

2015 City of Austin Community Survey

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Final Report

Submitted to the City of Austin, Texas by:

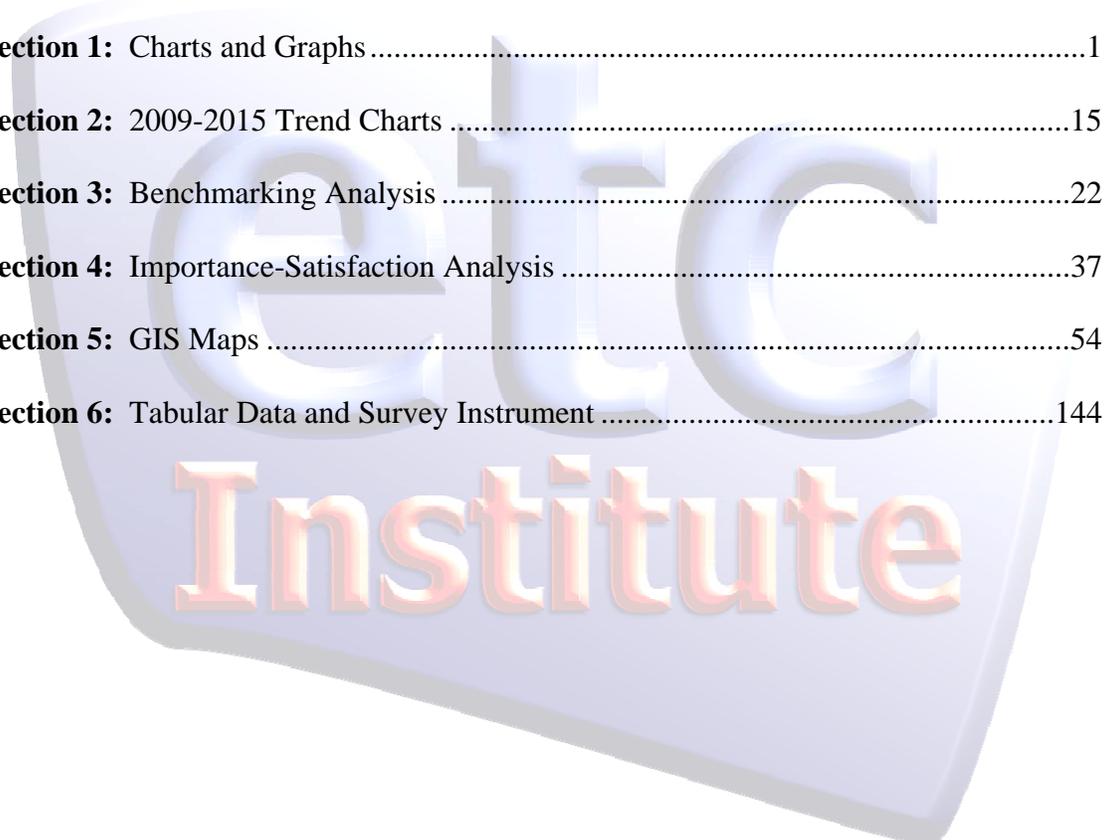
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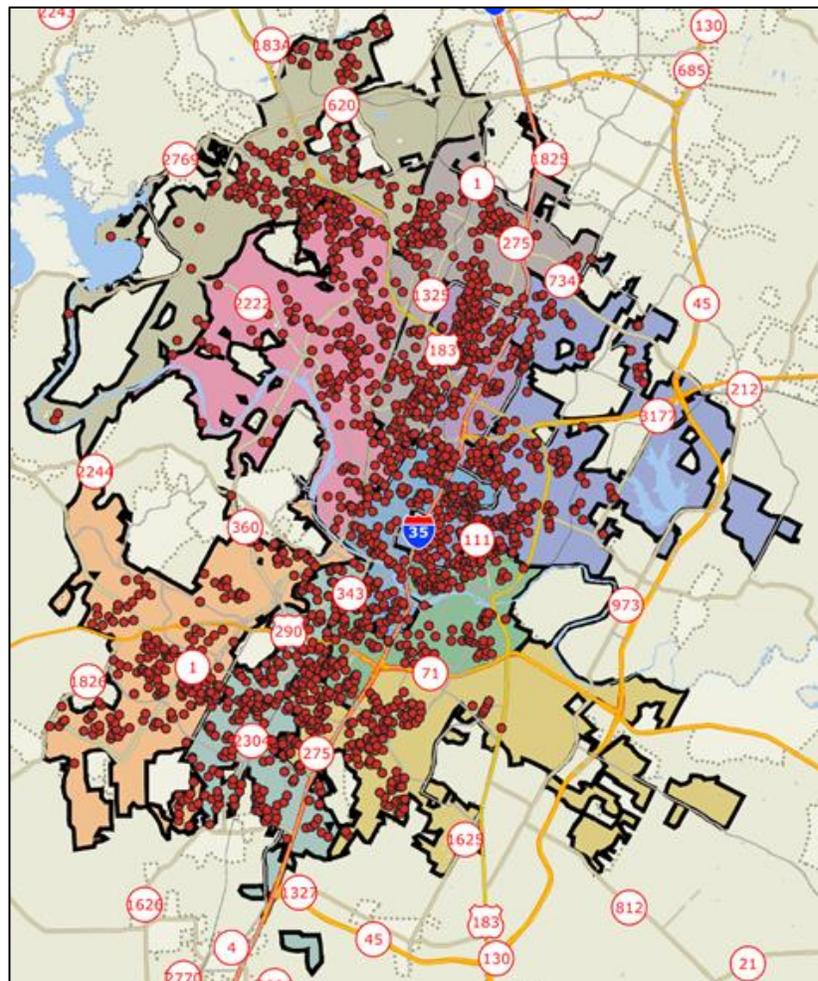
2015 Austin Community Survey Executive Summary Report

Overview and Methodology

During July and August of 2015, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

Methodology. A five-page survey was mailed to a stratified random sample of households in the City. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 122 completed the survey by phone, 1,519 returned it by mail, and 419 completed the survey online, for a total of 2,060 completed surveys. A minimum of 200 surveys were completed in each of the City's ten council districts. The results for the random sample of 2,060 households have a 95% level of confidence with a precision of at least +/-2.1%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail vs. online).

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



Don't knows. Since the number of “don't know” responses often reflects the utilization and awareness of city services, the percentage of “don't know” responses has been included with the tabular data in Section 6 of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the results from 2009 to 2015 (Section 2)
- benchmarking data that show how the results for the City of Austin compare to other cities (Section 3)
- importance-satisfaction analysis that identified priorities for investment (Section 4)
- GIS maps that show the results of the survey on maps of the City (Section 5)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 6)

How Austin Compares to Other Communities

The City of Austin **rated at or above the national average** for cities with a population of more than 250,000 in 31 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+25%)
- I feel safe in my neighborhood at night (+25%)
- I feel safe in city parks (+18%)
- Condition of streets in neighborhoods (+13%)
- Number of walking/biking trails (+12%)
- Overall quality of services provided by the City (+11%)
- Quality of residential curbside recycling services (+11%)
- Bulky item pick-up/removal services (+10%)

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

- Traffic flow on major city streets (-23%)
- How well the City is planning growth (-16%)
- Quality of youth athletic programs offered by the City (-10%)

Perceptions of the Community

Most residents have a positive perception of the City. Eighty-two percent (82%) of those surveyed, who had an opinion, gave positive ratings for Austin as a place to live; 79% gave positive ratings for Austin as a place to work, 75% gave positive ratings for Austin as a place to raise children, and 74% gave positive ratings for the overall quality of life in Austin.

Overall Satisfaction with MAJOR CATEGORIES of City Services

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

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

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of Austin-Bergstrom International Airport (82%), the quality of drinking water services (78%), the quality of public safety services (76%), the quality of parks and recreation programs/facilities (74%), the quality of City libraries (73%) and the quality of wastewater services (72%). Residents were least satisfied with the quality of planning, development review, permitting and inspection services (26%).

Satisfaction with Services within Major Categories

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

- **Maintenance and Appearance of the City**

The highest levels of satisfaction with maintenance and appearance of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: condition of neighborhood streets (58%) and condition of neighborhood sidewalks (49%).

- **Public Safety Services**

The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of fire services (87%), the timeliness of Fire response to emergencies (85%), medical assistance provided by EMS (84%), and the timeliness of EMS response to emergencies (84%). Residents were least satisfied with the enforcement of local traffic laws (53%).

- **Environmental Services**

The highest levels of satisfaction with environmental services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: Water Conservation programs within Austin (59%), the Energy Conservation program (58%), and water/wastewater utility emergency response time (57%).

- **Recreation and Cultural Services**

Residents were generally satisfied with Austin’s recreation and cultural services; fourteen percent (14%) or less of the residents surveyed were dissatisfied with any of the recreation and cultural services rated. The highest levels of satisfaction with recreation and cultural services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the cleanliness of library facilities (77%), the number of City parks (73%), library programs (72%), appearance of park grounds in Austin (71%), and quality of parks and recreation programs (70%).

- **Residential and Neighborhood Services**

The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of residential garbage collection (85%), the quality of residential curbside recycling services (84%), the reliability of electric service (83%), and the safety of drinking water (80%).

- **Customer Service**

The highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: helpfulness of library staff (79%), the services provided by 3-1-1 (76%) and Austin Energy Customer Service (68%). With the exception of the review services for residential and commercial building plans, 11% or less of the residents surveyed were dissatisfied with any of the customer service items rated.

- **Other City Services**

The highest levels of satisfaction with other City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: Shot for Tots and Big Shots (59%), the City’s efforts to support diversity (51%) and the Food Safety Inspection program (50%). Fifty-six percent (56%) of the residents surveyed were dissatisfied with the availability of affordable housing.

Conclusions

Based on the results of the City’s 2015 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

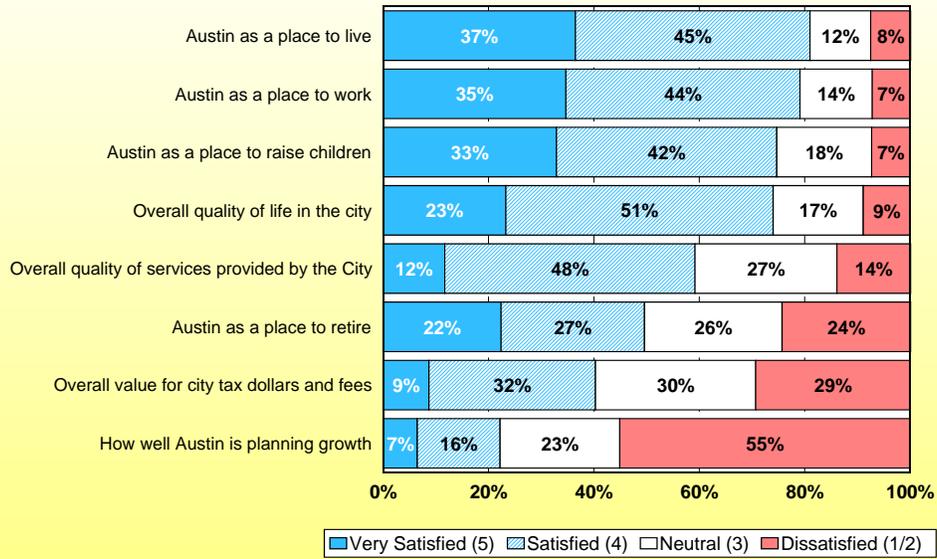
- **Overall Satisfaction With City Services Remains High.** Sixty percent (60%) of residents were “very satisfied” or “satisfied” with the overall quality of services provided by Austin; this rating was 11% higher than the national average for large cities with a population of more than 250,000 residents.
- **The City of Austin continues to set the standard for customer service among large U.S. cities.** Among the 46 services that were assessed on the 2015 survey, the City of Austin rated at or above the U.S. average for cities with more than 250,000 residents in 31 areas.
- **Residents generally have a positive perception of the City.** Most (82%) of the residents surveyed were satisfied with the City of Austin as a place to live. Three-fourths (75%) of the residents surveyed were satisfied with Austin as a place to raise children, and 74% were satisfied with the overall quality of life in the City.
- **In order to continue moving in the right direction, the City of Austin should emphasize improvements in four major areas.** Even though overall satisfaction is high and the City continues to set the standard for customer service, ETC Institute has identified four major areas to emphasize over the next two years. By investing in these four areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years. The four major areas are listed on the next page:

- 1) **Maintenance of Major City Streets and Sidewalks.** The maintenance of city streets and sidewalks had the highest Importance-Satisfaction rating among all of the fourteen major categories of city services that were rated.
- 2) **Planning, Development Review, Permitting and Inspection Services.** Planning, development review, permitting and inspection services had the second highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated.
- 3) **Public Safety.** Public safety had the third highest Importance-Satisfaction rating among the fourteen major categories of city services that were rated.
- 4) **Traffic Flow on Major City Streets.** Traffic flow on major City streets had the highest Importance-Satisfaction rating among the eight categories of maintenance and appearance items that were rated.

Section 1:
Charts and Graphs

Q1. Perception Residents Have of the City

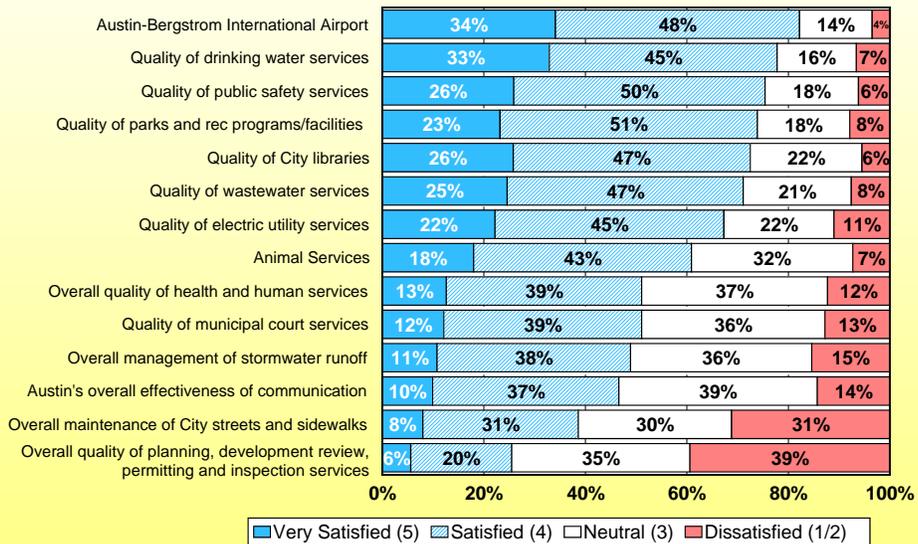
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

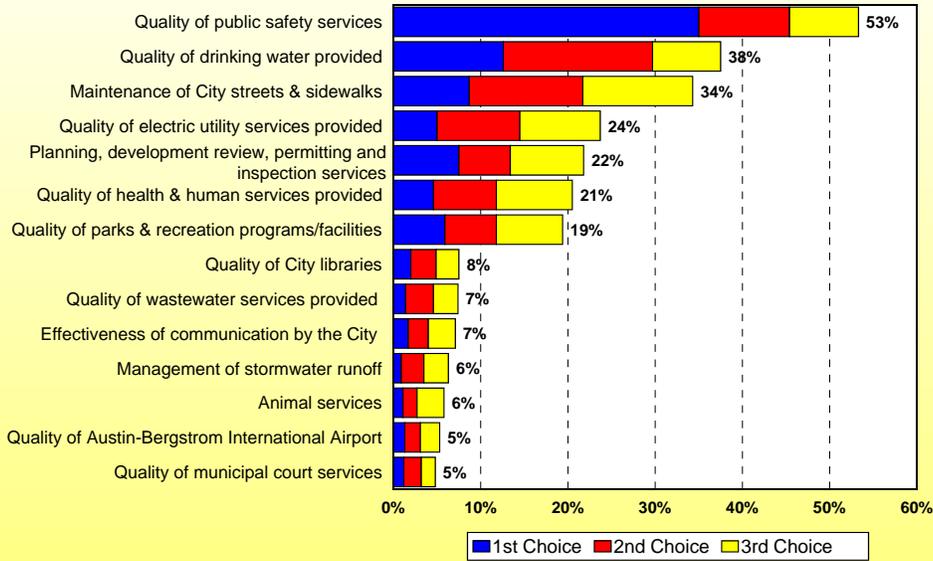
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

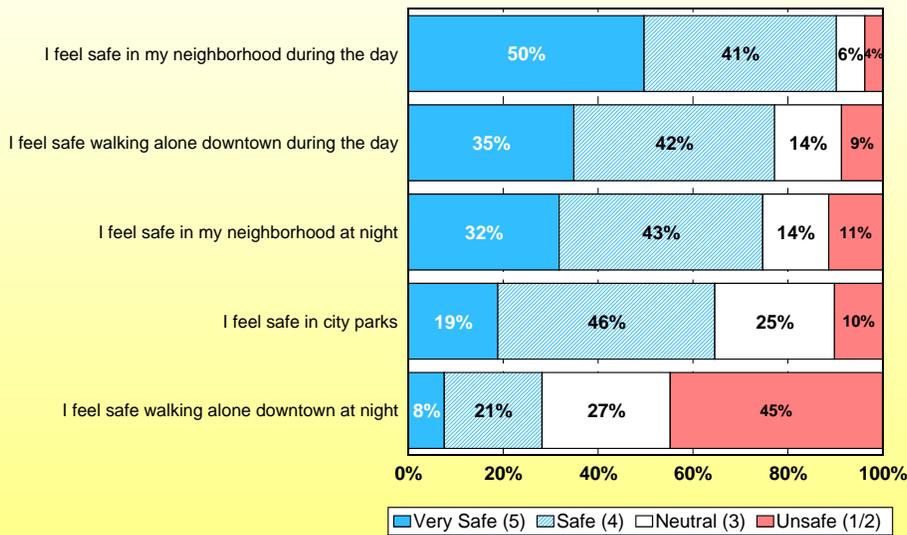
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Q4. Perceptions of Public Safety and Security

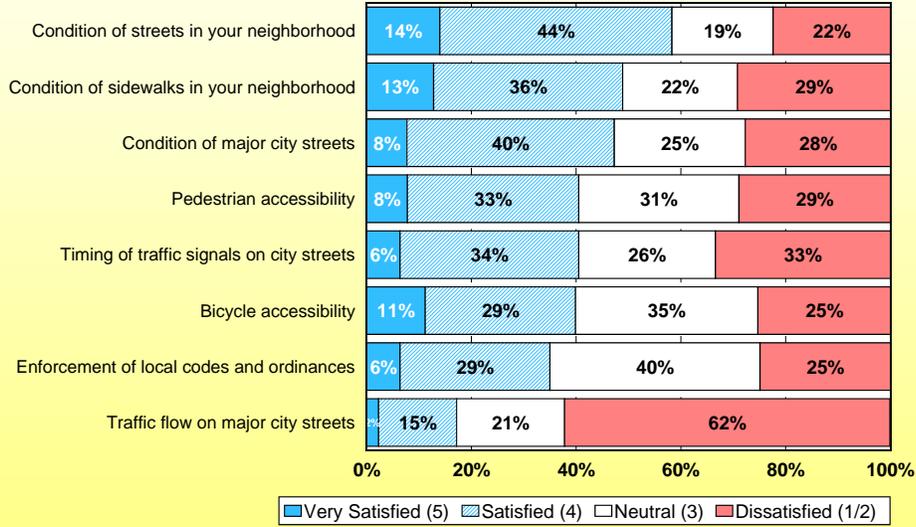
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

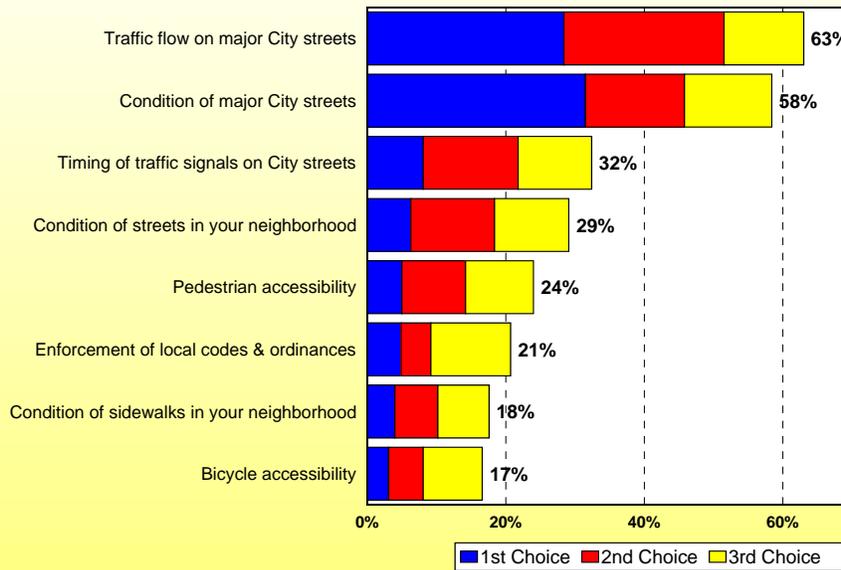
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

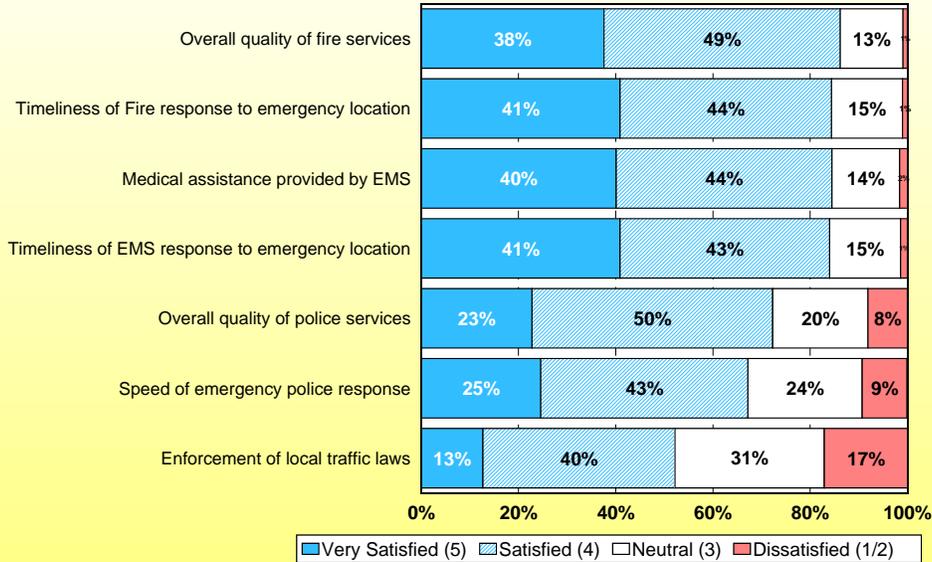
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

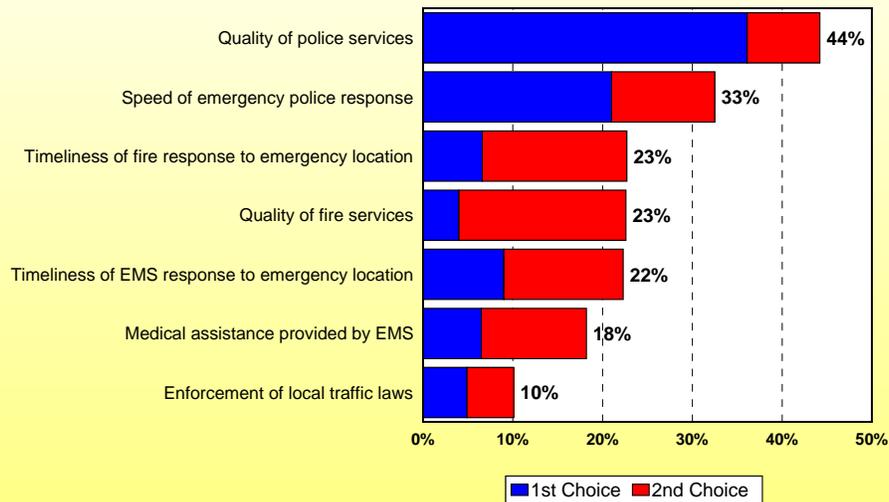
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

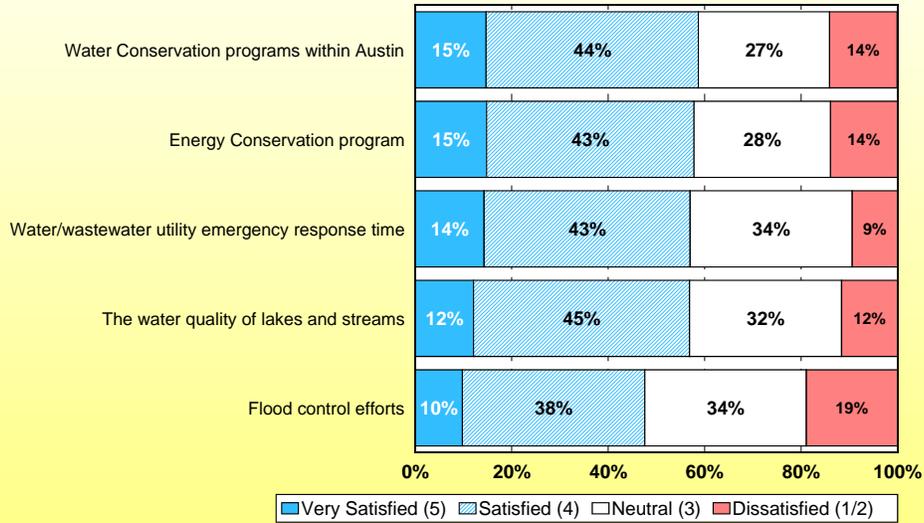
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

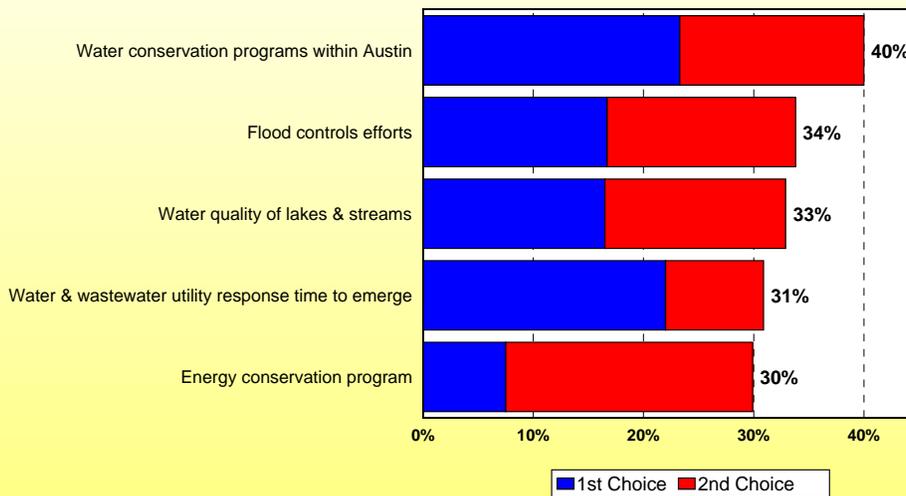
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

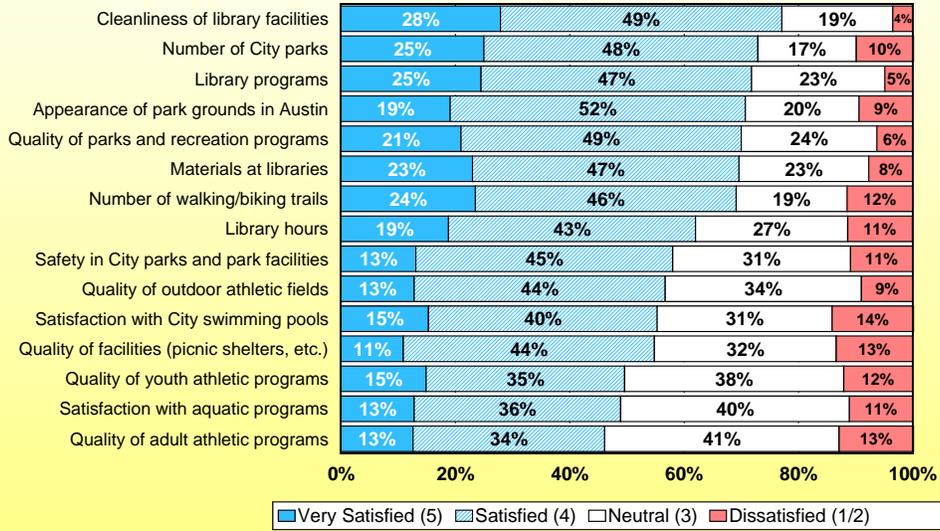
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

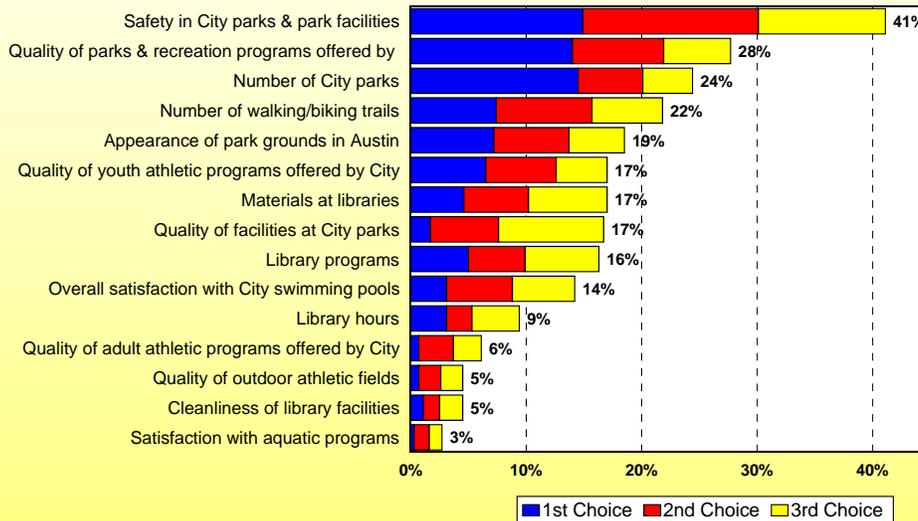
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

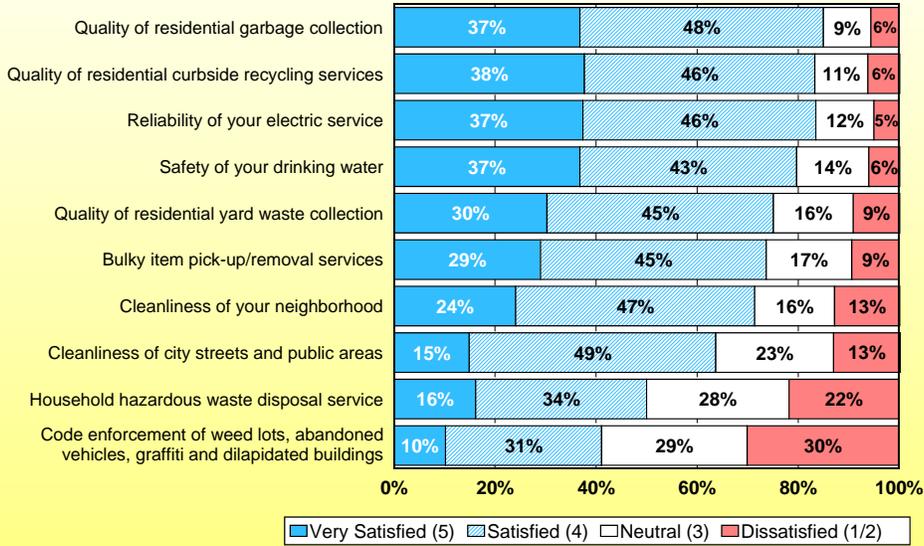
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

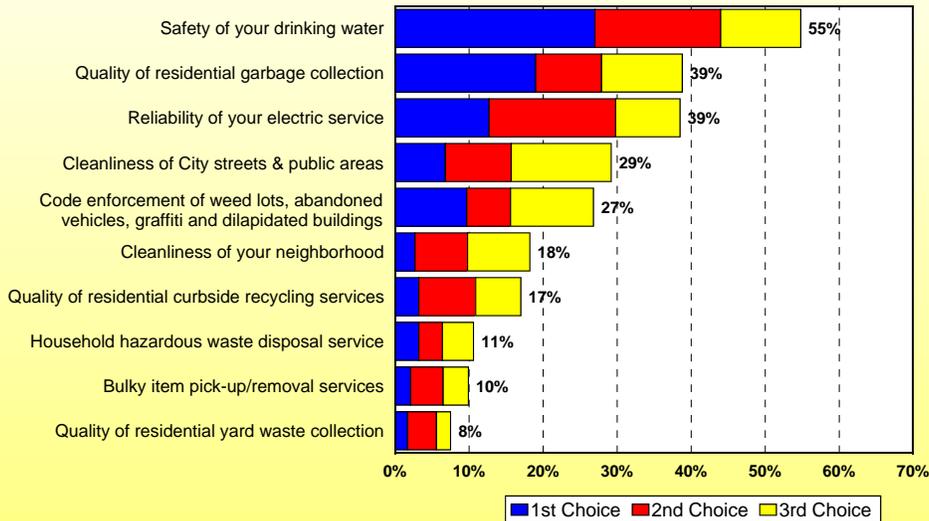
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

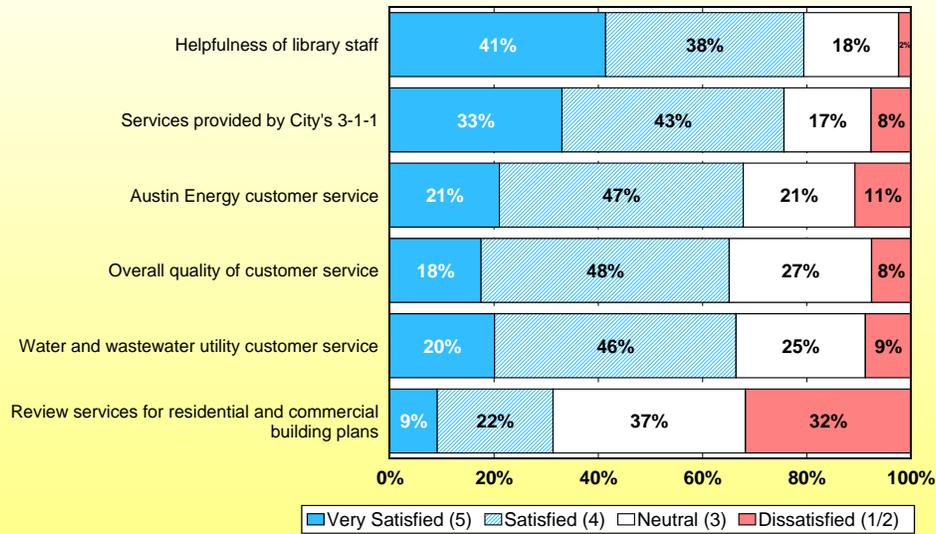
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

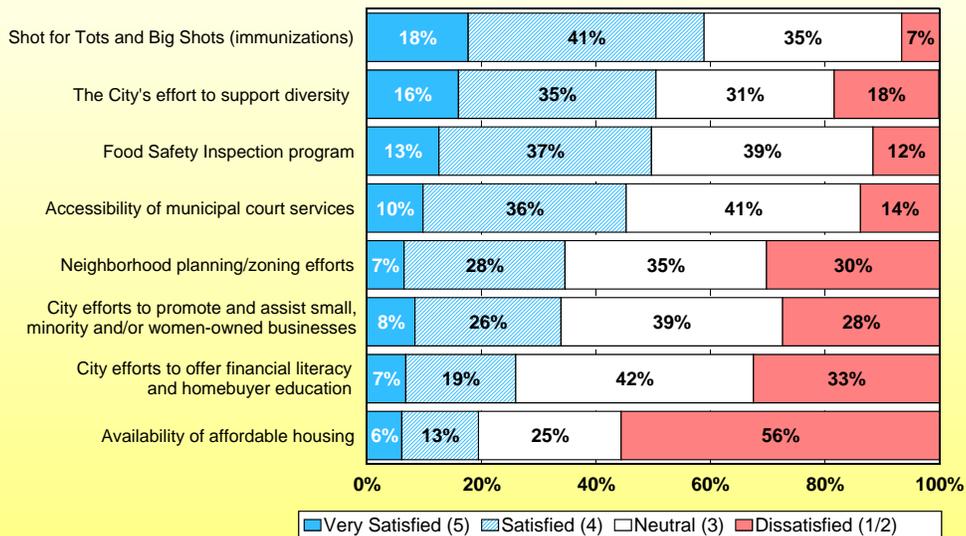
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

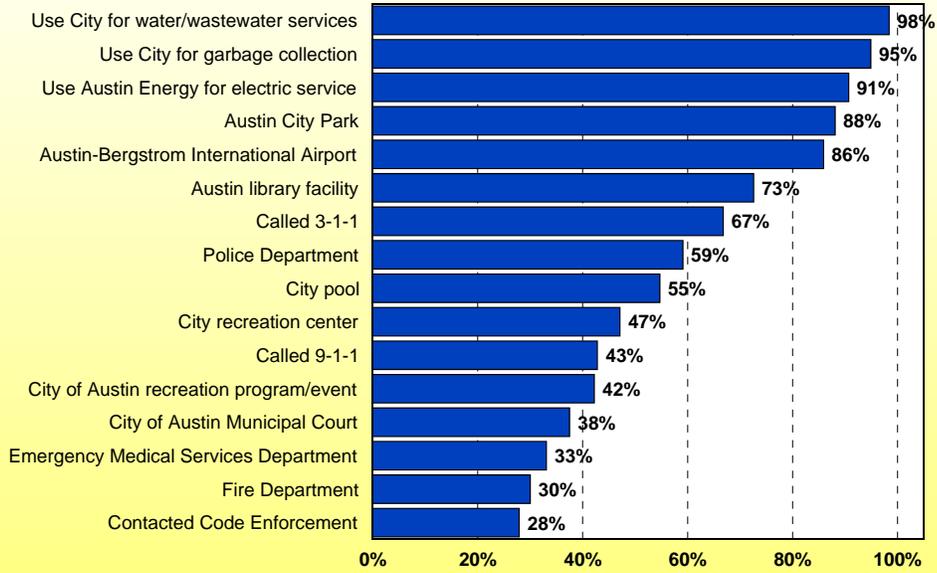
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

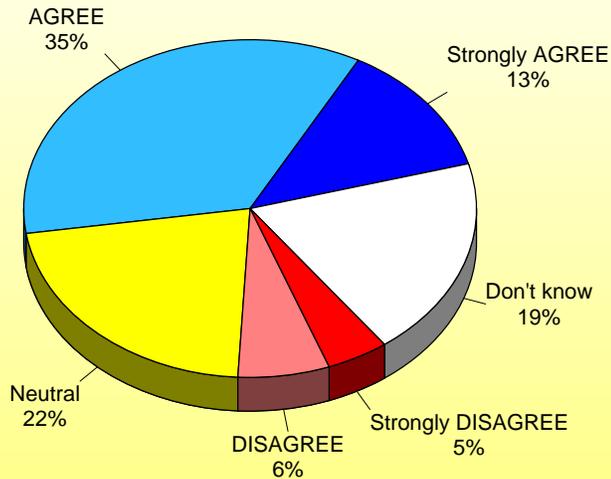
by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

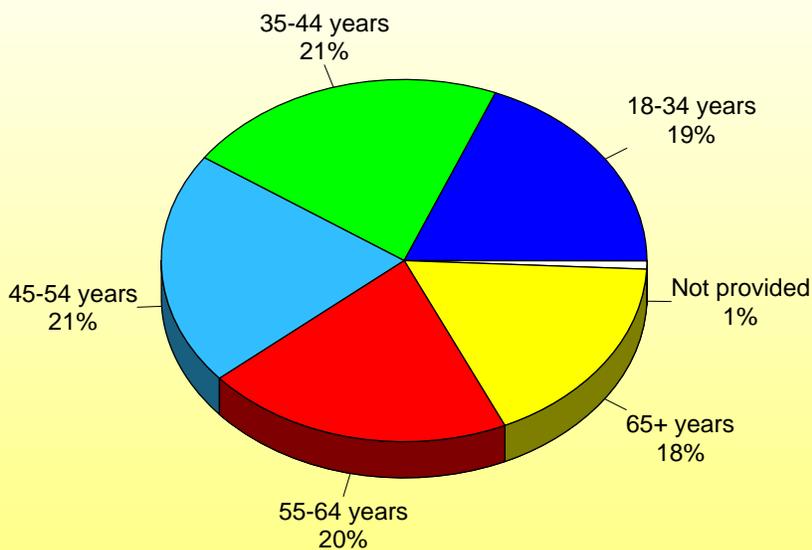
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Q20. Demographics: Age of Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

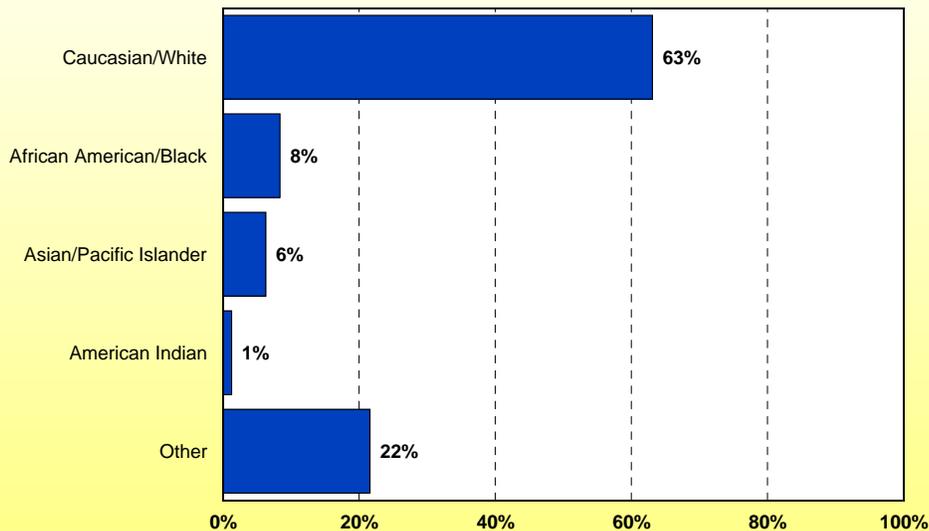
by percentage of persons in households



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

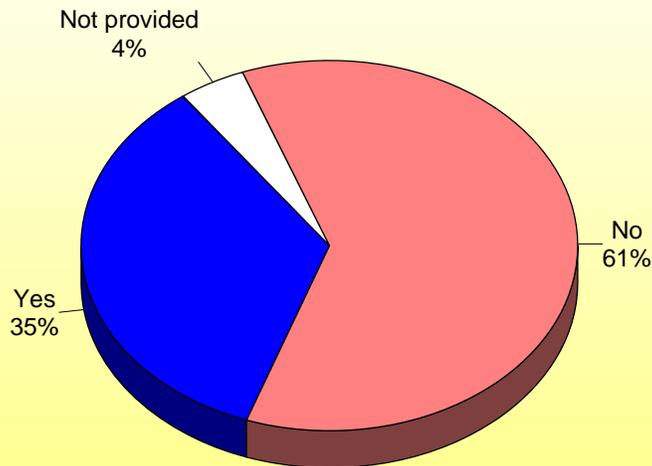
by percentage of persons in households (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

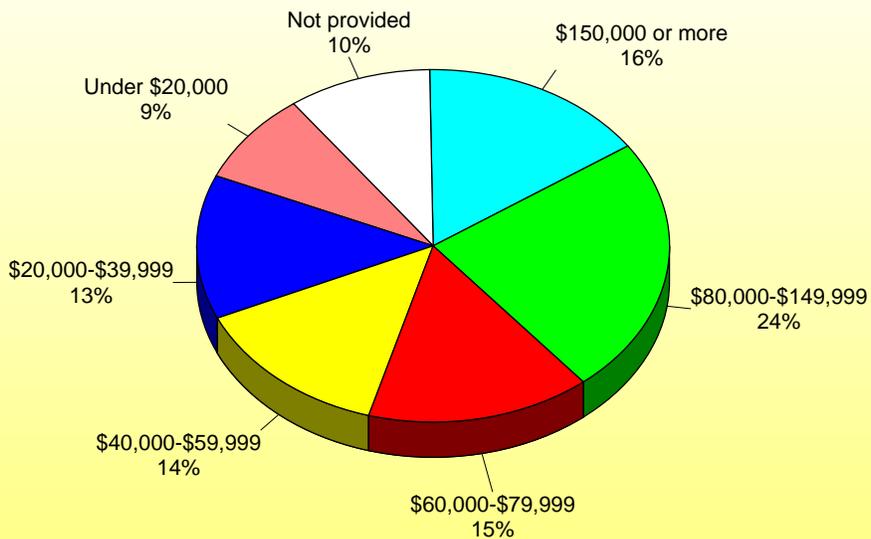
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Q24. Demographics: Total Annual Household Income

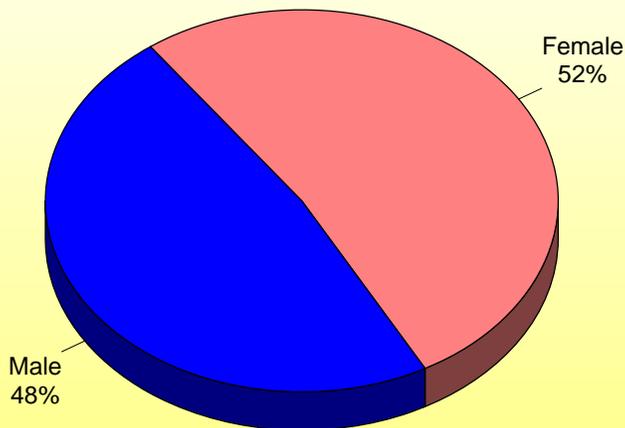
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Q25. Demographics: Gender

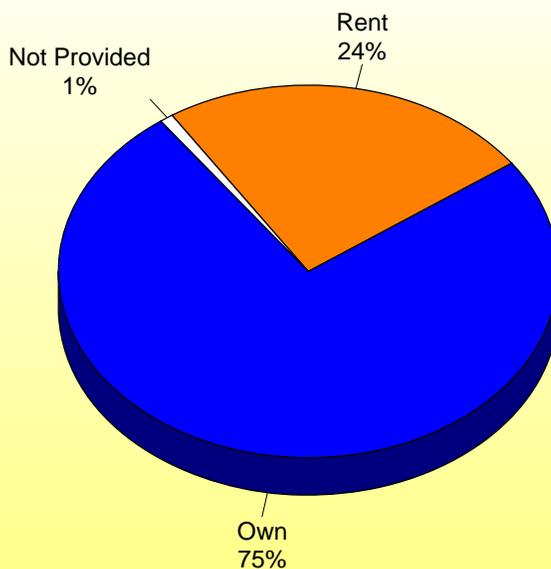
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

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

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

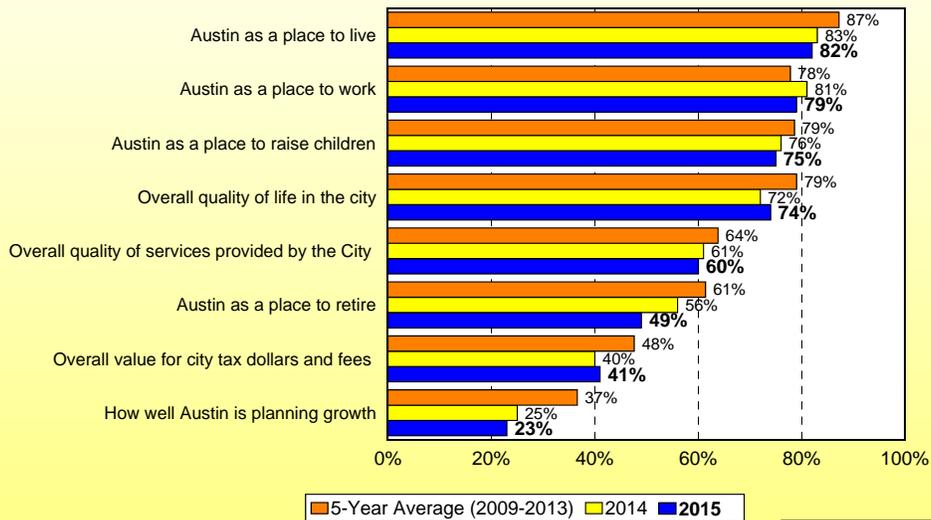
Section 2:
2009-2015 Trend Charts

2009-2015 Trends

The 2015 data shown in these charts are based on results from the 10 Council Districts within the City of Austin, while the 5-year averages calculated from the 2009-2013 surveys and the 2014 surveys are based on the 6 Planning Districts. This should be taken into consideration when making comparisons of the data.

Overall Perception Residents Have of the City - 2009 to 2015

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

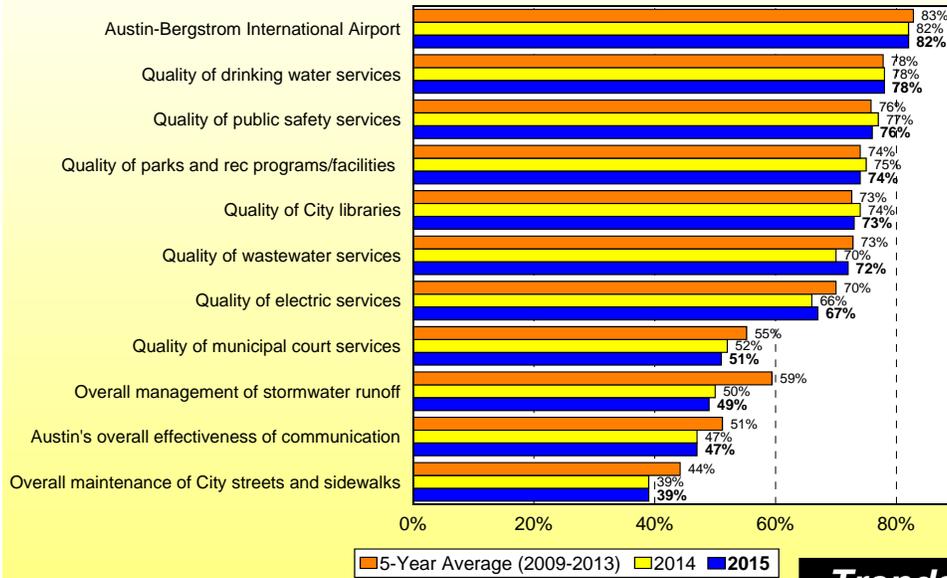


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Overall Satisfaction With Various Aspects of City Services by Major Category - 2009 to 2015

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

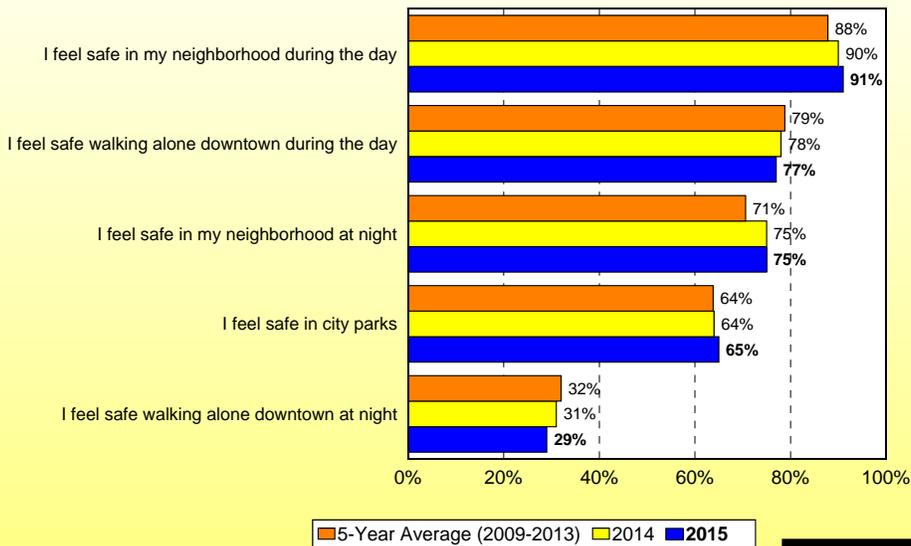


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Perceptions of Public Safety and Security - 2009 to 2015

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

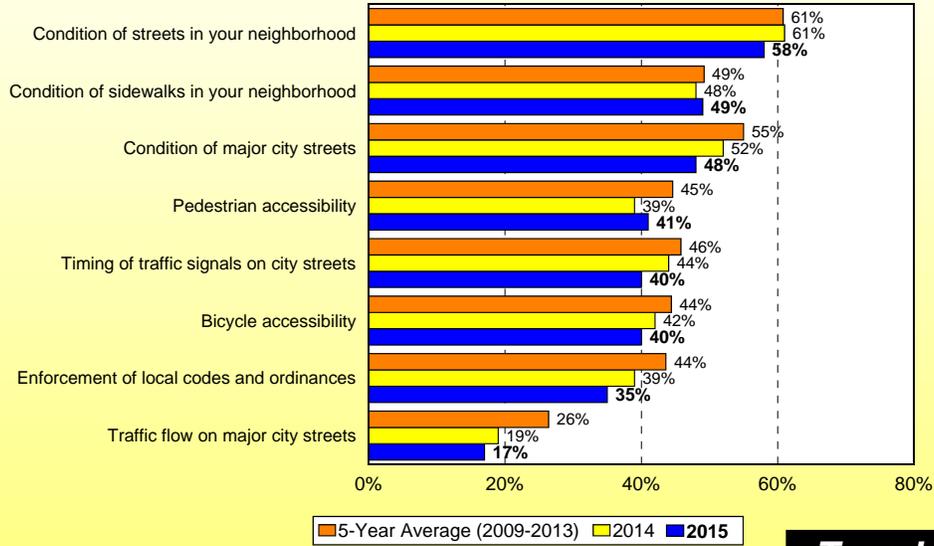


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2009 to 2015

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

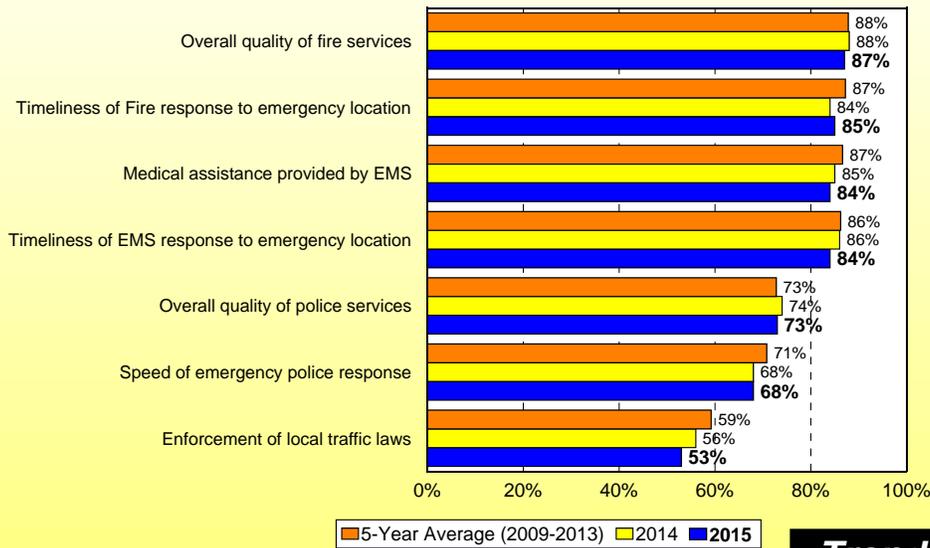


Source: ETC Institute DirectionFinder (2015 - Austin, TX)



Satisfaction With Various Aspects of Public Safety by Major Category - 2009 to 2015

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

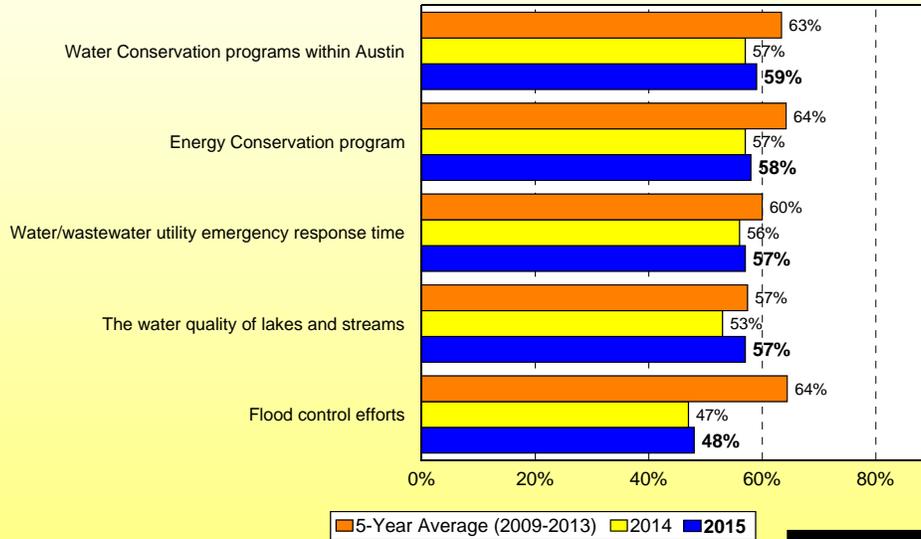


Source: ETC Institute DirectionFinder (2015 - Austin, TX)



Satisfaction With Various Aspects of Environmental Services by Major Category - 2009 to 2015

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

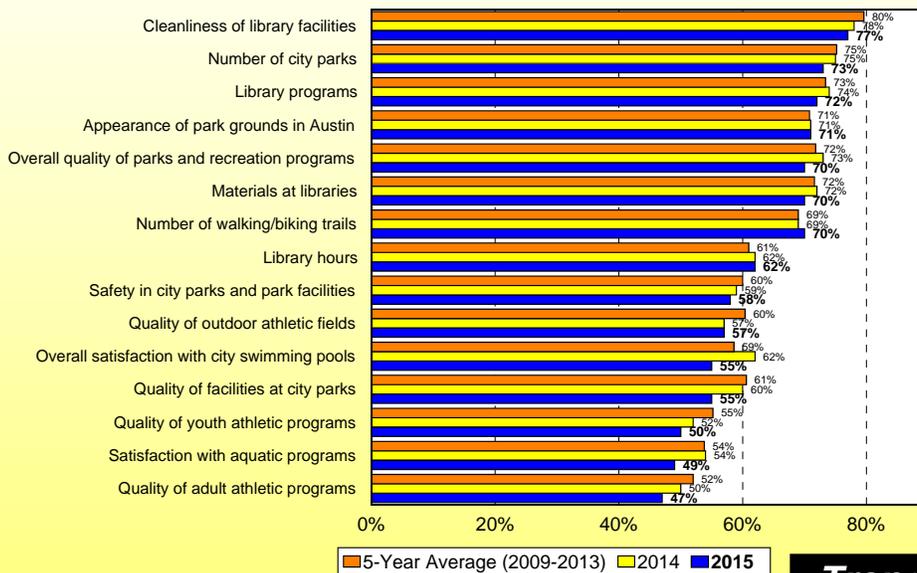


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2009 to 2015

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

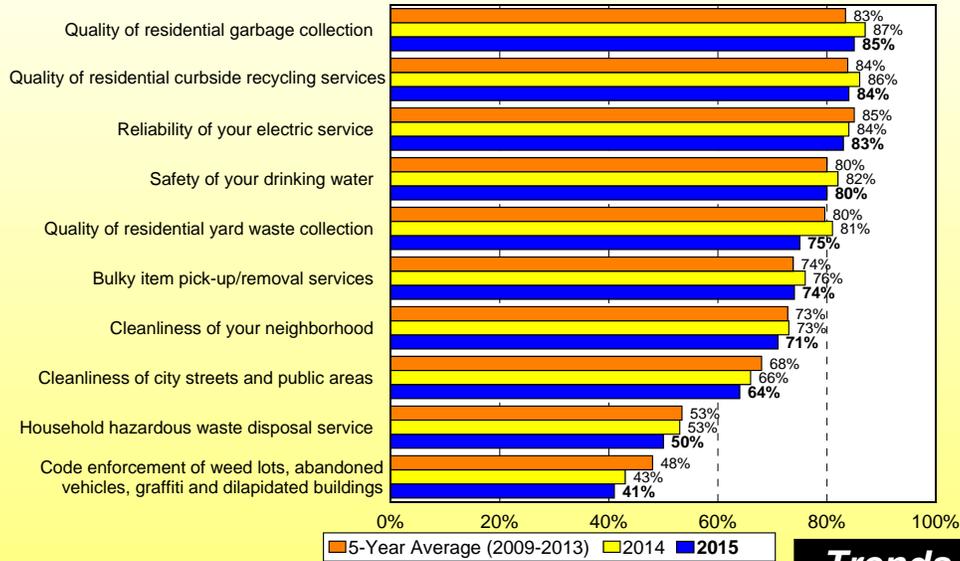


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category 2009 to 2015

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

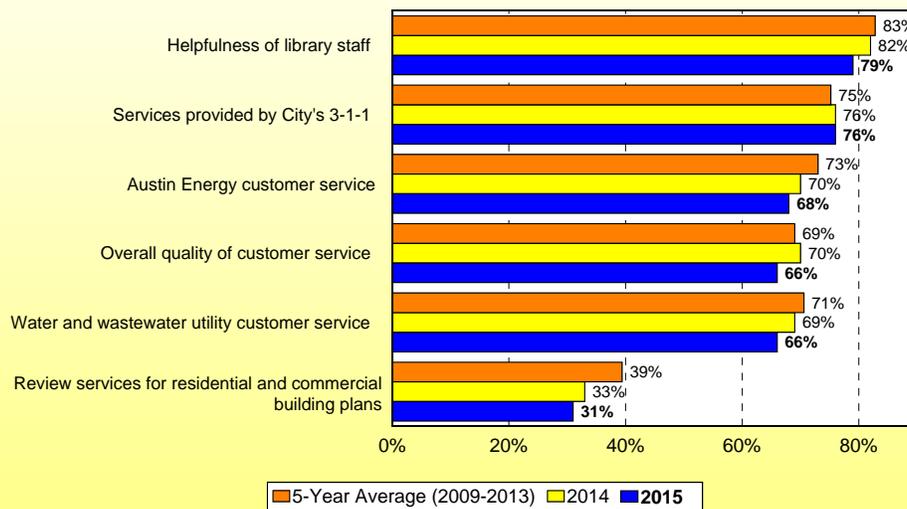


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Satisfaction With Various Aspects of Customer Service by Major Category - 2009 to 2015

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

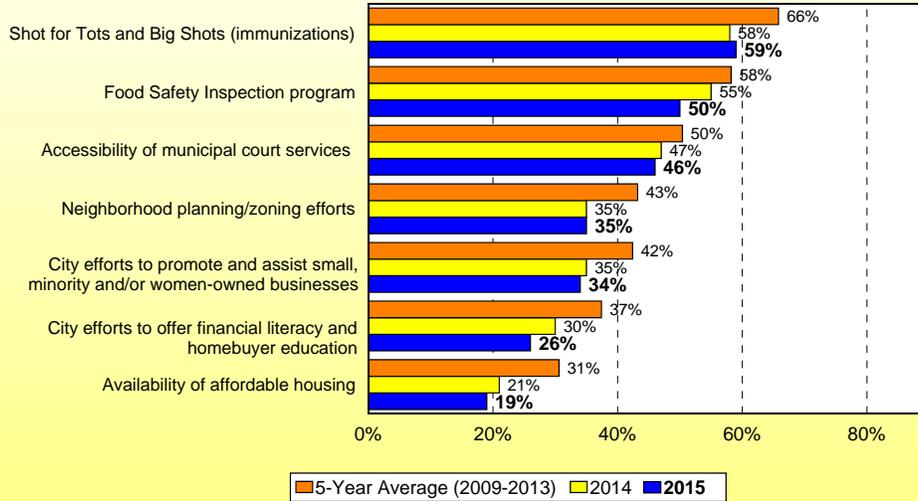


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Satisfaction With Various Aspects of Other City Services by Major Category - 2009 to 2015

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

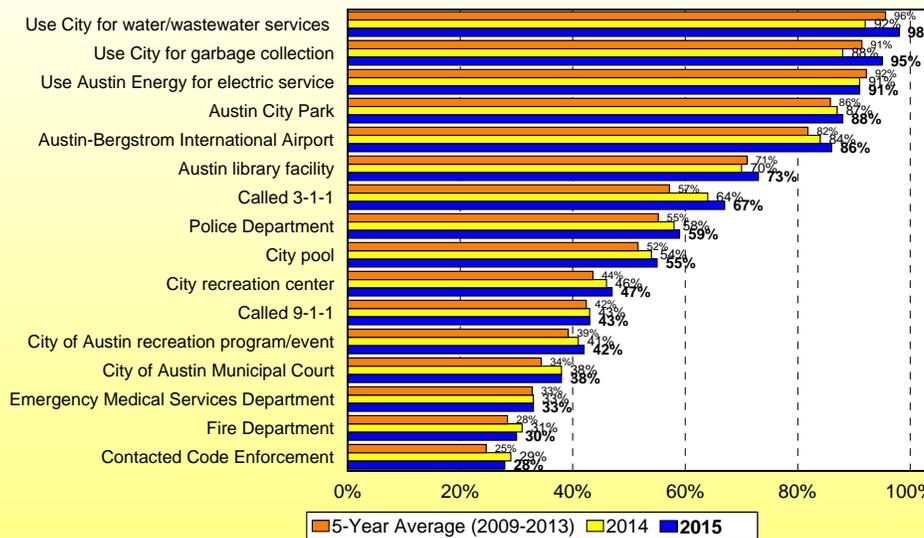


Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Percentage of Residents Who Have Used Various City Services and Facilities - 2009 to 2015

by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2015 - Austin, TX)

Trends

Section 3:
Benchmarking Analysis

DirectionFinder Survey

Year 2015 Benchmarking Summary Report

Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during July 2015 to a random sample of more than 2,000 residents in the continental United States living in cities with a population of more than 250,000 residents and (2) survey results from 30 large communities (population of more than 250,000 residents) where the *DirectionFinder*® survey was administered between January 2010 and July 2015. The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

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

There are three sets of charts in this report:

- The **first set** shows how the results for the City of Austin compare to the national average for large U.S. cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015.
- The **second set** shows head-to-head comparisons between the City of Austin and other large cities in the central part of the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015.
- The **third set** shows how the results for the City of Austin compare to the range of performance for other large U.S. cities. A total of 30 large U.S. cities were included in this analysis (these cities are listed on the previous page). The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015.

Benchmarking Data *National Comparisons*

The charts on the following pages show how the results for the City of Austin compare to the national average for large U.S. cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015.

Perceptions of the City

Austin vs. Large U.S. Cities

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

National Comparisons



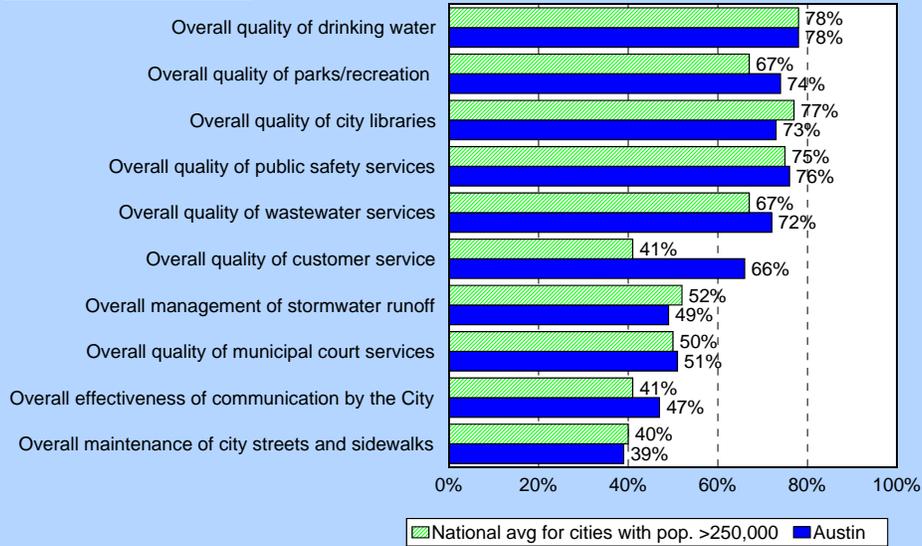
Source: ETC Institute DirectionFinder (2015)

Satisfaction with Major Categories of City Services

Austin vs. Large U.S. Cities

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

National Comparisons



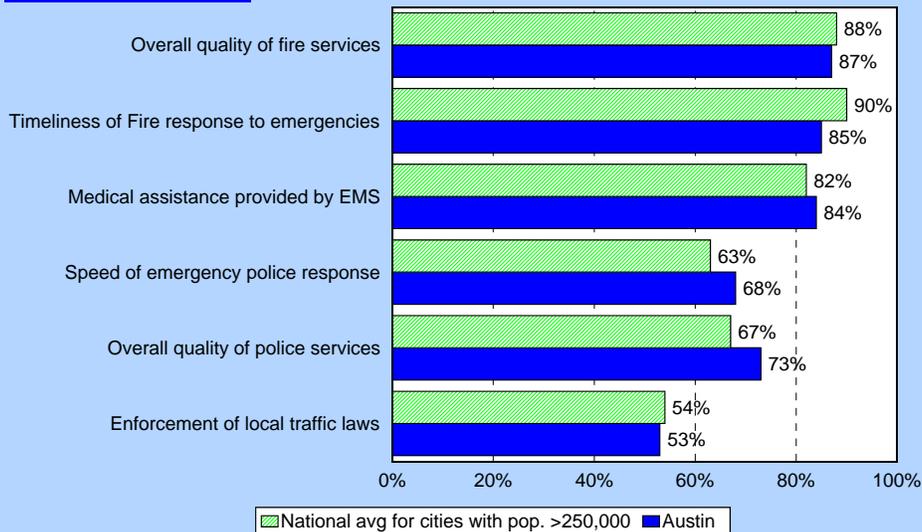
Source: ETC Institute DirectionFinder (2015)

Satisfaction with Public Safety Services

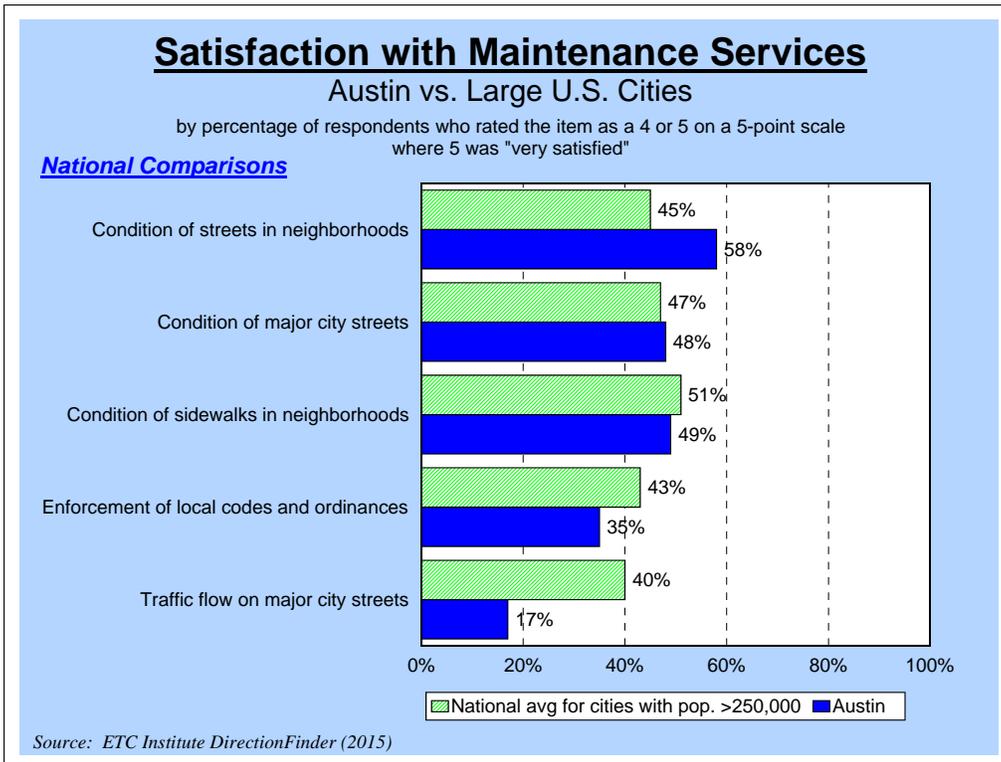
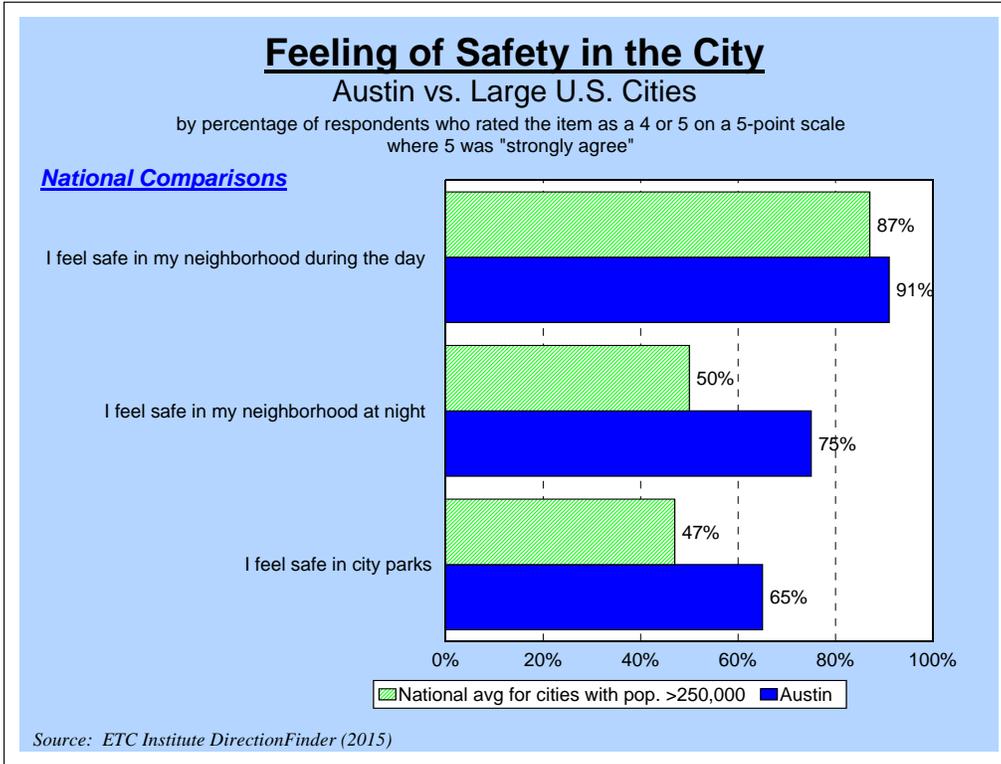
Austin vs. Large U.S. Cities

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

National Comparisons



Source: ETC Institute DirectionFinder (2015)

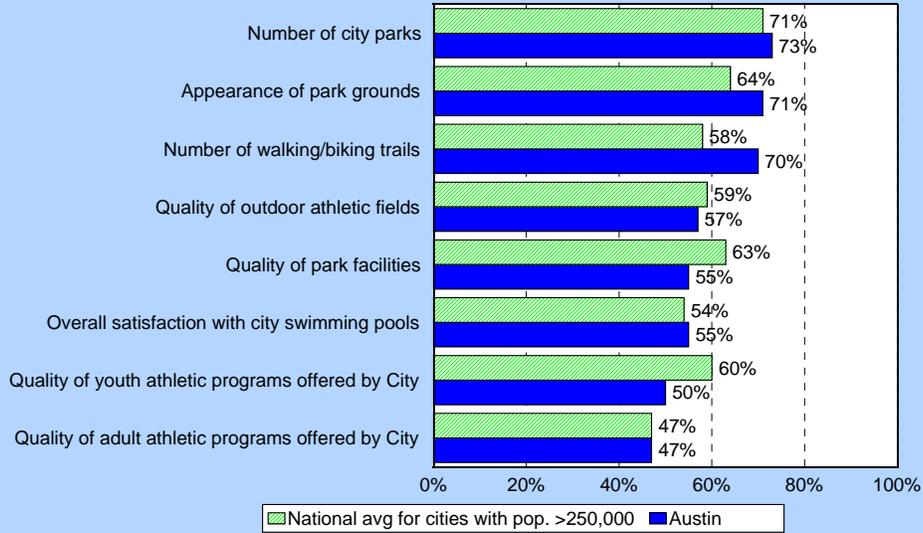


Satisfaction with Parks and Recreation Services

Austin vs. Large U.S. Cities

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

National Comparisons



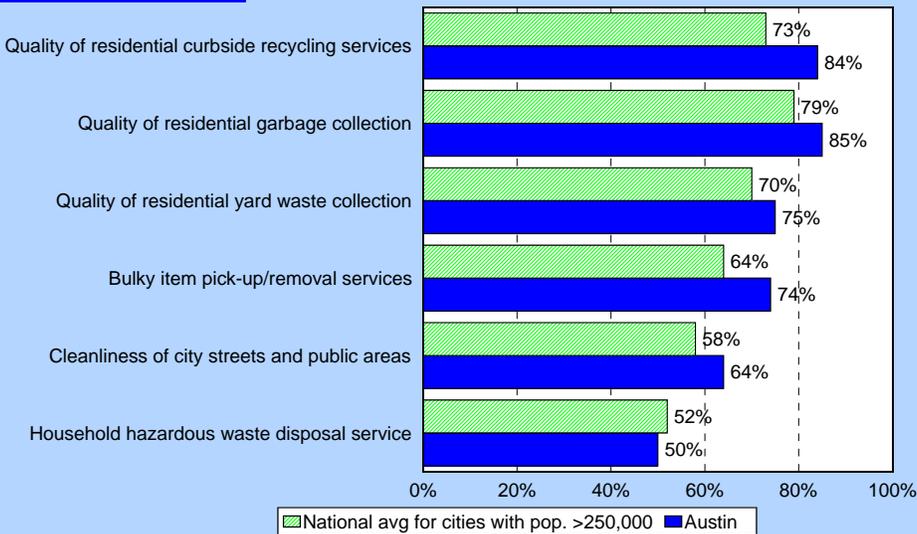
Source: ETC Institute DirectionFinder (2015)

Satisfaction with Neighborhood Services

Austin vs. Large U.S. Cities

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

National Comparisons



Source: ETC Institute DirectionFinder (2015)

Benchmarking Data

Selected Head-to-Head Comparisons for Large Cities in the Central U.S.

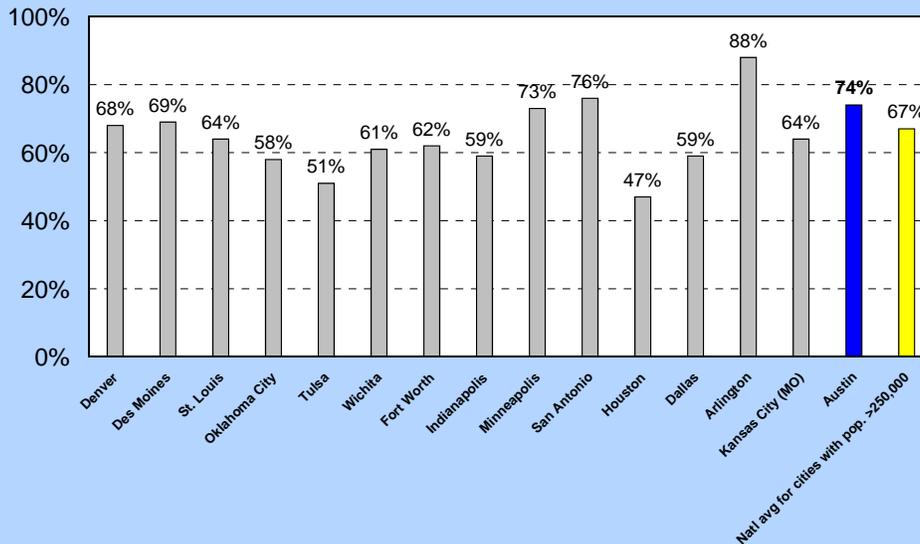
The following charts show head-to-head comparisons between the City of Austin and other large cities in the central part of the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015. The cities included for these head-to-head comparisons are listed below.

- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Kansas City, MO
- Minneapolis, MN
- Oklahoma City, OK
- St. Louis, MO
- San Antonio, TX
- Tulsa, OK
- Wichita, KS

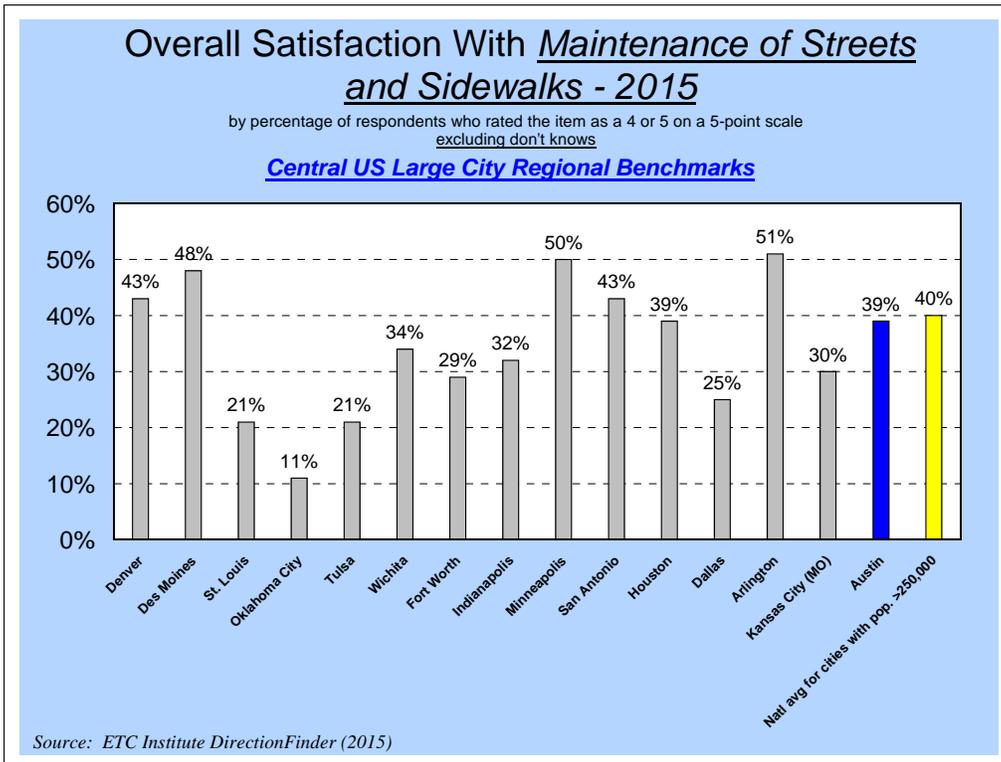
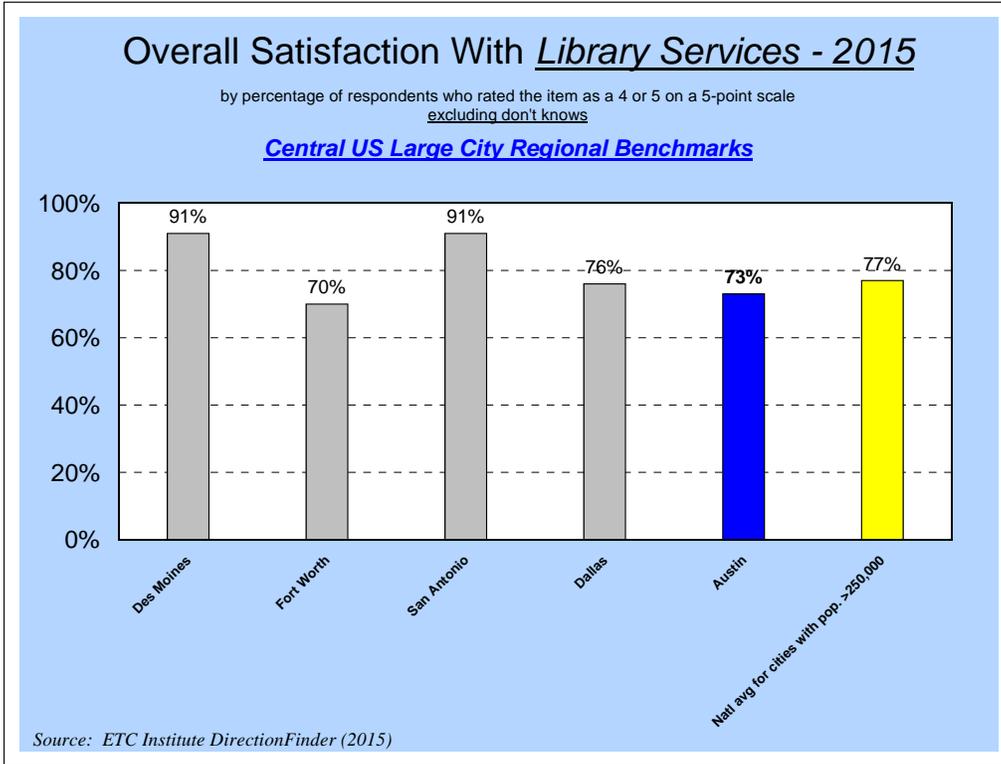
Overall Satisfaction With *Parks and Recreation* - 2015

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

Central US Large City Regional Benchmarks



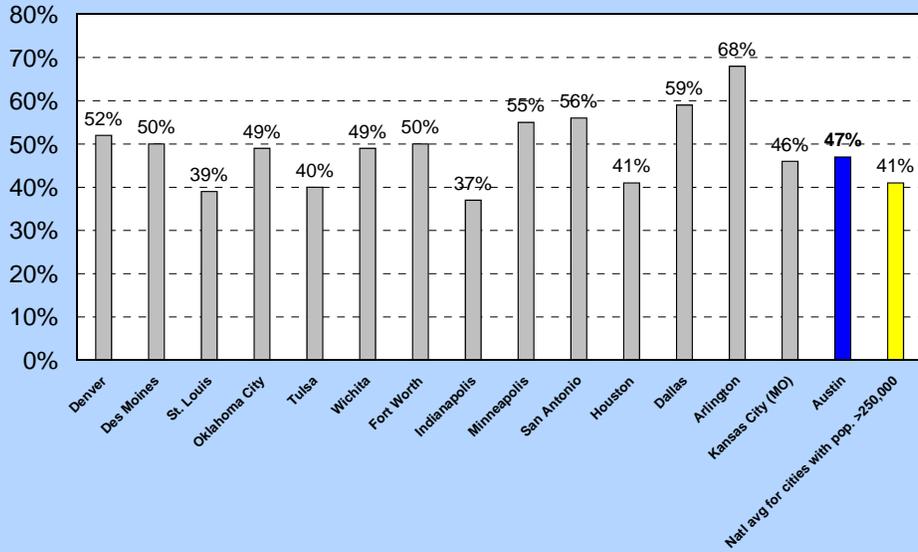
Source: ETC Institute DirectionFinder (2015)



Overall Satisfaction With City Communications - 2015

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

Central US Large City Regional Benchmarks

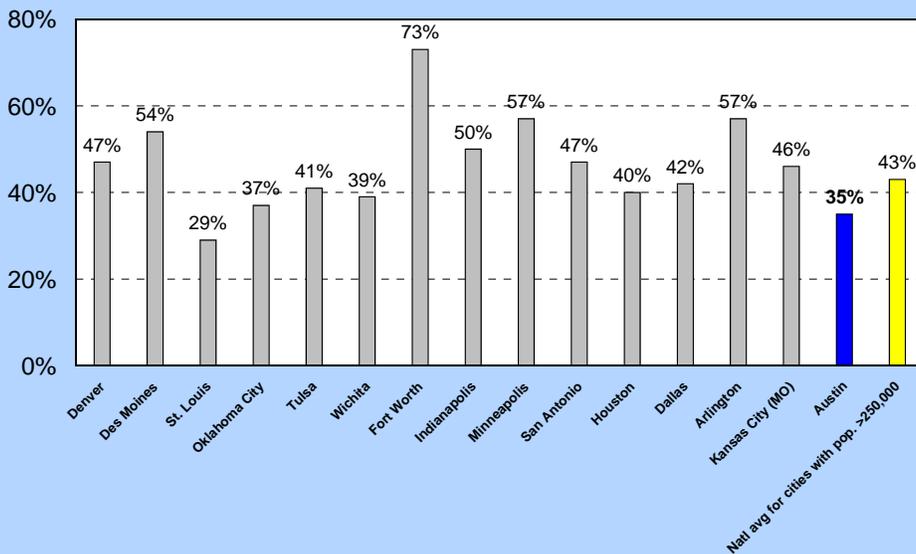


Source: ETC Institute DirectionFinder (2015)

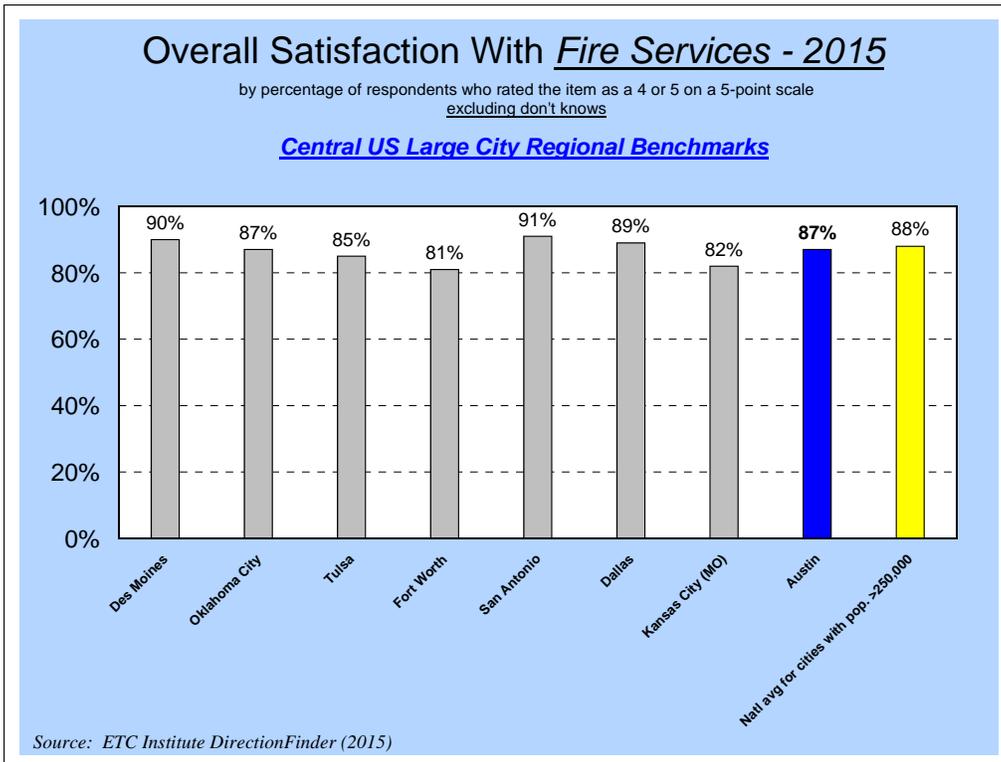
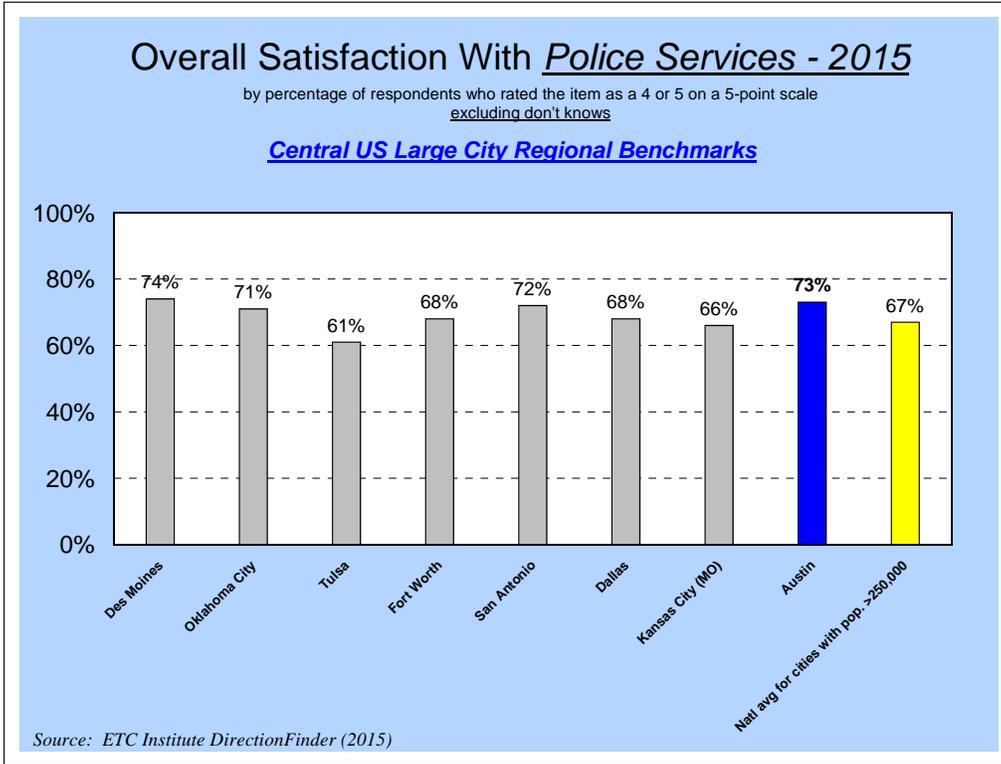
Overall Satisfaction With Code Enforcement - 2015

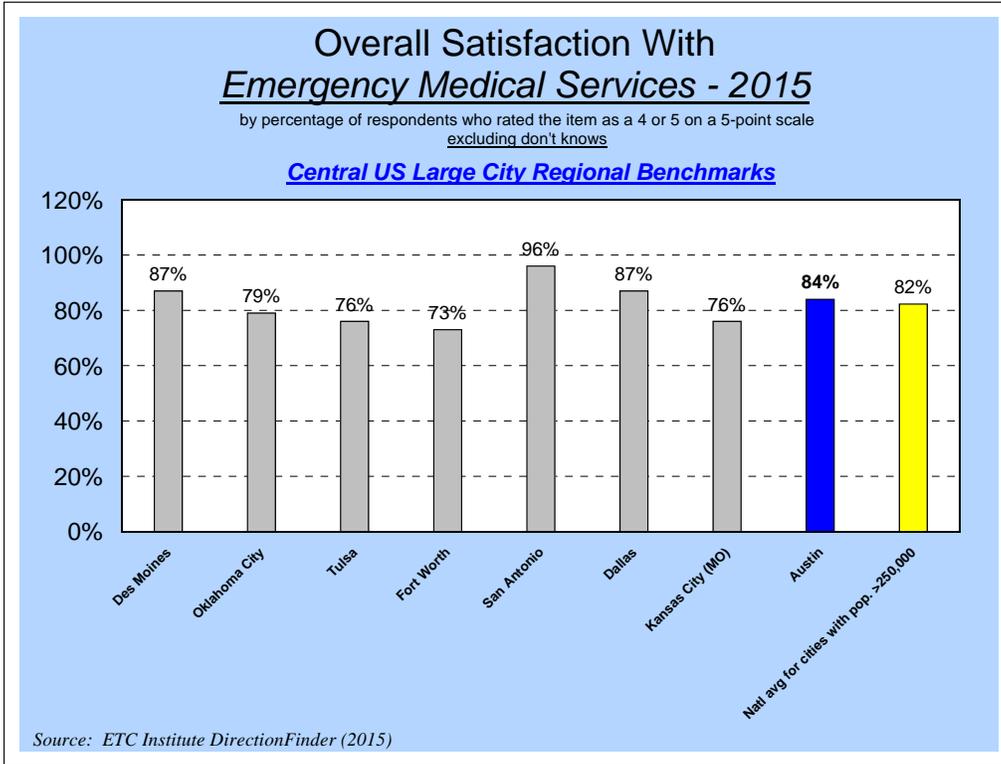
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central US Large City Regional Benchmarks



Source: ETC Institute DirectionFinder (2015)





Benchmarking Data

Comparisons to a Range of Performance

The following charts show how the results for the City of Austin compare to the range of performance for other large U.S. Cities. A total of 30 large U.S. cities were included in this analysis. These cities are listed in the following chart.

The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during July of 2015.

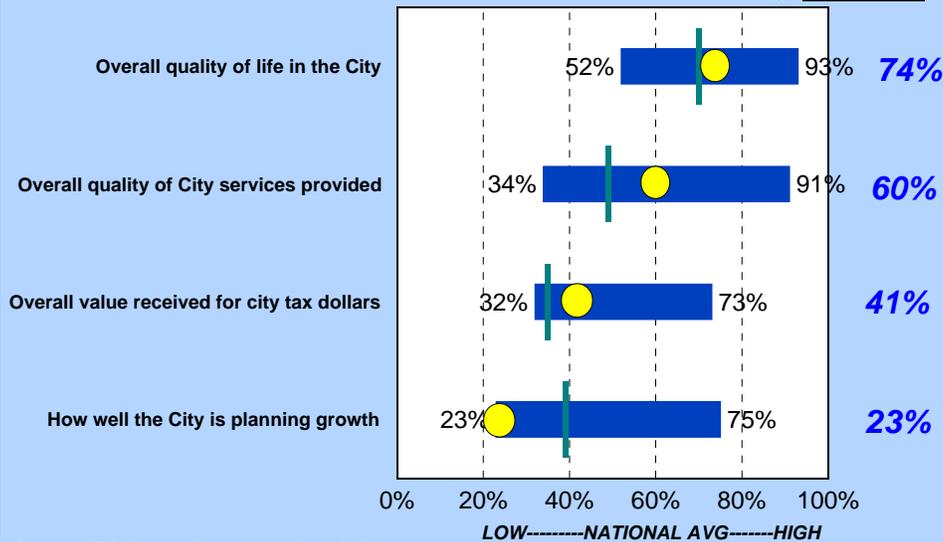
Benchmarking Communities

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

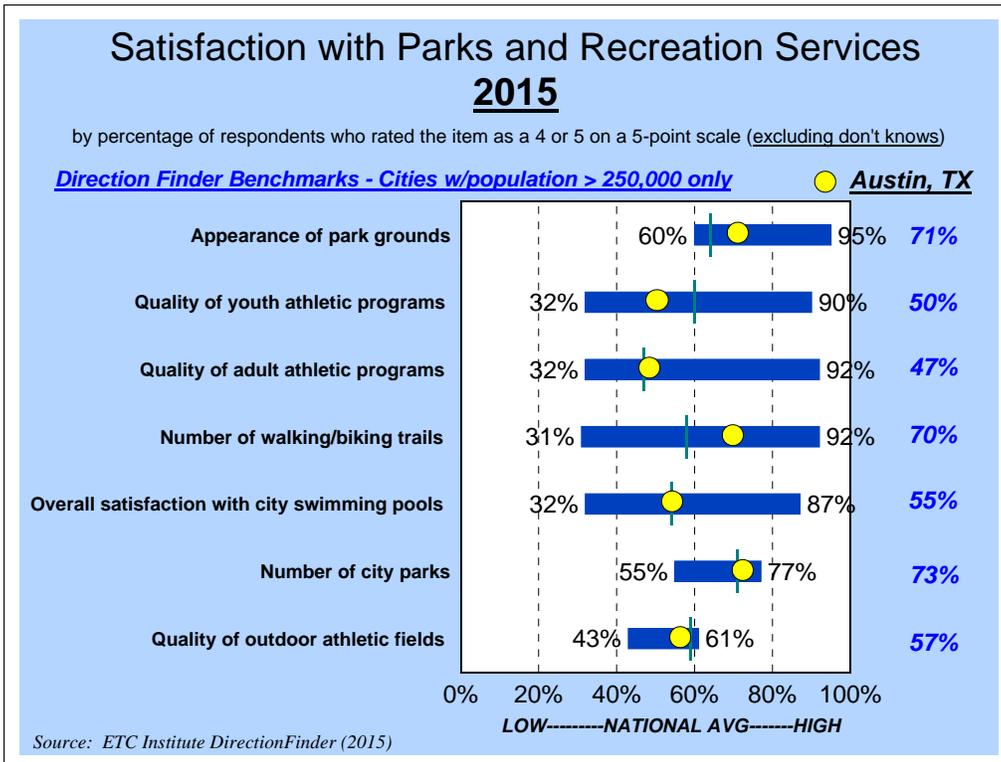
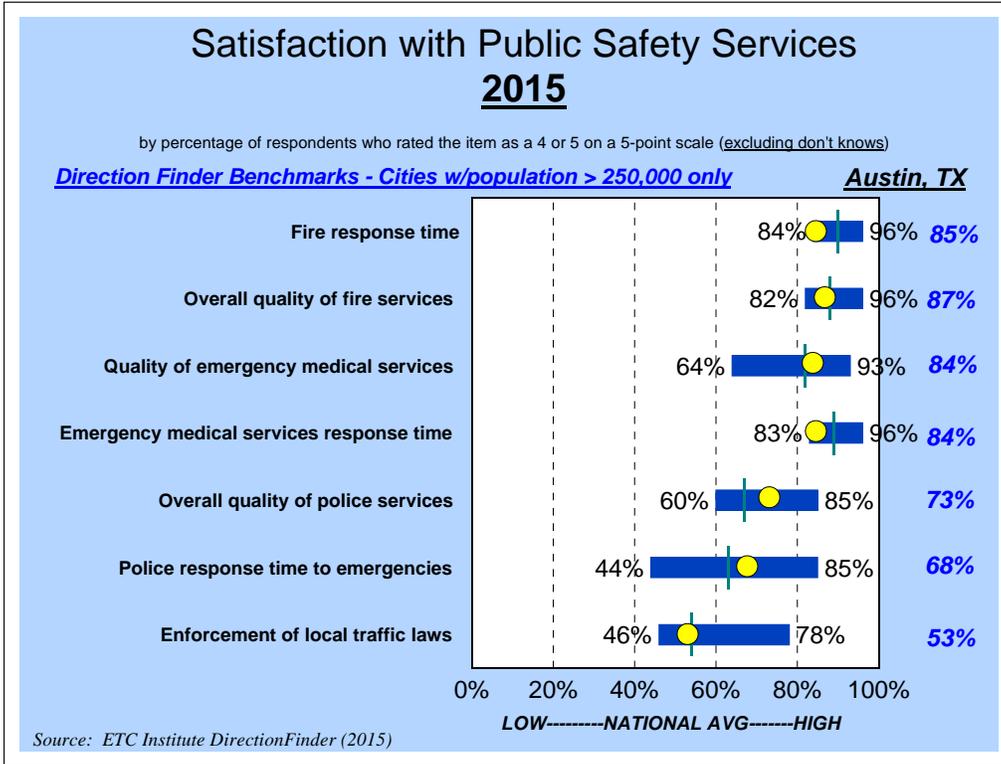
Perceptions Residents Have of the City in Which They Live - **2015**

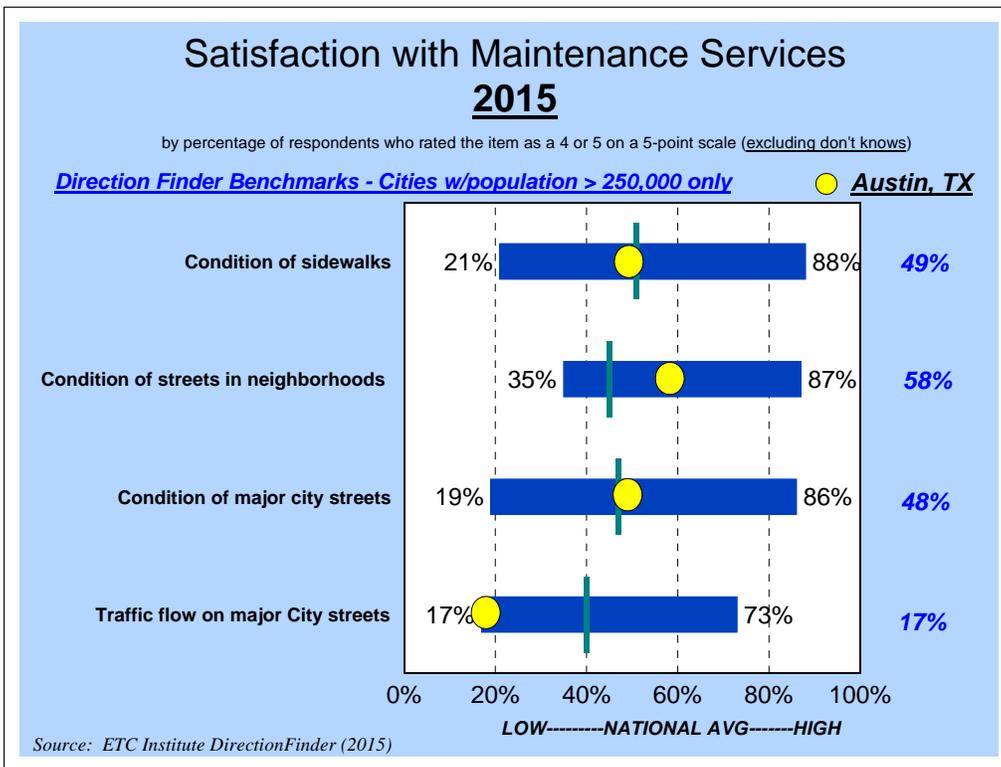
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

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

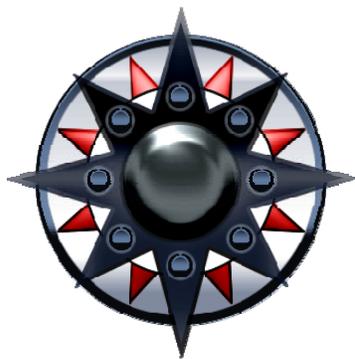


Source: ETC Institute DirectionFinder (2015)





Section 4:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

Austin, Texas

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Thirty-four percent (34.3%) of residents selected "overall maintenance of City streets and sidewalks" as one of the most important Major City services to provide.

With regard to satisfaction, approximately thirty-nine percent (38.6%) of the residents surveyed rated their overall satisfaction with the “overall maintenance of City streets and sidewalks” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for the “overall maintenance of City streets and sidewalks” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 34.3% was multiplied by 61.4% (1-0.386). This calculation yielded an I-S rating of 0.2106, which ranked first out of fourteen Major City Services.

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

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

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

Interpreting the Ratings

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

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Austin are provided on the following pages.

Importance-Satisfaction Rating

Austin, TX

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS>.20)</u>						
Overall maintenance of City streets and sidewalks	34%	3	39%	13	0.2106	1
<u>High Priority (IS .10-.20)</u>						
Overall quality of planning, development review, permitting and inspection services	22%	5	26%	14	0.1624	2
Quality of public safety services	53%	1	75%	3	0.1311	3
Overall quality of health and human services	21%	6	51%	9	0.1002	4
<u>Medium Priority (IS <.10)</u>						
Quality of drinking water services	38%	2	78%	2	0.0833	5
Quality of electric utility services	24%	4	67%	7	0.0775	6
Quality of parks and rec programs/facilities	19%	7	74%	4	0.0506	7
Austin's overall effectiveness of communication	7%	10	47%	12	0.0379	8
Overall management of stormwater runoff	6%	11	49%	11	0.0322	9
Quality of municipal court services	5%	14	51%	10	0.0235	10
Animal Services	6%	12	61%	8	0.0227	11
Quality of wastewater services	7%	9	71%	6	0.0214	12
Quality of City libraries	8%	8	73%	5	0.0206	13
Austin-Bergstrom International Airport	5%	13	82%	1	0.0094	14

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Austin, TX

Maintenance and Appearance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Traffic flow on major city streets	63%	1	17%	8	0.5216	1
Condition of major city streets	58%	2	47%	3	0.3078	2
<u>High Priority (IS .10-.20)</u>						
Timing of traffic signals on city streets	32%	3	41%	5	0.1928	3
Pedestrian accessibility	24%	5	41%	4	0.1428	4
Enforcement of local codes and ordinances	21%	6	35%	7	0.1346	5
Condition of streets in your neighborhood	29%	4	58%	1	0.1213	6
<u>Medium Priority (IS <.10)</u>						
Bicycle accessibility	17%	8	40%	6	0.0998	7
Condition of sidewalks in your neighborhood	18%	7	49%	2	0.0899	8

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating Austin, TX Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall quality of police services	44%	1	72%	5	0.1224	1
Speed of emergency police response	33%	2	67%	6	0.1066	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	10%	7	52%	7	0.0483	3
Timeliness of EMS response to emergency location	22%	5	84%	4	0.0357	4
Timeliness of Fire response to emergency location	23%	3	84%	3	0.0354	5
Overall quality of fire services	23%	4	86%	1	0.0312	6
Medical assistance provided by EMS	18%	6	85%	2	0.0282	7

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating Austin, TX Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flood control efforts	34%	2	48%	5	0.1771	1
Water Conservation programs within Austin	40%	1	59%	1	0.1652	2
The water quality of lakes and streams	33%	3	57%	4	0.1418	3
Water/wastewater utility emergency response time	31%	4	57%	3	0.1329	4
Energy Conservation program	30%	5	58%	2	0.1262	5

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating Austin, TX Recreational and Cultural Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Safety in City parks and park facilities	41%	1	58%	9	0.1726	1
Medium Priority (IS <.10)						
Quality of youth athletic programs	17%	7	50%	13	0.0857	2
Quality of parks and recreation programs	28%	2	70%	5	0.0831	3
Quality of facilities (picnic shelters, etc.)	17%	8	55%	12	0.0755	4
Number of walking/biking trails	22%	4	69%	7	0.0674	5
Number of City parks	24%	3	73%	2	0.0661	6
Satisfaction with City swimming pools	14%	10	55%	11	0.0635	7
Appearance of park grounds in Austin	19%	5	71%	4	0.0542	8
Materials at libraries	17%	6	70%	6	0.0517	9
Library programs	16%	9	72%	3	0.0460	10
Library hours	9%	11	62%	8	0.0357	11
Quality of adult athletic programs	6%	12	46%	15	0.0329	12
Quality of outdoor athletic fields	5%	14	57%	10	0.0195	13
Satisfaction with aquatic programs	3%	15	49%	14	0.0138	14
Cleanliness of library facilities	5%	13	77%	1	0.0103	15

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating
Austin, TX
Residential and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	27%	5	41%	10	0.1579	1
Safety of your drinking water	55%	1	80%	4	0.1112	2
Cleanliness of city streets and public areas	29%	4	64%	8	0.1060	3
Medium Priority (IS <.10)						
Reliability of your electric service	39%	3	84%	3	0.0635	4
Quality of residential garbage collection	39%	2	85%	1	0.0582	5
Household hazardous waste disposal service	11%	8	50%	9	0.0530	6
Cleanliness of your neighborhood	18%	6	71%	7	0.0521	7
Quality of residential curbside recycling services	17%	7	83%	2	0.0284	8
Bulky item pick-up/removal services	10%	9	74%	6	0.0260	9
Quality of residential yard waste collection	8%	10	75%	5	0.0187	10

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

Most Important %:

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

Satisfaction %:

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

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Section 4:
Importance-Satisfaction
Matrix Analysis

Importance-Satisfaction Matrix Analysis

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

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

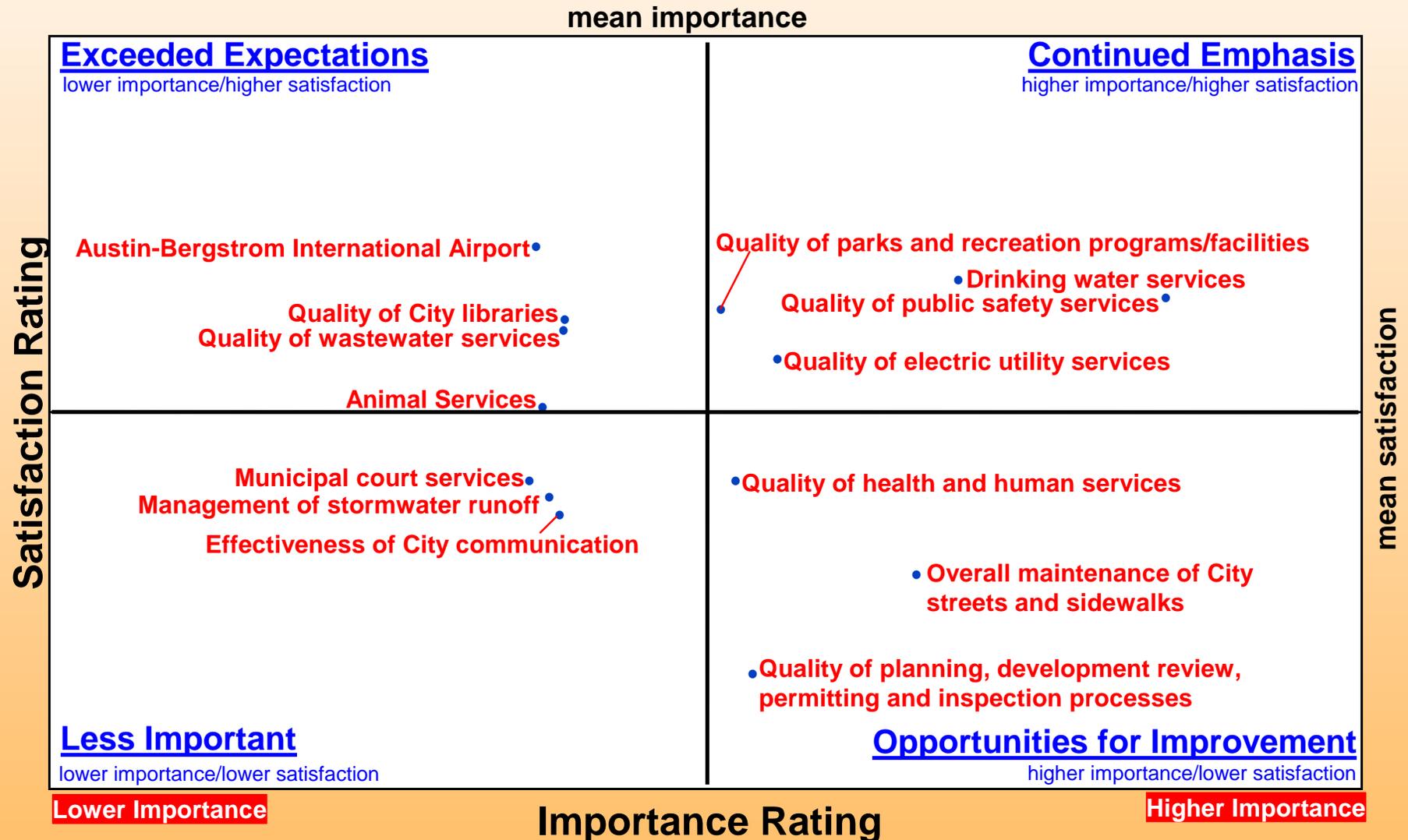
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

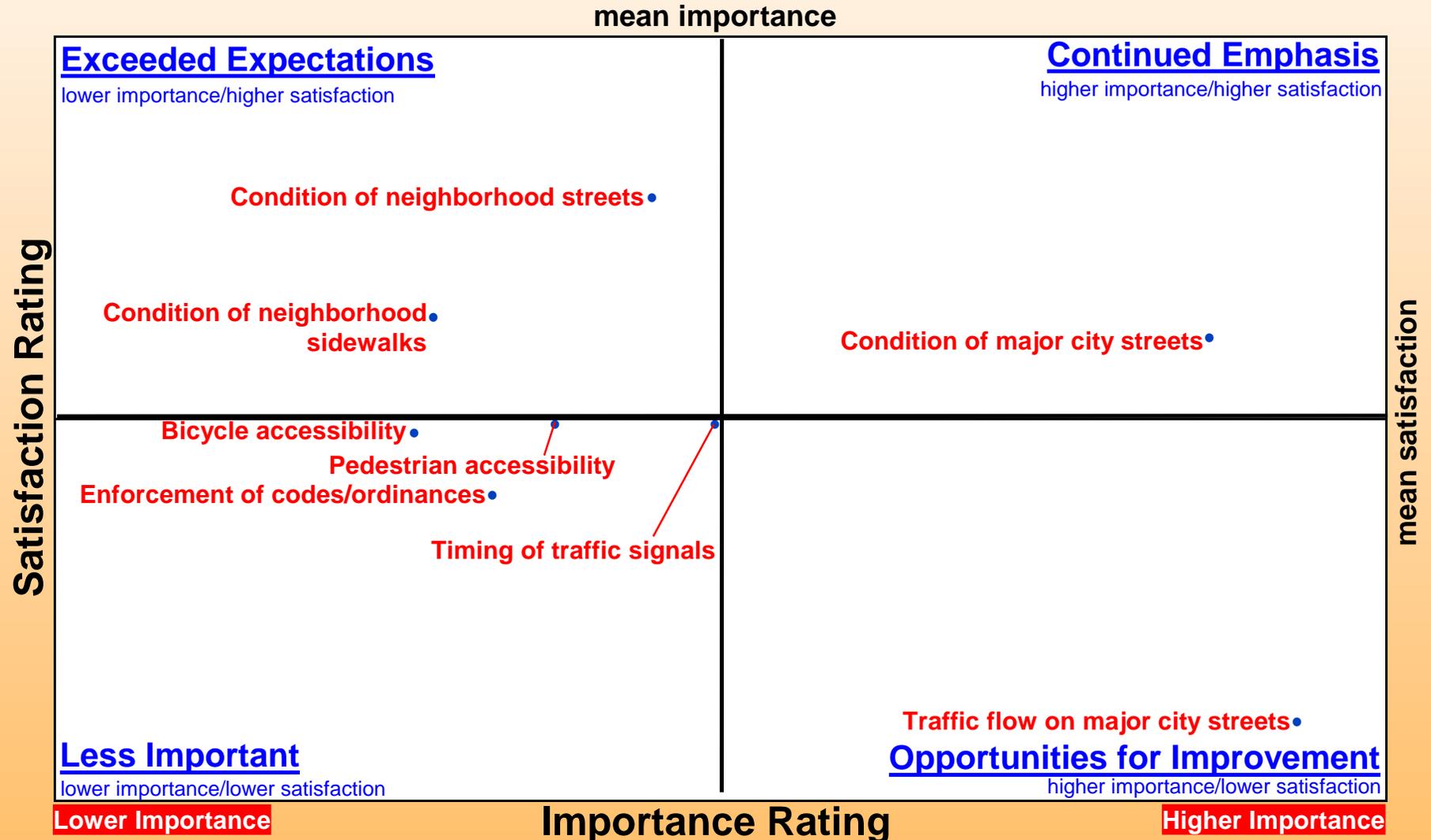


Source: ETC Institute (2015)

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance and Appearance-

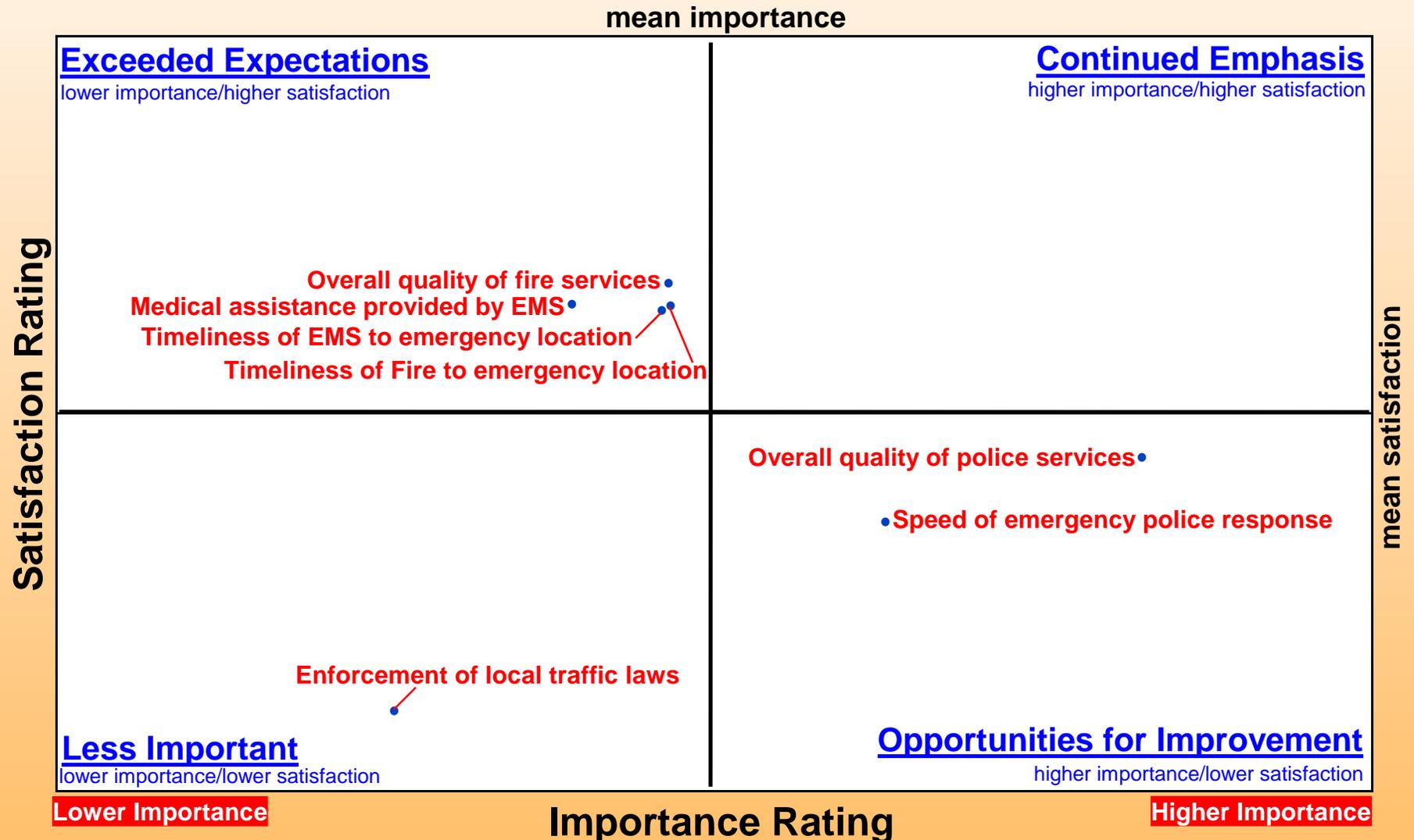
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Public Safety Services-

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

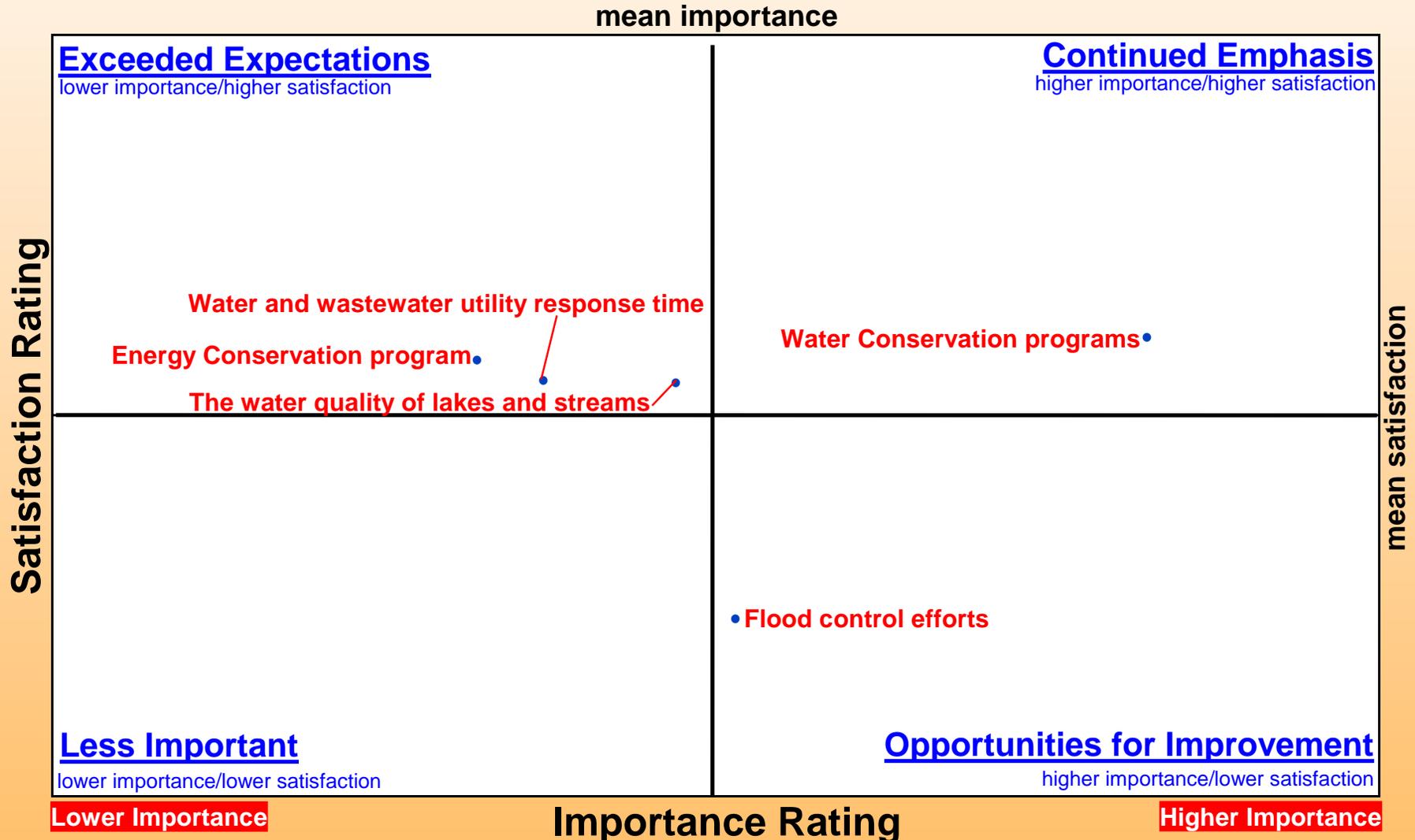


Source: ETC Institute (2015)

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

-Environmental Services-

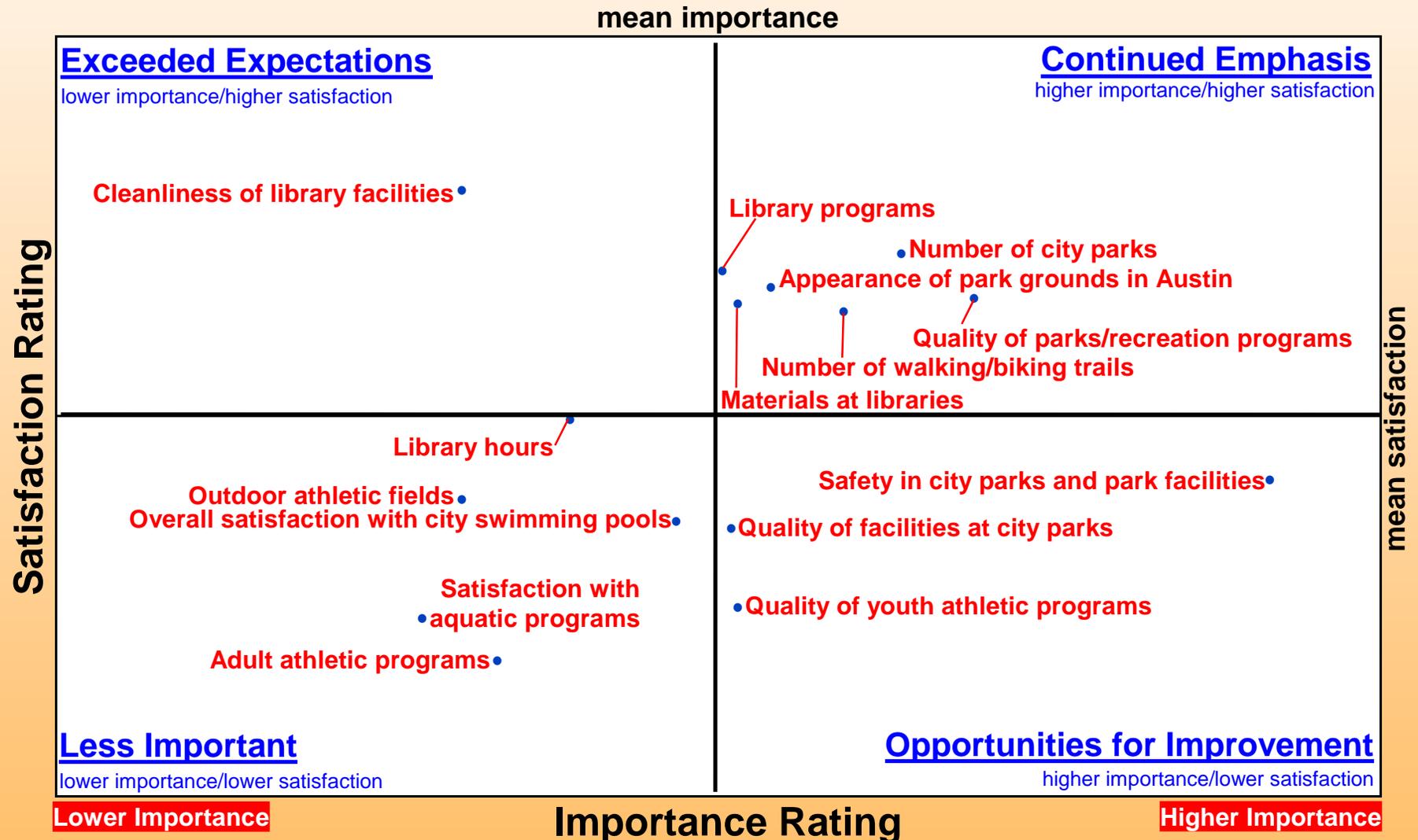
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Recreational and Cultural Services-

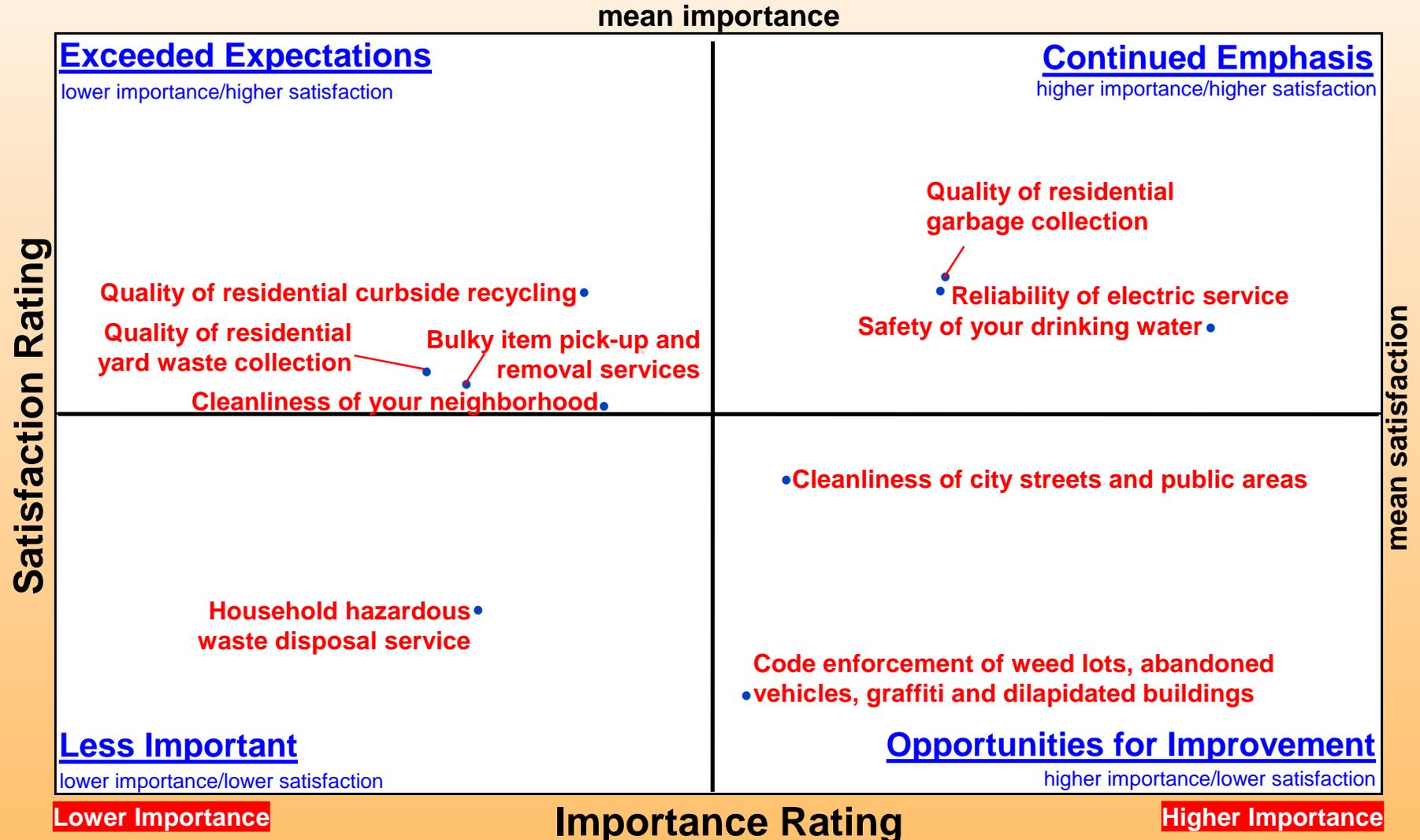
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

2015 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Residential and Neighborhood Services-

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



Source: ETC Institute (2015)

Section 5:

GIS Maps

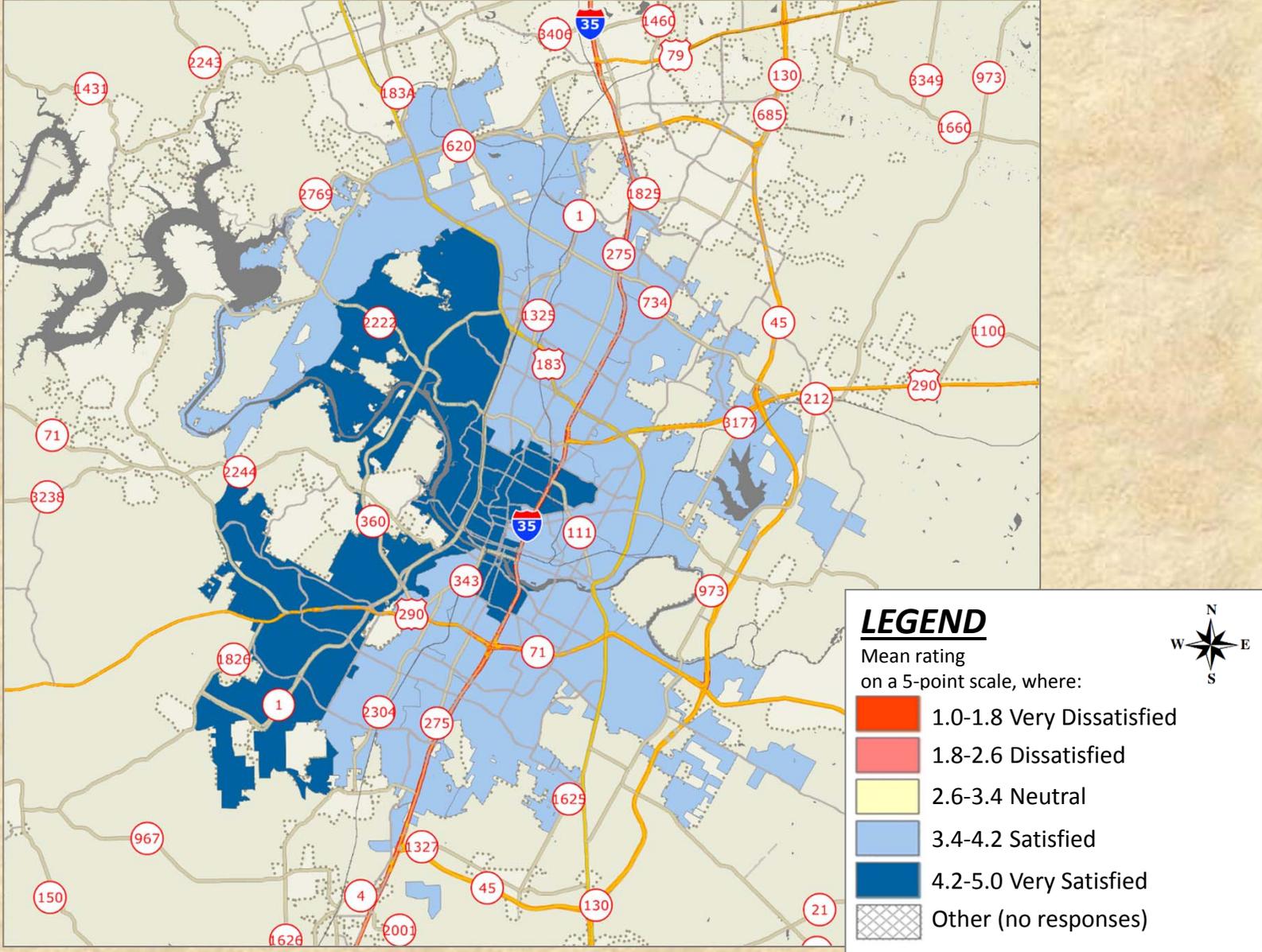
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Council District. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

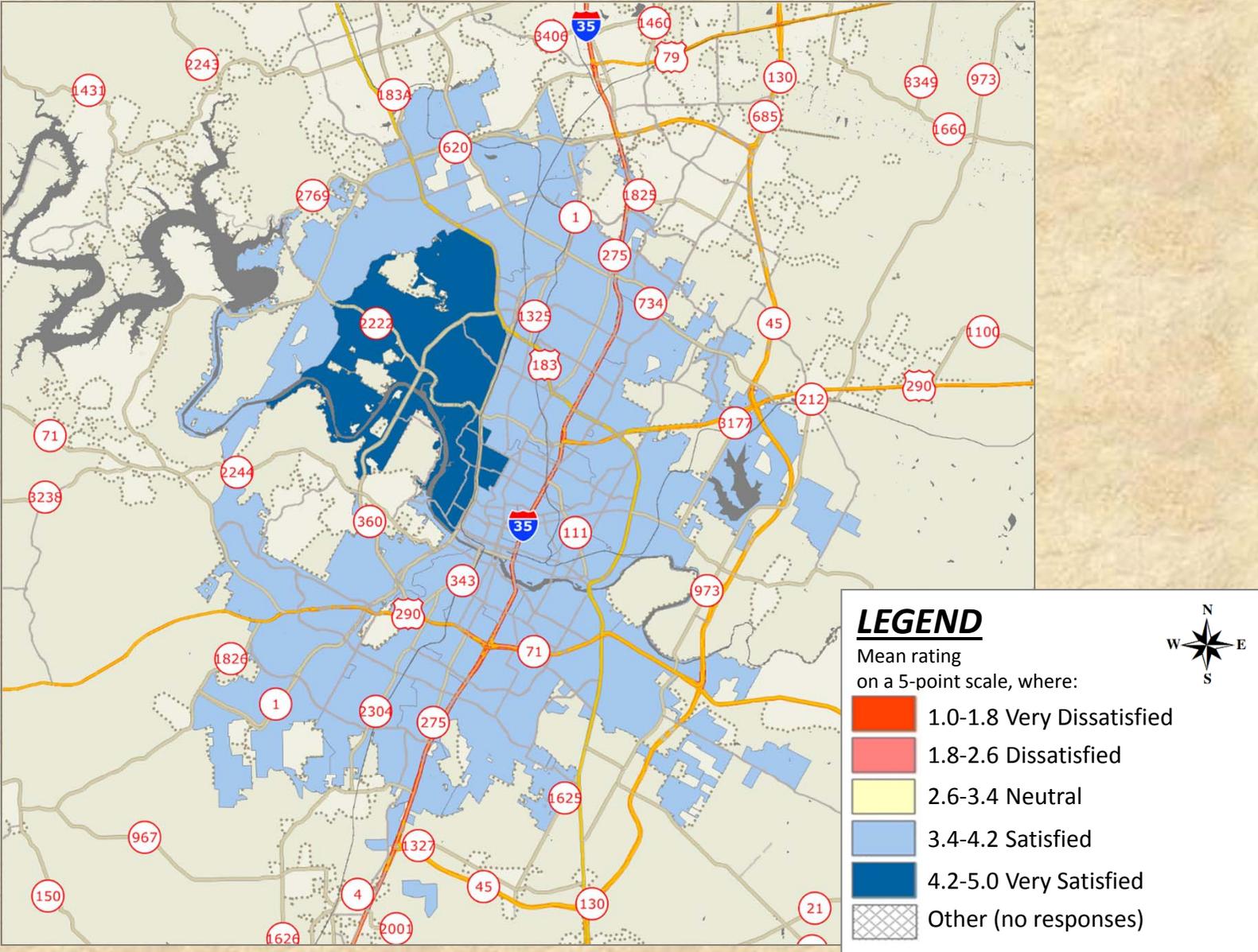
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Q1a Satisfaction with the City of Austin as a place to live



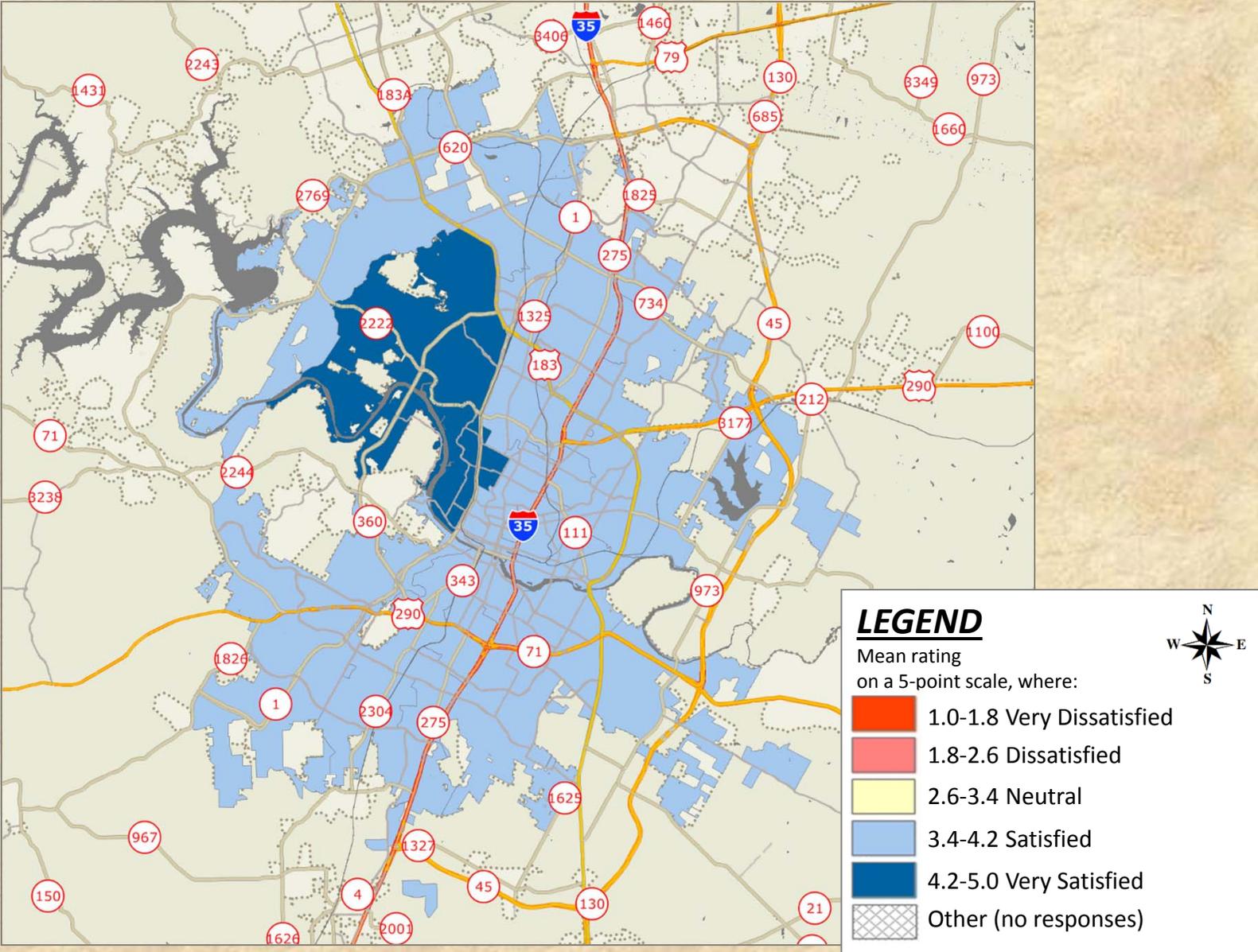
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q1b Satisfaction with the city as a place to raise children



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

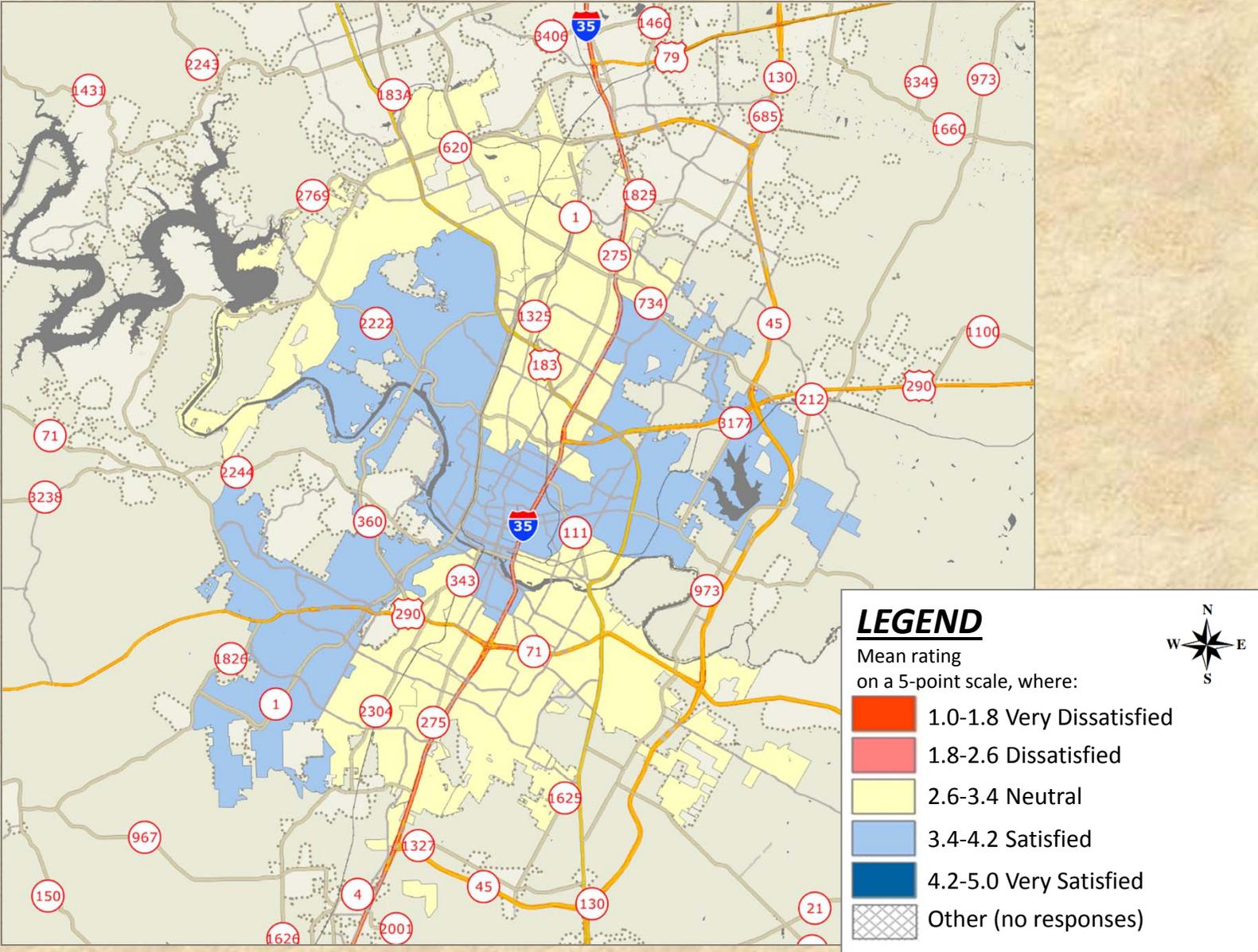
Q1c Satisfaction with the city as a place to work



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

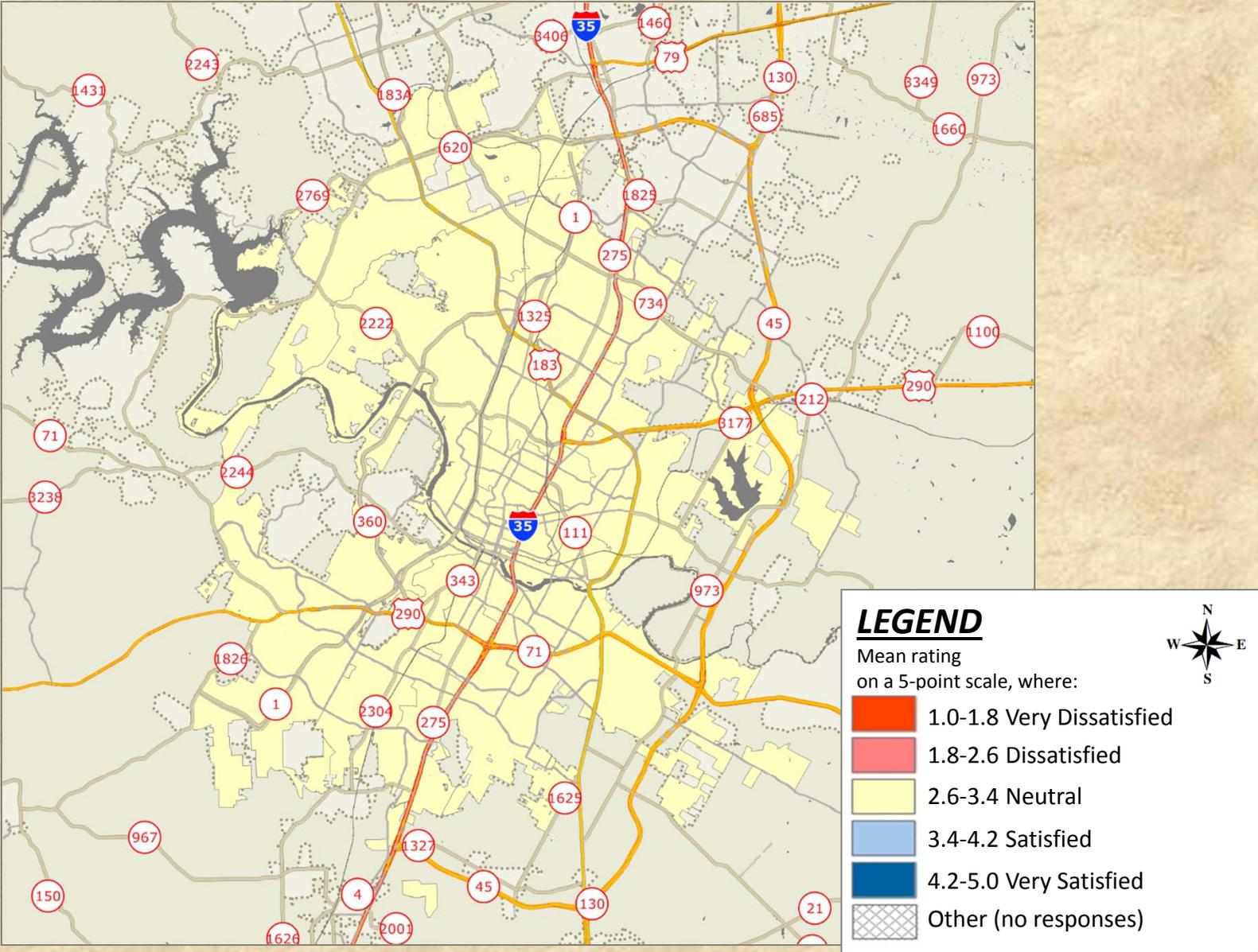
Q1d Satisfaction with the city as a place to retire



2015 City of Austin Community Survey

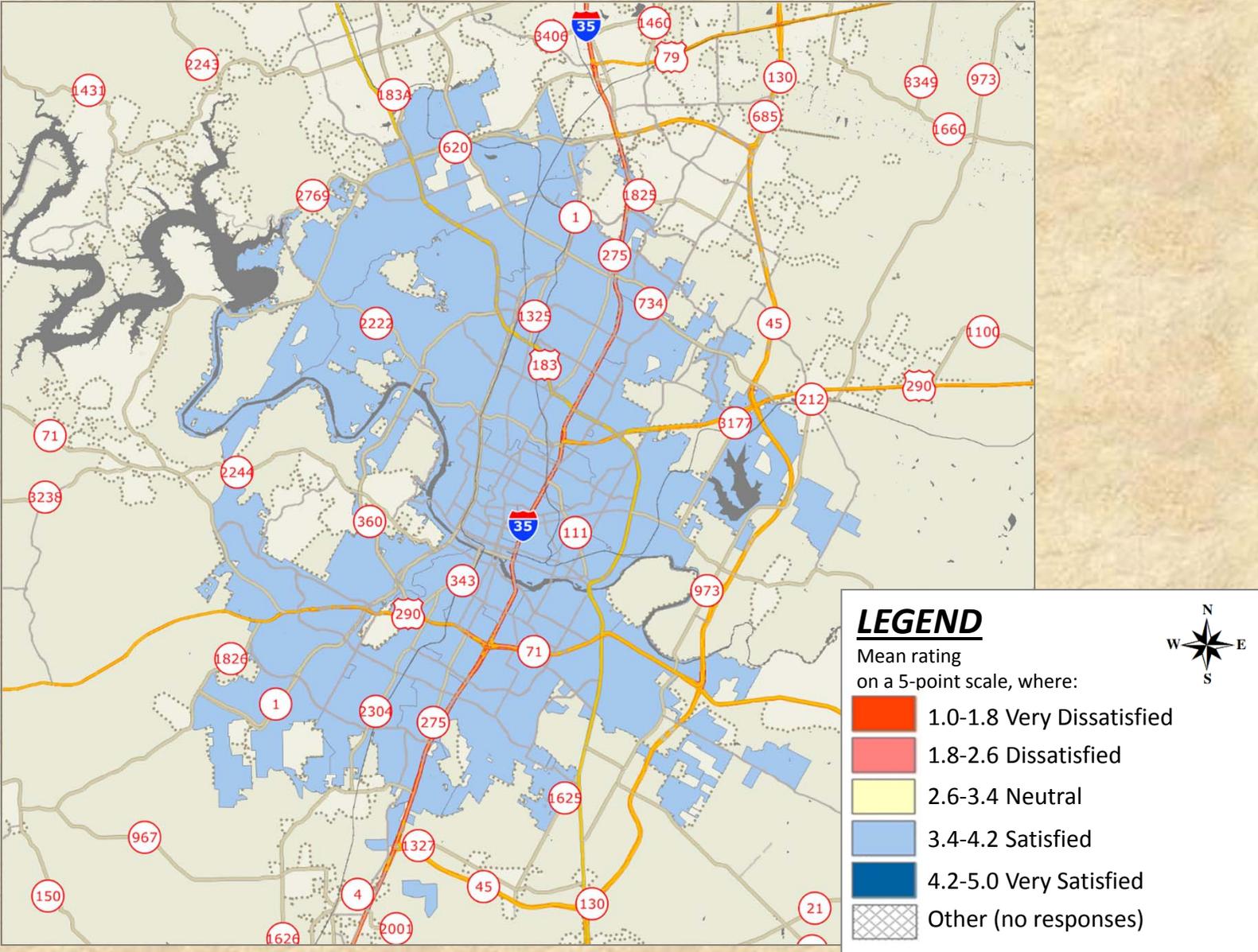
Shading reflects the mean rating for all respondents by Council District

Q1e Satisfaction with the overall value received for city tax dollars and fees



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

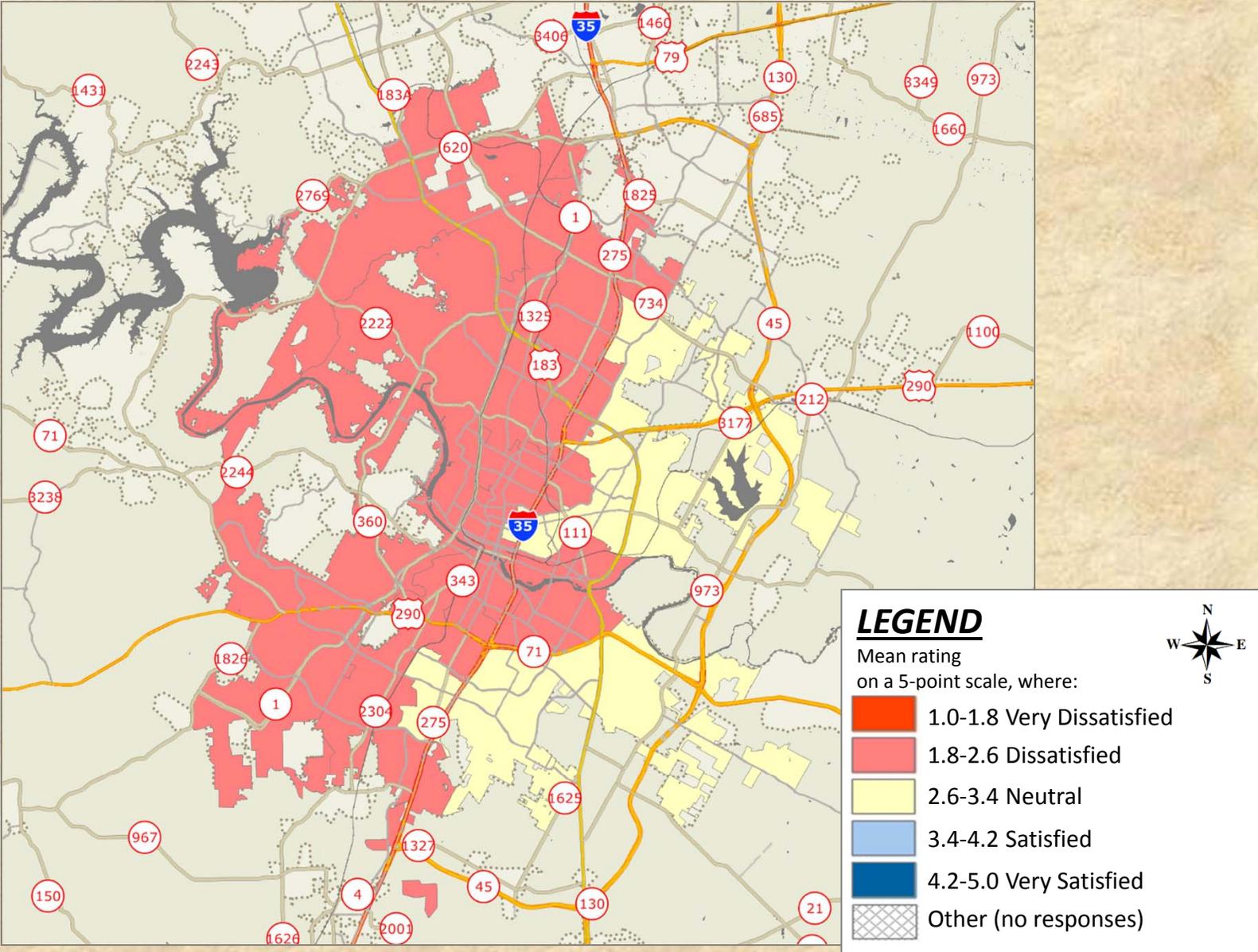
Q1f Satisfaction with the overall quality of life in the city



2015 City of Austin Community Survey

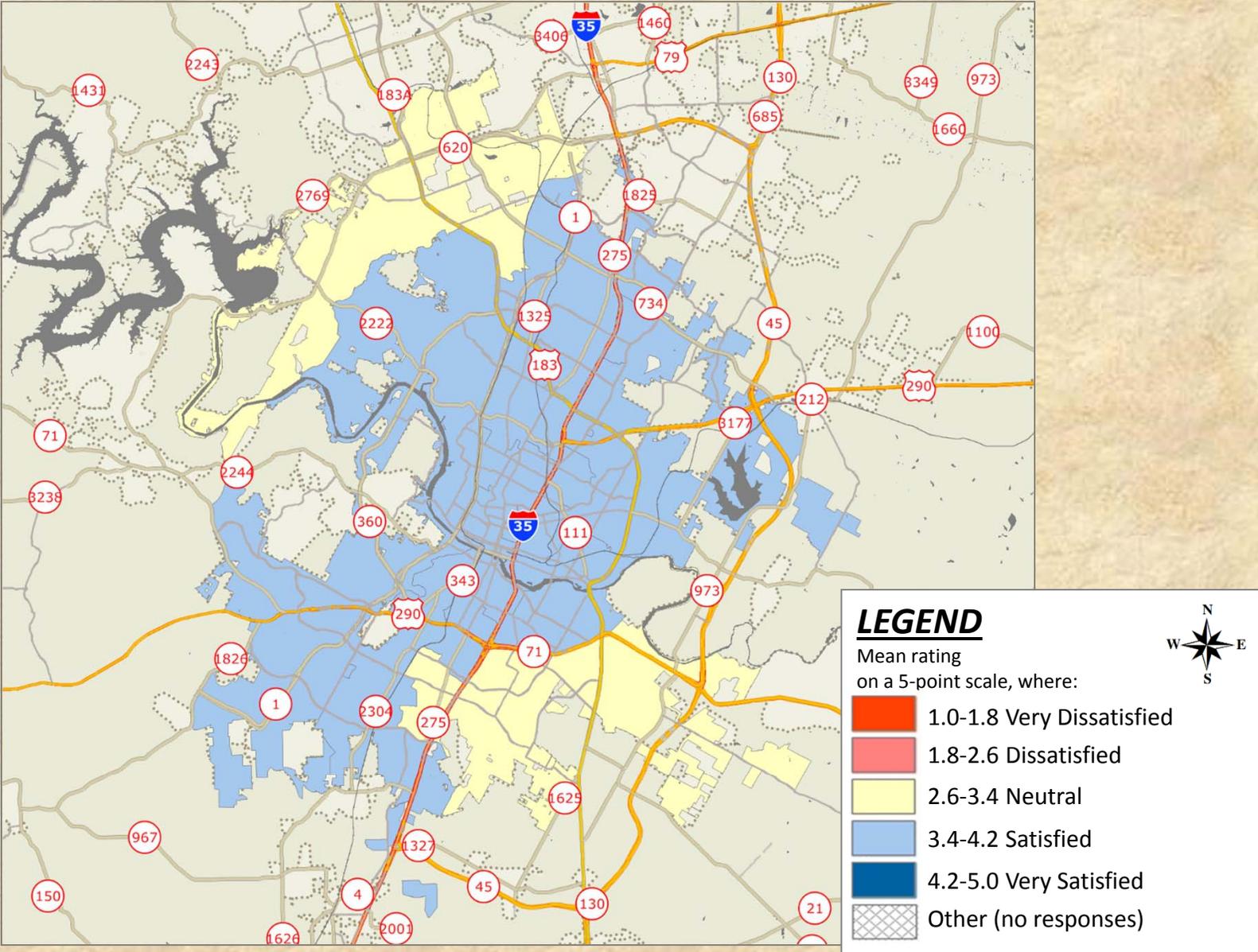
Shading reflects the mean rating for all respondents by Council District

Q1g Satisfaction with how well the city is planning growth



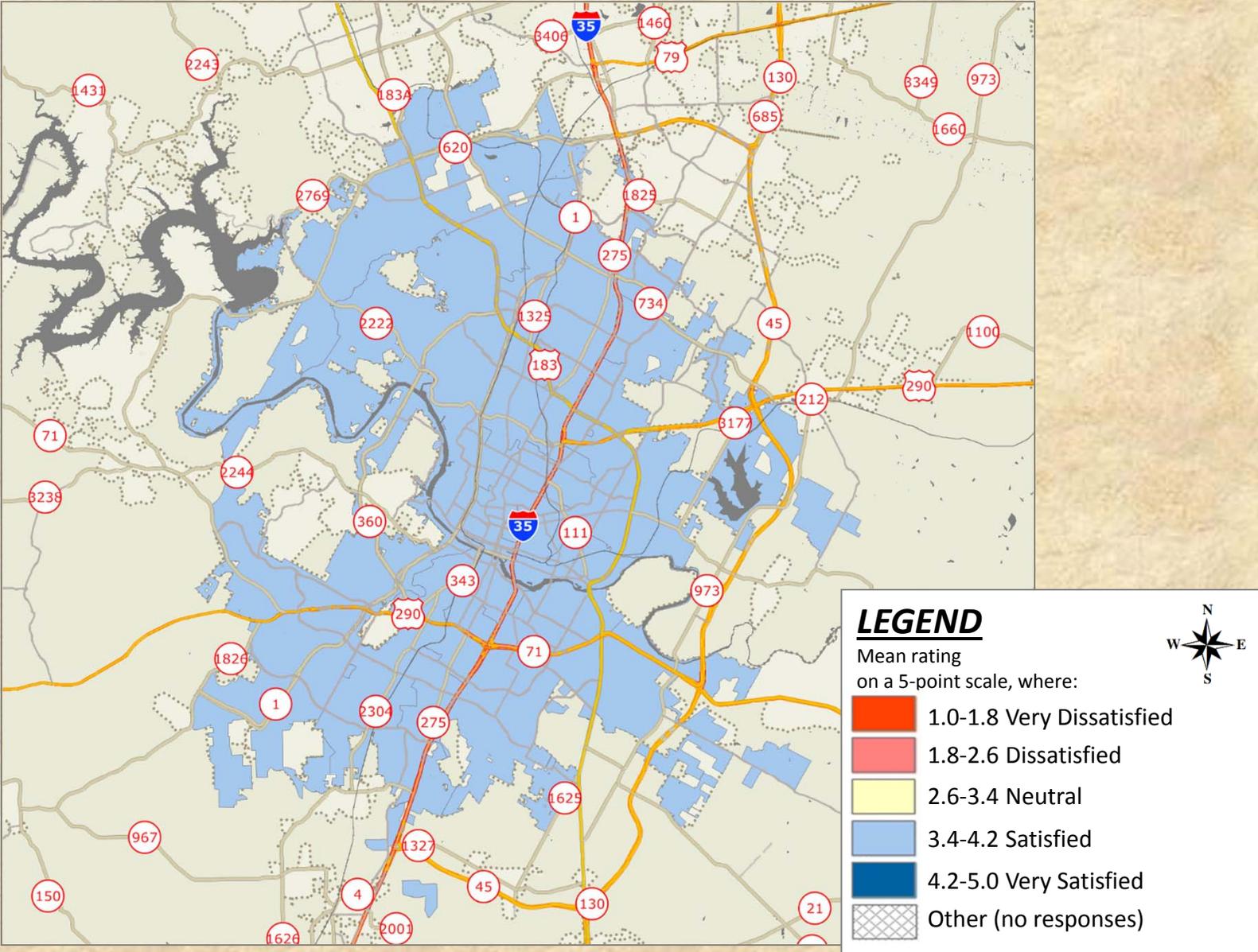
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q1h Satisfaction with the overall quality of services provided by the city



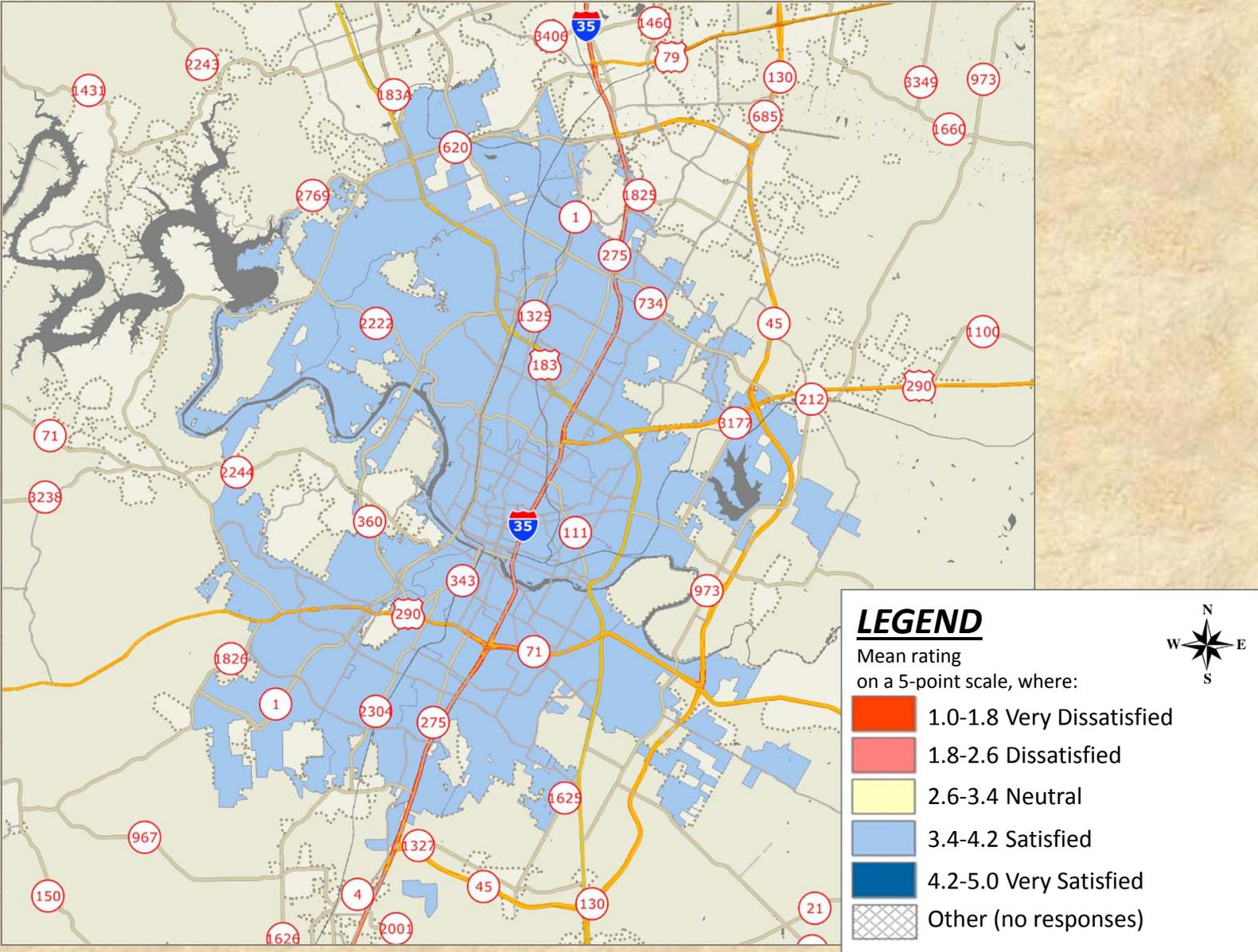
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q2a Satisfaction with overall quality of parks and recreation programs/facilities



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

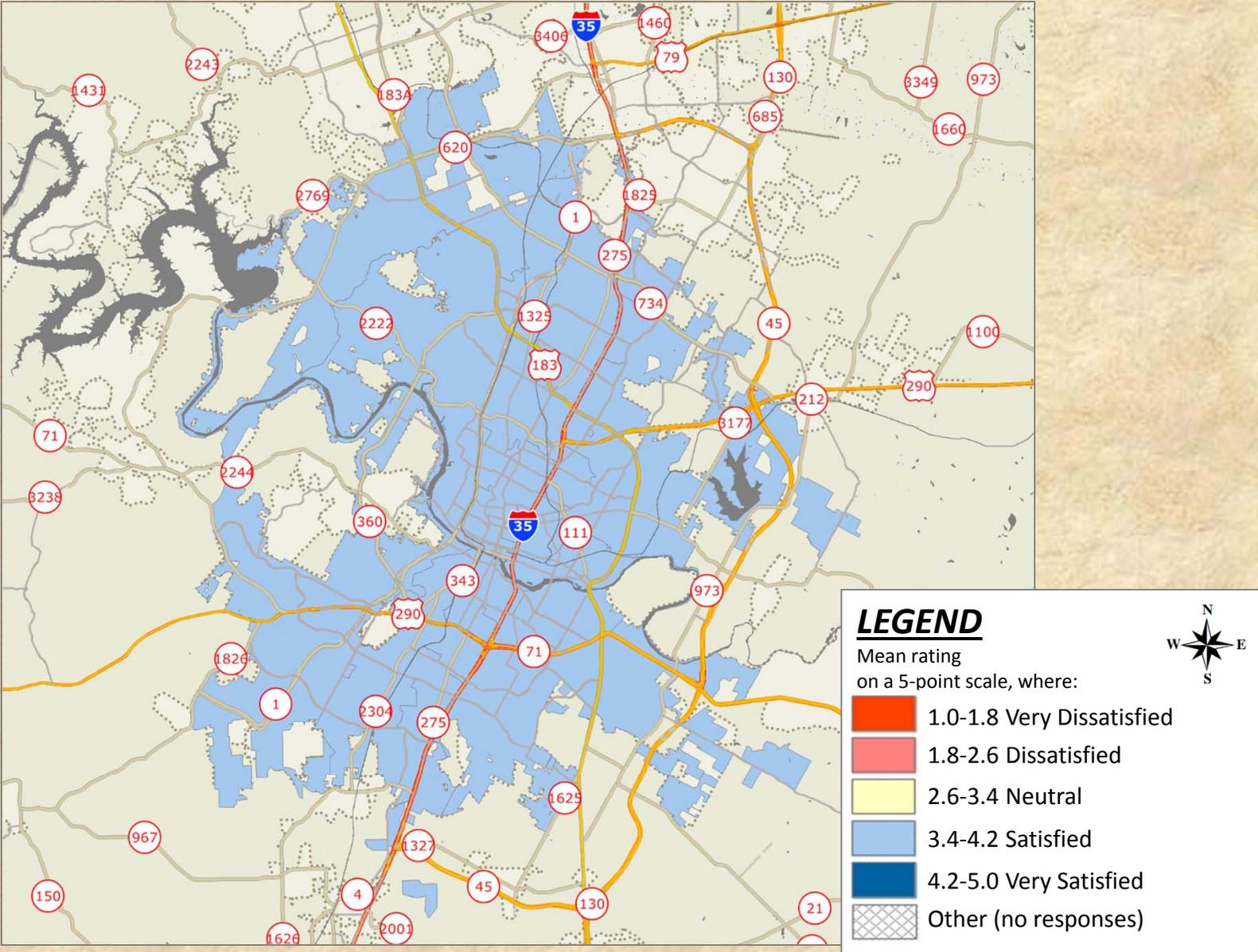
Q2b Satisfaction with overall quality of city libraries



2015 City of Austin Community Survey

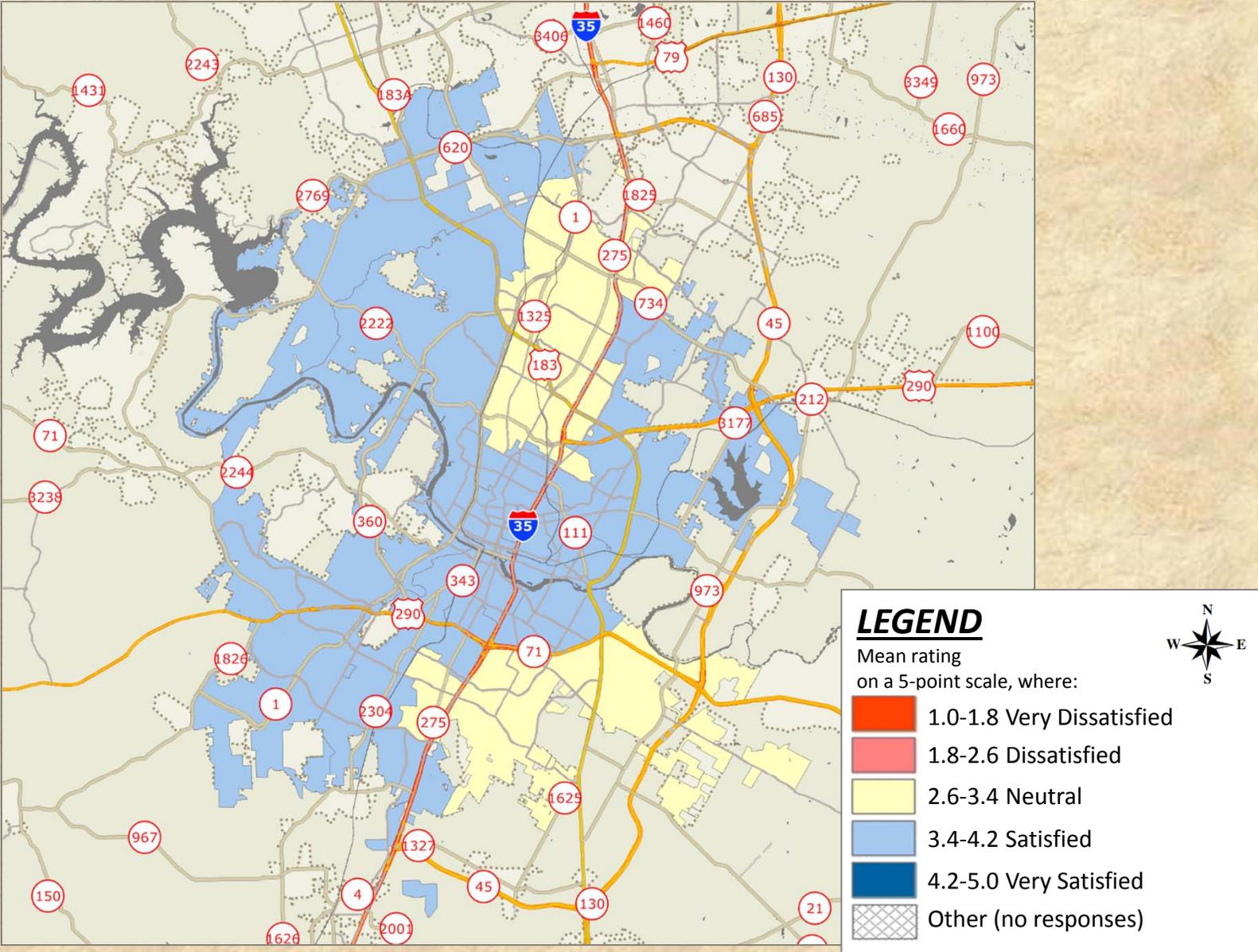
Shading reflects the mean rating for all respondents by Council District

Q2c Satisfaction with overall quality of public safety services



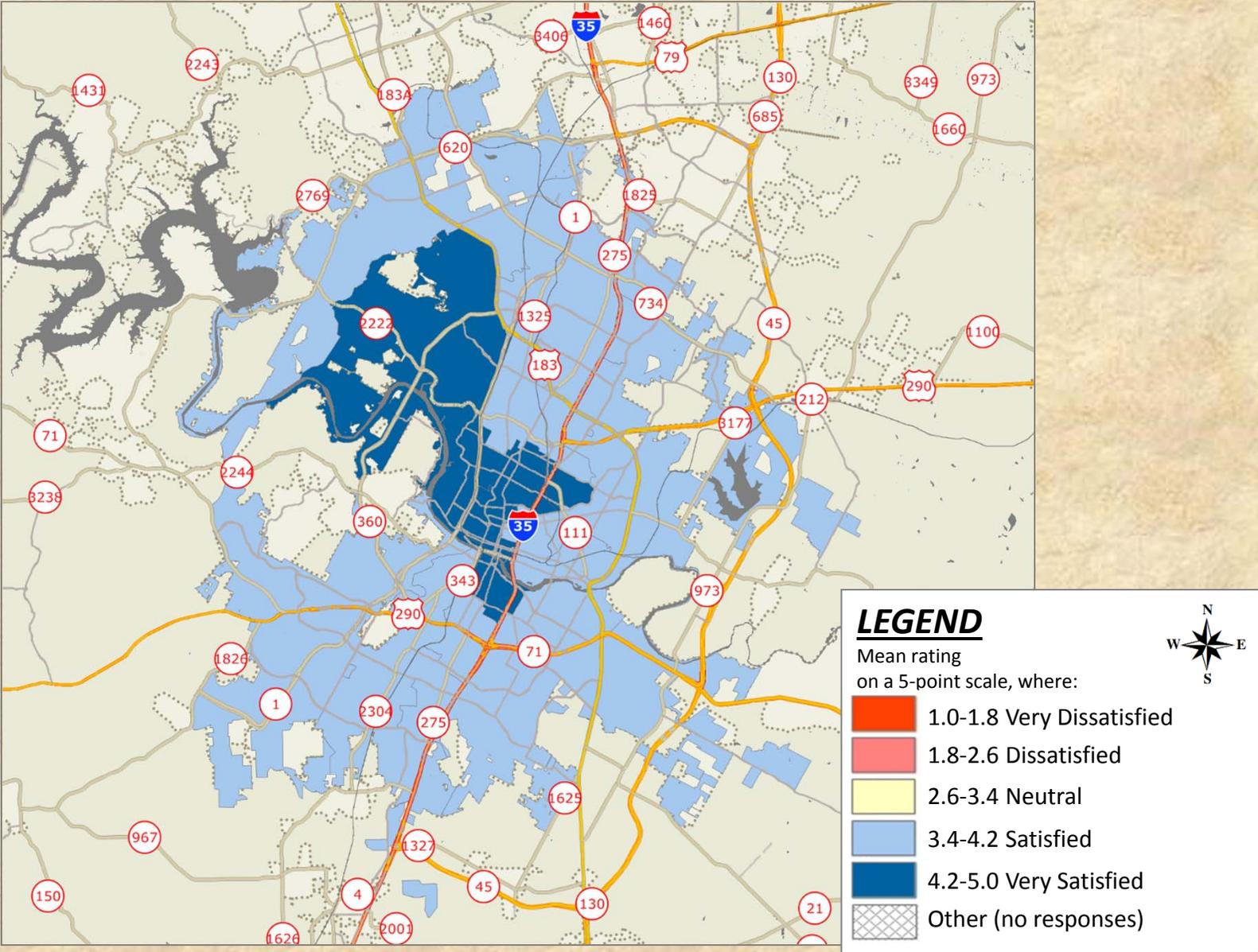
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q2d Satisfaction with overall quality of municipal court services



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

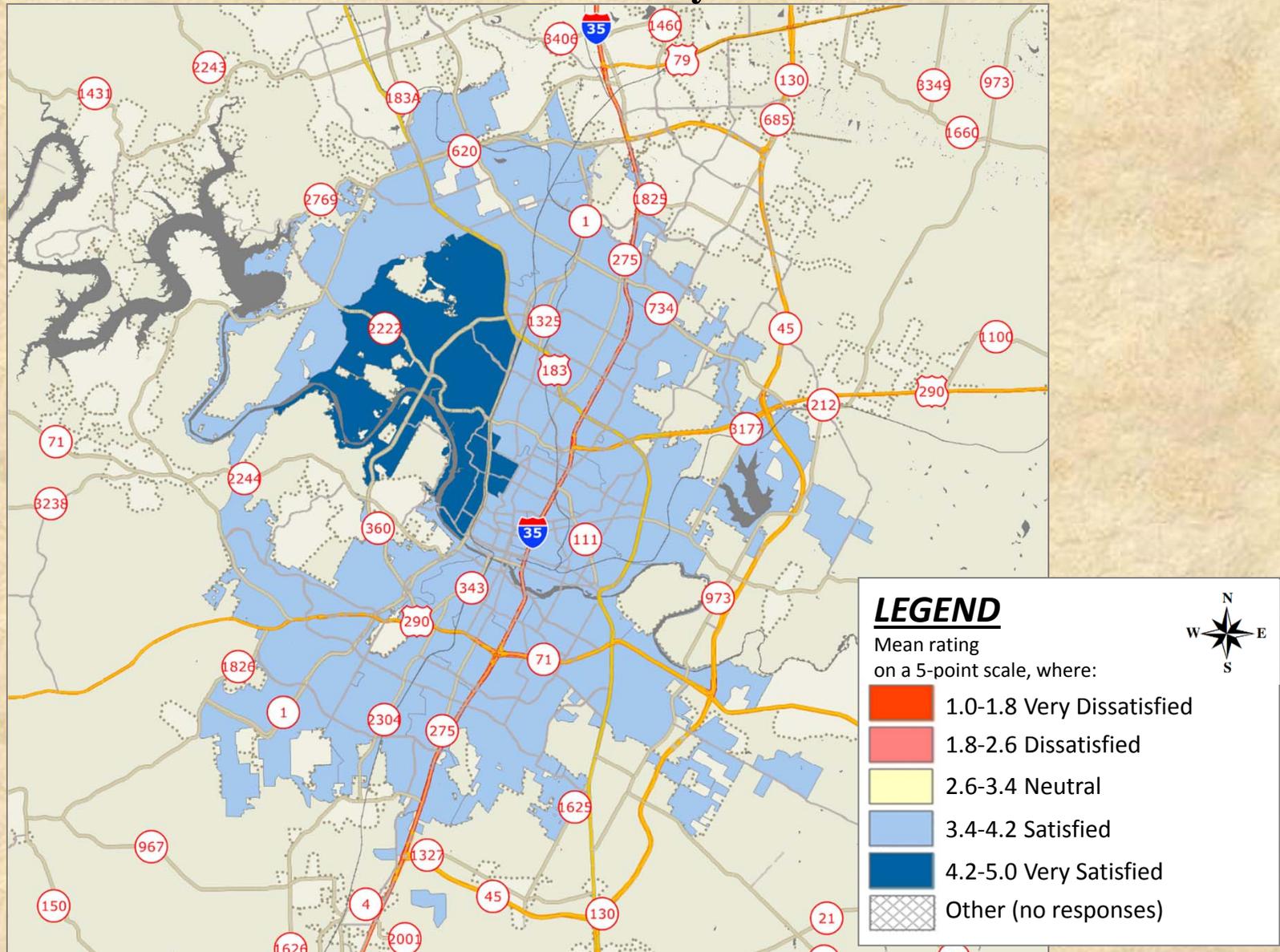
Q2e Satisfaction with overall quality of Austin-Bergstrom International Airport



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

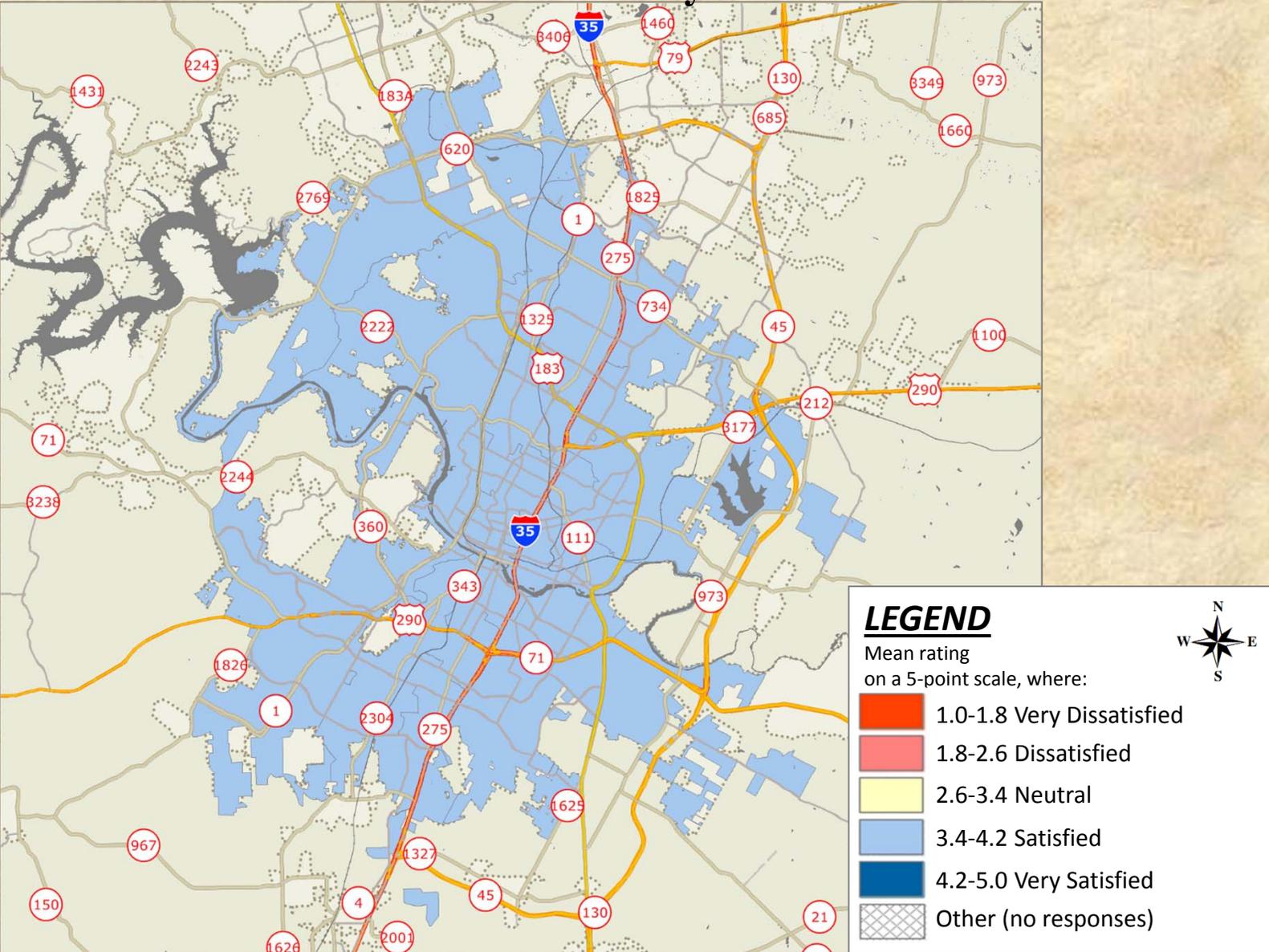
Q2f Satisfaction with overall quality of drinking water provided by Austin Water Utility



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

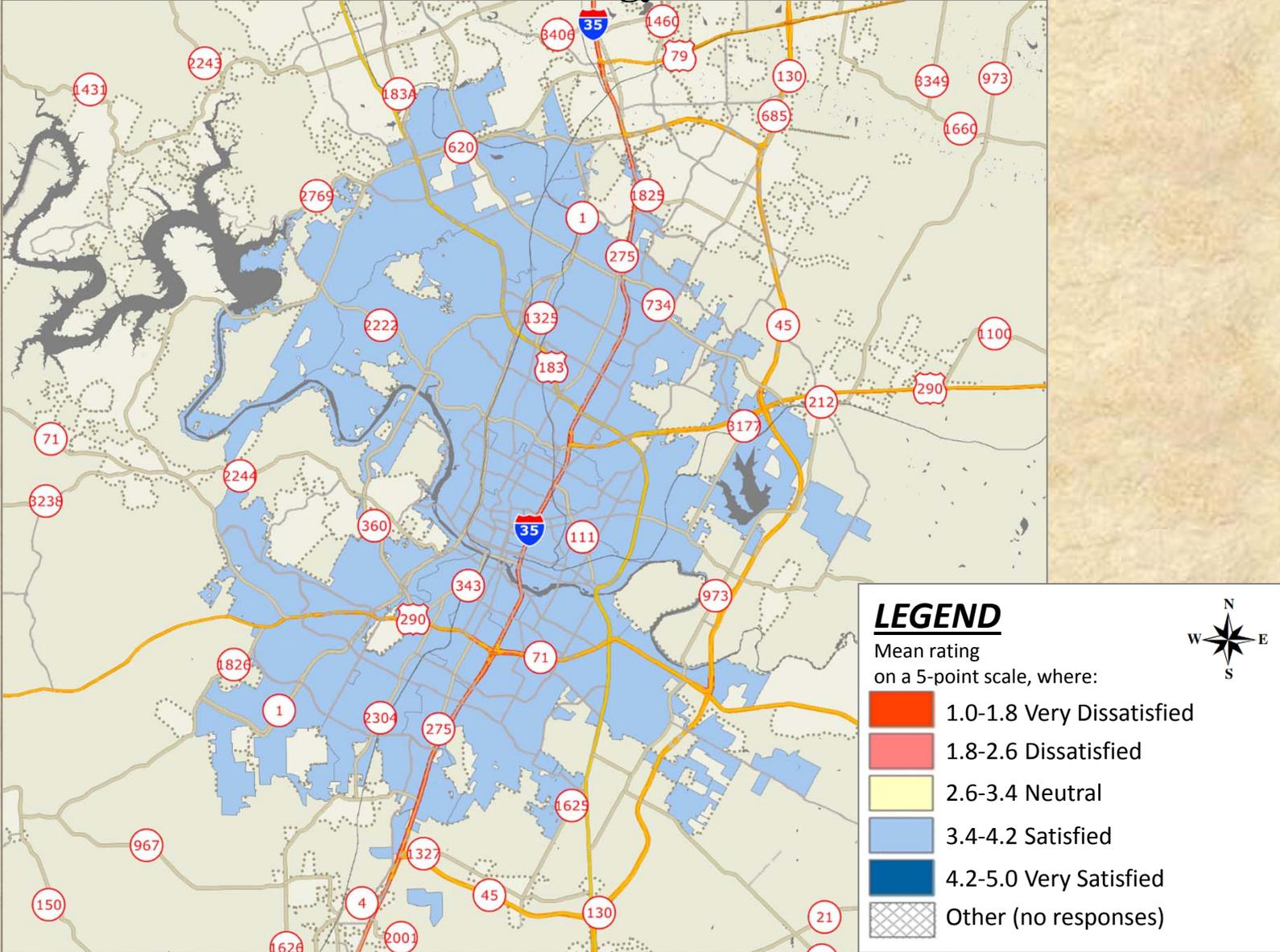
Q2g Satisfaction with overall quality of wastewater services provided by Austin Water Utility



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

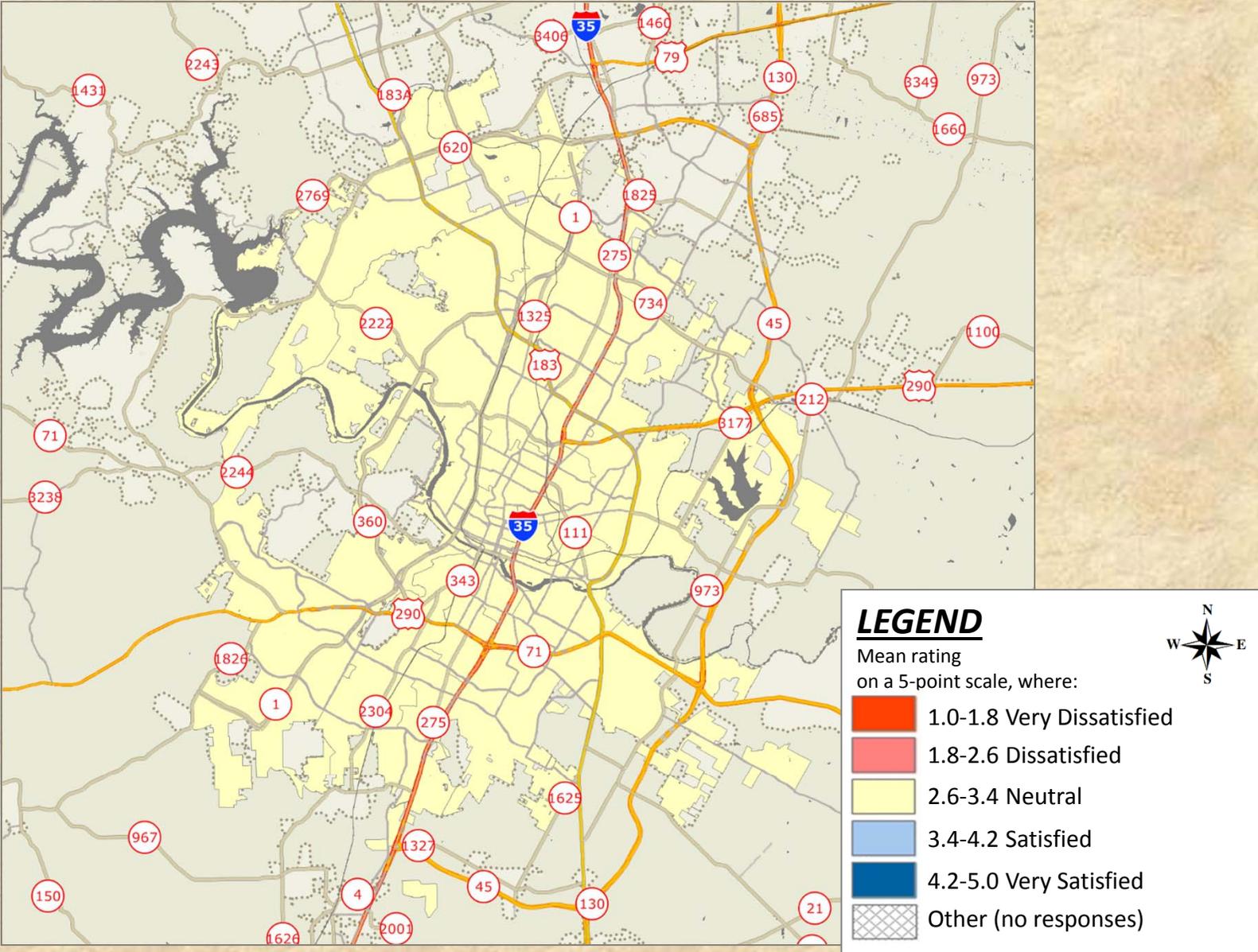
Q2h Satisfaction with overall quality of electric utility services provided by Austin Energy



2015 City of Austin Community Survey

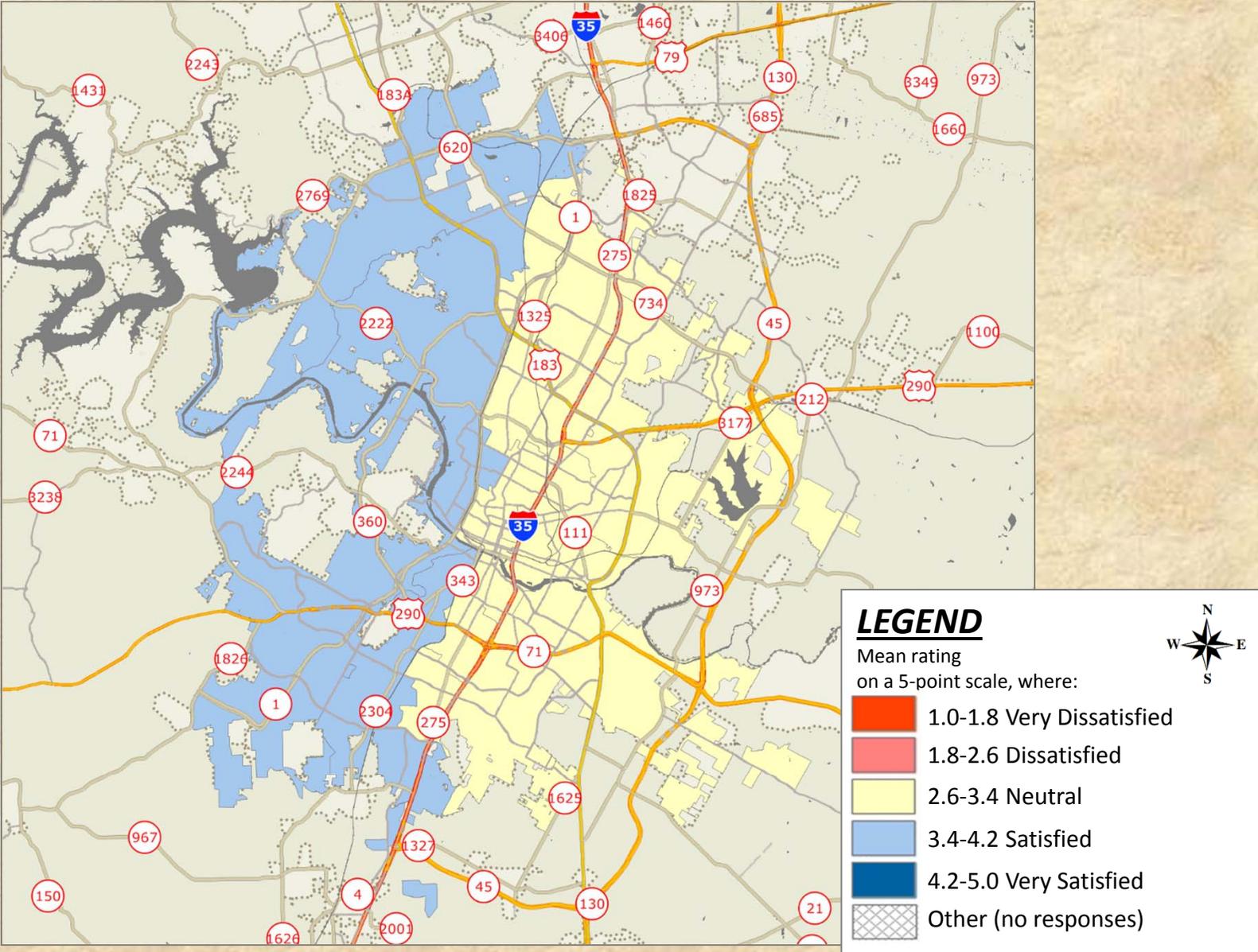
Shading reflects the mean rating for all respondents by Council District

Q2i Satisfaction with overall maintenance of city streets and sidewalks



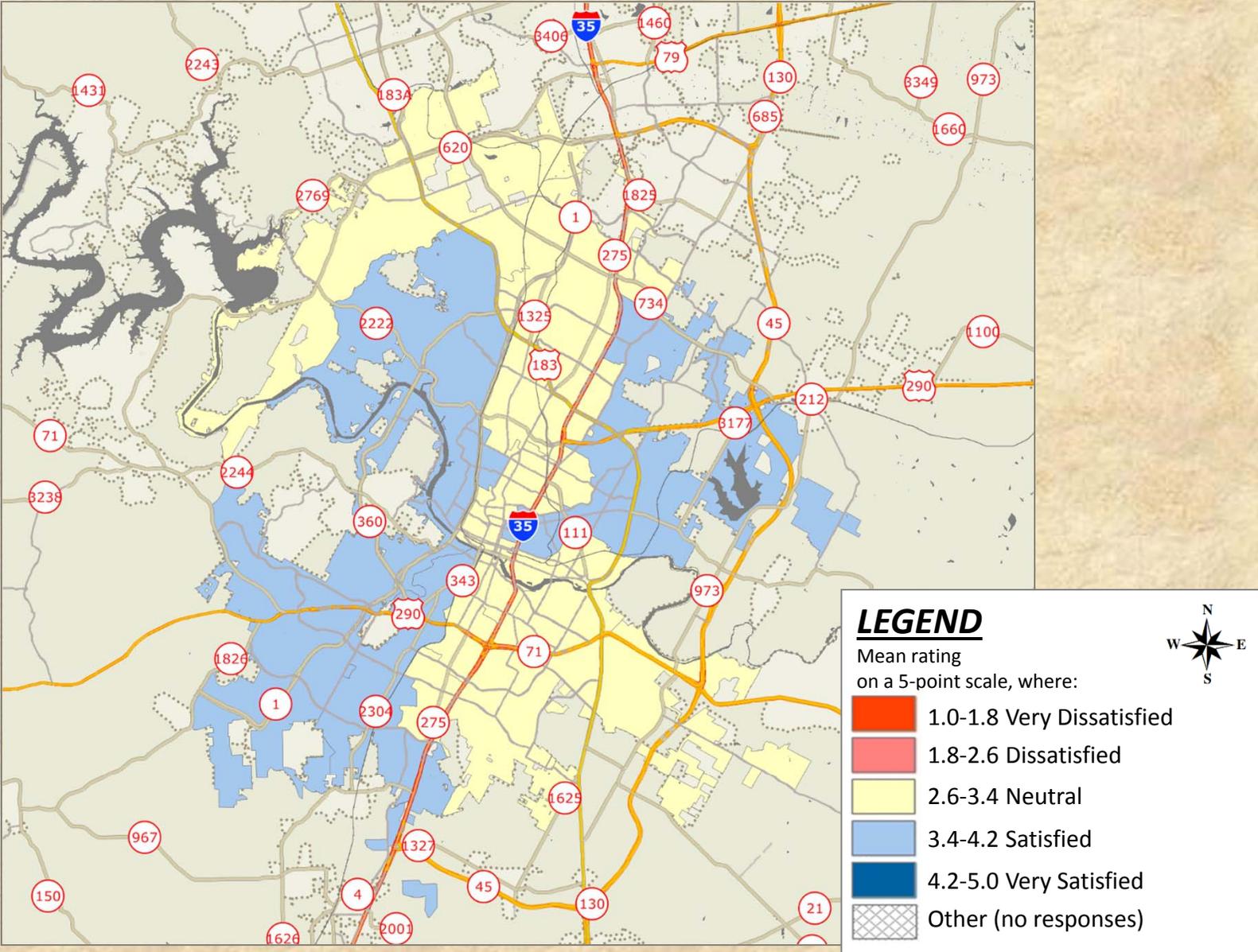
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q2j Satisfaction with overall management of stormwater runoff



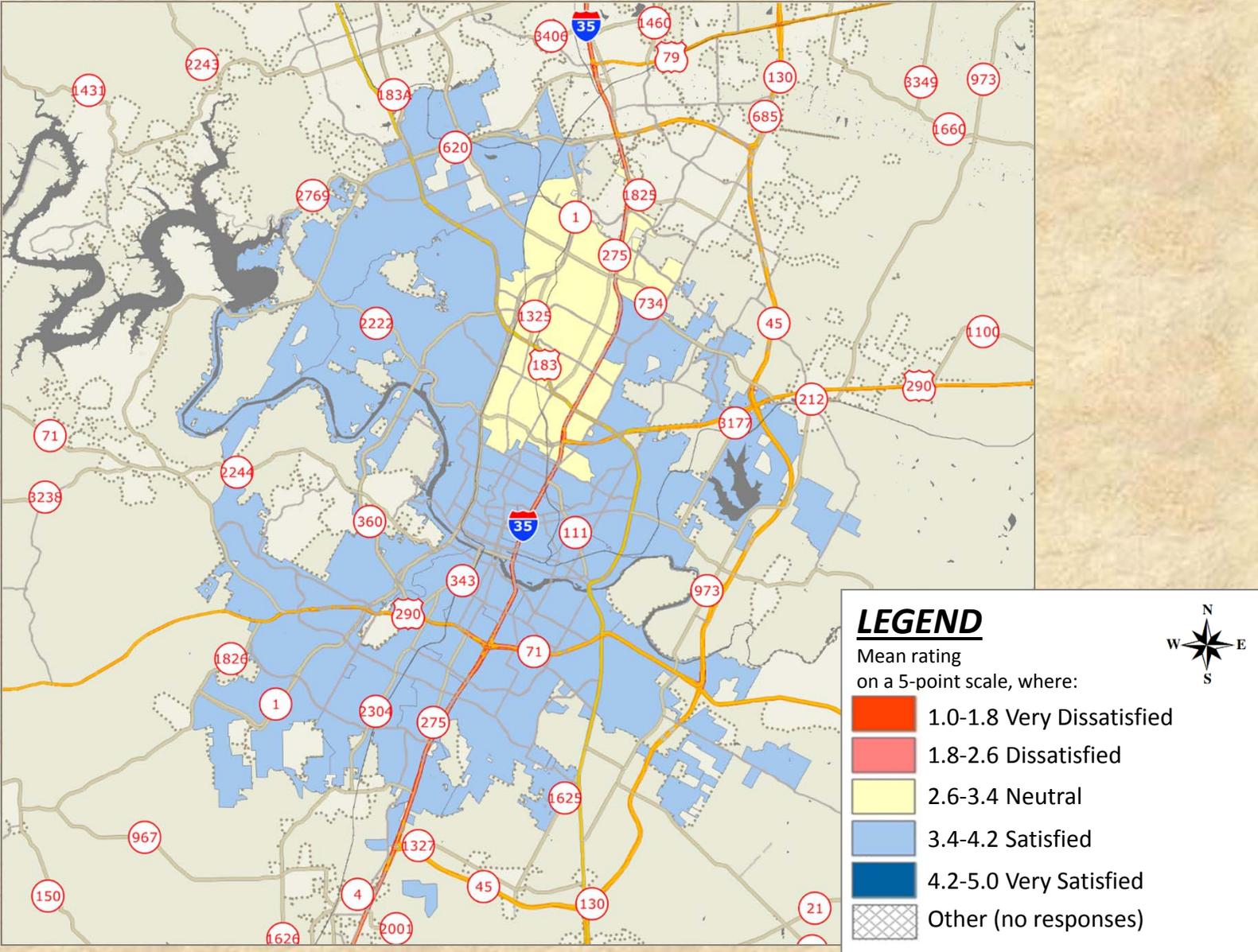
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2k Satisfaction with overall effectiveness of communication by the city



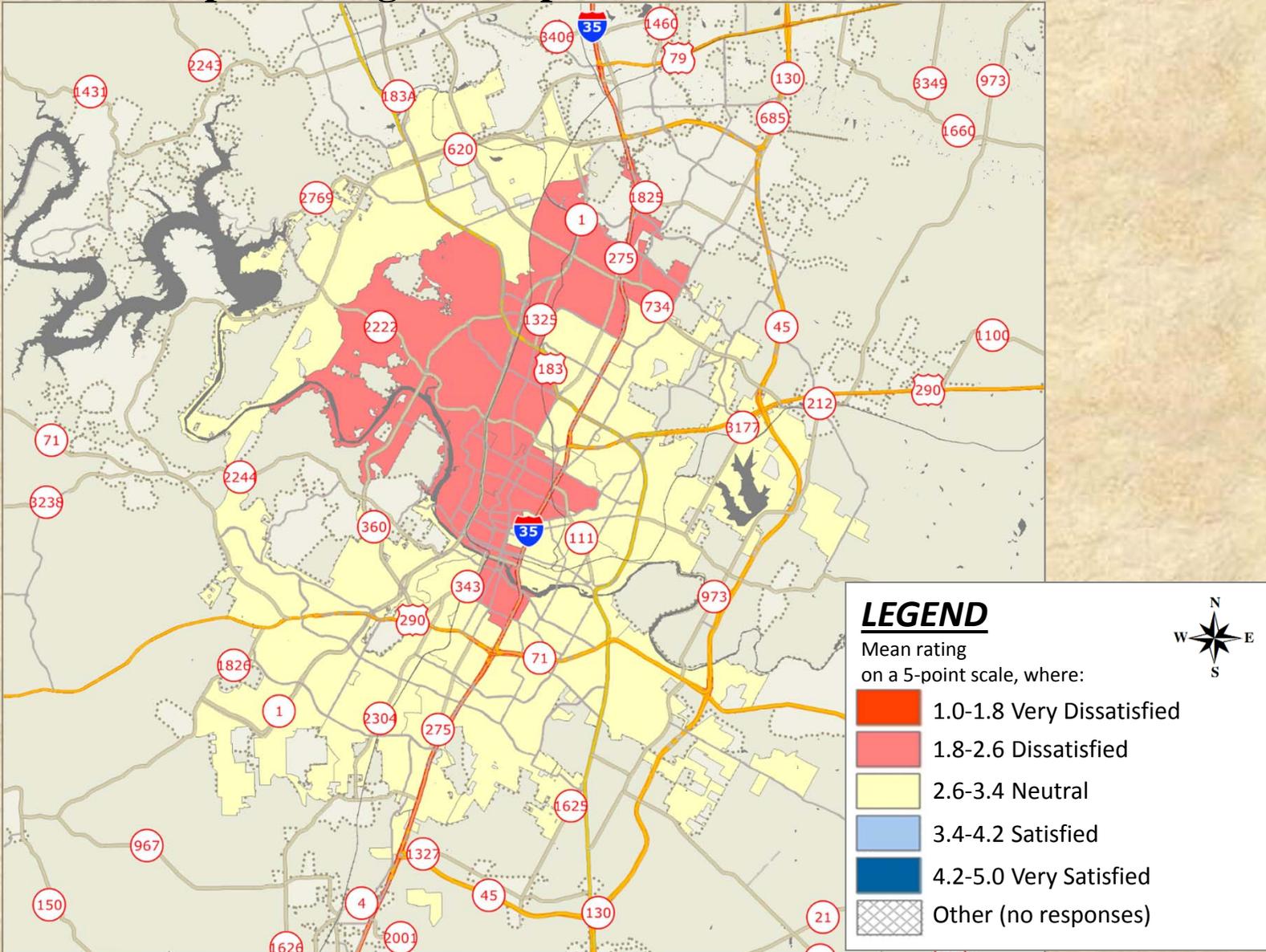
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q21 Satisfaction with overall quality of health and human services



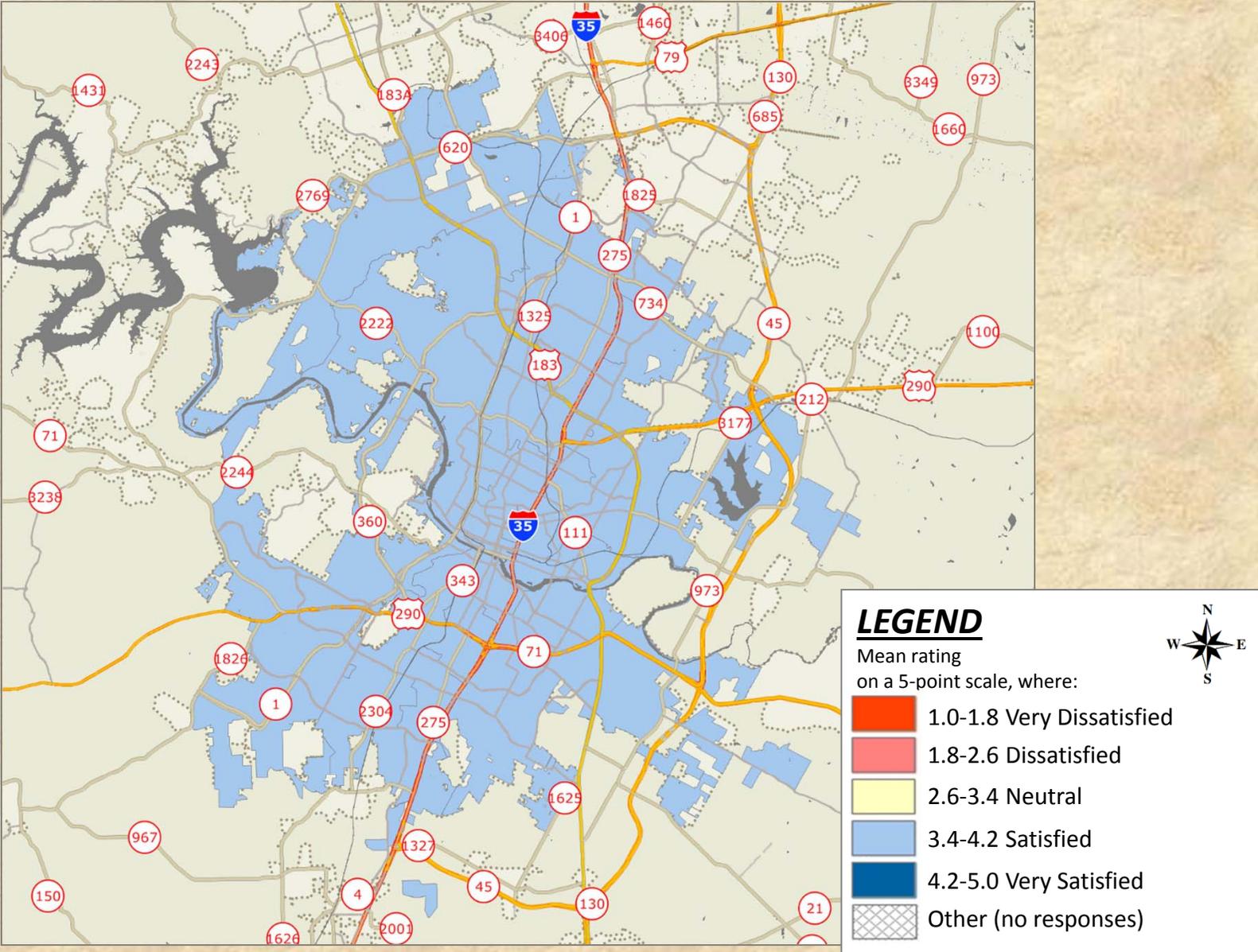
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2m Satisfaction with overall quality of planning, development review, permitting and inspection services



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

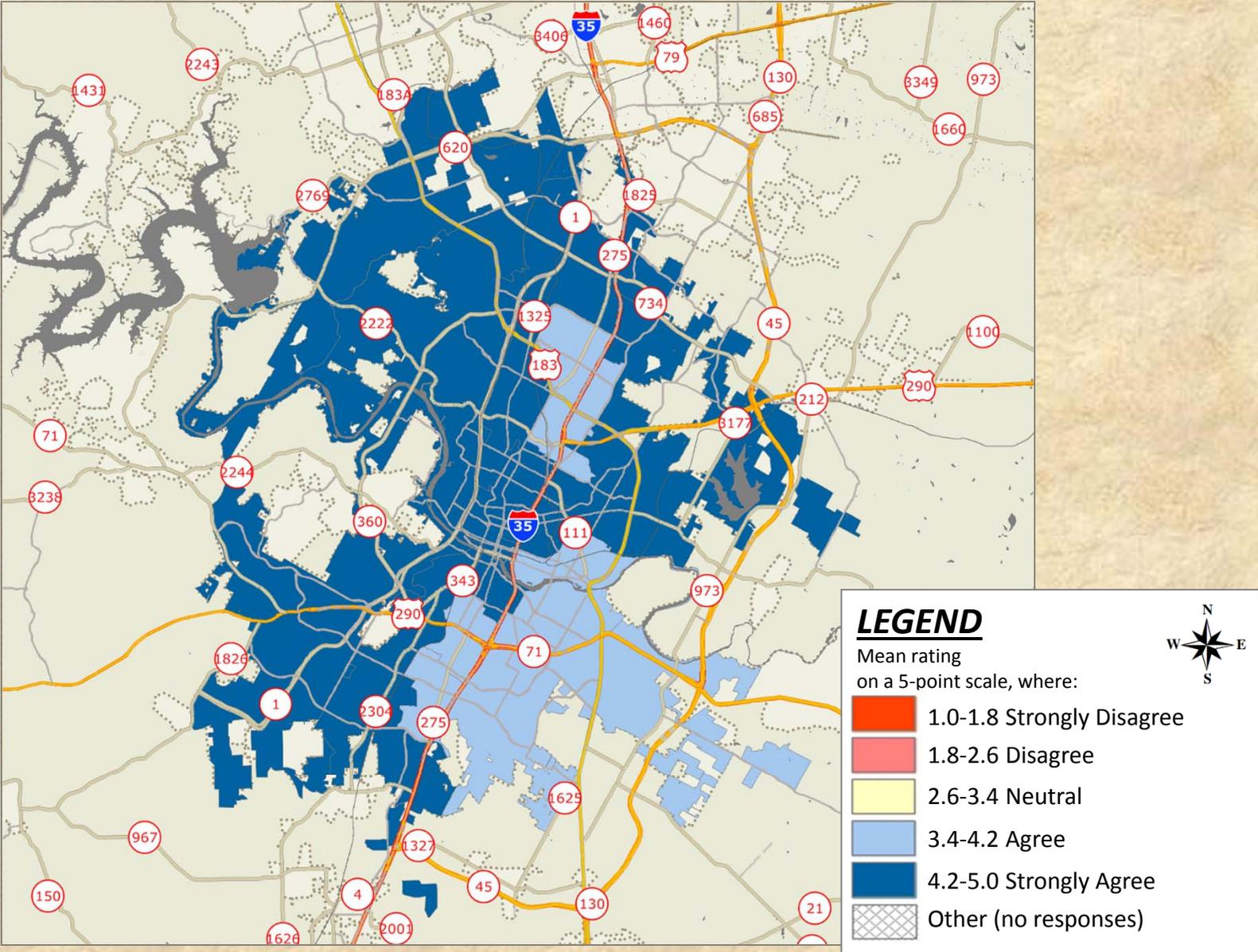
Q2n Satisfaction with Animal Services



2015 City of Austin Community Survey

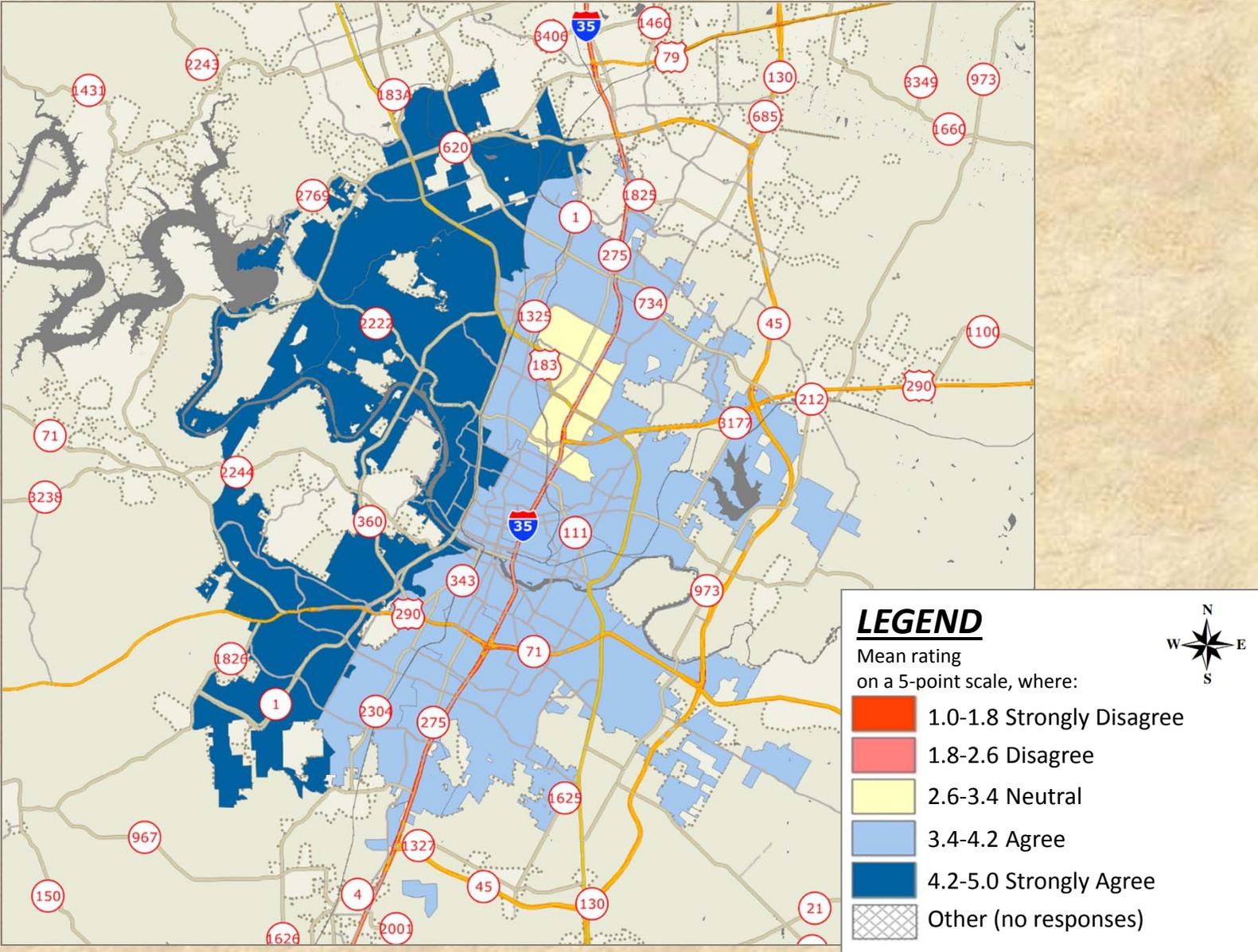
Shading reflects the mean rating for all respondents by Council District

Q4a Agreement that residents feel safe in neighborhoods during the day



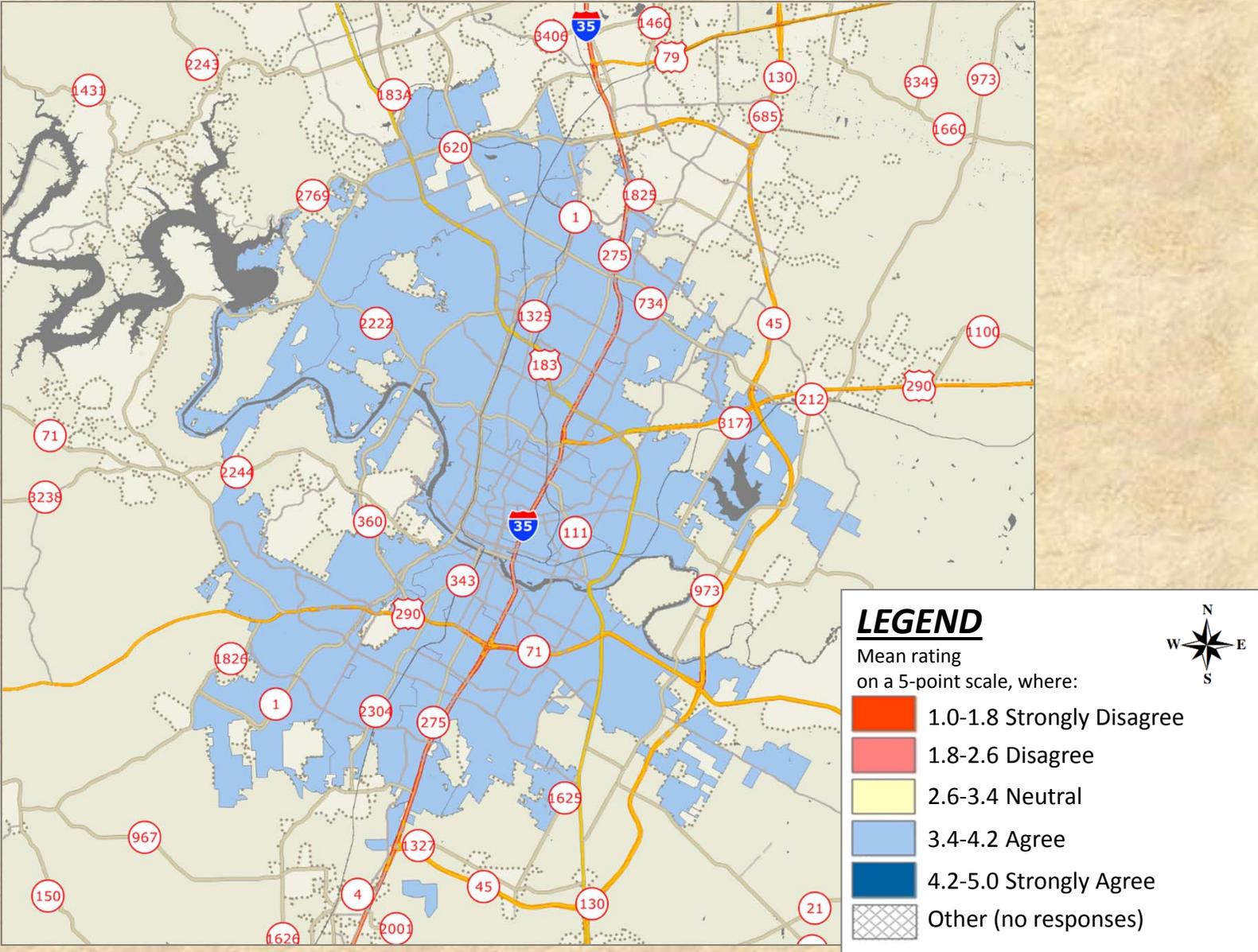
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q4b Agreement that residents feel safe in neighborhoods at night



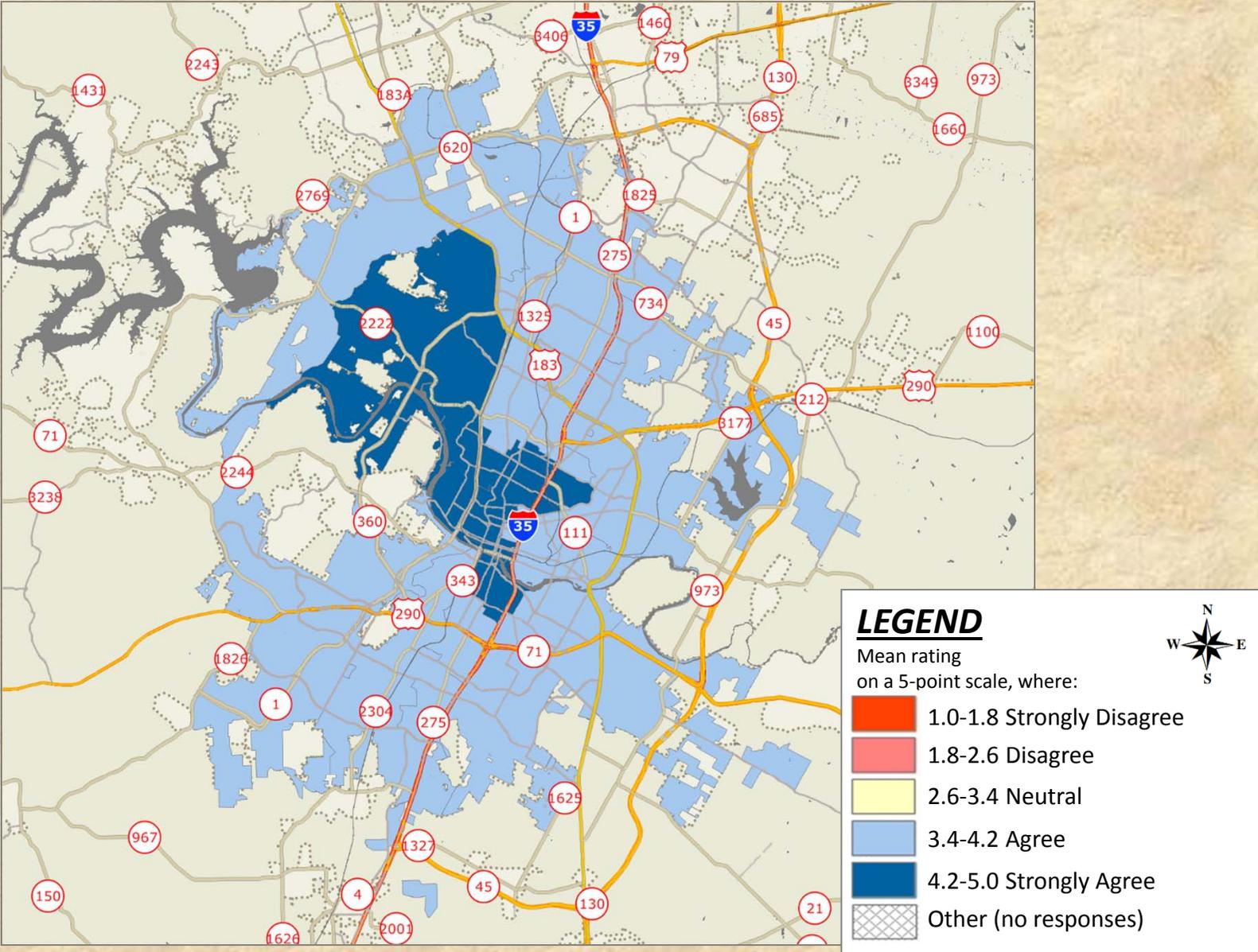
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q4c Agreement that residents feel safe in city parks



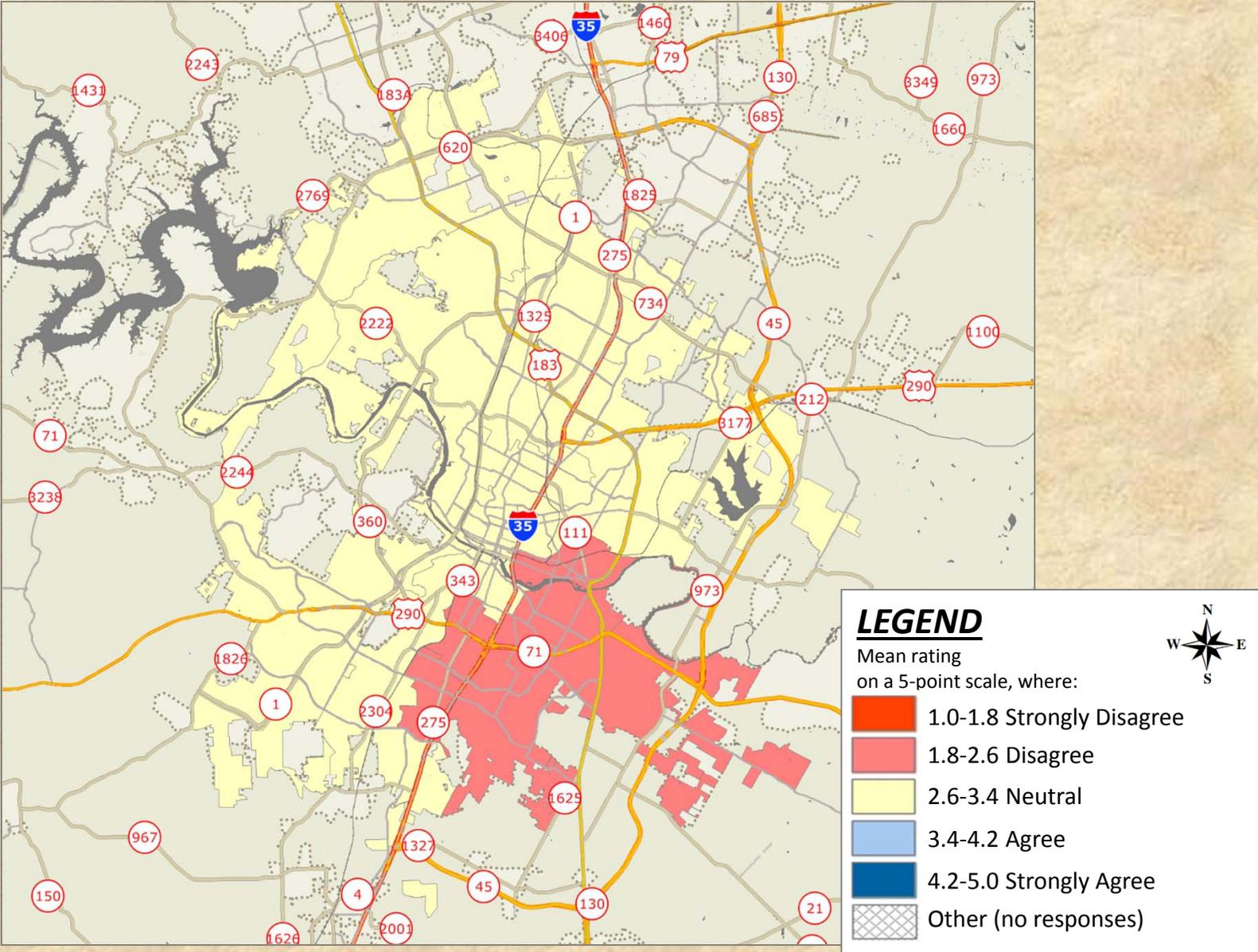
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q4d Agreement that residents feel safe walking alone downtown during the day



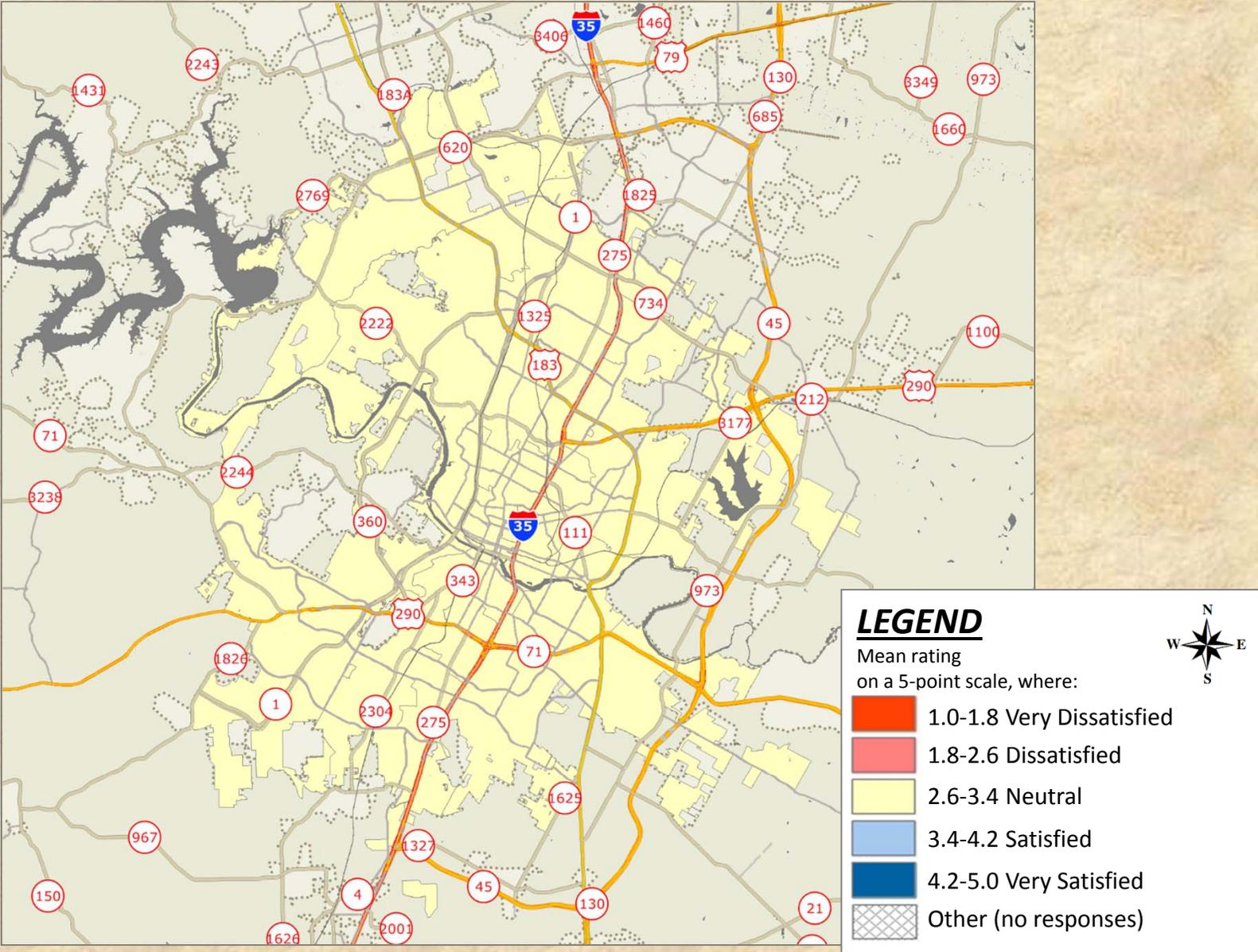
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q4e Agreement that residents feel safe walking alone downtown at night



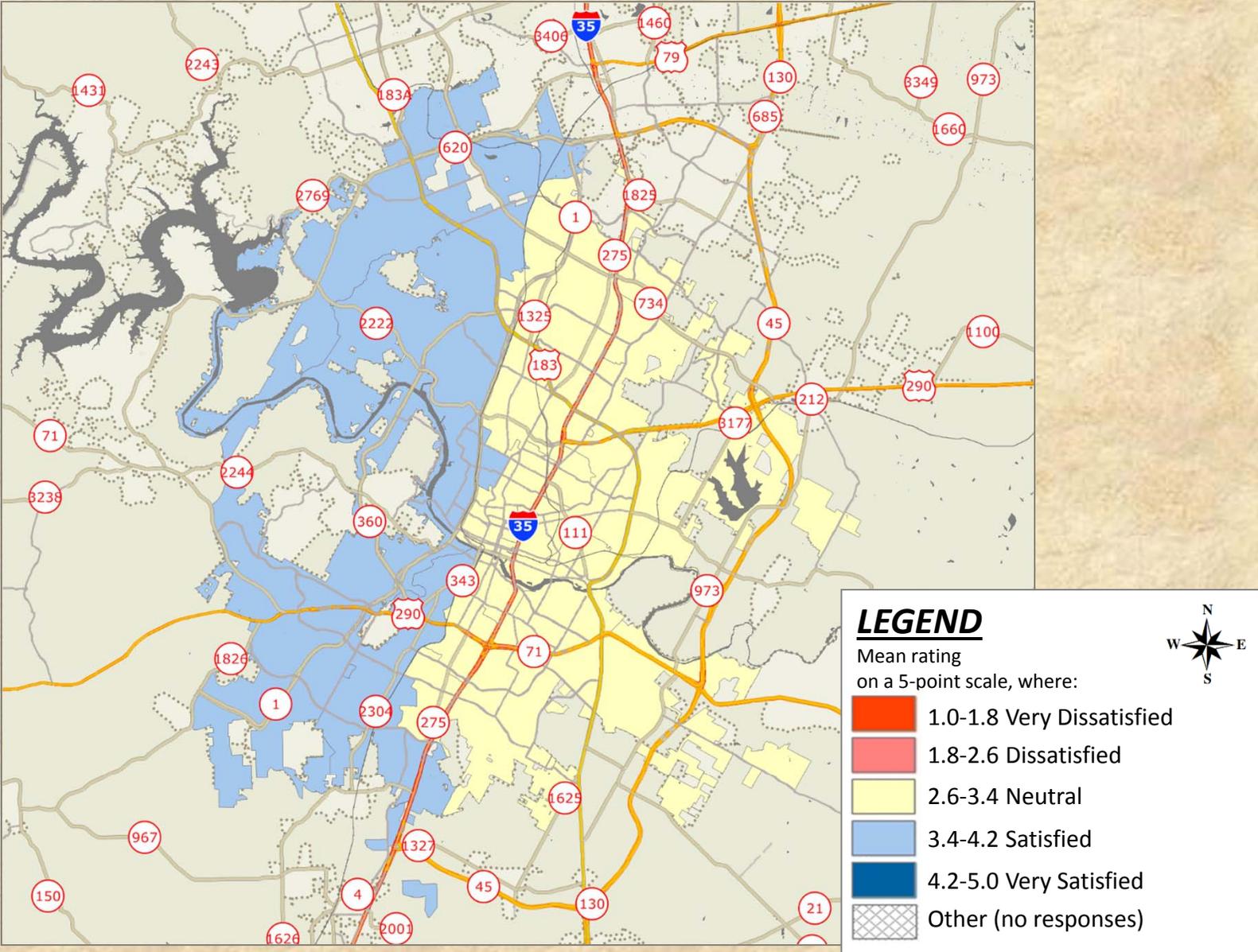
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q5a Satisfaction with the condition of major city streets



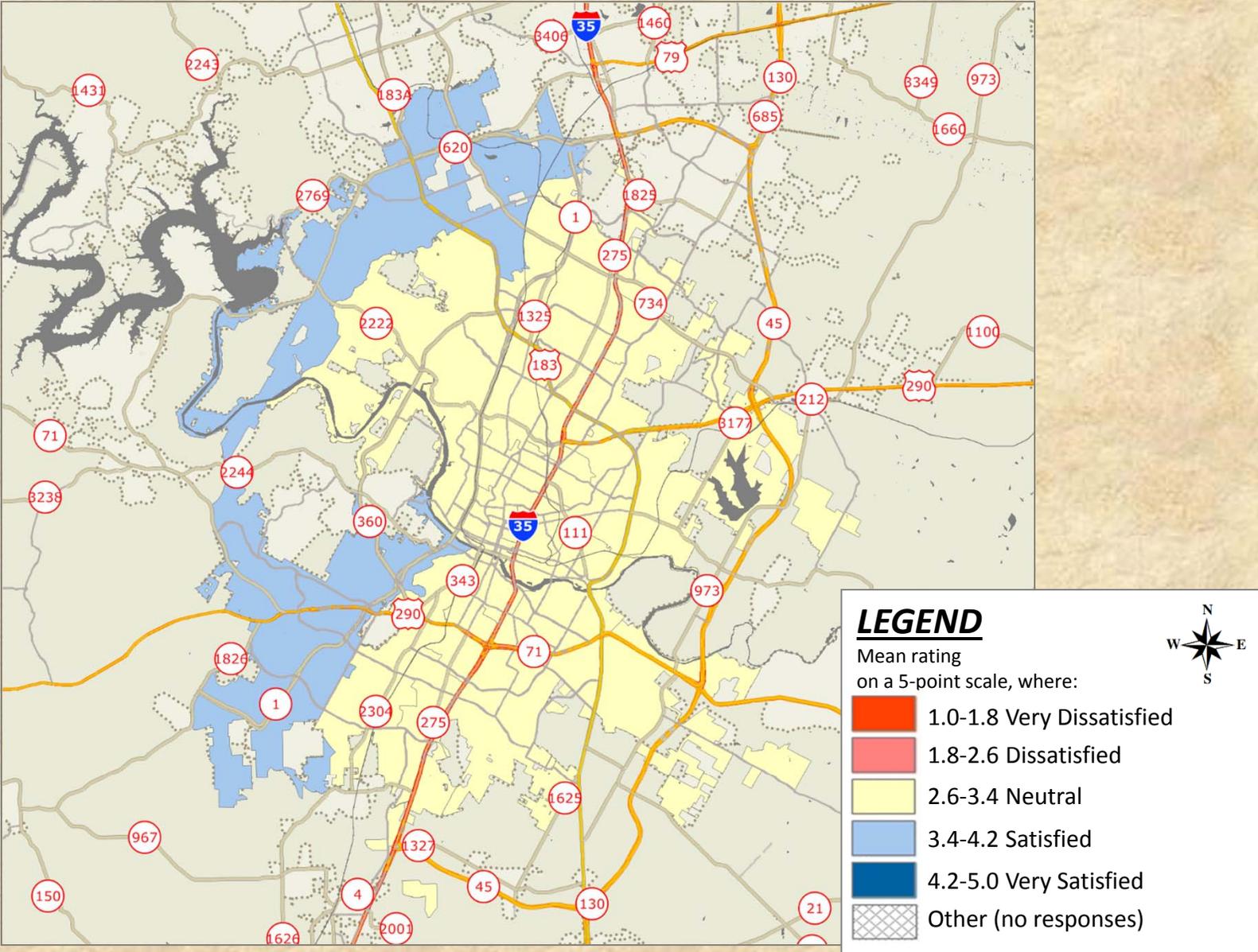
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q5b Satisfaction with the condition of neighborhood streets



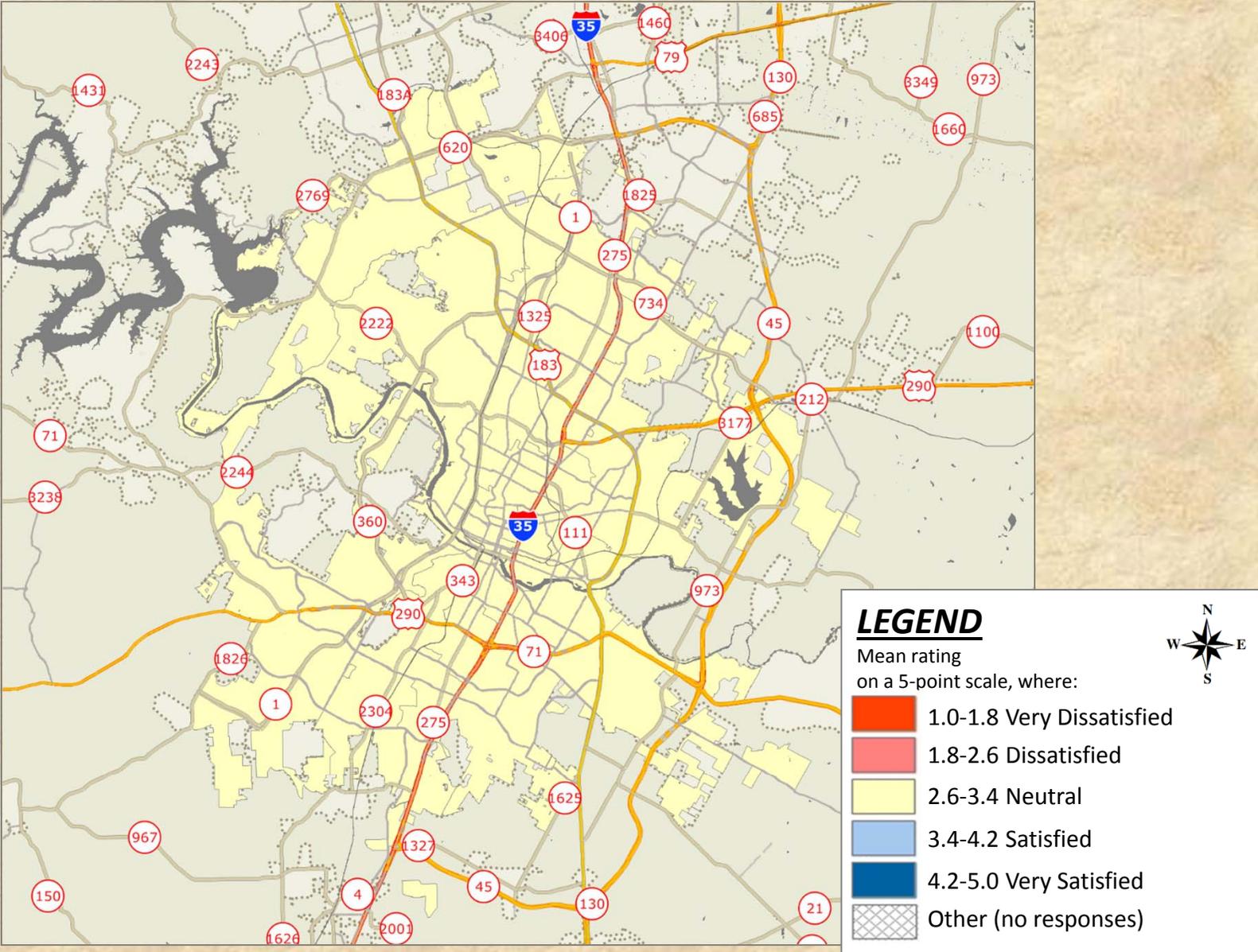
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q5c Satisfaction with the condition of neighborhood sidewalks



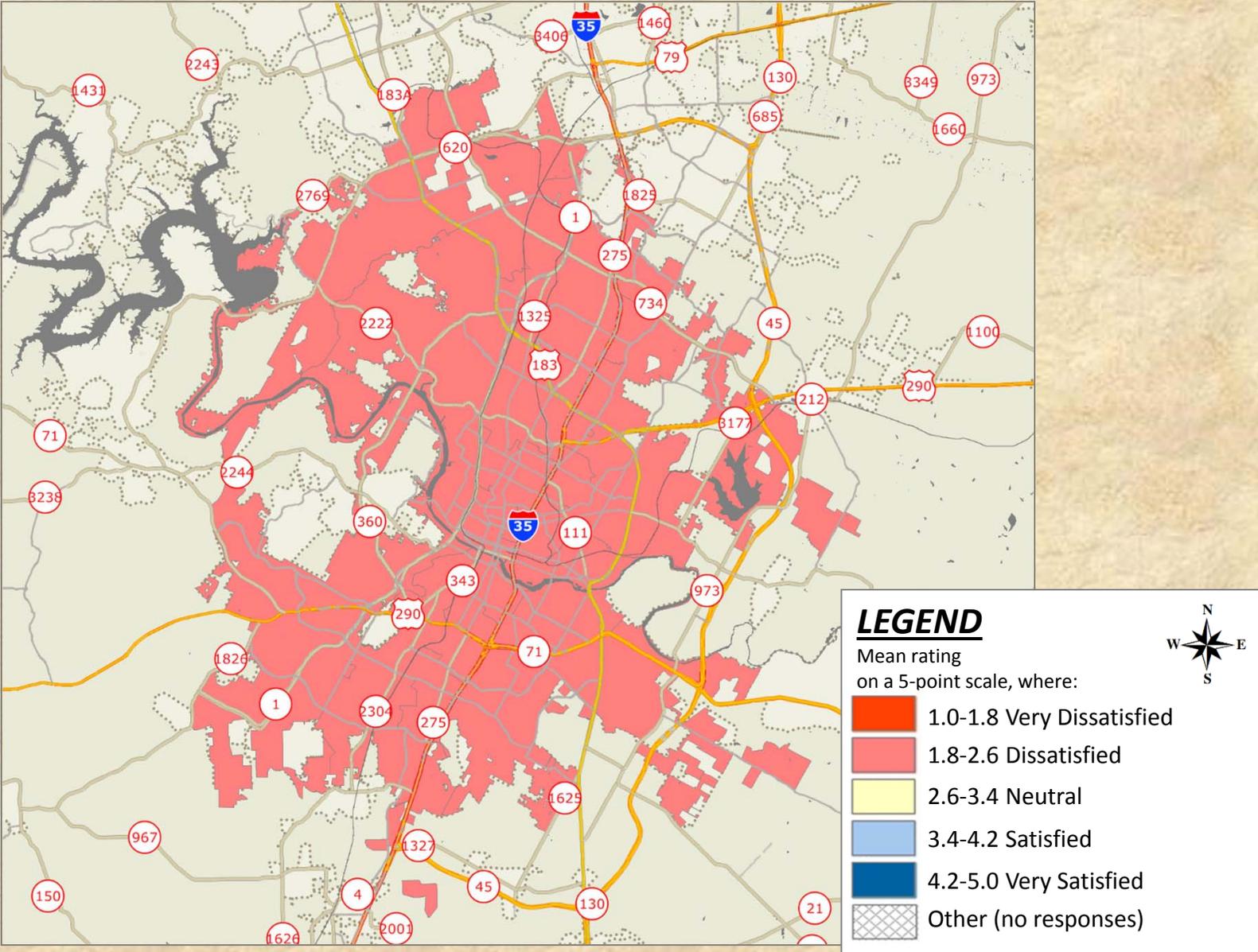
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q5d Satisfaction with timing of traffic signals on city streets



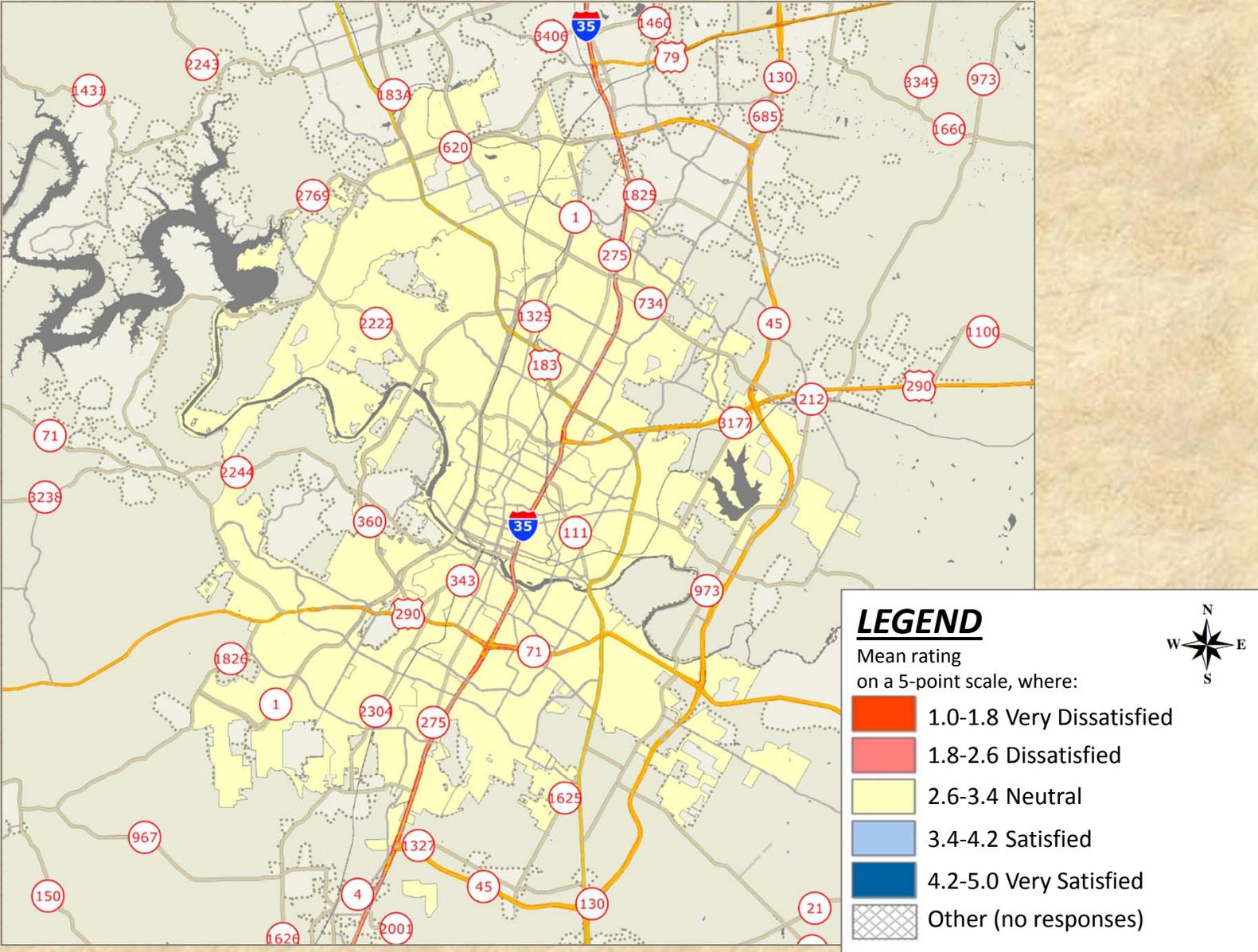
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q5e Satisfaction with traffic flow on major city streets



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

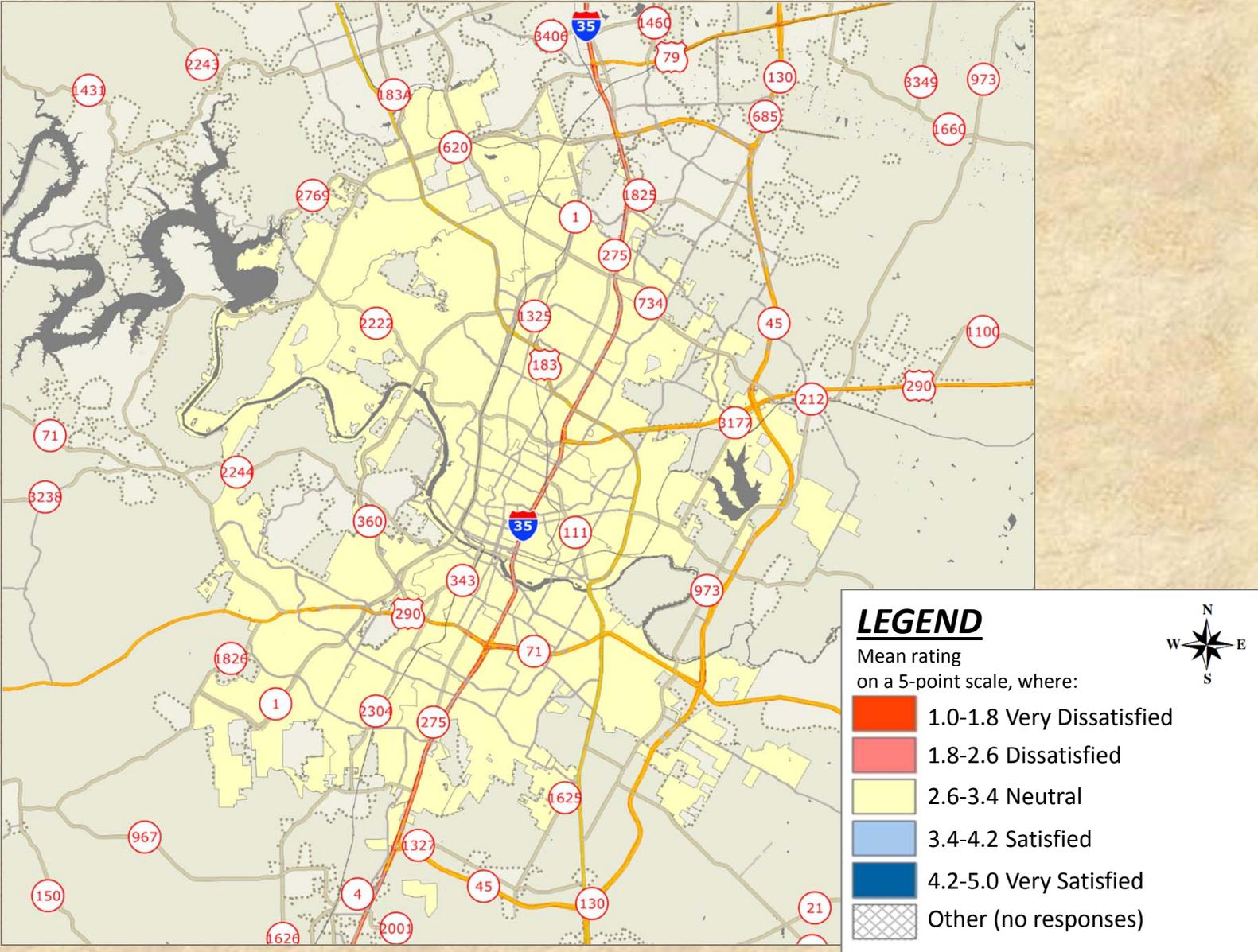
Q5f Satisfaction with pedestrian accessibility



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

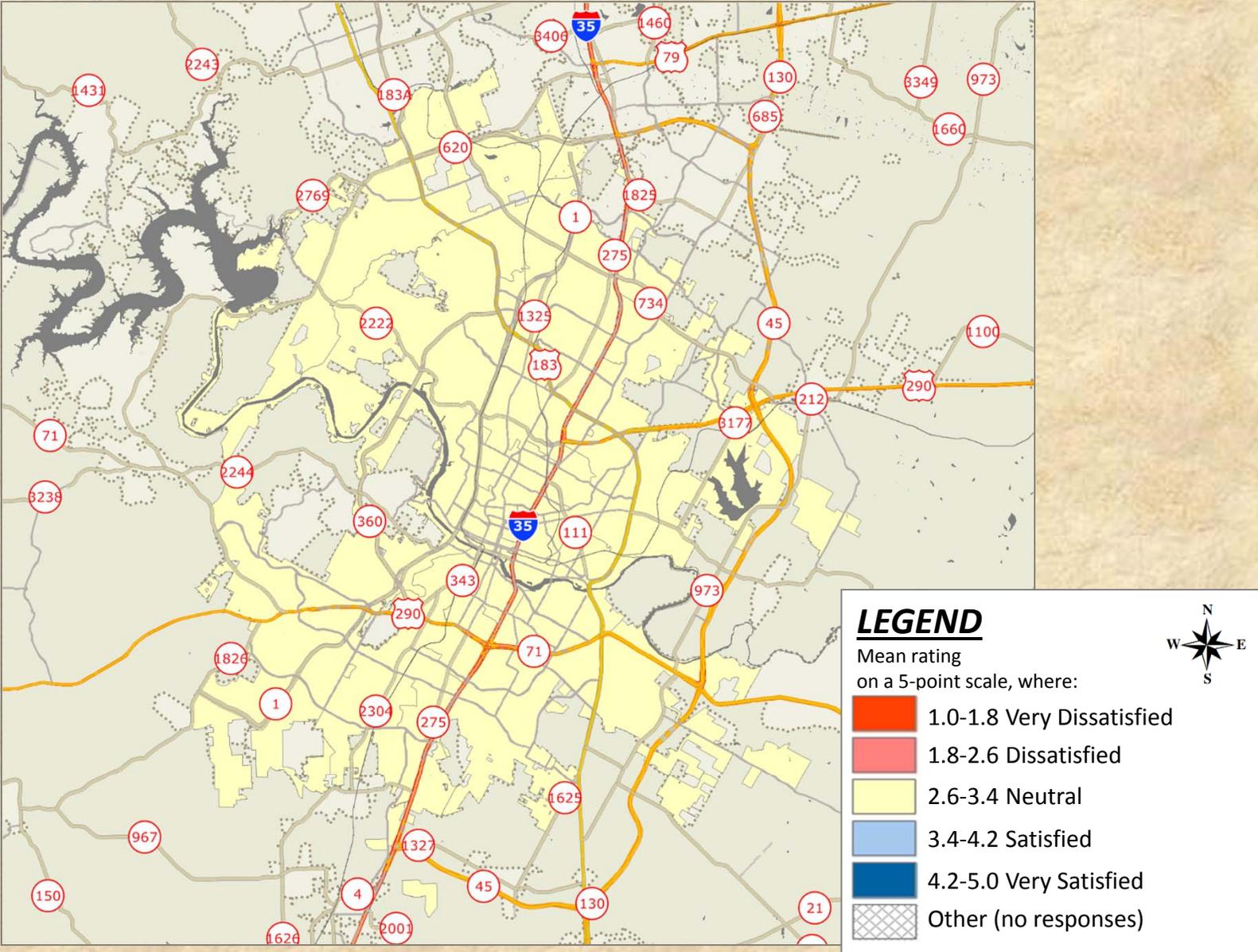
Q5g Satisfaction with bicycle accessibility



2015 City of Austin Community Survey

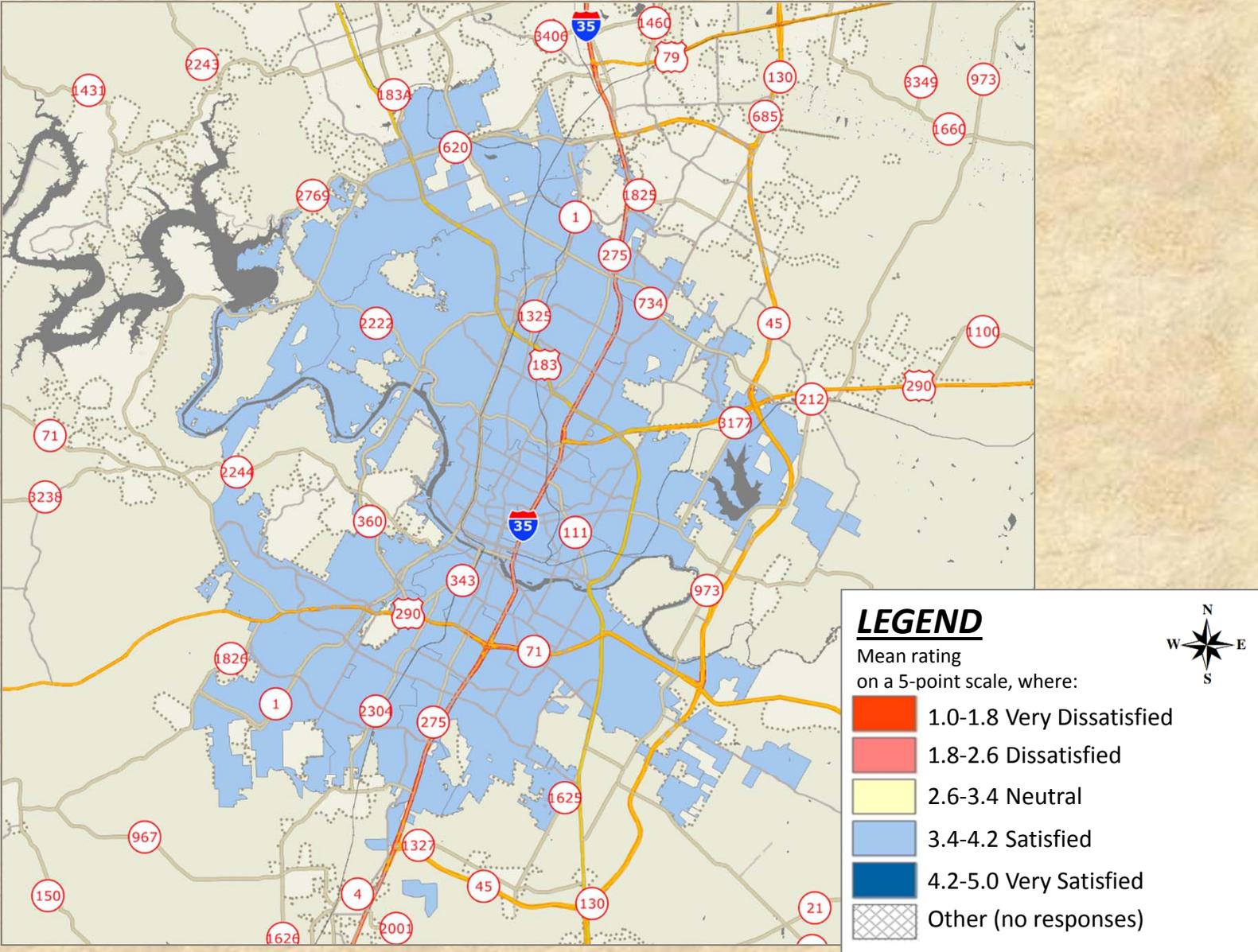
Shading reflects the mean rating for all respondents by Council District

Q5h Satisfaction with enforcement of local codes and ordinances



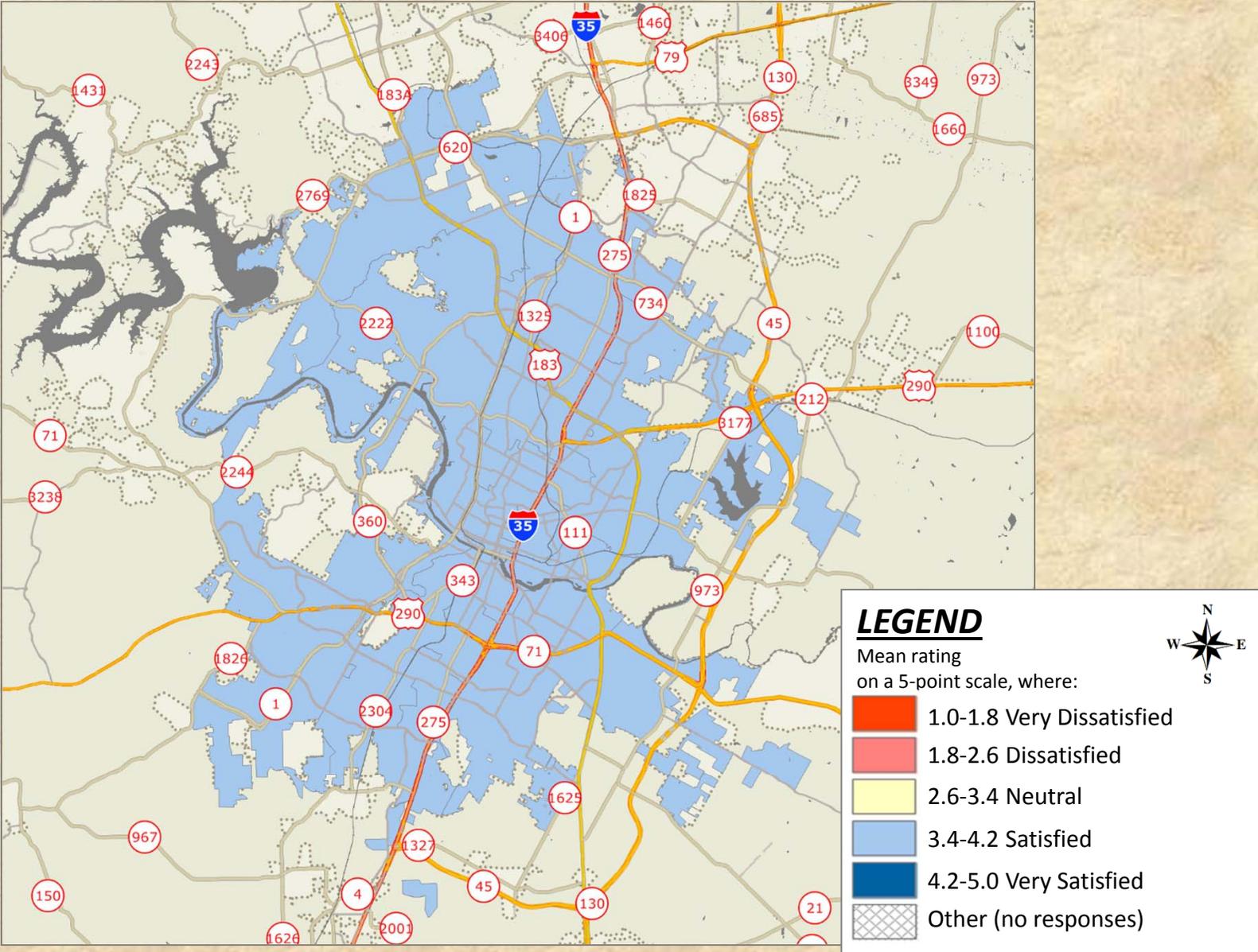
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7a Satisfaction with overall quality of police services



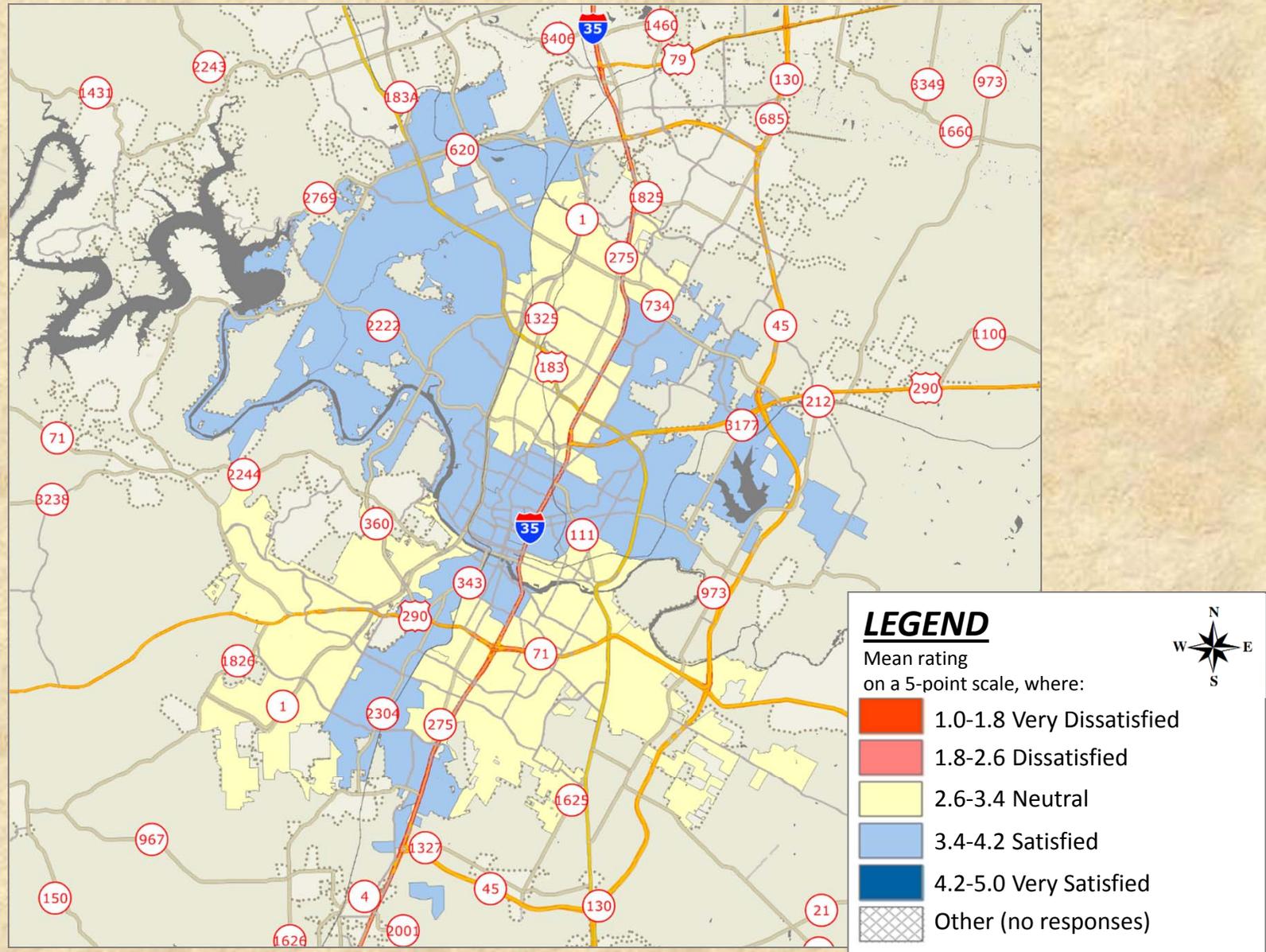
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7b Satisfaction with speed of emergency police response



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

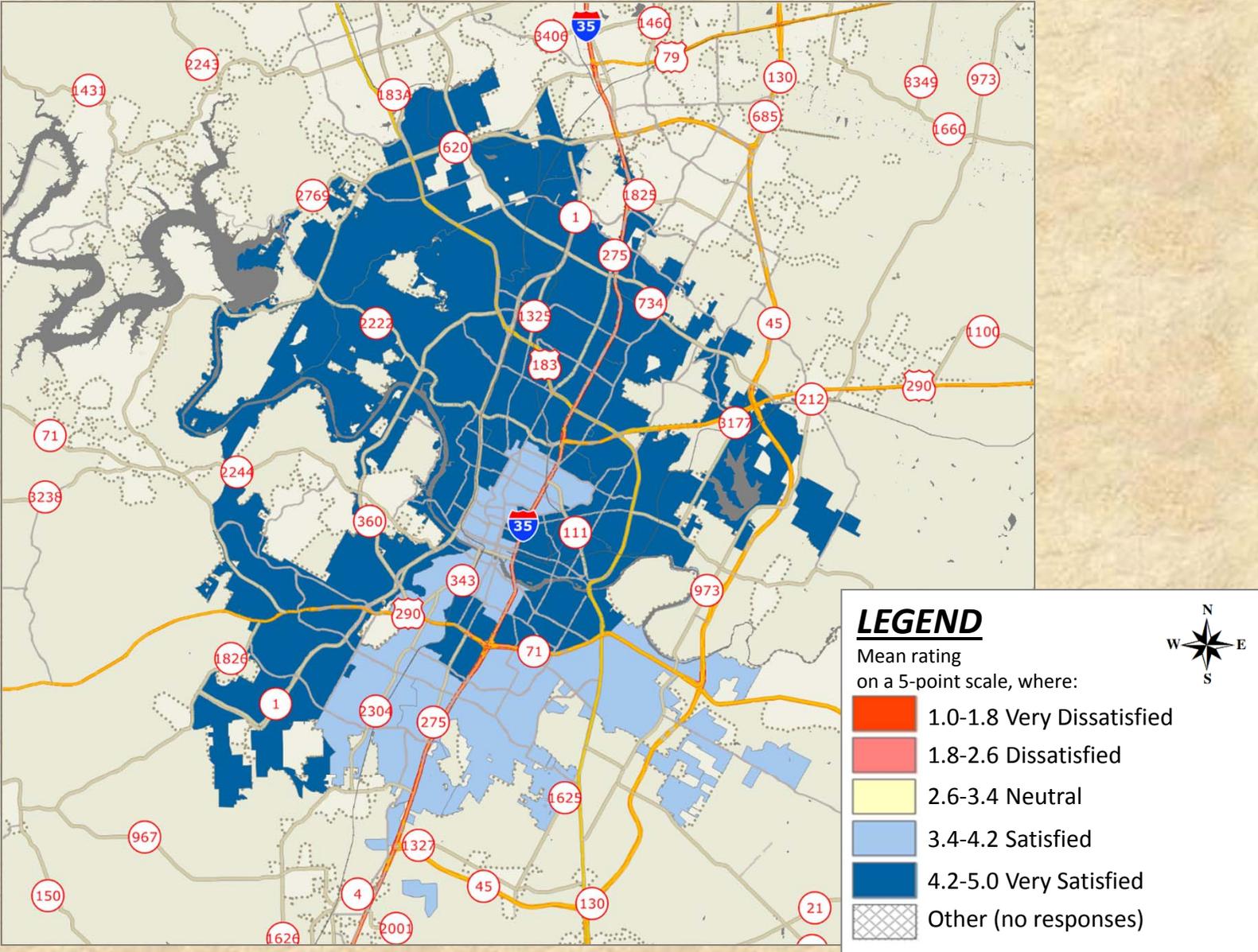
Q7c Satisfaction with enforcement of local traffic laws



2015 City of Austin Community Survey

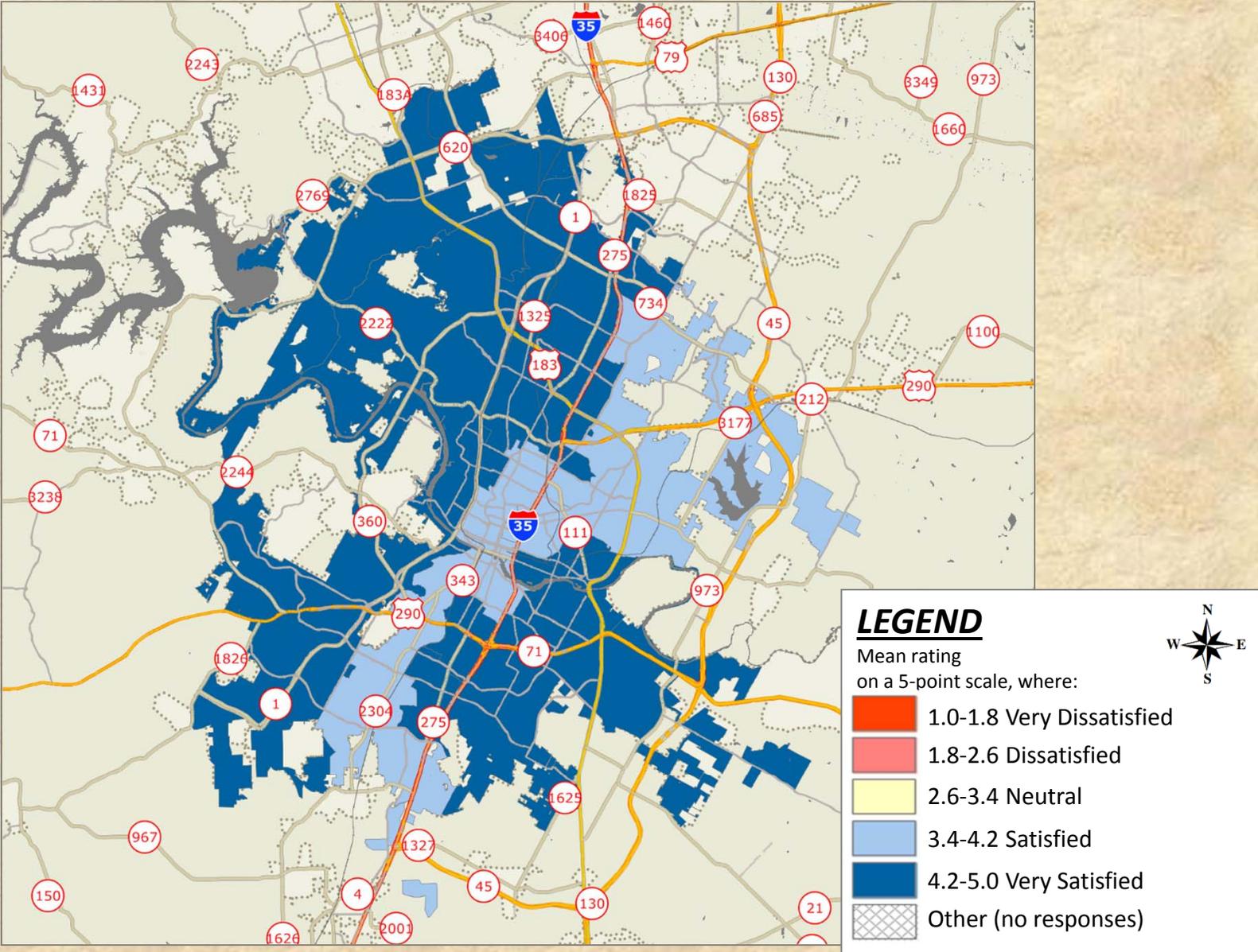
Shading reflects the mean rating for all respondents
by Council District

Q7d Satisfaction with overall quality of fire services



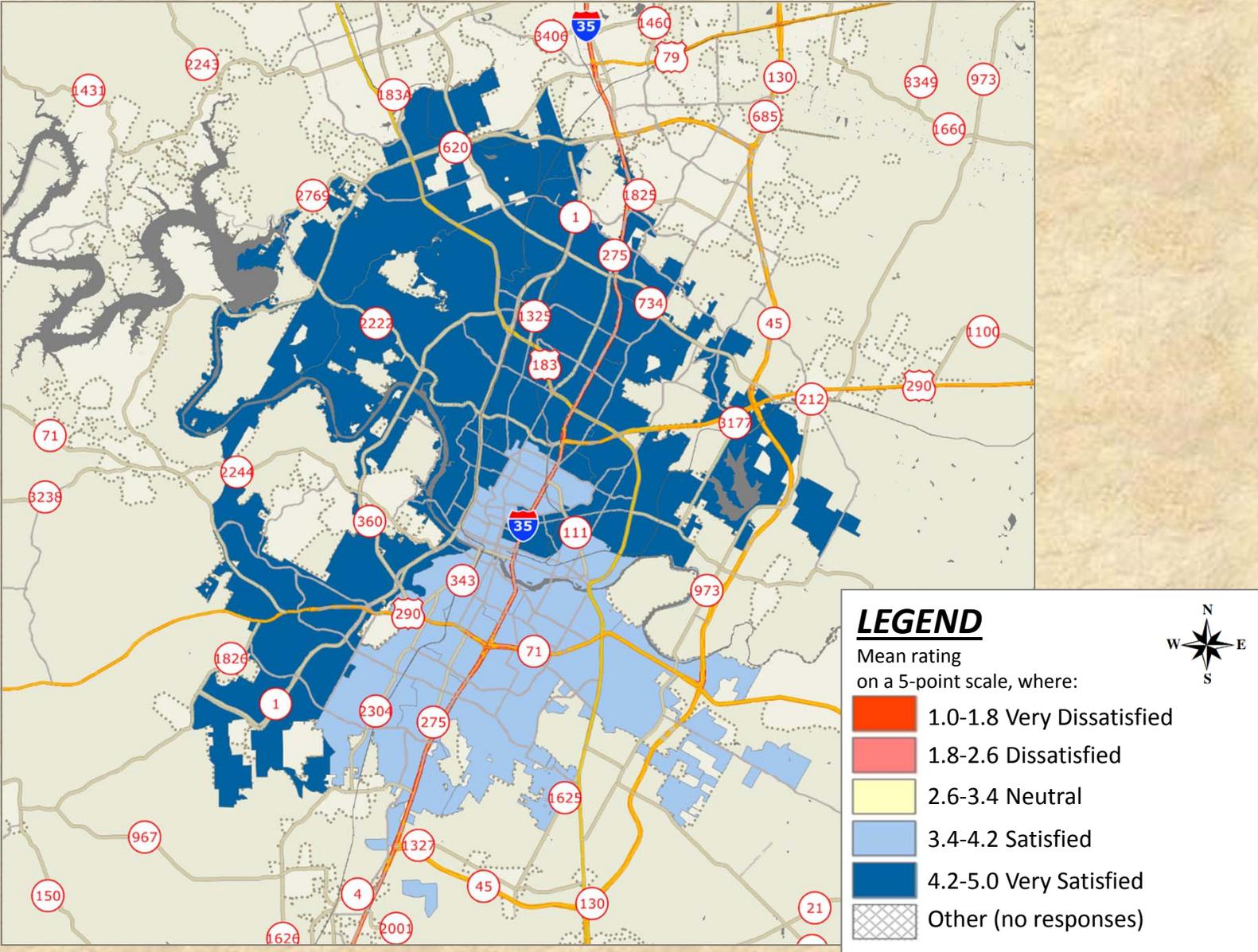
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q7e Satisfaction with timeliness of Fire response to emergency location



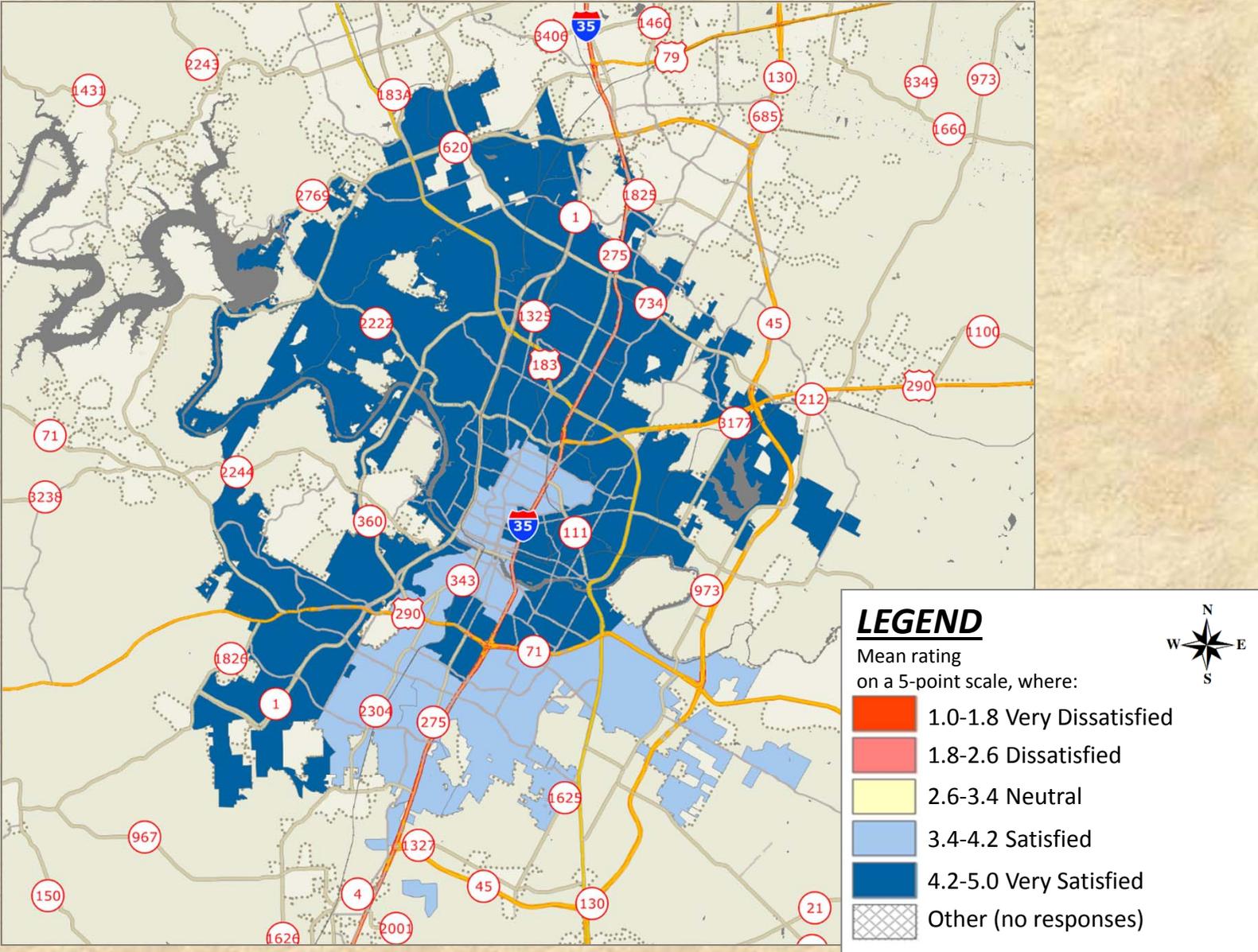
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q7f Satisfaction with medical assistance provided by EMS



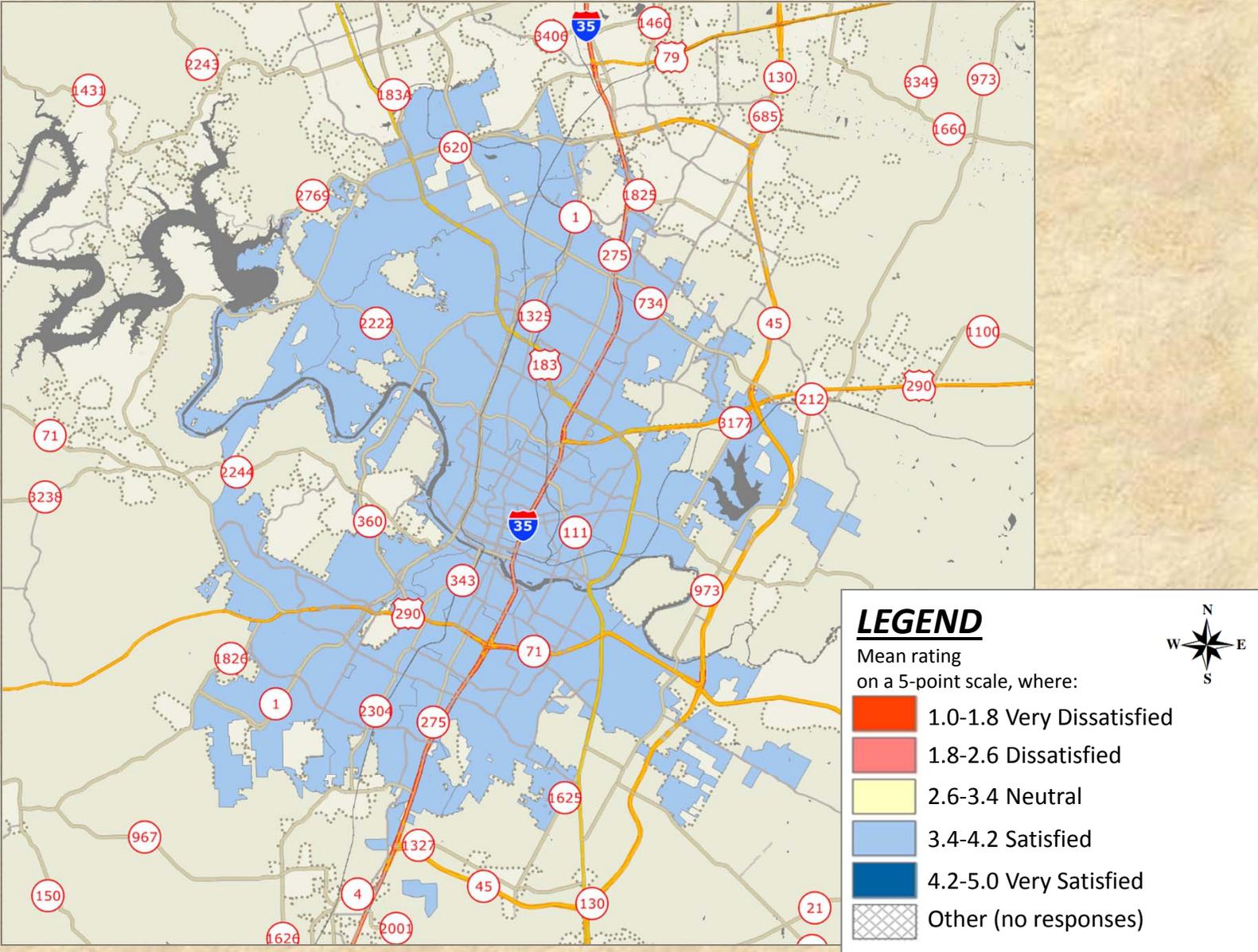
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7g Satisfaction with timeliness of EMS response to emergency location



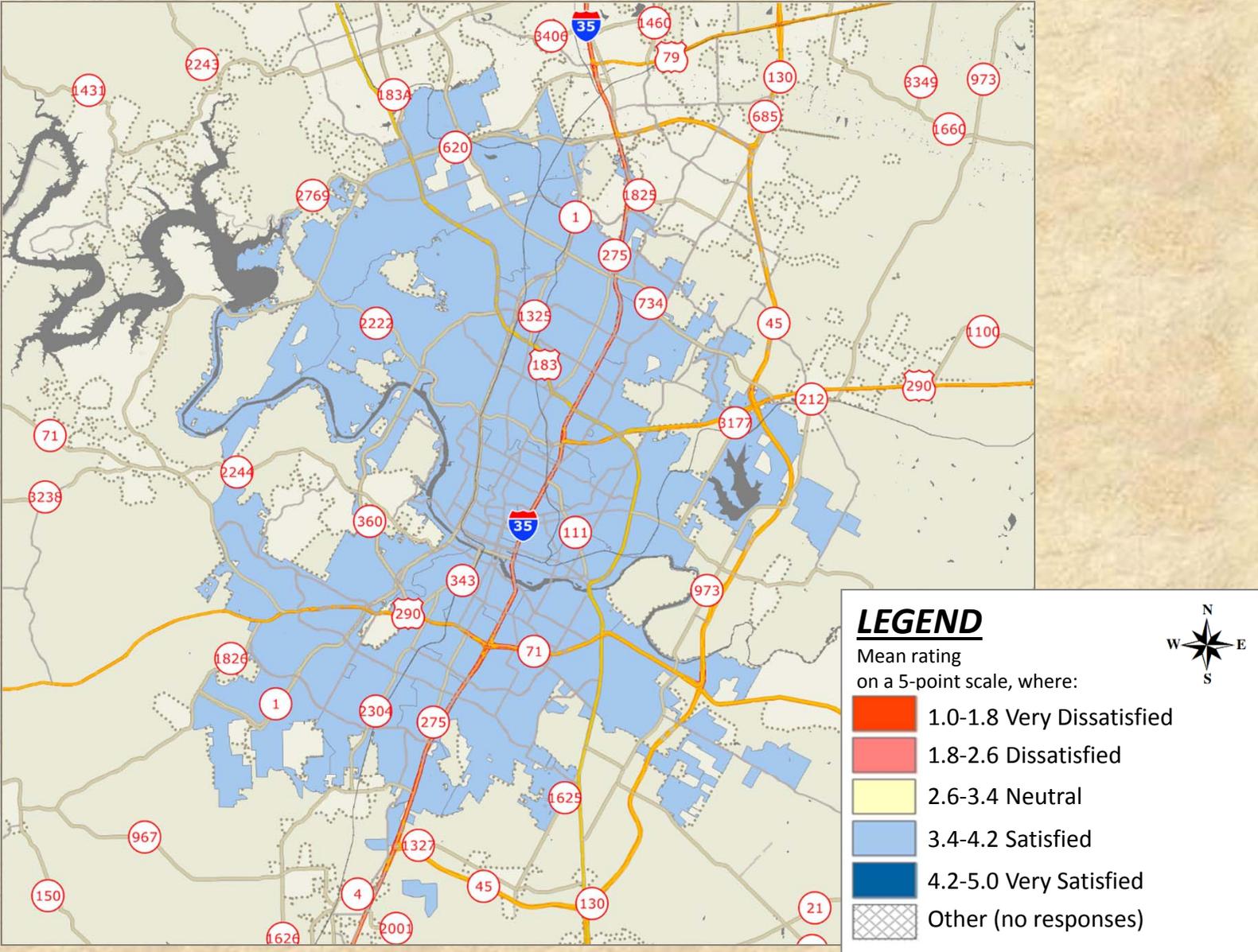
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q9b Satisfaction with Water Conservation programs within Austin



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

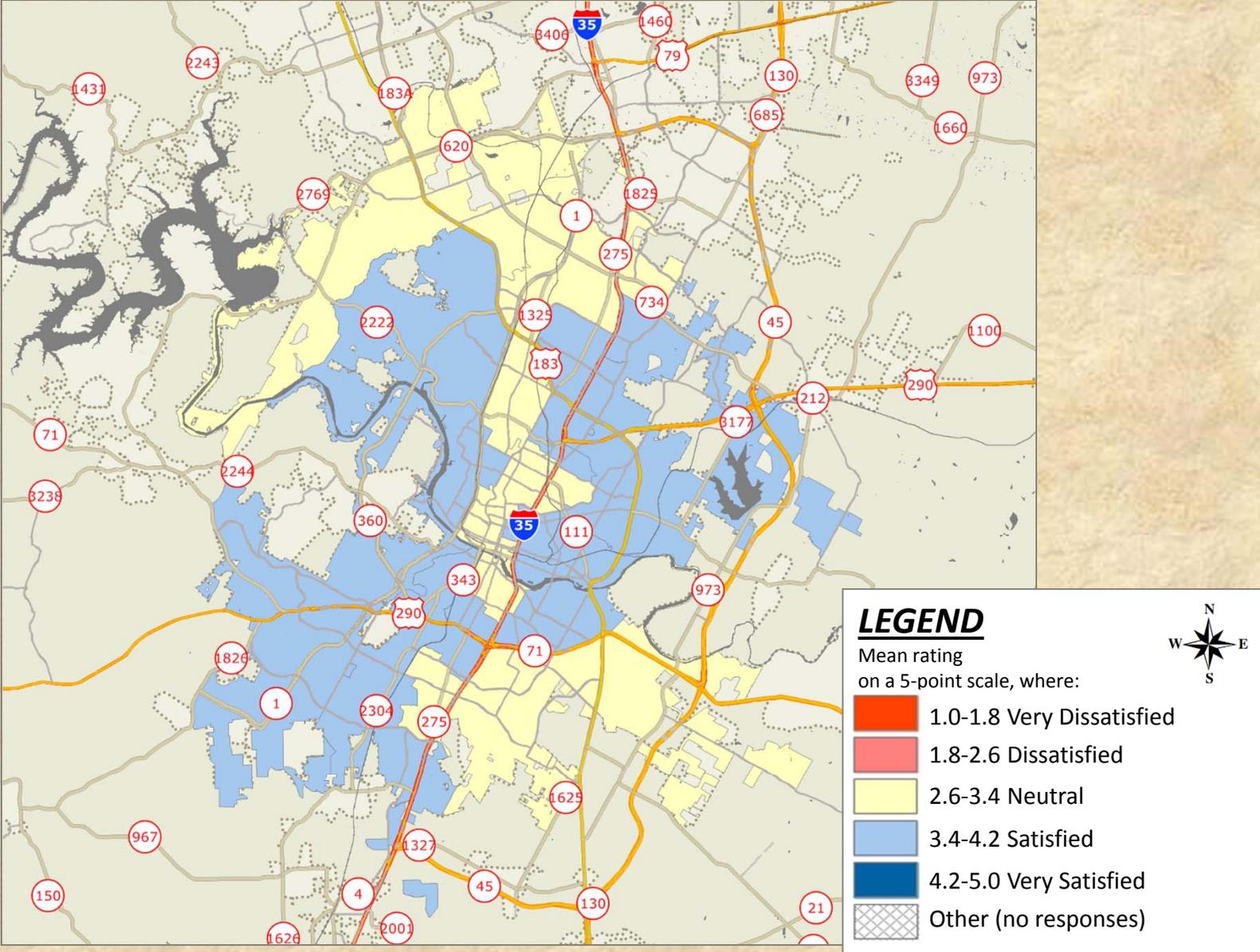
Q9c Satisfaction with Energy Conservation program



2015 City of Austin Community Survey

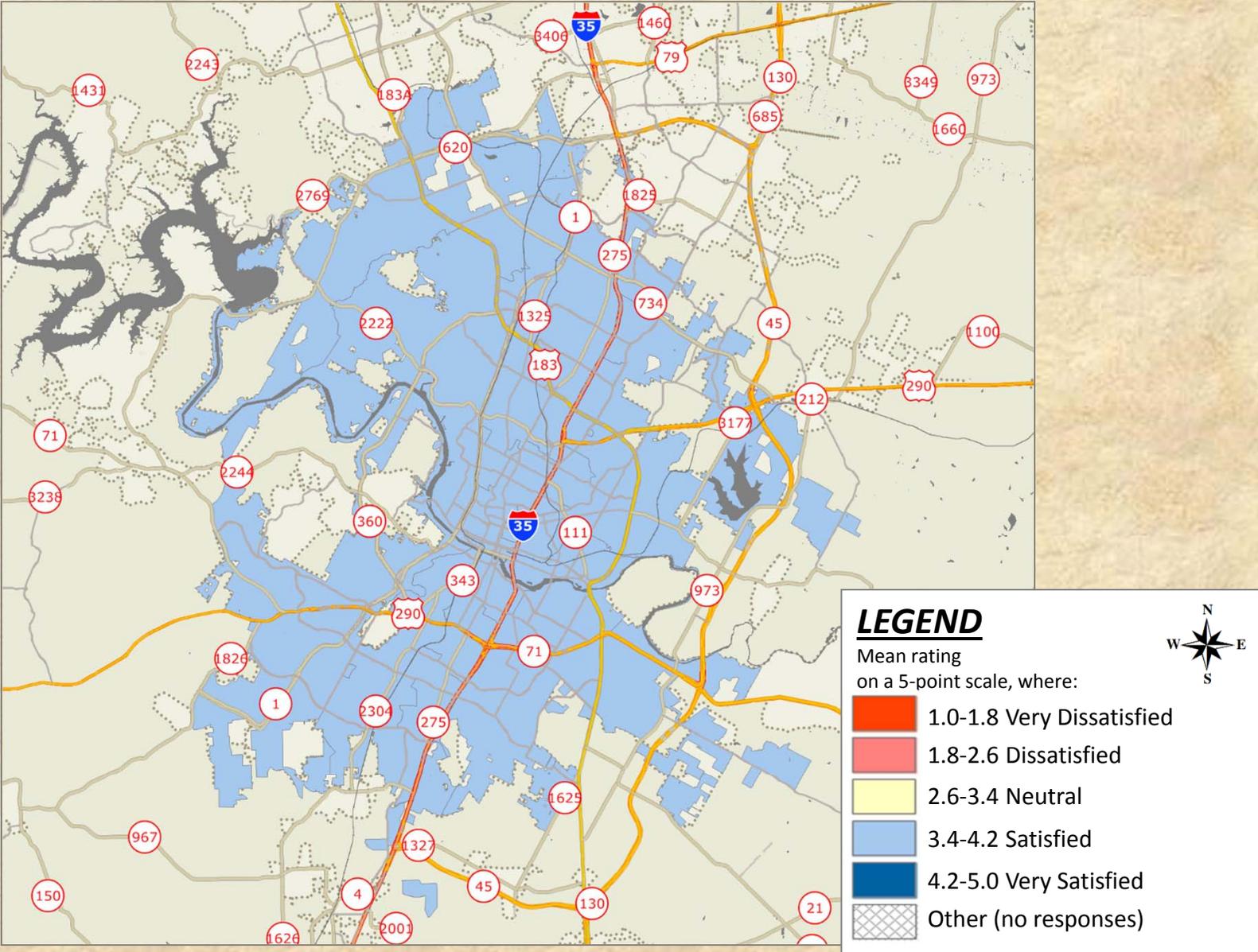
Shading reflects the mean rating for all respondents by Council District

Q9e Satisfaction with flood control efforts



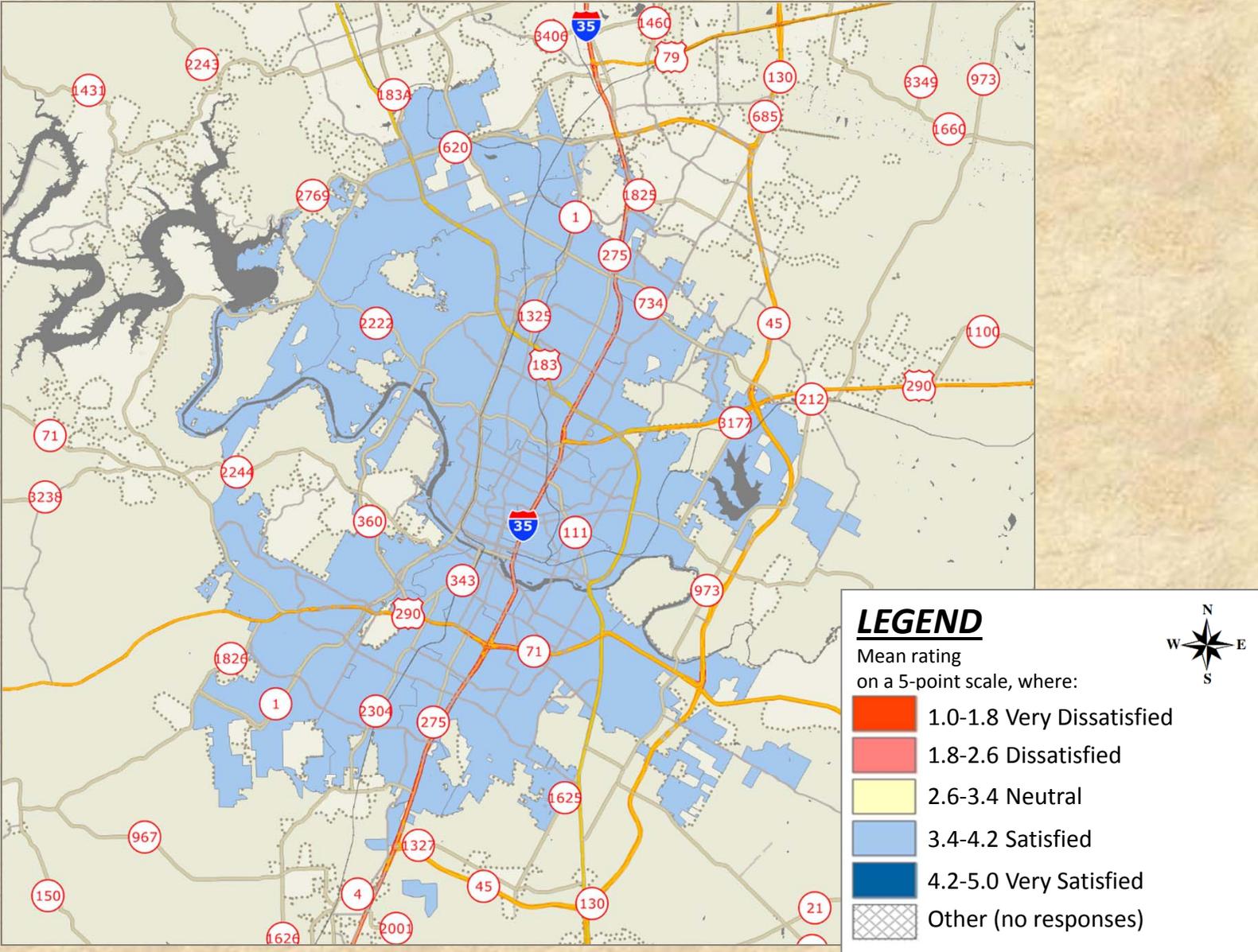
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q11a Satisfaction with the number of city parks



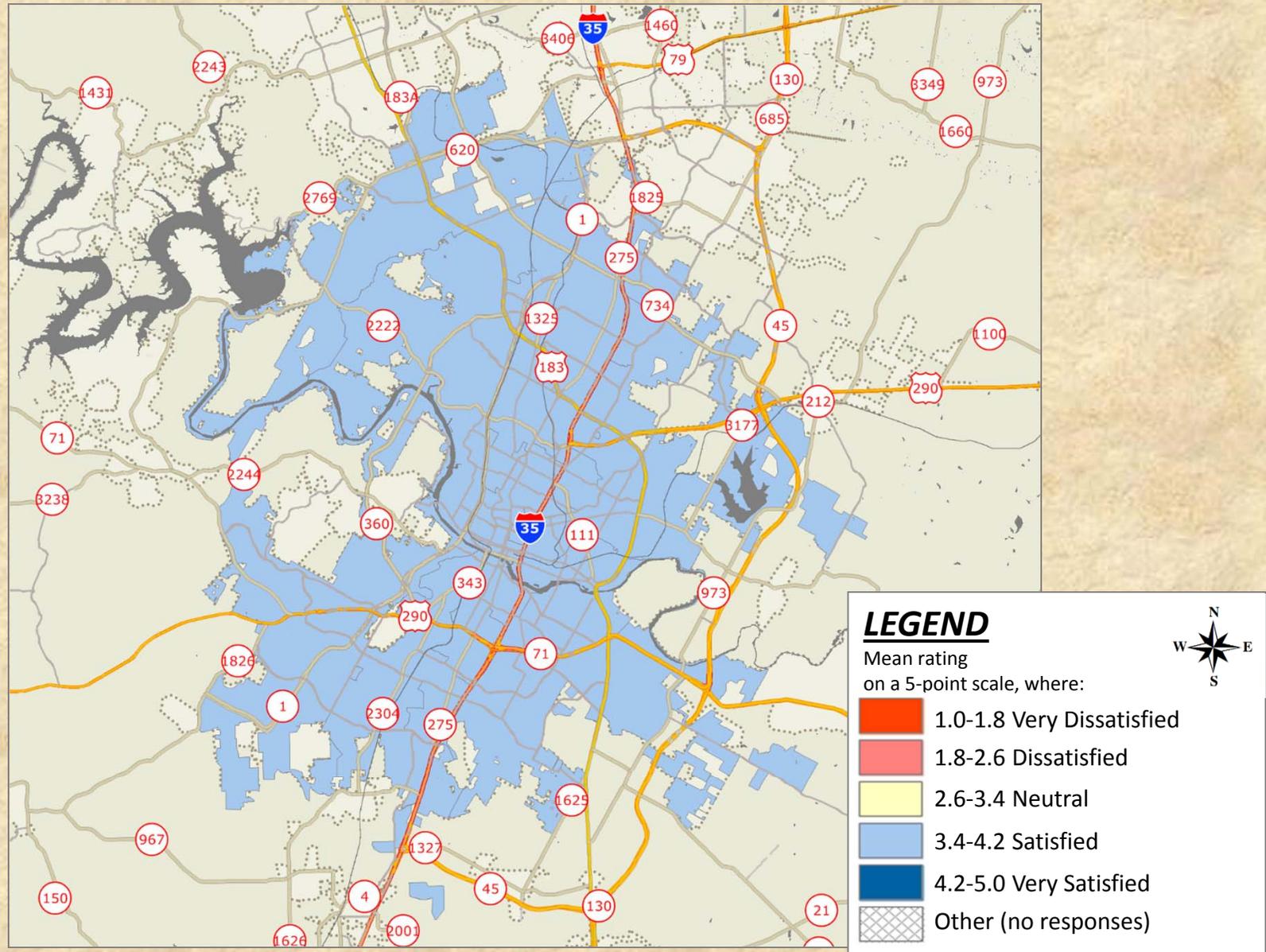
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11b Satisfaction with the number of walking/biking trails



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

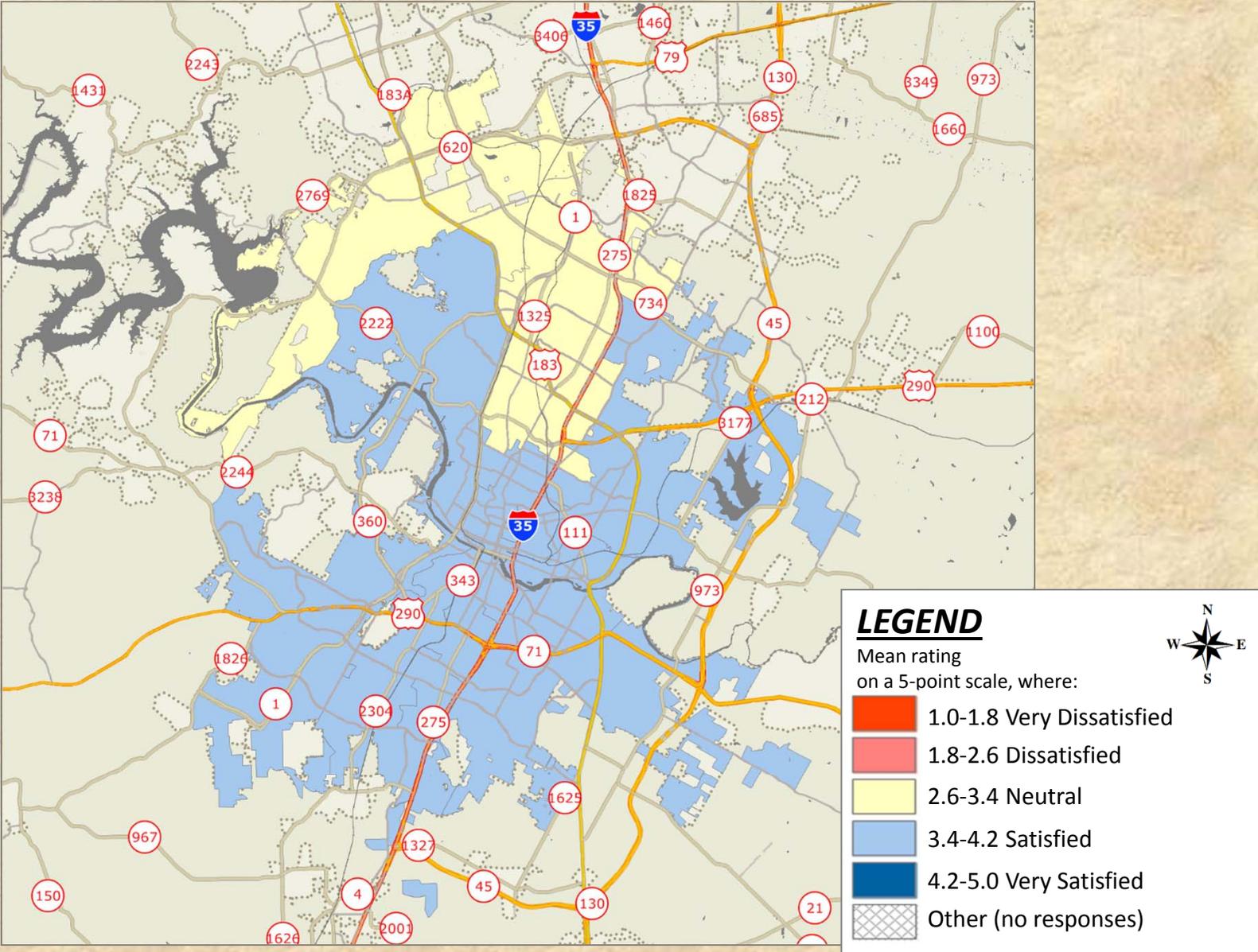
Q11c Satisfaction with the appearance of park grounds



2015 City of Austin Community Survey

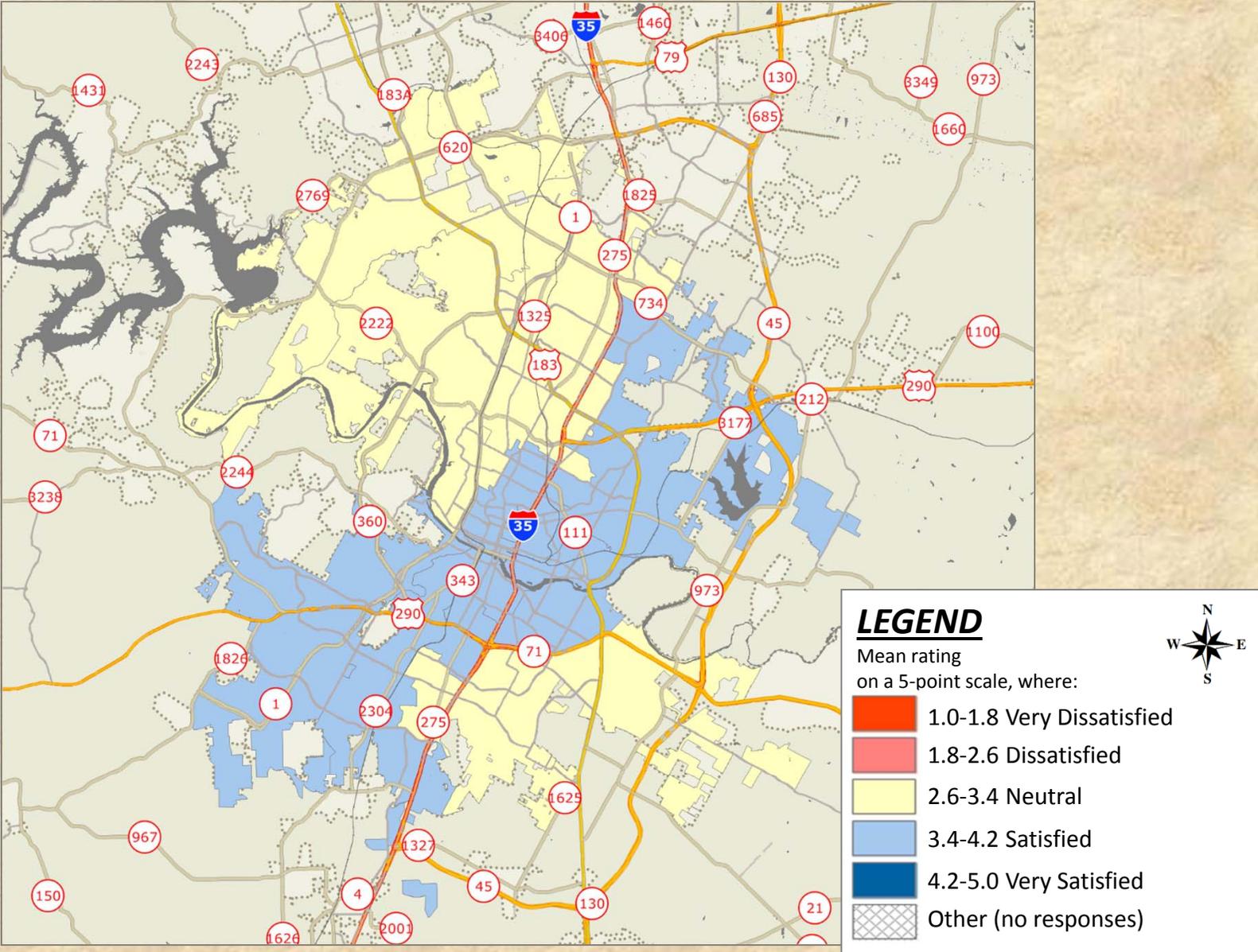
Shading reflects the mean rating for all respondents by Council District

Q11e Satisfaction with the quality of youth athletic programs



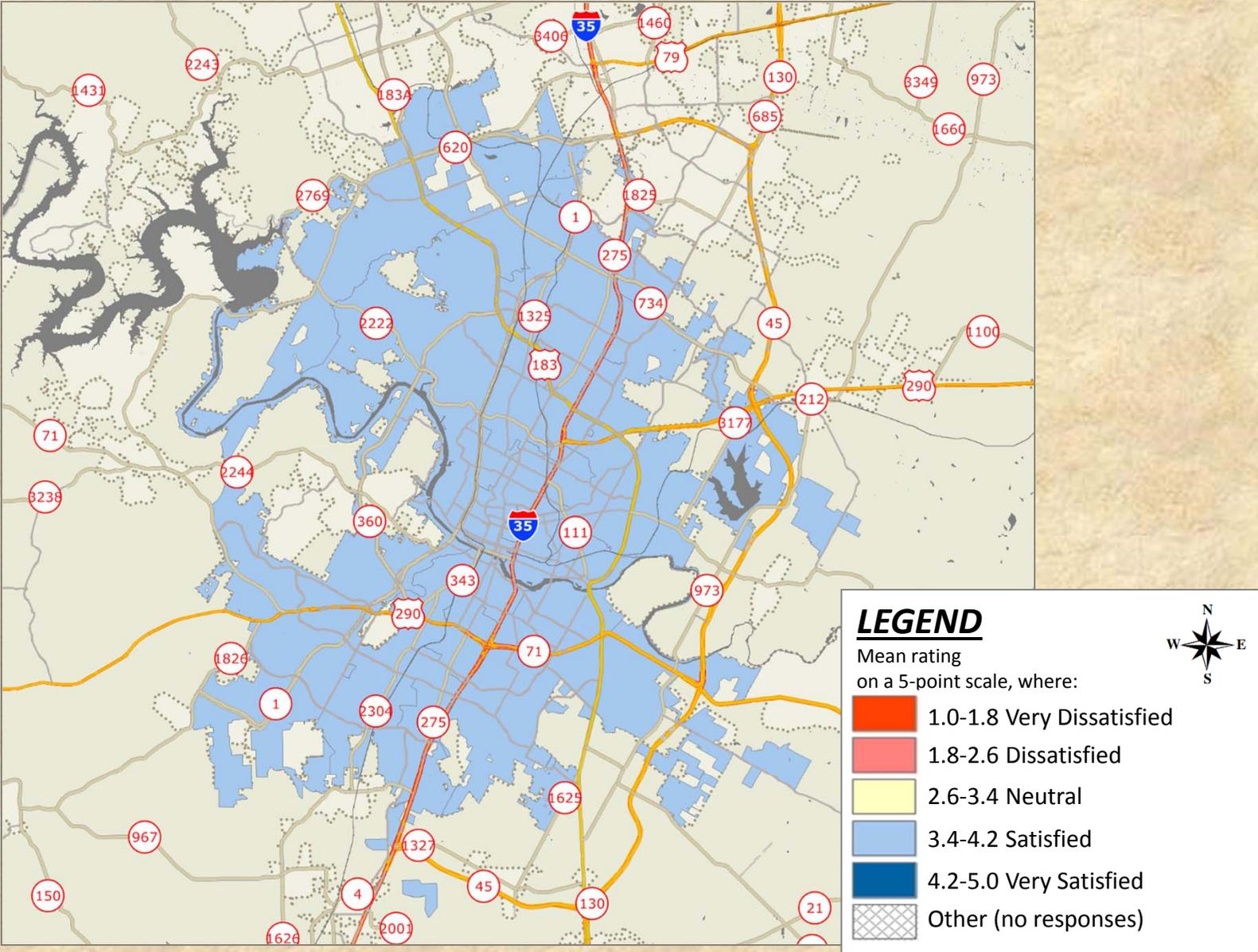
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11f Satisfaction with the quality of adult athletic programs



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

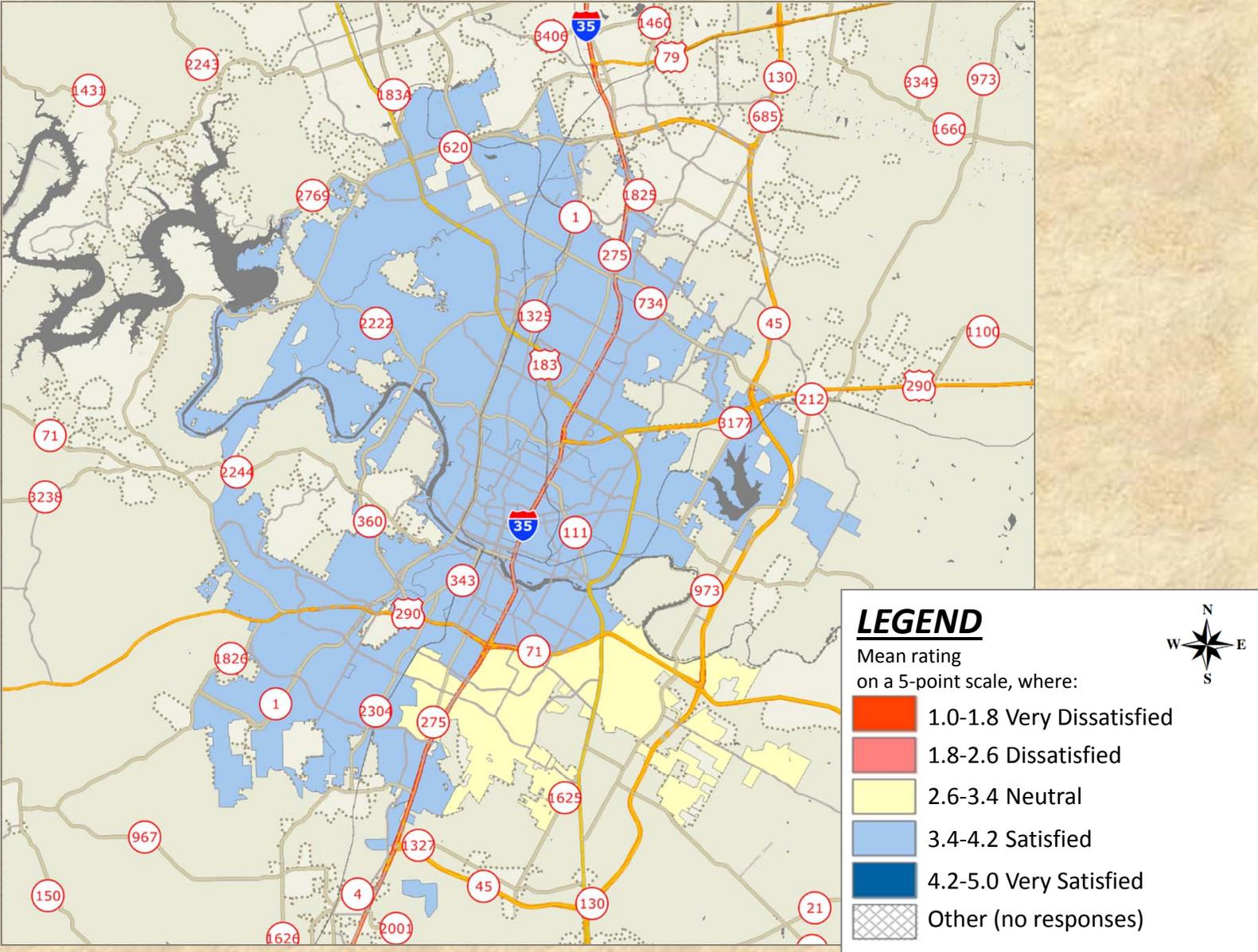
Q11g Satisfaction with the quality of outdoor athletic fields



2015 City of Austin Community Survey

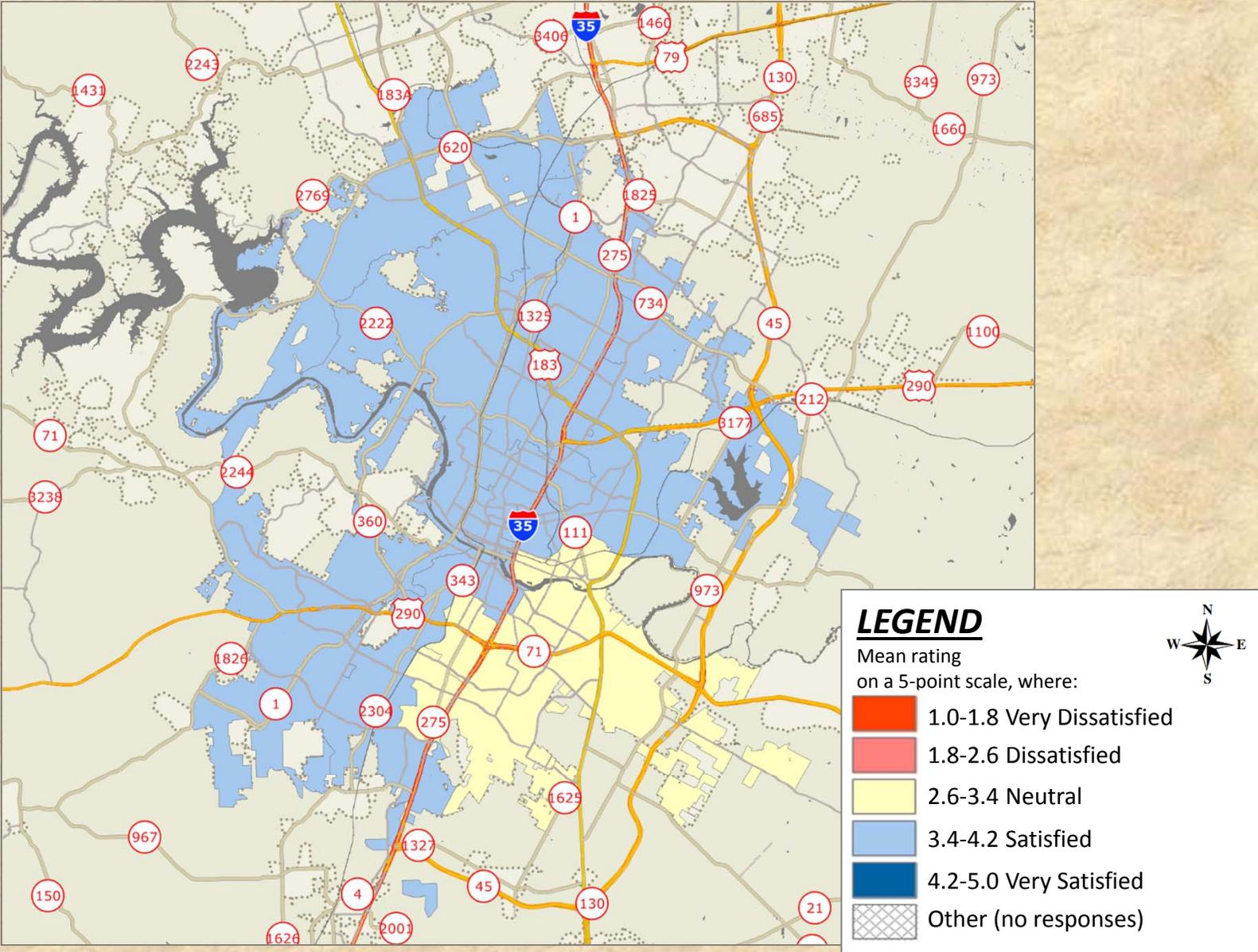
Shading reflects the mean rating for all respondents by Council District

Q11h Satisfaction with safety in city parks and park facilities



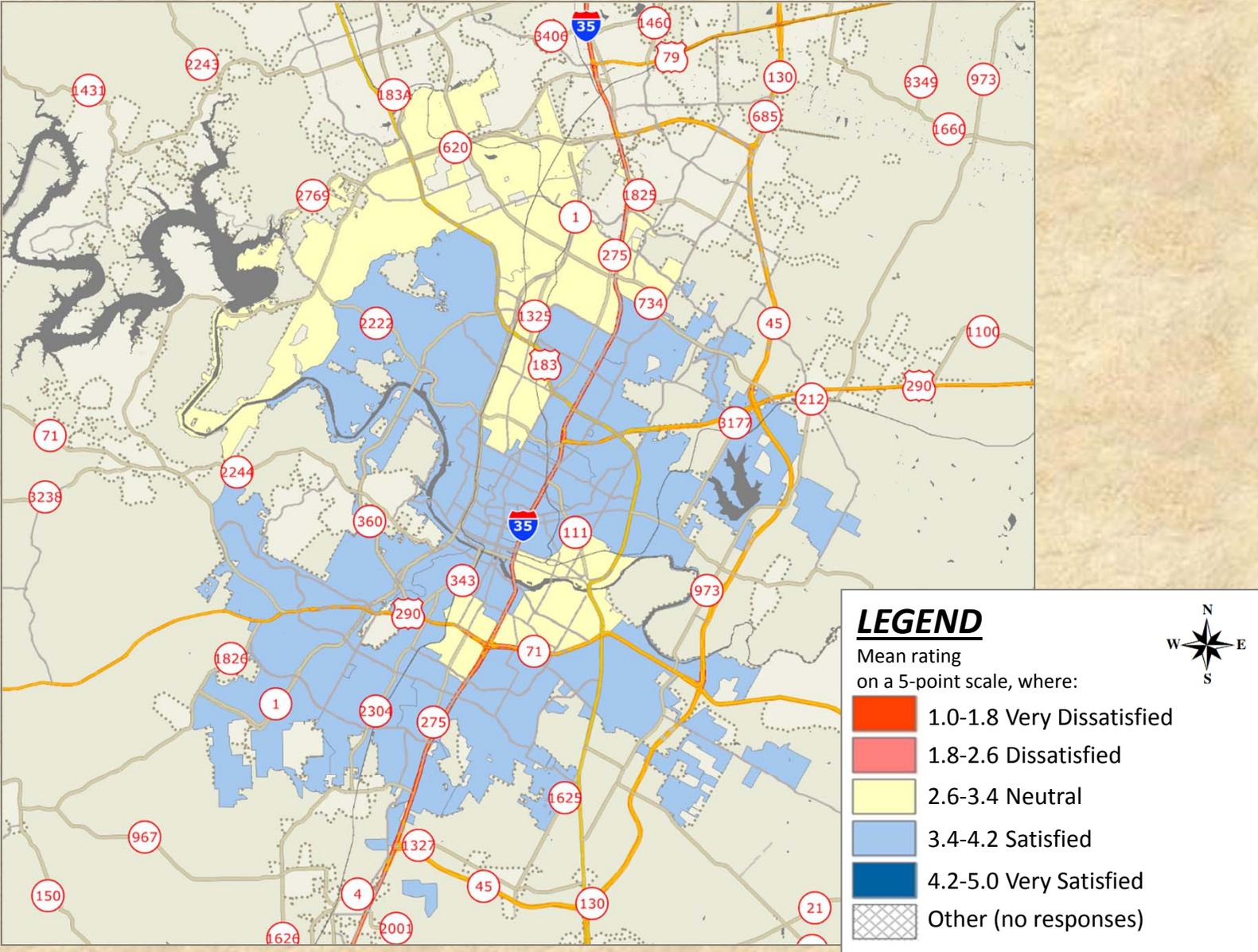
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11i Overall satisfaction with city swimming pools



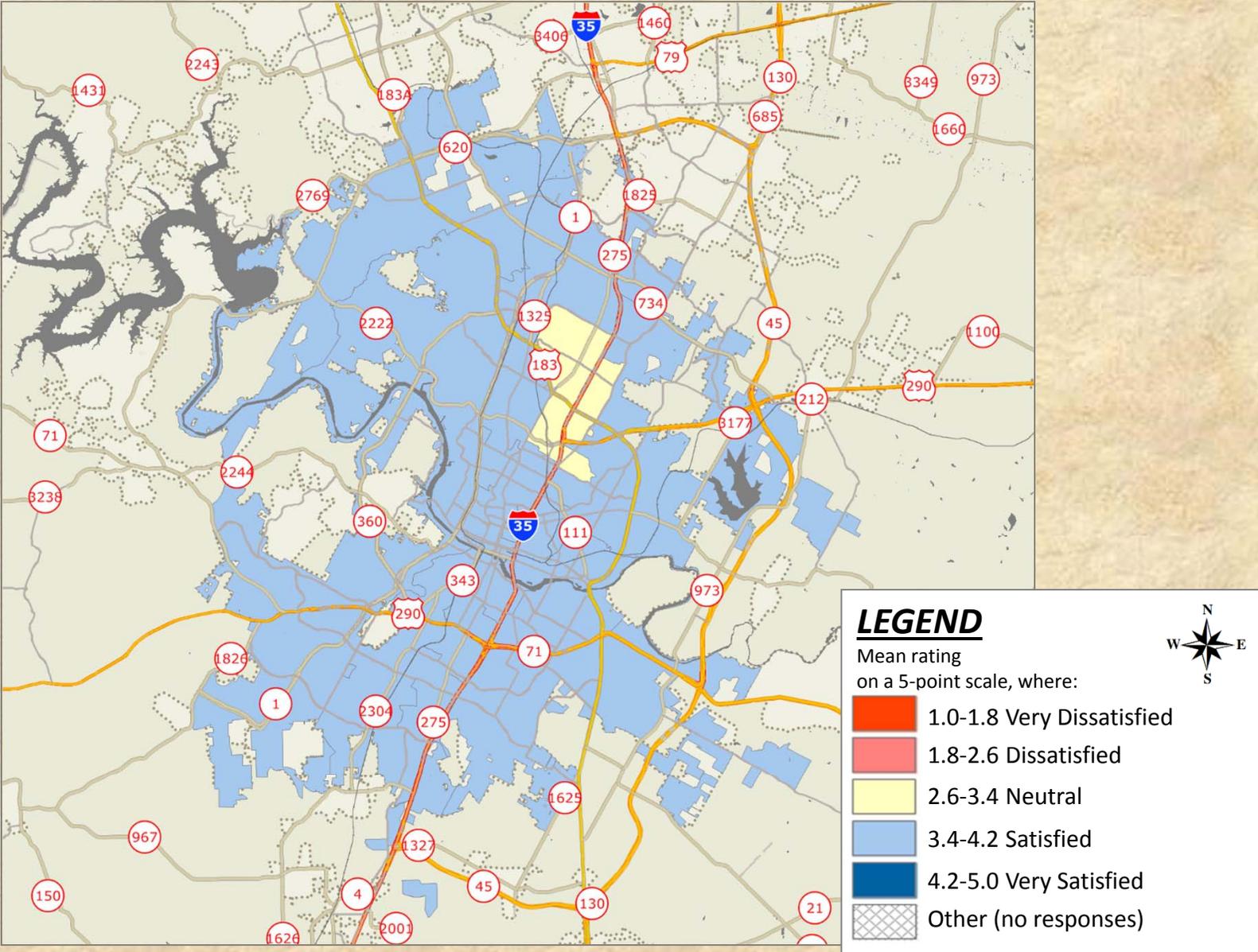
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q11j Satisfaction with aquatic programs



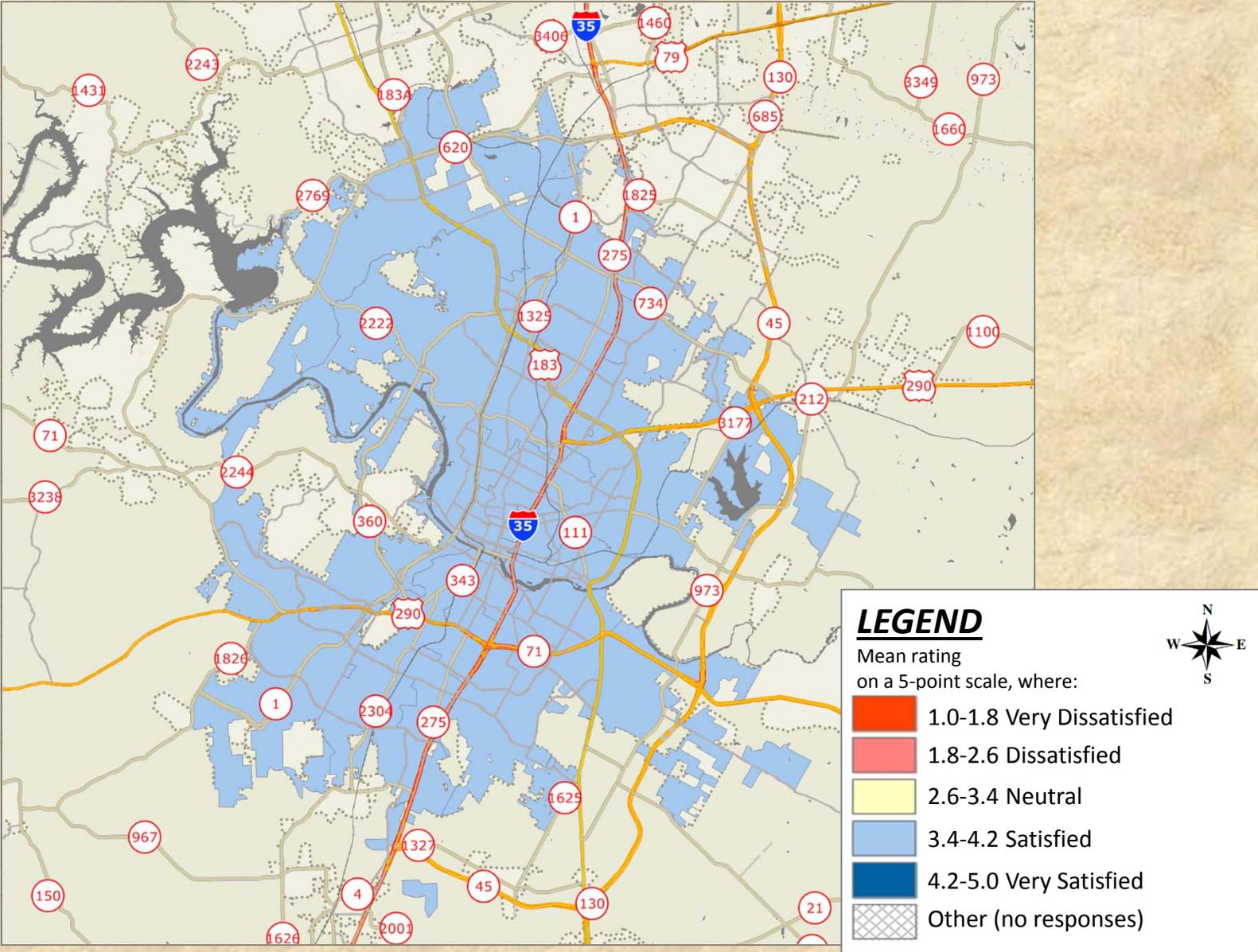
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q11k Satisfaction with the quality of facilities (picnic shelters, playgrounds)



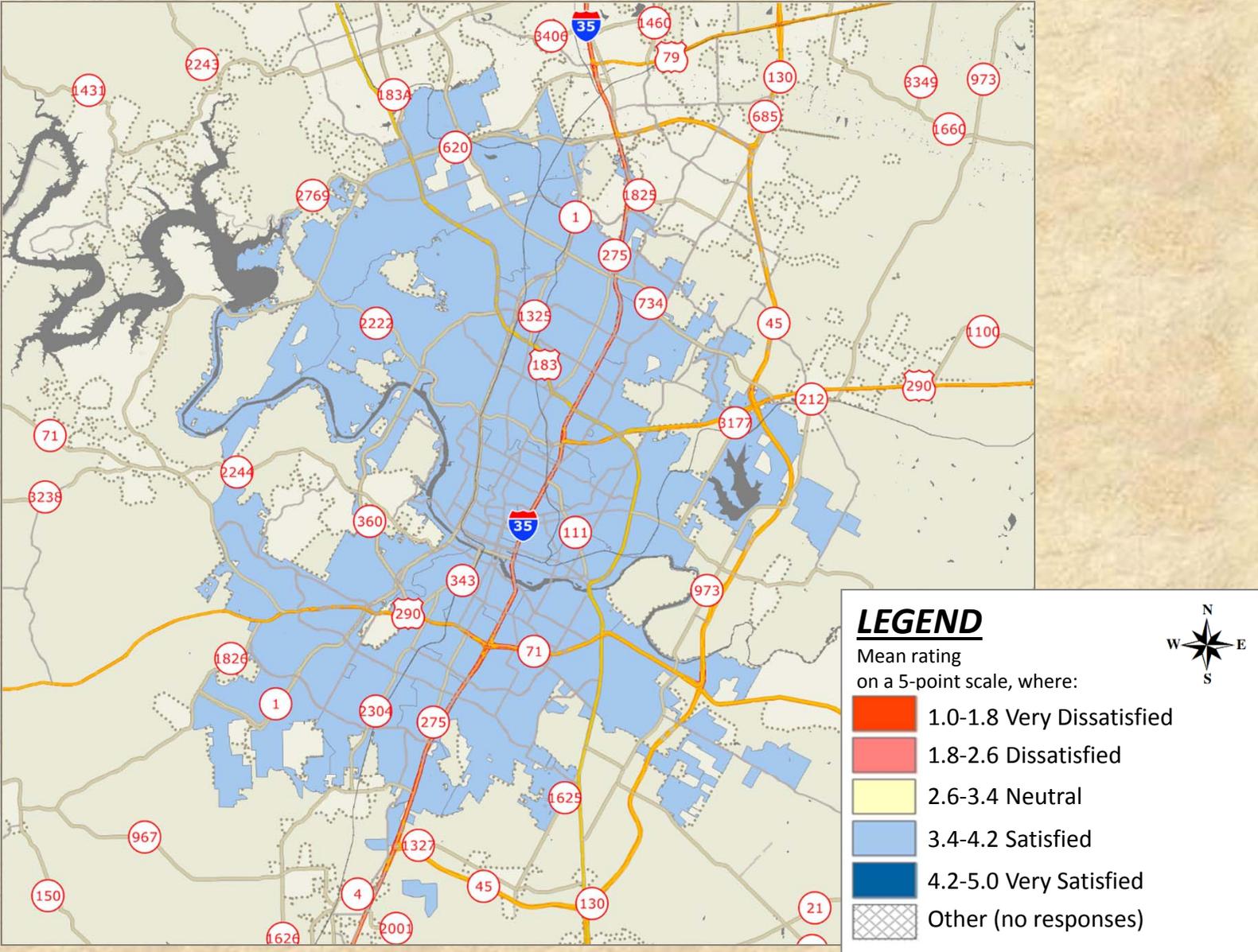
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11 Satisfaction with cleanliness of library facilities



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

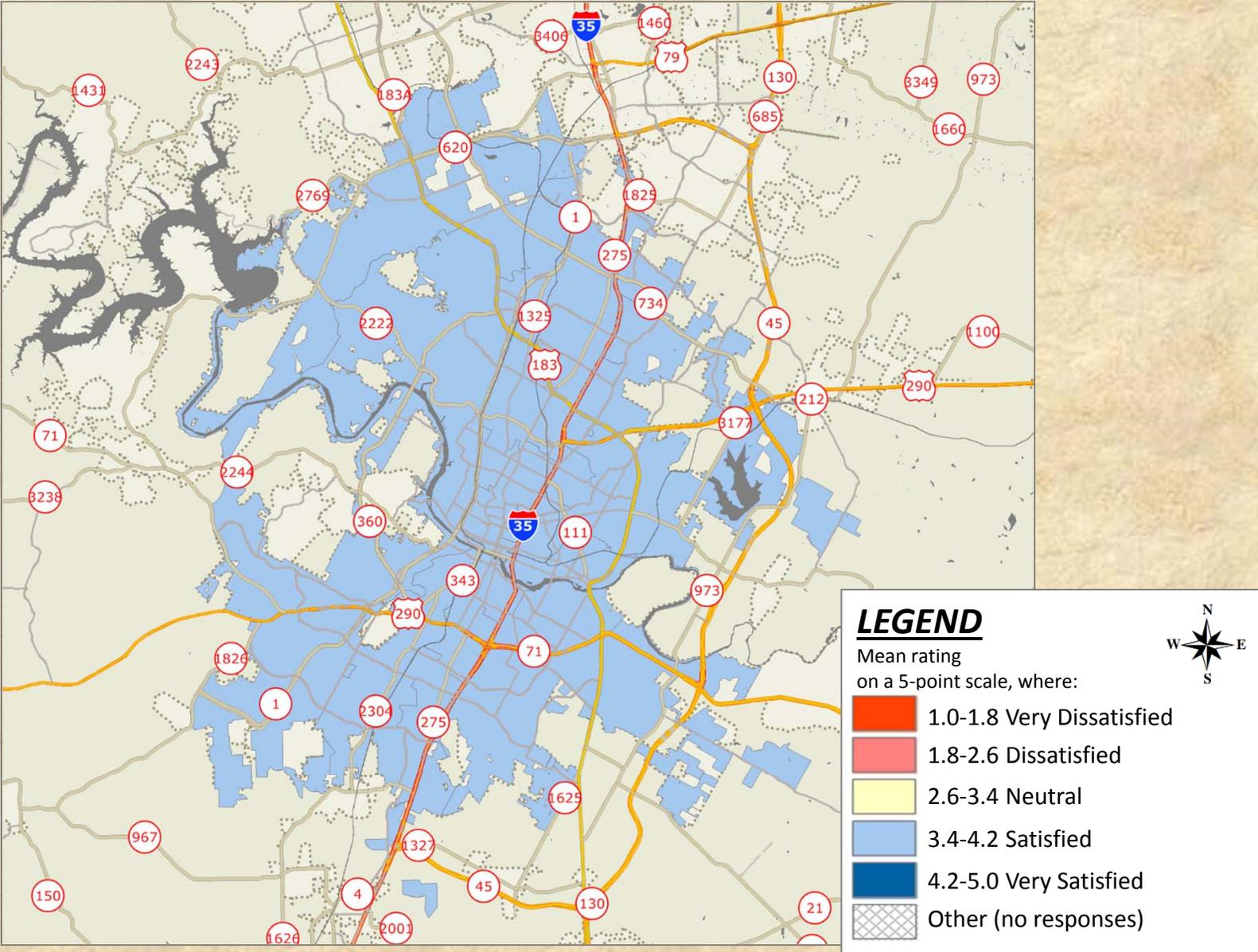
Q11m Satisfaction with library programs



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

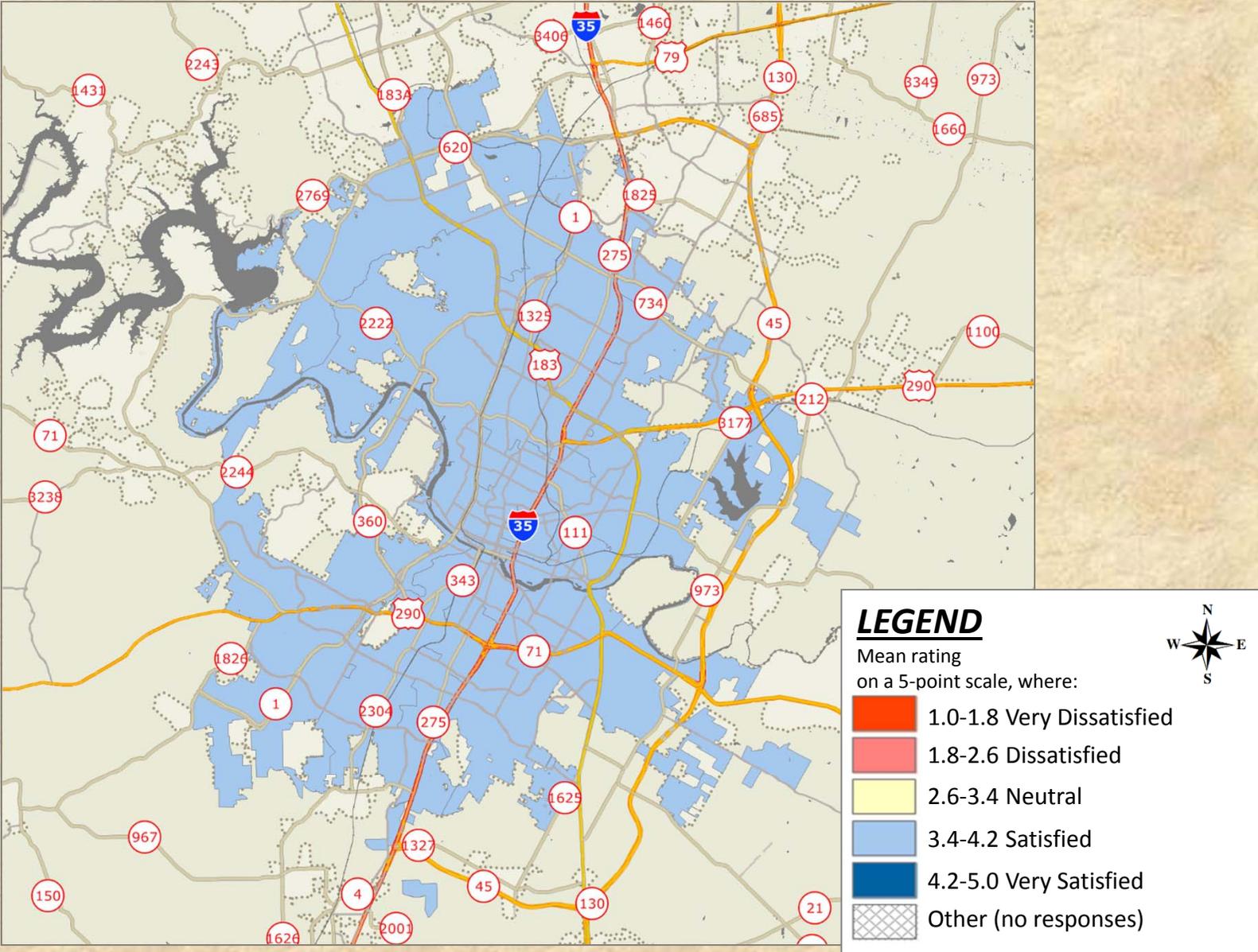
Q11n Satisfaction with materials at libraries



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

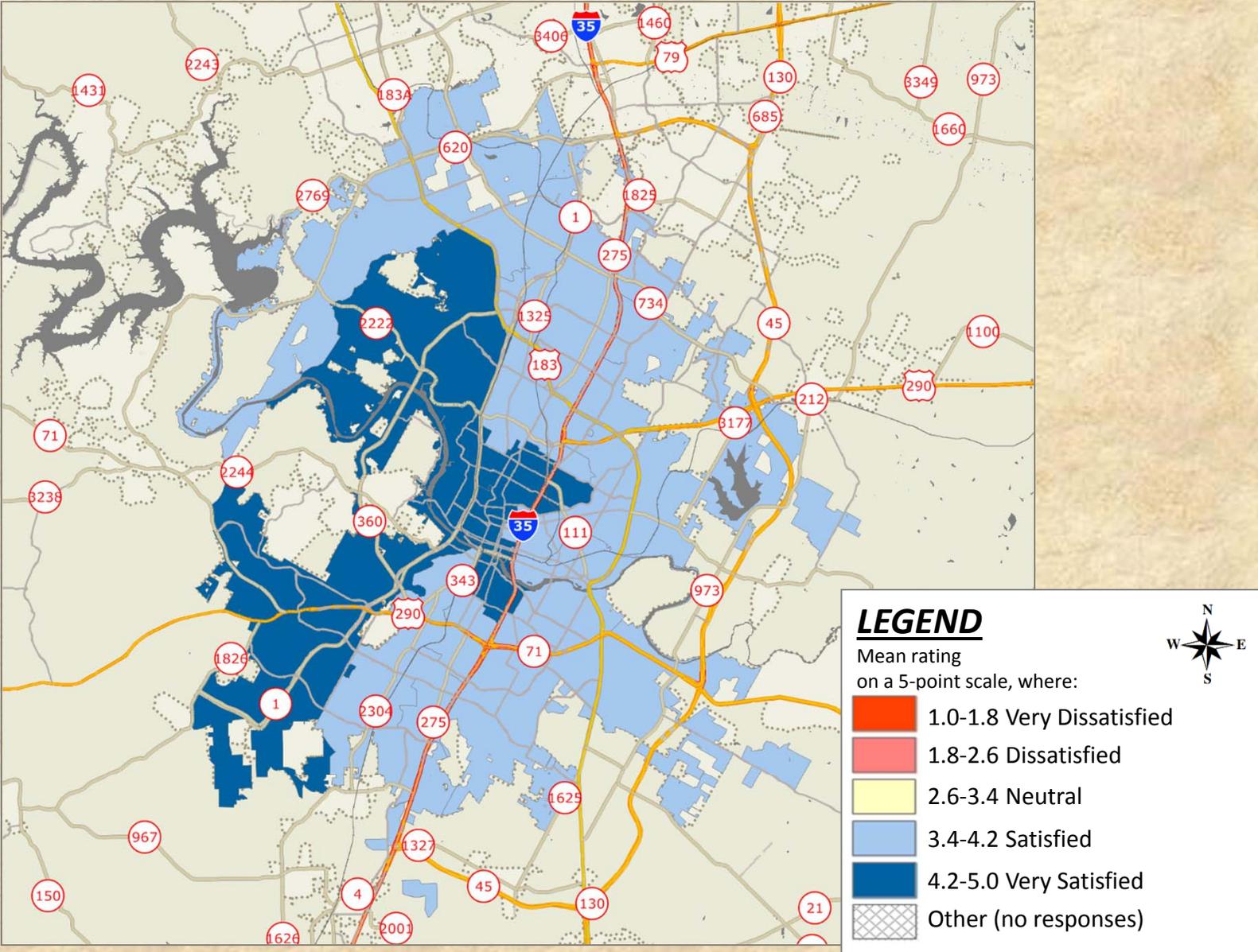
Q11o Satisfaction with library hours



2015 City of Austin Community Survey

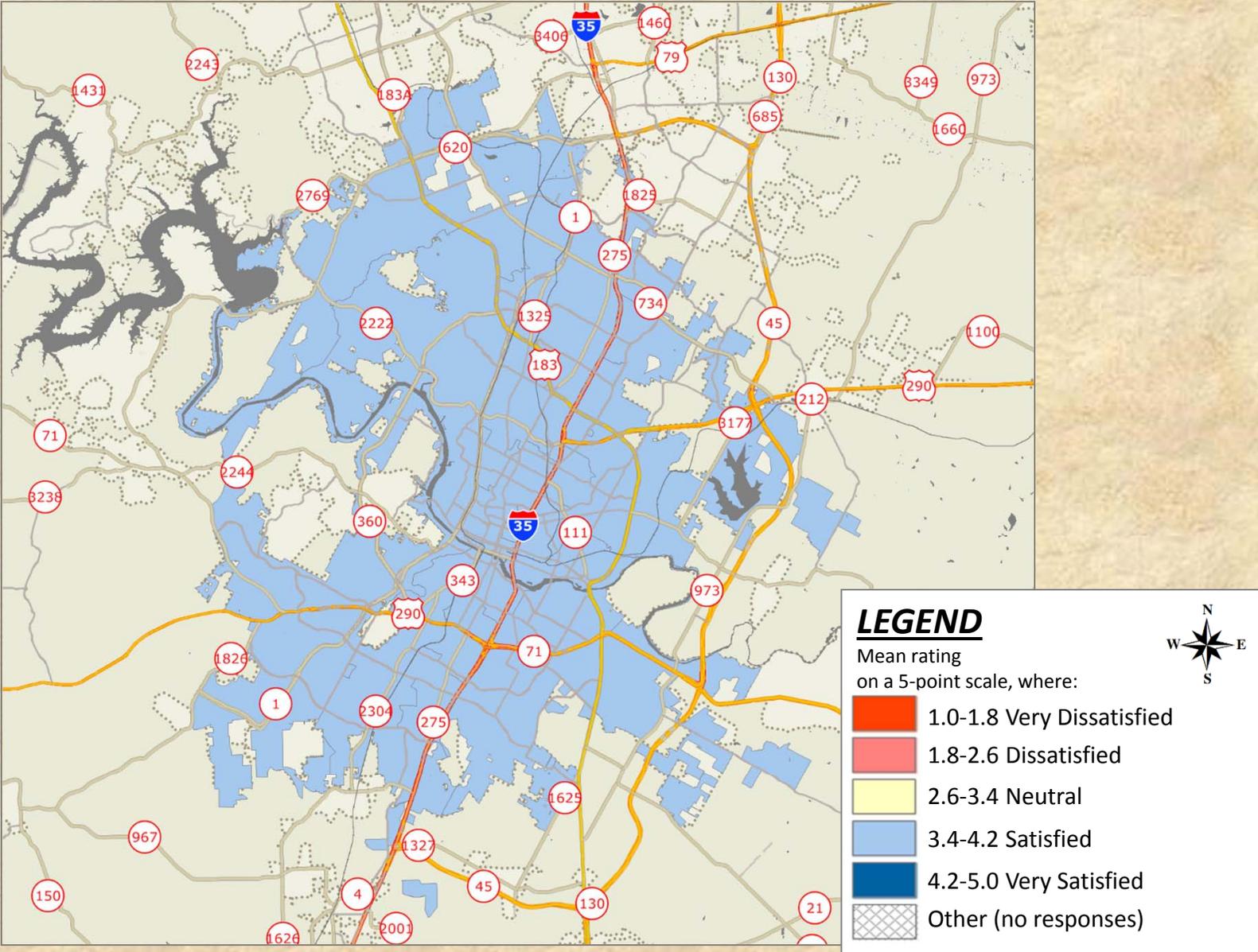
Shading reflects the mean rating for all respondents by Council District

Q13a Satisfaction with the quality of residential garbage collection



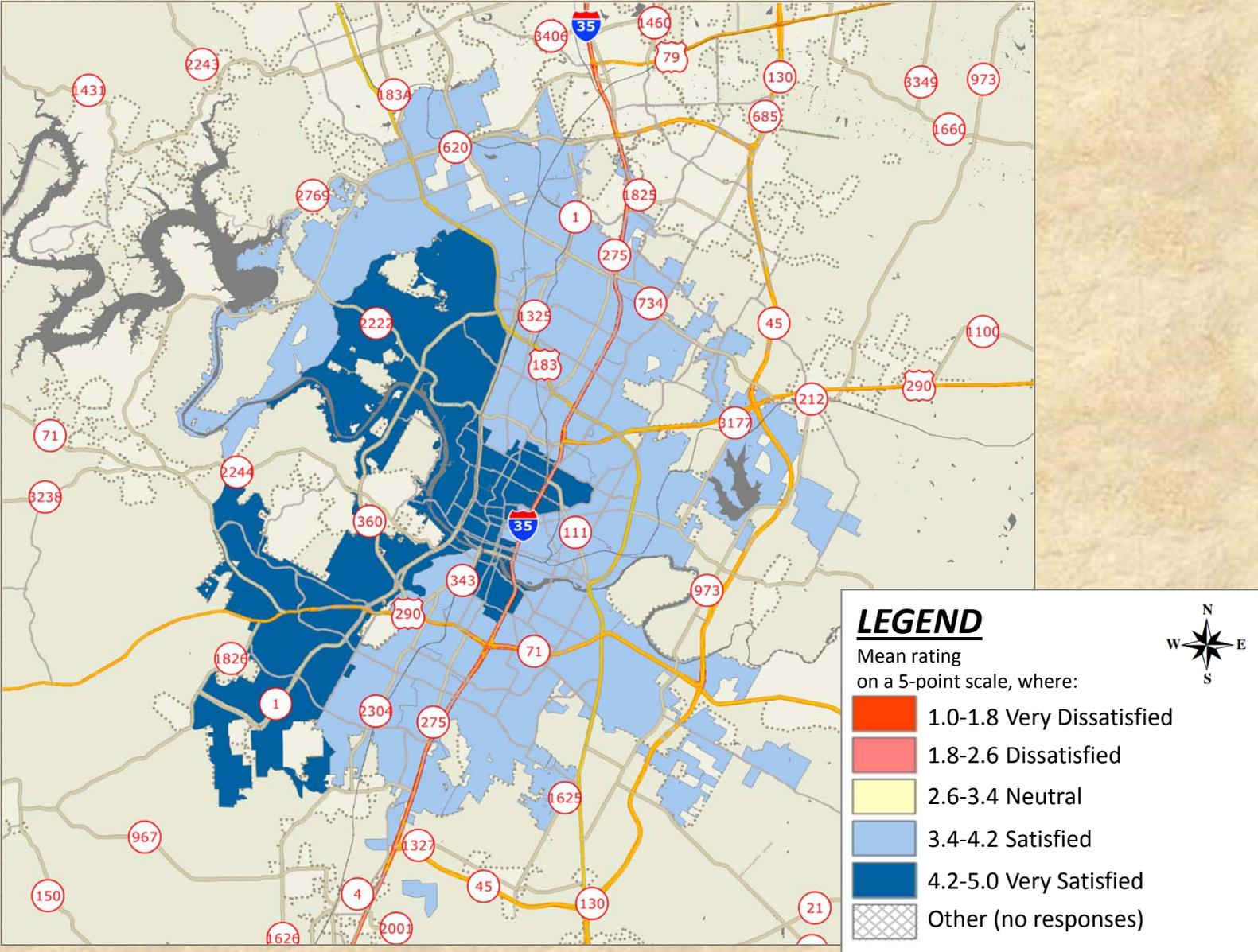
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13b Satisfaction with the quality of residential yard waste collection



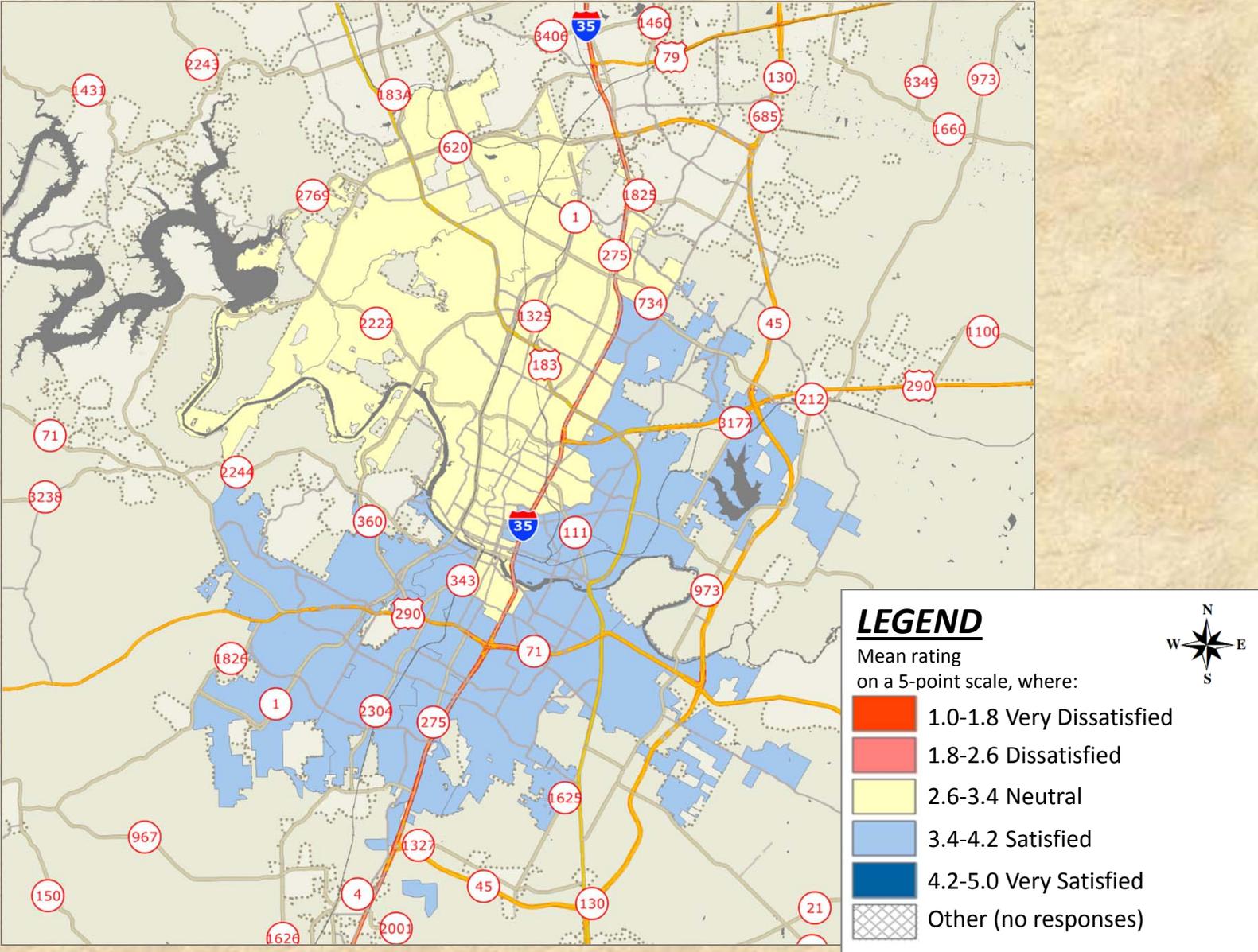
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13c Satisfaction with the quality of residential curbside recycling services



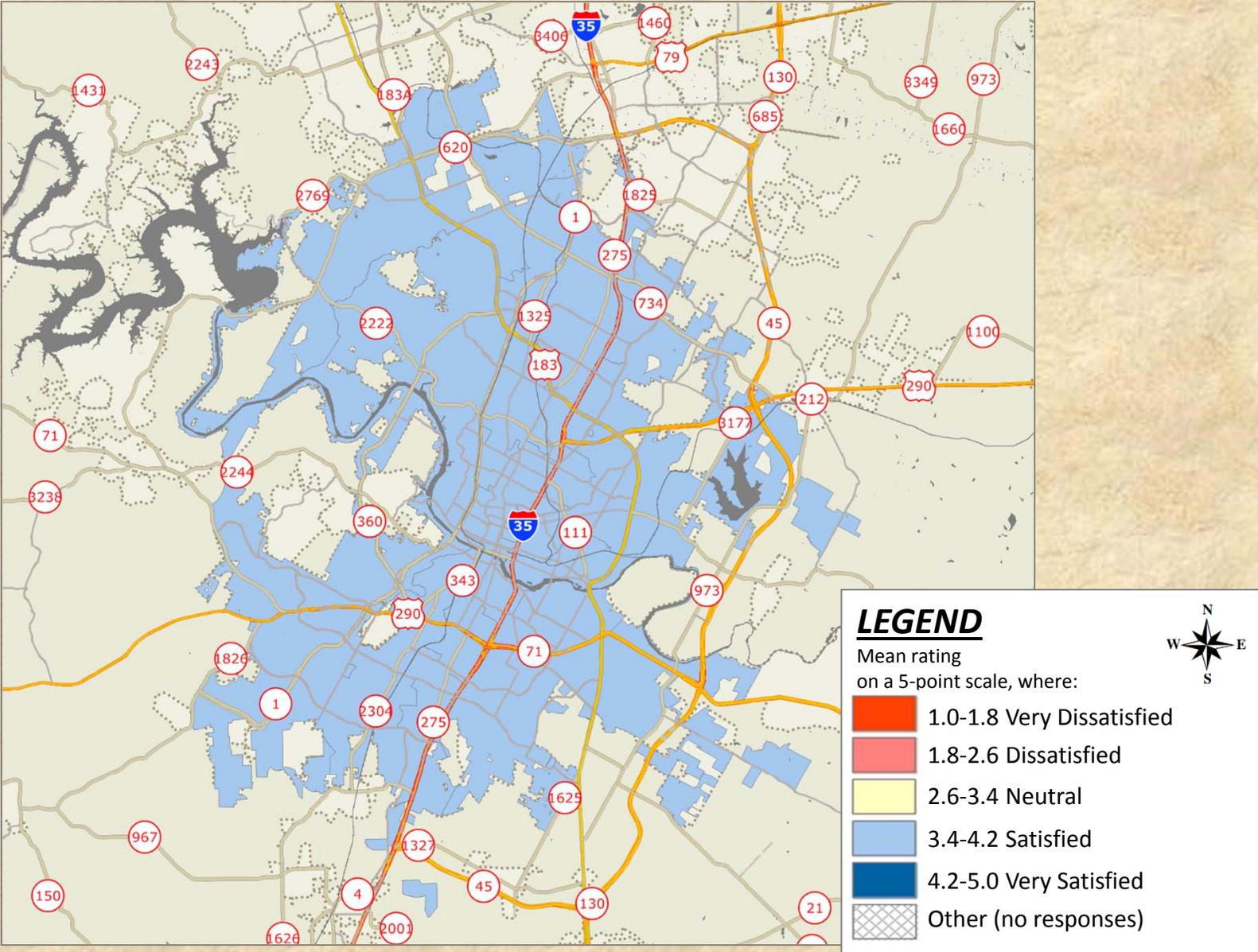
2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13d Satisfaction with household hazardous waste disposal service



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

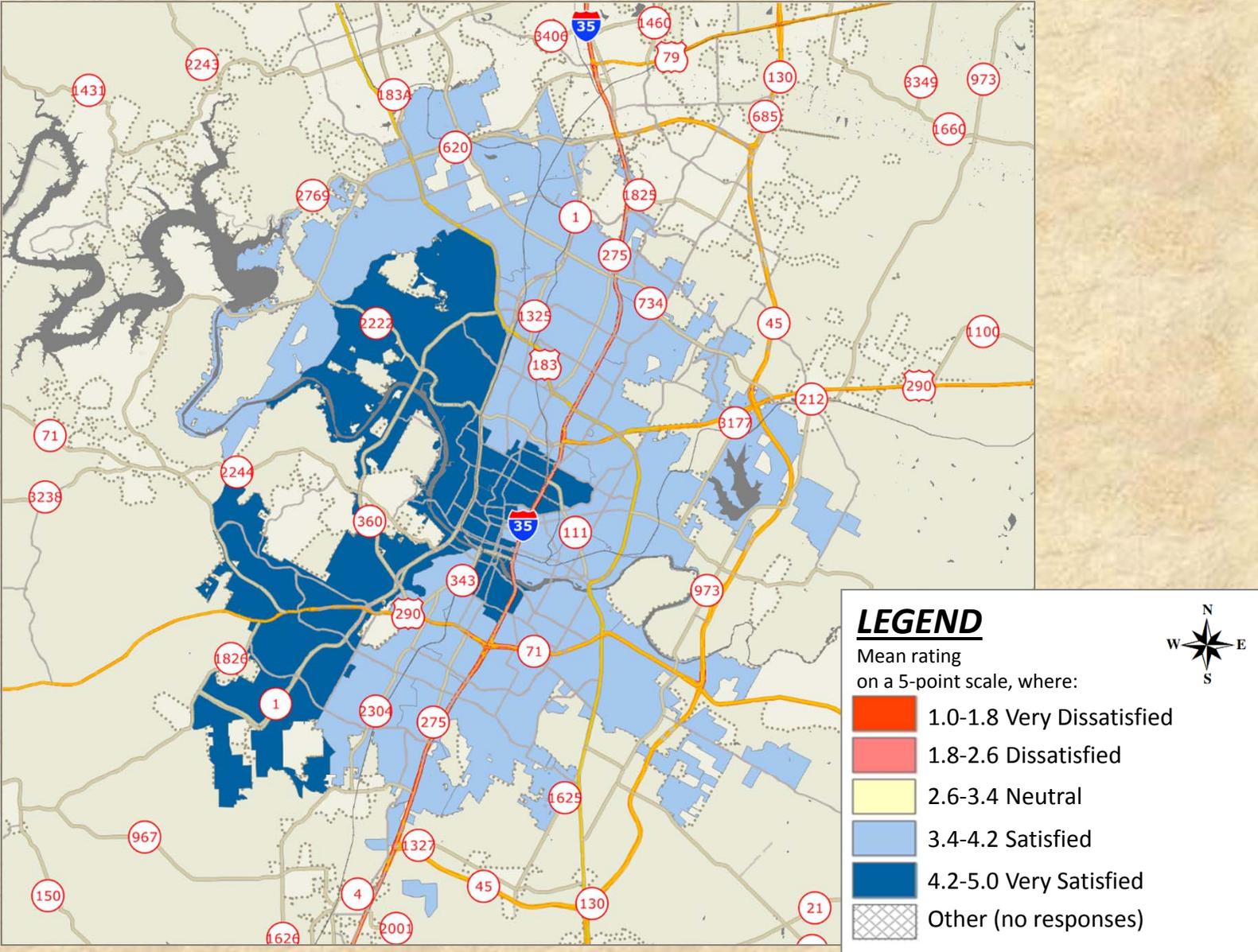
Q13e Satisfaction with bulky item pickup/removal services



2015 City of Austin Community Survey

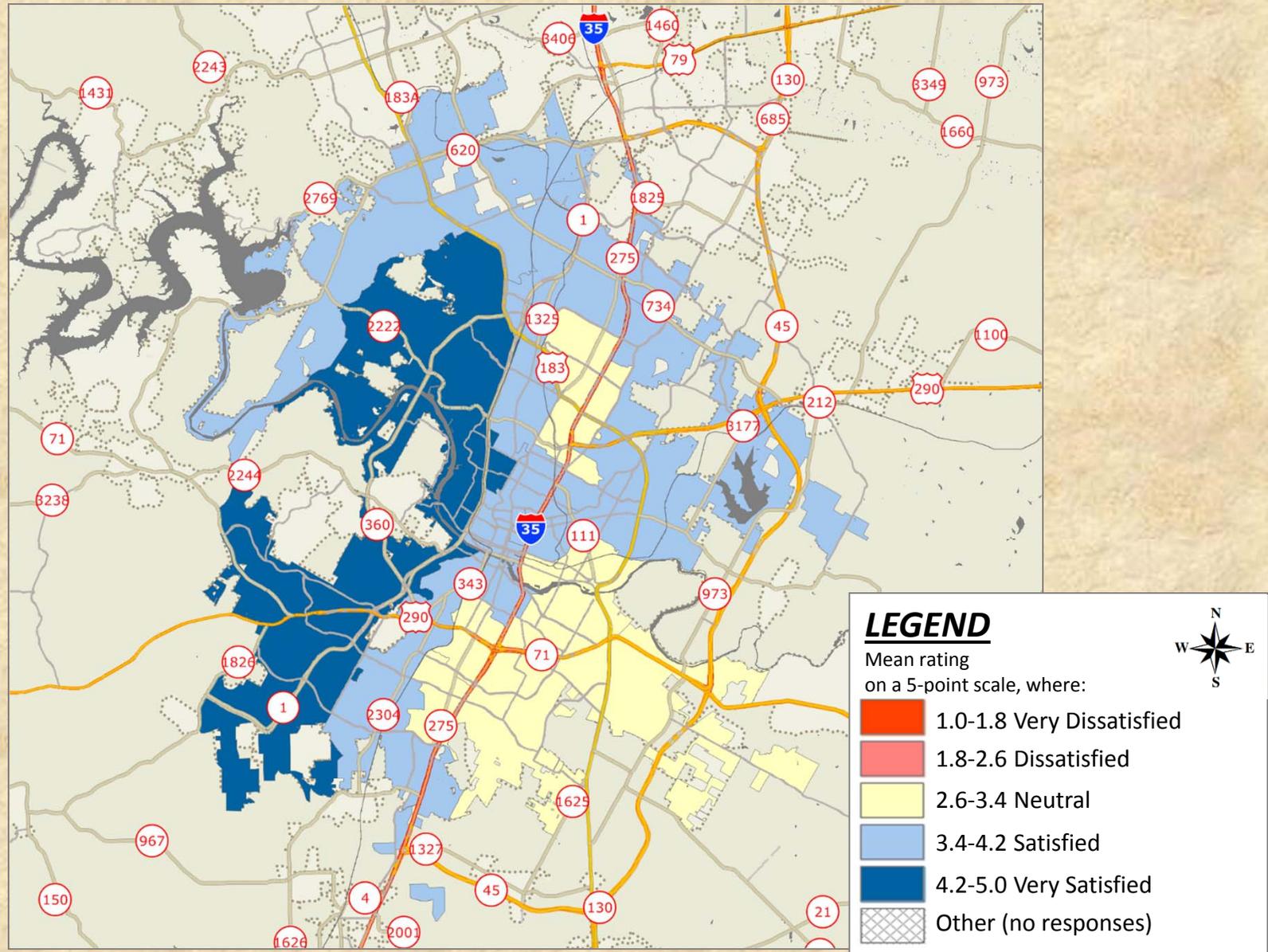
Shading reflects the mean rating for all respondents by Council District

Q13f Satisfaction with the reliability of electric service



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

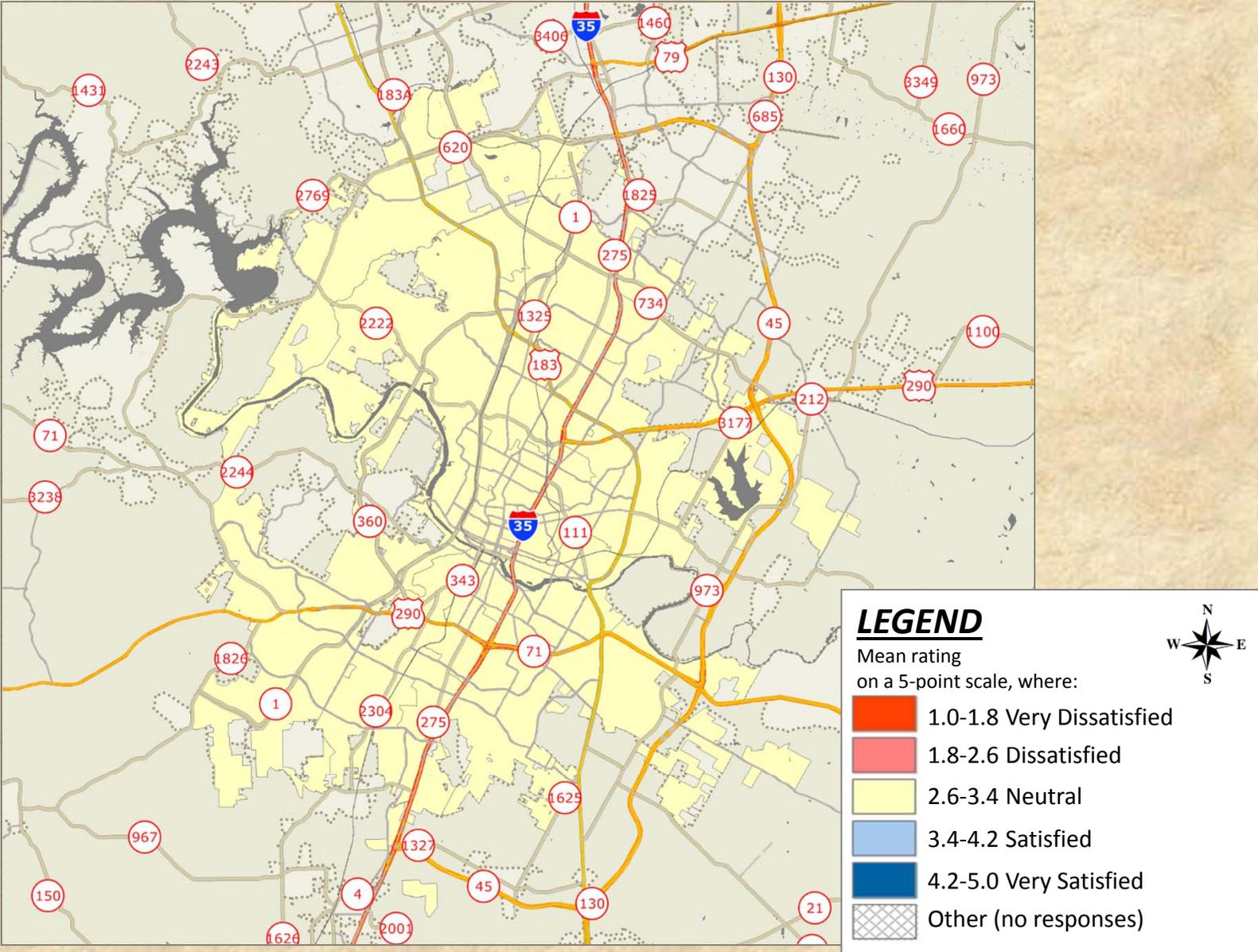
Q13i Satisfaction with the cleanliness of your neighborhood



2015 City of Austin Community Survey

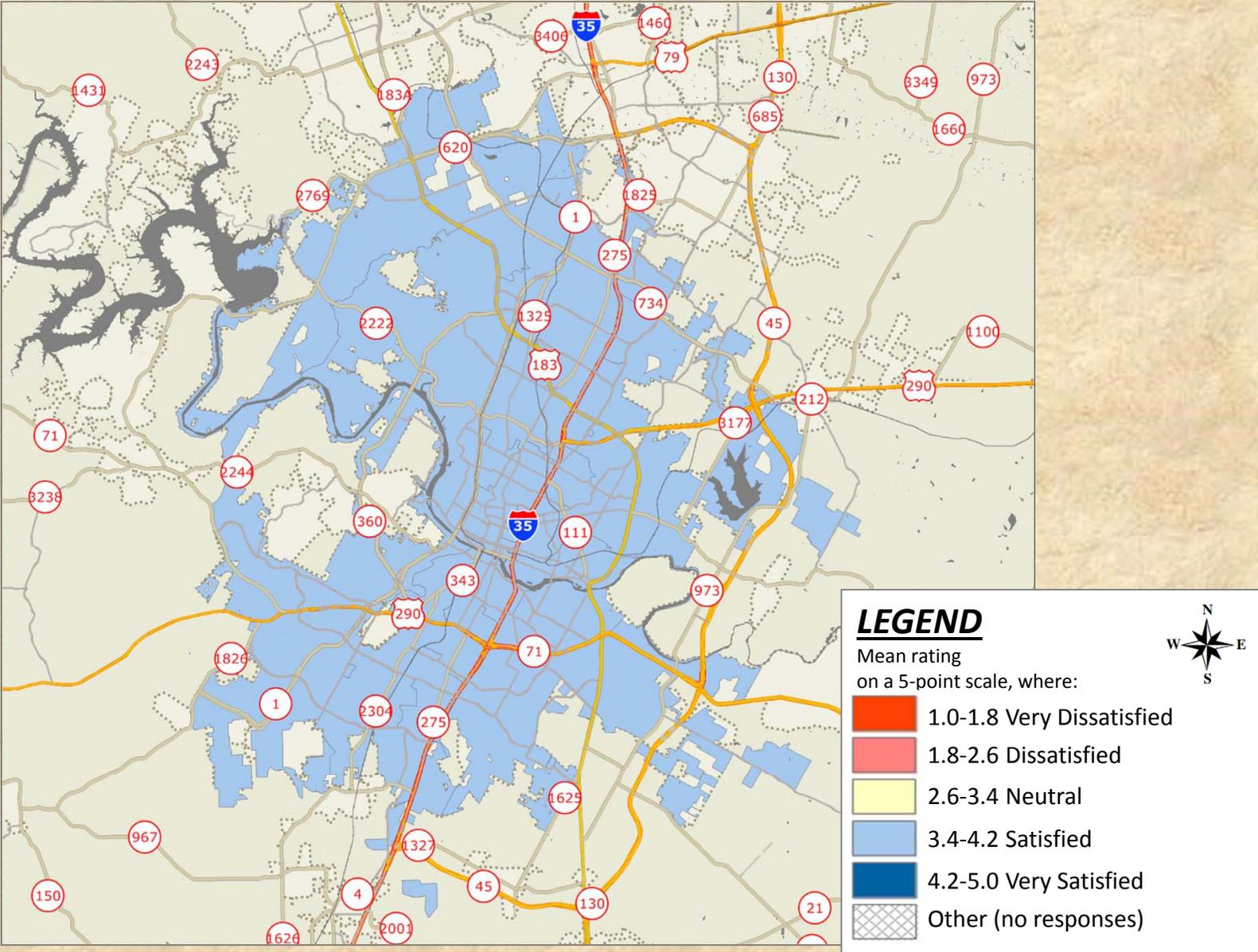
Shading reflects the mean rating for all respondents by Council District

Q13j Satisfaction with code enforcement of weed lots, abandoned vehicles, etc.



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

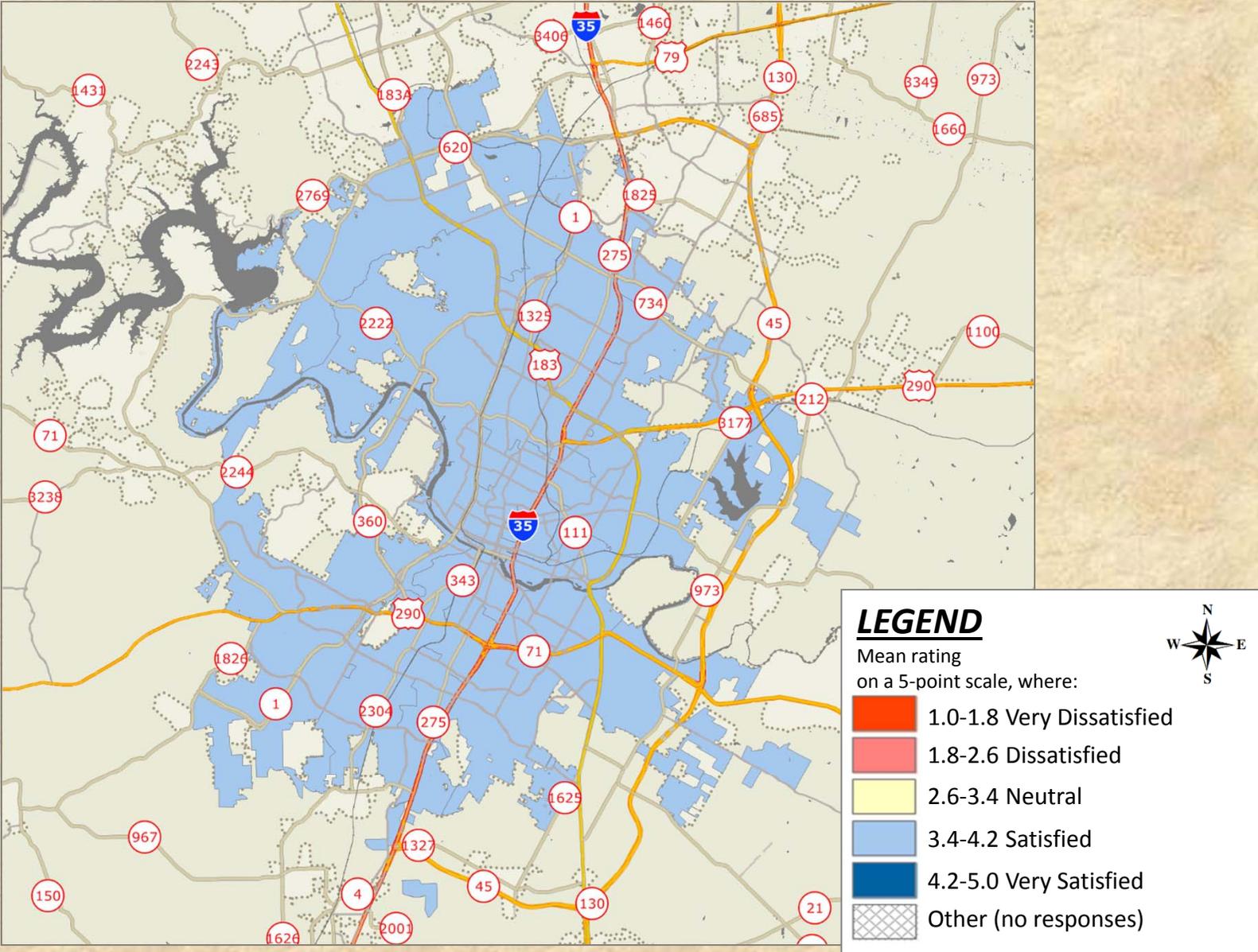
Q15a Satisfaction with Austin Energy customer service



2015 City of Austin Community Survey

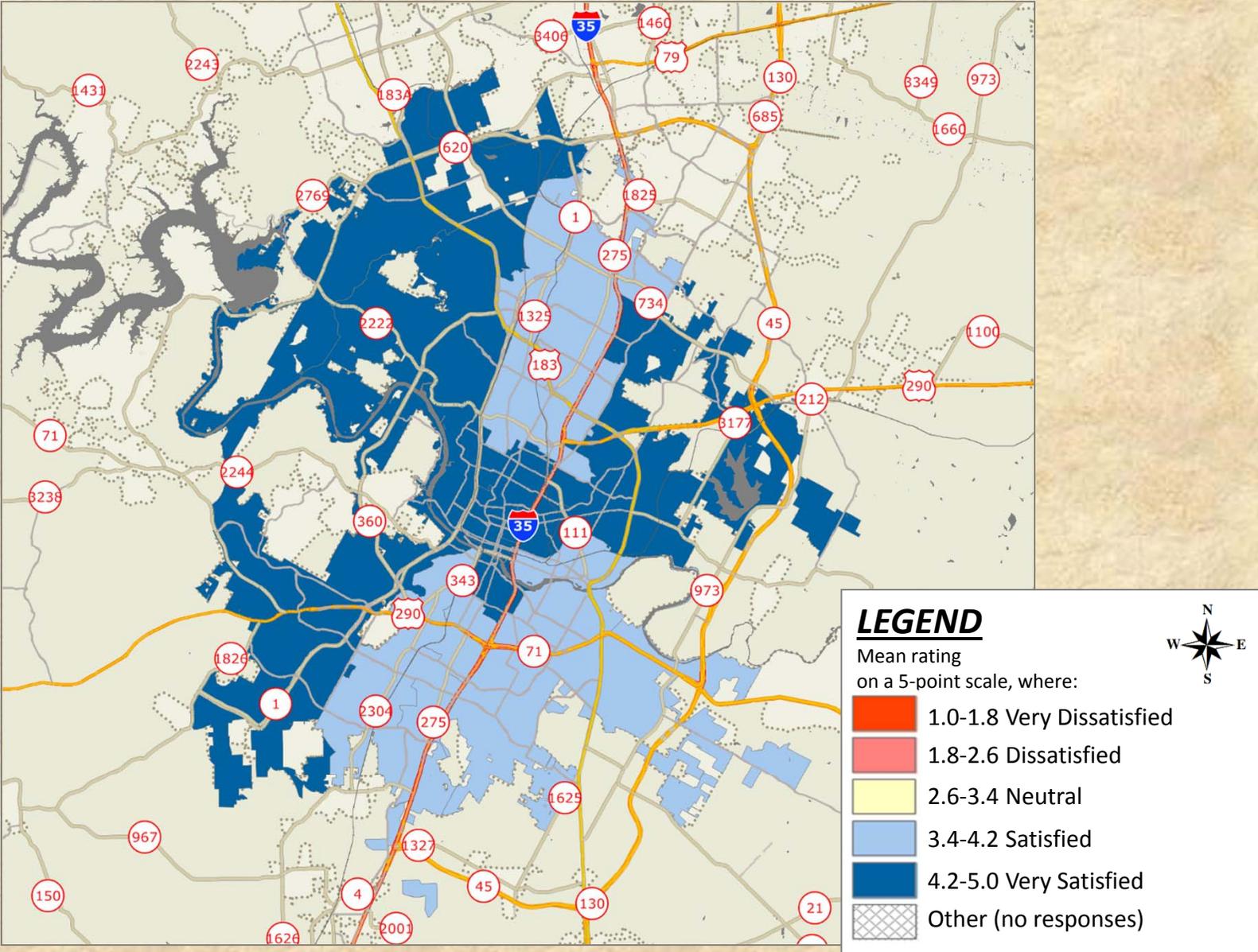
Shading reflects the mean rating for all respondents by Council District

Q15b Satisfaction with water and wastewater utility customer service



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

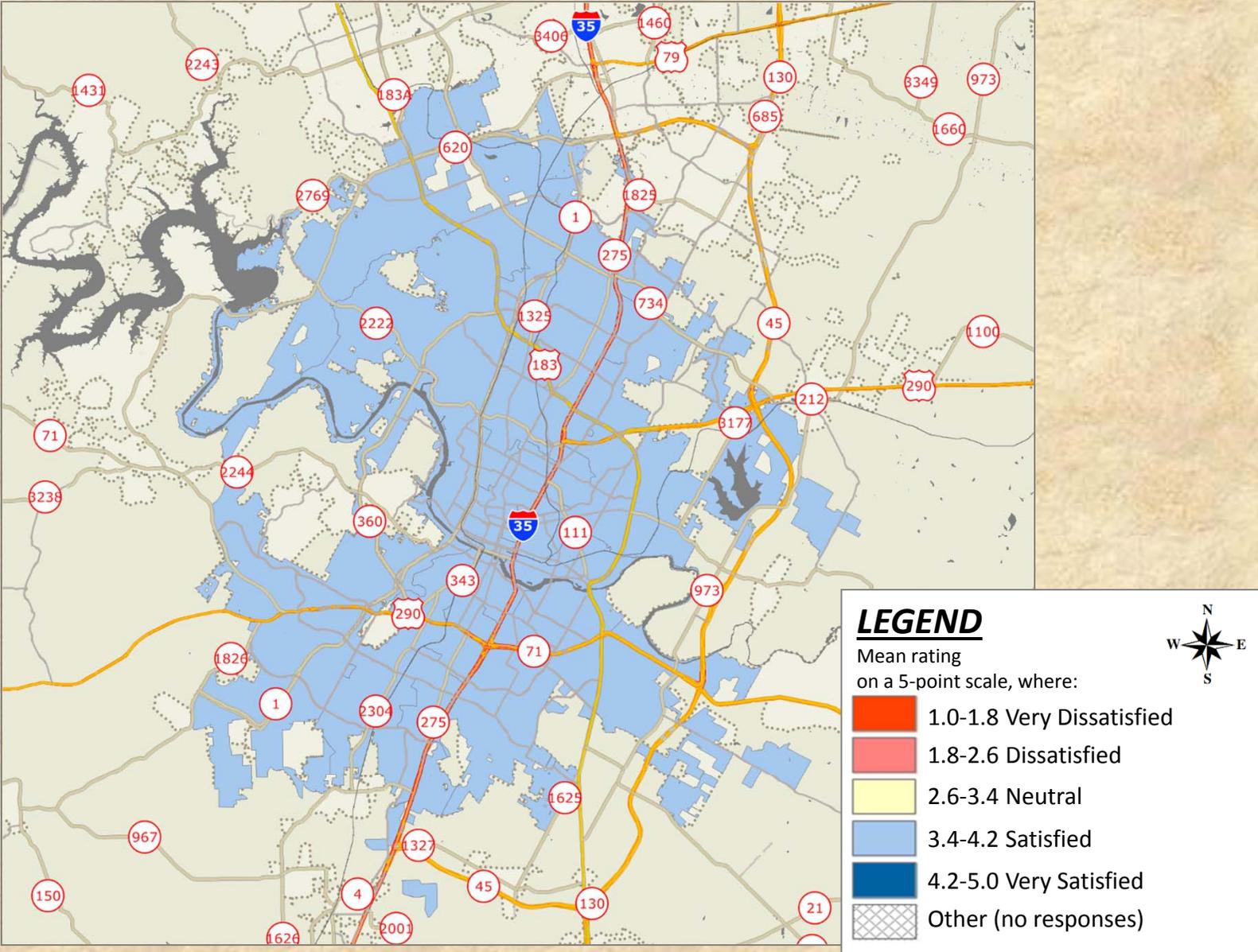
Q15c Satisfaction with helpfulness of library staff



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

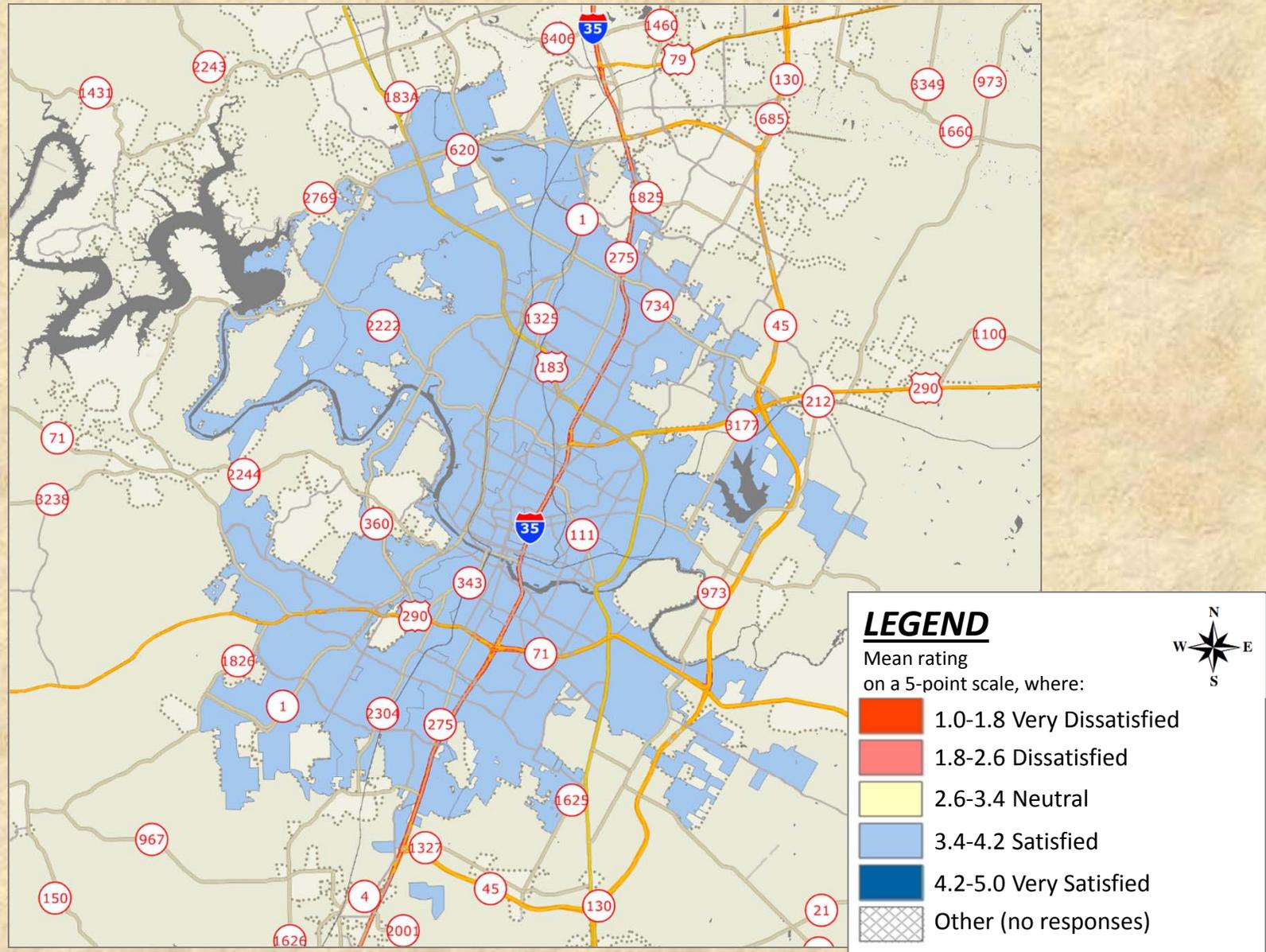
Q15d Satisfaction with overall quality of customer service



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

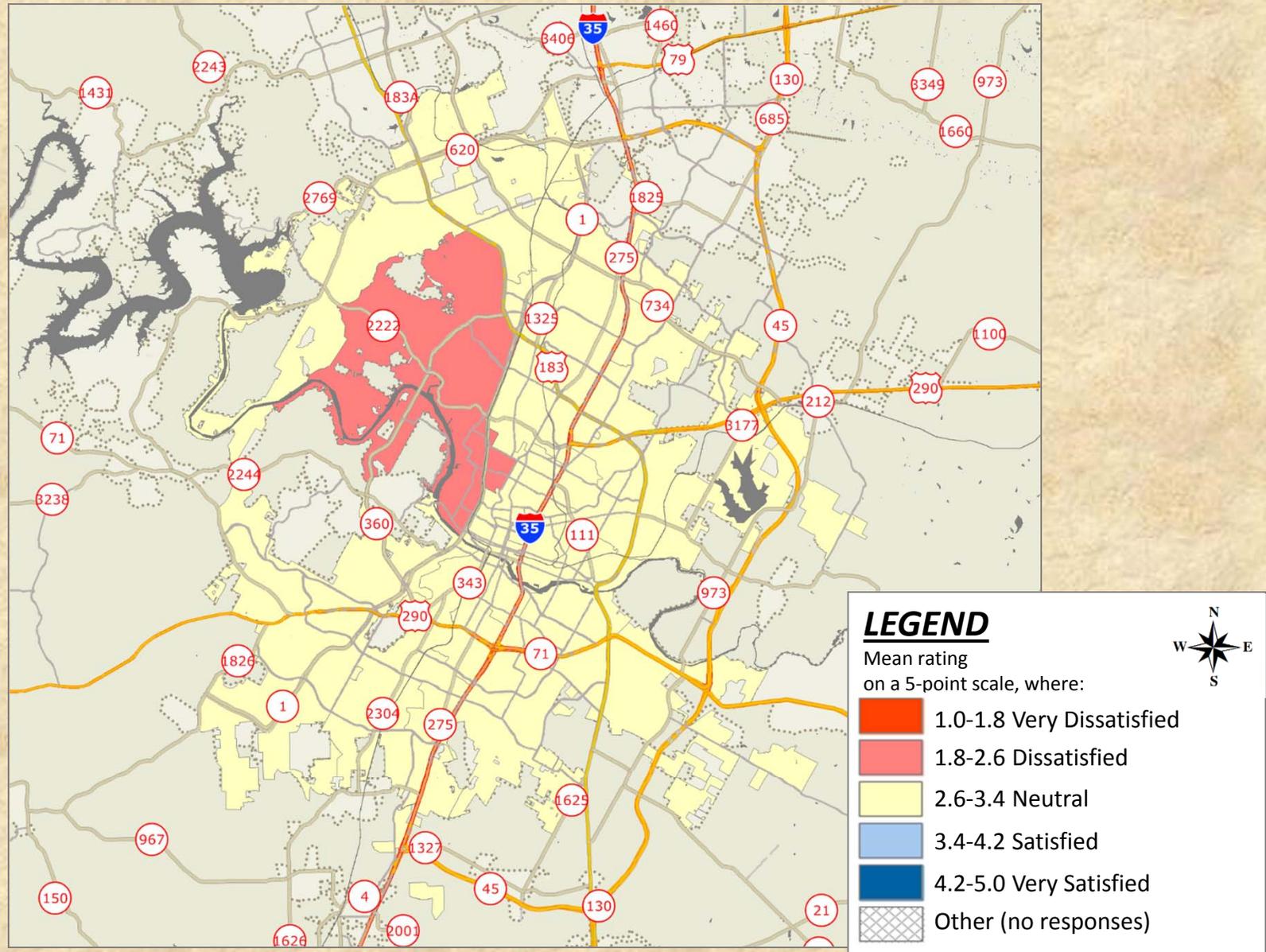
Q15e Satisfaction with services provided by the City's 3-1-1 assistance phone number



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

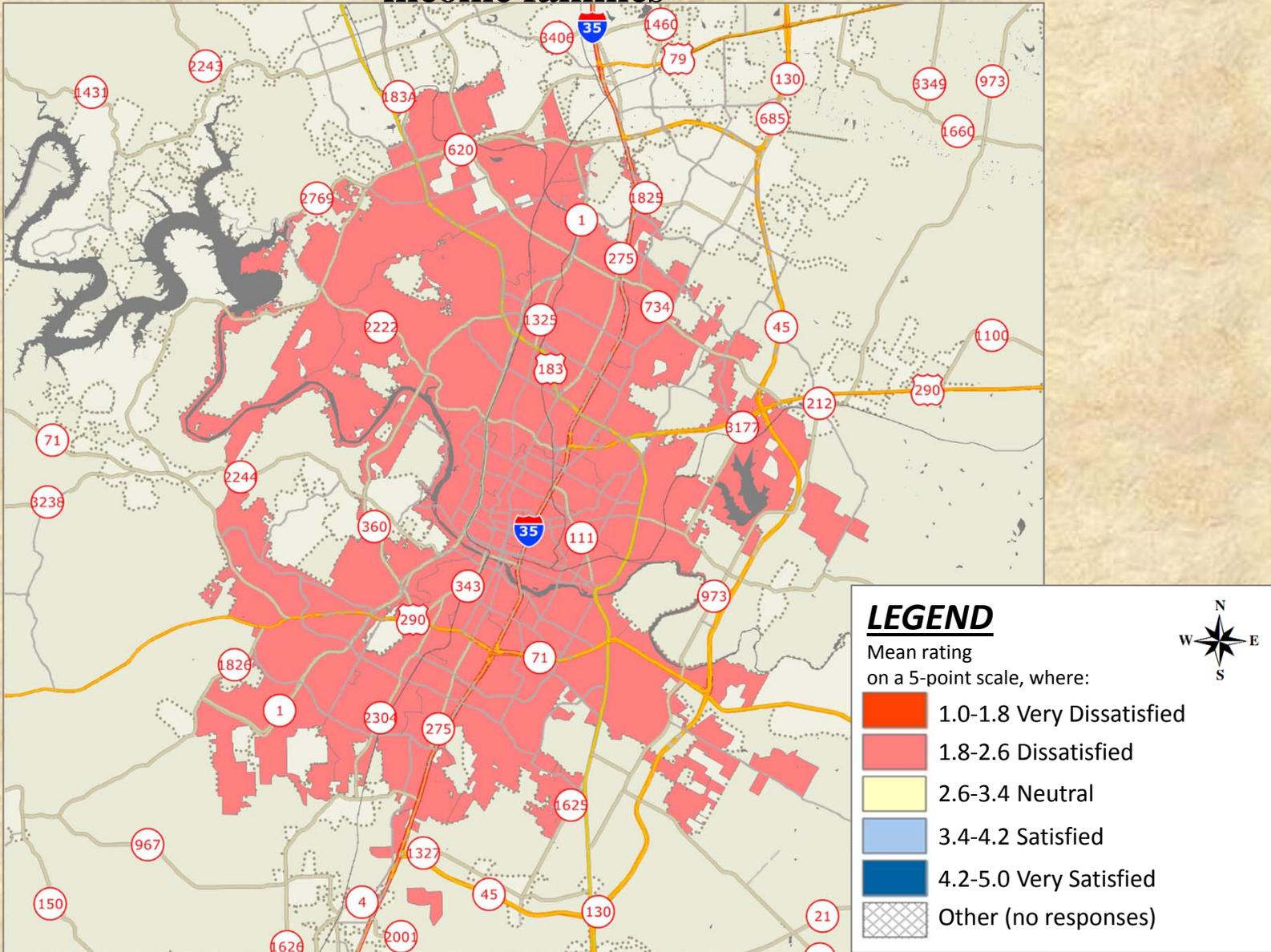
Q15f Satisfaction with review services for residential and commercial building plans



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

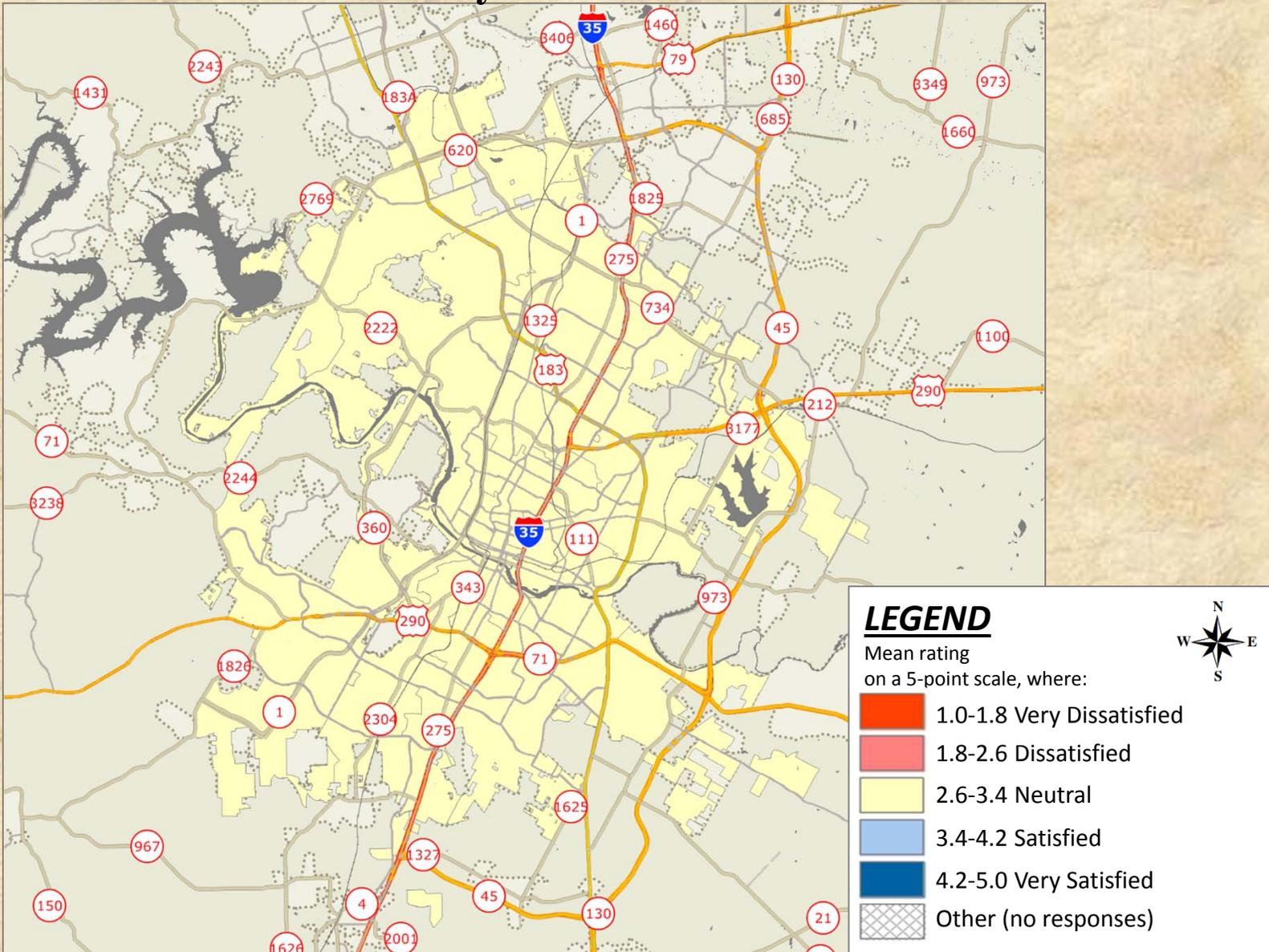
Q16a Satisfaction with availability of affordable housing for low/moderate income families



2015 City of Austin Community Survey

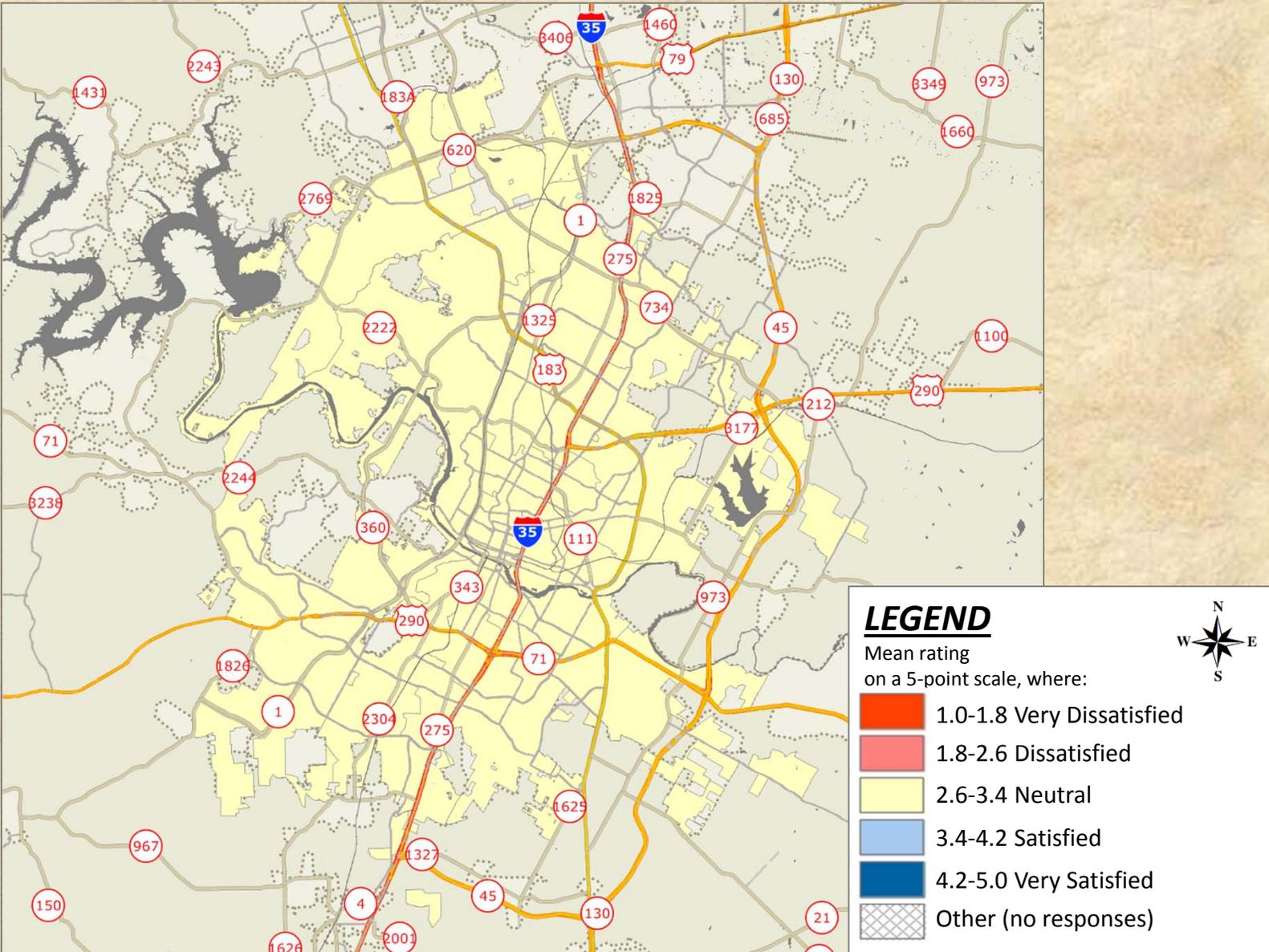
Shading reflects the mean rating for all respondents by Council District

Q16b Satisfaction with the city's efforts to offer financial literacy/ homebuyer education



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

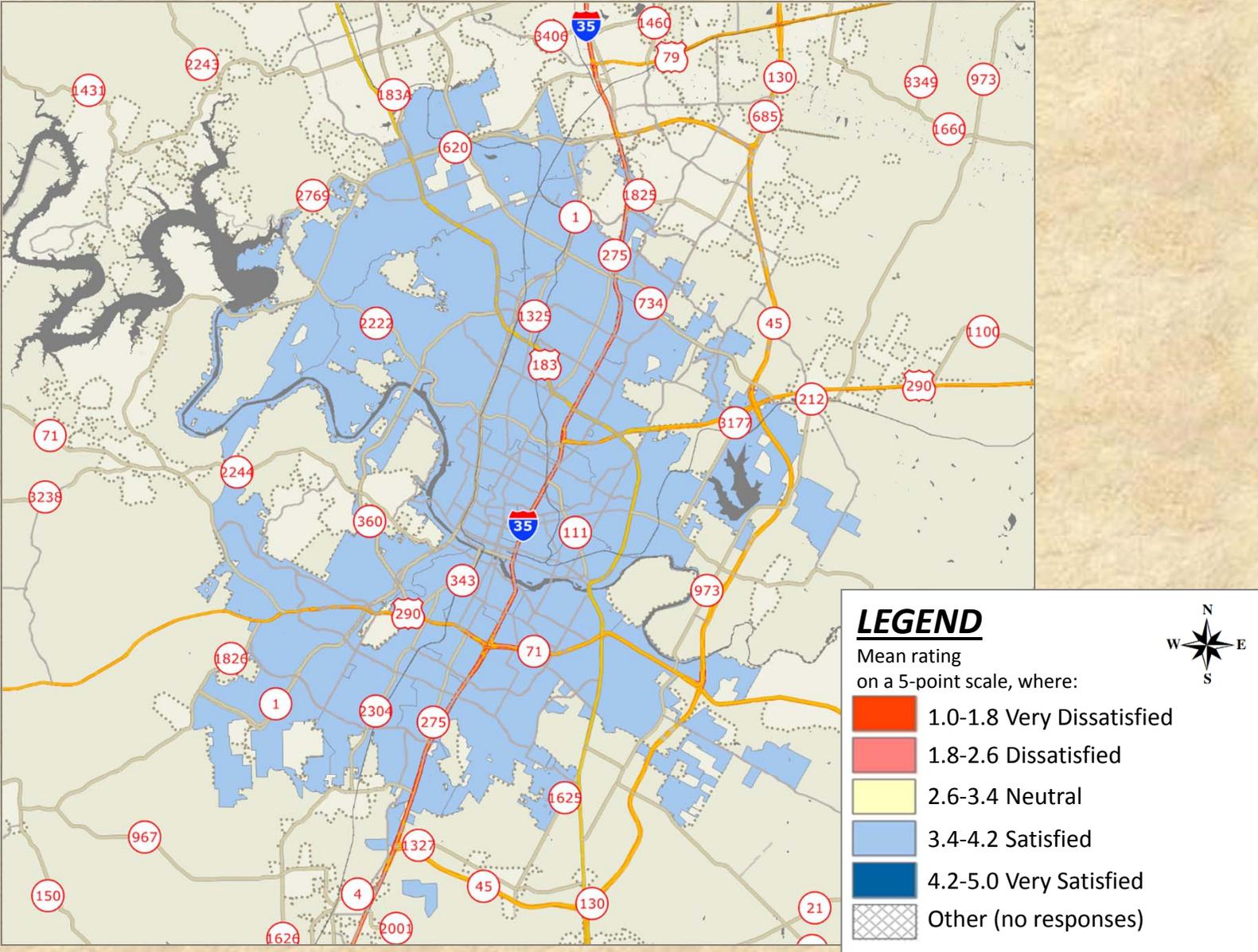
Q16c Satisfaction with the city's effort to promote and assist small, minority and/or women-owned businesses



2015 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

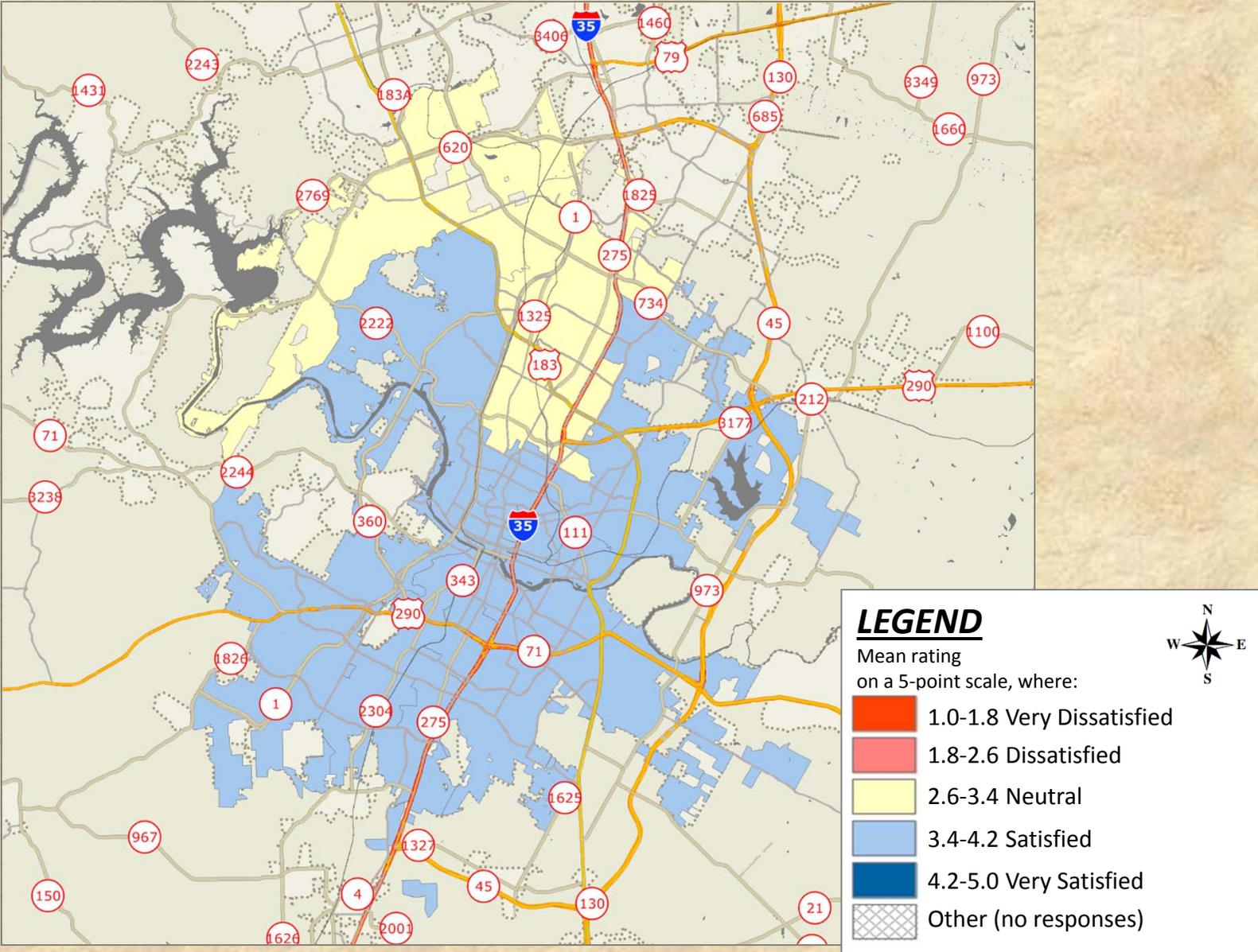
Q16d Satisfaction with Shot for Tots and Big Shots program



2015 City of Austin Community Survey

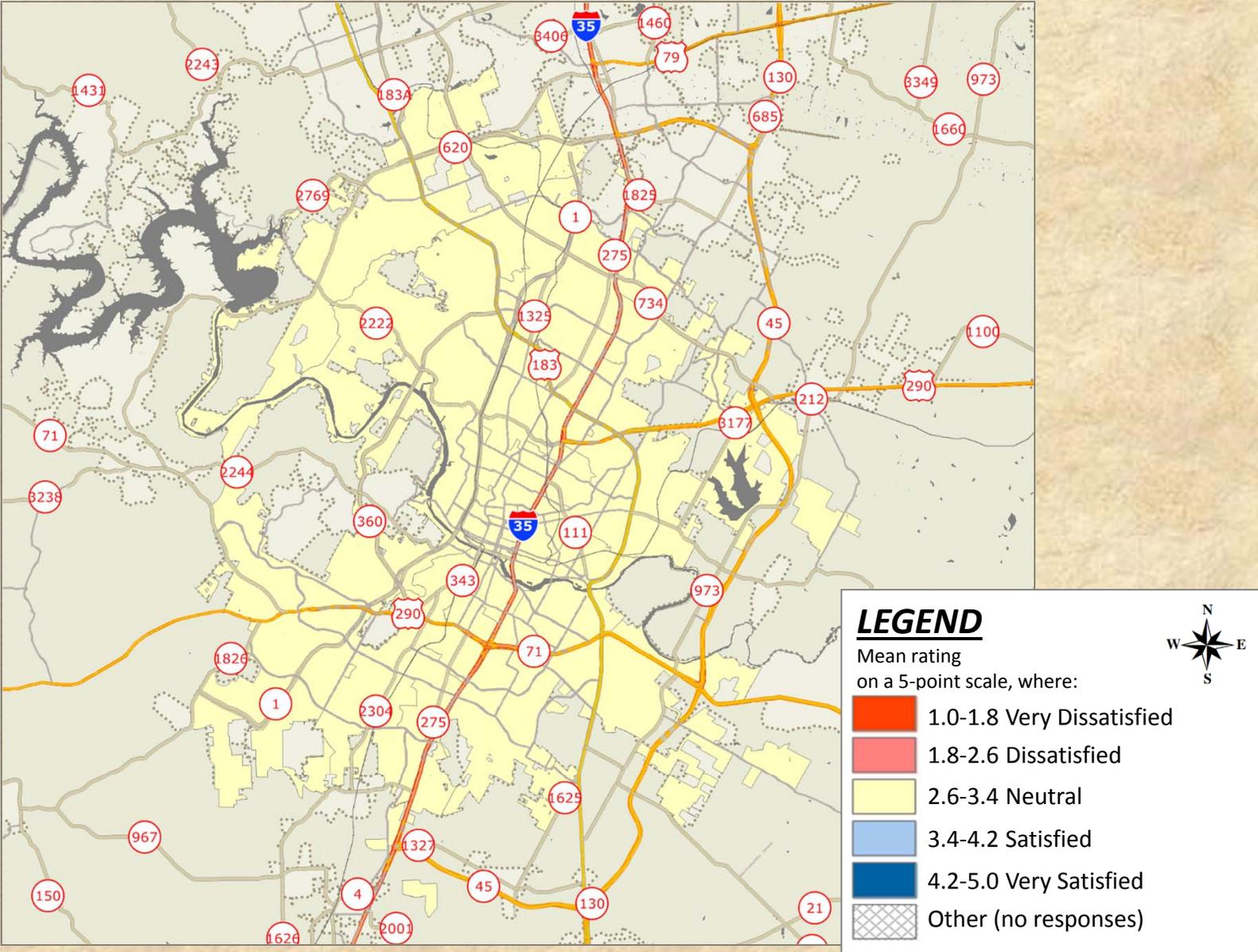
Shading reflects the mean rating for all respondents by Council District

Q16e Satisfaction with Food Safety Inspection program



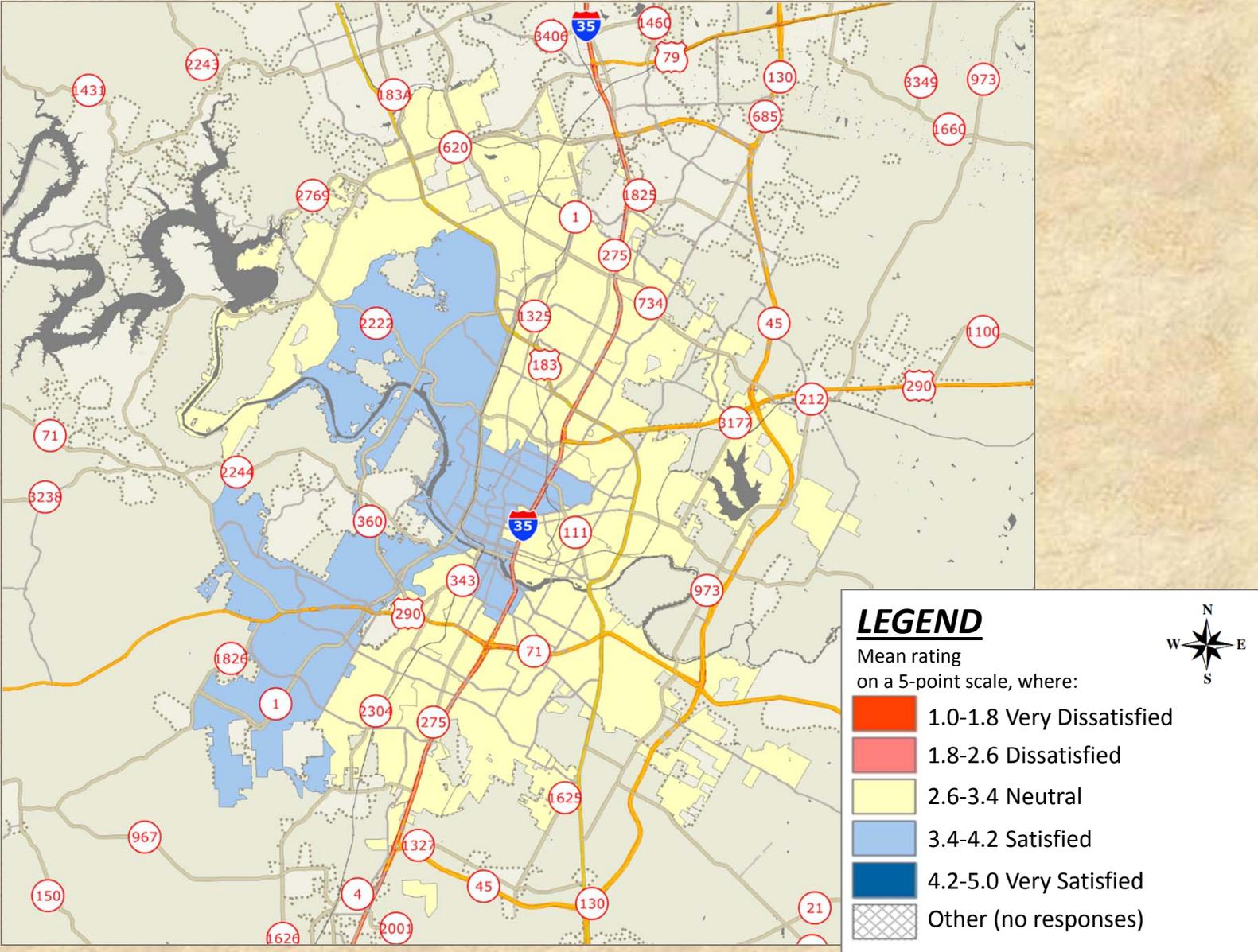
2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q16f Satisfaction with neighborhood planning/zoning efforts



2015 City of Austin Community Survey
 Shading reflects the mean rating for all respondents by Council District

Q16h Satisfaction with the city's efforts to support diversity



2015 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Section 6:
Tabular Data and
Survey Instrument

Distribution by District

<u>Geography</u>	<u>Number</u>	<u>Percent</u>
District 1	216	10.5 %
District 2	203	9.9 %
District 3	201	9.8 %
District 4	201	9.8 %
District 5	203	9.9 %
District 6	200	9.7 %
District 7	205	10.0 %
District 8	213	10.3 %
District 9	201	9.8 %
<u>District 10</u>	<u>217</u>	<u>10.5 %</u>
Total	2060	100.0 %

Q1. Perceptions of the Community: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. City of Austin as a place to live	36.2%	44.1%	11.4%	5.4%	2.1%	0.8%
Q1b. City of Austin as a place to raise children	29.2%	37.1%	16.0%	4.5%	1.9%	11.3%
Q1c. City of Austin as a place to work	34.0%	43.4%	13.4%	5.2%	1.7%	2.2%
Q1d. City of Austin as a place to retire	19.8%	24.0%	23.1%	13.5%	8.1%	11.6%
Q1e. Overall value received for City tax dollars & fees	8.3%	30.5%	29.4%	19.0%	9.2%	3.5%
Q1f. Overall quality of life in City	23.1%	50.1%	16.9%	6.6%	2.2%	1.2%
Q1g. How well City is planning growth	6.3%	15.2%	21.9%	27.9%	25.2%	3.5%
Q1h. Overall quality of services provided by City	11.5%	46.7%	26.4%	10.1%	3.6%	1.7%

WITHOUT DON'T KNOW

Q1. Perceptions of the Community: Please rate your satisfaction with the following: (without "don't know")

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. City of Austin as a place to live	36.5%	44.5%	11.5%	5.4%	2.2%
Q1b. City of Austin as a place to raise children	32.9%	41.8%	18.0%	5.1%	2.2%
Q1c. City of Austin as a place to work	34.7%	44.4%	13.7%	5.4%	1.8%
Q1d. City of Austin as a place to retire	22.4%	27.2%	26.1%	15.2%	9.2%
Q1e. Overall value received for City tax dollars & fees	8.7%	31.6%	30.4%	19.7%	9.6%
Q1f. Overall quality of life in City	23.3%	50.7%	17.1%	6.6%	2.3%
Q1g. How well City is planning growth	6.5%	15.7%	22.7%	29.0%	26.1%
Q1h. Overall quality of services provided by City	11.7%	47.5%	26.9%	10.3%	3.7%

Q2. Overall Satisfaction with Major City Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2a. Overall quality of parks & recreation programs & facilities	21.9%	48.1%	17.3%	5.3%	2.1%	5.3%
Q2b. Overall quality of City libraries	22.1%	39.9%	18.8%	3.5%	1.2%	14.5%
Q2c. Overall quality of public safety services	24.7%	47.3%	17.6%	3.6%	2.3%	4.4%
Q2d. Overall quality of municipal court services	9.3%	30.0%	27.7%	6.0%	3.8%	23.2%
Q2e. Overall quality of Austin-Bergstrom International Airport	32.2%	45.5%	13.5%	2.7%	0.7%	5.4%
Q2f. Overall quality of drinking water provided by Austin Water Utility	32.4%	44.3%	15.3%	4.5%	2.0%	1.5%
Q2g. Overall quality of wastewater services provided by Austin Water Utility	23.6%	44.6%	20.4%	4.9%	2.5%	4.0%
Q2h. Overall quality of electric utility services provided by Austin Energy	20.9%	42.6%	20.5%	5.8%	4.6%	5.6%
Q2i. Overall maintenance of City streets & sidewalks	7.9%	30.3%	29.9%	21.0%	10.0%	1.0%
Q2j. Overall management of stormwater runoff	9.8%	34.6%	32.3%	9.5%	4.5%	9.3%
Q2k. Overall effectiveness of communication by City of Austin	9.4%	34.6%	36.8%	9.1%	4.3%	5.8%
Q2l. Overall quality of health & human services provided by City	10.0%	30.4%	28.8%	7.0%	2.7%	21.1%
Q2m. Overall quality of planning, development review, permitting & inspection services	4.7%	16.5%	29.2%	18.5%	14.2%	16.9%
Q2n. Animal services	14.8%	35.4%	26.3%	3.7%	2.3%	17.4%

WITHOUT DON'T KNOW**Q2. Overall Satisfaction with Major City Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2a. Overall quality of parks & recreation programs & facilities	23.2%	50.7%	18.2%	5.6%	2.3%
Q2b. Overall quality of City libraries	25.8%	46.7%	22.0%	4.1%	1.4%
Q2c. Overall quality of public safety services	25.9%	49.5%	18.4%	3.8%	2.4%
Q2d. Overall quality of municipal court services	12.1%	39.0%	36.1%	7.8%	5.0%
Q2e. Overall quality of Austin-Bergstrom International Airport	34.1%	48.1%	14.3%	2.8%	0.8%
Q2f. Overall quality of drinking water provided by Austin Water Utility	32.9%	44.9%	15.6%	4.5%	2.0%
Q2g. Overall quality of wastewater services provided by Austin Water Utility	24.6%	46.5%	21.3%	5.1%	2.6%
Q2h. Overall quality of electric utility services provided by Austin Energy	22.2%	45.1%	21.7%	6.1%	4.9%
Q2i. Overall maintenance of City streets & sidewalks	8.0%	30.6%	30.2%	21.2%	10.1%
Q2j. Overall management of stormwater runoff	10.8%	38.1%	35.7%	10.5%	4.9%
Q2k. Overall effectiveness of communication by City of Austin	9.9%	36.7%	39.1%	9.7%	4.6%
Q2l. Overall quality of health & human services provided by City	12.6%	38.5%	36.6%	8.9%	3.4%
Q2m. Overall quality of planning, development review, permitting & inspection services	5.6%	19.9%	35.1%	22.3%	17.1%
Q2n. Animal services	18.0%	42.9%	31.8%	4.5%	2.8%

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

<u>Q3. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Quality of parks & recreation programs & facilities	122	5.9 %
Quality of City libraries	42	2.0 %
Quality of public safety services	721	35.0 %
Quality of municipal court services	25	1.2 %
Quality of Austin-Bergstrom International Airport	26	1.3 %
Quality of drinking water provided by Austin Water Utility	260	12.6 %
Quality of wastewater services provided by Austin Water Utility	29	1.4 %
Quality of electric utility services provided by Austin Energy	102	5.0 %
Maintenance of City streets & sidewalks	179	8.7 %
Management of stormwater runoff	18	0.9 %
Effectiveness of communication by City of Austin	34	1.7 %
Quality of health & human services provided by City	94	4.6 %
Quality of planning, development review, permitting & inspection services	155	7.5 %
Animal services	23	1.1 %
<u>None chosen</u>	<u>230</u>	<u>11.2 %</u>
Total	2060	100.0 %

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

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of parks & recreation programs & facilities	122	5.9 %
Quality of City libraries	59	2.9 %
Quality of public safety services	214	10.4 %
Quality of municipal court services	41	2.0 %
Quality of Austin-Bergstrom International Airport	38	1.8 %
Quality of drinking water provided by Austin Water Utility	352	17.1 %
Quality of wastewater services provided by Austin Water Utility	65	3.2 %
Quality of electric utility services provided by Austin Energy	195	9.5 %
Maintenance of City streets & sidewalks	268	13.0 %
Management of stormwater runoff	54	2.6 %
Effectiveness of communication by City of Austin	48	2.3 %
Quality of health & human services provided by City	148	7.2 %
Quality of planning, development review, permitting & inspection services	121	5.9 %
Animal services	32	1.6 %
<u>None chosen</u>	<u>303</u>	<u>14.7 %</u>
Total	2060	100.0 %

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

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of parks & recreation programs & facilities	157	7.6 %
Quality of City libraries	54	2.6 %
Quality of public safety services	163	7.9 %
Quality of municipal court services	32	1.6 %
Quality of Austin-Bergstrom International Airport	45	2.2 %
Quality of drinking water provided by Austin Water Utility	161	7.8 %
Quality of wastewater services provided by Austin Water Utility	57	2.8 %
Quality of electric utility services provided by Austin Energy	190	9.2 %
Maintenance of City streets & sidewalks	260	12.6 %
Management of stormwater runoff	57	2.8 %
Effectiveness of communication by City of Austin	64	3.1 %
Quality of health & human services provided by City	179	8.7 %
Quality of planning, development review, permitting & inspection services	174	8.4 %
Animal services	64	3.1 %
<u>None chosen</u>	<u>403</u>	<u>19.6 %</u>
Total	2060	100.0 %

Q3. Which THREE of the items in Question 2 do you think are most important for the City to provide? (top 3)

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of parks & recreation programs & facilities	401	19.5 %
Quality of City libraries	155	7.5 %
Quality of public safety services	1098	53.3 %
Quality of municipal court services	98	4.8 %
Quality of Austin-Bergstrom International Airport	109	5.3 %
Quality of drinking water provided by Austin Water Utility	773	37.5 %
Quality of wastewater services provided by Austin Water Utility	151	7.3 %
Quality of electric utility services provided by Austin Energy	487	23.6 %
Maintenance of City streets & sidewalks	707	34.3 %
Management of stormwater runoff	129	6.3 %
Effectiveness of communication by City of Austin	146	7.1 %
Quality of health & human services provided by City	421	20.4 %
Quality of planning, development review, permitting & inspection services	450	21.8 %
Animal services	119	5.8 %
<u>None chosen</u>	<u>373</u>	<u>18.1 %</u>
Total	5617	

Q4. Feeling of Safety: Please rate your level of agreement with the following statements:

(N=2060)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q4a. I feel safe in my neighborhood during the day	49.3%	40.2%	6.0%	2.8%	1.0%	0.8%
Q4b. I feel safe in my neighborhood at night	31.5%	42.5%	13.7%	8.0%	3.4%	0.9%
Q4c. I feel safe in City parks	17.2%	41.7%	23.1%	6.9%	2.4%	8.6%
Q4d. I feel safe walking alone in Downtown during the day	32.6%	39.6%	13.2%	5.7%	2.4%	6.4%
Q4e. I feel safe walking alone in Downtown at night	6.7%	18.3%	24.0%	25.2%	14.5%	11.2%

WITHOUT DON'T KNOW

Q4. Feeling of Safety: Please rate your level of agreement with the following statements: (without "don't know")

(N=2060)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q4a. I feel safe in my neighborhood during the day	49.7%	40.5%	6.0%	2.8%	1.0%
Q4b. I feel safe in my neighborhood at night	31.8%	42.9%	13.9%	8.0%	3.4%
Q4c. I feel safe in City parks	18.9%	45.7%	25.2%	7.6%	2.7%
Q4d. I feel safe walking alone in Downtown during the day	34.9%	42.3%	14.1%	6.1%	2.6%
Q4e. I feel safe walking alone in Downtown at night	7.6%	20.6%	27.0%	28.4%	16.3%

Q5. Maintenance and Appearance of the City: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Condition of major City streets	7.6%	39.0%	24.7%	20.8%	6.6%	1.5%
Q5b. Condition of streets in your neighborhood	13.9%	43.9%	19.1%	16.7%	5.4%	1.0%
Q5c. Condition of sidewalks in your neighborhood	12.2%	34.6%	21.0%	17.5%	10.6%	4.1%
Q5d. Timing of traffic signals on City streets	6.2%	33.2%	25.4%	20.0%	12.6%	2.6%
Q5e. Traffic flow on major City streets	2.3%	14.7%	20.3%	32.9%	28.2%	1.7%
Q5f. Pedestrian accessibility	7.3%	30.9%	28.9%	18.7%	8.6%	5.5%
Q5g. Bicycle accessibility	9.7%	24.8%	30.1%	13.4%	8.5%	13.4%
Q5h. Enforcement of local codes & ordinances	5.2%	23.1%	32.5%	12.1%	8.1%	19.1%

WITHOUT DON'T KNOW**Q5. Maintenance and Appearance of the City: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Condition of major City streets	7.7%	39.6%	25.0%	21.1%	6.7%
Q5b. Condition of streets in your neighborhood	14.0%	44.3%	19.3%	16.9%	5.5%
Q5c. Condition of sidewalks in your neighborhood	12.8%	36.1%	21.9%	18.2%	11.1%
Q5d. Timing of traffic signals on City streets	6.4%	34.1%	26.1%	20.5%	12.9%
Q5e. Traffic flow on major City streets	2.3%	14.9%	20.6%	33.5%	28.6%
Q5f. Pedestrian accessibility	7.8%	32.7%	30.6%	19.8%	9.1%
Q5g. Bicycle accessibility	11.2%	28.7%	34.8%	15.5%	9.9%
Q5h. Enforcement of local codes & ordinances	6.4%	28.6%	40.1%	15.0%	10.0%

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

Q6. 1st choice	Number	Percent
Condition of major City streets	648	31.5 %
Condition of streets in your neighborhood	129	6.3 %
Condition of sidewalks in your neighborhood	82	4.0 %
Timing of traffic signals on City streets	167	8.1 %
Traffic flow on major City streets	585	28.4 %
Pedestrian accessibility	103	5.0 %
Bicycle accessibility	64	3.1 %
Enforcement of local codes & ordinances	101	4.9 %
None chosen	181	8.8 %
Total	2060	100.0 %

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

Q6. 2nd choice	Number	Percent
Condition of major City streets	295	14.3 %
Condition of streets in your neighborhood	250	12.1 %
Condition of sidewalks in your neighborhood	128	6.2 %
Timing of traffic signals on City streets	282	13.7 %
Traffic flow on major City streets	476	23.1 %
Pedestrian accessibility	189	9.2 %
Bicycle accessibility	102	5.0 %
Enforcement of local codes & ordinances	88	4.3 %
None chosen	250	12.1 %
Total	2060	100.0 %

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

Q6. 3rd choice	Number	Percent
Condition of major City streets	259	12.6 %
Condition of streets in your neighborhood	221	10.7 %
Condition of sidewalks in your neighborhood	152	7.4 %
Timing of traffic signals on City streets	218	10.6 %
Traffic flow on major City streets	236	11.5 %
Pedestrian accessibility	202	9.8 %
Bicycle accessibility	176	8.5 %
Enforcement of local codes & ordinances	237	11.5 %
None chosen	359	17.4 %
Total	2060	100.0 %

Q6. Which THREE of the items listed above in Question 5 do you think are most important for the City to provide? (top 3)

<u>Q6. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	1202	58.3 %
Condition of streets in your neighborhood	600	29.1 %
Condition of sidewalks in your neighborhood	362	17.6 %
Timing of traffic signals on City streets	667	32.4 %
Traffic flow on major City streets	1297	63.0 %
Pedestrian accessibility	494	24.0 %
Bicycle accessibility	342	16.6 %
Enforcement of local codes & ordinances	426	20.7 %
<u>None chosen</u>	<u>314</u>	<u>15.2 %</u>
Total	5704	

Q7. Public Safety Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Overall quality of police services	21.4%	46.3%	18.3%	5.0%	2.6%	6.5%
Q7b. Speed of emergency police response	18.6%	32.3%	17.8%	5.0%	2.0%	24.3%
Q7c. Enforcement of local traffic laws	11.6%	36.0%	28.0%	11.7%	3.9%	8.8%
Q7d. Quality of fire services	29.4%	38.0%	10.1%	0.5%	0.2%	21.8%
Q7e. Timeliness of fire response to emergency location	29.0%	30.9%	10.3%	0.5%	0.2%	29.0%
Q7f. Medical assistance provided by EMS	30.0%	33.2%	10.4%	0.9%	0.3%	25.1%
Q7g. Timeliness of EMS response to emergency location	29.7%	31.4%	10.6%	0.7%	0.3%	27.2%

WITHOUT DON'T KNOW**Q7. Public Safety Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Overall quality of police services	22.8%	49.5%	19.6%	5.3%	2.8%
Q7b. Speed of emergency police response	24.6%	42.6%	23.5%	6.6%	2.6%
Q7c. Enforcement of local traffic laws	12.7%	39.5%	30.7%	12.9%	4.3%
Q7d. Quality of fire services	37.6%	48.6%	12.9%	0.7%	0.2%
Q7e. Timeliness of fire response to emergency location	40.9%	43.5%	14.6%	0.8%	0.3%
Q7f. Medical assistance provided by EMS	40.1%	44.4%	13.9%	1.2%	0.5%
Q7g. Timeliness of EMS response to emergency location	40.9%	43.1%	14.6%	1.0%	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?

Q8. 1st choice	Number	Percent
Quality of police services	744	36.1 %
Speed of emergency police response	433	21.0 %
Enforcement of local traffic laws	100	4.9 %
Quality of fire services	82	4.0 %
Timeliness of fire response to emergency location	135	6.6 %
Medical assistance provided by EMS	134	6.5 %
Timeliness of EMS response to emergency location	186	9.0 %
None chosen	246	11.9 %
Total	2060	100.0 %

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

Q8. 2nd choice	Number	Percent
Quality of police services	167	8.1 %
Speed of emergency police response	237	11.5 %
Enforcement of local traffic laws	108	5.2 %
Quality of fire services	383	18.6 %
Timeliness of fire response to emergency location	331	16.1 %
Medical assistance provided by EMS	240	11.7 %
Timeliness of EMS response to emergency location	274	13.3 %
None chosen	320	15.5 %
Total	2060	100.0 %

Q8. Which TWO of the public safety services listed above in Question 7 do you think are most important for the City to provide? (top 2)

Q8. Sum of Top 2 Choices	Number	Percent
Quality of police services	911	44.2 %
Speed of emergency police response	670	32.5 %
Enforcement of local traffic laws	208	10.1 %
Quality of fire services	465	22.6 %
Timeliness of fire response to emergency location	466	22.6 %
Medical assistance provided by EMS	374	18.2 %
Timeliness of EMS response to emergency location	460	22.3 %
None chosen	310	15.0 %
Total	3864	

Q9. Environmental Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Water & wastewater utility response time to emergencies	9.4%	28.2%	22.1%	4.5%	1.7%	34.1%
Q9b. Water conservation programs within Austin	13.0%	38.9%	24.0%	9.1%	3.3%	11.6%
Q9c. Energy conservation program	12.7%	36.8%	24.3%	8.4%	3.4%	14.3%
Q9d. Water quality of lakes & streams	10.4%	38.5%	27.1%	7.8%	2.3%	13.9%
Q9e. Flood control efforts	8.4%	32.4%	28.8%	11.9%	4.4%	14.1%

WITHOUT DON'T KNOW**Q9. Environmental Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Water & wastewater utility response time to emergencies	14.3%	42.7%	33.6%	6.9%	2.5%
Q9b. Water conservation programs within Austin	14.7%	44.0%	27.2%	10.3%	3.7%
Q9c. Energy conservation program	14.8%	43.0%	28.3%	9.9%	4.0%
Q9d. Water quality of lakes & streams	12.1%	44.8%	31.5%	9.0%	2.7%
Q9e. Flood control efforts	9.8%	37.8%	33.5%	13.8%	5.1%

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

<u>Q10. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	453	22.0 %
Water conservation programs within Austin	481	23.3 %
Energy conservation program	155	7.5 %
Water quality of lakes & streams	340	16.5 %
Flood controls efforts	343	16.7 %
<u>None chosen</u>	<u>288</u>	<u>14.0 %</u>
Total	2060	100.0 %

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

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	184	8.9 %
Water conservation programs within Austin	344	16.7 %
Energy conservation program	461	22.4 %
Water quality of lakes & streams	337	16.4 %
Flood controls efforts	352	17.1 %
<u>None chosen</u>	<u>382</u>	<u>18.5 %</u>
Total	2060	100.0 %

Q10. Which TWO of the environmental services listed in Question 9 do you think are most important for the City to provide? (top 2)

<u>Q10. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	637	30.9 %
Water conservation programs within Austin	825	40.0 %
Energy conservation program	616	29.9 %
Water quality of lakes & streams	677	32.9 %
Flood controls efforts	695	33.7 %
<u>None chosen</u>	<u>368</u>	<u>17.9 %</u>
Total	3818	

Q11. Recreation and Cultural Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Number of City parks	22.9%	43.8%	15.7%	7.3%	1.8%	8.5%
Q11b. Number of walking/biking trails	21.3%	41.3%	17.6%	8.8%	1.6%	9.5%
Q11c. Appearance of park grounds in Austin	17.5%	47.5%	18.3%	6.7%	1.9%	8.1%
Q11d. Quality of parks & recreation programs offered by Austin Parks Department	17.9%	41.8%	20.2%	4.2%	1.2%	14.7%
Q11e. Quality of youth athletic programs offered by City	8.1%	18.8%	20.8%	5.0%	1.5%	45.8%
Q11f. Quality of adult athletic programs offered by City	6.9%	18.4%	22.5%	5.3%	1.8%	45.0%
Q11g. Quality of outdoor athletic fields	9.2%	31.5%	24.6%	4.6%	1.9%	28.2%
Q11h. Safety in City parks & park facilities	11.2%	38.4%	26.6%	7.4%	2.0%	14.5%
Q11i. Overall satisfaction with City swimming pools	10.9%	28.4%	21.7%	7.7%	2.3%	29.0%
Q11j. Satisfaction with aquatic programs	6.9%	19.6%	21.7%	4.3%	1.7%	45.8%
Q11k. Quality of facilities at City parks	9.1%	36.7%	26.6%	9.1%	2.1%	16.3%
Q11l. Cleanliness of library facilities	22.0%	38.9%	15.3%	2.2%	0.5%	20.9%
Q11m. Library programs	17.2%	33.2%	16.3%	2.6%	0.8%	29.9%
Q11n. Materials at libraries	17.6%	35.8%	17.4%	4.7%	1.2%	23.2%
Q11o. Library hours	14.3%	33.0%	20.3%	6.8%	1.9%	23.6%

WITHOUT DON'T KNOW**Q11. Recreation and Cultural Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Number of City parks	25.0%	47.9%	17.2%	8.0%	2.0%
Q11b. Number of walking/biking trails	23.5%	45.6%	19.4%	9.8%	1.7%
Q11c. Appearance of park grounds in Austin	19.1%	51.6%	19.9%	7.3%	2.1%
Q11d. Quality of parks & recreation programs offered by Austin Parks Department	21.0%	49.0%	23.7%	4.9%	1.4%
Q11e. Quality of youth athletic programs offered by City	14.9%	34.7%	38.3%	9.3%	2.8%
Q11f. Quality of adult athletic programs offered by City	12.6%	33.5%	41.0%	9.7%	3.3%
Q11g. Quality of outdoor athletic fields	12.8%	43.9%	34.3%	6.4%	2.6%
Q11h. Safety in City parks & park facilities	13.1%	44.9%	31.1%	8.6%	2.3%
Q11i. Overall satisfaction with City swimming pools	15.3%	40.0%	30.6%	10.9%	3.3%
Q11j. Satisfaction with aquatic programs	12.8%	36.1%	40.0%	7.9%	3.2%
Q11k. Quality of facilities at City parks	10.9%	43.9%	31.8%	10.8%	2.6%
Q11l. Cleanliness of library facilities	27.9%	49.2%	19.4%	2.8%	0.7%
Q11m. Library programs	24.5%	47.3%	23.3%	3.7%	1.2%
Q11n. Materials at libraries	23.0%	46.6%	22.7%	6.1%	1.6%
Q11o. Library hours	18.8%	43.2%	26.6%	8.8%	2.5%

Q12. Which THREE of the recreation and cultural services listed in Question 11 do you think are most important for the City to provide?

Q12. 1st choice	Number	Percent
Number of City parks	299	14.5 %
Number of walking/biking trails	153	7.4 %
Appearance of park grounds in Austin	148	7.2 %
Quality of parks & recreation programs offered by Austin Parks Department	288	14.0 %
Quality of youth athletic programs offered by City	134	6.5 %
Quality of adult athletic programs offered by City	14	0.7 %
Quality of outdoor athletic fields	15	0.7 %
Safety in City parks & park facilities	307	14.9 %
Overall satisfaction with City swimming pools	63	3.1 %
Satisfaction with aquatic programs	6	0.3 %
Quality of facilities at City parks	36	1.7 %
Cleanliness of library facilities	23	1.1 %
Library programs	103	5.0 %
Materials at libraries	95	4.6 %
Library hours	63	3.1 %
None chosen	313	15.2 %
Total	2060	100.0 %

Q12. Which THREE of the recreation and cultural services listed in Question 11 do you think are most important for the City to provide?

Q12. 2nd choice	Number	Percent
Number of City parks	115	5.6 %
Number of walking/biking trails	172	8.3 %
Appearance of park grounds in Austin	134	6.5 %
Quality of parks & recreation programs offered by Austin Parks Department	163	7.9 %
Quality of youth athletic programs offered by City	126	6.1 %
Quality of adult athletic programs offered by City	62	3.0 %
Quality of outdoor athletic fields	39	1.9 %
Safety in City parks & park facilities	314	15.2 %
Overall satisfaction with City swimming pools	118	5.7 %
Satisfaction with aquatic programs	26	1.3 %
Quality of facilities at City parks	122	5.9 %
Cleanliness of library facilities	28	1.4 %
Library programs	101	4.9 %
Materials at libraries	115	5.6 %
Library hours	46	2.2 %
None chosen	379	18.4 %
Total	2060	100.0 %

Q12. Which THREE of the recreation and cultural services listed in Question 11 do you think are most important for the City to provide?

Q12. 3rd choice	Number	Percent
Number of City parks	88	4.3 %
Number of walking/biking trails	125	6.1 %
Appearance of park grounds in Austin	99	4.8 %
Quality of parks & recreation programs offered by Austin Parks Department	120	5.8 %
Quality of youth athletic programs offered by City	90	4.4 %
Quality of adult athletic programs offered by City	50	2.4 %
Quality of outdoor athletic fields	39	1.9 %
Safety in City parks & park facilities	227	11.0 %
Overall satisfaction with City swimming pools	111	5.4 %
Satisfaction with aquatic programs	22	1.1 %
Quality of facilities at City parks	188	9.1 %
Cleanliness of library facilities	41	2.0 %
Library programs	131	6.4 %
Materials at libraries	141	6.8 %
Library hours	85	4.1 %
None chosen	503	24.4 %
Total	2060	100.0 %

Q12. Which THREE of the recreation and cultural services listed in Question 11 do you think are most important for the City to provide? (top 3)

Q12. Sum of Top 3 Choices	Number	Percent
Number of City parks	502	24.4 %
Number of walking/biking trails	450	21.8 %
Appearance of park grounds in Austin	381	18.5 %
Quality of parks & recreation programs offered by Austin Parks Department	571	27.7 %
Quality of youth athletic programs offered by City	350	17.0 %
Quality of adult athletic programs offered by City	126	6.1 %
Quality of outdoor athletic fields	93	4.5 %
Safety in City parks & park facilities	848	41.2 %
Overall satisfaction with City swimming pools	292	14.2 %
Satisfaction with aquatic programs	54	2.6 %
Quality of facilities at City parks	346	16.8 %
Cleanliness of library facilities	92	4.5 %
Library programs	335	16.3 %
Materials at libraries	351	17.0 %
Library hours	194	9.4 %
None chosen	507	24.6 %
Total	5492	

Q13. Residential and Neighborhood Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Quality of residential garbage collection	35.2%	46.1%	9.0%	3.9%	1.5%	4.4%
Q13b. Quality of residential yard waste collection	27.8%	41.1%	14.5%	6.4%	2.0%	8.2%
Q13c. Quality of residential curbside recycling services	35.6%	43.1%	9.9%	4.3%	1.6%	5.5%
Q13d. Household hazardous waste disposal service	12.1%	25.2%	21.0%	11.5%	4.7%	25.5%
Q13e. Bulky item pick-up/removal services	26.2%	40.3%	15.2%	6.5%	1.9%	9.9%
Q13f. Reliability of your electric service	35.1%	43.3%	10.8%	3.3%	1.4%	6.2%
Q13g. Safety of your drinking water	34.8%	40.5%	13.5%	3.8%	1.8%	5.5%
Q13h. Cleanliness of City streets & public areas	14.4%	47.3%	22.6%	9.9%	2.9%	2.9%
Q13i. Cleanliness of your neighborhood	23.4%	46.0%	15.3%	8.9%	3.6%	2.7%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	8.5%	25.8%	24.0%	16.4%	8.6%	16.7%

WITHOUT DON'T KNOW**Q13. Residential and Neighborhood Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Quality of residential garbage collection	36.8%	48.2%	9.4%	4.1%	1.5%
Q13b. Quality of residential yard waste collection	30.3%	44.8%	15.8%	7.0%	2.2%
Q13c. Quality of residential curbside recycling services	37.7%	45.6%	10.5%	4.6%	1.7%
Q13d. Household hazardous waste disposal service	16.2%	33.8%	28.2%	15.4%	6.3%
Q13e. Bulky item pick-up/removal services	29.0%	44.7%	16.9%	7.2%	2.2%
Q13f. Reliability of your electric service	37.4%	46.1%	11.5%	3.5%	1.5%
Q13g. Safety of your drinking water	36.8%	42.9%	14.3%	4.1%	2.0%
Q13h. Cleanliness of City streets & public areas	14.9%	48.8%	23.3%	10.2%	3.0%
Q13i. Cleanliness of your neighborhood	24.1%	47.3%	15.8%	9.2%	3.7%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	10.2%	30.9%	28.8%	19.7%	10.3%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are most important for the City to provide?

<u>Q14. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Quality of residential garbage collection	391	19.0 %
Quality of residential yard waste collection	34	1.7 %
Quality of residential curbside recycling services	66	3.2 %
Household hazardous waste disposal service	65	3.2 %
Bulky item pick-up/removal services	43	2.1 %
Reliability of your electric service	261	12.7 %
Safety of your drinking water	557	27.0 %
Cleanliness of City streets & public areas	141	6.8 %
Cleanliness of your neighborhood	55	2.7 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	200	9.7 %
None chosen	247	12.0 %
Total	2060	100.0 %

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are most important for the City to provide?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of residential garbage collection	184	8.9 %
Quality of residential yard waste collection	80	3.9 %
Quality of residential curbside recycling services	158	7.7 %
Household hazardous waste disposal service	65	3.2 %
Bulky item pick-up/removal services	90	4.4 %
Reliability of your electric service	353	17.1 %
Safety of your drinking water	351	17.0 %
Cleanliness of City streets & public areas	183	8.9 %
Cleanliness of your neighborhood	146	7.1 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	121	5.9 %
None chosen	329	16.0 %
Total	2060	100.0 %

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are most important for the City to provide?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of residential garbage collection	225	10.9 %
Quality of residential yard waste collection	39	1.9 %
Quality of residential curbside recycling services	125	6.1 %
Household hazardous waste disposal service	87	4.2 %
Bulky item pick-up/removal services	70	3.4 %
Reliability of your electric service	179	8.7 %
Safety of your drinking water	222	10.8 %
Cleanliness of City streets & public areas	278	13.5 %
Cleanliness of your neighborhood	173	8.4 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	231	11.2 %
<u>None chosen</u>	<u>431</u>	<u>20.9 %</u>
Total	2060	100.0 %

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are most important for the City to provide? (top 3)

<u>Q14. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of residential garbage collection	800	38.8 %
Quality of residential yard waste collection	153	7.4 %
Quality of residential curbside recycling services	349	16.9 %
Household hazardous waste disposal service	217	10.5 %
Bulky item pick-up/removal services	203	9.9 %
Reliability of your electric service	793	38.5 %
Safety of your drinking water	1130	54.9 %
Cleanliness of City streets & public areas	602	29.2 %
Cleanliness of your neighborhood	374	18.2 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	552	26.8 %
<u>None chosen</u>	<u>438</u>	<u>21.3 %</u>
Total	5611	

Q15. Customer Service: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Austin Energy customer service	17.4%	38.9%	17.8%	5.4%	3.5%	16.9%
Q15b. Water & wastewater utility customer service	16.1%	37.0%	19.8%	4.6%	2.5%	20.0%
Q15c. Helpfulness of library staff	31.2%	28.6%	13.7%	1.5%	0.4%	24.6%
Q15d. Quality of customer service provided by City	15.7%	42.7%	24.5%	4.9%	2.0%	10.2%
Q15e. Services provided by City's 3-1-1 assistance telephone number	26.0%	33.6%	13.2%	4.8%	1.4%	21.1%
Q15f. Review services for residential & commercial building plans	5.0%	12.0%	20.0%	9.2%	8.0%	45.8%

WITHOUT DON'T KNOW**Q15. Customer Service: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Austin Energy customer service	21.0%	46.8%	21.4%	6.5%	4.2%
Q15b. Water & wastewater utility customer service	20.1%	46.3%	24.8%	5.7%	3.1%
Q15c. Helpfulness of library staff	41.4%	38.0%	18.2%	1.9%	0.5%
Q15d. Quality of customer service provided by City	17.5%	47.6%	27.3%	5.4%	2.2%
Q15e. Services provided by City's 3-1-1 assistance telephone number	33.0%	42.6%	16.7%	6.0%	1.7%
Q15f. Review services for residential & commercial building plans	9.1%	22.2%	36.9%	17.0%	14.8%

Q16. Other City Services: Please rate your satisfaction with the following:

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Availability of affordable housing for low/moderate income families	4.7%	10.3%	19.2%	22.2%	20.6%	23.0%
Q16b. City's efforts to offer financial literacy/homebuyer education	3.8%	10.8%	23.3%	11.7%	6.6%	43.8%
Q16c. City's effort to promote & assist small, minority and/or women-owned businesses	5.0%	15.3%	23.3%	10.8%	5.8%	39.8%
Q16d. Shot for Tots & Big Shots program (immunizations)	9.6%	22.2%	18.6%	2.0%	1.5%	46.1%
Q16e. Food Safety Inspection program	7.4%	21.9%	22.9%	5.0%	1.9%	40.8%
Q16f. Neighborhood planning/zoning efforts	5.0%	21.6%	27.0%	13.8%	9.4%	23.3%
Q16g. Accessibility of municipal court services	6.2%	22.5%	25.9%	6.1%	2.6%	36.7%
Q16h. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	12.6%	27.1%	24.5%	8.3%	6.2%	21.4%

WITHOUT DON'T KNOW**Q16. Other City Services: Please rate your satisfaction with the following: (without "don't know")**

(N=2060)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Availability of affordable housing for low/moderate income families	6.1%	13.4%	24.9%	28.9%	26.8%
Q16b. City's efforts to offer financial literacy/homebuyer education	6.8%	19.2%	41.5%	20.7%	11.8%
Q16c. City's effort to promote & assist small, minority and/or women-owned businesses	8.4%	25.5%	38.7%	17.9%	9.6%
Q16d. Shot for Tots & Big Shots program (immunizations)	17.7%	41.2%	34.5%	3.8%	2.8%
Q16e. Food Safety Inspection program	12.6%	37.1%	38.7%	8.4%	3.2%
Q16f. Neighborhood planning/zoning efforts	6.5%	28.1%	35.2%	18.0%	12.2%
Q16g. Accessibility of municipal court services	9.8%	35.5%	40.9%	9.7%	4.1%
Q16h. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	16.0%	34.5%	31.1%	10.5%	7.8%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months:

(N=2060)

	Yes	No	Don't Know
Q17a. Have you visited an Austin City park	87.6%	11.8%	0.6%
Q17b. Have you participated in a City of Austin recreation program/event	41.1%	56.4%	2.5%
Q17c. Have you visited an Austin library facility	71.7%	27.1%	1.1%
Q17d. Have you visited a City pool	54.1%	44.8%	1.1%
Q17e. Have you visited a City recreation center	46.2%	51.8%	2.0%
Q17f. Have you had contact with City of Austin Municipal Court	36.8%	61.3%	1.8%
Q17g. Have you had contact with City for Code Enforcement	27.0%	70.0%	3.0%
Q17h. Have you visited Austin-Bergstrom International Airport	85.4%	14.0%	0.6%
Q17i. Have you called 3-1-1	66.1%	32.8%	1.2%
Q17j. Have you called 9-1-1	42.2%	56.6%	1.2%
Q17k. Have you had contact with Austin Police Department	58.5%	40.4%	1.1%
Q17l. Have you had contact with Austin Fire Department	29.6%	69.1%	1.3%
Q17m. Have you had contact with Emergency Medical Services Department	32.6%	66.0%	1.4%
Q17n. Does Austin Energy provide your electric service	89.4%	9.2%	1.5%
Q17o. Does City of Austin collect garbage at your residence	92.6%	5.0%	2.4%
Q17p. Does City of Austin provide your home with water & wastewater services	96.4%	1.6%	2.0%

WITHOUT DON'T KNOW**Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months: (without "don't know")**

(N=2060)

	Yes	No
Q17a. Have you visited an Austin City park	88.1%	11.9%
Q17b. Have you participated in a City of Austin recreation program/event	42.2%	57.8%
Q17c. Have you visited an Austin library facility	72.6%	27.4%
Q17d. Have you visited a City pool	54.7%	45.3%
Q17e. Have you visited a City recreation center	47.1%	52.9%
Q17f. Have you had contact with City of Austin Municipal Court	37.5%	62.5%
Q17g. Have you had contact with City for Code Enforcement	27.9%	72.1%
Q17h. Have you visited Austin-Bergstrom International Airport	85.9%	14.1%
Q17i. Have you called 3-1-1	66.8%	33.2%
Q17j. Have you called 9-1-1	42.8%	57.2%
Q17k. Have you had contact with Austin Police Department	59.1%	40.9%
Q17l. Have you had contact with Austin Fire Department	30.0%	70.0%
Q17m. Have you had contact with Emergency Medical Services Department	33.1%	66.9%
Q17n. Does Austin Energy provide your electric service	90.7%	9.3%
Q17o. Does City of Austin collect garbage at your residence	94.9%	5.1%
Q17p. Does City of Austin provide your home with water & wastewater services	98.4%	1.6%

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

Q18. Your level of agreement with statement	Number	Percent
Strongly Disagree	93	4.5 %
Disagree	131	6.4 %
Neutral	452	21.9 %
Agree	723	35.1 %
Strongly Agree	267	13.0 %
Don't Know	394	19.1 %
Total	2060	100.0 %

WITHOUT DON'T KNOW

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." (without "don't know")

Q18. Your level of agreement with statement	Number	Percent
Strongly Disagree	93	5.6 %
Disagree	131	7.9 %
Neutral	452	27.1 %
Agree	723	43.4 %
Strongly Agree	267	16.0 %
Total	1666	100.0 %

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

Q19. How many years have you lived in City of Austin	Number	Percent
5 or less	263	12.8 %
6 to 10	269	13.1 %
11 to 15	231	11.2 %
16 to 20	223	10.8 %
21 to 30	310	15.0 %
31+	699	33.9 %
Not provided	65	3.2 %
Total	2060	100.0 %

Q20. Which of the following best describes your AGE?

Q20. Your age	Number	Percent
18-34 years	391	19.0 %
35-44 years	442	21.5 %
45-54 years	428	20.8 %
55-64 years	423	20.5 %
65+ years	362	17.6 %
Not provided	14	0.7 %
Total	2060	100.0 %

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

Q21. How many dependents did your household claim on most recent federal taxes	Number	Percent
None	184	8.9 %
One	582	28.3 %
Two	701	34.0 %
Three	282	13.7 %
Four	202	9.8 %
Five or more	109	5.3 %
Total	2060	100.0 %

Q22. Which of the following best describes your RACE?

Q22. Your race	Number	Percent
African American/Black	174	8.4 %
American Indian	27	1.3 %
Asian/Pacific Islander	129	6.3 %
Caucasian/White	1300	63.1 %
Other	445	21.6 %
Not provided	57	2.8 %
Total	2132	

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

Q23. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	715	34.7 %
No	1255	60.9 %
Not provided	90	4.4 %
Total	2060	100.0 %

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

Q24. Your annual household income	Number	Percent
Less than \$20K	178	8.6 %
\$20K-\$39,999	267	13.0 %
\$40K-\$59,999	291	14.1 %
\$60K-\$79,999	314	15.2 %
\$80K-\$149,999	486	23.6 %
\$150K +	323	15.7 %
Not provided	201	9.8 %
Total	2060	100.0 %

Q25. What is your gender?

<u>Q25. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	987	47.9 %
Female	1073	52.1 %
Total	2060	100.0 %

Q26. Do you own or rent your home?

<u>Q26. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	1540	74.8 %
Rent	501	24.3 %
Not provided	19	0.9 %
Total	2060	100.0 %



July 2015

Dear Austin resident,

Have you ever thought of yourself as a customer of government services? In the City of Austin, customer input helps us improve our services and meet our mission of becoming the Best Managed City in the country. Please take this opportunity to tell your City Council Members and City of Austin administrators what you think of the services provided by the Austin city government.

Please take a few minutes and tell us about:

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

Your household has been randomly selected to receive this survey, and only a small percentage of Austin residents received it. Your input and participation are important parts of the City's planning efforts. Your individual responses will be kept confidential.

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

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

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

Marc A. Ott
City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (844) 811-0411 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

2015 City of Austin Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you prefer to complete the survey on-line, please go to www.Austin2015Survey.org.

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

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

3. Which THREE of the items in Question #2 do you think are MOST IMPORTANT for the city to provide? [Write in the letters below using the letters from the list in Q2.]

1st. ____ 2nd. ____ 3rd. ____

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

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

6. Which **THREE** of the items listed above in Question #5 do you think are **MOST IMPORTANT** for the City to provide? [Write in the letters below using the letters from the list in Q5 above.]

1st. _____ 2nd. _____ 3rd. _____

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

8. Which **TWO** of the public safety services listed above in Question #7 do you think are **MOST IMPORTANT** for the City to provide? [Write in the letters below using the letters from the list in Q7 above.]

1st. _____ 2nd. _____

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

10. Which **TWO** of the environmental services listed above in Question #9 do you think are **MOST IMPORTANT** for the City to provide? [Write in the letters below using the letters from the list in Q9 above.]

1st. _____ 2nd. _____

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

12. Which **THREE** of the recreation and cultural services listed above in Question #11 do you think are **MOST IMPORTANT** for the City to provide? [Write in the letters below using the letters from the list in Q11 above.]

1st. _____ 2nd. _____ 3rd. _____

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

14. Which **THREE** of the residential and neighborhood services listed above in Question #13 do you think are **MOST IMPORTANT** for the City to provide? [Write in the letters below using the letters from the list in Q13 above.]

1st. _____ 2nd. _____ 3rd. _____

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

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

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

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

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

Demographics

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

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

20. Which of the following best describes your AGE?

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

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

_____ people

22. Which of the following best describes your RACE? [Check all that apply.]

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

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

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

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

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

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

27. What is your HOME zip code? _____

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

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

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

This concludes the survey. Thank you for your time!
Please return your survey in the postage-paid envelope addressed to ETC Institute.

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