2018 Community Survey Results

February 19, 2019
Agenda

• Purpose and Methodology
• Major Findings
• Dashboard Demonstration
• Questions
Purpose

• To objectively assess resident satisfaction with the delivery of City services

• To measure trends from 2012 to 2018

• To gather input from residents to help set budget priorities

• To compare Austin’s performance with other large cities
Methodology

• Survey Description
  – included many of the questions that were asked on surveys administered between 2012 and 2017
  – survey redesigned to ensure complete alignment with strategic outcomes

• Method of Administration
  – conducted Summer & Fall of 2018 by mail and Internet to a randomly selected sample of households (in English, Spanish, Vietnamese and Mandarin); follow-up by email
  – sample included households with traditional land lines and cell phones
  – each survey took approximately 15 minutes to complete

• Sample size:
  – 2,261 completed surveys
  – a minimum of 200 surveys completed in each of the City’s 10 Council Districts

• Confidence level: 95%
• Margin of error: +/- 2% overall
## Survey Sample vs. Census

<table>
<thead>
<tr>
<th>Demographic</th>
<th>2016 ACS (Census)</th>
<th>2018 Survey Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Income</td>
<td>$60,939</td>
<td>$60,000-$79,999</td>
</tr>
<tr>
<td>Male</td>
<td>50.0%</td>
<td>48.0%</td>
</tr>
<tr>
<td>Female</td>
<td>50.0%</td>
<td>52.0%</td>
</tr>
<tr>
<td>White Only</td>
<td>48.9%</td>
<td>52.0%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>34.5%</td>
<td>31.0%</td>
</tr>
<tr>
<td>African American/Black Only</td>
<td>7.2%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>6.8%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Other/Multi Race</td>
<td>2.3%</td>
<td>4.7%</td>
</tr>
</tbody>
</table>
2018 City of Austin Community Survey

Location of Respondents
Satisfaction Levels in the City of Austin Are Higher than the National Average in Most Areas
Satisfaction with City Services

Austin vs. Large U.S. Cities With Populations of 500,000+

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

National Comparisons

- Library services: 85% (Austin), 79% (National)
- Fire services: 85% (Austin), 84% (National)
- Parks and recreation: 67% (Austin), 79% (National)
- Emergency medical services: 68% (Austin), 78% (National)
- Overall quality of City services: 44% (Austin), 65% (National)
- Police services: 65% (Austin), 65% (National)
- Overall quality of customer service: 35% (Austin), 57% (National)
- Condition of neighborhood streets: 42% (Austin), 57% (National)
- Condition of neighborhood sidewalks: 55% (Austin), 52% (National)
- City communications: 47% (Austin), 48% (National)
- Code enforcement: 46% (Austin), 44% (National)
- Condition of major City streets: 25% (Austin), 42% (National)
- Traffic flow on major City streets: 13% (Austin), 44% (National)

Significantly Higher: 

Significantly Lower:
Satisfaction with the Overall Quality of City Services Increased Significantly
Notable increases of more than 5% from 2017-2018

- Shots for Tots and Big Shots program (+14.7%)
- Materials at libraries (+14.4%)
- Overall quality of services provided by the City (+14.3%)
- Overall quality of City libraries (+13%)
- Effectiveness of communication by the City (+13%)
- City's effort to promote and assist small, minority and/or women-owned businesses (+10.3%)
- Quality of City park facilities (+9.7%)
- Library programs (+8.8%)
- Overall management of stormwater runoff (+7.7%)
- Flood control efforts (+6.6%)
- Overall quality of life in City (+5.5%)
Survey Dashboard

City of Austin Annual Community Survey

2,261 Respondents

Clear All Filters

Survey Question

- All

Respondent has used City Services

- All

Year

- 2018

Race/Ethnicity

- All

Response

- All

Income

- All

Council District

- All

Gender

- All

Age

- All

Own/Rent

- All

% Satisfied/Very Satisfied

- 57.5%

% Neutral

- 24.8%

% Dissatisfied/Very Dissatisfied

- 17.7%

City of Austin Community Survey Responses by Location

For questions on the dashboard, please contact Performance@austintexas.gov. Click here to access the data.
Questions?