

City of Austin Community Survey *Appendix A – Open-Ended Comments*

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Submitted to the City of Austin, Texas

by:

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Overview

At the end of the survey, respondents were given the option of providing written comments. The survey read as follows: If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?

While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens' survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

- Dissatisfied traffic and with traffic, timing of street lights. EXTREMELY dissatisfied with city govt. interfering in local businesses (Uber/Lyft, income property owners). Also, extremely dissatisfied with all the free handouts to people who are perfectly capable of earning their own money. I'm very dissatisfied with the liberal leaning local politicians.
- Maintenance of city facilities needs to be equitable across the city. We need to think long-term; Austin can't sustain its current level of chic indefinitely. What are we going to do when the cool beautiful people move to a community with more shiny dime-store objects to lure them? Long after the current boom goes bust (and it always does) the rest of us real Austinites will still be here. It really is time to stop sacrificing the quality of life on the east side of town (or any of the less-privileged parts of town) for the wants of those living in the wealthier areas. The differences from one neighborhood to the next are quite visible. Public transportation needs to be a primary issue, whether the numerous single-car drivers like it or not. In short, we need to find our way back to being both more humane and pragmatic.
- NEED TO IMPROVE POLICE ACCOUNTABILITY AND CURB ENTRIFICATION
- City of Austin taxes are way too high especially property tax!! (2) Now that it is required by law for EVERYONE to have health insurance, you must eliminate the Travis County Health tax!!
- For a city where flash floods are endemic =, we're sure building over our ground at a scary rate. (2) ATD's solution to crowded streets seems to be make them more difficult for automotive traffic to use.
- Lower the rent please. (2) Don't let Cap-metro cancel Bus #331 east of Valley. Several of us use it to go to work, including a wheel chair man.
- You cannot continue to fund city activities only from property taxes. (2) You cannot expect people in the suburbs to fund the transportation needs of high density downtown living.
 - Massive road expansion. Too much traffic. 2. Lower energy costs.
 - Traffic congestion. 2. Make utility changes more affordable for seniors. 3. Tax breaks for seniors.
- 10-1 is working. Keep it up!
- 60% of streets in Govalle Johnston NEED SIDEWALKS.

- a cleaner downtown area
- A large selection on available resources.
- A major US metro area should have world-class museums.
- A plan to standardize pay for local musicians. I have proven ideas.
- a public transit train system is a necessity
- A solution to the horrendous traffic problem on 35.
- A substation light rail/mass transit system to rival competing cities & a highway system to rival Dallas
- A way to stop landlords from gouging the public with such high rent. At this rate, I have to move out of Austin.
- ADA QUALITY SIDEWALK TRAVEL
- Address traffic issues
- ADDRESS AFFORDABLE HOUSING.
- Address flooding problems at Pleasant Valley/Onion Creek.
- Address homelessness
- ADDRESS RAPIDLY INCREASING COST OF LIVING
- Address the traffic issues and keep creating a safe habitat of opportunity for the citizens
- Address transportation problems NOW. No more idiot transportation bond proposals. Hopefully insane transportation bonds will be defeated.
- Advertise the night owl bus more and run it on Sunday nights.
- Affordability
- AFFORDABILITY ACROSS ALL HOUSEHOLD INCOMES
- Affordability and diversity (in culture and age groups) are extremely important to keeping Austin the vibrant, egalitarian city it is. I hope we continue to make Austin a hospitable environment for a wide range of age and ethnic groups. thanks
- AFFORDABILITY AND TRAFFIC
- AFFORDABILITY LONG TERM GROWTH PLAN FOR THE CITY TO KEEP ECONOMIC AND DIVERSITY.
- Affordability of housing
- Affordability of housing and living in Austin
- AFFORDABILITY TO CONTINUE TO LIVE IN MY HOME.
- Affordable housing
- AFFORDABLE HOUSING FOR LOW INCOME & TRAFFIC
- Affordable housing for middle and low income families not based off average income levels. But actual real world numbers.
- Affordable housing for people single parents with a past criminal record not myself but for others I know of - the section 8 program needs to be improved. Street parking not allowing for cars to park on both side of residential street-, homeless people littering and sleeping under bridges along IH-35.

- Affordable housing for Seniors or middle income individuals.
- Affordable housing for teachers.
- Affordable housing in decent neighborhoods not only for artists, but Austinites who don't make six-figures.
- affordable housing in key and public transportation to reduce the number of cars on the roads
- Affordable housing is crucial, & keeping seniors in their homes is part of that challenge!
- Affordable housing is essential to keep Austin diverse, welcoming, and growing in the ways that reflect the progressive ideals of this city and the future generations.
- Affordable housing is very important.
- Affordable housing MUST become a reality/ahora!
- Affordable housing, traffic, cleaner streets/roads.
- Affordable housing/home prices are an issue. I will be moving as soon as son graduates from high school to a location where I can purchase a home.
- AGING IN AUSTIN SERVICES.
- AGRICULTURAL TAX BREAKS FOR BIG BUSINESS
- AISD is a disgrace. Everyone who can avoids enrolling their kids.
- All homeless issues
- All of our major streets in 78723,78721 78722, -Manor RD, Berkman Dr, Cameron Rd and Springdale Rd have been reduced from 4 lanes of traffic to 2 lanes due to bike lanes being added. Bike lanes are not utilized enough, traffic is horrible due to influx of new people to our neighborhood. With construction on 183 -traffic is worse! Remove the bike lanes from MLK to Manor, Cameron Rd and Manor Rd to Airport. HELP US.
- ALLOW AUSTIN TO STAY AUSTIN WHILE UPDATING LEAVE ROOM FOR CARS CUT ALL GRASS AT ANY INTERSECTION.
- ALWAYS MORE SERVICES FOR THE LOWER INCOME POPULATION.
- ANYTHING TRAVLIN ON ROADWAY W/WHEELS/BIKE/SKATEBOARD, ROLLER SKATES REQUIRED TO HAVE SOME HEADLIGHT POWERS CARS
- Applaud your effort to fix the traffic problem!
- Arch homeless shelter downtown. It's a mess over there.
- As a mother of 3 young kids, this summer I discovered Austin libraries and was super impressed to find an inexpensive activity that all my kids could enjoy!
- As Austin grows, remember its roots. Not to be cliché, but Keep Austin Weird. Try to balance growth and new business, with the existing history, arts, culture, music, and awesomeness that Austin is.
- As City of Austin is growing toward the East side of the town, I would like to request the Mayor to build more Parks & Play grounds in the East side of the City. So that the new families and kids can play and socialize in the parks. Also need more Express ways in the east side running North-South to relieve the traffic congestion.

- AS WE GROW PROTECT OUR WATER SUPPLY, WATERWAYS THE EDWARDS AQUIFER AND THE JEWEL IN OUR CROWN, BARTON SPRINGS ONCE THE WATER GOES THE PEOPLE GO, DON'T MESS WITH THE SPRINGS
- At the beginning of every City Council meeting the members watch Milton Friedman's short you tube on spending other people's money.
- Attract a most diverse population to Austin
- Austin cannot pave its way out of traffic problems. The city needs public transit!
- Austin Energy is tricky. They make it hard to question a bill. Averaging instead of reading meter is dishonest & causes problems for customers.
- AUSTIN ENERGY IS CRAZY EXPENSIVE DURING JUNE, JULY, I WAS TOLD WHY BUT THIS HEAT IS TOO HOT TO NOT RUN ELECTRICITY/AC 24/7
- Austin energy needs to be overhauled or reviewed. The customer service is beyond terrible, they have no explanation for why things occur, the people are rude and it's a monopoly. The increases in rates and their overall plan is ridiculous, and even though I'm a rate payer, I have no ability to change it. Competition is needed immediately.
- Austin energy uses people social # and turn lights on. That's there only (security) not thinking to themselves fraud goes on a lot and I'm a victim of it. Due to the lack of security and no caring.
- Austin energy utility bill is undecipherable, and customer service can't explain it, either.
- Austin growth is out of control - keep housing affordable, quit building condo's etc! It's a pain to get around anymore!
- Austin has become too expensive and wages have been stagnant for too long. The only people who are able to enjoy the City are people who move here from other places that are much more affluent, but anyone who is from here is barely able to get by. Many people are working two or more jobs to make ends meet, making it difficult to find time to take advantage of parks or pools, or any other type of recreational activity. I think Austin provides a lot of great services but until affordability is addressed, it's hard for people to utilize them.
- Austin has not made adequate preparations for the millions of new residents to this city. Instead, tourism is of high priority with increased funding and incentives for new hotels and out-of-state business venture capitalists. Living on the fringe of downtown is no longer affordable and it is only a matter of time before I have to leave completely. I am very disappointed that Austin has become the new Dallas.
- Austin Independent School District is terrible. Benchmark testing does not work. Kids only study for the test. Don't like toll roads on top of taxes. Austin is a good place to own a business.
- Austin is a great city overall, except traffic being a big problem.
- Austin is a unique city with exceptional green space in spite of its growth. Your/our challenge is to maintain that country feel while tackling one our biggest problems which is transportation/traffic. Best of luck to us all in succeeding!

- Austin is a wonderful place to live except of course the traffic. I would like to see ride sharing come back to Austin (almost \$50 taxi ride round trip to downtown from 6 mile out is a bit much). Unfortunately with all the people moving to town the traffic is not going to get better. I know that mass transit is doing all that they can to reduce the amount of cars on the road. Maybe reducing the price on the toll roads would help.
- AUSTIN IS AMAZING, PLEASE KEEP UP THE GOOD JOB, SAFETY & WEIRDNESS IS A GOOD THING.
- Austin is not affordable. Traffic is horrible and makes it hard to enjoy the city. Austinites stay home to avoid tourists. Our city is held hostage by visitors and newcomers.
- Austin need improved transportation infrastructure to alleviate current traffic and accommodate rapid population growth.
- Austin needs fields for sports!
- Austin needs help with pan handling, etc.
- Austin needs more affordable housing in all parts of our city.
- Austin needs to focus on affordable housing for all residents.
- Austin needs to get serious about alternatives to driving including real mass transit, bike, and pedestrian facilities. Public transit is critical in any connected city.
- Austin needs to lower its water rates
- Austin needs to prioritize creative and innovative ways at public transit vs. just widening highways
- Austin needs to provide better services to the homeless so that they aren't begging on literally every corner in town. Or enforce the no camping/loitering ordinances. The litter from these folks is getting overwhelming.
- AUSTIN POLICE FAILS TO HELP UNLESS IT IS A MAJOR CRIME.
- AUSTIN POSTAL SERVICES NEEDS TO BE AUDIT AND OFFER BETTER CUSTOMER SERVICE TO OUR LOCAL RESIDENTS.
- Austin should be pro-growth. Fix the major corridors (183/360/Mopac) and fix the development review/permitting/inspection department; simplify it and eliminate city staff; outsource to third party inspectors, architects, etc.
- Austin should use dedicated bus lanes and bicycle lanes like Atlanta, Georgia and solve traffic issues.
- Austin sucks at executing plans. Make some decisions & implement them (e.g. code next).
- Austin Traffic & Too many cars on roads. Rebuild IH-35! Major highway IH-35 needs a big over-haul!!
- Austin traffic (especially the morning commute) needs help!
- Austin Utility Services need an overhaul-especially water/wastewater. The billing for water/wastewater usage is confusing and way too expensive. Both electric and water bills at times are so high that it is over half of what I pay on my home mortgage. That

just isn't right. People living in Austin deserve better than this. Water bills are way out of control....

- **BAD TRAFFIC. MULTI HOME DWELLINGS TOO MANY!**
- Based on the questions in the survey it appears that Austin provides a lot of programs to residents. I am sorry I did not/do not know more about them to take advantage of all the benefits Austin has to offer besides the city and people
- Be factual & objective when reviewing and approving road & development projects. It is embarrassing the politics that have been played in approval of the Grove Project. The Grove will enhance our neighborhood & will be a significant enhancement to the quality of life in central Austin.
- Be frugal and responsible with everything. Simplify wherever possible.
- Be good, do good, feel good.
- **BE MORE CREATIVE WITH TRANSPORTATION . PUBLIC MASS TRANSIT,HOV,BIKE LANES AND WALKABLE NEIGHBORHOODS.**
- Be more proactive in city planning and development.
- Be true to the people of Austin. We need more affordable housing and better highways through Austin.
- Be true to yourself and to the people
- Beautiful City, plenty of things to do.
- Before focusing on bringing more people to this city, upgrade the roads to what it should be 20 years after its complete. This way Austin could host all these events that we are passed over, because of our lacking roads and parking. Hotels are gaining more rooms. Now we should be known for music and great people. Not for traffic and the hassle to get around in Austin.
- **BEING THAT I AM NOT A PERMANENT RESIDENT I WOULD LIKE TO SPEAK WITH THE MAYOR OF THE CITY IN PERSON.**
- **BETTER AFFORDABLE HOMES TO LIVE IN.**
- **BETTER CITY BUS SYSTEM MORE OFTEN.**
- Better infrastructure of roads.
- Better infrastructure to keep hwy moving and keep up with demand. lyft and uber needed. Ridiculous that it's not here.
- Better local transportation including ride share companies as reasonable options.
- **BETTER LONG RANGE PLANNING ON TRAFFIC FLOW.**
- **BETTER MAINTENANCE OF GREENBELT AND OTHER TRAIL SYSTEMS. TOO MUCH OVER GROWTH RELIES ON PUBLIC USER MAINTENANCE.**
- Better management of police department.
- Better pedestrian and biking lifestyle options.
- **BETTER PLAN FOR GROWTH BEFORE BRINGING IN NEW BUSINESSES.**

- BETTER PLANNING. WHEN VISITING IN A CITY FOR RESEARCH IN TO TRANSPORTATION MAKE SURE THEY HAVE THE SAME CLIMATE.
- Better public pools and more splash pads.
- Better public transportation.
- Better public transportation. A central rail line would be wonderful. And shower facilities throughout the city for bicycle commuters.
- better relations with Cops to the community
- BETTER RIDE SHARING OPTIONS. PLEASE LET UBER AND LYFT COME BACK.
- Better road surfaces, too many pot holes!
- Better roads and more locations for kids in area.
- better strategies/actions to deal effectively with out of control growth. the current pace of growth of the city is unsustainable for natural resources.
- Better streets, really.
- Better streets, too many potholes.
- Better traffic flow and traffic light timing.
- Better traffic flow. Traffic is horrible in Austin!
- Better training for the 3-1-1 operators. My experience with them is they will say almost anything to make the caller happy. I called four times concerning an error by the waste disposal folks, and each time I was promised action within 24 hours. On the 4th call, the 3-1-1- operator gave me the cell phone number for the waste management departmental manager and told me to talk to them directly. Too much bureaucratic CYA and too little real service. Very disappointing considering the monthly fees the City of Austin collects.
- Better training of utility employees!!!
- BETTER TRANSPORTATION OPTIONS, GET UBER/LUFT BACK
- BETTER UNDERSTANDING OF CODE COMPLIANCE REGS AND LESS BULLYING BY CODE OFFICER, SPREADING KNOWLEDGE NOT FEAR AND OT TATTLING
- BIG HOMELESS POPULATION. WHAT CAN WE DO TO HELP?
- Bike access.
- BIKE LANES DO NOT HELP TRAFFIC. NO ONE USES THEM.
- BIKE LANES HURT TRAFFIC.
- Billing for water and electric service has been problematic in the past few years.
- Bless you mayor!
- Board of Adjustment should not be redesigning projects, only rule on go/no go!!!
- BOND PACKAGE FOR RAIL AND REMOVE RESTRICTIONS ON UBER. IMPROVE TRANSPORTATION.
- Bring back more social services, providing jobs/careers, not in service industry.
- BRING BACK UBER AND LYFT WE REALLY NEED IT!

- Bring back Uber and Lyft!
- Bring back Uber and LYFT! Pretty please.
- Bring back Uber and Lyft.
- BRING BACK UBER SERVICES ASAP.
- Bring back Uber!
- Bring back uber! Bus drivers constantly pull out from curb without an regard for traffic!
Stricter laws for cyclists in traffic
- Bring back uber. Fix the highways.
- Bring back Uber. Get rid of the homeless.
- BRING UBER & LYFT BACK
- Bring Uber back and stop taxing for people for renting out their homes for a week.
- Bring Uber back!
- Bring UBER BACK!!
- BRING UBER BACK. EMBARRASSING ITS NOT IN AUSTIN, BEEN MAJOR INCONVENIENCE TOUR FRIENDS/FAMILY/NEIGHBORS
- Bring Uber/Lyft back and lower taxes. Hard to afford Austin.
- BUILD MORE AFFORDABLY HOUSING
- BUILD NON TOLL ROADS
- BUILD SUBWAY RAIL SYSTEM.
- Bullet train between Austin and Houston/Dallas/SA.
- Bury I-35 downtown!
- BUSINESS (LARGE) SHOULD PAY A FAIR SHARE FOR SERVICES
- Buying a home in S Austin is prohibitive. Prices are ridiculous!
- Can we have a better way to get to the airport? Please consider extending the Metrorail line to the airport. It would be good for tourism, businesses and the frequent flying Austinites.
- Can you please get someone to fix potholes (on) South 1st?
- Capital Metro is missing out on the opportunity to fully electrify the fleet of buses. Also the service range, coverage and frequency is completely inadequate.
- Many people would use the service if the frequency, cleanliness, WiFi and safety were insured for Public Transportation network. Multiple bus sizes should be deployed,
- fully electric, and set a national standard for sustainability. A declaration of Net Zero by 2050 is meaningless if Public Transport continues to languish with dinosaur, loud, polluting diesel buses which continue to be deployed. 12 cities in the USA have decided to go 100% electric-- yet somehow Austin escapes this opportunity-- but loves to self-congratulate on how green and sustainable we are. Big disconnect.
- CENTRAL FOCUL POINT FOR TRACKING ALL HELO DO NEEDED
- Chalmers courts is a Horrible place. Police does very random checks and once they leave cars come and go there has been people that live there who walk their dogs and let them

do their necessity's without them cleaning right by my house. I've called 311 they suggested I call the apartment office, when I called them the lady who answered said I can't do anything about it and hung up. Called 911 and it's like I spoke to the tree, nothing has been done to stop the selling of drugs in the area.

- Change city law so any city or elected official with a direct or indirect interest in an issue must recuse and not vote.
- Change traffic signals so pedestrians crossing streets can all go at the same time, then cars. So many times cars can't turn because pedestrians are crossing.
- CHILDREN PEDESTRIAN SAFETY NEEDS TO BE ADDRESSED AROUND SCHOOLS.
- city communication acts as the tail that wags the dog
- CITY COUNCIL BE MORE OPEN TO NEW IDEAS SO WE CAN KEEP UP IN THE WORLD.
- CITY COUNCIL IS TOO LIBERAL AS A WHOLE.
- CITY DEVELOPMENT ARE TERRIBLE AND AWFUL.
- City hall & transparency--more of it.
- CITY IS REGULATING FAR TOO MUCH.
- CITY IS TOO EASY ON CONTRACTORS WHO ARE ALLOWED PARTIAL USE OF STREETS DURING CONSTRUCTION PROJECTS. PROJECTS TAKE TOO LONG TO COMPLETE AND CAUSE A LOT OF UNNECESSARY CONGESTION. BE JUDICIOUS IN ALLOWING USE OF CITY STREETS FOR CONSTRUCTION, MONITOR TRAFFIC CONGESTION AT CONSTRUCTION SITES
- CITY MAINTENANCE NEEDS TO BE EQUAL IN LOW INCOME COMPARED TO HIGHER INCOME AREAS.
- CITY MANAGERS ARE OVER COMPENSATED AND MAKING AUSTIN UNAFFORDABLE TO MIDDLE CLASS.
- City needs to plan for growth better, roads aren't big enough.
- City of Austin is a great place to live compared to other places. Sure there's always room for improvement, but still a great place.
- CITY OF AUSTIN IS FINE.
- City of Austin Water/Wastewater bills need to be read more accurately.
- City planning - allowing developers to buy houses only to tear them down and building houses that are disproportionate in size to other houses in the area, building multiple houses on one lot, building houses that don't maintain the look the neighborhood.
- City programs , bonds, etc. should serve all citizens, not just a few.
- City residents and local businesses have to be a priority over big money corporate lobbyist
- City services (water, streets, electric) are outstanding!!
- Building permit is an unbelievable NIGHTMARE!!!

- City services.
- City should acquire park land when available rather than giving it to developers (i.e. The Grove, MUNY). Look at Central Park in NYC.
- City should recycle more and also annex Sunfield community.
- City staff pursue their own agenda and must be reined in!
- City streets/sidewalks need to be drivable/walkable and mowed regularly.
- City traffic is terrible.
- City utility rates are ridiculously high.
- City wide planning pertaining to infrastructure.
- CLEAN BETTER CUT TREES.
- Clean the streets. Remove peddlers at traffic lights and fix traffic problems. Thank you.
- CLEAN UP HOMELESS FROM DOWNTOWN
- Clean up the creeks and streams ! If the storm water was allowed to flow unobstructed, there would be less flooding. The water shed department is fat and lazy, They do not tell the truth to council and the taxpayers.
- Clean up the homeless population downtown! I don't feel safe going to work!
- Clean up the number of homeless in the city and on 6th Street!
- Clean up the trash and mow the toll grass.
- Close the doors, back and front and sideways.
- Close the exit s on Highway 35 from the river to the upper level. And from the upper level to the river. Very bad .
- Closing Zilker Park for long stretches of time for ACL etc needs to be addressed.
- Plenty of folks who can't afford or don't like large shows are denied use of Austin's crown jewel of parks
- Code issues are hurting the city.
- COMMERCIAL PERMIT REVIEW AND APPROVAL IS TERRIBLE.
- COMPACT ENOUGH TO SUPPORT LIGHT RAIL. GET TRAFFIC LIGHTS OFF 360 MAKE DEVELOPMENT PAY FOR ITSELF. STOP RAISING TAXES.
- Completely dissatisfied with the city's Department of Planning and Development's handling of the Life Austin Development!
- Concentrate on automobile traffic. Bicycles are not a solution to reducing congestion and improving travel in this city. Bicycle lanes have negatively impacted travel and safety in this city.
- Concentrate on maintaining our safety (Police, Fire, and EMS) , establishing a solid & scalable infrastructure (roads, bridges, rail, etc.), and less regulation for the sake of regulation - ex: Uber/Lyft have more safety for driver & rider built-into their business-model & app's than anything the City of Austin can do yet city wants a 'piece of the pie' - the city should be working with companies and community to eliminate barriers rather than creating more barriers.

- Concentrate on traffic concerns/in-city mobility.
- CONGRATS ON THE UBER LYFT BATTLE! WE NEED WAYS TO MAKE THE CITY MORE AFFORDABLE FOR LONG TIME RESIDENTS.
- CONSERVATION OF WATER AND PROVIDE GREEN SPACE
- CONSIDER BETTER DEVELOPED BIKE LANES THROUGHOUT THE CITY. LANES THAT ARE PROTECTED FROM CARS.
- CONSIDER OFFERING INCENTIVES TO THE OWNERS OF MOBILE HOME COMMUNITIES.
- Consider the financial impact of the ever rising tax burden on the middle class citizens, before any future budgetary outlays are agreed upon.
- Continue pressing hard on transportation and affordability measures.
- Continue to be unified--no race issues! Austin is the capital of Texas and should be a role model for other states to see that we can work together.
- Continue to support and promote thoughtful development in our neighborhood! (North East Austin), and focus on Austin public schools. Thanks!
- Continue to try to acquire more funds for the city for our mobility issues. The city tends to try to fix highway issues after the city has expanded/businesses built. Look into providing more highways or upgrading roads before the traffic issue becomes a problem.
- CONTINUED SUPPORT FOR N HOOD PARKS AND POOLS. THEY BUILD COMMUNITY AND GIVE KIDS OPTIONS TO TROUBLE MAKING.
- CONTROL AND PLAN GROWTH WITH REGARD TO WATER AND INFRASTRUCTURE.
- CONTROL BETTER NEW DEVELOPMENTS OF HOUSING
- CONTROL DEVELOPMENT, AUSTIN IS BEING OVERPOPULATED, YOU CAN'T FIX THE HORRIBLE TRAFFIC PROBLEMS BY CONTINUING TO BUILD
- Control of short term rentals
- CONTROL PROPERTY TAXES TOO HIGH
- CONTROL SPENDING
- CONTROLLED LIMITED GROWTH AND DEVELOPMENT. OR QUIT TALKING ABOUT TRAFFIC.
- Cool weather in summer. Ha! Ha!
- Cost of electricity and traffic congestion.
- Cost of housing, taxes, utilities are killing everything that was good about Austin. Please help stop this madness.
- Cost of housing.
- Cost of living (housing) more expensive than Chicago & traffic is worse. Already considering moving.
- Cost of living here is to high & tax for my home is too high.
- COST OF LIVING IN AUSTIN IS RUNNING PEOPLE OUT OF TOWN

- Cost of living is too high here in Austin from taxes. Stop paying out to families millions of dollars who don't deserve it. Update the infrastructure here in Austin, it's too old for the amount of new buildings being built here in Austin.
- cost of living vs. average income
- COST OF UTILITIES IS VERY HIGH
- Cost of water and electricity , too high.
- Cost, waste,, us taxpayers a lot. Your conservation programs take our money and give it back to us and raising our cost of utilities and taxes. That goes for wind and solar programs too, they are not cost effective, result in more even more pollution. your garbage program is a real costly program. You have to realize any time you raise my cost you are doing me a real disservice. Bike lanes are also another high cost item. Spend ,spend is all you know, we cannot throw money at every problem.
- Costs of energy are ridiculously high. Austin Energy has made countless errors historically and the people are growing more suspicious the higher we are paying for service.
- Courts and road ways
- create 2 or 3 major roads east/west between 183 & 71 between mopac and i-35 and beyond
- CREATE A BIKE PATH, NETWORK ONLINE TO DENVER CO, BOULDER CO AND SEATTLE WA
- Create more open spaces for public concerts.
- Create separate building permit for owner occupied remodel/renovated that helps individuals meet permit requirements.
- CREDIT HOME TAX FOR PRIVATE EDUCATION EXPENSES.
- CRIME IS ON THE INCREASE. SO IS ABUSIVE POLICEMEN.
- Curbside recycling service should be more frequent to promote more recycling.
- CUT AND CLEAN THESE BRIDGES STREETS UP THEY ARE A MESS. CITY IS SO MUCH SLACKING STREETS LOOK BAD.
- Deal with the flood areas in Onion Creek so we don't get flooded again for the third time!!!
- Deal with traffic!!
- DEAL WITH TRAFFIC. HOW ABOUT GIVING SEMI TRUCKS FEE TOLLS ON I-30 TO GET THEM OFF I-35.
- Decrease taxes, electricity and implement ordinance to register (charge) bicycles for taking up street lanes.
- Democratic traffic, zoning and planning process
- Develop a Personal Mass Transit (PMT) system to help alleviate automobile congestion on I35 and Mopac
- DEVELOP DEDICATED BUS OR RAIL SERVICE TO AIRPORT

- Develop public transportation network.
- DEVELOP REALISTIC PLAN FOR PUBLIC TRANSPORTATION. TRAIN,SUBWAY AND MONORAIL.
- Develop subway/el train system. I would pay \$160/month for a system like DC's or New York and stop being a sanctuary city.
- Develop the Metrorail! On MOPAC/183/I-35, add train tracks!
- DEVELOPING OF GREENERY AREAS AND MORE PARKS.
- DEVELOPMENT SHOULD NOT DISPLACE LOW INCOME FAMILIES.
- Disable wish they could afford own home.
- DISABLED VETS SHOULD HAVE FREE ACCESS TO EXPRESS LANES
- DISAPPOINTED PEOPLE THAT ALREADY WORK FOR THE CITY INSTEAD OF ALWAYS SPENDING MONEY ON CONSULTANTS. KEEP THE CITY AFFORDABLE.
- DISAPPOINTMENT WITH HOW DIRTY THE ROADS ARE. HOW RUN DOWN STREETS AND SIDEWALKS ARE.
- Discuss the need for either more/better roads and public transportation.
- Diversify the economy away from hi tech, hi wage... stop corporate welfare for wealthy tech. companies
- Diversity
- Do not allow anyone with a vested interest in real estate to hold public office.
- Do not let the waste department lie to the public.
- DO NOT LET THEM DEVELOP THE LAND THAT LIONS MUNICIPAL COURSE IS ON. SORRY TO SEE IT CLOSED.
- DO NOT PASS ORDINANCES THAT YOU CANNOT ENFORCE.
- Do not put (\$750 million?) for streets, etc on November ballot. Separate proposal for each need. No one large sum - I will not vote for that.
- DO NOT SUPPORT DONALD TRUMP.
- Do something about traffic...
- Do something productive for areas outside of downtown, perhaps Northwest Austin. Very disappointed with the Mayor and current City Counsel.
- DO SOMETHING REALLY CONSTRUCTIVE REGARDING TRAFFIC AND AFFORDABILITY.
- Do something to change the fact that Austin is becoming too expensive to reside in
- Do something to increase diversity here.
- Do something to resolve ramps, the homeless population, get people of government to subsidize programs.
- DO THE ROAD WORK! IT IS INCONVENIENT BUT MUST BE DONE.

- Do whatever you need to do to get traffic flowing better in the city. Secondly, realizing that traffic issues are difficult to resolve, allow businesses to open additional locations quickly so that we have more services/recreational activities in our neighborhoods.
- Done vivo hay muchas rates y les e llamado muchas vacates y no haven in case y tambien les e llamado y no vienen a cortar la maleza que tengo de tras de mi casa que pertenece a la ciudad en mi casa tengo tambien serpientes y otra clase de animales y tampoco me han hecho caso quando los e llamado Como pensan que teng que estar muy contenta?
- Don't add regulations or programs that unnecessarily affect the middle and lower income folks' quality of life & affordability.
- DON'T BRING ISLAMIC REFUGES TO THE CITY. I AM A VICTIM.
- Don't build so many hotels and condos.
- Don't diminish any form of transportation and try to force citizens to use another form. Add options without degrading others and add as many options as you can.
- Don't let Austin become Houston with overdevelopment.
- Don't let Austin become Houston. We need to clean up and protect our parks, as well as create new public spaces.
- Don't let developers build where the infrastructure won't support it.
- Don't let the tail (downtown) wag the dog (rest of city)!
- Don't raise water rates in summer.
- Don't stop enforcing development code. Set back requirements, etc., because some people have illegally built things. It is important it's not a waste of time and money.
- DON'T SUPPORT SACTOARARY CITIES, AND UNDOCUMENTED WORKERS, NEED BETTER ACCESSIBILITY FOR DISABLED
- Don't waste money. Govt first priority is protection of citizens and ensuring essential services.
- DPS and APD do Racial profile
- Drinking water and affordable housing.
- DRIVE AROUND AND WHEN YOU SEE OR FEEL POTHOLES FIX THEM!
- Drunk driving is more rampant here than anywhere I lived in my whole life. This city needs public transportation that is as robust as its growth, and the refusal to take it seriously is going to cost.
- EASIER PICK UP OF LARGE TRASH ITEMS. INFO WHERE TO DISPOSE.
- East William Cannon is in bad shape and in need of repair, and of mowing . Please don't forget about us.
- EASY HAZARDOUS WASTE DISPOSAL. TRAFFIC. LESS EMPHASIS ON DOWNTOWN.
- Educate public against panhandlers.

- Education to protect the environment and littering, trashes now can see everywhere on the street and sidewalks
- effective rail is desperately needed. as much as we want it to solve traffic, it won't. but it can (almost) guarantee arrival at a destination at a given time and that is vitally different than travel by other methods.
- Effective, affordable ride-share networks are critical.
- electric rates are too high
- Electricity part of my utility bill has doubled during summer months compared to 3 years ago with only 10% more use.
- Embrace growth and innovation!
- EMT's are really great, police helpful and polite.
- Encourage gender diversity and physical fitness in the Austin Police Department.
- ENCOURAGE HIGHER DENSITY RESIDENTIAL BUILDINGS NEAR THE CITY.
- ENCOURAGE TELECOMMUTING IN AUSTIN. INCREASE SIDEWALK COVERAGE PLUS GENERAL PEDESTRIAN SUPPORT.
- End the gridlock in the streets.
- Keep out downtown safe from the gangs.
- ENFORCE CELL PHONES USAGE WHILE DRIVING FINES
- ENFORCE LAWS ON THE BOOKS TO DECREASE INFLUX OF STREET PEOPLE AND PANHANDLERS DOWNTOWN AUSTIN SHOULD BE ASHAMED OF DOWNTOWN HARASSMENT.
- enforce the city codes, make neighborhoods more attractive
- Enforce the traffic laws.
- Enforce traffic infractions. driving in Austin is terrible
- ENFORCEMENT OF TRAFFIC LAWS TO KEEP TRAFFIC FLOWING.
- Ensure continuation of comprehensive refugee health program.
- Ensure you plan ahead for the rapid growth of Austin so it can still be a great place to live for locals and newcomers alike. Affordability of housing and education must remain paramount to your efforts and long-term plans. That combined with quality and preservation of outdoor spaces that make Austin such an attractive location and place to live.
- entertainment and sales of alcohol are paramount, worse crowds and disorder
- Equal consideration of services to the south eastern part of the city verses west Austin.
- ETHICAL POLICE
- Ethical treatment of minority citizens by APD.
- Evaluate the use on monorail or some other above ground transit system that goes where people need to go without slowing down other traffic patterns. Current rail is a joke.

- Every bus stop in the city should be covered and have a bench. Austin is a hot city and I see people sitting on the curb during the hottest part of the day waiting for the bus. It is a terrible disservice to the folks that have no other means of transportation.
- Every decision should be based on dignity and respect for the humans involved.
- Every day I feel the Austin road traffic is hopeless.
- Everywhere to live in Austin is very expensive now. What will he do to fix this?
- EXCESSIVE USE OF FORCE BY THE POLICE
- Expand light rail! And other mass transit options
- EXPAND METRO RAIL TO ALLEVIATE TRAFFIC
- Exponential growth equals horrible traffic.
- FACILITATE COMMUNICATION AT ALL LEVELS.
- Fewer bicycles for safer roads.
- Find a good city manager!!
- FIND A WAY TO EASE ABILITY TO RENT UNITS
- Find a way to lower taxes in the City of Austin. It is getting too expensive to live here. You will have to reduce the size of city government to do that. Your employees do not need pay increases every year and many at the top level get paid too much. There are already too many bike paths in this city and not enough paved surfaces for vehicles. Prop 1 is a disaster and does not address the real needs for the city. Some hard decisions need to be made. Simply deflecting the rate of tax increase is not going far enough.
- Lastly, better utilize our beautiful lakes in the Austin metro area by actively promoting fishing. I'm sure the Texas Parks and Wildlife Department would help you develop and promote those opportunities at no cost to the city. Such programs are good for our children and their families and they get them outdoors in our parks. Find out the facts.
- Find a way to pass a rail package without letting the city's idiot population a chance to vote it down!
- find a way to resolve Austin's traffic mess
- FIND THE RIGHT BALANCE VS TAXES PAID VS SERVICES OFFERED
- First responders/EMS/Fire/APD all need training on dealing with citizens with cognitive/mental disabilities.
- First think I noticed when I moved from Portland, OR to Austin, it's how similar they are, for good and bad. Like Portland, the City of Austin does not seem to plan well for growth, and projects are often delayed and over budget. I expected better, being that there is a big difference in mentality between Oregon's government and Texas. I grew up in McAllen, TX, and I was always impressed on how McAllen, like other Texas cities, are always ahead of growth when it comes to road infrastructure. Austin, on the other hand, shows such lack of planning and execution. The city is growing fast, while the road infrastructure is falling behind. Roads are poorly maintain. On top of that, density of neighborhoods are [purposely] increasing, putting pressure to existing road infrastructure.

If this city were like McAllen, Slaughter Lane would already be finished all the way to Hwy. 183, with at least 4 lanes. Austin has likely wasted more money on studies and planning that what it would had cost to build it back in 2005. City leaders need to do a much better job keep up with growth. By the way, light rail made no difference in Portland to alleviate congestion -- and they spent billions on it and more in subsidies, every year.

- First, I think Mayor Adler is a complete blessing to the city of Austin and I very much appreciate everything he has tried to do for us in this gorgeous city. That being said, and I do not attribute this to his mayoral time in office, our city road and highway system is in need of a major overhaul. The Mopac improvement project is really just a joke -- a variable rate toll lane is not going to solve our north/south traffic flow issues. As someone who lives right off of Mopac and Far West, I am fortunate to be able to get around most jams during the day, but when it comes to rush hour morning or evening, there is just no getting around Austin. I find it so disheartening that in this beautiful city, people that live north and south cannot meet up for a quick workout in the evenings or meet for dinner to catch up due to the extreme traffic problem. I know Mayor Adler doesn't have full control over state highway projects in Austin, but I would like for him to know I appreciate his efforts in expanding our city roads (whether that be through new traffic patterns, new lanes, bike/bus lanes, etc).
- Fix CAR transportation. Fix permitting.
- Fix city of Austin utility customer service.
- Fix event parking in neighborhoods near events.
- Fix main streets, Guadalupe, Lamar, etc.
- Fix Mopac - need to buy a row of houses on each side, should be a 12 lane road, more people are moving to this town every day, the traffic problem is getting worse.
- Fix Mopac. It's beyond ridiculous. And when tell the City it's going to take 2 years to complete a project, take 2 years. Not 5.
- FIX N LAMAR AND BURNET RD S OF 183 ESPECIALLY RIGHT LANES.
- FIX OUR TRAFFIC FLOW, FUND PARK & REC
- Fix our traffic problems soon!!!
- Fix our Traffic problems, Stop raising the property taxes so high that nobody can afford to live here anymore.
- Fix our traffic problems.
- FIX PERMITS AND ZONING REQUIREMENTS. MAKE DEVELOPMENT EASIER AND FASTER. BRING BACK UBER!
- FIX PERMITTING PROCESS (RESIDENTIAL)
- Fix residential building permit process.
- Fix street signs and pave roads properly
- Stop charging exorbitant amounts for ems services

- Fix the congestion on Mopac and I35
- Fix the darn roads!
- Fix the darn traffic, please! And keep trying to maintain diversity.
- FIX THE HORRIBLE TRAFFIC PROBLEMS IN THIS CITY
- FIX THE PERMIT REVIEW DEPT, DEVELOPMENT IS NOT GOING AWAY
- Fix the permitting department & fix the traffic & stop wasting money.
- Fix the pot holes in the roads and make the police follow and enforce traffic laws.
- FIX THE POTHOLE. MAINTAIN THE STREETS.
- Fix the roads ,traffic sucks.
- fix the roads so automobiles can travel easier. build a loop around Austin.
- Fix the roads. Especially the Guadalupe street. Looks like 3rd world country roads.
- Fix the roads. Rail should have passed fifteen years ago, I voted for it then! Don't let the developers pull.
- Fix the roads; water is too expensive!!
- Fix the streets that are
- connecting William Cannon and I-35 add and turning lanes on the access roads. Daily this area is an issue at any time of the day.
- The I-35 hwy south of Austin needs one additional lane all the way to Buda. Let's get more Federal dollars and do this ASAP. until this is done limit the access of large trucks during Rush hour Thanks
- Fix the traffic -- you keep encouraging growth of the city without the infrastructure to support that growth. And don't do it by raising taxes, the city is already becoming unaffordable for living.
- FIX THE TRAFFIC ISSUES. GET RID OF TOLL ROADS.
- fix the traffic problem on highways and residential
- Fix the traffic problem!
- Fix the traffic problem.
- Fix the traffic problems, forget bikes and add more lanes.
- FIX THE TRAFFIC SITUATION MOPAC.
- Fix the traffic!
- Fix the traffic!
- Fix the traffic!!!!
- FIX THE TRAFFIC, IT HAS GOTTEN WORSE OVER THE PAST 5 YEARS
- Fix the traffic.
- Fix the traffic.
- Fix the traffic.
- FIX THE TRAFFIC. TRANSPORTATION. MORNING TOLL LANE ON MOPAC IS A TERRIBLE IDEA.
- FIX THE TRANSPORTATION ISSUE NOW.

- FIX THE WASHBOARD SURFACE OF GREYSTONE BETWEEN MESA NAD BALBURN
- Fix traffic and offer more low income housing and keep an eye on the apartment complex as in Austin and the treatment of the people so much going that is very wrong with things they get away with
- Fix traffic congestion - better planning needed. On MOPAC, I-35, desperately needs large trucks taken off I-35.
- FIX TRAFFIC CONGESTION.
- FIX TRAFFIC FLOW
- FIX TRAFFIC GRID LOCK, HOW ABOUT EAST - WEST SOLUTIONS INSTEAD OF NORTH - SOUTH
- FIX TRAFFIC PARKING AND USE LOCAL CONSULTANTS THAT KNOW AUSTIN.
- Fix traffic problem please.
- FIX TRAFFIC!
- Fix traffic, awful.
- Fix traffic, raise speed limits on highways to 80 and enforce speeding laws and cell phone while driving laws.
- Fix transportation problems, continue improving bus service, work on reducing traffic.
- Fix transportation system.
- Fix up Garrison Park and the pool and extend city pool availability beyond the summer.
- flooding due to the city allowing school to expand that houses now flood and having 460 students 50 feet from your back door that yell all the time with the police being called out on me even when they are louder
- Focus more police resources on traffic enforcement, less on commercial vehicles.
- FOCUS ON EFFICIENT SOLUTIONS.
- Focus on efficient solutions. Nobody trusts Cap Metro.
- FOCUS ON LOWERING THE COST OF WATER.
- Focus on more than just cars - we need alternative modes! Reliable BUS! Stop listening to the few neighbors, they don't speak for all!
- Focus on providing basic city services like road maintenance, fire, EMS, and police. Stop trying to be the federal government with rampant socialism that supports more bureaucrats, more spending, higher taxes, and government waste. This city has too many of these tax wasting programs such as supporting artists that have no talent
- (see the blank signs under the Lamar Bridge crossing Town Lake that the city paid someone paid \$10,000 for, that is not ART). The condition of Lamar Blvd in some areas is third world like. How embarrassing is it that we have unprocessed rape kits from the 2000's and are talking about building a sky ride to commute?
- Focus on public transit.

- FOCUS ON RAIL SYSTEM FOR PUBLIC TRANSPORTATION. BRING UBER BACK! BETTER TRANSPORTATION VS. SINGLE TOLL LANE ON MOPAC!
- FOCUS ON SUSTAINABILITY INSTEAD OF GROWTH.
- Focus on the core functions of government- roads, public safety, essential services like water & electricity (although Austin would likely be better served in a deregulated electric market), reasonable property taxes.
- Focus on the pace and type of development in Austin. Downtown is changing so rapidly, it is very difficult for residents that work downtown. Likewise, be prudent about events that are allowed to block streets and otherwise inconvenience those of us that live and work here. The balance of promoting this city as a destination has been lost from a resident's perspective.
- Focus on the upbeat. Don't get caught in the political mess.
- Focus on traffic problems. They are destroying Austin.
- For a progressive city, Austin is lacking in public transportation. There must be more focus on developing a comprehensive light rail system that runs throughout the day.
- For him to resign.
- FOR MY FAMILY I'M LOOKING FOR AN AUSTIN THAT IS SAFE,DIVERSE,STIMULATING,CLEAN AND LAID BACK.
- For the police to stop being trigger happy among the black youths.
- Forget about improving infrastructure for cars already. It's more important to improve the infrastructure for bikes and pedestrians and public transportation to reduce the amount of cars on the roads. A lot of people can and want to bike to work if it wouldn't be suicidal a lot of times. Also now would be a good time to ensure that people who endanger, hurt or kill vulnerable road users will be punished appropriately. That's going on in that regard in the city of Austin is a bad joke at best.
- FORGIVE DOWN PAYMENT ASSISTANT FOR EVERYONE NOT JUST A FEW.
- Found employment here in the legal field from Tulsa, but cost of living is high and is traffic is monstrous.
- FREEK PIKC BEGINNING AT AGE 3 FOR LOW INCOME FAMILIES
- Freight train downtown is loud and annoying. Why isn't this a digital survey?
- FUTURE PLANNING OUR SCHOOLS ARE SO OVERCROWDED AND TRAFFIC IS A MESS
- FUTURE PLANNING SHOULD RESEMBLE TRADITIONAL NEIGHBORHOODS PRE WWII DISIGNS
- Gain control
- GET ALL OF THESE WET BACKS (MEXICANS) FORM OVER THE BORDER NON ENGLISH PEOPLE OUT OF TEXAS NOW THEY ARE TAKING OVER
- USING UP ALL OF THE SERVICES THAT WERE PUT THERE FOR THE PEOPLE THAT HAS BEEN HERE NATIVE TEXANS

- Get better lighting for Sprinkle Cut-Off. Too dark, dangerous and curvy for night driving.
- Get control of planning & development review. It's so convoluted and customer unfriendly. Only the wealthy can navigate it.
- GET FLOURIDE OUT OF THE DRINKING WATER
- Get homeless people off the main streets and libraries.
- GET MASS TRANSIT
- GET REALLY QUALITY PEOPLE RUNNING THE SCHOOLS AND TEACHING THE KIDS
- GET REALLY QUALITY PEOPLE RUNNING THE SCHOOLS AND TEACHING THE KIDS
- Get rid of bicycle lanes, they steal space from autos and are unsafe.
- GET RID OF SHORT TERM RENTALS
- Get rid of the highway only restrictions of infrastructure funding and develop a workable transit plan that will give users an alternative choice to driving one's own car.
- GET RID OF THE AUSTIN ENERGY MONOPOLY.
- Get rid of the bike lanes (Braker Ln). You narrowed the lanes and made driving less safe for nothing.
- Get rid of the transients. It is an eye sore to the residents and the visitors.
- GET RID OF VAGRANTS LITTERING STREETS DOWNTOWN
- GET THE CITY OUT OF PROVIDING ELECRCITY
- Get the city's fiscal house in order.
- Get the roads expanded, few will ride bikes to work in this heat. Cars is what we use, bikes for exercise.
- GET THE TIMING OF CITY STREET LIGHTS DOWN TO IMPROVE FLOW. BRING LYFT UBER BACK.
- Get the traffic moving and stop inviting more development until you have infrastructure to accommodate all these people.
- Get the water bills straightened out - I'm paying way too much!!! Extend bus service to southwest Austin (southern end of Brodie Lane) before you add to the city's rail system.
- Getting too expensive to live here. Both spouse and I have decent jobs, but property taxes are high and we can't afford to go downtown, etc.
- GIVE INCENTIVES TO MUSIC RELATED BUSINESSES INCLUDING VENUES. TAX AND RENT CONTROL INCENTIVES AS WELL AS STREAMLINING OF REGULATIONS TO USE BUSINESSES.
- Give long term residents a break. Quit giving incentives for companies to move inside the city limits.
- Give senior citizens more reduced rates as we are in a fixed income!

- Give us choice in electric power. The city has a monopoly and are spending the money on bad programs that don't reduce the cost of electricity for your customers.
- Give us choices for utilities, they are currently way too expensive.
- Give us light rail!!!
- Give us an efficient public bus system! Buses are too few, too far between, not on efficient routes. We are drowning in horrible traffic with no relief in public transportation, or viable alternatives to bike to work. Streets are highly dangerous for bikes, and there are so few sidewalks. Speed limits in neighborhoods are too fast. 30 mph kills children and pedestrians.
- The fact that there is still no light rail in this city is just a sad, sad reality.
- We took the bus to see the fireworks on 4th of July. When we exited Zilker park with hordes of people at the end of the display - we found all of the bus stops closed! There was no way to get home. Bands of roving people searched for an open bus station - someone texted the bus stop and told the crowd 'It says they closed the bus routes down here because of the traffic! All the people howled and jeered. We couldn't believe it. Bus stops closed when we need them most. Who is in charge of this ship? We're going off course. The new Prop 1 seems like it will hardly do anything except expand roads. Depressing. We're all getting trapped in our neighborhoods. Austin has so many things to offer, but you can't get to them without driving. So people stay home.
- Good job regulating Uber!
- Gotta do something about taxes...they are out of control. I know we're a growing city and have lots of development needs so I support the road bonds, except for more bike lanes....what a waste. The level of needless regulation and meddling on things like Uber/Lyft and Home away/Airbnb boggles the mind. The conservation efforts are overblown. Lakes are full, the water department needs the revenue to cover growth. Electric Utility piggy bank has got to stop. Finally, you have to streamline the development process and the upgrade building code department.
- Government workers should not drive to work. Provide public transportation to prevent traffic overflow.
- Great city. Hoping for a rock-star new City Manager!
- GREAT PLACE. TRAFFIC ISSUES.
- GREATER TRANSPARENCY AND MORE COMMUNITY INVOLVEMENT IN MAKING POLICY DECISIONS
- Growth and progress is good, but please don't let Austin grow too fast or in ways that make it just like any other city (i.e. Houston!). Small businesses, small homes, middle and low income families are being priced out and even in the few years I've been here, I sometimes don't recognize Austin.
- GROWTH AND TRAFFIC. NEIGHBORHOOD INTEGRITY.
- GROWTH IS KILLING THE CITY I USED TO LOVE

- Growth is wonderful until it becomes detrimental to those within the area. Austin must stop growing. We cannot provide equal everything in a city that is beyond its capacity. Money is not the answer nor is technology; quality of human life is what defines a city.
- Growth needs to pay for itself.
- HAVE ALL PARTS OF TOWN BE IN THE YARD WASTE RECYCLING PROGRAM.
- HAVE MAIN ROADS CLEANED UP AND FIC 360 TRAFFIC
- Have permits for new commercial build outs be processed faster.
- HAVE SCHOOLS ELEMENTARY, JUNIOR HIGH AND HIGH SCHOOL GROW A GARDEN ON EACH CAMPUS, TEACH HOW TO DO
- HAVEN'T BEEN T LIBRARIES LATELY (GRAD SCHOOL, WORK) BUT THEY ARE VERY IMPORTANT ESPECIALLY TO CHILDREN
- Having access to affording housing for people who don't fall into the lower income bracket, but also can't afford to buy a house
- Help all Austin people not just certain areas
- help city of Austin workers find happiness :) they always seem so unhappy when I call for bill questions, service, etc.
- Help our public schools, please.
- HELP THE TRAFFIC FLOW ON BROODIE AND MANCHACA.
- HIGH HIGHLY EXCESSIBLE UTILITY RATES
- High speed local transit & trolleys
- HIGH TAX HIGH ELECTRIC AND WINTER RATES.
- HIGHWAY SYSTEM THRU CITY IS TERRIBLE
- Hire more police.
- Hire more water/road repair crews so I wouldn't have to dodge the hole in my driveway, or worry about the manhole cover sinking and breaking the just repaired eater lines.
- Holy cow, City of Austin Utilities (water, sewer, garbage) is *awful*! Super high bills, no transparency in the metering of water, charge me for every scrap of garbage that doesn't fit in the can, terrible customer service, bad web site, etc. I am routinely astonished at how high my monthly bill is, and how little I get for it. My neighbors in a nearby development are in a MUD, and get much better service for way less money.
- Homeless population
- HOMELESS ROAMING NEIGHBORHOODS INTOXICATED WORRYSOME
- HOMELESS SITUATION NEEDS TO BE ADDRESSED IN THE DOWNTOWN AREA
- HOUSING AFFORDABILITY NEEDS TO BE TOP PRIORITY OR AUSTIN WILL LOSE ALL THE PEOPLE WHO HAVE CALLED IT HOME FOR GENERATIONS
- Housing and help for the homeless

- HOUSING IS TOO EXPENSIVE. PEOPLE ARE BEING MOVING OUT OF THE CITY.
- HOUSING PRICES ARE OUT OF CONTROL.
- How we charged for lights and how the meter isn't read just itemized
- I ABSOLUTELY HATE BEING FORCED TO PAY MULTIPLE CUSTOMER FEES ON MY CITY OF AUSTIN UTILITY BILLS
- I am all for adding businesses to the Austin area, but we need a better public transit system and easier access to the city with bikes.
- I am always so sad to see the residents at RBJ living as the forgotten and thrown away. There are so many people who need a cheap place to live and there aren't enough places for low income and fixed income people.
- I AM AN OKLAHOMA BUT HAD GOOD LIFE IN AUSTIN 91 YRS OLD
- I am frustrated that there is still no new high school in southwest Austin despite the overwhelming need for one. AISD enrollment is down in some areas but not in southwest Austin. Why no investment (which has already been paid and voted for by the way) in anything other than a Magnet School? Shame on you. A bait and switch tactic that has left me not wanting to approve ANY bond issue. I simply feel that the council cater to some in Austin, but definitely not all and definitely NOT those of us in southwest Austin.
- I am furious and exhausted with the mopac improvement plan. My neighborhood has been subjected to 2+ years of noise, dirt, filthy sidewalks, overgrown common areas, rude drivers, etc. I am an active athletic 60 year old female that cannot even get to the park with my dog for fear of being run over, stepping on glass, caught in wires and other construction material, and eyed by construction workers. I feel afraid in my own home due to so many workers around watching my comings and goings. Additionally, I can't get anywhere in a reasonable amount of time and spend hours wasted away in traffic. This was a poorly planned project and to subject Mopac homeowners to this for 2+ years is appalling, especially given the taxes I pay for my little tiny house. I am a single mom, RN of 40 years that raised two children in Austin. Thank goodness they are grown and do not live here to see the mess. I have recently obtained my master's in nursing and am now a Nurse Practitioner. I will be moving to Haiti to work as a missionary and plan to keep my house for a while longer but if Austin does not improve the traffic situation and clean up around Mopac, I will leave and move to be with my children. I have been living in Austin off/on my entire life as my mother and father met here and my grandparents retired here; I am sad to see what Austin has become.
- I am glad affordable housing is on the Mayor's radar. But the old neighborhoods of East Austin are rapidly being demolished and replaced with monolithic boxes that don't reflect the character of the neighborhood. We are working with the Historic Landmark Office. But, the process is too slow to remedy the current situation. We need some emergency help!

- I AM REAL SICK OF NOT HAVING A CHOICE OF ELECTRIC COMPANY. DO NOT WANT CITY PROVIDE UTILITIES
- I AM SAD THAT THE GREAT MUSIC VENUES ARE BEING RUN OUT OF DOWNTOWN.
- I AM SAD TO SEE THE CHARACTER AND QUALITY OF LIFE CHANGE SO DRASTICALLY AS WE GROW AND NOT ALWAYS FOR THE BETTER
- I am sure employees themselves are not different that most people, however, I was OVER-BILLED for several YEARS by a COA accident - hundreds of dollars and city policy was to only refund 1/3 to 1/2 of that. THAT was unethical. There's no statute of limitations if I owe the city MONEY!!
- I am very concerned with highway and pedestrian safety. As the city grows and traffic becomes more congested the speed limits need to be reduced. Pedestrian and traffic fatalities are a terrible tragedy and can be reduced by facing up to the reality of congestion and need to reduce speeds over 35 miles per hour on city streets. Pedestrians are at great risk, particularly children, and unrealistic speed limits reflect an Austin that no longer exists. Related is the need to educate everyone on the changing congestion situation and how we must all deal with it. Bicycles only add to the need to adjust speed to actual and real conditions to save lives and reduce injuries.
- I am very displeased with the way the City handled negotiations with Uber and Lyft. Public transportation has always been problematic here. Taxis are few, unresponsive, unreliable and expensive. I live only 5 miles from downtown, yet I rarely participate in local events due to transportation issues (taxis, parking, etc.) and the many tourists that overtake our City on most weekends. Ride-sharing changed that. It was safe, affordable and a great option for a resident who might want to catch a band and have drinks....no drinking and driving. I will not vote for the council member in my district and would encourage others to get out and vote to avoid re-election of the current council.
- I APPRECIATE THE WALNUT CREEK HIKE AND BIKE TRAIL THAT HS BEEN BUILT IN MY NEIGHBORHOOD. IT IS BEING USED BY HUNDREDS OF PEOPLE EACH DAY
- I believe he is doing a fine job. Attention is being given to the problems of a rapidly growing urban city and I hope he remains mayor as long as is legally possible!
- I believe the GROVE development review is slanted to get it approved and is ignoring the facts of traffic patterns that have been stated by the city engineers. Shame on you. I want the GROVE to go forward, but you better plan it right before construction begins or it will be a mess!
- I can no longer afford to live in Austin due to the high property taxes--look for, find and eliminate tax dollar waste! Start with Austin Energy.
- I can't afford to buy a home in the neighborhood I desire due to ridiculous pricing for a regular house. We aren't talking Westlake here. I'm tired of more people moving here every day because it's so cool to be in Austin. I feel confined to my condo (again can't

afford a house) because the thought of venturing out into this traffic and crowd nightmare is so stressful and overwhelming. The only reason I'm still here is because I work at a state job and I have 15-years to go before I can retire. That day can't come fast enough. The schools are yucky unless you can afford to live in a neighborhood with \$500k plus homes. My parents in their 60s feel the same. I grew up here so I should know what has happened to this once lovely place. I'm a single mom who doesn't receive any public assistance of any kind (nor do I want to). I feel like I'm in a weird income class. Seems like everyone here is super rich or on assistance.

- I completely depend on Public Transportation, but I am unable to get from point A to B due to a lack of bus and train schedule. This past weekend I had a job opportunity on Saturday, but there was no transit to get me there in a timely fashion.
- I dislike and disagree with open carry.
- I DISLIKE I-35 AND MOPAC, I TRY TO AVOID THEM BECAUSE OF TRAFFIC
- I enjoy living in Austin and I hope the city continues being a safe city.
- I fear for minorities interacting with police and know as a lawyer that people without means don't get a fair shake in our court system.
- I FEEL MY NEIGHBORHOOD IS IGNORED IN TERMS OF TRANSPORTATION ENHANCEMENT PLANNING, HARRIS RIDGE
- I growth is so great for us, why does our property tax keep increasing?
- I HAD EXTREMELY HIGH WATER BILL (ACCORDING TO THEM IT WAS ENOUGH WATER TO FILL A POOL)L.FIRST IT TOOK WEEKS TO TALK TO SOMEONE, WHEN I DID I WAS ASSUMED QUALITY & NO WRONG FROM THEM. I WAS THREATENED W/SERVICE CUT OFF
- I have a general dissatisfaction with the direction in which general transit projects have gone. There seems to be a tendency within the city to compromise on these projects where the end result doesn't solve the original problem and still costs the city a large sum of money. Cases in point: The light rail system was built on 1960s technology (to save money) and didn't extend to the airport (to save money) and doesn't have parking lots near many of the stops (to save money) and is therefore useless to 90% of the people living in Austin while costing everyone in the city money. Further, the mopac extension of ONE lane (a toll lane) will do almost nothing to alleviate traffic while causing years of traffic delays. Further, for many of the lower income people who moved further from our city's center due to housing costs the variable priced toll could negate an hour or two of work in an eight hour work day which could make the toll lane prohibitively expensive.
- I have an older home and I am afraid of code enforcement, I can't get any work done because it could trigger a cascade of other expensive and randomly assigned repairs depending on the mood of the compliance officers.
- I HAVE COME TO BELIEVE AUSTIN IS A PLACE WHERE YOUNG AND WELL.

- I have lived here for over fifty years. I feel that the quality of life in Austin has declined significantly, especially in the past ten years. If my health permitted, I would not live here anymore.
- The things that made Austin a special place though live have been eroded to the point of being almost non-existent at the present time , and I do not believe it possible to bring them back.
- Alas the Austin, place I loved, no longer exists.
- I HAVE LIVED IN MANY COUNTRIES IN THE WORLD. I CHOSE TO RETIRE IN AUSTIN.
- I live in District 6 and Don Zimmerman does not adequately represent me. I do not agree with him at all.
- I live in fear of hitting a bicycle. But I don't think giving them more lanes and rights is the answer. Sadly, streets are and never will be safe for bicyclists. We have to either outlaw them completely or create true off-street bikeways, and make them ride on sidewalks. Providing more bike lanes and dashed lanes is adding to the problem because drivers have no idea what the rules are, and neither do bicycles. Suddenly, tons of strange dotted lines have appeared at intersections and few people know what to do. I'd really like to see more public transit and no bikes on streets. I know I sound like an ultra-conservative, but I'm actually ultra-liberal. It's just that we have to drive cars in this society, and something drastic needs to happen about bikes.
- I live in the Villages a new senior community on E Ben White Blvd. I am grateful for a nice place to live that I can afford. The Staff are wonderful and hard working and are trying to make the best environment for seniors. Just to let you know-- when I moved in I made arrangements to have my utilities transferred on June 27. The electric was transferred with no problem. The Gas company did not transfer until 5 days later and I was charged 10 dollars per day by the complex for a total of 50 dollars. That is a lot of money on a fixed income. When I called the gas company I was told that even though everyone is important that my gas was already turned on so the others were done first. Is this done to everyone? Not a good way to do business when there is no other choice. I love Austin and choose to live here but now that I am ageing it is getting more difficult to live here. Thanks for your time and attention.
- I live on s.s retirement, do city of Austin give some discount on utility bills ?
- I LOVE LIVING IN AUSTIN
- I love my city!
- I love the recycling program and want to be able to do more curbside recycling!
- I love this city, but as a single person, I feel like I'll be pushed out of the city soon due to home/rental prices. Even when I made \$45,000 as a teacher (I make less now), I wouldn't ever be able to own a home or eventually keep up with rent prices.
- I really wish that city planning would find a way to improve traffic flow.

- I recently had plumbing issues. I called 311 and within an hour a crew of workers showed up & assessed the problem, & returned the next day to install a clean out of the easement. I was extremely impressed with the response time & professionalism of the workers! The equipment they had to efficiently complete the job
- I support those living near the Grove at Shoal Creek. Too bad this land could not be a park! I am against the Austin Parks Charrette & removing any trees. Am concerned about many old water pipes breaking & just being patched.
- I suspect this is not isolated solely to Austin, however, it seems the growth has outpaced our available resources - water and roads. It may not be popular, but I believe we need some serious research into sustainable population levels for the area, and ways to dissuade overpopulation.
- I thank the City of Austin Police for their protection. Your job is hard...it always has been but we are going through tough times. Please know you are supported.
- I think allowing Uber and Lyft to leave Austin is irresponsible. It was a program that many people were using to access restaurants and bars which significantly increased safety on our roads and many people were finding it better for transportation than owning a car, which reduced traffic downtown, provided significant convenience to Austin visitors and made our downtown much more available to Austin residents.
- I think property taxes are too high for people living a long time in one neighborhood.
- I think some of the grass along the sidewalks in my neighborhood and the grass along Mickeny Falls parkway should be better maintained. There are some sidewalks that are unusable. And the grass is so high it is difficult to see on oncoming traffic.
- Thank you
- I THINK THE 3 MAIN PROBLEMS I SEE WITH AUSTIN ARE TRAFFIC, AFFORDABILITY AND MOSQUITOS, EVERYTHING ELSE IS GOOD
- I think the biggest issue in the city is the falling African American population. A large part of this problem is the lack of affordable housing in the city and the gentrification of east Austin. The city also must find a way to attract middle class African American families and young professionals to the city. When I think of Austin compared to Houston, my hometown, the one thing that stands out as a negative is the overall lack of diversity in the city itself. This isn't an easy issue to tackle, but I have confidence given the overall superb job done by the city, that we can find a way to address it and make major improvements. This question should be on the tip of all the city staff's tongues... How can we make Austin a desirable city for people of all ethnicities?
- I think transportation is going to be a driving force for mobility, business, and recreation for years to come.
- I THINK WE NEED TO REMEMBER WE ARE THE LEADER OF HOUSING AND TRANSPORTATION THINKING OUTSIDE OF THE BOX IN TEXAS AND THE USA AND ACT ACCORDINGLY.

- I think you're doing a great job! The traffic is to heavy and the property tax is to high but what are you going to do in a booming economy? Figure out this ride share thing and I'll be pretty happy.
- I want the cops to stop using deadly force on all races . All Lives Matter .
- I want Uber/Lyft. I can't care about finger printing, I care about how I get home after I've been out drinking. Austin cabs are terrible. T.E.R.R.I.B.L.E
- I was being harassed at work and I called the police to make a report, waited to hear back from someone like I was told, I then got a letter 3-4 weeks later saying they were dropping the case because I never called them back but I was still waiting on them to call me. I then created a 2nd report, got the same letter 2 weeks later. It took my boss calling for me to even get a real person on the phone. I felt like I was unimportant to this detective and he had better things to deal with even though I was being terrorized. I am still upset by the way my case was handled, and that it took nearly a year to get resolved all because no one would acknowledge my police reports. Protect and serve my ass
- I was born here, grew up here, and currently live/work here. That all will change when my property taxes go beyond what I can afford in the next few years. Tax breaks are a joke when they knock off ~\$20 and increase ten times that amount year to year. I do not have kids, nor do I plan to have them- and yet the majority of my tax money is sent to public schools which I feel disconnected with as a non-parent. In addition to being priced out by property tax increases, the cost of energy is absolutely atrocious. Without competition for the Austin Energy monopoly, AE stifles market forces allowing for better prices. I live with a roommate, who works for a grocery store (Central Market) near full time hours and can't afford a basic efficiency apartment on their paycheck. How are people in the service industry expected to have a decent quality of life in this town if they can't afford it? TLDR: Austin is becoming too expensive- don't know what you can do to help, but anything is appreciated.
- I wish Austin would make the Climate Protection Plan more conspicuous.
- I wish it didn't cost so much to keep living in the city and working downtown!
- I wish rent was a bit more affordable.
- I wish the City of Austin would take action to regulate the large number of panhandlers at street intersections. It gives the city a poor image. Could these people be directed to appropriate services for people in need?
- I work downtown and do not feel safe walking around because of the large and growing homeless population. We need a coordinated effort by many agencies to find housing, training, rehab, healthcare and work for our homeless. It looks like a war zone driving by the shelters on Neches with people and trash everywhere and it is not safe for citizens to walk around the downtown area. They sleep in our gated property and sit right outside our office on the curb daily. Also, the traffic in Austin is ridiculous and the lack of public transportation needs improvements.

- I would encourage the mayor to support a policy shift within APD, from a use of force model to one of de-escalation.
- I WOULD LIKE TO HAVE AUSTIN PETS A LIVE A BETTER SHELTER.
- I would like to lead a none a day program pick up 1 piece of litter per day for all of Austin
- I would like to see realistic solutions for transportation issues in Austin - solutions with a potential of making it possible for large densities of people to move about the city safely and easily - like light rail and right sharing - have not been developed in viable ways to allow for sustainable and affordable growth in central Austin.
- I would like to see the trails at the parks have lighting at night so that people could feel safe walking the trail.
- I would like you to focus on service provision to existing City of Austin residents and stop promoting the city to out of state potential residents. The city's traffic patterns should show us that we are full!
- I WOULD LOVE IF YOU WOULD PICK UP MORE THAN 1 TRASH CAN OF TRASH AND PICK UP CARDBOARD BOXES WHETHER FILLED OR UNFILLED
- I would love to see additional sand volleyball court at Zilker park or at least the current courts taken care of with new sand but doubling the amount of courts would be great.
- I would love to see more of a focus on quality education.
- I would request more police patrol in neighborhoods.
- I would share with the Mayor that I love this city and it has become home to me, and while there is always room for improvement, it is a wonderful place to live!
- I would terminate everybody that has been associated with traffic planning, CAMPO, Smart Planning. The Metropolitan Transportation org, etc. and start over with traffic and highway planning. The same fools have run this for the last 40 years and no (zero) progress has been made. Austin needs drastic measures and these fools are still running around looking at the same fictitious bicycle study thinking 3% of Austinites ride their bikes to work. That number is more like 3 thousands of a percentage point. There should be an immediate moratorium placed on all bicycle lane construction that results in a reduction in the number of driving lanes for cars. Capital Metro has the biggest flop in the country on its rail program per Forbes Magazine. The train is in the wrong location and is a huge waste of money serving a very limited few. MoPac and IH 35 are polluting parking lots for most of the day....always congested! Finds some Ex-Bob Bullock employees.....they let get it done!!! You could put mannequins in the seats of these current boards and departments and get about the same results!
- I35 does not have enough lanes to support the traffic which causes the access roads to back up and makes life miserable when commuting.
- I-35 problem overall, also enforcing a safer community in low income areas or areas of bad reputation like crime.

- IF IT'S NOT BROKE DON'T FIX IT. QUIT TRYING TO ADOPT EVERY SUGGESTION.
- IF POLICE/FIRE/EMS PENSIONS BECOME LESS THAN 95% FUNDED OR MORE THAN X% OF CITY BUDGET, THE CURRENT CONTRACT VOIDS. WE SHOULD BE INNOVATE IN OUR EFFICIENCY OF THERE SERVICE
- If the train traveled to more locations there would be more people on the train and less traffic.
- I'm a senior. I notice there is only one question that even remotely relates to seniors. I also notice that there are only 3 senior activity centers for the whole of Austin...none of which is near where I live. I participate in several programs/classes at the Connelley-Guerrero Sr. Center, and drive 25-30 min to do so. I wish the City would pay at least a little attention to senior citizen recreation needs. For those of us who are seniors, the FREE activities are important. Please consider our needs when you plan for the future of Austin as we pay taxes too. Thank you.
- I'm concerned about police treatment in Austin of our citizens of color - I worry about their safety and hope our officers are trained to protect all of us.
- I'm concerned that young people cannot afford to rent apartments in Austin.
- I'M NOT PASSIONATE ABOUT ENVIRONMENTAL ISSUES,BUT I THINK IF WE ARE GOING TO BAN PLASTIC BAGS. A SMALL BENEFIT TO THE ENVIRONMENT IN MY OPINION.
- I'm pretty content with my living situation and the city; however, the cost of living continues to increase at an astounding rate. Rent shouldn't increase by a couple hundred dollars each year.
- I'm very confused why our city budget is significantly larger than Houston and Dallas and yet we have a much smaller population. There is little logic in why we have to pay fees for Barton Springs and Deep Eddy.
- IMMIGRATION STATUS.
- Impose heavy taxes on home buyers who are not residents of Austin. Stop selling Austin land to California investors.
- Improve affordable housing/living. Soon there will be nothing left that made Austin awesome. Sickening and wrought from greed.
- Improve Austin's traffic!
- improve bicycle routes and safety
- Improve bus service (more frequent) & provide more bike paths that are not adjacent to traffic or shared with parked cars.
- IMPROVE CITY MAINTENANCE AND CLEANLINESS OF ROADS AND STREETS.
- Improve development services

- IMPROVE FAILING INFRASTRUCTURE POT HOLES IN ROADS, DECREASE TRAFFIC TOLL ROADS ARE NOT THE ANSWER, PLANT MORE TREES
- Improve our roads!
- IMPROVE ROADS AND REDUCE TRAFFIC FLOW.
- IMPROVE ROADS! COORDINATE USE OF THEM BETTER WITH BUSES.
- Improve the auto circulation. Kill all toll projects (return existing to public) and install a proper loop system. Increase lanes on Mopac, 183, 620, 360, and I-35. It's really that simple.
- Improve the bus system, both in frequency and coverage.
- IMPROVE THE CONGESTION
- IMPROVE THE COST OF LIVING IN AUSTIN.
- Improve the inspection and application process for building and home remodel.
- IMPROVE THE TRAFFIC ON MOPAC!
- IMPROVE TRAFFIC
- Improve traffic and control overzealous police and get Lyft/Uber back!!
- Improve traffic conditions, especially on IH35
- IMPROVE TRAFFIC CONGESTION.
- Improve traffic flow.
- Improve traffic or people will leave for outlying areas and remove/reduce you tax base. Traffic is the worst thing of living in Austin. Please stop thinking Austin has to have an event every weekend. ACL, South by Southwest and the racetrack are ruining quality of life here. Hotel room prices are outrageous on weekends.
- Improve traffic please!
- IMPROVE TRAFFIC, ADDRESS MONOPOLY OF CITY UTILITIES
- Improve traffic.
- Improvement of overall safety in the city.
- Less growth, recognize the roots.
- Improvement on traffic problem.
- In 2014 you told us we as a city were at a tipping-point...
- Here's where we are missing the mark on affordability:
 - -Our property tax base grows as a result of more housing for an increasing population
 - -The growing base provides the city with a larger pool of money to run the city
 - -The city increases spending to account for the larger pool
- We offer incentives to companies to relocate to Austin. They bring more jobs and more people to Austin. Our tax base expands, but the average resident does not get a slice of that pie. Instead, we pay more and more. To be sure, it is nice that our property values increase, but we are not seeing the benefits of 'our share' being a smaller slice of a growing pie. The pie grows and somehow the costs of the cut for the average guy goes up anyway.

- Tell me again how we are further away from the tipping point today, instead of being closer to it?
- In many ways, the city is failing to meet the increasing demands on it's infrastructure due to the growth of the city, especially transportation in the city - roads, public transportation, bicycling, networks/quality, etc.
- IN MY OPINION STAFF MEMBERS WHO DEAL WITH DEVELOPMENT, PLANNING AND PERMIT ISSUES SHOULD BE REQUIRED TO LIVE IN THE CITY OF AUSTIN.
- In the five years that I have lived in Austin I have seen a huge increase in the number of residential developments being built in my neighborhood. Infrastructure has not kept up with this development.
- In the past 15 years my commute to downtown has gone from 35 minutes to 60-90 minutes. The community has grown but our infrastructure has not.
- In this city, it is criminal to take motor vehicle lanes out of service in order to create bike lanes. You should be ashamed. As a road cyclist, I am embarrassed for Austin when I see cars stopped at a red light and backed up to the next intersection, i.e. Kramer Lane between Metric and Braker.
- Increase affordable family friendly housing (2 or more brms) in family friendly walk able neighborhoods near public transportation & bike trails & parks so people are less dependent on car travel
- INCREASE POLICE FORCE.
- Increase roads/lane, capacity.
- INCREASE SOCIAL SECURITY FOR ELDERLY.
- Increase the recycle program collection to weekly instead of biweekly. Also, start life guard certification program earlier in the year instead of just prior to summer beginning!
- Increasing public transportation effect. MORE BUSES! Routes between Round Rock and Austin, Cedar Park and Austin.....
- Infrastructure & growth
- Infrastructure and traffic flow
- Infrastructure can't support rapid growth. Slow growth!
- infrastructure improvements needed to happen at least a decade ago, and gentrification is a real issue that is killing our city.
- Innovative management of city growth with emphasis on quality of life for ALL.
- Integrated transportation is critical.
- Interconnect hike and bike trails, neighborhoods.
- Invest in AISD schools.
- investigate the fees apartment complexes are tacking onto renter's water bills.
- Investors appear to (be) buying all the affordable homes & using them as rentals. Home prices are too high!

- It doesn't matter how nice things are you build if you don't take care of them.
- It is becoming almost impossible to continue to live in this city. Every time you raise our taxes or increase our costs just to live here, you push out the longtime residents. This city has a lot of people who struggle with expenses and yet the only relief is offered to those on the eastside. South Austin is losing businesses and residents. Until the city finds a way to conduct business without wasting money on fluff projects that benefit only a few, I will have to consider moving outside the city. I can't afford your social experiments anymore.
- It is getting too expensive to live in Austin. City officials say they want to reduce the cost, yet they continue to increase taxes and fees. The composting proposal is completely insane. Why? Most cities did away with garbage collection because of the public health concern. Austin will be going back to the '50s.
- It is time for the city of Austin to spend more time focused on infrastructure and supporting those that work in emergency services i.e. Police and fire. I am sick and tired of poor light sequencing, leaking water lines, leaking waste water lines, and inadequate Storm water drains, etc... Just a thought.... the city of Austin should be required to meet the rigorous requirements placed on individuals and businesses.
- It makes me really sad that there is a high possibility that I will never be able to afford a home in Austin.
- It was be nice if you actually cared that rent is out of control due to investors flipping home.
- It would be for REAL affordable housing.
- IT WOULD BE GREAT TO HAVE MORE SIDEWALKS.
- It's a great place to live and grow a family. I believe we our growth will continue to change or dynamics for the good and the bad. But other than that, Austin is a great place to be.
- It's becoming harder and harder for an average family to live in the city limit, even living on the edge of the city, with rising property rates and traffic. Can we add a tax increase to people who come in from outside the surrounding counties for festivals and conferences? And for people staying in hotels during drought, increase their bills for their use of our water.
- It's getting too expensive to live in Austin. I moved here in 2009 and it was affordable. Now it's out of control. Rent is ALWAYS getting higher and higher. If it continues like this, I will move out.
- It's growing too fast and we have no affordable housing!
- It's time for sidewalks in town.
- It's time we put people's tax money into infrastructure, less into special programs.
- keep Austin Austin
- Keep Austin artistic, neighborly. Please emphasis more in environment programs.
- Keep Austin Beautiful, Healthy, Kind and Safe!

- Keep Austin clean & in compliance.
- KEEP AUSTIN QUALITY OF LIFE BY INVESTING IN TRAILS, BIKE LANES, SIDEWALKS, PARKS, THESE ARE IMPORTANT FOR ALL SOCIO-ECONOMIC LEVELS AND TO MAINTAIN A PEOPLE CENTRIC COMMUNITY
- KEEP AUSTIN WEIRD & MAKE SURE TO SUPPORT LOCAL BUSINESS AND MUSIC
- Keep Austin weird--cultural and human services and libraries & bike trails so important
- KEEP CLEANING UP DRUG AREAS.
- Keep doing your JOB
- keep new people out of city and reduce current population
- Keep supporting the police and keep public safety as your top priority
- Keep the grass cut low on all streets, sometimes the grass is so tall you can't see oncoming traffic.
- Keep the United Nations people and their Agenda 21 and Agenda 2030 completely out of our city.
- KEEP UP THE GOOD WORK
- Keep up the good work! The city has its share of problems, but you and the councilmen work hard and are doing well in managing them.
- KEEP UP THE GOOD WORK, MR MAYOR
- LARGE APARTMENT COMPLEXES SHOULD NOT BE BUILT IN SINGLE FAMILY NEIGHBORHOODS.
- LARGEST STATE AGENCIES TOGETHER TO DISCUSS ALTERNATIVE WORK SCHEDULES TO HELP WITH TRAFFIC AND RENT PRICES TAT MAKE AUSTIN UNLIVABLE.
- Less concern with anything involving bike lanes. Its Austin its 100Â° all the time. No one I know rides in the city and taking parking away for bikes is not logical to me.
- Any City Council member that votes consistently on bike lanes should Only be allowed to ride a bike to and from work otherwise for Life.
- LESS ECONOMIC DEVELOPMENT. MORE HEALTH HUMAN SERVICES.
- LESS EMPHASIS ON DIVERSITY AND MORE EMPHASIS ON THE COMMUNITY.
- Less focus on Diversity, more focus on its opposite: Community
- Less focus on downtown issues!
- LESS STUDIES, MORE ACTION
- Less tax breaks as incentives for businesses to move to Austin
- LET 18 WHEELERS TRAVEL THE TOLL ROAD FREE OF CHARGE AND PERMIT THEM FROM TRAVELING DOWNTOWN IH35
- Let our police do their JOBS! BLM does not mean you can disobey a police officer!

- LET UBER OPERATE IN THE DIRECT CORRELATION TO DECREASED DWI RATES.
- LET UBER RUN THEIR OWN BUSINESS PLEASE.
- Let us have other options on electric and water with better rates.
- Let's confront our city's affordability problem head on.
- Let's get the traffic moving.
- Let's have less mindless development that benefits only high dollar investors, & more thought & smart and dollars given to support quality of the neighborhoods for a better quality of life in Austin!
- LET'S KEEP AUSTIN MOVING.
- Let's make sure that we are being the technologically advanced city that we should be and try to work with companies that are innovative and breaking molds, such as Uber and AirBnB. Let's not try to inhibit the growing sharing community, and learn more about how it can help Austin's overall needs.
- Let's manage our growth!
- Light rail and other public transport.
- LIGHT RAIL IT'S A JOKE. TOTALLY DISSATISFIED.
- Light rail please!
- Limit city growth by not enticing business to relocate here. Fast population growth is the city's biggest problem in areas such as congestion and expensiveness.
- Limit density until transportation/parking infrastructure catches up to current growth.
- Limit pension liabilities and debt for retired employees.
- Listen
- Listen to Ellen Troxclair - she's a smart girl with snap.
- LISTEN. TOLL ROADS WILL NOT SOLVE TRAFFIC.
- LONG RANGE PLANNING FOR GROWTH TRAFFIC, WATER, ETC.
- Look at the terrible traffic problem & stop building more apartments.
- Look into creating a full loop around Austin to alleviate 35 & MOPAC traffic similar to San Antonio. Thank you for the survey and allowing us to offer input. Have a great week.
- Look into rental apartments and how they are scamming and overcharging tenants.
- Look to the future and now on the city's growth. In regards to more major freeways, useful public transportation(i.e.: trains & metro), affordability of utilities, stiffening code enforcement and stop favoring developers.
- LOSS OF LIVE THEATER SPACE IS A CULTURAL DISASTER.
- Lower electric utility costs.
- LOWER ENERGY PRICES.
- LOWER PROPERTY TAXES OR PROVIDE HOMESTEAD EXEMPTIONS FOR THOSE LIVING IN THE FAMILY HOME FOR MULTIPLE YEARS SO WE HAVE A PLACE TO LIVE.

- Lower property taxes!
- LOWER PROPERTY TAXES.
- Lower property taxes.
- Lower property taxes.
- Lower rent affordable housing
- LOWER SCHOOL TAXES, TOO MUCH FOR RETIRED FOLKS.
- lower taxes & quit wasting taxpayer money
- Lower taxes and utility bill.
- Lower taxes. Increase of taxes, but, no increase in salary to match cost of living.
- LOWER THE COST OF USING TOLL ROADS TO LIGHTEN TRAFFIC ON I-35.
- Lower the tax rates across the board, it's extreme.
- Lower utilities or get another choice. Too expensive!
- Lowering electric bill.
- LUXURY HOUSING HAS BEEN GIVEN PROMINENCE OVER BASIC INFRASTRUCTURE FOR THE PURPOSES OF PROFIT OVER CIVIC DUTY AND THAT SHOULD BE SHAMEFUL.
- major drug use at the arch and other downtown areas.
- Major thoroughfares poorly planned, not functioning, city streets need repair.
- Make through semi truck traffic divert to 130 with no toll mandatory.
- Make / preserve city policies that reflect kindness to animals, whether they be strays or the deer that reside in some of our neighborhoods. Thank you!
- MAKE ANOTHER SECTOR FOR POLICE OUT TOWARDS 78724 BECAUSE WE ARE IN CHARLIE SECTOR POLICE STAY TOWARDS I-35 EAST TO 183, IT'S RARE THEY DO PATROL E OF 183 SO WE WAIT HRS BEFORE GETTING A UNIT OUT HERE
- Make Austin affordable again for hard working families
- Make Austin affordable for Austin natives.
- Make Austin affordable to live in for those of us on fixed incomes. If taxes don't go up, fees do which price many on lower incomes out of the city. There used to be free parking around town, now it costs to park anywhere in the city. It is pricing us out of a place we love to live in.
- Make Austin affordable.
- MAKE AUSTIN THE CAPITAL OF BIKES!
- Make Austin the music capitol of the Southwest.
- Make central Austin green again.
- Make Chief of Police enforce federal immigration laws. We do not want Austin to be known as a sanctuary city.
- MAKE CITY MORE BIKE FRIENDLY.
- make every effort to eradicate poverty

- Make homelessness a top priority.
- Find a way to get ALL city councilpersons to respond to media instead of letting one representative speak for everyone when the majority of us do not agree with him. He should not be the first and only interview after every meeting.
- Make improvements to public transportation in North Austin.
- MAKE IT MANDATORY CITY WIDE NO PARKING ON GRASS ON IN YARDS. NOW YOU HAVE AN HOA TO GET THAT ORDINANCE, RENTERS DON'T HAVE HOA'S SO NO ONE WILL ENFORCE NO PARKING ON LAWN/YARDS/GRASS
- Make more base income apartments
- MAKE MORE HIGHWAYS!
- Make our buses a desirable form of transportation.
- Make Parmer an expressway.
- Make public mass transit a reality.
- MAKE PUBLIC TRANSPORTATION WORK FOR AUSTIN COMMUNITIES.
- Make ridesharing more accessible, fix the highways by making turnarounds and better mergers/ramps, and stop the gentrification that is killing this city.
- Make taxi cabs clean up their cars and require them to go through customs service classes.
- MAKE THE CITY MORE WALKABLE. SO MANY POTHOLES.
- Make the Muni Courts less rigid and more human-oriented. The City prosecutors are like heartless/mindless machines!!
- MAKING NEW CODES FOR TINY HOUSES IN AUSTIN CITY.
- MANY OF OUT CITY'S FEATURES (PARKS, EVENTS) ARE NOT INCLUSIVE, MY LATINO STUDENTS ARE OFTEN UNAWARE OF MUCH OF WHATS MAKES AUSTIN GREAT
- MANY SERVICES IN SURVEY I HAVE NOT EVEN HEARD ABOUT
- Many stop signs in residential areas are hard to see because of branches , bushes, etc.
- mass transit now! our roads are getting wider and we need less cars.
- Mayor, We appreciate your effort in improving Austin's traffic issue. Keep up the good work!
- meter reading, especially for water, is criminal! It isn't happening, and catch-up readings are costing me hundreds of dollars!
- MOBILITY MATTERS MOST. ENGINE POWERED VEHICLES ARE MY FAMILY'S TOP SAFETY RISK.
- MOBILITY PROBLEMS ARE MAJOR NEGATIVE QUALITY OF LIFE IN AUSTIN.
- MoPac express lanes are money-grab and stupid idea.
- Mopac has been a disaster - traffic.
- More accessibility for the handicap on roads, restaurants and vehicles taking you to the outskirts of the city.

- More affordable apartments for senior independent living
- MORE AFFORDABLE HOUSING AND MIXED INCOME NEIGHBORHOODS.
- More affordable housing and no more luxury condos!
- More affordable housing for seniors \$200,000 and below
- More affordable housing!
- MORE AND BETTER PUBLIC TRANSIT.
- More audible street crossing signals in residential areas.
- More bike paths and bring back Uber/LYFT.
- More bus transportation and more bus stops.
- More careful zoning changes.
- More consideration to preservation of certain areas, more consideration to design of large buildings that influence our city's looks. More affordable housing!
- More emphasis on long term planning as opposed to short term fixes should be tried in general. (See improvements to intersections on 290 in Oak Hill area).
- More enforcement of residential watering violations.
- MORE FREE PARKING DOWNTOWN.
- More green and solar projects and investment!
- More highways
- More inclusion and consideration of the elderly and the poor.
- MORE JOGGING TRAILS IN SW AUSTIN
- more law enforcement personnel
- MORE LIGHT RAIL, MORE LIGHT RAIL, MORE LIGHT RAIL
- MORE LIGHTING, REMOVE SPEED BUMPS
- MORE MASS TRANSIT LESS FOCUS ON CARS. WE ARE WAY TOO CAR DEPENDENT.
- More needs to be done to ensure the part of the city East of I 35 receives the same services as the part of the city West of I 35. The medians and sidewalks in East Austin remain overgrown and the parks do not get attention with regard to cleanliness and safety. You can drive around West Austin and see no streets, medians, or sidewalks that are overgrown with weeds like the ones on streets east of I 35. City services in east of I 35 are not as plentiful as they are in West Austin. I am not talking about the section of Austin that is now being called East Austin that is being gentrified or the Mueller development. I am talking about the rest of the city east of I 35, I hope that now that we have single member districts on the City Council, those that represent sections of Austin east of I 35 can focus some of the city's attention on this ongoing disparity.
- More neighborhoods appearances.
- More none toll roads. More roads, affordable housing, better policing, help the homeless. Don't get aesthetically pleasing at the expense of basic needs. Fewer events at downtown which closes parks and roads.

- more pedestrian safety
- More police presence
- MORE POOLS AND PARKS. FEWER POLICE
- More programs and trips for seniors.
- More programs for senior citizens.
- More public transport, trains that connect San Antonio, Georgetown, etc.
- MORE PUBLIC TRANSPORTATION OR BRING UBER BACK.
- MORE RAIL SERVICE
- MORE ROADS FIX THE ONES WE HAVE BETTER. TRAFFIC FLOW.
- More sidewalks
- More sidewalks & more bike lanes!!
- MORE SIDEWALKS AND STREET LIGHTS.
- MORE SKATE PARKS PLEASE.
- More support for charter schools
- More things to do for African Americans!
- MORE TO GET PAN HANDLERS OFF STREET CORNERSQ
- More transparency about usage of tax money.
- MORE YOUTH PROGRAMS ESPECIALLY FOR HIGH NEED KIDS.
- Most people are unable to attend city events, (fireworks, kite festival, trail of lights, etc), because of traffic congestion and crowding. I miss that about my city so very much!
Thank you to ALL city employees! Good job!
- MOVE ALL COMMERCIAL TRAFFIC TO SH130 TOLL FREE.
- Move homeless shelter from downtown not nice picture of the city.
- MOVE HOMELESS SHELTER OUT OF DOWNTOWN AND EXPAND IT
- MOVE HOMELESS SHELTER, STOP INCREASING RENT, HELP WITH TRAFFIC, BRING BACK UBER
- MOVER AGGRESSIVELY FOR FAR REACHING MASS TRANSIT INFRASTRUCTURE
- Moving traffic throughout the city.
- Mow crews need to spend more efforts in SE Austin schools and roadways and sidewalks. SE Austin is completely ignored. Police only patrol when called on, not proactively. Energy efficiency programs exclude a certain class of individuals because of the very high credit scores that are required to qualify for programs such as the solar energy efforts currently underway.
- Mow sidewalks, better monitor lcra, and increase mass transit. Also please connect I35S with Mopac via Toll 45 in South Austin!
- MOW THE GRASS AND WOODS ON SIDEWALKS. PAINT THE STRIPES AND ARROWS ON STREETS WHERE THEY CAN BE SEEN.

- Mr. Mayor, do not reduce city streets from two lanes down to one this action has cause traffic issues you nor your office are willing to believe but we the people experience everyday and with the holidays coming things will only get worse.
- MR.OTTO COME SEE THESE NEIGHBORHOOD. TOO MANY ILLEGALS FROM MEXICO. DON'T PAY TAXES. SELLING FOOD,BEER OUT OF THEIR PLACE.
- MUCH MORE housing in central city neighborhoods!!!
- MUSIC IS TOO LOUD IN THE FIESTA PARK AREA WHEN THERE IS A PARTY
- MUSICIANS HOUSING AND FACILITIES
- My car insurance went up 20% due to vehicle thefts and burglary. We need more street lights. Our neighborhood is VERY DARK at night
- My family cannot walk safely in our neighborhood because there are very few sidewalks and traffic is awful.
- My fiancé and I have lived in Austin our entire lives and are being pushed to the fringes just to survive. Wage increases and rent decreases will help with the infrastructure issues, unless you plan on having robots to serve food and drinks.
- My neighborhood (Windsor Park) doesn't have very many sidewalks, yet a lot of people walk their dogs and take their kids and babies for walks on neighborhood streets without sidewalks anyway. Still, it would be really nice if the sidewalks that we do have could be more pedestrian-friendly. I am thinking specifically of Berkman Drive between the 290 frontage road and Briarcliff. There are a lot of bus stops on this stretch of Berkman, which is a main thoroughfare in the neighborhood. Unfortunately, there aren't really adequate trash bins for each of these bus stops. The ones that do exist often overflow, allowing trash to collect around the sidewalk and to blow into the front yards of houses (like mine) in close proximity to Berkman. Also, particularly the borders of the western side of Berkman, are often overgrown and not adequately mowed, so that the area of the sidewalk where you can actually walk is much narrower than it should be. I realize that this is a pretty trivial concern in the overall scheme of things, but I think clean streets really contribute to the well-being of neighborhoods. Citizens who walk more are healthier. Citizens who take the bus more have a smaller carbon footprint, and cleaner streets contribute to neighborhood pride and safer streets. I'd love to know how much the heavy city trash bins cost so that I could help my neighborhood raise money for some more.
- Overall, I am very happy with the efforts the City of Austin takes to conserve energy and water and to foster responsible growth, but I feel we still need to push harder for effective public transportation to the outer suburbs. We're a hot city and we're going to experience the effects of climate change in different ways than northern cities. I'd like to know we're doing everything we can to mitigate our carbon footprint on the environment.
- I obviously need to start going to city council meetings, but thank you for this opportunity to offer my feedback.
- Sincerely,

- My wife and I are struggling for better jobs so we can continue living in Austin. We love Austin, but denial of a job because of disability.
- My wife and I live in NW Austin and am amazed at how long the major streets go without weed trimming. McNeil Drive for example has 3' weeds growing in the center blvd between 183 and the McNeil HS before they get mowed. Weeds are growing in the cracks of the non grass boulevard areas also. The weed roots damage masonry as they are looking bad. I see this Detroit type affect all over the city. This lack of maintenance makes Austin look run down. It seems like such an easy fix. Mow the grass and remove the weeds once a month. I know this takes money, but what a great visible way of showing our tax \$\$\$ being used. Right now it looks like our tax dollars are NOT being used for this at all. Simple monthly lawn maintenance would make Austin look like a well-kept city. A pride thing. Thank you for this opportunity to vent this non-traffic related pet peeve of mine.
- NEED A CITY MANAGER THAT CARES ABOUT THE CITY.
- NEED BETTER CLEAN UP OF STORM CULVERTS AND TUNNELS.
- need better growth planning mainly roads
- Need better information for bike commuting from suburbs.
- Need better management of growth.
- Need more of our tax dollars to go directly to our school system.
- Would love to have more park space.
- NEED BETTER PUBLIC TRANSPORTATION
- NEED BETTER RAIL SYSTEM. GENDER NEURAL RESTROOMS.
- NEED BETTER TRAFFIC FLOW PLANNING.
- NEED CHOICES IN PUBLIC SCHOOLS OPEN ENROLLMENT.
- NEED CITY TRANSPORTATION ON LOOP 360.
- NEED HAZARDOUS WASTE DISPOSAL NORTH AT LEAST 2 TIMES A MONTH. PERMITTING INSPECTION TIME IS TOO LONG. BIKES RUNNING STOP SIGNS TURNING LEFT FROM RIGHT LANE.
- Need more baseball/softball field options in central and north east Austin, like what is available to Pflugerville and Round Rock kids.
- Need more bus routes!
- NEED MORE OF A POLICE PRESENCE TO HELP WITH DRUG ADDICTS AND TH HOMELESS THAT USE THIS NEIGHBORHOOD.
- NEED MORE ROADS HIGHWAYS. NOT TOLL ROADS.
- NEED MUCH BETTER WORKING RELATIONSHIP W/TXDOT TO RELIEVE TRAFFIC
- Need much, much better traffic flow, (Example, 183 or 620, Palmer).
- NEED NO KILL ANIMAL SHELTERS TO REALLY BE NO KILL.
- Need roads and transportation expediency.

- Need sidewalks in our area.
- Need to attract larger corporations and higher paying jobs to Austin to offer nationally competitive pay rates to keep up with Austin's explosive growth in real estate/housing prices
- Need to be more innovative on public transportation concepts & road expansions before asking for \$700 million & then adding toll roads.
- Need to fix traffic congestion in the city highways urgently.
- NEED TO HAVE A PLAN FOR BALANCING CITY GROWTH W/THE QUALITY OF LIFE/AFFORDABILITY FOR LOW INCOME, MINORITY, YOUNG, CREATIVE POPULATION AND ASSIST HOMELESS POPULATION
- Need to hire more police.
- Need to plan for the growth and traffic this city is now experiencing much better.
- Need to realize the city is growing. Restrictive zoning, city planning and code enforcement. Getting rid of Uber was totally incorrect. Not embracing light rail was a poor decision.
- Need to reduce energy costs.
- Need to rework zoning to improve traffic and add more public transit, especially to suburbs.
- Need Uber back! !!!!!!!!!!!
- Need way more space than one thing. Coordinate growth management with AISD.
- Need weekly recycling pickup, also recycling for businesses.
- NEGOTIATE AND BRING BACK UBER & LUFT
- New codes for abandon Cars parking on streets, also laws for cars parking on sidewalks it's impossible walking on my neighborhood streets because, to many cars parking on sidewalks ,also to many ugly cars parking on my New neighborhood ,make seer ugly my living place.
- No development on Bull Creek, traffic will impossible, make it into park, at least some of it!
- No more affordable housing in areas that already have it, make it a priority to locate this in areas that don't have any like West Austin. Let's make it affordable in every part of Austin and avoid creating an area of need for the schools and neighborhood.
- No more growth at any cost! TOO many people. Good Austin is gone!
- NO MORE GROWTH, FOR PETE SAKE, TRAFFIC IS HORRIBLE
- No more loitering allowed. The number of homeless has become extreme and is a danger (UT student death).
- No more sanctuary city. No more trips to Amsterdam to look at a library.
- Make cops stop driving police vehicles back and forth to work. Never pay another company in money or tax breaks to come to Austin More fire, ems stations.
- Lower water and light rates.

- No more tax giveaways to promote growth Austin will grow on its own
- NO MORE TOLL ROADS
- No satisfaction with utility company customer services.
- No traffic planning. the efforts on mopac are the joke of the city, and will be outdated before they are finished. no e/w thru routs.
- the silly commuter train is a waste of money. Simply start by building a link between downtown and the AIRPORT!
- Not all Austin residents are democrats, some are still republicans.
- NOT EVERYONE IN DIST 6 LIKES OR IS LIKE ZIMMERMAN
- NOT QUALIFIED TO GIVE GOOD ANSWER.
- Not to have so many events going on in Austin at the same time.
- NOV 2016 BOND PROPOSAL SHOULD BE VOTED DOWN JUST LIKE THE LAST BOND PROPOSAL
- Now that Uber & Lyft are gone and traffic is becoming a bigger problem every day, a more extensive and reliable bus network would help us out a lot.
- Number of people moving into Austin is quickly affecting the courtesy of Austin residents. The roads and water system will be adversely affected. One disadvantage of a well-run city and state.
- OLICE SHOULD ASSIST NOT HINDER ASSAULT BY NEIGHBOR CASEES
- ONE IS NOT ENOUGH TERMINAL TAX ON HOMES FOR FUTURE FLOOD CONTROL, FORGET SUBWAYS OR PROCURE MORE REAL ESTATE TO PURSUE AND IF GOES FORWARD PROVIDE SERVICE TO SOUTH AUSTIN
- Onion Creek flood protection.
- Only main thing that bothered me and my neighborhood (even many city residents as far as I heard) is the city water prices. They seemed to be hiked recently and there is no good explanation. My usage has always been the same but now I am paying 4 or 5 time what I used to pay and I still not sure why. I contacted city of Austin for water, they came and checked and told me there is no leakage but I still have not answer for such huge water bill I am getting every month. I talked to my neighborhood and I am not alone.
- Our code informant is so bad now. Not allowing for having at least certain situations being grandfathered in is ridiculous. I'm trying to buy a house right now that a permit was taken out in 1982 but never closed out, and it has been sold twice since that time but now I'm being held to handle it. Now I'm not sure if I can buy cause of it. It's so disheartening. Thank you for your time and consideration. Be safe.
- Our electric bill is sickening (\$400 per month for a small 3/2 home). I feel that recent changes and fee structures with utilities takes advantage of consumers. We have no choice but to suffer through them.
- Our lakes are full. and due to our yard and home value. We would like to water 2 times per week during the summer months. It is costing a fortune to keep our lovely yard

presentable in our nice neighborhood to the extent that we will consider moving out of Austin (the city I love with all my heart. By following the rules we now need to spend about \$6 to \$7,000. to make our yard presentable.

- Our property taxes keep increasing without reason, there are no improvements being made. And, Austin City Council needs to improve - there is to be a way to voice our views.
- Our public transport is incredibly deficient. We need to put time and money into making the light rail useful.
- OUR ROADS RAMPS SHOULDERS SIDEWALKS INTERSECTIONS THE BRIDGES ARE OFTEN NOT MOWED. OVER GROWTH WEEDS AND TRASH!
- Our streets and hways are a mess! Get the bikes off the streets and improve traffic flow in and out of the city.
- Our streets are so bad, you see the big dips in the road.
- Our Traffic Sucks!!! Stop wasting our precious tax dollars on companies that can't get the job done like MoPac for instance. BTW, is mine & my neighbors tax dollars paying them for running a year over project? Michael Dell seems to be able to get things done very quickly up in his neighborhood. That just never seems to happen in SW AUSTIN. This use to be such an AWESOME place to live but you just keep raising our taxes and allowing hundreds of new folks move into our Beautiful city everyday with NO traffic infrastructure vision in place. What is our city government doing with all this money? Something is just not working any more in what used to be one of the most fantastic cities in the country. You double the value of my property this past year yet I don't have street lights or sidewalks in my neighborhood. Could that be why crime is getting so bad? It's so dark who can see the burglars. I'm very sad for my Beautiful Austin, you guys are doing something's or budgeting very poorly with all this tax money. Where is the accountability? You build roads that we agree we will pay for with tolls & you can't even get that right! I would like to know where accountability comes in? Probably billions of dollars spent all over the city for contracts signed that run over but you folks or road construction folks are NEVER held accountable. So I guess they don't care if they complete these jobs on time or not. Us tax payers will make sure they still get paid every night! I love being on MoPac parking lot returning home on a Sunday night from dropping off my grandkids in a SINGLE LANE OF TRAFFIC (after how many years of construction). Watch 6 guys standing around talking, smoking cigarettes figuring out what to do next I guess. Watching my hard earn money (taxes) being put to such a terrible waste. To say I am disillusioned with your governments poor decisions in my Austin, is an understatement!! I am sure most longtime residents and Austinites a like feel exactly the same way. Shame on you government folks making these awful decisions, having no accountability and still keep your jobs....
- BTW for all the additional people moving into our city I think Austin police & fire personnel and Austin Utilities & waste management do an excellent job!!!

- Our water bills are not trust worthy. Water is too expensive and there is no recourse if it is wrong.
- Over populated.
- OVERALL GOOD JOB. IT'S JUST GETTING TOO CROWDED HERE.
- Overall living costs in Austin are too high!
- Overall, the City offices are pretty good - they are always sweet and polite on the phone and 3-1-1 is very informative.
- Overcome traffic and public transportation issues in a quick and affordable manner for the taxpayers of Austin
- PARKS ARE IMPORTANT ESPECIALLY HANCOCK GOLF COURSE FOR GOLF, WALKING DOG, JOGGERS AND BEAUTIFUL SCENERY
- PAY ALL TRUCKERS TO USE THE 130 TOOL ROAD AND TO STAY OFF OF IH35
- Pay closer attention to the Four Points area - extreme traffic congestion that is only getting worse!
- PAY MORE ATTENTION TO CARS AND TRUCKS LESS TO BICYCLES. REDUCE PROPERTY RAXES.
- Pay rates for fire and police personnel are too high for a city the size of Austin. Mayor and Council seem to be consistently cowed by the unions and bow to their demands. The fire department needs to be held accountable for their poor efforts in recruiting women and minorities, and REALLY show some improvements before any more benefit and pay increases are granted. I find it interesting that there were questions in this survey about emergency responses and EMS. I wonder how many citizens realize that MOST fire department responses are for medical emergencies, not fires. I would like to understand why it makes sense to dispatch a large truck with a full complement of fire fighters to a medical emergency, which is then almost always followed by an EMS response. If it's because EMS lacks the resources to respond to all medical emergencies quickly enough, then some of the resources now allocated to AFD need to be redirected to EMS.
- Pay rates should at least match the cost of living in Austin.
- People in my neighborhood drive 40-50 up Scotland Well Drive, the speed limit is 30!
- People speed through the residential neighborhoods and do not drive 25 which would help reduce accidents or animals being run over. I have lost 3-4 over the years. Would like slower speeds limits in residential neighborhoods and enforced. Thanks!
- PERMITTING IS A DISASTER, MAJOR CONSTRAINT
- Pet Peeve. With traffic in Austin as it is, yet seems that streets are constantly closed for racing events.
- Plan AHEAD for traffic growth!!
- PLAN AND DO FOR QUALITY,NOT QUANTITY TO LOWER TAXES.
- Plan better for traffic in the future.

- PLAN EFFORTS TO IMPROVE THE MOVEMENT OF PEOPLE IN AUSTIN AREA.
- Plan growth where we need it & want it.
- Plan on more roads that run east and west of the city, between ih35 and mopac
- Plan out the growth for Austin as the city grows. The future depends on it and with this rate of change we don't have much time.
- PLEASE WORK WITH APD TO TRAIN OFFICERS TO DE-ESCALATE
- Please un-gerrymander our election districts. City of Austin is diluted & divided by rural edges.
- PLEASE ADD MORE PERSONNEL TO HANDLE UTILITIES CUSTOMER SERVICE. WEBSITE THE WAIT IS TERRIBLE.
- please address the issue of cars with sound systems that are a distraction and annoyance while on the road, add to noise pollution in the city and disrupt the peace in residential areas and prevent people from being able to sleep.
- PLEASE ADDRESS THE TRAFFIC CONGESTION
- Please address traffic on I35 and Mopac. Discount I30 toll for big rigs and make the new toll lane on Mopac a regular lane to help with traffic flow 24-7.
- PLEASE AIM FOR GREEN ROOF OR SOLAR ROOFS. LIKE IN FRANCE.
- Please ban short term rental (AIRBNB and Home away) or come up with new laws. We live in a small condo complex in a neighborhood that was once quiet. The unit upstairs is being used as a STR. Furthermore, the house next door is rented out through AIRBNB. There is constant traffic and noise pollution. HOA will do nothing about the situation in our condo complex. Furthermore, the house next door is constantly throwing parties. We called 311 for over a year regarding after hours noise violations. Nothing is being done and the unit upstairs continues to operate as a STR even after over a year of complaining. This is a historic residential neighborhood. Homeowners are being victimized. Neighborhoods and hotels are separated for a reason. The city council voted to ban STR but not till 2020. How are homeowners supposed to live under these conditions? I am sure this comment will either be laughed at or ignored. However, unless you are faced with these conditions, you will never understand what it feels like. It is horrific.
- Please be sure we have top notch police, fire & medical services.
- Please clean up creek beds & neighborhood streets & remove dead leaves in your right of way & city owned property.
- Please compost!
- Please consider providing either a reliable park and ride system or light rail system in the future. I'm astounded at how much my property taxes have increased over the past couple of years. I would like to have seen the money I paid go towards improving our traffic structure/management both in and around downtown Austin.
- Please consider setting limits to the development growth of Austin (urban sprawling). This is a déjà-vu of what happened in Northern California in the nineties, where every

patch of grass was developed. Austin has a unique charm, with high quality customer service, and great quality of life that will quickly deteriorate with this rapid urban sprawl. It's wonderful that everyone loves Austin, but let's develop the suburbs, because at this rate we will lose what makes Austin .

- Please cut the budget. Please lower taxes. We don't need pretty streets or arts in the park if we can't afford to remain in our homes.
- Please do not provide 24 hour notice of restaurant inspections!! Please enforce watering restrictions, this is doable. Please fix building permit processes, it's crooked!
- Please do something about the traffic, (especially 35 & Mopac).
- Please do something about these city streets! They cause motorists to suffer the cost for repairs due to the terrible street conditions.
- PLEASE DO SOMETHING ABOUT TRAFFIC! TOO MANY CARS ON ROADS BUILT TO HANDLE LESS TRAFFIC.
- Please do something to improve traffic.
- Please do what you can to keep Austin affordable for the middle class (most importantly in home ownership), enforce codes (i.e. construction should NOT be happening on Sunday), and keep those roads moving! Thank you for all you do.
- Please don't change the zoning of our single family neighborhood to allow for multi-family structures. I live close to Burnet Rd. and have heard about the implications of Code Next and am quite unhappy about the possibility of row houses going up next door. People who own homes in this town have rights that shouldn't be diminished because developers want to profit and build over what we used to know as Austin. We are taxed at such high rates (thanks, legislature), but have this encroachment as an added insult. We will have to move out of the neighborhood and possibly the city when we retire simply because of taxes (and perhaps row houses). As a native Austinite, that stings. The dollars that we will get for our home someday can't replace the feeling of connection to our community we've invested so much time in that will be lost when we can no longer live here.
- Please don't make us pay %5/month for composting.
- Please don't tax me out of my home
- Please don't turn mopac into an alternative to 35. I love Barton Springs, and don't want the extra traffic over the recharge zone. Thanks!
- Please enforce hands-free initiative/ordinance.
- Please evaluate methods of conducting business with city--methods and means.
- Please fix my street! Nasco
- PLEASE FIX THE MAJOR ROADS BEFORE ANOTHER BICYCLE LANE OR SIDEWALKS IS ADDED OR REPAIRED. ENOUGH IS ENOUGH.
- Please fix the MAJOR TRAFFIC PROBLEM by staying ahead of the game - QUIT PLAYING CATCH UP!!!!!!!!!!!!!!

- Provide AFFORDABLE HOUSING FOR ALL LEVELS OF INCOME and LOWER PROPERTY TAXES!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Please fix the traffic and stop the construction, we need green spaces.
- Please fix the traffic flow in and around this city. I-35 & Mopac are horrendous!!
- Please fix the traffic problems!
- PLEASE FIX THE TRAFFIC PROBLEMS, TOLL ROADS ARE NOT THE ANSWER
- Please fix the traffic problems. I would love to see a light rail system that accessed more areas of the city, as well as the airport. Look to Denver, CO for an example of a useful rail system.
- PLEASE FIX THE TRAFFIC SITUATION.
- PLEASE FIX THE TRAFFIC SITUATION. WE ARE NOT A SMALL CITY ANYMORE.
- Please fix the traffic. We need more north south corridors. We need more ways across the river.
- Please fix the transportation issues in Austin for CARS - i.e. - create rail to get some off the road/build more roads to handle those that are on the road, along with other things like sidewalks and bike lanes. If this is not resolved Austin will no longer be a great place to live.
- PLEASE FIX TRAFFIC
- PLEASE FIX TRAFFIC AND BUILD SH45
- PLEASE FOCUS ON GROWING A DYNAMIC URBAN ENVIRONMENT FOR PEDESTRIANS LESS ON MOVING CARS AROUND QUICKER.
- Please focus on increasing the supply of all types of housing within the core of Austin. 10,000 units per year of the next 10 years.
- PLEASE FOCUS ON THE TRAFFIC ISSUE. IT IS MAKING AUSTIN UNBEARABLE.
- PLEASE FOSTER POPULATION CONTROL FOR QUALITY OF LIFE
- Please fund Austin Police Department, fire and EMS. You do NOT need to fund a bunch of special interest projects!
- Please get the ARCH and the homeless out of the downtown end. district.
- PLEASE GET THE TRAFFIC SITUATION IMPROVED AND THE SHOAL CREEK FLOODING FIXED
- PLEASE GIVE THE AQUATICS DEPT A NEW OFFICE BUILDING. I TOOK MY SON TO SIGN UP AS A LIFEGUARD I WAS SHOCKED.
- Please have Austin Energy trim tree branches near power lines.
- Please help all the people in east Austin losing their home
- Please help ease traffic congestion!
- Please help keep our new streets clean and enforce speed limits.

- Please help make the city safer! In the past several years, perhaps because of all of the out of towners, we've experienced multiple incidents that make us feel Austin is not as safe as it was in the 90s-00s. For example, the rearview window of our car was broken when we were out recently (I think it happened to many cars in Lake line Mall that weekend, though we weren't at the mall). Downtown is much less safe; dirty Sixth is really dirty now with fights and even gun violence! We are concerned about these issues for the safety of our family and community.
- PLEASE HELP PROTECT OLDER NEIGHBORHOODS FROM TEAR DOWN. OLD FOLKS NEED OUR HOMES.
- Please help provide Better street lighting in East Travis Heights i.e. woodland ave, and fix major 9 year drainage problems on street in East Travis Heights- woodland avenue and royal crest intersection.
- Please help the Animal centers with funding for better facilities. Please help with catch, neuter and release of feral animals such as cats.
- please help with the traffic! and giving incentives to companies to have people work from home or car pool. Like
- PLEASE HELP WOMEN OWN BUSINESS.
- PLEASE IDENTIFY AUSTIN CULTURE LIVE MUSIC.
- Please improve / revamp the light rail service. It should cover important city areas like UT campus, Downtown, ABIA. That would take a lot of traffic off I-35, Mopac and 183 instead widening with toll roads such highways. Austin will keep growing and with that we will have more cars on those roads and you can't keep adding lanes forever.
- Please improve bike accessibility and fix the automotive traffic nightmare!
- Please improve the roadways. Please, please develop a metro rail system.
- PLEASE IMPROVE TRAFFIC CONGESTION AND CAP METRO RELIABILITY.
- Please improve traffic flow!!!
- Please increase curbside recycling services pickup frequency. We are doing our part to recycle but our recycle bin fills in one week, our waste bin fills in 2-3 weeks. I would opt to have recycling picked up every week along with the trash pickup schedule.
- Please increase the number of badged police officers to improve both public safety and community policing efforts.
- Please intentionally reach out to the faith community for their views on critical issues facing our city.
- Please invest in building out our public transit system. Yes, it is a very expensive endeavor, but it will only get more expensive in the future. It is also a major contributing factor to the affordability problem in Austin. Until we build out our public transit system, we will not be able to build to the density required to provide affordable housing in the city limits. Rail or gondolas or dedicated lanes for the bus system. Please invest in something that isn't car-based, because car-based investment can only become

prohibitively congested long before we've reached the density to attempt any sustainable solution to our affordability crisis. Please. Thank you.

- Please keep a vigil in moving forward the Barton Springs pool master plan.
- Please keep adding bike lanes and please protect our parks and historical sites.
- PLEASE KEEP AUSTIN AFFORDABLE NO MORE CONDOS. DEVELOPMENT JUST FOR RICH PEOPLE.
- PLEASE KEEP AUSTIN WEIRD DON'T DESTROY PLACES LIKE SEKRIT THEATER ON THE EAST SIDE
- Please keep grass mowed along sidewalks.
- Please keep housing affordable for artists, minorities, low income, young people, and keep Austin diverse!
- PLEASE KEEP OUR SIDEWALKS CLEAR OF WEEDS ON A REGULAR BASIS
- PLEASE KEEP THE COST OF LIVING IN AUSTIN AFFORDABLE SO WE CAN STAY
- PLEASE LISTEN TO THE LOWER RANK EMPLOYEES DELIVERING SERVICES INSTEAD OF ADMIN
- Please lower my property taxes!!!
- PLEASE MAKE AUSTIN MORE AFFORDABLE, COST OF LIVING IS RISEN FASTER THAN WAGES
- Please make bicycle safety/lanes part of any new development and/or road improvements. Thank you!!
- Please make bike lanes--bigger ones with cycle tracks.,
- Please make decisions on economics not political correctness. Tax money is not unlimited. Priorities are the key.
- Please make effort to combat the heat, i.3. replace black asphalt, etc, plant more trees.
- Please make it easier for new families to afford a home in Austin. But more importantly can we please do something about all the homeless people?!
- Please make sure that city employees are listened to and their opinions heard in the selection process for the new City manager.
- PLEASE MAKE THEY CITY MORE WALKABLE ALONG STREETS LIKE LAMAR AND BURNET
- PLEASE MAKE THIS CITY MORE BIKE FRIENDLY.
- PLEASE MARK LINES ON STREETS HARD TO SEE ESPECIALLY WHEN IT RAINS.
- PLEASE MORE PARKING SPACES.
- PLEASE MOVE MUSICAL FESTIVALS OUT OF THE CENTER OF AUSTIN.
- Please mow the sidewalks and right-of-ways in S. Austin. It's embarrassing to have out of town visitors ask why don't they mow around here?
- PLEASE PASS A LAW TO PROTECT RENTERS FROM INCREASES.

- Please plan better for growth on our roadways!
- Please plan for the future through investments in a comprehensive transit plan rather than quick fixes related to traffic.
- Please clean up and broaden city sidewalks and expand walking trail/biking trails.
- Please please reevaluate the Imagine Austin plan which is allowing out of town investors creating PUDs in our beloved neighborhoods without giving much thought nor care to the existing residents. Even having gone through neighborhood charities, the takeaway is that they are only going through the motions and will drag out the process to eventually build whatever they want at the expensive of nearby neighborhoods.
- PLEASE PROVIDE MORE AFFORDABLE HOUSING.
- Please provide more public transportation.
- PLEASE PROVIDE MORE TRANSPORTATION OPTIONS FOR SOUTH AUSTIN RESIDENTS THAT TRAVEL TO DOWNTOWN AUSTIN AND DO AWAY WITH PANHANDLERS.
- PLEASE PROVIDE POLICE WITH TRAINING WHEN DEALING WITH CITIZENS THERE IS SO MUCH LETHAL FORCE USED.
- PLEASE PROVIDE SAFE FREE FACILITIES FOR OUR HOMELESS POPULATION.
- Please provide safety for cyclists. I love this city! Great job.
- PLEASE REDUCE MOWING OF PARKS AND GREEN SPACES THERE IS A GREAT BIO DIVERSITY IN THE HABITATS OF TALL GRASSES AND PLANTS. MOWING IS DESTRUCTIVE AND UNNECESSARY. THANK YOU.
- Please repair Guadalupe Street (southbound, especially right lane) between 24th Street and 15th Street. Thanks!
- Please review McMansions. You're throwing the baby out with the bathwater.
- Please show more support to the black community, especially those being displaced to the east side due to gentrification.
- Please solve the traffic problems!
- Please start to understand economics, the more you spend on different programs outside of what should be city responsibilities, the more taxes go up and the more unaffordable the city becomes. Every dollar counts and the city seems to be fond of saying it will only raise taxes by a few dollars . We should be concerned that our city budget is that Dallas and San Antonio. That's ridiculous!
- Please stop adding new fees, costs, etc. to utility bills or sell Austin Energy and get rid of the monopoly. Utility bills should only reflect the costs of that utility and not overcharge so the city can pay for other things out of general funds. We are in the county, but pay for items from utilities. If I did this in my business, I would be filling out the form out from jail!

- Please stop claiming Austin is great place to live. It's okay... unfortunately the aspects that made Austin fun and unique have been destroyed by business greed, high property taxes, unaffordable housing, and inadequate transportation options.
- Please STOP giving big businesses that come to Austin utility discounts and incentives!!
- Please stop giving tax breaks and incentives to businesses to stay or move here.
- Please stop over growth of city!! It cannot handle the high number of people!! Does not feel like Austin anymore!! Miss being able to do our Austin activities due to overcrowding!!
- Please support mass transit initiatives.
- PLEASE USE A DIFFERENT MUSIC BACK GROUND AT THE AIRPORT.
- PLEASE WORK ON GETTING TRAFFIC SIGNALS FIXED.
- PLEASE WORK ON TRAFFIC. SOME LIGHTS STAY RED FOR A LONG TIME AND CAUSE BUILD UP.
- Please work together, not just promoting your district.
- Please, please build more libraries near the Avery ranch/Parmer area. The nearest one is Spicewoods. We need one closer to this side of 183 and 620. There are way too many people living/moving to this area to not have a new library nearby. Please consider building a new library near brushy creek. It would be a perfect place.
- Please, please, please find an actual solution to all traffic issues!
- Police Body Cameras to ensure the protection of the Community and Law Enforcement.
- POLICE COULD TAKE WOMEN WITH BABIES MORE SERIOUSLY
- POLICE FIRE EMS TOO EXPENSIVE CONTRACTS.
- Police response time in unacceptably slow.
- Police, judge, lawyers, doctors etc, need to be held accountable for their crimes just like us ordinary people
- POOR REPRESENTATION BY COUNCIL.
- PREMIUM FEES FOR EVENTS ARE ECESSIVE
- PRESERVE AUSTINS LEGACY & MUSIC/MUSICIANS. IT IS Crucial
- Price gouging on rent and home price is going to become if not already a huge problem. Not sure that there is anything he can do, but he needs to be aware.
- Pricing older folks out of their homes.
- Priority emergency management, need adequate police & EMS staffing to allow community involvement/relations. Transit is essential for ALL residents, i.e. toll lane for few whom can afford it. IH35 & MoPac congestion is negative for local economy and causes air pollution and causes safety hazards, i.e. dangerous to drive here.
- Privatize as many services as possible, including Social Services.
- Programs like the Equity office, compost curbside pickup, meddling in the affairs of businesses like criminal check boxes, regulation of payday lenders are all expenses contributing to COA's unaffordability by a thousand cuts.

- PROPERTY TAX IS A BROKEN SYSTEM.
- PROPERTY TAX OUTRAGEOUS! TRAFFIC IS HOORIBLE.
- PROPERTY TAXES ARE DRIVING LONG TIME RESIDENTS WHO ARE RETIRED OUT OF THE CITY. GROWING TOO FAST.
- PROPERTY TAXES ARE OUT OF CONTROL. STOP SPENDING MILLIONS FOR BIKE LANES.
- Property taxes are outrageous. It is time for the city to place more of the burden on businesses that make tons of money in this city and to take more of the burden away from its residents. \$9800 a year on a 906 house is ridiculous.
- PROPERTY TAXES ARE TOO HIGH. SHOULD HAVE MORE OF A REDUCTION IF OVER 62.
- PROPERTY TAXES VALUE RATES ARE TOO HIGH.
- PROTECT EAST AUSTIN AND THE POOR
- Protect local businesses.
- PROVIDE BETTER BUS ROUTES AIMED AT FOLKS WHO HAVE ACCESS TO CARS. BY BETTER I MEAN STRAIGHT LINES CONVENIENT TIMES. I LIVE AT BAKER AND LAMAR BUT CAN'T TAKE A BUS THAT GOES SOUTH ON LAMAR STRAIGHT THRU.
- PROVIDE FREE MATERNITY SERVICES.
- PROVIDE MORE THAN ONE ENERGY COMPANY IN OUR AREA
- PROVIDE PROGRAMMING TO ASSIST THE HOMELESS AND CLEAN UP THEIR LIVING AREAS UNDER ROADWAYS.
- Public bathrooms and no portable bathrooms in parks and trails
- Public transit is NOT good. Getting around without a car is TERRIBLE!!
- Public transport to improve Mopac Congestion
- Public transportation -- more of it; can't pave our way out of growth. Also work w companies to encourage telecommuting for employees who can to help traffic and reduce carbon footprint
- PUBLIC TRANSPORTATION IS A DESPERATE NEED AND LETS PAINT ROOFS WHITE TO HELP COMBAT GLOBAL WARMING
- Public transportation needs to improve.
- PUBLIC TRANSPORTATION OPTIONS ARE INADEQUATE NEEDS INTENSE FOCUS.
- PUBLIC TRANSPORTATION PLAN THAT WOKS. MUST GO TO AIRPORT FIRST.
- PUBLIC TRANSPORTATION!!!!!! We need an affordable rail system that also operates downtown and south.
- Public transportation.
- Public transportation.

- Public wheelchair transportation to ALL areas.
- PUT MORE FOCUS ON PEDESTRIANS. WE NEED BETTER SIDEWALKS AND LIGHTING.
- Put more patrol officers on the streets and have them drive through apartment complex parking lots frequently, especially at night. Either do that, or legalize all drugs and free us of four-wheeled boom box illegal drug dispensaries.
- PUT SIDEWALK EXTENSIONS IN OUR HARRIS RIDGE NEIGHBORHOOD
- Questionable employee politics in COA Public Works HR
- Quit adding bike lanes on roads
- Quit all the green programs that cost more than they are worth.
- QUIT BUILDING OVER POPULATING AUSTIN AND RAISING TAXES.
- quit changing streets into bike lanes
- QUIT EXPECTING TAXPAYERS TO PAY FOR THOSE NOT WILLING TO WORK, IF PEOPLE WERE NOT GIVEN SO MANY FREEBIES THEY'S GET OUT AND WORK JUST LIKE` I'VE DONE SINCE I WAS 15 YRS OLD!!!!
- Quit focusing on downtown and fluff efforts. Get serious with traffic issues and get 1626 connected to 45. Quit letting small radical groups like SOS stop needed projects and drive the cost up on everything with their environmental blanket.
- Quit giving tax breaks to businesses so you can quit raising property taxes.
- Quit passing laws/rules that increase our cost of living. Composting fee? Really? Electricity, trash, water, all too high now.
- QUIT SPENDING MONEY ON BIKE LANES WHEN WE NEED VEHICLE TRAFFIC IMPROVEMENTS.
- QUIT SPENDING MY MONEY
- Quit spending my money so frivolously
- Offer incentives to local businesses as you do corporate big boys
- Retail stop watering when you already had rain see this a lot at Arbor Trails
- Love the walking path and retail and restaurants design
- QUIT SPENDING SO MUCH MONEY. YOUR STUPID PROGRAMS ARE EXPENSIVE AND ARE FORCING MIDDLE CLASS OUT OF AUSTIN. SMALLER GOVERNMENT PLEASE!
- Quit the whole house subsidies for energy efficiency. The program has become a gas subsidized program that benefits a few companies. Heat pumps are more efficient than gas yet \$1000 of the rebate comes if you burn gas. Rebates for minisplits that have no loss due to ductwork should get that \$2500 subsidy that an 80% gas furnace system gets. The science does not support the current subsidies.
- Quit wasting money hiring consultants and have city employees run the city!
- Race Relations need to vastly improve with Austin Police Department and All Citizens Especially African Americans! I am fed up with the unprofessional disrespect that

African Americans receive from White Officers from Austin Police Department. They are a bunch of badged bullies towards African Americans!

- Rail will never work.
- RAISE CITY MINIMUM WAGE, LOWER RENT, GET RID OF ZONING.
- Rates are too high
- Recreation centers are limited and located mainly in central area. Please build more rec centers to serve people equally.
- RECYCLE THAT WOULD PICK UP WEEKLY.
- Recycling should be every week. Austin is a progressive city that only recycles once a week? That is ridiculous!! Also, the cost of my water bill is insanely high and I am about to protest it!
- RECYCLING WEEKLY NOT EVERY 2 WEEKS.
- Reduce and control the private and special event use of public parks, streets and public areas. Create a rotation of public areas that must be used for such private activities to spread them around our entire city. And charge A LOT MORE MONEY for taking these areas away from the public, both for security provided and the inconvenience to all of us who are not in the hotel, taxi, STR and restaurant business.
- reduce cost stop promoting stuff that is not done city responsibility
- Reduce government/school expense and taxes.
- Reduce property taxes and housing costs so that retiring and still living here is a real possibility. Force corporations who seek city tax breaks to pay a salary that is adequate for what is now and insanely expensive city (it didn't used to be!) Do something about commuting so that a long commute does not preclude you from accepting a job, i.e. encourage companies to offer remote work programs by providing tax breaks.
- REDUCE PROPERTY TAXES.
- Reduce the barriers/massive friction regarding permitting and zoning.
- Reduce the gap between east Austin and the rest of our city.
- reduce the number of ride share companies, it's a mess and confusing. And clamp down on Arcade city. Surely they cannot be operating legally?
- REDUCE TRAFFIC WITH BETTER TRAFFIC LIGHTS AND CONTROLS.
- REDUCING TRAFFIC NEEDS TO BE PRIORITY.
- REGARDING THE TRAFFIC ISSUES, ADDING LANES IS NOT THE ANSWER. WE NEED A BETTER LIGHT RAIL OR GONDALAS
- Remember the city boundaries and make sure efforts are made within the ENTIRE city and not select sections.
- Remove tolls on 130 for trucks.
- Rent is out of control, trapping people like me here rather than being able to save to move to a less expensive city. I currently pay about 45% of my take home on rent, I'm one bout of pneumonia away from homelessness

- RENT IS TOO HIGH, THAT'S WHY I AM LEAVING.
- Rents are too high for fixed income residents!!
- Repair/rebuild North Lamar!
- Repeal the open carry law within the city of Austin.
- Replace planning director, not a visionary.
- Require cyclists to have license tags on bikes to help pay for the changes that are constantly being made on roads to accommodate cyclists. Also, the special bridges that are built. Require a temporary permit for visiting cyclists. Cyclists are responsible for many car accidents, especially the careless ones. Maybe they should be required to have a bike safety course and insurance.
- REQUIRE DEVELOPERS TO ADD SIDEWALKS AND FIX ROADS THEY TEAR UP WHEN BUILDING AND REQUIRE THEM TO PAY TOWARDS A MASS TRANSIT SYSTEM FOR ALL THE DENSITY THEY ARE CREATING
- REQUIRE MORE AFFORDABLE HOUSING.
- RESIDENTIAL DEVELOPMENT PERMITTING TOO COMPLICATED AND EXPENSIVE.
- RESIDENTIAL SERVICES ARE EXCELLENT!
- Resign/get better city manager.
- Respect efforts for historic districts. Continue to promote these requests, before we lose all our character.
- RESPECT PROPERTY OWNERS EQUALLY WITH RESPECT TO ENVIRONMENTAL GROUPS AND ORDINANCES.
- Responsible commercial/residential planning. Limiting of new condos, preserving spaces that are important to Austin's character. Keep Austin Weird not Keep coming Los Angeles.
- Rent is too expensive, cost of living too high.
- Retired- cannot afford high property taxes. Must sell and leave Austin.
- Revamp the utility bill. Remove all the extra charges, fees, etc. that have been added over the years. Look back at a bill from 15 years ago. If all the extra funding from the new charges is needed build those costs into the city budget. Return the utility bill to charging for utilities.
- Review all departments for waste, duplication, inefficiency, etc so that the City will be better stewards of our tax dollars. Property taxes are pricing folks out of the city. Retired individuals struggle to remain living in Austin.
- Revisit the ridiculous pricing measures for allowing ride sharing and STR. Stop bending to the unsafe taxi lobbying and realize how safe ride sharing is.
- Rid the state & city government of its dishonest government personnel, starting with the number one law officer.
- Road and traffic plan!

- ROADS MOPAC ARE PATHETIC AND INEXCUSABLE. SEEMS REDUNDANCY IS YOUR GOVERNMENT.
- Roads, transportation first please!
- Roads. They're so bad. Please fix them and bring back Uber
- Roadways!! Traffic moves in Dallas, we need to move traffic in Austin!
- Rundown apartments that have not changed for the better in years, such as those by Brownie Drive and I-H 35.
- Rush hour traffic is making me contemplate leaving my job of 15 yrs because of the stress of what should be a reasonable 15 mile commute.
- Safe and affordable housing. I would like to own a house, work and enjoy Austin but as a teacher I am being priced out of East Riverside and don't know how much longer I will be able to live in the city. I do not want to move to the suburbs either.
- SAFE TRANSPORTATION FOR PEDESTRIANS, CYCLIST, PUBLIC TRANSPORTATION AND CARS IS ALL EQUALLY IMPORTANT. PEOPLE THROUGHOUT AUSTIN DESERVE ACCESS TO WELL STAFFED PARKS AND POOLS
- SAFETY
- Sanctuary should apply to drivers without registration and tags on their cars along with anyone without documents.
- Security CCTV in and around neighborhoods for crime watch.
- Semi Trucks on IH-35 are responsible for most of the congestion during rush hour. Trucks should be allowed free access to our toll roads, or be billed at a reduced rate during rush hours. i.e., 6:30am to 8:30am, and 4:00pm to 6:30pm. 50 Semi Trucks in single-file occupy more than one mile of road. At any given moment, during rush hour traffic, there are hundreds of Semi-Trucks in IH-35 in the Austin City Limits. Imagine four more open miles of road during rush hour. It may not be feasible to allow Semis to occupy our toll roads. I don't use them. But, some solution needs to be found to this growing problem. I Semi-Only North-South loop around Austin may be a viable and worthwhile option.
- Seniors that own their own home shouldn't have to pay the kind of taxes we do.
- SERVE THE PEOPLE ACTUALLY PAY THE TAXES FIRST.
- Services are too expensive!
- SHAME SMART GROWTH. THANKS FOR SELLING THE SOUL OF AUSTIN OUT.
- Shop wasting money on bike lanes and paying off punks families who owe the city.
- Short term vacation rentals should be left to the individual homeowner not regulated or policed and especially not banned by the city.

- Should be grant funds allocated to promote small businesses ... I own a small business and need financial assistance to stay afloat ... a small grant of 10,000.00 would allow my business to thrive
- Should have been better prepared for the city growth like Houston, San Antonio, Dallas to get around.
- SHOULD TAKE CARE OF DISABLED BETTER
- SIDEWALK AND STREET ROAD NEED MAINTENANCE ALSO NEW HWY
- Sidewalks and storm drains should be a priority to help during times of low rain. Hundreds of gallons of water are wasted by not being collected properly
- Sidewalks!
- Since it seems that everyone on the city council is aware of the atrocious traffic situation, I will take this opportunity to also suggest that property taxes are too high. High property taxes seem to be one of the two reasons why people I know are leaving Austin (traffic being the other reason). Spending seems to be uncontrolled.
- Slow down the commercial/entertainment oriented development of central Austin neighborhoods with a focus on preserving the lifestyles and economic viability for residents in the aforementioned central Austin neighborhoods. Affordable housing must be a priority, not profits for faceless developers,
- SLOW THE CITIES GROWTH, WE'RE MOVING TOO FAST
- Smart Growth!!
- SMARTER TRAFFIC MANAGEMENT. BETTER DRIVING EDUCATION.
- Somehow improve traffic situation.
- Something about low income-housing. Cheaper utilities.
- Something has to change. Cost of living keeps rising, wages are not. People who have been here for years are having to consider moving away because they can't afford to live here. This great city we used to have is quickly being diminished to an ok city.
- SPAY AND NEUTER MORE CATS AND DOGS.
- SPEED UP PERMITTING
- Spend money on vital services and reduce spending on non-vital services like bikes, parks, baby sitting services, etc.
- Spend money wisely. Focus on reducing the tax burden.
- Spend our tax dollars wisely!!! We work hard and it is wasted!
- Spend the money that affects everybody in Austin, not just central Austin.
- spread the funding more fairly...-for kids with disabilities, place to play safely ant hidden away
- Stance on STRs and ride sharing are asinine....hurts local tech community and global standing of city to appease an incredibly small, but vocal minority. Keeping Austin weird is increasingly about keeping it in the '80s.
- START A KINDNESS CAMPAIGN

- Start a relocation program to get some of us out of Austin ASAP. I HATE it here.
- Start doing your job, and stop with all of the stupid PR stunts (like your illegal gambling, and arguing over which city has better tacos). Fix the streets, clean the streets, fix the police, and get rid of the traffic lights on the highways (183 & 360 to be specific).
- Start treating suburbs as part of the city.
- Stay out of politics! Take care of you city by focusing on basic city services, not to special interests!
- Stay out of uber and airbnb, stop being a nanny state!
- Steiner Ranch area needs more access to public transportation (bus, train, etc>) and taxi/ridesharing to/from downtown and airport
- Stick to city business and skip the national politics
- **STICK TO PROVIDING BASIC SERVICES**
- Stop allowing developers to buy and overdevelop key places in Austin that use to make Austin original, like South Congress. Also, please hire people who will control housing developers who violate code.
- Stop approving developers' tearing down affordable homes and apartments and replacing them with condos only the wealthy can enjoy.
- Stop being so pandering to bicyclists. Get them off the sidewalks. They have priority on the streets and on the sidewalks. The are vehicles. Issue and in force severe penalties for crowding people off the sidewalks. You have gone overboard in modifying streets to pander to bicyclists.
- Stop bicycle lanes. There are more cars than bikes.
- Stop building all these expensive apartments and houses! I am moving; taxes too high!
- Stop building more lofts or apartments.
- Stop building toll roads. They're predatory towards the poor and do not ease traffic congestion at all. In fact, they make traffic worse and they're a poor use of public funds.
- **STOP CITY BOARDS AND DEPT OF DIRECTORS FROM TALKING ISSUES TO DEATH AND TAKE ACTION.**
- Stop cracking down on single mothers who need to rent a room out of their house to make ends meet. Stop having police give out tickets to generate \$ and instead protect the people. Stop driving away business (Uber Airbnb) and not have the taxi and hotel in their back pocket.
- Stop expanding government and spend less money on outside services.
- Stop gentrification!
- Stop giving breaks to big businesses.
- **STOP GIVING SO MUCH ATTENTION TO THE MINORITY OF TRADITIONAL SUBURBAN STYLE HOMEOWNERS AND IMPLEMENT THE RIGHT TO CONSTRUCT MISSING MIDDLE HOUSING.**

- Stop giving tax deductions to major corporations and think about lowering our property taxes.
- Stop increasing spending and requisite taxes!
- STOP ISSUING BUILDING PERMITS TO COMMERCIAL & MULTI FAMILY. STOP TOLL ROADS, YES TO RAIL. AFTER 21 YRS OF HOME/OWNERSHIP I HAD OT SELL MY HOUSE BECAUSE I CANNOT AFFORD AUSTIN. WHY? YOU NEVER LISTEN? I PARTICIPATED IN ENVISION CENTRAL TX, WHAT A DIFFERENCE DID IT MAKE?
- STOP LETTING GREEDY DEVELOPERS SHAPE THIS CITY.
- Stop letting loud minorities drive policy to the harm of the majority.
- Stop letting people and business move here. We don't have the resources.
- STOP MAKING AUSTIN KEEP PEOPLE FROM MOVING HERE.
- Stop making Austin too expensive to live in!
- Stop making Home owners property taxes foot the bill for all of Austin and be more reasonable on spending. Austin was already great until it wasn't anymore due to rampant over development and tearing down what made Austin. Great. Control Utility costs, there way out of control. Stop adding to that cost.
- STOP MAKING PLANS. IMPLEMENT THE ONES WE HAVE.
- STOP OVER DEVELOPMENT AND WASTING TAX PAYERS MONEY.
- STOP PEOPLE BEGGING FOR MONEY AT STREET CORNERS. IT HAS GOTTEN OUT OF CONTROL.
- STOP PROVIDING TAX BREAKS TO ENCOURAGE GROWTH, WE SHOULDN'T HAVE TO HAVE BOND ELECTIONS TO PAY FOR THINGS THAT SHOULD BE COVERED WITH REGULAR TAX BASE
- Stop raising property taxes!
- Stop reducing traffic lanes and spending so much money on bicycle lanes. Cost of bicycle lanes vs. auto lanes on a use bases is a joke.
- Stop regulating! Get out of the way!
- Stop sanctuary city program!
- Stop selling our parks out to loud, invasive corporate interests!
- Stop selling the soul of Austin to developers!
- stop shooting unarmed black people and harassing them. There is no need to use deadly force on someone who is not armed. Stop harassing young black men that walk in their own neighborhood. Better training and sensitivity is needed. Need better traffic flow, metro system. The reason to live in Austin and the reason people come to visit is the uniqueness and funkiness and different and weirdness of the downtown Congress area and you are allowing it to be driven away with these unaffordable high rises and ugly commercial buildings that have displaced the cool shops and restaurants on South Congress.

- You replaced the food trailer park for the ugliest condos and you are now replacing more cool shops and restaurants with some more mixed use commercial buildings. Pretty soon Congress will no longer be cool and weird.
- Stop soliciting new companies/industries/growth until we solve the traffic issues. Rail!
- STOP SPENDING MONEY ON THINGS THAT AREN'T VITAL TO LIFE! NO MORE STUPID MUSIC FUNDING ARTS ETC. ONLY SAFETY ROADS.
- Stop spending my money!
- Stop supplementing the city budget with add-on fees to City of Austin utility bills and move city offices away from the current prime location and sell the land and offices.
- Stop the building! There is no water for us. City Council has better things to do that decide to have no plastic bags.
- Stop the bureaucracy and pandering to special interest groups and focus in what needs to be done.
- STOP THE GENTRIFICATION.
- Stop the gentrification. Supply decent affordable housing. Allow minority business owners real opportunities to start and grow viable business in Austin. Take care of the Austinites who have been here so that they will stay in Austin.
- stop the insane growth
- STOP THE SELF SERVING INTERESTS PEOPLE
- Stop the spending, stop the increase in taxes. We don't need to destroy the affordability of living in Austin, similar to San Francisco.
- Stop turning Austin into California, Portland, Seattle.
- Stop using toll roads as a solution to traffic. We already paid for Ben White and Mo-Pac. Be more progressive and proactive.
- Stop wasting money on trains that no one is using and only benefits a tiny portion of the population. Fix the 290/71 split.
- STOP WASTING MONEY. IF YOU SPEND LESS YOU CAN TAX LESS. THIS WILL HELP AFFORDABILITY.
- STOP with the TOLL ROADS/LANES! We DO NOT need more tolls! WE NEED MORE LANES!
-
- Stop working for the real estate community and those who want to move here and start working for people who live here
- Stop worrying about DWIs and pay attention to the danger of the homeless population both downtown and in city parks. Stop letting 6th street turn into a zoo every Thursday - Sunday. The bartenders are reckless and over serve and then we wonder why there are so many drunk driving incidents. Raise the minimum wage, or provide a cheaper alternative of health insurance to those within the service industry. Crack down on bars and restaurants not paying their staff what they are owed, this means paying minimum wage

when servers don't make enough tips to average an hourly wage that equals minimum wage. Austin is lauded as this beautiful city with festivals and so many things to do yet those who tirelessly serve in the service industry , usually those who end up working all these events, can't afford any of the amenities, much less rent, or less health care. The rent gouge has got to stop. The people who have helped create this beautiful town are being forced out. It's really sad.

- stops providing for and making sprawl easy to happen. Encourage infill. We want/have high quality services but do not have sufficient tax base to provide it. It is not sustainable.
- straighten out the planning and review process... all the various departments have conflicting opinions about what flies and what doesn't. most inefficient, hardest thing to deal with EVER
- STREAM LINE PERMITTING. IMPROVE STREETS. LOUD VEHICLES.
- STREAMLINE SERVICES ACROSS THE BOARD THUS LOWERING PROPERTY TAXES.
- Streamline the residential permitting process. I had to go through 4 design review boards before I could apply for a permit which then took an additional 6 weeks to get approved.
- The building inspectors all have different criteria for approving permits and the system is onerous to say the least.
- Street lights in balconies country club, especially around Spicewood Elementary School
- STREET MARKINGS ARE FADED AND NEED TO BE REFURBISHED.
- Strive to make living in Austin affordable! A city without people is nothing!
- STRONGER ENFORCEMENT OF DRUNK DRIVING AND HIT AND RUNS.
- SUBSTANTIALY reduce the TOTAL property tax burden on residential property and specifically homeowners from ALL taxing entities, not just the City of Austin. We would love for my wife to stop working to care for our child, but we do not think we could afford it. The City of Austin needs to STOP doing so much extra stuff and just focus on the basics and streamlining processes to accomplish more with the same number of employees. Also, the City leadership needs to work with the other taxing entities to REDUCE the per household property tax burden by changing how the State of Texas funds public education by taking money from property rich districts. A statewide sales tax for education would be much more fair. STOP doing so many affordability programs that just increase property tax and/or utility tax burden.
- SUGGESTION: A VOTE FOR TRUMP--PENCE is a VOTE FOR AMERICA!
- SUPPORT LOCAL MUSIC, DON'T OVER REGULATE STR
- SUPPORT LOCAL MUSIC.
- Support the arts!
- SUPPORT THE SOCIAL SERVICE SECTOR
- Sustainability and conservation initiatives, housing affordability and bicycle transportation issues in the City of Austin are the most important issues for me/;

- SW AUSTIN NEEDS SOME ATTENTION TO OLD BEE CAVE RD.
- Swimming lessons used to be free in Austin. With the number of lakes, rivers and swimming pools in Austin, I feel it is important to teach young people how to swim, to save their lives in an emergency situation. There have been many cases of drowning in the Austin area recently. I would like to see free swim lessons again in Austin.
- Flooding has been a major issue in Austin. More needs to be done to control the growth of the City. It is growing too quickly. Apartment houses with major populations are exploding over the city, with little regard for the increase in traffic. Traffic lights at entrance/exits to apartment complexes might help.
- SYNCHRONIZED TRAFFIC CONTROL.
- Take a long term view.
- TAKE BETTER CARE OF THE HOMELESS! THEY ARE PEOPLE TOO!
- Take better care of the poor addicted disenfranchised people - help get them in programs and off the drugs, off the streets. Austin does so many things right, but there are many many vagrants / beggars / homeless /dealer/addicts - mini squatter settlements under 35 and always around the town lake trail -- do they need drug rehab? job training? housing? all of the above? It especially makes me very sad to see the people outside the arch - predominantly African American -- Austin cannot consider itself a progressive inclusive city while Black folks are living in such poverty. Whatever social services people need to get back on their feet and become part of this vibrant economy --- do it!!!
- AND PLEASE GIVE US SAFE BIKE LANES THAT ARE PHYSICALLY SEPARATED FROM CARS - THIS COULD BE A TOTAL BIKING CITY YEAR ROUND. thank you.
- TAKE CARE OF OUR COPS AND STAND BEHIND THEM AND SUPPORT THEM.
- TAKE CARE OF THOSE WHO MADE AUSTIN WHAT IT IS. MAKE IT AFFORDABLE.
- Take gun from police officers. They are here to protect and serve, not take a life.
- Tax too high.
- TAXES COST OF LIVING IN AUSTIN OUT OF CONTROL.
- Taxes for retired are horrible.
- Taxes have gone out of control!!
- TAXES MUST GO DOWN.
- TAXES, TAXES, TAXES
- Taxes/expenses go up, services go down.
- Teach police how to deal with diverse population so they don't shoot people of color or mentally ill persons first & then cry that they were scared for their lives. You should not be in law enforcement if you're a scary cat.
- Tell police to stop besting up and killing minorities.
- Texas should legalize marijuana.

- THANK YOU & YOUR STAFF & CITY COUNCIL FOR RELENTLESSLY WORKING FOR AUSTIN RESIDENTS
- thank you for all your hard work and kindness
- Thank you for caring about feedback but more importantly for working to make Austin the great place it is. I'd welcome some planning on making our airport into a larger, truly international transportation hub. We are the capital of one of the largest states in the union. Let's make it easy to get here on a global scale. No one wants to go through DFW.
- THANK YOU FOR CARING ABOUT YOUR LOW INCOME POPULATION AND PLEASE DON'T FORGET US IN YOUR RUSH TO GROW AUSTIN.
- thank you for trying to deal with our traffic situation
- Thank you for working on major highway traffic flow and increased public transportation!
- Thank you for your sensible bond (traffic) proposal. I want to see cost effective solutions for opening existing corridors and avoiding toll roads.
- THANKS FOR SPEAKING AT ORLANDO VIGIL. MORE CITY PARKS PLEASE!
- That in the future, all construction of multi-family buildings strive for Gold or Platinum LEED designation or at the very least there is grey water collection which can be used for watering of landscaping, solar panels, on-demand hot water units, thermal paned glass and xeriscaping.
- I am concerned that burgeoning building on So. Lamar, Congress Ave. and Downtown is putting a terrible strain on water availability. The city has doubled in size since I moved here in 1999 and the population continues to increase at a staggering rate.
- Thank you.
- The progress and development of Austin...It seems Austin has lost its way, is rapidly losing its identity and even more rapidly, with all the buildings being put up (and I do mean UP,) Austin is losing its sky.
- The 311 operators need to not MAKE UP time estimates when power is off. I threw away \$500 of food from my refrigerator based on their inaccurate information.
- The 311 requests do not get handled - multiple attempts and weeks needed to get things done., e.g., painting street lines, clearing weeds.
- the 311 system stinks. Do what Boston did: no new office or condo construction until occupancy reached 85% all of Austin. And dear god, stop using Zilker Park for festivals.
- The amount charged for electrical and water services. My water bill went from \$25.00 in June 2015 to \$78.00 in June 2015. The months in 2015 June, July, and August were just as bad. When I called the person I spoke to just told me I had used more water during those months. That is all he would say. I told him nothing changed, number of people living here, no swimming pool, no grass watering etc. He just blew me off. I got behind in my electric bill and they agreed to put me on a payment plan. I was 1 day late in getting my payment in and they pulled me off the plan and told me that I had to come up with \$580.00 dollars then they would add \$78 dollars to my regular electric bill. I am 72

years of age and on a fixed income, I certainly had to do without a lot of things the get the money that was required. Being 1 day late is no reason to punish anyone.

- The amount of rent charged in certain areas being gentrified is ridiculous, particularly in East Austin. I should not be paying such a steep price to live on Riverside when it's been neglected for years.
- THE BUS ROUTES UP AND DOWN LAMAR BLVD SHOULD COME EVERY 5 MINUTES DURING THE RUSH HOUR MAKE EVERY STOP ALL THE WAY UP AND DOWN.
- The city council would be well advised to stop attempting to micro manage every aspect of its citizens' lives, dispense with their failed attempts at social engineering, and terminate their bizarre love affair with bicycles and bike lanes (which they pursue to the exclusion of addressing and mitigating real traffic issues.) The city's commitment to making Austin affordable is laughable, as every step they take has exactly the opposite effect.
- The city has a great app for 311 tasks, but there doesn't seem to be any repercussions if the item is closed without performing the task. Emails to city staff (all departments, as a civilian or professional) go unanswered. As a professional engineer who walks the neighborhood every day, I have specific ways to cheaply improve the neighborhood, but it's impossible to pass on that info onto the CoA people who will take care of it. How many others like me could help, but aren't being heard?
- The city is apparently not interested in pursuing and is apparently willing to totally ignore the resolution of grievances of residents who have been negatively impacted by faulty work done by city employees.
- The city is becoming unaffordable and hostile to minorities and lower-income residents. The income disparity is ridiculous and harmful to the city as a whole. It's becoming difficult for me to remain here, and I am thinking about leaving.
- The city is booming, and people want the Austin experience even though we may have to live further out. I'd like to see zoning/codes changed to allow for more small business in the south Austin area.
- The city is losing its identity as a home to artists and a place where lower income people can live and thrive. The Mueller development is a perfect example where the city had an amazing chance to build a community of local and small businesses, instead we favored putting in Best Buy, Staples, Wells Fargo, Starbucks, and other stores that mark the wasteland of non-identity. It's really sad to see this town lose its individuality and the thing that made it special. We need leadership with a progressive vision that can embrace responsible growth and double down on a progressive agenda towards renewable energy and an effective transportation plan that does not rely on more roads and highways for cars.
- The city is terrible about completing projects on time and on budget.

- THE CITY MAKES DECISIONS FOR VERY SMALL GROUPS THAT AFFECT THE MINORITY NEGATIVE. THIS CITY LOOKS LIKE A DUMP WITH FLEA MARKETS, TRASH, FOOD TRUCK TRASH AND NO AREAS MOWED FOR MONTHS.
- The city must become more affordable and the public school system must improve.
- THE CITY NEED TO MAKE AFFORDABLE HOUSING PRIORITY.
- The city needs a more comprehensive and better connected transportation network including bus, rail, bike, pedestrian access.
- The City needs more subsidized housing. Affordable housing is still not affordable for our lower income families.
- THE CITY NEEDS TO FIGURE OUT A PLAN FOR THE ROADS AND OT TOLL ROADS
- The city needs to get the cost for all utilities and taxes down. Use common sense on when and how much water restrictions.
- The city needs to play a stronger role in creating an Austin that everyone can afford to live in, not just the upper-middle class and rich. I recently was at a meeting w/ Neighborhood Housing and Community Development where they presented Austin's Housing Plan and more than half of the units (40k out of 75k) are slated to be Market Rate!....and this stat was under the heading 10 Year Affordable Housing Goals & Targets. Seriously!?! How does this happen!?! The market rate units have happened, have destroyed neighborhoods, and will continue to happen without NHCD's assistance.
- This is the reason why Austin currently has almost half the number of Black people here as when I was growing up. I honestly don't understand how this process went through any kind of thorough community engagement and this is the result we have. I think the solutions lie in recruiting a diverse city staff (especially in NHCD), hiring diverse consultants that are able to reach the people most impacted by the city's plans (even if that means holding public engagement events in cities like Manor, Elgin and Del Valle, which have been the recipients of our lower-income people of color), and again, putting our money where our mouth is.
- The city likes to think of itself as a liberal beacon of light, but the reality is that we are the most economically segregated metro area in the country AND the only city in the country with double-digit population growth and a declining Black population. If we want to walk the talk we need to invest as much time, resources, and energy in bringing back diversity as we do trying to attract tech companies and act cool.
- Thank you kindly,
- Ruthie Redmond
-
- THE CITY OF AUSTIN EITHER HAS TO WIDEN IT'S HIGHWAY LANES AND OR PROVIDE ANOTHER FORM OF PUBLIC TRANSPORTATION.

- THE CITY OF AUSTIN NEEDS TO BE MORE AFFORDABLE IN ORDER FOR LONG TIME RESIDENTS OF AUSTIN TO BE ABLE TO REMAIN IN AUSTIN
- The city of Austin never seems to plan for future travel problems, we are always in the reacting mode. by the time you get a road built it is already obsolete.
- The City of Austin really needs to improve its Vector services with regard to rat control. I used to live in Austin in the 90's and moved back 2 years ago. I can't believe how the rat population has exploded exponentially and nothing other than hiring costly private companies as a quick fix to one residence is the only thing the city of Austin seems to be doing. When we moved here to a newly, fully renovated home in a nice neighborhood, we shortly discovered the house was infested with rats in the walls and attic. Apparently it was a problem that could never get fully resolved bc of the tenacity of the rats to get back in to the home. I soon learned how many friends and acquaintances (and in their personal experience) that the rat problem in people's homes is all too common and all too costly to eradicate. The City of Austin REALLY needs to implement the same type of chemical sterilization program that New York City and Chicago have implemented to control their rat problems. It the only way to get that rat population under control as a critical compliment to the work that the private pest control companies are doing.
- The City of Austin Utility system is corrupt!!!! We had a COA employee admit that one of their employees (meter reader) actually lied about our meter reading and COA still insists that we pay for services we DID NOT USE! COA utilities gouges prices and nothing is being done about this corruption!
- THE CITY SEEMS TO ONLY PLAN TRAFFIC FLOW ABOUT 5 MONTHS AHEAD. SO THOSE FIXES ARE ABSELETE AS SOON AS THEY ARE COMPLETED.
- The city should be the business of protecting citizens, providing safe streets, providing utilities, collecting garbage.....even when they have to stoop over and pick up an item or two! Also, keeping streets and parks clean, lights burning, crime controlled. The basics. The city wastes so much money on trying to give away things to make people feel good! Provide decent housing and jobs and people will feel good about themselves. Way, way too much spent on a new library and there will be no place to park. There is no parking now in Austin and then they tell us that our neighborhoods may get metered. GREED is what drives the city not common sense and adequate services. Too much money spent on music festivals, trash cleanup and catering to the young. The senior centers are not even open much now because they want us to believe the city cannot afford them. Hogwash! The city can afford funds for all the nonsense of the council interests, their offices, their pet projects. I remember the days when we all worked together! Now the staff get in the way. Too many staff, no parking, no parking, no parking!!!! and so on. And now for TRAFFIC. well, you get the message. You are not doing a very good job of maintaining common sense services. We go to other cities and can get around, use Uber, find a place to park (oh yes, heaven forbid other cities have parking lots - those things that the snooty folks tell us look bad) and services to h ell you get around - lots of maps,

oh, so much more than we have here. We have lost the opportunity to be a great city. Now we are settling for a crowded city with high taxes, most everyone forced out of town and so many ordinances that who knows what to enforce!

- The city should provide free housing for homeless people as Seattle does. It saves money in the long run.
- The city wastes too much money on feel good stuff (bike lanes, bridges). Wastewater fees are way too high. So is water. I don't trust city utilities. Overcharges & city wastes the money.
- the city's growing rapidly, antiquated organizational process is the biggest issue. Don't lose the momentum we have but really focus on long term goals.
- The construction of our metro system is fundamentally flawed. It serves a population that is affluent, i.e., flush with motor vehicles who don't need to use public transit, except for when they want to come downtown and drink, but not face charges of a DUI/DWI. Public transit is a must in the modern Austin. The failure of this city to provide a metro line to south Austin is mind-boggling. Furthermore, the city has failed to even provide a metro line for UT students, who are the largest demographic in this city that would benefit from a metro line. The metro line as it exists is not serving a tourist population, because it runs from Leander (which is too far for most tourists) to the convention center (which is not a tourist destination for anyone coming from north Austin). I urge you to push for stronger legislation for a metro line, no matter how strong the gas and oil lobby is, no matter what the city council says. We need it. Pedestrian deaths, traffic times - everything is getting worse without it. If you truly serve this city, if you truly are a representative for those who cannot represent themselves, then you'll help us address this grave problem.
- The cost for utilities (electric, water, waste water, gas, and trash) is so high that we may be moving to a more affordable city nearby. Additionally, the droughts in the last 5-6 years were managed VERY poorly by the city resulting in a request for water conversation AND a significant increase in cost. The messaging that we received from the city is that the majority of residence helped the Water Department have a successful conservation program, but the result is that we paid more for it. The cost for gas is going up exponentially and I don't trust the city management or utility department about why.
- After dealing with 10 years of traffic issues I have given up on the City Management on choosing measures that will help reduce the amount of traffic on I-35, Mopac, or any of the major streets. Even more, the need to propose and award projects to the businesses who donate the most money to the City Hall members and their election efforts is leading to more and more distrust within the community. Also, the City's need to over-regulate has chased away two of the largest traffic congestion options - Uber and Lyft, shows that there is more of an interest in the City earning dollars on businesses in town instead of helping to resolve the problems. Multiple TNCs have opened in town, but it has been 4 months since Uber & Lyft left town and the driving availability and cost of using the

current TNCs is led more people to drive on their own, congest more traffic, take up more parking spots, or simply stay home where the city loses out on a LOT of tax dollars.

- None of the above complaints are new to the city, it's managers, and utility departments. What matters is whether or not they decide to listen to the results of this survey. If this data is not used to better our city and communities I will not be surprised, but will be disappointed nonetheless.
-
- The cost of living here is insane. The city is great but it seems ridiculously unproportional for a single person to survive on their own in comparison to most cities.
- The cost of living in Austin has sky-rocketed, and local businesses are not able or willing to meet the financial needs of the lower-middle class. In order to live a comfortable life in Austin, it seems you must be either a lawyer, an engineer, a doctor, or otherwise come from old Austin money. The culture that Austin so prides itself upon is being systematically pushed out.
- THE COST OF LIVING IN AUSTIN IS JUST TOO HIGH, I'LL HAVE TO MOVE WHEN I RETIRE FROM MY JOB
- THE COST OF LIVING IN AUSTIN IS VERY HIGH.
- The cost of living in my city is unreasonable. I feel like I cannot afford to live in the city I grew up in.
- The cost of living in Austin is growing so much faster than the rate of pay. Austin is a great place, but I may have to leave because it is becoming harder and harder to afford basic living. It's also unreasonable to have to move an hour or more outside of the city to afford a home, especially with the amount of traffic during your commute.
- The cost of living is too expensive.
- The cost of utilities and taxes are forcing medium income families out of this city.
- The cost of water is excessive and way too high.
- The crime in our neighborhood is out of control. Every night we have break ins. I have myself been held up at gunpoint. The cops show up late and we have zero follow up from detectives even when we get these guys on video. I have written multiple letters and emails to councilman Renteria and not even received an acknowledgement more less a reply. Our taxes have doubled over the past year and so have the crime and police response time.
- The cure to Austin's traffic problem is better walking sidewalks. rail and bike paths. We need to get people out of their vehicles and improve the quality of that experience, not find ways to speed up the vehicle traffic. A visit to Portland, Seattle or especially Shanghai would be enlightening.
- The declining availability of affordable housing in Austin will force the out the young, energetic, creative and innovative people who make this a special place to live, which would be a shame.

- I strongly encourage you to continue your fight to have commercial buildings assessed properly so that businesses pay their fair share of property taxes.
- Sorry that is two things.
- THE DRINKING WATER IN AUSTIN IS THE WORST I HAVE TASTED. THIS IS READY TO BE REVIEWED.
- THE EDWARDS AQUIFER AND OTHER SPRINGS ARE THE LIFE BLOOD OF THIS AREA. PLEASE PROTECT THEM.
- The electric bill rates are getting too high and are not as affordable as they were in the past. Need to work on traffic congestion. Affordable housing is also a problem- the rents are getting too high and are hard for families to afford. Also, daycare expenses for families are high in the city and programs to help families with childcare are needed.
- The electric, water, waste water, street, drainage etc all the extra items list are taxes in excess!!!
- The electricity costs are too high!
- The electric company and water company appear to be unethical, unaccountable, rude And uncaring! I don't trust them nor any officials from water and electricity in other words Austin Utilities is a self-serving fraudulent company. Property taxes are so high elders like myself can barely hold on to their homes while schools cry poor! It seems filled with graft
- The regulatory and this service part of Austin makes me think of moving at my age. Shame on you!
- The fact that it takes me 10-12 minutes to get to work and 30-60 to get home is a daily and significant cause of dissatisfaction in my life. It's only traffic - but day in and day out, it really wears on you.
- Whoever buys the children's library collection in Spanish is amazing! I am a teacher and I am continually impressed. I refer the families at my school to the Public Library all the time. One time, I dropped my University of Texas Library books off at APL by mistake and I got a personalized email and phone call from the library within hours - in Spanish (the language of the materials in question). Keep up the good work!
- The fact that Uber and Lyft are no longer here is crazy! Please do something to get them back! The council members looked like crazies in their ads!
- The fluoride in the city's drinking water is my number one concern/complaint about the city. We deserve clean drinking water, not poisoned with endocrine disruptors and neurotoxins.
- THE GROVE AS PROPOSED IS TOO BIG, IT WILL ONLY ADD TO CITY GRNDCK, MORE HOUSING, TREES, FLOWERS, OFFICES. WHERE DOES ALL THE MONEY GO? WE PAY MORE IN TAXES EVERY YEAR BUT STILL STREETS HAVE POTHoles, THERE'S NOT ENOUGH SIDEWALKS OR FIREMAN, POOLS ARE CLOSED FOR LACK OF STAFF ETC

- The hard water in Clarksville is so difficult to have healthy skin and hair and shower well. It also causes poor hot water conditions. It's awful!
- The highways need a major overhaul. There's too much traffic.
- The homeless population downtown is growing in size, as well as aggressiveness. It makes the city feel less safe.
- THE HOMELESS POPULATION NEEDS MORE HELP/ATTENTION
- The homeowner taxes are forcing us to move. It is insane how high the taxes are. Furthermore- in addition to taxes now we are asked to pay over 200 dollars per child per year to public schools for fees? What are my taxes for?! I love Austin and I am a lifelong Texan, but as a family of six earning 120k per year we can't afford to keep
- Our modest home due to taxes. Please fix this!!!!
- The idea of raising taxes on a percentage of the population to make living in the city more affordable is an absurd concept! The basic idea reduces the affordability for a greater portion of the citizens. Reinforcing this concept includes the toll roads which now, and will continue to encircle, the city. The people who need to live out of the density of Austin and commute, are the folks who cannot afford to pay exorbitant tolls trying to get to work. This continues to create an economic and/or time barrier for lower income people. I believe in equal economic opportunity for all people in Austin and not artificial props and machinations to create fairness.
- There is definitely a condition of special interests and cronyism that direct the Austin political scene which doesn't always serve the best interests of its citizenry. A huge example is the 'Push' for bicycle commuting, which families with small children, elder citizens, handicapped citizens, people that need to wear appropriate clothes to work, people who carry tools and machinery as part of their trade and on and on...THESE people make up the vast group of commuters...They cannot ride a bike to work! Streets have been redesigned at great expense, and creation of less lanes for moving vehicle traffic, to be left unused daily by the intended bicycle users.
- There are many other examples of poorly designed ideas for a community the size of our city.
- The key to solving the problem of traffic is to make driving MORE inconvenient, and to make public transport, cycling and walking easier and cheaper.
- The lack of affordable housing in Austin has pushed many of the original Austinites out of the city. The City of Austin caters to those that recently moved here and has not listened to those that were born and raised here. The family and kid friendly city no longer exist.
- THE LACK OF AVAILABILITY OF MAJOR PARKS DURING MILD SEASONS IS A MAJOR PROBLEM.
- THE LOWER INCOME CITIZENS ARE BEING PRICED OUT OF THE CITY,SOMETHING NEEDS TO BE DONE ABOUT THE AVAILABILITY OF HOUSING.

- The main highways (Mopac and IH35) need more lanes.
- The mayor should be more inclusive to the overall population of city residents than less inclusive when establishing policies and services.
- THE MCMANSION CODES ARE NOT ADHERED TO IN THE WEST AUSTIN NEIGHBORHOODS AND AS A RESULT WE ARE LOSING THE TREES AND CHARM THAT GIVE THE NEIGHBORHOOD ITS DISTINCTIVE QUALITIES
- The method of paving/resurfacing older streets is not appropriate and is not holding up.
- The middle class (and low income households) can't afford to buy a house in Austin.
- The permitting process has got to improve. Wasn't this your platform? You're costing people too much money due to delayed permits - not cool.
- The permitting process needs to be updated--should be more electronic. It is too difficult, slow, cumbersome and costs businesses too much time.
- The police are too reactive and authoritarian. Police are to protect and serve and although my interactions have on the whole been satisfactory, there is low tolerance for unattached males in general. Austin has become a more violent city and it's not clear if this is a response to the reactivity of the police or if police are reacting to a more violent city. In general society has become more violent in the last 30 years and it reflects in the police and the populace. Nevertheless, the police have a duty and obligation to operate on a higher standard of restraint in dealing with the populace. That is something that needs to be more effectively addressed by the APD.
- The price of homes and real estate taxes are way too high!
- The price of water is ridiculous- especially for a large household of 7 paying under the tiered pricing structure. The charge should be limited to its cost of production instead of being a hidden tax on large families.
- THE PUBLIC SCHOOLS 15TH AND LAMAR ARE NOT CLEAN. WEEDS ARE 5 FT HIGH.
- THE RESPONSE TIME FOR 311 CALLS COMPLAINTS IS EXTREMELY SLOW.
- The road would be safer with more trimming of weeds & trees.
- The roadwork must be done at a faster pace to prevent traffic, frustration and hazard. It's laughable at this point to even consider it work. Nothing has changed in 3 years especially near the airport and on Mopac.
- The safety of the city is most important.
- The spending for the City Manager's Office is ridiculous! That money could be better used in the community!
- The tax on homes should be based on what the owner paid for the house, not on how much the realtor could sell the house. The rising taxes cost/determination on my house is putting me into poverty. My ability to support myself on my set retirement is in serious jeopardy because of the unreasonable increases in property taxes. My mortgage is paid in Full. Now I continue to pay rent, called property tax, to continue to live in my

house. The mortgage payment was fixed, taxes increase everyday and I have this slapped in my face every day. My retirement is a fixed amount until I die.

- Please address this systemic, out of control, evil, unkindness, money sucking, taxing without representation on lifetime, homeowner senior citizens of Austin. I was able/ allowed to buy the house based on my ability to pay the mortgage which we all know included the property taxes! Now the property taxes are based on greed or should I say Systemic stealing or so called what the realtors say the property is selling for currently. The enormous, out of control rising cost of property taxes in Austin, Texas, is sending me into a financial life style of poverty.
- Help ! 311 911
- The tennis court on Westenfield Park has been out of commission for a while (E side of it), kindly fix it.
- The trimming of city lights would ease the flow of traffic
- THE TRAFFIC AND POPULATION HAS BECOME DEPLORABLE, WAITING TO RETIRE SO I CAN LEAVE
- THE TRAFFIC AND THE POLICE NEED TO BE ADDRESSED. NOTHING BEING SOLVED AS FAR AS PROBLEMS. HIRE MORE DETECTIVES AND POLICE TO SOLVE AT LEAST SOME OF THE ISSUES.
- The traffic flow has become ridiculous
- The traffic is horrible
- THE TRAFFIC ISSUE AND LACK OF LIGHT RAIL MUST BE ADDRESSED.
- The traffic on Cameron Road was worsened by the addition of bike lanes. Sometimes southbound traffic is solid from 51st street to north of 290! I have watched drivers go 8 or 9 blocks in the turn lane to jump ahead of traffic, and I believe I see MORE accidents than fewer.
- The traffic problems need to be fixed asap. The Utility company should work with families who have unexpected family circumstances that prevent them from paying their bill. After 20 years of on time payments, my family has hit difficult times and the utility company was not helpful in setting up late payments.
- The traffic situation needs to be improved and not to where we are having to pay tolls!!!!
- The water quality is awful.
- The way apartments and condos are being built with no money for streets and traffic. Cannot afford property taxes and rent
- THERE ARE DRIVERS ON OUR STREETS THAT SHOULD HAVE THEIR LICENCES REDUCED WITHOUT THE OPTION TO PAY ANY AMOUNT OF MONEY TO GET OFF.
- THERE ARE GOOD FAMILY HARD WORKING AUSTINITES WHO ARE NOT CONSERVATIVE/RELIGIOUS
- There are many larger cities than Austin that don't have recycling. I'm very proud of all we do here.

- There are too many added fees in each service provided by the City of Austin. Electrical Service - \$10.00 Water Service - 7.10 Wastewater Service - \$10.30 Solid Waste Services \$13.05 That's \$40.45 per month \$485.40 per year for the privilege of being a customer.
- There is a big problem in Austin with people driving slow in the left (passing) lane. This holds up traffic tremendously. The left lane is supposed to be for passing ONLY and then people should move over. No one does this! It needs to be enforced and people need to be educated on this law. I also see people texting and driving constantly. You can spot them immediately because they drive like they are drunk. It's erratic and dangerous. This law also needs to be enforced better.
- There is not a good balance of growth and development, and protecting the residents who currently live in Austin neighborhoods.
- There is too much trouble with the cops.
- There needs to be a stronger, better department with better follow up for victims of abuse.
- There needs to be better and more public transportation in the city of Austin. It's almost impossible to get around without a car. This makes all of the streets and highways way too congested.
- There should be low income apartments or subsidizing duplexes available to me and other people like seniors. There is but because I have evictions they won't rent to people that's on ssi and received 753.00 a month. I will soon have to move away from Austin that I love so much. I have been living in Austin 30 years and never once got the chance to apply for housing assistance. My rent is 795. My check pays that and my ex-husband gives me the rest.
- They are too liberal.
- **THEY NEED TO MONITOR THE AREA WHERE I LIVE**
- They spend too much time on parks, bike trails, libraries and animal shelters. They need to spend time on only the very important basic needs of the city like TRAFFIC, safety, Utilities planned growth and planning home and building code to move forward more energy and water conservation. They also need to stop recruiting business to Austin. This city can sell itself, they don't need the City of Austin promoting tax breaks for business. I took a brief survey of my office staff while taking this and they agreed with the above suggestion.
- Think about a grid system of streets in the greater Austin.
- Think GLOBALLY when considering Austin in the future. Austin should be second to no city world-wide. Why then, for the sake of growth, prosperity and infrastructure in general is there only ONE major freeway intersecting this fast-growing and fabulous city? Why is there no LOOP around the city where folks can easily move around with relative ease? City managers and leaders are to blame for the mess for which we find ourselves relative to traffic woes. Can you not see that the longer this issue is delayed, the more angry and frustrated our citizens become? This city may be considered

desirable and unique, but unless the issue of traffic is seriously addressed, it will not advance to World Class status!

- THINK OUTSIDE THE BOX AND PLAN FOR AUSTIN 2050.
- This city is becoming too costly for me to stay especially when the budget for services isn't growing.
- THIS CITY IS EXPENSIVE,BECAUSE THE CITY COUNCIL WASTES MONEY.
- This city is no longer affordable due to high property taxes. With property evaluations so high the city should do whatever possible to lower the tax rate. Thank you for passing the air b n b license. Living next to such a property is frustrating
- This city is not affordable due to horrendous tax and service fees including all city service bills - electric, water, etc.
- This city needs more motor vehicle traffic lanes!!!
- This is not a suggestion or anything but I think you're really cool!! I want to go into politics after college & I take inspiration from your work and all the amazing things you have done and will continue to do for our community!!
- This is the first city in which I've lived where a feedback survey like this was conducted. This is a very positive indicator.
- THROUGH Q & A PROGRAMS, SEEK RESIDENT INTEREST IN AGENDA ITEMS BEFORE VOTES ARE TAKEN. STOP TRYING TO CRAM LIGHT RAIL DOWN OUR THROATS, INSTEAD LOOK AT WASHINGTON DC PLAN
- THROW YOUR FULL SUPPORT MONEY BEHIND AAC & APA! AUSTIN ANIMAL CONTROL CENTER, AUSTIN PETS ALIVE
- Tighten the budget
- TIGHTEN UP YOUR OVERSIGHT OF CITY REC. CENTERS MANAGEMENT OF PERSONNEL. SEXUAL HARASSMENT OF STAFF AND CO-WORKERS.
- Time the traffic lights
- Tiny reductions in property tax which hurt funding for services like parks and libraries are stupid.
- To execute fairness in property taxes
- To find one thing, beautiful city and I really like living here but the COA employees are as bad as I have ever seen about returning phone calls.
- TO HAVE BETTER PLANNING FOR CITY GROWTH.
- To honor your agreement with the voters who voted for a new high school in southwest Austin. Not magnet but high school open to all! Shame on you!
- To lower electricity rates and improve roads!!!
- To offer more assistance in paying electric bill when it is so high during the summer and prevent disconnection.
- To use tax payer money to help some people live in Austin, will make it impossible for others to afford to stay.

- TOLL ROADS DISCRIMINATE AGAINST LOW INCOME PEOPLE.
- Too expensive!
- Too expensive.
- Too many city employees!
- TOO MANY ELECTIONS
- Too many high rise buildings going in to downtown and blocking some awesome views of the capital, the stadium and Lady Bird Lake! The addition to the Convention Center (hotel) is just one of those!
- Too many people in city and they are taking over my neighborhood.
- Too many toll roads.
- TOO MANY TREES AND WILDLIFE ANIMALS ARE BEING DESTROYED AND DISPLACED JUST TO BUILD MORE SUBDIVISIONS AND APARTMENT BUILDINGS.
- Too much development is being allowed of high-rise facilities. Contributing to the traffic congestion going into the city. Development should also be away from the core of the city in order to spread out the traffic and growth.
- TOO MUCH EMPHASIS ON GENDER ISSUES.
- TOO MUCH MONEY ON POLICEMEN. THEY DON'T HELP US. THEY TRY TO CONTROL IMMIGRANTS.
- Too much planning/not enough maintenance.
- Totally against the light rail plan as proposed (route)
- Traffic
- Traffic
- Traffic
- TRAFFIC
- TRAFFIC
- TRAFFIC
- Traffic & road conditions--be proactive, not reactive.
- Traffic all facets--planning, congestion, enforcement
- TRAFFIC AND AFFORDABLE HOUSING ARE THE BIGGEST PROBLEM TO LIVING HERE. CAN'T AFFORD TO WORK FOR THE STATE AND LIVE HERE. IT'S CRAZY.
- Traffic and AISD problems are pushing us to consider leaving Austin.
- Traffic and availability of city transportation are a hot topic across the board. Go visit Fort Collins, CO and take a look at their energy programs (now including solar panel fields) and water quality not to mention their bike lanes and trails.
- Traffic and city planning is poorly done. It needs to be addressed for our city to continue to thrive.
- TRAFFIC AND COST OF ELECTRIC AND WATER.

- Traffic and high utility bills are a problem for me
- Traffic concern, better timing on lights, transportation for seniors and the disabled.
- Traffic congestion
- Traffic congestion needs major improvement
- TRAFFIC CONGESTION! I-35,360,MOPAC AND 620.
- TRAFFIC CONGESTION. RESTORE UBER FARE ETC.
- Traffic control
- Traffic control, especially speeding.
- Traffic flow everywhere is unacceptable.
- TRAFFIC IMPROVEMENT CRITICAL FOR CITY'S FUTURE.
- Traffic in Austin is a major problem no matter which road you use. More needs to be done to fix the problem. Especially downtown with the huge amount of high rise condos being built, need some major traffic changes made.
- Traffic in major city highways is really bad, it gets worst every year as more people moves to Austin.
- TRAFFIC IS A BIG PROBLEM.
- Traffic is always heavy.
- TRAFFIC IS AWFUL. BUILDINGS ARE RUN DOWN. WHAT WAS A LOVELY CITY.
- TRAFFIC IS AWFUL. EXPANSION OF HIGHWAY. NEED TO HAPPEN AT A FASTER RATE.
- Traffic is horrible!
- Traffic is Horrible. Something has to be done.
- Traffic is hurting the quality of life in Austin since it takes away the QUANTITY of time to work or play. We need traffic solutions. I think that Police should enforce traffic laws like use of Cell Phones while driving. If people paid attention to the road, they would be better drivers.
- Traffic is my primary headache. Whether it is people driving too fast through my neighborhood, people not even slowing down at stop signs in my neighborhood, blaring music with the base so loud it shakes my windows at 2 in the morning, or my 12-mile commute from home to my job at UT taking me almost an hour, I rate traffic issues as my biggest concern. A stronger police presence in my neighborhood would reduce the first three but that would necessitate hiring more police officers. I fear my other mobility issues will remain unresolved because of the City's lack of foresight and planning from the 70's-forward, making it difficult for us to ever catch up, much less get ahead of our continued growth.
- Traffic is not fun.

- Traffic is out of control. I would use public transportation but it is neither cheaper, safer or faster than a car! How sad. Having been to Europe, I would pay more taxes for better public transportation.
- TRAFFIC IS RIDICULOUS MAJOR IMPROVEMENTS NEEDED.
- Traffic is terrible. Work on building out a quality metro system for people to get around.
- Traffic issues, high rentals
- TRAFFIC LIGHT COORDINATION. SIGNAL ADJUSTMENTS DURING NON-PEAK HOURS.
- Traffic makes Austin driving a HORROR!
- Traffic must get better. Homeowner's taxes are a problem. I will retire and have to pay \$25,000/yr. on my house. That is not compatible with my very aggressive planning for a long retirement so I have to sell
- TRAFFIC NEEDS ADDRESSING ON ALL HWYS AND STREETS
- TRAFFIC ON MOPAC AND I-35
- TRAFFIC PLEASE!
- Traffic problems
- Traffic problems (SURPRISE!!!)
- Traffic problems getting worse
- TRAFFIC SAFETY IMPROVEMENTS
- Traffic signals need to be synchronized to provide for better flow of traffic around the city.
- TRAFFIC SUCKS
- TRAFFIC, TRAFFIC, TRAFFIC. Eliminate left turns downtown. More one way streets downtown, maybe make certain portions = pedestrian only areas.
- More lanes for highways and NO TOLL ROADS!
- Traffic.
- Traffic.
- Traffic. One express lane on MOPAC that doesn't cross the river doesn't seem like it will do much.
- Traffic. Please help. Stop stupid pet projects.
- Train law enforcement staff the proper way to deal with hostile perpetrators. No police brutality accepted.
- Transparency - provide clear goals and accountability around use of our resources, provide vision and priority of what's happening.
- TRANSPORTATION AND INFRASTRUCTURE POOR PLANNING.
- Transportation improvements--light rail, bike facilities, roadways, sidewalks
- TRANSPORTATION NEED TO CREATE EXCELLENT PUBLIC TRANSIT SYSTEM. EXTRA LANES ON MOPED SHOULD BE REWARDING CARPOOLING, NOT INCOME. YOU ARE CONTRIBUTING TO THE INCOME DIVIDE

- TRANSPORTATION PROBLEMS
- TRIM TREES. LOWER UTILITY EXTRA CHARGES.
- Try not to be too left leaning in finalizing decisions.
- TURNING OUR ROADS INTO TOLL ROADS IS A STUPID AND HAS NOT HELPED OUR TRAFFIC PROBLEMS
- UBER & LYFT BACK, THE (POWER PLANT) SEAHOLM DISTRICT IS CAUSING SO MUCH TRAFFIC ARUND CESAR CEAVEZ, WALTER SEAHOLM DRIVE IT NEEDS MORE LANES OR LIMIT ACCESS TO RESIDENT,SCARY DRIVING IN AREA
- Understanding race, to see the problems and understand it.
- UPDATE THE PARKS. AUSTIN IS TOO GREAT OF A CITY TO HAVE SUCH BAD PLAYGROUNDS.
- USE THE LARGE AMOUNT OF TAXES WE PAY TO BENEFIT MOST PEOPELS AND REVERSE THE PRACTICE OF DOLING OUT MONEY TO EVERY FRINGE, WACKO CAUSE THAT LOBBIES FOR FUNDING
- Utilities, particularly water, is too high.
- Utility fees create great hardship on the poor.
- UTILITY BILLING SYSTEM NEEDS TO BE COMPLETELY OVERHAULED.
- UTILITY RATES & PROPERTY TAXES ARE OUTRAGEOUS
- Vagrants, drug deals, prostitution rampant downtown 24 hours a day. I would like to see The Arch out of 78701.
- Various information for the new mover-in should be provided with easy and accessible way.
- Very good and safe and sporting city
- This city must have exchange programmers in youth , teachers, executives etc. between India and Austin
- Very racist policies regarding housing. Come visit my neighborhood!
- WANT ALLON UBER BACK.
- WATER CONSERVATION IS A PRIORITY. TRAFFIC IS A HUGE PROBLEM. CITY SPENDING IS NOT CONCENTRIC.
- Water consumption rates are too high.
- Water costs too much.
- WATER GOT WAY MORE EXPENSIVE BUT STILL SUCKS.
- Water rates need to be put back like electric has.
- Water/wastewater rates are ridiculous.
- Way to much development happening to fast, in EAST Austin, slow it down for our safety and sanity.
- We are running out of time to plan for future growth.

- We could sell our current home and possibly make a little profit. However, we would need to move out of the city limits to buy another home.....we want to retire and cannot afford living in Austin.
- WE DESPERATELY NEED AFFORDABLE HOUSING AND BETTER TRANSIT.
- We do not need to promote growth through tax breaks. New construction and existing corporations should relieve tax burden so that low income families are not forced out! Moving soon. Austin is getting too big and losing its character.
- We have got to reduce our reliance on the automobile. We need light rail in the heart of the city. We need to stop requiring so much parking to make room for greater density and thus more affordable housing.
- We love living in Austin. Thank you mayor.
- We MUST continue to lead the country as one of the top green cities. Gray water recycling must be implemented, and solar and renewable further incentivized.
- We must have mass transit and it needs to be an integrated service, i.e., buses, roads, light rail, and commuter rail.
- We need a focus on transportation issues in this town, we needed it 10 years ago. Networked Traffic lights like LA, stop building toll lanes on already congested roads and start working on other cross City roads to supplement the main highways. And more Roundabouts would do wonders to this town.
- We need a better mass transit system, especially Oak Hill.
- We need a lot more affordable housing options!!!
- People are not able to afford housing and rents keep increasing although incomes are staying the same or decreasing
- Landlords and property managers have too much power and renters have very little power
- We need a neighbor center on Braker Lane between Lamar and Kramer Lane. The seniors do not have a place. The nearest pool for this area is on far North Lamar. We need a pool too!
- We need AFFORDABLE HOUSING!!!!
- WE NEED AFFORDABLE HOUSING, BETTER ROADS AND MORE ROADS
- We need affordable housing. Should be able to purchase a 3bd 2ba for under 300K in Austin.
- We need an extended streetcar system (middle of all major roads). Also a fast train to San Antonio, Texas.
- We need attention paid to east and west parts of town. Not everyone goes to/through downtown for work/school/etc. There's no reason why the best path to work should be through several neighborhoods.
- WE NEED BETTER FLOOD PLANNING. WE ARE PUTTING AUSTIN CITIZENS LIVES AT STAKE WHEN WE ALLOW NEW DEVELOPMENT.

- We need better housing solutions for low income and homeless individuals.
- WE NEED BETTER MASS TRANSIT
- We need better mass transit!
- We need better public transportation in Austin and regionally in the Central TX area. In addition, there needs to be a viable rail option between Austin and San Antonio for the many individuals who have to commute on I-35
- WE NEED BETTER PUBLIC TRANSPORTATION TO ABIA FROM NORTH AUSTIN/ROUND ROCK TRAINS IS GREAT JUST DOES NOT GO FAR ENOUGH, ALWAYS PACKED DURING RUSH HOUR TIMES, ANOTHER CAR SHOULD BE ADDED
- We need high speed elevated mass transit, not light rail.
- WE NEED MASS TRANSIT TO THE AIRPORT!
- We need more affordable houses. Or if there are houses, there should be a better effort to get the information to the people who need housing.
- We need more affordable housing for lower middle class people.
- we need more affordable housing opportunities so that we don't become a city of only wealthy people
- We need more affordable rental housing. Rents are just nuts.
- We need more effort for flood control (even more than transportation improvements).
- We need more schools in northwest Austin.
- We need more street clean-ups - on trash days the trash trucks leak awful liquids on the street.
- We need more traffic enforcement in neighborhoods!!!! Not highways - local neighborhood streets!!
- We need much more affordable housing in the city.
- We need public transportation like subways, every Big City in Europe keep investing in public transportation underground, we add a lane to already congested roads, which add absolutely nothing to our transportation challenges. Only solution is investing in public transportation
- WE NEED TO CONSIDER TRANSPORTATION ALTERNATIVES
- We need to double down on the basics again. Ensure good traffic flow, safety, affordable housing, city planning, and cleanliness.
- We need to find a balance between making Austin a destination for tourism and the unique Austin quality of life. Too many people keep moving here and trendy is fast replacing weird - the people who make this city great and eclectic and diverse are being priced out of actually living here. Plus, we are losing far too many trees and natural green spaces to construction and expansion to accommodate the influx of outsiders. It's an impossible problem, but we need to do better just the same.
- We need to get better control of the police.

- WE NEED TO GROW SMARTLY.
- We need to improve the public transportation- instead of continuing to build more lanes on the freeway
- We need to make sure our city continues to be an example across the country for unwavering progress, with regards to energy, policing, fair housing and employment, non-discrimination policy, and creating a sound infrastructure to accommodate the city's rapid growth. We should not become complacent in the things we have achieved but rather continue to challenge ourselves to push harder and become even better!
- WE NEED TO SUPPORT LOW/MODERATE INCOME FAMILIES AND KEEP THEM IN THE CITY
- We pay way too much for water services!
- We really need to improve our public transportation. This city is growing faster than we can keep up and it's time to get really serious about it and stop building so many downtown condos.
- We should have unisex bathrooms. All that's needed are floor to ceiling doors. Please consider this. The gender/bathroom issue is too stupid to believe.
- We waited too long to acknowledge the growth and its associated issues. I hope the assumptions for the strategic growth plan are more aggressive than in the past. We cannot survive with only tactical solutions, and I don't have any idea what the strategic plan is.
- We want light rail in the right corridors!
- We want public transportation. Gondolas, raised trains - something. Anything.
- We need sidewalks.
- WEEKLY RECYCLING PICK-UP
- We're full! Stop trying to get more people to move here! You've ruined the city!
- What is the plan for the homeless population?
- When I email City Council, no one responds to my emails.
- I am visually impaired and the lack of Uber and Lyft severely impacted my life. I am unable to cross the major streets to go about the city as other citizens can. I really want to see a train system in Austin that connects from Bee Cave Road and other points into downtown.
- When I moved to Austin city streets were clean, mowing done, water runoff clean for drainage. Not so last 5/6 years.
- When I worked as an ER Social Worker, the Police would not approve rape kits for adolescents who were intoxicated at the time of the rape. The parents were very upset. The policemen told the parents they could pay for the rape kits themselves...I complained to police supervisor 4 times about these incidents...we need a new chief of police.
- WHEN YOU START A ROAD PLEASE FINISH IN A TIMELY MANNER.

- Where are all the extra taxes we pay going? Why is the recreation center in my neighborhood neglected, why are the pool, library hours not restored? Why won't code enforcement get my neighbors to clean their yard? You get more money than ever, why are services not improving?
- While I appreciate the questions that asked what the most important things are for the city to do (services to provide), that does not properly capture the areas that desperately need attention. For instance, I responded that providing safe drinking water is a top priority, but that doesn't excuse the lack of foresight with our city planning. We have grown in just the seven years I've lived here beyond the limits of our roads, human services can provide. This lack of planning will ultimately affect our safety and comfort if not addressed.
- Whoever voted for voting by district was uninformed. City Council members should represent all citizens. The city council is not impressive. We've turned it into a partisan mess. Austin will never be the same.
- Whoever you are, you're doing great.
- Why are our taxes twice than other Texas cities and city can't improve traffic flow?
- WHY DO WE PAY TAXES WHEN WE HAVE SO MUCH MONEY COMING INTO OUR CITY.
- Why we as home owner are no inform went you are letting group house of half house in neighborhood we are paying taxes
- WIDEN ROADS
- With the widening of Frate Barker, I'd like to have the city or county put up a stone fence to protect against a vehicle crashing into my house. Also reducing the speed limit on Frate Barker to 35mph. Already there's been a vehicle that ran into the fence last year. Once the road widens, vehicles will be driving even faster and the noise level will increase greatly.
- WITHOUT ADEQUATE DEPENDABLE AND CONVENIENT PUBLIC TRANSPORTATION ALL ROAD LANES SHOULD BE OPEN TOT HE MAJORITY OF USERS, THAT WOULD BE CARS, OT BICYCLES
- Work on flood problem.
- Work on getting sidewalks from los Indos to San Felipe.
- Work on I-35 now! Not five years from now.
- Work on increasing affordable housing and improve public transportation.
- Work on making Austin affordable again.
- WORK ON TRAFFIC ISSUES
- Work to help traffic flow.
- WORK TO MAKE THE CITY AFFORDABLE TO LIVE IN
- Work with the federal government regarding illegal immigrants/undocumented people! Tax paying citizens are who you represent.

- Work with the state to improve transportation to ease congestion.
- Worried about current infrastructure being able to support predicted growth.
- WOULD LOVE TO SEE AUSTIN ON SOME GROUP START A MINI BUSINESS LOAN.
- Would use the bus system more if it had more service in NW Austin. Even in rush hour my trip is 20 minutes, 1 1/2 hrs on a bus.
- Yes to a city compost program!
- YOU AND MOST OF THE COUNCIL ARE LIARS WHEN YOU TALK ABOUT AFFORDABILITY.
- You are ruining the city with your incompetent policies and arrogance. I'm relocating out of the city because of the overbearing nature of city council and the mayor. Additionally, as a decision maker in my company for office growth opportunities, I have advised us not to grow our Austin office because the irrational and erratic behavior of the city council. Fix the transportation issues. Remove egregious regulations.
- You have to get tax revenue from businesses and quit squeezing the homeowner for tax revenue. Affordable housing in this city is going the way of the dinosaurs. the whole reason Austin is desirable is because of its formerly easy traffic, affordable housing, and the creativity and intellect of the citizens. The citizens that make Austin weird, creative and interesting are being priced out of the city.
- you must address the need for improved public transportation, affordable housing
- You need to plan for the service personnel. They can barely survive in this city. AISD has real problems.
- You need to take care of the homeless population in downtown Austin. It's getting out of control and is a black eye on an otherwise great downtown experience. Move the homeless shelter to some place outside of the immediate downtown location.
- You need to think bigger and longer term with the major highways. They are a mess and the small solution of adding a lane to MOPAC is not thinking big enough or fast enough.
- You talk as though you care about affordable housing in East Austin, but you are not following the talk with action. You are allowing developers to tear down east Austin's affordable housing though existing policies in the name of density. Your incentives program in the central core area are only accelerating this despicable trend. Stop mouthing the right words, but failing to act to support those words, thereby leaving a legacy on affordable housing of which all Austinites will be ashamed.
- You were elected to serve your constituents, not yourself!
- You were very nice to favor the hurt feelings of a bitter hag native in charge of ruling on something's discourse which hadn't pertained to her in her demographic till deciding her feelings being hurt mattered more. If it isn't broke don't fix it.
- Your bus service is not good people have to walk miles just to get to a bus stop and you don't have a lot of sidewalks for people to walk on to catch a bus and that is very

dangerous because people can get hit by a car. I ask you to please make your transportation services better and safer.

- YOUR POLICY ON SHORT TERM RENTALS TOTALLY SUCKS. YOU SHOULD SUPPORT THE SHARING ECONOMY AND POLICY OR PROGRAM THAT WOULD MAKE THE CITY AN AFFORDABLE PLACE TO LIVE.
- Your Texas parks and wildlife warden seized our boat because our engine is thirteen years old and had no serial number. He had no reason to suspect it was stolen, yet we were given a court date and had to pay \$1000 in attorneys fees to get it back. Please fix this flawed process and get your warden under control.
- You're in a bad spot. The biggest problem Austin has is a lack of viable north-south arteries. At some point you're going to have to expand I-35, possibly in a way that requires eminent domain of all the eyesore property beside the highway. The same goes for Mopac. Unfortunately, the moment you fix the transit problem, the housing bubble will burst because people won't have to make the choice between spending an extra 10% of their income to live near work or spending 2 hours in traffic a day. At that point, all these California trash real estate developments that have gone up in the last 5 years will rapidly fall into disrepair.

City of Austin Community Survey *Appendix B – Cross-Tabular Data by Council District*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-1. City of Austin as a place to live</u>											
Very Satisfied	26.6%	30.4%	27.6%	25.1%	20.6%	34.1%	31.7%	34.6%	41.8%	33.3%	30.6%
Satisfied	47.7%	49.0%	48.7%	52.8%	55.1%	49.5%	48.0%	46.7%	42.8%	52.0%	49.2%
Neutral	12.1%	10.3%	12.6%	11.6%	10.3%	8.4%	10.9%	9.3%	7.7%	6.9%	10.0%
Dissatisfied	9.5%	7.8%	9.0%	6.5%	9.8%	7.0%	6.4%	7.9%	5.8%	7.4%	7.7%
Very Dissatisfied	4.0%	2.5%	2.0%	4.0%	4.2%	0.9%	3.0%	1.4%	1.9%	0.5%	2.4%
<u>Q1-2. City of Austin as a place to raise children</u>											
Very Satisfied	19.0%	27.2%	21.3%	19.8%	17.5%	34.6%	20.2%	31.2%	26.6%	33.1%	25.3%
Satisfied	43.8%	39.1%	40.0%	42.6%	49.2%	48.9%	43.5%	40.2%	37.1%	44.4%	43.1%
Neutral	26.8%	21.3%	28.8%	23.5%	23.0%	12.8%	25.0%	22.2%	29.4%	16.3%	22.6%
Dissatisfied	8.5%	10.7%	8.8%	9.9%	6.0%	2.1%	7.7%	3.2%	5.6%	5.1%	6.6%
Very Dissatisfied	2.0%	1.8%	1.3%	4.3%	4.4%	1.6%	3.6%	3.2%	1.4%	1.1%	2.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-3. City of Austin as a place to work</u>											
Very Satisfied	20.6%	25.4%	23.0%	21.8%	19.0%	37.6%	28.8%	29.8%	34.0%	33.9%	27.3%
Satisfied	50.5%	49.2%	52.0%	52.8%	53.1%	43.1%	46.0%	43.3%	47.6%	48.1%	48.6%
Neutral	20.6%	17.8%	16.3%	17.8%	17.1%	14.4%	11.6%	21.2%	12.0%	12.2%	16.1%
Dissatisfied	5.2%	5.6%	8.2%	5.1%	7.6%	4.0%	10.6%	3.4%	4.2%	4.2%	5.8%
Very Dissatisfied	3.1%	2.0%	0.5%	2.5%	3.3%	1.0%	3.0%	2.4%	2.1%	1.6%	2.2%
<u>Q1-4. City of Austin as a place to retire</u>											
Very Satisfied	15.4%	17.8%	13.4%	13.7%	8.2%	21.4%	15.4%	19.4%	21.0%	19.6%	16.5%
Satisfied	24.3%	28.9%	27.4%	27.3%	31.8%	29.2%	21.7%	20.4%	20.4%	26.6%	25.9%
Neutral	29.0%	23.9%	27.4%	29.2%	27.2%	21.9%	29.1%	24.0%	35.8%	24.5%	27.0%
Dissatisfied	21.9%	15.6%	17.7%	17.4%	14.9%	20.3%	17.7%	20.9%	11.1%	20.7%	17.9%
Very Dissatisfied	9.5%	13.9%	14.0%	12.4%	17.9%	7.3%	16.0%	15.3%	11.7%	8.7%	12.7%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>											
Very Satisfied	5.7%	4.6%	7.3%	6.4%	0.5%	5.5%	7.7%	4.8%	8.4%	5.0%	5.5%
Satisfied	30.9%	26.0%	25.1%	23.0%	31.4%	30.8%	26.0%	28.2%	25.6%	32.2%	28.0%
Neutral	25.3%	32.7%	31.4%	32.1%	27.6%	34.8%	27.0%	32.5%	29.6%	30.7%	30.4%
Dissatisfied	23.7%	24.5%	23.6%	23.5%	25.7%	18.9%	24.5%	19.6%	21.7%	21.1%	22.7%
Very Dissatisfied	14.4%	12.2%	12.6%	15.0%	14.8%	10.0%	14.8%	14.8%	14.8%	11.1%	13.4%
 <u>Q1-6. Overall quality of life in City</u>											
Very Satisfied	18.0%	16.8%	14.2%	16.1%	15.0%	23.3%	20.9%	18.8%	26.2%	19.5%	18.9%
Satisfied	48.0%	52.0%	56.9%	50.3%	50.7%	54.0%	46.8%	51.2%	48.6%	50.7%	50.9%
Neutral	19.5%	17.3%	14.2%	18.1%	19.7%	14.4%	21.4%	21.1%	15.2%	21.0%	18.2%
Dissatisfied	10.5%	9.9%	11.7%	11.1%	10.3%	6.0%	8.0%	5.2%	7.6%	7.8%	8.8%
Very Dissatisfied	4.0%	4.0%	3.0%	4.5%	4.2%	2.3%	3.0%	3.8%	2.4%	1.0%	3.2%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-7. How well City of Austin is planning growth</u>											
Very Satisfied	4.6%	5.6%	4.7%	4.2%	0.5%	2.4%	3.1%	1.9%	3.9%	4.5%	3.5%
Satisfied	11.9%	8.1%	9.4%	8.5%	6.8%	13.7%	9.8%	9.0%	9.8%	6.5%	9.4%
Neutral	21.6%	21.2%	17.8%	19.6%	18.8%	19.4%	18.1%	16.7%	19.6%	19.6%	19.2%
Dissatisfied	34.0%	32.8%	31.9%	33.3%	38.2%	35.5%	34.2%	38.6%	28.9%	34.2%	34.2%
Very Dissatisfied	27.8%	32.3%	36.1%	34.4%	35.7%	28.9%	34.7%	33.8%	37.7%	35.2%	33.7%
<u>Q1-8. Overall quality of services provided by City of Austin</u>											
Very Satisfied	8.7%	9.9%	8.2%	7.7%	4.2%	7.5%	6.5%	5.2%	10.3%	7.5%	7.5%
Satisfied	37.2%	42.4%	38.8%	36.1%	40.3%	38.0%	39.2%	39.0%	39.9%	42.5%	39.4%
Neutral	35.7%	28.6%	26.5%	33.5%	30.6%	36.6%	31.7%	32.4%	33.0%	29.5%	31.8%
Dissatisfied	12.2%	12.8%	21.4%	13.4%	15.3%	11.7%	16.1%	18.6%	10.8%	14.5%	14.7%
Very Dissatisfied	6.1%	6.4%	5.1%	9.3%	9.7%	6.1%	6.5%	4.8%	5.9%	6.0%	6.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-1. Overall quality of parks & recreation programs & facilities</u>											
Very Satisfied	20.1%	25.6%	21.8%	21.9%	19.4%	26.2%	21.2%	24.5%	27.4%	22.8%	23.1%
Satisfied	51.0%	51.3%	55.4%	49.0%	52.9%	51.0%	51.8%	56.3%	46.8%	46.2%	51.2%
Neutral	17.5%	19.0%	16.6%	19.8%	20.4%	13.1%	17.6%	13.5%	15.4%	20.8%	17.3%
Dissatisfied	8.2%	2.6%	5.2%	5.7%	4.9%	6.3%	6.7%	3.8%	7.5%	7.1%	5.8%
Very Dissatisfied	3.1%	1.5%	1.0%	3.6%	2.4%	3.4%	2.6%	1.9%	3.0%	3.0%	2.6%
<u>Q2-2. Overall quality of City libraries</u>											
Very Satisfied	19.7%	24.4%	20.1%	20.8%	19.8%	20.0%	29.6%	16.9%	29.2%	28.9%	22.8%
Satisfied	48.3%	49.4%	51.6%	52.6%	48.0%	52.1%	45.0%	49.7%	39.6%	41.6%	47.9%
Neutral	25.8%	21.3%	24.5%	23.1%	24.3%	19.4%	20.7%	23.2%	24.7%	20.5%	22.8%
Dissatisfied	5.1%	4.4%	3.1%	2.3%	5.1%	6.1%	3.0%	6.8%	4.5%	7.8%	4.8%
Very Dissatisfied	1.1%	0.6%	0.6%	1.2%	2.8%	2.4%	1.8%	3.4%	1.9%	1.2%	1.7%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>											
Very Satisfied	17.9%	23.4%	16.4%	18.0%	17.1%	24.4%	24.0%	21.3%	22.2%	28.4%	21.3%
Satisfied	48.0%	46.3%	53.3%	57.2%	52.7%	54.6%	49.0%	48.8%	47.9%	51.0%	50.9%
Neutral	22.4%	17.9%	22.6%	14.9%	19.0%	16.1%	18.9%	18.8%	22.7%	15.5%	18.9%
Dissatisfied	7.1%	8.0%	5.1%	4.1%	8.8%	2.9%	5.1%	7.7%	5.7%	4.1%	5.9%
Very Dissatisfied	4.6%	4.5%	2.6%	5.7%	2.4%	2.0%	3.1%	3.4%	1.5%	1.0%	3.1%
<u>Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)</u>											
Very Satisfied	8.2%	10.8%	6.1%	8.4%	7.1%	4.8%	11.0%	7.2%	10.3%	10.1%	8.4%
Satisfied	29.7%	34.9%	32.7%	25.9%	34.3%	41.5%	32.4%	30.3%	28.3%	37.0%	32.7%
Neutral	44.3%	33.1%	44.8%	49.0%	40.8%	36.1%	34.6%	48.7%	42.8%	38.4%	41.3%
Dissatisfied	12.0%	13.9%	9.7%	9.8%	11.2%	10.2%	13.2%	9.2%	11.7%	10.9%	11.2%
Very Dissatisfied	5.7%	7.2%	6.7%	7.0%	6.5%	7.5%	8.8%	4.6%	6.9%	3.6%	6.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>											
Very Satisfied	25.0%	25.6%	23.7%	28.6%	25.4%	28.9%	28.6%	29.7%	34.8%	33.3%	28.4%
Satisfied	49.0%	52.8%	50.5%	46.6%	58.2%	51.2%	48.5%	53.8%	45.1%	49.0%	50.5%
Neutral	21.9%	14.9%	21.2%	20.1%	11.7%	10.4%	16.3%	9.9%	13.7%	11.3%	15.0%
Dissatisfied	1.6%	5.1%	3.5%	4.8%	3.3%	8.1%	4.6%	5.2%	5.4%	5.9%	4.8%
Very Dissatisfied	2.6%	1.5%	1.0%	0.0%	1.4%	1.4%	2.0%	1.4%	1.0%	0.5%	1.3%
<u>Q2-6. Overall quality of drinking water provided by Austin Water</u>											
Very Satisfied	20.5%	26.4%	20.1%	21.5%	20.9%	27.8%	28.3%	31.9%	29.1%	34.0%	26.1%
Satisfied	51.0%	49.3%	51.3%	45.0%	49.3%	42.9%	42.9%	41.4%	43.7%	47.3%	46.4%
Neutral	15.5%	14.4%	19.6%	21.5%	18.5%	19.5%	20.7%	18.6%	17.5%	14.3%	18.0%
Dissatisfied	7.0%	7.5%	7.0%	9.0%	10.0%	6.3%	7.6%	5.7%	7.8%	2.5%	7.0%
Very Dissatisfied	6.0%	2.5%	2.0%	3.0%	1.4%	3.4%	0.5%	2.4%	1.9%	2.0%	2.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-7. Overall quality of wastewater services provided by Austin Water</u>											
Very Satisfied	13.8%	16.9%	14.4%	17.2%	13.0%	17.3%	18.6%	20.9%	21.3%	20.0%	17.3%
Satisfied	49.7%	50.3%	52.1%	44.3%	50.7%	48.5%	46.4%	41.7%	43.1%	49.2%	47.6%
Neutral	21.5%	26.2%	23.2%	27.1%	23.2%	21.3%	23.7%	24.8%	26.1%	19.0%	23.6%
Dissatisfied	11.3%	4.6%	8.2%	7.8%	8.7%	7.9%	7.7%	9.7%	7.4%	8.2%	8.2%
Very Dissatisfied	3.6%	2.1%	2.1%	3.6%	4.3%	5.0%	3.6%	2.9%	2.1%	3.6%	3.3%
<u>Q2-8. Overall quality of electric utility services provided by Austin Energy</u>											
Very Satisfied	12.8%	14.1%	16.7%	16.2%	12.0%	19.1%	17.6%	16.0%	20.2%	22.7%	16.7%
Satisfied	44.9%	41.2%	44.3%	46.0%	42.6%	40.1%	37.7%	39.7%	38.4%	39.9%	41.5%
Neutral	22.4%	26.1%	23.2%	17.2%	20.1%	24.7%	20.6%	24.7%	22.7%	23.2%	22.4%
Dissatisfied	14.8%	14.1%	10.8%	14.1%	18.7%	10.5%	14.6%	9.8%	11.8%	7.9%	12.8%
Very Dissatisfied	5.1%	4.5%	4.9%	6.6%	6.7%	5.6%	9.5%	9.8%	6.9%	6.4%	6.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)</u>											
Very Satisfied	2.0%	1.5%	1.0%	2.1%	0.5%	0.0%	1.5%	0.5%	1.4%	0.5%	1.1%
Satisfied	5.0%	2.0%	4.0%	3.1%	4.7%	2.3%	5.0%	1.4%	5.3%	4.4%	3.7%
Neutral	9.0%	6.6%	10.1%	10.9%	6.1%	9.8%	10.9%	8.0%	8.7%	9.3%	8.9%
Dissatisfied	30.7%	26.9%	27.1%	23.8%	24.3%	28.4%	23.9%	26.8%	28.0%	34.1%	27.4%
Very Dissatisfied	53.3%	62.9%	57.8%	60.1%	64.5%	59.5%	58.7%	63.4%	56.5%	51.7%	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.)

Very Satisfied	2.5%	1.5%	0.5%	2.0%	0.0%	0.0%	0.5%	0.5%	1.9%	1.0%	1.0%
Satisfied	11.6%	8.0%	10.1%	10.7%	6.6%	10.0%	6.0%	6.7%	8.2%	11.8%	8.9%
Neutral	19.1%	16.9%	14.1%	14.8%	14.6%	22.5%	15.9%	18.7%	21.6%	18.2%	17.7%
Dissatisfied	34.2%	36.3%	33.7%	35.7%	31.6%	32.1%	38.8%	29.7%	32.7%	32.5%	33.7%
Very Dissatisfied	32.7%	37.3%	41.7%	36.7%	47.2%	35.4%	38.8%	44.5%	35.6%	36.5%	38.7%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-11. Overall maintenance of major City streets</u>											
Very Satisfied	3.0%	2.5%	4.0%	2.5%	1.9%	2.8%	3.0%	0.9%	2.9%	2.4%	2.6%
Satisfied	27.4%	22.8%	23.3%	17.7%	23.1%	31.3%	21.5%	31.3%	23.3%	28.6%	25.1%
Neutral	27.4%	28.7%	25.2%	25.3%	27.8%	29.9%	28.0%	26.1%	27.6%	24.8%	27.1%
Dissatisfied	26.4%	30.2%	28.7%	36.4%	28.7%	24.3%	29.5%	28.0%	29.0%	24.3%	28.5%
Very Dissatisfied	15.9%	15.8%	18.8%	18.2%	18.5%	11.7%	18.0%	13.7%	17.1%	19.9%	16.7%
<u>Q2-12. Overall maintenance of City sidewalks</u>											
Very Satisfied	4.6%	5.1%	3.1%	4.6%	2.8%	6.4%	4.0%	5.4%	2.4%	4.1%	4.3%
Satisfied	23.6%	26.7%	21.6%	20.1%	33.0%	30.4%	26.8%	30.7%	22.4%	31.8%	26.8%
Neutral	39.0%	25.6%	31.4%	30.9%	25.1%	34.8%	32.8%	32.7%	30.7%	32.3%	31.5%
Dissatisfied	20.5%	27.7%	25.3%	24.7%	25.1%	16.7%	20.7%	19.0%	24.4%	17.4%	22.1%
Very Dissatisfied	12.3%	14.9%	18.6%	19.6%	14.0%	11.8%	15.7%	12.2%	20.0%	14.4%	15.3%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-13. Overall management of stormwater runoff</u>											
Very Satisfied	5.6%	5.8%	2.7%	6.6%	3.5%	5.5%	8.5%	6.5%	5.8%	4.8%	5.5%
Satisfied	31.7%	37.2%	25.5%	29.5%	34.2%	42.0%	30.7%	39.3%	30.2%	41.9%	34.3%
Neutral	39.4%	27.2%	36.2%	33.9%	33.2%	32.5%	34.9%	34.8%	41.3%	30.1%	34.3%
Dissatisfied	16.7%	16.2%	19.1%	19.1%	17.6%	13.5%	18.0%	13.4%	13.2%	15.6%	16.2%
Very Dissatisfied	6.7%	13.6%	16.5%	10.9%	11.6%	6.5%	7.9%	6.0%	9.5%	7.5%	9.7%
<u>Q2-14. Overall effectiveness of communication by City of Austin</u>											
Very Satisfied	4.1%	4.8%	4.7%	4.7%	2.5%	6.4%	9.7%	3.5%	5.7%	6.9%	5.3%
Satisfied	30.6%	31.2%	28.4%	25.3%	26.5%	34.5%	24.2%	29.8%	28.1%	29.3%	28.8%
Neutral	42.0%	39.7%	42.6%	40.0%	39.7%	39.4%	38.7%	38.4%	41.1%	43.1%	40.5%
Dissatisfied	15.0%	15.9%	12.1%	18.4%	20.1%	12.3%	18.3%	15.7%	14.1%	12.8%	15.5%
Very Dissatisfied	8.3%	8.5%	12.1%	11.6%	11.3%	7.4%	9.1%	12.6%	10.9%	8.0%	10.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)</u>											
Very Satisfied	9.9%	9.8%	5.9%	9.0%	3.8%	8.7%	11.7%	6.7%	9.1%	7.4%	8.2%
Satisfied	33.3%	35.9%	35.3%	32.7%	30.0%	41.6%	27.9%	27.6%	30.1%	37.2%	33.1%
Neutral	34.0%	35.3%	37.9%	37.8%	47.5%	40.9%	41.6%	47.9%	44.1%	37.8%	40.5%
Dissatisfied	15.4%	11.8%	11.8%	14.7%	13.1%	4.0%	13.0%	11.0%	12.6%	10.8%	11.9%
Very Dissatisfied	7.4%	7.2%	9.2%	5.8%	5.6%	4.7%	5.8%	6.7%	4.2%	6.8%	6.4%
<u>Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)</u>											
Very Satisfied	4.0%	2.7%	2.8%	4.3%	1.1%	3.3%	5.9%	0.5%	2.2%	3.9%	3.0%
Satisfied	18.9%	18.7%	14.5%	21.3%	16.0%	17.6%	17.2%	16.5%	15.6%	16.3%	17.2%
Neutral	29.7%	37.9%	39.1%	34.8%	33.2%	41.8%	34.9%	33.5%	32.4%	28.1%	34.5%
Dissatisfied	27.4%	21.4%	22.9%	26.2%	26.7%	21.4%	23.7%	26.1%	27.4%	29.2%	25.2%
Very Dissatisfied	20.0%	19.2%	20.7%	13.4%	23.0%	15.9%	18.3%	23.4%	22.3%	22.5%	20.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>											
Very Satisfied	5.1%	3.8%	2.5%	3.9%	0.0%	2.5%	3.2%	1.2%	2.4%	3.0%	2.7%
Satisfied	14.1%	14.7%	12.5%	17.1%	10.6%	14.0%	16.8%	11.1%	11.6%	10.7%	13.2%
Neutral	35.3%	39.1%	36.9%	33.6%	31.3%	38.2%	26.5%	29.2%	26.2%	28.6%	32.4%
Dissatisfied	21.8%	24.4%	26.9%	25.0%	31.3%	28.7%	31.0%	28.7%	29.3%	29.2%	27.7%
Very Dissatisfied	23.7%	17.9%	21.3%	20.4%	26.8%	16.6%	22.6%	29.8%	30.5%	28.6%	24.0%
<u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>											
Very Satisfied	21.7%	14.0%	17.2%	19.8%	9.0%	14.1%	14.6%	6.5%	18.0%	13.5%	14.7%
Satisfied	37.7%	51.5%	42.6%	39.5%	43.4%	44.7%	47.4%	48.1%	44.7%	42.9%	44.3%
Neutral	28.6%	29.8%	31.4%	32.9%	36.5%	33.5%	29.2%	33.0%	26.7%	36.2%	31.8%
Dissatisfied	6.9%	2.3%	7.7%	5.4%	7.4%	5.3%	4.1%	10.8%	7.5%	5.5%	6.3%
Very Dissatisfied	5.1%	2.3%	1.2%	2.4%	3.7%	2.4%	4.7%	1.6%	3.1%	1.8%	2.8%

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

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices</u>											
Overall quality of parks & recreation programs & facilities	18.9%	13.5%	21.4%	17.3%	14.1%	13.9%	16.0%	13.5%	18.2%	18.4%	16.5%
Overall quality of City libraries	5.8%	5.3%	8.3%	7.4%	7.7%	6.0%	7.3%	5.1%	8.9%	10.6%	7.2%
Overall quality of public safety services (i.e. police, fire & ambulance)	45.6%	41.5%	31.1%	39.6%	42.7%	39.4%	41.7%	54.4%	45.8%	44.9%	42.7%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.3%	8.7%	3.9%	2.5%	2.3%	5.6%	3.9%	0.5%	4.2%	3.9%	4.1%
Overall quality of Austin-Bergstrom International Airport	6.8%	5.8%	3.4%	3.5%	2.7%	9.7%	6.3%	6.5%	8.4%	8.7%	6.2%
Overall quality of drinking water provided by Austin Water	30.1%	28.0%	34.0%	31.2%	29.5%	36.1%	35.0%	36.7%	34.6%	36.2%	33.2%
Overall quality of wastewater services provided by Austin Water	6.8%	5.8%	7.8%	7.4%	6.4%	5.6%	10.2%	7.4%	6.5%	7.7%	7.1%
Overall quality of electric utility services provided by Austin Energy	20.4%	17.9%	16.0%	15.8%	20.5%	12.0%	21.8%	19.1%	13.6%	18.4%	17.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	58.3%	68.6%	56.3%	57.9%	60.9%	71.8%	58.3%	75.8%	59.8%	54.1%	62.3%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices (cont.)</u>											
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	39.3%	49.3%	50.0%	44.1%	58.2%	47.7%	44.2%	50.7%	46.3%	39.1%	47.0%
Overall maintenance of major City streets	20.4%	27.1%	22.3%	27.7%	23.6%	20.8%	27.7%	29.8%	22.4%	27.5%	24.9%
Overall maintenance of City sidewalks	9.7%	9.2%	11.2%	12.4%	7.3%	9.7%	8.3%	2.3%	11.2%	5.3%	8.6%
Overall management of stormwater runoff	3.9%	8.2%	9.7%	5.9%	10.0%	7.4%	8.7%	4.7%	6.1%	6.3%	7.1%
Overall effectiveness of communication by City of Austin	5.8%	3.4%	5.3%	6.4%	9.1%	4.6%	5.3%	4.7%	4.2%	6.8%	5.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	22.3%	14.5%	16.0%	20.3%	14.5%	13.9%	14.1%	14.4%	17.8%	13.5%	16.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	24.8%	20.8%	17.5%	19.8%	23.6%	21.8%	19.4%	21.4%	25.7%	22.7%	21.8%
Overall quality of development review, permitting & inspection services	7.8%	8.7%	14.1%	9.9%	11.4%	11.1%	8.7%	16.3%	12.6%	15.0%	11.6%

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

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices (cont.)</u>											
Animal services (shelter, adoptions, animal control, etc.)	5.3%	8.7%	2.4%	7.4%	5.9%	6.5%	9.2%	4.7%	5.6%	3.4%	5.9%
None chosen	14.6%	12.1%	16.0%	14.9%	11.8%	13.0%	12.1%	7.0%	10.3%	13.5%	12.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4-1. I feel safe in my neighborhood during the day</u>											
Strongly Agree	28.7%	36.6%	38.8%	27.9%	41.3%	53.3%	42.2%	53.3%	53.1%	60.0%	43.7%
Agree	53.0%	50.2%	49.8%	56.2%	51.4%	42.9%	44.1%	43.5%	42.1%	35.1%	46.8%
Neutral	10.9%	8.3%	6.0%	7.0%	5.5%	1.9%	8.8%	2.3%	3.8%	3.4%	5.7%
Disagree	5.9%	3.4%	4.5%	6.0%	1.4%	1.4%	3.4%	0.9%	0.5%	1.5%	2.8%
Strongly Disagree	1.5%	1.5%	1.0%	3.0%	0.5%	0.5%	1.5%	0.0%	0.5%	0.0%	1.0%
<u>Q4-2. I feel safe in my neighborhood at night</u>											
Strongly Agree	14.9%	21.6%	17.4%	9.0%	23.9%	31.0%	27.8%	37.4%	31.1%	43.0%	25.8%
Agree	41.6%	41.2%	41.3%	39.3%	51.8%	51.6%	42.9%	46.7%	37.3%	42.5%	43.7%
Neutral	17.8%	17.2%	18.4%	22.9%	14.7%	9.4%	15.1%	12.6%	20.1%	10.1%	15.8%
Disagree	19.3%	15.2%	17.9%	22.9%	7.3%	7.0%	10.2%	2.3%	10.5%	3.4%	11.5%
Strongly Disagree	6.4%	4.9%	5.0%	6.0%	2.3%	0.9%	3.9%	0.9%	1.0%	1.0%	3.2%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4-3. I feel safe in City parks</u>											
Strongly Agree	14.4%	10.9%	17.3%	11.6%	11.2%	11.5%	17.8%	15.0%	26.2%	18.3%	15.4%
Agree	45.7%	49.0%	50.0%	49.5%	43.9%	49.0%	42.9%	49.0%	43.6%	48.4%	47.1%
Neutral	23.4%	29.7%	25.0%	27.4%	29.3%	27.0%	28.8%	26.7%	20.8%	25.3%	26.3%
Disagree	13.3%	8.3%	4.6%	7.4%	13.2%	10.0%	6.3%	7.3%	8.4%	7.5%	8.6%
Strongly Disagree	3.2%	2.1%	3.1%	4.2%	2.4%	2.5%	4.2%	1.9%	1.0%	0.5%	2.5%
<u>Q4-4. I feel safe walking alone downtown during the day</u>											
Strongly Agree	28.6%	20.8%	36.4%	27.4%	24.8%	25.4%	30.7%	33.3%	45.4%	31.7%	30.5%
Agree	47.9%	53.8%	42.4%	47.4%	52.9%	53.7%	43.2%	45.1%	39.0%	45.2%	47.1%
Neutral	16.7%	16.8%	10.6%	18.9%	13.3%	14.1%	17.7%	14.2%	10.2%	13.6%	14.6%
Disagree	5.7%	6.6%	7.6%	4.2%	6.2%	4.9%	4.2%	6.4%	3.9%	8.5%	5.8%
Strongly Disagree	1.0%	2.0%	3.0%	2.1%	2.9%	2.0%	4.2%	1.0%	1.5%	1.0%	2.1%

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

N=2099

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q4-5. I feel safe walking alone downtown at night

Strongly Agree	7.0%	5.2%	7.7%	5.5%	5.3%	3.1%	5.8%	6.7%	11.6%	5.3%	6.3%
Agree	20.9%	23.4%	25.1%	25.1%	18.9%	20.7%	14.7%	20.6%	29.6%	19.7%	21.9%
Neutral	29.4%	24.0%	25.6%	20.2%	26.7%	27.5%	22.0%	31.4%	21.6%	28.7%	25.7%
Disagree	31.0%	28.1%	27.2%	31.1%	30.1%	32.6%	34.6%	24.2%	26.1%	30.3%	29.5%
Strongly Disagree	11.8%	19.3%	14.4%	18.0%	18.9%	16.1%	23.0%	17.0%	11.1%	16.0%	16.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>											
Very Satisfied	3.6%	4.5%	4.5%	4.0%	4.2%	2.4%	4.5%	2.4%	4.3%	5.0%	3.9%
Satisfied	39.5%	34.0%	39.5%	26.1%	32.6%	36.9%	33.7%	40.3%	41.1%	38.8%	36.2%
Neutral	29.2%	28.5%	22.0%	24.1%	22.8%	32.5%	24.3%	21.4%	27.1%	20.9%	25.3%
Dissatisfied	17.9%	24.5%	26.0%	33.2%	31.6%	20.4%	27.7%	29.1%	18.8%	23.9%	25.4%
Very Dissatisfied	9.7%	8.5%	8.0%	12.6%	8.8%	7.8%	9.9%	6.8%	8.7%	11.4%	9.2%
 <u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>											
Very Satisfied	9.4%	13.7%	7.8%	7.0%	13.8%	20.6%	16.8%	22.1%	9.2%	14.6%	13.6%
Satisfied	43.6%	41.7%	40.5%	39.5%	50.5%	47.7%	45.0%	52.1%	41.1%	42.7%	44.5%
Neutral	21.8%	19.1%	20.5%	24.5%	17.4%	17.3%	21.3%	14.6%	21.7%	19.4%	19.7%
Dissatisfied	14.4%	16.7%	21.0%	21.0%	11.9%	11.2%	11.9%	9.9%	20.3%	15.5%	15.3%
Very Dissatisfied	10.9%	8.8%	10.2%	8.0%	6.4%	3.3%	5.0%	1.4%	7.7%	7.8%	6.9%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>											
Very Satisfied	9.4%	11.8%	5.1%	6.3%	12.5%	20.2%	13.9%	19.1%	11.4%	10.3%	12.1%
Satisfied	32.3%	38.9%	33.7%	30.0%	42.8%	45.5%	36.1%	46.6%	31.2%	38.4%	37.6%
Neutral	28.1%	17.7%	23.5%	26.3%	19.7%	17.7%	22.2%	21.1%	23.3%	28.1%	22.7%
Dissatisfied	18.8%	22.7%	24.5%	23.2%	18.8%	8.6%	18.6%	9.8%	20.3%	15.1%	18.0%
Very Dissatisfied	11.5%	8.9%	13.3%	14.2%	6.3%	8.1%	9.3%	3.4%	13.9%	8.1%	9.6%
<u>Q5-4. Timing of traffic signals on City streets</u>											
Very Satisfied	4.1%	5.0%	4.0%	5.6%	3.7%	3.7%	6.4%	3.4%	2.5%	4.9%	4.3%
Satisfied	29.9%	31.2%	29.4%	24.7%	31.6%	34.0%	27.0%	32.0%	34.8%	32.7%	30.8%
Neutral	29.9%	27.1%	24.9%	27.8%	23.7%	25.6%	30.4%	26.2%	26.5%	25.9%	26.8%
Dissatisfied	23.4%	23.6%	26.4%	26.3%	26.5%	26.5%	22.5%	27.2%	24.5%	19.0%	24.6%
Very Dissatisfied	12.7%	13.1%	15.4%	15.7%	14.4%	10.2%	13.7%	11.2%	11.8%	17.6%	13.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-5. Adequacy of street lighting in your community</u>											
Very Satisfied	6.5%	9.8%	7.4%	8.0%	6.5%	7.6%	11.0%	17.0%	11.7%	13.4%	9.9%
Satisfied	33.7%	40.2%	34.8%	32.0%	45.8%	50.5%	42.0%	41.5%	37.9%	38.8%	39.8%
Neutral	26.6%	22.1%	27.0%	21.0%	18.1%	21.4%	24.5%	22.2%	27.7%	23.9%	23.4%
Dissatisfied	22.6%	21.1%	22.5%	34.0%	21.3%	13.8%	13.5%	12.3%	15.5%	14.4%	19.1%
Very Dissatisfied	10.6%	6.9%	8.3%	5.0%	8.3%	6.7%	9.0%	7.1%	7.3%	9.5%	7.8%
<u>Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)</u>											
Very Satisfied	6.5%	6.6%	5.5%	8.1%	6.1%	8.3%	9.0%	15.6%	8.7%	7.8%	8.2%
Satisfied	32.7%	42.6%	34.0%	29.8%	41.8%	47.1%	32.7%	42.4%	34.6%	38.9%	37.7%
Neutral	25.6%	28.9%	23.0%	25.3%	22.5%	21.6%	29.6%	25.9%	22.1%	24.4%	24.9%
Dissatisfied	22.6%	14.2%	24.5%	23.7%	20.7%	12.3%	16.1%	11.7%	22.1%	19.2%	18.7%
Very Dissatisfied	12.6%	7.6%	13.0%	13.1%	8.9%	10.8%	12.6%	4.4%	12.5%	9.8%	10.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)</u>											
Very Satisfied	6.1%	10.2%	8.2%	8.5%	3.2%	9.0%	12.2%	12.1%	9.9%	6.6%	8.6%
Satisfied	27.8%	36.9%	25.0%	23.9%	35.1%	37.8%	32.6%	35.8%	28.7%	31.9%	31.6%
Neutral	32.8%	31.3%	31.0%	35.2%	31.9%	34.6%	30.4%	32.1%	27.6%	39.0%	32.6%
Dissatisfied	20.6%	14.8%	26.1%	21.0%	16.0%	9.0%	14.4%	13.7%	22.7%	13.7%	17.1%
Very Dissatisfied	12.8%	6.8%	9.8%	11.4%	13.8%	9.6%	10.5%	6.3%	11.0%	8.8%	10.1%
<u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>											
Very Satisfied	8.5%	8.8%	13.7%	9.7%	5.8%	11.7%	15.9%	16.2%	17.5%	12.5%	12.0%
Satisfied	36.0%	41.5%	36.9%	34.0%	43.9%	41.1%	31.0%	38.3%	38.0%	38.2%	38.0%
Neutral	36.6%	35.2%	31.0%	40.3%	38.0%	34.4%	41.4%	32.3%	29.5%	38.8%	35.6%
Dissatisfied	13.4%	10.1%	13.1%	9.7%	4.1%	7.4%	6.9%	8.4%	8.4%	5.9%	8.8%
Very Dissatisfied	5.5%	4.4%	5.4%	6.3%	8.2%	5.5%	4.8%	4.8%	6.6%	4.6%	5.6%

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

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-9. Mowing & trimming along City streets</u>											
Very Satisfied	4.0%	4.5%	7.0%	4.7%	4.8%	7.2%	11.1%	6.1%	9.3%	5.0%	6.4%
Satisfied	28.6%	27.4%	29.1%	30.5%	30.8%	38.0%	26.8%	33.5%	35.6%	35.0%	31.6%
Neutral	29.1%	23.4%	26.1%	26.3%	26.9%	24.0%	24.2%	31.6%	28.8%	30.5%	27.1%
Dissatisfied	23.1%	26.4%	25.6%	27.9%	24.0%	21.6%	26.8%	18.9%	18.0%	18.5%	23.0%
Very Dissatisfied	15.1%	18.4%	12.1%	10.5%	13.5%	9.1%	11.1%	9.9%	8.3%	11.0%	11.9%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q6. Sum of top 3 choices</u>											
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	46.6%	60.4%	56.8%	61.4%	75.5%	69.0%	68.0%	79.5%	66.4%	67.1%	65.2%
Condition of streets in your neighborhood (residential streets)	38.8%	37.7%	38.3%	37.1%	34.5%	40.3%	40.8%	43.3%	36.0%	43.0%	39.0%
Condition of sidewalks in your neighborhood (if sidewalks exist)	16.5%	18.4%	22.3%	20.8%	10.0%	14.8%	17.0%	10.2%	20.1%	15.0%	16.4%
Timing of traffic signals on City streets	35.4%	43.5%	39.8%	36.1%	50.9%	51.4%	43.7%	51.2%	36.9%	49.8%	44.0%
Adequacy of street lighting in your community	36.9%	28.0%	31.1%	29.7%	32.7%	30.1%	29.6%	29.3%	26.2%	20.3%	29.4%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	32.0%	30.4%	31.6%	30.2%	26.4%	27.3%	28.2%	19.1%	40.2%	28.0%	29.3%
On-street bicycle accessibility (City's bicycle lane system/network)	18.9%	12.6%	20.9%	19.3%	16.4%	11.6%	19.4%	12.1%	25.7%	18.8%	17.5%
Off-street bicycle accessibility (City's urban trail network)	8.3%	6.8%	6.8%	7.4%	4.5%	5.1%	5.8%	5.1%	7.9%	6.3%	6.4%
Mowing & trimming along City streets	23.3%	30.4%	18.9%	18.3%	24.5%	21.8%	22.8%	25.1%	12.1%	16.9%	21.4%
None chosen	12.1%	9.7%	10.2%	12.4%	6.8%	7.4%	7.3%	7.0%	8.4%	9.7%	9.1%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7-1. Overall quality of police services</u>											
Very Satisfied	12.3%	26.2%	12.8%	16.0%	17.4%	23.0%	21.9%	25.6%	21.0%	25.9%	20.2%
Satisfied	49.7%	42.6%	55.1%	50.0%	48.8%	59.5%	51.3%	49.7%	51.6%	51.8%	51.0%
Neutral	23.1%	19.5%	18.7%	22.3%	17.9%	13.0%	18.2%	15.6%	19.4%	15.5%	18.3%
Dissatisfied	9.2%	7.2%	5.3%	6.9%	10.4%	3.0%	4.8%	6.5%	6.5%	5.2%	6.5%
Very Dissatisfied	5.6%	4.6%	8.0%	4.8%	5.5%	1.5%	3.7%	2.5%	1.6%	1.6%	3.9%
 <u>Q7-2. Speed of emergency police response (How quickly police respond to emergencies)</u>											
Very Satisfied	12.5%	23.6%	15.3%	20.9%	17.0%	25.9%	20.9%	21.0%	24.4%	25.3%	20.6%
Satisfied	45.6%	38.5%	55.2%	44.4%	45.0%	50.6%	43.8%	51.6%	40.5%	46.7%	46.3%
Neutral	22.5%	26.1%	22.1%	23.5%	24.0%	21.0%	24.8%	18.5%	23.7%	20.7%	22.7%
Dissatisfied	14.4%	7.5%	1.2%	7.2%	9.9%	1.9%	4.6%	7.6%	9.9%	4.7%	6.9%
Very Dissatisfied	5.0%	4.3%	6.1%	3.9%	4.1%	0.6%	5.9%	1.3%	1.5%	2.7%	3.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7-3. Enforcement of local traffic laws</u>											
Very Satisfied	7.5%	13.8%	7.5%	10.9%	7.3%	10.3%	10.9%	10.3%	11.2%	12.6%	10.2%
Satisfied	38.2%	31.4%	35.6%	37.5%	36.4%	51.2%	33.9%	37.9%	34.8%	42.4%	38.0%
Neutral	37.1%	30.3%	29.3%	33.3%	26.7%	24.1%	32.3%	31.3%	33.2%	28.8%	30.6%
Dissatisfied	10.8%	16.0%	17.2%	12.0%	19.9%	11.3%	13.0%	16.4%	11.8%	12.6%	14.1%
Very Dissatisfied	6.5%	8.5%	10.3%	6.3%	9.7%	3.0%	9.9%	4.1%	9.1%	3.7%	7.1%
<u>Q7-4. Overall quality of fire services</u>											
Very Satisfied	26.5%	32.7%	30.7%	32.0%	34.5%	34.7%	31.6%	32.3%	35.8%	36.0%	32.7%
Satisfied	52.9%	45.1%	52.3%	48.7%	48.2%	54.1%	50.0%	50.3%	48.5%	49.4%	50.0%
Neutral	18.1%	19.8%	17.0%	18.7%	15.5%	10.6%	17.1%	16.8%	14.9%	14.0%	16.2%
Dissatisfied	1.9%	1.2%	0.0%	0.7%	0.6%	0.0%	0.7%	0.6%	0.0%	0.6%	0.6%
Very Dissatisfied	0.6%	1.2%	0.0%	0.0%	1.2%	0.6%	0.7%	0.0%	0.7%	0.0%	0.5%

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

N=2099

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	29.0%	33.8%	35.1%	31.6%	28.2%	37.1%	33.3%	31.4%	40.5%	42.8%	34.2%
Satisfied	53.8%	43.2%	47.0%	47.4%	51.7%	52.3%	47.1%	49.3%	39.7%	40.0%	47.3%
Neutral	15.2%	21.6%	17.9%	19.5%	19.5%	9.9%	15.9%	16.4%	17.2%	15.2%	16.8%
Dissatisfied	1.4%	0.0%	0.0%	1.5%	0.7%	0.7%	2.9%	2.9%	0.9%	1.4%	1.2%
Very Dissatisfied	0.7%	1.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	1.7%	0.7%	0.5%

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	26.5%	35.8%	37.2%	29.9%	30.0%	36.9%	30.4%	31.1%	36.8%	39.0%	33.3%
Satisfied	49.0%	43.0%	43.6%	50.4%	49.4%	50.6%	50.7%	50.0%	44.8%	45.2%	47.7%
Neutral	21.2%	19.9%	18.6%	17.5%	17.6%	11.3%	18.1%	17.6%	17.6%	15.1%	17.4%
Dissatisfied	2.6%	0.0%	0.6%	2.2%	2.4%	0.0%	0.0%	1.4%	0.8%	0.7%	1.1%
Very Dissatisfied	0.7%	1.3%	0.0%	0.0%	0.6%	1.3%	0.7%	0.0%	0.0%	0.0%	0.5%

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

N=2099

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q7-7. Timeliness of EMS response to emergency location

Very Satisfied	26.7%	33.8%	35.3%	31.9%	29.7%	39.2%	32.6%	31.0%	35.5%	40.8%	33.6%
Satisfied	50.0%	43.7%	47.4%	44.2%	49.7%	51.6%	47.0%	49.3%	43.8%	43.0%	47.1%
Neutral	20.7%	19.9%	16.7%	22.5%	19.4%	8.5%	16.7%	16.9%	17.4%	14.1%	17.2%
Dissatisfied	2.0%	1.3%	0.6%	1.4%	1.3%	0.7%	3.0%	2.8%	1.7%	1.4%	1.6%
Very Dissatisfied	0.7%	1.3%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	1.7%	0.7%	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? (top 2)

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q8. Sum of top 2 choices</u>											
Overall quality of police services	46.1%	38.6%	50.0%	46.0%	48.2%	48.1%	51.9%	52.6%	48.6%	46.9%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	37.4%	43.5%	31.1%	38.1%	34.1%	38.4%	30.6%	37.7%	32.2%	34.3%	35.7%
Enforcement of local traffic laws	14.1%	16.9%	15.5%	12.4%	16.4%	10.2%	17.0%	8.4%	9.8%	9.2%	13.0%
Overall quality of fire services	17.5%	19.3%	20.4%	22.8%	25.9%	24.1%	19.9%	26.0%	22.0%	30.0%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	18.0%	22.2%	22.3%	20.3%	21.4%	22.2%	21.4%	19.1%	21.5%	25.6%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	18.0%	10.6%	14.6%	16.8%	15.5%	15.7%	16.5%	15.8%	22.0%	17.9%	16.3%
Timeliness of EMS response to emergency location	21.4%	23.7%	16.5%	20.3%	19.5%	24.5%	21.4%	21.9%	20.1%	18.8%	20.8%
None chosen	13.1%	10.6%	13.1%	10.9%	8.6%	7.9%	9.2%	8.4%	10.7%	7.7%	10.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>											
Very Satisfied	10.9%	13.6%	5.5%	10.9%	4.2%	9.8%	11.9%	10.7%	11.7%	13.4%	10.3%
Satisfied	43.1%	40.7%	47.2%	40.1%	37.1%	34.4%	39.6%	35.7%	45.8%	40.3%	40.3%
Neutral	38.7%	36.4%	35.4%	41.6%	38.5%	42.6%	36.6%	37.9%	35.0%	36.2%	37.9%
Dissatisfied	5.8%	7.9%	8.7%	5.8%	16.8%	9.0%	9.0%	12.1%	5.0%	4.7%	8.5%
Very Dissatisfied	1.5%	1.4%	3.1%	1.5%	3.5%	4.1%	3.0%	3.6%	2.5%	5.4%	3.0%
<u>Q9-2. Water conservation programs within Austin</u>											
Very Satisfied	9.2%	7.3%	9.1%	12.9%	6.7%	8.3%	12.5%	10.8%	10.9%	11.1%	9.9%
Satisfied	48.0%	48.0%	46.0%	43.8%	41.2%	45.8%	40.9%	42.8%	41.4%	43.3%	44.1%
Neutral	28.3%	31.3%	29.0%	26.4%	34.0%	24.0%	30.7%	27.3%	32.2%	25.0%	28.8%
Dissatisfied	11.0%	9.5%	14.2%	12.4%	9.8%	15.6%	11.4%	13.4%	12.1%	13.3%	12.3%
Very Dissatisfied	3.5%	3.9%	1.7%	4.5%	8.2%	6.3%	4.5%	5.7%	3.4%	7.2%	5.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-3. Energy conservation program</u>											
Very Satisfied	10.1%	8.4%	6.9%	9.0%	6.8%	8.4%	15.1%	12.0%	11.9%	12.4%	10.1%
Satisfied	45.2%	39.9%	46.8%	38.4%	41.1%	44.9%	35.5%	43.5%	36.3%	41.4%	41.3%
Neutral	30.4%	35.4%	33.5%	37.3%	34.7%	33.1%	36.0%	30.9%	39.9%	31.7%	34.3%
Dissatisfied	8.9%	11.8%	10.4%	11.9%	9.5%	7.3%	8.7%	8.9%	8.3%	9.7%	9.5%
Very Dissatisfied	5.4%	4.5%	2.3%	3.4%	7.9%	6.2%	4.7%	4.7%	3.6%	4.8%	4.8%
<u>Q9-4. Water quality of lakes & streams</u>											
Very Satisfied	7.7%	11.0%	5.7%	9.6%	8.5%	12.0%	10.4%	10.4%	9.9%	14.5%	10.0%
Satisfied	47.0%	44.2%	45.5%	42.1%	43.2%	48.4%	48.9%	52.1%	39.6%	47.3%	45.9%
Neutral	29.0%	24.9%	29.5%	30.3%	33.2%	31.8%	28.6%	25.5%	29.7%	25.8%	28.8%
Dissatisfied	12.6%	16.6%	17.0%	14.0%	9.0%	5.7%	9.3%	9.9%	18.7%	8.6%	12.0%
Very Dissatisfied	3.8%	3.3%	2.3%	3.9%	6.0%	2.1%	2.7%	2.1%	2.2%	3.8%	3.2%

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

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-5. Flood control efforts</u>											
Very Satisfied	6.9%	8.3%	5.0%	5.1%	7.1%	7.1%	7.8%	5.8%	5.2%	9.2%	6.8%
Satisfied	40.0%	36.1%	35.6%	30.9%	32.5%	38.8%	33.5%	44.0%	28.3%	39.5%	36.0%
Neutral	30.9%	23.3%	26.7%	34.9%	32.0%	32.7%	38.5%	30.4%	42.2%	28.6%	31.9%
Dissatisfied	17.1%	18.9%	26.7%	21.7%	16.8%	16.8%	17.3%	13.1%	17.9%	18.4%	18.4%
Very Dissatisfied	5.1%	13.3%	6.1%	7.4%	11.7%	4.6%	2.8%	6.8%	6.4%	4.3%	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? (top 2)

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
Water & wastewater utility response time to emergencies	29.1%	28.5%	24.3%	31.2%	36.8%	36.6%	32.5%	32.6%	26.2%	32.4%	31.1%
Water conservation programs within Austin	33.0%	31.4%	36.9%	39.6%	30.0%	30.6%	34.5%	34.4%	33.2%	35.3%	33.8%
Energy conservation program	30.6%	23.7%	27.7%	29.2%	19.5%	19.9%	24.3%	21.9%	25.2%	30.0%	25.1%
Water quality of lakes & streams	33.5%	34.3%	34.5%	30.2%	39.1%	40.3%	39.8%	43.3%	43.0%	35.7%	37.4%
Flood control efforts	43.7%	51.2%	44.2%	43.1%	55.0%	47.2%	41.7%	47.9%	46.3%	34.8%	45.6%
None chosen	15.0%	14.0%	15.5%	12.9%	8.6%	11.1%	12.1%	9.3%	13.1%	15.0%	12.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-1. Number of City parks</u>											
Very Satisfied	21.4%	25.7%	25.3%	21.9%	20.9%	26.1%	22.6%	24.0%	28.2%	19.5%	23.6%
Satisfied	51.6%	48.2%	49.5%	49.7%	50.2%	52.2%	48.9%	49.0%	45.5%	56.3%	50.1%
Neutral	17.7%	18.8%	16.2%	18.7%	20.4%	14.8%	20.5%	20.1%	15.3%	11.6%	17.4%
Dissatisfied	7.3%	6.8%	7.6%	7.5%	6.6%	5.4%	4.2%	6.9%	8.9%	10.5%	7.2%
Very Dissatisfied	2.1%	0.5%	1.5%	2.1%	1.9%	1.5%	3.7%	0.0%	2.0%	2.1%	1.7%
<u>Q11-2. Number of walking/biking trails</u>											
Very Satisfied	18.0%	24.1%	24.6%	17.6%	22.2%	21.6%	18.4%	23.5%	26.9%	22.5%	22.0%
Satisfied	48.1%	43.5%	46.7%	44.7%	48.8%	52.5%	46.3%	49.0%	46.8%	51.3%	47.8%
Neutral	19.0%	18.3%	16.6%	21.8%	17.9%	17.6%	22.1%	17.6%	12.4%	14.7%	17.8%
Dissatisfied	13.8%	13.1%	10.6%	12.8%	9.7%	6.4%	10.5%	8.8%	12.4%	8.4%	10.6%
Very Dissatisfied	1.1%	1.0%	1.5%	3.2%	1.4%	2.0%	2.6%	1.0%	1.5%	3.1%	1.8%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-3. Appearance of park grounds in Austin</u>											
Very Satisfied	18.2%	21.0%	20.2%	18.0%	18.9%	22.9%	19.7%	20.9%	22.9%	17.3%	20.0%
Satisfied	50.0%	51.3%	54.7%	51.5%	52.4%	54.1%	54.8%	56.3%	51.2%	49.0%	52.6%
Neutral	21.9%	21.0%	16.3%	22.7%	20.8%	15.6%	17.6%	18.9%	15.1%	24.0%	19.3%
Dissatisfied	7.8%	4.1%	6.9%	5.7%	6.1%	5.4%	5.3%	2.4%	7.3%	7.7%	5.9%
Very Dissatisfied	2.1%	2.6%	2.0%	2.1%	1.9%	2.0%	2.7%	1.5%	3.4%	2.0%	2.2%
<u>Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department</u>											
Very Satisfied	17.9%	23.5%	22.5%	19.4%	19.2%	21.6%	20.5%	18.2%	24.3%	21.7%	20.9%
Satisfied	51.4%	51.4%	53.5%	47.4%	48.0%	56.3%	51.7%	57.3%	46.0%	50.6%	51.4%
Neutral	20.1%	19.1%	17.1%	26.3%	25.8%	17.9%	22.2%	19.8%	20.1%	22.8%	21.1%
Dissatisfied	7.8%	4.4%	4.8%	5.1%	4.5%	2.1%	4.0%	3.6%	6.3%	2.8%	4.5%
Very Dissatisfied	2.8%	1.6%	2.1%	1.7%	2.5%	2.1%	1.7%	1.0%	3.2%	2.2%	2.1%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-5. Quality of youth athletic programs offered by City</u>											
Very Satisfied	11.8%	12.6%	9.9%	13.9%	5.6%	5.5%	14.4%	7.8%	6.5%	10.4%	9.8%
Satisfied	29.1%	42.0%	37.8%	26.9%	31.5%	43.1%	37.8%	44.3%	33.8%	36.5%	36.4%
Neutral	40.9%	37.8%	37.8%	46.3%	55.6%	45.0%	38.9%	41.7%	51.9%	44.8%	44.0%
Dissatisfied	13.6%	4.2%	10.8%	10.2%	4.0%	3.7%	7.8%	4.3%	6.5%	7.3%	7.2%
Very Dissatisfied	4.5%	3.4%	3.6%	2.8%	3.2%	2.8%	1.1%	1.7%	1.3%	1.0%	2.6%
<u>Q11-6. Quality of adult athletic programs offered by City</u>											
Very Satisfied	11.0%	13.0%	9.9%	10.8%	7.8%	7.8%	16.2%	8.9%	6.2%	9.2%	10.1%
Satisfied	33.0%	34.4%	31.4%	29.7%	31.8%	40.5%	34.3%	45.5%	34.0%	35.7%	35.1%
Neutral	40.4%	41.2%	46.3%	46.8%	47.3%	40.5%	35.2%	39.8%	50.5%	48.0%	43.5%
Dissatisfied	12.8%	6.1%	10.7%	9.9%	7.0%	8.6%	13.3%	3.3%	7.2%	5.1%	8.3%
Very Dissatisfied	2.8%	5.3%	1.7%	2.7%	6.2%	2.6%	1.0%	2.4%	2.1%	2.0%	3.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-7. Quality of outdoor athletic fields</u>											
Very Satisfied	9.7%	10.7%	11.8%	9.5%	9.2%	10.2%	14.1%	10.4%	11.7%	10.0%	10.7%
Satisfied	42.4%	49.7%	46.1%	44.6%	37.9%	53.1%	44.4%	50.6%	41.6%	45.4%	45.6%
Neutral	36.1%	29.5%	32.2%	38.5%	43.8%	29.3%	31.7%	31.2%	38.0%	36.2%	34.6%
Dissatisfied	8.3%	7.4%	8.6%	5.4%	5.2%	5.4%	7.0%	5.8%	6.6%	6.9%	6.7%
Very Dissatisfied	3.5%	2.7%	1.3%	2.0%	3.9%	2.0%	2.8%	1.9%	2.2%	1.5%	2.4%
<u>Q11-8. Safety in City parks & park facilities</u>											
Very Satisfied	10.3%	8.5%	11.8%	8.4%	6.8%	10.7%	14.5%	8.9%	15.1%	8.1%	10.3%
Satisfied	40.6%	45.8%	49.5%	44.1%	43.8%	51.9%	43.6%	49.0%	47.0%	50.9%	46.6%
Neutral	32.6%	35.0%	27.4%	31.8%	32.8%	25.1%	27.4%	24.5%	29.7%	29.5%	29.5%
Dissatisfied	11.4%	7.3%	9.7%	11.2%	12.0%	11.2%	11.2%	15.1%	5.4%	10.4%	10.5%
Very Dissatisfied	5.1%	3.4%	1.6%	4.5%	4.7%	1.1%	3.4%	2.6%	2.7%	1.2%	3.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-9. Overall satisfaction with City swimming pools</u>											
Very Satisfied	13.4%	9.9%	13.9%	16.2%	13.5%	6.3%	13.9%	10.4%	15.1%	9.9%	12.4%
Satisfied	35.6%	43.7%	40.4%	41.6%	35.5%	50.4%	41.0%	42.4%	44.1%	40.4%	41.3%
Neutral	29.5%	29.1%	25.8%	27.3%	36.1%	35.4%	29.9%	31.3%	25.0%	27.7%	29.6%
Dissatisfied	16.8%	11.9%	15.9%	9.7%	9.7%	5.5%	9.7%	11.8%	11.8%	19.9%	12.3%
Very Dissatisfied	4.7%	5.3%	4.0%	5.2%	5.2%	2.4%	5.6%	4.2%	3.9%	2.1%	4.3%
<u>Q11-10. Satisfaction with aquatic programs</u>											
Very Satisfied	9.0%	10.9%	10.2%	9.5%	7.8%	8.4%	10.6%	10.2%	11.7%	15.4%	10.3%
Satisfied	33.6%	35.2%	33.1%	38.1%	32.8%	39.3%	34.5%	43.3%	39.4%	25.0%	35.5%
Neutral	44.3%	40.6%	40.7%	39.7%	45.3%	47.7%	43.4%	32.3%	38.3%	46.2%	41.7%
Dissatisfied	7.4%	7.8%	12.7%	8.7%	9.4%	3.7%	6.2%	8.7%	7.4%	8.7%	8.1%
Very Dissatisfied	5.7%	5.5%	3.4%	4.0%	4.7%	0.9%	5.3%	5.5%	3.2%	4.8%	4.4%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks</u>											
Very Satisfied	11.6%	12.0%	9.2%	12.3%	8.7%	9.6%	11.7%	12.2%	10.4%	9.0%	10.7%
Satisfied	44.2%	45.1%	46.8%	40.9%	46.2%	52.9%	45.0%	45.3%	46.8%	40.1%	45.4%
Neutral	33.7%	30.9%	33.5%	36.3%	35.3%	33.2%	27.5%	33.7%	27.7%	38.3%	33.0%
Dissatisfied	7.6%	7.4%	7.5%	7.0%	8.2%	2.7%	13.5%	6.1%	12.7%	9.6%	8.2%
Very Dissatisfied	2.9%	4.6%	2.9%	3.5%	1.6%	1.6%	2.3%	2.8%	2.3%	3.0%	2.7%
<u>Q11-12. Cleanliness of library facilities</u>											
Very Satisfied	18.4%	25.5%	21.7%	26.7%	19.5%	31.0%	26.4%	19.6%	19.4%	25.2%	23.3%
Satisfied	50.6%	49.7%	50.0%	45.5%	49.1%	52.9%	49.3%	46.2%	51.1%	53.5%	49.7%
Neutral	26.6%	19.6%	23.0%	23.0%	29.6%	11.0%	22.3%	25.3%	19.4%	17.0%	21.8%
Dissatisfied	2.5%	4.6%	2.6%	3.0%	1.2%	3.9%	1.4%	8.2%	7.9%	1.9%	3.7%
Very Dissatisfied	1.9%	0.7%	2.6%	1.8%	0.6%	1.3%	0.7%	0.6%	2.2%	2.5%	1.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-13. Library programs</u>											
Very Satisfied	17.0%	27.2%	19.3%	20.3%	19.2%	29.1%	29.4%	19.0%	21.7%	26.1%	22.8%
Satisfied	49.6%	46.3%	49.3%	43.9%	43.0%	46.8%	43.4%	41.5%	50.4%	46.4%	45.9%
Neutral	26.2%	22.4%	27.9%	31.1%	31.8%	17.0%	23.5%	32.0%	25.2%	23.5%	26.1%
Dissatisfied	5.7%	3.4%	1.4%	4.1%	4.6%	4.3%	2.9%	6.8%	1.7%	2.0%	3.7%
Very Dissatisfied	1.4%	0.7%	2.1%	0.7%	1.3%	2.8%	0.7%	0.7%	0.9%	2.0%	1.3%
<u>Q11-14. Materials at libraries</u>											
Very Satisfied	13.6%	25.2%	19.3%	18.1%	18.1%	25.7%	23.9%	19.4%	22.7%	28.0%	21.3%
Satisfied	48.1%	44.9%	49.3%	46.9%	43.4%	47.4%	49.3%	43.9%	49.2%	43.3%	46.5%
Neutral	29.9%	23.8%	26.0%	30.6%	27.1%	19.1%	22.5%	25.8%	26.5%	22.3%	25.4%
Dissatisfied	7.1%	5.4%	4.7%	4.4%	7.2%	5.9%	2.8%	9.0%	0.8%	3.8%	5.2%
Very Dissatisfied	1.3%	0.7%	0.7%	0.0%	4.2%	2.0%	1.4%	1.9%	0.8%	2.5%	1.6%

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

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-15. Library hours</u>											
Very Satisfied	11.8%	21.1%	15.3%	16.0%	13.5%	20.1%	18.9%	15.0%	17.9%	21.5%	17.1%
Satisfied	51.0%	47.6%	39.3%	43.8%	43.5%	48.3%	44.6%	47.7%	44.0%	43.0%	45.3%
Neutral	30.7%	21.8%	35.3%	29.0%	30.0%	22.8%	27.0%	28.8%	29.9%	25.9%	28.1%
Dissatisfied	5.2%	6.8%	7.3%	8.0%	10.0%	6.7%	6.8%	7.2%	6.7%	7.6%	7.3%
Very Dissatisfied	1.3%	2.7%	2.7%	3.1%	2.9%	2.0%	2.7%	1.3%	1.5%	1.9%	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? (top 3)

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of top 3 choices</u>											
Number of City parks	21.4%	26.1%	25.2%	30.2%	20.5%	24.1%	23.8%	29.3%	27.1%	26.6%	25.4%
Number of walking/biking trails	28.6%	17.9%	30.1%	22.8%	26.4%	25.0%	24.8%	25.1%	32.2%	23.2%	25.6%
Appearance of park grounds in Austin	15.0%	23.2%	22.3%	17.8%	25.5%	19.9%	21.8%	28.4%	25.2%	20.8%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	28.2%	34.3%	30.6%	33.2%	30.5%	35.6%	33.0%	36.3%	31.3%	30.0%	32.3%
Quality of youth athletic programs offered by City	22.8%	18.8%	12.6%	11.9%	17.3%	14.8%	15.0%	12.6%	11.7%	15.9%	15.3%
Quality of adult athletic programs offered by City	7.8%	7.2%	8.7%	5.4%	5.9%	6.0%	7.8%	4.2%	4.7%	2.9%	6.1%
Quality of outdoor athletic fields	5.3%	7.7%	6.3%	3.0%	5.0%	5.6%	2.4%	7.0%	3.3%	5.8%	5.1%
Safety in City parks & park facilities	45.6%	45.4%	42.2%	46.0%	47.3%	50.0%	51.0%	51.2%	43.5%	44.0%	46.6%
Overall satisfaction with City swimming pools	15.5%	9.2%	11.7%	10.4%	12.3%	4.2%	10.7%	7.9%	15.4%	16.4%	11.3%
Satisfaction with aquatic programs	1.9%	3.4%	2.4%	2.0%	3.6%	2.3%	1.9%	2.3%	1.4%	1.0%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.5%	17.4%	17.0%	15.3%	18.2%	21.8%	19.9%	15.8%	12.6%	17.4%	17.3%

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) (cont.)

N=2099

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of top 3 choices (cont.)</u>											
Cleanliness of library facilities	4.9%	2.9%	6.8%	7.4%	5.9%	0.9%	4.9%	1.9%	6.1%	3.9%	4.5%
Library programs	9.2%	17.9%	13.1%	14.9%	10.5%	18.1%	14.6%	16.3%	11.7%	11.6%	13.8%
Materials at libraries	17.5%	9.7%	16.5%	12.4%	19.1%	16.2%	15.0%	15.3%	18.7%	15.9%	15.7%
Library hours	5.3%	4.8%	6.8%	6.9%	9.1%	8.3%	11.2%	6.0%	10.3%	10.6%	8.0%
None chosen	17.0%	16.4%	14.6%	17.8%	12.7%	15.3%	11.7%	11.2%	13.6%	16.4%	14.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-1. Quality of residential garbage collection</u>											
Very Satisfied	23.1%	30.8%	21.8%	30.9%	25.7%	30.8%	29.4%	35.6%	28.5%	32.7%	28.9%
Satisfied	54.3%	50.0%	57.9%	52.6%	54.3%	56.7%	50.5%	49.3%	53.2%	50.5%	52.9%
Neutral	11.1%	8.6%	12.2%	9.3%	11.0%	5.5%	12.4%	10.7%	12.9%	11.7%	10.5%
Dissatisfied	7.5%	8.1%	6.1%	6.7%	6.2%	5.0%	5.2%	3.4%	4.8%	3.1%	5.6%
Very Dissatisfied	4.0%	2.5%	2.0%	0.5%	2.9%	2.0%	2.6%	1.0%	0.5%	2.0%	2.0%
<u>Q13-2. Quality of residential yard waste collection</u>											
Very Satisfied	20.2%	27.1%	19.4%	25.4%	22.4%	26.6%	27.0%	34.5%	25.0%	31.9%	26.0%
Satisfied	45.2%	50.0%	56.7%	55.8%	53.7%	47.3%	46.5%	45.5%	46.3%	47.6%	49.5%
Neutral	21.8%	14.6%	17.2%	13.8%	14.9%	12.8%	17.3%	10.5%	21.3%	14.6%	15.8%
Dissatisfied	8.0%	6.3%	5.0%	3.9%	7.0%	11.2%	7.6%	7.5%	5.5%	3.8%	6.6%
Very Dissatisfied	4.8%	2.1%	1.7%	1.1%	2.0%	2.1%	1.6%	2.0%	1.8%	2.2%	2.1%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-3. Quality of residential curbside recycling services</u>											
Very Satisfied	28.4%	29.8%	25.4%	34.2%	28.9%	30.4%	29.0%	37.9%	28.6%	35.2%	30.8%
Satisfied	50.0%	51.3%	56.1%	46.8%	49.5%	49.2%	47.7%	42.4%	52.6%	42.5%	48.7%
Neutral	13.2%	9.4%	11.1%	12.1%	13.2%	9.9%	16.1%	10.8%	12.6%	12.4%	12.1%
Dissatisfied	4.2%	7.9%	4.2%	5.3%	4.9%	6.8%	5.7%	5.9%	5.1%	7.3%	5.7%
Very Dissatisfied	4.2%	1.6%	3.2%	1.6%	3.4%	3.7%	1.6%	3.0%	1.1%	2.6%	2.6%
<u>Q13-4. Household hazardous waste disposal service</u>											
Very Satisfied	11.8%	12.8%	10.6%	13.8%	12.1%	14.2%	14.9%	14.7%	13.2%	12.8%	13.1%
Satisfied	42.4%	42.9%	43.0%	30.8%	39.4%	27.7%	30.4%	36.2%	33.3%	28.2%	35.4%
Neutral	26.4%	25.6%	31.0%	33.3%	27.9%	25.8%	28.4%	25.2%	30.7%	28.8%	28.2%
Dissatisfied	13.2%	13.5%	12.0%	15.7%	12.1%	24.5%	16.9%	19.0%	18.4%	21.2%	16.6%
Very Dissatisfied	6.3%	5.1%	3.5%	6.3%	8.5%	7.7%	9.5%	4.9%	4.4%	9.0%	6.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-5. Bulky item pick-up/removal services</u>											
Very Satisfied	17.3%	21.2%	15.3%	23.1%	18.9%	20.1%	22.8%	28.7%	23.4%	20.5%	21.2%
Satisfied	44.3%	52.2%	53.5%	44.0%	52.0%	40.2%	45.0%	42.1%	41.8%	50.6%	46.6%
Neutral	17.8%	16.8%	21.2%	20.9%	17.3%	23.5%	20.6%	20.5%	18.4%	20.5%	19.7%
Dissatisfied	15.7%	6.0%	7.6%	9.3%	7.1%	12.8%	7.8%	5.6%	12.7%	5.7%	9.0%
Very Dissatisfied	4.9%	3.8%	2.4%	2.7%	4.6%	3.4%	3.9%	3.1%	3.8%	2.8%	3.5%
<u>Q13-6. Reliability of your electric service</u>											
Very Satisfied	24.5%	28.8%	29.9%	34.0%	24.2%	28.5%	31.6%	37.9%	36.9%	36.6%	31.3%
Satisfied	53.1%	52.0%	49.8%	47.5%	55.9%	56.5%	48.5%	48.2%	48.5%	49.8%	51.0%
Neutral	15.6%	13.6%	15.4%	9.5%	12.3%	10.8%	9.7%	12.3%	11.7%	9.8%	12.1%
Dissatisfied	5.2%	4.0%	4.0%	6.5%	4.7%	3.2%	6.6%	1.0%	2.9%	2.9%	4.1%
Very Dissatisfied	1.6%	1.5%	1.0%	2.5%	2.8%	1.1%	3.6%	0.5%	0.0%	1.0%	1.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-7. Safety of your drinking water</u>											
Very Satisfied	22.6%	23.4%	21.4%	25.3%	24.0%	28.0%	28.2%	35.0%	36.2%	40.3%	28.4%
Satisfied	45.6%	57.2%	49.8%	46.9%	52.0%	50.7%	45.6%	41.4%	43.2%	43.9%	47.7%
Neutral	18.5%	12.4%	18.4%	17.0%	17.2%	15.5%	19.5%	17.7%	14.1%	10.2%	16.0%
Dissatisfied	8.2%	3.0%	8.0%	7.7%	5.9%	4.3%	5.1%	3.9%	5.5%	5.1%	5.7%
Very Dissatisfied	5.1%	4.0%	2.5%	3.1%	1.0%	1.4%	1.5%	2.0%	1.0%	0.5%	2.2%
<u>Q13-8. Cleanliness of City streets & public areas</u>											
Very Satisfied	10.0%	10.8%	12.3%	10.0%	10.8%	15.3%	16.3%	16.6%	15.4%	19.6%	13.7%
Satisfied	42.8%	49.0%	44.3%	42.3%	55.9%	54.9%	44.4%	50.7%	46.2%	50.0%	48.2%
Neutral	25.9%	23.5%	24.6%	24.4%	22.1%	19.5%	25.5%	22.3%	23.1%	20.6%	23.1%
Dissatisfied	14.4%	12.3%	13.8%	15.4%	8.9%	7.4%	11.7%	9.0%	11.5%	6.9%	11.1%
Very Dissatisfied	7.0%	4.4%	4.9%	8.0%	2.3%	2.8%	2.0%	1.4%	3.8%	2.9%	3.9%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-9. Cleanliness of your neighborhood</u>											
Very Satisfied	10.4%	13.8%	16.6%	10.5%	20.2%	26.8%	21.3%	31.6%	20.7%	31.7%	20.4%
Satisfied	42.1%	47.8%	38.5%	39.0%	55.4%	56.8%	49.2%	54.1%	50.5%	51.2%	48.6%
Neutral	23.3%	19.2%	20.0%	21.5%	16.4%	11.7%	18.8%	10.0%	17.3%	13.7%	17.1%
Dissatisfied	16.8%	13.3%	18.5%	21.0%	5.6%	2.8%	7.6%	2.9%	7.7%	2.9%	9.8%
Very Dissatisfied	7.4%	5.9%	6.3%	8.0%	2.3%	1.9%	3.0%	1.4%	3.8%	0.5%	4.0%
<u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>											
Very Satisfied	5.9%	8.6%	5.3%	6.7%	6.8%	10.1%	9.2%	11.0%	9.1%	12.0%	8.4%
Satisfied	22.7%	22.5%	23.4%	27.8%	30.9%	35.4%	28.7%	31.4%	27.4%	31.3%	28.1%
Neutral	27.0%	29.9%	32.4%	26.7%	29.3%	25.8%	34.5%	32.0%	29.3%	30.7%	29.7%
Dissatisfied	25.4%	21.9%	25.5%	23.3%	23.6%	19.7%	18.4%	18.0%	20.7%	13.9%	21.2%
Very Dissatisfied	18.9%	17.1%	13.3%	15.6%	9.4%	9.0%	9.2%	7.6%	13.4%	12.0%	12.6%

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

N=2099

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q13-11. Enforcement of local codes & ordinances

Very Satisfied	5.3%	7.4%	6.0%	5.4%	4.4%	8.3%	7.0%	8.3%	7.2%	12.4%	7.1%
Satisfied	27.1%	30.7%	23.8%	34.3%	33.1%	42.3%	36.9%	32.0%	30.1%	33.5%	32.4%
Neutral	33.5%	34.7%	48.2%	35.5%	34.8%	32.7%	36.3%	35.5%	39.2%	32.3%	36.2%
Dissatisfied	18.8%	14.8%	11.9%	10.8%	19.9%	11.3%	14.0%	18.3%	12.4%	14.9%	14.8%
Very Dissatisfied	15.3%	12.5%	10.1%	13.9%	7.7%	5.4%	5.7%	5.9%	11.1%	6.8%	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? (top 3)

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q14. Sum of top 3 choices</u>											
Quality of residential garbage collection	29.6%	30.9%	33.0%	35.1%	39.1%	38.4%	38.8%	37.7%	35.5%	44.9%	36.4%
Quality of residential yard waste collection	5.8%	10.1%	4.4%	6.9%	7.3%	6.5%	6.3%	7.4%	5.1%	8.7%	6.9%
Quality of residential curbside recycling services	18.4%	15.5%	12.6%	19.3%	18.6%	16.7%	14.1%	17.7%	17.8%	19.3%	17.0%
Household hazardous waste disposal service	10.7%	8.7%	5.3%	7.9%	8.6%	12.5%	12.1%	5.1%	7.0%	5.8%	8.4%
Bulky item pick-up/removal services	9.7%	12.1%	11.2%	9.4%	6.8%	13.0%	15.0%	5.6%	4.7%	4.3%	9.1%
Reliability of your electric service	32.0%	34.8%	35.0%	36.6%	41.8%	41.7%	40.8%	40.5%	44.4%	53.6%	40.2%
Safety of your drinking water	53.9%	51.7%	54.4%	49.5%	57.3%	62.0%	59.2%	69.3%	62.6%	61.4%	58.2%
Cleanliness of City streets & public areas	30.1%	30.4%	29.1%	23.3%	25.9%	22.7%	21.8%	28.4%	32.7%	25.1%	27.0%
Cleanliness of your neighborhood	22.3%	17.9%	22.8%	21.8%	15.0%	11.6%	14.1%	14.4%	17.3%	9.2%	16.6%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	25.7%	28.0%	25.2%	24.3%	21.4%	22.7%	20.9%	24.2%	18.2%	13.0%	22.3%
Enforcement of local codes & ordinances	16.5%	19.8%	17.0%	15.3%	16.4%	16.2%	15.0%	19.5%	17.8%	16.4%	17.0%
None chosen	13.6%	12.6%	15.0%	16.3%	11.4%	10.6%	11.2%	7.9%	10.3%	11.6%	12.0%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-1. Austin Energy customer service</u>											
Very Satisfied	14.1%	19.2%	14.0%	14.9%	9.6%	8.8%	17.7%	17.8%	17.4%	21.4%	15.6%
Satisfied	45.1%	50.8%	42.5%	48.1%	43.6%	53.7%	37.6%	40.8%	44.2%	45.1%	44.9%
Neutral	27.7%	22.6%	28.0%	24.3%	22.3%	29.4%	25.8%	25.4%	24.4%	20.9%	25.0%
Dissatisfied	9.2%	4.5%	11.3%	6.1%	14.4%	4.4%	12.4%	10.1%	7.6%	6.0%	8.7%
Very Dissatisfied	3.8%	2.8%	4.3%	6.6%	10.1%	3.7%	6.5%	5.9%	6.4%	6.6%	5.7%
<u>Q15-2. Water & wastewater utility customer service</u>											
Very Satisfied	11.4%	11.0%	9.7%	7.6%	7.9%	6.6%	15.5%	15.3%	17.0%	19.4%	12.2%
Satisfied	45.5%	51.7%	47.3%	51.0%	40.4%	53.0%	41.7%	42.1%	38.1%	40.6%	45.1%
Neutral	29.5%	24.4%	30.3%	28.7%	25.3%	25.9%	29.2%	25.1%	31.3%	24.0%	27.3%
Dissatisfied	10.8%	8.7%	9.7%	8.3%	16.3%	7.2%	8.9%	10.9%	8.8%	9.7%	10.0%
Very Dissatisfied	2.8%	4.1%	3.0%	4.5%	10.1%	7.2%	4.8%	6.6%	4.8%	6.3%	5.5%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-3. Helpfulness of library staff</u>											
Very Satisfied	30.1%	39.6%	37.9%	35.3%	34.2%	39.7%	37.6%	36.8%	45.3%	46.9%	38.3%
Satisfied	41.3%	36.8%	40.0%	42.7%	40.1%	41.9%	36.2%	36.8%	36.7%	37.4%	39.0%
Neutral	25.9%	22.2%	20.0%	20.7%	23.0%	15.4%	23.4%	25.7%	16.4%	13.6%	20.7%
Dissatisfied	2.1%	1.4%	2.1%	0.0%	2.0%	1.5%	1.4%	0.0%	0.0%	2.0%	1.3%
Very Dissatisfied	0.7%	0.0%	0.0%	1.3%	0.7%	1.5%	1.4%	0.7%	1.6%	0.0%	0.8%
<u>Q15-4. Overall quality of customer service provided by City of Austin</u>											
Very Satisfied	14.6%	13.2%	15.5%	12.6%	5.7%	9.8%	13.4%	12.0%	14.0%	14.4%	12.5%
Satisfied	46.5%	49.5%	38.7%	48.4%	40.6%	44.5%	44.7%	43.2%	44.8%	49.4%	45.0%
Neutral	24.9%	29.1%	32.0%	26.9%	32.8%	32.9%	30.7%	35.0%	26.2%	23.3%	29.4%
Dissatisfied	10.8%	6.0%	11.6%	8.8%	12.5%	9.2%	8.4%	7.1%	10.5%	7.2%	9.2%
Very Dissatisfied	3.2%	2.2%	2.2%	3.3%	8.3%	3.5%	2.8%	2.7%	4.7%	5.6%	3.9%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>											
Very Satisfied	21.6%	20.0%	25.4%	33.3%	14.7%	21.5%	25.0%	23.1%	30.9%	22.0%	23.6%
Satisfied	45.5%	48.8%	45.6%	37.5%	49.7%	50.0%	46.6%	46.9%	38.3%	49.1%	45.8%
Neutral	22.7%	21.8%	20.1%	24.4%	26.6%	25.0%	22.3%	25.6%	22.1%	22.0%	23.3%
Dissatisfied	5.7%	8.2%	4.7%	4.8%	6.2%	2.8%	5.4%	2.5%	5.4%	4.4%	5.1%
Very Dissatisfied	4.5%	1.2%	4.1%	0.0%	2.8%	0.7%	0.7%	1.9%	3.4%	2.5%	2.2%
<u>Q15-6. Review services for residential & commercial building plans</u>											
Very Satisfied	8.5%	8.2%	6.2%	7.0%	2.4%	4.7%	4.5%	2.7%	8.4%	7.5%	6.0%
Satisfied	18.6%	21.8%	20.0%	24.6%	16.7%	23.6%	17.3%	15.0%	16.0%	15.1%	18.8%
Neutral	41.5%	45.5%	39.2%	37.7%	45.2%	44.3%	42.7%	45.1%	28.6%	34.9%	40.5%
Dissatisfied	14.4%	12.7%	16.9%	15.8%	19.0%	15.1%	16.4%	20.4%	18.5%	16.0%	16.6%
Very Dissatisfied	16.9%	11.8%	17.7%	14.9%	16.7%	12.3%	19.1%	16.8%	28.6%	26.4%	18.1%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>											
Very Satisfied	5.4%	4.3%	6.0%	4.3%	1.8%	5.1%	9.4%	3.9%	7.1%	5.5%	5.3%
Satisfied	9.6%	11.1%	7.1%	9.3%	10.1%	15.2%	10.1%	12.9%	12.3%	11.7%	10.9%
Neutral	16.9%	24.7%	19.6%	21.7%	21.9%	31.0%	23.9%	24.5%	14.8%	29.0%	22.7%
Dissatisfied	25.9%	27.2%	27.4%	29.2%	33.1%	26.6%	26.4%	30.3%	30.3%	29.0%	28.5%
Very Dissatisfied	42.2%	32.7%	39.9%	35.4%	33.1%	22.2%	30.2%	28.4%	35.5%	24.8%	32.6%
<u>Q16-2. ity's efforts to offer financial literacy/homebuyer education</u>											
Very Satisfied	5.4%	6.3%	5.8%	5.7%	2.4%	3.8%	8.8%	4.6%	2.2%	9.7%	5.5%
Satisfied	14.7%	11.8%	13.3%	13.8%	10.6%	15.1%	19.3%	21.1%	26.1%	18.4%	16.1%
Neutral	33.3%	40.9%	36.7%	41.5%	46.3%	49.1%	43.0%	45.9%	41.3%	49.5%	42.5%
Dissatisfied	24.8%	23.6%	25.0%	21.1%	23.6%	22.6%	14.0%	14.7%	17.4%	13.6%	20.3%
Very Dissatisfied	21.7%	17.3%	19.2%	17.9%	17.1%	9.4%	14.9%	13.8%	13.0%	8.7%	15.6%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses</u>											
Very Satisfied	6.3%	7.6%	6.3%	5.8%	5.9%	5.8%	11.6%	8.6%	11.7%	8.1%	7.7%
Satisfied	17.3%	19.3%	16.4%	17.4%	17.0%	22.5%	18.2%	22.4%	31.5%	27.9%	20.8%
Neutral	31.5%	39.5%	39.1%	43.0%	43.7%	49.2%	43.8%	46.6%	32.4%	44.1%	41.3%
Dissatisfied	20.5%	20.2%	18.0%	15.7%	16.3%	13.3%	15.7%	16.4%	15.3%	11.7%	16.4%
Very Dissatisfied	24.4%	13.4%	20.3%	18.2%	17.0%	9.2%	10.7%	6.0%	9.0%	8.1%	13.9%
<u>Q16-4. Shot for Tots and Big Shots program (immunizations)</u>											
Very Satisfied	14.6%	12.1%	10.3%	15.5%	7.7%	8.9%	12.8%	10.6%	12.8%	8.0%	11.3%
Satisfied	35.9%	38.3%	32.0%	32.0%	35.0%	38.6%	33.0%	39.4%	38.5%	39.0%	36.2%
Neutral	35.9%	40.2%	48.5%	42.7%	48.7%	44.6%	47.9%	43.3%	47.4%	46.0%	44.4%
Dissatisfied	5.8%	6.5%	5.2%	5.8%	5.1%	4.0%	3.2%	1.9%	1.3%	5.0%	4.5%
Very Dissatisfied	7.8%	2.8%	4.1%	3.9%	3.4%	4.0%	3.2%	4.8%	0.0%	2.0%	3.7%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-5. Food Safety Inspection program</u>											
Very Satisfied	11.4%	9.2%	6.3%	8.8%	4.5%	6.4%	5.0%	5.0%	9.0%	7.3%	7.2%
Satisfied	29.8%	35.3%	26.8%	36.8%	33.3%	34.9%	42.9%	40.3%	35.0%	38.2%	35.4%
Neutral	44.7%	37.8%	47.3%	40.0%	46.2%	48.6%	40.3%	47.1%	47.0%	48.2%	44.6%
Dissatisfied	10.5%	12.6%	15.2%	9.6%	13.6%	7.3%	7.6%	6.7%	7.0%	3.6%	9.5%
Very Dissatisfied	3.5%	5.0%	4.5%	4.8%	2.3%	2.8%	4.2%	0.8%	2.0%	2.7%	3.3%
 <u>Q16-6. Neighborhood planning/zoning efforts</u>											
Very Satisfied	5.7%	2.0%	1.9%	4.6%	1.8%	3.2%	2.0%	1.9%	5.3%	5.7%	3.4%
Satisfied	17.8%	23.2%	21.8%	20.3%	18.0%	26.1%	24.5%	20.6%	23.3%	22.9%	21.8%
Neutral	34.4%	32.5%	27.6%	37.9%	37.1%	38.9%	42.9%	37.4%	26.7%	24.2%	33.9%
Dissatisfied	27.4%	29.1%	26.9%	17.6%	24.0%	21.7%	17.7%	25.8%	24.7%	31.2%	24.6%
Very Dissatisfied	14.6%	13.2%	21.8%	19.6%	19.2%	10.2%	12.9%	14.2%	20.0%	15.9%	16.2%

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

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-7. Accessibility of municipal court services</u>											
Very Satisfied	7.4%	5.2%	7.7%	7.1%	3.3%	6.8%	5.8%	3.6%	8.8%	9.3%	6.4%
Satisfied	33.1%	40.3%	26.2%	31.7%	25.8%	30.3%	33.9%	36.2%	37.2%	31.4%	32.5%
Neutral	46.3%	41.8%	46.2%	45.2%	46.4%	43.2%	43.8%	44.2%	38.9%	45.8%	44.3%
Dissatisfied	8.1%	11.2%	13.8%	10.3%	17.2%	12.9%	10.7%	11.6%	7.1%	11.0%	11.5%
Very Dissatisfied	5.1%	1.5%	6.2%	5.6%	7.3%	6.8%	5.8%	4.3%	8.0%	2.5%	5.3%
<u>Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>											
Very Satisfied	12.7%	9.4%	11.4%	12.4%	8.0%	16.5%	16.4%	11.7%	18.4%	20.5%	13.6%
Satisfied	22.2%	39.0%	27.8%	30.4%	35.0%	41.5%	37.7%	45.4%	34.0%	30.8%	34.5%
Neutral	32.3%	30.2%	30.4%	35.4%	38.7%	32.3%	32.1%	31.3%	34.0%	39.0%	33.5%
Dissatisfied	14.6%	15.1%	15.2%	7.5%	11.0%	5.5%	6.9%	6.1%	8.5%	8.2%	9.9%
Very Dissatisfied	18.4%	6.3%	15.2%	14.3%	7.4%	4.3%	6.9%	5.5%	5.0%	1.4%	8.5%

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

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q17-1. Have you visited an Austin City park

Yes	90.0%	92.6%	95.0%	87.4%	90.7%	90.2%	94.1%	93.4%	96.2%	92.2%	92.2%
No	10.0%	7.4%	5.0%	12.6%	9.3%	9.8%	5.9%	6.6%	3.8%	7.8%	7.8%

Q17-2. Have you participated in a City of Austin recreation program/event

Yes	45.6%	47.2%	46.4%	42.1%	47.1%	33.0%	42.0%	49.3%	51.3%	39.8%	44.4%
No	54.4%	52.8%	53.6%	57.9%	52.9%	67.0%	58.0%	50.7%	48.7%	60.2%	55.6%

Q17-3. Have you visited an Austin library facility

Yes	75.9%	65.8%	71.0%	73.9%	67.5%	65.2%	70.8%	68.9%	68.6%	73.4%	70.0%
No	24.1%	34.2%	29.0%	26.1%	32.5%	34.8%	29.2%	31.1%	31.4%	26.6%	30.0%

Q17-4. Have you visited a City pool

Yes	62.5%	58.2%	62.9%	65.7%	56.6%	40.0%	55.7%	55.7%	65.6%	59.6%	58.1%
No	37.5%	41.8%	37.1%	34.3%	43.4%	60.0%	44.3%	44.3%	34.4%	40.4%	41.9%

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

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q17-5. Have you visited a City recreation center

Yes	56.6%	57.6%	56.1%	51.1%	44.8%	38.8%	42.5%	46.1%	42.5%	47.0%	48.2%
No	43.4%	42.4%	43.9%	48.9%	55.2%	61.2%	57.5%	53.9%	57.5%	53.0%	51.8%

Q17-6. Have you had contact with City of Austin Municipal Court

Yes	46.2%	43.0%	50.0%	38.1%	46.9%	38.8%	38.7%	50.0%	44.9%	43.1%	44.0%
No	53.8%	57.0%	50.0%	61.9%	53.1%	61.2%	61.3%	50.0%	55.1%	56.9%	56.0%

Q17-7. Have you had contact with City for Code Enforcement

Yes	35.0%	35.5%	37.4%	32.6%	37.4%	18.8%	34.0%	25.6%	36.6%	40.0%	33.2%
No	65.0%	64.5%	62.6%	67.4%	62.6%	81.3%	66.0%	74.4%	63.4%	60.0%	66.8%

Q17-8. Have you visited Austin-Bergstrom International Airport

Yes	89.7%	92.1%	92.6%	85.9%	93.5%	93.5%	92.0%	94.3%	92.8%	93.1%	92.0%
No	10.3%	7.9%	7.4%	14.1%	6.5%	6.5%	8.0%	5.7%	7.2%	6.9%	8.0%

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

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q17-9. Have you called 3-1-1

Yes	75.3%	68.7%	69.8%	71.6%	71.8%	48.6%	59.5%	63.9%	64.9%	64.0%	65.7%
No	24.7%	31.3%	30.2%	28.4%	28.2%	51.4%	40.5%	36.1%	35.1%	36.0%	34.3%

Q17-10. Have you called 9-1-1

Yes	56.7%	48.3%	58.6%	51.3%	46.4%	37.3%	42.4%	38.2%	43.2%	39.1%	46.0%
No	43.3%	51.7%	41.4%	48.7%	53.6%	62.7%	57.6%	61.8%	56.8%	60.9%	54.0%

Q17-11. Have you had contact with Austin Police Department

Yes	67.3%	65.8%	69.3%	67.8%	67.0%	51.9%	59.2%	59.2%	61.2%	58.6%	62.7%
No	32.7%	34.2%	30.7%	32.2%	33.0%	48.1%	40.8%	40.8%	38.8%	41.4%	37.3%

Q17-12. Have you had contact with Austin Fire Department

Yes	34.7%	30.5%	37.7%	31.8%	35.6%	30.4%	30.7%	28.6%	31.4%	36.8%	32.8%
No	65.3%	69.5%	62.3%	68.2%	64.4%	69.6%	69.3%	71.4%	68.6%	63.2%	67.2%

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

Geography										Total
District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q17-13. Have you had contact with Emergency Medical Services Department

Yes	39.9%	36.6%	38.9%	34.8%	45.0%	29.1%	29.5%	32.7%	31.7%	36.0%	35.4%
No	60.1%	63.4%	61.1%	65.2%	55.0%	70.9%	70.5%	67.3%	68.3%	64.0%	64.6%

Q17-14. Does Austin Energy provide your electric service

Yes	95.4%	92.0%	97.0%	98.5%	95.3%	54.8%	97.0%	77.0%	96.0%	98.0%	89.9%
No	4.6%	8.0%	3.0%	1.5%	4.7%	45.2%	3.0%	23.0%	4.0%	2.0%	10.1%

Q17-15. Does City of Austin collect garbage at your residence

Yes	93.0%	91.9%	89.2%	93.8%	91.5%	77.9%	92.4%	89.0%	88.9%	88.5%	89.6%
No	7.0%	8.1%	10.8%	6.2%	8.5%	22.1%	7.6%	11.0%	11.1%	11.5%	10.4%

Q17-16. Does City of Austin provide your home with water & wastewater services

Yes	98.0%	97.5%	97.0%	99.0%	98.1%	92.3%	97.5%	96.7%	99.5%	98.5%	97.4%
No	2.0%	2.5%	3.0%	1.0%	1.9%	7.7%	2.5%	3.3%	0.5%	1.5%	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." (without "don't know")

N=2099	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18. Your level of agreement</u>											
Strongly Disagree	6.8%	6.4%	7.8%	8.1%	7.8%	2.9%	3.6%	8.3%	5.0%	7.5%	6.4%
Disagree	9.1%	8.1%	14.5%	11.2%	12.3%	8.1%	9.1%	8.9%	8.1%	5.2%	9.4%
Neutral	29.0%	27.2%	28.9%	25.5%	27.4%	27.2%	32.7%	26.1%	31.3%	25.4%	28.0%
Agree	43.8%	46.2%	39.2%	37.9%	42.5%	48.6%	40.6%	42.2%	43.1%	46.8%	43.1%
Strongly Agree	11.4%	12.1%	9.6%	17.4%	10.1%	13.3%	13.9%	14.4%	12.5%	15.0%	13.0%

City of Austin Community Survey *Appendix C – Cross-Tabular Data by Age of Respondent*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-1. City of Austin as a place to live

Very Satisfied	32.1%	30.0%	29.2%	28.8%	33.7%	30.6%
Satisfied	52.6%	51.4%	47.0%	50.6%	44.3%	49.2%
Neutral	6.4%	9.4%	12.1%	10.3%	11.4%	10.0%
Dissatisfied	6.2%	6.8%	9.7%	7.5%	8.4%	7.7%
Very Dissatisfied	2.6%	2.4%	2.0%	2.8%	2.2%	2.4%

Q1-2. City of Austin as a place to raise children

Very Satisfied	25.7%	24.7%	25.3%	25.2%	26.0%	25.3%
Satisfied	39.5%	44.1%	43.8%	45.5%	42.0%	43.1%
Neutral	27.0%	21.1%	21.5%	20.3%	23.3%	22.6%
Dissatisfied	5.8%	7.3%	7.0%	6.4%	6.0%	6.6%
Very Dissatisfied	1.9%	2.8%	2.4%	2.6%	2.7%	2.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-3. City of Austin as a place to work

Very Satisfied	27.0%	27.3%	29.5%	26.8%	25.9%	27.3%
Satisfied	52.8%	48.3%	42.5%	50.1%	50.0%	48.6%
Neutral	13.6%	16.1%	19.8%	14.7%	15.6%	16.1%
Dissatisfied	5.6%	5.5%	5.2%	6.6%	6.3%	5.8%
Very Dissatisfied	1.0%	2.8%	3.0%	1.8%	2.2%	2.2%

Q1-4. City of Austin as a place to retire

Very Satisfied	12.1%	12.6%	14.7%	19.1%	23.4%	16.5%
Satisfied	24.1%	22.6%	23.9%	28.4%	30.1%	25.9%
Neutral	38.7%	33.8%	26.2%	21.4%	18.4%	27.0%
Dissatisfied	14.5%	19.1%	19.2%	18.9%	16.2%	17.9%
Very Dissatisfied	10.6%	11.8%	16.0%	12.1%	12.0%	12.7%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-5. Overall value that you receive for your City tax & fees

Very Satisfied	5.7%	4.1%	4.3%	6.2%	7.9%	5.5%
Satisfied	27.8%	28.5%	28.1%	26.0%	29.9%	28.0%
Neutral	34.3%	31.5%	25.6%	33.2%	27.6%	30.4%
Dissatisfied	21.4%	19.0%	28.1%	21.6%	22.3%	22.7%
Very Dissatisfied	10.8%	16.8%	13.7%	12.9%	12.4%	13.4%

Q1-6. Overall quality of life in City

Very Satisfied	23.6%	18.5%	17.5%	16.0%	19.4%	18.9%
Satisfied	53.6%	51.5%	49.1%	52.6%	48.2%	50.9%
Neutral	15.6%	18.5%	20.0%	18.2%	17.7%	18.2%
Dissatisfied	5.8%	8.0%	9.8%	9.0%	11.9%	8.8%
Very Dissatisfied	1.4%	3.5%	3.6%	4.2%	2.8%	3.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-7. How well City of Austin is planning growth

Very Satisfied	2.7%	3.1%	5.1%	2.6%	4.1%	3.5%
Satisfied	7.2%	9.2%	10.0%	10.8%	9.9%	9.4%
Neutral	18.2%	16.9%	19.5%	20.1%	22.4%	19.2%
Dissatisfied	38.4%	32.7%	32.3%	34.0%	33.5%	34.2%
Very Dissatisfied	33.4%	38.1%	33.0%	32.5%	30.0%	33.7%

Q1-8. Overall quality of services provided by City of Austin

Very Satisfied	6.9%	5.4%	7.3%	9.1%	9.6%	7.5%
Satisfied	42.3%	41.6%	37.9%	36.6%	38.5%	39.4%
Neutral	32.9%	31.0%	30.6%	33.8%	30.6%	31.8%
Dissatisfied	12.5%	15.4%	15.9%	15.4%	14.2%	14.7%
Very Dissatisfied	5.4%	6.6%	8.4%	5.1%	7.1%	6.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-1. Overall quality of parks & recreation programs & facilities

Very Satisfied	30.8%	22.3%	20.8%	18.5%	22.7%	23.1%
Satisfied	53.4%	52.5%	49.1%	50.1%	51.9%	51.2%
Neutral	12.1%	16.2%	18.3%	21.6%	18.3%	17.3%
Dissatisfied	1.9%	6.1%	6.9%	8.7%	5.0%	5.8%
Very Dissatisfied	1.7%	2.9%	4.9%	1.1%	2.1%	2.6%

Q2-2. Overall quality of City libraries

Very Satisfied	26.1%	19.2%	20.4%	22.6%	26.6%	22.8%
Satisfied	47.1%	47.9%	48.4%	48.7%	48.1%	47.9%
Neutral	23.2%	26.1%	21.2%	22.3%	20.2%	22.8%
Dissatisfied	2.9%	4.9%	7.1%	4.3%	4.2%	4.8%
Very Dissatisfied	0.6%	2.0%	2.8%	2.0%	1.0%	1.7%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very Satisfied	22.5%	16.1%	20.4%	22.0%	26.2%	21.3%
Satisfied	49.2%	53.5%	51.8%	48.2%	52.1%	50.9%
Neutral	19.9%	20.2%	17.4%	20.7%	15.6%	18.9%
Dissatisfied	5.7%	6.3%	6.0%	6.2%	4.7%	5.9%
Very Dissatisfied	2.6%	3.9%	4.4%	2.8%	1.4%	3.1%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very Satisfied	9.5%	6.4%	6.8%	9.5%	10.7%	8.4%
Satisfied	29.5%	30.9%	37.2%	33.6%	32.6%	32.7%
Neutral	41.8%	42.4%	36.6%	41.7%	44.4%	41.3%
Dissatisfied	13.3%	12.1%	12.7%	8.5%	8.4%	11.2%
Very Dissatisfied	6.0%	8.2%	6.8%	6.8%	3.8%	6.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very Satisfied	32.4%	27.0%	28.0%	26.5%	28.6%	28.4%
Satisfied	48.9%	53.0%	50.2%	49.9%	50.4%	50.5%
Neutral	13.4%	13.0%	15.0%	18.7%	14.7%	15.0%
Dissatisfied	3.9%	5.4%	4.9%	4.2%	5.7%	4.8%
Very Dissatisfied	1.5%	1.7%	1.9%	0.8%	0.6%	1.3%

Q2-6. Overall quality of drinking water provided by Austin Water

Very Satisfied	23.7%	22.2%	27.0%	30.1%	27.6%	26.1%
Satisfied	48.3%	48.0%	43.6%	44.6%	48.2%	46.4%
Neutral	18.0%	18.4%	18.4%	17.1%	17.3%	18.0%
Dissatisfied	8.0%	8.3%	7.5%	6.9%	4.2%	7.0%
Very Dissatisfied	2.0%	3.1%	3.4%	1.3%	2.8%	2.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very Satisfied	19.0%	15.2%	17.4%	17.8%	17.1%	17.3%
Satisfied	48.5%	48.0%	49.8%	49.6%	42.0%	47.6%
Neutral	23.4%	24.5%	20.4%	22.6%	27.7%	23.6%
Dissatisfied	5.8%	9.1%	8.7%	7.9%	9.1%	8.2%
Very Dissatisfied	3.3%	3.2%	3.8%	2.1%	4.0%	3.3%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	15.3%	13.8%	17.0%	18.3%	19.5%	16.7%
Satisfied	42.1%	42.9%	41.4%	42.3%	39.2%	41.5%
Neutral	23.8%	21.2%	21.9%	22.0%	23.3%	22.4%
Dissatisfied	12.5%	14.5%	12.8%	10.8%	13.1%	12.8%
Very Dissatisfied	6.3%	7.6%	7.0%	6.6%	4.9%	6.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very Satisfied	1.0%	1.2%	1.6%	0.8%	0.8%	1.1%
Satisfied	3.9%	3.7%	2.5%	4.5%	4.2%	3.7%
Neutral	8.0%	8.2%	7.3%	9.3%	12.7%	8.9%
Dissatisfied	26.7%	24.6%	27.9%	25.0%	34.5%	27.4%
Very Dissatisfied	60.5%	62.3%	60.8%	60.4%	47.7%	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.)

Very Satisfied	1.2%	1.2%	0.9%	0.8%	1.1%	1.0%
Satisfied	8.9%	9.1%	8.9%	8.4%	9.3%	8.9%
Neutral	18.7%	14.5%	16.5%	16.9%	22.9%	17.7%
Dissatisfied	31.9%	34.6%	32.5%	35.5%	34.7%	33.7%
Very Dissatisfied	39.3%	40.7%	41.2%	38.4%	31.9%	38.7%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-11. Overall maintenance of major City streets

Very Satisfied	2.9%	3.5%	1.6%	2.0%	3.1%	2.6%
Satisfied	26.1%	26.2%	24.1%	25.3%	24.0%	25.1%
Neutral	29.2%	25.3%	25.0%	28.8%	27.6%	27.1%
Dissatisfied	29.5%	27.6%	30.4%	27.3%	27.0%	28.5%
Very Dissatisfied	12.4%	17.3%	18.9%	16.5%	18.4%	16.7%

Q2-12. Overall maintenance of City sidewalks

Very Satisfied	6.2%	4.0%	3.2%	3.3%	4.7%	4.3%
Satisfied	30.4%	27.9%	27.4%	23.1%	25.4%	26.8%
Neutral	31.6%	30.0%	29.5%	34.1%	32.7%	31.5%
Dissatisfied	20.0%	21.7%	23.0%	23.1%	22.5%	22.1%
Very Dissatisfied	11.9%	16.4%	16.8%	16.4%	14.6%	15.3%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-13. Overall management of stormwater runoff

Very Satisfied	7.5%	4.3%	5.1%	5.9%	5.0%	5.5%
Satisfied	36.4%	34.3%	34.5%	32.8%	34.1%	34.3%
Neutral	33.6%	33.0%	33.0%	36.5%	35.0%	34.3%
Dissatisfied	15.2%	18.4%	17.6%	14.9%	14.9%	16.2%
Very Dissatisfied	7.2%	10.1%	9.9%	9.9%	11.1%	9.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very Satisfied	6.2%	3.9%	5.4%	6.3%	4.7%	5.3%
Satisfied	33.7%	26.3%	24.6%	32.2%	28.4%	28.8%
Neutral	38.8%	43.3%	40.4%	38.3%	40.8%	40.5%
Dissatisfied	13.4%	15.8%	19.1%	14.0%	14.5%	15.5%
Very Dissatisfied	8.0%	10.7%	10.4%	9.1%	11.5%	10.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)

Very Satisfied	10.8%	8.2%	8.2%	7.5%	6.4%	8.2%
Satisfied	36.6%	33.4%	31.5%	31.0%	33.9%	33.1%
Neutral	38.0%	40.4%	39.7%	43.8%	39.9%	40.5%
Dissatisfied	10.8%	10.7%	14.2%	11.1%	12.4%	11.9%
Very Dissatisfied	3.7%	7.3%	6.4%	6.5%	7.4%	6.4%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very Satisfied	5.7%	2.7%	1.8%	3.2%	2.2%	3.0%
Satisfied	20.1%	18.6%	15.4%	18.2%	13.9%	17.2%
Neutral	36.3%	33.0%	35.1%	30.6%	38.4%	34.5%
Dissatisfied	21.6%	23.1%	26.0%	30.3%	25.1%	25.2%
Very Dissatisfied	16.2%	22.6%	21.7%	17.6%	20.4%	20.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q2-17. Overall quality of development review, permitting & inspection services

Very Satisfied	4.4%	2.7%	2.8%	2.5%	1.3%	2.7%
Satisfied	19.0%	13.0%	9.9%	13.0%	12.4%	13.2%
Neutral	34.0%	30.6%	32.0%	31.9%	33.8%	32.4%
Dissatisfied	24.5%	26.7%	29.0%	30.3%	28.1%	27.7%
Very Dissatisfied	18.0%	27.0%	26.2%	22.3%	24.4%	24.0%

Q2-18. Animal services (shelter, adoptions, animal control, etc.)

Very Satisfied	24.1%	15.6%	11.4%	13.3%	9.1%	14.7%
Satisfied	46.0%	47.3%	44.4%	39.1%	44.2%	44.3%
Neutral	24.4%	26.2%	35.4%	36.1%	37.3%	31.8%
Dissatisfied	4.0%	6.9%	6.6%	6.7%	7.8%	6.3%
Very Dissatisfied	1.4%	4.0%	2.1%	4.8%	1.6%	2.8%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Top choice

Overall quality of parks & recreation programs & facilities	5.4%	4.4%	2.7%	3.0%	1.3%	3.4%
Overall quality of City libraries	0.9%	1.4%	0.9%	0.7%	1.1%	1.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	18.9%	20.3%	24.3%	23.2%	25.9%	22.4%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	0.5%	0.2%	0.7%	0.0%	1.3%	0.5%
Overall quality of Austin-Bergstrom International Airport	0.5%	0.0%	0.4%	1.2%	0.5%	0.5%
Overall quality of drinking water provided by Austin Water	9.6%	11.1%	6.9%	9.4%	7.3%	8.9%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Top choice (Cont.)

Overall quality of wastewater services provided by Austin Water	0.7%	0.2%	0.7%	0.2%	0.5%	0.5%
Overall quality of electric utility services provided by Austin Energy	1.6%	2.1%	3.5%	2.7%	2.2%	2.4%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	38.3%	30.7%	35.2%	29.4%	27.8%	32.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	3.7%	3.7%	5.1%	4.0%	4.9%	4.2%
Overall maintenance of major City streets	1.6%	1.8%	1.3%	1.5%	2.7%	1.8%
Overall maintenance of City sidewalks	1.6%	0.9%	0.4%	1.0%	1.1%	1.0%
Overall management of stormwater runoff	0.2%	0.7%	0.4%	0.7%	0.3%	0.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Top choice (Cont.)

Overall effectiveness of communication by City of Austin	0.0%	0.7%	0.2%	1.0%	0.5%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	3.0%	1.6%	2.4%	1.0%	2.4%	2.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	4.0%	5.5%	2.7%	3.2%	2.7%	3.6%
Overall quality of development review, permitting & inspection services	0.5%	1.6%	0.9%	0.7%	1.3%	1.0%
Animal services (shelter, adoptions, animal control, etc.)	1.4%	0.5%	0.2%	0.7%	0.8%	0.7%
None chosen	7.5%	12.5%	11.1%	16.3%	15.4%	12.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 2nd choice

Overall quality of parks & recreation programs & facilities	3.5%	3.9%	3.3%	1.7%	3.0%	3.1%
Overall quality of City libraries	2.1%	1.6%	2.0%	2.7%	1.3%	2.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	9.3%	9.5%	6.6%	4.9%	3.5%	7.0%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	1.9%	0.2%	0.9%	0.7%	1.6%	1.0%
Overall quality of Austin-Bergstrom International Airport	1.9%	1.2%	1.1%	2.0%	0.8%	1.4%
Overall quality of drinking water provided by Austin Water	10.3%	10.9%	11.1%	14.1%	12.9%	11.8%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 2nd choice (Cont.)

Overall quality of wastewater services provided by Austin Water	0.9%	1.6%	1.1%	1.7%	0.8%	1.2%
Overall quality of electric utility services provided by Austin Energy	4.2%	4.4%	3.1%	3.5%	6.7%	4.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	15.4%	14.1%	17.3%	11.9%	12.4%	14.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	24.5%	23.3%	24.8%	26.4%	23.2%	24.4%
Overall maintenance of major City streets	3.3%	3.9%	6.0%	4.0%	5.9%	4.6%
Overall maintenance of City sidewalks	3.0%	1.4%	0.9%	0.2%	1.3%	1.4%
Overall management of stormwater runoff	0.9%	0.7%	0.9%	2.0%	1.1%	1.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 2nd choice (Cont.)

Overall effectiveness of communication by City of Austin	0.5%	0.5%	1.3%	0.0%	0.3%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	4.7%	3.7%	1.8%	3.5%	3.2%	3.3%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	3.7%	3.7%	3.3%	3.2%	2.2%	3.2%
Overall quality of development review, permitting & inspection services	1.4%	2.5%	2.2%	1.0%	3.0%	2.0%
Animal services (shelter, adoptions, animal control, etc.)	0.5%	0.5%	1.1%	0.7%	0.8%	0.7%
None chosen	7.9%	12.5%	11.3%	15.8%	15.9%	12.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 3rd choice

Overall quality of parks & recreation programs & facilities	5.8%	7.9%	3.5%	3.0%	1.9%	4.5%
Overall quality of City libraries	2.3%	1.6%	1.8%	1.7%	1.9%	1.9%
Overall quality of public safety services (i.e. police, fire & ambulance)	6.3%	7.4%	8.0%	8.4%	5.9%	7.2%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	0.9%	2.3%	1.1%	1.7%	0.8%	1.4%
Overall quality of Austin-Bergstrom International Airport	3.0%	2.1%	1.8%	1.2%	1.1%	1.9%
Overall quality of drinking water provided by Austin Water	7.7%	8.8%	7.5%	8.1%	6.7%	7.9%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 3rd choice (Cont.)

Overall quality of wastewater services provided by Austin Water	3.3%	2.3%	3.5%	2.5%	3.0%	2.9%
Overall quality of electric utility services provided by Austin Energy	6.5%	5.5%	7.3%	4.9%	7.3%	6.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	10.7%	6.0%	7.7%	9.9%	11.6%	9.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	13.8%	11.8%	10.4%	8.4%	8.9%	10.7%
Overall maintenance of major City streets	8.2%	9.2%	11.7%	11.4%	11.6%	10.3%
Overall maintenance of City sidewalks	3.3%	2.8%	2.4%	2.7%	3.0%	2.8%
Overall management of stormwater runoff	3.7%	2.1%	1.8%	2.5%	3.0%	2.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 3rd choice (Cont.)

Overall effectiveness of communication by City of Austin	1.9%	0.9%	1.8%	1.7%	1.9%	1.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	4.9%	5.8%	5.1%	5.2%	4.3%	5.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	4.9%	6.5%	6.2%	6.4%	6.5%	6.1%
Overall quality of development review, permitting & inspection services	2.8%	2.3%	4.9%	1.7%	3.2%	3.0%
Animal services (shelter, adoptions, animal control, etc.)	0.5%	1.6%	1.3%	1.0%	0.3%	1.0%
None chosen	9.3%	13.2%	12.2%	17.5%	17.3%	13.8%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 4th choice

Overall quality of parks & recreation programs & facilities	6.3%	6.9%	5.1%	5.7%	3.2%	5.5%
Overall quality of City libraries	2.8%	3.7%	2.7%	1.2%	1.3%	2.4%
Overall quality of public safety services (i.e. police, fire & ambulance)	7.2%	8.1%	6.9%	3.7%	4.6%	6.1%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	0.9%	2.1%	0.9%	0.5%	1.6%	1.2%
Overall quality of Austin-Bergstrom International Airport	2.3%	2.3%	1.8%	3.2%	2.2%	2.4%
Overall quality of drinking water provided by Austin Water	6.3%	4.6%	4.6%	3.5%	4.0%	4.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 4th choice (Cont.)

Overall quality of wastewater services provided by Austin Water	3.3%	1.6%	2.0%	2.7%	3.0%	2.5%
Overall quality of electric utility services provided by Austin Energy	4.9%	4.6%	3.5%	6.2%	3.2%	4.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	4.9%	8.8%	5.8%	6.7%	5.9%	6.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	8.2%	8.5%	6.2%	6.7%	8.4%	7.7%
Overall maintenance of major City streets	8.6%	5.3%	11.3%	8.4%	7.5%	8.2%
Overall maintenance of City sidewalks	2.8%	2.8%	4.6%	3.2%	3.8%	3.4%
Overall management of stormwater runoff	4.0%	1.4%	3.3%	2.5%	3.8%	3.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. 4th choice (Cont.)

Overall effectiveness of communication by City of Austin	2.8%	3.0%	2.2%	3.5%	3.5%	3.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	5.6%	6.2%	6.6%	5.4%	4.0%	5.6%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	10.3%	8.3%	9.5%	7.9%	7.8%	8.8%
Overall quality of development review, permitting & inspection services	5.1%	3.5%	6.2%	6.2%	7.0%	5.5%
Animal services (shelter, adoptions, animal control, etc.)	3.0%	3.5%	2.7%	4.7%	4.0%	3.5%
None chosen	10.5%	14.8%	14.2%	18.3%	21.0%	15.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Sum of top 4 choices

Overall quality of parks & recreation programs & facilities	21.0%	23.1%	14.6%	13.3%	9.4%	16.5%
Overall quality of City libraries	8.2%	8.3%	7.3%	6.4%	5.7%	7.2%
Overall quality of public safety services (i.e. police, fire & ambulance)	41.8%	45.3%	45.8%	40.2%	39.9%	42.7%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	4.2%	4.8%	3.5%	3.0%	5.4%	4.1%
Overall quality of Austin-Bergstrom International Airport	7.7%	5.5%	5.1%	7.7%	4.6%	6.2%
Overall quality of drinking water provided by Austin Water	33.9%	35.3%	30.1%	35.1%	31.0%	33.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Sum of top 4 choices (Cont.)

Overall quality of wastewater services provided by Austin Water	8.2%	5.8%	7.3%	7.2%	7.3%	7.1%
Overall quality of electric utility services provided by Austin Energy	17.3%	16.6%	17.5%	17.3%	19.4%	17.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	69.4%	59.6%	65.9%	57.8%	57.7%	62.3%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	50.2%	47.3%	46.5%	45.4%	45.3%	47.0%
Overall maintenance of major City streets	21.7%	20.3%	30.3%	25.2%	27.8%	24.9%
Overall maintenance of City sidewalks	10.7%	7.9%	8.4%	7.2%	9.2%	8.6%
Overall management of stormwater runoff	8.9%	4.8%	6.4%	7.7%	8.1%	7.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q3. Sum of top 4 choices (Cont.)

Overall effectiveness of communication by City of Austin	5.1%	5.1%	5.5%	6.2%	6.2%	5.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	18.2%	17.3%	15.9%	15.1%	14.0%	16.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	22.9%	24.0%	21.7%	20.7%	19.1%	21.8%
Overall quality of development review, permitting & inspection services	9.8%	9.9%	14.2%	9.6%	14.6%	11.6%
Animal services (shelter, adoptions, animal control, etc.)	5.4%	6.0%	5.3%	7.2%	5.9%	5.9%
None chosen	7.5%	12.5%	11.1%	16.3%	15.4%	12.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4-1. I feel safe in my neighborhood during the day

Strongly Agree	48.2%	42.7%	42.7%	41.4%	43.5%	43.7%
Agree	43.1%	48.0%	46.0%	48.1%	49.0%	46.8%
Neutral	5.4%	6.3%	6.3%	5.3%	5.0%	5.7%
Disagree	2.4%	1.6%	3.8%	4.3%	2.2%	2.8%
Strongly Disagree	0.9%	1.4%	1.1%	1.0%	0.3%	1.0%

Q4-2. I feel safe in my neighborhood at night

Strongly Agree	22.6%	25.8%	24.2%	28.2%	29.5%	25.8%
Agree	40.5%	43.0%	46.8%	44.6%	43.2%	43.7%
Neutral	19.1%	14.9%	13.8%	14.2%	16.7%	15.8%
Disagree	14.6%	13.5%	11.1%	9.0%	9.0%	11.5%
Strongly Disagree	3.3%	2.8%	4.1%	4.0%	1.6%	3.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4-3. I feel safe in City parks

Strongly Agree	24.5%	14.3%	13.8%	12.4%	11.1%	15.4%
Agree	47.1%	57.6%	45.3%	44.8%	38.9%	47.1%
Neutral	21.8%	17.9%	28.0%	27.6%	38.9%	26.3%
Disagree	5.8%	7.6%	9.3%	11.6%	9.0%	8.6%
Strongly Disagree	0.7%	2.6%	3.5%	3.6%	2.2%	2.5%

Q4-4. I feel safe walking alone downtown during the day

Strongly Agree	39.5%	32.9%	30.4%	24.1%	23.7%	30.5%
Agree	42.6%	47.7%	50.5%	50.3%	44.3%	47.1%
Neutral	12.4%	11.3%	10.5%	15.8%	24.9%	14.6%
Disagree	3.3%	6.3%	6.1%	7.8%	5.7%	5.8%
Strongly Disagree	2.1%	1.9%	2.6%	2.1%	1.5%	2.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4-5. I feel safe walking alone downtown at night

Strongly Agree	8.0%	5.8%	6.7%	6.7%	4.1%	6.3%
Agree	24.9%	30.1%	21.2%	16.2%	14.6%	21.9%
Neutral	21.3%	26.0%	26.3%	26.9%	29.0%	25.7%
Disagree	32.7%	23.4%	27.2%	30.0%	36.3%	29.5%
Strongly Disagree	13.1%	14.7%	18.6%	20.2%	15.9%	16.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)

Very Satisfied	5.0%	3.7%	2.7%	3.9%	4.6%	3.9%
Satisfied	42.0%	36.3%	35.2%	34.5%	33.1%	36.2%
Neutral	22.4%	23.7%	24.7%	26.5%	29.7%	25.3%
Dissatisfied	21.2%	29.5%	26.5%	24.0%	25.1%	25.4%
Very Dissatisfied	9.3%	6.8%	11.0%	11.1%	7.4%	9.2%

Q5-2. Condition of streets in your neighborhood (residential streets)

Very Satisfied	17.0%	11.4%	10.8%	14.5%	14.9%	13.6%
Satisfied	42.5%	46.4%	44.0%	45.0%	44.6%	44.5%
Neutral	18.9%	18.1%	19.4%	21.3%	20.9%	19.7%
Dissatisfied	13.9%	17.2%	17.4%	13.3%	14.6%	15.3%
Very Dissatisfied	7.8%	7.0%	8.4%	6.0%	5.0%	6.9%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)

Very Satisfied	15.9%	10.6%	9.8%	11.3%	13.3%	12.1%
Satisfied	36.8%	37.3%	39.9%	38.8%	35.2%	37.6%
Neutral	20.6%	20.7%	23.8%	22.7%	26.0%	22.7%
Dissatisfied	18.4%	18.3%	16.8%	17.7%	18.3%	18.0%
Very Dissatisfied	8.2%	13.0%	9.8%	9.5%	7.1%	9.6%

Q5-4. Timing of traffic signals on City streets

Very Satisfied	4.8%	3.5%	3.9%	3.6%	6.2%	4.3%
Satisfied	29.6%	28.6%	32.7%	29.4%	34.2%	30.8%
Neutral	29.1%	26.5%	23.1%	27.2%	28.6%	26.8%
Dissatisfied	23.6%	28.1%	25.2%	25.9%	19.3%	24.6%
Very Dissatisfied	12.9%	13.3%	15.1%	14.0%	11.8%	13.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-5. Adequacy of street lighting in your community

Very Satisfied	9.5%	8.6%	8.4%	12.2%	11.4%	9.9%
Satisfied	35.6%	43.2%	42.2%	38.9%	38.6%	39.8%
Neutral	24.5%	21.5%	21.8%	24.2%	25.3%	23.4%
Dissatisfied	22.8%	17.3%	20.4%	17.8%	16.9%	19.1%
Very Dissatisfied	7.6%	9.3%	7.3%	6.9%	7.8%	7.8%

Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)

Very Satisfied	6.8%	6.9%	9.4%	8.0%	10.7%	8.2%
Satisfied	39.2%	34.8%	37.9%	39.7%	36.9%	37.7%
Neutral	22.4%	23.2%	22.1%	26.3%	31.4%	24.9%
Dissatisfied	20.2%	21.8%	18.9%	18.3%	13.5%	18.7%
Very Dissatisfied	11.4%	13.3%	11.6%	7.7%	7.5%	10.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)

Very Satisfied	9.1%	8.7%	8.7%	8.6%	8.1%	8.6%
Satisfied	33.6%	32.8%	29.1%	29.4%	33.4%	31.6%
Neutral	28.8%	27.8%	34.6%	36.3%	36.4%	32.6%
Dissatisfied	20.0%	18.9%	17.2%	16.0%	13.0%	17.1%
Very Dissatisfied	8.5%	11.8%	10.4%	9.7%	9.1%	10.1%

Q5-8. Off-street bicycle accessibility (City's urban trail network)

Very Satisfied	12.4%	11.8%	10.8%	11.9%	14.0%	12.0%
Satisfied	42.7%	40.2%	39.2%	36.1%	30.7%	38.0%
Neutral	30.0%	31.8%	35.6%	37.8%	44.7%	35.6%
Dissatisfied	9.6%	9.5%	9.1%	9.2%	5.7%	8.8%
Very Dissatisfied	5.3%	6.6%	5.2%	5.1%	4.9%	5.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-9. Mowing & trimming along City streets

Very Satisfied	10.6%	5.7%	6.0%	5.3%	4.2%	6.4%
Satisfied	33.6%	33.6%	35.9%	26.2%	28.0%	31.6%
Neutral	28.1%	28.4%	21.8%	27.5%	30.8%	27.1%
Dissatisfied	19.0%	21.3%	22.3%	28.2%	24.9%	23.0%
Very Dissatisfied	8.6%	11.1%	14.0%	12.7%	12.1%	11.9%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6. Top choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

43.9% 43.4% 46.5% 44.4% 41.2% 43.9%

Condition of streets in your
neighborhood (residential streets)

6.5% 7.9% 10.2% 5.9% 9.2% 8.0%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

3.3% 3.2% 2.9% 5.4% 4.0% 3.7%

Timing of traffic signals on City streets

12.4% 15.0% 12.8% 13.8% 11.6% 13.2%

Adequacy of street lighting in your
community

8.4% 5.3% 6.4% 5.9% 10.0% 7.1%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

10.0% 9.7% 5.3% 4.7% 3.0% 6.6%

On-street bicycle accessibility (City's
bicycle lane system/network)

5.4% 3.9% 3.8% 2.0% 3.2% 3.7%

Off-street bicycle accessibility (City's
urban trail network)

0.7% 0.5% 0.2% 0.5% 0.3% 0.4%

Mowing & trimming along City streets

2.6% 4.2% 4.2% 5.4% 5.7% 4.3%

None chosen

6.8% 6.9% 7.7% 11.9% 11.9% 9.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6. 2nd choice

Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	13.6%	14.3%	13.5%	12.8%	10.8%	13.1%
Condition of streets in your neighborhood (residential streets)	17.3%	19.6%	18.6%	19.8%	22.6%	19.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	5.4%	4.4%	5.5%	4.9%	8.1%	5.6%
Timing of traffic signals on City streets	17.5%	16.6%	17.3%	17.3%	15.1%	16.8%
Adequacy of street lighting in your community	9.6%	10.6%	12.6%	13.3%	9.2%	11.1%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	13.1%	9.5%	10.8%	9.6%	8.9%	10.4%
On-street bicycle accessibility (City's bicycle lane system/network)	7.9%	9.2%	5.3%	4.0%	2.4%	5.9%
Off-street bicycle accessibility (City's urban trail network)	2.6%	3.0%	3.1%	1.2%	2.2%	2.4%
Mowing & trimming along City streets	4.7%	5.1%	5.3%	4.7%	6.7%	5.2%
None chosen	8.4%	7.6%	8.0%	12.3%	14.0%	10.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6. 3rd choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

8.4% 11.1% 9.3% 4.9% 7.3% 8.3%

Condition of streets in your
neighborhood (residential streets)

11.0% 12.0% 11.7% 13.6% 9.4% 11.5%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

8.2% 6.2% 8.0% 6.2% 6.7% 7.1%

Timing of traffic signals on City streets

12.9% 12.2% 14.6% 15.8% 14.8% 14.0%

Adequacy of street lighting in your
community

11.9% 12.9% 9.7% 11.1% 10.2% 11.2%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

11.4% 15.0% 13.3% 12.1% 9.4% 12.3%

On-street bicycle accessibility (City's
bicycle lane system/network)

12.1% 8.5% 8.0% 5.7% 5.1% 8.0%

Off-street bicycle accessibility (City's
urban trail network)

6.1% 4.2% 2.4% 2.0% 3.0% 3.5%

Mowing & trimming along City streets

7.5% 8.8% 14.2% 14.1% 15.6% 11.9%

None chosen

10.5% 9.0% 8.8% 14.6% 18.3% 12.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6. Sum of top 3 choices

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

65.9% 68.8% 69.2% 62.2% 59.3% 65.2%

Condition of streets in your
neighborhood (residential streets)

34.8% 39.5% 40.5% 39.3% 41.2% 39.0%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

16.8% 13.9% 16.4% 16.5% 18.9% 16.4%

Timing of traffic signals on City streets

42.8% 43.9% 44.7% 46.9% 41.5% 44.0%

Adequacy of street lighting in your
community

29.9% 28.9% 28.8% 30.4% 29.4% 29.4%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

34.6% 34.2% 29.4% 26.4% 21.3% 29.3%

On-street bicycle accessibility (City's
bicycle lane system/network)

25.5% 21.7% 17.0% 11.6% 10.8% 17.5%

Off-street bicycle accessibility (City's
urban trail network)

9.3% 7.6% 5.8% 3.7% 5.4% 6.4%

Mowing & trimming along City streets

14.7% 18.0% 23.7% 24.2% 28.0% 21.4%

None chosen

6.8% 6.9% 7.7% 11.9% 11.9% 9.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7-1. Overall quality of police services

Very Satisfied	18.6%	14.9%	20.2%	22.1%	26.4%	20.2%
Satisfied	44.9%	53.5%	51.5%	52.0%	52.6%	51.0%
Neutral	22.6%	21.1%	17.1%	15.5%	14.9%	18.3%
Dissatisfied	9.0%	5.5%	7.1%	6.7%	4.0%	6.5%
Very Dissatisfied	4.8%	5.0%	4.0%	3.7%	2.0%	3.9%

Q7-2. Speed of emergency police response (How quickly police respond to emergencies)

Very Satisfied	21.5%	17.8%	21.1%	17.9%	24.7%	20.6%
Satisfied	41.5%	47.7%	47.0%	48.9%	45.9%	46.3%
Neutral	23.6%	23.4%	21.1%	21.5%	24.3%	22.7%
Dissatisfied	8.1%	6.2%	7.7%	8.5%	3.8%	6.9%
Very Dissatisfied	5.3%	5.0%	3.1%	3.3%	1.4%	3.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7-3. Enforcement of local traffic laws

Very Satisfied	13.0%	8.4%	9.1%	10.6%	10.2%	10.2%
Satisfied	37.2%	42.5%	34.3%	37.8%	38.8%	38.0%
Neutral	30.1%	31.0%	32.1%	29.5%	29.7%	30.6%
Dissatisfied	13.8%	12.5%	15.1%	15.2%	13.7%	14.1%
Very Dissatisfied	5.9%	5.6%	9.4%	6.9%	7.6%	7.1%

Q7-4. Overall quality of fire services

Very Satisfied	34.2%	27.0%	33.3%	33.0%	36.8%	32.7%
Satisfied	45.0%	51.7%	51.4%	51.4%	48.9%	50.0%
Neutral	20.1%	19.7%	14.7%	14.4%	12.7%	16.2%
Dissatisfied	0.4%	0.3%	0.6%	0.6%	1.3%	0.6%
Very Dissatisfied	0.4%	1.3%	0.0%	0.6%	0.3%	0.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	33.2%	29.9%	34.2%	37.6%	35.9%	34.2%
Satisfied	44.0%	49.3%	48.3%	46.6%	47.5%	47.3%
Neutral	21.6%	18.7%	15.7%	14.5%	14.8%	16.8%
Dissatisfied	1.3%	0.7%	1.9%	0.7%	1.4%	1.2%
Very Dissatisfied	0.0%	1.4%	0.0%	0.7%	0.4%	0.5%

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	35.1%	27.2%	33.2%	33.4%	38.5%	33.3%
Satisfied	39.3%	50.3%	49.6%	51.1%	45.7%	47.7%
Neutral	23.4%	19.7%	16.3%	14.5%	14.4%	17.4%
Dissatisfied	1.7%	1.7%	0.6%	0.6%	1.0%	1.1%
Very Dissatisfied	0.4%	1.0%	0.3%	0.3%	0.3%	0.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7-7. Timeliness of EMS response to emergency location

Very Satisfied	33.2%	28.3%	33.3%	35.0%	38.4%	33.6%
Satisfied	39.4%	49.5%	50.0%	49.3%	45.4%	47.1%
Neutral	25.3%	19.0%	15.5%	14.3%	13.4%	17.2%
Dissatisfied	1.7%	1.8%	1.2%	1.4%	2.1%	1.6%
Very Dissatisfied	0.4%	1.4%	0.0%	0.0%	0.7%	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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q8. Top choice

Overall quality of police services	38.3%	38.3%	39.4%	41.5%	37.5%	38.9%
Speed of emergency police response (How quickly police respond to emergencies)	23.6%	21.9%	21.2%	20.7%	19.7%	21.5%
Enforcement of local traffic laws	5.6%	5.8%	8.4%	8.1%	7.3%	7.0%
Overall quality of fire services	2.1%	5.5%	3.1%	3.5%	4.6%	3.7%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	5.8%	3.5%	3.5%	4.2%	7.0%	4.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	4.9%	4.4%	5.5%	5.2%	7.0%	5.4%
Timeliness of EMS response to emergency location	9.6%	11.1%	9.7%	6.7%	5.9%	8.7%
None chosen	10.0%	9.5%	9.1%	10.1%	11.1%	10.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q8. 2nd choice

Overall quality of police services	11.4%	10.9%	10.0%	7.4%	3.8%	8.8%
Speed of emergency police response (How quickly police respond to emergencies)	15.4%	14.8%	15.9%	13.8%	10.5%	14.2%
Enforcement of local traffic laws	4.9%	4.8%	7.1%	5.4%	7.8%	6.0%
Overall quality of fire services	19.2%	19.4%	16.4%	20.2%	21.0%	19.1%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	14.7%	15.0%	19.0%	17.0%	17.0%	16.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	9.1%	12.9%	9.1%	11.9%	12.4%	11.0%
Timeliness of EMS response to emergency location	13.6%	11.1%	12.2%	11.1%	12.7%	12.1%
None chosen	11.7%	11.1%	10.4%	13.1%	14.8%	12.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q8. Top choice

Overall quality of police services	49.8%	49.2%	49.3%	48.9%	41.2%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	39.0%	36.7%	37.2%	34.6%	30.2%	35.7%
Enforcement of local traffic laws	10.5%	10.6%	15.5%	13.6%	15.1%	13.0%
Overall quality of fire services	21.3%	24.9%	19.5%	23.7%	25.6%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	20.6%	18.5%	22.6%	21.2%	24.0%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	14.0%	17.3%	14.6%	17.0%	19.4%	16.3%
Timeliness of EMS response to emergency location	23.1%	22.2%	21.9%	17.8%	18.6%	20.8%
None chosen	10.0%	9.5%	9.1%	10.1%	11.1%	10.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q9-1. Water & wastewater utility response time to emergencies

Very Satisfied	11.6%	7.8%	9.6%	13.1%	9.9%	10.3%
Satisfied	37.5%	41.3%	42.3%	39.3%	41.2%	40.3%
Neutral	36.6%	37.9%	35.5%	38.5%	40.1%	37.9%
Dissatisfied	12.5%	7.8%	8.9%	7.3%	7.0%	8.5%
Very Dissatisfied	1.7%	5.2%	3.8%	1.8%	1.8%	3.0%

Q9-2. Water conservation programs within Austin

Very Satisfied	10.2%	8.3%	9.5%	13.4%	8.4%	9.9%
Satisfied	42.0%	44.0%	47.5%	41.2%	45.7%	44.1%
Neutral	30.0%	28.3%	26.1%	29.8%	29.6%	28.8%
Dissatisfied	14.0%	14.7%	12.7%	9.1%	11.0%	12.3%
Very Dissatisfied	3.8%	4.8%	4.2%	6.5%	5.4%	5.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q9-3. Energy conservation program

Very Satisfied	10.6%	8.6%	10.2%	12.5%	8.7%	10.1%
Satisfied	38.6%	42.0%	43.5%	42.4%	40.0%	41.3%
Neutral	35.3%	31.5%	33.8%	32.6%	37.9%	34.3%
Dissatisfied	9.4%	12.1%	8.7%	7.3%	10.4%	9.5%
Very Dissatisfied	6.1%	5.7%	3.8%	5.2%	3.0%	4.8%

Q9-4. Water quality of lakes & streams

Very Satisfied	8.9%	8.4%	8.7%	14.2%	10.5%	10.0%
Satisfied	47.0%	41.8%	48.6%	46.2%	46.3%	45.9%
Neutral	26.8%	29.8%	27.0%	28.2%	32.1%	28.8%
Dissatisfied	13.9%	15.7%	12.9%	8.5%	8.6%	12.0%
Very Dissatisfied	3.4%	4.4%	2.7%	2.8%	2.5%	3.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q9-5. Flood control efforts

Very Satisfied	6.8%	5.6%	5.4%	9.9%	6.3%	6.8%
Satisfied	33.1%	35.1%	39.8%	34.7%	37.8%	36.0%
Neutral	36.3%	30.9%	31.1%	31.8%	29.4%	31.9%
Dissatisfied	19.2%	19.9%	16.8%	17.9%	18.1%	18.4%
Very Dissatisfied	4.6%	8.5%	6.9%	5.7%	8.4%	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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. Top choice

Water & wastewater utility response time to emergencies	17.1%	18.9%	22.6%	20.2%	21.8%	20.1%
Water conservation programs within Austin	20.3%	18.7%	16.6%	15.6%	17.3%	17.6%
Energy conservation program	9.6%	10.2%	7.1%	8.9%	4.6%	8.1%
Water quality of lakes & streams	21.3%	19.9%	20.6%	17.0%	17.0%	19.2%
Flood control efforts	21.0%	21.2%	21.2%	23.5%	25.3%	22.3%
None chosen	10.7%	11.1%	11.9%	14.8%	14.0%	12.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. 2nd choice

Water & wastewater utility response time to emergencies	10.5%	9.7%	11.1%	13.3%	10.8%	11.0%
Water conservation programs within Austin	16.8%	19.4%	15.9%	14.1%	14.8%	16.2%
Energy conservation program	21.0%	16.4%	16.4%	15.6%	15.4%	17.0%
Water quality of lakes & streams	18.9%	19.2%	17.0%	18.3%	17.8%	18.2%
Flood control efforts	20.3%	23.1%	26.8%	21.2%	24.8%	23.2%
None chosen	12.4%	12.2%	12.8%	17.5%	16.4%	14.3%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. Sum of top 2 choices

Water & wastewater utility response time to emergencies	27.6%	28.6%	33.6%	33.6%	32.6%	31.1%
Water conservation programs within Austin	37.1%	38.1%	32.5%	29.6%	32.1%	33.8%
Energy conservation program	30.6%	26.6%	23.5%	24.4%	19.9%	25.1%
Water quality of lakes & streams	40.2%	39.0%	37.6%	35.3%	34.8%	37.4%
Flood control efforts	41.4%	44.3%	48.0%	44.7%	50.1%	45.6%
None chosen	10.7%	11.1%	11.9%	14.8%	14.0%	12.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-1. Number of City parks

Very Satisfied	25.7%	23.3%	22.7%	23.4%	22.9%	23.6%
Satisfied	55.1%	50.2%	48.9%	47.0%	48.8%	50.1%
Neutral	13.0%	14.9%	19.4%	19.9%	20.7%	17.4%
Dissatisfied	5.1%	9.0%	6.8%	8.6%	5.8%	7.2%
Very Dissatisfied	1.0%	2.6%	2.1%	1.1%	1.8%	1.7%

Q11-2. Number of walking/biking trails

Very Satisfied	25.3%	22.0%	21.6%	19.3%	22.1%	22.0%
Satisfied	48.9%	48.0%	45.8%	48.4%	48.3%	47.8%
Neutral	13.3%	14.9%	19.5%	20.6%	21.2%	17.8%
Dissatisfied	10.8%	12.8%	10.5%	11.2%	6.9%	10.6%
Very Dissatisfied	1.7%	2.4%	2.6%	0.5%	1.6%	1.8%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-3. Appearance of park grounds in Austin

Very Satisfied	26.7%	18.8%	18.1%	17.6%	19.2%	20.0%
Satisfied	53.6%	53.3%	50.5%	52.8%	52.5%	52.6%
Neutral	15.3%	19.0%	19.9%	21.9%	21.0%	19.3%
Dissatisfied	3.6%	5.9%	8.3%	5.6%	5.8%	5.9%
Very Dissatisfied	0.7%	3.1%	3.2%	2.1%	1.5%	2.2%

Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department

Very Satisfied	29.0%	19.1%	19.1%	16.8%	20.3%	20.9%
Satisfied	50.4%	55.6%	47.5%	52.0%	51.9%	51.4%
Neutral	16.7%	19.1%	23.0%	25.0%	21.9%	21.1%
Dissatisfied	2.9%	3.6%	7.4%	4.5%	3.9%	4.5%
Very Dissatisfied	1.0%	2.6%	3.0%	1.7%	1.9%	2.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-5. Quality of youth athletic programs offered by City

Very Satisfied	14.7%	7.9%	9.1%	9.3%	9.3%	9.8%
Satisfied	38.7%	35.4%	36.5%	33.8%	38.2%	36.4%
Neutral	36.8%	45.9%	43.2%	45.8%	47.1%	44.0%
Dissatisfied	7.4%	7.0%	8.3%	9.7%	3.4%	7.2%
Very Dissatisfied	2.5%	3.9%	2.9%	1.4%	2.0%	2.6%

Q11-6. Quality of adult athletic programs offered by City

Very Satisfied	12.8%	10.2%	10.2%	8.4%	9.0%	10.1%
Satisfied	43.3%	34.3%	30.5%	30.1%	38.7%	35.1%
Neutral	34.0%	42.4%	47.2%	48.2%	45.0%	43.5%
Dissatisfied	6.9%	8.9%	9.8%	10.2%	5.4%	8.3%
Very Dissatisfied	3.0%	4.2%	2.4%	3.1%	1.8%	3.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-7. Quality of outdoor athletic fields

Very Satisfied	15.9%	10.4%	8.2%	9.7%	8.8%	10.7%
Satisfied	48.8%	48.5%	42.3%	44.9%	42.9%	45.6%
Neutral	27.6%	31.3%	37.9%	36.3%	42.0%	34.6%
Dissatisfied	6.0%	7.1%	7.9%	6.7%	5.5%	6.7%
Very Dissatisfied	1.7%	2.8%	3.8%	2.2%	0.8%	2.4%

Q11-8. Safety in City parks & park facilities

Very Satisfied	17.4%	8.8%	8.8%	8.3%	7.6%	10.3%
Satisfied	48.7%	54.1%	47.3%	43.5%	36.6%	46.6%
Neutral	23.6%	25.1%	29.5%	31.4%	41.4%	29.5%
Dissatisfied	9.0%	8.5%	11.5%	12.7%	11.4%	10.5%
Very Dissatisfied	1.3%	3.5%	3.0%	4.1%	3.1%	3.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-9. Overall satisfaction with City swimming pools

Very Satisfied	16.5%	13.1%	10.2%	12.0%	9.2%	12.4%
Satisfied	47.8%	43.6%	41.0%	38.0%	34.9%	41.3%
Neutral	21.5%	25.3%	29.5%	35.9%	38.7%	29.6%
Dissatisfied	10.1%	13.4%	15.2%	11.2%	11.3%	12.3%
Very Dissatisfied	4.0%	4.6%	4.0%	2.9%	5.9%	4.3%

Q11-10. Satisfaction with aquatic programs

Very Satisfied	16.2%	9.3%	10.9%	9.2%	6.8%	10.3%
Satisfied	40.4%	40.9%	37.7%	28.3%	29.6%	35.5%
Neutral	32.3%	36.3%	38.1%	50.8%	51.0%	41.7%
Dissatisfied	5.1%	7.7%	10.1%	8.3%	9.2%	8.1%
Very Dissatisfied	6.1%	5.8%	3.1%	3.3%	3.4%	4.4%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks

Very Satisfied	14.3%	10.5%	9.1%	8.8%	10.0%	10.7%
Satisfied	50.5%	48.0%	43.8%	43.8%	39.6%	45.4%
Neutral	28.4%	28.3%	34.1%	36.0%	40.7%	33.0%
Dissatisfied	4.9%	9.4%	9.4%	9.7%	7.5%	8.2%
Very Dissatisfied	1.9%	3.7%	3.6%	1.8%	2.1%	2.7%

Q11-12. Cleanliness of library facilities

Very Satisfied	29.0%	20.9%	22.0%	21.5%	23.8%	23.3%
Satisfied	49.8%	52.1%	49.5%	50.3%	47.2%	49.7%
Neutral	16.4%	21.8%	20.5%	23.1%	26.9%	21.8%
Dissatisfied	3.4%	3.7%	6.7%	3.2%	1.0%	3.7%
Very Dissatisfied	1.4%	1.5%	1.2%	1.9%	1.0%	1.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-13. Library programs

Very Satisfied	28.2%	21.7%	19.0%	22.8%	23.7%	22.8%
Satisfied	48.4%	47.0%	46.8%	45.9%	42.4%	45.9%
Neutral	20.2%	24.7%	26.1%	28.5%	30.4%	26.1%
Dissatisfied	1.6%	4.6%	7.5%	2.1%	2.1%	3.7%
Very Dissatisfied	1.6%	2.0%	0.7%	0.7%	1.4%	1.3%

Q11-14. Materials at libraries

Very Satisfied	25.3%	20.4%	17.2%	20.5%	23.8%	21.3%
Satisfied	49.1%	46.5%	47.0%	47.2%	43.0%	46.5%
Neutral	20.6%	24.5%	26.0%	27.7%	27.6%	25.4%
Dissatisfied	3.9%	5.7%	7.5%	4.3%	4.5%	5.2%
Very Dissatisfied	1.1%	2.8%	2.2%	0.3%	1.0%	1.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-15. Library hours

Very Satisfied	23.0%	16.1%	13.5%	16.2%	17.5%	17.1%
Satisfied	43.9%	46.4%	46.8%	44.9%	44.6%	45.3%
Neutral	26.3%	26.0%	26.6%	29.4%	32.3%	28.1%
Dissatisfied	5.4%	7.7%	10.1%	7.6%	5.3%	7.3%
Very Dissatisfied	1.4%	3.7%	3.1%	2.0%	0.4%	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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. Top choice

Number of City parks	14.5%	15.5%	11.7%	14.3%	12.4%	13.7%
Number of walking/biking trails	9.1%	12.0%	10.2%	7.9%	7.5%	9.4%
Appearance of park grounds in Austin	5.8%	6.7%	8.2%	4.9%	5.7%	6.3%
Overall quality of parks & recreation programs offered by Austin Parks Department	18.7%	15.5%	16.4%	13.6%	14.8%	15.8%
Quality of youth athletic programs offered by City	3.5%	3.0%	4.2%	4.7%	4.6%	4.0%
Quality of adult athletic programs offered by City	2.1%	0.9%	0.7%	1.5%	1.6%	1.3%
Quality of outdoor athletic fields	1.2%	0.5%	1.1%	0.7%	1.3%	1.0%
Safety in City parks & park facilities	18.0%	18.7%	19.9%	22.0%	18.1%	19.2%
Overall satisfaction with City swimming pools	4.2%	3.7%	2.2%	1.2%	3.2%	2.9%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. Top choice (Cont.)

Satisfaction with aquatic programs	0.5%	0.2%	0.2%	0.2%	0.0%	0.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	1.2%	0.9%	1.5%	3.0%	1.1%	1.5%
Cleanliness of library facilities	1.2%	1.4%	0.4%	0.5%	1.6%	1.0%
Library programs	4.2%	3.5%	3.8%	2.5%	2.4%	3.4%
Materials at libraries	3.0%	3.7%	3.5%	3.7%	4.9%	3.7%
Library hours	0.2%	1.6%	4.0%	2.0%	1.6%	1.9%
None chosen	12.6%	12.2%	11.9%	17.3%	19.1%	14.6%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. 2nd choice

Number of City parks	8.4%	8.8%	5.5%	4.4%	5.7%	6.6%
Number of walking/biking trails	14.0%	10.4%	10.6%	7.7%	4.6%	9.6%
Appearance of park grounds in Austin	8.9%	8.8%	7.3%	6.4%	8.9%	8.0%
Overall quality of parks & recreation programs offered by Austin Parks Department	8.2%	7.4%	9.3%	9.6%	7.8%	8.5%
Quality of youth athletic programs offered by City	5.6%	5.5%	6.2%	6.7%	7.5%	6.3%
Quality of adult athletic programs offered by City	2.1%	1.8%	2.7%	2.2%	2.4%	2.2%
Quality of outdoor athletic fields	2.1%	2.1%	2.2%	1.2%	1.3%	1.8%
Safety in City parks & park facilities	15.2%	13.6%	16.2%	16.0%	17.0%	15.5%
Overall satisfaction with City swimming pools	3.5%	6.0%	3.5%	4.4%	3.2%	4.1%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. 2nd choice (Cont.)

Satisfaction with aquatic programs	0.7%	1.4%	0.9%	1.2%	1.9%	1.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	4.7%	6.0%	7.5%	6.4%	5.4%	6.0%
Cleanliness of library facilities	1.4%	2.1%	0.4%	1.2%	1.3%	1.3%
Library programs	4.9%	5.1%	6.9%	4.2%	3.8%	5.0%
Materials at libraries	5.4%	6.2%	5.3%	6.7%	5.7%	5.9%
Library hours	1.4%	1.8%	2.7%	2.2%	2.2%	2.0%
None chosen	13.6%	12.9%	12.8%	19.3%	21.3%	15.9%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. 3rd choice

Number of City parks	6.1%	5.3%	6.6%	4.2%	3.0%	5.1%
Number of walking/biking trails	8.2%	8.1%	5.8%	6.7%	4.6%	6.7%
Appearance of park grounds in Austin	9.3%	7.4%	8.8%	7.9%	5.1%	7.8%
Overall quality of parks & recreation programs offered by Austin Parks Department	11.4%	8.5%	6.6%	5.4%	7.8%	8.0%
Quality of youth athletic programs offered by City	5.6%	4.4%	3.5%	5.4%	7.0%	5.1%
Quality of adult athletic programs offered by City	1.2%	2.3%	2.9%	2.5%	3.5%	2.5%
Quality of outdoor athletic fields	3.0%	2.8%	1.5%	2.2%	2.4%	2.4%
Safety in City parks & park facilities	10.7%	9.9%	14.4%	10.4%	14.3%	11.9%
Overall satisfaction with City swimming pools	4.0%	5.8%	2.9%	5.2%	3.2%	4.3%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. 3rd choice (Cont.)

Satisfaction with aquatic programs	0.5%	1.2%	0.9%	0.5%	1.1%	0.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	9.1%	9.7%	10.0%	10.9%	9.4%	9.8%
Cleanliness of library facilities	2.3%	1.4%	3.5%	2.0%	1.6%	2.2%
Library programs	5.1%	6.0%	4.9%	5.9%	5.1%	5.4%
Materials at libraries	5.4%	9.0%	6.4%	4.7%	4.6%	6.1%
Library hours	2.6%	3.9%	5.8%	4.2%	3.5%	4.0%
None chosen	15.4%	14.3%	15.5%	22.0%	23.7%	18.1%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. Sum of top 3 choices

Number of City parks	29.0%	29.6%	23.9%	23.0%	21.0%	25.4%
Number of walking/biking trails	31.3%	30.5%	26.5%	22.2%	16.7%	25.6%
Appearance of park grounds in Austin	24.1%	22.9%	24.3%	19.3%	19.7%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	38.3%	31.4%	32.3%	28.6%	30.5%	32.3%
Quality of youth athletic programs offered by City	14.7%	12.9%	13.9%	16.8%	19.1%	15.3%
Quality of adult athletic programs offered by City	5.4%	5.1%	6.2%	6.2%	7.5%	6.1%
Quality of outdoor athletic fields	6.3%	5.3%	4.9%	4.2%	5.1%	5.1%
Safety in City parks & park facilities	43.9%	42.3%	50.4%	48.4%	49.3%	46.6%
Overall satisfaction with City swimming pools	11.7%	15.5%	8.6%	10.9%	9.7%	11.3%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12. Sum of top 3 choices (Cont.)

Satisfaction with aquatic programs	1.6%	2.8%	2.0%	2.0%	3.0%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	15.0%	16.6%	19.0%	20.2%	15.9%	17.3%
Cleanliness of library facilities	4.9%	4.8%	4.4%	3.7%	4.6%	4.5%
Library programs	14.3%	14.5%	15.5%	12.6%	11.3%	13.8%
Materials at libraries	13.8%	18.9%	15.3%	15.1%	15.1%	15.7%
Library hours	4.2%	7.4%	12.4%	8.4%	7.3%	8.0%
None chosen	12.6%	12.2%	11.9%	17.3%	19.1%	14.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-1. Quality of residential garbage collection

Very Satisfied	24.1%	26.0%	27.7%	33.5%	34.4%	28.9%
Satisfied	54.4%	55.4%	52.4%	50.5%	51.7%	52.9%
Neutral	12.7%	11.1%	10.0%	10.6%	8.0%	10.5%
Dissatisfied	7.6%	4.6%	7.3%	4.1%	4.0%	5.6%
Very Dissatisfied	1.3%	2.9%	2.6%	1.3%	2.0%	2.0%

Q13-2. Quality of residential yard waste collection

Very Satisfied	22.1%	23.4%	25.6%	29.1%	30.4%	26.0%
Satisfied	46.8%	52.4%	49.0%	47.4%	51.5%	49.5%
Neutral	20.1%	13.7%	15.5%	16.7%	12.8%	15.8%
Dissatisfied	8.7%	7.1%	7.9%	5.6%	3.6%	6.6%
Very Dissatisfied	2.3%	3.3%	2.0%	1.3%	1.8%	2.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-3. Quality of residential curbside recycling services

Very Satisfied	27.5%	29.9%	30.2%	35.3%	31.7%	30.8%
Satisfied	46.1%	50.1%	49.5%	47.1%	50.9%	48.7%
Neutral	14.9%	10.1%	13.2%	11.3%	10.9%	12.1%
Dissatisfied	8.5%	5.4%	5.4%	4.7%	4.4%	5.7%
Very Dissatisfied	2.9%	4.4%	1.7%	1.6%	2.1%	2.6%

Q13-4. Household hazardous waste disposal service

Very Satisfied	13.3%	11.0%	12.5%	14.1%	15.2%	13.1%
Satisfied	33.8%	38.2%	33.8%	35.9%	35.8%	35.4%
Neutral	30.8%	26.9%	29.4%	23.9%	30.1%	28.2%
Dissatisfied	18.3%	16.2%	17.5%	18.7%	12.4%	16.6%
Very Dissatisfied	3.8%	7.8%	6.8%	7.4%	6.4%	6.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-5. Bulky item pick-up/removal services

Very Satisfied	15.0%	20.6%	21.9%	25.2%	22.2%	21.2%
Satisfied	43.6%	46.1%	47.1%	46.6%	49.7%	46.6%
Neutral	24.1%	18.0%	18.2%	18.6%	20.1%	19.7%
Dissatisfied	10.7%	9.8%	11.0%	7.1%	6.2%	9.0%
Very Dissatisfied	6.6%	5.4%	1.7%	2.5%	1.9%	3.5%

Q13-6. Reliability of your electric service

Very Satisfied	32.7%	32.5%	28.7%	34.1%	28.7%	31.3%
Satisfied	48.6%	50.4%	51.4%	50.1%	54.4%	51.0%
Neutral	12.7%	11.5%	13.1%	10.9%	11.8%	12.1%
Dissatisfied	4.7%	3.2%	4.2%	4.1%	4.5%	4.1%
Very Dissatisfied	1.2%	2.4%	2.6%	0.8%	0.6%	1.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-7. Safety of your drinking water

Very Satisfied	28.0%	23.3%	31.2%	31.9%	28.5%	28.4%
Satisfied	45.3%	49.8%	46.0%	45.2%	52.7%	47.7%
Neutral	19.5%	17.0%	13.4%	15.6%	14.1%	16.0%
Dissatisfied	6.0%	6.1%	6.5%	5.2%	4.2%	5.7%
Very Dissatisfied	1.3%	3.9%	3.0%	2.1%	0.6%	2.2%

Q13-8. Cleanliness of City streets & public areas

Very Satisfied	16.3%	11.1%	11.3%	16.1%	14.6%	13.7%
Satisfied	45.6%	51.8%	47.1%	47.0%	49.2%	48.2%
Neutral	24.0%	21.6%	23.5%	23.4%	23.1%	23.1%
Dissatisfied	9.8%	11.1%	13.6%	10.3%	10.4%	11.1%
Very Dissatisfied	4.3%	4.5%	4.5%	3.3%	2.7%	3.9%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-9. Cleanliness of your neighborhood

Very Satisfied	23.7%	17.0%	16.3%	24.9%	21.4%	20.4%
Satisfied	41.1%	52.2%	52.5%	46.9%	49.6%	48.6%
Neutral	17.2%	18.0%	15.6%	15.9%	18.9%	17.1%
Dissatisfied	12.2%	8.7%	11.1%	9.1%	7.9%	9.8%
Very Dissatisfied	5.7%	4.0%	4.5%	3.3%	2.2%	4.0%

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very Satisfied	11.0%	7.0%	7.2%	9.3%	7.7%	8.4%
Satisfied	27.2%	28.2%	29.8%	28.3%	26.5%	28.1%
Neutral	28.7%	30.9%	29.0%	30.3%	30.3%	29.7%
Dissatisfied	20.8%	21.7%	19.8%	19.0%	24.5%	21.2%
Very Dissatisfied	12.4%	12.2%	14.1%	13.0%	11.0%	12.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13-11. Enforcement of local codes & ordinances

Very Satisfied	8.1%	6.7%	6.0%	8.6%	6.5%	7.1%
Satisfied	35.0%	35.9%	32.2%	28.9%	29.6%	32.4%
Neutral	36.6%	36.8%	36.3%	37.8%	33.3%	36.2%
Dissatisfied	12.8%	11.9%	13.8%	14.9%	21.3%	14.8%
Very Dissatisfied	7.5%	8.7%	11.7%	9.8%	9.3%	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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q14. Top choice

Quality of residential garbage collection	11.4%	17.1%	14.8%	17.5%	19.1%	15.9%
Quality of residential yard waste collection	1.2%	0.7%	1.1%	0.7%	2.2%	1.1%
Quality of residential curbside recycling services	8.9%	3.9%	3.1%	2.2%	2.2%	4.1%
Household hazardous waste disposal service	1.6%	1.6%	2.7%	3.7%	3.2%	2.5%
Bulky item pick-up/removal services	2.3%	2.1%	1.5%	2.0%	1.1%	1.8%
Reliability of your electric service	16.6%	13.4%	13.7%	13.3%	14.6%	14.2%
Safety of your drinking water	32.0%	32.6%	32.5%	30.6%	27.2%	31.2%
Cleanliness of City streets & public areas	6.5%	3.0%	6.0%	4.4%	3.2%	4.7%
Cleanliness of your neighborhood	3.3%	5.1%	2.0%	2.0%	0.8%	2.7%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	3.7%	5.3%	6.4%	6.7%	8.9%	6.1%
Enforcement of local codes & ordinances	2.8%	2.5%	5.3%	3.2%	4.6%	3.7%
None chosen	9.6%	12.7%	10.8%	13.6%	12.9%	12.0%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q14. 2nd choice

Quality of residential garbage collection	10.7%	9.7%	10.4%	7.4%	7.0%	9.1%
Quality of residential yard waste collection	2.3%	3.7%	3.3%	4.4%	4.3%	3.6%
Quality of residential curbside recycling services	7.2%	8.1%	6.2%	5.7%	3.2%	6.1%
Household hazardous waste disposal service	1.6%	2.3%	3.5%	1.7%	4.6%	2.7%
Bulky item pick-up/removal services	3.0%	3.7%	3.3%	4.0%	3.2%	3.4%
Reliability of your electric service	16.4%	15.7%	18.4%	16.3%	23.5%	18.0%
Safety of your drinking water	17.1%	16.6%	14.8%	16.0%	14.3%	15.8%
Cleanliness of City streets & public areas	10.3%	9.0%	9.3%	9.6%	9.4%	9.5%
Cleanliness of your neighborhood	9.6%	7.6%	4.4%	4.4%	4.0%	6.1%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	7.7%	6.2%	8.2%	7.9%	5.9%	7.2%
Enforcement of local codes & ordinances	3.0%	3.9%	5.8%	7.4%	5.7%	5.1%
None chosen	11.0%	13.4%	12.4%	15.1%	14.8%	13.4%

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?

N=2099

	Q20. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Quality of residential garbage collection	11.2%	11.1%	13.5%	10.4%	10.2%	11.4%
Quality of residential yard waste collection	1.6%	1.8%	2.7%	2.0%	2.7%	2.1%
Quality of residential curbside recycling services	7.5%	9.7%	6.4%	4.4%	5.7%	6.8%
Household hazardous waste disposal service	3.5%	3.2%	2.4%	3.0%	3.8%	3.1%
Bulky item pick-up/removal services	3.3%	3.7%	5.1%	4.2%	3.2%	3.9%
Reliability of your electric service	8.4%	8.5%	8.2%	8.4%	6.2%	8.0%
Safety of your drinking water	12.1%	10.9%	10.6%	10.4%	12.9%	11.3%
Cleanliness of City streets & public areas	13.1%	15.0%	12.8%	10.9%	11.9%	12.8%
Cleanliness of your neighborhood	9.6%	7.2%	6.9%	9.6%	6.2%	7.9%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	9.8%	7.6%	9.7%	8.6%	9.4%	9.0%
Enforcement of local codes & ordinances	7.7%	6.2%	6.0%	11.1%	10.5%	8.2%
None chosen	12.1%	15.0%	15.7%	17.0%	17.3%	15.5%

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?

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q14. Sum of top 3 choices

Quality of residential garbage collection	33.4%	37.9%	38.7%	35.3%	36.4%	36.4%
Quality of residential yard waste collection	5.1%	6.2%	7.1%	7.2%	9.2%	6.9%
Quality of residential curbside recycling services	23.6%	21.7%	15.7%	12.3%	11.1%	17.0%
Household hazardous waste disposal service	6.8%	7.2%	8.6%	8.4%	11.6%	8.4%
Bulky item pick-up/removal services	8.6%	9.5%	10.0%	10.1%	7.5%	9.1%
Reliability of your electric service	41.4%	37.6%	40.3%	38.0%	44.2%	40.2%
Safety of your drinking water	61.2%	60.0%	58.0%	57.0%	54.4%	58.2%
Cleanliness of City streets & public areas	29.9%	27.0%	28.1%	24.9%	24.5%	27.0%
Cleanliness of your neighborhood	22.4%	19.9%	13.3%	16.0%	11.1%	16.6%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	21.3%	19.2%	24.3%	23.2%	24.3%	22.3%
Enforcement of local codes & ordinances	13.6%	12.7%	17.0%	21.7%	20.8%	17.0%
None chosen	9.6%	12.7%	10.8%	13.6%	12.9%	12.0%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q15-1. Austin Energy customer service

Very Satisfied	13.6%	12.6%	15.3%	17.9%	19.4%	15.6%
Satisfied	41.9%	46.6%	40.5%	48.4%	48.3%	44.9%
Neutral	28.6%	24.7%	26.7%	24.0%	20.0%	25.0%
Dissatisfied	8.4%	9.9%	11.1%	6.2%	8.0%	8.7%
Very Dissatisfied	7.5%	6.3%	6.3%	3.5%	4.3%	5.7%

Q15-2. Water & wastewater utility customer service

Very Satisfied	11.8%	10.0%	11.1%	13.9%	14.3%	12.2%
Satisfied	44.9%	43.8%	40.9%	48.5%	48.3%	45.1%
Neutral	29.2%	29.4%	29.0%	24.3%	24.0%	27.3%
Dissatisfied	9.5%	10.0%	11.9%	10.1%	8.2%	10.0%
Very Dissatisfied	4.6%	6.8%	7.0%	3.3%	5.2%	5.5%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q15-3. Helpfulness of library staff

Very Satisfied	43.1%	35.9%	35.3%	37.3%	40.6%	38.3%
Satisfied	39.4%	39.9%	41.3%	40.2%	34.2%	39.0%
Neutral	15.2%	22.3%	20.5%	20.3%	24.8%	20.7%
Dissatisfied	1.5%	0.7%	2.0%	1.4%	0.4%	1.3%
Very Dissatisfied	0.7%	1.3%	1.0%	0.7%	0.0%	0.8%

Q15-4. Overall quality of customer service provided by City of Austin

Very Satisfied	12.4%	11.5%	12.1%	14.3%	12.5%	12.5%
Satisfied	44.8%	45.1%	42.8%	44.5%	48.4%	45.0%
Neutral	29.9%	29.1%	30.9%	30.5%	26.3%	29.4%
Dissatisfied	8.3%	10.1%	10.6%	7.8%	9.3%	9.2%
Very Dissatisfied	4.6%	4.3%	3.6%	2.8%	3.6%	3.9%

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

N=2099	Q20. Your age					Total
	18-34	35-44	45-54	55-64		
	years	years	years	years	65+ years	

Q15-5. Services provided by City's 3-1-1 assistance telephone number

Very Satisfied	25.9%	19.6%	21.4%	26.5%	25.2%	23.6%
Satisfied	45.9%	49.7%	42.9%	47.2%	43.4%	45.8%
Neutral	21.8%	23.2%	27.4%	20.7%	22.7%	23.3%
Dissatisfied	5.8%	5.1%	4.6%	3.4%	6.8%	5.1%
Very Dissatisfied	0.7%	2.4%	3.7%	2.2%	1.9%	2.2%

Q15-6. Review services for residential & commercial building plans

Very Satisfied	12.2%	5.5%	3.9%	6.0%	3.6%	6.0%
Satisfied	24.5%	20.6%	17.0%	17.1%	15.9%	18.8%
Neutral	29.6%	37.4%	40.5%	47.0%	47.3%	40.5%
Dissatisfied	17.3%	13.9%	16.6%	15.0%	20.0%	16.6%
Very Dissatisfied	16.3%	22.7%	22.0%	15.0%	13.2%	18.1%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-1. Availability of affordable housing for low/moderate income families

Very Satisfied	5.1%	6.5%	7.5%	3.9%	2.4%	5.3%
Satisfied	10.2%	11.0%	10.1%	13.0%	10.1%	10.9%
Neutral	15.9%	21.1%	26.4%	21.8%	28.5%	22.7%
Dissatisfied	33.0%	23.2%	24.9%	28.3%	35.1%	28.5%
Very Dissatisfied	35.9%	38.1%	31.0%	32.9%	24.0%	32.6%

Q16-2. ity's efforts to offer financial literacy/homebuyer education

Very Satisfied	3.7%	7.5%	7.8%	4.4%	4.0%	5.5%
Satisfied	15.1%	17.1%	14.4%	20.4%	13.3%	16.1%
Neutral	34.4%	35.5%	40.3%	42.9%	59.6%	42.5%
Dissatisfied	27.1%	19.7%	23.5%	15.9%	16.0%	20.3%
Very Dissatisfied	19.7%	20.2%	14.0%	16.4%	7.1%	15.6%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very Satisfied	7.4%	9.2%	10.4%	7.3%	3.5%	7.7%
Satisfied	19.9%	20.5%	19.3%	21.0%	23.6%	20.8%
Neutral	31.0%	35.6%	37.0%	46.4%	56.8%	41.3%
Dissatisfied	22.2%	16.7%	18.5%	14.1%	10.9%	16.4%
Very Dissatisfied	19.4%	18.0%	14.8%	11.3%	5.2%	13.9%

Q16-4. Shot for Tots and Big Shots program (immunizations)

Very Satisfied	14.7%	12.6%	11.4%	9.7%	9.0%	11.3%
Satisfied	39.2%	34.2%	34.2%	36.6%	38.2%	36.2%
Neutral	36.4%	44.2%	44.3%	44.9%	49.1%	44.4%
Dissatisfied	4.2%	2.6%	6.3%	5.6%	3.3%	4.5%
Very Dissatisfied	5.6%	6.3%	3.8%	3.2%	0.5%	3.7%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-5. Food Safety Inspection program

Very Satisfied	7.2%	7.7%	9.9%	5.8%	5.2%	7.2%
Satisfied	42.3%	36.0%	30.9%	39.4%	30.5%	35.4%
Neutral	39.7%	43.2%	44.7%	43.6%	50.6%	44.6%
Dissatisfied	7.2%	7.2%	11.1%	10.0%	11.6%	9.5%
Very Dissatisfied	3.6%	5.9%	3.4%	1.2%	2.1%	3.3%

Q16-6. Neighborhood planning/zoning efforts

Very Satisfied	5.3%	3.1%	4.2%	2.5%	1.8%	3.4%
Satisfied	24.8%	21.8%	17.6%	24.5%	21.1%	21.8%
Neutral	31.2%	31.5%	36.9%	31.8%	38.7%	33.9%
Dissatisfied	23.0%	25.2%	23.8%	27.0%	23.9%	24.6%
Very Dissatisfied	15.6%	18.4%	17.6%	14.2%	14.4%	16.2%

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

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-7. Accessibility of municipal court services

Very Satisfied	7.8%	6.5%	6.3%	6.0%	5.2%	6.4%
Satisfied	38.8%	34.5%	30.3%	34.3%	25.1%	32.5%
Neutral	35.8%	42.5%	45.0%	45.1%	52.8%	44.3%
Dissatisfied	10.8%	11.1%	13.3%	9.0%	13.4%	11.5%
Very Dissatisfied	6.9%	5.4%	5.0%	5.6%	3.5%	5.3%

Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	16.8%	11.9%	16.3%	13.5%	9.2%	13.6%
Satisfied	35.3%	36.8%	28.1%	35.3%	37.7%	34.5%
Neutral	30.7%	30.6%	35.8%	34.3%	36.0%	33.5%
Dissatisfied	7.6%	9.7%	11.2%	9.0%	12.0%	9.9%
Very Dissatisfied	9.6%	11.0%	8.6%	8.0%	5.1%	8.5%

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

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17-1. Have you visited an Austin City park

Yes	96.9%	97.4%	93.2%	88.3%	84.2%	92.2%
No	3.1%	2.6%	6.8%	11.7%	15.8%	7.8%

Q17-2. Have you participated in a City of Austin recreation program/event

Yes	46.9%	52.3%	47.1%	40.6%	33.3%	44.4%
No	53.1%	47.8%	52.9%	59.4%	66.7%	55.6%

Q17-3. Have you visited an Austin library facility

Yes	66.0%	71.3%	72.8%	72.9%	67.1%	70.0%
No	34.0%	28.7%	27.2%	27.1%	32.9%	30.0%

Q17-4. Have you visited a City pool

Yes	65.1%	67.9%	59.5%	52.9%	42.9%	58.1%
No	34.9%	32.1%	40.5%	47.1%	57.1%	41.9%

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

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17-5. Have you visited a City recreation center

Yes	50.6%	51.6%	51.0%	44.9%	41.6%	48.2%
No	49.4%	48.4%	49.0%	55.1%	58.4%	51.8%

Q17-6. Have you had contact with City of Austin Municipal Court

Yes	44.0%	47.6%	51.1%	40.4%	34.9%	44.0%
No	56.0%	52.4%	48.9%	59.6%	65.1%	56.0%

Q17-7. Have you had contact with City for Code Enforcement

Yes	25.6%	32.0%	36.9%	36.3%	34.9%	33.2%
No	74.4%	68.0%	63.1%	63.7%	65.1%	66.8%

Q17-8. Have you visited Austin-Bergstrom International Airport

Yes	92.6%	95.6%	94.3%	89.8%	86.8%	92.0%
No	7.4%	4.4%	5.7%	10.3%	13.2%	8.0%

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

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17-9. Have you called 3-1-1

Yes	59.9%	66.3%	68.8%	67.9%	65.7%	65.7%
No	40.1%	33.7%	31.2%	32.1%	34.3%	34.3%

Q17-10. Have you called 9-1-1

Yes	44.8%	45.4%	47.3%	48.6%	43.6%	46.0%
No	55.2%	54.6%	52.7%	51.4%	56.4%	54.0%

Q17-11. Have you had contact with Austin Police Department

Yes	65.5%	62.1%	66.0%	61.8%	57.6%	62.7%
No	34.5%	37.9%	34.0%	38.2%	42.4%	37.3%

Q17-12. Have you had contact with Austin Fire Department

Yes	25.2%	31.0%	36.2%	36.5%	35.5%	32.8%
No	74.8%	69.0%	63.8%	63.5%	64.5%	67.2%

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

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17-13. Have you had contact with Emergency Medical Services Department

Yes	24.6%	31.2%	40.2%	38.0%	43.7%	35.4%
No	75.4%	68.8%	59.8%	62.0%	56.3%	64.6%

Q17-14. Does Austin Energy provide your electric service

Yes	91.9%	90.0%	88.8%	87.8%	91.2%	89.9%
No	8.1%	10.0%	11.2%	12.3%	8.8%	10.1%

Q17-15. Does City of Austin collect garbage at your residence

Yes	89.0%	89.3%	90.4%	90.5%	89.0%	89.6%
No	11.0%	10.7%	9.6%	9.5%	11.0%	10.4%

Q17-16. Does City of Austin provide your home with water & wastewater services

Yes	96.5%	97.1%	98.2%	97.2%	97.8%	97.4%
No	3.5%	2.9%	1.8%	2.8%	2.2%	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." (without "don't know")

N=2099

Q20. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q18. Your level of agreement

Strongly Disagree	4.7%	8.4%	8.0%	5.0%	5.5%	6.4%
Disagree	11.1%	7.6%	11.0%	8.8%	8.6%	9.4%
Neutral	27.0%	24.4%	27.0%	28.9%	34.0%	28.0%
Agree	43.7%	48.5%	40.4%	41.6%	41.2%	43.1%
Strongly Agree	13.5%	11.2%	13.6%	15.6%	10.7%	13.0%

City of Austin Community Survey *Appendix D – Cross-Tabular Data by Race/Ethnicity*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q1-1. City of Austin as a place to live

Very Satisfied	20.2%	31.1%	33.8%	30.8%	30.6%	30.6%
Satisfied	46.8%	51.0%	46.0%	48.2%	49.8%	49.2%
Neutral	17.6%	9.0%	9.0%	9.7%	10.1%	10.0%
Dissatisfied	8.5%	6.8%	9.4%	8.6%	7.2%	7.7%
Very Dissatisfied	6.9%	2.0%	1.8%	2.6%	2.3%	2.4%

Q1-2. City of Austin as a place to raise children

Very Satisfied	19.1%	26.0%	26.6%	25.2%	25.2%	25.3%
Satisfied	38.7%	44.2%	42.5%	42.1%	43.8%	43.1%
Neutral	29.5%	22.3%	20.3%	21.9%	22.9%	22.6%
Dissatisfied	8.1%	5.2%	8.8%	8.0%	5.9%	6.6%
Very Dissatisfied	4.6%	2.4%	1.9%	2.9%	2.3%	2.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q1-3. City of Austin as a place to work

Very Satisfied	21.0%	27.4%	30.0%	26.7%	27.6%	27.3%
Satisfied	47.8%	49.7%	46.4%	48.9%	48.5%	48.6%
Neutral	17.7%	16.1%	15.5%	16.4%	16.0%	16.1%
Dissatisfied	8.1%	5.0%	6.9%	5.8%	5.6%	5.8%
Very Dissatisfied	5.4%	1.9%	1.3%	2.1%	2.2%	2.2%

Q1-4. City of Austin as a place to retire

Very Satisfied	18.5%	16.6%	16.4%	15.6%	17.2%	16.5%
Satisfied	24.9%	26.3%	24.5%	26.3%	25.8%	25.9%
Neutral	28.9%	26.7%	27.4%	25.6%	27.7%	27.0%
Dissatisfied	16.8%	18.9%	16.4%	17.2%	18.3%	17.9%
Very Dissatisfied	11.0%	11.5%	15.4%	15.3%	11.0%	12.7%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q1-5. Overall value that you receive for your City tax & fees

Very Satisfied	3.3%	6.1%	5.3%	5.7%	5.5%	5.5%
Satisfied	29.8%	28.0%	28.1%	27.4%	28.5%	28.0%
Neutral	23.2%	31.4%	30.7%	29.2%	31.2%	30.4%
Dissatisfied	24.9%	22.5%	21.6%	23.5%	22.2%	22.7%
Very Dissatisfied	18.8%	12.0%	14.2%	14.2%	12.7%	13.4%

Q1-6. Overall quality of life in City

Very Satisfied	12.6%	18.9%	21.4%	19.4%	18.7%	18.9%
Satisfied	46.8%	52.7%	48.4%	49.1%	52.0%	50.9%
Neutral	19.5%	18.1%	17.2%	19.5%	17.5%	18.2%
Dissatisfied	14.7%	7.8%	9.0%	8.3%	9.0%	8.8%
Very Dissatisfied	6.3%	2.4%	4.0%	3.8%	2.8%	3.2%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q1-7. How well City of Austin is planning growth

Very Satisfied	6.0%	2.6%	5.0%	4.0%	3.2%	3.5%
Satisfied	13.2%	8.2%	11.1%	8.8%	9.8%	9.4%
Neutral	17.0%	18.6%	22.0%	19.6%	19.1%	19.2%
Dissatisfied	31.9%	36.9%	28.5%	34.3%	34.3%	34.2%
Very Dissatisfied	31.9%	33.7%	33.5%	33.3%	33.6%	33.7%

Q1-8. Overall quality of services provided by City of Austin

Very Satisfied	5.4%	7.0%	9.6%	9.5%	6.5%	7.5%
Satisfied	37.8%	39.4%	40.3%	39.3%	39.5%	39.4%
Neutral	32.4%	32.8%	29.6%	29.7%	33.2%	31.8%
Dissatisfied	15.1%	14.6%	14.0%	14.2%	14.9%	14.7%
Very Dissatisfied	9.2%	6.2%	6.5%	7.3%	6.0%	6.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-1. Overall quality of parks & recreation programs & facilities

Very Satisfied	16.1%	23.6%	24.6%	24.3%	22.6%	23.1%
Satisfied	49.4%	51.8%	50.3%	50.8%	51.5%	51.2%
Neutral	20.6%	16.6%	17.6%	17.5%	17.1%	17.3%
Dissatisfied	6.7%	5.9%	4.9%	4.3%	6.5%	5.8%
Very Dissatisfied	7.2%	1.9%	2.6%	3.1%	2.3%	2.6%

Q2-2. Overall quality of City libraries

Very Satisfied	19.2%	24.2%	22.1%	22.2%	23.3%	22.8%
Satisfied	48.3%	47.3%	48.7%	48.4%	47.8%	47.9%
Neutral	25.0%	22.3%	22.5%	22.9%	22.5%	22.8%
Dissatisfied	4.1%	5.1%	4.3%	4.4%	4.9%	4.8%
Very Dissatisfied	3.5%	1.1%	2.4%	2.1%	1.5%	1.7%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very Satisfied	14.1%	21.4%	23.9%	23.1%	20.4%	21.3%
Satisfied	48.7%	51.5%	50.1%	49.4%	51.9%	50.9%
Neutral	22.0%	19.3%	16.8%	17.0%	19.7%	18.9%
Dissatisfied	6.3%	5.8%	6.0%	7.2%	5.1%	5.9%
Very Dissatisfied	8.9%	2.1%	3.2%	3.2%	2.9%	3.1%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very Satisfied	6.4%	7.9%	10.5%	9.6%	7.7%	8.4%
Satisfied	31.4%	32.9%	32.6%	30.2%	34.3%	32.7%
Neutral	38.5%	43.5%	37.6%	40.1%	42.0%	41.3%
Dissatisfied	10.9%	10.7%	12.6%	13.0%	9.9%	11.2%
Very Dissatisfied	12.8%	5.0%	6.7%	7.1%	6.1%	6.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very Satisfied	17.3%	31.3%	25.9%	24.9%	30.4%	28.4%
Satisfied	51.4%	50.1%	51.2%	51.7%	49.9%	50.5%
Neutral	20.7%	13.4%	15.9%	16.6%	14.0%	15.0%
Dissatisfied	6.1%	4.2%	6.0%	5.0%	4.7%	4.8%
Very Dissatisfied	4.5%	1.0%	0.9%	1.8%	1.0%	1.3%

Q2-6. Overall quality of drinking water provided by Austin Water

Very Satisfied	18.8%	28.3%	24.0%	25.7%	26.4%	26.1%
Satisfied	50.5%	44.6%	49.2%	48.2%	45.4%	46.4%
Neutral	20.4%	17.6%	18.1%	17.0%	18.4%	18.0%
Dissatisfied	7.0%	6.9%	6.7%	7.1%	6.9%	7.0%
Very Dissatisfied	3.2%	2.6%	2.0%	1.9%	2.9%	2.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very Satisfied	9.5%	18.9%	17.0%	18.5%	16.8%	17.3%
Satisfied	46.9%	47.3%	48.2%	48.6%	47.2%	47.6%
Neutral	26.8%	23.4%	23.3%	21.1%	25.0%	23.6%
Dissatisfied	10.6%	7.8%	7.4%	7.9%	8.2%	8.2%
Very Dissatisfied	6.1%	2.6%	4.2%	3.9%	2.9%	3.3%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	9.6%	17.7%	17.4%	17.0%	16.5%	16.7%
Satisfied	37.4%	42.4%	40.8%	39.2%	43.0%	41.5%
Neutral	28.3%	22.4%	20.3%	21.5%	22.9%	22.4%
Dissatisfied	12.3%	12.1%	14.5%	13.7%	12.2%	12.8%
Very Dissatisfied	12.3%	5.4%	7.0%	8.5%	5.4%	6.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very Satisfied	1.6%	0.9%	1.1%	1.5%	0.8%	1.1%
Satisfied	4.3%	3.0%	5.5%	3.5%	3.9%	3.7%
Neutral	14.4%	8.1%	9.0%	8.8%	9.0%	8.9%
Dissatisfied	24.6%	28.7%	26.2%	26.9%	27.7%	27.4%
Very Dissatisfied	55.1%	59.3%	58.2%	59.3%	58.6%	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.)

Very Satisfied	2.2%	0.8%	1.3%	0.8%	1.2%	1.0%
Satisfied	10.3%	8.6%	9.4%	7.6%	9.7%	8.9%
Neutral	17.9%	18.1%	17.0%	17.3%	18.0%	17.7%
Dissatisfied	30.4%	34.2%	33.9%	35.2%	32.8%	33.7%
Very Dissatisfied	39.1%	38.3%	38.4%	39.0%	38.3%	38.7%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-11. Overall maintenance of major City streets

Very Satisfied	4.9%	1.8%	3.8%	3.1%	2.3%	2.6%
Satisfied	22.7%	25.2%	26.6%	24.1%	25.8%	25.1%
Neutral	25.4%	28.3%	24.1%	28.1%	26.3%	27.1%
Dissatisfied	23.2%	28.5%	30.8%	27.6%	29.2%	28.5%
Very Dissatisfied	23.8%	16.3%	14.6%	17.1%	16.4%	16.7%

Q2-12. Overall maintenance of City sidewalks

Very Satisfied	6.1%	3.8%	4.8%	4.0%	4.4%	4.3%
Satisfied	23.9%	27.0%	27.9%	26.7%	27.0%	26.8%
Neutral	30.0%	32.1%	30.5%	33.0%	30.5%	31.5%
Dissatisfied	23.9%	22.2%	21.4%	20.0%	23.4%	22.1%
Very Dissatisfied	16.1%	14.9%	15.4%	16.3%	14.7%	15.3%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-13. Overall management of stormwater runoff

Very Satisfied	4.7%	5.6%	5.8%	5.6%	5.5%	5.5%
Satisfied	27.5%	34.9%	35.7%	33.7%	34.7%	34.3%
Neutral	36.3%	34.8%	32.8%	35.4%	33.6%	34.3%
Dissatisfied	18.1%	16.2%	15.3%	15.3%	16.9%	16.2%
Very Dissatisfied	13.5%	8.5%	10.5%	9.9%	9.4%	9.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very Satisfied	6.7%	4.9%	5.7%	5.5%	5.2%	5.3%
Satisfied	20.7%	28.4%	32.5%	29.1%	28.6%	28.8%
Neutral	39.1%	41.8%	37.5%	39.8%	41.0%	40.5%
Dissatisfied	19.0%	15.0%	15.8%	15.3%	15.5%	15.5%
Very Dissatisfied	14.5%	9.8%	8.5%	10.3%	9.7%	10.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)

Very Satisfied	9.7%	7.5%	9.4%	8.6%	8.0%	8.2%
Satisfied	32.1%	32.0%	36.0%	32.1%	33.9%	33.1%
Neutral	30.9%	43.9%	36.2%	40.3%	40.5%	40.5%
Dissatisfied	14.5%	11.7%	11.5%	11.8%	11.9%	11.9%
Very Dissatisfied	12.7%	4.9%	7.0%	7.3%	5.7%	6.4%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very Satisfied	3.8%	2.5%	4.0%	3.2%	2.9%	3.0%
Satisfied	16.4%	16.2%	19.5%	17.0%	17.4%	17.2%
Neutral	34.6%	35.8%	32.0%	34.2%	34.8%	34.5%
Dissatisfied	20.1%	26.5%	24.5%	24.1%	25.9%	25.2%
Very Dissatisfied	25.2%	19.0%	20.1%	21.5%	19.0%	20.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q2-17. Overall quality of development review, permitting & inspection services

Very Satisfied	5.3%	2.0%	3.7%	2.4%	2.9%	2.7%
Satisfied	18.5%	11.5%	15.3%	13.3%	13.3%	13.2%
Neutral	38.4%	30.9%	33.6%	34.9%	30.9%	32.4%
Dissatisfied	17.2%	30.2%	25.5%	25.0%	29.4%	27.7%
Very Dissatisfied	20.5%	25.4%	21.8%	24.4%	23.5%	24.0%

Q2-18. Animal services (shelter, adoptions, animal control, etc.)

Very Satisfied	10.5%	15.0%	15.8%	14.4%	15.0%	14.7%
Satisfied	40.1%	45.0%	43.9%	44.5%	44.2%	44.3%
Neutral	33.3%	31.3%	33.1%	32.5%	31.5%	31.8%
Dissatisfied	8.6%	6.5%	5.0%	5.4%	6.8%	6.3%
Very Dissatisfied	7.4%	2.1%	2.2%	3.2%	2.6%	2.8%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. Top choice

Overall quality of parks & recreation programs & facilities	4.6%	3.0%	4.3%	3.4%	3.5%	3.4%
Overall quality of City libraries	2.1%	1.0%	0.7%	0.5%	1.3%	1.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	20.5%	23.9%	19.8%	21.4%	22.9%	22.4%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	1.5%	0.4%	0.4%	0.3%	0.7%	0.5%
Overall quality of Austin-Bergstrom International Airport	0.0%	0.7%	0.4%	0.3%	0.7%	0.5%
Overall quality of drinking water provided by Austin Water	7.7%	8.9%	9.8%	8.9%	9.0%	8.9%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of wastewater services provided by Austin Water	0.5%	0.4%	0.7%	0.8%	0.3%	0.5%
Overall quality of electric utility services provided by Austin Energy	4.6%	1.6%	3.4%	3.4%	1.9%	2.4%
Traffic flow on major highways (Ex. IH- 35, Mopac Expy, US-183, Loop 360, SH- 71)	25.1%	32.9%	33.1%	32.0%	32.6%	32.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	3.6%	4.9%	3.2%	4.1%	4.3%	4.2%
Overall maintenance of major City streets	1.5%	1.8%	1.8%	1.6%	1.9%	1.8%
Overall maintenance of City sidewalks	1.0%	0.9%	1.2%	1.1%	1.0%	1.0%
Overall management of stormwater runoff	0.0%	0.5%	0.4%	0.4%	0.5%	0.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. Top choice (Cont.)

Overall effectiveness of communication by City of Austin	0.5%	0.6%	0.2%	0.5%	0.5%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	4.6%	1.9%	1.8%	1.5%	2.5%	2.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	2.1%	3.7%	3.9%	4.5%	3.2%	3.6%
Overall quality of development review, permitting & inspection services	0.5%	1.1%	0.9%	0.8%	1.1%	1.0%
Animal services (shelter, adoptions, animal control, etc.)	0.0%	0.8%	0.7%	0.7%	0.8%	0.7%
None chosen	19.5%	11.0%	13.5%	14.0%	11.6%	12.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. 2nd choice

Overall quality of parks & recreation programs & facilities	2.6%	3.4%	2.7%	2.5%	3.4%	3.1%
Overall quality of City libraries	2.1%	2.0%	2.0%	1.8%	2.0%	2.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	7.7%	7.0%	6.9%	5.9%	7.6%	7.0%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	3.1%	0.9%	0.7%	1.3%	0.9%	1.0%
Overall quality of Austin-Bergstrom International Airport	1.5%	1.1%	2.3%	1.6%	1.4%	1.4%
Overall quality of drinking water provided by Austin Water	7.2%	12.8%	11.0%	10.8%	12.3%	11.8%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of wastewater services provided by Austin Water	2.6%	0.8%	2.0%	1.3%	1.2%	1.2%
Overall quality of electric utility services provided by Austin Energy	6.2%	4.0%	4.6%	4.4%	4.3%	4.3%
Traffic flow on major highways (Ex. IH- 35, Mopac Expy, US-183, Loop 360, SH- 71)	15.4%	14.3%	13.2%	14.8%	14.0%	14.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	18.5%	25.0%	24.4%	23.2%	25.0%	24.4%
Overall maintenance of major City streets	5.6%	4.6%	4.1%	4.6%	4.5%	4.6%
Overall maintenance of City sidewalks	2.6%	1.0%	1.8%	1.8%	1.1%	1.4%
Overall management of stormwater runoff	1.0%	1.1%	1.1%	1.3%	1.0%	1.1%

Q3. 2nd choice (Cont.)

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. 2nd choice (Cont.)

Overall effectiveness of communication by City of Austin	0.5%	0.7%	0.2%	0.1%	0.8%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	1.5%	3.6%	3.6%	3.6%	3.2%	3.3%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	2.6%	3.8%	2.3%	2.6%	3.6%	3.2%
Overall quality of development review, permitting & inspection services	0.0%	2.1%	2.5%	2.8%	1.7%	2.0%
Animal services (shelter, adoptions, animal control, etc.)	0.0%	0.8%	0.9%	0.8%	0.7%	0.7%
None chosen	19.5%	11.1%	13.9%	14.5%	11.6%	12.6%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of parks & recreation programs & facilities	5.6%	4.3%	4.3%	4.8%	4.4%	4.5%
Overall quality of City libraries	1.5%	1.9%	2.0%	1.8%	1.9%	1.9%
Overall quality of public safety services (i.e. police, fire & ambulance)	7.7%	7.9%	5.5%	5.8%	7.9%	7.2%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.6%	1.1%	1.6%	1.5%	1.4%	1.4%
Overall quality of Austin-Bergstrom International Airport	1.0%	1.9%	2.1%	2.6%	1.4%	1.9%
Overall quality of drinking water provided by Austin Water	7.2%	8.0%	7.8%	6.3%	8.6%	7.9%

Q3. 3rd choice

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of wastewater services provided by Austin Water	4.6%	3.0%	2.0%	1.8%	3.5%	2.9%
Overall quality of electric utility services provided by Austin Energy	5.1%	6.0%	7.7%	7.1%	5.9%	6.3%
Traffic flow on major highways (Ex. IH- 35, Mopac Expy, US-183, Loop 360, SH- 71)	6.7%	9.5%	9.6%	9.6%	8.9%	9.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	7.7%	10.9%	10.1%	11.2%	10.4%	10.7%
Overall maintenance of major City streets	10.8%	10.7%	9.6%	9.2%	11.0%	10.3%
Overall maintenance of City sidewalks	4.1%	2.2%	3.9%	3.3%	2.6%	2.8%
Overall management of stormwater runoff	3.1%	2.5%	2.5%	3.2%	2.3%	2.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. 3rd choice (Cont.)

Overall effectiveness of communication by City of Austin	3.1%	1.6%	1.2%	1.3%	1.8%	1.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	4.1%	4.6%	6.8%	4.9%	5.2%	5.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	4.1%	6.6%	5.5%	6.2%	6.1%	6.1%
Overall quality of development review, permitting & inspection services	0.0%	3.8%	2.1%	2.2%	3.5%	3.0%
Animal services (shelter, adoptions, animal control, etc.)	1.0%	1.0%	0.9%	1.3%	0.7%	1.0%
None chosen	20.0%	12.5%	14.8%	15.6%	12.8%	13.8%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of parks & recreation programs & facilities	2.1%	6.0%	5.5%	4.9%	5.9%	5.5%
Overall quality of City libraries	0.0%	2.6%	3.0%	2.2%	2.6%	2.4%
Overall quality of public safety services (i.e. police, fire & ambulance)	3.6%	6.4%	6.6%	6.7%	5.9%	6.1%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.1%	0.8%	2.0%	1.7%	0.9%	1.2%
Overall quality of Austin-Bergstrom International Airport	2.6%	2.2%	2.5%	2.6%	2.3%	2.4%
Overall quality of drinking water provided by Austin Water	4.1%	5.4%	2.8%	2.8%	5.6%	4.6%

Q3. 4th choice

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Overall quality of wastewater services provided by Austin Water	3.1%	2.3%	2.7%	2.4%	2.6%	2.5%
Overall quality of electric utility services provided by Austin Energy	5.6%	4.7%	3.7%	4.6%	4.4%	4.5%
Traffic flow on major highways (Ex. IH- 35, Mopac Expy, US-183, Loop 360, SH- 71)	7.7%	5.9%	7.5%	5.9%	6.6%	6.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	9.2%	7.7%	7.3%	8.6%	7.1%	7.7%
Overall maintenance of major City streets	5.1%	8.2%	9.3%	8.3%	8.1%	8.2%
Overall maintenance of City sidewalks	4.6%	2.8%	4.3%	3.6%	3.4%	3.4%
Overall management of stormwater runoff	1.0%	3.1%	3.4%	3.2%	2.9%	3.0%

Q3. 4th choice (Cont.)

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. 4th choice (Cont.)

Overall effectiveness of communication by City of Austin	3.1%	2.7%	3.4%	3.6%	2.6%	3.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	7.2%	5.9%	4.6%	5.5%	5.6%	5.6%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	9.2%	9.4%	7.1%	7.5%	9.5%	8.8%
Overall quality of development review, permitting & inspection services	4.6%	5.9%	5.2%	4.9%	5.9%	5.5%
Animal services (shelter, adoptions, animal control, etc.)	1.5%	4.0%	2.7%	3.4%	3.6%	3.5%
None chosen	23.6%	14.0%	16.5%	17.4%	14.6%	15.6%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q3. Sum of top 4 choices</u>						
Overall quality of parks & recreation programs & facilities	14.9%	16.7%	16.7%	15.6%	17.0%	16.5%
Overall quality of City libraries	5.6%	7.5%	7.7%	6.5%	7.7%	7.2%
Overall quality of public safety services (i.e. police, fire & ambulance)	39.5%	45.2%	38.8%	39.9%	44.2%	42.7%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	9.2%	3.1%	4.6%	4.8%	3.8%	4.1%
Overall quality of Austin-Bergstrom International Airport	5.1%	5.9%	7.3%	7.1%	5.6%	6.2%
Overall quality of drinking water provided by Austin Water	26.2%	35.1%	31.5%	28.8%	35.6%	33.2%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q3. Sum of top 4 choices (Cont.)</u>						
Overall quality of wastewater services provided by Austin Water	10.8%	6.5%	7.3%	6.3%	7.6%	7.1%
Overall quality of electric utility services provided by Austin Energy	21.5%	16.3%	19.4%	19.6%	16.4%	17.5%
Traffic flow on major highways (Ex. IH- 35, Mopac Expy, US-183, Loop 360, SH- 71)	54.9%	62.6%	63.3%	62.4%	62.1%	62.3%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	39.0%	48.5%	45.0%	47.2%	46.8%	47.0%
Overall maintenance of major City streets	23.1%	25.3%	24.7%	23.8%	25.5%	24.9%
Overall maintenance of City sidewalks	12.3%	6.9%	11.2%	9.8%	8.0%	8.6%
Overall management of stormwater runoff	5.1%	7.3%	7.3%	8.1%	6.6%	7.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q3. Sum of top 4 choices (Cont.)

Overall effectiveness of communication by City of Austin	7.2%	5.6%	5.0%	5.5%	5.6%	5.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	17.4%	16.0%	16.7%	15.5%	16.5%	16.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	17.9%	23.4%	18.9%	20.9%	22.4%	21.8%
Overall quality of development review, permitting & inspection services	5.1%	12.9%	10.7%	10.7%	12.2%	11.6%
Animal services (shelter, adoptions, animal control, etc.)	2.6%	6.6%	5.2%	6.2%	5.7%	5.9%
None chosen	19.5%	11.0%	13.5%	14.0%	11.6%	12.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q4-1. I feel safe in my neighborhood during the day

Strongly Agree	32.6%	46.5%	41.0%	41.5%	44.8%	43.7%
Agree	45.6%	46.5%	48.1%	48.6%	45.8%	46.8%
Neutral	14.0%	3.6%	7.5%	6.6%	5.3%	5.7%
Disagree	5.2%	2.8%	2.0%	1.9%	3.3%	2.8%
Strongly Disagree	2.6%	0.5%	1.5%	1.5%	0.7%	1.0%

Q4-2. I feel safe in my neighborhood at night

Strongly Agree	18.2%	28.2%	23.7%	25.2%	26.2%	25.8%
Agree	46.4%	43.6%	43.4%	41.9%	44.7%	43.7%
Neutral	18.8%	14.5%	17.4%	16.9%	15.2%	15.8%
Disagree	9.9%	11.4%	11.9%	12.0%	11.2%	11.5%
Strongly Disagree	6.8%	2.4%	3.6%	4.0%	2.7%	3.2%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q4-3. I feel safe in City parks

Strongly Agree	12.5%	16.7%	13.4%	13.8%	16.4%	15.4%
Agree	34.7%	49.2%	46.5%	46.4%	47.6%	47.1%
Neutral	33.5%	24.4%	29.1%	28.7%	25.0%	26.3%
Disagree	13.1%	8.1%	8.0%	8.4%	8.7%	8.6%
Strongly Disagree	6.3%	1.6%	3.1%	2.7%	2.4%	2.5%

Q4-4. I feel safe walking alone downtown during the day

Strongly Agree	22.8%	33.5%	26.4%	27.2%	32.3%	30.5%
Agree	43.9%	46.3%	49.7%	46.9%	47.3%	47.1%
Neutral	19.4%	13.4%	15.4%	17.1%	13.1%	14.6%
Disagree	8.3%	5.2%	6.8%	6.5%	5.4%	5.8%
Strongly Disagree	5.6%	1.7%	1.7%	2.4%	1.9%	2.1%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q4-5. I feel safe walking alone downtown at night</u>						
Strongly Agree	3.5%	7.1%	5.7%	5.2%	7.0%	6.3%
Agree	19.8%	23.0%	20.5%	20.9%	22.5%	21.9%
Neutral	27.9%	24.3%	28.3%	26.7%	25.1%	25.7%
Disagree	29.1%	30.4%	26.4%	29.8%	29.3%	29.5%
Strongly Disagree	19.8%	15.1%	19.1%	17.4%	16.1%	16.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)

Very Satisfied	2.7%	4.2%	3.7%	4.3%	3.8%	3.9%
Satisfied	31.9%	36.0%	38.6%	35.9%	36.4%	36.2%
Neutral	28.6%	26.0%	22.7%	25.2%	25.3%	25.3%
Dissatisfied	22.2%	25.3%	26.6%	25.7%	25.2%	25.4%
Very Dissatisfied	14.6%	8.6%	8.3%	8.9%	9.3%	9.2%

Q5-2. Condition of streets in your neighborhood (residential streets)

Very Satisfied	12.4%	13.8%	13.7%	13.1%	13.9%	13.6%
Satisfied	38.3%	46.3%	43.4%	42.9%	45.5%	44.5%
Neutral	21.8%	19.4%	19.7%	19.3%	20.0%	19.7%
Dissatisfied	14.0%	15.1%	15.7%	17.0%	14.2%	15.3%
Very Dissatisfied	13.5%	5.4%	7.7%	7.6%	6.5%	6.9%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)

Very Satisfied	10.6%	11.8%	13.5%	12.4%	12.0%	12.1%
Satisfied	35.6%	38.5%	37.8%	35.5%	38.8%	37.6%
Neutral	22.2%	22.3%	22.8%	24.2%	21.9%	22.7%
Dissatisfied	16.7%	17.8%	18.4%	19.9%	16.7%	18.0%
Very Dissatisfied	15.0%	9.7%	7.5%	8.0%	10.6%	9.6%

Q5-4. Timing of traffic signals on City streets

Very Satisfied	6.5%	3.3%	6.1%	5.2%	3.8%	4.3%
Satisfied	29.2%	31.1%	31.6%	31.1%	30.7%	30.8%
Neutral	27.6%	25.5%	28.7%	29.3%	25.3%	26.8%
Dissatisfied	18.4%	26.7%	22.1%	21.3%	26.4%	24.6%
Very Dissatisfied	18.4%	13.5%	11.6%	13.2%	13.7%	13.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q5-5. Adequacy of street lighting in your community

Very Satisfied	7.4%	10.6%	9.7%	9.7%	10.0%	9.9%
Satisfied	41.3%	39.9%	39.1%	39.5%	39.8%	39.8%
Neutral	20.1%	24.5%	21.4%	21.1%	24.8%	23.4%
Dissatisfied	16.9%	18.3%	21.4%	20.8%	18.2%	19.1%
Very Dissatisfied	14.3%	6.7%	8.4%	8.8%	7.2%	7.8%

Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)

Very Satisfied	7.1%	8.1%	9.4%	8.5%	8.0%	8.2%
Satisfied	36.6%	38.1%	36.9%	38.8%	37.3%	37.7%
Neutral	25.1%	23.9%	26.7%	25.4%	24.5%	24.9%
Dissatisfied	16.9%	19.7%	17.4%	17.3%	19.6%	18.7%
Very Dissatisfied	14.2%	10.3%	9.6%	10.0%	10.7%	10.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)

Very Satisfied	6.6%	8.6%	9.7%	9.1%	8.2%	8.6%
Satisfied	25.9%	31.1%	34.4%	32.6%	31.1%	31.6%
Neutral	38.0%	31.9%	32.2%	32.7%	32.5%	32.6%
Dissatisfied	12.7%	18.8%	15.3%	17.2%	17.2%	17.1%
Very Dissatisfied	16.9%	9.7%	8.3%	8.4%	11.0%	10.1%

Q5-8. Off-street bicycle accessibility (City's urban trail network)

Very Satisfied	8.0%	13.3%	11.0%	11.1%	12.4%	12.0%
Satisfied	28.7%	39.6%	38.1%	38.8%	37.6%	38.0%
Neutral	42.7%	33.9%	36.3%	34.9%	36.1%	35.6%
Dissatisfied	8.0%	8.5%	9.2%	10.0%	8.1%	8.8%
Very Dissatisfied	12.7%	4.6%	5.4%	5.2%	5.8%	5.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q5-9. Mowing & trimming along City streets

Very Satisfied	3.2%	6.3%	8.1%	7.0%	6.0%	6.4%
Satisfied	24.2%	32.9%	31.1%	30.1%	32.4%	31.6%
Neutral	23.1%	28.2%	26.7%	26.2%	27.8%	27.1%
Dissatisfied	26.3%	23.1%	21.2%	23.4%	22.8%	23.0%
Very Dissatisfied	23.1%	9.5%	12.8%	13.3%	11.0%	11.9%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q6. Top choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

31.3% 47.3% 42.0% 42.5% 44.8% 43.9%

Condition of streets in your
neighborhood (residential streets)

12.8% 6.0% 10.7% 8.7% 7.4% 8.0%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

6.2% 3.3% 3.9% 4.5% 3.3% 3.7%

Timing of traffic signals on City streets

13.3% 14.5% 10.1% 10.3% 14.9% 13.2%

Adequacy of street lighting in your
community

8.7% 6.4% 8.5% 7.8% 6.8% 7.1%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

4.1% 7.3% 5.5% 6.5% 6.8% 6.6%

On-street bicycle accessibility (City's
bicycle lane system/network)

1.5% 4.4% 2.5% 3.0% 4.1% 3.7%

Off-street bicycle accessibility (City's
urban trail network)

0.0% 0.5% 0.4% 0.4% 0.5% 0.4%

Mowing & trimming along City streets

6.2% 3.4% 5.2% 4.8% 4.1% 4.3%

None chosen

15.9% 6.9% 11.2% 11.5% 7.6% 9.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q6. 2nd choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

7.7% 13.6% 13.7% 12.2% 13.5% 13.1%

Condition of streets in your
neighborhood (residential streets)

17.4% 19.3% 21.0% 21.0% 18.6% 19.5%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

5.6% 5.6% 5.9% 4.6% 6.2% 5.6%

Timing of traffic signals on City streets

19.0% 17.7% 14.1% 14.8% 17.9% 16.8%

Adequacy of street lighting in your
community

9.7% 11.0% 11.7% 11.4% 10.9% 11.1%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

6.2% 12.2% 7.5% 9.4% 11.0% 10.4%

On-street bicycle accessibility (City's
bicycle lane system/network)

3.6% 5.8% 6.6% 5.8% 5.9% 5.9%

Off-street bicycle accessibility (City's
urban trail network)

0.5% 2.9% 2.1% 2.4% 2.5% 2.4%

Mowing & trimming along City streets

12.3% 4.5% 4.8% 5.3% 5.3% 5.2%

None chosen

17.9% 7.6% 12.6% 13.2% 8.3% 10.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q6. 3rd choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

8.7% 8.8% 6.8% 7.4% 8.8% 8.3%

Condition of streets in your
neighborhood (residential streets)

12.3% 12.4% 9.1% 10.6% 12.0% 11.5%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

7.2% 6.7% 7.8% 7.0% 7.2% 7.1%

Timing of traffic signals on City streets

8.7% 14.3% 15.3% 14.4% 13.7% 14.0%

Adequacy of street lighting in your
community

11.3% 11.3% 11.6% 10.6% 11.6% 11.2%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

8.7% 12.6% 13.2% 11.1% 13.1% 12.3%

On-street bicycle accessibility (City's
bicycle lane system/network)

3.6% 9.5% 6.2% 7.0% 8.6% 8.0%

Off-street bicycle accessibility (City's
urban trail network)

4.1% 3.2% 3.7% 4.1% 3.2% 3.5%

Mowing & trimming along City streets

13.8% 11.7% 11.6% 11.8% 12.0% 11.9%

None chosen

21.5% 9.5% 14.8% 16.1% 9.9% 12.2%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q6. Sum of top 3 choices

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

47.7% 69.7% 62.5% 62.1% 67.1% 65.2%

Condition of streets in your
neighborhood (residential streets)

42.6% 37.7% 40.7% 40.3% 38.0% 39.0%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

19.0% 15.5% 17.6% 16.1% 16.7% 16.4%

Timing of traffic signals on City streets

41.0% 46.4% 39.5% 39.5% 46.5% 44.0%

Adequacy of street lighting in your
community

29.7% 28.6% 31.9% 29.7% 29.3% 29.4%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

19.0% 32.0% 26.2% 26.9% 30.8% 29.3%

On-street bicycle accessibility (City's
bicycle lane system/network)

8.7% 19.7% 15.3% 15.9% 18.5% 17.5%

Off-street bicycle accessibility (City's
urban trail network)

4.6% 6.6% 6.2% 6.9% 6.1% 6.4%

Mowing & trimming along City streets

32.3% 19.6% 21.5% 21.8% 21.3% 21.4%

None chosen

15.9% 6.9% 11.2% 11.5% 7.6% 9.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q7-1. Overall quality of police services

Very Satisfied	12.3%	21.8%	19.3%	19.7%	20.5%	20.2%
Satisfied	44.1%	51.7%	51.5%	50.5%	51.4%	51.0%
Neutral	22.9%	17.2%	19.3%	18.8%	18.0%	18.3%
Dissatisfied	8.9%	6.6%	5.9%	6.3%	6.6%	6.5%
Very Dissatisfied	11.7%	2.7%	3.8%	4.7%	3.4%	3.9%

Q7-2. Speed of emergency police response (How quickly police respond to emergencies)

Very Satisfied	12.7%	22.4%	19.8%	19.7%	21.0%	20.6%
Satisfied	39.5%	46.3%	48.7%	47.0%	46.1%	46.3%
Neutral	27.4%	22.8%	20.3%	22.1%	23.0%	22.7%
Dissatisfied	12.7%	6.0%	7.0%	7.8%	6.3%	6.9%
Very Dissatisfied	7.6%	2.5%	4.2%	3.5%	3.6%	3.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q7-3. Enforcement of local traffic laws

Very Satisfied	6.3%	10.4%	11.2%	11.2%	9.7%	10.2%
Satisfied	35.6%	38.2%	38.4%	37.7%	38.2%	38.0%
Neutral	31.0%	30.3%	30.9%	31.2%	30.3%	30.6%
Dissatisfied	13.8%	14.3%	14.2%	12.4%	15.1%	14.1%
Very Dissatisfied	13.2%	6.9%	5.3%	7.4%	6.8%	7.1%

Q7-4. Overall quality of fire services

Very Satisfied	26.4%	34.4%	31.2%	32.5%	32.9%	32.7%
Satisfied	52.8%	49.2%	51.0%	49.6%	50.3%	50.0%
Neutral	18.2%	15.6%	16.6%	17.1%	15.6%	16.2%
Dissatisfied	1.9%	0.3%	0.7%	0.5%	0.7%	0.6%
Very Dissatisfied	0.6%	0.5%	0.5%	0.3%	0.6%	0.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	30.3%	35.7%	32.8%	32.3%	35.4%	34.2%
Satisfied	51.3%	45.9%	49.0%	47.8%	47.1%	47.3%
Neutral	15.8%	16.6%	16.9%	18.4%	15.8%	16.8%
Dissatisfied	2.0%	1.3%	0.8%	1.1%	1.2%	1.2%
Very Dissatisfied	0.7%	0.5%	0.5%	0.4%	0.6%	0.5%

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	30.3%	34.3%	32.8%	33.3%	33.4%	33.3%
Satisfied	49.0%	47.7%	47.3%	46.6%	48.4%	47.7%
Neutral	17.4%	16.5%	18.7%	18.9%	16.5%	17.4%
Dissatisfied	2.6%	1.1%	0.5%	1.1%	1.1%	1.1%
Very Dissatisfied	0.6%	0.3%	0.7%	0.2%	0.6%	0.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q7-7. Timeliness of EMS response to emergency location

Very Satisfied	28.8%	34.4%	33.7%	33.3%	33.9%	33.6%
Satisfied	51.0%	47.2%	45.9%	45.1%	48.3%	47.1%
Neutral	18.3%	16.1%	18.6%	19.9%	15.5%	17.2%
Dissatisfied	1.3%	1.9%	1.0%	1.1%	1.9%	1.6%
Very Dissatisfied	0.7%	0.3%	0.8%	0.6%	0.4%	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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q8. Top choice

Overall quality of police services	36.9%	41.0%	35.6%	38.8%	39.0%	38.9%
Speed of emergency police response (How quickly police respond to emergencies)	16.4%	21.7%	22.4%	20.6%	21.9%	21.5%
Enforcement of local traffic laws	11.3%	6.5%	6.4%	6.9%	7.1%	7.0%
Overall quality of fire services	2.1%	4.0%	3.7%	3.4%	3.9%	3.7%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	4.1%	4.9%	4.6%	4.4%	5.0%	4.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	5.6%	5.3%	5.7%	4.9%	5.7%	5.4%
Timeliness of EMS response to emergency location	9.7%	8.4%	8.9%	8.6%	8.9%	8.7%
None chosen	13.8%	8.1%	12.6%	12.4%	8.6%	10.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q8. 2nd choice

Overall quality of police services	10.3%	8.4%	9.3%	7.9%	9.4%	8.8%
Speed of emergency police response (How quickly police respond to emergencies)	17.4%	13.3%	15.1%	16.1%	13.1%	14.2%
Enforcement of local traffic laws	9.7%	4.7%	7.1%	5.9%	6.0%	6.0%
Overall quality of fire services	10.3%	21.5%	17.3%	18.4%	19.6%	19.1%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	11.3%	18.4%	14.6%	14.3%	18.0%	16.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	11.3%	11.5%	9.6%	10.7%	11.2%	11.0%
Timeliness of EMS response to emergency location	10.8%	12.2%	12.3%	11.8%	12.2%	12.1%
None chosen	19.0%	9.9%	14.8%	14.9%	10.6%	12.2%

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)

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q8. Sum of top 2 choices

Overall quality of police services	47.2%	49.5%	44.8%	46.8%	48.4%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	33.8%	35.0%	37.5%	36.7%	35.0%	35.7%
Enforcement of local traffic laws	21.0%	11.3%	13.5%	12.8%	13.1%	13.0%
Overall quality of fire services	12.3%	25.5%	21.0%	21.8%	23.5%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	15.4%	23.4%	19.2%	18.6%	23.0%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	16.9%	16.8%	15.3%	15.6%	16.9%	16.3%
Timeliness of EMS response to emergency location	20.5%	20.6%	21.2%	20.3%	21.1%	20.8%
None chosen	13.8%	8.1%	12.6%	12.4%	8.6%	10.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q9-1. Water & wastewater utility response time to emergencies

Very Satisfied	6.4%	10.5%	11.7%	9.9%	10.5%	10.3%
Satisfied	42.1%	39.3%	41.8%	40.6%	40.2%	40.3%
Neutral	40.7%	38.9%	34.6%	38.3%	37.8%	37.9%
Dissatisfied	7.9%	7.9%	10.1%	9.3%	8.0%	8.5%
Very Dissatisfied	2.9%	3.5%	1.9%	2.0%	3.5%	3.0%

Q9-2. Water conservation programs within Austin

Very Satisfied	7.4%	10.2%	10.1%	9.6%	10.1%	9.9%
Satisfied	42.9%	43.6%	46.1%	44.5%	44.2%	44.1%
Neutral	31.3%	28.5%	28.4%	29.7%	28.2%	28.8%
Dissatisfied	12.9%	12.5%	11.1%	11.2%	12.9%	12.3%
Very Dissatisfied	5.5%	5.2%	4.3%	5.0%	4.7%	5.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q9-3. Energy conservation program

Very Satisfied	8.4%	10.3%	10.6%	9.8%	10.4%	10.1%
Satisfied	37.1%	41.0%	43.6%	41.2%	41.6%	41.3%
Neutral	36.5%	34.3%	33.0%	33.7%	34.5%	34.3%
Dissatisfied	12.0%	9.7%	8.1%	9.4%	9.6%	9.5%
Very Dissatisfied	6.0%	4.7%	4.6%	5.9%	4.0%	4.8%

Q9-4. Water quality of lakes & streams

Very Satisfied	9.5%	10.5%	9.5%	9.7%	10.1%	10.0%
Satisfied	34.9%	46.3%	49.0%	46.1%	45.9%	45.9%
Neutral	40.8%	27.8%	26.7%	28.3%	29.2%	28.8%
Dissatisfied	7.7%	12.8%	11.3%	12.1%	12.0%	12.0%
Very Dissatisfied	7.1%	2.6%	3.4%	3.9%	2.8%	3.2%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q9-5. Flood control efforts

Very Satisfied	6.0%	7.2%	6.3%	6.6%	6.7%	6.8%
Satisfied	32.9%	35.5%	39.4%	36.0%	36.1%	36.0%
Neutral	32.3%	32.5%	30.0%	30.9%	32.6%	31.9%
Dissatisfied	19.8%	18.9%	16.2%	18.5%	18.4%	18.4%
Very Dissatisfied	9.0%	5.9%	8.1%	7.9%	6.1%	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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q10. Top choice

Water & wastewater utility response time to emergencies	21.0%	20.0%	20.1%	18.6%	20.9%	20.1%
Water conservation programs within Austin	12.3%	19.2%	16.4%	16.2%	18.5%	17.6%
Energy conservation program	8.7%	7.6%	9.3%	7.9%	8.2%	8.1%
Water quality of lakes & streams	11.8%	21.7%	16.0%	17.8%	20.0%	19.2%
Flood control efforts	28.7%	21.1%	23.0%	23.2%	21.8%	22.3%
None chosen	17.4%	10.4%	15.3%	16.1%	10.6%	12.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q10. 2nd choice

Water & wastewater utility response time to emergencies	12.3%	10.7%	11.2%	9.1%	12.0%	11.0%
Water conservation programs within Austin	15.9%	16.8%	15.3%	14.8%	17.1%	16.2%
Energy conservation program	15.9%	17.0%	16.7%	17.0%	17.0%	17.0%
Water quality of lakes & streams	12.8%	19.6%	17.3%	18.2%	18.3%	18.2%
Flood control efforts	22.6%	24.0%	22.2%	22.3%	23.7%	23.2%
None chosen	20.5%	11.9%	17.3%	18.5%	11.9%	14.3%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q10. Sum of top 2 choices

Water & wastewater utility response time to emergencies	33.3%	30.7%	31.3%	27.7%	32.9%	31.1%
Water conservation programs within Austin	28.2%	36.0%	31.7%	31.0%	35.6%	33.8%
Energy conservation program	24.6%	24.7%	26.0%	25.0%	25.1%	25.1%
Water quality of lakes & streams	24.6%	41.3%	33.3%	36.1%	38.3%	37.4%
Flood control efforts	51.3%	45.1%	45.2%	45.6%	45.5%	45.6%
None chosen	17.4%	10.4%	15.3%	16.1%	10.6%	12.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-1. Number of City parks

Very Satisfied	17.0%	24.1%	24.8%	23.4%	23.7%	23.6%
Satisfied	44.4%	51.7%	48.5%	50.1%	50.2%	50.1%
Neutral	27.5%	15.4%	18.8%	18.9%	16.5%	17.4%
Dissatisfied	9.4%	6.9%	6.6%	6.6%	7.4%	7.2%
Very Dissatisfied	1.8%	1.9%	1.3%	1.0%	2.1%	1.7%

Q11-2. Number of walking/biking trails

Very Satisfied	14.0%	22.5%	23.5%	22.1%	21.9%	22.0%
Satisfied	45.3%	48.5%	46.7%	48.2%	47.8%	47.8%
Neutral	28.5%	15.8%	19.4%	18.4%	17.4%	17.8%
Dissatisfied	9.9%	11.3%	9.3%	9.7%	11.0%	10.6%
Very Dissatisfied	2.3%	1.9%	1.1%	1.6%	1.9%	1.8%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-3. Appearance of park grounds in Austin

Very Satisfied	13.5%	21.1%	20.3%	20.1%	20.1%	20.0%
Satisfied	46.1%	52.9%	53.7%	54.0%	51.8%	52.6%
Neutral	27.0%	18.3%	18.8%	18.7%	19.7%	19.3%
Dissatisfied	7.3%	5.7%	5.8%	5.5%	5.9%	5.9%
Very Dissatisfied	6.2%	1.9%	1.5%	1.7%	2.4%	2.2%

Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department

Very Satisfied	15.5%	21.7%	21.6%	20.6%	21.1%	20.9%
Satisfied	46.0%	52.0%	51.4%	51.1%	51.6%	51.4%
Neutral	24.1%	20.5%	21.2%	22.1%	20.5%	21.1%
Dissatisfied	8.6%	4.2%	4.0%	4.1%	4.8%	4.5%
Very Dissatisfied	5.7%	1.6%	1.8%	2.1%	2.0%	2.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-5. Quality of youth athletic programs offered by City

Very Satisfied	12.0%	9.3%	10.4%	8.8%	10.6%	9.8%
Satisfied	27.8%	37.2%	38.5%	37.1%	35.8%	36.4%
Neutral	37.6%	46.5%	41.6%	44.5%	43.7%	44.0%
Dissatisfied	17.3%	4.7%	7.3%	7.1%	7.3%	7.2%
Very Dissatisfied	5.3%	2.2%	2.2%	2.4%	2.7%	2.6%

Q11-6. Quality of adult athletic programs offered by City

Very Satisfied	12.5%	10.1%	9.6%	9.2%	10.7%	10.1%
Satisfied	24.3%	35.9%	38.0%	36.5%	34.1%	35.1%
Neutral	41.2%	45.1%	41.0%	43.7%	43.4%	43.5%
Dissatisfied	16.2%	6.1%	9.3%	8.1%	8.6%	8.3%
Very Dissatisfied	5.9%	2.8%	2.1%	2.5%	3.2%	3.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-7. Quality of outdoor athletic fields

Very Satisfied	9.8%	10.7%	11.5%	11.2%	10.5%	10.7%
Satisfied	39.2%	46.1%	47.0%	45.0%	46.2%	45.6%
Neutral	34.6%	35.9%	32.2%	34.6%	34.6%	34.6%
Dissatisfied	11.1%	5.3%	7.2%	7.7%	6.0%	6.7%
Very Dissatisfied	5.2%	2.0%	2.1%	1.6%	2.8%	2.4%

Q11-8. Safety in City parks & park facilities

Very Satisfied	10.2%	9.8%	11.6%	11.5%	9.7%	10.3%
Satisfied	35.5%	48.4%	46.5%	43.5%	48.3%	46.6%
Neutral	35.5%	29.4%	27.4%	31.1%	28.8%	29.5%
Dissatisfied	11.4%	10.1%	11.4%	11.0%	10.1%	10.5%
Very Dissatisfied	7.2%	2.3%	3.0%	2.9%	3.0%	3.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-9. Overall satisfaction with City swimming pools

Very Satisfied	9.9%	12.6%	13.5%	12.6%	12.3%	12.4%
Satisfied	35.8%	41.4%	42.9%	41.2%	41.5%	41.3%
Neutral	27.8%	30.5%	28.3%	29.6%	29.8%	29.6%
Dissatisfied	18.5%	11.7%	11.6%	12.9%	11.9%	12.3%
Very Dissatisfied	7.9%	3.7%	3.7%	3.7%	4.4%	4.3%

Q11-10. Satisfaction with aquatic programs

Very Satisfied	8.0%	10.4%	11.2%	10.2%	10.3%	10.3%
Satisfied	33.6%	34.9%	37.2%	35.3%	35.7%	35.5%
Neutral	38.7%	43.0%	40.7%	41.9%	41.8%	41.7%
Dissatisfied	10.9%	7.6%	8.0%	8.4%	7.9%	8.1%
Very Dissatisfied	8.8%	4.0%	2.9%	4.2%	4.4%	4.4%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks

Very Satisfied	13.2%	9.9%	12.1%	10.7%	10.6%	10.7%
Satisfied	32.9%	47.0%	45.6%	43.8%	46.5%	45.4%
Neutral	36.5%	32.8%	32.3%	34.6%	32.1%	33.0%
Dissatisfied	12.0%	8.1%	7.1%	8.2%	8.2%	8.2%
Very Dissatisfied	5.4%	2.2%	2.9%	2.7%	2.6%	2.7%

Q11-12. Cleanliness of library facilities

Very Satisfied	15.4%	25.1%	22.8%	19.6%	25.5%	23.3%
Satisfied	58.3%	49.0%	47.7%	51.5%	48.9%	49.7%
Neutral	19.9%	20.9%	24.7%	23.6%	20.8%	21.8%
Dissatisfied	3.2%	3.6%	3.9%	3.7%	3.6%	3.7%
Very Dissatisfied	3.2%	1.4%	0.9%	1.6%	1.3%	1.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q11-13. Library programs

Very Satisfied	14.9%	24.3%	23.6%	19.8%	24.5%	22.8%
Satisfied	51.9%	45.6%	43.5%	48.0%	45.1%	45.9%
Neutral	27.3%	25.3%	27.6%	27.9%	25.0%	26.1%
Dissatisfied	3.2%	3.6%	4.5%	3.2%	4.1%	3.7%
Very Dissatisfied	2.6%	1.3%	0.7%	1.1%	1.4%	1.3%

Q11-14. Materials at libraries

Very Satisfied	12.7%	22.2%	23.4%	19.5%	22.2%	21.3%
Satisfied	50.3%	46.7%	43.5%	46.4%	46.9%	46.5%
Neutral	28.0%	24.3%	26.8%	27.5%	24.2%	25.4%
Dissatisfied	7.0%	4.9%	5.5%	5.8%	4.8%	5.2%
Very Dissatisfied	1.9%	1.9%	0.7%	0.9%	1.9%	1.6%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q11-15. Library hours</u>						
Very Satisfied	10.1%	18.1%	18.2%	16.3%	17.3%	17.1%
Satisfied	50.6%	44.3%	44.9%	46.4%	44.9%	45.3%
Neutral	29.7%	27.3%	29.1%	29.3%	27.5%	28.1%
Dissatisfied	4.4%	8.4%	6.1%	6.0%	8.1%	7.3%
Very Dissatisfied	5.1%	2.0%	1.7%	2.0%	2.3%	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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. Top choice

Number of City parks	9.7%	14.5%	13.2%	12.5%	14.3%	13.7%
Number of walking/biking trails	6.2%	9.7%	9.4%	9.0%	9.6%	9.4%
Appearance of park grounds in Austin	6.2%	7.0%	4.4%	5.5%	6.6%	6.3%
Overall quality of parks & recreation programs offered by Austin Parks Department	13.8%	15.7%	17.3%	15.7%	16.0%	15.8%
Quality of youth athletic programs offered by City	6.7%	3.2%	5.0%	4.2%	3.8%	4.0%
Quality of adult athletic programs offered by City	3.1%	0.8%	2.0%	1.6%	1.2%	1.3%
Quality of outdoor athletic fields	2.6%	0.6%	1.1%	1.2%	0.8%	1.0%
Safety in City parks & park facilities	19.0%	20.9%	15.8%	17.7%	20.2%	19.2%

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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. Top choice (Cont.)

Overall satisfaction with City swimming pools	4.1%	2.8%	2.8%	3.4%	2.6%	2.9%
Satisfaction with aquatic programs	0.5%	0.2%	0.2%	0.1%	0.3%	0.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	2.6%	1.1%	2.0%	2.0%	1.2%	1.5%
Cleanliness of library facilities	1.0%	1.2%	0.5%	1.1%	1.0%	1.0%
Library programs	2.1%	4.0%	2.5%	2.9%	3.7%	3.4%
Materials at libraries	1.0%	4.2%	3.7%	2.9%	4.2%	3.7%
Library hours	1.5%	1.8%	2.3%	1.6%	2.1%	1.9%
None chosen	20.0%	12.2%	17.8%	18.5%	12.4%	14.6%

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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. 2nd choice

Number of City parks	4.6%	7.5%	5.3%	6.1%	6.9%	6.6%
Number of walking/biking trails	6.2%	10.1%	9.3%	8.5%	10.3%	9.6%
Appearance of park grounds in Austin	6.7%	9.1%	6.0%	7.1%	8.6%	8.0%
Overall quality of parks & recreation programs offered by Austin Parks Department	6.7%	8.4%	9.6%	9.1%	8.3%	8.5%
Quality of youth athletic programs offered by City	7.2%	6.1%	6.6%	5.9%	6.5%	6.3%
Quality of adult athletic programs offered by City	4.1%	1.9%	2.5%	1.8%	2.5%	2.2%
Quality of outdoor athletic fields	1.5%	1.5%	2.5%	1.8%	1.7%	1.8%
Safety in City parks & park facilities	13.3%	16.4%	14.2%	15.5%	15.5%	15.5%

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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. 2nd choice (Cont.)

Overall satisfaction with City swimming pools	5.6%	4.4%	3.2%	3.0%	4.8%	4.1%
Satisfaction with aquatic programs	2.6%	1.0%	1.1%	1.6%	1.0%	1.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	8.2%	5.7%	5.9%	5.2%	6.5%	6.0%
Cleanliness of library facilities	0.5%	1.3%	1.2%	0.7%	1.6%	1.3%
Library programs	5.6%	4.9%	5.3%	4.9%	5.1%	5.0%
Materials at libraries	3.6%	6.0%	6.0%	6.3%	5.6%	5.9%
Library hours	2.1%	2.2%	1.8%	1.7%	2.3%	2.0%
None chosen	21.5%	13.4%	19.4%	20.7%	13.1%	15.9%

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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. 3rd choice

Number of City parks	4.6%	5.5%	4.6%	4.5%	5.4%	5.1%
Number of walking/biking trails	2.6%	7.8%	5.9%	6.3%	6.9%	6.7%
Appearance of park grounds in Austin	8.7%	7.9%	6.8%	6.9%	8.3%	7.8%
Overall quality of parks & recreation programs offered by Austin Parks Department	6.2%	8.1%	8.2%	7.5%	8.2%	8.0%
Quality of youth athletic programs offered by City	5.1%	5.0%	5.5%	5.2%	5.1%	5.1%
Quality of adult athletic programs offered by City	4.6%	2.2%	2.5%	2.2%	2.6%	2.5%
Quality of outdoor athletic fields	3.1%	2.2%	2.1%	2.4%	2.4%	2.4%
Safety in City parks & park facilities	9.7%	11.7%	13.2%	11.4%	12.2%	11.9%

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?

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
Q12. 3rd choice (Cont.)						
Overall satisfaction with City swimming pools	3.6%	4.4%	4.4%	3.8%	4.6%	4.3%
Satisfaction with aquatic programs	0.5%	0.8%	0.9%	0.7%	0.9%	0.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	8.2%	11.0%	7.3%	8.3%	10.7%	9.8%
Cleanliness of library facilities	1.0%	2.4%	2.5%	2.1%	2.2%	2.2%
Library programs	4.6%	5.4%	5.7%	6.3%	4.9%	5.4%
Materials at libraries	6.7%	6.4%	5.0%	5.5%	6.3%	6.1%
Library hours	5.6%	3.5%	4.6%	4.1%	3.9%	4.0%
None chosen	25.1%	15.7%	20.8%	22.7%	15.5%	18.1%

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)

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q12. Sum of top 3 choices</u>						
Number of City parks	19.0%	27.5%	23.1%	23.1%	26.6%	25.4%
Number of walking/biking trails	14.9%	27.6%	24.6%	23.8%	26.8%	25.6%
Appearance of park grounds in Austin	21.5%	24.0%	17.3%	19.6%	23.5%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	26.7%	32.3%	35.1%	32.4%	32.4%	32.3%
Quality of youth athletic programs offered by City	19.0%	14.3%	17.1%	15.3%	15.4%	15.3%
Quality of adult athletic programs offered by City	11.8%	4.9%	6.9%	5.7%	6.3%	6.1%
Quality of outdoor athletic fields	7.2%	4.3%	5.7%	5.4%	5.0%	5.1%
Safety in City parks & park facilities	42.1%	48.9%	43.2%	44.5%	47.9%	46.6%

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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q12. Sum of top 3 choices (Cont.)

Overall satisfaction with City swimming pools	13.3%	11.6%	10.5%	10.3%	12.0%	11.3%
Satisfaction with aquatic programs	3.6%	2.0%	2.1%	2.4%	2.2%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	19.0%	17.9%	15.1%	15.5%	18.3%	17.3%
Cleanliness of library facilities	2.6%	4.9%	4.3%	3.8%	4.7%	4.5%
Library programs	12.3%	14.2%	13.5%	14.1%	13.7%	13.8%
Materials at libraries	11.3%	16.6%	14.8%	14.8%	16.1%	15.7%
Library hours	9.2%	7.5%	8.7%	7.4%	8.3%	8.0%
None chosen	20.0%	12.2%	17.8%	18.5%	12.4%	14.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q13-1. Quality of residential garbage collection

Very Satisfied	21.2%	33.0%	22.2%	25.1%	31.3%	28.9%
Satisfied	50.5%	52.0%	57.0%	53.8%	52.5%	52.9%
Neutral	16.3%	9.6%	10.5%	10.9%	10.3%	10.5%
Dissatisfied	7.6%	3.6%	8.5%	7.9%	4.1%	5.6%
Very Dissatisfied	4.3%	1.7%	1.9%	2.4%	1.8%	2.0%

Q13-2. Quality of residential yard waste collection

Very Satisfied	16.7%	30.1%	20.7%	22.5%	28.1%	26.0%
Satisfied	44.8%	47.3%	55.7%	52.7%	47.5%	49.5%
Neutral	25.9%	14.9%	14.5%	15.4%	15.9%	15.8%
Dissatisfied	8.0%	6.2%	6.6%	6.6%	6.6%	6.6%
Very Dissatisfied	4.6%	1.5%	2.6%	2.8%	1.8%	2.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q13-3. Quality of residential curbside recycling services

Very Satisfied	21.3%	34.8%	25.9%	28.2%	32.5%	30.8%
Satisfied	50.6%	47.3%	51.3%	49.4%	48.3%	48.7%
Neutral	15.5%	11.1%	12.8%	12.7%	11.7%	12.1%
Dissatisfied	9.2%	4.4%	7.3%	6.7%	5.2%	5.7%
Very Dissatisfied	3.4%	2.3%	2.7%	3.1%	2.2%	2.6%

Q13-4. Household hazardous waste disposal service

Very Satisfied	12.7%	14.1%	11.6%	12.4%	13.6%	13.1%
Satisfied	40.7%	32.8%	38.9%	38.5%	33.7%	35.4%
Neutral	32.7%	28.4%	26.1%	26.8%	29.0%	28.2%
Dissatisfied	8.0%	16.8%	19.7%	17.3%	16.2%	16.6%
Very Dissatisfied	6.0%	7.9%	3.7%	5.0%	7.4%	6.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q13-5. Bulky item pick-up/removal services

Very Satisfied	15.2%	24.3%	16.5%	18.3%	22.9%	21.2%
Satisfied	44.4%	45.0%	51.6%	49.6%	44.8%	46.6%
Neutral	21.6%	19.7%	18.5%	18.9%	20.2%	19.7%
Dissatisfied	12.3%	7.9%	9.9%	9.2%	8.9%	9.0%
Very Dissatisfied	6.4%	3.1%	3.5%	4.1%	3.3%	3.5%

Q13-6. Reliability of your electric service

Very Satisfied	17.9%	34.3%	29.1%	29.4%	32.3%	31.3%
Satisfied	52.7%	50.4%	52.5%	51.1%	51.0%	51.0%
Neutral	18.5%	10.8%	12.1%	12.8%	11.6%	12.1%
Dissatisfied	7.1%	3.4%	4.5%	4.6%	3.9%	4.1%
Very Dissatisfied	3.8%	1.1%	1.9%	2.1%	1.3%	1.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q13-7. Safety of your drinking water

Very Satisfied	17.1%	31.8%	25.1%	26.0%	29.8%	28.4%
Satisfied	44.4%	46.9%	50.8%	48.8%	47.1%	47.7%
Neutral	25.1%	14.2%	16.8%	16.8%	15.6%	16.0%
Dissatisfied	9.1%	5.0%	5.5%	6.4%	5.2%	5.7%
Very Dissatisfied	4.3%	2.1%	1.9%	1.9%	2.3%	2.2%

Q13-8. Cleanliness of City streets & public areas

Very Satisfied	8.5%	14.3%	14.4%	13.9%	13.7%	13.7%
Satisfied	40.7%	49.5%	48.7%	48.6%	48.0%	48.2%
Neutral	27.5%	22.1%	23.4%	23.4%	23.0%	23.1%
Dissatisfied	12.2%	11.4%	9.3%	9.2%	12.2%	11.1%
Very Dissatisfied	11.1%	2.8%	4.2%	4.9%	3.1%	3.9%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q13-9. Cleanliness of your neighborhood

Very Satisfied	14.8%	22.0%	19.3%	19.7%	20.9%	20.4%
Satisfied	41.8%	49.5%	49.1%	48.1%	48.9%	48.6%
Neutral	20.1%	16.1%	18.2%	18.2%	16.5%	17.1%
Dissatisfied	13.2%	9.3%	9.1%	9.3%	10.1%	9.8%
Very Dissatisfied	10.1%	3.0%	4.4%	4.6%	3.6%	4.0%

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very Satisfied	6.7%	9.1%	7.4%	7.8%	8.8%	8.4%
Satisfied	26.4%	27.7%	29.5%	27.0%	28.6%	28.1%
Neutral	25.8%	31.4%	27.7%	29.8%	29.7%	29.7%
Dissatisfied	20.2%	20.7%	22.5%	21.8%	20.9%	21.2%
Very Dissatisfied	20.8%	11.0%	12.8%	13.6%	11.9%	12.6%

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

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q13-11. Enforcement of local codes & ordinances</u>						
Very Satisfied	5.5%	7.1%	7.8%	6.9%	7.3%	7.1%
Satisfied	28.2%	32.3%	34.5%	31.0%	33.1%	32.4%
Neutral	36.2%	37.4%	33.9%	37.8%	35.4%	36.2%
Dissatisfied	14.7%	15.2%	13.2%	13.6%	15.5%	14.8%
Very Dissatisfied	15.3%	8.0%	10.5%	10.7%	8.7%	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?

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q14. Top choice

Quality of residential garbage collection	11.3%	17.2%	14.6%	16.5%	15.5%	15.9%
Quality of residential yard waste collection	1.0%	1.0%	1.2%	1.3%	1.1%	1.1%
Quality of residential curbside recycling services	3.1%	4.3%	4.1%	3.7%	4.4%	4.1%
Household hazardous waste disposal service	2.6%	2.2%	3.4%	2.2%	2.7%	2.5%
Bulky item pick-up/removal services	2.6%	1.2%	2.8%	2.1%	1.7%	1.8%
Reliability of your electric service	13.8%	15.6%	11.6%	12.0%	15.6%	14.2%
Safety of your drinking water	22.6%	33.5%	29.0%	27.9%	33.0%	31.2%
Cleanliness of City streets & public areas	7.2%	4.3%	5.0%	5.8%	4.0%	4.7%
Cleanliness of your neighborhood	3.1%	3.0%	1.8%	1.6%	3.2%	2.7%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	10.8%	5.2%	6.6%	7.0%	5.7%	6.1%
Enforcement of local codes & ordinances	3.6%	3.0%	4.8%	3.8%	3.5%	3.7%
None chosen	18.5%	9.4%	15.1%	16.0%	9.7%	12.0%

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?

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q14. 2nd choice</u>						
Quality of residential garbage collection	8.7%	9.4%	8.9%	9.4%	8.9%	9.1%
Quality of residential yard waste collection	3.6%	3.4%	3.9%	3.7%	3.5%	3.6%
Quality of residential curbside recycling services	3.1%	6.8%	5.9%	6.3%	6.1%	6.1%
Household hazardous waste disposal service	2.6%	2.5%	3.4%	3.2%	2.5%	2.7%
Bulky item pick-up/removal services	3.6%	3.3%	3.6%	2.6%	3.9%	3.4%
Reliability of your electric service	9.7%	19.5%	17.4%	17.0%	18.5%	18.0%
Safety of your drinking water	15.9%	16.8%	13.3%	14.0%	16.8%	15.8%
Cleanliness of City streets & public areas	11.3%	9.4%	9.8%	8.5%	10.1%	9.5%
Cleanliness of your neighborhood	7.7%	5.5%	6.4%	5.8%	6.1%	6.1%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	8.7%	7.2%	6.6%	7.4%	7.1%	7.2%
Enforcement of local codes & ordinances	5.6%	5.1%	4.8%	4.8%	5.3%	5.1%
None chosen	19.5%	11.2%	16.0%	17.3%	11.2%	13.4%

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?

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q14. 3rd choice</u>						
Quality of residential garbage collection	7.7%	12.0%	11.2%	10.7%	11.8%	11.4%
Quality of residential yard waste collection	2.6%	2.1%	2.0%	2.6%	1.8%	2.1%
Quality of residential curbside recycling services	4.1%	6.8%	7.8%	7.9%	6.2%	6.8%
Household hazardous waste disposal service	2.1%	3.3%	3.2%	2.8%	3.4%	3.1%
Bulky item pick-up/removal services	6.7%	3.1%	4.8%	4.0%	3.9%	3.9%
Reliability of your electric service	5.6%	8.6%	7.5%	7.8%	8.0%	8.0%
Safety of your drinking water	9.2%	12.1%	10.7%	11.1%	11.3%	11.3%
Cleanliness of City streets & public areas	11.3%	13.7%	11.4%	10.4%	14.2%	12.8%
Cleanliness of your neighborhood	11.8%	7.8%	6.8%	7.3%	8.3%	7.9%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	10.3%	8.8%	9.3%	8.6%	9.2%	9.0%
Enforcement of local codes & ordinances	8.2%	8.5%	6.9%	7.3%	8.8%	8.2%
None chosen	20.5%	13.2%	18.5%	19.6%	13.2%	15.5%

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?

N=2099

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q14. Sum of top 3 choices</u>						
Quality of residential garbage collection	27.7%	38.6%	34.7%	36.6%	36.2%	36.4%
Quality of residential yard waste collection	7.2%	6.5%	7.1%	7.7%	6.4%	6.9%
Quality of residential curbside recycling services	10.3%	17.9%	17.8%	18.0%	16.6%	17.0%
Household hazardous waste disposal service	7.2%	8.1%	10.0%	8.2%	8.6%	8.4%
Bulky item pick-up/removal services	12.8%	7.7%	11.2%	8.7%	9.5%	9.1%
Reliability of your electric service	29.2%	43.7%	36.5%	36.9%	42.2%	40.2%
Safety of your drinking water	47.7%	62.4%	53.0%	53.0%	61.1%	58.2%
Cleanliness of City streets & public areas	29.7%	27.3%	26.2%	24.7%	28.3%	27.0%
Cleanliness of your neighborhood	22.6%	16.3%	14.9%	14.7%	17.6%	16.6%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	29.7%	21.1%	22.4%	23.0%	22.1%	22.3%
Enforcement of local codes & ordinances	17.4%	16.7%	16.5%	15.9%	17.6%	17.0%
None chosen	18.5%	9.4%	15.1%	16.0%	9.7%	12.0%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q15-1. Austin Energy customer service

Very Satisfied	13.0%	16.2%	15.5%	15.3%	15.9%	15.6%
Satisfied	45.0%	44.6%	45.6%	44.0%	45.5%	44.9%
Neutral	28.4%	25.1%	23.7%	24.7%	25.2%	25.0%
Dissatisfied	8.3%	8.7%	8.9%	8.8%	8.6%	8.7%
Very Dissatisfied	5.3%	5.4%	6.4%	7.2%	4.8%	5.7%

Q15-2. Water & wastewater utility customer service

Very Satisfied	9.5%	13.1%	11.0%	10.8%	13.0%	12.2%
Satisfied	45.6%	45.0%	45.8%	44.5%	45.6%	45.1%
Neutral	27.2%	27.2%	26.9%	27.7%	26.9%	27.3%
Dissatisfied	12.0%	9.4%	10.4%	10.4%	9.7%	10.0%
Very Dissatisfied	5.7%	5.1%	5.9%	6.6%	4.8%	5.5%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q15-3. Helpfulness of library staff

Very Satisfied	20.1%	41.1%	39.4%	37.3%	38.7%	38.3%
Satisfied	42.4%	38.3%	39.4%	38.7%	39.3%	39.0%
Neutral	31.9%	18.8%	20.1%	22.4%	19.8%	20.7%
Dissatisfied	3.5%	1.0%	0.8%	1.2%	1.2%	1.3%
Very Dissatisfied	2.1%	0.7%	0.3%	0.4%	1.0%	0.8%

Q15-4. Overall quality of customer service provided by City of Austin

Very Satisfied	10.7%	12.7%	12.7%	12.9%	12.3%	12.5%
Satisfied	42.9%	44.9%	47.2%	44.9%	45.1%	45.0%
Neutral	28.8%	30.0%	27.6%	28.1%	30.2%	29.4%
Dissatisfied	13.0%	9.1%	7.7%	9.7%	9.0%	9.2%
Very Dissatisfied	4.5%	3.4%	4.8%	4.4%	3.4%	3.9%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q15-5. Services provided by City's 3-1-1 assistance telephone number

Very Satisfied	17.9%	25.3%	22.0%	23.1%	24.0%	23.6%
Satisfied	45.1%	45.7%	47.0%	46.8%	45.4%	45.8%
Neutral	27.2%	22.2%	23.6%	23.7%	22.9%	23.3%
Dissatisfied	6.8%	4.8%	5.1%	5.1%	5.1%	5.1%
Very Dissatisfied	3.1%	2.1%	2.3%	1.4%	2.6%	2.2%

Q15-6. Review services for residential & commercial building plans

Very Satisfied	7.3%	5.6%	6.7%	5.5%	6.4%	6.0%
Satisfied	23.4%	15.6%	23.6%	21.7%	17.1%	18.8%
Neutral	45.2%	39.6%	40.9%	42.7%	39.4%	40.5%
Dissatisfied	11.3%	18.3%	14.1%	12.1%	19.4%	16.6%
Very Dissatisfied	12.9%	20.9%	14.7%	18.0%	17.8%	18.1%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q16-1. Availability of affordable housing for low/moderate income families

Very Satisfied	5.5%	4.6%	6.9%	5.6%	5.0%	5.3%
Satisfied	10.4%	9.5%	14.2%	12.2%	10.0%	10.9%
Neutral	19.5%	25.3%	18.5%	19.8%	24.5%	22.7%
Dissatisfied	23.8%	29.3%	28.0%	29.9%	28.0%	28.5%
Very Dissatisfied	40.9%	31.3%	32.5%	32.6%	32.5%	32.6%

Q16-2. ity's efforts to offer financial literacy/homebuyer education

Very Satisfied	5.1%	5.5%	6.1%	5.0%	5.6%	5.5%
Satisfied	16.1%	14.7%	18.6%	17.3%	15.4%	16.1%
Neutral	25.5%	48.0%	38.7%	42.0%	43.0%	42.5%
Dissatisfied	25.5%	18.3%	22.0%	20.9%	20.1%	20.3%
Very Dissatisfied	27.7%	13.5%	14.6%	14.8%	15.9%	15.6%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very Satisfied	7.2%	8.7%	6.0%	6.4%	8.2%	7.7%
Satisfied	17.4%	21.6%	21.1%	22.8%	19.8%	20.8%
Neutral	31.2%	43.9%	39.9%	40.8%	41.6%	41.3%
Dissatisfied	18.1%	14.8%	18.1%	16.6%	16.4%	16.4%
Very Dissatisfied	26.1%	10.9%	14.8%	13.4%	14.0%	13.9%

Q16-4. Shot for Tots and Big Shots program (immunizations)

Very Satisfied	13.7%	11.3%	10.6%	10.6%	11.7%	11.3%
Satisfied	37.9%	34.9%	37.9%	36.9%	35.5%	36.2%
Neutral	36.3%	45.9%	44.0%	45.6%	43.7%	44.4%
Dissatisfied	5.6%	4.1%	5.0%	4.2%	4.7%	4.5%
Very Dissatisfied	6.5%	3.8%	2.5%	2.6%	4.3%	3.7%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q16-5. Food Safety Inspection program

Very Satisfied	7.6%	8.1%	5.7%	6.3%	7.9%	7.2%
Satisfied	32.1%	34.6%	39.0%	37.5%	34.2%	35.4%
Neutral	41.2%	46.1%	43.7%	45.6%	44.2%	44.6%
Dissatisfied	9.9%	8.8%	9.1%	7.4%	10.5%	9.5%
Very Dissatisfied	9.2%	2.4%	2.5%	3.2%	3.2%	3.3%

Q16-6. Neighborhood planning/zoning efforts

Very Satisfied	4.2%	3.6%	2.9%	3.2%	3.5%	3.4%
Satisfied	23.1%	19.2%	28.0%	25.1%	20.0%	21.8%
Neutral	29.4%	35.9%	31.1%	33.8%	34.1%	33.9%
Dissatisfied	21.0%	25.9%	22.7%	21.8%	26.3%	24.6%
Very Dissatisfied	22.4%	15.4%	15.4%	16.1%	16.1%	16.2%

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

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q16-7. Accessibility of municipal court services

Very Satisfied	5.8%	6.8%	5.8%	5.8%	6.8%	6.4%
Satisfied	35.3%	32.0%	33.3%	31.5%	33.2%	32.5%
Neutral	40.3%	44.8%	44.1%	46.2%	43.2%	44.3%
Dissatisfied	11.5%	11.6%	11.3%	11.8%	11.4%	11.5%
Very Dissatisfied	7.2%	4.8%	5.5%	4.8%	5.4%	5.3%

Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	8.0%	14.5%	14.4%	12.0%	14.5%	13.6%
Satisfied	19.1%	36.8%	35.5%	36.5%	33.4%	34.5%
Neutral	31.5%	34.8%	31.1%	33.3%	33.7%	33.5%
Dissatisfied	13.6%	8.2%	11.8%	10.6%	9.4%	9.9%
Very Dissatisfied	27.8%	5.6%	7.2%	7.6%	9.0%	8.5%

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

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q17-1. Have you visited an Austin City park

Yes	89.4%	92.3%	92.6%	91.9%	92.3%	92.2%
No	10.6%	7.7%	7.4%	8.1%	7.7%	7.8%

Q17-2. Have you participated in a City of Austin recreation program/event

Yes	46.7%	43.8%	44.1%	44.7%	44.0%	44.4%
No	53.3%	56.2%	55.9%	55.3%	56.0%	55.6%

Q17-3. Have you visited an Austin library facility

Yes	76.5%	67.6%	72.8%	70.1%	69.9%	70.0%
No	23.5%	32.4%	27.2%	29.9%	30.1%	30.0%

Q17-4. Have you visited a City pool

Yes	56.8%	56.3%	61.8%	61.3%	56.3%	58.1%
No	43.2%	43.7%	38.2%	38.7%	43.7%	41.9%

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

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q17-5. Have you visited a City recreation center</u>						
Yes	65.6%	43.8%	51.8%	51.0%	46.6%	48.2%
No	34.4%	56.3%	48.2%	49.0%	53.4%	51.8%
<u>Q17-6. Have you had contact with City of Austin Municipal Court</u>						
Yes	46.0%	42.9%	45.3%	43.1%	44.3%	44.0%
No	54.0%	57.1%	54.7%	56.9%	55.7%	56.0%
<u>Q17-7. Have you had contact with City for Code Enforcement</u>						
Yes	31.5%	34.7%	29.4%	31.9%	33.6%	33.2%
No	68.5%	65.3%	70.6%	68.1%	66.4%	66.8%
<u>Q17-8. Have you visited Austin-Bergstrom International Airport</u>						
Yes	87.8%	92.5%	92.4%	89.9%	93.1%	92.0%
No	12.2%	7.5%	7.6%	10.1%	6.9%	8.0%

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

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q17-9. Have you called 3-1-1</u>						
Yes	69.5%	65.3%	65.2%	67.1%	64.9%	65.7%
No	30.5%	34.7%	34.8%	32.9%	35.1%	34.3%
<u>Q17-10. Have you called 9-1-1</u>						
Yes	50.0%	44.8%	47.2%	48.6%	44.5%	46.0%
No	50.0%	55.2%	52.8%	51.4%	55.5%	54.0%
<u>Q17-11. Have you had contact with Austin Police Department</u>						
Yes	65.2%	63.1%	60.6%	62.1%	62.9%	62.7%
No	34.8%	36.9%	39.4%	37.9%	37.1%	37.3%
<u>Q17-12. Have you had contact with Austin Fire Department</u>						
Yes	36.7%	33.3%	29.7%	32.0%	33.2%	32.8%
No	63.3%	66.7%	70.3%	68.0%	66.8%	67.2%

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

	Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	
<u>Q17-13. Have you had contact with Emergency Medical Services Department</u>						
Yes	50.0%	34.4%	32.1%	34.6%	35.9%	35.4%
No	50.0%	65.6%	67.9%	65.4%	64.1%	64.6%
<u>Q17-14. Does Austin Energy provide your electric service</u>						
Yes	92.6%	89.4%	89.5%	90.4%	89.5%	89.9%
No	7.4%	10.6%	10.5%	9.6%	10.5%	10.1%
<u>Q17-15. Does City of Austin collect garbage at your residence</u>						
Yes	85.9%	89.4%	91.8%	90.2%	89.3%	89.6%
No	14.1%	10.6%	8.2%	9.8%	10.7%	10.4%
<u>Q17-16. Does City of Austin provide your home with water & wastewater services</u>						
Yes	95.2%	97.5%	97.9%	97.9%	97.0%	97.4%
No	4.8%	2.5%	2.1%	2.1%	3.0%	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." (without "don't know")

N=2099

Race/Ethnicity			Q23. Are you Hispanic, Latino, or of other Spanish ancestry		Total
African American/ Black	Caucasian/ White	Other	Yes	No	

Q18. Your level of agreement

Strongly Disagree	9.9%	5.4%	7.6%	6.6%	6.3%	6.4%
Disagree	6.8%	9.5%	10.1%	9.9%	8.9%	9.4%
Neutral	36.0%	28.1%	25.2%	27.0%	28.8%	28.0%
Agree	34.2%	44.0%	44.7%	43.5%	43.1%	43.1%
Strongly Agree	13.0%	13.0%	12.4%	12.9%	13.0%	13.0%

City of Austin

Community Survey

Appendix E –

Cross-Tabular Data by

Number of Dependents

and Owners vs. Renters

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	

Q1-1. City of Austin as a place to live

Very Satisfied	35.1%	31.4%	29.8%	25.6%	32.6%	34.3%	32.1%	26.6%	30.6%
Satisfied	46.8%	49.9%	47.9%	56.7%	48.9%	38.2%	49.9%	47.3%	49.2%
Neutral	9.0%	9.4%	10.5%	9.0%	10.0%	13.7%	8.7%	13.5%	10.0%
Dissatisfied	7.4%	7.9%	8.7%	6.6%	5.3%	8.8%	7.3%	8.9%	7.7%
Very Dissatisfied	1.6%	1.4%	3.1%	2.1%	3.2%	4.9%	2.0%	3.7%	2.4%

Q1-2. City of Austin as a place to raise children

Very Satisfied	25.4%	22.0%	22.8%	26.4%	35.6%	31.3%	26.9%	20.3%	25.3%
Satisfied	33.3%	40.3%	44.5%	48.2%	44.4%	42.4%	44.3%	39.0%	43.1%
Neutral	34.8%	28.5%	21.6%	17.8%	12.8%	18.2%	20.5%	28.9%	22.6%
Dissatisfied	4.3%	7.7%	7.7%	5.4%	5.0%	5.1%	5.9%	8.9%	6.6%
Very Dissatisfied	2.2%	1.5%	3.4%	2.2%	2.2%	3.0%	2.4%	2.9%	2.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
31.1%	26.9%	24.0%	29.3%	31.4%	32.3%	28.7%	23.3%	27.3%
40.4%	50.2%	49.7%	49.3%	49.2%	43.4%	48.3%	49.4%	48.6%
19.1%	15.8%	16.5%	15.7%	13.5%	16.2%	15.9%	16.6%	16.1%
7.7%	6.3%	6.3%	4.6%	3.2%	4.0%	5.1%	7.8%	5.8%
1.6%	0.9%	3.4%	1.1%	2.7%	4.0%	1.9%	2.9%	2.2%
19.6%	17.1%	14.4%	18.5%	15.5%	19.6%	17.0%	14.9%	16.5%
26.1%	26.5%	28.1%	22.9%	25.0%	16.3%	26.7%	23.5%	25.9%
29.4%	25.3%	24.3%	30.5%	29.2%	37.0%	26.1%	29.9%	27.0%
13.1%	20.0%	18.1%	18.9%	17.9%	10.9%	18.4%	16.6%	17.9%
11.8%	11.1%	15.1%	9.2%	12.5%	16.3%	11.9%	15.2%	12.7%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q1-5. Overall value that you receive for your City tax & fees

Very Satisfied	4.5%	6.3%	5.4%	5.4%	4.3%	7.0%	5.1%	6.9%	5.5%
Satisfied	29.2%	26.9%	28.5%	28.7%	30.1%	23.0%	28.2%	27.2%	28.0%
Neutral	36.5%	30.6%	28.2%	30.1%	32.8%	29.0%	29.4%	33.3%	30.4%
Dissatisfied	22.5%	27.8%	20.3%	22.2%	16.7%	23.0%	23.5%	20.1%	22.7%
Very Dissatisfied	7.3%	8.4%	17.7%	13.6%	16.1%	18.0%	13.8%	12.4%	13.4%

Q1-6. Overall quality of life in City

Very Satisfied	25.1%	19.8%	16.8%	16.0%	21.7%	20.4%	19.6%	17.2%	18.9%
Satisfied	47.1%	50.8%	50.6%	54.7%	49.7%	52.4%	51.5%	49.4%	50.9%
Neutral	17.6%	18.6%	18.2%	18.8%	18.5%	14.6%	17.6%	19.4%	18.2%
Dissatisfied	7.0%	9.3%	9.6%	7.3%	7.9%	8.7%	8.1%	10.6%	8.8%
Very Dissatisfied	3.2%	1.5%	4.8%	3.1%	2.1%	3.9%	3.2%	3.4%	3.2%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q1-7. How well City of Austin is planning growth

Very Satisfied	5.6%	3.2%	2.6%	4.0%	2.1%	8.8%	3.0%	5.0%	3.5%
Satisfied	6.1%	8.2%	10.3%	11.6%	11.2%	5.9%	8.9%	10.6%	9.4%
Neutral	18.4%	19.4%	19.9%	19.5%	18.6%	15.7%	18.9%	20.1%	19.2%
Dissatisfied	36.9%	34.8%	33.8%	31.8%	33.5%	37.3%	35.2%	31.5%	34.2%
Very Dissatisfied	33.0%	34.5%	33.3%	33.2%	34.6%	32.4%	34.0%	32.8%	33.7%

Q1-8. Overall quality of services provided by City of Austin

Very Satisfied	7.7%	7.5%	6.9%	8.5%	6.8%	10.8%	7.4%	8.1%	7.5%
Satisfied	43.6%	40.5%	39.0%	33.6%	44.8%	33.3%	39.4%	39.0%	39.4%
Neutral	35.4%	33.0%	29.4%	36.0%	28.6%	29.4%	31.5%	32.6%	31.8%
Dissatisfied	8.8%	15.8%	15.6%	13.8%	13.5%	16.7%	14.8%	14.6%	14.7%
Very Dissatisfied	4.4%	3.1%	9.0%	8.1%	6.3%	9.8%	7.0%	5.7%	6.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-1. Overall quality of parks & recreation programs & facilities

Very Satisfied	30.2%	23.6%	22.4%	21.7%	18.7%	25.3%	21.6%	27.4%	23.1%
Satisfied	46.9%	54.3%	49.3%	49.5%	57.8%	46.5%	51.8%	49.3%	51.2%
Neutral	16.2%	15.9%	19.1%	18.1%	14.4%	18.2%	17.5%	17.1%	17.3%
Dissatisfied	5.0%	5.5%	6.5%	5.3%	5.3%	6.1%	6.6%	3.5%	5.8%
Very Dissatisfied	1.7%	0.7%	2.7%	5.3%	3.7%	4.0%	2.5%	2.7%	2.6%

Q2-2. Overall quality of City libraries

Very Satisfied	22.0%	24.6%	22.4%	22.8%	19.6%	23.9%	23.3%	21.7%	22.8%
Satisfied	46.7%	52.8%	46.8%	43.7%	49.4%	41.3%	47.3%	49.1%	47.9%
Neutral	23.3%	18.8%	24.1%	24.8%	22.8%	27.2%	22.4%	23.6%	22.8%
Dissatisfied	5.3%	3.6%	4.0%	7.1%	5.7%	7.6%	5.1%	4.2%	4.8%
Very Dissatisfied	2.7%	0.2%	2.8%	1.6%	2.5%	0.0%	1.8%	1.4%	1.7%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very Satisfied	17.1%	19.4%	22.5%	22.9%	20.2%	28.0%	21.7%	20.4%	21.3%
Satisfied	51.9%	53.7%	49.0%	47.9%	58.5%	41.0%	51.0%	49.9%	50.9%
Neutral	23.2%	19.4%	18.8%	18.9%	15.8%	14.0%	18.6%	19.8%	18.9%
Dissatisfied	5.0%	5.6%	6.2%	7.1%	2.7%	9.0%	5.8%	6.1%	5.9%
Very Dissatisfied	2.8%	1.8%	3.5%	3.2%	2.7%	8.0%	2.9%	3.7%	3.1%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very Satisfied	11.7%	7.7%	8.3%	7.7%	2.3%	17.3%	8.2%	8.9%	8.4%
Satisfied	29.9%	32.4%	33.9%	31.2%	39.2%	25.9%	33.7%	29.6%	32.7%
Neutral	39.6%	45.3%	38.6%	43.9%	39.2%	37.0%	41.4%	41.1%	41.3%
Dissatisfied	13.6%	11.3%	10.3%	12.2%	10.8%	9.9%	11.0%	11.7%	11.2%
Very Dissatisfied	5.2%	3.4%	8.9%	5.0%	8.5%	9.9%	5.7%	8.7%	6.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very Satisfied	28.6%	27.6%	28.8%	25.4%	34.4%	27.0%	29.4%	25.6%	28.4%
Satisfied	48.4%	54.7%	48.2%	52.3%	46.6%	50.0%	50.4%	50.8%	50.5%
Neutral	17.0%	12.3%	16.0%	17.9%	13.2%	15.0%	14.3%	17.1%	15.0%
Dissatisfied	6.0%	4.7%	5.6%	2.2%	4.8%	4.0%	4.8%	4.8%	4.8%
Very Dissatisfied	0.0%	0.7%	1.4%	2.2%	1.1%	4.0%	1.1%	1.7%	1.3%

Q2-6. Overall quality of drinking water provided by Austin Water

Very Satisfied	21.7%	26.0%	26.3%	27.9%	27.4%	25.7%	28.8%	18.2%	26.1%
Satisfied	46.6%	48.4%	47.9%	41.3%	44.6%	41.6%	47.0%	44.9%	46.4%
Neutral	20.6%	15.9%	16.9%	21.2%	18.8%	21.8%	16.7%	21.8%	18.0%
Dissatisfied	9.0%	7.8%	6.2%	6.7%	5.9%	7.9%	5.3%	11.9%	7.0%
Very Dissatisfied	2.1%	1.9%	2.7%	2.8%	3.2%	3.0%	2.3%	3.2%	2.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very Satisfied	18.5%	16.1%	16.3%	19.9%	16.2%	24.2%	18.1%	14.9%	17.3%
Satisfied	49.4%	49.3%	49.8%	41.5%	46.4%	39.4%	48.5%	45.5%	47.6%
Neutral	20.2%	26.0%	21.1%	27.1%	25.1%	20.2%	22.0%	27.9%	23.6%
Dissatisfied	8.4%	7.0%	8.7%	8.3%	7.8%	11.1%	8.4%	7.3%	8.2%
Very Dissatisfied	3.4%	1.6%	4.1%	3.2%	4.5%	5.1%	3.0%	4.4%	3.3%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	18.7%	15.3%	16.4%	18.2%	17.3%	17.2%	17.8%	13.4%	16.7%
Satisfied	37.9%	45.1%	40.7%	38.9%	44.5%	34.4%	41.5%	41.9%	41.5%
Neutral	23.1%	21.3%	22.1%	24.0%	20.8%	29.0%	22.5%	22.2%	22.4%
Dissatisfied	17.6%	12.5%	12.9%	11.6%	11.0%	10.8%	12.4%	13.6%	12.8%
Very Dissatisfied	2.7%	5.7%	7.9%	7.3%	6.4%	8.6%	5.8%	8.9%	6.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very Satisfied	1.1%	0.7%	1.3%	1.4%	0.5%	1.9%	0.9%	1.5%	1.1%
Satisfied	2.7%	3.3%	3.6%	5.2%	3.7%	4.9%	3.6%	4.1%	3.7%
Neutral	6.5%	8.2%	8.5%	10.7%	9.4%	13.6%	8.2%	10.7%	8.9%
Dissatisfied	29.9%	29.1%	26.7%	28.7%	26.2%	16.5%	27.9%	26.1%	27.4%
Very Dissatisfied	59.8%	58.6%	59.9%	54.0%	60.2%	63.1%	59.4%	57.6%	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.)

Very Satisfied	0.5%	0.7%	1.0%	1.4%	0.5%	4.0%	0.8%	1.7%	1.0%
Satisfied	7.6%	9.9%	7.8%	9.1%	11.0%	10.0%	8.3%	10.5%	8.9%
Neutral	21.6%	16.3%	17.5%	18.1%	16.8%	20.0%	17.2%	18.8%	17.7%
Dissatisfied	33.5%	35.1%	34.2%	34.1%	28.8%	30.0%	33.7%	33.8%	33.7%
Very Dissatisfied	36.8%	38.1%	39.5%	37.3%	42.9%	36.0%	40.0%	35.2%	38.7%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	

Q2-11. Overall maintenance of major City streets

Very Satisfied	1.6%	1.9%	3.0%	3.5%	0.5%	6.9%	2.2%	3.5%	2.6%
Satisfied	24.2%	26.6%	22.5%	24.0%	30.4%	29.4%	24.8%	25.9%	25.1%
Neutral	30.1%	27.6%	27.8%	26.5%	25.7%	17.6%	27.1%	27.2%	27.1%
Dissatisfied	29.0%	30.8%	28.0%	26.5%	26.2%	27.5%	29.1%	26.8%	28.5%
Very Dissatisfied	15.1%	13.1%	18.7%	19.4%	17.3%	18.6%	16.7%	16.6%	16.7%

Q2-12. Overall maintenance of City sidewalks

Very Satisfied	3.9%	3.2%	4.8%	5.2%	2.7%	7.0%	3.7%	5.8%	4.3%
Satisfied	25.6%	28.3%	25.0%	24.5%	30.1%	34.0%	26.7%	27.3%	26.8%
Neutral	28.9%	33.0%	32.7%	31.1%	30.1%	23.0%	31.7%	31.0%	31.5%
Dissatisfied	22.8%	23.1%	20.7%	23.4%	21.9%	22.0%	22.2%	21.8%	22.1%
Very Dissatisfied	18.9%	12.4%	16.8%	15.7%	15.3%	14.0%	15.7%	14.0%	15.3%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-13. Overall management of stormwater runoff

Very Satisfied	8.1%	5.4%	5.0%	6.0%	2.3%	9.4%	5.2%	6.4%	5.5%
Satisfied	31.4%	33.0%	34.4%	33.7%	39.7%	38.5%	35.2%	31.7%	34.3%
Neutral	33.7%	38.9%	31.8%	32.6%	35.1%	30.2%	34.3%	34.2%	34.3%
Dissatisfied	18.0%	15.6%	15.7%	19.5%	14.9%	13.5%	15.5%	18.4%	16.2%
Very Dissatisfied	8.7%	7.2%	13.1%	8.2%	8.0%	8.3%	9.8%	9.3%	9.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very Satisfied	6.9%	3.5%	5.4%	6.3%	3.4%	12.4%	5.4%	5.1%	5.3%
Satisfied	26.9%	29.2%	28.1%	29.4%	35.8%	20.6%	28.9%	28.6%	28.8%
Neutral	42.3%	43.8%	37.8%	38.3%	43.0%	38.1%	41.1%	38.5%	40.5%
Dissatisfied	17.1%	16.0%	16.9%	13.8%	10.6%	13.4%	14.6%	17.8%	15.5%
Very Dissatisfied	6.9%	7.5%	11.8%	12.3%	7.3%	15.5%	10.0%	9.9%	10.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)

Very Satisfied	9.9%	7.3%	6.7%	12.2%	6.8%	10.7%	7.4%	10.3%	8.2%
Satisfied	32.4%	36.0%	30.3%	29.3%	40.9%	34.5%	32.7%	34.1%	33.1%
Neutral	40.8%	40.1%	42.3%	41.0%	37.1%	34.5%	42.6%	35.1%	40.5%
Dissatisfied	12.7%	12.3%	13.2%	10.4%	8.3%	9.5%	11.6%	12.5%	11.9%
Very Dissatisfied	4.2%	4.3%	7.5%	7.2%	6.8%	10.7%	5.7%	7.9%	6.4%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very Satisfied	5.1%	1.0%	2.9%	6.0%	1.2%	6.4%	2.9%	3.5%	3.0%
Satisfied	17.2%	18.5%	16.7%	15.3%	15.9%	21.3%	16.6%	19.0%	17.2%
Neutral	33.8%	38.0%	33.8%	34.3%	32.9%	25.5%	33.3%	38.9%	34.5%
Dissatisfied	26.8%	26.5%	23.8%	23.8%	27.4%	25.5%	26.6%	21.3%	25.2%
Very Dissatisfied	17.2%	15.9%	22.8%	20.6%	22.6%	21.3%	20.7%	17.3%	20.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q2-17. Overall quality of development review, permitting & inspection services

Very Satisfied	6.3%	1.4%	2.3%	4.2%	1.3%	4.7%	2.3%	4.0%	2.7%
Satisfied	12.6%	12.9%	13.9%	14.0%	11.8%	11.8%	12.2%	16.7%	13.2%
Neutral	30.1%	35.9%	32.3%	28.8%	32.0%	29.4%	30.3%	39.8%	32.4%
Dissatisfied	29.4%	27.2%	28.2%	27.1%	26.8%	27.1%	28.9%	23.7%	27.7%
Very Dissatisfied	21.7%	22.6%	23.3%	25.8%	28.1%	27.1%	26.3%	15.9%	24.0%

Q2-18. Animal services (shelter, adoptions, animal control, etc.)

Very Satisfied	15.2%	19.2%	12.7%	13.3%	11.5%	11.3%	12.7%	20.5%	14.7%
Satisfied	44.9%	45.7%	42.2%	37.3%	53.2%	52.5%	45.5%	40.8%	44.3%
Neutral	30.4%	26.1%	34.9%	40.8%	28.8%	27.5%	33.4%	27.3%	31.8%
Dissatisfied	6.3%	7.5%	6.8%	5.2%	2.6%	6.3%	5.6%	8.6%	6.3%
Very Dissatisfied	3.2%	1.6%	3.3%	3.4%	3.8%	2.5%	2.8%	2.9%	2.8%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Top choice</u>									
Overall quality of parks & recreation programs & facilities	4.2%	2.9%	3.2%	3.8%	5.6%	1.9%	2.9%	5.1%	3.4%
Overall quality of City libraries	0.0%	1.3%	0.7%	1.0%	1.0%	2.9%	0.9%	1.3%	1.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	23.4%	23.7%	21.9%	22.3%	22.6%	16.2%	22.8%	21.2%	22.4%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	0.5%	0.3%	0.8%	0.0%	1.0%	0.0%	0.3%	1.1%	0.5%
Overall quality of Austin-Bergstrom International Airport	0.5%	0.5%	0.8%	0.0%	0.5%	0.0%	0.7%	0.0%	0.5%
Overall quality of drinking water provided by Austin Water	9.4%	7.9%	9.7%	7.9%	10.3%	8.6%	8.6%	9.8%	8.9%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Top choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	0.5%	0.3%	0.4%	1.0%	0.5%	0.0%	0.4%	0.7%	0.5%
Overall quality of electric utility services provided by Austin Energy	1.6%	1.9%	2.1%	2.4%	5.1%	4.8%	2.2%	3.1%	2.4%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	32.3%	35.2%	30.5%	31.8%	30.3%	36.2%	32.7%	31.6%	32.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	2.1%	5.2%	4.4%	4.8%	1.0%	5.7%	4.9%	2.4%	4.2%
Overall maintenance of major City streets	0.5%	1.2%	2.8%	1.0%	2.1%	1.9%	2.0%	1.1%	1.8%
Overall maintenance of City sidewalks	2.1%	0.8%	1.0%	1.0%	0.5%	1.0%	0.8%	1.3%	1.0%
Overall management of stormwater runoff	1.0%	0.2%	0.6%	1.0%	0.0%	0.0%	0.5%	0.4%	0.5%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Top choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	1.0%	0.8%	0.4%	0.0%	0.0%	0.0%	0.5%	0.4%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	1.0%	2.2%	2.4%	2.4%	1.0%	2.9%	1.8%	3.1%	2.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	3.6%	4.0%	2.9%	4.8%	5.1%	0.0%	4.0%	2.7%	3.6%
Overall quality of development review, permitting & inspection services	1.0%	0.7%	1.2%	1.0%	1.0%	1.0%	1.2%	0.5%	1.0%
Animal services (shelter, adoptions, animal control, etc.)	1.6%	1.0%	0.8%	0.0%	0.0%	0.0%	0.4%	1.6%	0.7%
None chosen	13.5%	9.8%	13.3%	13.7%	12.3%	17.1%	12.5%	12.7%	12.5%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 2nd choice</u>									
Overall quality of parks & recreation programs & facilities	2.6%	4.0%	2.2%	3.8%	3.1%	2.9%	2.7%	4.2%	3.1%
Overall quality of City libraries	3.6%	2.4%	1.4%	1.4%	2.1%	1.9%	1.8%	2.5%	2.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	5.7%	6.1%	6.2%	8.9%	9.7%	8.6%	6.6%	8.0%	7.0%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	0.0%	0.8%	1.8%	0.3%	0.5%	1.9%	0.9%	1.5%	1.0%
Overall quality of Austin-Bergstrom International Airport	2.6%	0.5%	1.7%	2.1%	1.0%	1.9%	1.5%	1.3%	1.4%
Overall quality of drinking water provided by Austin Water	12.5%	13.8%	11.9%	8.2%	11.8%	7.6%	11.8%	11.8%	11.8%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 2nd choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	0.5%	0.7%	1.5%	1.4%	2.6%	1.0%	1.2%	1.1%	1.2%
Overall quality of electric utility services provided by Austin Energy	8.3%	2.5%	4.6%	5.1%	5.1%	1.9%	4.1%	5.1%	4.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	16.7%	12.1%	15.1%	15.8%	13.8%	12.4%	14.4%	13.6%	14.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	25.0%	26.6%	23.7%	20.5%	24.6%	25.7%	25.4%	21.6%	24.4%
Overall maintenance of major City streets	2.1%	5.2%	5.0%	4.1%	5.6%	1.9%	4.9%	3.6%	4.6%
Overall maintenance of City sidewalks	0.0%	1.3%	1.8%	1.0%	0.5%	3.8%	0.9%	2.7%	1.4%
Overall management of stormwater runoff	1.0%	1.7%	1.2%	0.7%	0.0%	0.0%	1.1%	1.1%	1.1%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 2nd choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	0.5%	0.5%	0.6%	0.7%	0.5%	0.0%	0.3%	1.3%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	2.1%	4.7%	2.6%	3.8%	2.1%	3.8%	2.7%	5.1%	3.3%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	1.6%	4.0%	2.9%	3.4%	3.6%	2.9%	3.8%	1.6%	3.2%
Overall quality of development review, permitting & inspection services	1.0%	1.7%	1.8%	3.8%	2.1%	2.9%	2.5%	0.7%	2.0%
Animal services (shelter, adoptions, animal control, etc.)	0.5%	1.0%	0.6%	1.0%	0.0%	1.0%	0.8%	0.4%	0.7%
None chosen	13.5%	10.3%	13.3%	14.0%	11.3%	18.1%	12.6%	12.9%	12.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 3rd choice</u>									
Overall quality of parks & recreation programs & facilities	5.2%	5.1%	3.6%	4.5%	5.6%	3.8%	4.2%	5.3%	4.5%
Overall quality of City libraries	2.6%	1.9%	1.4%	2.4%	2.6%	1.0%	1.7%	2.4%	1.9%
Overall quality of public safety services (i.e. police, fire & ambulance)	6.8%	6.9%	7.6%	6.2%	7.7%	9.5%	7.4%	6.7%	7.2%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.6%	1.0%	1.0%	1.0%	2.6%	2.9%	1.3%	1.6%	1.4%
Overall quality of Austin-Bergstrom International Airport	2.1%	2.5%	1.5%	1.0%	1.5%	2.9%	1.8%	2.0%	1.9%
Overall quality of drinking water provided by Austin Water	5.7%	8.6%	8.0%	9.2%	6.2%	5.7%	7.5%	8.9%	7.9%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 3rd choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	1.6%	3.5%	3.1%	3.4%	1.5%	1.9%	2.5%	4.0%	2.9%
Overall quality of electric utility services provided by Austin Energy	6.3%	5.9%	7.5%	5.1%	6.7%	2.9%	6.2%	6.5%	6.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	10.4%	9.3%	8.6%	10.6%	7.7%	9.5%	8.6%	11.1%	9.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	7.3%	11.6%	9.8%	11.3%	12.8%	11.4%	11.2%	9.1%	10.7%
Overall maintenance of major City streets	7.8%	11.8%	9.8%	9.6%	10.8%	11.4%	11.3%	7.3%	10.3%
Overall maintenance of City sidewalks	4.7%	2.4%	2.8%	2.1%	4.1%	1.9%	3.0%	2.2%	2.8%
Overall management of stormwater runoff	1.6%	2.2%	3.1%	3.4%	1.5%	2.9%	1.9%	4.5%	2.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 3rd choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	3.1%	1.9%	1.5%	1.4%	0.5%	1.0%	1.6%	1.8%	1.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	5.7%	4.9%	4.7%	5.5%	5.6%	4.8%	5.2%	4.7%	5.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	6.3%	5.4%	6.8%	5.1%	6.2%	7.6%	6.7%	4.4%	6.1%
Overall quality of development review, permitting & inspection services	4.2%	3.0%	3.6%	2.1%	2.1%	1.0%	3.3%	2.2%	3.0%
Animal services (shelter, adoptions, animal control, etc.)	1.0%	1.0%	1.0%	1.0%	1.0%	0.0%	0.9%	1.1%	1.0%
None chosen	15.1%	11.3%	14.6%	15.1%	13.3%	18.1%	13.6%	14.3%	13.8%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 4th choice</u>									
Overall quality of parks & recreation programs & facilities	4.7%	5.4%	4.2%	7.2%	7.7%	7.6%	6.1%	3.8%	5.5%
Overall quality of City libraries	3.6%	2.0%	1.5%	2.7%	4.1%	4.8%	2.6%	2.0%	2.4%
Overall quality of public safety services (i.e. police, fire & ambulance)	4.2%	5.4%	6.9%	5.8%	7.7%	6.7%	6.2%	6.2%	6.1%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	1.6%	1.0%	1.1%	1.4%	1.0%	1.9%	1.0%	1.6%	1.2%
Overall quality of Austin-Bergstrom International Airport	1.6%	2.0%	3.1%	1.7%	3.6%	1.0%	2.6%	1.8%	2.4%
Overall quality of drinking water provided by Austin Water	4.2%	6.1%	3.9%	4.5%	4.6%	2.9%	4.2%	6.0%	4.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 4th choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	2.1%	2.0%	3.3%	1.7%	2.1%	3.8%	2.1%	3.4%	2.5%
Overall quality of electric utility services provided by Austin Energy	2.1%	6.1%	3.6%	4.8%	4.1%	5.7%	4.7%	3.6%	4.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	5.7%	7.1%	6.8%	4.8%	7.7%	2.9%	6.2%	6.9%	6.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	9.4%	7.4%	7.5%	9.9%	5.1%	5.7%	6.6%	10.5%	7.7%
Overall maintenance of major City streets	9.4%	7.6%	7.5%	10.6%	8.2%	8.6%	8.8%	6.9%	8.2%
Overall maintenance of City sidewalks	4.2%	2.9%	4.0%	2.1%	3.6%	4.8%	3.6%	2.7%	3.4%
Overall management of stormwater runoff	3.6%	3.9%	2.4%	3.1%	2.6%	1.0%	2.7%	3.6%	3.0%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. 4th choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	4.2%	2.0%	3.6%	2.4%	2.6%	3.8%	2.8%	3.4%	3.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	2.6%	7.4%	5.4%	5.1%	5.6%	3.8%	5.3%	6.4%	5.6%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	10.4%	9.3%	9.0%	7.9%	5.6%	10.5%	9.3%	7.4%	8.8%
Overall quality of development review, permitting & inspection services	4.2%	5.1%	6.7%	5.5%	5.1%	3.8%	5.9%	4.5%	5.5%
Animal services (shelter, adoptions, animal control, etc.)	4.7%	5.2%	2.8%	2.7%	3.1%	0.0%	3.7%	3.1%	3.5%
None chosen	17.7%	12.3%	16.8%	16.1%	15.9%	21.0%	15.5%	16.0%	15.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Sum of top 4 choices</u>									
Overall quality of parks & recreation programs & facilities	16.7%	17.3%	13.2%	19.2%	22.1%	16.2%	15.9%	18.3%	16.5%
Overall quality of City libraries	9.9%	7.6%	5.0%	7.5%	9.7%	10.5%	6.9%	8.2%	7.2%
Overall quality of public safety services (i.e. police, fire & ambulance)	40.1%	42.1%	42.7%	43.2%	47.7%	41.0%	43.0%	42.1%	42.7%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	4.7%	3.2%	4.7%	2.7%	5.1%	6.7%	3.6%	5.8%	4.1%
Overall quality of Austin-Bergstrom International Airport	6.8%	5.6%	7.1%	4.8%	6.7%	5.7%	6.6%	5.1%	6.2%
Overall quality of drinking water provided by Austin Water	31.8%	36.4%	33.6%	29.8%	32.8%	24.8%	32.0%	36.5%	33.2%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Sum of top 4 choices (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	4.7%	6.6%	8.3%	7.5%	6.7%	6.7%	6.3%	9.3%	7.1%
Overall quality of electric utility services provided by Austin Energy	18.2%	16.3%	17.8%	17.5%	21.0%	15.2%	17.3%	18.3%	17.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	65.1%	63.6%	61.0%	63.0%	59.5%	61.0%	61.9%	63.2%	62.3%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	43.8%	50.8%	45.5%	46.6%	43.6%	48.6%	48.2%	43.6%	47.0%
Overall maintenance of major City streets	19.8%	25.8%	25.1%	25.3%	26.7%	23.8%	27.0%	18.9%	24.9%
Overall maintenance of City sidewalks	10.9%	7.4%	9.6%	6.2%	8.7%	11.4%	8.4%	8.9%	8.6%
Overall management of stormwater runoff	7.3%	7.9%	7.2%	8.2%	4.1%	3.8%	6.2%	9.6%	7.1%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q3. Sum of top 4 choices (Cont.)</u>									
Overall effectiveness of communication by City of Austin	8.9%	5.2%	6.1%	4.5%	3.6%	4.8%	5.1%	6.9%	5.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	11.5%	19.2%	15.1%	16.8%	14.4%	15.2%	14.9%	19.2%	16.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	21.9%	22.7%	21.6%	21.2%	20.5%	21.0%	23.8%	16.2%	21.8%
Overall quality of development review, permitting & inspection services	10.4%	10.4%	13.3%	12.3%	10.3%	8.6%	12.9%	8.0%	11.6%
Animal services (shelter, adoptions, animal control, etc.)	7.8%	8.2%	5.1%	4.8%	4.1%	1.0%	5.8%	6.2%	5.9%
None chosen	13.5%	9.8%	13.3%	13.7%	12.3%	17.1%	12.5%	12.7%	12.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q4-1. I feel safe in my neighborhood during the day

Strongly Agree	43.9%	44.1%	40.7%	45.5%	50.5%	42.7%	44.6%	40.8%	43.7%
Agree	46.0%	49.6%	48.7%	43.1%	39.1%	43.7%	46.7%	46.9%	46.8%
Neutral	6.3%	3.8%	6.3%	7.6%	5.2%	7.8%	5.3%	7.2%	5.7%
Disagree	3.2%	2.2%	3.2%	2.8%	2.6%	3.9%	2.6%	3.5%	2.8%
Strongly Disagree	0.5%	0.3%	1.0%	1.0%	2.6%	1.9%	0.7%	1.7%	1.0%

Q4-2. I feel safe in my neighborhood at night

Strongly Agree	26.8%	23.3%	25.1%	29.2%	32.3%	22.3%	27.1%	22.4%	25.8%
Agree	35.8%	44.5%	44.0%	45.5%	43.8%	47.6%	46.0%	37.5%	43.7%
Neutral	21.6%	16.5%	16.0%	12.5%	11.5%	16.5%	14.3%	19.8%	15.8%
Disagree	12.6%	13.5%	11.8%	10.4%	6.8%	7.8%	10.1%	15.3%	11.5%
Strongly Disagree	3.2%	2.2%	3.2%	2.4%	5.7%	5.8%	2.6%	5.0%	3.2%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	

Q4-3. I feel safe in City parks

Strongly Agree	18.2%	17.3%	12.2%	16.6%	15.5%	18.6%	14.0%	19.6%	15.4%
Agree	45.5%	51.5%	42.9%	47.7%	54.5%	38.2%	47.2%	46.4%	47.1%
Neutral	26.1%	22.9%	31.6%	25.3%	19.3%	26.5%	27.2%	24.2%	26.3%
Disagree	6.8%	6.7%	10.1%	8.7%	8.6%	12.7%	9.3%	6.5%	8.6%
Strongly Disagree	3.4%	1.6%	3.2%	1.8%	2.1%	3.9%	2.3%	3.2%	2.5%

Q4-4. I feel safe walking alone downtown during the day

Strongly Agree	40.4%	34.1%	26.1%	27.2%	33.2%	25.7%	29.7%	32.6%	30.5%
Agree	43.2%	48.0%	46.6%	49.6%	47.6%	44.6%	48.1%	44.1%	47.1%
Neutral	10.9%	13.1%	17.6%	14.1%	11.2%	15.8%	14.6%	14.4%	14.6%
Disagree	3.3%	3.6%	7.3%	7.6%	5.9%	7.9%	5.7%	6.1%	5.8%
Strongly Disagree	2.2%	1.2%	2.3%	1.4%	2.1%	5.9%	1.8%	2.7%	2.1%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q4-5. I feel safe walking alone downtown at night

Strongly Agree	6.0%	8.8%	4.3%	6.3%	6.7%	6.0%	6.2%	6.7%	6.3%
Agree	25.3%	24.4%	20.0%	17.9%	24.0%	21.0%	21.5%	23.2%	21.9%
Neutral	26.4%	23.1%	26.0%	29.5%	24.0%	30.0%	26.7%	23.0%	25.7%
Disagree	30.8%	28.4%	29.7%	29.9%	33.0%	25.0%	29.7%	29.1%	29.5%
Strongly Disagree	11.5%	15.2%	20.0%	16.4%	12.3%	18.0%	15.9%	18.1%	16.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)

Very Satisfied	2.7%	5.5%	3.2%	4.6%	1.6%	5.0%	3.7%	4.7%	3.9%
Satisfied	39.3%	37.6%	35.3%	35.2%	33.2%	37.6%	35.5%	38.2%	36.2%
Neutral	24.6%	26.7%	24.7%	26.8%	24.7%	18.8%	25.5%	24.8%	25.3%
Dissatisfied	25.1%	22.9%	27.0%	24.6%	26.8%	27.7%	26.4%	22.6%	25.4%
Very Dissatisfied	8.2%	7.3%	9.8%	8.8%	13.7%	10.9%	8.9%	9.8%	9.2%

Q5-2. Condition of streets in your neighborhood (residential streets)

Very Satisfied	13.8%	14.0%	13.5%	13.5%	11.4%	15.4%	13.4%	14.3%	13.6%
Satisfied	41.5%	46.8%	43.3%	45.7%	45.1%	41.3%	45.6%	41.1%	44.5%
Neutral	19.1%	20.0%	19.7%	19.4%	20.2%	19.2%	18.2%	23.9%	19.7%
Dissatisfied	19.1%	15.0%	15.9%	13.8%	16.1%	8.7%	15.4%	15.2%	15.3%
Very Dissatisfied	6.4%	4.1%	7.7%	7.6%	7.3%	15.4%	7.3%	5.6%	6.9%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)

Very Satisfied	13.0%	11.2%	12.8%	12.0%	10.1%	14.0%	12.4%	11.3%	12.1%
Satisfied	35.7%	40.4%	36.4%	34.3%	40.2%	39.0%	37.4%	38.4%	37.6%
Neutral	15.1%	25.3%	21.6%	26.5%	22.9%	18.0%	22.2%	23.8%	22.7%
Dissatisfied	25.4%	15.9%	18.5%	17.0%	16.8%	18.0%	18.0%	18.3%	18.0%
Very Dissatisfied	10.8%	7.2%	10.7%	10.2%	10.1%	11.0%	10.1%	8.2%	9.6%

Q5-4. Timing of traffic signals on City streets

Very Satisfied	5.4%	4.0%	4.1%	4.2%	1.6%	10.6%	3.9%	5.4%	4.3%
Satisfied	28.6%	32.6%	30.5%	29.6%	36.3%	19.2%	30.1%	33.0%	30.8%
Neutral	27.6%	26.4%	25.5%	29.3%	28.0%	26.9%	27.1%	25.8%	26.8%
Dissatisfied	26.5%	25.7%	23.6%	23.0%	23.3%	28.8%	25.8%	21.3%	24.6%
Very Dissatisfied	11.9%	11.3%	16.3%	13.9%	10.9%	14.4%	13.2%	14.4%	13.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q5-5. Adequacy of street lighting in your community

Very Satisfied	6.5%	10.9%	10.2%	9.8%	6.8%	14.7%	10.5%	8.2%	9.9%
Satisfied	41.4%	38.1%	39.5%	38.0%	49.7%	35.3%	40.8%	37.2%	39.8%
Neutral	24.7%	24.7%	23.5%	24.0%	18.3%	20.6%	22.5%	25.7%	23.4%
Dissatisfied	18.3%	20.2%	18.7%	19.2%	16.8%	20.6%	18.6%	20.3%	19.1%
Very Dissatisfied	9.1%	6.2%	8.1%	9.1%	8.4%	8.8%	7.5%	8.7%	7.8%

Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)

Very Satisfied	6.5%	7.0%	9.6%	9.9%	3.8%	12.7%	8.6%	7.4%	8.2%
Satisfied	40.0%	35.8%	38.3%	35.1%	43.2%	37.3%	37.2%	39.0%	37.7%
Neutral	20.0%	24.9%	26.3%	25.5%	25.4%	20.6%	24.5%	25.8%	24.9%
Dissatisfied	19.5%	22.6%	16.3%	18.4%	15.7%	17.6%	18.8%	18.6%	18.7%
Very Dissatisfied	14.1%	9.7%	9.5%	11.0%	11.9%	11.8%	10.9%	9.3%	10.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)

Very Satisfied	9.4%	7.7%	8.4%	9.6%	5.3%	16.5%	8.5%	9.0%	8.6%
Satisfied	26.4%	29.2%	33.3%	31.6%	37.4%	32.0%	32.1%	30.3%	31.6%
Neutral	27.0%	32.6%	33.0%	34.8%	35.1%	28.9%	32.4%	33.0%	32.6%
Dissatisfied	25.2%	20.3%	15.1%	16.0%	13.5%	9.3%	17.2%	17.2%	17.1%
Very Dissatisfied	11.9%	10.2%	10.2%	8.0%	8.8%	13.4%	9.9%	10.5%	10.1%

Q5-8. Off-street bicycle accessibility (City's urban trail network)

Very Satisfied	9.9%	12.5%	11.5%	13.0%	10.8%	15.9%	12.4%	11.1%	12.0%
Satisfied	40.1%	38.6%	36.5%	35.9%	41.9%	39.8%	37.8%	38.6%	38.0%
Neutral	32.9%	33.3%	37.4%	39.4%	34.5%	33.0%	35.4%	36.0%	35.6%
Dissatisfied	12.5%	10.5%	8.2%	6.1%	8.1%	4.5%	8.4%	9.7%	8.8%
Very Dissatisfied	4.6%	5.0%	6.5%	5.6%	4.7%	6.8%	6.0%	4.5%	5.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q5-9. Mowing & trimming along City streets</u>									
Very Satisfied	5.6%	6.6%	6.6%	5.3%	3.7%	12.9%	5.3%	9.5%	6.4%
Satisfied	32.8%	32.7%	29.3%	33.3%	37.9%	21.8%	29.9%	36.5%	31.6%
Neutral	29.4%	31.5%	24.6%	23.0%	27.4%	26.7%	27.3%	26.8%	27.1%
Dissatisfied	18.9%	21.9%	25.4%	26.6%	16.8%	21.8%	24.6%	18.3%	23.0%
Very Dissatisfied	13.3%	7.3%	14.0%	11.7%	14.2%	16.8%	12.9%	8.9%	11.9%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	39.1%	44.9%	43.4%	44.5%	48.7%	39.0%	45.3%	40.1%	43.9%
Condition of streets in your neighborhood (residential streets)	7.3%	6.7%	8.0%	8.9%	7.2%	14.3%	8.2%	7.3%	8.0%
Condition of sidewalks in your neighborhood (if sidewalks exist)	3.6%	3.9%	3.7%	4.1%	3.6%	1.9%	3.7%	3.6%	3.7%
Timing of traffic signals on City streets	10.4%	11.4%	13.9%	16.1%	14.9%	12.4%	13.9%	11.1%	13.2%
Adequacy of street lighting in your community	5.2%	7.4%	9.7%	3.8%	4.6%	5.7%	6.2%	10.0%	7.1%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	5.7%	9.4%	4.9%	8.6%	4.1%	3.8%	6.1%	8.0%	6.6%
On-street bicycle accessibility (City's bicycle lane system/network)	5.7%	5.2%	2.5%	2.4%	2.1%	5.7%	3.5%	4.2%	3.7%
Off-street bicycle accessibility (City's urban trail network)	1.0%	0.8%	0.1%	0.0%	0.5%	0.0%	0.5%	0.2%	0.4%
Mowing & trimming along City streets	8.9%	2.2%	5.4%	3.1%	4.6%	3.8%	4.4%	4.2%	4.3%
None chosen	13.0%	7.9%	8.3%	8.6%	9.7%	13.3%	8.2%	11.4%	9.1%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	13.5%	11.4%	14.6%	11.3%	11.3%	19.0%	12.8%	13.6%	13.1%
Condition of streets in your neighborhood (residential streets)	15.6%	18.0%	21.4%	17.5%	26.7%	14.3%	20.4%	17.1%	19.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	4.2%	5.2%	6.4%	7.2%	5.1%	1.9%	5.4%	6.4%	5.6%
Timing of traffic signals on City streets	13.5%	17.2%	18.6%	15.8%	14.9%	14.3%	16.9%	16.5%	16.8%
Adequacy of street lighting in your community	11.5%	12.8%	8.9%	15.4%	9.7%	5.7%	11.2%	10.7%	11.1%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	12.0%	11.8%	9.8%	9.9%	9.2%	6.7%	9.8%	12.0%	10.4%
On-street bicycle accessibility (City's bicycle lane system/network)	8.3%	7.6%	4.4%	3.8%	6.2%	6.7%	6.1%	5.3%	5.9%
Off-street bicycle accessibility (City's urban trail network)	2.6%	3.4%	1.4%	2.1%	1.0%	7.6%	2.7%	1.6%	2.4%
Mowing & trimming along City streets	3.6%	4.2%	5.4%	6.2%	5.6%	9.5%	5.6%	4.2%	5.2%
None chosen	15.1%	8.4%	9.2%	11.0%	10.3%	14.3%	9.1%	12.7%	10.1%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	8.3%	10.3%	7.1%	6.8%	8.2%	9.5%	8.7%	7.3%	8.3%
Condition of streets in your neighborhood (residential streets)	8.3%	11.3%	12.9%	12.0%	10.8%	9.5%	12.3%	9.3%	11.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	3.6%	6.4%	6.9%	9.6%	8.7%	8.6%	6.7%	8.2%	7.1%
Timing of traffic signals on City streets	10.4%	13.3%	15.1%	14.0%	14.4%	16.2%	15.0%	11.4%	14.0%
Adequacy of street lighting in your community	18.2%	9.6%	11.4%	9.9%	10.8%	10.5%	10.2%	14.0%	11.2%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	12.5%	14.6%	11.2%	11.3%	13.8%	5.7%	12.3%	12.2%	12.3%
On-street bicycle accessibility (City's bicycle lane system/network)	8.9%	9.4%	6.7%	7.5%	8.2%	8.6%	7.9%	8.3%	8.0%
Off-street bicycle accessibility (City's urban trail network)	4.2%	4.4%	2.8%	4.1%	3.1%	1.9%	2.9%	5.3%	3.5%
Mowing & trimming along City streets	8.3%	10.9%	14.0%	11.6%	9.7%	13.3%	12.9%	8.9%	11.9%
None chosen	17.2%	9.8%	11.9%	13.0%	12.3%	16.2%	11.1%	15.2%	12.2%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q6. Sum of top 3 choices</u>									
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	60.9%	66.7%	65.0%	62.7%	68.2%	67.6%	66.8%	61.0%	65.2%
Condition of streets in your neighborhood (residential streets)	31.3%	36.0%	42.3%	38.4%	44.6%	38.1%	40.9%	33.6%	39.0%
Condition of sidewalks in your neighborhood (if sidewalks exist)	11.5%	15.5%	17.1%	20.9%	17.4%	12.4%	15.8%	18.1%	16.4%
Timing of traffic signals on City streets	34.4%	41.9%	47.6%	45.9%	44.1%	42.9%	45.7%	39.0%	44.0%
Adequacy of street lighting in your community	34.9%	29.8%	30.0%	29.1%	25.1%	21.9%	27.5%	34.7%	29.4%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	30.2%	35.9%	25.9%	29.8%	27.2%	16.2%	28.2%	32.1%	29.3%
On-street bicycle accessibility (City's bicycle lane system/network)	22.9%	22.2%	13.6%	13.7%	16.4%	21.0%	17.5%	17.8%	17.5%
Off-street bicycle accessibility (City's urban trail network)	7.8%	8.6%	4.3%	6.2%	4.6%	9.5%	6.2%	7.1%	6.4%
Mowing & trimming along City streets	20.8%	17.3%	24.8%	20.9%	20.0%	26.7%	22.9%	17.2%	21.4%
None chosen	13.0%	7.9%	8.3%	8.6%	9.7%	13.3%	8.2%	11.4%	9.1%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q7-1. Overall quality of police services

Very Satisfied	16.0%	19.9%	22.0%	19.9%	18.9%	21.3%	20.6%	19.4%	20.2%
Satisfied	44.6%	50.7%	51.4%	50.4%	59.4%	47.9%	52.4%	46.6%	51.0%
Neutral	28.6%	19.9%	16.3%	17.8%	13.7%	13.8%	17.3%	21.2%	18.3%
Dissatisfied	8.0%	7.0%	5.7%	6.5%	5.1%	9.6%	6.2%	7.6%	6.5%
Very Dissatisfied	2.9%	2.6%	4.5%	5.4%	2.9%	7.4%	3.5%	5.2%	3.9%

Q7-2. Speed of emergency police response (How quickly police respond to emergencies)

Very Satisfied	19.7%	21.2%	19.6%	21.2%	22.9%	19.0%	21.0%	19.2%	20.6%
Satisfied	42.3%	46.4%	47.5%	42.0%	51.4%	47.6%	46.9%	44.6%	46.3%
Neutral	28.9%	23.8%	22.0%	21.7%	18.1%	21.4%	22.0%	24.6%	22.7%
Dissatisfied	5.6%	5.2%	7.5%	11.5%	3.5%	6.0%	7.0%	6.6%	6.9%
Very Dissatisfied	3.5%	3.3%	3.3%	3.5%	4.2%	6.0%	3.1%	5.1%	3.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q7-3. Enforcement of local traffic laws

Very Satisfied	13.4%	9.3%	10.5%	11.0%	6.1%	13.8%	9.6%	12.2%	10.2%
Satisfied	32.6%	35.1%	38.8%	42.6%	43.6%	36.2%	39.4%	33.8%	38.0%
Neutral	33.7%	33.8%	29.3%	25.5%	32.4%	25.5%	29.6%	33.2%	30.6%
Dissatisfied	11.6%	15.8%	14.1%	15.2%	11.2%	11.7%	14.8%	12.4%	14.1%
Very Dissatisfied	8.7%	5.9%	7.3%	5.7%	6.7%	12.8%	6.6%	8.5%	7.1%

Q7-4. Overall quality of fire services

Very Satisfied	32.8%	34.1%	32.0%	28.9%	32.2%	41.4%	33.1%	31.5%	32.7%
Satisfied	45.0%	49.5%	51.3%	51.7%	53.4%	40.2%	50.5%	48.3%	50.0%
Neutral	21.4%	15.7%	14.9%	19.0%	13.7%	16.1%	15.4%	18.9%	16.2%
Dissatisfied	0.8%	0.5%	0.9%	0.0%	0.0%	2.3%	0.7%	0.5%	0.6%
Very Dissatisfied	0.0%	0.2%	0.9%	0.4%	0.7%	0.0%	0.4%	0.8%	0.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	31.5%	35.8%	34.1%	32.2%	33.8%	37.5%	34.9%	32.0%	34.2%
Satisfied	43.5%	45.4%	49.2%	46.8%	51.9%	43.8%	47.8%	46.1%	47.3%
Neutral	23.4%	17.8%	14.4%	19.0%	13.5%	17.5%	15.7%	19.9%	16.8%
Dissatisfied	1.6%	1.1%	1.6%	1.0%	0.0%	1.3%	1.2%	1.1%	1.2%
Very Dissatisfied	0.0%	0.0%	0.8%	1.0%	0.8%	0.0%	0.4%	0.8%	0.5%

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	33.6%	32.3%	33.6%	31.3%	33.8%	40.5%	34.0%	31.4%	33.3%
Satisfied	40.5%	49.5%	48.5%	49.3%	48.9%	39.2%	48.3%	45.8%	47.7%
Neutral	22.1%	17.2%	16.5%	18.4%	16.5%	15.2%	16.3%	20.6%	17.4%
Dissatisfied	3.8%	0.8%	0.6%	0.9%	0.0%	3.8%	0.9%	1.6%	1.1%
Very Dissatisfied	0.0%	0.3%	0.8%	0.0%	0.8%	1.3%	0.5%	0.5%	0.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q7-7. Timeliness of EMS response to emergency location

Very Satisfied	35.1%	33.3%	32.6%	33.2%	33.8%	39.7%	34.0%	32.4%	33.6%
Satisfied	41.2%	47.6%	48.7%	48.1%	48.5%	38.5%	48.6%	42.6%	47.1%
Neutral	20.6%	17.2%	16.3%	17.3%	15.4%	20.5%	15.5%	22.3%	17.2%
Dissatisfied	2.3%	1.6%	1.6%	1.4%	1.5%	1.3%	1.6%	1.6%	1.6%
Very Dissatisfied	0.8%	0.3%	0.8%	0.0%	0.8%	0.0%	0.3%	1.1%	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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q8. Top choice</u>									
Overall quality of police services	38.0%	41.6%	39.3%	36.6%	39.0%	29.5%	39.0%	39.0%	38.9%
Speed of emergency police response (How quickly police respond to emergencies)	22.9%	20.4%	21.5%	25.0%	22.6%	14.3%	21.8%	20.5%	21.5%
Enforcement of local traffic laws	4.2%	7.1%	8.0%	6.2%	4.1%	12.4%	7.1%	6.7%	7.0%
Overall quality of fire services	2.6%	4.2%	3.6%	3.4%	3.6%	4.8%	4.2%	2.5%	3.7%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	3.6%	4.0%	5.5%	4.1%	4.6%	6.7%	4.4%	5.6%	4.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	7.3%	4.5%	5.7%	5.5%	4.6%	5.7%	5.6%	4.9%	5.4%
Timeliness of EMS response to emergency location	8.9%	8.2%	7.8%	9.6%	11.3%	10.5%	8.6%	9.1%	8.7%
None chosen	12.5%	9.9%	8.6%	9.6%	10.3%	16.2%	9.4%	11.6%	10.0%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q8. 2nd choice</u>									
Overall quality of police services	7.8%	7.7%	8.6%	8.2%	11.3%	15.2%	8.8%	9.1%	8.8%
Speed of emergency police response (How quickly police respond to emergencies)	13.5%	15.7%	13.5%	12.3%	15.9%	14.3%	13.7%	15.4%	14.2%
Enforcement of local traffic laws	6.3%	4.4%	7.2%	6.2%	6.7%	3.8%	6.2%	5.3%	6.0%
Overall quality of fire services	14.1%	20.0%	20.7%	18.2%	18.5%	16.2%	19.7%	17.6%	19.1%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	14.1%	17.8%	16.6%	18.5%	13.8%	15.2%	17.3%	14.7%	16.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	12.5%	11.6%	9.8%	11.6%	9.7%	12.4%	11.0%	10.9%	11.0%
Timeliness of EMS response to emergency location	17.2%	10.8%	13.0%	11.6%	11.8%	5.7%	11.7%	13.2%	12.1%
None chosen	14.6%	12.0%	10.5%	13.4%	12.3%	17.1%	11.6%	13.8%	12.2%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
45.8%	49.3%	47.9%	44.9%	50.3%	44.8%	47.8%	48.1%	47.7%
36.5%	36.0%	35.0%	37.3%	38.5%	28.6%	35.5%	35.9%	35.7%
10.4%	11.4%	15.3%	12.3%	10.8%	16.2%	13.2%	12.0%	13.0%
16.7%	24.2%	24.3%	21.6%	22.1%	21.0%	23.9%	20.1%	22.8%
17.7%	21.9%	22.2%	22.6%	18.5%	21.9%	21.7%	20.3%	21.4%
19.8%	16.2%	15.5%	17.1%	14.4%	18.1%	16.6%	15.8%	16.3%
26.0%	19.0%	20.8%	21.2%	23.1%	16.2%	20.2%	22.3%	20.8%
12.5%	9.9%	8.6%	9.6%	10.3%	16.2%	9.4%	11.6%	10.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q9-1. Water & wastewater utility response time to emergencies

Very Satisfied	12.7%	9.8%	9.5%	12.5%	4.9%	16.9%	10.5%	9.8%	10.3%
Satisfied	39.0%	42.5%	38.3%	38.5%	51.6%	32.5%	41.2%	37.2%	40.3%
Neutral	39.0%	37.9%	39.3%	36.5%	37.7%	31.2%	37.0%	40.5%	37.9%
Dissatisfied	8.5%	7.5%	10.1%	9.0%	2.5%	11.7%	8.4%	9.1%	8.5%
Very Dissatisfied	0.8%	2.3%	2.9%	3.5%	3.3%	7.8%	2.9%	3.4%	3.0%

Q9-2. Water conservation programs within Austin

Very Satisfied	12.7%	10.9%	8.2%	10.8%	7.0%	12.9%	9.4%	11.1%	9.9%
Satisfied	41.4%	45.1%	44.7%	43.5%	47.1%	35.5%	44.8%	41.9%	44.1%
Neutral	31.8%	27.6%	30.0%	28.8%	26.2%	26.9%	28.1%	30.9%	28.8%
Dissatisfied	10.2%	12.3%	11.6%	11.5%	15.7%	16.1%	12.1%	12.9%	12.3%
Very Dissatisfied	3.8%	4.0%	5.5%	5.4%	4.1%	8.6%	5.5%	3.2%	5.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
11.8%	10.5%	9.0%	10.2%	9.0%	14.4%	9.8%	10.9%	10.1%
40.5%	42.0%	42.2%	41.6%	41.3%	32.2%	42.0%	39.0%	41.3%
34.0%	33.9%	35.3%	33.7%	31.7%	35.6%	33.8%	35.7%	34.3%
9.8%	8.9%	9.3%	9.4%	11.4%	11.1%	9.6%	9.5%	9.5%
3.9%	4.6%	4.2%	5.1%	6.6%	6.7%	4.8%	4.9%	4.8%
13.3%	9.1%	10.1%	10.6%	6.4%	13.7%	10.2%	9.6%	10.0%
45.8%	44.3%	45.7%	44.3%	55.8%	42.1%	47.5%	41.0%	45.9%
27.7%	29.5%	29.0%	31.4%	23.3%	29.5%	28.6%	29.5%	28.8%
9.6%	14.8%	11.3%	11.8%	11.0%	8.4%	11.0%	15.2%	12.0%
3.6%	2.3%	3.9%	2.0%	3.5%	6.3%	2.7%	4.8%	3.2%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q9-5. Flood control efforts</u>									
Very Satisfied	6.7%	6.8%	6.1%	8.6%	5.3%	8.9%	6.8%	6.8%	6.8%
Satisfied	36.2%	34.8%	34.0%	36.3%	46.5%	35.6%	37.6%	31.4%	36.0%
Neutral	34.4%	30.2%	33.5%	30.5%	30.0%	34.4%	31.5%	33.3%	31.9%
Dissatisfied	15.3%	22.6%	18.4%	15.6%	14.7%	14.4%	16.7%	23.1%	18.4%
Very Dissatisfied	7.4%	5.6%	7.9%	9.0%	3.5%	6.7%	7.4%	5.5%	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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q10. Top choice</u>									
Water & wastewater utility response time to emergencies	21.4%	17.2%	21.9%	21.9%	15.4%	24.8%	20.8%	18.0%	20.1%
Water conservation programs within Austin	18.8%	18.9%	17.3%	15.4%	20.5%	11.4%	17.4%	18.3%	17.6%
Energy conservation program	7.8%	9.1%	7.5%	8.6%	6.7%	8.6%	8.0%	8.5%	8.1%
Water quality of lakes & streams	15.6%	22.1%	16.5%	19.2%	22.6%	22.9%	20.4%	16.2%	19.2%
Flood control efforts	18.8%	22.4%	25.0%	21.2%	20.5%	17.1%	21.7%	23.8%	22.3%
None chosen	17.7%	10.4%	11.8%	13.7%	14.4%	15.2%	11.6%	15.2%	12.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q10. 2nd choice

Water & wastewater utility response time to emergencies	9.4%	7.9%	12.9%	14.0%	8.2%	15.2%	10.6%	12.0%	11.0%
Water conservation programs within Austin	17.7%	19.4%	13.9%	15.1%	19.0%	9.5%	16.5%	15.4%	16.2%
Energy conservation program	13.0%	17.3%	17.2%	18.2%	19.5%	13.3%	17.2%	16.7%	17.0%
Water quality of lakes & streams	18.8%	18.7%	19.1%	14.4%	17.4%	20.0%	18.9%	16.2%	18.2%
Flood control efforts	21.4%	24.6%	23.3%	23.3%	21.0%	22.9%	23.5%	22.7%	23.2%
None chosen	19.8%	12.1%	13.6%	15.1%	14.9%	19.0%	13.3%	17.1%	14.3%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q10. Sum of top 2 choices</u>									
Water & wastewater utility response time to emergencies	30.7%	25.1%	34.8%	36.0%	23.6%	40.0%	31.5%	29.9%	31.1%
Water conservation programs within Austin	36.5%	38.2%	31.2%	30.5%	39.5%	21.0%	33.9%	33.8%	33.8%
Energy conservation program	20.8%	26.4%	24.7%	26.7%	26.2%	21.9%	25.2%	25.2%	25.1%
Water quality of lakes & streams	34.4%	40.7%	35.6%	33.6%	40.0%	42.9%	39.3%	32.3%	37.4%
Flood control efforts	40.1%	47.0%	48.3%	44.5%	41.5%	40.0%	45.3%	46.5%	45.6%
None chosen	17.7%	10.4%	11.8%	13.7%	14.4%	15.2%	11.6%	15.2%	12.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
24.2%	25.3%	23.7%	20.2%	21.4%	25.8%	22.0%	28.1%	23.6%
52.2%	50.5%	49.5%	47.7%	58.8%	38.1%	51.8%	45.4%	50.1%
14.3%	15.7%	18.2%	22.0%	12.8%	23.7%	17.0%	18.5%	17.4%
8.8%	6.9%	6.1%	9.0%	5.3%	11.3%	7.7%	5.7%	7.2%
0.5%	1.6%	2.5%	1.1%	1.6%	1.0%	1.5%	2.3%	1.7%
25.0%	23.0%	22.5%	17.5%	20.9%	21.4%	20.6%	26.1%	22.0%
47.2%	47.7%	48.7%	44.9%	52.4%	42.9%	49.6%	42.9%	47.8%
15.0%	15.2%	18.2%	25.9%	15.2%	16.3%	17.6%	18.2%	17.8%
11.7%	12.9%	7.3%	11.3%	10.5%	16.3%	10.7%	10.2%	10.6%
1.1%	1.1%	3.3%	0.4%	1.0%	3.1%	1.6%	2.5%	1.8%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-3. Appearance of park grounds in Austin

Very Satisfied	20.1%	23.4%	19.0%	18.8%	16.7%	18.0%	18.3%	25.0%	20.0%
Satisfied	54.9%	52.4%	53.1%	48.6%	55.4%	51.0%	53.3%	50.7%	52.6%
Neutral	19.0%	18.2%	19.3%	23.6%	17.2%	19.0%	19.7%	18.0%	19.3%
Dissatisfied	3.8%	5.7%	5.3%	7.2%	7.0%	9.0%	6.5%	4.0%	5.9%
Very Dissatisfied	2.2%	0.4%	3.4%	1.8%	3.8%	3.0%	2.2%	2.3%	2.2%

Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department

Very Satisfied	23.7%	24.8%	19.1%	19.5%	15.0%	20.6%	18.6%	27.2%	20.9%
Satisfied	50.9%	51.2%	52.2%	47.4%	60.7%	42.3%	53.0%	46.9%	51.4%
Neutral	20.1%	19.9%	21.0%	24.8%	17.9%	24.7%	21.3%	20.3%	21.1%
Dissatisfied	3.0%	3.5%	5.1%	6.0%	3.5%	7.2%	4.8%	3.9%	4.5%
Very Dissatisfied	2.4%	0.6%	2.5%	2.3%	2.9%	5.2%	2.2%	1.8%	2.1%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-5. Quality of youth athletic programs offered by City

Very Satisfied	12.0%	10.1%	9.1%	12.1%	6.3%	10.3%	9.2%	11.8%	9.8%
Satisfied	31.3%	35.5%	36.9%	36.8%	42.9%	30.9%	36.9%	34.6%	36.4%
Neutral	50.6%	49.2%	43.6%	42.0%	32.1%	44.1%	44.8%	41.5%	44.0%
Dissatisfied	4.8%	4.4%	7.0%	6.3%	15.2%	10.3%	6.8%	8.5%	7.2%
Very Dissatisfied	1.2%	0.8%	3.5%	2.9%	3.6%	4.4%	2.3%	3.7%	2.6%

Q11-6. Quality of adult athletic programs offered by City

Very Satisfied	9.5%	11.7%	9.8%	11.7%	5.8%	7.9%	9.1%	12.8%	10.1%
Satisfied	37.9%	33.7%	34.8%	33.3%	42.7%	31.7%	35.1%	34.9%	35.1%
Neutral	41.1%	45.3%	43.6%	44.4%	38.8%	42.9%	44.4%	41.1%	43.5%
Dissatisfied	10.5%	7.0%	8.3%	9.4%	8.7%	7.9%	8.3%	8.6%	8.3%
Very Dissatisfied	1.1%	2.3%	3.4%	1.2%	3.9%	9.5%	3.1%	2.6%	3.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-7. Quality of outdoor athletic fields

Very Satisfied	12.7%	11.7%	10.5%	9.6%	7.9%	12.0%	9.3%	14.6%	10.7%
Satisfied	40.7%	47.2%	45.3%	45.7%	49.6%	39.8%	46.1%	44.3%	45.6%
Neutral	41.5%	34.3%	34.4%	35.2%	28.1%	37.3%	35.5%	32.0%	34.6%
Dissatisfied	4.2%	5.6%	6.6%	5.9%	12.2%	8.4%	6.7%	6.8%	6.7%
Very Dissatisfied	0.8%	1.3%	3.2%	3.7%	2.2%	2.4%	2.4%	2.3%	2.4%

Q11-8. Safety in City parks & park facilities

Very Satisfied	10.5%	11.6%	8.1%	12.2%	7.9%	16.8%	8.8%	14.3%	10.3%
Satisfied	46.9%	50.0%	42.7%	47.5%	53.1%	38.9%	47.4%	44.7%	46.6%
Neutral	32.1%	27.5%	31.1%	31.0%	23.2%	33.7%	30.0%	28.3%	29.5%
Dissatisfied	7.4%	9.5%	12.9%	7.8%	13.0%	8.4%	11.2%	8.6%	10.5%
Very Dissatisfied	3.1%	1.4%	5.2%	1.6%	2.8%	2.1%	2.6%	4.1%	3.0%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-9. Overall satisfaction with City swimming pools

Very Satisfied	17.8%	14.3%	10.2%	13.3%	8.3%	12.2%	11.3%	15.8%	12.4%
Satisfied	38.5%	39.3%	41.1%	42.5%	54.9%	30.5%	41.5%	40.4%	41.3%
Neutral	28.1%	31.1%	31.9%	27.0%	22.9%	30.5%	30.0%	28.8%	29.6%
Dissatisfied	12.6%	12.0%	11.0%	14.2%	9.7%	20.7%	12.8%	11.1%	12.3%
Very Dissatisfied	3.0%	3.3%	5.7%	3.1%	4.2%	6.1%	4.4%	4.0%	4.3%

Q11-10. Satisfaction with aquatic programs

Very Satisfied	15.5%	10.3%	8.9%	12.0%	7.6%	10.3%	9.1%	14.0%	10.3%
Satisfied	34.0%	31.9%	33.1%	38.7%	50.0%	32.4%	35.4%	34.9%	35.5%
Neutral	40.8%	45.7%	44.9%	36.1%	30.5%	42.6%	42.5%	39.9%	41.7%
Dissatisfied	5.8%	8.2%	8.1%	9.9%	6.8%	8.8%	8.8%	6.3%	8.1%
Very Dissatisfied	3.9%	3.9%	4.9%	3.1%	5.1%	5.9%	4.2%	5.0%	4.4%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks

Very Satisfied	12.7%	9.1%	10.5%	14.5%	6.3%	14.4%	9.5%	13.9%	10.7%
Satisfied	47.5%	49.0%	41.6%	43.0%	55.7%	35.1%	45.7%	44.3%	45.4%
Neutral	33.5%	31.9%	36.1%	29.7%	29.5%	34.0%	34.1%	30.0%	33.0%
Dissatisfied	3.8%	8.9%	8.4%	8.8%	5.1%	13.4%	7.9%	8.9%	8.2%
Very Dissatisfied	2.5%	1.0%	3.4%	4.0%	3.4%	3.1%	2.7%	2.8%	2.7%

Q11-12. Cleanliness of library facilities

Very Satisfied	21.9%	24.4%	23.2%	23.6%	23.2%	20.7%	22.9%	24.8%	23.3%
Satisfied	49.2%	49.2%	49.8%	47.7%	55.6%	48.3%	50.3%	48.1%	49.7%
Neutral	22.7%	22.7%	21.9%	22.8%	15.2%	24.1%	21.9%	21.4%	21.8%
Dissatisfied	3.9%	3.0%	3.4%	4.6%	4.0%	4.6%	3.6%	3.9%	3.7%
Very Dissatisfied	2.3%	0.7%	1.7%	1.3%	2.0%	2.3%	1.3%	1.9%	1.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q11-13. Library programs

Very Satisfied	21.4%	23.7%	22.3%	23.3%	22.9%	22.5%	22.6%	23.8%	22.8%
Satisfied	45.5%	45.2%	45.7%	42.7%	57.9%	40.0%	45.9%	45.4%	45.9%
Neutral	29.5%	28.0%	26.0%	28.6%	12.1%	31.3%	26.7%	24.6%	26.1%
Dissatisfied	0.9%	2.7%	4.5%	4.4%	5.0%	3.8%	3.6%	4.1%	3.7%
Very Dissatisfied	2.7%	0.5%	1.4%	0.9%	2.1%	2.5%	1.1%	2.2%	1.3%

Q11-14. Materials at libraries

Very Satisfied	21.6%	19.4%	22.1%	25.0%	19.2%	18.8%	21.1%	22.1%	21.3%
Satisfied	44.8%	48.8%	45.4%	40.7%	57.5%	41.2%	46.4%	46.4%	46.5%
Neutral	27.2%	25.5%	25.6%	28.4%	15.1%	30.6%	25.9%	24.1%	25.4%
Dissatisfied	4.8%	4.9%	5.0%	4.7%	7.5%	5.9%	5.3%	5.0%	5.2%
Very Dissatisfied	1.6%	1.5%	1.7%	1.3%	0.7%	3.5%	1.3%	2.5%	1.6%

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

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q11-15. Library hours</u>									
Very Satisfied	16.4%	15.5%	17.4%	19.4%	16.4%	17.9%	16.6%	18.5%	17.1%
Satisfied	42.2%	46.7%	45.0%	44.3%	52.7%	34.5%	45.6%	44.0%	45.3%
Neutral	32.0%	28.0%	28.9%	28.7%	18.5%	33.3%	28.3%	27.8%	28.1%
Dissatisfied	9.4%	7.6%	6.1%	6.8%	8.9%	8.3%	7.8%	6.0%	7.3%
Very Dissatisfied	0.0%	2.2%	2.5%	0.8%	3.4%	6.0%	1.7%	3.8%	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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q12. Top choice</u>									
Number of City parks	13.5%	15.2%	13.5%	12.7%	14.4%	9.5%	13.4%	14.9%	13.7%
Number of walking/biking trails	12.5%	10.9%	8.6%	5.8%	11.3%	6.7%	9.7%	8.7%	9.4%
Appearance of park grounds in Austin	4.7%	5.9%	6.0%	5.8%	9.7%	8.6%	6.7%	5.1%	6.3%
Overall quality of parks & recreation programs offered by Austin Parks Department	15.1%	14.5%	16.5%	15.4%	16.4%	20.0%	16.4%	14.3%	15.8%
Quality of youth athletic programs offered by City	2.1%	4.0%	4.6%	4.5%	3.6%	1.9%	4.1%	3.6%	4.0%
Quality of adult athletic programs offered by City	1.6%	1.5%	1.4%	0.7%	0.0%	3.8%	1.2%	1.6%	1.3%
Quality of outdoor athletic fields	1.0%	0.0%	1.2%	1.7%	1.0%	1.9%	1.2%	0.4%	1.0%
Safety in City parks & park facilities	18.2%	20.0%	21.5%	18.8%	15.9%	8.6%	18.5%	21.6%	19.2%
Overall satisfaction with City swimming pools	4.2%	2.2%	2.4%	3.8%	4.1%	3.8%	2.9%	2.9%	2.9%

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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q12. Top choice (Cont.)</u>									
Satisfaction with aquatic programs	0.5%	0.2%	0.0%	0.7%	0.0%	1.0%	0.3%	0.2%	0.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	2.6%	1.2%	1.7%	1.4%	0.5%	2.9%	1.5%	1.6%	1.5%
Cleanliness of library facilities	3.1%	0.8%	0.8%	1.0%	0.5%	0.0%	0.8%	1.6%	1.0%
Library programs	2.1%	4.0%	2.6%	5.8%	1.5%	3.8%	3.6%	2.5%	3.4%
Materials at libraries	3.6%	4.0%	3.5%	3.1%	4.6%	3.8%	4.0%	2.7%	3.7%
Library hours	0.5%	2.0%	1.7%	2.7%	2.1%	2.9%	1.8%	2.4%	1.9%
None chosen	14.6%	13.5%	14.1%	16.1%	14.4%	21.0%	14.1%	15.8%	14.6%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q12. 2nd choice

Number of City parks	6.3%	7.6%	6.5%	4.1%	8.2%	5.7%	7.0%	5.4%	6.6%
Number of walking/biking trails	14.1%	11.3%	9.3%	5.5%	7.7%	8.6%	9.1%	10.9%	9.6%
Appearance of park grounds in Austin	8.9%	8.2%	7.6%	7.9%	7.7%	8.6%	8.5%	6.7%	8.0%
Overall quality of parks & recreation programs offered by Austin Parks Department	6.3%	9.1%	8.7%	9.6%	9.2%	3.8%	8.3%	9.1%	8.5%
Quality of youth athletic programs offered by City	4.2%	5.7%	6.7%	6.5%	8.2%	6.7%	6.7%	5.3%	6.3%
Quality of adult athletic programs offered by City	1.6%	2.2%	2.6%	3.4%	1.0%	0.0%	2.1%	2.5%	2.2%
Quality of outdoor athletic fields	1.6%	2.0%	1.4%	2.1%	1.5%	3.8%	1.6%	2.5%	1.8%
Safety in City parks & park facilities	14.6%	15.0%	16.8%	16.4%	13.8%	11.4%	16.0%	14.3%	15.5%
Overall satisfaction with City swimming pools	4.2%	5.2%	2.1%	5.5%	5.1%	6.7%	4.0%	4.7%	4.1%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q12. 2nd choice (Cont.)

Satisfaction with aquatic programs	2.1%	1.0%	0.6%	2.1%	1.5%	1.9%	1.2%	1.1%	1.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	5.7%	4.4%	7.1%	7.2%	6.7%	3.8%	6.2%	5.4%	6.0%
Cleanliness of library facilities	3.1%	1.2%	1.1%	1.0%	1.0%	1.0%	1.2%	1.5%	1.3%
Library programs	5.7%	3.9%	5.5%	4.5%	7.2%	3.8%	4.6%	6.2%	5.0%
Materials at libraries	5.2%	6.6%	5.7%	5.1%	5.1%	8.6%	5.9%	5.8%	5.9%
Library hours	1.6%	2.4%	2.2%	1.0%	1.0%	4.8%	2.1%	1.5%	2.0%
None chosen	15.1%	14.3%	16.1%	18.2%	14.9%	21.0%	15.4%	17.1%	15.9%

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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q12. 3rd choice</u>									
Number of City parks	9.4%	3.7%	4.3%	6.5%	4.1%	8.6%	5.4%	4.0%	5.1%
Number of walking/biking trails	8.3%	8.4%	6.0%	5.8%	3.6%	6.7%	6.8%	6.4%	6.7%
Appearance of park grounds in Austin	8.3%	7.4%	9.0%	5.5%	6.2%	9.5%	7.8%	7.8%	7.8%
Overall quality of parks & recreation programs offered by Austin Parks Department	6.8%	9.4%	7.9%	6.2%	9.2%	4.8%	7.3%	10.0%	8.0%
Quality of youth athletic programs offered by City	4.7%	4.5%	5.7%	4.8%	6.7%	2.9%	4.9%	5.4%	5.1%
Quality of adult athletic programs offered by City	3.6%	2.2%	2.8%	1.7%	2.6%	1.9%	2.7%	2.0%	2.5%
Quality of outdoor athletic fields	2.6%	2.2%	2.2%	2.4%	2.6%	3.8%	2.4%	2.4%	2.4%
Safety in City parks & park facilities	7.8%	12.6%	12.3%	10.6%	13.8%	12.4%	12.4%	10.7%	11.9%
Overall satisfaction with City swimming pools	6.3%	3.7%	3.2%	6.2%	6.2%	2.9%	4.6%	3.4%	4.3%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q12. 3rd choice (Cont.)

Satisfaction with aquatic programs	0.5%	0.5%	1.4%	0.3%	1.0%	0.0%	0.7%	1.1%	0.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	7.8%	11.1%	9.8%	8.9%	8.7%	9.5%	10.4%	8.0%	9.8%
Cleanliness of library facilities	2.1%	2.0%	2.1%	3.1%	2.6%	1.9%	2.2%	2.4%	2.2%
Library programs	3.1%	4.5%	5.1%	8.2%	6.7%	5.7%	5.4%	5.3%	5.4%
Materials at libraries	6.3%	6.9%	6.1%	5.1%	5.6%	3.8%	5.6%	7.3%	6.1%
Library hours	6.3%	3.4%	3.7%	4.1%	4.6%	3.8%	3.7%	4.7%	4.0%
None chosen	16.1%	17.3%	18.3%	20.5%	15.9%	21.9%	17.6%	19.2%	18.1%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q12. Sum of top 3 choices

Number of City parks	29.2%	26.4%	24.3%	23.3%	26.7%	23.8%	25.8%	24.3%	25.4%
Number of walking/biking trails	34.9%	30.6%	23.9%	17.1%	22.6%	21.9%	25.6%	26.0%	25.6%
Appearance of park grounds in Austin	21.9%	21.5%	22.6%	19.2%	23.6%	26.7%	23.0%	19.6%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	28.1%	33.0%	33.1%	31.2%	34.9%	28.6%	32.0%	33.4%	32.3%
Quality of youth athletic programs offered by City	10.9%	14.3%	16.9%	15.8%	18.5%	11.4%	15.7%	14.3%	15.3%
Quality of adult athletic programs offered by City	6.8%	5.9%	6.8%	5.8%	3.6%	5.7%	6.0%	6.2%	6.1%
Quality of outdoor athletic fields	5.2%	4.2%	4.9%	6.2%	5.1%	9.5%	5.1%	5.3%	5.1%
Safety in City parks & park facilities	40.6%	47.6%	50.6%	45.9%	43.6%	32.4%	46.8%	46.6%	46.6%
Overall satisfaction with City swimming pools	14.6%	11.1%	7.6%	15.4%	15.4%	13.3%	11.5%	11.1%	11.3%

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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q12. Sum of top 3 choices (Cont.)</u>									
Satisfaction with aquatic programs	3.1%	1.7%	1.9%	3.1%	2.6%	2.9%	2.2%	2.4%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	16.1%	16.7%	18.6%	17.5%	15.9%	16.2%	18.2%	15.1%	17.3%
Cleanliness of library facilities	8.3%	4.0%	4.0%	5.1%	4.1%	2.9%	4.2%	5.4%	4.5%
Library programs	10.9%	12.5%	13.3%	18.5%	15.4%	13.3%	13.6%	14.0%	13.8%
Materials at libraries	15.1%	17.5%	15.3%	13.4%	15.4%	16.2%	15.5%	15.8%	15.7%
Library hours	8.3%	7.7%	7.6%	7.9%	7.7%	11.4%	7.6%	8.5%	8.0%
None chosen	14.6%	13.5%	14.1%	16.1%	14.4%	21.0%	14.1%	15.8%	14.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-1. Quality of residential garbage collection

Very Satisfied	28.1%	26.4%	30.7%	30.7%	26.2%	32.7%	31.8%	20.3%	28.9%
Satisfied	53.4%	56.6%	52.4%	49.3%	54.0%	43.6%	52.9%	53.2%	52.9%
Neutral	11.8%	10.9%	9.1%	10.7%	12.8%	10.9%	8.6%	15.9%	10.5%
Dissatisfied	5.6%	4.4%	5.5%	6.8%	4.8%	10.9%	4.9%	7.8%	5.6%
Very Dissatisfied	1.1%	1.6%	2.3%	2.5%	2.1%	2.0%	1.8%	2.8%	2.0%

Q13-2. Quality of residential yard waste collection

Very Satisfied	29.6%	24.4%	25.9%	26.0%	26.4%	28.9%	28.6%	17.2%	26.0%
Satisfied	43.8%	51.5%	50.1%	50.2%	48.9%	43.3%	49.8%	48.4%	49.5%
Neutral	21.0%	16.8%	14.6%	15.2%	14.8%	12.4%	13.5%	23.2%	15.8%
Dissatisfied	5.6%	5.9%	7.1%	5.6%	6.6%	11.3%	6.3%	7.9%	6.6%
Very Dissatisfied	0.0%	1.4%	2.3%	3.0%	3.3%	4.1%	1.8%	3.3%	2.1%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-3. Quality of residential curbside recycling services

Very Satisfied	30.8%	29.3%	30.2%	32.2%	34.1%	33.3%	34.2%	20.3%	30.8%
Satisfied	48.8%	50.3%	50.1%	47.3%	45.6%	40.4%	48.3%	50.2%	48.7%
Neutral	12.2%	12.6%	11.5%	14.7%	11.5%	7.1%	10.6%	16.5%	12.1%
Dissatisfied	7.0%	5.3%	5.5%	3.7%	4.4%	15.2%	4.6%	9.5%	5.7%
Very Dissatisfied	1.2%	2.5%	2.5%	2.2%	4.4%	4.0%	2.3%	3.5%	2.6%

Q13-4. Household hazardous waste disposal service

Very Satisfied	15.1%	11.6%	12.8%	15.8%	9.8%	18.0%	13.9%	10.2%	13.1%
Satisfied	39.5%	33.7%	36.6%	32.9%	37.6%	33.7%	34.9%	37.7%	35.4%
Neutral	23.5%	29.1%	30.1%	27.0%	27.8%	22.5%	27.3%	31.2%	28.2%
Dissatisfied	17.6%	18.1%	13.7%	19.4%	16.5%	20.2%	17.2%	14.8%	16.6%
Very Dissatisfied	4.2%	7.5%	6.8%	5.0%	8.3%	5.6%	6.7%	6.2%	6.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-5. Bulky item pick-up/removal services

Very Satisfied	23.5%	20.6%	21.1%	21.0%	22.5%	18.8%	22.9%	14.8%	21.2%
Satisfied	39.9%	47.3%	47.9%	44.7%	48.3%	46.9%	47.7%	42.9%	46.6%
Neutral	22.2%	21.0%	19.0%	21.0%	17.4%	14.6%	18.3%	24.5%	19.7%
Dissatisfied	11.1%	9.3%	7.9%	10.3%	5.6%	13.5%	8.2%	11.5%	9.0%
Very Dissatisfied	3.3%	1.9%	4.0%	3.1%	6.2%	6.3%	2.8%	6.4%	3.5%

Q13-6. Reliability of your electric service

Very Satisfied	27.9%	34.7%	30.5%	31.4%	27.7%	30.2%	32.2%	28.7%	31.3%
Satisfied	50.3%	52.1%	49.8%	50.9%	55.4%	45.8%	51.9%	48.5%	51.0%
Neutral	13.7%	9.5%	12.3%	13.8%	12.4%	16.7%	10.9%	15.0%	12.1%
Dissatisfied	6.6%	3.0%	5.3%	3.2%	1.7%	5.2%	3.8%	5.2%	4.1%
Very Dissatisfied	1.6%	0.7%	2.2%	0.7%	2.8%	2.1%	1.2%	2.7%	1.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-7. Safety of your drinking water

Very Satisfied	26.0%	29.4%	29.7%	27.8%	24.0%	28.3%	30.3%	22.9%	28.4%
Satisfied	49.2%	47.2%	47.0%	47.7%	53.0%	42.4%	49.2%	43.5%	47.7%
Neutral	14.9%	15.1%	15.9%	18.4%	15.8%	18.2%	14.1%	21.4%	16.0%
Dissatisfied	8.3%	6.4%	5.5%	3.2%	3.3%	9.1%	4.9%	8.0%	5.7%
Very Dissatisfied	1.7%	2.0%	1.9%	2.9%	3.8%	2.0%	1.5%	4.3%	2.2%

Q13-8. Cleanliness of City streets & public areas

Very Satisfied	15.4%	14.8%	13.2%	14.1%	10.9%	12.6%	13.4%	14.8%	13.7%
Satisfied	43.6%	48.6%	47.5%	50.4%	51.6%	45.6%	49.8%	43.5%	48.2%
Neutral	25.5%	22.9%	24.2%	19.7%	24.5%	19.4%	22.6%	24.2%	23.1%
Dissatisfied	10.6%	11.3%	10.6%	12.3%	8.9%	14.6%	10.6%	12.6%	11.1%
Very Dissatisfied	4.8%	2.4%	4.5%	3.5%	4.2%	7.8%	3.6%	4.9%	3.9%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-9. Cleanliness of your neighborhood

Very Satisfied	19.1%	19.7%	20.6%	23.5%	19.3%	19.4%	21.1%	18.6%	20.4%
Satisfied	50.0%	48.4%	48.4%	46.3%	50.5%	50.5%	49.6%	45.7%	48.6%
Neutral	14.4%	18.5%	16.6%	16.5%	18.8%	16.5%	16.4%	18.8%	17.1%
Dissatisfied	12.2%	10.0%	10.0%	9.5%	7.8%	7.8%	8.9%	12.6%	9.8%
Very Dissatisfied	4.3%	3.3%	4.4%	4.2%	3.6%	5.8%	4.0%	4.3%	4.0%

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very Satisfied	11.7%	8.0%	8.0%	10.6%	5.5%	6.6%	7.9%	9.9%	8.4%
Satisfied	26.4%	25.5%	29.4%	28.2%	30.5%	30.8%	27.8%	28.9%	28.1%
Neutral	33.1%	33.7%	25.7%	31.4%	31.1%	23.1%	29.5%	30.0%	29.7%
Dissatisfied	15.3%	23.7%	22.8%	18.0%	17.7%	22.0%	21.9%	19.0%	21.2%
Very Dissatisfied	13.5%	9.1%	14.1%	11.8%	15.2%	17.6%	12.8%	12.2%	12.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q13-11. Enforcement of local codes & ordinances

Very Satisfied	8.9%	6.6%	7.0%	9.4%	4.5%	6.6%	6.8%	8.3%	7.1%
Satisfied	28.1%	29.3%	33.0%	35.2%	35.7%	37.4%	32.5%	32.1%	32.4%
Neutral	42.5%	41.4%	33.7%	32.2%	35.7%	28.6%	35.6%	38.1%	36.2%
Dissatisfied	13.7%	14.0%	15.7%	14.2%	14.0%	17.6%	15.3%	13.1%	14.8%
Very Dissatisfied	6.8%	8.8%	10.6%	9.0%	10.2%	9.9%	9.9%	8.3%	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?

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q14. Top choice</u>									
Quality of residential garbage collection	14.1%	14.5%	18.2%	15.4%	17.9%	8.6%	17.4%	11.3%	15.9%
Quality of residential yard waste collection	1.0%	0.8%	1.4%	1.4%	1.0%	1.0%	1.0%	1.5%	1.1%
Quality of residential curbside recycling services	5.2%	4.5%	2.9%	4.1%	4.1%	7.6%	3.5%	5.8%	4.1%
Household hazardous waste disposal service	1.0%	3.2%	2.9%	2.1%	0.5%	3.8%	2.7%	2.2%	2.5%
Bulky item pick-up/removal services	3.6%	0.8%	2.4%	1.0%	2.6%	1.0%	1.8%	2.0%	1.8%
Reliability of your electric service	17.2%	14.8%	12.8%	15.4%	13.8%	13.3%	14.1%	14.9%	14.2%
Safety of your drinking water	26.6%	33.7%	30.9%	31.5%	30.8%	26.7%	31.0%	31.8%	31.2%
Cleanliness of City streets & public areas	5.7%	4.4%	4.7%	4.5%	3.6%	6.7%	4.3%	5.8%	4.7%
Cleanliness of your neighborhood	4.2%	2.7%	1.9%	3.1%	3.6%	1.9%	2.6%	2.9%	2.7%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	5.2%	5.7%	6.9%	4.5%	6.2%	9.5%	6.6%	4.7%	6.1%
Enforcement of local codes & ordinances	2.1%	4.0%	3.6%	4.1%	3.6%	3.8%	3.8%	3.4%	3.7%
None chosen	14.1%	10.8%	11.4%	13.0%	12.3%	16.2%	11.3%	13.8%	12.0%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
10.9%	7.9%	9.6%	8.9%	9.7%	8.6%	8.3%	11.4%	9.1%
4.2%	2.4%	3.7%	5.1%	4.6%	1.9%	4.0%	2.2%	3.6%
4.2%	6.9%	4.7%	5.5%	11.8%	6.7%	6.6%	4.9%	6.1%
2.6%	3.2%	3.1%	1.7%	2.1%	1.9%	2.7%	2.7%	2.7%
2.6%	3.7%	3.7%	3.1%	3.1%	2.9%	3.0%	4.4%	3.4%
9.9%	20.2%	20.1%	16.1%	13.8%	18.1%	18.9%	15.2%	18.0%
18.2%	16.5%	14.7%	15.4%	15.4%	16.2%	16.0%	15.2%	15.8%
11.5%	9.6%	8.9%	10.3%	9.7%	7.6%	9.9%	8.7%	9.5%
8.3%	5.1%	5.0%	8.2%	6.7%	7.6%	5.8%	6.7%	6.1%
6.8%	7.9%	7.6%	6.8%	3.6%	8.6%	6.8%	8.2%	7.2%
5.7%	4.4%	6.0%	4.5%	5.1%	3.8%	5.2%	4.9%	5.1%
15.1%	12.3%	12.9%	14.4%	14.4%	16.2%	12.7%	15.4%	13.4%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
10.9%	10.3%	11.7%	12.3%	10.8%	15.2%	12.3%	8.9%	11.4%
1.0%	1.7%	2.9%	1.0%	4.1%	1.0%	2.2%	2.0%	2.1%
8.9%	5.7%	7.5%	6.5%	6.7%	4.8%	6.9%	6.0%	6.8%
6.8%	2.5%	2.9%	4.8%	0.0%	2.9%	3.1%	3.3%	3.1%
2.1%	3.4%	4.2%	4.5%	5.1%	4.8%	3.9%	4.0%	3.9%
7.8%	8.9%	7.8%	5.5%	11.3%	4.8%	7.9%	8.2%	8.0%
9.9%	12.6%	9.7%	12.3%	12.3%	12.4%	11.0%	12.0%	11.3%
15.6%	14.1%	11.2%	11.6%	14.4%	10.5%	12.3%	14.2%	12.8%
5.7%	8.8%	8.5%	7.5%	5.1%	8.6%	7.3%	9.4%	7.9%
7.3%	9.9%	8.7%	11.0%	6.7%	7.6%	9.5%	7.8%	9.0%
6.8%	7.9%	9.7%	6.5%	7.2%	9.5%	8.7%	6.9%	8.2%
17.2%	14.1%	15.3%	16.4%	16.4%	18.1%	14.9%	17.4%	15.5%

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?

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	
13.4%	11.9%	14.5%	13.6%	14.3%	12.2%	13.9%	11.8%	13.4%
2.3%	1.8%	3.0%	2.8%	3.6%	1.4%	2.6%	2.1%	2.5%
6.8%	6.3%	5.6%	6.0%	8.4%	7.2%	6.3%	6.3%	6.3%
3.9%	3.3%	3.3%	3.2%	1.0%	3.2%	3.1%	3.1%	3.1%
3.1%	2.9%	3.8%	3.2%	4.0%	3.2%	3.2%	3.9%	3.4%
13.0%	16.1%	14.9%	13.7%	14.5%	13.6%	15.0%	14.3%	14.8%
20.4%	23.0%	20.4%	22.0%	21.7%	20.8%	21.3%	22.1%	21.5%
12.3%	10.3%	9.1%	9.8%	10.3%	9.3%	9.7%	10.7%	9.9%
6.8%	6.0%	5.7%	7.0%	5.7%	6.8%	5.8%	7.1%	6.1%
7.2%	8.6%	8.6%	8.3%	6.1%	9.7%	8.4%	7.7%	8.2%
5.4%	6.0%	7.1%	5.6%	5.9%	6.5%	6.5%	5.7%	6.3%
5.3%	3.9%	4.2%	4.8%	4.6%	6.1%	4.2%	5.2%	4.4%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q15-1. Austin Energy customer service

Very Satisfied	12.9%	15.7%	15.6%	18.2%	12.1%	18.8%	15.5%	16.2%	15.6%
Satisfied	44.2%	47.2%	44.4%	42.1%	45.6%	43.5%	45.4%	43.7%	44.9%
Neutral	28.2%	24.8%	25.3%	23.1%	28.2%	17.6%	25.1%	24.3%	25.0%
Dissatisfied	11.0%	7.9%	8.1%	10.5%	8.7%	9.4%	8.5%	9.5%	8.7%
Very Dissatisfied	3.7%	4.5%	6.6%	6.1%	5.4%	10.6%	5.5%	6.3%	5.7%

Q15-2. Water & wastewater utility customer service

Very Satisfied	10.1%	12.5%	12.3%	13.1%	9.5%	14.9%	12.3%	11.8%	12.2%
Satisfied	44.3%	46.9%	44.9%	44.5%	42.9%	43.7%	45.4%	44.0%	45.1%
Neutral	33.6%	28.0%	27.5%	23.3%	29.9%	17.2%	26.5%	29.5%	27.3%
Dissatisfied	10.1%	8.8%	9.0%	12.7%	12.2%	12.6%	10.0%	10.1%	10.0%
Very Dissatisfied	2.0%	3.9%	6.3%	6.4%	5.4%	11.5%	5.7%	4.7%	5.5%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q15-3. Helpfulness of library staff

Very Satisfied	41.0%	39.1%	36.4%	39.5%	35.8%	41.5%	39.0%	36.3%	38.3%
Satisfied	32.0%	39.1%	41.3%	36.3%	46.7%	30.5%	39.1%	38.7%	39.0%
Neutral	25.4%	19.7%	20.6%	22.4%	14.6%	24.4%	20.2%	21.8%	20.7%
Dissatisfied	1.6%	1.5%	0.9%	0.9%	0.7%	3.7%	1.0%	2.1%	1.3%
Very Dissatisfied	0.0%	0.5%	0.9%	0.9%	2.2%	0.0%	0.7%	1.1%	0.8%

Q15-4. Overall quality of customer service provided by City of Austin

Very Satisfied	11.7%	14.2%	11.1%	16.1%	6.7%	13.8%	11.5%	15.5%	12.5%
Satisfied	44.8%	47.4%	43.3%	41.6%	51.5%	41.5%	45.9%	42.4%	45.0%
Neutral	30.7%	26.9%	31.1%	28.6%	31.3%	28.7%	29.3%	29.7%	29.4%
Dissatisfied	11.0%	8.8%	10.0%	8.2%	7.4%	9.6%	9.3%	9.2%	9.2%
Very Dissatisfied	1.8%	2.7%	4.5%	5.5%	3.1%	6.4%	4.0%	3.3%	3.9%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q15-5. Services provided by City's 3-1-1 assistance telephone number

Very Satisfied	25.2%	27.2%	22.6%	22.6%	19.9%	17.9%	23.9%	22.8%	23.6%
Satisfied	46.9%	45.6%	44.5%	46.5%	48.3%	47.4%	46.5%	43.7%	45.8%
Neutral	22.4%	19.7%	25.1%	23.9%	25.2%	26.9%	22.2%	26.2%	23.3%
Dissatisfied	3.5%	5.5%	5.1%	4.8%	5.3%	5.1%	5.0%	5.5%	5.1%
Very Dissatisfied	2.1%	2.0%	2.7%	2.2%	1.3%	2.6%	2.4%	1.8%	2.2%

Q15-6. Review services for residential & commercial building plans

Very Satisfied	8.3%	5.3%	5.3%	10.3%	2.8%	4.5%	4.6%	10.5%	6.0%
Satisfied	14.8%	16.4%	20.5%	20.6%	26.9%	9.0%	17.6%	22.7%	18.8%
Neutral	49.1%	43.4%	39.8%	35.2%	32.4%	43.3%	39.2%	44.0%	40.5%
Dissatisfied	12.0%	16.1%	18.3%	14.5%	18.5%	17.9%	18.5%	10.8%	16.6%
Very Dissatisfied	15.7%	18.8%	16.3%	19.4%	19.4%	25.4%	20.1%	11.9%	18.1%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q16-1. Availability of affordable housing for low/moderate income families

Very Satisfied	3.5%	3.1%	5.2%	9.6%	3.7%	11.0%	5.6%	4.5%	5.3%
Satisfied	11.2%	6.4%	12.2%	13.0%	9.6%	22.0%	12.2%	7.6%	10.9%
Neutral	20.3%	22.4%	20.3%	24.3%	28.7%	30.5%	25.3%	15.8%	22.7%
Dissatisfied	28.7%	32.7%	28.0%	25.7%	27.9%	18.3%	28.7%	28.6%	28.5%
Very Dissatisfied	36.4%	35.3%	34.3%	27.4%	30.1%	18.3%	28.2%	43.5%	32.6%

Q16-2. City's efforts to offer financial literacy/homebuyer education

Very Satisfied	6.6%	2.9%	4.9%	10.2%	4.5%	9.4%	5.5%	5.2%	5.5%
Satisfied	17.9%	11.5%	18.7%	15.8%	13.5%	24.5%	17.1%	13.3%	16.1%
Neutral	36.8%	50.6%	39.3%	39.5%	46.1%	34.0%	45.3%	35.8%	42.5%
Dissatisfied	22.6%	21.0%	20.4%	20.3%	16.9%	17.0%	19.7%	22.1%	20.3%
Very Dissatisfied	16.0%	14.0%	16.7%	14.1%	19.1%	15.1%	12.3%	23.6%	15.6%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very Satisfied	7.2%	6.5%	6.6%	14.5%	4.7%	8.8%	7.7%	7.8%	7.7%
Satisfied	22.5%	19.9%	21.1%	18.0%	23.6%	22.8%	23.0%	14.9%	20.8%
Neutral	37.8%	42.9%	40.7%	40.1%	40.6%	47.4%	42.8%	37.3%	41.3%
Dissatisfied	19.8%	17.9%	16.2%	15.1%	13.2%	12.3%	15.1%	19.7%	16.4%
Very Dissatisfied	12.6%	12.8%	15.5%	12.2%	17.9%	8.8%	11.4%	20.3%	13.9%

Q16-4. Shot for Tots and Big Shots program (immunizations)

Very Satisfied	11.4%	10.2%	8.8%	17.2%	11.5%	14.3%	9.8%	15.0%	11.3%
Satisfied	30.7%	31.3%	38.4%	37.4%	40.2%	42.9%	37.3%	33.3%	36.2%
Neutral	51.1%	51.2%	43.8%	37.4%	35.6%	41.1%	45.6%	41.2%	44.4%
Dissatisfied	4.5%	4.7%	4.2%	4.3%	6.9%	1.8%	4.0%	6.0%	4.5%
Very Dissatisfied	2.3%	2.7%	4.8%	3.7%	5.7%	0.0%	3.3%	4.5%	3.7%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q16-5. Food Safety Inspection program

Very Satisfied	6.5%	7.0%	6.1%	11.5%	5.8%	6.9%	6.8%	8.6%	7.2%
Satisfied	38.7%	33.5%	36.9%	31.3%	39.8%	34.5%	35.1%	35.9%	35.4%
Neutral	45.2%	48.7%	41.5%	45.6%	40.8%	46.6%	46.4%	39.8%	44.6%
Dissatisfied	6.5%	9.5%	11.5%	7.7%	10.7%	3.4%	9.3%	10.2%	9.5%
Very Dissatisfied	3.2%	1.3%	3.9%	3.8%	2.9%	8.6%	2.4%	5.6%	3.3%

Q16-6. Neighborhood planning/zoning efforts

Very Satisfied	4.7%	2.5%	1.7%	7.9%	2.9%	6.3%	3.1%	4.4%	3.4%
Satisfied	21.9%	18.7%	22.3%	21.9%	29.5%	21.3%	21.9%	21.2%	21.8%
Neutral	32.8%	36.8%	34.8%	29.8%	31.7%	30.0%	33.4%	35.7%	33.9%
Dissatisfied	25.8%	28.1%	23.6%	22.8%	20.1%	23.8%	25.9%	20.9%	24.6%
Very Dissatisfied	14.8%	13.9%	17.5%	17.5%	15.8%	18.8%	15.7%	17.9%	16.2%

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

N=2099

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q16-7. Accessibility of municipal court services

Very Satisfied	5.2%	7.1%	4.6%	9.9%	4.4%	10.4%	6.0%	7.6%	6.4%
Satisfied	31.9%	33.5%	30.7%	29.8%	43.0%	29.9%	31.9%	34.2%	32.5%
Neutral	44.0%	44.9%	44.7%	44.0%	39.5%	47.8%	45.3%	41.2%	44.3%
Dissatisfied	14.7%	10.8%	12.6%	12.6%	7.0%	7.5%	11.5%	11.7%	11.5%
Very Dissatisfied	4.3%	3.7%	7.4%	3.7%	6.1%	4.5%	5.2%	5.3%	5.3%

Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	7.4%	13.9%	13.1%	15.9%	14.9%	18.2%	12.9%	15.8%	13.6%
Satisfied	36.3%	35.9%	31.6%	36.4%	43.3%	23.4%	37.4%	26.7%	34.5%
Neutral	37.0%	33.9%	33.7%	33.2%	25.4%	39.0%	34.0%	32.1%	33.5%
Dissatisfied	10.4%	10.0%	10.2%	10.0%	8.2%	7.8%	9.5%	10.8%	9.9%
Very Dissatisfied	8.9%	6.4%	11.3%	4.5%	8.2%	11.7%	6.2%	14.6%	8.5%

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

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q17-1. Have you visited an Austin City park</u>									
Yes	90.2%	93.2%	91.0%	91.8%	93.2%	97.1%	92.2%	92.2%	92.2%
No	9.8%	6.8%	9.0%	8.2%	6.8%	2.9%	7.8%	7.8%	7.8%
<u>Q17-2. Have you participated in a City of Austin recreation program/event</u>									
Yes	38.3%	43.4%	40.1%	53.0%	47.5%	60.4%	44.5%	43.7%	44.4%
No	61.7%	56.6%	59.9%	47.0%	52.5%	39.6%	55.5%	56.3%	55.6%
<u>Q17-3. Have you visited an Austin library facility</u>									
Yes	65.0%	67.6%	68.0%	75.6%	74.9%	83.2%	70.5%	68.7%	70.0%
No	35.0%	32.4%	32.0%	24.4%	25.1%	16.8%	29.5%	31.3%	30.0%
<u>Q17-4. Have you visited a City pool</u>									
Yes	62.5%	56.3%	51.0%	68.6%	61.1%	76.2%	57.9%	58.7%	58.1%
No	37.5%	43.7%	49.0%	31.4%	38.9%	23.8%	42.1%	41.3%	41.9%

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

Number of Dependents in Household							Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +		Own	Rent	

Q17-5. Have you visited a City recreation center

Yes	42.8%	48.2%	45.8%	53.8%	47.3%	60.8%	47.8%	49.6%	48.2%
No	57.2%	51.8%	54.2%	46.2%	52.7%	39.2%	52.2%	50.4%	51.8%

Q17-6. Have you had contact with City of Austin Municipal Court

Yes	53.6%	43.5%	41.2%	44.9%	42.0%	49.5%	43.8%	44.6%	44.0%
No	46.4%	56.5%	58.8%	55.1%	58.0%	50.5%	56.2%	55.4%	56.0%

Q17-7. Have you had contact with City for Code Enforcement

Yes	34.1%	28.5%	35.8%	31.9%	34.8%	41.2%	37.7%	20.3%	33.2%
No	65.9%	71.5%	64.2%	68.1%	65.2%	58.8%	62.3%	79.7%	66.8%

Q17-8. Have you visited Austin-Bergstrom International Airport

Yes	93.5%	91.2%	91.4%	90.5%	94.7%	97.1%	93.0%	89.4%	92.0%
No	6.5%	8.8%	8.6%	9.5%	5.3%	2.9%	7.0%	10.6%	8.0%

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

Number of Dependents in Household							Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +		Own	Rent	

Q17-9. Have you called 3-1-1

Yes	61.7%	66.3%	64.5%	70.9%	64.2%	66.7%	69.1%	56.4%	65.7%
No	38.3%	33.7%	35.5%	29.1%	35.8%	33.3%	30.9%	43.6%	34.3%

Q17-10. Have you called 9-1-1

Yes	50.0%	45.4%	44.1%	50.2%	42.1%	51.5%	46.3%	45.0%	46.0%
No	50.0%	54.6%	55.9%	49.8%	57.9%	48.5%	53.7%	55.0%	54.0%

Q17-11. Have you had contact with Austin Police Department

Yes	64.7%	62.9%	59.8%	65.5%	61.9%	71.3%	63.0%	61.7%	62.7%
No	35.3%	37.1%	40.2%	34.5%	38.1%	28.7%	37.0%	38.3%	37.3%

Q17-12. Have you had contact with Austin Fire Department

Yes	31.7%	32.1%	30.8%	33.7%	37.2%	42.0%	34.2%	28.7%	32.8%
No	68.3%	67.9%	69.2%	66.3%	62.8%	58.0%	65.8%	71.3%	67.2%

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

Number of Dependents in Household						Q26. Do you own or rent your home		Total
None	One	Two	Three	Four	Five +	Own	Rent	

Q17-13. Have you had contact with Emergency Medical Services Department

Yes	37.0%	32.5%	37.3%	34.9%	32.1%	43.1%	35.6%	34.6%	35.4%
No	63.0%	67.5%	62.7%	65.1%	67.9%	56.9%	64.4%	65.4%	64.6%

Q17-14. Does Austin Energy provide your electric service

Yes	91.6%	94.8%	87.5%	91.5%	83.2%	83.3%	88.3%	94.5%	89.9%
No	8.4%	5.2%	12.5%	8.5%	16.8%	16.7%	11.7%	5.5%	10.1%

Q17-15. Does City of Austin collect garbage at your residence

Yes	86.8%	88.4%	91.4%	89.2%	88.3%	92.2%	93.2%	79.3%	89.6%
No	13.2%	11.6%	8.6%	10.8%	11.7%	7.8%	6.8%	20.7%	10.4%

Q17-16. Does City of Austin provide your home with water & wastewater services

Yes	97.7%	97.9%	97.6%	97.5%	94.7%	97.1%	98.1%	95.2%	97.4%
No	2.3%	2.1%	2.4%	2.5%	5.3%	2.9%	1.9%	4.8%	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." (without "don't know")

N=2099

	Number of Dependents in Household						Q26. Do you own or rent your home		Total
	None	One	Two	Three	Four	Five +	Own	Rent	
<u>Q18. Your level of agreement</u>									
Strongly Disagree	7.9%	2.7%	7.3%	10.6%	5.6%	9.0%	6.4%	6.6%	6.4%
Disagree	6.6%	11.1%	9.6%	8.1%	8.1%	10.1%	10.1%	7.5%	9.4%
Neutral	32.2%	30.9%	28.2%	23.4%	24.2%	23.6%	26.8%	31.5%	28.0%
Agree	43.4%	42.0%	40.8%	45.1%	52.2%	42.7%	43.6%	41.8%	43.1%
Strongly Agree	9.9%	13.2%	14.2%	12.8%	9.9%	14.6%	13.0%	12.7%	13.0%

City of Austin Community Survey *Appendix F – Cross-Tabular Data by Annual Household Income and Gender*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q1-1. City of Austin as a place to live</u>									
Very Satisfied	29.3%	24.0%	23.3%	32.9%	31.7%	43.4%	30.4%	31.0%	30.6%
Satisfied	42.5%	50.9%	53.8%	45.5%	53.1%	43.7%	49.5%	49.0%	49.2%
Neutral	14.4%	9.9%	12.5%	10.6%	8.1%	5.5%	10.4%	9.6%	10.0%
Dissatisfied	9.8%	10.6%	7.6%	9.6%	6.1%	5.5%	7.3%	7.9%	7.7%
Very Dissatisfied	4.0%	4.6%	2.9%	1.4%	1.0%	1.9%	2.3%	2.6%	2.4%
<u>Q1-2. City of Austin as a place to raise children</u>									
Very Satisfied	24.7%	21.4%	18.2%	24.6%	26.3%	37.2%	22.2%	28.3%	25.3%
Satisfied	33.3%	45.5%	42.9%	42.1%	48.2%	40.6%	45.7%	40.6%	43.1%
Neutral	28.7%	21.9%	29.6%	24.2%	18.8%	14.9%	21.4%	23.7%	22.6%
Dissatisfied	10.0%	8.0%	7.5%	7.5%	4.8%	4.2%	7.5%	5.7%	6.6%
Very Dissatisfied	3.3%	3.1%	1.8%	1.7%	1.9%	3.1%	3.3%	1.7%	2.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q1-3. City of Austin as a place to work</u>									
Very Satisfied	20.6%	20.1%	21.6%	26.9%	30.1%	42.7%	25.7%	29.0%	27.3%
Satisfied	38.8%	51.5%	50.6%	51.7%	50.0%	44.7%	49.6%	47.6%	48.6%
Neutral	24.1%	17.2%	17.7%	15.0%	15.1%	8.9%	17.1%	15.2%	16.1%
Dissatisfied	10.0%	8.8%	8.1%	5.2%	3.8%	1.7%	5.7%	5.8%	5.8%
Very Dissatisfied	6.5%	2.6%	2.1%	1.0%	1.0%	2.0%	1.9%	2.4%	2.2%
<u>Q1-4. City of Austin as a place to retire</u>									
Very Satisfied	19.6%	14.6%	13.0%	17.3%	16.3%	21.5%	16.0%	17.1%	16.5%
Satisfied	31.0%	27.5%	23.5%	21.8%	26.0%	26.3%	26.3%	25.6%	25.9%
Neutral	25.9%	23.9%	27.6%	28.0%	27.4%	26.6%	25.8%	28.3%	27.0%
Dissatisfied	12.0%	19.4%	21.5%	19.3%	17.0%	16.4%	18.1%	17.6%	17.9%
Very Dissatisfied	11.4%	14.6%	14.3%	13.6%	13.3%	9.1%	13.8%	11.4%	12.7%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>									
Very Satisfied	6.1%	7.5%	4.2%	3.9%	5.7%	7.2%	4.3%	6.9%	5.5%
Satisfied	26.8%	26.6%	25.4%	32.9%	26.9%	30.7%	26.6%	29.5%	28.0%
Neutral	31.1%	28.5%	31.4%	29.3%	30.1%	33.0%	29.0%	31.8%	30.4%
Dissatisfied	27.4%	21.7%	26.9%	22.1%	23.6%	15.7%	23.7%	21.5%	22.7%
Very Dissatisfied	8.5%	15.7%	12.0%	11.8%	13.6%	13.4%	16.4%	10.4%	13.4%
<u>Q1-6. Overall quality of life in City</u>									
Very Satisfied	18.2%	14.1%	18.3%	19.9%	18.4%	26.9%	18.5%	19.5%	18.9%
Satisfied	46.6%	49.1%	48.8%	51.2%	53.7%	51.9%	50.9%	51.0%	50.9%
Neutral	20.5%	20.1%	20.1%	15.1%	18.0%	13.8%	19.4%	17.0%	18.2%
Dissatisfied	10.2%	12.0%	9.0%	10.7%	7.2%	5.4%	7.9%	9.4%	8.8%
Very Dissatisfied	4.5%	4.6%	3.8%	3.1%	2.6%	1.9%	3.3%	3.1%	3.2%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q1-7. How well City of Austin is planning growth</u>									
Very Satisfied	7.3%	5.5%	2.4%	3.5%	2.3%	3.3%	2.8%	4.2%	3.5%
Satisfied	10.9%	11.0%	10.4%	7.0%	8.6%	9.9%	8.3%	10.4%	9.4%
Neutral	25.5%	18.0%	17.9%	23.0%	19.9%	17.4%	20.7%	17.8%	19.2%
Dissatisfied	23.0%	35.7%	32.1%	35.9%	37.3%	33.6%	32.6%	35.8%	34.2%
Very Dissatisfied	33.3%	29.8%	37.2%	30.7%	32.0%	35.9%	35.5%	31.8%	33.7%
<u>Q1-8. Overall quality of services provided by City of Austin</u>									
Very Satisfied	9.4%	11.5%	8.6%	6.2%	6.0%	6.8%	6.2%	8.7%	7.5%
Satisfied	36.5%	35.5%	37.6%	44.8%	40.4%	39.5%	37.2%	41.7%	39.4%
Neutral	30.6%	30.8%	33.7%	29.7%	32.7%	31.4%	32.2%	31.4%	31.8%
Dissatisfied	18.8%	13.6%	14.8%	15.2%	14.1%	14.2%	16.3%	13.1%	14.7%
Very Dissatisfied	4.7%	8.6%	5.3%	4.1%	6.8%	8.1%	8.1%	5.1%	6.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-1. Overall quality of parks & recreation programs & facilities</u>									
Very Satisfied	21.6%	23.2%	24.7%	26.1%	19.9%	24.9%	21.4%	25.0%	23.1%
Satisfied	50.9%	49.1%	47.9%	52.1%	55.6%	48.8%	50.6%	51.7%	51.2%
Neutral	21.0%	18.8%	18.7%	14.8%	16.0%	15.2%	18.9%	15.7%	17.3%
Dissatisfied	4.2%	7.7%	6.3%	4.9%	5.1%	7.4%	5.9%	5.7%	5.8%
Very Dissatisfied	2.4%	1.1%	2.4%	2.1%	3.4%	3.7%	3.2%	2.0%	2.6%
<u>Q2-2. Overall quality of City libraries</u>									
Very Satisfied	22.7%	22.5%	23.5%	25.9%	22.1%	23.6%	19.0%	26.0%	22.8%
Satisfied	50.0%	48.0%	47.4%	51.7%	45.8%	51.5%	46.2%	49.2%	47.9%
Neutral	22.7%	22.5%	22.1%	19.0%	25.1%	18.0%	27.0%	19.2%	22.8%
Dissatisfied	3.9%	4.5%	4.8%	3.0%	5.5%	4.3%	5.0%	4.7%	4.8%
Very Dissatisfied	0.6%	2.5%	2.1%	0.4%	1.5%	2.6%	2.8%	0.9%	1.7%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>									
Very Satisfied	21.0%	20.4%	16.9%	22.6%	21.0%	27.3%	18.7%	23.8%	21.3%
Satisfied	43.8%	54.4%	51.5%	52.0%	49.5%	51.9%	51.1%	50.7%	50.9%
Neutral	25.0%	16.8%	22.3%	17.9%	19.1%	14.5%	19.0%	18.6%	18.9%
Dissatisfied	6.3%	4.7%	6.3%	5.4%	7.8%	4.4%	6.7%	5.0%	5.9%
Very Dissatisfied	4.0%	3.6%	3.0%	2.2%	2.7%	2.0%	4.3%	1.9%	3.1%
<u>Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)</u>									
Very Satisfied	11.3%	7.5%	5.5%	9.2%	9.8%	8.6%	6.9%	9.8%	8.4%
Satisfied	26.8%	33.2%	32.8%	34.4%	28.7%	42.9%	30.7%	35.0%	32.7%
Neutral	47.2%	37.2%	43.5%	40.8%	45.4%	31.0%	41.3%	40.7%	41.3%
Dissatisfied	9.2%	13.3%	12.5%	8.3%	10.9%	11.9%	12.4%	10.1%	11.2%
Very Dissatisfied	5.6%	8.8%	5.5%	7.3%	5.2%	5.7%	8.7%	4.3%	6.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>									
Very Satisfied	17.9%	21.8%	23.5%	31.8%	28.7%	42.5%	26.4%	30.4%	28.4%
Satisfied	50.6%	53.0%	52.6%	48.6%	54.2%	42.8%	52.2%	48.7%	50.5%
Neutral	28.8%	19.2%	16.5%	15.1%	10.6%	8.3%	14.6%	15.5%	15.0%
Dissatisfied	2.6%	3.8%	5.6%	4.1%	5.8%	3.8%	5.5%	4.1%	4.8%
Very Dissatisfied	0.0%	2.3%	1.8%	0.3%	0.8%	2.6%	1.3%	1.3%	1.3%
<u>Q2-6. Overall quality of drinking water provided by Austin Water</u>									
Very Satisfied	18.0%	20.7%	20.1%	26.6%	28.9%	38.0%	27.6%	24.6%	26.1%
Satisfied	41.3%	47.1%	50.7%	47.2%	46.7%	43.6%	46.4%	46.4%	46.4%
Neutral	27.3%	19.3%	17.7%	17.9%	17.0%	11.8%	17.2%	18.8%	18.0%
Dissatisfied	10.5%	10.4%	7.4%	6.9%	5.2%	4.6%	6.2%	7.8%	7.0%
Very Dissatisfied	2.9%	2.5%	4.1%	1.4%	2.2%	2.0%	2.6%	2.4%	2.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-7. Overall quality of wastewater services provided by Austin Water</u>									
Very Satisfied	14.5%	13.4%	13.7%	20.0%	17.9%	24.6%	16.8%	17.9%	17.3%
Satisfied	42.4%	48.1%	49.4%	45.7%	50.5%	48.5%	48.1%	47.2%	47.6%
Neutral	30.3%	23.5%	25.3%	26.4%	22.6%	15.2%	22.3%	24.8%	23.6%
Dissatisfied	7.3%	10.8%	7.4%	6.1%	7.6%	7.1%	9.2%	7.1%	8.2%
Very Dissatisfied	5.5%	4.1%	4.2%	1.8%	1.4%	4.7%	3.6%	3.0%	3.3%
<u>Q2-8. Overall quality of electric utility services provided by Austin Energy</u>									
Very Satisfied	18.6%	12.2%	15.3%	15.4%	16.6%	22.0%	17.7%	15.6%	16.7%
Satisfied	37.8%	41.7%	41.8%	43.7%	41.4%	42.9%	41.7%	41.6%	41.5%
Neutral	22.7%	21.9%	19.4%	22.2%	27.1%	18.5%	22.0%	22.7%	22.4%
Dissatisfied	15.7%	14.4%	16.2%	13.6%	10.0%	9.4%	12.1%	13.3%	12.8%
Very Dissatisfied	5.2%	9.7%	7.4%	5.0%	4.9%	7.3%	6.4%	6.8%	6.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-9. Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)</u>									
Very Satisfied	3.0%	1.1%	0.6%	0.3%	1.0%	1.0%	1.0%	1.2%	1.1%
Satisfied	5.4%	4.7%	3.2%	4.5%	3.0%	3.2%	4.3%	3.2%	3.7%
Neutral	18.5%	12.9%	6.4%	7.5%	9.0%	4.8%	8.2%	9.4%	8.9%
Dissatisfied	17.9%	30.5%	26.0%	29.5%	26.9%	32.6%	25.2%	29.5%	27.4%
Very Dissatisfied	55.4%	50.9%	63.7%	58.2%	60.2%	58.4%	61.3%	56.8%	58.9%
<u>Q2-10. Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)</u>									
Very Satisfied	3.0%	0.7%	1.5%	0.3%	1.0%	0.6%	1.3%	0.8%	1.0%
Satisfied	14.8%	10.5%	6.7%	10.7%	7.0%	8.1%	7.8%	10.0%	8.9%
Neutral	20.7%	18.5%	14.5%	14.4%	20.9%	17.1%	17.9%	17.4%	17.7%
Dissatisfied	30.2%	35.9%	33.4%	36.8%	32.7%	35.2%	35.1%	32.5%	33.7%
Very Dissatisfied	31.4%	34.4%	43.9%	37.8%	38.4%	39.0%	37.9%	39.3%	38.7%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-11. Overall maintenance of major City streets</u>									
Very Satisfied	5.2%	2.8%	1.7%	1.0%	2.2%	3.9%	2.3%	2.9%	2.6%
Satisfied	28.7%	22.6%	23.0%	27.8%	24.9%	26.9%	25.2%	25.0%	25.1%
Neutral	26.4%	26.1%	29.9%	26.1%	28.6%	25.0%	27.9%	26.3%	27.1%
Dissatisfied	24.1%	30.7%	27.3%	30.5%	28.6%	29.2%	27.7%	29.4%	28.5%
Very Dissatisfied	15.5%	17.7%	18.0%	14.6%	15.8%	14.9%	17.0%	16.4%	16.7%
<u>Q2-12. Overall maintenance of City sidewalks</u>									
Very Satisfied	7.7%	3.7%	3.0%	3.9%	2.4%	6.2%	3.9%	4.6%	4.3%
Satisfied	23.7%	23.4%	24.0%	29.7%	28.4%	28.9%	27.1%	26.5%	26.8%
Neutral	34.3%	31.2%	29.9%	30.0%	32.6%	33.8%	32.3%	30.7%	31.5%
Dissatisfied	18.3%	27.9%	24.9%	20.5%	21.5%	18.4%	22.2%	22.0%	22.1%
Very Dissatisfied	16.0%	13.8%	18.3%	15.9%	15.1%	12.8%	14.4%	16.2%	15.3%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-13. Overall management of stormwater runoff</u>									
Very Satisfied	8.8%	5.8%	4.9%	3.2%	5.8%	5.7%	5.1%	5.9%	5.5%
Satisfied	34.0%	30.0%	31.5%	37.1%	34.9%	39.9%	38.3%	30.4%	34.3%
Neutral	30.8%	34.6%	37.0%	33.8%	34.5%	32.4%	31.9%	36.7%	34.3%
Dissatisfied	14.5%	21.8%	14.8%	16.2%	16.3%	12.8%	15.2%	17.2%	16.2%
Very Dissatisfied	11.9%	7.8%	11.7%	9.7%	8.6%	9.3%	9.5%	9.7%	9.7%
<u>Q2-14. Overall effectiveness of communication by City of Austin</u>									
Very Satisfied	7.7%	4.9%	4.9%	5.4%	3.7%	8.3%	4.7%	5.8%	5.3%
Satisfied	26.5%	25.3%	27.7%	31.0%	30.1%	30.0%	28.2%	29.5%	28.8%
Neutral	39.4%	38.5%	44.0%	39.0%	40.0%	41.0%	39.1%	41.8%	40.5%
Dissatisfied	16.1%	21.1%	14.8%	14.1%	15.6%	13.4%	16.1%	14.7%	15.5%
Very Dissatisfied	10.3%	10.2%	8.6%	10.5%	10.6%	7.2%	11.8%	8.2%	10.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)</u>									
Very Satisfied	12.3%	8.7%	8.6%	6.7%	6.3%	8.5%	8.6%	7.8%	8.2%
Satisfied	24.5%	31.0%	33.0%	40.8%	32.5%	36.5%	32.2%	34.0%	33.1%
Neutral	38.1%	38.4%	36.0%	38.1%	46.8%	39.5%	42.8%	38.1%	40.5%
Dissatisfied	17.4%	13.5%	15.0%	9.0%	9.1%	10.5%	10.5%	13.3%	11.9%
Very Dissatisfied	7.7%	8.3%	7.5%	5.4%	5.2%	5.0%	5.9%	6.8%	6.4%
<u>Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)</u>									
Very Satisfied	6.0%	3.6%	1.4%	2.4%	2.3%	4.0%	2.4%	3.7%	3.0%
Satisfied	18.8%	17.0%	17.3%	21.0%	16.6%	15.9%	16.7%	17.7%	17.2%
Neutral	39.6%	36.8%	36.6%	33.5%	34.5%	31.2%	33.9%	35.1%	34.5%
Dissatisfied	22.8%	24.7%	26.1%	24.6%	26.5%	25.7%	27.0%	23.6%	25.2%
Very Dissatisfied	12.8%	17.8%	18.6%	18.5%	20.2%	23.2%	20.0%	19.8%	20.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>									
Very Satisfied	8.5%	3.2%	0.8%	2.2%	1.7%	2.8%	1.7%	3.8%	2.7%
Satisfied	17.7%	18.0%	15.1%	17.8%	10.3%	7.9%	13.9%	12.5%	13.2%
Neutral	35.5%	39.2%	34.7%	31.1%	30.2%	26.9%	29.9%	34.7%	32.4%
Dissatisfied	20.6%	24.0%	26.6%	27.1%	31.0%	31.2%	28.3%	27.3%	27.7%
Very Dissatisfied	17.7%	15.7%	22.8%	21.8%	26.8%	31.2%	26.1%	21.8%	24.0%
<u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>									
Very Satisfied	13.2%	15.5%	16.8%	15.3%	12.8%	15.6%	11.2%	17.7%	14.7%
Satisfied	43.4%	41.0%	42.6%	52.5%	46.8%	39.1%	45.8%	43.0%	44.3%
Neutral	29.6%	31.1%	29.9%	25.9%	34.5%	37.0%	34.0%	29.8%	31.8%
Dissatisfied	7.9%	9.2%	6.7%	5.1%	5.2%	5.3%	5.7%	6.9%	6.3%
Very Dissatisfied	5.9%	3.2%	4.0%	1.2%	0.7%	2.9%	3.2%	2.5%	2.8%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Top choice</u>									
Overall quality of parks & recreation programs & facilities	3.8%	3.8%	3.7%	4.7%	3.3%	2.5%	3.8%	3.1%	3.4%
Overall quality of City libraries	1.1%	0.7%	2.3%	0.7%	0.8%	0.6%	1.3%	0.7%	1.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	20.3%	23.4%	21.8%	20.0%	22.9%	25.2%	22.7%	22.0%	22.4%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	1.1%	1.7%	0.0%	0.7%	0.0%	0.0%	0.4%	0.7%	0.5%
Overall quality of Austin-Bergstrom International Airport	0.0%	0.0%	0.6%	0.3%	0.4%	1.6%	0.4%	0.6%	0.5%
Overall quality of drinking water provided by Austin Water	8.8%	9.4%	8.6%	7.7%	10.5%	7.3%	9.2%	8.6%	8.9%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Top choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	1.1%	1.4%	0.3%	0.3%	0.2%	0.3%	0.4%	0.6%	0.5%
Overall quality of electric utility services provided by Austin Energy	4.4%	3.5%	4.6%	1.7%	1.4%	1.6%	1.8%	3.1%	2.4%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	30.2%	26.9%	34.1%	37.3%	33.0%	32.8%	32.5%	32.4%	32.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	2.7%	2.8%	2.0%	3.7%	5.7%	6.7%	4.8%	3.7%	4.2%
Overall maintenance of major City streets	1.1%	2.1%	1.4%	2.0%	2.0%	1.9%	1.5%	2.1%	1.8%
Overall maintenance of City sidewalks	0.5%	1.0%	1.7%	0.7%	1.0%	0.6%	0.8%	1.2%	1.0%
Overall management of stormwater runoff	0.5%	0.3%	0.6%	0.7%	0.4%	0.3%	0.3%	0.7%	0.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Top choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	0.5%	0.3%	0.6%	0.0%	0.4%	0.6%	0.3%	0.7%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	2.7%	4.5%	2.3%	1.3%	1.6%	1.0%	1.0%	3.2%	2.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	0.5%	2.4%	2.3%	3.3%	5.7%	3.5%	3.7%	3.5%	3.6%
Overall quality of development review, permitting & inspection services	0.5%	0.7%	0.6%	0.7%	1.0%	1.9%	1.5%	0.6%	1.0%
Animal services (shelter, adoptions, animal control, etc.)	1.1%	0.3%	0.9%	0.7%	0.8%	0.6%	0.3%	1.1%	0.7%
None chosen	18.7%	14.3%	11.7%	13.7%	9.2%	10.8%	13.3%	11.7%	12.5%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q3. 2nd choice

Overall quality of parks & recreation programs & facilities	2.7%	3.1%	3.4%	4.0%	2.7%	3.5%	3.6%	2.6%	3.1%
Overall quality of City libraries	3.3%	2.4%	3.4%	1.3%	1.0%	1.6%	1.8%	2.1%	2.0%
Overall quality of public safety services (i.e. police, fire & ambulance)	7.7%	4.2%	8.3%	7.3%	8.8%	4.5%	6.1%	7.7%	7.0%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.2%	1.0%	0.6%	0.7%	1.4%	0.6%	1.4%	0.7%	1.0%
Overall quality of Austin-Bergstrom International Airport	1.1%	0.7%	1.4%	0.7%	2.1%	1.9%	1.9%	1.0%	1.4%
Overall quality of drinking water provided by Austin Water	11.5%	12.6%	12.3%	12.0%	11.3%	11.8%	12.2%	11.5%	11.8%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 2nd choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	3.3%	2.4%	1.1%	0.7%	0.6%	0.6%	1.2%	1.3%	1.2%
Overall quality of electric utility services provided by Austin Energy	5.5%	5.9%	3.4%	5.0%	3.5%	3.2%	4.4%	4.2%	4.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	11.5%	15.7%	13.5%	12.7%	14.5%	17.8%	14.2%	14.3%	14.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	18.1%	21.0%	25.2%	27.3%	25.4%	27.1%	24.7%	24.1%	24.4%
Overall maintenance of major City streets	4.4%	5.2%	3.4%	2.7%	5.3%	4.5%	4.8%	4.3%	4.6%
Overall maintenance of City sidewalks	0.5%	2.1%	1.4%	2.3%	1.0%	0.3%	1.2%	1.6%	1.4%
Overall management of stormwater runoff	2.2%	0.7%	1.1%	2.0%	1.2%	0.3%	1.0%	1.2%	1.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q3. 2nd choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	0.0%	0.7%	1.1%	0.0%	0.8%	0.0%	0.4%	0.7%	0.5%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	2.2%	3.8%	4.0%	4.0%	3.1%	1.6%	2.9%	3.7%	3.3%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	2.2%	2.1%	2.9%	1.3%	4.3%	5.1%	2.4%	4.1%	3.2%
Overall quality of development review, permitting & inspection services	1.1%	1.0%	1.7%	1.0%	2.7%	3.8%	2.2%	2.0%	2.0%
Animal services (shelter, adoptions, animal control, etc.)	0.5%	0.0%	0.6%	1.3%	0.8%	1.0%	0.4%	1.0%	0.7%
None chosen	19.8%	15.0%	10.9%	13.7%	9.6%	10.8%	13.4%	11.8%	12.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 3rd choice</u>									
Overall quality of parks & recreation programs & facilities	3.3%	2.4%	4.9%	6.0%	5.9%	3.5%	4.3%	4.7%	4.5%
Overall quality of City libraries	1.1%	2.1%	2.3%	1.0%	1.8%	2.2%	1.8%	2.0%	1.9%
Overall quality of public safety services (i.e. police, fire & ambulance)	4.9%	6.3%	8.6%	7.7%	6.4%	7.6%	8.4%	6.2%	7.2%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.2%	2.4%	2.0%	0.3%	0.6%	1.3%	1.1%	1.7%	1.4%
Overall quality of Austin-Bergstrom International Airport	0.5%	2.1%	1.4%	2.3%	2.7%	1.6%	2.1%	1.7%	1.9%
Overall quality of drinking water provided by Austin Water	6.6%	6.3%	6.6%	8.7%	8.0%	8.9%	7.5%	8.1%	7.9%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 3rd choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	3.8%	4.2%	2.6%	1.7%	2.9%	3.8%	2.8%	3.0%	2.9%
Overall quality of electric utility services provided by Austin Energy	4.9%	5.9%	9.5%	5.3%	4.7%	6.1%	6.3%	6.3%	6.3%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	8.2%	6.3%	8.9%	10.0%	10.2%	8.6%	10.1%	8.4%	9.2%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	11.0%	12.6%	8.9%	10.0%	12.7%	10.5%	11.1%	10.4%	10.7%
Overall maintenance of major City streets	9.3%	9.8%	12.6%	10.7%	9.8%	10.5%	9.8%	10.8%	10.3%
Overall maintenance of City sidewalks	3.8%	2.8%	2.6%	3.7%	3.1%	1.3%	2.6%	2.9%	2.8%
Overall management of stormwater runoff	2.7%	4.5%	1.7%	2.7%	2.9%	2.2%	2.4%	2.8%	2.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 3rd choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	2.2%	1.4%	1.4%	1.0%	2.0%	1.6%	1.4%	1.9%	1.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	6.6%	7.0%	6.0%	4.0%	4.7%	4.5%	4.1%	5.9%	5.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	5.5%	3.5%	4.9%	6.3%	6.8%	8.9%	5.7%	6.5%	6.1%
Overall quality of development review, permitting & inspection services	0.5%	2.8%	2.0%	2.7%	3.1%	4.8%	3.3%	2.7%	3.0%
Animal services (shelter, adoptions, animal control, etc.)	1.6%	1.4%	1.1%	1.0%	0.6%	0.6%	0.4%	1.5%	1.0%
None chosen	20.9%	16.1%	12.0%	15.0%	11.1%	11.5%	14.8%	12.8%	13.8%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 4th choice</u>									
Overall quality of parks & recreation programs & facilities	3.3%	3.8%	4.3%	4.7%	7.8%	6.7%	5.8%	5.2%	5.5%
Overall quality of City libraries	2.2%	1.0%	2.3%	3.3%	3.1%	2.9%	1.5%	3.4%	2.4%
Overall quality of public safety services (i.e. police, fire & ambulance)	4.4%	5.2%	4.6%	7.7%	7.4%	5.4%	6.2%	6.1%	6.1%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	1.6%	1.7%	2.0%	0.7%	1.2%	0.3%	1.0%	1.3%	1.2%
Overall quality of Austin-Bergstrom International Airport	1.6%	1.7%	1.7%	2.3%	2.3%	4.5%	3.1%	1.6%	2.4%
Overall quality of drinking water provided by Austin Water	4.4%	6.3%	5.4%	4.3%	2.9%	5.1%	4.2%	5.0%	4.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 4th choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	2.2%	3.1%	2.3%	1.0%	3.5%	1.3%	2.8%	2.2%	2.5%
Overall quality of electric utility services provided by Austin Energy	5.5%	3.5%	5.4%	6.0%	3.7%	3.5%	4.8%	4.2%	4.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	3.3%	7.3%	7.2%	4.7%	7.0%	6.7%	5.9%	6.9%	6.4%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	8.2%	6.3%	8.0%	8.3%	7.8%	5.7%	8.0%	7.4%	7.7%
Overall maintenance of major City streets	5.5%	8.4%	6.9%	9.0%	9.4%	8.3%	8.6%	7.8%	8.2%
Overall maintenance of City sidewalks	4.9%	3.5%	3.7%	4.3%	3.1%	2.5%	3.4%	3.5%	3.4%
Overall management of stormwater runoff	2.2%	5.2%	3.2%	3.0%	2.9%	1.9%	2.5%	3.5%	3.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. 4th choice (Cont.)</u>									
Overall effectiveness of communication by City of Austin	3.8%	4.2%	3.2%	3.0%	2.1%	2.2%	3.5%	2.4%	3.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	6.0%	4.9%	8.0%	5.0%	4.1%	8.3%	4.2%	7.0%	5.6%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	7.1%	7.3%	9.7%	7.0%	10.2%	9.9%	10.1%	7.6%	8.8%
Overall quality of development review, permitting & inspection services	6.6%	2.8%	4.3%	4.7%	6.1%	8.6%	5.9%	5.1%	5.5%
Animal services (shelter, adoptions, animal control, etc.)	3.3%	5.6%	3.7%	3.3%	2.5%	4.1%	2.4%	4.7%	3.5%
None chosen	23.6%	17.8%	14.0%	17.7%	12.7%	12.1%	16.1%	15.1%	15.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Sum of top 4 choices</u>									
Overall quality of parks & recreation programs & facilities	13.2%	13.3%	16.3%	19.3%	19.7%	16.2%	17.5%	15.6%	16.5%
Overall quality of City libraries	7.7%	6.3%	10.3%	6.3%	6.6%	7.3%	6.3%	8.2%	7.2%
Overall quality of public safety services (i.e. police, fire & ambulance)	37.4%	39.2%	43.3%	42.7%	45.5%	42.7%	43.4%	42.0%	42.7%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	7.1%	7.0%	4.6%	2.3%	3.1%	2.2%	3.8%	4.4%	4.1%
Overall quality of Austin-Bergstrom International Airport	3.3%	4.5%	5.2%	5.7%	7.6%	9.6%	7.5%	4.9%	6.2%
Overall quality of drinking water provided by Austin Water	31.3%	34.6%	33.0%	32.7%	32.8%	33.1%	33.1%	33.2%	33.2%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Sum of top 4 choices (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	10.4%	11.2%	6.3%	3.7%	7.2%	6.1%	7.3%	7.1%	7.1%
Overall quality of electric utility services provided by Austin Energy	20.3%	18.9%	22.9%	18.0%	13.3%	14.3%	17.3%	17.7%	17.5%
Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	53.3%	56.3%	63.6%	64.7%	64.6%	65.9%	62.7%	61.9%	62.3%
Traffic flow on major City streets (Ex. Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	40.1%	42.7%	44.1%	49.3%	51.6%	50.0%	48.6%	45.5%	47.0%
Overall maintenance of major City streets	20.3%	25.5%	24.4%	24.3%	26.4%	25.2%	24.7%	25.0%	24.9%
Overall maintenance of City sidewalks	9.9%	9.4%	9.5%	11.0%	8.2%	4.8%	8.0%	9.1%	8.6%
Overall management of stormwater runoff	7.7%	10.8%	6.6%	8.3%	7.4%	4.8%	6.1%	8.1%	7.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q3. Sum of top 4 choices (Cont.)</u>									
Overall effectiveness of communication by City of Austin	6.6%	6.6%	6.3%	4.0%	5.3%	4.5%	5.6%	5.6%	5.6%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	17.6%	20.3%	20.3%	14.3%	13.5%	15.3%	12.3%	19.8%	16.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	15.4%	15.4%	19.8%	18.0%	27.0%	27.4%	21.9%	21.8%	21.8%
Overall quality of development review, permitting & inspection services	8.8%	7.3%	8.6%	9.0%	12.9%	19.1%	12.8%	10.4%	11.6%
Animal services (shelter, adoptions, animal control, etc.)	6.6%	7.3%	6.3%	6.3%	4.7%	6.4%	3.4%	8.3%	5.9%
None chosen	18.7%	14.3%	11.7%	13.7%	9.2%	10.8%	13.3%	11.7%	12.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q4-1. I feel safe in my neighborhood during the day</u>									
Strongly Agree	29.7%	35.3%	39.5%	45.9%	48.9%	58.4%	45.0%	42.6%	43.7%
Agree	48.6%	52.7%	49.7%	48.0%	44.4%	36.5%	45.9%	47.5%	46.8%
Neutral	13.7%	6.0%	7.6%	2.4%	4.5%	2.3%	6.2%	5.4%	5.7%
Disagree	5.1%	4.9%	2.0%	3.1%	2.2%	1.3%	2.1%	3.5%	2.8%
Strongly Disagree	2.9%	1.1%	1.2%	0.7%	0.0%	1.6%	0.9%	1.0%	1.0%
<u>Q4-2. I feel safe in my neighborhood at night</u>									
Strongly Agree	14.9%	17.7%	21.7%	27.6%	28.4%	41.0%	29.3%	22.6%	25.8%
Agree	39.1%	42.8%	43.2%	44.1%	45.9%	43.5%	43.3%	44.2%	43.7%
Neutral	20.7%	19.8%	19.1%	12.1%	15.7%	8.4%	15.4%	16.2%	15.8%
Disagree	16.1%	14.5%	13.3%	13.8%	8.4%	5.2%	9.5%	13.1%	11.5%
Strongly Disagree	9.2%	5.3%	2.6%	2.4%	1.6%	1.9%	2.5%	3.9%	3.2%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q4-3. I feel safe in City parks</u>									
Strongly Agree	10.0%	15.4%	16.6%	15.2%	16.1%	19.5%	17.4%	13.7%	15.4%
Agree	47.5%	45.4%	45.3%	52.4%	49.0%	45.8%	48.1%	46.3%	47.1%
Neutral	29.4%	26.2%	27.5%	23.4%	25.9%	21.5%	25.1%	27.4%	26.3%
Disagree	8.1%	9.6%	8.8%	6.2%	8.0%	10.4%	7.1%	10.0%	8.6%
Strongly Disagree	5.0%	3.5%	1.9%	2.8%	1.0%	2.7%	2.3%	2.7%	2.5%
<u>Q4-4. I feel safe walking alone downtown during the day</u>									
Strongly Agree	21.1%	24.2%	28.3%	35.2%	30.9%	44.1%	33.5%	27.7%	30.5%
Agree	45.8%	46.8%	50.0%	48.6%	46.7%	42.1%	44.4%	49.9%	47.1%
Neutral	24.1%	21.1%	13.7%	9.9%	14.0%	7.6%	14.7%	14.3%	14.6%
Disagree	5.4%	6.8%	5.4%	4.2%	6.7%	4.9%	5.5%	5.9%	5.8%
Strongly Disagree	3.6%	1.1%	2.7%	2.1%	1.6%	1.3%	2.0%	2.2%	2.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q4-5. I feel safe walking alone downtown at night</u>									
Strongly Agree	4.2%	6.9%	5.3%	6.5%	5.6%	10.9%	9.8%	3.1%	6.3%
Agree	19.3%	15.8%	23.3%	26.4%	22.3%	25.5%	26.3%	17.7%	21.9%
Neutral	29.5%	26.2%	25.2%	22.0%	25.2%	24.8%	29.7%	22.1%	25.7%
Disagree	26.5%	31.5%	28.6%	30.7%	30.8%	26.2%	21.7%	36.8%	29.5%
Strongly Disagree	20.5%	19.6%	17.6%	14.4%	16.0%	12.6%	12.5%	20.3%	16.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>									
Very Satisfied	4.2%	3.2%	3.8%	3.9%	4.2%	4.9%	4.4%	3.5%	3.9%
Satisfied	36.3%	34.5%	37.0%	38.2%	34.6%	40.8%	36.6%	35.8%	36.2%
Neutral	29.8%	26.6%	22.6%	26.3%	26.5%	18.0%	25.3%	25.3%	25.3%
Dissatisfied	19.0%	24.5%	27.6%	24.6%	26.3%	26.1%	24.5%	26.3%	25.4%
Very Dissatisfied	10.7%	11.2%	9.1%	7.0%	8.5%	10.1%	9.1%	9.1%	9.2%
<u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>									
Very Satisfied	12.0%	10.2%	11.0%	14.2%	15.9%	16.1%	12.6%	14.5%	13.6%
Satisfied	41.7%	40.1%	44.9%	47.1%	47.3%	44.2%	43.0%	46.0%	44.5%
Neutral	25.1%	23.9%	21.4%	18.0%	16.5%	15.8%	21.0%	18.4%	19.7%
Dissatisfied	13.1%	18.3%	15.1%	15.3%	15.3%	15.8%	16.7%	14.1%	15.3%
Very Dissatisfied	8.0%	7.4%	7.5%	5.4%	4.9%	8.1%	6.8%	7.0%	6.9%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>									
Very Satisfied	13.1%	6.1%	8.5%	12.4%	14.4%	16.5%	12.1%	12.1%	12.1%
Satisfied	33.0%	36.4%	38.2%	42.6%	36.3%	39.4%	36.2%	38.9%	37.6%
Neutral	26.7%	26.9%	23.9%	19.5%	23.4%	15.8%	25.1%	20.2%	22.7%
Dissatisfied	19.9%	20.8%	17.9%	16.3%	16.6%	19.2%	18.3%	17.8%	18.0%
Very Dissatisfied	7.4%	9.8%	11.5%	9.2%	9.2%	9.1%	8.3%	11.0%	9.6%
<u>Q5-4. Timing of traffic signals on City streets</u>									
Very Satisfied	7.6%	4.6%	4.7%	4.8%	3.4%	2.9%	3.8%	4.8%	4.3%
Satisfied	30.8%	32.9%	28.4%	34.0%	28.6%	31.8%	28.4%	32.9%	30.8%
Neutral	26.2%	24.6%	26.0%	26.1%	31.2%	25.1%	25.9%	27.8%	26.8%
Dissatisfied	19.8%	24.3%	26.0%	24.4%	25.4%	24.8%	26.4%	23.1%	24.6%
Very Dissatisfied	15.7%	13.6%	14.9%	10.7%	11.5%	15.4%	15.6%	11.4%	13.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q5-5. Adequacy of street lighting in your community</u>									
Very Satisfied	8.0%	7.4%	7.9%	12.0%	9.3%	13.7%	9.9%	9.8%	9.9%
Satisfied	36.9%	36.0%	39.0%	44.7%	41.2%	38.4%	40.8%	39.0%	39.8%
Neutral	27.8%	27.2%	23.5%	18.6%	22.8%	23.1%	25.5%	21.2%	23.4%
Dissatisfied	19.9%	21.9%	21.1%	18.2%	17.4%	17.9%	16.5%	21.5%	19.1%
Very Dissatisfied	7.4%	7.4%	8.5%	6.5%	9.3%	6.8%	7.2%	8.5%	7.8%
<u>Q5-6. Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)</u>									
Very Satisfied	9.8%	6.1%	7.1%	7.9%	7.8%	11.5%	8.5%	8.0%	8.2%
Satisfied	34.5%	39.8%	36.1%	39.2%	35.9%	40.0%	38.7%	37.0%	37.7%
Neutral	32.2%	26.9%	23.4%	21.3%	24.3%	23.1%	27.0%	22.5%	24.9%
Dissatisfied	14.9%	17.9%	21.0%	20.6%	19.9%	18.3%	16.2%	21.2%	18.7%
Very Dissatisfied	8.6%	9.3%	12.4%	11.0%	12.0%	7.1%	9.7%	11.3%	10.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)</u>									
Very Satisfied	6.5%	7.5%	8.6%	9.6%	7.3%	11.4%	8.8%	8.5%	8.6%
Satisfied	27.9%	32.5%	26.5%	32.6%	34.9%	29.9%	32.5%	30.8%	31.6%
Neutral	39.0%	36.9%	32.9%	29.5%	31.9%	28.8%	31.8%	33.2%	32.6%
Dissatisfied	18.2%	14.7%	19.8%	20.3%	15.2%	18.9%	16.3%	17.9%	17.1%
Very Dissatisfied	8.4%	8.3%	12.1%	8.0%	10.8%	11.0%	10.6%	9.6%	10.1%
<u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>									
Very Satisfied	11.3%	10.7%	10.1%	14.6%	9.6%	17.0%	13.0%	11.1%	12.0%
Satisfied	35.3%	33.5%	37.1%	36.3%	40.4%	44.3%	39.9%	36.5%	38.0%
Neutral	39.8%	39.7%	37.1%	34.5%	36.7%	26.0%	33.9%	37.0%	35.6%
Dissatisfied	8.3%	10.7%	9.1%	11.1%	6.3%	8.1%	7.0%	10.4%	8.8%
Very Dissatisfied	5.3%	5.4%	6.6%	3.5%	7.0%	4.7%	6.1%	5.0%	5.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q5-9. Mowing & trimming along City streets</u>									
Very Satisfied	7.0%	6.1%	7.6%	6.6%	4.8%	7.7%	5.7%	7.1%	6.4%
Satisfied	26.9%	28.7%	29.3%	32.9%	34.1%	36.1%	32.0%	31.3%	31.6%
Neutral	29.8%	23.7%	30.5%	26.3%	27.1%	25.4%	27.2%	27.0%	27.1%
Dissatisfied	21.6%	29.7%	19.4%	24.9%	23.7%	19.1%	22.7%	23.3%	23.0%
Very Dissatisfied	14.6%	11.8%	13.2%	9.3%	10.2%	11.7%	12.5%	11.3%	11.9%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q6. Top choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

31.9% 43.0% 41.0% 43.0% 51.0% 48.1% 44.4% 43.3% 43.9%

Condition of streets in your
neighborhood (residential streets)

8.8% 8.7% 7.2% 9.3% 8.4% 7.0% 9.7% 6.3% 8.0%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

4.4% 4.2% 4.6% 4.3% 2.3% 2.9% 3.8% 3.6% 3.7%

Timing of traffic signals on City streets

13.7% 10.8% 13.2% 14.0% 11.9% 14.6% 13.8% 12.5% 13.2%

Adequacy of street lighting in your
community

12.1% 8.0% 9.7% 5.3% 6.1% 5.1% 5.9% 8.3% 7.1%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

4.4% 5.6% 8.3% 7.0% 6.8% 7.0% 4.9% 8.3% 6.6%

On-street bicycle accessibility (City's
bicycle lane system/network)

3.3% 3.1% 4.3% 1.3% 4.5% 4.8% 3.6% 3.7% 3.7%

Off-street bicycle accessibility (City's
urban trail network)

0.0% 0.3% 0.6% 0.7% 0.4% 0.6% 0.7% 0.2% 0.4%

Mowing & trimming along City streets

4.9% 6.3% 4.0% 4.7% 3.3% 2.5% 3.7% 4.9% 4.3%

None chosen

16.5% 9.8% 7.2% 10.3% 5.3% 7.3% 9.4% 8.8% 9.1%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q6. 2nd choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

9.9% 9.1% 14.6% 10.7% 12.7% 19.1% 13.5% 12.6% 13.1%

Condition of streets in your
neighborhood (residential streets)

16.5% 16.1% 17.8% 19.0% 23.2% 20.4% 22.2% 16.9% 19.5%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

7.7% 8.4% 5.2% 4.3% 5.5% 5.7% 5.9% 5.4% 5.6%

Timing of traffic signals on City streets

11.0% 16.4% 21.8% 14.7% 16.4% 17.2% 17.7% 15.9% 16.8%

Adequacy of street lighting in your
community

11.0% 13.3% 10.6% 15.3% 10.7% 7.0% 9.5% 12.5% 11.1%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

12.6% 11.2% 11.2% 8.7% 10.5% 10.5% 7.4% 13.3% 10.4%

On-street bicycle accessibility (City's
bicycle lane system/network)

4.4% 4.2% 5.7% 8.3% 6.3% 6.1% 5.1% 6.6% 5.9%

Off-street bicycle accessibility (City's
urban trail network)

1.6% 1.7% 2.0% 4.0% 2.7% 2.2% 2.5% 2.3% 2.4%

Mowing & trimming along City streets

7.1% 8.4% 3.7% 4.0% 4.9% 4.8% 6.0% 4.5% 5.2%

None chosen

18.1% 11.2% 7.4% 11.0% 7.0% 7.0% 10.2% 10.0% 10.1%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q6. 3rd choice

Condition of major City streets
(Congress Ave, Lamar, South First,
Burnet, etc.)

6.6% 5.9% 9.2% 9.7% 8.6% 8.6% 8.0% 8.6% 8.3%

Condition of streets in your
neighborhood (residential streets)

8.8% 9.8% 12.0% 8.7% 11.5% 15.0% 13.1% 10.1% 11.5%

Condition of sidewalks in your
neighborhood (if sidewalks exist)

7.1% 4.2% 5.4% 8.3% 7.4% 9.6% 6.7% 7.4% 7.1%

Timing of traffic signals on City streets

14.3% 10.8% 17.2% 12.7% 14.5% 12.1% 16.1% 12.1% 14.0%

Adequacy of street lighting in your
community

8.8% 14.7% 10.3% 11.0% 11.3% 12.1% 9.0% 13.3% 11.2%

Pedestrian accessibility (Availability &
level of convenience of sidewalks &
crosswalks)

9.3% 13.3% 13.5% 13.7% 13.1% 12.1% 11.5% 13.2% 12.3%

On-street bicycle accessibility (City's
bicycle lane system/network)

7.7% 7.0% 7.2% 9.7% 9.2% 8.3% 8.4% 7.6% 8.0%

Off-street bicycle accessibility (City's
urban trail network)

3.3% 5.9% 4.6% 3.7% 3.3% 1.9% 3.1% 3.9% 3.5%

Mowing & trimming along City streets

13.7% 14.7% 10.9% 8.7% 12.9% 11.5% 12.0% 11.7% 11.9%

None chosen

20.3% 13.6% 9.7% 14.0% 8.2% 8.9% 12.1% 12.2% 12.2%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q6. Sum of top 3 choices

Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	48.4%	58.0%	64.8%	63.3%	72.3%	75.8%	66.0%	64.5%	65.2%
Condition of streets in your neighborhood (residential streets)	34.1%	34.6%	37.0%	37.0%	43.2%	42.4%	45.0%	33.3%	39.0%
Condition of sidewalks in your neighborhood (if sidewalks exist)	19.2%	16.8%	15.2%	17.0%	15.2%	18.2%	16.4%	16.4%	16.4%
Timing of traffic signals on City streets	39.0%	38.1%	52.1%	41.3%	42.8%	43.9%	47.6%	40.5%	44.0%
Adequacy of street lighting in your community	31.9%	36.0%	30.7%	31.7%	28.1%	24.2%	24.4%	34.1%	29.4%
Pedestrian accessibility (Availability & level of convenience of sidewalks & crosswalks)	26.4%	30.1%	33.0%	29.3%	30.5%	29.6%	23.7%	34.8%	29.3%
On-street bicycle accessibility (City's bicycle lane system/network)	15.4%	14.3%	17.2%	19.3%	19.9%	19.1%	17.2%	17.9%	17.5%
Off-street bicycle accessibility (City's urban trail network)	4.9%	8.0%	7.2%	8.3%	6.4%	4.8%	6.4%	6.4%	6.4%
Mowing & trimming along City streets	25.8%	29.4%	18.6%	17.3%	21.1%	18.8%	21.7%	21.1%	21.4%
None chosen	16.5%	9.8%	7.2%	10.3%	5.3%	7.3%	9.4%	8.8%	9.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q7-1. Overall quality of police services</u>									
Very Satisfied	18.3%	19.7%	16.7%	19.2%	19.5%	28.7%	20.1%	20.3%	20.2%
Satisfied	46.2%	47.1%	47.5%	56.4%	53.9%	51.2%	50.3%	51.7%	51.0%
Neutral	20.1%	21.5%	23.0%	15.0%	17.4%	13.1%	18.0%	18.6%	18.3%
Dissatisfied	9.5%	6.9%	8.5%	5.3%	5.5%	4.8%	6.6%	6.4%	6.5%
Very Dissatisfied	5.9%	4.7%	4.4%	4.1%	3.8%	2.1%	4.9%	3.0%	3.9%
<u>Q7-2. Speed of emergency police response (How quickly police respond to emergencies)</u>									
Very Satisfied	21.2%	18.4%	16.2%	21.3%	20.5%	27.5%	19.2%	22.0%	20.6%
Satisfied	38.4%	45.2%	46.4%	51.4%	47.1%	43.6%	46.8%	46.1%	46.3%
Neutral	25.2%	25.5%	25.7%	20.4%	22.7%	18.3%	24.2%	20.9%	22.7%
Dissatisfied	9.9%	7.5%	6.4%	3.2%	6.8%	8.3%	5.8%	7.8%	6.9%
Very Dissatisfied	5.3%	3.3%	5.3%	3.7%	2.7%	2.3%	4.1%	3.2%	3.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q7-3. Enforcement of local traffic laws</u>									
Very Satisfied	12.7%	9.3%	9.5%	12.4%	10.4%	10.4%	9.0%	11.5%	10.2%
Satisfied	31.9%	37.4%	33.1%	38.2%	41.6%	43.1%	37.3%	38.7%	38.0%
Neutral	33.7%	30.4%	32.2%	31.5%	29.9%	27.1%	30.7%	30.4%	30.6%
Dissatisfied	13.9%	14.1%	17.7%	12.4%	12.8%	11.8%	14.6%	13.7%	14.1%
Very Dissatisfied	7.8%	8.9%	7.6%	5.6%	5.3%	7.6%	8.4%	5.7%	7.1%
<u>Q7-4. Overall quality of fire services</u>									
Very Satisfied	32.9%	34.7%	28.4%	33.8%	30.9%	37.8%	28.8%	36.8%	32.7%
Satisfied	49.7%	45.3%	50.0%	50.2%	53.2%	48.1%	53.0%	46.8%	50.0%
Neutral	15.4%	17.8%	19.6%	16.0%	15.4%	13.3%	16.8%	15.5%	16.2%
Dissatisfied	1.3%	1.7%	0.8%	0.0%	0.5%	0.0%	1.0%	0.3%	0.6%
Very Dissatisfied	0.7%	0.4%	1.2%	0.0%	0.0%	0.9%	0.4%	0.6%	0.5%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	37.1%	34.7%	29.1%	34.8%	32.3%	41.1%	30.5%	38.0%	34.2%
Satisfied	42.0%	43.8%	49.1%	49.7%	49.8%	43.6%	50.0%	44.7%	47.3%
Neutral	18.2%	18.7%	20.0%	15.5%	16.0%	13.9%	17.2%	16.4%	16.8%
Dissatisfied	2.1%	2.3%	0.4%	0.0%	1.5%	1.0%	1.9%	0.6%	1.2%
Very Dissatisfied	0.7%	0.5%	1.3%	0.0%	0.3%	0.5%	0.4%	0.4%	0.5%

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	35.3%	34.2%	25.3%	35.8%	32.5%	41.2%	30.2%	36.4%	33.3%
Satisfied	42.7%	44.7%	52.7%	50.8%	47.4%	43.5%	48.5%	46.9%	47.7%
Neutral	19.3%	18.9%	19.9%	12.4%	19.0%	13.9%	19.5%	15.4%	17.4%
Dissatisfied	1.3%	1.8%	0.8%	1.0%	1.1%	0.9%	1.1%	1.1%	1.1%
Very Dissatisfied	1.3%	0.4%	1.2%	0.0%	0.0%	0.5%	0.7%	0.3%	0.5%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q7-7. Timeliness of EMS response to emergency location

Very Satisfied	37.8%	35.1%	26.0%	35.8%	32.7%	40.1%	30.5%	36.8%	33.6%
Satisfied	41.3%	41.8%	52.3%	50.0%	47.2%	44.4%	49.1%	44.9%	47.1%
Neutral	18.9%	19.6%	19.6%	13.7%	18.3%	12.6%	18.3%	16.2%	17.2%
Dissatisfied	1.4%	3.1%	0.9%	0.5%	1.8%	1.9%	1.7%	1.5%	1.6%
Very Dissatisfied	0.7%	0.4%	1.3%	0.0%	0.0%	1.0%	0.4%	0.5%	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?

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q8. Top choice</u>									
Overall quality of police services	38.5%	36.7%	39.0%	34.7%	42.0%	39.8%	42.3%	35.9%	38.9%
Speed of emergency police response (How quickly police respond to emergencies)	15.9%	18.2%	24.9%	23.0%	23.4%	21.3%	18.1%	24.7%	21.5%
Enforcement of local traffic laws	8.2%	12.2%	5.7%	5.0%	6.8%	5.1%	6.8%	7.3%	7.0%
Overall quality of fire services	3.8%	4.5%	4.6%	2.3%	3.1%	5.1%	4.3%	3.1%	3.7%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	6.0%	3.8%	5.4%	6.7%	4.3%	2.5%	4.7%	4.7%	4.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	3.3%	5.9%	6.0%	7.3%	3.9%	6.7%	5.6%	5.2%	5.4%
Timeliness of EMS response to emergency location	6.6%	9.4%	6.6%	9.0%	9.4%	11.5%	8.3%	9.0%	8.7%
None chosen	17.6%	9.1%	7.7%	12.0%	7.0%	8.0%	9.9%	10.1%	10.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q8. 2nd choice</u>									
Overall quality of police services	7.1%	9.8%	9.5%	11.0%	8.2%	8.6%	8.1%	9.5%	8.8%
Speed of emergency police response (How quickly police respond to emergencies)	13.7%	14.0%	13.8%	13.3%	13.5%	17.5%	14.9%	13.4%	14.2%
Enforcement of local traffic laws	6.0%	7.3%	7.7%	6.7%	4.7%	3.5%	6.4%	5.6%	6.0%
Overall quality of fire services	13.2%	17.8%	18.6%	18.7%	23.4%	18.2%	19.6%	18.8%	19.1%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	13.2%	12.2%	18.1%	17.7%	18.0%	18.5%	16.0%	17.4%	16.7%
Medical assistance provided by EMS (Overall quality of ambulance services)	14.3%	11.9%	10.0%	6.7%	10.7%	12.7%	12.1%	9.8%	11.0%
Timeliness of EMS response to emergency location	11.5%	13.6%	12.0%	13.3%	12.3%	11.5%	11.0%	13.2%	12.1%
None chosen	20.9%	13.3%	10.3%	12.7%	9.2%	9.6%	12.0%	12.4%	12.2%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q8. Sum of top 2 choices</u>									
Overall quality of police services	45.6%	46.5%	48.4%	45.7%	50.2%	48.4%	50.4%	45.4%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	29.7%	32.2%	38.7%	36.3%	36.9%	38.9%	33.0%	38.2%	35.7%
Enforcement of local traffic laws	14.3%	19.6%	13.5%	11.7%	11.5%	8.6%	13.1%	12.9%	13.0%
Overall quality of fire services	17.0%	22.4%	23.2%	21.0%	26.6%	23.2%	23.9%	21.8%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	19.2%	16.1%	23.5%	24.3%	22.3%	21.0%	20.7%	22.0%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	17.6%	17.8%	16.0%	14.0%	14.6%	19.4%	17.6%	15.0%	16.3%
Timeliness of EMS response to emergency location	18.1%	23.1%	18.6%	22.3%	21.7%	22.9%	19.3%	22.2%	20.8%
None chosen	17.6%	9.1%	7.7%	12.0%	7.0%	8.0%	9.9%	10.1%	10.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>									
Very Satisfied	13.7%	8.2%	10.8%	8.0%	9.5%	14.1%	9.8%	10.9%	10.3%
Satisfied	36.7%	40.0%	36.4%	47.1%	41.1%	38.7%	41.2%	39.7%	40.3%
Neutral	37.4%	42.6%	40.7%	33.7%	35.8%	38.7%	37.8%	37.5%	37.9%
Dissatisfied	10.8%	8.2%	8.7%	7.5%	10.1%	3.7%	8.2%	9.0%	8.5%
Very Dissatisfied	1.4%	1.0%	3.5%	3.7%	3.5%	4.7%	3.1%	2.9%	3.0%
<u>Q9-2. Water conservation programs within Austin</u>									
Very Satisfied	12.7%	8.0%	11.3%	9.4%	8.8%	10.8%	9.7%	10.1%	9.9%
Satisfied	40.1%	41.0%	45.0%	48.8%	45.9%	42.5%	41.3%	46.9%	44.1%
Neutral	29.3%	35.1%	28.1%	27.3%	27.6%	24.3%	29.4%	28.3%	28.8%
Dissatisfied	12.1%	11.6%	11.6%	10.9%	12.8%	15.3%	13.7%	10.9%	12.3%
Very Dissatisfied	5.7%	4.4%	4.0%	3.5%	4.9%	7.1%	5.9%	3.9%	5.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q9-3. Energy conservation program</u>									
Very Satisfied	14.6%	8.0%	10.8%	9.1%	8.9%	12.4%	10.2%	10.1%	10.1%
Satisfied	34.8%	40.8%	40.7%	43.3%	43.1%	42.9%	38.3%	44.3%	41.3%
Neutral	34.2%	34.4%	35.0%	32.3%	33.9%	33.2%	36.0%	32.5%	34.3%
Dissatisfied	9.5%	11.6%	7.4%	11.4%	10.5%	7.7%	10.3%	8.8%	9.5%
Very Dissatisfied	7.0%	5.2%	6.1%	3.9%	3.6%	3.9%	5.1%	4.3%	4.8%
<u>Q9-4. Water quality of lakes & streams</u>									
Very Satisfied	12.7%	8.4%	9.2%	8.8%	8.8%	13.9%	11.1%	9.0%	10.0%
Satisfied	42.0%	45.2%	45.1%	44.7%	49.2%	46.4%	47.7%	43.9%	45.9%
Neutral	28.7%	29.2%	29.2%	30.2%	28.4%	25.7%	26.7%	31.0%	28.8%
Dissatisfied	13.4%	14.4%	13.3%	12.6%	10.1%	11.8%	11.2%	13.0%	12.0%
Very Dissatisfied	3.2%	2.8%	3.2%	3.8%	3.5%	2.1%	3.3%	3.2%	3.2%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q9-5. Flood control efforts

Very Satisfied	9.9%	4.4%	5.9%	4.6%	7.1%	9.7%	7.3%	6.3%	6.8%
Satisfied	31.1%	38.9%	34.8%	36.2%	35.8%	39.4%	38.9%	33.3%	36.0%
Neutral	37.9%	31.0%	31.1%	31.2%	33.6%	26.4%	31.0%	32.6%	31.9%
Dissatisfied	13.7%	21.4%	19.7%	20.8%	17.0%	18.4%	14.7%	22.0%	18.4%
Very Dissatisfied	7.5%	4.4%	8.5%	7.3%	6.6%	6.1%	8.0%	5.9%	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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q10. Top choice

Water & wastewater utility response time to emergencies	23.6%	15.7%	19.2%	20.7%	20.5%	21.0%	20.3%	19.7%	20.1%
Water conservation programs within Austin	13.7%	20.3%	17.5%	15.3%	19.3%	20.7%	17.5%	17.7%	17.6%
Energy conservation program	6.6%	11.2%	12.9%	7.7%	6.8%	5.1%	8.0%	8.2%	8.1%
Water quality of lakes & streams	15.9%	15.7%	19.2%	16.7%	22.9%	19.4%	21.9%	16.8%	19.2%
Flood control efforts	22.0%	25.2%	22.6%	24.0%	20.9%	21.0%	20.5%	24.3%	22.3%
None chosen	18.1%	11.9%	8.6%	15.7%	9.6%	12.7%	11.9%	13.3%	12.6%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q10. 2nd choice

Water & wastewater utility response time to emergencies	10.4%	14.3%	11.5%	8.0%	11.3%	11.8%	10.7%	11.4%	11.0%
Water conservation programs within Austin	13.7%	14.3%	17.8%	21.0%	15.6%	14.6%	17.0%	15.5%	16.2%
Energy conservation program	13.7%	16.4%	17.2%	15.7%	19.9%	17.8%	15.7%	18.3%	17.0%
Water quality of lakes & streams	17.0%	14.7%	17.8%	20.0%	18.8%	19.4%	19.9%	16.5%	18.2%
Flood control efforts	24.2%	25.5%	24.9%	19.0%	23.2%	22.3%	22.8%	23.6%	23.2%
None chosen	20.9%	14.7%	10.9%	16.3%	11.1%	14.0%	13.9%	14.7%	14.3%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q10. Sum of top 2 choices

Water & wastewater utility response time to emergencies	34.1%	30.1%	30.7%	28.7%	31.8%	32.8%	31.0%	31.1%	31.1%
Water conservation programs within Austin	27.5%	34.6%	35.2%	36.3%	35.0%	35.4%	34.4%	33.2%	33.8%
Energy conservation program	20.3%	27.6%	30.1%	23.3%	26.8%	22.9%	23.7%	26.5%	25.1%
Water quality of lakes & streams	33.0%	30.4%	37.0%	36.7%	41.6%	38.9%	41.8%	33.3%	37.4%
Flood control efforts	46.2%	50.7%	47.6%	43.0%	44.1%	43.3%	43.3%	47.9%	45.6%
None chosen	18.1%	11.9%	8.6%	15.7%	9.6%	12.7%	11.9%	13.3%	12.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q11-1. Number of City parks</u>									
Very Satisfied	25.8%	18.8%	23.8%	25.8%	22.0%	29.7%	19.3%	27.7%	23.6%
Satisfied	49.7%	53.5%	47.0%	51.2%	53.2%	45.9%	52.8%	47.7%	50.1%
Neutral	19.0%	21.2%	19.6%	14.8%	14.3%	14.9%	18.3%	16.4%	17.4%
Dissatisfied	2.5%	5.8%	7.5%	7.1%	8.7%	7.8%	7.7%	6.7%	7.2%
Very Dissatisfied	3.1%	0.8%	2.1%	1.1%	1.8%	1.7%	2.0%	1.5%	1.7%
<u>Q11-2. Number of walking/biking trails</u>									
Very Satisfied	21.9%	19.6%	24.1%	18.7%	21.7%	26.5%	18.3%	25.5%	22.0%
Satisfied	48.1%	44.6%	44.0%	50.7%	48.5%	51.0%	50.8%	45.0%	47.8%
Neutral	23.1%	22.3%	17.2%	18.7%	16.0%	11.4%	18.7%	16.8%	17.8%
Dissatisfied	5.0%	12.7%	11.7%	10.6%	12.3%	9.1%	10.1%	11.1%	10.6%
Very Dissatisfied	1.9%	0.8%	3.0%	1.4%	1.6%	2.0%	2.1%	1.6%	1.8%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q11-3. Appearance of park grounds in Austin</u>									
Very Satisfied	17.5%	18.7%	22.4%	19.6%	18.1%	25.6%	15.9%	23.9%	20.0%
Satisfied	53.6%	53.0%	51.3%	58.7%	52.3%	49.8%	53.6%	51.6%	52.6%
Neutral	19.9%	21.3%	18.3%	15.7%	21.4%	14.6%	22.6%	16.2%	19.3%
Dissatisfied	6.0%	5.2%	5.9%	4.9%	5.7%	7.6%	5.4%	6.4%	5.9%
Very Dissatisfied	3.0%	1.9%	2.1%	1.0%	2.4%	2.3%	2.5%	2.0%	2.2%
<u>Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department</u>									
Very Satisfied	22.2%	21.1%	22.4%	18.1%	18.8%	25.4%	17.3%	24.3%	20.9%
Satisfied	48.7%	47.0%	49.8%	58.5%	54.2%	50.7%	53.4%	49.3%	51.4%
Neutral	24.7%	24.3%	19.8%	18.5%	20.5%	16.8%	22.8%	19.4%	21.1%
Dissatisfied	1.9%	6.1%	5.8%	3.8%	3.9%	5.0%	4.3%	4.8%	4.5%
Very Dissatisfied	2.5%	1.6%	2.2%	1.2%	2.6%	2.1%	2.1%	2.1%	2.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q11-5. Quality of youth athletic programs offered by City</u>									
Very Satisfied	12.8%	11.5%	8.3%	9.9%	5.9%	12.1%	8.3%	11.4%	9.8%
Satisfied	41.0%	31.5%	31.5%	42.3%	37.3%	38.3%	36.6%	36.1%	36.4%
Neutral	35.9%	45.5%	50.3%	38.0%	47.0%	41.1%	45.5%	42.5%	44.0%
Dissatisfied	7.7%	9.7%	6.6%	7.0%	7.2%	5.7%	7.4%	6.8%	7.2%
Very Dissatisfied	2.6%	1.8%	3.3%	2.8%	2.5%	2.8%	2.1%	3.2%	2.6%
<u>Q11-6. Quality of adult athletic programs offered by City</u>									
Very Satisfied	12.8%	12.6%	8.7%	9.0%	7.6%	12.1%	8.0%	12.2%	10.1%
Satisfied	38.5%	28.0%	31.1%	38.7%	37.3%	36.9%	37.1%	33.0%	35.1%
Neutral	36.8%	44.6%	47.1%	39.4%	46.0%	43.3%	45.6%	41.4%	43.5%
Dissatisfied	9.4%	13.7%	9.2%	9.0%	6.5%	3.5%	6.2%	10.3%	8.3%
Very Dissatisfied	2.6%	1.1%	3.9%	3.9%	2.7%	4.3%	3.0%	3.0%	3.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q11-7. Quality of outdoor athletic fields</u>									
Very Satisfied	10.7%	12.9%	8.4%	8.7%	11.5%	11.7%	8.6%	12.9%	10.7%
Satisfied	42.0%	41.6%	44.6%	55.3%	47.0%	44.2%	46.9%	44.0%	45.6%
Neutral	41.2%	34.9%	36.1%	27.4%	34.7%	32.5%	36.2%	33.0%	34.6%
Dissatisfied	4.6%	9.1%	6.4%	7.2%	4.9%	8.3%	6.0%	7.5%	6.7%
Very Dissatisfied	1.5%	1.4%	4.4%	1.4%	2.0%	3.4%	2.3%	2.6%	2.4%
<u>Q11-8. Safety in City parks & park facilities</u>									
Very Satisfied	8.4%	10.1%	13.3%	10.3%	8.2%	11.7%	10.1%	10.5%	10.3%
Satisfied	44.8%	36.0%	45.2%	53.3%	50.9%	49.5%	48.4%	45.0%	46.6%
Neutral	32.5%	32.4%	29.6%	25.3%	29.7%	24.9%	28.9%	30.0%	29.5%
Dissatisfied	9.7%	16.6%	8.6%	9.2%	8.4%	11.7%	9.8%	11.2%	10.5%
Very Dissatisfied	4.5%	4.9%	3.3%	1.9%	2.8%	2.2%	2.8%	3.3%	3.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q11-9. Overall satisfaction with City swimming pools</u>									
Very Satisfied	12.1%	11.5%	13.0%	10.7%	13.3%	13.1%	11.5%	13.4%	12.4%
Satisfied	39.3%	35.4%	39.8%	44.4%	44.0%	43.7%	42.7%	39.7%	41.3%
Neutral	32.9%	35.4%	29.3%	28.8%	27.2%	25.1%	30.7%	28.9%	29.6%
Dissatisfied	10.0%	13.9%	12.2%	12.7%	11.4%	14.1%	10.4%	14.2%	12.3%
Very Dissatisfied	5.7%	3.8%	5.7%	3.4%	4.1%	4.0%	4.8%	3.9%	4.3%
<u>Q11-10. Satisfaction with aquatic programs</u>									
Very Satisfied	10.0%	9.5%	11.4%	7.6%	10.6%	11.4%	9.0%	11.6%	10.3%
Satisfied	36.7%	31.2%	30.8%	40.8%	39.4%	35.6%	36.5%	34.2%	35.5%
Neutral	39.2%	46.6%	46.3%	39.5%	37.6%	38.3%	44.2%	39.5%	41.7%
Dissatisfied	9.2%	7.9%	5.5%	7.6%	8.8%	10.7%	6.1%	10.2%	8.1%
Very Dissatisfied	5.0%	4.8%	6.0%	4.5%	3.6%	4.0%	4.2%	4.6%	4.4%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks</u>									
Very Satisfied	11.6%	8.7%	9.7%	11.8%	11.6%	11.2%	8.5%	12.6%	10.7%
Satisfied	42.9%	45.2%	44.3%	53.3%	44.3%	45.9%	45.0%	45.7%	45.4%
Neutral	36.7%	35.7%	35.7%	25.1%	33.4%	29.3%	36.6%	29.7%	33.0%
Dissatisfied	4.8%	7.9%	6.7%	7.8%	8.2%	11.6%	7.1%	9.2%	8.2%
Very Dissatisfied	4.1%	2.5%	3.7%	2.0%	2.5%	1.9%	2.7%	2.8%	2.7%
<u>Q11-12. Cleanliness of library facilities</u>									
Very Satisfied	28.2%	23.3%	23.7%	24.5%	20.7%	27.3%	18.6%	27.4%	23.3%
Satisfied	44.4%	46.6%	46.7%	55.5%	54.4%	45.9%	51.0%	48.4%	49.7%
Neutral	22.5%	27.2%	24.1%	15.9%	18.8%	21.5%	24.3%	19.8%	21.8%
Dissatisfied	3.5%	2.2%	1.9%	2.7%	5.6%	4.3%	4.2%	3.2%	3.7%
Very Dissatisfied	1.4%	0.9%	3.7%	1.4%	0.5%	1.0%	1.8%	1.2%	1.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q11-13. Library programs</u>									
Very Satisfied	26.3%	20.8%	22.3%	25.3%	20.5%	29.7%	19.2%	25.9%	22.8%
Satisfied	41.4%	43.4%	43.8%	51.5%	48.0%	42.9%	45.7%	46.1%	45.9%
Neutral	30.8%	30.7%	28.3%	19.2%	25.7%	21.4%	29.6%	23.3%	26.1%
Dissatisfied	1.5%	4.2%	2.8%	3.0%	4.9%	4.4%	4.0%	3.5%	3.7%
Very Dissatisfied	0.0%	0.9%	2.8%	1.0%	0.9%	1.6%	1.5%	1.2%	1.3%
<u>Q11-14. Materials at libraries</u>									
Very Satisfied	24.1%	20.0%	18.0%	23.4%	19.6%	27.8%	17.5%	24.6%	21.3%
Satisfied	44.5%	41.8%	47.6%	51.4%	50.0%	45.4%	47.4%	45.5%	46.5%
Neutral	28.5%	28.6%	26.6%	18.7%	24.5%	22.4%	28.2%	23.2%	25.4%
Dissatisfied	2.9%	7.3%	4.1%	6.1%	5.4%	2.4%	5.1%	5.4%	5.2%
Very Dissatisfied	0.0%	2.3%	3.7%	0.5%	0.5%	2.0%	1.9%	1.3%	1.6%

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

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q11-15. Library hours

Very Satisfied	15.2%	17.1%	15.5%	17.9%	17.0%	21.8%	12.9%	20.6%	17.1%
Satisfied	42.8%	42.8%	44.2%	50.9%	45.7%	48.5%	45.6%	44.8%	45.3%
Neutral	32.6%	29.3%	30.6%	20.6%	29.0%	21.8%	32.3%	24.8%	28.1%
Dissatisfied	8.7%	7.2%	6.0%	9.6%	6.6%	6.9%	6.2%	8.3%	7.3%
Very Dissatisfied	0.7%	3.6%	3.8%	0.9%	1.6%	1.0%	3.0%	1.6%	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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. Top choice

Number of City parks	12.6%	10.8%	14.6%	11.0%	15.4%	16.6%	15.1%	12.5%	13.7%
Number of walking/biking trails	8.8%	8.4%	8.6%	10.7%	10.4%	10.5%	9.8%	9.0%	9.4%
Appearance of park grounds in Austin	3.3%	6.3%	5.2%	4.0%	5.9%	10.2%	7.3%	5.3%	6.3%
Overall quality of parks & recreation programs offered by Austin Parks Department	13.2%	12.6%	16.9%	17.0%	17.6%	16.6%	17.1%	14.7%	15.8%
Quality of youth athletic programs offered by City	6.0%	5.2%	4.9%	5.0%	2.5%	2.2%	3.7%	4.1%	4.0%
Quality of adult athletic programs offered by City	2.2%	2.1%	1.1%	2.3%	0.4%	0.3%	1.2%	1.5%	1.3%
Quality of outdoor athletic fields	0.5%	1.4%	0.3%	1.7%	1.0%	0.6%	1.3%	0.6%	1.0%
Safety in City parks & park facilities	14.3%	20.3%	19.8%	19.0%	21.9%	18.2%	14.9%	23.4%	19.2%
Overall satisfaction with City swimming pools	3.8%	4.5%	2.3%	2.0%	3.5%	2.2%	2.7%	3.0%	2.9%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. Top choice (Cont.)

Satisfaction with aquatic programs	0.5%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%	0.2%	0.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	1.6%	2.1%	2.0%	2.0%	1.2%	1.0%	1.2%	1.9%	1.5%
Cleanliness of library facilities	1.1%	1.7%	1.4%	0.3%	0.6%	1.0%	1.4%	0.7%	1.0%
Library programs	2.7%	3.8%	3.2%	3.7%	3.3%	4.5%	2.8%	3.9%	3.4%
Materials at libraries	2.2%	3.1%	5.4%	3.7%	4.3%	3.2%	3.0%	4.4%	3.7%
Library hours	2.2%	1.4%	2.6%	2.3%	2.1%	0.6%	2.4%	1.5%	1.9%
None chosen	24.7%	16.1%	11.7%	15.3%	9.4%	12.4%	15.9%	13.4%	14.6%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. 2nd choice

Number of City parks	4.9%	6.3%	5.7%	7.0%	8.4%	6.7%	7.8%	5.4%	6.6%
Number of walking/biking trails	3.8%	8.7%	11.5%	9.0%	10.5%	12.4%	9.6%	9.5%	9.6%
Appearance of park grounds in Austin	10.4%	7.0%	7.7%	9.7%	7.8%	7.6%	9.0%	7.0%	8.0%
Overall quality of parks & recreation programs offered by Austin Parks Department	9.3%	9.8%	7.4%	9.0%	8.0%	8.9%	7.8%	9.2%	8.5%
Quality of youth athletic programs offered by City	8.8%	5.6%	4.9%	7.0%	7.6%	5.4%	6.4%	6.3%	6.3%
Quality of adult athletic programs offered by City	3.3%	4.2%	2.3%	2.3%	1.8%	1.3%	2.5%	2.1%	2.2%
Quality of outdoor athletic fields	1.6%	2.1%	1.1%	1.7%	1.4%	2.2%	2.2%	1.4%	1.8%
Safety in City parks & park facilities	10.4%	17.1%	14.3%	16.7%	16.4%	15.9%	14.5%	16.4%	15.5%
Overall satisfaction with City swimming pools	2.7%	4.5%	5.2%	2.0%	4.7%	4.5%	3.7%	4.5%	4.1%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. 2nd choice (Cont.)

Satisfaction with aquatic programs	1.6%	1.4%	1.1%	0.7%	1.4%	1.3%	1.0%	1.4%	1.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	6.0%	5.2%	6.3%	5.3%	7.0%	5.4%	5.0%	6.9%	6.0%
Cleanliness of library facilities	1.6%	1.4%	1.1%	1.3%	1.2%	1.3%	1.3%	1.3%	1.3%
Library programs	4.4%	2.8%	5.4%	4.7%	5.5%	6.1%	4.4%	5.6%	5.0%
Materials at libraries	3.8%	4.2%	9.2%	6.7%	4.5%	6.4%	5.4%	6.4%	5.9%
Library hours	1.1%	2.4%	2.6%	1.7%	2.7%	1.3%	2.0%	2.1%	2.0%
None chosen	25.8%	17.1%	14.0%	15.3%	11.1%	13.4%	17.5%	14.5%	15.9%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q12. 3rd choice

Number of City parks	2.7%	3.1%	4.0%	5.7%	7.4%	6.4%	5.6%	4.7%	5.1%
Number of walking/biking trails	4.4%	6.6%	7.4%	5.3%	8.2%	8.6%	6.5%	6.9%	6.7%
Appearance of park grounds in Austin	4.4%	8.7%	7.2%	5.7%	9.8%	8.0%	9.3%	6.3%	7.8%
Overall quality of parks & recreation programs offered by Austin Parks Department	5.5%	7.0%	8.0%	7.7%	8.4%	9.6%	6.9%	9.0%	8.0%
Quality of youth athletic programs offered by City	5.5%	7.3%	4.0%	6.7%	3.9%	5.1%	4.4%	5.8%	5.1%
Quality of adult athletic programs offered by City	2.7%	1.7%	2.3%	4.0%	2.1%	2.5%	2.6%	2.3%	2.5%
Quality of outdoor athletic fields	3.8%	1.4%	3.7%	1.3%	1.6%	3.2%	2.8%	2.0%	2.4%
Safety in City parks & park facilities	13.2%	10.8%	12.3%	13.3%	11.9%	11.1%	11.7%	12.0%	11.9%
Overall satisfaction with City swimming pools	2.7%	3.1%	5.2%	5.3%	4.7%	3.5%	4.6%	4.0%	4.3%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q12. 3rd choice (Cont.)

Satisfaction with aquatic programs	0.0%	1.0%	0.6%	1.0%	1.0%	0.3%	0.4%	1.1%	0.8%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	6.6%	11.2%	12.6%	8.3%	9.2%	10.5%	10.1%	9.5%	9.8%
Cleanliness of library facilities	3.8%	1.4%	2.6%	2.7%	2.1%	1.9%	2.7%	1.7%	2.2%
Library programs	4.4%	4.9%	5.4%	5.7%	6.8%	4.8%	5.2%	5.5%	5.4%
Materials at libraries	7.1%	7.0%	5.2%	6.3%	6.1%	5.7%	4.7%	7.4%	6.1%
Library hours	6.0%	3.1%	3.7%	3.7%	3.9%	3.5%	3.9%	4.1%	4.0%
None chosen	26.9%	21.3%	15.8%	17.3%	12.9%	15.3%	18.5%	17.6%	18.1%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. Sum of top 3 choices

Number of City parks	20.3%	20.3%	24.4%	23.7%	31.3%	29.6%	28.5%	22.6%	25.4%
Number of walking/biking trails	17.0%	23.8%	27.5%	25.0%	29.1%	31.5%	25.9%	25.4%	25.6%
Appearance of park grounds in Austin	18.1%	22.0%	20.1%	19.3%	23.4%	25.8%	25.6%	18.7%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	28.0%	29.4%	32.4%	33.7%	34.0%	35.0%	31.8%	33.0%	32.3%
Quality of youth athletic programs offered by City	20.3%	18.2%	13.8%	18.7%	14.1%	12.7%	14.5%	16.1%	15.3%
Quality of adult athletic programs offered by City	8.2%	8.0%	5.7%	8.7%	4.3%	4.1%	6.3%	5.9%	6.1%
Quality of outdoor athletic fields	6.0%	4.9%	5.2%	4.7%	3.9%	6.1%	6.3%	3.9%	5.1%
Safety in City parks & park facilities	37.9%	48.3%	46.4%	49.0%	50.2%	45.2%	41.1%	51.9%	46.6%
Overall satisfaction with City swimming pools	9.3%	12.2%	12.6%	9.3%	12.9%	10.2%	11.1%	11.5%	11.3%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q12. Sum of top 3 choices (Cont.)

Satisfaction with aquatic programs	2.2%	2.4%	1.7%	1.7%	2.9%	1.6%	1.7%	2.7%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	14.3%	18.5%	20.9%	15.7%	17.4%	16.9%	16.3%	18.3%	17.3%
Cleanliness of library facilities	6.6%	4.5%	5.2%	4.3%	3.9%	4.1%	5.4%	3.6%	4.5%
Library programs	11.5%	11.5%	14.0%	14.0%	15.6%	15.3%	12.5%	15.0%	13.8%
Materials at libraries	13.2%	14.3%	19.8%	16.7%	14.8%	15.3%	13.1%	18.2%	15.7%
Library hours	9.3%	7.0%	8.9%	7.7%	8.8%	5.4%	8.2%	7.7%	8.0%
None chosen	24.7%	16.1%	11.7%	15.3%	9.4%	12.4%	15.9%	13.4%	14.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q13-1. Quality of residential garbage collection</u>									
Very Satisfied	24.4%	23.1%	22.7%	33.2%	29.7%	40.0%	26.9%	30.9%	28.9%
Satisfied	54.0%	51.3%	54.6%	51.4%	57.1%	45.9%	54.0%	52.1%	52.9%
Neutral	13.1%	13.9%	13.2%	10.0%	8.2%	6.6%	11.1%	9.8%	10.5%
Dissatisfied	6.3%	9.5%	5.8%	4.3%	3.3%	6.2%	5.7%	5.5%	5.6%
Very Dissatisfied	2.3%	2.2%	3.7%	1.1%	1.8%	1.4%	2.4%	1.7%	2.0%
<u>Q13-2. Quality of residential yard waste collection</u>									
Very Satisfied	22.2%	19.6%	19.7%	30.9%	26.8%	38.1%	24.3%	27.7%	26.0%
Satisfied	46.9%	50.4%	52.1%	47.9%	51.2%	43.5%	50.2%	48.7%	49.5%
Neutral	23.5%	19.2%	17.4%	14.0%	13.1%	11.5%	14.9%	16.5%	15.8%
Dissatisfied	5.6%	8.4%	6.9%	5.7%	6.9%	5.8%	8.0%	5.3%	6.6%
Very Dissatisfied	1.9%	2.4%	3.9%	1.5%	2.1%	1.1%	2.5%	1.8%	2.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q13-3. Quality of residential curbside recycling services</u>									
Very Satisfied	25.0%	24.2%	26.3%	35.6%	32.4%	39.5%	29.7%	31.9%	30.8%
Satisfied	50.6%	50.8%	53.0%	47.8%	49.3%	42.0%	47.5%	49.9%	48.7%
Neutral	17.3%	16.4%	11.3%	7.8%	10.9%	10.1%	13.2%	11.0%	12.1%
Dissatisfied	4.8%	6.6%	5.6%	6.3%	4.4%	6.6%	6.4%	5.1%	5.7%
Very Dissatisfied	2.4%	2.0%	3.8%	2.6%	3.1%	1.7%	3.2%	2.1%	2.6%
<u>Q13-4. Household hazardous waste disposal service</u>									
Very Satisfied	12.9%	9.9%	10.5%	16.0%	12.8%	18.6%	12.8%	13.4%	13.1%
Satisfied	31.1%	37.6%	41.2%	34.4%	34.0%	32.6%	35.5%	35.3%	35.4%
Neutral	39.4%	28.2%	29.8%	22.6%	27.9%	25.8%	29.1%	27.3%	28.2%
Dissatisfied	12.9%	16.9%	11.8%	18.4%	19.4%	17.2%	16.3%	17.2%	16.6%
Very Dissatisfied	3.8%	7.5%	6.7%	8.5%	5.9%	5.9%	6.4%	6.8%	6.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q13-5. Bulky item pick-up/removal services</u>									
Very Satisfied	18.2%	16.9%	20.1%	23.8%	21.7%	28.5%	18.7%	23.7%	21.2%
Satisfied	41.5%	43.4%	48.8%	47.6%	48.6%	42.0%	47.1%	46.2%	46.6%
Neutral	27.0%	23.6%	18.7%	15.9%	18.6%	19.0%	20.5%	18.8%	19.7%
Dissatisfied	8.8%	11.2%	8.3%	9.9%	8.3%	8.4%	9.6%	8.4%	9.0%
Very Dissatisfied	4.4%	5.0%	4.2%	2.8%	2.8%	2.2%	4.2%	2.9%	3.5%
<u>Q13-6. Reliability of your electric service</u>									
Very Satisfied	22.4%	27.8%	28.9%	34.6%	33.1%	38.9%	30.5%	32.2%	31.3%
Satisfied	48.2%	52.0%	48.5%	53.1%	53.0%	47.1%	51.5%	50.4%	51.0%
Neutral	20.6%	11.6%	15.2%	8.4%	10.5%	8.9%	12.2%	11.8%	12.1%
Dissatisfied	5.9%	6.1%	5.1%	3.1%	2.7%	4.1%	4.4%	3.7%	4.1%
Very Dissatisfied	2.9%	2.5%	2.4%	0.7%	0.8%	1.0%	1.3%	1.8%	1.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q13-7. Safety of your drinking water</u>									
Very Satisfied	21.3%	20.4%	24.6%	26.9%	31.5%	41.4%	30.5%	26.5%	28.4%
Satisfied	45.6%	50.7%	49.3%	50.7%	49.0%	42.7%	46.6%	48.8%	47.7%
Neutral	22.5%	19.3%	17.2%	15.4%	12.0%	12.2%	16.0%	15.9%	16.0%
Dissatisfied	7.1%	7.7%	5.3%	4.9%	5.5%	3.4%	4.9%	6.4%	5.7%
Very Dissatisfied	3.6%	1.8%	3.6%	2.1%	2.0%	0.3%	1.9%	2.5%	2.2%
<u>Q13-8. Cleanliness of City streets & public areas</u>									
Very Satisfied	14.8%	9.6%	13.4%	14.4%	13.8%	17.0%	13.1%	14.3%	13.7%
Satisfied	37.5%	44.0%	48.4%	52.7%	50.1%	50.7%	47.7%	48.7%	48.2%
Neutral	32.4%	23.4%	22.2%	19.2%	23.3%	20.6%	24.5%	21.6%	23.1%
Dissatisfied	10.2%	18.1%	11.7%	9.2%	9.5%	9.8%	10.9%	11.3%	11.1%
Very Dissatisfied	5.1%	5.0%	4.4%	4.5%	3.4%	2.0%	3.8%	4.0%	3.9%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q13-9. Cleanliness of your neighborhood</u>									
Very Satisfied	17.5%	14.3%	16.7%	21.4%	22.0%	29.3%	19.8%	21.1%	20.4%
Satisfied	39.5%	41.4%	47.4%	51.9%	52.7%	50.2%	48.7%	48.7%	48.6%
Neutral	24.9%	23.2%	17.3%	14.2%	15.4%	12.7%	18.1%	15.9%	17.1%
Dissatisfied	12.4%	16.1%	14.0%	8.8%	6.3%	5.9%	10.0%	9.7%	9.8%
Very Dissatisfied	5.6%	5.0%	4.7%	3.7%	3.6%	2.0%	3.4%	4.6%	4.0%
<u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>									
Very Satisfied	11.9%	7.8%	7.0%	7.3%	8.2%	10.2%	7.4%	9.5%	8.4%
Satisfied	23.1%	24.0%	29.8%	30.4%	29.9%	26.6%	29.5%	26.8%	28.1%
Neutral	30.0%	29.8%	26.2%	35.0%	30.6%	27.3%	29.7%	29.8%	29.7%
Dissatisfied	23.1%	24.4%	22.2%	17.3%	19.1%	24.2%	20.3%	21.9%	21.2%
Very Dissatisfied	11.9%	14.0%	14.9%	10.0%	12.2%	11.7%	13.2%	12.0%	12.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q13-11. Enforcement of local codes & ordinances</u>									
Very Satisfied	9.7%	7.0%	5.4%	5.1%	6.9%	9.8%	6.5%	7.9%	7.1%
Satisfied	31.3%	25.8%	31.9%	35.0%	35.9%	32.1%	33.5%	31.2%	32.4%
Neutral	34.7%	37.7%	35.9%	38.8%	36.9%	34.1%	36.8%	35.6%	36.2%
Dissatisfied	13.2%	18.9%	13.8%	14.8%	12.5%	15.0%	14.0%	15.6%	14.8%
Very Dissatisfied	11.1%	10.7%	13.0%	6.3%	7.9%	8.9%	9.2%	9.7%	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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q14. Top choice

Quality of residential garbage collection	13.2%	16.8%	17.5%	15.0%	17.4%	15.0%	17.2%	14.7%	15.9%
Quality of residential yard waste collection	1.1%	2.1%	1.7%	0.0%	1.2%	0.6%	0.9%	1.4%	1.1%
Quality of residential curbside recycling services	0.5%	3.5%	4.3%	6.0%	4.7%	5.1%	3.3%	4.9%	4.1%
Household hazardous waste disposal service	3.3%	2.1%	2.3%	3.3%	2.0%	2.2%	2.2%	2.9%	2.5%
Bulky item pick-up/removal services	3.8%	4.5%	1.1%	1.3%	1.2%	1.0%	1.6%	2.1%	1.8%
Reliability of your electric service	15.9%	11.5%	16.3%	12.3%	15.2%	14.3%	15.4%	13.1%	14.2%
Safety of your drinking water	25.3%	25.9%	28.1%	32.0%	33.6%	37.6%	30.7%	31.6%	31.2%
Cleanliness of City streets & public areas	3.8%	7.0%	5.4%	5.0%	4.7%	2.2%	5.1%	4.2%	4.7%
Cleanliness of your neighborhood	1.6%	2.1%	2.9%	3.3%	2.7%	2.9%	2.8%	2.5%	2.7%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	7.7%	8.0%	7.2%	5.7%	5.1%	5.7%	5.9%	6.3%	6.1%
Enforcement of local codes & ordinances	2.7%	2.8%	3.7%	3.0%	4.3%	3.5%	3.4%	3.9%	3.7%
None chosen	20.9%	13.6%	9.5%	13.0%	8.0%	9.9%	11.6%	12.4%	12.0%

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?

N=2099

	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q14. 2nd choice</u>									
Quality of residential garbage collection	6.0%	8.7%	9.7%	10.7%	9.0%	10.5%	9.3%	8.9%	9.1%
Quality of residential yard waste collection	4.4%	4.5%	4.0%	2.7%	3.5%	4.5%	4.0%	3.2%	3.6%
Quality of residential curbside recycling services	2.7%	3.1%	6.0%	7.0%	9.0%	5.1%	4.9%	7.4%	6.1%
Household hazardous waste disposal service	3.3%	2.8%	3.7%	2.3%	3.1%	1.6%	2.3%	3.2%	2.7%
Bulky item pick-up/removal services	3.3%	4.5%	3.2%	6.0%	3.1%	2.2%	3.6%	3.3%	3.4%
Reliability of your electric service	13.7%	17.8%	14.9%	18.0%	18.0%	22.6%	19.2%	16.9%	18.0%
Safety of your drinking water	14.8%	13.3%	19.2%	12.7%	16.8%	15.3%	16.3%	15.2%	15.8%
Cleanliness of City streets & public areas	11.5%	7.7%	7.4%	9.0%	11.1%	11.8%	8.8%	10.2%	9.5%
Cleanliness of your neighborhood	6.0%	8.0%	6.3%	6.3%	5.3%	4.5%	6.8%	5.3%	6.1%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	4.9%	8.0%	8.6%	7.7%	5.9%	7.0%	7.1%	7.4%	7.2%
Enforcement of local codes & ordinances	7.1%	5.2%	5.4%	4.0%	5.3%	4.8%	5.0%	5.1%	5.1%
None chosen	22.0%	16.1%	11.5%	13.7%	10.0%	10.2%	12.7%	14.1%	13.4%

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?

N=2099

	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q14. 3rd choice</u>									
Quality of residential garbage collection	8.8%	7.7%	11.2%	10.3%	12.3%	15.9%	12.9%	10.0%	11.4%
Quality of residential yard waste collection	2.2%	3.5%	1.4%	1.3%	1.8%	2.5%	2.5%	1.9%	2.1%
Quality of residential curbside recycling services	6.6%	8.0%	6.3%	6.3%	6.8%	8.3%	6.7%	6.9%	6.8%
Household hazardous waste disposal service	3.8%	1.4%	4.0%	2.7%	3.5%	2.2%	2.6%	3.6%	3.1%
Bulky item pick-up/removal services	3.3%	4.2%	4.9%	4.7%	3.3%	2.5%	3.8%	4.0%	3.9%
Reliability of your electric service	6.0%	6.6%	6.9%	7.3%	9.8%	8.3%	6.9%	9.0%	8.0%
Safety of your drinking water	6.0%	13.6%	12.0%	14.3%	11.5%	9.6%	11.1%	11.6%	11.3%
Cleanliness of City streets & public areas	13.2%	11.5%	12.0%	12.7%	13.3%	15.0%	12.6%	12.8%	12.8%
Cleanliness of your neighborhood	7.7%	8.7%	9.5%	6.7%	8.8%	6.4%	7.7%	7.9%	7.9%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	9.3%	10.1%	6.6%	9.0%	8.8%	11.5%	9.4%	8.5%	9.0%
Enforcement of local codes & ordinances	8.2%	7.3%	11.2%	7.3%	7.8%	6.7%	8.9%	7.6%	8.2%
None chosen	24.7%	17.1%	14.0%	17.3%	12.3%	11.1%	14.8%	16.2%	15.5%

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?

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	

Q14. Sum of top 3 choices

Quality of residential garbage collection	28.0%	33.2%	38.4%	36.0%	38.7%	41.4%	39.4%	33.6%	36.4%
Quality of residential yard waste collection	7.7%	10.1%	7.2%	4.0%	6.4%	7.6%	7.4%	6.4%	6.9%
Quality of residential curbside recycling services	9.9%	14.7%	16.6%	19.3%	20.5%	18.5%	14.9%	19.1%	17.0%
Household hazardous waste disposal service	10.4%	6.3%	10.0%	8.3%	8.6%	6.1%	7.1%	9.7%	8.4%
Bulky item pick-up/removal services	10.4%	13.3%	9.2%	12.0%	7.6%	5.7%	9.0%	9.3%	9.1%
Reliability of your electric service	35.7%	36.0%	38.1%	37.7%	43.0%	45.2%	41.5%	38.9%	40.2%
Safety of your drinking water	46.2%	52.8%	59.3%	59.0%	61.9%	62.4%	58.0%	58.4%	58.2%
Cleanliness of City streets & public areas	28.6%	26.2%	24.9%	26.7%	29.1%	29.0%	26.6%	27.1%	27.0%
Cleanliness of your neighborhood	15.4%	18.9%	18.6%	16.3%	16.8%	13.7%	17.4%	15.8%	16.6%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	22.0%	26.2%	22.3%	22.3%	19.7%	24.2%	22.4%	22.2%	22.3%
Enforcement of local codes & ordinances	18.1%	15.4%	20.3%	14.3%	17.4%	15.0%	17.4%	16.7%	17.0%
None chosen	20.9%	13.6%	9.5%	13.0%	8.0%	9.9%	11.6%	12.4%	12.0%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q15-1. Austin Energy customer service</u>									
Very Satisfied	20.9%	17.5%	13.9%	14.5%	13.5%	17.7%	13.9%	17.2%	15.6%
Satisfied	44.2%	44.8%	44.3%	45.7%	46.3%	43.1%	44.8%	45.3%	44.9%
Neutral	27.0%	23.0%	27.2%	21.9%	25.9%	23.0%	25.4%	24.5%	25.0%
Dissatisfied	4.9%	8.7%	8.7%	12.5%	8.1%	9.3%	9.0%	8.4%	8.7%
Very Dissatisfied	3.1%	6.0%	5.8%	5.5%	6.2%	6.9%	6.9%	4.7%	5.7%
<u>Q15-2. Water & wastewater utility customer service</u>									
Very Satisfied	16.7%	10.6%	10.3%	11.5%	11.0%	15.5%	11.2%	13.0%	12.2%
Satisfied	48.1%	44.2%	44.3%	47.2%	45.1%	42.2%	45.7%	44.7%	45.1%
Neutral	26.3%	29.6%	33.0%	23.4%	28.5%	22.7%	26.4%	28.0%	27.3%
Dissatisfied	6.4%	11.5%	8.9%	12.8%	9.3%	10.4%	11.0%	9.1%	10.0%
Very Dissatisfied	2.6%	4.0%	3.4%	5.1%	6.1%	9.2%	5.7%	5.2%	5.5%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q15-3. Helpfulness of library staff</u>									
Very Satisfied	28.7%	36.7%	35.6%	45.3%	38.4%	44.0%	33.5%	42.3%	38.3%
Satisfied	45.6%	37.2%	38.3%	33.8%	42.4%	37.0%	39.1%	38.8%	39.0%
Neutral	22.8%	23.7%	23.3%	18.9%	18.3%	16.8%	25.3%	16.8%	20.7%
Dissatisfied	2.2%	1.4%	2.4%	1.0%	0.6%	0.5%	1.4%	1.2%	1.3%
Very Dissatisfied	0.7%	1.0%	0.4%	1.0%	0.3%	1.6%	0.6%	0.9%	0.8%
<u>Q15-4. Overall quality of customer service provided by City of Austin</u>									
Very Satisfied	18.5%	11.8%	14.8%	11.0%	11.8%	12.2%	10.0%	14.9%	12.5%
Satisfied	42.0%	44.9%	42.0%	49.4%	45.6%	44.9%	44.4%	45.7%	45.0%
Neutral	29.6%	28.7%	30.2%	24.3%	31.0%	29.7%	29.3%	29.4%	29.4%
Dissatisfied	7.4%	12.2%	10.2%	12.2%	6.2%	8.4%	11.3%	7.2%	9.2%
Very Dissatisfied	2.5%	2.4%	3.0%	3.1%	5.5%	4.9%	5.0%	2.8%	3.9%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>									
Very Satisfied	28.4%	22.5%	22.8%	26.2%	21.1%	23.4%	21.0%	26.1%	23.6%
Satisfied	40.0%	45.8%	45.7%	48.5%	48.9%	42.5%	43.2%	48.1%	45.8%
Neutral	25.2%	22.9%	24.3%	17.6%	23.4%	27.6%	28.2%	18.7%	23.3%
Dissatisfied	4.5%	7.5%	4.3%	5.6%	4.8%	4.7%	5.8%	4.4%	5.1%
Very Dissatisfied	1.9%	1.3%	2.9%	2.1%	1.8%	1.9%	1.7%	2.7%	2.2%
<u>Q15-6. Review services for residential & commercial building plans</u>									
Very Satisfied	11.4%	6.2%	5.2%	7.4%	3.9%	5.7%	4.7%	7.4%	6.0%
Satisfied	22.8%	19.9%	20.4%	22.3%	15.2%	14.8%	18.0%	19.9%	18.8%
Neutral	43.9%	52.8%	42.9%	43.2%	39.2%	27.8%	39.5%	41.0%	40.5%
Dissatisfied	7.9%	10.6%	16.8%	12.8%	22.3%	22.7%	18.0%	15.2%	16.6%
Very Dissatisfied	14.0%	10.6%	14.7%	14.2%	19.4%	29.0%	19.7%	16.5%	18.1%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>									
Very Satisfied	8.0%	2.5%	2.9%	2.3%	7.7%	6.4%	7.6%	3.2%	5.3%
Satisfied	12.0%	9.8%	7.4%	10.6%	12.8%	12.3%	14.9%	7.5%	10.9%
Neutral	20.0%	18.0%	20.6%	18.3%	26.7%	25.6%	28.4%	17.6%	22.7%
Dissatisfied	28.0%	33.2%	25.7%	35.3%	26.2%	29.2%	23.6%	32.9%	28.5%
Very Dissatisfied	32.0%	36.5%	43.4%	33.5%	26.7%	26.5%	25.5%	38.8%	32.6%
<u>Q16-2. ity's efforts to offer financial literacy/homebuyer education</u>									
Very Satisfied	8.5%	3.6%	1.4%	2.6%	8.3%	8.8%	7.4%	3.8%	5.5%
Satisfied	17.8%	12.3%	13.4%	15.2%	19.9%	13.9%	17.7%	14.7%	16.1%
Neutral	41.5%	45.6%	38.2%	41.1%	42.1%	51.1%	45.5%	39.3%	42.5%
Dissatisfied	16.9%	24.6%	24.9%	24.5%	15.4%	15.3%	15.8%	24.6%	20.3%
Very Dissatisfied	15.3%	13.8%	22.1%	16.6%	14.3%	10.9%	13.6%	17.6%	15.6%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	
<u>Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses</u>									
Very Satisfied	13.8%	3.9%	3.7%	4.0%	10.6%	10.3%	9.6%	6.0%	7.7%
Satisfied	19.0%	17.2%	15.6%	18.7%	23.9%	28.5%	21.5%	20.1%	20.8%
Neutral	36.2%	45.8%	39.9%	40.7%	41.3%	37.6%	43.8%	38.6%	41.3%
Dissatisfied	15.5%	19.2%	22.0%	18.0%	14.0%	13.3%	11.7%	20.7%	16.4%
Very Dissatisfied	15.5%	13.8%	18.8%	18.7%	10.2%	10.3%	13.3%	14.6%	13.9%
<u>Q16-4. Shot for Tots and Big Shots program (immunizations)</u>									
Very Satisfied	18.8%	11.2%	9.2%	8.5%	10.1%	10.6%	11.6%	11.0%	11.3%
Satisfied	33.0%	34.3%	31.2%	35.7%	38.4%	42.4%	33.9%	38.1%	36.2%
Neutral	35.7%	43.2%	51.4%	49.6%	45.1%	40.9%	46.3%	42.6%	44.4%
Dissatisfied	8.0%	6.5%	5.2%	2.3%	3.8%	1.5%	3.9%	5.1%	4.5%
Very Dissatisfied	4.5%	4.7%	2.9%	3.9%	2.5%	4.5%	4.3%	3.2%	3.7%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q16-5. Food Safety Inspection program</u>									
Very Satisfied	13.8%	6.5%	5.4%	4.0%	7.2%	7.3%	7.6%	6.8%	7.2%
Satisfied	29.3%	32.1%	32.7%	36.0%	41.4%	35.8%	38.6%	32.3%	35.4%
Neutral	40.7%	42.9%	50.0%	47.3%	42.1%	45.7%	42.0%	47.3%	44.6%
Dissatisfied	12.2%	13.6%	8.9%	11.3%	6.5%	7.9%	8.6%	10.3%	9.5%
Very Dissatisfied	4.1%	4.9%	3.0%	1.3%	2.9%	3.3%	3.3%	3.3%	3.3%
<u>Q16-6. Neighborhood planning/zoning efforts</u>									
Very Satisfied	8.8%	3.1%	1.2%	3.3%	3.1%	3.8%	2.9%	3.9%	3.4%
Satisfied	24.3%	20.6%	17.8%	23.2%	21.9%	23.8%	22.2%	21.3%	21.8%
Neutral	41.9%	35.0%	33.2%	36.0%	34.2%	27.7%	34.8%	32.9%	33.9%
Dissatisfied	11.0%	26.9%	29.7%	22.3%	25.1%	29.4%	24.6%	24.9%	24.6%
Very Dissatisfied	14.0%	14.3%	18.1%	15.2%	15.7%	15.3%	15.4%	17.0%	16.2%

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

N=2099	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q16-7. Accessibility of municipal court services</u>									
Very Satisfied	12.4%	5.6%	4.8%	4.9%	7.4%	5.8%	6.7%	6.2%	6.4%
Satisfied	28.9%	31.0%	32.8%	35.7%	31.3%	34.1%	31.0%	34.2%	32.5%
Neutral	47.9%	42.1%	44.5%	42.2%	45.8%	43.4%	43.0%	45.3%	44.3%
Dissatisfied	7.4%	12.2%	12.2%	13.0%	11.6%	11.6%	11.6%	11.6%	11.5%
Very Dissatisfied	3.3%	9.1%	5.7%	4.3%	3.9%	5.2%	7.7%	2.8%	5.3%
<u>Q16-8. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>									
Very Satisfied	16.6%	10.5%	9.9%	12.2%	16.5%	16.8%	13.6%	13.6%	13.6%
Satisfied	33.1%	28.7%	31.9%	33.8%	37.3%	37.3%	39.8%	29.8%	34.5%
Neutral	27.6%	35.0%	34.2%	34.7%	34.1%	34.1%	30.8%	35.8%	33.5%
Dissatisfied	13.1%	14.8%	10.3%	10.4%	7.3%	6.4%	7.3%	12.2%	9.9%
Very Dissatisfied	9.7%	11.0%	13.7%	9.0%	4.7%	5.5%	8.5%	8.6%	8.5%

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	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q17-1. Have you visited an Austin City park</u>									
Yes	84.3%	87.2%	94.4%	94.9%	94.7%	93.9%	91.3%	93.1%	92.2%
No	15.7%	12.8%	5.6%	5.1%	5.3%	6.1%	8.7%	6.9%	7.8%
<u>Q17-2. Have you participated in a City of Austin recreation program/event</u>									
Yes	38.8%	38.4%	40.5%	47.0%	47.3%	49.7%	41.3%	47.5%	44.4%
No	61.2%	61.6%	59.5%	53.0%	52.7%	50.3%	58.7%	52.5%	55.6%
<u>Q17-3. Have you visited an Austin library facility</u>									
Yes	66.3%	76.0%	72.9%	71.9%	71.3%	62.3%	63.5%	76.1%	70.0%
No	33.7%	24.0%	27.1%	28.1%	28.7%	37.7%	36.5%	23.9%	30.0%
<u>Q17-4. Have you visited a City pool</u>									
Yes	52.6%	62.0%	56.1%	60.4%	62.6%	53.7%	56.8%	59.6%	58.1%
No	47.4%	38.0%	43.9%	39.6%	37.4%	46.3%	43.2%	40.4%	41.9%

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	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q17-5. Have you visited a City recreation center</u>									
Yes	46.5%	56.6%	47.6%	51.7%	45.7%	42.4%	44.5%	51.9%	48.2%
No	53.5%	43.4%	52.4%	48.3%	54.3%	57.6%	55.5%	48.1%	51.8%
<u>Q17-6. Have you had contact with City of Austin Municipal Court</u>									
Yes	40.7%	41.2%	44.0%	47.9%	45.4%	44.6%	45.0%	43.0%	44.0%
No	59.3%	58.8%	56.0%	52.1%	54.6%	55.4%	55.0%	57.0%	56.0%
<u>Q17-7. Have you had contact with City for Code Enforcement</u>									
Yes	28.1%	27.1%	25.7%	38.7%	36.3%	40.6%	37.6%	29.0%	33.2%
No	71.9%	72.9%	74.3%	61.3%	63.7%	59.4%	62.4%	71.0%	66.8%
<u>Q17-8. Have you visited Austin-Bergstrom International Airport</u>									
Yes	78.4%	84.3%	93.9%	94.6%	97.2%	96.8%	92.8%	91.2%	92.0%
No	21.6%	15.7%	6.1%	5.4%	2.8%	3.2%	7.2%	8.8%	8.0%

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	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q17-9. Have you called 3-1-1</u>									
Yes	68.6%	68.8%	69.0%	66.8%	65.5%	58.6%	60.4%	70.9%	65.7%
No	31.4%	31.2%	31.0%	33.2%	34.5%	41.4%	39.6%	29.1%	34.3%
<u>Q17-10. Have you called 9-1-1</u>									
Yes	56.3%	52.3%	44.7%	44.7%	44.1%	42.8%	41.5%	50.3%	46.0%
No	43.8%	47.7%	55.3%	55.3%	55.9%	57.2%	58.5%	49.7%	54.0%
<u>Q17-11. Have you had contact with Austin Police Department</u>									
Yes	61.1%	69.8%	65.4%	59.9%	64.2%	58.8%	63.5%	61.9%	62.7%
No	38.9%	30.2%	34.6%	40.1%	35.8%	41.2%	36.5%	38.1%	37.3%
<u>Q17-12. Have you had contact with Austin Fire Department</u>									
Yes	35.6%	37.3%	27.9%	29.5%	34.1%	35.5%	32.0%	33.6%	32.8%
No	64.4%	62.7%	72.1%	70.5%	65.9%	64.5%	68.0%	66.4%	67.2%

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	Q24. Your annual household income						Q25. Your gender		Total
	Less than \$20K	\$20K-\$39,999	\$40K-\$59,999	\$60K-\$79,999	\$80K-\$149,999	\$150K+	Male	Female	
<u>Q17-13. Have you had contact with Emergency Medical Services Department</u>									
Yes	46.7%	43.0%	30.7%	34.1%	30.8%	35.4%	34.7%	35.8%	35.4%
No	53.3%	57.0%	69.3%	65.9%	69.2%	64.6%	65.3%	64.2%	64.6%
<u>Q17-14. Does Austin Energy provide your electric service</u>									
Yes	93.7%	96.0%	92.9%	93.9%	85.0%	84.6%	88.4%	91.3%	89.9%
No	6.3%	4.0%	7.1%	6.1%	15.0%	15.4%	11.6%	8.7%	10.1%
<u>Q17-15. Does City of Austin collect garbage at your residence</u>									
Yes	90.2%	86.2%	88.4%	91.3%	90.8%	90.6%	89.7%	89.6%	89.6%
No	9.8%	13.8%	11.6%	8.7%	9.2%	9.4%	10.3%	10.4%	10.4%
<u>Q17-16. Does City of Austin provide your home with water & wastewater services</u>									
Yes	97.7%	97.0%	96.1%	97.2%	98.2%	98.0%	97.5%	97.4%	97.4%
No	2.3%	3.0%	3.9%	2.8%	1.8%	2.0%	2.5%	2.6%	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." (without "don't know")

N=2099

Q24. Your annual household income						Q25. Your gender		Total
Less than \$20K	\$20K-\$39, 999	\$40K-\$59, 999	\$60K-\$79, 999	\$80K- \$149,999	\$150K+	Male	Female	

Q18. Your level of agreement

Strongly Disagree	8.8%	4.3%	7.0%	5.4%	6.7%	6.2%	7.5%	5.3%	6.4%
Disagree	6.8%	8.7%	10.1%	12.0%	10.0%	8.5%	9.3%	9.6%	9.4%
Neutral	33.3%	30.9%	32.1%	24.5%	23.6%	23.6%	27.8%	28.3%	28.0%
Agree	41.5%	41.3%	39.7%	45.6%	45.1%	47.5%	42.4%	43.8%	43.1%
Strongly Agree	9.5%	14.8%	11.1%	12.4%	14.6%	14.3%	13.0%	13.0%	13.0%

City of Austin

Community Survey

Appendix G –

Cross-Tabular Data for

Question #17

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2017



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Questions 17-1, 17-2, 17-4, and 17-5 cross-tabbed with Questions 2-1, 4-3, 5-8, 11-1 through 11-11, and 12**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't			Don't			Don't			Don't	
	Yes	No	know	Yes	No	know	Yes	No	know	Yes	No	know	
<u>Q2-1. Overall quality of parks & recreation programs & facilities</u>													
Very Satisfied	24.2%	10.4%	11.5%	23.6%	22.7%	23.3%	24.5%	21.0%	24.4%	23.2%	22.5%	29.0%	23.1%
Satisfied	51.5%	48.0%	46.2%	54.4%	48.4%	52.4%	51.4%	51.3%	41.5%	52.5%	50.4%	46.2%	51.2%
Neutral	16.1%	34.4%	19.2%	13.1%	21.2%	14.6%	14.1%	22.1%	14.6%	14.4%	20.5%	14.0%	17.3%
Dissatisfied	5.8%	4.0%	15.4%	5.7%	5.8%	6.8%	7.2%	3.4%	12.2%	6.9%	4.7%	6.5%	5.8%
Very Dissatisfied	2.5%	3.2%	7.7%	3.3%	2.0%	2.9%	2.7%	2.1%	7.3%	3.0%	2.0%	4.3%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q4-3. I feel safe in City parks</u>													
Strongly Agree	16.1%	2.9%	18.5%	16.8%	14.4%	14.6%	16.6%	13.4%	20.0%	14.4%	16.1%	20.2%	15.4%
Agree	48.6%	26.7%	25.9%	50.7%	43.6%	50.5%	51.4%	41.4%	30.0%	49.3%	44.6%	49.4%	47.1%
Neutral	25.2%	44.8%	29.6%	21.6%	30.5%	26.2%	22.9%	31.5%	27.5%	24.3%	28.9%	20.2%	26.3%
Disagree	8.1%	16.2%	14.8%	8.0%	9.3%	6.8%	6.6%	11.5%	15.0%	9.1%	8.4%	6.7%	8.6%
Strongly Disagree	2.0%	9.5%	11.1%	2.9%	2.2%	1.9%	2.5%	2.2%	7.5%	2.9%	2.0%	3.4%	2.5%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>													
Very Satisfied	12.3%	8.8%	5.6%	12.4%	11.8%	10.1%	11.4%	13.2%	9.7%	12.1%	12.4%	6.0%	12.0%
Satisfied	39.2%	21.6%	33.3%	38.9%	36.6%	44.9%	39.6%	35.2%	41.9%	39.3%	35.8%	46.3%	38.0%
Neutral	34.8%	49.0%	27.8%	33.3%	38.2%	30.4%	33.8%	39.1%	22.6%	34.0%	37.9%	29.9%	35.6%
Dissatisfied	8.6%	8.8%	22.2%	8.8%	8.7%	8.7%	9.4%	7.3%	16.1%	9.2%	8.1%	10.4%	8.8%
Very Dissatisfied	5.1%	11.8%	11.1%	6.7%	4.7%	5.8%	5.7%	5.2%	9.7%	5.4%	5.7%	7.5%	5.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-1. Number of City parks</u>													
Very Satisfied	24.5%	9.9%	25.0%	25.4%	22.2%	22.7%	24.4%	22.0%	32.4%	23.8%	22.8%	30.1%	23.6%
Satisfied	50.8%	41.3%	35.0%	51.3%	49.3%	48.5%	51.2%	49.1%	35.3%	51.4%	49.2%	45.8%	50.1%
Neutral	15.6%	43.0%	30.0%	13.6%	20.7%	16.5%	14.7%	21.5%	17.6%	15.3%	19.7%	15.7%	17.4%
Dissatisfied	7.4%	4.1%	5.0%	7.5%	6.6%	10.3%	7.8%	6.2%	8.8%	7.2%	7.3%	6.0%	7.2%
Very Dissatisfied	1.7%	1.7%	5.0%	2.2%	1.3%	2.1%	2.0%	1.2%	5.9%	2.4%	1.1%	2.4%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-2. Number of walking/biking trails</u>													
Very Satisfied	22.7%	10.8%	26.3%	24.0%	20.5%	20.2%	22.4%	21.1%	29.0%	22.2%	21.0%	30.9%	22.0%
Satisfied	48.4%	39.2%	42.1%	48.0%	47.4%	50.0%	48.2%	47.2%	48.4%	48.4%	47.3%	46.9%	47.8%
Neutral	15.9%	45.0%	21.1%	13.6%	21.4%	16.0%	15.2%	21.8%	12.9%	15.3%	21.0%	8.6%	17.8%
Dissatisfied	11.1%	3.3%	5.3%	12.4%	9.1%	10.6%	12.3%	8.2%	6.5%	11.8%	9.5%	9.9%	10.6%
Very Dissatisfied	1.8%	1.7%	5.3%	2.0%	1.6%	3.2%	1.9%	1.7%	3.2%	2.3%	1.3%	3.7%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-3. Appearance of park grounds in Austin</u>													
Very Satisfied	20.8%	8.0%	21.1%	21.6%	19.2%	15.6%	20.4%	19.5%	18.2%	20.6%	19.3%	22.6%	20.0%
Satisfied	53.2%	44.8%	42.1%	52.9%	51.5%	60.4%	53.3%	51.5%	51.5%	53.2%	51.9%	52.4%	52.6%
Neutral	18.0%	40.0%	15.8%	16.6%	22.1%	14.6%	17.1%	22.9%	12.1%	16.7%	21.9%	19.0%	19.3%
Dissatisfied	5.8%	4.8%	15.8%	5.7%	5.9%	7.3%	6.1%	5.2%	15.2%	6.5%	5.4%	3.6%	5.9%
Very Dissatisfied	2.2%	2.4%	5.3%	3.2%	1.4%	2.1%	3.1%	0.9%	3.0%	3.0%	1.4%	2.4%	2.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-4. Overall quality of parks & recreation programs offered by Austin Parks Department</u>													
Very Satisfied	21.5%	11.2%	17.6%	23.1%	18.7%	23.0%	21.4%	20.2%	18.8%	22.8%	18.9%	21.1%	20.9%
Satisfied	52.2%	41.1%	35.3%	51.7%	51.5%	47.1%	52.6%	49.5%	50.0%	50.8%	51.6%	56.3%	51.4%
Neutral	19.5%	44.9%	35.3%	17.6%	24.0%	23.0%	18.5%	25.1%	18.8%	18.3%	24.3%	16.9%	21.1%
Dissatisfied	4.8%	0.9%	5.9%	4.7%	4.4%	4.6%	5.0%	3.7%	6.3%	5.4%	3.8%	2.8%	4.5%
Very Dissatisfied	2.1%	1.9%	5.9%	2.9%	1.4%	2.3%	2.5%	1.4%	6.3%	2.7%	1.5%	2.8%	2.1%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-5. Quality of youth athletic programs offered by City</u>													
Very Satisfied	10.1%	4.0%	25.0%	10.6%	8.8%	13.2%	10.3%	8.6%	15.8%	11.8%	6.5%	16.7%	9.8%
Satisfied	36.9%	30.7%	25.0%	39.2%	33.8%	28.9%	38.1%	33.5%	26.3%	39.7%	33.1%	19.4%	36.4%
Neutral	43.0%	58.7%	33.3%	39.1%	49.3%	44.7%	40.1%	52.1%	31.6%	35.4%	55.7%	47.2%	44.0%
Dissatisfied	7.4%	4.0%	8.3%	7.9%	6.7%	2.6%	8.8%	4.2%	5.3%	9.8%	3.7%	5.6%	7.2%
Very Dissatisfied	2.6%	2.7%	8.3%	3.2%	1.4%	10.5%	2.7%	1.7%	21.1%	3.4%	0.9%	11.1%	2.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-6. Quality of adult athletic programs offered by City</u>													
Very Satisfied	10.1%	7.9%	21.4%	11.8%	7.9%	13.6%	10.3%	9.4%	13.6%	12.0%	6.7%	17.5%	10.1%
Satisfied	35.7%	28.9%	21.4%	38.1%	31.8%	34.1%	35.9%	34.0%	27.3%	37.0%	32.6%	32.5%	35.1%
Neutral	42.7%	56.6%	35.7%	37.4%	50.7%	38.6%	40.8%	48.4%	40.9%	37.3%	52.8%	35.0%	43.5%
Dissatisfied	8.6%	3.9%	14.3%	8.7%	7.9%	9.1%	9.9%	5.5%	9.1%	10.0%	5.9%	10.0%	8.3%
Very Dissatisfied	3.0%	2.6%	7.1%	4.0%	1.7%	4.5%	2.9%	2.7%	9.1%	3.6%	2.0%	5.0%	3.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-7. Quality of outdoor athletic fields</u>													
Very Satisfied	11.1%	4.7%	14.3%	12.6%	9.2%	7.7%	11.4%	9.4%	11.5%	12.0%	9.3%	9.1%	10.7%
Satisfied	46.3%	35.3%	42.9%	46.8%	44.7%	43.1%	46.6%	44.1%	38.5%	47.2%	43.6%	45.5%	45.6%
Neutral	33.5%	54.1%	21.4%	31.4%	37.8%	33.8%	32.7%	38.6%	23.1%	29.6%	41.0%	32.7%	34.6%
Dissatisfied	6.9%	3.5%	7.1%	6.3%	6.6%	10.8%	6.7%	6.1%	15.4%	8.1%	4.8%	7.3%	6.7%
Very Dissatisfied	2.3%	2.4%	14.3%	2.9%	1.7%	4.6%	2.5%	1.7%	11.5%	3.1%	1.3%	5.5%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-8. Safety in City parks & park facilities</u>													
Very Satisfied	10.6%	3.0%	20.0%	12.7%	8.4%	8.0%	11.5%	8.2%	12.9%	11.6%	8.8%	11.5%	10.3%
Satisfied	47.5%	32.7%	40.0%	48.6%	44.8%	48.3%	48.6%	43.7%	41.9%	46.2%	46.8%	50.0%	46.6%
Neutral	28.8%	42.6%	20.0%	27.1%	31.9%	27.6%	27.2%	33.6%	22.6%	27.2%	32.3%	25.6%	29.5%
Dissatisfied	10.2%	15.8%	6.7%	8.2%	12.5%	10.3%	9.4%	12.4%	9.7%	11.9%	9.6%	5.1%	10.5%
Very Dissatisfied	2.8%	5.9%	13.3%	3.4%	2.4%	5.7%	3.3%	2.2%	12.9%	3.2%	2.4%	7.7%	3.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
Q11-9. Overall satisfaction with City swimming pools													
Very Satisfied	12.8%	5.7%	15.4%	13.8%	11.4%	7.2%	14.5%	6.8%	9.5%	13.5%	11.1%	12.5%	12.4%
Satisfied	42.4%	26.1%	30.8%	43.5%	37.6%	55.1%	45.2%	31.3%	33.3%	43.4%	38.6%	42.9%	41.3%
Neutral	27.8%	58.0%	30.8%	24.9%	35.1%	26.1%	22.1%	50.3%	33.3%	23.6%	36.9%	33.9%	29.6%
Dissatisfied	12.8%	6.8%	0.0%	12.6%	12.9%	4.3%	13.5%	9.1%	9.5%	15.1%	9.6%	3.6%	12.3%
Very Dissatisfied	4.2%	3.4%	23.1%	5.2%	3.0%	7.2%	4.7%	2.6%	14.3%	4.4%	3.8%	7.1%	4.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-10. Satisfaction with aquatic programs</u>													
Very Satisfied	10.4%	6.1%	23.1%	11.4%	8.5%	15.2%	11.7%	6.3%	20.0%	12.2%	7.3%	13.5%	10.3%
Satisfied	36.6%	22.0%	30.8%	36.9%	33.8%	37.0%	38.1%	29.4%	30.0%	37.5%	33.0%	29.7%	35.5%
Neutral	40.2%	63.4%	30.8%	36.9%	47.6%	37.0%	36.1%	55.9%	35.0%	35.4%	50.6%	43.2%	41.7%
Dissatisfied	8.5%	4.9%	0.0%	9.4%	7.0%	4.3%	9.1%	6.0%	5.0%	9.9%	6.0%	2.7%	8.1%
Very Dissatisfied	4.3%	3.7%	15.4%	5.4%	3.0%	6.5%	5.0%	2.4%	10.0%	5.0%	3.0%	10.8%	4.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099

N=2099	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
			Don't know			Don't know			Don't know			Don't know	
	Yes	No		Yes	No		Yes	No		Yes	No		
<u>Q11-11. Quality of facilities, such as picnic shelters & playgrounds, at City parks</u>													
Very Satisfied	10.9%	4.4%	25.0%	12.3%	9.2%	9.9%	11.3%	9.3%	17.9%	11.6%	9.6%	11.3%	10.7%
Satisfied	46.3%	33.3%	25.0%	47.9%	43.8%	38.3%	46.6%	43.5%	42.9%	47.0%	44.2%	40.8%	45.4%
Neutral	31.8%	54.4%	37.5%	28.9%	36.3%	38.3%	28.9%	40.3%	25.0%	28.8%	37.2%	36.6%	33.0%
Dissatisfied	8.4%	4.4%	0.0%	7.4%	8.9%	7.4%	9.7%	5.7%	3.6%	9.7%	6.7%	5.6%	8.2%
Very Dissatisfied	2.6%	3.3%	12.5%	3.5%	1.7%	6.2%	3.4%	1.3%	10.7%	2.9%	2.4%	5.6%	2.7%

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? (Sum of Top Three Choices)

N=2099

	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices</u>													
Number of City parks	26.7%	13.0%	11.4%	26.9%	24.8%	19.5%	27.1%	23.5%	16.3%	26.2%	25.3%	19.2%	25.4%
Number of walking/biking trails	27.2%	9.9%	11.4%	24.7%	26.2%	26.5%	26.4%	25.3%	12.2%	23.3%	28.3%	21.2%	25.6%
Appearance of park grounds in Austin	22.5%	18.6%	11.4%	21.8%	22.6%	18.6%	21.0%	24.0%	14.3%	21.3%	23.4%	15.4%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	33.4%	21.7%	20.0%	36.8%	28.9%	31.0%	32.8%	32.2%	22.4%	33.7%	31.0%	32.7%	32.3%
Quality of youth athletic programs offered by City	15.5%	13.7%	14.3%	15.6%	15.1%	15.9%	15.3%	15.5%	14.3%	15.9%	15.2%	11.5%	15.3%
Quality of adult athletic programs offered by City	6.1%	5.0%	8.6%	7.3%	4.8%	8.8%	6.5%	5.1%	10.2%	7.5%	4.5%	8.7%	6.1%
Quality of outdoor athletic fields	5.1%	6.2%	0.0%	5.4%	4.9%	5.3%	5.1%	5.4%	2.0%	6.7%	3.9%	3.8%	5.1%
Safety in City parks & park facilities	47.7%	39.1%	22.9%	44.5%	48.8%	42.5%	45.1%	49.9%	26.5%	46.2%	47.8%	39.4%	46.6%

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? (Sum of Top Three Choices) (cont.)

N=2099

	Q17-1. Have you visited an Austin City park?			Q17-2. Have you participated in a City of Austin recreation program...			Q17-4. Have you visited a City pool?			Q17-5. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
Q12. Sum of top 3 choices (cont.)													
Overall satisfaction with City swimming pools	11.8%	6.8%	8.6%	13.1%	10.2%	8.8%	16.4%	4.8%	4.1%	13.5%	9.7%	7.7%	11.3%
Satisfaction with aquatic programs	2.3%	1.9%	0.0%	3.0%	1.8%	0.9%	2.8%	1.6%	0.0%	2.8%	1.7%	1.9%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.4%	18.0%	8.6%	17.0%	17.7%	15.0%	17.8%	16.8%	14.3%	17.0%	16.8%	24.0%	17.3%
Cleanliness of library facilities	4.3%	6.8%	5.7%	3.9%	4.8%	7.1%	4.3%	5.0%	2.0%	4.6%	4.5%	4.8%	4.5%
Library programs	14.2%	9.3%	8.6%	16.0%	12.6%	8.0%	14.3%	13.4%	6.1%	14.8%	13.3%	9.6%	13.8%
Materials at libraries	16.5%	8.1%	5.7%	15.2%	15.9%	16.8%	16.3%	15.4%	6.1%	15.4%	16.2%	13.5%	15.7%
Library hours	8.3%	3.7%	8.6%	8.1%	7.8%	8.8%	8.1%	8.0%	2.0%	9.0%	7.4%	3.8%	8.0%
None chosen	12.1%	36.6%	51.4%	12.3%	15.9%	20.4%	12.2%	16.0%	49.0%	12.0%	15.9%	26.9%	14.6%

Question 17-3 cross-tabbed with Questions 2-2, 11-12 through 11-15, 12, and 15-3**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

Q17-3. Have you visited an Austin library facility?			Total
Yes	No	Don't know	

Q2-2. Overall quality of City libraries

Very Satisfied	26.3%	9.0%	11.4%	22.8%
Satisfied	49.6%	41.3%	40.0%	47.9%
Neutral	17.0%	45.5%	40.0%	22.8%
Dissatisfied	5.4%	2.3%	5.7%	4.8%
Very Dissatisfied	1.7%	1.9%	2.9%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	

Q11-12. Cleanliness of library facilities

Very Satisfied	25.9%	9.4%	21.1%	23.3%
Satisfied	52.5%	35.9%	31.6%	49.7%
Neutral	16.3%	51.7%	26.3%	21.8%
Dissatisfied	3.9%	1.7%	10.5%	3.7%
Very Dissatisfied	1.4%	1.3%	10.5%	1.5%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-13. Library programs</u>				
Very Satisfied	25.8%	6.9%	16.7%	22.8%
Satisfied	48.9%	31.0%	27.8%	45.9%
Neutral	20.2%	57.9%	38.9%	26.1%
Dissatisfied	3.9%	2.3%	11.1%	3.7%
Very Dissatisfied	1.2%	1.9%	5.6%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-14. Materials at libraries</u>				
Very Satisfied	24.0%	5.6%	15.0%	21.3%
Satisfied	48.5%	36.0%	30.0%	46.5%
Neutral	20.4%	54.2%	40.0%	25.4%
Dissatisfied	5.5%	2.8%	10.0%	5.2%
Very Dissatisfied	1.6%	1.4%	5.0%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-15. Library hours</u>				
Very Satisfied	19.2%	5.0%	15.0%	17.1%
Satisfied	47.5%	34.8%	20.0%	45.3%
Neutral	23.1%	56.1%	45.0%	28.1%
Dissatisfied	8.0%	2.7%	10.0%	7.3%
Very Dissatisfied	2.3%	1.4%	10.0%	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? (Sum of Top Three Choices)

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices</u>				
Number of City parks	25.9%	24.3%	23.2%	25.4%
Number of walking/biking trails	24.9%	28.1%	16.1%	25.6%
Appearance of park grounds in Austin	20.2%	27.1%	14.3%	22.1%
Overall quality of parks & recreation programs offered by Austin Parks Department	31.3%	35.1%	26.8%	32.3%
Quality of youth athletic programs offered by City	16.1%	13.9%	12.5%	15.3%
Quality of adult athletic programs offered by City	5.9%	6.4%	5.4%	6.1%
Quality of outdoor athletic fields	4.7%	6.2%	5.4%	5.1%
Safety in City parks & park facilities	47.3%	46.7%	28.6%	46.6%

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? (Sum of Top Three Choices) (cont.)

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices (cont.)</u>				
Overall satisfaction with City swimming pools	12.4%	9.2%	7.1%	11.3%
Satisfaction with aquatic programs	2.7%	1.5%	0.0%	2.2%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.9%	15.8%	17.9%	17.3%
Cleanliness of library facilities	5.7%	2.0%	3.6%	4.5%
Library programs	16.6%	8.0%	5.4%	13.8%
Materials at libraries	20.7%	5.1%	3.6%	15.7%
Library hours	10.8%	2.0%	1.8%	8.0%
None chosen	10.6%	21.4%	42.9%	14.6%

Q15. Customer Service (Without "Don't Know")

N=2099	Q17-3. Have you visited an Austin library facility?			Total
	Don't			
	Yes	No	know	
<u>Q15-3. Helpfulness of library staff</u>				
Very Satisfied	42.7%	8.8%	26.7%	38.3%
Satisfied	40.6%	29.3%	26.7%	39.0%
Neutral	14.8%	59.1%	40.0%	20.7%
Dissatisfied	1.2%	1.7%	0.0%	1.3%
Very Dissatisfied	0.7%	1.1%	6.7%	0.8%

Question 17-6 cross-tabbed with Questions 2-4 and 16-7**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

Q17-6. Have you had contact with City of Austin Municipal Court?			Total
Yes	No	Don't know	

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very Satisfied	8.2%	8.6%	8.9%	8.4%
Satisfied	34.1%	31.6%	24.4%	32.7%
Neutral	36.2%	46.3%	53.3%	41.3%
Dissatisfied	13.6%	8.9%	4.4%	11.2%
Very Dissatisfied	7.9%	4.6%	8.9%	6.5%

Q16. Other City Services (Without "Don't Know")

N=2099	Q17-6. Have you had contact with City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Q16-7. Accessibility of municipal court services</u>				
Very Satisfied	6.7%	5.8%	10.5%	6.4%
Satisfied	34.4%	30.3%	26.3%	32.5%
Neutral	38.3%	51.7%	47.4%	44.3%
Dissatisfied	14.0%	8.3%	15.8%	11.5%
Very Dissatisfied	6.6%	3.9%	0.0%	5.3%

Question 17-7 cross-tabbed with Questions 1-7, 13-8 through 13-11, and 14**Q1. Perceptions of the Community (Without "Don't Know")**

N=2099

Q17-7. Have you had contact with City for Code Enforcement?			Total
Yes	No	Don't know	

Q1-7. How well City of Austin is planning growth

Very Satisfied	2.5%	3.7%	7.4%	3.5%
Satisfied	7.5%	10.5%	6.4%	9.4%
Neutral	16.4%	20.4%	22.3%	19.2%
Dissatisfied	32.8%	34.9%	35.1%	34.2%
Very Dissatisfied	40.8%	30.4%	28.7%	33.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-7. Have you had
contact with City for Code
Enforcement?TotalYesNoDon't
know**Q13-8. Cleanliness of City streets & public areas**

Very Satisfied	12.0%	14.5%	14.9%	13.7%
Satisfied	44.3%	50.2%	45.7%	48.2%
Neutral	21.5%	23.7%	25.5%	23.1%
Dissatisfied	15.7%	8.8%	10.6%	11.1%
Very Dissatisfied	6.5%	2.7%	3.2%	3.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-7. Have you had
contact with City for Code
Enforcement?TotalYesNoDon't
know**Q13-9. Cleanliness of your neighborhood**

Very Satisfied	17.1%	21.8%	24.7%	20.4%
Satisfied	45.5%	50.7%	39.8%	48.6%
Neutral	17.6%	16.7%	20.4%	17.1%
Dissatisfied	12.8%	8.3%	10.8%	9.8%
Very Dissatisfied	6.9%	2.6%	4.3%	4.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-7. Have you had contact with City for Code Enforcement?			Total
Yes	No	Don't know	

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very Satisfied	6.3%	9.2%	13.5%	8.4%
Satisfied	26.2%	28.9%	29.7%	28.1%
Neutral	23.3%	33.2%	31.1%	29.7%
Dissatisfied	23.9%	19.9%	17.6%	21.2%
Very Dissatisfied	20.3%	8.7%	8.1%	12.6%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-7. Have you had
contact with City for Code
Enforcement?TotalYesNoDon't
know**Q13-11. Enforcement of local codes & ordinances**

Very Satisfied	5.6%	7.9%	9.8%	7.1%
Satisfied	26.8%	35.7%	31.1%	32.4%
Neutral	31.0%	39.2%	37.7%	36.2%
Dissatisfied	20.1%	11.5%	18.0%	14.8%
Very Dissatisfied	16.5%	5.7%	3.3%	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? (Sum of Top Three Choices)

N=2099	Q17-7. Have you had contact with City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q14. Sum of top 3 choices</u>				
Quality of residential garbage collection	34.9%	37.3%	32.7%	36.4%
Quality of residential yard waste collection	7.3%	6.7%	6.5%	6.9%
Quality of residential curbside recycling services	15.4%	18.2%	12.1%	17.0%
Household hazardous waste disposal service	8.0%	8.8%	5.6%	8.4%
Bulky item pick-up/removal services	10.1%	8.6%	9.3%	9.1%
Reliability of your electric service	40.1%	40.5%	36.4%	40.2%
Safety of your drinking water	57.2%	59.7%	46.7%	58.2%
Cleanliness of City streets & public areas	25.6%	28.1%	21.5%	27.0%
Cleanliness of your neighborhood	19.5%	15.4%	13.1%	16.6%

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?(Sum of Top Three Choices) (cont.)

N=2099

Q17-7. Have you had contact with City for Code Enforcement?			Total
Yes	No	Don't know	

Q14. Sum of top 3 choices (cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	27.1%	20.4%	17.8%	22.3%
Enforcement of local codes & ordinances	21.9%	15.0%	11.2%	17.0%
None chosen	9.7%	12.0%	26.2%	12.0%

Question 17-8 cross-tabbed with Question 2-5**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099	Q17-8. Have you visited Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>				
Very Satisfied	29.3%	17.9%	16.1%	28.4%
Satisfied	51.3%	39.0%	51.6%	50.5%
Neutral	13.3%	38.2%	22.6%	15.0%
Dissatisfied	5.0%	1.6%	3.2%	4.8%
Very Dissatisfied	1.1%	3.3%	6.5%	1.3%

Question 17-9 cross-tabbed with Questions 1-8, 9-1, 15-1, 15-2, 15-4, and 15-5**Q1. Perceptions of the Community (Without "Don't Know")**

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q1-8. Overall quality of services provided by City of Austin</u>				
Very Satisfied	7.4%	7.5%	10.2%	7.5%
Satisfied	37.3%	43.5%	39.0%	39.4%
Neutral	32.1%	31.6%	27.1%	31.8%
Dissatisfied	16.1%	12.3%	10.2%	14.7%
Very Dissatisfied	7.1%	5.0%	13.6%	6.6%

Q9. Environmental Services (Without “Don't Know”)

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>				
Very Satisfied	9.4%	12.2%	14.3%	10.3%
Satisfied	41.2%	39.0%	31.4%	40.3%
Neutral	36.8%	40.3%	40.0%	37.9%
Dissatisfied	9.1%	6.8%	11.4%	8.5%
Very Dissatisfied	3.5%	1.8%	2.9%	3.0%

Q15. Customer Service (Without "Don't Know")

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15-1. Austin Energy customer service</u>				
Very Satisfied	15.0%	16.3%	23.8%	15.6%
Satisfied	44.9%	44.5%	50.0%	44.9%
Neutral	25.0%	25.8%	14.3%	25.0%
Dissatisfied	8.6%	9.3%	4.8%	8.7%
Very Dissatisfied	6.5%	4.1%	7.1%	5.7%

Q15. Customer Service (Without "Don't Know")

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15-2. Water & wastewater utility customer service</u>				
Very Satisfied	11.7%	12.5%	20.0%	12.2%
Satisfied	44.5%	46.0%	50.0%	45.1%
Neutral	26.9%	28.6%	20.0%	27.3%
Dissatisfied	10.8%	8.6%	7.5%	10.0%
Very Dissatisfied	6.1%	4.3%	2.5%	5.5%

Q15. Customer Service (Without "Don't Know")

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15-4. Overall quality of customer service provided by City of Austin</u>				
Very Satisfied	12.5%	12.1%	19.5%	12.5%
Satisfied	45.2%	44.4%	46.3%	45.0%
Neutral	28.2%	32.7%	19.5%	29.4%
Dissatisfied	9.9%	7.7%	9.8%	9.2%
Very Dissatisfied	4.2%	3.1%	4.9%	3.9%

Q15. Customer Service (Without "Don't Know")

N=2099	<u>Q17-9. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>				
Very Satisfied	26.6%	12.7%	17.4%	23.6%
Satisfied	47.2%	39.1%	65.2%	45.8%
Neutral	17.8%	44.5%	17.4%	23.3%
Dissatisfied	5.8%	2.7%	0.0%	5.1%
Very Dissatisfied	2.6%	0.9%	0.0%	2.2%

Question 17-10 cross-tabbed with Questions 2-3, 7-2, 7-5, 7-7, and 8**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099	<u>Q17-10. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u></u>
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>				
Very Satisfied	20.8%	21.8%	18.8%	21.3%
Satisfied	49.6%	52.6%	37.5%	50.9%
Neutral	18.5%	18.9%	25.0%	18.9%
Dissatisfied	7.4%	4.3%	10.4%	5.9%
Very Dissatisfied	3.6%	2.3%	8.3%	3.1%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2099	<u>Q17-10. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7-2. Speed of emergency police response (How quickly police respond to emergencies)

Very Satisfied	20.1%	21.1%	19.4%	20.6%
Satisfied	47.5%	44.7%	50.0%	46.3%
Neutral	20.0%	26.0%	16.7%	22.7%
Dissatisfied	8.2%	5.5%	2.8%	6.9%
Very Dissatisfied	4.1%	2.7%	11.1%	3.6%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2099	<u>Q17-10. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7-5. Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)

Very Satisfied	36.6%	32.0%	23.3%	34.2%
Satisfied	47.1%	47.5%	50.0%	47.3%
Neutral	14.7%	19.0%	20.0%	16.8%
Dissatisfied	1.4%	0.9%	3.3%	1.2%
Very Dissatisfied	0.3%	0.6%	3.3%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2099	<u>Q17-10. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7-7. Timeliness of EMS response to emergency location</u>				
Very Satisfied	37.5%	29.5%	24.1%	33.6%
Satisfied	45.7%	48.6%	48.3%	47.1%
Neutral	14.7%	20.0%	20.7%	17.2%
Dissatisfied	2.0%	1.2%	0.0%	1.6%
Very Dissatisfied	0.1%	0.6%	6.9%	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? (Sum of Top Two Choices)

N=2099	Q17-10. Have you called 9-1-1?			Total
	Yes	No	Don't know	
<u>Q8. Sum of top 2 choices</u>				
Overall quality of police services	48.3%	47.9%	35.7%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	38.7%	33.6%	26.8%	35.7%
Enforcement of local traffic laws	15.5%	10.7%	14.3%	13.0%
Overall quality of fire services	20.3%	25.1%	19.6%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	20.5%	22.3%	17.9%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	16.3%	16.4%	16.1%	16.3%
Timeliness of EMS response to emergency location	21.7%	20.6%	10.7%	20.8%
None chosen	8.1%	10.7%	28.6%	10.0%

Question 17-11 cross-tabbed with Questions 2-3, 4, 7-1 through 7-3, and 8**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

Q17-11. Have you had contact with Austin Police Department?			Total
Yes	No	Don't know	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very Satisfied	20.2%	23.1%	22.9%	21.3%
Satisfied	49.5%	54.0%	41.7%	50.9%
Neutral	19.3%	17.6%	27.1%	18.9%
Dissatisfied	7.6%	3.0%	4.2%	5.9%
Very Dissatisfied	3.5%	2.3%	4.2%	3.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?Total

Yes	No	Don't know
-----	----	---------------

Q4-1. I feel safe in my neighborhood during the day

Strongly Agree	42.2%	45.4%	52.7%	43.7%
Agree	47.4%	46.6%	34.5%	46.8%
Neutral	6.3%	4.7%	7.3%	5.7%
Disagree	3.0%	2.7%	1.8%	2.8%
Strongly Disagree	1.1%	0.5%	3.6%	1.0%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?TotalYesNoDon't
know**Q4-2. I feel safe in my neighborhood at night**

Strongly Agree	23.5%	29.6%	28.6%	25.8%
Agree	43.3%	45.0%	37.5%	43.7%
Neutral	17.1%	13.1%	21.4%	15.8%
Disagree	12.6%	9.9%	7.1%	11.5%
Strongly Disagree	3.5%	2.4%	5.4%	3.2%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?Total

Yes	No	Don't know
-----	----	---------------

Q4-3. I feel safe in City parks

Strongly Agree	15.0%	15.4%	25.5%	15.4%
Agree	47.5%	47.1%	37.3%	47.1%
Neutral	25.6%	27.8%	25.5%	26.3%
Disagree	9.5%	7.1%	7.8%	8.6%
Strongly Disagree	2.4%	2.6%	3.9%	2.5%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?Total

Yes	No	Don't know
-----	----	---------------

Q4-4. I feel safe walking alone downtown during the day

Strongly Agree	30.5%	30.3%	32.7%	30.5%
Agree	47.4%	46.9%	42.9%	47.1%
Neutral	14.0%	15.4%	16.3%	14.6%
Disagree	5.8%	6.2%	0.0%	5.8%
Strongly Disagree	2.3%	1.3%	8.2%	2.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?TotalYesNoDon't
know**Q4-5. I feel safe walking alone downtown at night**

Strongly Agree	6.2%	6.0%	14.9%	6.3%
Agree	20.9%	23.9%	19.1%	21.9%
Neutral	25.3%	26.5%	25.5%	25.7%
Disagree	31.3%	26.1%	34.0%	29.5%
Strongly Disagree	16.5%	17.4%	6.4%	16.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?Total

Yes	No	Don't know
-----	----	---------------

Q7-1. Overall quality of police services

Very Satisfied	19.3%	22.0%	18.6%	20.2%
Satisfied	50.9%	51.4%	46.5%	51.0%
Neutral	16.7%	20.8%	25.6%	18.3%
Dissatisfied	8.4%	3.2%	4.7%	6.5%
Very Dissatisfied	4.7%	2.6%	4.7%	3.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-11. Have you had contact with Austin Police Department?			Total
Yes	No	Don't know	

**Q7-2. Speed of emergency police response (How quickly police respond to
emergencies)**

Very Satisfied	20.3%	20.9%	22.9%	20.6%
Satisfied	46.3%	46.6%	42.9%	46.3%
Neutral	21.0%	26.3%	20.0%	22.7%
Dissatisfied	7.8%	5.0%	5.7%	6.9%
Very Dissatisfied	4.6%	1.2%	8.6%	3.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-11. Have you had
contact with Austin Police
Department?TotalYesNoDon't
know**Q7-3. Enforcement of local traffic laws**

Very Satisfied	9.5%	11.2%	16.3%	10.2%
Satisfied	38.3%	37.9%	32.6%	38.0%
Neutral	28.3%	34.2%	37.2%	30.6%
Dissatisfied	15.3%	12.4%	9.3%	14.1%
Very Dissatisfied	8.7%	4.3%	4.7%	7.1%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2099

Q17-11. Have you had contact with Austin Police Department?			Total
Yes	No	Don't know	

Q8. Sum of top 2 choices

Overall quality of police services	49.9%	45.5%	30.0%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	37.2%	33.8%	28.3%	35.7%
Enforcement of local traffic laws	14.6%	10.4%	11.7%	13.0%
Overall quality of fire services	22.5%	23.9%	15.0%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	21.0%	22.2%	20.0%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	16.0%	16.8%	18.3%	16.3%
Timeliness of EMS response to emergency location	20.0%	23.1%	10.0%	20.8%
None chosen	8.1%	11.4%	33.3%	10.0%

Question 17-12 cross-tabbed with Questions 2-3, 7-4 through 7-6, and 8**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

Q17-12. Have you had contact with Austin Fire Department?			Total
Yes	No	Don't know	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very Satisfied	25.8%	19.2%	16.7%	21.3%
Satisfied	49.8%	51.8%	42.6%	50.9%
Neutral	14.9%	20.4%	29.6%	18.9%
Dissatisfied	6.6%	5.5%	5.6%	5.9%
Very Dissatisfied	2.8%	3.1%	5.6%	3.1%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-12. Have you had
contact with Austin Fire
Department?Total

Yes	No	Don't know
-----	----	---------------

Q7-4. Overall quality of fire services

Very Satisfied	42.5%	26.8%	21.1%	32.7%
Satisfied	46.9%	51.8%	55.3%	50.0%
Neutral	9.3%	20.7%	15.8%	16.2%
Dissatisfied	0.8%	0.4%	2.6%	0.6%
Very Dissatisfied	0.5%	0.3%	5.3%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-12. Have you had contact with Austin Fire Department?			Total
Yes	No	Don't know	

**Q7-5. Timeliness of Fire response to emergency location (How quickly
firefighters respond to emergencies)**

Very Satisfied	44.3%	27.7%	15.2%	34.2%
Satisfied	43.8%	49.4%	57.6%	47.3%
Neutral	10.0%	21.5%	21.2%	16.8%
Dissatisfied	1.4%	1.0%	3.0%	1.2%
Very Dissatisfied	0.5%	0.4%	3.0%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-12. Have you had
contact with Austin Fire
Department?

Total

Yes	No	Don't know	
-----	----	---------------	--

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	43.4%	27.4%	22.2%	33.3%
Satisfied	42.1%	51.1%	50.0%	47.7%
Neutral	12.9%	20.0%	25.0%	17.4%
Dissatisfied	1.1%	1.1%	0.0%	1.1%
Very Dissatisfied	0.5%	0.3%	2.8%	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? (Sum of Top Two Choices)

N=2099

Q17-12. Have you had contact with Austin Fire Department?			Total
Yes	No	Don't know	

Q8. Sum of top 2 choices

Overall quality of police services	46.2%	49.1%	35.4%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	37.3%	35.0%	33.8%	35.7%
Enforcement of local traffic laws	13.2%	13.1%	7.7%	13.0%
Overall quality of fire services	24.1%	22.4%	18.5%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	22.8%	20.9%	16.9%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	15.3%	16.8%	18.5%	16.3%
Timeliness of EMS response to emergency location	22.2%	20.4%	15.4%	20.8%
None chosen	8.2%	10.1%	26.2%	10.0%

Question 17-13 cross-tabbed with Questions 2-3, 7-6, 7-7, and 8**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099	Q17-13. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>				
Very Satisfied	25.7%	18.9%	19.3%	21.3%
Satisfied	48.5%	52.4%	47.4%	50.9%
Neutral	15.0%	20.8%	24.6%	18.9%
Dissatisfied	7.1%	5.3%	3.5%	5.9%
Very Dissatisfied	3.7%	2.6%	5.3%	3.1%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099

Q17-13. Have you had contact
with Emergency Medical
Services Department?

Total

Yes	No	Don't know	
-----	----	---------------	--

Q7-6. Medical assistance provided by EMS (Overall quality of ambulance services)

Very Satisfied	42.1%	25.9%	28.6%	33.3%
Satisfied	44.9%	49.9%	54.3%	47.7%
Neutral	10.8%	23.3%	14.3%	17.4%
Dissatisfied	1.8%	0.5%	0.0%	1.1%
Very Dissatisfied	0.4%	0.4%	2.9%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2099	Q17-13. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7-7. Timeliness of EMS response to emergency location</u>				
Very Satisfied	42.7%	25.5%	33.3%	33.6%
Satisfied	45.6%	48.5%	45.5%	47.1%
Neutral	9.4%	24.3%	15.2%	17.2%
Dissatisfied	2.1%	1.2%	0.0%	1.6%
Very Dissatisfied	0.3%	0.4%	6.1%	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? (Sum of Top Two Choices)

N=2099	Q17-13. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q8. Sum of top 2 choices</u>				
Overall quality of police services	46.2%	49.1%	38.2%	47.7%
Speed of emergency police response (How quickly police respond to emergencies)	35.5%	35.9%	35.3%	35.7%
Enforcement of local traffic laws	13.9%	12.7%	8.8%	13.0%
Overall quality of fire services	21.0%	24.2%	16.2%	22.8%
Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	21.1%	21.8%	16.2%	21.4%
Medical assistance provided by EMS (Overall quality of ambulance services)	20.4%	14.1%	16.2%	16.3%
Timeliness of EMS response to emergency location	23.5%	19.7%	14.7%	20.8%
None chosen	8.1%	10.3%	25.0%	10.0%

Question 17-14 cross-tabbed with Questions 1-5, 2-8, 5-5, 9-3, 13-6, and 15-1**Q1. Perceptions of the Community (Without "Don't Know")**

N=2099

Q17-14. Does Austin Energy provide your electric service?			Total
Yes	No	Don't know	

Q1-5. Overall value that you receive for your City tax & fees

Very Satisfied	5.6%	5.1%	5.4%	5.5%
Satisfied	28.1%	28.4%	23.2%	28.0%
Neutral	30.2%	31.0%	32.1%	30.4%
Dissatisfied	22.6%	23.4%	21.4%	22.7%
Very Dissatisfied	13.4%	12.2%	17.9%	13.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2099

Q17-14. Does Austin Energy provide your electric service?			Total
Yes	No	Don't know	

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	16.7%	14.0%	22.2%	16.7%
Satisfied	41.7%	38.8%	40.7%	41.5%
Neutral	21.9%	32.2%	16.7%	22.4%
Dissatisfied	13.0%	8.3%	16.7%	12.8%
Very Dissatisfied	6.7%	6.6%	3.7%	6.6%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2099	Q17-14. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q5-5. Adequacy of street lighting in your community</u>				
Very Satisfied	9.7%	11.6%	8.6%	9.9%
Satisfied	39.6%	41.7%	41.4%	39.8%
Neutral	23.1%	24.6%	29.3%	23.4%
Dissatisfied	19.8%	15.1%	10.3%	19.1%
Very Dissatisfied	7.9%	7.0%	10.3%	7.8%

Q9. Environmental Services (Without “Don't Know”)

N=2099	Q17-14. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q9-3. Energy conservation program</u>				
Very Satisfied	10.3%	6.6%	16.2%	10.1%
Satisfied	40.6%	47.6%	43.2%	41.3%
Neutral	34.5%	32.5%	32.4%	34.3%
Dissatisfied	9.8%	9.6%	0.0%	9.5%
Very Dissatisfied	4.8%	3.6%	8.1%	4.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-14. Does Austin
Energy provide your
electric service?TotalYesNoDon't
know**Q13-6. Reliability of your electric service**

Very Satisfied	31.7%	25.7%	33.3%	31.3%
Satisfied	50.9%	50.0%	54.2%	51.0%
Neutral	11.5%	21.1%	6.3%	12.1%
Dissatisfied	4.4%	1.3%	4.2%	4.1%
Very Dissatisfied	1.5%	2.0%	2.1%	1.6%

Q15. Customer Service (Without "Don't Know")

N=2099	Q17-14. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q15-1. Austin Energy customer service</u>				
Very Satisfied	16.1%	7.7%	18.5%	15.6%
Satisfied	45.1%	42.3%	44.4%	44.9%
Neutral	24.4%	37.5%	14.8%	25.0%
Dissatisfied	8.8%	6.7%	14.8%	8.7%
Very Dissatisfied	5.7%	5.8%	7.4%	5.7%

Question 17-15 cross-tabbed with Questions 13-1 through 13-5, 13-8, and 14**Q13. Residential and Neighborhood Services (Without "Don't Know")**

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-1. Quality of residential garbage collection

Very Satisfied	30.6%	13.1%	20.0%	28.9%
Satisfied	53.3%	44.8%	60.0%	52.9%
Neutral	8.6%	31.0%	14.7%	10.5%
Dissatisfied	5.6%	6.9%	4.0%	5.6%
Very Dissatisfied	1.9%	4.1%	1.3%	2.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-2. Quality of residential yard waste collection

Very Satisfied	27.7%	7.7%	17.6%	26.0%
Satisfied	50.1%	40.0%	51.0%	49.5%
Neutral	13.8%	37.7%	23.5%	15.8%
Dissatisfied	6.4%	9.2%	5.9%	6.6%
Very Dissatisfied	1.9%	5.4%	2.0%	2.1%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-3. Quality of residential curbside recycling services

Very Satisfied	32.7%	10.4%	23.7%	30.8%
Satisfied	49.2%	38.8%	57.6%	48.7%
Neutral	10.4%	32.8%	13.6%	12.1%
Dissatisfied	5.4%	11.2%	1.7%	5.7%
Very Dissatisfied	2.3%	6.7%	3.4%	2.6%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-4. Household hazardous waste disposal service

Very Satisfied	13.5%	9.7%	12.2%	13.1%
Satisfied	36.0%	29.0%	36.6%	35.4%
Neutral	26.9%	42.7%	29.3%	28.2%
Dissatisfied	17.1%	12.1%	14.6%	16.6%
Very Dissatisfied	6.6%	6.5%	7.3%	6.6%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-5. Bulky item pick-up/removal services

Very Satisfied	21.9%	10.2%	25.5%	21.2%
Satisfied	48.1%	30.7%	36.2%	46.6%
Neutral	18.1%	40.2%	21.3%	19.7%
Dissatisfied	8.5%	14.2%	10.6%	9.0%
Very Dissatisfied	3.4%	4.7%	6.4%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q13-8. Cleanliness of City streets & public areas

Very Satisfied	13.9%	10.9%	16.1%	13.7%
Satisfied	48.4%	44.1%	52.9%	48.2%
Neutral	22.6%	28.2%	20.7%	23.1%
Dissatisfied	11.3%	10.4%	8.0%	11.1%
Very Dissatisfied	3.7%	6.4%	2.3%	3.9%

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? (Sum of Top Three Choices)

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q14. Sum of top 3 choices

Quality of residential garbage collection	38.2%	22.1%	33.0%	36.4%
Quality of residential yard waste collection	7.5%	3.8%	2.0%	6.9%
Quality of residential curbside recycling services	17.3%	15.4%	15.0%	17.0%
Household hazardous waste disposal service	9.0%	4.8%	5.0%	8.4%
Bulky item pick-up/removal services	9.3%	8.7%	7.0%	9.1%
Reliability of your electric service	39.3%	49.5%	36.0%	40.2%
Safety of your drinking water	58.2%	62.0%	51.0%	58.2%
Cleanliness of City streets & public areas	25.5%	37.0%	33.0%	27.0%
Cleanliness of your neighborhood	17.1%	14.4%	12.0%	16.6%

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? (Sum of Top Three Choices) (cont.)

N=2099

Q17-15. Does City of Austin collect garbage at your residence?			Total
Yes	No	Don't know	

Q14. Sum of top 3 choices (cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	22.9%	23.6%	9.0%	22.3%
Enforcement of local codes & ordinances	17.3%	17.3%	12.0%	17.0%
None chosen	11.3%	12.0%	25.0%	12.0%

Question 17-16 cross-tabbed with Questions 2-6, 2-7, 9-1, 9-2, 9-4, 13-7, and 15-2**Q2. Overall Satisfaction with Major City Services (Without "Don't Know")**

N=2099

Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
Yes	No	Don't know	

Q2-6. Overall quality of drinking water provided by Austin Water

Very Satisfied	26.7%	17.8%	15.1%	26.1%
Satisfied	46.6%	35.6%	47.9%	46.4%
Neutral	17.5%	28.9%	24.7%	18.0%
Dissatisfied	6.8%	11.1%	9.6%	7.0%
Very Dissatisfied	2.4%	6.7%	2.7%	2.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2099

Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
Yes	No	Don't know	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very Satisfied	17.5%	8.7%	19.4%	17.3%
Satisfied	48.2%	34.8%	40.3%	47.6%
Neutral	23.2%	39.1%	22.4%	23.6%
Dissatisfied	8.0%	13.0%	9.0%	8.2%
Very Dissatisfied	3.1%	4.3%	9.0%	3.3%

Q9. Environmental Services (Without “Don't Know”)

N=2099	Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>				
Very Satisfied	10.5%	5.4%	8.8%	10.3%
Satisfied	40.6%	29.7%	41.2%	40.3%
Neutral	37.7%	45.9%	35.3%	37.9%
Dissatisfied	8.5%	13.5%	5.9%	8.5%
Very Dissatisfied	2.7%	5.4%	8.8%	3.0%

Q9. Environmental Services (Without “Don't Know”)

N=2099	Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-2. Water conservation programs within Austin</u>				
Very Satisfied	10.0%	2.4%	11.8%	9.9%
Satisfied	44.7%	31.0%	35.3%	44.1%
Neutral	28.1%	42.9%	41.2%	28.8%
Dissatisfied	12.4%	14.3%	5.9%	12.3%
Very Dissatisfied	4.8%	9.5%	5.9%	5.0%

Q9. Environmental Services (Without “Don't Know”)

N=2099	Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-4. Water quality of lakes & streams</u>				
Very Satisfied	10.2%	11.1%	3.5%	10.0%
Satisfied	46.5%	33.3%	36.8%	45.9%
Neutral	28.4%	37.8%	36.8%	28.8%
Dissatisfied	11.8%	15.6%	15.8%	12.0%
Very Dissatisfied	3.1%	2.2%	7.0%	3.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2099

Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
Yes	No	Don't know	

Q13-7. Safety of your drinking water

Very Satisfied	28.7%	23.9%	23.0%	28.4%
Satisfied	48.1%	26.1%	49.2%	47.7%
Neutral	15.5%	34.8%	18.0%	16.0%
Dissatisfied	5.7%	8.7%	3.3%	5.7%
Very Dissatisfied	2.0%	6.5%	6.6%	2.2%

Q15. Customer Service (Without "Don't Know")

N=2099

Q17-16. Does City of Austin provide your home with water & wastewater services?			Total
Yes	No	Don't know	

Q15-2. Water & wastewater utility customer service

Very Satisfied	12.2%	8.8%	12.9%	12.2%
Satisfied	45.2%	38.2%	48.4%	45.1%
Neutral	27.1%	35.3%	25.8%	27.3%
Dissatisfied	10.2%	5.9%	6.5%	10.0%
Very Dissatisfied	5.3%	11.8%	6.5%	5.5%