

Austin Code Department Customer Survey

Findings Report

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2020

Submitted to the Austin Code Department

By:

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2020 City of Austin Code Department Customer Survey

Executive Summary

Purpose and Methodology

During the fall of 2020, ETC Institute administered a survey for the City of Austin Code Department to gather input from customers who have used Austin Code services within the past year. The results will be used to identify the areas where the Code Department performs well and ways to improve the services being provided.

The Austin Code Department provided ETC Institute with a list of customers that have used Austin Code services with the past year. Using this list, ETC Institute administered the survey by a combination of email and phone. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. Customers were contacted by phone were given the option of completing the survey online or over the phone.

The goal was to obtain completed surveys from at least 600 customers. This goal was far exceeded, with a total of 679 customers completing the survey. The overall results for the sample of 679 households have a precision of at least +/-3.7% at the 95% level of confidence.

This report contains:

- An executive summary that provides an overview of the purpose and methodology for administering the survey and major survey findings,
- charts showing the overall results for all questions on the survey, including comparisons to the 2019 survey
- tabular data that show the results for each question on the survey,
- a copy of the survey instrument.

Major Survey Findings

- **Submitting a Complaint.** Seventy-six percent (76%) of the respondents surveyed indicated they had submitted a complaint regarding a code enforcement issue. Those who submitted a complaint were then asked to provide their level of agreement with various statements regarding their experience with the Austin Code Department during the enforcement process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“Austin Code staff was courteous and professional”* (79%), *“Austin Code staff was responsive and answered my questions”* (64%), and *“I feel I was treated fairly by Austin Code”* (61%).

- **Receiving a Warning or Citation.** Nine percent (9%) of the respondents surveyed indicated they had received a warning or citation from the City. Those who received a warning or citation were then asked to provide their level of agreement with various statements regarding their experience with the Austin Code Department during the enforcement process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The warning or citation issued was clear and easy to understand”* (60%), *“Austin Code staff was courteous and professional”* (58%), *“Austin Code staff was responsive and answered my questions”* (53%), and *“I feel I was treated fairly by Austin Code”* (53%).
- **Applying for a License or Registration.** Four percent (4%) of the respondents surveyed indicated they had applied for a license or registration through the Austin Code Department. Those who had applied were then asked what kind of license/registration they applied for; 86% indicated “short term rental” and 14% selected “boat docks”.

Those who indicated that they had applied were also asked to provide their level of agreement with various statements regarding their experience with Austin Code Licensing and Registration staff. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The L&R staff was courteous and professional”* (68%), *“I feel I was treated fairly by the L&R staff”* (65%), and *“The L&R staff was responsive and answered my questions”* (54%).

- **“Code Connect” Hotline.** Twenty-one percent (21%) of the respondents surveyed indicated they had contacted Austin Code’s “Code Connect” hotline. Those who had contacted the hotline were then asked to provide their level of agreement with various statements regarding their experience with hotline staff. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“Code Connect staff was courteous and professional”* (84%), *“Code Connect staff was responsive and answered my questions”* (74%), *“I feel I was treated fairly by Code Connect staff”* (72%), and *“Code Connect staff was knowledgeable and demonstrated expertise”* (71%).
- **After-Hours Service.** Six percent (6%) of the respondents surveyed indicated they had used Austin Code’s After-Hours service. Those who had used the service were then asked to provide their level of agreement with various statements regarding their experience with the service. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The staff was courteous and professional”* (78%), *“The staff was responsive and answered my questions”* (68%), *“The staff was knowledgeable and demonstrated expertise”* (68%), and *“I feel I was treated fairly by Austin Code staff”* (65%).

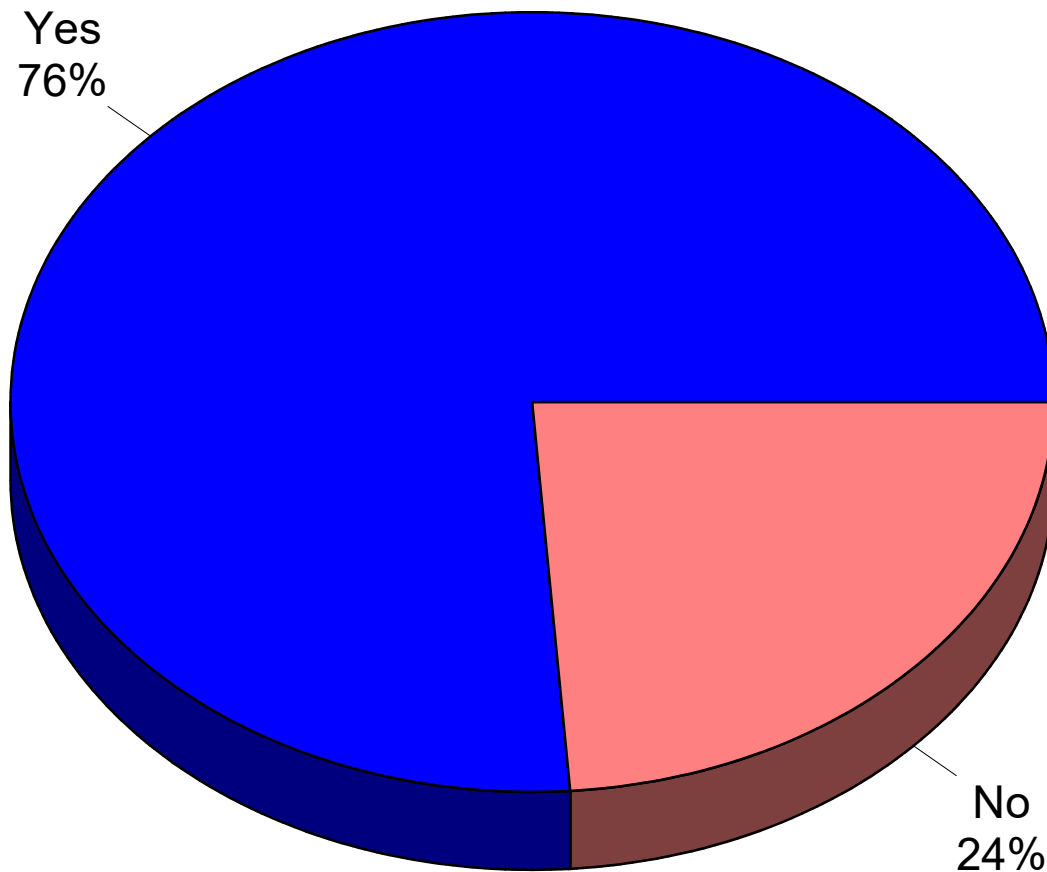
- **Quasi-Judicial Process.** Two percent (2%) of the respondents surveyed indicated they had been through Austin Code’s quasi-judicial process. Those who had been through the process were then asked to provide their level of agreement with various statements regarding their experience with the process. The highest levels of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, were: *“The quasi-judicial process was fair”* (42%) and *“The quasi-judicial process was easy to follow”* (41%).
- **Austin Code Staff Community Involvement.** Twelve percent (12%) of the respondents surveyed indicated they had seen Austin Code staff in a community event or neighborhood meeting. Those who had seen Code staff were then asked to provide their level of agreement that having staff present was helpful in learning more about Austin codes and ordinances. Of those who had an opinion, 72% “strongly agreed” or “agreed” with this statement.
- **Austin Code’s Website.** More than half (53%) of the respondents surveyed indicated they had searched for information on Austin Code’s website. Those who had used the website were then asked to provide their level of agreement with various statements regarding their experience with the website. The highest level of agreement, based upon the combined percentage of those who had an opinion and “strongly agreed” or “agreed” with the statement, was: *“The information available on the Austin Code website was helpful in learning about Austin codes and ordinances”* (54%).

Section 1

Charts and Graphs

Q1. Have you submitted a complaint regarding a code enforcement issue?

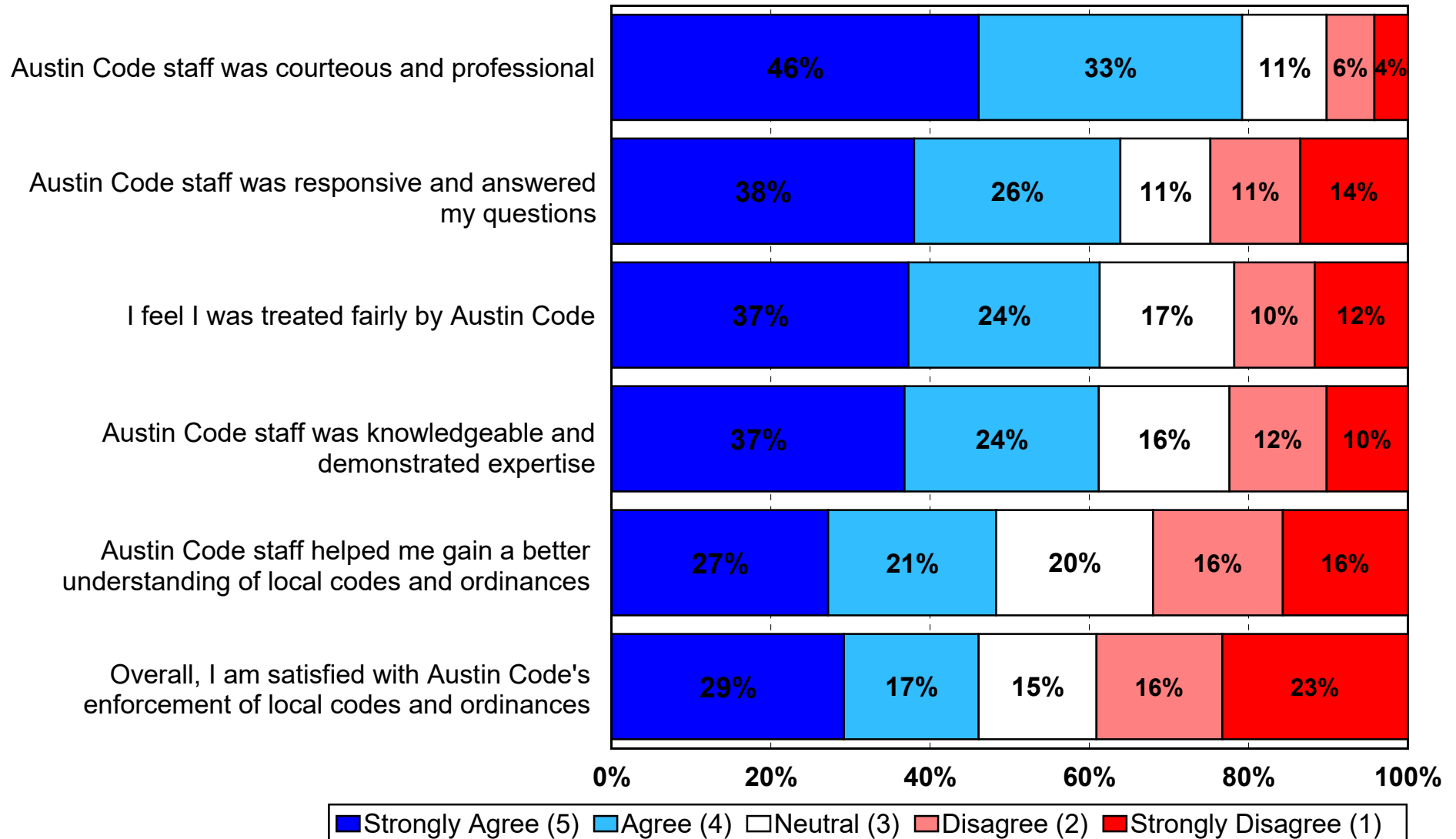
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q2. Agreement with Statements Regarding Experience with Austin Code During the Enforcement Process

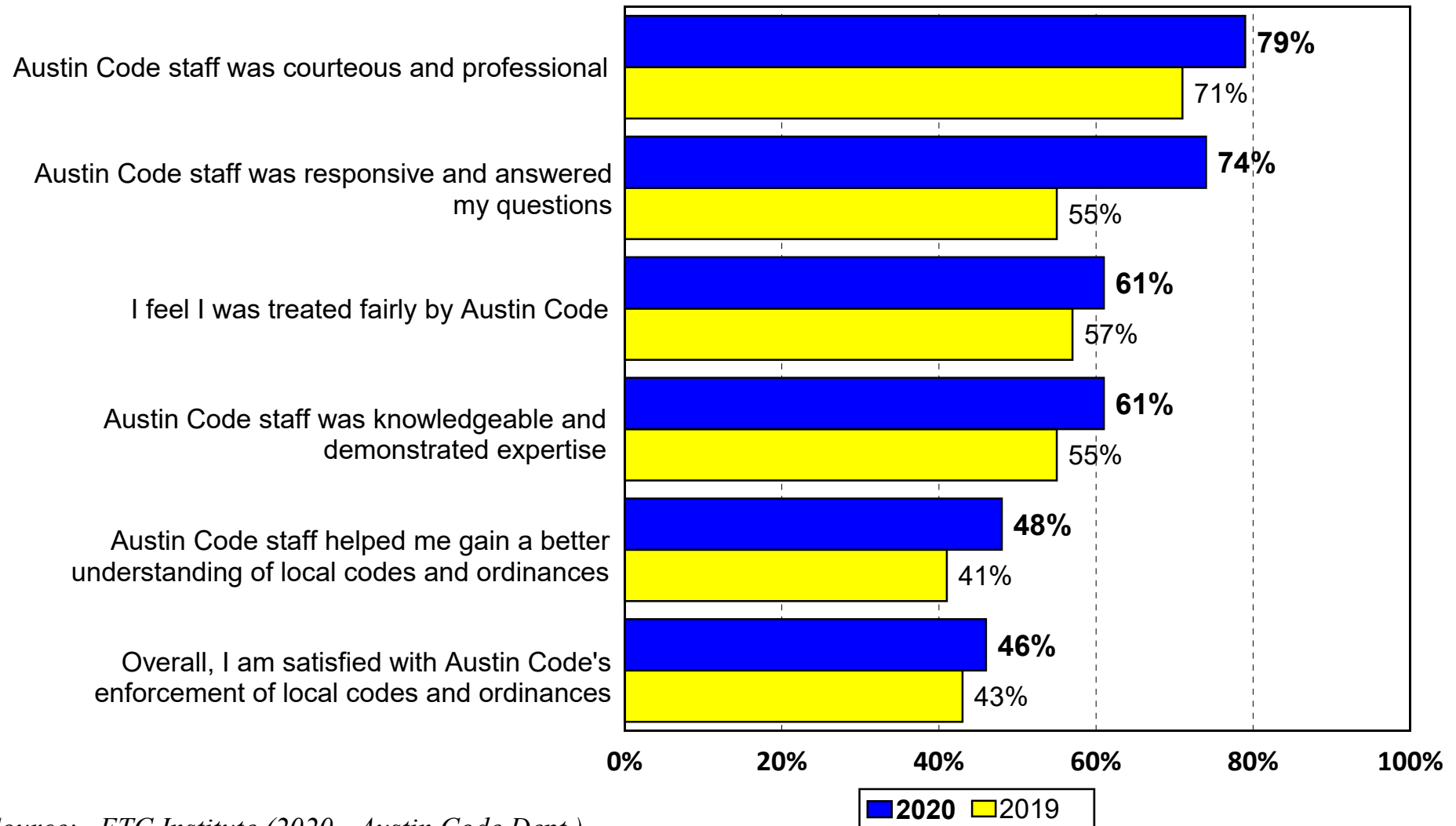
by percentage of respondents who submitted a complaint (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q2. Agreement with the Following Statements Regarding Experience with Austin Code During the Enforcement Process - **2020 vs. 2019**

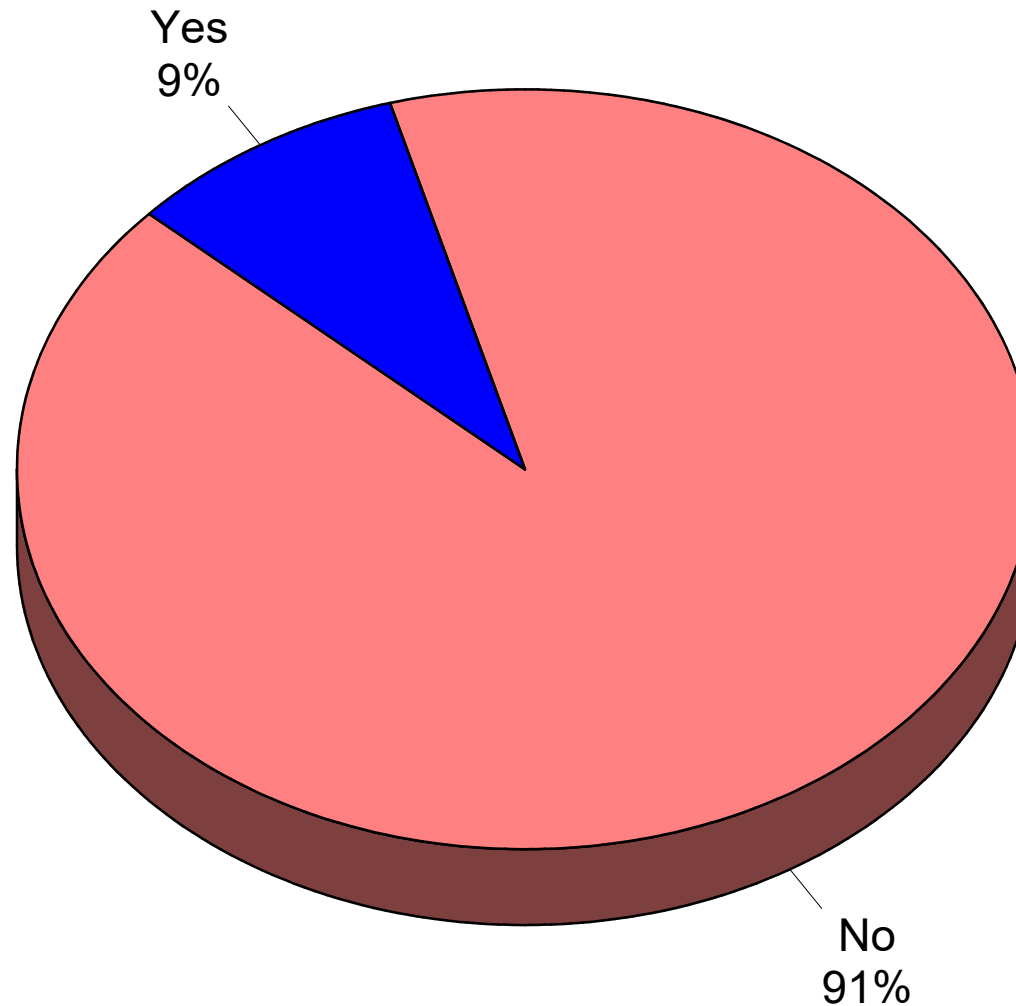
by percentage of respondents who submitted a complaint and rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q3. Have you received a Notice of Violation or a citation from the City of Austin Code Department?

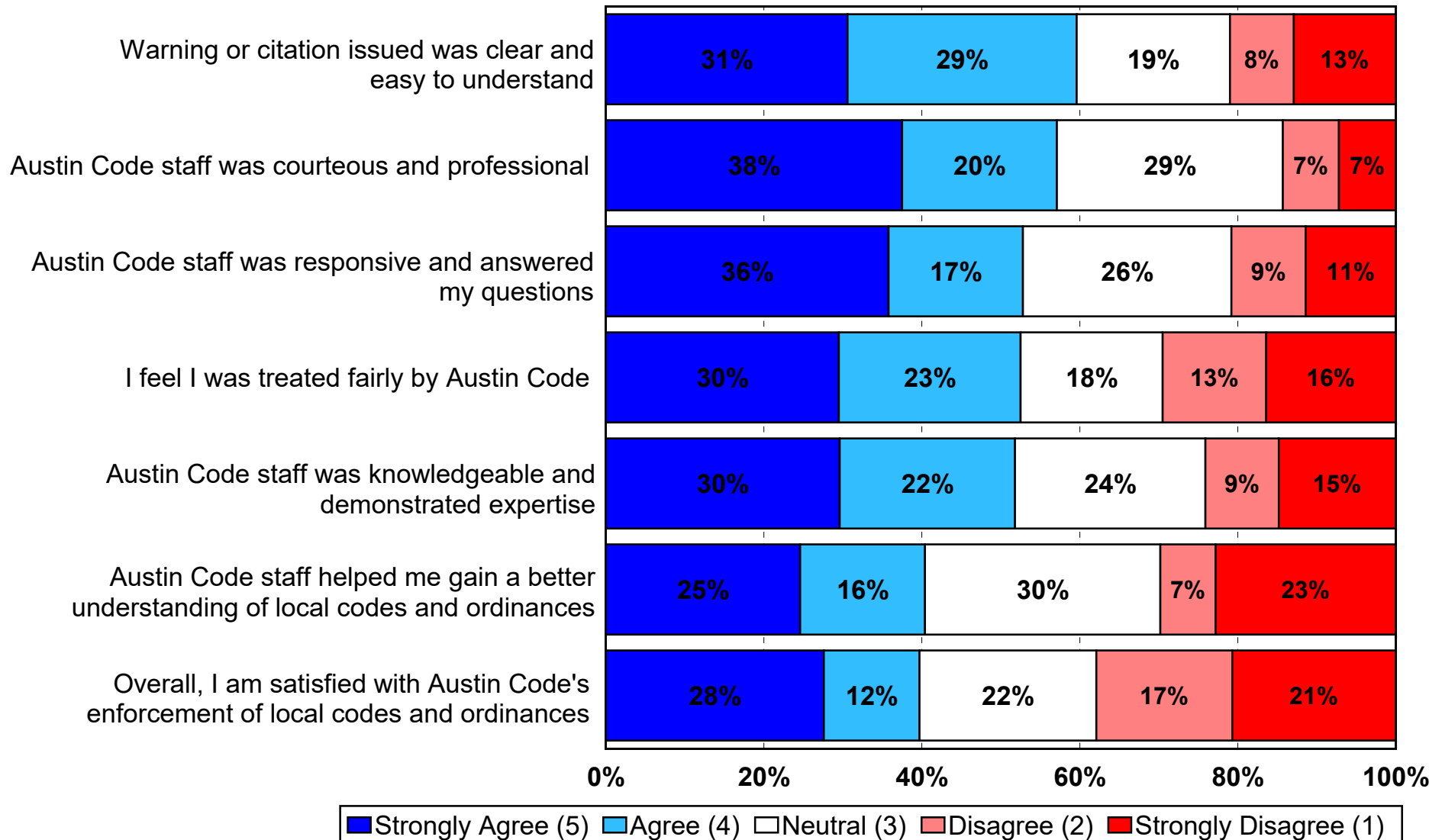
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q4. Agreement with Statements Regarding Experience with Austin Code During the Enforcement Process

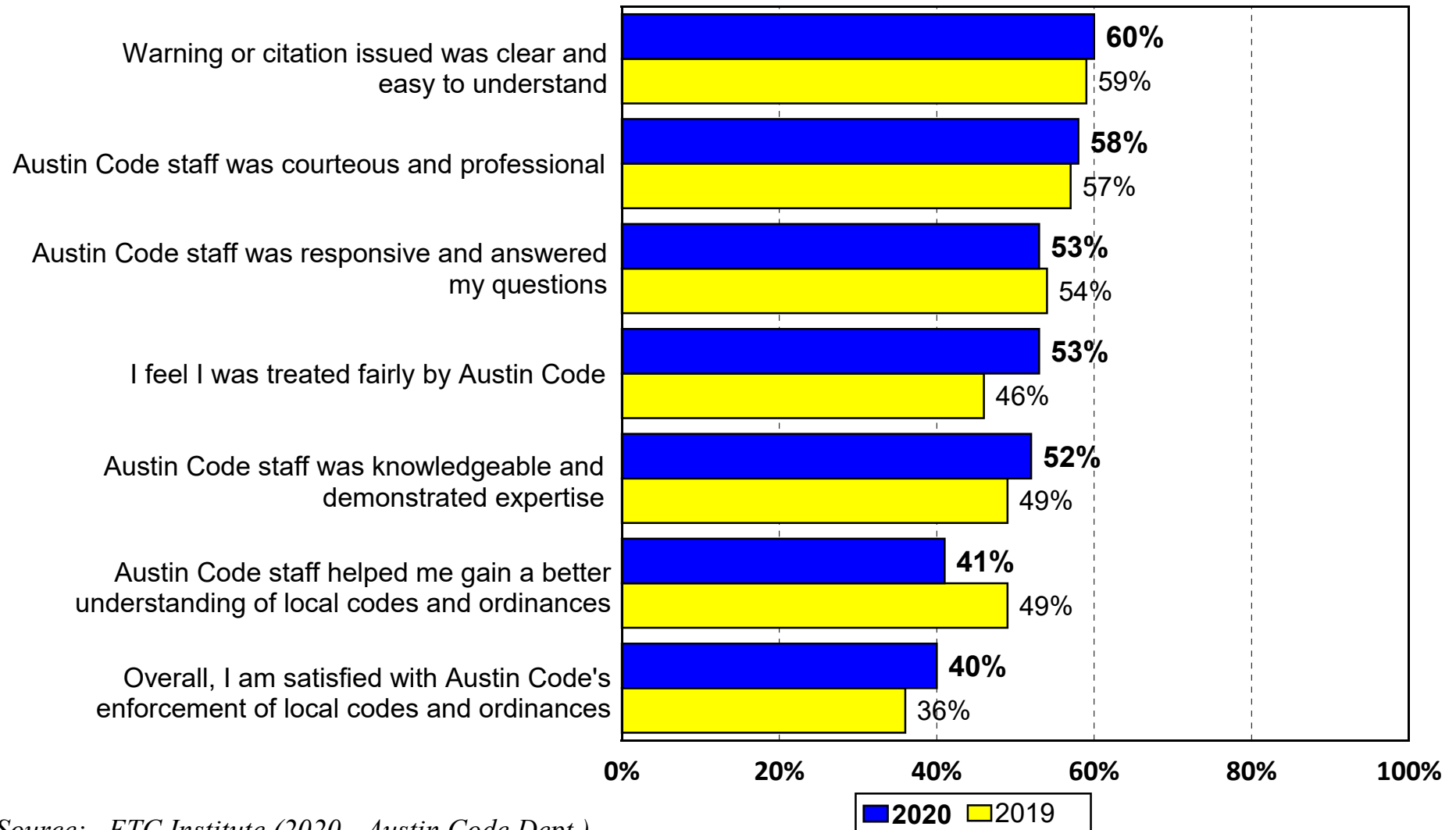
by percentage of respondents who received a citation from the City (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q4. Agreement with the Following Statements Regarding Experience with Austin Code During the Enforcement Process - **2020 vs. 2019**

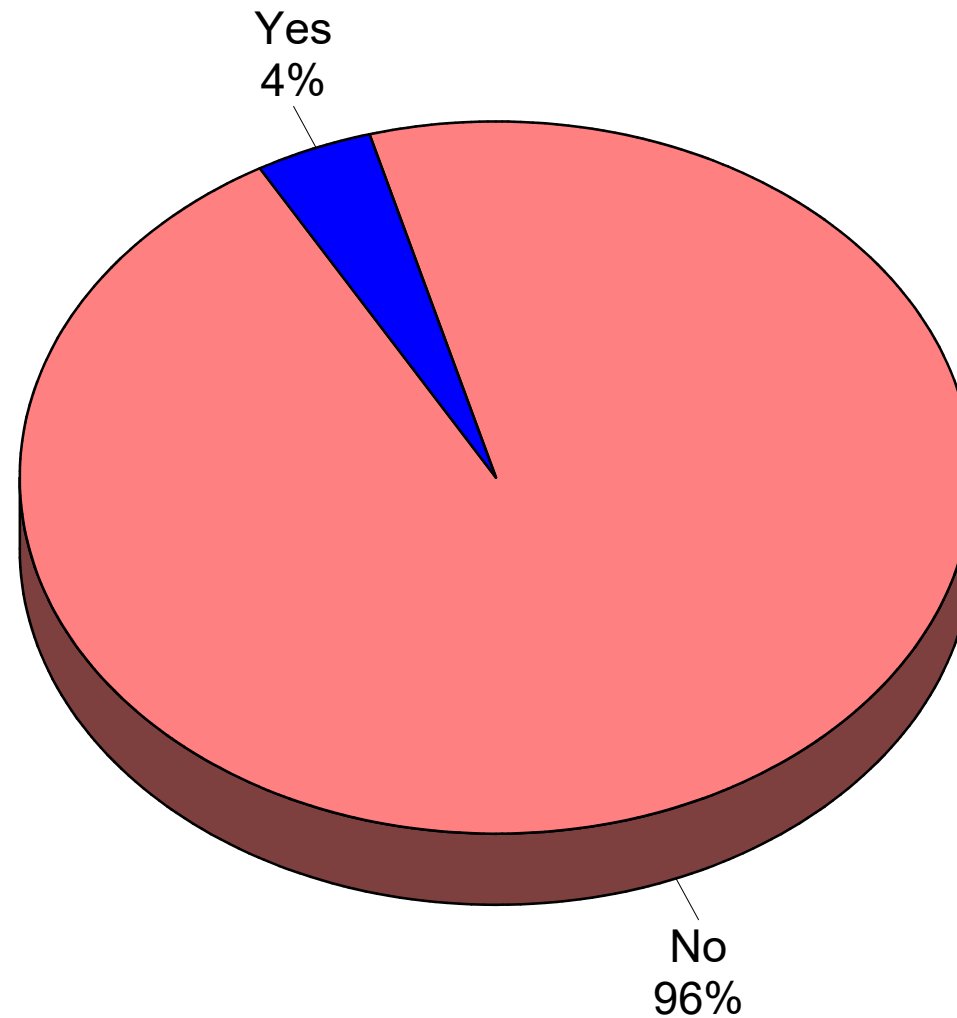
by percentage of respondents who received a citation from the City and rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q5. Have you applied for a license or a registration through Austin Code?

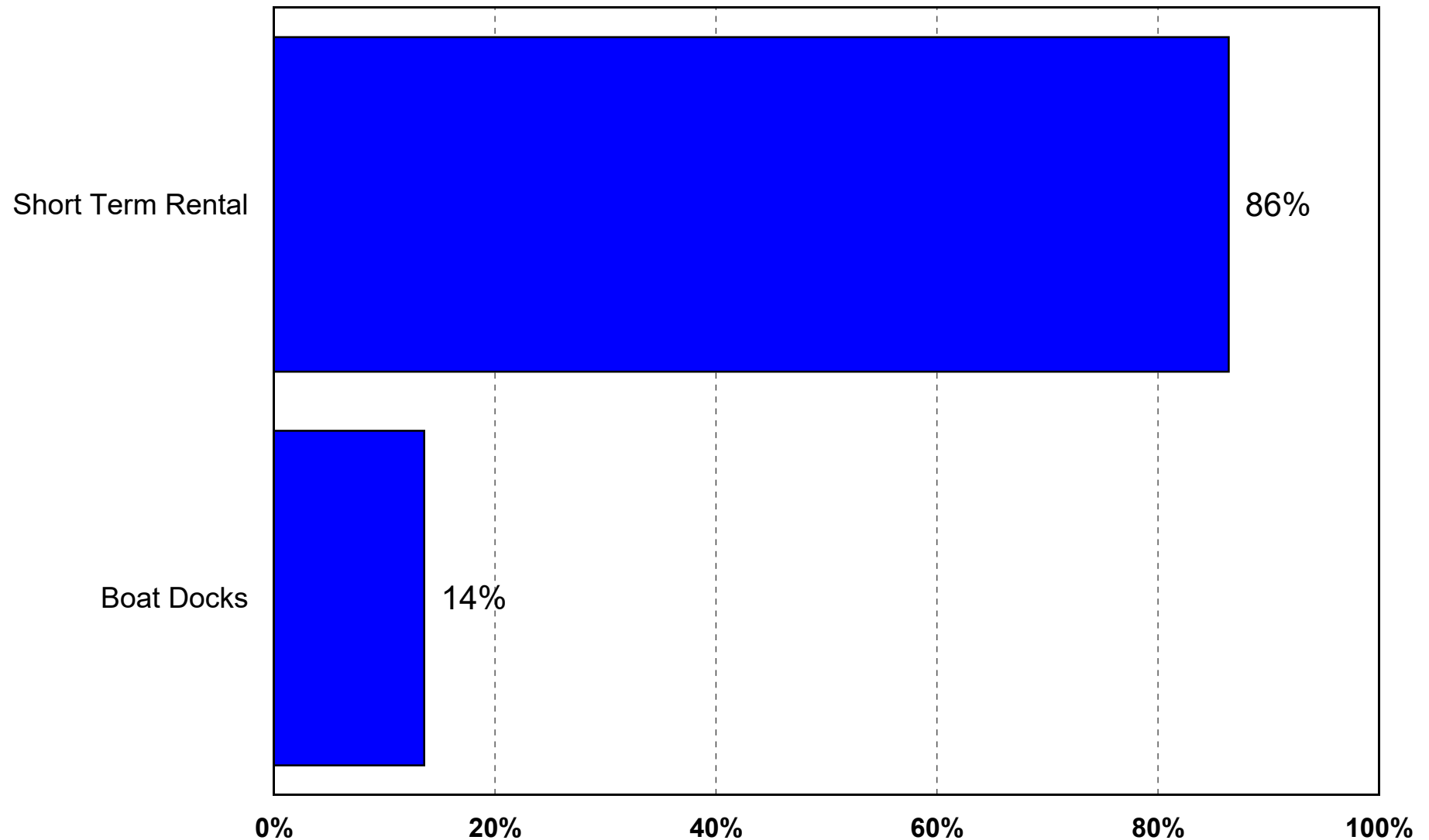
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q6. What kind of license or registration did you apply for?

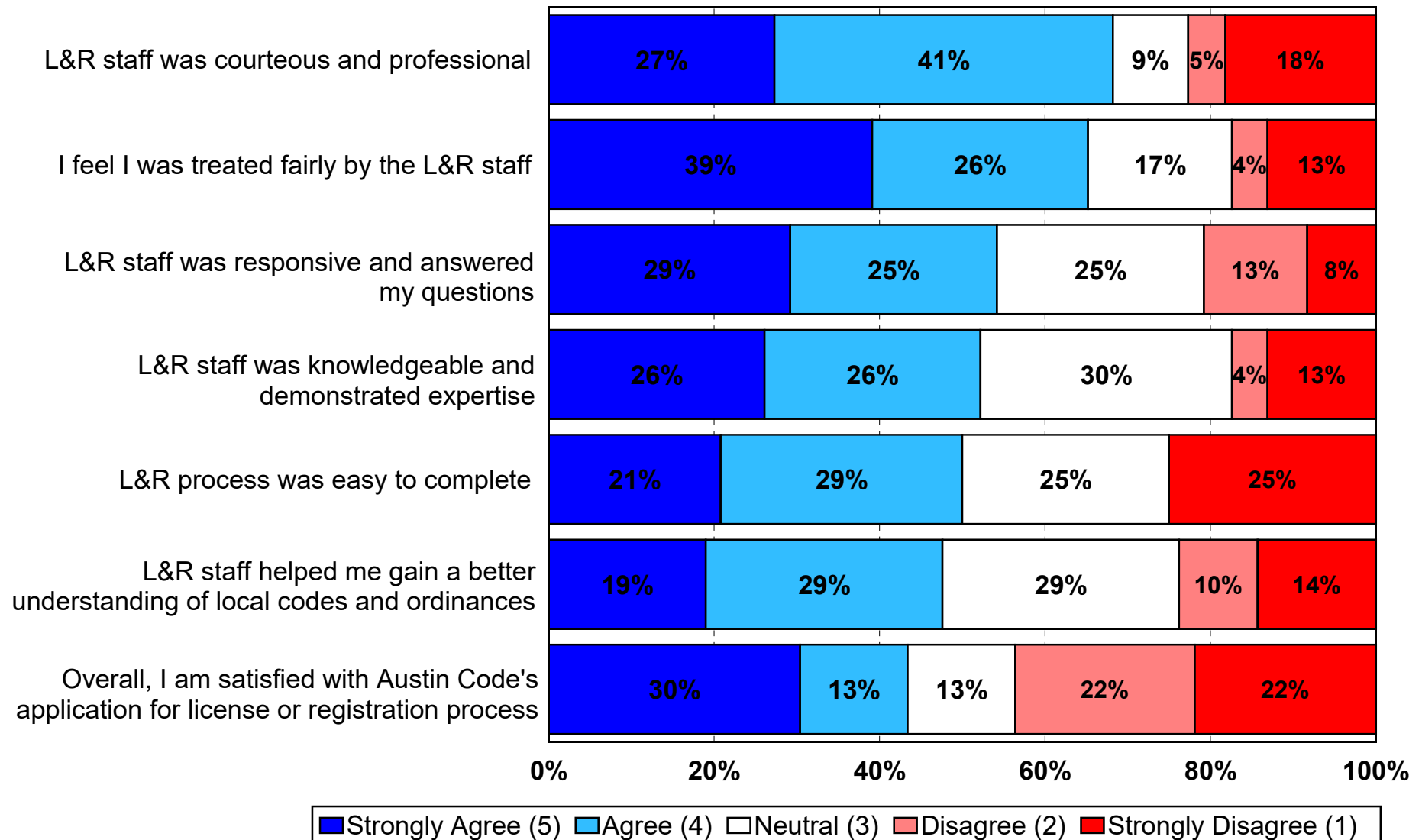
by percentage of respondents who applied for a license or registration through Austin Code
(multiple selections could be made)



Source: ETC Institute (2020 - Austin Code Dept.)

Q7. Agreement with Statements Regarding Experience with Austin Code Licensing and Registration (L&R) Staff

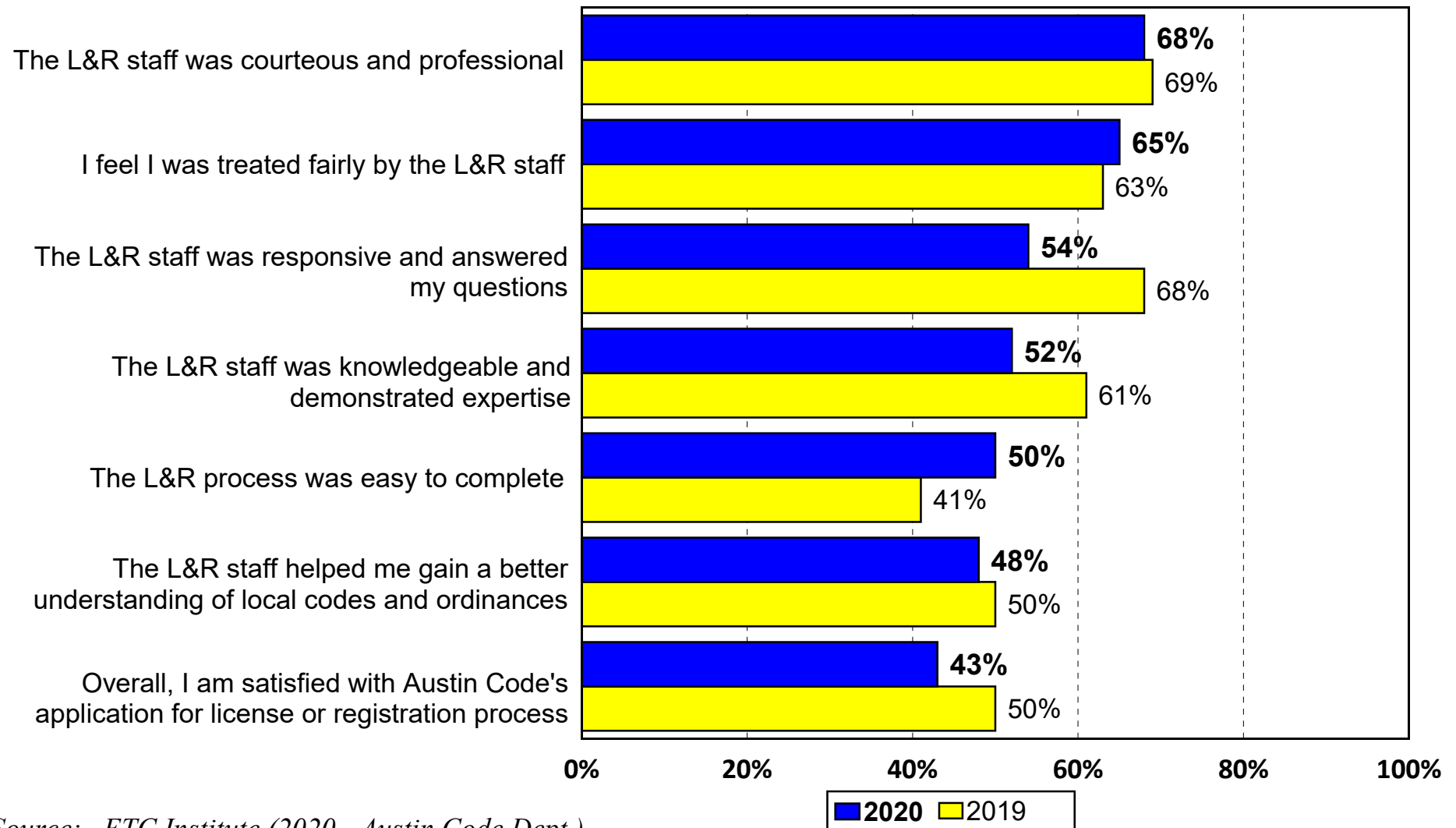
by percentage of respondents who applied for a license or registration through Austin Code (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q7. Agreement with the Following Statements Regarding Experience with Austin Code Licensing and Registration (L&R) Staff - **2020 vs. 2019**

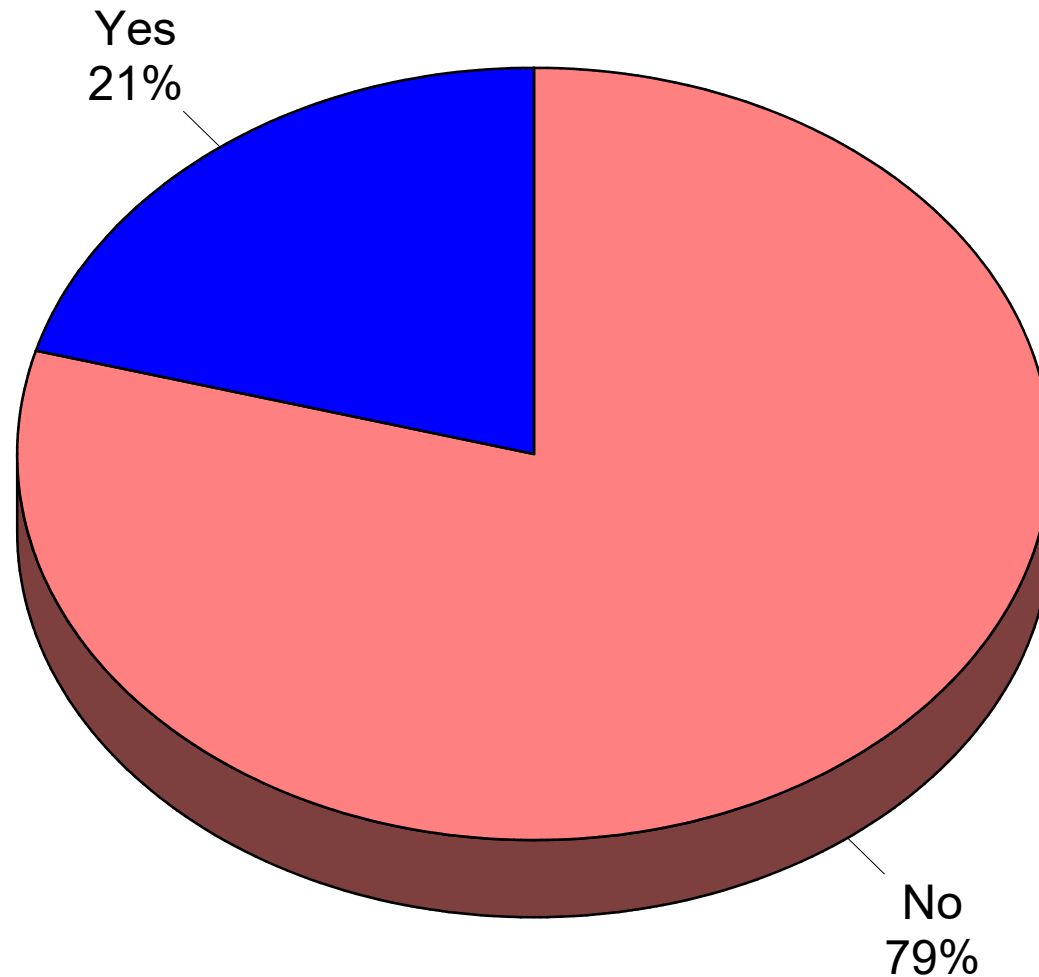
by percentage of respondents who applied for a license or a registration through Austin Code and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q8. Have you contacted Austin Code's "Code Connect" hotline?

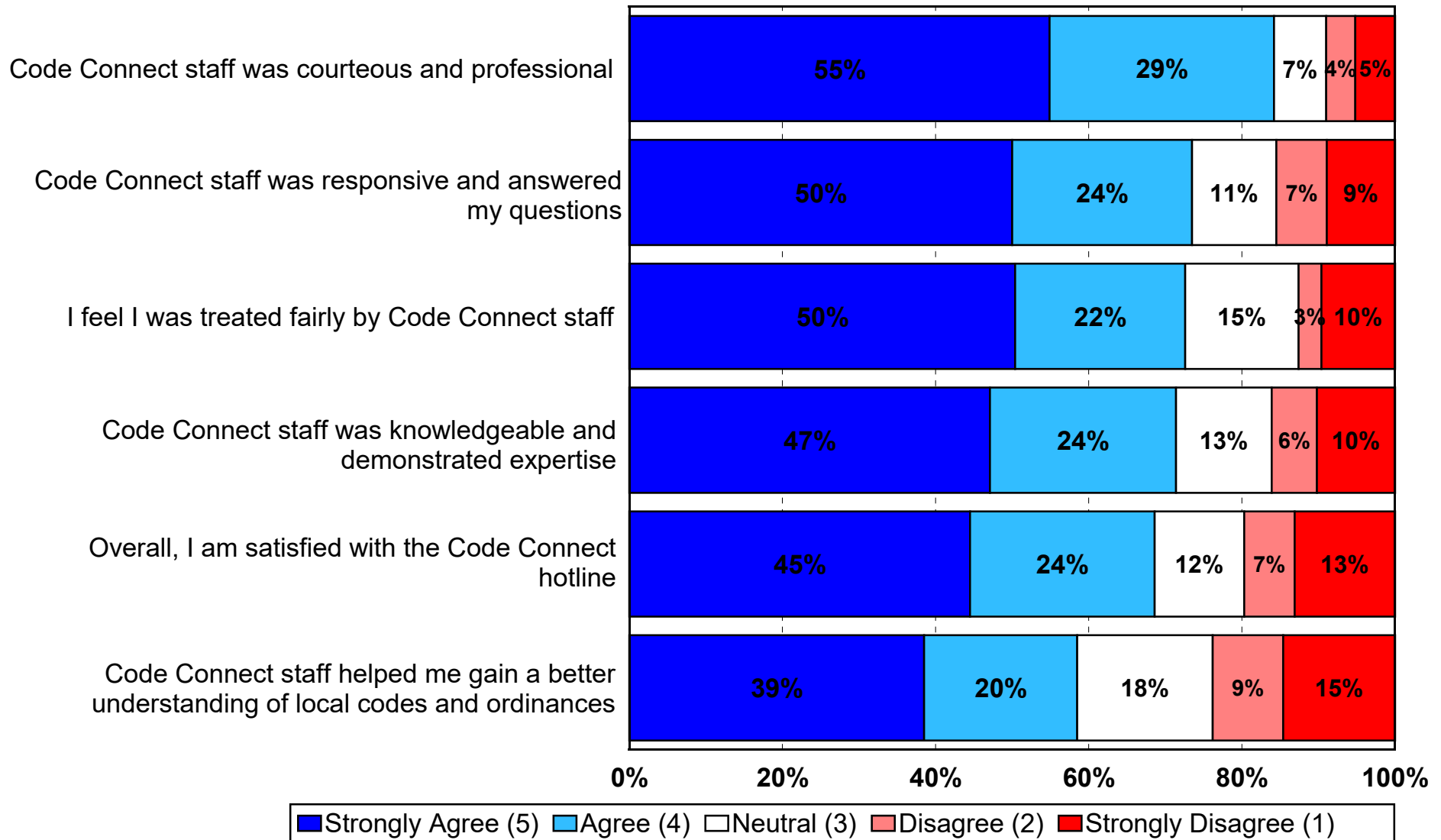
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q9. Agreement with Statements Regarding Experience with Austin Code's "Code Connect" Hotline Staff

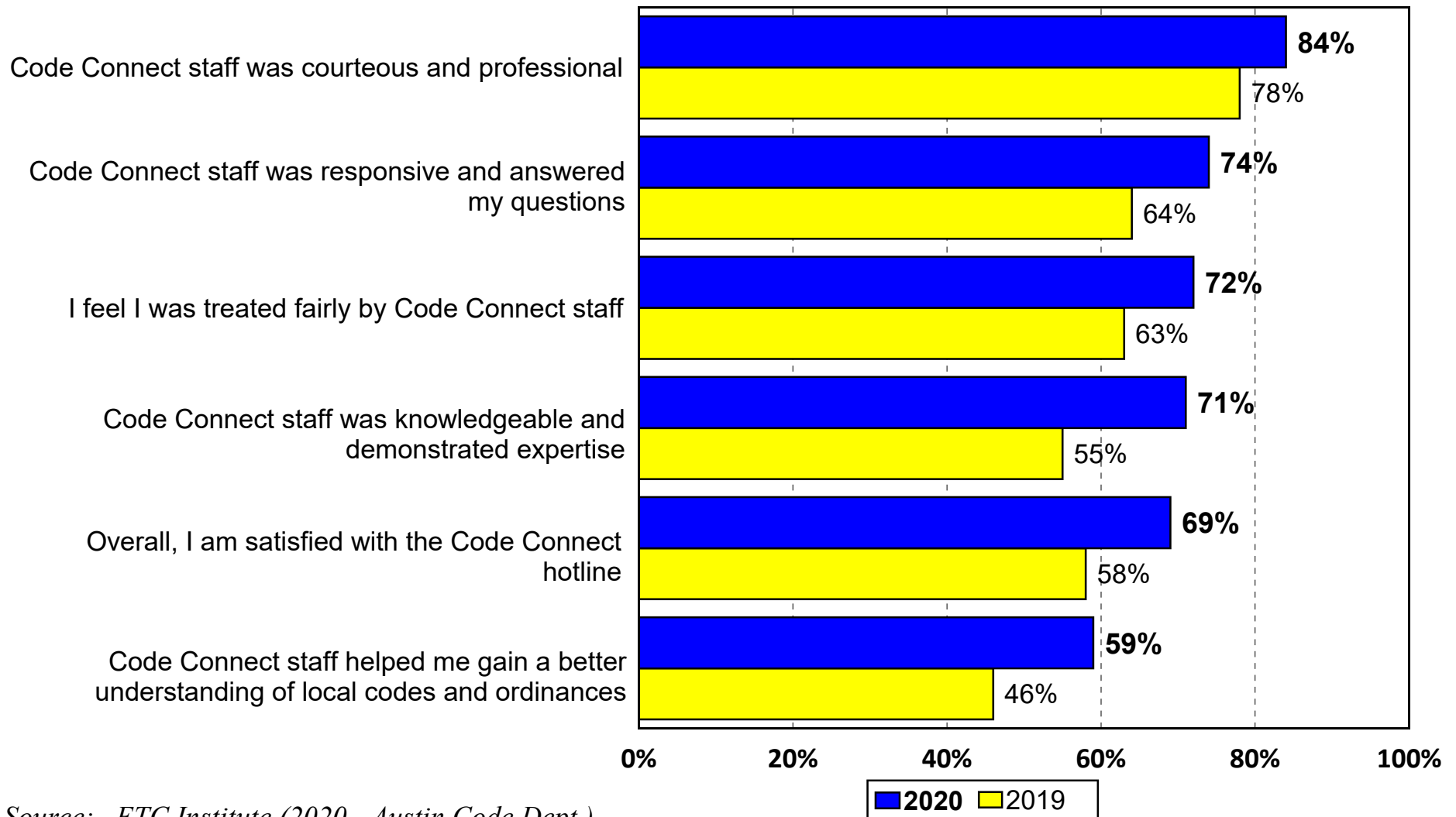
by percentage of respondents who have contacted the hotline (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q9. Agreement with the Following Statements Regarding Experience with Austin Code's "Code Connect" Hotline Staff - **2020 vs. 2019**

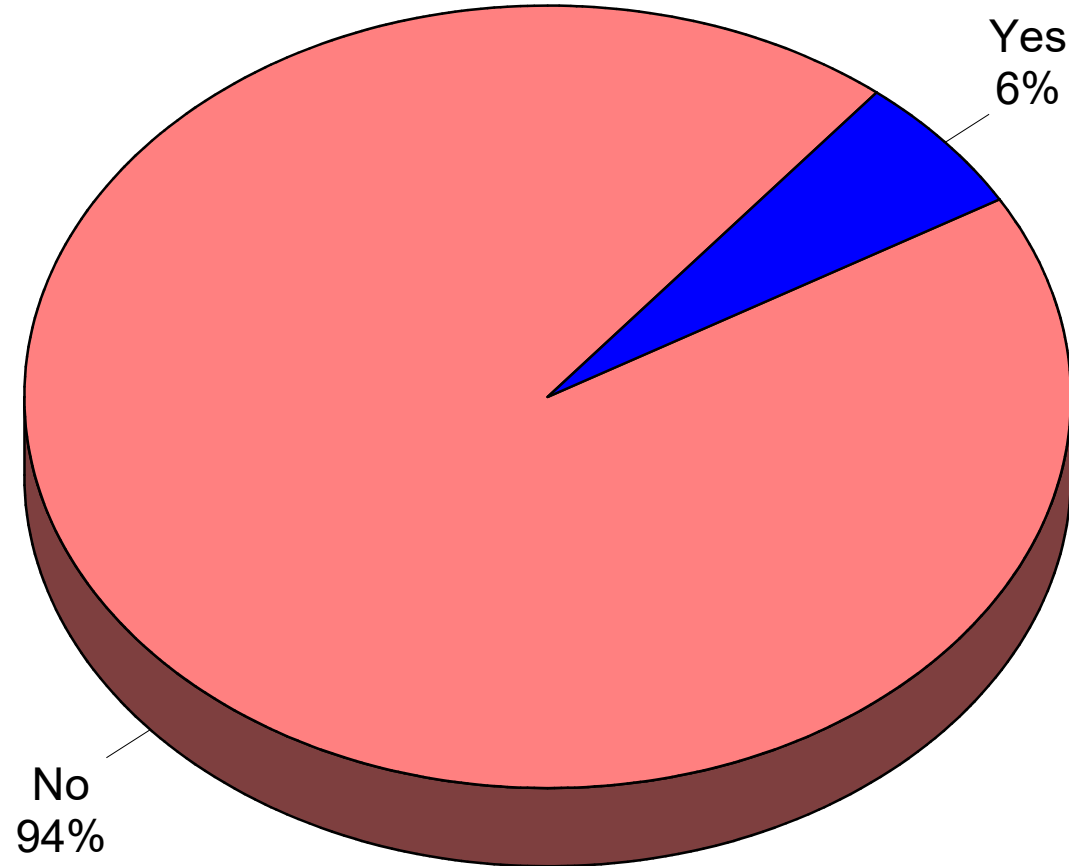
by percentage of respondents who have contacted the hotline and rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q10. Have you used Austin Code's After-Hours service?

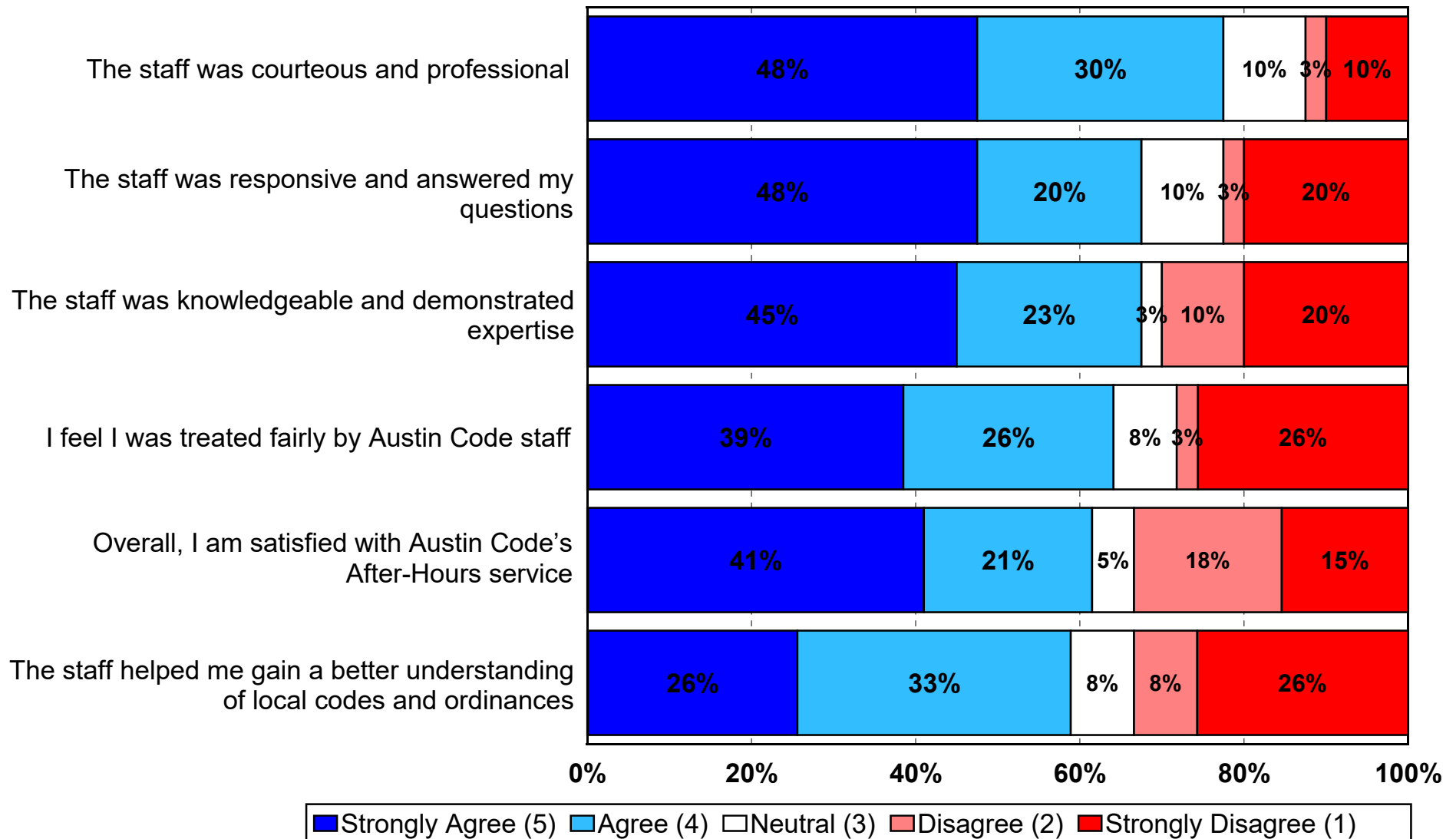
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q11. Agreement with the Following Statements Regarding Experience with Austin Code's After-Hours Service

by percentage of respondents who have used the After-Hours service (excluding don't knows)

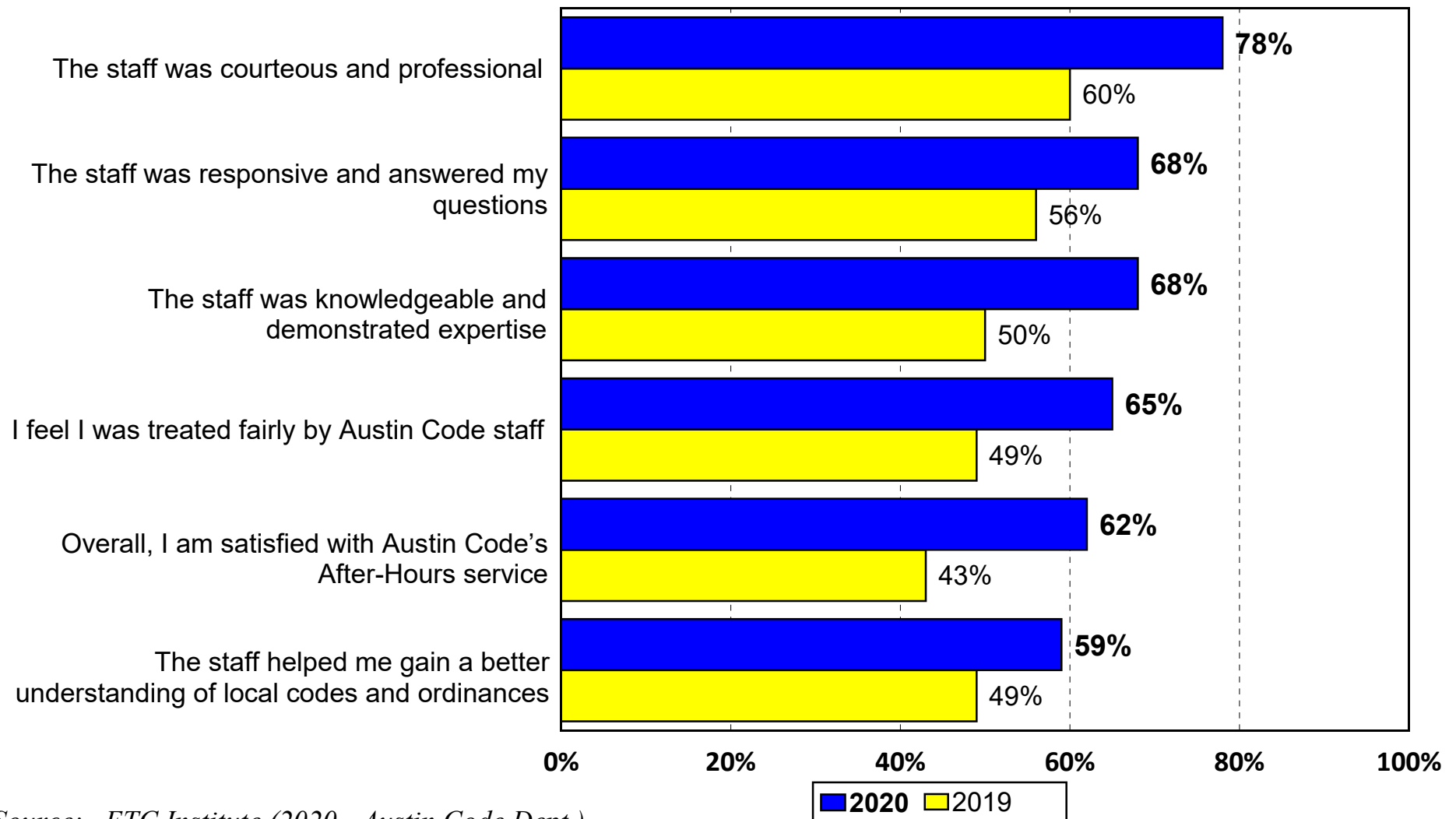


Source: ETC Institute (2020 - Austin Code Dept.)

Q11. Agreement with the Following Statements Regarding Experience with Austin Code's After-Hours Service

2020 vs. 2019

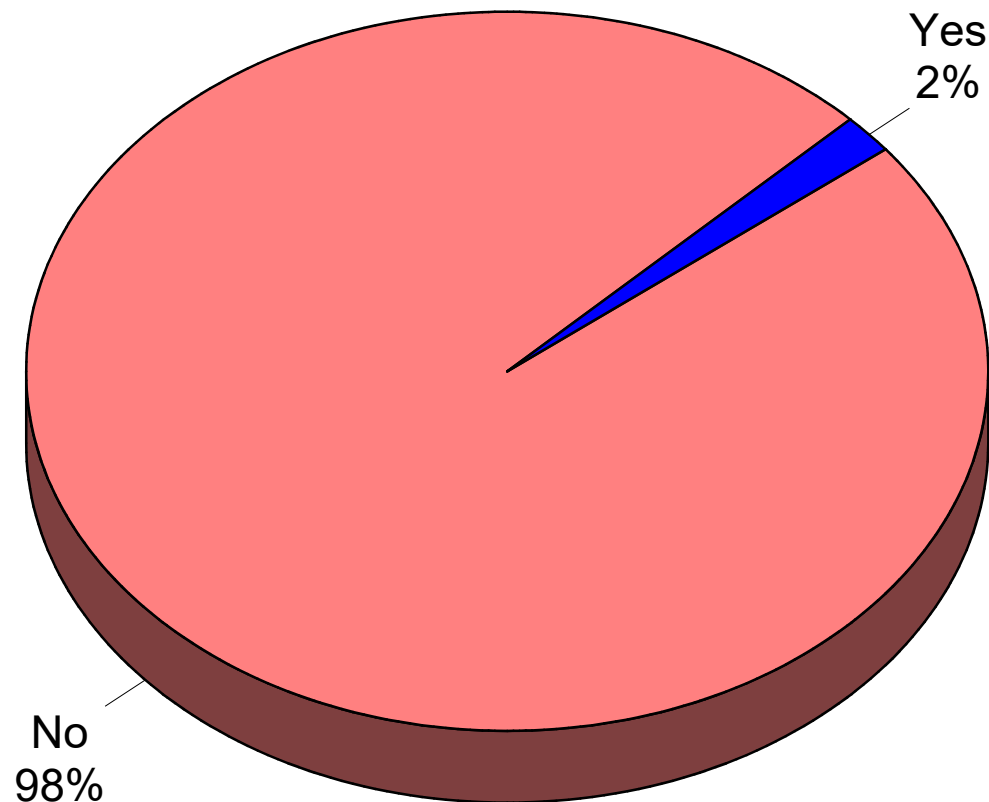
by percentage of respondents who have used the After-Hours Service and rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q12. Have you been through Austin Code's quasi-judicial process?

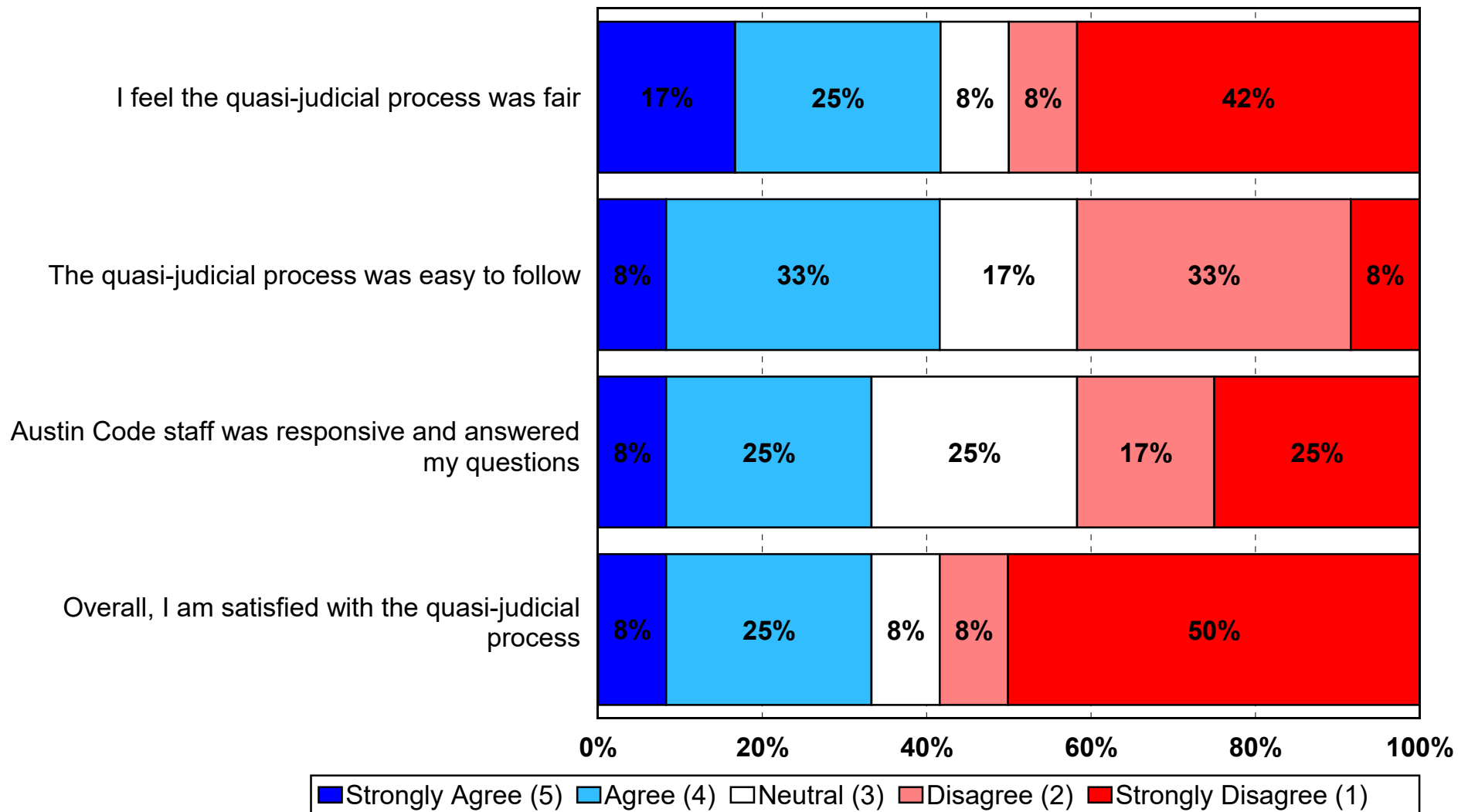
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q13. Agreement with the Following Statements Regarding Experience with Austin Code's Quasi-Judicial Process

by percentage of respondents who have been through the quasi-judicial process (excluding don't knows)

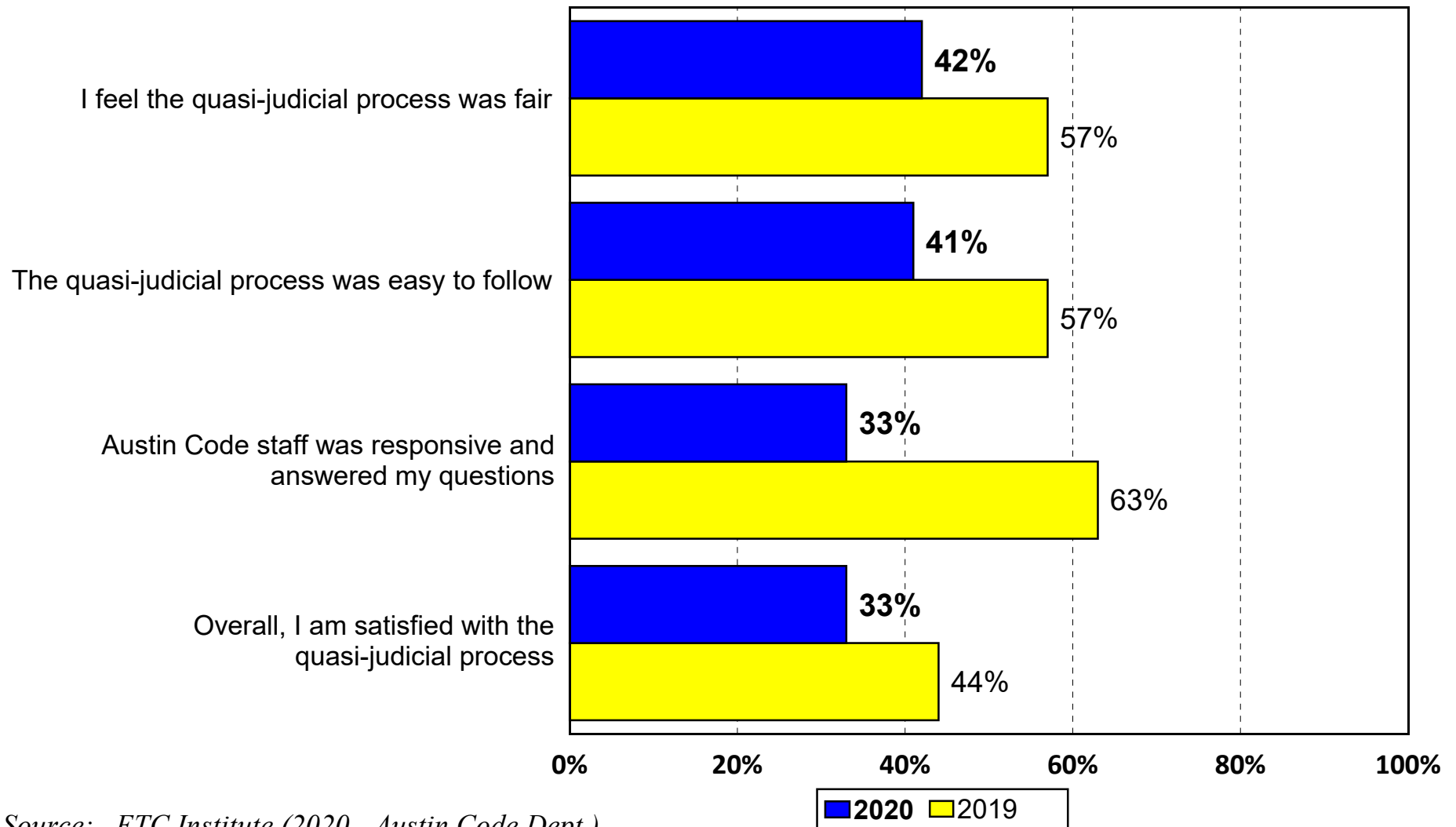


Source: ETC Institute (2020 - Austin Code Dept.)

Q13. Agreement with the Following Statements Regarding Experience with Austin Code's Quasi-Judicial Process

2020 vs. 2019

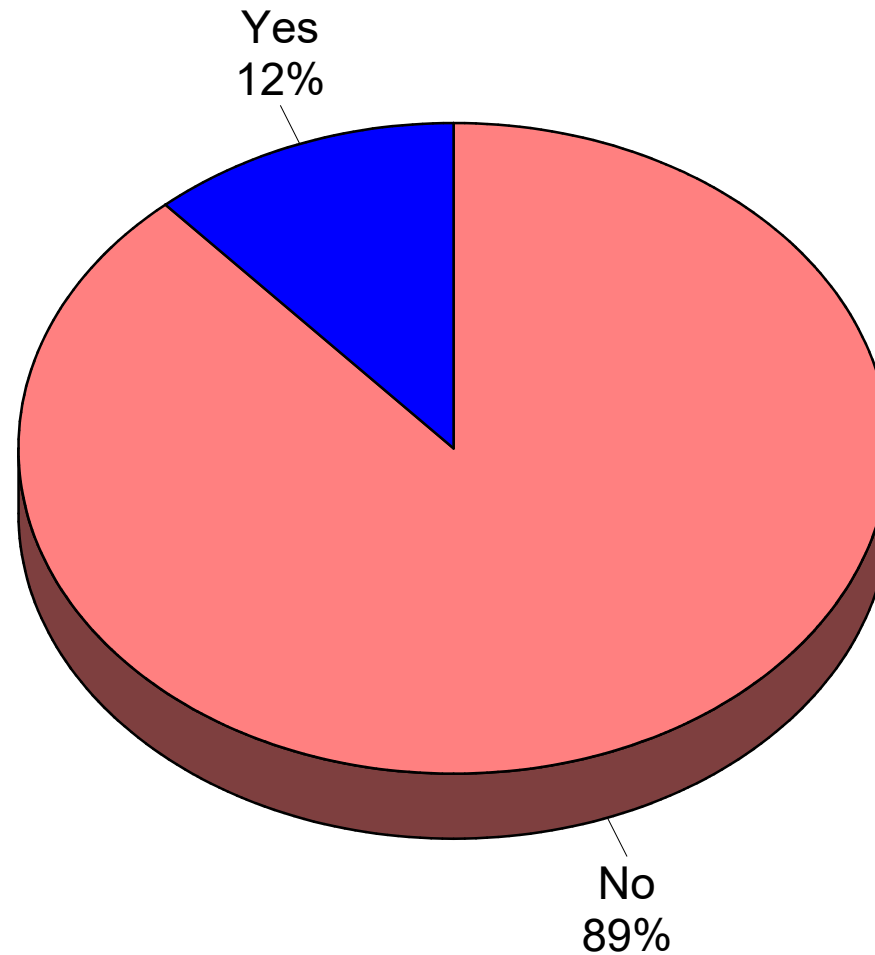
by percentage of respondents who have been through the process and rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q14. Have you seen Austin Code staff in a community event or neighborhood meeting?

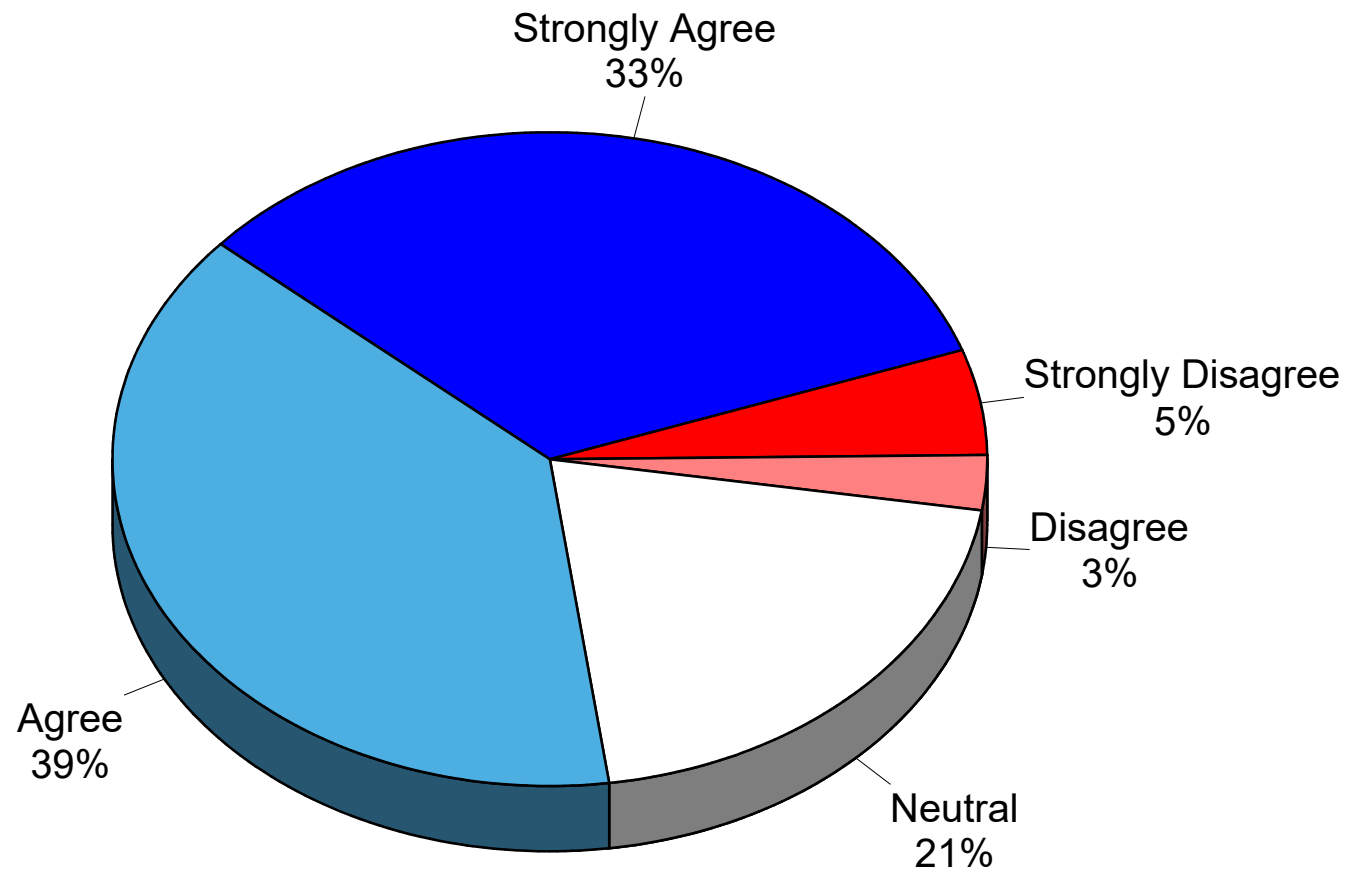
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q15. Agreement That Having Austin Code Staff Present Was Helpful in Learning More About Austin Codes and Ordinances

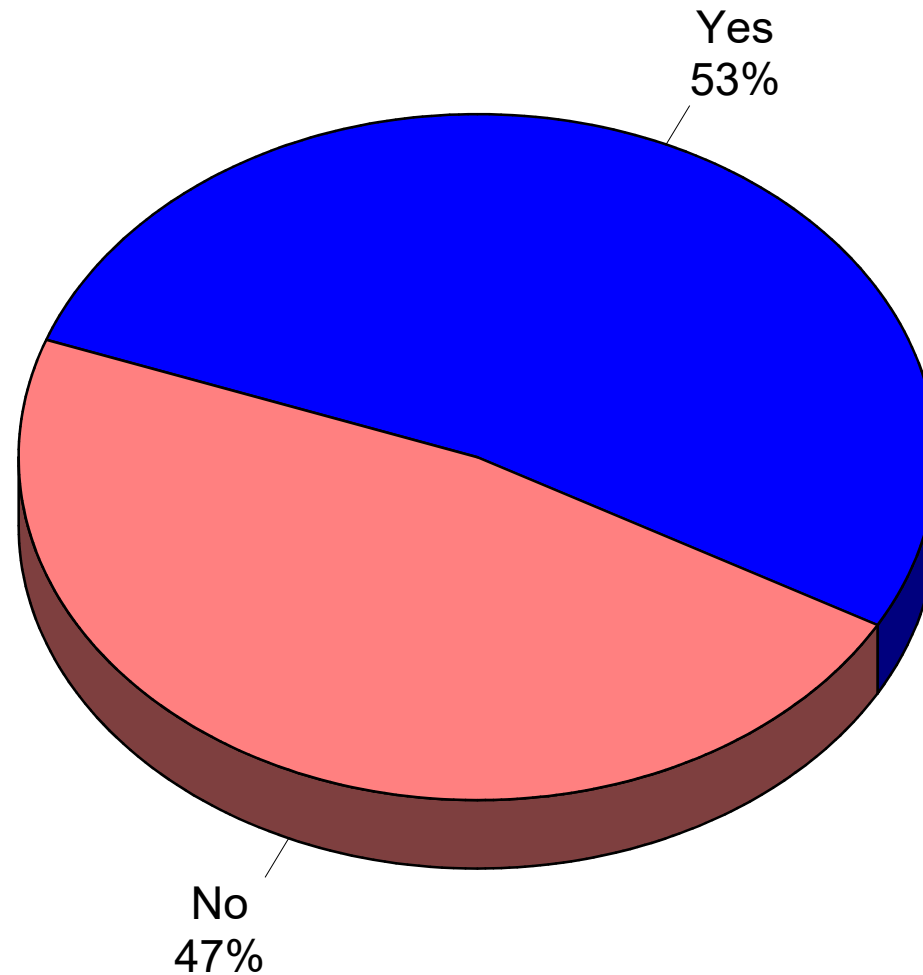
by percentage of respondents who have seen Austin Code staff in a community event or neighborhood meeting
(excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q16. Have you searched for information on Austin Code's website?

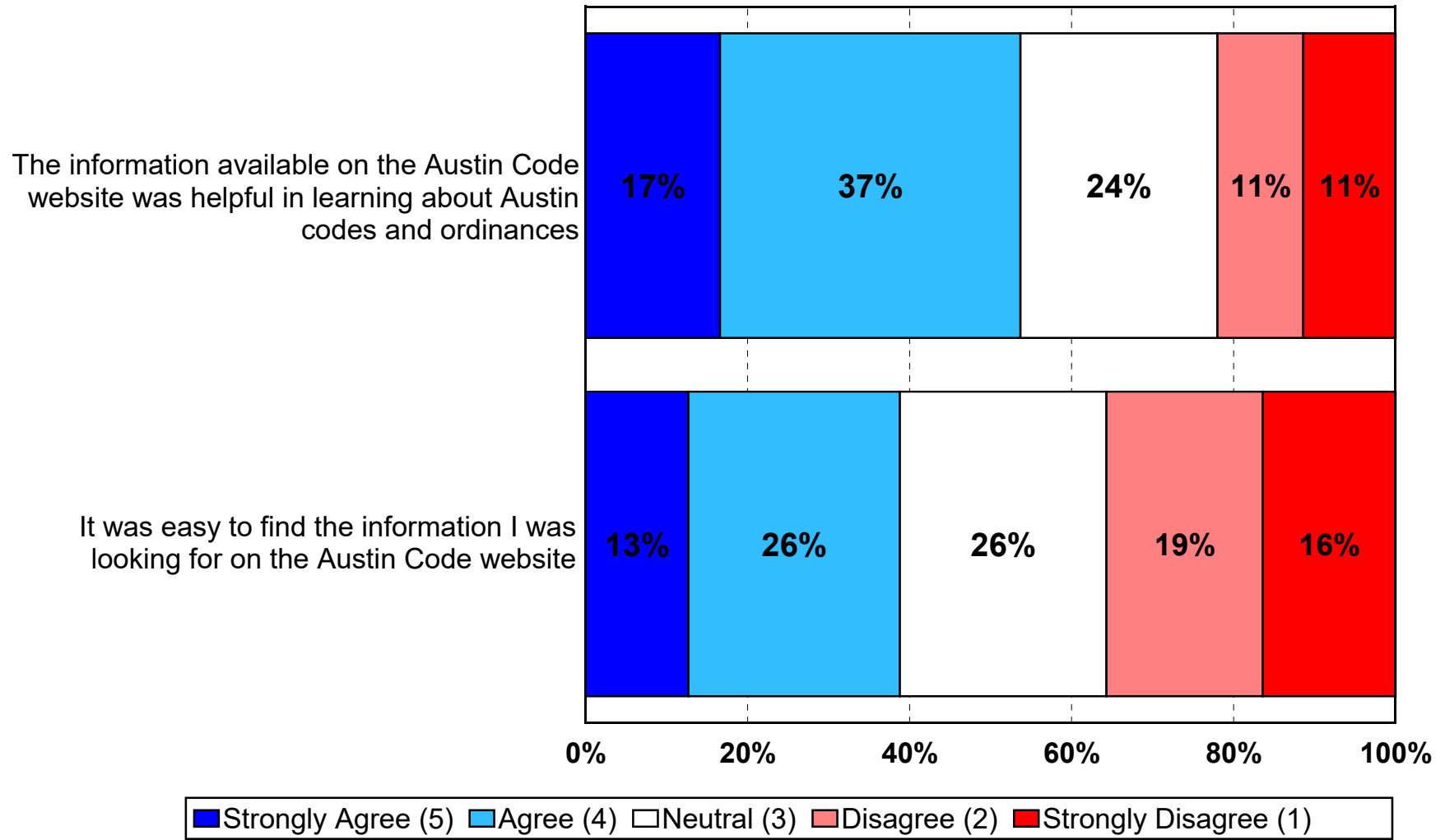
by percentage of respondents



Source: ETC Institute (2020 - Austin Code Dept.)

Q17. Agreement with the Following Statements Regarding Experience Using Austin Code's Website

by percentage of respondents who have searched for information on Austin Code's website (excluding don't knows)

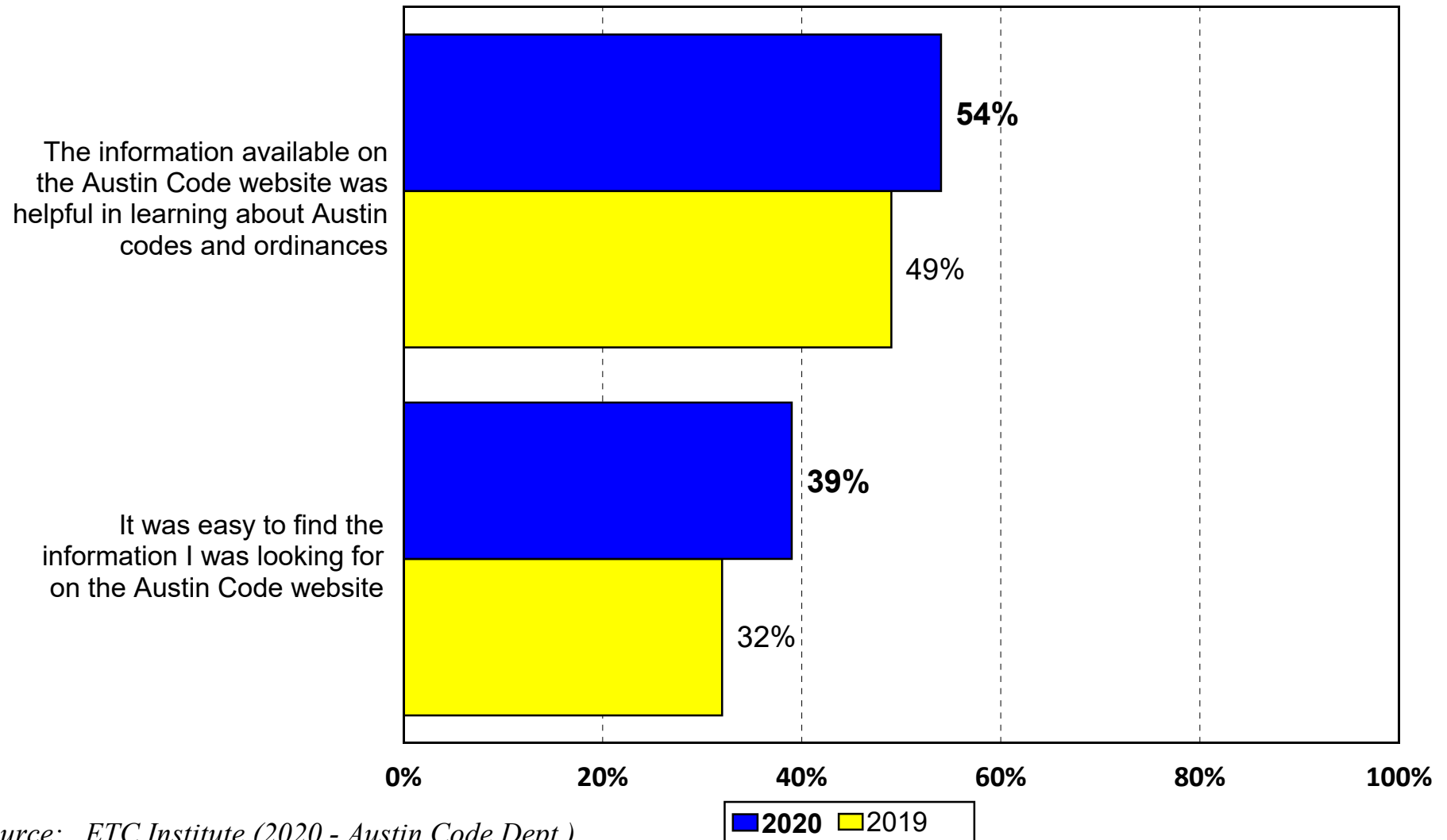


Source: ETC Institute (2020 - Austin Code Dept.)

Q17. Agreement with the Following Statements Regarding Experience Using Austin Code's Website

2020 vs. 2019

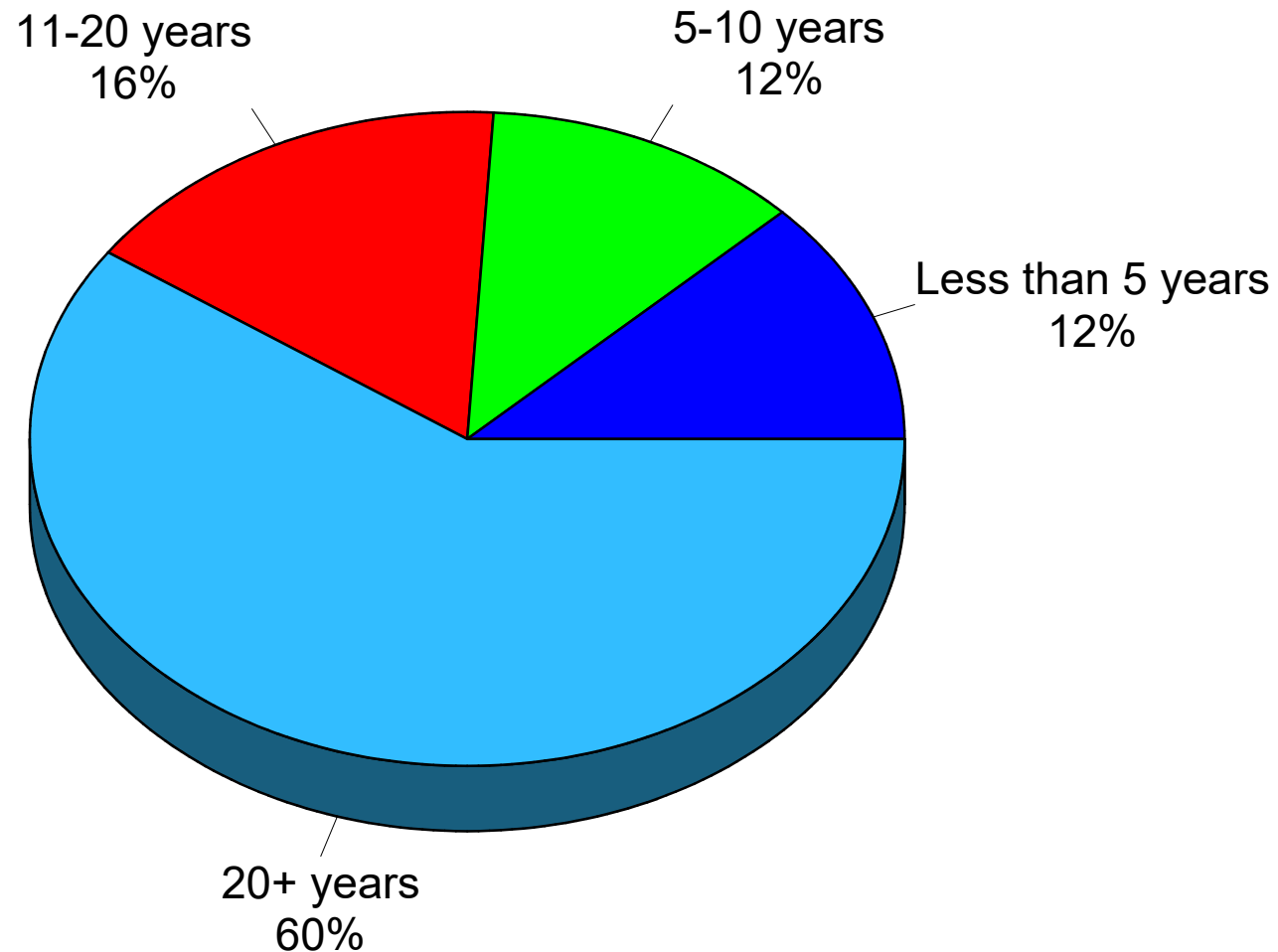
by percentage of respondents who have searched information on Austin Codes website and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Austin Code Dept.)

Q18. Approximately how many years have you lived in the City of Austin?

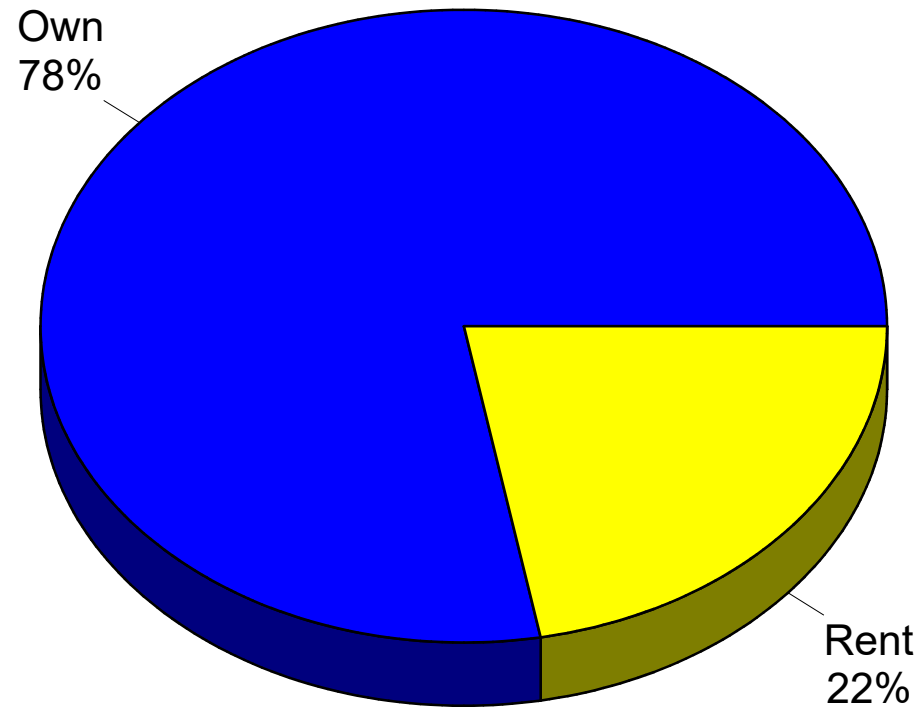
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Q19. Do you own or rent your current residence?

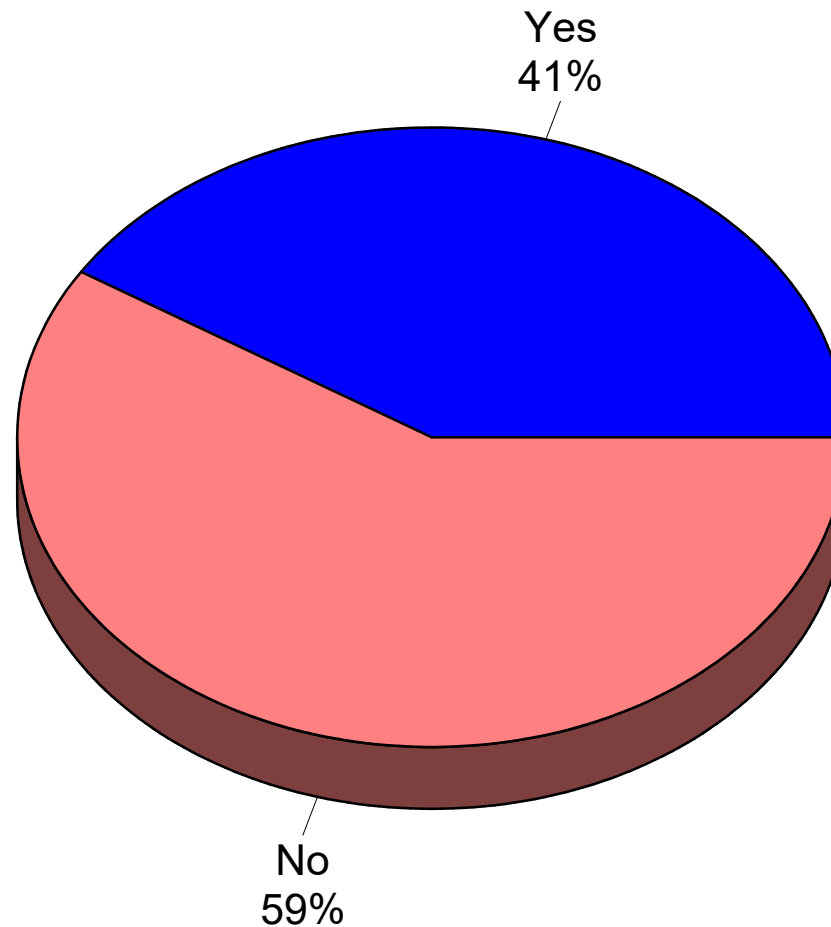
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Q20. Do you belong to a neighborhood association?

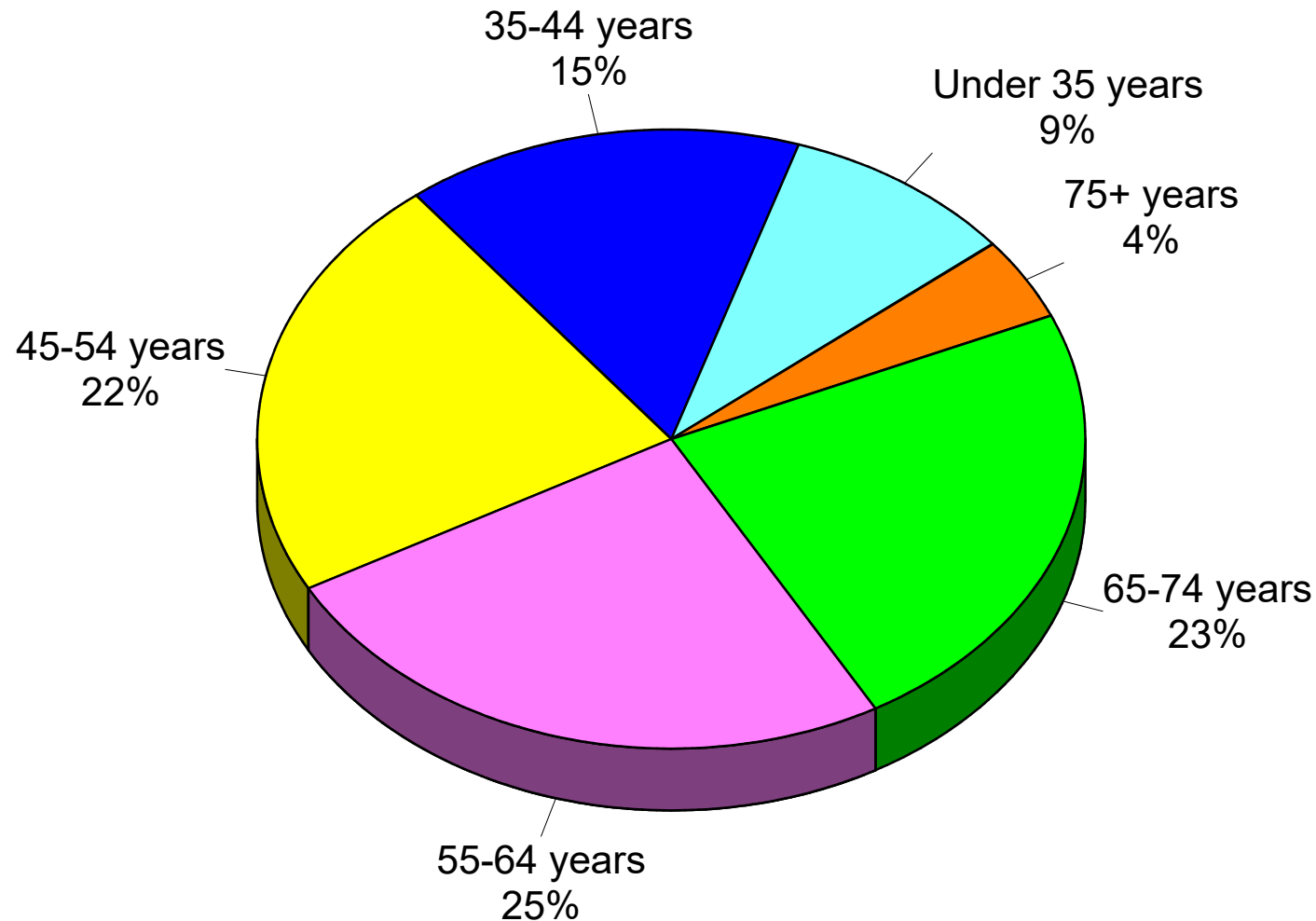
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Q21. Which of the following best describes your age?

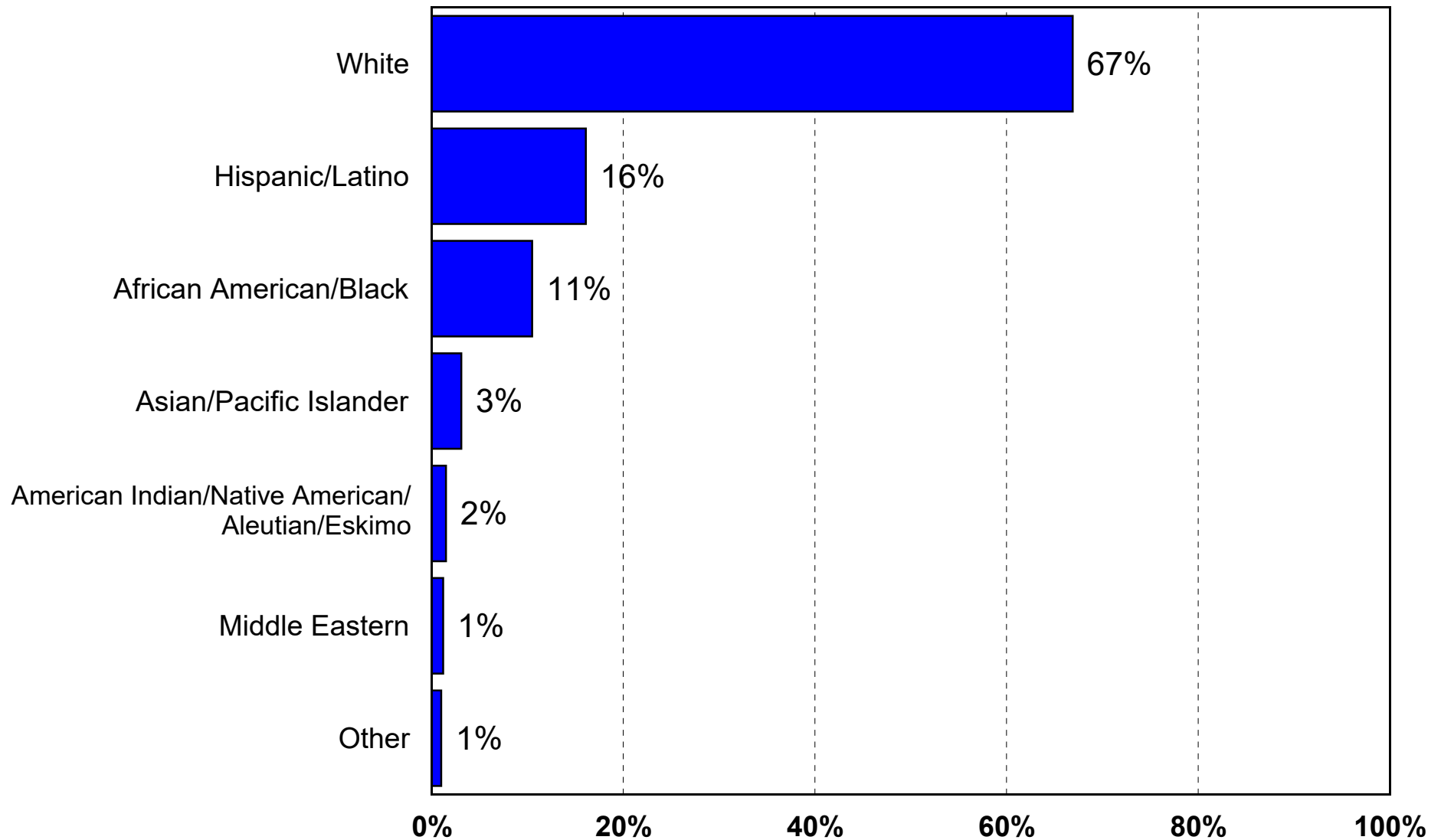
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Q22. Which of the following best describes your race or ethnic background?

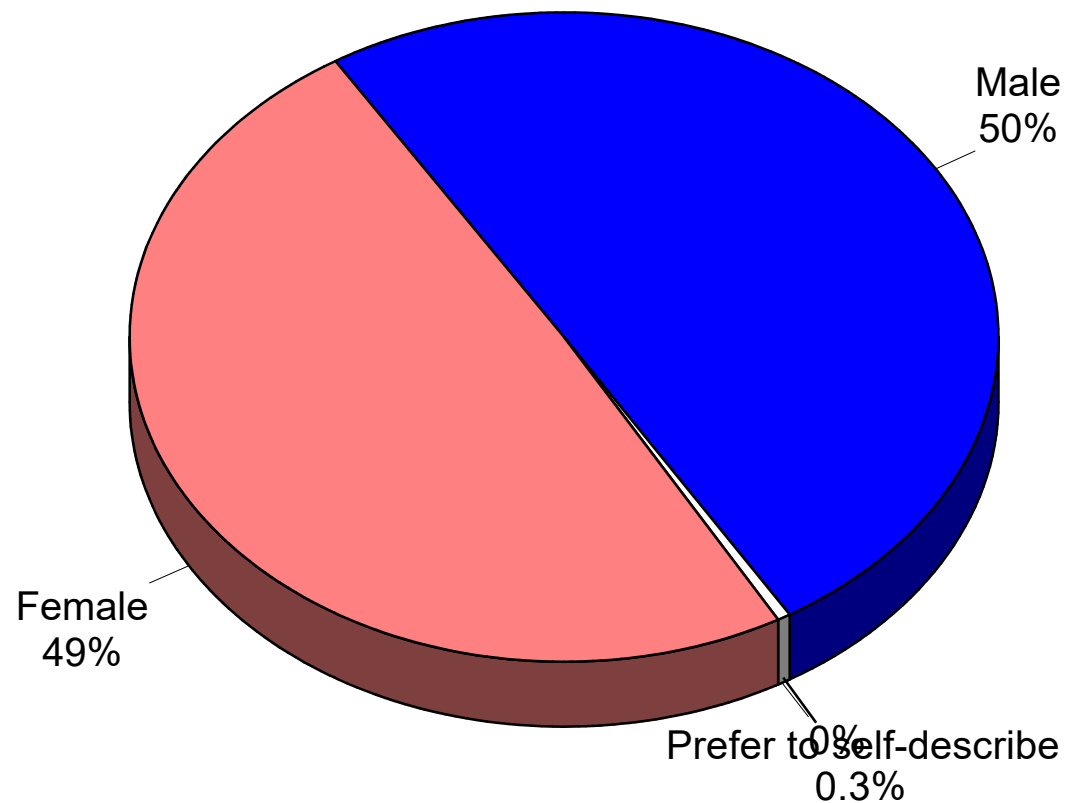
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020 - Austin Code Dept.)

Q23. What is your gender identity?

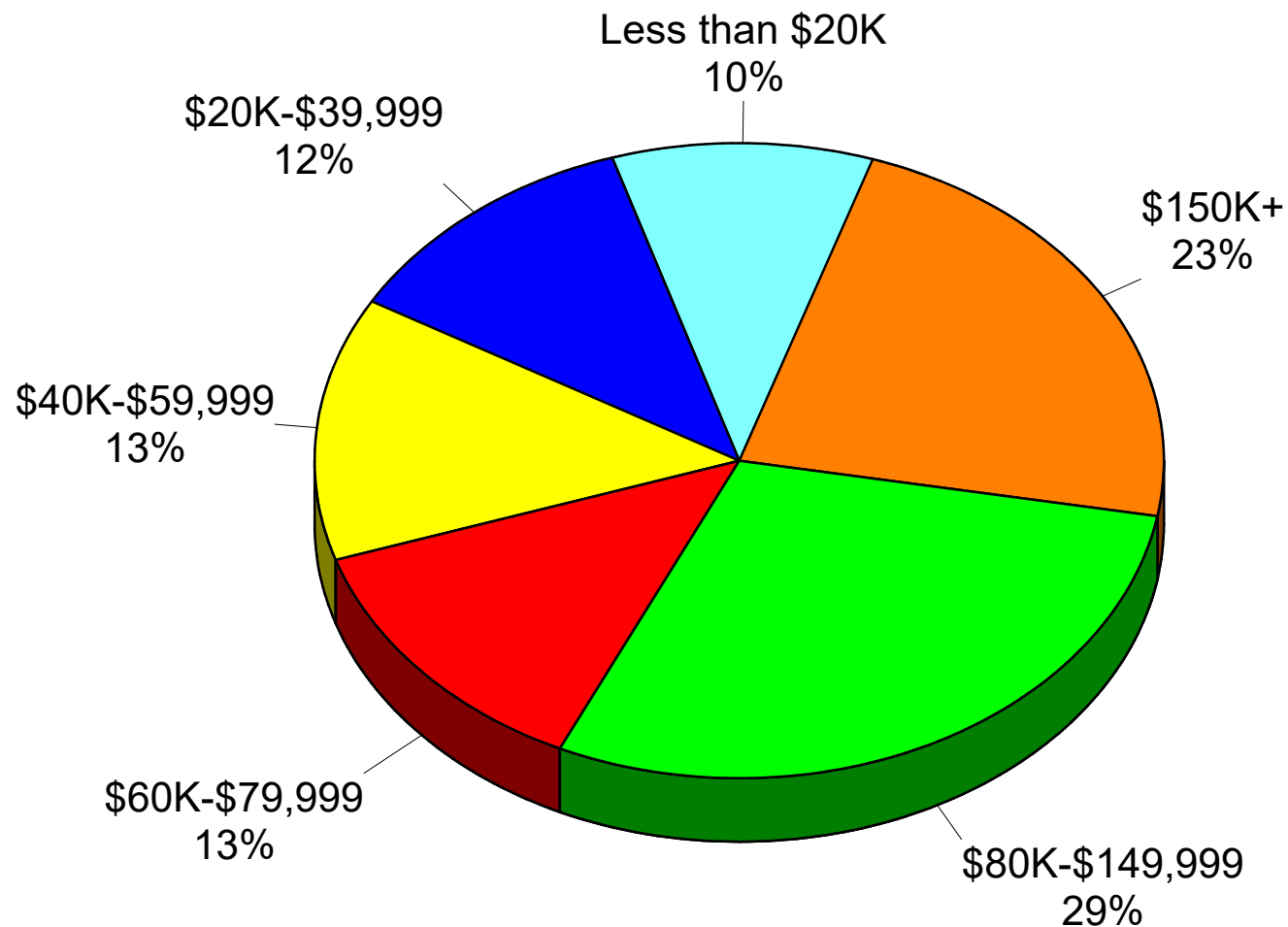
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Q24. Total Annual Household Income

by percentage of respondents (excluding not provided)



Source: ETC Institute (2020 - Austin Code Dept.)

Section 2

Tabular Data

Q1. Have you SUBMITTED a complaint regarding a code enforcement issue?

Q1. Have you submitted a complaint regarding a code enforcement issue	Number	Percent
Yes	517	76.1 %
No	162	23.9 %
Total	679	100.0 %

Q2. (If YES to Question 1) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

(N=517)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q2-1. Austin Code staff was courteous & professional	40.4%	29.0%	9.3%	5.2%	3.7%	12.4%
Q2-2. Austin Code staff was responsive & answered my questions	34.4%	23.4%	10.3%	10.3%	12.2%	9.5%
Q2-3. Austin Code staff was knowledgeable & demonstrated expertise	32.1%	21.3%	14.3%	10.6%	8.9%	12.8%
Q2-4. Austin Code staff helped me gain a better understanding of local codes & ordinances	23.2%	18.0%	16.8%	13.9%	13.3%	14.7%
Q2-5. I feel I was treated fairly by Austin Code	33.7%	21.7%	15.3%	9.1%	10.6%	9.7%
Q2-6. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	27.5%	15.9%	13.9%	14.9%	21.9%	6.0%

WITHOUT DON'T KNOW

Q2. (If YES to Question 1) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements: (without "don't know")

(N=517)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q2-1. Austin Code staff was courteous & professional	46.1%	33.1%	10.6%	6.0%	4.2%
Q2-2. Austin Code staff was responsive & answered my questions	38.0%	25.9%	11.3%	11.3%	13.5%
Q2-3. Austin Code staff was knowledgeable & demonstrated expertise	36.8%	24.4%	16.4%	12.2%	10.2%
Q2-4. Austin Code staff helped me gain a better understanding of local codes & ordinances	27.2%	21.1%	19.7%	16.3%	15.6%
Q2-5. I feel I was treated fairly by Austin Code	37.3%	24.0%	16.9%	10.1%	11.8%
Q2-6. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	29.2%	16.9%	14.8%	15.8%	23.3%

Q3. Have you RECEIVED a Notice of Violation or a citation from the City of Austin Code Department?

Q3. Have you received a Notice of Violation or a citation from City Code Department	Number	Percent
Yes	62	9.1 %
No	617	90.9 %
Total	679	100.0 %

Q4. (If YES to Question 3) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

(N=62)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. Warning or citation issued was clear & easy to understand	30.6%	29.0%	19.4%	8.1%	12.9%	0.0%
Q4-2. Austin Code staff was courteous & professional	33.9%	17.7%	25.8%	6.5%	6.5%	9.7%
Q4-3. Austin Code staff was responsive & answered my questions	30.6%	14.5%	22.6%	8.1%	9.7%	14.5%
Q4-4. Austin Code staff was knowledgeable & demonstrated expertise	25.8%	19.4%	21.0%	8.1%	12.9%	12.9%
Q4-5. Austin Code staff helped me gain a better understanding of local codes & ordinances	22.6%	14.5%	27.4%	6.5%	21.0%	8.1%
Q4-6. I feel I was treated fairly by Austin Code	29.0%	22.6%	17.7%	12.9%	16.1%	1.6%
Q4-7. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	25.8%	11.3%	21.0%	16.1%	19.4%	6.5%

WITHOUT DON'T KNOW

Q4. (If YES to Question 3) Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements: (without "don't know")

(N=62)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. Warning or citation issued was clear & easy to understand	30.6%	29.0%	19.4%	8.1%	12.9%
Q4-2. Austin Code staff was courteous & professional	37.5%	19.6%	28.6%	7.1%	7.1%
Q4-3. Austin Code staff was responsive & answered my questions	35.8%	17.0%	26.4%	9.4%	11.3%
Q4-4. Austin Code staff was knowledgeable & demonstrated expertise	29.6%	22.2%	24.1%	9.3%	14.8%
Q4-5. Austin Code staff helped me gain a better understanding of local codes & ordinances	24.6%	15.8%	29.8%	7.0%	22.8%
Q4-6. I feel I was treated fairly by Austin Code	29.5%	23.0%	18.0%	13.1%	16.4%
Q4-7. Overall, I am satisfied with Austin Code's enforcement of local codes & ordinances	27.6%	12.1%	22.4%	17.2%	20.7%

Q5. Have you applied for a license or a registration through Austin Code?

Q5. Have you applied for a license or a registration through Austin Code	Number	Percent
Yes	25	3.7 %
No	654	96.3 %
Total	679	100.0 %

Q6. (If YES to Question 5) What kind of license or registration did you apply for?

Q6. What kind of license or registration did you apply for	Number	Percent
Short Term Rental	19	76.0 %
Boat Docks	3	12.0 %
Not provided	3	12.0 %
Total	25	100.0 %

WITHOUT NOT PROVIDED**Q6. (If YES to Question 5) What kind of license or registration did you apply for? (without "not provided")**

Q6. What kind of license or registration did you apply for	Number	Percent
Short Term Rental	19	86.4 %
Boat Docks	3	13.6 %
Total	22	100.0 %

Q7. (If YES to Question 5) Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements:

(N=25)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-1. L&R process was easy to complete	20.0%	28.0%	24.0%	0.0%	24.0%	4.0%
Q7-2. L&R staff was courteous & professional	24.0%	36.0%	8.0%	4.0%	16.0%	12.0%
Q7-3. L&R staff was responsive & answered my questions	28.0%	24.0%	24.0%	12.0%	8.0%	4.0%
Q7-4. L&R staff was knowledgeable & demonstrated expertise	24.0%	24.0%	28.0%	4.0%	12.0%	8.0%
Q7-5. L&R staff helped me gain a better understanding of local codes & ordinances	16.0%	24.0%	24.0%	8.0%	12.0%	16.0%
Q7-6. I feel I was treated fairly by L&R staff	36.0%	24.0%	16.0%	4.0%	12.0%	8.0%
Q7-7. Overall, I am satisfied with Austin Code's application for license or registration process	28.0%	12.0%	12.0%	20.0%	20.0%	8.0%

WITHOUT DON'T KNOW

Q7. (If YES to Question 5) Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements: (without "don't know")

(N=25)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. L&R process was easy to complete	20.8%	29.2%	25.0%	0.0%	25.0%
Q7-2. L&R staff was courteous & professional	27.3%	40.9%	9.1%	4.5%	18.2%
Q7-3. L&R staff was responsive & answered my questions	29.2%	25.0%	25.0%	12.5%	8.3%
Q7-4. L&R staff was knowledgeable & demonstrated expertise	26.1%	26.1%	30.4%	4.3%	13.0%
Q7-5. L&R staff helped me gain a better understanding of local codes & ordinances	19.0%	28.6%	28.6%	9.5%	14.3%
Q7-6. I feel I was treated fairly by L&R staff	39.1%	26.1%	17.4%	4.3%	13.0%
Q7-7. Overall, I am satisfied with Austin Code's application for license or registration process	30.4%	13.0%	13.0%	21.7%	21.7%

Q8. Have you contacted Austin Code's "Code Connect" hotline?

Q8. Have you contacted Austin Code's Code

Connect hotline	Number	Percent
Yes	141	20.8 %
No	538	79.2 %
Total	679	100.0 %

Q9. (If YES to Question 8) Regarding your experience with Austin Code's Code Connect hotline staff, please rate your level of agreement with the following statements:

(N=141)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-1. Code Connect staff was courteous & professional	51.8%	27.7%	6.4%	3.5%	5.0%	5.7%
Q9-2. Code Connect staff was responsive & answered my questions	48.2%	22.7%	10.6%	6.4%	8.5%	3.5%
Q9-3. Code Connect staff was knowledgeable & demonstrated expertise	45.4%	23.4%	12.1%	5.7%	9.9%	3.5%
Q9-4. Code Connect staff helped me gain a better understanding of local codes & ordinances	35.5%	18.4%	16.3%	8.5%	13.5%	7.8%
Q9-5. I feel I was treated fairly by Code Connect staff	48.2%	21.3%	14.2%	2.8%	9.2%	4.3%
Q9-6. Overall, I am satisfied with Code Connect hotline	43.3%	23.4%	11.3%	6.4%	12.8%	2.8%

WITHOUT DON'T KNOW

Q9. (If YES to Question 8) Regarding your experience with Austin Code's Code Connect hotline staff, please rate your level of agreement with the following statements: (without "don't know")

(N=141)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-1. Code Connect staff was courteous & professional	54.9%	29.3%	6.8%	3.8%	5.3%
Q9-2. Code Connect staff was responsive & answered my questions	50.0%	23.5%	11.0%	6.6%	8.8%
Q9-3. Code Connect staff was knowledgeable & demonstrated expertise	47.1%	24.3%	12.5%	5.9%	10.3%
Q9-4. Code Connect staff helped me gain a better understanding of local codes & ordinances	38.5%	20.0%	17.7%	9.2%	14.6%
Q9-5. I feel I was treated fairly by Code Connect staff	50.4%	22.2%	14.8%	3.0%	9.6%
Q9-6. Overall, I am satisfied with Code Connect hotline	44.5%	24.1%	11.7%	6.6%	13.1%

Q10. Have you used Austin Code's After-Hours service?

Q10. Have you used Austin Code's After-Hours service	Number	Percent
Yes	40	5.9 %
No	639	94.1 %
Total	679	100.0 %

Q11. (If YES to Question 10) Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements:

(N=40)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q11-1. Staff was courteous & professional	47.5%	30.0%	10.0%	2.5%	10.0%	0.0%
Q11-2. Staff was responsive & answered my questions	47.5%	20.0%	10.0%	2.5%	20.0%	0.0%
Q11-3. Staff was knowledgeable & demonstrated expertise	45.0%	22.5%	2.5%	10.0%	20.0%	0.0%
Q11-4. Staff helped me gain a better understanding of local codes & ordinances	25.0%	32.5%	7.5%	7.5%	25.0%	2.5%
Q11-5. I feel I was treated fairly by Austin Code staff	37.5%	25.0%	7.5%	2.5%	25.0%	2.5%
Q11-6. Overall, I am satisfied with Austin Code's After-Hours service	40.0%	20.0%	5.0%	17.5%	15.0%	2.5%

WITHOUT DON'T KNOW

Q11. (If YES to Question 10) Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements: (without "don't know")

(N=40)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q11-1. Staff was courteous & professional	47.5%	30.0%	10.0%	2.5%	10.0%
Q11-2. Staff was responsive & answered my questions	47.5%	20.0%	10.0%	2.5%	20.0%
Q11-3. Staff was knowledgeable & demonstrated expertise	45.0%	22.5%	2.5%	10.0%	20.0%
Q11-4. Staff helped me gain a better understanding of local codes & ordinances	25.6%	33.3%	7.7%	7.7%	25.6%
Q11-5. I feel I was treated fairly by Austin Code staff	38.5%	25.6%	7.7%	2.6%	25.6%
Q11-6. Overall, I am satisfied with Austin Code's After-Hours service	41.0%	20.5%	5.1%	17.9%	15.4%

Q12. Have you been through Austin Code's quasi-judicial process?

Q12. Have you been through Austin Code's quasi-judicial process

	Number	Percent
Yes	12	1.8 %
No	667	98.2 %
Total	679	100.0 %

WITHOUT DON'T KNOW**Q13. (If YES to Question 12) Regarding your experience with Austin Code's quasi-judicial process, please rate your level of agreement with the following statements:**

(N=12)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-1. Quasi-judicial process was easy to follow	8.3%	33.3%	16.7%	33.3%	8.3%
Q13-2. Austin Code staff was responsive & answered my questions	8.3%	25.0%	25.0%	16.7%	25.0%
Q13-3. I feel quasi-judicial process was fair	16.7%	25.0%	8.3%	8.3%	41.7%
Q13-4. Overall, I am satisfied with quasi-judicial process	8.3%	25.0%	8.3%	8.3%	50.0%

Q14. Have you seen Austin Code staff in a community event or neighborhood meeting?

Q14. Have you seen Austin Code staff at a community event or neighborhood meeting	Number	Percent
Yes	78	11.5 %
No	601	88.5 %
Total	679	100.0 %

WITHOUT DON'T KNOW**Q15. (If YES to Question 14) Regarding your experience with Austin Code in your neighborhood, please rate your level of agreement with the following statement:**

(N=78)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. Having Austin Code present was helpful in learning more about Austin codes & ordinances	33.3%	38.5%	20.5%	2.6%	5.1%

Q16. Have you searched for information on Austin Code's website?

Q16. Have you searched for information on

Austin Code's website	Number	Percent
Yes	357	52.6 %
No	322	47.4 %
Total	679	100.0 %

Q17. (If YES to Question 16) Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements:

(N=357)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. Information available on Austin Code website was helpful in learning about Austin codes & ordinances	16.2%	36.4%	23.8%	10.4%	11.2%	2.0%
Q17-2. It was easy to find information I was looking for on Austin Code website	12.6%	25.8%	25.2%	19.0%	16.2%	1.1%

WITHOUT DON'T KNOW**Q17. (If YES to Question 16) Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements: (without "don't know")**

(N=357)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. Information available on Austin Code website was helpful in learning about Austin codes & ordinances	16.6%	37.1%	24.3%	10.6%	11.4%
Q17-2. It was easy to find information I was looking for on Austin Code website	12.7%	26.1%	25.5%	19.3%	16.4%

Q18. Approximately how many years have you lived in the City of Austin?

Q18. Approximately how many years have you
lived in City of Austin

	Number	Percent
Less than 5 years	80	11.8 %
5-10 years	78	11.5 %
11-20 years	107	15.8 %
20+ years	391	57.6 %
Not provided	23	3.4 %
Total	679	100.0 %

WITHOUT NOT PROVIDED**Q18. Approximately how many years have you lived in the City of Austin? (without "not provided")**

Q18. Approximately how many years have you
lived in City of Austin

	Number	Percent
Less than 5 years	80	12.2 %
5-10 years	78	11.9 %
11-20 years	107	16.3 %
20+ years	391	59.6 %
Total	656	100.0 %

Q19. Do you own or rent your current residence?

Q19. Do you own or rent your current residence	Number	Percent
Own	502	73.9 %
Rent	143	21.1 %
Not provided	34	5.0 %
Total	679	100.0 %

WITHOUT NOT PROVIDED**Q19. Do you own or rent your current residence? (without "not provided")**

Q19. Do you own or rent your current residence	Number	Percent
Own	502	77.8 %
Rent	143	22.2 %
Total	645	100.0 %

Q20. Do you belong to a neighborhood association?

Q20. Do you belong to a neighborhood association	Number	Percent
Yes	262	38.6 %
No	376	55.4 %
Not provided	41	6.0 %
Total	679	100.0 %

WITHOUT NOT PROVIDED**Q20. Do you belong to a neighborhood association? (without "not provided")**

Q20. Do you belong to a neighborhood association	Number	Percent
Yes	262	41.1 %
No	376	58.9 %
Total	638	100.0 %

Q20-1. Which neighborhood association?

Q20-1. Which neighborhood association	Number	Percent
360 Condominium HOA	1	0.4 %
ANDERSON MILLS ESTATES	1	0.4 %
AVANA	1	0.4 %
AVIARY RANCH	1	0.4 %
Advocates Of Western Trails	1	0.4 %
Agave	1	0.4 %
Allandale	4	1.7 %
Apache Shores	1	0.4 %
Austin Heights	1	0.4 %
Austin Springfield Villa	1	0.4 %
Avery Ranch	1	0.4 %
BLACKHAWK HOA	1	0.4 %
BOULDIN CREEK	1	0.4 %
Balcones Village-Spicewood HOA	2	0.9 %
Balcones Woods	1	0.4 %
Bellingham Meadows	1	0.4 %
Board Member of Chestnut Neighborhood Association	1	0.4 %
Boggy Creek	1	0.4 %
Bouldin	2	0.9 %
Bouldin Creek	2	0.9 %
Bouldin, Barton Hills Zilker	1	0.4 %
Bradshaw Crossing	1	0.4 %
Brentwood	1	0.4 %
Brown Building Tenant Association	1	0.4 %
CHERRY CREEK	1	0.4 %
CHERRY WOOD	1	0.4 %
CHESTNUT CANA	1	0.4 %
COVERED BRIDGE	1	0.4 %
CREEK EDGE TENANTS ASSOCIATION	1	0.4 %
Canpac and Heritage Neighborhood Association	1	0.4 %
Cavalier Park Neighborhood Association	2	0.9 %
Cherry Creek Central	1	0.4 %
Circle C	2	0.9 %
Circle C Ranch HOA	3	1.3 %
Colony Park/Lakeside Neighborhood Association	1	0.4 %
Coronado Hills	1	0.4 %
Courtyard Condos at Cobblestone	2	0.9 %
Crestview	4	1.7 %
DANA	1	0.4 %
DITTMAR CROSSING	1	0.4 %
Davis Hill Estates	1	0.4 %
Dawson	1	0.4 %
EROC	1	0.4 %
East Austin	1	0.4 %
Ebony Acres	1	0.4 %
FOREST HILLS	1	0.4 %

Q20-1. Which neighborhood association?

Q20-1. Which neighborhood association	Number	Percent
Fort Dessau Estates	1	0.4 %
Fourth & Condo President	1	0.4 %
Friends of Copperfield Nature Trails	1	0.4 %
GANA	1	0.4 %
GOODWIN ASSOCIATION	1	0.4 %
GOVALLE VALLEY	1	0.4 %
GRAND OAK	1	0.4 %
GREAT HILLS HOA	1	0.4 %
Galindo Neighborhood Association	1	0.4 %
Glenlake Neighborhood Association	1	0.4 %
Govalle Neighborhood Association, Parquet Zaragoza	1	0.4 %
Gracy Meadow Homeowners	1	0.4 %
Grandview Hills	1	0.4 %
Greenshores	1	0.4 %
Greenwood Towers	1	0.4 %
HANCOCK	1	0.4 %
HARRISGLENN	1	0.4 %
HPNA	1	0.4 %
HPWBANA	2	0.9 %
HYDE PARK	2	0.9 %
Hancock	1	0.4 %
Harris Branch POA	1	0.4 %
Heritage	2	0.9 %
Heritage Hill/Woodbridge	1	0.4 %
Heritage Neighborhood Association	1	0.4 %
Highland	2	0.9 %
Highland Park	1	0.4 %
Holly Cesar Chavez	1	0.4 %
Hunters Chase	1	0.4 %
Hyde Park Neighborhood Association	1	0.4 %
J. J. Seabrook	1	0.4 %
Jester Estates	2	0.9 %
Jester Homeowners Association	1	0.4 %
Kealing	1	0.4 %
Knolls of Slaughter Creek	1	0.4 %
Knollwood	1	0.4 %
LIGHTSEY RIDGE	1	0.4 %
LONA, OAK FOREST	1	0.4 %
Lafayette Place HOA	1	0.4 %
Lago Vista Property Owners Association	1	0.4 %
Laurel Oaks NA	1	0.4 %
Laurels HOA	1	0.4 %
Legend Oaks HOA	4	1.7 %
Lohmans Crossing Estates	1	0.4 %
Loma Vista	1	0.4 %
Long Canyon	1	0.4 %

Q20-1. Which neighborhood association?

Q20-1. Which neighborhood association	Number	Percent
Los Arboles HOA	1	0.4 %
MCKINLEY HEIGHTS	1	0.4 %
McKinney Park	1	0.4 %
McKinney Park East	1	0.4 %
Milwood	3	1.3 %
Milwood Neighborhood Association	2	0.9 %
Mockingbird Hill Neighborhood Association	1	0.4 %
Mueller HOA	2	0.9 %
NAC	1	0.4 %
NACA	1	0.4 %
NE AUSTIN FOUR SEASONS	1	0.4 %
NEWCNA	1	0.4 %
NUNA	1	0.4 %
NW Hills, OWANA	1	0.4 %
NWACA	2	0.9 %
NextDoor Neighborhood Watch	1	0.4 %
Nextdoor	1	0.4 %
North Acres Homeowners Association/Windsor Hills	1	0.4 %
North Austin Civic Association	2	0.9 %
Northeast Walnut Creek Neighborhood Association	2	0.9 %
Northloop Neighborhood	1	0.4 %
Northwest Austin Civic Association	1	0.4 %
OAKMOUNT HEIGHTS	1	0.4 %
OLYMPIC HEIGHTS HOA	1	0.4 %
ONION CREEK	1	0.4 %
OWANA	2	0.9 %
OWANA for 25 years, Hyde Park presently	1	0.4 %
Oakmont Heights Homeowners Association	1	0.4 %
Onion Creek HOA	1	0.4 %
PSSNA Neighborhood Association	1	0.4 %
Parker Ranch Condominiums HOA	1	0.4 %
Pay for info like Austinites	1	0.4 %
Pemberton Heights	1	0.4 %
Pioneer Crossing East	1	0.4 %
Public Condominium Community	1	0.4 %
RIDGEVIEW	1	0.4 %
Rainey St	1	0.4 %
Rainry Street Neighborhood Association	1	0.4 %
Ridgetop	3	1.3 %
River Place	2	0.9 %
Rosedale Neighborhood Association	1	0.4 %
Rosewood	1	0.4 %
SADDLEWOOD ESTATES	1	0.4 %
SCHOFIELD	1	0.4 %
SHADY HOLLOW	1	0.4 %
SRCC	1	0.4 %

Q20-1. Which neighborhood association?

Q20-1. Which neighborhood association	Number	Percent
Salem Walk	1	0.4 %
Sendera	1	0.4 %
Shepherd Mountain	1	0.4 %
South Lamar	2	0.9 %
South River Citizens, Hyde Park, Zilker	1	0.4 %
Southeast	1	0.4 %
Springdale Airport Neighborhood Association	1	0.4 %
Springsdale Hills Neighborhood Association	1	0.4 %
St. John Neighborhood	2	0.9 %
Stratford Mountain HOA	1	0.4 %
Summit Oaks	1	0.4 %
Sunridge Park	3	1.3 %
TANGLEWOODS	2	0.9 %
TRUMAN HEIGHTS	1	0.4 %
Taylor Estates	1	0.4 %
Texas Oaks South Neighborhood Association	1	0.4 %
The Oak at Twin Creeks	1	0.4 %
Travis Country	1	0.4 %
Travis Oaks HOA	1	0.4 %
Treemont	2	0.9 %
University Neighborhood	1	0.4 %
VERSANTE CANYON	1	0.4 %
VISTA HILLS	1	0.4 %
VISTA POINTE	1	0.4 %
Valburn Ct HOA	1	0.4 %
Village of Western Oaks	1	0.4 %
WALNUT CREEK	1	0.4 %
WANG	1	0.4 %
WEST AUSTIN WANA	1	0.4 %
WEST VIEW CANYON	1	0.4 %
WESTERN OAK	1	0.4 %
WINDSOR HILLS	1	0.4 %
WINDSOR PARK	1	0.4 %
WOODS OF WESTLAKE HILLTOP	1	0.4 %
Walnut Creek Neighborhood Association	2	0.9 %
Walnut Crossing	1	0.4 %
Walsh Tarelton	1	0.4 %
West Austin Neighborhood Group	1	0.4 %
Westcreek Neighborhood Association	3	1.3 %
Western Trails	1	0.4 %
Windsor Hills Neighborhood Association	1	0.4 %
Windsor Park	4	1.7 %
Windsor Park Neighborhood Association	2	0.9 %
Wood Island	1	0.4 %
Wooten	1	0.4 %
ZNA	1	0.4 %

Q20-1. Which neighborhood association?

Q20-1. Which neighborhood association	Number	Percent
Zilker	3	1.3 %
nextdoor wheeler creek	1	0.4 %
Total	234	100.0 %

Q21. Which of the following best describes your age?

Q21. What best describes your age	Number	Percent
18-24 years	8	1.2 %
25-34 years	52	7.7 %
35-44 years	99	14.6 %
45-54 years	144	21.2 %
55-64 years	162	23.9 %
65-74 years	150	22.1 %
75-84 years	21	3.1 %
85+ years	7	1.0 %
Not provided	36	5.3 %
Total	679	100.0 %

WITHOUT NOT PROVIDED**Q21. Which of the following best describes your age? (without "not provided")**

Q21. What best describes your age	Number	Percent
18-24 years	8	1.2 %
25-34 years	52	8.1 %
35-44 years	99	15.4 %
45-54 years	144	22.4 %
55-64 years	162	25.2 %
65-74 years	150	23.3 %
75-84 years	21	3.3 %
85+ years	7	1.1 %
Total	643	100.0 %

Q22. Which of the following best describes your race or ethnic background?

Q22. What best describes your race or ethnic

<u>background</u>	<u>Number</u>	<u>Percent</u>
African American/Black	71	10.5 %
American Indian/Native American/Aleutian/Eskimo	10	1.5 %
Asian/Pacific Islander	21	3.1 %
Hispanic/Latino	109	16.1 %
Middle Eastern	8	1.2 %
White	454	66.9 %
Other	7	1.0 %
Total	680	

Q22-7. Other

<u>Q22-7. Other</u>	<u>Number</u>	<u>Percent</u>
Aborigine	1	14.3 %
European	2	28.6 %
Mixed	2	28.6 %
Multi-ethnic	2	28.6 %
Total	7	100.0 %

Q23. What is your gender identity?

<u>Q23. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	326	48.0 %
Female	321	47.3 %
Prefer to self-describe	3	0.4 %
Not provided	29	4.3 %
Total	679	100.0 %

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

<u>Q23. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	326	50.2 %
Female	321	49.4 %
Prefer to self-describe	3	0.5 %
Total	650	100.0 %

Q23-3. How do you self describe?

<u>Q23-3. Self-describe</u>	<u>Number</u>	<u>Percent</u>
Nondescript	1	50.0 %
Transgender	1	50.0 %
Total	2	100.0 %

Q24. Which of the following best describes your ANNUAL household income?

Q24. What best describes your annual household income

	Number	Percent
Less than \$20K	50	7.4 %
\$20K-\$39,999	62	9.1 %
\$40K-\$59,999	68	10.0 %
\$60K-\$79,999	68	10.0 %
\$80K-\$149,999	150	22.1 %
\$150K+	117	17.2 %
Not provided	164	24.2 %
Total	679	100.0 %

WITHOUT NOT PROVIDED**Q24. Which of the following best describes your ANNUAL household income? (without "not provided")**

Q24. What best describes your annual household income

	Number	Percent
Less than \$20K	50	9.7 %
\$20K-\$39,999	62	12.0 %
\$40K-\$59,999	68	13.2 %
\$60K-\$79,999	68	13.2 %
\$80K-\$149,999	150	29.1 %
\$150K+	117	22.7 %
Total	515	100.0 %

Q25. What is your home zip code?

Q25. What is your home zip code	Number	Percent
73753	1	0.2 %
75783	1	0.2 %
77024	1	0.2 %
77345	1	0.2 %
78132	1	0.2 %
78407	1	0.2 %
78610	1	0.2 %
78613	1	0.2 %
78617	3	0.5 %
78621	1	0.2 %
78645	2	0.3 %
78653	1	0.2 %
78660	5	0.8 %
78676	1	0.2 %
78701	12	1.9 %
78702	35	5.4 %
78703	18	2.8 %
78704	37	5.7 %
78705	13	2.0 %
78717	4	0.6 %
78721	15	2.3 %
78722	5	0.8 %
78723	32	4.9 %
78724	12	1.9 %
78725	1	0.2 %
78726	7	1.1 %
78727	17	2.6 %
78729	8	1.2 %
78730	7	1.1 %
78731	22	3.4 %
78732	1	0.2 %
78733	1	0.2 %
78734	2	0.3 %
78735	5	0.8 %
78736	5	0.8 %
78737	3	0.5 %
78739	6	0.9 %
78741	27	4.2 %
78742	1	0.2 %
78744	25	3.9 %
78745	43	6.6 %
78746	8	1.2 %
78747	12	1.9 %
78748	28	4.3 %
78749	19	2.9 %
78750	12	1.9 %

Q25. What is your home zip code?

Q25. What is your home zip code	Number	Percent
78751	21	3.2 %
78752	13	2.0 %
78753	36	5.6 %
78754	12	1.9 %
78756	12	1.9 %
78757	22	3.4 %
78758	34	5.3 %
78759	30	4.6 %
78845	1	0.2 %
79729	1	0.2 %
79745	1	0.2 %
Total	647	100.0 %

Section 3

Survey Instrument



2020 City of Austin Code Department Annual Customer Survey

You are receiving this request to participate in a survey of Austin Code customers because of your interaction with the city department during the past twelve months.

The Austin Code Department (ACD) provides community education and fair and equitable enforcement of local property maintenance, land use, and nuisance codes so that Austin will be safe and livable. ACD's services include case investigations, licensing and registration compliance, involuntary code enforcement, and public education. ACD strives for voluntary compliance with city codes when possible. When legal action is required to gain compliance, ACD is committed to enforcement practices that reflect reasonable and fair administration of justice.

Please take a moment to complete this important survey about Austin Code services to let us know how we are doing. Answer the following questions for each department service you have experienced in the past twelve months.

1. Have you **SUBMITTED** a **complaint** regarding a code enforcement issue?

____(1) Yes [Answer Q2.] ____ (2) No [Skip to Q3.]

2. [If YES to Q1] Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Austin Code staff was courteous and professional	5	4	3	2	1	9
2.	The Austin Code staff was responsive and answered my questions	5	4	3	2	1	9
3.	The Austin Code staff was knowledgeable and demonstrated expertise	5	4	3	2	1	9
4.	The Austin Code staff helped me gain a better understanding of local codes and ordinances	5	4	3	2	1	9
5.	I feel I was treated fairly by Austin Code	5	4	3	2	1	9
6.	Overall, I am satisfied with Austin Code's enforcement of local codes and ordinances	5	4	3	2	1	9

3. Have you **RECEIVED** a **Notice of Violation** or a **citation** from the City of Austin Code Department?

____(1) Yes [Answer Q4.] ____ (2) No [Skip to Q5.]

4. [If YES to Q3] Regarding your experience with Austin Code during the enforcement process, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The warning or citation issued was clear and easy to understand	5	4	3	2	1	9
2.	The Austin Code staff was courteous and professional	5	4	3	2	1	9
3.	The Austin Code staff was responsive and answered my questions	5	4	3	2	1	9
4.	The Austin Code staff was knowledgeable and demonstrated expertise	5	4	3	2	1	9
5.	The Austin Code staff helped me gain a better understanding of local codes and ordinances	5	4	3	2	1	9
6.	I feel I was treated fairly by Austin Code	5	4	3	2	1	9
7.	Overall, I am satisfied with Austin Code's enforcement of local codes and ordinances	5	4	3	2	1	9

The **Licensing and Registration** staff processes requests for licenses and registrations to ensure operators are in compliance with local code.

5. Have you applied for a license or a registration through Austin Code?

____(1) Yes [Answer Q6.] ____ (2) No [Skip to Q8.]

6. [If YES to Q5] What kind of license or registration did you apply for?

____(1) Short Term Rental ____ (5) Hotel
 ____ (2) Rooming or Boarding ____ (6) Motel
 ____ (3) Boat Docks ____ (7) Bed and Breakfast
 ____ (4) Waste Hauler

7. [If YES to Q5] Regarding your experience with Austin Code Licensing and Registration (L&R) staff, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The L&R process was easy to complete	5	4	3	2	1	9
2.	The L&R staff was courteous and professional	5	4	3	2	1	9
3.	The L&R staff was responsive and answered my questions	5	4	3	2	1	9
4.	The L&R staff was knowledgeable and demonstrated expertise	5	4	3	2	1	9
5.	The L&R staff helped me gain a better understanding of local codes and ordinances	5	4	3	2	1	9
6.	I feel I was treated fairly by the L&R staff	5	4	3	2	1	9
7.	Overall, I am satisfied with Austin Code's application for license or registration process	5	4	3	2	1	9

The **Code Connect** service provides a way for residents to contact the Austin Code Department and talk to an experienced code inspector who can help them with general code questions, provide resource guidance, and give updates on their existing cases.

8. Have you contacted Austin Code's "Code Connect" hotline?

____(1) Yes [Answer Q9.] ____ (2) No [Skip to Q10.]

9. [If YES to Q8] Regarding your experience with Austin Code's "Code Connect" hotline staff, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Code Connect staff was courteous and professional	5	4	3	2	1	9
2.	The Code Connect staff was responsive and answered my questions	5	4	3	2	1	9
3.	The Code Connect staff was knowledgeable and demonstrated expertise	5	4	3	2	1	9
4.	The Code Connect staff helped me gain a better understanding of local codes and ordinances	5	4	3	2	1	9
5.	I feel I was treated fairly by the Code Connect staff	5	4	3	2	1	9
6.	Overall, I am satisfied with the Code Connect hotline	5	4	3	2	1	9

Austin Code provides **After-Hours service until 8pm in addition to Saturdays** to ensure more accessibility and convenience to our customers.

10. Have you used Austin Code's After-Hours service?

____(1) Yes [Answer Q11.] ____ (2) No [Skip to Q12.]

11. [If YES to Q10] Regarding your experience with Austin Code's After-Hours service, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The staff was courteous and professional	5	4	3	2	1	9
2.	The staff was responsive and answered my questions	5	4	3	2	1	9
3.	The staff was knowledgeable and demonstrated expertise	5	4	3	2	1	9
4.	The staff helped me gain a better understanding of local codes and ordinances	5	4	3	2	1	9
5.	I feel I was treated fairly by the Austin Code staff	5	4	3	2	1	9
6.	Overall, I am satisfied with Austin Code's After-Hours service	5	4	3	2	1	9

Austin Code provides administrative support for cases escalated to the City's quasi-judicial processes, including the Building and Standards Commission and Administrative Hearing processes.

12. Have you been through Austin Code's quasi-judicial process?

____(1) Yes [Answer Q13.] ____ (2) No [Skip to Q14.]

13. [If YES to Q12] Regarding your experience with Austin Code's quasi-judicial process, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The quasi-judicial process was easy to follow	5	4	3	2	1	9
2.	Austin Code staff was responsive and answered my questions	5	4	3	2	1	9
3.	I feel the quasi-judicial process was fair	5	4	3	2	1	9
4.	Overall, I am satisfied with the quasi-judicial process	5	4	3	2	1	9

Austin Code seeks to educate, inform, and engage the public by being a visible, active participant in Austin communities.

14. Have you seen Austin Code staff at a community event or neighborhood meeting?

____(1) Yes [Answer Q15.] ____ (2) No [Skip to Q16.]

15. [If YES to Q14] Regarding your experience with Austin Code in your neighborhood, please rate your level of agreement with the following statement:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Having Austin Code present was helpful in learning more about Austin codes and ordinances	5	4	3	2	1	9

16. Have you searched for information on Austin Code's website?

____(1) Yes [Answer Q17.] ____ (2) No [Skip to Q18.]

17. [If YES to Q16] Regarding your experience with using Austin Code's website, please rate your level of agreement with the following statements:

Please rate your level of agreement with the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The information available on the Austin Code website was helpful in learning about Austin codes and ordinances	5	4	3	2	1	9
2.	It was easy to find the information I was looking for on the Austin Code website	5	4	3	2	1	9

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

____(1) Less than 5 years ____ (2) 5-10 years ____ (3) 11-20 years ____ (4) More than 20 years

19. Do you own or rent your current residence?

____(1) Own ____ (2) Rent

20. Do you belong to a neighborhood association?

____(1) Yes – Which one? _____
____(2) No

21. Which of the following best describes your age?

____(1) 18-24 years ____ (3) 35-44 years ____ (5) 55-64 years ____ (7) 75-84 years
____(2) 25-34 years ____ (4) 45-54 years ____ (6) 65-74 years ____ (8) 85+ years

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

____(1) African American/Black ____ (5) Middle Eastern
____(2) American Indian/Native American/Aleutian/Eskimo ____ (6) White
____(3) Asian/Pacific Islander ____ (7) Other: _____
____(4) Hispanic/Latino

23. What is your gender identity?

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

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

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

25. What is your home zip code? _____

26. What is your home address (be specific)? _____

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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