

City of Austin Community Survey

Findings Report

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2019

Submitted to the City of Austin

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City of Austin 2019 Community Survey

Executive Summary

Overview and Methodology

During the summer of 2019, ETC Institute administered the annual 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 strategic planning process.

A seven-page survey was mailed to a stratified random sample of households in the city. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey packet were given the option of returning the survey by mail or completing it on-line. The survey packets were mailed on June 25th and ten days after the survey packets were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey and phone number to call to complete the survey over the phone. To prevent people who were not residents of the city of Austin from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey response was not counted. A total of 2,049 households completed the survey; a minimum of 200 surveys were completed in each of the City's ten council districts. The results for the random sample of 2,049 households have a 95% level of confidence with a precision of at least +/-2.2%. Completed surveys were received from June 29th through September 16th.

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.

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 5 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the 5-year averages from the 2013-2017 surveys to the results in 2018 and 2019 (Section 2)
- benchmarking data that show how the results for the City of Austin compare to other cities (Section 3)

- importance-satisfaction analysis that identifies priorities for improvement or investment (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

Appendices A-H, which include GIS maps, open-ended comments and cross-tabular data by key demographics, have been published separately.

Perceptions of the Community

Most residents have an overall positive perception of the City. Seventy-two percent (72%) of those surveyed, who had an opinion, indicated they were either “very satisfied” (25%) or “satisfied” (47%) with Austin as a place to work; 71% gave positive ratings for Austin as a place where they feel welcome, 70% gave positive ratings for the City of Austin as a place to live, and 65% gave positive ratings for the overall quality of life in Austin.

- **How Perceptions of the Community Compares to 2018:** No areas saw significant increases from 2018. Four areas, the overall quality of life in the city (-9.9%), the City of Austin as a place to live (-9.1%), the City of Austin as a place where respondents feel welcome (-5.7%), and the City of Austin as a place to work (-3.8%) saw significant decreases in satisfaction from 2018.
- **How Perceptions of the Community Compares to the 5-Year Average:** No areas saw significant increases from the 5-year average. Five areas, the City of Austin as a place to live (-11.7%), the City of Austin as a place to retire (-10.3%), the City of Austin as a place to raise children (-8.4%), the overall quality of life in the city (-7.4%), and the City of Austin as a place to work (-5.8%) saw significant decreases in satisfaction from the 5-year average.
- **How Perceptions of the Community Compares to the National Average:** Three of the five areas that were comparable to the National Average for cities with a population over 250,000 residents were identified as comparative strengths because satisfaction levels were significantly above the National Average. There were also two comparative weaknesses.

Comparative Strengths

- The City of Austin as a place to work (+26.2%)
- The City of Austin as a place to live (+18.3%)
- The City of Austin as a place to raise children (+12%)

Comparative Weaknesses

- The City of Austin as a place to retire (-7.8%)
- The overall quality of life in the city (-5.3%)

Satisfaction with Services within Strategic Outcomes

The City of Austin adopted a citywide strategic plan in March of 2018. As a result, this is the second year that the community survey is organized by strategic outcome. In addition to rating their perceptions of the City of Austin, residents were asked to rate the City's performance with the delivery of specific services within each of the strategic outcomes. The results for specific services that were assessed are described below and on the following pages.

Economic Opportunity and Affordability

The highest levels of satisfaction within the economic opportunity and affordability outcome, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: access to healthy, affordable food (68.9%), job opportunities that match skills (61.8%), and access to quality health care you can afford (52.9%). Respondents were least satisfied with how the City of Austin is planning for growth (16.9%), the overall quality of planning and zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning) (14.8%), the overall quality of development review, permitting, and inspection services (13.8%), and the availability of affordable housing for low/moderate income families (12.2%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. Planning for growth in Austin and access to affordable quality housing are the most important aspects of the City's economic opportunity and affordability outcome that respondents feel are most important for the City to provide.

- **How Satisfaction with Economic Opportunity and Affordability Compares to 2018:** No areas saw significant increases from 2018. Two areas, water and wastewater rates (cost) (-5.6%) and how the City of Austin is planning for growth (-3.5%) saw significant decreases in satisfaction from 2018.
- **How Satisfaction with Economic Opportunity and Affordability Compares to the 5-Year Average:** No areas saw significant increases from the 5-year average. Two areas, the availability of affordable housing for low/moderate income families (-5.8%) and how the City of Austin is planning for growth (-4.4%) saw significant decreases in satisfaction from the 5-year average.
- **How Satisfaction with Economic Opportunity and Affordability Compares to the National Average:** The one area comparable to the National average for cities with a population over 250,000 residents was identified as a comparative weakness because the satisfaction level was significantly lower than the National Average.

Comparative Strengths

- None

Comparative Weaknesses

- How the City of Austin is planning for growth (-18.4%)

Health and Environment

The highest levels of satisfaction within the health and environment outcome, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of residential curbside recycling services (80.1%), the quality of residential garbage collection (79.3%), overall quality of residential yard waste collection (76.6%), the overall quality of City parks and recreation (74%), bulky-item pickup and removal services (72.8%), and the appearance of City park grounds (70.7%). Residents were least satisfied with the cleanliness of City streets and public areas (48.3%), the overall quality of public health services provided by the City (social services, health services, immunizations, and restaurant inspections) (48%), and the Shots for Tots & Big Shots program for immunizations (47%). When asked to rate their level of agreement with whether or not they have frequent contact with friends and neighbors outside their home 77.5% of respondents indicated they “strongly agree” or “agree” with the statement. At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The quality of drinking water provided by Austin Water and the cleanliness of City streets and public areas are the aspects of the health and environment outcome that respondents feel are most important for the City to provide.

- **How Satisfaction with Health and the Environment Compares to 2018:** No areas saw significant increases from 2018. Eight areas, cleanliness of City streets and public areas (-7.1%), the overall quality of parks and recreation (-5.4%), animal services (-5.2%), the quality of City park facilities (recreation, senior, and nature centers) (-4.9%), the Shots for Tots and Big Shots program (-4.5%), overall quality of public health services provided by the City (social services, health services, immunizations, and restaurant inspections) (-4.3%), the Water Conservation programs within Austin (-4.2%), and the appearance of City park grounds (-3.7%) saw significant decreases in satisfaction from 2018.
- **How Satisfaction with Health and the Environment Compares to the 5-Year Average:** Positive ratings significantly increased in two of the 21 areas that were assessed from the 5-year average: the quality of City park facilities (recreation, senior, and nature centers) (+9.5%) and the overall quality of City parks and recreation (+3.5%). Positive ratings in 10 areas saw a significant decrease in satisfaction from the 5-year average: the medical assistance provided by Emergency Medical Services (overall quality of ambulance services) (-16.8%), the cleanliness of City streets and public areas (-16.6%), the overall quality of City-offered parks and recreation programs, leagues, or classes (-12.4%), the overall quality of wastewater services (-10.7%), the overall quality of drinking water provided by Austin Water (-7.9%), the Shots for Tots and Big Shots Program (-6.5%), the quality of residential garbage collection (-5.4%), the Water Conservation programs within Austin (-5.3%), the energy conservation program (-5.1%), and the overall satisfaction with City swimming pools (-4.9%).
- **How Satisfaction with Health and the Environment Compares to the National Average:** Eight of the 14 areas that were comparable to the National Average for cities with a population over 250,000 residents were identified as comparative strengths because satisfaction levels were significantly above the National Average. There were also four comparative weaknesses.

Comparative Strengths

- Quality of residential yard waste collection (+23.3%)
- Bulky-item pickup and removal services (+21.9%)
- Quality of residential curbside recycling services (+19.7%)
- Overall satisfaction with City swimming pools (+11.3%)
- Quality of City park facilities (+11%)
- Overall quality of City parks and recreation (+10.8%)
- Animal services (+10.7%)
- Quality of residential garbage collection (+10.1%)

Comparative Weaknesses

- Household hazardous waste disposal service (-16.6%)
- Cleanliness of City streets and public areas (-10.9%)
- Overall quality of wastewater services provided by Austin Water (-5.6%)
- Overall management of stormwater runoff (-4.2%)

Safety

The highest levels of satisfaction within the safety outcome, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: overall quality of fire services (83.6%), timeliness of Fire response to emergency location (81.4%), and timeliness of EMS response to emergency location (80.2%). Respondents were least satisfied with the enforcement of local traffic laws (47.5%), the overall quality of municipal court services (i.e., traffic & parking ticket processing, misdemeanor court cases, fine collection) (46.1%), and the enforcement of local codes and ordinances (43.7%). When respondents were asked their level of agreement with various statements regarding safety in Austin, 92% who had an opinion “strongly agreed” or “agreed” that they trust the Austin Fire Department (AFD), 91.1% “strongly agreed” or “agreed” that they trust Emergency Medical Services (EMS), 89% indicated they feel safe in their neighborhood during the day, 89% indicated they feel safe in their home, and 80.4% indicated they feel safe in their workplace. Respondents agreed least with the following statement: I feel safe walking along downtown at night (22.5%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. Of the combined satisfaction and agreement items related to the safety outcome, the overall quality of police services, the timeliness of EMS response to emergency location, the trust residents have in the Austin Police Department (APD), and the feeling of safety in neighborhoods at night were the most important items to respondents.

- **How Satisfaction with Safety Compares to 2018:** Positive ratings significantly increased in two of the 11 areas that were assessed from 2018: the adequacy of street lighting in communities (+5.7%) and the overall quality of police services (+3.7%). None of the Safety areas saw significant decreases in satisfaction from 2018.
- **How Satisfaction with Safety Compares to the 5-Year Average:** Positive ratings significantly increased in two of the 10 areas that were assessed from the 5-year average: flood control efforts (+6.1%) and the enforcement of local codes and ordinances (+5.1%). Four areas saw a decrease in positive ratings from the 5-year average: the enforcement of local traffic laws (-5.1%), the overall quality of police services (-4.9%), the timeliness of emergency police

response (how quickly police respond) (-4.9%), and the timeliness of EMS response to emergency location (-3.6%).

- **How Satisfaction with Safety Compares to the National Average:** Four of the 8 areas that were comparable to the National Average for cities with a population over 250,000 residents were identified as comparative strengths because satisfaction levels were significantly above the National Average. There was also one comparative weaknesses.

Comparative Strengths

- Overall quality of police services (+7.7%)
- Timeliness of emergency police response (+6.8%)
- Overall quality of fire services (+5.7%)
- Timeliness of EMS response to emergency location (+5.1%)

Comparative Weaknesses

- Enforcement of local traffic laws (-11.1%)

Mobility

Most (80.9%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of Austin-Bergstrom International Airport. Other items related to the mobility outcome in which residents were satisfied include: the condition of streets in neighborhoods (residential streets) (58.4%) and the condition of sidewalks in neighborhoods (54.9%). Respondents were least satisfied with the traffic flow on major City streets (12.7%) and the traffic flow on major highways (5.1%). When respondents were asked their level of agreement with various statements regarding safety in Austin, 70.4% who had an opinion “strongly agreed” or “agreed” that they understand the transportation options (besides driving a personal vehicle) that are available, 39.6% “strongly agreed” or “agreed” that they feel safe traveling with other drivers on the road, 33.7% indicated they feel comfortable using transportation options (besides driving a personal vehicle) available to them, and only 28.5% indicated they agree that their travel time is predictable and constant. At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. Residents indicated that traffic flow on major highways and traffic flow on major City streets are the most important aspects of the mobility outcome for the City to provide.

- **How Satisfaction with Mobility Compares to 2018:** Positive ratings significantly increased in two of the 15 areas that were assessed from 2018: the overall quality of Austin-Bergstrom International Airport (+4.4%) and pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks) (+3.6%). Only one area saw significant decreases in satisfaction from 2018: the off-street bicycle accessibility (the City’s urban trail network) (-3.7%).
- **How Satisfaction with Mobility Compares to the 5-Year Average:** Positive ratings significantly increased in two of the eight areas that were assessed from the 5-year average: condition of sidewalks in neighborhoods (if sidewalks exist) (+5.1%) and pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks) (+4.4%). Two areas saw a decrease in positive ratings from the 5-year average: the timing of traffic signals on City streets (-10.3%) and the condition of major City streets (-5%).

- **How Satisfaction with Mobility Compares to the National Average:** Three of the 8 areas that were comparable to the National Average for cities with a population over 250,000 residents were identified as comparative strengths because satisfaction levels were significantly above the National Average. There was also one comparative weaknesses.

Comparative Strengths

- Condition of streets in neighborhoods (residential streets) (+18%)
- Condition of sidewalks in neighborhoods (if sidewalks exist) (+9.6%)
- Overall maintenance of major City streets (+8.5%)

Comparative Weaknesses

- Traffic flow on major City streets (-24.8%)

Culture and Lifelong Learning

The highest levels of satisfaction within the culture and lifelong learning outcome in Austin, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of City libraries (80.3%) and the material at libraries (78.4%). The item respondents were least satisfied with was the City-offered lifelong learning events, activities, & resources (classes or learning materials) (65.4%). When asked to rate their level of agreement 41.1% of respondents indicated they “strongly agree” or “agree” that Austin is a place that honors and preserves their personal heritage. At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The overall quality of City libraries is the most important aspect of the culture and lifelong learning outcome for the City to provide and received the highest level of “very satisfied” and “satisfied” responses, according to respondents.

- **How Satisfaction with Culture and Lifelong Learning Compares to 2018:** All six areas saw a decrease in positive ratings from 2018, five were significant decreases: library programs (-4.7%), the quality of City libraries (-4.5%), the quality of the City’s cultural and learning facilities (e.g., libraries, cultural centers, City museums) (-4.3%), City-offered lifelong learning events, activities, and resources (classes or learning materials) (-3.9%), and materials at libraries (-3.6%).
- **How Satisfaction with Culture and Lifelong Learning Compares to the 5-Year Average:** Positive ratings significantly increased in two of the three areas that were assessed from the 5-year average: the materials at libraries (+8.7%) and the quality of City libraries (+8%). No areas saw a significant decrease in positive ratings from the 5-year average.
- **How Satisfaction with Culture and Lifelong Learning Compares to the National Average:** The one area comparable to the National average for cities with a population over 250,000 residents was identified as a comparative strength because the level of satisfaction was significantly higher than the National Average. There were no comparative weaknesses.

Comparative Strengths

- Overall quality of City libraries (+5%)

Comparative Weaknesses

- None

Government that Works for All

The highest levels of satisfaction with the City of Austin government, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: reliability of electric service (79.1%), services provided by the City’s 3-1-1 assistance telephone number (73.5%), and water and wastewater utility customer service (64.9%). Respondents were least satisfied with the overall value they receive for City tax dollars and fees (31.7%) and the City’s efforts to be transparent (31.1%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. Residents indicated the overall quality of services provided by the City, the value received for City tax dollars and fees, and the City’s efforts to be transparent are the most important aspects of government for the City of Austin to provide.

- **How Satisfaction with Government that Works for All Compares to 2018:** No areas saw significant increases in positive ratings from 2018. Five areas saw a decrease in positive ratings from 2018: the City’s efforts to be transparent (-6%), the City’s efforts to be fair (-4.5%), the civic engagement experience with the City (-4.3%), the City’s efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age or abilities (-4%), and the overall quality of services provided by the City (-4%).
- **How Satisfaction with Government that Works for All Compares to the 5-Year Average:** Positive ratings significantly increased in two of the nine areas that were assessed from the 5-year average: the overall effectiveness of communication by the City (+6.4%) and ratings of the condition of City facilities and buildings (e.g., clean, safe, accessible) (+5.8%). Five areas saw a decrease in positive ratings from the 5-year average: the overall quality of customer service provided by the City (-10.4%), the overall value received for City tax dollars and fees (-6.6%), the overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle) (-4.7%), the reliability of electric service (-4.5%), and the overall quality of services provided by the City (-3.6%).
- **How Satisfaction with Government that Works for All Compares to the National Average:** Three of the four areas that were comparable to the National Average for cities with a population over 250,000 residents were identified as comparative strengths because satisfaction levels were significantly above the National Average. There were no comparative weaknesses.

Comparative Strengths

- Overall quality of services provided by the City (+18.8%)
- Overall quality of customer service provided by the City (+17.3%)
- Overall effectiveness of communication by the City (+15.7%)

Comparative Weaknesses

- None

Usage of Various City Services and Facilities

The City services and facilities that residents indicated they have used most during the past 12 months were: Austin-Bergstrom International Airport (77%), water/wastewater services (76%), garbage collection services (75%), Austin City Parks (74%), and City provided electric service (70%).

Trends

The tables below are meant to serve as a quick reference for the significant changes in ratings that exist from the 2018 and 2019 surveys. The percentage change from the 2018 to 2019 survey is in the far-right column of the table. To view all of the trends please refer to trends section of this report.

		2018	2019	% Change from 2018 to 2019
		Combination of "Very Satisfied" and "Satisfied" responses		
Services with Significantly Higher Ratings in 2019				
Adequacy of street lighting in your community	Safety	56.2%	61.9%	5.7%
Overall quality of Austin-Bergstrom International Airport	Mobility	76.5%	80.9%	4.4%
Overall quality of police services	Safety	62.5%	66.2%	3.7%
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	Mobility	44.4%	48.0%	3.6%
Services with Significantly Lower Ratings in 2019				
Overall quality of life in City	Quality of Life	74.5%	64.6%	-9.9%
City of Austin as a place to live	Quality of Life	78.6%	69.5%	-9.1%
Cleanliness of City streets & public areas	Health and Environment	55.4%	48.3%	-7.1%
City's efforts to be transparent	Government that Works for All	37.1%	31.1%	-6.0%
City of Austin as a place where I feel welcome	Quality of Life	76.4%	70.7%	-5.7%
Water & wastewater rates (cost)	Economic Opportunity and Affordability	35.9%	30.3%	-5.6%
Overall quality of City parks & recreation	Health and Environment	79.4%	74.0%	-5.4%
Animal services (e.g. shelter, adoptions, animal control)	Health and Environment	68.8%	63.6%	-5.2%
Quality of City park facilities (recreation, senior, & nature centers)	Health and Environment	73.4%	68.5%	-4.9%
Library programs	Culture and Lifelong Learning	77.7%	73.0%	-4.7%
Shots for Tots & Big Shots program (immunizations)	Health and Environment	51.0%	46.5%	-4.5%
Overall quality of City libraries	Culture and Lifelong Learning	84.8%	80.3%	-4.5%

Trends from 2018 to 2019		2018	2019	% Change from 2018 to 2019
Combination of "Very Satisfied" and "Satisfied" responses				
Services with Significantly Lower Ratings in 2019 (Continued)				
City's efforts to be fair	Government that Works for All	40.1%	35.6%	-4.5%
Civic engagement experience with City	Government that Works for All	41.8%	37.5%	-4.3%
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	Health and Environment	52.5%	48.2%	-4.3%
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	Culture and Lifelong Learning	77.8%	73.5%	-4.3%
Water Conservation programs within Austin	Health and Environment	55.9%	51.7%	-4.2%
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	Government that Works for All	49.5%	45.5%	-4.0%
Overall quality of services provided by City	Government that Works for All	64.8%	60.8%	-4.0%
City-offered lifelong learning events, activities, & resources (classes or learning materials)	Culture and Lifelong Learning	69.3%	65.4%	-3.9%
City of Austin as a place to work	Quality of Life	75.4%	71.6%	-3.8%
Appearance of City park grounds	Health and Environment	74.4%	70.7%	-3.7%
Off-street bicycle accessibility (City's urban trail network)	Mobility	46.9%	43.2%	-3.7%
Materials at libraries	Culture and Lifelong Learning	82.0%	78.4%	-3.6%
City of Austin planning for growth	Economic Opportunity and Affordability	20.4%	16.9%	-3.5%

Opportunities for Improvement

Recommended Priorities. In order to help the City identify future priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Traffic flow on major highways (IS=0.6121)
- The City of Austin planning for growth (IS=0.4512)
- Traffic flow on major City streets (IS=0.4129)
- Access to quality housing you can afford (IS=0.2855)
- Availability of affordable housing for low/moderate income families (IS=0.2581)
- Quality of planning and zoning services (IS=0.2232)

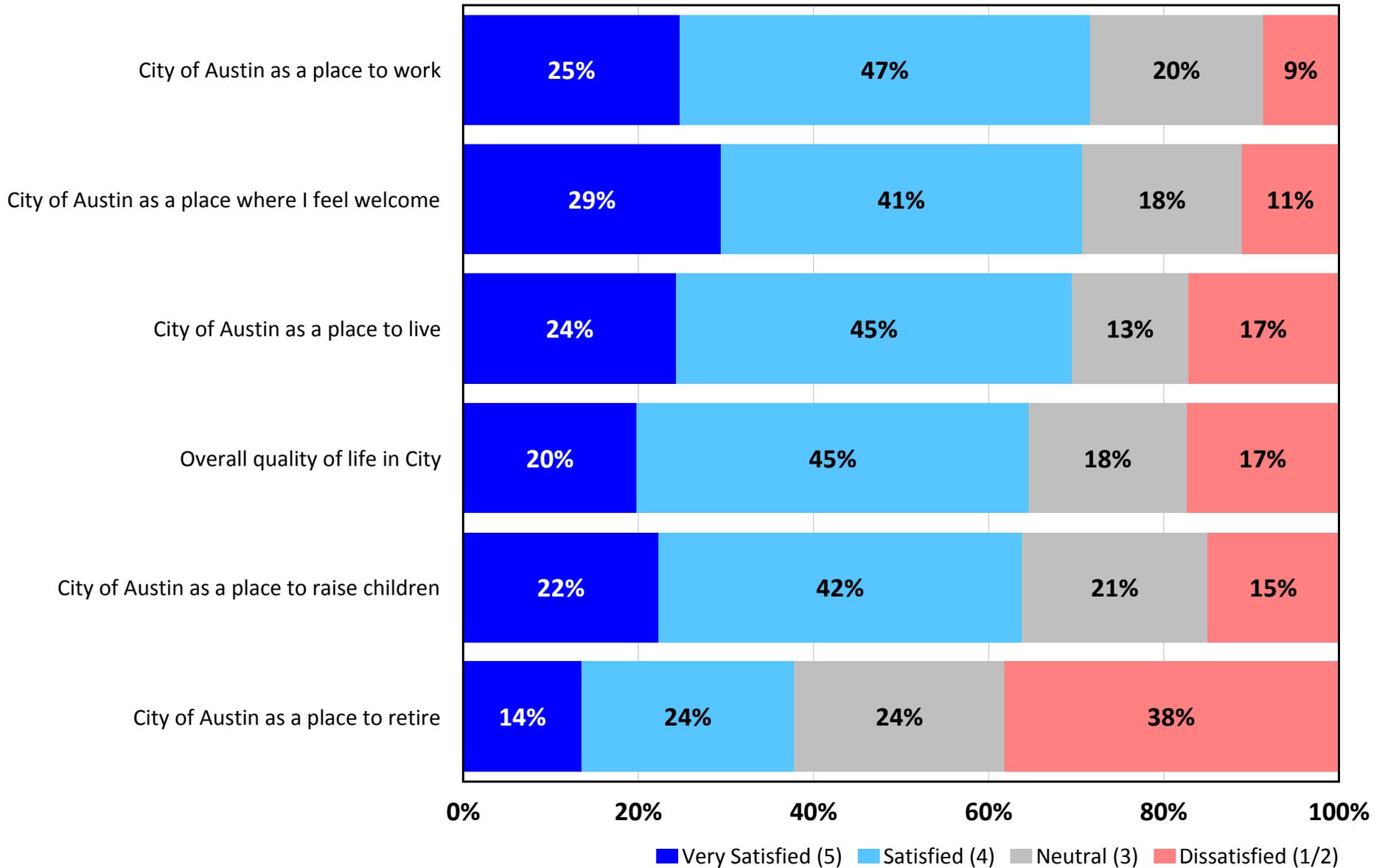
By investing in these six areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years.

Section 1

Charts and Graphs

Q1. Quality of Life

by percentage of respondents (excluding "don't know")

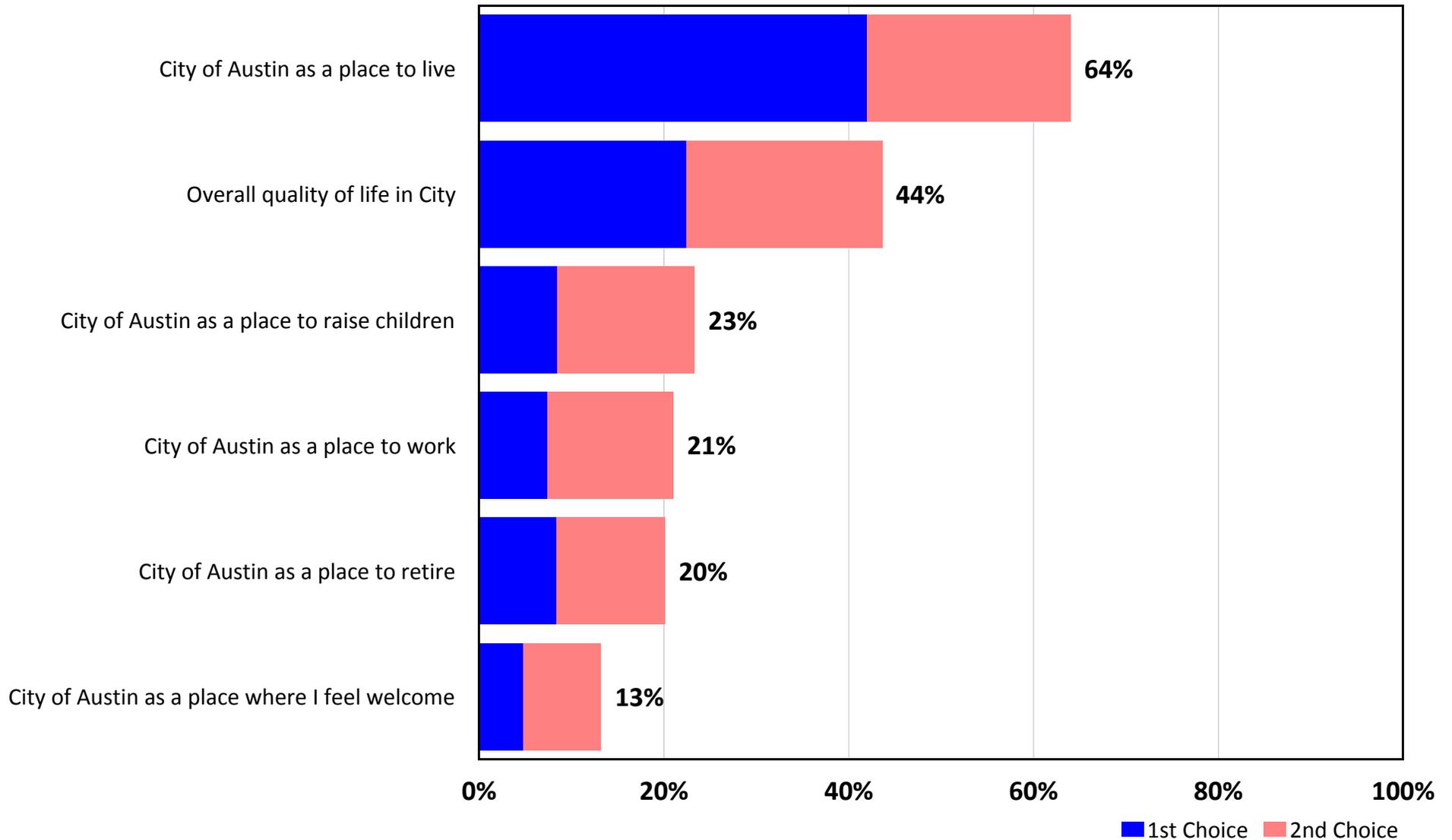


Source: ETC Institute (2019)

(n=2049)

Q2. Quality of Life Items that Are Most Important for The City of Austin to Provide

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

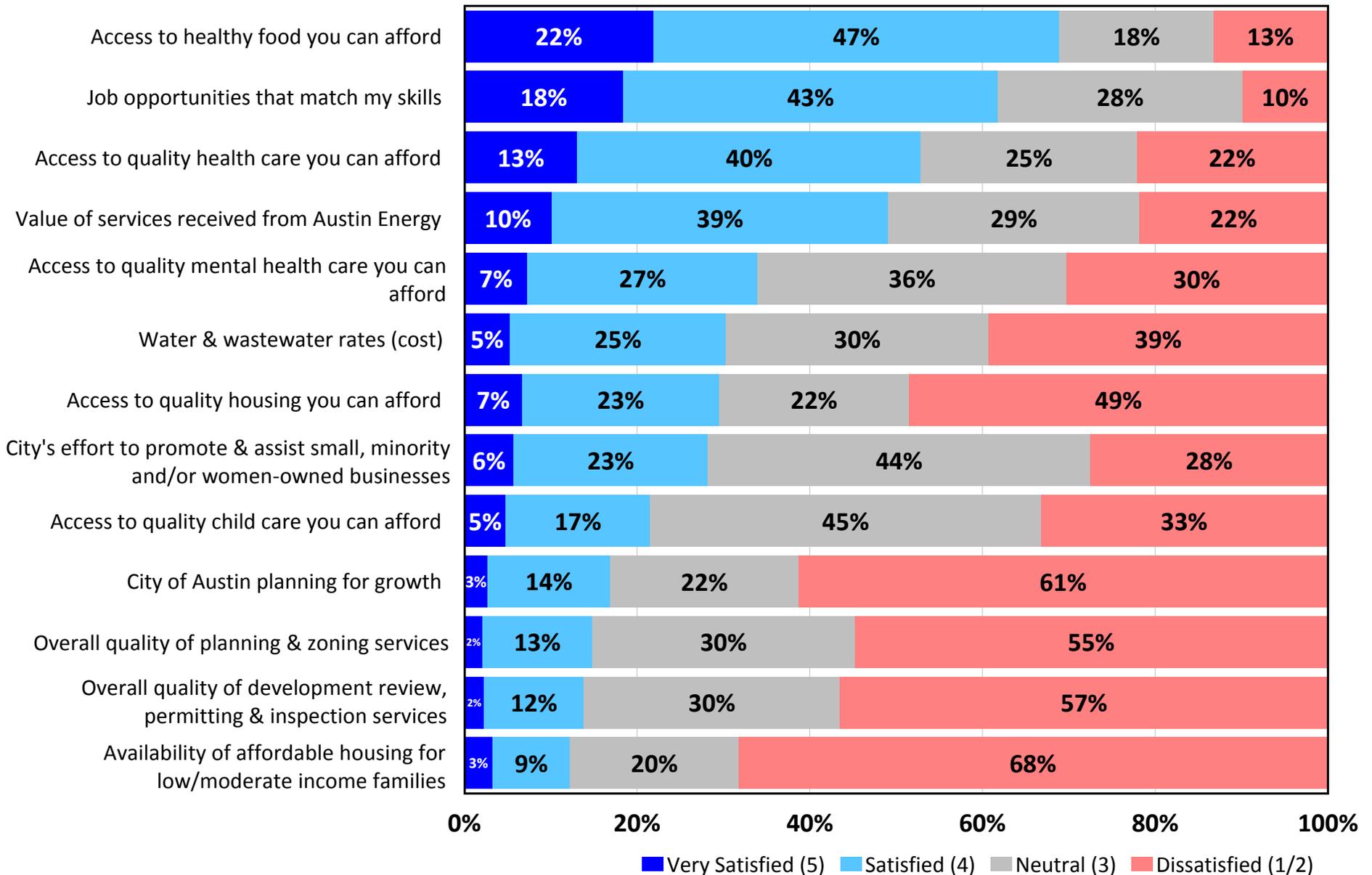


Source: ETC Institute (2019)

(n=2049)

Q3. Economic Opportunity and Affordability

by percentage of respondents (excluding "don't know")

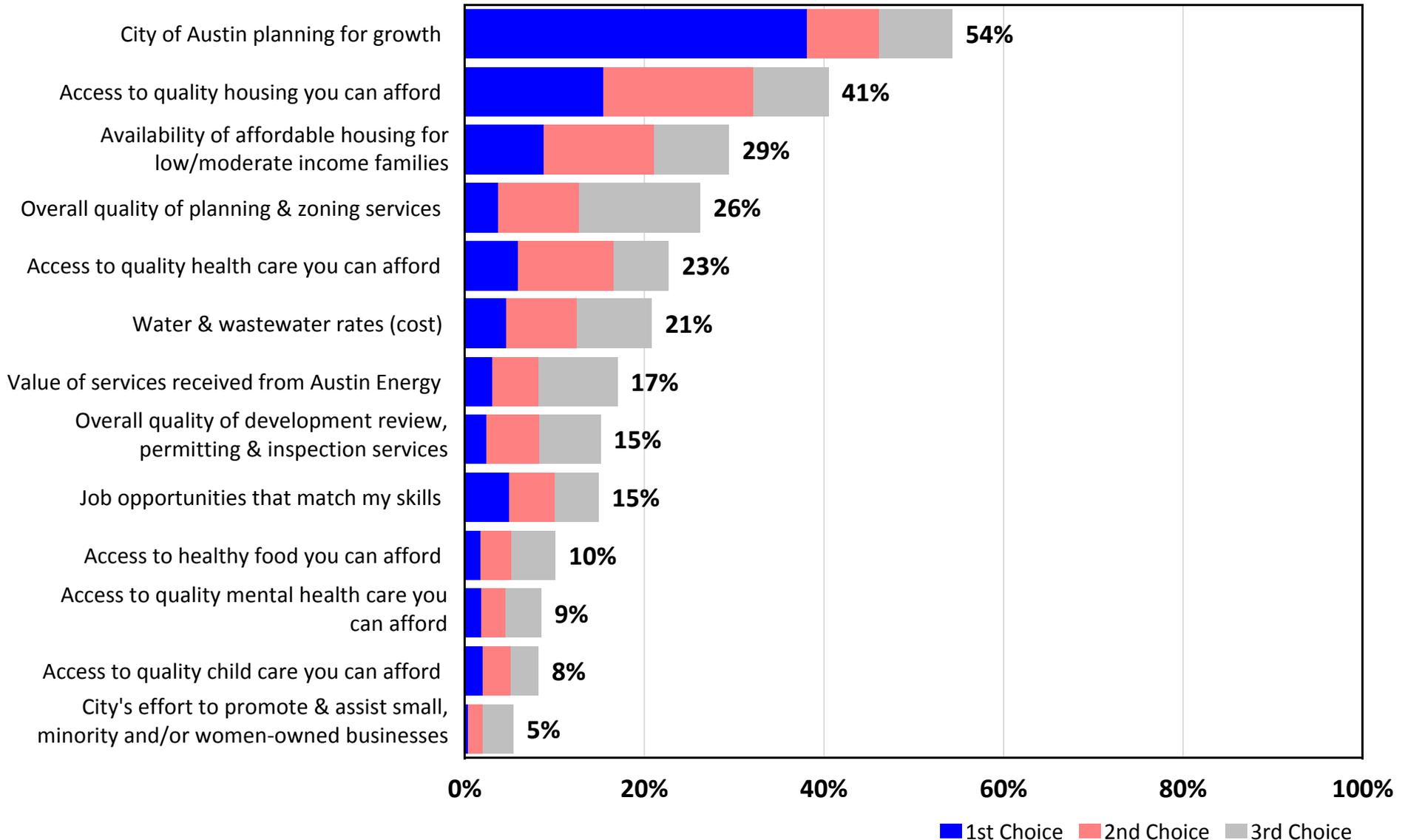


Source: ETC Institute (2019)

(n=2049)

Q4. Economic Opportunity and Affordability Items That Are Most Important For The City of Austin to Provide

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

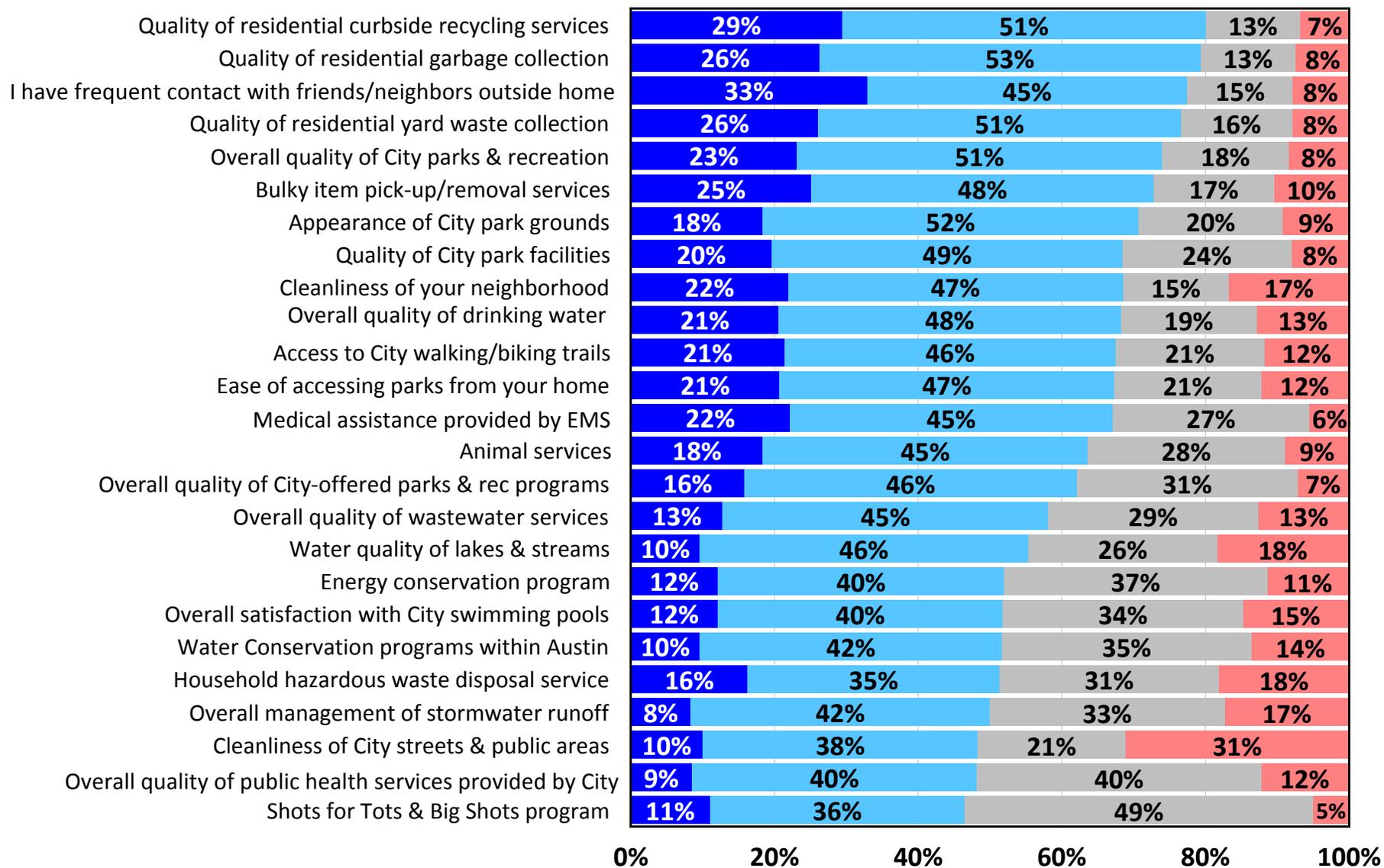


Source: ETC Institute (2019)

(n=2049)

Q5. Health and Environment

by percentage of respondents (excluding “don't know”)



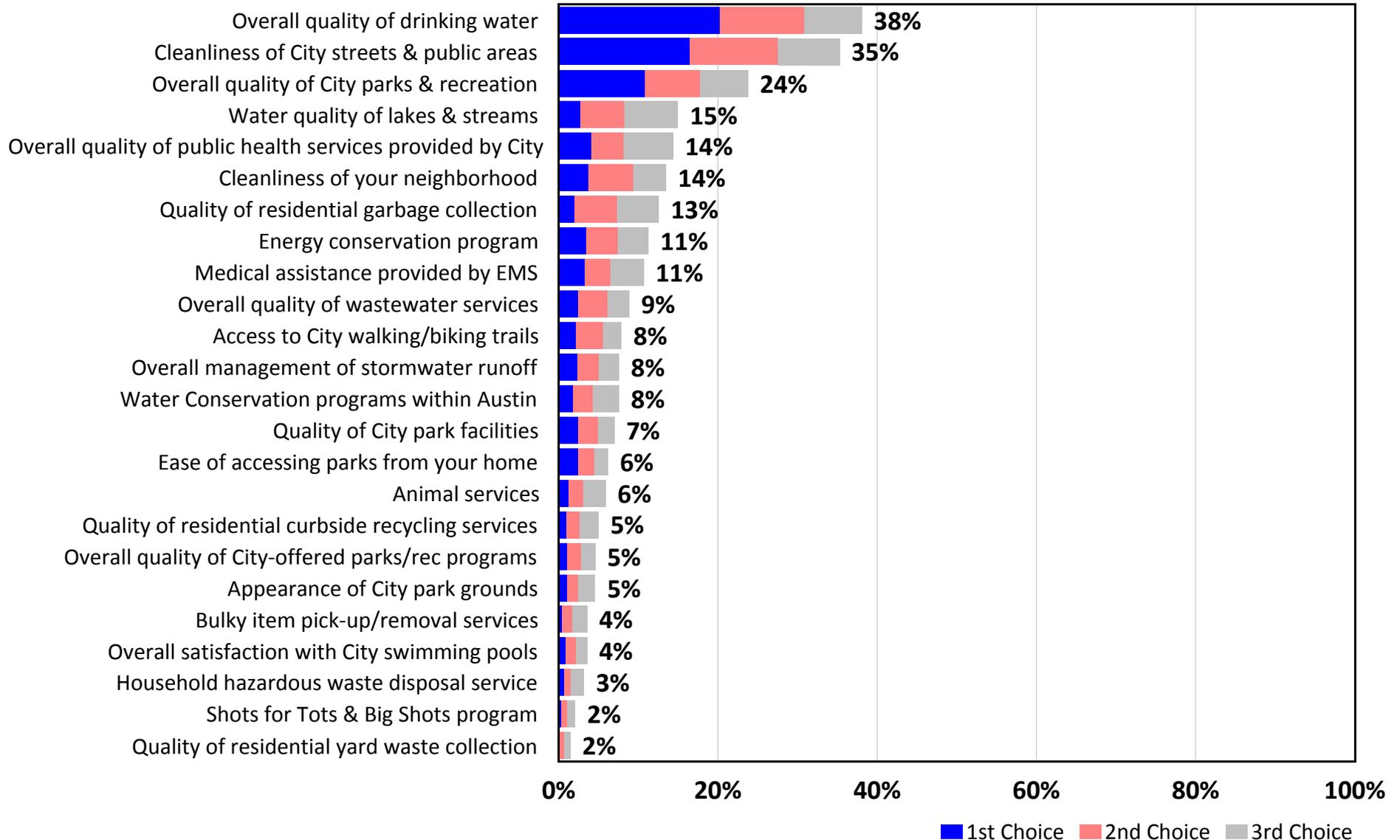
■ Very Satisfied/Strongly Agree (5) ■ Satisfied/Agree (4) ■ Neutral (3) ■ Dissatisfied/Disagree (1/2)

Source: ETC Institute (2019)

(n=2049)

Q6. Health and Environment Items That Are Most Important For The City of Austin to Provide

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

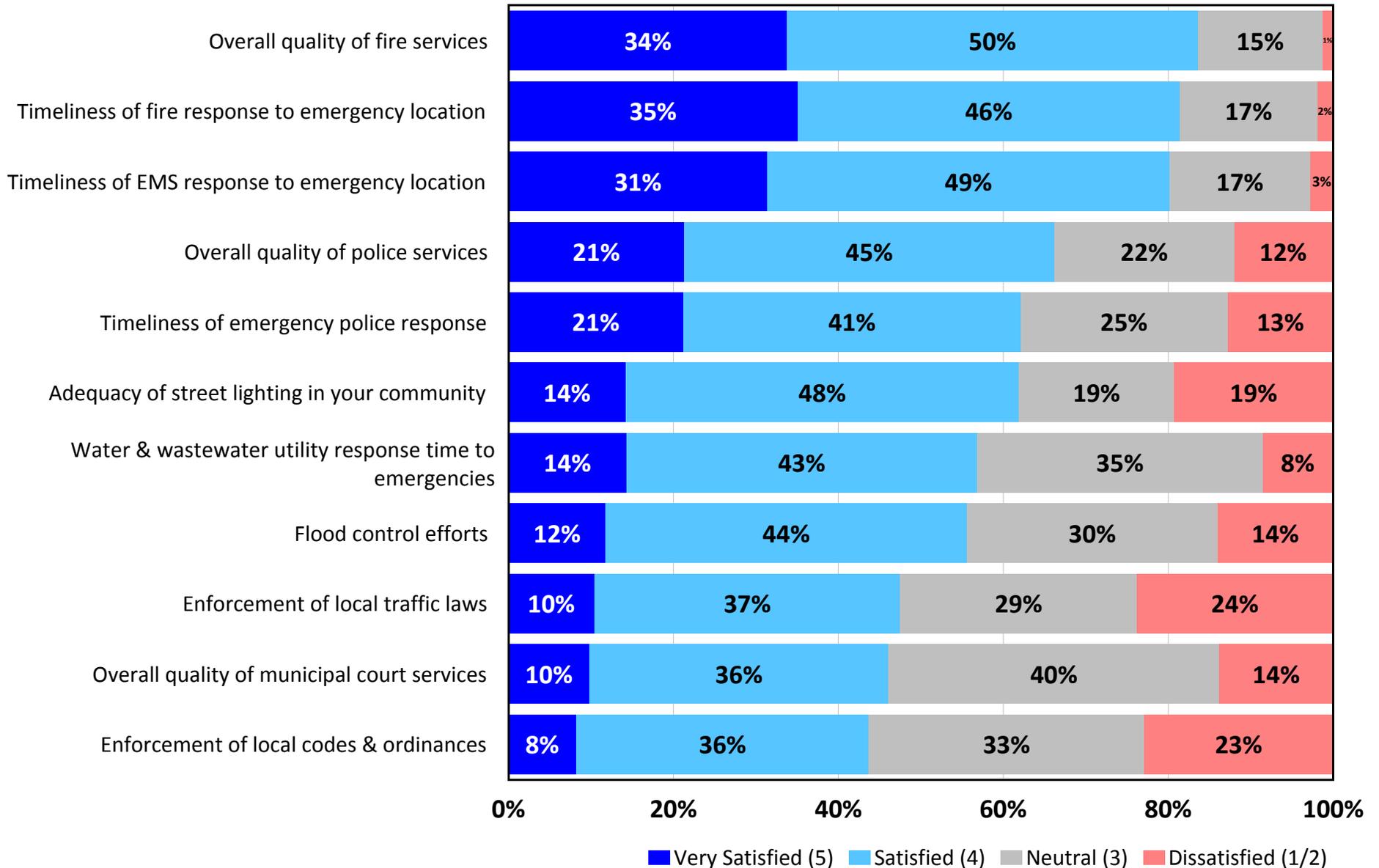


Source: ETC Institute (2019)

(n=2049)

Q7. Safety

by percentage of respondents (excluding "don't know")

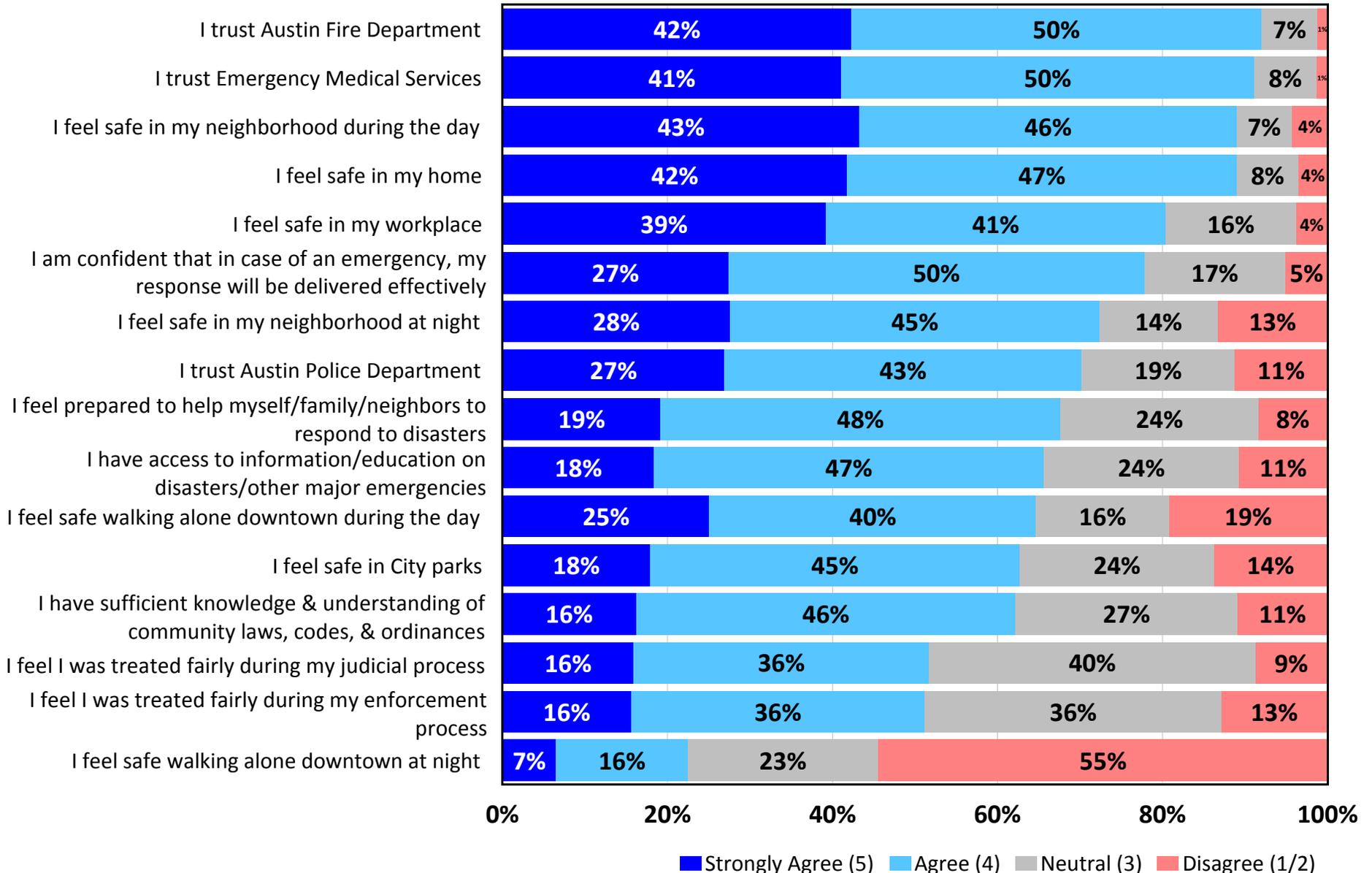


Source: ETC Institute (2019)

(n=2049)

Q7. Safety

by percentage of respondents (excluding “don't know”)

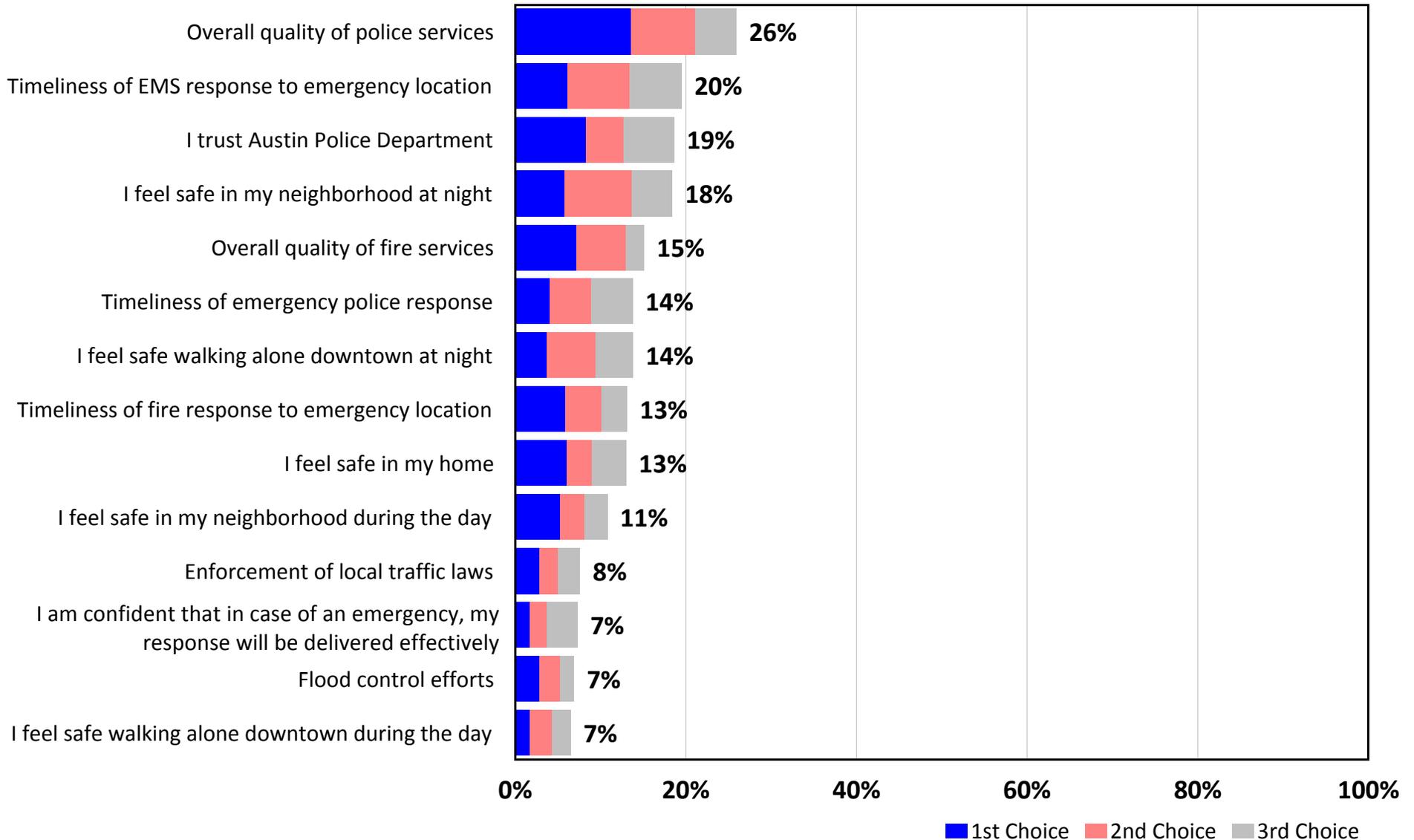


Source: ETC Institute (2019)

(n=2049)

Q8. Safety Items That Are Most Important For The City of Austin to Provide

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

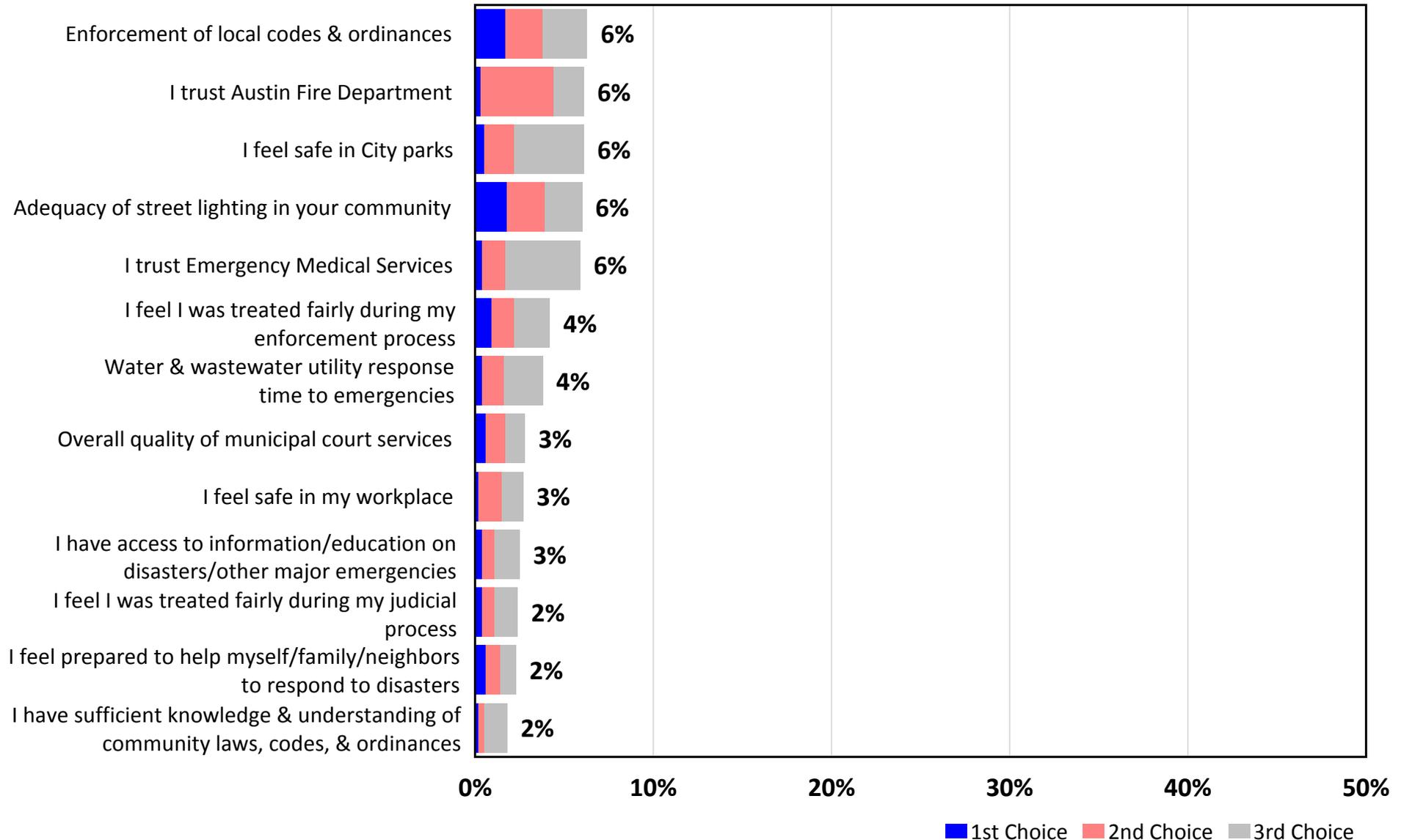


Source: ETC Institute (2019)

(n=2049)

Q8. Safety Items That Are Most Important For The City of Austin to Provide (Cont.)

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

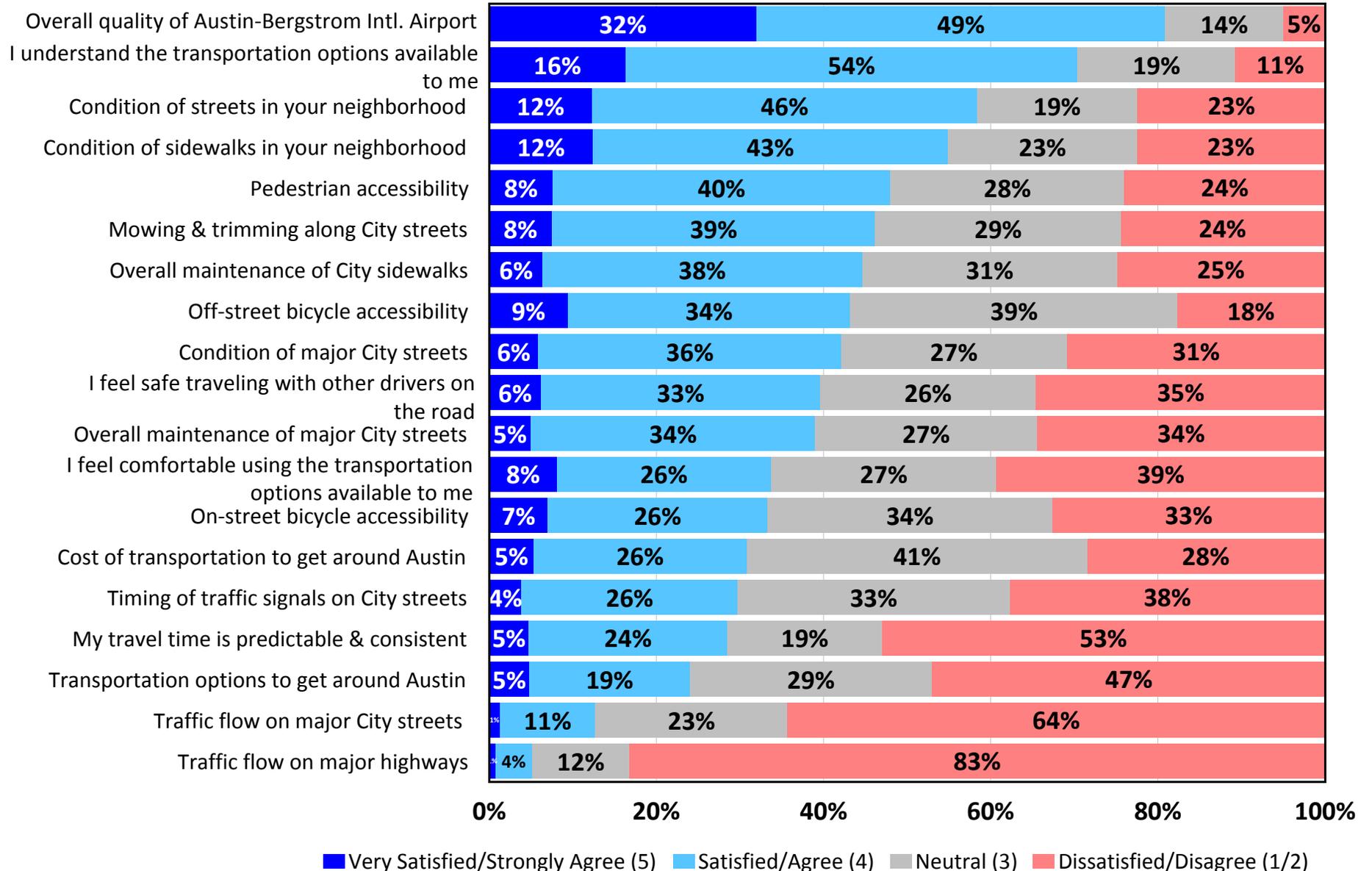


Source: ETC Institute (2019)

(n=2049)

Q9. Mobility

by percentage of respondents (excluding "don't know")

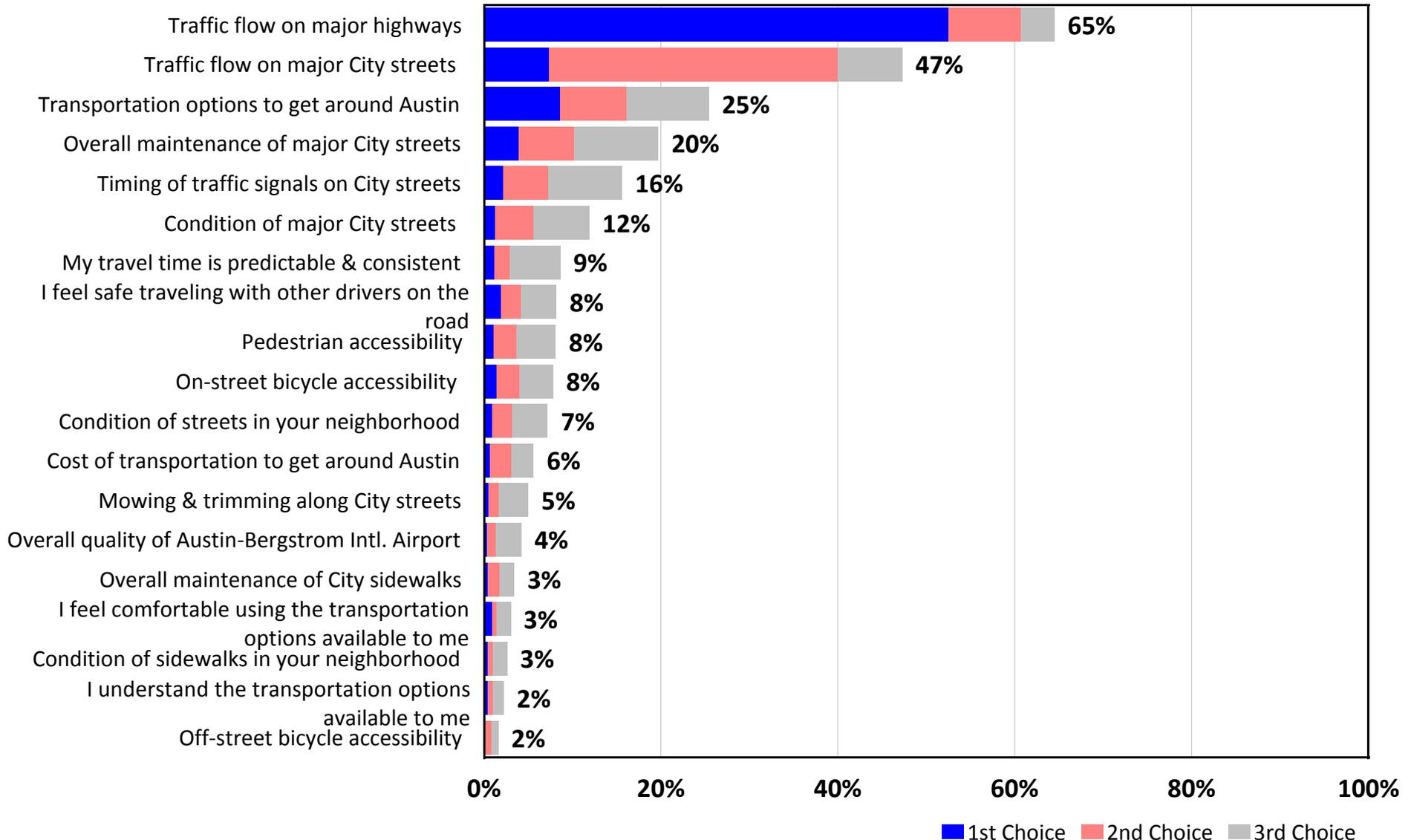


Source: ETC Institute (2019)

(n=2049)

Q10. Mobility Items That Are Most Important For The City of Austin to Provide

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

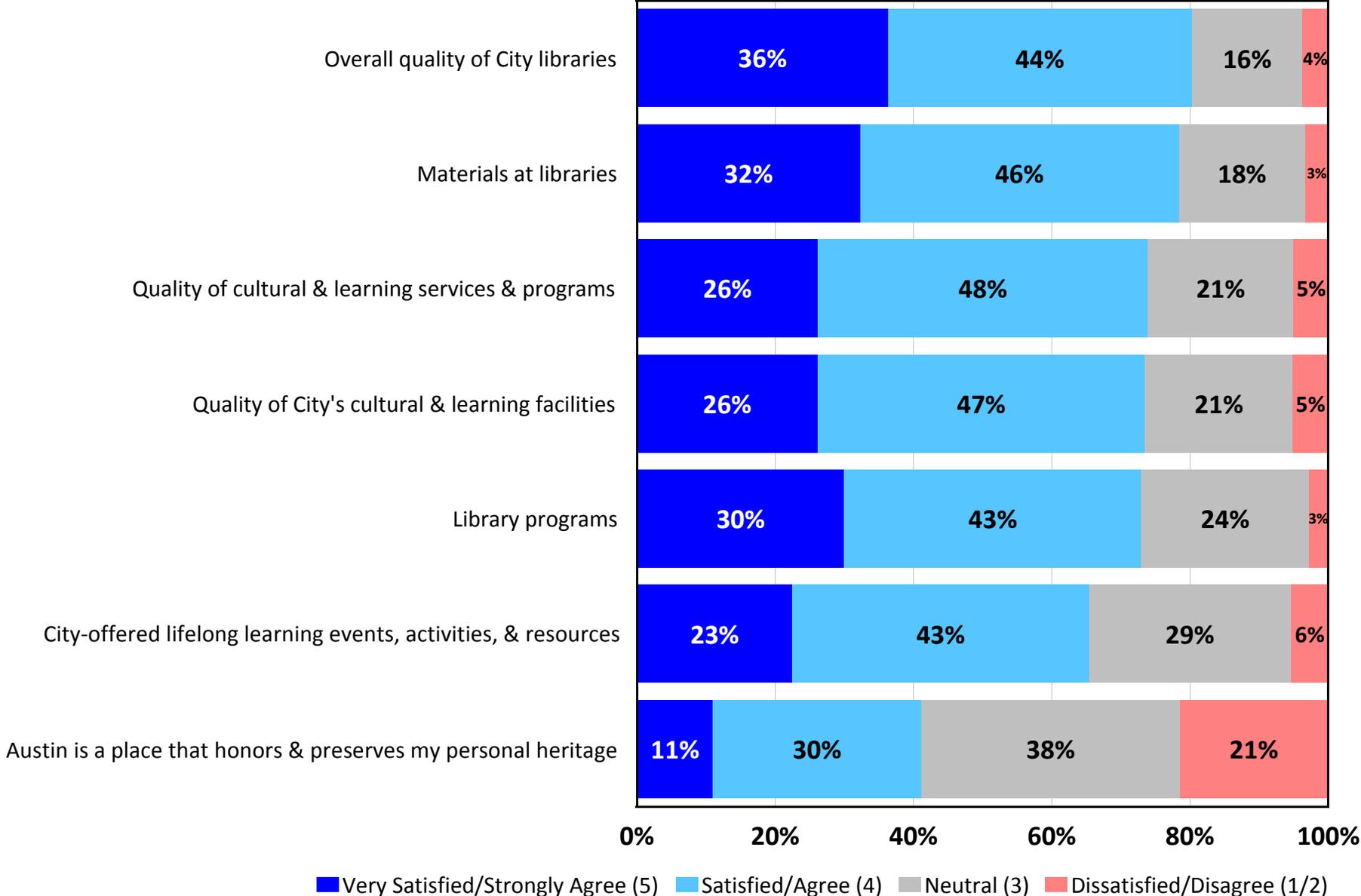


Source: ETC Institute (2019)

(n=2049)

Q11. Culture and Lifelong Learning

by percentage of respondents (excluding "don't know")

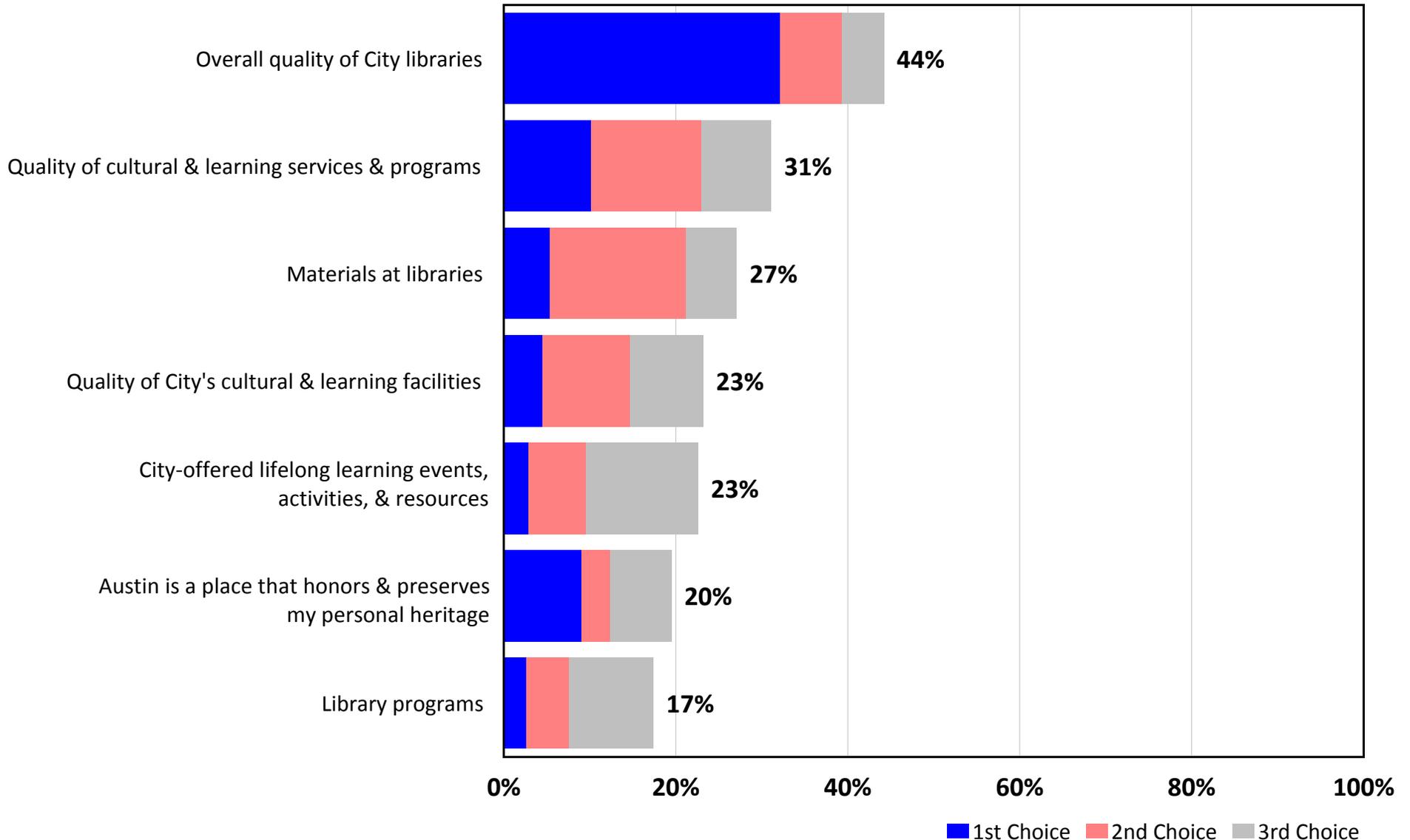


Source: ETC Institute (2019)

(n=2049)

Q12. Culture and Lifelong Learning Items That Are Most Important For The City of Austin to Provide

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

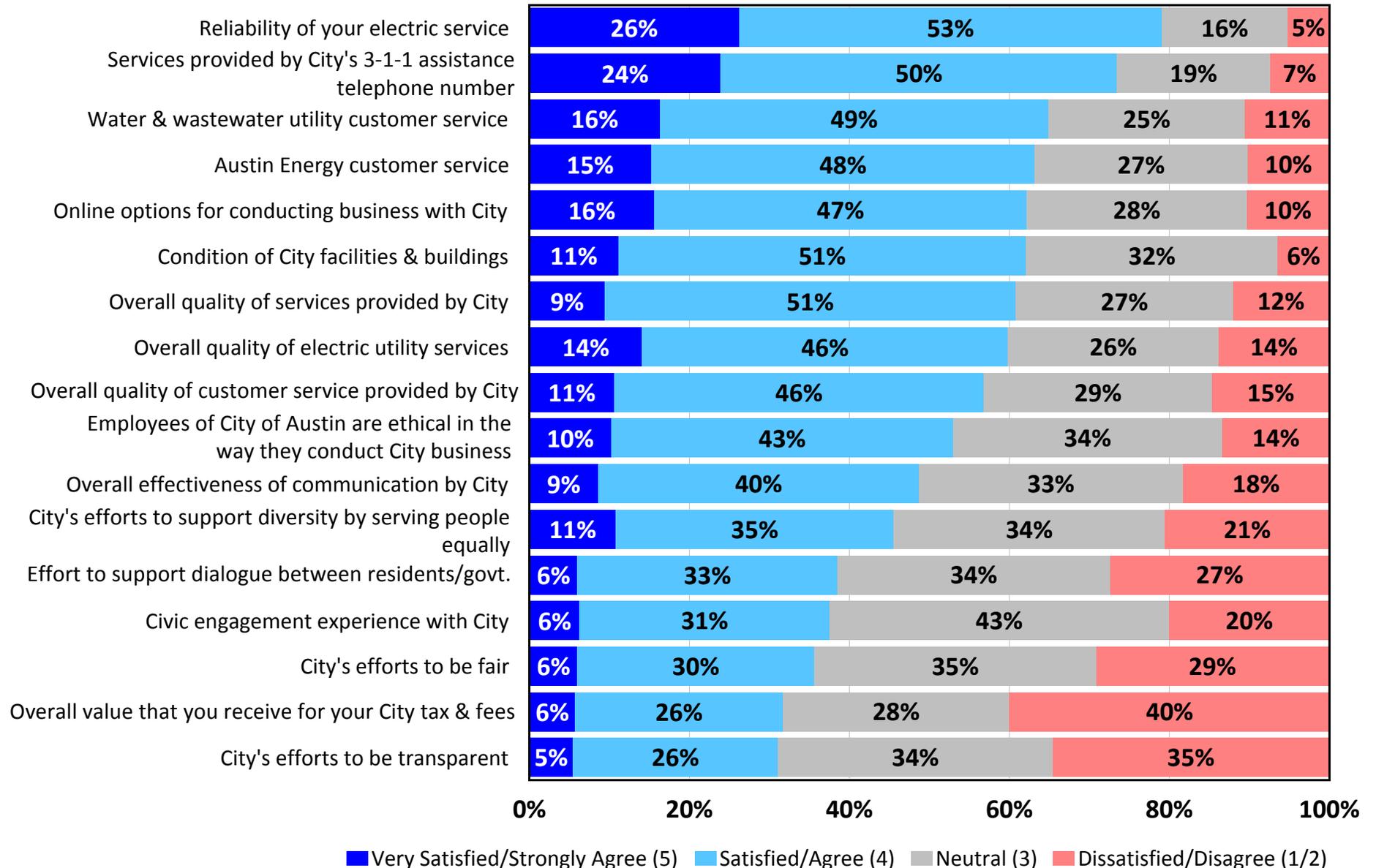


Source: ETC Institute (2019)

(n=2049)

Q13. Government that Works for All

by percentage of respondents (excluding "don't know")

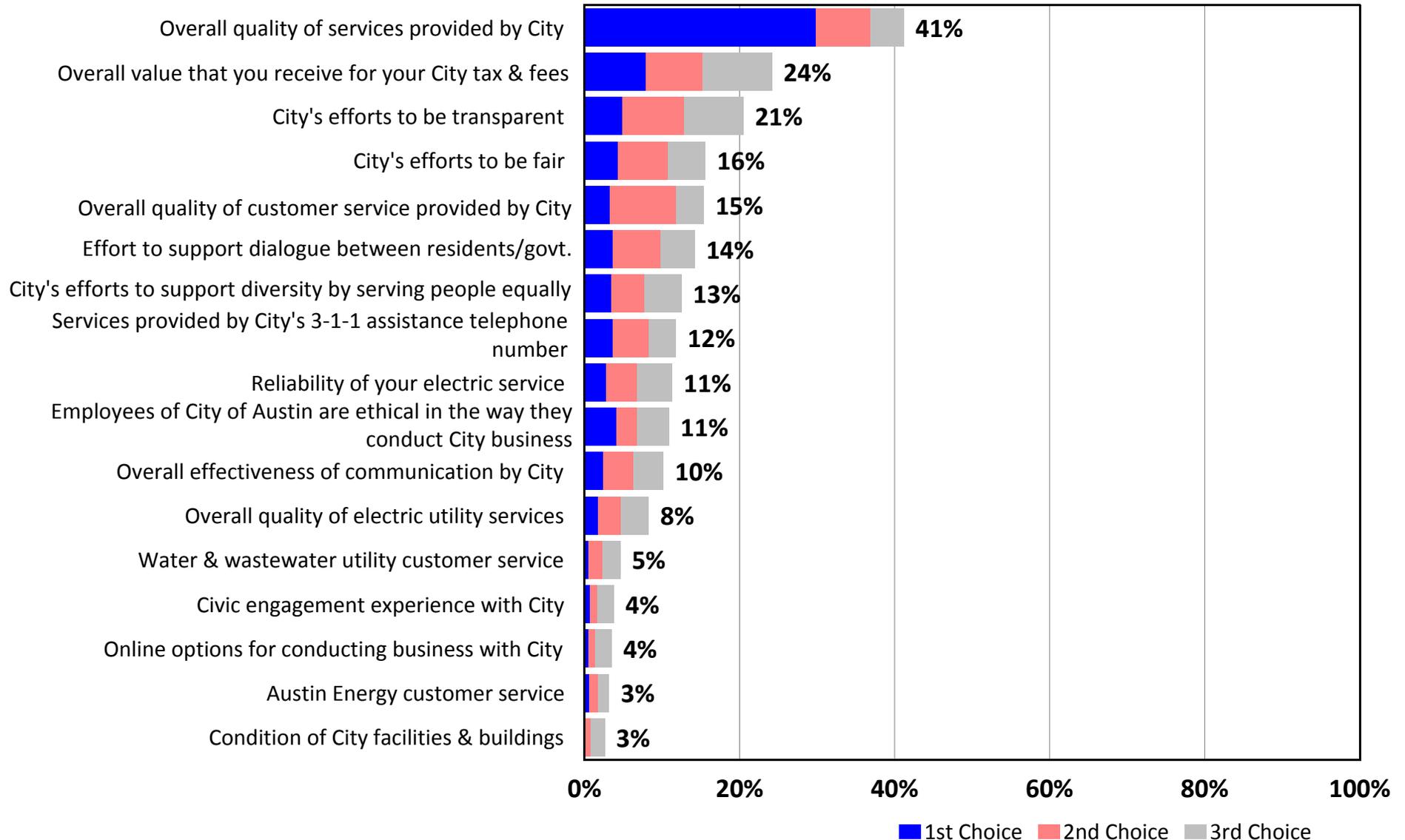


Source: ETC Institute (2019)

(n=2049)

Q14. Government that Works for All Items That Are Most Important For The City of Austin to Provide

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

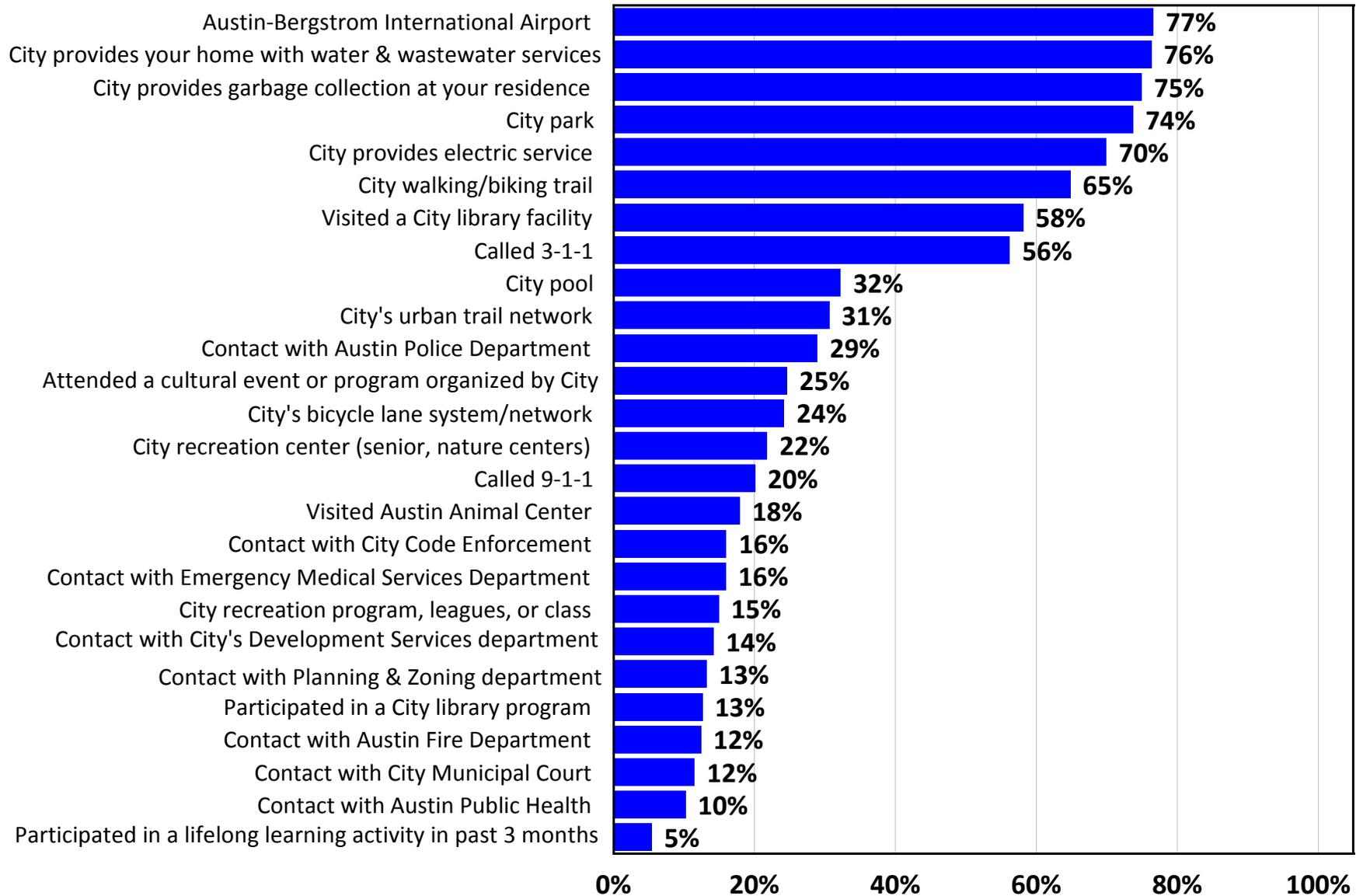


Source: ETC Institute (2019)

(n=2049)

Q15. Percentage of Residents Who Have Used Various City Services and Facilities

by percentage of respondents who marked "yes"

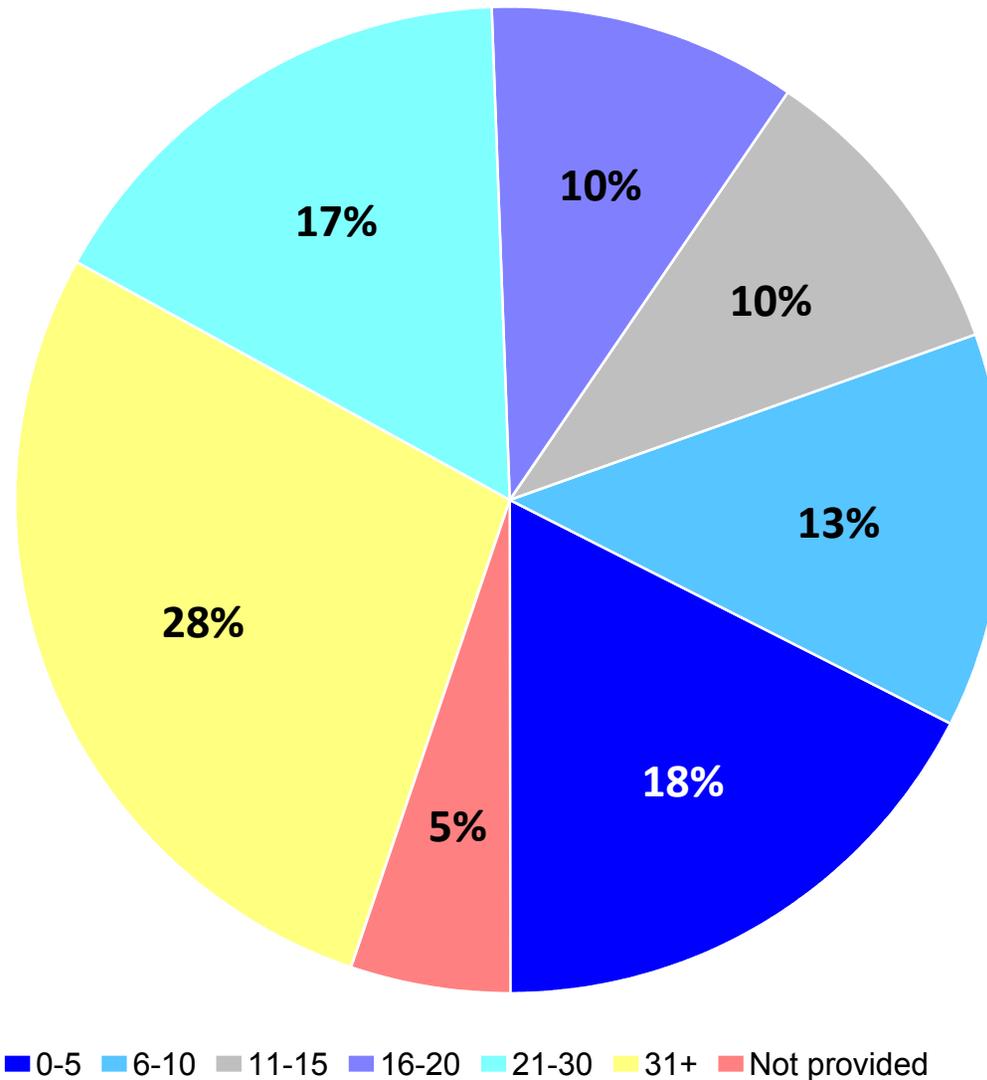


Source: ETC Institute (2019)

(n=2049)

Q16. Demographics: Approximately, how many years have you lived in the City of Austin?

by percentage of respondents

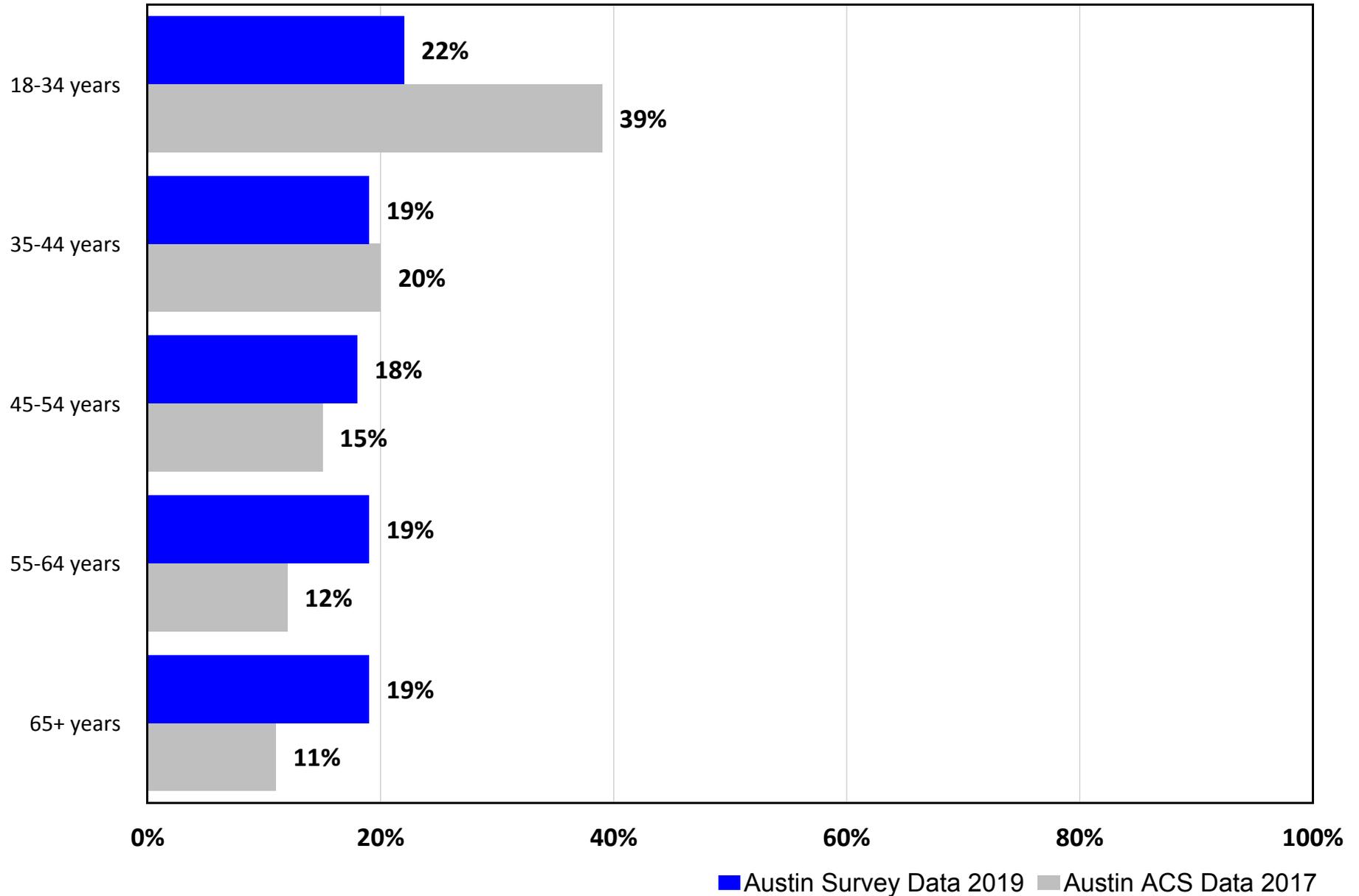


Source: ETC Institute (2019)

(n=2049)

Q17. Demographics: Age of Respondent

by percentage of respondents

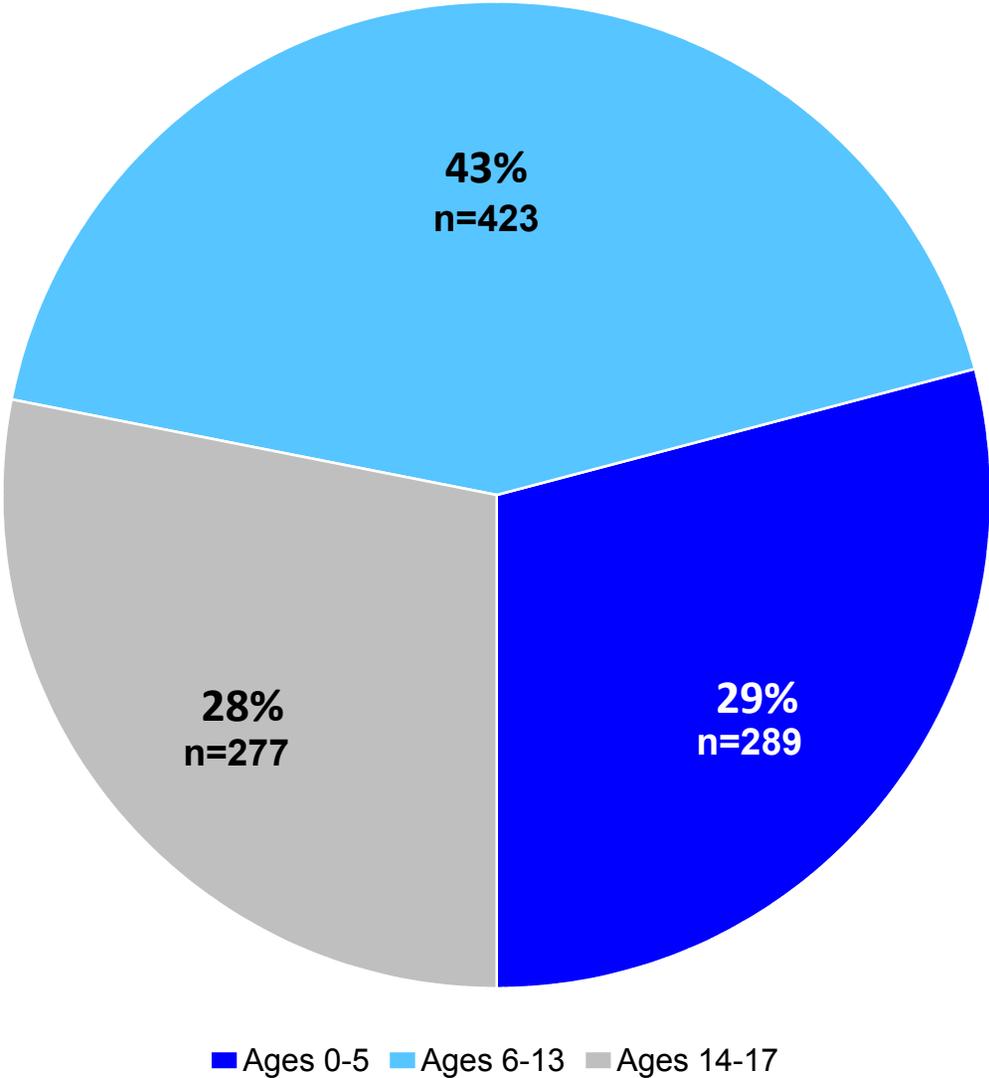


Source: ETC Institute (2019)

(n=2049)

Q18. Demographics: Ages of Children Living in the Household

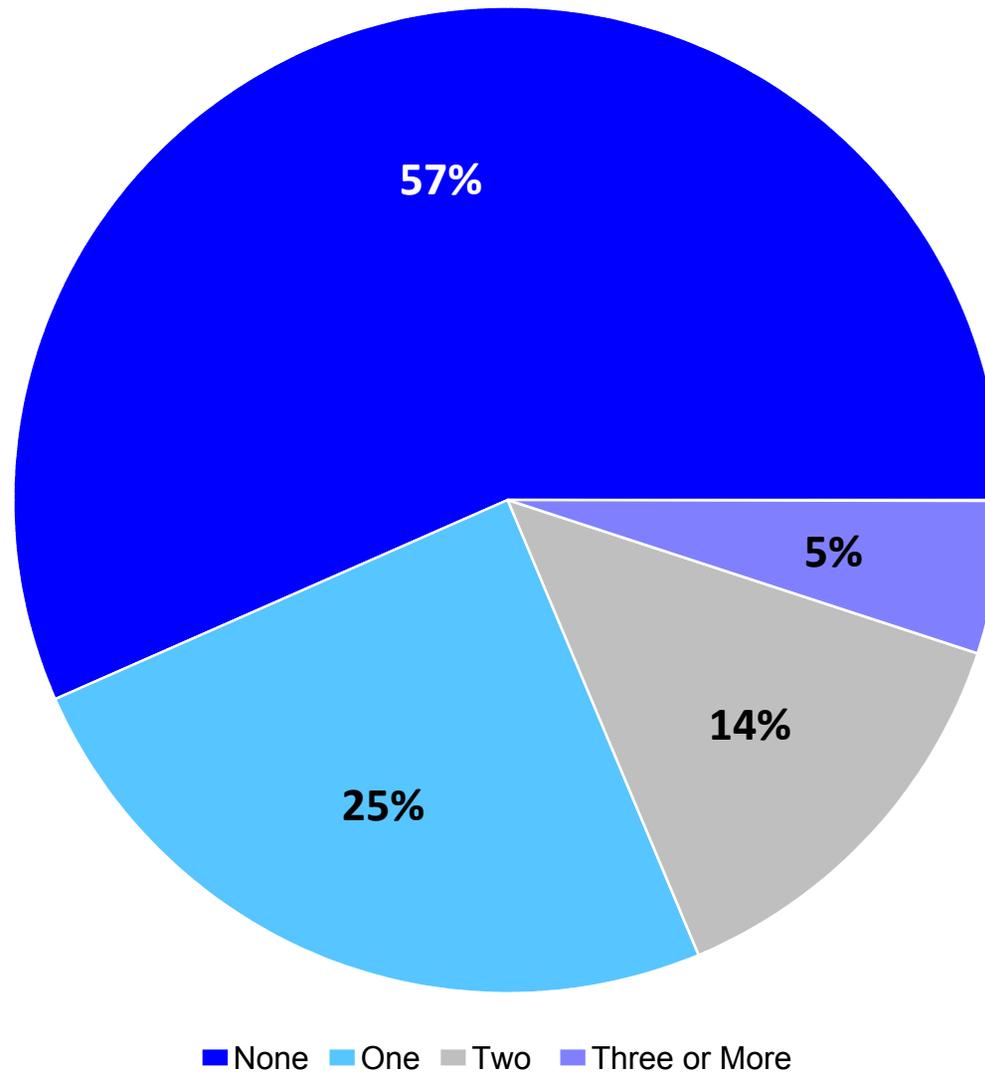
by percentage of respondents with children in the household



Source: ETC Institute (2019)

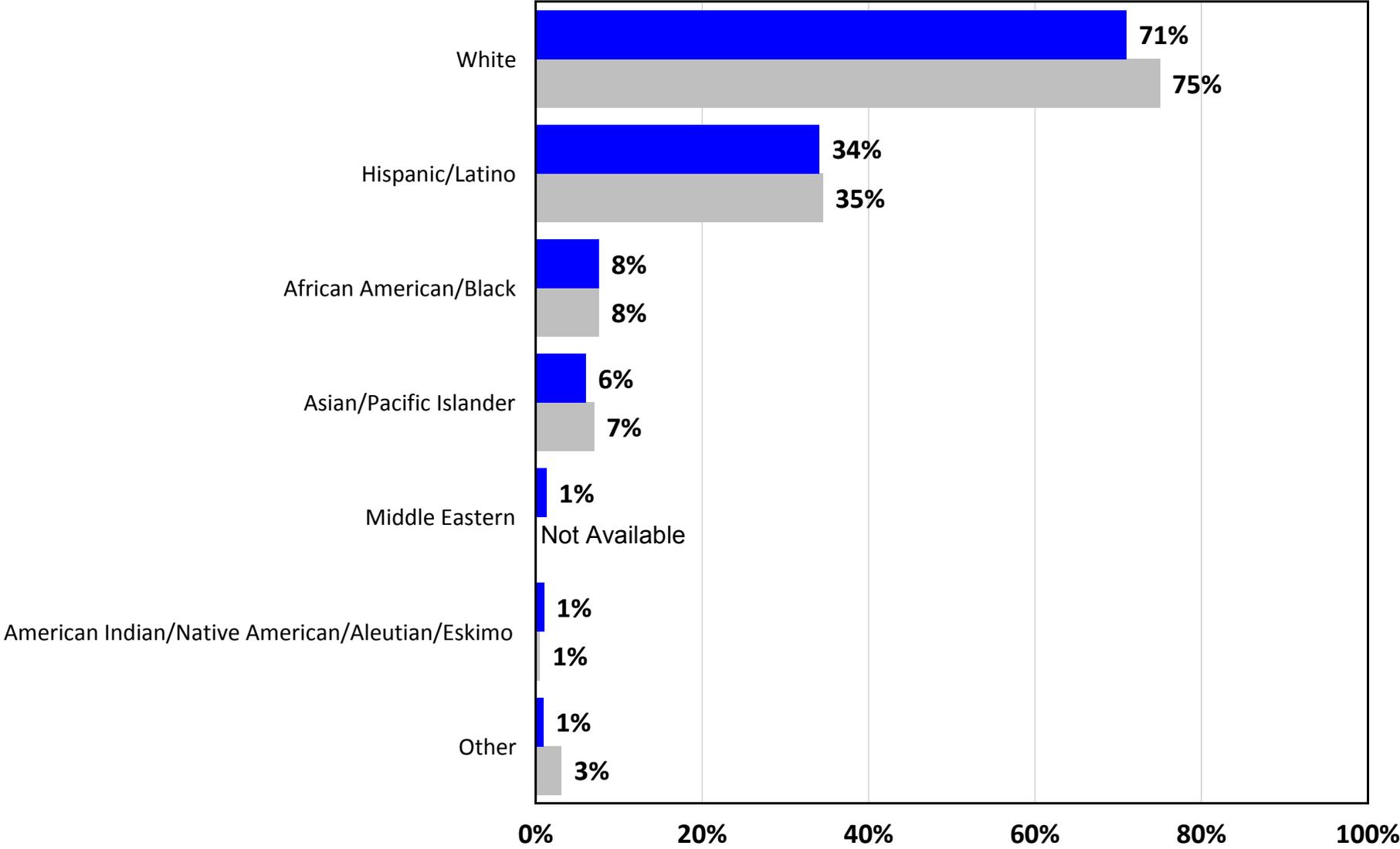
Q18a. Demographics: Number of Children in Household Who Use Childcare Services

by percentage of respondents with children in the household



Q19. Demographics: Which of the following best describes your race or ethnic background?

by percentage of respondents



■ Austin Survey Data 2019 ■ Austin ACS Data 2017

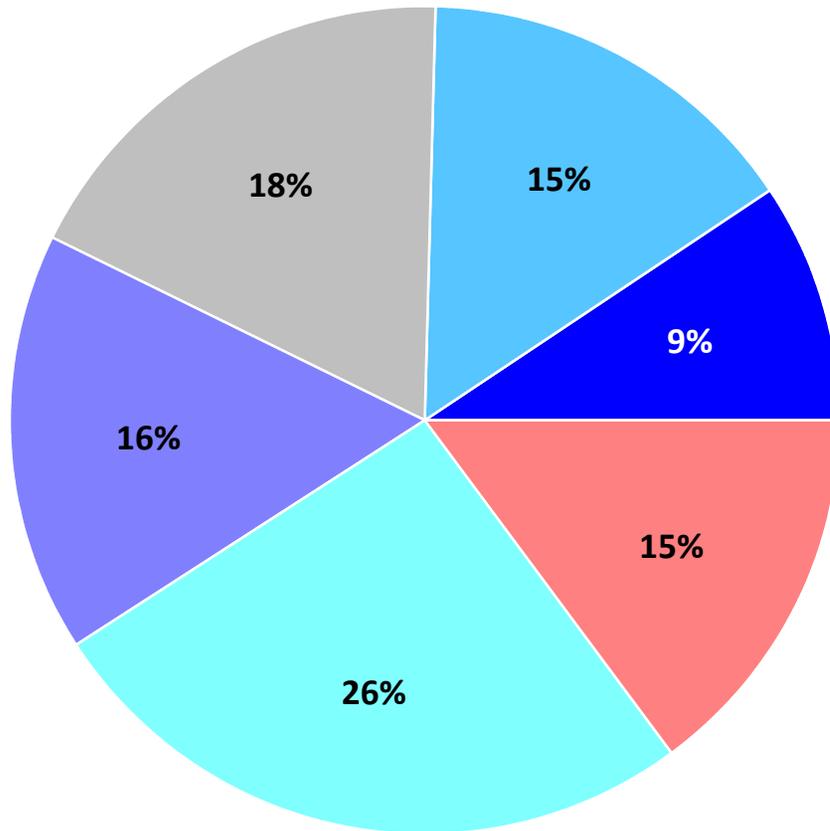
Source: ETC Institute (2019)

(n=2049)

Q20. Demographics: Annual Household Income

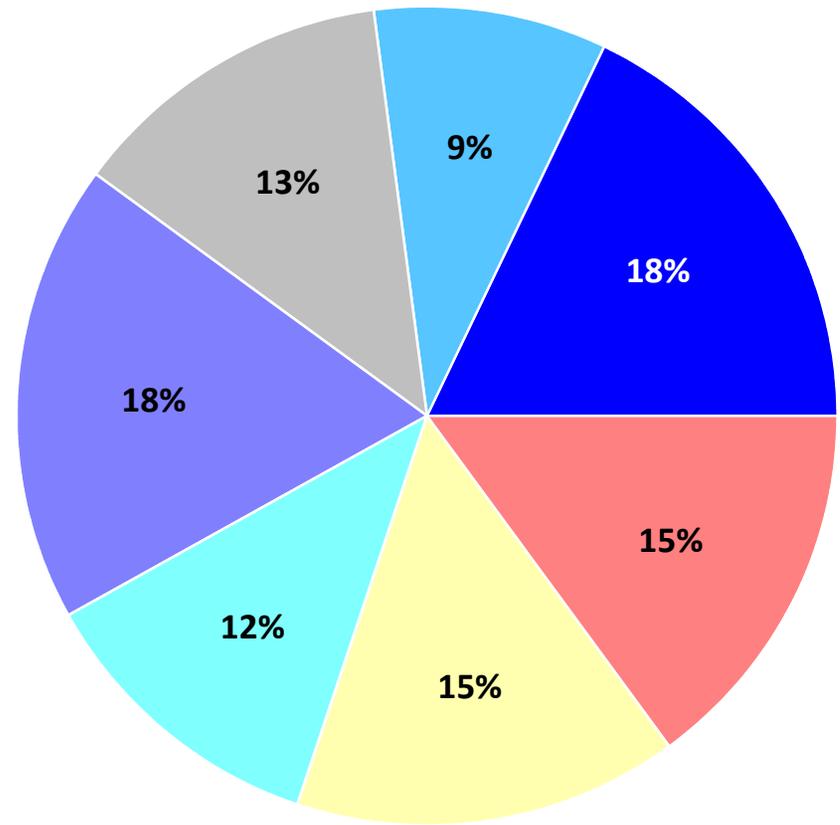
by percentage of respondents

Austin Survey Data 2019



■ Less than \$20K
 ■ \$20K-\$39,999
 ■ \$40K-\$59,999
■ \$60K-\$79,999
 ■ \$80K-\$149,999
 ■ \$150K+

Austin ACS Data 2017



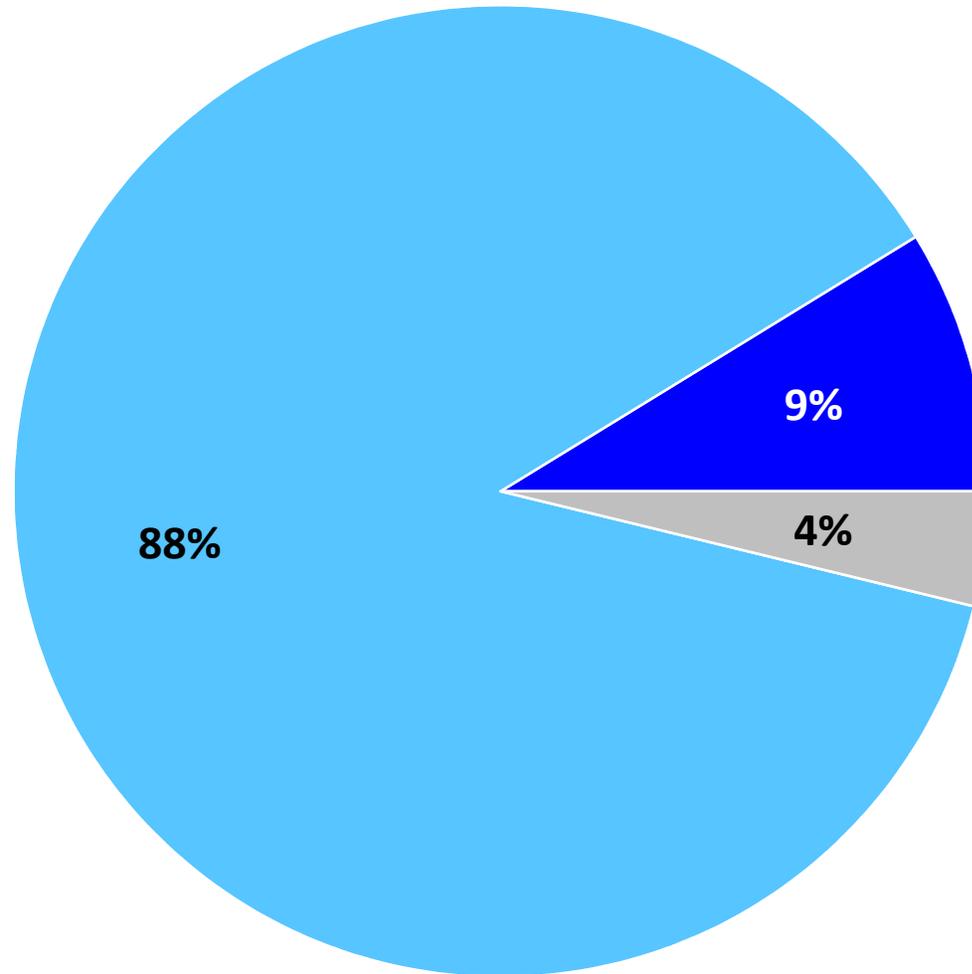
■ Less than \$25K
 ■ \$25K-\$34,999
 ■ \$35K-\$49,999
■ \$50K-\$74,999
 ■ \$75K-\$99,999
 ■ \$100K-\$149,999
■ \$150K+

Source: ETC Institute (2019)

(n=2049)

Q21. Demographics: Did your household reduce the total number of cars owned/leased in the household by one or more within the last year?

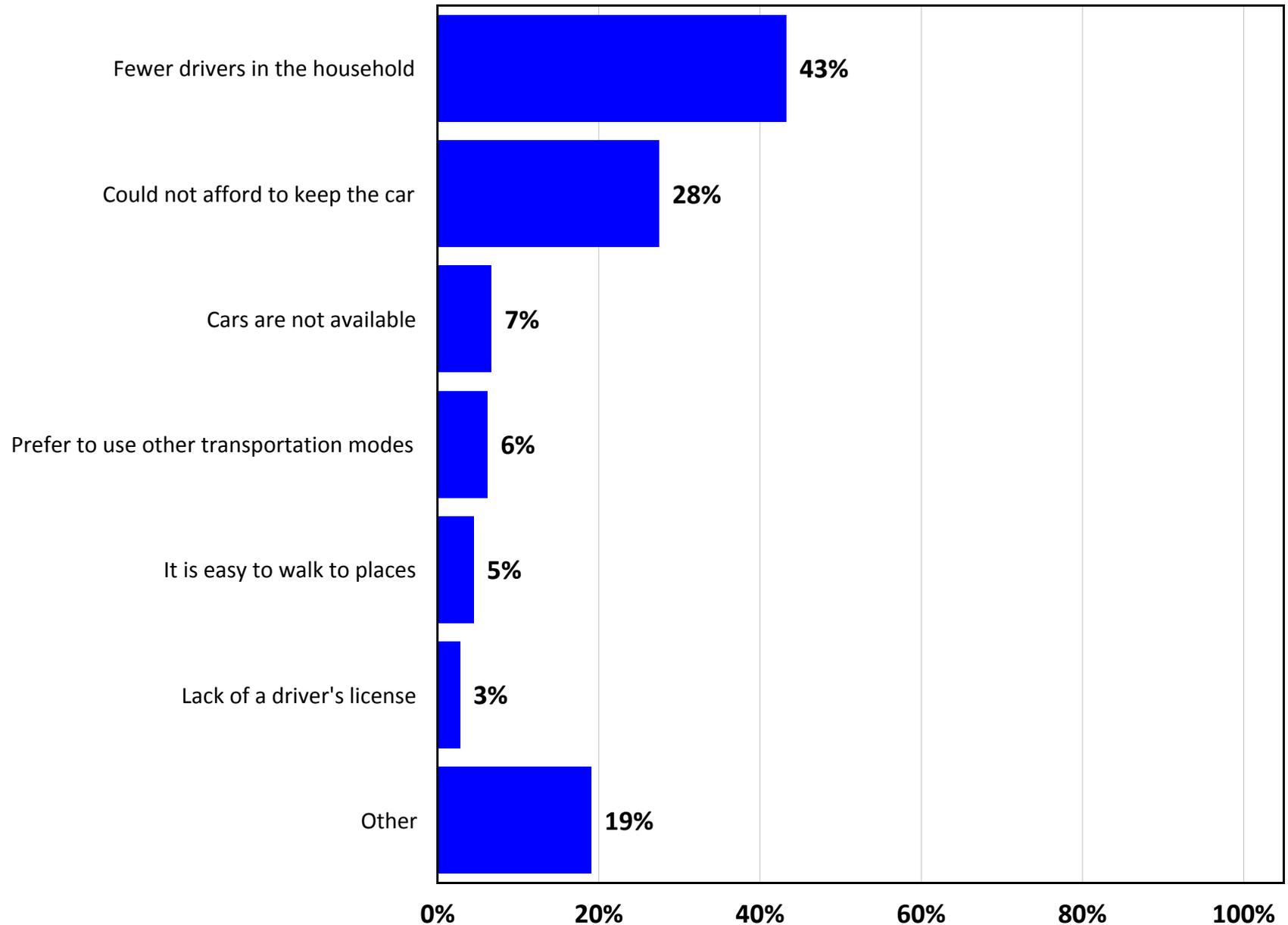
by percentage of respondents



■ Yes ■ No ■ Not provided

Q21a. Demographics: If Yes to Q21, why:

by percentage of respondents who marked "yes" to Q21



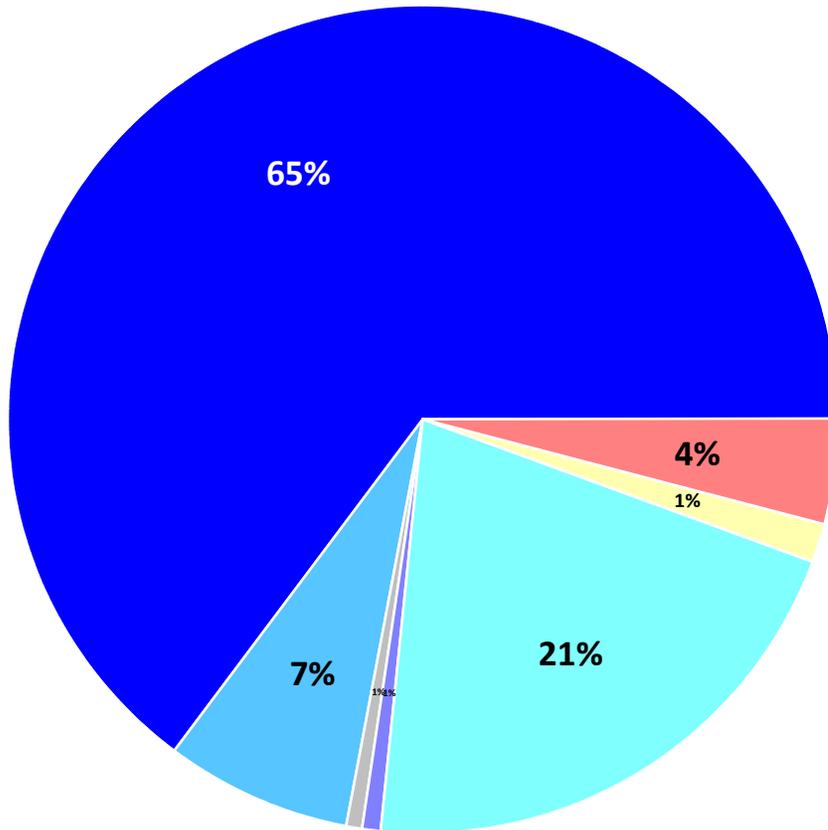
Source: ETC Institute (2019)

(n=178)

Q22. Demographics: Employment Status

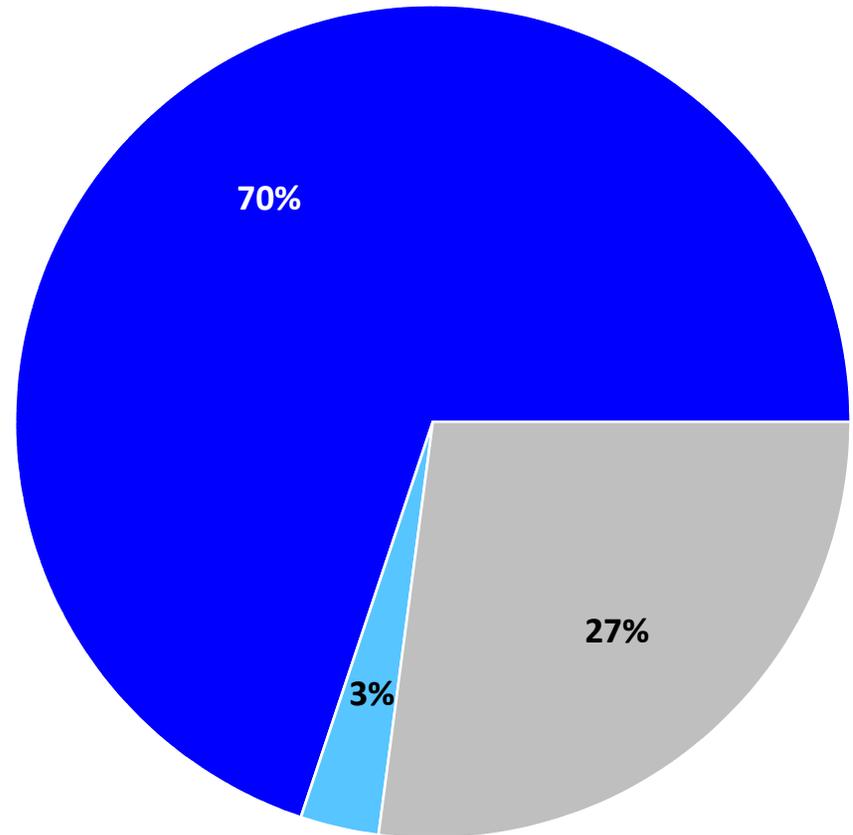
by percentage of respondents

Austin Survey Data 2019



- Employed full-time
- Employed part-time
- Student full-time
- Student part-time
- Retired
- Not currently employed
- Not provided

Austin ACS Data 2017



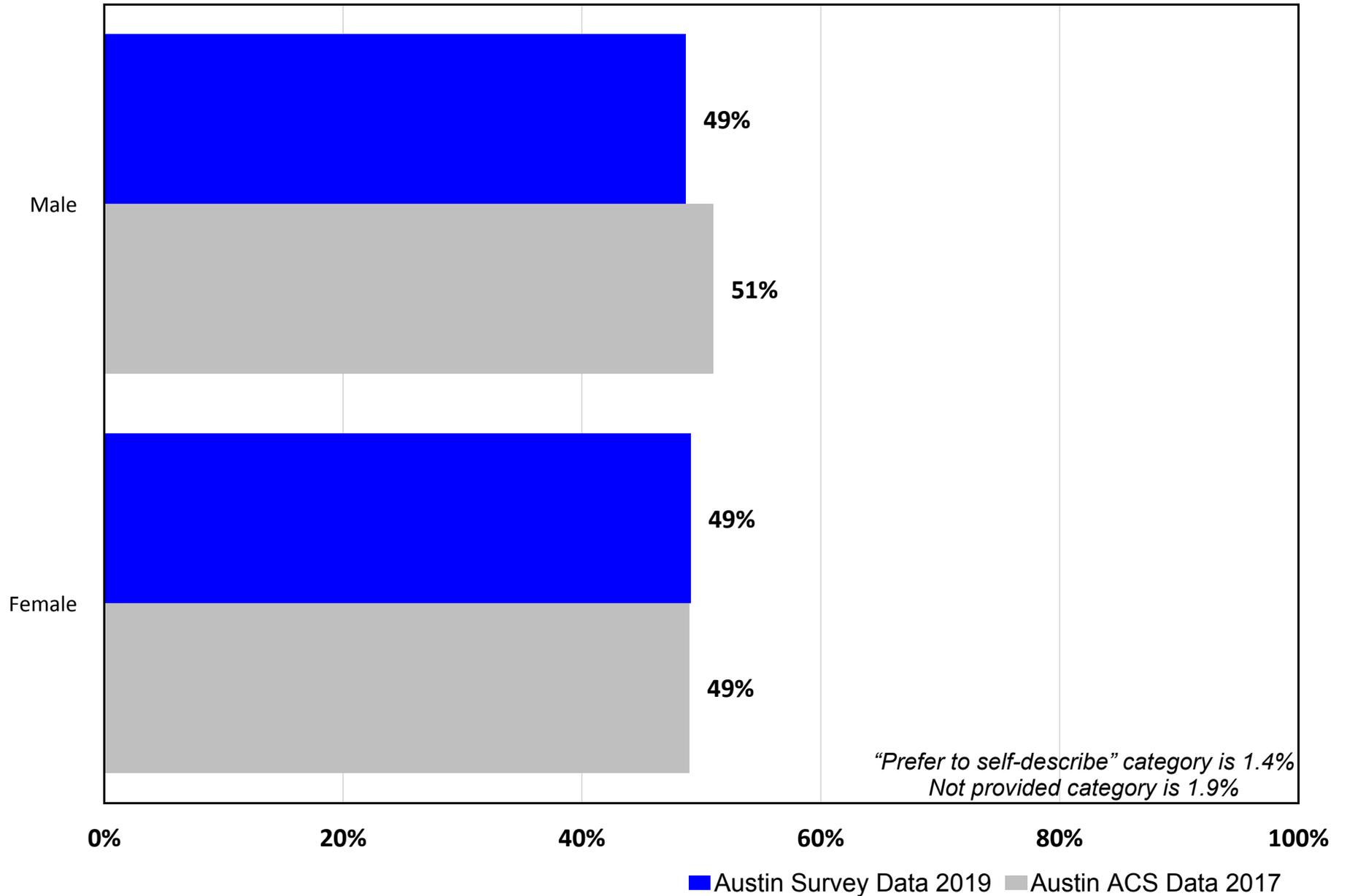
- Employed
- Not Currently Employed
- Not in Labor Force

Source: ETC Institute (2019)

(n=2049)

Q23. Demographics: What is your gender identity?

by percentage of respondents



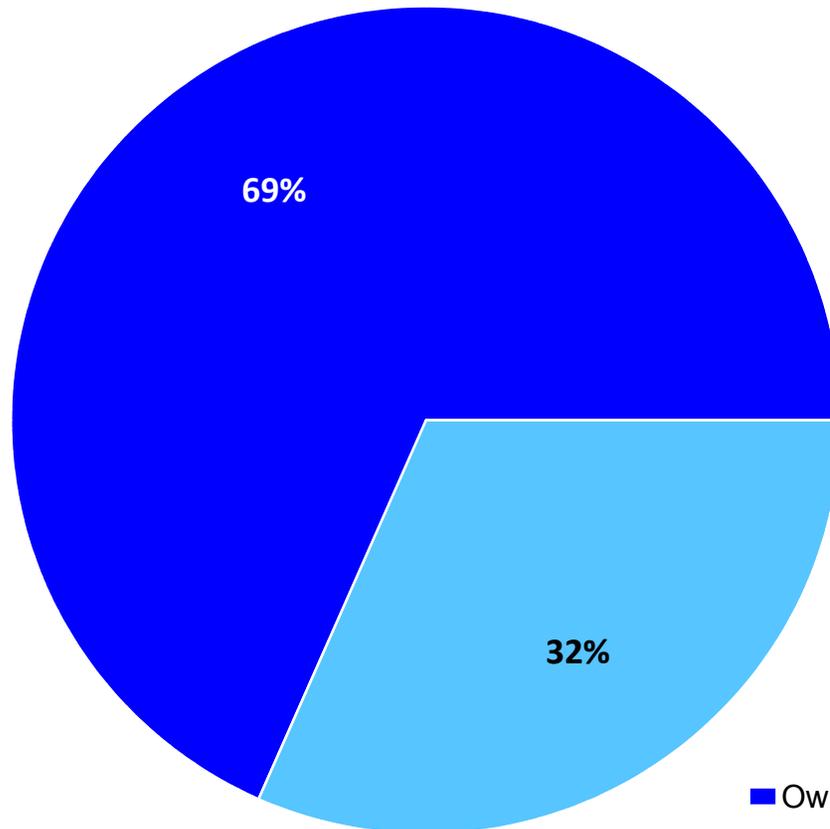
Source: ETC Institute (2019)

(n=2049)

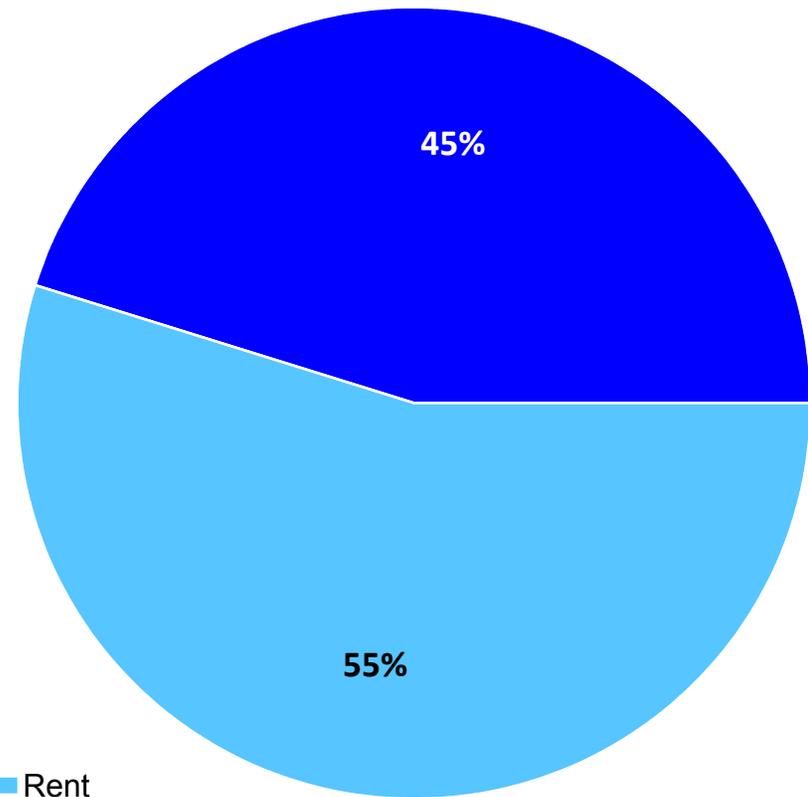
Q24. Demographics: Do you own or rent your home?

by percentage of respondents

Austin Survey Data 2019



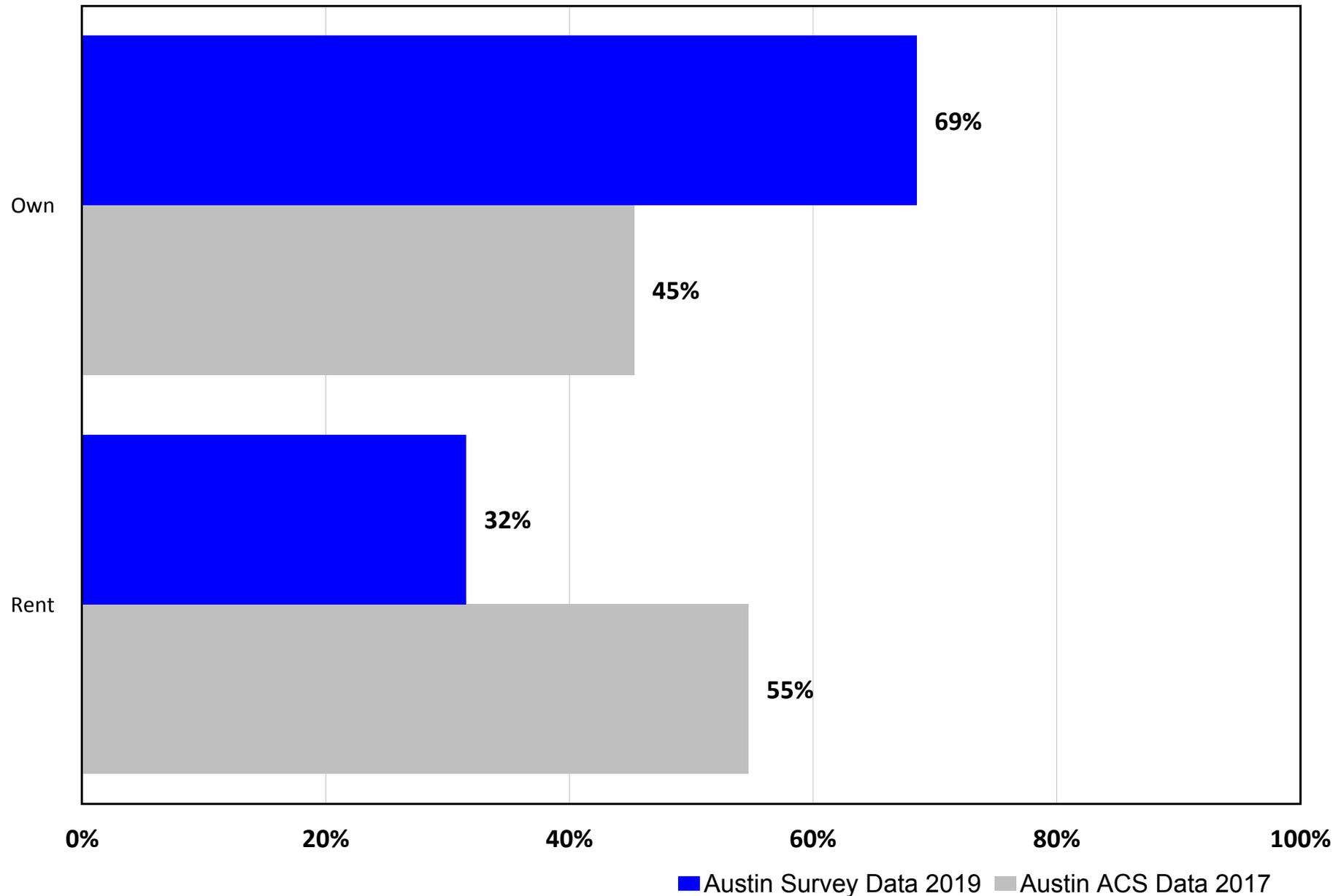
Austin ACS Data 2017



■ Own ■ Rent

Q24. Demographics: Do you own or rent your home?

by percentage of respondents



Source: ETC Institute (2019)

(n=2049)

Section 2
Trend Charts (2013-2017, 2018, & 2019)

DirectionFinder Survey

Trend Summary Report

Overview

In 2019, ETC Institute administered the ninth community survey for the City of Austin. Previous surveys were administered in 2011, 2012, 2013, 2014, 2015, 2016, 2017, and 2018. The charts on the following pages show how the results of the City's 2019 survey compare to the results of the City's 2018 survey and an average of results from the surveys administered between 2013 to 2017 (5-year average). Many of the same questions were included in each of the surveys, but not all of the question asked in the 2019 survey were asked in the surveys that make up the 5-year average. This analysis summarizes significant changes from 2018 to 2019 and from the 5-year average and 2019. Given the sample size of the surveys, changes of 3.5% or more are considered significant.

Short-Term Trends (2018 vs. 2019)

There were increases in positive ratings (the sum of "very satisfied" and satisfied" responses) in 31 of the 91 items rated in both 2018 and 2019; and there were decreases in 59 items, and one item showed no change in ratings. There were significant increases in four of the 91 items rated from 2018 to 2019 and significant decreases in 25 areas. The significant changes from 2018 to 2019 are described below and on the following pages.

- **Quality of Life:** Positive ratings decreased in all six of the areas that were assessed in 2018 and 2019. There were significant decreases in four of the areas:
 - Ratings of the overall quality of life in the City decreased 9.9% from 74.5% in 2018 to 64.6% in 2019.
 - Ratings of the City of Austin as a place to live decreased 9.1% from 78.6% in 2018 to 69.5% in 2019.
 - Ratings of the City of Austin as a place where respondents feel welcome decreased 5.7% from 76.4% in 2018 to 70.7% in 2019.
 - Ratings of the City of Austin as a place to work decreased 3.8% from 75.4% in 2018 to 71.6% in 2019.
- **Economic Opportunity and Affordability:** Positive ratings increased or stayed the same in four of the 13 areas that were assessed in 2018 and 2019. There were no significant increases.

There were decreases in positive ratings in nine areas that were assessed in 2018 and 2019. There were significant decreases in two areas:

- Ratings of the water and wastewater rates (cost) decreased 5.6% from 35.9% in 2018 to 30.3% in 2019.
- Ratings of how the City of Austin is planning for growth decreased 3.5% from 20.4% in 2018 to 16.9% in 2019.

- **Health and Environment:** Positive ratings increased in seven of the 24 areas that were assessed in 2018 and 2019. There were no significant increases.

There were decreases in positive ratings in 17 areas that were assessed in 2018 and 2019. There were significant decreases in eight areas:

- Ratings of the cleanliness of City streets and public areas decreased 7.1% from 55.4% in 2018 to 48.3% in 2019.
 - Ratings of the overall quality of City parks and recreation decreased 5.4% from 79.4% in 2018 to 74.0% in 2019.
 - Ratings of animal services (e.g., shelter, adoptions, animal control) decreased 5.2% from 68.8% in 2018 to 63.6% in 2019.
 - Ratings of the quality of City park facilities (recreation, senior, and nature centers) decreased 4.9% from 73.4% in 2018 to 68.5% in 2019.
 - Ratings of the Shots for Tots and Big Shots program decreased 4.5% from 51% in 2018 to 46.5% in 2019.
 - Ratings of the overall quality of public health services provided by the City (social services, health services, immunizations, and restaurant inspections) decreased 4.3% from 52.5% in 2018 to 48.2% in 2019.
 - Ratings of the Water Conservation programs within Austin decreased 4.2% from 55.9% in 2018 to 51.7% in 2019.
 - Ratings of the appearance of City park grounds decreased 3.7% from 74.4% in 2018 to 70.7% in 2019.
- **Safety:** Positive ratings increased or stayed the same in 10 of the 11 areas that were assessed in 2018 and 2019. There were significant increases in two of the areas:
 - Ratings of the adequacy of street lighting in communities increased 5.7% from 56.2% in 2018 to 61.9% in 2019.
 - Ratings of the overall quality of police services increased 3.7% from 62.5% in 2018 to 66.2% in 2019.

There was a decrease in positive ratings in one area that was assessed in 2018 and 2019, it was not significant.

- **Mobility:** Positive ratings increased or stayed the same in six of the 15 areas that were assessed in 2018 and 2019. There were significant increases in two of the areas:
 - Ratings of the overall quality of Austin-Bergstrom International Airport increased 4.4% from 76.5% in 2018 to 80.9% in 2019.
 - Ratings of pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks) increased 3.6% from 44.4% in 2018 to 48% in 2019.

There were decreases in positive ratings in nine areas that were assessed in 2018 and 2019. There was a significant decrease in one area:

- Ratings of the off-street bicycle accessibility (the City's urban trail network) decreased 3.7% from 46.9% in 2018 to 43.2% in 2019.
- **Culture and Lifelong Learning:** Positive ratings decreased in all six of the areas that were assessed in 2018 and 2019. There were significant decreases in five of the areas:
 - Ratings of the quality of City library programs decreased 4.7% from 84.8% in 2018 to 80.3% in 2019.
 - Ratings of the quality of City libraries decreased 4.5% from 84.8% in 2018 to 80.3% in 2019.
 - Ratings of the quality of the City's cultural and learning facilities (e.g., libraries, cultural centers, City museums) decreased 4.3% from 77.8% in 2018 to 73.5% in 2019.
 - Ratings of City-offered lifelong learning events, activities, and resources (classes or learning materials) decreased 3.9% from 69.3% in 2018 to 65.4% in 2019.
 - Ratings of materials at libraries decreased 3.6% from 82% in 2018 to 78.4% in 2019.
- **Government that Works for All:** Positive ratings increased in five of the 16 areas that were assessed in 2018 and 2019. There were no significant increases in any of the areas.

There were decreases in positive ratings in 11 areas that were assessed in 2018 and 2019. There were significant decreases in five areas:

- Ratings of the City's efforts to be transparent decreased 6% from 37.1% in 2018 to 31.1% in 2019.
- Ratings of the overall quality of service provided by the City decreased 4% from 64.8% in 2018 to 60.8% in 2019.
- Ratings of the City's efforts to be fair decreased 4.5% from 40.1% in 2018 to 35.6% in 2019.
- Ratings of the civic engagement experience with the City decreased 4.3% from 41.8% in 2018 to 37.5% in 2019.
- Ratings of the City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age or abilities decreased 4% from 49.5% in 2018 to 45.5% in 2019.

Long-Term Trends (5-year Average vs. 2019)

There were increases in positive ratings (the sum of “very satisfied” and satisfied” responses) in 16 of the 59 items rated in both 5-year average and 2019; and there were decreases in 43 of the items. There were significant increases in 10 of the 59 items rated from the 5-year average to 2019 and significant decreases in 28 areas. The significant changes from the 5-year average to 2019 are described below and on the following pages.

- **Quality of Life:** Positive ratings decreased in all five of the areas that were assessed from the 5-year average to 2019. There were significant decreases in all five of the areas:
 - Ratings of the City of Austin as a place to live decreased 11.7% from 81.2% in the 5-year average to 69.5% in 2019.
 - Ratings of the City of Austin as a place to retire decreased 10.3% from 48.1% in the 5-year average to 37.8% in 2019.
 - Ratings of the City of Austin as a place to raise children decreased 8.4% from 72.2% in the 5-year average to 63.8% in 2019.
 - Ratings of the overall quality of life in the City decreased 7.4% from 72% in the 5-year average to 64.6% in 2019.
 - Ratings of the City of Austin as a place to work decreased 5.8% from 77.4% in the 5-year average to 71.6% in 2019.
- **Economic Opportunity and Affordability:** Positive ratings decreased in all three of the areas that were assessed from the 5-year average to 2019. There were significant decreases in two of the areas:
 - Ratings of the availability of affordable housing for low/moderate income families decreased 5.8% from 18% in the 5-year average to 12.2% in 2019.
 - Ratings of how the City of Austin is planning for growth decreased 4.4% from 21.3% in the 5-year average to 16.9% in 2019.
- **Health and Environment:** Positive ratings increased in five of the 21 areas that were assessed from the 5-year average to 2019. There were significant increases in two of the areas:
 - Ratings of the quality of City park facilities (recreation, senior, and nature centers) increased 9.5% from 59% in the 5-year average to 68.5% in 2019.
 - Ratings of the overall quality of City parks and recreation increased 3.5% from 70.5% in the 5-year average to 74% in 2019.

There were decreases in positive ratings in 16 areas that were assessed from the 5-year average to 2019. There were significant decreases in 10 areas:

- Ratings of the medical assistance provided by Emergency Medical Services (overall quality of ambulance services) decreased 16.8% from 83.9% in the 5-year average to 67.1% in 2019.

- Ratings of the cleanliness of City streets and public areas decreased 16.6% from 64.9% in the 5-year average to 48.3% in 2019.
- Ratings of the overall quality of City-offered parks and recreation programs, leagues, or classes decreased 12.4% from 74.5% in the 5-year average to 62.1% in 2019.
- Ratings of the overall quality of wastewater services provided by Austin Water decreased 10.7% from 68.8% in the 5-year average to 58.1% in 2019.
- Ratings of the overall quality of drinking water provided by Austin Water decreased 7.9% from 76.1% in the 5-year average to 68.2% in 2019.
- Ratings of the Shots for Tots and Big Shots program (immunizations) decreased 6.5% from 53% in the 5-year average to 46.5% in 2019.
- Ratings of the quality of residential garbage collection decreased 5.4% from 84.7% in the 5-year average to 79.3% in 2019.
- Ratings of the Water Conservation programs within Austin decreased 5.3% from 57% in the 5-year average to 51.7% in 2019.
- Ratings of the energy conservation program decreased 5.1% from 57.1% in the 5-year average to 52% in 2019.
- Ratings of the overall satisfaction with City swimming pools decreased 4.9% from 56.7% in the 5-year average to 51.8% in 2019.
- **Safety:** Positive ratings increased in three of the 10 areas that were assessed from the 5-year average to 2019. There were significant increases in two of the areas:
 - Ratings of flood control efforts increased 6.1% from 49.5% in the 5-year average to 55.6% in 2019.
 - Ratings of the enforcement of local codes and ordinances increased 5.1% from 38.6% in the 5-year average to 43.7% in 2019.

There were decreases in positive ratings in seven areas that were assessed from the 5-year average to 2019. There were significant decreases in four areas:

- Ratings of the enforcement of local traffic laws decreased 5.1% from 52.6% in the 5-year average to 47.5% in 2019.
- Ratings of the overall quality of police services decreased 4.9% from 71.1% in the 5-year average to 66.2% in 2019.
- Ratings of the timeliness of emergency police response (how quickly police respond) decreased 4.9% from 67% in the 5-year average to 62.1% in 2019.
- Ratings of the timeliness of EMS response to emergency location decreased 3.6% from 83.8% in the 5-year average to 80.2% in 2019.

- **Mobility:** Positive ratings increased in two of the eight areas that were assessed from the 5-year average to 2019. There were significant increases in both of the areas:
 - Ratings of the condition of sidewalks in your neighborhood (if sidewalks exist) increased 5.1% from 49.8% in the 5-year average to 54.9% in 2019.
 - Ratings of the pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks) increased 4.4% from 43.6% in the 5-year average to 48% in 2019.

There were decreases in positive ratings in six areas that were assessed from the 5-year average to 2019. There were significant decreases in two areas:

- Ratings of the timing of traffic signals on City streets decreased 10.3% from 40% in the 5-year average to 29.7% in 2019.
 - Ratings of the condition of major City streets (e.g., Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) decreased 5% from 47.1% in the 5-year average to 42.1% in 2019.
- **Culture and Lifelong Learning:** Positive ratings increased in all three of the areas that were assessed from the 5-year average to 2019. There were significant increases in two of the areas:
 - Ratings of the materials at libraries increased 8.7% from 69.7% in the 5-year average to 78.4% in 2019.
 - Ratings of the quality of City libraries increased 8% from 72.3% in the 5-year average to 80.3% in 2019.
 - **Government that Works for All:** Positive ratings increased in three of the nine areas that were assessed from the 5-year average to 2019. There were significant increases in two of the areas:
 - Ratings of the overall effectiveness of communication by City increased 6.4% from 42.3% in the 5-year average to 48.7% in 2019.
 - Ratings of the condition of City facilities and buildings (e.g., clean, safe, accessible) increased 5.8% from 56.3% in the 5-year average to 60.8% in 2019.

There were decreases in positive ratings in six areas that were assessed from the 5-year average to 2019. There were significant decreases in five areas:

- Ratings of the overall quality of customer service provided by City decreased 10.4% from 67.2% in the 5-year average to 56.8% in 2019.
- Ratings of the overall value that you receive for your City tax dollars and fees decreased 6.6% from 38.3% in the 5-year average to 31.7% in 2019.
- Ratings of the overall quality of electric utility services provided by Austin Energy

(e.g., electricity, solar rebates, electric plug-in vehicle) decreased 4.7% from 64.5% in the 5-year average to 59.8% in 2019.

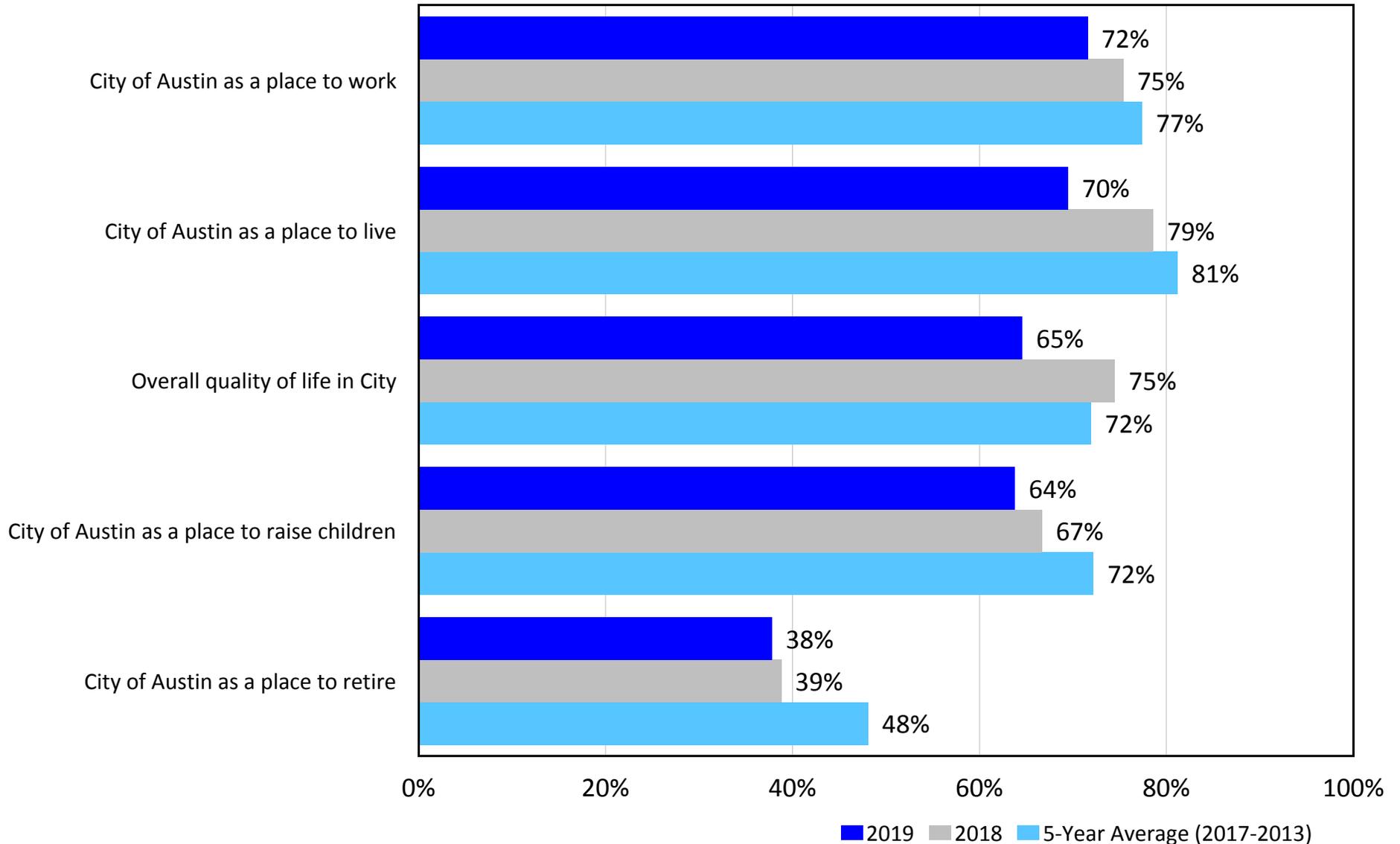
- Ratings of the reliability of your electric service decreased 4.5% from 83.6% in the 5-year average to 79.1% in 2019.
- Ratings of the overall quality of services provided by City decreased 3.7% from 64.4% in the 5-year average to 60.8% in 2019.

The charts on the following pages show how the results from the 2019 survey compare to the results of the 2018 survey and the 5-year average (2013-2017).

Q1. Quality of Life

Year Over year and 5-Year Average Comparison

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

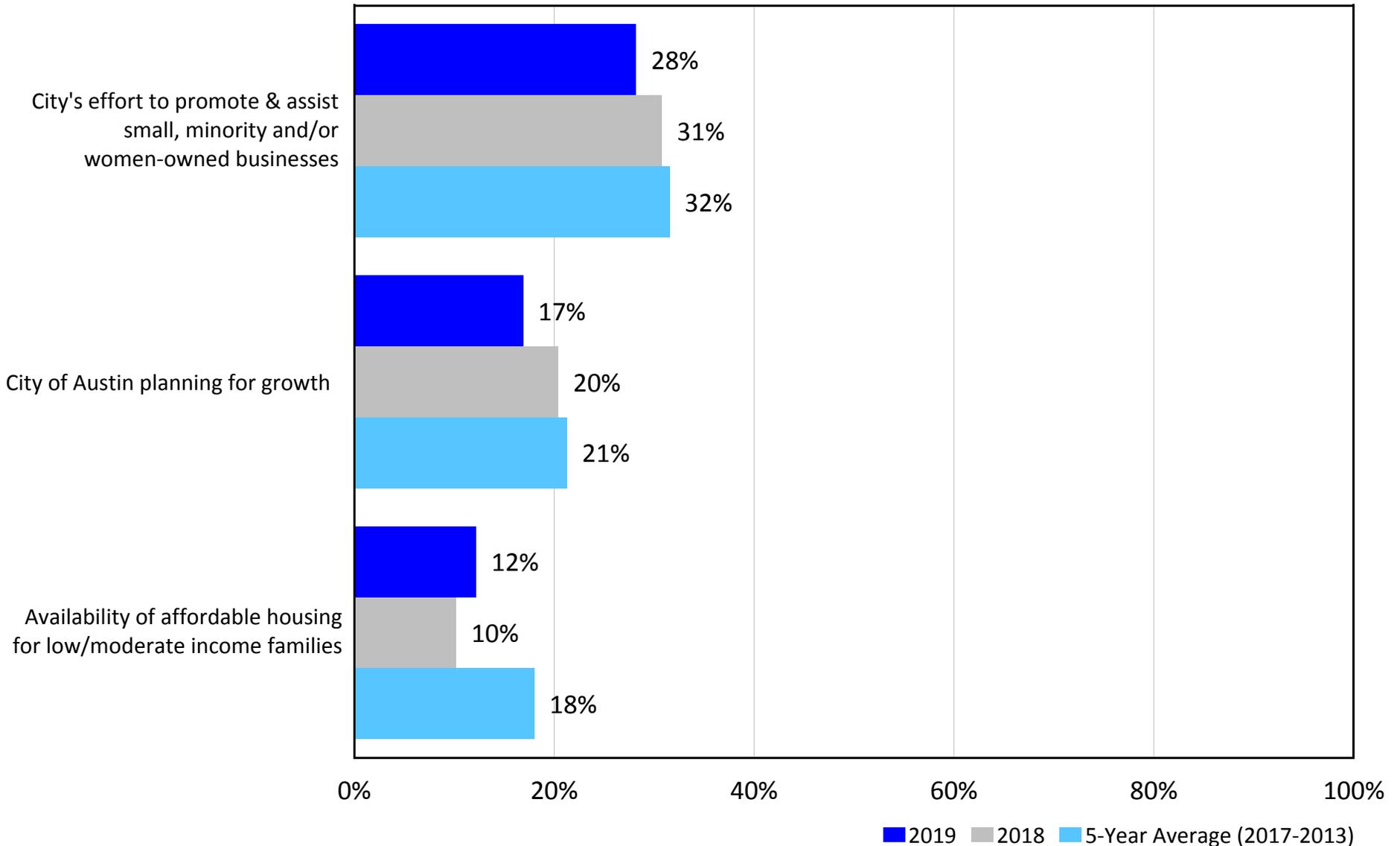


Source: ETC Institute (2019)

Q3. Economic Opportunity and Affordability

Year Over year and 5-Year Average Comparison

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

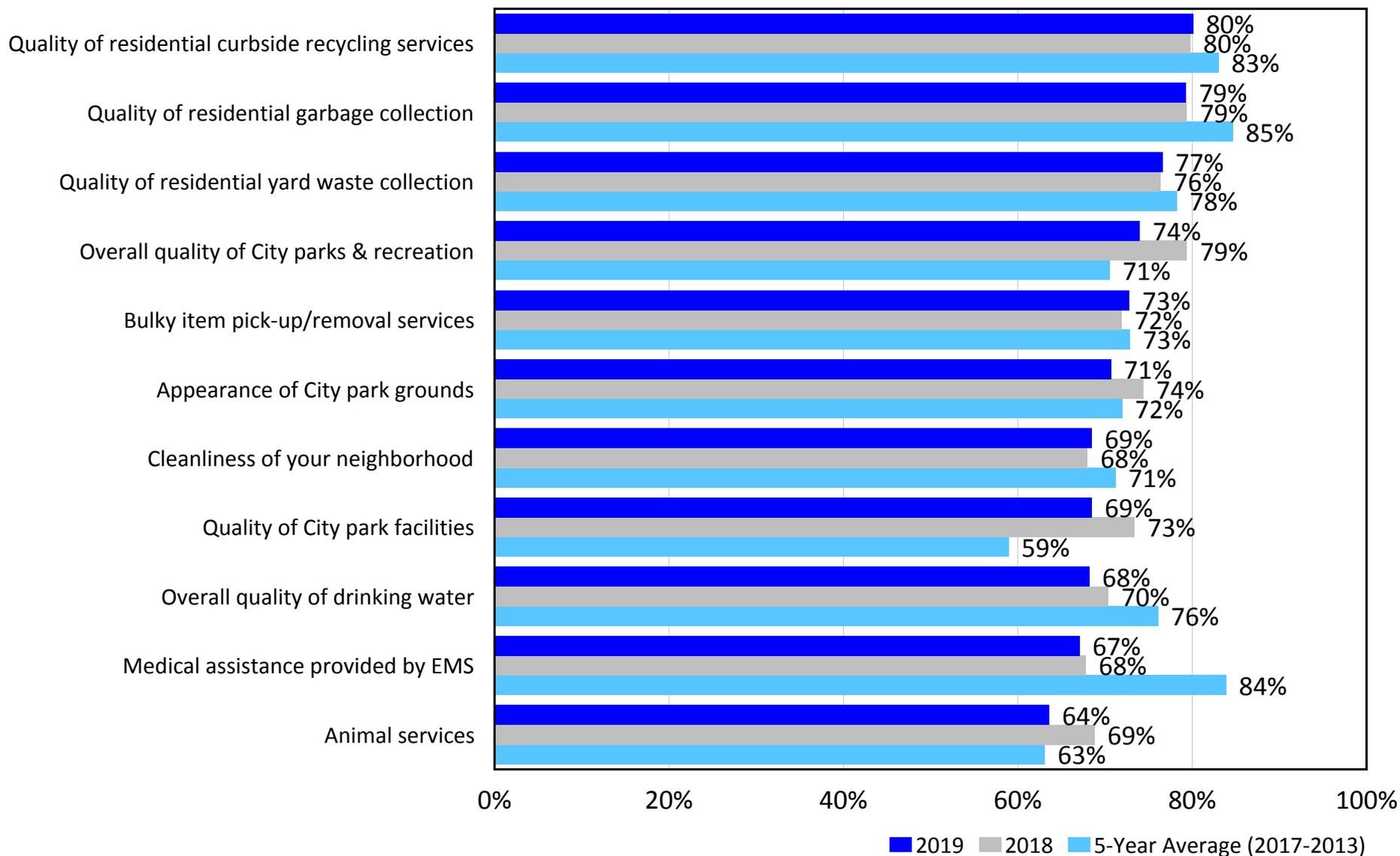


Source: ETC Institute (2019)

Q5. Health and Environment

Year Over year and 5-Year Average Comparison

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

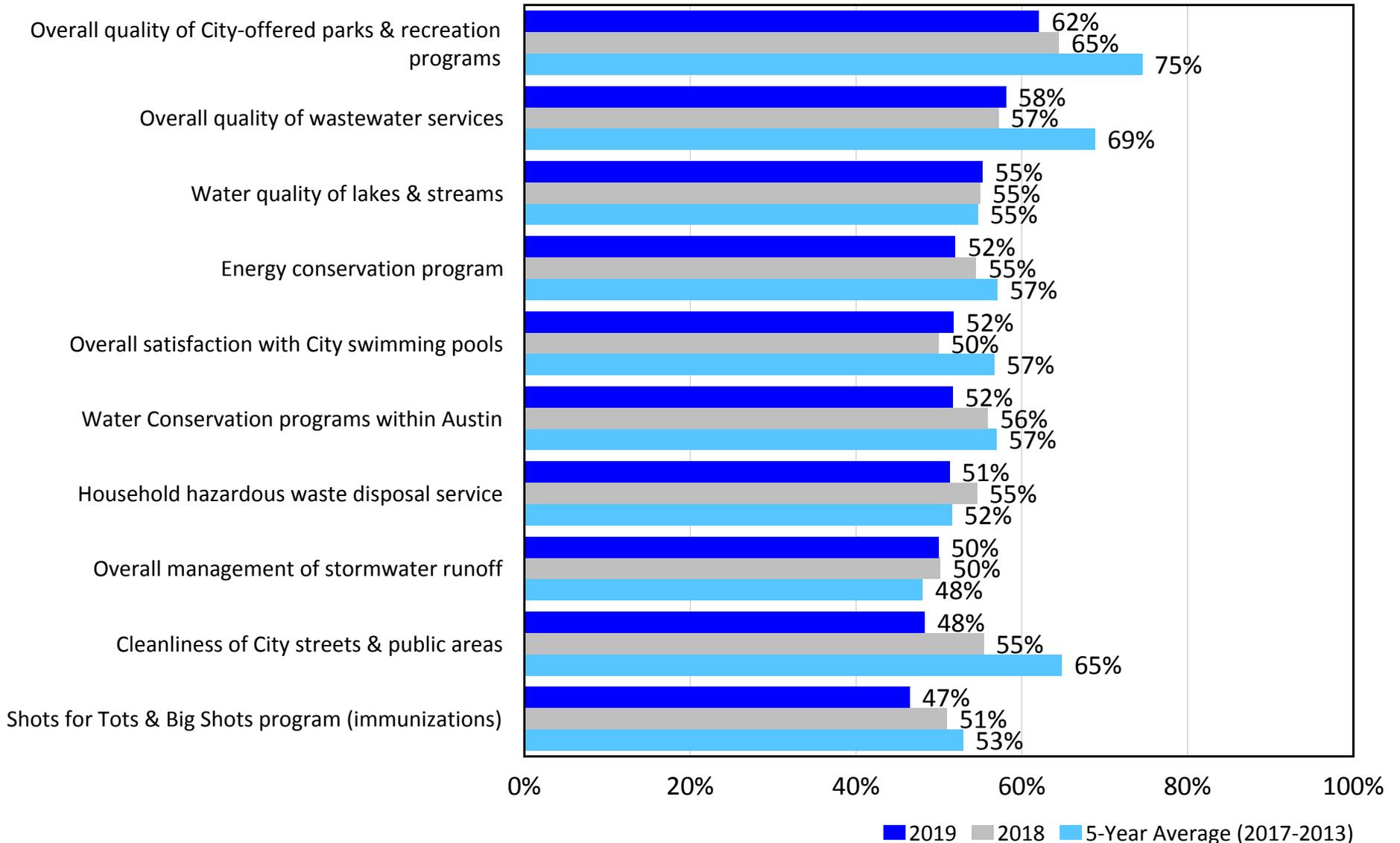


Source: ETC Institute (2019)

Q5. Health and Environment (Cont.)

Year Over year and 5-Year Average Comparison

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

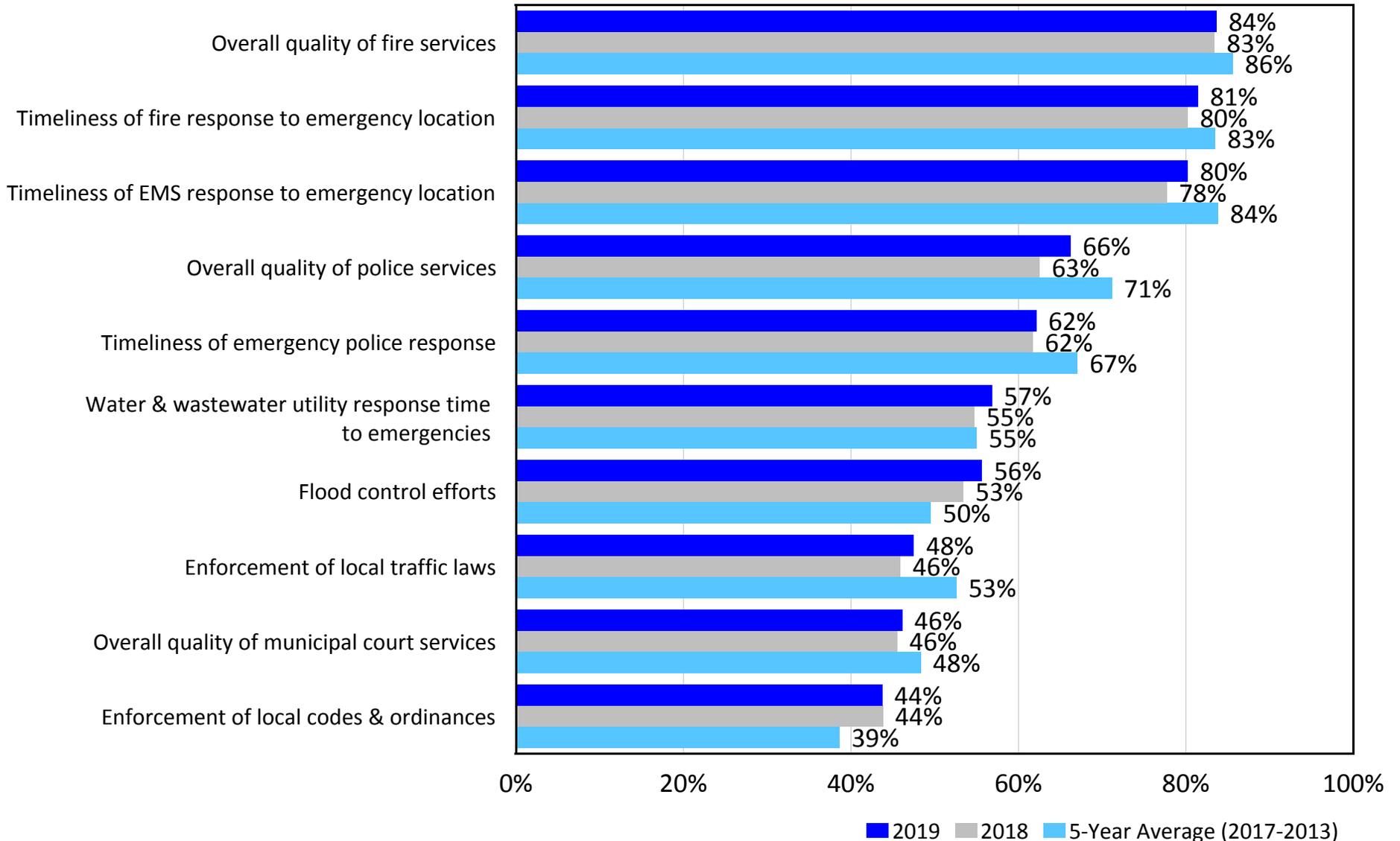


Source: ETC Institute (2019)

Q7. Safety

Year Over year and 5-Year Average Comparison

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

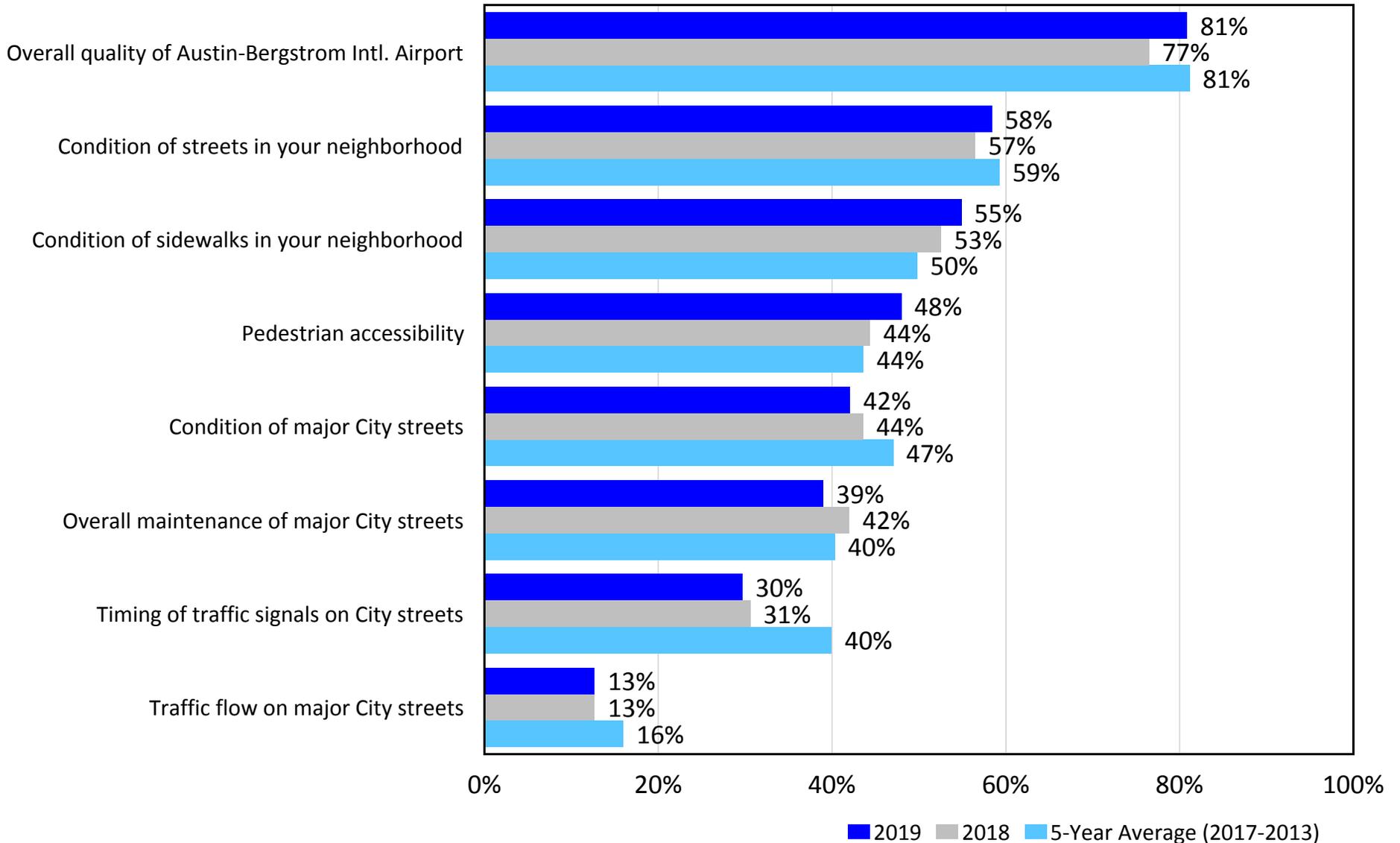


Source: ETC Institute (2019)

Q9. Mobility

Year Over year and 5-Year Average Comparison

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

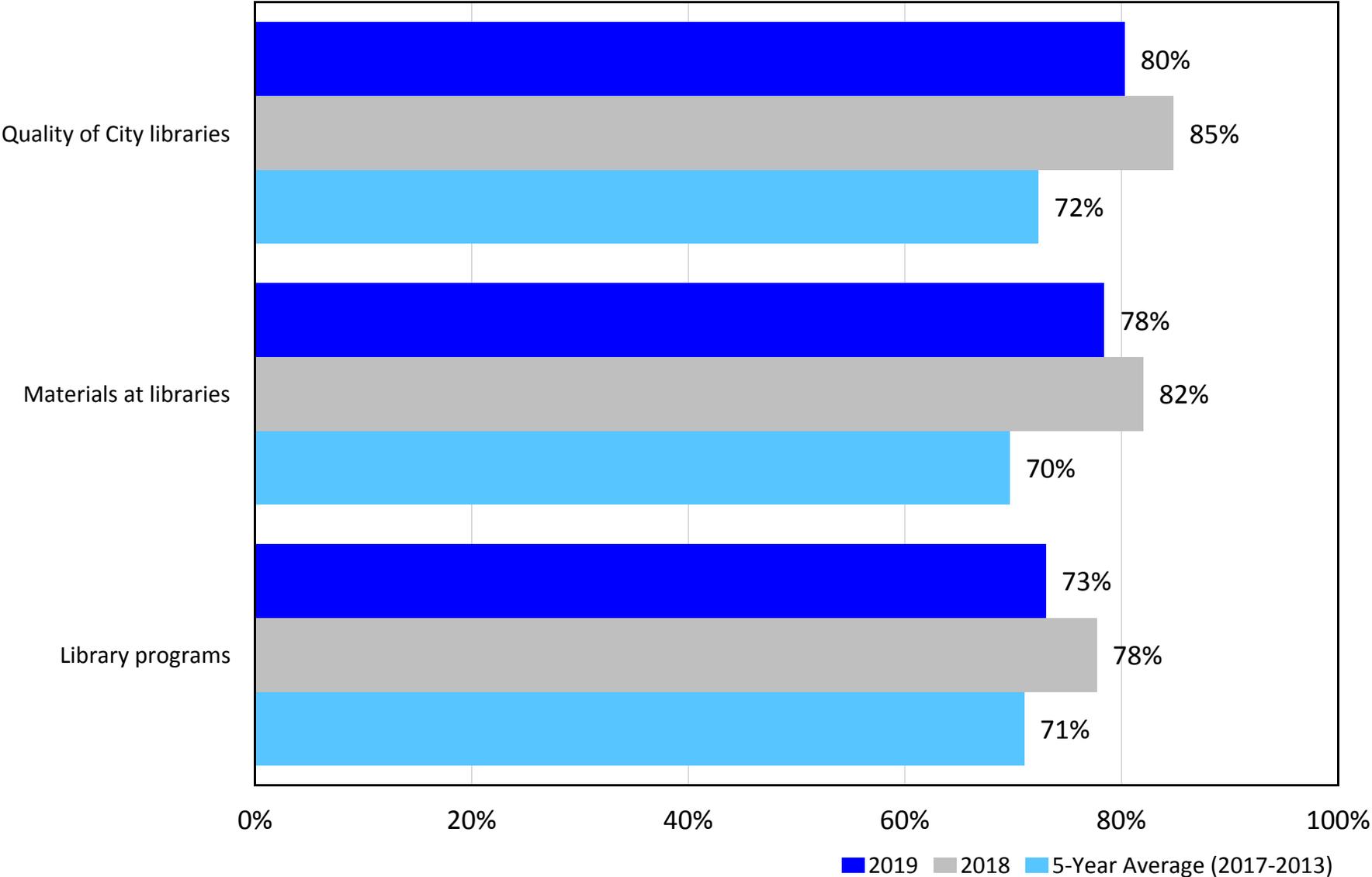


Source: ETC Institute (2019)

Q11. Culture and Lifelong Learning

Year Over year and 5-Year Average Comparison

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

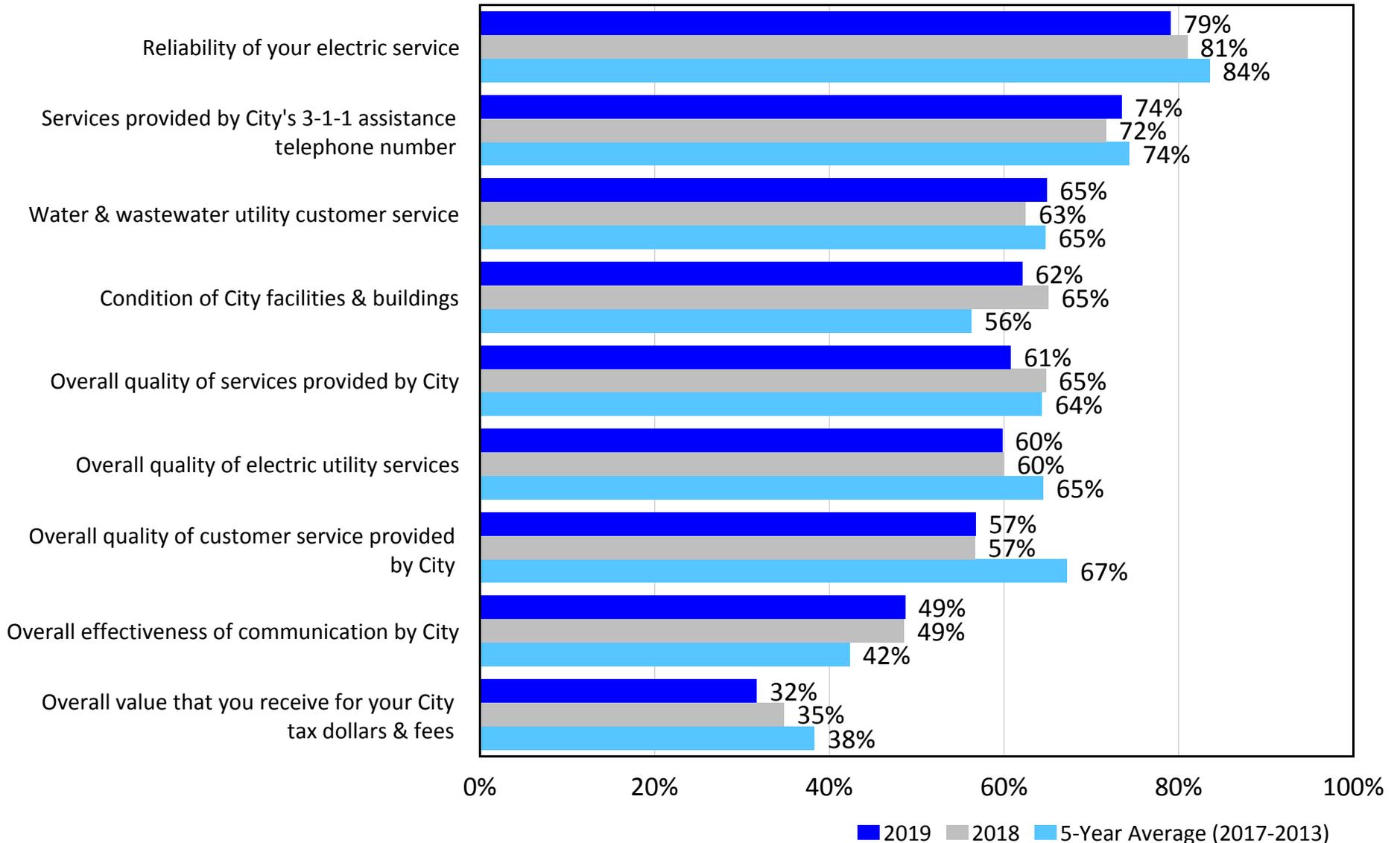


Source: ETC Institute (2019)

Q13. Government that Works for All

Year Over year and 5-Year Average Comparison

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



Source: ETC Institute (2019)

Section 3

Benchmarking Analysis

DirectionFinder Survey

Benchmarking Summary Report

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 the summer of 2019 to a random sample of residents in the continental United States living in cities with a population of more than 250,000 residents and (2) survey results from 14 large communities (population of more than 250,000 residents) where the *DirectionFinder*® survey was administered between 2018 and 2019.

The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual communities 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 with their population:

- **San Diego, CA** – 1,425,976
- **Miami, FL** – 470,914
- **Kansas City, MO** – 491,918
- **Durham, NC** – 274,291
- **Raleigh, NC** – 469,298
- **Henderson, NV** – 310,390
- **Las Vegas, NV** – 644,644
- **Reno, NV** – 250,998
- **Oklahoma City, OK** – 649,021
- **Nashville, TN** – 669,053
- **Dallas, TX** – 1,345,047
- **Fort Worth, TX** – 895,008
- **Plano, TX** – 288,061
- **San Antonio, TX** – 1,532,233

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 with a population of more than 250,000. The blue bar shows the results for the City of Austin. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 during the summer of 2019.
- The **second set** shows head-to-head comparisons between the City of Austin and other cities in the United States with a population of 250,000 or more residents. The gray bars show the results for the individual 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 U.S. residents living in cities with a population of more than 250,000 during the summer of 2019.

- The **third set** shows how the results for the City of Austin compare to the range of performance for other U.S. cities with a population of 250,000 or more residents. A total of 14 large U.S. communities were included in this analysis (these communities 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 gray vertical bar shows the average of the 14 large U.S. communities.

ETC Institute does not maintain benchmarking data for all of the items that were included in the City's 2019 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

Benchmarking Data

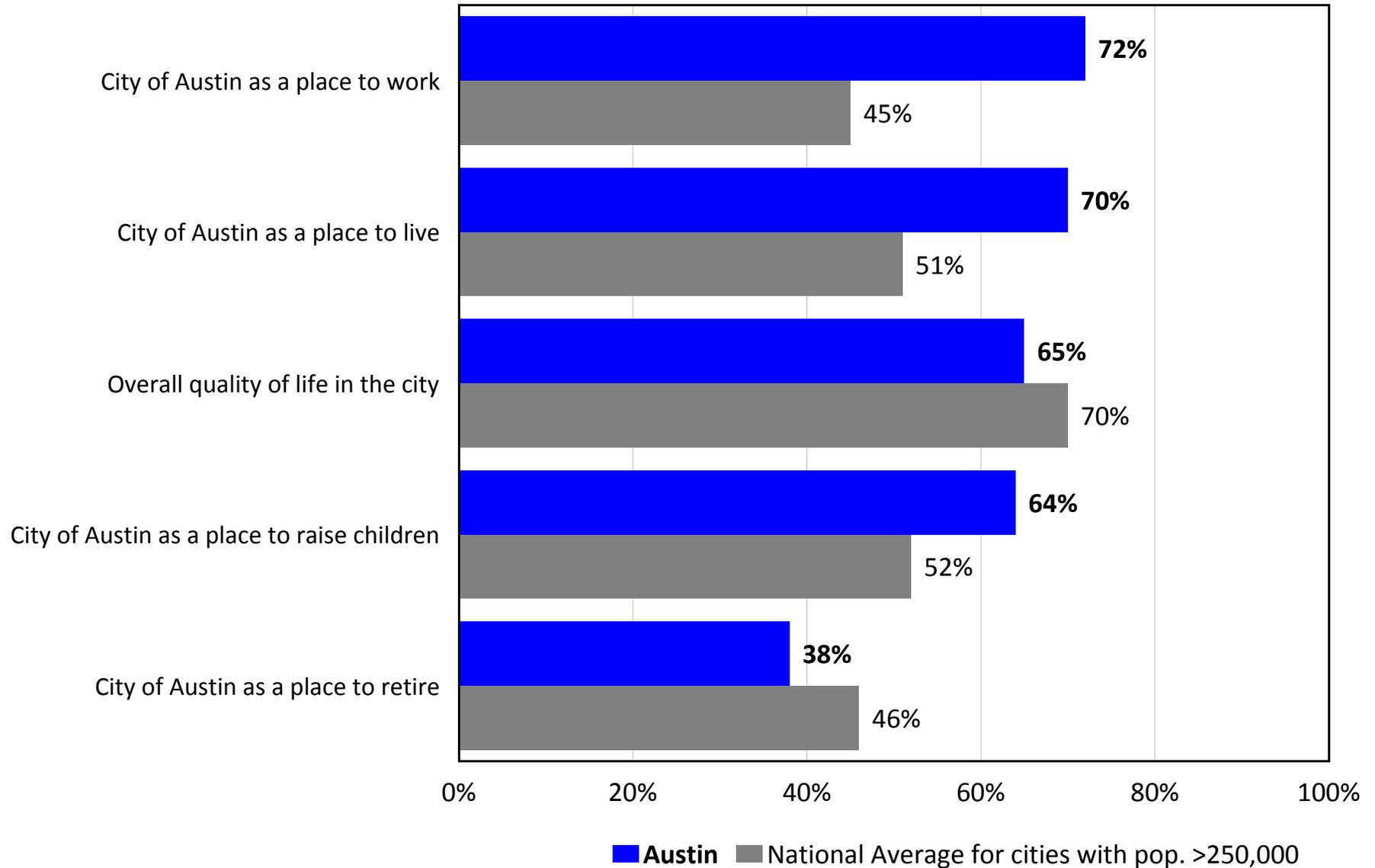
National Comparisons

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 green bar shows the results for the City of Austin. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Summer of 2019.

Q1. Quality of Life

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

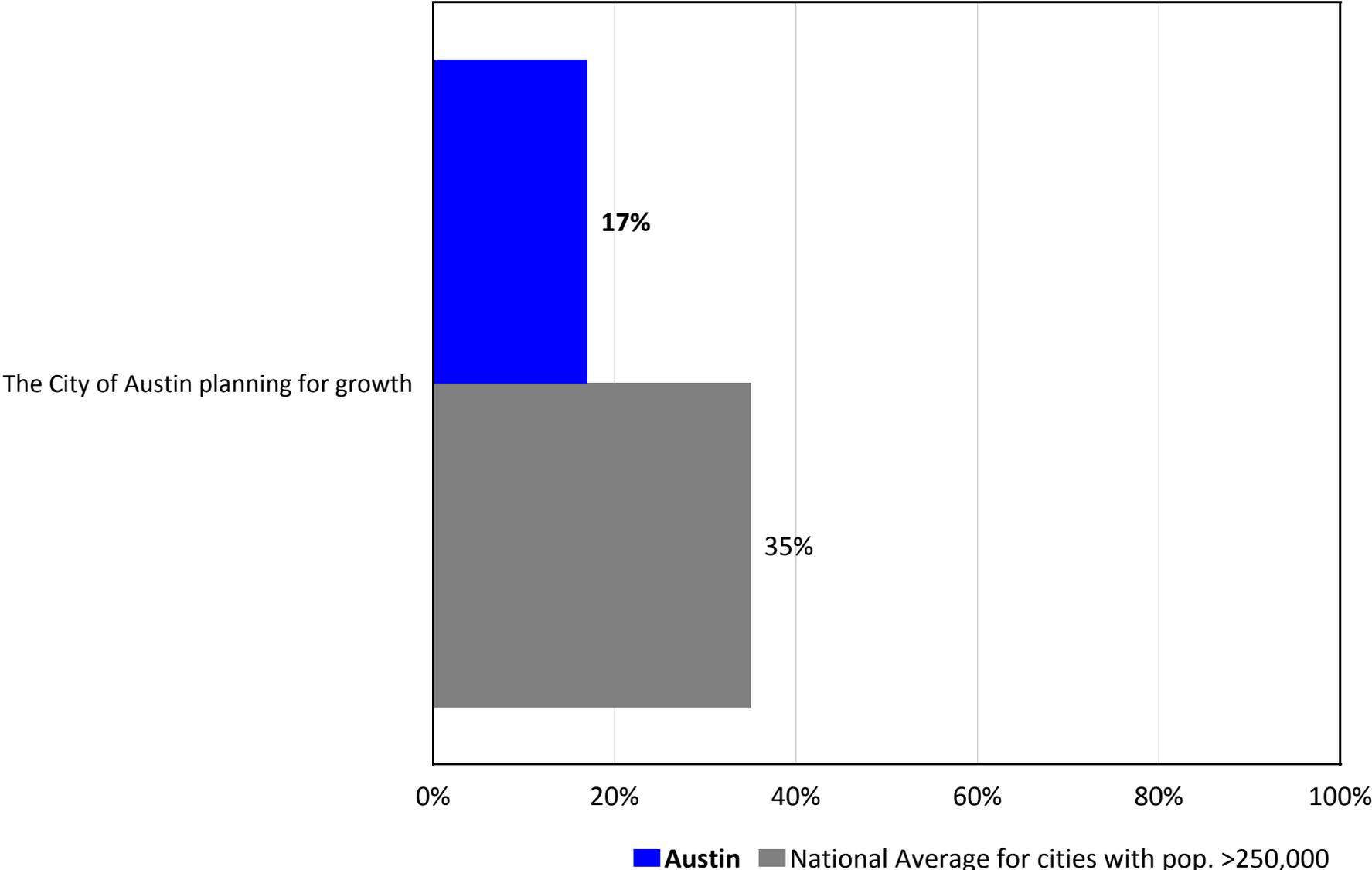


Source: ETC Institute (2019)

Q3. Economic Opportunity and Affordability

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

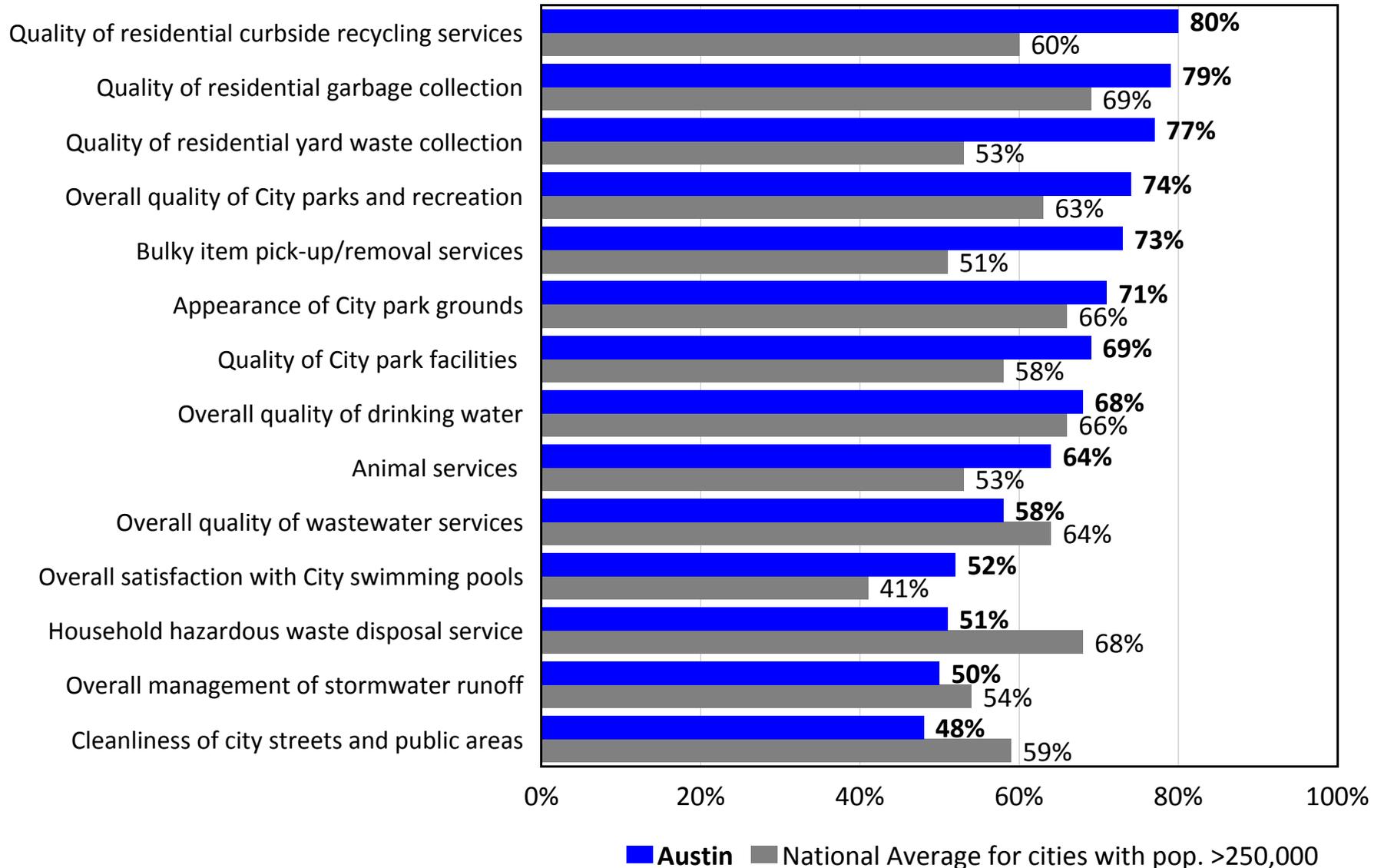


Source: ETC Institute (2019)

Q5. Health and Environment

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

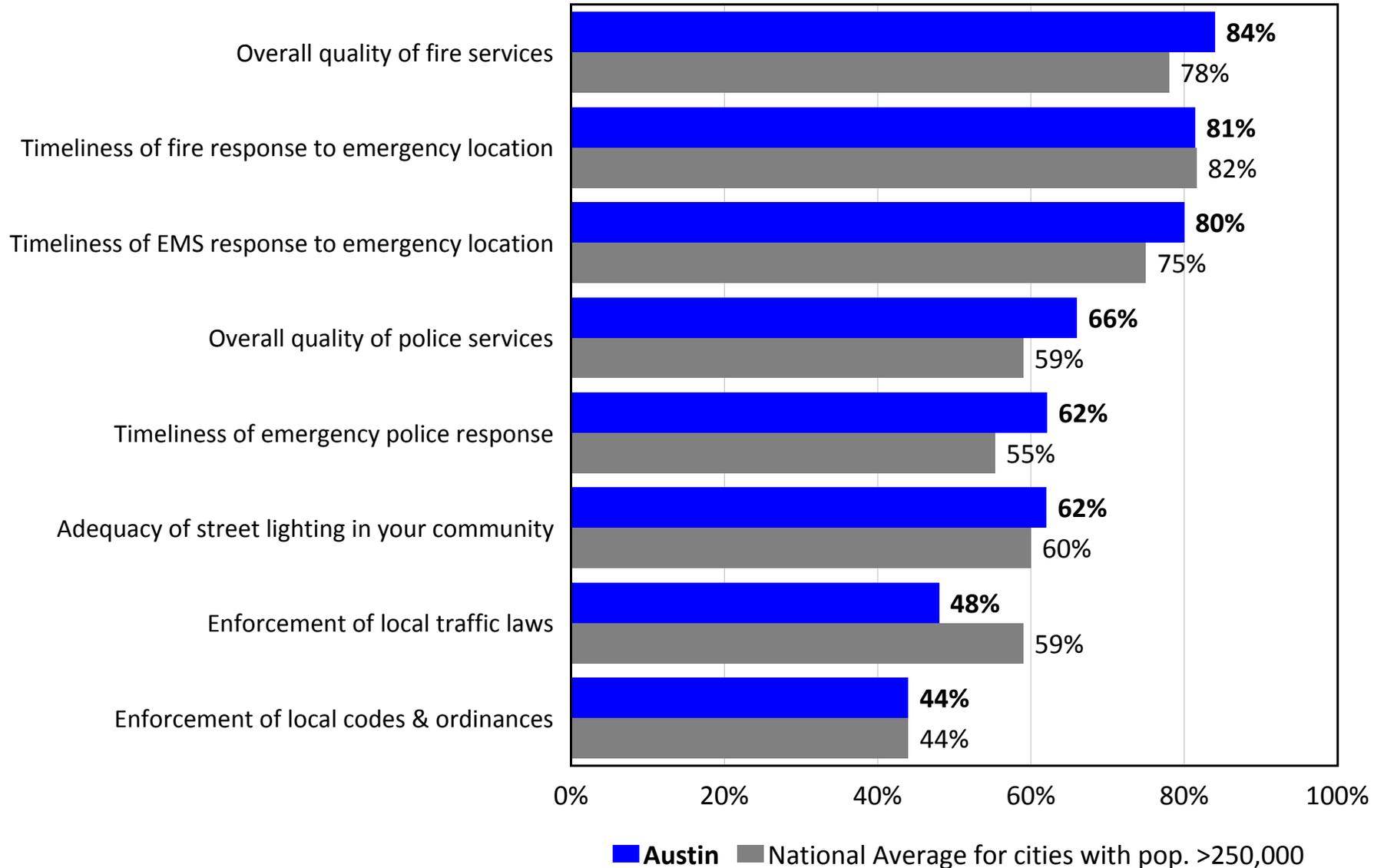


Source: ETC Institute (2019)

Q7. Safety

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

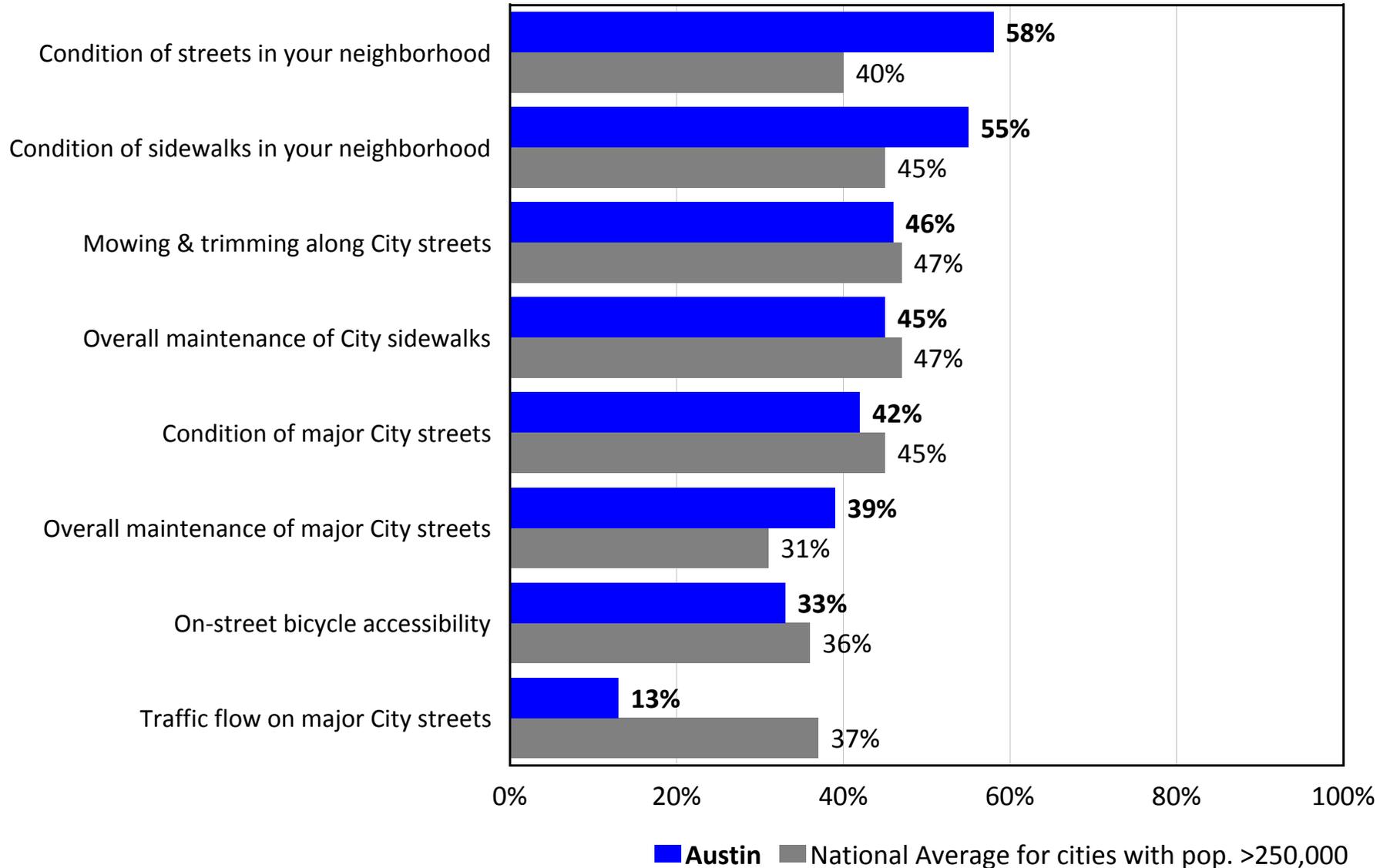


Source: ETC Institute (2019)

Q9. Mobility

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

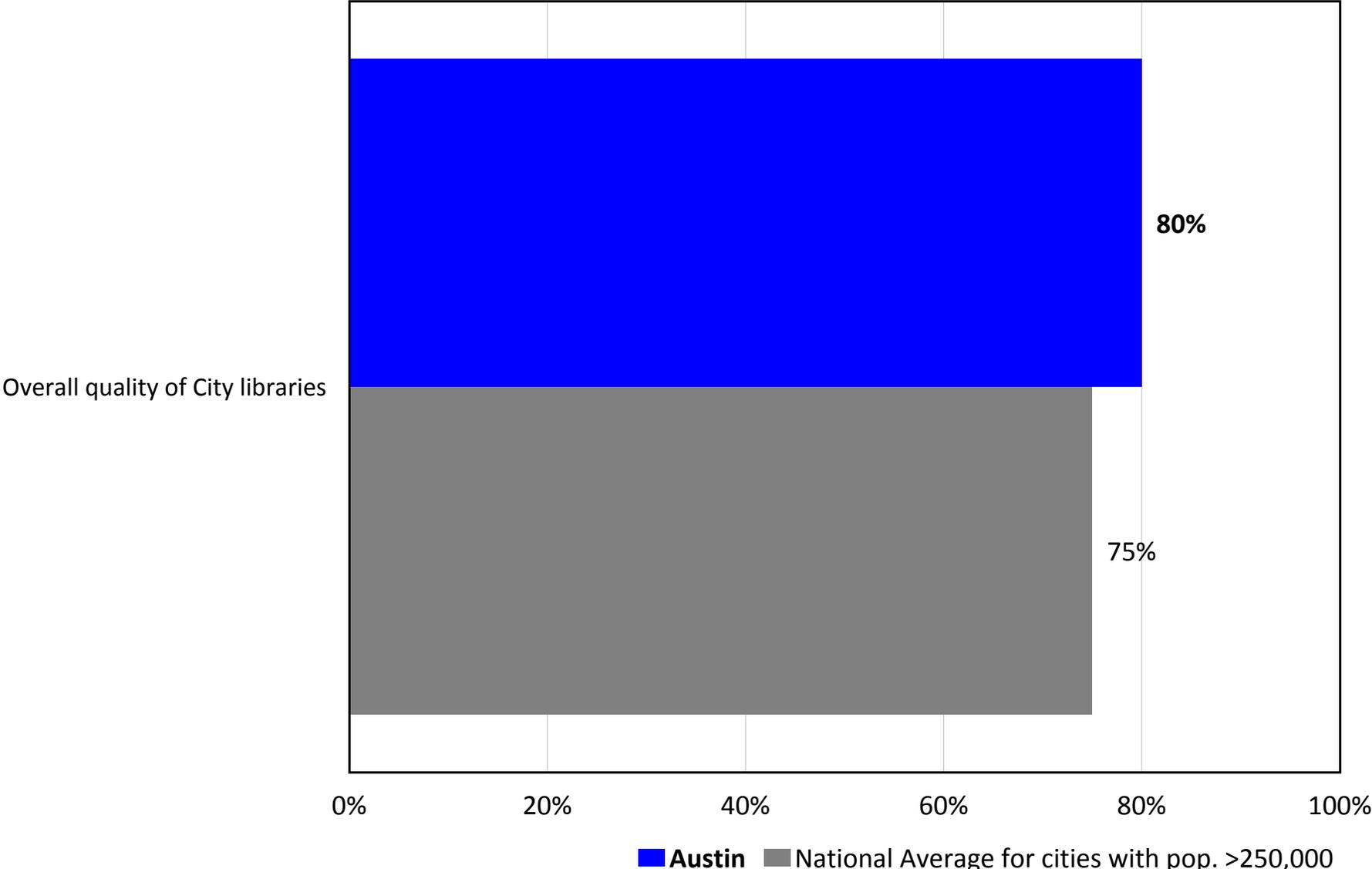


Source: ETC Institute (2019)

Q11. Culture and Lifelong Learning

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

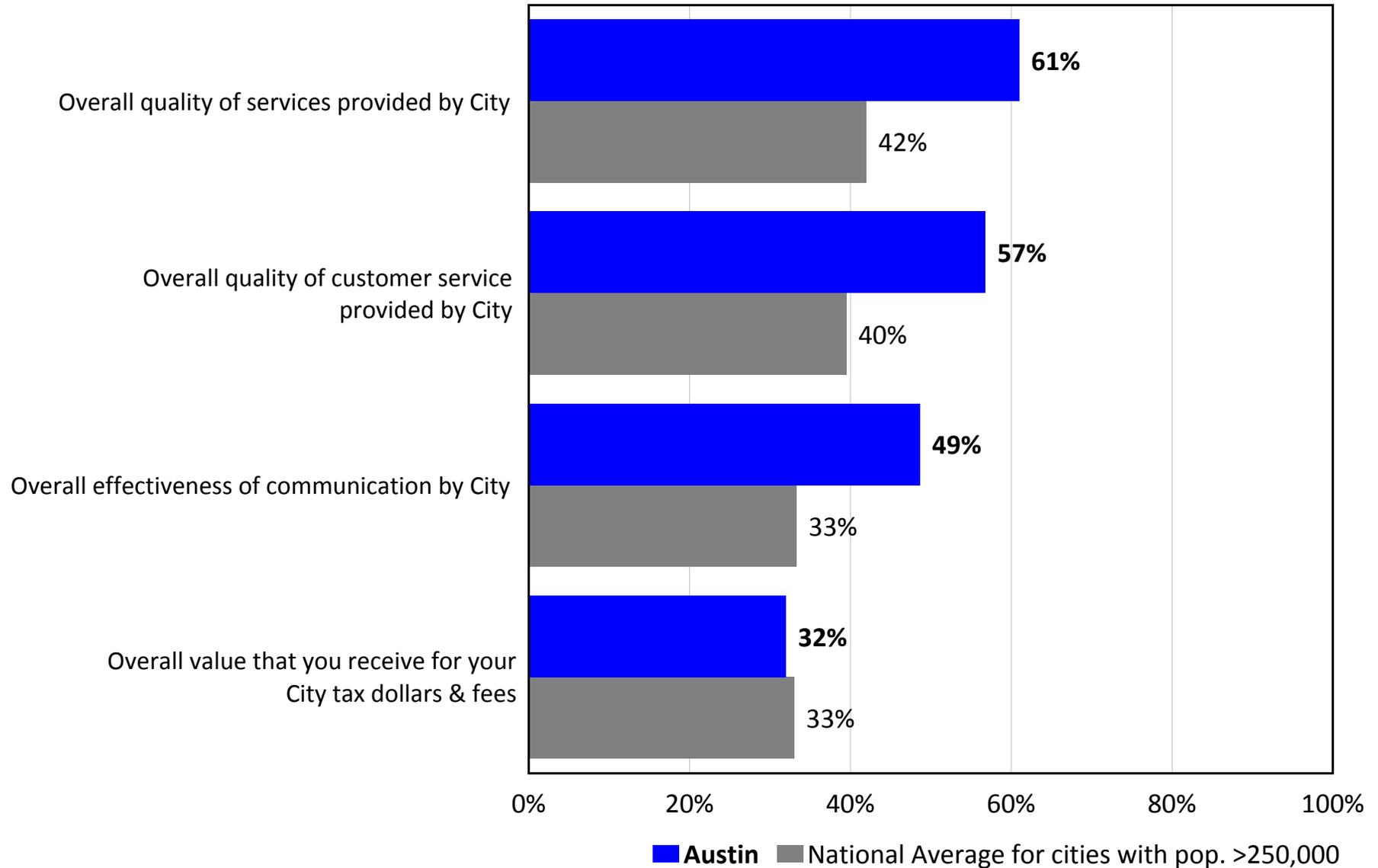


Source: ETC Institute (2019)

Q13. Government that Works for All

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

Benchmarking Data

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

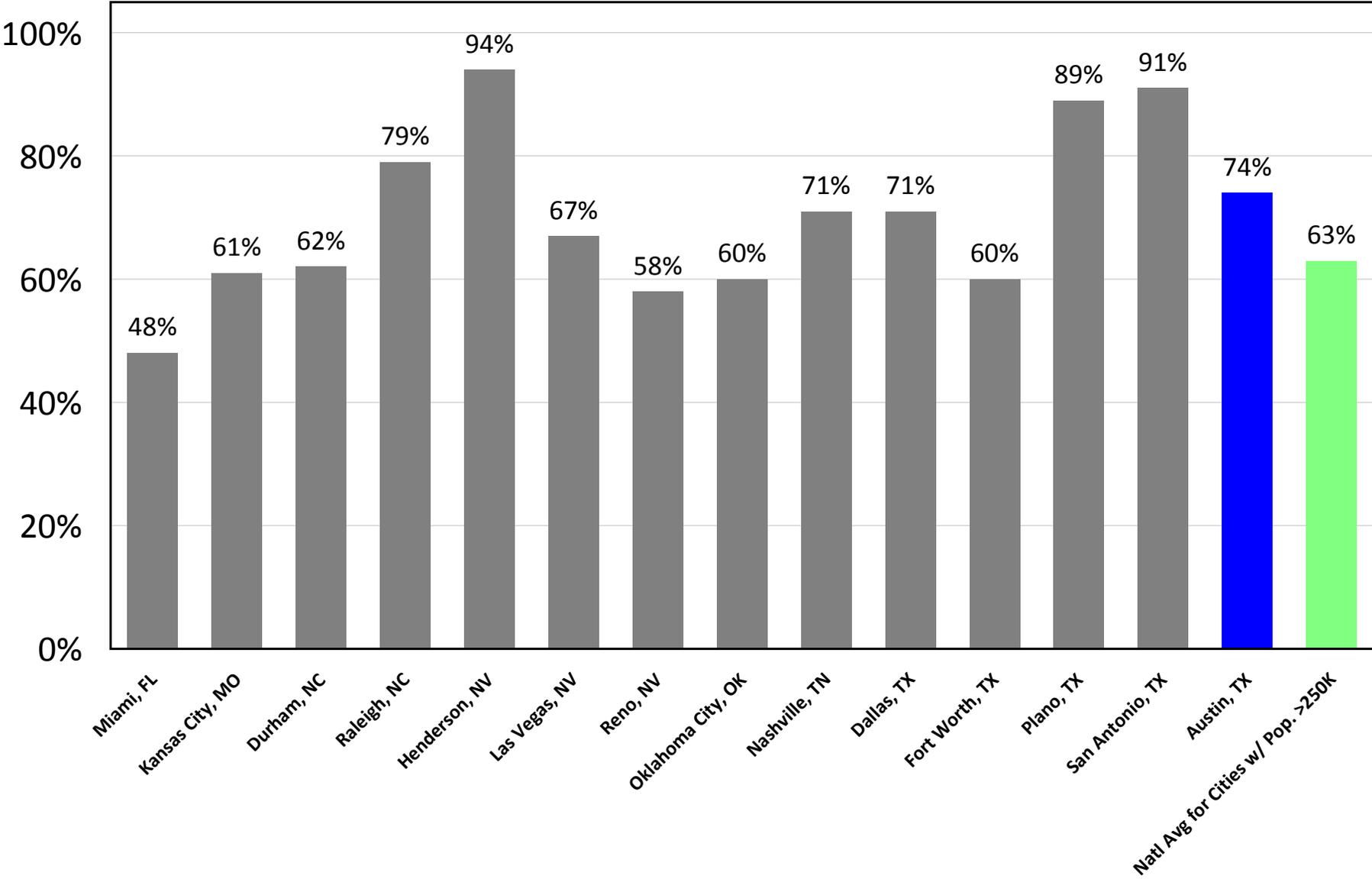
The following charts show head-to-head comparisons between the City of Austin and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Summer of 2019. The cities included for these head-to-head comparisons are listed below.

- San Diego, CA (1,425,976)
- Miami, FL (470,914)
- Kansas City, MO (491,918)
- Durham, NC (274,291)
- Raleigh, NC (469,298)
- Henderson, NV (310,390)
- Las Vegas, NV (644,644)
- Reno, NV (250,998)
- Oklahoma City, OK (649,021)
- Nashville, TN (669,053)
- Dallas, TX (1,345,047)
- Fort Worth, TX (895,008)
- Plano, TX (288,061)
- San Antonio, TX (1,532,233)

Overall Quality of City Parks and Recreation

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

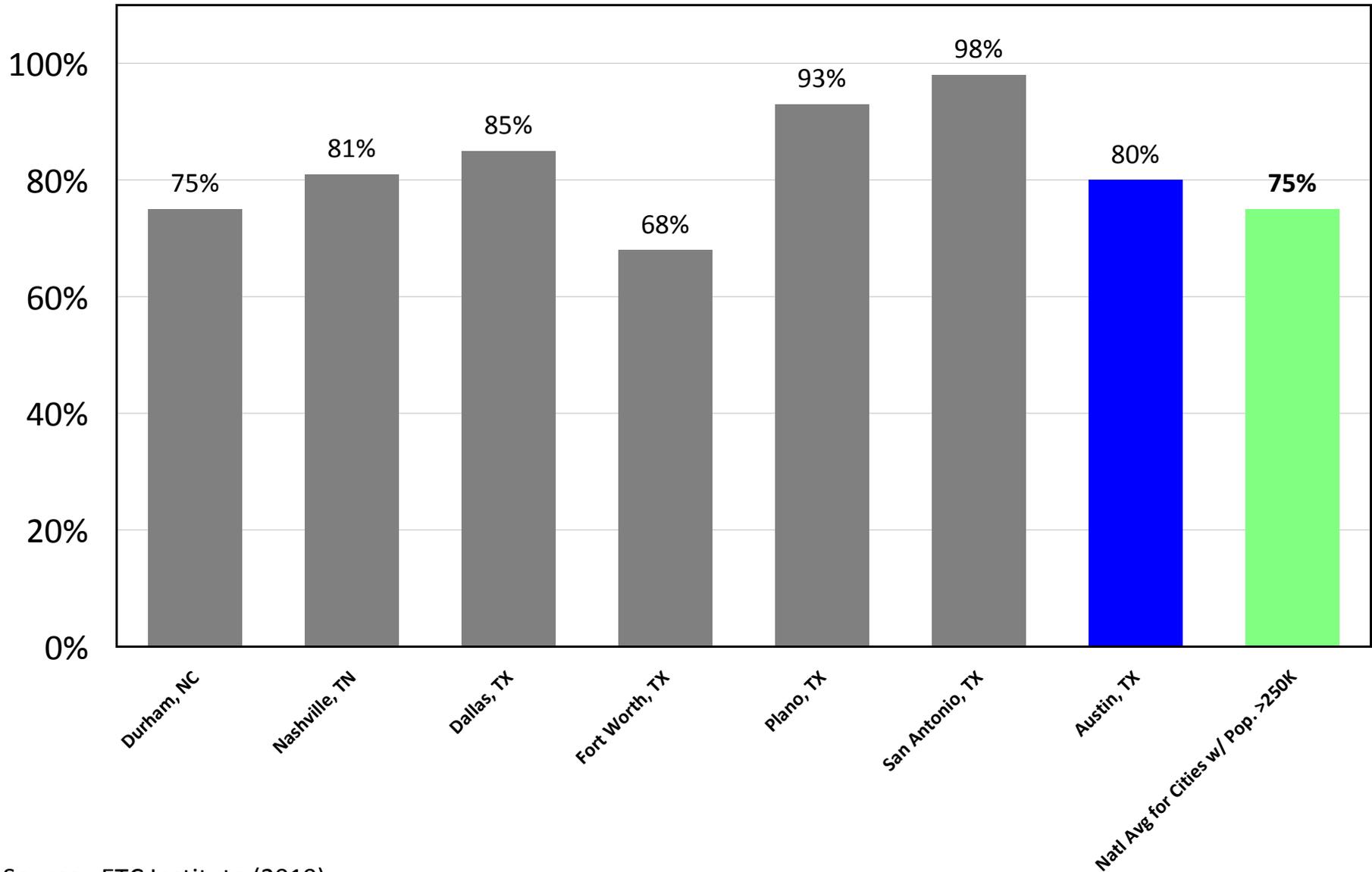


Source: ETC Institute (2019)

Library Programs

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

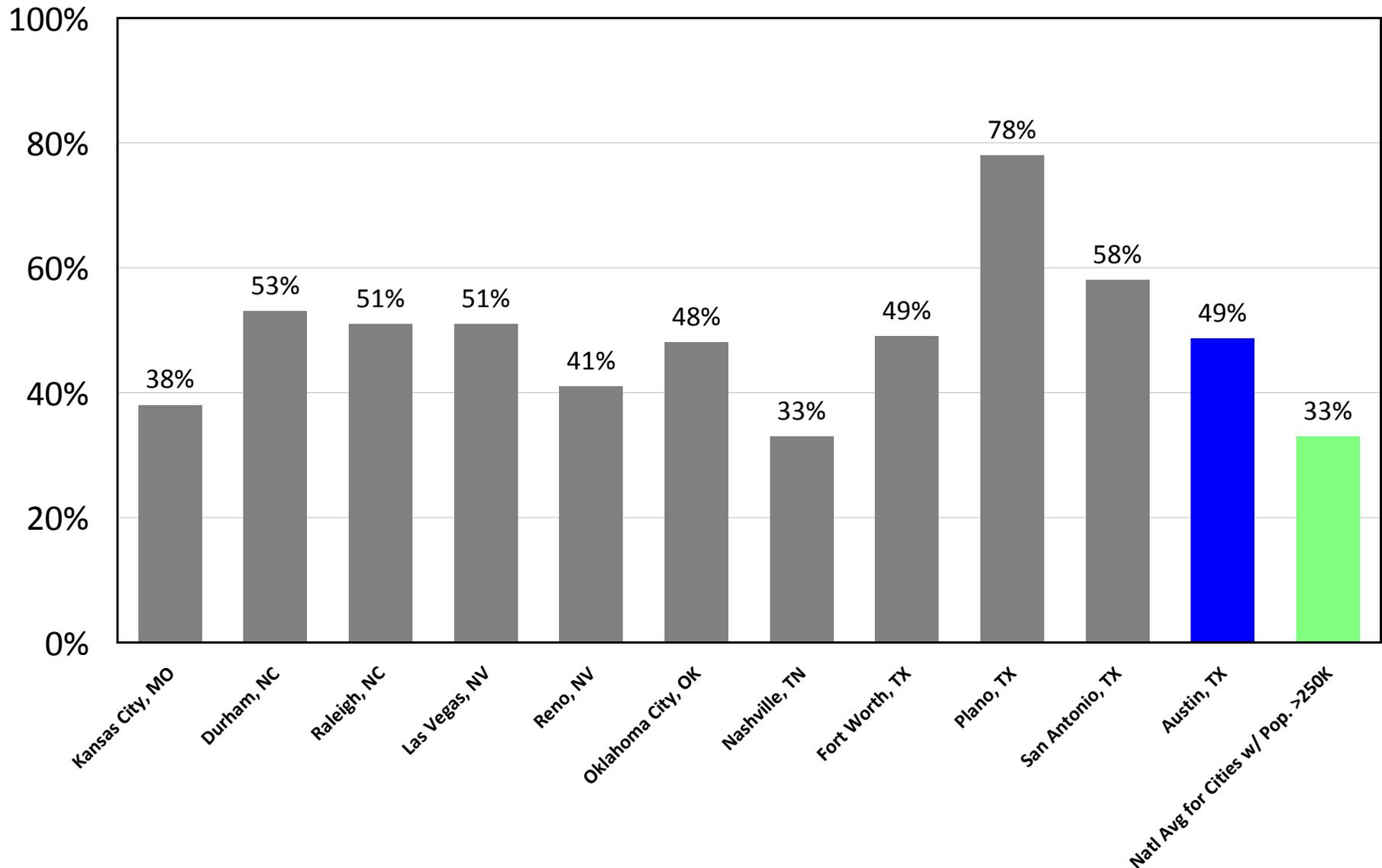


Source: ETC Institute (2019)

Overall Effectiveness of Communication by the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

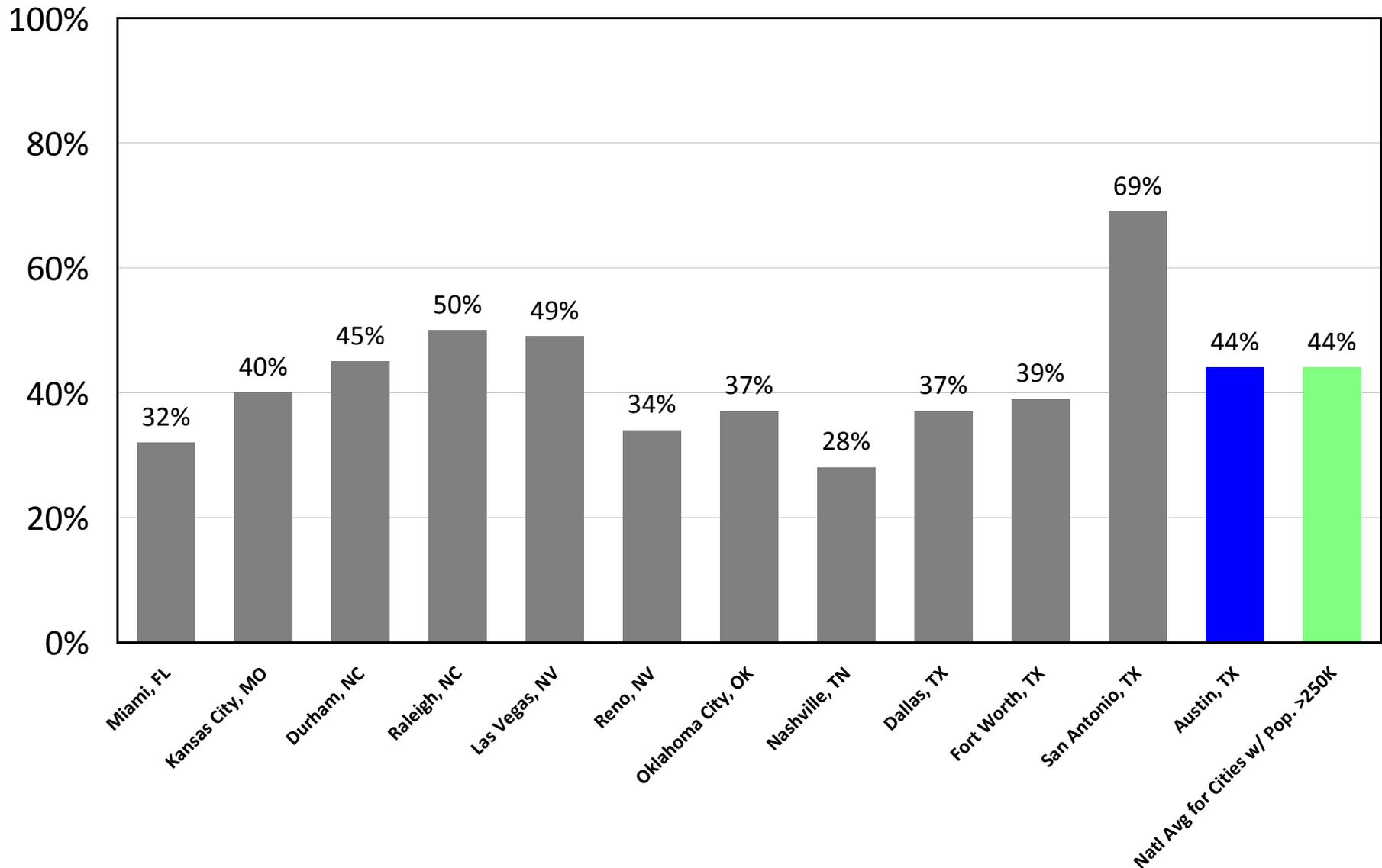


Source: ETC Institute (2019)

Enforcement of Local Codes and Ordinances

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

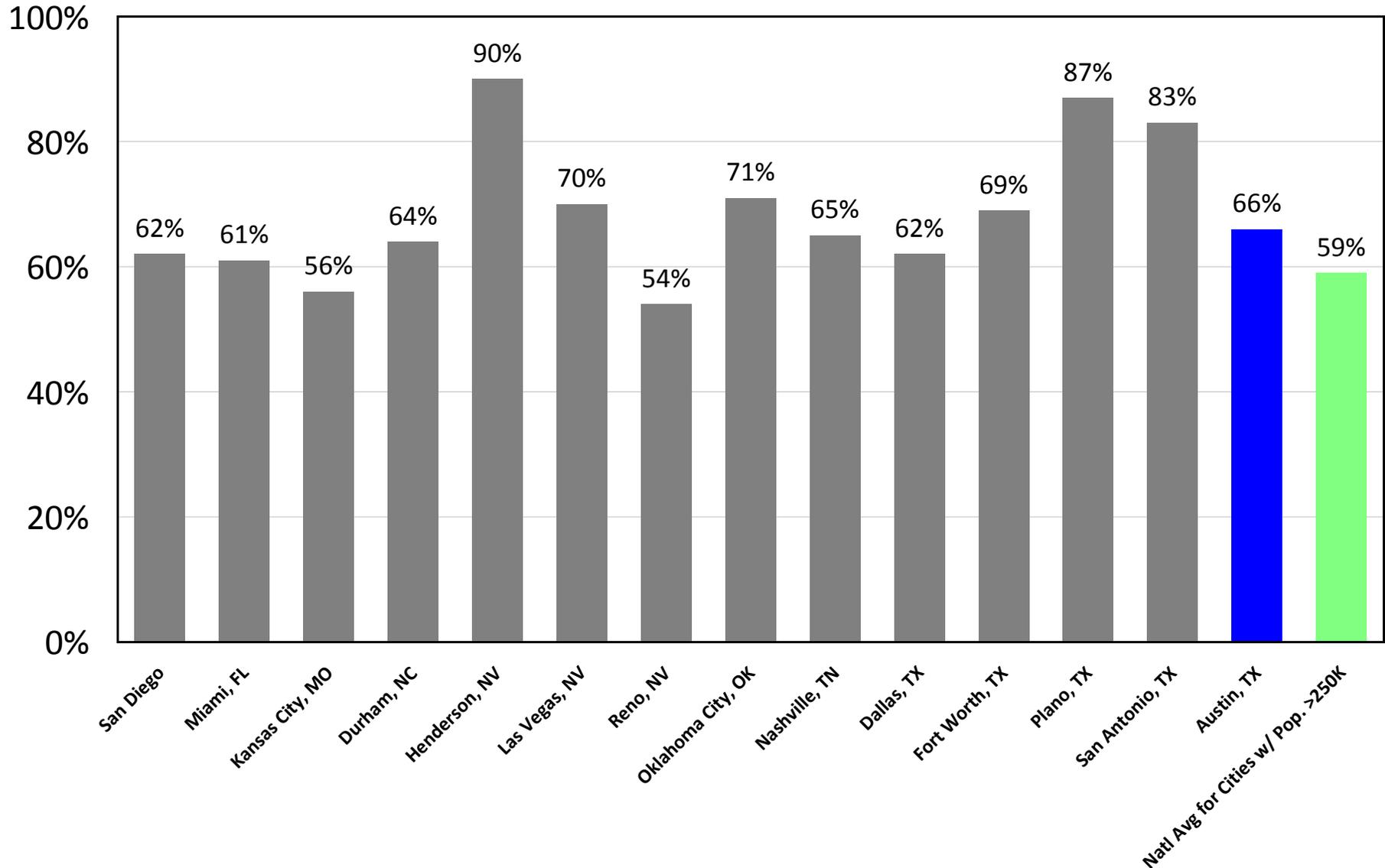


Source: ETC Institute (2019)

Overall Quality of Police Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks

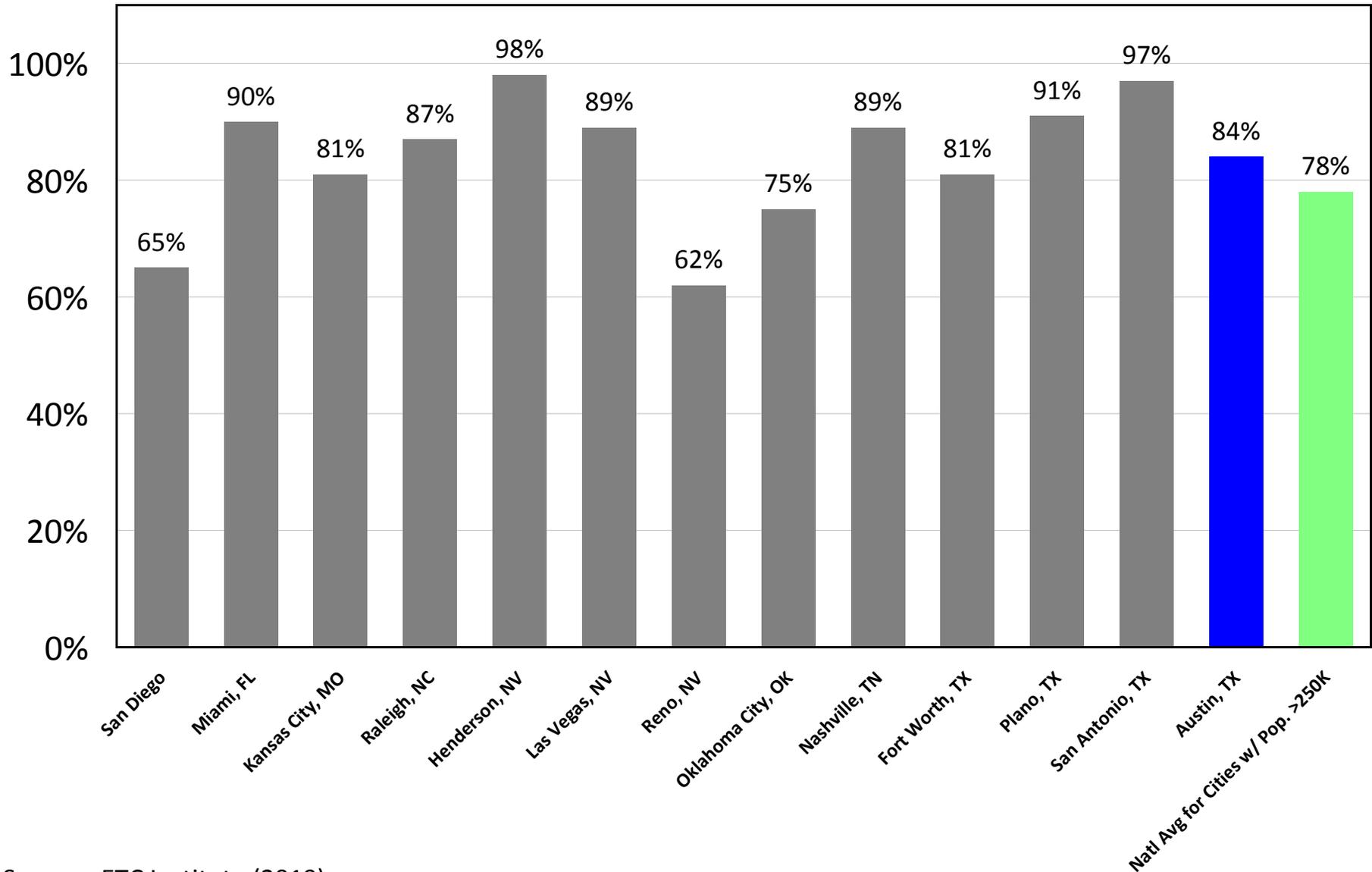


Source: ETC Institute (2019)

Overall Quality of Fire Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

U.S. Large City Regional Benchmarks



Source: ETC Institute (2019)

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 14 U.S. cities with a population over 250,000 residents 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 gray vertical bar shows the average for the 14 U.S. cities with a population over 250,000 that are listed below.

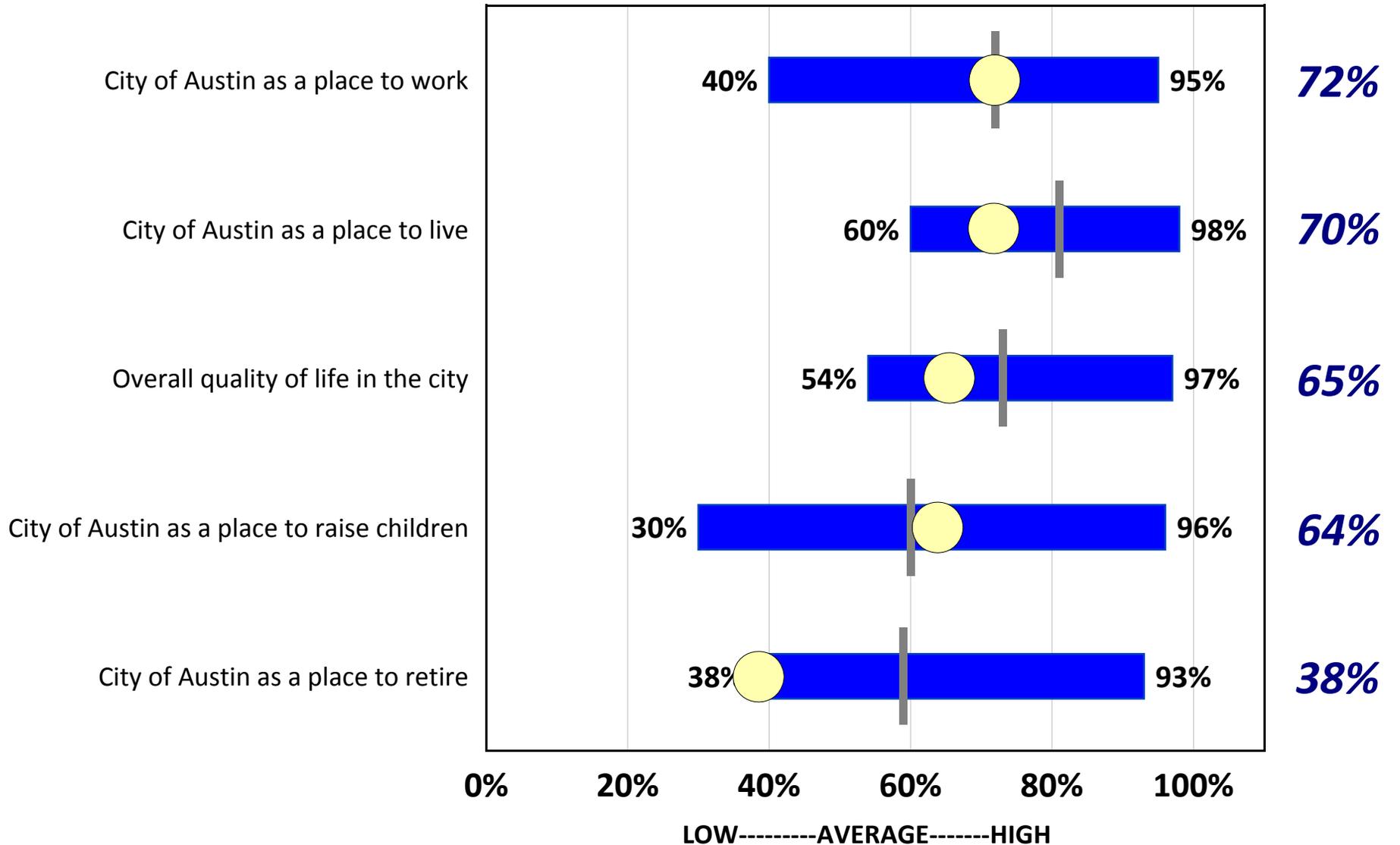
- San Diego, CA (1,425,976)
- Miami, FL (470,914)
- Kansas City, MO (491,918)
- Durham, NC (274,291)
- Raleigh, NC (469,298)
- Henderson, NV (310,390)
- Las Vegas, NV (644,644)
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- Oklahoma City, OK (649,021)
- Nashville, TN (669,053)
- Dallas, TX (1,345,047)
- Fort Worth, TX (895,008)
- Plano, TX (288,061)
- San Antonio, TX (1,532,233)

Q1. Quality of Life

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

Performance Ranges for Large U.S. Communities

● Austin, TX



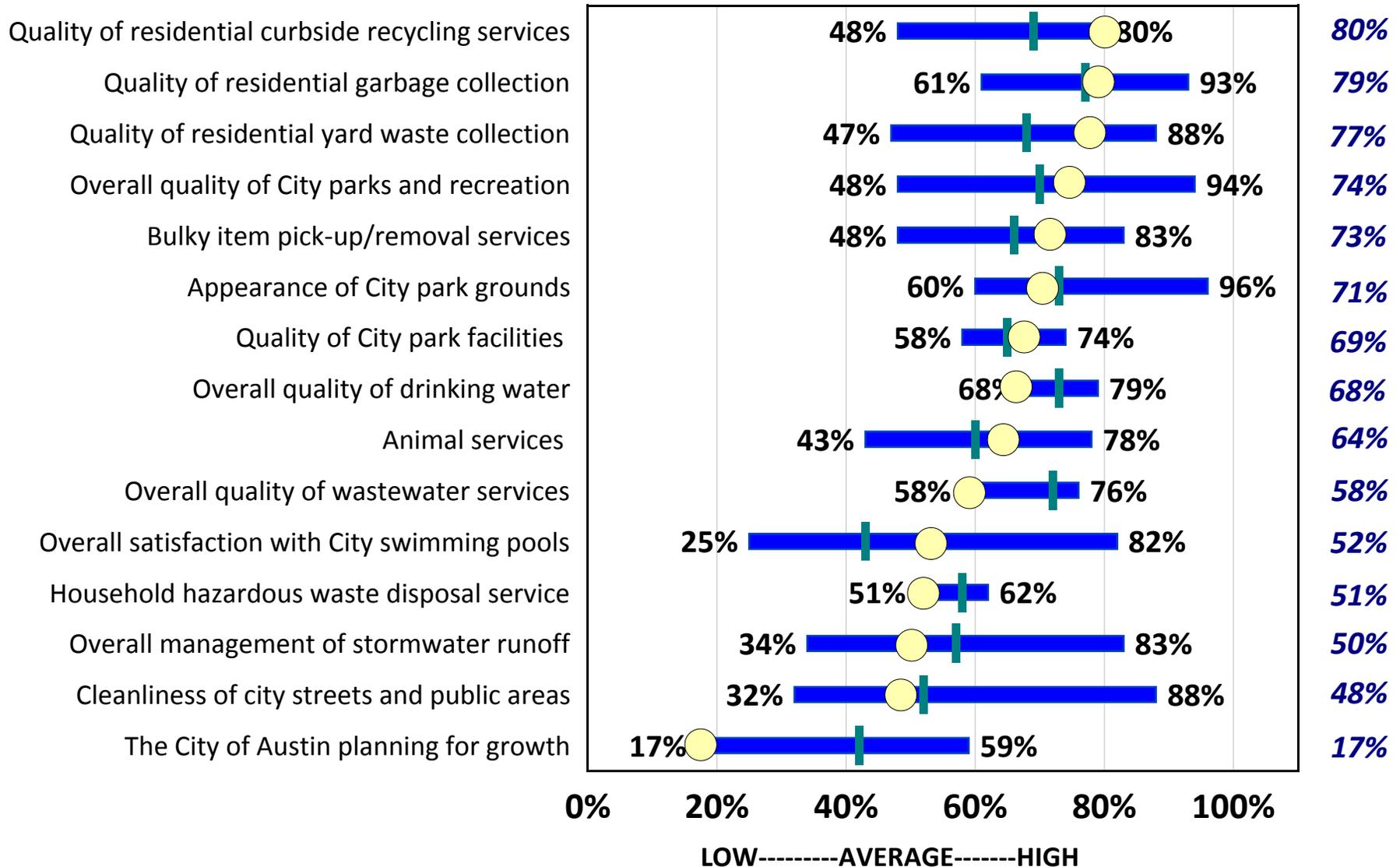
Source: ETC Institute (2019)

Q5. Health and Environment

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

Performance Ranges for Large U.S. Communities

● Austin, TX



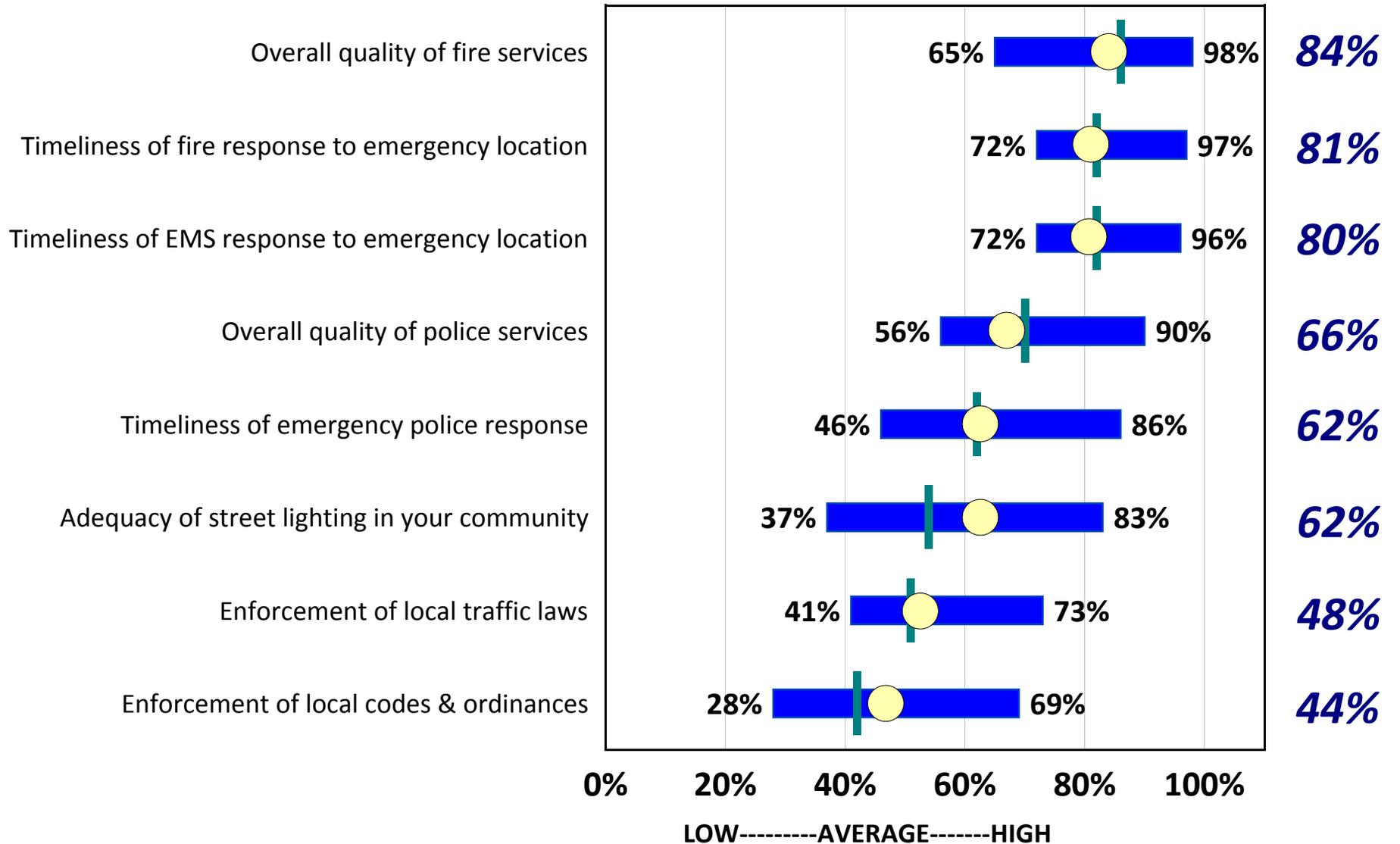
Source: ETC Institute (2019)

Q7. Safety

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

Performance Ranges for Large U.S. Communities

● Austin, TX



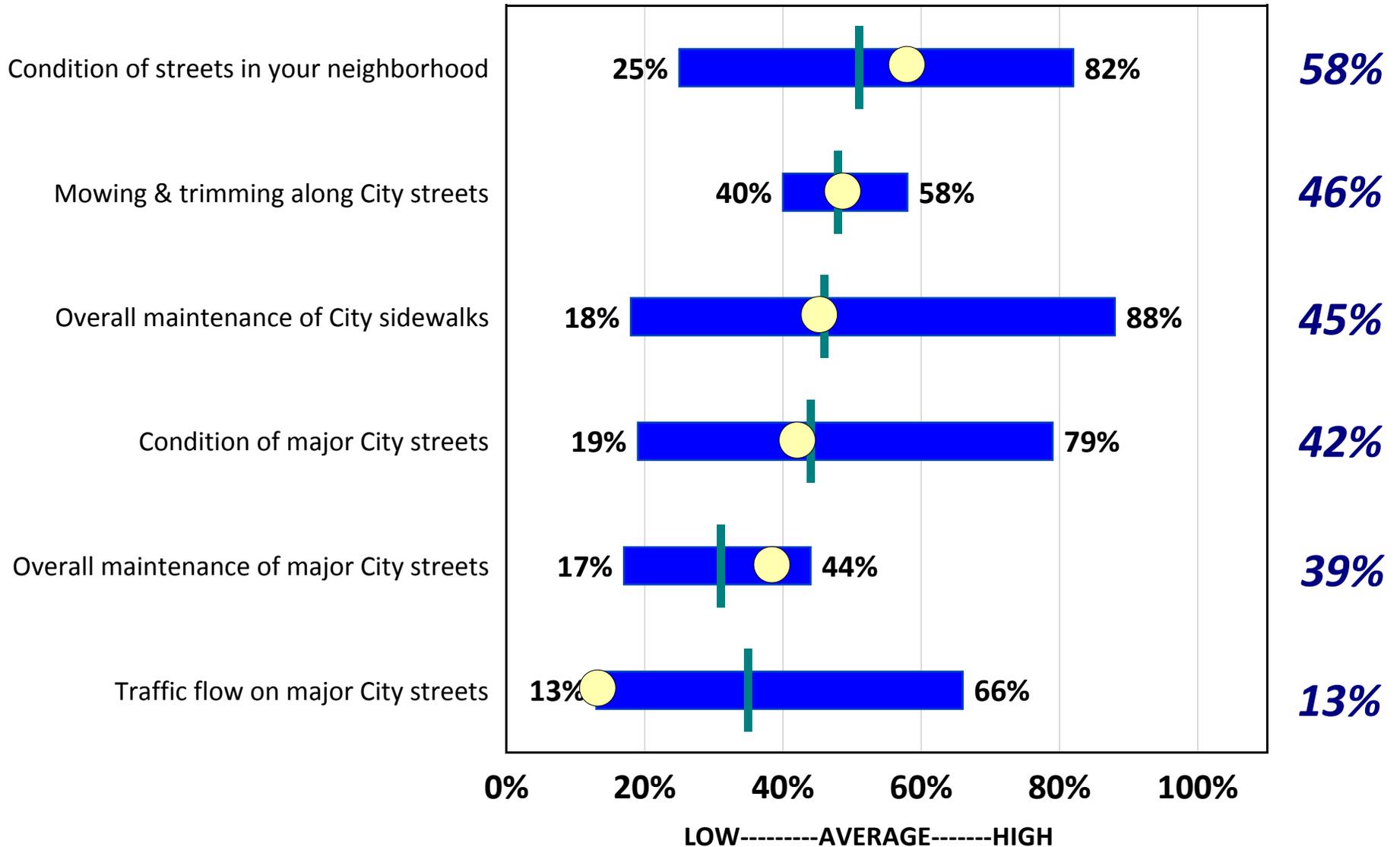
Source: ETC Institute (2019)

Q9. Mobility

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

Performance Ranges for Large U.S. Communities

● Austin, TX



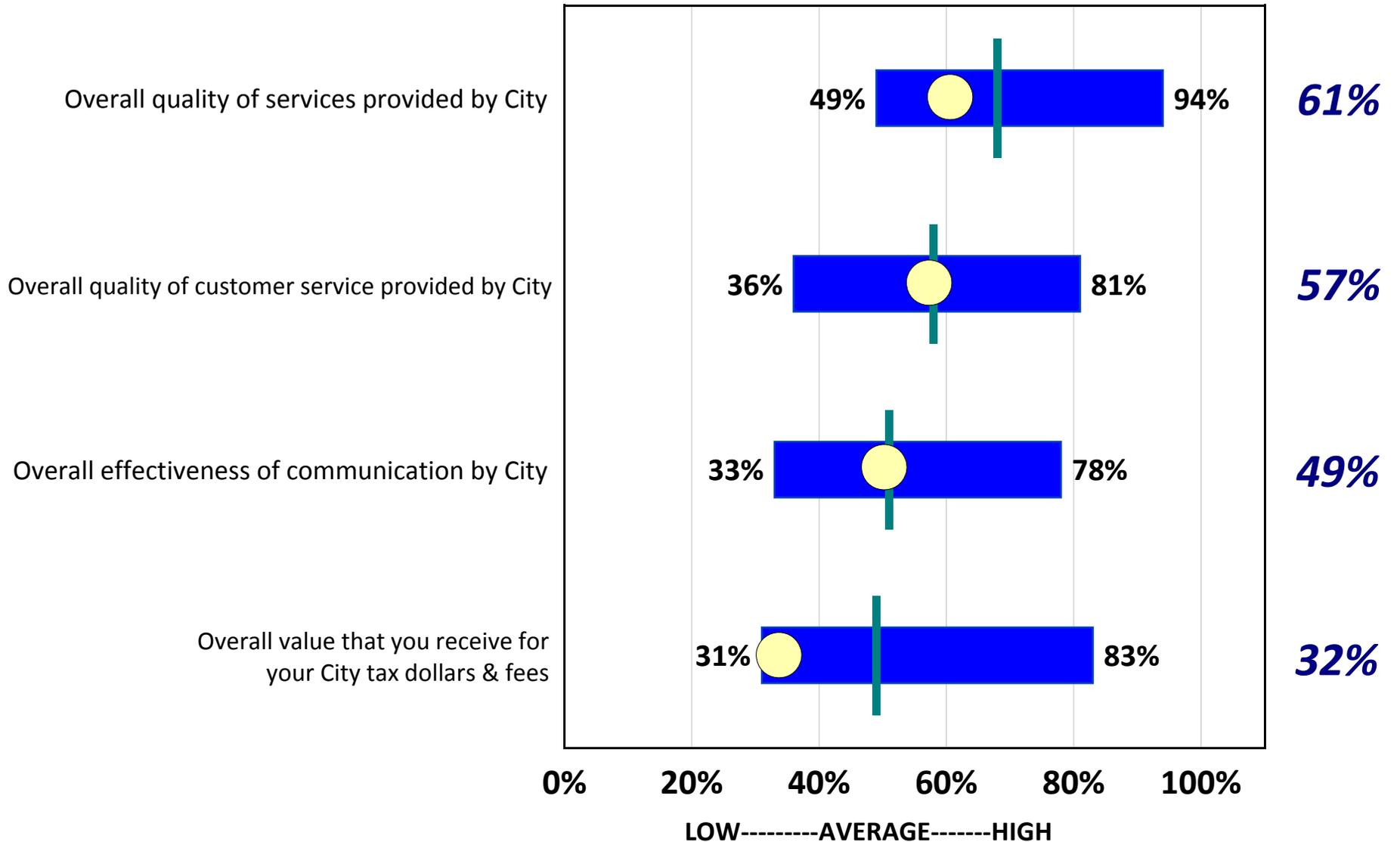
Source: ETC Institute (2019)

Q13. Government that Works for All

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

Performance Ranges for Large U.S. Communities

● Austin, TX



Source: ETC Institute (2019)

Section 4

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of 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 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.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the mobility services they think are most important for the City to provide. Sixty-five percent (64.5%) of respondents selected *traffic flow on major highways*, as one of the most important services for the City to provide.

With regard to satisfaction, 5.1% of respondents surveyed rated the City's overall performance in the *traffic flow on major highways*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *traffic flow on major highways*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 64.5% was multiplied by 94.9% (1-0.051). This calculation yielded an I-S rating of 0.6121 which ranked first out of 19 major service categories.

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 they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 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 the City of Austin are provided on the following pages.

2019 Importance-Satisfaction Rating

Austin, Texas

Economic Opportunity and Affordability

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City of Austin planning for growth	54%	1	17%	10	0.4512	1
Access to quality housing you can afford	41%	2	30%	7	0.2855	2
Availability of affordable housing for low/moderate income families	29%	3	12%	13	0.2581	3
Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	26%	4	15%	11	0.2232	4
High Priority (IS .10-.20)						
Water & wastewater rates (cost)	21%	6	30%	6	0.1450	5
Overall quality of development review, permitting & inspection services	15%	8	14%	12	0.1302	6
Access to quality health care you can afford	23%	5	53%	3	0.1069	7
Medium Priority (IS <.10)						
Value of services received from Austin Energy	17%	7	49%	4	0.0865	8
Access to quality child care you can afford	8%	12	22%	9	0.0644	9
Job opportunities that match my skills	15%	9	62%	2	0.0569	10
Access to quality mental health care you can afford	9%	11	34%	5	0.0561	11
City's effort to promote & assist small, minority and/or women-owned businesses	5%	13	28%	8	0.0388	12
Access to healthy food you can afford	10%	10	69%	1	0.0314	13

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 are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

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2019 Importance-Satisfaction Rating

Austin, Texas

Health and Environment

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Cleanliness of City streets & public areas	35%	2	48%	23	0.1825	1
Overall quality of drinking water provided by Austin Water	38%	1	68%	10	0.1212	2
Medium Priority (IS <.10)						
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	14%	5	48%	24	0.0746	3
Water quality of lakes & streams	15%	4	55%	17	0.0671	4
Overall quality of City parks & recreation	24%	3	74%	5	0.0619	5
Energy conservation program	11%	8	52%	18	0.0542	6
Cleanliness of your neighborhood	14%	6	69%	9	0.0425	7
Overall management of stormwater runoff	8%	12	50%	22	0.0380	8
Overall quality of wastewater services provided by Austin Water	9%	10	58%	16	0.0373	9
Water Conservation programs within Austin	8%	13	52%	20	0.0367	10
Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	11%	9	67%	13	0.0352	11
Quality of residential garbage collection	13%	7	79%	2	0.0261	12
Access to City walking/biking trails	8%	11	68%	11	0.0257	13
Quality of City park facilities (recreation, senior, & nature centers)	7%	14	69%	8	0.0221	14
Animal services (e.g. shelter, adoptions, animal control)	6%	16	64%	14	0.0215	15
Ease of accessing parks from your home	6%	15	67%	12	0.0203	16
Overall quality of City-offered parks & recreation programs, leagues, or classes	5%	18	62%	15	0.0174	17
Overall satisfaction with City swimming pools	4%	21	52%	19	0.0174	18
Household hazardous waste disposal service	3%	22	51%	21	0.0156	19
Appearance of City park grounds	5%	19	71%	7	0.0135	20
Shots for Tots & Big Shots program (immunizations)	2%	23	47%	25	0.0112	21
Quality of residential curbside recycling services	5%	17	80%	1	0.0100	22
Bulky item pick-up/removal services	4%	20	73%	6	0.0098	23
Quality of residential yard waste collection	2%	24	77%	4	0.0035	24
I have frequent contact with friends & neighbors outside of my home	0%	25	78%	3	0.0000	25

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 are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

2019 Importance-Satisfaction Rating

Austin, Texas

Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
I feel safe walking alone downtown at night	14%	7	23%	27	0.1070	1
Medium Priority (IS <.10)						
Overall quality of police services	26%	1	66%	13	0.0875	2
I trust Austin Police Department (APD)	19%	3	70%	11	0.0554	3
Timeliness of emergency police response (How quickly police respond)	14%	6	62%	18	0.0523	4
I feel safe in my neighborhood at night	18%	4	72%	10	0.0508	5
Enforcement of local traffic laws	8%	11	48%	24	0.0399	6
Timeliness of EMS response to emergency location	20%	2	80%	8	0.0386	7
Enforcement of local codes & ordinances	6%	15	44%	26	0.0355	8
Flood control efforts	7%	13	56%	21	0.0306	9
Overall quality of fire services	15%	5	84%	5	0.0248	10
Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	13%	8	81%	6	0.0244	11
I feel safe walking alone downtown during the day	7%	14	65%	15	0.0229	12
Adequacy of street lighting in your community	6%	18	62%	19	0.0229	13
I feel safe in City parks	6%	17	63%	16	0.0228	14
I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	4%	20	51%	23	0.0205	15
Water & wastewater utility response time to emergencies	4%	21	57%	20	0.0164	16
I am confident that in case of an emergency, my response will be delivered effectively	7%	12	78%	9	0.0162	17
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	3%	22	46%	25	0.0151	18
I feel safe in my home	13%	9	89%	4	0.0143	19
I feel safe in my neighborhood during the day	11%	10	89%	3	0.0119	20
I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	2%	25	52%	22	0.0116	21
I have access to information & education on disasters & other major emergencies	3%	24	66%	14	0.0086	22
I feel prepared to help myself, my family, & my neighbors to respond to disasters & major emergencies	2%	26	68%	12	0.0075	23
I have sufficient knowledge & understanding of community laws, codes, & ordinances	2%	27	62%	17	0.0068	24
I feel safe in my workplace	3%	23	80%	7	0.0053	25
I trust Emergency Medical Services (EMS)	6%	19	91%	2	0.0053	26
I trust Austin Fire Department (AFD)	6%	16	92%	1	0.0049	27

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 are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

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2019 Importance-Satisfaction Rating

Austin, Texas

Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	65%	1	5%	19	0.6121	1
Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	47%	2	13%	18	0.4129	2
High Priority (IS .10-.20)						
Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	25%	3	24%	17	0.1930	3
Overall maintenance of major City streets	20%	4	39%	11	0.1202	4
Timing of traffic signals on City streets	16%	5	30%	15	0.1097	5
Medium Priority (IS <.10)						
Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	12%	6	42%	9	0.0689	6
My travel time is predictable & consistent	9%	7	29%	16	0.0615	7
On-street bicycle accessibility (City's bicycle lane system/network)	8%	10	33%	13	0.0520	8
I feel safe traveling with other drivers on the road	8%	8	40%	10	0.0495	9
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	8%	9	48%	5	0.0421	10
Cost of transportation to get around Austin	6%	12	31%	14	0.0388	11
Condition of streets in your neighborhood (residential streets)	7%	11	58%	3	0.0300	12
Mowing & trimming along City streets	5%	13	46%	6	0.0269	13
I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	3%	16	34%	12	0.0199	14
Overall maintenance of City sidewalks	3%	15	45%	7	0.0188	15
Condition of sidewalks in your neighborhood (if sidewalks exist)	3%	17	55%	4	0.0117	16
Off-street bicycle accessibility (City's urban trail network)	2%	19	43%	8	0.0091	17
Overall quality of Austin-Bergstrom International Airport	4%	14	81%	1	0.0080	18
I understand the transportation options (besides driving a personal vehicle) are available to me	2%	18	70%	2	0.0065	19

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 are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

2019 Importance-Satisfaction Rating

Austin, Texas

Culture and Lifelong Learning

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Austin is a place that honors & preserves my personal heritage	20%	6	41%	7	0.1149	1
Medium Priority (IS <.10)						
Overall quality of City libraries	44%	1	80%	1	0.0871	2
Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	31%	2	74%	3	0.0812	3
City-offered lifelong learning events, activities, & resources (classes or learning materials)	23%	5	65%	6	0.0782	4
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	23%	4	74%	4	0.0615	5
Materials at libraries	27%	3	78%	2	0.0585	6
Library programs	17%	7	73%	5	0.0470	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, second, and third most important responses for each item. Respondents were asked to identify the items are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

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2019 Importance-Satisfaction Rating

Austin, Texas

Government that Works for All

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall value that you receive for your City tax & fees	24%	2	32%	16	0.1653	1
Overall quality of services provided by City	41%	1	61%	7	0.1615	2
City's efforts to be transparent	21%	3	31%	17	0.1412	3
City's efforts to be fair	16%	4	36%	15	0.1005	4
Medium Priority (IS <.10)						
City's effort to support dialogue between residents & government	14%	6	39%	13	0.0873	5
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	13%	7	46%	12	0.0681	6
Overall quality of customer service provided by City	15%	5	57%	9	0.0665	7
Overall effectiveness of communication by City	10%	11	49%	11	0.0523	8
Employees of City of Austin are ethical in the way they conduct City business	11%	10	53%	10	0.0512	9
Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	8%	12	60%	8	0.0334	10
Services provided by City's 3-1-1 assistance telephone number	12%	8	74%	2	0.0313	11
Civic engagement experience with City	4%	14	38%	14	0.0238	12
Reliability of your electric service	11%	9	79%	1	0.0236	13
Water & wastewater utility customer service	5%	13	65%	3	0.0161	14
Online options for conducting business with City (e.g. utility bill, permits, class registration)	4%	15	62%	5	0.0132	15
Austin Energy customer service	3%	16	63%	4	0.0118	16
Condition of City facilities & buildings (e.g. clean, safe, accessible)	3%	17	62%	6	0.0099	17

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 are most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction/agreement with each of the items on a scale of 5 to 1 with "5" being Very Satisfied/Strongly Agree and "1" being Very Dissatisfied/Strongly Disagree.

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Importance-Satisfaction Matrix Analysis

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

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

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

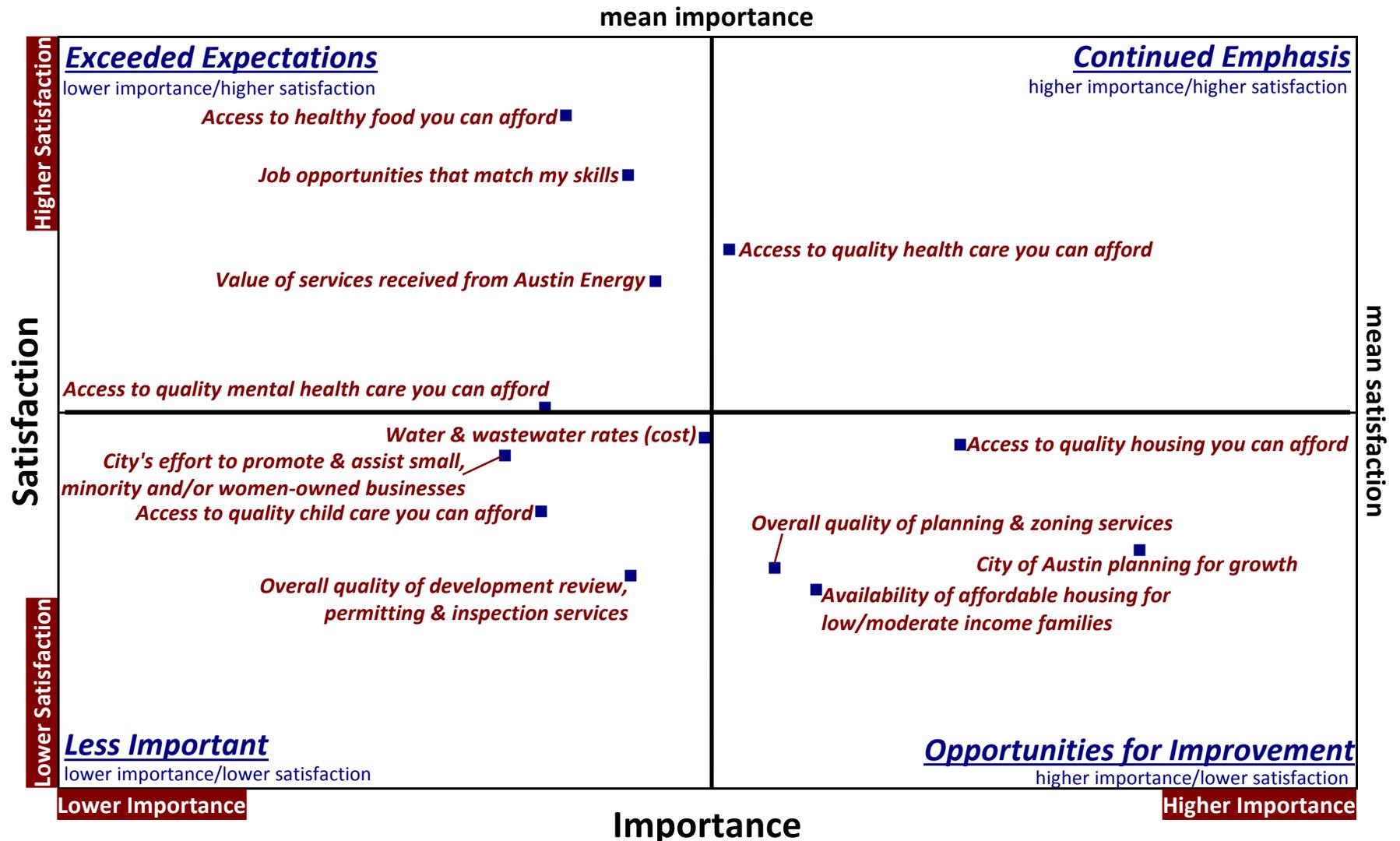
Matrices showing the results for the City of Austin are provided on the following pages.

City of Austin Community Survey

Importance-Satisfaction Assessment Matrix (IS)

Economic Opportunity and Affordability

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



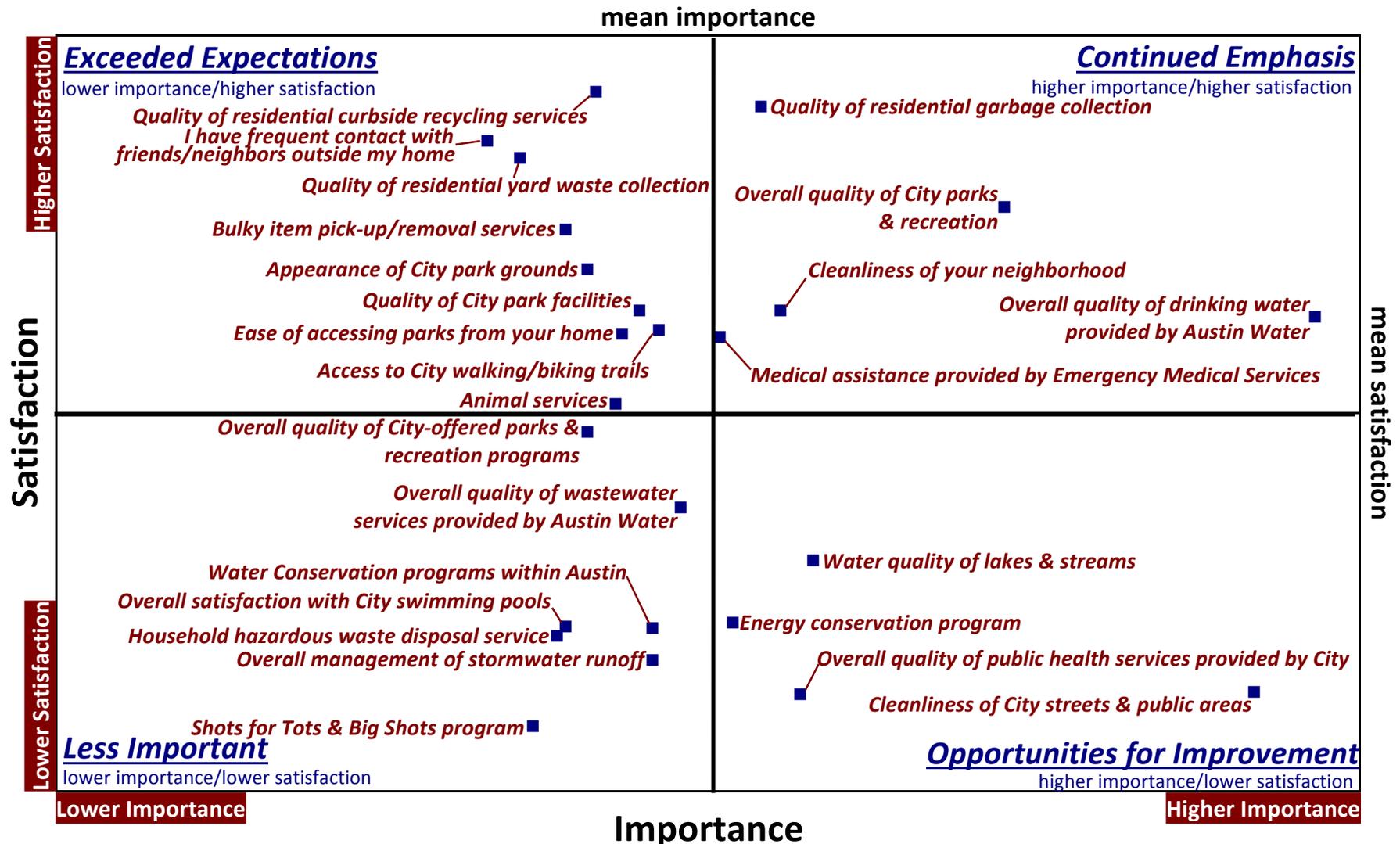
Source: ETC Institute (2019)

City of Austin Community Survey

Importance-Satisfaction Assessment Matrix (IS)

Health and Environment

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

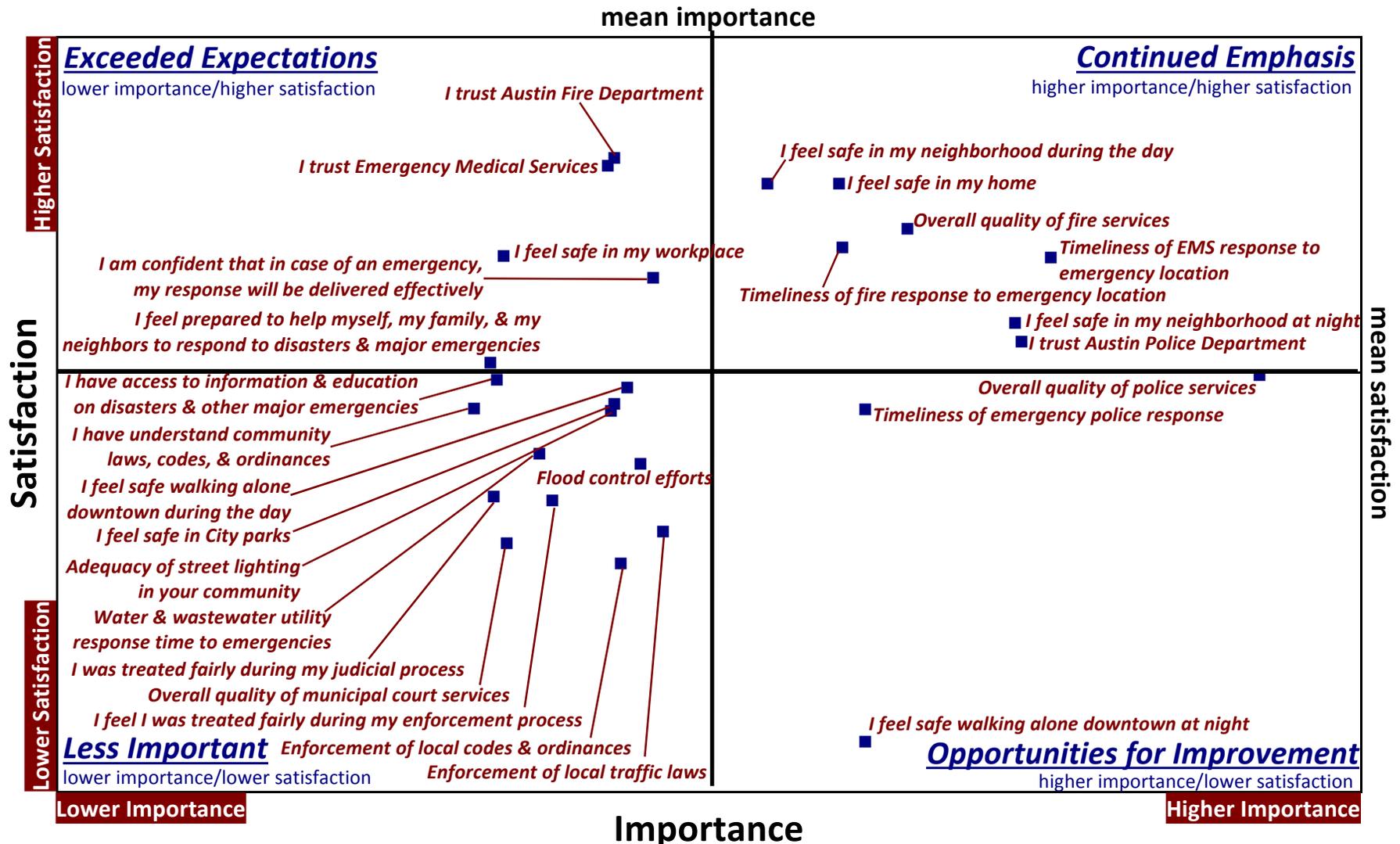


Source: ETC Institute (2019)

City of Austin Community Survey Importance-Satisfaction Assessment Matrix (IS)

Safety

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



Source: ETC Institute (2019)

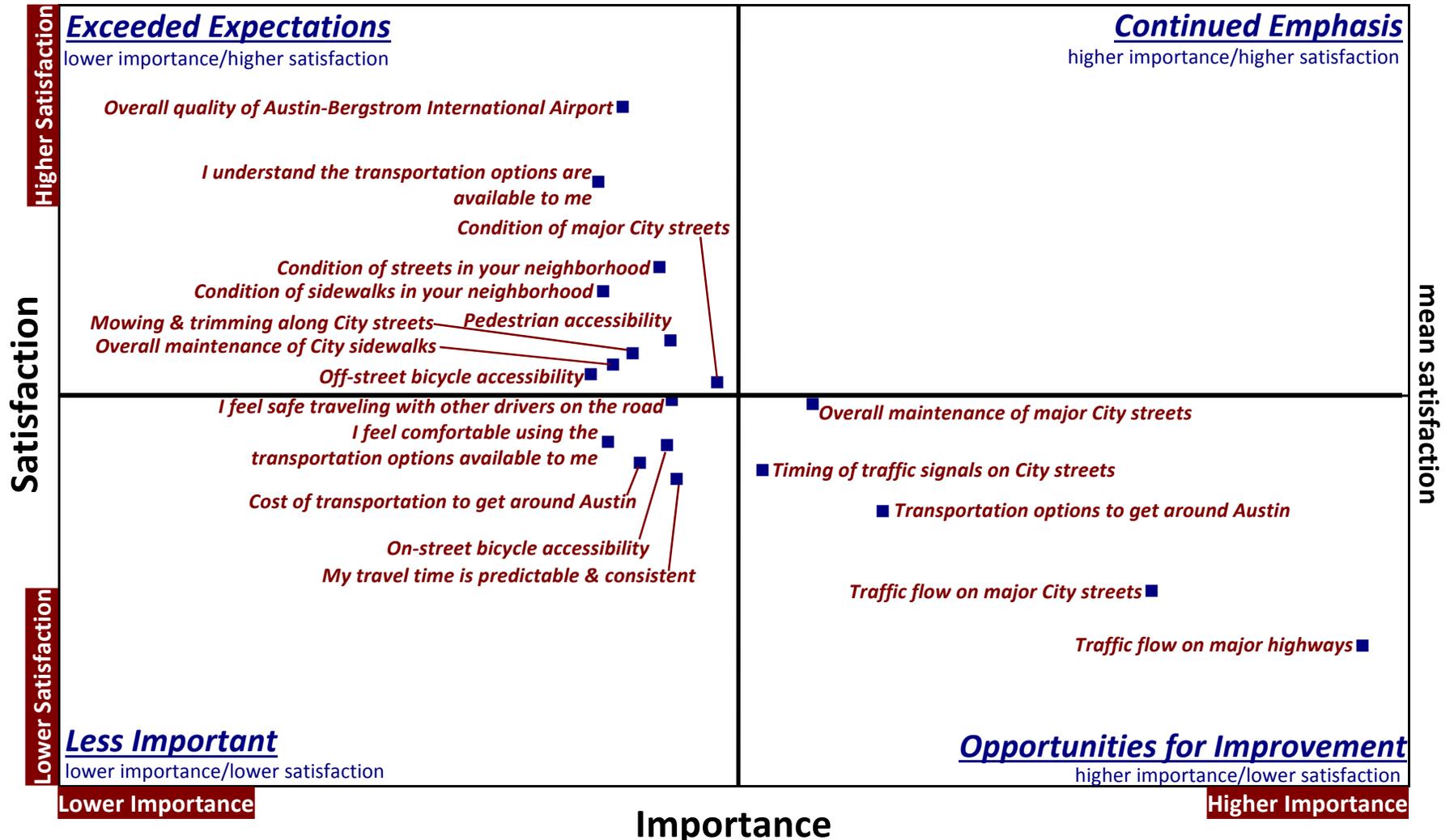
City of Austin Community Survey

Importance-Satisfaction Assessment Matrix (IS)

Mobility

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

mean importance



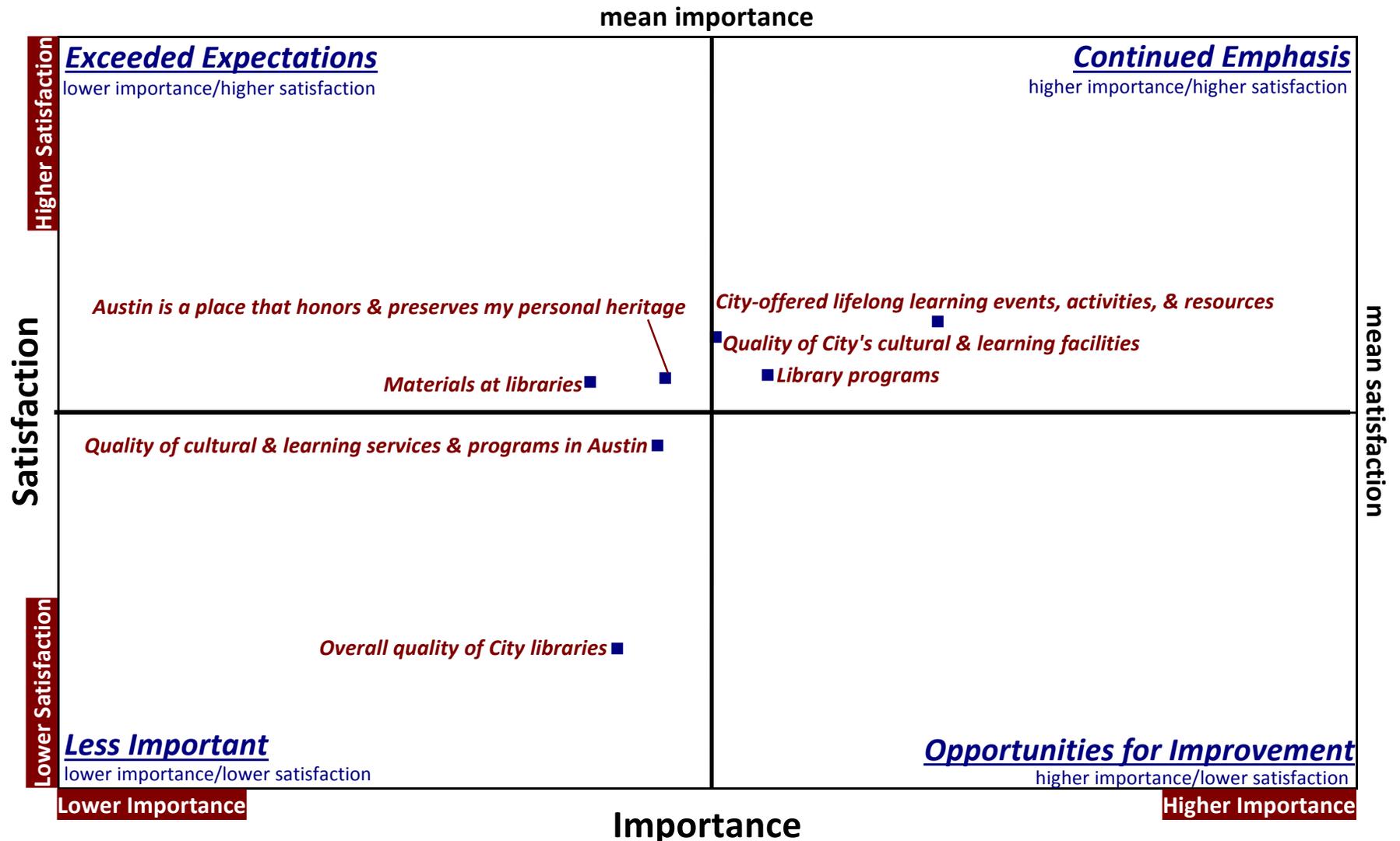
Source: ETC Institute (2019)

City of Austin Community Survey

Importance-Satisfaction Assessment Matrix (IS)

Culture and Lifelong Learning

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



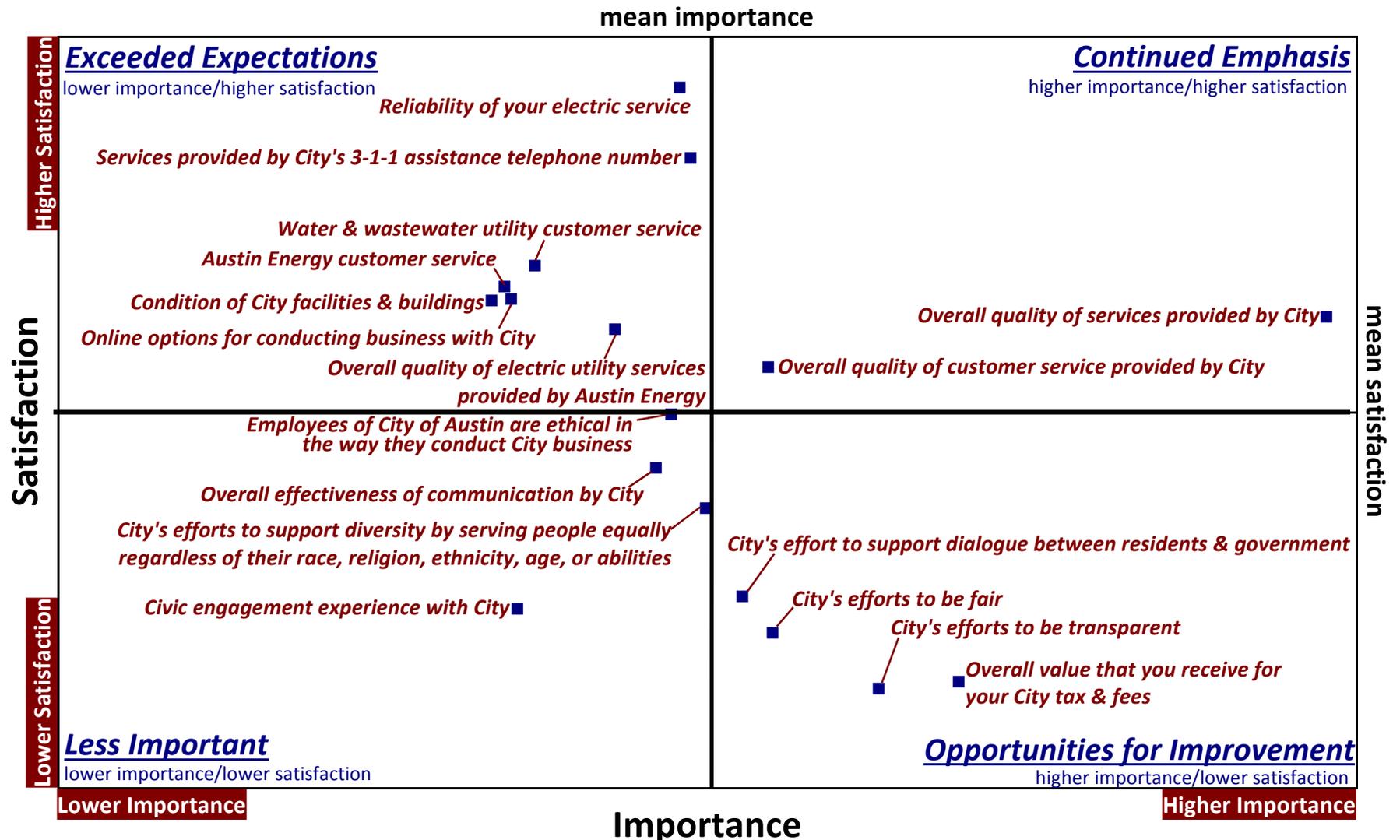
Source: ETC Institute (2019)

City of Austin Community Survey

Importance-Satisfaction Assessment Matrix (IS)

Government that Works for All

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



Source: ETC Institute (2019)

Section 5

Tabular Data & Survey Instrument

Q1. Quality of Life. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. City of Austin as a place to live	24.1%	44.7%	13.1%	12.0%	4.9%	1.2%
Q1-2. City of Austin as a place to work	22.8%	43.3%	18.2%	5.9%	2.2%	7.6%
Q1-3. City of Austin as a place to raise children	18.7%	34.8%	17.8%	8.7%	3.9%	16.1%
Q1-4. City of Austin as a place to retire	11.9%	21.3%	21.0%	19.1%	14.3%	12.4%
Q1-5. City of Austin as a place where I feel welcome	28.7%	40.4%	17.8%	7.0%	3.8%	2.2%
Q1-6. Overall quality of life in City	19.4%	44.0%	17.6%	12.3%	4.7%	2.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City of Austin as a place to live	24.3%	45.2%	13.3%	12.1%	5.0%
Q1-2. City of Austin as a place to work	24.7%	46.9%	19.7%	6.3%	2.4%
Q1-3. City of Austin as a place to raise children	22.3%	41.5%	21.2%	10.4%	4.6%
Q1-4. City of Austin as a place to retire	13.5%	24.3%	24.0%	21.8%	16.3%
Q1-5. City of Austin as a place where I feel welcome	29.4%	41.3%	18.2%	7.2%	3.9%
Q1-6. Overall quality of life in City	19.8%	44.8%	18.0%	12.6%	4.8%

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
City of Austin as a place to live	860	42.0 %
City of Austin as a place to work	151	7.4 %
City of Austin as a place to raise children	174	8.5 %
City of Austin as a place to retire	173	8.4 %
City of Austin as a place where I feel welcome	98	4.8 %
Overall quality of life in City	460	22.4 %
<u>None chosen</u>	<u>133</u>	<u>6.5 %</u>
Total	2049	100.0 %

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City of Austin as a place to live	451	22.0 %
City of Austin as a place to work	278	13.6 %
City of Austin as a place to raise children	304	14.8 %
City of Austin as a place to retire	239	11.7 %
City of Austin as a place where I feel welcome	173	8.4 %
Overall quality of life in City	434	21.2 %
<u>None chosen</u>	<u>170</u>	<u>8.3 %</u>
Total	2049	100.0 %

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 2)

<u>Q2. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City of Austin as a place to live	1311	64.0 %
City of Austin as a place to work	429	20.9 %
City of Austin as a place to raise children	478	23.3 %
City of Austin as a place to retire	412	20.1 %
City of Austin as a place where I feel welcome	271	13.2 %
Overall quality of life in City	894	43.6 %
<u>None chosen</u>	<u>133</u>	<u>6.5 %</u>
Total	3928	

Q3. Economic Opportunity and Affordability. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. City of Austin planning for growth	2.6%	13.6%	20.9%	33.5%	25.5%	3.9%
Q3-2. Job opportunities that match my skills	16.3%	38.4%	25.0%	5.7%	3.1%	11.6%
Q3-3. Access to quality child care you can afford	2.7%	9.4%	25.4%	12.3%	6.3%	43.9%
Q3-4. Access to quality health care you can afford	12.3%	37.3%	23.4%	13.9%	6.7%	6.4%
Q3-5. Access to quality mental health care you can afford	5.0%	18.1%	24.2%	12.8%	7.8%	32.2%
Q3-6. Access to healthy food you can afford	21.2%	45.4%	17.3%	8.5%	4.1%	3.4%
Q3-7. Access to quality housing you can afford	6.3%	21.7%	20.9%	26.7%	19.4%	4.9%
Q3-8. Availability of affordable housing for low/moderate income families	2.8%	7.4%	16.3%	28.1%	28.6%	16.8%
Q3-9. Overall quality of development review, permitting & inspection services	1.8%	9.1%	23.5%	22.0%	22.7%	21.0%
Q3-10. Overall quality of planning & zoning services	1.8%	10.7%	25.6%	23.4%	22.7%	15.8%
Q3-11. City's effort to promote & assist small, minority and/or women-owned businesses	3.8%	14.9%	29.3%	10.3%	7.9%	33.8%
Q3-12. Water & wastewater rates (cost)	5.0%	23.8%	28.9%	22.3%	15.1%	4.8%
Q3-13. Value of services received from Austin Energy	9.4%	36.0%	26.8%	10.8%	9.3%	7.7%

WITHOUT "DON'T KNOW"**Q3. Economic Opportunity and Affordability. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. City of Austin planning for growth	2.7%	14.2%	21.8%	34.8%	26.5%
Q3-2. Job opportunities that match my skills	18.4%	43.4%	28.3%	6.4%	3.5%
Q3-3. Access to quality child care you can afford	4.8%	16.7%	45.3%	21.9%	11.2%
Q3-4. Access to quality health care you can afford	13.1%	39.8%	25.0%	14.9%	7.1%
Q3-5. Access to quality mental health care you can afford	7.3%	26.7%	35.7%	18.8%	11.4%
Q3-6. Access to healthy food you can afford	21.9%	47.0%	17.9%	8.8%	4.3%
Q3-7. Access to quality housing you can afford	6.7%	22.8%	22.0%	28.1%	20.4%
Q3-8. Availability of affordable housing for low/moderate income families	3.3%	8.9%	19.6%	33.8%	34.3%
Q3-9. Overall quality of development review, permitting & inspection services	2.3%	11.5%	29.7%	27.8%	28.7%
Q3-10. Overall quality of planning & zoning services	2.1%	12.7%	30.4%	27.8%	27.0%
Q3-11. City's effort to promote & assist small, minority and/or women-owned businesses	5.7%	22.5%	44.3%	15.6%	11.9%
Q3-12. Water & wastewater rates (cost)	5.3%	25.0%	30.4%	23.4%	15.9%
Q3-13. Value of services received from Austin Energy	10.1%	39.0%	29.1%	11.7%	10.1%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. Top choice	Number	Percent
City of Austin planning for growth	781	38.1 %
Job opportunities that match my skills	102	5.0 %
Access to quality child care you can afford	42	2.0 %
Access to quality health care you can afford	120	5.9 %
Access to quality mental health care you can afford	36	1.8 %
Access to healthy food you can afford	37	1.8 %
Access to quality housing you can afford	316	15.4 %
Availability of affordable housing for low/moderate income families	180	8.8 %
Overall quality of development review, permitting & inspection services	50	2.4 %
Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	76	3.7 %
City's effort to promote & assist small, minority and/or women-owned businesses	8	0.4 %
Water & wastewater rates (cost)	95	4.6 %
Value of services received from Austin Energy	64	3.1 %
<u>None chosen</u>	142	6.9 %
Total	2049	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 2nd choice	Number	Percent
City of Austin planning for growth	164	8.0 %
Job opportunities that match my skills	102	5.0 %
Access to quality child care you can afford	64	3.1 %
Access to quality health care you can afford	220	10.7 %
Access to quality mental health care you can afford	56	2.7 %
Access to healthy food you can afford	70	3.4 %
Access to quality housing you can afford	342	16.7 %
Availability of affordable housing for low/moderate income families	252	12.3 %
Overall quality of development review, permitting & inspection services	120	5.9 %
Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	184	9.0 %
City's effort to promote & assist small, minority and/or women-owned businesses	32	1.6 %
Water & wastewater rates (cost)	162	7.9 %
Value of services received from Austin Energy	105	5.1 %
<u>None chosen</u>	176	8.6 %
Total	2049	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
City of Austin planning for growth	167	8.2 %
Job opportunities that match my skills	100	4.9 %
Access to quality child care you can afford	63	3.1 %
Access to quality health care you can afford	125	6.1 %
Access to quality mental health care you can afford	81	4.0 %
Access to healthy food you can afford	101	4.9 %
Access to quality housing you can afford	172	8.4 %
Availability of affordable housing for low/moderate income families	171	8.3 %
Overall quality of development review, permitting & inspection services	139	6.8 %
Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	277	13.5 %
City's effort to promote & assist small, minority and/or women-owned businesses	69	3.4 %
Water & wastewater rates (cost)	170	8.3 %
Value of services received from Austin Energy	181	8.8 %
None chosen	233	11.4 %
Total	2049	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q4. Sum of top 3 choices	Number	Percent
City of Austin planning for growth	1112	54.3 %
Job opportunities that match my skills	304	14.8 %
Access to quality child care you can afford	169	8.2 %
Access to quality health care you can afford	465	22.7 %
Access to quality mental health care you can afford	173	8.4 %
Access to healthy food you can afford	208	10.2 %
Access to quality housing you can afford	830	40.5 %
Availability of affordable housing for low/moderate income families	603	29.4 %
Overall quality of development review, permitting & inspection services	309	15.1 %
Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	537	26.2 %
City's effort to promote & assist small, minority and/or women-owned businesses	109	5.3 %
Water & wastewater rates (cost)	427	20.8 %
Value of services received from Austin Energy	350	17.1 %
None chosen	142	6.9 %
Total	5738	

Q5(1-24). Health and Environment. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of City parks & recreation	22.0%	48.5%	16.7%	5.9%	2.0%	4.8%
Q5-2. Quality of City park facilities (recreation, senior, & nature centers)	17.8%	44.4%	21.4%	5.5%	1.8%	9.2%
Q5-3. Overall quality of City-offered parks & recreation programs, leagues, or classes	12.3%	36.2%	24.0%	4.2%	1.3%	22.0%
Q5-4. Ease of accessing parks from your home	19.7%	44.2%	19.5%	7.8%	3.7%	5.2%
Q5-5. Access to City walking/ biking trails	19.9%	42.9%	19.3%	7.9%	3.0%	7.0%
Q5-6. Appearance of City park grounds	17.1%	49.0%	18.7%	6.1%	2.5%	6.6%
Q5-7. Overall satisfaction with City swimming pools	8.6%	28.1%	23.7%	7.0%	3.3%	29.3%
Q5-8. Cleanliness of City streets & public areas	9.6%	36.7%	19.7%	17.4%	12.3%	4.3%
Q5-9. Cleanliness of your neighborhood	21.2%	45.1%	14.3%	11.3%	5.0%	3.1%
Q5-10. Energy Conservation program	9.6%	31.6%	29.0%	5.5%	3.5%	20.9%
Q5-11. Overall quality of wastewater services provided by Austin Water	11.5%	40.6%	26.2%	6.9%	4.4%	10.5%
Q5-12. Overall management of stormwater runoff	7.0%	35.2%	27.6%	9.4%	5.3%	15.5%
Q5-13. Water quality of lakes & streams	8.4%	40.3%	23.3%	11.7%	4.3%	12.0%

Q5(1-24). Health and Environment. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-14. Water Conservation programs within Austin	8.1%	35.4%	29.2%	7.7%	3.8%	15.9%
Q5-15. Overall quality of drinking water provided by Austin Water	19.6%	45.2%	18.1%	8.4%	3.8%	5.0%
Q5-16. Quality of residential garbage collection	24.9%	50.3%	12.6%	5.1%	2.0%	5.0%
Q5-17. Quality of residential yard waste collection	24.1%	46.7%	14.3%	4.9%	2.3%	7.7%
Q5-18. Household hazardous waste disposal service	13.2%	28.3%	24.8%	10.2%	4.4%	19.1%
Q5-19. Bulky item pick-up/removal services	23.1%	43.9%	15.4%	7.1%	2.5%	8.0%
Q5-20. Quality of residential curbside recycling services	27.3%	47.2%	12.2%	3.9%	2.5%	6.9%
Q5-21. Animal services (e.g. shelter, adoptions, animal control)	14.3%	34.9%	21.3%	4.4%	2.4%	22.7%
Q5-22. Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	5.9%	27.2%	27.1%	5.4%	2.9%	31.5%
Q5-23. Shots for Tots & Big Shots program (immunizations)	5.2%	16.7%	22.8%	1.2%	1.1%	53.0%
Q5-24. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	14.7%	30.0%	18.3%	2.7%	1.0%	33.3%

WITHOUT "DON'T KNOW"**Q5(1-24). Health and Environment. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of City parks & recreation	23.1%	50.9%	17.6%	6.2%	2.2%
Q5-2. Quality of City park facilities (recreation, senior, & nature centers)	19.6%	48.9%	23.5%	6.0%	1.9%
Q5-3. Overall quality of City-offered parks & recreation programs, leagues, or classes	15.8%	46.3%	30.8%	5.4%	1.6%
Q5-4. Ease of accessing parks from your home	20.7%	46.6%	20.5%	8.2%	3.9%
Q5-5. Access to City walking/biking trails	21.4%	46.1%	20.7%	8.5%	3.3%
Q5-6. Appearance of City park grounds	18.3%	52.4%	20.1%	6.5%	2.7%
Q5-7. Overall satisfaction with City swimming pools	12.1%	39.7%	33.5%	9.9%	4.7%
Q5-8. Cleanliness of City streets & public areas	10.0%	38.3%	20.6%	18.2%	12.9%
Q5-9. Cleanliness of your neighborhood	21.9%	46.6%	14.8%	11.6%	5.1%
Q5-10. Energy Conservation program	12.1%	39.9%	36.6%	6.9%	4.4%
Q5-11. Overall quality of wastewater services provided by Austin Water	12.8%	45.3%	29.3%	7.7%	4.9%
Q5-12. Overall management of stormwater runoff	8.3%	41.7%	32.7%	11.1%	6.2%
Q5-13. Water quality of lakes & streams	9.6%	45.7%	26.4%	13.3%	4.9%
Q5-14. Water Conservation programs within Austin	9.6%	42.1%	34.7%	9.2%	4.5%
Q5-15. Overall quality of drinking water provided by Austin Water	20.6%	47.6%	19.0%	8.8%	4.0%

WITHOUT "DON'T KNOW"**Q5(1-24). Health and Environment. Please rate your satisfaction with the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-16. Quality of residential garbage collection	26.3%	53.0%	13.3%	5.3%	2.2%
Q5-17. Quality of residential yard waste collection	26.1%	50.5%	15.5%	5.3%	2.5%
Q5-18. Household hazardous waste disposal service	16.3%	35.0%	30.6%	12.6%	5.5%
Q5-19. Bulky item pick-up/removal services	25.1%	47.7%	16.8%	7.7%	2.7%
Q5-20. Quality of residential curbside recycling services	29.4%	50.7%	13.1%	4.2%	2.7%
Q5-21. Animal services (e.g. shelter, adoptions, animal control)	18.4%	45.2%	27.5%	5.7%	3.2%
Q5-22. Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	8.5%	39.7%	39.6%	7.8%	4.3%
Q5-23. Shots for Tots & Big Shots program (immunizations)	11.0%	35.5%	48.5%	2.6%	2.4%
Q5-24. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	22.1%	45.0%	27.4%	4.1%	1.5%

Q5-25. Health and Environment. Please rate your level of agreement with the following statement.

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-25. I have frequent contact with friends & neighbors outside of my home	32.8%	44.4%	14.7%	6.0%	1.7%	0.4%

WITHOUT "DON'T KNOW"

Q5-25. Health and Environment. Please rate your level of agreement with the following statement. (without "don't know")

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-25. I have frequent contact with friends & neighbors outside of my home	32.9%	44.6%	14.7%	6.0%	1.7%

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

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks & recreation	221	10.8 %
Quality of City park facilities (recreation, senior, & nature centers)	51	2.5 %
Overall quality of City-offered parks & recreation programs, leagues, or classes	22	1.1 %
Ease of accessing parks from your home	51	2.5 %
Access to City walking/biking trails	45	2.2 %
Appearance of City park grounds	22	1.1 %
Overall satisfaction with City swimming pools	19	0.9 %
Cleanliness of City streets & public areas	338	16.5 %
Cleanliness of your neighborhood	76	3.7 %
Energy conservation program	72	3.5 %
Overall quality of wastewater services provided by Austin Water	52	2.5 %
Overall management of stormwater runoff	49	2.4 %
Water quality of lakes & streams	55	2.7 %
Water Conservation programs within Austin	36	1.8 %
Overall quality of drinking water provided by Austin Water	413	20.2 %
Quality of residential garbage collection	40	2.0 %
Quality of residential yard waste collection	5	0.2 %
Household hazardous waste disposal service	14	0.7 %
Bulky item pick-up/removal services	10	0.5 %
Quality of residential curbside recycling services	21	1.0 %
Animal services (e.g. shelter, adoptions, animal control)	26	1.3 %
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	85	4.1 %
Shots for Tots & Big Shots program (immunizations)	6	0.3 %
Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	68	3.3 %
<u>None chosen</u>	<u>252</u>	<u>12.3 %</u>
Total	2049	100.0 %

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

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks & recreation	144	7.0 %
Quality of City park facilities (recreation, senior, & nature centers)	50	2.4 %
Overall quality of City-offered parks & recreation programs, leagues, or classes	34	1.7 %
Ease of accessing parks from your home	40	2.0 %
Access to City walking/biking trails	69	3.4 %
Appearance of City park grounds	29	1.4 %
Overall satisfaction with City swimming pools	26	1.3 %
Cleanliness of City streets & public areas	225	11.0 %
Cleanliness of your neighborhood	117	5.7 %
Energy conservation program	82	4.0 %
Overall quality of wastewater services provided by Austin Water	75	3.7 %
Overall management of stormwater runoff	56	2.7 %
Water quality of lakes & streams	115	5.6 %
Water Conservation programs within Austin	51	2.5 %
Overall quality of drinking water provided by Austin Water	220	10.7 %
Quality of residential garbage collection	111	5.4 %
Quality of residential yard waste collection	11	0.5 %
Household hazardous waste disposal service	19	0.9 %
Bulky item pick-up/removal services	25	1.2 %
Quality of residential curbside recycling services	33	1.6 %
Animal services (e.g. shelter, adoptions, animal control)	36	1.8 %
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	84	4.1 %
Shots for Tots & Big Shots program (immunizations)	16	0.8 %
Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	66	3.2 %
<u>None chosen</u>	<u>315</u>	<u>15.4 %</u>
Total	2049	100.0 %

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

Q6. 3rd choice	Number	Percent
Overall quality of City parks & recreation	122	6.0 %
Quality of City park facilities (recreation, senior, & nature centers)	44	2.1 %
Overall quality of City-offered parks & recreation programs, leagues, or classes	36	1.8 %
Ease of accessing parks from your home	35	1.7 %
Access to City walking/biking trails	48	2.3 %
Appearance of City park grounds	43	2.1 %
Overall satisfaction with City swimming pools	29	1.4 %
Cleanliness of City streets & public areas	160	7.8 %
Cleanliness of your neighborhood	84	4.1 %
Energy conservation program	77	3.8 %
Overall quality of wastewater services provided by Austin Water	56	2.7 %
Overall management of stormwater runoff	52	2.5 %
Water quality of lakes & streams	138	6.7 %
Water Conservation programs within Austin	67	3.3 %
Overall quality of drinking water provided by Austin Water	148	7.2 %
Quality of residential garbage collection	106	5.2 %
Quality of residential yard waste collection	17	0.8 %
Household hazardous waste disposal service	32	1.6 %
Bulky item pick-up/removal services	38	1.9 %
Quality of residential curbside recycling services	49	2.4 %
Animal services (e.g. shelter, adoptions, animal control)	57	2.8 %
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	128	6.2 %
Shots for Tots & Big Shots program (immunizations)	20	1.0 %
Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	87	4.2 %
<u>None chosen</u>	<u>376</u>	<u>18.4 %</u>
Total	2049	100.0 %

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

Q6. Sum of top 3 choices	Number	Percent
Overall quality of City parks & recreation	487	23.8 %
Quality of City park facilities (recreation, senior, & nature centers)	145	7.1 %
Overall quality of City-offered parks & recreation programs, leagues, or classes	92	4.5 %
Ease of accessing parks from your home	126	6.1 %
Access to City walking/biking trails	162	7.9 %
Appearance of City park grounds	94	4.6 %
Overall satisfaction with City swimming pools	74	3.6 %
Cleanliness of City streets & public areas	723	35.3 %
Cleanliness of your neighborhood	277	13.5 %
Energy conservation program	231	11.3 %
Overall quality of wastewater services provided by Austin Water	183	8.9 %
Overall management of stormwater runoff	157	7.7 %
Water quality of lakes & streams	308	15.0 %
Water Conservation programs within Austin	154	7.5 %
Overall quality of drinking water provided by Austin Water	781	38.1 %
Quality of residential garbage collection	257	12.5 %
Quality of residential yard waste collection	33	1.6 %
Household hazardous waste disposal service	65	3.2 %
Bulky item pick-up/removal services	73	3.6 %
Quality of residential curbside recycling services	103	5.0 %
Animal services (e.g. shelter, adoptions, animal control)	119	5.8 %
Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	297	14.5 %
Shots for Tots & Big Shots program (immunizations)	42	2.0 %
Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	221	10.8 %
None chosen	252	12.3 %
Total	5456	

Q7(1-11) Safety. Please rate your level of satisfaction with the following statements.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of fire services	25.2%	37.1%	11.2%	0.7%	0.2%	25.5%
Q7-2. Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	23.3%	30.8%	11.1%	1.0%	0.2%	33.5%
Q7-3. Flood control efforts	9.2%	34.2%	23.8%	7.7%	3.2%	21.9%
Q7-4. Timeliness of EMS response to emergency location	22.0%	34.2%	11.9%	1.6%	0.4%	30.0%
Q7-5. Overall quality of police services	18.4%	38.8%	18.9%	7.1%	3.2%	13.5%
Q7-6. Timeliness of emergency police response (How quickly police respond)	15.3%	29.4%	18.1%	6.1%	3.1%	28.1%
Q7-7. Enforcement of local traffic laws	9.3%	33.1%	25.6%	13.8%	7.4%	10.7%
Q7-8. Adequacy of street lighting in your community	13.4%	44.9%	17.7%	13.6%	4.5%	5.9%
Q7-9. Enforcement of local codes & ordinances	6.6%	28.6%	26.9%	11.9%	6.5%	19.5%
Q7-10. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.3%	23.4%	25.8%	5.8%	3.2%	35.6%
Q7-11. Water & wastewater utility response time to emergencies	9.6%	28.5%	23.2%	3.6%	2.1%	33.0%

WITHOUT "DON'T KNOW"**Q7(1-11) Safety. Please rate your level of satisfaction with the following statements. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of fire services	33.8%	49.8%	15.1%	1.0%	0.3%
Q7-2. Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	35.1%	46.3%	16.7%	1.5%	0.3%
Q7-3. Flood control efforts	11.8%	43.8%	30.4%	9.9%	4.1%
Q7-4. Timeliness of EMS response to emergency location	31.4%	48.8%	17.0%	2.3%	0.6%
Q7-5. Overall quality of police services	21.3%	44.9%	21.8%	8.2%	3.7%
Q7-6. Timeliness of emergency police response (How quickly police respond)	21.2%	40.9%	25.1%	8.5%	4.3%
Q7-7. Enforcement of local traffic laws	10.4%	37.1%	28.7%	15.5%	8.3%
Q7-8. Adequacy of street lighting in your community	14.2%	47.7%	18.8%	14.5%	4.8%
Q7-9. Enforcement of local codes & ordinances	8.2%	35.5%	33.4%	14.8%	8.1%
Q7-10. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	9.8%	36.3%	40.1%	8.9%	4.9%
Q7-11. Water & wastewater utility response time to emergencies	14.3%	42.5%	34.7%	5.3%	3.1%

Q7(12-27) Safety. Please rate your level of agreement with the following statements.

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-12. I feel safe in my neighborhood during the day	42.2%	44.5%	6.5%	3.2%	1.0%	2.5%
Q7-13. I feel safe in my neighborhood at night	26.8%	43.5%	13.9%	9.4%	3.6%	2.8%
Q7-14. I feel safe in my home	40.7%	45.9%	7.3%	2.5%	0.9%	2.8%
Q7-15. I feel safe walking alone downtown during the day	23.2%	36.7%	14.9%	11.9%	6.0%	7.4%
Q7-16. I feel safe walking alone downtown at night	5.8%	14.3%	20.5%	27.0%	21.7%	10.8%
Q7-17. I feel safe in my workplace	32.0%	33.6%	12.9%	1.9%	1.2%	18.4%
Q7-18. I feel safe in City parks	16.3%	40.8%	21.4%	8.9%	3.5%	9.1%
Q7-19. I feel prepared to help myself, my family, & my neighbors respond to disasters & major emergencies	17.8%	44.9%	22.4%	6.2%	1.4%	7.4%
Q7-20. I have access to information & education on disasters & other major emergencies	16.4%	42.2%	21.1%	7.4%	2.1%	10.7%
Q7-21. I trust Austin Police Department (APD)	25.5%	41.0%	17.7%	6.7%	3.9%	5.2%
Q7-22. I trust Austin Fire Department (AFD)	39.9%	46.9%	6.4%	0.8%	0.4%	5.6%
Q7-23. I trust Emergency Medical Services (EMS)	38.5%	46.8%	7.1%	0.6%	0.6%	6.4%

Q7(12-27) Safety. Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-24. I am confident that in case of an emergency, my response will be delivered effectively	25.1%	46.1%	15.6%	3.7%	1.0%	8.5%
Q7-25. I have sufficient knowledge & understanding of community laws, codes, & ordinances	14.6%	41.6%	24.3%	8.1%	1.8%	9.6%
Q7-26. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	8.4%	19.2%	19.4%	4.0%	2.9%	46.0%
Q7-27. I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	7.9%	17.7%	19.6%	2.3%	2.0%	50.5%

WITHOUT "DON'T KNOW"**Q7(12-27) Safety. Please rate your level of agreement with the following statements. (without "don't know")**

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-12. I feel safe in my neighborhood during the day	43.3%	45.7%	6.7%	3.3%	1.1%
Q7-13. I feel safe in my neighborhood at night	27.6%	44.8%	14.3%	9.6%	3.7%
Q7-14. I feel safe in my home	41.8%	47.2%	7.5%	2.6%	0.9%
Q7-15. I feel safe walking alone downtown during the day	25.1%	39.6%	16.1%	12.8%	6.4%
Q7-16. I feel safe walking alone downtown at night	6.5%	16.0%	23.0%	30.3%	24.3%
Q7-17. I feel safe in my workplace	39.2%	41.2%	15.8%	2.3%	1.5%
Q7-18. I feel safe in City parks	17.9%	44.8%	23.6%	9.8%	3.8%
Q7-19. I feel prepared to help myself, my family, & my neighbors respond to disasters & major emergencies	19.2%	48.4%	24.1%	6.7%	1.5%
Q7-20. I have access to information & education on disasters & other major emergencies	18.4%	47.2%	23.7%	8.3%	2.4%
Q7-21. I trust Austin Police Department (APD)	26.9%	43.3%	18.6%	7.1%	4.1%
Q7-22. I trust Austin Fire Department (AFD)	42.3%	49.7%	6.8%	0.8%	0.4%
Q7-23. I trust Emergency Medical Services (EMS)	41.1%	50.0%	7.6%	0.7%	0.6%
Q7-24. I am confident that in case of an emergency, my response will be delivered effectively	27.4%	50.4%	17.1%	4.0%	1.1%
Q7-25. I have sufficient knowledge & understanding of community laws, codes, & ordinances	16.2%	46.0%	26.9%	9.0%	1.9%

WITHOUT "DON'T KNOW"

Q7(12-27) Safety. Please rate your level of agreement with the following statements. (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-26. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	15.6%	35.6%	36.0%	7.3%	5.4%
Q7-27. I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	15.9%	35.8%	39.6%	4.7%	3.9%

Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. Top choice	Number	Percent
Overall quality of fire services	148	7.2 %
Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	120	5.9 %
Flood control efforts	57	2.8 %
Timeliness of EMS response to emergency location	124	6.1 %
Overall quality of police services	279	13.6 %
Timeliness of emergency police response (How quickly police respond)	84	4.1 %
Enforcement of local traffic laws	57	2.8 %
Adequacy of street lighting in your community	36	1.8 %
Enforcement of local codes & ordinances	34	1.7 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	12	0.6 %
Water & wastewater utility response time to emergencies	8	0.4 %
I feel safe in my neighborhood during the day	108	5.3 %
I feel safe in my neighborhood at night	119	5.8 %
I feel safe in my home	122	6.0 %
I feel safe walking alone downtown during the day	34	1.7 %
I feel safe walking alone downtown at night	75	3.7 %
I feel safe in my workplace	4	0.2 %
I feel safe in City parks	10	0.5 %
I feel prepared to help myself, my family, & my neighbors to respond to disasters & major emergencies	13	0.6 %
I have access to information & education on disasters & other major emergencies	9	0.4 %
I trust Austin Police Department (APD)	171	8.3 %
I trust Austin Fire Department (AFD)	7	0.3 %
I trust Emergency Medical Services (EMS)	9	0.4 %
I am confident that in case of an emergency, my response will be delivered effectively	34	1.7 %
I have sufficient knowledge & understanding of community laws, codes, & ordinances	5	0.2 %
I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	19	0.9 %
I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	9	0.4 %
None chosen	342	16.7 %
Total	2049	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. 2nd choice	Number	Percent
Overall quality of fire services	118	5.8 %
Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	86	4.2 %
Flood control efforts	52	2.5 %
Timeliness of EMS response to emergency location	150	7.3 %
Overall quality of police services	153	7.5 %
Timeliness of emergency police response (How quickly police respond)	98	4.8 %
Enforcement of local traffic laws	46	2.2 %
Adequacy of street lighting in your community	43	2.1 %
Enforcement of local codes & ordinances	44	2.1 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	22	1.1 %
Water & wastewater utility response time to emergencies	25	1.2 %
I feel safe in my neighborhood during the day	57	2.8 %
I feel safe in my neighborhood at night	162	7.9 %
I feel safe in my home	62	3.0 %
I feel safe walking alone downtown during the day	53	2.6 %
I feel safe walking alone downtown at night	116	5.7 %
I feel safe in my workplace	26	1.3 %
I feel safe in City parks	35	1.7 %
I feel prepared to help myself, my family, & my neighbors to respond to disasters & major emergencies	16	0.8 %
I have access to information & education on disasters & other major emergencies	14	0.7 %
I trust Austin Police Department (APD)	90	4.4 %
I trust Austin Fire Department (AFD)	84	4.1 %
I trust Emergency Medical Services (EMS)	26	1.3 %
I am confident that in case of an emergency, my response will be delivered effectively	40	2.0 %
I have sufficient knowledge & understanding of community laws, codes, & ordinances	7	0.3 %
I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	27	1.3 %
I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	15	0.7 %
None chosen	382	18.6 %
Total	2049	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. 3rd choice	Number	Percent
Overall quality of fire services	43	2.1 %
Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	62	3.0 %
Flood control efforts	32	1.6 %
Timeliness of EMS response to emergency location	126	6.1 %
Overall quality of police services	98	4.8 %
Timeliness of emergency police response (How quickly police respond)	100	4.9 %
Enforcement of local traffic laws	53	2.6 %
Adequacy of street lighting in your community	44	2.1 %
Enforcement of local codes & ordinances	52	2.5 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	23	1.1 %
Water & wastewater utility response time to emergencies	46	2.2 %
I feel safe in my neighborhood during the day	56	2.7 %
I feel safe in my neighborhood at night	97	4.7 %
I feel safe in my home	82	4.0 %
I feel safe walking alone downtown during the day	45	2.2 %
I feel safe walking alone downtown at night	90	4.4 %
I feel safe in my workplace	24	1.2 %
I feel safe in City parks	80	3.9 %
I feel prepared to help myself, my family, & my neighbors to respond to disasters & major emergencies	19	0.9 %
I have access to information & education on disasters & other major emergencies	28	1.4 %
I trust Austin Police Department (APD)	120	5.9 %
I trust Austin Fire Department (AFD)	35	1.7 %
I trust Emergency Medical Services (EMS)	86	4.2 %
I am confident that in case of an emergency, my response will be delivered effectively	73	3.6 %
I have sufficient knowledge & understanding of community laws, codes, & ordinances	27	1.3 %
I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	41	2.0 %
I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	26	1.3 %
None chosen	441	21.5 %
Total	2049	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q8. Sum of top 3 choices	Number	Percent
Overall quality of fire services	309	15.1 %
Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	268	13.1 %
Flood control efforts	141	6.9 %
Timeliness of EMS response to emergency location	400	19.5 %
Overall quality of police services	530	25.9 %
Timeliness of emergency police response (How quickly police respond)	282	13.8 %
Enforcement of local traffic laws	156	7.6 %
Adequacy of street lighting in your community	123	6.0 %
Enforcement of local codes & ordinances	130	6.3 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	57	2.8 %
Water & wastewater utility response time to emergencies	79	3.9 %
I feel safe in my neighborhood during the day	221	10.8 %
I feel safe in my neighborhood at night	378	18.4 %
I feel safe in my home	266	13.0 %
I feel safe walking alone downtown during the day	132	6.4 %
I feel safe walking alone downtown at night	281	13.7 %
I feel safe in my workplace	54	2.6 %
I feel safe in City parks	125	6.1 %
I feel prepared to help myself, my family, & my neighbors to respond to disasters & major emergencies	48	2.3 %
I have access to information & education on disasters & other major emergencies	51	2.5 %
I trust Austin Police Department (APD)	381	18.6 %
I trust Austin Fire Department (AFD)	126	6.1 %
I trust Emergency Medical Services (EMS)	121	5.9 %
I am confident that in case of an emergency, my response will be delivered effectively	147	7.2 %
I have sufficient knowledge & understanding of community laws, codes, & ordinances	39	1.9 %
I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	87	4.2 %
I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances)	50	2.4 %
None chosen	342	16.7 %
Total	5324	

Q9(1-15). Mobility. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	0.8%	4.2%	11.4%	31.4%	50.0%	2.2%
Q9-2. Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	1.2%	11.0%	22.2%	31.9%	30.3%	3.3%
Q9-3. Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	4.2%	17.0%	25.7%	20.3%	21.4%	11.4%
Q9-4. Cost of transportation to get around Austin	4.3%	20.6%	33.0%	13.8%	9.1%	19.2%
Q9-5. Timing of traffic signals on City streets	3.7%	24.5%	30.8%	19.4%	16.3%	5.3%
Q9-6. On-street bicycle accessibility (City's bicycle lane system/network)	5.7%	21.2%	27.4%	13.3%	12.9%	19.5%
Q9-7. Off-street bicycle accessibility (City's urban trail network)	6.6%	23.8%	27.5%	6.0%	6.3%	29.7%
Q9-8. Overall maintenance of major City streets	4.7%	32.5%	25.3%	20.7%	12.2%	4.6%
Q9-9. Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	5.6%	34.2%	25.5%	19.6%	9.7%	5.4%

Q9(1-15). Mobility. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-10. Condition of streets in your neighborhood (residential streets)	11.9%	44.5%	18.4%	13.7%	8.1%	3.6%
Q9-11. Mowing & trimming along City streets	7.1%	36.4%	27.6%	14.4%	8.4%	6.1%
Q9-12. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	7.1%	37.7%	26.2%	14.1%	8.3%	6.6%
Q9-13. Overall maintenance of City sidewalks	6.0%	35.5%	28.5%	15.6%	7.5%	6.9%
Q9-14. Condition of sidewalks in your neighborhood (if sidewalks exist)	11.1%	37.9%	20.1%	12.6%	7.4%	10.9%
Q9-15. Overall quality of Austin-Bergstrom International Airport	29.5%	45.0%	13.0%	2.8%	1.8%	7.9%

WITHOUT "DON'T KNOW"**Q9(1-15). Mobility. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	0.8%	4.3%	11.7%	32.1%	51.1%
Q9-2. Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	1.3%	11.4%	23.0%	33.0%	31.3%
Q9-3. Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	4.8%	19.2%	29.0%	22.9%	24.2%
Q9-4. Cost of transportation to get around Austin	5.3%	25.5%	40.8%	17.1%	11.2%
Q9-5. Timing of traffic signals on City streets	3.9%	25.8%	32.6%	20.5%	17.2%
Q9-6. On-street bicycle accessibility (City's bicycle lane system/network)	7.0%	26.3%	34.1%	16.6%	16.0%
Q9-7. Off-street bicycle accessibility (City's urban trail network)	9.4%	33.8%	39.2%	8.5%	9.0%
Q9-8. Overall maintenance of major City streets	5.0%	34.0%	26.6%	21.7%	12.7%
Q9-9. Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	5.9%	36.2%	27.0%	20.7%	10.3%
Q9-10. Condition of streets in your neighborhood (residential streets)	12.3%	46.1%	19.1%	14.2%	8.4%
Q9-11. Mowing & trimming along City streets	7.5%	38.7%	29.4%	15.3%	9.0%
Q9-12. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	7.6%	40.4%	28.0%	15.1%	8.9%

WITHOUT "DON'T KNOW"**Q9(1-15). Mobility. Please rate your satisfaction with the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-13. Overall maintenance of City sidewalks	6.4%	38.2%	30.6%	16.7%	8.0%
Q9-14. Condition of sidewalks in your neighborhood (if sidewalks exist)	12.4%	42.5%	22.6%	14.2%	8.3%
Q9-15. Overall quality of Austin-Bergstrom International Airport	32.0%	48.9%	14.1%	3.0%	2.0%

Q9(16-19). Mobility. Please rate your level of agreement with the following.

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-16. I feel safe traveling with other drivers on the road	6.0%	32.2%	24.8%	24.5%	8.8%	3.6%
Q9-17. My travel time is predictable & consistent	4.5%	22.8%	17.8%	31.1%	19.7%	4.2%
Q9-18. I understand the transportation options (besides driving a personal vehicle) are available to me	15.0%	49.9%	17.5%	6.7%	3.1%	7.7%
Q9-19. I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	7.1%	22.5%	23.8%	21.3%	13.3%	12.1%

WITHOUT "DON'T KNOW"**Q9(16-19). Mobility. Please rate your level of agreement with the following. (without "don't know")**

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-16. I feel safe traveling with other drivers on the road	6.2%	33.4%	25.8%	25.5%	9.2%
Q9-17. My travel time is predictable & consistent	4.7%	23.8%	18.5%	32.5%	20.5%
Q9-18. I understand the transportation options (besides driving a personal vehicle) are available to me	16.3%	54.1%	18.9%	7.3%	3.4%
Q9-19. I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	8.1%	25.6%	27.0%	24.2%	15.1%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	1076	52.5 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	151	7.4 %
Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	177	8.6 %
Cost of transportation to get around Austin	15	0.7 %
Timing of traffic signals on City streets	46	2.2 %
On-street bicycle accessibility (City's bicycle lane system/network)	28	1.4 %
Off-street bicycle accessibility (City's urban trail network)	2	0.1 %
Overall maintenance of major City streets	79	3.9 %
Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	26	1.3 %
Condition of streets in your neighborhood (residential streets)	19	0.9 %
Mowing & trimming along City streets	10	0.5 %
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	22	1.1 %
Overall maintenance of City sidewalks	8	0.4 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	8	0.4 %
Overall quality of Austin-Bergstrom International Airport	7	0.3 %
I feel safe traveling with other drivers on the road	38	1.9 %
My travel time is predictable & consistent	24	1.2 %
I understand the transportation options (besides driving a personal vehicle) are available to me	9	0.4 %
I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	19	0.9 %
<u>None chosen</u>	<u>285</u>	<u>13.9 %</u>
Total	2049	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

Q10. 2nd choice	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	169	8.2 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	667	32.6 %
Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	153	7.5 %
Cost of transportation to get around Austin	50	2.4 %
Timing of traffic signals on City streets	104	5.1 %
On-street bicycle accessibility (City's bicycle lane system/network)	53	2.6 %
Off-street bicycle accessibility (City's urban trail network)	15	0.7 %
Overall maintenance of major City streets	129	6.3 %
Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	89	4.3 %
Condition of streets in your neighborhood (residential streets)	47	2.3 %
Mowing & trimming along City streets	24	1.2 %
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	53	2.6 %
Overall maintenance of City sidewalks	28	1.4 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	13	0.6 %
Overall quality of Austin-Bergstrom International Airport	20	1.0 %
I feel safe traveling with other drivers on the road	48	2.3 %
My travel time is predictable & consistent	34	1.7 %
I understand the transportation options (besides driving a personal vehicle) are available to me	12	0.6 %
I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	11	0.5 %
<u>None chosen</u>	<u>330</u>	<u>16.1 %</u>
Total	2049	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

Q10. 3rd choice	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	77	3.8 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	149	7.3 %
Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	190	9.3 %
Cost of transportation to get around Austin	52	2.5 %
Timing of traffic signals on City streets	170	8.3 %
On-street bicycle accessibility (City's bicycle lane system/network)	78	3.8 %
Off-street bicycle accessibility (City's urban trail network)	16	0.8 %
Overall maintenance of major City streets	194	9.5 %
Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	129	6.3 %
Condition of streets in your neighborhood (residential streets)	82	4.0 %
Mowing & trimming along City streets	68	3.3 %
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	90	4.4 %
Overall maintenance of City sidewalks	33	1.6 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	32	1.6 %
Overall quality of Austin-Bergstrom International Airport	60	2.9 %
I feel safe traveling with other drivers on the road	82	4.0 %
My travel time is predictable & consistent	116	5.7 %
I understand the transportation options (besides driving a personal vehicle) are available to me	24	1.2 %
I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	33	1.6 %
<u>None chosen</u>	<u>374</u>	<u>18.3 %</u>
Total	2049	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	1322	64.5 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	967	47.2 %
Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	520	25.4 %
Cost of transportation to get around Austin	117	5.7 %
Timing of traffic signals on City streets	320	15.6 %
On-street bicycle accessibility (City's bicycle lane system/network)	159	7.8 %
Off-street bicycle accessibility (City's urban trail network)	33	1.6 %
Overall maintenance of major City streets	402	19.6 %
Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	244	11.9 %
Condition of streets in your neighborhood (residential streets)	148	7.2 %
Mowing & trimming along City streets	102	5.0 %
Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	165	8.1 %
Overall maintenance of City sidewalks	69	3.4 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	53	2.6 %
Overall quality of Austin-Bergstrom International Airport	87	4.2 %
I feel safe traveling with other drivers on the road	168	8.2 %
My travel time is predictable & consistent	174	8.5 %
I understand the transportation options (besides driving a personal vehicle) are available to me	45	2.2 %
I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	63	3.1 %
None chosen	285	13.9 %
Total	5443	

Q11(1-6). Culture and Lifelong Learning. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall quality of City libraries	28.9%	35.0%	12.8%	2.0%	1.0%	20.3%
Q11-2. Materials at libraries	25.0%	35.7%	14.2%	1.9%	0.7%	22.5%
Q11-3. Library programs	20.5%	29.4%	16.5%	1.5%	0.4%	31.7%
Q11-4. Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	20.3%	36.9%	16.3%	2.8%	1.1%	22.6%
Q11-5. Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	20.6%	37.5%	16.9%	3.2%	0.8%	21.0%
Q11-6. City-offered lifelong learning events, activities, & resources (classes or learning materials)	14.5%	27.8%	18.9%	2.5%	1.0%	35.2%

WITHOUT "DON'T KNOW"**Q11(1-6). Culture and Lifelong Learning. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of City libraries	36.3%	44.0%	16.0%	2.5%	1.2%
Q11-2. Materials at libraries	32.3%	46.1%	18.3%	2.4%	0.9%
Q11-3. Library programs	30.0%	43.0%	24.2%	2.1%	0.6%
Q11-4. Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	26.2%	47.7%	21.1%	3.6%	1.5%
Q11-5. Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	26.1%	47.4%	21.4%	4.0%	1.1%
Q11-6. City-offered lifelong learning events, activities, & resources (classes or learning materials)	22.5%	42.9%	29.2%	3.9%	1.6%

Q11-7. Culture and Lifelong Learning. Please rate your level of agreement with the following.

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q11-7. Austin is a place that honors & preserves my personal heritage	8.6%	23.5%	29.2%	8.6%	8.0%	22.1%

WITHOUT "DON'T KNOW"

Q11-7. Culture and Lifelong Learning. Please rate your level of agreement with the following. (without "don't know")

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q11-7. Austin is a place that honors & preserves my personal heritage	11.0%	30.1%	37.5%	11.0%	10.3%

Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City libraries	659	32.2 %
Materials at libraries	108	5.3 %
Library programs	54	2.6 %
Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	207	10.1 %
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	93	4.5 %
City-offered lifelong learning events, activities, & resources (classes or learning materials)	59	2.9 %
Austin is a place that honors & preserves my personal heritage	184	9.0 %
None chosen	685	33.4 %
Total	2049	100.0 %

Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City libraries	146	7.1 %
Materials at libraries	326	15.9 %
Library programs	103	5.0 %
Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	264	12.9 %
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	210	10.2 %
City-offered lifelong learning events, activities, & resources (classes or learning materials)	137	6.7 %
Austin is a place that honors & preserves my personal heritage	70	3.4 %
None chosen	793	38.7 %
Total	2049	100.0 %

Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 3rd choice	Number	Percent
Overall quality of City libraries	101	4.9 %
Materials at libraries	121	5.9 %
Library programs	201	9.8 %
Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	165	8.1 %
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	175	8.5 %
City-offered lifelong learning events, activities, & resources (classes or learning materials)	267	13.0 %
Austin is a place that honors & preserves my personal heritage	146	7.1 %
None chosen	873	42.6 %
Total	2049	100.0 %

Q12. Which THREE of the items 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
Overall quality of City libraries	906	44.2 %
Materials at libraries	555	27.1 %
Library programs	358	17.5 %
Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	636	31.0 %
Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	478	23.3 %
City-offered lifelong learning events, activities, & resources (classes or learning materials)	463	22.6 %
Austin is a place that honors & preserves my personal heritage	400	19.5 %
None chosen	685	33.4 %
Total	4481	

Q13(1-16). Government that Works for All. Please rate your satisfaction with the following.

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of services provided by City	8.6%	47.4%	25.1%	8.0%	3.1%	7.8%
Q13-2. Overall quality of customer service provided by City	9.3%	40.7%	25.2%	8.5%	4.3%	12.0%
Q13-3. Services provided by City's 3-1-1 assistance telephone number	19.7%	41.0%	15.8%	3.9%	2.2%	17.4%
Q13-4. Overall effectiveness of communication by City	7.6%	35.4%	29.2%	10.8%	5.4%	11.6%
Q13-5. City's effort to support dialogue between residents & government	5.1%	27.4%	28.7%	15.0%	8.1%	15.7%
Q13-6. Civic engagement experience with City	4.6%	22.7%	30.9%	9.2%	5.3%	27.3%
Q13-7. City's efforts to be fair	4.9%	24.2%	28.8%	13.9%	9.8%	18.4%
Q13-8. City's efforts to be transparent	4.4%	21.3%	28.5%	15.5%	13.2%	17.1%
Q13-9. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	8.9%	28.6%	28.0%	10.2%	6.6%	17.7%
Q13-10. Overall value that you receive for your City tax & fees	5.2%	23.6%	25.7%	19.7%	16.7%	9.2%
Q13-11. Overall quality of electric utility services provided by Austin Energy (e. g. electricity, solar rebates, electric plug-in vehicle)	12.2%	39.4%	22.7%	6.4%	5.4%	13.9%

Q13(1-16). Government that Works for All. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-12. Austin Energy customer service	12.4%	39.2%	21.7%	4.4%	4.0%	18.3%
Q13-13. Reliability of your electric service	23.3%	47.0%	14.0%	2.8%	1.9%	11.0%
Q13-14. Water & wastewater utility customer service	13.8%	41.2%	20.8%	5.5%	3.5%	15.2%
Q13-15. Online options for conducting business with City (e.g. utility bill, permits, class registration)	12.5%	37.4%	22.1%	4.5%	3.8%	19.8%
Q13-16. Condition of City facilities & buildings (e.g. clean, safe, accessible)	8.8%	40.7%	25.1%	3.2%	1.9%	20.3%

WITHOUT "DON'T KNOW"**Q13(1-16). Government that Works for All. Please rate your satisfaction with the following. (without "don't know")**

(n=2049)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of services provided by City	9.4%	51.4%	27.2%	8.6%	3.3%
Q13-2. Overall quality of customer service provided by City	10.6%	46.2%	28.6%	9.7%	4.9%
Q13-3. Services provided by City's 3-1-1 assistance telephone number	23.9%	49.6%	19.1%	4.7%	2.7%
Q13-4. Overall effectiveness of communication by City	8.6%	40.1%	33.0%	12.2%	6.1%
Q13-5. City's effort to support dialogue between residents & government	6.0%	32.5%	34.1%	17.8%	9.6%
Q13-6. Civic engagement experience with City	6.3%	31.2%	42.5%	12.7%	7.3%
Q13-7. City's efforts to be fair	6.0%	29.6%	35.3%	17.0%	12.0%
Q13-8. City's efforts to be transparent	5.4%	25.7%	34.3%	18.7%	15.9%
Q13-9. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	10.8%	34.7%	34.0%	12.4%	8.1%
Q13-10. Overall value that you receive for your City tax & fees	5.7%	26.0%	28.3%	21.7%	18.4%
Q13-11. Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	14.1%	45.7%	26.4%	7.5%	6.3%
Q13-12. Austin Energy customer service	15.2%	48.0%	26.6%	5.4%	4.8%
Q13-13. Reliability of your electric service	26.2%	52.9%	15.7%	3.1%	2.1%
Q13-14. Water & wastewater utility customer service	16.3%	48.6%	24.6%	6.4%	4.1%

WITHOUT "DON'T KNOW"**Q13(1-16). Government that Works for All. Please rate your satisfaction with the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-15. Online options for conducting business with City (e.g. utility bill, permits, class registration)	15.6%	46.6%	27.5%	5.6%	4.7%
Q13-16. Condition of City facilities & buildings (e.g. clean, safe, accessible)	11.1%	51.0%	31.5%	4.0%	2.4%

Q13-17. Government that Works for All. Please rate your level of agreement with the following.

(n=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q13-17. Employees of City of Austin are ethical in the way they conduct City business	7.7%	32.3%	25.3%	6.2%	3.9%	24.5%

WITHOUT "DON'T KNOW"

Q13-17. Government that Works for All. Please rate your level of agreement with the following. (without "don't know")

(N=2049)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-17. Employees of City of Austin are ethical in the way they conduct City business	10.2%	42.8%	33.6%	8.3%	5.2%

Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. Top choice	Number	Percent
Overall quality of services provided by City	610	29.8 %
Overall quality of customer service provided by City	68	3.3 %
Services provided by City's 3-1-1 assistance telephone number	75	3.7 %
Overall effectiveness of communication by City	49	2.4 %
City's effort to support dialogue between residents & government	75	3.7 %
Civic engagement experience with City	15	0.7 %
City's efforts to be fair	89	4.3 %
City's efforts to be transparent	100	4.9 %
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	71	3.5 %
Overall value that you receive for your City tax & fees	161	7.9 %
Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	37	1.8 %
Austin Energy customer service	12	0.6 %
Reliability of your electric service	58	2.8 %
Water & wastewater utility customer service	11	0.5 %
Online options for conducting business with City (e.g. utility bill, permits, class registration)	10	0.5 %
Condition of City facilities & buildings (e.g. clean, safe, accessible)	3	0.1 %
Employees of City of Austin are ethical in the way they conduct City business	84	4.1 %
<u>None chosen</u>	<u>521</u>	<u>25.4 %</u>
Total	2049	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 2nd choice	Number	Percent
Overall quality of services provided by City	146	7.1 %
Overall quality of customer service provided by City	174	8.5 %
Services provided by City's 3-1-1 assistance telephone number	94	4.6 %
Overall effectiveness of communication by City	79	3.9 %
City's effort to support dialogue between residents & government	126	6.1 %
Civic engagement experience with City	20	1.0 %
City's efforts to be fair	134	6.5 %
City's efforts to be transparent	162	7.9 %
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	87	4.2 %
Overall value that you receive for your City tax & fees	149	7.3 %
Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	59	2.9 %
Austin Energy customer service	25	1.2 %
Reliability of your electric service	81	4.0 %
Water & wastewater utility customer service	37	1.8 %
Online options for conducting business with City (e.g. utility bill, permits, class registration)	18	0.9 %
Condition of City facilities & buildings (e.g. clean, safe, accessible)	14	0.7 %
Employees of City of Austin are ethical in the way they conduct City business	55	2.7 %
<u>None chosen</u>	<u>589</u>	<u>28.7 %</u>
Total	2049	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 3rd choice	Number	Percent
Overall quality of services provided by City	88	4.3 %
Overall quality of customer service provided by City	74	3.6 %
Services provided by City's 3-1-1 assistance telephone number	71	3.5 %
Overall effectiveness of communication by City	80	3.9 %
City's effort to support dialogue between residents & government	90	4.4 %
Civic engagement experience with City	43	2.1 %
City's efforts to be fair	99	4.8 %
City's efforts to be transparent	158	7.7 %
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	98	4.8 %
Overall value that you receive for your City tax & fees	185	9.0 %
Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	73	3.6 %
Austin Energy customer service	29	1.4 %
Reliability of your electric service	93	4.5 %
Water & wastewater utility customer service	47	2.3 %
Online options for conducting business with City (e.g. utility bill, permits, class registration)	44	2.1 %
Condition of City facilities & buildings (e.g. clean, safe, accessible)	36	1.8 %
Employees of City of Austin are ethical in the way they conduct City business	85	4.1 %
<u>None chosen</u>	<u>656</u>	<u>32.0 %</u>
Total	2049	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Overall quality of services provided by City	844	41.2 %
Overall quality of customer service provided by City	316	15.4 %
Services provided by City's 3-1-1 assistance telephone number	240	11.7 %
Overall effectiveness of communication by City	208	10.2 %
City's effort to support dialogue between residents & government	291	14.2 %
Civic engagement experience with City	78	3.8 %
City's efforts to be fair	322	15.7 %
City's efforts to be transparent	420	20.5 %
City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	256	12.5 %
Overall value that you receive for your City tax & fees	495	24.2 %
Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	169	8.2 %
Austin Energy customer service	66	3.2 %
Reliability of your electric service	232	11.3 %
Water & wastewater utility customer service	95	4.6 %
Online options for conducting business with City (e.g. utility bill, permits, class registration)	72	3.5 %
Condition of City facilities & buildings (e.g. clean, safe, accessible)	53	2.6 %
Employees of City of Austin are ethical in the way they conduct City business	224	10.9 %
None chosen	521	25.4 %
Total	4902	

Q15. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City of Austin that you or other members of your household have used during the past 12 months.

Q15. Services & facilities provided by City of Austin you have used during past 12 months	Number	Percent
City park	1511	73.7 %
City walking/biking trail	1328	64.8 %
City recreation program, leagues, or class	305	14.9 %
City pool	660	32.2 %
City recreation center (senior, nature centers)	446	21.8 %
City's bicycle lane system/network	495	24.2 %
City's urban trail network	627	30.6 %
Visited a City library facility	1190	58.1 %
Participated in a City library program	258	12.6 %
Participated in a lifelong learning activity in past 3 months (learning activity or class unrelated to work)	111	5.4 %
Attended a cultural event or program organized by City in past 6 months	504	24.6 %
Contact with City Municipal Court	236	11.5 %
Contact with City Code Enforcement	328	16.0 %
Visited Austin-Bergstrom International Airport	1569	76.6 %
Contact with Austin Public Health (e.g. social services, public health services)	210	10.2 %
Visited Austin Animal Center	367	17.9 %
Called 3-1-1	1152	56.2 %
Called 9-1-1	412	20.1 %
Contact with Austin Police Department	593	28.9 %
Contact with Austin Fire Department	254	12.4 %
Contact with Emergency Medical Services Department	326	15.9 %
Contact with Planning & Zoning department (zoning, neighborhood/small area plans)	271	13.2 %
Contact with City's Development Services department (permitting, inspections)	290	14.2 %
City provides electric service	1433	69.9 %
City provides garbage collection at your residence	1534	74.9 %
<u>City provides your home with water & wastewater services</u>	<u>1563</u>	<u>76.3 %</u>
Total	17973	

Q16. Approximately how many years have you lived in the City of Austin?

Q16. How many years have you lived in City of

<u>Austin</u>	<u>Number</u>	<u>Percent</u>
0-5	361	17.6 %
6-10	260	12.7 %
11-15	210	10.2 %
16-20	204	10.0 %
21-30	339	16.5 %
31+	570	27.8 %
Not provided	105	5.1 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Approximately how many years have you lived in the City of Austin? (without "not provided")**

Q16. How many years have you lived in City of

<u>Austin</u>	<u>Number</u>	<u>Percent</u>
0-5	361	18.6 %
6-10	260	13.4 %
11-15	210	10.8 %
16-20	204	10.5 %
21-30	339	17.4 %
31+	570	29.3 %
Total	1944	100.0 %

Q17. Which of the following best describes your age?

Q17. What best describes your age	Number	Percent
18-24 years	101	4.9 %
25-34 years	356	17.4 %
35-44 years	382	18.6 %
45-54 years	361	17.6 %
55-64 years	392	19.1 %
65-74 years	271	13.2 %
75-84 years	100	4.9 %
85+ years	21	1.0 %
Not provided	65	3.2 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Which of the following best describes your age? (without "not provided")**

Q17. What best describes your age	Number	Percent
18-24 years	101	5.1 %
25-34 years	356	17.9 %
35-44 years	382	19.3 %
45-54 years	361	18.2 %
55-64 years	392	19.8 %
65-74 years	271	13.7 %
75-84 years	100	5.0 %
85+ years	21	1.1 %
Total	1984	100.0 %

Q18. How many children in each of the following age groups live in your household?

	Mean	Sum
number	1.7	989
Ages 0-5	0.5	289
Ages 6-13	0.7	423
Ages 14-17	0.5	277

Q18a. How many of the children in your household use childcare services such as daycare, after school programs, and/or camps?

Q18a. How many children use childcare services such as daycare, after school programs, and/or camps

	Number	Percent
0	322	56.5 %
1	141	24.7 %
2	79	13.9 %
3+	28	4.9 %
Total	570	100.0 %

Q19. Which of the following best describes your race or ethnic background?

Q19. What best describes your race or ethnic background	Number	Percent
African American/Black	156	7.6 %
American Indian/Native American/Aleutian/Eskimo	21	1.0 %
Asian/Pacific Islander	123	6.0 %
Hispanic/Latino	698	34.1 %
Middle Eastern	27	1.3 %
White	1454	71.0 %
Other	18	0.9 %
Total	2497	

Q19-7. Other

Q19-7. Other	Number	Percent
Mixed	14	77.8 %
ITALIAN, FRENCH	1	5.6 %
Mexican	1	5.6 %
Asian & Caribbean	1	5.6 %
Mexican American	1	5.6 %
Total	18	100.0 %

Q20. Which of the following best describes your ANNUAL household income?

Q20. What best describes your annual household income

	Number	Percent
Less than \$20K	166	8.1 %
\$20K-\$39,999	273	13.3 %
\$40K-\$59,999	325	15.9 %
\$60K-\$79,999	290	14.2 %
\$80K-\$149,999	465	22.7 %
\$150K+	267	13.0 %
Not provided	263	12.8 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Which of the following best describes your ANNUAL household income? (without "not provided")**

Q20. What best describes your annual household income

	Number	Percent
Less than \$20K	166	9.3 %
\$20K-\$39,999	273	15.3 %
\$40K-\$59,999	325	18.2 %
\$60K-\$79,999	290	16.2 %
\$80K-\$149,999	465	26.0 %
\$150K+	267	14.9 %
Total	1786	100.0 %

Q21. Did your household reduce the total number of cars owned/leased in the household by one or more within the last year?

Q21. Did your household reduce total number of cars owned/leased within last year	Number	Percent
Yes	178	8.7 %
No	1795	87.6 %
Not provided	76	3.7 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"

Q21. Did your household reduce the total number of cars owned/leased in the household by one or more within the last year? (without "not provided")

Q21. Did your household reduce total number of cars owned/leased within last year	Number	Percent
Yes	178	9.0 %
No	1795	91.0 %
Total	1973	100.0 %

Q21a. If Yes to Question 21, please check all reasons why your household reduced the total number of cars owned/leased in the household by one or more within the last year?

Q21a. Why did you reduce total number of cars owned/leased within last year	Number	Percent
Lack of a driver's license	5	2.8 %
Cars are not available	12	6.7 %
Prefer to use other transportation modes	11	6.2 %
It is easy to walk to places	8	4.5 %
Fewer drivers in the household	77	43.3 %
Could not afford to keep the car	49	27.5 %
Other	34	19.1 %
Total	196	

Q21a-7. Other

<u>Q21a-7. Other</u>	<u>Number</u>	<u>Percent</u>
GAVE TO FAMILY MEMBER	2	5.9 %
TO SAVE MONEY	1	2.9 %
Downsized to one vehicle after retiring	1	2.9 %
SOLD INHERITED CAR	1	2.9 %
REDUCED ALL HOUSEHOLD BILLS TO KEEP UP WITH COST OF LIVING	1	2.9 %
WORK FROM HOME	1	2.9 %
TOTALED AND NOT REPLACED	1	2.9 %
EASY TO BIKE TO PLACES, CAPMETRO RE-MAP	1	2.9 %
Need only one car	1	2.9 %
Dead car	1	2.9 %
Cost cutting and to gain back driveway space	1	2.9 %
Bought new vehicle	1	2.9 %
Donated vehicle to relative	1	2.9 %
Gifted an auto to one of my children	1	2.9 %
Breathing problems, felt like I just should not be driving	1	2.9 %
NO NEED FOR EXTRA CAR	1	2.9 %
GAVE TO SON IN ARIZONA	1	2.9 %
Need too many expensive repairs	1	2.9 %
CARPOOL TO WORK	1	2.9 %
One car is enough	1	2.9 %
Sold business vehicle	1	2.9 %
Had 3, but only needed 2	1	2.9 %
DONATED OLD CAR TO PUBLIC RADIO	1	2.9 %
DID NOT USE THAT CAR MUCH	1	2.9 %
My husband can not drive for medical reasons	1	2.9 %
Neither of us can drive a coupe any more	1	2.9 %
Had more cars than we needed	1	2.9 %
Car was lost in an accident caused from a medical disorder	1	2.9 %
We got rid of an old truck	1	2.9 %
Gave a car to sister	1	2.9 %
Neither my wife nor I can drive a coupe any longer	1	2.9 %
Got rid of old cars	1	2.9 %
Child took one of cars to school to college	1	2.9 %
Total	34	100.0 %

Q22. Which of the following BEST describes your employment status?

<u>Q22. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1329	64.9 %
Employed part-time	149	7.3 %
Student full-time	13	0.6 %
Student part-time	14	0.7 %
Retired	432	21.1 %
Not currently employed	31	1.5 %
Not provided	81	4.0 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q22. Which of the following BEST describes your employment status? (without "not provided")**

<u>Q22. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1329	67.5 %
Employed part-time	149	7.6 %
Student full-time	13	0.7 %
Student part-time	14	0.7 %
Retired	432	22.0 %
Not currently employed	31	1.6 %
Total	1968	100.0 %

Q22a. What is the zip code where you work or go to school?

<u>Q22a. Zip code where you work or go to school</u>	<u>Number</u>	<u>Percent</u>
78701	129	8.8 %
78745	109	7.5 %
78704	90	6.2 %
78759	83	5.7 %
78702	70	4.8 %
78746	66	4.5 %
78731	59	4.0 %
78744	59	4.0 %
78758	56	3.8 %
78757	52	3.6 %
78703	50	3.4 %
78723	49	3.4 %
78753	43	2.9 %
78741	38	2.6 %
78748	34	2.3 %
78754	31	2.1 %
78712	30	2.1 %
78750	30	2.1 %
78756	30	2.1 %
78749	29	2.0 %
78735	28	1.9 %
78752	24	1.6 %
78705	23	1.6 %
78717	19	1.3 %
78721	17	1.2 %
78729	16	1.1 %
78727	15	1.0 %
78739	14	1.0 %
78751	13	0.9 %
78726	12	0.8 %
78736	11	0.8 %
78730	11	0.8 %
78724	10	0.7 %
78722	10	0.7 %
78664	10	0.7 %
78747	8	0.5 %
78666	6	0.4 %
78681	6	0.4 %
78738	6	0.4 %
78660	5	0.3 %
78728	5	0.3 %
78734	4	0.3 %
78682	4	0.3 %
78713	4	0.3 %
78737	3	0.2 %
78755	3	0.2 %

Q22a. What is the zip code where you work or go to school?

<u>Q22a. Zip code where you work or go to school</u>	<u>Number</u>	<u>Percent</u>
78719	3	0.2 %
78626	3	0.2 %
78613	2	0.1 %
78610	2	0.1 %
78711	2	0.1 %
78640	1	0.1 %
78628	1	0.1 %
78733	1	0.1 %
78621	1	0.1 %
78665	1	0.1 %
76504	1	0.1 %
78772	1	0.1 %
78652	1	0.1 %
77843	1	0.1 %
78852	1	0.1 %
79748	1	0.1 %
76574	1	0.1 %
78617	1	0.1 %
78709	1	0.1 %
78714	1	0.1 %
76701	1	0.1 %
77205	1	0.1 %
78720	1	0.1 %
75074	1	0.1 %
71001	1	0.1 %
78653	1	0.1 %
78654	1	0.1 %
79754	1	0.1 %
Total	1459	100.0 %

Q23. What is your gender identity?

<u>Q23. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	997	48.7 %
Female	1006	49.1 %
Prefer to self-describe	8	0.4 %
Not provided	38	1.9 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q23. What is your gender identity? (without "not provided")**

<u>Q23. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	997	49.6 %
Female	1006	50.0 %
Prefer to self-describe	8	0.4 %
Total	2011	100.0 %

Q23-3. Please describe your gender identity:

<u>Q23-3. How do you describe your gender identity</u>	<u>Number</u>	<u>Percent</u>
NON BINARY	2	50.0 %
Neutral	1	25.0 %
I was born with an X & Y chromosome so I am a male	1	25.0 %
Total	4	100.0 %

Q24. Do you own or rent your home?

<u>Q24. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	1393	68.0 %
Rent	641	31.3 %
Not provided	15	0.7 %
Total	2049	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Do you own or rent your home? (without "not provided")**

<u>Q24. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	1393	68.5 %
Rent	641	31.5 %
Total	2034	100.0 %



Summer 2019

Dear Austin resident,

The City of Austin is transforming how we serve the Austin community. We are focusing on improving the six Outcomes below. So, how are we doing? I invite your feedback in this survey regarding City programs, services, staff, and your preferences about how we should prioritize our services.



Why did I get this?

This survey helps the City of Austin government measure satisfaction and prioritize improvements. Your household was randomly selected to receive this survey and only a small percentage of Austin residents receive it. Your individual responses will remain anonymous. If you have questions about this survey, please call the City of Austin Office of Performance Management at (512) 974-3195.

Action Requested:

In the next few days, please return the completed questionnaire in the enclosed postage-paid envelope to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. The ETC Institute's DirectionFinder® services will compile responses for analysis and also provide comparison satisfaction ratings from peer cities. Once compiled, the results will be shared with my leadership team, the Mayor and City Council, and all Department Heads. Results will also be published on our website, www.austintexas.gov.

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

Spencer Cronk
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 anónimas. 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.

Các thành Phố Austin đang tiến hành một cuộc khảo sát để lấy ý kiến của người dân về chất lượng dịch vụ của thành phố. Phản hồi của bạn là quan trọng, và phản ứng của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc điều tra bạn có thể làm như vậy bằng cách gọi số điện thoại miễn phí 1-844-486-2571. Cảm ơn bạn.

奧斯汀市正在進行一項調查，以獲取居民對城市服務品質的反饋。您的回饋意見對我們很重要，我們將予以保密。如果您希望使用中文完成調查，請免費撥號 1-844-872-2562。謝謝您的參與！



2019 City of Austin Community Survey

Thank you for taking the time to complete this important survey about services offered by City of Austin departments. Please circle the response that most closely matches your opinion. *Your responses will remain anonymous.* 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 would like to take the survey online, please go to <http://austinsurvey.org/>

1. Quality of Life. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The City of Austin as a place to live	5	4	3	2	1	9
2.	The City of Austin as a place to work	5	4	3	2	1	9
3.	The City of Austin as a place to raise children	5	4	3	2	1	9
4.	The City of Austin as a place to retire	5	4	3	2	1	9
5.	The City of Austin as a place where I feel welcome	5	4	3	2	1	9
6.	Overall quality of life in the city	5	4	3	2	1	9

2. Which **TWO** of the items listed in Question 1 do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 1.]

1st: _____ 2nd: _____

2a. If you are dissatisfied with any of the items listed in Question 1, why?

3. Economic Opportunity and Affordability. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The City of Austin planning for growth	5	4	3	2	1	9
2.	Job opportunities that match my skills	5	4	3	2	1	9
3.	Access to quality child care you can afford	5	4	3	2	1	9
4.	Access to quality health care you can afford	5	4	3	2	1	9
5.	Access to quality mental health care you can afford	5	4	3	2	1	9
6.	Access to healthy food you can afford	5	4	3	2	1	9
7.	Access to quality housing you can afford	5	4	3	2	1	9
8.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
9.	Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
10.	Overall quality of planning and zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
11.	City's effort to promote and assist small, minority and/or women-owned businesses	5	4	3	2	1	9
12.	Water and wastewater rates (cost)	5	4	3	2	1	9
13.	Value of services received from Austin Energy	5	4	3	2	1	9

4. Which **THREE** of the items listed in Question 3 do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 3.]

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

4a. If you are dissatisfied with any of the items listed in Question 3, why?

 5. Health and Environment. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of City parks and recreation	5	4	3	2	1	9
2.	Quality of City park facilities (recreation, senior, and nature centers)	5	4	3	2	1	9
3.	Overall quality of City-offered parks and recreation programs, leagues, or classes	5	4	3	2	1	9
4.	Ease of accessing parks from your home	5	4	3	2	1	9
5.	Access to City walking/biking trails	5	4	3	2	1	9
6.	Appearance of City park grounds	5	4	3	2	1	9
7.	Overall satisfaction with City swimming pools	5	4	3	2	1	9
8.	Cleanliness of city streets and public areas	5	4	3	2	1	9
9.	Cleanliness of your neighborhood	5	4	3	2	1	9
10.	Energy Conservation program	5	4	3	2	1	9
11.	Overall quality of wastewater services provided by Austin Water	5	4	3	2	1	9
12.	Overall management of stormwater runoff	5	4	3	2	1	9
13.	The water quality of lakes and streams	5	4	3	2	1	9
14.	Water Conservation programs within Austin	5	4	3	2	1	9
15.	Overall quality of drinking water provided by Austin Water	5	4	3	2	1	9
16.	Quality of residential garbage collection	5	4	3	2	1	9
17.	Quality of residential yard waste collection	5	4	3	2	1	9
18.	Household hazardous waste disposal service	5	4	3	2	1	9
19.	Bulky item pick-up/removal services	5	4	3	2	1	9
20.	Quality of residential curbside recycling services	5	4	3	2	1	9
21.	Animal services (e.g. shelter, adoptions, animal control)	5	4	3	2	1	9
22.	Overall quality of public health services provided by the City (social services, health services, immunizations and restaurant inspections)	5	4	3	2	1	9
23.	Shots for Tots and Big Shots program (immunizations)	5	4	3	2	1	9
24.	Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	5	4	3	2	1	9
Please rate your level of agreement with the following.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
25.	I have frequent contact with friends and neighbors outside of my home	5	4	3	2	1	9

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

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

6a. ***If you are dissatisfied or disagree with any of the items listed in Question 5, why?***

7. Safety. Please rate your level of satisfaction with the following statements.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of fire services	5	4	3	2	1	9
2.	Timeliness of fire response to emergency location (How quickly firefighters respond to emergencies)	5	4	3	2	1	9
3.	Flood control efforts	5	4	3	2	1	9
4.	Timeliness of EMS response to emergency location	5	4	3	2	1	9
5.	Overall quality of police services	5	4	3	2	1	9
6.	Timeliness of emergency police response (How quickly police respond)	5	4	3	2	1	9
7.	Enforcement of local traffic laws	5	4	3	2	1	9
8.	Adequacy of street lighting in your community	5	4	3	2	1	9
9.	Enforcement of local codes and ordinances	5	4	3	2	1	9
10.	Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)	5	4	3	2	1	9
11.	Water and wastewater utility response time to emergencies	5	4	3	2	1	9
Please rate your level of agreement with the following.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
12.	I feel safe in my neighborhood during the day	5	4	3	2	1	9
13.	I feel safe in my neighborhood at night	5	4	3	2	1	9
14.	I feel safe in my home	5	4	3	2	1	9
15.	I feel safe walking alone downtown during the day	5	4	3	2	1	9
16.	I feel safe walking alone downtown at night	5	4	3	2	1	9
17.	I feel safe in my workplace	5	4	3	2	1	9
18.	I feel safe in city parks	5	4	3	2	1	9
19.	I feel prepared to help myself, my family, and my neighbors respond to disasters and major emergencies	5	4	3	2	1	9
20.	I have access to information and education on disasters and other major emergencies	5	4	3	2	1	9
21.	I trust Austin Police Department (APD)	5	4	3	2	1	9
22.	I trust Austin Fire Department (AFD)	5	4	3	2	1	9
23.	I trust Emergency Medical Services (EMS)	5	4	3	2	1	9
24.	I am confident that in case of an emergency, my response will be delivered effectively	5	4	3	2	1	9
25.	I have sufficient knowledge and understanding of community laws, codes, and ordinances	5	4	3	2	1	9
26.	I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	5	4	3	2	1	9
27.	I feel I was treated fairly during my judicial process (traffic and parking ticket processing, fine collections, misdemeanor court case appearances)	5	4	3	2	1	9

8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 7.]

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

8a. If you are dissatisfied or disagree with any of the items listed in Question 7, why?

 9. Mobility. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	5	4	3	2	1	9
2.	Traffic flow on major City streets (e.g. Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	5	4	3	2	1	9
3.	Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	5	4	3	2	1	9
4.	Cost of transportation to get around Austin	5	4	3	2	1	9
5.	Timing of traffic signals on City streets	5	4	3	2	1	9
6.	On-street bicycle accessibility (The City's bicycle lane system/network)	5	4	3	2	1	9
7.	Off-street bicycle accessibility (The City's urban trail network)	5	4	3	2	1	9
8.	Overall maintenance of major City streets	5	4	3	2	1	9
9.	Condition of major City streets (e.g. Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	5	4	3	2	1	9
10.	Condition of streets in your neighborhood (residential streets)	5	4	3	2	1	9
11.	Mowing and trimming along City streets	5	4	3	2	1	9
12.	Pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks)	5	4	3	2	1	9
13.	Overall maintenance of City sidewalks	5	4	3	2	1	9
14.	Condition of sidewalks in your neighborhood (if sidewalks exist)	5	4	3	2	1	9
15.	Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
Please rate your level of agreement with the following.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
16.	I feel safe traveling with other drivers on the road	5	4	3	2	1	9
17.	My travel time is predictable and consistent	5	4	3	2	1	9
18.	I understand the transportation options (besides driving a personal vehicle) available to me	5	4	3	2	1	9
19.	I feel comfortable using the transportation options (besides driving a personal vehicle) available to me	5	4	3	2	1	9

10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 9.]

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

10a. If you are dissatisfied or disagree with any of the items listed in Question 9, why?

 11. Culture and Lifelong Learning. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of City libraries	5	4	3	2	1	9
2.	Materials at libraries	5	4	3	2	1	9
3.	Library programs	5	4	3	2	1	9
4.	Quality of cultural and learning services and programs in Austin (e.g. libraries, museums, cultural centers and events)	5	4	3	2	1	9
5.	Quality of the City's cultural and learning facilities (e.g. libraries, cultural centers, City museums)	5	4	3	2	1	9
6.	City-offered lifelong learning events, activities, and resources (classes or learning materials)	5	4	3	2	1	9
Please rate your level of agreement with the following.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
7.	Austin is a place that honors and preserves my personal heritage	5	4	3	2	1	9

12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide? *[Write in your answers below using the numbers from the list in Question 11.]*

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

12a. If you are dissatisfied or disagree with any of the items listed in Question 11, why?

13.  Government that Works for All. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	Overall quality of customer service provided by the City	5	4	3	2	1	9
3.	Services provided by the City's 3-1-1 assistance telephone number	5	4	3	2	1	9
4.	Overall effectiveness of communication by the City	5	4	3	2	1	9
5.	The City's effort to support dialogue between residents and government	5	4	3	2	1	9
6.	Civic engagement experience with the City	5	4	3	2	1	9
7.	The City's efforts to be fair	5	4	3	2	1	9
8.	The City's efforts to be transparent	5	4	3	2	1	9
9.	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
10.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
11.	Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	5	4	3	2	1	9
12.	Austin Energy customer service	5	4	3	2	1	9
13.	Reliability of your electric service	5	4	3	2	1	9
14.	Water and wastewater utility customer service	5	4	3	2	1	9
15.	Online options for conducting business with the City (e.g. utility bill, permits, class registration)	5	4	3	2	1	9
16.	Condition of City facilities and buildings (e.g. clean, safe, accessible)	5	4	3	2	1	9
Please rate your level of agreement with the following.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
17.	Employees of the City of Austin are ethical in the way they conduct City business	5	4	3	2	1	9

14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? *[Write in your answers below using the numbers from the list in Question 13.]*

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

14a. If you are dissatisfied or disagree with any of the items listed in Question 13, why?

15. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City of Austin that you or other members of your household have used during the past 12 months, unless otherwise noted.

- | | |
|--|---|
| <input type="checkbox"/> (01) City park | <input type="checkbox"/> (15) Contact with Austin Public Health (e.g. social services, public health services) |
| <input type="checkbox"/> (02) City walking/biking trail | <input type="checkbox"/> (16) Visited Austin Animal Center |
| <input type="checkbox"/> (03) City recreation program, leagues, or class | <input type="checkbox"/> (17) Called 3-1-1 |
| <input type="checkbox"/> (04) City pool | <input type="checkbox"/> (18) Called 9-1-1 |
| <input type="checkbox"/> (05) City recreation center (senior, nature centers) | <input type="checkbox"/> (19) Contact with Austin Police Department |
| <input type="checkbox"/> (06) City's bicycle lane system/network | <input type="checkbox"/> (20) Contact with Austin Fire Department |
| <input type="checkbox"/> (07) City's urban trail network | <input type="checkbox"/> (21) Contact with Emergency Medical Services Department |
| <input type="checkbox"/> (08) Visited a City library facility | <input type="checkbox"/> (22) Contact with the Planning and Zoning department (zoning, neighborhood/small area plans) |
| <input type="checkbox"/> (09) Participated in a City library program | <input type="checkbox"/> (23) Contact with the City's Development Services department (permitting, inspections) |
| <input type="checkbox"/> (10) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work) | <input type="checkbox"/> (24) City provides electric service |
| <input type="checkbox"/> (11) Attended a cultural event or program organized by the City in the past 6 months | <input type="checkbox"/> (25) City provides garbage collection at your residence |
| <input type="checkbox"/> (12) Contact with City Municipal Court | <input type="checkbox"/> (26) City provides your home with water and wastewater services |
| <input type="checkbox"/> (13) Contact with City Code Enforcement | |
| <input type="checkbox"/> (14) Visited the Austin-Bergstrom International Airport | |

Demographics Our last questions are about you and your household. We ask these questions to ensure we reach all groups in Austin and to see if all residents are experiencing City services equitably. Your individual responses will remain anonymous.

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

17. Which of the following best describes your age?

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> (1) 18-24 years | <input type="checkbox"/> (3) 35-44 years | <input type="checkbox"/> (5) 55-64 years | <input type="checkbox"/> (7) 75-84 years |
| <input type="checkbox"/> (2) 25-34 years | <input type="checkbox"/> (4) 45-54 years | <input type="checkbox"/> (6) 65-74 years | <input type="checkbox"/> (8) 85+ years |

18. How many children in each of the following age groups live in your household? [Write the number of children in each age group below, or circle "NONE."]

Ages 0-5: _____ Ages 6-13: _____ Ages 14-17: _____ NONE [Skip to Q19.]

18a. How many of the children in your household use childcare services such as daycare, after school programs, and/or camps?

_____ children

19. Which of the following best describes your race or ethnic background? [Check all that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (1) African American/Black | <input type="checkbox"/> (5) Middle Eastern |
| <input type="checkbox"/> (2) American Indian/Native American/Aleutian/Eskimo | <input type="checkbox"/> (6) White |
| <input type="checkbox"/> (3) Asian/Pacific Islander | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (4) Hispanic/Latino | |

20. Which of the following best describes your ANNUAL household income?

- | | | |
|--|--|---|
| <input type="checkbox"/> (1) Less than \$20,000 | <input type="checkbox"/> (3) \$40,000 - \$59,999 | <input type="checkbox"/> (5) \$80,000 - \$149,999 |
| <input type="checkbox"/> (2) \$20,000 - \$39,999 | <input type="checkbox"/> (4) \$60,000 - \$79,999 | <input type="checkbox"/> (6) \$150,000 or more |

21. Did your household reduce the total number of cars owned/leased in the household by one or more within the last year?

___(1) Yes [Answer Q21a.] ___(2) No [Skip to Q22]

21a. If Yes to Q21, check all that apply:

- ___(1) Lack of a driver's license
- ___(2) Cars are not available
- ___(3) Prefer to use other transportation modes
- ___(4) It is easy to walk places
- ___(5) Fewer drivers in the household
- ___(6) Could not afford to keep the car
- ___(7) Other: _____

22. Which of the following BEST describes your employment status?

- ___(1) Employed full-time [Answer Q22a.]
- ___(2) Employed part-time [Answer Q22a.]
- ___(3) Student full-time [Answer Q22a.]
- ___(4) Student part-time [Answer Q22a.]
- ___(5) Retired
- ___(6) Not currently employed

22a. What is the zip code where you work or go to school? _____

23. What is your gender identity?

- ___(1) Male
- ___(2) Female
- ___(3) Prefer to self-describe: _____

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

25. If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?

26. Interest in a Focus Group or Online Panel. If you would be willing to participate in a focus group/on-line panel 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 completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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