



# *2018 Community Survey Results*

*February 19, 2019*





# Agenda

- **Purpose and Methodology**
- **Major Findings**
- **Dashboard Demonstration**
- **Questions**



# Purpose

- **To objectively assess resident satisfaction with the delivery of City services**
- **To measure trends from 2012 to 2018**
- **To gather input from residents to help set budget priorities**
- **To compare Austin's performance with other large cities**

# Methodology

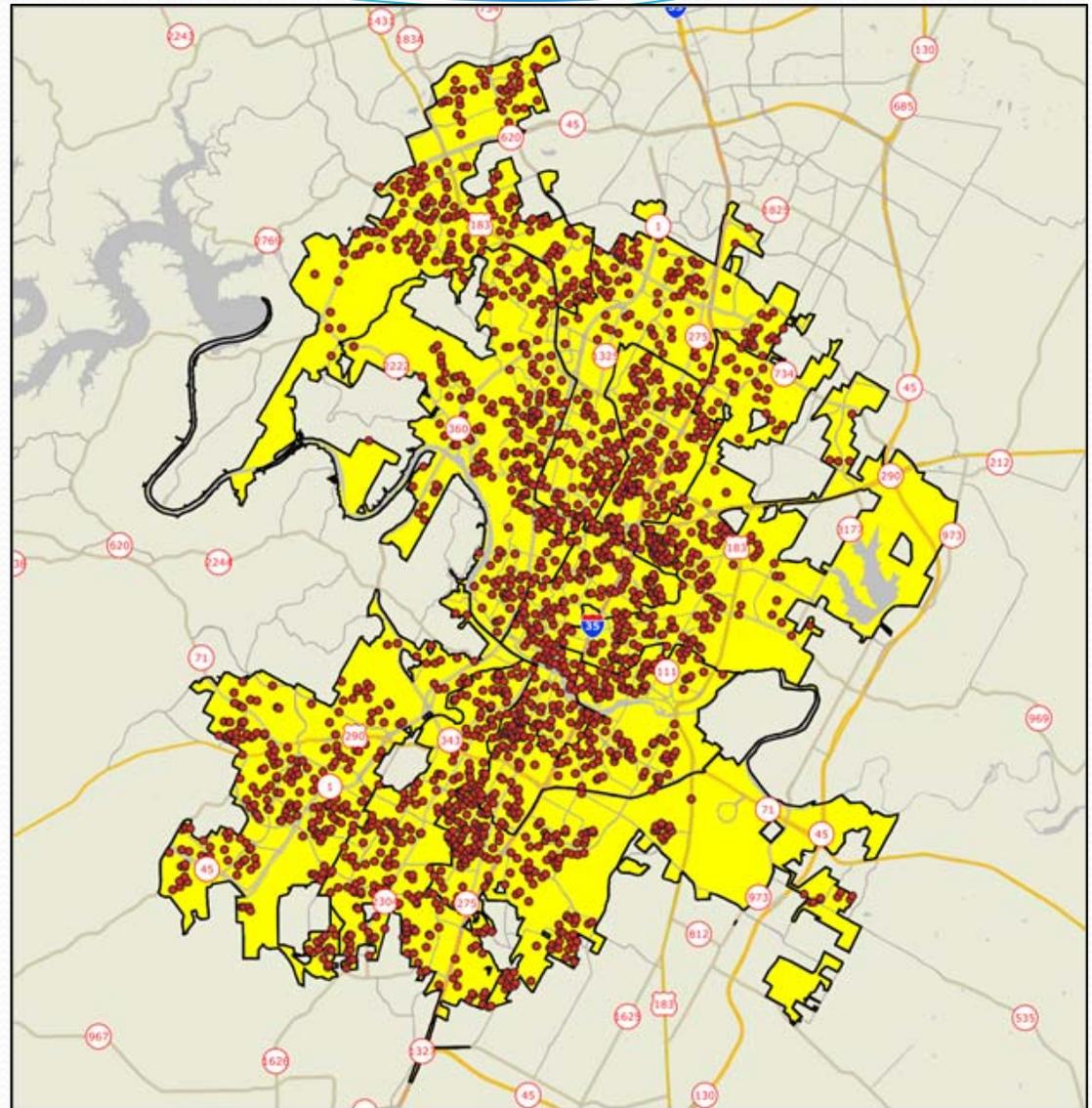
- **Survey Description**
  - included many of the questions that were asked on surveys administered between 2012 and 2017
  - survey redesigned to ensure complete alignment with strategic outcomes
- **Method of Administration**
  - conducted Summer & Fall of 2018 by mail and Internet to a randomly selected sample of households (in English, Spanish, Vietnamese and Mandarin); follow-up by email
  - sample included households with traditional land lines and cell phones
  - each survey took approximately 15 minutes to complete
- **Sample size:**
  - 2,261 completed surveys
  - a minimum of 200 surveys completed in each of the City's 10 Council Districts
- **Confidence level: 95%**
- **Margin of error: +/- 2% overall**

# Survey Sample vs. Census

Demographic	2016 ACS (Census)	2018 Survey Sample
Median Income	\$60,939	\$60,000-\$79,999
Male	50.0%	48.0%
Female	50.0%	52.0%
White Only	48.9%	52.0%
Hispanic	34.5%	31.0%
African American/Black Only	7.2%	7.2%
Asian/Pacific Islander	6.8%	4.7%
Other/Multi Race	2.3%	4.7%

# 2018 City of Austin Community Survey

## Location of Respondents

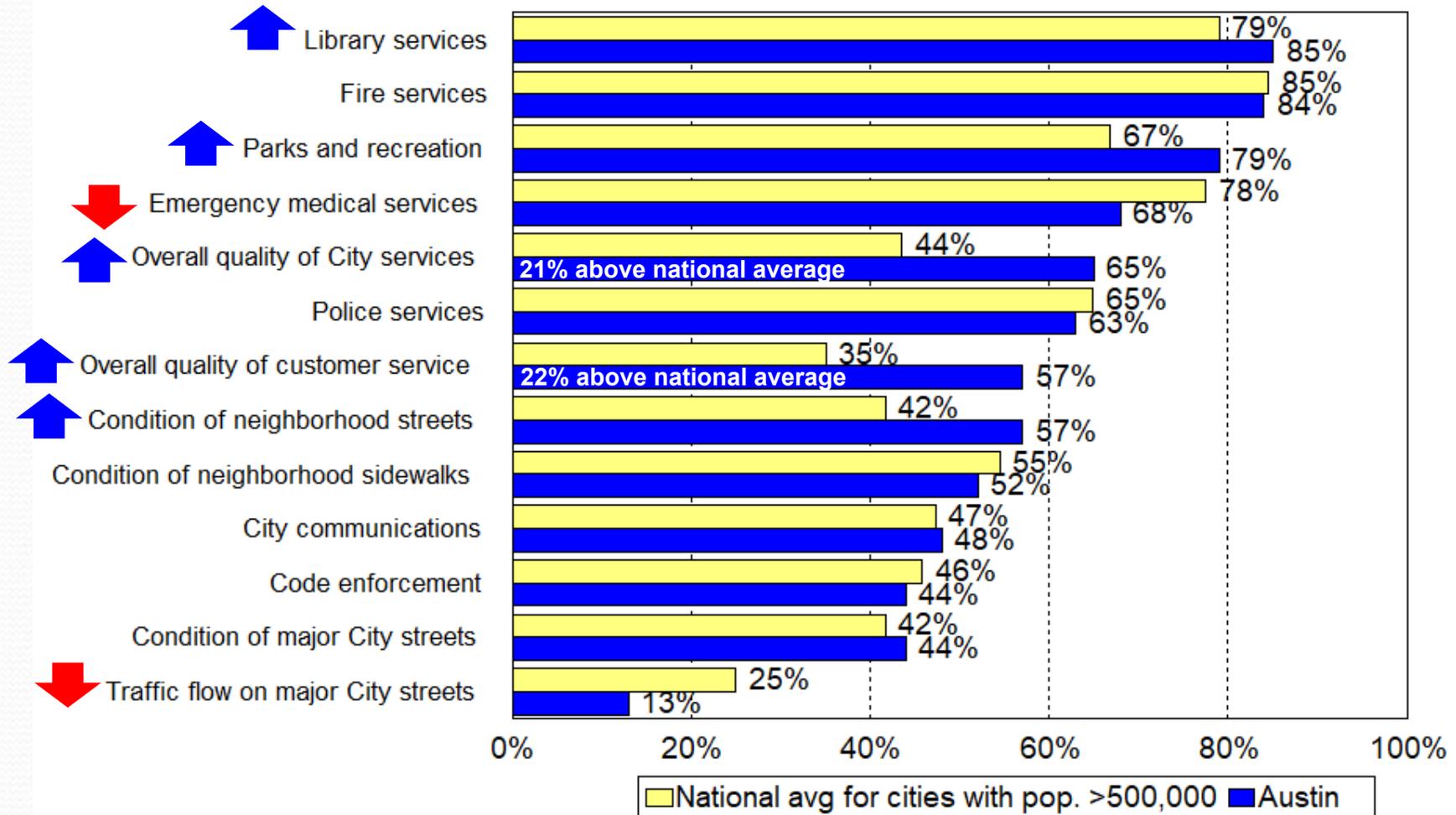


**Satisfaction Levels in the  
City of Austin Are Higher than  
the National Average in Most Areas**

# Satisfaction with City Services

Austin vs. Large U.S. Cities With Populations of 500,000+  
 by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
 where 5 was "very satisfied" and 4 was "satisfied"

## National Comparisons



Significantly Higher: ↑

Significantly Lower: ↓

# Satisfaction with the Overall Quality of City Services Increased Significantly

# Notable increases of more than 5% from 2017-2018

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

# Survey Dashboard

## City of Austin Annual Community Survey

2,261

Respondents

Clear All Filters

**STEP 1** Select a survey question using the drop down arrow. Hold down the CTRL button to select more than one question.

Survey Question

All

Respondent has used City Services

All

**STEP 2** Select filters. Hold down the CTRL button to select more than one question.

Year

2018

Council District

All

Race/Ethnicity

All

Gender

All

Response

All

Age

All

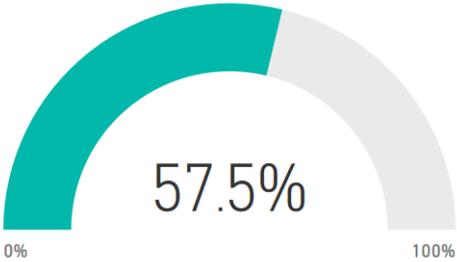
Income

All

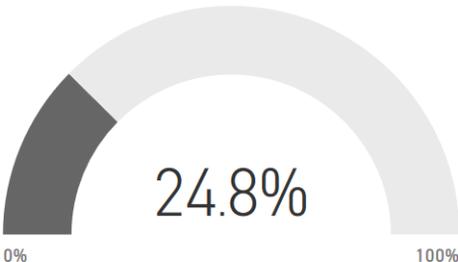
Own/Rent

All

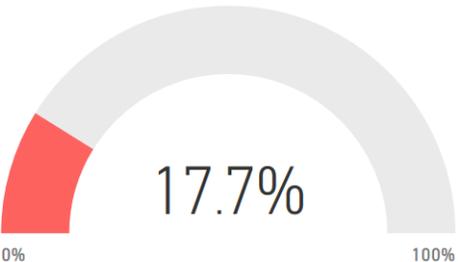
% Satisfied/Very Satisfied



% Neutral

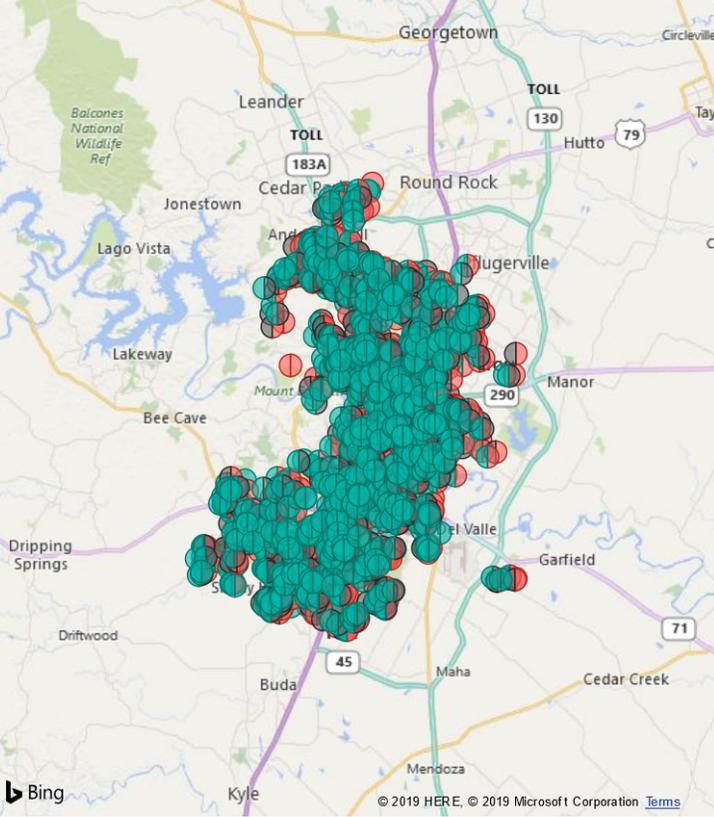


% Dissatisfied/Very Dissatisfied



## City of Austin Community Survey Responses by Location

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied



For questions on the dashboard, please contact [Performance@austintexas.gov](mailto:Performance@austintexas.gov). [Click here to access the data.](#)

# Questions?