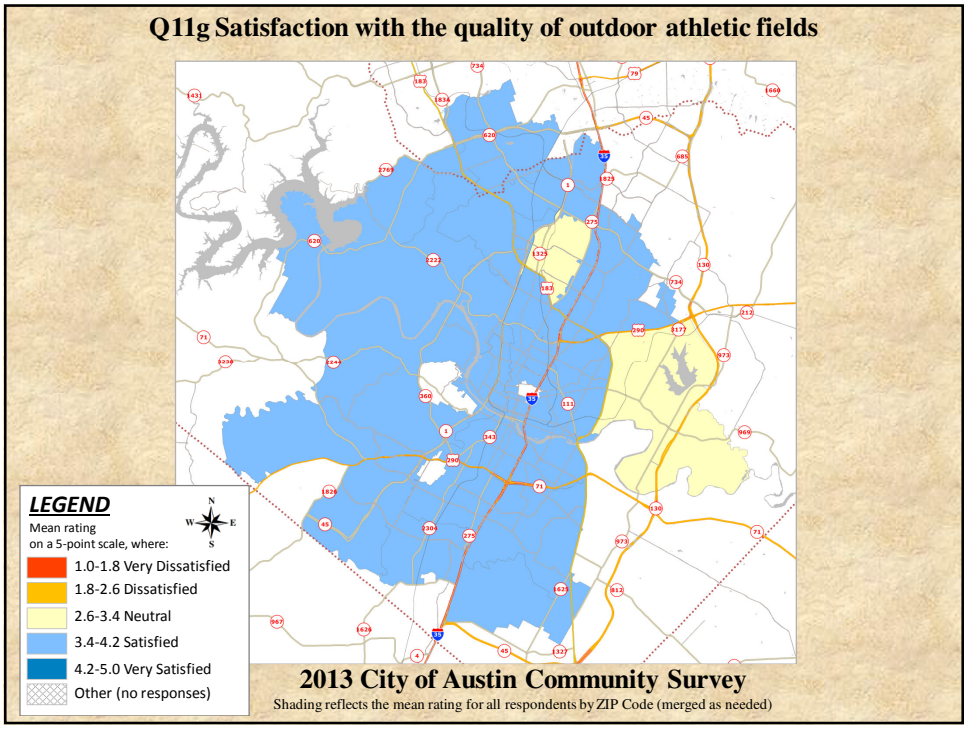
Q11g Satisfaction with the quality of outdoor athletic fields
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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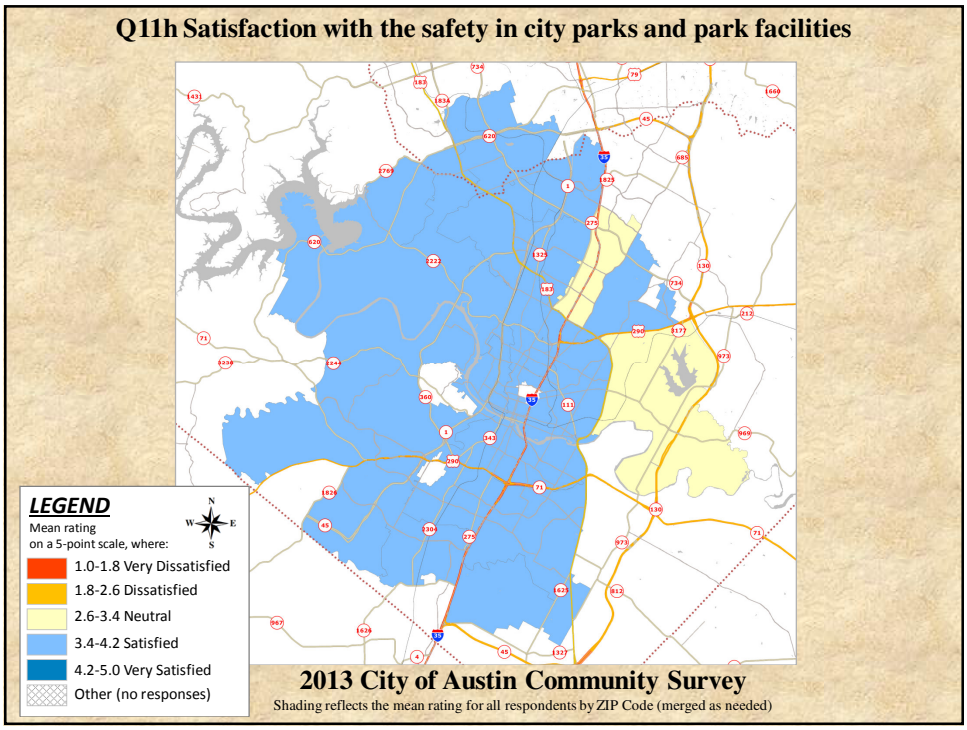
Q11h Satisfaction with the safety in city parks and park facilities
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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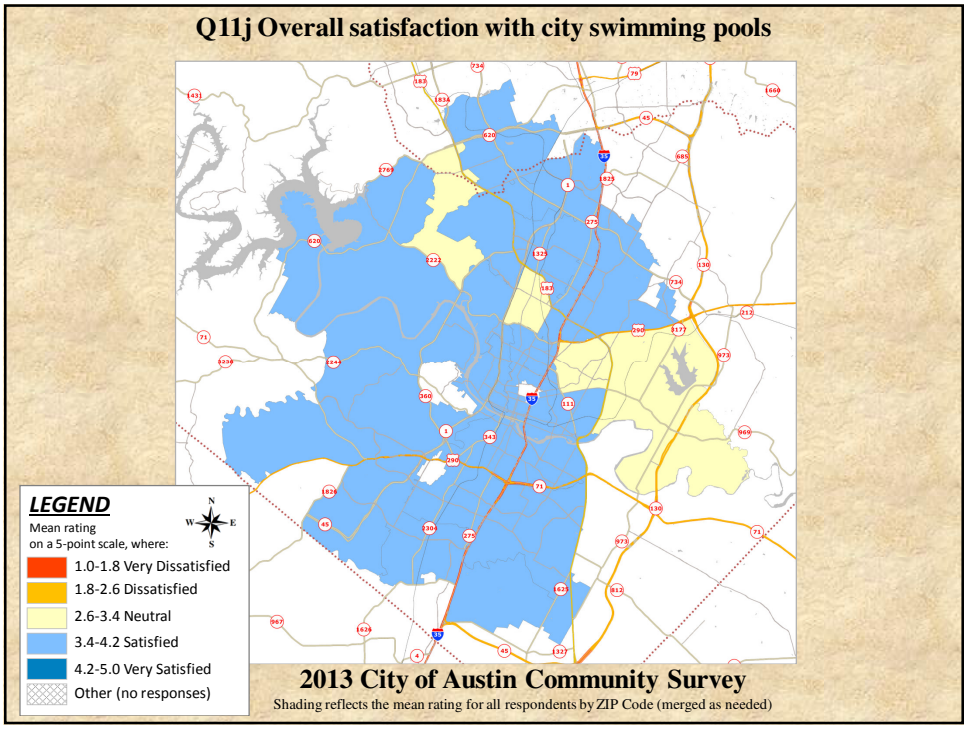
Q11j Overall satisfaction with city swimming pools
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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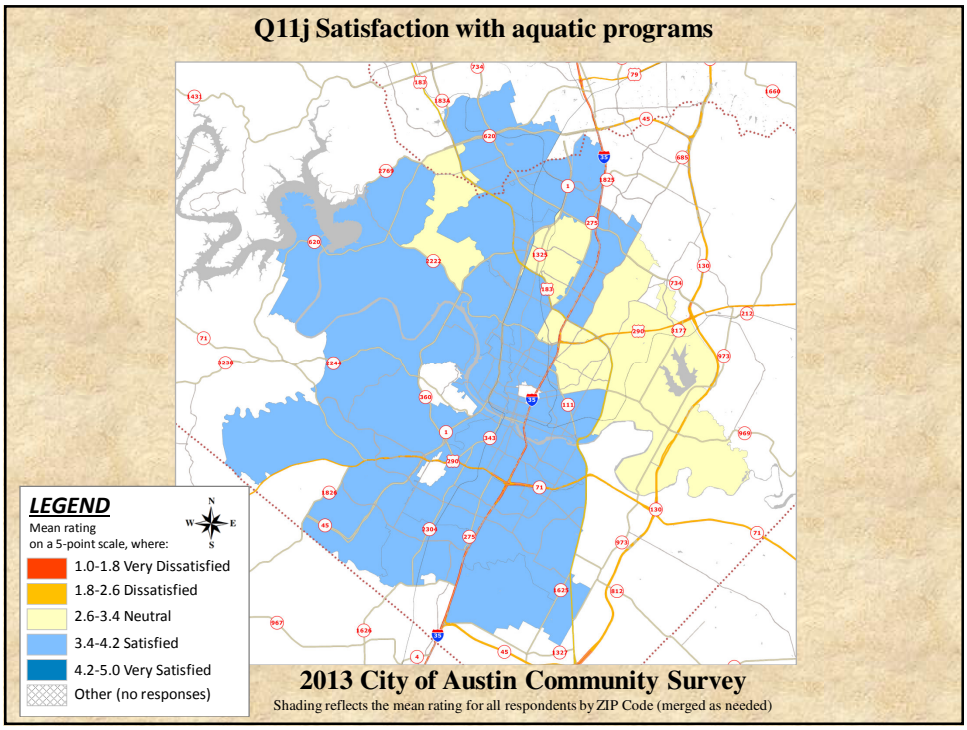
Q11j Satisfaction with aquatic programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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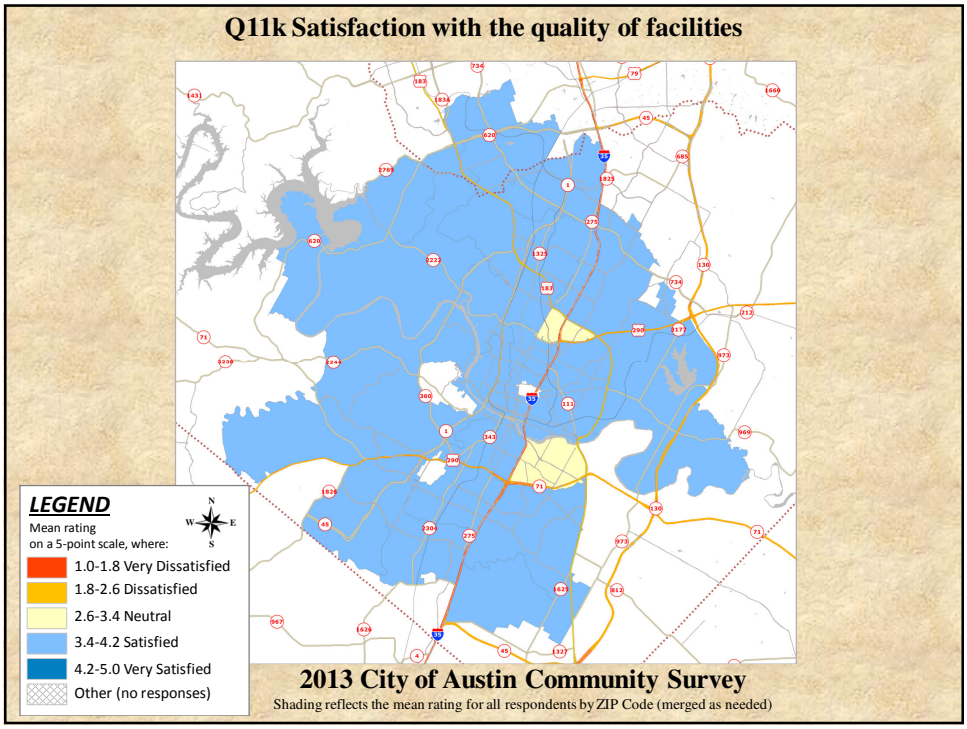
Q11k Satisfaction with the quality of facilities
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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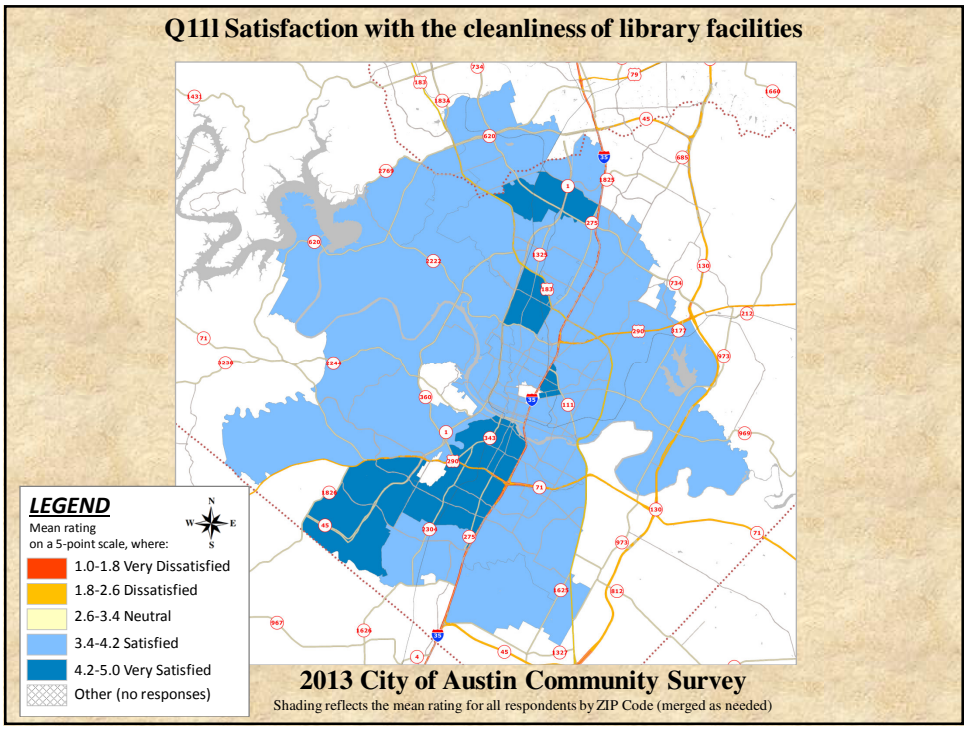
Q11l Satisfaction with the cleanliness of library facilities
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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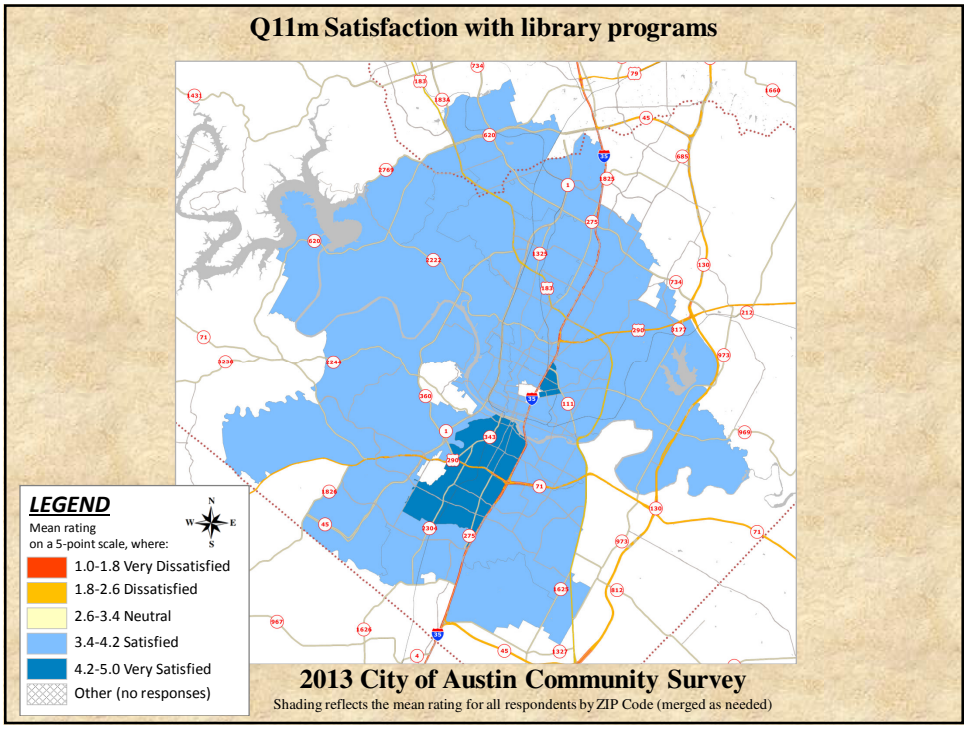
Q11m Satisfaction with library programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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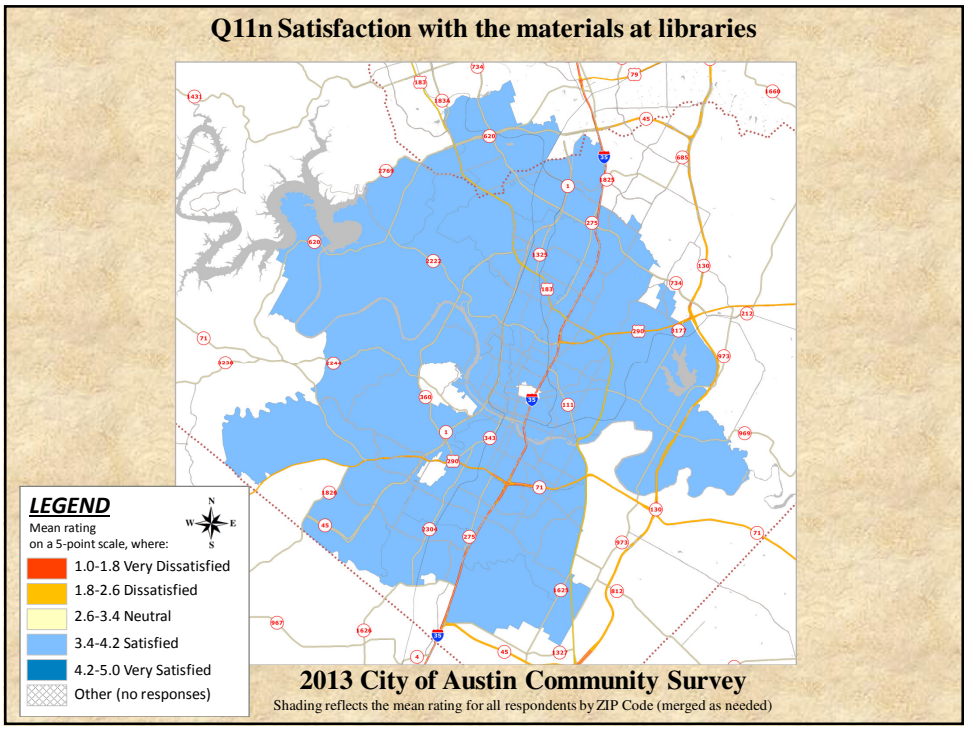
Q11n Satisfaction with the materials at libraries
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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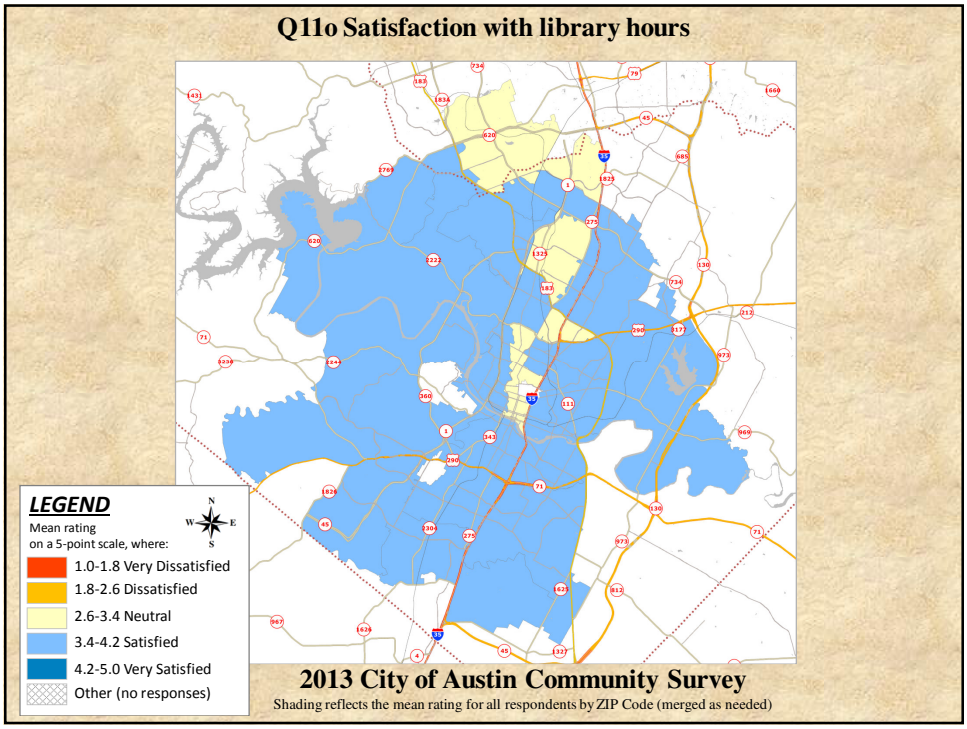
Q11o Satisfaction with library hours
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
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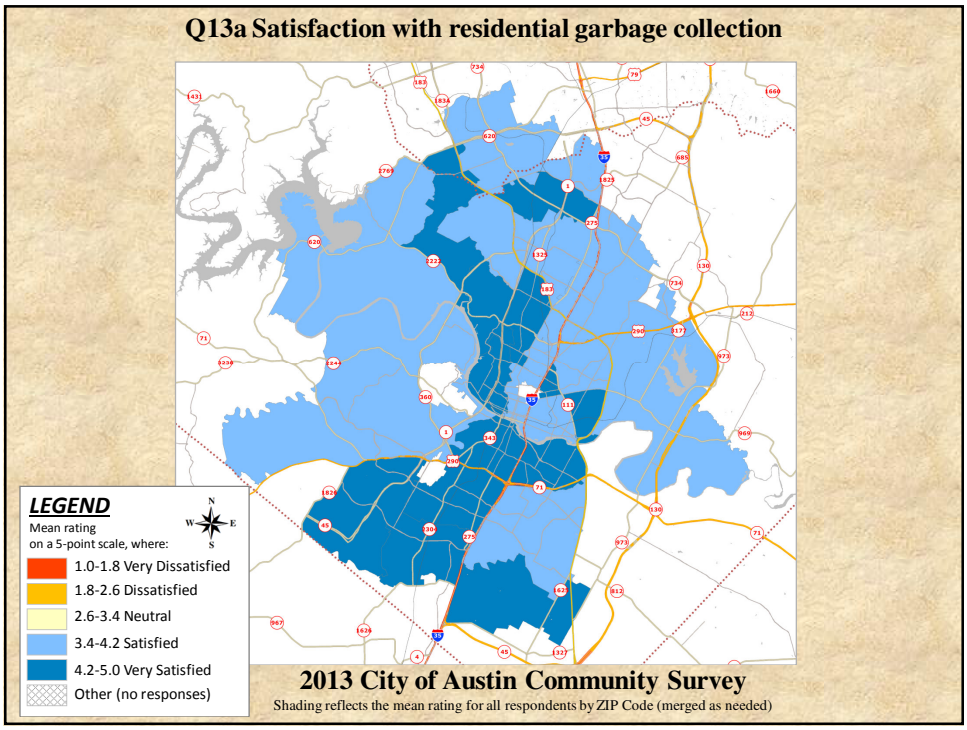
Q13a Satisfaction with residential garbage collection
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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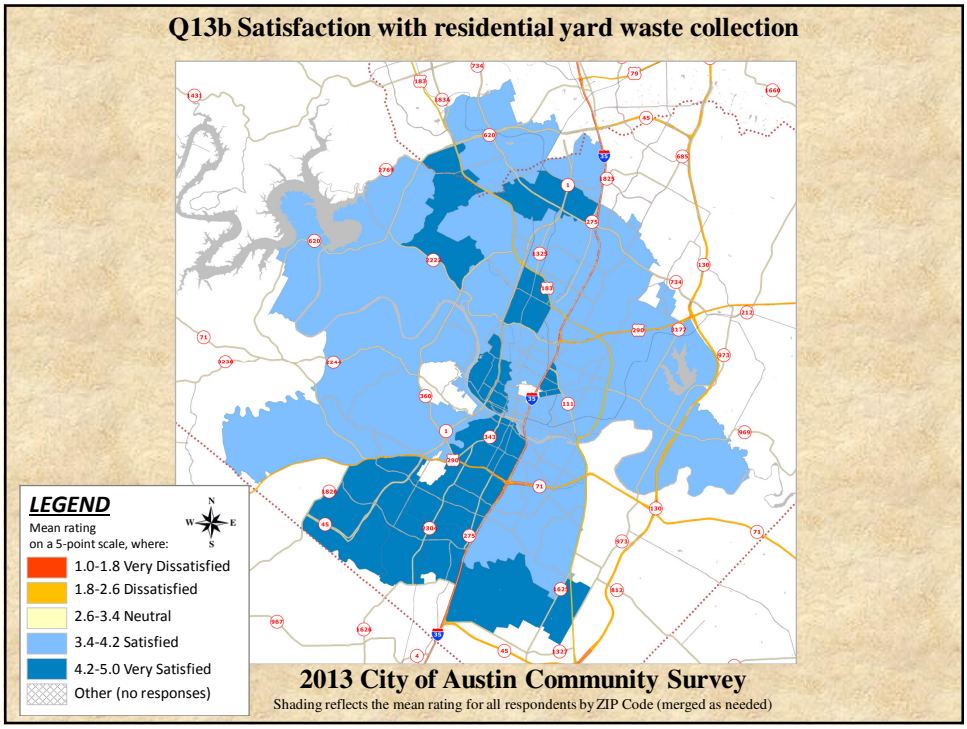
Q13b Satisfaction with residential yard waste collection
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2013 City of Austin Community Survey
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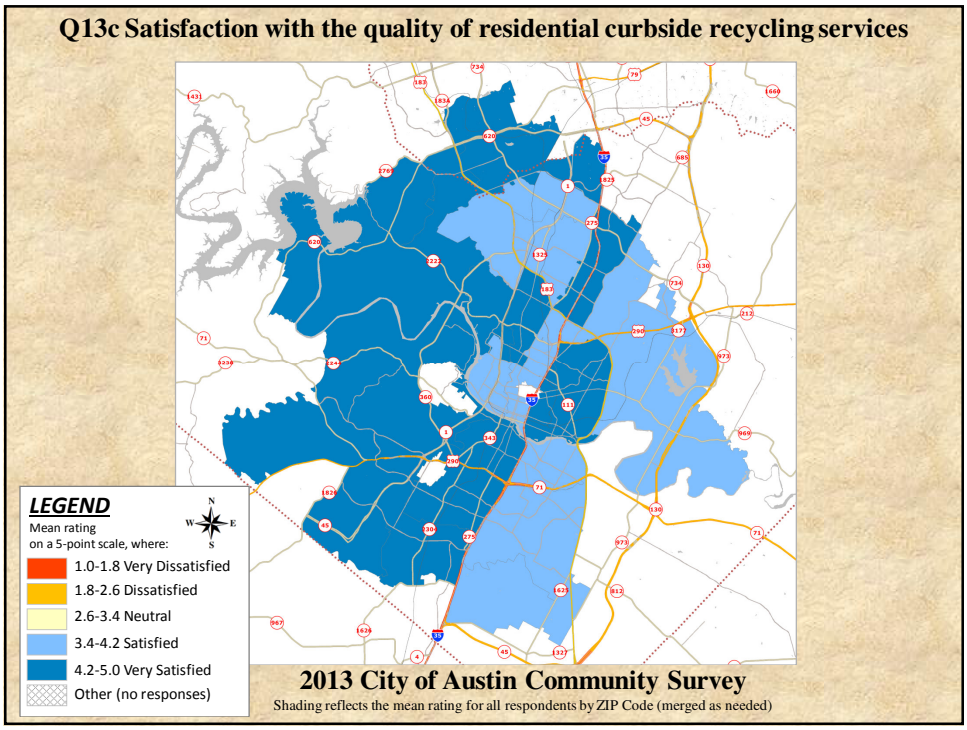
Q13c Satisfaction with the quality of residential curbside recycling services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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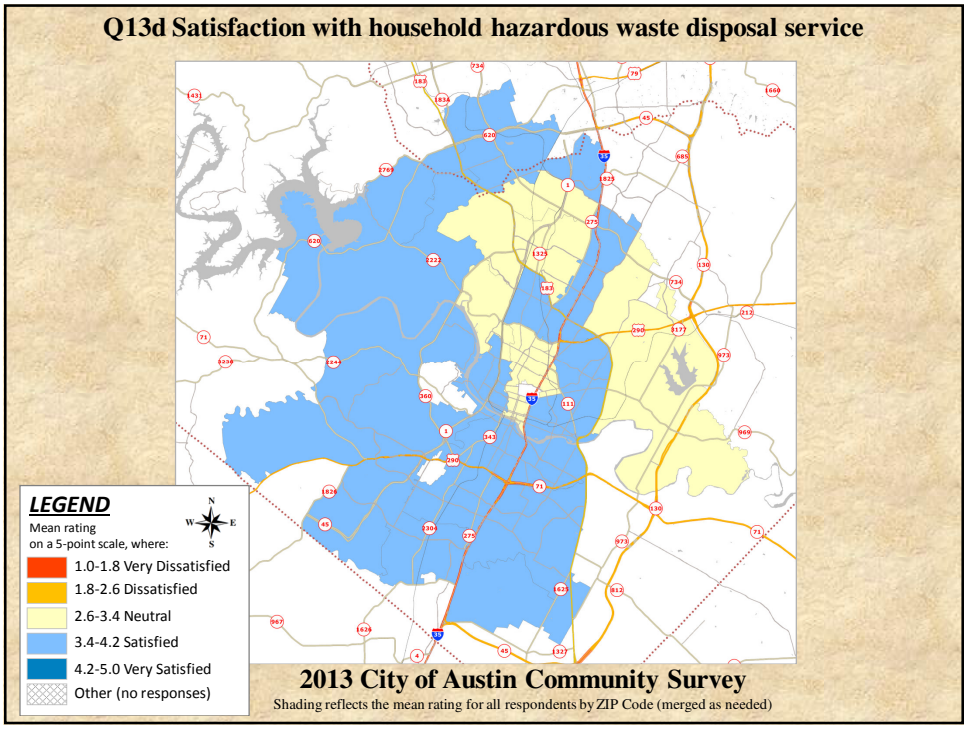
Q13d Satisfaction with household hazardous waste disposal service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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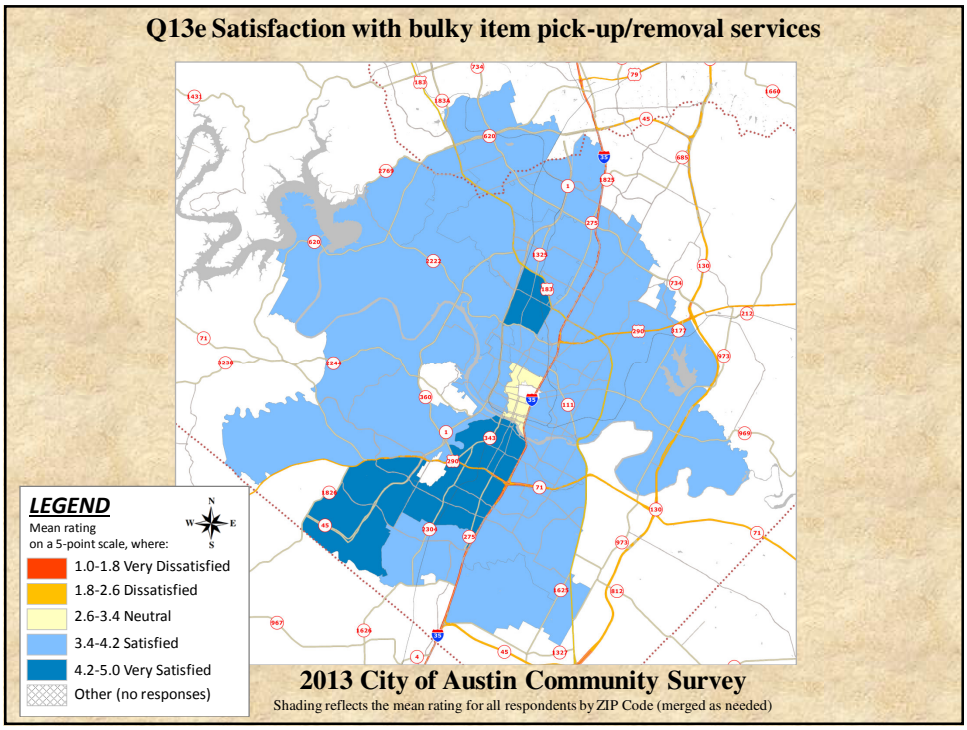
Q13e Satisfaction with bulky item pick-up/removal services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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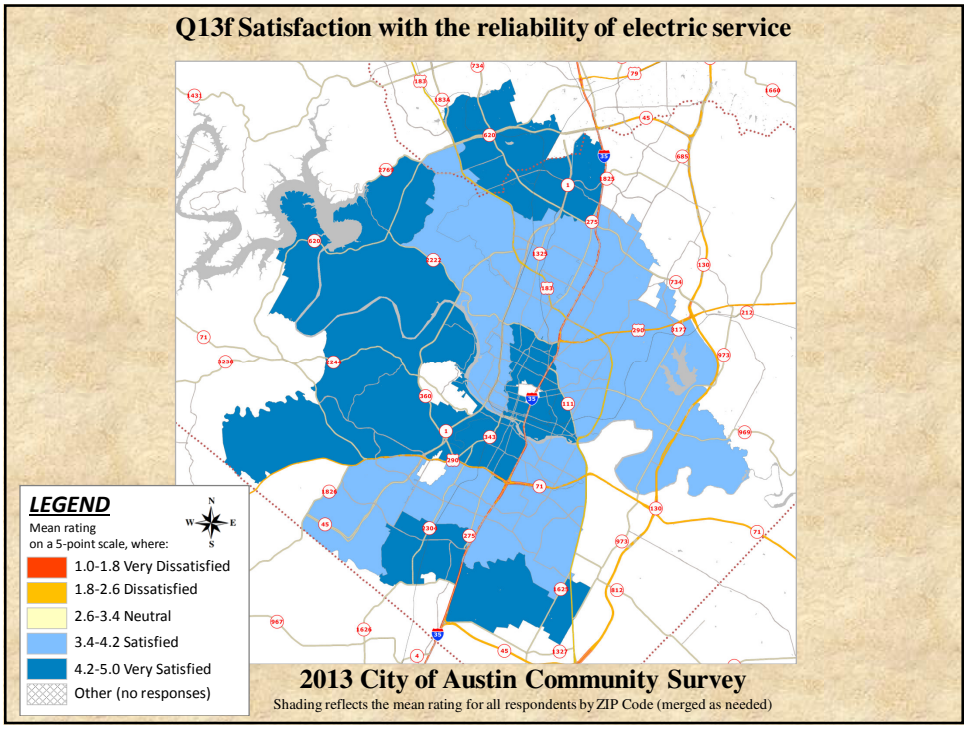
Q13f Satisfaction with the reliability of electric service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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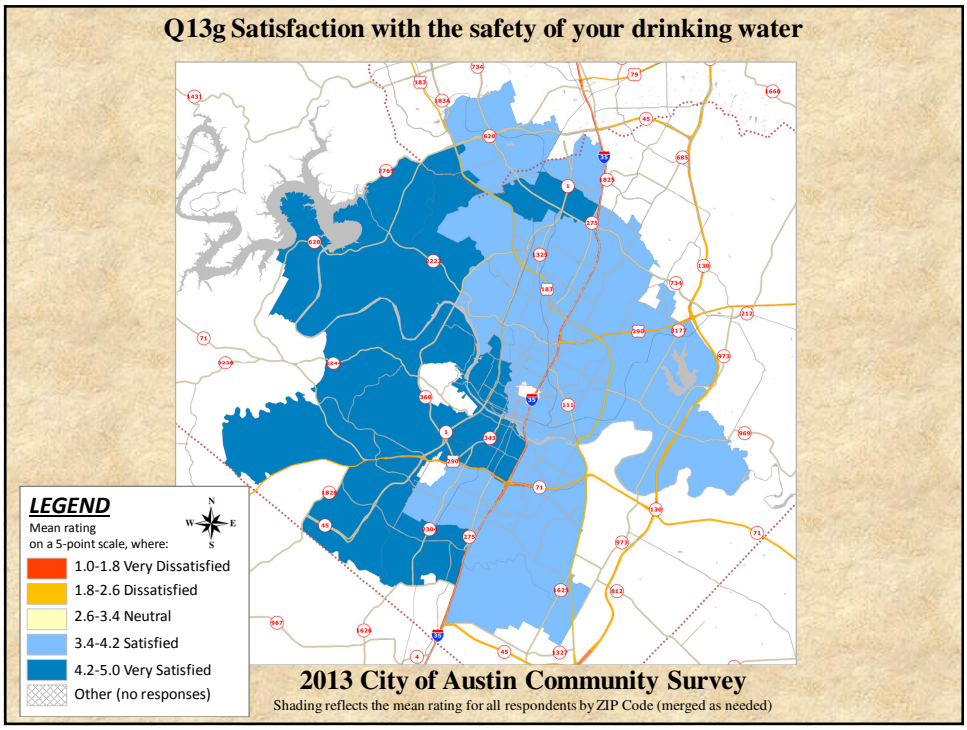
Q13g Satisfaction with the safety of your drinking water
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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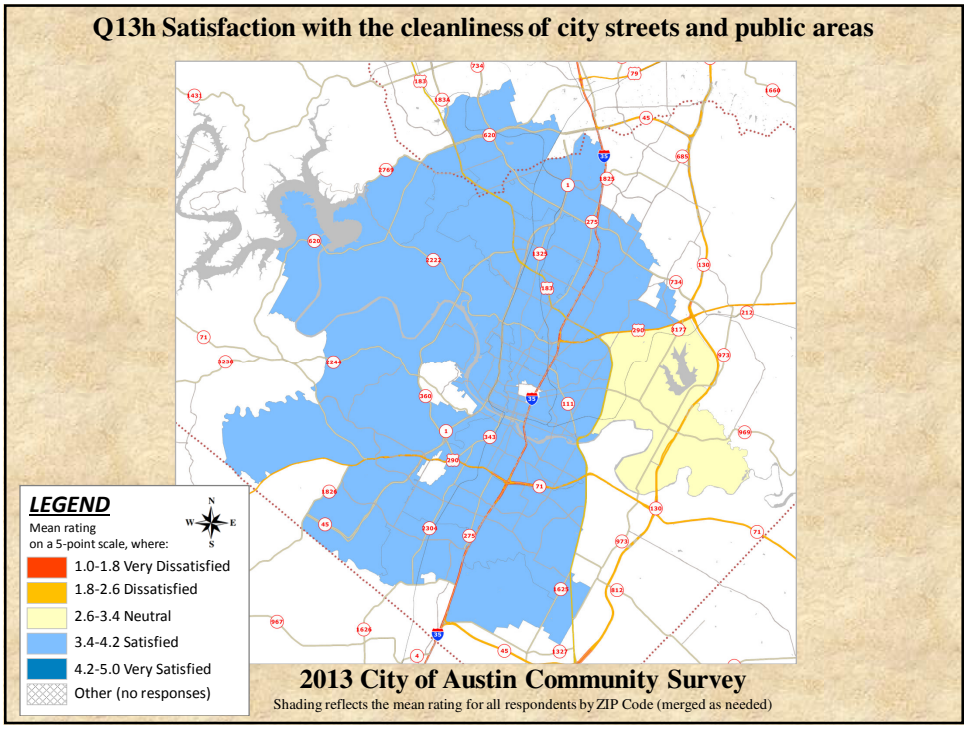
Q13h Satisfaction with the cleanliness of city streets and public areas
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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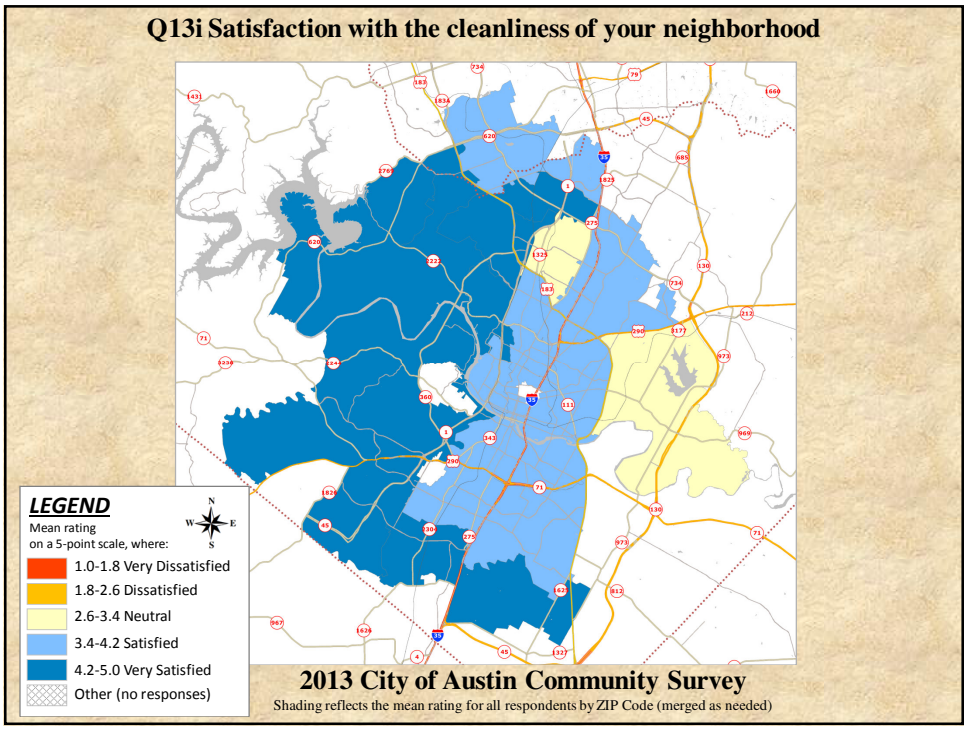
Q13i Satisfaction with the cleanliness of your neighborhood
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
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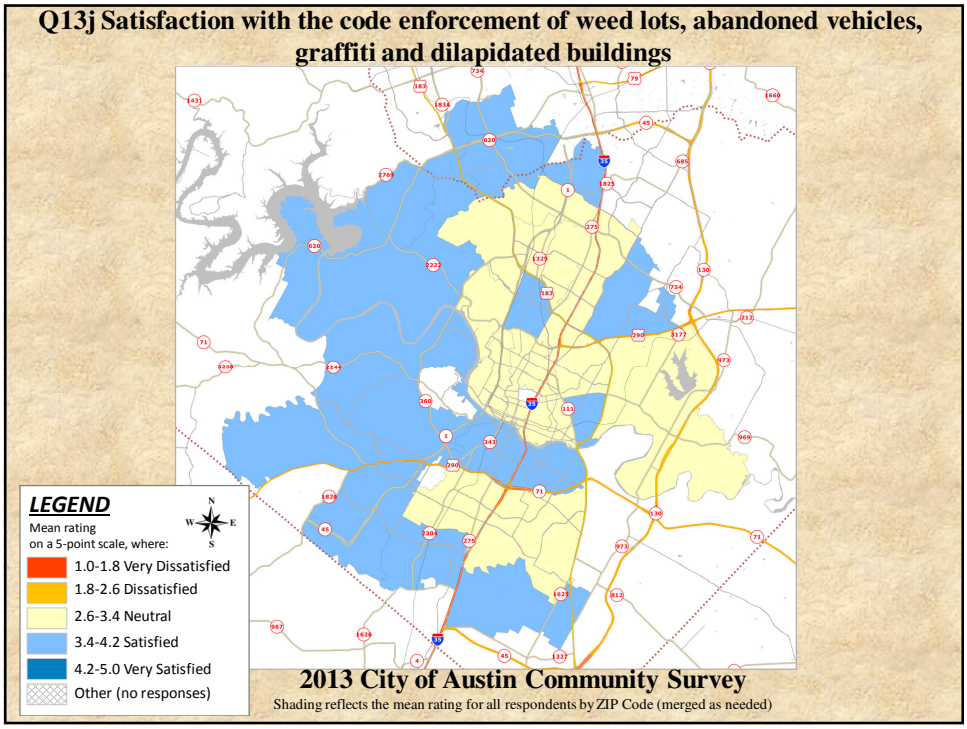
Q13j Satisfaction with the code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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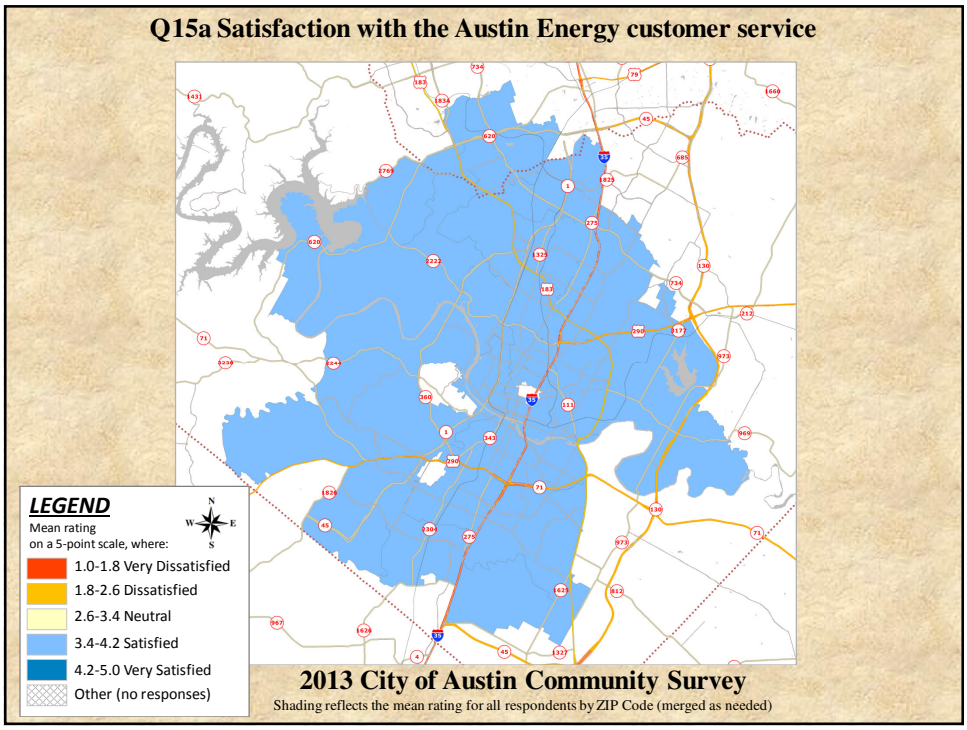
Q15a Satisfaction with the Austin Energy customer service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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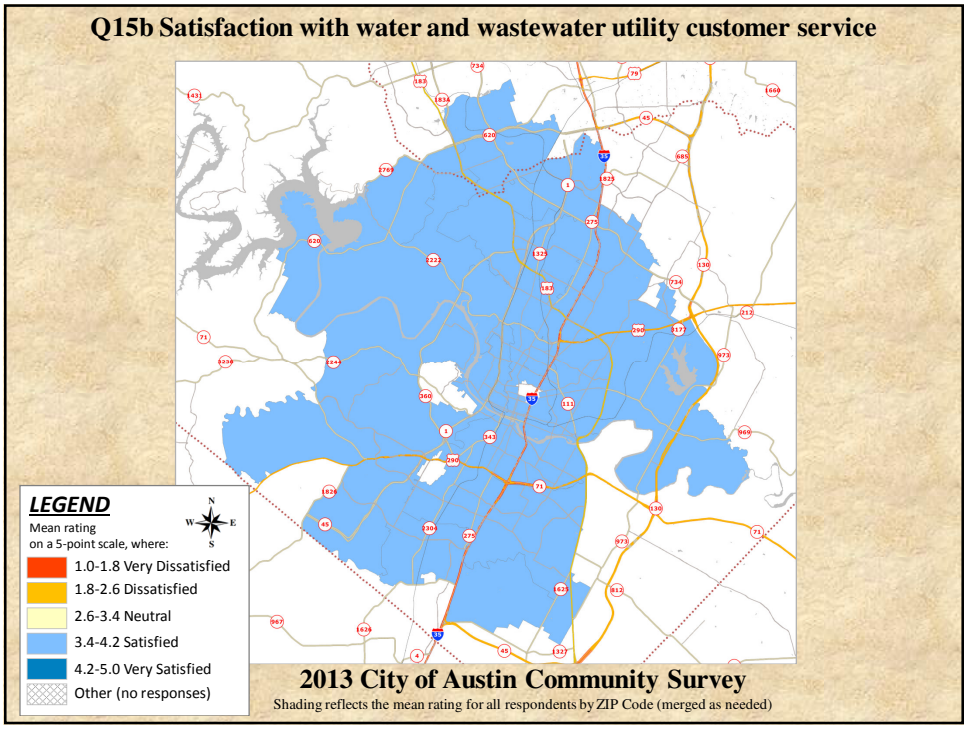
Q15b Satisfaction with water and wastewater utility customer service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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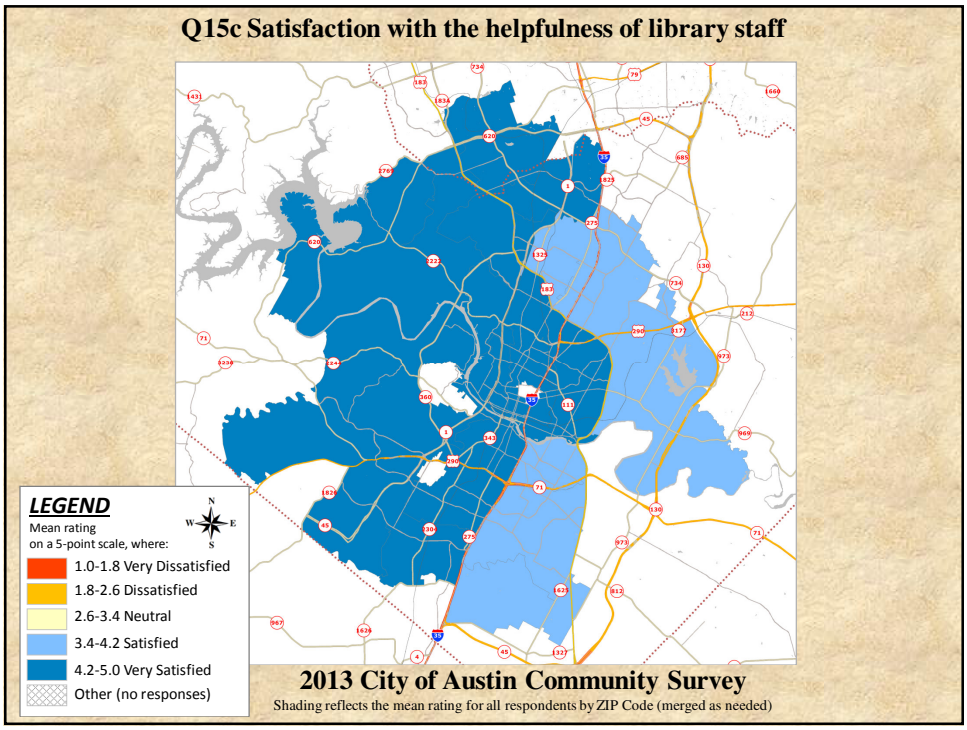
Q15c Satisfaction with the helpfulness of library staff
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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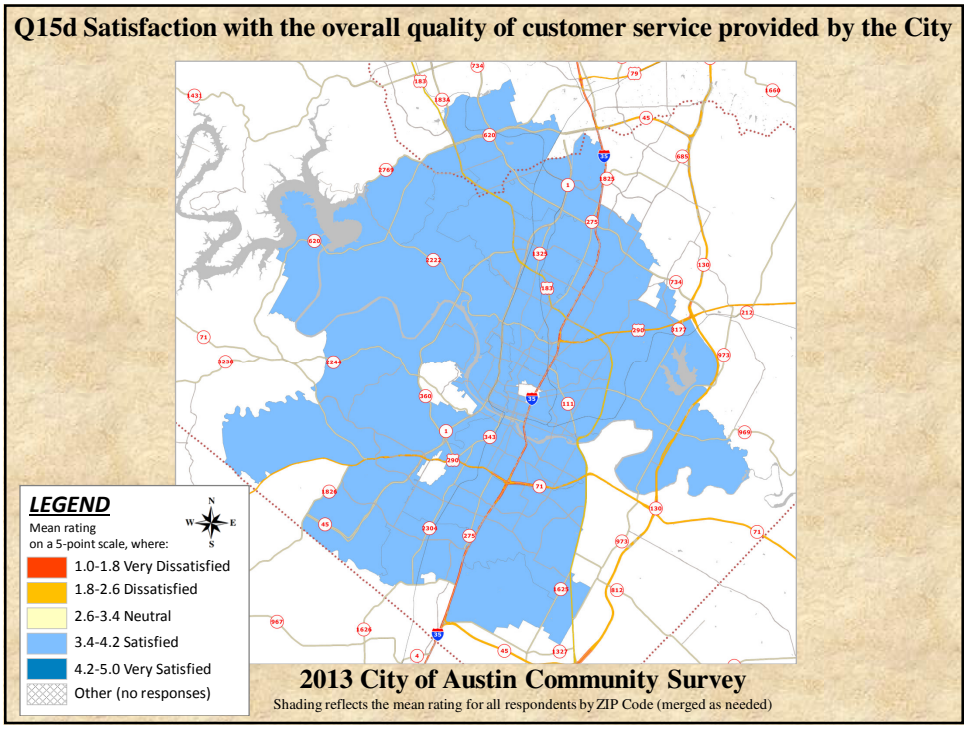
Q15d Satisfaction with the overall quality of customer service provided by the City
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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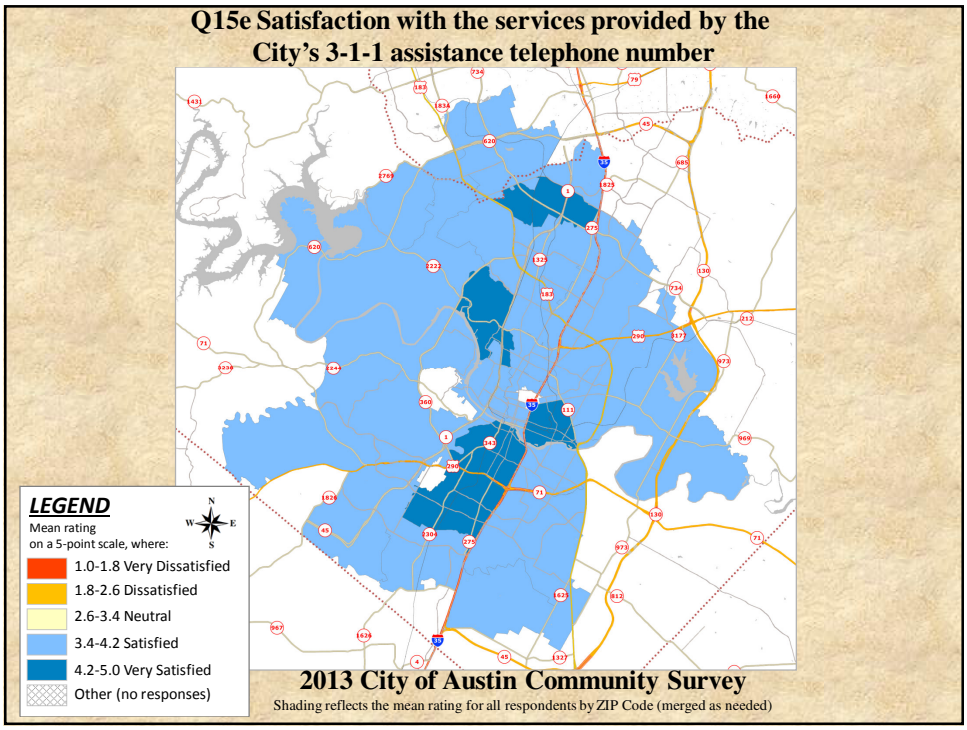
Q15e Satisfaction with the services provided by the City's 3-1-1 assistance telephone number
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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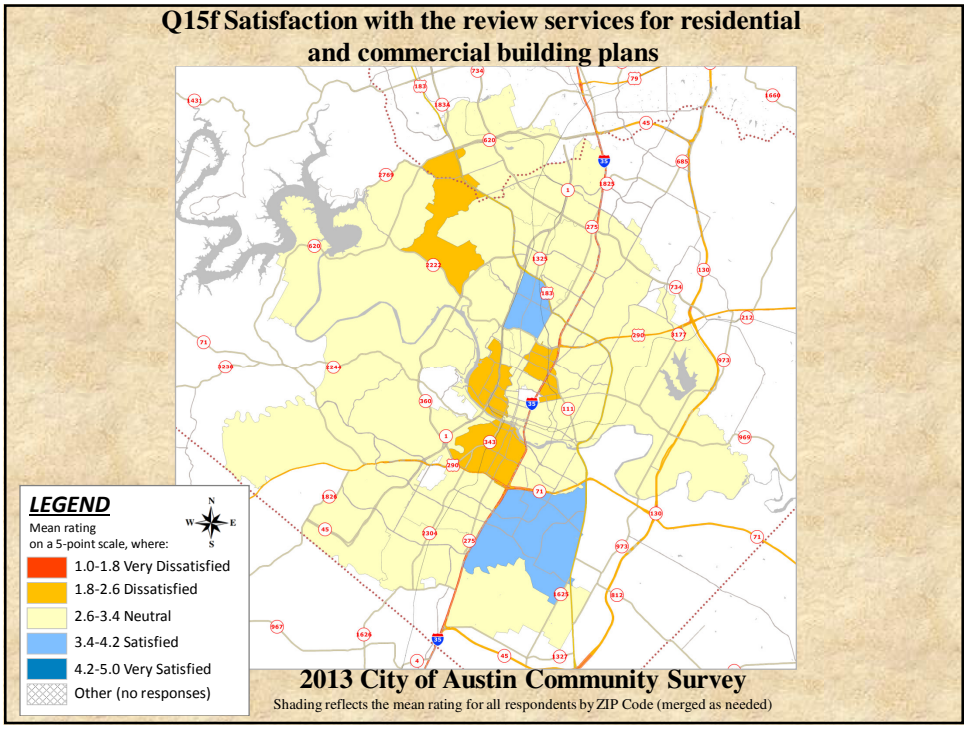
Q15f Satisfaction with the review services for residential and commercial building plans
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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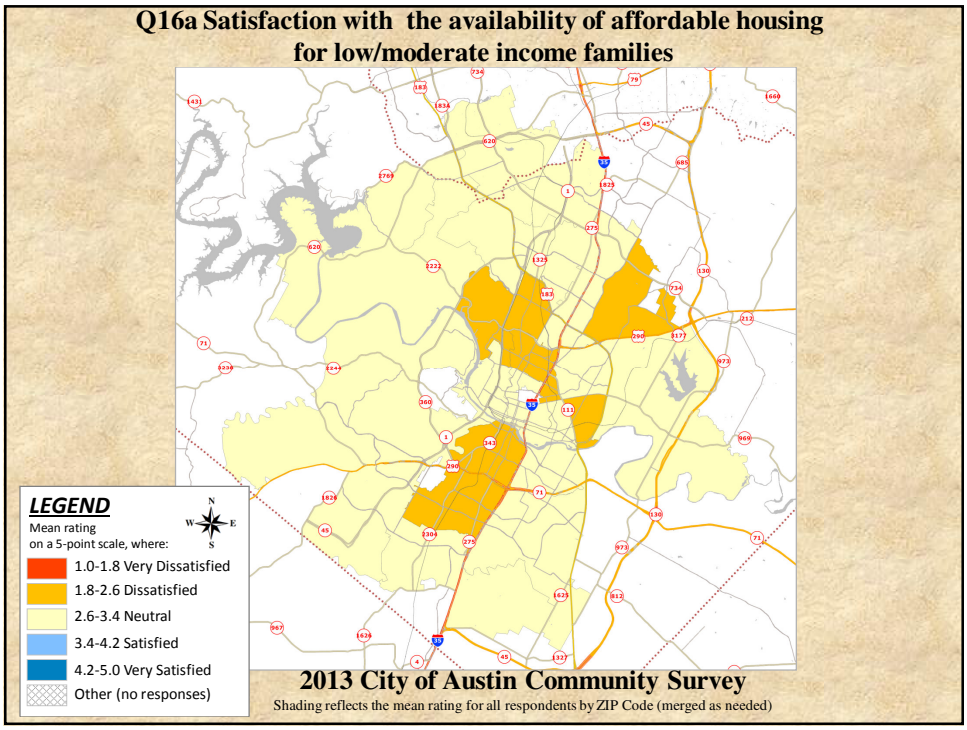
Q16a Satisfaction with the availability of affordable housing for low/moderate income families
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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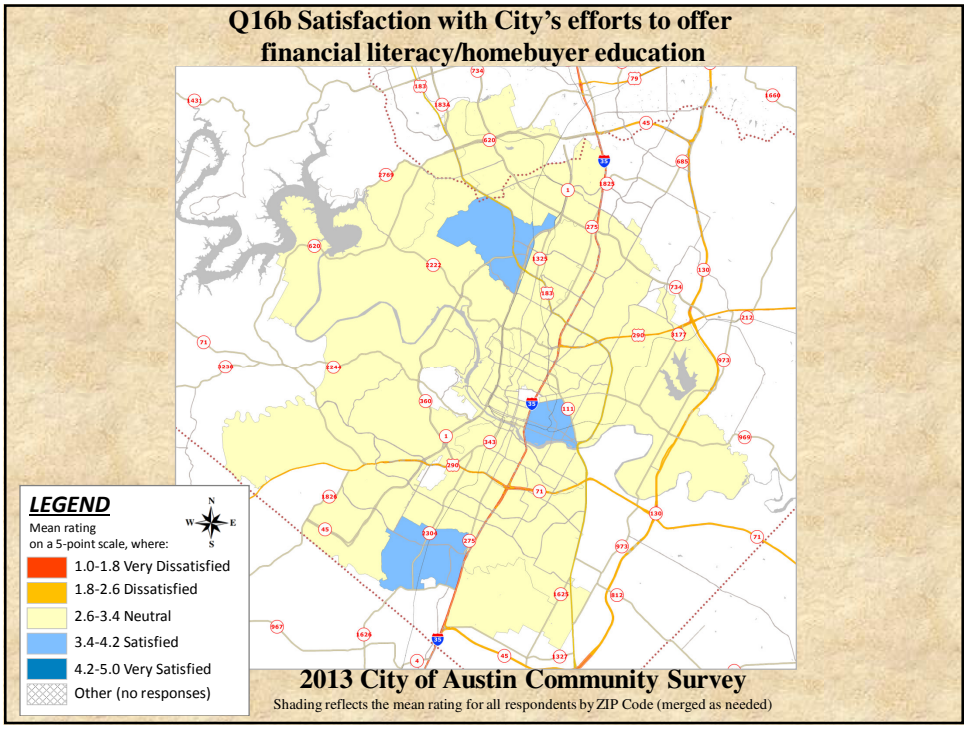
Q16b Satisfaction with City's efforts to offer financial literacy/homebuyer education
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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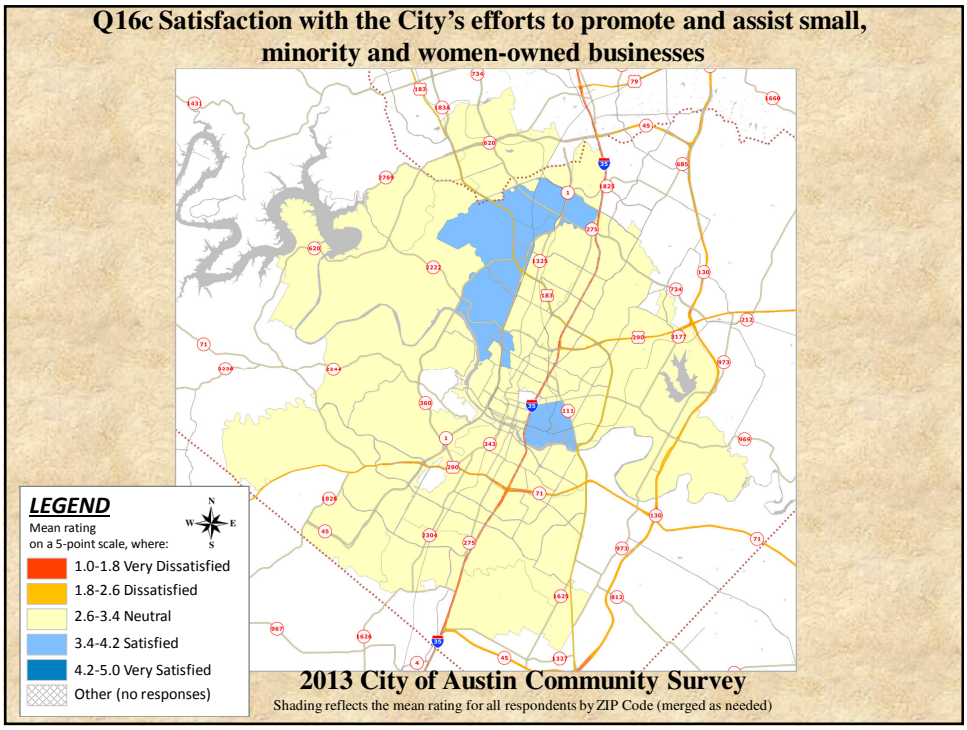
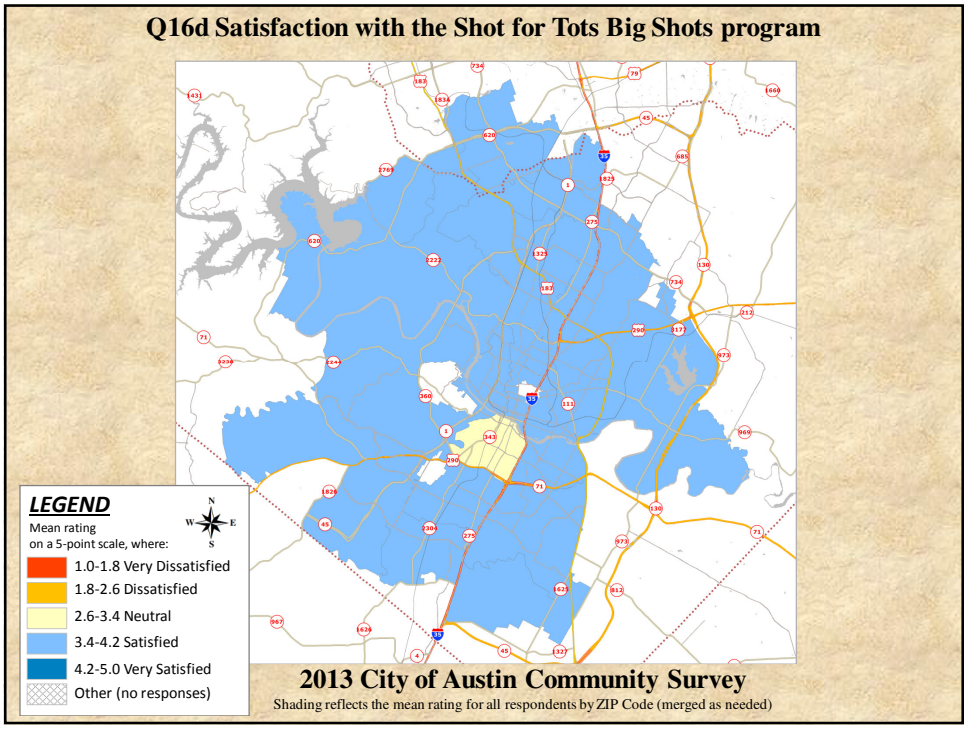
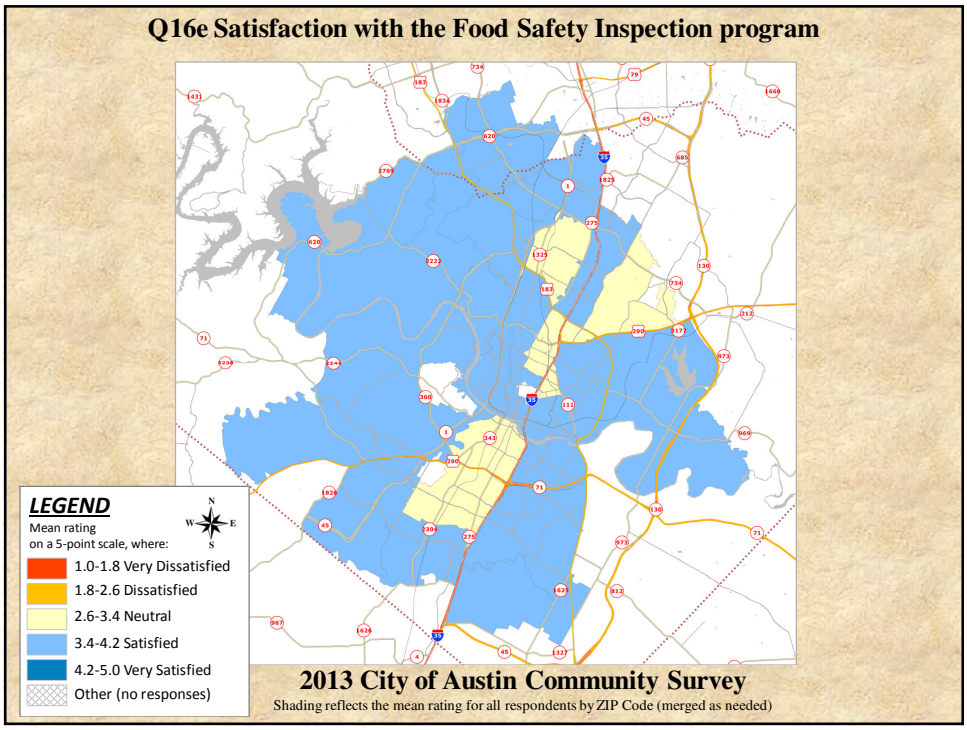
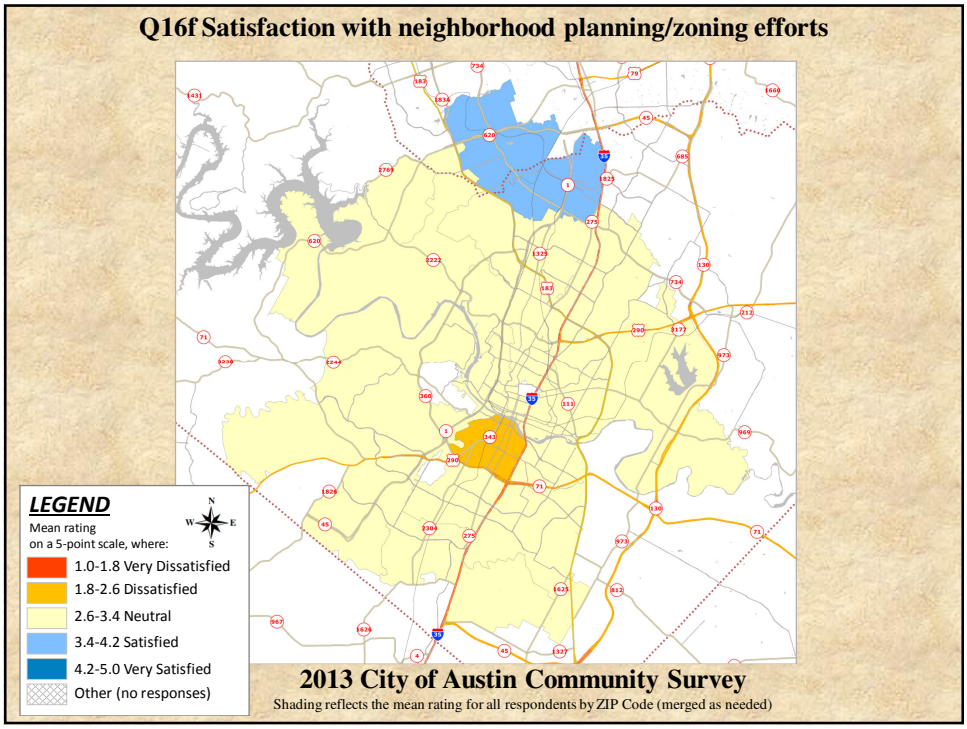
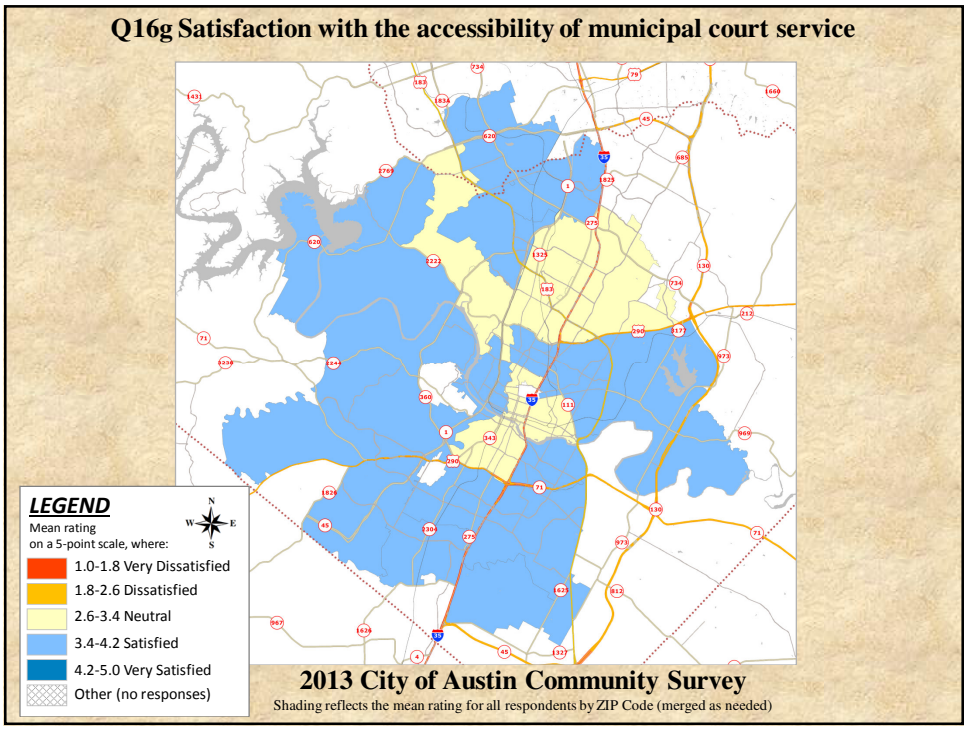
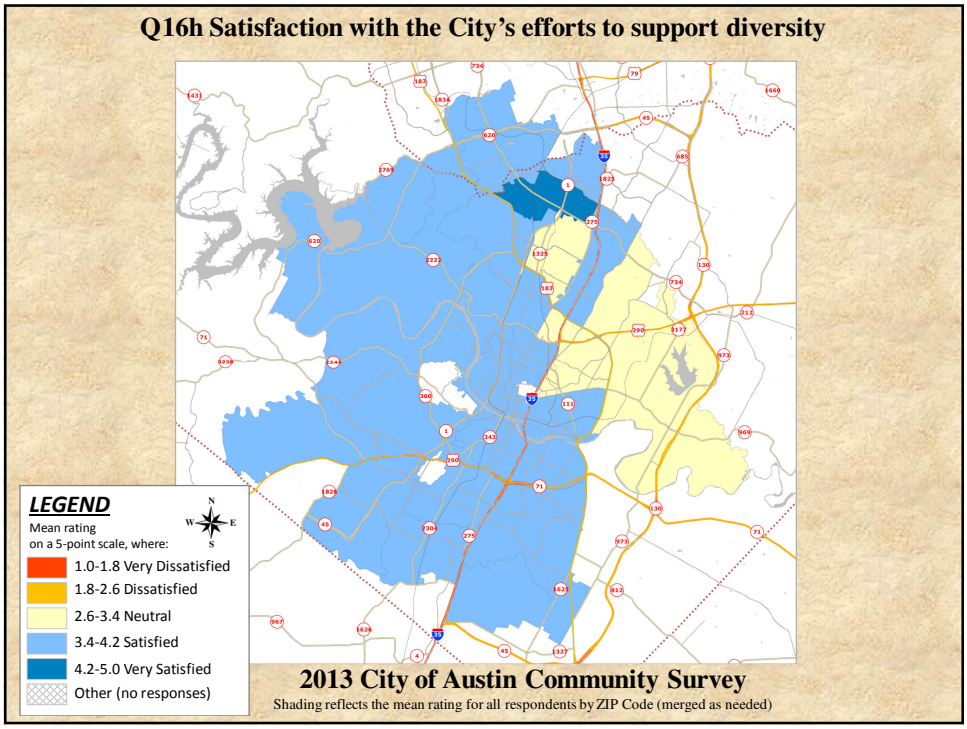

Q16c Satisfaction with the City's efforts to promote and assist small, minority and women-owned businesses
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q16d Satisfaction with the Shot for Tots Big Shots program
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q16e Satisfaction with the Food Safety Inspection program
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q16f Satisfaction with neighborhood planning/zoning efforts
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q16g Satisfaction with the accessibility of municipal court service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)


Q16h Satisfaction with the City's efforts to support diversity
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2013 City of Austin Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Section 5:
# Tabular Data & Survey Instrument

## Geography

| Geography | Number | Percent |
|---|---|---|
| Central East | 211 | 16.7 % |
| Central West | 219 | 17.4 % |
| North East | 214 | 17.0 % |
| North West | 206 | 16.3 % |
| South East | 208 | 16.5 % |
| South West | 202 | 16.0 % |
| Total | 1260 | 100.0 % |

## Q1. Perceptions of the Community

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q1a. The City of Austin as a place to live | 42.3% | 40.0% | 10.2% | 5.0% | 2.1% | 0.4% |
| Q1b. The City of Austin as a place to raise children | 33.3% | 32.1% | 14.0% | 5.2% | 2.0% | 13.4% |
| Q1c. The City of Austin as a place to work | 35.1% | 38.3% | 16.9% | 4.3% | 1.8% | 3.6% |
| Q1d. The City of Austin as a place to retire | 24.4% | 23.6% | 19.9% | 10.8% | 7.4% | 13.9% |
| Q1e. Overall value that you receive for your City tax dollars & fees | 10.6% | 31.3% | 28.7% | 17.2% | 8.7% | 3.6% |
| Q1f. Overall quality of life in the City | 28.0% | 46.3% | 16.3% | 5.9% | 2.3% | 1.2% |
| Q1g. How well the City of Austin is planning growth | 8.1% | 19.6% | 24.2% | 23.8% | 19.3% | 5.1% |
| Q1h. Overall quality of services provided by the City of Austin | 14.1% | 46.7% | 24.2% | 8.2% | 4.2% | 2.5% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q1a. The City of Austin as a place to live | 42.5% | 40.2% | 10.2% | 5.0% | 2.2% |
| Q1b. The City of Austin as a place to raise children | 38.4% | 37.1% | 16.1% | 6.0% | 2.3% |
| Q1c. The City of Austin as a place to work | 36.4% | 39.8% | 17.5% | 4.4% | 1.9% |
| Q1d. The City of Austin as a place to retire | 28.4% | 27.4% | 23.1% | 12.5% | 8.6% |
| Q1e. Overall value that you receive for your City tax dollars & fees | 11.0% | 32.4% | 29.8% | 17.8% | 9.0% |
| Q1f. Overall quality of life in the City | 28.4% | 46.9% | 16.5% | 5.9% | 2.3% |
| Q1g. How well the City of Austin is planning growth | 8.5% | 20.6% | 25.5% | 25.1% | 20.3% |
| Q1h. Overall quality of services provided by the City of Austin | 14.5% | 47.9% | 24.9% | 8.4% | 4.3% |

## Q2. Overall Satisfaction with Major City Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q2a. Overall quality of parks and recreation programs and facilities | 24.0% | 44.1% | 17.5% | 6.0% | 1.8% | 6.5% |
| Q2b. Overall quality of City libraries | 22.4% | 37.3% | 17.6% | 4.5% | 1.7% | 16.5% |
| Q2c. Overall quality of public safety services | 25.2% | 43.5% | 16.3% | 7.1% | 3.7% | 4.3% |
| Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection) | 11.4% | 26.0% | 23.8% | 7.7% | 3.3% | 27.9% |
| Q2e. Overall quality of the Austin-Bergstrom International Airport | 32.6% | 44.4% | 12.5% | 2.8% | 1.7% | 6.0% |
| Q2f. Overall quality of drinking water provided by Austin Water Utility | 32.6% | 41.4% | 13.9% | 6.0% | 3.3% | 2.9% |
| Q2g. Overall quality of wastewater services provided by Austin Water Utility | 23.4% | 43.1% | 18.7% | 6.2% | 2.9% | 5.7% |
| Q2h. Overall quality of electric utility services provided by Austin Energy | 23.4% | 40.1% | 19.4% | 8.7% | 5.1% | 3.3% |
| Q2i. Overall maintenance of City streets and sidewalks | 11.0% | 31.6% | 27.3% | 18.1% | 10.6% | 1.5% |
| Q2j. Overall management of stormwater runoff | 15.0% | 36.2% | 25.2% | 7.6% | 3.3% | 12.7% |
| Q2k. Overall effectiveness of communication by the City of Austin | 11.9% | 33.1% | 30.6% | 12.4% | 6.5% | 5.6% |
| Q2l. Overall quality of health and human services provided by the City | 11.7% | 29.3% | 25.2% | 8.0% | 4.6% | 21.1% |

## Q2. Overall Satisfaction with Major City Services (Cont.)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q2m. Overall quality of planning, development review, permitting and inspection services | 6.5% | 17.8% | 24.8% | 16.6% | 15.0% | 19.2% |
| Q2n. Animal Services | 19.8% | 37.1% | 20.5% | 5.3% | 2.5% | 14.9% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q2a. Overall quality of parks and recreation programs and facilities | 25.6% | 47.2% | 18.8% | 6.5% | 2.0% |
| Q2b. Overall quality of City libraries | 26.9% | 44.7% | 21.0% | 5.4% | 2.0% |
| Q2c. Overall quality of public safety services | 26.3% | 45.5% | 17.0% | 7.4% | 3.8% |
| Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection) | 15.8% | 36.1% | 33.0% | 10.7% | 4.5% |
| Q2e. Overall quality of the Austin-Bergstrom International Airport | 34.7% | 47.2% | 13.3% | 3.0% | 1.9% |
| Q2f. Overall quality of drinking water provided by Austin Water Utility | 33.6% | 42.6% | 14.3% | 6.1% | 3.4% |
| Q2g. Overall quality of wastewater services provided by Austin Water Utility | 24.8% | 45.7% | 19.9% | 6.6% | 3.0% |
| Q2h. Overall quality of electric utility services provided by Austin Energy | 24.2% | 41.5% | 20.0% | 9.0% | 5.3% |
| Q2i. Overall maintenance of City streets and sidewalks | 11.1% | 32.1% | 27.7% | 18.4% | 10.7% |
| Q2j. Overall management of stormwater runoff | 17.2% | 41.5% | 28.8% | 8.7% | 3.7% |
| Q2k. Overall effectiveness of communication by the City of Austin | 12.6% | 35.0% | 32.4% | 13.1% | 6.9% |
| Q2l. Overall quality of health and human services provided by the City | 14.8% | 37.2% | 32.0% | 10.2% | 5.8% |
| Q2m. Overall quality of planning, development review, permitting and inspection services | 8.1% | 22.1% | 30.7% | 20.6% | 18.5% |
| Q2n. Animal Services | 23.3% | 43.5% | 24.1% | 6.2% | 2.9% |

**Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| Q3. 1st choice | Number | Percent |
|---|---|---|
| Overall quality of parks & recreation programs & facilities | 80 | 6.3 % |
| Overall quality of City libraries | 33 | 2.6 % |
| Overall quality of public safety services | 420 | 33.3 % |
| Overall quality of municipal court services | 12 | 1.0 % |
| Overall quality of the Austin-Bergstrom International Airport | 20 | 1.6 % |
| Overall quality of drinking water provided by Austin Water Utility | 154 | 12.2 % |
| Overall quality of wastewater services provided by Austin Water Utility | 21 | 1.7 % |
| Overall quality of electric utility services provided by Austin Energy | 74 | 5.9 % |
| Overall maintenance of City streets & sidewalks | 110 | 8.7 % |
| Overall management of stormwater runoff | 9 | 0.7 % |
| Overall effectiveness of communication by the City of Austin | 20 | 1.6 % |
| Overall quality of health & human services provided by the City | 65 | 5.2 % |
| Overall quality of planning, development review, permitting and inspection services | 90 | 7.1 % |
| Animal Services | 9 | 0.7 % |
| None chosen | 143 | 11.3 % |
| Total | 1260 | 100.0 % |

**Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| Q3. 2nd choice | Number | Percent |
|---|---|---|
| Overall quality of parks & recreation programs & facilities | 76 | 6.0 % |
| Overall quality of City libraries | 54 | 4.3 % |
| Overall quality of public safety services | 126 | 10.0 % |
| Overall quality of municipal court services | 24 | 1.9 % |
| Overall quality of the Austin-Bergstrom International Airport | 39 | 3.1 % |
| Overall quality of drinking water provided by Austin Water Utility | 209 | 16.6 % |
| Overall quality of wastewater services provided by Austin Water Utility | 48 | 3.8 % |
| Overall quality of electric utility services provided by Austin Energy | 121 | 9.6 % |
| Overall maintenance of City streets & sidewalks | 119 | 9.4 % |
| Overall management of stormwater runoff | 20 | 1.6 % |
| Overall effectiveness of communication by the City of Austin | 26 | 2.1 % |
| Overall quality of health & human services provided by the City | 95 | 7.5 % |
| Overall quality of planning, development review, permitting and inspection services | 55 | 4.4 % |
| Animal Services | 23 | 1.8 % |
| None chosen | 225 | 17.9 % |
| Total | 1260 | 100.0 % |

**Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| Q3. 3rd choice | Number | Percent |
|---|---|---|
| Overall quality of parks & recreation programs & facilities | 88 | 7.0 % |
| Overall quality of City libraries | 37 | 2.9 % |
| Overall quality of public safety services | 88 | 7.0 % |
| Overall quality of municipal court services | 20 | 1.6 % |
| Overall quality of the Austin-Bergstrom International Airport | 25 | 2.0 % |
| Overall quality of drinking water provided by Austin Water Utility | 101 | 8.0 % |
| Overall quality of wastewater services provided by Austin Water Utility | 39 | 3.1 % |
| Overall quality of electric utility services provided by Austin Energy | 127 | 10.1 % |
| Overall maintenance of City streets & sidewalks | 123 | 9.8 % |
| Overall management of stormwater runoff | 11 | 0.9 % |
| Overall effectiveness of communication by the City of Austin | 36 | 2.9 % |
| Overall quality of health & human services provided by the City | 75 | 6.0 % |
| Overall quality of planning, development review, permitting and inspection services | 110 | 8.7 % |
| Animal Services | 44 | 3.5 % |
| None chosen | 336 | 26.7 % |
| Total | 1260 | 100.0 % |

**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)**

| Q3. Sum of top three choices | Number | Percent |
|---|---|---|
| Overall quality of parks & recreation programs & facilities | 244 | 19.4 % |
| Overall quality of City libraries | 124 | 9.8 % |
| Overall quality of public safety services | 634 | 50.3 % |
| Overall quality of municipal court services | 56 | 4.4 % |
| Overall quality of the Austin-Bergstrom International Airport | 84 | 6.7 % |
| Overall quality of drinking water provided by Austin Water Utility | 464 | 36.8 % |
| Overall quality of wastewater services provided by Austin Water Utility | 108 | 8.6 % |
| Overall quality of electric utility services provided by Austin Energy | 322 | 25.6 % |
| Overall maintenance of City streets & sidewalks | 352 | 27.9 % |
| Overall management of stormwater runoff | 40 | 3.2 % |
| Overall effectiveness of communication by the City of Austin | 82 | 6.5 % |
| Overall quality of health & human services provided by the City | 235 | 18.7 % |
| Overall quality of planning, development review, permitting and inspection services | 255 | 20.2 % |
| Animal Services | 76 | 6.0 % |
| None chosen | 232 | 18.4 % |
| Total | 3308 | |

## Q4. Feeling of Safety

(N=1260)

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---|---|---|---|---|---|---|
| Q4a. I feel safe in my neighborhood during the day | 52.3% | 36.2% | 6.0% | 2.8% | 1.9% | 0.8% |
| Q4b. I feel safe in my neighborhood at night | 32.0% | 38.4% | 14.8% | 9.0% | 4.5% | 1.3% |
| Q4c. I feel safe in City parks | 18.6% | 38.9% | 23.4% | 6.8% | 2.9% | 9.5% |
| Q4d. I feel safe walking alone downtown during the day | 35.9% | 38.8% | 11.2% | 4.8% | 2.4% | 7.0% |
| Q4e. I feel safe walking alone downtown at night | 8.3% | 19.5% | 23.8% | 23.9% | 12.4% | 12.0% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Q4a. I feel safe in my neighborhood during the day | 52.7% | 36.5% | 6.1% | 2.8% | 1.9% |
| Q4b. I feel safe in my neighborhood at night | 32.4% | 38.9% | 15.0% | 9.1% | 4.6% |
| Q4c. I feel safe in City parks | 20.5% | 43.0% | 25.9% | 7.5% | 3.2% |
| Q4d. I feel safe walking alone downtown during the day | 38.6% | 41.7% | 12.0% | 5.1% | 2.6% |
| Q4e. I feel safe walking alone downtown at night | 9.5% | 22.2% | 27.1% | 27.2% | 14.1% |

## Q5. Maintenance and Appearance of the City

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q5a. Condition of major City streets | 11.2% | 43.0% | 24.4% | 14.4% | 5.8% | 1.3% |
| Q5b. Condition of streets in your neighborhood | 19.1% | 40.7% | 18.6% | 14.5% | 6.1% | 1.0% |
| Q5c. Condition of sidewalks in your neighborhood | 14.5% | 30.2% | 19.0% | 17.6% | 11.5% | 7.1% |
| Q5d. Timing of traffic signals on City streets | 10.1% | 32.1% | 27.9% | 17.1% | 9.8% | 3.0% |
| Q5e. Traffic flow on major City streets | 4.8% | 17.1% | 25.0% | 29.2% | 21.1% | 2.7% |
| Q5f. Pedestrian accessibility | 9.5% | 33.0% | 26.7% | 16.5% | 7.6% | 6.7% |
| Q5g. Bicycle accessibility | 13.1% | 27.5% | 26.6% | 12.3% | 7.5% | 13.1% |
| Q5h. Enforcement of local codes and ordinances | 8.2% | 23.4% | 31.7% | 12.5% | 6.2% | 18.0% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q5a. Condition of major City streets | 11.3% | 43.6% | 24.7% | 14.5% | 5.9% |
| Q5b. Condition of streets in your neighborhood | 19.3% | 41.2% | 18.8% | 14.6% | 6.2% |
| Q5c. Condition of sidewalks in your neighborhood | 15.6% | 32.5% | 20.5% | 19.0% | 12.4% |
| Q5d. Timing of traffic signals on City streets | 10.4% | 33.1% | 28.7% | 17.6% | 10.2% |
| Q5e. Traffic flow on major City streets | 5.0% | 17.6% | 25.7% | 30.0% | 21.7% |
| Q5f. Pedestrian accessibility | 10.1% | 35.4% | 28.6% | 17.7% | 8.2% |
| Q5g. Bicycle accessibility | 15.1% | 31.6% | 30.6% | 14.2% | 8.6% |
| Q5h. Enforcement of local codes and ordinances | 9.9% | 28.6% | 38.6% | 15.3% | 7.6% |

**Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| Q6. 1st choice | Number | Percent |
|---|---|---|
| Condition of major City streets | 393 | 31.2 % |
| Condition of streets in your neighborhood | 78 | 6.2 % |
| Condition of sidewalks in your neighborhood | 57 | 4.5 % |
| Timing of traffic signals on City streets | 83 | 6.6 % |
| Traffic flow on major City streets | 278 | 22.1 % |
| Pedestrian accessibility | 97 | 7.7 % |
| Bicycle accessibility | 52 | 4.1 % |
| Enforcement of local codes & ordinances | 76 | 6.0 % |
| None chosen | 146 | 11.6 % |
| Total | 1260 | 100.0 % |

**Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| Q6. 2nd choice | Number | Percent |
|---|---|---|
| Condition of major City streets | 153 | 12.1 % |
| Condition of streets in your neighborhood | 159 | 12.6 % |
| Condition of sidewalks in your neighborhood | 80 | 6.3 % |
| Timing of traffic signals on City streets | 142 | 11.3 % |
| Traffic flow on major City streets | 235 | 18.7 % |
| Pedestrian accessibility | 102 | 8.1 % |
| Bicycle accessibility | 83 | 6.6 % |
| Enforcement of local codes & ordinances | 57 | 4.5 % |
| None chosen | 249 | 19.8 % |
| Total | 1260 | 100.0 % |

**Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| Q6. 3rd choice | Number | Percent |
|---|---|---|
| Condition of major City streets | 101 | 8.0 % |
| Condition of streets in your neighborhood | 101 | 8.0 % |
| Condition of sidewalks in your neighborhood | 82 | 6.5 % |
| Timing of traffic signals on City streets | 111 | 8.8 % |
| Traffic flow on major City streets | 148 | 11.7 % |
| Pedestrian accessibility | 122 | 9.7 % |
| Bicycle accessibility | 99 | 7.9 % |
| Enforcement of local codes & ordinances | 117 | 9.3 % |
| None chosen | 379 | 30.1 % |
| Total | 1260 | 100.0 % |

**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)**

| Q6. Sum of top three choices | Number | Percent |
|---|---|---|
| Condition of major City streets | 647 | 51.3 % |
| Condition of streets in your neighborhood | 338 | 26.8 % |
| Condition of sidewalks in your neighborhood | 219 | 17.4 % |
| Timing of traffic signals on City streets | 336 | 26.7 % |
| Traffic flow on major City streets | 661 | 52.5 % |
| Pedestrian accessibility | 321 | 25.5 % |
| Bicycle accessibility | 234 | 18.6 % |
| Enforcement of local codes & ordinances | 250 | 19.8 % |
| None chosen | 255 | 20.2 % |
| Total | 3261 | |

## Q7. Public Safety Services: Police Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q7a. Overall quality of police services | 22.6% | 41.8% | 18.5% | 6.9% | 4.3% | 5.9% |
| Q7b. Speed of emergency police response | 21.2% | 32.9% | 15.9% | 5.5% | 3.1% | 21.4% |
| Q7c. Enforcement of local traffic laws | 14.6% | 36.7% | 25.9% | 10.4% | 4.8% | 7.6% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q7a. Overall quality of police services | 24.0% | 44.4% | 19.6% | 7.3% | 4.6% |
| Q7b. Speed of emergency police response | 27.0% | 41.9% | 20.2% | 7.0% | 3.9% |
| Q7c. Enforcement of local traffic laws | 15.8% | 39.7% | 28.0% | 11.3% | 5.2% |

## Q7. Public Safety Services: Fire and Emergency Medical Services (EMS)

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q7d. Overall quality of fire services | 33.4% | 35.0% | 9.4% | 0.6% | 0.4% | 21.1% |
| Q7e. Timeliness of Fire response to emergency location | 32.2% | 30.0% | 9.9% | 0.6% | 0.3% | 26.9% |
| Q7f. Medical assistance provided by EMS | 34.5% | 31.7% | 8.7% | 0.6% | 1.0% | 23.7% |
| Q7g. Timeliness of EMS response to emergency location | 33.2% | 30.6% | 9.1% | 1.0% | 0.6% | 25.5% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q7d. Overall quality of fire services | 42.4% | 44.4% | 12.0% | 0.8% | 0.5% |
| Q7e. Timeliness of Fire response to emergency location | 44.1% | 41.1% | 13.6% | 0.8% | 0.4% |
| Q7f. Medical assistance provided by EMS | 45.2% | 41.5% | 11.3% | 0.7% | 1.2% |
| Q7g. Timeliness of EMS response to emergency location | 44.5% | 41.1% | 12.3% | 1.3% | 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?**

| Q8. 1st choice | Number | Percent |
|---|---|---|
| Overall quality of police services | 432 | 34.3 % |
| Speed of emergency police response | 215 | 17.1 % |
| Enforcement of local traffic laws | 58 | 4.6 % |
| Overall quality of fire services | 76 | 6.0 % |
| Timeliness of Fire response to emergency location | 81 | 6.4 % |
| Medical assistance provided by EMS | 115 | 9.1 % |
| Timeliness of EMS response to emergency location | 110 | 8.7 % |
| None chosen | 173 | 13.7 % |
| Total | 1260 | 100.0 % |

**Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?**

| Q8. 2nd choice | Number | Percent |
|---|---|---|
| Overall quality of police services | 112 | 8.9 % |
| Speed of emergency police response | 146 | 11.6 % |
| Enforcement of local traffic laws | 57 | 4.5 % |
| Overall quality of fire services | 219 | 17.4 % |
| Timeliness of Fire response to emergency location | 167 | 13.3 % |
| Medical assistance provided by EMS | 147 | 11.7 % |
| Timeliness of EMS response to emergency location | 157 | 12.5 % |
| None chosen | 255 | 20.2 % |
| Total | 1260 | 100.0 % |

**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)**

| Q8. Sum of top two choices | Number | Percent |
|---|---|---|
| Overall quality of police services | 544 | 43.2 % |
| Speed of emergency police response | 361 | 28.7 % |
| Enforcement of local traffic laws | 115 | 9.1 % |
| Overall quality of fire services | 295 | 23.4 % |
| Timeliness of Fire response to emergency location | 248 | 19.7 % |
| Medical assistance provided by EMS | 262 | 20.8 % |
| Timeliness of EMS response to emergency location | 267 | 21.2 % |
| None chosen | 213 | 16.9 % |
| Total | 2305 | |

## Q9. Environmental Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q9a. Water and wastewater utility response time to emergencies | 10.8% | 28.8% | 19.6% | 4.8% | 1.9% | 34.0% |
| Q9b. Water Conservation programs within Austin | 15.9% | 38.5% | 22.2% | 8.7% | 4.4% | 10.3% |
| Q9c. Energy Conservation program | 15.7% | 38.3% | 22.1% | 8.1% | 3.6% | 12.1% |
| Q9d. The water quality of lakes and streams | 10.7% | 34.4% | 27.5% | 9.9% | 3.6% | 13.9% |
| Q9e. Flood control efforts | 13.9% | 35.8% | 23.2% | 4.7% | 2.1% | 20.3% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q9a. Water and wastewater utility response time to emergencies | 16.4% | 43.7% | 29.7% | 7.3% | 2.9% |
| Q9b. Water Conservation programs within Austin | 17.7% | 42.9% | 24.8% | 9.6% | 5.0% |
| Q9c. Energy Conservation program | 17.9% | 43.6% | 25.2% | 9.2% | 4.1% |
| Q9d. The water quality of lakes and streams | 12.5% | 39.9% | 31.9% | 11.5% | 4.2% |
| Q9e. Flood control efforts | 17.5% | 44.9% | 29.0% | 5.9% | 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?**

| Q10. 1st choice | Number | Percent |
|---|---|---|
| Water & wastewater utility response time to emergencies | 290 | 23.0 % |
| Water Conservation programs within Austin | 327 | 26.0 % |
| Energy Conservation program | 106 | 8.4 % |
| The water quality of lakes & streams | 250 | 19.8 % |
| Flood control efforts | 103 | 8.2 % |
| None chosen | 184 | 14.6 % |
| Total | 1260 | 100.0 % |

**Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?**

| Q10. 2nd choice | Number | Percent |
|---|---|---|
| Water & wastewater utility response time to emergencies | 81 | 6.4 % |
| Water Conservation programs within Austin | 209 | 16.6 % |
| Energy Conservation program | 321 | 25.5 % |
| The water quality of lakes & streams | 193 | 15.3 % |
| Flood control efforts | 151 | 12.0 % |
| None chosen | 305 | 24.2 % |
| Total | 1260 | 100.0 % |

**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)**

| Q10. Sum of top two choices | Number | Percent |
|---|---|---|
| Water & wastewater utility response time to emergencies | 371 | 29.4 % |
| Water Conservation programs within Austin | 536 | 42.5 % |
| Energy Conservation program | 427 | 33.9 % |
| The water quality of lakes & streams | 443 | 35.2 % |
| Flood control efforts | 254 | 20.2 % |
| None chosen | 239 | 19.0 % |
| Total | 2270 | |

## Q11. Recreation and Cultural Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q11a. Number of City parks | 28.0% | 41.7% | 13.7% | 6.3% | 1.4% | 8.9% |
| Q11b. Number of walking/biking trails | 27.0% | 36.1% | 17.1% | 7.0% | 2.1% | 10.8% |
| Q11c. Appearance of park grounds in Austin | 21.9% | 44.3% | 18.2% | 5.9% | 2.0% | 7.8% |
| Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department | 21.5% | 38.5% | 18.7% | 4.2% | 1.3% | 15.8% |
| Q11e. Quality of youth athletic programs offered by the City | 9.3% | 20.1% | 16.7% | 4.9% | 1.3% | 47.7% |
| Q11f. Quality of adult athletic programs offered by the City | 8.2% | 19.1% | 19.2% | 5.0% | 1.5% | 47.0% |
| Q11g. Quality of outdoor athletic fields | 11.8% | 31.6% | 22.5% | 4.4% | 1.4% | 28.4% |
| Q11h. Safety in City parks and park facilities | 13.4% | 38.9% | 25.6% | 7.4% | 1.6% | 13.1% |
| Q11i. Overall satisfaction with City swimming pools | 12.4% | 28.0% | 18.6% | 7.3% | 2.5% | 31.1% |
| Q11j. Satisfaction with aquatic programs | 8.8% | 19.9% | 18.9% | 4.2% | 1.8% | 46.4% |
| Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks | 11.9% | 36.9% | 24.6% | 7.2% | 1.2% | 18.2% |
| Q11l. Cleanliness of library facilities | 25.3% | 36.0% | 14.8% | 2.5% | 0.6% | 20.9% |
| Q11m. Library programs | 20.9% | 30.2% | 15.6% | 3.5% | 0.6% | 29.2% |
| Q11n. Materials at libraries | 20.7% | 34.0% | 17.0% | 4.3% | 1.0% | 23.0% |
| Q11o. Library hours | 15.8% | 30.4% | 19.1% | 9.0% | 2.3% | 23.4% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q11a. Number of City parks | 30.7% | 45.7% | 15.0% | 7.0% | 1.6% |
| Q11b. Number of walking/biking trails | 30.3% | 40.4% | 19.1% | 7.8% | 2.3% |
| Q11c. Appearance of park grounds in Austin | 23.8% | 48.0% | 19.7% | 6.4% | 2.2% |
| Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department | 25.5% | 45.7% | 22.1% | 5.0% | 1.6% |
| Q11e. Quality of youth athletic programs offered by the City | 17.8% | 38.4% | 32.0% | 9.4% | 2.4% |
| Q11f. Quality of adult athletic programs offered by the City | 15.4% | 36.1% | 36.2% | 9.4% | 2.8% |
| Q11g. Quality of outdoor athletic fields | 16.5% | 44.1% | 31.4% | 6.1% | 1.9% |
| Q11h. Safety in City parks and park facilities | 15.4% | 44.8% | 29.4% | 8.5% | 1.8% |
| Q11i. Overall satisfaction with City swimming pools | 18.0% | 40.6% | 27.0% | 10.6% | 3.7% |
| Q11j. Satisfaction with aquatic programs | 16.5% | 37.1% | 35.3% | 7.9% | 3.3% |
| Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks | 14.6% | 45.1% | 30.1% | 8.7% | 1.5% |
| Q11l. Cleanliness of library facilities | 32.0% | 45.5% | 18.7% | 3.1% | 0.7% |
| Q11m. Library programs | 29.5% | 42.6% | 22.1% | 4.9% | 0.8% |
| Q11n. Materials at libraries | 26.9% | 44.1% | 22.1% | 5.6% | 1.3% |
| Q11o. Library hours | 20.6% | 39.7% | 25.0% | 11.7% | 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?**

| Q12. 1st choice | Number | Percent |
|---|---|---|
| Number of City parks | 205 | 16.3 % |
| Number of walking/biking trails | 100 | 7.9 % |
| Appearance of park grounds in Austin | 84 | 6.7 % |
| Quality of parks & recreation programs offered by the Austin Parks Department | 125 | 9.9 % |
| Quality of youth athletic programs offered by the City | 80 | 6.3 % |
| Quality of adult athletic programs offered by the City | 14 | 1.1 % |
| Quality of outdoor athletic fields | 15 | 1.2 % |
| Safety in City parks & park facilities | 153 | 12.1 % |
| Overall satisfaction with City swimming pools | 37 | 2.9 % |
| Satisfaction with aquatic programs | 7 | 0.6 % |
| Quality of facilities, such as picnic shelters & playgrounds, at City parks | 22 | 1.7 % |
| Cleanliness of library facilities | 21 | 1.7 % |
| Library programs | 80 | 6.3 % |
| Materials at libraries | 51 | 4.0 % |
| Library hours | 56 | 4.4 % |
| None chosen | 210 | 16.7 % |
| Total | 1260 | 100.0 % |

**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?**

| Q12. 2nd choice | Number | Percent |
|---|---|---|
| Number of City parks | 66 | 5.2 % |
| Number of walking/biking trails | 91 | 7.2 % |
| Appearance of park grounds in Austin | 84 | 6.7 % |
| Quality of parks & recreation programs offered by the Austin Parks Department | 81 | 6.4 % |
| Quality of youth athletic programs offered by the City | 56 | 4.4 % |
| Quality of adult athletic programs offered by the City | 35 | 2.8 % |
| Quality of outdoor athletic fields | 26 | 2.1 % |
| Safety in City parks & park facilities | 170 | 13.5 % |
| Overall satisfaction with City swimming pools | 64 | 5.1 % |
| Satisfaction with aquatic programs | 22 | 1.7 % |
| Quality of facilities, such as picnic shelters & playgrounds, at City parks | 58 | 4.6 % |
| Cleanliness of library facilities | 22 | 1.7 % |
| Library programs | 63 | 5.0 % |
| Materials at libraries | 81 | 6.4 % |
| Library hours | 41 | 3.3 % |
| None chosen | 300 | 23.8 % |
| Total | 1260 | 100.0 % |

**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?**

| Q12. 3rd choice | Number | Percent |
|---|---|---|
| Number of City parks | 56 | 4.4 % |
| Number of walking/biking trails | 54 | 4.3 % |
| Appearance of park grounds in Austin | 70 | 5.6 % |
| Quality of parks & recreation programs offered by the Austin Parks Department | 72 | 5.7 % |
| Quality of youth athletic programs offered by the City | 51 | 4.0 % |
| Quality of adult athletic programs offered by the City | 19 | 1.5 % |
| Quality of outdoor athletic fields | 20 | 1.6 % |
| Safety in City parks & park facilities | 102 | 8.1 % |
| Overall satisfaction with City swimming pools | 56 | 4.4 % |
| Satisfaction with aquatic programs | 13 | 1.0 % |
| Quality of facilities, such as picnic shelters & playgrounds, at City parks | 86 | 6.8 % |
| Cleanliness of library facilities | 17 | 1.3 % |
| Library programs | 82 | 6.5 % |
| Materials at libraries | 72 | 5.7 % |
| Library hours | 51 | 4.0 % |
| None chosen | 439 | 34.8 % |
| Total | 1260 | 100.0 % |

**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)**

| Q12. Sum of top three choices | Number | Percent |
|---|---|---|
| Number of City parks | 327 | 26.0 % |
| Number of walking/biking trails | 245 | 19.4 % |
| Appearance of park grounds in Austin | 238 | 18.9 % |
| Quality of parks & recreation programs offered by the Austin Parks Department | 278 | 22.1 % |
| Quality of youth athletic programs offered by the City | 187 | 14.8 % |
| Quality of adult athletic programs offered by the City | 68 | 5.4 % |
| Quality of outdoor athletic fields | 61 | 4.8 % |
| Safety in City parks & park facilities | 425 | 33.7 % |
| Overall satisfaction with City swimming pools | 157 | 12.5 % |
| Satisfaction with aquatic programs | 42 | 3.3 % |
| Quality of facilities, such as picnic shelters & playgrounds, at City parks | 166 | 13.2 % |
| Cleanliness of library facilities | 60 | 4.8 % |
| Library programs | 225 | 17.9 % |
| Materials at libraries | 204 | 16.2 % |
| Library hours | 148 | 11.7 % |
| None chosen | 337 | 26.7 % |
| Total | 3168 | |

## Q13. Residential and Neighborhood Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q13a. Quality of residential garbage collection | 38.2% | 42.9% | 8.7% | 4.1% | 1.6% | 4.5% |
| Q13b. Quality of residential yard waste collection | 34.4% | 38.3% | 11.4% | 4.4% | 1.5% | 9.8% |
| Q13c. Quality of residential curbside recycling services | 40.5% | 39.5% | 7.1% | 4.6% | 1.6% | 6.7% |
| Q13d. Household hazardous waste disposal service | 16.5% | 23.4% | 17.8% | 10.8% | 3.5% | 27.9% |
| Q13e. Bulky item pick-up/removal services | 29.6% | 37.6% | 12.2% | 6.7% | 2.1% | 11.8% |
| Q13f. Reliability of your electric service | 38.2% | 43.1% | 10.3% | 2.7% | 1.7% | 3.9% |
| Q13g. Safety of your drinking water | 37.4% | 37.3% | 13.4% | 4.0% | 2.9% | 5.1% |
| Q13h. Cleanliness of City streets and public areas | 21.6% | 46.2% | 21.5% | 6.1% | 2.6% | 2.0% |
| Q13i. Cleanliness of your neighborhood | 29.0% | 42.3% | 15.5% | 7.9% | 3.4% | 1.8% |
| Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 13.0% | 27.7% | 23.0% | 12.4% | 7.6% | 16.3% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q13a. Quality of residential garbage collection | 40.0% | 44.9% | 9.1% | 4.3% | 1.7% |
| Q13b. Quality of residential yard waste collection | 38.2% | 42.5% | 12.7% | 4.9% | 1.7% |
| Q13c. Quality of residential curbside recycling services | 43.4% | 42.4% | 7.6% | 4.9% | 1.7% |
| Q13d. Household hazardous waste disposal service | 22.9% | 32.5% | 24.7% | 15.0% | 4.9% |
| Q13e. Bulky item pick-up/removal services | 33.6% | 42.6% | 13.9% | 7.6% | 2.3% |
| Q13f. Reliability of your electric service | 39.8% | 44.9% | 10.7% | 2.8% | 1.8% |
| Q13g. Safety of your drinking water | 39.4% | 39.3% | 14.1% | 4.2% | 3.0% |
| Q13h. Cleanliness of City streets and public areas | 22.0% | 47.1% | 21.9% | 6.2% | 2.7% |
| Q13i. Cleanliness of your neighborhood | 29.5% | 43.1% | 15.8% | 8.1% | 3.5% |
| Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 15.5% | 33.0% | 27.5% | 14.9% | 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?**

| Q14. 1st choice | Number | Percent |
|---|---|---|
| Quality of residential garbage collection | 250 | 19.8 % |
| Quality of residential yard waste collection | 26 | 2.1 % |
| Quality of residential curbside recycling services | 52 | 4.1 % |
| Household hazardous waste disposal service | 39 | 3.1 % |
| Bulky item pick-up/removal services | 26 | 2.1 % |
| Reliability of your electric service | 172 | 13.7 % |
| Safety of your drinking water | 314 | 24.9 % |
| Cleanliness of City streets & public areas | 56 | 4.4 % |
| Cleanliness of your neighborhood | 50 | 4.0 % |
| Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings | 126 | 10.0 % |
| None chosen | 149 | 11.8 % |
| Total | 1260 | 100.0 % |

**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?**

| Q14. 2nd choice | Number | Percent |
|---|---|---|
| Quality of residential garbage collection | 117 | 9.3 % |
| Quality of residential yard waste collection | 62 | 4.9 % |
| Quality of residential curbside recycling services | 88 | 7.0 % |
| Household hazardous waste disposal service | 56 | 4.4 % |
| Bulky item pick-up/removal services | 53 | 4.2 % |
| Reliability of your electric service | 206 | 16.3 % |
| Safety of your drinking water | 189 | 15.0 % |
| Cleanliness of City streets & public areas | 113 | 9.0 % |
| Cleanliness of your neighborhood | 61 | 4.8 % |
| Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings | 62 | 4.9 % |
| None chosen | 253 | 20.1 % |
| Total | 1260 | 100.0 % |

**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?**

| Q14. 3rd choice | Number | Percent |
|---|---|---|
| Quality of residential garbage collection | 146 | 11.6 % |
| Quality of residential yard waste collection | 19 | 1.5 % |
| Quality of residential curbside recycling services | 86 | 6.8 % |
| Household hazardous waste disposal service | 50 | 4.0 % |
| Bulky item pick-up/removal services | 42 | 3.3 % |
| Reliability of your electric service | 75 | 6.0 % |
| Safety of your drinking water | 128 | 10.2 % |
| Cleanliness of City streets & public areas | 134 | 10.6 % |
| Cleanliness of your neighborhood | 88 | 7.0 % |
| Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings | 121 | 9.6 % |
| None chosen | 371 | 29.4 % |
| Total | 1260 | 100.0 % |

**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)**

| Q14. Sum of top three choices | Number | Percent |
|---|---|---|
| Quality of residential garbage collection | 513 | 40.7 % |
| Quality of residential yard waste collection | 107 | 8.5 % |
| Quality of residential curbside recycling services | 226 | 17.9 % |
| Household hazardous waste disposal service | 145 | 11.5 % |
| Bulky item pick-up/removal services | 121 | 9.6 % |
| Reliability of your electric service | 453 | 36.0 % |
| Safety of your drinking water | 631 | 50.1 % |
| Cleanliness of City streets & public areas | 303 | 24.0 % |
| Cleanliness of your neighborhood | 199 | 15.8 % |
| Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings | 309 | 24.5 % |
| None chosen | 280 | 22.2 % |
| Total | 3287 | |

## Q15. Customer Service

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q15a. Austin Energy customer service | 20.8% | 38.3% | 17.1% | 4.6% | 3.1% | 16.2% |
| Q15b. Water and wastewater utility customer service | 18.7% | 35.4% | 17.4% | 4.3% | 2.5% | 21.7% |
| Q15c. Helpfulness of library staff | 32.7% | 27.9% | 10.5% | 1.3% | 0.6% | 27.0% |
| Q15d. Overall quality of customer service provided by the City of Austin | 19.3% | 41.1% | 20.7% | 5.8% | 1.7% | 11.4% |
| Q15e. Services provided by the City's 3-1-1 assistance telephone number | 28.2% | 30.6% | 12.1% | 3.5% | 1.0% | 24.6% |
| Q15f. Review services for residential and commercial building plans | 6.1% | 11.4% | 17.8% | 8.0% | 7.8% | 49.0% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q15a. Austin Energy customer service | 24.8% | 45.6% | 20.4% | 5.5% | 3.7% |
| Q15b. Water and wastewater utility customer service | 23.9% | 45.2% | 22.2% | 5.5% | 3.2% |
| Q15c. Helpfulness of library staff | 44.8% | 38.3% | 14.3% | 1.7% | 0.9% |
| Q15d. Overall quality of customer service provided by the City of Austin | 21.8% | 46.4% | 23.3% | 6.5% | 2.0% |
| Q15e. Services provided by the City's 3-1-1 assistance telephone number | 37.4% | 40.5% | 16.1% | 4.6% | 1.4% |
| Q15f. Review services for residential and commercial building plans | 11.9% | 22.3% | 34.8% | 15.8% | 15.3% |

## Q16. Other City Services

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| Q16a. Availability of affordable housing for low/moderate income families | 6.1% | 11.2% | 22.0% | 19.0% | 13.1% | 28.6% |
| Q16b. The City's efforts to offer financial literacy/homebuyer education | 6.0% | 10.2% | 21.9% | 8.3% | 4.6% | 49.0% |
| Q16c. City's effort to promote and assist small, minority and/or women-owned businesses | 8.0% | 15.3% | 22.5% | 9.5% | 5.3% | 39.4% |
| Q16d. Shot for Tots and Big Shots program (immunizations) | 11.4% | 21.9% | 16.1% | 1.5% | 1.0% | 48.0% |
| Q16e. Food Safety Inspection program | 9.5% | 21.3% | 20.6% | 3.9% | 2.5% | 42.2% |
| Q16f. Neighborhood planning/zoning efforts | 6.8% | 21.5% | 25.2% | 12.3% | 7.6% | 26.5% |
| Q16g. Accessibility of municipal court services | 7.2% | 22.4% | 23.4% | 5.6% | 2.5% | 38.9% |
| Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 16.8% | 29.1% | 21.2% | 7.3% | 5.0% | 20.5% |

**WITHOUT DON'T KNOW**

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

(N=1260)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Q16a. Availability of affordable housing for low/moderate income families | 8.6% | 15.7% | 30.8% | 26.7% | 18.3% |
| Q16b. The City's efforts to offer financial literacy/homebuyer education | 11.7% | 20.0% | 42.9% | 16.4% | 9.0% |
| Q16c. City's effort to promote and assist small, minority and/or women-owned businesses | 13.2% | 25.2% | 37.1% | 15.7% | 8.8% |
| Q16d. Shot for Tots and Big Shots program (immunizations) | 22.0% | 42.1% | 31.0% | 2.9% | 2.0% |
| Q16e. Food Safety Inspection program | 16.5% | 36.8% | 35.7% | 6.7% | 4.3% |
| Q16f. Neighborhood planning/zoning efforts | 9.3% | 29.3% | 34.3% | 16.7% | 10.4% |
| Q16g. Accessibility of municipal court services | 11.7% | 36.6% | 38.3% | 9.2% | 4.2% |
| Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 21.1% | 36.6% | 26.7% | 9.2% | 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)

| | Yes | No | Don't know |
|---|---|---|---|
| Q17a. Have you visited an Austin City park? | 86.6% | 12.4% | 1.0% |
| Q17b. Have you participated in a City of Austin recreation program/event? | 39.3% | 58.1% | 2.6% |
| Q17c. Have you visited an Austin library facility? | 70.2% | 28.3% | 1.5% |
| Q17d. Have you visited a City pool? | 50.7% | 47.9% | 1.4% |
| Q17e. Have you visited a City recreation center? | 41.3% | 56.4% | 2.2% |
| Q17f. Have you had contact with the City of Austin Municipal Court? | 32.5% | 64.8% | 2.7% |
| Q17g. Have you had contact with the City for Code Enforcement? | 27.8% | 68.9% | 3.3% |
| Q17h. Have you visited the Austin-Bergstrom International Airport? | 81.7% | 17.0% | 1.3% |
| Q17i. Have you called 3-1-1? | 62.1% | 35.8% | 2.1% |
| Q17j. Have you called 9-1-1? | 43.3% | 54.8% | 1.9% |
| Q17k. Have you had contact with the Austin Police Department? | 54.9% | 43.2% | 1.9% |
| Q17l. Have you had contact with the Austin Fire Department? | 29.0% | 68.8% | 2.1% |
| Q17m. Have you had contact with the Emergency Medical Services Department? | 33.1% | 64.9% | 2.0% |

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

(N=1260)

| | Yes | No | Don't know |
|---|---|---|---|
| Q17n. Does Austin Energy provide your electric service? | 91.1% | 7.2% | 1.7% |
| Q17o. Does the City of Austin collect garbage at your residence? | 87.5% | 10.2% | 2.4% |
| Q17p. Does the City of Austin provide your home with water and wastewater services? | 93.5% | 4.8% | 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."**

| 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." | Number | Percent |
|---|---|---|
| Strongly Disagree | 45 | 3.6 % |
| Disagree | 78 | 6.2 % |
| Neutral | 276 | 21.9 % |
| Agree | 463 | 36.7 % |
| Strongly Agree | 185 | 14.7 % |
| Don't Know | 213 | 16.9 % |
| Total | 1260 | 100.0 % |

## Q19. Approximately how many years have you lived in the City of Austin?

| Q19. Approximately how many years have you lived in the City of Austin? | Number | Percent |
|---|---|---|
| 5 or less | 179 | 14.2 % |
| 6-10 years | 152 | 12.1 % |
| 11-15 years | 149 | 11.8 % |
| 16-20 years | 129 | 10.2 % |
| 21-30 years | 216 | 17.1 % |
| 31+ years | 435 | 34.5 % |
| Total | 1260 | 100.0 % |

## Q20. Which of the following best describes your AGE?

| Q20. Which of the following best describes your AGE? | Number | Percent |
|---|---|---|
| 18-34 years | 246 | 19.5 % |
| 35-44 years | 258 | 20.5 % |
| 45-54 years | 254 | 20.2 % |
| 55-64 years | 269 | 21.3 % |
| 65+ years | 222 | 17.6 % |
| Not Provided | 11 | 0.9 % |
| Total | 1260 | 100.0 % |

## Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?

| Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes? | Number | Percent |
|---|---|---|
| None | 128 | 10.2 % |
| One | 330 | 26.2 % |
| Two | 384 | 30.5 % |
| Three | 159 | 12.6 % |
| Four | 152 | 12.1 % |
| Five or more | 79 | 6.3 % |
| Not provided | 28 | 2.2 % |
| Total | 1260 | 100.0 % |

## Q22. Which of the following best describes your RACE?

| Q22. Which of the following best describes your RACE? | Number | Percent |
|---|---|---|
| African American/Black | 153 | 12.1 % |
| American Indian | 13 | 1.0 % |
| Asian/Pacific Islander | 44 | 3.5 % |
| Caucasian/White | 753 | 59.8 % |
| Other | 285 | 22.6 % |
| Not Provided | 25 | 2.0 % |
| Total | 1273 | |

## Q23. Are you Hispanic, Latino, or of other Spanish ancestry?

| Q23. Are you Hispanic, Latino, or of other Spanish ancestry? | Number | Percent |
|---|---|---|
| Yes | 413 | 32.8 % |
| No | 774 | 61.4 % |
| Not Provided | 73 | 5.8 % |
| Total | 1260 | 100.0 % |

## Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

| Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME? | Number | Percent |
|---|---|---|
| less than $20,000 | 141 | 11.2 % |
| $20,000-$39,999 | 173 | 13.7 % |
| $40,000-$59,999 | 181 | 14.4 % |
| $60,000-$79,999 | 196 | 15.6 % |
| $80,000-$149,999 | 239 | 19.0 % |
| $150,000 or more | 160 | 12.7 % |
| Not Provided | 170 | 13.5 % |
| Total | 1260 | 100.0 % |

## Q25. What is your gender?

| Q25. What is your gender? | Number | Percent |
|---|---|---|
| Male | 602 | 47.8 % |
| Female | 658 | 52.2 % |
| Total | 1260 | 100.0 % |

## Q26. Do you own or rent your home?

| Q26. Do you own or rent your home? | Number | Percent |
|---|---|---|
| Own | 916 | 72.7 % |
| Rent | 335 | 26.6 % |
| Not provided | 9 | 0.7 % |
| Total | 1260 | 100.0 % |

August 2013

Dear Austin resident,

The City of Austin wants to know about your satisfaction with our City services. Please take this opportunity to tell your City Council Members and City of Austin administrators what you think of the services provided by the Austin city government.

Please take a few minutes and tell us about:

- Your experiences with City programs, services and City staff, and
- Your preferences about how City officials should prioritize our programs and services.

Your individual responses will be kept confidential. Your input and participation are important parts of the City's planning efforts. Gathering citizen input to plan for the future will help the City of Austin toward becoming the **Best Managed City** in the country. Being best managed is about everybody in the organization providing the best services possible to the community we serve.

If you have any questions regarding this survey or would like to discuss the questions asked, please call the City of Austin Budget Office at (512) 974-2610.

In the next few days, please answer the questions and return the completed questionnaire in the enclosed postage-paid envelope addressed to the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. The ETC Institute's DirectionFinder® services will compile your responses for analysis and provide comparison citizen ratings from our peer cities. Once completed, we will present these results to the City Council and public.

*Your input is extremely important!* Thank you for taking the time to share your thoughts with us.

Marc A. Ott
City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (877) 433-3895 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

# 2013 City of Austin Community Survey

**Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. YOUR RESPONSES ARE CONFIDENTIAL. When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.**

| **1. Perceptions of the Community** Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | The City of Austin as a place **to live** | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | The City of Austin as a place **to raise children** | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | The City of Austin as a place **to work** | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | The City of Austin as a place **to retire** | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Overall value that you receive for your **city** tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Overall quality of life in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | How well the City of Austin is planning growth | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | Overall quality of services provided by the City of Austin | 5 | 4 | 3 | 2 | 1 | 9 |

| **2. Overall Satisfaction with Major City Services** Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Overall quality of parks and recreation programs and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Overall quality of city libraries | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Overall quality of public safety services (i.e. police, fire and ambulance) | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | Overall quality of municipal court services (i.e. traffic, collection, fine collection) | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Overall quality of the Austin-Bergstrom International Airport | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Overall quality of drinking water provided by Austin Water Utility | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Overall quality of wastewater services provided by Austin Water Utility | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | Overall quality of electric utility services provided by Austin Energy | 5 | 4 | 3 | 2 | 1 | 9 |
| I. | Overall maintenance of city streets and sidewalks | 5 | 4 | 3 | 2 | 1 | 9 |
| J. | Overall management of stormwater runoff | 5 | 4 | 3 | 2 | 1 | 9 |
| K. | Overall effectiveness of communication by the City of Austin | 5 | 4 | 3 | 2 | 1 | 9 |
| L. | Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections) | 5 | 4 | 3 | 2 | 1 | 9 |
| M. | Overall quality of planning, development review, permitting and inspection services | 5 | 4 | 3 | 2 | 1 | 9 |
| N. | Animal Services (shelter, adoptions, animal control, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |

**3. Which THREE of the items in Question #2 do you think are most important for the city to provide?**
[Write in the letters below using the letters from the list in Question 2].

1st:_____ 2nd:_____ 3rd: _____

| **4. Feeling of Safety** Please rate your level of agreement with the following statements: | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | I feel safe in my neighborhood during the day | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | I feel safe in my neighborhood at night | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | I feel safe in city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | I feel safe walking alone downtown during the day | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | I feel safe walking alone downtown at night | 5 | 4 | 3 | 2 | 1 | 9 |

| 5. Maintenance and Appearance of the City<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Condition of major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Condition of streets in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Condition of sidewalks in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | Timing of traffic signals on city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Traffic flow on major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks) | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Bicycle accessibility (The City's bicycle lane system/network) | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | Enforcement of local codes and ordinances | 5 | 4 | 3 | 2 | 1 | 9 |

**6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 5 above].

1st:_____ 2nd:_____ 3rd: _____

| 7. Public Safety Services<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| **Police Services** | | | | | | | |
| A. | Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Speed of emergency **police** response (How quickly police respond to emergencies) | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Enforcement of local traffic laws | 5 | 4 | 3 | 2 | 1 | 9 |
| **Fire and Emergency Medical Services (EMS)** | | | | | | | |
| D. | Overall quality of fire services | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies) | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Medical assistance provided by EMS (Overall quality of ambulance services) | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Timeliness of EMS response to emergency location | 5 | 4 | 3 | 2 | 1 | 9 |

**8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 7 above].

1st:_____ 2nd:_____

| 9. Environmental Services<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Water and wastewater utility response time to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Water Conservation programs within Austin | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Energy Conservation program | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | The water quality of lakes and streams | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Flood control efforts | 5 | 4 | 3 | 2 | 1 | 9 |

**10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 9 above].

1st:_____ 2nd:_____

| 11. Recreation and Cultural Services<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Number of city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Number of walking/biking trails | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Appearance of park grounds in Austin | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | **Overall** quality of parks and recreation programs offered by the Austin Parks Department | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Quality of **youth** athletic programs offered by the City | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Quality of **adult** athletic programs offered by the City | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Quality of outdoor athletic fields | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | Safety in city parks and park facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| I. | Overall satisfaction with city swimming pools | 5 | 4 | 3 | 2 | 1 | 9 |
| J. | Satisfaction with aquatic programs | 5 | 4 | 3 | 2 | 1 | 9 |
| K. | Quality of facilities, such as picnic shelters and playgrounds, at city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| L. | Cleanliness of library facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| M. | Library programs | 5 | 4 | 3 | 2 | 1 | 9 |
| N. | Materials at libraries | 5 | 4 | 3 | 2 | 1 | 9 |
| O. | Library hours | 5 | 4 | 3 | 2 | 1 | 9 |

**12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 11 above].

1st:____ 2nd:____ 3rd: ____

| 13. Residential and Neighborhood Services<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Quality of residential garbage collection | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Quality of residential yard waste collection | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Quality of residential curbside recycling services | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | Household hazardous waste disposal service | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Bulky item pick-up/removal services | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Reliability of your electric service | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Safety of your drinking water | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | Cleanliness of city streets and public areas | 5 | 4 | 3 | 2 | 1 | 9 |
| I. | Cleanliness of your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| J. | Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 5 | 4 | 3 | 2 | 1 | 9 |

**14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 13 above].

1st:____ 2nd:____ 3rd: ____

| 15. Customer Service<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Austin Energy customer service | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | Water and wastewater utility customer service | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | Helpfulness of library staff | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | Overall quality of customer service provided by the City of Austin | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Services provided by the City's 3-1-1 assistance telephone number | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Review services for residential and commercial building plans | 5 | 4 | 3 | 2 | 1 | 9 |

| 16. Other City Services<br>Please rate your satisfaction with the following: | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| A. | Availability of affordable housing for low/moderate income families | 5 | 4 | 3 | 2 | 1 | 9 |
| B. | The City's efforts to offer financial literacy/homebuyer education | 5 | 4 | 3 | 2 | 1 | 9 |
| C. | City's effort to promote and assist small, minority and/or women-owned businesses | 5 | 4 | 3 | 2 | 1 | 9 |
| D. | Shot for Tots and Big Shots program (immunizations) | 5 | 4 | 3 | 2 | 1 | 9 |
| E. | Food Safety Inspection program | 5 | 4 | 3 | 2 | 1 | 9 |
| F. | Neighborhood planning/zoning efforts | 5 | 4 | 3 | 2 | 1 | 9 |
| G. | Accessibility of municipal court services | 5 | 4 | 3 | 2 | 1 | 9 |
| H. | The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 5 | 4 | 3 | 2 | 1 | 9 |

| 17. Usage of City Services and Facilities<br>Please indicate if you did any of the following activities during the past 12 months by circling YES or NO: | | YES | NO | Don't Know |
|---|---|---|---|---|
| A. | Have you visited an Austin City park? | 1 | 2 | 9 |
| B. | Have you participated in a City of Austin recreation program / event? | 1 | 2 | 9 |
| C. | Have you visited an Austin library facility? | 1 | 2 | 9 |
| D. | Have you visited a City pool? | 1 | 2 | 9 |
| E. | Have you visited a City recreation center? | 1 | 2 | 9 |
| F. | Have you had contact with the City of Austin Municipal Court? | 1 | 2 | 9 |
| G. | Have you had contact with the City for Code Enforcement? | 1 | 2 | 9 |
| H. | Have you visited the Austin-Bergstrom International Airport? | 1 | 2 | 9 |
| I. | Have you called 3-1-1? | 1 | 2 | 9 |
| J. | Have you called 9-1-1? | 1 | 2 | 9 |
| K. | Have you had contact with the Austin Police Department? | 1 | 2 | 9 |
| L. | Have you had contact with the Austin Fire Department? | 1 | 2 | 9 |
| M. | Have you had contact with the Emergency Medical Services Department? | 1 | 2 | 9 |
| **Please indicate if you receive services from the following organizations:** | | | | |
| N. | Does Austin Energy provide your electric service? | 1 | 2 | 9 |
| O. | Does the City of Austin collect garbage at your residence? | 1 | 2 | 9 |
| P. | Does the City of Austin provide your home with water and wastewater services? | 1 | 2 | 9 |

**18. 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."**

___(1) Strongly DISAGREE
___(2) DISAGREE
___(3) Neutral
___(4) AGREE
___(5) Strongly AGREE
___(9) Don't Know

## Demographics

Our last questions are about you and your household. Your individual responses will be kept confidential.

**19. Approximately how many years have you lived in the City of Austin?** _____ years

**20. Which of the following best describes your AGE?**

___(1) 18-24 years
___(2) 25-34 years
___(3) 35-44 years
___(4) 45-54 years
___(5) 55-64 years
___(6) 65+ years

**21. How many dependents (including yourself) did your household claim on its most recent federal taxes?**

_____ people

**22. Which of the following best describes your RACE?**

___(1) African American/Black
___(2) American Indian
___(3) Asian/Pacific Islander
___(4) Caucasian/White
___(5) Other: _____

**23. Are you Hispanic, Latino, or of other Spanish ancestry?** ___(1) Yes ___(2) No

**24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?**

___(1) less than $20,000
___(2) $20,000 - $39,999
___(3) $40,000 - $59,999
___(4) $60,000 - $79,999
___(5) $80,000 - $149,999
___(6) $150,000 or more

**25. What is your gender?** ___(1) Male ___(2) Female

**26. Do you own or rent your home?** ___(1) Own ___(2) Rent

**27. What is your HOME zip code?** _____

**[OPTIONAL] If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?** (please write your idea below)

_____

**INTEREST IN A FOCUS GROUP.** *If you would be willing to participate in a focus group sponsored by the City of Austin to discuss some of the issues addressed in this survey, please provide your contact information below.*

Your Name: _____ Phone: _____ E-mail: _____

# This concludes the survey. Thank you for your time!

**Please return your survey in the postage-paid envelope addressed to ETC Institute**

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services.
If your address is not correct, please provide the correct information.