



***City of Austin***  
***2019 Community Survey***  
***Findings***

Presented by  
*ETC Institute*

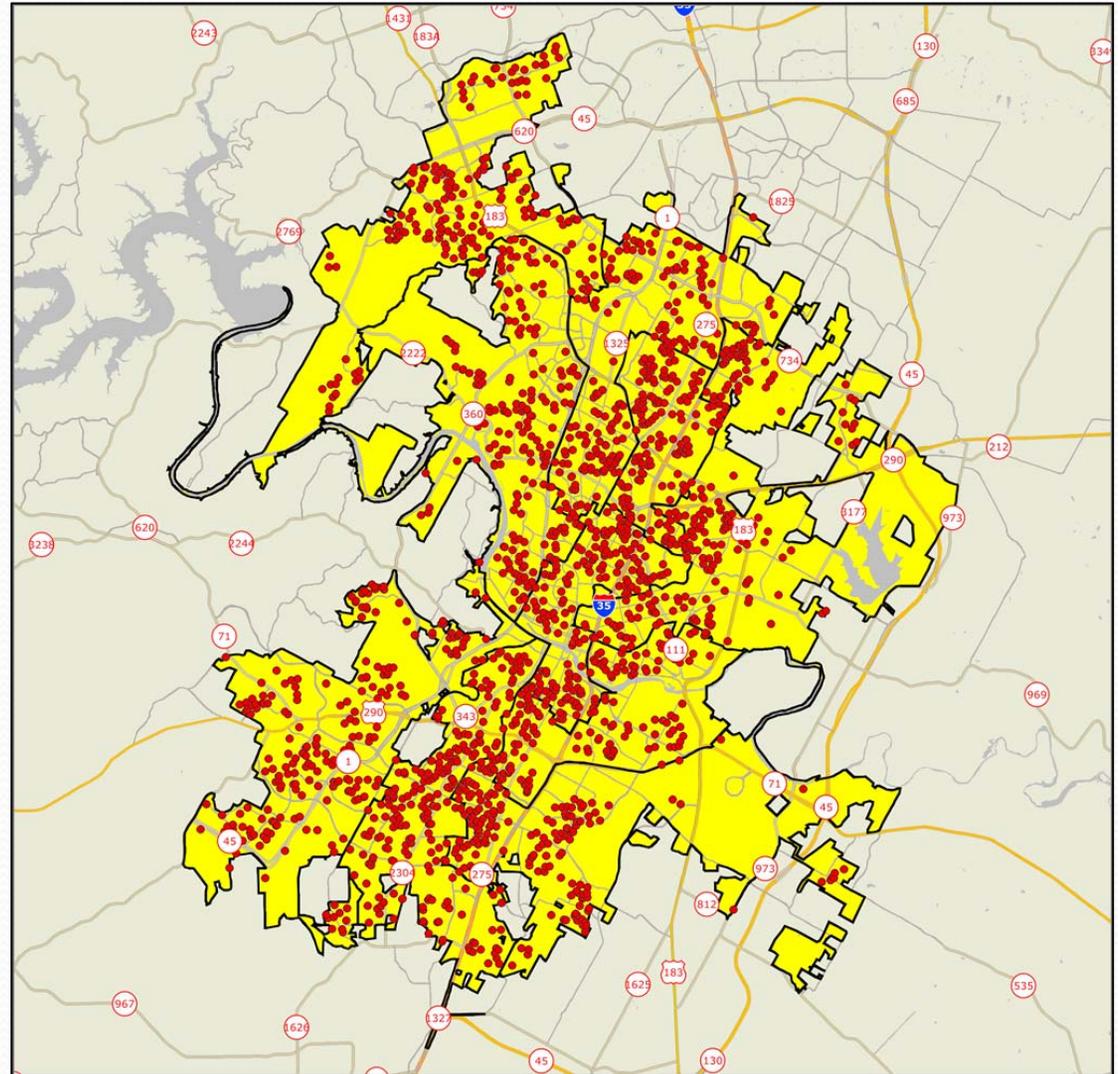


# Methodology

- **Survey Description**
  - survey redesigned to ensure complete alignment with strategic outcomes
  - included many of the questions that were asked on surveys administered between 2013 and 2019
- **Method of Administration**
  - conducted Summer of 2019 by mail and Internet to a randomly selected sample of households with follow-up by email
  - each survey took approximately 15 minutes to complete
- **Sample size:**
  - 2,049 completed surveys
  - a minimum of 200 surveys completed in each of the City's 10 Council Districts
- **Confidence level: 95%**
- **Margin of error: +/- 2.2% overall**

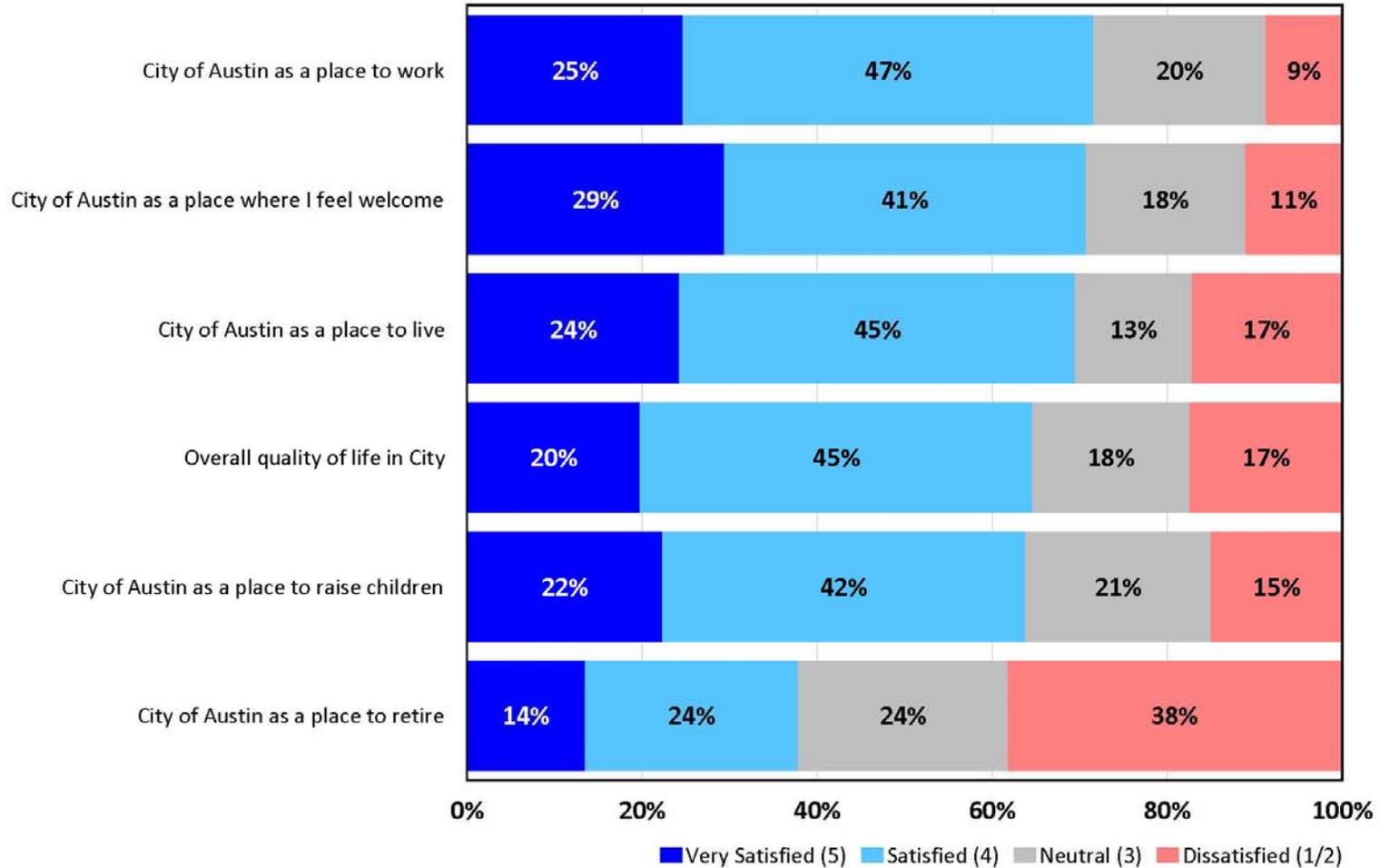
# 2019 City of Austin Community Survey

## Location of Respondents



# Q1. Quality of Life

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



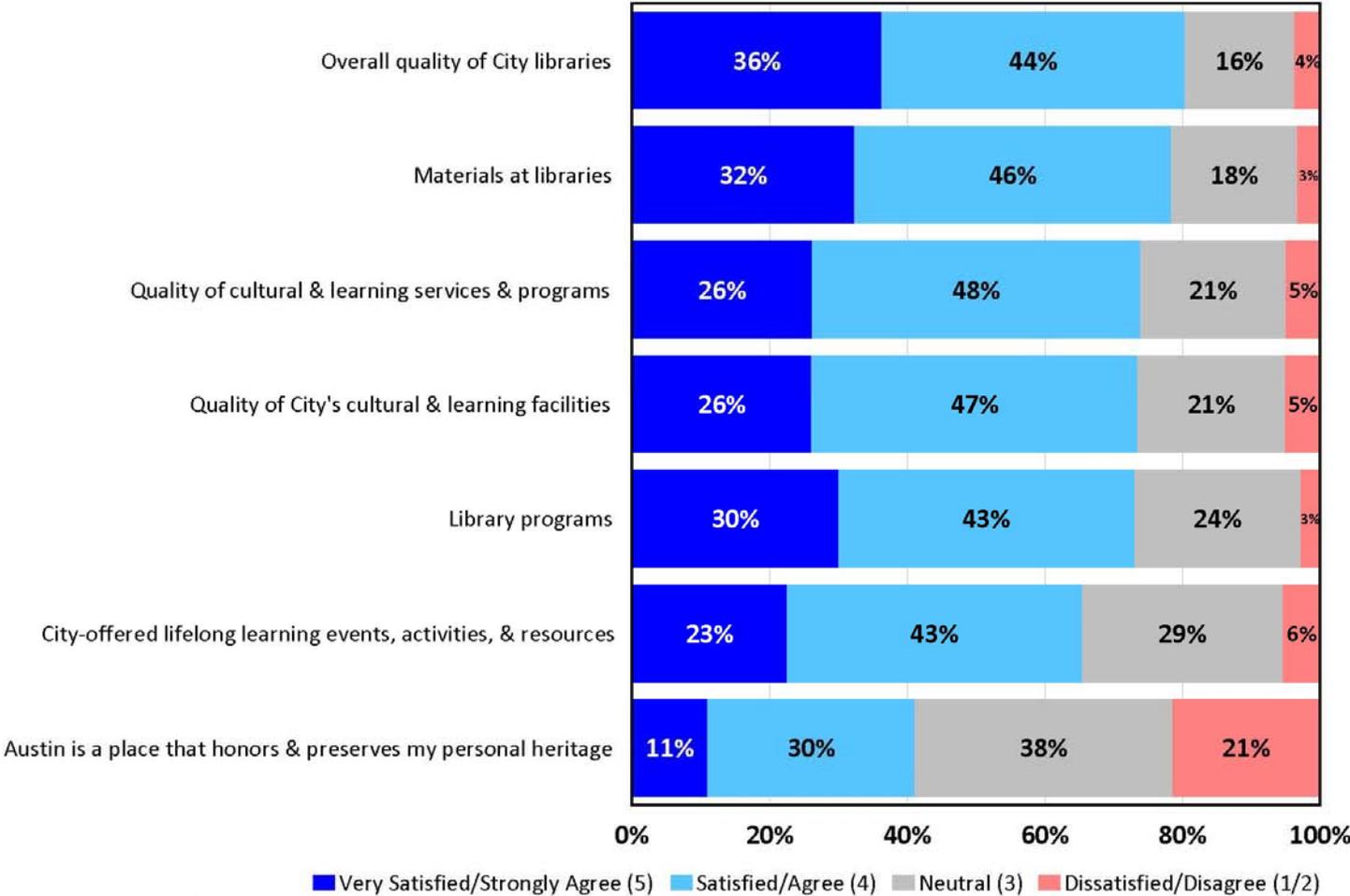
Source: ETC Institute (2019)

(n=2049)

Most Residents Feel Good About Living in Austin, But the City Gets Lower Ratings as a Place to Retire.

# Q11. Culture and Lifelong Learning

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



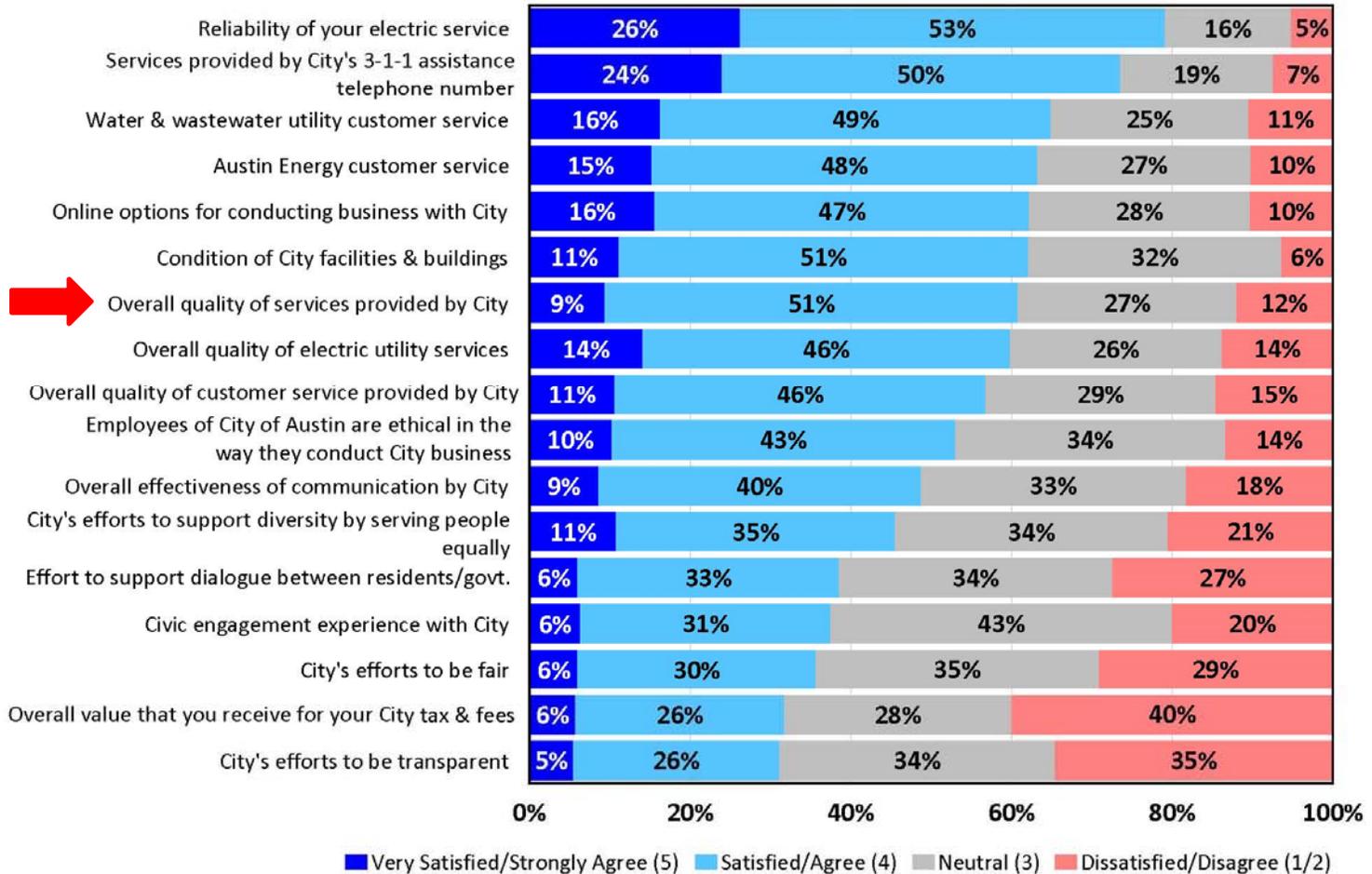
Source: ETC Institute (2019)

(n=2049)

**Satisfied with Libraries and Cultural Services/Programs is Very High**

## Q13. Government that Works for All

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



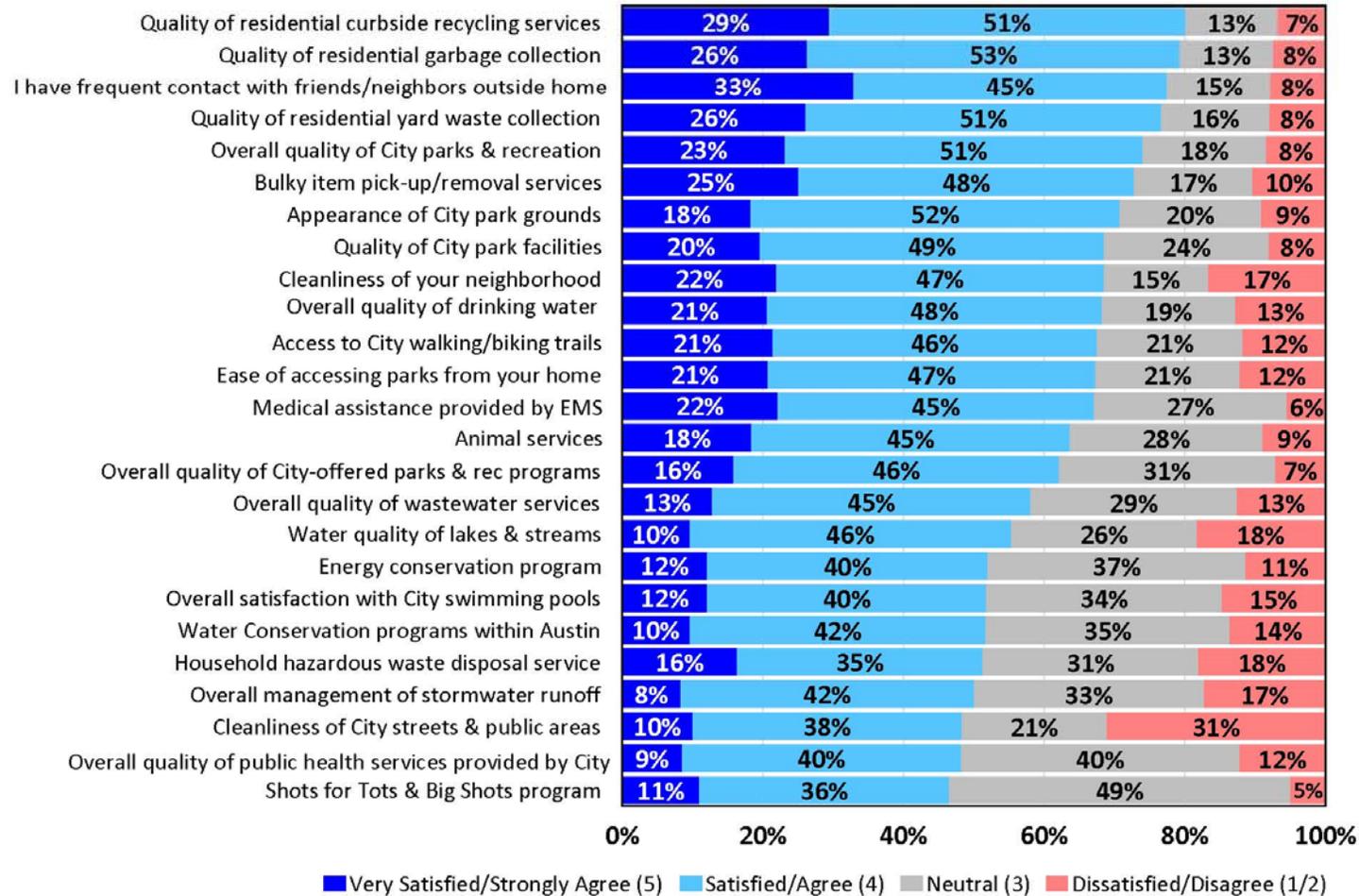
Source: ETC Institute (2019)

(n=2049)

**Residents Are 5 Times More Likely to Be Satisfied with the Overall Quality of City Services Than They Are to Be Dissatisfied (60% Satisfied vs. 12% Dissatisfied)**

## Q5. Health and Environment

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



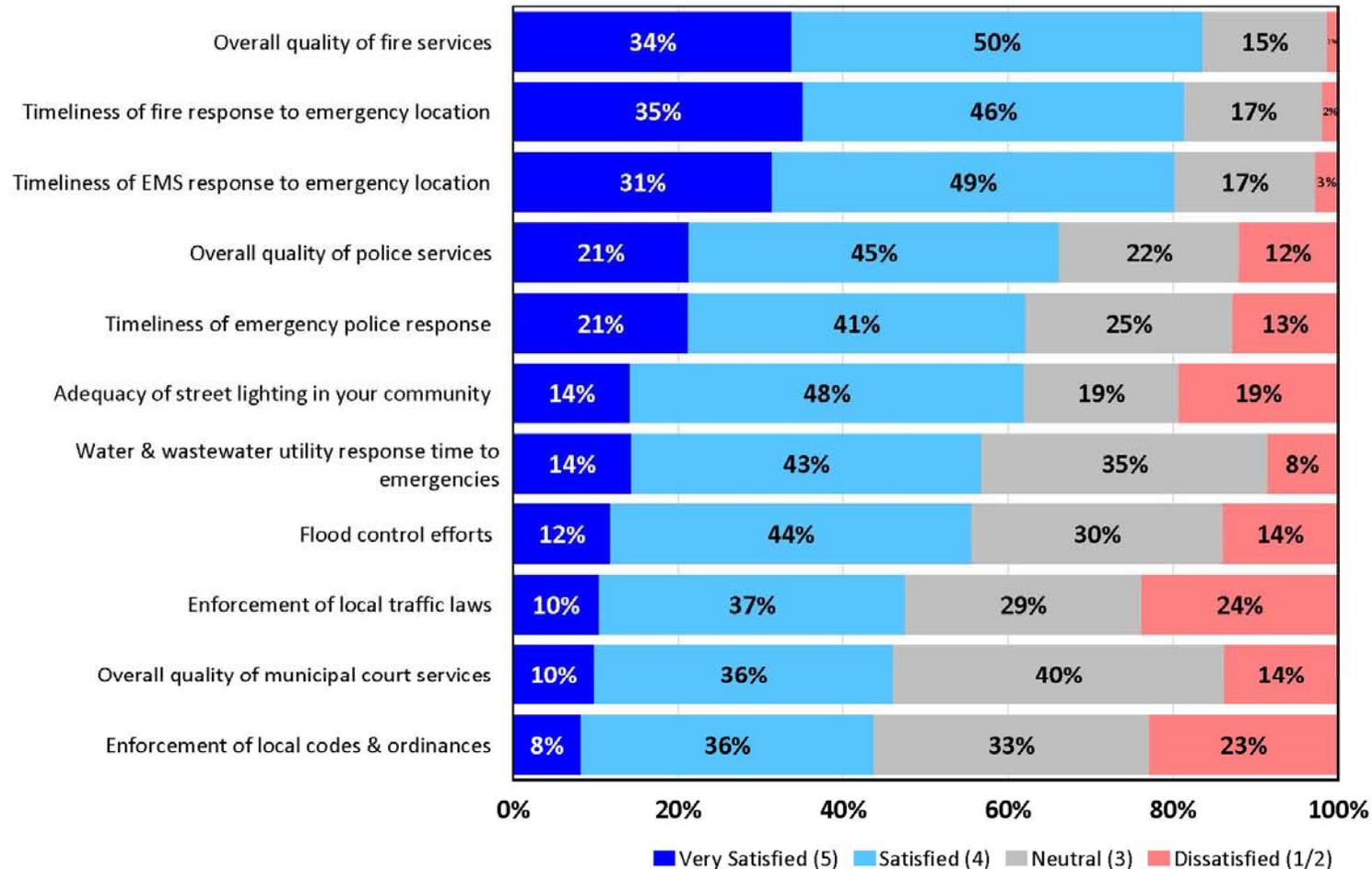
Source: ETC Institute (2019)

(n=2049)

**Solid Waste and Parks/Recreation Related Services and Facilities Rated Very High. Cleanliness of City Streets/Public Areas Was the Only Area in This Category That Had High Levels of Dissatisfaction.**

## Q7. Safety

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



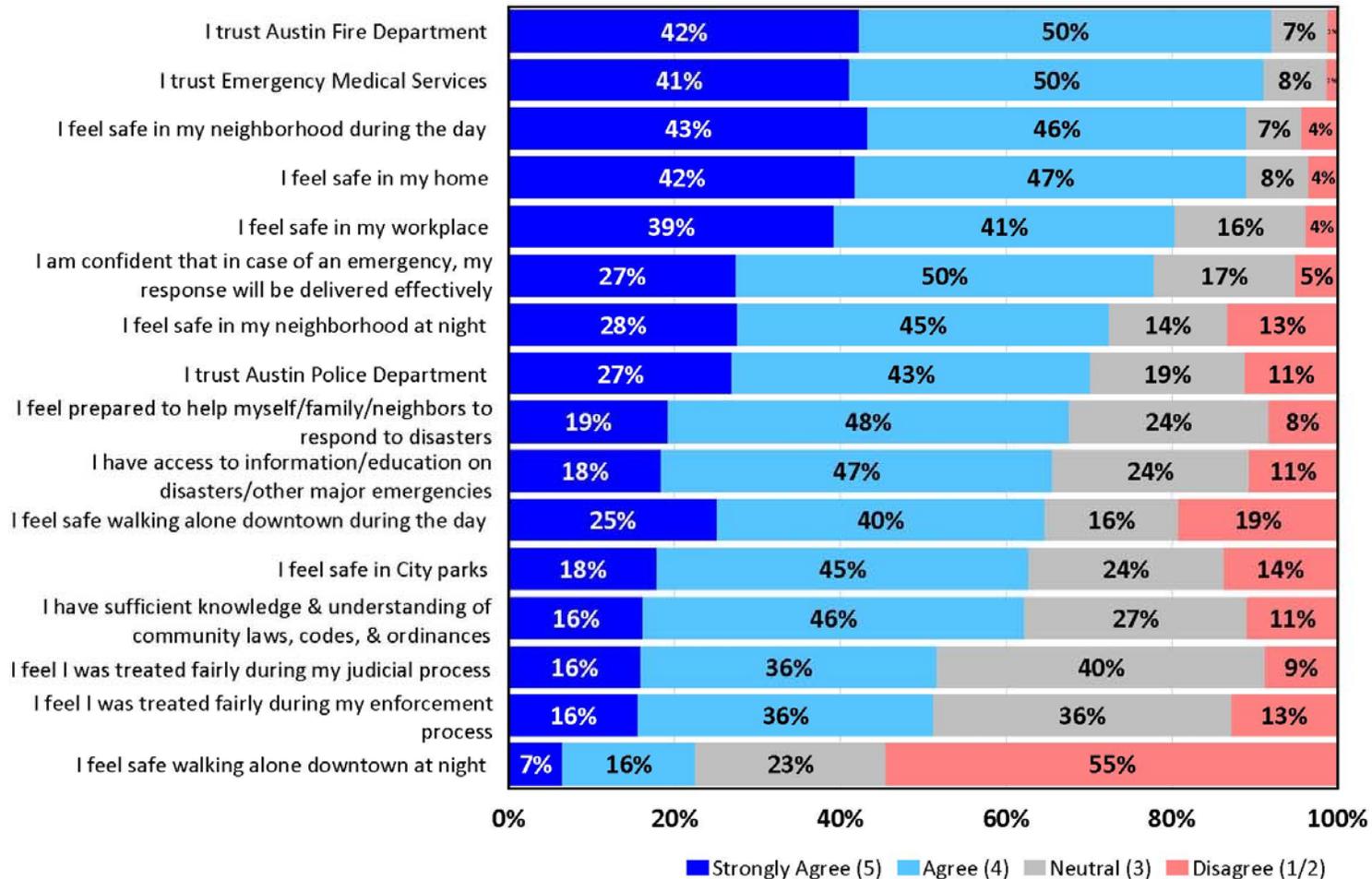
Source: ETC Institute (2019)

(n=2049)

**Residents Generally Feel Good About Public Safety Services,  
Particularly Fire and EMS.**

## Q7. Safety

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



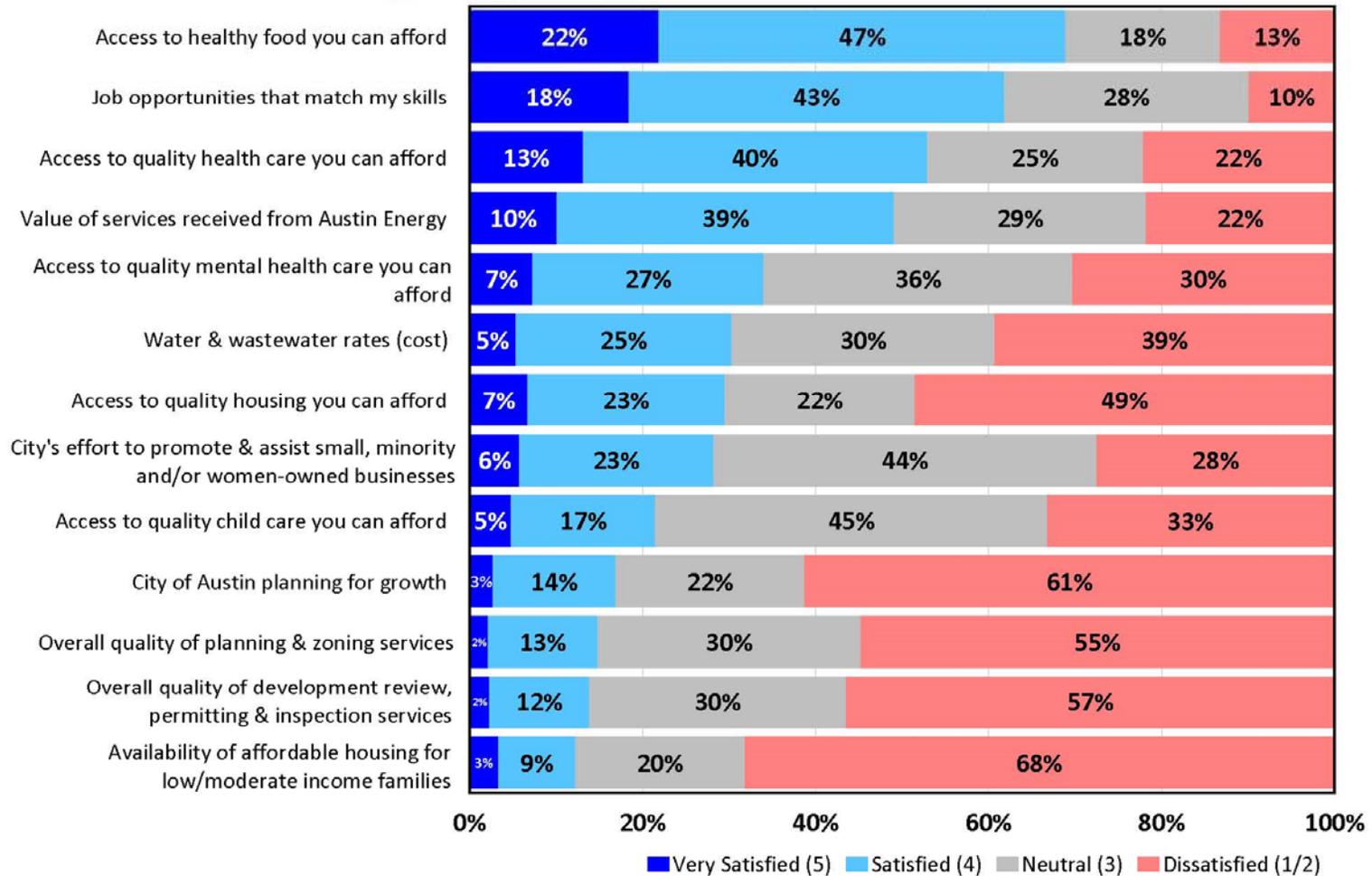
Source: ETC Institute (2019)

(n=2049)

**Residents Feel Least Safe in Downtown Austin at Night**

### Q3. Economic Opportunity and Affordability

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



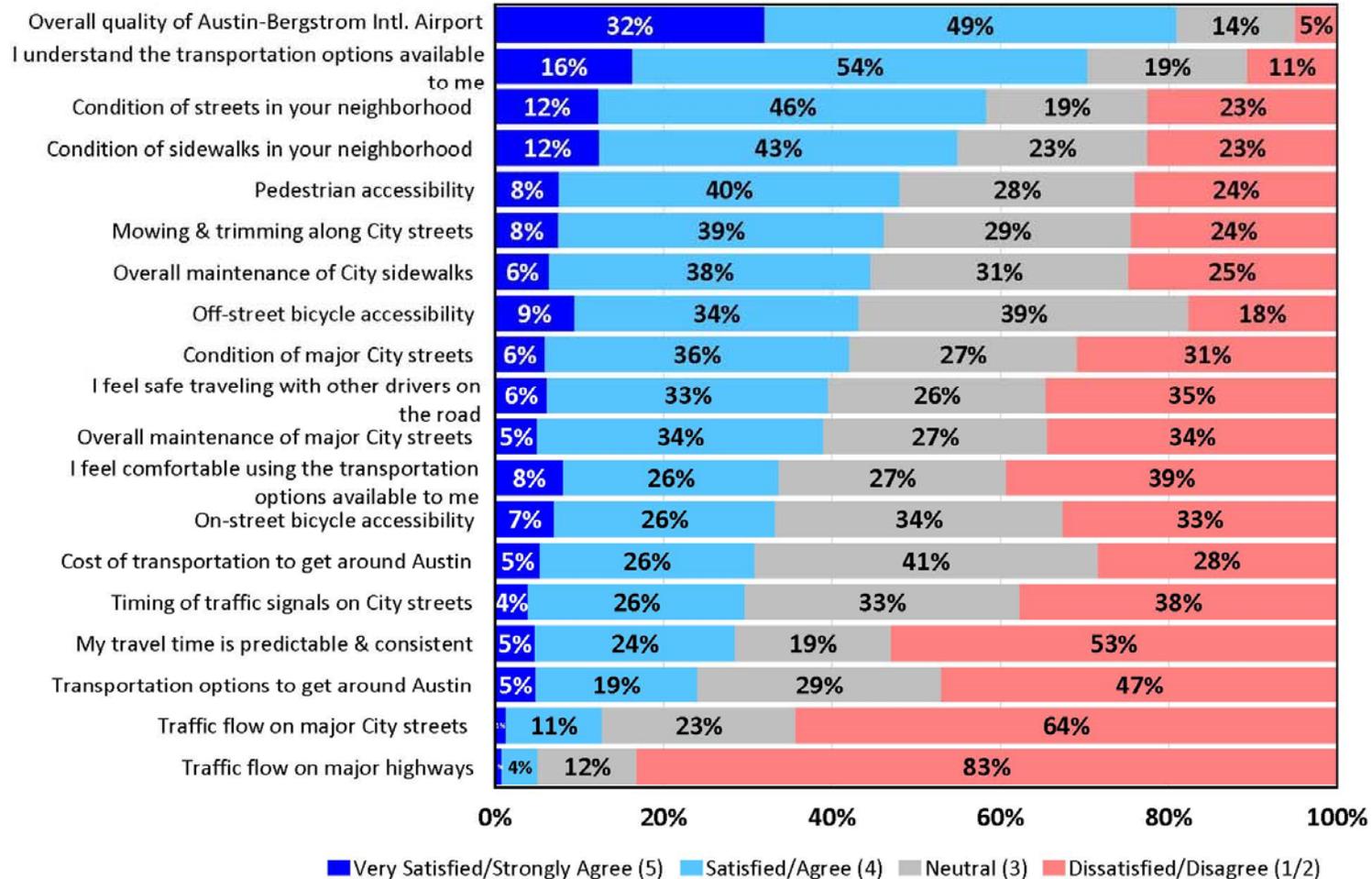
Source: ETC Institute (2019)

(n=2049)

Satisfaction with Planning and Housing Related Issues Were Among the Lowest Rated Areas on the Survey. Although Development Review, Permitting, and Inspection Services Rated Low, Overall Satisfaction Increased from 2018-19.

## Q9. Mobility

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



Source: ETC Institute (2019)

(n=2049)

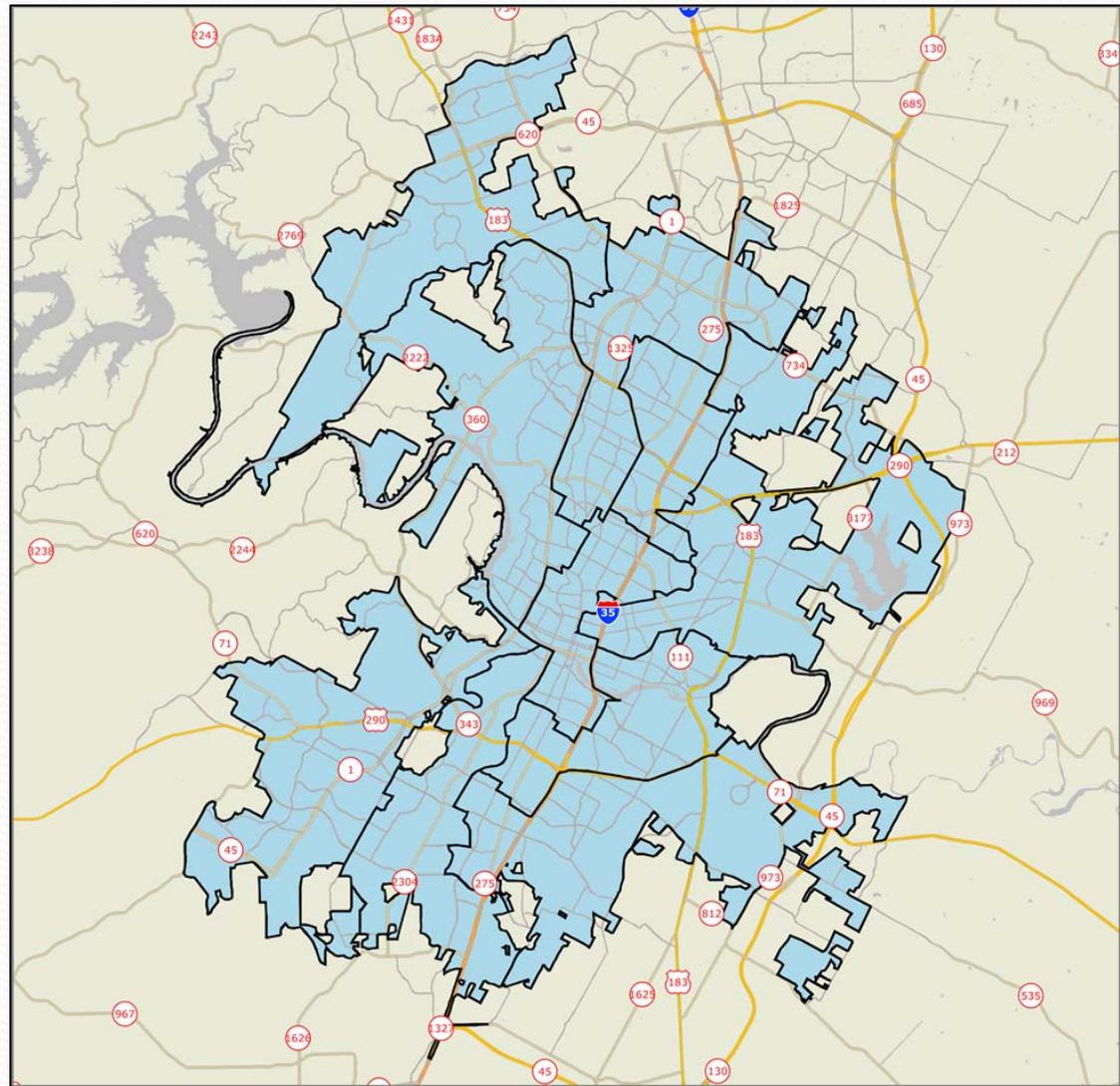
**81% of Residents Are Satisfied with the Austin-Bergstrom International Airport, But Most Residents Are Dissatisfied with Traffic Flow on Highways (83%) and Major City Streets (64%)**

# Q13-01 Overall quality of services provided by the City

Satisfaction with the Overall Quality of City Services Is High in All City Council Districts

## Citizen Satisfaction

Mean rating on a 5-point scale



2019 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District



# Setting the Standard

(more than 15% above the national average)

- City of Austin as a place to work (+27%)
- Quality of residential yard waste collection (+23%)
- Bulky item pick-up/removal services (+22%)
- Quality of residential curbside recycling services (+20%)
- Overall quality of services provided by City (+19%)
- City of Austin as a place to live (+19%)
- Condition of streets in your neighborhood (residential streets) (+18%)
- Overall quality of customer service provided by City (+18%)
- Overall effectiveness of communication by City (+16%)

# Notable INCREASES 2018-2019

## Increases in Satisfaction with City Services

- Overall quality of City parks & recreation (+10%)
- Adequacy of street lighting in your community (+6%)
- Overall quality of Austin-Bergstrom International Airport (+4%)
- Overall quality of police services (+4%)
- Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks) (+4%)
- Value of services received from Austin Energy (+4%)
- Overall quality of development review, permitting & inspection services (+4%)

## Increases in Other Areas Assessed on the Survey

- Access to quality mental health care you can afford (+11%)
- Access to quality childcare you can afford (+10%)
- Access to quality health care you can afford (+4%)
- Job opportunities that match my skills (+4%)