

# 2014 City of Austin Community Survey

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## Final Report

### Submitted to the City of Austin, Texas by:

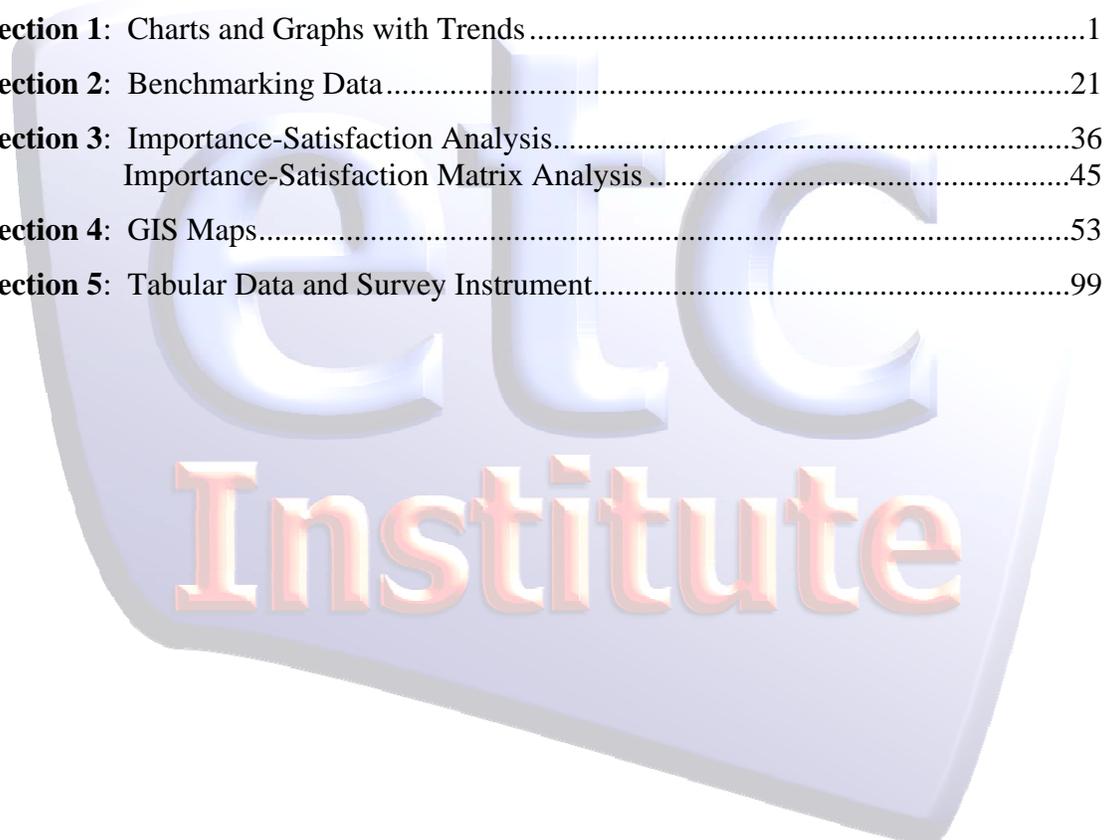
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**February 2015**



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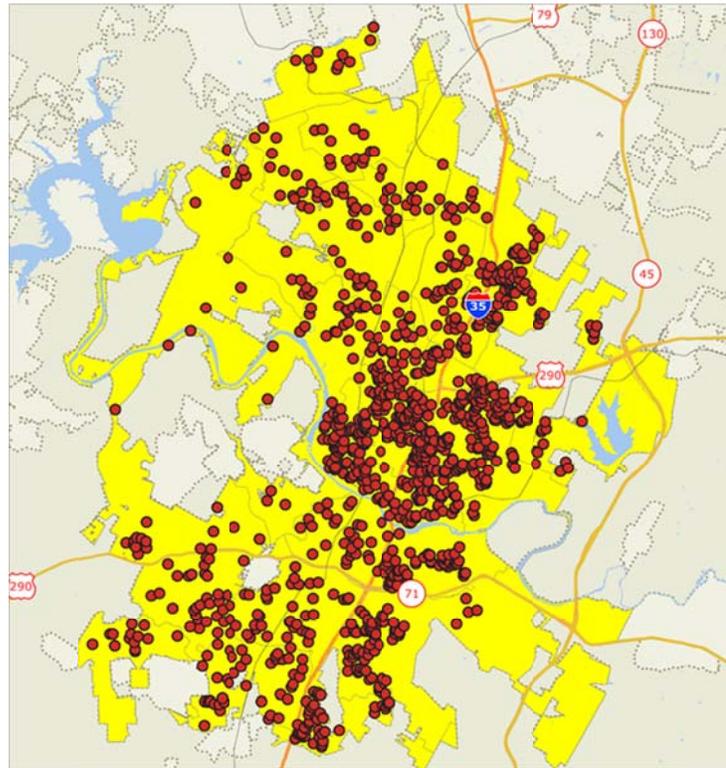
# 2014 Austin Community Survey Executive Summary Report

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## Overview and Methodology

During July and August of 2014, 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. 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, 584 completed the survey by phone and 641 returned it by mail for a total of 1,225 completed surveys. The results for the random sample of 1,225 households have a 95% level of confidence with a precision of at least  $\pm 2.8\%$ . 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 above 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 2014 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, 2013 to 2014 (Section 1)
- benchmarking data that show 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 31 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 (+28%)
- I feel safe in my neighborhood at night (+25%)
- I feel safe in city parks (+17%)
- Condition of streets in neighborhoods (+16%)
- Quality of residential curbside recycling services (+13%)
- Bulky item pick-up/removal services (+12%)
- Number of walking/biking trails (+11%)
- Overall quality of services provided by the City (+11%)

The City of Austin **rated below the national average** for cities with a population of more than 250,000 in 15 of the 46 areas that were assessed. There were only two areas in which the City of Austin rated at least 10% below the national average. These two areas were:

- Traffic flow on major city streets (-23%)
- How well the City is planning growth (-15%)

## 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; 81% gave positive ratings for Austin as a place to work, 72% gave positive ratings for the quality of life in Austin and 76% gave positive ratings for Austin as a place to raise children.

## Overall Satisfaction with MAJOR CATEGORIES of City Services

To help the City track its overall performance in major categories of City services, residents are asked to rate the City's overall performance in the following 14 major categories:

- Overall quality of parks and recreation programs and facilities
- Overall quality of city libraries
- Overall quality of public safety services (i.e. police, fire and ambulance)
- Overall quality of municipal court services (i.e. traffic, collection, fine collection)
- Overall quality of the Austin-Bergstrom International Airport
- Overall quality of drinking water provided by Austin Water Utility
- Overall quality of wastewater services provided by Austin Water Utility
- Overall quality of electric utility services provided by Austin Energy
- Overall maintenance of city streets and sidewalks
- Overall management of stormwater runoff
- Overall effectiveness of communication by the City of Austin
- Overall quality of health and human services provided by the City
- Overall quality of planning, development review, permitting and inspection services
- Animal Services (shelter, adoptions, animal control, etc.)

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 (78%), the quality of public safety services (77%), the quality of parks and recreation programs/facilities (75%), the quality of City libraries (74%) and the quality of wastewater services (70%). Residents were least satisfied with the quality of planning, development review, permitting and inspection services (28%).

**Trends for Major Categories from 2013-2014.** Overall satisfaction with most major categories of City services did not change significantly from 2013 to 2014. In fact, only two major services changed by 5% or more. Overall satisfaction with the quality of public safety services increased 5% from 2013 to 2014. Overall satisfaction with the management of stormwater runoff decreased by -9%, which is likely due to the severe rains and flooding that occurred in the fall of 2013.

## Satisfaction with Services within Major Categories

In addition rating the City's performance in major categories, residents were also asked to rate the City's performance with the delivery of specific services within each of the major categories. The results for specific services that were assessed are described below.

- **Maintenance and Appearance of the City**

The highest levels of satisfaction with maintenance and appearance of the City, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: condition of neighborhood streets (61%) and condition of major City streets (52%).

- **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: the overall quality of fire services (88%), the timeliness of EMS response to emergencies (86%), medical assistance provided by EMS (85%), and the timeliness of Fire response to emergencies (84%). Residents were least satisfied with the enforcement of local traffic laws (56%).

- **Environmental Services**

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: the Energy Conservation program (57%), Water Conservation programs within Austin (57%), and water/wastewater utility emergency response time (56%).

- **Recreation and Cultural Services**

Residents were generally satisfied with Austin's recreation and cultural services; fourteen percent (14%) 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 (75%), library programs (74%), quality of parks and recreation programs (73%) and materials at libraries (72%).

- **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 garbage collection (87%), the quality of residential curbside recycling services (86%), the reliability of electric service (84%) and the safety of drinking water (82%).

- **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 (82%), the services provided by 3-1-1 (76%) and Austin Energy Customer Service (70%). 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.

- **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: Shot for Tots and Big Shots (58%), the City’s efforts to support diversity (53%) and the Food Safety Inspection program (55%). Fifty percent (50%) of the residents surveyed were dissatisfied with the availability of affordable housing.

**Trends for Specific Services from 2013-2014.** Overall satisfaction with most services did not change significantly from 2013 to 2014. In fact, only two major services changed by more than 5%. Overall satisfaction with police services increased 6% from 2013 to 2014. Higher satisfaction with police is the primary reason the City’s overall satisfaction with public safety improved. Overall satisfaction with flood control efforts decreased by -16%, which is the main reason that satisfaction with the City’s effort to manage stormwater decreased.

## Conclusions

Based on the results of the City’s 2014 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

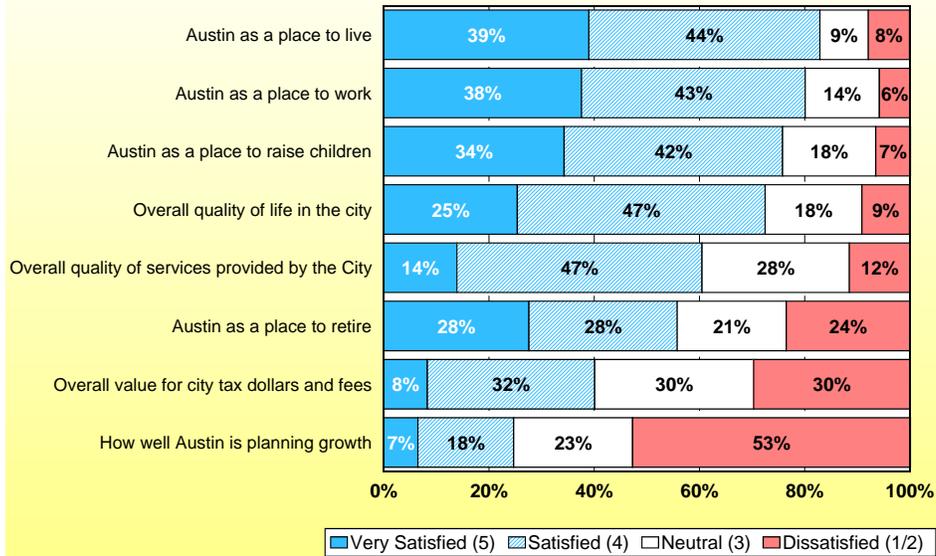
- **Overall Satisfaction With City Services Remains Very High.** Sixty-one percent (61%) of residents were “very satisfied” or “satisfied” with the overall quality of services provided by Austin; this rating was 11% higher than the national average for large cities with a population of more than 250,000 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 2014 survey, the City of Austin rated at or above the U.S. average for cities with more than 250,000 residents in 31 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; 9% were neutral and only 8% were dissatisfied. Nearly three-fourths (72%) of the residents surveyed were satisfied with the overall quality of life in the City; 18% were neutral and only 9% 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 rating among all of the fourteen major categories of city services that were rated.
  - 2) **Planning, Development Review, Permitting and Inspection Services.** Planning, development review, permitting and inspection services had the second highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated.
  - 3) **Public Safety.** Public safety had the third highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated. Although there were statistically significant increases in satisfaction in the overall quality of public safety services from 2013 to 2014, public safety remains a very high priority for the City.

**Section 1:**  
**Charts & Graphs with Trends**

### Q1. Perception Residents Have of the City

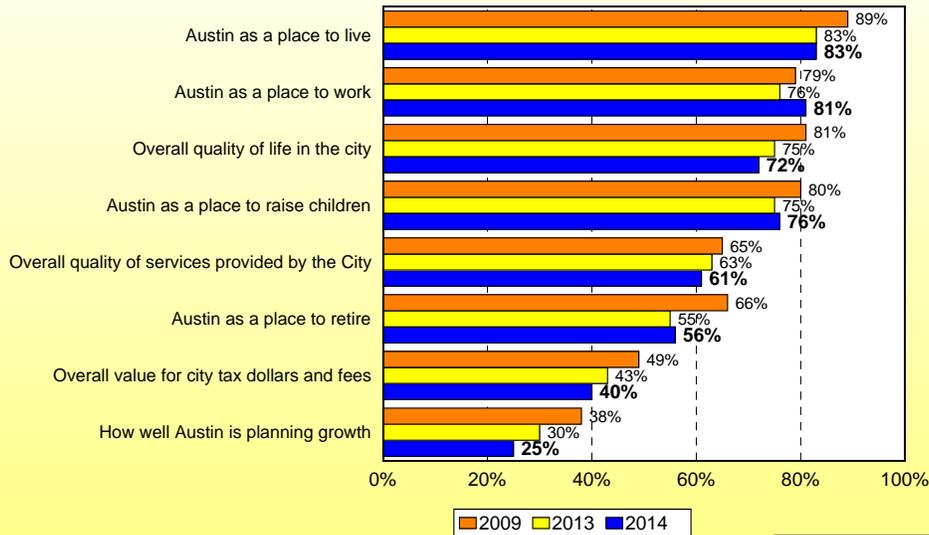
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Overall Perception Residents Have of the City - 2009 to 2014

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

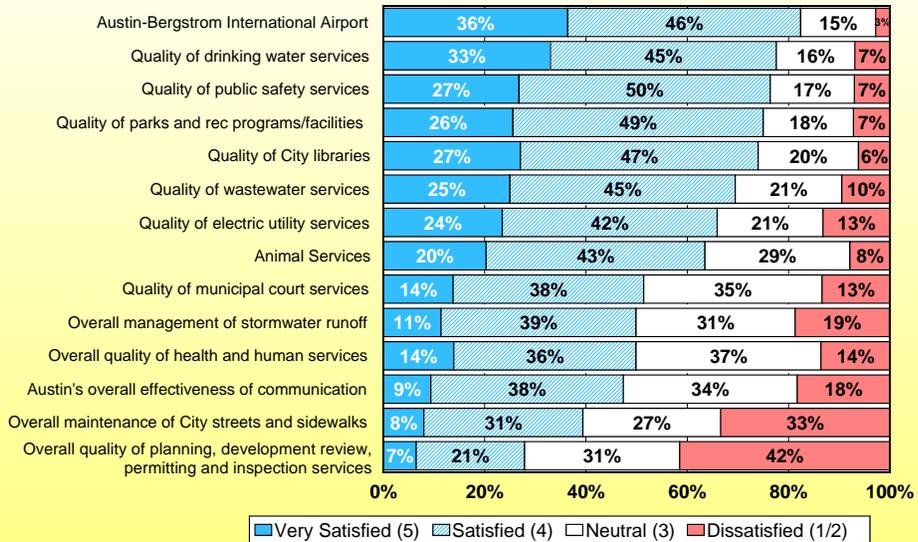


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

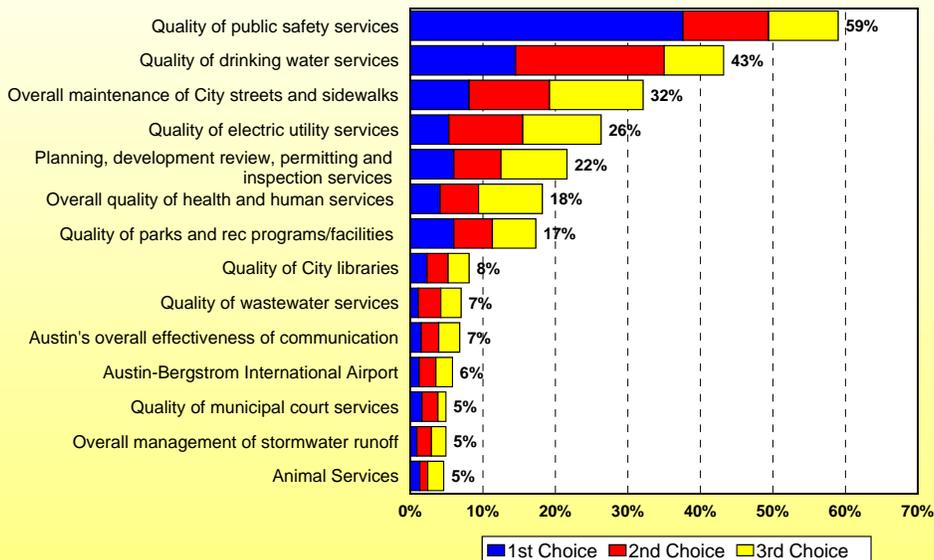
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

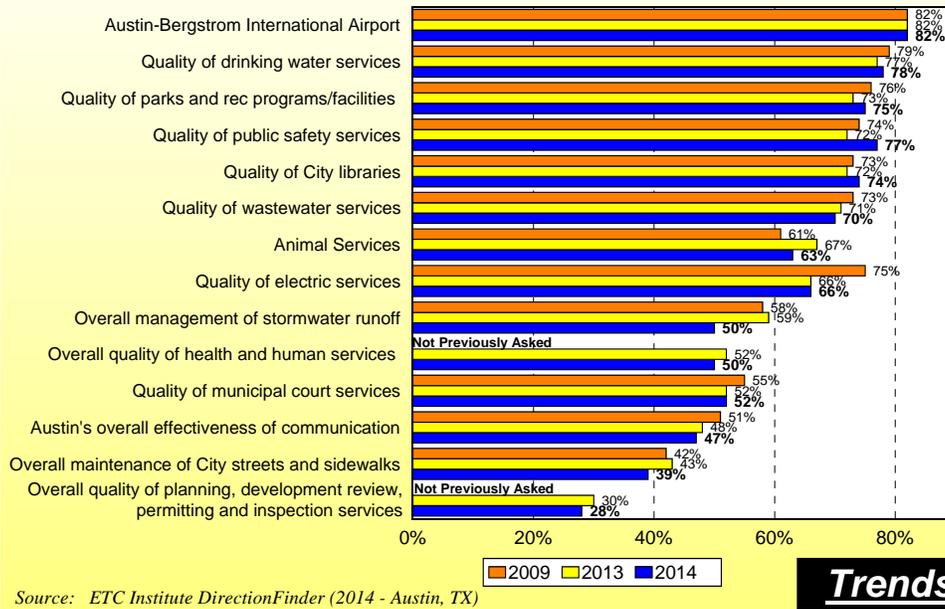
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

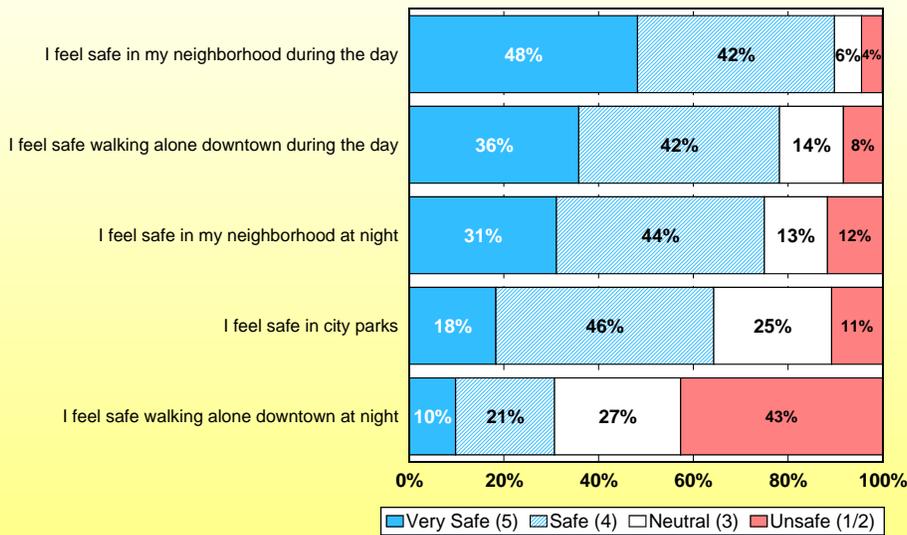
## Overall Satisfaction With Various Aspects of City Services by Major Category - 2009 to 2014

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



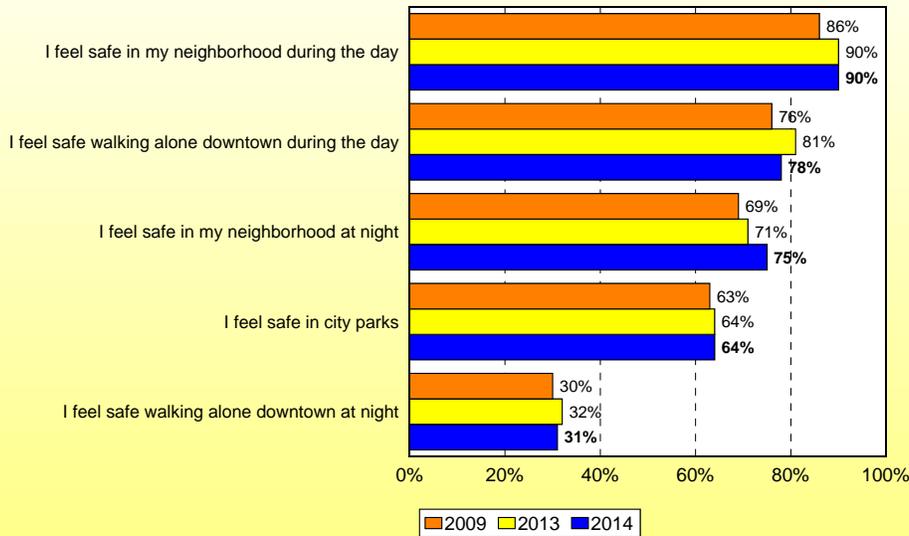
## Q4. Perceptions of Public Safety and Security

by percentage of respondents (excluding don't knows)



### Perceptions of Public Safety and Security - 2009 to 2014

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

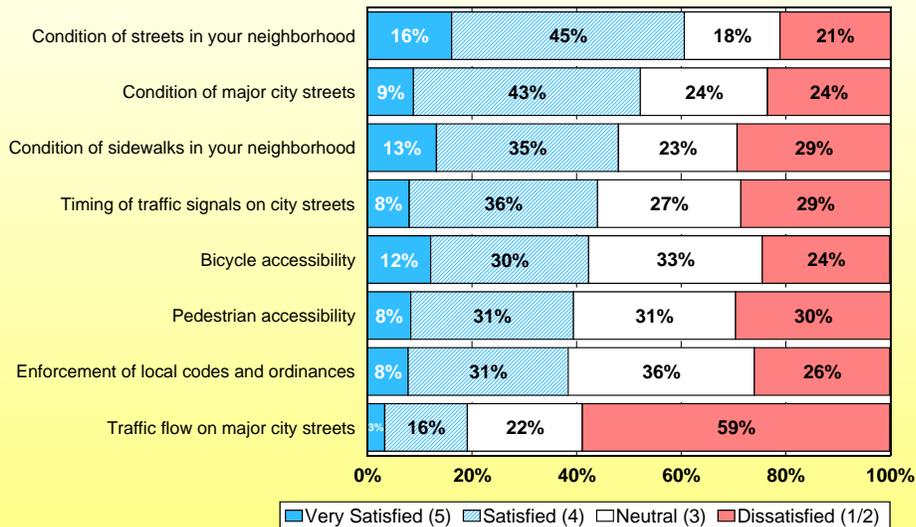


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

### Q5. Satisfaction With Various Aspects of Maintenance and Appearance by Major Category

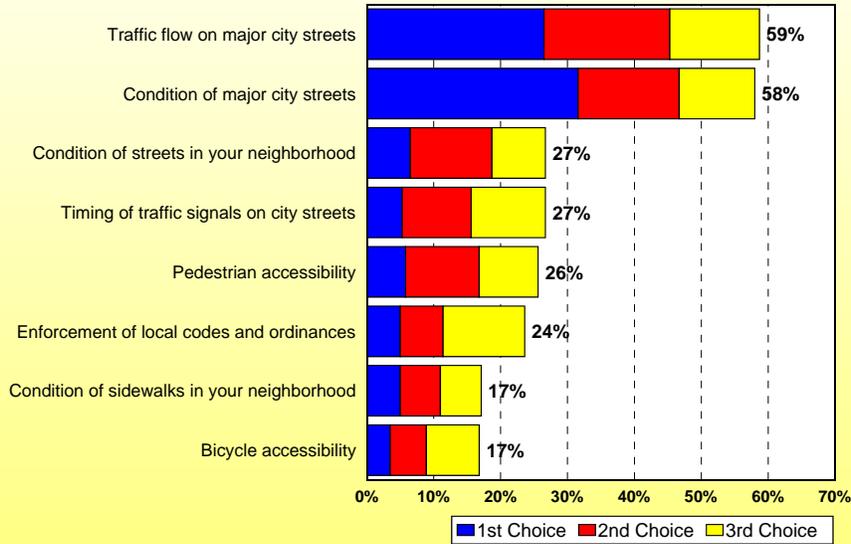
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

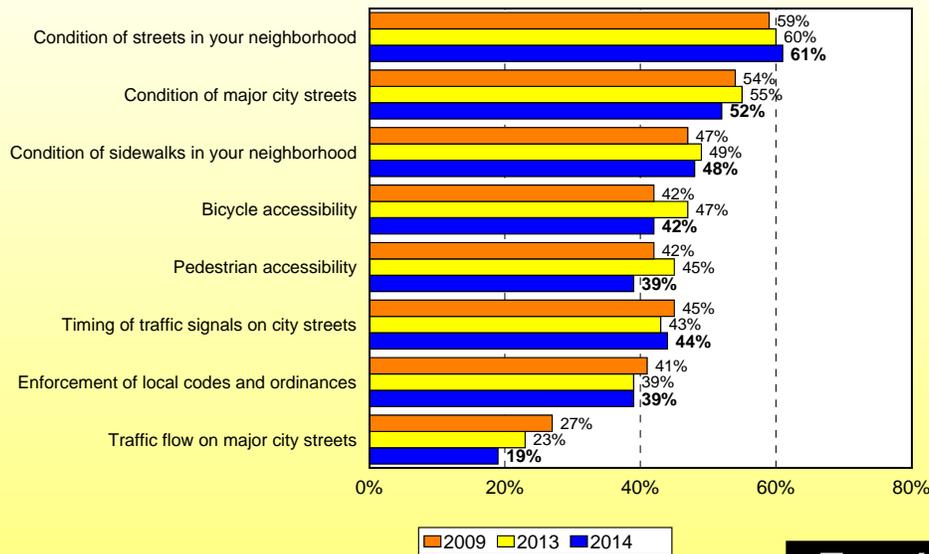
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2009 to 2014

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

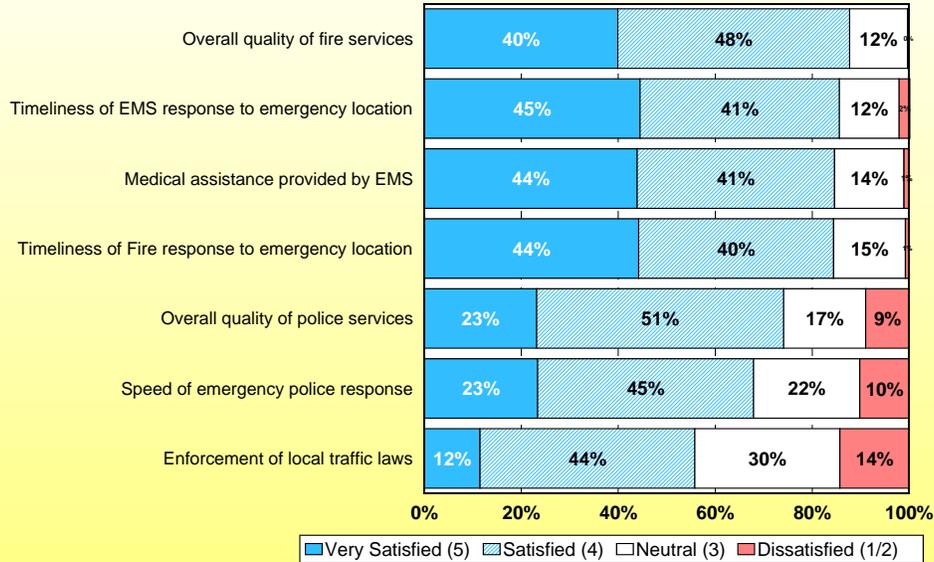


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

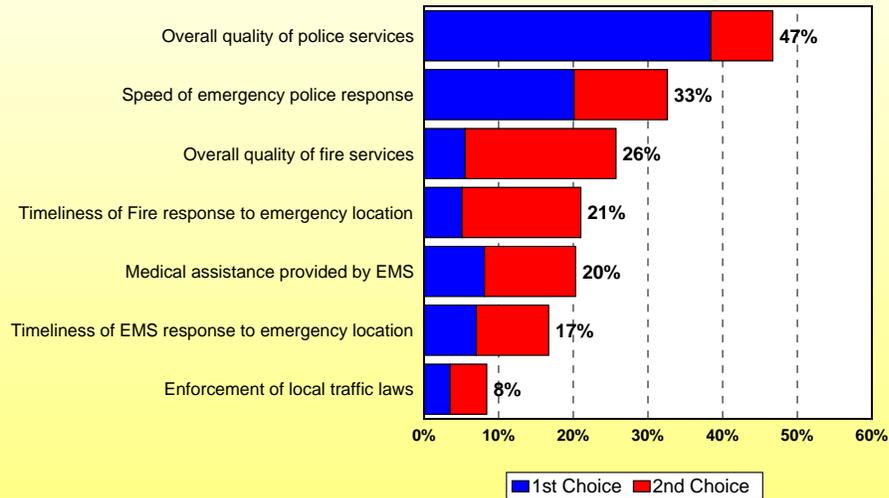
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

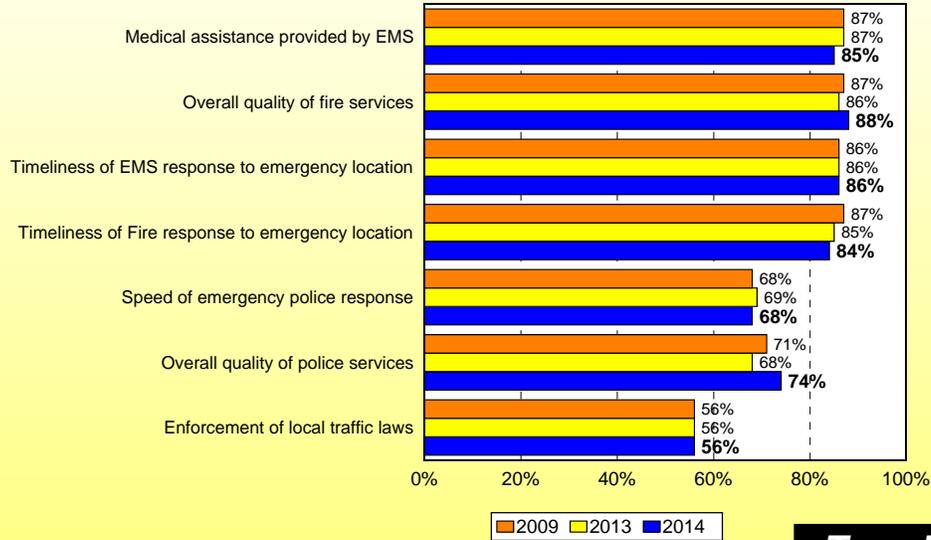
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Public Safety by Major Category - 2009 to 2014

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

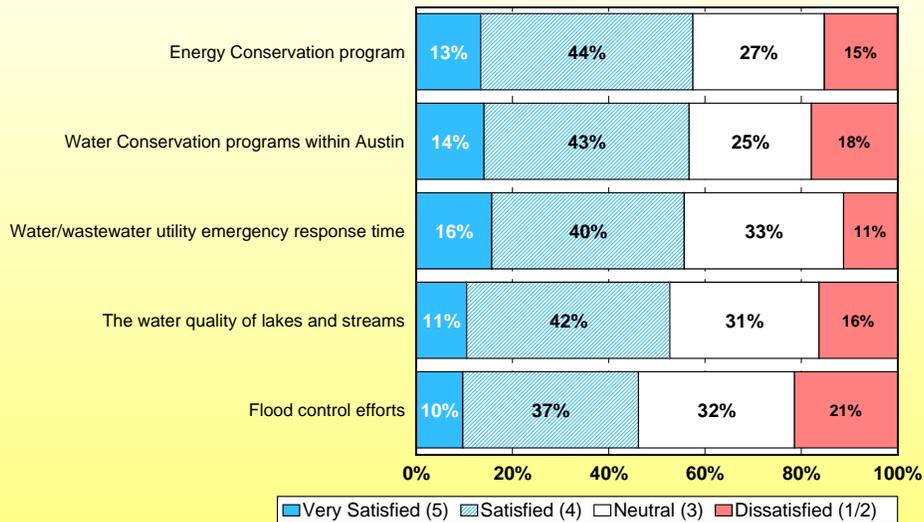


Source: ETC Institute DirectionFinder (2014 - Austin, TX)



### Q9. Satisfaction with Various Aspects of Environmental Services by Major Category

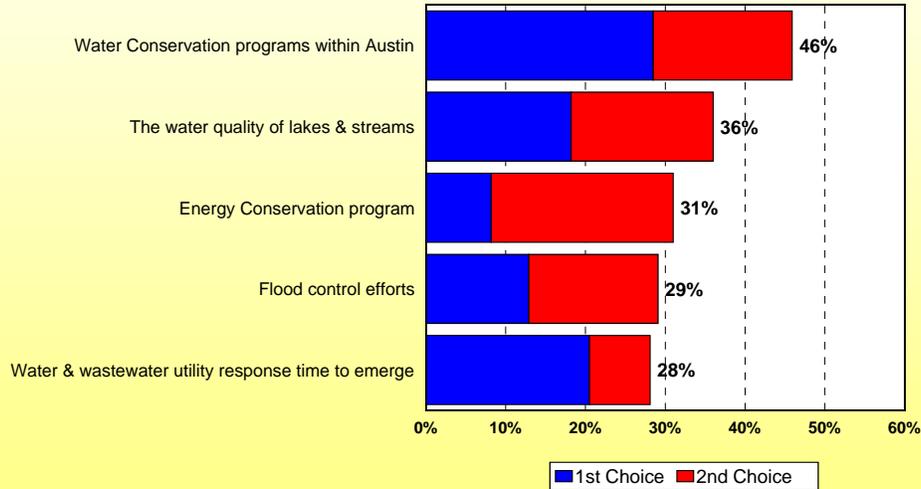
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

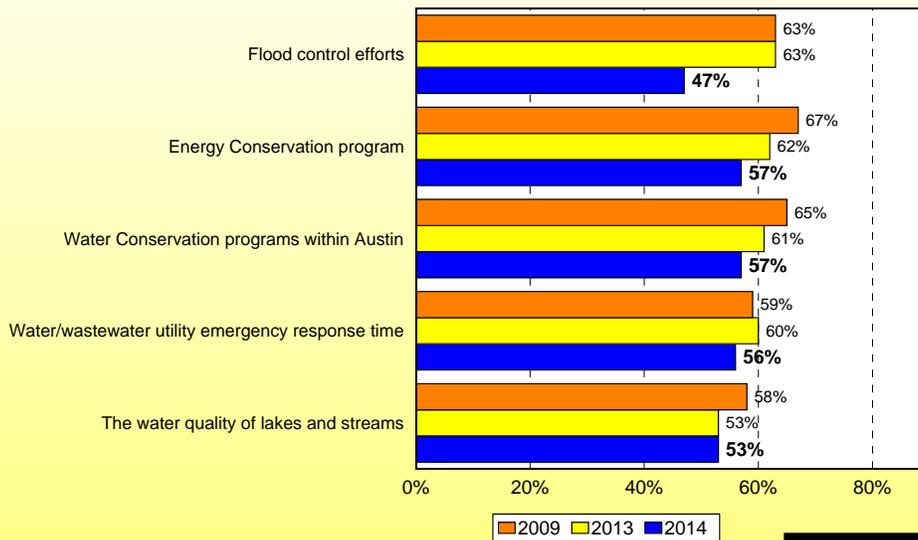
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Environmental Services by Major Category - 2009 to 2014

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

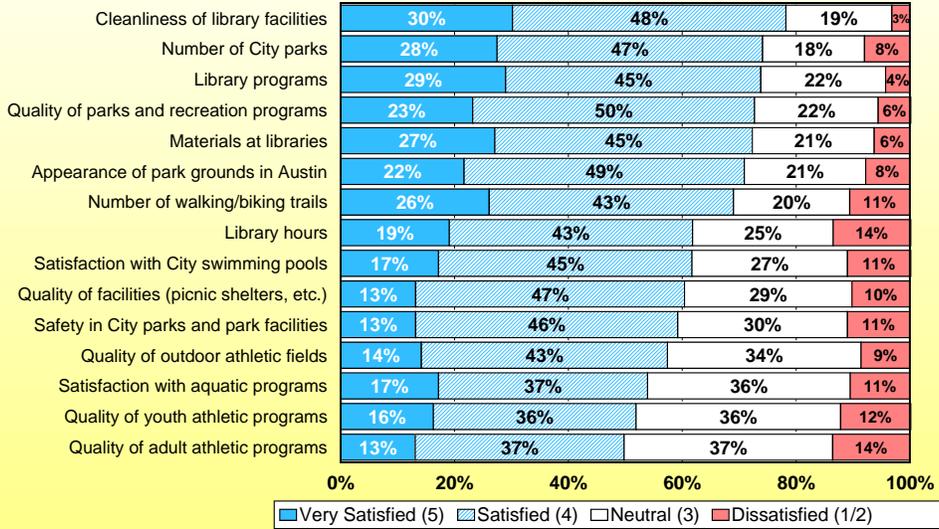


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

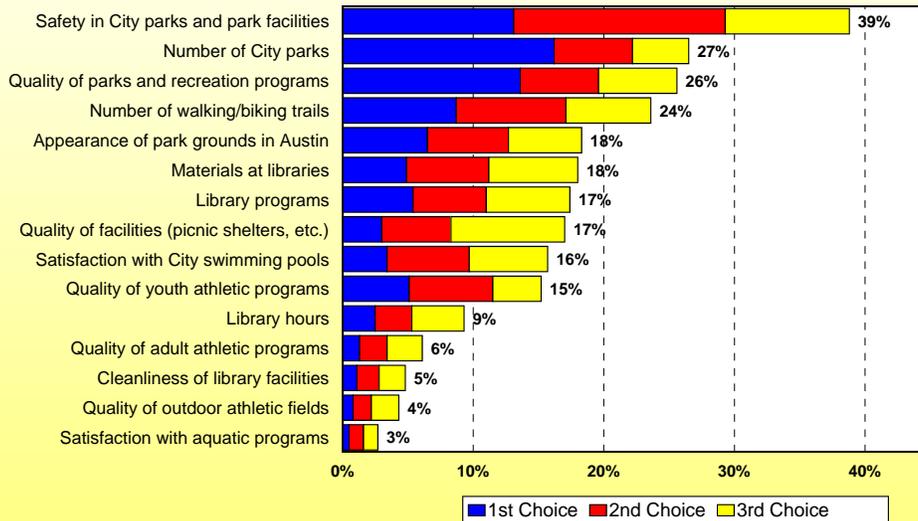
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

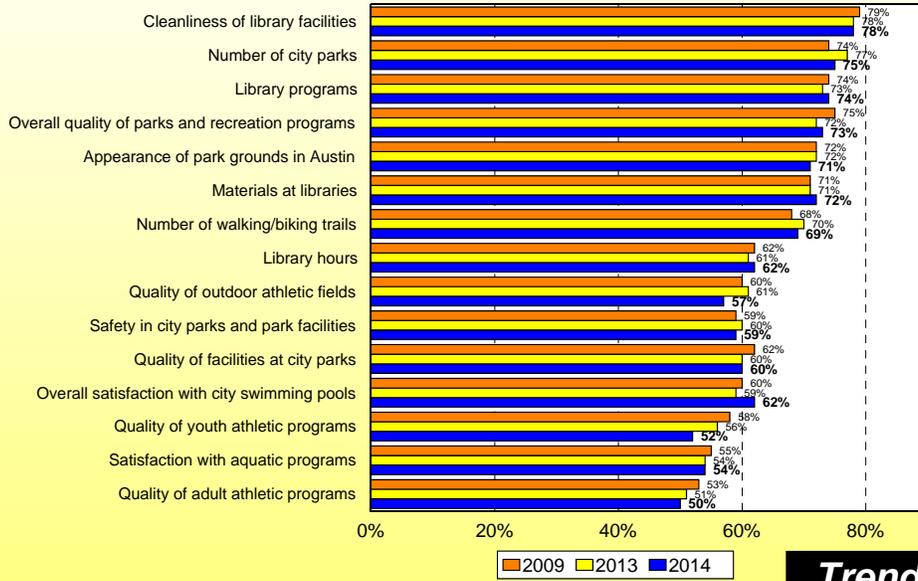
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2009 to 2014

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

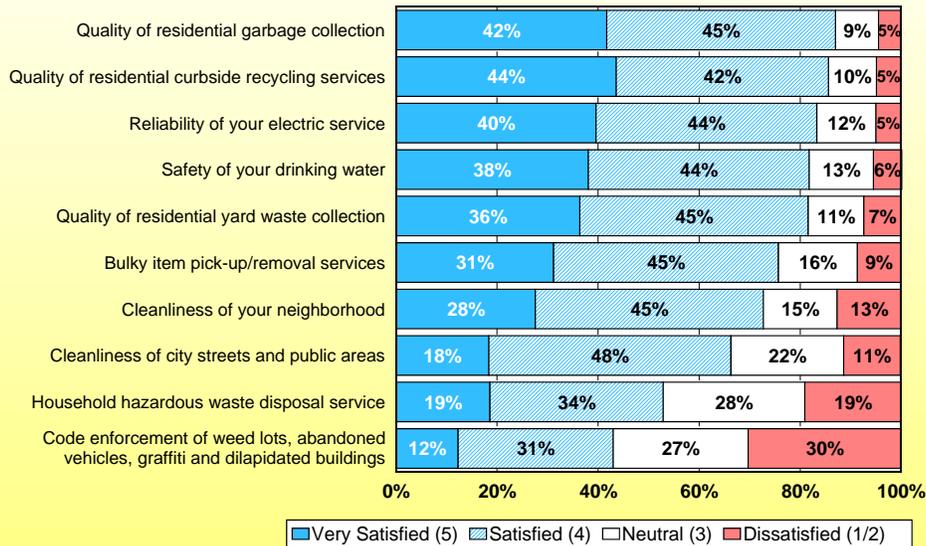


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

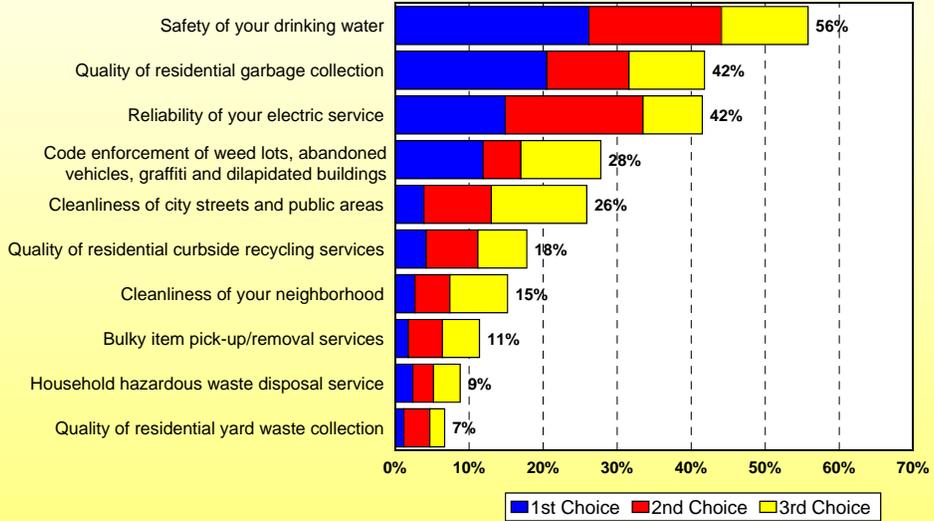
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

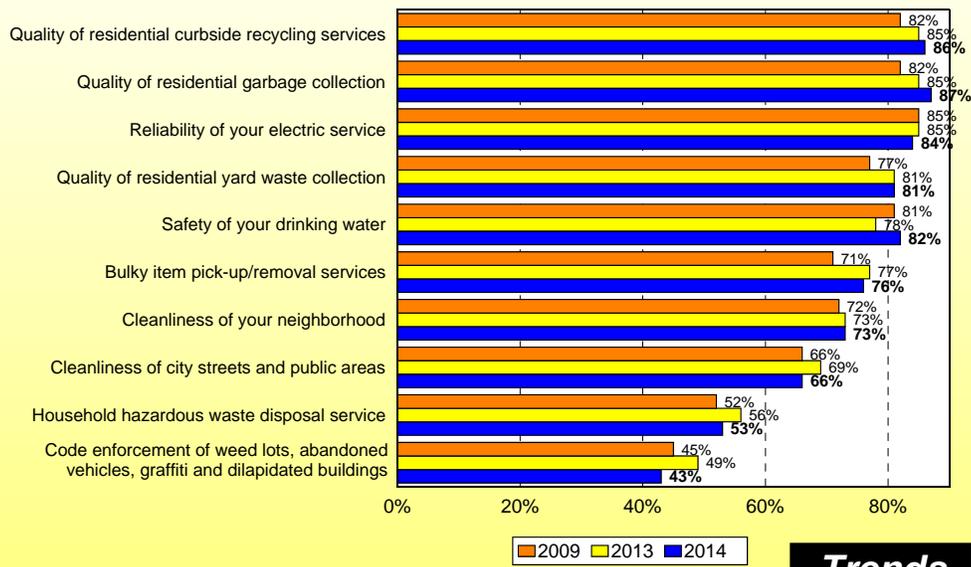
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category - 2009 to 2014

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

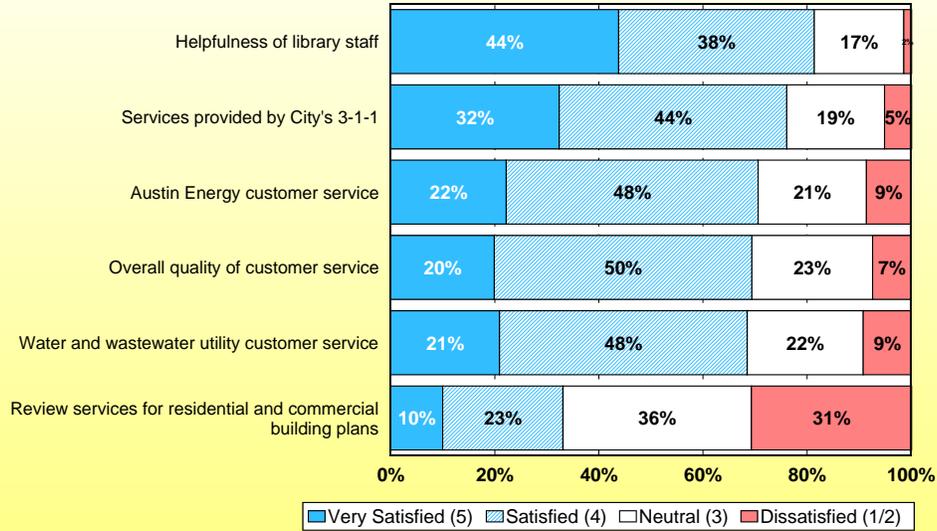


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

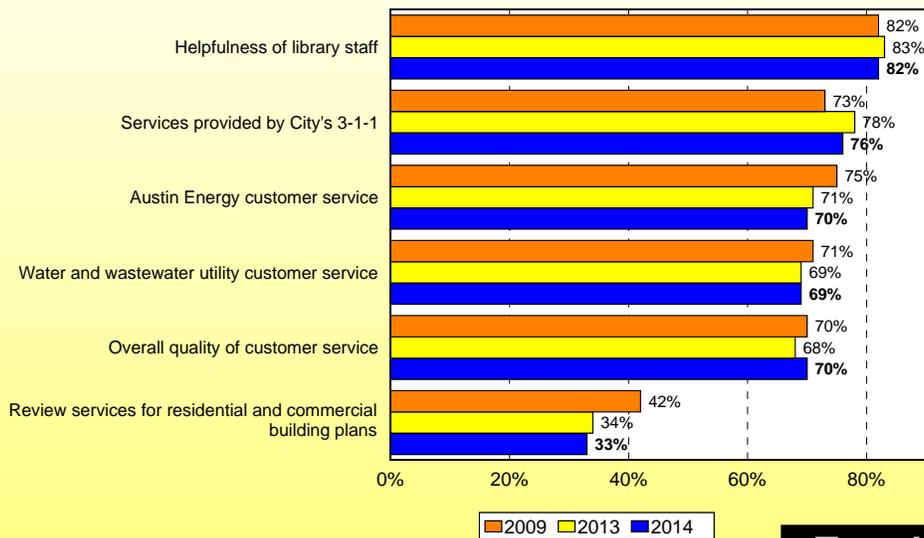
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Customer Service by Major Category - 2009 to 2014

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

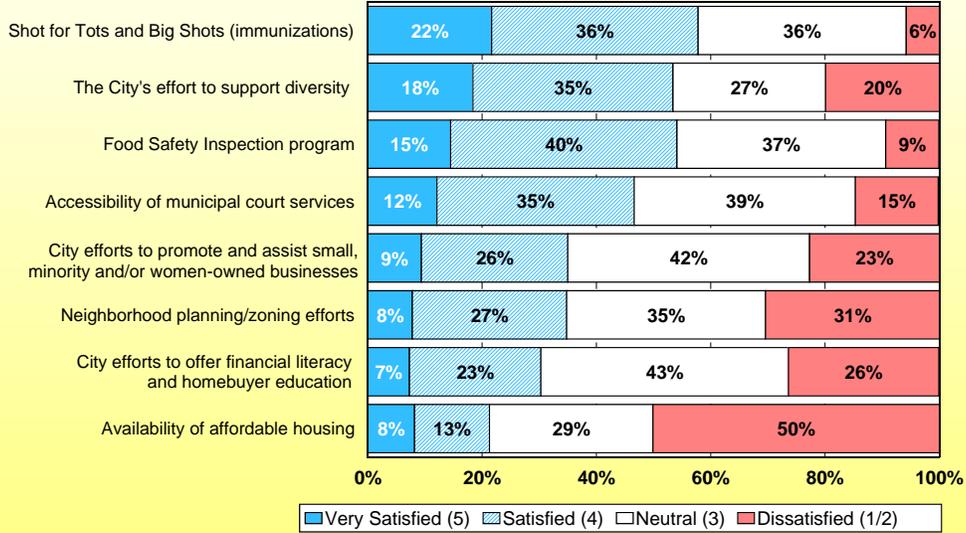


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

### Q16. Satisfaction With Various Aspects of Other City Services by Major Category

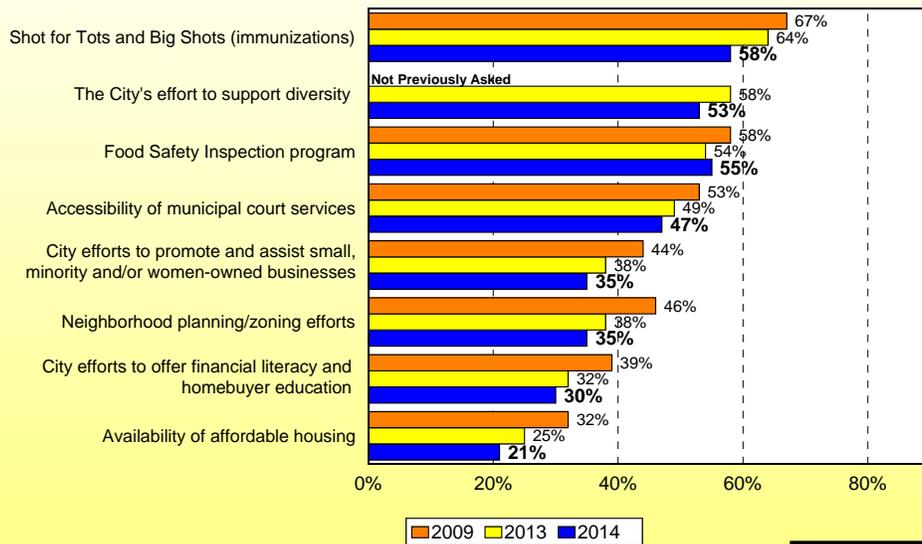
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Satisfaction With Various Aspects of Other City Services by Major Category - 2009 to 2014

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

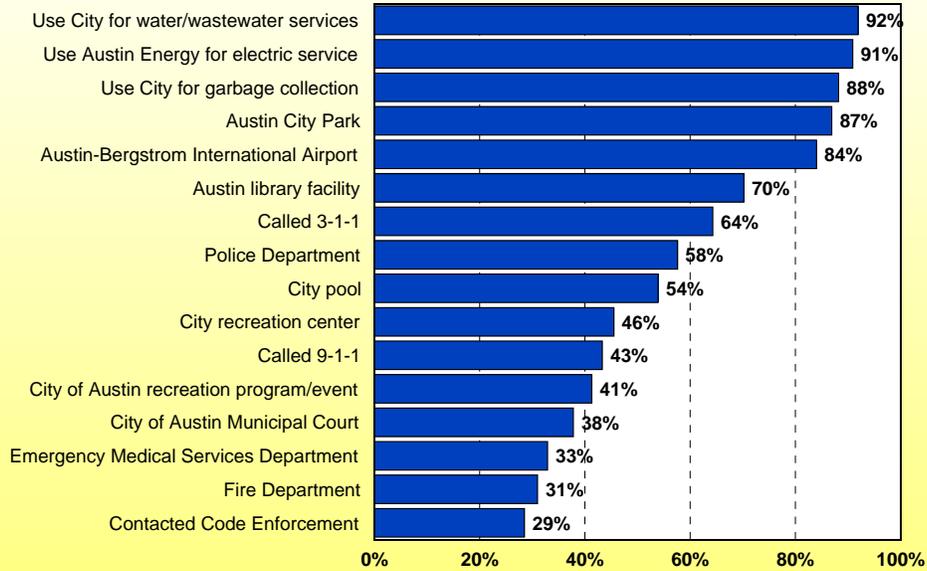


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

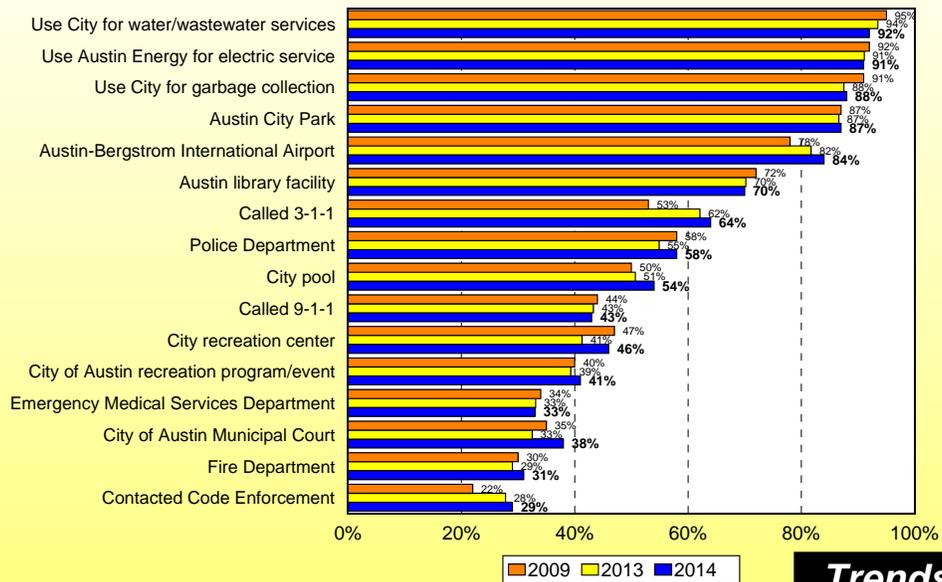
by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Percentage of Residents Who Have Used Various City Services and Facilities - 2009 to 2014

by percentage of respondents who marked "yes"

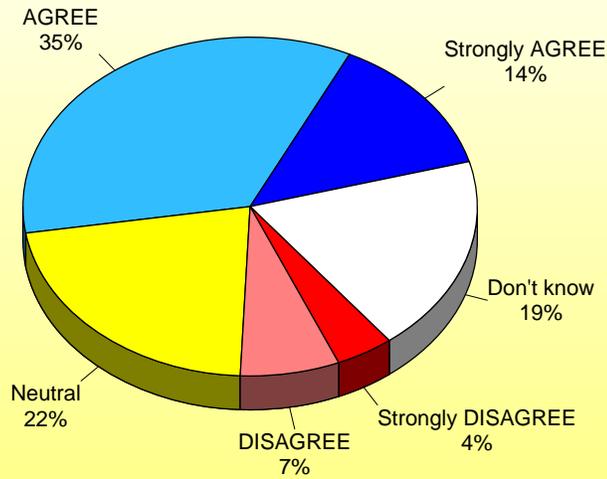


Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Trends**

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

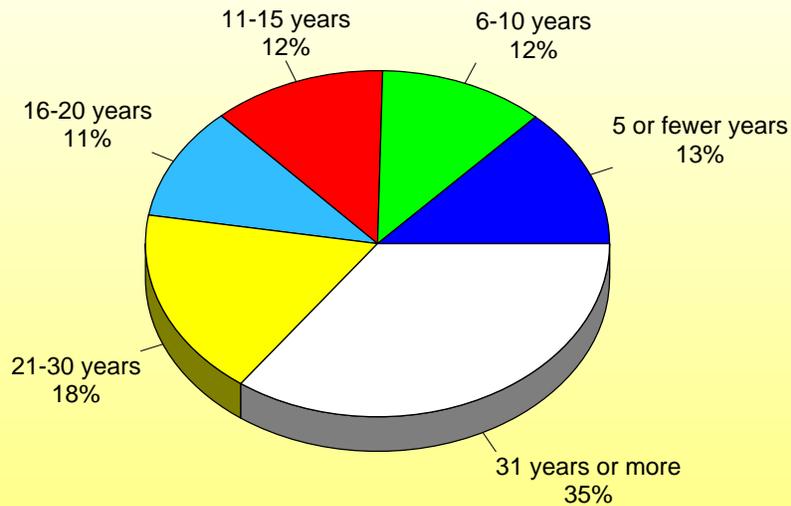
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

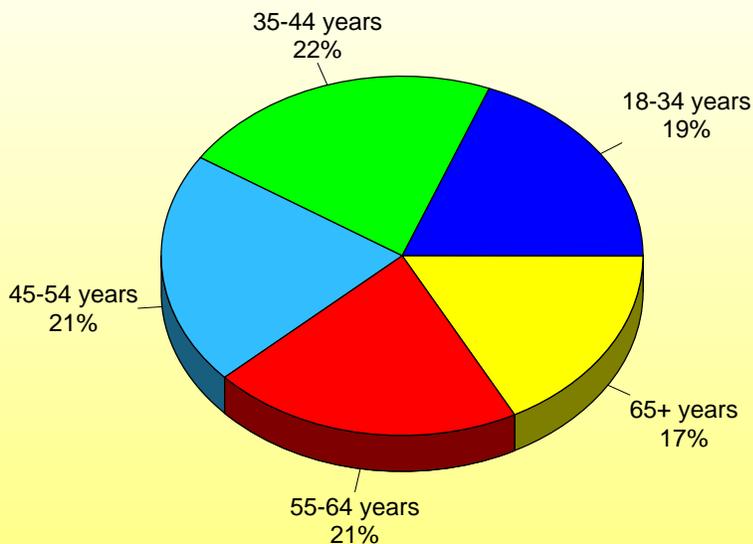
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Q20. Demographics: Age of Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

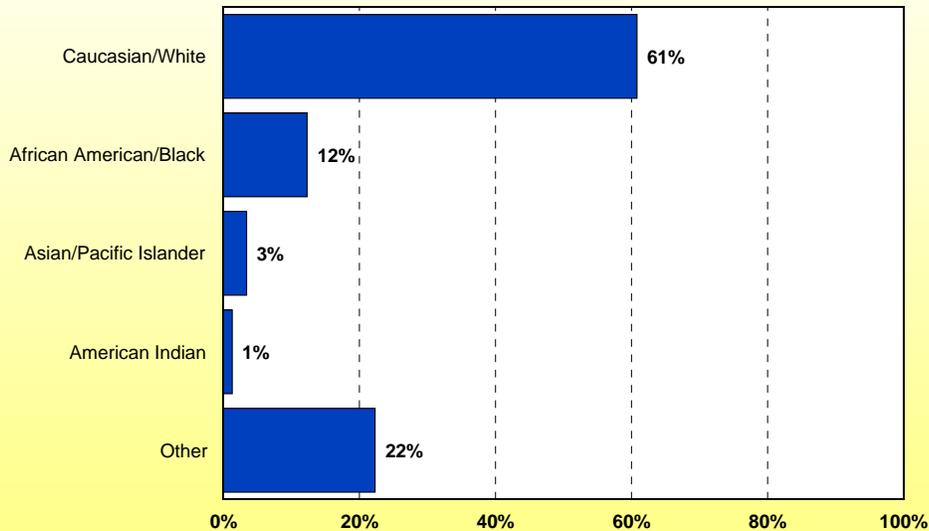
by percentage of persons in households



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

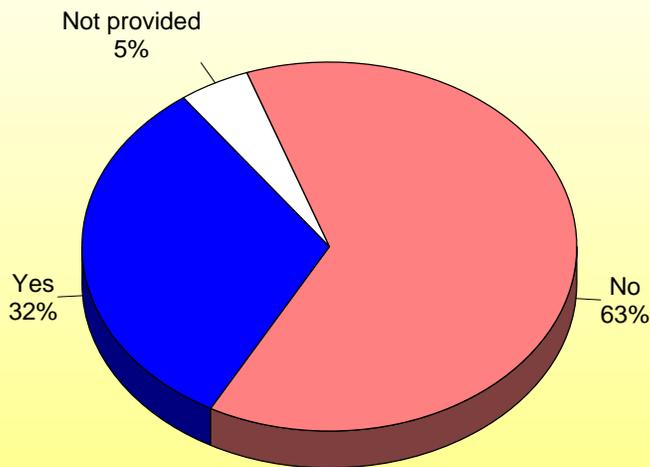
by percentage of persons in households (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

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

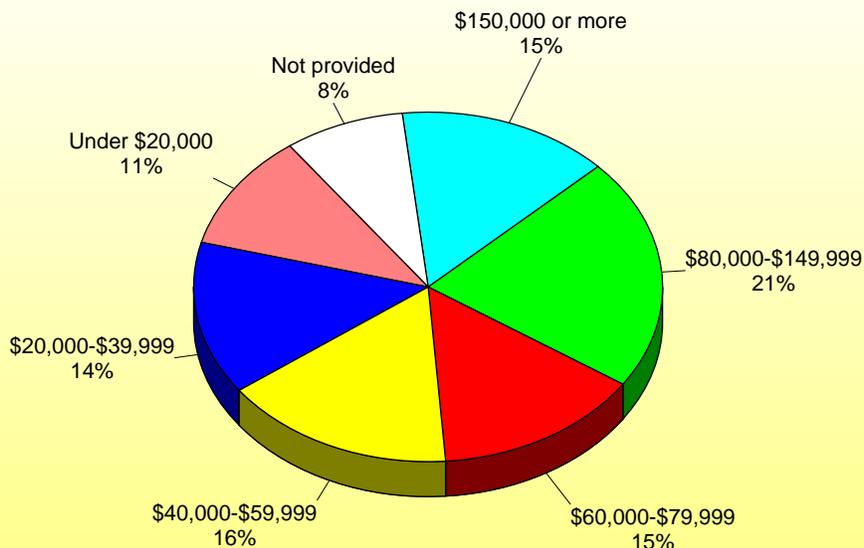
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Q24. Demographics: Total Annual Household Income

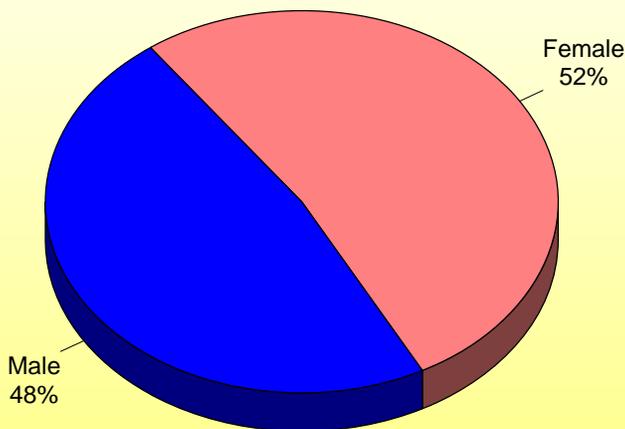
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

### Q25. Demographics: Gender

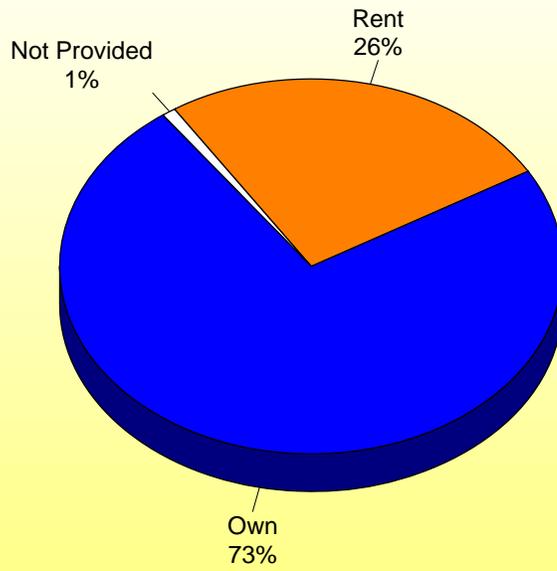
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

**Q26. Demographics: Do you own or rent your home?**

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Austin, TX)

## Section 2: **Benchmarking Data**

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# *DirectionFinder* Survey

## Year 2014 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 2014 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 July 2014. 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.

# 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 2014.

## 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



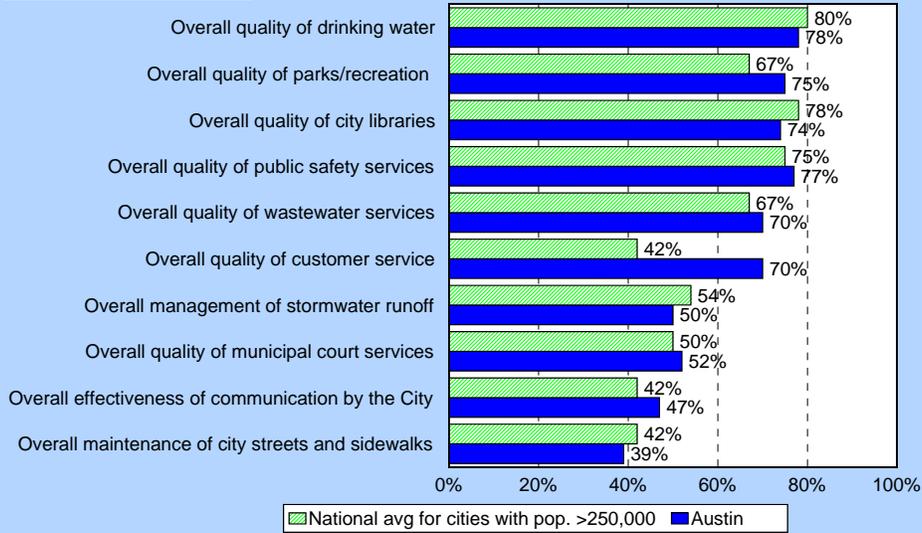
Source: ETC Institute DirectionFinder (2014)

### 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



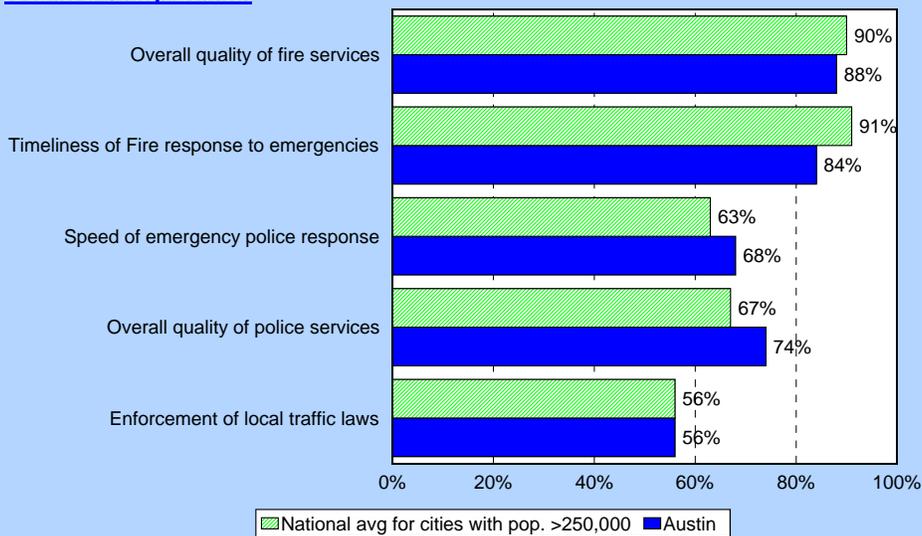
Source: ETC Institute DirectionFinder (2014)

### Satisfaction with Public Safety Services

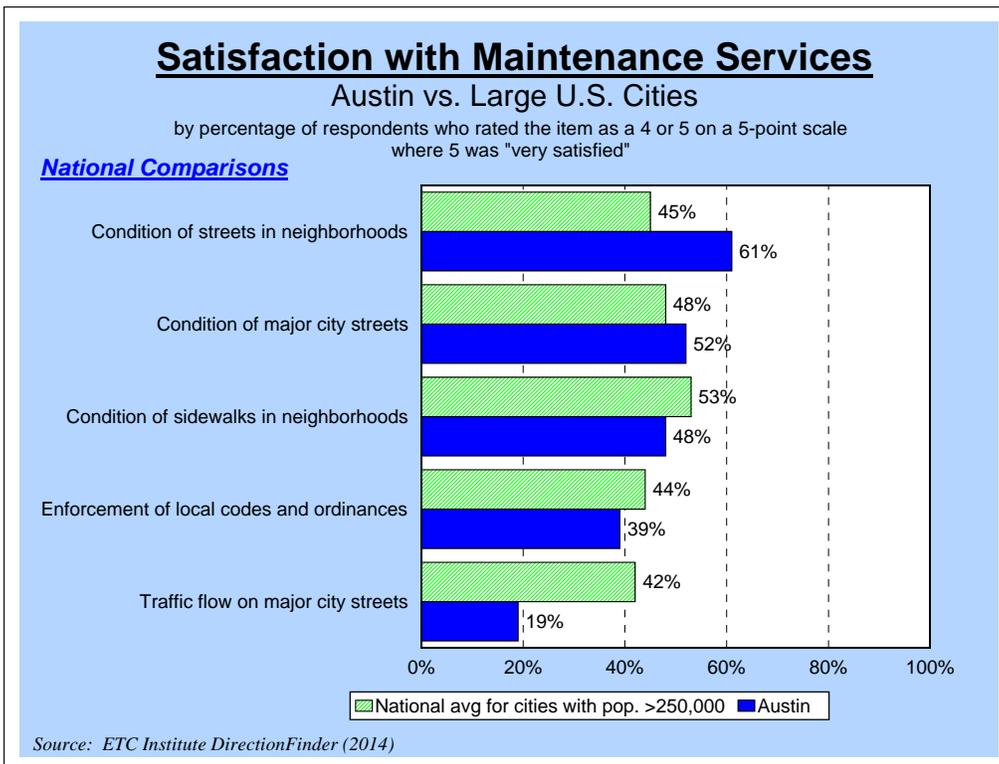
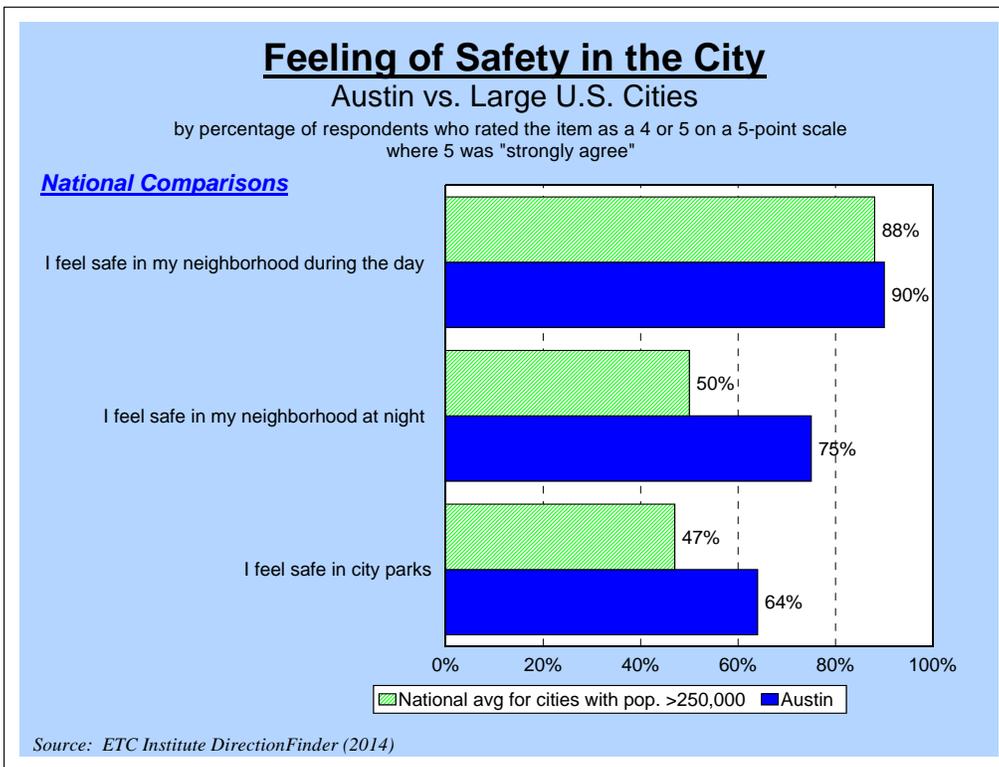
#### Austin vs. Large U.S. Cities

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



Source: ETC Institute DirectionFinder (2014)



## 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



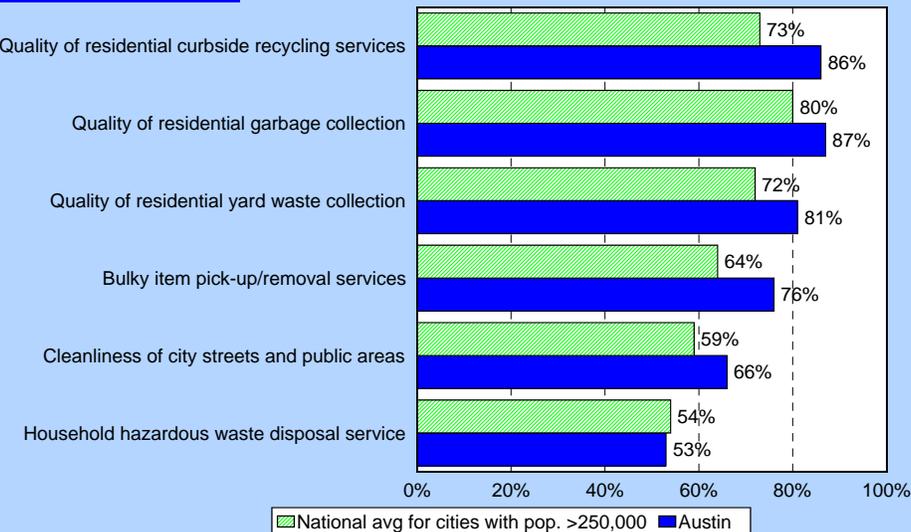
Source: ETC Institute DirectionFinder (2014)

## Satisfaction with Neighborhood Services

### Austin vs. Large U.S. Cities

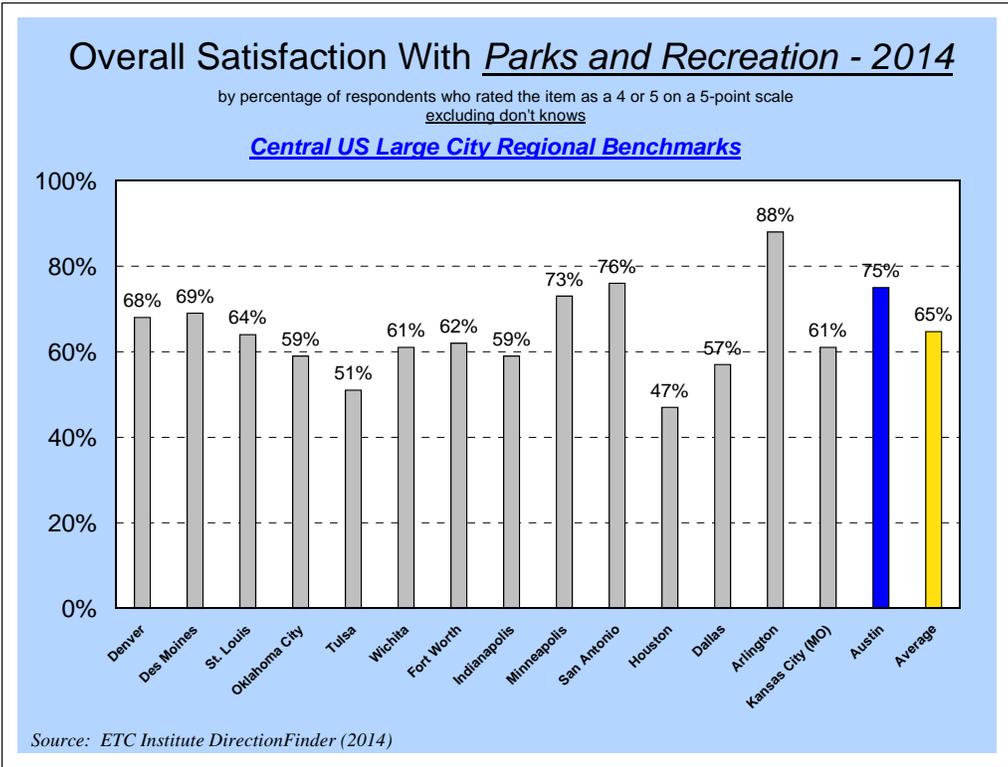
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

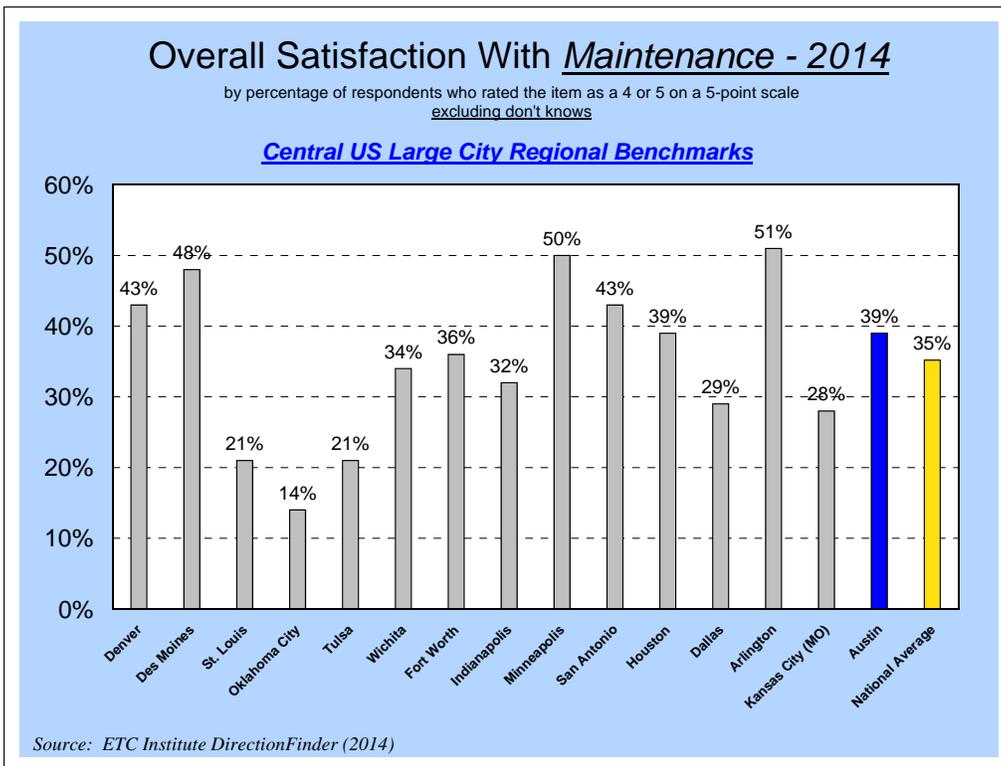
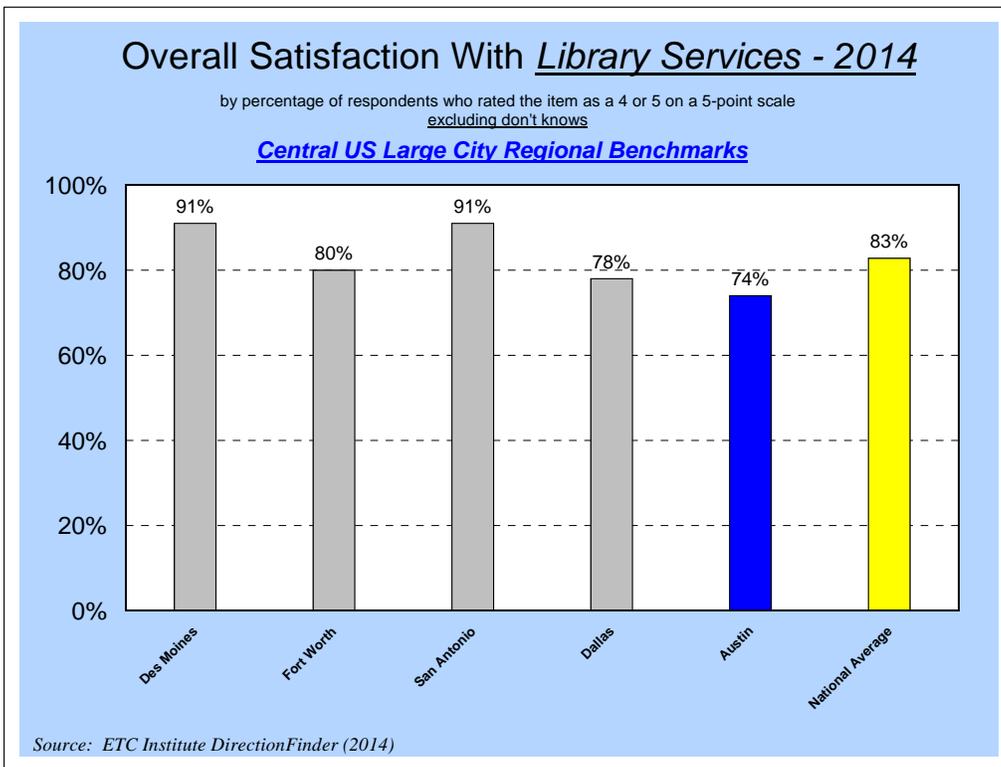
#### National Comparisons

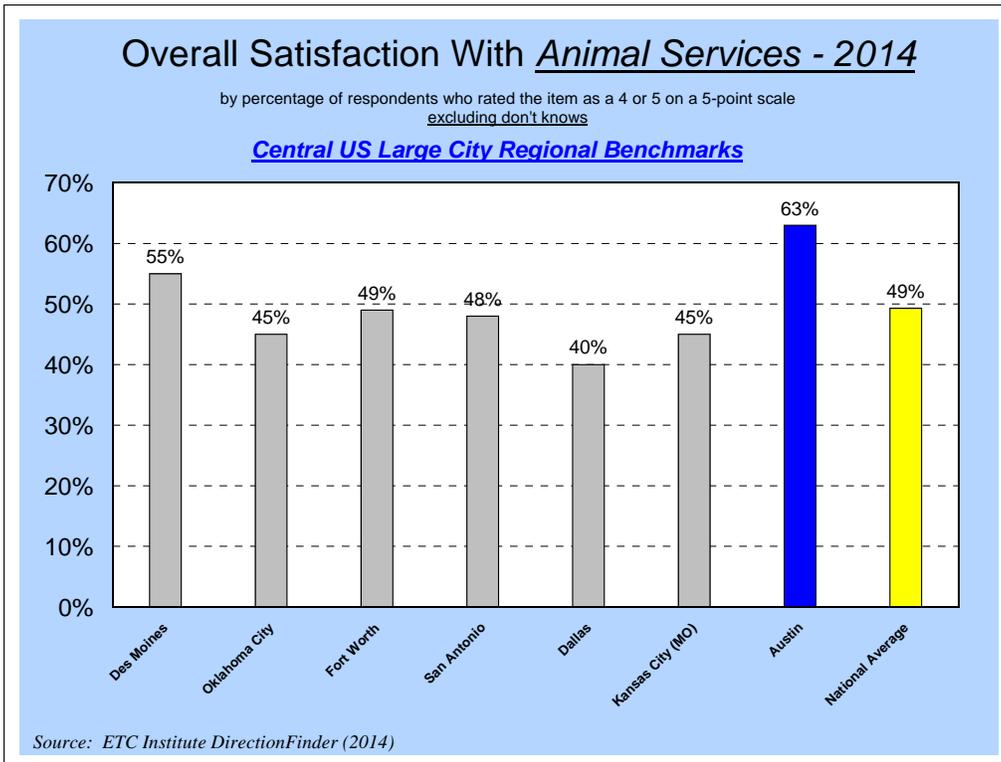
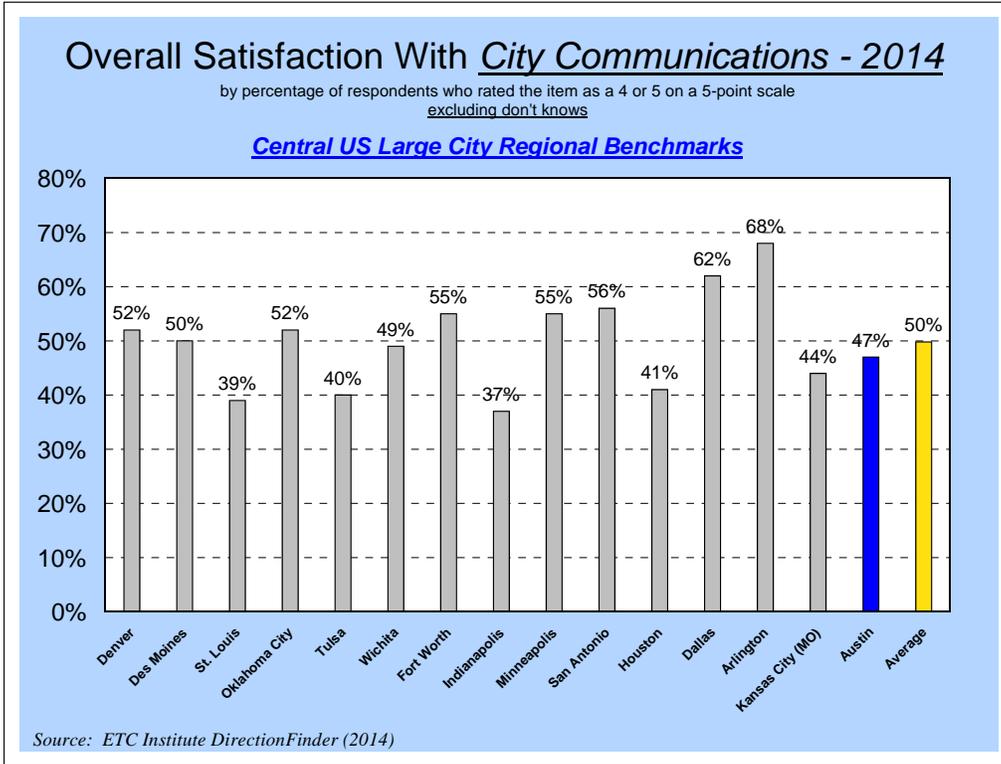


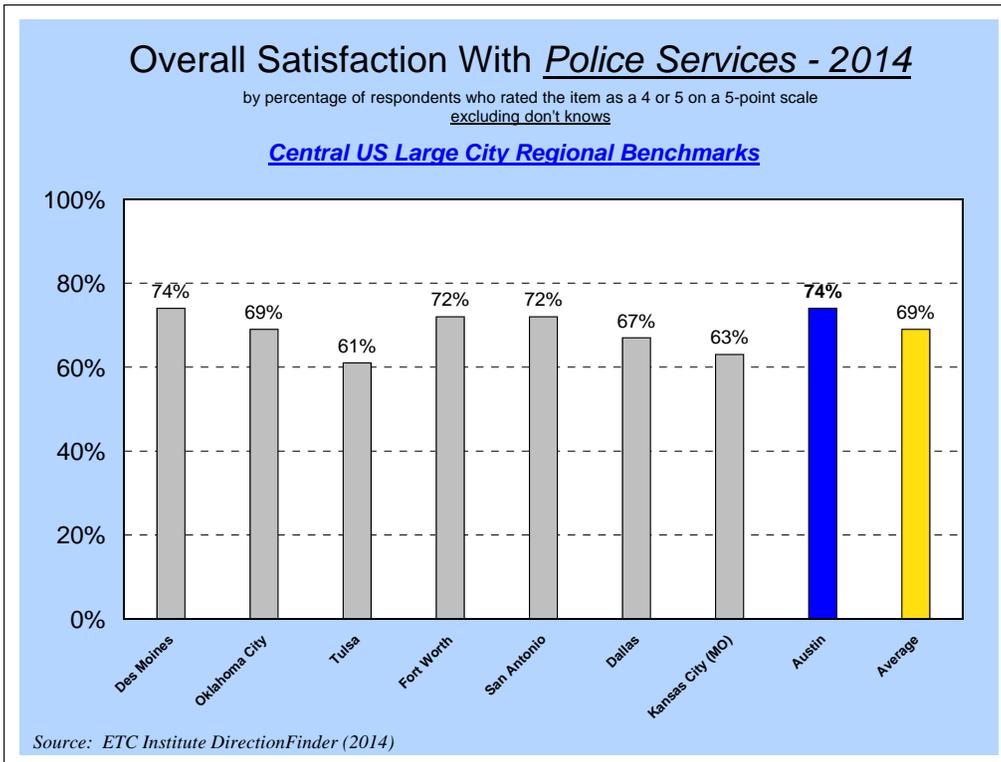
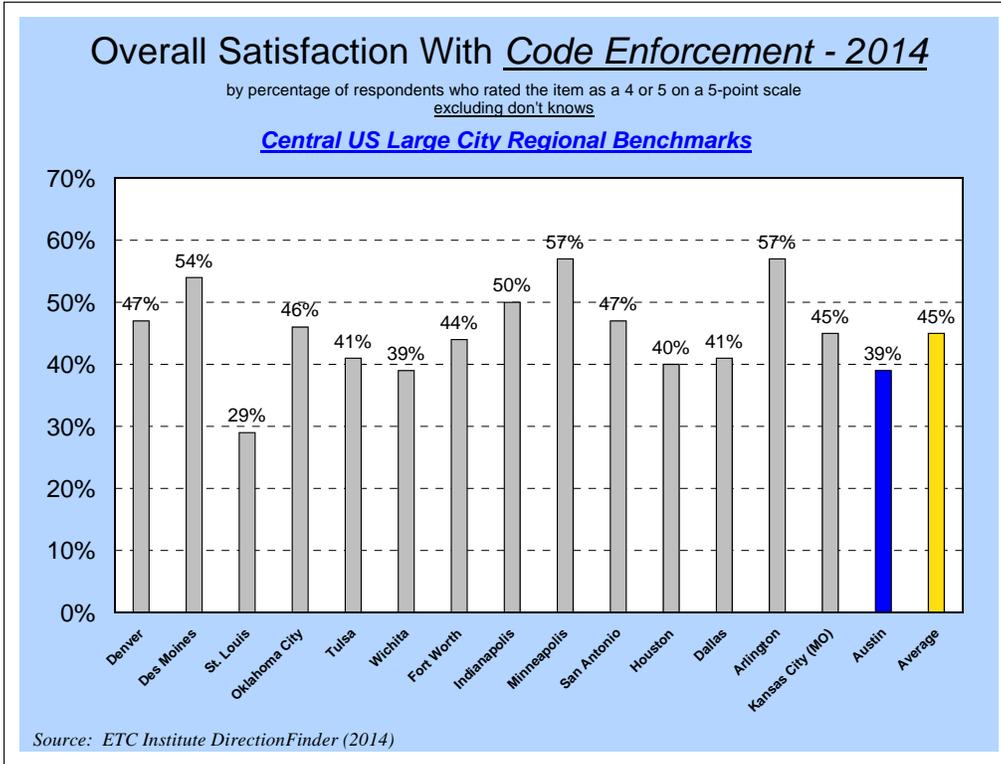
Source: ETC Institute DirectionFinder (2014)

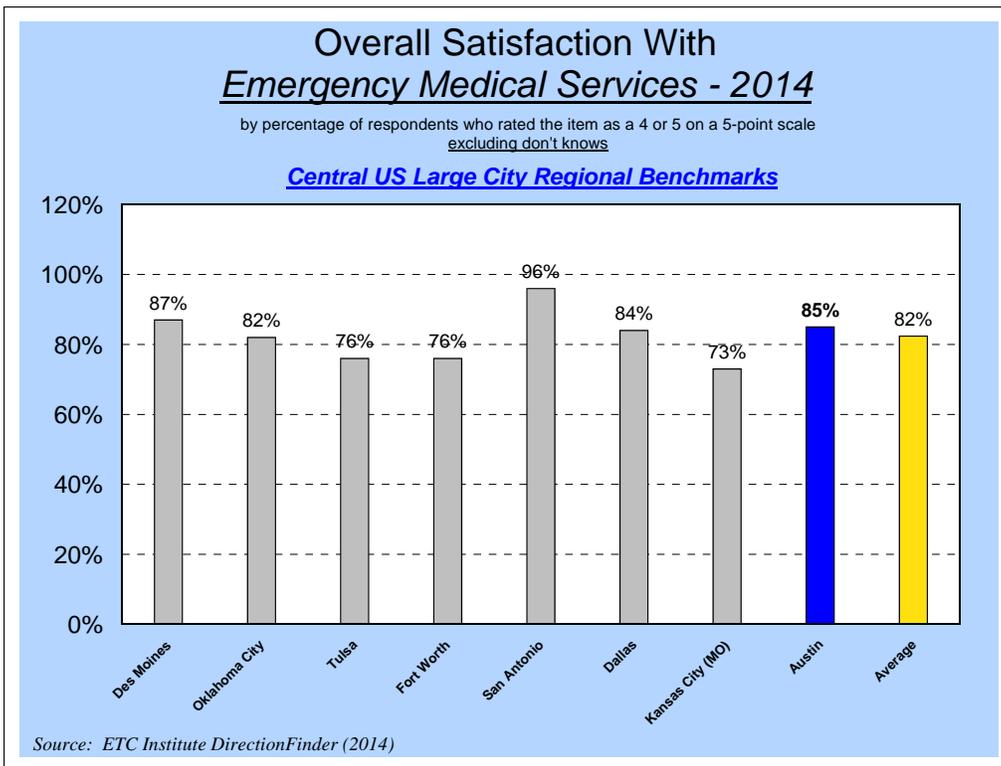
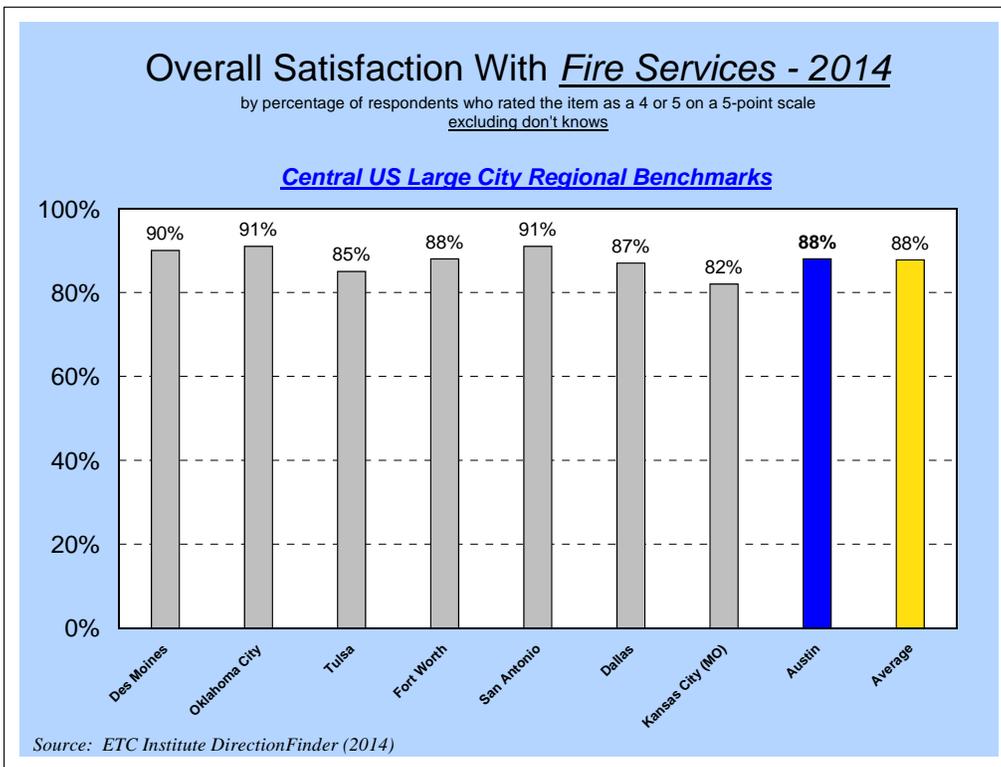
# Selected Head-to-Head Comparisons







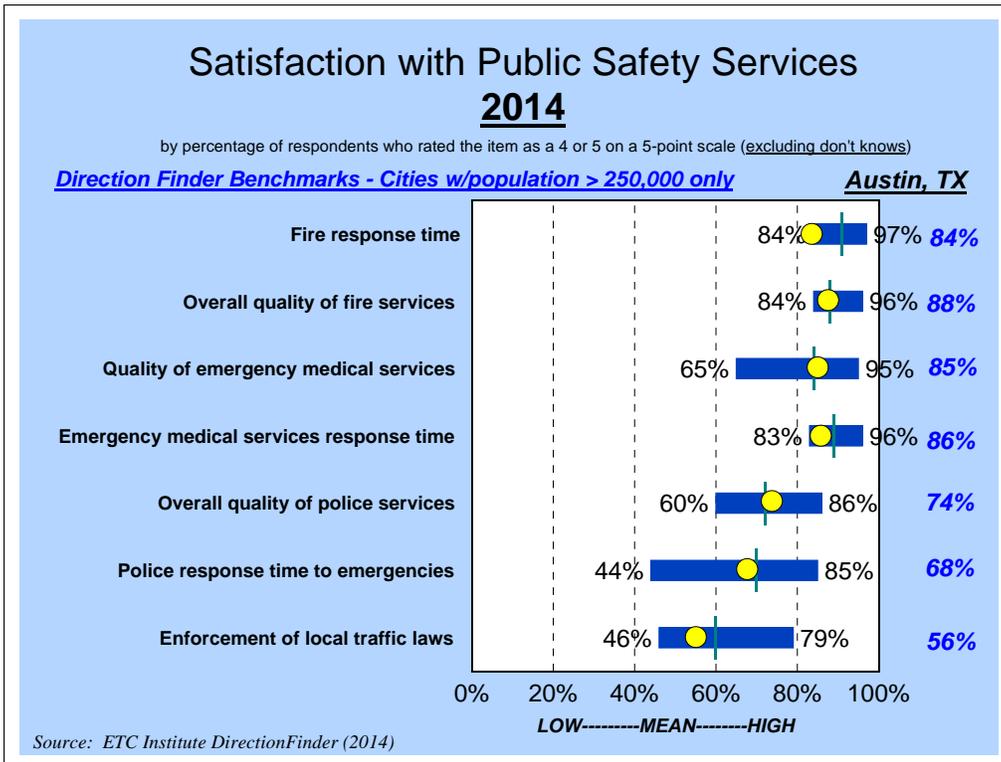
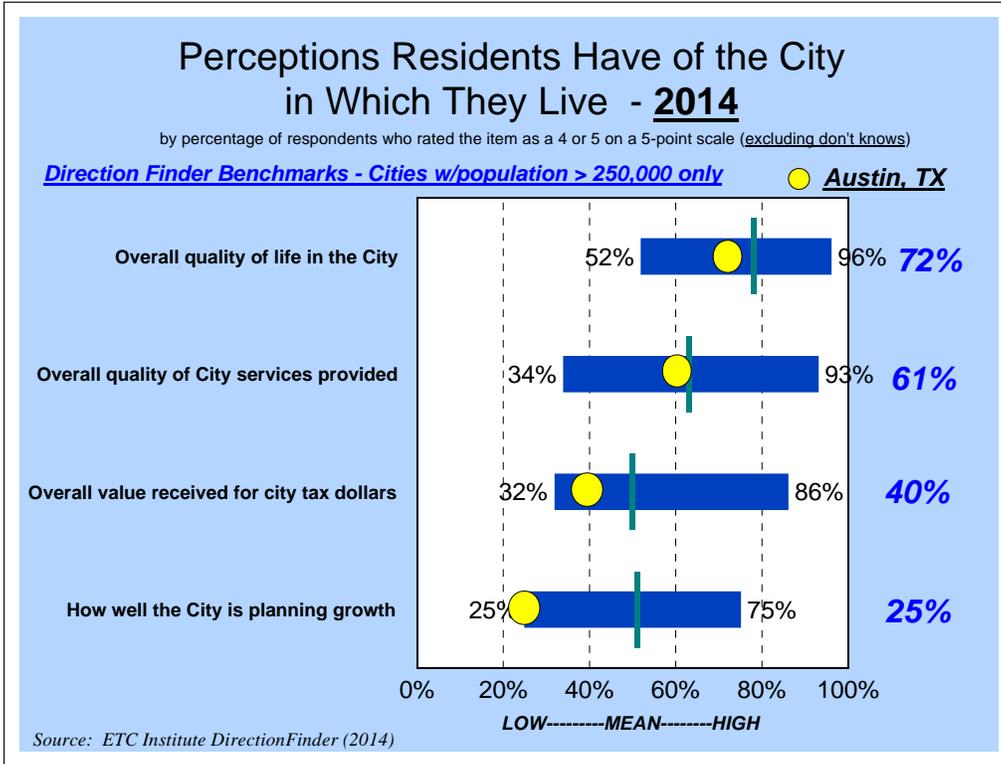




## Comparison to a Range of Performance

## Benchmarking Communities

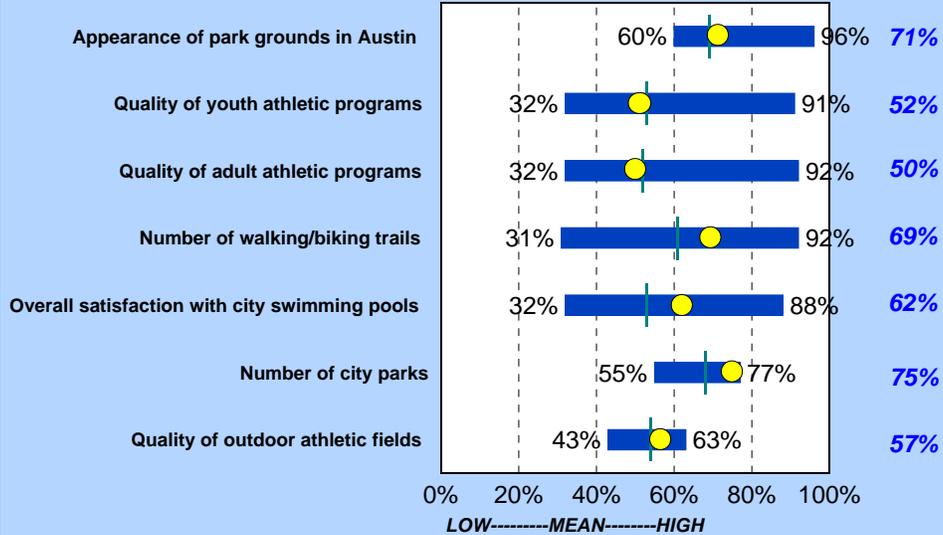
- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, 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



## Satisfaction with Parks and Recreation Services 2014

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**

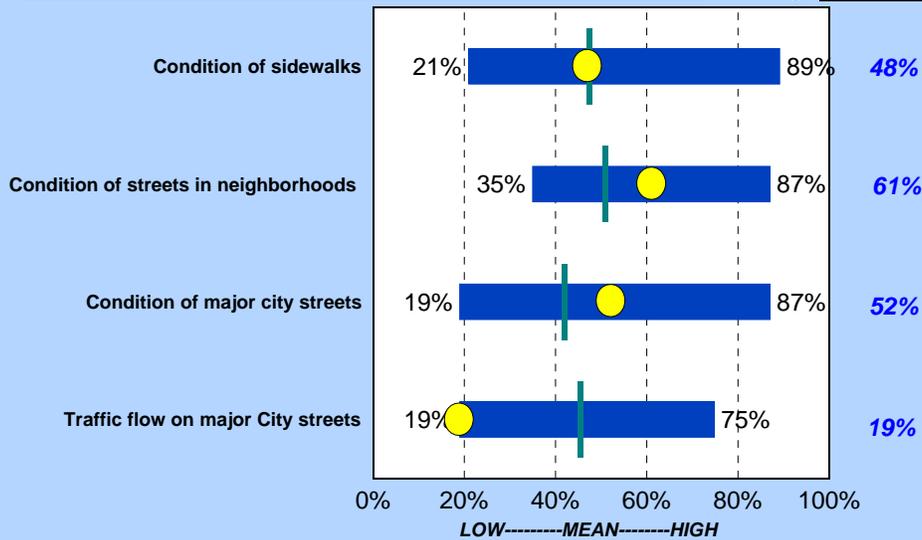


Source: ETC Institute DirectionFinder (2014)

## Satisfaction with Maintenance Services 2014

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

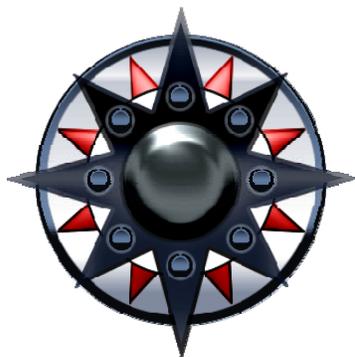
Direction Finder Benchmarks - Cities w/population > 250,000 only ● **Austin, TX**



Source: ETC Institute DirectionFinder (2014)

**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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## Importance-Satisfaction Analysis

### Austin, Texas

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### 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. Thirty-two percent (32.1%) of residents selected "overall maintenance of City streets and sidewalks" as one of the most important Major City services to provide.

With regard to satisfaction, thirty-nine percent (39.4%) of the residents surveyed rated their overall satisfaction with the “overall maintenance of City streets and sidewalks” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for the “overall maintenance of City streets and sidewalks” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 32.1% was multiplied by 60.6% (1-0.394). This calculation yielded an I-S rating of 0.1945, which ranked first 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 ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Austin are provided on the following pages.

# Importance-Satisfaction Rating

## Austin, TX

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Overall maintenance of City streets and sidewalks	32%	3	39%	13	0.1945	1
Overall quality of planning, development review, permitting and inspection services	22%	5	28%	14	0.1557	2
Quality of public safety services	59%	1	76%	3	0.1392	3
<b>Medium Priority (IS &lt;.10)</b>						
Quality of drinking water services	43%	2	78%	2	0.0968	4
Overall quality of health and human services	18%	6	50%	11	0.0912	5
Quality of electric utility services	26%	4	66%	7	0.0897	6
Quality of parks and rec programs/facilities	17%	7	75%	4	0.0433	7
Austin's overall effectiveness of communication	7%	10	47%	12	0.0358	8
Overall management of stormwater runoff	5%	13	50%	10	0.0245	9
Quality of municipal court services	5%	12	51%	9	0.0238	10
Quality of wastewater services	7%	9	70%	6	0.0214	11
Quality of City libraries	8%	8	74%	5	0.0211	12
Animal Services	5%	14	64%	8	0.0168	13
Austin-Bergstrom International Airport	6%	11	82%	1	0.0102	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.

# 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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Traffic flow on major city streets	59%	1	19%	8	0.4749	1
Condition of major city streets	58%	2	52%	2	0.2784	2
<b><u>High Priority (IS .10-.20)</u></b>						
Pedestrian accessibility	26%	5	39%	6	0.1551	3
Timing of traffic signals on city streets	27%	4	44%	4	0.1495	4
Enforcement of local codes and ordinances	24%	6	38%	7	0.1454	5
Condition of streets in your neighborhood	27%	3	61%	1	0.1052	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Bicycle accessibility	17%	8	42%	5	0.0969	7
Condition of sidewalks in your neighborhood	17%	7	48%	3	0.0889	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.

## 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
<b>High Priority (IS .10-.20)</b>						
Overall quality of police services	47%	1	74%	5	0.1210	1
Speed of emergency police response	33%	2	68%	6	0.1046	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local traffic laws	8%	7	56%	7	0.0371	3
Timeliness of Fire response to emergency location	21%	4	84%	4	0.0328	4
Overall quality of fire services	26%	3	88%	1	0.0316	5
Medical assistance provided by EMS	20%	5	85%	3	0.0313	6
Timeliness of EMS response to emergency location	17%	6	86%	2	0.0240	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.

## 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
<b>High Priority (IS .10-.20)</b>						
Water Conservation programs within Austin	46%	1	57%	2	0.1987	1
The water quality of lakes and streams	36%	2	53%	4	0.1703	2
Flood control efforts	29%	4	46%	5	0.1566	3
Energy Conservation program	31%	3	58%	1	0.1318	4
Water/wastewater utility emergency response time	28%	5	56%	3	0.1245	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.

## 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
<b>High Priority (IS .10-.20)</b>						
Safety in City parks and park facilities	39%	1	59%	11	0.1583	1
<b>Medium Priority (IS &lt;.10)</b>						
Number of walking/biking trails	24%	4	69%	7	0.0732	2
Quality of youth athletic programs	15%	10	52%	14	0.0731	3
Quality of parks and recreation programs	26%	3	73%	4	0.0699	4
Number of City parks	27%	2	74%	2	0.0686	5
Quality of facilities (picnic shelters, etc.)	17%	8	60%	10	0.0673	6
Satisfaction with City swimming pools	16%	9	62%	9	0.0601	7
Appearance of park grounds in Austin	18%	5	71%	6	0.0533	8
Materials at libraries	18%	6	72%	5	0.0499	9
Library programs	17%	7	74%	3	0.0456	10
Library hours	9%	11	62%	8	0.0355	11
Quality of adult athletic programs	6%	12	50%	15	0.0306	12
Quality of outdoor athletic fields	4%	14	57%	12	0.0183	13
Satisfaction with aquatic programs	3%	15	54%	13	0.0124	14
Cleanliness of library facilities	5%	13	78%	1	0.0105	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.

**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
<b>High Priority (IS .10-.20)</b>						
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	28%	4	43%	10	0.1585	<b>1</b>
Safety of your drinking water	56%	1	82%	4	0.1016	<b>2</b>
<b>Medium Priority (IS &lt;.10)</b>						
Cleanliness of city streets and public areas	26%	5	66%	8	0.0873	<b>3</b>
Reliability of your electric service	42%	3	83%	3	0.0693	<b>4</b>
Quality of residential garbage collection	42%	2	87%	1	0.0543	<b>5</b>
Cleanliness of your neighborhood	15%	7	73%	7	0.0415	<b>6</b>
Household hazardous waste disposal service	9%	9	53%	9	0.0414	<b>7</b>
Bulky item pick-up/removal services	11%	8	76%	6	0.0277	<b>8</b>
Quality of residential curbside recycling services	18%	6	86%	2	0.0256	<b>9</b>
Quality of residential yard waste collection	7%	10	82%	5	0.0123	<b>10</b>

**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**

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## 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.

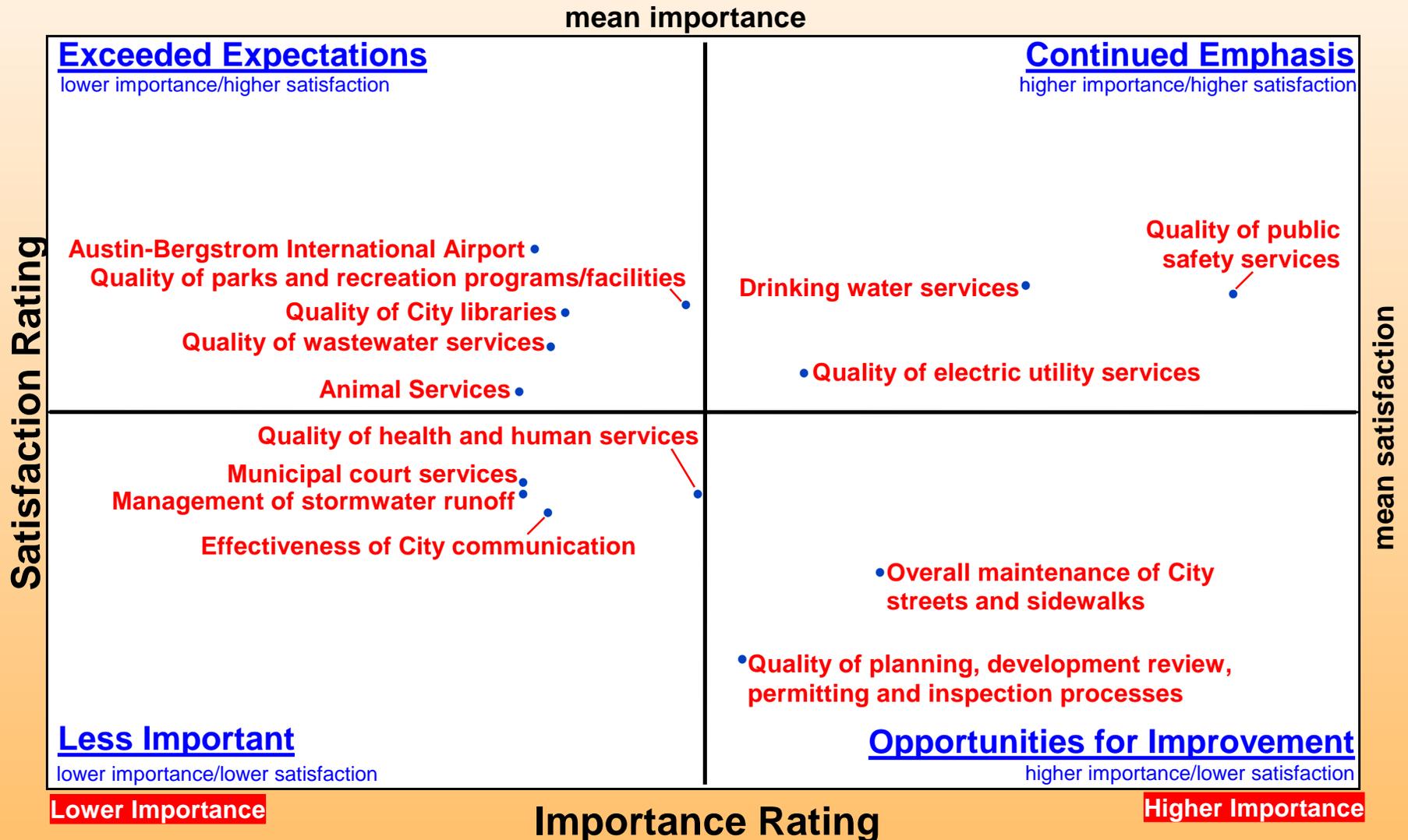
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

# 2014 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)

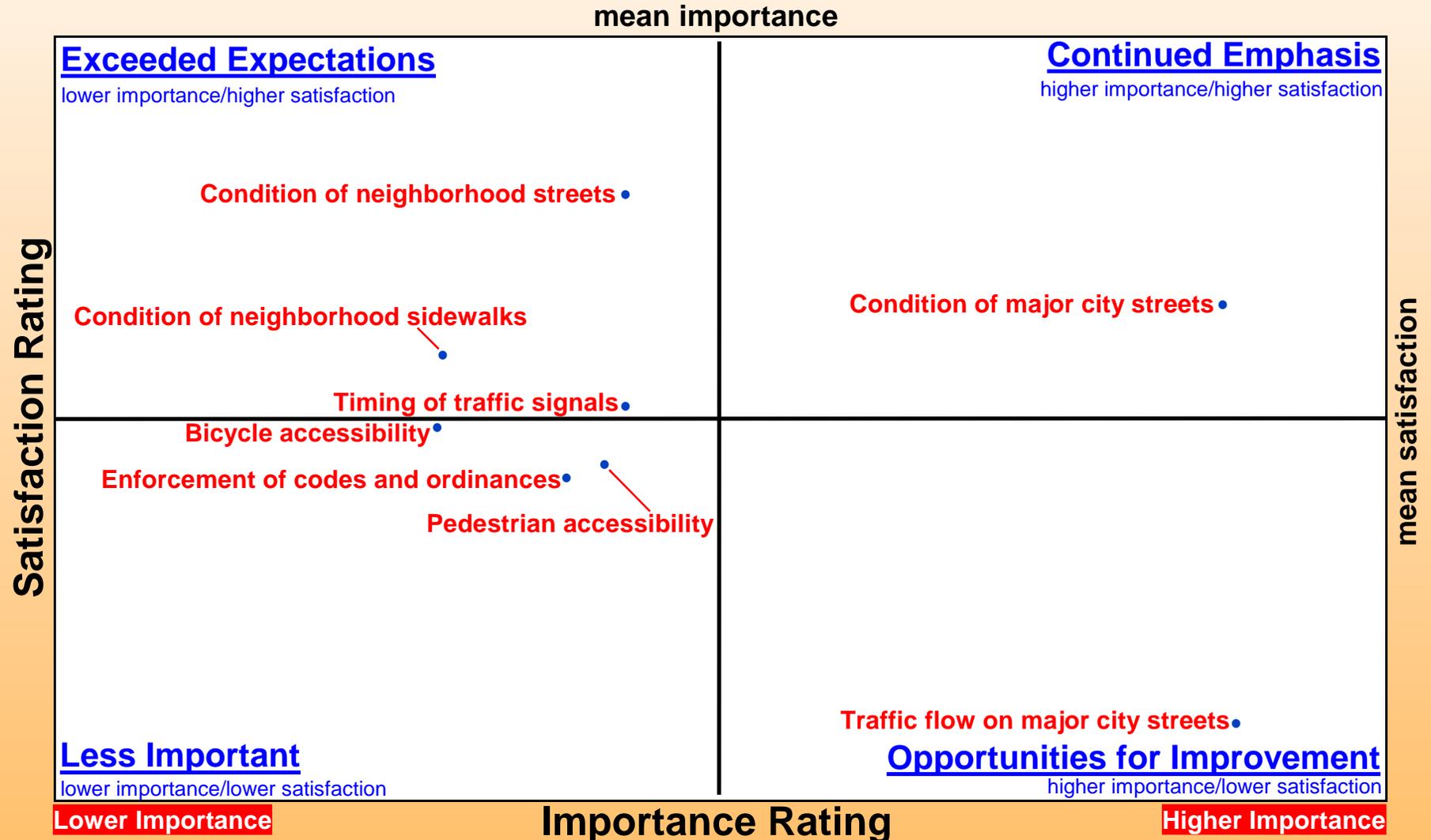


Source: ETC Institute (2014)

# 2014 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Maintenance and Appearance-

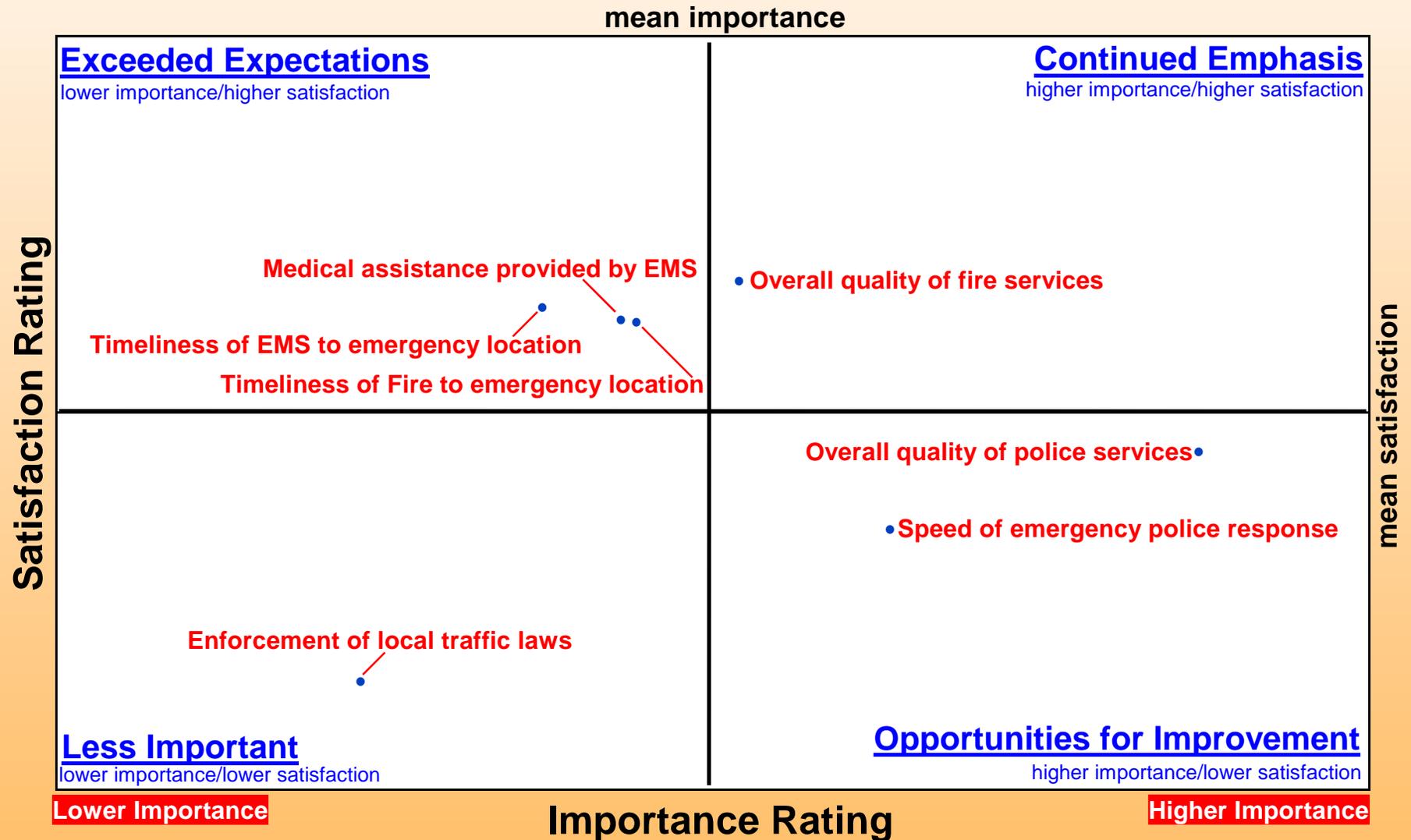
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

# 2014 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)

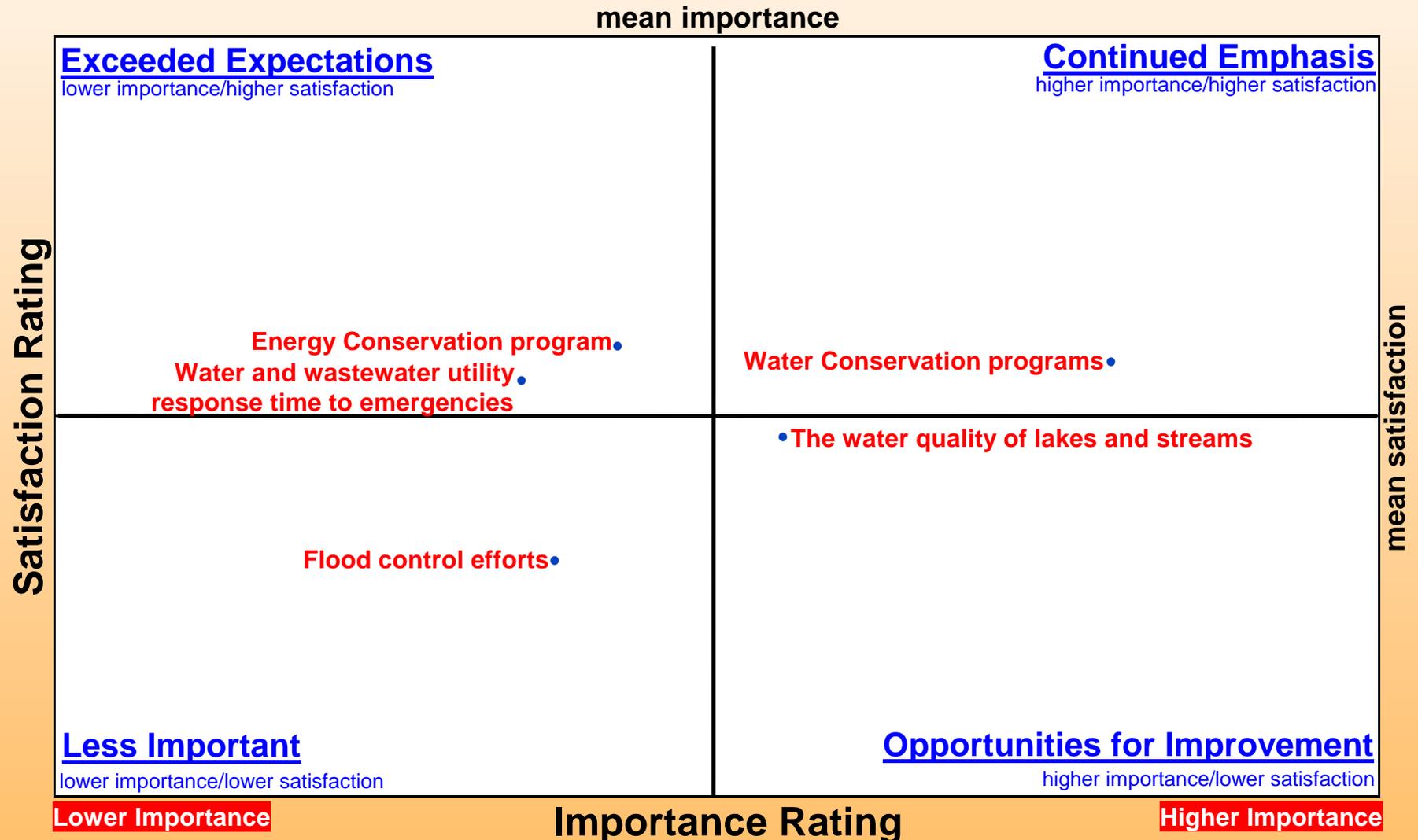


Source: ETC Institute (2014)

# 2014 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Environmental Services-

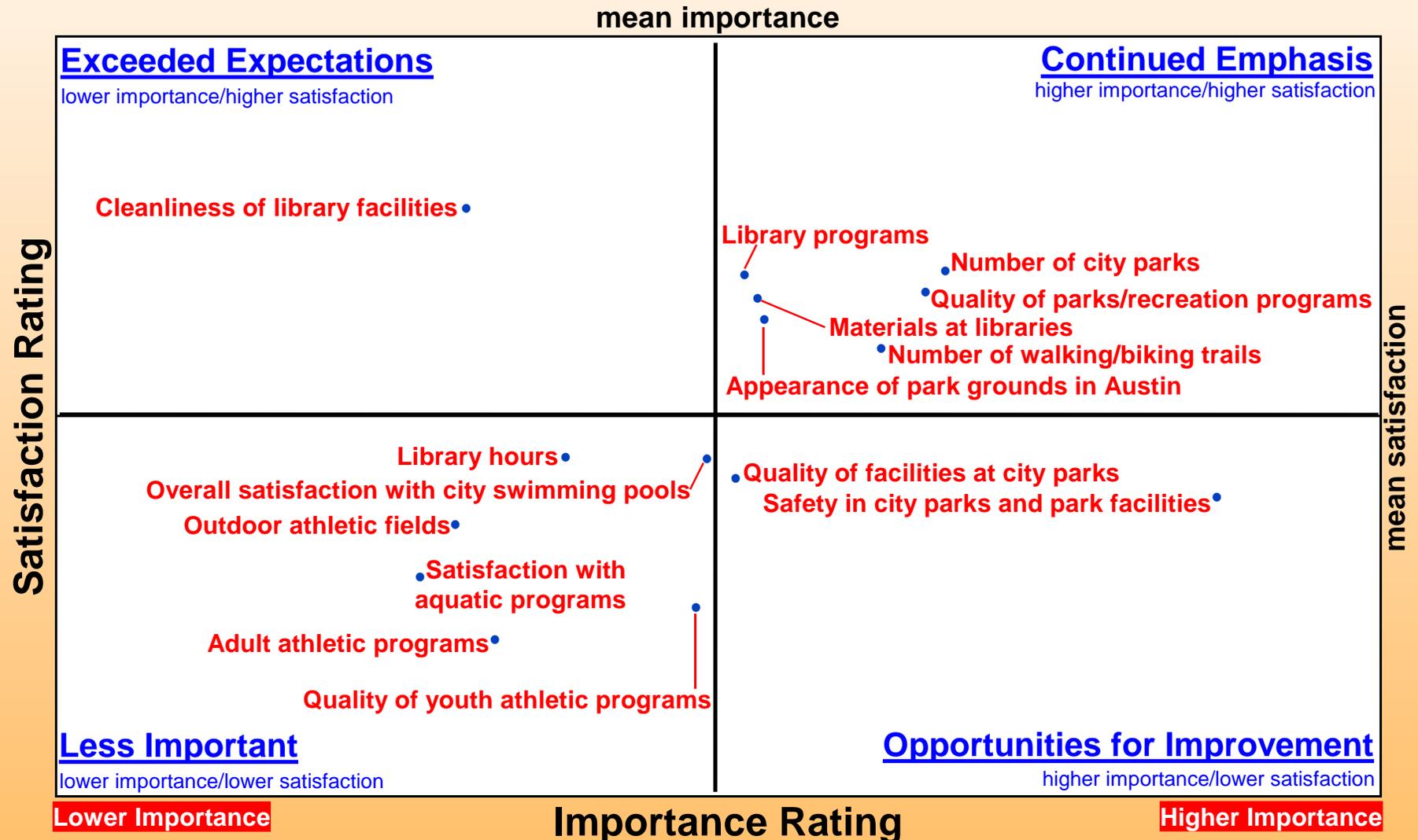
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

# 2014 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Recreational and Cultural Services-

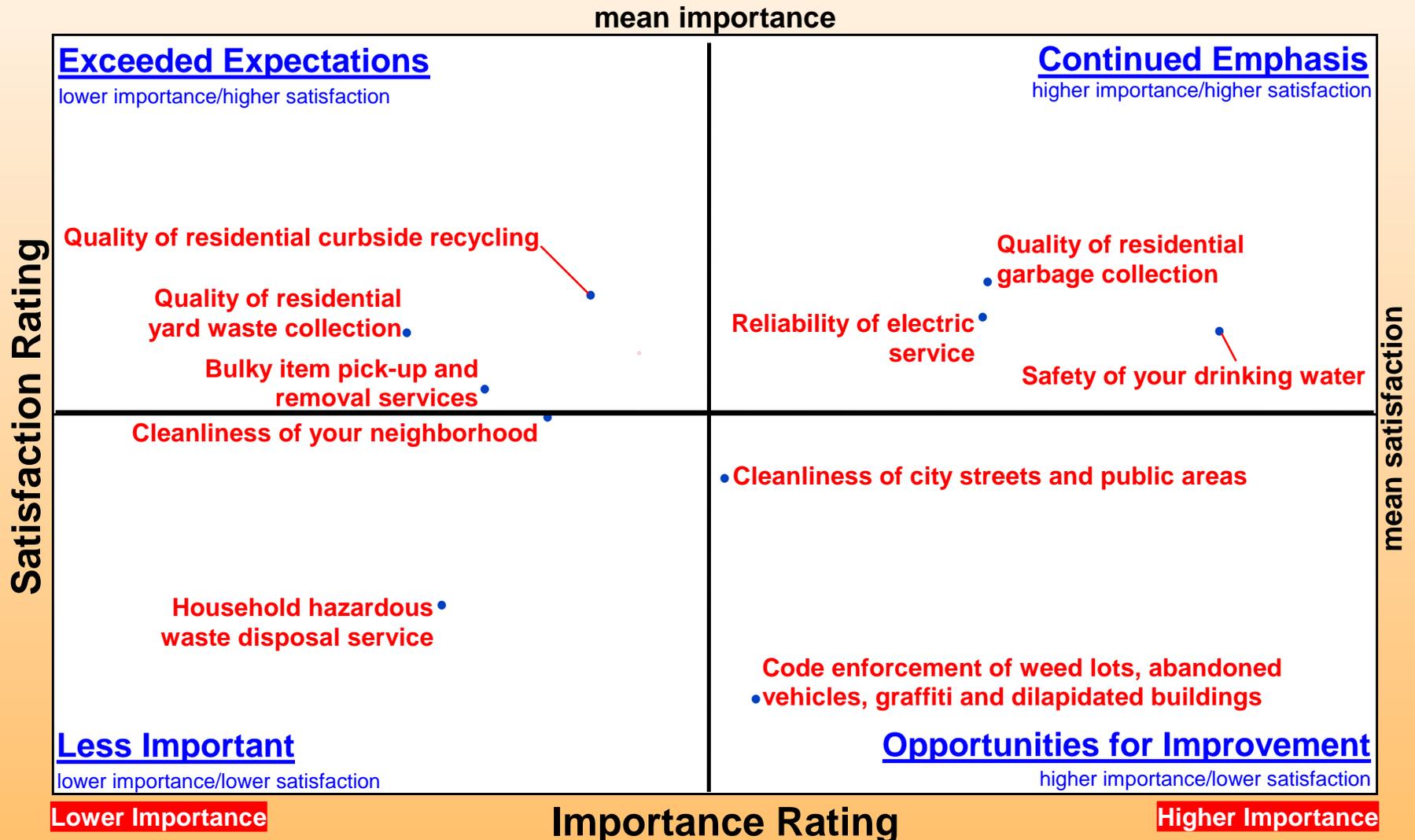
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

# 2014 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 (2014)

## **Section 4:**

# **GIS Maps**

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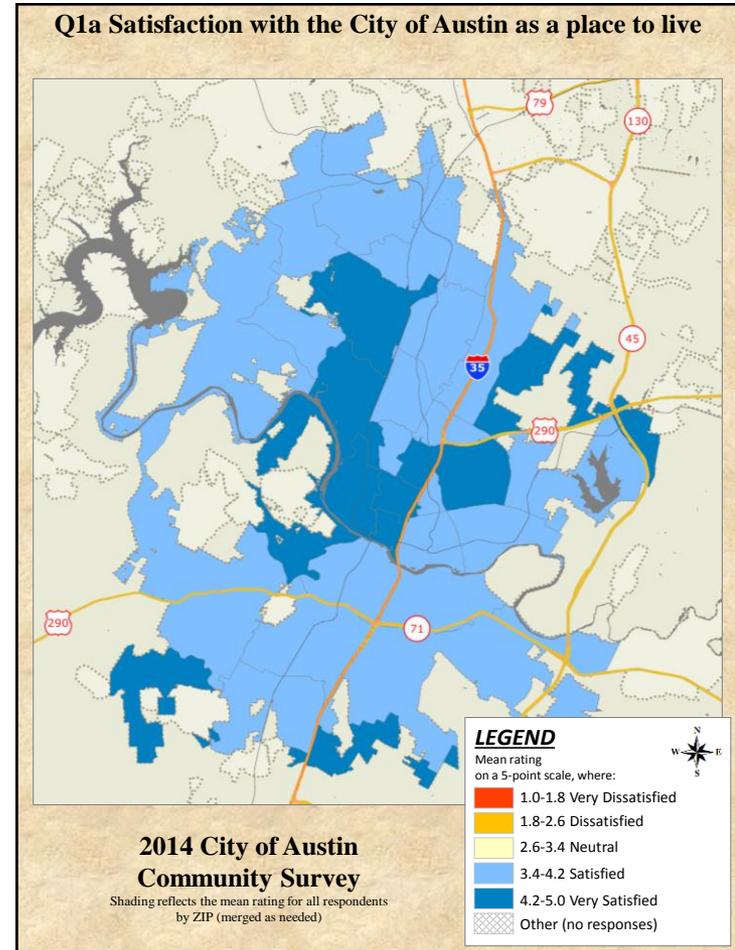
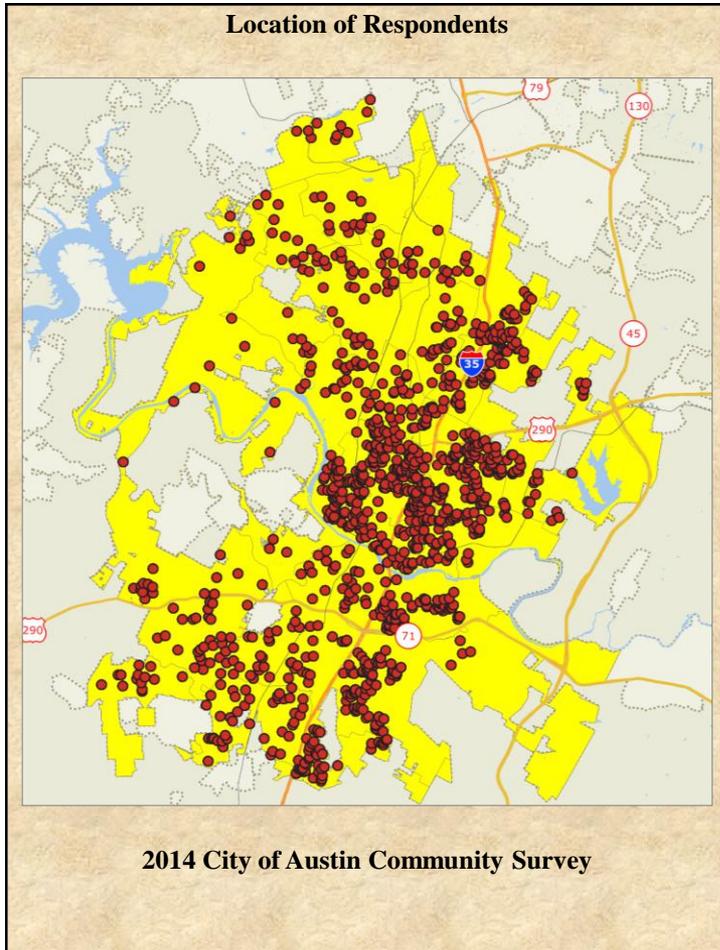
## Interpreting the Maps

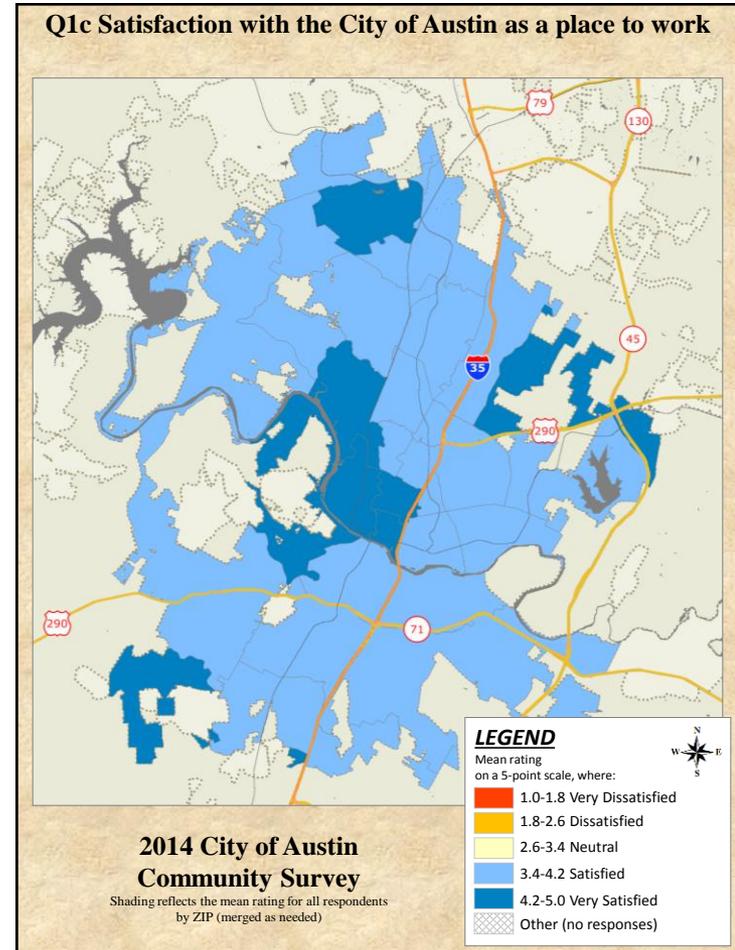
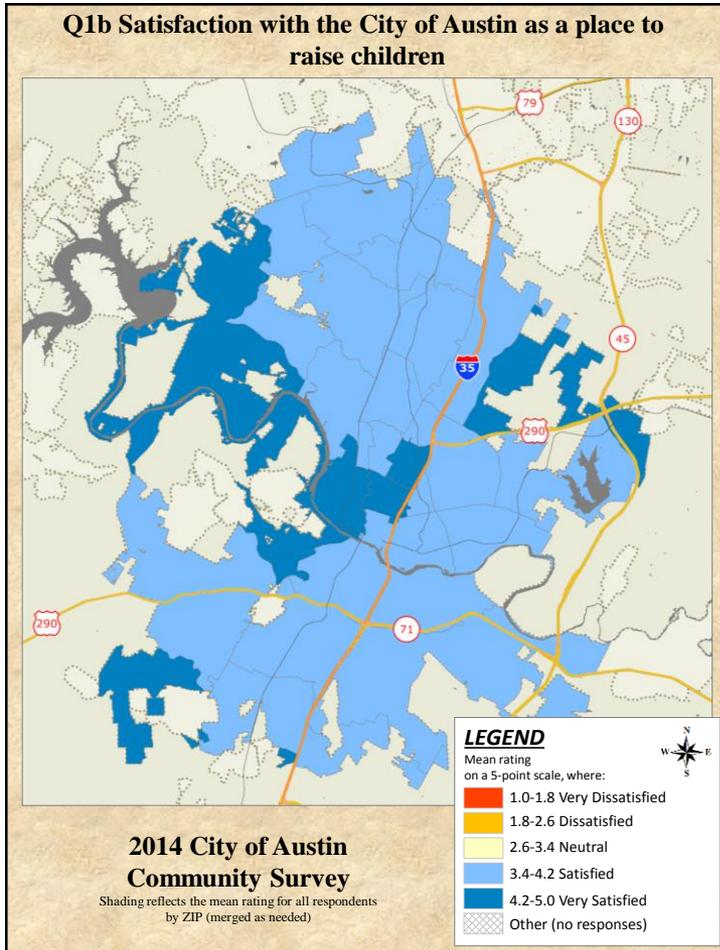
The maps on the following pages show the mean ratings for several questions on the survey by zip code.

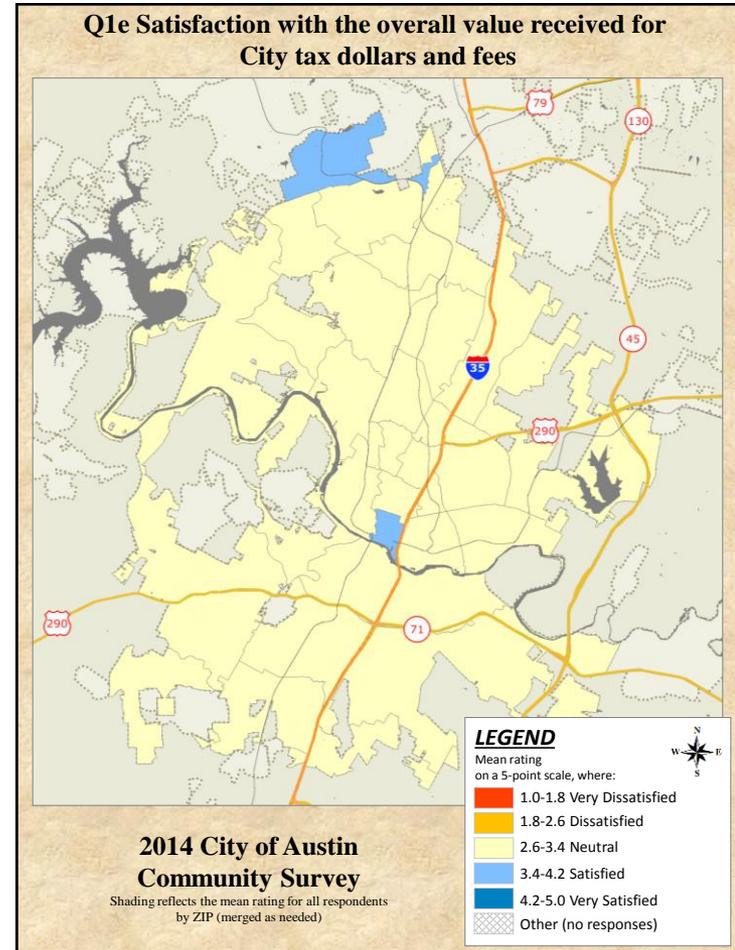
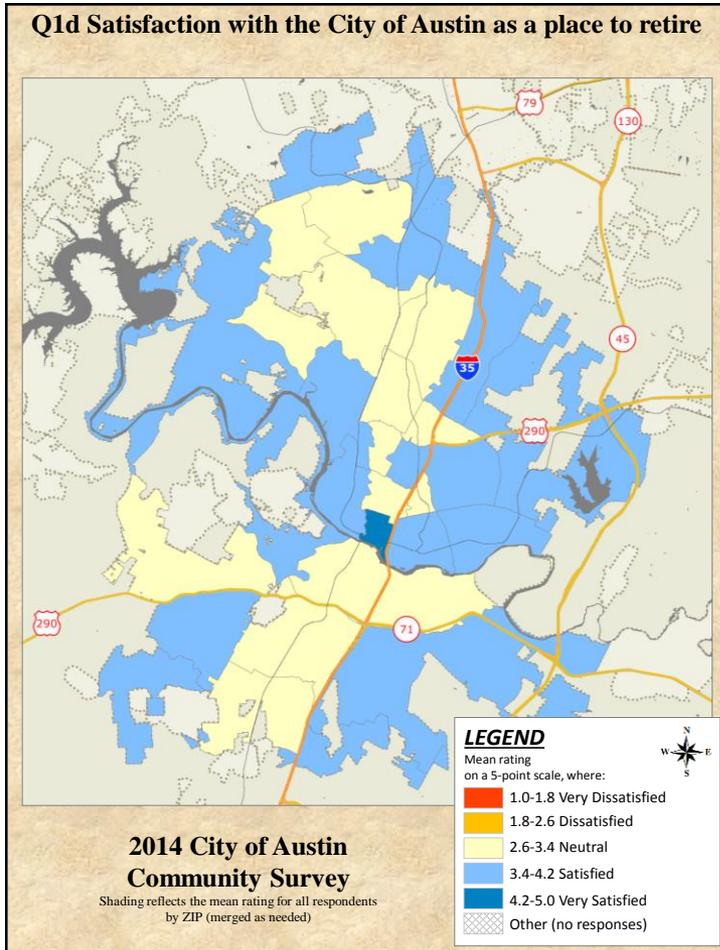
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

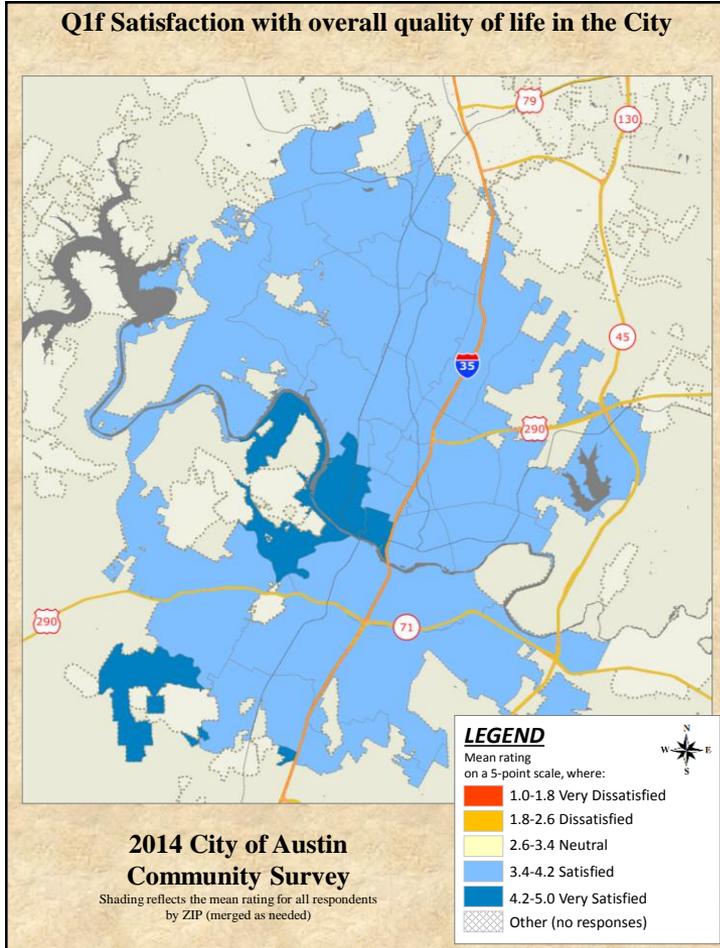
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.



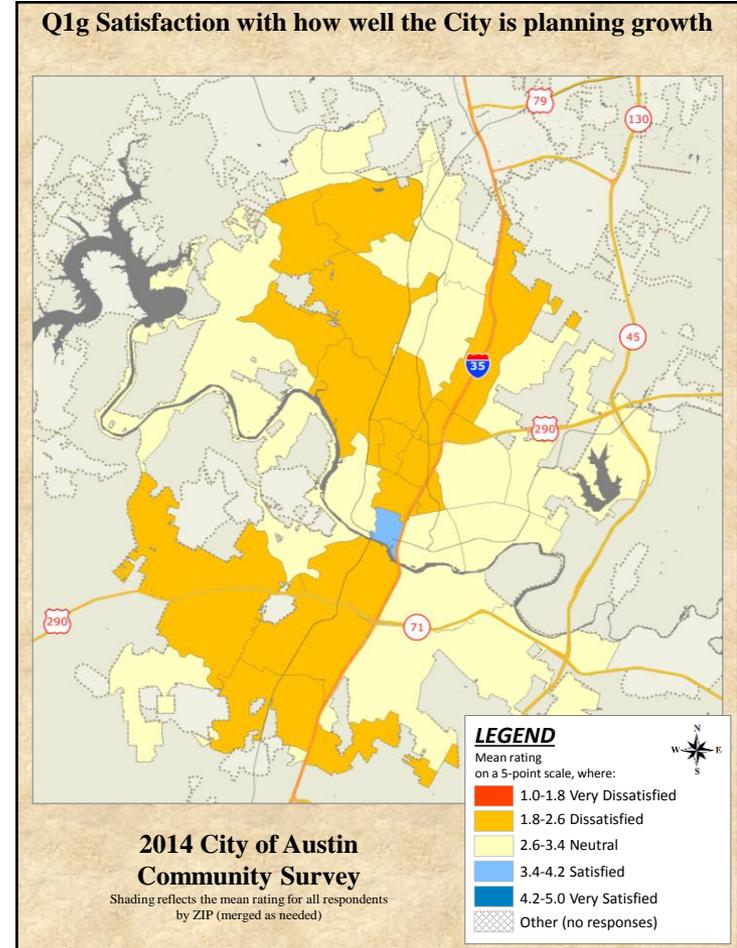


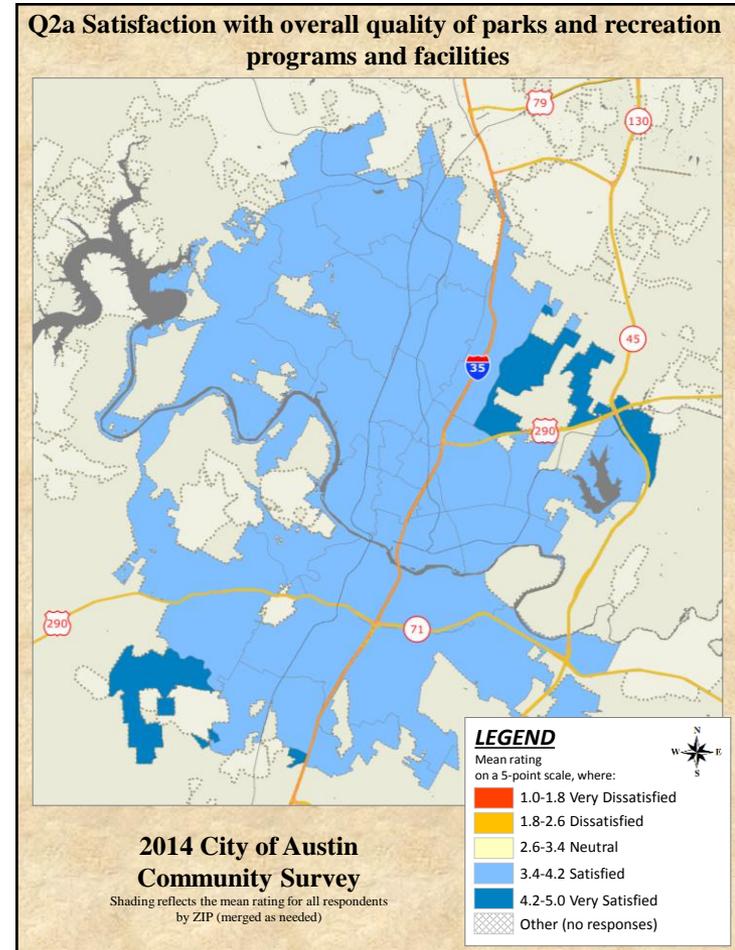
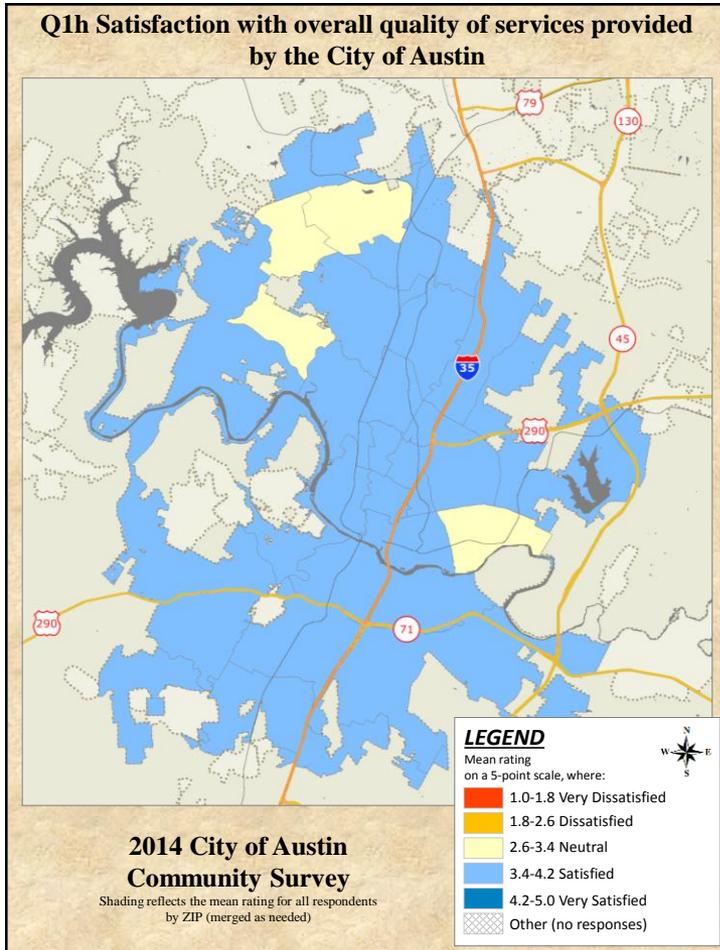


**Q1f Satisfaction with overall quality of life in the City**

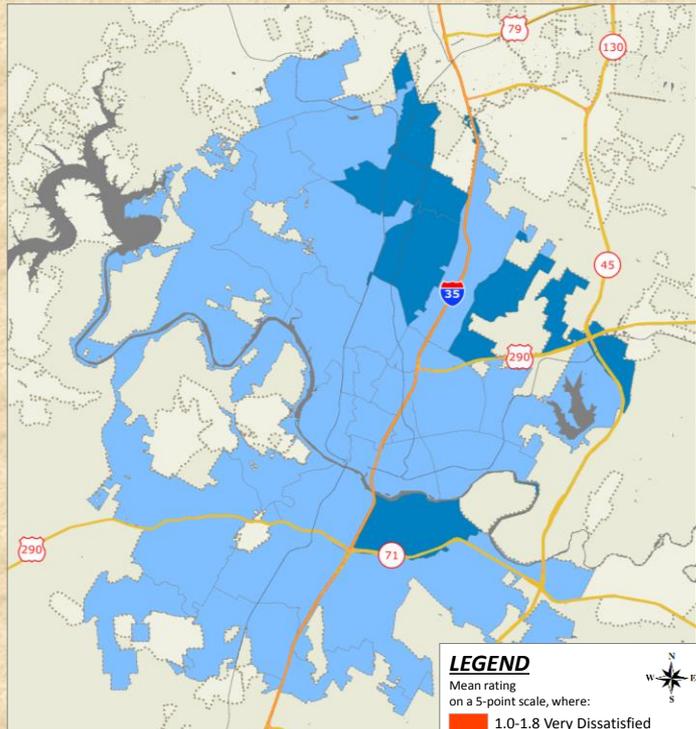


**Q1g Satisfaction with how well the City is planning growth**





**Q2b Satisfaction with overall quality of City libraries**



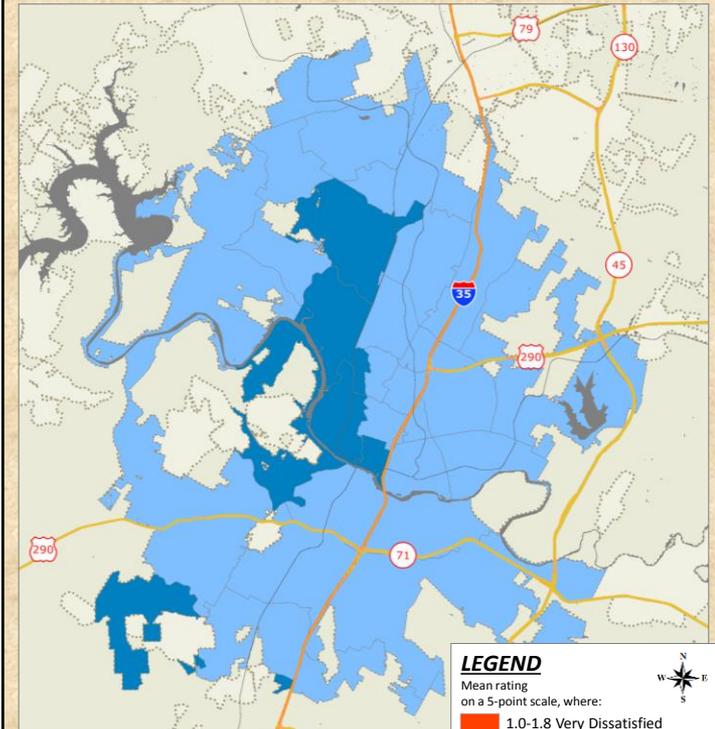
**2014 City of Austin  
Community Survey**

Shading reflects the mean rating for all respondents  
by ZIP (merged as needed)

**LEGEND**  
Mean rating  
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

**Q2c Satisfaction with overall quality of public safety services**

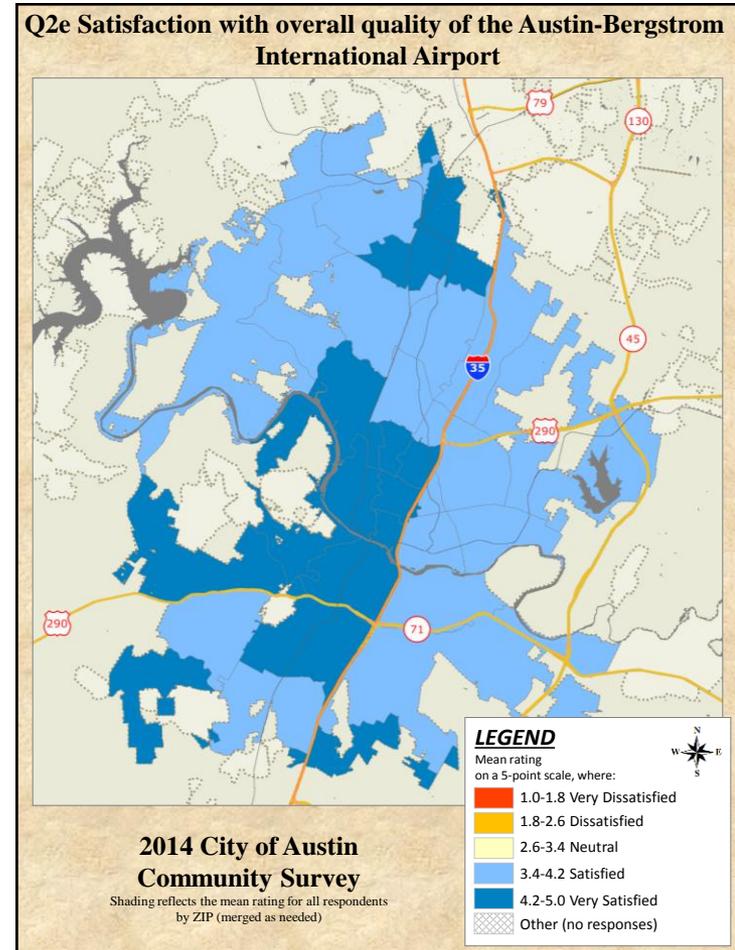
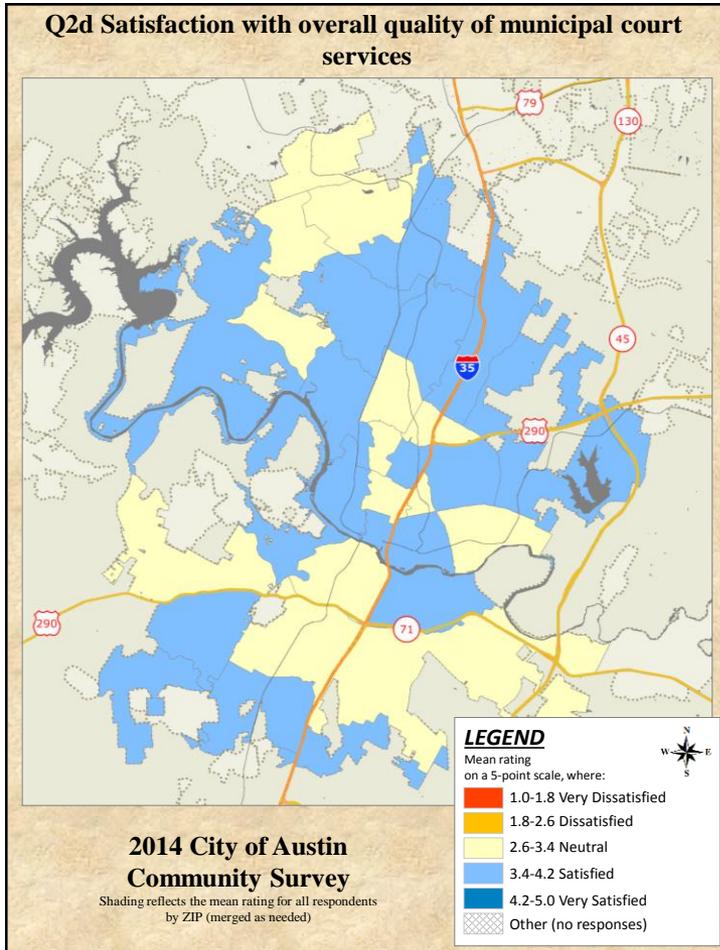


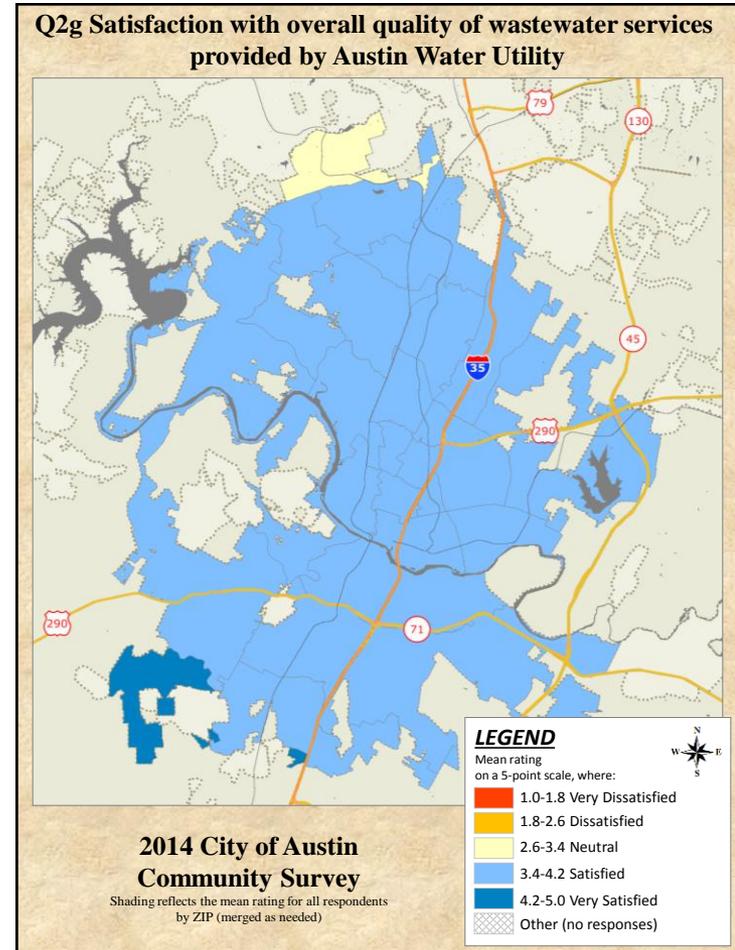
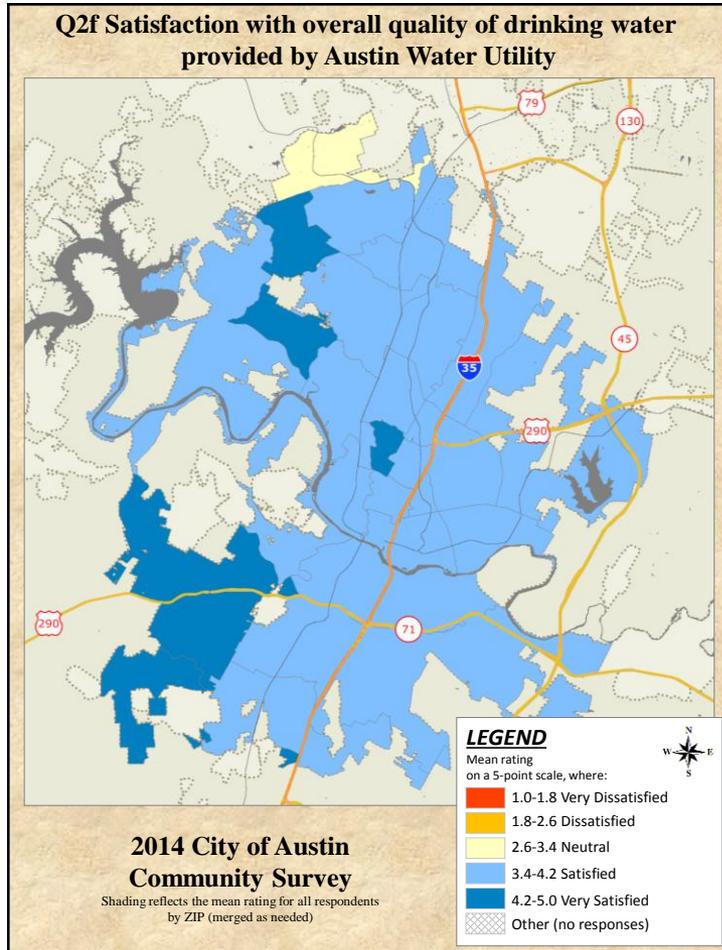
**2014 City of Austin  
Community Survey**

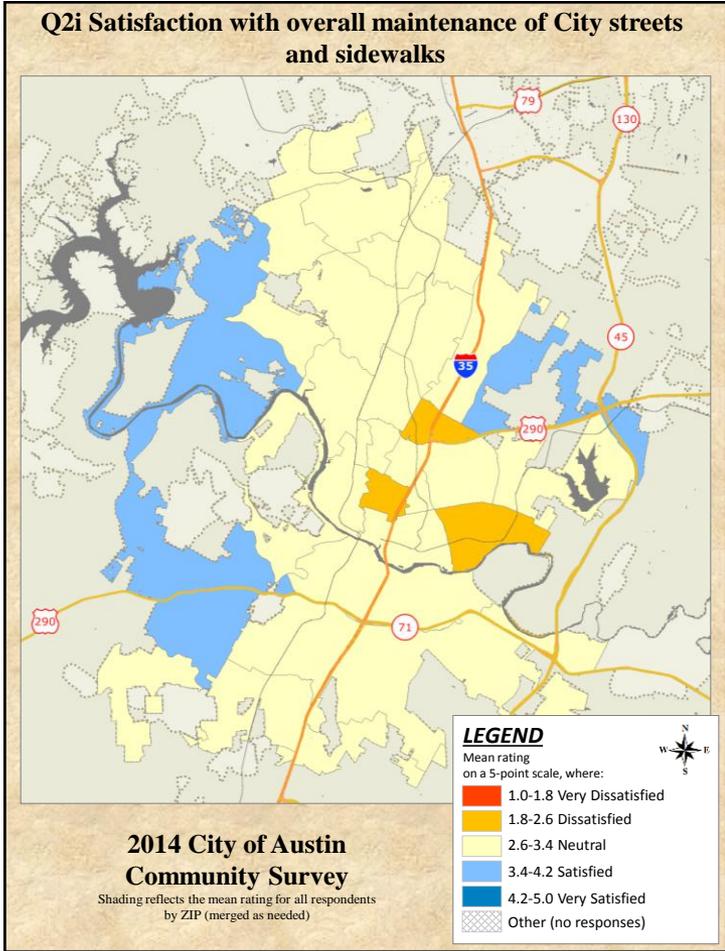
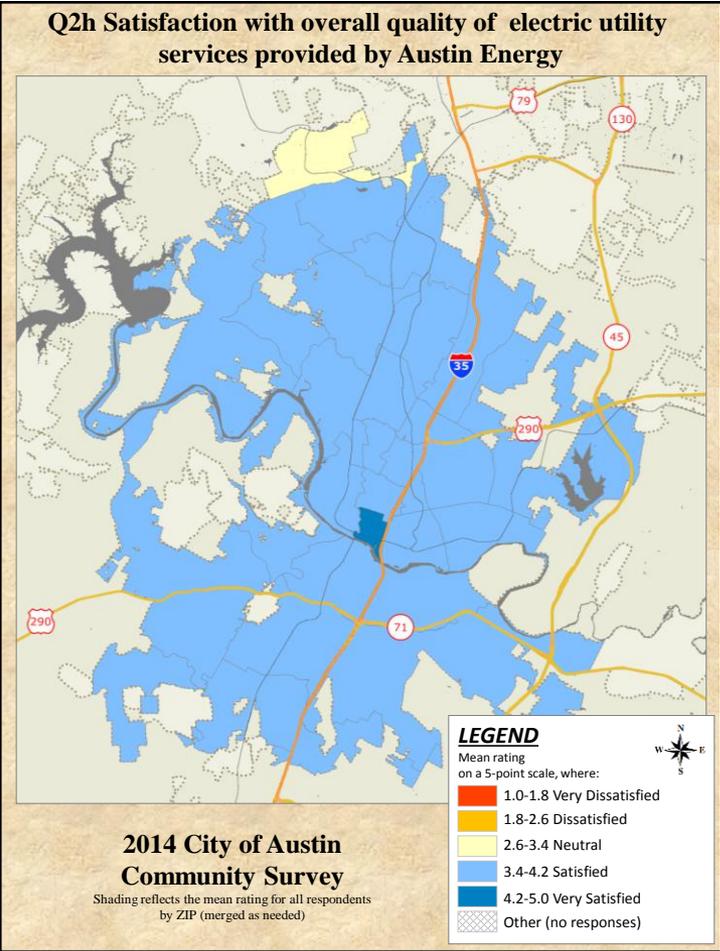
Shading reflects the mean rating for all respondents  
by ZIP (merged as needed)

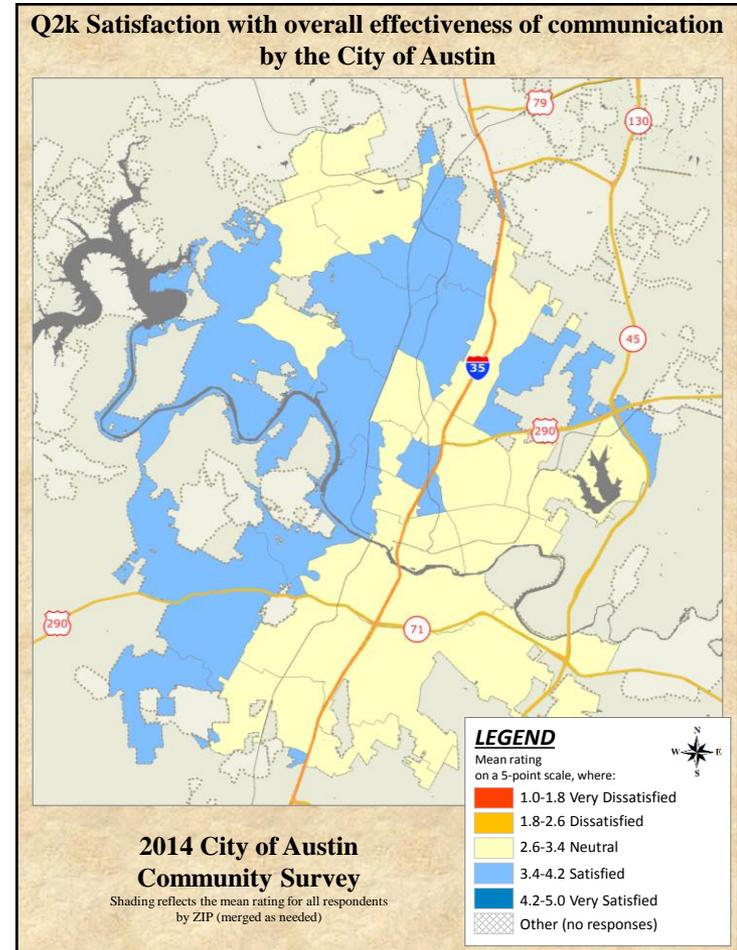
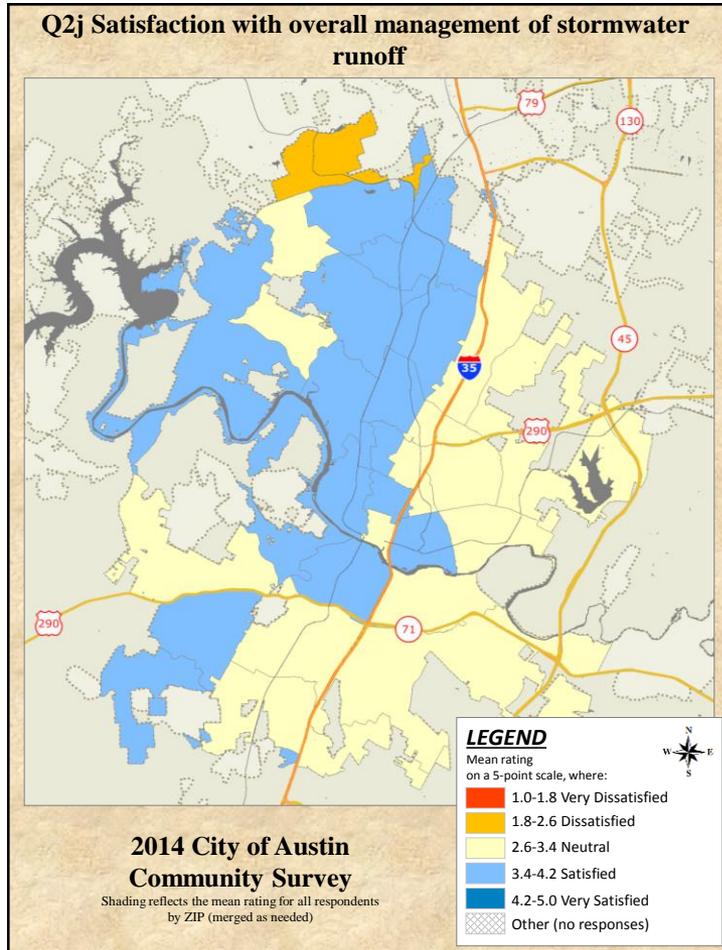
**LEGEND**  
Mean rating  
on a 5-point scale, where:

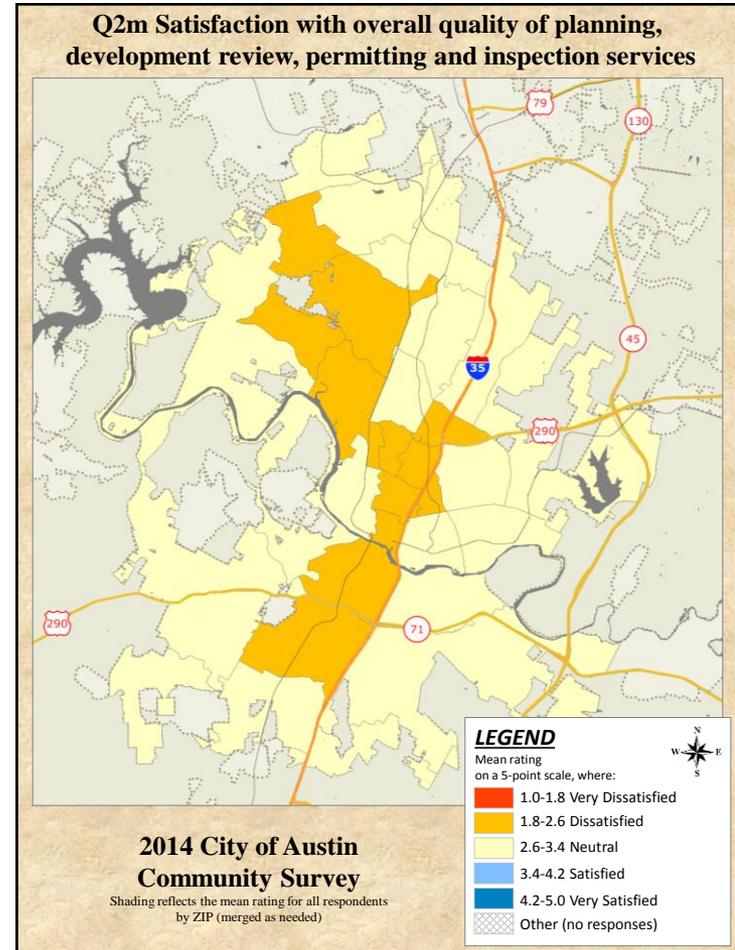
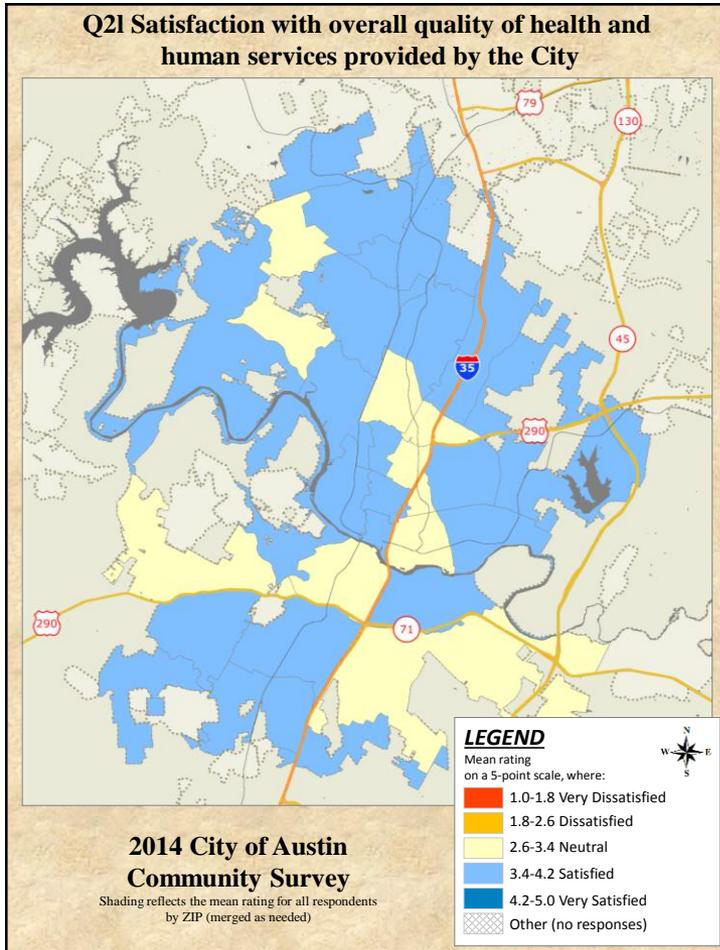
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with grid	Other (no responses)

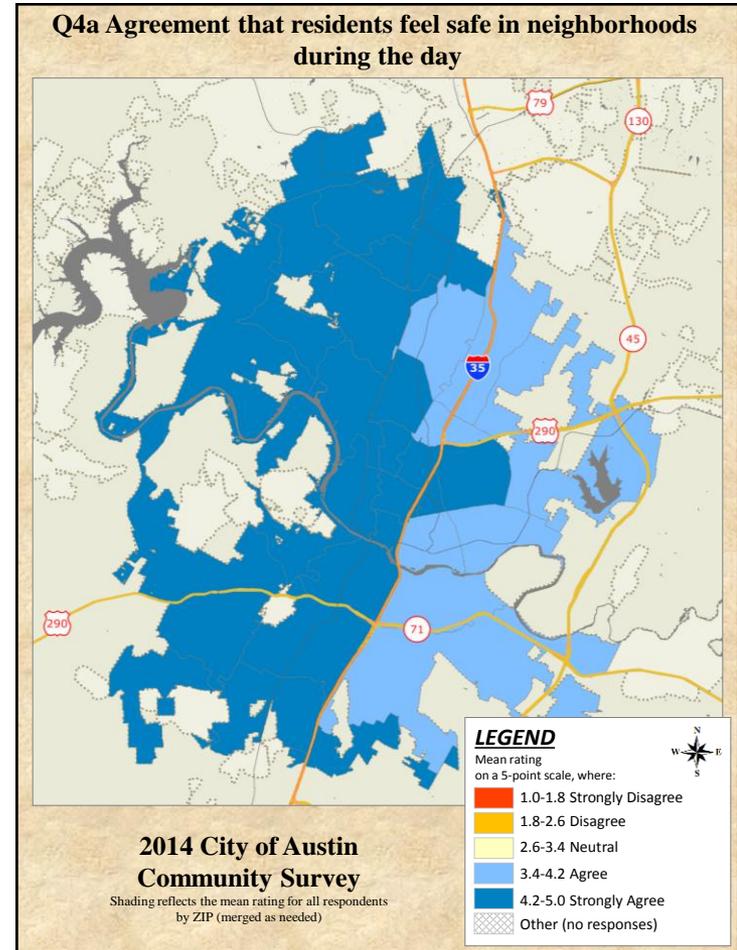
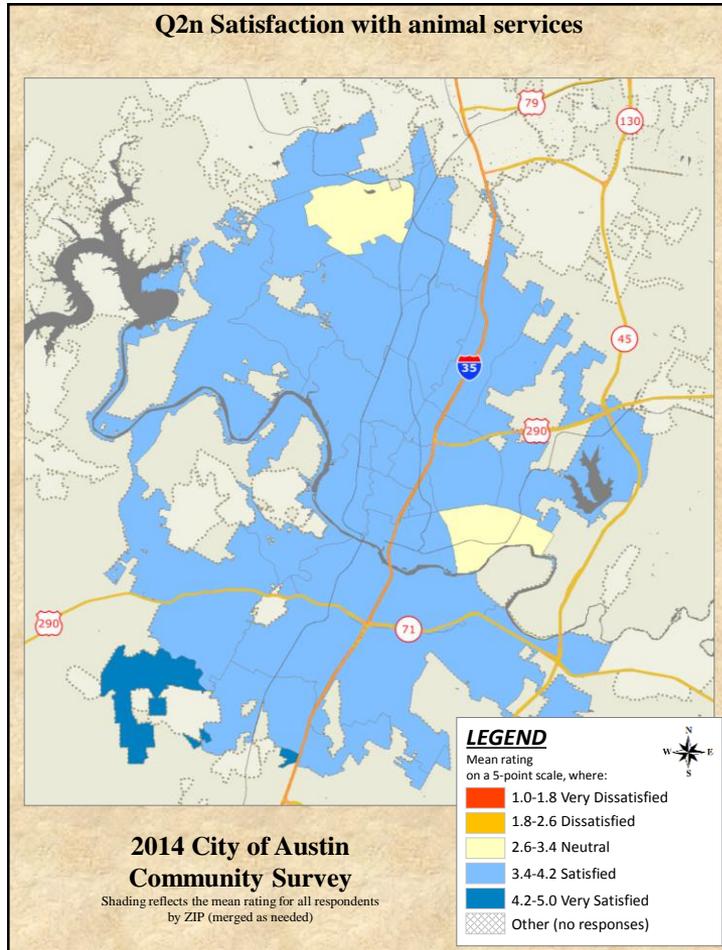


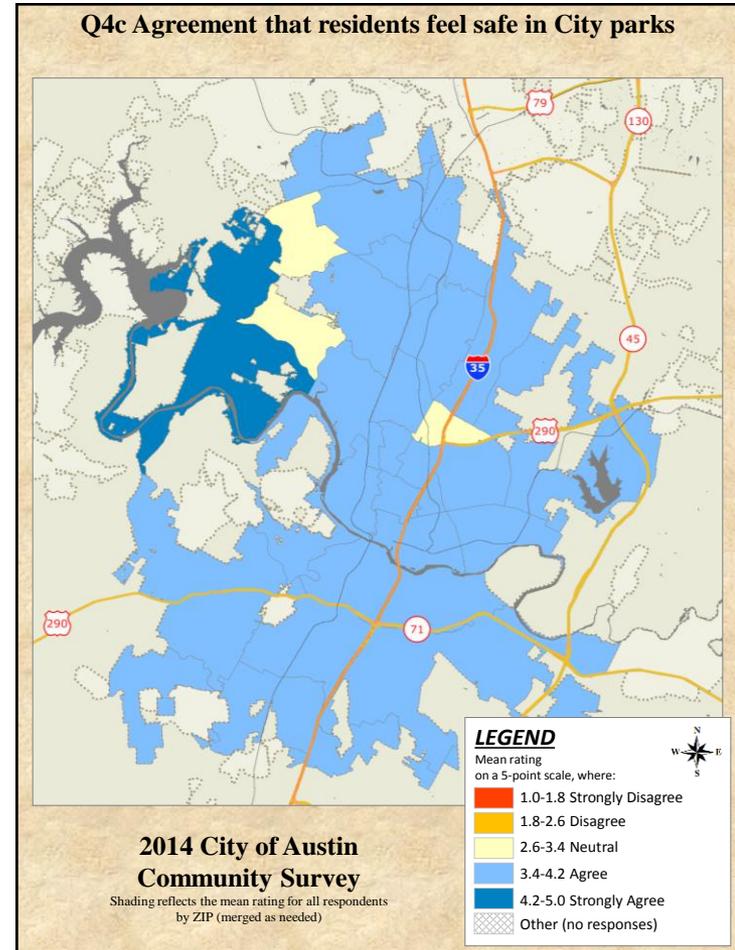
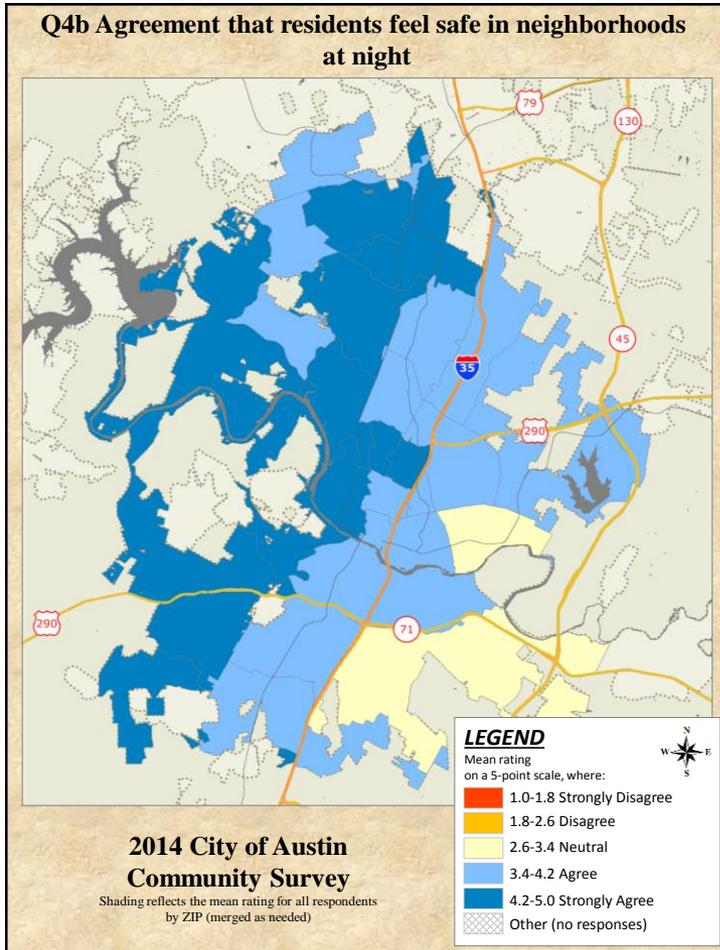


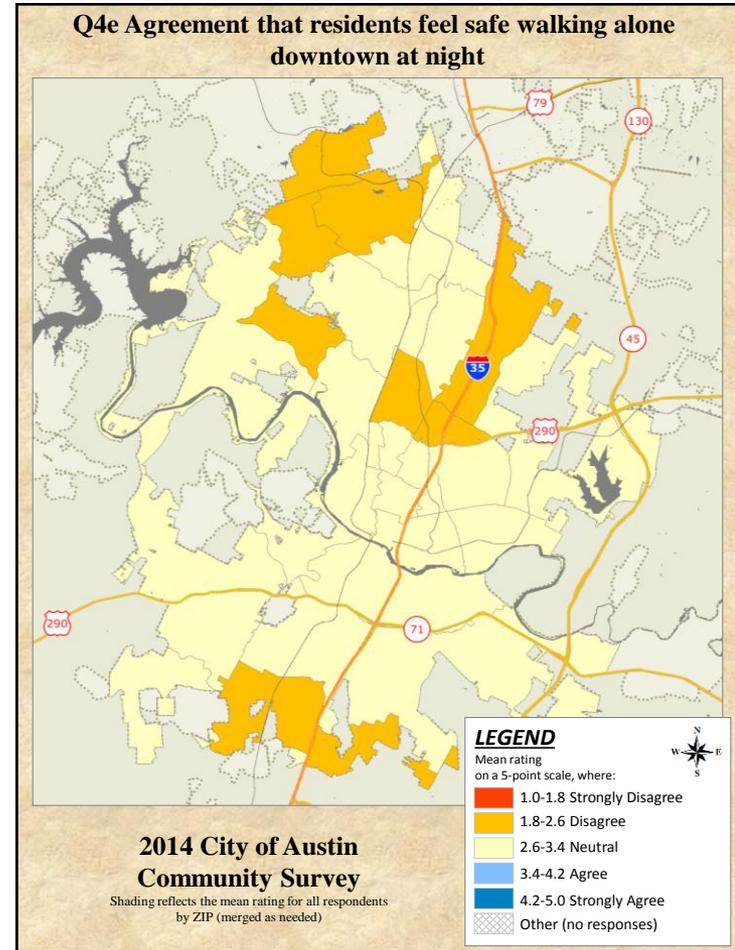
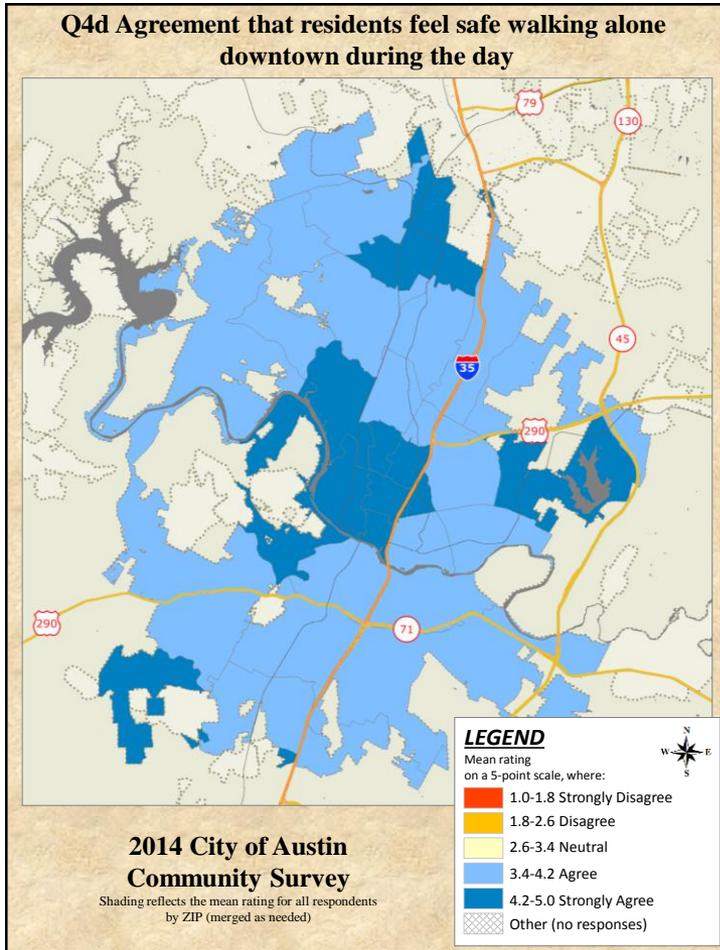




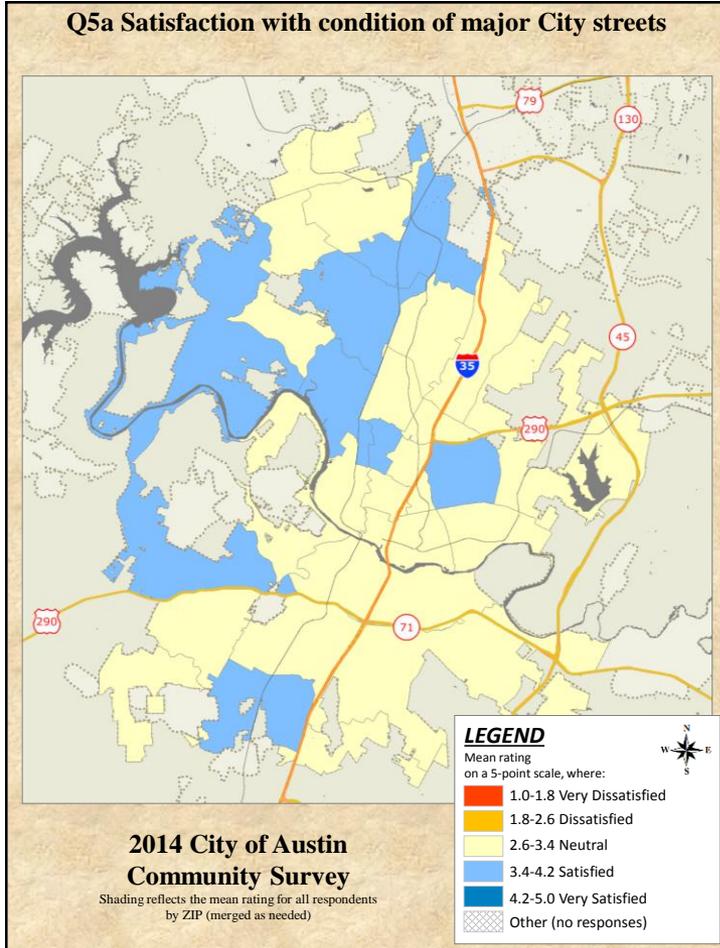




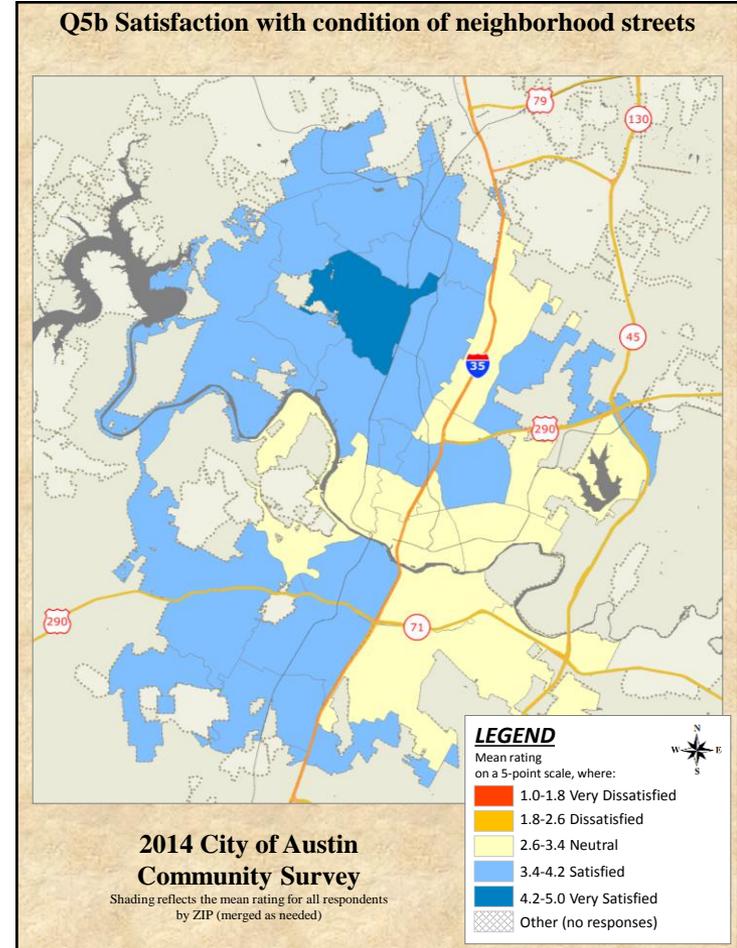


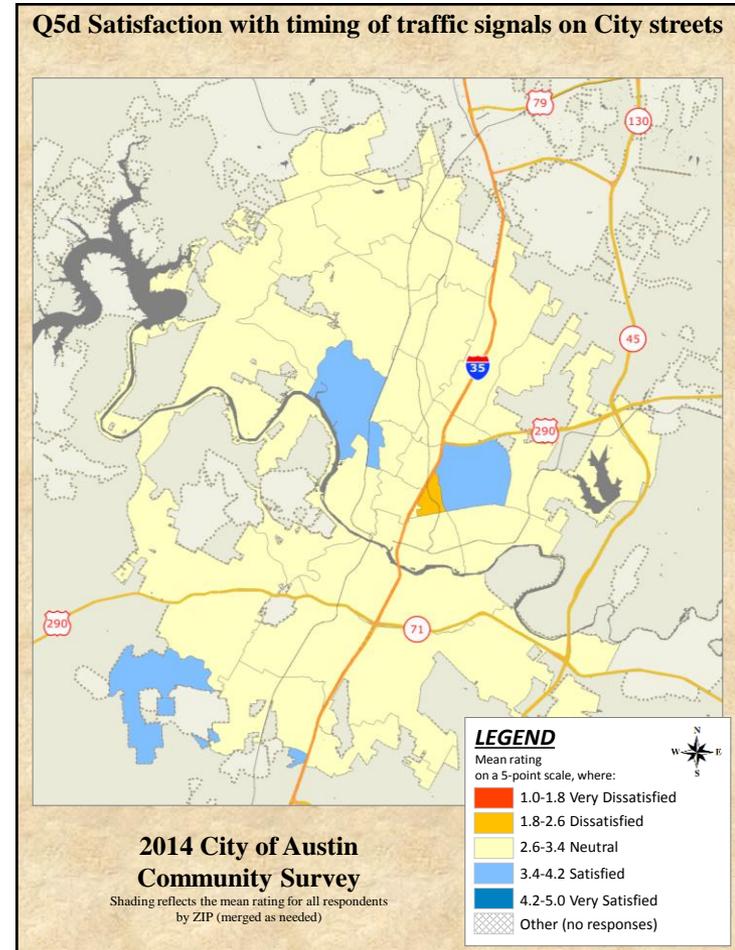
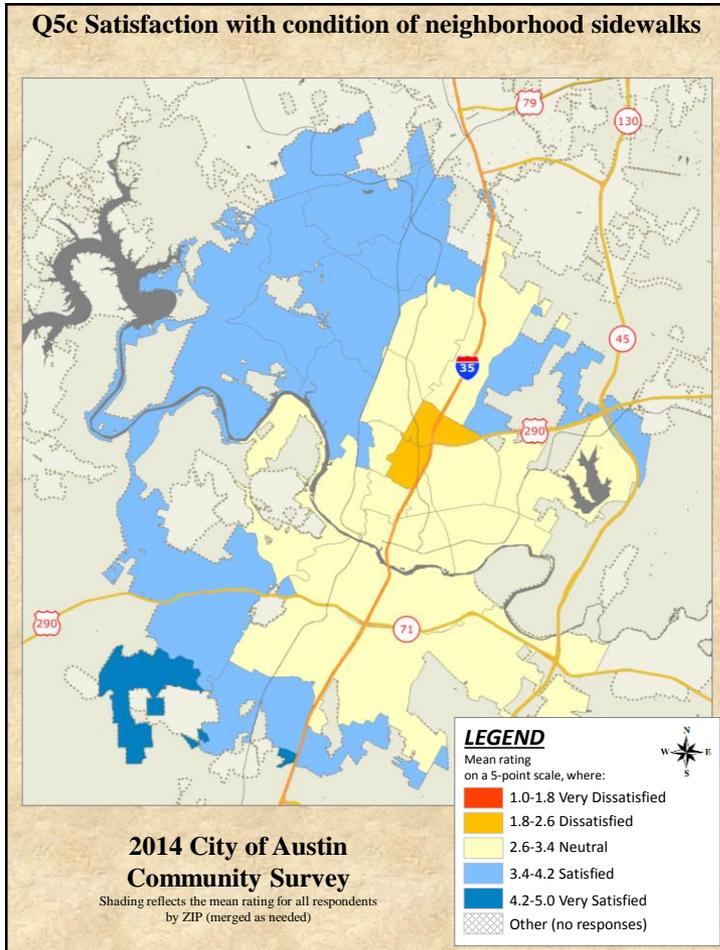


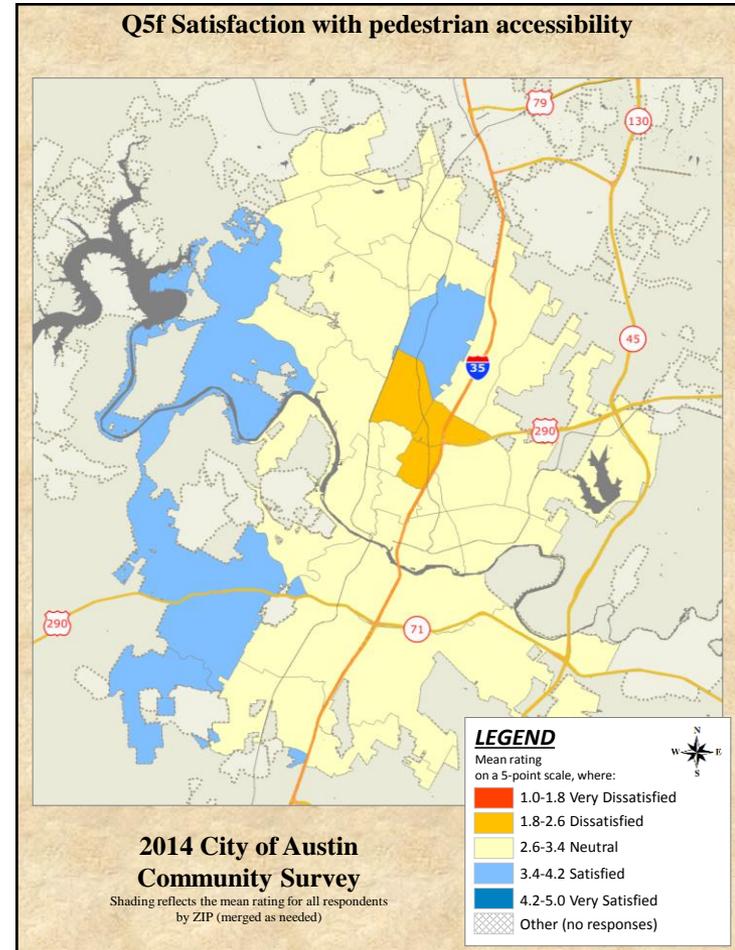
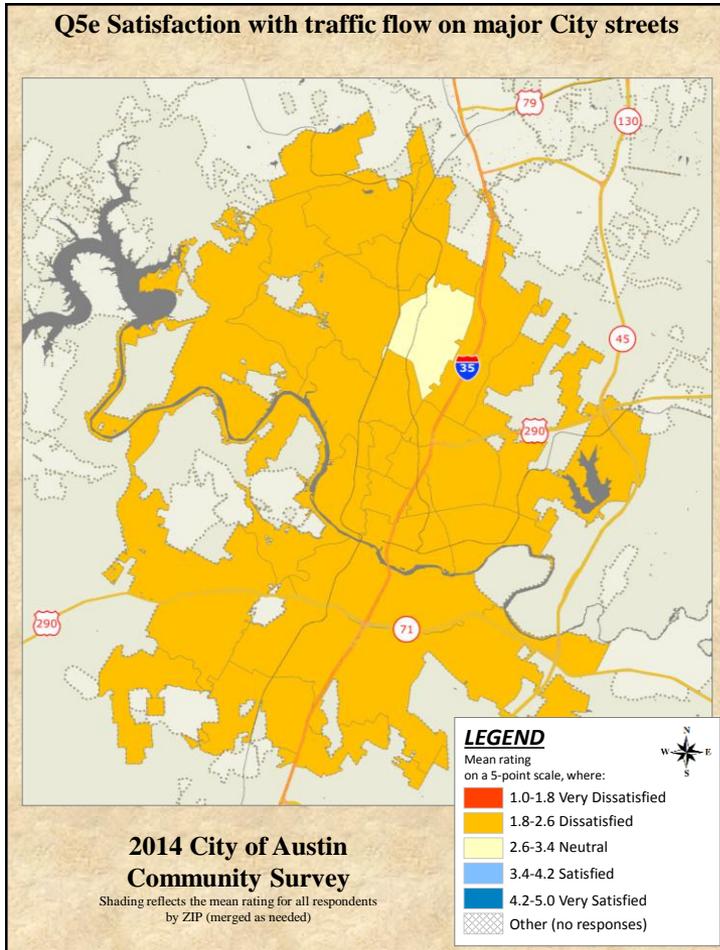
**Q5a Satisfaction with condition of major City streets**

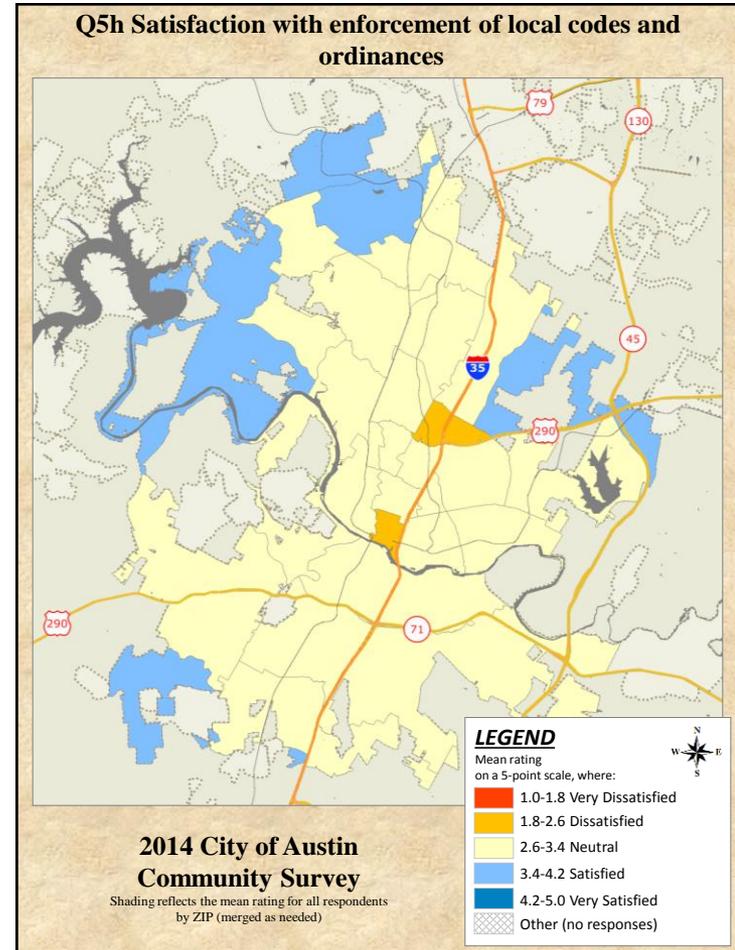
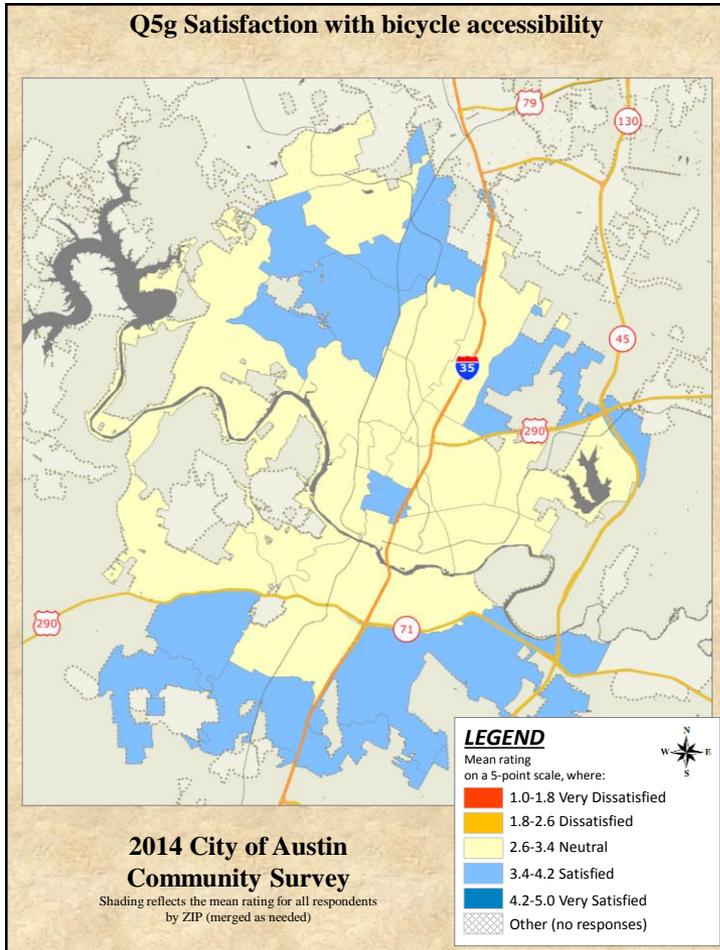


**Q5b Satisfaction with condition of neighborhood streets**

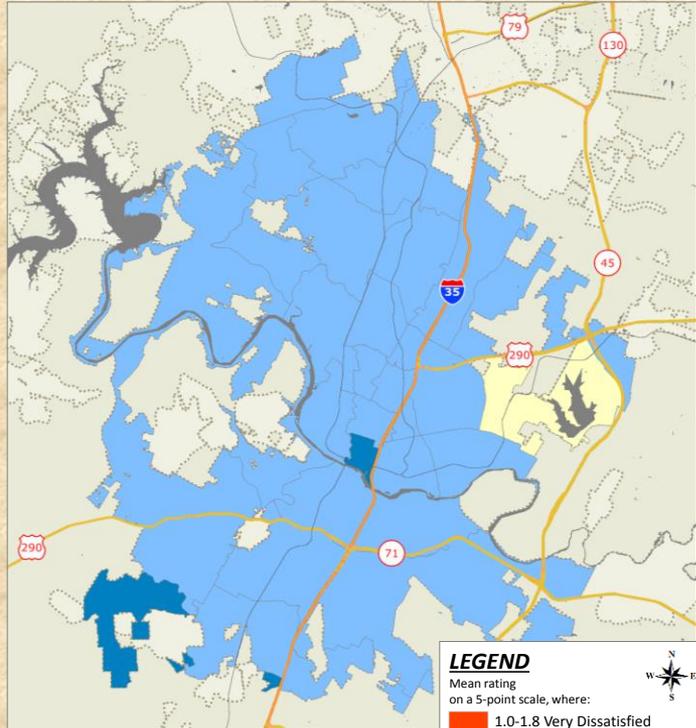








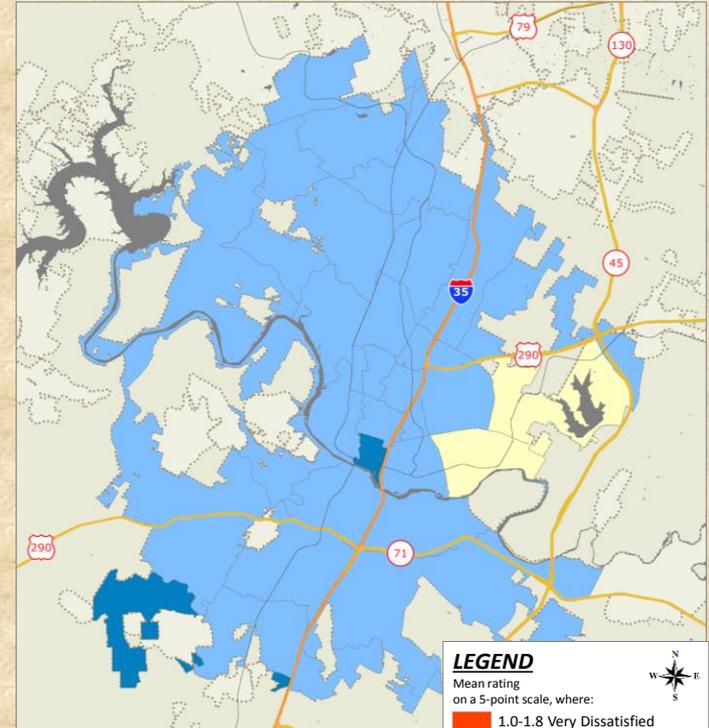
**Q7a Satisfaction with overall quality of police services**



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 Community Survey**

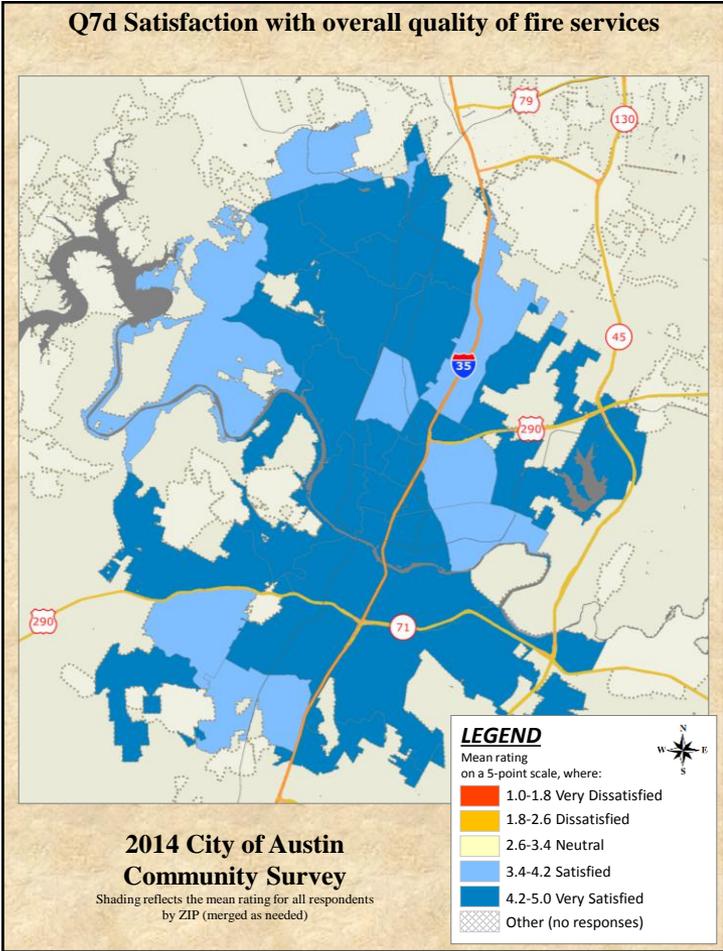
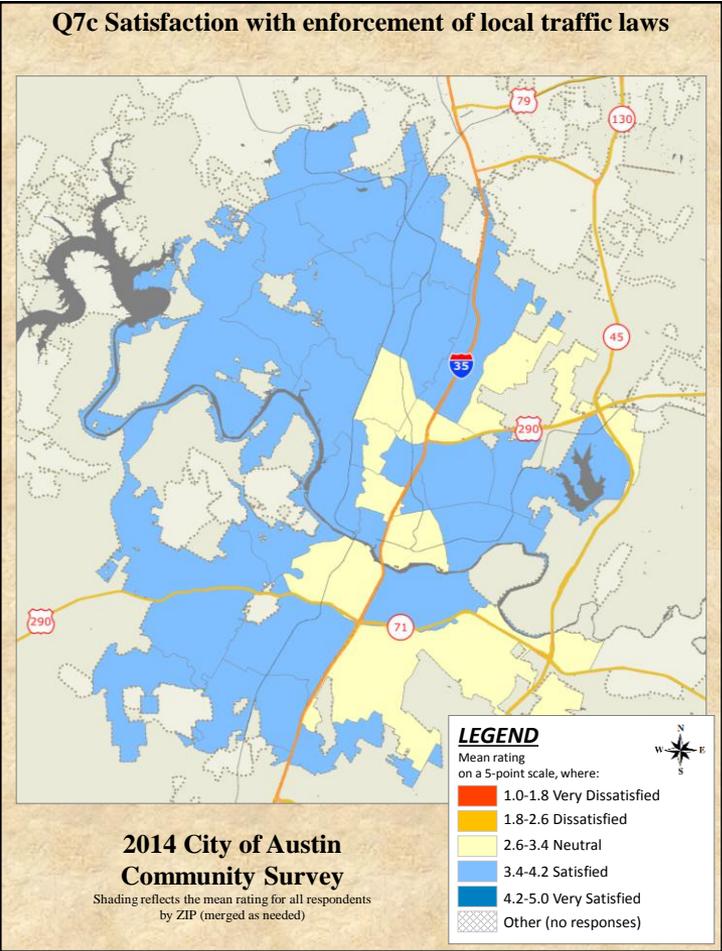
Shading reflects the mean rating for all respondents by ZIP (merged as needed)

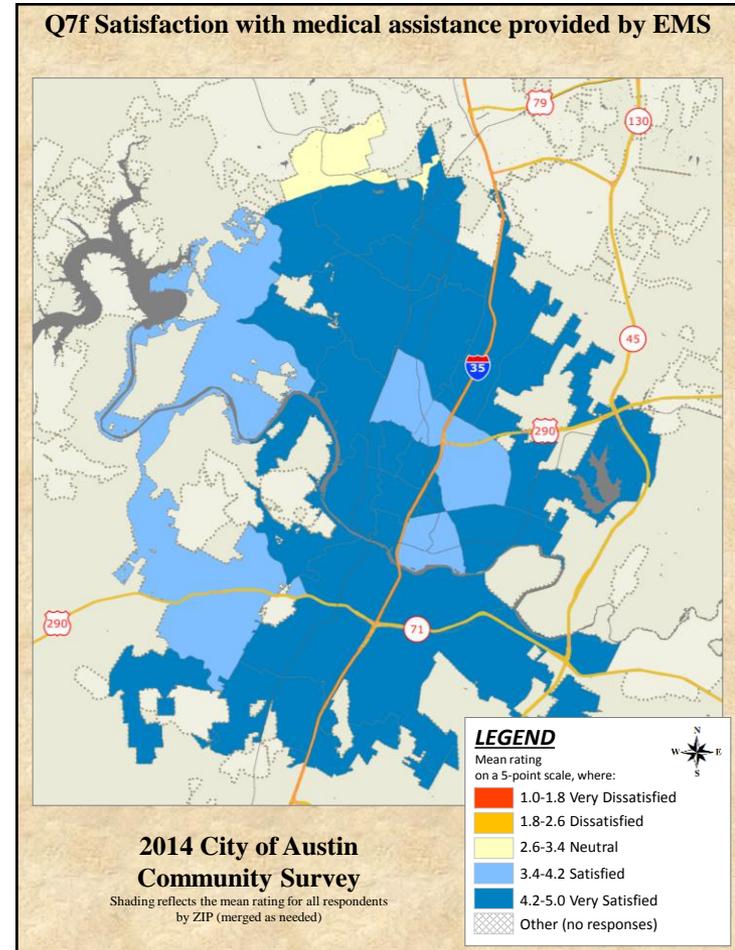
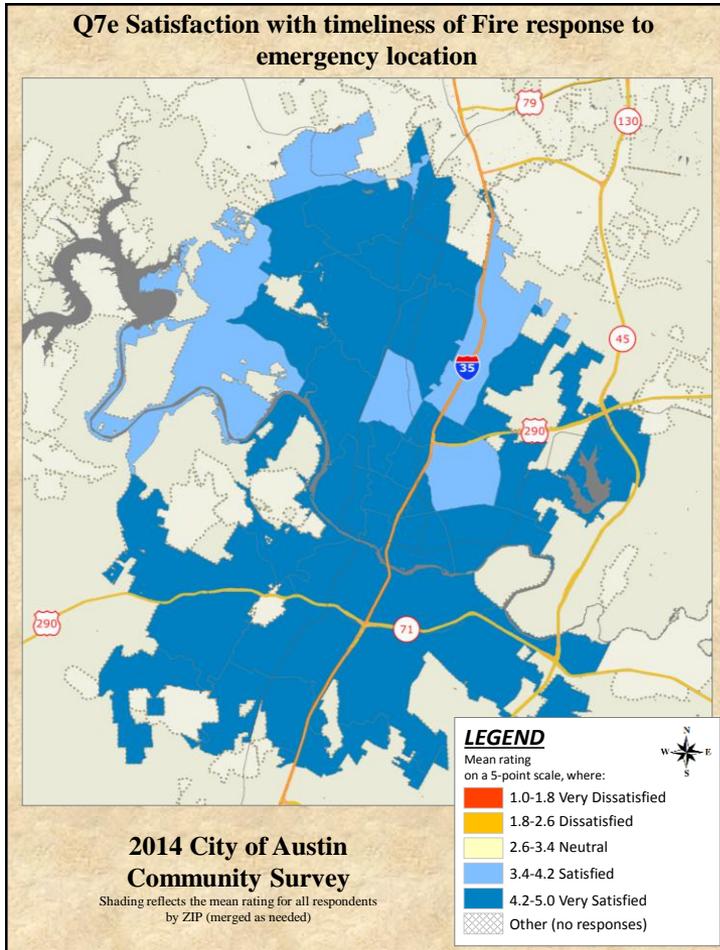
**Q7b Satisfaction with speed of emergency police response**

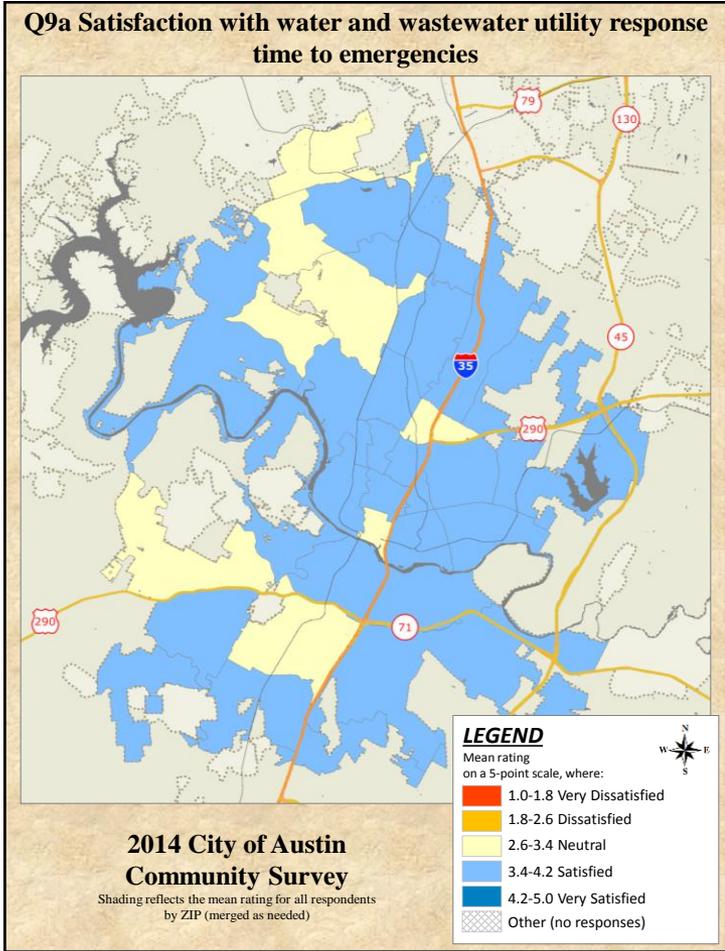
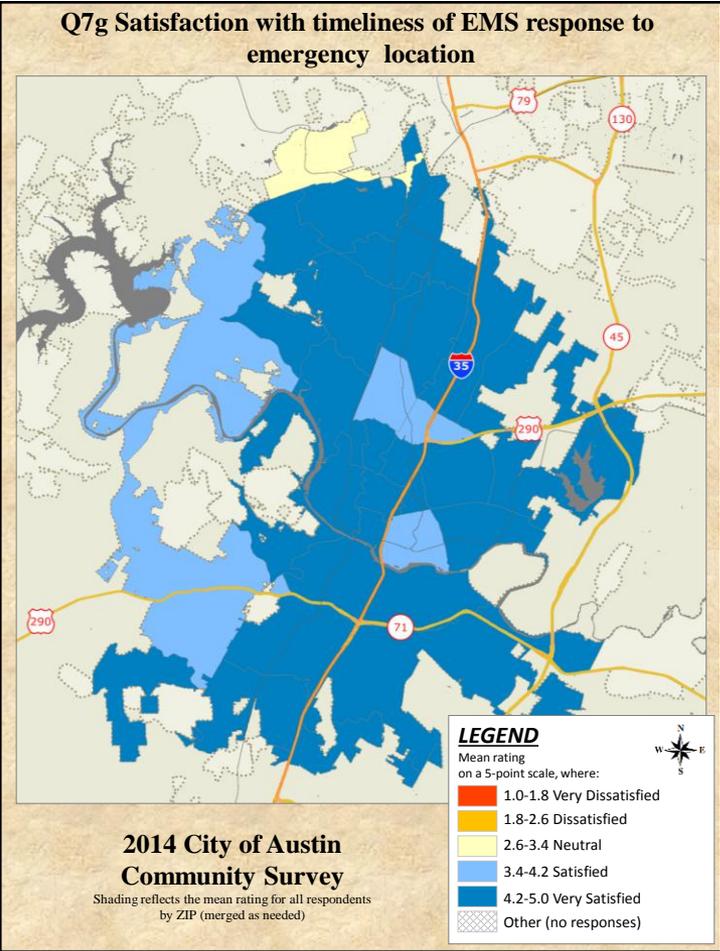


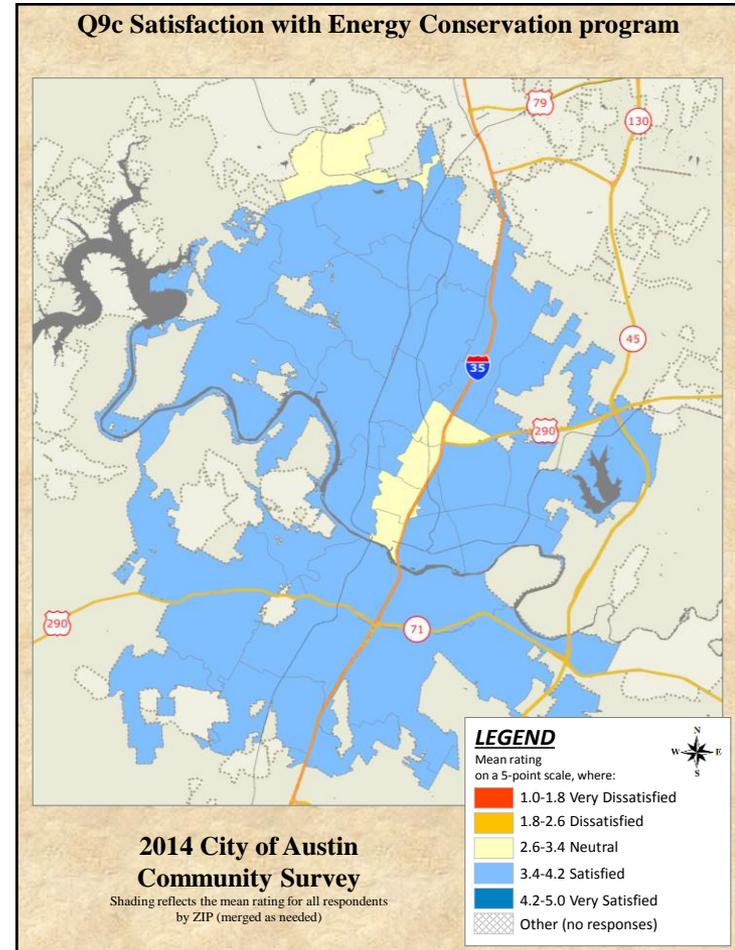
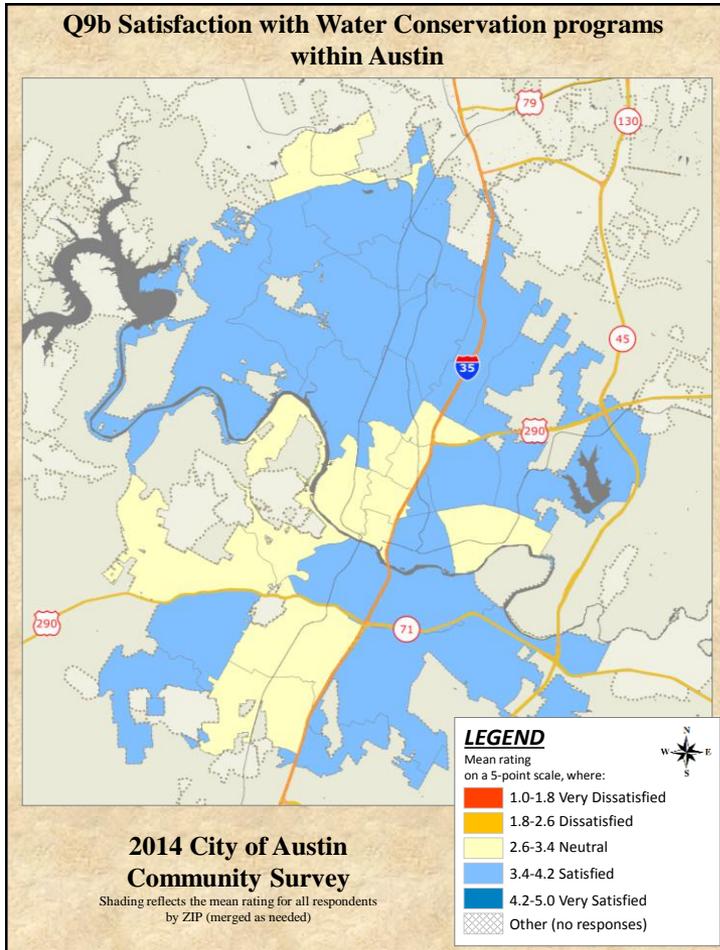
**2014 City of Austin  
 Community Survey**

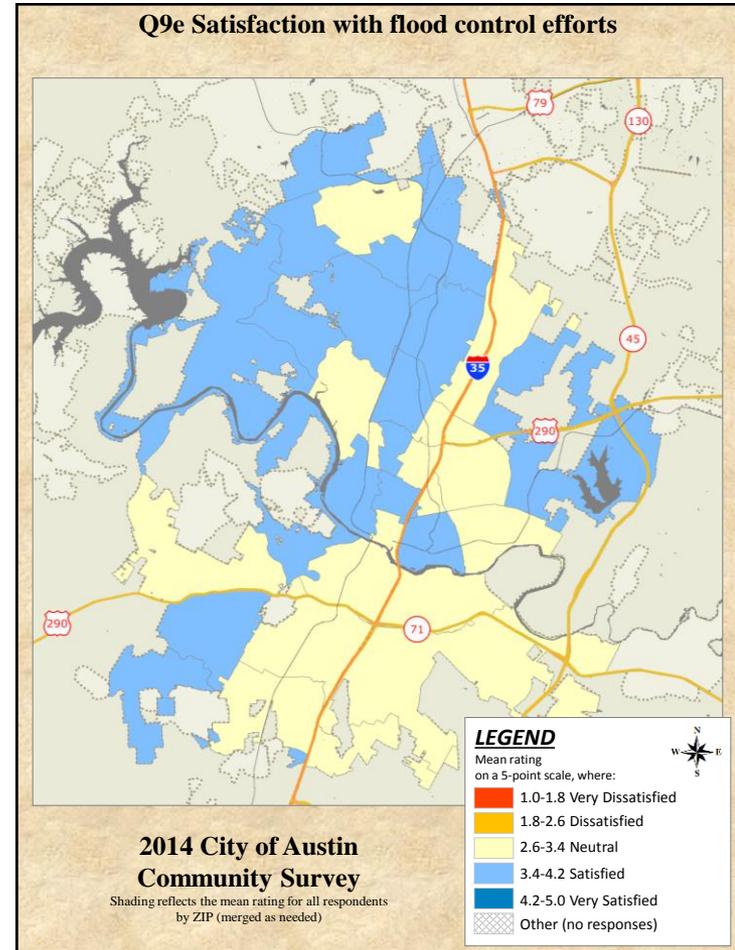
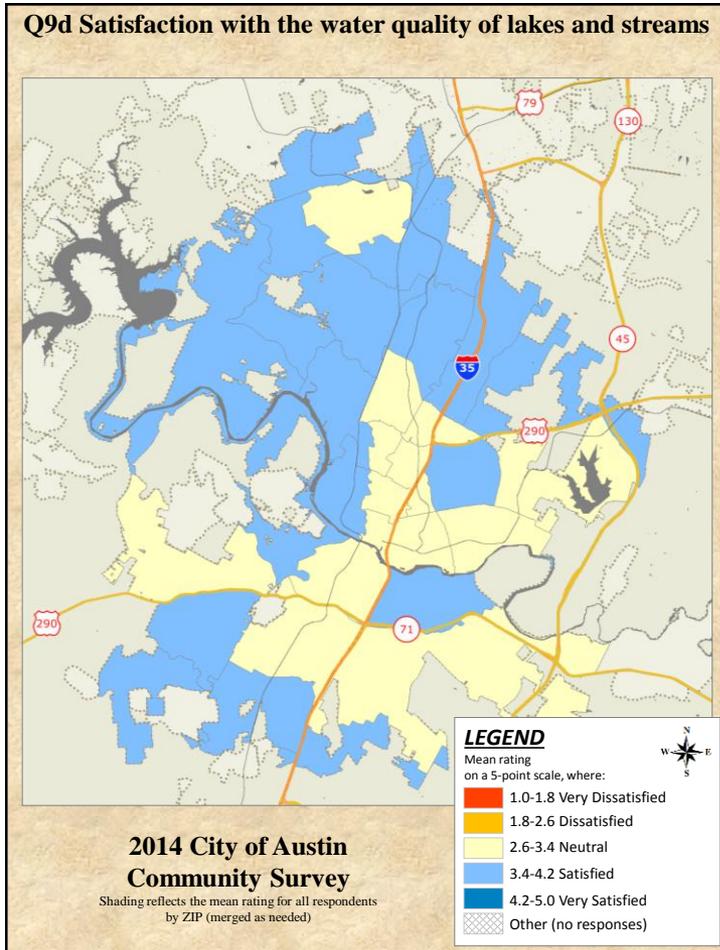
Shading reflects the mean rating for all respondents by ZIP (merged as needed)

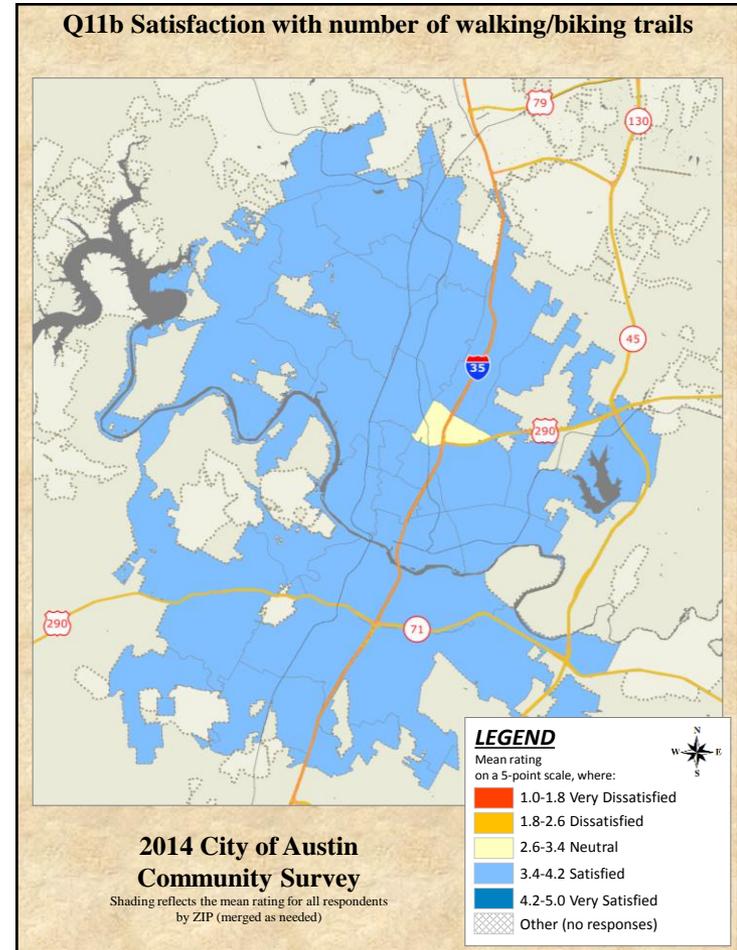
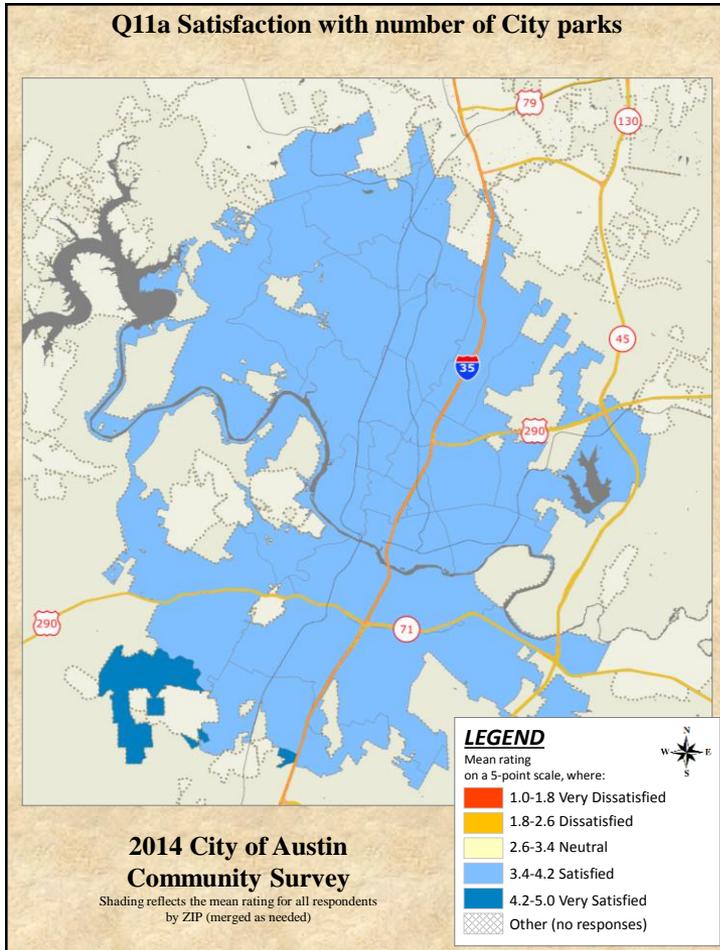


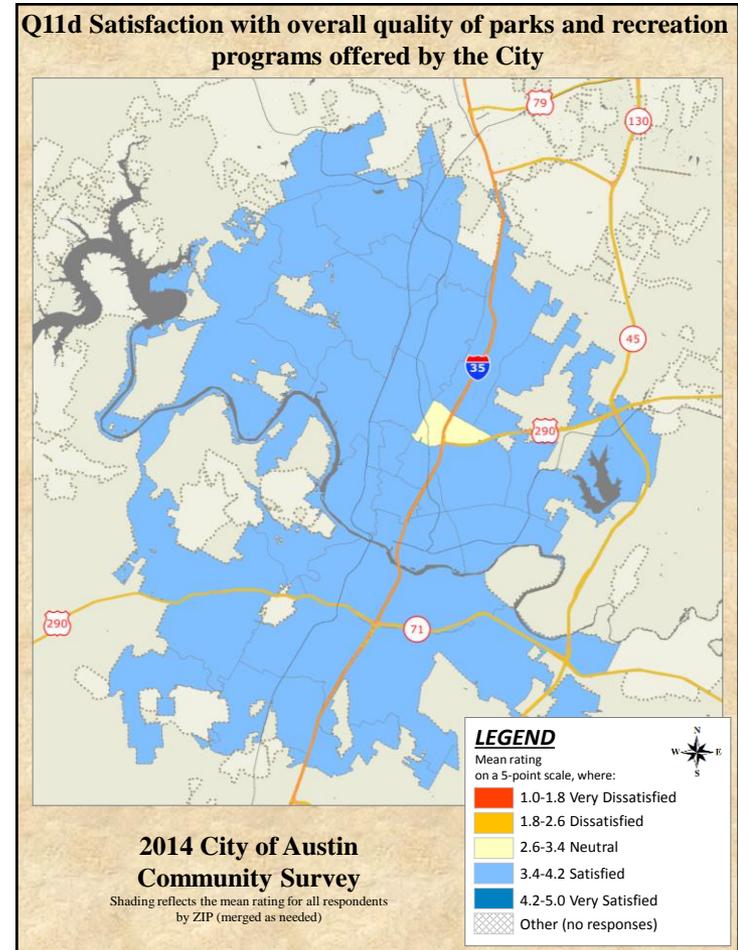
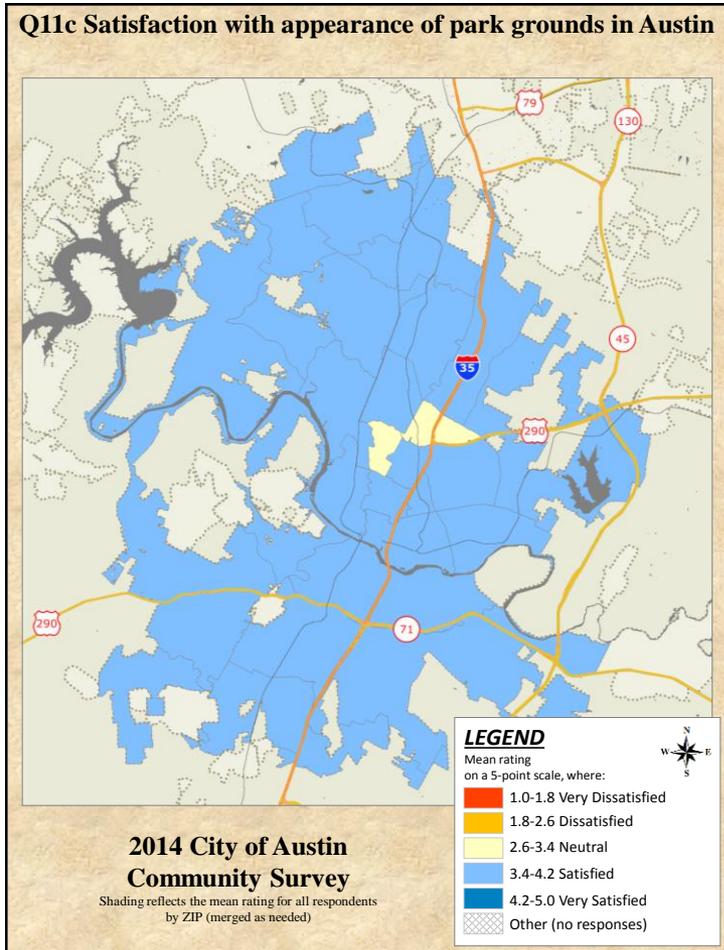


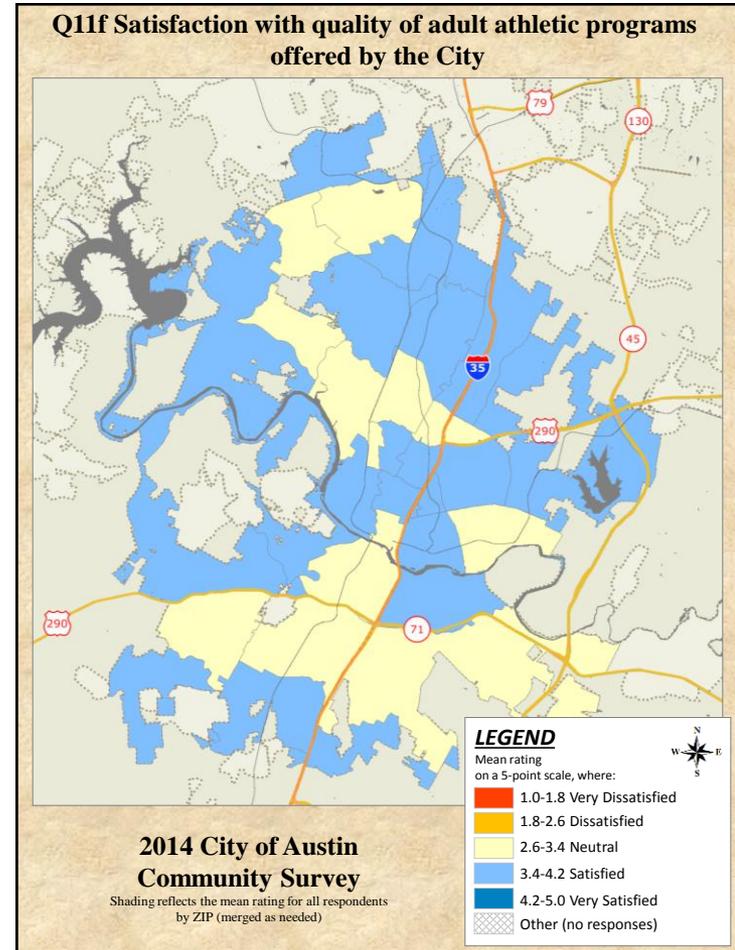
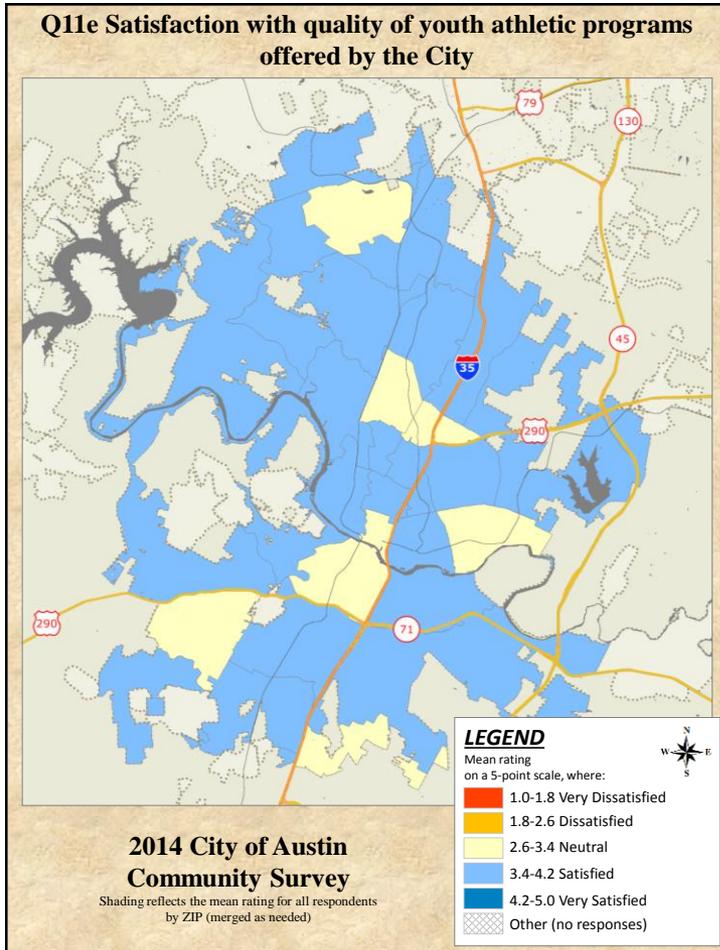




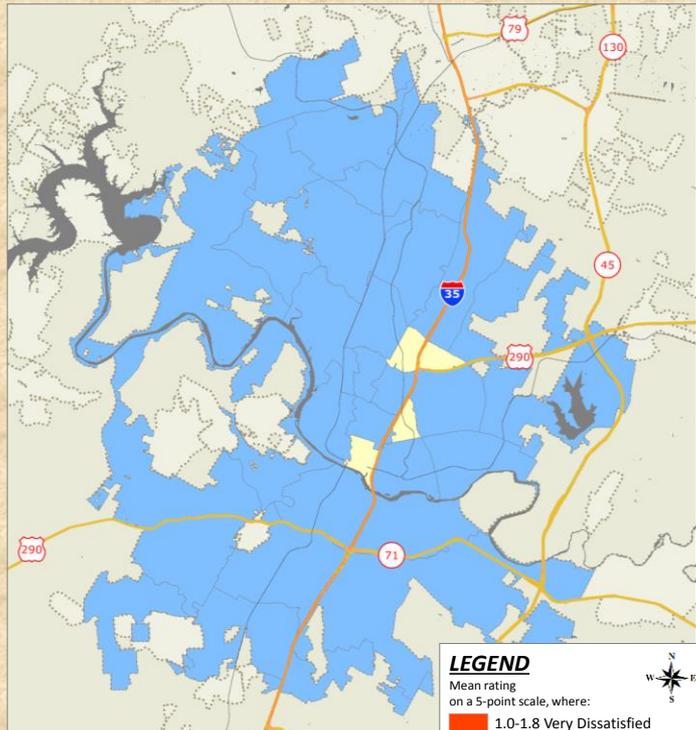








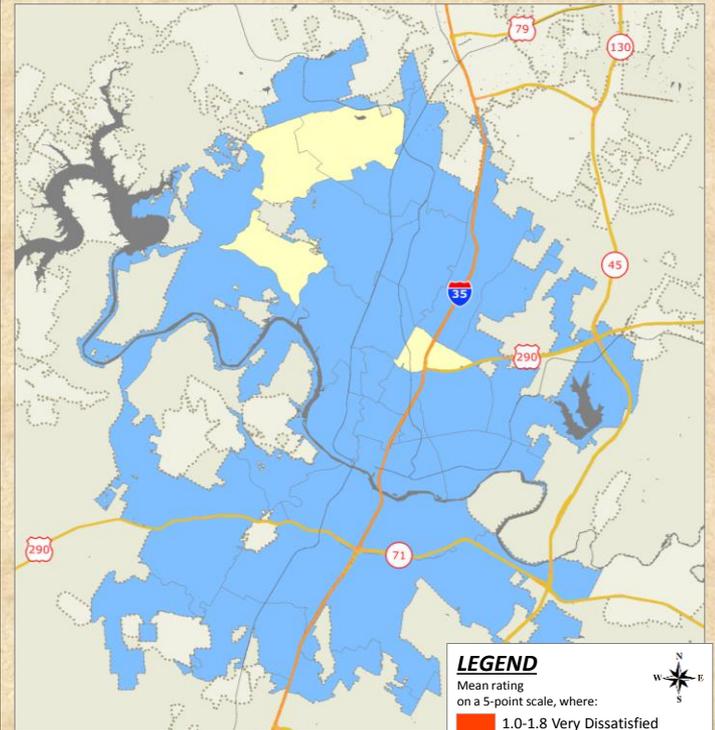
**Q11g Satisfaction with quality of outdoor athletic fields**



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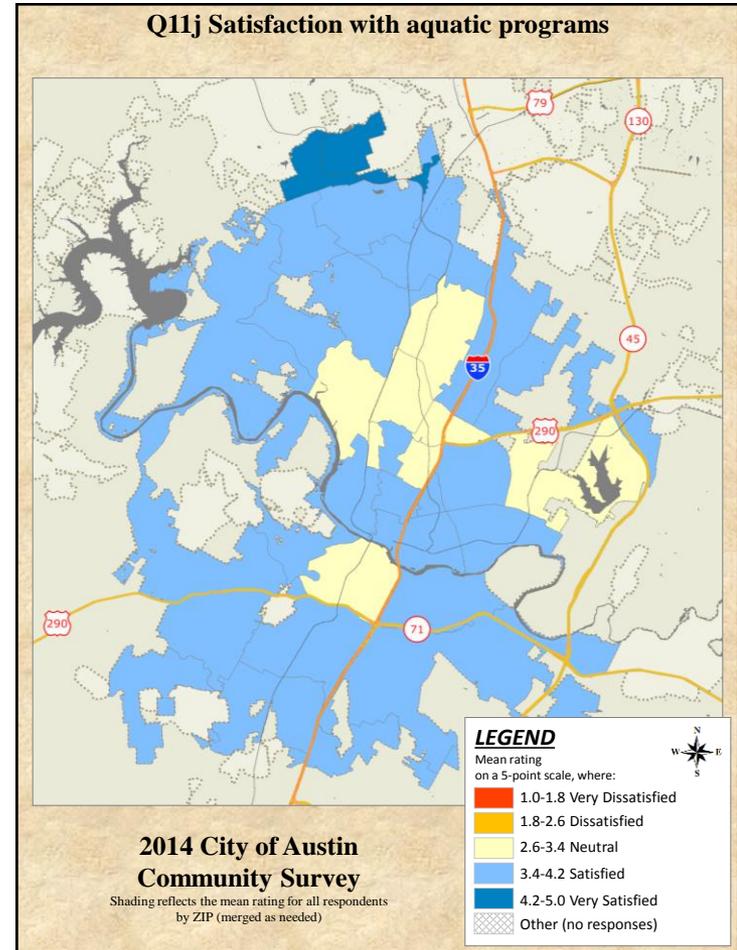
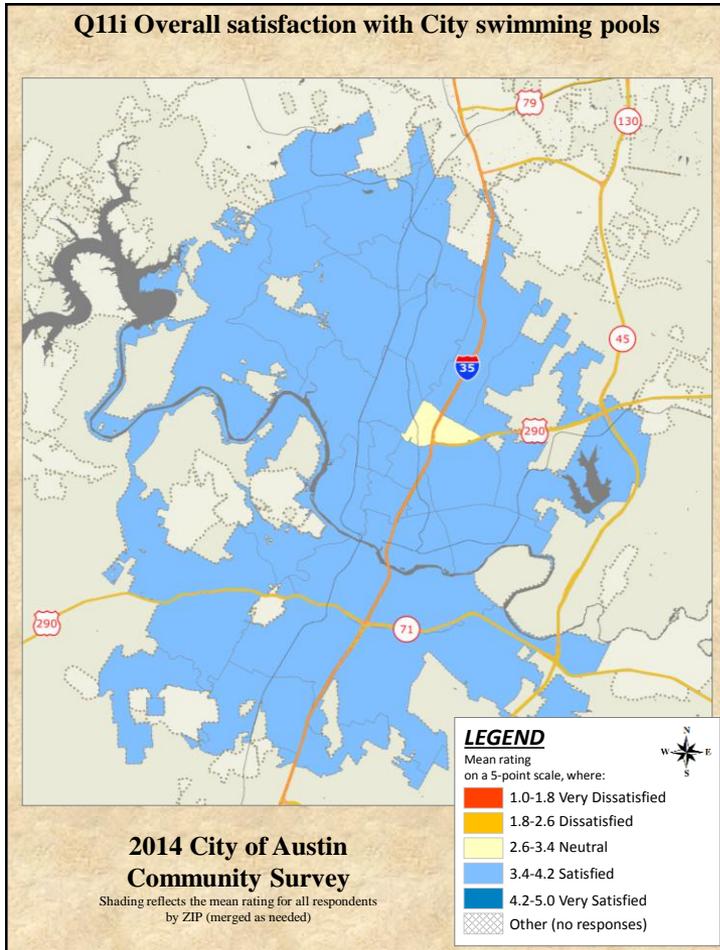
Shading reflects the mean rating for all respondents by ZIP (merged as needed)

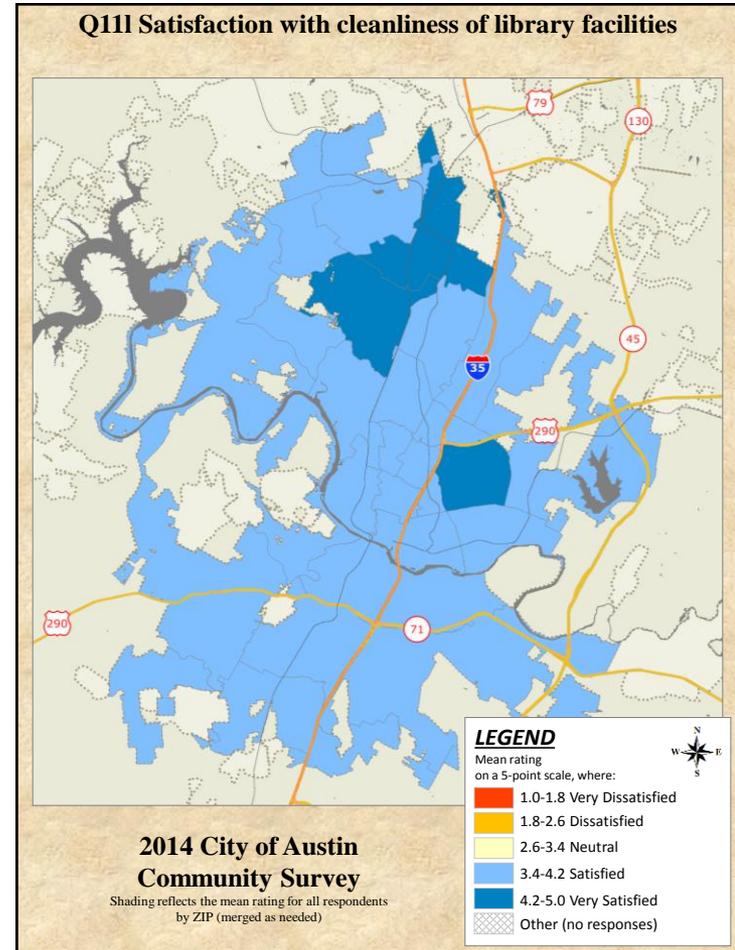
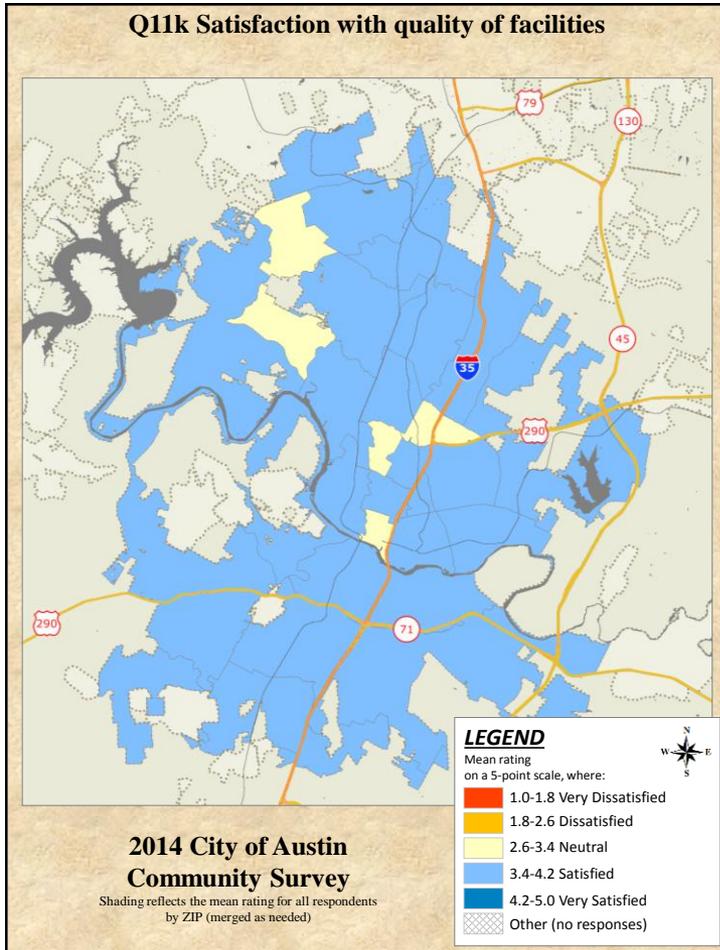
**Q11h Satisfaction with safety in City parks and park facilities**

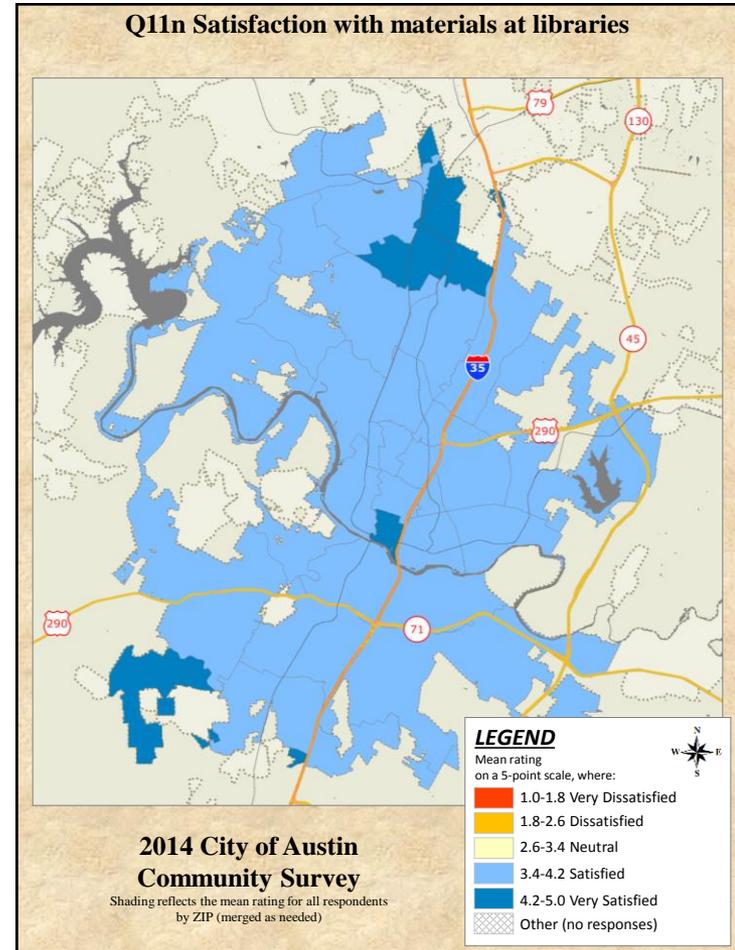
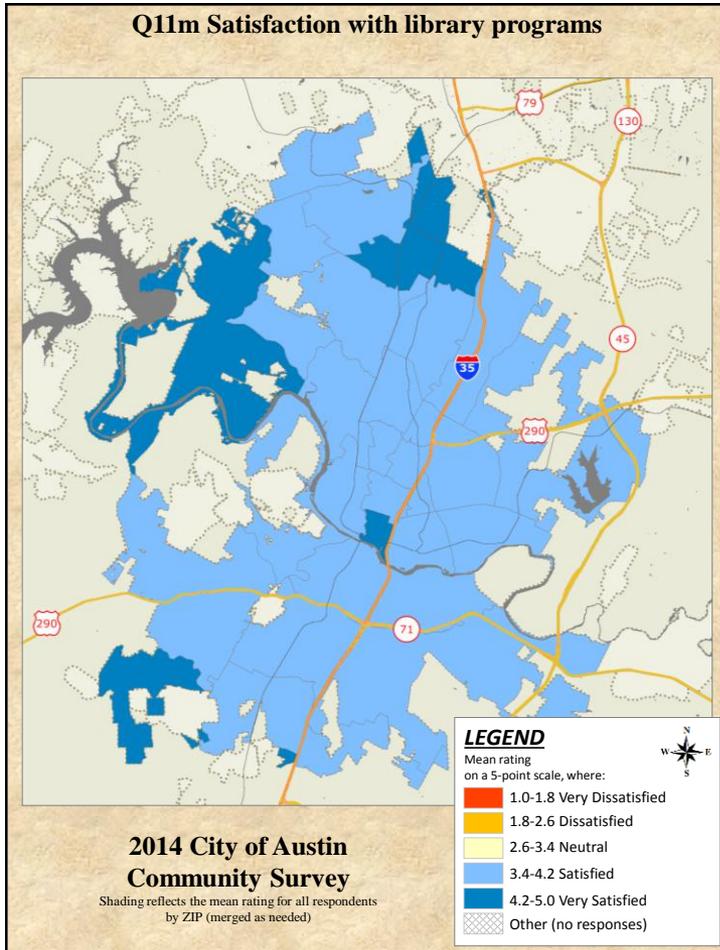


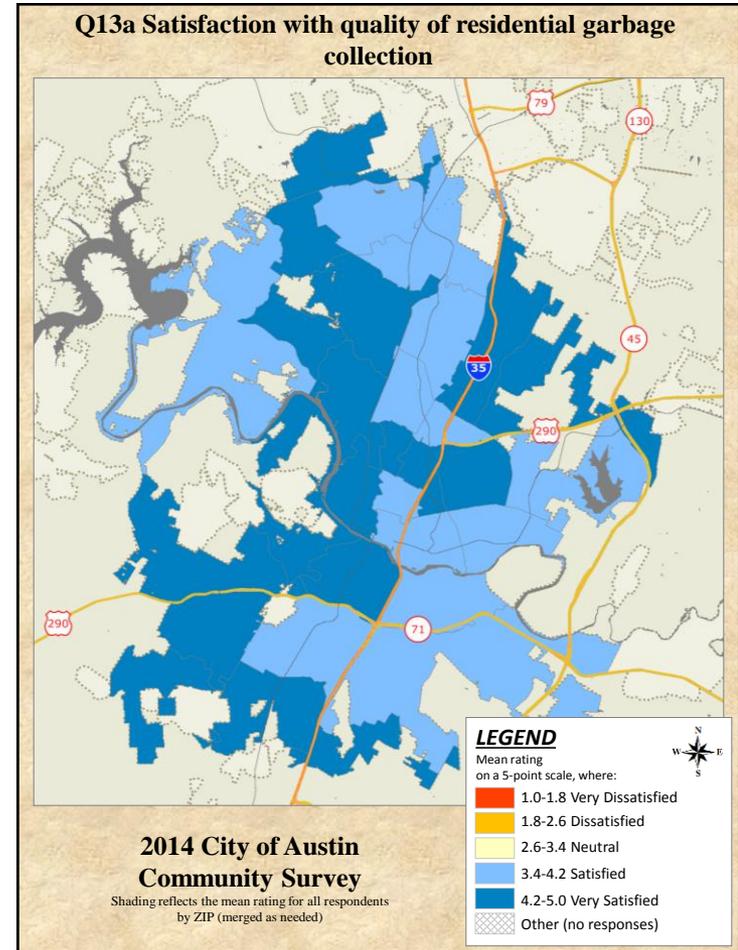
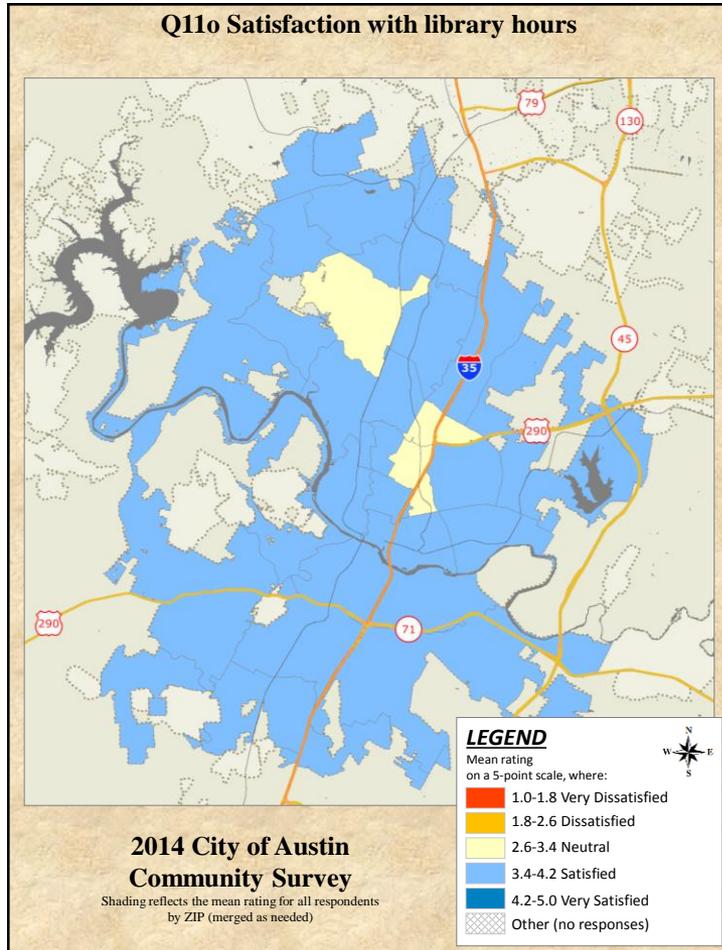
**2014 City of Austin  
 Community Survey**

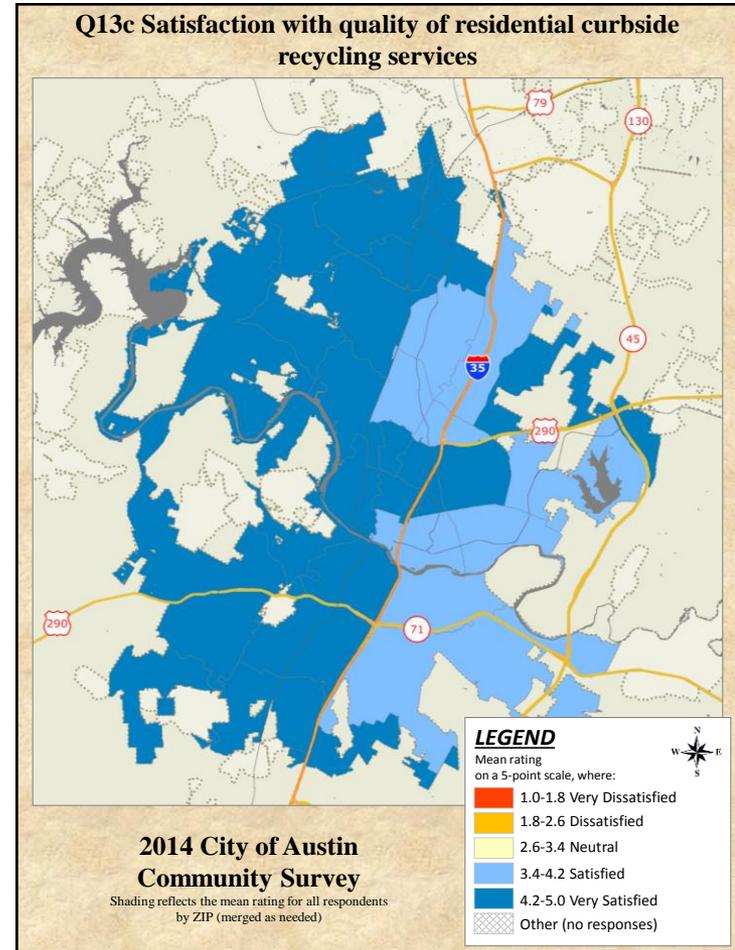
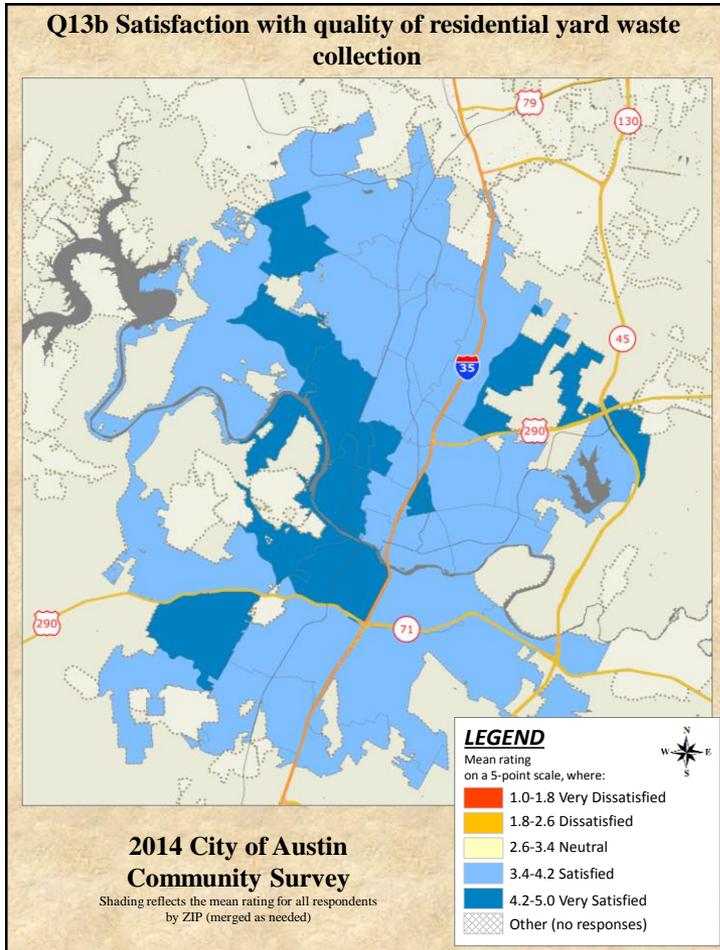
Shading reflects the mean rating for all respondents by ZIP (merged as needed)

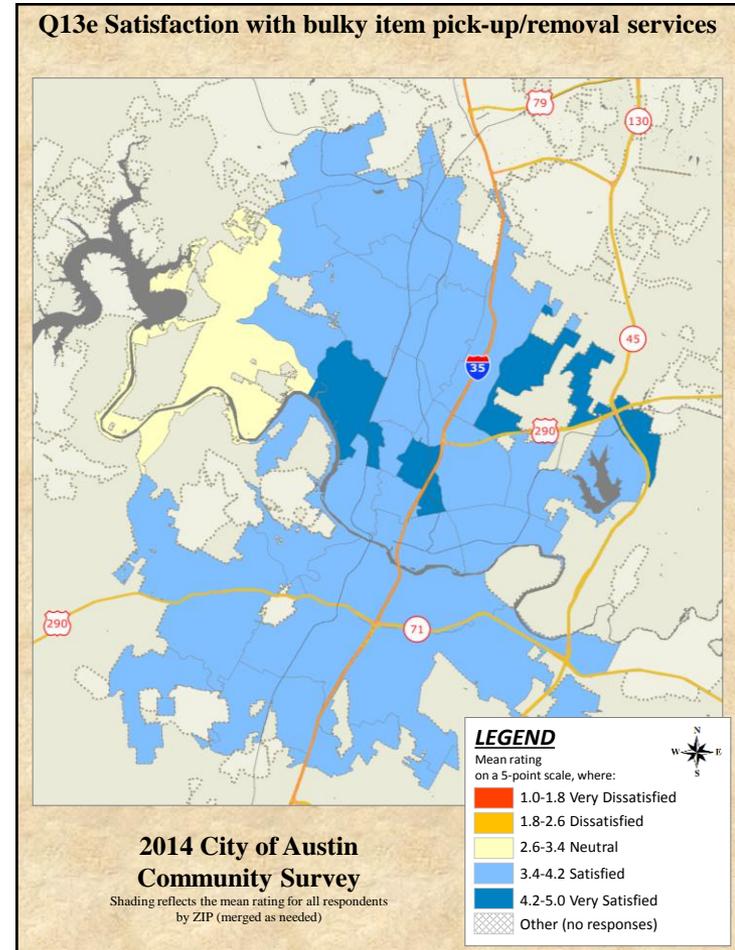
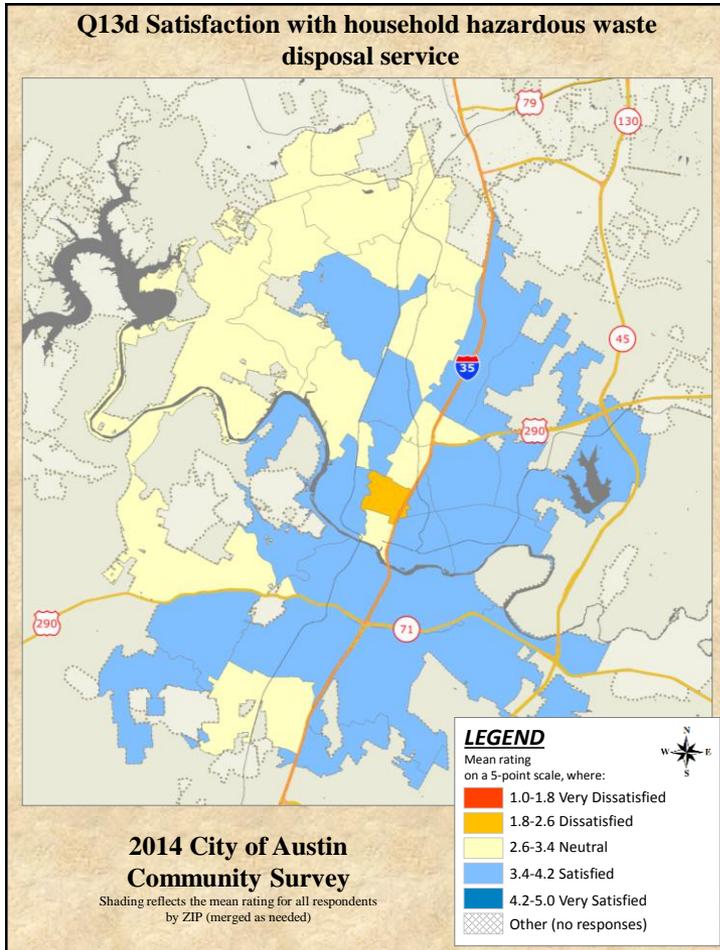


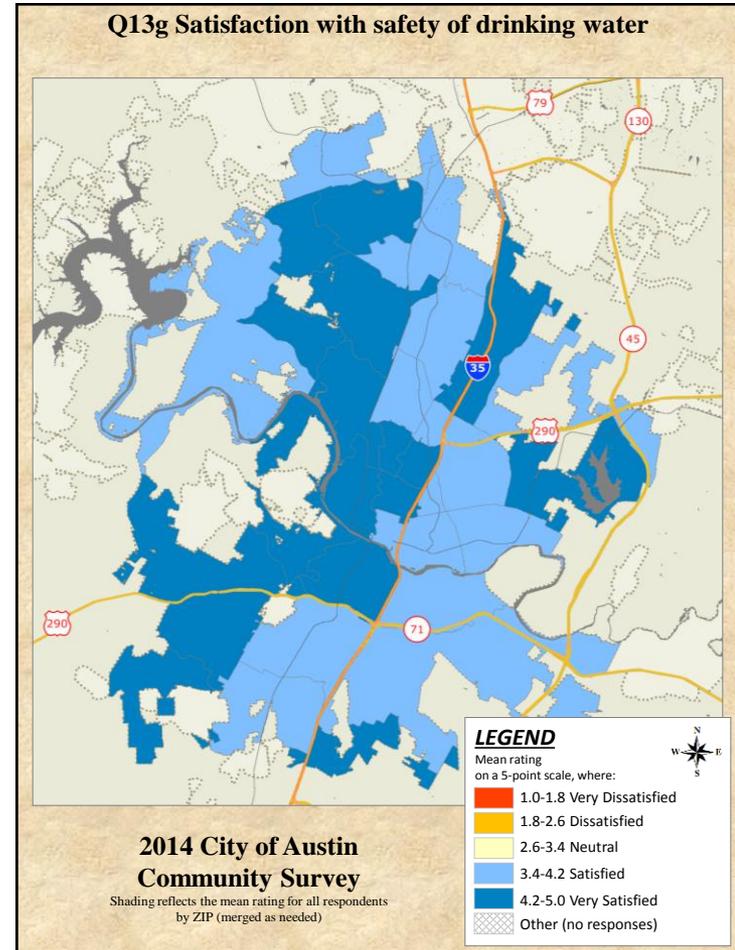
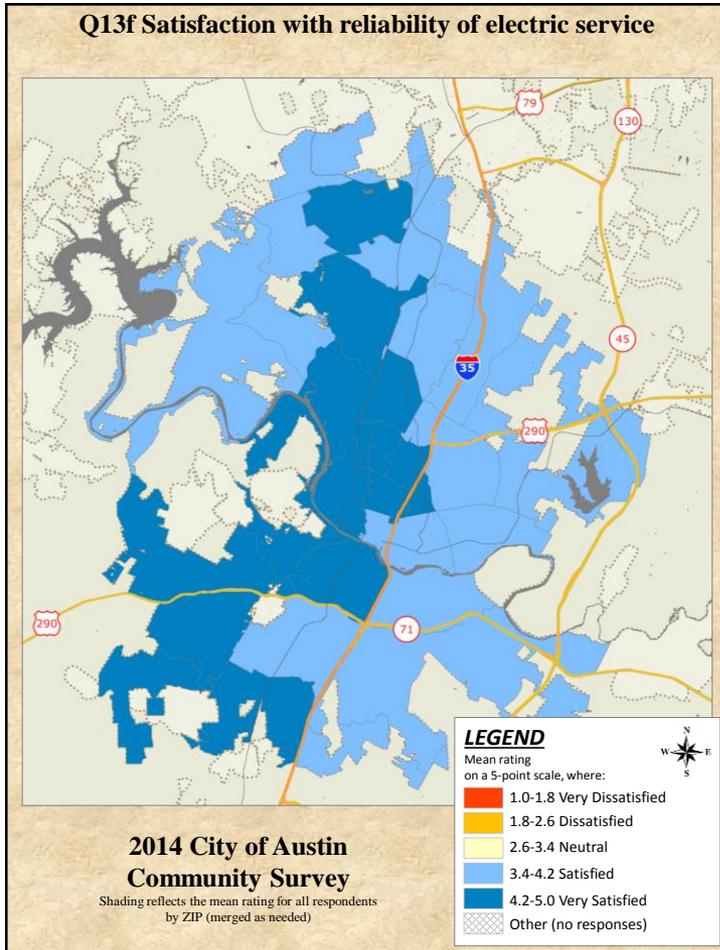


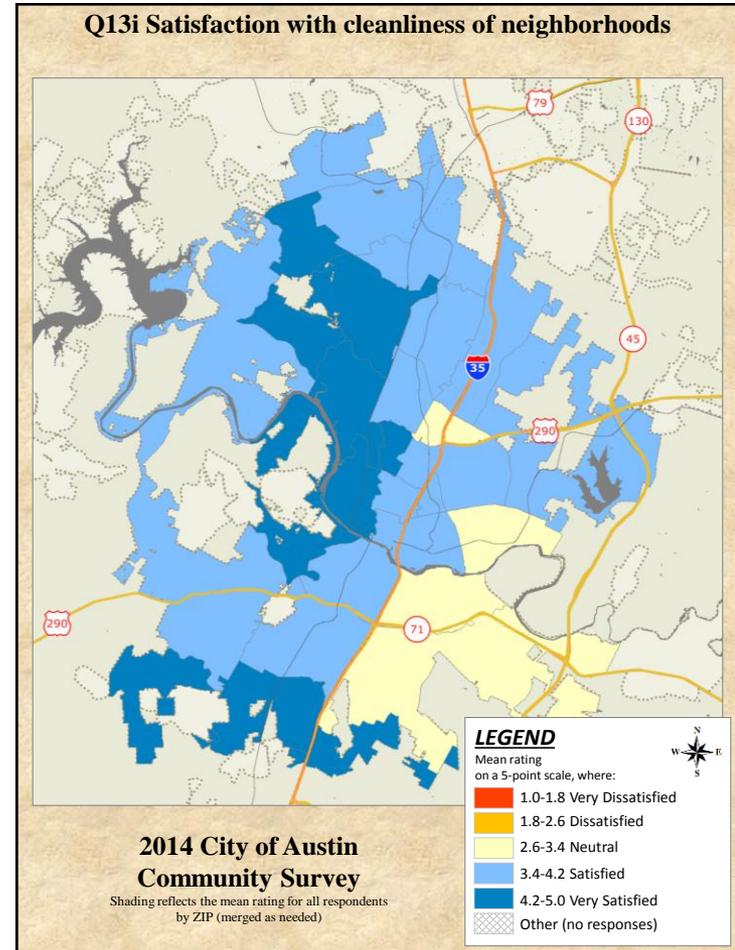
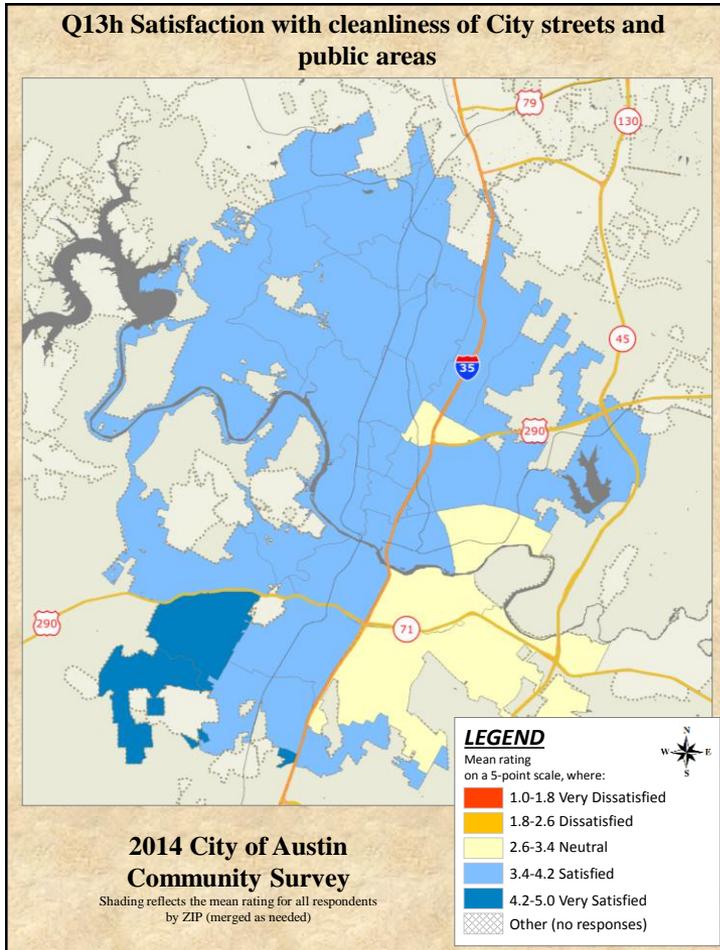


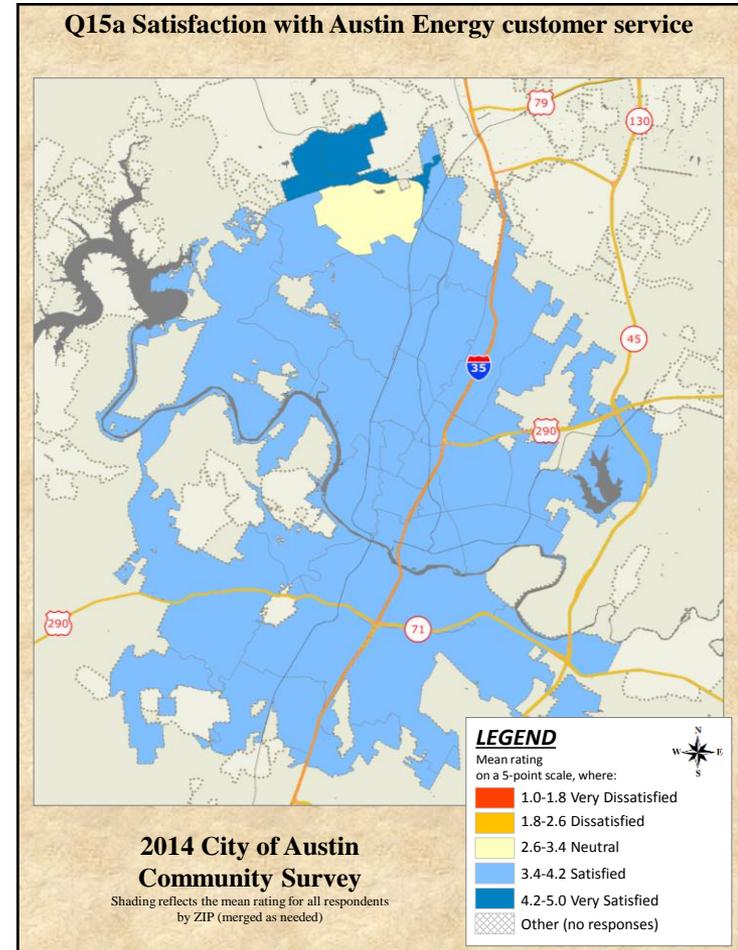
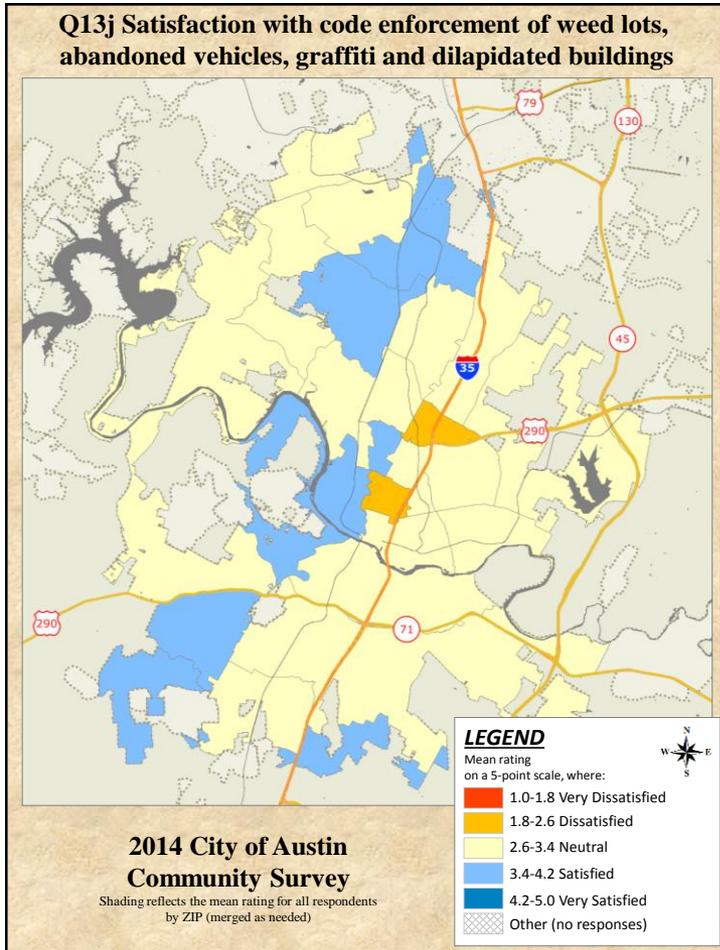


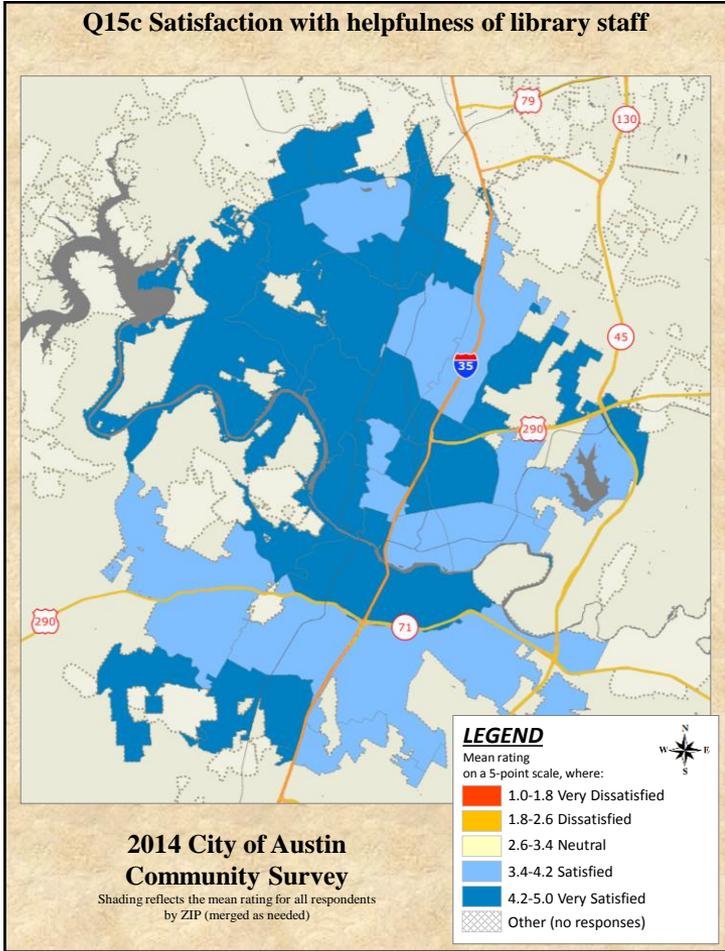
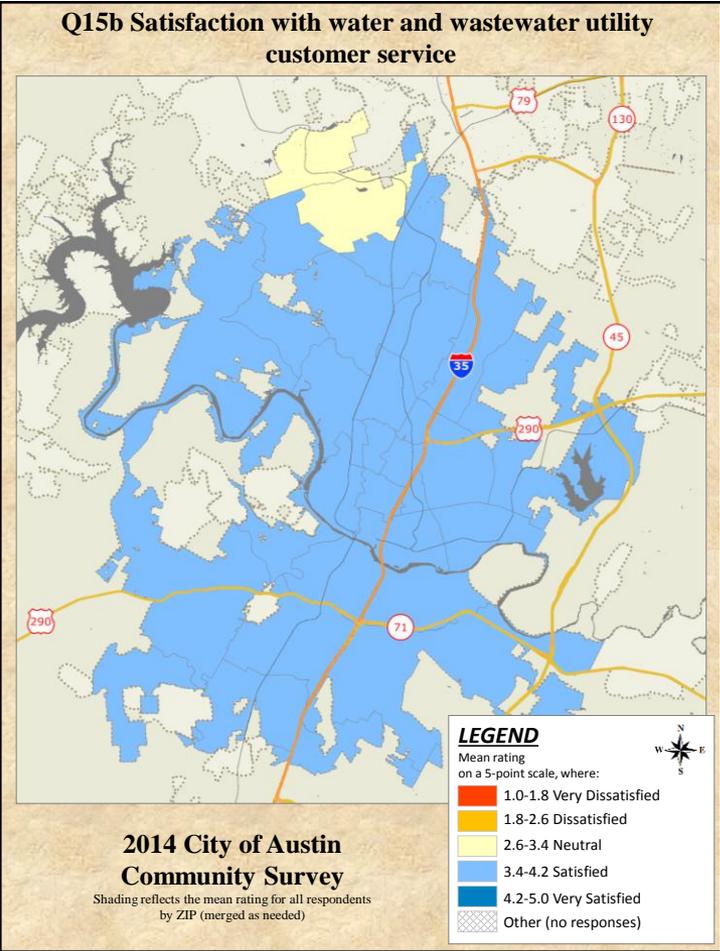


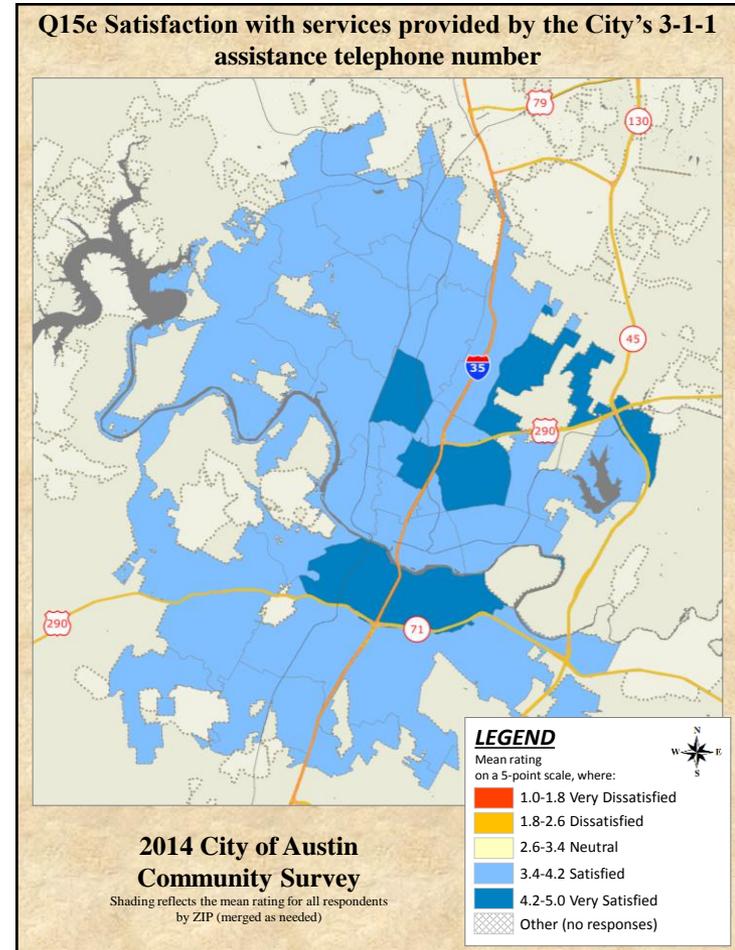
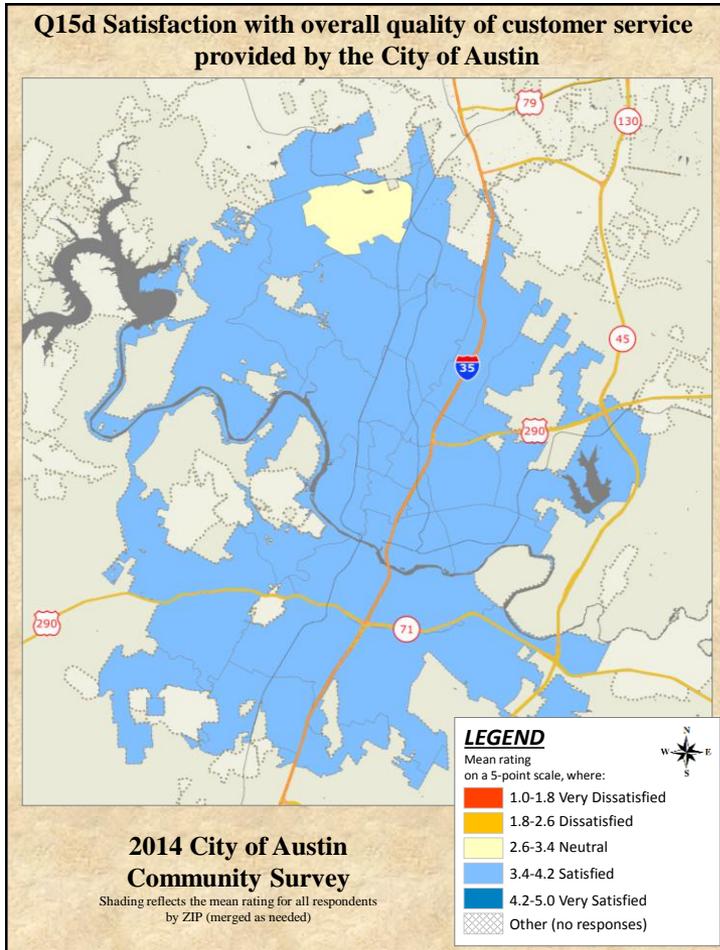


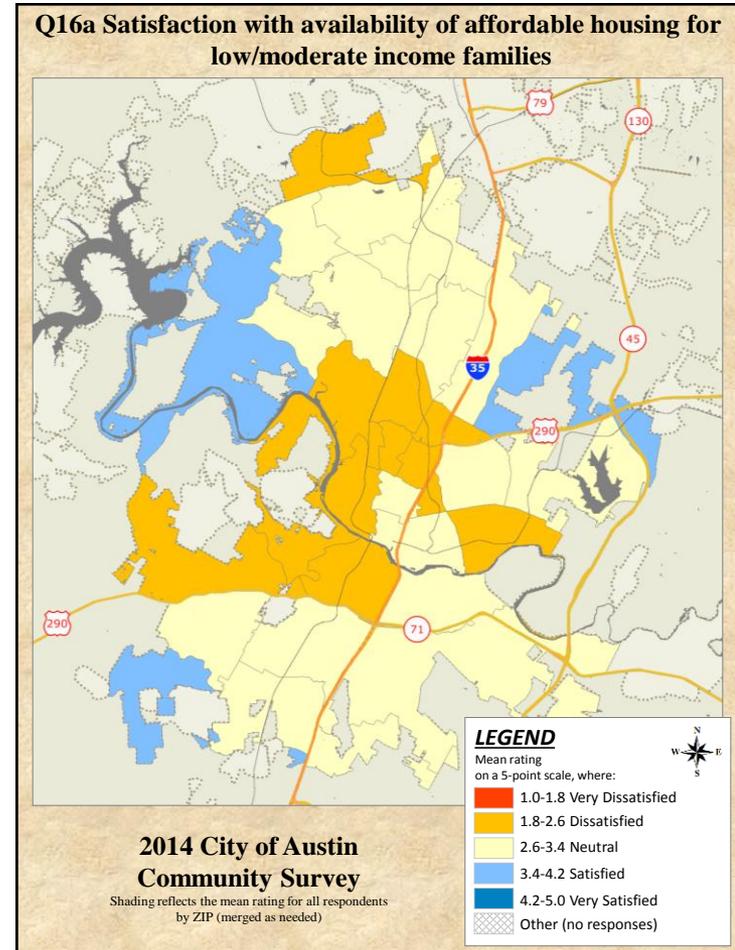
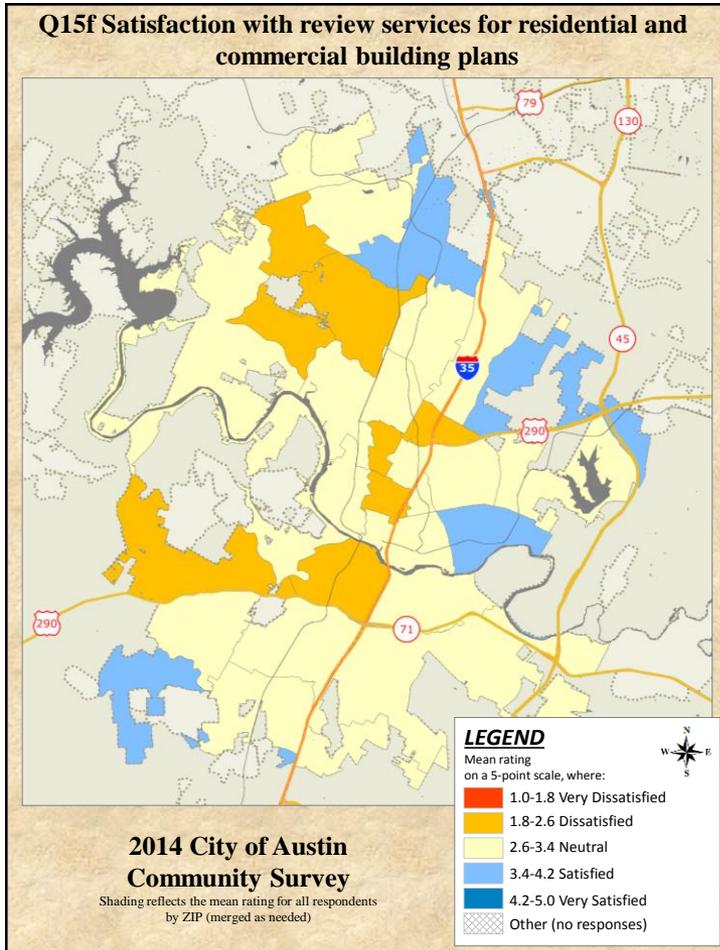


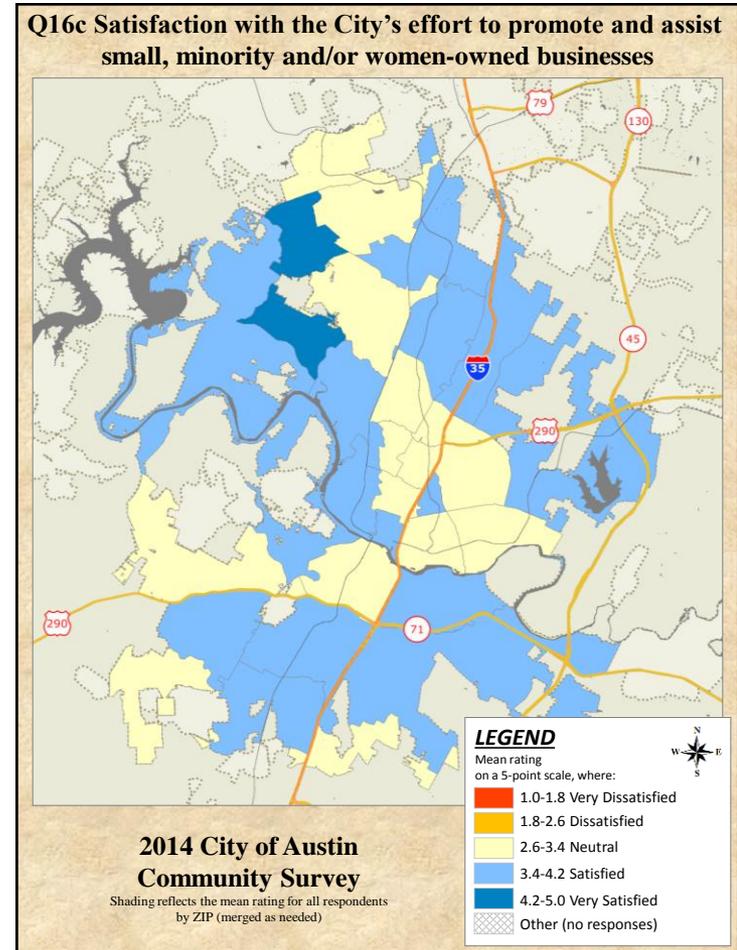
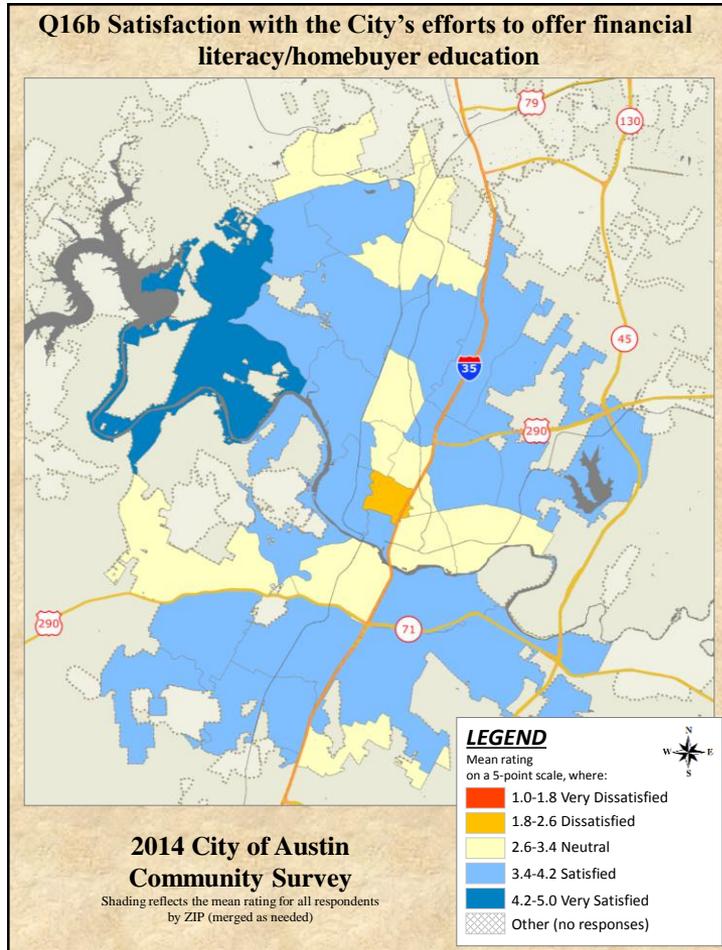


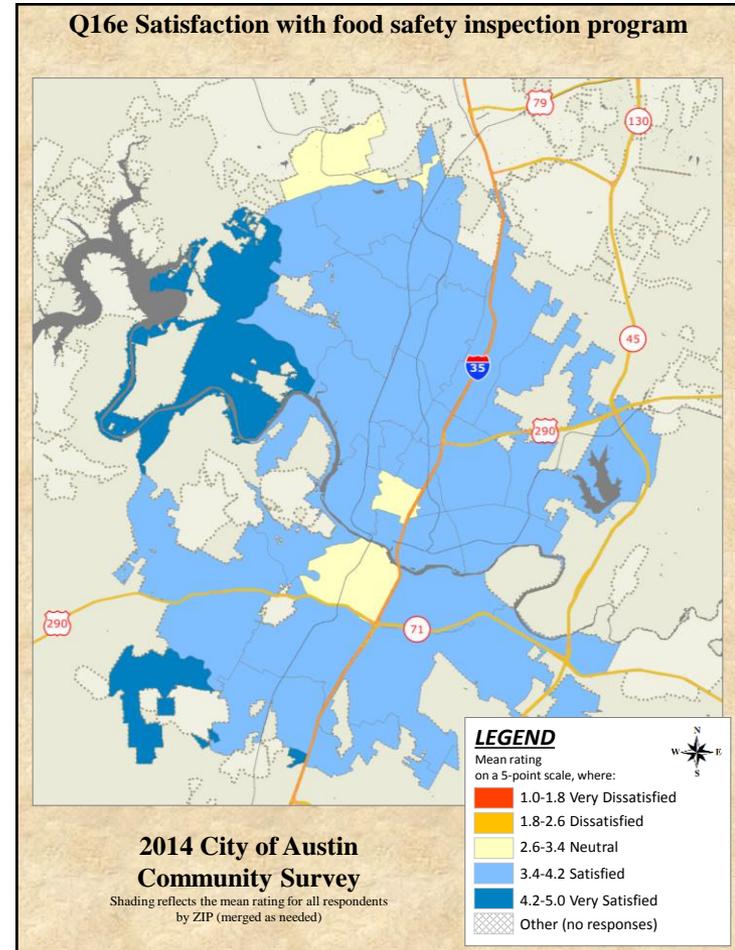
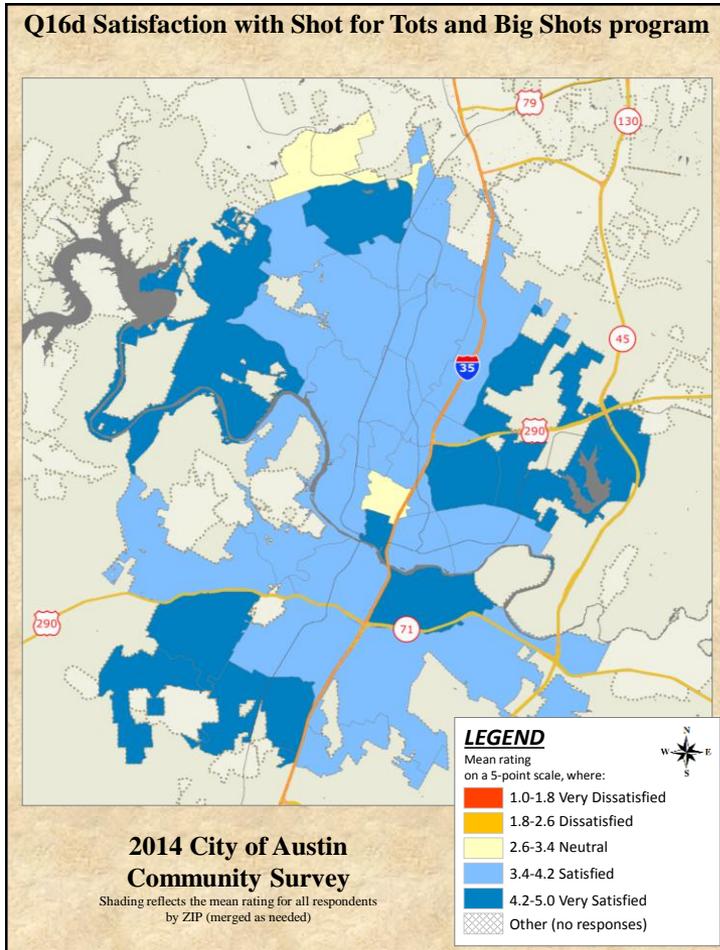


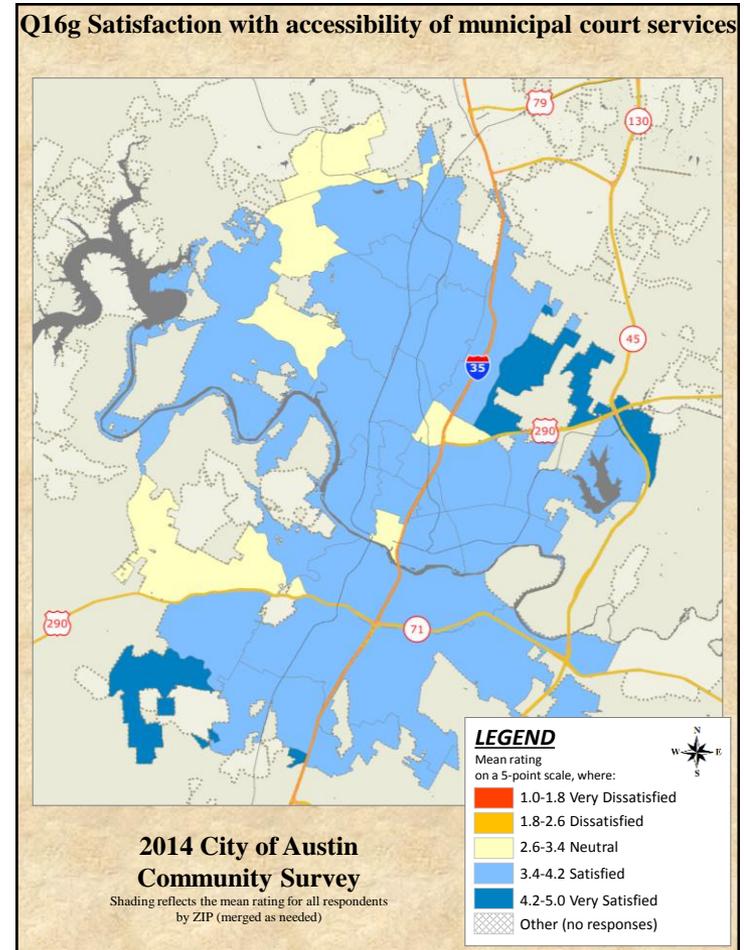
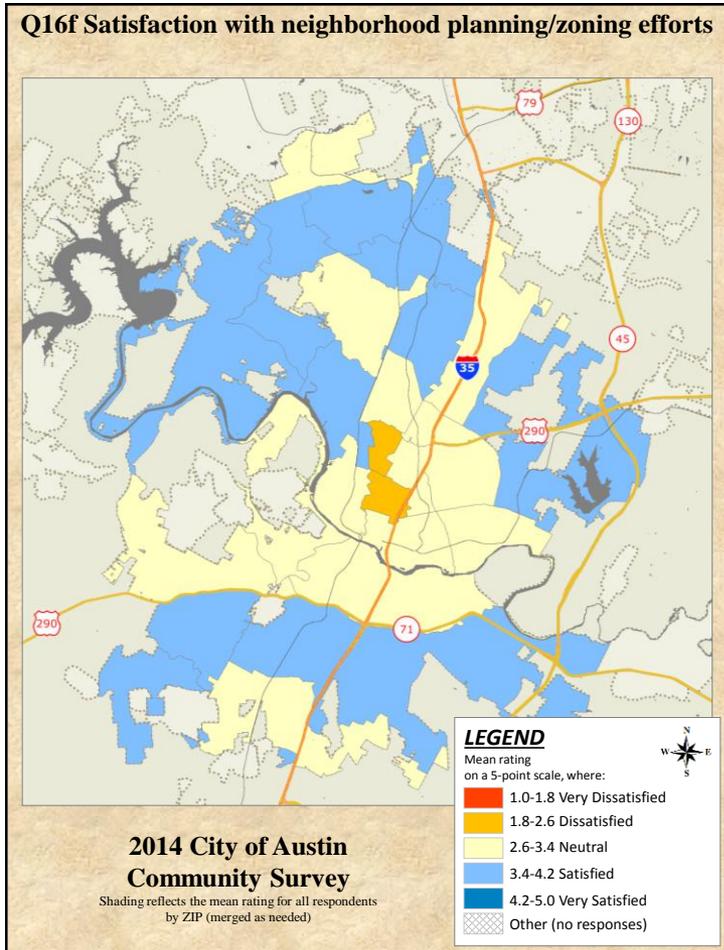


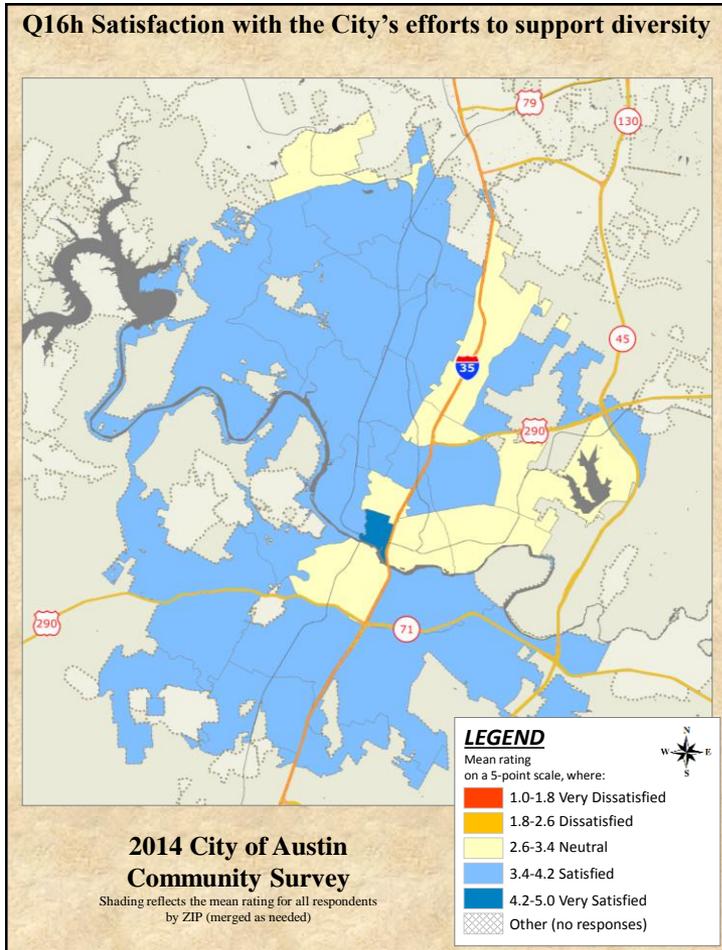












**Section 5:**  
**Tabular Data & Survey**  
**Instrument**

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**Q1. Perceptions of the Community**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. The City of Austin as a place to live	38.8%	43.7%	9.1%	5.7%	2.1%	0.6%
Q1b. The City of Austin as a place to raise children	30.4%	36.7%	15.7%	4.3%	1.5%	11.4%
Q1c. The City of Austin as a place to work	35.9%	40.5%	13.5%	3.8%	1.7%	4.6%
Q1d. The City of Austin as a place to retire	24.7%	25.2%	18.5%	12.2%	8.7%	10.6%
Q1e. Overall value that you receive for your City tax dollars & fees	8.0%	30.5%	29.0%	18.2%	10.3%	4.0%
Q1f. Overall quality of life in the City	25.1%	46.5%	18.1%	6.9%	2.0%	1.4%
Q1g. How well the City of Austin is planning growth	6.2%	17.4%	21.6%	27.2%	23.2%	4.5%
Q1h. Overall quality of services provided by the City of Austin	13.6%	45.4%	27.3%	8.4%	2.9%	2.5%

**WITHOUT DON'T KNOW****Q1. Perceptions of the Community (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. The City of Austin as a place to live	39.0%	43.9%	9.2%	5.7%	2.1%
Q1b. The City of Austin as a place to raise children	34.3%	41.5%	17.7%	4.9%	1.7%
Q1c. The City of Austin as a place to work	37.6%	42.5%	14.1%	4.0%	1.8%
Q1d. The City of Austin as a place to retire	27.6%	28.2%	20.7%	13.7%	9.8%
Q1e. Overall value that you receive for your City tax dollars & fees	8.3%	31.8%	30.2%	19.0%	10.7%
Q1f. Overall quality of life in the City	25.4%	47.1%	18.4%	7.0%	2.0%
Q1g. How well the City of Austin is planning growth	6.5%	18.2%	22.6%	28.5%	24.3%
Q1h. Overall quality of services provided by the City of Austin	13.9%	46.6%	28.0%	8.6%	2.9%

**Q2. Overall Satisfaction with Major City Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2a. Overall quality of parks and recreation programs and facilities	23.9%	46.2%	16.7%	5.6%	1.1%	6.4%
Q2b. Overall quality of City libraries	22.9%	39.6%	16.7%	4.7%	0.7%	15.5%
Q2c. Overall quality of public safety services	25.7%	47.6%	15.9%	5.2%	1.5%	4.1%
Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)	10.4%	28.4%	26.6%	7.4%	2.7%	24.4%
Q2e. Overall quality of the Austin-Bergstrom International Airport	34.2%	43.2%	13.9%	2.0%	0.7%	6.0%
Q2f. Overall quality of drinking water provided by Austin Water Utility	32.1%	43.3%	15.1%	4.2%	2.5%	2.8%
Q2g. Overall quality of wastewater services provided by Austin Water Utility	23.2%	41.3%	19.4%	6.4%	2.4%	7.3%
Q2h. Overall quality of electric utility services provided by Austin Energy	22.6%	40.8%	20.1%	8.9%	3.8%	3.7%
Q2i. Overall maintenance of City streets and sidewalks	7.8%	30.9%	26.7%	23.9%	8.8%	1.9%
Q2j. Overall management of stormwater runoff	10.0%	33.8%	27.6%	11.8%	4.5%	12.2%
Q2k. Overall effectiveness of communication by the City of Austin	8.8%	35.5%	32.1%	11.9%	5.2%	6.5%
Q2l. Overall quality of health and human services provided by the City	10.8%	28.0%	28.4%	7.9%	2.7%	22.1%
Q2m. Overall quality of planning, development review, permitting and inspection services	5.5%	17.9%	25.6%	20.1%	14.6%	16.3%
Q2n. Animal Services	17.0%	36.2%	24.0%	5.0%	1.6%	16.2%

**WITHOUT DON'T KNOW****Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2a. Overall quality of parks and recreation programs and facilities	25.6%	49.4%	17.8%	6.0%	1.2%
Q2b. Overall quality of City libraries	27.1%	46.9%	19.8%	5.5%	0.8%
Q2c. Overall quality of public safety services	26.8%	49.6%	16.6%	5.4%	1.5%
Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)	13.8%	37.6%	35.2%	9.8%	3.6%
Q2e. Overall quality of the Austin-Bergstrom International Airport	36.4%	46.0%	14.8%	2.1%	0.7%
Q2f. Overall quality of drinking water provided by Austin Water Utility	33.0%	44.6%	15.5%	4.3%	2.6%
Q2g. Overall quality of wastewater services provided by Austin Water Utility	25.0%	44.5%	21.0%	7.0%	2.6%
Q2h. Overall quality of electric utility services provided by Austin Energy	23.5%	42.4%	20.9%	9.2%	4.0%
Q2i. Overall maintenance of City streets and sidewalks	8.0%	31.4%	27.2%	24.4%	9.0%
Q2j. Overall management of stormwater runoff	11.4%	38.5%	31.4%	13.5%	5.1%
Q2k. Overall effectiveness of communication by the City of Austin	9.4%	38.0%	34.3%	12.8%	5.5%
Q2l. Overall quality of health and human services provided by the City	13.9%	36.0%	36.5%	10.2%	3.5%
Q2m. Overall quality of planning, development review, permitting and inspection services	6.5%	21.4%	30.6%	24.0%	17.5%
Q2n. Animal Services	20.3%	43.2%	28.6%	6.0%	2.0%

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

Q3. Top choice	Number	Percent
Overall quality of parks & recreation programs & facilities	73	6.0 %
Overall quality of City libraries	28	2.3 %
Overall quality of public safety services	461	37.6 %
Overall quality of municipal court services	19	1.6 %
Overall quality of the Austin-Bergstrom International Airport	15	1.2 %
Overall quality of drinking water provided by Austin Water Utility	178	14.5 %
Overall quality of wastewater services provided by Austin Water Utility	14	1.1 %
Overall quality of electric utility services provided by Austin Energy	65	5.3 %
Overall maintenance of City streets & sidewalks	99	8.1 %
Overall management of stormwater runoff	11	0.9 %
Overall effectiveness of communication by the City of Austin	18	1.5 %
Overall quality of health & human services provided by the City	50	4.1 %
Overall quality of planning, development review, permitting and inspection services	74	6.0 %
Animal Services	16	1.3 %
None chosen	104	8.5 %
Total	1225	100.0 %

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

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	65	5.3 %
Overall quality of City libraries	36	2.9 %
Overall quality of public safety services	145	11.8 %
Overall quality of municipal court services	27	2.2 %
Overall quality of the Austin-Bergstrom International Airport	28	2.3 %
Overall quality of drinking water provided by Austin Water Utility	251	20.5 %
Overall quality of wastewater services provided by Austin Water Utility	38	3.1 %
Overall quality of electric utility services provided by Austin Energy	125	10.2 %
Overall maintenance of City streets & sidewalks	136	11.1 %
Overall management of stormwater runoff	24	2.0 %
Overall effectiveness of communication by the City of Austin	30	2.4 %
Overall quality of health & human services provided by the City	65	5.3 %
Overall quality of planning, development review, permitting and inspection services	80	6.5 %
Animal Services	14	1.1 %
None chosen	161	13.1 %
Total	1225	100.0 %

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

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	73	6.0 %
Overall quality of City libraries	36	2.9 %
Overall quality of public safety services	118	9.6 %
Overall quality of municipal court services	14	1.1 %
Overall quality of the Austin-Bergstrom International Airport	28	2.3 %
Overall quality of drinking water provided by Austin Water Utility	101	8.2 %
Overall quality of wastewater services provided by Austin Water Utility	34	2.8 %
Overall quality of electric utility services provided by Austin Energy	132	10.8 %
Overall maintenance of City streets & sidewalks	158	12.9 %
Overall management of stormwater runoff	24	2.0 %
Overall effectiveness of communication by the City of Austin	36	2.9 %
Overall quality of health & human services provided by the City	108	8.8 %
Overall quality of planning, development review, permitting and inspection services	111	9.1 %
Animal Services	27	2.2 %
None chosen	225	18.4 %
Total	1225	100.0 %

**SUM OF TOP 3 CHOICES****Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Top Three)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services	724	59.1 %
Overall quality of drinking water provided by Austin Water Utility	530	43.3 %
Overall maintenance of City streets & sidewalks	393	32.1 %
Overall quality of electric utility services provided by Austin Energy	322	26.3 %
Overall quality of planning, development review, permitting and inspection services	265	21.6 %
Overall quality of health & human services provided by the City	223	18.2 %
Overall quality of parks & recreation programs & facilities	211	17.2 %
Overall quality of City libraries	100	8.2 %
Overall quality of wastewater services provided by Austin Water Utility	86	7.0 %
Overall effectiveness of communication by the City of Austin	84	6.9 %
Overall quality of the Austin-Bergstrom International Airport	71	5.8 %
Overall quality of municipal court services	60	4.9 %
Overall management of stormwater runoff	59	4.8 %
Animal Services	57	4.7 %
None chosen	104	8.5 %
Total	3289	

**Q4. Feeling of Safety**

(N=1225)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q4a. I feel safe in my neighborhood during the day	48.0%	41.4%	5.7%	3.2%	1.2%	0.5%
Q4b. I feel safe in my neighborhood at night	30.9%	43.6%	13.2%	7.8%	3.8%	0.7%
Q4c. I feel safe in City parks	16.5%	41.6%	22.5%	7.8%	2.0%	9.6%
Q4d. I feel safe walking alone downtown during the day	33.2%	39.3%	12.5%	5.8%	1.9%	7.3%
Q4e. I feel safe walking alone downtown at night	8.5%	18.2%	23.2%	23.6%	13.6%	12.8%

**WITHOUT DON'T KNOW****Q4. Feeling of Safety (Without "Don't Know")**

(N=1225)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q4a. I feel safe in my neighborhood during the day	48.2%	41.6%	5.7%	3.2%	1.2%
Q4b. I feel safe in my neighborhood at night	31.1%	43.9%	13.3%	7.8%	3.9%
Q4c. I feel safe in City parks	18.3%	46.0%	24.9%	8.6%	2.3%
Q4d. I feel safe walking alone downtown during the day	35.8%	42.4%	13.5%	6.3%	2.0%
Q4e. I feel safe walking alone downtown at night	9.8%	20.9%	26.6%	27.1%	15.6%

**Q5. Maintenance and Appearance of the City**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Condition of major City streets	8.7%	42.9%	24.1%	16.5%	6.7%	1.1%
Q5b. Condition of streets in your neighborhood	16.0%	44.1%	18.1%	15.3%	5.6%	0.8%
Q5c. Condition of sidewalks in your neighborhood	12.5%	33.0%	21.6%	16.7%	11.0%	5.2%
Q5d. Timing of traffic signals on City streets	7.8%	35.1%	26.7%	16.1%	11.8%	2.5%
Q5e. Traffic flow on major City streets	3.3%	15.5%	21.6%	31.1%	26.6%	1.9%
Q5f. Pedestrian accessibility	7.8%	29.6%	29.4%	18.1%	10.1%	5.0%
Q5g. Bicycle accessibility	10.5%	26.2%	28.8%	13.0%	8.2%	13.3%
Q5h. Enforcement of local codes and ordinances	6.4%	25.1%	29.2%	12.3%	8.9%	18.2%

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

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Condition of major City streets	8.8%	43.4%	24.3%	16.7%	6.8%
Q5b. Condition of streets in your neighborhood	16.1%	44.5%	18.3%	15.4%	5.7%
Q5c. Condition of sidewalks in your neighborhood	13.2%	34.8%	22.7%	17.7%	11.6%
Q5d. Timing of traffic signals on City streets	8.0%	36.0%	27.4%	16.5%	12.1%
Q5e. Traffic flow on major City streets	3.3%	15.8%	22.0%	31.7%	27.1%
Q5f. Pedestrian accessibility	8.3%	31.1%	31.0%	19.0%	10.7%
Q5g. Bicycle accessibility	12.1%	30.2%	33.2%	15.0%	9.4%
Q5h. Enforcement of local codes and ordinances	7.8%	30.6%	35.6%	15.0%	10.9%

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

Q6. Top choice	Number	Percent
Condition of major City streets	387	31.6 %
Condition of streets in your neighborhood	80	6.5 %
Condition of sidewalks in your neighborhood	61	5.0 %
Timing of traffic signals on City streets	65	5.3 %
Traffic flow on major City streets	325	26.5 %
Pedestrian accessibility	71	5.8 %
Bicycle accessibility	43	3.5 %
Enforcement of local codes & ordinances	61	5.0 %
None chosen	132	10.8 %
Total	1225	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	185	15.1 %
Condition of streets in your neighborhood	149	12.2 %
Condition of sidewalks in your neighborhood	73	6.0 %
Timing of traffic signals on City streets	126	10.3 %
Traffic flow on major City streets	230	18.8 %
Pedestrian accessibility	135	11.0 %
Bicycle accessibility	66	5.4 %
Enforcement of local codes & ordinances	79	6.4 %
None chosen	182	14.9 %
Total	1225	100.0 %

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

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	138	11.3 %
Condition of streets in your neighborhood	98	8.0 %
Condition of sidewalks in your neighborhood	75	6.1 %
Timing of traffic signals on City streets	136	11.1 %
Traffic flow on major City streets	164	13.4 %
Pedestrian accessibility	108	8.8 %
Bicycle accessibility	97	7.9 %
Enforcement of local codes & ordinances	149	12.2 %
<u>None chosen</u>	<u>260</u>	<u>21.2 %</u>
Total	1225	100.0 %

**SUM OF TOP 3 CHOICES****Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Top Three)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Traffic flow on major City streets	719	58.7 %
Condition of major City streets	710	58.0 %
Condition of streets in your neighborhood	327	26.7 %
Timing of traffic signals on City streets	327	26.7 %
Pedestrian accessibility	314	25.6 %
Enforcement of local codes & ordinances	289	23.6 %
Condition of sidewalks in your neighborhood	209	17.1 %
Bicycle accessibility	206	16.8 %
<u>None chosen</u>	<u>132</u>	<u>10.8 %</u>
Total	3233	

**Q7. Public Safety Services:Police Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Overall quality of police services	21.8%	47.8%	15.8%	5.9%	2.5%	6.2%
Q7b. Speed of emergency police response	18.4%	35.0%	17.2%	5.6%	2.5%	21.2%
Q7c. Enforcement of local traffic laws	10.5%	40.4%	27.3%	7.6%	5.5%	8.7%

**WITHOUT DON'T KNOW****Q7. Public Safety Services:Police Services (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Overall quality of police services	23.2%	50.9%	16.9%	6.3%	2.7%
Q7b. Speed of emergency police response	23.4%	44.5%	21.9%	7.0%	3.2%
Q7c. Enforcement of local traffic laws	11.5%	44.3%	29.9%	8.3%	6.0%

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

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7d. Overall quality of fire services	32.3%	38.7%	9.6%	0.3%	0.0%	19.0%
Q7e. Timeliness of Fire response to emergency location	32.2%	31.7%	10.2%	0.6%	0.1%	25.3%
Q7f. Medical assistance provided by EMS	33.1%	30.6%	10.8%	0.5%	0.3%	24.7%
Q7g. Timeliness of EMS response to emergency location	32.7%	29.8%	11.0%	0.4%	0.2%	26.0%

**WITHOUT DON'T KNOW****Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7d. Overall quality of fire services	39.9%	47.8%	11.9%	0.4%	0.0%
Q7e. Timeliness of Fire response to emergency location	43.1%	42.4%	13.7%	0.8%	0.1%
Q7f. Medical assistance provided by EMS	43.9%	40.7%	14.3%	0.7%	0.4%
Q7g. Timeliness of EMS response to emergency location	44.2%	40.2%	14.8%	0.6%	0.2%

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

Q8. Top choice	Number	Percent
Overall quality of police services	471	38.4 %
Speed of emergency police response	246	20.1 %
Enforcement of local traffic laws	43	3.5 %
Overall quality of fire services	67	5.5 %
Timeliness of Fire response to emergency location	62	5.1 %
Medical assistance provided by EMS	99	8.1 %
Timeliness of EMS response to emergency location	86	7.0 %
None chosen	151	12.3 %
Total	1225	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	102	8.3 %
Speed of emergency police response	153	12.5 %
Enforcement of local traffic laws	60	4.9 %
Overall quality of fire services	248	20.2 %
Timeliness of Fire response to emergency location	195	15.9 %
Medical assistance provided by EMS	149	12.2 %
Timeliness of EMS response to emergency location	119	9.7 %
None chosen	199	16.2 %
Total	1225	100.0 %

**SUM OF TOP 2 CHOICES****Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Top Two)**

Q8. Sum of top 2 choices	Number	Percent
Overall quality of police services	573	46.8 %
Speed of emergency police response	399	32.6 %
Overall quality of fire services	315	25.7 %
Timeliness of Fire response to emergency location	257	21.0 %
Medical assistance provided by EMS	248	20.2 %
Timeliness of EMS response to emergency location	205	16.7 %
None chosen	151	12.3 %
Enforcement of local traffic laws	103	8.4 %
Total	2251	

**Q9. Environmental Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Water and wastewater utility response time to emergencies	10.2%	26.0%	21.6%	5.2%	2.0%	34.9%
Q9b. Water Conservation programs within Austin	12.7%	38.4%	22.9%	11.0%	5.1%	10.0%
Q9c. Energy Conservation program	11.8%	38.9%	24.1%	9.4%	3.9%	11.9%
Q9d. The water quality of lakes and streams	9.3%	37.4%	27.4%	11.1%	3.3%	11.4%
Q9e. Flood control efforts	8.1%	30.5%	27.1%	13.1%	4.8%	16.4%

**WITHOUT DON'T KNOW****Q9. Environmental Services (Without (Don't Know))**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Water and wastewater utility response time to emergencies	15.7%	40.0%	33.1%	8.0%	3.1%
Q9b. Water Conservation programs within Austin	14.1%	42.6%	25.4%	12.3%	5.6%
Q9c. Energy Conservation program	13.4%	44.1%	27.3%	10.7%	4.4%
Q9d. The water quality of lakes and streams	10.5%	42.2%	31.0%	12.5%	3.8%
Q9e. Flood control efforts	9.7%	36.5%	32.4%	15.7%	5.7%

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

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	251	20.5 %
Water Conservation programs within Austin	349	28.5 %
Energy Conservation program	101	8.2 %
The water quality of lakes & streams	223	18.2 %
Flood control efforts	158	12.9 %
None chosen	143	11.7 %
Total	1225	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?**

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	93	7.6 %
Water Conservation programs within Austin	213	17.4 %
Energy Conservation program	279	22.8 %
The water quality of lakes & streams	218	17.8 %
Flood control efforts	198	16.2 %
None chosen	224	18.3 %
Total	1225	100.0 %

**SUM OF TOP 3 CHOICES****Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Top Two)**

<u>Q10. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Water Conservation programs within Austin	562	45.9 %
The water quality of lakes & streams	441	36.0 %
Energy Conservation program	380	31.0 %
Flood control efforts	356	29.1 %
Water & wastewater utility response time to emergencies	344	28.1 %
None chosen	143	11.7 %
Total	2226	

**Q11. Recreation and Cultural Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Number of City parks	24.9%	42.2%	16.2%	5.9%	1.4%	9.4%
Q11b. Number of walking/biking trails	23.4%	38.4%	18.3%	7.2%	2.4%	10.3%
Q11c. Appearance of park grounds in Austin	19.9%	45.1%	19.5%	5.8%	1.3%	8.3%
Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department	19.4%	41.3%	18.1%	3.8%	0.9%	16.4%
Q11e. Quality of youth athletic programs offered by the City	8.7%	19.1%	19.3%	4.7%	2.0%	46.3%
Q11f. Quality of adult athletic programs offered by the City	7.0%	19.8%	19.7%	5.6%	1.8%	46.1%
Q11g. Quality of outdoor athletic fields	9.7%	29.6%	23.3%	4.3%	1.6%	31.4%
Q11h. Safety in City parks and park facilities	10.9%	38.3%	24.8%	7.2%	2.0%	16.8%
Q11i. Overall satisfaction with City swimming pools	11.9%	30.9%	18.9%	5.8%	1.9%	30.6%
Q11j. Satisfaction with aquatic programs	9.3%	19.8%	19.3%	3.9%	1.8%	45.9%
Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks	10.7%	38.3%	23.8%	6.7%	1.6%	19.0%
Q11l. Cleanliness of library facilities	23.3%	37.0%	14.4%	2.1%	0.3%	22.9%
Q11m. Library programs	20.2%	31.2%	15.3%	2.4%	0.7%	30.4%
Q11n. Materials at libraries	20.4%	34.2%	16.2%	3.8%	1.0%	24.5%
Q11o. Library hours	14.4%	32.3%	18.7%	8.2%	2.1%	24.2%

**WITHOUT DON'T KNOW****Q11. Recreation and Cultural Services (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Number of City parks	27.5%	46.6%	17.9%	6.5%	1.5%
Q11b. Number of walking/biking trails	26.1%	42.9%	20.4%	8.0%	2.6%
Q11c. Appearance of park grounds in Austin	21.7%	49.2%	21.3%	6.3%	1.4%
Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department	23.2%	49.5%	21.7%	4.6%	1.1%
Q11e. Quality of youth athletic programs offered by the City	16.3%	35.6%	35.9%	8.7%	3.6%
Q11f. Quality of adult athletic programs offered by the City	13.1%	36.7%	36.6%	10.3%	3.3%
Q11g. Quality of outdoor athletic fields	14.2%	43.2%	34.0%	6.3%	2.3%
Q11h. Safety in City parks and park facilities	13.2%	46.0%	29.8%	8.6%	2.4%
Q11i. Overall satisfaction with City swimming pools	17.2%	44.5%	27.3%	8.4%	2.7%
Q11j. Satisfaction with aquatic programs	17.2%	36.7%	35.6%	7.2%	3.3%
Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks	13.2%	47.2%	29.4%	8.3%	1.9%
Q11l. Cleanliness of library facilities	30.2%	48.0%	18.6%	2.8%	0.4%
Q11m. Library programs	29.0%	44.8%	21.9%	3.4%	0.9%
Q11n. Materials at libraries	27.1%	45.2%	21.4%	5.0%	1.3%
Q11o. Library hours	19.1%	42.7%	24.7%	10.8%	2.8%

**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?**

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	198	16.2 %
Number of walking/biking trails	107	8.7 %
Appearance of park grounds in Austin	80	6.5 %
Quality of parks & recreation programs offered by the Austin Parks Department	167	13.6 %
Quality of youth athletic programs offered by the City	62	5.1 %
Quality of adult athletic programs offered by the City	16	1.3 %
Quality of outdoor athletic fields	10	0.8 %
Safety in City parks & park facilities	161	13.1 %
Overall satisfaction with City swimming pools	42	3.4 %
Satisfaction with aquatic programs	6	0.5 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	37	3.0 %
Cleanliness of library facilities	14	1.1 %
Library programs	66	5.4 %
Materials at libraries	60	4.9 %
Library hours	31	2.5 %
None chosen	168	13.7 %
Total	1225	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	74	6.0 %
Number of walking/biking trails	103	8.4 %
Appearance of park grounds in Austin	76	6.2 %
Quality of parks & recreation programs offered by the Austin Parks Department	74	6.0 %
Quality of youth athletic programs offered by the City	79	6.4 %
Quality of adult athletic programs offered by the City	26	2.1 %
Quality of outdoor athletic fields	17	1.4 %
Safety in City parks & park facilities	198	16.2 %
Overall satisfaction with City swimming pools	77	6.3 %
Satisfaction with aquatic programs	14	1.1 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	65	5.3 %
Cleanliness of library facilities	21	1.7 %
Library programs	69	5.6 %
Materials at libraries	77	6.3 %
Library hours	34	2.8 %
None chosen	221	18.0 %
Total	1225	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	53	4.3 %
Number of walking/biking trails	80	6.5 %
Appearance of park grounds in Austin	68	5.6 %
Quality of parks & recreation programs offered by the Austin Parks Department	74	6.0 %
Quality of youth athletic programs offered by the City	45	3.7 %
Quality of adult athletic programs offered by the City	33	2.7 %
Quality of outdoor athletic fields	26	2.1 %
Safety in City parks & park facilities	116	9.5 %
Overall satisfaction with City swimming pools	73	6.0 %
Satisfaction with aquatic programs	14	1.1 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	106	8.7 %
Cleanliness of library facilities	24	2.0 %
Library programs	79	6.4 %
Materials at libraries	83	6.8 %
Library hours	49	4.0 %
None chosen	302	24.7 %
Total	1225	100.0 %

**SUM OF TOP 3 CHOICES****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? (Top Three)**

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Safety in City parks & park facilities	475	38.8 %
Number of City parks	325	26.5 %
Quality of parks & recreation programs offered by the Austin Parks Department	315	25.7 %
Number of walking/biking trails	290	23.7 %
Appearance of park grounds in Austin	224	18.3 %
Materials at libraries	220	18.0 %
Library programs	214	17.5 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	208	17.0 %
Overall satisfaction with City swimming pools	192	15.7 %
Quality of youth athletic programs offered by the City	186	15.2 %
None chosen	168	13.7 %
Library hours	114	9.3 %
Quality of adult athletic programs offered by the City	75	6.1 %
Cleanliness of library facilities	59	4.8 %
Quality of outdoor athletic fields	53	4.3 %
Satisfaction with aquatic programs	34	2.8 %
Total	3152	

**Q13. Residential and Neighborhood Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Quality of residential garbage collection	39.4%	42.8%	8.1%	3.3%	1.0%	5.5%
Q13b. Quality of residential yard waste collection	33.1%	41.1%	10.0%	5.3%	1.5%	9.1%
Q13c. Quality of residential curbside recycling services	40.7%	39.2%	8.9%	3.5%	1.1%	6.7%
Q13d. Household hazardous waste disposal service	13.6%	25.1%	20.6%	10.3%	3.8%	26.6%
Q13e. Bulky item pick-up/removal services	27.7%	39.5%	13.9%	5.7%	2.0%	11.3%
Q13f. Reliability of your electric service	37.5%	41.4%	11.1%	3.3%	1.4%	5.4%
Q13g. Safety of your drinking water	36.3%	41.7%	12.1%	3.0%	2.3%	4.6%
Q13h. Cleanliness of City streets and public areas	17.9%	46.5%	21.7%	8.6%	2.4%	3.0%
Q13i. Cleanliness of your neighborhood	27.0%	44.1%	14.3%	9.6%	2.9%	2.2%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	10.4%	26.1%	22.8%	17.6%	8.2%	14.9%

**WITHOUT DON'T KNOW****Q13. Residential and Neighborhood Services (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Quality of residential garbage collection	41.7%	45.3%	8.5%	3.5%	1.0%
Q13b. Quality of residential yard waste collection	36.4%	45.2%	11.0%	5.8%	1.6%
Q13c. Quality of residential curbside recycling services	43.6%	42.0%	9.5%	3.8%	1.1%
Q13d. Household hazardous waste disposal service	18.6%	34.3%	28.0%	14.0%	5.1%
Q13e. Bulky item pick-up/removal services	31.2%	44.5%	15.6%	6.4%	2.2%
Q13f. Reliability of your electric service	39.6%	43.7%	11.7%	3.5%	1.5%
Q13g. Safety of your drinking water	38.1%	43.7%	12.7%	3.2%	2.4%
Q13h. Cleanliness of City streets and public areas	18.4%	47.9%	22.3%	8.8%	2.4%
Q13i. Cleanliness of your neighborhood	27.6%	45.1%	14.6%	9.8%	2.9%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	12.3%	30.7%	26.7%	20.7%	9.6%

**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. Top choice	Number	Percent
Quality of residential garbage collection	251	20.5 %
Quality of residential yard waste collection	15	1.2 %
Quality of residential curbside recycling services	51	4.2 %
Household hazardous waste disposal service	30	2.4 %
Bulky item pick-up/removal services	22	1.8 %
Reliability of your electric service	183	14.9 %
Safety of your drinking water	321	26.2 %
Cleanliness of City streets & public areas	48	3.9 %
Cleanliness of your neighborhood	33	2.7 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	146	11.9 %
None chosen	125	10.2 %
Total	1225	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	136	11.1 %
Quality of residential yard waste collection	43	3.5 %
Quality of residential curbside recycling services	86	7.0 %
Household hazardous waste disposal service	34	2.8 %
Bulky item pick-up/removal services	56	4.6 %
Reliability of your electric service	228	18.6 %
Safety of your drinking water	219	17.9 %
Cleanliness of City streets & public areas	112	9.1 %
Cleanliness of your neighborhood	57	4.7 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	63	5.1 %
None chosen	191	15.6 %
Total	1225	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	125	10.2 %
Quality of residential yard waste collection	25	2.0 %
Quality of residential curbside recycling services	81	6.6 %
Household hazardous waste disposal service	44	3.6 %
Bulky item pick-up/removal services	61	5.0 %
Reliability of your electric service	98	8.0 %
Safety of your drinking water	143	11.7 %
Cleanliness of City streets & public areas	158	12.9 %
Cleanliness of your neighborhood	96	7.8 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	132	10.8 %
None chosen	262	21.4 %
Total	1225	100.0 %

**SUM OF TOP 3 CHOICES**

**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?(Top Three)**

Q14. Sum of top 3 choices	Number	Percent
Safety of your drinking water	683	55.8 %
Quality of residential garbage collection	512	41.8 %
Reliability of your electric service	509	41.6 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	341	27.8 %
Cleanliness of City streets & public areas	318	26.0 %
Quality of residential curbside recycling services	218	17.8 %
Cleanliness of your neighborhood	186	15.2 %
Bulky item pick-up/removal services	139	11.3 %
None chosen	125	10.2 %
Household hazardous waste disposal service	108	8.8 %
Quality of residential yard waste collection	83	6.8 %
Total	3222	

**Q15. Customer Service**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Austin Energy customer service	18.9%	41.2%	17.7%	4.3%	3.0%	14.8%
Q15b. Water and wastewater utility customer service	16.9%	38.5%	18.1%	4.8%	2.6%	19.1%
Q15c. Helpfulness of library staff	32.5%	27.9%	12.7%	0.6%	0.5%	25.8%
Q15d. Overall quality of customer service provided by the City of Austin	17.6%	43.9%	20.6%	4.7%	2.0%	11.3%
Q15e. Services provided by the City's 3-1-1 assistance telephone number	26.1%	35.2%	15.1%	3.1%	1.1%	19.5%
Q15f. Review services for residential and commercial building plans	5.4%	12.5%	19.6%	9.3%	7.4%	45.8%

**WITHOUT DON'T KNOW****Q15. Customer Service (Without "Don't Know")**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Austin Energy customer service	22.2%	48.4%	20.8%	5.1%	3.5%
Q15b. Water and wastewater utility customer service	20.9%	47.6%	22.3%	6.0%	3.2%
Q15c. Helpfulness of library staff	43.8%	37.6%	17.2%	0.8%	0.7%
Q15d. Overall quality of customer service provided by the City of Austin	19.9%	49.5%	23.2%	5.2%	2.2%
Q15e. Services provided by the City's 3-1-1 assistance telephone number	32.4%	43.7%	18.8%	3.9%	1.3%
Q15f. Review services for residential and commercial building plans	10.0%	23.1%	36.2%	17.2%	13.6%

**Q16. Other City Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Availability of affordable housing for low/moderate income families	6.4%	10.1%	22.1%	21.5%	17.3%	22.6%
Q16b. The City's efforts to offer financial literacy/homebuyer education	4.0%	12.6%	23.7%	9.3%	5.1%	45.3%
Q16c. City's effort to promote and assist small, minority and/or women-owned businesses	5.6%	15.4%	25.4%	8.3%	5.3%	39.9%
Q16d. Shot for Tots and Big Shots program (immunizations)	11.8%	19.7%	19.8%	1.9%	1.3%	45.5%
Q16e. Food Safety Inspection program	8.4%	23.0%	21.2%	3.9%	1.5%	42.1%
Q16f. Neighborhood planning/zoning efforts	6.0%	20.7%	26.7%	14.4%	9.0%	23.3%
Q16g. Accessibility of municipal court services	7.8%	22.1%	24.8%	6.3%	3.0%	36.1%
Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	14.4%	27.5%	21.0%	8.5%	7.3%	21.3%

**WITHOUT DON'T KNOW****Q16. Other City Services**

(N=1225)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Availability of affordable housing for low/moderate income families	8.2%	13.1%	28.6%	27.7%	22.4%
Q16b. The City's efforts to offer financial literacy/homebuyer education	7.3%	23.0%	43.3%	17.0%	9.3%
Q16c. City's effort to promote and assist small, minority and/or women-owned businesses	9.4%	25.6%	42.3%	13.9%	8.8%
Q16d. Shot for Tots and Big Shots program (immunizations)	21.7%	36.1%	36.4%	3.4%	2.4%
Q16e. Food Safety Inspection program	14.5%	39.6%	36.5%	6.8%	2.5%
Q16f. Neighborhood planning/zoning efforts	7.8%	27.0%	34.8%	18.8%	11.7%
Q16g. Accessibility of municipal court services	12.1%	34.5%	38.7%	9.8%	4.7%
Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	18.4%	35.0%	26.7%	10.8%	9.2%

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

(N=1225)

	Yes	No	Don't know
Q17a. Have you visited an Austin City park?	86.9%	12.1%	1.1%
Q17b. Have you participated in a City of Austin recreation program/event?	41.3%	55.6%	3.1%
Q17c. Have you visited an Austin library facility?	70.2%	28.2%	1.6%
Q17d. Have you visited a City pool?	53.9%	44.8%	1.3%
Q17e. Have you visited a City recreation center?	45.5%	52.3%	2.2%
Q17f. Have you had contact with the City of Austin Municipal Court?	37.8%	59.5%	2.7%
Q17g. Have you had contact with the City for Code Enforcement?	28.5%	68.3%	3.2%
Q17h. Have you visited the Austin-Bergstrom International Airport?	84.0%	14.5%	1.5%
Q17i. Have you called 3-1-1?	64.3%	33.8%	1.9%
Q17j. Have you called 9-1-1?	43.3%	54.9%	1.8%
Q17k. Have you had contact with the Austin Police Department?	57.6%	40.9%	1.5%
Q17l. Have you had contact with the Austin Fire Department?	31.0%	67.2%	1.8%
Q17m. Have you had contact with the Emergency Medical Services Department?	32.9%	65.0%	2.0%
Q17n. Does Austin Energy provide your electric service?	90.9%	6.7%	2.4%
Q17o. Does the City of Austin collect garbage at your residence?	88.2%	9.4%	2.4%
Q17p. Does the City of Austin provide your home with water and wastewater services?	91.9%	5.3%	2.8%

**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	52	4.2 %
Disagree	85	6.9 %
Neutral	268	21.9 %
Agree	423	34.5 %
Strongly Agree	168	13.7 %
Don't Know	229	18.7 %
Total	1225	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 than 5 years	160	13.1 %
6-10 years	142	11.6 %
11-15 years	148	12.1 %
16-20 years	131	10.7 %
21-30 years	215	17.6 %
Over 31 years	429	35.0 %
Total	1225	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	234	19.1 %
35-44 years	263	21.5 %
45-54 years	255	20.8 %
55-64 years	253	20.7 %
65+ years	211	17.2 %
Not Provided	9	0.7 %
Total	1225	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	117	9.6 %
One	348	28.4 %
Two	422	34.4 %
Three	153	12.5 %
Four	120	9.8 %
Five or more	65	5.3 %
Total	1225	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	151	12.3 %
American Indian	16	1.3 %
Asian/Pacific Islander	42	3.4 %
Caucasian/White	745	60.8 %
Other	273	22.3 %
Not Provided	18	1.5 %
Total	1245	

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

Q23. Are you Hispanic, Latino, or of other Spanish ancestry?	Number	Percent
Yes	393	32.1 %
No	774	63.2 %
Not Provided	58	4.7 %
Total	1225	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	135	11.0 %
\$20,000-\$39,999	172	14.0 %
\$40,000-\$59,999	197	16.1 %
\$60,000-\$79,999	178	14.5 %
\$80,000-\$149,999	262	21.4 %
\$150,000 or more	179	14.6 %
Not Provided	102	8.3 %
Total	1225	100.0 %

**Q25. What is your gender?**

Q25. What is your gender?	Number	Percent
Male	584	47.7 %
Female	641	52.3 %
Total	1225	100.0 %

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

<u>Q26. Do you own or rent your home?</u>	<u>Number</u>	<u>Percent</u>
Own	899	73.4 %
Rent	315	25.7 %
Not provided	11	0.9 %
Total	1225	100.0 %

**Location of residence**

<u>Geography</u>	<u>Number</u>	<u>Percent</u>
Central East	218	17.8 %
Central West	207	16.9 %
North East	192	15.7 %
North West	209	17.1 %
South East	192	15.7 %
South West	205	16.7 %
Not Provided	2	0.2 %
Total	1225	100.0 %



July 2014

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 with its mission of 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 also provide comparison satisfaction 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.

# 2014 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		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

4. Feeling of Safety		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
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

<b>5. Maintenance and Appearance of the City</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

<b>7. Public Safety Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
<b>Police Services</b>							
A.	Overall quality of police services	5	4	3	2	1	9
B.	Speed of emergency <b>police</b> 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
<b>Fire and Emergency Medical Services (EMS)</b>							
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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

<b>9. Environmental Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

<b>11. Recreation and Cultural Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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.	<b>Overall</b> quality of parks and recreation programs offered by the Austin Parks Department	5	4	3	2	1	9
E.	Quality of <b>youth</b> athletic programs offered by the City	5	4	3	2	1	9
F.	Quality of <b>adult</b> 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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

<b>13. Residential and Neighborhood Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

<b>15. Customer Service</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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

<b>16. Other City Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
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

<b>17. Usage of City Services and Facilities</b>		YES	NO	Don't Know
Please indicate if you did any of the following activities during the past 12 months by circling YES or NO:				
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
<b>Please indicate if you receive services from the following organizations:</b>				
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 your 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 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.