

# 2014 City of Austin Community Survey

*...helping organizations make better decisions since 1982*

## Appendices Report

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

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2015**



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# 2014 City of Austin Community Survey *Appendix A: Open-Ended Comments*

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## Overview

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

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

- Excel.
- Quit wasting time and money on diversity programs (nobody cares).
- Support local music industry.
- City management is top heavy. Too many executives, not enough doers.
- Get the planning, zoning and approval laws and rules right.
- Need more public parking downtown. I understand wanting to discourage cars/driving but we need a balance. Some of us avoid going downtown because of lack of parking. Not always possible to walk/ride a bike.
- Lower the utilities bills.
- More affordable housing for city workers and teachers.
- More public transportation/light rail.
- Some central neighborhoods have bad park access, we need more parks.
- Quit telling us to conserve water, then charging us more. If you are not handling as much volume then you should have less operating costs.
- No more money wasted on rail.
- Start looking at what you can do for those people who travel the congested roads, and do not go anywhere near downtown/campus.
- Keep up with growth.
- Social services needs more support to prevent crime, encourage good citizenship and help all.
- Mass transit is needed. Traffic is a nightmare!
- Create more jobs for people of low income or accepting people that does not have proof of education.
- Focus on traffic in Austin.
- city appears to focus on downtown area, neglect the rest of the tax payers. Austin energy-high rate, excessive fees on utility bills, city draining our budgets to provide service to non Americans and others. We have to pay our own way thus we end up almost below the poverty line.
- Traffic situation needs to be addressed.
- I am concerned that high rise living will supercede quality of our neighborhoods. Concerned that newcomers to Austin with money will change the character of our city.

- The software used by the utility is not optimum. Please do more neighborhood traffic calming and enforce speed limits in neighborhoods. Drivers need to slow down and stop texting.
- Stop over controlling, no more new laws.
- Library hours are terrible. It is a scandal that the central library opens at 11am. In Edinburgh Texas, they open at 8am.
- Do a better job for seniors and vets and lower property taxes.
- Stop bringing more companies to Austin. If you cannot stop giving them tax breaks.
- Please stop adding unrelated fees to residential services and put debt decisions to voters.
- Taxes too high.
- Figure out a way to overcome the I35 traffic problem.
- Stop pushing your urban rail agenda and direct your attention to reducing property taxes.
- Better and cheaper public transportation.
- The importance of developing adequate rail systems for city.
- Enforce traffic code on bicyclists.
- We love the new boardwalk on Lady Bird Lake; thank you!
- You are not enforcing all the laws. This is creating anarchy in some neighborhoods.
- Help reduce traffic.
- I would like to see more funds in the neighborhood than in downtown area to attract visitors.
- Growth that sacrifices the environment is not worth the money you spend to get it here.
- Cost of living increases.
- All items on bond elections should be individualized issues. Should always have a "No," option; i.e. Council districts.
- Fix timing of left turn signal on Parmer Ln (southbound) @ Avery Ranch Blvd.
- City should pay for property damage from maintenance activities.
- When my neighborhood requests that you NOT build an apartment complex for ex-convicts, I suggest you listen or else get out of office.
- Toll roads is NOT the way to go.
- Get out of the housing business; quit "planning".
- Our neighborhood needs a safe way to cross 38-1/2 St at Lafayette Ave.
- Focus on providing services and please stop micro-managing the behaviors of Austin's citizens.
- Single districts.
- You have an exceptionally smart City Manager.
- No vacancy.
- Fix the system so it can't be gamed. Planning Commission inevitably favors developers, ALWAYS.
- Community development in low income neighborhoods.

- Conduct all meetings in public. No closed door meetings!
- Recycle pick up should be every week.
- Stop catering to the wealthy. People on the east side live here, too.
- Quit pandering to minority concerns and deal with major problems, e.g., traffic.
- Businesses are not paying their fair share of tax, therefore we are taxed too high.
- Stop the growth & do something about housing costs.
- Please strive to maintain the "Austin-ness" of Austin as you plan for growth.
- Enforcement: health & fire codes, traffic, parking.
- Do something about the traffic.
- Fire bad cops. I'm sick of them shooting dogs & unarmed black people. I want justice!
- Tollway down IH-35.
- Austin needs more low income & moderate income housing.
- Reduce growth, paying attention mainly to water resources.
- I love Austin, but you guys have to fix the traffic situation.
- Do something about the taxes; freeze taxes for over 65. This city is taxing me out of my home.
- The bike situation is terrible and unsafe. We've given bike riders tremendous latitude and protection. They have same road privileges as cars do but DO NOT follow traffic rules. Unsafe for bikes, pedestrians, and drivers. More enforcement needed. And not enough reasonably priced housing in Austin city limits.
- Trails overrun with poison ivy. Poor maintenance of city parks and trails, particularly Johnson Creek Trail and Town Lake Trail hurt Austin's reputation.
- Traffic congestion is Austin's #1 problem.
- Increase funding/research to reduce traffic on major roads (MOPAC, 360, I-35).
- I am tired of hearing about minorities and low income housing. Let them get jobs and work like everyone else.
- Safe sidewalks & pedestrian crossings.
- Crack down on loud cars/music in neighborhoods.
- There is more to Austin than downtown.
- Lower my property taxes.
- Austin police are too aggressive.
- Get money from developers. It's a seller's market.
- Parking is a huge issue in our neighborhood. It makes walking in the neighborhood very difficult.
- Spruce up East Oltorf! More public art!
- Slow growth until infrastructure is in place! You've taken an oasis and created another Houston/Dallas/San Antonio!
- Improve traffic flow.
- Quit giving away our tax money to big business. No more bike lanes.

- Take better care of streets and parks!
- Affordable housing support (Foundation Communities does great work); more spaying/neutering pets & campaigns.
- Have equal participation of all services wherever, not focused on downtown core.
- Fix traffic on highways.
- The downtown homeless shelter is the most idiotic idea Austin has ever had. ARCH in the entertainment district? Traffic!
- Repeatedly increasing property tax and utility costs excessive & becoming unaffordable, especially for fixed income citizens/retirees.
- Give us senior citizens a tax break--you try living on a very low income!
- I had the men & license plate of a car break-in and the APD didn't even try and help me. Very, very poor!
- Embarrassed by the number of panhandlers; police officers' arrogance when interacting.
- Property taxes are destroying East Austin!
- Infrastructure needs to keep up with growth!
- The city government is concerned ONLY with downtown Austin.
- More attention to S. Austin. Trans heights is not S. Austin; Ben white to 1626 is S. Austin.
- Education & safety are major needs.
- Continue the fight for mass transit (rail)! Without it, we'll be the victims of our own success.
- Improve traffic and stop endangering Edwards Aquifer.
- You just approved a bond (put it on credit, basically). ALL kinds of park stuff & trails. Drive ONE day on my commute & see if your car can take it! Fix the streets! A pretty walking path does nothing to fix my car. Fix the streets!
- I wish that we can barbeque over here.
- It will be interesting to see how our neighborhood changes when we are annexed by the City of Austin.
- Lower taxes on property.
- Continue to keep the City of Austin affordable for the average person!
- 78721 really needs a Post Office!
- Increase the pay for older Americans (Social Security).
- Please fund our libraries and parks and protect our environment.
- Food stamps for seniors.
- Equality between west and east Austin in services.
- Taxes are too high; quit providing extraneous services and stick to the basics: safety and roads (and utilities as long as City-owned).
- Traffic is awful at certain times (morning, evening).
- Most important: vigilant planning for ongoing growth of our vibrant city!

- More resources devoted to Southeast Austin zips 78741 & 78744.
- I'm getting nervous about the future of our water & wish we would concentrate on bringing clean energy to Austin.
- Do something about the water and traffic.
- Making it better for the poor to be able to afford a decent dwelling.
- To upgrade some of the streets in the 78741 neighborhood. As water stagnates during the rain, I've contacted the city, but only patchwork was done.
- Do not keep heaping everything on property taxes--enough already!
- In the '70's you could live here very easily. Now it is so expensive, I'm being taxed right out of my house. This is not fair after living here for 40 years.
- The need for more code enforcement and residence parking.
- Keeping taxes low.
- Austin needs rent control!
- Stop expecting property owners to fund/pay for everything! The medical school being funded by property taxes is ridiculous. You are squeezing us dry; we'll all be forced to move if it doesn't stop.
- Congestion of traffic on I-35 thru downtown.
- Separate road from rail! Proposed rail is NO benefit to S. Austin!
- Traffic signs are terrible! Lane change positioning, street names, key facilities markers need much improving. Too difficult to identify getting around. Not friendly for getting to places. Other bigger cities are much easier to get to destination. Redo and improve all "getting around" signs!
- Please keep Austin safe and control the homeless.
- The city's most immediate need is to deal with growth, especially transportation and other infrastructure.
- Stop using our money on projects that very few will use.
- Do not grant exceptions if developers want to block the sight lines for the State Capitol.
- Please improve and provide more public transportation.
- Taxes are extremely high.
- Get to church on time!
- Police response.
- More single family homes, less condos!
- Time police response to Dove Springs & upkeep of sidewalks and code enforcement.
- The City of Austin is a great city to live in. We are staying here as long as we can.
- Try to reduce traffic congestion on 35 & Mopac.
- I wrote Sara Hensley and she had an employee call back to discuss the problem. Excellent service.
- Relocate the homeless shelter.

- Stop focusing on public transportation that must go thru downtown. Needs to be south to north/northwest & vice versa to cross town routes.
- Stop spending tax money before we get it.
- Stop talking/studying traffic problems and do something!
- It's too expensive for young people to live here!
- Recycling collection every week. Better road planning.
- Please take inspiration from Portland's TriMet.
- Stop raising energy costs for homeowners and giving breaks to businesses.
- Austin became so expensive to live; taxes too high; is a shame on our officials.
- Please help out 1st Street fields!
- Quit trying to bring more people in to Austin; we have more than enough.
- Have bicycle owners & riders pay a registration fee & have a registration plate affixed to the vehicle.
- Please annex Hornsby Blvd.
- Lower taxes for households on a fixed income. My brother (age 67) payes \$493 per year in Dallas. Find a way to lower the costs of being a "green" city.
- High taxes and traffic that is out of control are two items making it hard for families to enjoy Austin as in the past.
- Austin needs to get serious about planning for future traffic (and not just light rail); get our streets up to par.
- Stop taxing us out of our homes. You cannot solve every problem with our taxes!
- Can't continue to borrow money; need to live within our means.
- Do better in your efforts of equality for all people!
- We need a soccer field at Bartholomew Park.
- We need a fair tax system. Big business needs to pay their share. Austin too expensive to live here.
- Work on traffic congestion.
- Move forward with more bike lanes & bike routes!
- I have a short-term rental in the home next door to me. I've lived in my house for about 35 years; he's lived next door for three. I was never contacted before or after about the conversion to short-term rental & have had no input as to why this categorization is inappropriate. Though the owner is supposed to live there at least 50% of the time, he does not. I've called the City four times for parking violations. This law should be amended to provided a more rigorous process with enforcement mechanisms. The city should repeal the ordinance and start over with due process for neighbors.
- Make Austin nicer for US, and "they" will come.
- City is unaffordable to live in.

- An engineered mass transit system is needed. Stops should be strategically placed based on engineering science, so a unified functional system is created for multi-modal movement of people. We don't have this.
- With all the dwelling growth, you must plan for more automobiles on the road, too!
- Taxes: higher costs of living are making it more and more difficult to stay in Austin; energy, water, school taxes, cost of groceries, gas, etc. but wages do not rise. You spend OUR money without our approval. Our priorities are different than the Council's. Basics first, luxuries later.
- Austin is bursting at its seams; it will be a challenge, but there needs to be an effort to be proactive & visionary with programs & funding. The reactionary, band-aid approach is not sustainable.
- Property taxes too high.
- Put bicycles on sidewalks, not in streets. Have them obey traffic laws when in streets. Need 2 lanes in each direction on busy streets, not just one, in order to move traffic. Get business to stagger work shifts, so everyone doesn't hit the road at once.
- Please consider all children, including immigrants.
- Traffic.
- Our property tax is out of control.
- They sold out to big business buildings. Buildings no taller than the Capitol!
- Traffic congestion has to be improved.
- Libraries are out of date and not needed.
- Traffic is terrible.
- Parks, pools & lakes keep people happy & content.
- It has grown too fast without consideration of the city's infrastructure or amenities (too much reliance on Lake Travis, not enough road systems).
- City Council needs to focus on traffic problems on I-35 & 71; also need to realize how fast housing development is growing south of Slaughter Lane.
- Capital Metro is off track with rail plans. Must have a line to airport if anywhere.
- Stop wasting our tax dollars on urban rail/light rail!
- Affordable housing for elderly & low income people.
- We need affordable housing and higher standards regarding conservation.
- Rebuild (widen) IH-35 from Palmer to 1626, 2 east/west over the river freeways looking west Austin to downtown.
- All these new bicycle lanes are unused & impede car traffic.
- Protect safe, liveable neighborhoods by approving policies that don't weaken code concerning lot size, impervious cover, parking & trees. Don't give advantages to developers over residential homeowners.
- Please stop subsidizing so many welfare programs!

- My love for Austin is turning to dislike because of the overcrowding! Stop building condos downtown!
- There are more cars than bicycles--give us a break!
- Get bikes off sidewalks. More sense bike paths.
- Please keep working on managing the population growth while continuing to keep Austin the unique city that it is.
- Drugs & overcrowding (doubling up) of apt complexes & homes, transients, rundown business complexes.
- Please pick up recycling every week.
- Figure out the appraisal discrepancies between commercial & residential.
- Improve roads & traffic.
- Develop a clear vision for Austin in 2030.
- Equal Employment Opportunity; not just Hispanic males.
- Please cool it with the incentives and let our infrastructure catch up.
- Change Council members.
- Traffic (esp. MOPAC, 360 & downtown) has severely damaged quality of life. Too many poorly timed lights.
- Stop raising taxes here in Austin, TX.
- Eliminate back-in parking. It's dangerous because traffic can't see backup lights when exiting.
- Quit wasting money. Don't need rail.
- Get rent control.
- Accessibility to higher quality 1 degree and 2 degree schools/education for economically challenged AT students.
- Be careful in how you spend the taxpayer's money.
- We do not need to provide incentives for businesses to move to Austin.
- Traffic congestion is a major problem in our city. I am a lifelong resident of Austin and HATE the way traffic has advanced; it's a horrible problem.
- Keep promoting mass transit solutions.
- Legalize marijuana and the use of hemp products.
- Too much growth!
- Sidewalks in Pemberton Heights!
- Charge non-residents more for golf courses; non-Austin residents.
- Push harder for expansion of CapMetro rail, especially between ABIA & downtown.
- Stay OUT of social issues; stick with basic services.
- Better planning on the strain of infrastructure.
- Please install/construct stormwater drains on my street. Thank you so much.
- Public transportation should be paid for by everyone (sales tax) and not just people that own property (tax).

- Stop spending money on pet projects; expand road network. Stop increasing taxes, stop providing tax incentives.
- Taxes are ridiculous in this city; citizens are paying for ALL, SXSW and corporate welfare. City becoming unaffordable.
- Downtown lane & road closures appear to have no coherent plan. Please assign one entity to coordinate these closures and study their cumulative effects.
- Need to make more freeways to get around Austin. A loop like San Antonio 410 or 1604 would really benefit Austin.
- Stop all growth and events until water supply, electric grids, police force, streets and highways & air quality catch up. We are on a runaway train to total city failure. Citizens can't keep paying for your vision. It's costing everyone their future.
- Viability of light rail/frequent bus service.
- There is a direct correlation between walkability/bikeability and quality of life. Please bring more sidewalks and bike paths to this city.
- Clean up N. Lamar, too much growth.
- Traffic & rail service for the entire city, not part of city.
- No light rail. Cut taxes. Don't trust your figures and will need to support light rail service forever.
- I'm concerned that the city and metro area is growing much faster than the road or transportation systems. Traffic is becoming a huge drawback for the area.
- Traffic!
- Bring city water service to Del Valle 78725.
- Please provide new paving of street N Lamar from Colorado River to Palmer Lane. It's bumpety bump. Fix potholes in roads in Austin.
- Taxation of corporations/businesses are not equal to homeowners; homeowners cannot carry the burden of upkeep and expansion.
- Traffic stoppage at #620 lights is a major city pollutant factor!
- Leave office and do not run for public office again.
- Public transportation and get the trucks off I-35 at downtown. Use the toll road; offer incentives/discounts to trucking companies.
- In 22 years (and long before), there has never been responsible planning for rapid growth (roads, traffic, public transportation, housing), and now that includes water. There is not enough water to sustain the massive population growth, which has nothing to do with a "drought"! A second major issue: excessive homeowner property taxes to make up for taxes which large businesses are not paying as incentives to come/stay here!
- Build roads, not rail.
- License for bikes used as transport. Bike lanes next to curb, then cars as buffer. Santa Monica, CA uses this. Also need trolley train E to W and from south to downtown.
- The City Council seems out of touch with reality.

- Improve traffic in Austin.
- If the City wants to run the utilities like a business, you must operate within business principles. You cannot simply raise rates to cover costs because the people work hard to conserve.
- Reform property taxes. I am a teacher nearing retirement and I won't be able to stay in my home due to taxes. I want to stay central with access to culture, shopping, etc.
- Please go away! And take Mike Martinez with you!
- Police shooting unarmed people of color isn't taken seriously by the mayor or others.
- A billion dollar rail system will not reap the benefits for its cost.
- Solve the traffic problem on 360 & 2222.
- Stop realtors from raising property tax based on "future growth" that never happens.
- Spending too much! Retiring here will be tough.
- Stop sending the curb sweeper out once or twice a year; don't need. Get Bartholomew Pool open. Give more attention to east Austin streets.
- Retire.
- Stop rail foolishness; too much bond indebtedness.
- They need to drive on IH-35 between Wm. Cannon & 51st and forget the damn rail, it will not work. Bicycles and buses cause all the traffic.
- High utility bills and more employees working in the Planning & Review office.
- Would like water rates lowered.
- Mow the parks, ditches, & the medians during spring.
- Improved communication; stop dumping requirements on public.
- Reduce city fees on energy bills. I pay over 6 fees of \$43.25 just to be a customer of the city. Austin Energy, Water, Solid Waste.
- Reduce taxes so families can afford to live in Austin. Quit building apartments in residential areas.
- Too many cyclists/vehicle accidents not prosecuted.
- Resign.
- Control spending/reduce taxes.
- Communication among units (i.e., within Water Utilities.)
- Clean up trash & weeds along our roads!
- Let social change develop normally & don't force your dreams on Austin citizens.
- Traffic snarls are the main negative about our city. Use a variety of solutions and resources to solve.
- Priority: traffic flow (right now it's lacking).
- We should NOT be giving tax breaks to companies to move here. Too many people are here already!

- Neutral employees: e.g., hire employees that are not advocates for the environmental community. Stick to delivery of basic services & get out of the welfare business. Quit reducing street capacity with bicycle lanes!
- I am extremely dissatisfied with code enforcement laws.
- Solve traffic jam on MOPAC & I-35 to/from downtown.
- To keep a better and clean neighborhood; mine is a disaster!
- Traffic plan is either non-existing or not working. Capital Metro is a joke; completely ineffective option. Tollways are not appropriate solutions. Unethical water billing practices and inability to correct admitted errors is unacceptable.
- Electric bill too high & Austin's sidewalks & safety.
- Would love more convenient inter-city public transport and residential compost service.
- Tax, tax, tax.
- Stop giving tax incentives to large corporations; they can and should pay their fair share of city taxes.
- Efficient light rail that really goes to where people live and work is essential. Study Portland, OR.
- Let's become a real bike city. Clean up our lakes/rivers. Focus on traffic mobility.
- No valet use of City meters downtown. Not so many festivals.
- No point in an ordinary citizen talking to a politician.
- Panhandlers are a bit out of control.
- Austin must maintain its unique character in the face of an increasingly fascist legislature.
- Traffic is our biggest concern. Investing in public transport & traffic reduction programs needs to happen now/faster.
- Take care of your citizens first, big companies last.
- More metro rails! Public transportation.
- Street maintenance; rough; potholes, manholes, etc.
- The city tends to be a "high-end" listener, not to middle & low income residents.
- Focus on how to provide drinking water for the next 50 years instead of a 9-mile train for \$500 million!
- Find a new way to assess and tax commercial property.
- Do not expect me to buy homes in a flood plain or transportation that does not come to my area.
- Traffic stinks. We definitely need something done to alleviate this horrible nightmare!
- Need our streets & sidewalks to be fixed. We didn't need the Lady Bird Boardwalk.
- Traffic is impacting our ability to get to work. More people moving to suburbs because cost of living is high in the city, thus people driving in makes for a nightmare on I-35 & MOPAC/183.
- Growth planning is at crisis stage. Current growth plan will lead to congestion that is out of control.

- Focus on homeless, streets, growth.
- Back off on the worship of bicycling as a significant contributor to relieving traffic congestion. The impact is minimal and the cost-inefficiency is enormous.
- Traffic control/management!
- Don't forget about the little people with less education or resources who walk, use parks, ride buses and bikes, work in services, etc.
- I think we could use some of the vacant buildings to house the homeless.
- Be fairer with appraisals in commercial property (if property sells for "X" dollars it should be evaluated at least at that amount.)
- Balance the budget and stop increasing fees and taxes.
- Property taxes too high; can't retire in Austin.
- Move 18-wheelers to IH 130 free; move off IH 35.
- Maintain the strong ethical management from one administration to another.
- Please add Mandarin immersion program at Cassis.
- Austin is fortunate to have Police Chief Art Acevado! Keep him!
- Stop encouraging homeless to reside, harass on our streets.
- We need better help with financial assistance, way you're treated, especially SSI & SNAPs.
- We are growing too fast! We are not keeping up!
- Improve all the operations of the parks department.
- We need better public transportation, with MetroRail service that goes to more locations.
- Build roads, not bike lanes.
- AISD needs improvement; #1 taxes are too high.
- Better communication w/customer service; terrible!
- Perhaps more communiques about city re: population changes, traffic notes, water.
- Please cooperate with the state to fix our traffic problems.
- Austin is being ruined by uncontrolled growth.
- Handle affordable housing & get the developers out of your pockets!!!
- Managing for growth, including population.
- More & safer bicycle lanes.
- The increasing density, poorly thought out development and effect on traffic flow and the encouragement of more and more people flowing constantly into the heart of the city without needed supporting infrastructure is turning the city into an unliveable and over-priced LA. I miss Austin.
- Let Austin sell itself. Stop offering tax incentives. Companies will still come.
- Move the homeless shelter away from Red River/downtown.
- Improve night transportation. Taxis, buses downtown at night.
- Stop raising residential property tax & increase sales tax instead, if needed.

- Get rid of the panhandlers. I see them purchase alcohol, cigarettes and probably drugs, etc. They are a nuisance!
- "An educated citizenry is a vital requisite for our survival as a free people." Thomas Jefferson
- Take more time to look at APD for some things that they have done to some people for no reason at all.
- Put a moratorium on growth!
- Public transportation.
- Improve roads.
- City and region need commuter rail in major corridors.
- I would like to see the City and the Austin School District share and build more dual-use facilities. It will save the people from paying too many taxes.
- I believe it's important to promptly repair damaged roads due to the City's limited infrastructure.
- Stop focusing policy on downtown and focus on all of Austin.
- Traffic is horrible.
- Better organized streets closing/construction.
- Protect central Austin neighborhoods from too much development.
- Simplify/streamline building permits.
- Have Austin Energy keep more of their money instead of supporting the city.
- Traffic congestion.
- Build a library away from downtown.
- Stop shooting minorities.
- Traffic.
- Just because houses built and sold at a ridiculous price does not justify why existing homes are appraised so high. People on fixed income will be losing homes. Please do something about it.
- Dump city rail and have first class bus system.
- Fix traffic; stop new business incentives; care for people already here. Stop waste of money.
- Control growth; traffic; home prices.
- Traffic is awful downtown and on I-35.
- Why are we talking about trains for public transportation? Why not monorails?
- Hire competent people to improve the pathetic traffic and traffic light situation.
- Spend money to increase/improve traffic flows. Need a central Austin cross-town route. MLK, 15th, 6th, Cesar Chavez are clogged.
- To have more low income housing for seniors and disabled people that cannot get around in their own apartments or houses in a wheelchair. The doors are not wide enough for a wheelchair to go in and out of the bathroom.

- Get the traffic moving.
- Affordable housing, safe parks, downtown safety for low income working parents.
- Clean up/clear up downtown of drunkards and bums, make it family friendly. It's a shame our family cannot visit downtown because of all the drunks.
- More help for disabled people.
- Buy out of Onion Creek houses at expense of utility customers. That's what insurance is for, and the homeowner's responsibility.
- I've had a very negative experience with Austin's paratransit Metro system.
- Stop making me get a plumber each year to test the backflow prevention device on my water well & stop taxing my well.
- Too much traffic; property taxes and utilities are too high and crime rate going up. Not enough police officers. We are going to sell our home and get out of Austin.
- What I discussed via conference call today with Ott's & Acevedo's offices; stop 24 years of bad ideas in my home area. Enforce the law, code, what other areas have.
- Much more radical thinking about major traffic routes. Expand I-35, MOPAC, east/west routes; route thru traffic around Austin.
- The city is going to grow. We need to accept and plan for it.
- Let your job be your training; need to get on the job training.
- I feel like all the cars that are parked on the streets should be towed and there should be cameras at each light.
- The neighborhood associations need to be more accountable and transparent; and all stakeholders need to be eligible for membership. A residents only neighborhood group should be illegal.
- Traffic is terrible. Please help alleviate.
- How about putting Austin residents ahead of Formula One and the Domain.
- Harris Branch Parkway should be redone as quickly as the Decker Lane reroute is completed (between Hwy 290 E & Parmer Ln.
- Traffic/crime.
- Go strong with mass transit.
- No incentives to big corporations. Development must pay for itself. It has cost a lot.
- Too much red tape bureaucracy, i.e., Dan's Hamburger remodel...crazy!
- Weekly recycling pickup and/or bigger containers.
- We need sidewalks, streetlights and bus transportation in my area on Decker Ln. I walk almost 2 miles in the dark to a bus stop to get to work.
- Don't greenwash the City of Austin; truly walk the talk!
- Continue to focus on improving transportation as our city grows.
- Quit catering to Mexicans; cut out "PC" crap.
- Lower taxes for homeowners.
- Need more off-leash dog parks.

- High water & light bills and taxes.
- Fix the traffic! We need to keep up with the population growth. It's a great place to live, but traffic is miserable.
- Keep Austin sporty city.
- Traffic/toll road--against.
- Move Arch from downtown.
- Keep working on traffic. This is a fantastic city. Thank you for making it that way.
- Austin is a good place to live.
- Keep Austin resident focused, bold and creative.
- Lower and revise homeowner property taxes.
- Cut our utility bills & taxes; traffic.
- I know Austin is growing too fast. There are plenty of reasons why non-Austinites are attracted here. Panhandlers and road surface conditions and traffic snarls could use more attention.
- Affordable housing and traffic problems. Don't like current rail plan.
- I have lived in Austin for 7 years now. I moved here from a state in which I paid state income taxes. When I compare the level of police, fire, and emergency services I receive here vs. my previous location, I would HAPPILY pay state taxes to get the service I used to get in another state. I moved to my neighborhood (78744) intentionally because I prefer living in a diverse neighborhood despite being a middle-aged, white professional woman. In my 7 years here, I have seen a lack of attention given to my neighborhood's streets, sidewalks, and safety. I know that the conditions allowed to exist here would not exist in Oak Hill or SW Austin (more economically advantaged, white neighborhoods). Police investigations of property crime is virtually non-existent. I have never had more than one negative experience where the police investigators literally NEVER returned my phone calls or were available or responded to actual visits to their precinct locations. I was told that there are two investigators for south Austin and that was the excuse. If no money for adequate staffing is the real reason why they cannot do their jobs, then clearly funding needs to increase. In one case, my daughter-in-law had to pay a \$500 deductible when her car was totalled in front of my house when it was rear-ended (her car was PARKED) by a drunk driver who initially stopped and then left the scene. We supplied the police with information about the vehicle, name of the business on the truck door, and phone number of the business. We never received ANY response from APD. I live on Quicksilver and was home during the Halloween flood (Onion Creek). It amazed me that despite emergency vehicles being present, none used their sirens to wake people and sound a warning. What is the point of a siren if you don't use them when appropriate to sound the alarm? In years past (when I was much younger), police sirens were routinely used to warn people of weather and other kinds of danger. When I spoke with a policeman a few days later and asked why, I was told that their protocol says to NOT use sirens in neighborhoods because neighbors complain about their use. Either the police at

the scene were too stupid to realize when it is appropriate and necessary to go against protocol or afraid. My experience with the police in my neighborhood leads me to wonder about their brain power collectively and individually and work ethic. I am very much looking forward to the new City Council because my neighborhood will finally have someone present who has ties to my community. Until this point, I would guess that City Council members avoid driving through my neighborhood and have no interest in attending to our needs. My son moved to Austin in 2006 at the age of 26. He had lived his entire life elsewhere. Within 2 months of living here, he was called the "N-word" for the first time. He is biracial. Welcome to Texas and the South.

- Be more aggressive in planning for growth. Be proactive rather than reactive.
- Please do something about the traffic. We need a MetroRail service NOW! I am ok with a property tax increase to help build a rail service if done correctly; check with the City of Portland, OR.
- Slow down growth of the city.
- Stop new construction; not enough water for everyone.
- No more taxes for homeowners! Austin will be a ghost town!
- Taxes (affordability).
- Stop wasting our tax dollars on bike lanes & urban rail.
- HOV before tollways!
- Re: saving water: make it legal and easy to divert "grey water" from washing machines, sinks & bathtubs for outdoor use. ASAP, please! It should be cheap or city financed.
- We need rail/subway; a real transit system is the #1 growth enabler.
- Traffic is ridiculous & construction projects have ruined many streets, taxes & real estate are making city unaffordable.
- Investigate buildings & parking lots before spending money (taxpayer's), then regretting your decision and then spending more on corrections.
- Operate within a set budget; equalize taxes, fair tax.
- Austin's growth rate is NOT manageable. Slow it down. Stop issuing building permits!
- Traffic issues should be addressed. Roads are poorly planned.
- Stop putting us in debt with your stupid mass transit ideas! Look at the grandiose and "empty" bus system. 5% utilized! Quit copying other cities; we can think for ourselves. None of the mass transit has accomplished anything! If you can't think of any ideas, call me, and I'll tell you some that will work without building anything, including new roads!
- Tell Governor Perry to stop inviting more to Texas. We are overloaded.
- Lower rent or equivalent pay!
- Put light rail under or over the city, not in the middle of traffic. Need to improve sidewalks and speed bumps in neighborhoods like in Crestview. Take away toll roads and just raise fee for drivers' licenses and license plates.

- You're doing a good job, but please stop giving tax breaks to companies to move here. They will come anyway!
- The property taxation is out of control. I bought a small house in my neighborhood for my mother & now rent it. 880 sq ft. Taxes are up to \$10,000/year. I can't rent it for a small amount because of tax. Austin is unaffordable.
- Better mass transit.
- A major effort is needed to deal with rush hour traffic.
- I would like to see swimming for senior citizens available at pools in north central area.
- Low income housing.
- Provide more solar and wind power in Austin.
- Taxes and other costs are too high for the average person.
- Taxes rising too fast for retirees! Fixed income.
- Please provide Austin's Colony with water services, please. We pay taxes to Austin but do not get equal services in the ETJ.
- Traffic.
- More infrastructure/accessibility downtown.
- Stop spending money on rail projects and spend more on roads.
- I was amazed at the work of City employees after windstorm trashed our neighborhood. Three gold stars!!!
- De-emphasize/minimize building codes/restrictions to allow for cheaper, more dense, more unique living development.
- Get rid of the homeless on streets; allow Austin Energy power plant productive.
- Fix the traffic.
- I work for TX Division of Emergency Management. I should be on your staff.
- Concerned about crime rise & spread in city center (downtown, UT, etc.)
- Sell the electric & water utilities & the airport & build roads. The city is doing a horrible job running these; costs double what it should!
- Austin is growing too fast!
- Public transportation badly needed.
- As a native Austinite, it is getting to expensive to live in a nice part of Austin with good school district. Property values are skyrocketing and with all the revenue brought in by ACL, SXSW, X-Games, F-1 racing and budget surplus, why is living in Austin getting more unaffordable? Something needs to be done.
- We are considering leaving because of traffic on IH-35 & MOPAC.
- Traffic is terrible, but I am against "get connected".
- Fix our traffic problem.
- No rail!
- Please be financially responsible. We who pay the bills are watching. The city may become unliveable.

- Pass urban rail!
- More affordable housing!
- Traffic.
- I have a high confidence in city employees, except in permitting and police. Police response is very slow.
- Intelligent and sensible growth management with a concentration on affordability and maintaining the integrity of the neighborhoods needs to be a priority because given the current city management environment, the city is well on its way to being ruined.
- If the ABIA isn't part of the next rail project, I will work against it.
- No urban rail; better transportation for the handicapped and elderly.
- Quit allowing developers/owners to tear down older homes and build mansions!
- Traffic and road conditions are awful & city buses make it worse!
- I am very concerned about the dysfunctional, hyper-paternalistic City Council (not the Mayor's fault) becoming more dysfunctional. Visitability--good grief! More density in city center neighborhoods is needed.
- The quality of life in Austin is more vital to its success than attracting more businesses. Traffic problems should be first priority in order to maintain that quality.
- Make the permitting process for homeowners simpler, fairer, and one stop!
- We need real solutions for car-related traffic. Taking UT students who ride the bus and putting them on a train will solve nothing.
- Stop the business incentives program; giving tax breaks to big biz is raising consumer cost of living at an untenable rate!
- We need more sidewalks.
- Get rid of Lance Armstrong's name off bikeway; disgraceful and a joke to other cities.
- Stop diverting bond proceeds advertised to alleviate traffic to constructing recreational bike & hike trails instead. Deceptive and duplicitous!
- We need a comprehensive mass transit plan, or the city will choke.
- Put more effort in roads and no effort in light rail. Buses cost less, don't disrupt businesses during construction, or disrupt traffic.
- Fix the traffic; build more roads.
- Code enforcement needs to be reformed or reorganized.
- Better options for seniors overall.
- More than bicyclists live in the City of Austin!
- Quit giving our money away; we're taxes poor!
- The homeless are taking over downtown, especially Congress. It has to stop. It costs the city a lot and many of them need mental health care.
- Traffic is horrible and getting worse. Need to update IH-35.
- Get a different police chief & reduce the percentage of management to on-street officers in police dept.

# 2014 City of Austin Community Survey *Appendix B: Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender*

*...helping organizations make better decisions since 1982*

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

ETC Institute  
725 W. Frontier Lane,  
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66061

**February 2015**



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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1a. The City of Austin as a place to live</u>								
Very Satisfied	36.0%	42.0%	34.8%	37.9%	39.8%	39.4%	38.6%	39.0%
Satisfied	41.3%	45.7%	40.9%	39.6%	46.3%	42.3%	45.4%	43.9%
Neutral	13.3%	6.5%	13.1%	13.6%	6.9%	8.8%	9.6%	9.2%
Dissatisfied	6.0%	5.1%	6.4%	5.9%	5.3%	6.9%	4.7%	5.7%
Very Dissatisfied	3.3%	0.7%	4.9%	3.1%	1.7%	2.6%	1.7%	2.1%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1b. The City of Austin as a place to raise children</u>								
Very Satisfied	31.7%	37.1%	30.6%	33.2%	35.3%	31.2%	37.1%	34.3%
Satisfied	40.8%	42.4%	40.8%	40.5%	42.6%	42.4%	40.6%	41.5%
Neutral	24.6%	14.7%	19.4%	17.5%	17.3%	18.3%	17.1%	17.7%
Dissatisfied	1.4%	4.8%	6.3%	6.8%	3.6%	6.4%	3.5%	4.9%
Very Dissatisfied	1.4%	1.0%	3.0%	1.9%	1.3%	1.7%	1.6%	1.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1c. The City of Austin as a place to work</u>								
Very Satisfied	35.0%	39.0%	36.8%	38.9%	37.9%	35.4%	39.6%	37.6%
Satisfied	36.4%	45.2%	39.0%	39.4%	44.1%	44.5%	40.6%	42.5%
Neutral	21.0%	11.6%	15.9%	14.8%	13.1%	13.6%	14.6%	14.1%
Dissatisfied	5.6%	3.5%	4.4%	4.2%	3.4%	4.8%	3.3%	4.0%
Very Dissatisfied	2.1%	0.7%	3.8%	2.6%	1.5%	1.8%	1.8%	1.8%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1d. The City of Austin as a place to retire</u>								
Very Satisfied	30.6%	27.9%	26.7%	29.6%	26.9%	25.0%	30.0%	27.6%
Satisfied	32.6%	28.7%	25.0%	23.1%	31.3%	30.8%	25.8%	28.2%
Neutral	23.6%	20.9%	19.2%	20.2%	21.0%	19.7%	21.7%	20.7%
Dissatisfied	8.3%	13.8%	15.1%	14.2%	12.8%	13.5%	13.9%	13.7%
Very Dissatisfied	4.9%	8.7%	14.0%	12.8%	7.9%	10.9%	8.7%	9.8%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1e. Overall value that you receive for your City tax dollars &amp; fees</u>								
Very Satisfied	7.6%	8.6%	8.5%	8.2%	8.5%	6.7%	9.9%	8.3%
Satisfied	25.0%	37.5%	23.4%	26.4%	35.5%	30.7%	32.8%	31.8%
Neutral	31.3%	30.1%	29.7%	29.0%	31.4%	27.9%	32.3%	30.2%
Dissatisfied	20.8%	17.8%	20.6%	21.4%	17.0%	21.2%	16.8%	19.0%
Very Dissatisfied	15.3%	6.0%	17.7%	15.0%	7.7%	13.5%	8.1%	10.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1f. Overall quality of life in the City</u>								
Very Satisfied	17.0%	30.4%	18.2%	21.4%	27.8%	26.0%	24.9%	25.4%
Satisfied	43.5%	49.2%	45.1%	43.7%	48.9%	47.0%	47.2%	47.1%
Neutral	27.9%	14.1%	24.1%	23.8%	15.7%	17.0%	19.7%	18.4%
Dissatisfied	8.2%	5.7%	8.6%	7.5%	6.5%	7.6%	6.5%	7.0%
Very Dissatisfied	3.4%	0.7%	4.0%	3.6%	1.0%	2.3%	1.7%	2.0%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1g. How well the City of Austin is planning growth</u>								
Very Satisfied	9.8%	4.0%	10.6%	9.6%	4.7%	6.3%	6.7%	6.5%
Satisfied	20.3%	18.9%	16.7%	17.1%	19.1%	17.4%	19.0%	18.2%
Neutral	21.0%	24.0%	19.9%	21.1%	23.3%	22.6%	22.5%	22.6%
Dissatisfied	28.7%	31.6%	22.8%	21.9%	32.7%	26.9%	29.9%	28.5%
Very Dissatisfied	20.3%	21.5%	30.1%	30.2%	20.1%	26.9%	21.9%	24.3%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1h. Overall quality of services provided by the City of Austin</u>								
Very Satisfied	17.2%	13.2%	14.8%	15.9%	12.9%	12.4%	15.3%	13.9%
Satisfied	31.0%	55.4%	34.0%	33.9%	53.5%	47.4%	45.8%	46.6%
Neutral	30.3%	26.4%	31.2%	31.3%	26.8%	27.1%	28.8%	28.0%
Dissatisfied	15.9%	4.4%	13.3%	14.3%	5.0%	9.8%	7.6%	8.6%
Very Dissatisfied	5.5%	0.6%	6.8%	4.7%	1.7%	3.3%	2.6%	2.9%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>								
Very Satisfied	26.3%	26.8%	23.9%	24.7%	26.7%	22.6%	28.3%	25.6%
Satisfied	34.3%	53.8%	45.6%	46.6%	50.4%	52.7%	46.3%	49.4%
Neutral	24.8%	14.7%	21.0%	20.9%	15.8%	16.6%	18.9%	17.8%
Dissatisfied	12.4%	3.9%	7.5%	6.2%	6.0%	6.6%	5.5%	6.0%
Very Dissatisfied	2.2%	0.7%	2.0%	1.6%	1.1%	1.5%	1.0%	1.2%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2b. Overall quality of City libraries</u>								
Very Satisfied	26.1%	29.1%	24.1%	27.7%	27.1%	22.8%	30.8%	27.1%
Satisfied	48.5%	48.1%	43.4%	45.1%	47.8%	47.0%	46.7%	46.9%
Neutral	20.1%	17.8%	23.8%	20.9%	19.0%	23.2%	16.8%	19.8%
Dissatisfied	4.5%	4.2%	8.0%	5.4%	5.3%	6.0%	5.1%	5.5%
Very Dissatisfied	0.7%	0.8%	0.7%	0.9%	0.8%	1.0%	0.5%	0.8%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2c. Overall quality of public safety services</u>								
Very Satisfied	21.2%	28.2%	27.0%	28.1%	26.7%	25.6%	27.9%	26.8%
Satisfied	38.4%	54.8%	43.4%	44.9%	52.0%	51.1%	48.3%	49.6%
Neutral	30.8%	13.0%	18.2%	17.1%	16.7%	15.9%	17.2%	16.6%
Dissatisfied	7.5%	3.2%	8.8%	7.6%	3.5%	5.8%	5.1%	5.4%
Very Dissatisfied	2.1%	0.9%	2.5%	2.4%	1.1%	1.6%	1.5%	1.5%

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

N=1225

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

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

Very Satisfied	16.7%	14.2%	12.5%	14.8%	13.2%	13.2%	14.4%	13.8%
Satisfied	32.6%	41.1%	33.6%	33.0%	40.5%	37.1%	38.1%	37.6%
Neutral	38.6%	34.6%	33.6%	33.0%	36.4%	35.3%	35.1%	35.2%
Dissatisfied	8.3%	8.2%	13.6%	13.6%	7.2%	8.8%	10.8%	9.8%
Very Dissatisfied	3.8%	1.9%	6.8%	5.5%	2.7%	5.5%	1.7%	3.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>								
Very Satisfied	28.7%	40.5%	31.9%	33.2%	38.8%	38.3%	34.7%	36.4%
Satisfied	41.9%	48.2%	42.3%	43.3%	47.0%	44.1%	47.7%	46.0%
Neutral	24.3%	10.0%	20.8%	19.7%	11.9%	15.0%	14.6%	14.8%
Dissatisfied	4.4%	1.0%	3.3%	2.7%	1.8%	2.0%	2.2%	2.1%
Very Dissatisfied	0.7%	0.3%	1.6%	1.1%	0.5%	0.5%	0.8%	0.7%

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

N=1225

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

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

Very Satisfied	28.6%	35.1%	31.2%	31.9%	34.2%	34.6%	31.5%	33.0%
Satisfied	42.9%	46.4%	42.0%	43.1%	45.0%	46.0%	43.3%	44.6%
Neutral	16.4%	13.8%	17.9%	15.8%	15.0%	13.8%	17.1%	15.5%
Dissatisfied	7.1%	2.5%	6.2%	6.2%	3.2%	3.5%	5.0%	4.3%
Very Dissatisfied	5.0%	2.1%	2.8%	2.9%	2.7%	2.1%	3.1%	2.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>								
Very Satisfied	17.4%	28.3%	22.0%	24.8%	25.5%	25.7%	24.3%	25.0%
Satisfied	38.4%	47.7%	41.4%	41.9%	46.3%	44.3%	44.8%	44.5%
Neutral	24.6%	17.5%	26.4%	22.3%	19.7%	19.9%	22.0%	21.0%
Dissatisfied	13.0%	5.2%	6.7%	8.0%	6.1%	8.1%	5.9%	7.0%
Very Dissatisfied	6.5%	1.2%	3.5%	3.0%	2.4%	2.0%	3.0%	2.6%

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

N=1225

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

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

Very Satisfied	18.1%	25.0%	23.6%	22.3%	24.3%	25.8%	21.4%	23.5%
Satisfied	27.8%	48.4%	36.2%	37.9%	45.5%	40.1%	44.5%	42.4%
Neutral	26.4%	18.6%	22.4%	22.3%	19.6%	21.3%	20.5%	20.9%
Dissatisfied	19.4%	6.1%	11.0%	11.9%	7.0%	9.4%	9.1%	9.2%
Very Dissatisfied	8.3%	1.9%	6.7%	5.5%	3.5%	3.4%	4.5%	4.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2i. Overall maintenance of City streets and sidewalks</u>								
Very Satisfied	10.5%	7.5%	8.4%	8.3%	7.7%	7.8%	8.1%	8.0%
Satisfied	18.9%	36.5%	26.9%	27.7%	33.6%	32.8%	30.3%	31.4%
Neutral	27.3%	27.4%	26.3%	27.7%	27.0%	28.6%	26.0%	27.2%
Dissatisfied	30.8%	22.6%	24.1%	25.4%	23.6%	22.1%	26.4%	24.4%
Very Dissatisfied	12.6%	6.0%	14.2%	10.9%	8.0%	8.7%	9.2%	9.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2j. Overall management of stormwater runoff</u>								
Very Satisfied	7.6%	11.9%	12.8%	13.0%	10.6%	11.2%	11.7%	11.4%
Satisfied	31.8%	42.8%	32.9%	32.2%	41.6%	39.8%	37.2%	38.5%
Neutral	34.8%	30.3%	31.8%	32.4%	31.1%	30.3%	32.6%	31.4%
Dissatisfied	19.7%	11.8%	13.8%	14.5%	12.8%	12.9%	14.1%	13.5%
Very Dissatisfied	6.1%	3.3%	8.7%	8.0%	3.8%	5.8%	4.4%	5.1%

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

N=1225

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

Q2k. Overall effectiveness of communication by the City of Austin

Very Satisfied	9.2%	10.2%	8.1%	9.7%	9.1%	9.0%	9.7%	9.4%
Satisfied	31.9%	42.7%	31.1%	33.8%	41.1%	37.5%	38.5%	38.0%
Neutral	28.4%	35.0%	35.6%	35.7%	33.9%	32.7%	35.8%	34.3%
Dissatisfied	23.4%	9.3%	14.9%	12.3%	12.3%	14.2%	11.5%	12.8%
Very Dissatisfied	7.1%	2.8%	10.4%	8.6%	3.6%	6.6%	4.5%	5.5%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q21. Overall quality of health and human services provided by the City</u>								
Very Satisfied	18.3%	13.5%	13.2%	15.6%	12.4%	13.6%	14.1%	13.9%
Satisfied	30.5%	40.6%	30.2%	29.2%	40.8%	37.4%	34.7%	36.0%
Neutral	33.6%	35.9%	38.8%	38.1%	35.7%	36.5%	36.5%	36.5%
Dissatisfied	14.5%	8.0%	11.7%	12.4%	8.6%	9.0%	11.2%	10.2%
Very Dissatisfied	3.1%	2.1%	6.0%	4.7%	2.5%	3.5%	3.4%	3.5%

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

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

N=1225

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

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

Very Satisfied	10.3%	5.6%	7.1%	7.9%	5.7%	6.1%	7.0%	6.5%
Satisfied	19.8%	21.6%	21.1%	21.8%	21.4%	21.2%	21.6%	21.4%
Neutral	36.5%	31.4%	27.1%	26.0%	33.6%	31.2%	29.9%	30.6%
Dissatisfied	19.0%	24.1%	25.4%	24.2%	23.6%	22.2%	25.8%	24.0%
Very Dissatisfied	14.3%	17.3%	19.3%	20.2%	15.7%	19.3%	15.7%	17.5%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2n. Animal Services</u>								
Very Satisfied	15.9%	20.1%	23.2%	22.3%	19.1%	17.1%	23.1%	20.3%
Satisfied	31.8%	48.5%	37.3%	38.6%	46.3%	43.1%	43.3%	43.2%
Neutral	35.6%	26.9%	28.9%	29.1%	28.1%	31.5%	25.9%	28.6%
Dissatisfied	12.9%	3.9%	6.7%	7.7%	4.8%	5.8%	6.1%	6.0%
Very Dissatisfied	3.8%	0.7%	3.9%	2.3%	1.7%	2.5%	1.5%	2.0%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Overall quality of parks & recreation programs & facilities	10.0%	19.0%	16.7%	18.1%	17.3%	18.0%	16.5%	17.2%
Overall quality of City libraries	6.0%	8.9%	7.9%	7.9%	8.7%	6.3%	9.8%	8.2%
Overall quality of public safety services	42.7%	66.9%	48.8%	49.9%	63.6%	58.2%	59.9%	59.1%
Overall quality of municipal court services	5.3%	4.3%	6.4%	5.3%	4.9%	6.2%	3.7%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.0%	5.8%	6.1%	6.6%	5.4%	7.9%	3.9%	5.8%
Overall quality of drinking water provided by Austin Water Utility	30.0%	48.1%	37.0%	36.6%	46.0%	43.8%	42.7%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	9.3%	5.4%	9.1%	8.4%	5.9%	6.5%	7.5%	7.0%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices (Cont.)</u>								
Overall quality of electric utility services provided by Austin Energy	28.0%	25.7%	26.4%	26.7%	26.4%	26.5%	26.1%	26.3%
Overall maintenance of City streets & sidewalks	28.7%	31.4%	36.1%	32.6%	32.0%	35.6%	28.9%	32.1%
Overall management of stormwater runoff	3.3%	4.4%	6.1%	6.1%	4.4%	5.5%	4.2%	4.8%
Overall effectiveness of communication by the City of Austin	14.7%	5.2%	7.0%	6.9%	6.6%	6.5%	7.2%	6.9%
Overall quality of health & human services provided by the City	16.7%	18.4%	18.5%	21.6%	16.9%	14.2%	21.8%	18.2%
Overall quality of planning, development review, permitting and inspection services	17.3%	22.3%	22.1%	22.6%	20.8%	22.4%	20.9%	21.6%
Animal Services	8.0%	3.6%	5.8%	6.9%	3.2%	3.4%	5.8%	4.7%
None chosen	23.3%	9.9%	14.5%	13.7%	12.1%	13.2%	12.3%	12.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>								
Strongly Agree	45.0%	54.3%	37.3%	41.4%	51.7%	46.6%	49.8%	48.2%
Agree	40.3%	39.2%	45.9%	43.0%	40.6%	43.4%	39.9%	41.6%
Neutral	8.7%	4.4%	7.6%	8.4%	4.5%	6.2%	5.3%	5.7%
Disagree	4.7%	1.5%	6.4%	5.1%	2.2%	2.8%	3.6%	3.2%
Strongly Disagree	1.3%	0.6%	2.8%	2.0%	0.9%	1.0%	1.4%	1.2%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4b. I feel safe in my neighborhood at night</u>								
Strongly Agree	25.9%	36.5%	22.2%	27.6%	32.6%	33.0%	29.4%	31.1%
Agree	44.9%	43.4%	43.4%	40.3%	45.9%	43.7%	44.1%	43.9%
Neutral	16.3%	12.3%	14.8%	15.2%	12.5%	14.2%	12.6%	13.3%
Disagree	8.2%	5.4%	12.9%	11.4%	6.1%	5.9%	9.6%	7.8%
Strongly Disagree	4.8%	2.5%	6.8%	5.4%	3.0%	3.3%	4.4%	3.9%

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

N=1225

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

Q4c. I feel safe in City parks

Strongly Agree	13.2%	20.8%	15.8%	16.4%	18.9%	21.1%	15.7%	18.3%
Agree	38.0%	49.5%	40.8%	40.1%	48.6%	45.3%	46.7%	46.0%
Neutral	31.8%	22.4%	28.0%	29.8%	23.1%	23.7%	26.0%	24.9%
Disagree	13.2%	6.0%	11.8%	11.4%	7.2%	7.7%	9.4%	8.6%
Strongly Disagree	3.9%	1.4%	3.6%	2.2%	2.2%	2.3%	2.3%	2.3%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4d. I feel safe walking alone downtown during the day</u>								
Strongly Agree	29.9%	39.3%	31.9%	31.9%	37.9%	39.0%	32.8%	35.8%
Agree	40.3%	42.2%	43.4%	42.0%	42.3%	43.0%	41.9%	42.4%
Neutral	14.9%	11.9%	15.5%	15.4%	12.4%	11.8%	15.0%	13.5%
Disagree	10.4%	5.0%	7.2%	8.2%	5.6%	5.1%	7.4%	6.3%
Strongly Disagree	4.5%	1.6%	2.0%	2.5%	1.8%	1.1%	2.9%	2.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4e. I feel safe walking alone downtown at night</u>								
Strongly Agree	8.1%	10.9%	8.2%	9.4%	10.2%	13.2%	6.4%	9.8%
Agree	17.1%	23.2%	17.5%	17.4%	22.7%	23.4%	18.5%	20.9%
Neutral	25.2%	28.1%	24.3%	25.9%	26.6%	28.8%	24.6%	26.6%
Disagree	29.3%	24.0%	32.9%	29.6%	25.9%	21.9%	32.1%	27.1%
Strongly Disagree	20.3%	13.9%	17.1%	17.7%	14.6%	12.7%	18.3%	15.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5a. Condition of major City streets</u>								
Very Satisfied	5.5%	9.4%	9.5%	9.2%	9.2%	9.0%	8.7%	8.8%
Satisfied	35.9%	47.2%	39.1%	42.2%	44.7%	44.0%	42.9%	43.4%
Neutral	28.3%	24.7%	22.0%	22.8%	24.7%	22.8%	25.8%	24.3%
Dissatisfied	22.1%	14.1%	18.0%	16.1%	16.2%	16.4%	16.9%	16.7%
Very Dissatisfied	8.3%	4.6%	11.3%	9.7%	5.2%	7.9%	5.7%	6.8%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5b. Condition of streets in your neighborhood</u>								
Very Satisfied	13.8%	18.7%	12.2%	12.8%	18.3%	17.8%	14.6%	16.1%
Satisfied	34.5%	48.6%	39.5%	41.8%	45.5%	45.3%	43.8%	44.5%
Neutral	21.4%	16.5%	21.6%	20.9%	17.1%	17.3%	19.2%	18.3%
Dissatisfied	24.1%	12.9%	15.8%	15.8%	14.9%	13.8%	16.9%	15.4%
Very Dissatisfied	6.2%	3.3%	10.9%	8.7%	4.2%	5.9%	5.5%	5.7%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5c. Condition of sidewalks in your neighborhood</u>								
Very Satisfied	11.1%	14.2%	12.3%	12.7%	13.7%	12.9%	13.4%	13.2%
Satisfied	34.7%	34.9%	34.7%	32.2%	35.3%	37.2%	32.6%	34.8%
Neutral	22.2%	24.3%	19.2%	22.4%	23.4%	22.7%	22.8%	22.7%
Dissatisfied	22.2%	16.6%	18.0%	18.5%	17.3%	15.5%	19.7%	17.7%
Very Dissatisfied	9.7%	10.0%	15.8%	14.2%	10.3%	11.7%	11.6%	11.6%

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

N=1225

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

Q5d. Timing of traffic signals on City streets

Very Satisfied	11.3%	8.4%	6.2%	7.3%	8.7%	7.0%	9.0%	8.0%
Satisfied	30.5%	36.7%	38.1%	35.7%	36.4%	35.2%	36.8%	36.0%
Neutral	26.2%	28.2%	25.4%	26.8%	27.0%	29.1%	25.8%	27.4%
Dissatisfied	14.9%	17.0%	15.5%	15.4%	17.1%	15.2%	17.7%	16.5%
Very Dissatisfied	17.0%	9.7%	14.9%	14.8%	10.8%	13.6%	10.6%	12.1%

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

N=1225

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

Q5e. Traffic flow on major City streets

Very Satisfied	5.6%	3.6%	1.8%	2.6%	3.8%	3.3%	3.4%	3.3%
Satisfied	12.5%	15.8%	17.7%	17.0%	15.1%	15.6%	16.0%	15.8%
Neutral	16.0%	24.1%	20.8%	22.1%	22.2%	24.0%	20.2%	22.0%
Dissatisfied	34.0%	30.9%	32.1%	27.8%	33.8%	28.9%	34.3%	31.7%
Very Dissatisfied	31.9%	25.5%	27.5%	30.6%	25.1%	28.2%	26.1%	27.1%

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

N=1225

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

Q5f. Pedestrian accessibility

Very Satisfied	10.6%	7.8%	8.6%	8.8%	7.8%	9.7%	7.0%	8.3%
Satisfied	26.2%	31.1%	33.5%	30.4%	31.9%	32.9%	29.5%	31.1%
Neutral	34.0%	30.8%	28.4%	30.7%	30.5%	29.7%	32.1%	31.0%
Dissatisfied	16.3%	20.5%	17.9%	18.7%	19.3%	17.9%	20.0%	19.0%
Very Dissatisfied	12.8%	9.8%	11.5%	11.5%	10.5%	9.8%	11.4%	10.7%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5g. Bicycle accessibility</u>								
Very Satisfied	14.3%	11.2%	13.7%	13.1%	11.8%	15.1%	9.4%	12.1%
Satisfied	30.8%	29.8%	31.4%	32.1%	28.9%	30.4%	30.1%	30.2%
Neutral	30.1%	35.8%	30.4%	27.7%	36.8%	30.2%	36.1%	33.2%
Dissatisfied	15.0%	15.5%	11.9%	15.4%	14.7%	14.1%	15.8%	15.0%
Very Dissatisfied	9.8%	7.8%	12.6%	11.7%	7.8%	10.2%	8.7%	9.4%

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

N=1225

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

Q5h. Enforcement of local codes and ordinances

Very Satisfied	6.9%	7.8%	8.7%	9.0%	7.4%	7.9%	7.7%	7.8%
Satisfied	27.5%	31.5%	30.6%	28.1%	32.8%	31.6%	29.7%	30.6%
Neutral	38.9%	35.6%	34.7%	34.5%	36.4%	35.0%	36.2%	35.6%
Dissatisfied	15.3%	15.4%	13.5%	15.4%	14.1%	14.3%	15.7%	15.0%
Very Dissatisfied	11.5%	9.7%	12.5%	13.0%	9.3%	11.2%	10.6%	10.9%

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

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Condition of major City streets	46.0%	60.8%	56.4%	52.9%	60.3%	61.6%	54.6%	58.0%
Condition of streets in your neighborhood	28.7%	25.4%	28.5%	27.7%	25.6%	28.6%	25.0%	26.7%
Condition of sidewalks in your neighborhood	21.3%	14.7%	20.9%	21.9%	14.7%	14.6%	19.3%	17.1%
Timing of traffic signals on City streets	22.7%	27.9%	25.2%	25.4%	27.4%	27.1%	26.4%	26.7%
Traffic flow on major City streets	46.0%	61.9%	57.3%	55.7%	59.9%	59.8%	57.7%	58.7%
Pedestrian accessibility	20.7%	26.5%	26.1%	28.0%	25.3%	21.6%	29.3%	25.6%
Bicycle accessibility	10.7%	19.0%	15.2%	19.1%	16.1%	15.6%	17.9%	16.8%
Enforcement of local codes & ordinances	29.3%	22.0%	23.3%	23.4%	23.5%	24.5%	22.8%	23.6%
None chosen	26.7%	13.8%	13.0%	12.2%	16.3%	16.3%	13.9%	15.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7a. Overall quality of police services</u>								
Very Satisfied	14.5%	26.0%	21.5%	24.7%	22.7%	23.2%	23.3%	23.2%
Satisfied	40.7%	54.7%	47.9%	46.1%	53.3%	51.7%	50.2%	50.9%
Neutral	25.5%	14.1%	18.9%	19.7%	15.9%	15.3%	18.4%	16.9%
Dissatisfied	11.7%	3.9%	8.5%	6.8%	5.6%	6.6%	5.9%	6.3%
Very Dissatisfied	7.6%	1.3%	3.2%	2.6%	2.6%	3.2%	2.2%	2.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7b. Speed of emergency police response</u>								
Very Satisfied	18.0%	25.6%	22.5%	24.9%	23.1%	23.6%	23.2%	23.4%
Satisfied	32.3%	49.6%	39.1%	39.5%	46.3%	46.0%	43.0%	44.5%
Neutral	26.3%	19.2%	25.7%	25.1%	20.7%	20.0%	23.6%	21.9%
Dissatisfied	15.8%	4.4%	7.6%	6.6%	7.3%	6.5%	7.5%	7.0%
Very Dissatisfied	7.5%	1.1%	5.1%	3.9%	2.5%	3.8%	2.6%	3.2%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7c. Enforcement of local traffic laws</u>								
Very Satisfied	12.2%	12.2%	10.4%	12.9%	11.0%	10.7%	12.4%	11.5%
Satisfied	38.8%	47.9%	39.4%	39.9%	47.2%	47.1%	41.6%	44.3%
Neutral	32.4%	27.9%	33.2%	31.3%	28.8%	27.6%	32.1%	29.9%
Dissatisfied	9.4%	8.4%	7.5%	8.6%	8.2%	7.5%	9.1%	8.3%
Very Dissatisfied	7.2%	3.7%	9.4%	7.3%	4.7%	7.2%	4.9%	6.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7d. Overall quality of fire services</u>								
Very Satisfied	35.8%	42.0%	38.4%	41.7%	39.7%	38.7%	41.0%	39.9%
Satisfied	45.5%	49.1%	44.6%	42.9%	49.7%	49.7%	46.0%	47.8%
Neutral	16.4%	8.9%	16.6%	15.1%	10.2%	11.2%	12.6%	11.9%
Dissatisfied	2.2%	0.0%	0.4%	0.3%	0.5%	0.4%	0.4%	0.4%

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

N=1225

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

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	39.2%	43.5%	45.1%	45.7%	42.0%	43.1%	43.0%	43.1%
Satisfied	44.6%	44.3%	36.1%	37.1%	45.0%	41.5%	43.2%	42.4%
Neutral	15.4%	11.6%	17.3%	16.0%	12.6%	15.0%	12.4%	13.7%
Dissatisfied	0.8%	0.4%	1.6%	1.3%	0.2%	0.5%	1.1%	0.8%
Very Dissatisfied	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.2%	0.1%

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

N=1225

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

Q7f. Medical assistance provided by EMS

Very Satisfied	44.2%	44.6%	43.6%	42.5%	44.5%	43.2%	44.6%	43.9%
Satisfied	39.5%	43.2%	35.7%	39.1%	42.2%	41.4%	39.9%	40.7%
Neutral	15.5%	11.4%	18.8%	16.6%	12.5%	14.7%	13.9%	14.3%
Dissatisfied	0.8%	0.2%	1.5%	1.3%	0.4%	0.4%	0.9%	0.7%
Very Dissatisfied	0.0%	0.6%	0.4%	0.6%	0.4%	0.2%	0.6%	0.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>								
Very Satisfied	44.1%	44.6%	44.2%	42.5%	44.6%	43.9%	44.4%	44.2%
Satisfied	40.2%	43.6%	33.5%	38.1%	42.3%	39.7%	40.7%	40.2%
Neutral	15.0%	11.0%	21.5%	18.7%	12.2%	15.9%	13.7%	14.8%
Dissatisfied	0.8%	0.6%	0.4%	0.3%	0.7%	0.2%	0.9%	0.6%
Very Dissatisfied	0.0%	0.2%	0.4%	0.3%	0.2%	0.2%	0.2%	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? (Sum of Top Two Choices)**

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Two Choices</u>								
Overall quality of police services	44.7%	47.6%	45.5%	46.1%	46.8%	49.5%	44.3%	46.8%
Speed of emergency police response	36.0%	31.4%	33.3%	35.9%	30.6%	30.8%	34.2%	32.6%
Enforcement of local traffic laws	11.3%	6.1%	12.4%	12.2%	6.2%	9.9%	7.0%	8.4%
Overall quality of fire services	14.7%	30.4%	20.0%	21.4%	28.6%	26.7%	24.8%	25.7%
Timeliness of Fire response to emergency location	15.3%	22.3%	20.6%	19.8%	21.1%	19.0%	22.8%	21.0%
Medical assistance provided by EMS	20.7%	20.1%	21.2%	21.6%	20.0%	19.5%	20.9%	20.2%
Timeliness of EMS response to emergency location	13.3%	18.3%	15.5%	14.2%	18.0%	15.9%	17.5%	16.7%
None chosen	20.7%	12.4%	16.1%	15.0%	14.3%	14.7%	14.2%	14.4%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>								
Very Satisfied	17.1%	17.1%	13.0%	16.1%	15.1%	16.8%	14.6%	15.7%
Satisfied	33.3%	42.0%	39.8%	39.4%	40.7%	40.3%	39.8%	40.0%
Neutral	34.2%	32.2%	34.2%	33.0%	33.4%	31.6%	34.6%	33.1%
Dissatisfied	11.1%	7.3%	7.8%	7.9%	8.1%	8.4%	7.7%	8.0%
Very Dissatisfied	4.3%	1.4%	5.2%	3.6%	2.7%	2.8%	3.5%	3.1%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9b. Water Conservation programs within Austin</u>								
Very Satisfied	14.0%	13.9%	14.6%	16.0%	12.7%	13.6%	14.5%	14.1%
Satisfied	41.9%	45.7%	36.9%	37.1%	46.3%	40.4%	44.8%	42.6%
Neutral	26.4%	23.1%	29.8%	27.1%	24.6%	25.4%	25.4%	25.4%
Dissatisfied	14.0%	12.1%	11.5%	11.7%	12.3%	14.6%	10.1%	12.3%
Very Dissatisfied	3.9%	5.1%	7.1%	8.0%	4.1%	6.0%	5.3%	5.6%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9c. Energy Conservation program</u>								
Very Satisfied	12.2%	13.7%	14.1%	14.9%	12.7%	14.1%	12.8%	13.4%
Satisfied	45.0%	45.6%	40.0%	40.1%	46.1%	45.1%	43.2%	44.1%
Neutral	25.2%	27.1%	28.6%	26.4%	28.3%	25.1%	29.5%	27.3%
Dissatisfied	15.3%	10.0%	9.7%	10.9%	10.0%	10.5%	10.8%	10.7%
Very Dissatisfied	2.3%	3.6%	7.6%	7.7%	2.9%	5.3%	3.6%	4.4%

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

N=1225

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

Q9d. The water quality of lakes and streams

Very Satisfied	9.8%	11.5%	9.3%	10.3%	10.9%	11.5%	9.6%	10.5%
Satisfied	38.5%	45.7%	36.7%	34.4%	45.6%	44.5%	39.9%	42.2%
Neutral	34.4%	28.3%	34.0%	35.2%	28.8%	28.5%	33.5%	31.0%
Dissatisfied	13.1%	12.2%	13.3%	13.7%	12.4%	11.3%	13.8%	12.5%
Very Dissatisfied	4.1%	2.3%	6.7%	6.4%	2.2%	4.3%	3.3%	3.8%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9e. Flood control efforts</u>								
Very Satisfied	11.2%	10.0%	8.7%	9.7%	9.9%	8.1%	11.3%	9.7%
Satisfied	36.0%	38.4%	33.6%	31.1%	39.3%	38.9%	34.2%	36.5%
Neutral	32.8%	31.1%	34.3%	34.7%	31.0%	30.2%	34.6%	32.4%
Dissatisfied	14.4%	15.9%	15.2%	16.9%	15.2%	16.4%	15.0%	15.7%
Very Dissatisfied	5.6%	4.7%	8.3%	7.6%	4.7%	6.5%	4.9%	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? (Sum of Top Two Choices)**

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Two Choices</u>								
Water & wastewater utility response time to emergencies	30.0%	27.2%	28.5%	27.7%	27.9%	26.4%	29.6%	28.1%
Water Conservation programs within Austin	28.7%	51.4%	41.8%	42.7%	47.5%	45.2%	46.5%	45.9%
Energy Conservation program	26.0%	33.1%	28.5%	29.3%	32.0%	31.2%	30.9%	31.0%
The water quality of lakes & streams	26.0%	37.0%	37.0%	36.6%	35.5%	37.3%	34.8%	36.0%
Flood control efforts	32.7%	26.5%	33.3%	32.6%	27.0%	28.8%	29.3%	29.1%
None chosen	28.7%	11.4%	13.9%	14.2%	14.2%	15.9%	12.3%	14.0%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q11a. Number of City parks</u>								
Very Satisfied	24.8%	29.0%	26.1%	27.9%	27.9%	25.2%	29.5%	27.5%
Satisfied	34.6%	49.8%	44.4%	43.1%	47.7%	50.5%	43.2%	46.6%
Neutral	31.6%	14.0%	19.7%	19.7%	16.6%	16.6%	18.9%	17.9%
Dissatisfied	6.8%	6.2%	7.5%	6.8%	6.7%	6.1%	6.8%	6.5%
Very Dissatisfied	2.3%	1.1%	2.4%	2.5%	1.1%	1.5%	1.5%	1.5%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11b. Number of walking/biking trails</u>								
Very Satisfied	20.8%	28.4%	24.2%	26.5%	26.6%	24.8%	27.4%	26.1%
Satisfied	35.2%	44.9%	41.3%	39.4%	44.0%	45.9%	40.1%	42.9%
Neutral	32.8%	16.3%	23.9%	22.3%	19.3%	18.9%	21.8%	20.4%
Dissatisfied	8.0%	8.1%	7.5%	7.9%	8.0%	7.2%	8.7%	8.0%
Very Dissatisfied	3.2%	2.3%	3.1%	3.9%	2.2%	3.2%	2.1%	2.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11c. Appearance of park grounds in Austin</u>								
Very Satisfied	22.0%	23.7%	18.2%	20.5%	22.7%	19.7%	23.5%	21.7%
Satisfied	40.2%	51.7%	47.7%	47.8%	50.1%	51.2%	47.4%	49.2%
Neutral	26.5%	18.8%	24.2%	23.0%	20.3%	21.0%	21.5%	21.3%
Dissatisfied	9.8%	4.8%	7.6%	6.3%	5.9%	6.0%	6.7%	6.3%
Very Dissatisfied	1.5%	1.0%	2.3%	2.5%	1.0%	2.0%	0.9%	1.4%

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

N=1225

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

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

Very Satisfied	23.8%	25.3%	19.1%	22.1%	24.1%	19.7%	26.4%	23.2%
Satisfied	40.2%	52.1%	48.0%	46.3%	51.4%	52.4%	46.7%	49.5%
Neutral	23.0%	19.2%	25.3%	25.1%	19.7%	22.0%	21.5%	21.7%
Dissatisfied	10.7%	3.1%	5.1%	4.7%	4.1%	4.5%	4.7%	4.6%
Very Dissatisfied	2.5%	0.2%	2.5%	1.8%	0.8%	1.4%	0.8%	1.1%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11e. Quality of youth athletic programs offered by the City</u>								
Very Satisfied	20.2%	17.5%	12.9%	14.4%	17.9%	13.1%	19.3%	16.3%
Satisfied	27.5%	35.3%	39.7%	38.0%	33.4%	37.7%	33.5%	35.6%
Neutral	35.8%	38.7%	31.1%	31.9%	38.0%	39.3%	32.6%	35.9%
Dissatisfied	11.0%	6.0%	11.5%	11.0%	7.3%	6.5%	10.7%	8.7%
Very Dissatisfied	5.5%	2.4%	4.8%	4.6%	3.3%	3.4%	3.9%	3.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11f. Quality of adult athletic programs offered by the City</u>								
Very Satisfied	18.2%	11.3%	13.8%	12.6%	13.6%	9.9%	16.2%	13.1%
Satisfied	25.5%	38.7%	38.9%	38.5%	35.3%	44.3%	29.1%	36.7%
Neutral	30.0%	40.8%	33.0%	35.2%	36.9%	34.6%	38.5%	36.6%
Dissatisfied	20.9%	7.1%	9.9%	9.7%	11.0%	8.1%	12.5%	10.3%
Very Dissatisfied	5.5%	2.1%	4.4%	4.0%	3.1%	3.0%	3.7%	3.3%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11g. Quality of outdoor athletic fields</u>								
Very Satisfied	16.7%	13.9%	13.8%	14.2%	14.1%	12.7%	15.6%	14.2%
Satisfied	28.1%	47.8%	41.3%	41.1%	45.0%	45.5%	40.9%	43.2%
Neutral	37.7%	32.6%	34.6%	36.1%	32.1%	33.7%	34.4%	34.0%
Dissatisfied	13.2%	4.6%	6.7%	5.3%	7.1%	6.1%	6.5%	6.3%
Very Dissatisfied	4.4%	1.1%	3.8%	3.3%	1.6%	1.9%	2.6%	2.3%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11h. Safety in City parks and park facilities</u>								
Very Satisfied	14.4%	14.1%	11.0%	12.1%	13.7%	13.8%	12.5%	13.2%
Satisfied	38.1%	50.8%	38.9%	41.4%	48.7%	47.8%	44.4%	46.0%
Neutral	25.4%	27.9%	35.0%	33.1%	28.1%	28.9%	30.7%	29.8%
Dissatisfied	16.1%	6.1%	11.3%	10.4%	7.5%	6.8%	10.3%	8.6%
Very Dissatisfied	5.9%	1.0%	3.9%	3.0%	2.0%	2.7%	2.1%	2.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11i. Overall satisfaction with City swimming pools</u>								
Very Satisfied	12.4%	18.4%	17.7%	17.6%	17.3%	15.4%	18.7%	17.2%
Satisfied	33.3%	48.0%	41.8%	43.6%	44.6%	47.0%	42.3%	44.5%
Neutral	37.1%	25.5%	26.6%	26.6%	27.6%	27.5%	27.1%	27.3%
Dissatisfied	13.3%	5.9%	10.5%	9.3%	7.6%	8.3%	8.4%	8.4%
Very Dissatisfied	3.8%	2.2%	3.4%	2.8%	2.9%	1.8%	3.5%	2.7%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11j. Satisfaction with aquatic programs</u>								
Very Satisfied	11.6%	19.5%	16.6%	17.8%	17.5%	15.1%	19.1%	17.2%
Satisfied	34.7%	38.5%	34.2%	34.8%	38.3%	40.4%	33.3%	36.7%
Neutral	38.9%	34.1%	36.8%	37.2%	34.2%	35.6%	35.6%	35.6%
Dissatisfied	11.6%	5.5%	7.8%	6.9%	6.9%	6.4%	8.0%	7.2%
Very Dissatisfied	3.2%	2.5%	4.7%	3.2%	3.1%	2.6%	4.0%	3.3%

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

N=1225

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

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

Very Satisfied	11.5%	13.3%	14.6%	14.8%	12.5%	11.3%	15.0%	13.2%
Satisfied	38.1%	50.3%	44.5%	43.2%	49.8%	49.7%	44.9%	47.2%
Neutral	34.5%	29.6%	26.3%	29.6%	29.2%	28.5%	30.2%	29.4%
Dissatisfied	11.5%	6.2%	11.0%	9.5%	7.2%	8.6%	8.0%	8.3%
Very Dissatisfied	4.4%	0.7%	3.6%	3.0%	1.3%	1.9%	1.9%	1.9%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11. Cleanliness of library facilities</u>								
Very Satisfied	22.8%	30.8%	33.7%	32.1%	29.7%	27.3%	32.7%	30.2%
Satisfied	50.4%	51.1%	40.2%	44.7%	49.4%	48.3%	47.7%	48.0%
Neutral	22.8%	15.4%	23.1%	20.1%	17.9%	21.2%	16.4%	18.6%
Dissatisfied	4.1%	2.2%	2.7%	2.8%	2.5%	3.0%	2.5%	2.8%
Very Dissatisfied	0.0%	0.5%	0.4%	0.3%	0.5%	0.2%	0.6%	0.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11m. Library programs</u>								
Very Satisfied	25.2%	29.8%	29.8%	28.7%	29.3%	24.8%	32.4%	29.0%
Satisfied	45.2%	46.9%	40.5%	43.7%	45.9%	45.0%	44.6%	44.8%
Neutral	24.3%	20.2%	24.0%	21.7%	21.4%	26.1%	18.5%	21.9%
Dissatisfied	4.3%	2.5%	4.1%	4.3%	2.9%	2.8%	3.9%	3.4%
Very Dissatisfied	0.9%	0.6%	1.7%	1.7%	0.6%	1.3%	0.6%	0.9%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11n. Materials at libraries</u>								
Very Satisfied	22.8%	28.5%	26.4%	28.7%	26.3%	23.7%	29.9%	27.1%
Satisfied	43.9%	47.8%	41.5%	41.0%	48.0%	45.5%	45.0%	45.2%
Neutral	30.1%	17.8%	24.8%	22.4%	20.5%	24.6%	18.7%	21.4%
Dissatisfied	3.3%	4.7%	5.0%	5.7%	4.3%	4.5%	5.4%	5.0%
Very Dissatisfied	0.0%	1.1%	2.3%	2.2%	0.9%	1.7%	1.0%	1.3%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11o. Library hours</u>								
Very Satisfied	19.5%	18.9%	19.6%	19.4%	18.8%	17.5%	20.3%	19.1%
Satisfied	36.6%	44.0%	43.5%	44.2%	42.2%	43.5%	42.0%	42.7%
Neutral	29.3%	22.8%	26.2%	25.1%	24.2%	26.4%	23.2%	24.7%
Dissatisfied	12.2%	11.6%	7.3%	8.2%	12.0%	8.9%	12.3%	10.8%
Very Dissatisfied	2.4%	2.6%	3.5%	3.1%	2.8%	3.6%	2.1%	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? (Sum of Top Three Choices)**

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<b><u>Sum of Top Three Choices</u></b>								
Number of City parks	16.0%	30.5%	23.0%	26.7%	27.4%	28.8%	24.5%	26.5%
Number of walking/biking trails	10.7%	29.0%	17.3%	18.6%	25.6%	25.5%	22.0%	23.7%
Appearance of park grounds in Austin	15.3%	19.3%	17.0%	19.1%	17.4%	21.2%	15.6%	18.3%
Quality of parks & recreation programs offered by the Austin Parks Department	22.7%	28.6%	19.7%	17.3%	29.5%	26.0%	25.4%	25.7%
Quality of youth athletic programs offered by the City	22.7%	11.7%	19.4%	18.8%	13.4%	14.0%	16.2%	15.2%
Quality of adult athletic programs offered by the City	12.7%	3.9%	8.2%	7.9%	5.6%	6.3%	5.9%	6.1%
Quality of outdoor athletic fields	4.0%	3.7%	6.1%	5.1%	3.9%	5.1%	3.6%	4.3%
Safety in City parks & park facilities	23.3%	41.7%	38.8%	37.9%	38.5%	37.7%	39.8%	38.8%

**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? (Sum of Top Three Choices)**

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices (Cont.)</u>								
Overall satisfaction with City swimming pools	10.0%	18.2%	12.4%	16.3%	15.4%	12.3%	18.7%	15.7%
Satisfaction with aquatic programs	2.7%	2.8%	3.0%	3.3%	2.6%	2.4%	3.1%	2.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	15.3%	16.6%	19.4%	18.3%	16.4%	16.8%	17.2%	17.0%
Cleanliness of library facilities	8.0%	4.0%	5.2%	5.3%	4.8%	4.8%	4.8%	4.8%
Library programs	14.0%	17.6%	19.1%	19.6%	17.2%	15.8%	19.0%	17.5%
Materials at libraries	12.7%	20.1%	15.2%	14.8%	19.5%	14.9%	20.7%	18.0%
Library hours	10.0%	8.5%	10.3%	10.9%	8.7%	9.2%	9.4%	9.3%
None chosen	38.0%	15.0%	21.8%	20.6%	19.1%	22.3%	16.8%	19.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13a. Quality of residential garbage collection</u>								
Very Satisfied	34.3%	46.1%	36.6%	36.0%	45.4%	40.1%	43.2%	41.7%
Satisfied	43.6%	46.3%	42.6%	45.6%	44.0%	45.9%	44.7%	45.3%
Neutral	14.3%	4.4%	14.8%	12.8%	6.6%	9.4%	7.8%	8.5%
Dissatisfied	6.4%	2.6%	4.1%	4.0%	3.1%	4.0%	3.0%	3.5%
Very Dissatisfied	1.4%	0.6%	1.9%	1.6%	0.8%	0.7%	1.3%	1.0%

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

N=1225

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

Q13b. Quality of residential yard waste collection

Very Satisfied	23.5%	41.8%	31.6%	32.9%	39.3%	34.3%	38.4%	36.4%
Satisfied	47.8%	45.6%	42.7%	43.9%	45.0%	46.1%	44.3%	45.2%
Neutral	15.4%	7.9%	15.0%	13.5%	9.6%	12.0%	10.0%	11.0%
Dissatisfied	11.0%	3.8%	7.5%	7.2%	5.0%	6.4%	5.3%	5.8%
Very Dissatisfied	2.2%	0.8%	3.3%	2.5%	1.1%	1.3%	1.9%	1.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13c. Quality of residential curbside recycling services</u>								
Very Satisfied	28.1%	49.5%	38.7%	40.1%	46.3%	41.6%	45.4%	43.6%
Satisfied	46.0%	41.7%	39.0%	41.1%	41.7%	42.0%	42.0%	42.0%
Neutral	15.8%	5.5%	16.1%	13.9%	7.0%	11.1%	8.1%	9.5%
Dissatisfied	8.6%	2.7%	4.2%	3.5%	4.0%	4.6%	3.0%	3.8%
Very Dissatisfied	1.4%	0.7%	1.9%	1.4%	1.0%	0.7%	1.5%	1.1%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13d. Household hazardous waste disposal service</u>								
Very Satisfied	21.1%	17.9%	19.3%	20.1%	18.1%	19.5%	17.7%	18.6%
Satisfied	34.9%	35.9%	30.9%	31.5%	35.4%	34.2%	34.3%	34.3%
Neutral	25.7%	26.6%	31.7%	30.5%	26.5%	29.3%	26.8%	28.0%
Dissatisfied	14.7%	15.0%	11.6%	11.7%	15.6%	12.5%	15.5%	14.0%
Very Dissatisfied	3.7%	4.6%	6.4%	6.0%	4.5%	4.5%	5.8%	5.1%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13e. Bulky item pick-up/removal services</u>								
Very Satisfied	25.4%	34.6%	27.5%	30.6%	32.2%	28.6%	33.6%	31.2%
Satisfied	39.2%	48.4%	38.1%	37.9%	48.1%	47.0%	42.2%	44.5%
Neutral	19.2%	11.3%	23.2%	21.7%	12.2%	16.0%	15.3%	15.6%
Dissatisfied	13.1%	4.7%	6.6%	6.7%	5.9%	6.9%	6.0%	6.4%
Very Dissatisfied	3.1%	0.9%	4.6%	3.1%	1.6%	1.5%	2.8%	2.2%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13f. Reliability of your electric service</u>								
Very Satisfied	24.3%	44.8%	35.5%	34.9%	42.5%	39.2%	40.0%	39.6%
Satisfied	47.1%	44.3%	40.3%	42.4%	44.0%	41.3%	46.0%	43.7%
Neutral	15.7%	8.6%	17.3%	16.6%	9.2%	14.1%	9.5%	11.7%
Dissatisfied	7.1%	2.0%	4.8%	4.3%	2.9%	4.3%	2.7%	3.5%
Very Dissatisfied	5.7%	0.3%	2.2%	1.9%	1.4%	1.1%	1.8%	1.5%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13g. Safety of your drinking water</u>								
Very Satisfied	22.0%	44.1%	32.8%	34.3%	40.8%	39.4%	36.8%	38.1%
Satisfied	45.4%	44.4%	42.0%	41.2%	44.6%	44.0%	43.4%	43.7%
Neutral	19.9%	8.6%	17.4%	17.6%	9.7%	12.9%	12.5%	12.7%
Dissatisfied	6.4%	1.7%	4.4%	4.0%	2.6%	1.9%	4.3%	3.2%
Very Dissatisfied	6.4%	1.2%	3.5%	2.9%	2.3%	1.8%	3.0%	2.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13h. Cleanliness of City streets and public areas</u>								
Very Satisfied	15.6%	21.1%	14.5%	17.2%	19.2%	15.9%	20.8%	18.4%
Satisfied	39.7%	51.8%	43.8%	41.2%	51.1%	50.8%	45.3%	47.9%
Neutral	28.4%	19.4%	25.2%	26.4%	20.3%	21.4%	23.2%	22.3%
Dissatisfied	13.5%	7.0%	10.1%	10.8%	8.1%	8.4%	9.3%	8.8%
Very Dissatisfied	2.8%	0.7%	6.3%	4.5%	1.3%	3.5%	1.5%	2.4%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13i. Cleanliness of your neighborhood</u>								
Very Satisfied	22.1%	33.0%	18.6%	21.2%	30.9%	25.6%	29.5%	27.6%
Satisfied	40.7%	46.6%	44.4%	42.4%	46.2%	47.7%	42.6%	45.1%
Neutral	17.9%	12.6%	17.4%	18.8%	12.6%	15.0%	14.3%	14.6%
Dissatisfied	13.8%	6.6%	14.0%	13.1%	8.2%	8.9%	10.6%	9.8%
Very Dissatisfied	5.5%	1.3%	5.6%	4.5%	2.1%	2.8%	3.0%	2.9%

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

N=1225

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

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

Very Satisfied	12.9%	13.8%	9.1%	9.9%	13.6%	11.7%	12.9%	12.3%
Satisfied	27.3%	32.2%	30.1%	29.5%	31.9%	31.5%	29.9%	30.7%
Neutral	20.5%	28.2%	27.4%	26.3%	27.3%	27.8%	25.7%	26.7%
Dissatisfied	25.0%	19.0%	20.9%	21.0%	19.6%	18.7%	22.7%	20.7%
Very Dissatisfied	14.4%	6.8%	12.5%	13.3%	7.6%	10.3%	8.9%	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?(Sum of Top Three Choices)**

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Sum of Top Three Choices</u>								
Quality of residential garbage collection	30.0%	47.0%	34.8%	35.9%	44.6%	43.7%	40.1%	41.8%
Quality of residential yard waste collection	8.7%	6.1%	7.6%	5.9%	7.0%	8.0%	5.6%	6.8%
Quality of residential curbside recycling services	6.7%	21.0%	16.4%	16.5%	18.3%	17.3%	18.3%	17.8%
Household hazardous waste disposal service	8.0%	8.7%	9.4%	9.4%	8.7%	8.2%	9.4%	8.8%
Bulky item pick-up/removal services	18.7%	7.6%	15.5%	14.5%	9.2%	12.8%	10.0%	11.3%
Reliability of your electric service	24.7%	48.4%	32.7%	32.8%	45.7%	44.3%	39.0%	41.6%
Safety of your drinking water	37.3%	63.0%	47.6%	49.6%	59.3%	52.7%	58.5%	55.8%
Cleanliness of City streets & public areas	22.0%	26.0%	28.2%	28.8%	24.9%	24.7%	27.1%	26.0%
Cleanliness of your neighborhood	14.0%	12.5%	21.2%	19.3%	12.8%	17.3%	13.3%	15.2%

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

N=1225

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

Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	38.7%	23.1%	33.6%	33.6%	25.7%	29.5%	26.4%	27.8%
None chosen	30.7%	12.8%	16.7%	17.8%	15.0%	15.6%	16.1%	15.8%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15a. Austin Energy customer service</u>								
Very Satisfied	19.4%	22.7%	23.0%	20.8%	22.6%	19.8%	24.4%	22.2%
Satisfied	44.0%	52.4%	42.5%	44.9%	51.2%	48.5%	48.3%	48.4%
Neutral	22.4%	18.0%	25.8%	24.7%	19.1%	22.0%	19.6%	20.8%
Dissatisfied	6.7%	4.8%	4.9%	6.3%	4.1%	5.6%	4.6%	5.1%
Very Dissatisfied	7.5%	2.1%	3.8%	3.3%	3.0%	4.0%	3.1%	3.5%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15b. Water and wastewater utility customer service</u>								
Very Satisfied	16.3%	22.1%	21.0%	19.6%	21.4%	18.8%	22.9%	20.9%
Satisfied	45.0%	50.1%	44.5%	46.8%	48.9%	47.8%	47.4%	47.6%
Neutral	24.8%	21.2%	23.5%	24.1%	21.7%	23.8%	20.9%	22.3%
Dissatisfied	6.2%	5.6%	6.3%	6.3%	5.1%	6.9%	5.1%	6.0%
Very Dissatisfied	7.8%	1.0%	4.8%	3.2%	2.9%	2.7%	3.7%	3.2%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15c. Helpfulness of library staff</u>								
Very Satisfied	33.6%	47.5%	42.0%	41.5%	45.7%	37.7%	49.0%	43.8%
Satisfied	38.8%	38.4%	34.9%	38.0%	37.3%	38.9%	36.4%	37.6%
Neutral	25.0%	13.1%	21.6%	18.5%	15.9%	21.7%	13.4%	17.2%
Dissatisfied	1.7%	0.8%	0.4%	0.6%	0.9%	1.0%	0.6%	0.8%
Very Dissatisfied	0.9%	0.2%	1.2%	1.3%	0.2%	0.7%	0.6%	0.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>								
Very Satisfied	16.7%	20.4%	20.3%	20.6%	19.5%	15.6%	23.7%	19.9%
Satisfied	46.4%	54.0%	41.9%	44.6%	52.6%	51.4%	47.8%	49.5%
Neutral	23.9%	20.7%	27.7%	26.6%	21.4%	24.3%	22.1%	23.2%
Dissatisfied	8.7%	3.6%	7.1%	6.2%	4.5%	6.6%	4.0%	5.2%
Very Dissatisfied	4.3%	1.3%	3.0%	2.0%	2.0%	2.1%	2.3%	2.2%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>								
Very Satisfied	29.8%	34.5%	29.7%	30.5%	33.9%	27.2%	37.0%	32.4%
Satisfied	40.3%	43.9%	44.6%	44.8%	43.2%	48.2%	39.7%	43.7%
Neutral	23.4%	18.4%	17.8%	18.9%	18.5%	18.6%	19.0%	18.8%
Dissatisfied	3.2%	2.6%	5.6%	4.0%	3.3%	4.8%	3.1%	3.9%
Very Dissatisfied	3.2%	0.5%	2.2%	1.8%	1.1%	1.3%	1.3%	1.3%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15f. Review services for residential and commercial building plans</u>								
Very Satisfied	10.9%	8.9%	11.7%	12.4%	8.3%	9.2%	10.8%	10.0%
Satisfied	30.4%	20.8%	25.0%	24.5%	22.9%	25.5%	20.4%	23.1%
Neutral	40.2%	36.7%	33.5%	33.0%	37.9%	34.4%	38.2%	36.2%
Dissatisfied	9.8%	19.9%	14.9%	16.7%	17.6%	17.2%	17.2%	17.2%
Very Dissatisfied	8.7%	13.7%	14.9%	13.3%	13.3%	13.8%	13.4%	13.6%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>								
Very Satisfied	9.8%	7.2%	9.5%	7.7%	8.1%	9.4%	7.2%	8.2%
Satisfied	12.0%	12.6%	14.9%	13.1%	13.0%	15.2%	11.2%	13.1%
Neutral	20.3%	29.1%	31.3%	30.4%	28.0%	32.1%	25.4%	28.6%
Dissatisfied	33.1%	29.9%	21.4%	24.0%	29.7%	24.8%	30.4%	27.7%
Very Dissatisfied	24.8%	21.2%	22.9%	24.7%	21.1%	18.5%	25.8%	22.4%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>								
Very Satisfied	7.9%	6.6%	8.0%	6.9%	7.4%	7.9%	6.7%	7.3%
Satisfied	20.2%	23.4%	24.5%	21.0%	24.1%	27.1%	18.8%	23.0%
Neutral	36.8%	47.6%	40.6%	42.7%	44.1%	44.7%	41.9%	43.3%
Dissatisfied	21.1%	15.9%	16.5%	19.4%	15.9%	12.6%	21.6%	17.0%
Very Dissatisfied	14.0%	6.6%	10.4%	10.1%	8.5%	7.6%	10.9%	9.3%

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

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

N=1225

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

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

Very Satisfied	7.6%	7.8%	13.1%	10.9%	8.0%	10.4%	8.4%	9.4%
Satisfied	16.0%	29.9%	24.0%	23.8%	27.2%	29.0%	22.2%	25.6%
Neutral	34.5%	45.1%	41.6%	43.8%	42.1%	40.3%	44.3%	42.3%
Dissatisfied	26.1%	11.5%	11.8%	12.5%	14.4%	11.2%	16.5%	13.9%
Very Dissatisfied	16.0%	5.7%	9.5%	9.1%	8.2%	9.0%	8.6%	8.8%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>								
Very Satisfied	21.6%	19.6%	25.1%	24.2%	20.2%	22.0%	21.4%	21.7%
Satisfied	36.9%	38.2%	32.7%	34.3%	37.5%	34.4%	37.7%	36.1%
Neutral	35.1%	37.3%	35.9%	36.2%	37.2%	37.5%	35.4%	36.4%
Dissatisfied	4.5%	2.4%	3.6%	3.4%	2.9%	2.5%	4.3%	3.4%
Very Dissatisfied	1.8%	2.4%	2.7%	1.9%	2.1%	3.7%	1.2%	2.4%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16e. Food Safety Inspection program</u>								
Very Satisfied	13.7%	13.7%	16.6%	18.1%	12.3%	14.0%	15.1%	14.5%
Satisfied	32.4%	45.4%	34.1%	33.1%	44.4%	41.8%	37.4%	39.6%
Neutral	35.3%	36.6%	37.7%	38.1%	35.7%	36.0%	37.1%	36.5%
Dissatisfied	14.7%	3.2%	7.6%	7.3%	5.7%	5.8%	7.8%	6.8%
Very Dissatisfied	3.9%	1.1%	4.0%	3.5%	1.9%	2.5%	2.6%	2.5%

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16f. Neighborhood planning/zoning efforts</u>								
Very Satisfied	9.8%	7.2%	8.4%	8.5%	7.0%	8.2%	7.4%	7.8%
Satisfied	23.0%	30.3%	22.9%	22.2%	29.9%	28.4%	25.6%	27.0%
Neutral	32.8%	34.6%	36.3%	35.3%	35.7%	33.3%	36.1%	34.8%
Dissatisfied	21.3%	17.9%	19.5%	19.3%	18.0%	18.4%	19.1%	18.8%
Very Dissatisfied	13.1%	10.0%	13.0%	14.7%	9.5%	11.7%	11.8%	11.7%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16g. Accessibility of municipal court services</u>								
Very Satisfied	13.8%	12.4%	11.6%	11.9%	12.3%	13.2%	11.1%	12.1%
Satisfied	30.2%	35.4%	35.8%	36.7%	33.6%	36.9%	32.2%	34.5%
Neutral	38.8%	41.3%	33.2%	34.6%	41.2%	37.1%	40.3%	38.7%
Dissatisfied	12.1%	8.3%	11.6%	9.8%	9.9%	8.1%	11.6%	9.8%
Very Dissatisfied	5.2%	2.6%	7.8%	7.0%	3.0%	4.7%	4.8%	4.7%

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

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

N=1225

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

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

Very Satisfied	13.3%	20.6%	17.1%	18.0%	18.5%	19.8%	16.9%	18.4%
Satisfied	20.0%	39.3%	34.5%	35.1%	36.2%	36.9%	33.1%	35.0%
Neutral	24.4%	27.5%	25.3%	25.8%	26.7%	24.7%	28.6%	26.7%
Dissatisfied	27.4%	6.6%	10.7%	10.5%	10.9%	8.2%	13.3%	10.8%
Very Dissatisfied	14.8%	6.0%	12.5%	10.5%	7.8%	10.3%	8.2%	9.2%

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

**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

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17a. Have you visited an Austin City park?</u>								
Yes	80.4%	87.3%	89.9%	89.7%	86.1%	87.2%	87.5%	87.4%
No	18.9%	12.3%	9.5%	9.8%	13.4%	12.2%	12.1%	12.2%
Don't know	0.7%	0.4%	0.6%	0.5%	0.5%	0.5%	0.5%	0.5%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>								
Yes	40.3%	41.8%	42.1%	42.3%	41.6%	39.2%	43.5%	41.5%
No	57.0%	55.6%	55.2%	56.2%	55.4%	57.8%	54.0%	55.8%
Don't know	2.7%	2.6%	2.7%	1.5%	3.0%	2.9%	2.5%	2.7%

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

N=1225

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

Q17c. Have you visited an Austin library facility?

Yes	71.8%	69.7%	72.6%	71.0%	70.5%	64.9%	75.6%	70.5%
No	26.2%	29.0%	26.8%	28.2%	28.0%	33.6%	23.5%	28.3%
Don't know	2.0%	1.4%	0.6%	0.8%	1.6%	1.5%	0.9%	1.2%

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

**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

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

Q17d. Have you visited a City pool?

Yes	47.7%	54.2%	55.8%	57.4%	52.1%	50.3%	57.7%	54.2%
No	50.3%	45.1%	43.6%	42.1%	46.9%	49.0%	41.4%	45.0%
Don't know	2.0%	0.7%	0.6%	0.5%	1.0%	0.7%	0.9%	0.8%

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

**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

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

Q17e. Have you visited a City recreation center?

Yes	62.4%	40.1%	50.6%	52.8%	42.6%	46.6%	44.8%	45.7%
No	35.6%	57.9%	47.9%	46.4%	55.2%	51.8%	53.2%	52.5%
Don't know	2.0%	1.9%	1.5%	0.8%	2.2%	1.5%	2.0%	1.8%

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

**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

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

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

Yes	52.7%	34.7%	38.7%	39.2%	37.4%	38.2%	37.8%	38.0%
No	45.3%	63.3%	58.8%	59.0%	60.4%	59.6%	60.1%	59.9%
Don't know	2.0%	2.1%	2.4%	1.8%	2.2%	2.2%	2.0%	2.1%

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

**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

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>								
Yes	34.9%	28.0%	26.5%	29.7%	28.3%	30.6%	26.8%	28.6%
No	62.4%	69.5%	70.4%	67.9%	68.9%	66.6%	70.5%	68.7%
Don't know	2.7%	2.5%	3.0%	2.3%	2.9%	2.8%	2.7%	2.7%

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

**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

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

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

Yes	75.2%	88.6%	79.5%	82.5%	85.4%	84.1%	84.5%	84.3%
No	23.5%	10.9%	18.3%	15.9%	13.7%	14.7%	14.6%	14.6%
Don't know	1.3%	0.6%	2.1%	1.5%	0.9%	1.2%	0.9%	1.1%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17i. Have you called 3-1-1?</u>								
Yes	63.8%	64.5%	65.4%	68.9%	62.9%	60.5%	68.6%	64.7%
No	35.6%	33.9%	33.9%	30.6%	35.5%	37.8%	30.6%	34.0%
Don't know	0.7%	1.7%	0.6%	0.5%	1.7%	1.7%	0.8%	1.2%

**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

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17j. Have you called 9-1-1?</u>								
Yes	48.3%	41.9%	43.9%	45.4%	42.0%	40.3%	46.3%	43.4%
No	50.3%	56.4%	55.2%	53.6%	56.3%	58.2%	52.4%	55.2%
Don't know	1.3%	1.7%	0.9%	1.0%	1.7%	1.5%	1.3%	1.4%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17k. Have you had contact with the Austin Police Department?</u>								
Yes	58.4%	57.4%	57.6%	59.2%	56.7%	59.6%	56.3%	57.9%
No	40.9%	41.2%	41.8%	40.3%	42.0%	39.4%	42.6%	41.1%
Don't know	0.7%	1.4%	0.6%	0.5%	1.3%	1.0%	1.1%	1.1%

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

N=1225

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17l. Have you had contact with the Austin Fire Department?</u>								
Yes	39.6%	30.9%	28.0%	30.0%	31.5%	31.3%	30.9%	31.1%
No	59.7%	67.5%	70.7%	69.2%	67.1%	67.1%	67.9%	67.5%
Don't know	0.7%	1.5%	1.2%	0.8%	1.4%	1.5%	1.3%	1.4%

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

N=1225

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

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

Yes	46.3%	30.2%	34.1%	34.9%	31.6%	32.9%	33.2%	33.1%
No	52.3%	68.0%	64.6%	63.8%	66.5%	65.2%	65.4%	65.3%
Don't know	1.3%	1.8%	1.2%	1.3%	1.8%	1.9%	1.4%	1.6%

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

N=1225

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

Q17n. Does Austin Energy provide your electric service?

Yes	91.1%	91.4%	94.2%	93.8%	91.2%	91.0%	93.2%	92.1%
No	7.5%	7.6%	4.6%	5.1%	7.6%	7.8%	5.9%	6.8%
Don't know	1.4%	1.0%	1.2%	1.0%	1.2%	1.2%	1.0%	1.1%

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

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

N=1225

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>								
Yes	87.1%	88.4%	92.0%	90.7%	88.5%	88.7%	90.0%	89.4%
No	11.6%	10.5%	7.1%	8.5%	10.5%	9.9%	9.2%	9.5%
Don't know	1.4%	1.1%	0.9%	0.8%	1.0%	1.4%	0.8%	1.1%

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

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

N=1225

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

Q17p. Does the City of Austin provide your home with water and wastewater services?

Yes	89.0%	94.0%	93.8%	93.8%	93.0%	93.8%	93.1%	93.4%
No	9.6%	5.2%	4.3%	4.9%	5.9%	5.0%	5.7%	5.4%
Don't know	1.4%	0.8%	1.8%	1.3%	1.1%	1.2%	1.1%	1.2%

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

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

N=1225

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

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

Strongly Disagree	8.7%	2.2%	7.0%	6.1%	3.5%	4.1%	4.4%	4.2%
Disagree	12.0%	3.7%	11.2%	8.7%	5.9%	7.7%	6.2%	6.9%
Neutral	28.0%	21.0%	20.6%	21.1%	21.6%	20.4%	23.2%	21.9%
Agree	21.3%	37.1%	34.8%	37.2%	33.6%	36.6%	32.6%	34.5%
Strongly Agree	10.7%	16.2%	10.0%	11.7%	14.7%	14.2%	13.3%	13.7%
Don't Know	19.3%	19.7%	16.4%	15.3%	20.7%	17.0%	20.3%	18.7%

# 2014 City of Austin Community Survey *Appendix C: Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home*

*...helping organizations make better decisions since 1982*

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

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2015**



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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1a. The City of Austin as a place to live</u>										
Very Satisfied	38.5%	41.3%	35.5%	39.5%	40.0%	47.7%	39.9%	35.8%	54.5%	39.0%
Satisfied	36.8%	41.3%	48.1%	45.4%	47.5%	33.8%	44.4%	43.5%	18.2%	43.9%
Neutral	12.0%	9.9%	8.3%	9.9%	6.7%	9.2%	9.3%	8.3%	27.3%	9.2%
Dissatisfied	8.5%	5.8%	6.0%	4.6%	3.3%	6.2%	5.0%	8.0%	0.0%	5.7%
Very Dissatisfied	4.3%	1.7%	2.1%	0.7%	2.5%	3.1%	1.3%	4.5%	0.0%	2.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1b. The City of Austin as a place to raise children</u>										
Very Satisfied	30.1%	34.0%	29.5%	39.3%	39.2%	48.4%	35.5%	30.5%	44.4%	34.3%
Satisfied	34.4%	38.2%	45.3%	42.0%	45.8%	34.4%	41.9%	41.1%	11.1%	41.5%
Neutral	24.7%	22.1%	18.2%	13.3%	10.8%	7.8%	17.1%	18.9%	33.3%	17.7%
Dissatisfied	8.6%	4.2%	5.1%	4.7%	2.5%	6.3%	4.1%	6.9%	11.1%	4.9%
Very Dissatisfied	2.2%	1.4%	1.9%	0.7%	1.7%	3.1%	1.4%	2.5%	0.0%	1.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1c. The City of Austin as a place to work</u>										
Very Satisfied	42.5%	33.6%	36.1%	46.1%	34.5%	45.2%	38.7%	33.7%	60.0%	37.6%
Satisfied	39.6%	44.1%	44.1%	36.2%	44.0%	40.3%	43.4%	40.6%	20.0%	42.5%
Neutral	14.2%	16.2%	13.3%	12.5%	14.7%	11.3%	13.3%	16.5%	10.0%	14.1%
Dissatisfied	0.9%	4.2%	5.0%	4.6%	4.3%	0.0%	3.3%	5.9%	10.0%	4.0%
Very Dissatisfied	2.8%	1.8%	1.5%	0.7%	2.6%	3.2%	1.3%	3.3%	0.0%	1.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1d. The City of Austin as a place to retire</u>										
Very Satisfied	28.7%	30.0%	27.1%	28.1%	18.1%	32.7%	28.0%	26.3%	25.0%	27.6%
Satisfied	27.7%	26.7%	27.8%	28.1%	38.1%	21.8%	30.1%	22.2%	37.5%	28.2%
Neutral	19.8%	19.9%	19.1%	23.0%	23.8%	27.3%	19.6%	24.1%	25.0%	20.7%
Dissatisfied	12.9%	14.0%	15.5%	13.7%	10.5%	7.3%	13.8%	13.3%	12.5%	13.7%
Very Dissatisfied	10.9%	9.4%	10.6%	7.2%	9.5%	10.9%	8.4%	14.1%	0.0%	9.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1e. Overall value that you receive for your City tax dollars &amp; fees</u>										
Very Satisfied	11.0%	11.3%	5.9%	6.8%	9.2%	6.3%	7.9%	8.8%	30.0%	8.3%
Satisfied	25.7%	33.5%	35.7%	26.5%	24.4%	34.4%	32.3%	30.6%	20.0%	31.8%
Neutral	22.0%	27.7%	28.9%	38.8%	35.3%	35.9%	30.4%	30.3%	10.0%	30.2%
Dissatisfied	25.7%	19.5%	18.8%	19.7%	16.0%	9.4%	19.7%	17.2%	10.0%	19.0%
Very Dissatisfied	15.6%	7.9%	10.8%	8.2%	15.1%	14.1%	9.7%	13.1%	30.0%	10.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1f. Overall quality of life in the City</u>										
Very Satisfied	24.1%	27.2%	23.1%	28.3%	27.7%	21.9%	26.6%	21.2%	50.0%	25.4%
Satisfied	46.4%	45.5%	48.9%	47.4%	45.4%	48.4%	47.4%	47.7%	10.0%	47.1%
Neutral	19.6%	16.5%	19.5%	18.4%	16.8%	21.9%	18.0%	19.0%	40.0%	18.4%
Dissatisfied	7.1%	8.4%	6.7%	5.3%	6.7%	6.3%	6.4%	9.2%	0.0%	7.0%
Very Dissatisfied	2.7%	2.3%	1.7%	0.7%	3.4%	1.6%	1.7%	2.9%	0.0%	2.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1g. How well the City of Austin is planning growth</u>										
Very Satisfied	13.8%	5.5%	4.4%	6.1%	7.7%	11.3%	5.9%	7.5%	30.0%	6.5%
Satisfied	17.4%	18.5%	18.2%	19.0%	16.2%	19.4%	19.3%	15.6%	0.0%	18.2%
Neutral	16.5%	24.6%	21.9%	17.7%	32.5%	19.4%	24.3%	17.3%	30.0%	22.6%
Dissatisfied	20.2%	28.3%	29.3%	40.1%	20.5%	25.8%	28.8%	28.1%	10.0%	28.5%
Very Dissatisfied	32.1%	23.1%	26.1%	17.0%	23.1%	24.2%	21.7%	31.5%	30.0%	24.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1h. Overall quality of services provided by the City of Austin</u>										
Very Satisfied	17.1%	15.4%	11.7%	12.7%	10.2%	24.6%	13.6%	13.9%	40.0%	13.9%
Satisfied	43.2%	47.3%	47.6%	43.3%	51.7%	40.0%	48.8%	41.1%	20.0%	46.6%
Neutral	27.9%	26.6%	30.3%	30.7%	22.0%	24.6%	27.6%	29.8%	10.0%	28.0%
Dissatisfied	9.9%	7.1%	7.8%	12.0%	10.2%	9.2%	7.8%	10.3%	30.0%	8.6%
Very Dissatisfied	1.8%	3.6%	2.7%	1.3%	5.9%	1.5%	2.3%	5.0%	0.0%	2.9%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>										
Very Satisfied	28.7%	26.5%	23.6%	24.1%	26.3%	29.7%	25.6%	26.1%	10.0%	25.6%
Satisfied	48.1%	45.5%	51.3%	56.6%	50.0%	42.2%	50.5%	45.6%	60.0%	49.4%
Neutral	18.5%	21.5%	16.2%	14.5%	16.1%	18.8%	17.3%	18.8%	30.0%	17.8%
Dissatisfied	3.7%	5.0%	7.4%	4.8%	6.8%	7.8%	5.5%	7.7%	0.0%	6.0%
Very Dissatisfied	0.9%	1.6%	1.5%	0.0%	0.8%	1.6%	1.1%	1.7%	0.0%	1.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2b. Overall quality of City libraries</u>										
Very Satisfied	23.7%	27.4%	26.8%	28.5%	24.3%	34.5%	27.0%	27.7%	14.3%	27.1%
Satisfied	50.5%	46.6%	45.5%	49.2%	47.7%	43.6%	46.4%	48.5%	42.9%	46.9%
Neutral	20.4%	19.2%	20.9%	16.9%	22.5%	16.4%	20.4%	17.3%	42.9%	19.8%
Dissatisfied	4.3%	6.8%	5.9%	3.1%	4.5%	5.5%	5.5%	5.8%	0.0%	5.5%
Very Dissatisfied	1.1%	0.0%	0.8%	2.3%	0.9%	0.0%	0.8%	0.8%	0.0%	0.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2c. Overall quality of public safety services</u>										
Very Satisfied	28.6%	28.3%	24.2%	28.3%	24.8%	33.3%	25.6%	30.2%	33.3%	26.8%
Satisfied	47.3%	49.4%	52.3%	47.6%	51.3%	38.3%	52.1%	43.3%	22.2%	49.6%
Neutral	14.3%	16.3%	17.8%	15.9%	17.1%	15.0%	16.0%	18.1%	22.2%	16.6%
Dissatisfied	8.0%	5.4%	3.7%	6.9%	5.1%	10.0%	4.7%	7.0%	22.2%	5.4%
Very Dissatisfied	1.8%	0.6%	2.0%	1.4%	1.7%	3.3%	1.6%	1.3%	0.0%	1.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>										
Very Satisfied	19.3%	15.2%	12.1%	12.8%	10.2%	17.8%	12.7%	16.7%	22.2%	13.8%
Satisfied	31.8%	31.9%	41.3%	42.7%	37.8%	42.2%	40.5%	29.6%	22.2%	37.6%
Neutral	37.5%	40.3%	33.3%	31.6%	36.7%	20.0%	34.2%	37.8%	44.4%	35.2%
Dissatisfied	6.8%	10.3%	11.1%	9.4%	8.2%	8.9%	9.1%	12.0%	11.1%	9.8%
Very Dissatisfied	4.5%	2.3%	2.2%	3.4%	7.1%	11.1%	3.5%	3.9%	0.0%	3.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>										
Very Satisfied	40.2%	33.8%	36.5%	37.8%	36.5%	40.7%	37.6%	32.3%	62.5%	36.4%
Satisfied	42.2%	42.9%	47.8%	49.0%	49.6%	44.1%	46.7%	44.6%	25.0%	46.0%
Neutral	11.8%	20.8%	13.3%	11.9%	13.0%	6.8%	13.5%	18.6%	12.5%	14.8%
Dissatisfied	3.9%	1.5%	2.3%	1.4%	0.9%	5.1%	1.8%	3.2%	0.0%	2.1%
Very Dissatisfied	2.0%	0.9%	0.3%	0.0%	0.0%	3.4%	0.5%	1.4%	0.0%	0.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>										
Very Satisfied	29.1%	30.1%	33.7%	37.3%	31.9%	42.9%	34.0%	30.1%	30.0%	33.0%
Satisfied	40.9%	42.2%	46.7%	49.3%	45.7%	36.5%	46.4%	39.4%	40.0%	44.6%
Neutral	21.8%	18.9%	12.3%	12.7%	14.7%	15.9%	14.1%	19.2%	30.0%	15.5%
Dissatisfied	3.6%	5.0%	5.1%	0.7%	5.2%	3.2%	3.8%	6.0%	0.0%	4.3%
Very Dissatisfied	4.5%	3.8%	2.2%	0.0%	2.6%	1.6%	1.7%	5.3%	0.0%	2.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>										
Very Satisfied	26.2%	25.6%	24.5%	23.9%	23.9%	27.6%	26.1%	22.0%	22.2%	25.0%
Satisfied	44.9%	41.3%	47.7%	48.6%	41.6%	36.2%	45.4%	42.2%	44.4%	44.5%
Neutral	19.6%	25.0%	19.2%	16.9%	20.4%	24.1%	19.5%	24.7%	33.3%	21.0%
Dissatisfied	7.5%	5.3%	7.3%	8.5%	9.7%	3.4%	6.7%	8.0%	0.0%	7.0%
Very Dissatisfied	1.9%	2.8%	1.3%	2.1%	4.4%	8.6%	2.4%	3.1%	0.0%	2.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>										
Very Satisfied	25.0%	23.6%	23.6%	24.1%	19.1%	25.8%	23.1%	24.5%	30.0%	23.5%
Satisfied	34.8%	43.4%	42.6%	46.2%	41.7%	41.9%	45.8%	34.0%	10.0%	42.4%
Neutral	25.0%	20.4%	23.2%	15.2%	20.9%	14.5%	19.5%	23.9%	50.0%	20.9%
Dissatisfied	9.8%	9.7%	7.9%	11.0%	11.3%	6.5%	8.3%	11.8%	10.0%	9.2%
Very Dissatisfied	5.4%	2.9%	2.7%	3.4%	7.0%	11.3%	3.4%	5.9%	0.0%	4.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2i. Overall maintenance of City streets and sidewalks</u>										
Very Satisfied	11.8%	8.4%	6.0%	10.1%	6.7%	9.2%	7.5%	9.1%	20.0%	8.0%
Satisfied	26.4%	31.1%	34.2%	28.2%	32.8%	29.2%	32.3%	29.8%	10.0%	31.4%
Neutral	25.5%	25.0%	28.7%	27.5%	30.3%	26.2%	28.8%	22.0%	50.0%	27.2%
Dissatisfied	21.8%	27.6%	21.7%	29.5%	20.2%	24.6%	23.1%	28.8%	0.0%	24.4%
Very Dissatisfied	14.5%	7.8%	9.4%	4.7%	10.1%	10.8%	8.4%	10.4%	20.0%	9.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2j. Overall management of stormwater runoff</u>										
Very Satisfied	18.1%	9.1%	9.7%	11.8%	13.4%	20.0%	11.4%	11.0%	25.0%	11.4%
Satisfied	30.9%	41.7%	37.5%	40.4%	42.0%	29.1%	39.6%	36.0%	12.5%	38.5%
Neutral	33.0%	30.0%	32.9%	31.6%	30.4%	29.1%	31.4%	30.9%	50.0%	31.4%
Dissatisfied	12.8%	14.0%	15.1%	14.0%	6.3%	14.5%	12.8%	15.8%	0.0%	13.5%
Very Dissatisfied	5.3%	5.2%	4.9%	2.2%	8.0%	7.3%	4.7%	6.3%	12.5%	5.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2k. Overall effectiveness of communication by the City of Austin</u>										
Very Satisfied	17.8%	10.0%	7.3%	9.2%	4.4%	14.3%	9.2%	9.1%	33.3%	9.4%
Satisfied	26.2%	40.2%	38.0%	37.6%	41.6%	41.3%	40.0%	32.6%	22.2%	38.0%
Neutral	38.3%	31.5%	37.0%	35.5%	32.7%	25.4%	34.0%	35.8%	22.2%	34.3%
Dissatisfied	11.2%	12.5%	12.3%	13.5%	16.8%	11.1%	12.5%	14.0%	0.0%	12.8%
Very Dissatisfied	6.5%	5.9%	5.3%	4.3%	4.4%	7.9%	4.4%	8.4%	22.2%	5.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q21. Overall quality of health and human services provided by the City</u>										
Very Satisfied	19.6%	12.3%	11.1%	17.2%	13.8%	21.1%	12.5%	18.2%	0.0%	13.9%
Satisfied	25.0%	37.2%	37.8%	41.4%	29.8%	36.8%	38.5%	28.5%	37.5%	36.0%
Neutral	39.1%	36.0%	38.4%	30.2%	40.4%	29.8%	37.0%	34.7%	50.0%	36.5%
Dissatisfied	8.7%	10.3%	9.6%	10.3%	12.8%	10.5%	9.0%	14.0%	0.0%	10.2%
Very Dissatisfied	7.6%	4.2%	3.0%	0.9%	3.2%	1.8%	3.0%	4.5%	12.5%	3.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>										
Very Satisfied	11.1%	6.6%	3.9%	9.4%	5.9%	10.2%	6.1%	8.0%	0.0%	6.5%
Satisfied	21.2%	23.3%	20.3%	24.4%	18.6%	16.3%	21.1%	21.3%	44.4%	21.4%
Neutral	25.3%	29.2%	34.0%	24.4%	33.3%	34.7%	32.0%	26.5%	22.2%	30.6%
Dissatisfied	22.2%	23.3%	24.2%	25.2%	24.5%	26.5%	23.8%	25.3%	11.1%	24.0%
Very Dissatisfied	20.2%	17.7%	17.5%	16.5%	17.6%	12.2%	17.0%	18.9%	22.2%	17.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2n. Animal Services</u>										
Very Satisfied	25.3%	21.7%	17.1%	21.2%	21.2%	20.7%	18.9%	23.2%	50.0%	20.3%
Satisfied	46.3%	43.4%	41.6%	45.5%	45.2%	37.9%	45.1%	38.2%	30.0%	43.2%
Neutral	21.1%	26.2%	33.5%	28.8%	25.0%	29.3%	29.0%	28.0%	10.0%	28.6%
Dissatisfied	5.3%	5.5%	6.1%	4.5%	6.7%	10.3%	6.0%	5.9%	0.0%	6.0%
Very Dissatisfied	2.1%	3.1%	1.7%	0.0%	1.9%	1.7%	0.9%	4.7%	10.0%	2.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
	<u>Sum of Top Three Choices</u>									
Overall quality of parks & recreation programs & facilities	22.2%	14.4%	15.9%	19.0%	19.2%	24.6%	18.1%	14.9%	9.1%	17.2%
Overall quality of City libraries	6.0%	10.6%	6.2%	11.1%	4.2%	12.3%	7.9%	8.9%	9.1%	8.2%
Overall quality of public safety services	43.6%	59.2%	62.1%	59.5%	60.0%	64.6%	60.6%	56.2%	18.2%	59.1%
Overall quality of municipal court services	4.3%	4.3%	4.5%	6.5%	5.8%	6.2%	4.2%	7.0%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.1%	4.6%	7.1%	6.5%	4.2%	6.2%	5.6%	6.3%	9.1%	5.8%
Overall quality of drinking water provided by Austin Water Utility	35.9%	43.7%	46.7%	34.6%	52.5%	35.4%	45.3%	38.1%	27.3%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.8%	7.8%	7.6%	3.3%	8.3%	6.2%	6.6%	8.3%	9.1%	7.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices (Cont.)</u>										
Overall quality of electric utility services provided by Austin Energy	16.2%	28.2%	28.2%	23.5%	26.7%	27.7%	25.9%	27.3%	27.3%	26.3%
Overall maintenance of City streets & sidewalks	32.5%	29.6%	32.9%	35.3%	37.5%	21.5%	32.4%	31.4%	27.3%	32.1%
Overall management of stormwater runoff	6.0%	6.6%	3.6%	5.2%	1.7%	6.2%	4.3%	6.3%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	6.0%	6.6%	7.8%	5.9%	6.7%	6.2%	5.9%	9.5%	9.1%	6.9%
Overall quality of health & human services provided by the City	19.7%	19.5%	17.8%	14.4%	20.0%	16.9%	17.5%	20.6%	9.1%	18.2%
Overall quality of planning, development review, permitting and inspection services	28.2%	21.3%	21.3%	21.6%	20.8%	15.4%	21.6%	21.9%	18.2%	21.6%
Animal Services	13.7%	5.5%	2.4%	2.6%	4.2%	4.6%	4.0%	5.7%	27.3%	4.7%
None chosen	14.5%	13.5%	10.2%	17.6%	9.2%	16.9%	12.9%	12.1%	18.2%	12.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4a. I feel safe in my neighborhood during the day</u>										
Strongly Agree	44.8%	49.6%	46.3%	46.7%	55.0%	50.8%	48.2%	47.9%	63.6%	48.2%
Agree	40.5%	39.2%	45.1%	46.1%	35.0%	35.4%	42.8%	38.7%	27.3%	41.6%
Neutral	4.3%	6.6%	4.8%	5.9%	5.8%	9.2%	5.4%	7.0%	0.0%	5.7%
Disagree	5.2%	4.0%	2.6%	1.3%	3.3%	3.1%	2.7%	4.5%	9.1%	3.2%
Strongly Disagree	5.2%	0.6%	1.2%	0.0%	0.8%	1.5%	1.0%	1.9%	0.0%	1.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4b. I feel safe in my neighborhood at night</u>										
Strongly Agree	25.4%	32.3%	31.0%	30.5%	30.8%	36.9%	31.9%	28.2%	50.0%	31.1%
Agree	42.1%	42.4%	46.5%	43.0%	45.8%	36.9%	45.2%	40.4%	40.0%	43.9%
Neutral	14.0%	13.0%	11.0%	17.9%	15.0%	15.4%	13.4%	13.5%	0.0%	13.3%
Disagree	11.4%	8.6%	7.6%	7.3%	4.2%	6.2%	6.7%	11.2%	0.0%	7.8%
Strongly Disagree	7.0%	3.7%	3.8%	1.3%	4.2%	4.6%	2.8%	6.7%	10.0%	3.9%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4c. I feel safe in City parks</u>										
Strongly Agree	16.3%	19.9%	15.4%	25.5%	20.7%	9.8%	18.4%	17.3%	33.3%	18.3%
Agree	45.2%	44.4%	44.9%	42.8%	50.9%	60.7%	47.9%	40.1%	55.6%	46.0%
Neutral	26.9%	24.6%	26.9%	25.5%	18.1%	21.3%	24.4%	27.1%	0.0%	24.9%
Disagree	7.7%	9.4%	9.7%	5.5%	8.6%	6.6%	7.2%	13.0%	0.0%	8.6%
Strongly Disagree	3.8%	1.7%	3.1%	0.7%	1.7%	1.6%	2.1%	2.5%	11.1%	2.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4d. I feel safe walking alone downtown during the day</u>										
Strongly Agree	34.6%	38.5%	30.6%	41.0%	37.9%	41.7%	37.2%	31.9%	33.3%	35.8%
Agree	38.3%	38.5%	46.7%	41.0%	47.4%	36.7%	42.4%	42.8%	33.3%	42.4%
Neutral	15.9%	14.2%	15.3%	10.4%	8.6%	10.0%	13.3%	13.7%	22.2%	13.5%
Disagree	6.5%	7.3%	5.6%	6.9%	3.4%	8.3%	5.6%	8.1%	11.1%	6.3%
Strongly Disagree	4.7%	1.6%	1.8%	0.7%	2.6%	3.3%	1.5%	3.5%	0.0%	2.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4e. I feel safe walking alone downtown at night</u>										
Strongly Agree	13.6%	12.1%	8.2%	8.0%	8.0%	8.6%	9.6%	9.8%	22.2%	9.8%
Agree	14.6%	22.5%	19.6%	21.9%	24.1%	24.1%	21.7%	19.3%	0.0%	20.9%
Neutral	15.5%	24.2%	30.2%	27.7%	30.4%	25.9%	26.9%	25.8%	33.3%	26.6%
Disagree	37.9%	26.3%	25.6%	27.7%	25.9%	22.4%	28.0%	24.4%	33.3%	27.1%
Strongly Disagree	18.4%	14.9%	16.3%	14.6%	11.6%	19.0%	13.8%	20.7%	11.1%	15.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5a. Condition of major City streets</u>										
Very Satisfied	14.8%	8.1%	6.0%	8.6%	12.7%	14.1%	8.4%	10.0%	10.0%	8.8%
Satisfied	33.9%	41.8%	45.4%	50.0%	44.9%	37.5%	44.7%	39.9%	40.0%	43.4%
Neutral	20.0%	25.9%	24.5%	24.3%	21.2%	28.1%	24.6%	23.5%	30.0%	24.3%
Dissatisfied	19.1%	17.3%	17.8%	12.5%	16.1%	12.5%	16.3%	18.3%	0.0%	16.7%
Very Dissatisfied	12.2%	6.9%	6.3%	4.6%	5.1%	7.8%	6.1%	8.4%	20.0%	6.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5b. Condition of streets in your neighborhood</u>										
Very Satisfied	19.3%	14.8%	15.3%	17.6%	16.0%	20.0%	16.0%	16.2%	30.0%	16.1%
Satisfied	35.1%	45.2%	47.8%	44.4%	45.4%	33.8%	47.1%	37.6%	30.0%	44.5%
Neutral	19.3%	19.4%	17.2%	16.3%	17.6%	23.1%	17.0%	22.6%	0.0%	18.3%
Dissatisfied	17.5%	15.4%	15.1%	15.0%	16.0%	13.8%	14.6%	17.5%	20.0%	15.4%
Very Dissatisfied	8.8%	5.2%	4.5%	6.5%	5.0%	9.2%	5.4%	6.1%	20.0%	5.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5c. Condition of sidewalks in your neighborhood</u>										
Very Satisfied	13.6%	13.9%	12.8%	14.9%	7.0%	18.0%	13.2%	12.8%	20.0%	13.2%
Satisfied	25.5%	33.6%	37.8%	34.5%	42.6%	24.6%	35.4%	32.6%	50.0%	34.8%
Neutral	28.2%	21.5%	23.7%	18.9%	19.1%	29.5%	22.9%	22.7%	10.0%	22.7%
Dissatisfied	13.6%	19.4%	15.9%	18.2%	21.7%	18.0%	17.0%	20.1%	0.0%	17.7%
Very Dissatisfied	19.1%	11.5%	9.8%	13.5%	9.6%	9.8%	11.5%	11.8%	20.0%	11.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5d. Timing of traffic signals on City streets</u>										
Very Satisfied	9.9%	8.3%	6.3%	7.9%	9.3%	12.3%	7.4%	9.7%	10.0%	8.0%
Satisfied	33.3%	32.4%	35.9%	43.0%	38.1%	40.0%	38.5%	28.9%	40.0%	36.0%
Neutral	33.3%	27.4%	28.3%	27.2%	22.9%	20.0%	25.9%	31.5%	30.0%	27.4%
Dissatisfied	12.6%	19.2%	17.3%	14.6%	15.3%	10.8%	17.1%	15.3%	0.0%	16.5%
Very Dissatisfied	10.8%	12.7%	12.2%	7.3%	14.4%	16.9%	11.1%	14.6%	20.0%	12.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5e. Traffic flow on major City streets</u>										
Very Satisfied	5.3%	4.1%	2.7%	2.6%	0.0%	7.7%	3.2%	3.6%	10.0%	3.3%
Satisfied	9.7%	15.8%	15.5%	18.4%	20.3%	13.8%	15.4%	16.9%	20.0%	15.8%
Neutral	25.7%	19.6%	22.3%	22.4%	25.4%	20.0%	22.5%	20.8%	20.0%	22.0%
Dissatisfied	27.4%	30.1%	36.2%	30.9%	28.0%	27.7%	33.3%	27.4%	20.0%	31.7%
Very Dissatisfied	31.9%	30.4%	23.3%	25.7%	26.3%	30.8%	25.6%	31.3%	30.0%	27.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5f. Pedestrian accessibility</u>										
Very Satisfied	12.0%	7.4%	7.0%	13.5%	6.0%	6.3%	8.4%	7.4%	22.2%	8.3%
Satisfied	20.4%	33.1%	33.4%	26.4%	36.8%	25.4%	31.3%	30.2%	44.4%	31.1%
Neutral	35.2%	25.8%	32.4%	30.4%	32.5%	39.7%	30.4%	32.6%	33.3%	31.0%
Dissatisfied	16.7%	21.5%	17.5%	20.3%	17.1%	20.6%	19.0%	19.5%	0.0%	19.0%
Very Dissatisfied	15.7%	12.3%	9.7%	9.5%	7.7%	7.9%	10.9%	10.4%	0.0%	10.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5g. Bicycle accessibility</u>										
Very Satisfied	15.6%	10.4%	11.5%	12.0%	16.8%	11.3%	12.0%	11.9%	30.0%	12.1%
Satisfied	28.1%	32.0%	29.6%	26.8%	36.4%	25.8%	31.0%	28.4%	20.0%	30.2%
Neutral	25.0%	33.3%	38.8%	29.6%	25.2%	35.5%	34.2%	31.7%	0.0%	33.2%
Dissatisfied	16.7%	14.1%	11.5%	22.5%	14.0%	21.0%	14.7%	14.9%	40.0%	15.0%
Very Dissatisfied	14.6%	10.1%	8.7%	9.2%	7.5%	6.5%	8.2%	13.1%	10.0%	9.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5h. Enforcement of local codes and ordinances</u>										
Very Satisfied	14.4%	5.8%	5.6%	10.7%	7.7%	12.7%	6.9%	10.2%	12.5%	7.8%
Satisfied	27.8%	32.1%	32.2%	24.4%	32.7%	29.1%	31.9%	26.8%	37.5%	30.6%
Neutral	28.9%	35.4%	37.6%	36.6%	33.7%	38.2%	36.0%	35.8%	0.0%	35.6%
Dissatisfied	12.4%	15.0%	16.3%	16.8%	13.5%	10.9%	15.7%	13.0%	12.5%	15.0%
Very Dissatisfied	16.5%	11.7%	8.3%	11.5%	12.5%	9.1%	9.5%	14.2%	37.5%	10.9%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<b><u>Sum of Top Three Choices</u></b>										
Condition of major City streets	43.6%	57.2%	61.6%	64.1%	56.7%	52.3%	59.4%	54.0%	54.5%	58.0%
Condition of streets in your neighborhood	29.9%	23.6%	30.3%	26.1%	22.5%	23.1%	27.0%	25.7%	27.3%	26.7%
Condition of sidewalks in your neighborhood	21.4%	16.7%	14.9%	17.6%	20.0%	18.5%	16.4%	19.0%	18.2%	17.1%
Timing of traffic signals on City streets	21.4%	29.0%	28.2%	20.3%	25.8%	30.8%	25.8%	29.2%	27.3%	26.7%
Traffic flow on major City streets	50.4%	59.5%	60.9%	60.8%	55.0%	56.9%	58.6%	59.4%	45.5%	58.7%
Pedestrian accessibility	32.5%	24.7%	21.3%	30.7%	29.2%	27.7%	25.4%	27.0%	9.1%	25.6%
Bicycle accessibility	16.2%	15.5%	13.7%	19.0%	24.2%	26.2%	16.9%	16.8%	9.1%	16.8%
Enforcement of local codes & ordinances	24.8%	23.0%	23.5%	23.5%	25.0%	23.1%	22.9%	25.7%	18.2%	23.6%
None chosen	18.8%	17.0%	14.5%	11.8%	11.7%	15.4%	15.9%	12.7%	9.1%	15.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7a. Overall quality of police services</u>										
Very Satisfied	30.3%	20.5%	24.2%	19.7%	23.9%	26.2%	23.8%	20.5%	54.5%	23.2%
Satisfied	37.6%	53.2%	52.0%	55.8%	49.6%	45.9%	51.6%	49.8%	27.3%	50.9%
Neutral	22.0%	17.7%	15.3%	15.0%	15.9%	19.7%	16.0%	19.8%	9.1%	16.9%
Dissatisfied	6.4%	5.5%	5.6%	8.2%	8.0%	6.6%	5.7%	7.8%	9.1%	6.3%
Very Dissatisfied	3.7%	3.1%	2.8%	1.4%	2.7%	1.6%	3.0%	2.0%	0.0%	2.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7b. Speed of emergency police response</u>										
Very Satisfied	21.6%	21.2%	23.3%	22.0%	32.2%	28.0%	23.3%	22.9%	44.4%	23.4%
Satisfied	42.3%	44.9%	44.7%	51.2%	40.0%	36.0%	44.7%	44.1%	33.3%	44.5%
Neutral	22.7%	26.6%	21.5%	17.9%	13.3%	22.0%	20.7%	25.4%	22.2%	21.9%
Dissatisfied	8.2%	4.7%	6.9%	6.5%	12.2%	10.0%	7.6%	5.5%	0.0%	7.0%
Very Dissatisfied	5.2%	2.6%	3.6%	2.4%	2.2%	4.0%	3.6%	2.1%	0.0%	3.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7c. Enforcement of local traffic laws</u>										
Very Satisfied	13.2%	13.5%	10.9%	10.7%	8.7%	10.2%	10.8%	13.4%	20.0%	11.5%
Satisfied	38.7%	41.0%	44.6%	50.7%	48.7%	45.8%	46.0%	39.7%	30.0%	44.3%
Neutral	29.2%	31.4%	30.3%	28.6%	27.0%	28.8%	29.5%	31.4%	20.0%	29.9%
Dissatisfied	7.5%	9.0%	7.8%	6.4%	10.4%	10.2%	8.4%	8.3%	0.0%	8.3%
Very Dissatisfied	11.3%	5.1%	6.5%	3.6%	5.2%	5.1%	5.3%	7.2%	30.0%	6.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7d. Overall quality of fire services</u>										
Very Satisfied	36.6%	37.6%	40.1%	44.9%	43.2%	39.7%	40.4%	38.3%	42.9%	39.9%
Satisfied	47.3%	45.6%	48.9%	45.8%	50.5%	51.7%	48.4%	45.6%	57.1%	47.8%
Neutral	16.1%	15.7%	11.0%	8.5%	6.3%	8.6%	10.9%	15.3%	0.0%	11.9%
Dissatisfied	0.0%	1.1%	0.0%	0.8%	0.0%	0.0%	0.3%	0.8%	0.0%	0.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7e. Timeliness of Fire response to emergency location</u>										
Very Satisfied	39.1%	40.2%	44.3%	43.0%	48.8%	46.3%	43.0%	42.7%	57.1%	43.1%
Satisfied	44.8%	42.6%	40.3%	48.2%	39.5%	42.6%	43.2%	40.0%	42.9%	42.4%
Neutral	16.1%	15.7%	15.1%	7.9%	9.3%	11.1%	12.9%	16.4%	0.0%	13.7%
Dissatisfied	0.0%	1.6%	0.3%	0.9%	1.2%	0.0%	0.7%	0.9%	0.0%	0.8%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.1%	0.0%	0.0%	0.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7f. Medical assistance provided by EMS</u>										
Very Satisfied	42.7%	40.0%	44.8%	47.4%	51.8%	39.2%	44.2%	42.7%	57.1%	43.9%
Satisfied	41.6%	42.0%	41.1%	39.7%	34.1%	43.1%	41.4%	38.4%	42.9%	40.7%
Neutral	14.6%	16.5%	13.2%	12.1%	12.9%	17.6%	12.9%	19.0%	0.0%	14.3%
Dissatisfied	0.0%	1.2%	0.6%	0.9%	0.0%	0.0%	0.9%	0.0%	0.0%	0.7%
Very Dissatisfied	1.1%	0.4%	0.3%	0.0%	1.2%	0.0%	0.6%	0.0%	0.0%	0.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7g. Timeliness of EMS response to emergency location</u>										
Very Satisfied	42.2%	39.0%	46.4%	46.4%	52.4%	41.2%	44.6%	43.0%	42.9%	44.2%
Satisfied	43.3%	42.2%	37.9%	42.9%	35.7%	41.2%	41.0%	37.2%	57.1%	40.2%
Neutral	14.4%	18.1%	14.7%	9.8%	11.9%	15.7%	13.5%	19.3%	0.0%	14.8%
Dissatisfied	0.0%	0.8%	0.6%	0.9%	0.0%	0.0%	0.7%	0.0%	0.0%	0.6%
Very Dissatisfied	0.0%	0.0%	0.3%	0.0%	0.0%	2.0%	0.1%	0.4%	0.0%	0.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Two Choices</u>										
Overall quality of police services	51.3%	39.4%	49.3%	47.7%	49.2%	55.4%	48.9%	41.0%	36.4%	46.8%
Speed of emergency police response	35.9%	32.5%	32.2%	31.4%	35.8%	26.2%	30.1%	39.7%	27.3%	32.6%
Enforcement of local traffic laws	14.5%	5.5%	9.2%	6.5%	10.8%	7.7%	8.2%	8.9%	9.1%	8.4%
Overall quality of fire services	19.7%	25.6%	28.4%	19.0%	28.3%	30.8%	27.3%	21.3%	27.3%	25.7%
Timeliness of Fire response to emergency location	17.9%	24.7%	19.7%	24.8%	20.0%	7.7%	20.1%	22.5%	45.5%	21.0%
Medical assistance provided by EMS	15.4%	21.0%	18.0%	23.5%	25.8%	21.5%	19.7%	21.9%	18.2%	20.2%
Timeliness of EMS response to emergency location	17.1%	16.7%	16.8%	16.3%	11.7%	26.2%	16.1%	18.4%	18.2%	16.7%
None chosen	11.1%	18.1%	13.3%	16.3%	10.0%	12.3%	15.4%	12.1%	9.1%	14.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9a. Water and wastewater utility response time to emergencies</u>										
Very Satisfied	24.1%	13.1%	14.6%	15.6%	14.9%	23.7%	16.2%	13.7%	25.0%	15.7%
Satisfied	31.6%	43.7%	42.4%	41.7%	33.8%	26.3%	42.4%	33.3%	37.5%	40.0%
Neutral	34.2%	30.2%	34.0%	31.3%	37.8%	36.8%	31.3%	38.2%	37.5%	33.1%
Dissatisfied	6.3%	9.5%	7.3%	8.3%	6.8%	10.5%	7.5%	9.8%	0.0%	8.0%
Very Dissatisfied	3.8%	3.6%	1.7%	3.1%	6.8%	2.6%	2.6%	4.9%	0.0%	3.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9b. Water Conservation programs within Austin</u>										
Very Satisfied	21.0%	10.9%	14.5%	17.6%	9.3%	16.9%	14.0%	13.6%	30.0%	14.1%
Satisfied	34.0%	43.1%	41.8%	45.1%	44.4%	50.8%	45.2%	35.9%	20.0%	42.6%
Neutral	25.0%	27.5%	27.6%	19.0%	24.1%	18.6%	25.0%	26.7%	20.0%	25.4%
Dissatisfied	11.0%	12.5%	10.5%	14.1%	16.7%	11.9%	12.1%	12.8%	10.0%	12.3%
Very Dissatisfied	9.0%	6.1%	5.5%	4.2%	5.6%	1.7%	3.7%	11.0%	20.0%	5.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9c. Energy Conservation program</u>										
Very Satisfied	20.4%	11.1%	12.9%	15.4%	11.1%	16.9%	13.4%	13.2%	20.0%	13.4%
Satisfied	40.8%	43.0%	43.4%	47.1%	47.2%	47.5%	45.7%	39.1%	50.0%	44.1%
Neutral	29.6%	28.5%	29.5%	23.5%	24.1%	18.6%	28.0%	25.6%	20.0%	27.3%
Dissatisfied	6.1%	12.8%	10.2%	10.3%	10.2%	11.9%	9.8%	13.5%	0.0%	10.7%
Very Dissatisfied	3.1%	4.6%	4.0%	3.7%	7.4%	5.1%	3.0%	8.6%	10.0%	4.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9d. The water quality of lakes and streams</u>										
Very Satisfied	18.1%	8.4%	9.3%	11.0%	8.2%	18.3%	10.9%	9.2%	10.0%	10.5%
Satisfied	31.4%	42.1%	43.8%	47.1%	44.5%	36.7%	44.2%	35.8%	60.0%	42.2%
Neutral	31.4%	29.6%	33.2%	27.2%	33.6%	26.7%	30.2%	33.6%	20.0%	31.0%
Dissatisfied	17.1%	14.5%	10.9%	11.0%	9.1%	15.0%	11.7%	15.5%	0.0%	12.5%
Very Dissatisfied	1.9%	5.4%	2.9%	3.7%	4.5%	3.3%	3.0%	5.9%	10.0%	3.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9e. Flood control efforts</u>										
Very Satisfied	14.0%	7.5%	8.5%	12.3%	10.3%	14.3%	9.5%	10.4%	11.1%	9.7%
Satisfied	32.0%	33.6%	35.4%	39.3%	49.5%	37.5%	37.8%	31.5%	66.7%	36.5%
Neutral	32.0%	33.9%	37.1%	27.0%	26.8%	16.1%	31.2%	36.3%	22.2%	32.4%
Dissatisfied	17.0%	18.6%	13.7%	17.2%	7.2%	23.2%	15.9%	15.5%	0.0%	15.7%
Very Dissatisfied	5.0%	6.4%	5.2%	4.1%	6.2%	8.9%	5.5%	6.4%	0.0%	5.7%

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

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

N=1225

	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Two Choices</u>										
Water & wastewater utility response time to emergencies	29.1%	28.7%	30.6%	24.8%	25.0%	20.0%	27.8%	28.9%	27.3%	28.1%
Water Conservation programs within Austin	36.8%	50.0%	42.9%	50.3%	46.7%	47.7%	46.6%	43.5%	54.5%	45.9%
Energy Conservation program	22.2%	30.5%	29.9%	36.6%	35.8%	35.4%	29.8%	34.3%	36.4%	31.0%
The water quality of lakes & streams	35.0%	38.2%	35.8%	29.4%	38.3%	38.5%	36.0%	36.2%	27.3%	36.0%
Flood control efforts	33.3%	23.9%	31.3%	29.4%	34.2%	24.6%	30.0%	27.0%	9.1%	29.1%
None chosen	20.5%	13.5%	13.3%	12.4%	10.0%	21.5%	13.8%	14.6%	18.2%	14.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11a. Number of City parks</u>										
Very Satisfied	33.7%	20.0%	25.5%	35.7%	34.7%	34.4%	28.4%	24.5%	33.3%	27.5%
Satisfied	40.4%	50.6%	48.8%	45.5%	41.5%	36.1%	47.3%	44.8%	44.4%	46.6%
Neutral	18.3%	20.0%	19.0%	11.2%	15.3%	19.7%	16.3%	22.4%	22.2%	17.9%
Dissatisfied	5.8%	7.7%	4.8%	7.7%	5.9%	9.8%	6.7%	6.1%	0.0%	6.5%
Very Dissatisfied	1.9%	1.6%	1.9%	0.0%	2.5%	0.0%	1.3%	2.2%	0.0%	1.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11b. Number of walking/biking trails</u>										
Very Satisfied	29.8%	23.4%	24.1%	26.2%	34.5%	29.5%	27.6%	21.9%	25.0%	26.1%
Satisfied	36.5%	43.4%	45.3%	44.7%	42.2%	32.8%	42.6%	43.7%	37.5%	42.9%
Neutral	21.2%	23.4%	19.8%	15.6%	17.2%	24.6%	19.1%	24.0%	25.0%	20.4%
Dissatisfied	7.7%	7.9%	8.6%	9.9%	2.6%	11.5%	8.1%	7.9%	0.0%	8.0%
Very Dissatisfied	4.8%	2.0%	2.1%	3.5%	3.4%	1.6%	2.6%	2.5%	12.5%	2.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11c. Appearance of park grounds in Austin</u>										
Very Satisfied	24.8%	19.5%	20.5%	22.9%	22.0%	32.3%	22.0%	20.8%	25.0%	21.7%
Satisfied	46.7%	50.0%	48.4%	54.9%	53.4%	33.9%	50.5%	45.8%	37.5%	49.2%
Neutral	19.0%	22.7%	22.8%	17.4%	18.6%	22.6%	20.4%	23.3%	37.5%	21.3%
Dissatisfied	9.5%	6.2%	7.0%	3.5%	3.4%	9.7%	5.8%	8.0%	0.0%	6.3%
Very Dissatisfied	0.0%	1.6%	1.3%	1.4%	2.5%	1.6%	1.2%	2.1%	0.0%	1.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>										
Very Satisfied	23.4%	21.3%	21.2%	28.6%	21.2%	35.7%	23.4%	22.5%	16.7%	23.2%
Satisfied	43.6%	50.7%	49.0%	51.9%	54.9%	39.3%	50.9%	45.8%	33.3%	49.5%
Neutral	22.3%	22.7%	23.5%	16.5%	21.2%	17.9%	20.5%	24.8%	33.3%	21.7%
Dissatisfied	6.4%	4.6%	5.5%	3.0%	2.7%	3.6%	4.2%	5.3%	16.7%	4.6%
Very Dissatisfied	4.3%	0.7%	0.9%	0.0%	0.0%	3.6%	0.9%	1.5%	0.0%	1.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11e. Quality of youth athletic programs offered by the City</u>										
Very Satisfied	20.0%	13.0%	13.2%	22.3%	18.5%	20.0%	15.8%	17.3%	25.0%	16.3%
Satisfied	33.8%	35.1%	36.1%	36.2%	37.0%	33.3%	37.0%	31.8%	25.0%	35.6%
Neutral	35.4%	39.0%	40.2%	30.9%	25.9%	33.3%	34.5%	39.3%	50.0%	35.9%
Dissatisfied	6.2%	7.8%	8.7%	6.4%	14.8%	8.9%	8.9%	8.1%	0.0%	8.7%
Very Dissatisfied	4.6%	5.2%	1.8%	4.3%	3.7%	4.4%	3.7%	3.5%	0.0%	3.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11f. Quality of adult athletic programs offered by the City</u>										
Very Satisfied	17.1%	10.5%	10.6%	19.5%	11.3%	19.5%	13.5%	12.0%	0.0%	13.1%
Satisfied	37.1%	37.2%	37.2%	35.6%	35.2%	36.6%	37.1%	35.4%	50.0%	36.7%
Neutral	34.3%	38.4%	39.0%	31.0%	39.4%	26.8%	36.9%	35.4%	50.0%	36.6%
Dissatisfied	5.7%	9.3%	11.9%	10.3%	11.3%	12.2%	9.2%	13.7%	0.0%	10.3%
Very Dissatisfied	5.7%	4.7%	1.4%	3.4%	2.8%	4.9%	3.3%	3.4%	0.0%	3.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11g. Quality of outdoor athletic fields</u>										
Very Satisfied	19.5%	15.6%	11.7%	16.7%	10.8%	14.6%	13.2%	16.3%	33.3%	14.2%
Satisfied	40.2%	44.3%	41.1%	45.6%	48.0%	39.6%	45.6%	37.2%	16.7%	43.2%
Neutral	31.7%	31.1%	39.7%	28.9%	30.4%	37.5%	33.3%	35.8%	50.0%	34.0%
Dissatisfied	4.9%	6.6%	5.3%	6.1%	9.8%	6.3%	6.0%	7.4%	0.0%	6.3%
Very Dissatisfied	3.7%	2.4%	2.1%	2.6%	1.0%	2.1%	1.9%	3.3%	0.0%	2.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11h. Safety in City parks and park facilities</u>										
Very Satisfied	16.8%	12.8%	11.1%	13.2%	12.3%	22.0%	13.4%	12.4%	16.7%	13.2%
Satisfied	42.1%	45.8%	42.4%	54.4%	53.5%	40.7%	47.7%	42.1%	16.7%	46.0%
Neutral	25.3%	28.9%	36.5%	22.8%	27.2%	23.7%	29.2%	31.6%	33.3%	29.8%
Dissatisfied	12.6%	9.5%	7.6%	7.4%	6.1%	11.9%	7.6%	10.9%	33.3%	8.6%
Very Dissatisfied	3.2%	2.9%	2.3%	2.2%	0.9%	1.7%	2.1%	3.0%	0.0%	2.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11i. Overall satisfaction with City swimming pools</u>										
Very Satisfied	19.5%	17.6%	13.6%	19.8%	16.5%	26.4%	17.3%	16.7%	20.0%	17.2%
Satisfied	45.5%	38.9%	46.2%	44.8%	50.5%	45.3%	45.3%	42.1%	40.0%	44.5%
Neutral	26.0%	29.9%	31.1%	21.6%	21.6%	20.8%	27.0%	28.2%	20.0%	27.3%
Dissatisfied	6.5%	9.0%	7.3%	10.3%	10.3%	5.7%	8.1%	8.8%	20.0%	8.4%
Very Dissatisfied	2.6%	4.5%	1.7%	3.4%	1.0%	1.9%	2.2%	4.2%	0.0%	2.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11j. Satisfaction with aquatic programs</u>										
Very Satisfied	17.2%	15.3%	11.8%	28.1%	18.8%	25.5%	17.7%	16.1%	0.0%	17.2%
Satisfied	37.9%	39.5%	34.0%	31.5%	41.3%	38.3%	37.5%	33.9%	50.0%	36.7%
Neutral	31.0%	30.5%	46.2%	31.5%	31.3%	27.7%	35.0%	37.5%	25.0%	35.6%
Dissatisfied	8.6%	10.2%	5.7%	6.7%	6.3%	4.3%	6.7%	8.3%	25.0%	7.2%
Very Dissatisfied	5.2%	4.5%	2.4%	2.2%	2.5%	4.3%	3.1%	4.2%	0.0%	3.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>										
Very Satisfied	15.1%	13.4%	10.3%	19.5%	11.5%	15.0%	12.9%	14.0%	16.7%	13.2%
Satisfied	41.9%	45.4%	51.2%	48.9%	49.6%	33.3%	48.9%	43.2%	16.7%	47.2%
Neutral	29.0%	28.6%	30.9%	22.6%	28.3%	41.7%	28.4%	31.5%	50.0%	29.4%
Dissatisfied	9.7%	11.1%	7.0%	6.8%	7.1%	6.7%	8.4%	8.2%	0.0%	8.3%
Very Dissatisfied	4.3%	1.5%	0.6%	2.3%	3.5%	3.3%	1.4%	3.1%	16.7%	1.9%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q111. Cleanliness of library facilities</u>										
Very Satisfied	26.6%	27.7%	27.9%	39.0%	30.5%	39.7%	30.1%	30.9%	0.0%	30.2%
Satisfied	50.6%	46.4%	47.8%	47.2%	54.3%	43.1%	49.3%	44.3%	50.0%	48.0%
Neutral	19.0%	21.7%	21.5%	11.4%	13.3%	13.8%	17.1%	22.4%	50.0%	18.6%
Dissatisfied	3.8%	3.7%	2.6%	1.6%	1.9%	1.7%	3.0%	2.0%	0.0%	2.8%
Very Dissatisfied	0.0%	0.4%	0.3%	0.8%	0.0%	1.7%	0.4%	0.4%	0.0%	0.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11m. Library programs</u>										
Very Satisfied	32.9%	26.7%	25.3%	35.3%	30.5%	36.4%	29.0%	28.9%	25.0%	29.0%
Satisfied	37.1%	44.9%	45.2%	44.0%	50.5%	43.6%	46.2%	40.9%	50.0%	44.8%
Neutral	27.1%	22.5%	26.7%	15.5%	15.8%	12.7%	20.7%	25.3%	25.0%	21.9%
Dissatisfied	0.0%	5.5%	2.5%	4.3%	1.1%	5.5%	3.4%	3.6%	0.0%	3.4%
Very Dissatisfied	2.9%	0.4%	0.4%	0.9%	2.1%	1.8%	0.8%	1.3%	0.0%	0.9%

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

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

N=1225

	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11n. Materials at libraries</u>										
Very Satisfied	33.3%	23.9%	22.9%	35.9%	25.7%	40.4%	26.6%	28.5%	25.0%	27.1%
Satisfied	36.0%	43.9%	47.4%	47.0%	49.5%	40.4%	46.5%	41.4%	50.0%	45.2%
Neutral	26.7%	25.8%	22.6%	12.8%	16.8%	14.0%	20.4%	24.3%	25.0%	21.4%
Dissatisfied	2.7%	5.3%	5.8%	3.4%	5.9%	3.5%	5.1%	4.6%	0.0%	5.0%
Very Dissatisfied	1.3%	1.1%	1.3%	0.9%	2.0%	1.8%	1.3%	1.3%	0.0%	1.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11o. Library hours</u>										
Very Satisfied	24.7%	19.0%	15.6%	28.9%	12.9%	22.4%	17.5%	23.5%	25.0%	19.1%
Satisfied	39.0%	38.4%	44.4%	40.4%	52.5%	44.8%	44.3%	37.8%	50.0%	42.7%
Neutral	24.7%	26.2%	26.3%	22.8%	19.8%	20.7%	24.5%	25.2%	25.0%	24.7%
Dissatisfied	9.1%	14.4%	10.2%	7.0%	10.9%	6.9%	10.6%	11.3%	0.0%	10.8%
Very Dissatisfied	2.6%	1.9%	3.5%	0.9%	4.0%	5.2%	3.1%	2.1%	0.0%	2.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
	<b><u>Sum of Top Three Choices</u></b>									
Number of City parks	25.6%	27.3%	30.6%	20.3%	20.8%	23.1%	26.4%	27.9%	0.0%	26.5%
Number of walking/biking trails	28.2%	22.4%	23.5%	26.1%	21.7%	21.5%	24.2%	22.5%	9.1%	23.7%
Appearance of park grounds in Austin	15.4%	16.7%	17.8%	16.3%	26.7%	24.6%	18.2%	18.4%	18.2%	18.3%
Quality of parks & recreation programs offered by the Austin Parks Department	29.9%	23.9%	30.3%	21.6%	20.0%	18.5%	26.4%	23.5%	36.4%	25.7%
Quality of youth athletic programs offered by the City	14.5%	14.7%	14.2%	18.3%	15.8%	16.9%	15.2%	14.9%	18.2%	15.2%
Quality of adult athletic programs offered by the City	7.7%	4.6%	6.2%	8.5%	4.2%	9.2%	6.1%	6.3%	0.0%	6.1%
Quality of outdoor athletic fields	1.7%	4.0%	4.0%	3.3%	6.7%	10.8%	3.7%	6.0%	9.1%	4.3%
Safety in City parks & park facilities	38.5%	39.7%	36.5%	42.5%	41.7%	35.4%	38.8%	38.7%	36.4%	38.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<b><u>Sum of Top Three Choices (Cont.)</u></b>										
Overall satisfaction with City swimming pools	6.0%	16.4%	14.0%	19.0%	22.5%	20.0%	16.2%	14.3%	9.1%	15.7%
Satisfaction with aquatic programs	2.6%	2.6%	3.1%	3.3%	3.3%	0.0%	2.6%	3.2%	9.1%	2.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	20.5%	15.5%	17.3%	17.0%	18.3%	13.8%	17.1%	16.8%	9.1%	17.0%
Cleanliness of library facilities	1.7%	5.5%	5.2%	5.2%	5.0%	3.1%	4.6%	5.7%	0.0%	4.8%
Library programs	12.0%	17.8%	16.8%	17.6%	20.8%	23.1%	16.2%	21.0%	18.2%	17.5%
Materials at libraries	12.8%	19.5%	16.1%	17.6%	21.7%	24.6%	18.9%	15.9%	0.0%	18.0%
Library hours	6.8%	8.3%	10.2%	9.2%	10.8%	10.8%	9.9%	7.9%	0.0%	9.3%
None chosen	24.8%	20.7%	18.0%	19.6%	12.5%	24.6%	19.7%	18.1%	36.4%	19.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13a. Quality of residential garbage collection</u>										
Very Satisfied	38.0%	38.9%	40.9%	47.6%	46.6%	45.2%	43.6%	35.8%	50.0%	41.7%
Satisfied	45.4%	45.7%	47.9%	42.1%	42.2%	38.7%	46.1%	44.1%	0.0%	45.3%
Neutral	10.2%	10.2%	7.7%	6.9%	7.8%	8.1%	6.6%	13.9%	25.0%	8.5%
Dissatisfied	5.6%	4.3%	3.2%	2.8%	0.9%	3.2%	3.2%	3.8%	12.5%	3.5%
Very Dissatisfied	0.9%	0.9%	0.2%	0.7%	2.6%	4.8%	0.5%	2.4%	12.5%	1.0%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13b. Quality of residential yard waste collection</u>										
Very Satisfied	32.0%	34.5%	35.0%	40.4%	39.5%	47.5%	38.4%	29.9%	57.1%	36.4%
Satisfied	44.0%	45.9%	46.8%	45.4%	42.1%	37.7%	45.8%	44.4%	0.0%	45.2%
Neutral	13.0%	12.4%	11.0%	9.2%	9.6%	6.6%	9.5%	14.9%	28.6%	11.0%
Dissatisfied	9.0%	5.5%	6.4%	3.5%	6.1%	3.3%	5.2%	7.5%	14.3%	5.8%
Very Dissatisfied	2.0%	1.6%	0.8%	1.4%	2.6%	4.9%	1.1%	3.4%	0.0%	1.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13c. Quality of residential curbside recycling services</u>										
Very Satisfied	41.9%	40.3%	42.7%	49.7%	44.8%	52.5%	44.9%	39.3%	57.1%	43.6%
Satisfied	41.9%	43.4%	44.0%	40.0%	39.7%	31.1%	42.8%	40.4%	14.3%	42.0%
Neutral	9.5%	11.6%	9.5%	6.2%	10.3%	4.9%	8.8%	11.4%	28.6%	9.5%
Dissatisfied	4.8%	4.1%	3.0%	2.8%	3.4%	8.2%	2.7%	7.1%	0.0%	3.8%
Very Dissatisfied	1.9%	0.6%	0.8%	1.4%	1.7%	3.3%	0.9%	1.8%	0.0%	1.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13d. Household hazardous waste disposal service</u>										
Very Satisfied	28.4%	16.7%	17.3%	22.4%	13.0%	22.7%	18.3%	19.2%	33.3%	18.6%
Satisfied	32.1%	39.0%	34.9%	27.1%	32.6%	27.3%	35.8%	29.9%	16.7%	34.3%
Neutral	19.8%	25.9%	29.9%	29.9%	31.5%	29.5%	27.4%	29.4%	50.0%	28.0%
Dissatisfied	16.0%	13.1%	13.6%	14.0%	15.2%	15.9%	14.0%	14.5%	0.0%	14.0%
Very Dissatisfied	3.7%	5.2%	4.3%	6.5%	7.6%	4.5%	4.6%	7.0%	0.0%	5.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13e. Bulky item pick-up/removal services</u>										
Very Satisfied	35.1%	31.2%	30.4%	34.5%	22.1%	39.0%	32.4%	26.8%	57.1%	31.2%
Satisfied	40.2%	44.3%	46.5%	43.9%	46.9%	37.3%	45.3%	42.9%	14.3%	44.5%
Neutral	13.4%	17.1%	14.2%	15.8%	20.4%	11.9%	14.2%	20.3%	14.3%	15.6%
Dissatisfied	9.3%	5.4%	7.3%	3.6%	7.1%	6.8%	6.1%	7.3%	14.3%	6.4%
Very Dissatisfied	2.1%	2.0%	1.6%	2.2%	3.5%	5.1%	2.1%	2.7%	0.0%	2.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13f. Reliability of your electric service</u>										
Very Satisfied	37.5%	35.6%	41.4%	42.1%	41.2%	43.5%	40.9%	35.4%	57.1%	39.6%
Satisfied	41.3%	47.1%	42.4%	47.6%	41.2%	33.9%	44.4%	42.8%	0.0%	43.7%
Neutral	13.5%	12.7%	11.4%	9.0%	9.6%	16.1%	11.0%	13.1%	42.9%	11.7%
Dissatisfied	4.8%	3.0%	3.7%	1.4%	5.3%	3.2%	2.8%	5.4%	0.0%	3.5%
Very Dissatisfied	2.9%	1.5%	1.0%	0.0%	2.6%	3.2%	0.8%	3.4%	0.0%	1.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13g. Safety of your drinking water</u>										
Very Satisfied	38.7%	34.7%	37.5%	44.5%	37.1%	45.3%	39.8%	32.7%	50.0%	38.1%
Satisfied	34.9%	46.4%	45.4%	44.5%	41.4%	35.9%	44.4%	42.5%	12.5%	43.7%
Neutral	18.9%	12.0%	13.2%	6.8%	14.7%	12.5%	11.6%	15.0%	37.5%	12.7%
Dissatisfied	3.8%	3.6%	2.5%	2.7%	3.4%	4.7%	2.7%	4.8%	0.0%	3.2%
Very Dissatisfied	3.8%	3.3%	1.5%	1.4%	3.4%	1.6%	1.5%	5.1%	0.0%	2.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13h. Cleanliness of City streets and public areas</u>										
Very Satisfied	21.2%	15.2%	16.5%	21.9%	23.7%	26.2%	19.1%	16.4%	25.0%	18.4%
Satisfied	47.1%	49.3%	49.3%	51.7%	43.2%	32.8%	50.2%	42.0%	25.0%	47.9%
Neutral	16.3%	26.7%	22.1%	15.9%	20.3%	29.5%	21.3%	25.2%	25.0%	22.3%
Dissatisfied	11.5%	7.0%	9.2%	9.3%	8.5%	11.5%	7.4%	13.1%	0.0%	8.8%
Very Dissatisfied	3.8%	1.8%	2.9%	1.3%	4.2%	0.0%	1.9%	3.3%	25.0%	2.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13i. Cleanliness of your neighborhood</u>										
Very Satisfied	27.3%	25.1%	26.5%	27.2%	37.0%	32.8%	29.2%	22.8%	37.5%	27.6%
Satisfied	38.2%	47.8%	45.7%	49.7%	37.0%	42.2%	45.7%	43.7%	25.0%	45.1%
Neutral	16.4%	15.2%	14.8%	11.9%	15.1%	12.5%	13.4%	18.0%	12.5%	14.6%
Dissatisfied	11.8%	9.0%	10.7%	7.3%	9.2%	10.9%	9.4%	10.9%	0.0%	9.8%
Very Dissatisfied	6.4%	2.9%	2.2%	4.0%	1.7%	1.6%	2.2%	4.5%	25.0%	2.9%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>										
Very Satisfied	20.2%	11.3%	9.7%	11.9%	14.0%	18.5%	12.0%	13.2%	14.3%	12.3%
Satisfied	28.7%	31.9%	30.9%	33.3%	26.0%	27.8%	32.0%	27.1%	14.3%	30.7%
Neutral	21.3%	27.6%	27.3%	21.5%	32.0%	31.5%	26.5%	27.9%	14.3%	26.7%
Dissatisfied	19.1%	19.3%	23.1%	22.2%	19.0%	14.8%	20.7%	20.5%	28.6%	20.7%
Very Dissatisfied	10.6%	10.0%	8.9%	11.1%	9.0%	7.4%	8.9%	11.2%	28.6%	9.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
	<b><u>Sum of Top Three Choices</u></b>									
Quality of residential garbage collection	34.2%	40.8%	44.1%	39.2%	42.5%	50.8%	43.3%	38.1%	27.3%	41.8%
Quality of residential yard waste collection	9.4%	3.2%	8.3%	6.5%	6.7%	12.3%	6.9%	6.3%	9.1%	6.8%
Quality of residential curbside recycling services	12.8%	14.9%	18.0%	20.9%	23.3%	23.1%	17.9%	18.1%	0.0%	17.8%
Household hazardous waste disposal service	8.5%	9.2%	7.6%	7.8%	14.2%	7.7%	9.2%	7.9%	0.0%	8.8%
Bulky item pick-up/removal services	12.8%	10.3%	9.2%	17.0%	13.3%	10.8%	11.8%	9.8%	18.2%	11.3%
Reliability of your electric service	34.2%	49.4%	44.8%	34.6%	31.7%	26.2%	42.7%	38.4%	36.4%	41.6%
Safety of your drinking water	50.4%	58.6%	58.3%	52.9%	52.5%	46.2%	57.0%	52.7%	45.5%	55.8%
Cleanliness of City streets & public areas	23.9%	24.4%	26.5%	29.4%	27.5%	23.1%	24.7%	29.8%	18.2%	26.0%
Cleanliness of your neighborhood	16.2%	16.1%	14.5%	12.4%	16.7%	16.9%	13.5%	19.7%	27.3%	15.2%

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

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

N=1225

	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Sum of Top Three Choices (Cont.)</u>										
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	29.1%	26.7%	24.4%	31.4%	32.5%	36.9%	27.7%	28.3%	27.3%	27.8%
None chosen	23.1%	16.7%	13.5%	15.7%	13.3%	18.5%	15.8%	15.6%	27.3%	15.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15a. Austin Energy customer service</u>										
Very Satisfied	29.3%	20.4%	24.8%	16.8%	17.9%	22.2%	21.3%	24.2%	44.4%	22.2%
Satisfied	34.3%	51.0%	48.2%	56.0%	47.4%	44.4%	50.4%	44.3%	0.0%	48.4%
Neutral	29.3%	22.4%	18.0%	19.2%	17.9%	24.1%	19.8%	22.7%	44.4%	20.8%
Dissatisfied	6.1%	3.6%	6.0%	4.8%	6.3%	3.7%	5.0%	5.1%	11.1%	5.1%
Very Dissatisfied	1.0%	2.6%	3.0%	3.2%	10.5%	5.6%	3.5%	3.7%	0.0%	3.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15b. Water and wastewater utility customer service</u>										
Very Satisfied	21.7%	19.0%	23.1%	16.4%	20.0%	28.0%	20.5%	21.7%	33.3%	20.9%
Satisfied	44.6%	47.2%	48.7%	55.7%	42.1%	38.0%	48.7%	45.0%	16.7%	47.6%
Neutral	29.3%	24.6%	20.2%	19.7%	23.2%	16.0%	21.8%	23.3%	50.0%	22.3%
Dissatisfied	4.3%	5.3%	5.2%	5.7%	9.5%	12.0%	5.9%	6.4%	0.0%	6.0%
Very Dissatisfied	0.0%	3.9%	2.9%	2.5%	5.3%	6.0%	3.1%	3.6%	0.0%	3.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15c. Helpfulness of library staff</u>										
Very Satisfied	34.7%	42.2%	44.8%	44.0%	46.3%	53.4%	46.9%	36.2%	0.0%	43.8%
Satisfied	40.0%	34.0%	37.7%	44.8%	38.9%	32.8%	36.1%	41.3%	60.0%	37.6%
Neutral	24.0%	21.5%	16.6%	11.2%	11.6%	13.8%	16.0%	20.0%	40.0%	17.2%
Dissatisfied	0.0%	1.2%	0.6%	0.0%	2.1%	0.0%	0.7%	0.9%	0.0%	0.8%
Very Dissatisfied	1.3%	1.2%	0.3%	0.0%	1.1%	0.0%	0.3%	1.7%	0.0%	0.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q15d. Overall quality of customer service provided by the City of Austin

Very Satisfied	21.0%	21.4%	19.4%	18.1%	17.9%	21.0%	19.1%	21.6%	42.9%	19.9%
Satisfied	55.0%	45.8%	50.0%	57.2%	44.3%	46.8%	52.1%	42.8%	14.3%	49.5%
Neutral	19.0%	24.4%	24.3%	20.3%	23.6%	22.6%	22.2%	25.9%	28.6%	23.2%
Dissatisfied	3.0%	6.0%	4.5%	2.9%	11.3%	4.8%	4.7%	6.5%	14.3%	5.2%
Very Dissatisfied	2.0%	2.3%	1.8%	1.4%	2.8%	4.8%	1.9%	3.2%	0.0%	2.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>										
Very Satisfied	33.3%	30.3%	29.7%	39.0%	34.0%	41.2%	33.6%	29.0%	33.3%	32.4%
Satisfied	42.2%	44.6%	47.3%	40.7%	37.9%	35.3%	44.4%	41.7%	33.3%	43.7%
Neutral	16.7%	20.7%	18.2%	17.1%	21.4%	15.7%	17.2%	23.4%	16.7%	18.8%
Dissatisfied	5.6%	3.7%	3.7%	1.6%	3.9%	7.8%	3.3%	5.2%	16.7%	3.9%
Very Dissatisfied	2.2%	0.7%	1.2%	1.6%	2.9%	0.0%	1.5%	0.8%	0.0%	1.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15f. Review services for residential and commercial building plans</u>										
Very Satisfied	13.4%	9.6%	8.1%	10.7%	9.7%	16.2%	8.8%	12.9%	16.7%	10.0%
Satisfied	25.4%	24.7%	19.2%	32.0%	22.2%	18.9%	24.4%	19.4%	16.7%	23.1%
Neutral	28.4%	39.3%	40.2%	30.7%	26.4%	40.5%	35.3%	38.8%	33.3%	36.2%
Dissatisfied	20.9%	12.9%	18.4%	16.0%	20.8%	18.9%	17.9%	15.9%	0.0%	17.2%
Very Dissatisfied	11.9%	13.5%	14.1%	10.7%	20.8%	5.4%	13.6%	12.9%	33.3%	13.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>										
Very Satisfied	12.0%	7.4%	7.1%	7.8%	10.6%	9.8%	8.6%	6.6%	33.3%	8.2%
Satisfied	13.0%	7.4%	15.1%	12.2%	23.4%	13.7%	13.3%	12.9%	0.0%	13.1%
Neutral	26.1%	26.5%	31.2%	28.7%	26.6%	31.4%	29.0%	26.6%	66.7%	28.6%
Dissatisfied	26.1%	30.1%	29.6%	24.3%	22.3%	23.5%	28.0%	27.7%	0.0%	27.7%
Very Dissatisfied	22.8%	28.7%	17.0%	27.0%	17.0%	21.6%	21.1%	26.2%	0.0%	22.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>										
Very Satisfied	6.9%	7.5%	6.1%	6.0%	8.2%	15.0%	8.2%	5.3%	0.0%	7.3%
Satisfied	29.3%	18.6%	22.8%	22.9%	27.9%	30.0%	23.0%	23.2%	20.0%	23.0%
Neutral	43.1%	45.2%	46.5%	47.0%	36.1%	20.0%	44.7%	38.9%	80.0%	43.3%
Dissatisfied	13.8%	17.6%	19.7%	14.5%	11.5%	17.5%	15.2%	22.1%	0.0%	17.0%
Very Dissatisfied	6.9%	11.1%	4.8%	9.6%	16.4%	17.5%	8.9%	10.5%	0.0%	9.3%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>										
Very Satisfied	10.3%	8.4%	8.5%	7.4%	10.8%	21.1%	10.3%	6.7%	20.0%	9.4%
Satisfied	23.5%	18.2%	26.0%	37.2%	32.4%	23.7%	26.5%	23.7%	0.0%	25.6%
Neutral	45.6%	46.8%	46.9%	36.2%	28.4%	23.7%	42.5%	40.7%	80.0%	42.3%
Dissatisfied	13.2%	16.3%	12.4%	11.7%	13.5%	18.4%	12.7%	17.5%	0.0%	13.9%
Very Dissatisfied	7.4%	10.3%	6.2%	7.4%	14.9%	13.2%	8.0%	11.3%	0.0%	8.8%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>										
Very Satisfied	28.6%	17.4%	17.1%	29.7%	25.3%	27.7%	20.8%	23.5%	40.0%	21.7%
Satisfied	25.4%	33.1%	38.9%	31.9%	44.3%	42.6%	36.9%	35.0%	0.0%	36.1%
Neutral	38.1%	42.4%	40.3%	33.0%	22.8%	23.4%	37.3%	33.3%	60.0%	36.4%
Dissatisfied	1.6%	5.8%	3.2%	3.3%	1.3%	2.1%	2.9%	4.9%	0.0%	3.4%
Very Dissatisfied	6.3%	1.2%	0.5%	2.2%	6.3%	4.3%	2.1%	3.3%	0.0%	2.4%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16e. Food Safety Inspection program</u>										
Very Satisfied	17.7%	12.1%	13.1%	15.2%	15.7%	25.0%	13.5%	16.8%	33.3%	14.5%
Satisfied	35.5%	36.3%	39.8%	45.7%	45.7%	36.4%	43.1%	31.4%	0.0%	39.6%
Neutral	25.8%	43.7%	39.4%	33.7%	25.7%	27.3%	35.7%	38.9%	33.3%	36.5%
Dissatisfied	16.1%	7.4%	5.2%	3.3%	7.1%	6.8%	5.4%	10.3%	16.7%	6.8%
Very Dissatisfied	4.8%	0.5%	2.4%	2.2%	5.7%	4.5%	2.3%	2.7%	16.7%	2.5%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16f. Neighborhood planning/zoning efforts</u>										
Very Satisfied	12.8%	7.9%	6.2%	9.2%	6.1%	9.3%	6.9%	10.2%	16.7%	7.8%
Satisfied	21.8%	25.3%	27.5%	27.7%	30.6%	31.5%	29.3%	20.4%	16.7%	27.0%
Neutral	32.1%	35.8%	37.3%	30.3%	29.6%	37.0%	35.4%	32.3%	50.0%	34.8%
Dissatisfied	17.9%	19.2%	18.8%	20.2%	19.4%	13.0%	17.9%	21.7%	0.0%	18.8%
Very Dissatisfied	15.4%	11.7%	10.2%	12.6%	14.3%	9.3%	10.5%	15.3%	16.7%	11.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16g. Accessibility of municipal court services</u>										
Very Satisfied	12.7%	11.4%	11.1%	12.6%	12.7%	20.0%	12.8%	10.7%	0.0%	12.1%
Satisfied	34.2%	33.8%	33.7%	36.8%	38.0%	32.5%	35.6%	32.0%	20.0%	34.5%
Neutral	35.4%	40.2%	39.6%	36.8%	40.5%	32.5%	38.5%	38.8%	60.0%	38.7%
Dissatisfied	12.7%	10.5%	11.1%	6.3%	6.3%	7.5%	8.4%	14.1%	0.0%	9.8%
Very Dissatisfied	5.1%	4.1%	4.4%	7.4%	2.5%	7.5%	4.7%	4.4%	20.0%	4.7%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>										
Very Satisfied	21.3%	17.9%	14.5%	20.5%	24.5%	24.5%	19.2%	16.1%	16.7%	18.4%
Satisfied	29.2%	31.0%	39.6%	41.0%	31.6%	26.5%	35.4%	34.6%	0.0%	35.0%
Neutral	23.6%	25.7%	29.0%	23.0%	27.6%	28.6%	27.4%	24.0%	50.0%	26.7%
Dissatisfied	12.4%	13.4%	10.7%	7.4%	7.1%	10.2%	9.9%	13.0%	16.7%	10.8%
Very Dissatisfied	13.5%	11.9%	6.2%	8.2%	9.2%	10.2%	8.1%	12.2%	16.7%	9.2%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17a. Have you visited an Austin City park?</u>										
Yes	80.7%	83.6%	86.7%	91.4%	96.7%	96.9%	87.8%	86.6%	66.7%	87.4%
No	17.5%	16.1%	12.9%	7.9%	3.3%	3.1%	11.6%	13.1%	33.3%	12.2%
Don't know	1.8%	0.3%	0.5%	0.7%	0.0%	0.0%	0.6%	0.3%	0.0%	0.5%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>										
Yes	36.0%	36.8%	36.0%	49.7%	59.2%	60.0%	42.7%	39.2%	0.0%	41.5%
No	62.3%	60.1%	61.2%	47.7%	38.3%	38.5%	54.5%	58.3%	100.0%	55.8%
Don't know	1.8%	3.2%	2.9%	2.6%	2.5%	1.5%	2.8%	2.5%	0.0%	2.7%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17c. Have you visited an Austin library facility?</u>										
Yes	57.0%	69.5%	70.2%	72.5%	76.7%	84.6%	70.0%	73.2%	22.2%	70.5%
No	41.2%	29.6%	28.3%	25.5%	23.3%	13.8%	28.5%	26.1%	77.8%	28.3%
Don't know	1.8%	0.9%	1.4%	2.0%	0.0%	1.5%	1.4%	0.6%	0.0%	1.2%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17d. Have you visited a City pool?</u>										
Yes	54.9%	45.4%	50.2%	64.7%	68.9%	73.8%	54.3%	53.8%	55.6%	54.2%
No	43.4%	53.7%	49.0%	34.0%	31.1%	26.2%	45.0%	44.9%	44.4%	45.0%
Don't know	1.8%	0.9%	0.7%	1.3%	0.0%	0.0%	0.7%	1.3%	0.0%	0.8%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17e. Have you visited a City recreation center?</u>										
Yes	42.1%	41.1%	42.9%	52.3%	53.3%	64.6%	45.7%	46.5%	11.1%	45.7%
No	55.3%	57.5%	55.0%	45.1%	45.8%	35.4%	52.5%	51.6%	88.9%	52.5%
Don't know	2.6%	1.4%	2.1%	2.6%	0.8%	0.0%	1.8%	1.9%	0.0%	1.8%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>										
Yes	38.9%	42.8%	36.0%	32.2%	39.2%	35.4%	38.2%	38.2%	11.1%	38.0%
No	57.5%	55.5%	61.2%	66.4%	60.0%	63.1%	59.3%	60.5%	88.9%	59.9%
Don't know	3.5%	1.7%	2.9%	1.3%	0.8%	1.5%	2.5%	1.3%	0.0%	2.1%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>										
Yes	29.8%	29.1%	30.0%	24.2%	30.0%	23.1%	30.2%	24.2%	22.2%	28.6%
No	64.9%	68.6%	66.7%	74.5%	69.2%	73.8%	66.9%	73.9%	66.7%	68.7%
Don't know	5.3%	2.3%	3.3%	1.3%	0.8%	3.1%	2.9%	1.9%	11.1%	2.7%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>										
Yes	78.9%	82.8%	85.7%	87.6%	85.8%	82.8%	86.2%	79.6%	66.7%	84.3%
No	19.3%	16.1%	13.1%	11.8%	13.3%	17.2%	12.6%	19.7%	33.3%	14.6%
Don't know	1.8%	1.1%	1.2%	0.7%	0.8%	0.0%	1.2%	0.6%	0.0%	1.1%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17i. Have you called 3-1-1?</u>										
Yes	61.4%	61.3%	67.1%	65.4%	73.3%	56.9%	66.7%	60.1%	33.3%	64.7%
No	37.7%	37.3%	31.7%	33.3%	25.8%	41.5%	32.0%	39.0%	66.7%	34.0%
Don't know	0.9%	1.4%	1.2%	1.3%	0.8%	1.5%	1.3%	1.0%	0.0%	1.2%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17j. Have you called 9-1-1?</u>										
Yes	50.9%	40.8%	45.2%	38.6%	45.8%	40.0%	42.9%	44.9%	44.4%	43.4%
No	48.2%	57.5%	53.3%	60.1%	52.5%	60.0%	55.5%	54.1%	55.6%	55.2%
Don't know	0.9%	1.7%	1.4%	1.3%	1.7%	0.0%	1.6%	1.0%	0.0%	1.4%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17k. Have you had contact with the Austin Police Department?</u>										
Yes	62.3%	62.1%	56.2%	54.2%	56.7%	49.2%	56.7%	61.5%	44.4%	57.9%
No	36.0%	36.8%	42.9%	44.4%	42.5%	50.8%	42.0%	37.9%	55.6%	41.1%
Don't know	1.8%	1.1%	1.0%	1.3%	0.8%	0.0%	1.2%	0.6%	0.0%	1.1%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17l. Have you had contact with the Austin Fire Department?</u>										
Yes	28.9%	32.9%	31.9%	26.8%	30.8%	30.8%	30.2%	34.1%	11.1%	31.1%
No	68.4%	65.7%	66.9%	71.2%	68.3%	69.2%	68.2%	65.3%	77.8%	67.5%
Don't know	2.6%	1.4%	1.2%	2.0%	0.8%	0.0%	1.6%	0.6%	11.1%	1.4%

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

**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	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>										
Yes	28.9%	31.9%	37.7%	29.4%	30.0%	30.8%	31.8%	36.9%	22.2%	33.1%
No	67.5%	66.7%	60.9%	69.3%	68.3%	67.7%	66.5%	61.8%	66.7%	65.3%
Don't know	3.5%	1.4%	1.4%	1.3%	1.7%	1.5%	1.7%	1.3%	11.1%	1.6%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17n. Does Austin Energy provide your electric service?</u>										
Yes	90.2%	94.2%	91.6%	92.1%	92.3%	87.3%	92.4%	91.6%	88.9%	92.1%
No	7.1%	4.6%	7.4%	7.2%	6.8%	12.7%	6.7%	6.8%	11.1%	6.8%
Don't know	2.7%	1.2%	1.0%	0.7%	0.9%	0.0%	0.9%	1.6%	0.0%	1.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>										
Yes	89.3%	85.8%	90.9%	91.4%	92.5%	89.1%	91.1%	84.3%	100.0%	89.4%
No	8.0%	12.5%	8.4%	7.9%	7.5%	10.9%	8.3%	13.4%	0.0%	9.5%
Don't know	2.7%	1.7%	0.7%	0.7%	0.0%	0.0%	0.7%	2.3%	0.0%	1.1%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>										
Yes	90.2%	92.5%	95.0%	94.0%	91.4%	96.9%	94.2%	91.5%	88.9%	93.4%
No	7.1%	5.8%	4.6%	4.6%	7.8%	3.1%	4.9%	6.9%	0.0%	5.4%
Don't know	2.7%	1.7%	0.5%	1.3%	0.9%	0.0%	0.9%	1.6%	11.1%	1.2%

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

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

N=1225	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

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

Strongly Disagree	4.3%	5.5%	2.8%	5.9%	2.5%	6.2%	4.0%	5.1%	0.0%	4.2%
Disagree	9.4%	5.7%	7.3%	4.6%	8.3%	9.2%	6.7%	7.9%	0.0%	6.9%
Neutral	23.1%	23.9%	19.4%	24.8%	20.0%	21.5%	22.0%	21.0%	36.4%	21.9%
Agree	25.6%	32.8%	39.8%	36.6%	30.8%	27.7%	35.9%	30.8%	27.3%	34.5%
Strongly Agree	13.7%	11.8%	12.8%	13.1%	20.8%	18.5%	14.3%	12.1%	9.1%	13.7%
Don't Know	23.9%	20.4%	17.8%	15.0%	17.5%	16.9%	17.0%	23.2%	27.3%	18.7%

# 2014 City of Austin Community Survey *Appendix D: Crosstabular Data by Age of Respondent and Income Level*

*...helping organizations make better decisions since 1982*

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

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2015**



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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1a. The City of Austin as a place to live</u>												
Very Satisfied	37.8%	37.4%	44.1%	36.0%	40.6%	36.1%	37.8%	34.0%	34.3%	40.5%	52.5%	39.0%
Satisfied	48.1%	47.7%	39.8%	41.9%	42.5%	42.1%	42.4%	44.8%	50.0%	43.9%	43.0%	43.9%
Neutral	7.3%	7.6%	9.4%	12.3%	8.2%	10.5%	11.6%	9.3%	10.1%	8.8%	2.8%	9.2%
Dissatisfied	6.4%	5.7%	3.5%	6.3%	6.8%	7.5%	5.2%	10.3%	3.9%	4.6%	1.7%	5.7%
Very Dissatisfied	0.4%	1.5%	3.1%	3.6%	1.9%	3.8%	2.9%	1.5%	1.7%	2.3%	0.0%	2.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1b. The City of Austin as a place to raise children</u>												
Very Satisfied	33.5%	31.5%	36.6%	33.3%	37.6%	36.4%	32.5%	28.6%	29.1%	34.2%	49.4%	34.3%
Satisfied	43.3%	43.7%	39.7%	41.3%	39.7%	34.7%	38.3%	41.1%	49.1%	44.9%	41.7%	41.5%
Neutral	19.2%	17.6%	16.5%	18.2%	15.9%	19.0%	22.7%	21.4%	17.0%	15.0%	6.4%	17.7%
Dissatisfied	2.5%	5.5%	5.4%	4.9%	5.8%	6.6%	5.2%	7.7%	3.0%	4.7%	1.9%	4.9%
Very Dissatisfied	1.5%	1.7%	1.8%	2.2%	1.1%	3.3%	1.3%	1.2%	1.8%	1.3%	0.6%	1.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1c. The City of Austin as a place to work</u>												
Very Satisfied	36.2%	35.0%	40.2%	37.2%	40.7%	36.3%	35.3%	32.3%	37.0%	38.2%	49.4%	37.6%
Satisfied	41.6%	46.1%	41.4%	44.6%	37.2%	37.1%	39.5%	43.0%	49.1%	44.1%	40.7%	42.5%
Neutral	17.6%	10.2%	14.3%	12.8%	16.6%	16.1%	17.4%	16.1%	9.8%	13.8%	8.7%	14.1%
Dissatisfied	3.2%	6.3%	2.5%	2.9%	4.5%	5.6%	5.4%	6.5%	3.5%	2.4%	1.2%	4.0%
Very Dissatisfied	1.4%	2.4%	1.6%	2.5%	1.0%	4.8%	2.4%	2.2%	0.6%	1.6%	0.0%	1.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1d. The City of Austin as a place to retire</u>												
Very Satisfied	27.7%	23.2%	27.9%	23.2%	37.4%	35.5%	30.4%	29.0%	25.0%	22.8%	29.4%	27.6%
Satisfied	25.6%	29.4%	27.9%	26.2%	32.0%	29.0%	24.7%	26.1%	34.4%	29.7%	27.5%	28.2%
Neutral	22.6%	21.9%	24.8%	20.7%	14.1%	16.1%	17.7%	17.6%	20.6%	23.3%	29.4%	20.7%
Dissatisfied	13.8%	13.6%	10.8%	18.6%	10.7%	10.5%	15.2%	17.6%	10.6%	14.7%	7.2%	13.7%
Very Dissatisfied	10.3%	11.8%	8.6%	11.4%	5.8%	8.9%	12.0%	9.7%	9.4%	9.5%	6.5%	9.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1e. Overall value that you receive for your City tax dollars &amp; fees</u>												
Very Satisfied	8.4%	7.3%	10.2%	8.1%	7.9%	10.4%	10.8%	9.2%	8.2%	6.2%	8.5%	8.3%
Satisfied	34.4%	27.4%	33.5%	27.9%	37.6%	24.0%	29.9%	34.2%	27.1%	34.1%	40.3%	31.8%
Neutral	28.4%	34.0%	29.8%	32.4%	26.2%	32.0%	28.1%	26.6%	29.4%	36.8%	27.8%	30.2%
Dissatisfied	18.6%	17.8%	18.0%	19.0%	20.8%	19.2%	18.6%	22.3%	25.3%	14.3%	13.6%	19.0%
Very Dissatisfied	10.2%	13.5%	8.6%	12.6%	7.4%	14.4%	12.6%	7.6%	10.0%	8.5%	9.7%	10.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1f. Overall quality of life in the City</u>												
Very Satisfied	28.3%	22.2%	24.4%	25.9%	27.1%	23.1%	21.6%	24.1%	24.7%	29.0%	31.1%	25.4%
Satisfied	45.7%	47.9%	52.4%	44.2%	45.4%	41.5%	42.7%	47.2%	47.2%	48.6%	54.2%	47.1%
Neutral	18.7%	19.9%	16.0%	19.9%	16.9%	22.3%	22.8%	17.9%	19.7%	14.3%	11.9%	18.4%
Dissatisfied	6.1%	8.0%	5.2%	6.8%	9.2%	10.0%	9.9%	9.2%	6.7%	6.6%	2.3%	7.0%
Very Dissatisfied	1.3%	1.9%	2.0%	3.2%	1.4%	3.1%	2.9%	1.5%	1.7%	1.5%	0.6%	2.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1g. How well the City of Austin is planning growth</u>												
Very Satisfied	9.3%	4.3%	7.1%	6.6%	5.5%	12.6%	11.6%	6.6%	2.9%	4.3%	4.0%	6.5%
Satisfied	17.8%	15.0%	21.7%	16.9%	20.9%	19.7%	22.6%	15.9%	21.1%	15.3%	19.0%	18.2%
Neutral	17.3%	22.1%	22.9%	22.7%	27.9%	16.5%	19.5%	23.1%	22.8%	25.1%	23.6%	22.6%
Dissatisfied	29.8%	30.4%	27.1%	26.9%	29.4%	26.8%	23.2%	34.1%	27.5%	31.0%	32.8%	28.5%
Very Dissatisfied	25.8%	28.1%	21.3%	26.9%	16.4%	24.4%	23.2%	20.3%	25.7%	24.3%	20.7%	24.3%

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

N=1225	<u>Q20. Which of the following best describes your AGE?</u>					<u>Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?</u>						<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1h. Overall quality of services provided by the City of Austin</u>												
Very Satisfied	14.7%	11.5%	13.0%	15.2%	15.8%	15.7%	19.4%	16.4%	10.8%	12.4%	9.7%	13.9%
Satisfied	42.9%	42.9%	49.4%	46.8%	53.2%	42.5%	42.4%	49.2%	48.3%	44.4%	56.8%	46.6%
Neutral	29.9%	31.0%	28.7%	28.0%	20.7%	29.9%	23.5%	24.9%	30.7%	34.0%	22.2%	28.0%
Dissatisfied	9.8%	10.0%	5.7%	7.6%	9.4%	7.9%	11.2%	7.9%	8.0%	6.2%	9.7%	8.6%
Very Dissatisfied	2.7%	4.6%	3.2%	2.4%	1.0%	3.9%	3.5%	1.6%	2.3%	3.1%	1.7%	2.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>												
Very Satisfied	29.2%	25.4%	28.2%	24.6%	19.7%	23.8%	27.6%	24.7%	27.1%	25.2%	27.7%	25.6%
Satisfied	43.8%	51.6%	47.4%	52.5%	51.8%	44.3%	44.2%	48.9%	50.6%	55.1%	49.1%	49.4%
Neutral	18.7%	15.9%	17.1%	17.5%	19.7%	23.0%	19.6%	19.1%	17.1%	11.8%	18.5%	17.8%
Dissatisfied	7.8%	6.3%	6.0%	2.9%	7.8%	6.6%	6.7%	6.2%	4.1%	7.1%	4.0%	6.0%
Very Dissatisfied	0.5%	0.8%	1.3%	2.5%	1.0%	2.5%	1.8%	1.1%	1.2%	0.8%	0.6%	1.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2b. Overall quality of City libraries</u>												
Very Satisfied	28.4%	26.6%	29.5%	26.3%	25.3%	28.6%	30.6%	32.1%	28.7%	26.0%	19.1%	27.1%
Satisfied	43.7%	48.2%	42.5%	50.0%	50.5%	50.4%	43.9%	46.1%	45.2%	48.4%	44.1%	46.9%
Neutral	22.1%	18.0%	18.8%	19.6%	19.4%	15.1%	18.5%	17.6%	19.1%	20.2%	30.1%	19.8%
Dissatisfied	5.8%	6.3%	6.8%	3.6%	4.8%	4.2%	7.0%	3.6%	5.7%	4.5%	6.6%	5.5%
Very Dissatisfied	0.0%	0.9%	2.4%	0.4%	0.0%	1.7%	0.0%	0.6%	1.3%	0.9%	0.0%	0.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2c. Overall quality of public safety services</u>												
Very Satisfied	28.1%	24.5%	27.9%	25.6%	28.9%	27.2%	32.0%	22.6%	26.7%	25.7%	26.8%	26.8%
Satisfied	45.7%	50.6%	49.0%	53.3%	48.8%	43.2%	36.7%	55.8%	52.3%	53.8%	56.0%	49.6%
Neutral	17.2%	18.5%	14.3%	15.9%	17.9%	21.6%	21.9%	16.3%	15.3%	13.8%	12.5%	16.6%
Dissatisfied	6.8%	4.8%	7.2%	3.7%	4.5%	5.6%	7.7%	3.7%	5.1%	4.3%	4.2%	5.4%
Very Dissatisfied	2.3%	1.6%	1.6%	1.6%	0.0%	2.4%	1.8%	1.6%	0.6%	2.4%	0.6%	1.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>											
Very Satisfied	11.9%	9.2%	18.6%	13.6%	16.4%	23.7%	14.9%	14.8%	8.0%	10.1%	15.0%	13.8%
Satisfied	33.0%	44.2%	37.2%	37.7%	34.6%	26.8%	29.8%	40.9%	43.5%	40.7%	42.5%	37.6%
Neutral	35.2%	32.5%	34.0%	37.2%	37.7%	35.1%	36.9%	32.2%	37.7%	38.2%	31.5%	35.2%
Dissatisfied	13.1%	10.7%	6.9%	8.4%	10.1%	11.3%	12.8%	9.4%	9.4%	7.0%	7.1%	9.8%
Very Dissatisfied	6.8%	3.4%	3.2%	3.1%	1.3%	3.1%	5.7%	2.7%	1.4%	4.0%	3.9%	3.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<b><u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u></b>											
Very Satisfied	40.1%	34.0%	37.9%	35.7%	34.4%	33.9%	31.0%	32.1%	38.7%	36.9%	47.7%	36.4%
Satisfied	44.2%	50.0%	48.1%	42.7%	44.3%	44.3%	38.0%	47.6%	50.0%	50.0%	42.6%	46.0%
Neutral	12.9%	13.2%	12.3%	17.0%	19.3%	17.4%	26.6%	18.7%	10.1%	10.8%	6.8%	14.8%
Dissatisfied	1.8%	2.0%	1.2%	3.3%	2.1%	1.7%	4.4%	0.5%	0.6%	1.5%	2.8%	2.1%
Very Dissatisfied	0.9%	0.8%	0.4%	1.2%	0.0%	2.6%	0.0%	1.1%	0.6%	0.8%	0.0%	0.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>											
Very Satisfied	30.4%	29.7%	38.7%	33.9%	32.7%	31.3%	27.8%	35.4%	35.1%	29.7%	42.0%	33.0%
Satisfied	43.5%	52.3%	41.6%	39.1%	46.8%	38.3%	40.8%	44.4%	45.4%	51.6%	40.9%	44.6%
Neutral	14.8%	14.5%	13.2%	19.4%	15.1%	21.1%	21.3%	13.8%	13.2%	11.7%	14.2%	15.5%
Dissatisfied	5.7%	2.7%	3.7%	5.2%	3.9%	3.9%	6.5%	3.7%	4.6%	4.3%	1.1%	4.3%
Very Dissatisfied	5.7%	0.8%	2.9%	2.4%	1.5%	5.5%	3.6%	2.6%	1.7%	2.7%	1.7%	2.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>											
Very Satisfied	25.6%	21.1%	26.1%	26.7%	26.5%	26.4%	22.0%	24.4%	27.0%	21.8%	33.3%	25.0%
Satisfied	40.5%	45.5%	47.0%	47.0%	42.3%	32.8%	38.4%	47.7%	43.6%	53.6%	42.3%	44.5%
Neutral	23.3%	23.6%	16.7%	19.9%	21.4%	25.6%	28.0%	21.0%	18.4%	18.5%	16.7%	21.0%
Dissatisfied	6.5%	7.7%	7.7%	4.7%	7.1%	9.6%	7.9%	4.5%	7.4%	4.8%	7.1%	7.0%
Very Dissatisfied	4.2%	2.0%	2.6%	1.7%	2.6%	5.6%	3.7%	2.3%	3.7%	1.2%	0.6%	2.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>											
Very Satisfied	24.2%	20.0%	24.5%	22.5%	27.5%	29.7%	20.7%	25.4%	21.6%	21.4%	26.6%	23.5%
Satisfied	43.2%	43.1%	44.5%	41.7%	40.2%	23.4%	38.5%	45.6%	42.6%	48.0%	50.3%	42.4%
Neutral	20.7%	18.8%	20.0%	23.3%	20.6%	21.1%	24.9%	19.2%	17.6%	22.6%	17.8%	20.9%
Dissatisfied	6.2%	14.5%	6.5%	8.8%	9.3%	16.4%	11.2%	6.7%	14.2%	5.6%	3.6%	9.2%
Very Dissatisfied	5.7%	3.5%	4.5%	3.8%	2.5%	9.4%	4.7%	3.1%	4.0%	2.4%	1.8%	4.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2i. Overall maintenance of City streets and sidewalks</u>											
Very Satisfied	9.3%	8.5%	8.4%	5.9%	8.3%	9.2%	10.1%	8.3%	6.2%	7.7%	5.6%	8.0%
Satisfied	28.2%	30.1%	35.3%	33.2%	30.1%	21.5%	31.4%	34.4%	25.4%	34.2%	41.2%	31.4%
Neutral	29.5%	24.3%	25.3%	29.2%	27.7%	29.2%	21.3%	26.6%	32.8%	27.7%	26.6%	27.2%
Dissatisfied	26.0%	26.6%	23.3%	20.2%	26.7%	23.8%	24.3%	25.0%	28.8%	23.1%	20.3%	24.4%
Very Dissatisfied	7.0%	10.4%	7.6%	11.5%	7.3%	16.2%	13.0%	5.7%	6.8%	7.3%	6.2%	9.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b><u>Q2j. Overall management of stormwater runoff</u></b>											
Very Satisfied	12.7%	11.9%	12.4%	10.0%	10.3%	12.2%	9.0%	13.8%	10.6%	10.1%	14.7%	11.4%
Satisfied	36.1%	37.7%	46.2%	37.9%	34.1%	33.9%	30.8%	42.5%	38.8%	39.2%	47.9%	38.5%
Neutral	31.7%	33.5%	25.3%	33.8%	32.4%	32.2%	34.6%	27.5%	30.6%	32.6%	27.0%	31.4%
Dissatisfied	13.7%	13.1%	9.8%	13.2%	18.4%	13.9%	17.3%	12.6%	15.0%	15.0%	6.7%	13.5%
Very Dissatisfied	5.9%	3.8%	6.2%	5.0%	4.9%	7.8%	8.3%	3.6%	5.0%	3.1%	3.7%	5.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q2k. Overall effectiveness of communication by the City of Austin</u>											
Very Satisfied	8.1%	7.3%	9.9%	9.5%	12.5%	13.2%	11.0%	8.9%	7.3%	8.0%	8.1%	9.4%
Satisfied	38.4%	36.0%	44.6%	34.7%	37.5%	32.2%	34.8%	36.9%	43.3%	37.6%	44.2%	38.0%
Neutral	34.1%	36.0%	29.8%	37.6%	33.3%	35.5%	31.1%	32.4%	31.1%	38.4%	36.0%	34.3%
Dissatisfied	11.8%	15.4%	10.3%	14.0%	11.5%	10.7%	15.9%	17.3%	13.4%	11.2%	7.0%	12.8%
Very Dissatisfied	7.6%	5.3%	5.4%	4.1%	5.2%	8.3%	7.3%	4.5%	4.9%	4.8%	4.7%	5.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q21. Overall quality of health and human services provided by the City</u>											
Very Satisfied	18.3%	11.4%	14.7%	13.1%	12.4%	18.0%	14.8%	14.1%	13.9%	10.8%	14.7%	13.9%
Satisfied	33.9%	34.3%	36.5%	34.7%	41.8%	20.7%	34.8%	36.9%	38.2%	42.2%	39.5%	36.0%
Neutral	32.8%	40.3%	35.0%	39.7%	32.9%	42.3%	29.7%	34.9%	32.6%	39.5%	39.5%	36.5%
Dissatisfied	9.4%	11.9%	10.7%	8.0%	10.6%	12.6%	16.8%	12.8%	10.4%	5.4%	4.7%	10.2%
Very Dissatisfied	5.6%	2.0%	3.0%	4.5%	2.4%	6.3%	3.9%	1.3%	4.9%	2.2%	1.6%	3.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>												
Very Satisfied	9.7%	7.2%	6.0%	4.2%	6.2%	8.5%	9.9%	7.5%	4.9%	4.9%	5.7%	6.5%
Satisfied	24.2%	15.8%	22.2%	21.6%	24.7%	20.8%	25.4%	23.6%	22.9%	17.4%	20.8%	21.4%
Neutral	25.3%	32.0%	34.7%	28.2%	32.0%	30.2%	31.7%	33.5%	32.6%	32.6%	25.2%	30.6%
Dissatisfied	22.6%	24.8%	23.1%	23.5%	27.0%	26.4%	21.1%	22.4%	22.2%	23.7%	28.9%	24.0%
Very Dissatisfied	18.3%	20.3%	13.9%	22.5%	10.1%	14.2%	12.0%	13.0%	17.4%	21.4%	19.5%	17.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q2n. Animal Services</u>												
Very Satisfied	25.1%	19.8%	21.3%	18.7%	16.0%	19.8%	22.1%	20.6%	17.7%	19.0%	22.6%	20.3%
Satisfied	36.1%	46.4%	44.0%	45.8%	42.9%	40.5%	37.6%	41.2%	47.5%	48.7%	43.1%	43.2%
Neutral	27.7%	27.9%	26.9%	27.6%	34.3%	27.0%	28.9%	30.9%	26.6%	26.1%	29.9%	28.6%
Dissatisfied	7.3%	5.0%	6.0%	5.6%	5.7%	7.2%	10.1%	4.8%	5.7%	5.8%	3.6%	6.0%
Very Dissatisfied	3.7%	0.9%	1.9%	2.3%	1.1%	5.4%	1.3%	2.4%	2.5%	0.4%	0.7%	2.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b>Sum of Top Three Choices</b>											
Overall quality of parks & recreation programs & facilities	17.9%	19.0%	15.7%	20.9%	11.4%	13.3%	17.4%	12.2%	15.7%	23.3%	22.9%	17.2%
Overall quality of City libraries	5.6%	9.9%	8.2%	8.7%	8.5%	8.9%	11.6%	8.6%	9.0%	6.5%	7.8%	8.2%
Overall quality of public safety services	53.8%	65.8%	61.2%	56.9%	57.8%	51.9%	47.7%	53.8%	57.9%	67.9%	68.2%	59.1%
Overall quality of municipal court services	3.8%	5.3%	5.9%	3.6%	6.2%	9.6%	5.8%	6.1%	3.4%	3.1%	3.4%	4.9%
Overall quality of the Austin-Bergstrom International Airport	9.0%	4.9%	5.9%	5.1%	4.3%	4.4%	4.1%	4.6%	4.5%	6.5%	11.7%	5.8%
Overall quality of drinking water provided by Austin Water Utility	40.2%	43.0%	44.7%	42.7%	46.0%	34.8%	31.4%	44.2%	55.1%	44.3%	45.3%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	5.6%	6.8%	7.5%	6.7%	8.5%	12.6%	7.6%	8.6%	7.3%	2.7%	4.5%	7.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Sum of Top Three Choices (Cont.)</u>											
Overall quality of electric utility services provided by Austin Energy	24.8%	25.9%	28.2%	25.7%	27.0%	24.4%	26.7%	27.9%	34.8%	19.8%	24.0%	26.3%
Overall maintenance of City streets & sidewalks	34.2%	33.5%	30.2%	30.4%	33.2%	27.4%	34.3%	31.5%	33.1%	34.7%	29.6%	32.1%
Overall management of stormwater runoff	6.4%	3.4%	4.3%	4.3%	6.2%	7.4%	6.4%	4.1%	2.8%	3.8%	5.0%	4.8%
Overall effectiveness of communication by the City of Austin	5.6%	9.1%	6.7%	6.3%	6.2%	9.6%	9.3%	8.6%	5.1%	5.7%	5.0%	6.9%
Overall quality of health & human services provided by the City	19.2%	19.0%	20.0%	17.8%	14.7%	23.7%	21.5%	19.3%	18.0%	18.3%	13.4%	18.2%
Overall quality of planning, development review, permitting and inspection services	23.9%	22.8%	19.2%	24.5%	16.1%	14.1%	16.9%	19.8%	20.2%	29.0%	25.1%	21.6%
Animal Services	7.3%	3.8%	5.5%	4.3%	2.4%	6.7%	5.8%	5.6%	2.2%	3.8%	2.2%	4.7%
None chosen	15.0%	9.1%	11.0%	14.6%	14.2%	13.3%	16.9%	15.2%	10.1%	10.3%	9.5%	12.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4a. I feel safe in my neighborhood during the day</u>												
Strongly Agree	44.6%	51.5%	52.5%	45.8%	46.9%	49.6%	37.8%	43.6%	42.1%	52.5%	65.9%	48.2%
Agree	43.7%	38.2%	35.7%	46.2%	44.5%	35.3%	43.6%	43.1%	50.6%	42.1%	30.7%	41.6%
Neutral	5.6%	6.5%	8.2%	4.7%	2.9%	8.3%	9.9%	8.2%	3.4%	3.8%	2.2%	5.7%
Disagree	5.2%	2.7%	2.7%	2.4%	2.9%	3.8%	7.0%	3.1%	3.4%	0.8%	1.1%	3.2%
Strongly Disagree	0.9%	1.1%	0.8%	0.8%	2.9%	3.0%	1.7%	2.1%	0.6%	0.8%	0.0%	1.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4b. I feel safe in my neighborhood at night</u>												
Strongly Agree	26.0%	31.7%	35.0%	32.1%	30.3%	25.8%	26.9%	29.4%	23.0%	34.1%	48.6%	31.1%
Agree	41.1%	46.9%	38.6%	46.8%	46.2%	42.4%	36.8%	38.7%	51.7%	49.0%	38.5%	43.9%
Neutral	17.3%	11.1%	15.0%	11.5%	12.0%	12.1%	18.1%	17.0%	16.9%	9.6%	8.9%	13.3%
Disagree	10.8%	6.9%	6.3%	7.9%	7.2%	13.6%	9.4%	10.3%	5.1%	5.4%	3.4%	7.8%
Strongly Disagree	4.8%	3.4%	5.1%	1.6%	4.3%	6.1%	8.8%	4.6%	3.4%	1.9%	0.6%	3.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q4c. I feel safe in City parks</u>												
Strongly Agree	18.9%	18.6%	18.6%	17.9%	16.8%	19.8%	16.2%	15.1%	14.3%	19.4%	27.8%	18.3%
Agree	52.8%	49.0%	44.7%	47.2%	33.5%	38.8%	34.4%	48.8%	47.0%	52.3%	47.3%	46.0%
Neutral	18.9%	25.1%	25.3%	25.3%	31.2%	23.3%	34.4%	23.8%	28.6%	21.1%	21.9%	24.9%
Disagree	8.0%	6.1%	7.6%	9.2%	13.3%	13.8%	11.7%	9.9%	8.3%	5.5%	3.0%	8.6%
Strongly Disagree	1.4%	1.2%	3.8%	0.4%	5.2%	4.3%	3.2%	2.3%	1.8%	1.7%	0.0%	2.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4d. I feel safe walking alone downtown during the day</u>												
Strongly Agree	38.0%	38.1%	35.9%	35.5%	31.6%	29.9%	33.3%	32.2%	27.4%	37.9%	54.5%	35.8%
Agree	40.3%	44.9%	41.9%	46.8%	35.3%	41.9%	32.7%	44.8%	49.4%	49.0%	34.7%	42.4%
Neutral	12.0%	13.0%	14.5%	12.1%	16.6%	15.4%	20.4%	14.9%	17.1%	9.9%	5.1%	13.5%
Disagree	6.9%	2.4%	5.2%	4.8%	13.9%	7.7%	11.7%	6.3%	3.7%	2.4%	5.1%	6.3%
Strongly Disagree	2.8%	1.6%	2.4%	0.9%	2.7%	5.1%	1.9%	1.7%	2.4%	0.8%	0.6%	2.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4e. I feel safe walking alone downtown at night</u>												
Strongly Agree	10.6%	9.4%	12.7%	7.5%	8.2%	11.2%	8.8%	9.4%	7.1%	8.8%	14.7%	9.8%
Agree	22.7%	22.3%	16.5%	23.9%	18.8%	15.0%	17.7%	19.5%	18.2%	23.8%	31.2%	20.9%
Neutral	27.1%	30.0%	24.2%	26.8%	24.7%	24.3%	23.8%	24.5%	23.4%	30.8%	30.0%	26.6%
Disagree	21.7%	25.8%	31.8%	26.8%	30.0%	28.0%	30.6%	29.6%	31.2%	24.6%	18.2%	27.1%
Strongly Disagree	17.9%	12.4%	14.8%	15.0%	18.2%	21.5%	19.0%	17.0%	20.1%	12.1%	5.9%	15.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q5a. Condition of major City streets</u>												
Very Satisfied	8.7%	6.9%	12.3%	8.8%	7.7%	13.5%	11.1%	5.6%	7.5%	6.5%	11.8%	8.8%
Satisfied	41.7%	50.8%	38.7%	40.6%	46.9%	37.6%	40.9%	50.0%	40.8%	45.4%	47.8%	43.4%
Neutral	23.9%	22.1%	25.3%	26.7%	23.2%	26.3%	24.0%	25.5%	25.3%	23.8%	21.9%	24.3%
Dissatisfied	19.6%	14.9%	17.0%	15.1%	16.9%	16.5%	18.1%	12.8%	19.5%	19.2%	12.4%	16.7%
Very Dissatisfied	6.1%	5.3%	6.7%	8.8%	5.3%	6.0%	5.8%	6.1%	6.9%	5.0%	6.2%	6.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5b. Condition of streets in your neighborhood</u>												
Very Satisfied	13.9%	16.4%	19.7%	14.7%	16.3%	18.3%	15.7%	15.9%	13.6%	16.5%	17.4%	16.1%
Satisfied	42.6%	44.7%	39.4%	48.2%	48.6%	35.1%	34.9%	50.3%	48.6%	47.1%	48.9%	44.5%
Neutral	22.2%	17.6%	18.1%	17.1%	16.3%	22.1%	26.7%	17.9%	19.2%	14.6%	14.6%	18.3%
Dissatisfied	16.5%	14.9%	18.5%	12.0%	14.9%	17.6%	18.6%	10.8%	13.0%	16.9%	12.9%	15.4%
Very Dissatisfied	4.8%	6.5%	4.3%	8.0%	3.8%	6.9%	4.1%	5.1%	5.6%	5.0%	6.2%	5.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q5c. Condition of sidewalks in your neighborhood</u>											
Very Satisfied	10.7%	10.4%	18.1%	13.6%	13.1%	11.9%	12.8%	11.6%	11.5%	14.6%	15.6%	13.2%
Satisfied	33.9%	33.6%	35.3%	33.9%	37.9%	27.8%	29.3%	40.0%	37.4%	34.4%	41.3%	34.8%
Neutral	23.2%	24.8%	18.5%	24.4%	23.2%	23.8%	26.8%	19.5%	23.6%	23.9%	17.4%	22.7%
Dissatisfied	21.4%	18.0%	16.8%	16.5%	15.2%	23.8%	15.9%	17.9%	17.8%	16.6%	18.0%	17.7%
Very Dissatisfied	10.7%	13.2%	11.3%	11.6%	10.6%	12.7%	15.2%	11.1%	9.8%	10.5%	7.8%	11.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q5d. Timing of traffic signals on City streets</u>												
Very Satisfied	7.6%	5.8%	9.6%	8.4%	9.5%	9.4%	11.8%	5.7%	9.2%	6.6%	8.5%	8.0%
Satisfied	35.6%	36.3%	35.9%	37.3%	34.8%	30.5%	32.5%	39.4%	38.5%	39.3%	34.5%	36.0%
Neutral	28.9%	26.3%	26.7%	24.5%	31.3%	27.3%	26.6%	28.0%	24.1%	25.7%	28.2%	27.4%
Dissatisfied	16.4%	19.7%	15.5%	16.1%	14.9%	19.5%	18.9%	17.6%	15.5%	15.6%	16.9%	16.5%
Very Dissatisfied	11.6%	12.0%	12.4%	13.7%	9.5%	13.3%	10.1%	9.3%	12.6%	12.8%	11.9%	12.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5e. Traffic flow on major City streets</u>												
Very Satisfied	3.5%	2.7%	2.8%	3.2%	5.0%	4.6%	5.5%	1.0%	4.0%	2.7%	2.2%	3.3%
Satisfied	13.2%	15.7%	15.5%	16.8%	18.3%	14.6%	16.4%	23.3%	13.7%	13.0%	16.3%	15.8%
Neutral	19.7%	18.8%	26.2%	22.4%	23.8%	20.0%	25.5%	23.3%	18.9%	21.5%	21.9%	22.0%
Dissatisfied	30.3%	34.5%	31.3%	31.6%	31.2%	33.1%	27.3%	29.0%	37.7%	33.3%	32.0%	31.7%
Very Dissatisfied	33.3%	28.4%	24.2%	26.0%	21.8%	27.7%	25.5%	23.3%	25.7%	29.5%	27.5%	27.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q5f. Pedestrian accessibility</u>											
Very Satisfied	8.7%	6.2%	11.1%	7.8%	7.8%	9.4%	8.6%	7.1%	9.3%	7.8%	8.0%	8.3%
Satisfied	26.6%	34.5%	32.4%	32.9%	28.1%	27.6%	30.1%	38.3%	30.2%	32.2%	30.3%	31.1%
Neutral	31.2%	29.5%	29.5%	30.9%	33.9%	22.0%	38.0%	28.4%	34.3%	27.8%	32.0%	31.0%
Dissatisfied	19.7%	19.8%	18.0%	19.3%	18.2%	22.0%	14.7%	14.8%	18.6%	23.9%	19.4%	19.0%
Very Dissatisfied	13.8%	10.1%	9.0%	9.1%	12.0%	18.9%	8.6%	11.5%	7.6%	8.2%	10.3%	10.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q5g. Bicycle accessibility</u>												
Very Satisfied	13.1%	9.8%	15.9%	12.4%	8.7%	13.8%	11.7%	10.7%	13.0%	11.4%	12.3%	12.1%
Satisfied	27.8%	32.9%	28.8%	34.4%	27.3%	26.6%	33.1%	30.2%	34.4%	33.1%	27.7%	30.2%
Neutral	31.8%	36.3%	32.2%	27.1%	40.1%	27.5%	31.8%	33.7%	33.1%	34.7%	38.7%	33.2%
Dissatisfied	16.2%	12.4%	12.9%	18.8%	13.4%	16.5%	15.6%	14.8%	14.3%	12.7%	12.3%	15.0%
Very Dissatisfied	11.1%	8.5%	10.3%	7.3%	10.5%	15.6%	7.8%	10.7%	5.2%	8.1%	9.0%	9.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q5h. Enforcement of local codes and ordinances</u>											
Very Satisfied	7.7%	9.0%	9.0%	5.8%	7.6%	12.7%	10.9%	7.9%	7.2%	7.4%	3.6%	7.8%
Satisfied	36.3%	28.1%	28.8%	30.8%	30.4%	27.5%	27.9%	33.3%	35.5%	29.0%	30.7%	30.6%
Neutral	28.0%	37.1%	40.1%	33.2%	39.8%	29.4%	35.4%	31.5%	33.6%	37.8%	46.0%	35.6%
Dissatisfied	16.5%	14.0%	12.7%	18.8%	12.9%	16.7%	12.9%	17.0%	9.2%	19.8%	12.4%	15.0%
Very Dissatisfied	11.5%	11.8%	9.4%	11.5%	9.4%	13.7%	12.9%	10.3%	14.5%	6.0%	7.3%	10.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b><u>Sum of Top Three Choices</u></b>											
Condition of major City streets	60.3%	59.3%	60.0%	54.5%	54.5%	46.7%	44.2%	57.4%	65.2%	63.4%	67.0%	58.0%
Condition of streets in your neighborhood	24.4%	26.6%	25.9%	28.5%	28.9%	25.2%	25.6%	28.4%	27.0%	24.8%	31.3%	26.7%
Condition of sidewalks in your neighborhood	19.2%	12.5%	17.3%	20.2%	17.1%	22.2%	23.3%	12.7%	19.1%	14.9%	15.6%	17.1%
Timing of traffic signals on City streets	24.8%	28.9%	26.7%	25.3%	27.0%	25.9%	26.2%	25.9%	23.6%	27.5%	27.4%	26.7%
Traffic flow on major City streets	58.1%	65.0%	59.6%	56.9%	51.7%	46.7%	53.5%	56.9%	63.5%	64.5%	61.5%	58.7%
Pedestrian accessibility	30.8%	26.6%	23.9%	26.5%	20.9%	23.7%	25.0%	25.4%	25.8%	26.3%	29.6%	25.6%
Bicycle accessibility	19.7%	15.2%	20.8%	16.6%	11.8%	18.5%	19.2%	18.8%	12.4%	16.0%	22.3%	16.8%
Enforcement of local codes & ordinances	22.2%	21.7%	22.0%	24.9%	28.4%	24.4%	28.5%	25.9%	25.8%	23.3%	15.1%	23.6%
None chosen	12.0%	14.4%	14.5%	16.2%	18.0%	19.3%	15.7%	16.2%	13.5%	13.0%	10.6%	15.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q7a. Overall quality of police services</u>											
Very Satisfied	20.1%	22.1%	22.5%	26.9%	25.4%	22.8%	24.9%	18.2%	21.8%	23.0%	30.2%	23.2%
Satisfied	50.9%	53.3%	53.3%	45.5%	51.2%	46.5%	42.0%	53.5%	58.2%	54.1%	50.6%	50.9%
Neutral	15.9%	16.4%	16.7%	19.4%	15.9%	19.7%	20.1%	16.0%	13.5%	16.8%	13.6%	16.9%
Dissatisfied	9.3%	5.7%	6.7%	4.5%	5.0%	9.4%	9.5%	9.6%	4.7%	3.3%	3.7%	6.3%
Very Dissatisfied	3.7%	2.5%	0.8%	3.7%	2.5%	1.6%	3.6%	2.7%	1.8%	2.9%	1.9%	2.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q7b. Speed of emergency police response</u>											
Very Satisfied	20.7%	18.5%	25.6%	23.6%	29.1%	24.3%	24.3%	23.2%	23.0%	19.4%	27.6%	23.4%
Satisfied	40.2%	48.3%	46.3%	46.3%	40.1%	39.3%	39.5%	42.3%	47.3%	48.3%	47.4%	44.5%
Neutral	21.9%	24.6%	19.2%	20.2%	23.3%	24.3%	23.0%	25.0%	19.6%	21.9%	19.8%	21.9%
Dissatisfied	13.6%	5.2%	6.9%	4.9%	5.2%	6.5%	9.9%	7.7%	7.4%	6.0%	4.3%	7.0%
Very Dissatisfied	3.6%	3.3%	2.0%	4.9%	2.3%	5.6%	3.3%	1.8%	2.7%	4.5%	0.9%	3.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q7c. Enforcement of local traffic laws</u>											
Very Satisfied	10.0%	9.4%	13.4%	11.1%	14.6%	10.7%	14.9%	12.7%	10.2%	11.7%	11.2%	11.5%
Satisfied	42.1%	46.7%	45.4%	42.1%	45.9%	41.8%	35.4%	43.6%	53.6%	46.4%	44.7%	44.3%
Neutral	30.6%	27.9%	29.4%	33.2%	27.6%	32.8%	32.3%	28.7%	23.5%	27.6%	33.5%	29.9%
Dissatisfied	10.5%	8.6%	8.0%	7.2%	7.0%	7.4%	11.2%	8.8%	8.4%	7.9%	7.5%	8.3%
Very Dissatisfied	6.7%	7.4%	3.8%	6.4%	4.9%	7.4%	6.2%	6.1%	4.2%	6.3%	3.1%	6.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7d. Overall quality of fire services</u>												
Very Satisfied	37.1%	36.6%	38.7%	44.4%	43.3%	39.1%	39.6%	44.0%	42.0%	34.1%	45.1%	39.9%
Satisfied	44.7%	53.1%	52.4%	44.9%	42.1%	42.7%	43.0%	44.6%	52.7%	54.5%	42.1%	47.8%
Neutral	17.1%	10.3%	8.5%	10.3%	14.6%	17.3%	16.8%	10.8%	4.7%	11.4%	12.8%	11.9%
Dissatisfied	1.2%	0.0%	0.5%	0.5%	0.0%	0.9%	0.7%	0.6%	0.7%	0.0%	0.0%	0.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q7e. Timeliness of Fire response to emergency location</u>											
Very Satisfied	39.0%	38.3%	47.4%	46.3%	43.6%	42.2%	44.1%	47.8%	42.3%	40.2%	44.1%	43.1%
Satisfied	40.9%	48.5%	39.3%	43.3%	39.3%	41.2%	39.0%	38.4%	51.4%	43.7%	38.7%	42.4%
Neutral	18.2%	12.8%	11.2%	10.4%	17.2%	16.7%	15.4%	13.2%	5.6%	15.1%	15.3%	13.7%
Dissatisfied	1.9%	0.5%	1.5%	0.0%	0.0%	0.0%	1.5%	0.6%	0.7%	1.0%	0.9%	0.8%
Very Dissatisfied	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q7f. Medical assistance provided by EMS</u>												
Very Satisfied	40.9%	37.3%	43.4%	49.0%	48.0%	48.6%	40.1%	43.3%	48.6%	40.3%	43.9%	43.9%
Satisfied	40.3%	47.2%	40.8%	39.3%	36.4%	36.4%	38.7%	43.3%	42.5%	44.1%	36.8%	40.7%
Neutral	17.6%	14.5%	14.3%	11.7%	13.9%	14.0%	19.7%	13.4%	8.9%	12.9%	18.4%	14.3%
Dissatisfied	1.3%	0.5%	1.0%	0.0%	0.6%	0.0%	1.4%	0.0%	0.0%	2.2%	0.0%	0.7%
Very Dissatisfied	0.0%	0.5%	0.5%	0.0%	1.2%	0.9%	0.0%	0.0%	0.0%	0.5%	0.9%	0.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q7g. Timeliness of EMS response to emergency location</u>												
Very Satisfied	42.8%	37.2%	45.5%	47.9%	47.3%	45.0%	40.6%	42.7%	51.4%	39.3%	45.0%	44.2%
Satisfied	38.4%	46.1%	40.2%	40.2%	35.9%	40.4%	38.4%	41.4%	40.0%	45.4%	36.0%	40.2%
Neutral	18.2%	15.2%	13.8%	11.9%	15.6%	13.8%	20.3%	15.3%	8.6%	13.7%	18.9%	14.8%
Dissatisfied	0.6%	0.5%	0.5%	0.0%	1.2%	0.0%	0.7%	0.6%	0.0%	1.1%	0.0%	0.6%
Very Dissatisfied	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.5%	0.0%	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? (Sum of Top Two Choices)**

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b><u>Sum of Top Two Choices</u></b>											
Overall quality of police services	45.3%	49.0%	47.5%	45.1%	46.4%	45.9%	44.8%	46.7%	52.2%	43.9%	54.2%	46.8%
Speed of emergency police response	41.0%	31.2%	30.6%	28.9%	31.8%	34.1%	33.7%	35.5%	26.4%	33.6%	30.2%	32.6%
Enforcement of local traffic laws	7.7%	9.1%	9.4%	5.5%	10.9%	12.6%	8.7%	9.6%	6.7%	7.6%	5.6%	8.4%
Overall quality of fire services	19.7%	25.5%	26.7%	29.6%	27.0%	20.0%	22.7%	20.8%	30.9%	28.6%	32.4%	25.7%
Timeliness of Fire response to emergency location	26.9%	24.3%	18.8%	15.8%	19.4%	17.8%	15.1%	26.4%	22.5%	21.8%	20.1%	21.0%
Medical assistance provided by EMS	19.2%	17.1%	21.2%	25.7%	17.5%	18.5%	25.0%	21.8%	22.5%	17.6%	16.8%	20.2%
Timeliness of EMS response to emergency location	17.5%	19.4%	16.5%	15.0%	15.2%	14.1%	16.9%	13.7%	18.5%	19.5%	14.5%	16.7%
None chosen	11.1%	12.5%	14.1%	19.4%	14.7%	14.8%	15.1%	12.7%	12.9%	14.5%	13.4%	14.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q9a. Water and wastewater utility response time to emergencies</u>											
Very Satisfied	11.8%	14.7%	20.6%	16.1%	14.8%	21.1%	15.0%	12.6%	14.4%	13.6%	18.9%	15.7%
Satisfied	39.7%	39.4%	32.1%	48.2%	41.3%	38.9%	37.0%	37.8%	47.5%	44.4%	38.7%	40.0%
Neutral	36.8%	33.5%	33.9%	29.2%	32.3%	27.8%	31.5%	38.5%	30.5%	34.0%	33.0%	33.1%
Dissatisfied	8.1%	7.6%	7.9%	6.0%	10.3%	8.9%	14.2%	7.4%	4.2%	6.8%	4.7%	8.0%
Very Dissatisfied	3.7%	4.7%	5.5%	0.6%	1.3%	3.3%	2.4%	3.7%	3.4%	1.2%	4.7%	3.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q9b. Water Conservation programs within Austin</u>											
Very Satisfied	12.5%	12.1%	16.3%	15.5%	13.3%	14.8%	18.9%	10.3%	10.4%	13.1%	16.4%	14.1%
Satisfied	40.0%	44.9%	42.7%	43.5%	42.6%	42.6%	36.5%	48.9%	49.1%	41.8%	42.1%	42.6%
Neutral	25.5%	26.3%	22.0%	24.1%	29.8%	29.6%	27.7%	24.1%	29.4%	25.8%	17.5%	25.4%
Dissatisfied	14.0%	11.3%	14.1%	12.5%	8.5%	7.0%	8.1%	12.6%	9.2%	13.5%	18.7%	12.3%
Very Dissatisfied	8.0%	5.3%	4.8%	4.3%	5.9%	6.1%	8.8%	4.0%	1.8%	5.7%	5.3%	5.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q9c. Energy Conservation program</u>												
Very Satisfied	12.6%	13.5%	15.5%	12.7%	12.1%	12.2%	15.2%	11.2%	12.8%	12.4%	15.4%	13.4%
Satisfied	40.4%	43.9%	44.2%	49.6%	42.3%	42.6%	37.2%	45.9%	50.0%	47.1%	44.4%	44.1%
Neutral	26.3%	27.4%	24.3%	23.7%	35.7%	30.4%	29.0%	27.6%	24.4%	27.3%	24.7%	27.3%
Dissatisfied	13.1%	9.7%	11.9%	11.8%	6.6%	7.0%	11.7%	12.9%	9.8%	10.7%	11.1%	10.7%
Very Dissatisfied	7.6%	5.5%	4.0%	2.2%	3.3%	7.8%	6.9%	2.4%	3.0%	2.5%	4.3%	4.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q9d. The water quality of lakes and streams</u>											
Very Satisfied	11.3%	8.3%	10.6%	12.1%	10.9%	12.4%	10.3%	7.1%	8.7%	12.9%	12.1%	10.5%
Satisfied	38.4%	43.8%	44.1%	46.6%	36.6%	38.1%	35.9%	47.6%	44.7%	41.6%	47.3%	42.2%
Neutral	28.6%	31.0%	32.6%	28.3%	35.5%	31.0%	34.6%	27.6%	29.8%	31.8%	28.5%	31.0%
Dissatisfied	15.8%	14.0%	8.8%	10.3%	13.7%	13.3%	15.4%	13.5%	11.2%	12.4%	9.7%	12.5%
Very Dissatisfied	5.9%	2.9%	4.0%	2.7%	3.3%	5.3%	3.8%	4.1%	5.6%	1.3%	2.4%	3.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q9e. Flood control efforts</u>												
Very Satisfied	7.8%	8.7%	11.6%	9.2%	10.9%	10.4%	12.2%	6.5%	11.6%	8.5%	11.1%	9.7%
Satisfied	31.3%	37.0%	41.4%	41.5%	29.5%	39.1%	22.3%	37.3%	36.3%	39.3%	43.8%	36.5%
Neutral	36.9%	32.4%	29.8%	28.1%	36.1%	31.3%	38.5%	30.7%	28.1%	32.6%	34.0%	32.4%
Dissatisfied	17.3%	16.4%	14.0%	16.1%	15.3%	13.9%	19.6%	16.3%	19.2%	15.6%	7.8%	15.7%
Very Dissatisfied	6.7%	5.5%	3.3%	5.1%	8.2%	5.2%	7.4%	9.2%	4.8%	4.0%	3.3%	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? (Sum of Top Two Choices)**

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Sum of Top Two Choices</u>												
Water & wastewater utility response time to emergencies	27.4%	28.1%	27.5%	27.7%	29.4%	28.9%	28.5%	28.4%	28.7%	26.3%	27.4%	28.1%
Water Conservation programs within Austin	48.3%	49.4%	43.5%	44.3%	43.1%	31.9%	35.5%	45.7%	48.3%	54.2%	56.4%	45.9%
Energy Conservation program	31.6%	35.4%	31.4%	26.9%	28.9%	26.7%	27.3%	33.5%	31.5%	35.5%	30.7%	31.0%
The water quality of lakes & streams	35.0%	39.5%	40.4%	37.9%	26.1%	28.1%	32.6%	35.5%	37.1%	38.2%	39.7%	36.0%
Flood control efforts	25.2%	29.7%	28.2%	30.8%	32.2%	34.8%	37.2%	26.9%	33.1%	23.3%	25.7%	29.1%
None chosen	17.1%	8.4%	12.2%	15.8%	18.0%	24.4%	17.4%	14.2%	9.6%	9.5%	11.2%	14.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11a. Number of City parks</u>												
Very Satisfied	30.5%	28.3%	30.6%	24.2%	24.0%	28.0%	21.9%	24.0%	26.4%	29.4%	33.9%	27.5%
Satisfied	43.2%	47.5%	43.7%	52.1%	44.7%	40.7%	47.0%	45.0%	48.5%	49.6%	46.2%	46.6%
Neutral	17.8%	15.6%	17.5%	15.7%	24.6%	21.2%	19.2%	22.8%	17.8%	13.3%	14.0%	17.9%
Dissatisfied	7.0%	7.0%	7.0%	6.8%	4.5%	8.5%	9.3%	5.8%	5.5%	6.9%	5.3%	6.5%
Very Dissatisfied	1.4%	1.6%	1.3%	1.3%	2.2%	1.7%	2.6%	2.3%	1.8%	0.8%	0.6%	1.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11b. Number of walking/biking trails</u>												
Very Satisfied	28.1%	26.6%	30.5%	22.8%	22.0%	28.7%	19.9%	25.6%	23.8%	29.6%	28.8%	26.1%
Satisfied	42.9%	43.6%	38.5%	47.3%	41.8%	37.4%	41.7%	40.5%	46.4%	42.4%	48.2%	42.9%
Neutral	17.6%	22.0%	19.0%	17.7%	26.6%	21.7%	25.8%	24.4%	20.8%	15.2%	15.3%	20.4%
Dissatisfied	9.5%	5.0%	8.0%	11.4%	5.6%	7.8%	9.3%	7.1%	6.5%	11.1%	5.3%	8.0%
Very Dissatisfied	1.9%	2.9%	4.0%	0.8%	4.0%	4.3%	3.3%	2.4%	2.4%	1.6%	2.4%	2.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11c. Appearance of park grounds in Austin</u>												
Very Satisfied	22.0%	21.7%	28.7%	17.9%	18.2%	20.8%	19.4%	21.6%	20.8%	24.3%	22.7%	21.7%
Satisfied	48.1%	51.0%	40.4%	56.6%	49.7%	48.3%	45.8%	49.4%	50.0%	50.6%	54.7%	49.2%
Neutral	18.7%	20.9%	24.8%	19.1%	23.0%	23.3%	27.7%	21.0%	21.4%	17.4%	16.3%	21.3%
Dissatisfied	8.9%	5.6%	4.8%	5.1%	7.5%	6.7%	5.2%	5.7%	7.1%	6.1%	5.8%	6.3%
Very Dissatisfied	2.3%	0.8%	1.3%	1.3%	1.6%	0.8%	1.9%	2.3%	0.6%	1.6%	0.6%	1.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>											
Very Satisfied	28.0%	20.8%	27.6%	18.2%	22.6%	24.8%	18.3%	20.3%	21.7%	26.3%	26.4%	23.2%
Satisfied	43.0%	51.3%	46.3%	57.9%	48.2%	43.1%	48.6%	54.4%	51.6%	50.4%	49.7%	49.5%
Neutral	23.0%	22.9%	21.7%	17.8%	22.6%	22.9%	30.3%	19.6%	21.7%	17.4%	20.1%	21.7%
Dissatisfied	4.5%	4.7%	3.0%	5.1%	5.5%	5.5%	2.8%	4.4%	3.8%	4.9%	3.8%	4.6%
Very Dissatisfied	1.5%	0.4%	1.5%	0.9%	1.2%	3.7%	0.0%	1.3%	1.3%	0.9%	0.0%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q11e. Quality of youth athletic programs offered by the City</u>											
Very Satisfied	15.1%	17.4%	18.6%	13.6%	16.4%	21.6%	13.6%	16.7%	14.6%	15.7%	15.3%	16.3%
Satisfied	36.1%	34.9%	33.6%	39.4%	34.5%	37.8%	36.4%	34.3%	35.0%	38.8%	32.9%	35.6%
Neutral	35.3%	35.6%	34.3%	33.3%	40.5%	31.1%	35.5%	38.0%	34.0%	37.3%	44.7%	35.9%
Dissatisfied	9.2%	8.7%	10.0%	10.6%	4.3%	6.8%	11.8%	8.3%	10.7%	6.0%	5.9%	8.7%
Very Dissatisfied	4.2%	3.4%	3.6%	3.0%	4.3%	2.7%	2.7%	2.8%	5.8%	2.2%	1.2%	3.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11f. Quality of adult athletic programs offered by the City</u>												
Very Satisfied	14.4%	11.6%	15.9%	13.4%	10.1%	14.5%	8.0%	11.8%	16.8%	13.1%	14.8%	13.1%
Satisfied	37.6%	36.3%	37.1%	37.3%	35.3%	39.5%	38.4%	36.4%	36.4%	39.2%	29.6%	36.7%
Neutral	30.4%	38.4%	34.8%	35.8%	42.9%	28.9%	33.9%	39.1%	32.7%	38.5%	48.1%	36.6%
Dissatisfied	13.6%	11.6%	8.3%	11.2%	6.7%	10.5%	17.0%	10.0%	10.3%	7.7%	6.2%	10.3%
Very Dissatisfied	4.0%	2.1%	3.8%	2.2%	5.0%	6.6%	2.7%	2.7%	3.7%	1.5%	1.2%	3.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11g. Quality of outdoor athletic fields</u>												
Very Satisfied	14.0%	12.2%	19.1%	13.2%	12.4%	14.8%	13.8%	15.5%	15.1%	13.4%	11.6%	14.2%
Satisfied	43.9%	41.0%	44.5%	46.0%	40.1%	42.0%	40.0%	45.0%	41.3%	45.5%	48.8%	43.2%
Neutral	31.7%	39.9%	28.9%	29.3%	40.9%	36.4%	39.2%	31.0%	32.5%	33.2%	31.4%	34.0%
Dissatisfied	7.3%	5.9%	5.2%	9.2%	3.6%	3.4%	5.4%	7.0%	7.9%	7.0%	6.6%	6.3%
Very Dissatisfied	3.0%	1.1%	2.3%	2.3%	2.9%	3.4%	1.5%	1.6%	3.2%	1.1%	1.7%	2.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11h. Safety in City parks and park facilities</u>												
Very Satisfied	14.7%	14.3%	14.1%	9.7%	12.7%	15.6%	10.5%	10.6%	12.2%	13.7%	18.4%	13.2%
Satisfied	46.7%	50.0%	48.6%	47.7%	33.8%	45.0%	39.9%	46.9%	45.3%	48.9%	50.0%	46.0%
Neutral	26.4%	30.4%	26.4%	31.9%	35.7%	26.6%	33.6%	30.0%	31.1%	30.4%	28.5%	29.8%
Dissatisfied	9.6%	4.0%	8.2%	8.3%	14.6%	8.3%	16.1%	10.0%	8.8%	5.3%	2.5%	8.6%
Very Dissatisfied	2.5%	1.3%	2.7%	2.3%	3.2%	4.6%	0.0%	2.5%	2.7%	1.8%	0.6%	2.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q11i. Overall satisfaction with City swimming pools</u>											
Very Satisfied	19.3%	17.2%	16.0%	19.4%	13.4%	15.2%	12.9%	18.9%	20.3%	14.6%	19.5%	17.2%
Satisfied	44.6%	46.9%	50.3%	43.5%	35.9%	43.5%	41.7%	42.5%	39.8%	54.1%	45.3%	44.5%
Neutral	21.7%	26.6%	22.9%	26.5%	42.3%	25.0%	31.1%	28.3%	33.3%	24.9%	23.4%	27.3%
Dissatisfied	11.4%	7.8%	7.4%	7.1%	6.3%	9.8%	12.1%	6.3%	5.7%	4.3%	10.9%	8.4%
Very Dissatisfied	3.0%	1.6%	3.4%	3.5%	2.1%	6.5%	2.3%	3.9%	0.8%	2.2%	0.8%	2.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<u>Q11j. Satisfaction with aquatic programs</u>											
Very Satisfied	18.3%	18.9%	16.6%	18.0%	13.7%	14.3%	16.4%	20.0%	18.2%	13.7%	20.0%	17.2%
Satisfied	35.8%	40.5%	40.0%	38.3%	27.4%	42.9%	34.5%	33.0%	34.3%	39.6%	41.1%	36.7%
Neutral	29.2%	31.1%	34.5%	35.2%	50.4%	29.9%	40.9%	38.0%	35.4%	37.4%	28.4%	35.6%
Dissatisfied	13.3%	6.1%	5.5%	5.5%	5.1%	9.1%	7.3%	6.0%	8.1%	5.0%	7.4%	7.2%
Very Dissatisfied	3.3%	3.4%	3.4%	3.1%	3.4%	3.9%	0.9%	3.0%	4.0%	4.3%	3.2%	3.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>												
Very Satisfied	13.5%	13.6%	14.5%	12.1%	12.0%	13.6%	13.5%	13.0%	14.9%	10.2%	13.8%	13.2%
Satisfied	47.7%	45.7%	48.3%	50.0%	44.9%	47.3%	46.1%	50.6%	49.3%	48.4%	48.7%	47.2%
Neutral	26.4%	27.6%	29.5%	31.1%	32.9%	29.1%	29.1%	26.6%	24.3%	32.6%	29.6%	29.4%
Dissatisfied	8.3%	11.8%	6.8%	5.8%	8.2%	5.5%	11.3%	7.1%	8.8%	7.4%	7.2%	8.3%
Very Dissatisfied	4.1%	1.4%	1.0%	1.0%	1.9%	4.5%	0.0%	2.6%	2.7%	1.4%	0.7%	1.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11. Cleanliness of library facilities</u>												
Very Satisfied	30.8%	29.9%	30.6%	29.7%	30.7%	28.7%	32.2%	32.9%	37.1%	26.5%	26.4%	30.2%
Satisfied	39.6%	51.8%	47.4%	51.5%	49.7%	50.9%	42.5%	43.2%	44.1%	53.0%	52.8%	48.0%
Neutral	23.6%	16.2%	17.9%	16.3%	18.4%	15.7%	23.3%	21.9%	15.4%	17.5%	16.8%	18.6%
Dissatisfied	4.9%	1.5%	4.1%	2.0%	1.2%	3.7%	2.1%	1.3%	3.5%	2.0%	4.0%	2.8%
Very Dissatisfied	1.1%	0.5%	0.0%	0.5%	0.0%	0.9%	0.0%	0.6%	0.0%	1.0%	0.0%	0.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11m. Library programs</u>												
Very Satisfied	29.6%	30.9%	29.0%	27.1%	28.3%	27.8%	34.0%	33.1%	27.4%	24.2%	26.0%	29.0%
Satisfied	35.8%	47.0%	43.2%	48.6%	48.7%	45.4%	41.1%	43.2%	48.1%	46.7%	47.1%	44.8%
Neutral	28.3%	18.8%	21.6%	21.0%	20.4%	22.7%	20.6%	19.4%	19.3%	25.8%	22.1%	21.9%
Dissatisfied	5.0%	2.8%	4.5%	3.3%	1.3%	2.1%	3.5%	2.9%	3.7%	2.7%	4.8%	3.4%
Very Dissatisfied	1.3%	0.6%	1.7%	0.0%	1.3%	2.1%	0.7%	1.4%	1.5%	0.5%	0.0%	0.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11n. Materials at libraries</u>												
Very Satisfied	30.4%	26.7%	28.9%	22.8%	27.0%	27.8%	31.3%	31.6%	26.8%	22.4%	24.2%	27.1%
Satisfied	38.6%	47.7%	41.8%	51.8%	46.0%	43.5%	39.5%	41.4%	47.8%	52.0%	44.2%	45.2%
Neutral	23.4%	21.5%	20.6%	19.3%	22.7%	22.2%	26.5%	23.0%	18.1%	20.9%	20.8%	21.4%
Dissatisfied	5.8%	3.1%	7.2%	5.6%	2.5%	5.6%	1.4%	1.3%	5.8%	4.1%	10.8%	5.0%
Very Dissatisfied	1.8%	1.0%	1.5%	0.5%	1.8%	0.9%	1.4%	2.6%	1.4%	0.5%	0.0%	1.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q11o. Library hours</u>												
Very Satisfied	23.6%	19.2%	18.4%	15.5%	19.8%	22.2%	21.6%	18.3%	14.6%	18.3%	19.0%	19.1%
Satisfied	39.1%	47.7%	40.8%	41.8%	44.3%	44.4%	43.9%	43.1%	40.1%	42.1%	44.6%	42.7%
Neutral	27.6%	19.7%	23.5%	30.4%	22.2%	16.7%	23.0%	27.5%	28.5%	24.9%	28.1%	24.7%
Dissatisfied	6.3%	12.4%	13.8%	10.3%	9.6%	13.9%	7.4%	9.2%	11.7%	12.7%	8.3%	10.8%
Very Dissatisfied	3.4%	1.0%	3.6%	2.1%	4.2%	2.8%	4.1%	2.0%	5.1%	2.0%	0.0%	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? (Sum of Top Three Choices)**

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b><u>Sum of Top Three Choices</u></b>											
Number of City parks	27.4%	22.1%	28.2%	32.8%	22.7%	22.2%	19.8%	24.9%	25.3%	33.2%	35.8%	26.5%
Number of walking/biking trails	28.2%	22.8%	27.5%	24.1%	14.7%	20.7%	16.9%	21.3%	19.7%	29.8%	34.1%	23.7%
Appearance of park grounds in Austin	17.9%	19.8%	20.8%	17.8%	14.2%	14.1%	14.5%	14.7%	16.3%	21.0%	27.9%	18.3%
Quality of parks & recreation programs offered by the Austin Parks Department	29.9%	30.0%	17.6%	20.2%	31.8%	25.2%	18.6%	26.9%	27.5%	26.3%	26.8%	25.7%
Quality of youth athletic programs offered by the City	13.2%	14.8%	16.1%	13.4%	19.0%	15.6%	18.6%	18.3%	15.2%	13.7%	11.2%	15.2%
Quality of adult athletic programs offered by the City	7.7%	5.7%	7.1%	4.7%	5.7%	10.4%	11.6%	4.6%	3.9%	5.3%	3.9%	6.1%
Quality of outdoor athletic fields	4.3%	3.8%	6.3%	4.7%	2.4%	3.0%	7.6%	3.0%	4.5%	4.6%	3.9%	4.3%
Safety in City parks & park facilities	40.6%	42.2%	37.3%	33.6%	40.3%	34.8%	31.4%	35.5%	43.8%	40.8%	43.0%	38.8%

**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? (Sum of Top Three Choices)**

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<b><u>Sum of Top Three Choices (Cont.)</u></b>												
Overall satisfaction with City swimming pools	17.1%	16.3%	18.4%	16.2%	9.5%	14.1%	18.0%	14.2%	14.6%	15.6%	17.9%	15.7%
Satisfaction with aquatic programs	2.1%	3.4%	2.7%	2.0%	3.8%	3.0%	2.9%	4.6%	0.6%	2.3%	2.2%	2.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	15.4%	19.8%	16.1%	12.3%	21.8%	22.2%	14.5%	19.8%	20.8%	15.3%	12.8%	17.0%
Cleanliness of library facilities	5.1%	5.7%	4.3%	4.7%	4.3%	6.7%	7.0%	1.0%	10.7%	3.8%	1.7%	4.8%
Library programs	17.1%	23.2%	13.7%	17.0%	16.1%	18.5%	16.9%	21.3%	18.5%	17.9%	14.5%	17.5%
Materials at libraries	16.2%	18.6%	15.7%	19.4%	19.9%	15.6%	17.4%	13.7%	19.7%	21.0%	21.2%	18.0%
Library hours	6.4%	5.7%	12.5%	13.0%	8.5%	6.7%	14.5%	9.6%	11.8%	8.0%	4.5%	9.3%
None chosen	17.9%	15.2%	18.8%	25.7%	19.4%	19.3%	22.1%	22.8%	20.2%	14.5%	12.3%	19.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q13a. Quality of residential garbage collection</u>											
Very Satisfied	34.4%	42.7%	42.0%	42.7%	47.2%	32.5%	38.8%	41.5%	44.3%	44.5%	48.8%	41.7%
Satisfied	47.5%	44.7%	46.6%	44.4%	42.6%	45.3%	38.8%	50.3%	47.1%	42.9%	45.9%	45.3%
Neutral	11.3%	9.5%	6.7%	9.1%	6.1%	14.5%	17.6%	4.9%	5.2%	7.9%	2.9%	8.5%
Dissatisfied	3.2%	2.8%	4.2%	2.9%	4.1%	6.0%	3.6%	2.2%	3.4%	3.9%	1.2%	3.5%
Very Dissatisfied	3.6%	0.4%	0.4%	0.8%	0.0%	1.7%	1.2%	1.1%	0.0%	0.8%	1.2%	1.0%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q13b. Quality of residential yard waste collection</u>											
Very Satisfied	30.4%	37.8%	36.4%	38.0%	39.1%	31.0%	32.9%	33.7%	39.6%	41.6%	40.0%	36.4%
Satisfied	45.1%	42.7%	48.1%	44.4%	46.9%	46.9%	40.5%	47.8%	44.5%	40.7%	51.2%	45.2%
Neutral	13.7%	11.4%	11.3%	9.8%	8.3%	13.3%	17.1%	12.4%	9.8%	9.5%	5.3%	11.0%
Dissatisfied	6.9%	6.5%	3.5%	6.8%	4.7%	6.2%	6.3%	4.5%	5.5%	7.4%	2.9%	5.8%
Very Dissatisfied	3.9%	1.6%	0.9%	0.9%	1.0%	2.7%	3.2%	1.7%	0.6%	0.8%	0.6%	1.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q13c. Quality of residential curbside recycling services</u>											
Very Satisfied	38.1%	40.4%	46.6%	49.2%	43.2%	36.0%	38.5%	42.3%	42.4%	50.0%	53.8%	43.6%
Satisfied	43.7%	40.8%	41.2%	37.9%	46.9%	41.2%	39.8%	47.8%	44.8%	36.5%	37.4%	42.0%
Neutral	10.7%	11.2%	9.2%	8.8%	7.8%	11.4%	17.4%	6.0%	8.7%	7.9%	5.3%	9.5%
Dissatisfied	5.1%	5.2%	2.1%	4.2%	2.1%	10.5%	2.5%	1.6%	2.9%	5.2%	2.3%	3.8%
Very Dissatisfied	2.3%	2.4%	0.8%	0.0%	0.0%	0.9%	1.9%	2.2%	1.2%	0.4%	1.2%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13d. Household hazardous waste disposal service</u>												
Very Satisfied	14.2%	18.3%	18.3%	21.9%	19.9%	22.3%	23.4%	16.8%	17.0%	18.1%	16.7%	18.6%
Satisfied	38.5%	33.3%	30.5%	31.8%	38.5%	40.4%	30.7%	34.3%	35.6%	33.7%	32.6%	34.3%
Neutral	30.4%	29.6%	27.4%	26.4%	26.7%	22.3%	32.8%	32.1%	25.2%	24.9%	30.4%	28.0%
Dissatisfied	11.5%	15.1%	15.2%	14.4%	13.0%	9.6%	8.8%	10.9%	17.0%	19.2%	13.8%	14.0%
Very Dissatisfied	5.4%	3.8%	8.6%	5.5%	1.9%	5.3%	4.4%	5.8%	5.2%	4.1%	6.5%	5.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13e. Bulky item pick-up/removal services</u>												
Very Satisfied	23.1%	32.4%	30.0%	37.9%	31.4%	30.4%	27.2%	33.5%	33.8%	33.5%	32.1%	31.2%
Satisfied	46.2%	39.5%	47.1%	42.1%	49.7%	47.3%	36.7%	44.1%	45.0%	43.5%	49.1%	44.5%
Neutral	18.5%	20.6%	15.4%	11.9%	11.4%	15.2%	26.6%	14.7%	12.5%	13.8%	12.1%	15.6%
Dissatisfied	7.7%	5.9%	6.2%	6.4%	5.4%	3.6%	5.7%	5.3%	7.5%	6.7%	6.7%	6.4%
Very Dissatisfied	4.6%	1.7%	1.3%	1.7%	2.2%	3.6%	3.8%	2.4%	1.3%	2.5%	0.0%	2.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13f. Reliability of your electric service</u>												
Very Satisfied	37.4%	37.3%	42.5%	41.8%	39.4%	31.7%	32.1%	35.4%	42.8%	44.2%	49.1%	39.6%
Satisfied	43.8%	47.1%	41.3%	41.0%	44.9%	45.5%	38.9%	47.6%	42.8%	45.4%	39.3%	43.7%
Neutral	12.8%	10.6%	11.3%	12.1%	12.1%	13.0%	20.4%	12.2%	11.0%	6.8%	9.8%	11.7%
Dissatisfied	3.7%	3.9%	2.9%	4.2%	2.5%	5.7%	6.2%	2.6%	2.9%	2.4%	1.7%	3.5%
Very Dissatisfied	2.3%	1.2%	2.1%	0.8%	1.0%	4.1%	2.5%	2.1%	0.6%	1.2%	0.0%	1.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q13g. Safety of your drinking water</u>											
Very Satisfied	34.1%	33.7%	41.3%	42.3%	39.5%	34.7%	28.9%	34.4%	37.1%	41.4%	50.8%	38.1%
Satisfied	44.1%	48.8%	40.1%	40.7%	45.4%	37.1%	42.2%	48.9%	46.9%	47.8%	37.9%	43.7%
Neutral	13.2%	13.1%	12.4%	12.4%	11.2%	12.1%	20.5%	12.4%	12.6%	7.2%	9.0%	12.7%
Dissatisfied	3.6%	2.8%	2.5%	3.3%	3.4%	8.9%	5.4%	2.7%	2.3%	1.6%	0.6%	3.2%
Very Dissatisfied	5.0%	1.6%	3.7%	1.2%	0.5%	7.3%	3.0%	1.6%	1.1%	2.0%	1.7%	2.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q13h. Cleanliness of City streets and public areas</u>												
Very Satisfied	17.6%	18.3%	20.2%	18.6%	18.0%	15.1%	13.8%	16.9%	16.6%	21.0%	23.0%	18.4%
Satisfied	42.8%	51.0%	47.0%	47.4%	51.5%	40.5%	35.9%	52.9%	56.0%	49.0%	52.2%	47.9%
Neutral	24.8%	22.2%	24.3%	21.1%	18.9%	26.2%	33.5%	21.2%	18.3%	20.6%	18.0%	22.3%
Dissatisfied	11.7%	6.2%	6.1%	10.1%	10.7%	13.5%	13.8%	7.4%	6.3%	7.0%	5.6%	8.8%
Very Dissatisfied	3.2%	2.3%	2.4%	2.8%	1.0%	4.8%	3.0%	1.6%	2.9%	2.3%	1.1%	2.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q13i. Cleanliness of your neighborhood</u>											
Very Satisfied	22.6%	26.6%	29.2%	31.5%	28.6%	22.7%	19.5%	20.8%	27.7%	32.6%	39.9%	27.6%
Satisfied	45.1%	48.3%	44.0%	41.1%	46.1%	43.8%	37.9%	49.5%	48.6%	41.9%	47.8%	45.1%
Neutral	16.4%	14.3%	16.8%	13.7%	12.1%	18.8%	23.1%	16.1%	12.4%	12.4%	9.0%	14.6%
Dissatisfied	11.5%	8.1%	7.2%	11.7%	10.7%	13.3%	14.2%	9.4%	9.6%	10.1%	2.8%	9.8%
Very Dissatisfied	4.4%	2.7%	2.8%	2.0%	2.4%	1.6%	5.3%	4.2%	1.7%	3.1%	0.6%	2.9%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>												
Very Satisfied	10.8%	9.4%	13.3%	13.5%	15.1%	18.0%	10.1%	9.5%	12.0%	10.9%	15.6%	12.3%
Satisfied	23.6%	33.6%	34.2%	32.1%	29.1%	28.8%	31.0%	32.0%	35.4%	25.9%	33.3%	30.7%
Neutral	29.2%	30.9%	24.9%	25.6%	22.9%	24.3%	27.8%	27.2%	23.4%	28.6%	27.9%	26.7%
Dissatisfied	22.6%	15.2%	19.1%	21.4%	25.1%	16.2%	21.5%	17.8%	22.2%	25.9%	17.0%	20.7%
Very Dissatisfied	13.8%	10.8%	8.4%	7.4%	7.8%	12.6%	9.5%	13.6%	7.0%	8.6%	6.1%	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?(Sum of Top Three Choices)**

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Sum of Top Three Choices</u>												
Quality of residential garbage collection	38.0%	40.7%	45.1%	40.7%	45.0%	34.8%	32.0%	37.6%	51.1%	41.6%	55.3%	41.8%
Quality of residential yard waste collection	7.7%	6.5%	9.0%	5.9%	4.7%	8.1%	5.2%	5.6%	7.9%	5.3%	8.4%	6.8%
Quality of residential curbside recycling services	17.1%	18.3%	18.8%	22.1%	11.4%	13.3%	15.1%	14.2%	16.9%	22.1%	24.0%	17.8%
Household hazardous waste disposal service	9.0%	7.2%	10.2%	10.7%	6.6%	14.1%	9.3%	8.6%	10.7%	8.4%	6.1%	8.8%
Bulky item pick-up/removal services	11.5%	10.3%	10.2%	13.0%	12.3%	12.6%	12.8%	12.2%	15.2%	9.9%	5.0%	11.3%
Reliability of your electric service	37.2%	47.9%	42.0%	31.2%	50.2%	31.9%	31.4%	41.6%	43.8%	45.4%	49.7%	41.6%
Safety of your drinking water	53.0%	62.7%	56.9%	51.4%	53.6%	48.1%	50.0%	53.8%	61.8%	59.2%	58.7%	55.8%
Cleanliness of City streets & public areas	32.5%	28.1%	21.2%	25.3%	22.3%	22.2%	23.3%	27.9%	22.5%	30.5%	30.2%	26.0%
Cleanliness of your neighborhood	15.0%	14.8%	12.9%	15.4%	18.0%	11.1%	23.3%	15.7%	16.3%	12.2%	13.4%	15.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Sum of Top Three Choices (Cont.)</u>												
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	28.2%	28.5%	29.4%	29.6%	23.2%	28.1%	31.4%	37.1%	27.5%	26.3%	18.4%	27.8%
None chosen	16.7%	9.9%	14.1%	22.5%	16.6%	20.7%	22.1%	16.2%	10.7%	11.5%	13.4%	15.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q15a. Austin Energy customer service</u>											
Very Satisfied	18.7%	17.6%	22.9%	27.1%	25.0%	28.7%	23.2%	24.0%	19.5%	19.7%	20.4%	22.2%
Satisfied	44.6%	48.9%	50.5%	49.5%	50.0%	44.3%	41.9%	49.7%	50.6%	56.1%	50.0%	48.4%
Neutral	25.9%	21.1%	17.8%	18.1%	20.3%	18.3%	25.8%	19.3%	17.5%	17.9%	21.8%	20.8%
Dissatisfied	6.7%	7.5%	4.2%	2.9%	3.6%	5.2%	5.8%	4.1%	6.5%	4.0%	4.9%	5.1%
Very Dissatisfied	4.1%	4.8%	4.7%	2.4%	1.0%	3.5%	3.2%	2.9%	5.8%	2.2%	2.8%	3.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15b. Water and wastewater utility customer service</u>												
Very Satisfied	14.9%	17.4%	21.6%	26.4%	24.0%	21.0%	21.5%	22.6%	20.3%	18.2%	22.0%	20.9%
Satisfied	48.0%	45.7%	46.7%	49.5%	49.2%	41.9%	42.3%	50.3%	53.4%	52.7%	46.7%	47.6%
Neutral	27.4%	25.1%	22.1%	18.8%	18.0%	24.8%	28.2%	20.0%	16.9%	23.2%	20.0%	22.3%
Dissatisfied	6.9%	6.8%	5.0%	3.8%	6.6%	8.6%	5.4%	3.9%	3.4%	4.4%	8.0%	6.0%
Very Dissatisfied	2.9%	5.0%	4.5%	1.4%	2.2%	3.8%	2.7%	3.2%	6.1%	1.5%	3.3%	3.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q15c. Helpfulness of library staff</u>											
Very Satisfied	44.8%	35.8%	48.4%	45.2%	45.7%	33.0%	43.0%	43.7%	42.8%	45.9%	49.1%	43.8%
Satisfied	30.8%	48.9%	33.2%	39.9%	33.5%	38.7%	33.8%	39.7%	42.8%	38.1%	33.0%	37.6%
Neutral	21.5%	14.7%	16.3%	13.3%	20.7%	26.4%	21.8%	13.9%	12.3%	14.9%	17.9%	17.2%
Dissatisfied	1.7%	0.5%	0.5%	1.1%	0.0%	0.9%	0.7%	1.3%	0.7%	1.0%	0.0%	0.8%
Very Dissatisfied	1.2%	0.0%	1.6%	0.5%	0.0%	0.9%	0.7%	1.3%	1.4%	0.0%	0.0%	0.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>												
Very Satisfied	13.4%	16.9%	19.6%	25.2%	24.1%	21.7%	22.9%	20.1%	17.3%	17.1%	18.5%	19.9%
Satisfied	50.2%	50.2%	50.0%	48.7%	49.2%	49.2%	45.2%	53.3%	50.6%	51.3%	51.6%	49.5%
Neutral	25.4%	24.1%	24.3%	21.7%	19.8%	20.8%	22.3%	21.3%	24.1%	24.6%	22.3%	23.2%
Dissatisfied	7.5%	5.5%	3.0%	4.0%	6.4%	5.8%	8.3%	4.7%	4.9%	5.0%	3.8%	5.2%
Very Dissatisfied	3.5%	3.4%	3.0%	0.4%	0.5%	2.5%	1.3%	0.6%	3.1%	2.1%	3.8%	2.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>												
Very Satisfied	26.6%	29.7%	33.8%	37.7%	34.5%	31.5%	29.7%	34.1%	30.6%	31.8%	34.6%	32.4%
Satisfied	46.7%	50.0%	41.0%	42.0%	38.8%	42.6%	44.6%	42.1%	46.9%	46.7%	40.9%	43.7%
Neutral	20.7%	16.0%	19.0%	15.5%	23.6%	20.4%	19.6%	19.5%	19.7%	18.2%	18.1%	18.8%
Dissatisfied	4.9%	3.3%	3.8%	2.9%	3.0%	5.6%	4.7%	4.3%	1.4%	2.3%	2.4%	3.9%
Very Dissatisfied	1.1%	0.9%	2.4%	1.9%	0.0%	0.0%	1.4%	0.0%	1.4%	0.9%	3.9%	1.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	<b><u>Q15f. Review services for residential and commercial building plans</u></b>											
Very Satisfied	13.2%	7.5%	8.9%	9.5%	11.0%	14.9%	13.7%	6.7%	7.4%	8.8%	7.6%	10.0%
Satisfied	23.1%	23.1%	23.0%	27.7%	18.6%	21.6%	24.5%	29.2%	24.2%	22.3%	19.0%	23.1%
Neutral	34.7%	34.0%	35.6%	27.7%	50.0%	36.5%	43.1%	37.1%	35.8%	37.2%	31.4%	36.2%
Dissatisfied	14.0%	19.7%	17.0%	20.4%	14.4%	13.5%	14.7%	11.2%	20.0%	17.6%	23.8%	17.2%
Very Dissatisfied	14.9%	15.6%	15.6%	14.6%	5.9%	13.5%	3.9%	15.7%	12.6%	14.2%	18.1%	13.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16a. Availability of affordable housing for low/moderate income families</u>												
Very Satisfied	7.6%	9.1%	8.0%	7.5%	8.6%	9.0%	8.9%	5.2%	6.4%	8.0%	9.8%	8.2%
Satisfied	13.6%	12.7%	13.1%	13.0%	13.5%	17.1%	13.7%	9.7%	13.6%	10.4%	15.4%	13.1%
Neutral	29.9%	26.4%	27.6%	32.0%	27.0%	19.8%	26.7%	32.9%	25.7%	33.3%	30.1%	28.6%
Dissatisfied	24.5%	31.0%	30.2%	23.0%	30.7%	29.7%	21.9%	27.7%	32.9%	30.3%	26.8%	27.7%
Very Dissatisfied	24.5%	20.8%	21.1%	24.5%	20.2%	24.3%	28.8%	24.5%	21.4%	17.9%	17.9%	22.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<b><u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u></b>											
Very Satisfied	6.2%	8.8%	7.3%	8.3%	5.9%	9.3%	8.4%	4.4%	3.0%	6.0%	13.8%	7.3%
Satisfied	24.6%	21.2%	25.5%	21.4%	22.0%	24.0%	23.5%	22.8%	26.7%	19.5%	22.5%	23.0%
Neutral	40.0%	40.1%	42.3%	46.9%	47.5%	26.7%	31.9%	50.9%	45.5%	52.6%	45.0%	43.3%
Dissatisfied	17.7%	22.6%	14.6%	15.2%	15.3%	26.7%	24.4%	14.9%	13.9%	16.5%	11.3%	17.0%
Very Dissatisfied	11.5%	7.3%	10.2%	8.3%	9.3%	13.3%	11.8%	7.0%	10.9%	5.3%	7.5%	9.3%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>												
Very Satisfied	13.5%	8.7%	11.9%	7.2%	4.8%	13.3%	9.3%	5.1%	6.0%	10.3%	13.3%	9.4%
Satisfied	17.3%	24.8%	30.6%	30.5%	21.8%	21.7%	21.5%	25.4%	32.5%	20.6%	32.2%	25.6%
Neutral	41.4%	40.3%	35.6%	41.3%	56.5%	36.1%	43.0%	44.9%	37.6%	49.7%	38.9%	42.3%
Dissatisfied	15.8%	14.8%	13.1%	15.0%	10.5%	18.1%	16.8%	11.9%	17.9%	13.3%	8.9%	13.9%
Very Dissatisfied	12.0%	11.4%	8.8%	6.0%	6.5%	10.8%	9.3%	12.7%	6.0%	6.1%	6.7%	8.8%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>											
Very Satisfied	24.8%	22.3%	27.0%	18.3%	14.8%	32.1%	24.3%	19.8%	17.8%	15.9%	22.1%	21.7%
Satisfied	27.8%	38.1%	36.5%	43.0%	33.9%	34.5%	36.0%	35.1%	40.2%	35.6%	36.4%	36.1%
Neutral	37.6%	33.8%	32.8%	35.2%	44.3%	26.2%	35.1%	38.7%	34.6%	45.5%	33.8%	36.4%
Dissatisfied	4.5%	4.3%	1.5%	2.1%	5.2%	4.8%	2.7%	3.6%	5.6%	1.5%	3.9%	3.4%
Very Dissatisfied	5.3%	1.4%	2.2%	1.4%	1.7%	2.4%	1.8%	2.7%	1.9%	1.5%	3.9%	2.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16e. Food Safety Inspection program</u>											
Very Satisfied	15.9%	13.8%	17.0%	13.0%	13.2%	20.0%	16.1%	14.9%	8.3%	10.5%	18.5%	14.5%
Satisfied	29.5%	43.5%	46.9%	40.4%	36.4%	33.3%	32.2%	34.2%	51.9%	42.1%	41.3%	39.6%
Neutral	43.2%	37.7%	25.9%	37.3%	40.3%	30.7%	40.7%	38.6%	31.5%	42.1%	37.0%	36.5%
Dissatisfied	6.1%	5.1%	6.1%	7.5%	8.5%	9.3%	9.3%	8.8%	6.5%	4.6%	1.1%	6.8%
Very Dissatisfied	5.3%	0.0%	4.1%	1.9%	1.6%	6.7%	1.7%	3.5%	1.9%	0.7%	2.2%	2.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q16f. Neighborhood planning/zoning efforts</u>												
Very Satisfied	9.1%	7.5%	8.7%	7.5%	5.6%	8.9%	12.8%	5.4%	6.7%	5.7%	8.6%	7.8%
Satisfied	26.7%	26.5%	27.0%	28.4%	26.1%	25.7%	22.6%	22.8%	32.6%	25.4%	34.5%	27.0%
Neutral	36.4%	33.0%	35.7%	29.4%	41.0%	31.7%	38.3%	40.9%	31.9%	33.0%	30.2%	34.8%
Dissatisfied	15.3%	22.0%	12.8%	23.9%	19.9%	21.8%	15.8%	15.4%	17.8%	25.4%	18.0%	18.8%
Very Dissatisfied	12.5%	11.0%	15.8%	10.9%	7.5%	11.9%	10.5%	15.4%	11.1%	10.5%	8.6%	11.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q16g. Accessibility of municipal court services</u>											
Very Satisfied	12.1%	11.7%	13.1%	10.2%	14.5%	13.3%	10.3%	9.8%	12.9%	9.6%	20.4%	12.1%
Satisfied	25.5%	41.4%	41.1%	31.7%	32.1%	34.4%	34.9%	36.8%	39.7%	34.9%	28.0%	34.5%
Neutral	47.0%	33.3%	33.9%	37.1%	43.5%	34.4%	38.1%	36.8%	33.6%	44.6%	41.9%	38.7%
Dissatisfied	9.4%	8.0%	8.9%	15.0%	7.6%	10.0%	11.9%	12.0%	8.6%	8.4%	6.5%	9.8%
Very Dissatisfied	6.0%	5.6%	3.0%	6.0%	2.3%	7.8%	4.8%	4.5%	5.2%	2.4%	3.2%	4.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>												
Very Satisfied	18.9%	17.7%	19.5%	21.0%	14.4%	23.6%	16.3%	15.5%	19.5%	13.8%	27.0%	18.4%
Satisfied	30.6%	41.7%	35.6%	32.4%	34.5%	31.8%	33.3%	35.5%	38.9%	35.0%	34.9%	35.0%
Neutral	28.3%	22.4%	24.9%	27.6%	29.9%	18.2%	27.2%	23.9%	22.1%	35.0%	27.8%	26.7%
Dissatisfied	10.0%	8.3%	9.3%	11.9%	14.9%	11.8%	13.6%	12.9%	12.8%	9.4%	5.6%	10.8%
Very Dissatisfied	12.2%	9.9%	10.7%	7.1%	6.3%	14.5%	9.5%	12.3%	6.7%	6.9%	4.8%	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	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17a. Have you visited an Austin City park?</u>												
Yes	90.0%	92.4%	88.6%	89.2%	74.3%	80.0%	83.1%	83.8%	90.9%	93.9%	95.0%	87.4%
No	10.0%	6.5%	11.0%	10.8%	24.8%	20.0%	15.1%	16.2%	9.1%	6.1%	4.5%	12.2%
Don't know	0.0%	1.1%	0.4%	0.0%	1.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.6%	0.5%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>												
Yes	41.6%	49.8%	47.1%	38.9%	28.1%	37.0%	37.8%	39.1%	43.8%	47.3%	48.0%	41.5%
No	56.7%	45.2%	51.0%	58.7%	69.5%	61.5%	59.3%	57.9%	55.1%	51.1%	46.9%	55.8%
Don't know	1.7%	4.9%	2.0%	2.4%	2.4%	1.5%	2.9%	3.0%	1.1%	1.5%	5.0%	2.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17c. Have you visited an Austin library facility?</u>												
Yes	72.7%	71.1%	69.0%	69.8%	70.5%	71.1%	75.6%	72.1%	69.3%	73.3%	64.8%	70.5%
No	26.4%	26.6%	29.4%	29.8%	28.6%	27.4%	22.1%	27.9%	30.7%	26.0%	32.4%	28.3%
Don't know	0.9%	2.3%	1.6%	0.4%	1.0%	1.5%	2.3%	0.0%	0.0%	0.8%	2.8%	1.2%

**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	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17d. Have you visited a City pool?</u>												
Yes	62.3%	59.5%	56.7%	50.4%	39.5%	51.9%	51.2%	50.3%	53.7%	59.2%	57.0%	54.2%
No	37.2%	38.5%	42.5%	49.6%	59.5%	46.7%	47.1%	49.2%	46.3%	40.8%	41.3%	45.0%
Don't know	0.4%	1.9%	0.8%	0.0%	1.0%	1.5%	1.7%	0.5%	0.0%	0.0%	1.7%	0.8%

**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	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17e. Have you visited a City recreation center?</u>												
Yes	46.3%	48.7%	50.2%	44.4%	38.6%	41.5%	52.3%	45.7%	49.4%	46.9%	45.8%	45.7%
No	52.4%	49.8%	47.8%	53.6%	59.0%	56.3%	44.8%	51.3%	49.4%	52.3%	52.5%	52.5%
Don't know	1.3%	1.5%	2.0%	2.0%	2.4%	2.2%	2.9%	3.0%	1.1%	0.8%	1.7%	1.8%

**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	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>												
Yes	42.4%	38.4%	42.1%	37.5%	29.0%	37.0%	36.6%	38.1%	33.5%	41.0%	44.7%	38.0%
No	55.0%	60.1%	55.5%	60.6%	68.6%	60.0%	61.6%	59.4%	64.8%	56.7%	53.6%	59.9%
Don't know	2.6%	1.5%	2.4%	2.0%	2.4%	3.0%	1.7%	2.5%	1.7%	2.3%	1.7%	2.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>												
Yes	33.8%	26.6%	27.1%	29.1%	27.6%	25.2%	23.3%	29.4%	31.8%	33.3%	30.7%	28.6%
No	64.9%	70.3%	69.0%	69.3%	69.5%	71.1%	74.4%	68.5%	64.8%	64.8%	66.5%	68.7%
Don't know	1.3%	3.0%	3.9%	1.6%	2.9%	3.7%	2.3%	2.0%	3.4%	1.9%	2.8%	2.7%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>												
Yes	87.9%	88.6%	82.7%	84.5%	76.7%	70.9%	72.7%	83.8%	86.9%	93.9%	96.1%	84.3%
No	10.8%	10.6%	15.7%	15.1%	21.9%	26.9%	25.6%	14.7%	13.1%	6.1%	2.2%	14.6%
Don't know	1.3%	0.8%	1.6%	0.4%	1.4%	2.2%	1.7%	1.5%	0.0%	0.0%	1.7%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17i. Have you called 3-1-1?</u>												
Yes	64.5%	66.2%	66.9%	66.5%	58.4%	61.2%	64.5%	67.5%	64.6%	70.2%	57.9%	64.7%
No	34.2%	32.3%	32.3%	33.1%	39.2%	38.8%	33.7%	32.0%	35.4%	29.0%	38.2%	34.0%
Don't know	1.3%	1.5%	0.8%	0.4%	2.4%	0.0%	1.7%	0.5%	0.0%	0.8%	3.9%	1.2%

**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	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17j. Have you called 9-1-1?</u>												
Yes	40.7%	45.2%	48.2%	40.5%	41.0%	49.6%	43.6%	41.1%	46.6%	45.4%	32.4%	43.4%
No	57.1%	53.2%	50.6%	59.1%	57.1%	50.4%	55.2%	57.9%	52.8%	53.8%	63.7%	55.2%
Don't know	2.2%	1.5%	1.2%	0.4%	1.9%	0.0%	1.2%	1.0%	0.6%	0.8%	3.9%	1.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17k. Have you had contact with the Austin Police Department?</u>												
Yes	62.8%	57.8%	57.3%	57.1%	53.3%	54.1%	58.1%	62.4%	58.5%	59.9%	55.9%	57.9%
No	35.9%	40.7%	41.6%	42.9%	45.2%	45.2%	39.5%	37.6%	41.5%	40.1%	40.8%	41.1%
Don't know	1.3%	1.5%	1.2%	0.0%	1.4%	0.7%	2.3%	0.0%	0.0%	0.0%	3.4%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17l. Have you had contact with the Austin Fire Department?</u>												
Yes	31.2%	28.9%	36.5%	29.1%	30.0%	29.6%	30.4%	29.9%	36.4%	35.1%	26.3%	31.1%
No	67.5%	69.2%	62.0%	70.9%	68.1%	69.6%	67.3%	69.5%	62.5%	64.5%	71.5%	67.5%
Don't know	1.3%	1.9%	1.6%	0.0%	1.9%	0.7%	2.3%	0.5%	1.1%	0.4%	2.2%	1.4%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>												
Yes	33.3%	30.8%	32.5%	30.7%	39.0%	43.7%	41.3%	34.0%	35.2%	26.8%	22.9%	33.1%
No	65.4%	66.9%	65.1%	68.9%	59.5%	54.8%	57.0%	65.5%	63.6%	72.4%	73.2%	65.3%
Don't know	1.3%	2.3%	2.4%	0.4%	1.4%	1.5%	1.7%	0.5%	1.1%	0.8%	3.9%	1.6%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17n. Does Austin Energy provide your electric service?</u>												
Yes	92.5%	95.0%	89.7%	89.2%	94.3%	94.0%	94.7%	95.9%	94.8%	89.6%	86.6%	92.1%
No	6.2%	2.7%	9.5%	10.8%	4.8%	4.5%	2.9%	4.1%	4.6%	9.6%	12.3%	6.8%
Don't know	1.3%	2.3%	0.8%	0.0%	1.0%	1.5%	2.3%	0.0%	0.6%	0.8%	1.1%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>												
Yes	92.6%	89.7%	86.8%	90.8%	87.1%	81.2%	88.9%	88.7%	93.1%	92.7%	89.3%	89.4%
No	6.1%	8.8%	12.4%	9.2%	11.0%	16.5%	9.4%	11.3%	6.9%	6.5%	9.0%	9.5%
Don't know	1.3%	1.5%	0.8%	0.0%	1.9%	2.3%	1.8%	0.0%	0.0%	0.8%	1.7%	1.1%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>												
Yes	94.3%	94.6%	91.2%	94.4%	92.3%	87.1%	94.7%	93.2%	95.4%	94.2%	94.4%	93.4%
No	3.5%	4.2%	8.4%	5.2%	5.7%	11.4%	3.5%	6.3%	4.6%	5.4%	3.9%	5.4%
Don't know	2.2%	1.2%	0.4%	0.4%	1.9%	1.5%	1.8%	0.5%	0.0%	0.4%	1.7%	1.2%

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

N=1225	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	

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

Strongly Disagree	3.4%	3.8%	5.9%	5.5%	1.9%	8.9%	5.8%	1.5%	2.8%	4.6%	4.5%	4.2%
Disagree	9.8%	6.8%	4.7%	7.1%	6.2%	10.4%	8.1%	7.1%	7.9%	5.0%	5.6%	6.9%
Neutral	20.1%	24.0%	22.7%	22.1%	18.0%	16.3%	24.4%	22.8%	27.5%	19.1%	20.7%	21.9%
Agree	32.5%	36.5%	34.9%	32.0%	37.9%	28.1%	32.6%	35.0%	30.9%	42.0%	36.3%	34.5%
Strongly Agree	12.4%	11.4%	15.3%	17.4%	12.3%	11.9%	11.0%	13.7%	14.0%	12.2%	18.4%	13.7%
Don't Know	21.8%	17.5%	16.5%	15.8%	23.7%	24.4%	18.0%	19.8%	16.9%	17.2%	14.5%	18.7%

# 2014 City of Austin Community Survey *Appendix E: Crosstabular Data for Question #17*

*...helping organizations make better decisions since 1982*

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

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2015**



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**Question 17A, 17B, 17D, and 17E cross-tabbed by 1B, 1E, 2A, 3, 4C, 11A-K, and 12**

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

N=1225

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Q1b. The City of Austin as a place to raise children</u>												
Very Satisfied	34.9%	27.6%	66.7%	37.1%	31.2%	48.1%	37.6%	29.2%	66.7%	36.6%	31.1%	55.0%	34.3%
Satisfied	41.5%	42.5%	16.7%	41.5%	42.2%	25.9%	41.0%	42.4%	22.2%	39.5%	43.8%	30.0%	41.5%
Neutral	17.1%	23.6%	0.0%	16.2%	19.0%	18.5%	16.4%	20.0%	0.0%	17.4%	18.4%	10.0%	17.7%
Dissatisfied	5.0%	4.7%	0.0%	3.9%	5.8%	3.7%	3.9%	6.3%	0.0%	5.2%	4.8%	0.0%	4.9%
Very Dissatisfied	1.5%	1.6%	16.7%	1.3%	1.9%	3.7%	1.2%	2.1%	11.1%	1.2%	2.0%	5.0%	1.7%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q1e. Overall value that you receive for your City tax dollars &amp; fees</u>													
Very Satisfied	8.4%	6.0%	33.3%	9.1%	7.3%	16.1%	9.6%	6.0%	30.0%	9.3%	7.0%	18.2%	8.3%
Satisfied	31.8%	30.1%	50.0%	31.7%	31.2%	41.9%	31.3%	32.1%	40.0%	30.5%	32.4%	40.9%	31.8%
Neutral	30.2%	31.6%	16.7%	30.7%	30.4%	22.6%	29.8%	31.1%	20.0%	29.1%	31.7%	22.7%	30.2%
Dissatisfied	18.9%	21.1%	0.0%	19.0%	19.7%	6.5%	17.4%	21.6%	0.0%	21.1%	17.7%	4.5%	19.0%
Very Dissatisfied	10.6%	11.3%	0.0%	9.5%	11.5%	12.9%	11.9%	9.1%	10.0%	10.0%	11.2%	13.6%	10.7%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>													
Very Satisfied	26.8%	14.2%	33.3%	27.3%	23.5%	37.9%	28.4%	21.2%	44.4%	26.3%	24.6%	31.6%	25.6%
Satisfied	50.0%	44.2%	66.7%	48.9%	49.9%	48.3%	47.6%	52.0%	44.4%	48.5%	50.3%	47.4%	49.4%
Neutral	16.2%	31.9%	0.0%	16.2%	19.8%	3.4%	15.5%	21.2%	0.0%	17.7%	18.1%	10.5%	17.8%
Dissatisfied	6.0%	7.1%	0.0%	6.1%	5.8%	10.3%	7.0%	4.9%	0.0%	6.8%	5.6%	0.0%	6.0%
Very Dissatisfied	1.1%	2.7%	0.0%	1.6%	1.0%	0.0%	1.6%	0.6%	11.1%	0.7%	1.4%	10.5%	1.2%

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

N=1225

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>												
Overall quality of parks & recreation programs & facilities	18.4%	8.8%	0.0%	21.3%	14.0%	21.2%	22.0%	11.7%	10.0%	18.3%	16.4%	13.6%	17.2%
Overall quality of City libraries	8.5%	6.1%	16.7%	9.7%	7.3%	3.0%	8.8%	7.5%	10.0%	9.0%	7.6%	4.5%	8.2%
Overall quality of public safety services	60.2%	52.7%	66.7%	64.4%	54.8%	72.7%	59.7%	58.6%	70.0%	58.9%	59.3%	68.2%	59.1%
Overall quality of municipal court services	4.3%	9.5%	0.0%	5.1%	5.0%	0.0%	4.5%	5.3%	0.0%	5.6%	4.4%	4.5%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.0%	4.7%	0.0%	6.1%	5.7%	3.0%	4.7%	7.3%	0.0%	5.9%	5.9%	0.0%	5.8%
Overall quality of drinking water provided by Austin Water Utility	44.4%	37.2%	50.0%	41.5%	44.5%	51.5%	44.4%	42.3%	40.0%	40.4%	46.3%	36.4%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.6%	10.1%	16.7%	5.5%	8.1%	9.1%	6.4%	7.8%	10.0%	5.6%	8.3%	9.1%	7.0%

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

N=1225

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>												
Overall quality of electric utility services provided by Austin Energy	25.7%	31.8%	16.7%	22.3%	29.7%	21.2%	25.6%	27.7%	10.0%	23.7%	29.2%	13.6%	26.3%
Overall maintenance of City streets & sidewalks	32.6%	28.4%	16.7%	33.6%	31.4%	21.2%	31.8%	32.7%	20.0%	33.6%	31.4%	13.6%	32.1%
Overall management of stormwater runoff	4.9%	4.1%	16.7%	4.5%	5.3%	0.0%	5.5%	4.2%	0.0%	5.4%	4.5%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	7.0%	6.1%	0.0%	7.1%	6.6%	9.1%	6.4%	7.5%	10.0%	9.5%	4.5%	9.1%	6.9%
Overall quality of health & human services provided by the City	19.2%	12.8%	0.0%	19.0%	18.1%	12.1%	19.7%	17.0%	0.0%	19.9%	16.7%	22.7%	18.2%
Overall quality of planning, development review, permitting and inspection services	22.7%	14.9%	16.7%	22.7%	21.0%	18.2%	22.6%	20.4%	20.0%	22.1%	21.4%	18.2%	21.6%
Animal Services	4.3%	5.4%	0.0%	5.1%	4.0%	3.0%	4.1%	4.9%	0.0%	5.0%	4.1%	0.0%	4.7%
None chosen	11.5%	22.3%	16.7%	10.9%	14.2%	12.1%	10.5%	15.5%	20.0%	13.1%	12.3%	18.2%	12.7%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q4c. I feel safe in City parks</u>													
Strongly Agree	19.0%	8.2%	16.7%	17.4%	17.7%	44.8%	19.7%	16.1%	28.6%	18.0%	18.4%	22.2%	18.3%
Agree	47.2%	30.6%	66.7%	50.7%	42.7%	31.0%	48.0%	42.9%	42.9%	44.2%	47.5%	50.0%	46.0%
Neutral	23.2%	45.9%	16.7%	23.3%	26.8%	13.8%	22.4%	28.3%	28.6%	26.2%	23.7%	22.2%	24.9%
Disagree	8.5%	10.6%	0.0%	7.0%	10.1%	6.9%	7.4%	10.5%	0.0%	9.6%	8.0%	0.0%	8.6%
Strongly Disagree	2.1%	4.7%	0.0%	1.6%	2.7%	3.4%	2.4%	2.2%	0.0%	2.1%	2.4%	5.6%	2.3%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11a. Number of City parks</u>													
Very Satisfied	28.5%	16.3%	40.0%	31.0%	24.3%	37.5%	32.4%	20.3%	50.0%	29.5%	25.1%	38.9%	27.5%
Satisfied	46.9%	41.8%	60.0%	45.1%	47.8%	45.8%	43.8%	50.5%	37.5%	45.8%	48.0%	27.8%	46.6%
Neutral	16.6%	32.7%	0.0%	15.2%	20.4%	8.3%	14.9%	22.1%	12.5%	16.4%	19.1%	22.2%	17.9%
Dissatisfied	6.5%	7.1%	0.0%	6.7%	6.3%	8.3%	7.3%	5.6%	0.0%	6.0%	7.0%	5.6%	6.5%
Very Dissatisfied	1.5%	2.0%	0.0%	2.1%	1.2%	0.0%	1.6%	1.5%	0.0%	2.2%	0.7%	5.6%	1.5%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11b. Number of walking/biking trails</u>													
Very Satisfied	27.0%	15.1%	40.0%	28.1%	24.1%	33.3%	28.8%	22.2%	42.9%	26.9%	24.6%	44.4%	26.1%
Satisfied	43.5%	35.5%	40.0%	42.6%	42.9%	45.8%	42.2%	43.5%	42.9%	41.9%	44.4%	22.2%	42.9%
Neutral	18.9%	37.6%	20.0%	18.1%	22.9%	8.3%	16.9%	25.4%	14.3%	20.1%	20.6%	27.8%	20.4%
Dissatisfied	8.3%	5.4%	0.0%	8.7%	7.5%	8.3%	9.1%	6.7%	0.0%	8.5%	7.7%	5.6%	8.0%
Very Dissatisfied	2.3%	6.5%	0.0%	2.5%	2.7%	4.2%	3.0%	2.2%	0.0%	2.7%	2.7%	0.0%	2.6%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11c. Appearance of park grounds in Austin</u>													
Very Satisfied	22.1%	15.8%	40.0%	24.4%	18.8%	36.0%	24.4%	17.4%	57.1%	23.6%	19.4%	33.3%	21.7%
Satisfied	49.9%	43.6%	40.0%	46.5%	51.6%	48.0%	48.0%	51.4%	28.6%	46.4%	52.5%	38.9%	49.2%
Neutral	19.8%	36.6%	20.0%	18.4%	24.3%	4.0%	17.8%	26.0%	14.3%	20.6%	21.8%	27.8%	21.3%
Dissatisfied	6.8%	2.0%	0.0%	8.4%	4.4%	12.0%	8.0%	4.2%	0.0%	7.7%	5.3%	0.0%	6.3%
Very Dissatisfied	1.4%	2.0%	0.0%	2.3%	0.8%	0.0%	1.7%	1.0%	0.0%	1.9%	1.1%	0.0%	1.4%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>													
Very Satisfied	23.2%	20.7%	40.0%	24.8%	20.6%	47.8%	26.6%	17.4%	66.7%	26.4%	19.4%	35.7%	23.2%
Satisfied	50.5%	36.6%	60.0%	48.1%	51.3%	34.8%	46.8%	53.8%	33.3%	46.9%	52.3%	42.9%	49.5%
Neutral	20.3%	39.0%	0.0%	19.2%	24.4%	8.7%	19.5%	25.2%	0.0%	20.7%	23.0%	14.3%	21.7%
Dissatisfied	4.7%	3.7%	0.0%	6.5%	3.0%	4.3%	5.5%	3.4%	0.0%	4.1%	5.0%	7.1%	4.6%
Very Dissatisfied	1.2%	0.0%	0.0%	1.3%	0.7%	4.3%	1.7%	0.2%	0.0%	1.8%	0.4%	0.0%	1.1%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11e. Quality of youth athletic programs offered by the City</u>													
Very Satisfied	15.6%	20.8%	40.0%	17.9%	13.8%	40.0%	16.8%	14.2%	60.0%	15.2%	16.9%	33.3%	16.3%
Satisfied	36.3%	24.5%	60.0%	37.6%	33.9%	20.0%	36.4%	34.0%	40.0%	38.0%	31.9%	33.3%	35.6%
Neutral	35.5%	43.4%	0.0%	29.8%	41.9%	40.0%	34.2%	39.7%	0.0%	32.3%	41.5%	33.3%	35.9%
Dissatisfied	9.0%	5.7%	0.0%	10.0%	7.6%	0.0%	8.4%	9.3%	0.0%	10.1%	6.9%	0.0%	8.7%
Very Dissatisfied	3.5%	5.7%	0.0%	4.7%	2.8%	0.0%	4.2%	2.8%	0.0%	4.4%	2.7%	0.0%	3.6%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11f. Quality of adult athletic programs offered by the City</u>													
Very Satisfied	12.2%	19.2%	40.0%	15.4%	9.9%	33.3%	14.0%	10.5%	60.0%	14.1%	10.6%	30.0%	13.1%
Satisfied	37.2%	28.8%	60.0%	36.7%	37.4%	16.7%	36.8%	36.6%	40.0%	37.2%	36.2%	30.0%	36.7%
Neutral	36.5%	42.3%	0.0%	30.9%	42.2%	33.3%	35.3%	39.3%	0.0%	32.7%	43.0%	20.0%	36.6%
Dissatisfied	10.8%	5.8%	0.0%	12.5%	8.1%	16.7%	9.9%	11.3%	0.0%	12.3%	7.9%	0.0%	10.3%
Very Dissatisfied	3.3%	3.8%	0.0%	4.5%	2.4%	0.0%	4.1%	2.3%	0.0%	3.7%	2.3%	20.0%	3.3%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11g. Quality of outdoor athletic fields</u>													
Very Satisfied	14.1%	12.1%	40.0%	16.5%	11.4%	28.6%	15.7%	10.9%	50.0%	14.8%	12.8%	25.0%	14.2%
Satisfied	43.4%	39.4%	60.0%	42.1%	44.3%	42.9%	42.8%	44.1%	50.0%	41.2%	46.4%	25.0%	43.2%
Neutral	33.6%	42.4%	0.0%	30.5%	37.8%	21.4%	31.1%	38.9%	0.0%	33.0%	35.2%	41.7%	34.0%
Dissatisfied	6.5%	4.5%	0.0%	8.1%	4.9%	0.0%	7.8%	4.3%	0.0%	8.2%	4.1%	0.0%	6.3%
Very Dissatisfied	2.3%	1.5%	0.0%	2.8%	1.6%	7.1%	2.6%	1.8%	0.0%	2.8%	1.4%	8.3%	2.3%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11h. Safety in City parks and park facilities</u>													
Very Satisfied	13.1%	12.0%	40.0%	15.1%	11.0%	26.1%	15.7%	8.8%	57.1%	15.3%	10.7%	23.1%	13.2%
Satisfied	46.9%	34.7%	40.0%	46.5%	45.4%	47.8%	46.5%	45.3%	42.9%	42.5%	49.7%	38.5%	46.0%
Neutral	29.2%	40.0%	0.0%	28.8%	31.3%	17.4%	27.8%	33.3%	0.0%	29.8%	29.7%	38.5%	29.8%
Dissatisfied	8.5%	10.7%	0.0%	7.2%	9.9%	8.7%	7.2%	10.9%	0.0%	9.6%	7.9%	0.0%	8.6%
Very Dissatisfied	2.2%	2.7%	20.0%	2.4%	2.4%	0.0%	2.8%	1.7%	0.0%	2.7%	2.0%	0.0%	2.4%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11i. Overall satisfaction with City swimming pools</u>													
Very Satisfied	16.8%	17.2%	60.0%	19.6%	14.5%	23.8%	19.2%	11.1%	80.0%	17.2%	16.8%	20.0%	17.2%
Satisfied	45.4%	32.8%	40.0%	44.8%	44.1%	47.6%	46.3%	41.0%	20.0%	44.4%	44.8%	40.0%	44.5%
Neutral	26.5%	41.4%	0.0%	23.2%	32.0%	4.8%	22.1%	39.5%	0.0%	27.5%	27.2%	26.7%	27.3%
Dissatisfied	8.5%	6.9%	0.0%	9.3%	6.8%	23.8%	8.9%	7.3%	0.0%	8.0%	8.8%	6.7%	8.4%
Very Dissatisfied	2.8%	1.7%	0.0%	3.1%	2.5%	0.0%	3.4%	1.1%	0.0%	2.9%	2.3%	6.7%	2.7%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11j. Satisfaction with aquatic programs</u>													
Very Satisfied	17.1%	13.6%	40.0%	19.6%	13.9%	35.7%	20.1%	9.8%	60.0%	16.6%	17.3%	27.3%	17.2%
Satisfied	36.5%	36.4%	60.0%	36.4%	37.3%	28.6%	36.2%	37.7%	40.0%	39.9%	32.7%	27.3%	36.7%
Neutral	35.4%	43.2%	0.0%	32.3%	39.5%	21.4%	32.6%	42.8%	0.0%	33.0%	39.2%	36.4%	35.6%
Dissatisfied	7.5%	4.5%	0.0%	7.3%	6.9%	14.3%	7.2%	7.4%	0.0%	6.7%	7.9%	9.1%	7.2%
Very Dissatisfied	3.4%	2.3%	0.0%	4.4%	2.4%	0.0%	3.8%	2.3%	0.0%	3.8%	2.9%	0.0%	3.3%

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

N=1225

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>													
Very Satisfied	13.1%	11.4%	40.0%	13.8%	11.9%	27.3%	14.9%	9.7%	57.1%	13.0%	12.6%	31.3%	13.2%
Satisfied	48.0%	37.1%	60.0%	46.0%	48.5%	45.5%	46.1%	49.2%	42.9%	46.2%	48.6%	43.8%	47.2%
Neutral	28.4%	44.3%	0.0%	28.1%	31.3%	13.6%	27.7%	32.5%	0.0%	28.6%	30.8%	12.5%	29.4%
Dissatisfied	8.6%	4.3%	0.0%	9.9%	6.5%	13.6%	9.0%	7.3%	0.0%	9.7%	6.6%	12.5%	8.3%
Very Dissatisfied	1.9%	2.9%	0.0%	2.2%	1.8%	0.0%	2.3%	1.3%	0.0%	2.6%	1.3%	0.0%	1.9%

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

N=1225

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>												
Number of City parks	28.4%	14.9%	0.0%	27.5%	26.4%	18.2%	28.6%	24.5%	10.0%	26.9%	26.4%	27.3%	26.5%
Number of walking/biking trails	25.4%	12.8%	0.0%	26.3%	22.2%	15.2%	25.8%	21.7%	0.0%	23.5%	24.2%	13.6%	23.7%
Appearance of park grounds in Austin	19.6%	8.8%	33.3%	19.0%	17.5%	27.3%	19.2%	17.3%	20.0%	17.4%	19.3%	13.6%	18.3%
Quality of parks & recreation programs offered by the Austin Parks Department	26.5%	20.9%	33.3%	23.9%	26.9%	33.3%	26.4%	25.0%	40.0%	26.0%	25.4%	31.8%	25.7%
Quality of youth athletic programs offered by the City	15.3%	14.9%	16.7%	15.0%	15.7%	9.1%	15.9%	14.8%	0.0%	17.1%	14.0%	4.5%	15.2%
Quality of adult athletic programs offered by the City	5.8%	8.8%	0.0%	7.5%	5.4%	0.0%	6.1%	6.4%	0.0%	7.5%	4.8%	9.1%	6.1%
Quality of outdoor athletic fields	4.6%	2.7%	0.0%	5.1%	4.0%	0.0%	3.8%	5.1%	0.0%	5.4%	3.3%	9.1%	4.3%
Safety in City parks & park facilities	40.4%	29.7%	16.7%	37.4%	40.2%	36.4%	39.5%	38.5%	30.0%	39.3%	38.8%	31.8%	38.8%

**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? (Sum of Top Three Choices)**

N=1225

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>													
Overall satisfaction with City swimming pools	17.1%	6.8%	0.0%	19.6%	12.6%	21.2%	22.9%	7.5%	0.0%	17.2%	14.8%	4.5%	15.7%
Satisfaction with aquatic programs	3.0%	1.4%	0.0%	3.0%	2.8%	0.0%	3.5%	2.0%	0.0%	2.5%	3.1%	0.0%	2.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.4%	14.9%	16.7%	17.8%	16.7%	12.1%	15.9%	18.4%	20.0%	16.2%	18.1%	9.1%	17.0%
Cleanliness of library facilities	4.5%	6.8%	0.0%	4.2%	5.6%	0.0%	3.2%	6.8%	0.0%	4.8%	4.8%	4.5%	4.8%
Library programs	18.1%	12.2%	33.3%	20.2%	15.3%	21.2%	17.9%	16.6%	30.0%	18.7%	16.4%	18.2%	17.5%
Materials at libraries	18.4%	14.9%	16.7%	21.3%	15.4%	18.2%	19.1%	16.4%	20.0%	17.8%	18.4%	9.1%	18.0%
Library hours	9.4%	8.8%	0.0%	9.5%	9.4%	3.0%	9.8%	8.8%	0.0%	10.1%	8.9%	0.0%	9.3%
None chosen	15.2%	47.3%	33.3%	15.6%	21.7%	24.2%	14.2%	25.2%	30.0%	16.5%	21.2%	31.8%	19.4%

**Question 17C cross-tabbed by 2B, 3, 11L-O, 12 and 15C**

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q2b. Overall quality of City libraries</u>				
Very Satisfied	29.9%	14.9%	37.5%	27.1%
Satisfied	48.2%	42.8%	25.0%	46.9%
Neutral	15.2%	37.5%	25.0%	19.8%
Dissatisfied	6.1%	3.4%	0.0%	5.5%
Very Dissatisfied	0.5%	1.4%	12.5%	0.8%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>			
Overall quality of parks & recreation programs & facilities	16.9%	18.6%	6.7%	17.2%
Overall quality of City libraries	10.5%	2.9%	0.0%	8.2%
Overall quality of public safety services	61.7%	52.8%	66.7%	59.1%
Overall quality of municipal court services	5.2%	4.3%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.1%	7.2%	13.3%	5.8%
Overall quality of drinking water provided by Austin Water Utility	44.4%	41.4%	33.3%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.3%	9.0%	6.7%	7.0%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	25.1%	30.1%	13.3%	26.3%
Overall maintenance of City streets & sidewalks	32.0%	31.9%	40.0%	32.1%
Overall management of stormwater runoff	4.2%	6.4%	6.7%	4.8%
Overall effectiveness of communication by the City of Austin	7.3%	6.1%	0.0%	6.9%
Overall quality of health & human services provided by the City	19.3%	15.9%	13.3%	18.2%
Overall quality of planning, development review, permitting and inspection services	21.4%	22.3%	20.0%	21.6%
Animal Services	4.3%	4.6%	6.7%	4.7%
None chosen	12.1%	14.2%	20.0%	12.7%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	

Q11. Cleanliness of library facilities

Very Satisfied	31.9%	18.8%	66.7%	30.2%
Satisfied	48.0%	48.6%	33.3%	48.0%
Neutral	16.5%	31.3%	0.0%	18.6%
Dissatisfied	3.0%	1.4%	0.0%	2.8%
Very Dissatisfied	0.5%	0.0%	0.0%	0.4%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11m. Library programs</u>				
Very Satisfied	30.9%	15.6%	80.0%	29.0%
Satisfied	45.1%	43.8%	20.0%	44.8%
Neutral	19.2%	38.3%	0.0%	21.9%
Dissatisfied	4.0%	0.0%	0.0%	3.4%
Very Dissatisfied	0.7%	2.3%	0.0%	0.9%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11n. Materials at libraries</u>				
Very Satisfied	28.6%	16.7%	60.0%	27.1%
Satisfied	45.4%	44.9%	20.0%	45.2%
Neutral	19.3%	34.1%	20.0%	21.4%
Dissatisfied	5.4%	2.9%	0.0%	5.0%
Very Dissatisfied	1.3%	1.4%	0.0%	1.3%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11o. Library hours</u>				
Very Satisfied	19.6%	14.0%	60.0%	19.1%
Satisfied	43.3%	39.7%	20.0%	42.7%
Neutral	22.7%	37.5%	0.0%	24.7%
Dissatisfied	11.8%	5.1%	0.0%	10.8%
Very Dissatisfied	2.5%	3.7%	20.0%	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? (Sum of Top Three Choices)**

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Number of City parks	26.4%	27.2%	26.7%	26.5%
Number of walking/biking trails	21.9%	28.7%	13.3%	23.7%
Appearance of park grounds in Austin	16.2%	22.9%	40.0%	18.3%
Quality of parks & recreation programs offered by the Austin Parks Department	25.0%	27.5%	33.3%	25.7%
Quality of youth athletic programs offered by the City	15.5%	14.8%	13.3%	15.2%
Quality of adult athletic programs offered by the City	6.4%	5.8%	0.0%	6.1%
Quality of outdoor athletic fields	4.5%	4.1%	0.0%	4.3%
Safety in City parks & park facilities	39.2%	38.0%	46.7%	38.8%

**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? (Sum of Top Three Choices)**

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<b><u>Sum of Top Three Choices (Cont.)</u></b>				
Overall satisfaction with City swimming pools	18.1%	10.1%	6.7%	15.7%
Satisfaction with aquatic programs	3.4%	1.4%	0.0%	2.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	16.9%	17.7%	13.3%	17.0%
Cleanliness of library facilities	5.7%	2.9%	0.0%	4.8%
Library programs	21.2%	8.4%	13.3%	17.5%
Materials at libraries	22.9%	5.8%	13.3%	18.0%
Library hours	11.6%	3.5%	6.7%	9.3%
None chosen	15.3%	29.0%	20.0%	19.4%

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

N=1225	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q15c. Helpfulness of library staff</u>				
Very Satisfied	47.9%	18.9%	80.0%	43.8%
Satisfied	37.1%	40.9%	20.0%	37.6%
Neutral	13.8%	37.9%	0.0%	17.2%
Dissatisfied	0.7%	1.5%	0.0%	0.8%
Very Dissatisfied	0.7%	0.8%	0.0%	0.7%

**Question 17F cross-tabbed by 2D, 3, and 16H**

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

N=1225

Q17f. Have you had contact with the City of Austin Municipal Court?			Total
Yes	No	Don't know	

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

Very Satisfied	13.7%	13.4%	16.7%	13.8%
Satisfied	35.2%	39.3%	38.9%	37.6%
Neutral	32.2%	38.5%	33.3%	35.2%
Dissatisfied	13.7%	6.7%	5.6%	9.8%
Very Dissatisfied	5.2%	2.1%	5.6%	3.6%

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

N=1225	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	16.8%	17.6%	15.4%	17.2%
Overall quality of City libraries	7.3%	8.8%	7.7%	8.2%
Overall quality of public safety services	58.3%	59.4%	73.1%	59.1%
Overall quality of municipal court services	5.2%	4.9%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	7.3%	4.9%	3.8%	5.8%
Overall quality of drinking water provided by Austin Water Utility	44.1%	43.2%	42.3%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.9%	6.9%	15.4%	7.0%

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

N=1225	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	26.8%	26.6%	15.4%	26.3%
Overall maintenance of City streets & sidewalks	31.3%	33.2%	11.5%	32.1%
Overall management of stormwater runoff	5.2%	4.7%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	8.2%	5.9%	11.5%	6.9%
Overall quality of health & human services provided by the City	21.4%	16.3%	19.2%	18.2%
Overall quality of planning, development review, permitting and inspection services	21.4%	21.5%	30.8%	21.6%
Animal Services	4.3%	4.5%	3.8%	4.7%
None chosen	10.4%	14.3%	11.5%	12.7%

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

N=1225

Q17f. Have you had contact with the City of Austin Municipal Court?			Total
Yes	No	Don't know	

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

Very Satisfied	17.6%	19.0%	15.4%	18.4%
Satisfied	28.5%	39.7%	15.4%	35.0%
Neutral	25.9%	27.0%	38.5%	26.7%
Dissatisfied	12.2%	9.8%	7.7%	10.8%
Very Dissatisfied	15.8%	4.4%	23.1%	9.2%

**Question 17G cross-tabbed by 1G, 2M, 3, 5H, 6, 13H-J, 14, 15F, 16E and 16G**

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q1g. How well the City of Austin is planning growth

Very Satisfied	6.2%	6.6%	3.0%	6.5%
Satisfied	13.3%	20.2%	21.2%	18.2%
Neutral	22.4%	22.2%	27.3%	22.6%
Dissatisfied	26.5%	29.8%	21.2%	28.5%
Very Dissatisfied	31.6%	21.2%	27.3%	24.3%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

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

Very Satisfied	6.0%	6.7%	6.9%	6.5%
Satisfied	16.8%	23.2%	20.7%	21.4%
Neutral	25.3%	33.1%	31.0%	30.6%
Dissatisfied	25.3%	23.5%	27.6%	24.0%
Very Dissatisfied	26.6%	13.5%	13.8%	17.5%

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

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	16.3%	17.1%	30.3%	17.2%
Overall quality of City libraries	8.3%	8.0%	12.1%	8.2%
Overall quality of public safety services	61.3%	57.9%	69.7%	59.1%
Overall quality of municipal court services	5.2%	5.0%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.9%	5.5%	3.0%	5.8%
Overall quality of drinking water provided by Austin Water Utility	43.8%	43.4%	42.4%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	4.9%	7.6%	15.2%	7.0%

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

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	25.5%	27.0%	21.2%	26.3%
Overall maintenance of City streets & sidewalks	38.4%	30.1%	12.1%	32.1%
Overall management of stormwater runoff	4.3%	5.3%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	7.2%	6.7%	9.1%	6.9%
Overall quality of health & human services provided by the City	20.1%	17.6%	18.2%	18.2%
Overall quality of planning, development review, permitting and inspection services	22.3%	21.4%	18.2%	21.6%
Animal Services	5.7%	3.8%	6.1%	4.7%
None chosen	10.0%	14.1%	9.1%	12.7%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	5.7%	8.5%	9.1%	7.8%
Satisfied	24.5%	32.9%	40.9%	30.6%
Neutral	31.8%	38.2%	22.7%	35.6%
Dissatisfied	19.1%	13.2%	13.6%	15.0%
Very Dissatisfied	18.8%	7.2%	13.6%	10.9%

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

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Condition of major City streets	57.9%	58.4%	54.5%	58.0%
Condition of streets in your neighborhood	32.4%	24.4%	27.3%	26.7%
Condition of sidewalks in your neighborhood	18.9%	16.2%	15.2%	17.1%
Timing of traffic signals on City streets	24.9%	27.7%	18.2%	26.7%
Traffic flow on major City streets	56.7%	59.5%	60.6%	58.7%
Pedestrian accessibility	23.8%	26.0%	30.3%	25.6%
Bicycle accessibility	16.0%	17.4%	12.1%	16.8%
Enforcement of local codes & ordinances	30.9%	21.0%	15.2%	23.6%
None chosen	12.3%	15.9%	18.2%	15.0%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q13h. Cleanliness of City streets and public areas

Very Satisfied	14.7%	19.4%	34.5%	18.4%
Satisfied	41.6%	50.7%	44.8%	47.9%
Neutral	27.7%	20.3%	17.2%	22.3%
Dissatisfied	11.8%	7.9%	0.0%	8.8%
Very Dissatisfied	4.0%	1.7%	3.4%	2.4%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q13i. Cleanliness of your neighborhood

Very Satisfied	21.6%	29.8%	41.4%	27.6%
Satisfied	44.1%	45.7%	34.5%	45.1%
Neutral	15.6%	14.2%	17.2%	14.6%
Dissatisfied	13.5%	8.3%	6.9%	9.8%
Very Dissatisfied	5.2%	2.1%	0.0%	2.9%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

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

Very Satisfied	8.8%	13.0%	33.3%	12.3%
Satisfied	26.3%	33.6%	7.4%	30.7%
Neutral	20.9%	29.7%	22.2%	26.7%
Dissatisfied	28.8%	16.9%	25.9%	20.7%
Very Dissatisfied	15.3%	6.9%	11.1%	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?(Sum of Top Three Choices)**

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	42.4%	42.1%	30.3%	41.8%
Quality of residential yard waste collection	5.2%	7.6%	3.0%	6.8%
Quality of residential curbside recycling services	16.6%	18.3%	15.2%	17.8%
Household hazardous waste disposal service	9.7%	8.8%	0.0%	8.8%
Bulky item pick-up/removal services	13.2%	10.6%	9.1%	11.3%
Reliability of your electric service	42.4%	41.0%	48.5%	41.6%
Safety of your drinking water	54.7%	56.6%	51.5%	55.8%
Cleanliness of City streets & public areas	26.9%	25.8%	24.2%	26.0%
Cleanliness of your neighborhood	15.2%	15.2%	18.2%	15.2%

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

N=1225

	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	36.1%	24.4%	30.3%	27.8%
None chosen	13.5%	16.5%	18.2%	15.8%

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

N=1225

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

**Q15f. Review services for residential and commercial building plans**

Very Satisfied	7.3%	11.1%	15.0%	10.0%
Satisfied	19.7%	25.6%	15.0%	23.1%
Neutral	32.2%	37.9%	45.0%	36.2%
Dissatisfied	18.9%	16.5%	10.0%	17.2%
Very Dissatisfied	21.9%	8.9%	15.0%	13.6%

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

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q16e. Food Safety Inspection program</u>				
Very Satisfied	10.3%	16.5%	18.8%	14.5%
Satisfied	35.3%	41.5%	43.8%	39.6%
Neutral	42.0%	34.4%	25.0%	36.5%
Dissatisfied	9.4%	5.8%	0.0%	6.8%
Very Dissatisfied	3.1%	1.9%	12.5%	2.5%

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

N=1225	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q16g. Accessibility of municipal court services</u>				
Very Satisfied	9.6%	13.3%	14.3%	12.1%
Satisfied	28.8%	37.0%	35.7%	34.5%
Neutral	40.8%	38.1%	28.6%	38.7%
Dissatisfied	12.9%	8.5%	7.1%	9.8%
Very Dissatisfied	7.9%	3.0%	14.3%	4.7%

**Question 17H cross-tabbed by 2E and 3**

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

N=1225	Q17h. Have you visited the Austin-Bergstrom International Airport?			<u>Total</u>
			Don't know	
	<u>Yes</u>	<u>No</u>		<u>_____</u>

Q2e. Overall quality of the Austin-Bergstrom International Airport

Very Satisfied	37.0%	28.8%	38.5%	36.4%
Satisfied	47.5%	38.4%	23.1%	46.0%
Neutral	13.0%	28.0%	30.8%	14.8%
Dissatisfied	1.9%	4.0%	0.0%	2.1%
Very Dissatisfied	0.6%	0.8%	7.7%	0.7%

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

N=1225	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	18.3%	11.2%	7.7%	17.2%
Overall quality of City libraries	8.5%	6.7%	7.7%	8.2%
Overall quality of public safety services	60.9%	49.4%	61.5%	59.1%
Overall quality of municipal court services	4.7%	6.7%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.4%	2.2%	0.0%	5.8%
Overall quality of drinking water provided by Austin Water Utility	44.6%	37.6%	38.5%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.1%	11.8%	15.4%	7.0%

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

N=1225	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	25.0%	34.8%	23.1%	26.3%
Overall maintenance of City streets & sidewalks	33.0%	28.7%	7.7%	32.1%
Overall management of stormwater runoff	4.9%	5.1%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	6.6%	8.4%	7.7%	6.9%
Overall quality of health & human services provided by the City	18.1%	20.2%	7.7%	18.2%
Overall quality of planning, development review, permitting and inspection services	23.0%	14.6%	15.4%	21.6%
Animal Services	3.9%	7.3%	7.7%	4.7%
None chosen	11.1%	21.9%	23.1%	12.7%

**Question 17I cross-tabbed by 15A, 15B, 15D, and 15E**

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

N=1225	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	21.9%	22.5%	25.0%	22.2%
Satisfied	47.6%	50.0%	58.3%	48.4%
Neutral	21.9%	18.5%	16.7%	20.8%
Dissatisfied	5.3%	4.9%	0.0%	5.1%
Very Dissatisfied	3.4%	4.0%	0.0%	3.5%

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

N=1225	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15b. Water and wastewater utility customer service</u>				
Very Satisfied	20.6%	20.9%	27.3%	20.9%
Satisfied	47.6%	47.8%	45.5%	47.6%
Neutral	23.1%	21.3%	9.1%	22.3%
Dissatisfied	5.5%	6.9%	9.1%	6.0%
Very Dissatisfied	3.2%	3.1%	9.1%	3.2%

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

N=1225	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>				
Very Satisfied	20.4%	18.2%	25.0%	19.9%
Satisfied	49.0%	51.0%	41.7%	49.5%
Neutral	23.5%	22.5%	25.0%	23.2%
Dissatisfied	5.0%	6.1%	0.0%	5.2%
Very Dissatisfied	2.1%	2.3%	8.3%	2.2%

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

N=1225	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>				
Very Satisfied	35.5%	21.2%	50.0%	32.4%
Satisfied	43.9%	43.4%	33.3%	43.7%
Neutral	14.8%	31.9%	16.7%	18.8%
Dissatisfied	4.1%	3.1%	0.0%	3.9%
Very Dissatisfied	1.6%	0.4%	0.0%	1.3%

**Question 17J cross-tabbed by 2C, 3, 4A-E, 7A-G, 8, 9A, and 15D**

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	28.4%	24.4%	52.9%	26.8%
Satisfied	46.1%	53.1%	35.3%	49.6%
Neutral	16.3%	17.2%	5.9%	16.6%
Dissatisfied	7.2%	4.1%	5.9%	5.4%
Very Dissatisfied	1.9%	1.3%	0.0%	1.5%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	14.7%	19.2%	17.6%	17.2%
Overall quality of City libraries	9.4%	7.3%	5.9%	8.2%
Overall quality of public safety services	61.3%	57.2%	76.5%	59.1%
Overall quality of municipal court services	5.8%	4.3%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.1%	6.4%	5.9%	5.8%
Overall quality of drinking water provided by Austin Water Utility	43.2%	43.7%	41.2%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	5.5%	8.3%	5.9%	7.0%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	27.0%	26.2%	17.6%	26.3%
Overall maintenance of City streets & sidewalks	34.3%	30.5%	23.5%	32.1%
Overall management of stormwater runoff	4.9%	4.9%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	8.3%	5.8%	5.9%	6.9%
Overall quality of health & human services provided by the City	19.8%	17.2%	11.8%	18.2%
Overall quality of planning, development review, permitting and inspection services	20.8%	21.8%	41.2%	21.6%
Animal Services	5.3%	3.9%	0.0%	4.7%
None chosen	10.4%	14.7%	11.8%	12.7%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>				
Strongly Agree	44.8%	50.0%	70.6%	48.2%
Agree	41.5%	42.4%	23.5%	41.6%
Neutral	8.0%	4.0%	5.9%	5.7%
Disagree	4.2%	2.5%	0.0%	3.2%
Strongly Disagree	1.5%	1.0%	0.0%	1.2%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4b. I feel safe in my neighborhood at night</u>				
Strongly Agree	26.9%	33.3%	64.7%	31.1%
Agree	42.9%	45.4%	23.5%	43.9%
Neutral	13.9%	13.0%	11.8%	13.3%
Disagree	10.6%	5.7%	0.0%	7.8%
Strongly Disagree	5.7%	2.5%	0.0%	3.9%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4c. I feel safe in City parks</u>				
Strongly Agree	16.4%	19.1%	43.8%	18.3%
Agree	41.4%	49.6%	50.0%	46.0%
Neutral	27.0%	23.8%	0.0%	24.9%
Disagree	11.3%	6.5%	6.3%	8.6%
Strongly Disagree	3.9%	1.0%	0.0%	2.3%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4d. I feel safe walking alone downtown during the day</u>				
Strongly Agree	33.6%	36.7%	62.5%	35.8%
Agree	42.7%	43.0%	25.0%	42.4%
Neutral	14.1%	13.3%	0.0%	13.5%
Disagree	7.2%	5.2%	12.5%	6.3%
Strongly Disagree	2.4%	1.8%	0.0%	2.0%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4e. I feel safe walking alone downtown at night</u>				
Strongly Agree	9.1%	9.5%	33.3%	9.8%
Agree	16.6%	24.9%	13.3%	20.9%
Neutral	27.8%	26.1%	13.3%	26.6%
Disagree	28.8%	25.7%	33.3%	27.1%
Strongly Disagree	17.7%	13.8%	6.7%	15.6%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7a. Overall quality of police services</u>				
Very Satisfied	22.8%	22.9%	35.7%	23.2%
Satisfied	50.5%	51.4%	57.1%	50.9%
Neutral	15.3%	18.7%	0.0%	16.9%
Dissatisfied	8.1%	5.0%	0.0%	6.3%
Very Dissatisfied	3.3%	2.1%	7.1%	2.7%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7b. Speed of emergency police response</u>				
Very Satisfied	22.8%	23.3%	50.0%	23.4%
Satisfied	45.0%	44.4%	50.0%	44.5%
Neutral	20.0%	23.9%	0.0%	21.9%
Dissatisfied	7.9%	6.4%	0.0%	7.0%
Very Dissatisfied	4.4%	2.0%	0.0%	3.2%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7c. Enforcement of local traffic laws</u>				
Very Satisfied	10.4%	12.3%	16.7%	11.5%
Satisfied	44.0%	44.6%	33.3%	44.3%
Neutral	27.7%	31.8%	33.3%	29.9%
Dissatisfied	9.8%	7.0%	8.3%	8.3%
Very Dissatisfied	8.1%	4.3%	8.3%	6.0%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7d. Overall quality of fire services</u>				
Very Satisfied	39.3%	39.3%	75.0%	39.9%
Satisfied	50.0%	46.7%	25.0%	47.8%
Neutral	10.3%	13.7%	0.0%	11.9%
Dissatisfied	0.4%	0.4%	0.0%	0.4%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7e. Timeliness of Fire response to emergency location</u>				
Very Satisfied	44.1%	41.1%	75.0%	43.1%
Satisfied	43.6%	42.3%	12.5%	42.4%
Neutral	11.1%	16.0%	12.5%	13.7%
Dissatisfied	1.0%	0.6%	0.0%	0.8%
Very Dissatisfied	0.2%	0.0%	0.0%	0.1%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7f. Medical assistance provided by EMS</u>				
Very Satisfied	47.5%	40.3%	75.0%	43.9%
Satisfied	39.0%	42.2%	25.0%	40.7%
Neutral	11.8%	16.9%	0.0%	14.3%
Dissatisfied	1.2%	0.2%	0.0%	0.7%
Very Dissatisfied	0.5%	0.4%	0.0%	0.4%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	47.4%	41.0%	71.4%	44.2%
Satisfied	40.3%	40.1%	28.6%	40.2%
Neutral	11.1%	18.5%	0.0%	14.8%
Dissatisfied	0.9%	0.2%	0.0%	0.6%
Very Dissatisfied	0.2%	0.2%	0.0%	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? (Sum of Top Two Choices)**

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	45.8%	48.0%	41.2%	46.8%
Speed of emergency police response	36.4%	29.7%	23.5%	32.6%
Enforcement of local traffic laws	9.2%	7.9%	0.0%	8.4%
Overall quality of fire services	24.2%	26.4%	47.1%	25.7%
Timeliness of Fire response to emergency location	21.3%	20.8%	11.8%	21.0%
Medical assistance provided by EMS	19.6%	21.2%	0.0%	20.2%
Timeliness of EMS response to emergency location	17.9%	15.9%	5.9%	16.7%
None chosen	12.6%	15.5%	35.3%	14.4%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	13.3%	16.5%	42.9%	15.7%
Satisfied	38.5%	41.3%	57.1%	40.0%
Neutral	36.6%	31.1%	0.0%	33.1%
Dissatisfied	8.3%	8.0%	0.0%	8.0%
Very Dissatisfied	3.3%	3.1%	0.0%	3.1%

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

N=1225	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>				
Very Satisfied	19.3%	20.0%	28.6%	19.9%
Satisfied	48.5%	50.5%	42.9%	49.5%
Neutral	22.8%	23.6%	21.4%	23.2%
Dissatisfied	5.7%	5.0%	0.0%	5.2%
Very Dissatisfied	3.7%	0.9%	7.1%	2.2%

**Question 17K cross-tabbed by 2C, 3, 4A-E, 5H, 7A-C, 8, and 13J**

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	27.1%	25.0%	53.8%	26.8%
Satisfied	47.8%	53.2%	30.8%	49.6%
Neutral	16.7%	16.7%	15.4%	16.6%
Dissatisfied	6.7%	3.8%	0.0%	5.4%
Very Dissatisfied	1.7%	1.3%	0.0%	1.5%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	16.4%	18.4%	15.4%	17.2%
Overall quality of City libraries	8.5%	7.8%	7.7%	8.2%
Overall quality of public safety services	60.5%	57.3%	69.2%	59.1%
Overall quality of municipal court services	4.5%	5.6%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.7%	6.2%	0.0%	5.8%
Overall quality of drinking water provided by Austin Water Utility	42.9%	43.7%	61.5%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	5.5%	9.2%	7.7%	7.0%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	27.8%	24.4%	30.8%	26.3%
Overall maintenance of City streets & sidewalks	34.7%	28.5%	23.1%	32.1%
Overall management of stormwater runoff	4.5%	5.2%	7.7%	4.8%
Overall effectiveness of communication by the City of Austin	7.9%	5.6%	0.0%	6.9%
Overall quality of health & human services provided by the City	18.6%	18.2%	7.7%	18.2%
Overall quality of planning, development review, permitting and inspection services	23.4%	19.4%	15.4%	21.6%
Animal Services	4.0%	5.2%	0.0%	4.7%
None chosen	10.8%	15.8%	7.7%	12.7%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4a. I feel safe in my neighborhood during the day</u>				
Strongly Agree	45.6%	51.4%	50.0%	48.2%
Agree	41.0%	42.8%	41.7%	41.6%
Neutral	7.3%	3.6%	8.3%	5.7%
Disagree	4.3%	1.8%	0.0%	3.2%
Strongly Disagree	1.9%	0.4%	0.0%	1.2%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4b. I feel safe in my neighborhood at night</u>				
Strongly Agree	27.9%	34.9%	46.2%	31.1%
Agree	43.7%	44.6%	38.5%	43.9%
Neutral	14.3%	12.0%	15.4%	13.3%
Disagree	9.0%	6.2%	0.0%	7.8%
Strongly Disagree	5.1%	2.2%	0.0%	3.9%

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

N=1225

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

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q4c. I feel safe in City parks

Strongly Agree	18.1%	18.1%	33.3%	18.3%
Agree	42.5%	51.0%	50.0%	46.0%
Neutral	26.1%	23.3%	16.7%	24.9%
Disagree	10.7%	5.7%	0.0%	8.6%
Strongly Disagree	2.6%	1.8%	0.0%	2.3%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4d. I feel safe walking alone downtown during the day</u>				
Strongly Agree	36.7%	33.5%	66.7%	35.8%
Agree	39.6%	48.0%	8.3%	42.4%
Neutral	14.8%	11.4%	16.7%	13.5%
Disagree	6.6%	5.6%	8.3%	6.3%
Strongly Disagree	2.4%	1.6%	0.0%	2.0%

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

N=1225

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q4e. I feel safe walking alone downtown at night

Strongly Agree	10.3%	8.3%	16.7%	9.8%
Agree	19.7%	22.9%	25.0%	20.9%
Neutral	26.9%	26.6%	16.7%	26.6%
Disagree	25.8%	29.0%	41.7%	27.1%
Strongly Disagree	17.2%	13.2%	0.0%	15.6%

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

N=1225

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	7.6%	7.6%	9.1%	7.8%
Satisfied	27.5%	34.5%	45.5%	30.6%
Neutral	34.1%	38.8%	18.2%	35.6%
Dissatisfied	16.3%	13.5%	9.1%	15.0%
Very Dissatisfied	14.4%	5.6%	18.2%	10.9%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q7a. Overall quality of police services</u>				
Very Satisfied	23.5%	21.4%	60.0%	23.2%
Satisfied	49.6%	53.8%	30.0%	50.9%
Neutral	15.7%	19.0%	10.0%	16.9%
Dissatisfied	7.7%	4.2%	0.0%	6.3%
Very Dissatisfied	3.5%	1.6%	0.0%	2.7%

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

N=1225

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

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

Q7b. Speed of emergency police response

Very Satisfied	23.8%	21.7%	57.1%	23.4%
Satisfied	44.5%	45.3%	28.6%	44.5%
Neutral	20.3%	24.8%	14.3%	21.9%
Dissatisfied	7.5%	6.6%	0.0%	7.0%
Very Dissatisfied	4.0%	1.7%	0.0%	3.2%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q7c. Enforcement of local traffic laws</u>				
Very Satisfied	11.6%	11.0%	25.0%	11.5%
Satisfied	42.0%	47.7%	33.3%	44.3%
Neutral	29.4%	30.9%	33.3%	29.9%
Dissatisfied	9.1%	7.0%	8.3%	8.3%
Very Dissatisfied	7.9%	3.4%	0.0%	6.0%

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

N=1225	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	49.2%	43.9%	46.2%	46.8%
Speed of emergency police response	35.3%	29.1%	15.4%	32.6%
Enforcement of local traffic laws	9.8%	6.6%	0.0%	8.4%
Overall quality of fire services	26.5%	24.4%	38.5%	25.7%
Timeliness of Fire response to emergency location	21.4%	20.4%	15.4%	21.0%
Medical assistance provided by EMS	18.1%	23.4%	15.4%	20.2%
Timeliness of EMS response to emergency location	16.4%	17.2%	7.7%	16.7%
None chosen	11.3%	18.8%	23.1%	14.4%

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

N=1225

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

Q17k. Have you had contact with the Austin Police Department?			Total
Yes	No	Don't know	

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

Very Satisfied	11.8%	12.4%	30.0%	12.3%
Satisfied	26.0%	37.9%	20.0%	30.7%
Neutral	25.8%	28.2%	30.0%	26.7%
Dissatisfied	23.1%	17.2%	20.0%	20.7%
Very Dissatisfied	13.2%	4.4%	0.0%	9.6%

**Question 17L cross-tabbed by 2C, 3, 7D-F, and 8**

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

N=1225

Q17L. Have you had contact with the Austin Fire Department?			Total
Yes	No	Don't know	

Q2c. Overall quality of public safety services

Very Satisfied	31.2%	24.2%	35.3%	26.8%
Satisfied	46.2%	51.4%	47.1%	49.6%
Neutral	14.2%	17.9%	11.8%	16.6%
Dissatisfied	6.5%	5.0%	5.9%	5.4%
Very Dissatisfied	1.9%	1.4%	0.0%	1.5%

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

N=1225	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>			
Overall quality of parks & recreation programs & facilities	16.6%	17.6%	11.8%	17.2%
Overall quality of City libraries	10.0%	7.4%	5.9%	8.2%
Overall quality of public safety services	60.4%	58.4%	76.5%	59.1%
Overall quality of municipal court services	5.0%	5.0%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.6%	5.5%	5.9%	5.8%
Overall quality of drinking water provided by Austin Water Utility	43.8%	43.0%	58.8%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	5.5%	7.8%	5.9%	7.0%

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

N=1225	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	27.7%	25.8%	29.4%	26.3%
Overall maintenance of City streets & sidewalks	30.6%	32.9%	23.5%	32.1%
Overall management of stormwater runoff	6.1%	4.4%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	7.7%	6.6%	5.9%	6.9%
Overall quality of health & human services provided by the City	19.0%	18.1%	11.8%	18.2%
Overall quality of planning, development review, permitting and inspection services	21.1%	21.9%	17.6%	21.6%
Animal Services	5.0%	4.1%	5.9%	4.7%
None chosen	10.6%	14.0%	5.9%	12.7%

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

N=1225	Q17l. Have you had contact with the Austin Fire Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u></u>

Q7d. Overall quality of fire services

Very Satisfied	45.5%	36.2%	58.3%	39.9%
Satisfied	46.7%	48.8%	33.3%	47.8%
Neutral	7.5%	14.5%	8.3%	11.9%
Dissatisfied	0.3%	0.5%	0.0%	0.4%

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

N=1225

Q17i. Have you had  
contact with the Austin  
Fire Department?

			Total
Yes	No	Don't know	

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	50.7%	37.9%	55.6%	43.1%
Satisfied	39.7%	44.6%	22.2%	42.4%
Neutral	8.7%	16.6%	22.2%	13.7%
Dissatisfied	0.9%	0.7%	0.0%	0.8%
Very Dissatisfied	0.0%	0.2%	0.0%	0.1%

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

N=1225

Q17i. Have you had  
contact with the Austin  
Fire Department?

			Total
Yes	No	Don't know	

Q7f. Medical assistance provided by EMS

Very Satisfied	50.9%	39.9%	62.5%	43.9%
Satisfied	38.3%	42.0%	25.0%	40.7%
Neutral	9.9%	17.0%	12.5%	14.3%
Dissatisfied	0.6%	0.7%	0.0%	0.7%
Very Dissatisfied	0.3%	0.5%	0.0%	0.4%

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

N=1225	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	48.3%	46.4%	47.1%	46.8%
Speed of emergency police response	35.6%	31.5%	17.6%	32.6%
Enforcement of local traffic laws	9.2%	7.9%	5.9%	8.4%
Overall quality of fire services	29.6%	23.8%	35.3%	25.7%
Timeliness of Fire response to emergency location	17.7%	22.6%	11.8%	21.0%
Medical assistance provided by EMS	17.7%	21.4%	23.5%	20.2%
Timeliness of EMS response to emergency location	16.4%	16.9%	11.8%	16.7%
None chosen	12.9%	15.2%	17.6%	14.4%

**Question 17M cross-tabbed by 2C, 3, 7F, and 7G**

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

N=1225	Q17m. Have you had contact with the Emergency Medical Servi...			<u>Total</u>
	Don't know			
	<u>Yes</u>	<u>No</u>		
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	29.5%	25.0%	31.6%	26.8%
Satisfied	45.8%	51.5%	57.9%	49.6%
Neutral	16.5%	16.9%	10.5%	16.6%
Dissatisfied	6.4%	5.2%	0.0%	5.4%
Very Dissatisfied	1.8%	1.5%	0.0%	1.5%

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

N=1225	Q17m. Have you had contact with the			<u>Total</u>
	<u>Emergency Medical Servi...</u>			
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	14.4%	18.5%	20.0%	17.2%
Overall quality of City libraries	7.9%	8.2%	15.0%	8.2%
Overall quality of public safety services	58.3%	59.5%	70.0%	59.1%
Overall quality of municipal court services	6.9%	4.0%	0.0%	4.9%
Overall quality of the Austin-Bergstrom International Airport	6.5%	5.7%	0.0%	5.8%
Overall quality of drinking water provided by Austin Water Utility	41.9%	43.8%	55.0%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.5%	7.3%	5.0%	7.0%

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

N=1225	Q17m. Have you had contact with the			<u>Total</u>
	<u>Emergency Medical Servi...</u>			
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	28.5%	25.1%	35.0%	26.3%
Overall maintenance of City streets & sidewalks	32.8%	32.3%	10.0%	32.1%
Overall management of stormwater runoff	7.2%	3.8%	0.0%	4.8%
Overall effectiveness of communication by the City of Austin	8.4%	6.2%	5.0%	6.9%
Overall quality of health & human services provided by the City	20.3%	17.5%	10.0%	18.2%
Overall quality of planning, development review, permitting and inspection services	18.1%	23.5%	20.0%	21.6%
Animal Services	5.0%	4.3%	0.0%	4.7%
None chosen	10.7%	13.9%	10.0%	12.7%

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

N=1225	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	

Q7f. Medical assistance provided by EMS

Very Satisfied	53.6%	36.7%	77.8%	43.9%
Satisfied	37.0%	43.4%	11.1%	40.7%
Neutral	8.6%	18.5%	11.1%	14.3%
Dissatisfied	0.3%	0.9%	0.0%	0.7%
Very Dissatisfied	0.5%	0.4%	0.0%	0.4%

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

N=1225	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	54.0%	36.8%	75.0%	44.2%
Satisfied	36.8%	42.8%	12.5%	40.2%
Neutral	8.6%	19.5%	12.5%	14.8%
Dissatisfied	0.3%	0.8%	0.0%	0.6%
Very Dissatisfied	0.3%	0.2%	0.0%	0.2%

**Question 17N cross-tabbed by 1E, 2H, 3, 9C, 13F, 14, and 15A**

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	

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

Very Satisfied	8.0%	10.1%	25.0%	8.3%
Satisfied	32.2%	26.6%	25.0%	31.8%
Neutral	30.0%	32.9%	25.0%	30.2%
Dissatisfied	18.8%	21.5%	16.7%	19.0%
Very Dissatisfied	10.9%	8.9%	8.3%	10.7%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	

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

Very Satisfied	23.6%	15.1%	53.8%	23.5%
Satisfied	43.1%	30.2%	15.4%	42.4%
Neutral	19.2%	50.9%	30.8%	20.9%
Dissatisfied	9.8%	1.9%	0.0%	9.2%
Very Dissatisfied	4.2%	1.9%	0.0%	4.0%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.9%	11.0%	15.4%	17.2%
Overall quality of City libraries	8.4%	4.9%	7.7%	8.2%
Overall quality of public safety services	59.2%	59.8%	53.8%	59.1%
Overall quality of municipal court services	4.9%	6.1%	7.7%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.4%	12.2%	7.7%	5.8%
Overall quality of drinking water provided by Austin Water Utility	43.3%	43.9%	53.8%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.8%	11.0%	7.7%	7.0%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	27.8%	14.6%	7.7%	26.3%
Overall maintenance of City streets & sidewalks	31.9%	34.1%	23.1%	32.1%
Overall management of stormwater runoff	4.9%	3.7%	15.4%	4.8%
Overall effectiveness of communication by the City of Austin	7.0%	6.1%	7.7%	6.9%
Overall quality of health & human services provided by the City	18.2%	19.5%	7.7%	18.2%
Overall quality of planning, development review, permitting and inspection services	21.3%	28.0%	15.4%	21.6%
Animal Services	4.2%	4.9%	0.0%	4.7%
None chosen	12.8%	13.4%	15.4%	12.7%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q9c. Energy Conservation program</u>				
Very Satisfied	13.3%	10.4%	11.1%	13.4%
Satisfied	44.6%	38.8%	44.4%	44.1%
Neutral	26.8%	40.3%	22.2%	27.3%
Dissatisfied	10.7%	10.4%	0.0%	10.7%
Very Dissatisfied	4.6%	0.0%	22.2%	4.4%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q13f. Reliability of your electric service</u>				
Very Satisfied	39.7%	36.2%	45.5%	39.6%
Satisfied	44.4%	34.5%	27.3%	43.7%
Neutral	10.8%	25.9%	27.3%	11.7%
Dissatisfied	3.5%	3.4%	0.0%	3.5%
Very Dissatisfied	1.6%	0.0%	0.0%	1.5%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	41.7%	48.8%	30.8%	41.8%
Quality of residential yard waste collection	6.6%	8.5%	0.0%	6.8%
Quality of residential curbside recycling services	17.3%	26.8%	7.7%	17.8%
Household hazardous waste disposal service	9.1%	4.9%	7.7%	8.8%
Bulky item pick-up/removal services	11.1%	11.0%	7.7%	11.3%
Reliability of your electric service	43.4%	24.4%	23.1%	41.6%
Safety of your drinking water	57.1%	46.3%	38.5%	55.8%
Cleanliness of City streets & public areas	26.1%	30.5%	23.1%	26.0%
Cleanliness of your neighborhood	15.6%	11.0%	7.7%	15.2%

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

N=1225

	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	28.0%	26.8%	7.7%	27.8%
None chosen	14.8%	23.2%	38.5%	15.8%

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

N=1225	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	22.0%	16.7%	55.6%	22.2%
Satisfied	48.8%	45.2%	11.1%	48.4%
Neutral	20.1%	35.7%	33.3%	20.8%
Dissatisfied	5.3%	2.4%	0.0%	5.1%
Very Dissatisfied	3.8%	0.0%	0.0%	3.5%

**Question 17O cross-tabbed by 13A-E, 13H-I, and 14**

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

N=1225

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13a. Quality of residential garbage collection

Very Satisfied	42.7%	25.7%	40.0%	41.7%
Satisfied	45.1%	48.6%	40.0%	45.3%
Neutral	7.9%	18.9%	10.0%	8.5%
Dissatisfied	3.2%	6.8%	10.0%	3.5%
Very Dissatisfied	1.1%	0.0%	0.0%	1.0%

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

N=1225	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13b. Quality of residential yard waste collection</u>				
Very Satisfied	37.4%	21.4%	33.3%	36.4%
Satisfied	45.2%	48.6%	22.2%	45.2%
Neutral	10.4%	15.7%	33.3%	11.0%
Dissatisfied	5.6%	8.6%	11.1%	5.8%
Very Dissatisfied	1.4%	5.7%	0.0%	1.6%

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

N=1225	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13c. Quality of residential curbside recycling services</u>				
Very Satisfied	44.4%	27.8%	55.6%	43.6%
Satisfied	42.1%	47.2%	11.1%	42.0%
Neutral	8.9%	19.4%	11.1%	9.5%
Dissatisfied	3.7%	2.8%	22.2%	3.8%
Very Dissatisfied	1.0%	2.8%	0.0%	1.1%

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

N=1225	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13d. Household hazardous waste disposal service</u>				
Very Satisfied	18.8%	13.6%	25.0%	18.6%
Satisfied	33.9%	39.4%	25.0%	34.3%
Neutral	27.6%	31.8%	37.5%	28.0%
Dissatisfied	14.4%	10.6%	12.5%	14.0%
Very Dissatisfied	5.3%	4.5%	0.0%	5.1%

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

N=1225

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13e. Bulky item pick-up/removal services

Very Satisfied	32.2%	14.5%	42.9%	31.2%
Satisfied	45.0%	42.0%	14.3%	44.5%
Neutral	14.7%	27.5%	42.9%	15.6%
Dissatisfied	5.9%	14.5%	0.0%	6.4%
Very Dissatisfied	2.3%	1.4%	0.0%	2.2%

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

N=1225	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13h. Cleanliness of City streets and public areas</u>				
Very Satisfied	18.7%	11.4%	36.4%	18.4%
Satisfied	47.6%	52.4%	45.5%	47.9%
Neutral	21.9%	27.6%	9.1%	22.3%
Dissatisfied	9.4%	4.8%	9.1%	8.8%
Very Dissatisfied	2.4%	3.8%	0.0%	2.4%

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

N=1225

Q17o. Does the City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13i. Cleanliness of your neighborhood

Very Satisfied	27.6%	23.6%	41.7%	27.6%
Satisfied	45.5%	41.5%	41.7%	45.1%
Neutral	13.8%	24.5%	8.3%	14.6%
Dissatisfied	10.2%	6.6%	8.3%	9.8%
Very Dissatisfied	2.9%	3.8%	0.0%	2.9%

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

N=1225	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	43.9%	28.7%	15.4%	41.8%
Quality of residential yard waste collection	7.2%	3.5%	0.0%	6.8%
Quality of residential curbside recycling services	18.6%	12.2%	7.7%	17.8%
Household hazardous waste disposal service	8.8%	11.3%	0.0%	8.8%
Bulky item pick-up/removal services	11.9%	6.1%	7.7%	11.3%
Reliability of your electric service	42.5%	36.5%	53.8%	41.6%
Safety of your drinking water	56.1%	56.5%	53.8%	55.8%
Cleanliness of City streets & public areas	25.5%	33.0%	30.8%	26.0%
Cleanliness of your neighborhood	14.6%	20.9%	15.4%	15.2%

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

N=1225

	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	

Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	28.2%	27.8%	0.0%	27.8%
None chosen	14.4%	22.6%	38.5%	15.8%

**Question 17P cross-tabbed by 1E, 2F, 2G, 3, 9A-B, 9D, 13G, and 15B**

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

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q1e. Overall value that you receive for your City tax dollars &amp; fees</u>				
Very Satisfied	7.9%	10.5%	20.0%	8.3%
Satisfied	31.6%	33.3%	40.0%	31.8%
Neutral	30.4%	29.8%	10.0%	30.2%
Dissatisfied	19.5%	12.3%	10.0%	19.0%
Very Dissatisfied	10.5%	14.0%	20.0%	10.7%

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

N=1225

Q17p. Does the City of Austin provide your home with water and wastewater...			Total
Yes	No	Don't know	

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

Very Satisfied	33.0%	25.5%	58.3%	33.0%
Satisfied	45.2%	35.3%	33.3%	44.6%
Neutral	15.6%	21.6%	0.0%	15.5%
Dissatisfied	3.9%	11.8%	0.0%	4.3%
Very Dissatisfied	2.3%	5.9%	8.3%	2.6%

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

N=1225

Q17p. Does the City of Austin provide your home with water and wastewater...			Total
Yes	No	Don't know	

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

Very Satisfied	25.0%	18.2%	54.5%	25.0%
Satisfied	44.7%	43.2%	18.2%	44.5%
Neutral	20.4%	34.1%	27.3%	21.0%
Dissatisfied	7.3%	2.3%	0.0%	7.0%
Very Dissatisfied	2.6%	2.3%	0.0%	2.6%

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

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.1%	24.6%	7.1%	17.2%
Overall quality of City libraries	8.0%	12.3%	0.0%	8.2%
Overall quality of public safety services	59.5%	52.3%	71.4%	59.1%
Overall quality of municipal court services	4.9%	1.5%	7.1%	4.9%
Overall quality of the Austin-Bergstrom International Airport	5.9%	6.2%	7.1%	5.8%
Overall quality of drinking water provided by Austin Water Utility	43.9%	36.9%	50.0%	43.3%
Overall quality of wastewater services provided by Austin Water Utility	6.8%	10.8%	7.1%	7.0%

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

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	27.4%	15.4%	14.3%	26.3%
Overall maintenance of City streets & sidewalks	31.4%	43.1%	35.7%	32.1%
Overall management of stormwater runoff	4.8%	3.1%	21.4%	4.8%
Overall effectiveness of communication by the City of Austin	7.0%	6.2%	7.1%	6.9%
Overall quality of health & human services provided by the City	18.4%	15.4%	14.3%	18.2%
Overall quality of planning, development review, permitting and inspection services	21.8%	21.5%	14.3%	21.6%
Animal Services	4.2%	6.2%	0.0%	4.7%
None chosen	12.7%	15.4%	14.3%	12.7%

**Q9. Environmental Services (Without “Don’t Know”)**

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	15.5%	8.6%	25.0%	15.7%
Satisfied	40.8%	31.4%	37.5%	40.0%
Neutral	32.6%	54.3%	0.0%	33.1%
Dissatisfied	8.0%	2.9%	25.0%	8.0%
Very Dissatisfied	3.1%	2.9%	12.5%	3.1%

**Q9. Environmental Services (Without “Don't Know”)**

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	

Q9b. Water Conservation programs within Austin

Very Satisfied	14.1%	8.5%	18.2%	14.1%
Satisfied	42.4%	48.9%	27.3%	42.6%
Neutral	25.6%	27.7%	18.2%	25.4%
Dissatisfied	12.4%	10.6%	9.1%	12.3%
Very Dissatisfied	5.4%	4.3%	27.3%	5.6%

**Q9. Environmental Services (Without “Don’t Know”)**

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q9d. The water quality of lakes and streams</u>				
Very Satisfied	10.5%	5.7%	22.2%	10.5%
Satisfied	42.3%	41.5%	33.3%	42.2%
Neutral	31.1%	34.0%	11.1%	31.0%
Dissatisfied	12.6%	13.2%	11.1%	12.5%
Very Dissatisfied	3.6%	5.7%	22.2%	3.8%

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

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q13g. Safety of your drinking water</u>				
Very Satisfied	38.9%	19.6%	33.3%	38.1%
Satisfied	43.8%	45.1%	41.7%	43.7%
Neutral	12.6%	15.7%	16.7%	12.7%
Dissatisfied	2.8%	9.8%	0.0%	3.2%
Very Dissatisfied	1.9%	9.8%	8.3%	2.4%

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

N=1225	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q15b. Water and wastewater utility customer service</u>				
Very Satisfied	21.3%	10.5%	42.9%	20.9%
Satisfied	47.4%	52.6%	14.3%	47.6%
Neutral	21.9%	34.2%	28.6%	22.3%
Dissatisfied	6.0%	2.6%	14.3%	6.0%
Very Dissatisfied	3.4%	0.0%	0.0%	3.2%