

City of Austin Community Survey

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Findings Report

Submitted to the City of Austin, Texas

by:

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City of Austin 2016 Community Survey

Executive Summary

Overview and Methodology

During the summer and fall of 2016, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

A five-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 were given the option of returning the survey by mail or completing it on-line. Ten days after the surveys 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 to make it easy for residents to complete the survey. 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 was not counted. A minimum of 200 surveys were completed in each of the City's ten council districts. The results for the random sample of 2,099 households have a 95% level of confidence with a precision of at least +/-2.1%.

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

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the 5-year averages from the 2010-2014 surveys to the results in 2015 and 2016 (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 investment (Section 4)

- GIS maps that show the results of the survey on maps of the City (Section 5)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 6)

Appendices A-G, which include 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. Eighty percent (80%) of those surveyed, who had an opinion, indicated they were either “very satisfied” (31%) or “satisfied” (49%) with Austin as a place to live; 76% gave positive ratings for Austin as a place to work, 70% gave positive ratings for the overall quality of life in Austin, and 68% gave positive ratings for Austin as a place to raise children.

Overall Satisfaction with Major Categories of City Services

To help the City track its overall performance in major categories of City services, residents were asked to rate the City’s overall performance in the following 18 major categories:

- Overall quality of parks and recreation programs and facilities
- Overall quality of city libraries
- Overall quality of public safety services (i.e. police, fire and ambulance)
- Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)
- Overall quality of the Austin-Bergstrom International Airport
- Overall quality of drinking water provided by Austin Water Utility
- Overall quality of wastewater services provided by Austin Water Utility
- Overall quality of electric utility services provided by Austin Energy
- Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)
- Traffic flow on major city streets (Ex. Congress Ave., Lamar Blvd., South First St., Burnet Rd., Parmer Lane, Riverside Drive, etc.)
- Overall maintenance of major city streets
- Overall maintenance of city sidewalks
- Overall management of stormwater runoff
- Overall effectiveness of communication by the City of Austin
- Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections)
- Overall quality of planning and zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)
- Animal Services (shelter, adoptions, animal control, etc.)

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of Austin-Bergstrom International Airport (79%), the overall quality of parks and recreation programs and facilities (74%), the overall quality of drinking water provided by Austin Water (73%), the overall quality of public safety services (72%), the quality of City libraries (71%) and the quality of wastewater services (65%). Residents were least satisfied with traffic flow on major city streets (10%) and traffic flow on major highways (5%). Traffic flow on major highways and major city streets were also the two most important city services to respondents.

Satisfaction with Services within Major Categories

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

- **Transportation Infrastructure**

The highest levels of satisfaction with the transportation infrastructure of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: condition of streets in neighborhoods (58%) and the off-street bicycle accessibility (The City’s urban trail network) (50%). The condition of major City streets and the timing of traffic signals on City streets are the two most important aspects of the City’s transportation infrastructure that respondents feel are most important for the City to provide.

- **Public Safety Services**

The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of fire services (83%), the timeliness of Fire response to emergencies (82%), medical assistance provided by EMS (81%), and the timeliness of EMS response to emergencies (81%). Residents were least satisfied with the enforcement of local traffic laws (48%). The overall quality of police services and the speed of emergency police response to emergencies are the two aspects of public safety services that respondents feel are most important for the City to provide.

- **Environmental Services**

The highest levels of satisfaction with environmental services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: water quality of lakes and streams (56%), the Water Conservation program (54%), and the Energy Conservation program (51%). Respondents indicated that flood control efforts were the most important aspect of environmental services for the City to provide.

- **Recreation and Cultural Services**

Residents were generally satisfied with Austin's recreation and cultural services; seventeen percent (17%) or less of the residents surveyed were dissatisfied with any of the recreation and cultural services rated. The highest levels of satisfaction with recreation and cultural services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the number of City parks (74%), the cleanliness of library facilities (73%), the appearance of park grounds in Austin (73%), the overall quality of parks and recreation programs (72%), and the number of walking and biking trails (70%). Respondents indicated that the safety in City parks and facilities is the most important aspect of the recreation and cultural services offered by the City that is most important.

- **Residential and Neighborhood Services**

The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the reliability of electric service (82%), the quality of residential garbage collection services (82%), the quality of residential curbside recycling services (80%), and the safety of drinking water (76%). The safety of drinking water is the most important service for the City to provide according to respondents.

- **Customer Service**

The highest levels of satisfaction with customer service, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: helpfulness of library staff (77%), the services provided by 3-1-1 (69%) and Austin Energy Customer Service (61%).

- **Other City Services**

The highest levels of satisfaction with other City services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities (48%), the Shots for Tots and Big Shots program (47%) and the Food Safety Inspection program (43%). Sixty-one percent (61%) of the residents surveyed were dissatisfied with the availability of affordable housing.

Comparisons to Other Cities

Of the major categories of city services that were rated in the City of Austin in 2015 and 2016, satisfaction levels were significantly lower in 2016 in the following areas:

- Quality of drinking water (-5.3%)
- Quality of public safety services (-3.2%)
- Traffic flow on major streets (-7.3%)
- Quality of wastewater services (-6.2%)
- Overall effectiveness of communication (-12.5%)
- Overall management of stormwater runoff (-9.1%)
- Austin-Bergstrom International Airport (-3.3%)
- Quality of municipal court services (-10%)
- Quality of electric services (-9.1%)

The table below shows that although satisfaction with services provided by the City of Austin decreased in many areas, the decrease in satisfaction in Austin are similar to decreases in other large U.S. cities. Among 41 areas that were assessed at both the national level and in the City of Austin, satisfaction decreased in 35 of the 41 areas at the national level and in 31 of the 41 areas in Austin. One significant decrease at the national level involved satisfaction with police, fire, and ambulance service, which decreased by 7.8% from 2015 to 2016. Austin's performance compared to other cities with regard to public safety services increased, even though the City's rating decreased by 3.2%. National data was not available for all areas.

Austin vs. National Trends for Cities with More than 250,000 Residents from 2015-2016				
The values in the table below reflect the percentage of residents who gave positive ratings (ratings of 4 or 5 on a 5-point scale where 1=Very Dissatisfied and 5=Very Satisfied)				
Service Rated	% Change in Austin from 2015-2016	% Change in National Avg from 2015-2016	Austin's 2016 Rating vs. 2016 National Average	Change in Austin's Performance vs. National Average
Major Categories of City Services				
Overall quality of the library system	-1.8	-8.4	1.9	6.6
Overall quality of water utility services	-5.3	-10.6	5.0	5.3
Overall quality of police, fire, and ambulance service	-3.2	-7.8	5.5	4.6
Overall quality of parks and recreation programs and facilities	0.4	-2.9	10.9	3.3
Overall flow of traffic and congestion management	-7.3	-10.3	-20.3	3.0
Animal services	-1.9	0.9	3.7	-2.8
Overall quality of wastewater utility services	-6.2	-2.4	1.0	-3.8
Overall effectiveness of communication by local governments	-12.5	-3.1	-3.4	-9.4
Overall quality of the stormwater management	-9.1	4.4	-16.6	-13.5
Airport	-3.3	NA	NA	NA
Quality of municipal court services	-10.0	NA	NA	NA
Quality of electric services	-9.1	NA	NA	NA

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, 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 over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Traffic flow on major highways (IS=0.5921)
- Traffic flow on major City streets (IS=0.4235)

The table below shows the importance-satisfaction rating for all 18 major categories of City services that were rated.

Major Categories of City Services						
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	62%	1	5%	18	0.5921	1
Traffic flow on major City streets	47%	2	10%	17	0.4235	2
High Priority (IS .10-.20)						
Overall maintenance of major City streets	25%	5	28%	14	0.1800	3
Quality of planning & zoning services	22%	6	20%	15	0.1732	4
Quality of public safety services	43%	3	72%	4	0.1187	5
Medium Priority (IS < .10)						
Development review, permitting and inspection services	12%	10	16%	16	0.0967	6
Quality of health & human services	16%	9	41%	9	0.0945	7
Quality of drinking water services	33%	4	73%	3	0.0913	8
Quality of electric services	18%	7	58%	8	0.0732	9
Overall maintenance of City sidewalks	9%	11	31%	13	0.0593	10
Overall management of stormwater runoff	7%	13	40%	11	0.0433	11
Quality of parks and rec programs/facilities	17%	8	74%	2	0.0424	12
Effectiveness of city communication	6%	17	34%	12	0.0369	13
Quality of wastewater services	7%	14	65%	6	0.0249	14
Animal services	6%	16	59%	7	0.0242	15
Quality of municipal court services	4%	18	41%	10	0.0241	16
Quality of City libraries	7%	12	71%	5	0.0214	17
Austin-Bergstrom International Airport	6%	15	79%	1	0.0131	18

Conclusions

Based on the results of the City's 2016 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

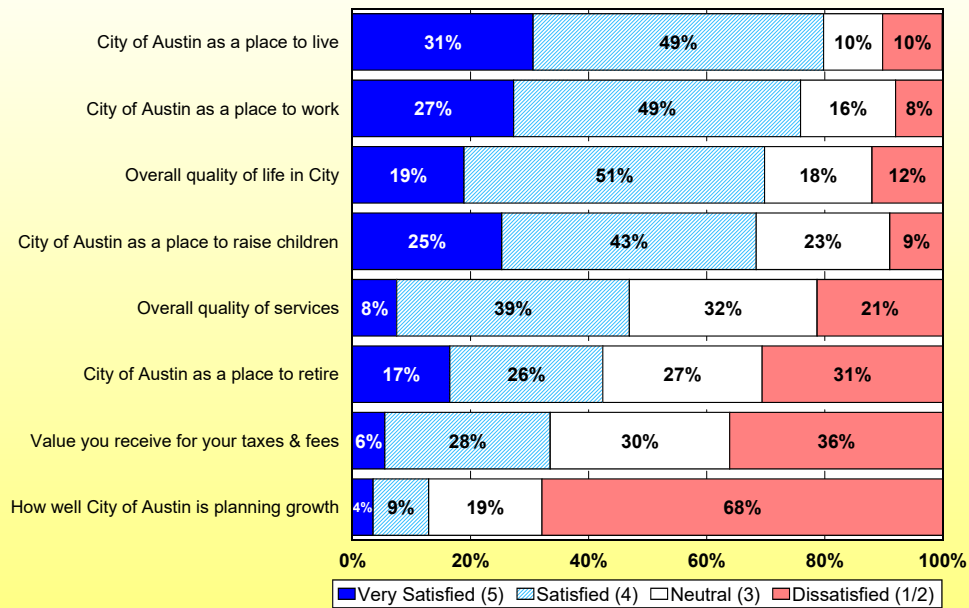
- Four major areas have been identified to emphasize over the next two years. By investing in these four areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years. The four major areas are listed below:
 - 1) **Traffic Flow.** Traffic flow on both major highways and City streets had the highest Importance-Satisfaction rating among all 18 items that were ranked.
 - 2) **Condition and Maintenance of City Streets.** The overall maintenance of City streets, the condition of major city streets, the condition of streets in neighborhoods, and the timing of traffic signals on City streets all ranking very high in their respective Importance-Satisfaction ratings.
 - 3) **Public Safety.** Safety in City parks and facilities ranked number one among the 15 recreation and cultural services that were rated.
 - 4) **Flood Control.** Forty-six percent (46%) of respondents indicated that flood control efforts were the most important environmental service for the City to provide, this item also received the lowest levels of positive satisfaction among the five items that were listed.

Section 1

Charts and Graphs

Q1. Perception Residents Have of the City

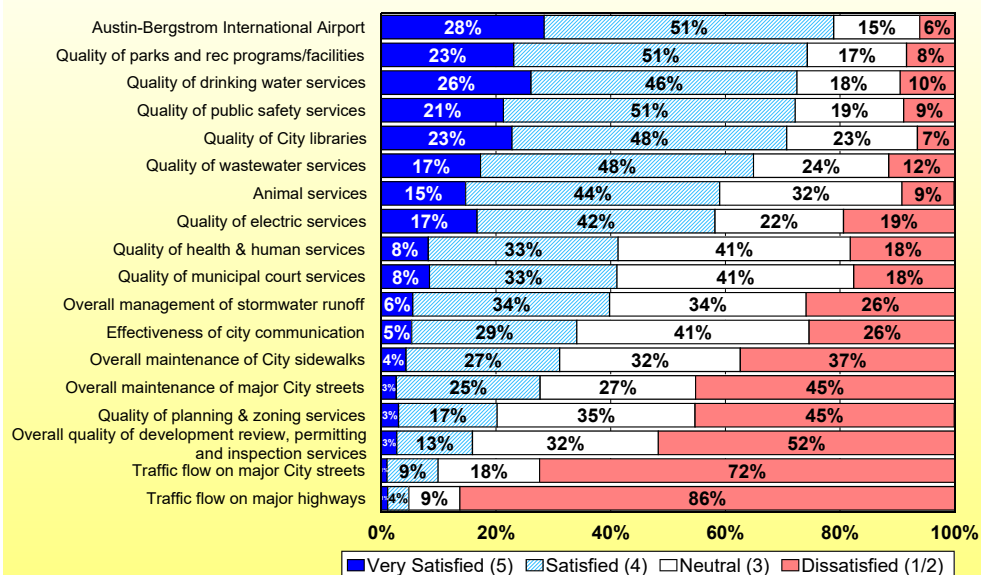
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

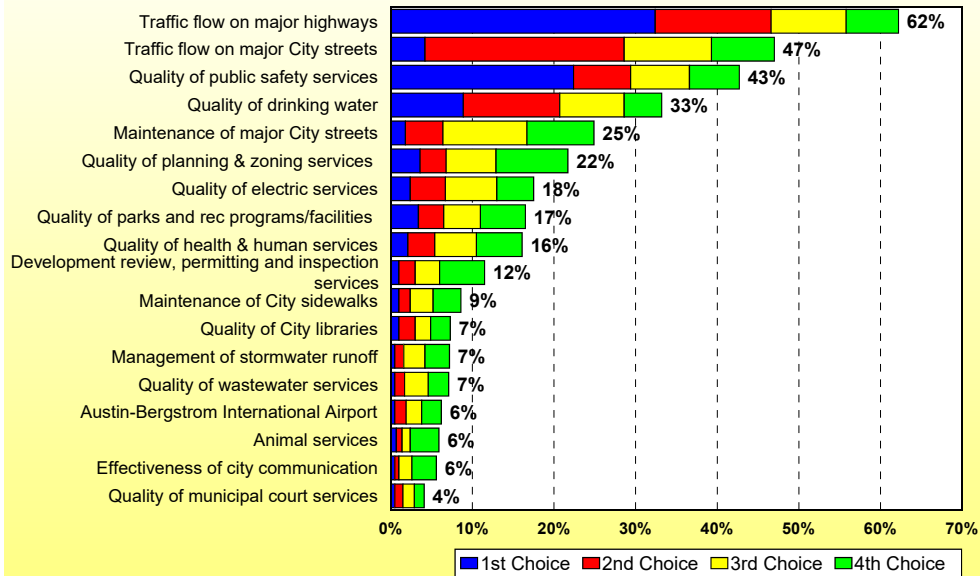
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

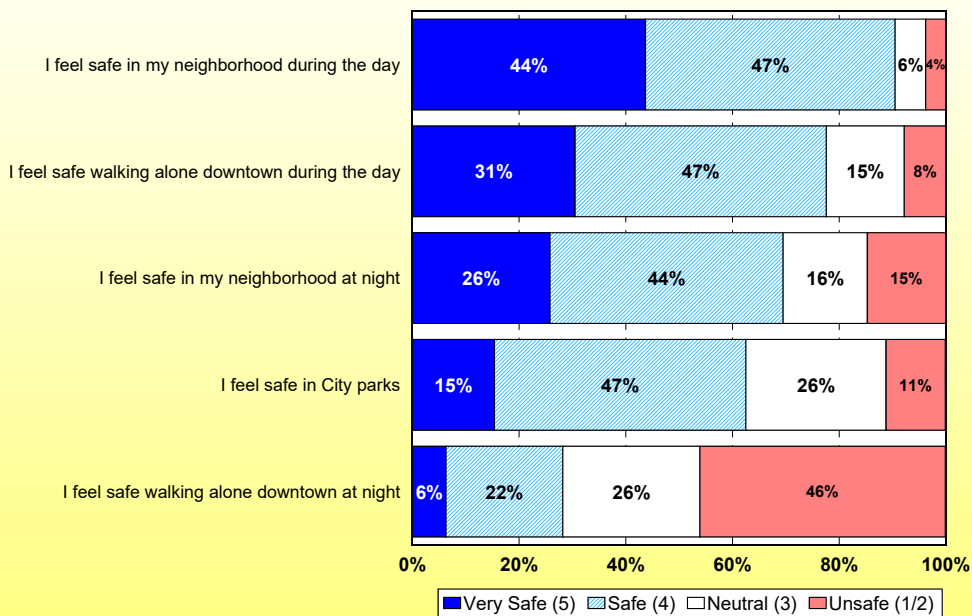
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Q4. Feeling of Safety

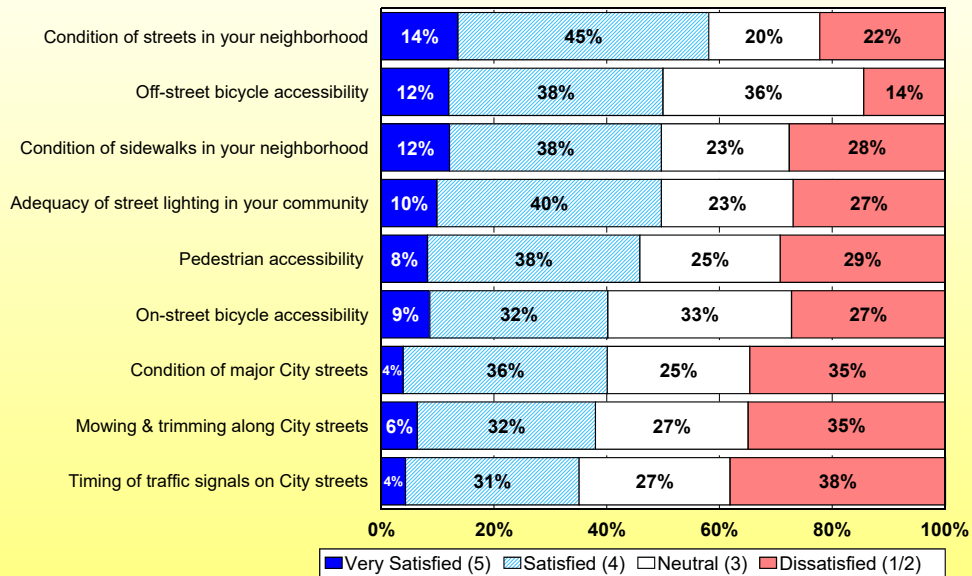
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Q5. Satisfaction With Various Aspects of Transportation Infrastructure by Major Category

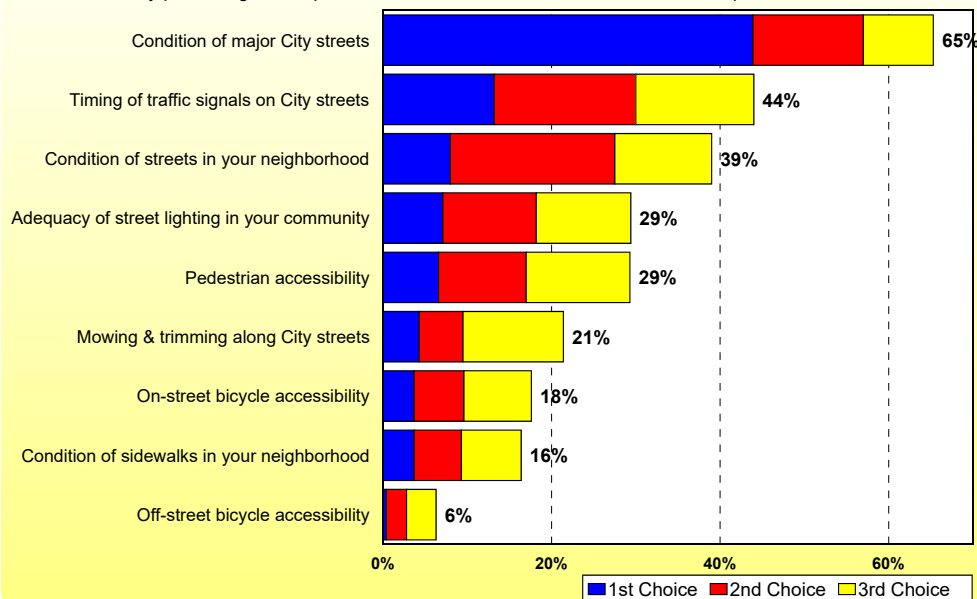
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Q6. Transportation Infrastructure Services That Are Most Important For The City of Austin to Provide

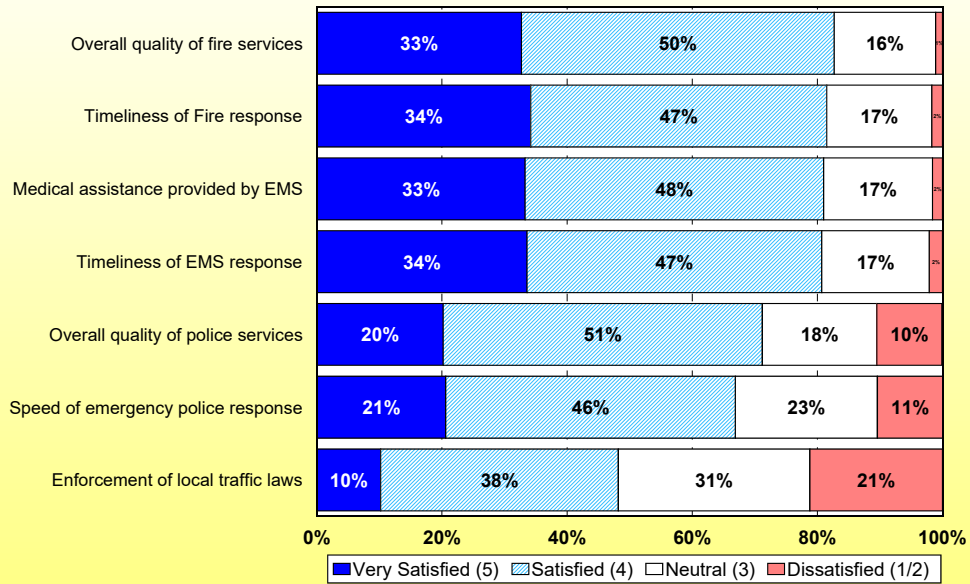
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

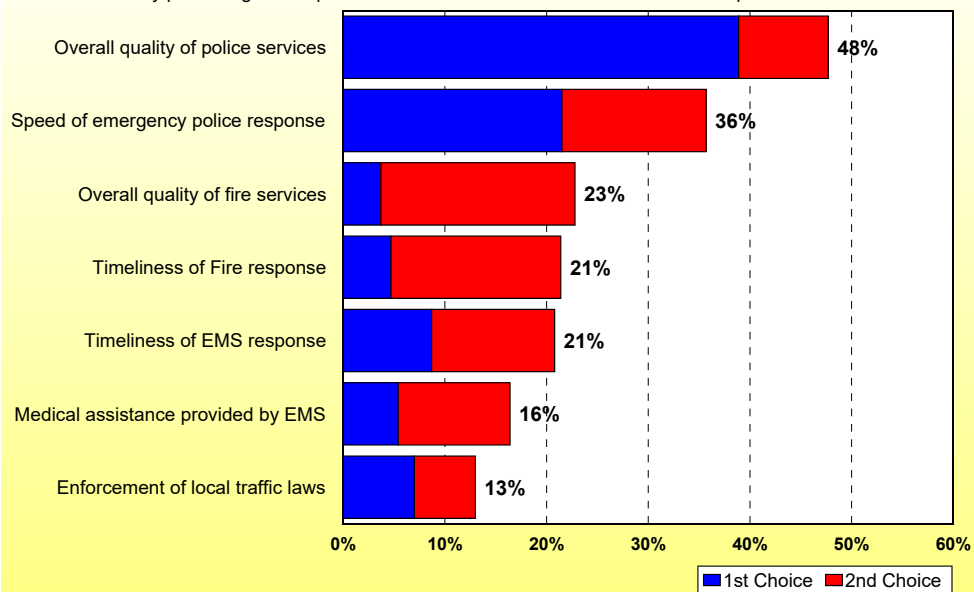
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

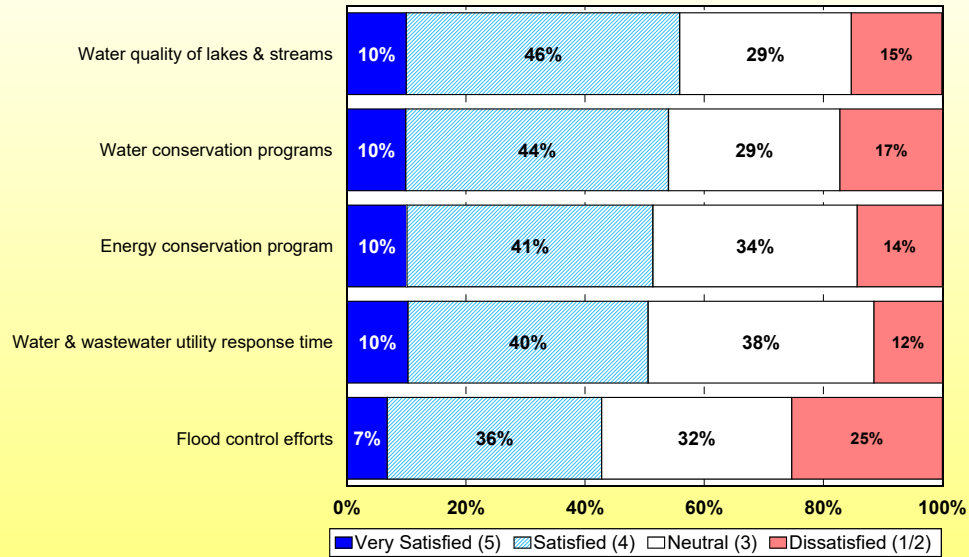
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

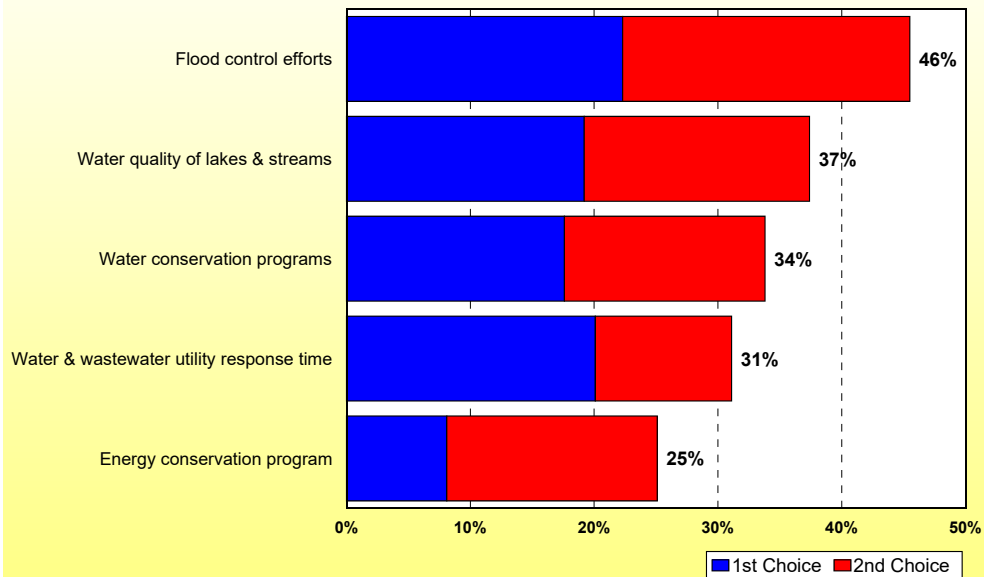
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

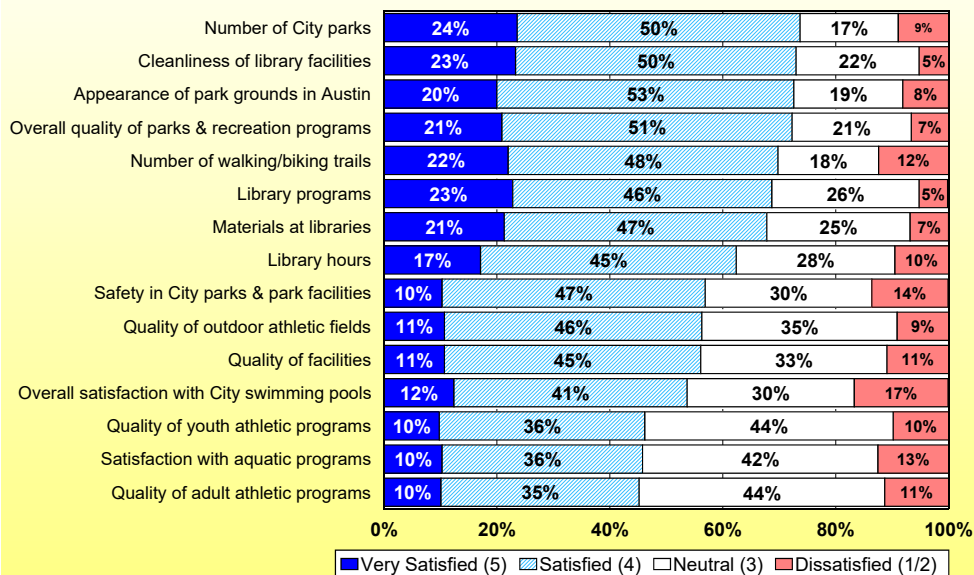
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

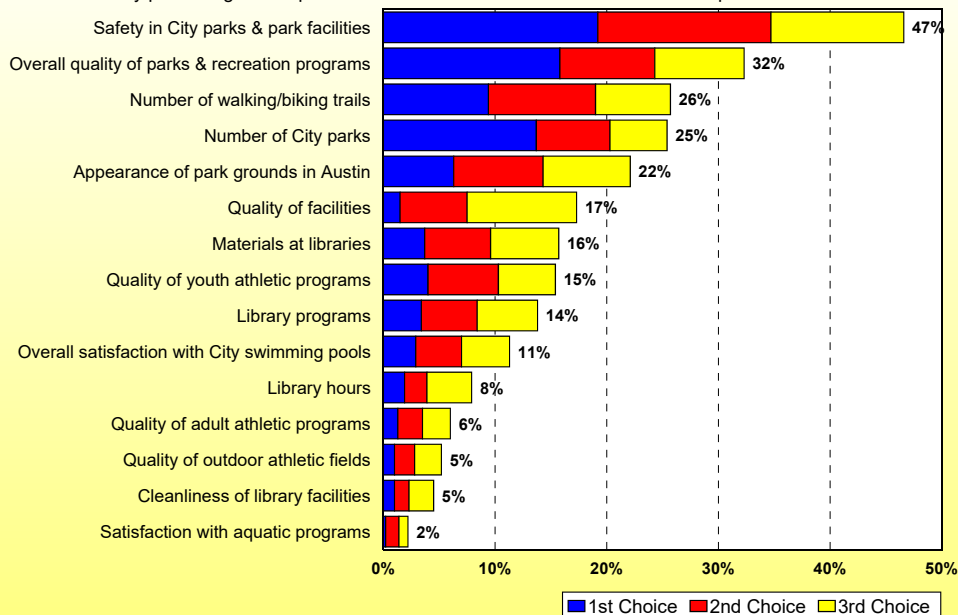
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

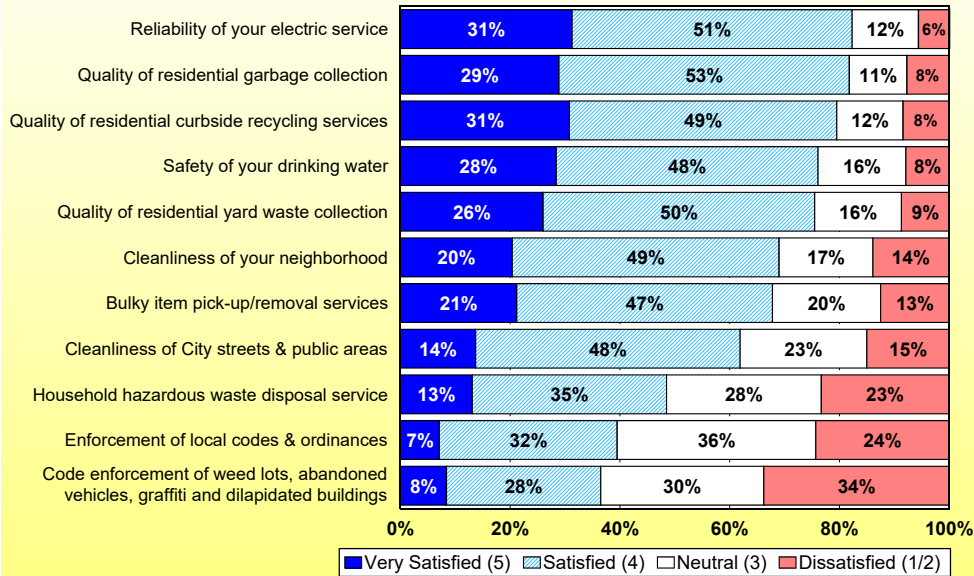
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

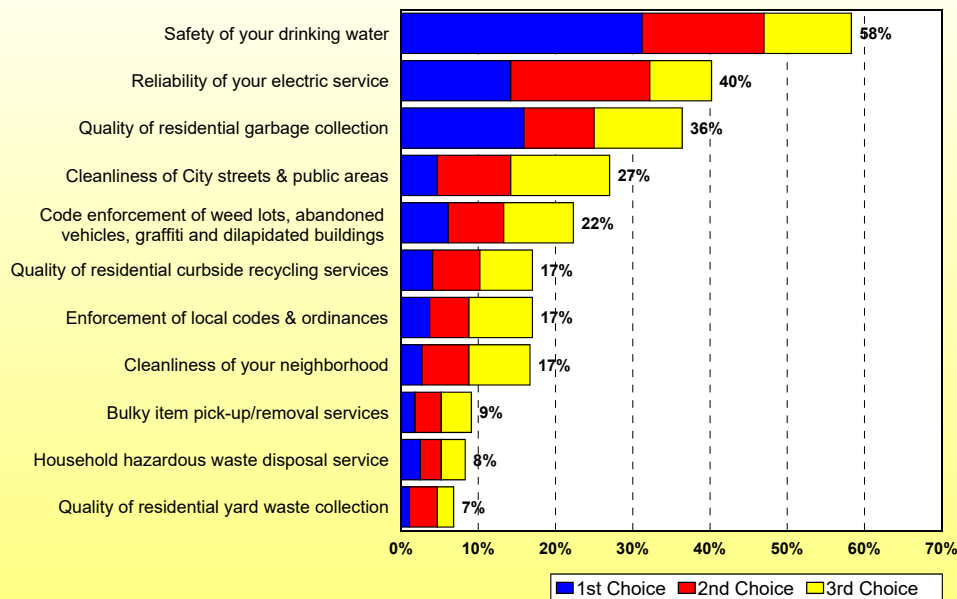
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

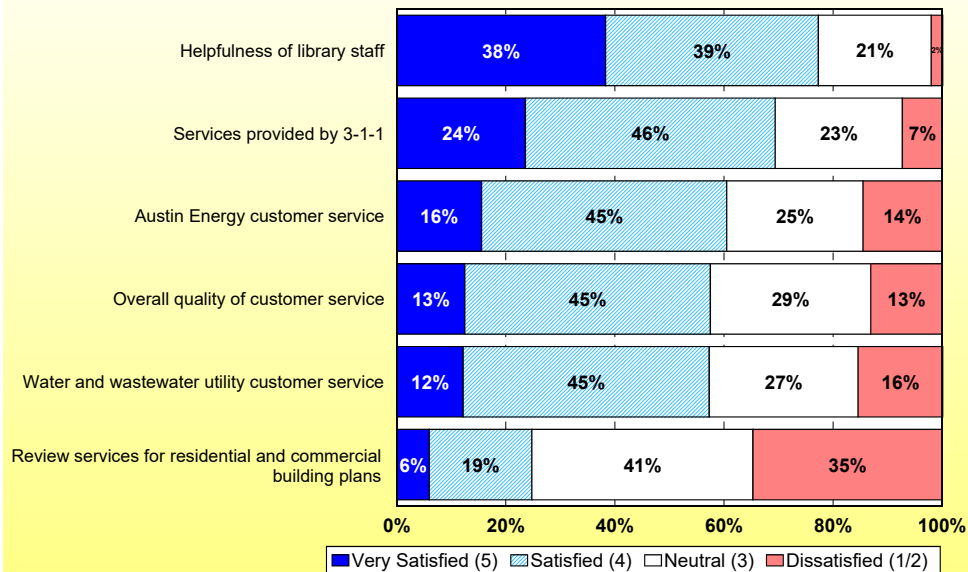
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

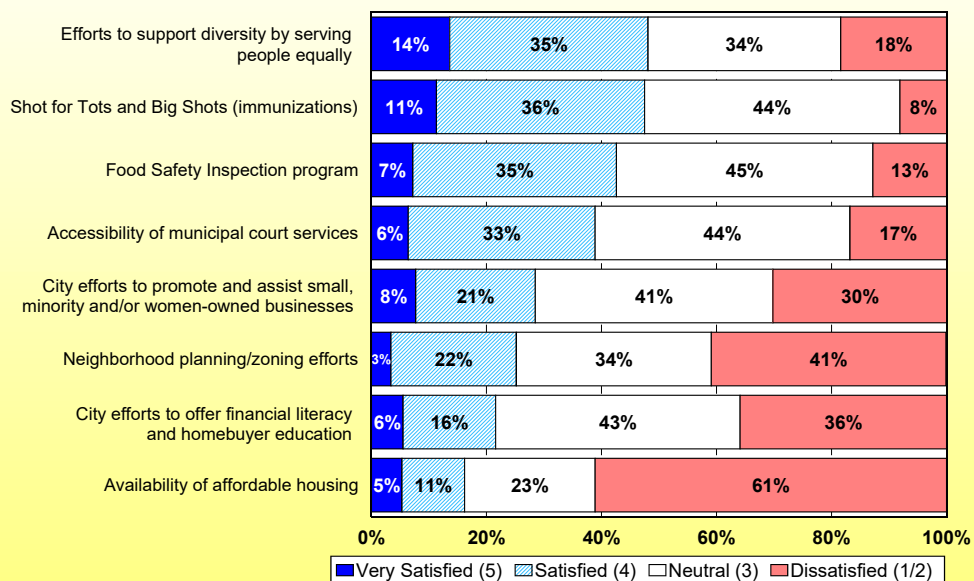
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

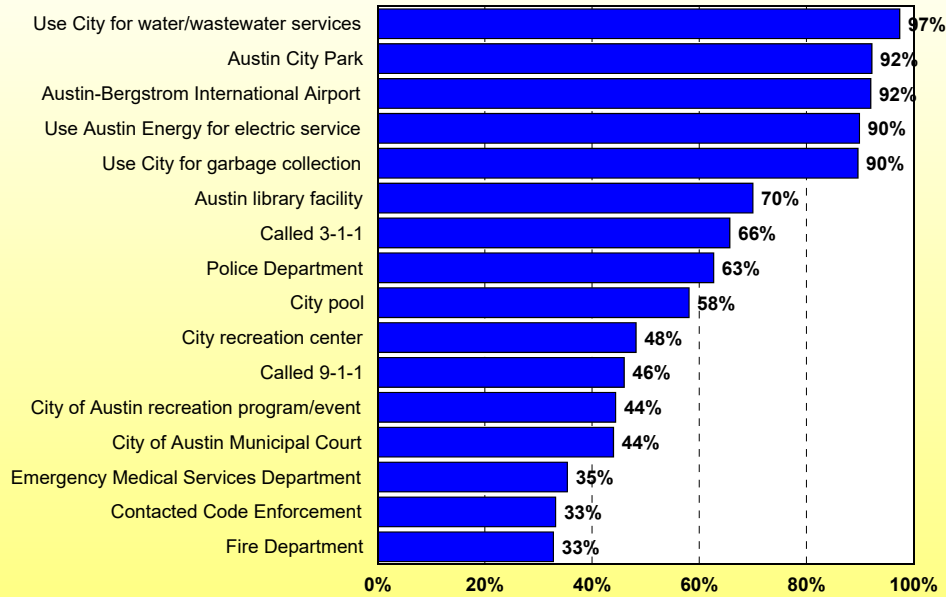
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

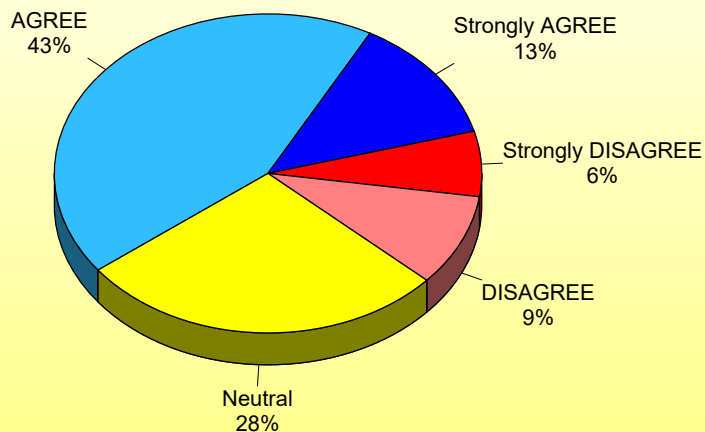
by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

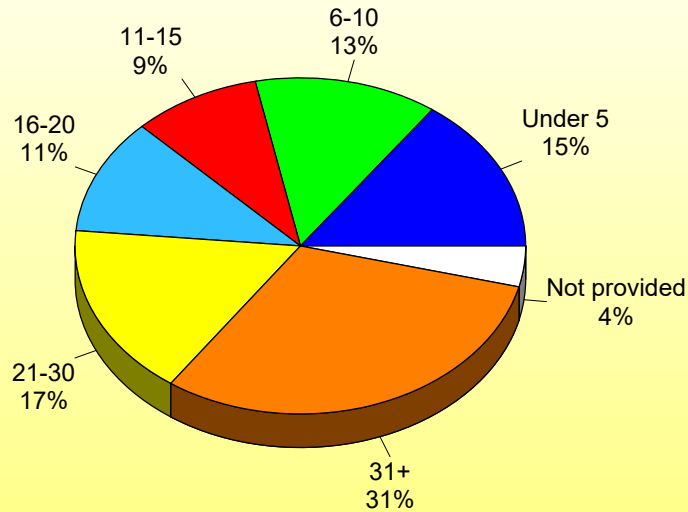
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

by percentage of respondents

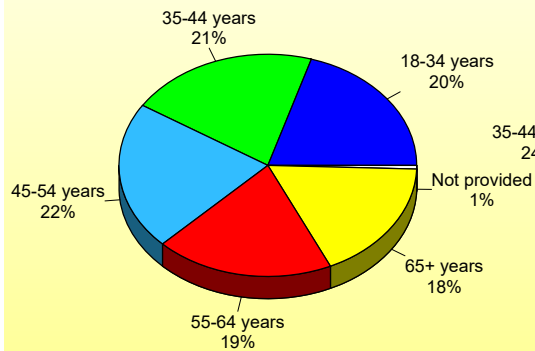


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

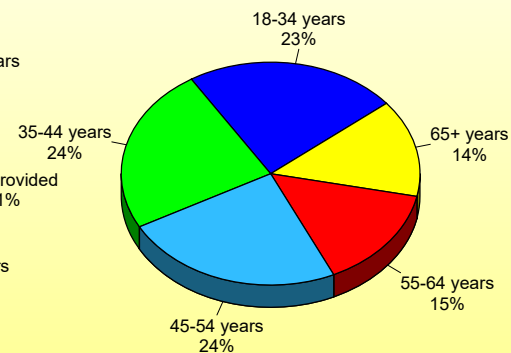
Q20. Demographics: Age of Respondents

by percentage of respondents

Austin Survey Data



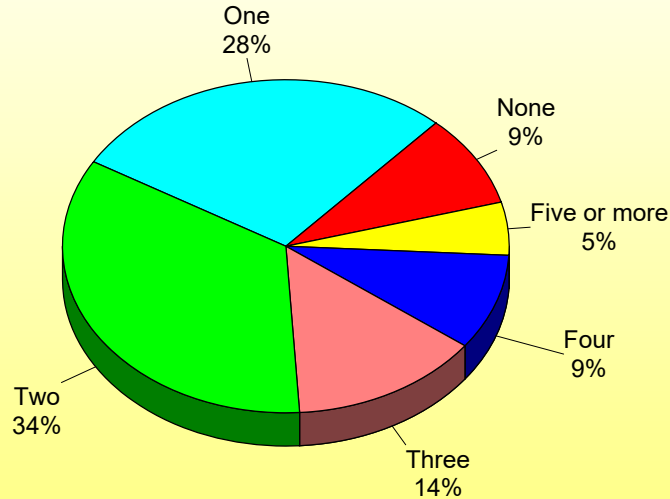
2010 U.S. Census Data



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

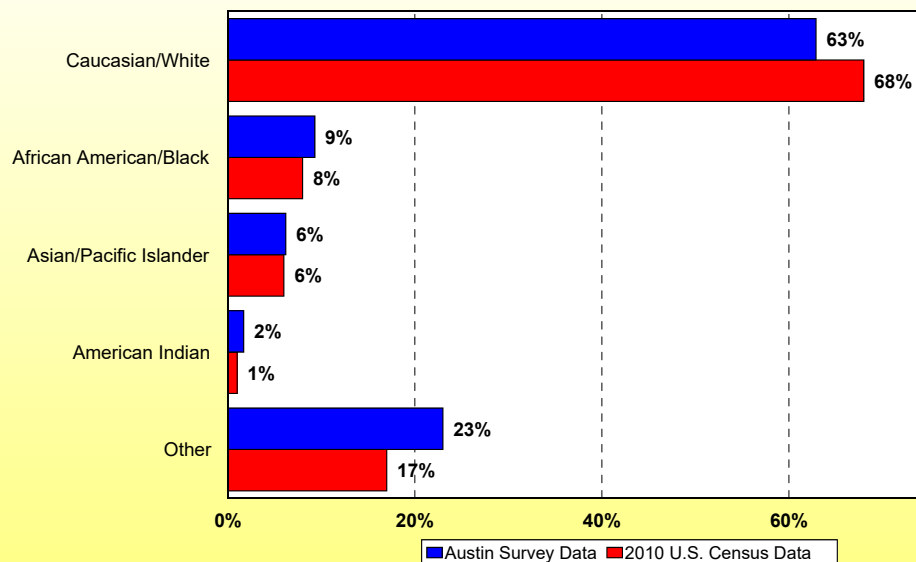
by percentage of persons in households



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

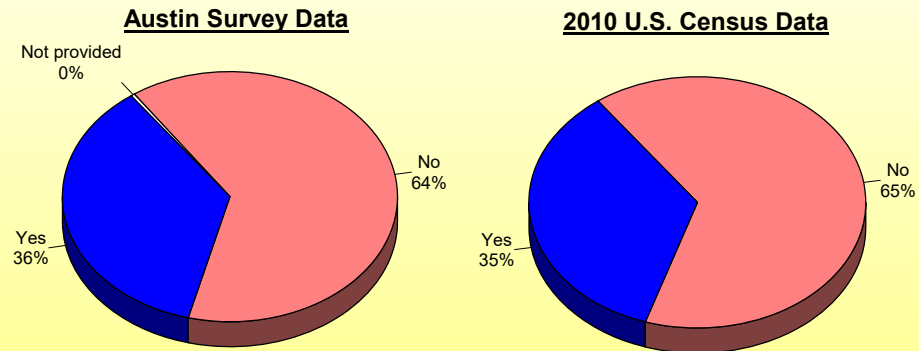
by percentage of persons in households (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

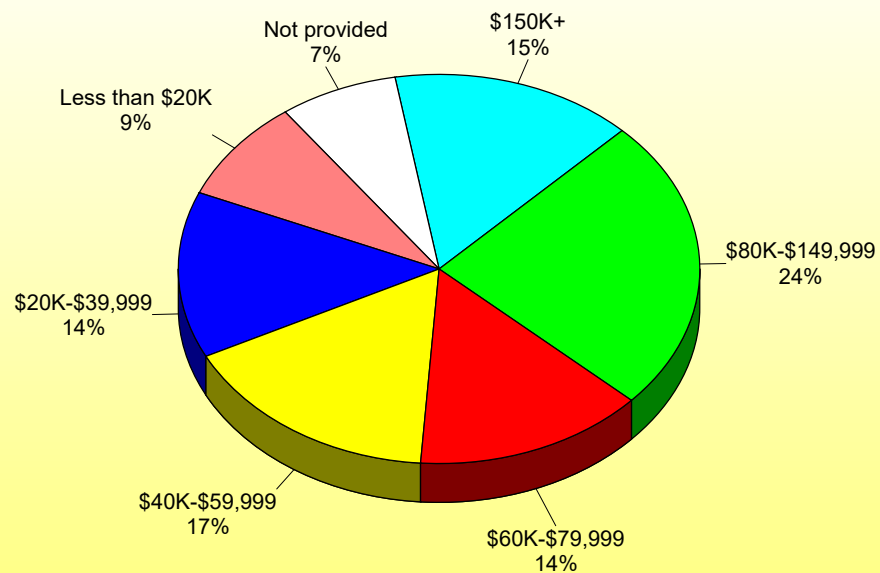
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Q24. Demographics: Total Annual Household Income

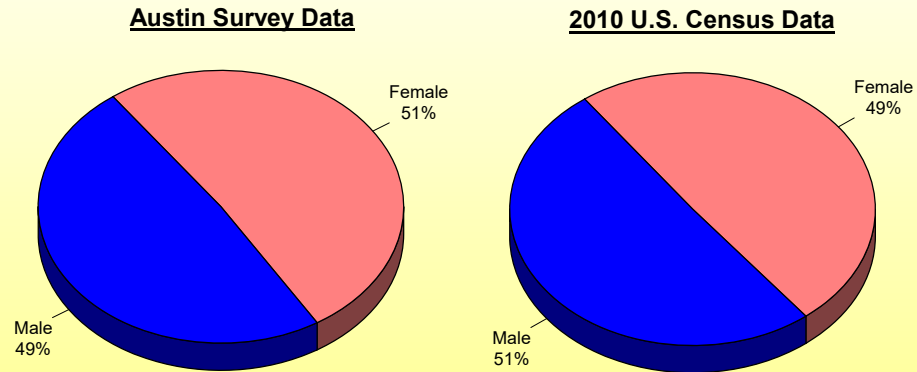
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Q25. Demographics: Gender

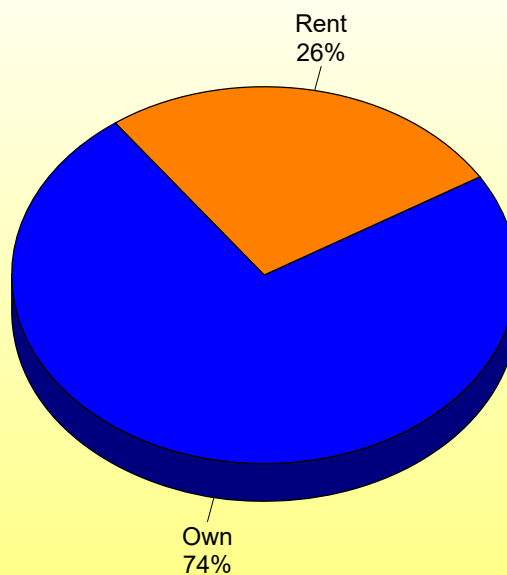
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

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

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Section 2

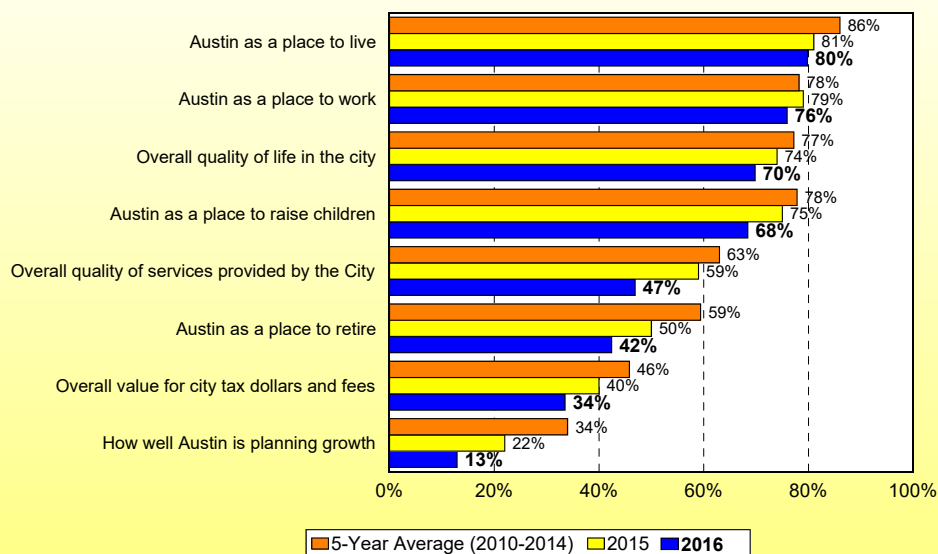
Trend Charts (2010-2014, 2015, & 2016)

2010-2014, 2015, & 2016 Trends

The 2015 and 2016 data shown in these charts are based on results from the 10 Council Districts within the City of Austin, while the 5-year averages calculated from the 2010-2014 surveys are based on the 6 Planning Districts. This should be taken into consideration when making comparisons of the data.

Overall Perception Residents Have of the City - 2010 to 2016

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

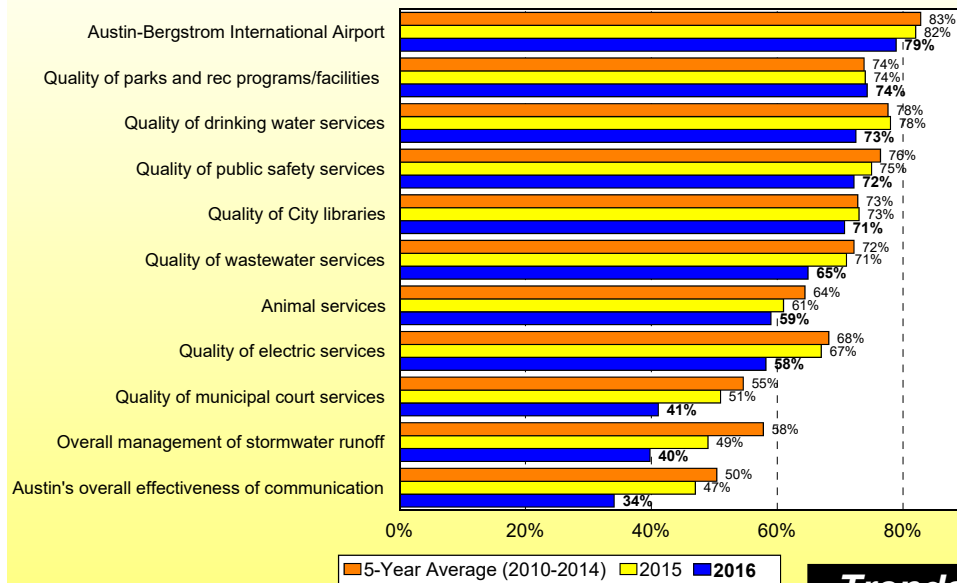


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Overall Satisfaction With Various Aspects of City Services by Major Category - 2010 to 2016

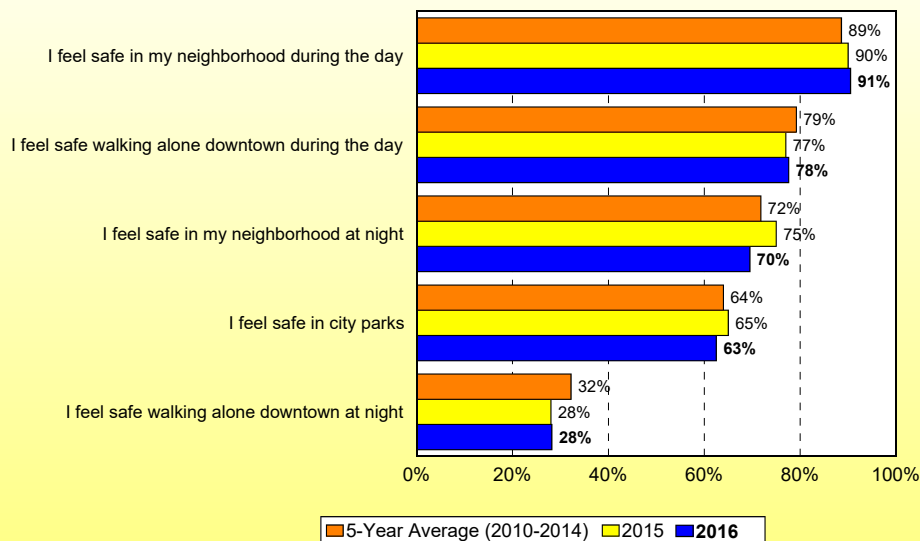
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Perceptions of Public Safety and Security - 2010 to 2016

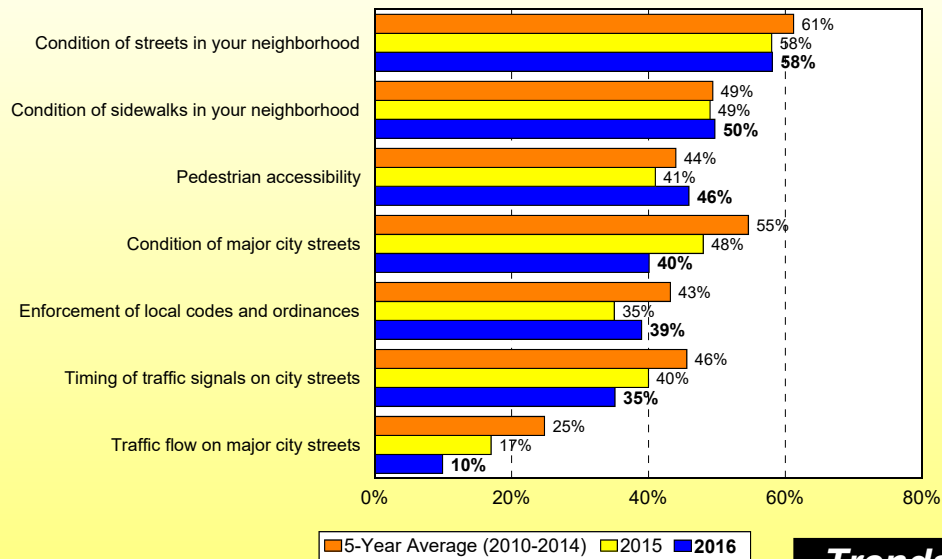
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2010 to 2016

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

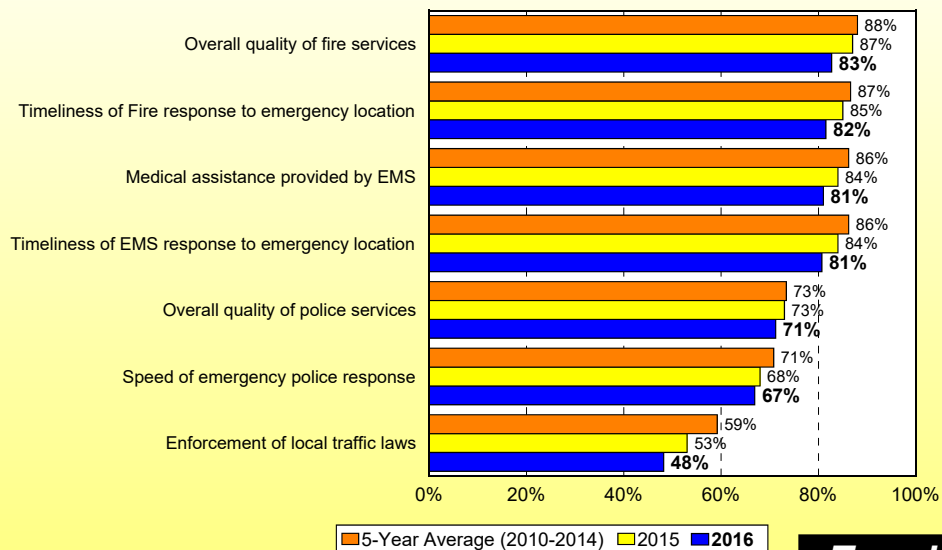


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Satisfaction With Various Aspects of Public Safety by Major Category - 2010 to 2016

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

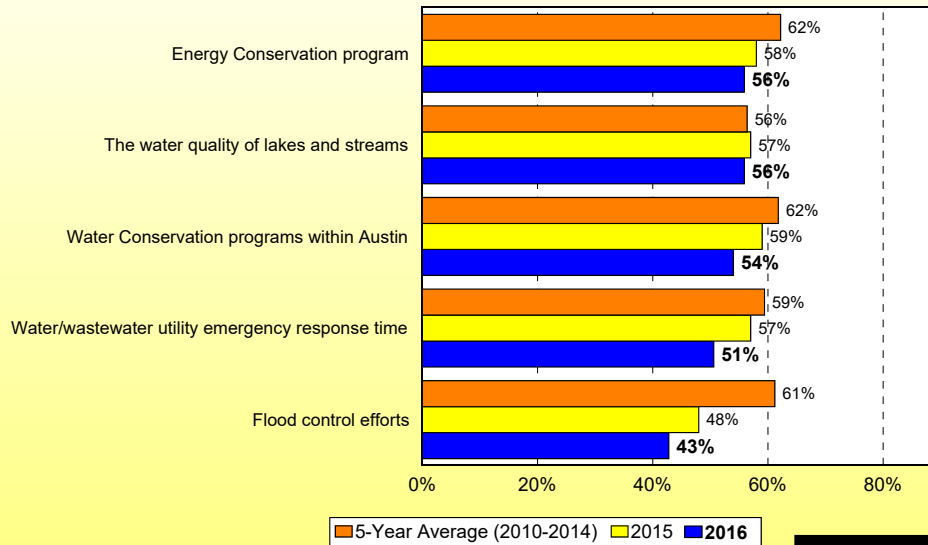


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Satisfaction With Various Aspects of Environmental Services by Major Category - 2010 to 2016

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

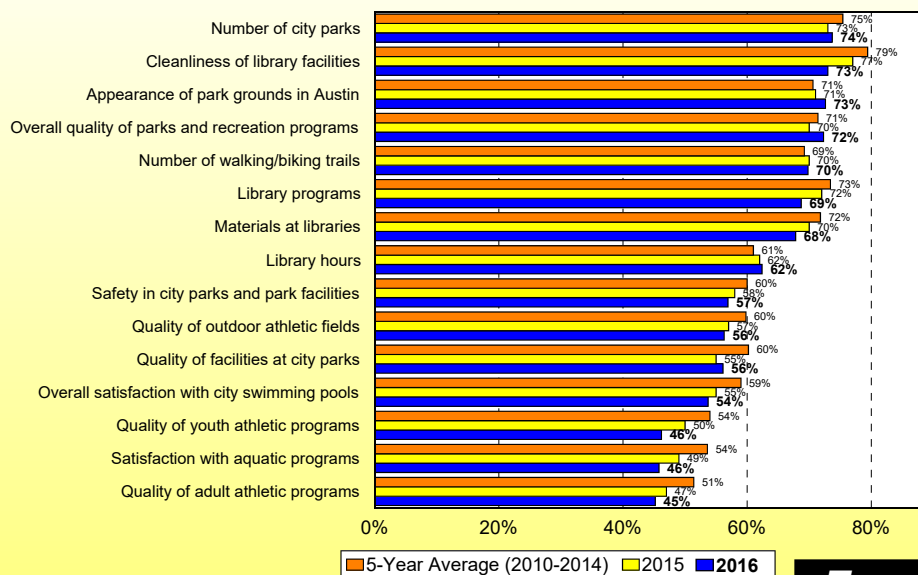


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2010 to 2016

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

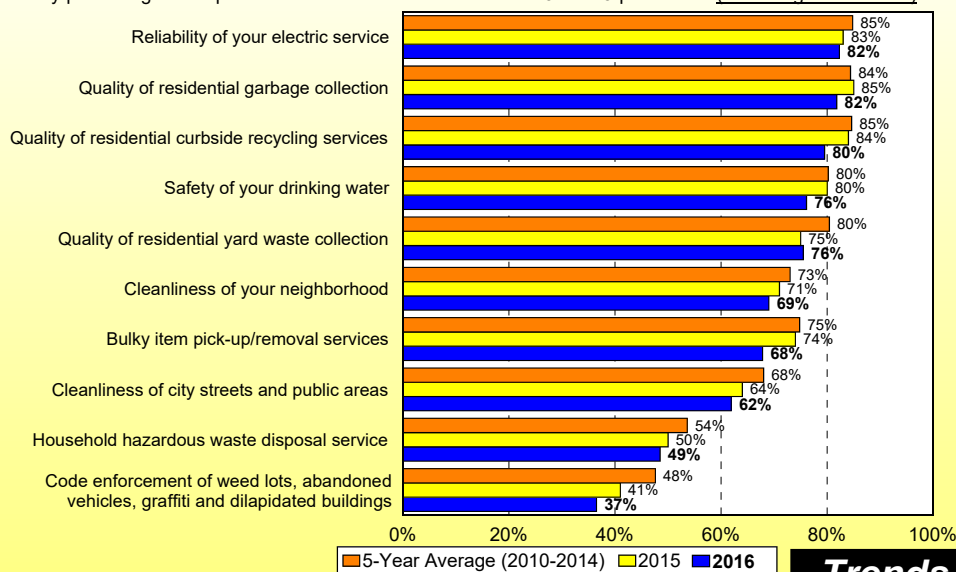


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category 2010 to 2016

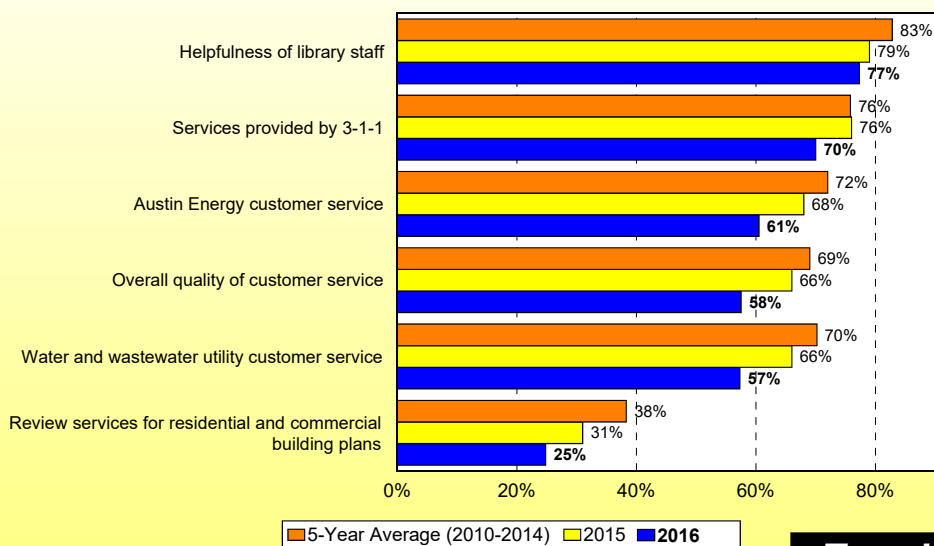
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Satisfaction With Various Aspects of Customer Service by Major Category - 2010 to 2016

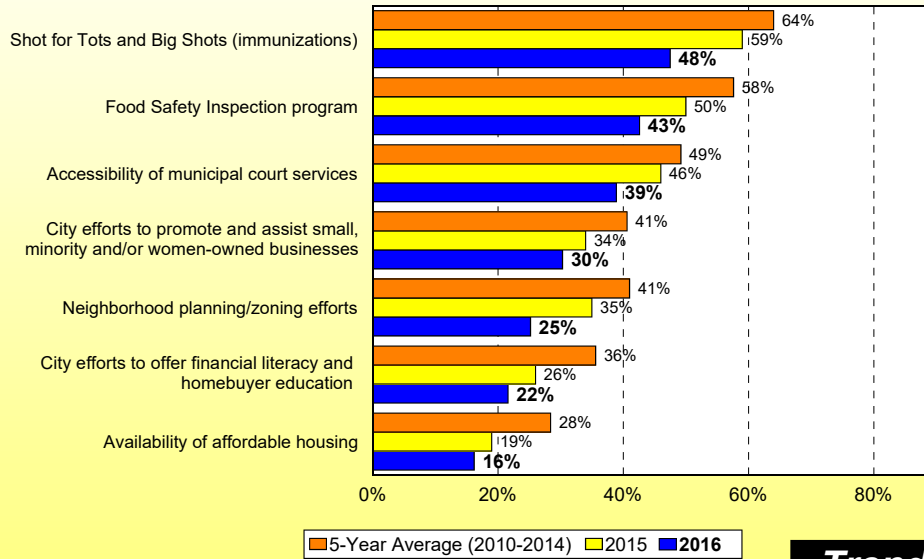
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Satisfaction With Various Aspects of Other City Services by Major Category - 2010 to 2016

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

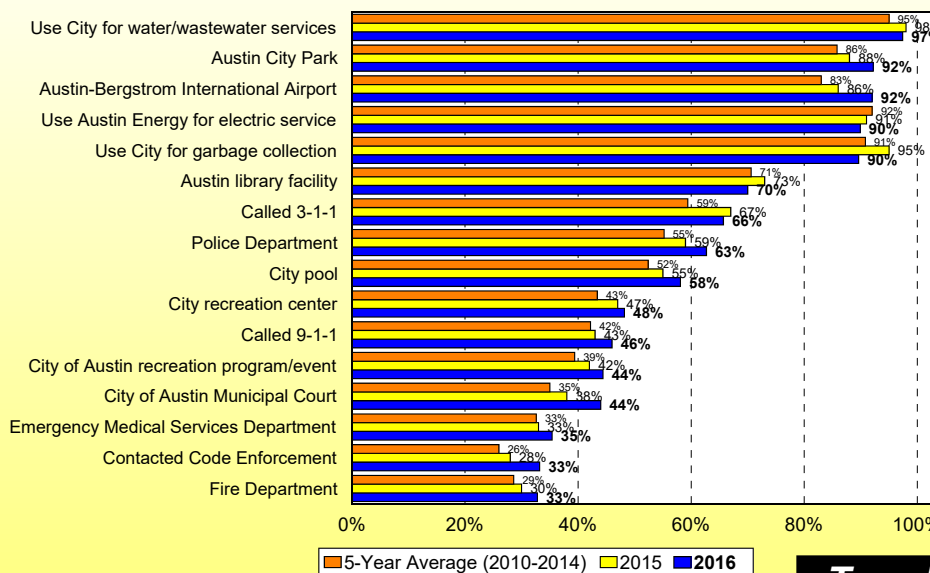


Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Percentage of Residents Who Have Used Various City Services and Facilities - 2010 to 2016

by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2016 - Austin, TX)

Trends

Section 3

Benchmarking Analysis

DirectionFinder Survey

Year 2016 Benchmarking Summary Report

Overview

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

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2016 to a random sample of residents in the continental United States living in cities with a population of more than 250,000 residents, (2) survey results from 30 large communities (population of more than 250,000 residents) where the *DirectionFinder*® survey was administered during the fall of 2016, and (3) survey results from 9 large communities (population of more than 500,000 residents) where the *DirectionFinder*® survey was administered during the fall of 2016. These communities include Austin, Dallas, Fort Worth, Houston, Kansas City, Las Vegas, Oklahoma City, San Antonio, and San Diego.

The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

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

There are five 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 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 fall of 2016.
- The **second set** shows 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 yellow 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 fall of 2016.
- The **third set** shows how the results for the City of Austin compare to the range of performance for other large U.S. cities. A total of 30 large U.S. cities were included in this analysis (these cities are listed on the previous page). The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during the fall of 2016.
- The **fourth set** shows how satisfaction with services in the City of Austin compare to the national average for large U.S. cities with a population of more than 500,000. These communities include Austin, Dallas, Fort Worth, Houston, Kansas City, Las Vegas, Oklahoma City, San Antonio, and San Diego. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 500,000 during the fall of 2016.
- The **fifth set** provides benchmarking trend data in table format, and shows how the ratings for the City of Austin compare to the National Average for communities with more than 250,000 residents between 2015 and 2016, as well as changes in Austin's performance vs. changes in the National Average.

Benchmarking Data

National Comparisons

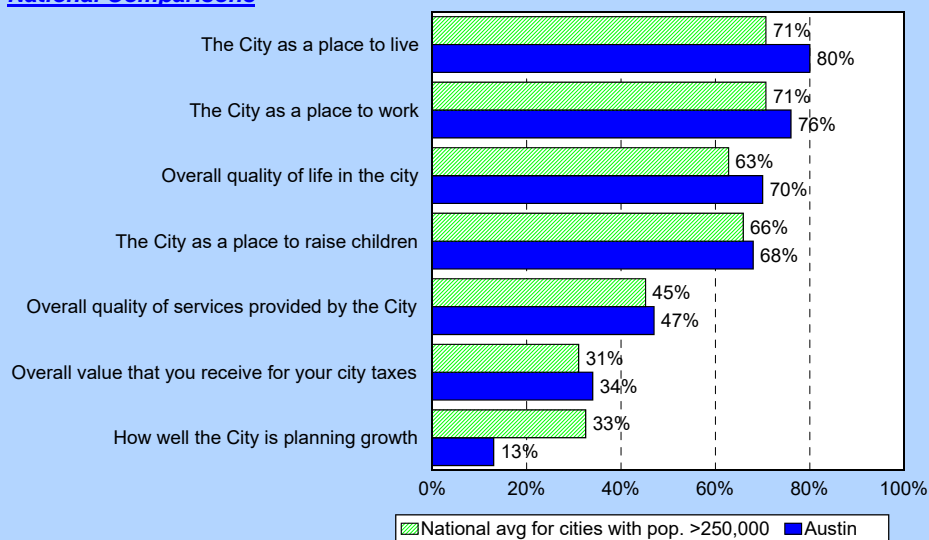
The charts on the following pages show how the results for the City of Austin compare to the national average for large U.S. cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Fall of 2016.

Perceptions of the City

Austin vs. Large U.S. Cities

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

National Comparisons



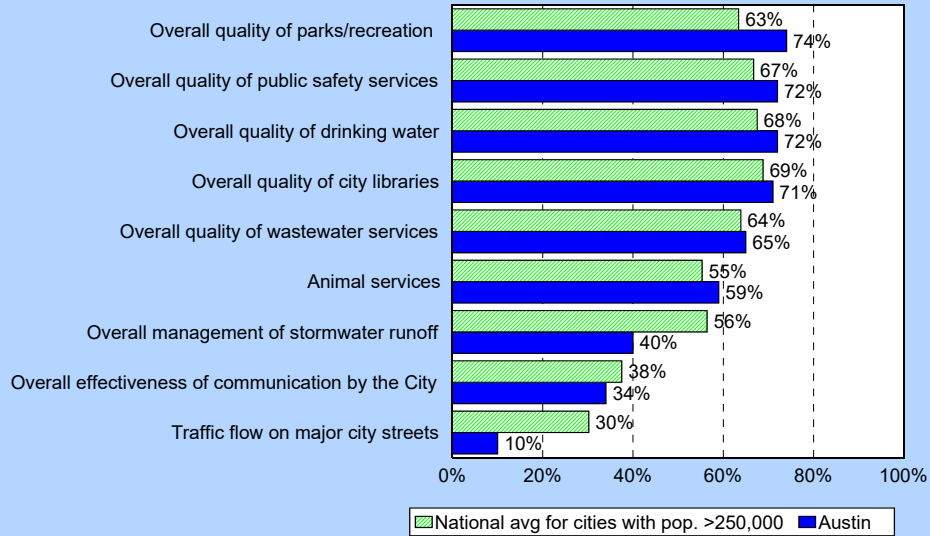
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Major Categories of City Services

Austin vs. Large U.S. Cities

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

National Comparisons



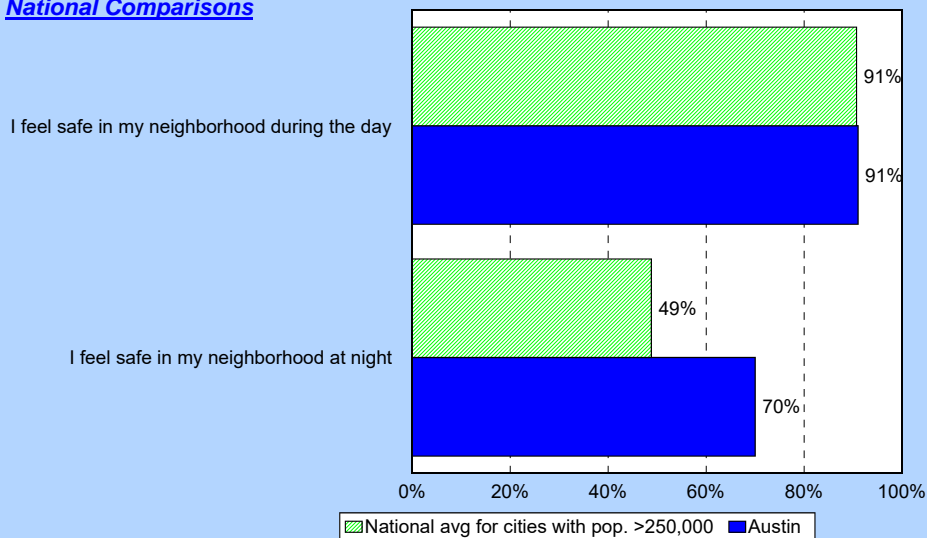
Source: ETC Institute DirectionFinder (2016)

Feeling of Safety in the City

Austin vs. Large U.S. Cities

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

National Comparisons



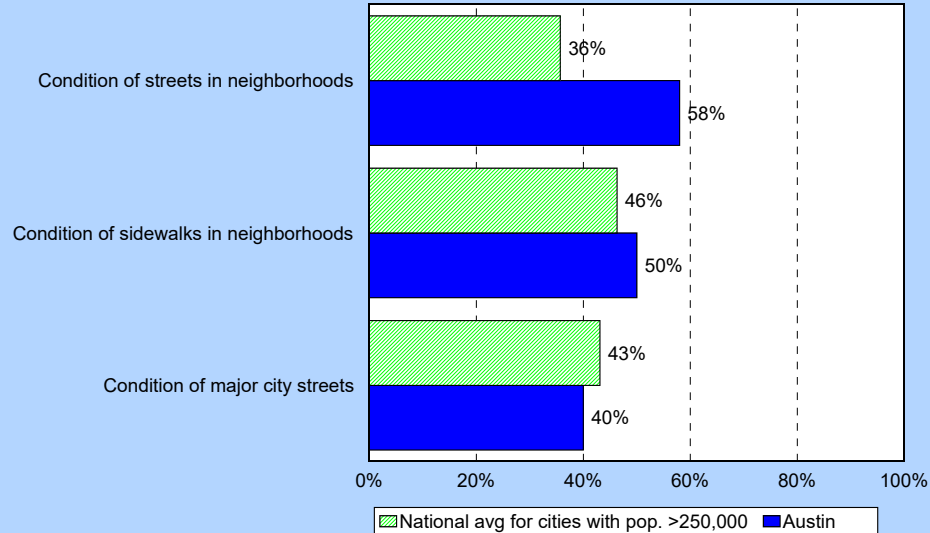
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Transportation Infrastructure

Austin vs. Large U.S. Cities

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

National Comparisons



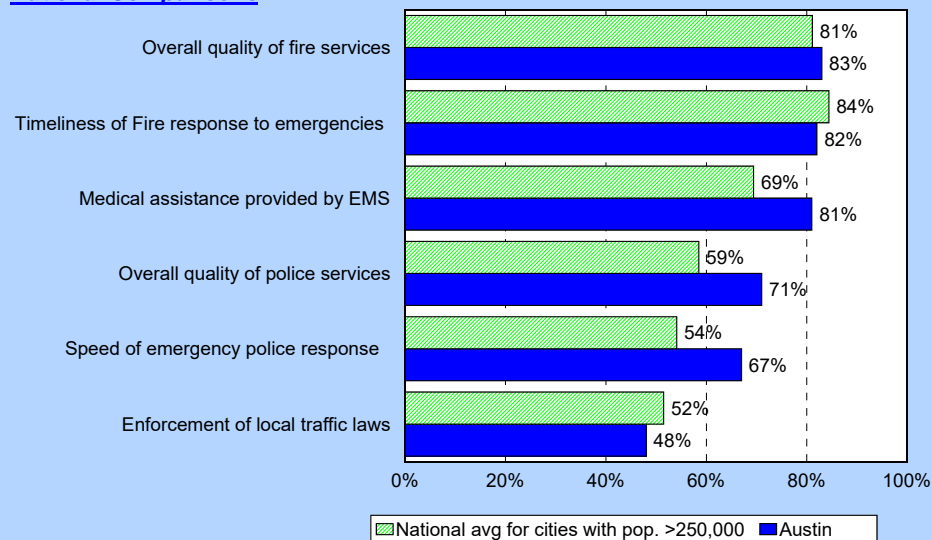
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Public Safety Services

Austin vs. Large U.S. Cities

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

National Comparisons



Source: ETC Institute DirectionFinder (2016)

Satisfaction with Recreation and Cultural Services

Austin vs. Large U.S. Cities

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

National Comparisons



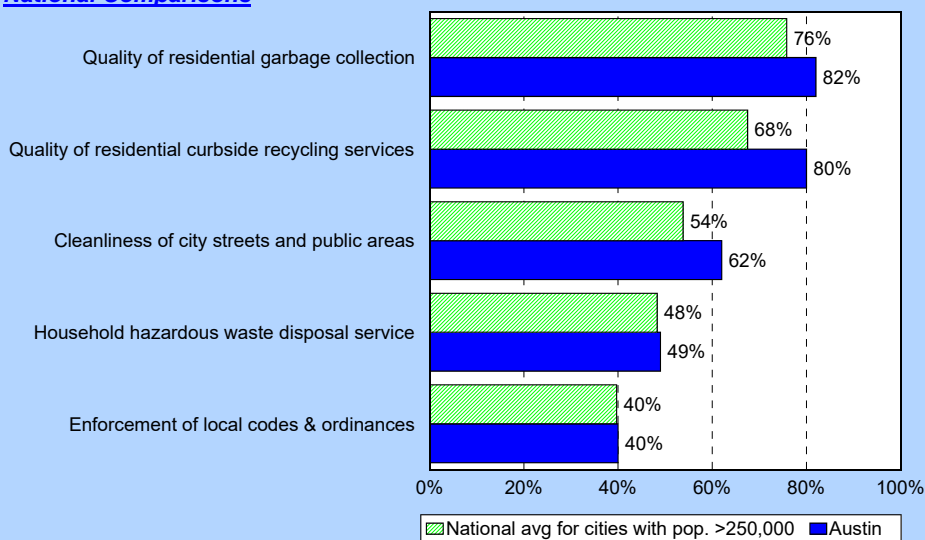
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Residential & Neighborhood Services

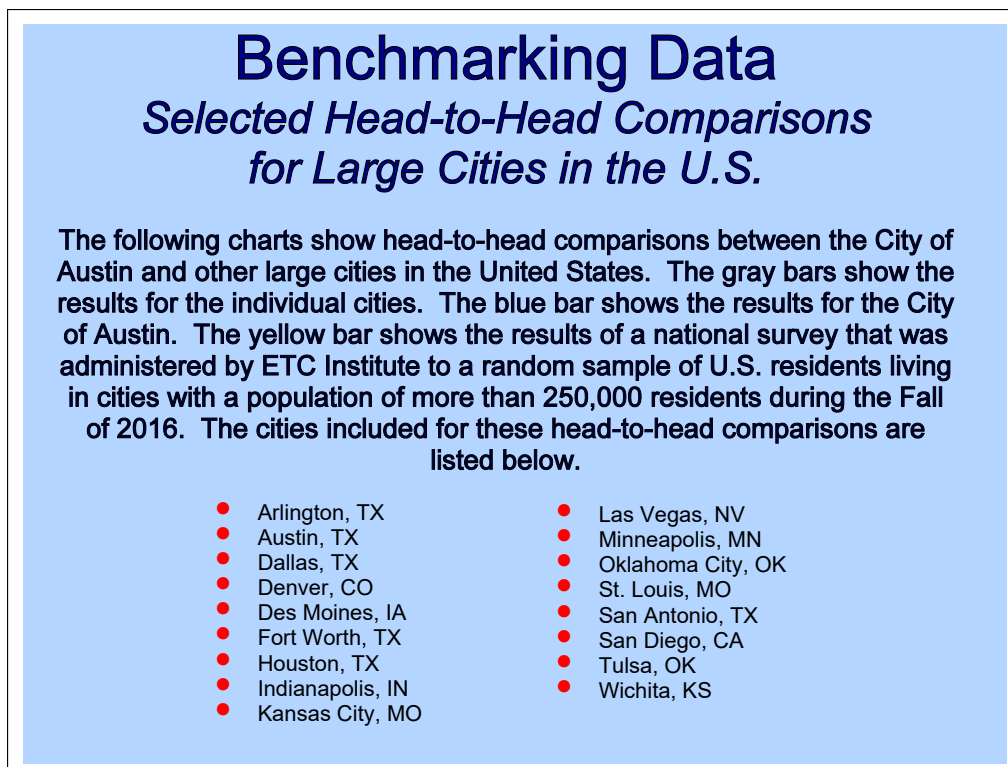
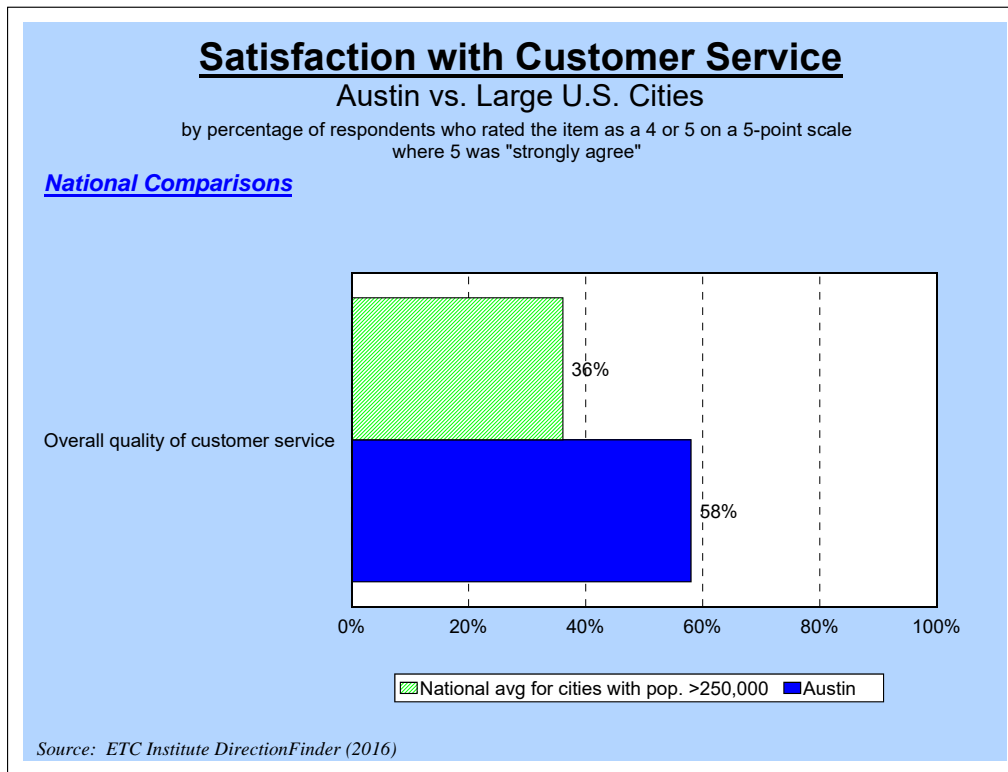
Austin vs. Large U.S. Cities

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

National Comparisons



Source: ETC Institute DirectionFinder (2016)

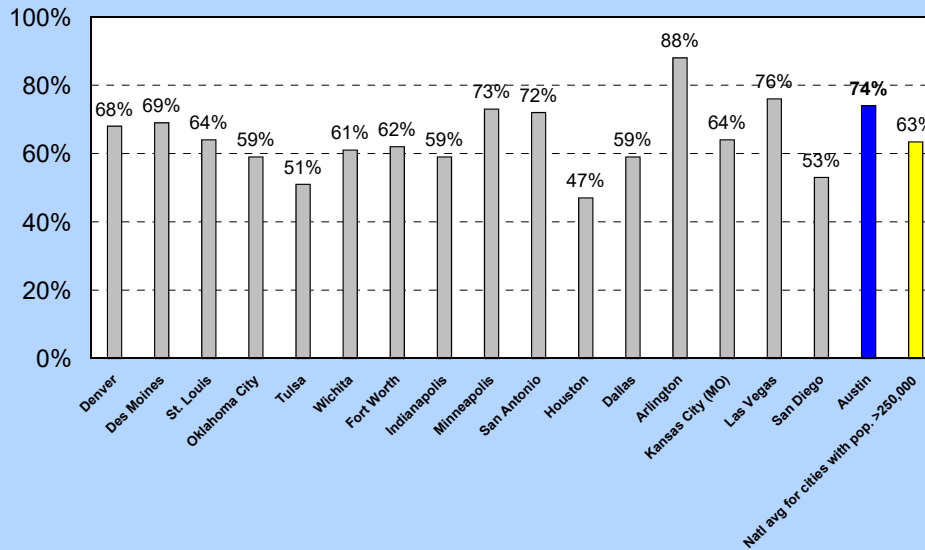


Overall Satisfaction With *Parks and Recreation* - 2016

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

excluding don't knows

U.S. Large City Regional Benchmarks



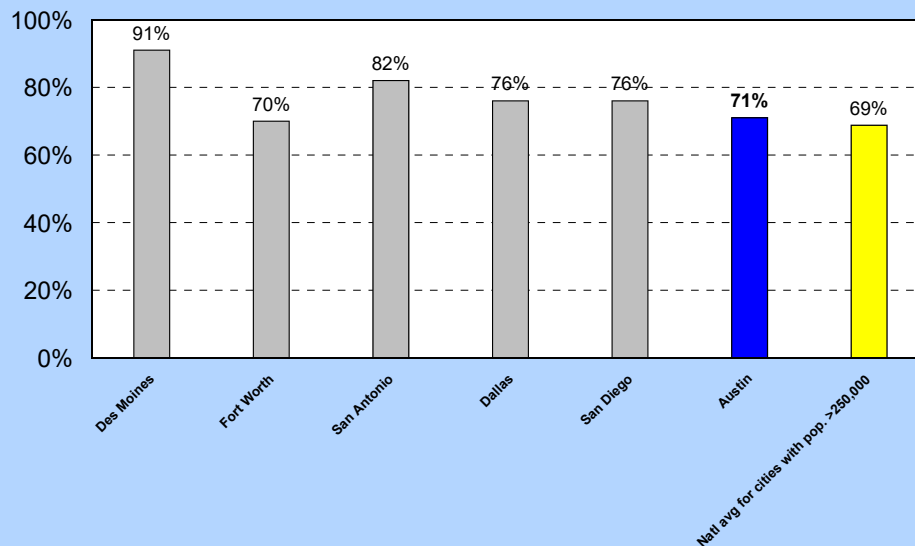
Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction With *Library Services* - 2016

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

excluding don't knows

U.S. Large City Regional Benchmarks

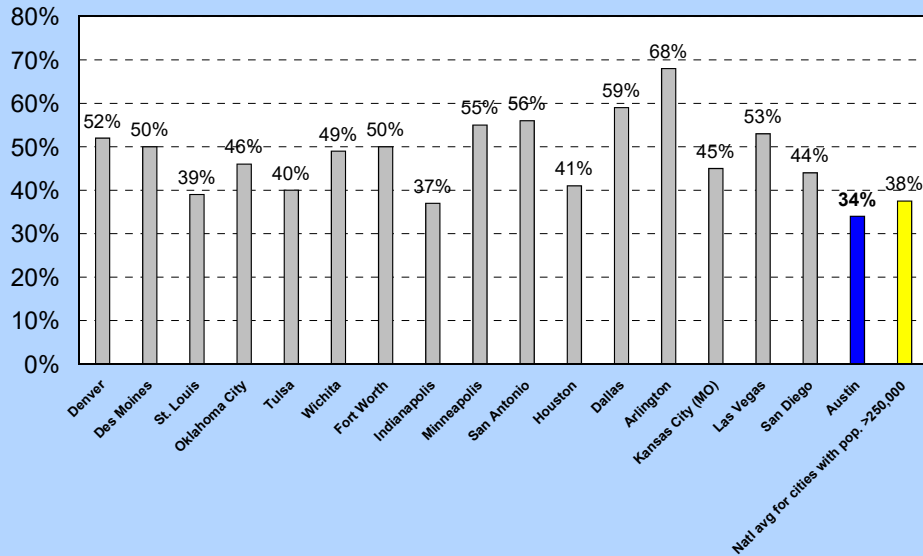


Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction With City Communications - 2016

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

U.S. Large City Regional Benchmarks

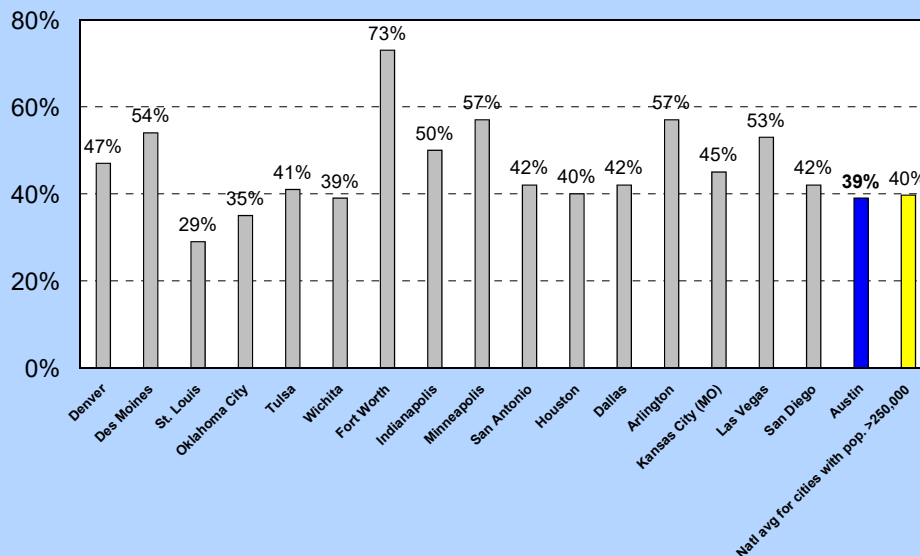


Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction With Code Enforcement - 2016

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

U.S. Large City Regional Benchmarks

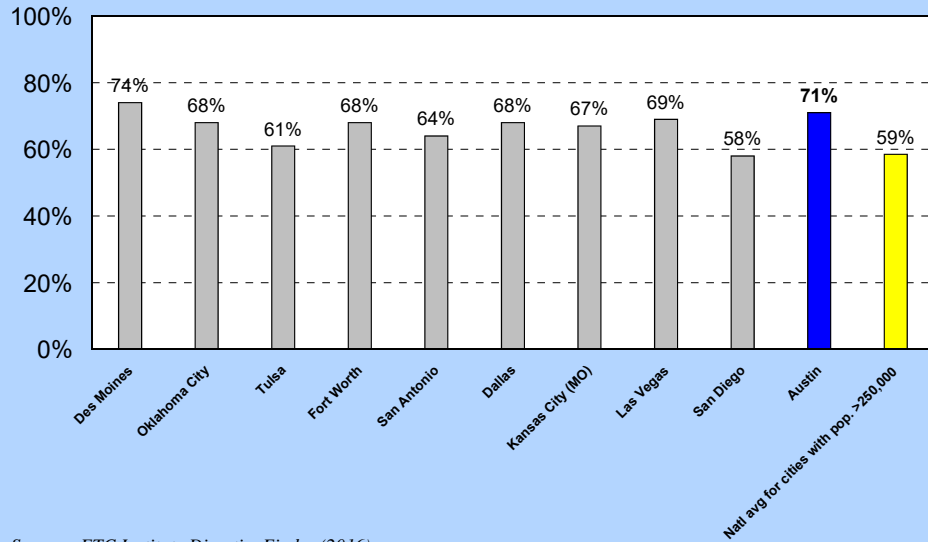


Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction With *Police Services* - 2016

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

U.S. Large City Regional Benchmarks

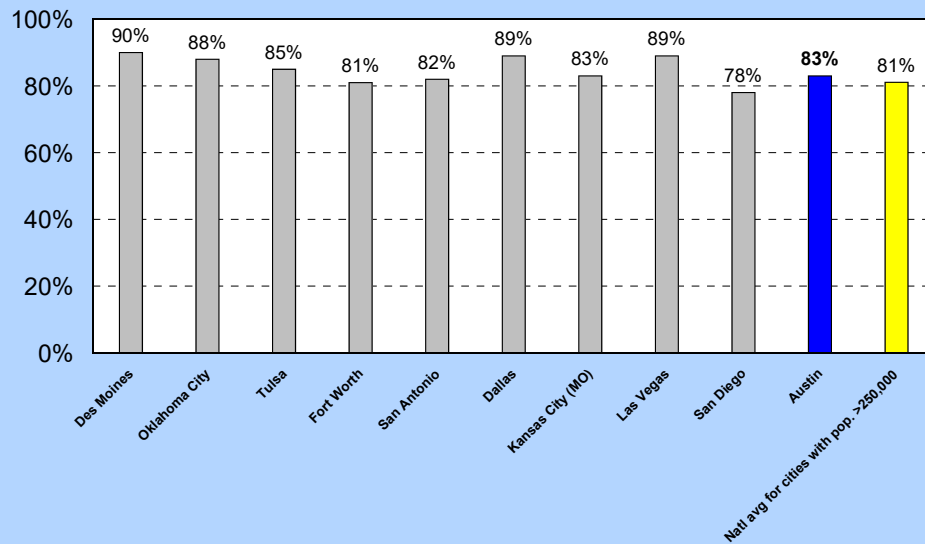


Source: ETC Institute DirectionFinder (2016)

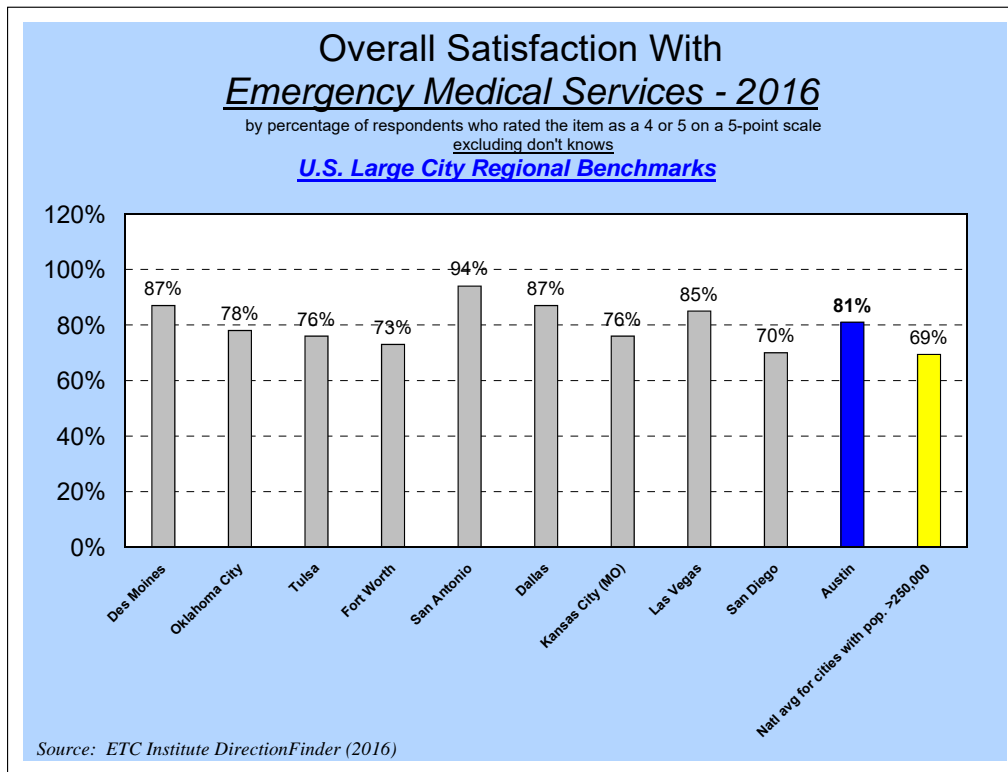
Overall Satisfaction With *Fire Services* - 2016

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

U.S. Large City Regional Benchmarks



Source: ETC Institute DirectionFinder (2016)



Benchmarking Data

Comparisons to a Range of Performance

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

The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during Fall of 2016.

Benchmarking Communities

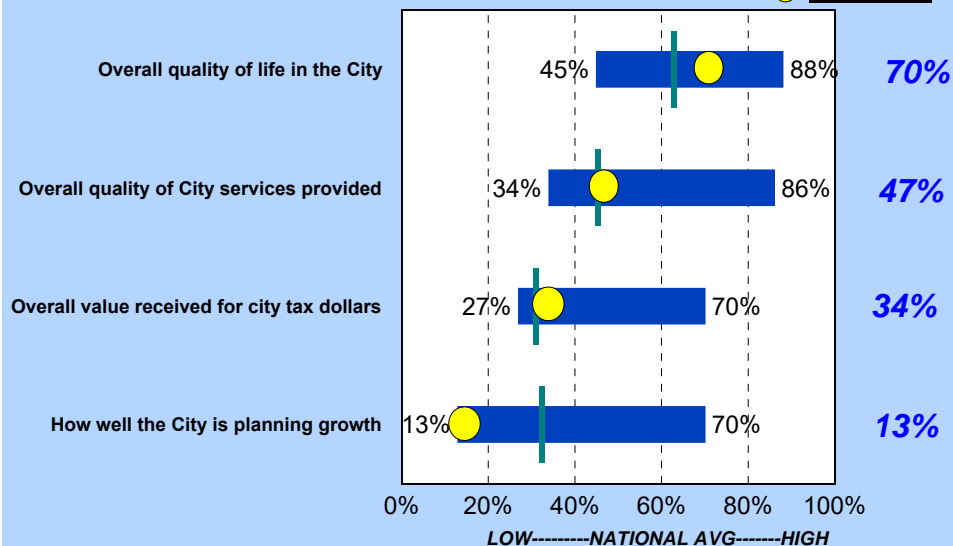
- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC
- Miami-Dade County, FL
- Minneapolis, MN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

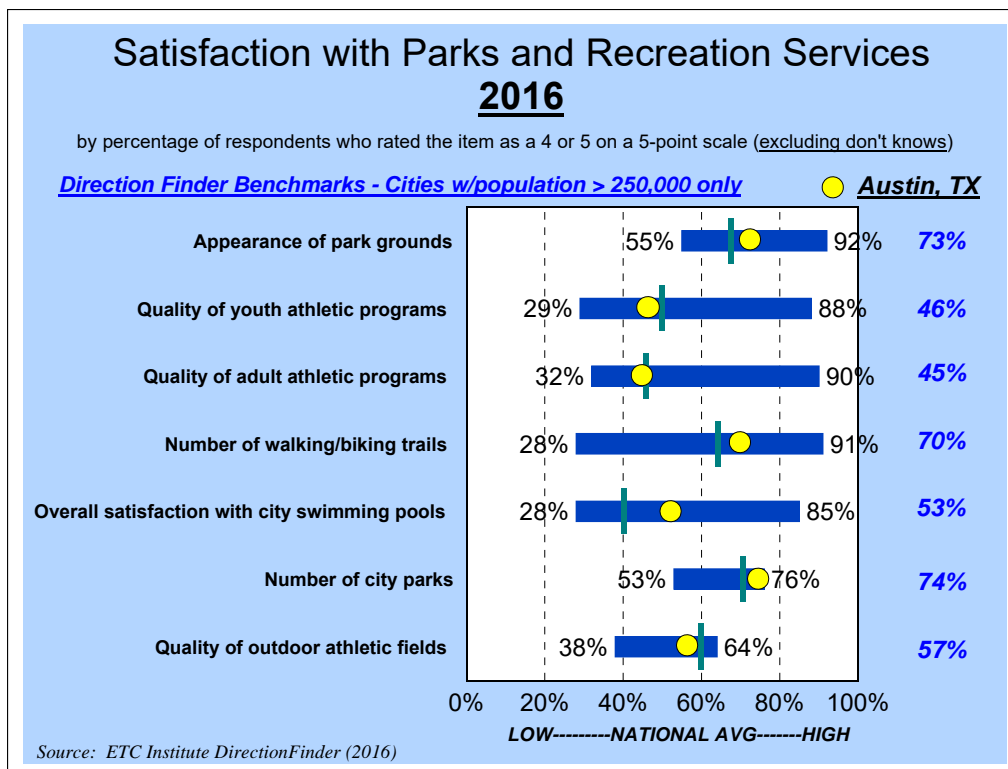
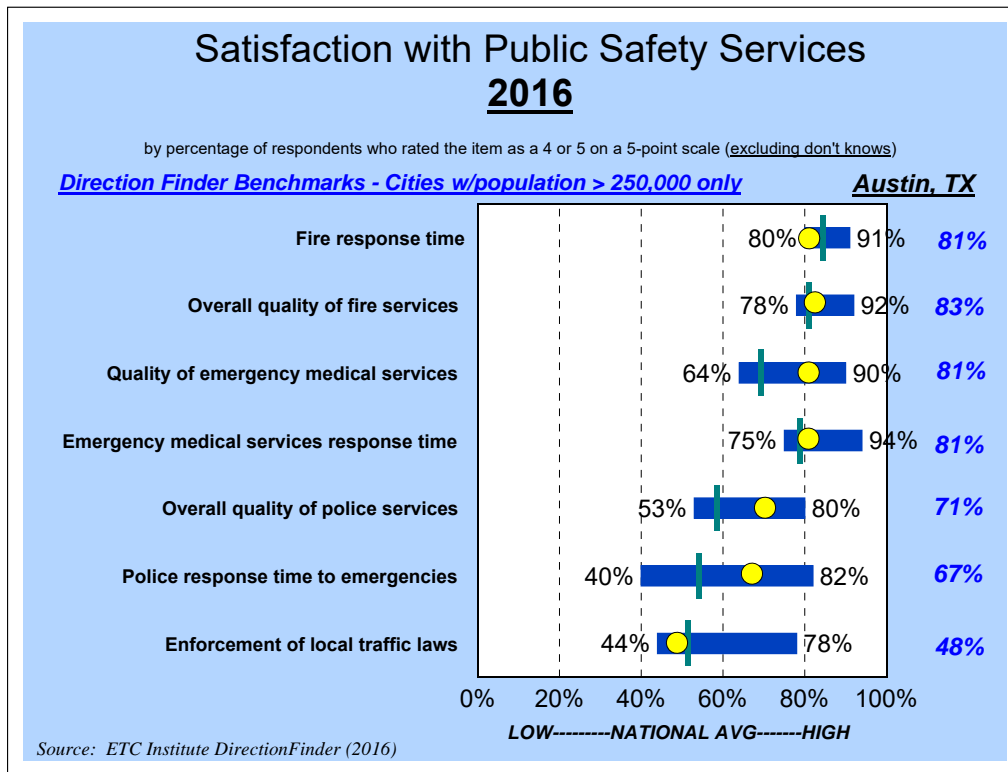
Perceptions Residents Have of the City in Which They Live - **2016**

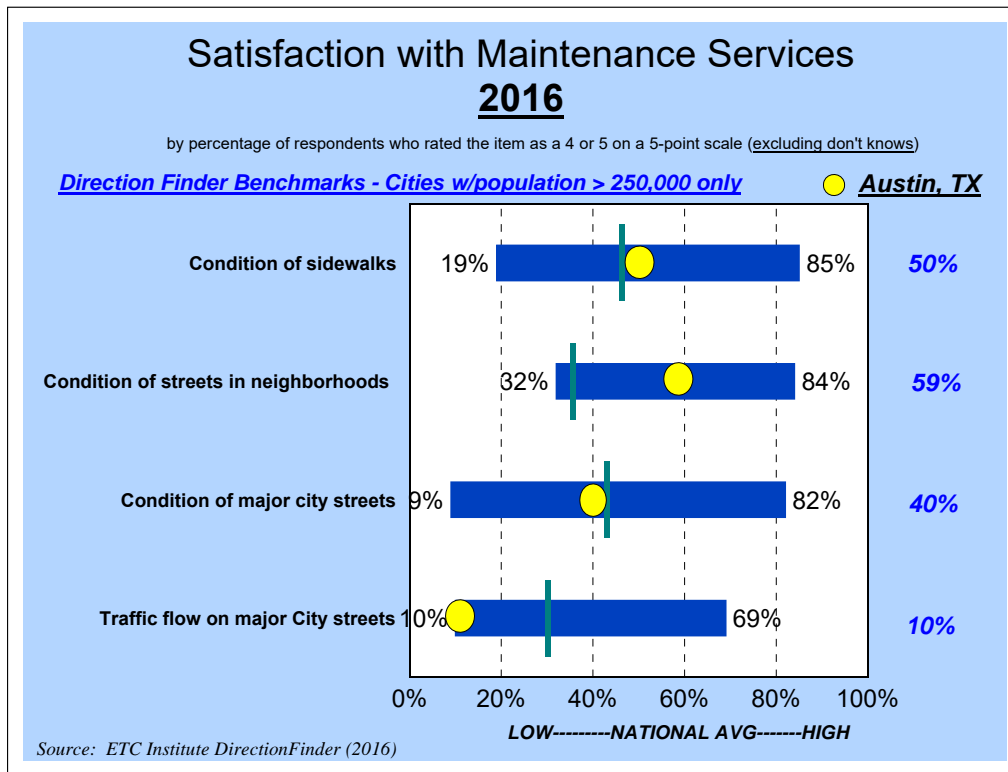
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

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

● Austin, TX







Benchmarking Communities With Populations Greater Than 500,000

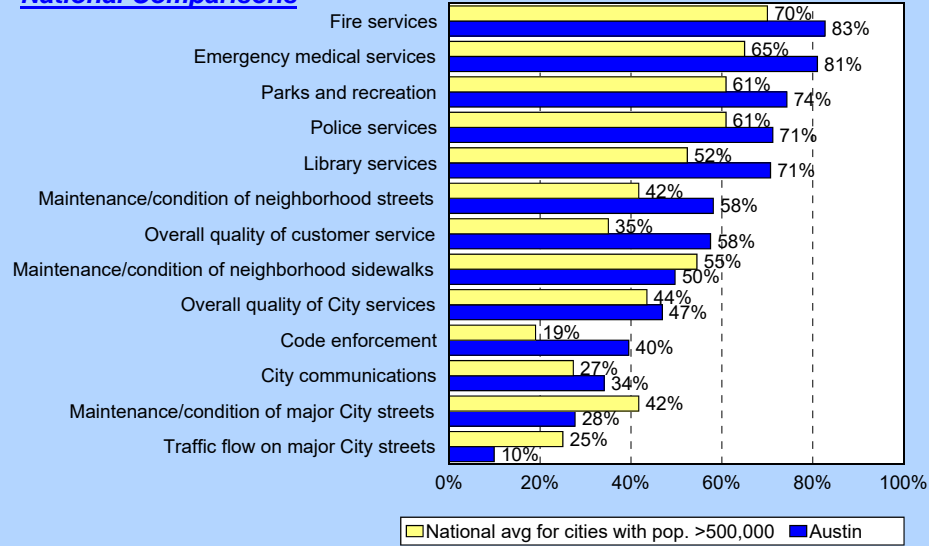
- Austin, TX
- Las Vegas, NV
- Dallas, TX
- Oklahoma City, OK
- Fort Worth, TX
- San Antonio, TX
- Houston, TX
- San Diego, CA
- Kansas City, MO

Satisfaction with City Services

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

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

National Comparisons



Source: ETC Institute DirectionFinder (2016)

The table below and on the following page show how ratings for the City of Austin compare to the National Average for communities with more than 250,000 residents between 2015 and 2016. The largest increase in satisfaction for the City of Austin from 2015 to 2016 was in enforcement of codes and ordinances (+4.5%). The largest decrease in satisfaction involved the overall effectiveness of communication (-12.5%). When the changes in Austin were compared to changes in the National Average for cities with more than 250,000 residents, Austin showed the most improvement with regard to satisfaction with outdoor swimming pools (+11.8%). The most significant decrease for the City of Austin compared to the National Average involved satisfaction with the quality of stormwater management (-13.5%).

Austin vs. National Trends for Cities with More than 250,000 Residents from 2015-2016								
The values in the table below reflect the percentage of residents who gave positive ratings (ratings of 4 or 5 on a 5-point scale where 1=Very Dissatisfied and 5=Very Satisfied)								
Item Rated	Austin % VS/SAT in 2015	Austin % VS/SAT in 2016	% Change in Austin from 2015-2016	National Avg % VS/SAT in 2015	National Avg % VS/SAT in 2016	% Change in National Avg from 2015-2016	Austin's 2016 Rating vs. 2016 National Average	Change in Austin's Performance vs. National Average
Perceptions of the Community								
As a place to live	81.0	79.8	-1.2	74.6	70.7	-3.9	9.1	2.7
As a place to raise children	74.7	68.4	-6.3	68.2	65.9	-2.3	2.5	-4.0
As a place to work	79.1	75.9	-3.2	72.3	70.7	-1.6	5.2	-1.6
Overall value you receive for your local tax dollars and fees	40.3	33.5	-6.8	35.0	31.0	-4.0	2.5	-2.8
Overall quality of life in your community	74.0	69.8	-4.2	69.4	62.8	-6.6	7.0	2.4
How well your community is planning growth	22.2	12.9	-9.3	38.7	32.5	-6.2	-19.6	-3.1
Overall quality of local governmental services	59.2	46.9	-12.3	49.3	45.2	-4.1	1.7	-8.2
Major Categories of City Services								
Overall quality of parks and recreation programs and facilities	73.9	74.3	0.4	66.3	63.4	-2.9	10.9	3.3
Overall quality of the library system	72.5	70.7	-1.8	77.2	68.8	-8.4	1.9	6.6
Overall quality of police, fire, and ambulance service	75.4	72.2	-3.2	74.5	66.7	-7.8	5.5	4.6
Overall quality of water utility services	77.8	72.5	-5.3	78.1	67.5	-10.6	5.0	5.3
Overall quality of wastewater utility services	71.1	64.9	-6.2	66.3	63.9	-2.4	1.0	-3.8
Overall flow of traffic and congestion management	17.2	9.9	-7.3	40.5	30.2	-10.3	-20.3	3.0
Overall quality of the stormwater management	48.9	39.8	-9.1	52.0	56.4	4.4	-16.6	-13.5
Overall effectiveness of communication by local governments	46.6	34.1	-12.5	40.6	37.5	-3.1	-3.4	-9.4
Animal services	60.9	59.0	-1.9	54.4	55.3	0.9	3.7	-2.8
Feeling of Safety								
Feeling of safety walking in your neighborhood during the day	90.2	90.5	0.3	86.4	90.7	4.3	-0.2	-4.0
Feeling of safety walking in your neighborhood after dark	74.7	69.5	-5.2	49.5	48.8	-0.7	20.7	-4.5
Transportation Infrastructure								
Condition of major city streets	47.3	40.1	-7.2	46.3	43.1	-3.2	-3.0	-4.0
Condition of streets in your neighborhood	58.3	58.1	-0.2	44.6	35.7	-8.9	22.4	8.7
Condition of sidewalks in your neighborhood	48.9	49.7	0.8	50.7	46.3	-4.4	3.4	5.2
Public Safety Services								
Overall quality of local police protection	72.3	71.2	-1.1	67.3	58.5	-8.8	12.7	7.7
How quickly police respond to emergencies	67.2	66.9	-0.3	62.5	54.1	-8.4	12.8	8.1
Enforcement of local traffic laws	52.2	48.2	-4.0	53.7	51.5	-2.2	-3.3	-1.8
Overall quality of fire services	86.2	82.7	-3.5	88.3	81.1	-7.2	1.6	3.7
How quickly fire services personnel respond to emergencies	84.4	81.5	-2.9	90.4	84.4	-6.0	-2.9	3.1
Overall quality of ambulance/emergency medical services	84.5	81.0	-3.5	81.6	69.4	-12.2	11.6	8.7

Austin vs. National Trends for Cities with More than 250,000 Residents from 2015-2016 (continued)								
The values in the table below reflect the percentage of residents who gave positive ratings (ratings of 4 or 5 on a 5-point scale where 1=Very Dissatisfied and 5=Very Satisfied)								
Item Rated	Austin % VS/SAT in 2015	Austin % VS/SAT in 2016	% Change in Austin from 2015-2016	National Avg % VS/SAT in 2015	National Avg % VS/SAT in 2016	% Change in National Avg from 2015-2016	Austin's 2016 Rating vs. 2016 National Average	Change in Austin's Performance vs. National Average
Recreation and Cultural Services								
Number of parks in your community	72.9	73.7	0.8	70.9	70.7	-0.2	3.0	1.0
Number of walking/biking trails	69.1	69.8	0.7	58.1	64.1	6.0	5.7	-5.3
Maintenance of local parks	70.7	72.6	1.9	63.7	67.5	3.8	5.1	-1.9
Youth athletic programs in your area	49.6	46.2	-3.4	59.8	50.0	-9.8	-3.8	6.4
Adult athletic programs in your area	46.1	45.2	-0.9	46.8	45.8	-1.0	-0.6	0.1
Quality of outdoor athletic fields (i.e. baseball, soccer, and football)	56.7	56.3	-0.4	58.7	60.0	1.3	-3.7	-1.7
Outdoor swimming pools	55.3	53.7	-1.6	53.5	40.1	-13.4	13.6	11.8
Quality of facilities, such as picnic shelters and playgrounds, at city parks	54.8	56.1	1.3	62.7	56.1	-6.6	0.0	7.9
Residential and Neighborhood Services								
Overall quality of trash collection services	85.0	81.8	-3.2	79.3	75.8	-3.5	6.0	0.3
Overall quality of curbside recycling services	83.3	79.5	-3.8	73.4	67.5	-5.9	12.0	2.1
Household hazardous waste disposal service (for oil, paint, etc.)	50.0	48.5	-1.5	51.6	48.3	-3.3	0.2	1.8
Cleanliness of streets and other public areas	63.7	61.9	-1.8	57.4	53.8	-3.6	8.1	1.8
Overall enforcement of local codes and ordinances	35.0	39.5	4.5	42.6	39.7	-2.9	-0.2	7.4
Customer Service								
Overall quality of customer service provided by local governments in your area	65.1	57.5	-7.6	41.3	36.1	-5.2	21.4	-2.4

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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty-two percent (62%) 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% 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 62% was multiplied by 5% (1-0.05). This calculation yielded an I-S rating of 0.5921 which ranked first out of 18 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.

2016 Importance-Satisfaction Rating

City of Austin

Major Categories of City Services

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	62%	1	5%	18	0.5921	1
Traffic flow on major City streets	47%	2	10%	17	0.4235	2
High Priority (IS .10-.20)						
Overall maintenance of major City streets	25%	5	28%	14	0.1800	3
Quality of planning & zoning services	22%	6	20%	15	0.1732	4
Quality of public safety services	43%	3	72%	4	0.1187	5
Medium Priority (IS < .10)						
Development review, permitting and inspection services	12%	10	16%	16	0.0967	6
Quality of health & human services	16%	9	41%	9	0.0945	7
Quality of drinking water services	33%	4	73%	3	0.0913	8
Quality of electric services	18%	7	58%	8	0.0732	9
Overall maintenance of City sidewalks	9%	11	31%	13	0.0593	10
Overall management of stormwater runoff	7%	13	40%	11	0.0433	11
Quality of parks and rec programs/facilities	17%	8	74%	2	0.0424	12
Effectiveness of city communication	6%	17	34%	12	0.0369	13
Quality of wastewater services	7%	14	65%	6	0.0249	14
Animal services	6%	16	59%	7	0.0242	15
Quality of municipal court services	4%	18	41%	10	0.0241	16
Quality of City libraries	7%	12	71%	5	0.0214	17
Austin-Bergstrom International Airport	6%	15	79%	1	0.0131	18

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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

City of Austin

Transportation Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	65%	1	40%	7	0.3911	1
Timing of traffic signals on City streets	44%	2	35%	9	0.2856	2
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	39%	3	58%	1	0.1634	3
Pedestrian accessibility	29%	5	46%	5	0.1585	4
Adequacy of street lighting in your community	29%	4	50%	4	0.1479	5
Mowing & trimming along City streets	21%	6	38%	8	0.1327	6
On-street bicycle accessibility	18%	7	40%	6	0.1052	7
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	16%	8	50%	3	0.0825	8
Off-street bicycle accessibility	6%	9	50%	2	0.0315	9

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

City of Austin

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall quality of police services	48%	1	71%	5	0.1374	1
Speed of emergency police response	36%	2	67%	6	0.1182	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	13%	7	48%	7	0.0673	3
Timeliness of EMS response	21%	5	81%	4	0.0401	4
Timeliness of Fire response	21%	4	82%	2	0.0396	5
Overall quality of fire services	23%	3	83%	1	0.0394	6
Medical assistance provided by EMS	16%	6	81%	3	0.0312	7

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

City of Austin

Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flood control efforts	46%	1	43%	5	0.2603	1
<u>High Priority (IS .10-.20)</u>						
Water quality of lakes & streams	37%	2	56%	1	0.1649	2
Water conservation programs	34%	3	54%	2	0.1555	3
Water & wastewater utility response time	31%	4	51%	4	0.1536	4
Energy conservation program	25%	5	51%	3	0.1220	5

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

City of Austin

Recreation and Cultural Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Safety in City parks & park facilities	47%	1	57%	9	0.2008	1
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Overall quality of parks & recreation programs	32%	2	72%	4	0.0895	2
Quality of youth athletic programs	15%	8	46%	13	0.0829	3
Number of walking/biking trails	26%	3	70%	5	0.0776	4
Quality of facilities	17%	6	56%	11	0.0759	5
Number of City parks	25%	4	74%	1	0.0668	6
Appearance of park grounds in Austin	22%	5	73%	3	0.0606	7
Overall satisfaction with City swimming pools	11%	10	54%	12	0.0523	8
Materials at libraries	16%	7	68%	7	0.0506	9
Library programs	14%	9	69%	6	0.0432	10
Quality of adult athletic programs	6%	12	45%	15	0.0329	11
Library hours	8%	11	62%	8	0.0297	12
Quality of outdoor athletic fields	5%	13	56%	10	0.0227	13
Cleanliness of library facilities	5%	14	73%	2	0.0122	14
Satisfaction with aquatic programs	2%	15	46%	14	0.0119	15

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Importance-Satisfaction Rating

City of Austin

Residential and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	22%	5	37%	11	0.1416	1
Safety of your drinking water	58%	1	76%	4	0.1393	2
Cleanliness of City streets & public areas	27%	4	62%	8	0.1029	3
Enforcement of local codes & ordinances	17%	7	40%	10	0.1029	4
Medium Priority (IS <.10)						
Reliability of your electric service	40%	2	82%	1	0.0712	5
Quality of residential garbage collection	36%	3	82%	2	0.0662	6
Cleanliness of your neighborhood	17%	8	69%	6	0.0518	7
Household hazardous waste disposal service	8%	10	49%	9	0.0427	8
Quality of residential curbside recycling services	17%	6	80%	3	0.0349	9
Bulky item pick-up/removal services	9%	9	68%	7	0.0293	10
Quality of residential yard waste collection	7%	11	76%	5	0.0167	11

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



Importance-Satisfaction Assessment Matrix

City of Austin, Texas

Overview

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. 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.

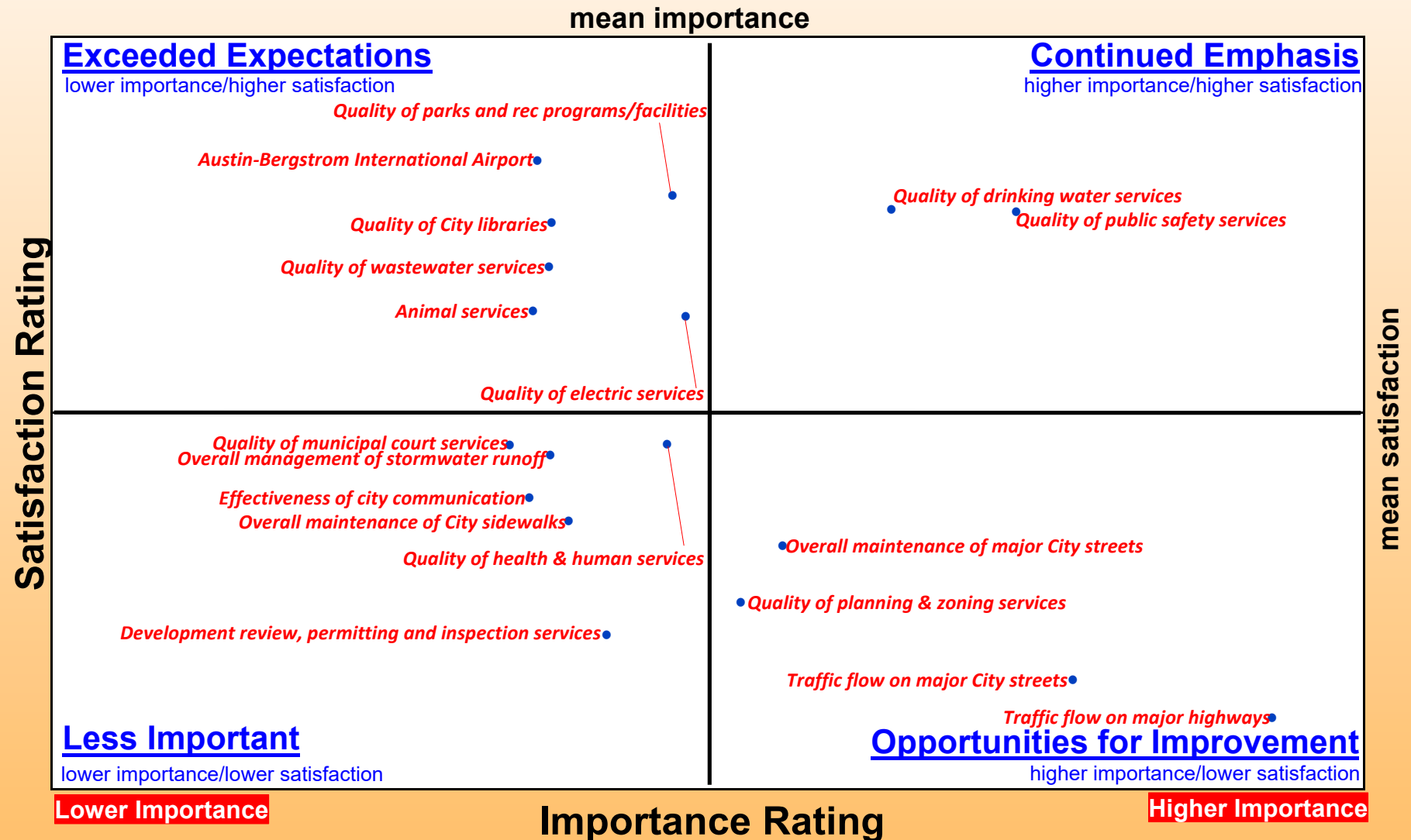
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

I-S Matrices for the City are on the following pages.

2016 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

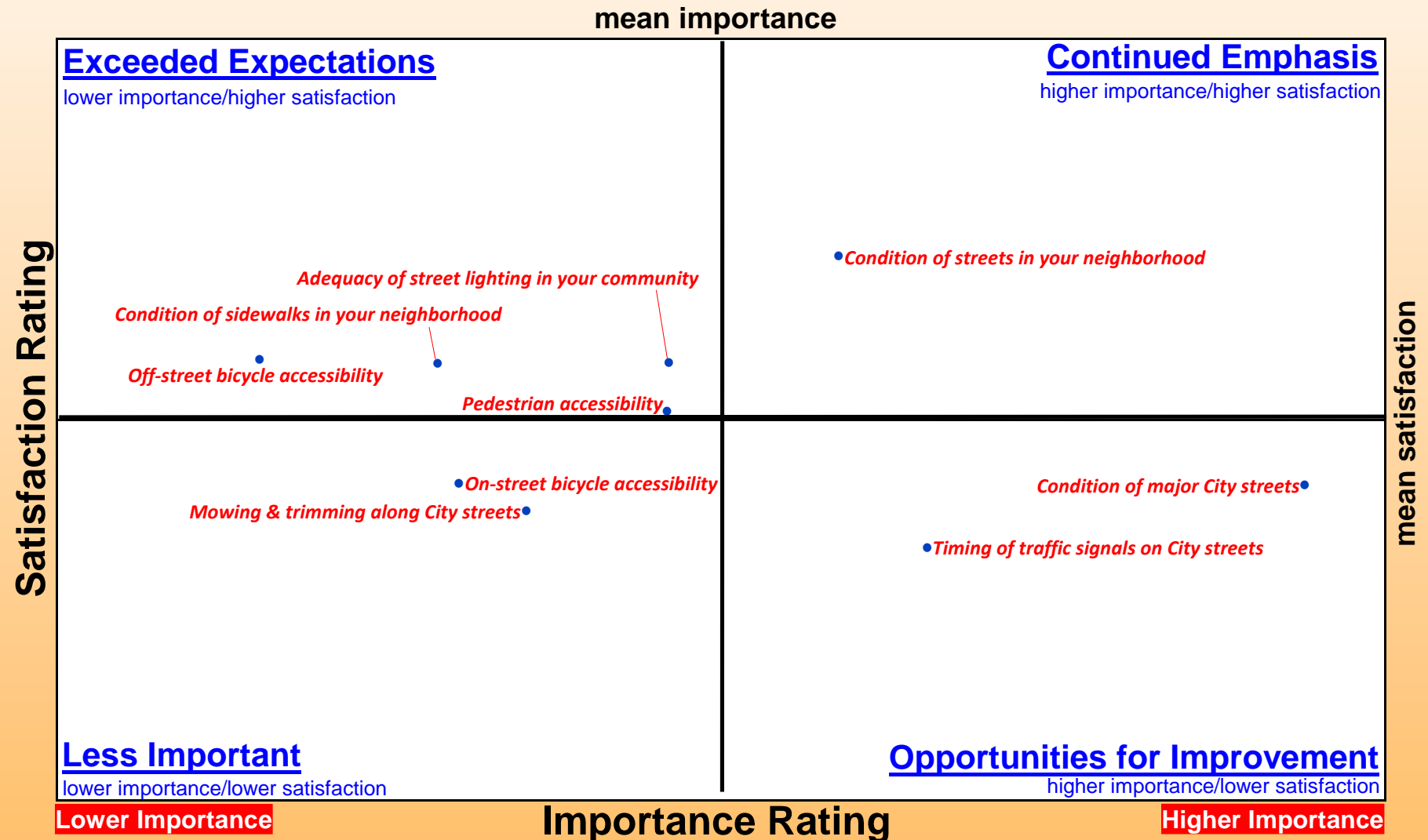


Source: ETC Institute (2016)

2016 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

-Transportation Infrastructure-

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



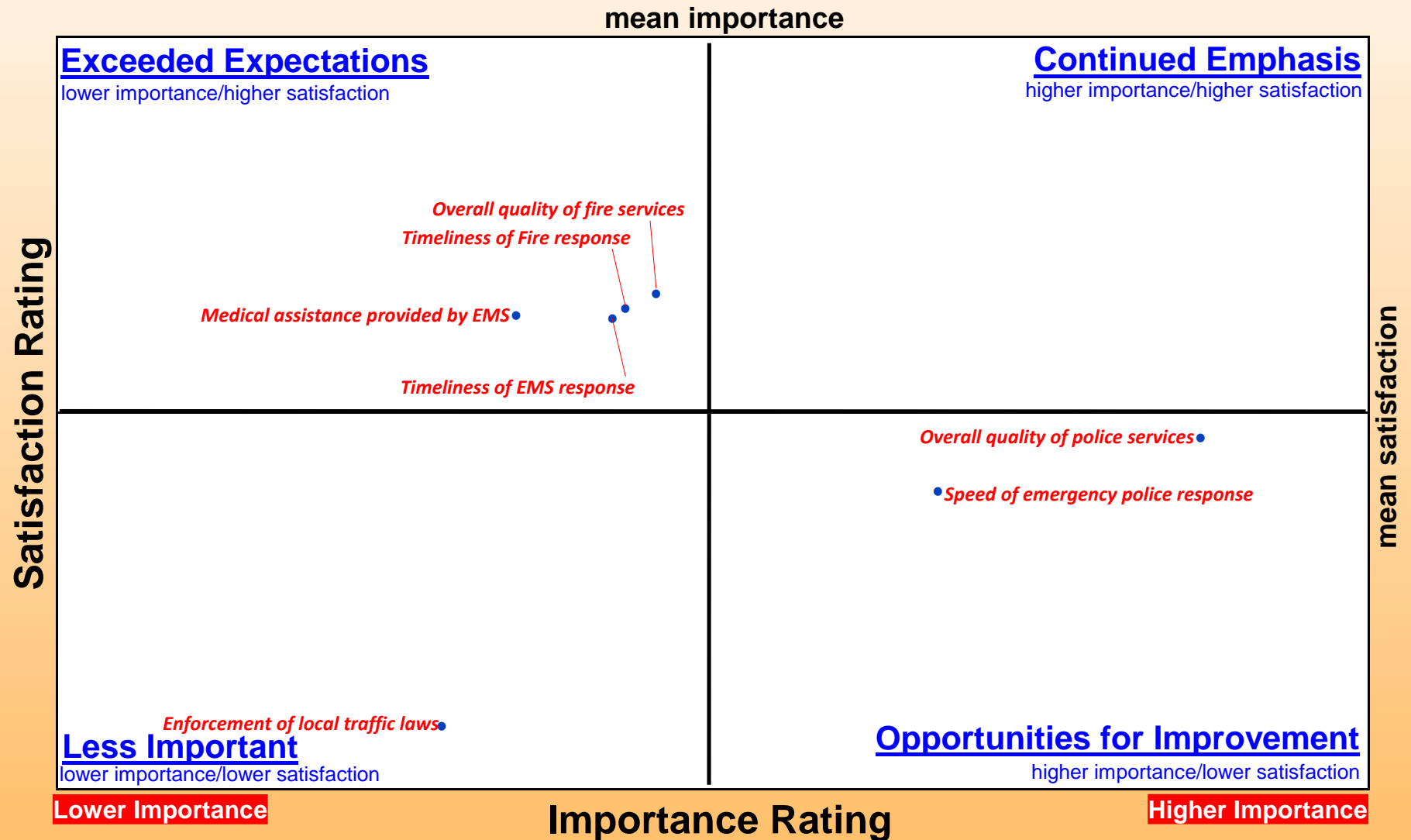
Source: ETC Institute (2016)

2016 City of Austin DirectionFinder

Importance-Satisfaction Assessment Matrix

-Public Safety Services-

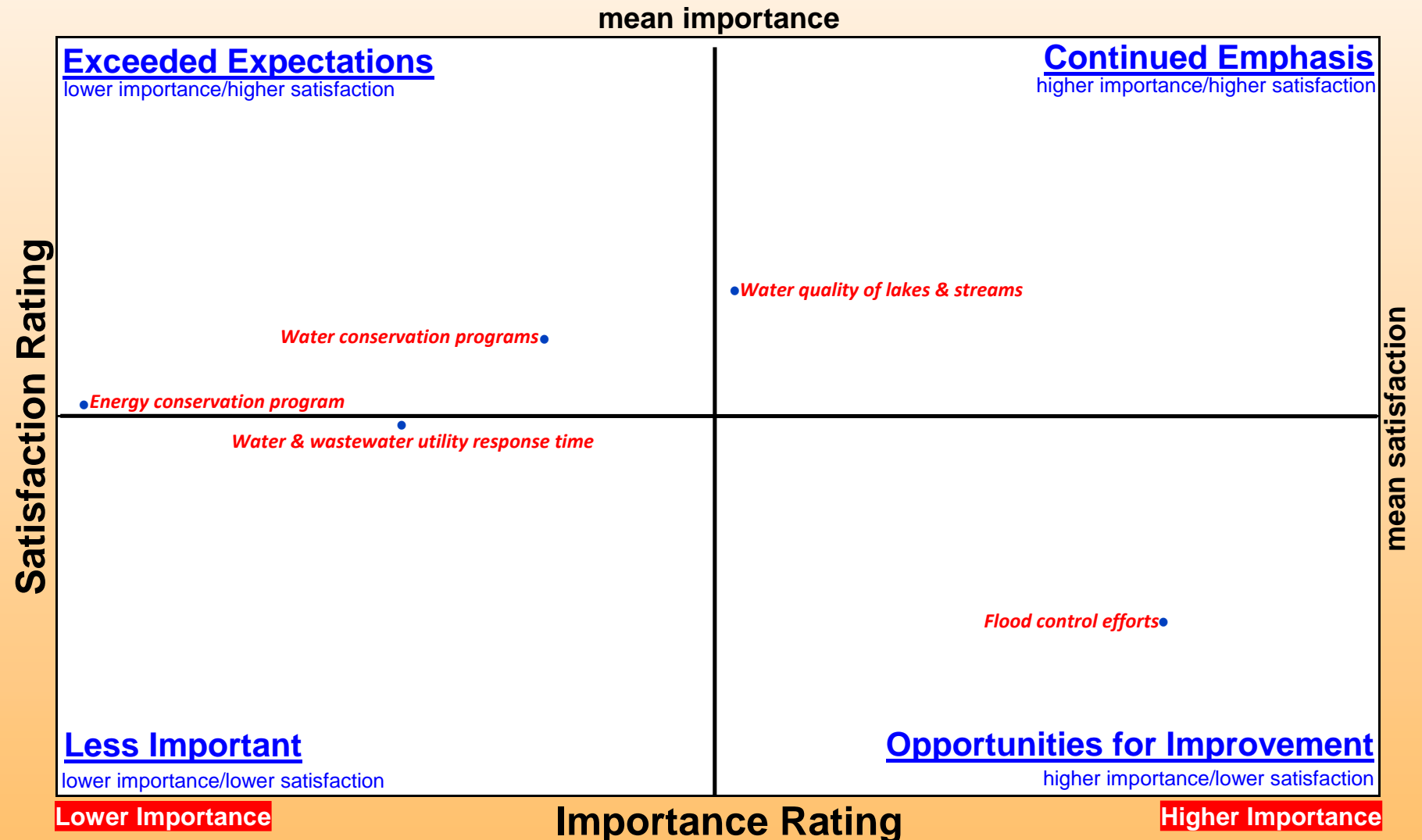
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

2016 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Environmental Services-

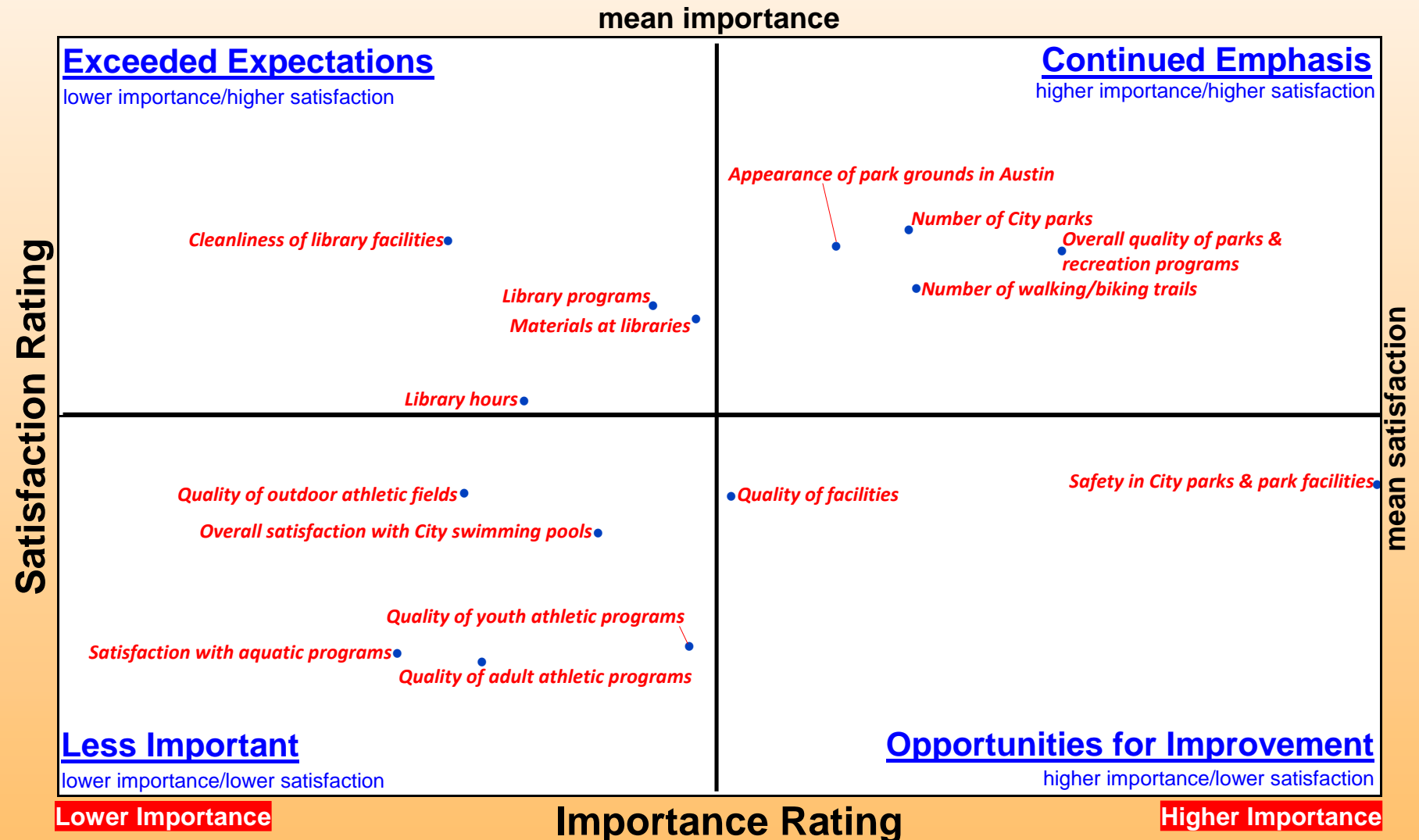
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

2016 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Recreational and Cultural Services-

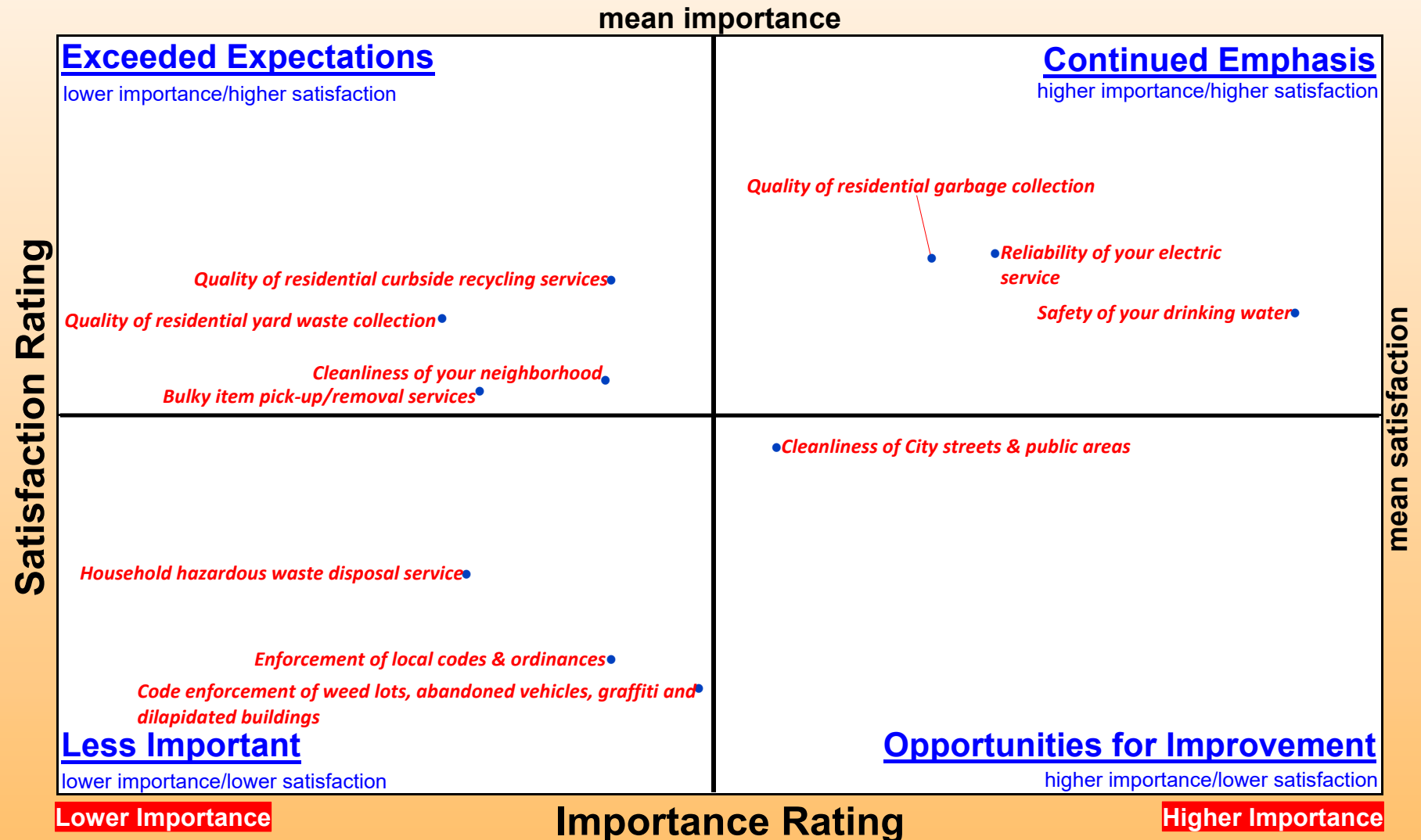
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

2016 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Residential and Neighborhood Services-

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



Source: ETC Institute (2016)

Section 5

GIS Maps

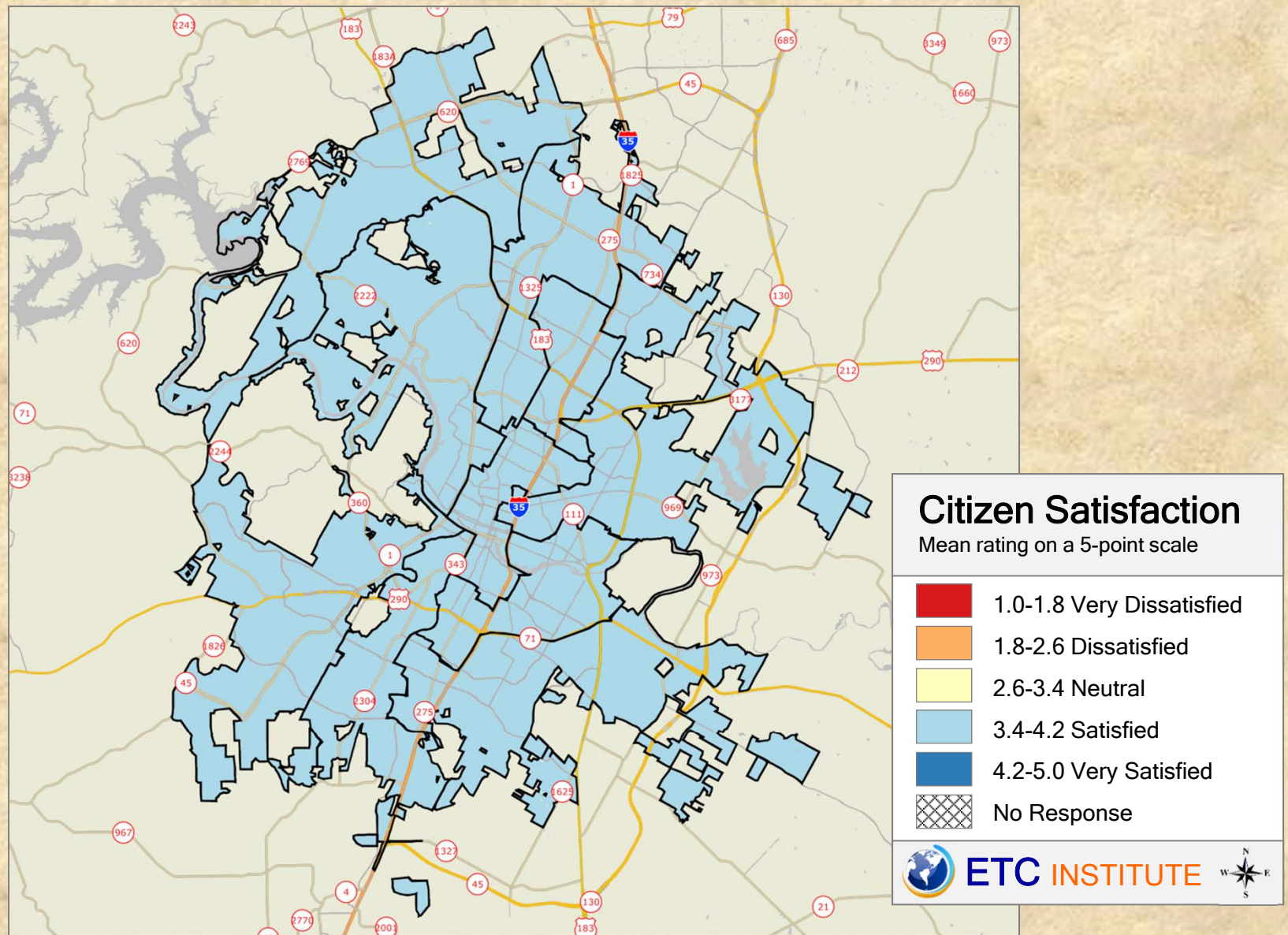
Interpreting the Maps

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

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

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

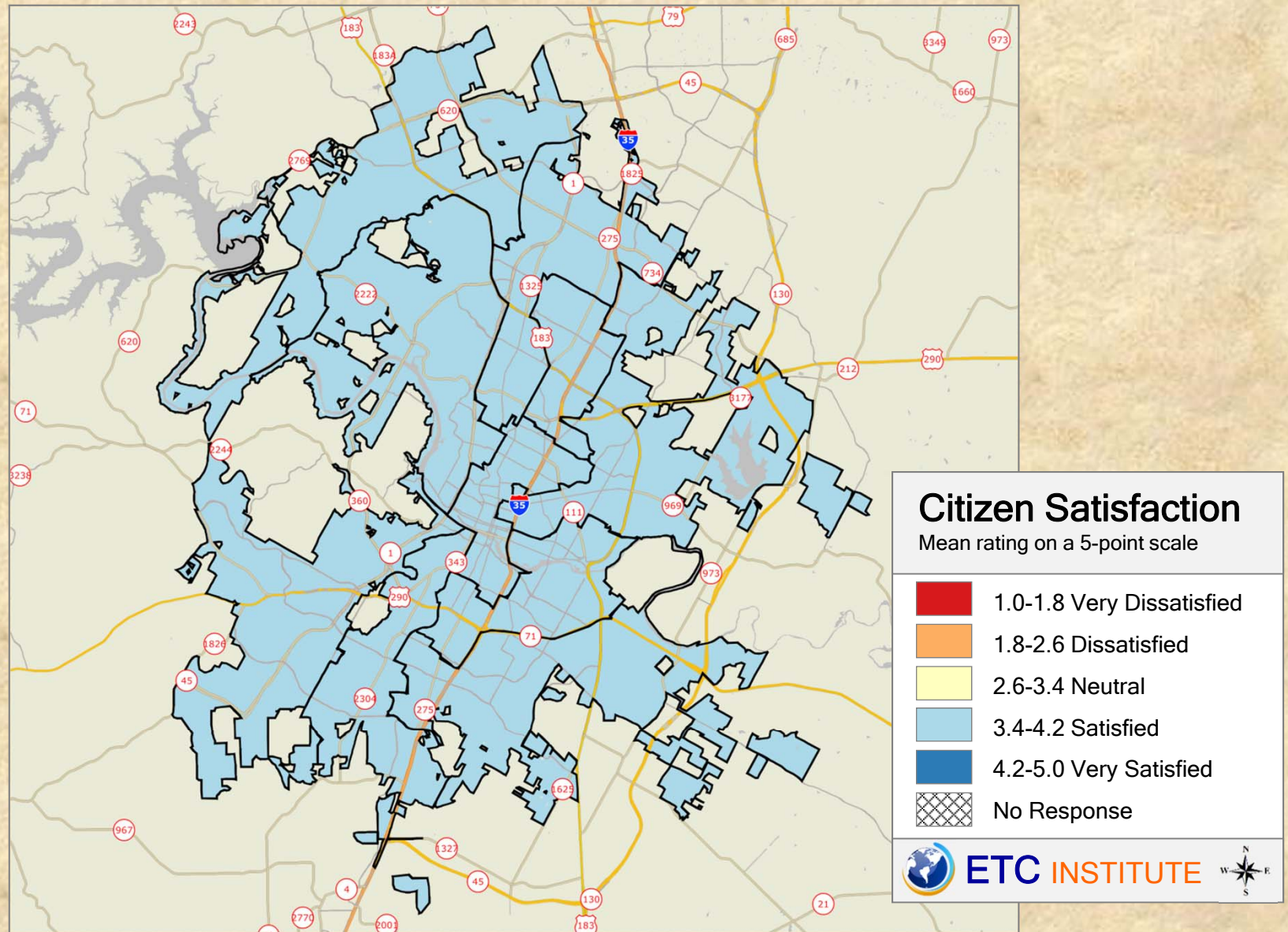
Q1-01 Satisfaction with the City of Austin as a place to live



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

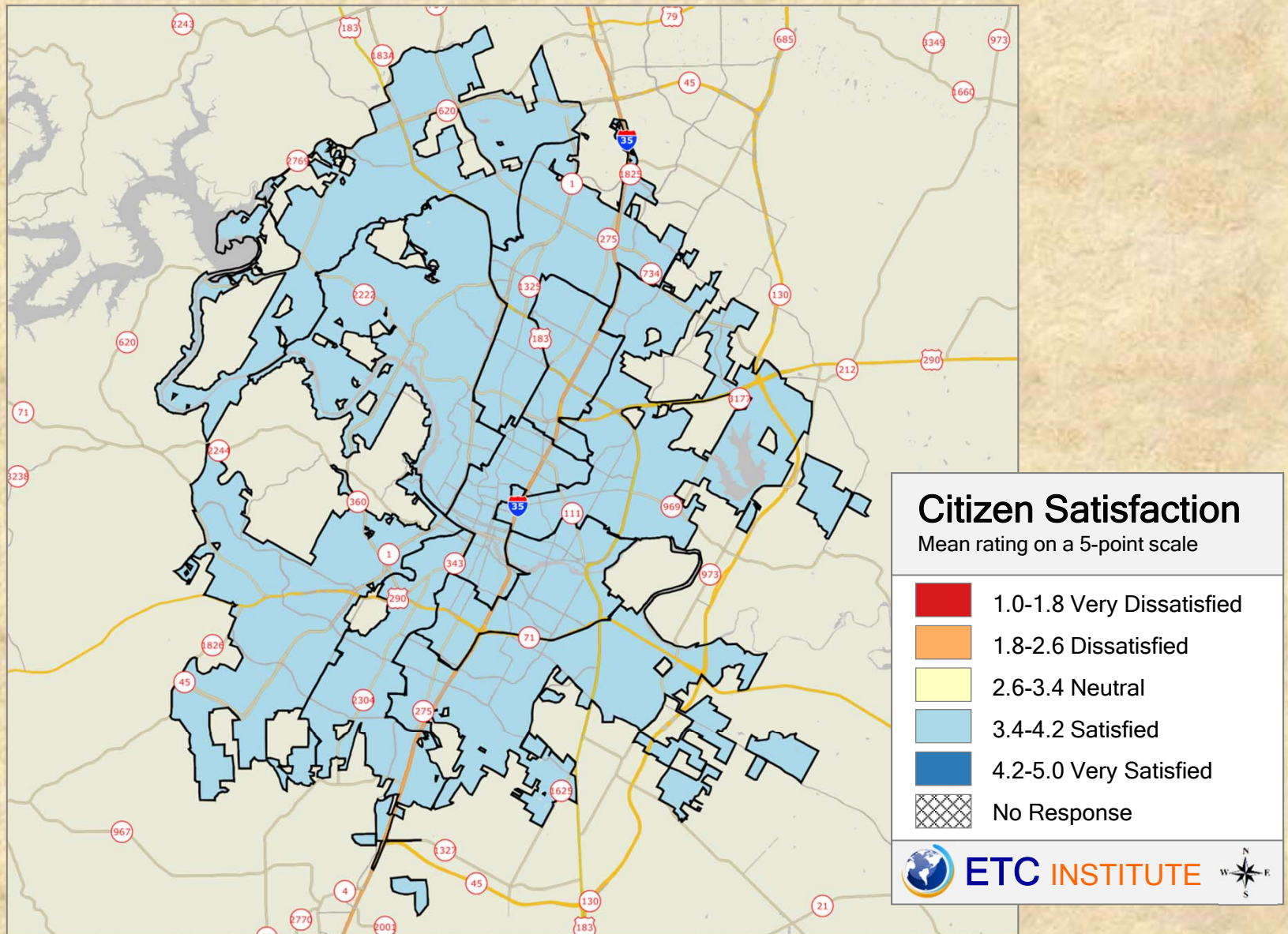
Q1-02 Satisfaction with the City of Austin as a place to raise children



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

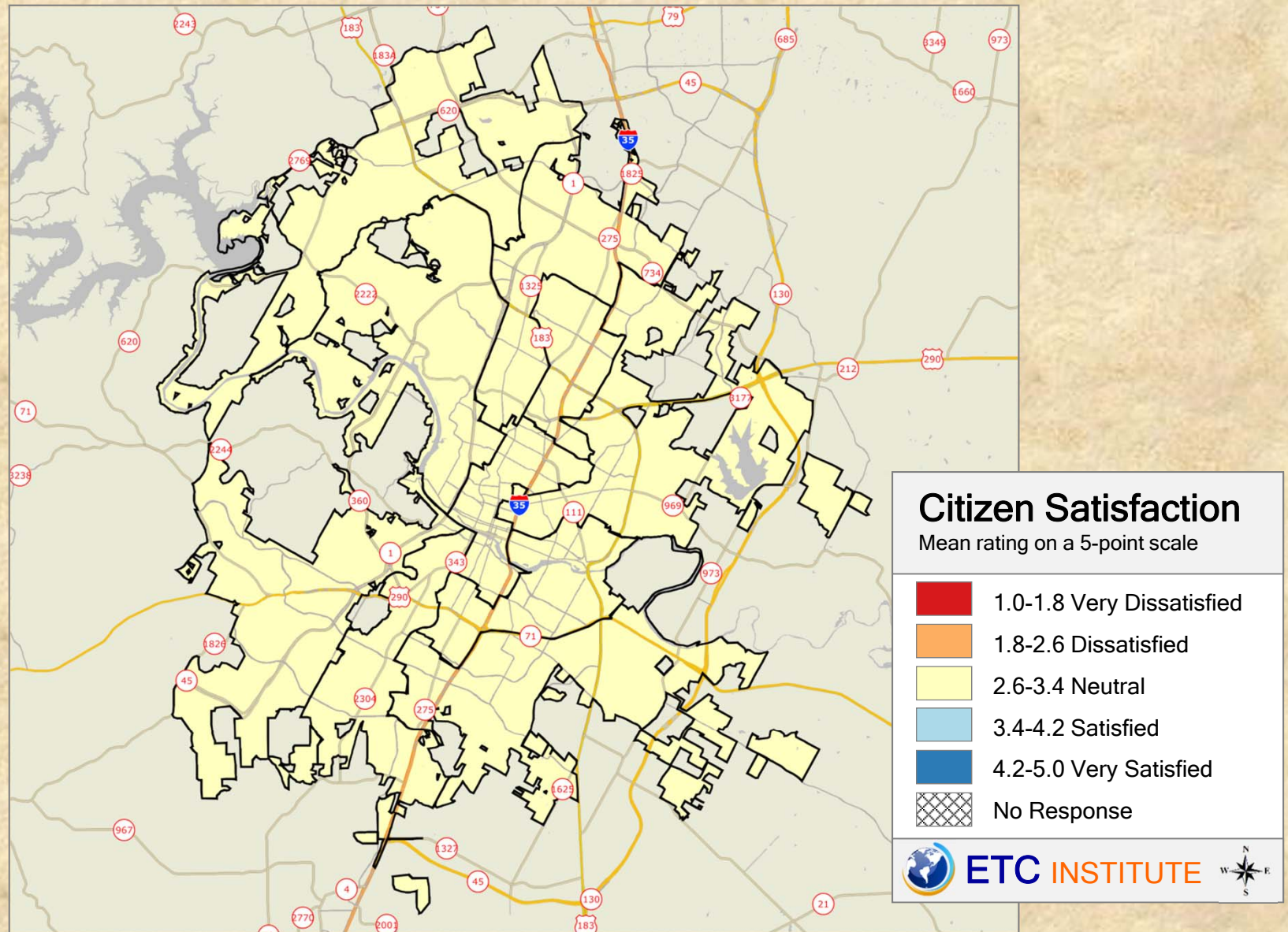
Q1-03 Satisfaction with the City of Austin as a place to work



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

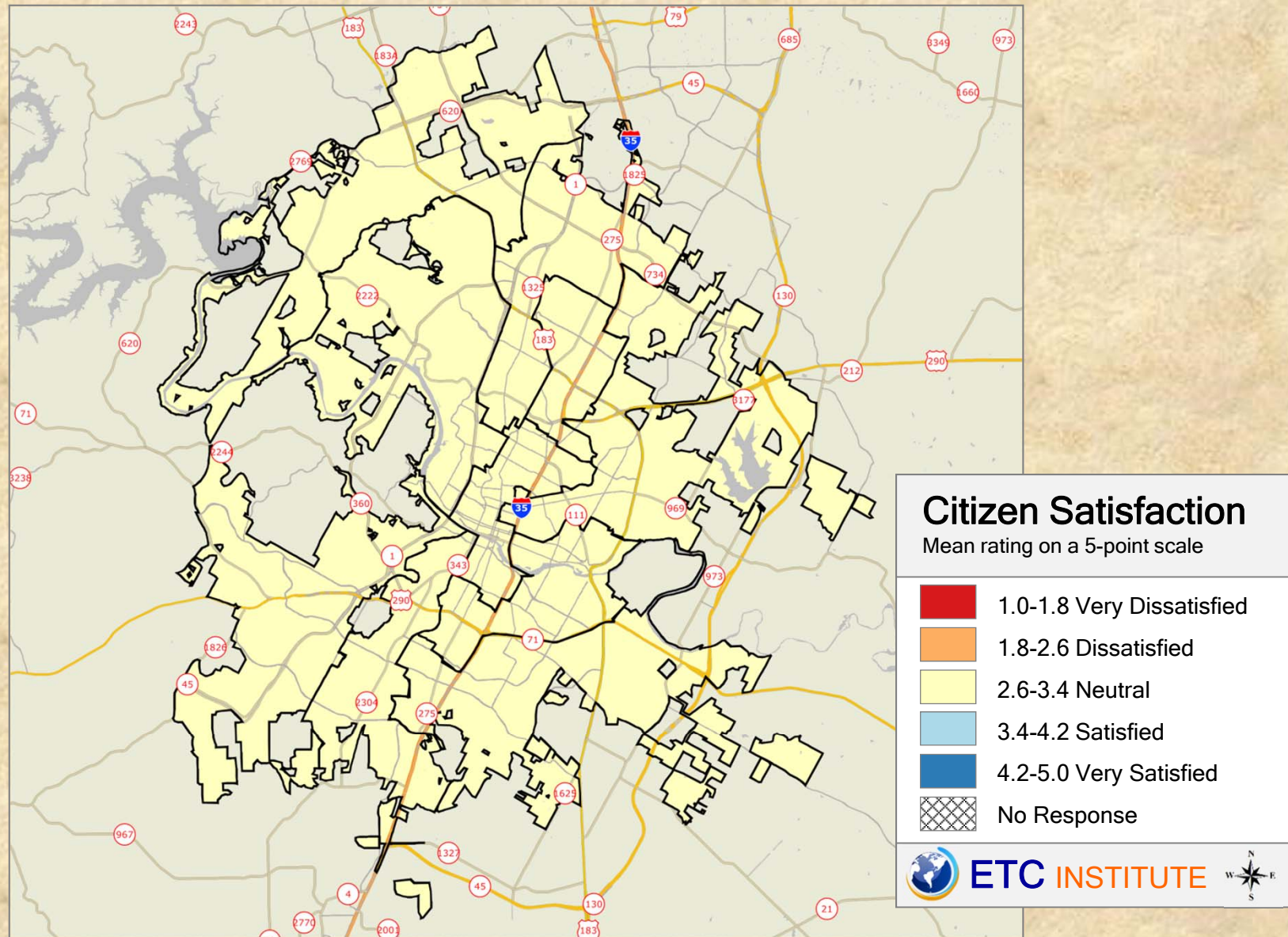
Q1-04 Satisfaction with the City of Austin as a place to retire



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

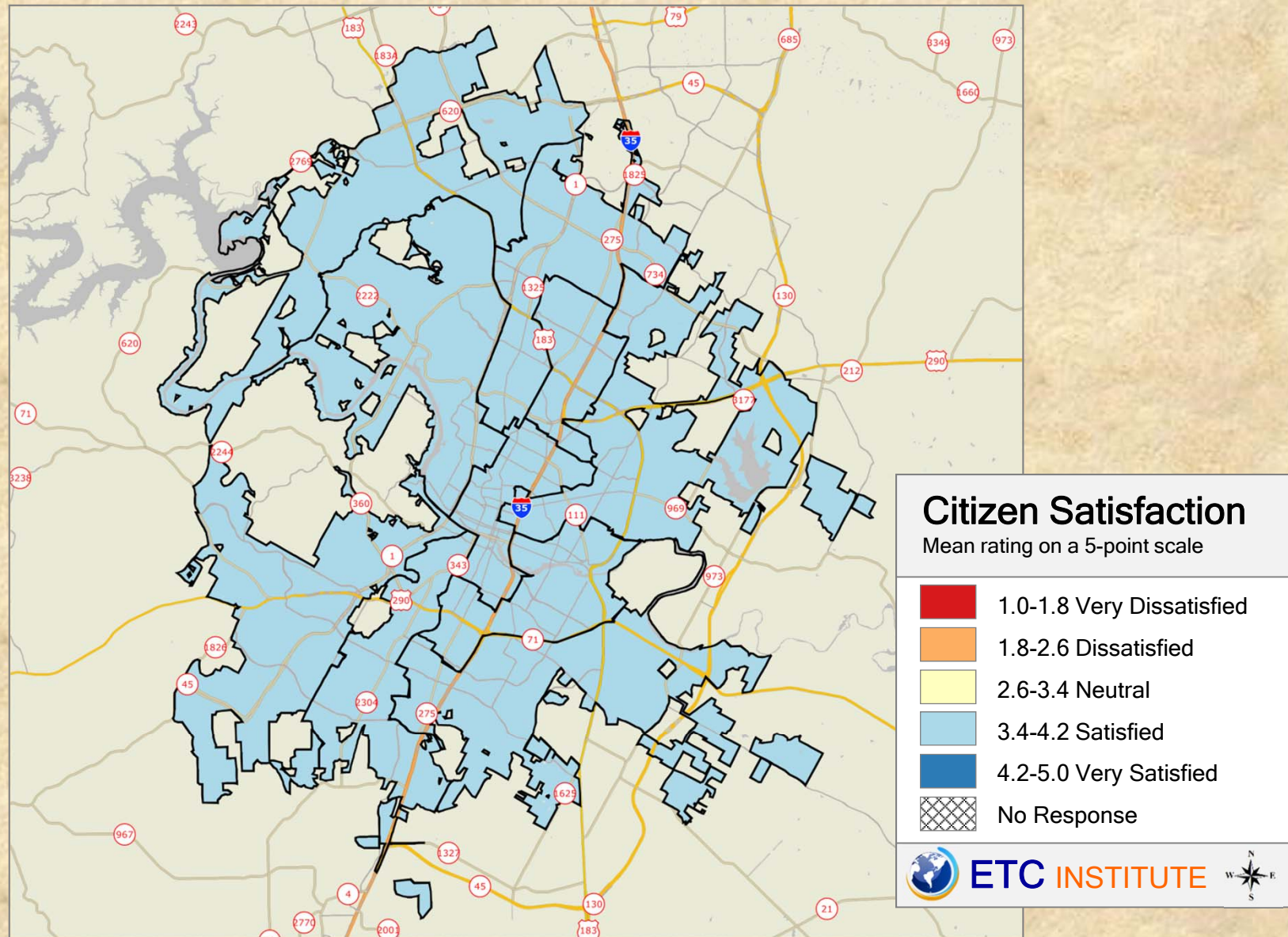
Q1-05 Satisfaction with overall value received for city tax dollars and fees



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

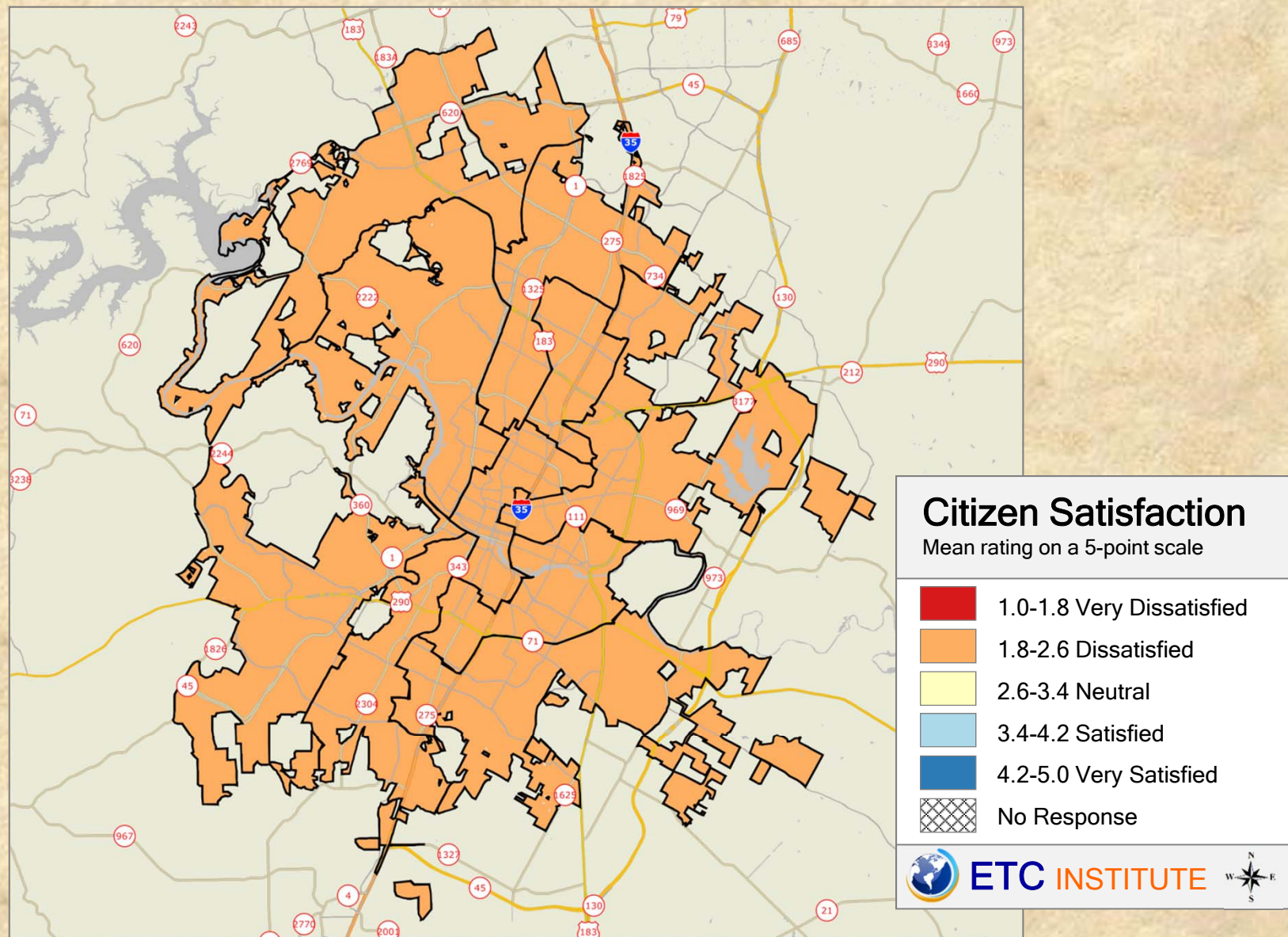
Q1-06 Satisfaction with overall quality of life in the city



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

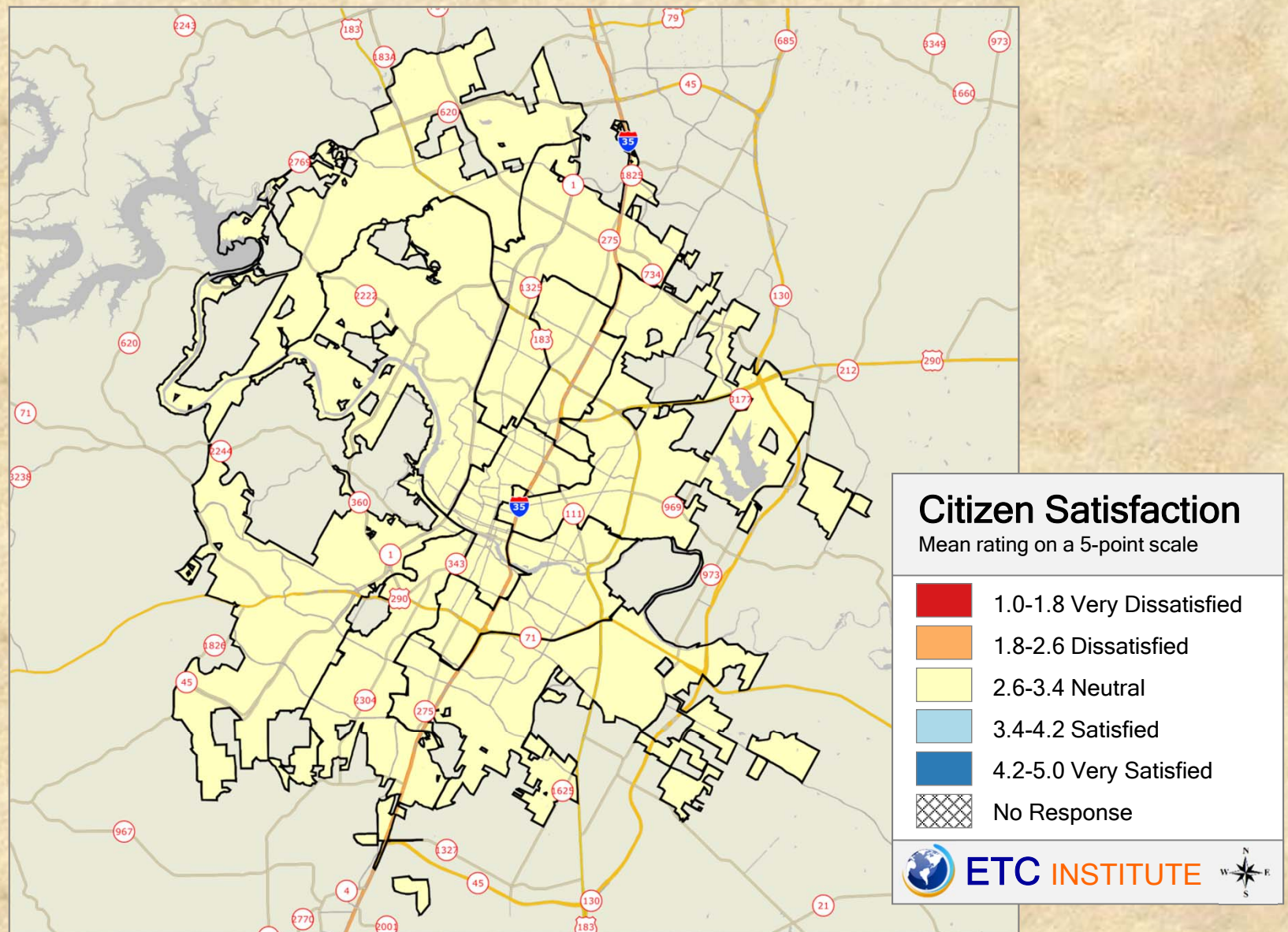
Q1-07 Satisfaction with how well the City of Austin is planning growth



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

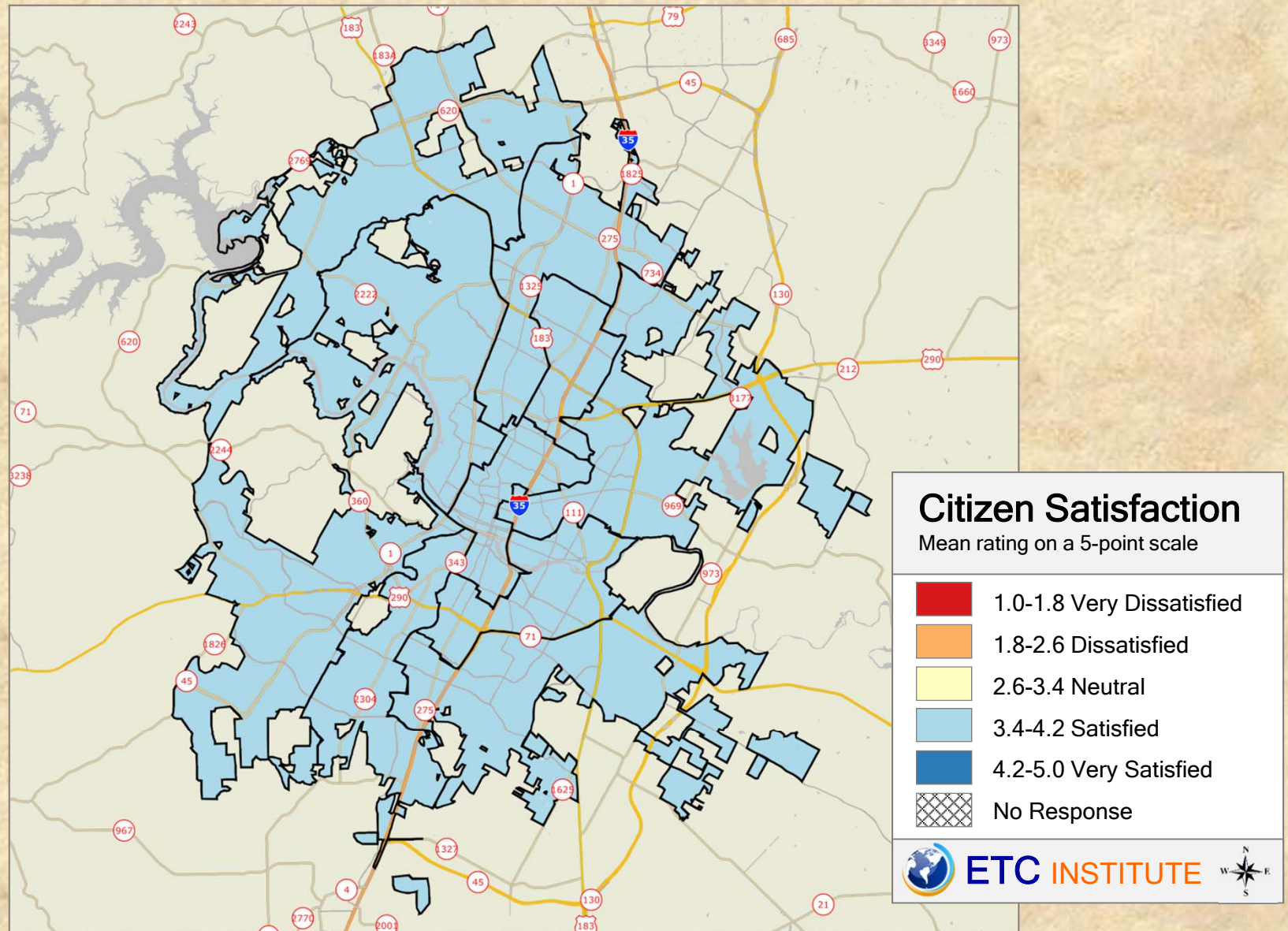
Q1-08 Satisfaction with overall quality of services provided by the City of Austin



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

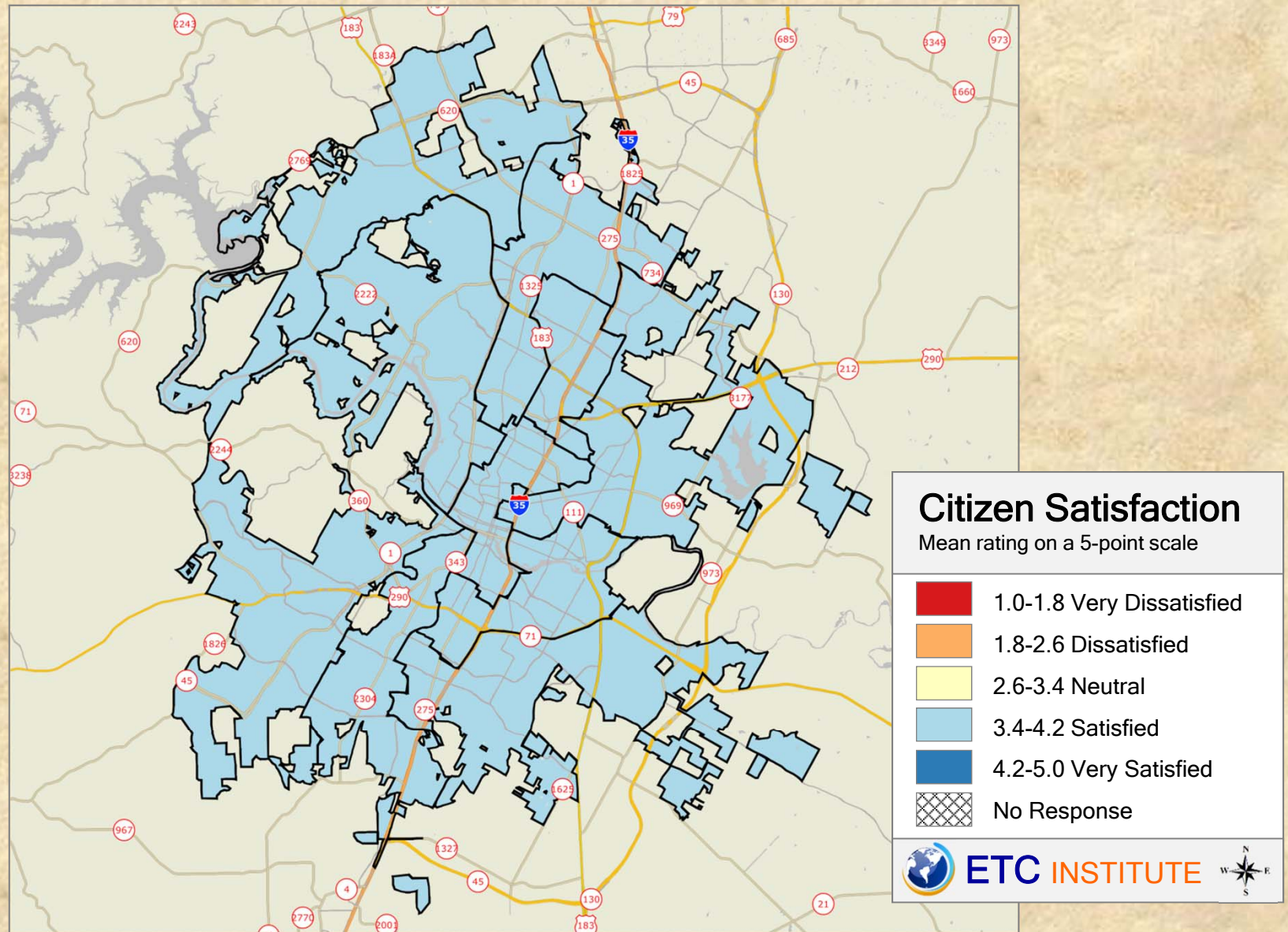
Q2-01 Satisfaction with overall quality of parks and recreation programs and facilities



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

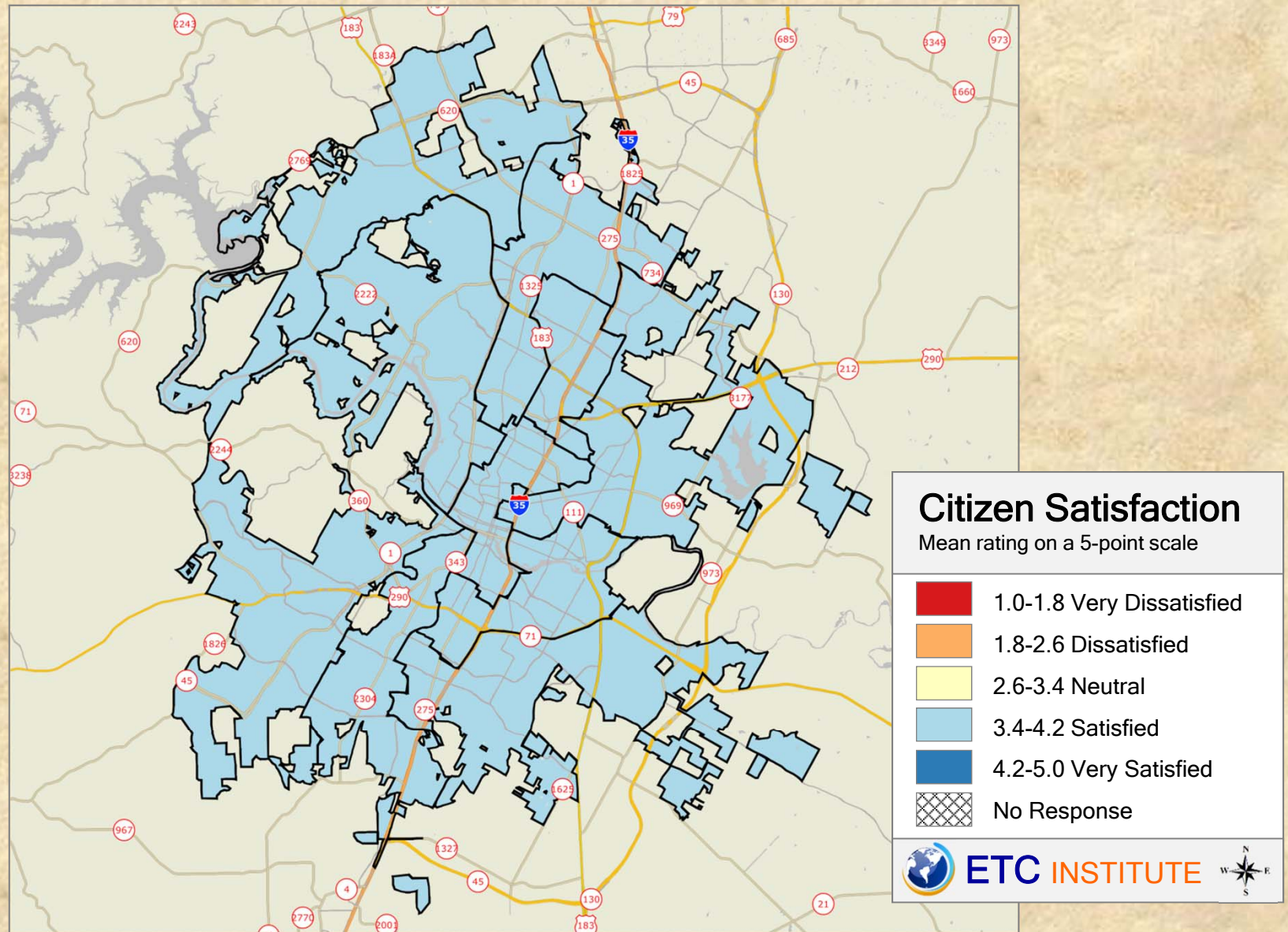
Q2-02 Satisfaction with overall quality of city libraries



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

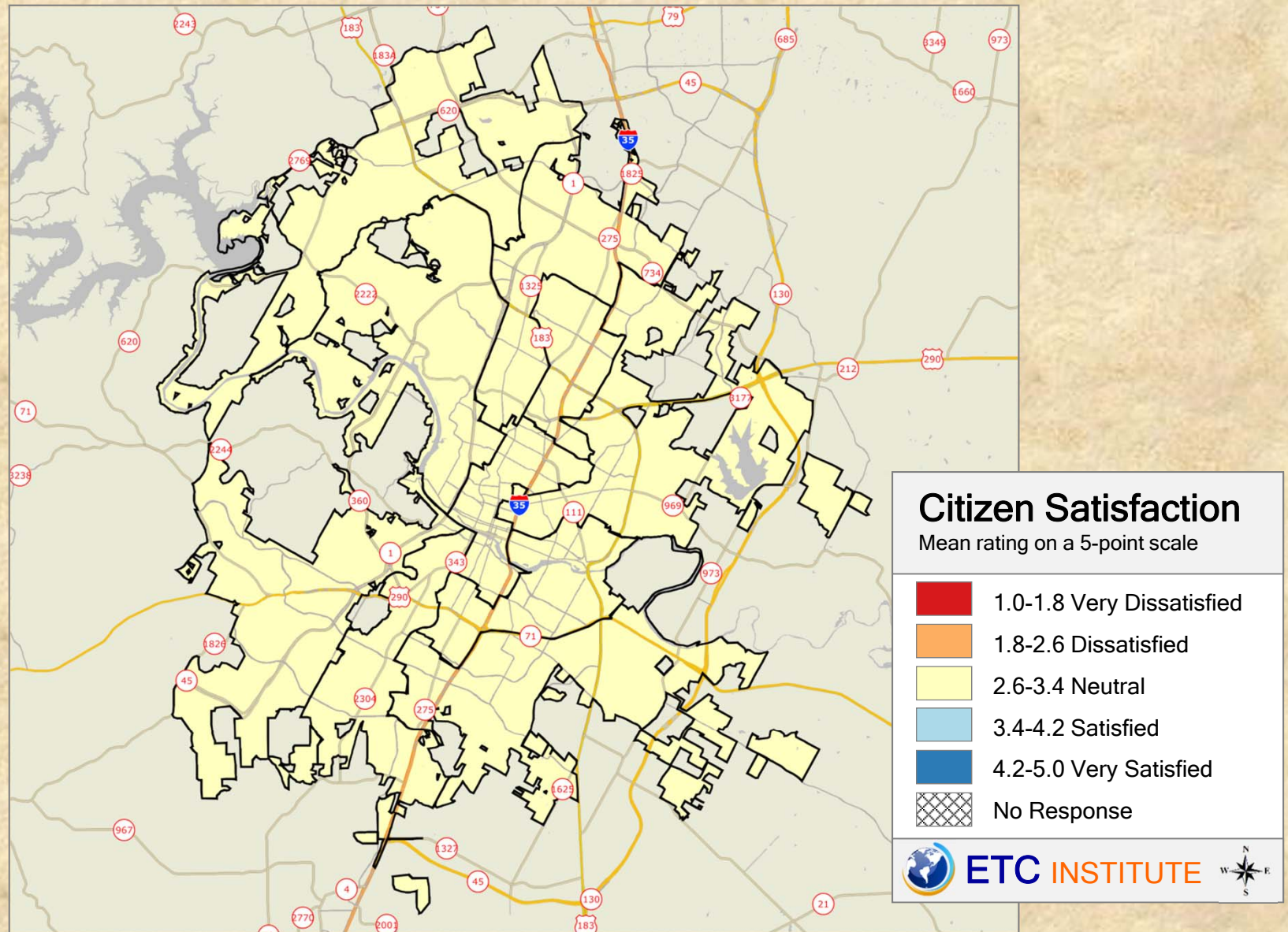
Q2-03 Satisfaction with overall quality of public safety services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

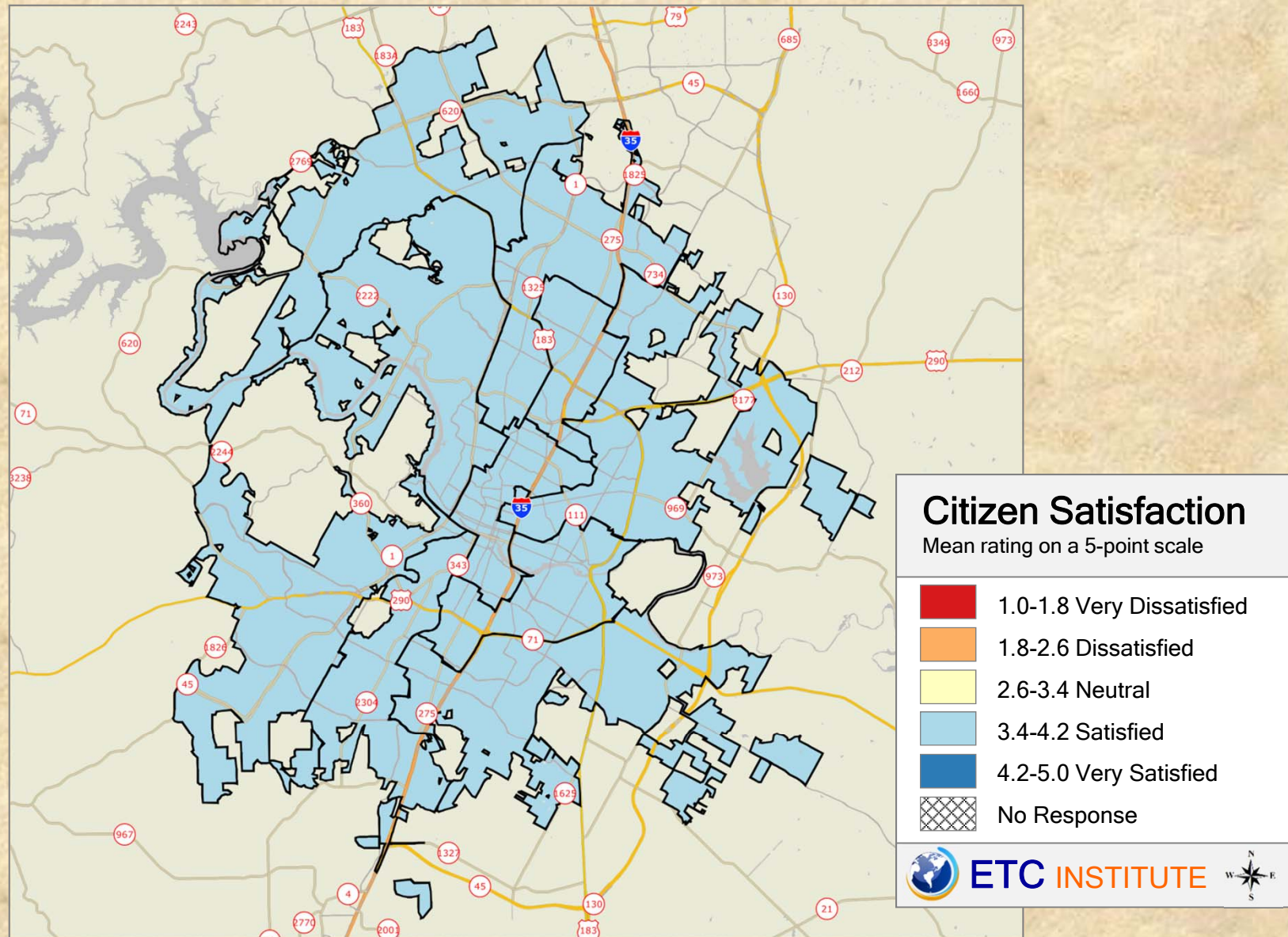
Q2-04 Satisfaction with overall quality of municipal court services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

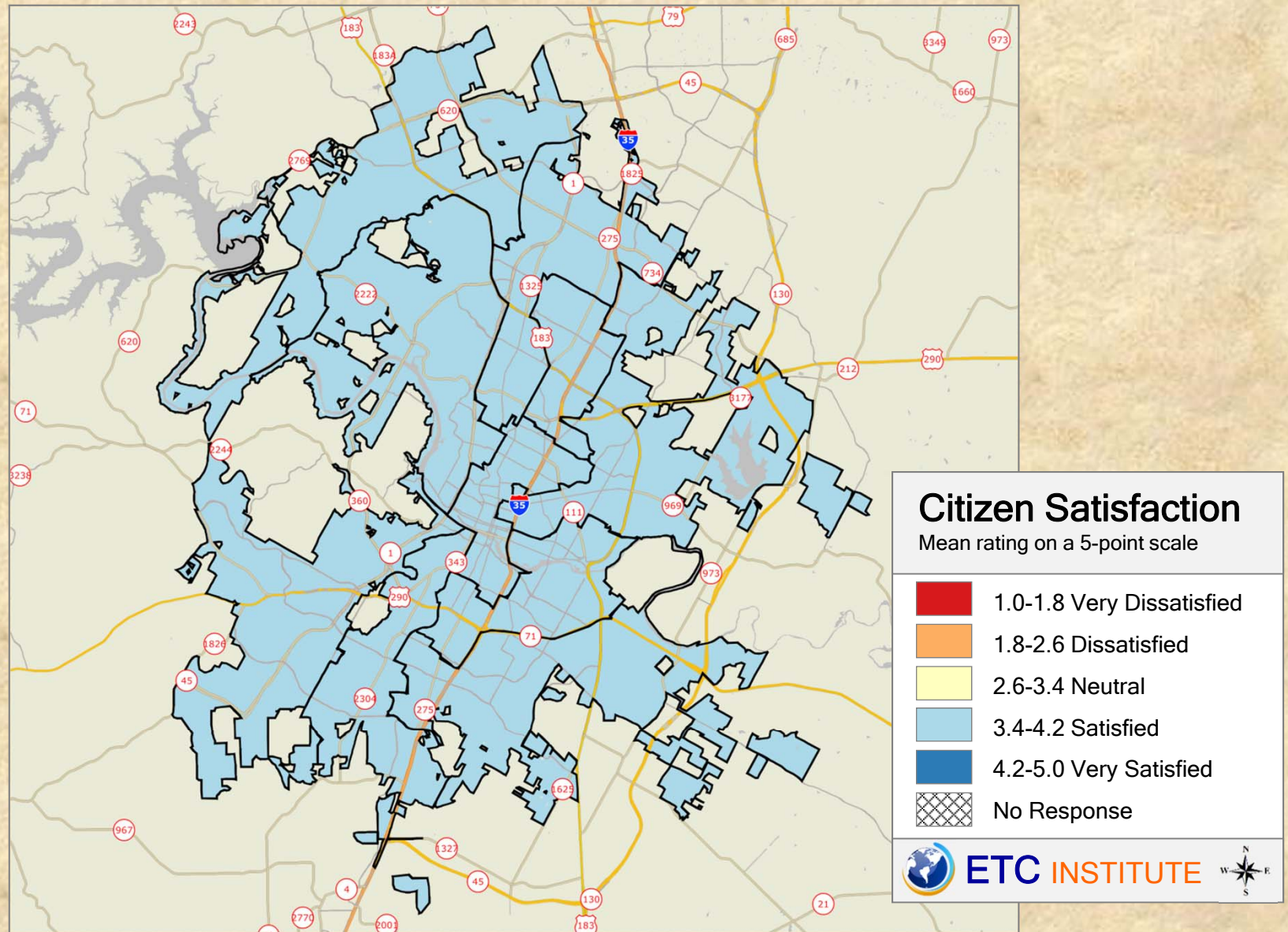
Q2-05 Satisfaction with overall quality of the Austin-Bergstrom International Airport



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

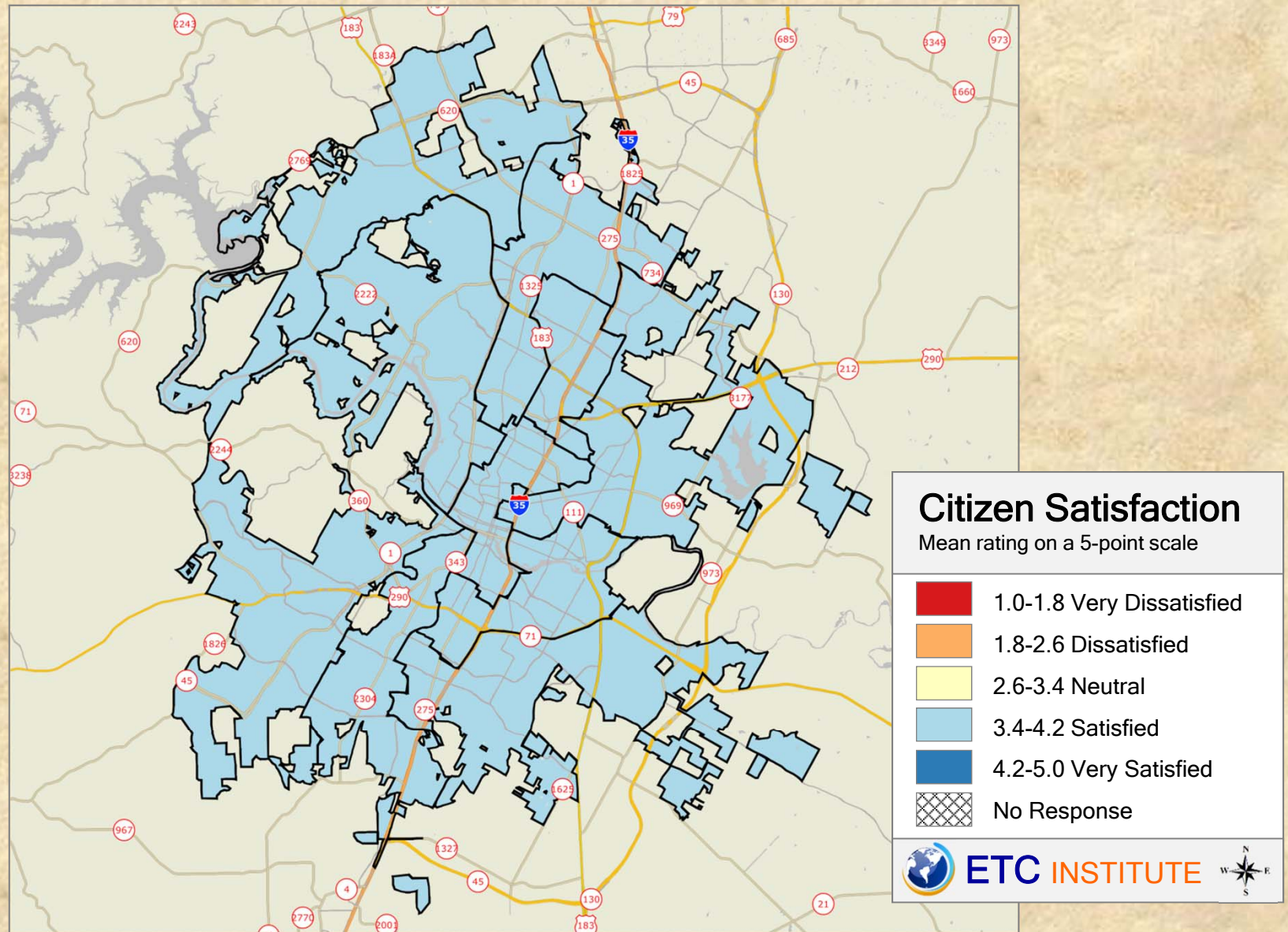
Q2-06 Satisfaction with overall quality of drinking water provided by Austin Water



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

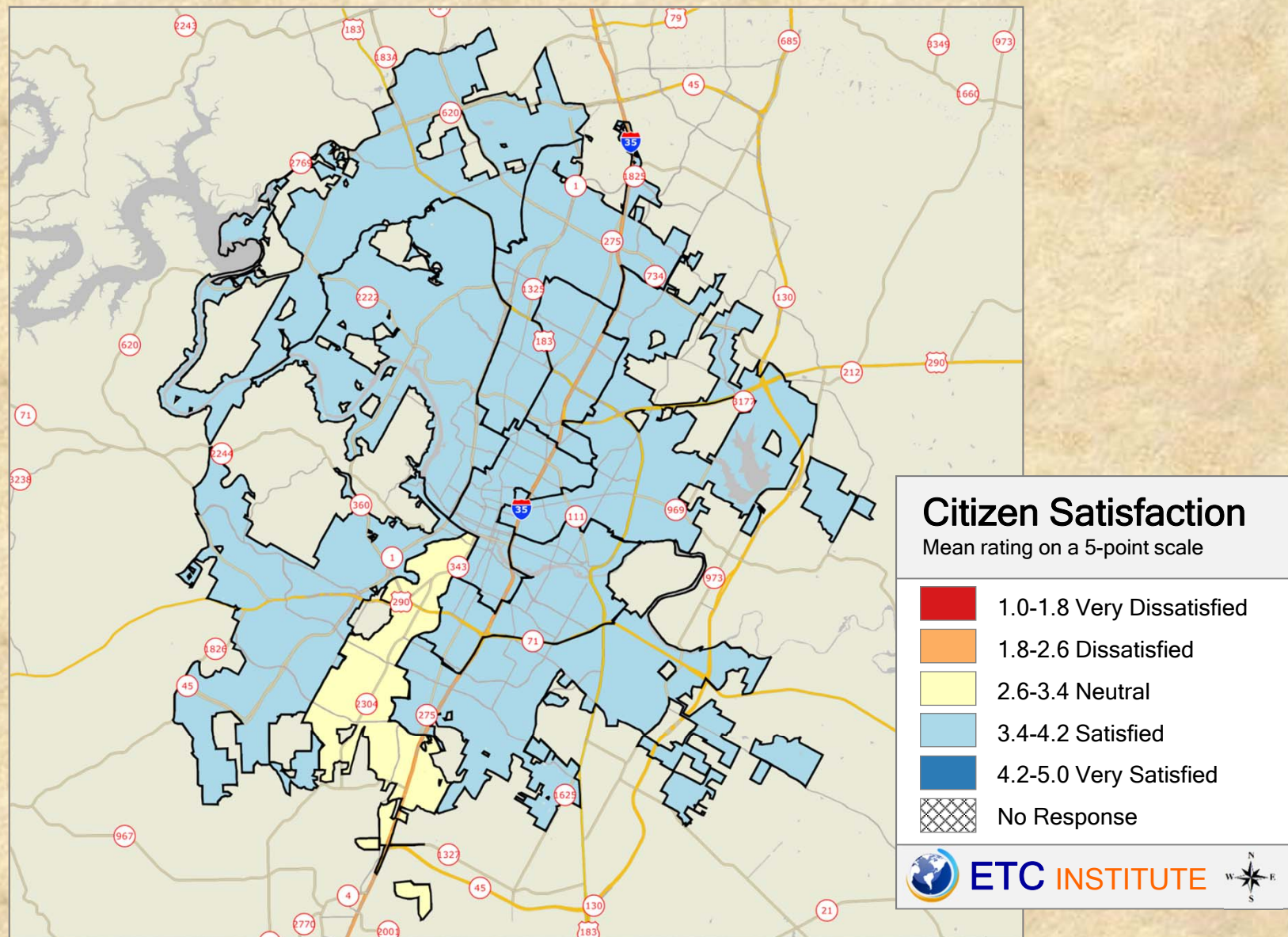
Q2-07 Satisfaction with overall quality of wastewater services provided by Austin Water



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

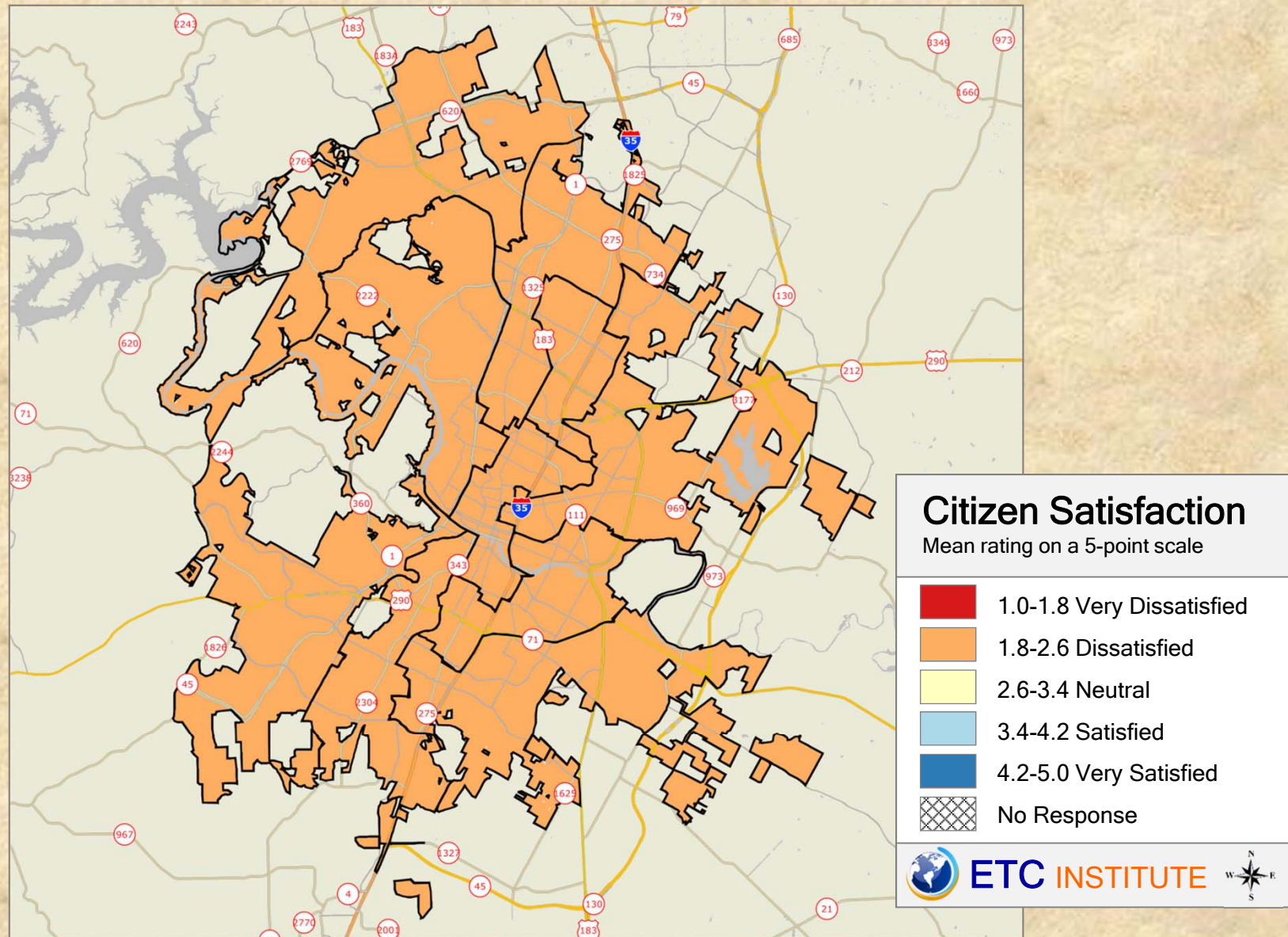
Q2-08 Satisfaction with overall quality of electric utility services provided by Austin Energy



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

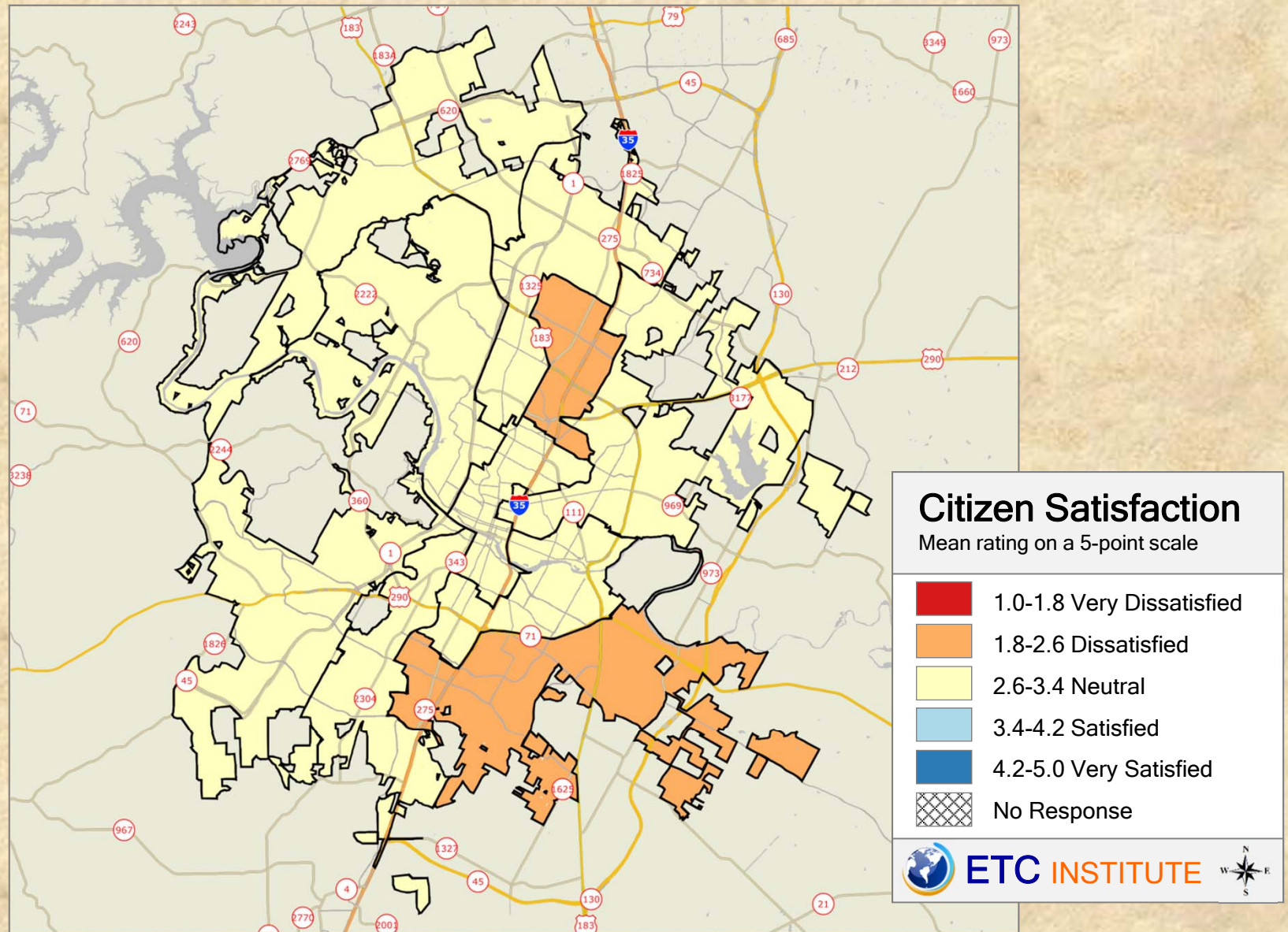
Q2-10 Satisfaction with traffic flow on major city streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

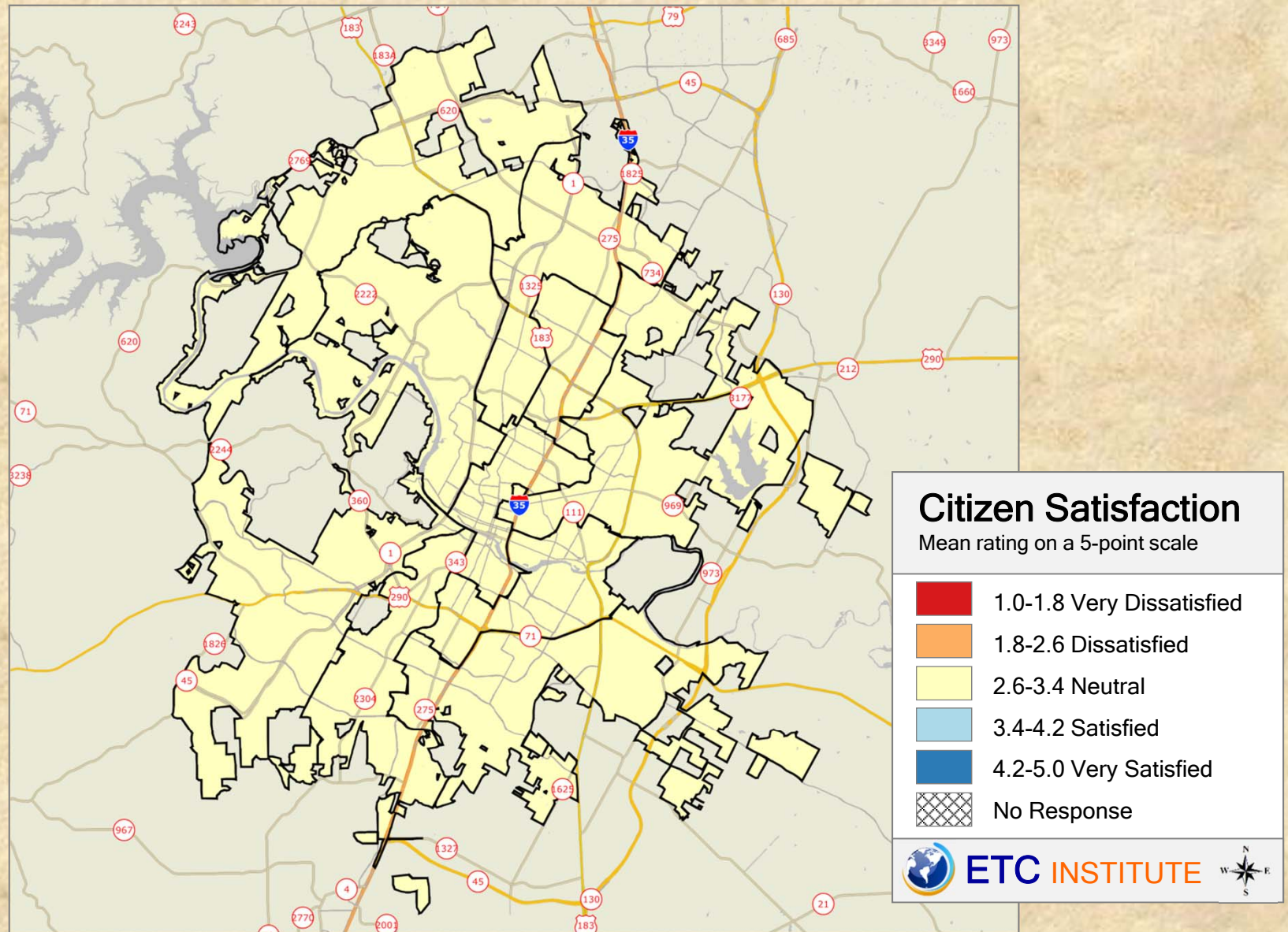
Q2-11 Satisfaction with overall maintenance of major city streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

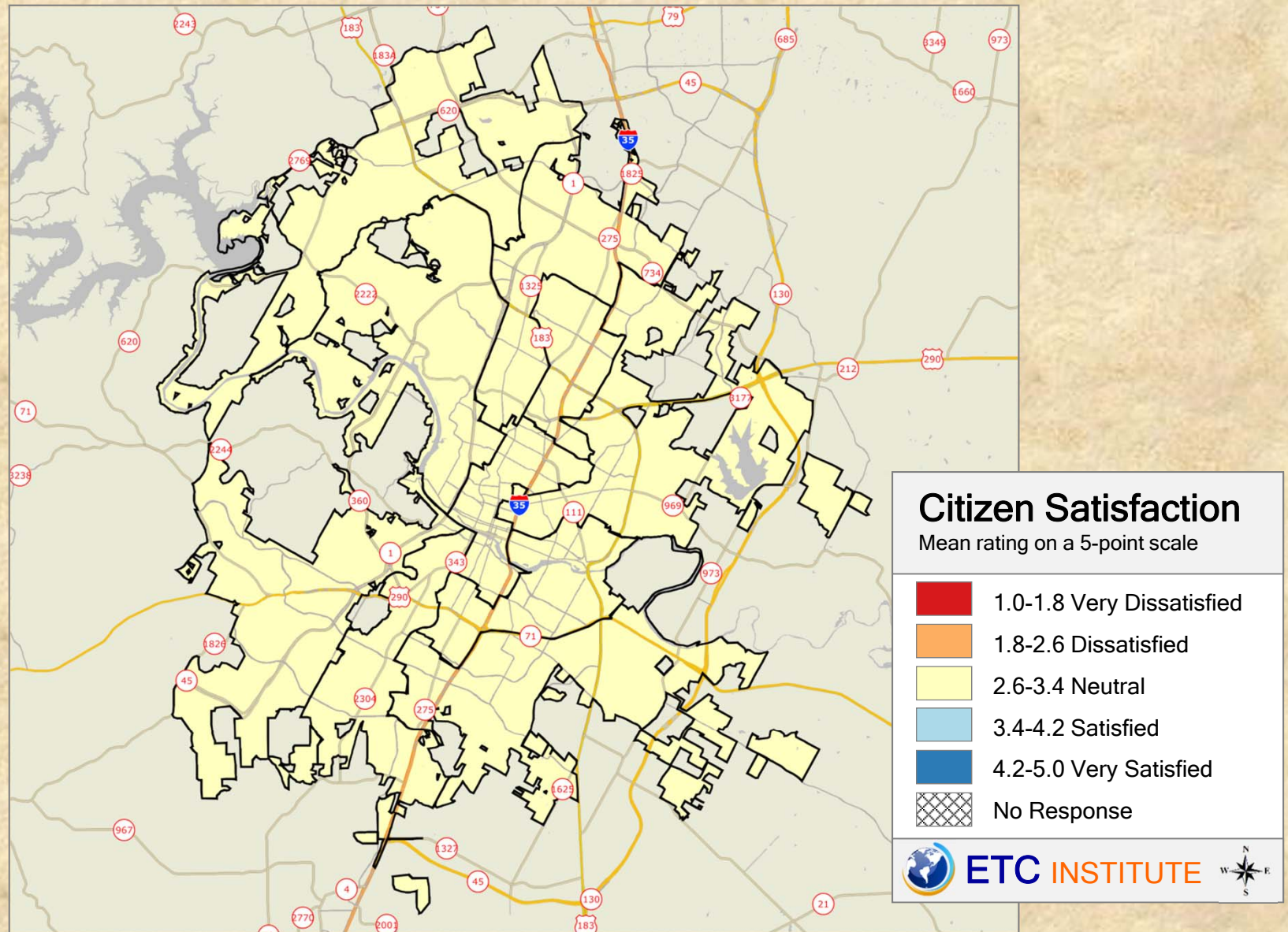
Q2-12 Satisfaction with overall maintenance of city sidewalks



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

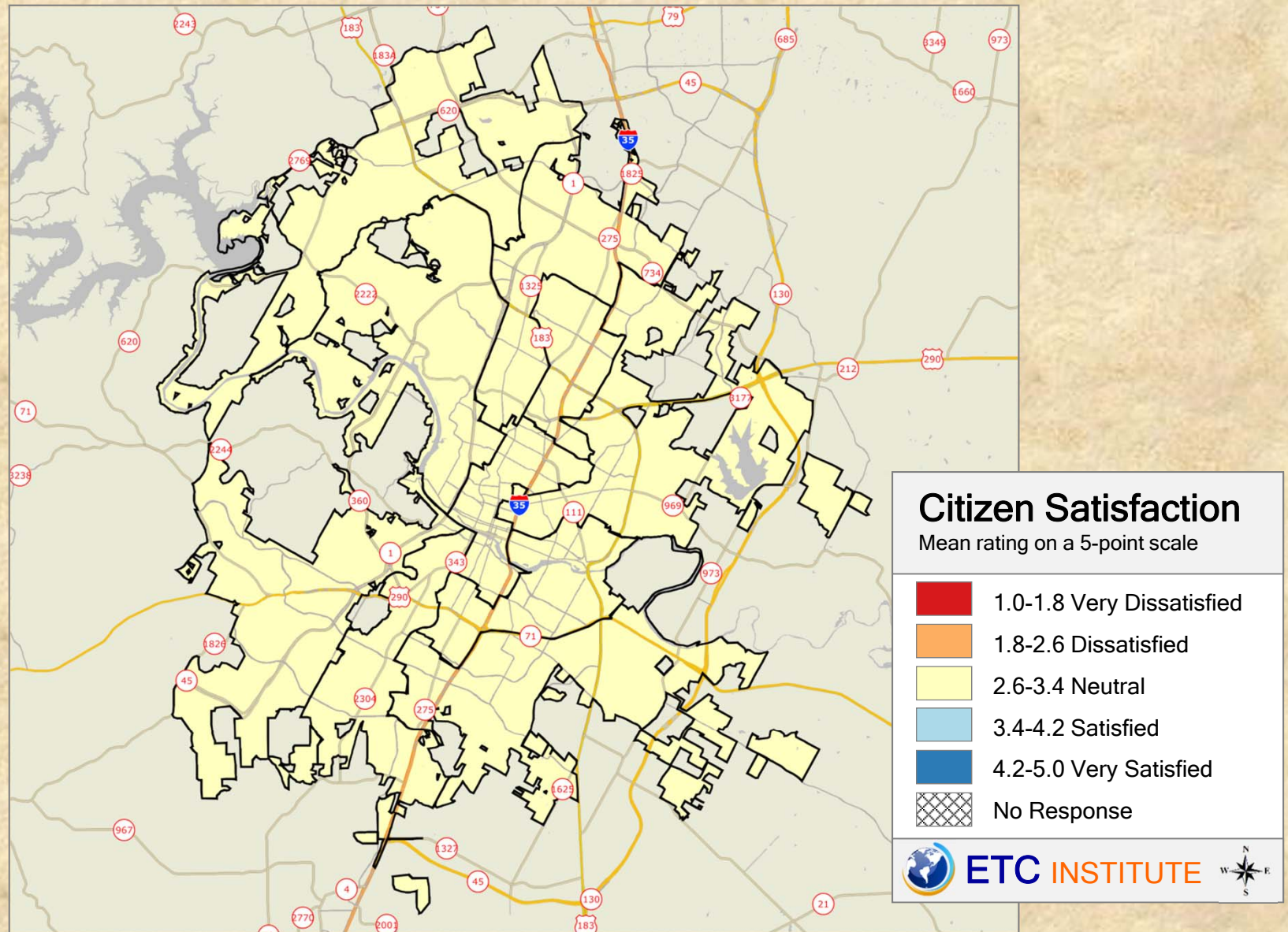
Q2-13 Satisfaction with overall management of stormwater runoff



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

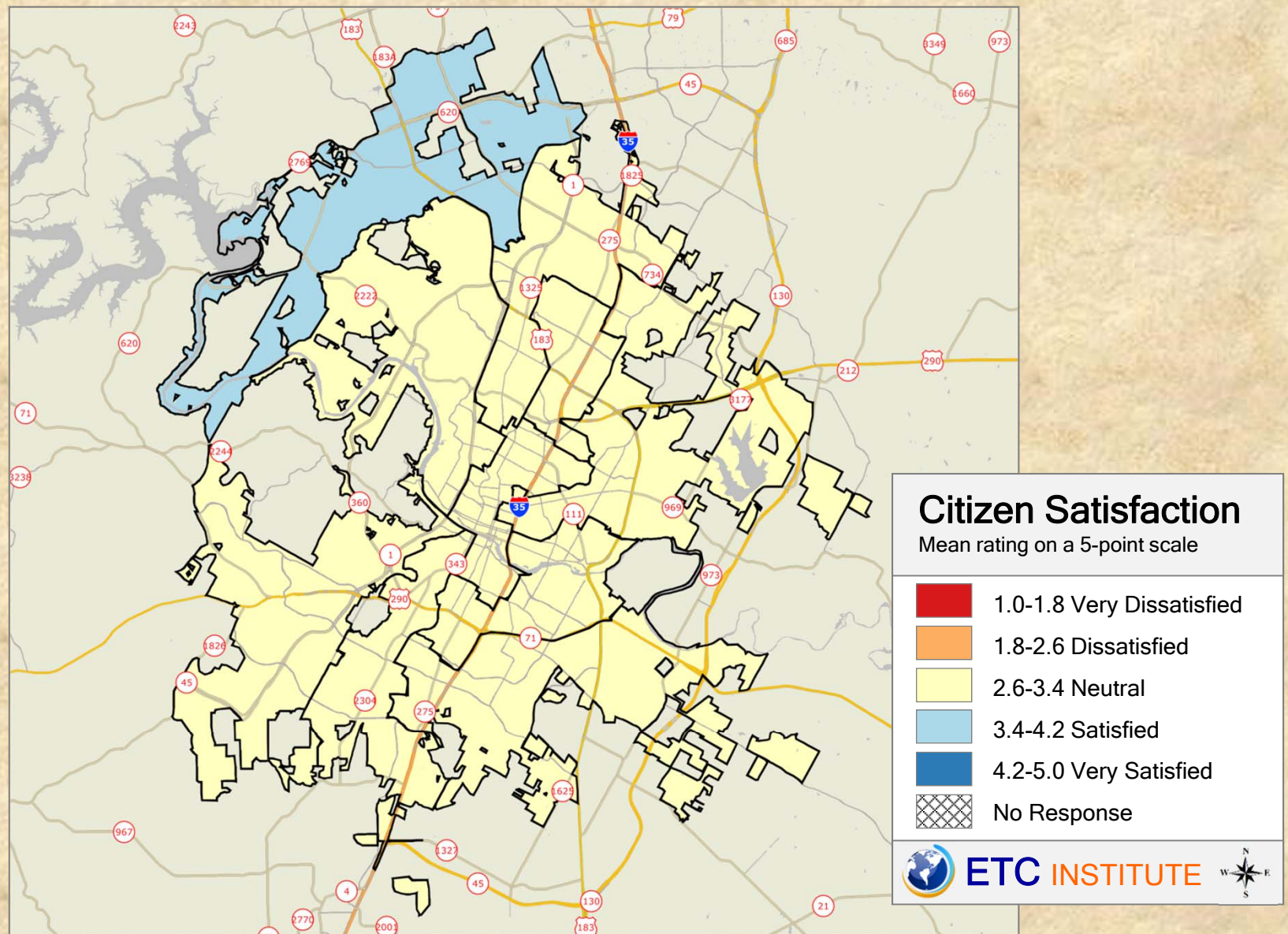
Q2-14 Satisfaction with overall effectiveness of communication by the City of Austin



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

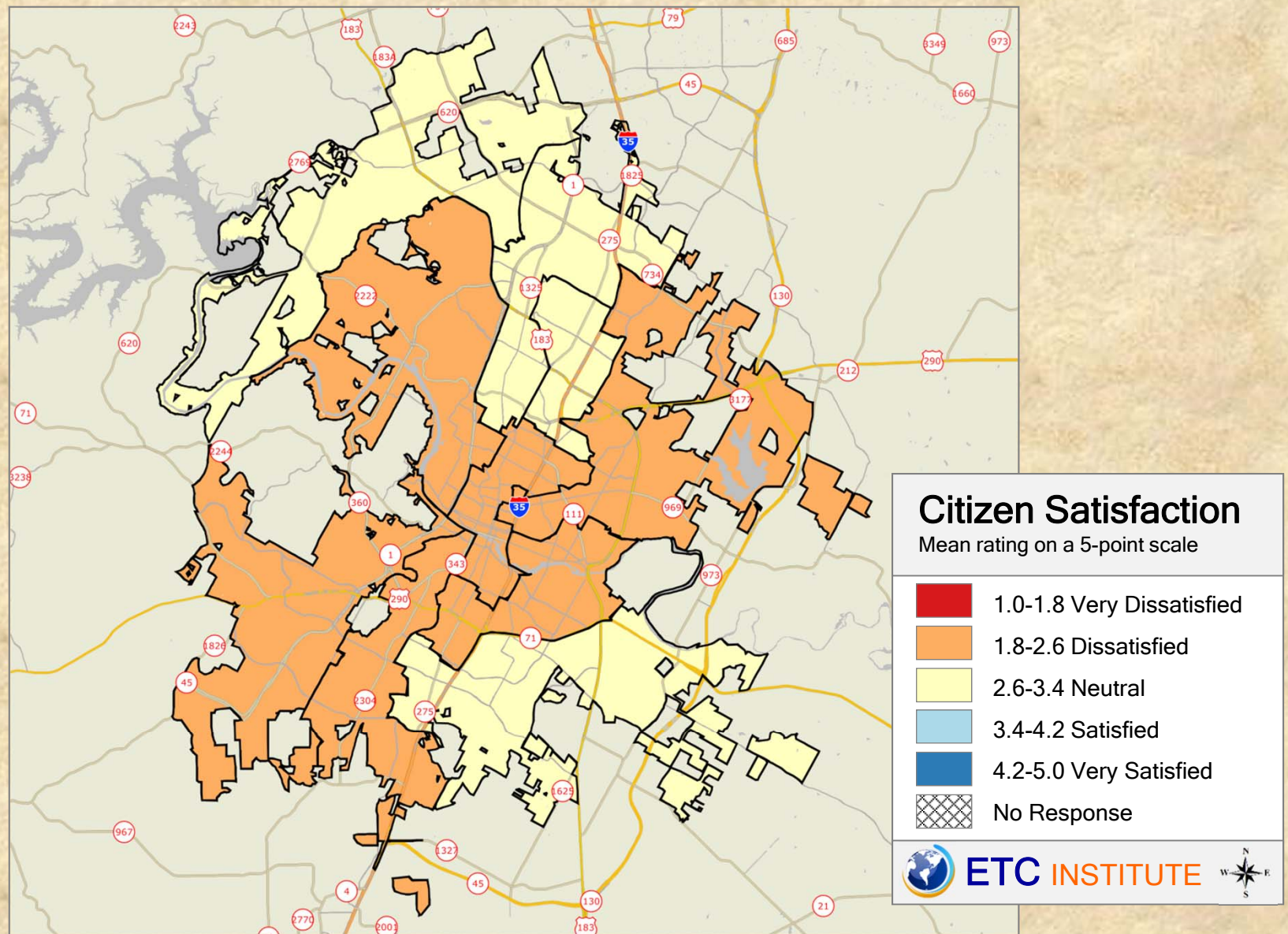
Q2-15 Satisfaction with overall quality of health and human services provided by the City



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

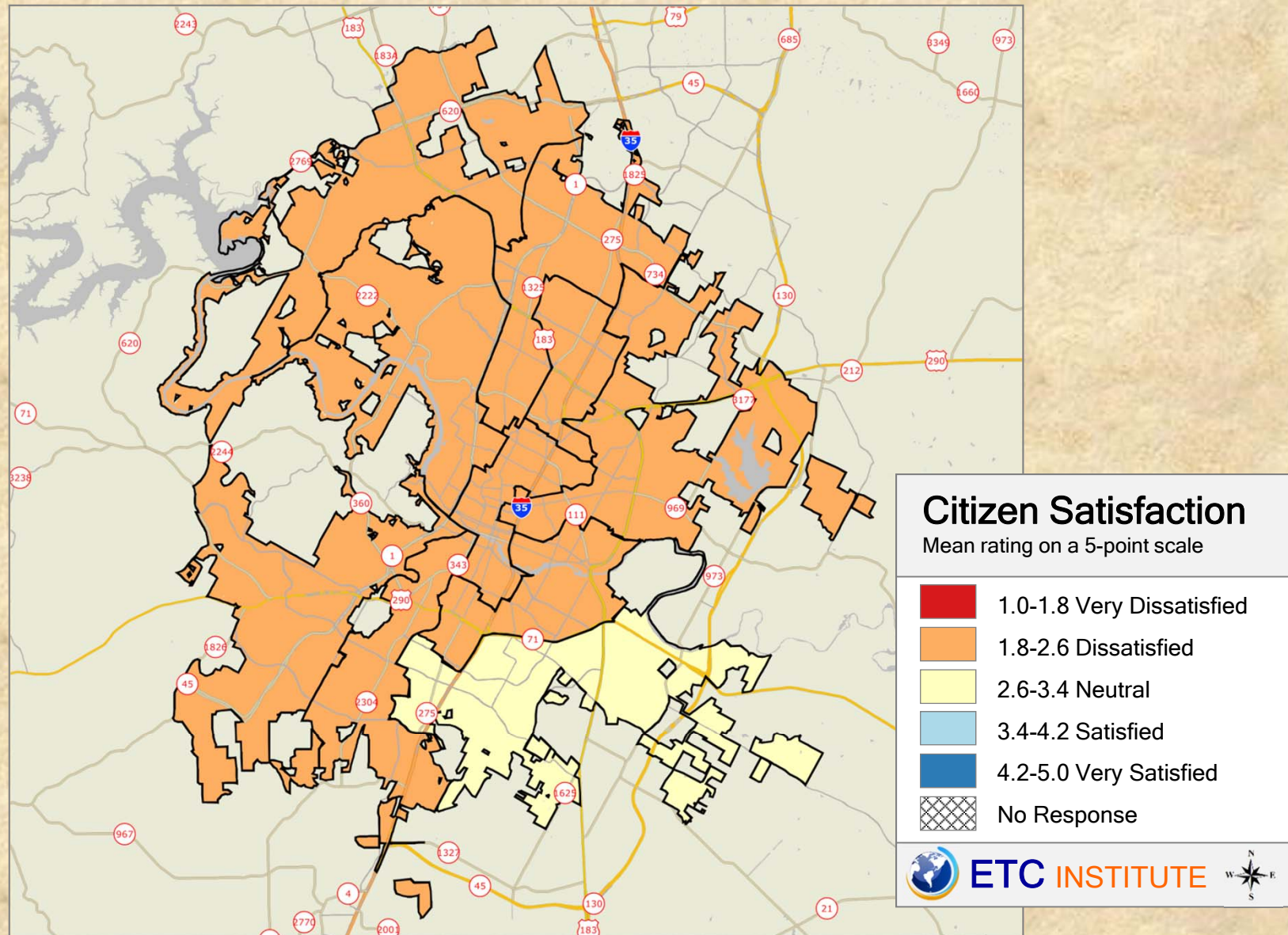
Q2-16 Satisfaction with overall quality of planning and zoning services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

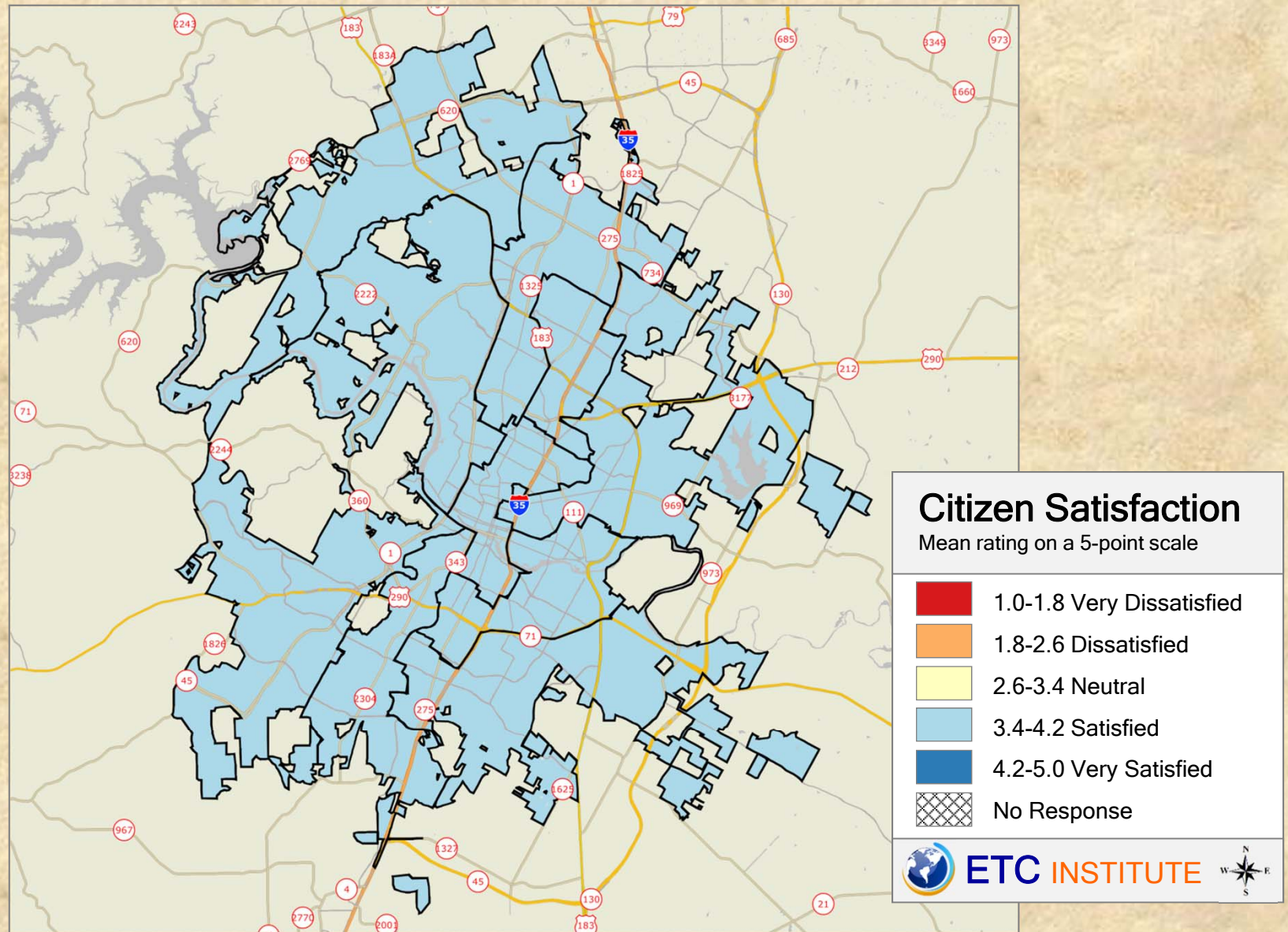
Q2-17 Satisfaction with overall quality of development review, permitting and inspection services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

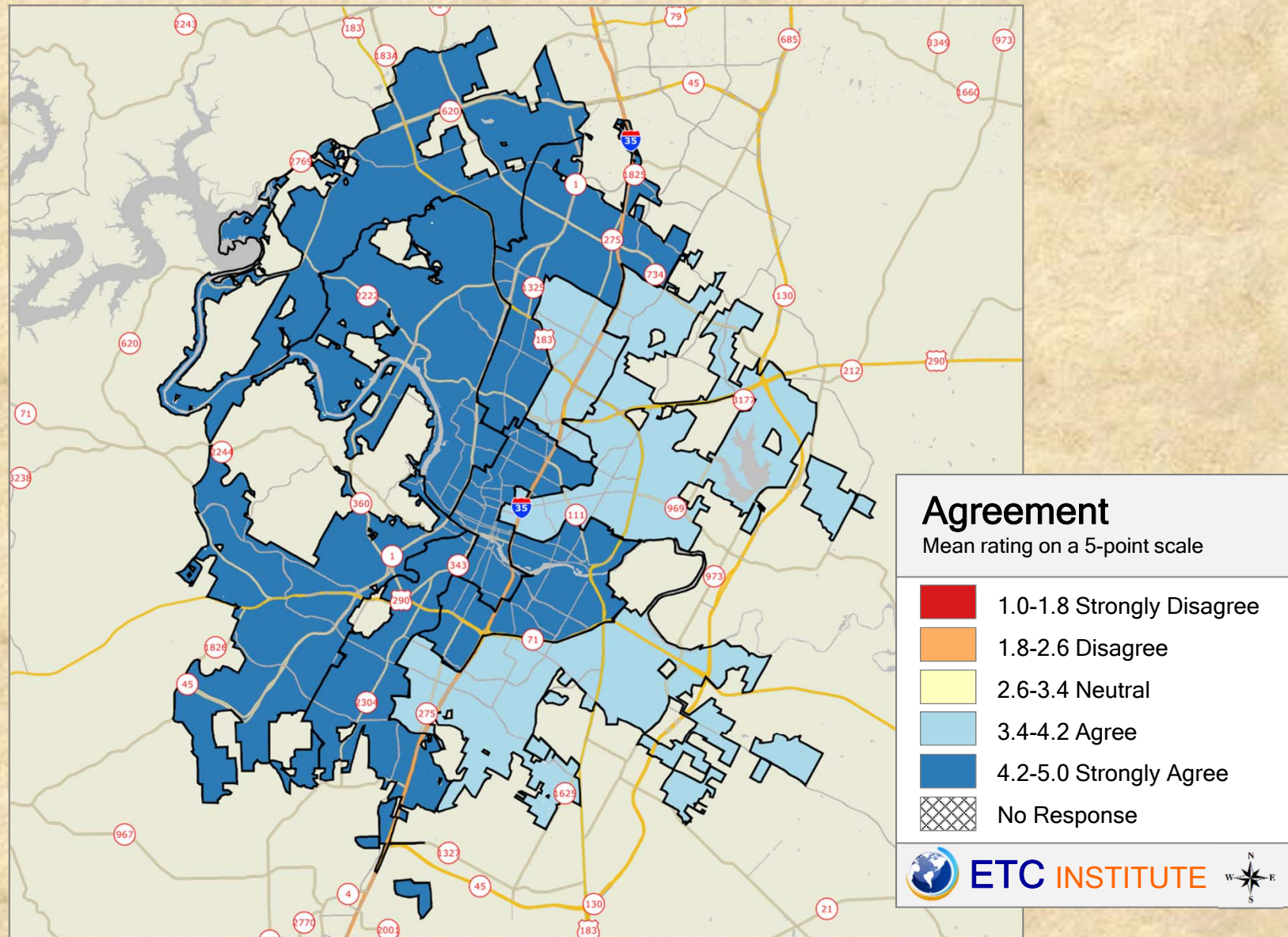
Q2-18 Satisfaction with animal services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

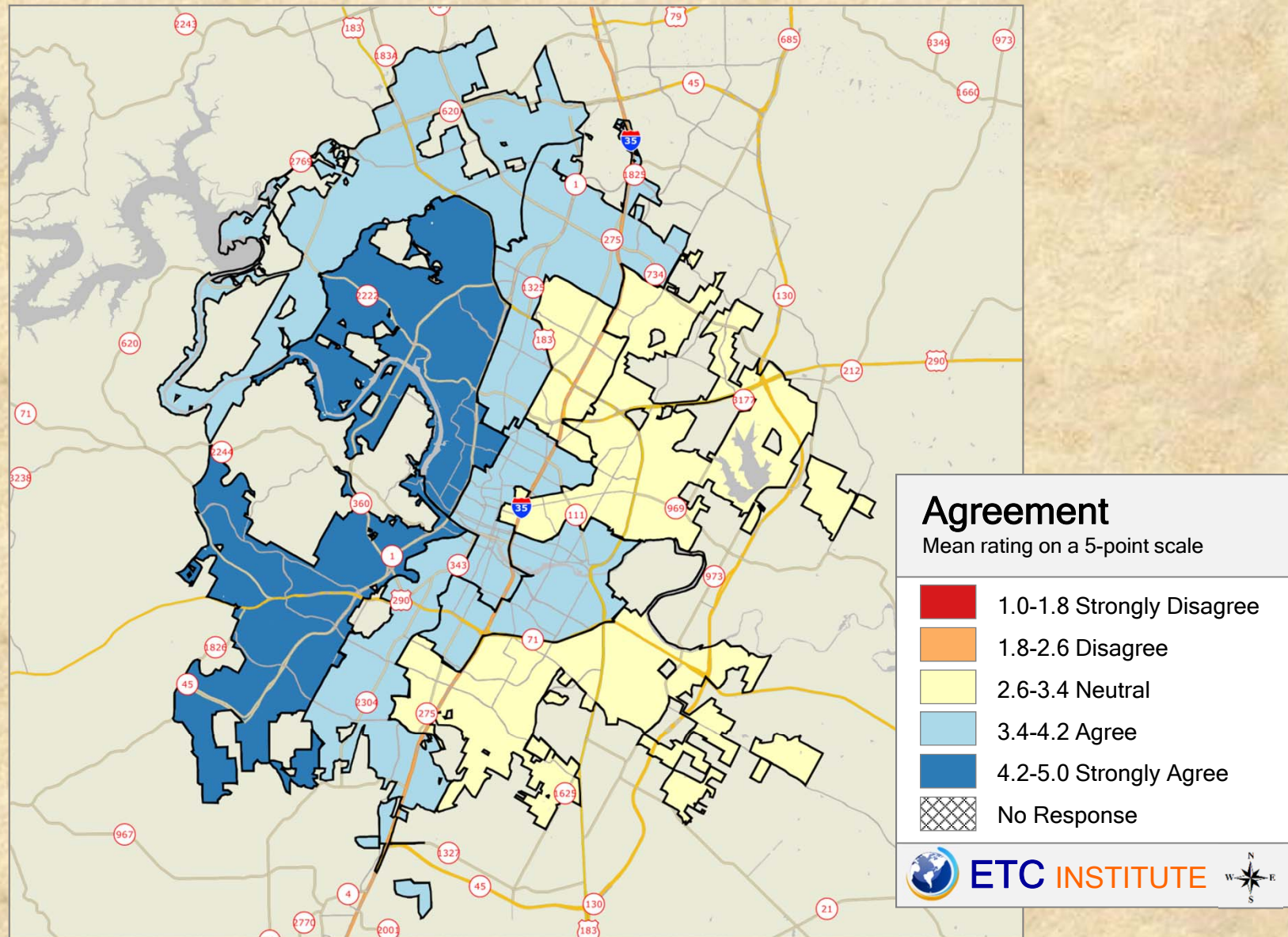
Q4-01 Level of agreement that residents feel safe in their neighborhood during the day



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

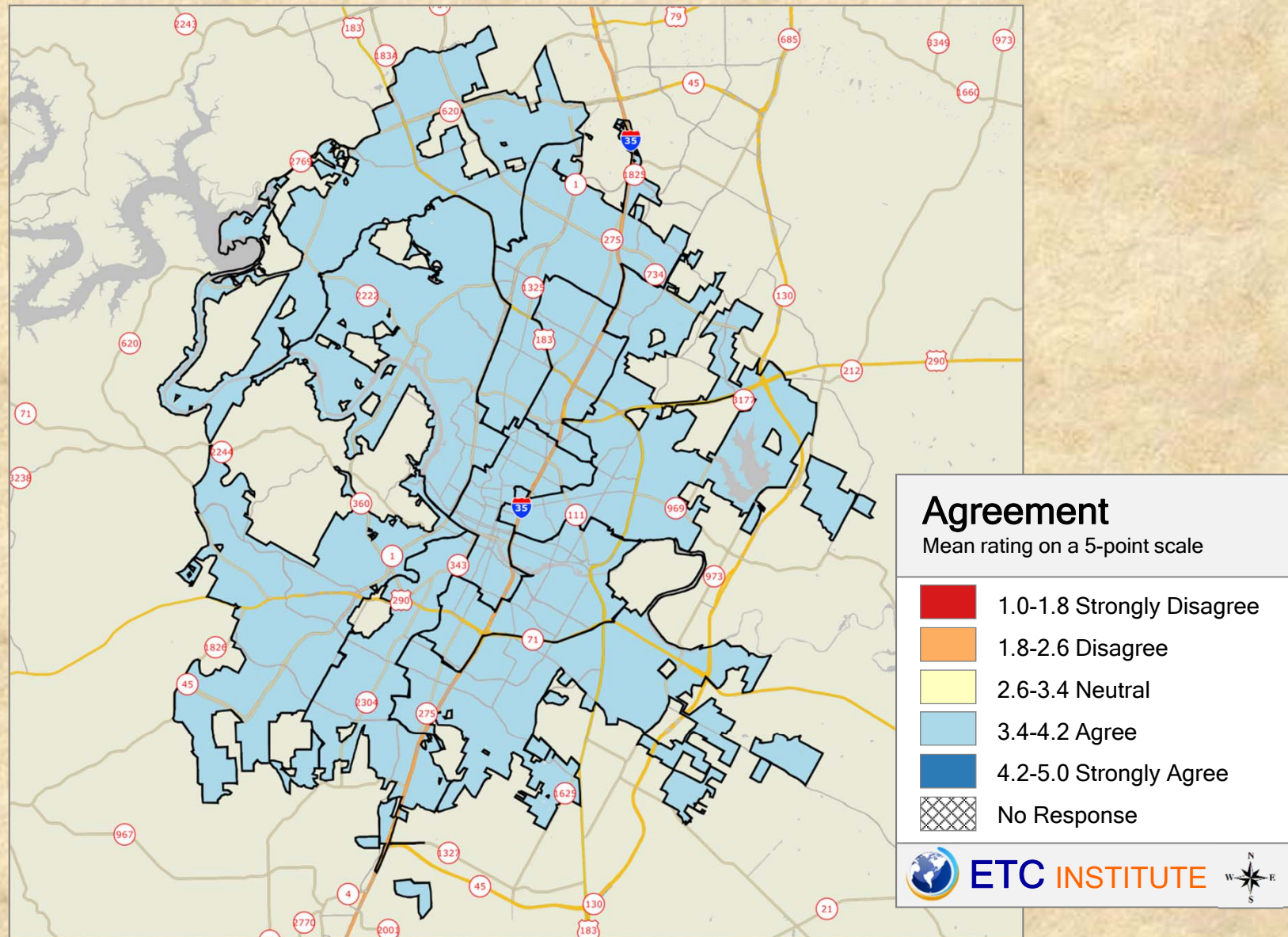
Q4-02 Level of agreement that residents feel safe in their neighborhood at night



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

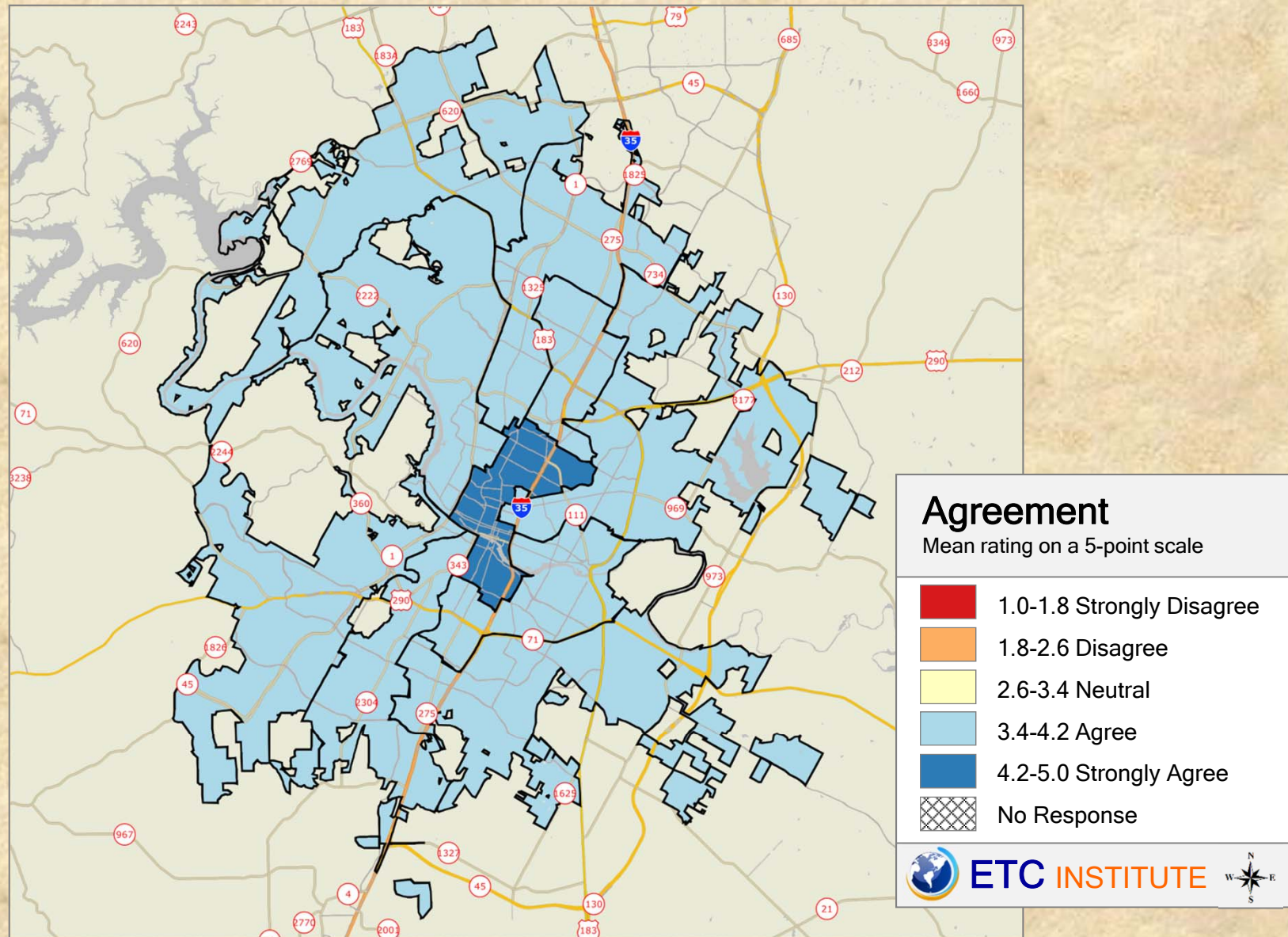
Q4-03 Level of agreement that residents feel safe in city parks



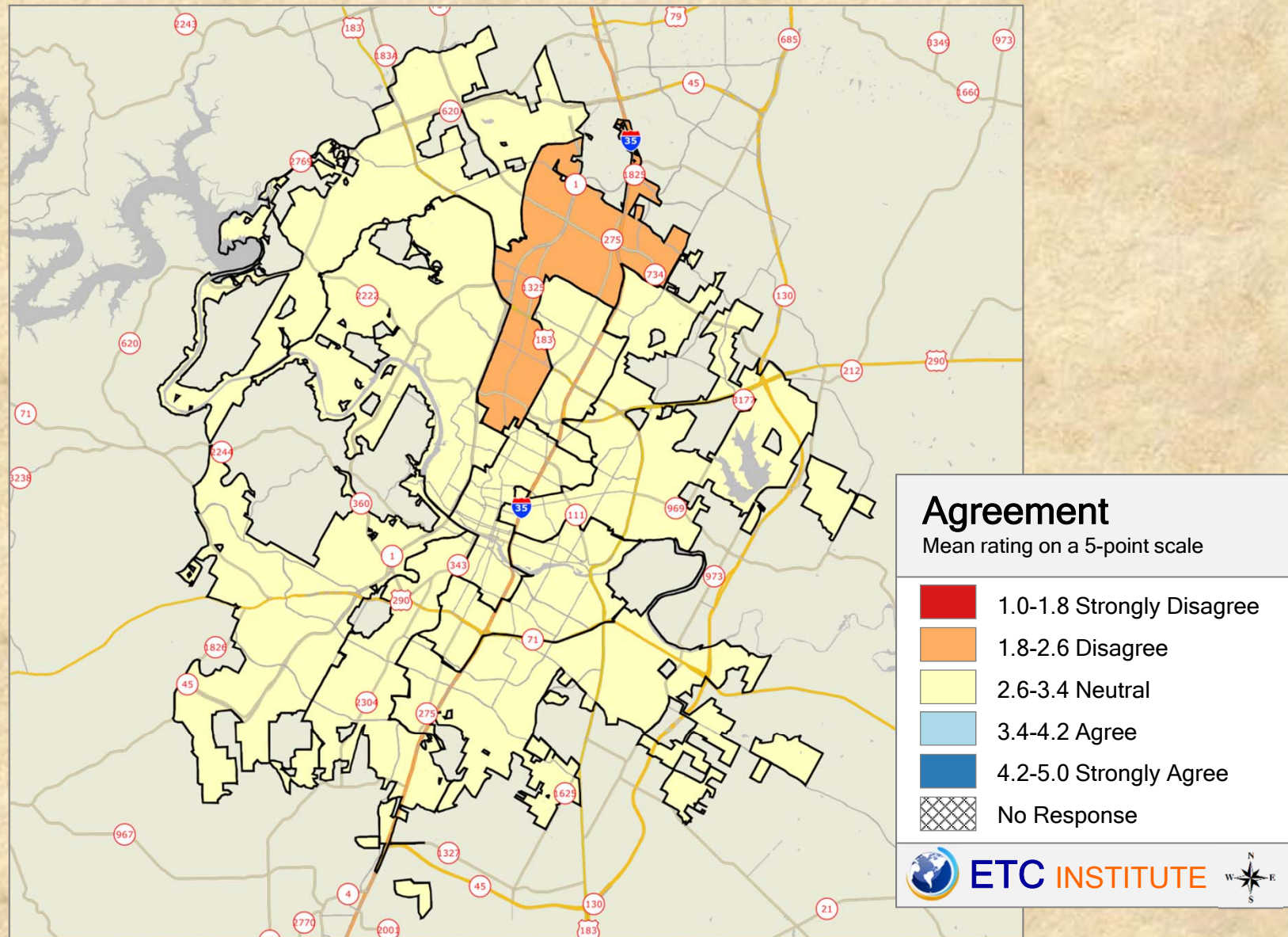
2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q4-04 Level of agreement that residents feel safe walking alone downtown during the day



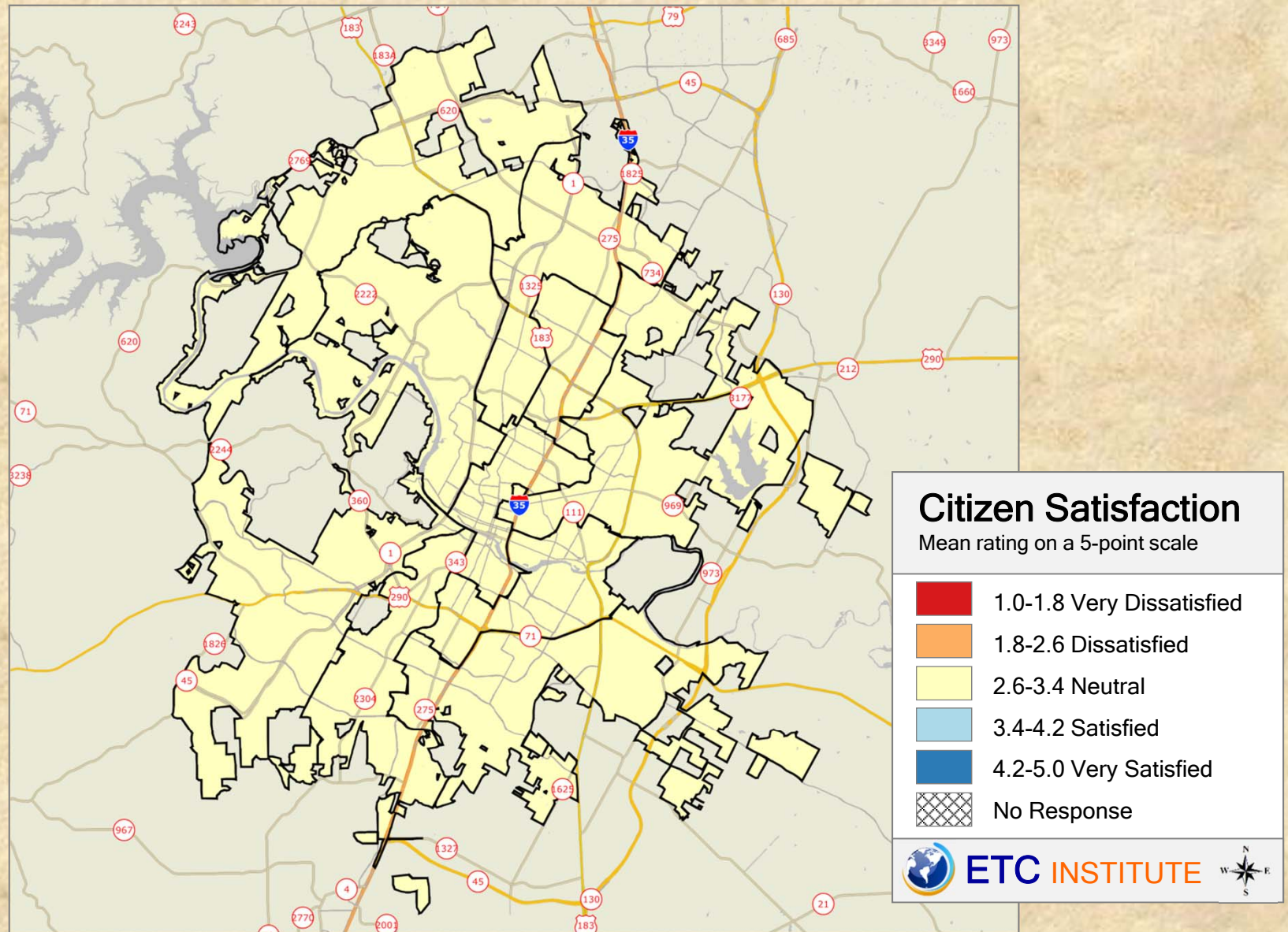
Q4 -05 Level of agreement that residents feel safe walking alone downtown at night



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

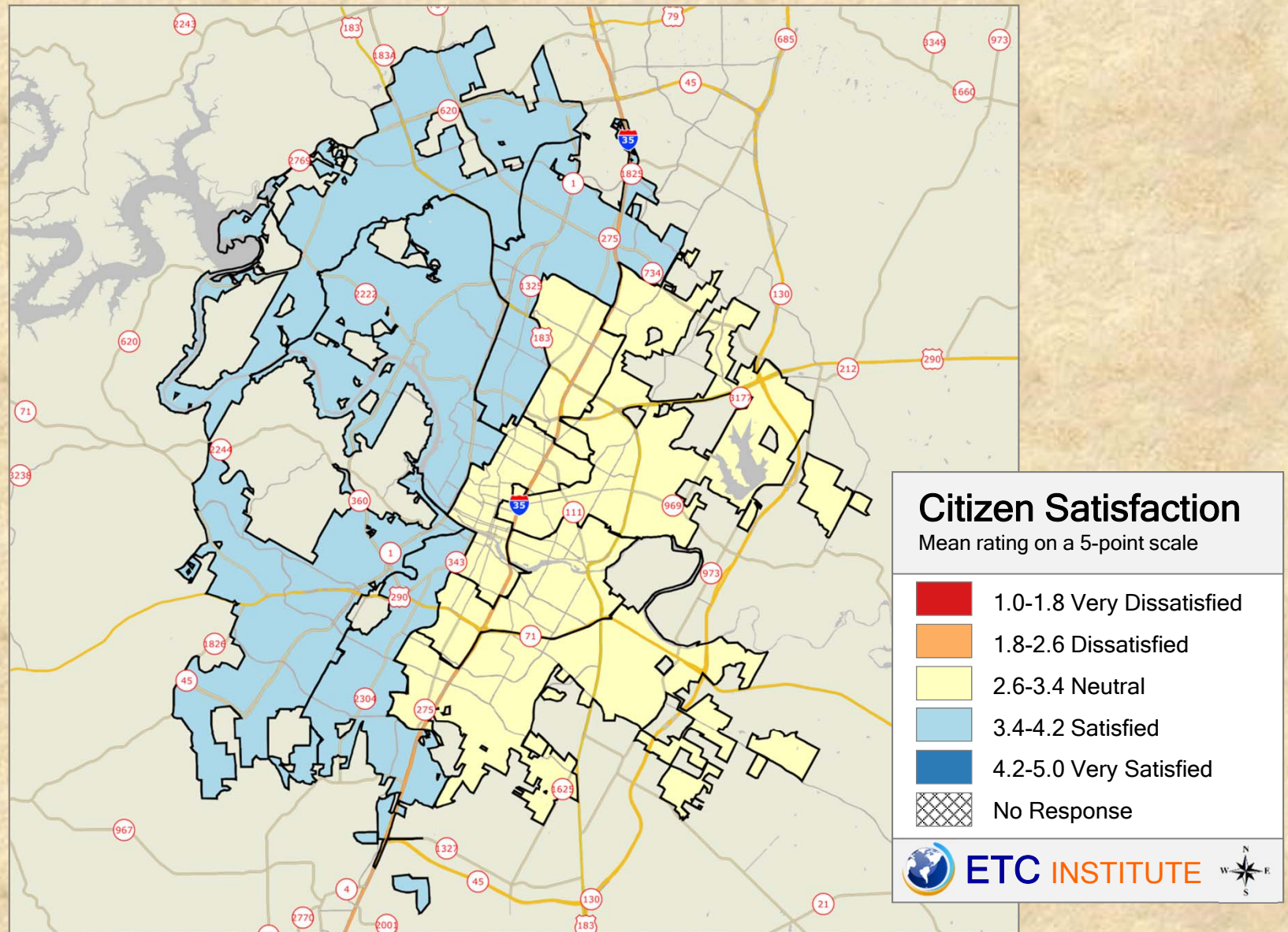
Q5-01 Satisfaction with condition of major city streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

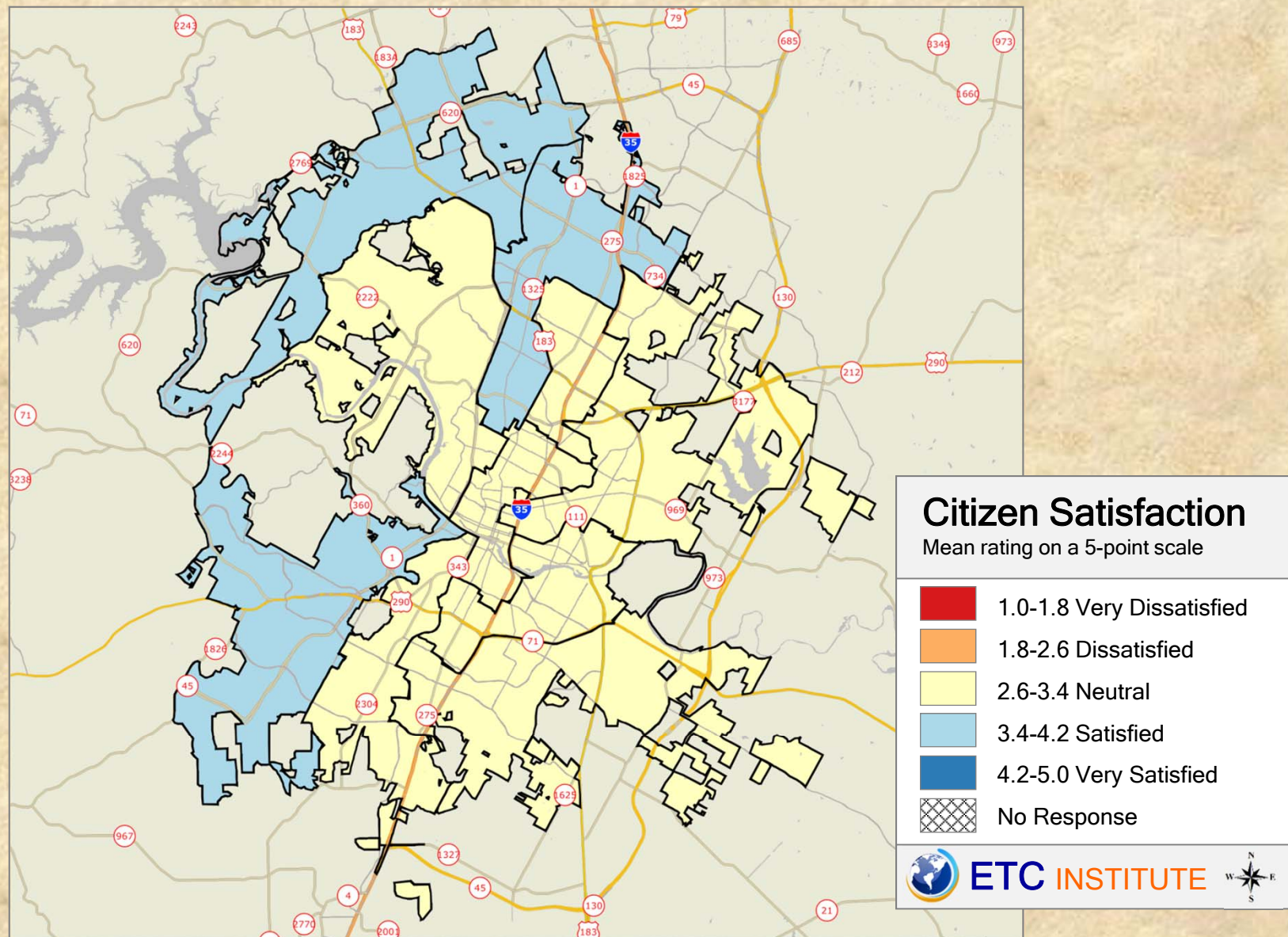
Q5-02 Satisfaction with condition of neighborhood streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

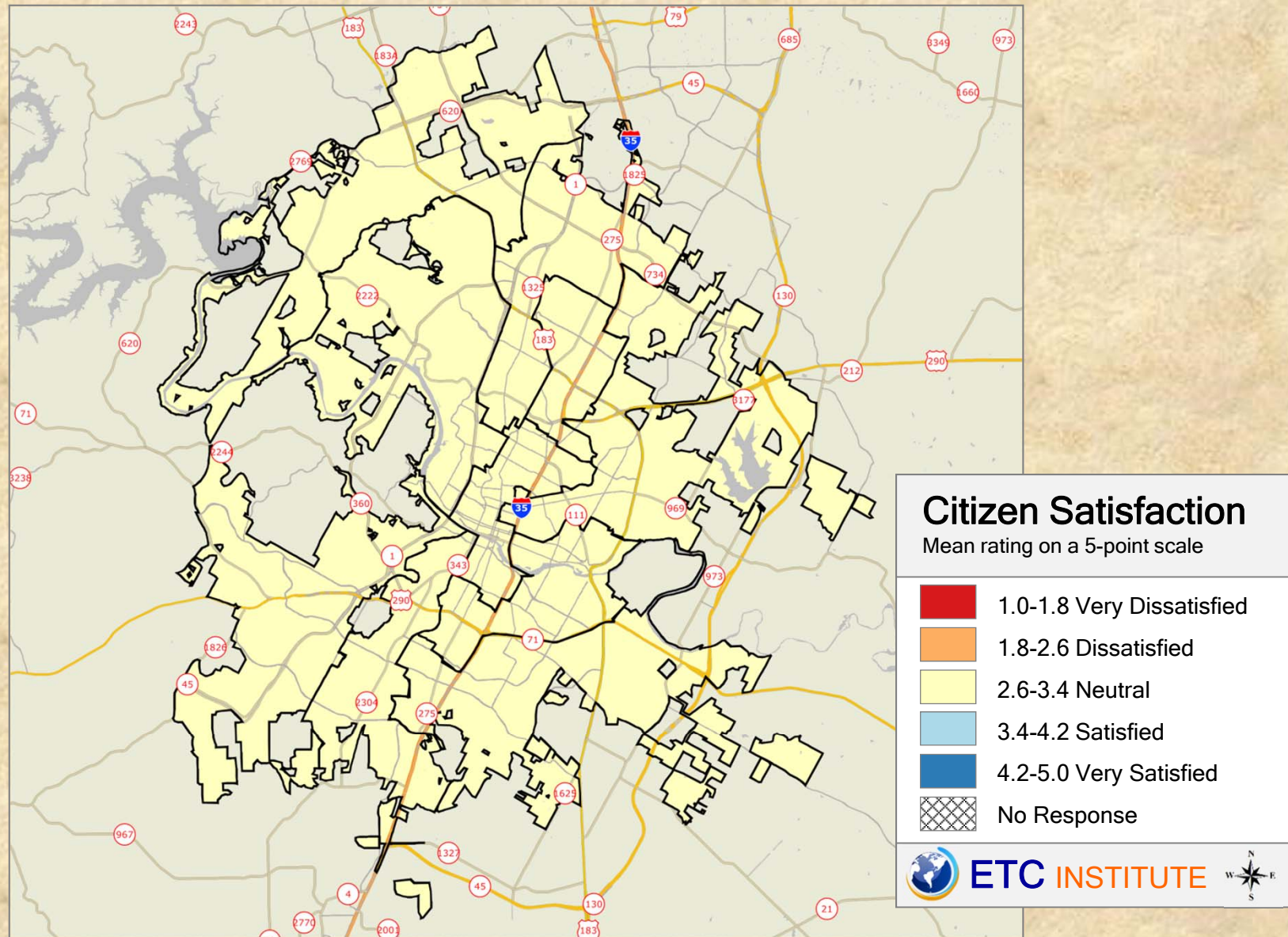
Q5-03 Satisfaction with condition of neighborhood sidewalks



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

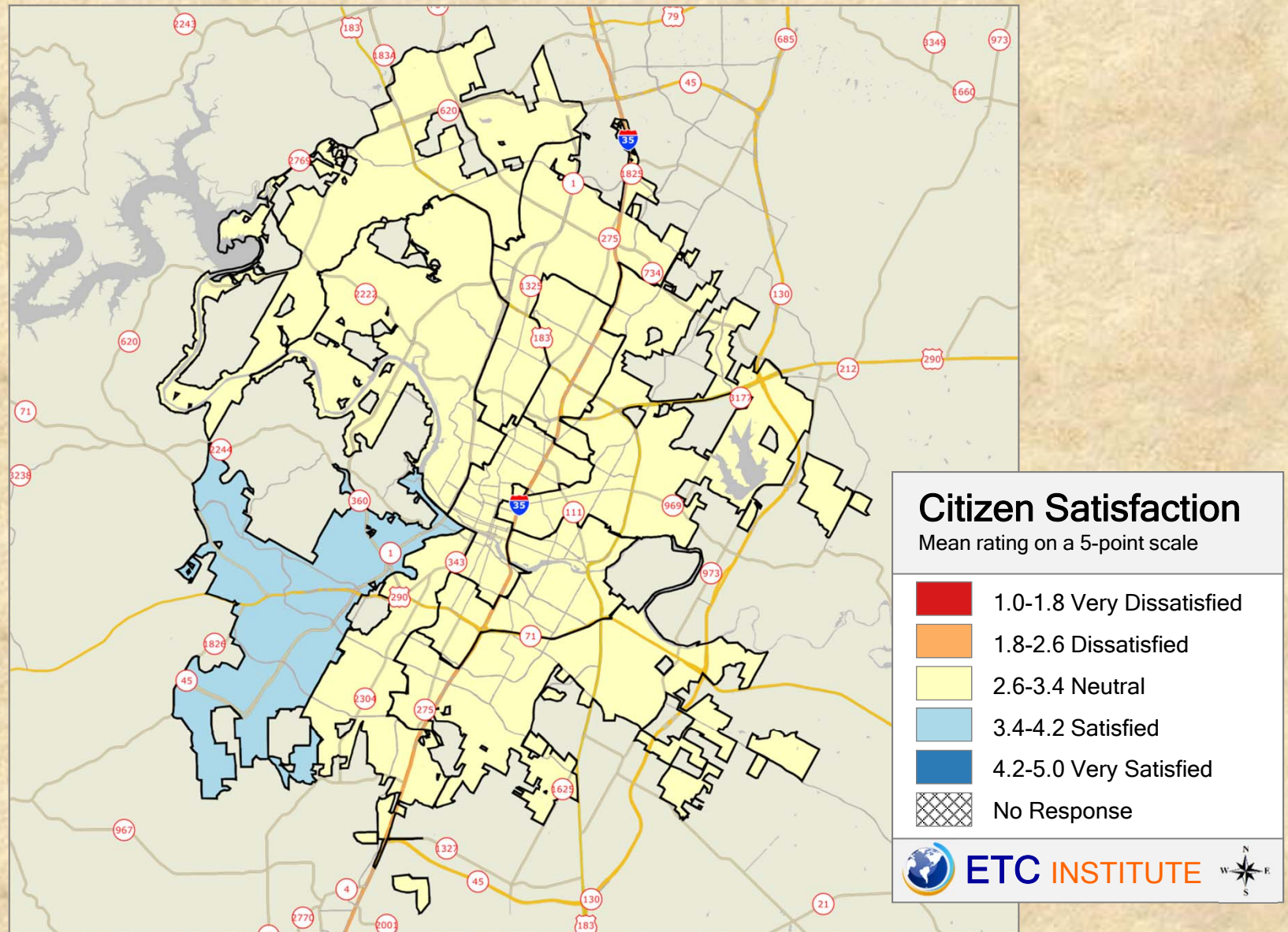
Q5-04 Satisfaction with timing of traffic signals on city streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

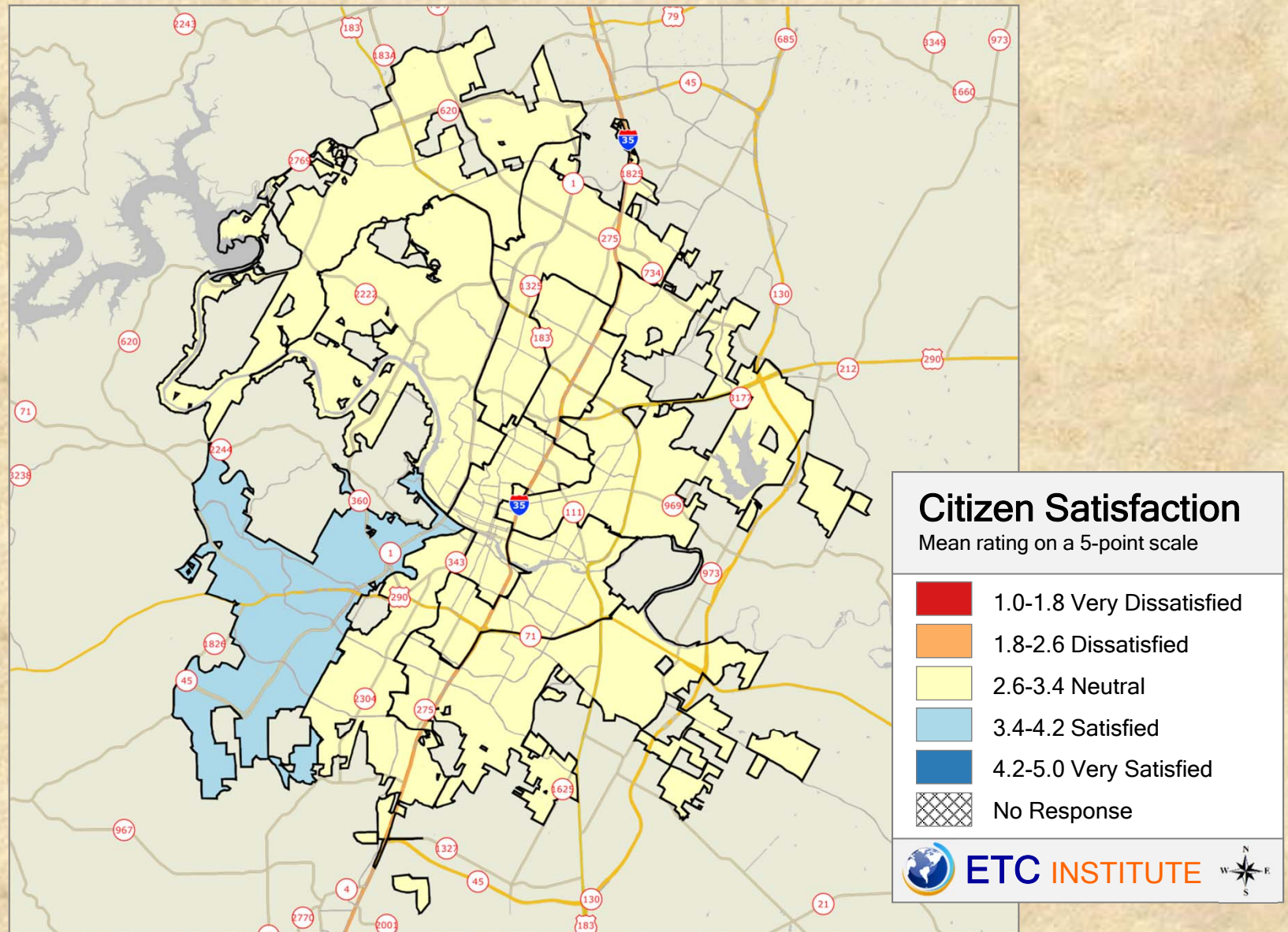
Q5-05 Satisfaction with adequacy of street lighting in the community



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

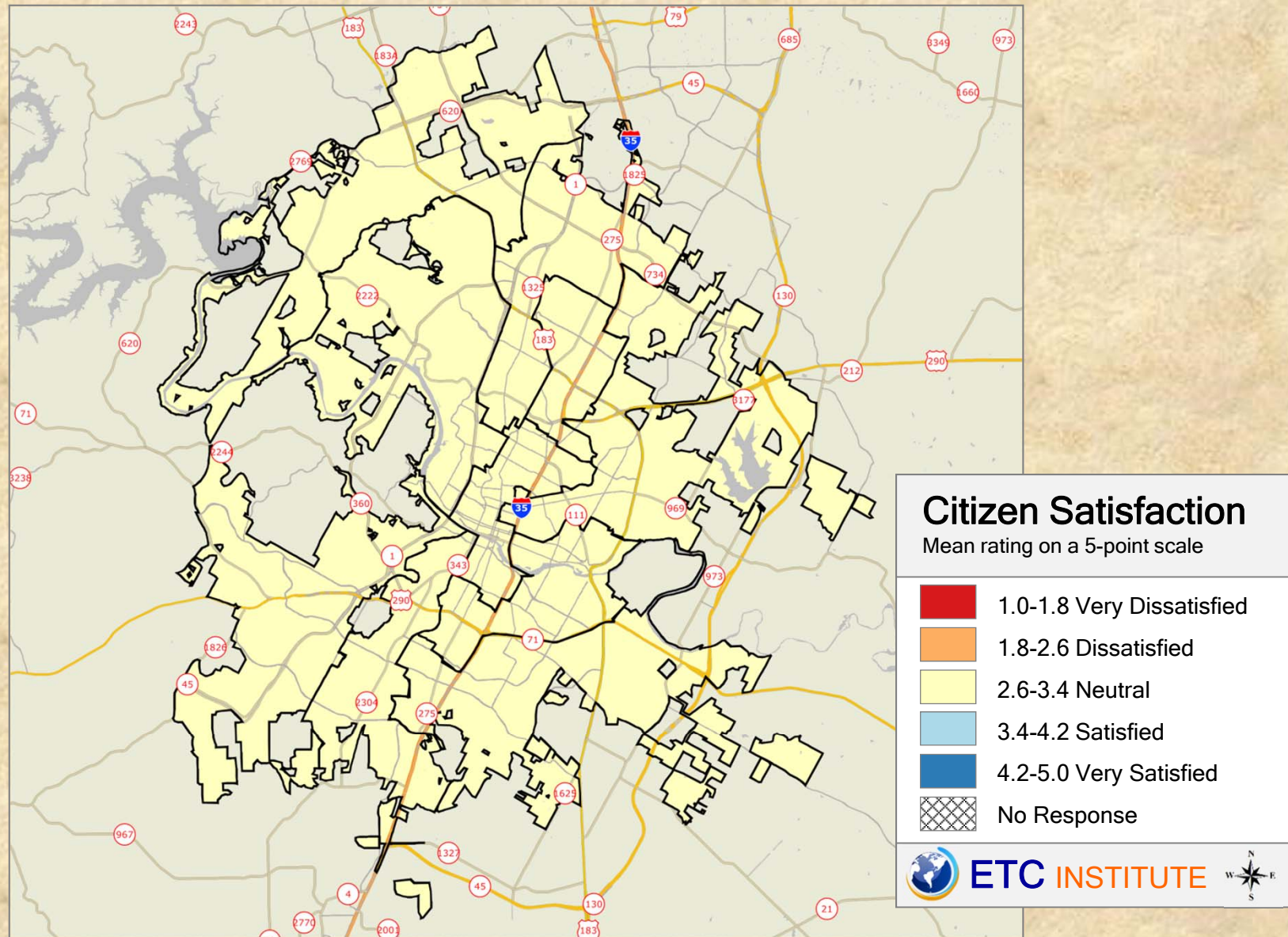
Q5-06 Satisfaction with pedestrian accessibility



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

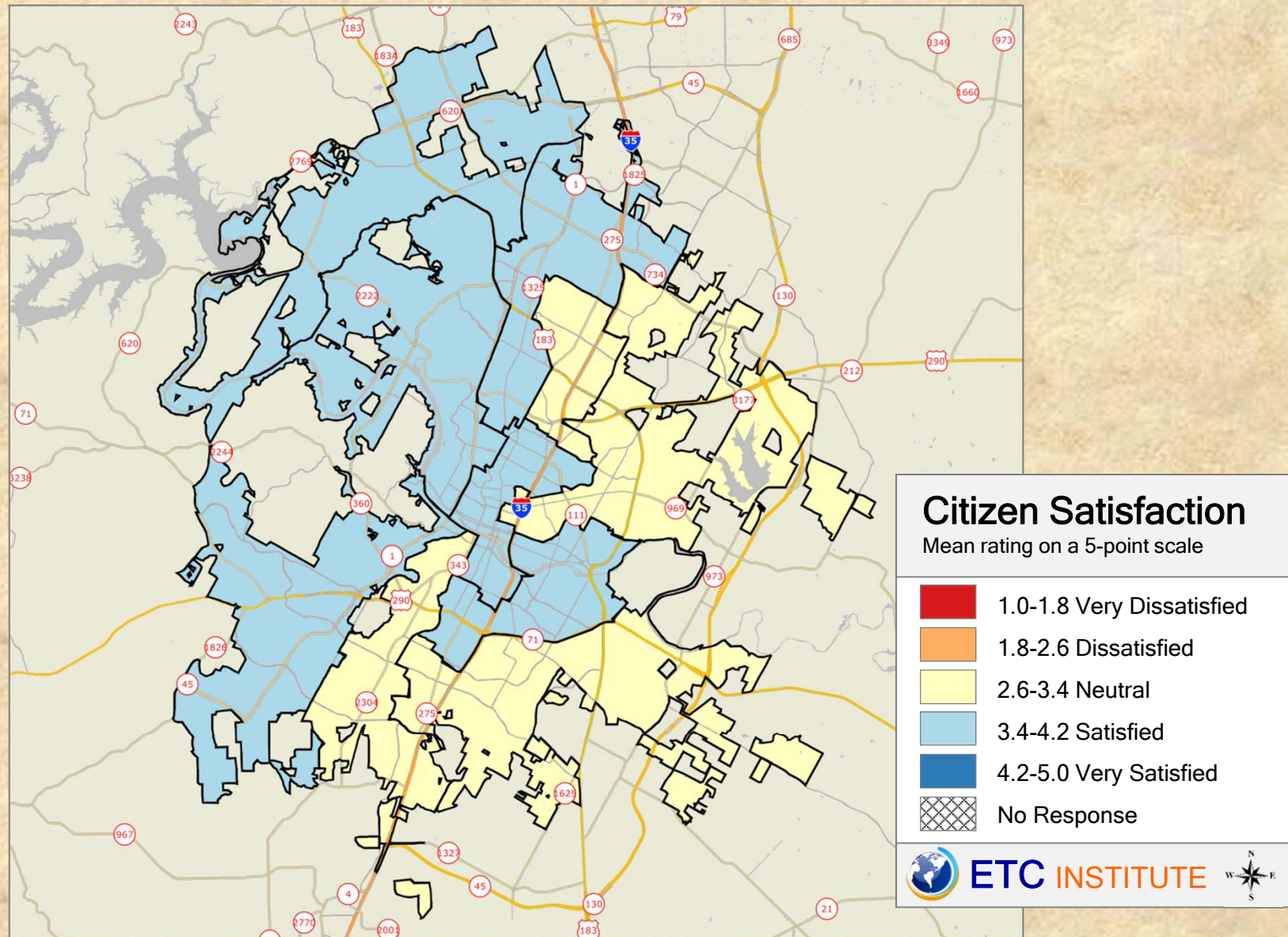
Q5-07 Satisfaction with on-street bicycle accessibility



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

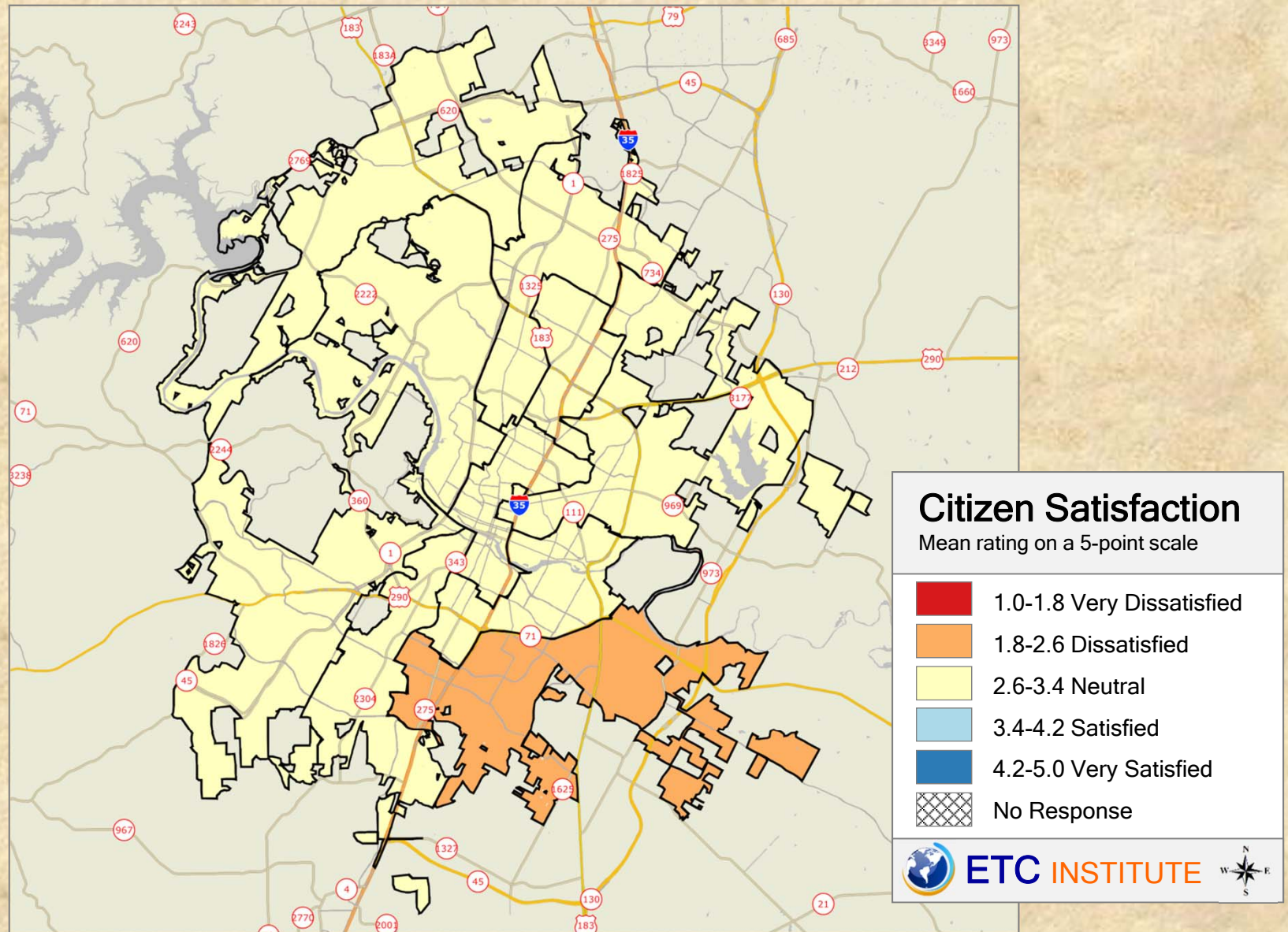
Q5-08 Satisfaction with off-street bicycle accessibility



2016 City of Austin Community Survey

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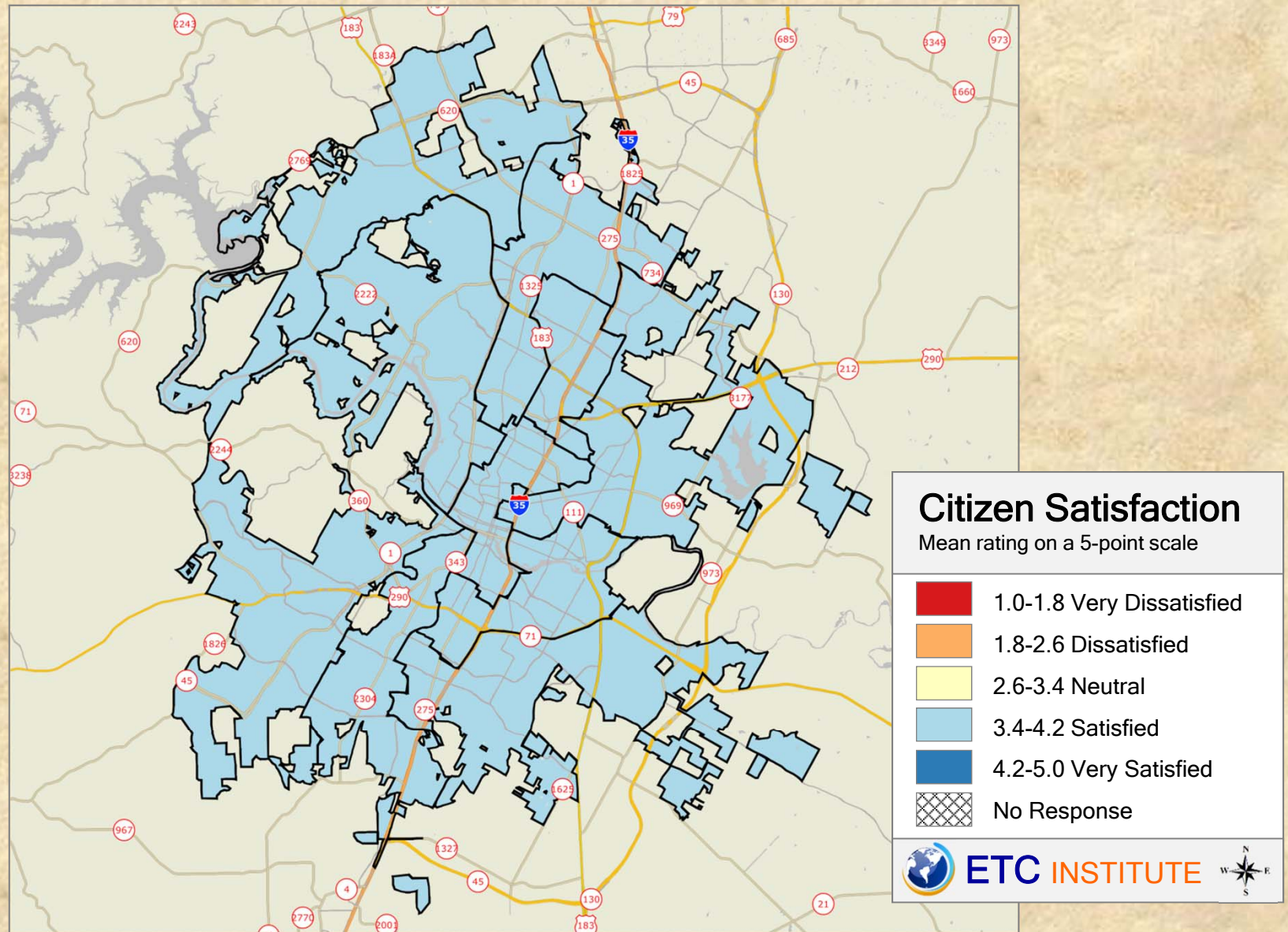
Q5-09 Satisfaction with mowing and trimming along city streets



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

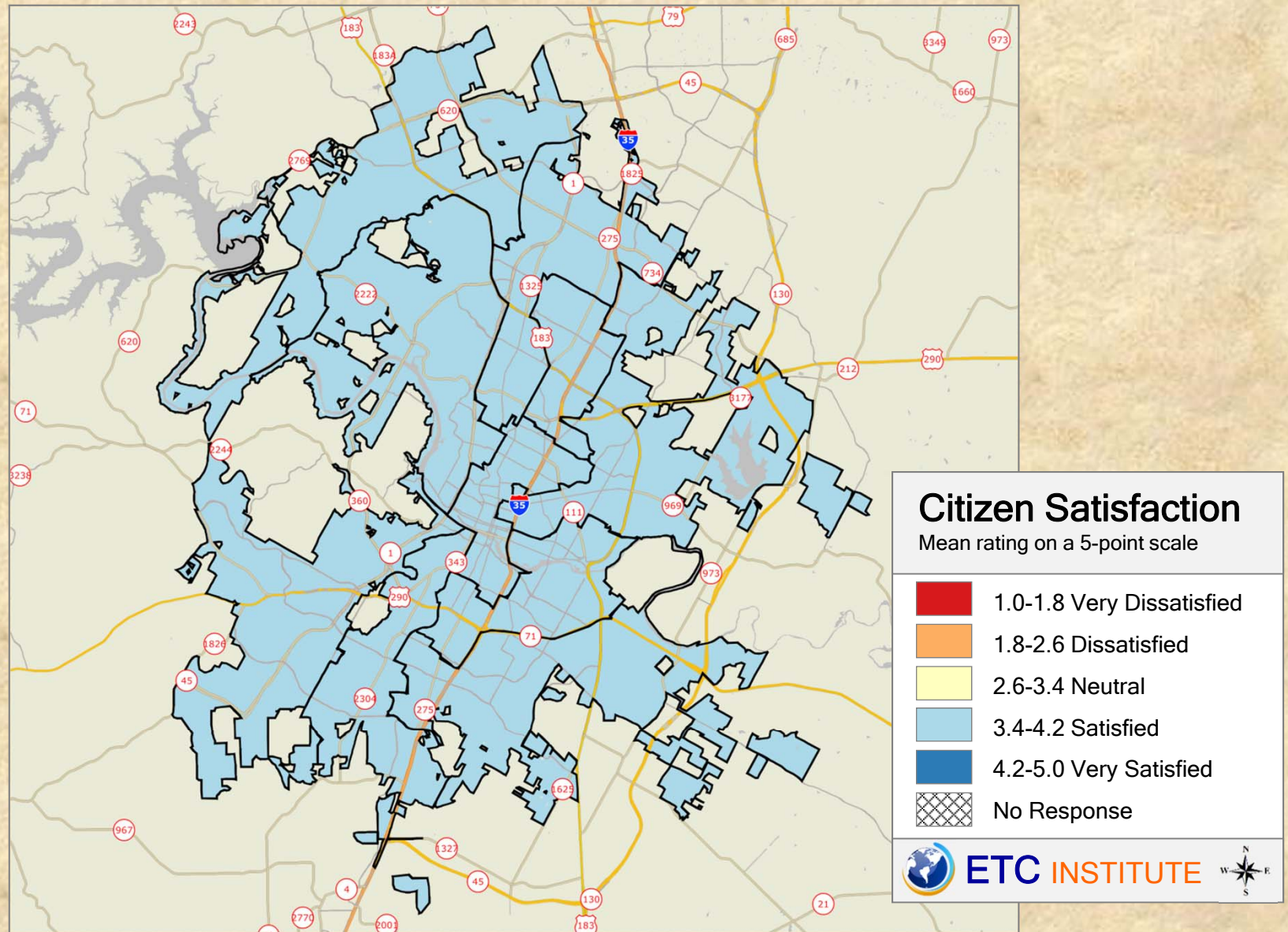
Q7-01 Satisfaction with overall quality of police services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

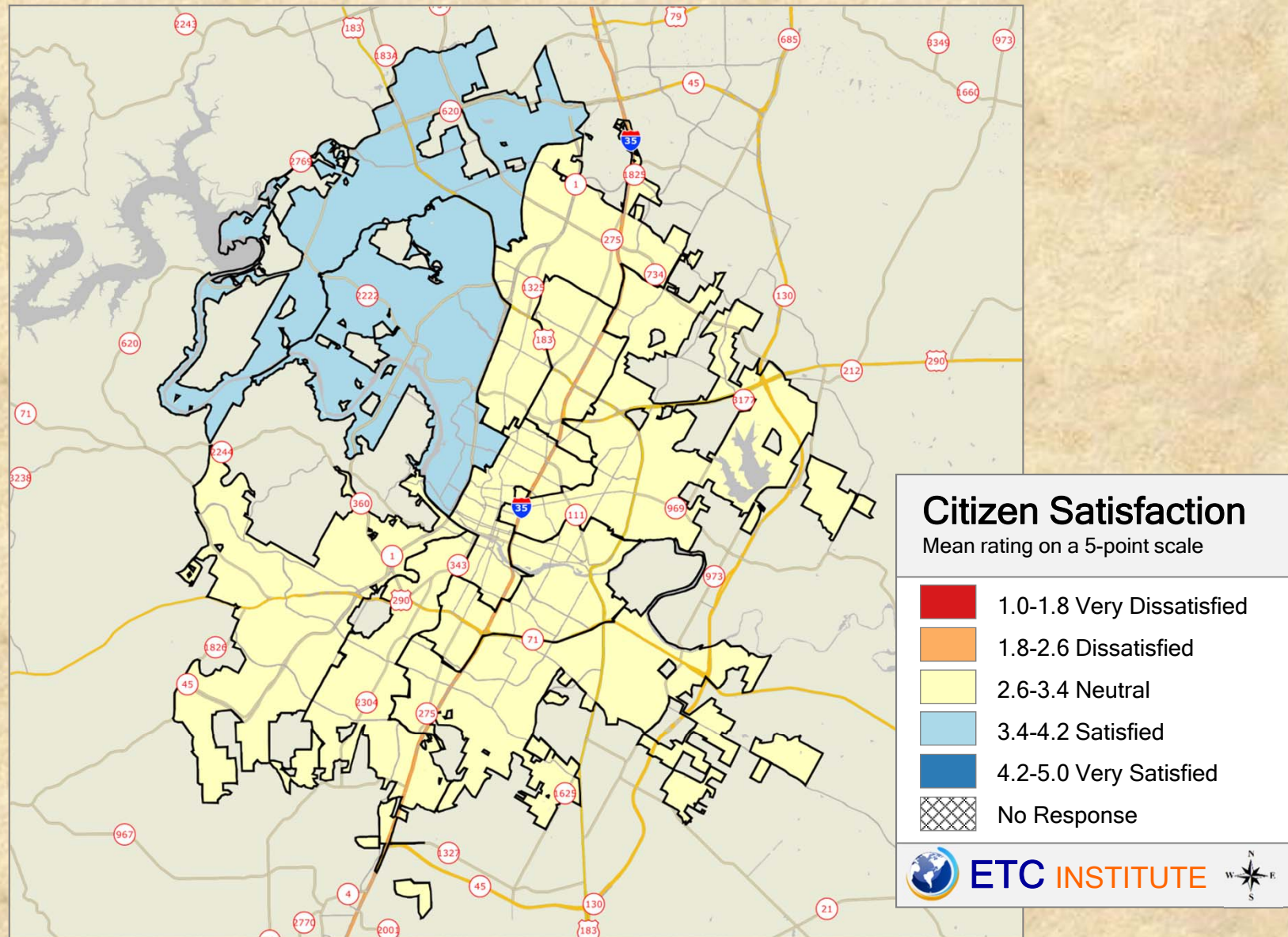
Q7-02 Satisfaction with speed of emergency police response



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

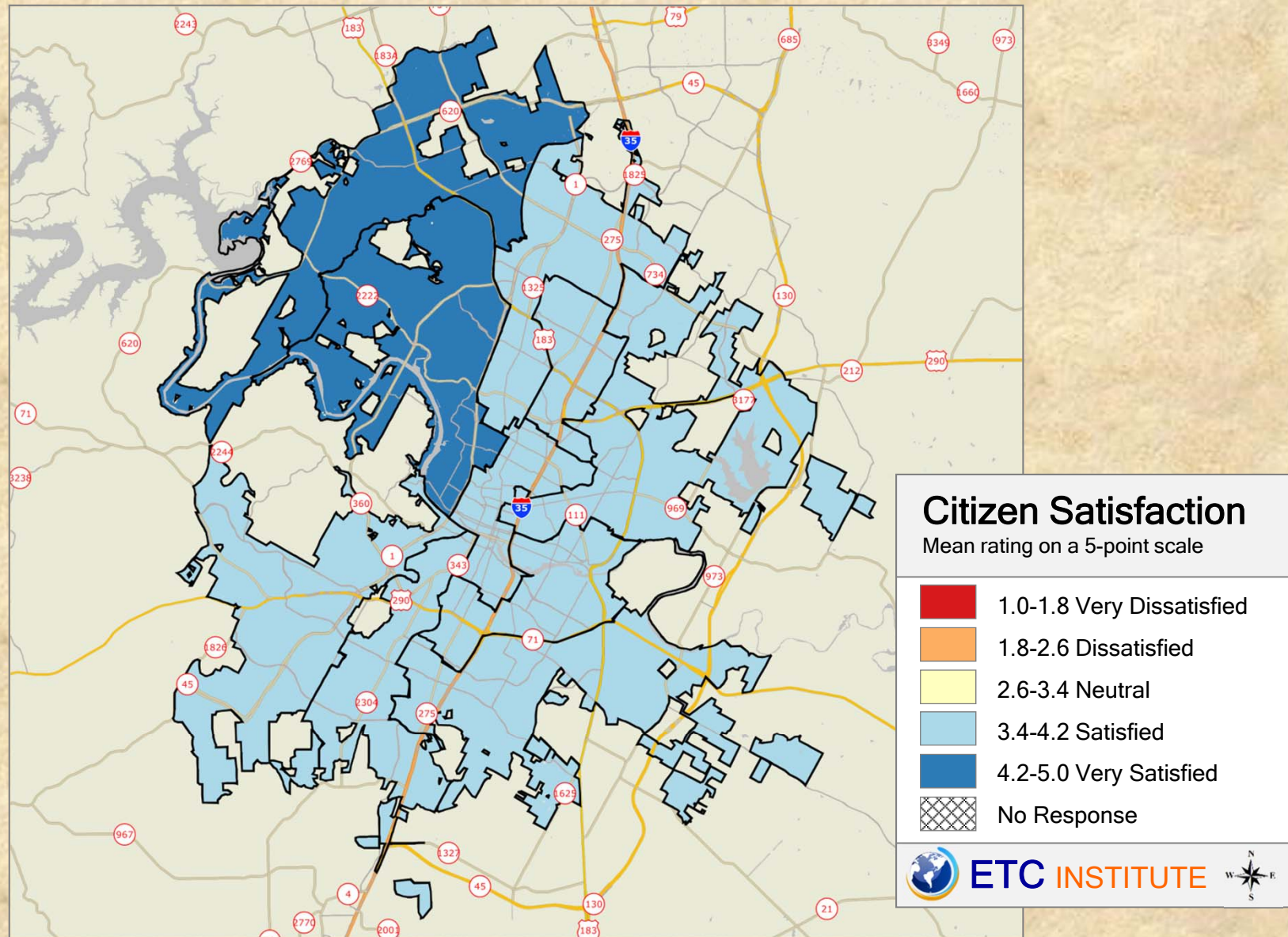
Q7-03 Satisfaction with enforcement of local traffic laws



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

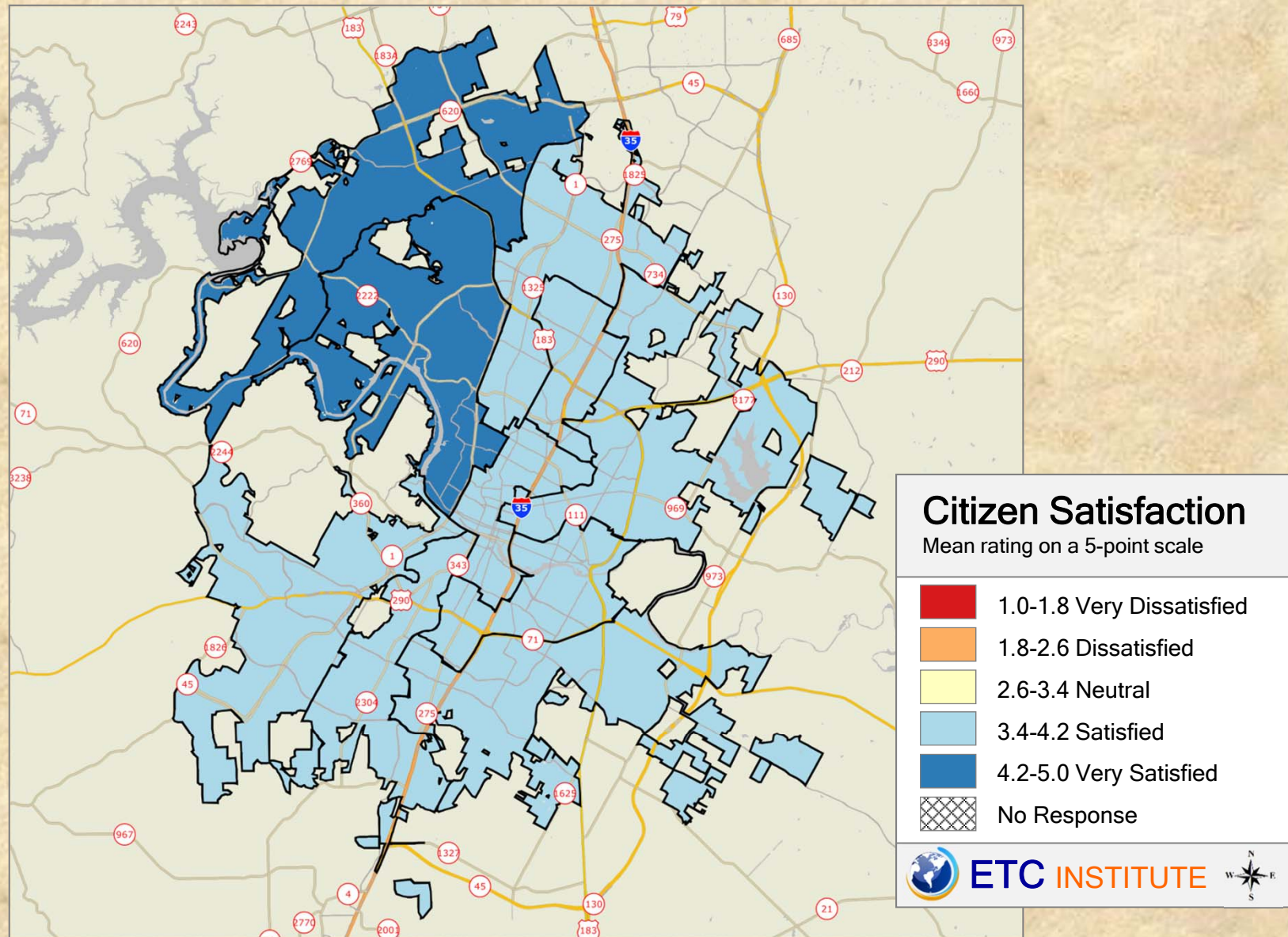
Q7-04 Satisfaction with overall quality of fire services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

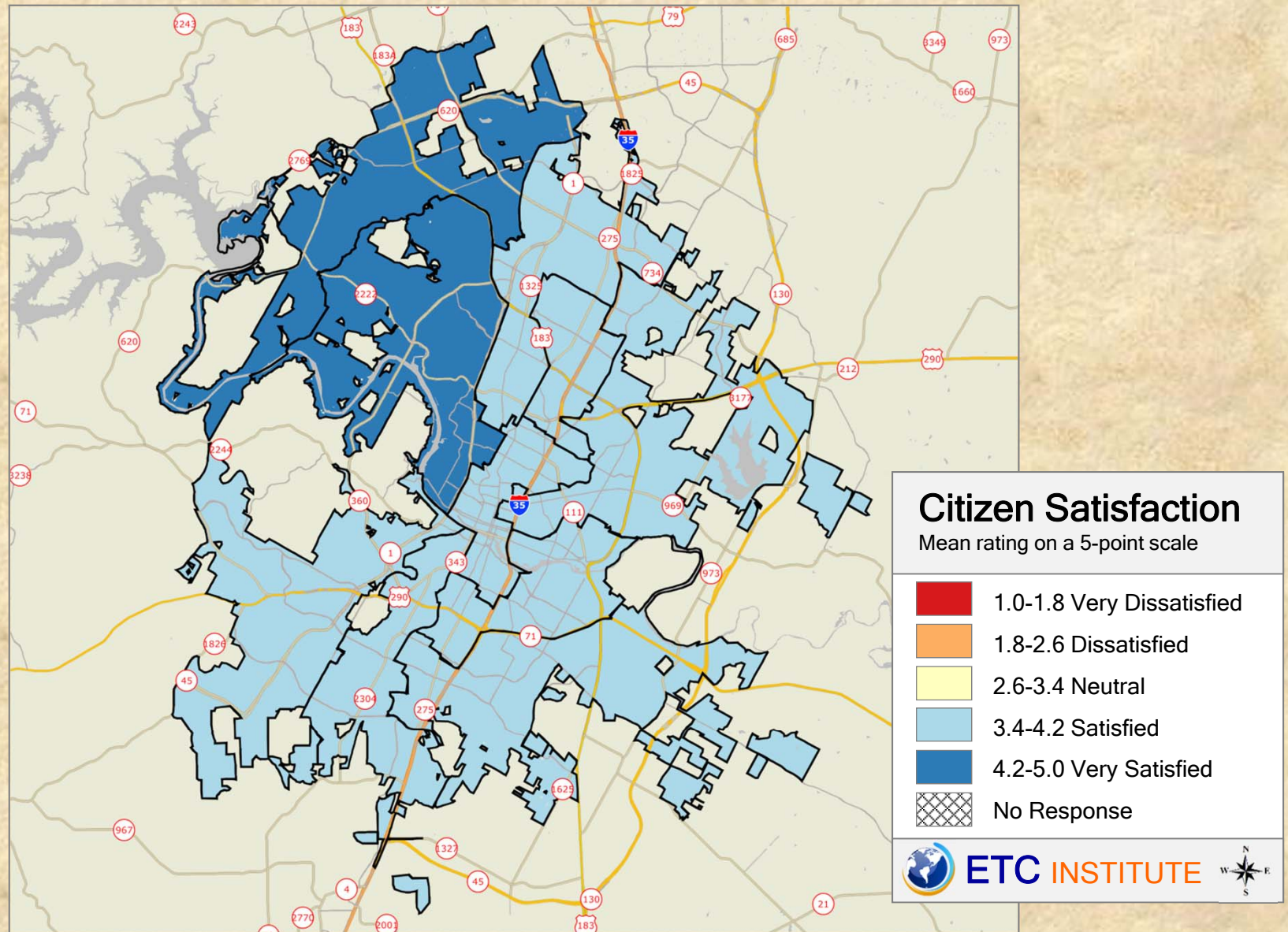
Q7-05 Satisfaction with timeliness of Fire response to emergency location



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

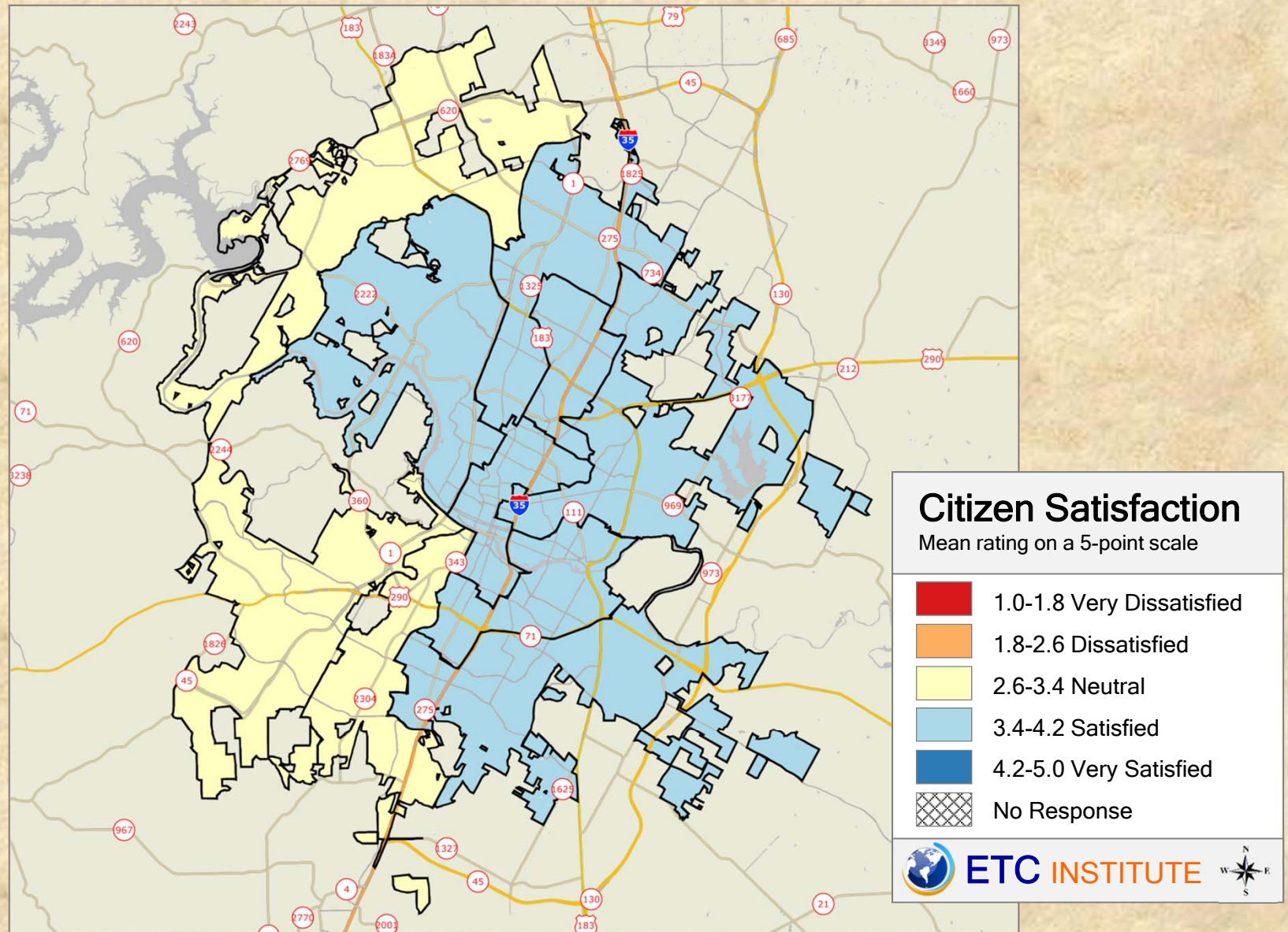
Q7-06 Satisfaction with medical assistance provided by EMS



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

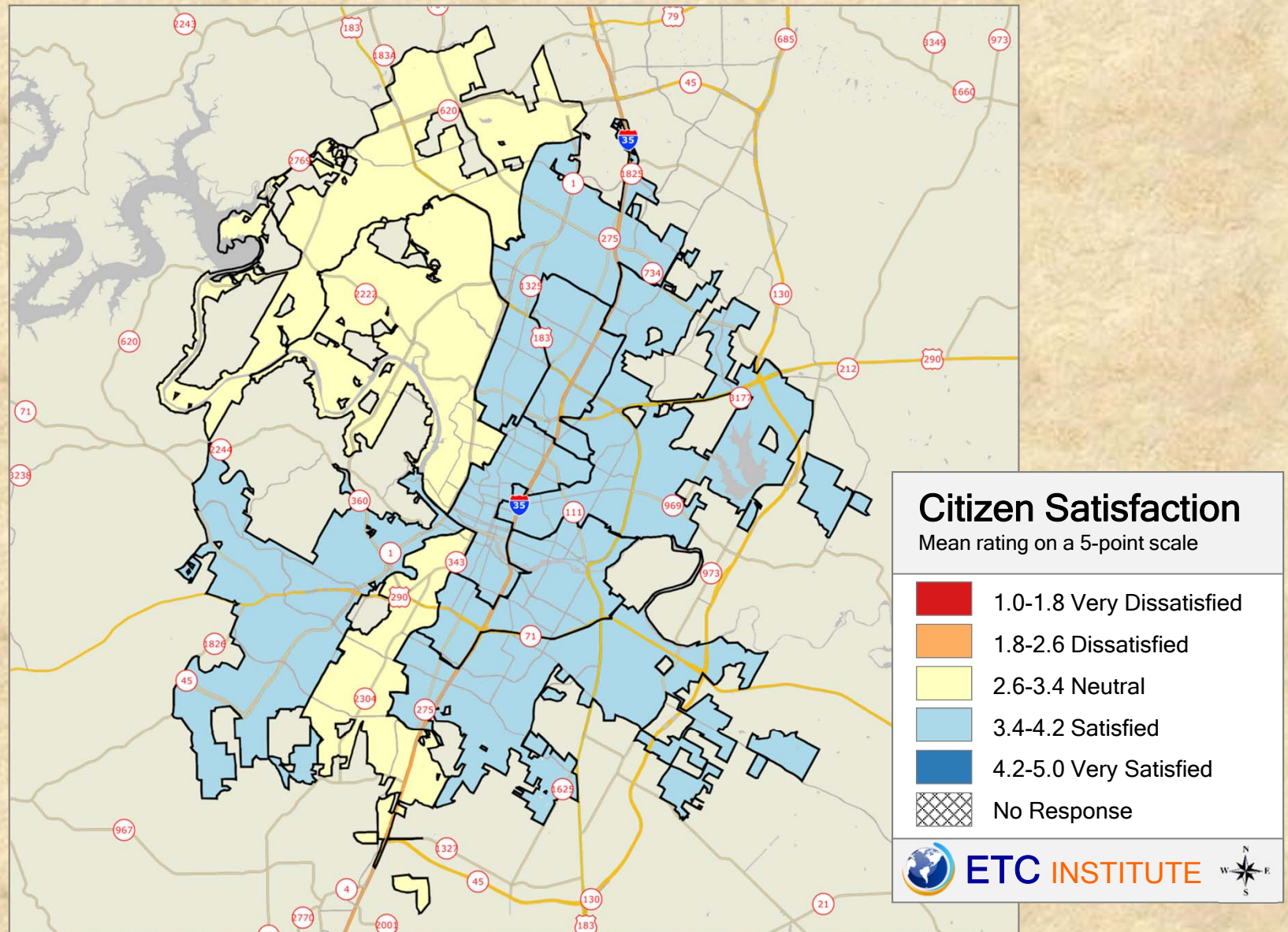
Q9-01 Satisfaction with water and wastewater utility response time to emergencies



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

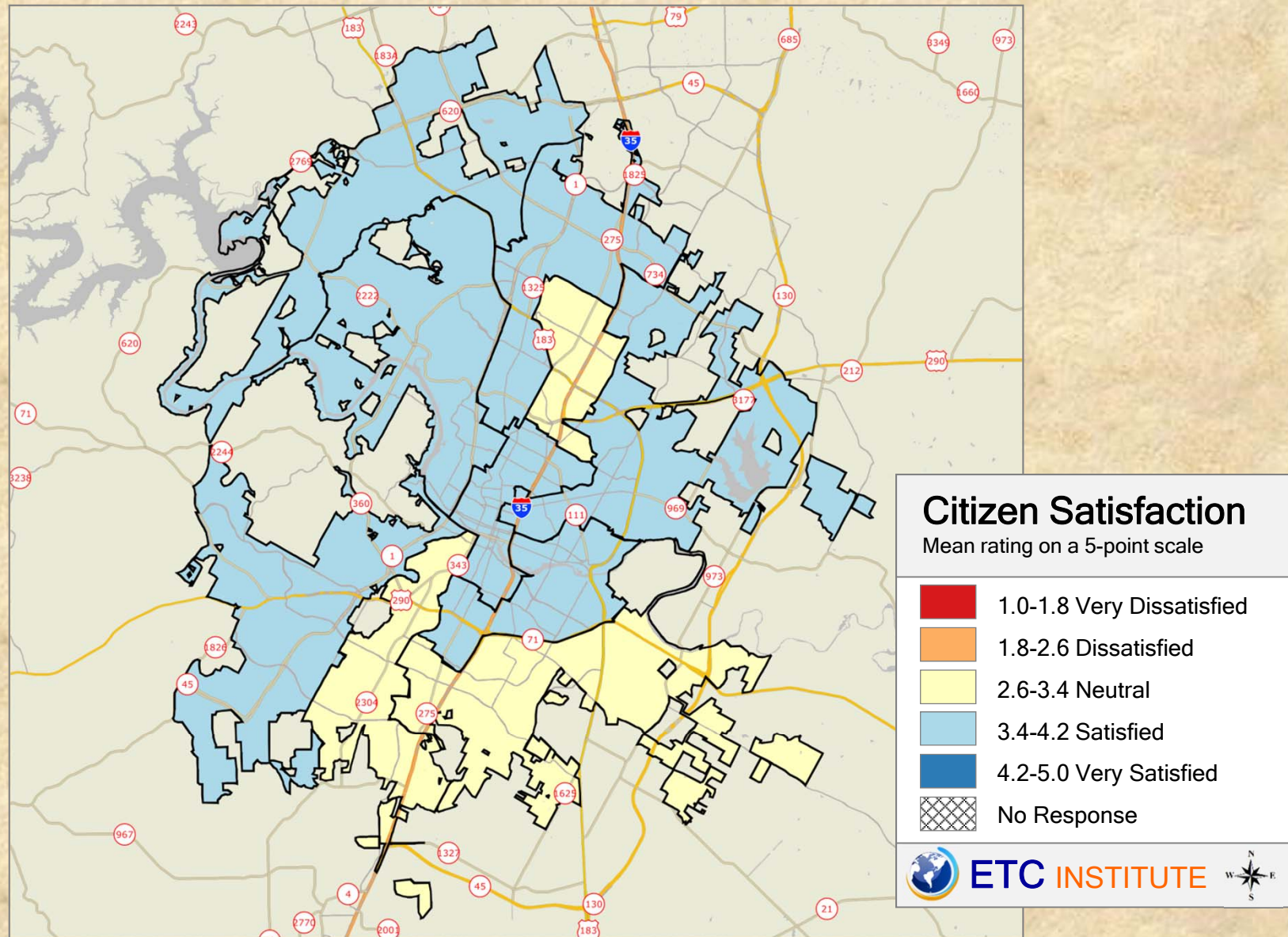
Q9-02 Satisfaction with Water Conservation programs within Austin



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

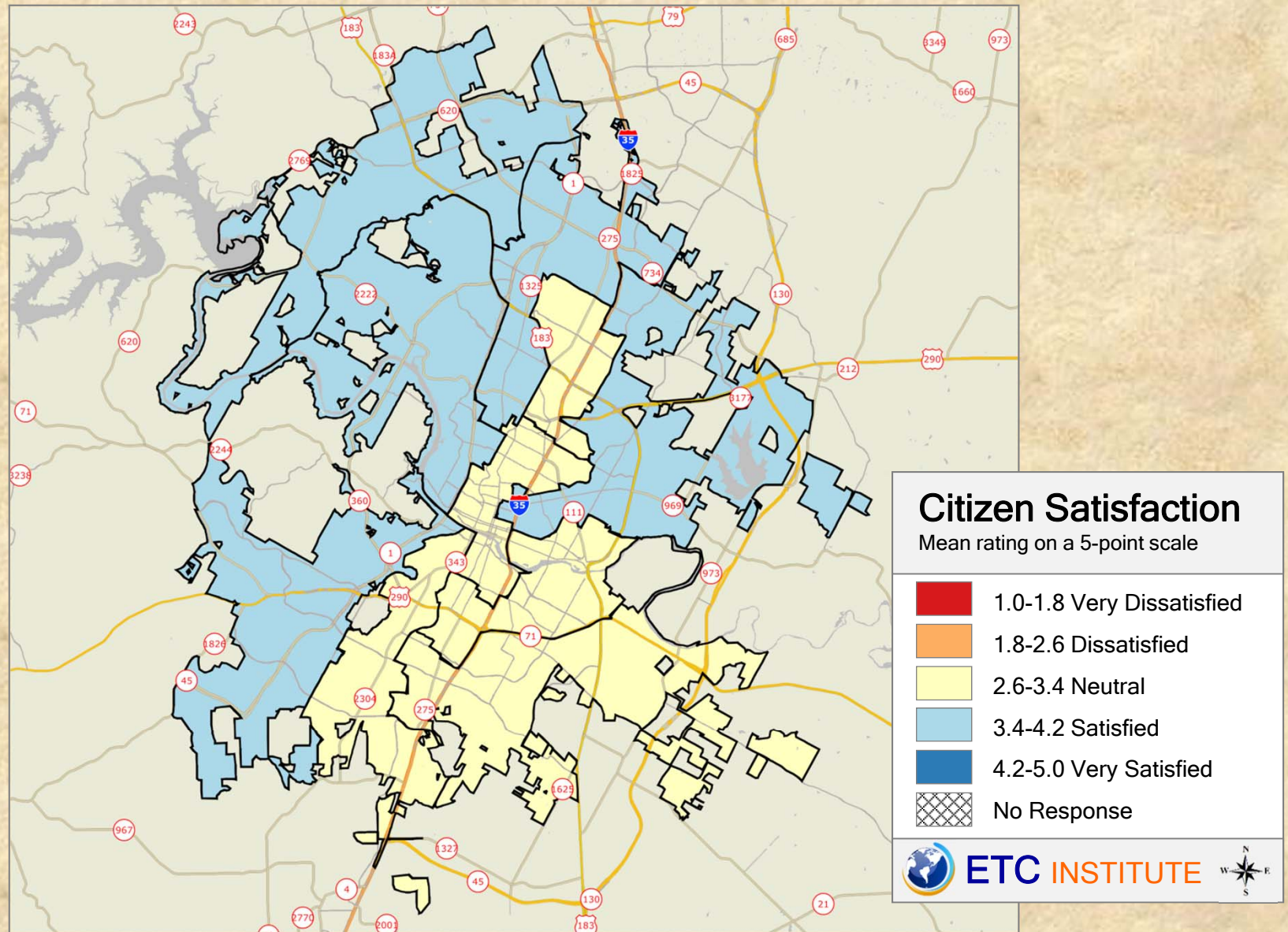
Q9-03 Satisfaction with Energy Conservation program



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

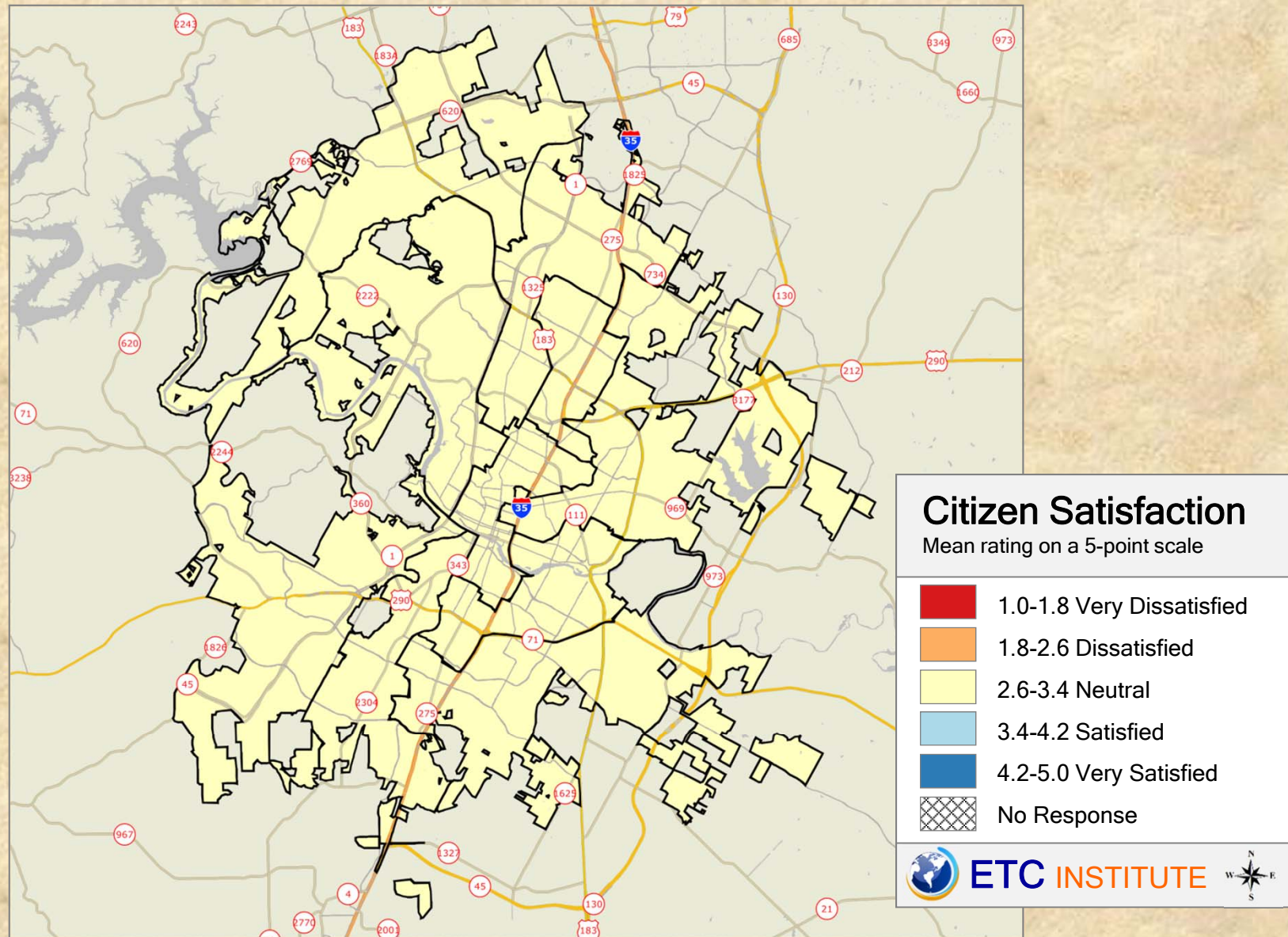
Q9-04 Satisfaction with the water quality of lakes and streams



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

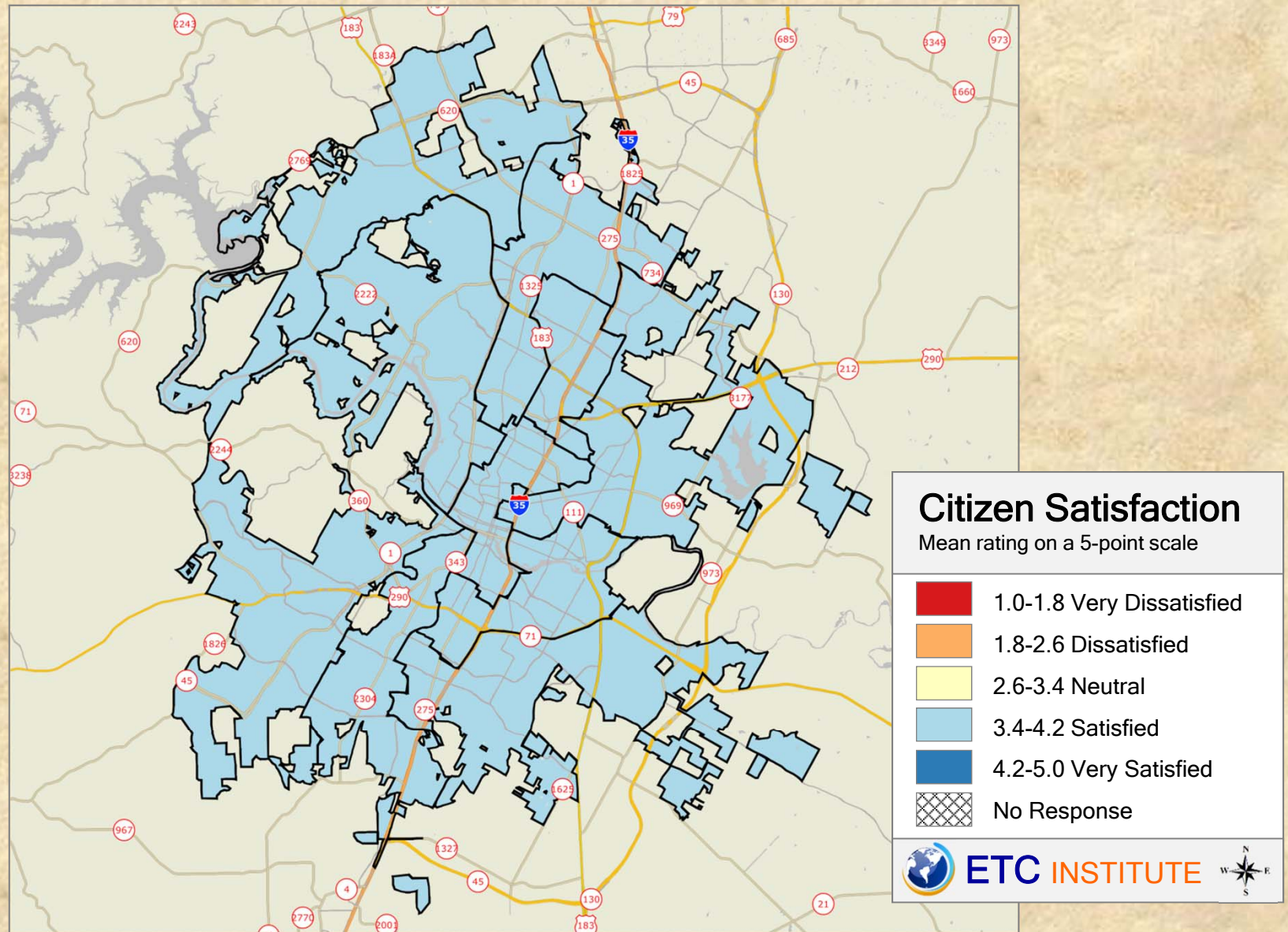
Q9-05 Satisfaction with flood control efforts



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

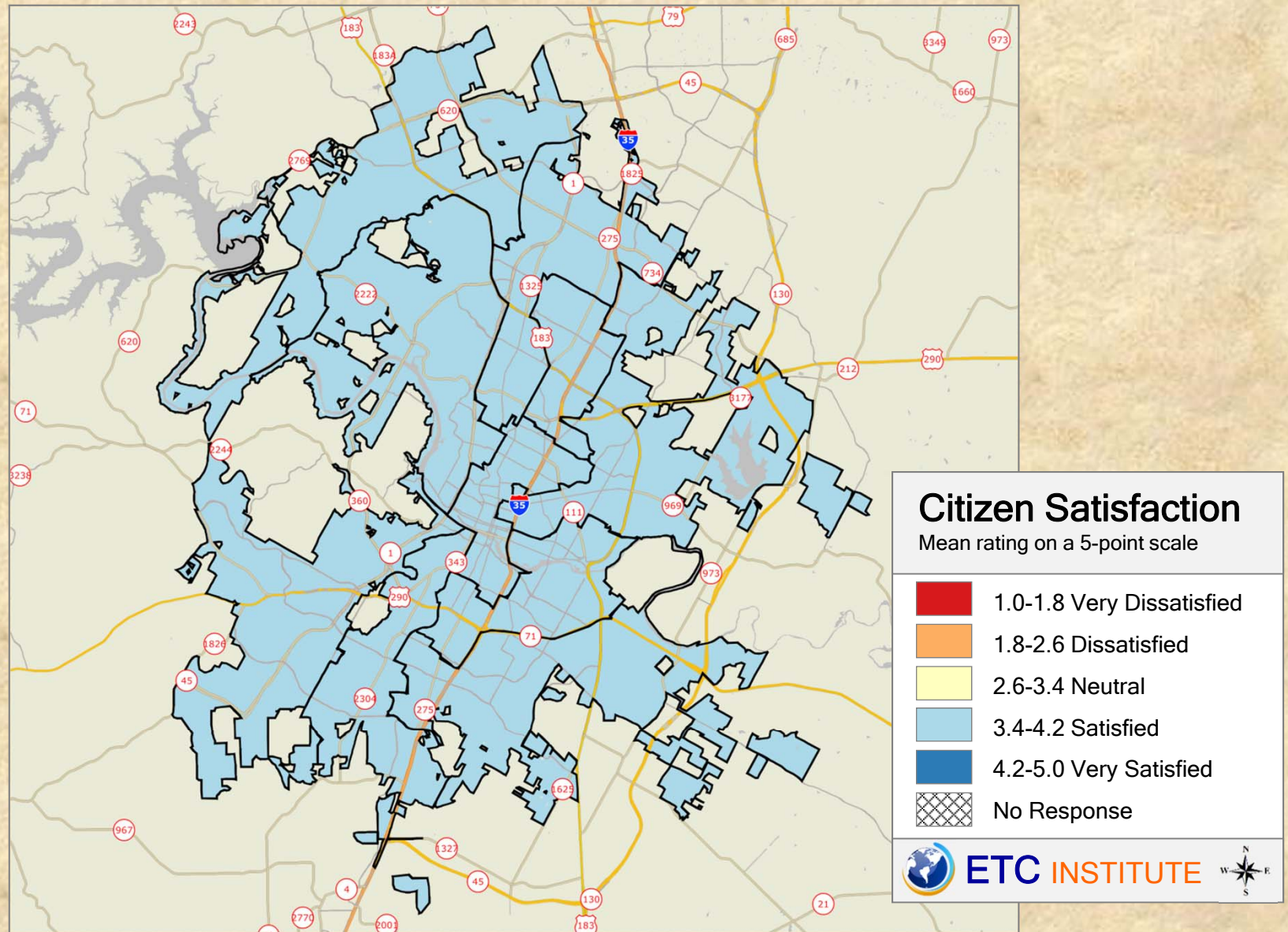
Q11-01 Satisfaction with the number of city parks



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

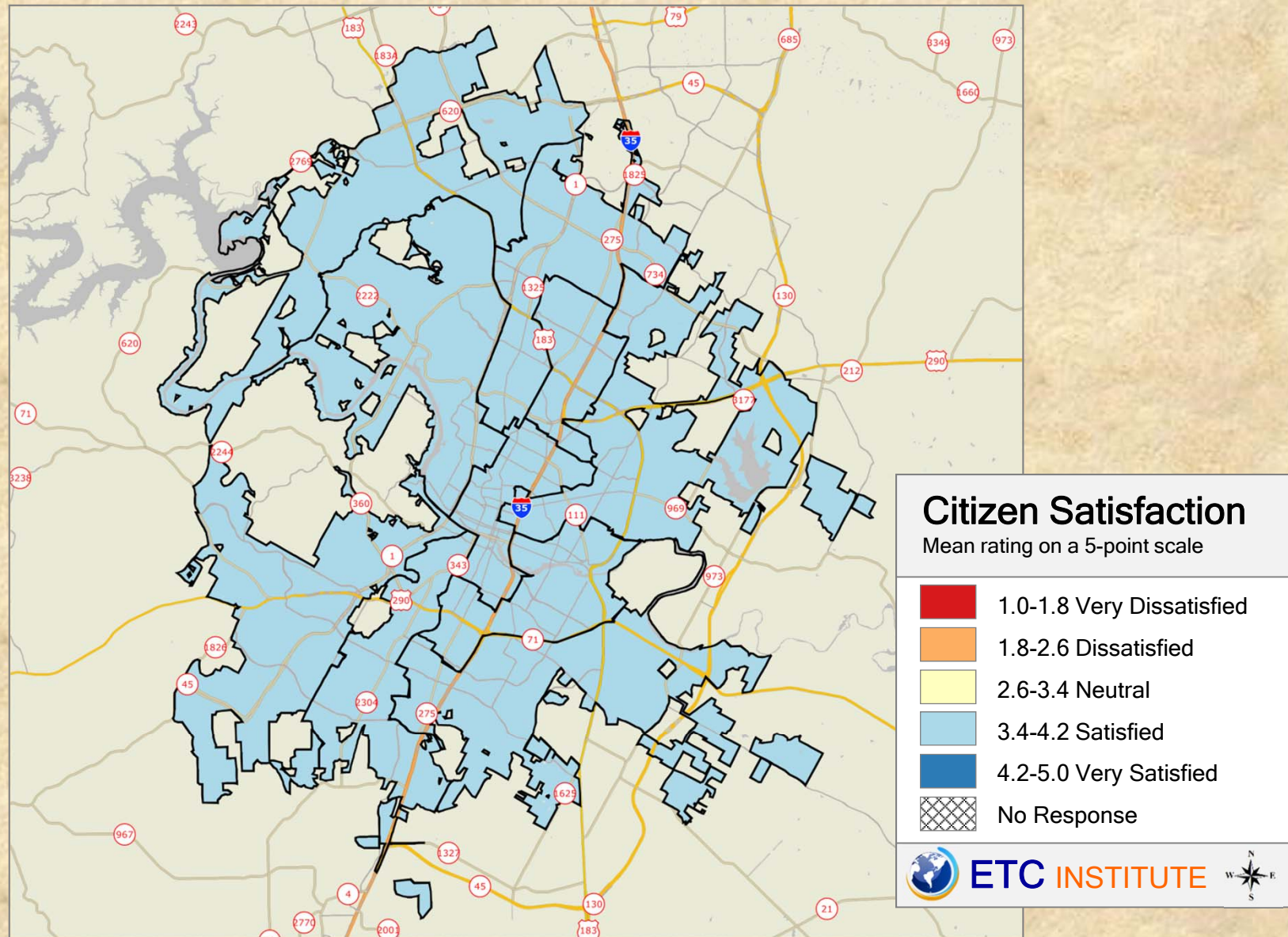
Q11-02 Satisfaction with the number of walking/biking trails



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

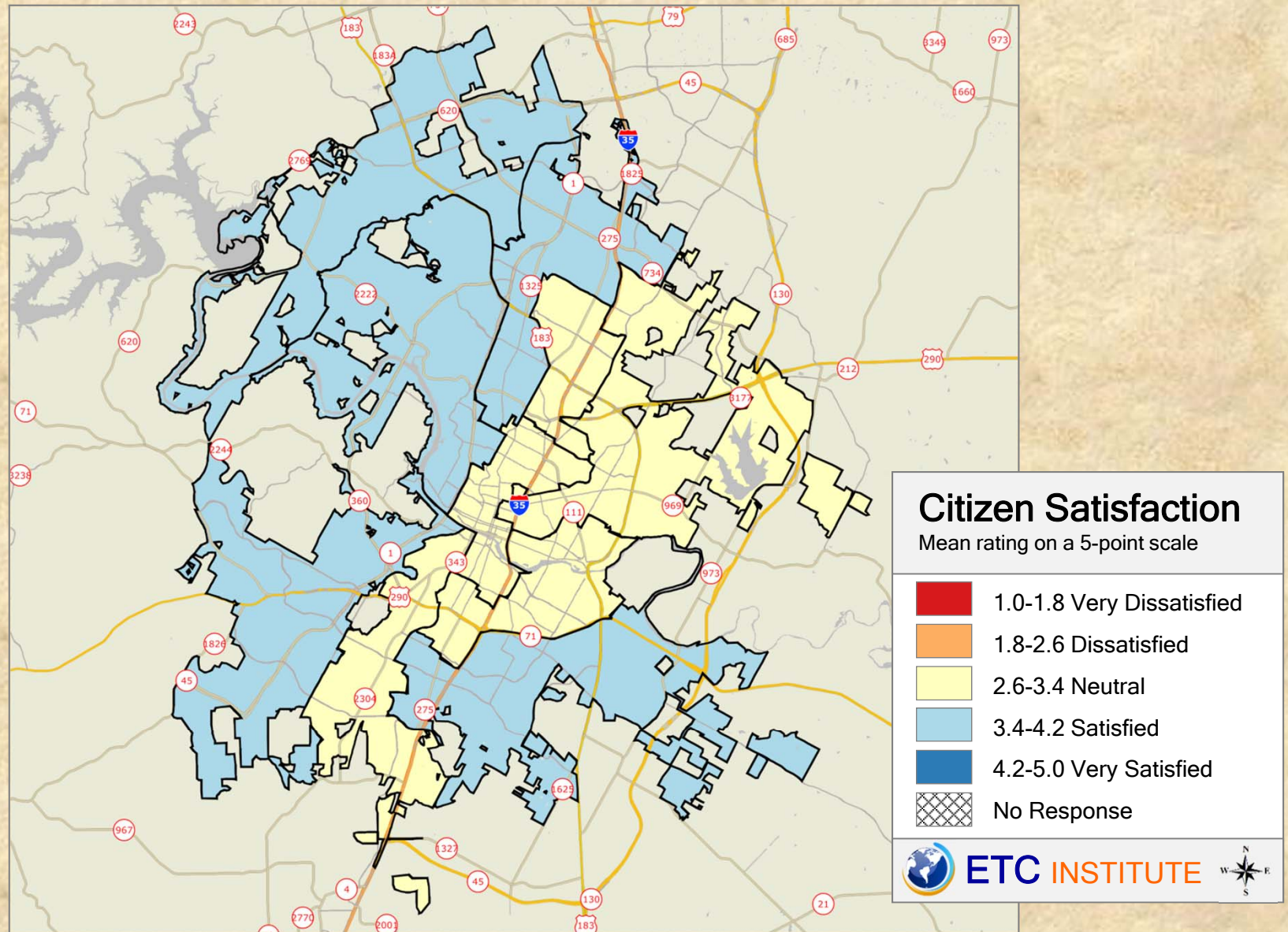
Q11-04 Satisfaction with the overall quality of parks and recreation programs offered by the Austin Parks Department



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

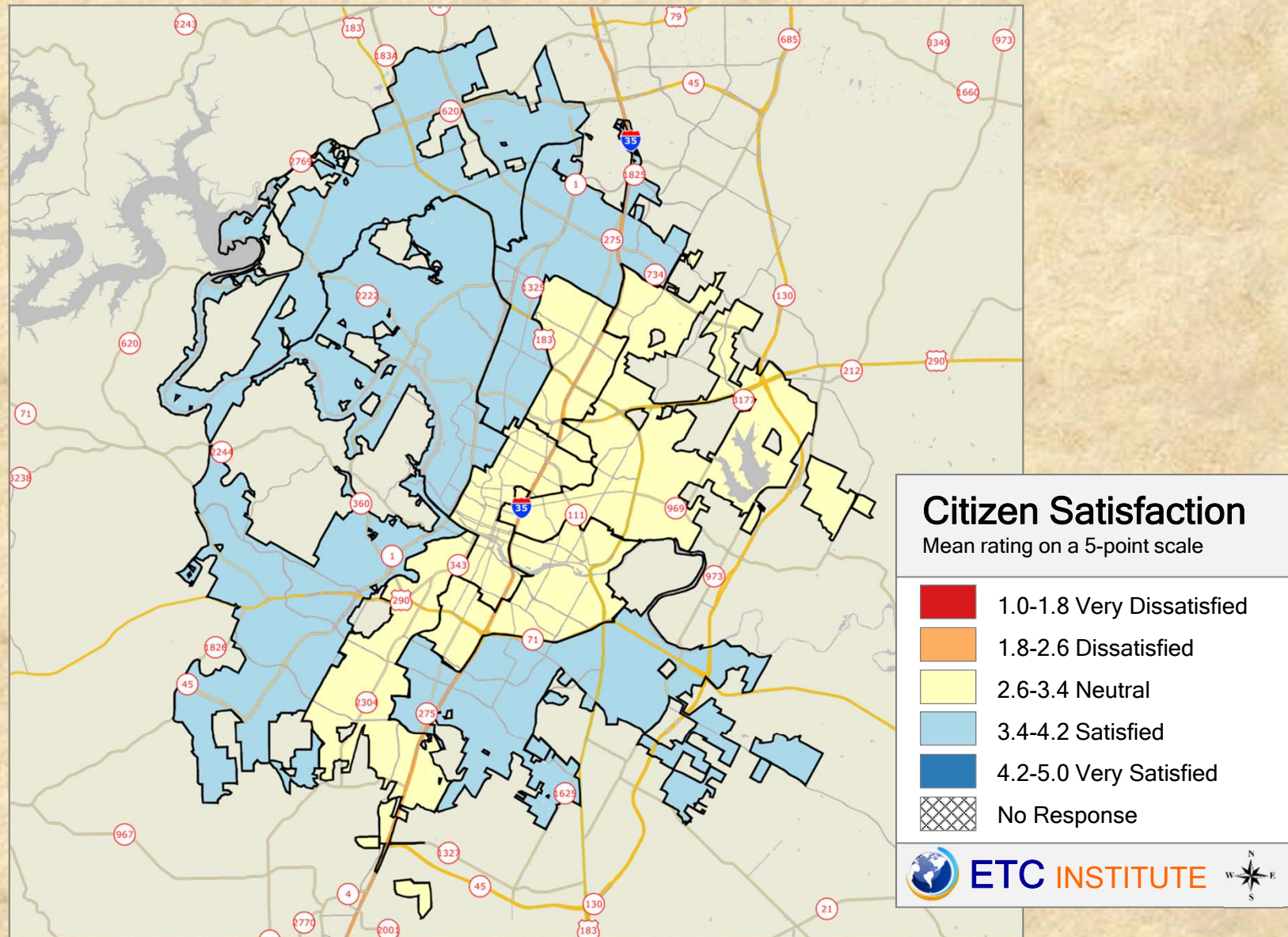
Q11-05 Satisfaction with the quality of youth athletic programs offered by the City



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

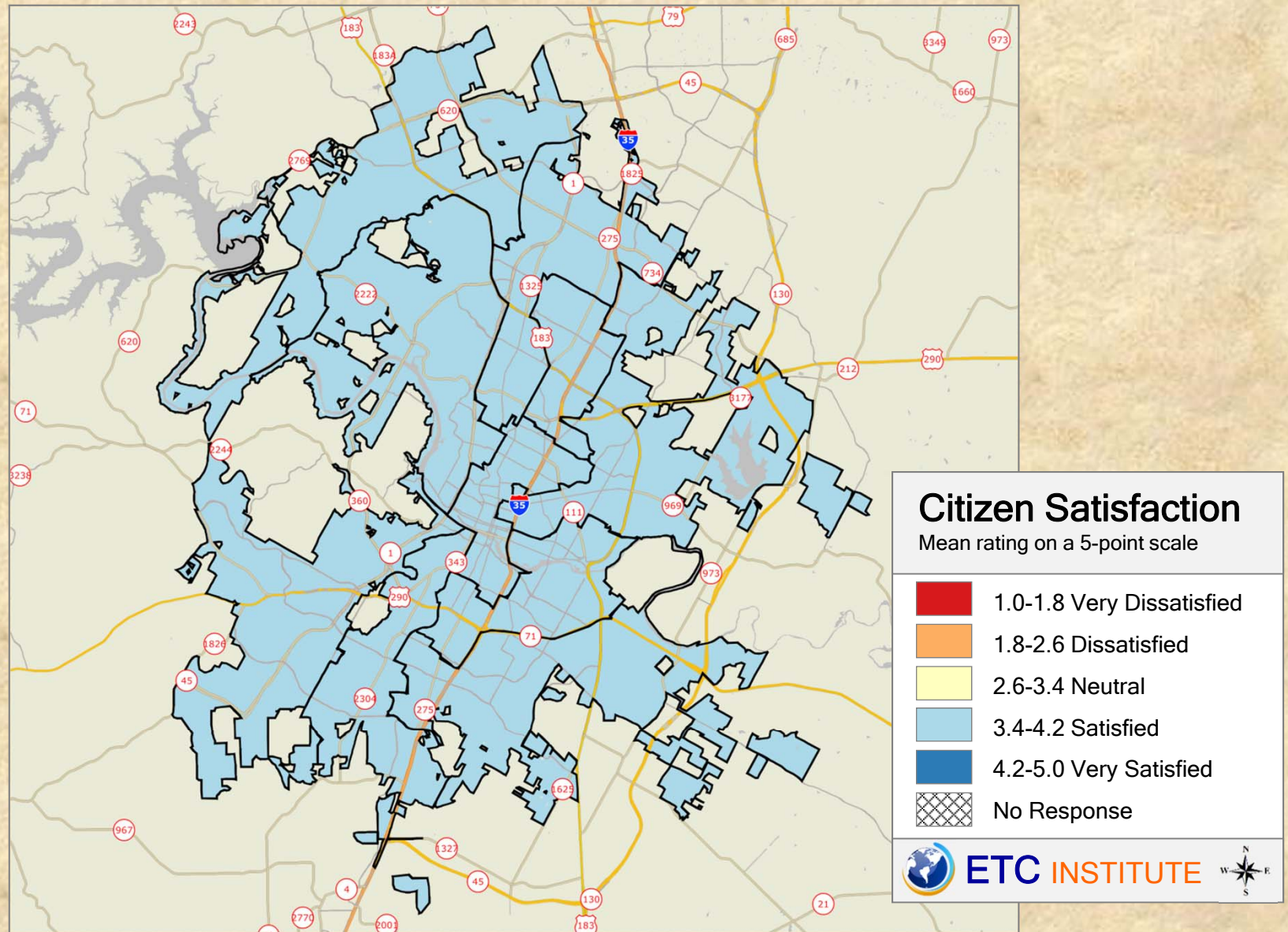
Q11-06 Satisfaction with the quality of adult athletic programs offered by the City



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

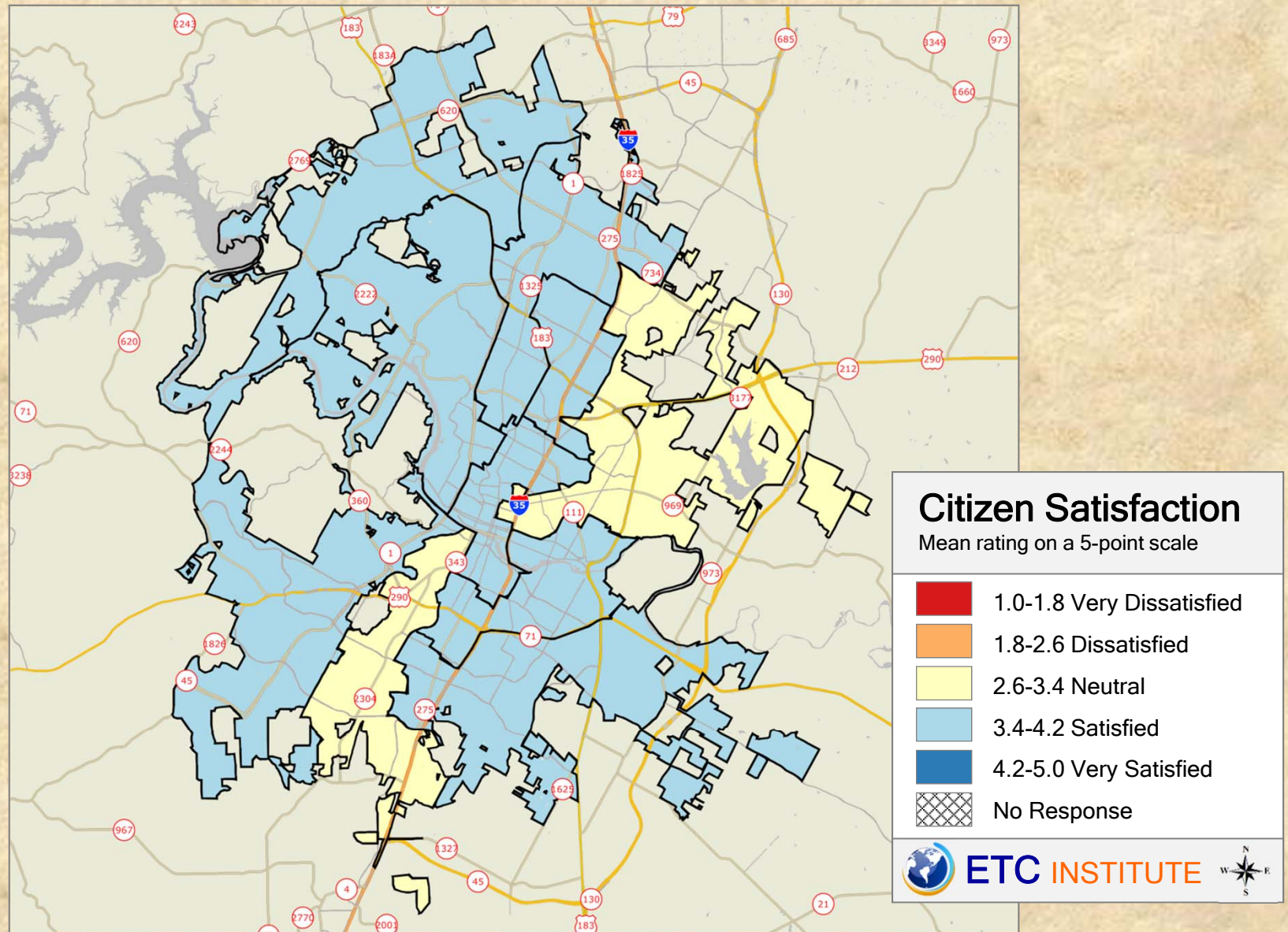
Q11-07 Satisfaction with the quality of outdoor athletic fields



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

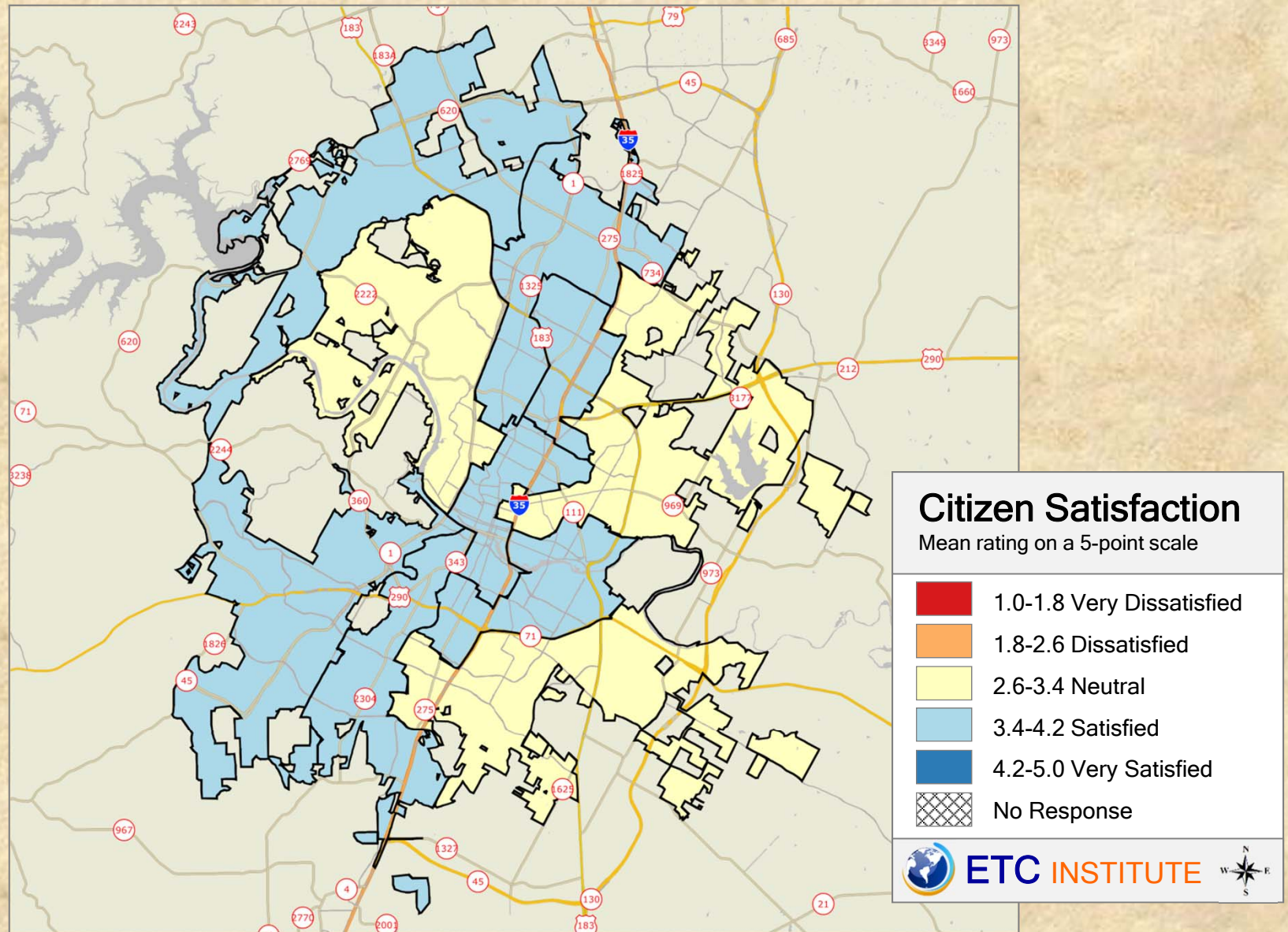
Q11-08 Satisfaction with safety in city parks and park facilities



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

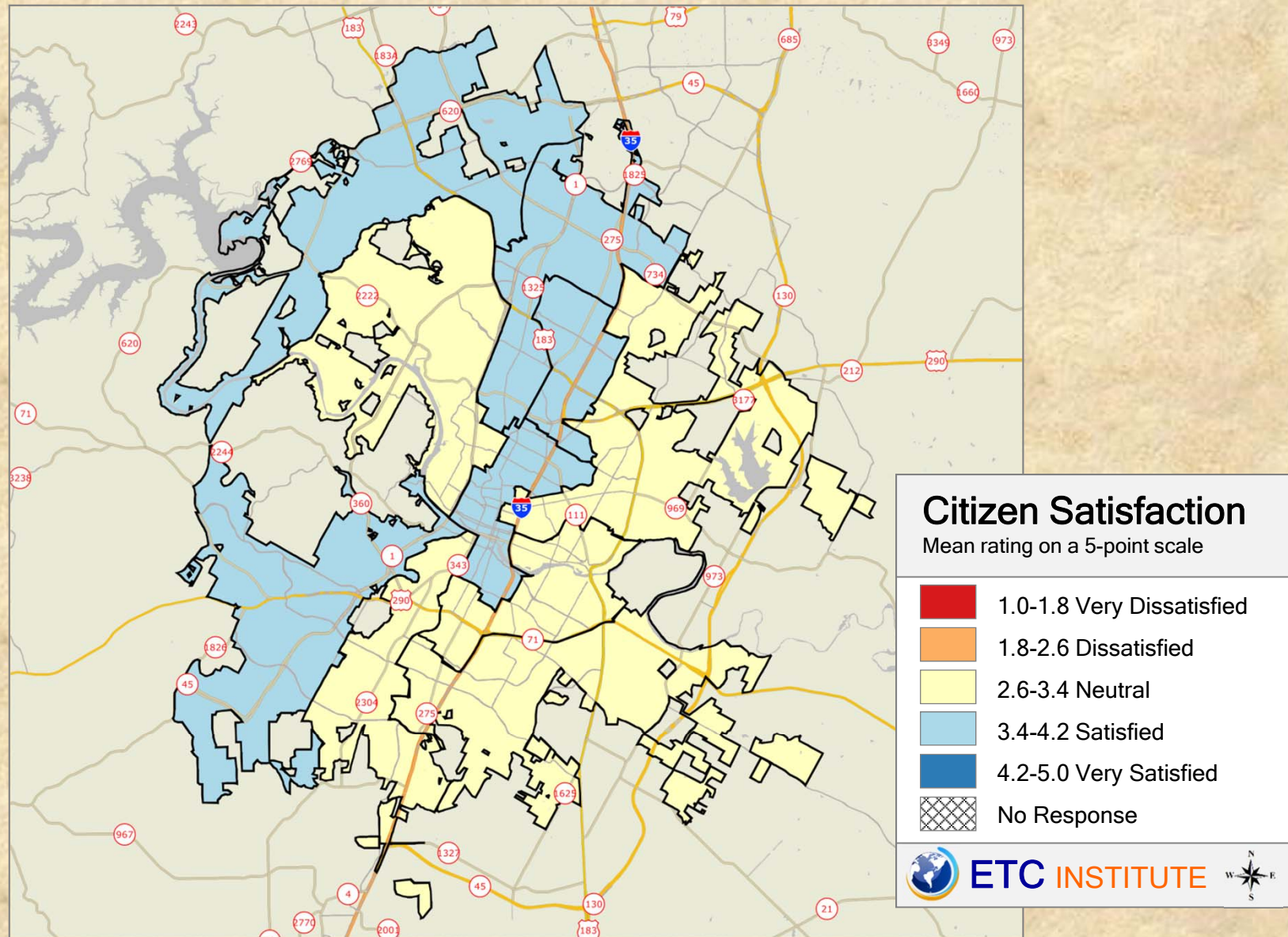
Q11-09 Overall satisfaction with city swimming pools



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

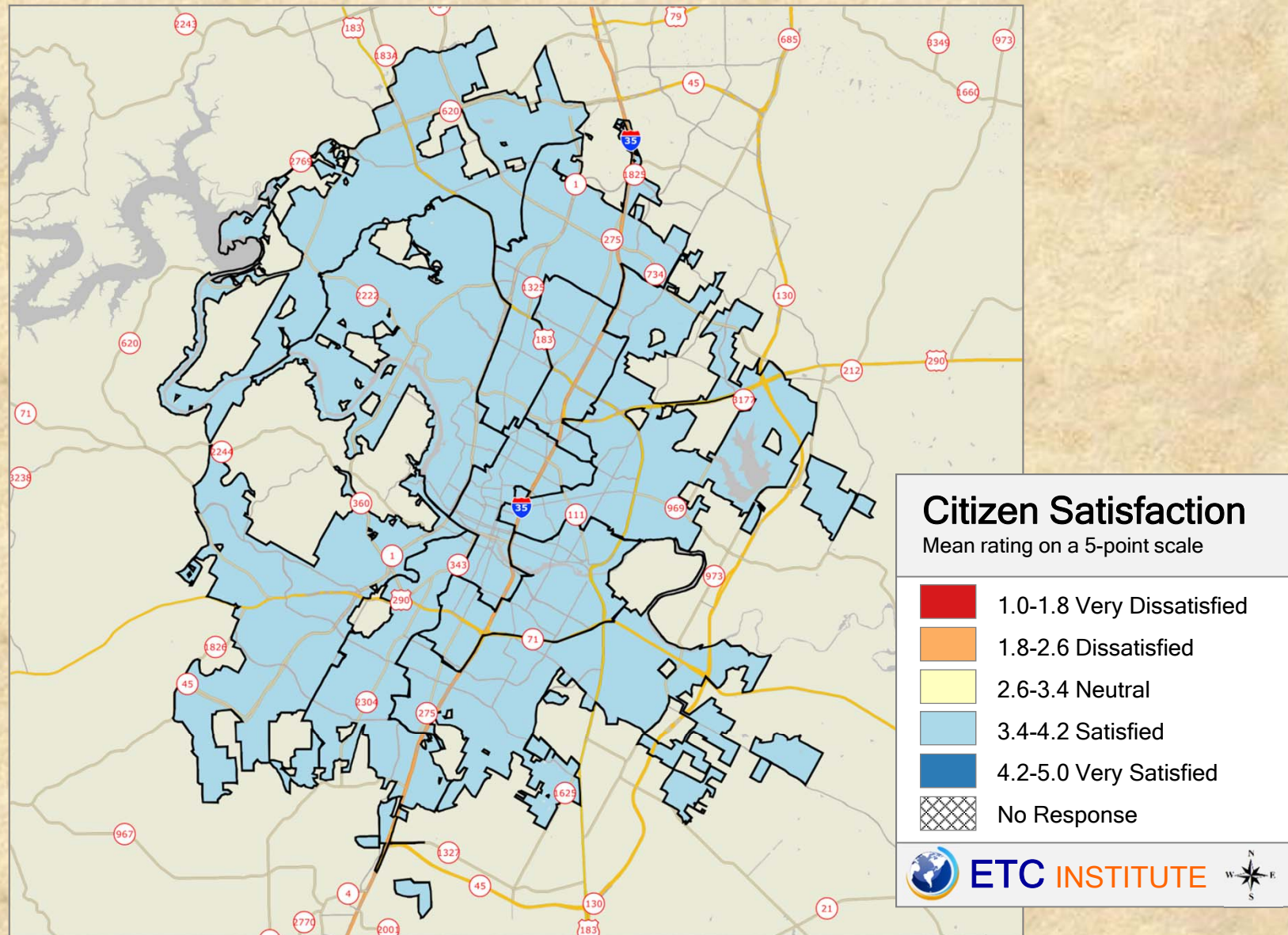
Q11-10 Satisfaction with aquatic programs



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

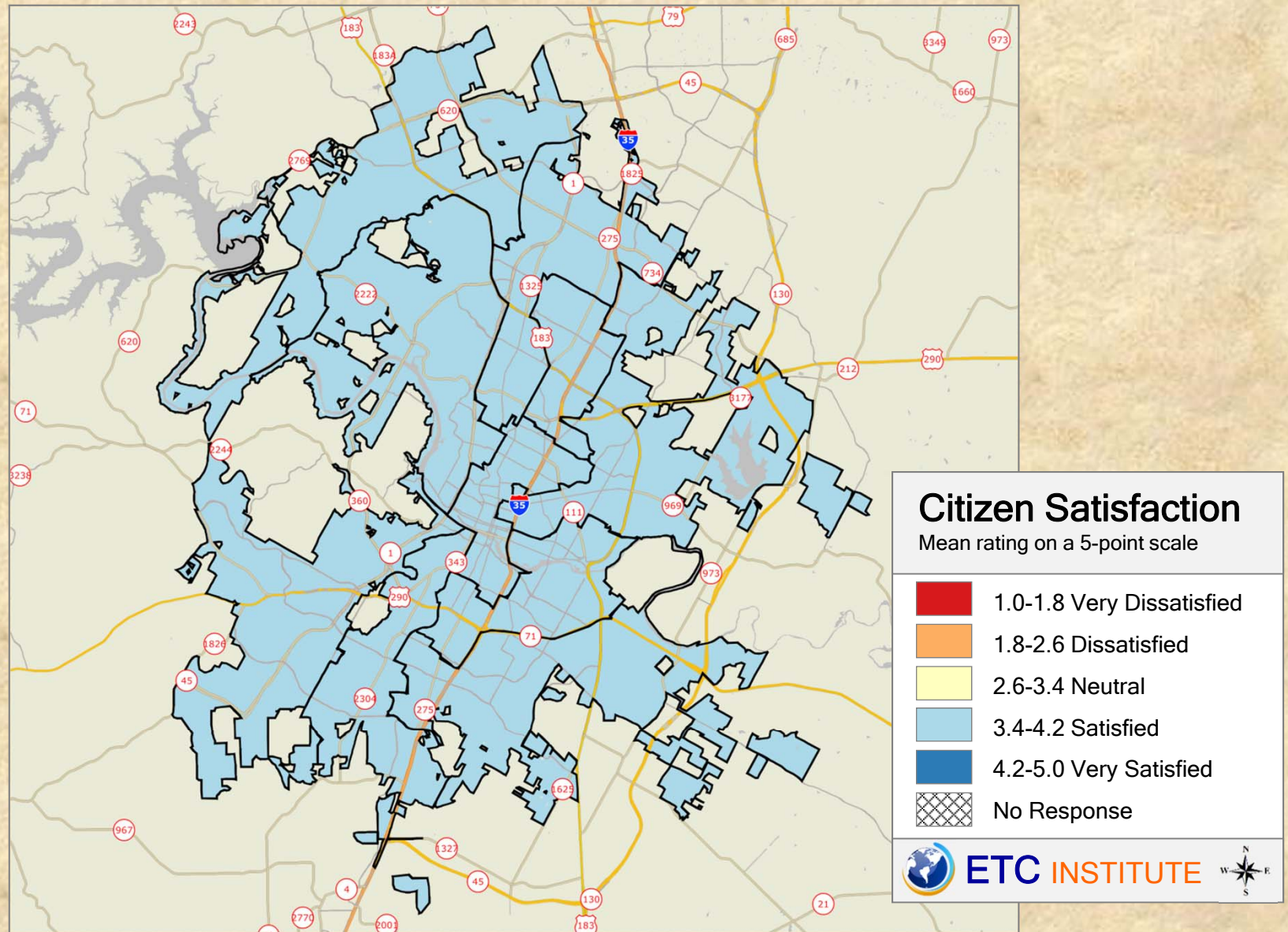
Q11-11 Satisfaction with the quality of facilities, such as picnic shelters and playgrounds, at city parks



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

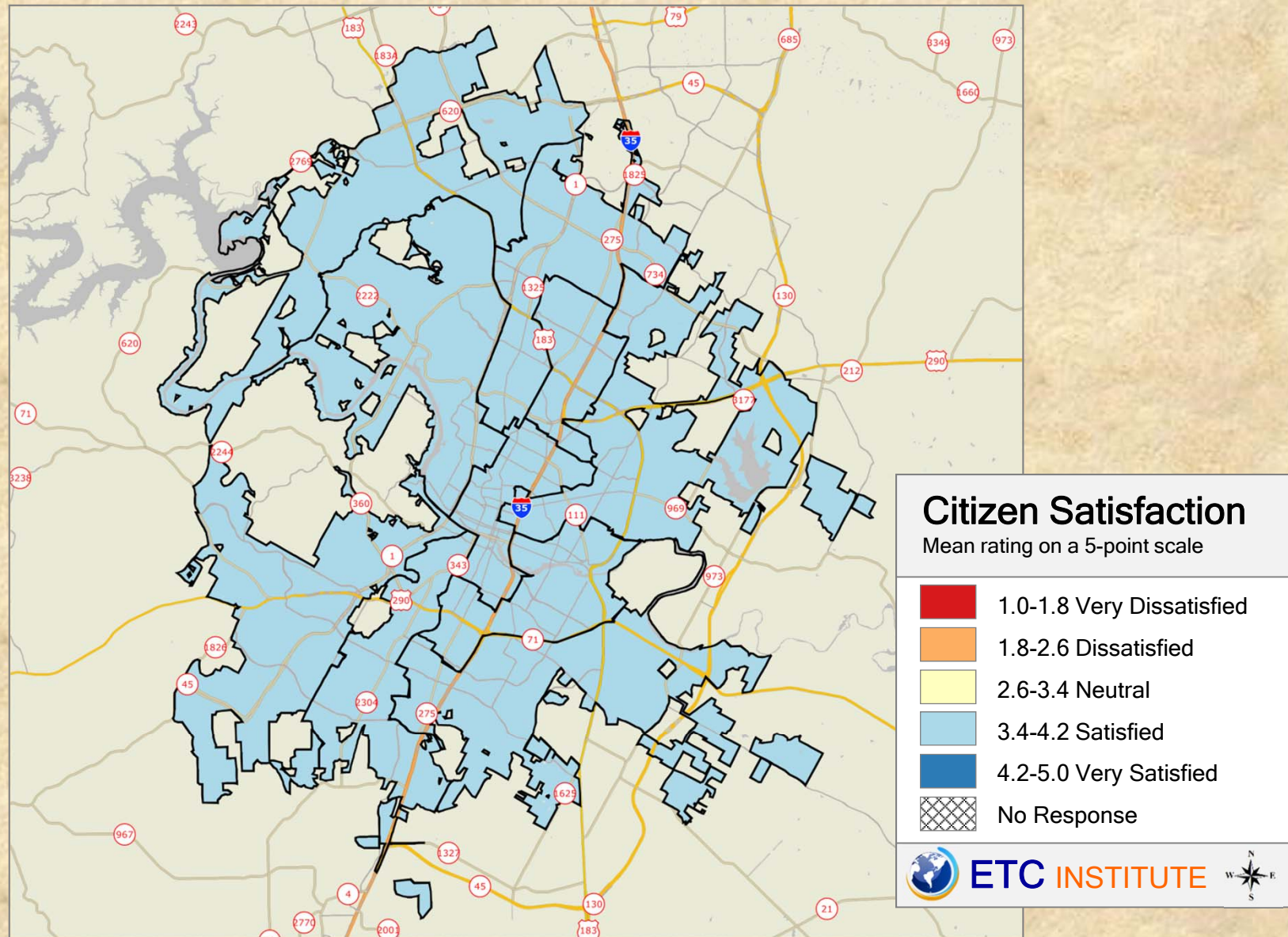
Q11-12 Satisfaction with cleanliness of library facilities



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

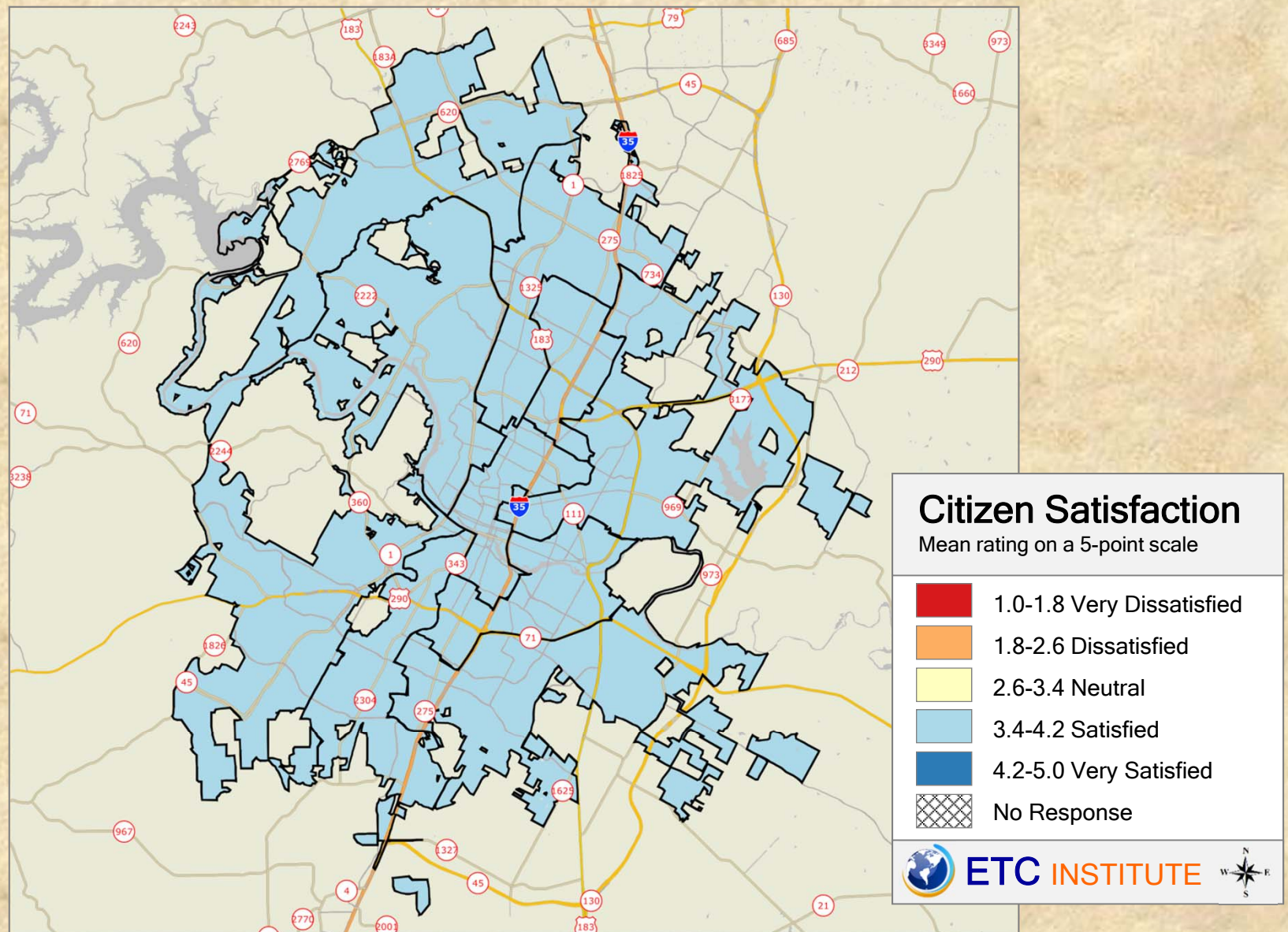
Q11-13 Satisfaction with library programs



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

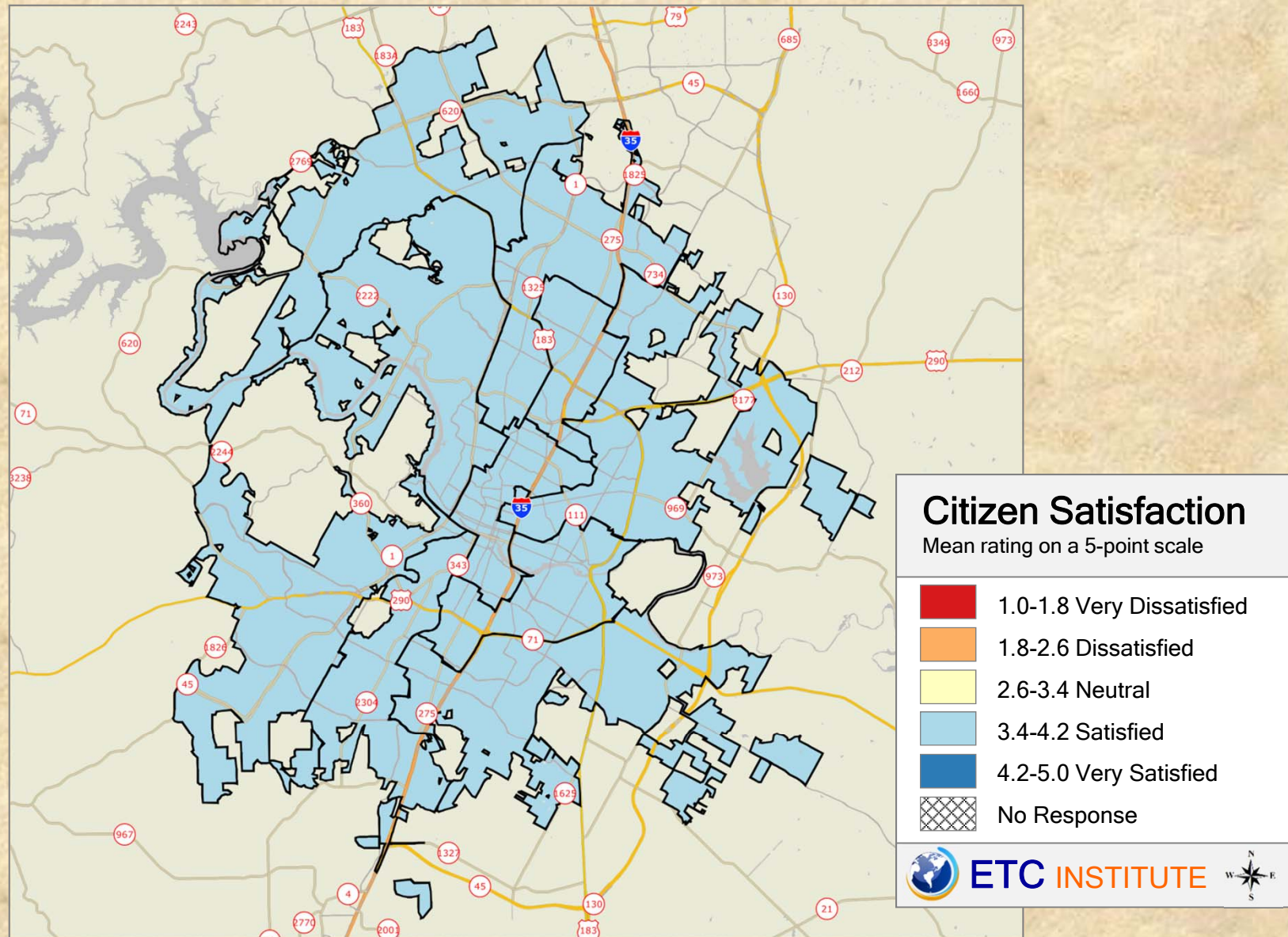
Q11-14 Satisfaction with materials at libraries



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

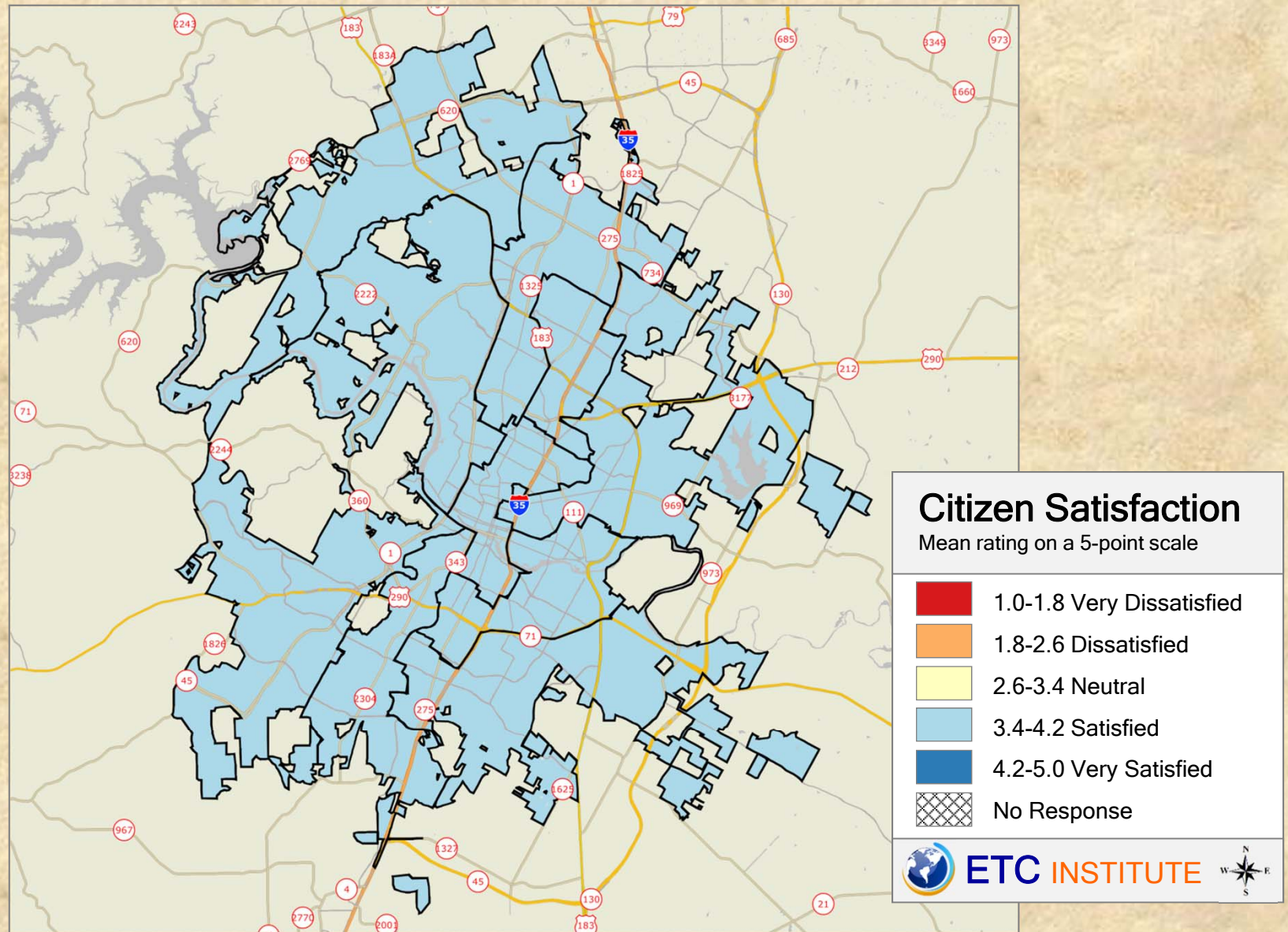
Q11-15 Satisfaction with library hours



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

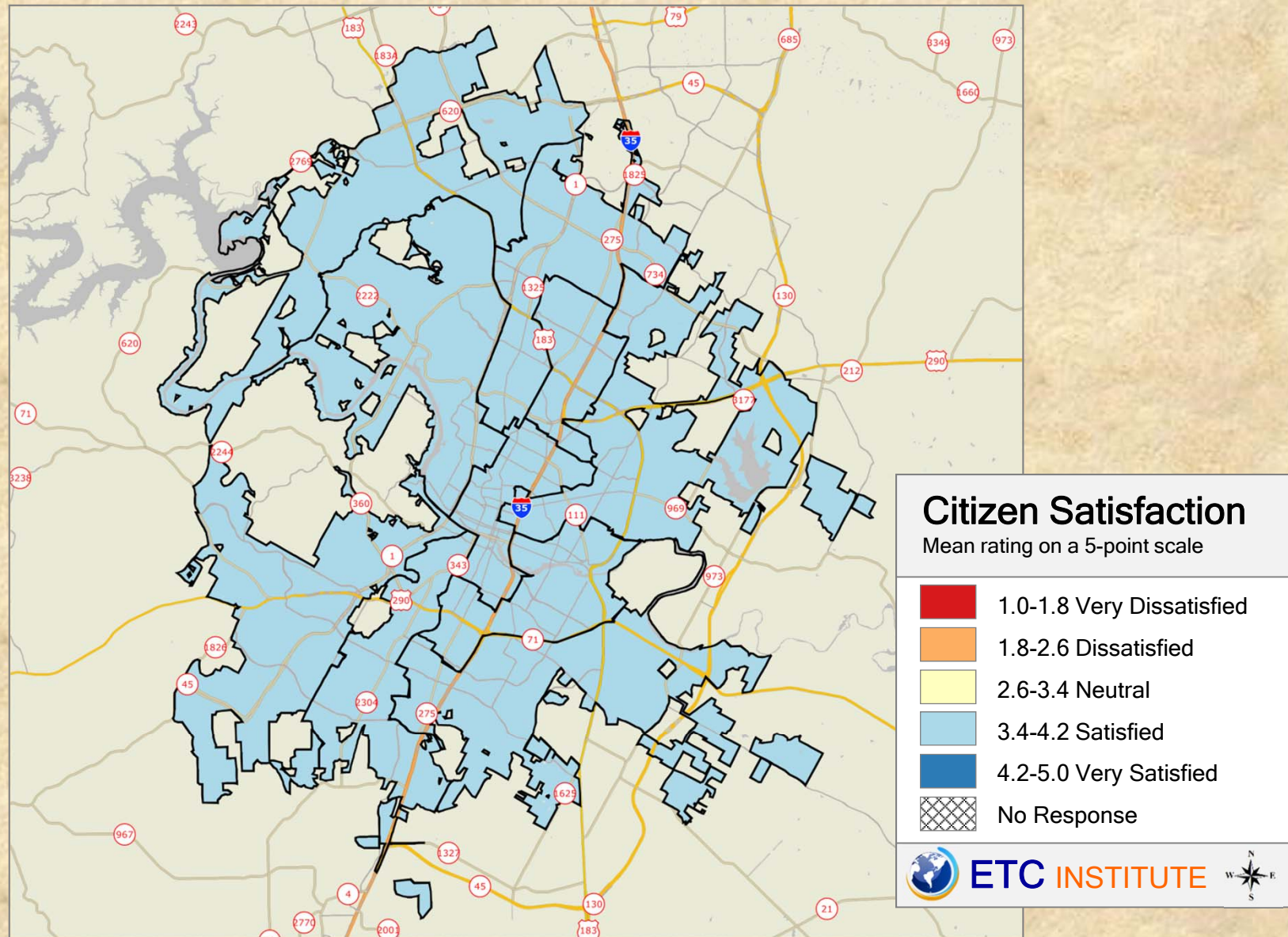
Q13-01 Satisfaction with the quality of residential garbage collection



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

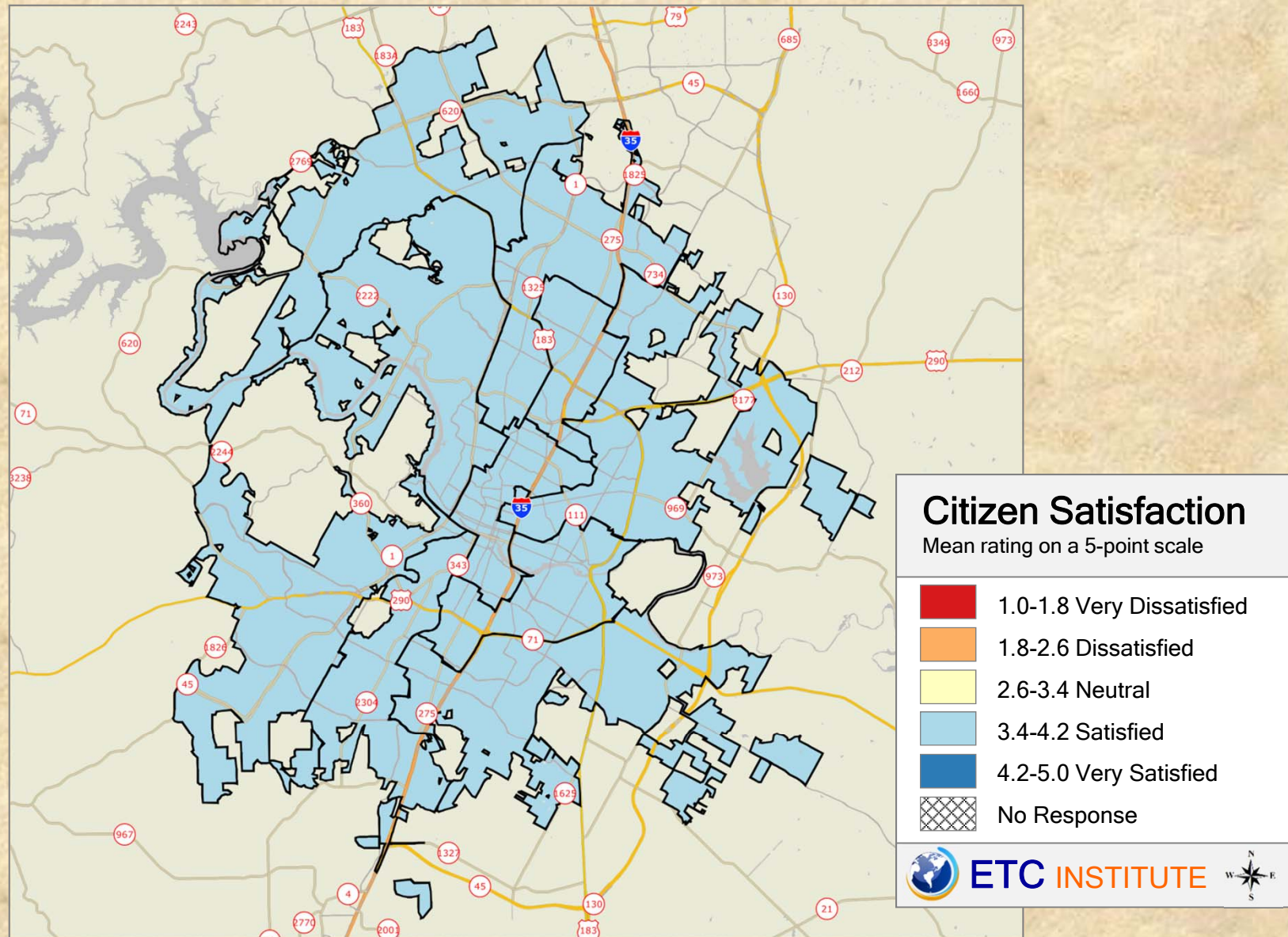
Q13-02 Satisfaction with the quality of residential yard waste collection



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

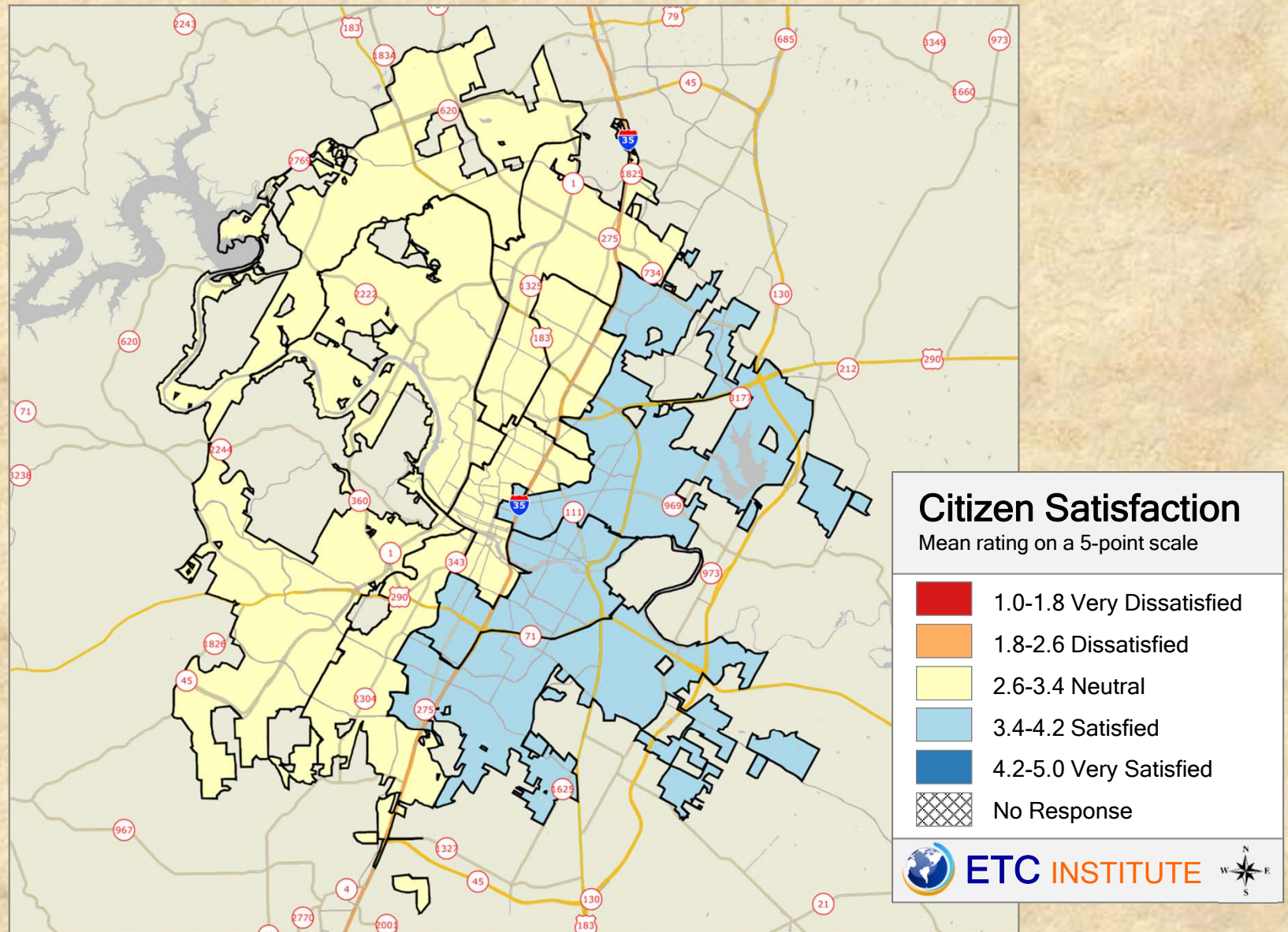
Q13-03 Satisfaction with the quality of residential curbside recycling services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

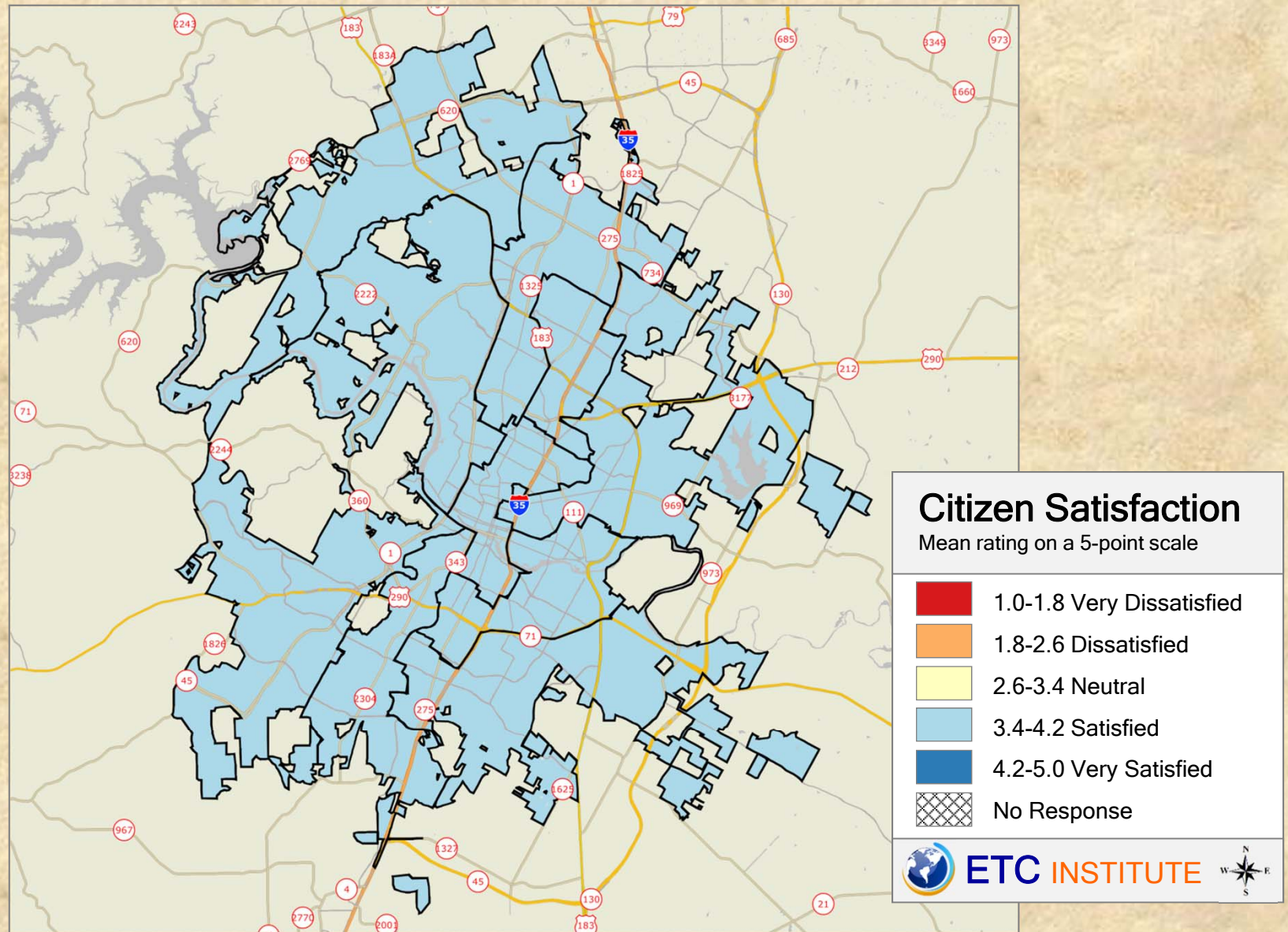
Q13-04 Satisfaction with household hazardous waste disposal service



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

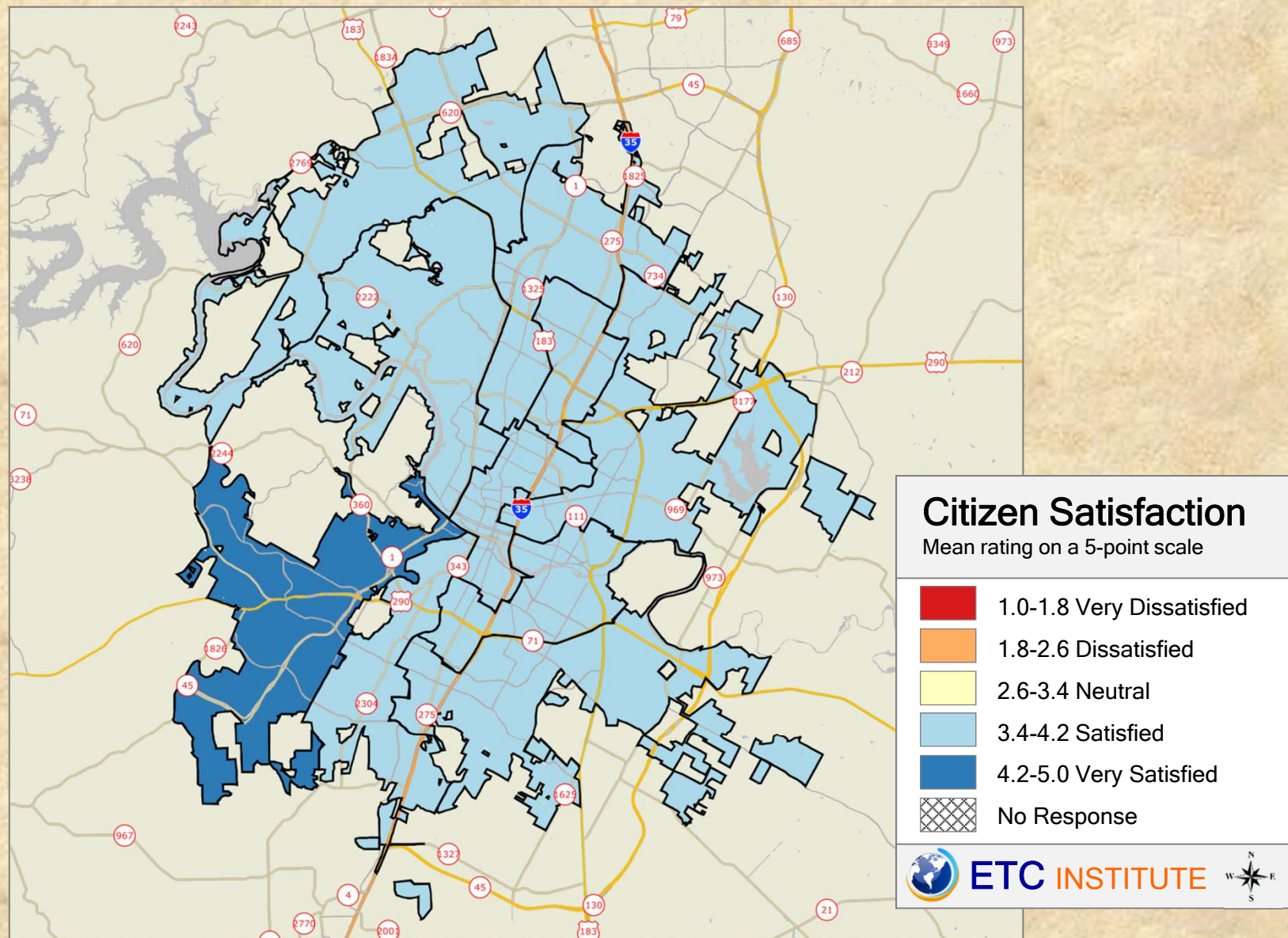
Q13-05 Satisfaction with bulky item pick-up/removal services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

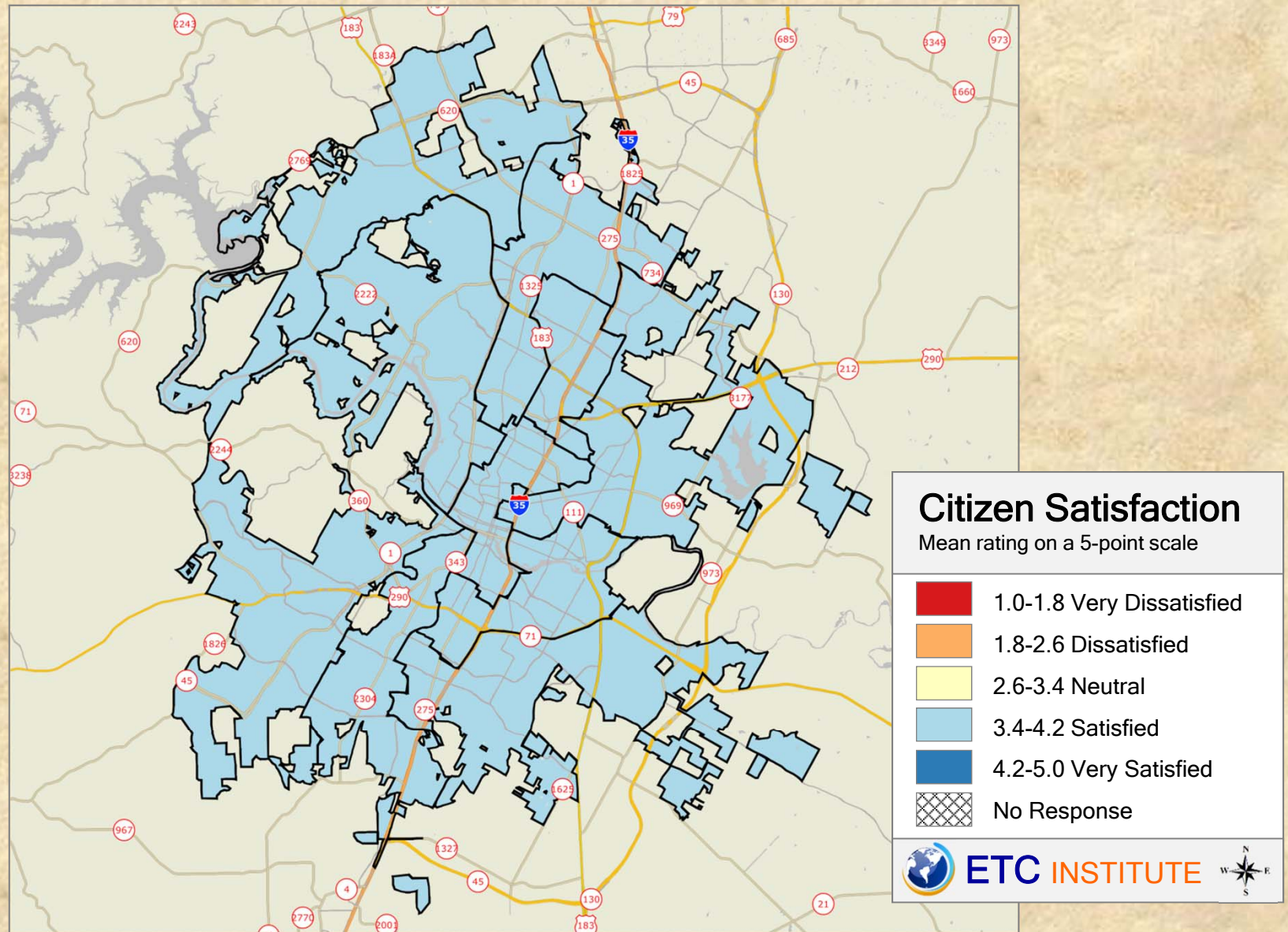
Q13-06 Satisfaction with reliability of electric service



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

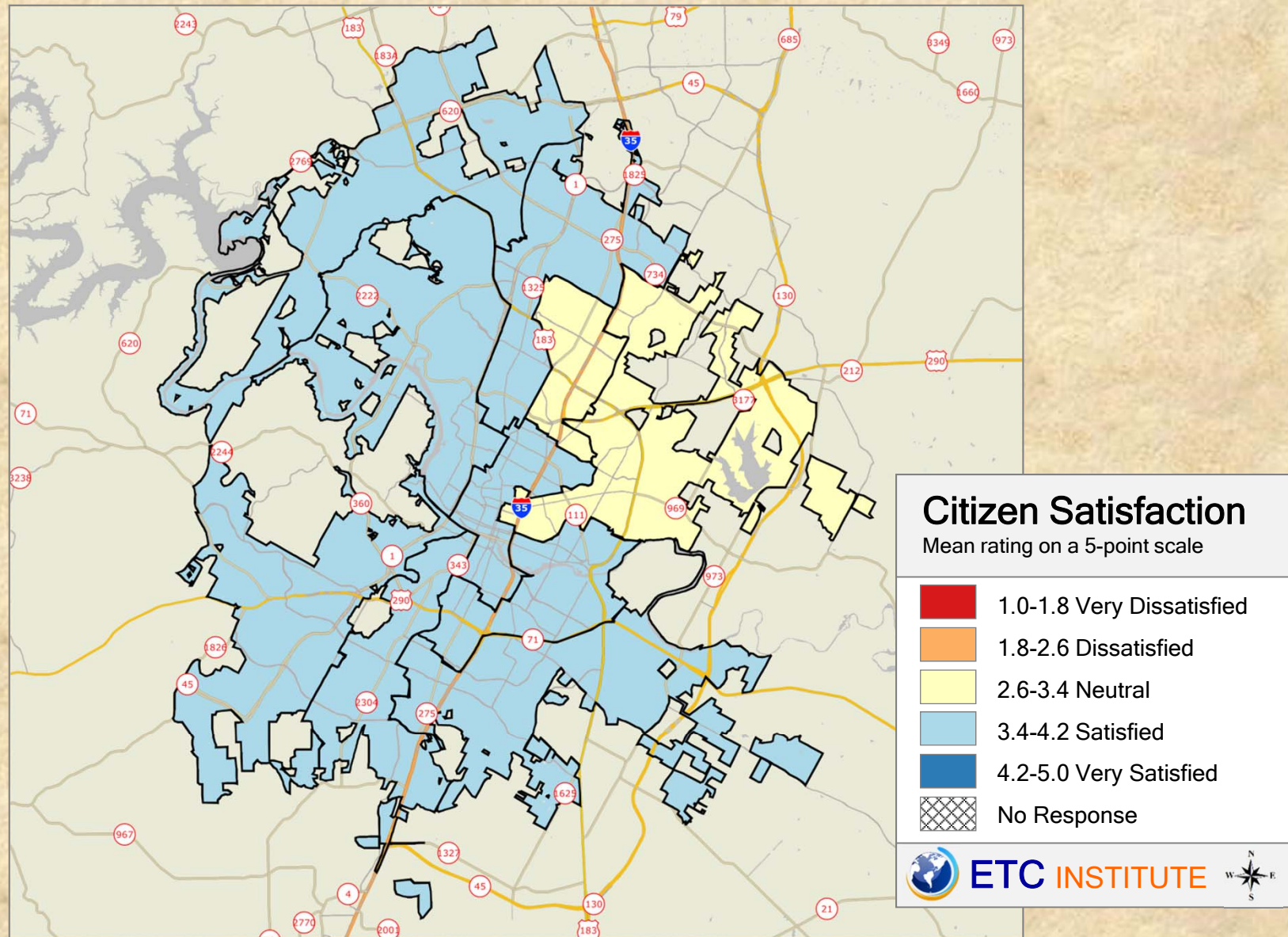
Q13-07 Satisfaction with safety of drinking water



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

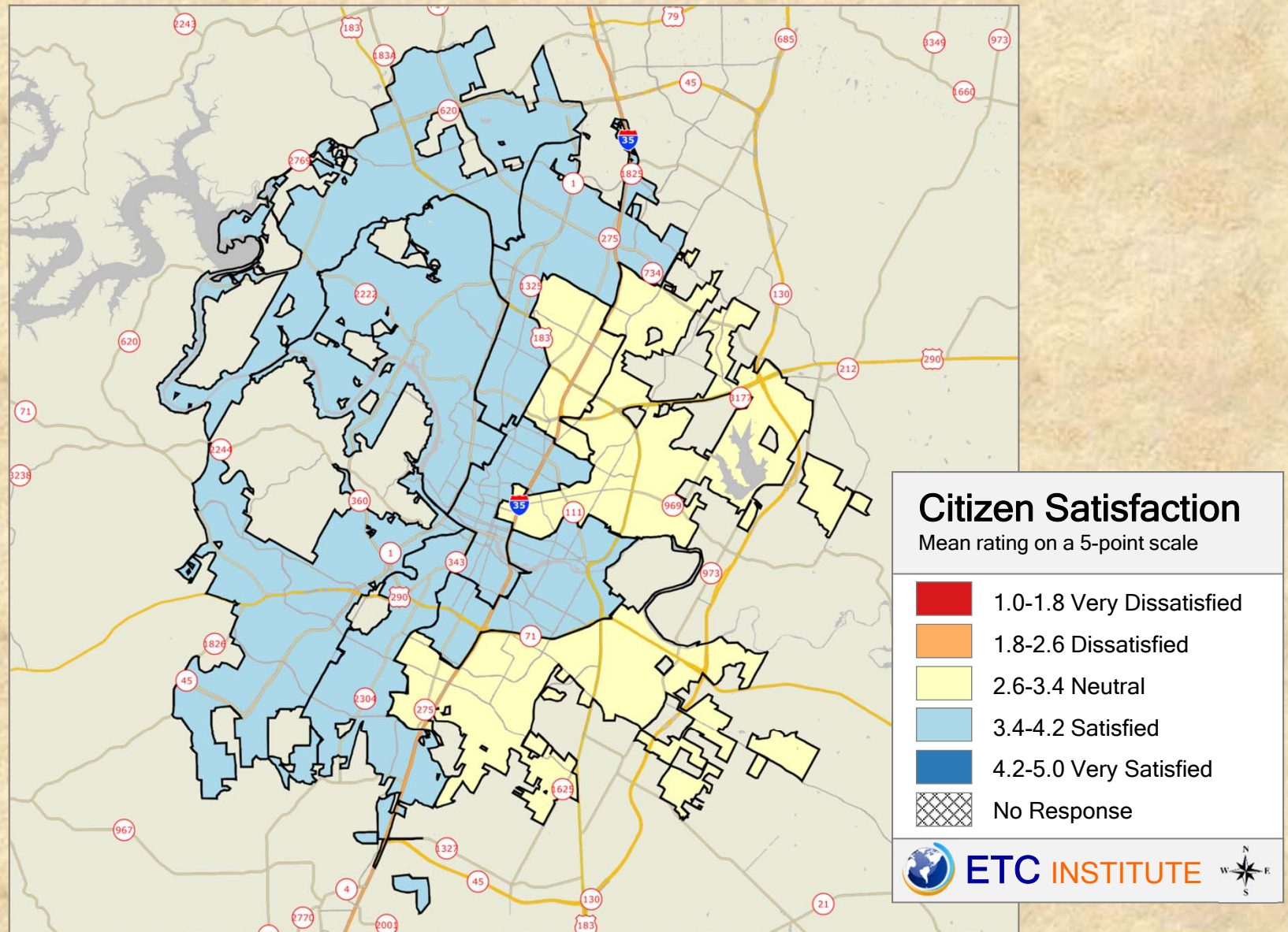
Q13-08 Satisfaction with cleanliness of city streets and public areas



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

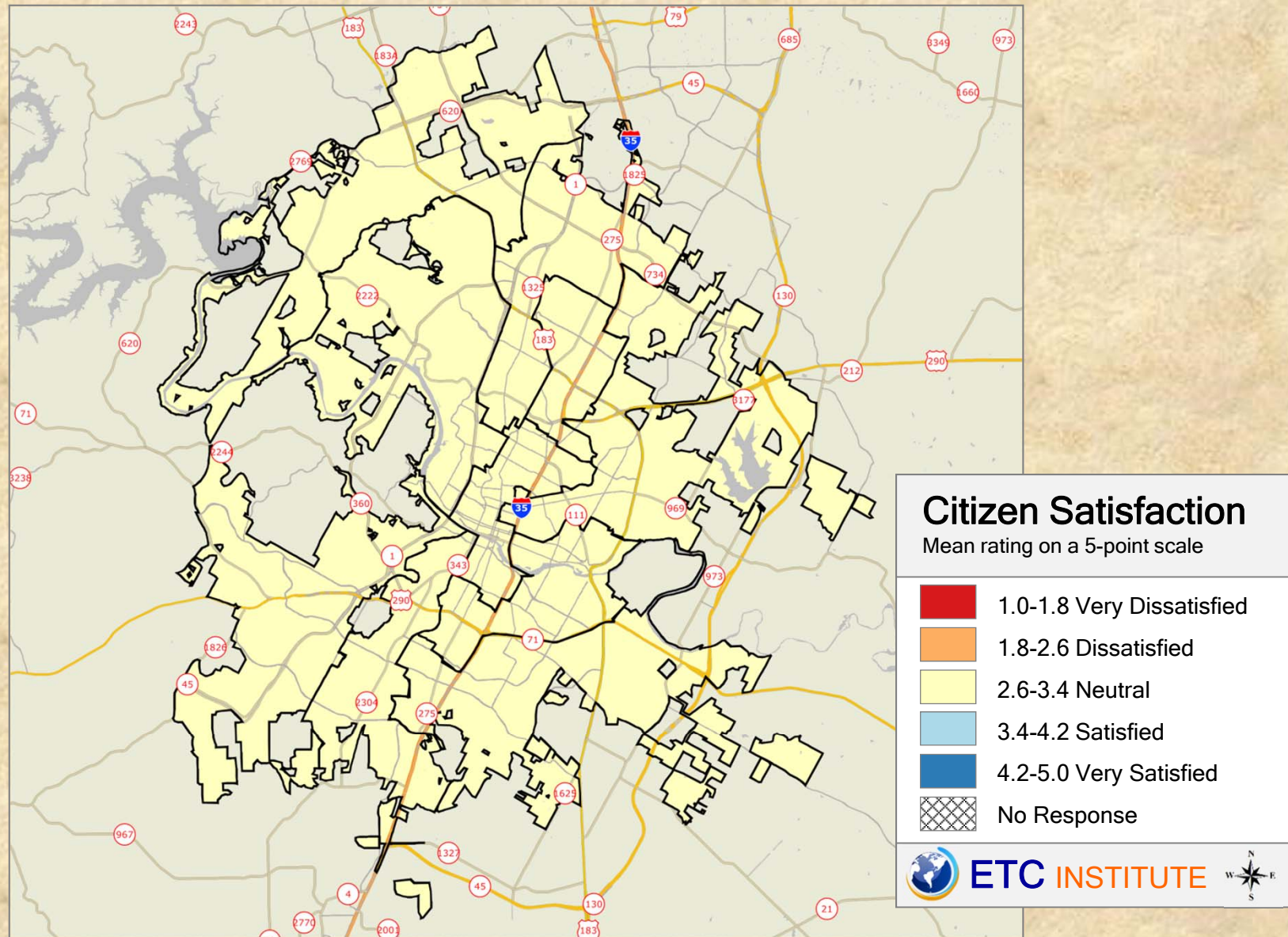
Q13-09 Satisfaction with cleanliness of neighborhoods



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

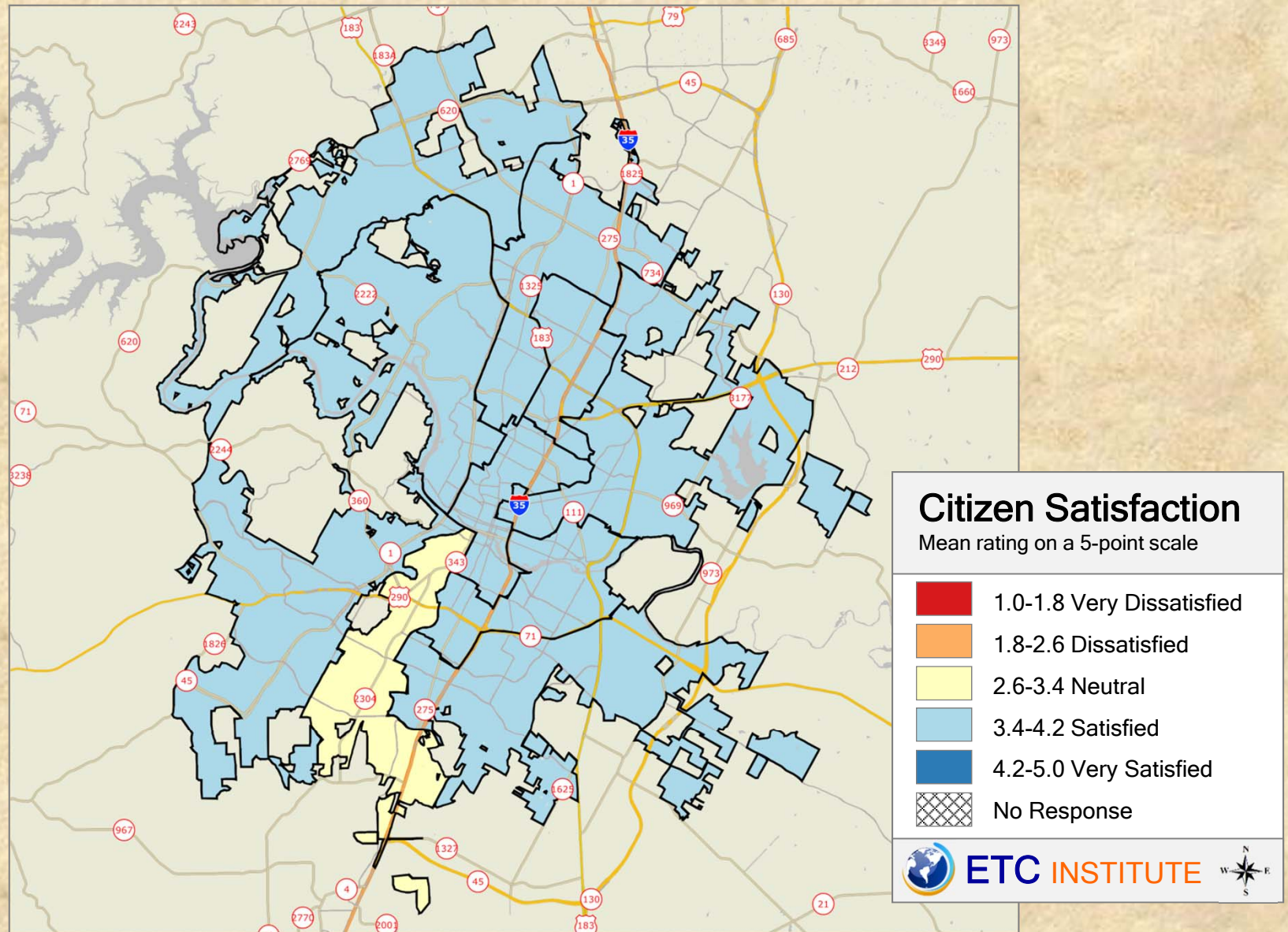
Q13-11 Satisfaction with enforcement of local codes and ordinances



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

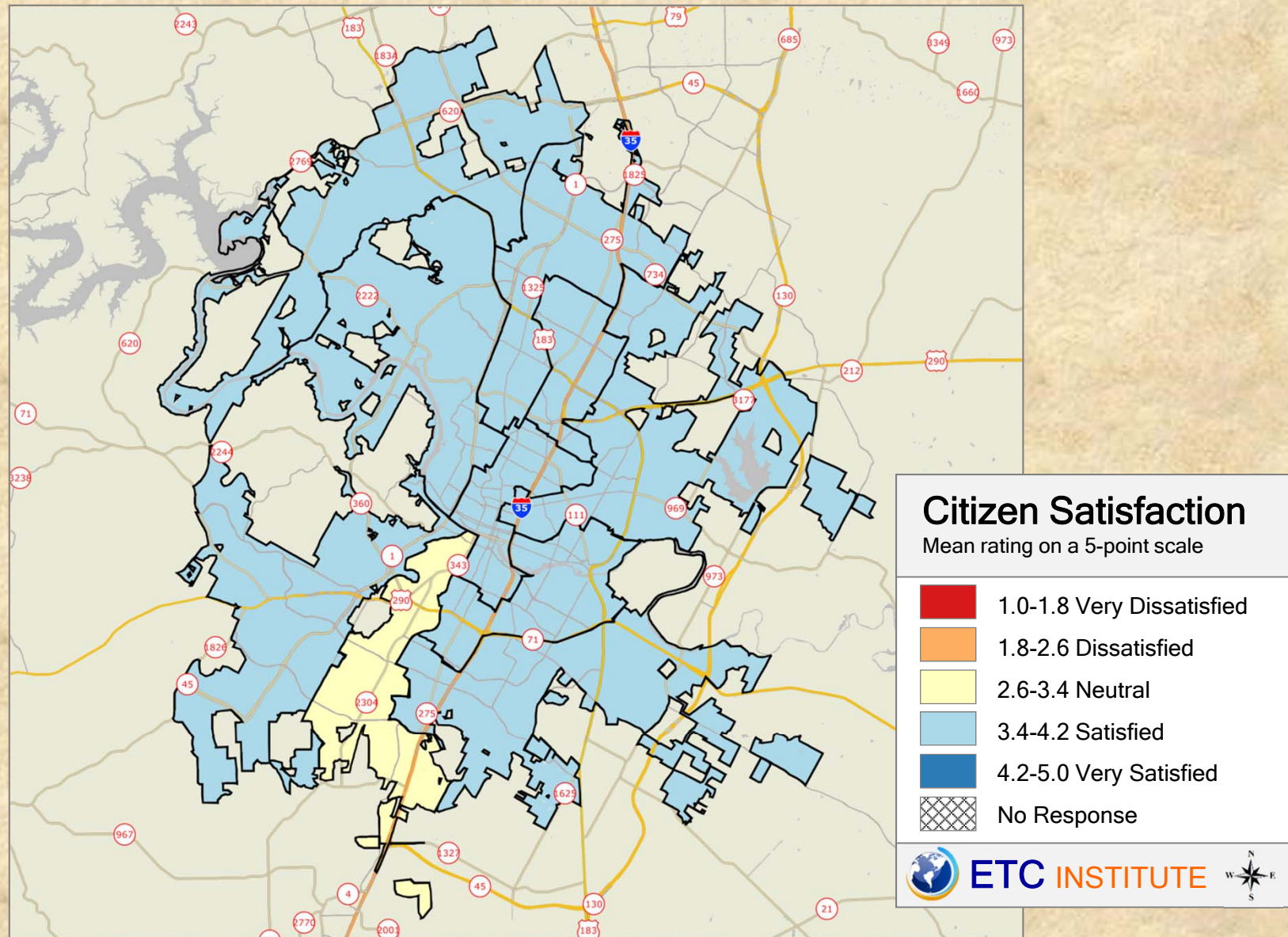
Q15-01 Satisfaction with Austin Energy customer service



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

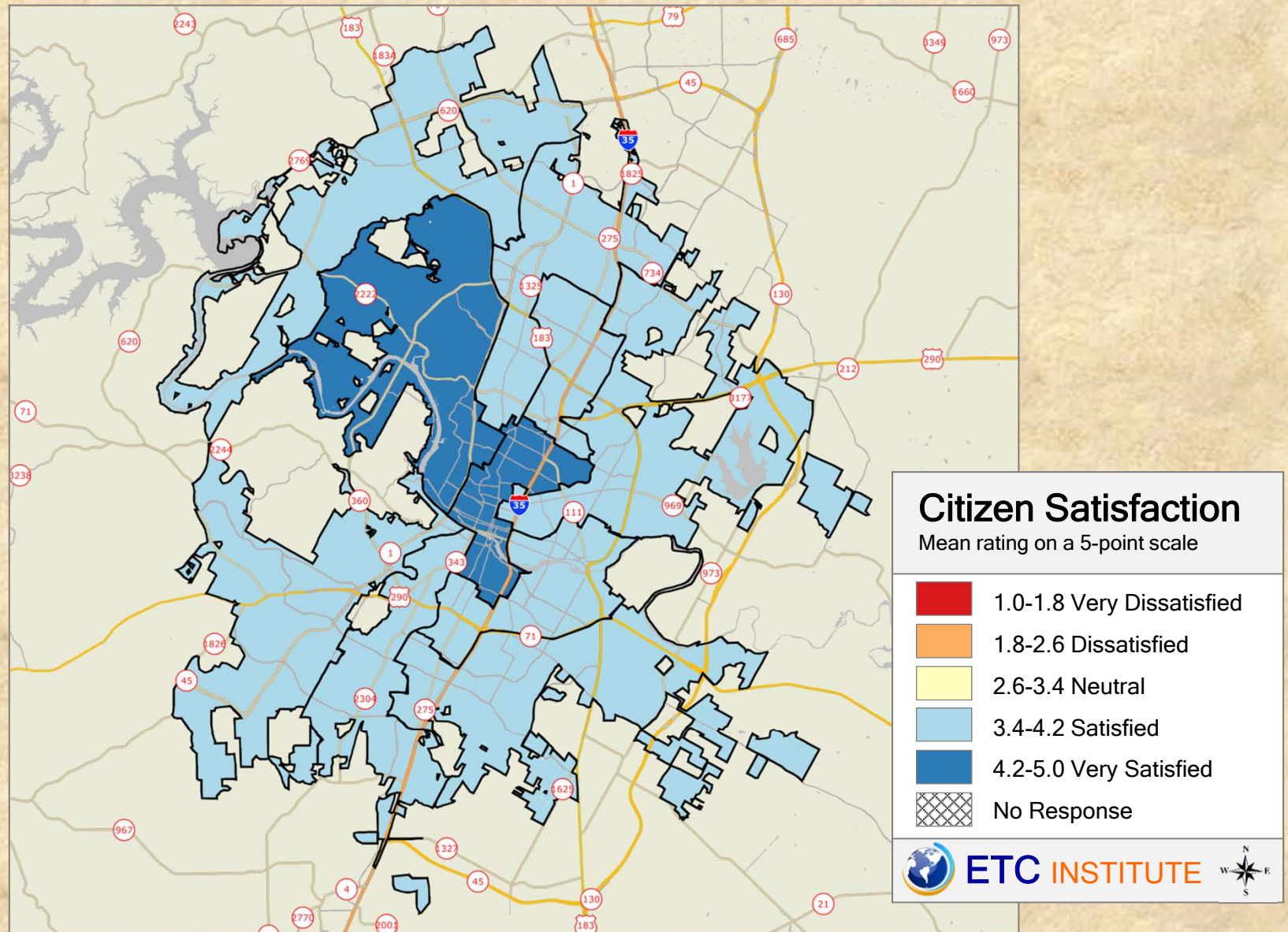
Q15-02 Satisfaction with water and wastewater utility customer service



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

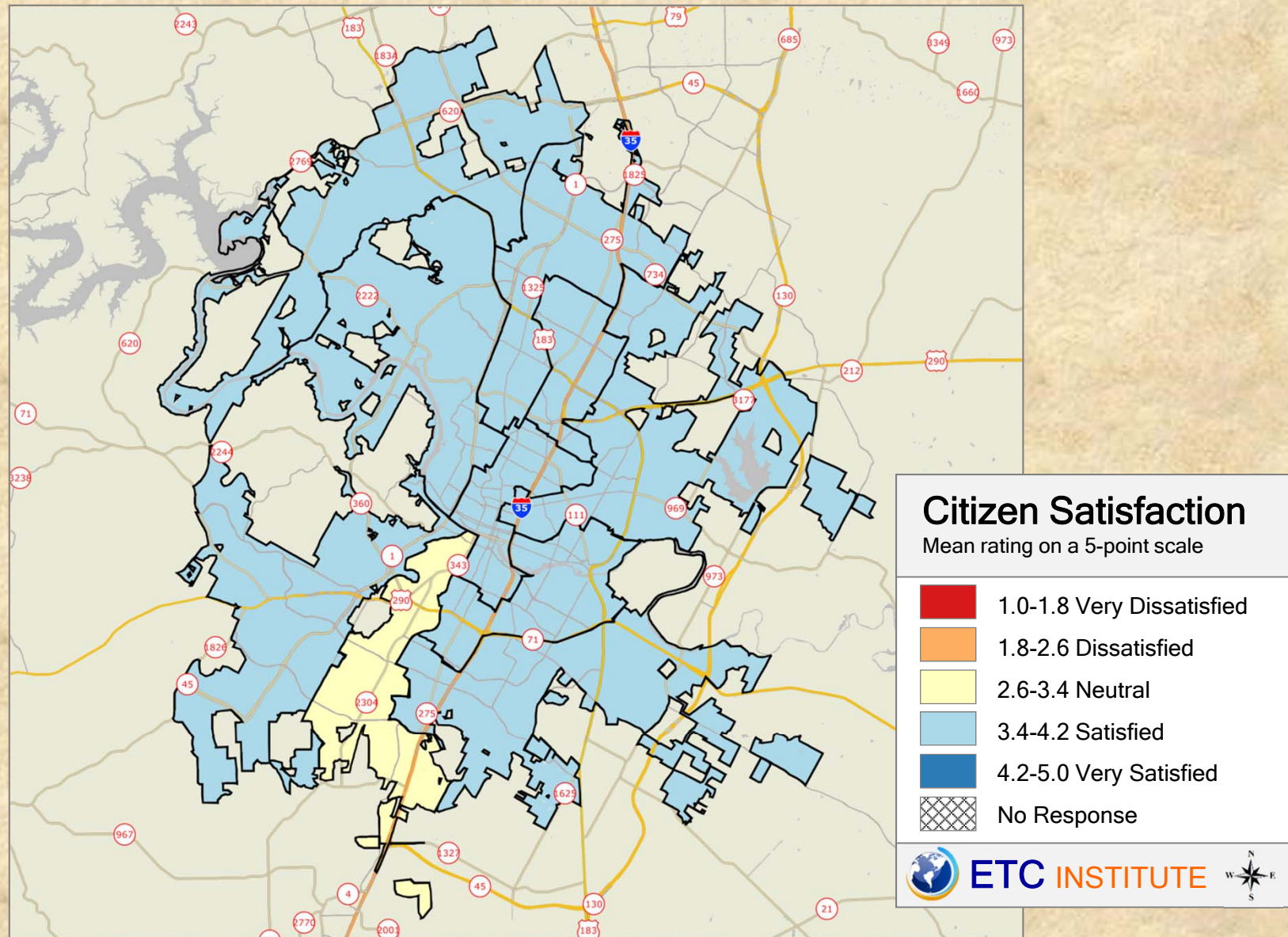
Q15-03 Satisfaction with helpfulness of library staff



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

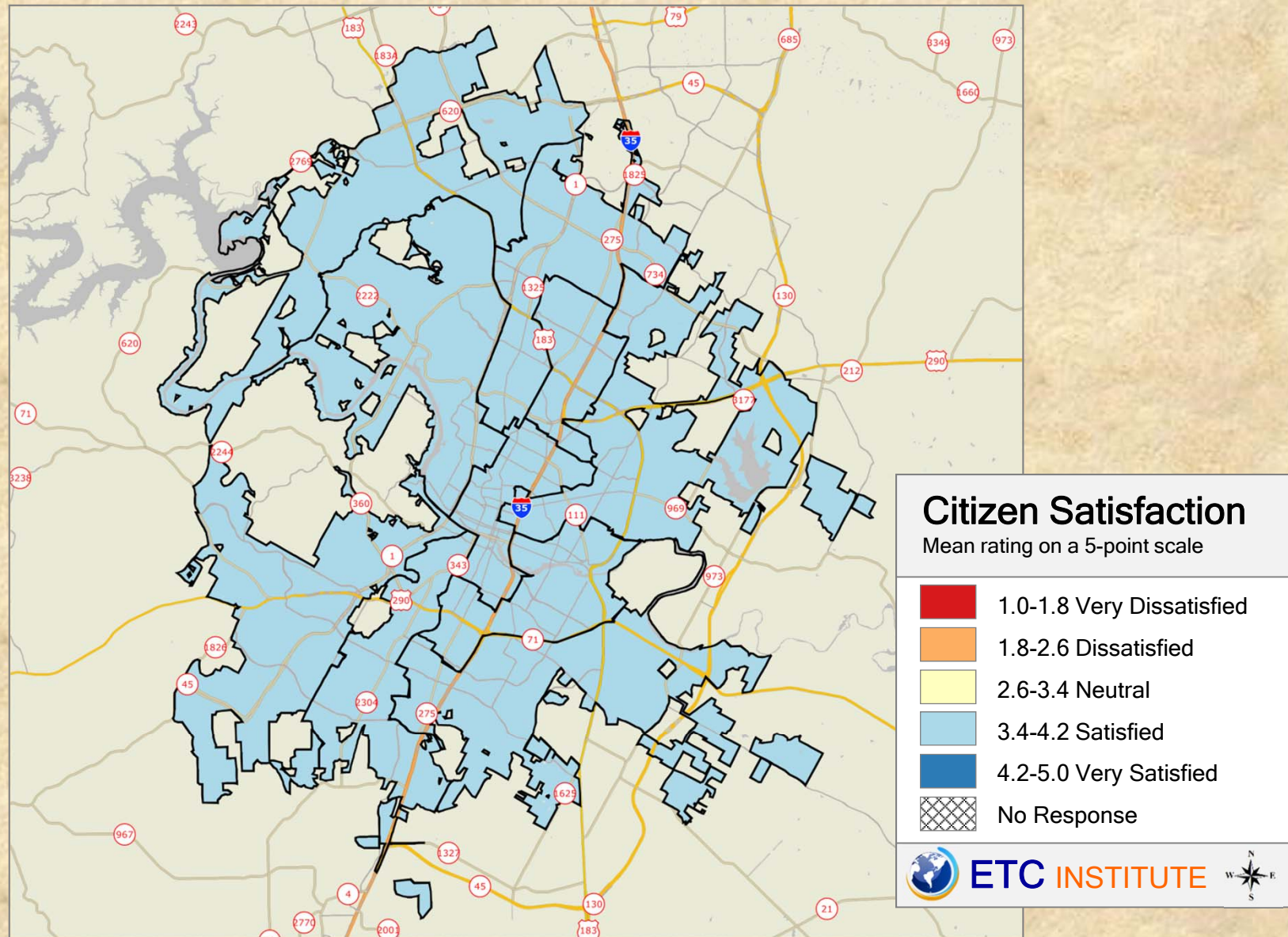
Q15-04 Satisfaction with overall quality of customer service provided by the City of Austin



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

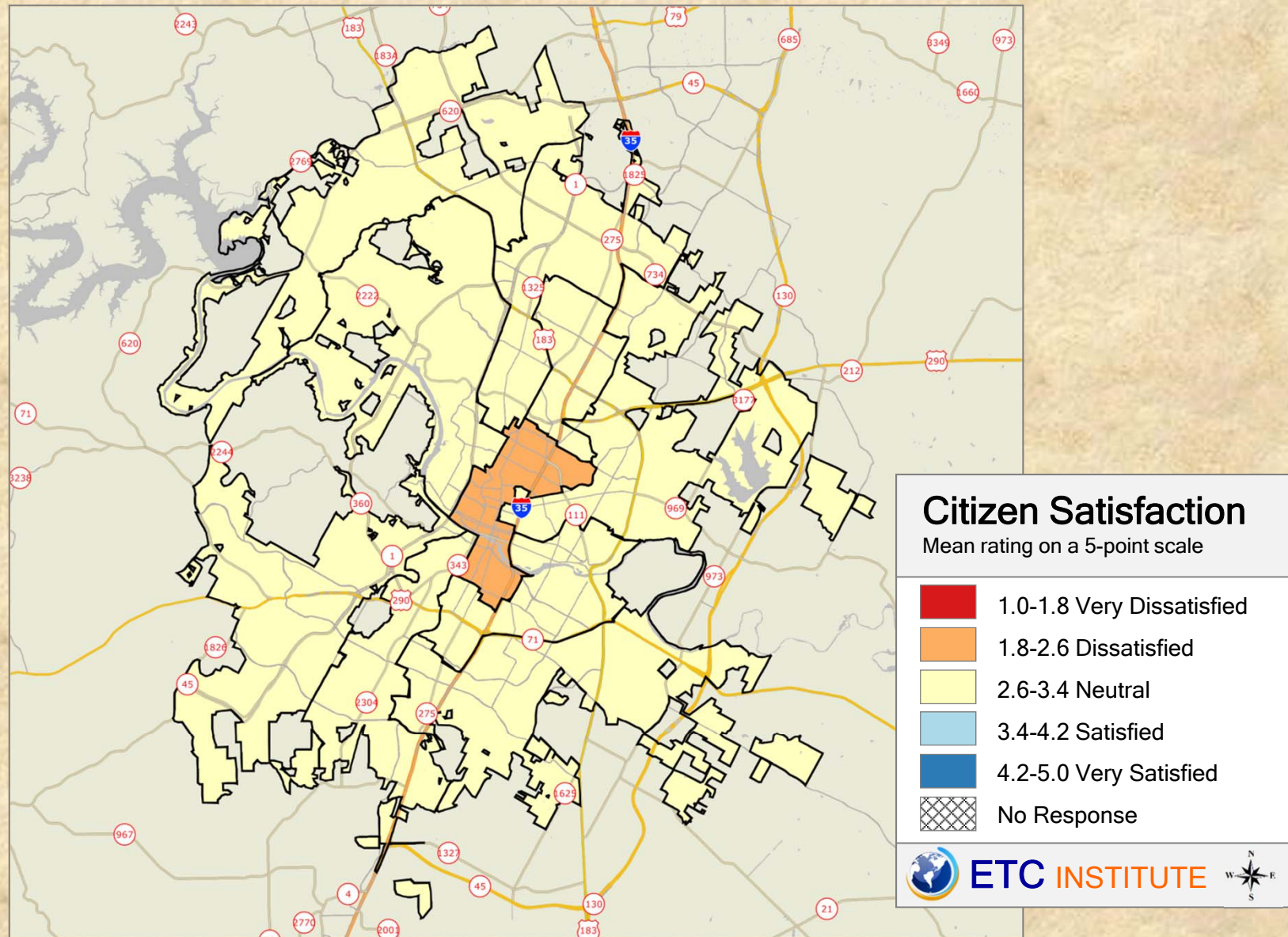
Q15-05 Satisfaction with services provided by the City's 3-1-1 assistance telephone number



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

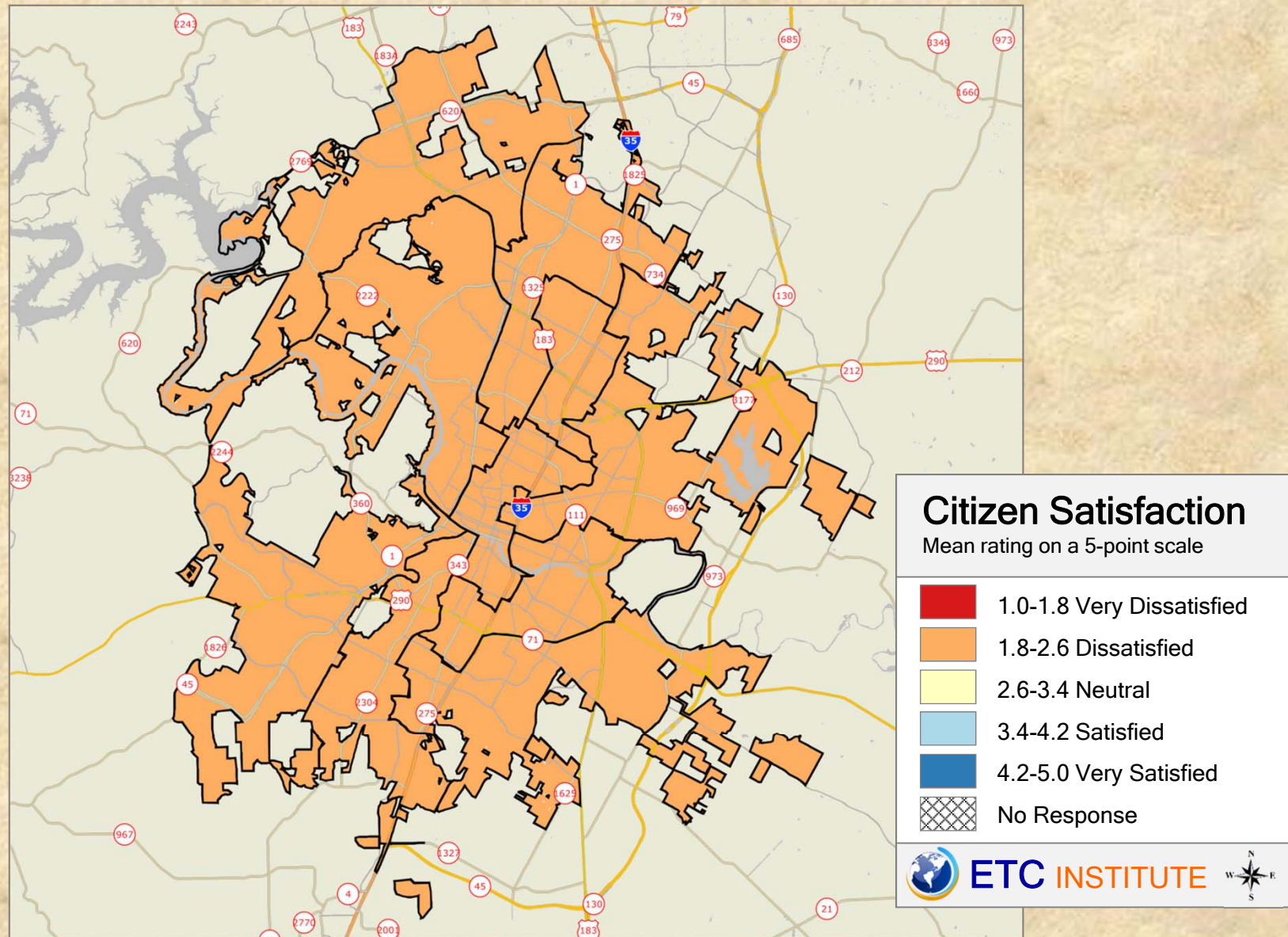
Q15-06 Satisfaction with review services for residential and commercial building plans



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

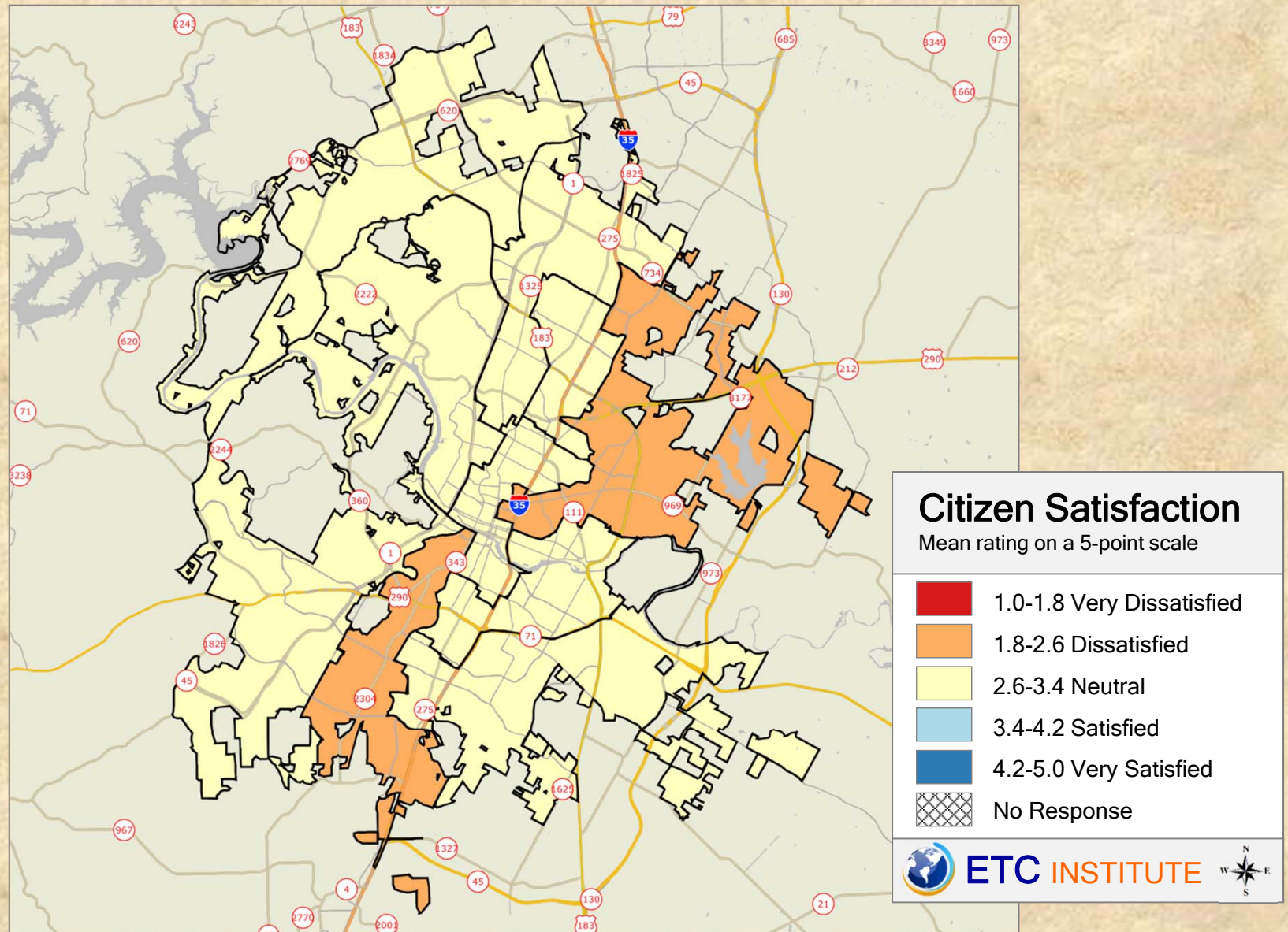
Q16-01 Satisfaction with availability of affordable housing for low/moderate income families



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

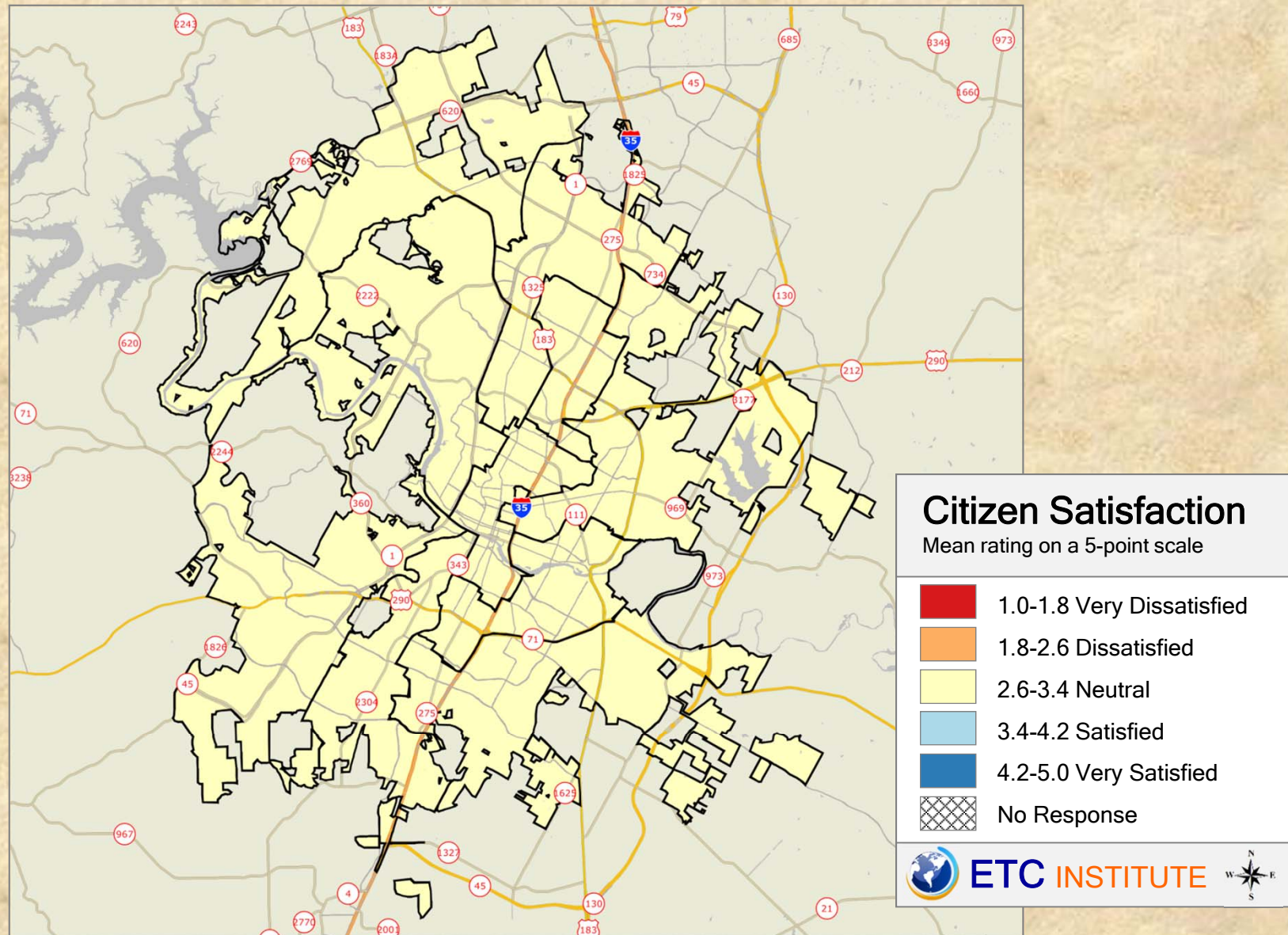
Q16-02 Satisfaction with the City's efforts to offer financial literacy/ homebuyer education



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

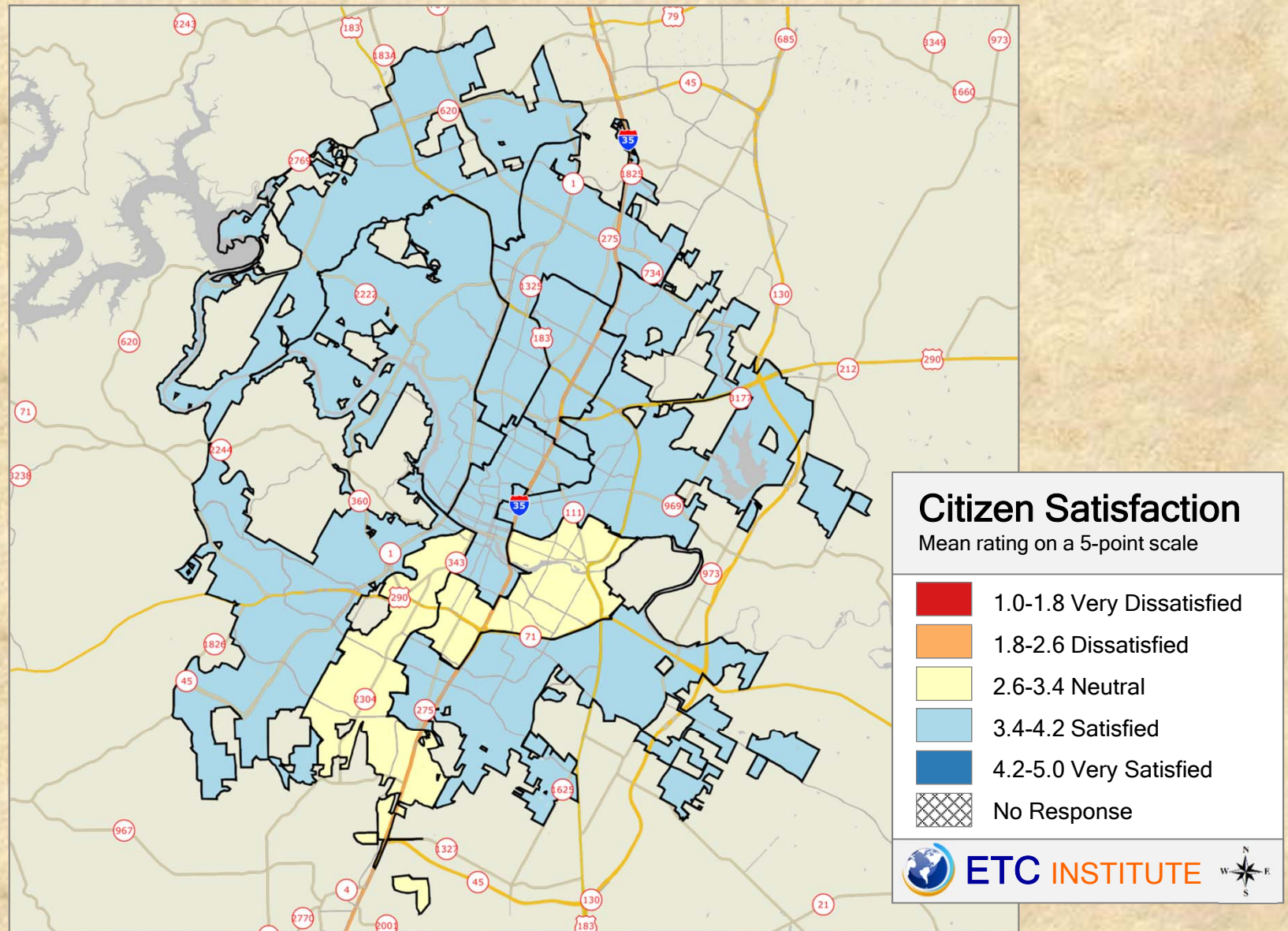
Q16-03 Satisfaction with the City's effort to promote and assist small, minority and/or women-owned businesses



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

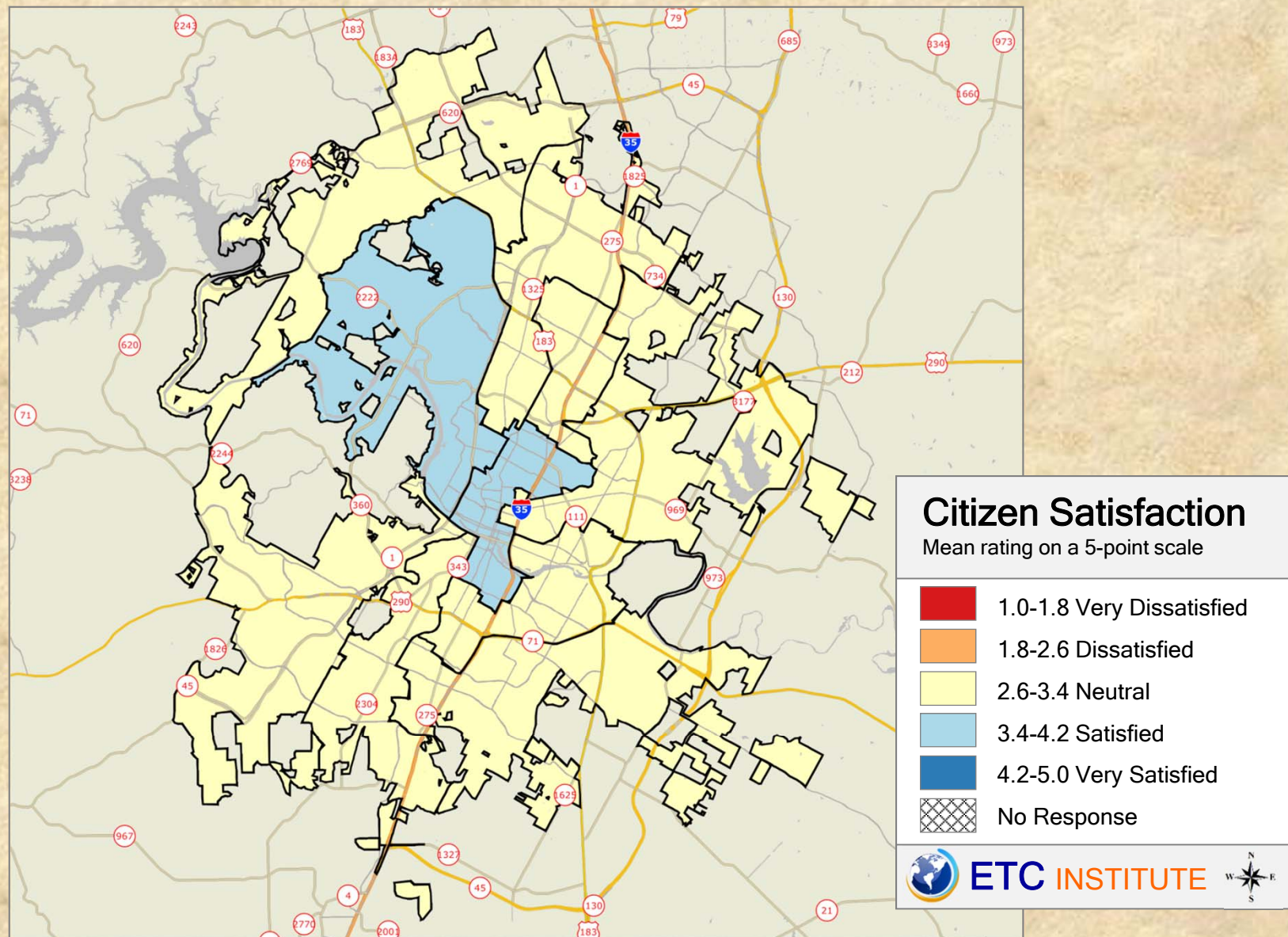
Q16-04 Satisfaction with Shot for Tots and Big Shots program



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

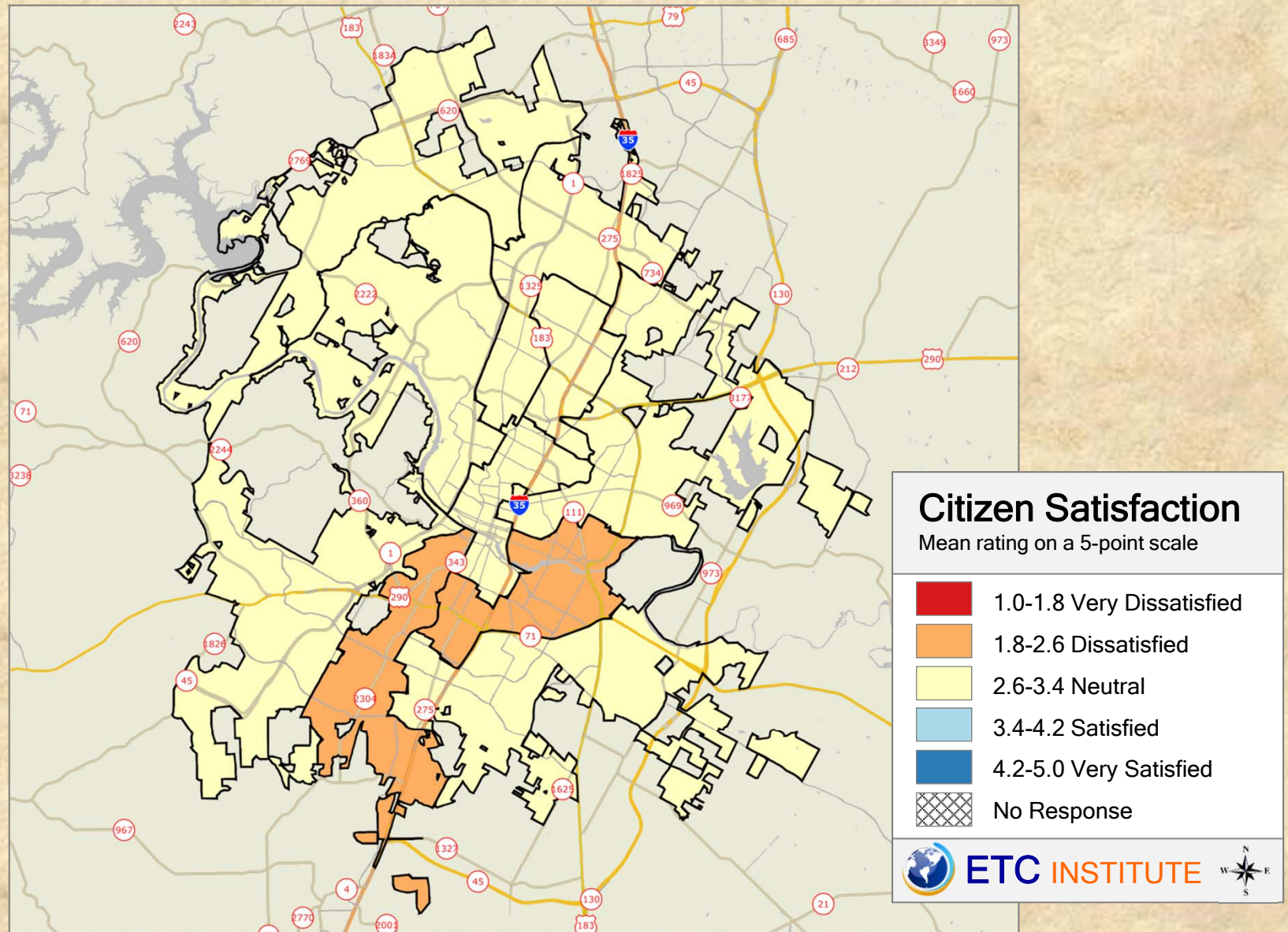
Q16-05 Satisfaction with Food Safety Inspection program



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

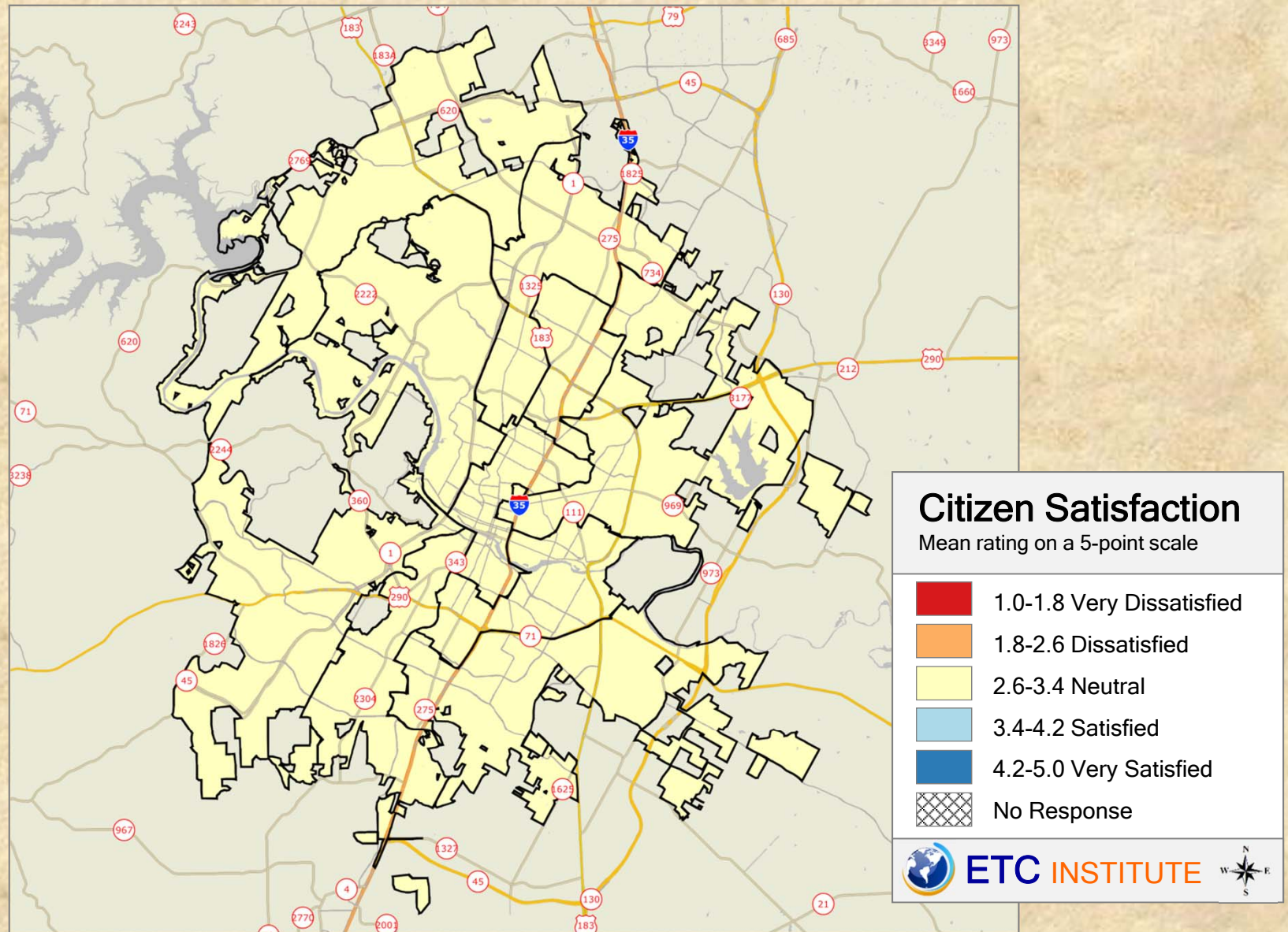
Q16-06 Satisfaction with neighborhood planning/zoning efforts



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

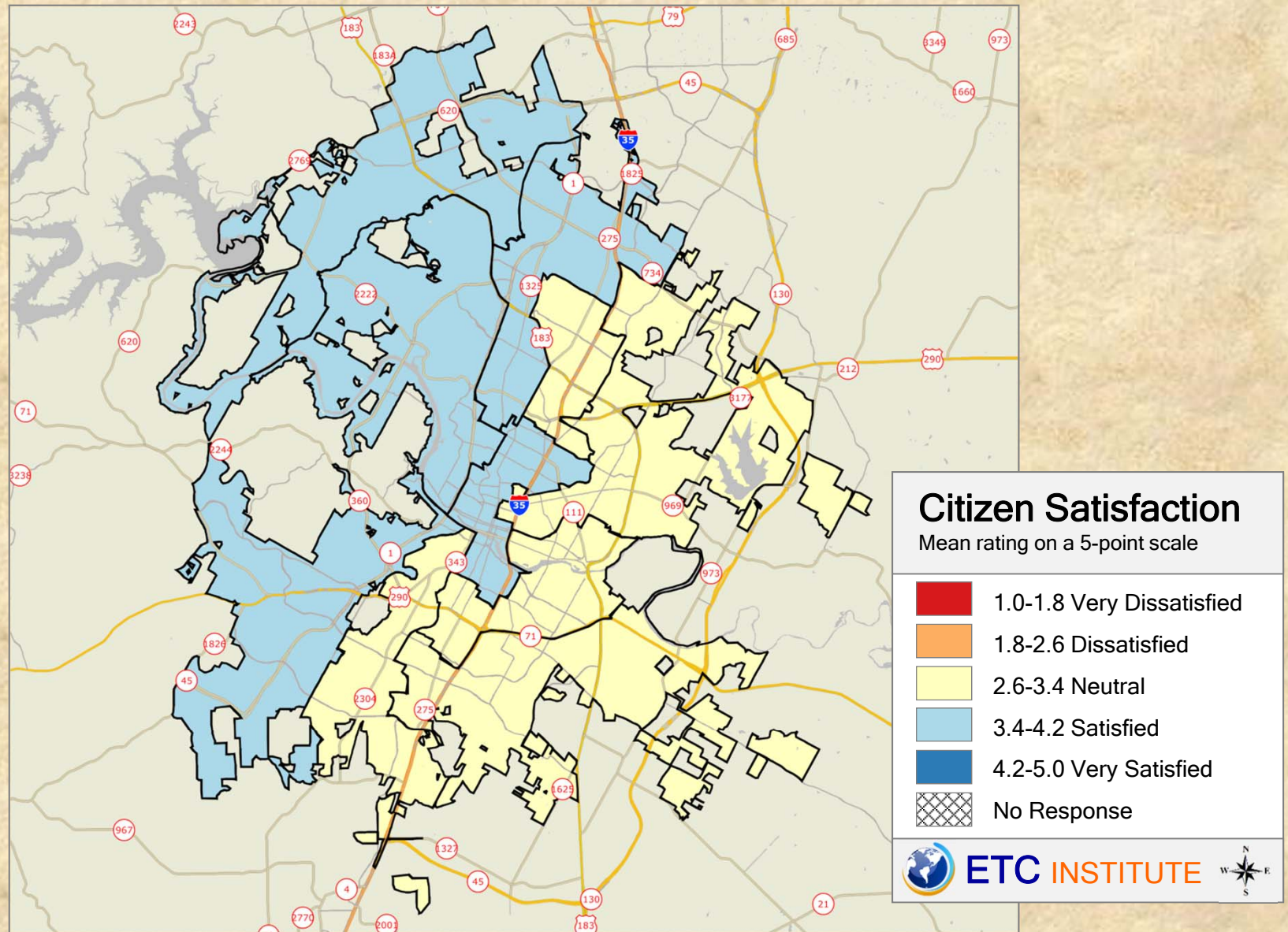
Q16-07 Satisfaction with accessibility of municipal court services



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q16-08 Satisfaction with the City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities



2016 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Section 6

Tabular Data & Survey Instrument

Distribution of Respondents By City Council District

<u>Council District</u>	<u>Number</u>	<u>Percent</u>
1	206	9.8 %
2	207	9.9 %
3	206	9.8 %
4	202	9.6 %
5	220	10.5 %
6	216	10.3 %
7	206	9.8 %
8	215	10.2 %
9	214	10.2 %
10	207	9.9 %
Total	2099	100.0 %

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. City of Austin as a place to live	30.0%	48.3%	9.8%	7.6%	2.4%	2.0%
Q1-2. City of Austin as a place to raise children	20.4%	34.7%	18.2%	5.3%	2.0%	19.3%
Q1-3. City of Austin as a place to work	25.8%	45.9%	15.2%	5.5%	2.0%	5.5%
Q1-4. City of Austin as a place to retire	14.0%	21.9%	22.9%	15.2%	10.8%	15.3%
Q1-5. Overall value that you receive for your City tax & fees	5.2%	26.5%	28.7%	21.4%	12.7%	5.4%
Q1-6. Overall quality of life in City	18.5%	49.8%	17.8%	8.6%	3.1%	2.1%
Q1-7. How well City of Austin is planning growth	3.3%	8.9%	18.3%	32.5%	32.0%	4.9%
Q1-8. Overall quality of services provided by City of Austin	7.3%	38.1%	30.8%	14.2%	6.4%	3.3%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. City of Austin as a place to live	30.6%	49.2%	10.0%	7.7%	2.4%
Q1-2. City of Austin as a place to raise children	25.3%	43.1%	22.6%	6.6%	2.5%
Q1-3. City of Austin as a place to work	27.3%	48.6%	16.1%	5.8%	2.2%
Q1-4. City of Austin as a place to retire	16.5%	25.9%	27.0%	17.9%	12.7%
Q1-5. Overall value that you receive for your City tax & fees	5.5%	28.0%	30.4%	22.7%	13.4%
Q1-6. Overall quality of life in City	18.9%	50.9%	18.2%	8.8%	3.2%
Q1-7. How well City of Austin is planning growth	3.5%	9.4%	19.2%	34.2%	33.7%
Q1-8. Overall quality of services provided by City of Austin	7.5%	39.4%	31.8%	14.7%	6.6%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-1. Overall quality of parks & recreation programs & facilities	21.9%	48.4%	16.4%	5.5%	2.4%	5.4%
Q2-2. Overall quality of City libraries	18.2%	38.3%	18.2%	3.9%	1.4%	20.1%
Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)	20.2%	48.2%	17.9%	5.6%	2.9%	5.3%
Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.1%	23.7%	29.9%	8.1%	4.7%	27.6%
Q2-5. Overall quality of Austin-Bergstrom International Airport	27.3%	48.5%	14.4%	4.6%	1.2%	4.0%
Q2-6. Overall quality of drinking water provided by Austin Water	25.3%	44.9%	17.4%	6.8%	2.4%	3.1%
Q2-7. Overall quality of wastewater services provided by Austin Water	16.2%	44.6%	22.1%	7.7%	3.1%	6.2%
Q2-8. Overall quality of electric utility services provided by Austin Energy	15.6%	38.9%	21.0%	12.0%	6.2%	6.3%
Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	1.0%	3.6%	8.7%	26.7%	57.3%	2.7%
Q2-10. Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	1.0%	8.7%	17.2%	32.7%	37.5%	3.0%
Q2-11. Overall maintenance of major City streets	2.5%	24.6%	26.6%	28.0%	16.4%	1.9%
Q2-12. Overall maintenance of City sidewalks	4.0%	25.5%	30.0%	21.1%	14.6%	4.7%
Q2-13. Overall management of stormwater runoff	5.0%	31.2%	31.2%	14.7%	8.8%	9.2%
Q2-14. Overall effectiveness of communication by City of Austin	4.9%	26.5%	37.3%	14.2%	9.2%	7.9%
Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	6.0%	24.3%	29.7%	8.7%	4.7%	26.6%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	2.6%	14.6%	29.3%	21.4%	17.0%	15.1%
Q2-17. Overall quality of development review, permitting & inspection services	2.1%	10.2%	25.0%	21.3%	18.5%	22.9%
Q2-18. Animal services (shelter, adoptions, animal control, etc.)	12.1%	36.3%	26.1%	5.2%	2.3%	18.0%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2-1. Overall quality of parks & recreation programs & facilities	23.1%	51.2%	17.3%	5.8%	2.6%
Q2-2. Overall quality of City libraries	22.8%	47.9%	22.8%	4.8%	1.7%
Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)	21.3%	50.9%	18.9%	5.9%	3.1%
Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	8.4%	32.7%	41.3%	11.2%	6.5%
Q2-5. Overall quality of Austin-Bergstrom International Airport	28.4%	50.5%	15.0%	4.8%	1.3%
Q2-6. Overall quality of drinking water provided by Austin Water	26.1%	46.4%	18.0%	7.0%	2.5%
Q2-7. Overall quality of wastewater services provided by Austin Water	17.3%	47.6%	23.6%	8.2%	3.3%
Q2-8. Overall quality of electric utility services provided by Austin Energy	16.7%	41.5%	22.4%	12.8%	6.6%
Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	1.1%	3.7%	8.9%	27.4%	58.9%
Q2-10. Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	1.0%	8.9%	17.7%	33.7%	38.7%
Q2-11. Overall maintenance of major City streets	2.6%	25.1%	27.1%	28.5%	16.7%
Q2-12. Overall maintenance of City sidewalks	4.3%	26.8%	31.5%	22.1%	15.3%
Q2-13. Overall management of stormwater runoff	5.5%	34.3%	34.3%	16.2%	9.7%
Q2-14. Overall effectiveness of communication by City of Austin	5.3%	28.8%	40.5%	15.5%	10.0%
Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	8.2%	33.1%	40.5%	11.9%	6.4%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	3.0%	17.2%	34.5%	25.2%	20.0%
Q2-17. Overall quality of development review, permitting & inspection services	2.7%	13.2%	32.4%	27.7%	24.0%
Q2-18. Animal services (shelter, adoptions, animal control, etc.)	14.7%	44.3%	31.8%	6.3%	2.8%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	72	3.4 %
Overall quality of City libraries	21	1.0 %
Overall quality of public safety services (i.e. police, fire & ambulance)	470	22.4 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	11	0.5 %
Overall quality of Austin-Bergstrom International Airport	11	0.5 %
Overall quality of drinking water provided by Austin Water	187	8.9 %
Overall quality of wastewater services provided by Austin Water	10	0.5 %
Overall quality of electric utility services provided by Austin Energy	51	2.4 %
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	681	32.4 %
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	89	4.2 %
Overall maintenance of major City streets	37	1.8 %
Overall maintenance of City sidewalks	21	1.0 %
Overall management of stormwater runoff	10	0.5 %
Overall effectiveness of communication by City of Austin	10	0.5 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	44	2.1 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	76	3.6 %
Overall quality of development review, permitting & inspection services	21	1.0 %
Animal services (shelter, adoptions, animal control, etc.)	15	0.7 %
None chosen	262	12.5 %
Total	2099	100.0 %

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	65	3.1 %
Overall quality of City libraries	41	2.0 %
Overall quality of public safety services (i.e. police, fire & ambulance)	146	7.0 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	22	1.0 %
Overall quality of Austin-Bergstrom International Airport	30	1.4 %
Overall quality of drinking water provided by Austin Water	247	11.8 %
Overall quality of wastewater services provided by Austin Water	26	1.2 %
Overall quality of electric utility services provided by Austin Energy	91	4.3 %
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	299	14.2 %
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	512	24.4 %
Overall maintenance of major City streets	96	4.6 %
Overall maintenance of City sidewalks	29	1.4 %
Overall management of stormwater runoff	23	1.1 %
Overall effectiveness of communication by City of Austin	11	0.5 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	70	3.3 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	68	3.2 %
Overall quality of development review, permitting & inspection services	43	2.0 %
Animal services (shelter, adoptions, animal control, etc.)	15	0.7 %
None chosen	265	12.6 %
Total	2099	100.0 %

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	94	4.5 %
Overall quality of City libraries	39	1.9 %
Overall quality of public safety services (i.e. police, fire & ambulance)	152	7.2 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	29	1.4 %
Overall quality of Austin-Bergstrom International Airport	39	1.9 %
Overall quality of drinking water provided by Austin Water	165	7.9 %
Overall quality of wastewater services provided by Austin Water	61	2.9 %
Overall quality of electric utility services provided by Austin Energy	132	6.3 %
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	193	9.2 %
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	224	10.7 %
Overall maintenance of major City streets	217	10.3 %
Overall maintenance of City sidewalks	59	2.8 %
Overall management of stormwater runoff	54	2.6 %
Overall effectiveness of communication by City of Austin	34	1.6 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	106	5.1 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	128	6.1 %
Overall quality of development review, permitting & inspection services	63	3.0 %
Animal services (shelter, adoptions, animal control, etc.)	20	1.0 %
None chosen	290	13.8 %
Total	2099	100.0 %

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide?

<u>Q3. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	115	5.5 %
Overall quality of City libraries	51	2.4 %
Overall quality of public safety services (i.e. police, fire & ambulance)	129	6.1 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	25	1.2 %
Overall quality of Austin-Bergstrom International Airport	50	2.4 %
Overall quality of drinking water provided by Austin Water	97	4.6 %
Overall quality of wastewater services provided by Austin Water	53	2.5 %
Overall quality of electric utility services provided by Austin Energy	94	4.5 %
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	134	6.4 %
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	161	7.7 %
Overall maintenance of major City streets	173	8.2 %
Overall maintenance of City sidewalks	72	3.4 %
Overall management of stormwater runoff	62	3.0 %
Overall effectiveness of communication by City of Austin	62	3.0 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	118	5.6 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	185	8.8 %
Overall quality of development review, permitting & inspection services	116	5.5 %
Animal services (shelter, adoptions, animal control, etc.)	74	3.5 %
None chosen	328	15.6 %
Total	2099	100.0 %

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

<u>Q3. Sum of Top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs & facilities	346	16.5 %
Overall quality of City libraries	152	7.2 %
Overall quality of public safety services (i.e. police, fire & ambulance)	897	42.7 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	87	4.1 %
Overall quality of Austin-Bergstrom International Airport	130	6.2 %
Overall quality of drinking water provided by Austin Water	696	33.2 %
Overall quality of wastewater services provided by Austin Water	150	7.1 %
Overall quality of electric utility services provided by Austin Energy	368	17.5 %
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	1307	62.3 %
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	986	47.0 %
Overall maintenance of major City streets	523	24.9 %
Overall maintenance of City sidewalks	181	8.6 %
Overall management of stormwater runoff	149	7.1 %
Overall effectiveness of communication by City of Austin	117	5.6 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	338	16.1 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	457	21.8 %
Overall quality of development review, permitting & inspection services	243	11.6 %
Animal services (shelter, adoptions, animal control, etc.)	124	5.9 %
<u>None chosen</u>	<u>262</u>	<u>12.5 %</u>
Total	7513	

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

(N=2099)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q4-1. I feel safe in my neighborhood during the day	43.1%	46.2%	5.7%	2.8%	1.0%	1.3%
Q4-2. I feel safe in my neighborhood at night	25.5%	43.2%	15.6%	11.3%	3.1%	1.2%
Q4-3. I feel safe in City parks	14.4%	43.9%	24.5%	8.1%	2.3%	6.8%
Q4-4. I feel safe walking alone downtown during the day	28.9%	44.7%	13.8%	5.5%	2.0%	5.1%
Q4-5. I feel safe walking alone downtown at night	5.8%	20.1%	23.6%	27.1%	15.2%	8.1%

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

(N=2099)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q4-1. I feel safe in my neighborhood during the day	43.7%	46.8%	5.7%	2.8%	1.0%
Q4-2. I feel safe in my neighborhood at night	25.8%	43.7%	15.8%	11.5%	3.2%
Q4-3. I feel safe in City parks	15.4%	47.1%	26.3%	8.6%	2.5%
Q4-4. I feel safe walking alone downtown during the day	30.5%	47.1%	14.6%	5.8%	2.1%
Q4-5. I feel safe walking alone downtown at night	6.3%	21.9%	25.7%	29.5%	16.5%

Q5. Transportation Infrastructure: Please rate your satisfaction with the following:

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	3.8%	35.1%	24.4%	24.5%	8.9%	3.2%
Q5-2. Condition of streets in your neighborhood (residential streets)	13.4%	43.9%	19.4%	15.1%	6.8%	1.3%
Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)	11.3%	35.4%	21.3%	16.9%	9.1%	6.1%
Q5-4. Timing of traffic signals on City streets	4.2%	30.0%	26.1%	24.0%	13.2%	2.6%
Q5-5. Adequacy of street lighting in your community	9.7%	38.9%	22.9%	18.6%	7.7%	2.2%
Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	7.9%	36.2%	23.9%	18.0%	10.1%	4.0%
Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)	7.5%	27.5%	28.3%	14.9%	8.8%	13.0%
Q5-8. Off-street bicycle accessibility (City's urban trail network)	9.1%	29.0%	27.1%	6.7%	4.3%	23.8%
Q5-9. Mowing & trimming along City streets	6.1%	30.4%	26.1%	22.2%	11.4%	3.8%

EXCLUDING DON'T KNOWS**Q5. Transportation Infrastructure: Please rate your satisfaction with the following: (without "don't know")**

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	3.9%	36.2%	25.3%	25.4%	9.2%
Q5-2. Condition of streets in your neighborhood (residential streets)	13.6%	44.5%	19.7%	15.3%	6.9%
Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)	12.1%	37.6%	22.7%	18.0%	9.6%
Q5-4. Timing of traffic signals on City streets	4.3%	30.8%	26.8%	24.6%	13.6%
Q5-5. Adequacy of street lighting in your community	9.9%	39.8%	23.4%	19.1%	7.8%
Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	8.2%	37.7%	24.9%	18.7%	10.5%
Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)	8.6%	31.6%	32.6%	17.1%	10.1%
Q5-8. Off-street bicycle accessibility (City's urban trail network)	12.0%	38.0%	35.6%	8.8%	5.6%
Q5-9. Mowing & trimming along City streets	6.4%	31.6%	27.1%	23.0%	11.9%

Q6. Which THREE of the items listed above 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>
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	921	43.9 %
Condition of streets in your neighborhood (residential streets)	167	8.0 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	78	3.7 %
Timing of traffic signals on City streets	277	13.2 %
Adequacy of street lighting in your community	150	7.1 %
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	139	6.6 %
On-street bicycle accessibility (City's bicycle lane system/network)	77	3.7 %
Off-street bicycle accessibility (City's urban trail network)	9	0.4 %
Mowing & trimming along City streets	91	4.3 %
None chosen	190	9.1 %
Total	2099	100.0 %

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	274	13.1 %
Condition of streets in your neighborhood (residential streets)	409	19.5 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	118	5.6 %
Timing of traffic signals on City streets	352	16.8 %
Adequacy of street lighting in your community	232	11.1 %
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	218	10.4 %
On-street bicycle accessibility (City's bicycle lane system/network)	123	5.9 %
Off-street bicycle accessibility (City's urban trail network)	51	2.4 %
Mowing & trimming along City streets	110	5.2 %
None chosen	212	10.1 %
Total	2099	100.0 %

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

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	174	8.3 %
Condition of streets in your neighborhood (residential streets)	242	11.5 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	149	7.1 %
Timing of traffic signals on City streets	294	14.0 %
Adequacy of street lighting in your community	235	11.2 %
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	258	12.3 %
On-street bicycle accessibility (City's bicycle lane system/network)	168	8.0 %
Off-street bicycle accessibility (City's urban trail network)	74	3.5 %
Mowing & trimming along City streets	249	11.9 %
None chosen	256	12.2 %
Total	2099	100.0 %

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

<u>Q6. Sum of Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	1369	65.2 %
Condition of streets in your neighborhood (residential streets)	818	39.0 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	345	16.4 %
Timing of traffic signals on City streets	923	44.0 %
Adequacy of street lighting in your community	617	29.4 %
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	615	29.3 %
On-street bicycle accessibility (City's bicycle lane system/network)	368	17.5 %
Off-street bicycle accessibility (City's urban trail network)	134	6.4 %
Mowing & trimming along City streets	450	21.4 %
None chosen	190	9.1 %
Total	5829	

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Overall quality of police services	18.6%	46.9%	16.8%	6.0%	3.6%	8.0%
Q7-2. Speed of emergency police response (How quickly police respond to emergencies)	15.3%	34.4%	16.9%	5.1%	2.7%	25.6%
Q7-3. Enforcement of local traffic laws	9.3%	34.7%	27.9%	12.9%	6.4%	8.8%

EXCLUDING DON'T KNOWS**Q7. Public Safety Services: Please rate your satisfaction with the following items of Police Services:
(without "don't know")**

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Overall quality of police services	20.2%	51.0%	18.3%	6.5%	3.9%
Q7-2. Speed of emergency police response (How quickly police respond to emergencies)	20.6%	46.3%	22.7%	6.9%	3.6%
Q7-3. Enforcement of local traffic laws	10.2%	38.0%	30.6%	14.1%	7.1%

Q7. Public Safety Services: Please rate your satisfaction with the following items of Fire & Emergency Medical Services (EMS):

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-4. Overall quality of fire services	24.5%	37.5%	12.1%	0.5%	0.4%	25.0%
Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	23.1%	31.9%	11.3%	0.8%	0.3%	32.5%
Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)	23.5%	33.7%	12.3%	0.8%	0.3%	29.4%
Q7-7. Timeliness of EMS response to emergency location	23.1%	32.3%	11.8%	1.1%	0.3%	31.4%

EXCLUDING DON'T KNOWS**Q7. Public Safety Services: Please rate your satisfaction with the following items of Fire & Emergency Medical Services (EMS): (without "don't know")**

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-4. Overall quality of fire services	32.7%	50.0%	16.2%	0.6%	0.5%
Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	34.2%	47.3%	16.8%	1.2%	0.5%
Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)	33.3%	47.7%	17.4%	1.1%	0.5%
Q7-7. Timeliness of EMS response to emergency location	33.6%	47.1%	17.2%	1.6%	0.5%

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

Q8. Top choice	Number	Percent
Overall quality of police services	817	38.9 %
Speed of emergency police response (How quickly police respond to emergencies)	452	21.5 %
Enforcement of local traffic laws	147	7.0 %
Overall quality of fire services	78	3.7 %
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	99	4.7 %
Medical assistance provided by EMS (Overall quality of ambulance services)	113	5.4 %
Timeliness of EMS response to emergency location	183	8.7 %
None chosen	210	10.0 %
Total	2099	100.0 %

Q8. 2nd choice	Number	Percent
Overall quality of police services	185	8.8 %
Speed of emergency police response (How quickly police respond to emergencies)	298	14.2 %
Enforcement of local traffic laws	125	6.0 %
Overall quality of fire services	401	19.1 %
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	350	16.7 %
Medical assistance provided by EMS (Overall quality of ambulance services)	230	11.0 %
Timeliness of EMS response to emergency location	254	12.1 %
None chosen	256	12.2 %
Total	2099	100.0 %

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

Q8. Sum of Top 2 choices	Number	Percent
Overall quality of police services	1002	47.7 %
Speed of emergency police response (How quickly police respond to emergencies)	750	35.7 %
Enforcement of local traffic laws	272	13.0 %
Overall quality of fire services	479	22.8 %
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	449	21.4 %
Medical assistance provided by EMS (Overall quality of ambulance services)	343	16.3 %
Timeliness of EMS response to emergency location	437	20.8 %
None chosen	210	10.0 %
Total	3942	

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Water & wastewater utility response time to emergencies	6.6%	25.9%	24.3%	5.5%	1.9%	35.7%
Q9-2. Water conservation programs within Austin	8.5%	38.2%	24.9%	10.6%	4.3%	13.5%
Q9-3. Energy conservation program	8.6%	35.1%	29.1%	8.1%	4.0%	15.2%
Q9-4. Water quality of lakes & streams	8.8%	40.4%	25.4%	10.6%	2.9%	11.8%
Q9-5. Flood control efforts	5.9%	31.4%	27.9%	16.1%	6.0%	12.8%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Water & wastewater utility response time to emergencies	10.3%	40.3%	37.9%	8.5%	3.0%
Q9-2. Water conservation programs within Austin	9.9%	44.1%	28.8%	12.3%	5.0%
Q9-3. Energy conservation program	10.1%	41.3%	34.3%	9.5%	4.8%
Q9-4. Water quality of lakes & streams	10.0%	45.9%	28.8%	12.0%	3.2%
Q9-5. Flood control efforts	6.8%	36.0%	31.9%	18.4%	6.9%

Q10. Which TWO of the environmental services listed above 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>
Water & wastewater utility response time to emergencies	421	20.1 %
Water conservation programs within Austin	370	17.6 %
Energy conservation program	170	8.1 %
Water quality of lakes & streams	404	19.2 %
Flood control efforts	469	22.3 %
None chosen	265	12.6 %
Total	2099	100.0 %

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	231	11.0 %
Water conservation programs within Austin	340	16.2 %
Energy conservation program	357	17.0 %
Water quality of lakes & streams	382	18.2 %
Flood control efforts	488	23.2 %
None chosen	301	14.3 %
Total	2099	100.0 %

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

<u>Q10. Sum of Top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Water & wastewater utility response time to emergencies	652	31.1 %
Water conservation programs within Austin	710	33.8 %
Energy conservation program	527	25.1 %
Water quality of lakes & streams	786	37.4 %
Flood control efforts	957	45.6 %
None chosen	265	12.6 %
Total	3897	

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Number of City parks	22.1%	47.0%	16.3%	6.7%	1.6%	6.2%
Q11-2. Number of walking/biking trails	20.6%	44.7%	16.6%	9.9%	1.7%	6.4%
Q11-3. Appearance of park grounds in Austin	19.1%	50.0%	18.4%	5.6%	2.1%	4.9%
Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department	18.4%	45.3%	18.6%	4.0%	1.9%	11.9%
Q11-5. Quality of youth athletic programs offered by City	5.0%	18.3%	22.2%	3.6%	1.3%	49.5%
Q11-6. Quality of adult athletic programs offered by City	5.5%	19.1%	23.6%	4.5%	1.6%	45.7%
Q11-7. Quality of outdoor athletic fields	7.4%	31.6%	24.0%	4.6%	1.7%	30.6%
Q11-8. Safety in City parks & park facilities	9.0%	40.5%	25.7%	9.1%	2.6%	13.1%
Q11-9. Overall satisfaction with City swimming pools	8.7%	28.9%	20.7%	8.6%	3.0%	30.1%
Q11-10. Satisfaction with aquatic programs	5.7%	19.7%	23.2%	4.5%	2.4%	44.4%
Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks	8.9%	38.0%	27.6%	6.8%	2.3%	16.4%
Q11-12. Cleanliness of library facilities	17.3%	36.9%	16.2%	2.7%	1.1%	25.9%
Q11-13. Library programs	15.4%	31.1%	17.7%	2.5%	0.9%	32.4%
Q11-14. Materials at libraries	15.4%	33.5%	18.3%	3.8%	1.1%	27.8%
Q11-15. Library hours	12.4%	32.9%	20.4%	5.3%	1.6%	27.4%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Number of City parks	23.6%	50.1%	17.4%	7.2%	1.7%
Q11-2. Number of walking/biking trails	22.0%	47.8%	17.8%	10.6%	1.8%
Q11-3. Appearance of park grounds in Austin	20.0%	52.6%	19.3%	5.9%	2.2%
Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department	20.9%	51.4%	21.1%	4.5%	2.1%
Q11-5. Quality of youth athletic programs offered by City	9.8%	36.4%	44.0%	7.2%	2.6%
Q11-6. Quality of adult athletic programs offered by City	10.1%	35.1%	43.5%	8.3%	3.0%
Q11-7. Quality of outdoor athletic fields	10.7%	45.6%	34.6%	6.7%	2.4%
Q11-8. Safety in City parks & park facilities	10.3%	46.6%	29.5%	10.5%	3.0%
Q11-9. Overall satisfaction with City swimming pools	12.4%	41.3%	29.6%	12.3%	4.3%
Q11-10. Satisfaction with aquatic programs	10.3%	35.5%	41.7%	8.1%	4.4%
Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks	10.7%	45.4%	33.0%	8.2%	2.7%
Q11-12. Cleanliness of library facilities	23.3%	49.7%	21.8%	3.7%	1.5%
Q11-13. Library programs	22.8%	45.9%	26.1%	3.7%	1.3%
Q11-14. Materials at libraries	21.3%	46.5%	25.4%	5.2%	1.6%
Q11-15. Library hours	17.1%	45.3%	28.1%	7.3%	2.2%

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

Q12. Top choice	Number	Percent
Number of City parks	288	13.7 %
Number of walking/biking trails	197	9.4 %
Appearance of park grounds in Austin	132	6.3 %
Overall quality of parks & recreation programs offered by Austin Parks Department	332	15.8 %
Quality of youth athletic programs offered by City	83	4.0 %
Quality of adult athletic programs offered by City	28	1.3 %
Quality of outdoor athletic fields	20	1.0 %
Safety in City parks & park facilities	404	19.2 %
Overall satisfaction with City swimming pools	61	2.9 %
Satisfaction with aquatic programs	5	0.2 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	32	1.5 %
Cleanliness of library facilities	21	1.0 %
Library programs	71	3.4 %
Materials at libraries	78	3.7 %
Library hours	40	1.9 %
None chosen	307	14.6 %
Total	2099	100.0 %

Q12. 2nd choice	Number	Percent
Number of City parks	138	6.6 %
Number of walking/biking trails	201	9.6 %
Appearance of park grounds in Austin	168	8.0 %
Overall quality of parks & recreation programs offered by Austin Parks Department	179	8.5 %
Quality of youth athletic programs offered by City	132	6.3 %
Quality of adult athletic programs offered by City	47	2.2 %
Quality of outdoor athletic fields	38	1.8 %
Safety in City parks & park facilities	325	15.5 %
Overall satisfaction with City swimming pools	87	4.1 %
Satisfaction with aquatic programs	25	1.2 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	126	6.0 %
Cleanliness of library facilities	27	1.3 %
Library programs	105	5.0 %
Materials at libraries	124	5.9 %
Library hours	43	2.0 %
None chosen	334	15.9 %
Total	2099	100.0 %

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

Q12. 3rd choice	Number	Percent
Number of City parks	107	5.1 %
Number of walking/biking trails	140	6.7 %
Appearance of park grounds in Austin	163	7.8 %
Overall quality of parks & recreation programs offered by Austin Parks Department	167	8.0 %
Quality of youth athletic programs offered by City	107	5.1 %
Quality of adult athletic programs offered by City	52	2.5 %
Quality of outdoor athletic fields	50	2.4 %
Safety in City parks & park facilities	250	11.9 %
Overall satisfaction with City swimming pools	90	4.3 %
Satisfaction with aquatic programs	17	0.8 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	205	9.8 %
Cleanliness of library facilities	47	2.2 %
Library programs	113	5.4 %
Materials at libraries	127	6.1 %
Library hours	84	4.0 %
None chosen	380	18.1 %
Total	2099	100.0 %

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

Q12. Sum of Top 3 choices	Number	Percent
Number of City parks	533	25.4 %
Number of walking/biking trails	538	25.6 %
Appearance of park grounds in Austin	463	22.1 %
Overall quality of parks & recreation programs offered by Austin Parks Department	678	32.3 %
Quality of youth athletic programs offered by City	322	15.3 %
Quality of adult athletic programs offered by City	127	6.1 %
Quality of outdoor athletic fields	108	5.1 %
Safety in City parks & park facilities	979	46.6 %
Overall satisfaction with City swimming pools	238	11.3 %
Satisfaction with aquatic programs	47	2.2 %
Quality of facilities, such as picnic shelters & playgrounds, at City parks	363	17.3 %
Cleanliness of library facilities	95	4.5 %
Library programs	289	13.8 %
Materials at libraries	329	15.7 %
Library hours	167	8.0 %
None chosen	307	14.6 %
Total	5583	

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Quality of residential garbage collection	27.3%	49.9%	9.9%	5.3%	1.9%	5.7%
Q13-2. Quality of residential yard waste collection	23.1%	43.9%	14.0%	5.9%	1.9%	11.2%
Q13-3. Quality of residential curbside recycling services	28.2%	44.5%	11.1%	5.2%	2.4%	8.6%
Q13-4. Household hazardous waste disposal service	9.4%	25.3%	20.2%	11.9%	4.7%	28.4%
Q13-5. Bulky item pick-up/removal services	18.2%	40.1%	17.0%	7.7%	3.0%	14.0%
Q13-6. Reliability of your electric service	29.7%	48.3%	11.4%	3.9%	1.5%	5.2%
Q13-7. Safety of your drinking water	27.0%	45.3%	15.2%	5.4%	2.1%	5.0%
Q13-8. Cleanliness of City streets & public areas	13.4%	47.2%	22.6%	10.9%	3.9%	2.0%
Q13-9. Cleanliness of your neighborhood	20.0%	47.5%	16.8%	9.6%	4.0%	2.1%
Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	7.1%	23.9%	25.3%	18.0%	10.7%	15.0%
Q13-11. Enforcement of local codes & ordinances	5.7%	25.7%	28.8%	11.8%	7.5%	20.5%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Quality of residential garbage collection	28.9%	52.9%	10.5%	5.6%	2.0%
Q13-2. Quality of residential yard waste collection	26.0%	49.5%	15.8%	6.6%	2.1%
Q13-3. Quality of residential curbside recycling services	30.8%	48.7%	12.1%	5.7%	2.6%
Q13-4. Household hazardous waste disposal service	13.1%	35.4%	28.2%	16.6%	6.6%
Q13-5. Bulky item pick-up/removal services	21.2%	46.6%	19.7%	9.0%	3.5%
Q13-6. Reliability of your electric service	31.3%	51.0%	12.1%	4.1%	1.6%
Q13-7. Safety of your drinking water	28.4%	47.7%	16.0%	5.7%	2.2%
Q13-8. Cleanliness of City streets & public areas	13.7%	48.2%	23.1%	11.1%	3.9%
Q13-9. Cleanliness of your neighborhood	20.4%	48.6%	17.1%	9.8%	4.0%
Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	8.4%	28.1%	29.7%	21.2%	12.6%
Q13-11. Enforcement of local codes & ordinances	7.1%	32.4%	36.2%	14.8%	9.5%

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

Q14. Top choice	Number	Percent
Quality of residential garbage collection	333	15.9 %
Quality of residential yard waste collection	24	1.1 %
Quality of residential curbside recycling services	86	4.1 %
Household hazardous waste disposal service	53	2.5 %
Bulky item pick-up/removal services	38	1.8 %
Reliability of your electric service	299	14.2 %
Safety of your drinking water	654	31.2 %
Cleanliness of City streets & public areas	98	4.7 %
Cleanliness of your neighborhood	56	2.7 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	129	6.1 %
Enforcement of local codes & ordinances	77	3.7 %
None chosen	252	12.0 %
Total	2099	100.0 %

Q14. 2nd choice	Number	Percent
Quality of residential garbage collection	191	9.1 %
Quality of residential yard waste collection	75	3.6 %
Quality of residential curbside recycling services	129	6.1 %
Household hazardous waste disposal service	57	2.7 %
Bulky item pick-up/removal services	72	3.4 %
Reliability of your electric service	377	18.0 %
Safety of your drinking water	331	15.8 %
Cleanliness of City streets & public areas	200	9.5 %
Cleanliness of your neighborhood	127	6.1 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	151	7.2 %
Enforcement of local codes & ordinances	107	5.1 %
None chosen	282	13.4 %
Total	2099	100.0 %

Q14. 3rd choice	Number	Percent
Quality of residential garbage collection	239	11.4 %
Quality of residential yard waste collection	45	2.1 %
Quality of residential curbside recycling services	142	6.8 %
Household hazardous waste disposal service	66	3.1 %
Bulky item pick-up/removal services	82	3.9 %
Reliability of your electric service	167	8.0 %
Safety of your drinking water	237	11.3 %
Cleanliness of City streets & public areas	268	12.8 %
Cleanliness of your neighborhood	165	7.9 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	189	9.0 %
Enforcement of local codes & ordinances	173	8.2 %
None chosen	326	15.5 %
Total	2099	100.0 %

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

<u>Q14. Sum of Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of residential garbage collection	763	36.4 %
Quality of residential yard waste collection	144	6.9 %
Quality of residential curbside recycling services	357	17.0 %
Household hazardous waste disposal service	176	8.4 %
Bulky item pick-up/removal services	192	9.1 %
Reliability of your electric service	843	40.2 %
Safety of your drinking water	1222	58.2 %
Cleanliness of City streets & public areas	566	27.0 %
Cleanliness of your neighborhood	348	16.6 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	469	22.3 %
Enforcement of local codes & ordinances	357	17.0 %
None chosen	252	12.0 %
Total	5689	

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Austin Energy customer service	13.1%	37.7%	21.0%	7.3%	4.8%	16.1%
Q15-2. Water & wastewater utility customer service	9.8%	36.3%	21.9%	8.1%	4.4%	19.6%
Q15-3. Helpfulness of library staff	25.9%	26.4%	14.0%	0.9%	0.5%	32.3%
Q15-4. Overall quality of customer service provided by City of Austin	10.8%	38.8%	25.3%	8.0%	3.3%	13.8%
Q15-5. Services provided by City's 3-1-1 assistance telephone number	18.2%	35.4%	18.0%	3.9%	1.7%	22.8%
Q15-6. Review services for residential & commercial building plans	3.3%	10.3%	22.2%	9.1%	10.0%	45.1%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Austin Energy customer service	15.6%	44.9%	25.0%	8.7%	5.7%
Q15-2. Water & wastewater utility customer service	12.2%	45.1%	27.3%	10.0%	5.5%
Q15-3. Helpfulness of library staff	38.3%	39.0%	20.7%	1.3%	0.8%
Q15-4. Overall quality of customer service provided by City of Austin	12.5%	45.0%	29.4%	9.2%	3.9%
Q15-5. Services provided by City's 3-1-1 assistance telephone number	23.6%	45.8%	23.3%	5.1%	2.2%
Q15-6. Review services for residential & commercial building plans	6.0%	18.8%	40.5%	16.6%	18.1%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16-1. Availability of affordable housing for low/moderate income families	4.0%	8.3%	17.3%	21.7%	24.8%	23.9%
Q16-2. City's efforts to offer financial literacy/homebuyer education	3.0%	8.8%	23.2%	11.1%	8.5%	45.4%
Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses	4.4%	12.0%	23.8%	9.4%	8.0%	42.4%
Q16-4. Shot for Tots and Big Shots program (immunizations)	5.4%	17.3%	21.2%	2.1%	1.8%	52.2%
Q16-5. Food Safety Inspection program	4.0%	19.5%	24.6%	5.2%	1.8%	44.8%
Q16-6. Neighborhood planning/zoning efforts	2.5%	16.1%	25.1%	18.2%	12.0%	26.2%
Q16-7. Accessibility of municipal court services	4.0%	20.1%	27.4%	7.1%	3.3%	38.1%
Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	10.2%	25.8%	25.1%	7.4%	6.4%	25.1%

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

(N=2099)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16-1. Availability of affordable housing for low/moderate income families	5.3%	10.9%	22.7%	28.5%	32.6%
Q16-2. city's efforts to offer financial literacy/homebuyer education	5.5%	16.1%	42.5%	20.3%	15.6%
Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses	7.7%	20.8%	41.3%	16.4%	13.9%
Q16-4. Shot for Tots and Big Shots program (immunizations)	11.3%	36.2%	44.4%	4.5%	3.7%
Q16-5. Food Safety Inspection program	7.2%	35.4%	44.6%	9.5%	3.3%
Q16-6. Neighborhood planning/zoning efforts	3.4%	21.8%	33.9%	24.6%	16.2%
Q16-7. Accessibility of municipal court services	6.4%	32.5%	44.3%	11.5%	5.3%
Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	13.6%	34.5%	33.5%	9.9%	8.5%

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

(N=2099)

	Yes	No	Don't know/remember
Q17-1. Have you visited an Austin City park	90.7%	7.7%	1.7%
Q17-2. Have you participated in a City of Austin recreation program/event	42.0%	52.6%	5.4%
Q17-3. Have you visited an Austin library facility	68.2%	29.2%	2.7%
Q17-4. Have you visited a City pool	56.8%	40.9%	2.3%
Q17-5. Have you visited a City recreation center	45.8%	49.2%	5.0%
Q17-6. Have you had contact with City of Austin Municipal Court	42.3%	53.8%	3.9%
Q17-7. Have you had contact with City for Code Enforcement	31.5%	63.4%	5.1%
Q17-8. Have you visited Austin-Bergstrom International Airport	90.3%	7.9%	1.8%
Q17-9. Have you called 3-1-1	63.7%	33.2%	3.1%
Q17-10. Have you called 9-1-1	44.8%	52.5%	2.7%
Q17-11. Have you had contact with Austin Police Department	60.9%	36.3%	2.9%
Q17-12. Have you had contact with Austin Fire Department	31.8%	65.1%	3.1%
Q17-13. Have you had contact with Emergency Medical Services Department	34.3%	62.5%	3.2%

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

(N=2099)

	Yes	No
Q17-1. Have you visited an Austin City park	92.2%	7.8%
Q17-2. Have you participated in a City of Austin recreation program/event	44.4%	55.6%
Q17-3. Have you visited an Austin library facility	70.0%	30.0%
Q17-4. Have you visited a City pool	58.1%	41.9%
Q17-5. Have you visited a City recreation center	48.2%	51.8%
Q17-6. Have you had contact with City of Austin Municipal Court	44.0%	56.0%
Q17-7. Have you had contact with City for Code Enforcement	33.2%	66.8%
Q17-8. Have you visited Austin-Bergstrom International Airport	92.0%	8.0%
Q17-9. Have you called 3-1-1	65.7%	34.3%
Q17-10. Have you called 9-1-1	46.0%	54.0%
Q17-11. Have you had contact with Austin Police Department	62.7%	37.3%
Q17-12. Have you had contact with Austin Fire Department	32.8%	67.2%
Q17-13. Have you had contact with Emergency Medical Services Department	35.4%	64.6%

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

(N=2099)

	Yes	No	Don't know
Q17-14. Does Austin Energy provide your electric service	87.1%	9.8%	3.0%
Q17-15. Does City of Austin collect garbage at your residence	85.3%	9.9%	4.8%
Q17-16. Does City of Austin provide your home with water & wastewater services	93.7%	2.5%	3.8%

EXCLUDING DON'T KNOWS**Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations: (without "don't know")**

(N=2099)

	Yes	No
Q17-14. Does Austin Energy provide your electric service	89.9%	10.1%
Q17-15. Does City of Austin collect garbage at your residence	89.6%	10.4%
Q17-16. Does City of Austin provide your home with water & wastewater services	97.4%	2.6%

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

Q18. Your level of agreement	Number	Percent
Strongly Disagree	110	5.2 %
Disagree	161	7.7 %
Neutral	478	22.8 %
Agree	736	35.1 %
Strongly Agree	221	10.5 %
Don't Know	393	18.7 %
Total	2099	100.0 %

EXCLUDING DON'T KNOWS

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

Q18. Your level of agreement	Number	Percent
Strongly Disagree	110	6.4 %
Disagree	161	9.4 %
Neutral	478	28.0 %
Agree	736	43.1 %
Strongly Agree	221	13.0 %
Total	1706	100.0 %

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

Q19. How many years have you lived in City of Austin	Number	Percent
Under 5	317	15.1 %
6-10	273	13.0 %
11-15	196	9.3 %
16-20	235	11.2 %
21-30	350	16.7 %
31+	648	30.9 %
Not provided	80	3.8 %
Total	2099	100.0 %

Q20. Which of the following best describes your AGE?

Q20. Your age	Number	Percent
18-34 years	428	20.4 %
35-44 years	433	20.6 %
45-54 years	452	21.5 %
55-64 years	405	19.3 %
65+ years	371	17.7 %
Not provided	10	0.5 %
Total	2099	100.0 %

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

Q21. How many dependents did your household claim on most recent federal taxes	Number	Percent
0	192	9.1 %
1	594	28.3 %
2	721	34.3 %
3	292	13.9 %
4	195	9.3 %
5	73	3.5 %
6	11	0.5 %
7+	21	1.0 %
Total	2099	100.0 %

Q22. Which of the following best describes your RACE?

<u>Q22. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	195	9.3 %
American Indian	36	1.7 %
Asian/Pacific Islander	130	6.2 %
Caucasian/White	1320	62.9 %
Other	482	23.0 %
Total	2163	

Q22. Other

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	434	91.0 %
Mixed	7	1.5 %
Latino	7	1.5 %
Mexican	2	0.4 %
Puerto Rican	2	0.4 %
Latina	2	0.4 %
Black/White	1	0.2 %
French	1	0.2 %
Arab	1	0.2 %
South American	1	0.2 %
Spanish	1	0.2 %
Chicano, Caucasian of Spanish origin	1	0.2 %
Asian from India	1	0.2 %
Biracial	1	0.2 %
Chicano	1	0.2 %
Bangladeshi	1	0.2 %
Asian American	1	0.2 %
SOUTH AMERICAN/IBEIC-PORTUGUESE	1	0.2 %
Indian	1	0.2 %
Mexican American	1	0.2 %
Tex-Mex	1	0.2 %
European American	1	0.2 %
Chica	1	0.2 %
Middle Eastern	1	0.2 %
Native American	1	0.2 %
Multi racial	1	0.2 %
Mexican-American/Latino	1	0.2 %
Native Tejano	1	0.2 %
Mexican American-Hispanic	1	0.2 %
Total	477	100.0 %

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

Q23. Are you Hispanic, Latino, or of other Spanish ancestry	Number	Percent
Yes	757	36.1 %
No	1333	63.5 %
Not provided	9	0.4 %
Total	2099	100.0 %

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

Q24. Your annual household income	Number	Percent
Less than \$20K	182	8.7 %
\$20K-\$39,999	286	13.6 %
\$40K-\$59,999	349	16.6 %
\$60K-\$79,999	300	14.3 %
\$80K-\$149,999	512	24.4 %
\$150K+	314	15.0 %
Not provided	156	7.4 %
Total	2099	100.0 %

Q25. What is your gender identity?

Q25. Your gender	Number	Percent
Male	1020	48.6 %
Female	1072	51.1 %
Other	7	0.3 %
Total	2099	100.0 %

Q26. Do you own or rent your home?

Q26. Do you own or rent your home	Number	Percent
Own	1542	73.5 %
Rent	551	26.3 %
Not provided	6	0.3 %
Total	2099	100.0 %



September 2016

Dear Austin resident,

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

Please take a few minutes and tell us about:


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

Your household has been randomly selected to receive this survey and only a small percentage of Austin residents receive it. Your input and participation are an important part of the City's planning efforts. Your individual responses will remain anonymous.

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

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

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



Marc A. Ott
City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán 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 1-844-811-0411. 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。您的回饋意見对我们很重要，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 1-844-811-0411。謝謝您的參與！

2016 City of Austin Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES 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.

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

2. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
2.	Overall quality of city libraries	5	4	3	2	1	9
3.	Overall quality of public safety services (i.e. police, fire and ambulance)	5	4	3	2	1	9
4.	Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)	5	4	3	2	1	9
5.	Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
6.	Overall quality of drinking water provided by Austin Water	5	4	3	2	1	9
7.	Overall quality of wastewater services provided by Austin Water	5	4	3	2	1	9
8.	Overall quality of electric utility services provided by Austin Energy	5	4	3	2	1	9
9.	Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	5	4	3	2	1	9
10.	Traffic flow on major city streets (Ex. Congress Ave., Lamar Blvd., South First St., Burnet Rd., Parmer Lane, Riverside Drive, etc.)	5	4	3	2	1	9
11.	Overall maintenance of major city streets	5	4	3	2	1	9
12.	Overall maintenance of city sidewalks	5	4	3	2	1	9
13.	Overall management of stormwater runoff	5	4	3	2	1	9
14.	Overall effectiveness of communication by the City of Austin	5	4	3	2	1	9
15.	Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections)	5	4	3	2	1	9
16.	Overall quality of planning and zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
17.	Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
18.	Animal services (shelter, adoptions, animal control, etc.)	5	4	3	2	1	9

3. Which FOUR of the items in Question #2 do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from the list in Question 2].

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

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

5. Transportation Infrastructure		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Condition of major city streets (Congress Ave., Lamar, South First, Burnet, etc.)	5	4	3	2	1	9
2.	Condition of streets in your neighborhood (residential streets)	5	4	3	2	1	9
3.	Condition of sidewalks in your neighborhood (if sidewalks exist)	5	4	3	2	1	9
4.	Timing of traffic signals on city streets	5	4	3	2	1	9
5.	Adequacy of street lighting in your community	5	4	3	2	1	9
6.	Pedestrian accessibility (Availability and level of convenience of sidewalks and crosswalks)	5	4	3	2	1	9
7.	On-street bicycle accessibility (The City's bicycle lane system/network)	5	4	3	2	1	9
8.	Off-street bicycle accessibility (The City's urban trail network)	5	4	3	2	1	9
9.	Mowing and trimming along city streets	5	4	3	2	1	9

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

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

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

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

1st: _____ 2nd: _____

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

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

1st : _____ 2nd : _____

11. Recreation and Cultural Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Number of city parks	5	4	3	2	1	9
2.	Number of walking/biking trails	5	4	3	2	1	9
3.	Appearance of park grounds in Austin	5	4	3	2	1	9
4.	Overall quality of parks and recreation programs offered by the Austin Parks Department	5	4	3	2	1	9
5.	Quality of youth athletic programs offered by the City	5	4	3	2	1	9
6.	Quality of adult athletic programs offered by the City	5	4	3	2	1	9
7.	Quality of outdoor athletic fields	5	4	3	2	1	9
8.	Safety in city parks and park facilities	5	4	3	2	1	9
9.	Overall satisfaction with city swimming pools	5	4	3	2	1	9
10.	Satisfaction with aquatic programs	5	4	3	2	1	9
11.	Quality of facilities, such as picnic shelters and playgrounds, at city parks	5	4	3	2	1	9
12.	Cleanliness of library facilities	5	4	3	2	1	9
13.	Library programs	5	4	3	2	1	9
14.	Materials at libraries	5	4	3	2	1	9
15.	Library hours	5	4	3	2	1	9

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

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

13. Residential and Neighborhood Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Quality of residential garbage collection	5	4	3	2	1	9
2.	Quality of residential yard waste collection	5	4	3	2	1	9
3.	Quality of residential curbside recycling services	5	4	3	2	1	9
4.	Household hazardous waste disposal service	5	4	3	2	1	9
5.	Bulky item pick-up/removal services	5	4	3	2	1	9
6.	Reliability of your electric service	5	4	3	2	1	9
7.	Safety of your drinking water	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.	Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	5	4	3	2	1	9
11.	Enforcement of local codes and ordinances	5	4	3	2	1	9

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

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

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

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

17. Usage of City Services and Facilities		YES	NO	Don't Know
Please indicate if you did any of the following activities during the past 12 months by circling YES or NO:				
1.	Have you visited an Austin City park?	1	2	9
2.	Have you participated in a City of Austin recreation program/event?	1	2	9
3.	Have you visited an Austin library facility?	1	2	9
4.	Have you visited a City pool?	1	2	9
5.	Have you visited a City recreation center?	1	2	9
6.	Have you had contact with the City of Austin Municipal Court?	1	2	9
7.	Have you had contact with the City for Code Enforcement?	1	2	9
8.	Have you visited the Austin-Bergstrom International Airport?	1	2	9
9.	Have you called 3-1-1?	1	2	9
10.	Have you called 9-1-1?	1	2	9
11.	Have you had contact with the Austin Police Department?	1	2	9
12.	Have you had contact with the Austin Fire Department?	1	2	9
13.	Have you had contact with the Emergency Medical Services Department?	1	2	9
Please indicate if you receive services from the following organizations:				
14.	Does Austin Energy provide your electric service?	1	2	9
15.	Does the City of Austin collect garbage at your residence?	1	2	9
16.	Does the City of Austin provide your home with water and wastewater services?	1	2	9

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

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

Demographics

Our last questions are about you and your household. Your individual responses will remain anonymous.

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

20. Which of the following best describes your AGE?

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

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

_____ people

22. Which of the following best describes your RACE? (Check all that apply)

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

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

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

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

25. What is your gender identity? ___(1) Male ___(2) Female ___(3) Other _____

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

27. What is your HOME zip code? _____

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

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

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

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

Your responses will remain 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.