City of Austin

Community Survey

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Final Report

ETC INSTITUTE

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City of Austin 2017 Community Survey
Executive Summary

Overview and Methodology

During the summer of 2017, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

A six-page survey was mailed to a stratified random sample of households in the City. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it on-line. Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the City of Austin from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. A total of 2,215 households completed the survey; a minimum of 200 surveys were completed in each of the City's ten council districts. The results for the random sample of 2,215 households have a 95% level of confidence with a precision of at least +/-2.1%.

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded.

Don't knows. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been included with the tabular data in Section 6 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:
- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the 5-year averages from the 2011-2015 surveys to the results in 2016 and 2017 (Section 2)
- benchmarking data that show how the results for the City of Austin compare to other cities (Section 3)

- importance-satisfaction analysis that identifies priorities for investment (Section 4)
- GIS maps that show the results of the survey on maps of the City (Section 5)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 6)

Appendices A-G, which include open-ended comments and cross-tabular data by key demographics, have been published separately.

Perceptions of the Community

Most residents have an overall positive perception of the City. Seventy-eight percent (78%) of those surveyed, who had an opinion, indicated they were either "very satisfied" (29%) or "satisfied" (49%) with Austin as a place to live; 75% gave positive ratings for Austin as a place to work, 69% gave positive ratings for the overall quality of life in Austin, and 67% gave positive ratings for Austin as a place to raise children.

Overall Satisfaction with Major Categories of City Services

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

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

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of Austin-Bergstrom International Airport (81%), the overall quality of parks and recreation (76%), the overall quality of drinking water provided by Austin Water (75%), the overall quality of public safety services (74%), the quality of City libraries (72%) and the quality of wastewater services (66%). Residents were least satisfied with traffic flow on major city streets (11%) and traffic flow on major highways (4%). Traffic flow on major highways and quality of public safety services were the two most important city services to respondents.

Satisfaction with Services within Major Categories

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

- **Transportation Infrastructure**
  The highest levels of satisfaction with the transportation infrastructure of the City, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: condition of streets in neighborhoods (59%) and the condition of sidewalks in neighborhoods (54%). The condition of major City streets and the timing of traffic signals on City streets are the two most important aspects of the City's transportation infrastructure that respondents feel are most important for the City to provide.

- **Public Safety Services**
  The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of fire services (84%), medical assistance provided by EMS (83%), timeliness of EMS response to emergencies (82%), and the timeliness of Fire response to emergencies (82%). Residents were least satisfied with the enforcement of local traffic laws (50%). The overall quality of police services and the speed of emergency police response to emergencies are the two aspects of public safety services that respondents feel are most important for the City to provide.

- **Environmental Services**
  The highest levels of satisfaction with environmental services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: water quality of lakes and streams (55%), Water Conservation programs (54%), and the Energy Conservation program (53%). Respondents indicated that the water quality of lakes and streams was the most important aspect of environmental services for the City to provide.

- **Recreation and Cultural Services**
  Residents were generally satisfied with Austin's recreation and cultural services; nineteen percent (19%) or less of the residents surveyed were dissatisfied with <u>any</u> of the recreation and cultural services rated. The highest levels of satisfaction with recreation and cultural services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the cleanliness of library facilities (74%), the appearance of park grounds in Austin (73%), the number of City parks (73%), the number of walking and biking trails (72%), and materials at libraries (68%). Respondents indicated that the number of City parks is the most important aspect of recreation and cultural services offered by the City.

- **Residential and Neighborhood Services**
  The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the quality of residential garbage collection services (85%), the reliability of electric service (84%), the quality of residential curbside recycling services (81%), and the quality of residential yard waste collection (79%). The safety of drinking water is the most important service for the City to provide according to respondents.

- **Customer Service**
  The highest levels of satisfaction with customer service, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: helpfulness of library staff (81%), the services provided by 3-1-1 (73%) and Austin Energy Customer Service (67%).

- **Other City Services**
  The highest levels of satisfaction with other City services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities (54%), the Shots for Tots and Big Shots program (50%) and access to affordable quality food (50%). Sixty-six percent (66%) of the residents surveyed were dissatisfied with the availability of affordable housing.

Trends

Of the major categories of city services that were rated in the City of Austin in 2016 and 2017, satisfaction levels were significantly higher in 2017 in the following areas:

- Quality of facilities at City parks (+7.6%)
- Animal Services (+6.5%)
- Quality of electric services (+6.4%)
- Austin Energy customer service (+6.2%)
- Water and wastewater utility customer service (+5.2%)
- Quality of municipal court services (+4.3%)
- Flood control efforts (+4%)
- Condition of sidewalks in neighborhoods (+3.8%)
- Helpfulness of library staff (+3.8%)
- Feeling of safety in City parks (+3.7%)
- Overall quality of services provided by the City (+3.6%)
- Overall quality of customer service (+3.6%)
- Quality of residential yard waste collection (+3.1%)
- Services provided by 3-1-1 (+3.1%)
- Feeling of safety in neighborhoods at night (+3%)

Of the major categories of city services that were rated in the City of Austin in 2016 and 2017, satisfaction levels were significantly lower in 2017 in the following areas:

- Energy Conservation program (-3.4%)
- Speed of emergency police response (-3.7%)
- Neighborhood planning/zoning efforts (-3.8%)
- Austin as a place to retire (-4.3%)
- Food Safety Inspection program (-6.4%)
- Efforts to offer financial literacy/homebuyer education (-6.4%)
- Overall quality of parks and recreation programs (-7%)
- Availability of affordable housing (-7.2%)
- Accessibility of municipal court services (-7.5%)
- Efforts to promote/assist minority/women-owned businesses (-9.8%)
- Shot for Tots and Big Shots (-11.2%)

Opportunities for Improvement

Recommended Priorities. In order to help the City identify future priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

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

- o   Traffic flow on major highways (IS=0.5770)
- o   Traffic flow on major City streets (IS=0.3769)

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

2017 Importance-Satisfaction Rating
City of Austin
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic flow on major highways	60%	1	4%	18	0.5770	1
Traffic flow on major City streets	42%	3	11%	17	0.3769	2
High Priority (IS .10-.20)						
Quality of planning & zoning services	23%	6	21%	15	0.1778	3
Overall maintenance of major City streets	23%	5	27%	14	0.1691	4
Quality of public safety services	45%	2	74%	4	0.1181	5
Quality of health & human services	19%	8	45%	10	0.1043	6
Medium Priority (IS <.10)						
Overall quality of development review, permitting and inspection services	11%	10	17%	16	0.0893	7
Quality of drinking water services	35%	4	75%	3	0.0886	8
Quality of electric services	17%	9	65%	8	0.0616	9
Quality of parks and rec programs/facilities	20%	7	76%	2	0.0479	10
Overall maintenance of City sidewalks	7%	13	32%	13	0.0465	11
Effectiveness of city communication	6%	15	36%	12	0.0393	12
Quality of wastewater services	9%	11	66%	6	0.0290	13
Quality of municipal court services	5%	17	45%	9	0.0257	14
Overall management of stormwater runoff	4%	18	43%	11	0.0242	15
Animal services	6%	14	66%	7	0.0217	16
Quality of City libraries	7%	12	72%	5	0.0200	17
Austin-Bergstrom International Airport	6%	16	81%	1	0.0114	18

Conclusions

Based on the results of the City's 2017 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

Four major areas have been identified as future priorities for the City. By investing in these four areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years. The four major areas are listed below:

1) **Traffic Flow.** Traffic flow on both major highways and City streets had the highest Importance-Satisfaction rating among all 18 items that were ranked.

2) **Condition and Maintenance of City Streets.** The condition of major city streets and the timing of traffic signals on City streets all ranked very high in their respective Importance-Satisfaction ratings.

3) **Public Safety.** Overall quality of police services ranked number one among the 7 public safety services that were rated.

4) **Flood Control.** Thirty-seven percent (37%) of respondents indicated that flood control efforts were the most important environmental service for the City to provide, this item also received the lowest levels of positive satisfaction among the five items that were listed.

Executive Summary

Section 1
Charts and Graphs

Q1. Perception Residents Have of the City
by percentage of respondents (excluding don't knows)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
City of Austin as a place to live	29%	49%	12%	10%
City of Austin as a place to work	28%	47%	17%	8%
Overall quality of life in City	19%	50%	20%	11%
City of Austin as a place to raise children	25%	41%	23%	10%
Overall quality of services	9%	41%	30%	20%
City of Austin as a place to retire	15%	23%	27%	35%
Value you receive for your taxes & fees	7%	27%	29%	37%
How well City of Austin is planning growth	3%	13%	19%	65%
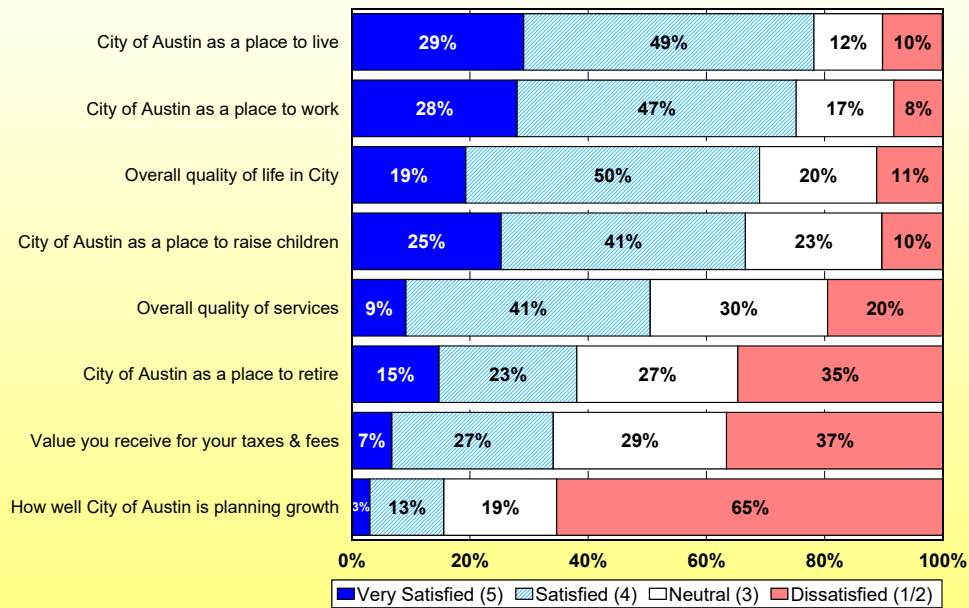
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q2. Overall Satisfaction With Various Aspects of City Services by Major Category
by percentage of respondents (excluding don't knows)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Austin-Bergstrom International Airport	29%	52%	14%	5%
Quality of parks and rec programs/facilities	26%	51%	16%	7%
Quality of drinking water services	28%	47%	15%	10%
Quality of public safety services	24%	50%	17%	9%
Quality of City libraries	26%	46%	22%	6%
Quality of wastewater services	21%	46%	23%	11%
Animal services	20%	46%	27%	7%
Quality of electric services	20%	45%	19%	16%
Quality of municipal court services	10%	36%	37%	18%
Quality of health & human services	8%	37%	40%	15%
Overall management of stormwater runoff	7%	35%	37%	21%
Effectiveness of city communication	6%	29%	41%	24%
Overall maintenance of City sidewalks	4%	27%	32%	36%
Overall maintenance of major City streets	3%	24%	27%	46%
Quality of planning & zoning services	3%	18%	33%	46%
Overall quality of development review, permitting and inspection services	3%	14%	34%	49%
Traffic flow on major City streets		10%	18%	71%
Traffic flow on major highways	3%	10%		86%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q3. <u>City Services</u> That Are The Most Important For The City of Austin to Provide

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

Service	%
Traffic flow on major highways	60%
Quality of public safety services	45%
Traffic flow on major City streets	42%
Quality of drinking water	35%
Maintenance of major City streets	23%
Quality of planning & zoning services	23%
Quality of parks and rec programs/facilities	20%
Quality of health & human services	19%
Quality of electric services	17%
Development review, permitting and inspection services	11%
Quality of wastewater services	9%
Quality of City libraries	7%
Maintenance of City sidewalks	7%
Animal services	6%
Effectiveness of city communication	6%
Austin-Bergstrom International Airport	6%
Quality of municipal court services	5%
Management of stormwater runoff	4%

■ 1st Choice ■ 2nd Choice □ 3rd Choice ■ 4th Choice

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q4. <u>Feeling of Safety</u>

by percentage of respondents (<u>excluding don't knows</u>)

	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (1/2)
I feel safe in my neighborhood during the day	47%	43%	6%	3%
I feel safe walking alone downtown during the day	33%	45%	13%	9%
I feel safe in my neighborhood at night	27%	46%	14%	14%
I feel safe in City parks	20%	47%	24%	10%
I feel safe walking alone downtown at night	7%	23%	26%	45%

■ Strongly Agree (5) ▨ Agree (4) □ Neutral (3) ■ Disagree (1/2)

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

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

by percentage of respondents (excluding don't knows)

Category	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Condition of streets in your neighborhood	13%	46%	19%	22%
Condition of sidewalks in your neighborhood	13%	41%	20%	26%
Adequacy of street lighting in your community	10%	42%	22%	26%
Off-street bicycle accessibility	15%	36%	35%	14%
Pedestrian accessibility	9%	38%	24%	29%
Mowing & trimming along City streets	9%	37%	29%	25%
On-street bicycle accessibility	11%	32%	31%	26%
Condition of major City streets	4%	36%	26%	34%
Timing of traffic signals on City streets	4%	33%	28%	35%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

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

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

Service	Total
Condition of major City streets	72%
Timing of traffic signals on City streets	44%
Condition of streets in your neighborhood	42%
Pedestrian accessibility	29%
Adequacy of street lighting in your community	28%
On-street bicycle accessibility	20%
Condition of sidewalks in your neighborhood	18%
Mowing & trimming along City streets	15%
Off-street bicycle accessibility	7%

1st Choice   2nd Choice   3rd Choice

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

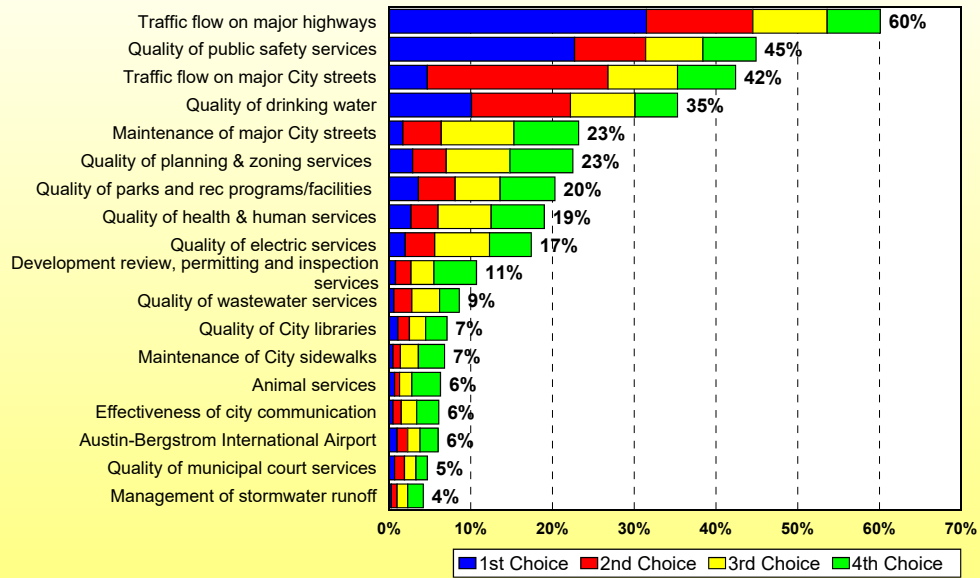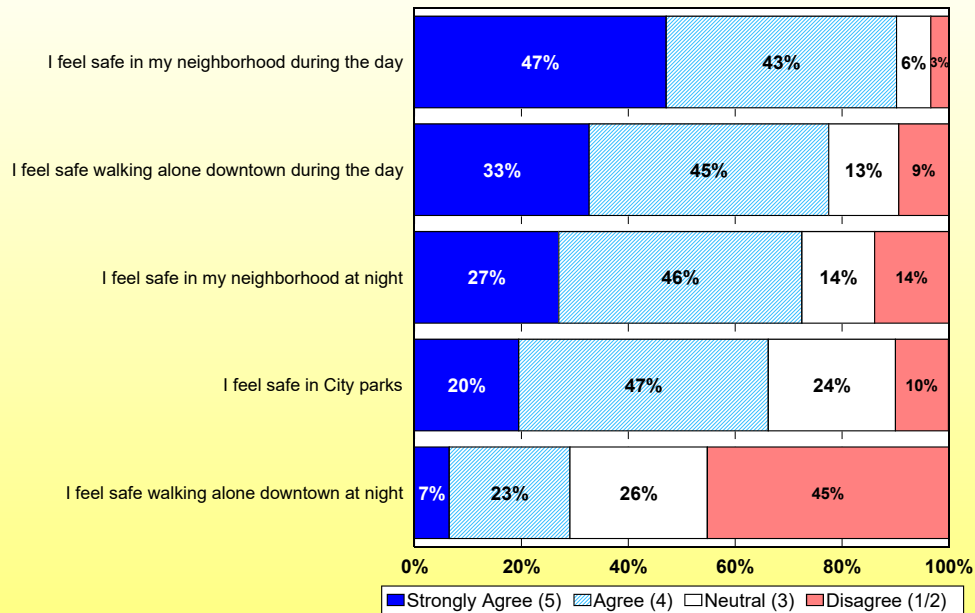## Q7. Satisfaction with Various Aspects of <u>Public Safety Services</u> By Major Category
by percentage of respondents (<u>excluding don't knows</u>)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Overall quality of fire services	36%	48%	15%	
Medical assistance provided by EMS	37%	46%	16%	
Timeliness of EMS response	36%	47%	16%	
Timeliness of Fire response	38%	44%	17%	
Overall quality of police services	18%	51%	20%	10%
Speed of emergency police response	18%	45%	25%	12%
Enforcement of local traffic laws	11%	39%	29%	21%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q8. <u>Public Safety Services</u> That Are The Most Important For The City of Austin to Provide
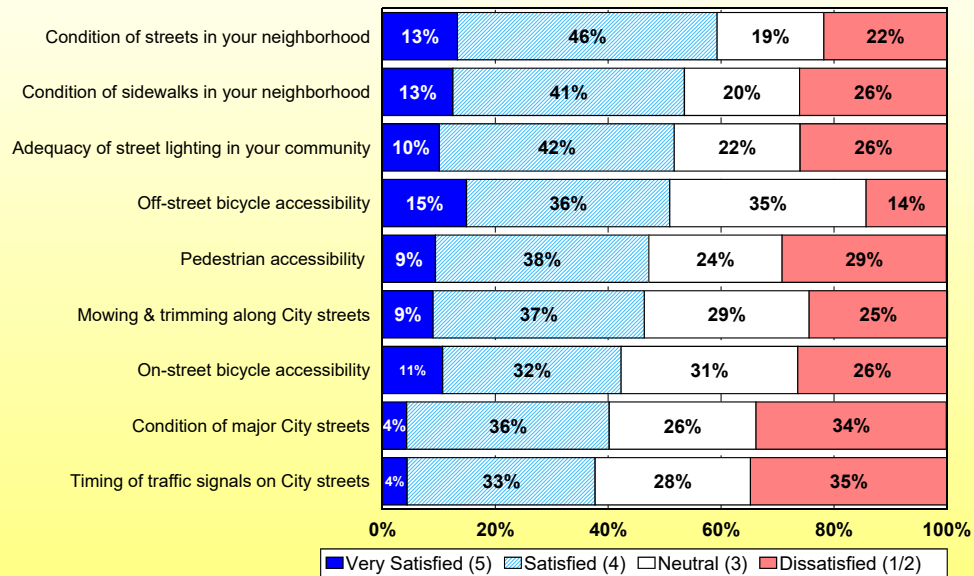by percentage of respondents who selected the item as one of their top two choices

	1st Choice / 2nd Choice
Overall quality of police services	50%
Speed of emergency police response	34%
Overall quality of fire services	26%
Timeliness of Fire response	24%
Timeliness of EMS response	21%
Medical assistance provided by EMS	15%
Enforcement of local traffic laws	10%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

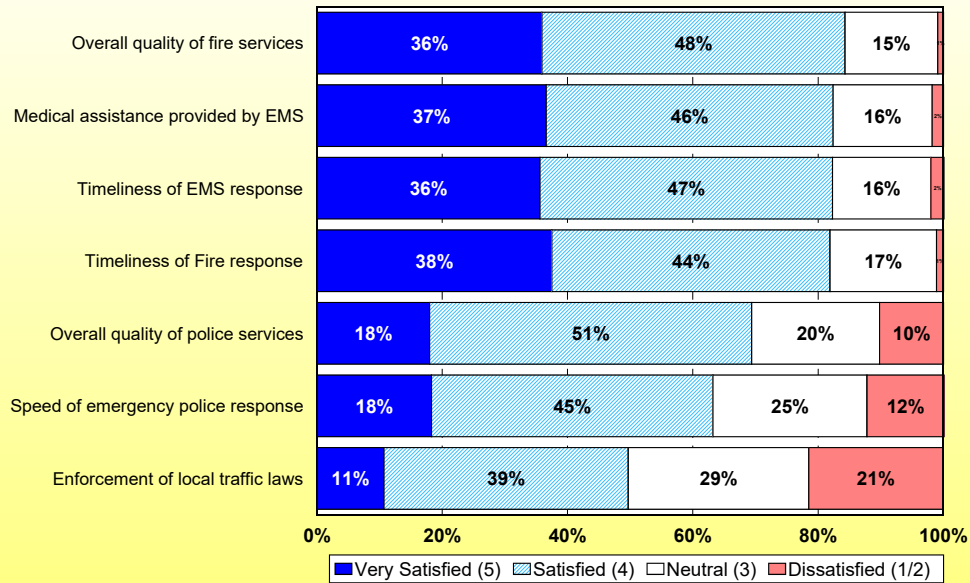**Q9.** Satisfaction with Various Aspects of
<u>Environmental Services</u> by Major Category

by percentage of respondents (<u>excluding don't knows</u>)

Category	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Water quality of lakes & streams	10%	44%	28%	18%
Water conservation programs	13%	41%	31%	16%
Energy conservation program	13%	40%	33%	14%
Water & wastewater utility response time	10%	41%	38%	11%
Flood control efforts	8%	39%	35%	19%

Legend: ■ Very Satisfied (5) ▨ Satisfied (4) ☐ Neutral (3) ▨ Dissatisfied (1/2)

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q10. <u>Environmental Services</u> That Are The Most
Important For The City of Austin to Provide

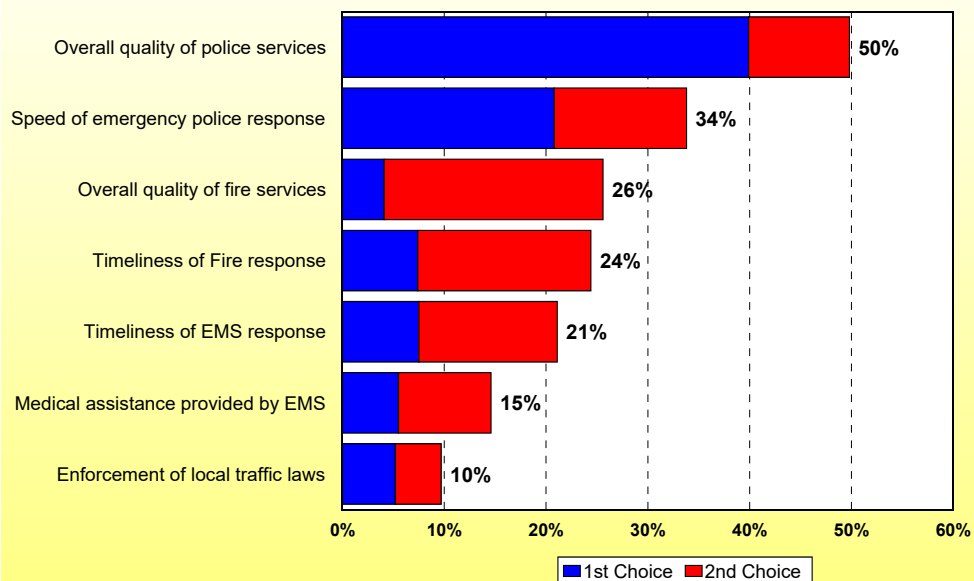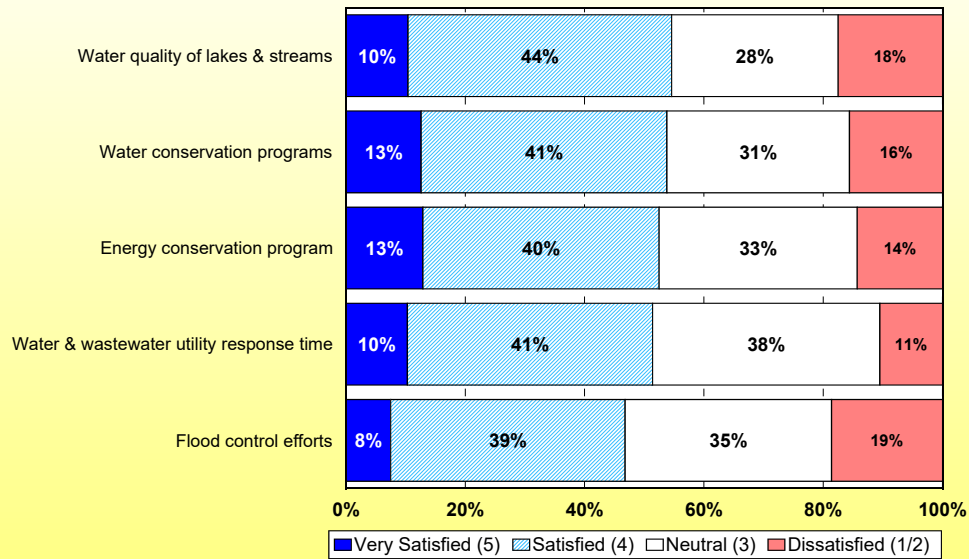by percentage of respondents who selected the item as one of their top two choices

Category	Total
Water quality of lakes & streams	40%
Flood control efforts	37%
Water conservation programs	36%
Water & wastewater utility response time	34%
Energy conservation program	30%

Legend: ■ 1st Choice ■ 2nd Choice
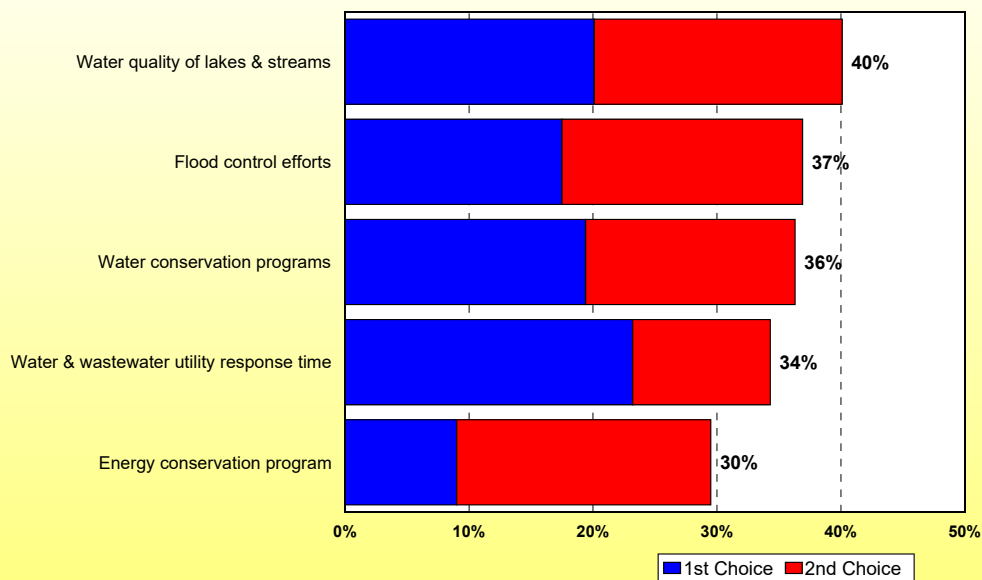
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

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

by percentage of respondents (excluding don't knows)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Cleanliness of library facilities	24%	51%	20%	5%
Appearance of park grounds in Austin	21%	53%	20%	7%
Number of City parks	25%	49%	18%	9%
Number of walking/biking trails	24%	48%	18%	10%
Materials at libraries	22%	46%	25%	7%
Library programs	22%	45%	27%	6%
Overall quality of parks & recreation programs	19%	46%	27%	8%
Library hours	18%	47%	25%	11%
Quality of City of Austin Park facilities	16%	48%	28%	8%
Safety of equipment/playscapes in parks	15%	48%	30%	8%
Quality of outdoor athletic fields	12%	45%	34%	10%
Overall satisfaction with City swimming pools	13%	41%	27%	19%
Quality of youth athletic programs	13%	33%	41%	14%
Satisfaction with aquatic programs	9%	35%	44%	12%
Quality of adult athletic programs	11%	34%	42%	14%

■ Very Satisfied (5) ▨ Satisfied (4) □ Neutral (3) ▨ Dissatisfied (1/2)

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

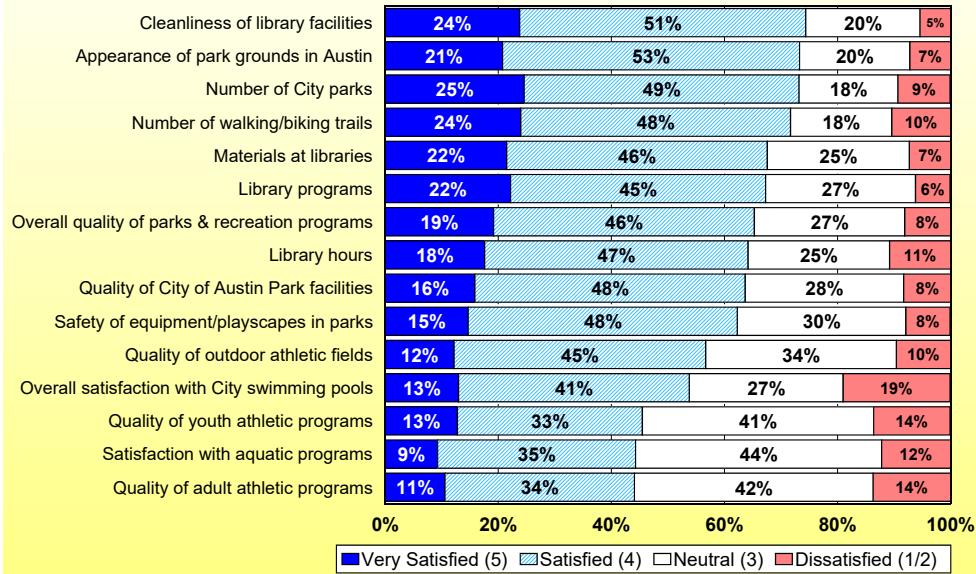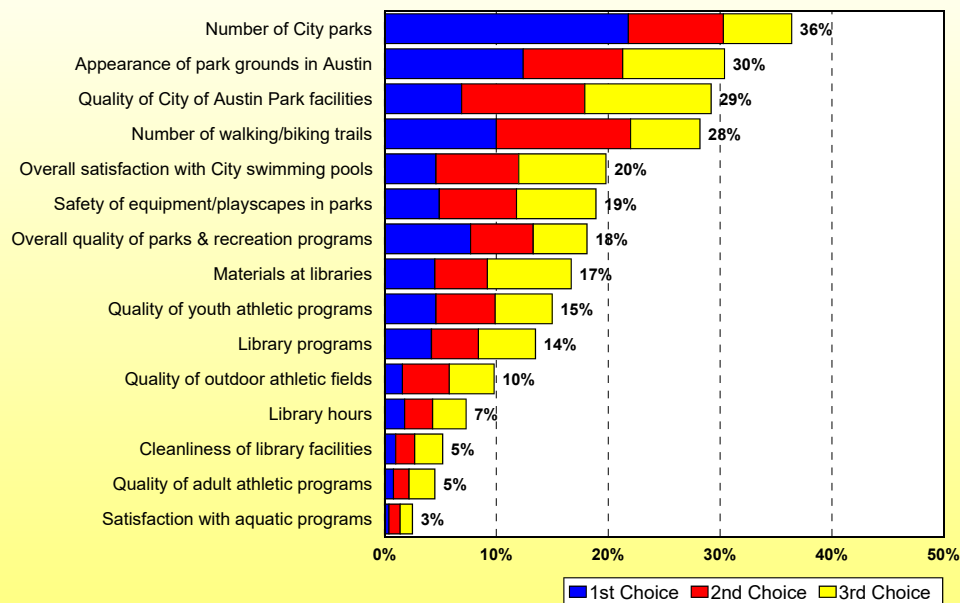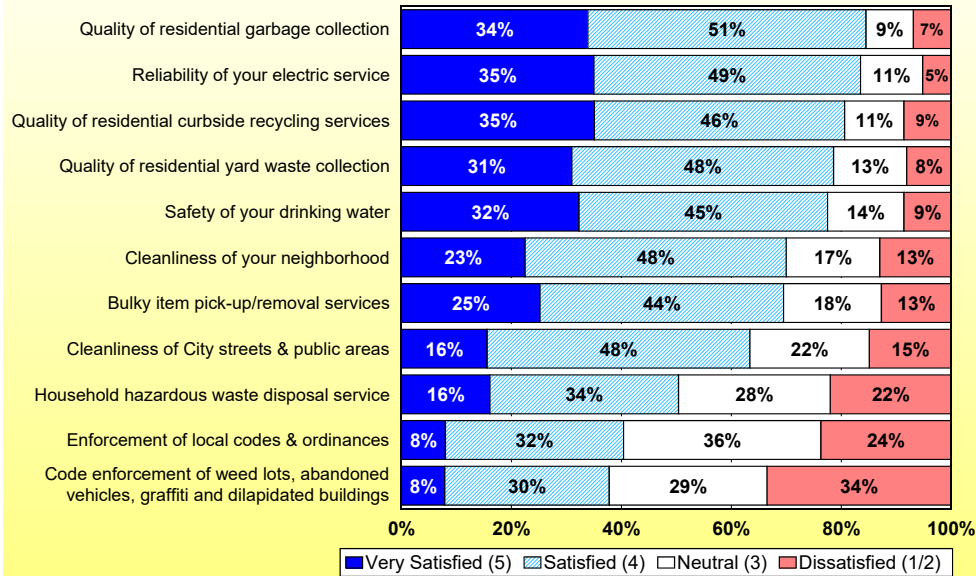## Q12. Recreation and Cultural Services That Are The Most Important For The City of Austin to Provide

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

	Total
Number of City parks	36%
Appearance of park grounds in Austin	30%
Quality of City of Austin Park facilities	29%
Number of walking/biking trails	28%
Overall satisfaction with City swimming pools	20%
Safety of equipment/playscapes in parks	19%
Overall quality of parks & recreation programs	18%
Materials at libraries	17%
Quality of youth athletic programs	15%
Library programs	14%
Quality of outdoor athletic fields	10%
Library hours	7%
Cleanliness of library facilities	5%
Quality of adult athletic programs	5%
Satisfaction with aquatic programs	3%

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

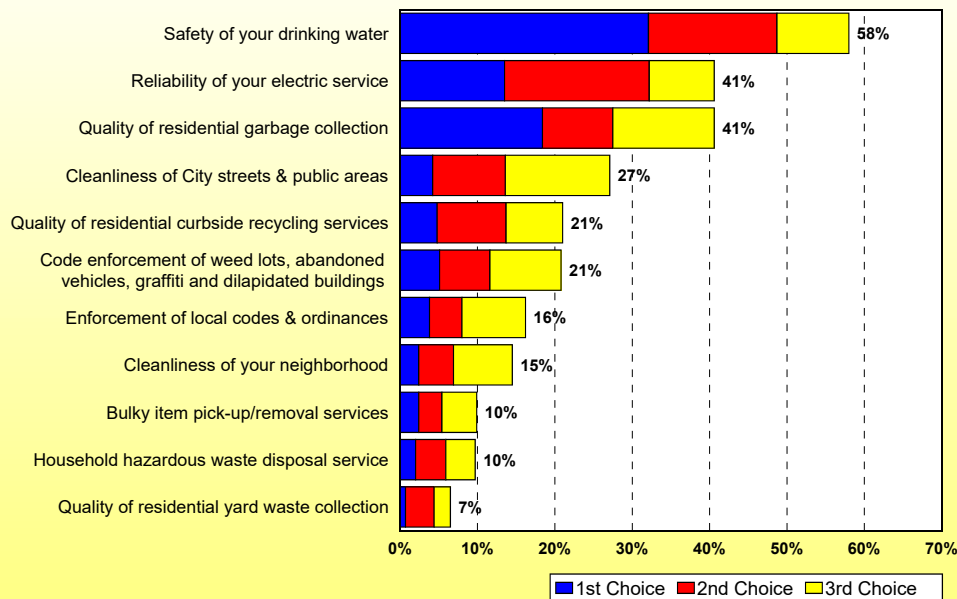## Q13. Satisfaction With Various Aspects of <u>Residential and Neighborhood Services</u> by Major Category

by percentage of respondents (<u>excluding don't knows</u>)

Category	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of residential garbage collection	34%	51%	9%	7%
Reliability of your electric service	35%	49%	11%	5%
Quality of residential curbside recycling services	35%	46%	11%	9%
Quality of residential yard waste collection	31%	48%	13%	8%
Safety of your drinking water	32%	45%	14%	9%
Cleanliness of your neighborhood	23%	48%	17%	13%
Bulky item pick-up/removal services	25%	44%	18%	13%
Cleanliness of City streets & public areas	16%	48%	22%	15%
Household hazardous waste disposal service	16%	34%	28%	22%
Enforcement of local codes & ordinances	8%	32%	36%	24%
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	8%	30%	29%	34%

Legend: ■ Very Satisfied (5) ▨ Satisfied (4) □ Neutral (3) ▨ Dissatisfied (1/2)

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q14. <u>Residential and Neighborhood Services</u> That Are The Most Important For The City of Austin to Provide
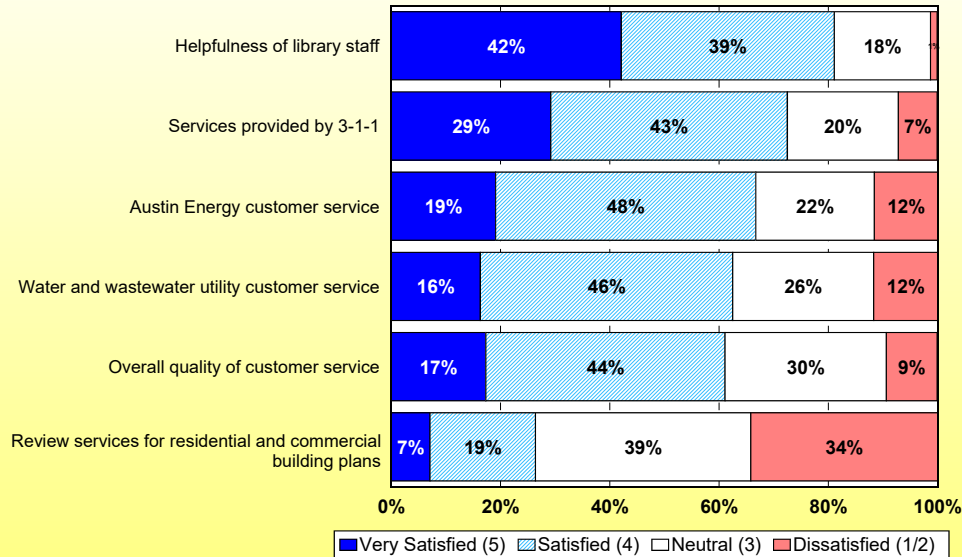
by percentage of respondents who selected the item as one of their top three choices

Service	Percentage
Safety of your drinking water	58%
Reliability of your electric service	41%
Quality of residential garbage collection	41%
Cleanliness of City streets & public areas	27%
Quality of residential curbside recycling services	21%
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	21%
Enforcement of local codes & ordinances	16%
Cleanliness of your neighborhood	15%
Bulky item pick-up/removal services	10%
Household hazardous waste disposal service	10%
Quality of residential yard waste collection	7%

Legend: ■ 1st Choice ■ 2nd Choice ■ 3rd Choice

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

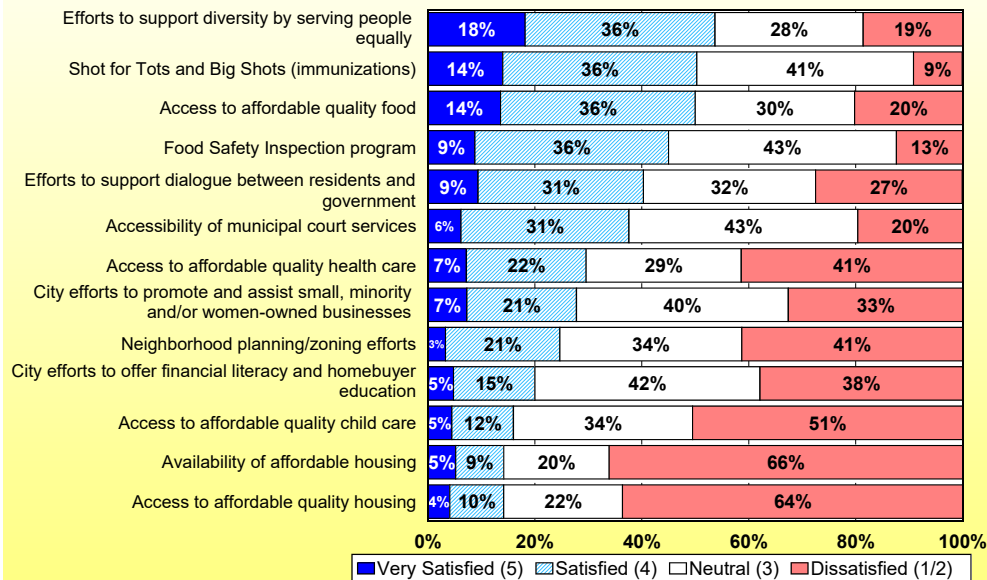## Q15. Satisfaction With Various Aspects of Customer Service by Major Category

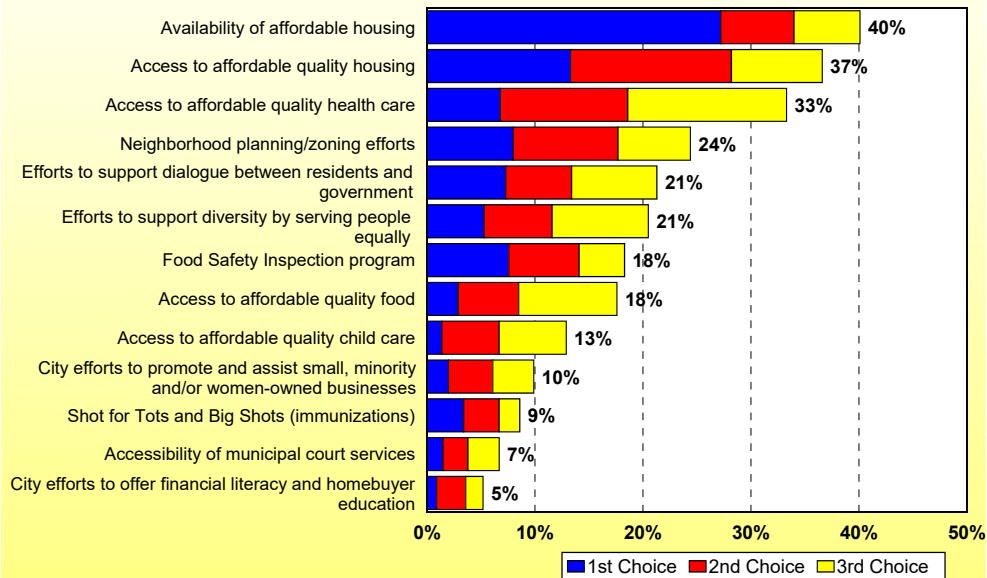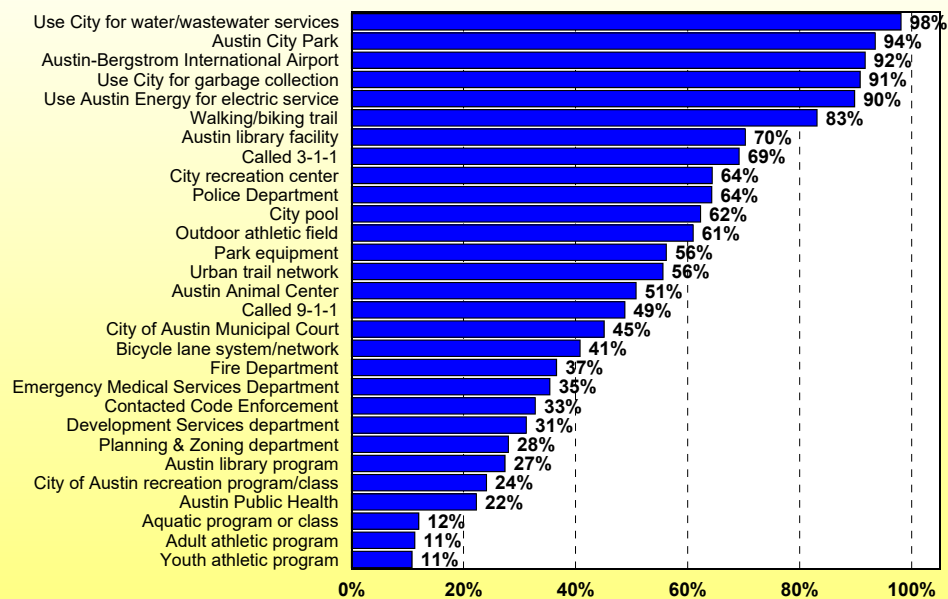by percentage of respondents (excluding don't knows)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Helpfulness of library staff	42%	39%	18%	
Services provided by 3-1-1	29%	43%	20%	7%
Austin Energy customer service	19%	48%	22%	12%
Water and wastewater utility customer service	16%	46%	26%	12%
Overall quality of customer service	17%	44%	30%	9%
Review services for residential and commercial building plans	7%	19%	39%	34%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

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

by percentage of respondents (excluding don't knows)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Efforts to support diversity by serving people equally	18%	36%	28%	19%
Shot for Tots and Big Shots (immunizations)	14%	36%	41%	9%
Access to affordable quality food	14%	36%	30%	20%
Food Safety Inspection program	9%	36%	43%	13%
Efforts to support dialogue between residents and government	9%	31%	32%	27%
Accessibility of municipal court services	6%	31%	43%	20%
Access to affordable quality health care	7%	22%	29%	41%
City efforts to promote and assist small, minority and/or women-owned businesses	7%	21%	40%	33%
Neighborhood planning/zoning efforts	3%	21%	34%	41%
City efforts to offer financial literacy and homebuyer education	5%	15%	42%	38%
Access to affordable quality child care	5%	12%	34%	51%
Availability of affordable housing	5%	9%	20%	66%
Access to affordable quality housing	4%	10%	22%	64%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q17. <u>Other City Services</u> That Are The Most Important For The City of Austin to Provide

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

Service	%
Availability of affordable housing	40%
Access to affordable quality housing	37%
Access to affordable quality health care	33%
Neighborhood planning/zoning efforts	24%
Efforts to support dialogue between residents and government	21%
Efforts to support diversity by serving people equally	21%
Food Safety Inspection program	18%
Access to affordable quality food	18%
Access to affordable quality child care	13%
City efforts to promote and assist small, minority and/or women-owned businesses	10%
Shot for Tots and Big Shots (immunizations)	9%
Accessibility of municipal court services	7%
City efforts to offer financial literacy and homebuyer education	5%

■ 1st Choice ■ 2nd Choice □ 3rd Choice

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q18. Percentage of Residents Who Have Used Various City Services and Facilities

by percentage of respondents who marked "yes" (<u>excluding don't knows</u>)

Service	%
Use City for water/wastewater services	98%
Austin City Park	94%
Austin-Bergstrom International Airport	92%
Use City for garbage collection	91%
Use Austin Energy for electric service	90%
Walking/biking trail	83%
Austin library facility	70%
Called 3-1-1	69%
City recreation center	64%
Police Department	64%
City pool	62%
Outdoor athletic field	61%
Park equipment	56%
Urban trail network	56%
Austin Animal Center	51%
Called 9-1-1	49%
City of Austin Municipal Court	45%
Bicycle lane system/network	41%
Fire Department	37%
Emergency Medical Services Department	35%
Contacted Code Enforcement	33%
Development Services department	31%
Planning & Zoning department	28%
Austin library program	27%
City of Austin recreation program/class	24%
Austin Public Health	22%
Aquatic program or class	12%
Adult athletic program	11%
Youth athletic program	11%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q19. Level of Agreement with the Statement:
"Employees of the City of Austin are ethical in
the way they conduct City business"
by percentage of respondents

Strongly AGREE
15%

AGREE
46%

Strongly DISAGREE
6%

DISAGREE
7%

Neutral
26%
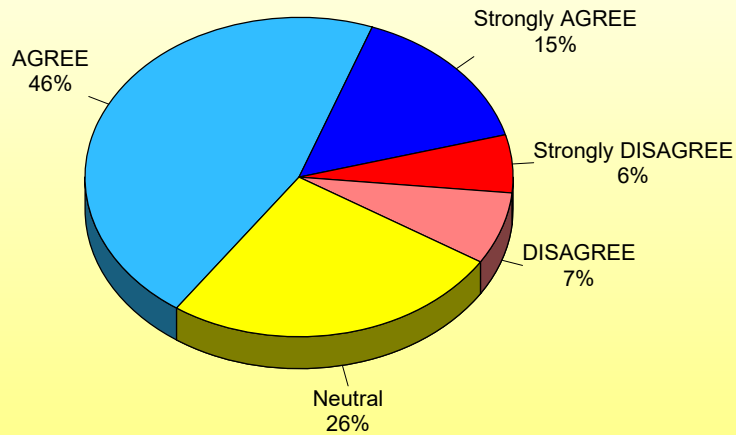
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q20. Demographics: Number of Years Respondents
Have Lived in the City of Austin
by percentage of respondents

11-15
10%

6-10
13%

16-20
12%

5 or less
16%

Not provided
4%

21-30
17%

31+
28%
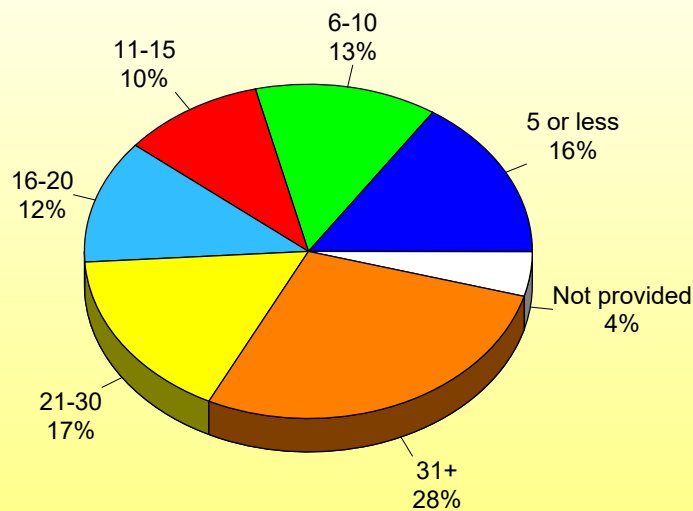
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q21. Demographics: Age of Respondents

by percentage of respondents

Austin Survey Data

35-44 years
20%

18-34 years
20%

45-54 years
20%

Not provided
1%

65+ years
19%

55-64 years
20%

Austin 2016 ACS Data

18-34 years
42%

35-44 years
20%

45-54 years
15%

65+ years
11%

55-64 years
12%
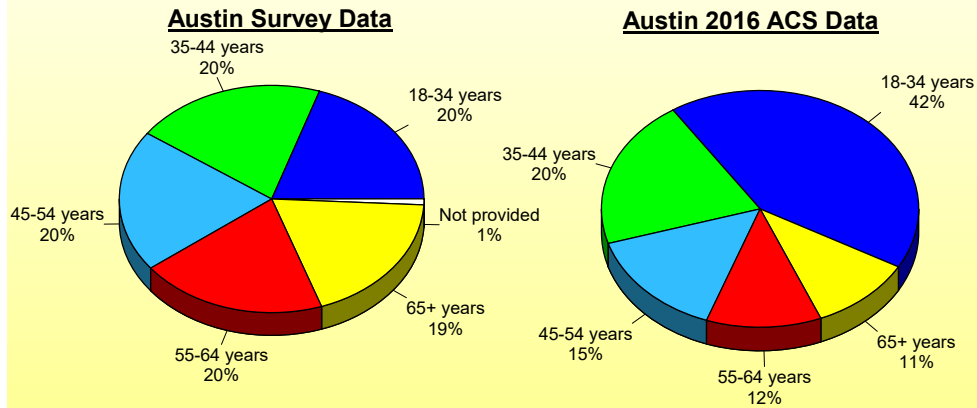
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q22. Demographics: How many dependents (including yourself) did your household claim on its most recent federal taxes?

by percentage of persons in households

One
30%

None
10%

Five or more
3%

Four
8%

Three
14%

Two
35%
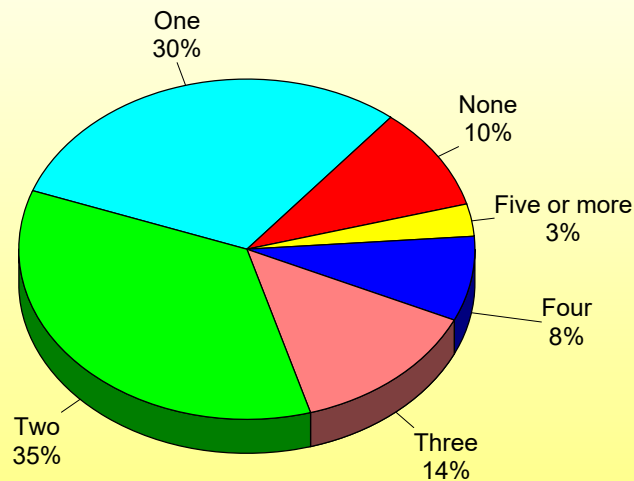
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q23. Demographics: Number of Children in Household
Who Use Childcare Services

by percentage of respondents

None
80%

Not provided
3%

Three or more
2%

Two
7%

One
8%
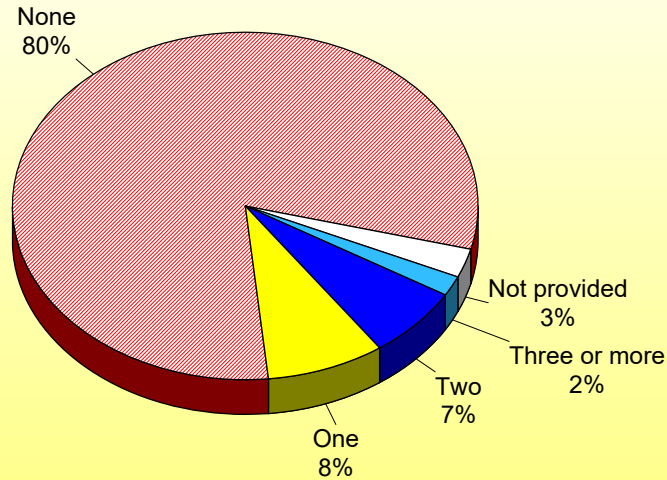
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q24. Demographics: Are you Hispanic, Latino,
or of other Spanish ancestry?

by percentage of respondents (excluding don't knows)

Austin Survey Data

Austin 2016 ACS Data

No
63%

Yes
37%

No
65%

Yes
35%
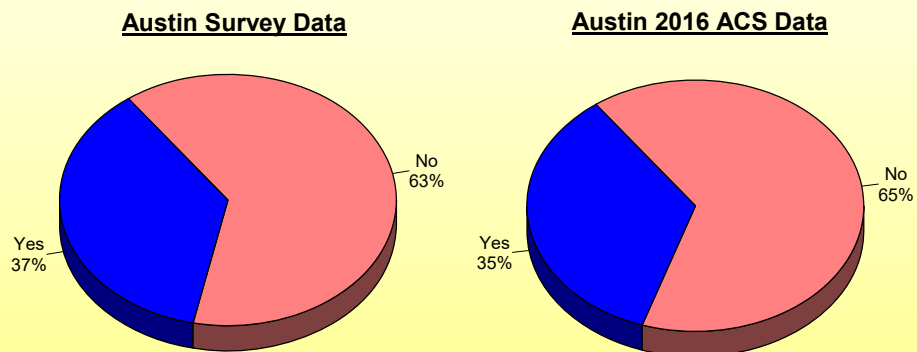
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q25. Demographics: Which of the following best describes your race?

by percentage of persons in households

Race	Austin Survey Data	Austin 2016 ACS Data
Caucasian/White only	46.0%	48.9%
Hispanic	36.7%	34.5%
African American/Black only	7.9%	7.2%
Asian/Pacific Islander only	4.1%	6.8%
American Indian only	0.3%	0.2%
Other	5.1%	2.3%

■ Austin Survey Data
■ Austin 2016 ACS Data
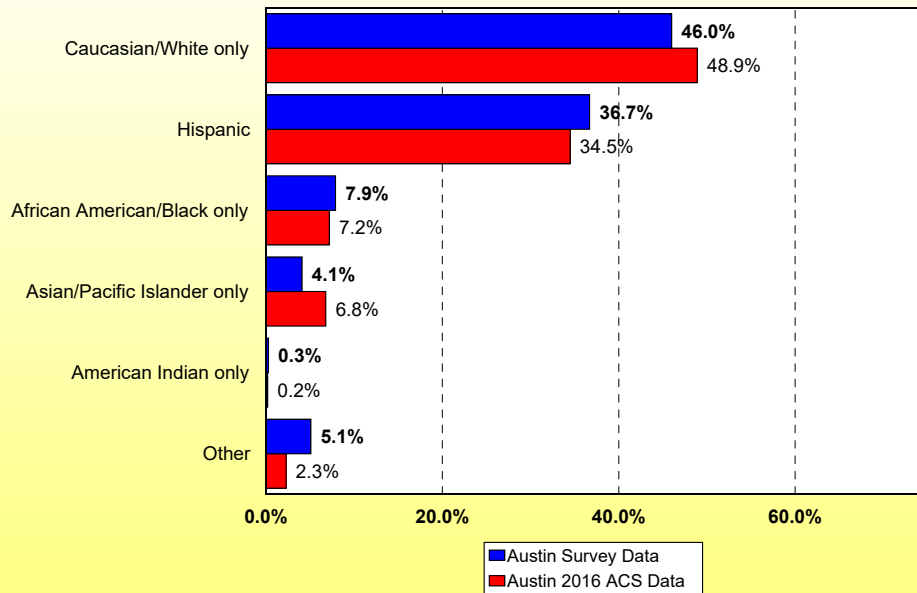
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q26. Demographics: Total Annual Household Income

by percentage of respondents

2017 Austin Survey Data

- Not provided 7%
- Less than $20K 8%
- $20K-$39,999 14%
- $40K-$59,999 17%
- $60K-$79,999 15%
- $80K-$149,999 24%
- $150K+ 15%

Austin 2016 ACS Data

- $150K+ 6%
- $100K-$149,999 10%
- $75K-$99,999 11%
- $50K-$74,999 20%
- $35K-$49,999 16%
- $25K-$34,999 11%
- Less than $25K 27%
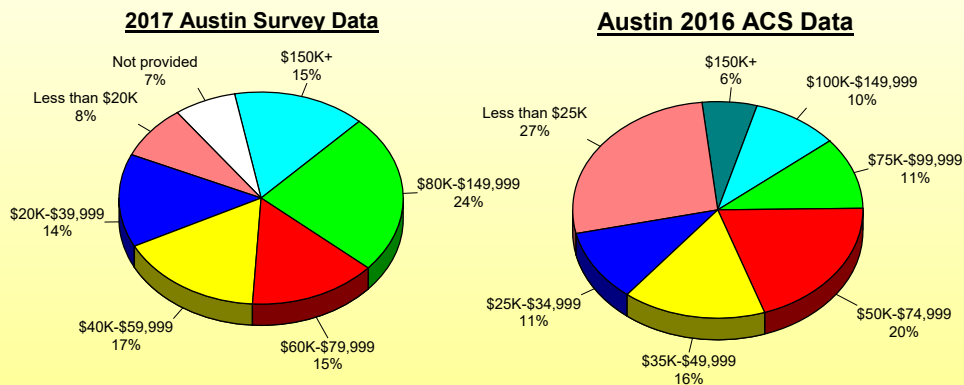
2010 median income in Austin=$50,132*
2016 median income in Austin=$60,939*

*Source: American Community Survey

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q27. Demographics: Gender
by percentage of respondents (excluding don't knows)

Austin Survey Data

Austin 2016 ACS Data

Female 51%

Male 49%
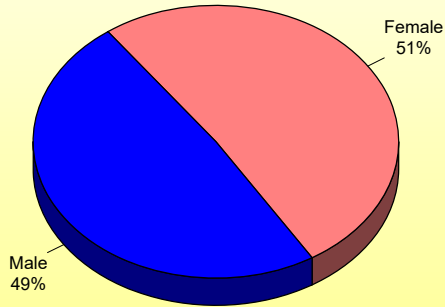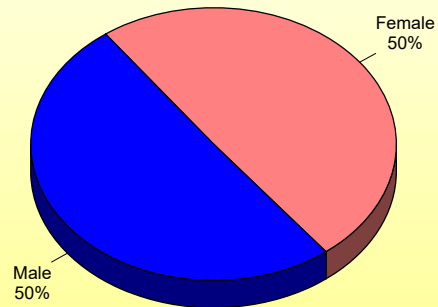
"Other" category is roughly 0.4%

Female 50%

Male 50%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Q28. Demographics: Do you own or rent your home?
by percentage of respondents

Rent 31%

Own 69%
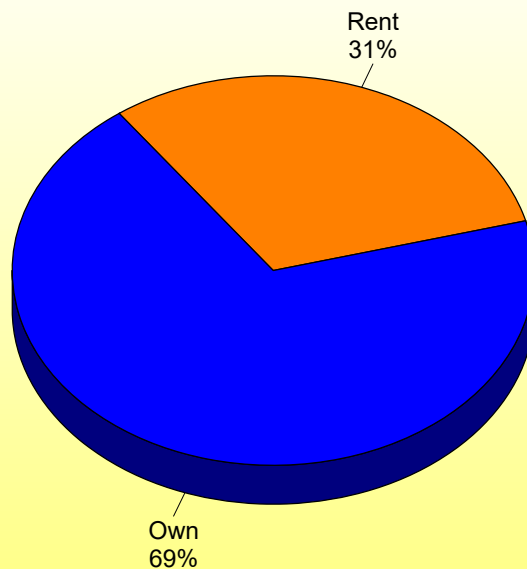
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Section 2
Trend Charts (2011-2015, 2016, & 2017)

2011-2015, 2016, & 2017 Trends

Overall Perception Residents Have of the City
2011 to 2017
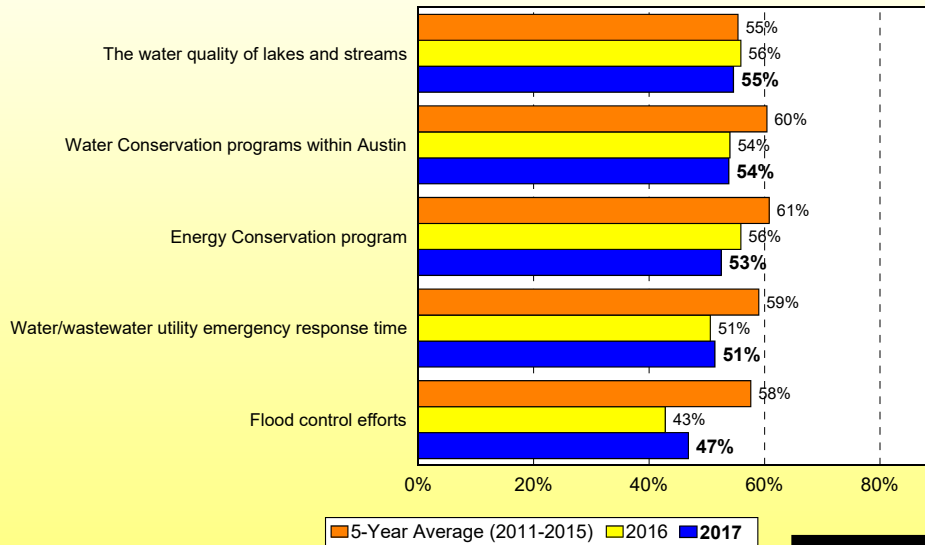by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Austin as a place to live — 85% / 80% / **78%**
Austin as a place to work — 78% / 76% / **75%**
Overall quality of life in the city — 76% / 70% / **69%**
Austin as a place to raise children — 77% / 68% / **67%**
Overall quality of services provided by the City — 62% / 47% / **51%**
Austin as a place to retire — 56% / 42% / **38%**
Overall value for city tax dollars and fees — 44% / 34% / **34%**
How well Austin is planning growth — 31% / 13% / **16%**

■ 5-Year Average (2011-2015) □ 2016 ■ **2017**
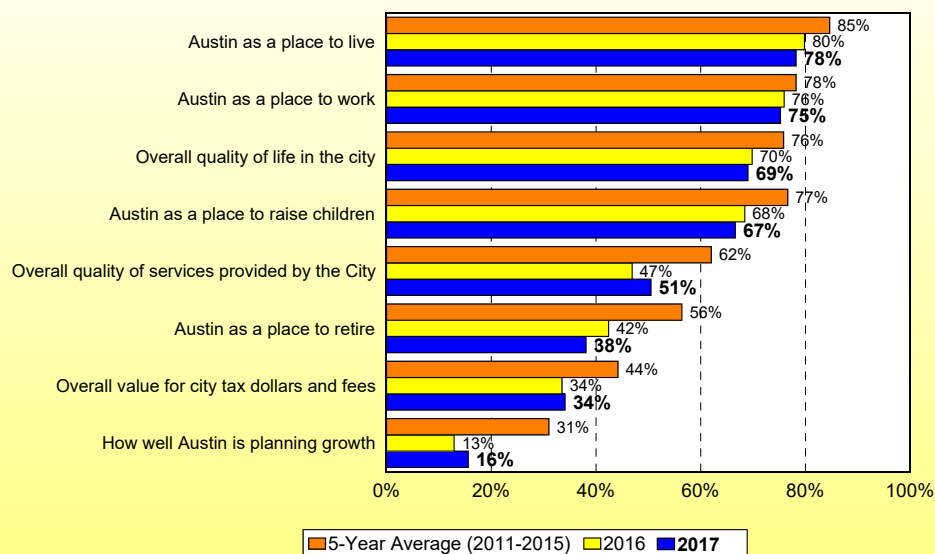
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Overall Satisfaction With Various Aspects of City Services by Major Category - 2011 to 2017

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

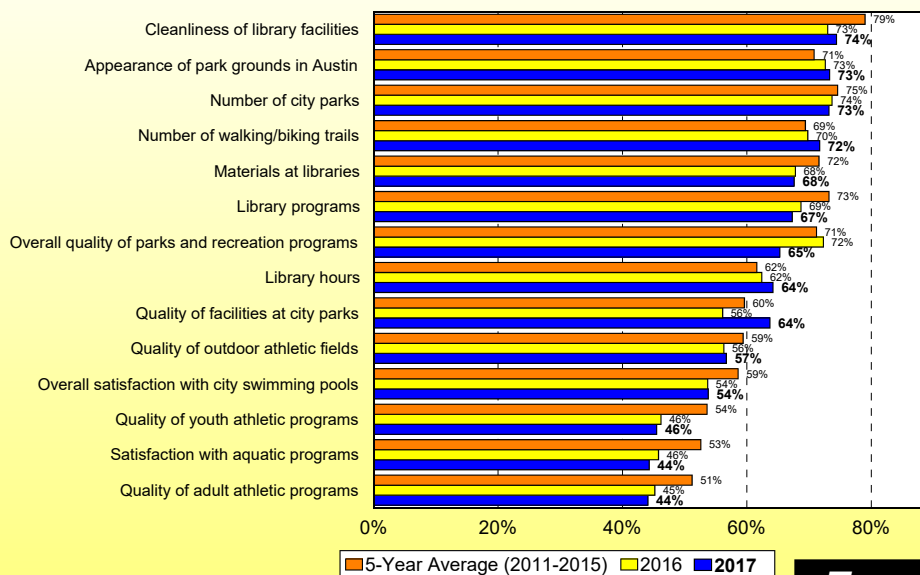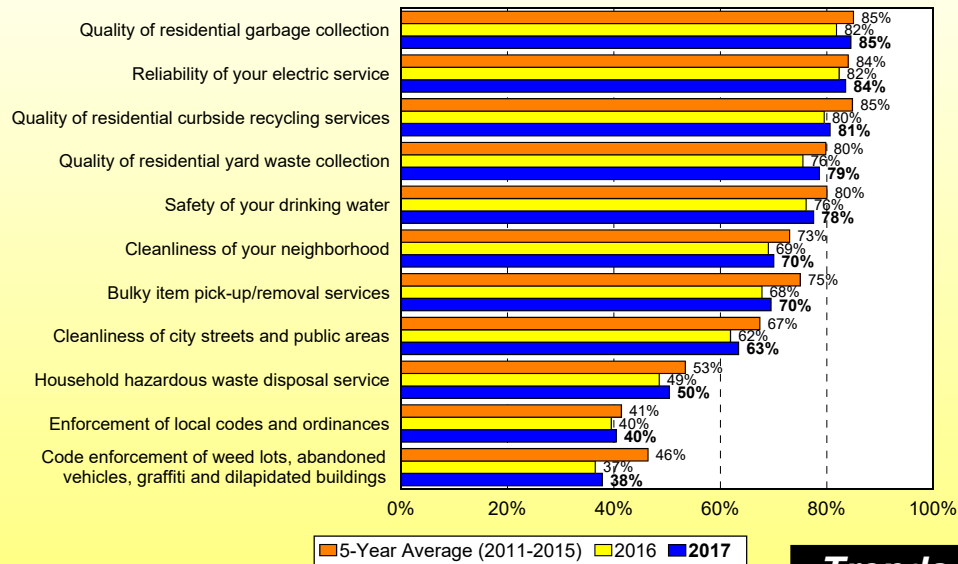| Category	5-Year Average (2011-2015)	2016	2017
Austin-Bergstrom International Airport	82%	79%	81%
Quality of parks and rec programs/facilities	74%	74%	76%
Quality of drinking water services	77%	73%	75%
Quality of public safety services	76%	72%	74%
Quality of City libraries	73%	71%	72%
Quality of wastewater services	72%	65%	66%
Animal Services	65%	59%	66%
Quality of electric services	67%	58%	65%
Quality of municipal court services	54%	41%	45%
Overall management of stormwater runoff	55%	40%	43%
Austin's overall effectiveness of communication	49%	34%	36%
Traffic flow on major City streets	*Not asked previously*	10%	11%
Traffic flow on major highways	*Not asked previously*	5%	4%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Perceptions of Public Safety and Security
2011 to 2017

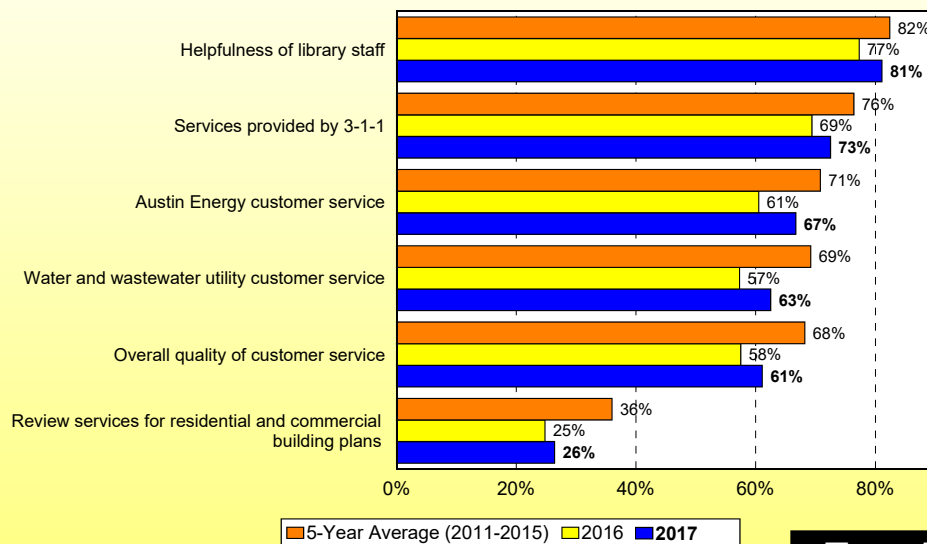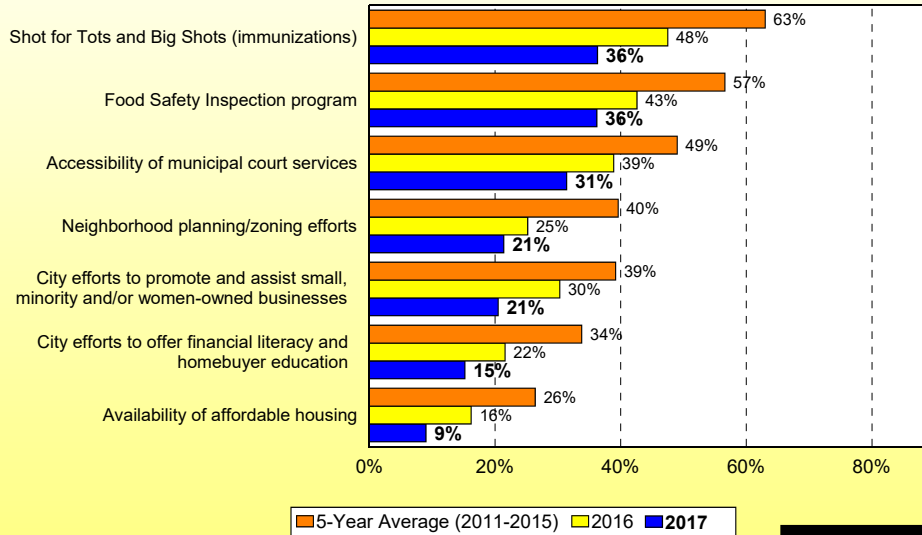by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

	5-Year Average (2011-2015)	2016	2017
I feel safe in my neighborhood during the day	90%	91%	90%
I feel safe walking alone downtown during the day	79%	78%	78%
I feel safe in my neighborhood at night	73%	70%	73%
I feel safe in city parks	64%	63%	66%
I feel safe walking alone downtown at night	31%	28%	29%
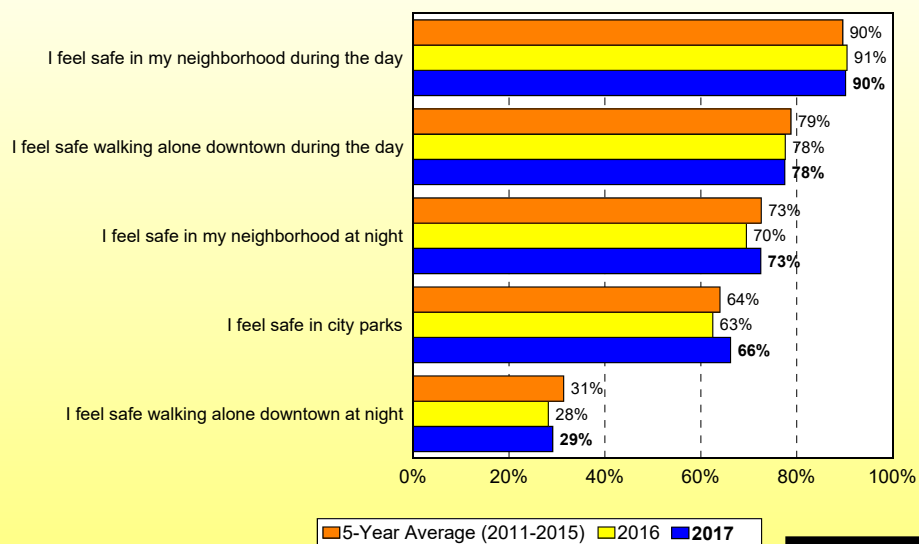
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

ETC Institute (2017)

Satisfaction With Various Aspects of Transportation Infrastructure - 2011 to 2017

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

Aspect	5-Year Average (2011-2015)	2016	2017
Condition of streets in your neighborhood	61%	58%	59%
Condition of sidewalks in your neighborhood	50%	50%	54%
Pedestrian accessibility	43%	46%	47%
Condition of major city streets	54%	40%	40%
Timing of traffic signals on city streets	45%	35%	38%
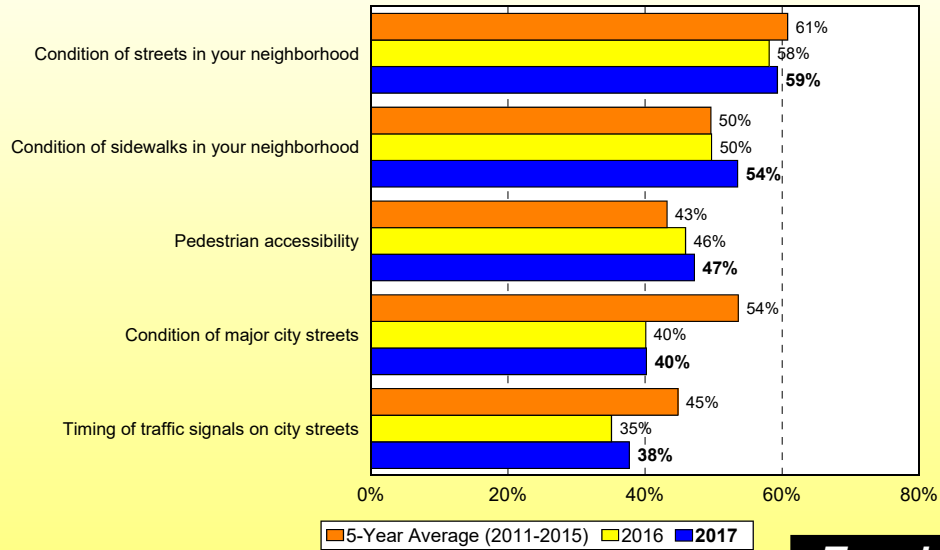
Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Satisfaction With Various Aspects of Public Safety 2011 to 2017

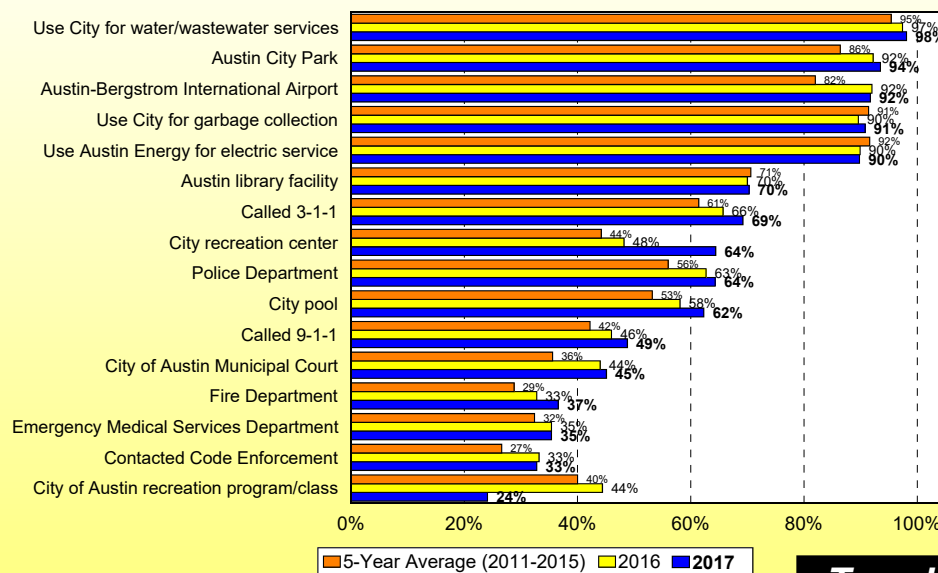by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Aspect	5-Year Average (2011-2015)	2016	2017
Overall quality of fire services	88%	83%	84%
Medical assistance provided by EMS	86%	81%	82%
Timeliness of EMS response to emergency location	85%	81%	82%
Timeliness of Fire response to emergency location	86%	82%	82%
Overall quality of police services	73%	71%	69%
Speed of emergency police response	70%	67%	63%
Enforcement of local traffic laws	58%	48%	50%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Satisfaction With Various Aspects of Environmental Services - 2011 to 2017

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

Item	5-Year Average (2011-2015)	2016	2017
The water quality of lakes and streams	55%	56%	55%
Water Conservation programs within Austin	60%	54%	54%
Energy Conservation program	61%	56%	53%
Water/wastewater utility emergency response time	59%	51%	51%
Flood control efforts	58%	43%	47%

Trends

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Satisfaction With Various Aspects of Recreation and Cultural Services - 2011 to 2017

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

Item	5-Year Average (2011-2015)	2016	2017
Cleanliness of library facilities	79%	73%	74%
Appearance of park grounds in Austin	71%	73%	73%
Number of city parks	75%	74%	73%
Number of walking/biking trails	69%	70%	72%
Materials at libraries	72%	68%	68%
Library programs	73%	69%	67%
Overall quality of parks and recreation programs	71%	72%	65%
Library hours	62%	62%	64%
Quality of facilities at city parks	60%	56%	64%
Quality of outdoor athletic fields	59%	56%	57%
Overall satisfaction with city swimming pools	59%	54%	54%
Quality of youth athletic programs	54%	46%	46%
Satisfaction with aquatic programs	53%	46%	44%
Quality of adult athletic programs	51%	45%	44%

Trends

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Satisfaction With Various Aspects of Residential and Neighborhood Services - 2011 to 2017

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

	5-Year Average (2011-2015)	2016	2017
Quality of residential garbage collection	85%	82%	85%
Reliability of your electric service	84%	82%	84%
Quality of residential curbside recycling services	85%	80%	81%
Quality of residential yard waste collection	80%	76%	79%
Safety of your drinking water	80%	76%	78%
Cleanliness of your neighborhood	73%	69%	70%
Bulky item pick-up/removal services	75%	68%	70%
Cleanliness of city streets and public areas	67%	62%	63%
Household hazardous waste disposal service	53%	49%	50%
Enforcement of local codes and ordinances	41%	40%	40%
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	46%	37%	38%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Satisfaction With Various Aspects of Customer Service 2011 to 2017

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

	5-Year Average (2011-2015)	2016	2017
Helpfulness of library staff	82%	77%	81%
Services provided by 3-1-1	76%	69%	73%
Austin Energy customer service	71%	61%	67%
Water and wastewater utility customer service	69%	57%	63%
Overall quality of customer service	68%	58%	61%
Review services for residential and commercial building plans	36%	25%	26%

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Satisfaction With Various Aspects of Other City Services
2011 to 2017

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

Shot for Tots and Big Shots (immunizations)
- 63%
- 48%
- **36%**

Food Safety Inspection program
- 57%
- 43%
- **36%**

Accessibility of municipal court services
- 49%
- 39%
- **31%**

Neighborhood planning/zoning efforts
- 40%
- 25%
- **21%**

City efforts to promote and assist small, minority and/or women-owned businesses
- 39%
- 30%
- **21%**

City efforts to offer financial literacy and homebuyer education
- 34%
- 22%
- **15%**

Availability of affordable housing
- 26%
- 16%
- **9%**

0% 20% 40% 60% 80%

■ 5-Year Average (2011-2015) □ 2016 ■ **2017**

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Percentage of Residents Who Have Used Various City Services and Facilities - 2011 to 2017

by percentage of respondents who marked "yes"

Use City for water/wastewater services
- 95%
- 97%
- **98%**

Austin City Park
- 86%
- 92%
- **94%**

Austin-Bergstrom International Airport
- 82%
- 92%
- **92%**

Use City for garbage collection
- 91%
- 90%
- **91%**

Use Austin Energy for electric service
- 92%
- 90%
- **90%**

Austin library facility
- 71%
- 71%
- **70%**

Called 3-1-1
- 61%
- 66%
- **69%**

City recreation center
- 44%
- 48%
- **64%**

Police Department
- 56%
- 63%
- **64%**

City pool
- 53%
- 58%
- **62%**

Called 9-1-1
- 42%
- 46%
- **49%**

City of Austin Municipal Court
- 36%
- 44%
- **45%**

Fire Department
- 29%
- 33%
- **37%**

Emergency Medical Services Department
- 32%
- 35%
- **35%**

Contacted Code Enforcement
- 27%
- 33%
- **33%**

City of Austin recreation program/class
- 40%
- 44%
- **24%**

0% 20% 40% 60% 80% 100%

■ 5-Year Average (2011-2015) □ 2016 ■ **2017**

Source: ETC Institute DirectionFinder (2017 - Austin, TX)

Trends

Section 3
Benchmarking Analysis

DirectionFinder **Survey**
Year 2017 Benchmarking Summary Report

Overview

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

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

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

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC

- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, Texas
- Providence, RI
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

There are four sets of charts in this report:

- The **first set** shows how the results for the City of Austin compare to the national average for large U.S. cities with a population of more than 250,000. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 during the fall of 2016.

- The **second set** shows head-to-head comparisons between the City of Austin and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 during the fall of 2016.

- The **third set** shows how the results for the City of Austin compare to the range of performance for other large U.S. cities. A total of 30 large U.S. cities were included in this analysis (these cities are listed on the previous page). The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during the fall of 2016.

- The **fourth set** shows how satisfaction with services in the City of Austin compare to the national average for large U.S. cities with a population of more than 500,000. These communities include Austin, Dallas, Fort Worth, Houston, Kansas City, Las Vegas, Oklahoma City, San Antonio, and San Diego. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 500,000 during the fall of 2016.

Benchmarking Data
National Comparisons

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

Perceptions of the City
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons

	National avg for cities with pop. >250,000	Austin
The City as a place to live	71%	78%
The City as a place to work	71%	75%
Overall quality of life in the city	63%	69%
The City as a place to raise children	66%	67%
Overall quality of services provided by the City	45%	50%
Overall value that you receive for your city taxes	31%	34%
How well the City is planning growth	33%	16%

Source: ETC Institute DirectionFinder (2017)

Satisfaction with Major Categories of City Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons

Category	National avg for cities with pop. >250,000	Austin
Overall quality of parks/recreation	63%	76%
Overall quality of drinking water	68%	75%
Overall quality of public safety services	67%	74%
Overall quality of city libraries	69%	72%
Overall quality of wastewater services	64%	66%
Animal services	55%	66%
Overall management of stormwater runoff	56%	42%
Overall effectiveness of communication by the City	38%	35%
Traffic flow on major city streets	30%	11%

National avg for cities with pop. >250,000 ▨   Austin ■

Source: ETC Institute DirectionFinder (2017)

Feeling of Safety in the City
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "strongly agree"

National Comparisons

Item	National avg for cities with pop. >250,000	Austin
I feel safe in my neighborhood during the day	91%	90%
I feel safe in my neighborhood at night	49%	73%
I feel safe in City parks	56%	66%

National avg for cities with pop. >250,000 ▨   Austin ■
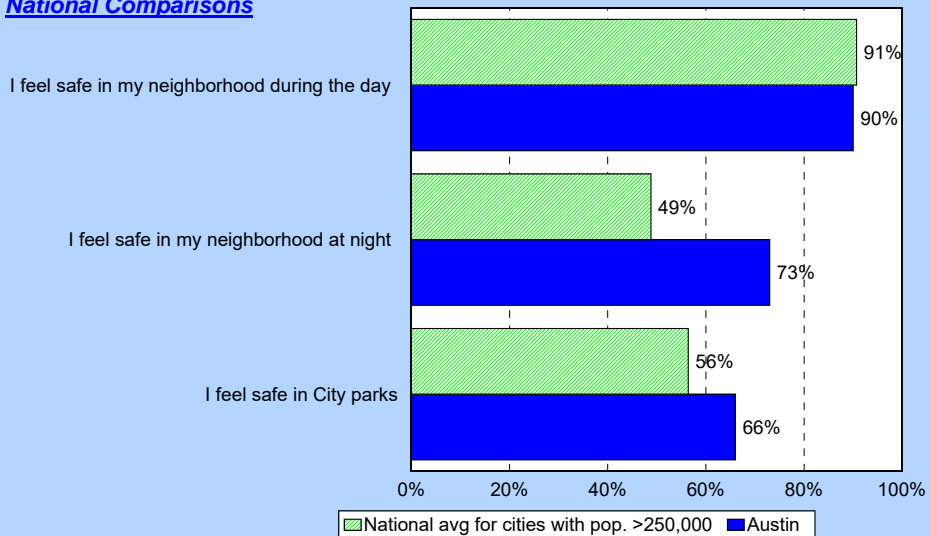
Source: ETC Institute DirectionFinder (2017)

Satisfaction with Transportation Infrastructure
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons

Condition of streets in neighborhoods
- 36%
- 59%

Condition of sidewalks in neighborhoods
- 46%
- 54%

Condition of major city streets
- 43%
- 40%

0% 20% 40% 60% 80% 100%

National avg for cities with pop. >250,000 | Austin

Source: ETC Institute DirectionFinder (2017)

Satisfaction with Public Safety Services
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons

Overall quality of fire services
- 81%
- 84%

Medical assistance provided by EMS
- 69%
- 83%

Timeliness of Fire response to emergencies
- 84%
- 82%

Overall quality of police services
- 59%
- 69%

Speed of emergency police response
- 54%
- 63%

Enforcement of local traffic laws
- 52%
- 50%

0% 20% 40% 60% 80% 100%

National avg for cities with pop. >250,000 | Austin
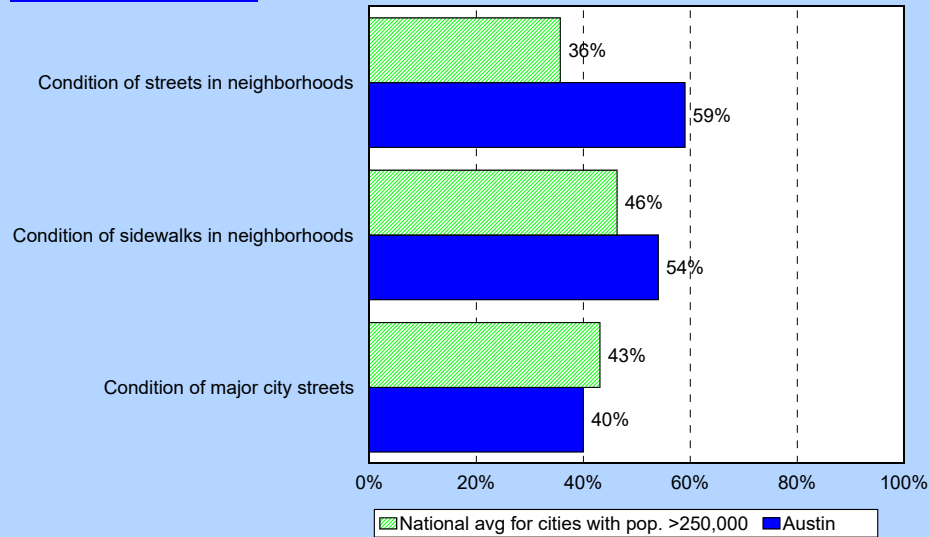
Source: ETC Institute DirectionFinder (2017)

Satisfaction with Recreation and Cultural Services

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

National Comparisons

Item	National avg	Austin
Appearance of park grounds	68%	73%
Number of city parks	71%	73%
Number of walking/biking trails	64%	72%
Quality of park facilities	56%	64%
Quality of outdoor athletic fields	60%	57%
Overall satisfaction with city swimming pools	40%	54%
Quality of youth athletic programs offered by City	50%	46%
Quality of adult athletic programs offered by City	46%	45%

National avg for cities with pop. >250,000 ▢ / Austin ■
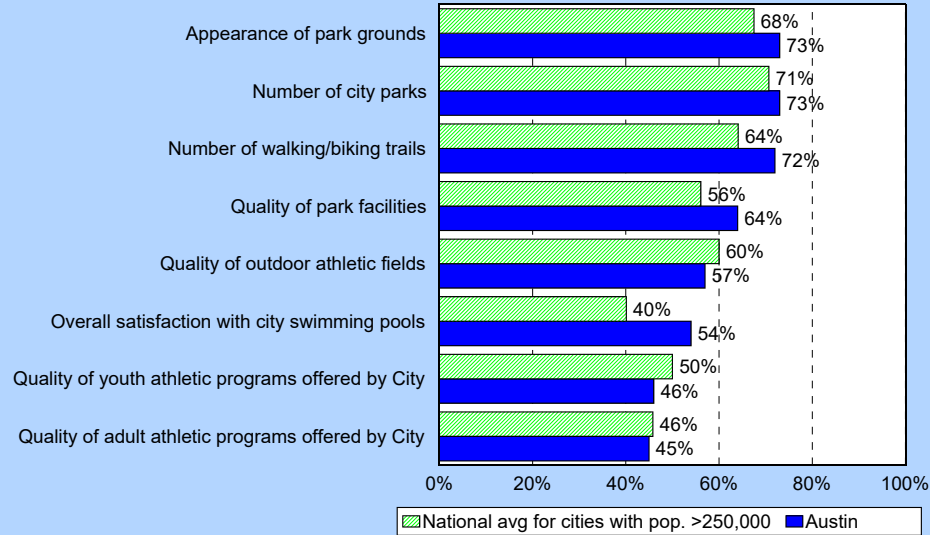
Source: ETC Institute DirectionFinder (2017)

Satisfaction with Residential & Neighborhood Services

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

National Comparisons

Item	National avg	Austin
Quality of residential garbage collection	76%	85%
Quality of residential curbside recycling services	68%	81%
Cleanliness of city streets and public areas	54%	64%
Household hazardous waste disposal service	48%	50%
Enforcement of local codes & ordinances	40%	40%

National avg for cities with pop. >250,000 ▢ / Austin ■
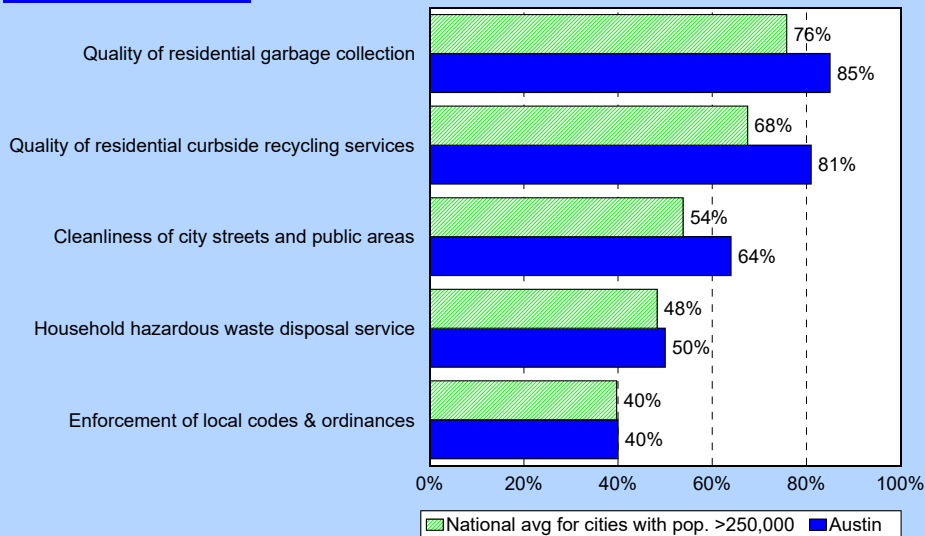
Source: ETC Institute DirectionFinder (2017)

Satisfaction with Customer Service
Austin vs. Large U.S. Cities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "strongly agree"

National Comparisons

Overall quality of customer service

36%

61%

0%   20%   40%   60%   80%   100%

National avg for cities with pop. >250,000   ▇ Austin
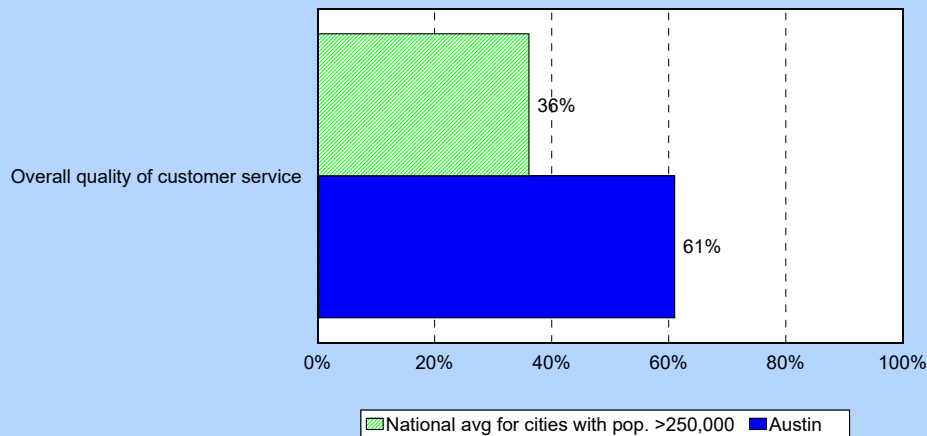
Source: ETC Institute DirectionFinder (2017)

Benchmarking Data
Selected Head-to-Head Comparisons for Large Cities in the U.S.

The following charts show head-to-head comparisons between the City of Austin and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Fall of 2016. The cities included for these head-to-head comparisons are listed below.

- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Kansas City, MO

- Las Vegas, NV
- Minneapolis, MN
- Oklahoma City, OK
- St. Louis, MO
- San Antonio, TX
- San Diego, CA
- Tulsa, OK
- Wichita, KS

Overall Satisfaction With *Parks and Recreation - 2017*

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

U.S. Large City Regional Benchmarks
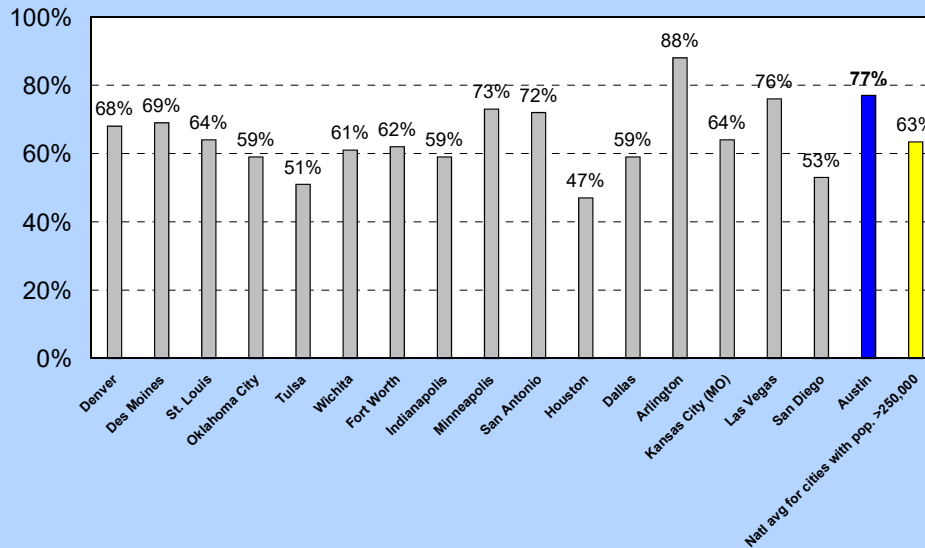
Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With *Library Services - 2017*

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

U.S. Large City Regional Benchmarks
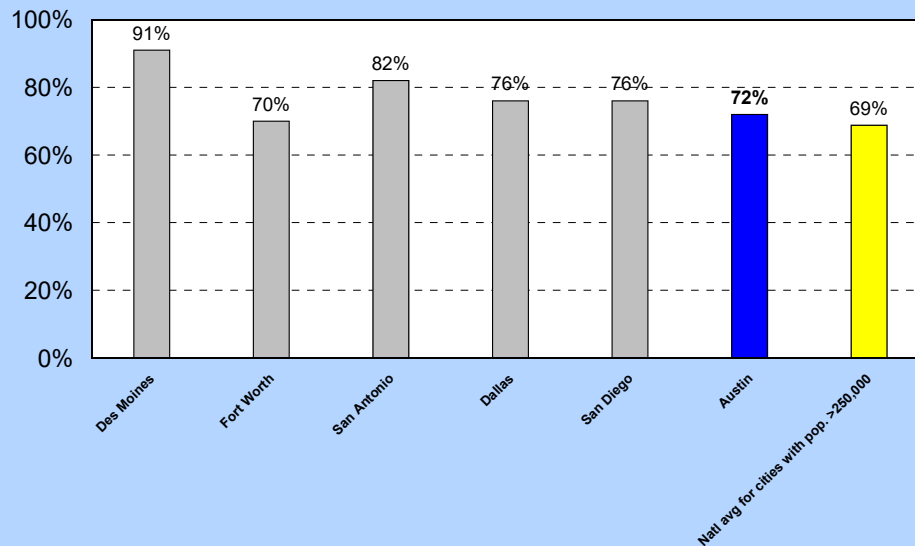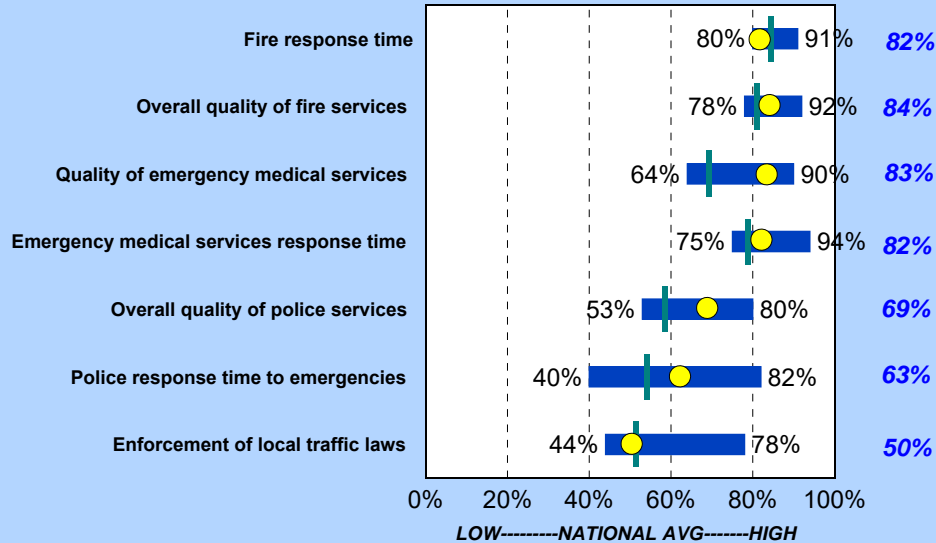
Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With *City Communications - 2017*

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

U.S. Large City Regional Benchmarks

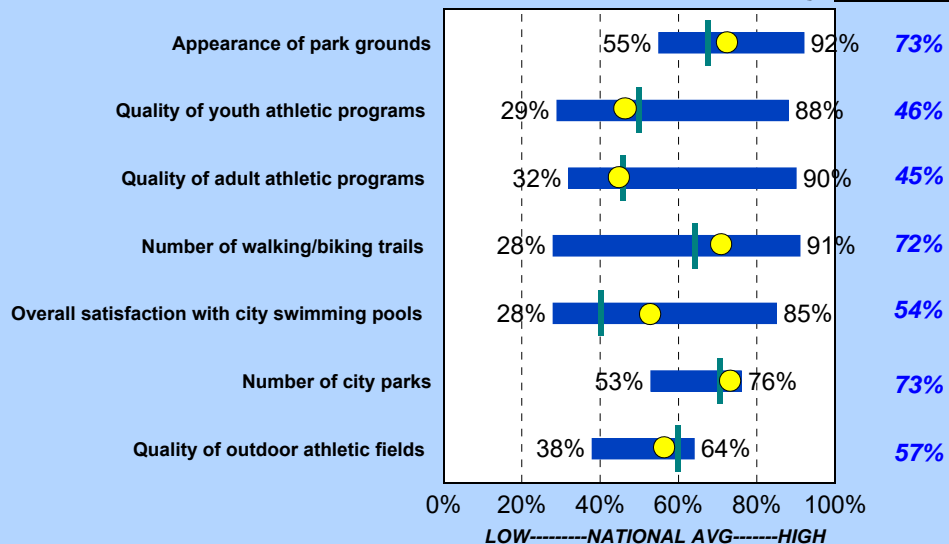| City	Percentage
Denver	52%
Des Moines	50%
St. Louis	39%
Oklahoma City	46%
Tulsa	40%
Wichita	49%
Fort Worth	50%
Indianapolis	37%
Minneapolis	55%
San Antonio	56%
Houston	41%
Dallas	59%
Arlington	68%
Kansas City (MO)	45%
Las Vegas	53%
San Diego	44%
Austin	35%
Natl avg for cities with pop. >250,000	38%
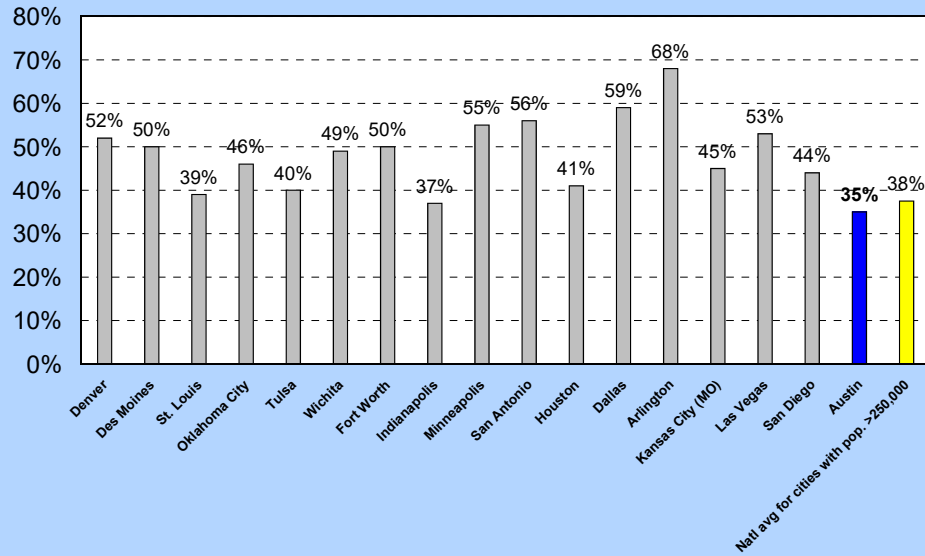
Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With *Code Enforcement - 2017*

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

U.S. Large City Regional Benchmarks

City	Percentage
Denver	47%
Des Moines	54%
St. Louis	29%
Oklahoma City	35%
Tulsa	41%
Wichita	39%
Fort Worth	73%
Indianapolis	50%
Minneapolis	57%
San Antonio	42%
Houston	40%
Dallas	42%
Arlington	57%
Kansas City (MO)	45%
Las Vegas	53%
San Diego	42%
Austin	40%
Natl avg for cities with pop. >250,000	40%
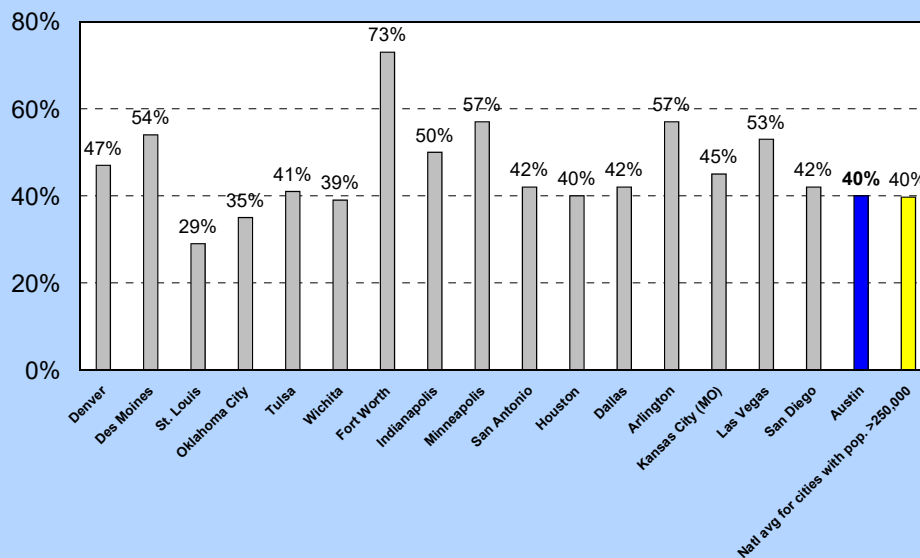
Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With *Police Services - 2017*
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
U.S. Large City Regional Benchmarks

Des Moines: 74%
Oklahoma City: 68%
Tulsa: 61%
Fort Worth: 68%
San Antonio: 64%
Dallas: 68%
Kansas City (MO): 67%
Las Vegas: 69%
San Diego: 58%
Austin: 69%
Natl avg for cities with pop. >250,000: 59%
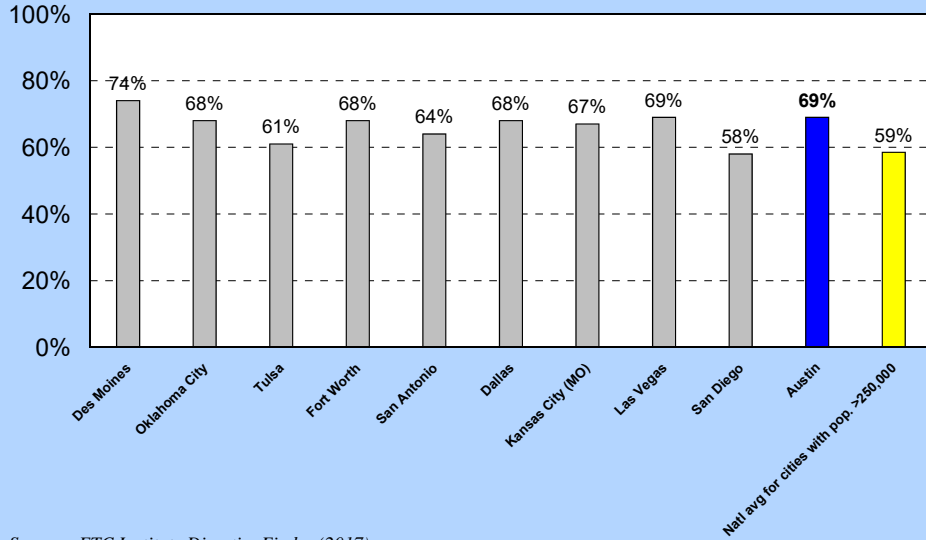
Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With *Fire Services - 2017*
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
U.S. Large City Regional Benchmarks

Des Moines: 90%
Oklahoma City: 88%
Tulsa: 85%
Fort Worth: 81%
San Antonio: 82%
Dallas: 89%
Kansas City (MO): 83%
Las Vegas: 89%
San Diego: 78%
Austin: 84%
Natl avg for cities with pop. >250,000: 81%

Source: ETC Institute DirectionFinder (2017)

Overall Satisfaction With
Emergency Medical Services - 2017
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows
U.S. Large City Regional Benchmarks
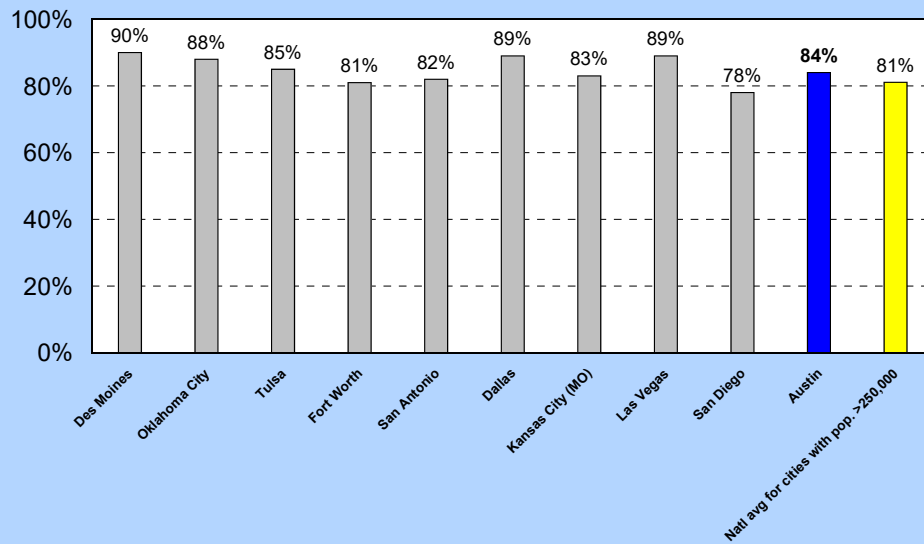
Source: ETC Institute DirectionFinder (2017)
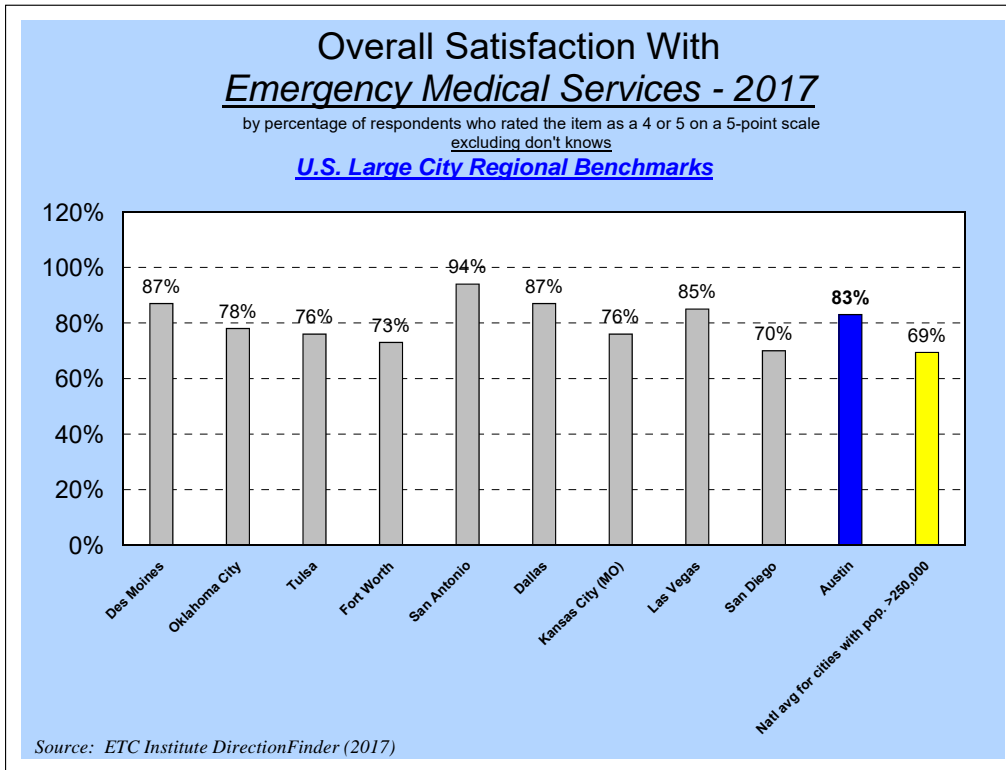
Benchmarking Data
Comparisons to a Range of Performance

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

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

Benchmarking Communities

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC

- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, TX
- Providence, RI
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

Perceptions Residents Have of the City in Which They Live - **2017**

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

Direction Finder Benchmarks - Cities w/population > 250,000 only   ◯ *Austin, TX*

Overall quality of life in the City	45% — 88%	*69%*
Overall quality of City services provided	34% — 86%	*50%*
Overall value received for city tax dollars	27% — 70%	*34%*
How well the City is planning growth	13% — 70%	*16%*

0%   20%   40%   60%   80%   100%

LOW---------NATIONAL AVG-------HIGH

Source: ETC Institute DirectionFinder (2017)

Satisfaction with Public Safety Services
2017

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

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

Item	Low	High	Austin, TX
Fire response time	80%	91%	*82%*
Overall quality of fire services	78%	92%	*84%*
Quality of emergency medical services	64%	90%	*83%*
Emergency medical services response time	75%	94%	*82%*
Overall quality of police services	53%	80%	*69%*
Police response time to emergencies	40%	82%	*63%*
Enforcement of local traffic laws	44%	78%	*50%*

0%   20%   40%   60%   80%   100%

LOW---------NATIONAL AVG-------HIGH
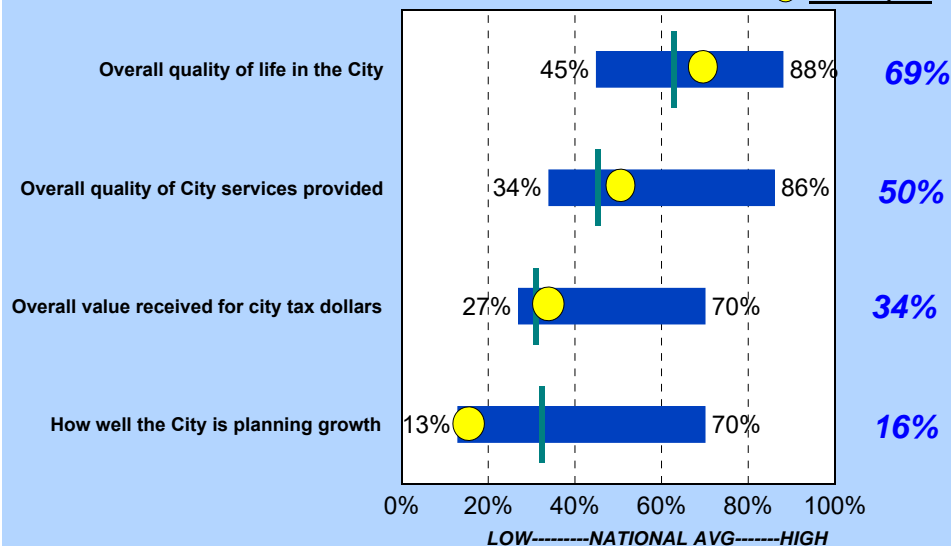
Source: ETC Institute DirectionFinder (2017)

Satisfaction with Parks and Recreation Services
2017

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

Direction Finder Benchmarks - Cities w/population > 250,000 only   ◯ ***Austin, TX***

Item	Low	High	Austin, TX
Appearance of park grounds	55%	92%	*73%*
Quality of youth athletic programs	29%	88%	*46%*
Quality of adult athletic programs	32%	90%	*45%*
Number of walking/biking trails	28%	91%	*72%*
Overall satisfaction with city swimming pools	28%	85%	*54%*
Number of city parks	53%	76%	*73%*
Quality of outdoor athletic fields	38%	64%	*57%*

0%   20%   40%   60%   80%   100%

LOW---------NATIONAL AVG-------HIGH

Source: ETC Institute DirectionFinder (2017)

Satisfaction with Maintenance Services
2017

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

Direction Finder Benchmarks - Cities w/population > 250,000 only   ⬤ **Austin, TX**

Condition of sidewalks	19% ⬤ 85% *54%*
Condition of streets in neighborhoods	32% ⬤ 84% *59%*
Condition of major city streets	9% ⬤ 82% *40%*

0%   20%   40%   60%   80%   100%

LOW---------NATIONAL AVG-------HIGH

Source: ETC Institute DirectionFinder (2017)

Benchmarking Communities With Populations Greater Than 500,000

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

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

Service	National avg	Austin
Fire services	70%	84%
Emergency medical services	65%	82%
Parks and recreation	61%	76%
Library services	52%	72%
Police services	61%	69%
Overall quality of customer service	35%	61%
Maintenance/condition of neighborhood streets	42%	59%
Maintenance/condition of neighborhood sidewalks	55%	54%
Overall quality of City services	44%	51%
Code enforcement	19%	40%
City communications	27%	36%
Maintenance/condition of major City streets	27%	42%
Traffic flow on major City streets	25%	11%

☐ National avg for cities with pop. >500,000   ■ Austin

Source: ETC Institute DirectionFinder (2017)

Section 4
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
City of Austin, Texas

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately 60% percent (60.1%) of respondents selected *traffic flow on major highways* as one of the most important services for the City to provide.

With regard to satisfaction, 4% of respondents surveyed rated the City's overall performance in the *traffic flow on major highways* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *traffic flow on major highways* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 60.1% was multiplied by 96% (1-0.04). This calculation yielded an I-S rating of 0.5770 which ranked first out of 18 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:
- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* (IS>=0.20)
- *Increase Current Emphasis* (0.10<=IS<0.20)
- *Maintain Current Emphasis* (IS<0.10)

The results for the City of Austin are provided on the following pages.

2017 Importance-Satisfaction Rating
City of Austin
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic flow on major highways	60%	1	4%	18	0.5770	1
Traffic flow on major City streets	42%	3	11%	17	0.3769	2
High Priority (IS .10-.20)						
Quality of planning & zoning services	23%	6	21%	15	0.1778	3
Overall maintenance of major City streets	23%	5	27%	14	0.1691	4
Quality of public safety services	45%	2	74%	4	0.1181	5
Quality of health & human services	19%	8	45%	10	0.1043	6
Medium Priority (IS <.10)						
Overall quality of development review, permitting and inspection services	11%	10	17%	16	0.0893	7
Quality of drinking water services	35%	4	75%	3	0.0886	8
Quality of electric services	17%	9	65%	8	0.0616	9
Quality of parks and rec programs/facilities	20%	7	76%	2	0.0479	10
Overall maintenance of City sidewalks	7%	13	32%	13	0.0465	11
Effectiveness of city communication	6%	15	36%	12	0.0393	12
Quality of wastewater services	9%	11	66%	6	0.0290	13
Quality of municipal court services	5%	17	45%	9	0.0257	14
Overall management of stormwater runoff	4%	18	43%	11	0.0242	15
Animal services	6%	14	66%	7	0.0217	16
Quality of City libraries	7%	12	72%	5	0.0200	17
Austin-Bergstrom International Airport	6%	16	81%	1	0.0114	18

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

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

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

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2017 Importance-Satisfaction Rating
City of Austin
Transportation Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	72%	1	40%	8	0.4276	1
Timing of traffic signals on City streets	44%	2	38%	9	0.2716	2
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	42%	3	59%	1	0.1693	3
Pedestrian accessibility	29%	4	47%	5	0.1542	4
Adequacy of street lighting in your community	28%	5	52%	3	0.1362	5
On-street bicycle accessibility	20%	6	42%	7	0.1142	6
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	18%	7	54%	2	0.0832	7
Mowing & trimming along City streets	15%	8	46%	6	0.0820	8
Off-street bicycle accessibility	7%	9	51%	4	0.0339	9

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

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

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

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2017 Importance-Satisfaction Rating
City of Austin
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall quality of police services	50%	1	69%	5	0.1524	1
Speed of emergency police response	34%	2	63%	6	0.1244	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	10%	7	50%	7	0.0488	3
Timeliness of Fire response	24%	4	82%	4	0.0442	4
Overall quality of fire services	26%	3	84%	1	0.0402	5
Timeliness of EMS response	21%	5	82%	3	0.0373	6
Medical assistance provided by EMS	15%	6	82%	2	0.0257	7

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

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

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

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2017 Importance-Satisfaction Rating
City of Austin
Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flood control efforts	37%	2	47%	5	0.1963	1
Water quality of lakes & streams	40%	1	55%	1	0.1821	2
Water conservation programs	36%	3	54%	2	0.1677	3
Water & wastewater utility response time	34%	4	51%	4	0.1667	4
Energy conservation program	30%	5	53%	3	0.1401	5

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

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

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

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2017 Importance-Satisfaction Rating
City of Austin
Recreation and Cultural Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of facilities	29%	3	64%	9	0.1060	1
Medium Priority (IS <.10)						
Number of City parks	36%	1	73%	3	0.0976	2
Overall satisfaction with City swimming pools	20%	5	54%	12	0.0915	3
Quality of youth athletic programs	15%	9	46%	13	0.0818	4
Appearance of park grounds in Austin	30%	2	73%	2	0.0812	5
Number of walking/biking trails	28%	4	72%	4	0.0798	6
Safety of equipment/playscapes in parks	19%	6	62%	10	0.0713	7
Overall quality of parks & recreation programs	18%	7	65%	7	0.0628	8
Materials at libraries	17%	8	68%	5	0.0541	9
Library programs	14%	10	67%	6	0.0441	10
Quality of outdoor athletic fields	10%	11	57%	11	0.0424	11
Library hours	7%	12	64%	8	0.0261	12
Quality of adult athletic programs	5%	14	44%	15	0.0252	13
Satisfaction with aquatic programs	3%	15	44%	14	0.0139	14
Cleanliness of library facilities	5%	13	74%	1	0.0133	15

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

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

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

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2017 Importance-Satisfaction Rating
City of Austin
Residential and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Safety of your drinking water	58%	1	78%	5	0.1305	1
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	21%	6	38%	11	0.1294	2
Medium Priority (IS <.10)						
Cleanliness of City streets & public areas	27%	4	63%	8	0.0992	3
Enforcement of local codes & ordinances	16%	7	40%	10	0.0966	4
Reliability of your electric service	41%	2	84%	2	0.0670	5
Quality of residential garbage collection	41%	3	85%	1	0.0629	6
Household hazardous waste disposal service	10%	10	50%	9	0.0481	7
Cleanliness of your neighborhood	15%	8	70%	6	0.0435	8
Quality of residential curbside recycling services	21%	5	81%	3	0.0407	9
Bulky item pick-up/removal services	10%	9	70%	7	0.0302	10
Quality of residential yard waste collection	7%	11	79%	4	0.0139	11

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

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

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

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Importance-Satisfaction Assessment Matrix
City of Austin, Texas

Overview

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

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

▪ **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

▪ **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

▪ **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Overall-

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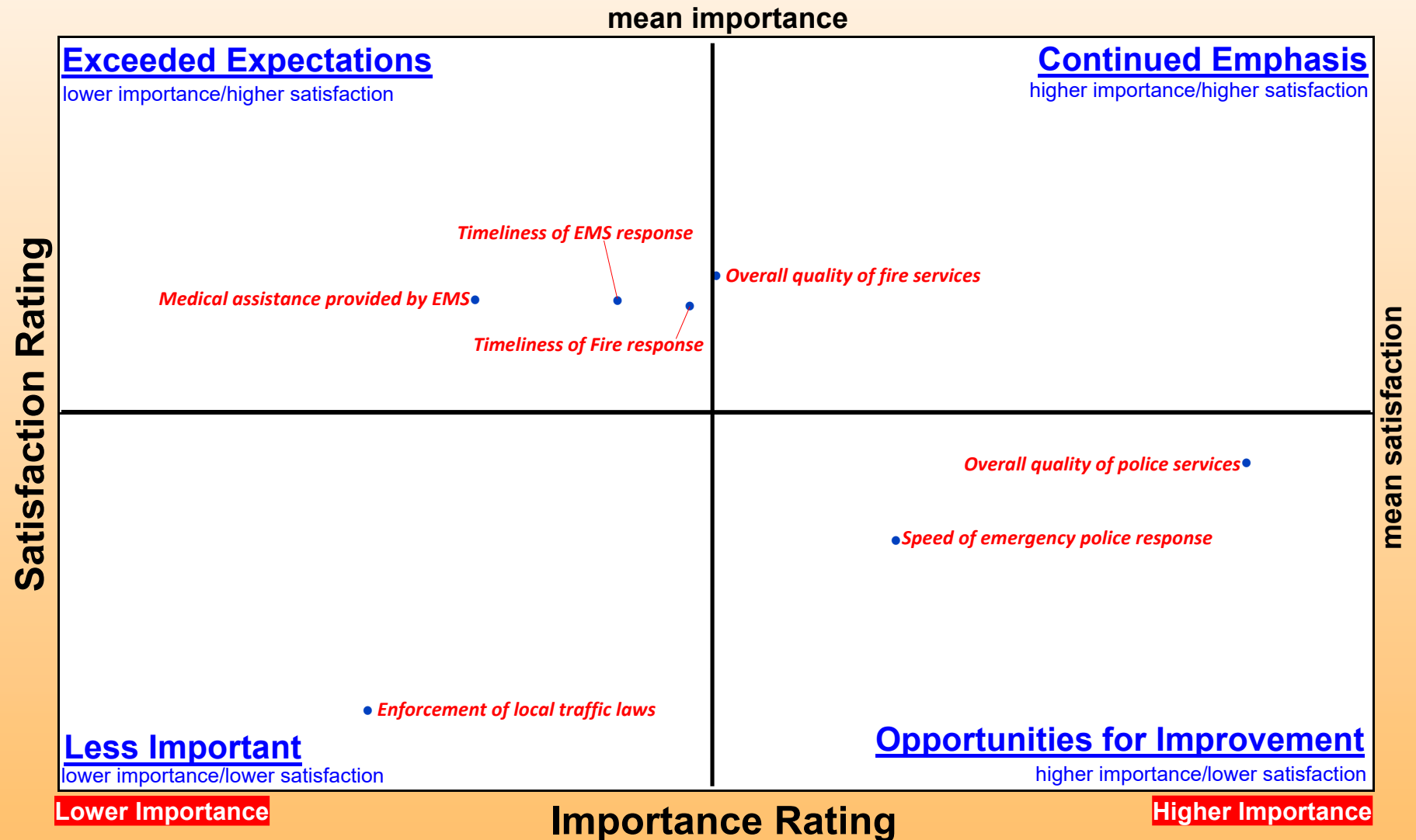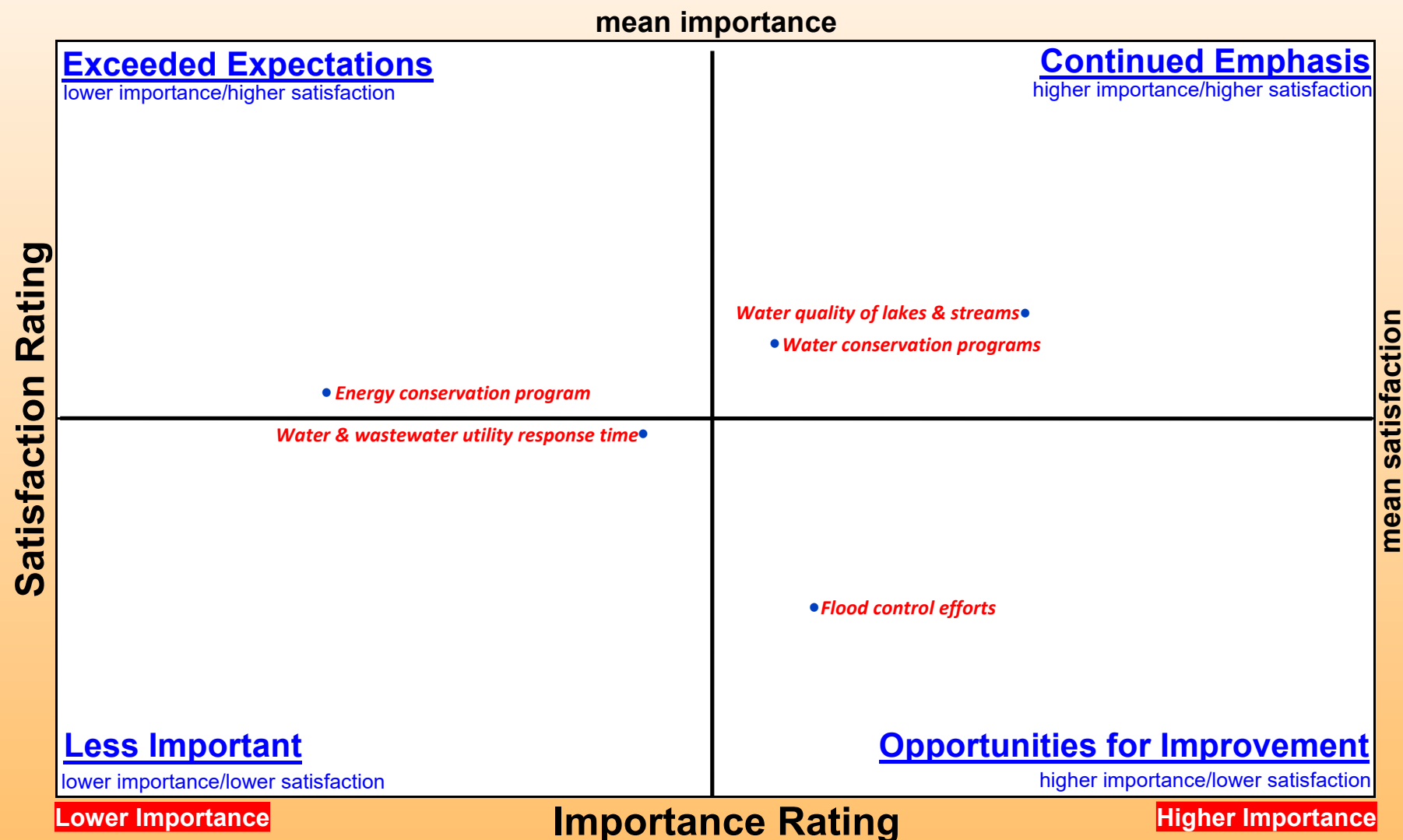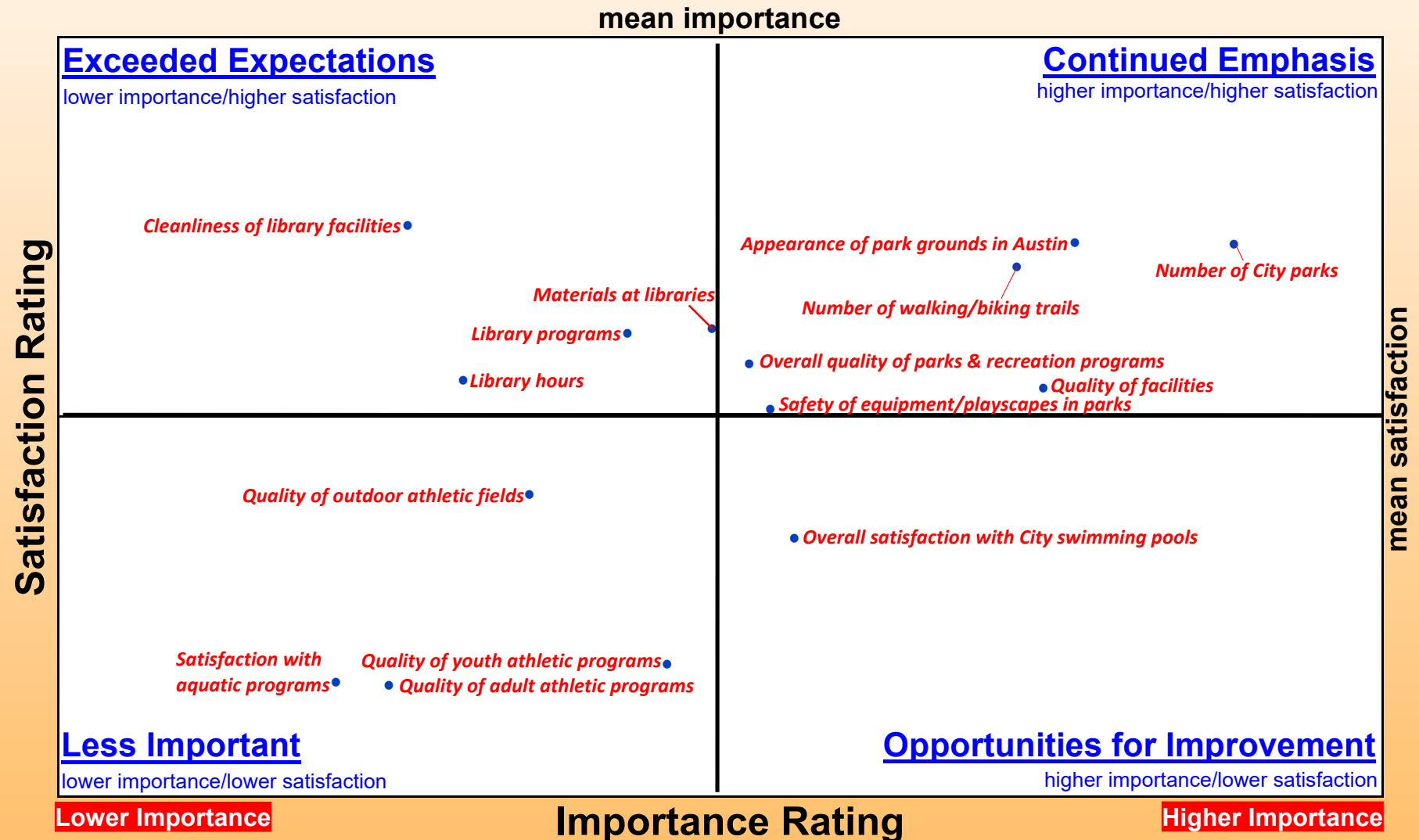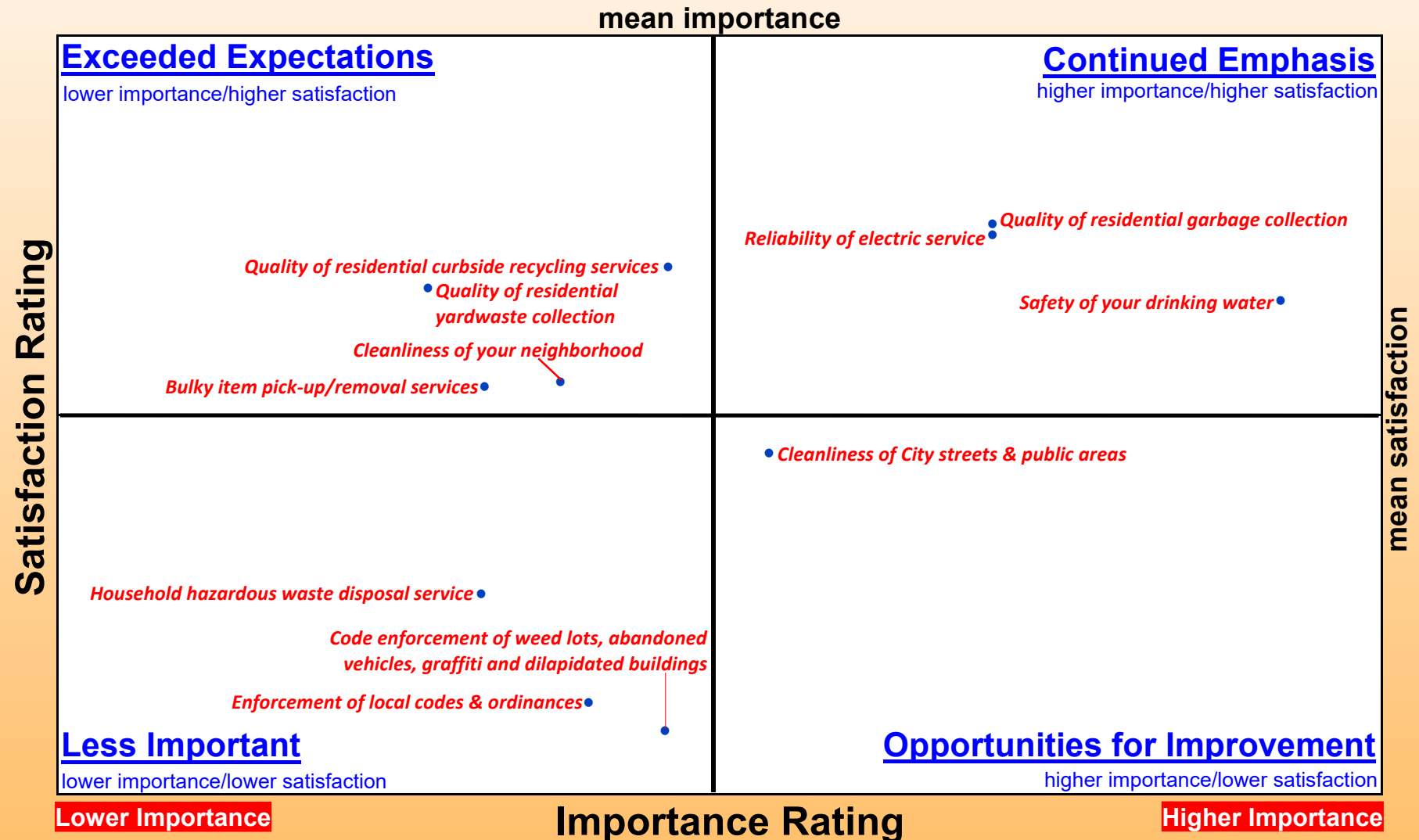
mean importance

Satisfaction Rating

mean satisfaction

Exceeded Expectations
lower importance/higher satisfaction

Austin-Bergstrom International Airport●

Quality of City libraries●

Animal services ●

Quality of wastewater services

Quality of electric services

Continued Emphasis
higher importance/higher satisfaction

Quality of parks and rec programs/facilities

●*Quality of public safety services*

Quality of drinking water services

Quality of municipal court services ●
Overall management of stormwater runoff●
Quality of health & human services

Effectiveness of city communication ●

Overall maintenance of City sidewalks●

Development review, permitting and inspection services●

●*Overall maintenance of major City streets*

●*Quality of planning & zoning services*

Traffic flow on major City streets●

Traffic flow on major highways

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Transportation Infrastructure-

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

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

● *Condition of streets in your neighborhood*

Condition of sidewalks in your neighborhood ●
Adequacy of street lighting in your community ●
Off-street bicycle accessibility ●

Satisfaction Rating

mean satisfaction

Mowing & trimming along City streets ●

Pedestrian accessibility

On-street bicycle accessibility ●

Condition of major City streets ●

● *Timing of traffic signals on City streets*

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Public Safety Services-

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

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Satisfaction Rating

Timeliness of EMS response

• *Overall quality of fire services*

Medical assistance provided by EMS •

•

•

Timeliness of Fire response

mean satisfaction

Overall quality of police services •

• *Speed of emergency police response*

• *Enforcement of local traffic laws*

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Environmental Services-

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

mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Water quality of lakes & streams●

●Water conservation programs

●Energy conservation program

Water & wastewater utility response time●

●Flood control efforts

mean satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Recreational and Cultural Services-

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

mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

● Cleanliness of library facilities

Appearance of park grounds in Austin ●

● Number of City parks

Materials at libraries ●

Number of walking/biking trails

Library programs ●

● Overall quality of parks & recreation programs

● Library hours

● Quality of facilities

Safety of equipment/playscapes in parks ●

Quality of outdoor athletic fields ●

● Overall satisfaction with City swimming pools

Satisfaction with aquatic programs ●

Quality of youth athletic programs ●

● Quality of adult athletic programs

mean satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

2017 City of Austin DirectionFinder
Importance-Satisfaction Assessment Matrix
-Residential and Neighborhood Services-

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

mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Quality of residential garbage collection

Reliability of electric service

Quality of residential curbside recycling services

Quality of residential yardwaste collection

Safety of your drinking water

Cleanliness of your neighborhood

Bulky item pick-up/removal services

mean satisfaction

Cleanliness of City streets & public areas

Household hazardous waste disposal service

Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Enforcement of local codes & ordinances

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

Source: ETC Institute (2017)

Section 5
GIS Maps

Interpreting the Maps

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

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

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Survey Respondents
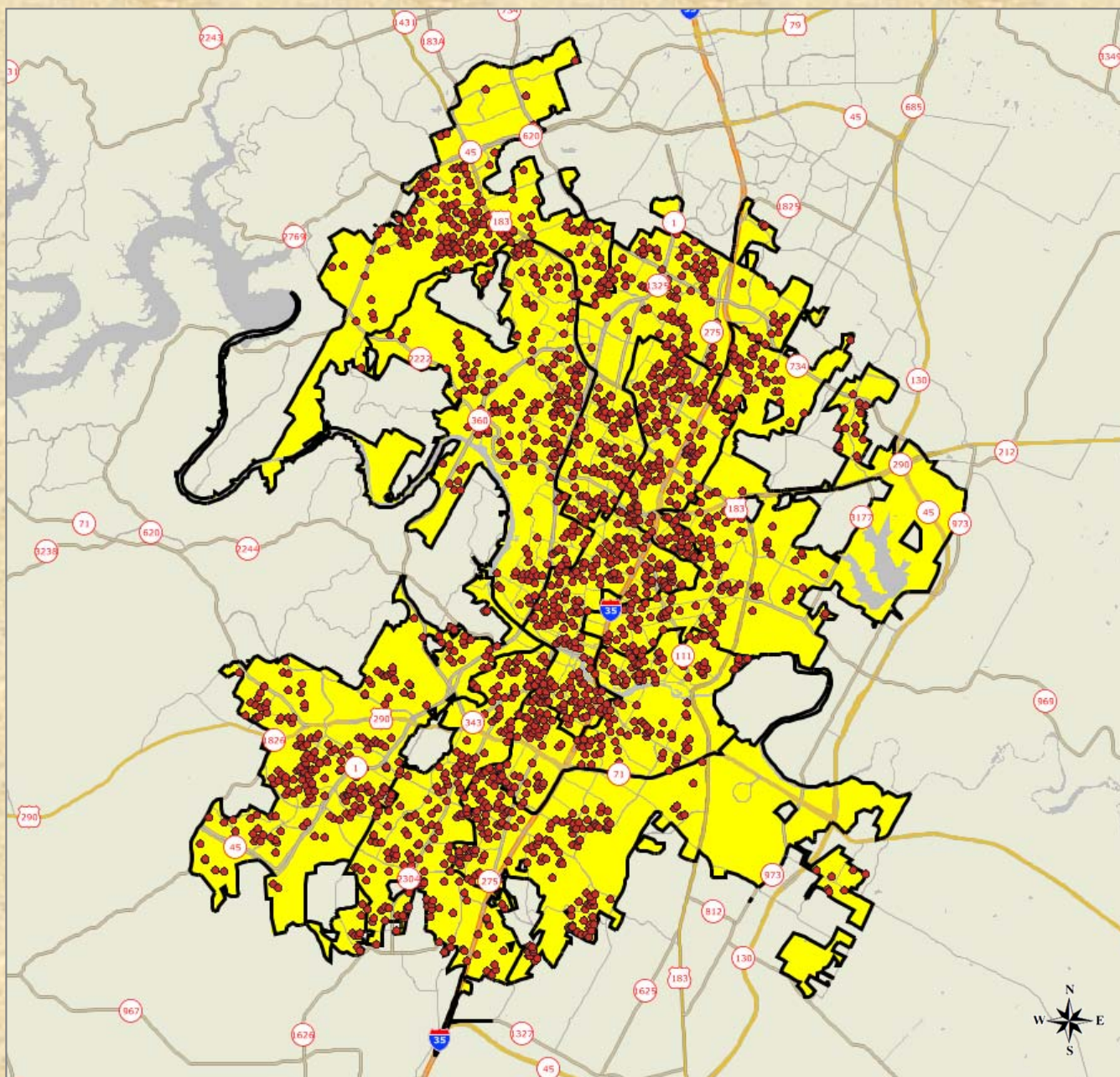
2017 City of Austin Community Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
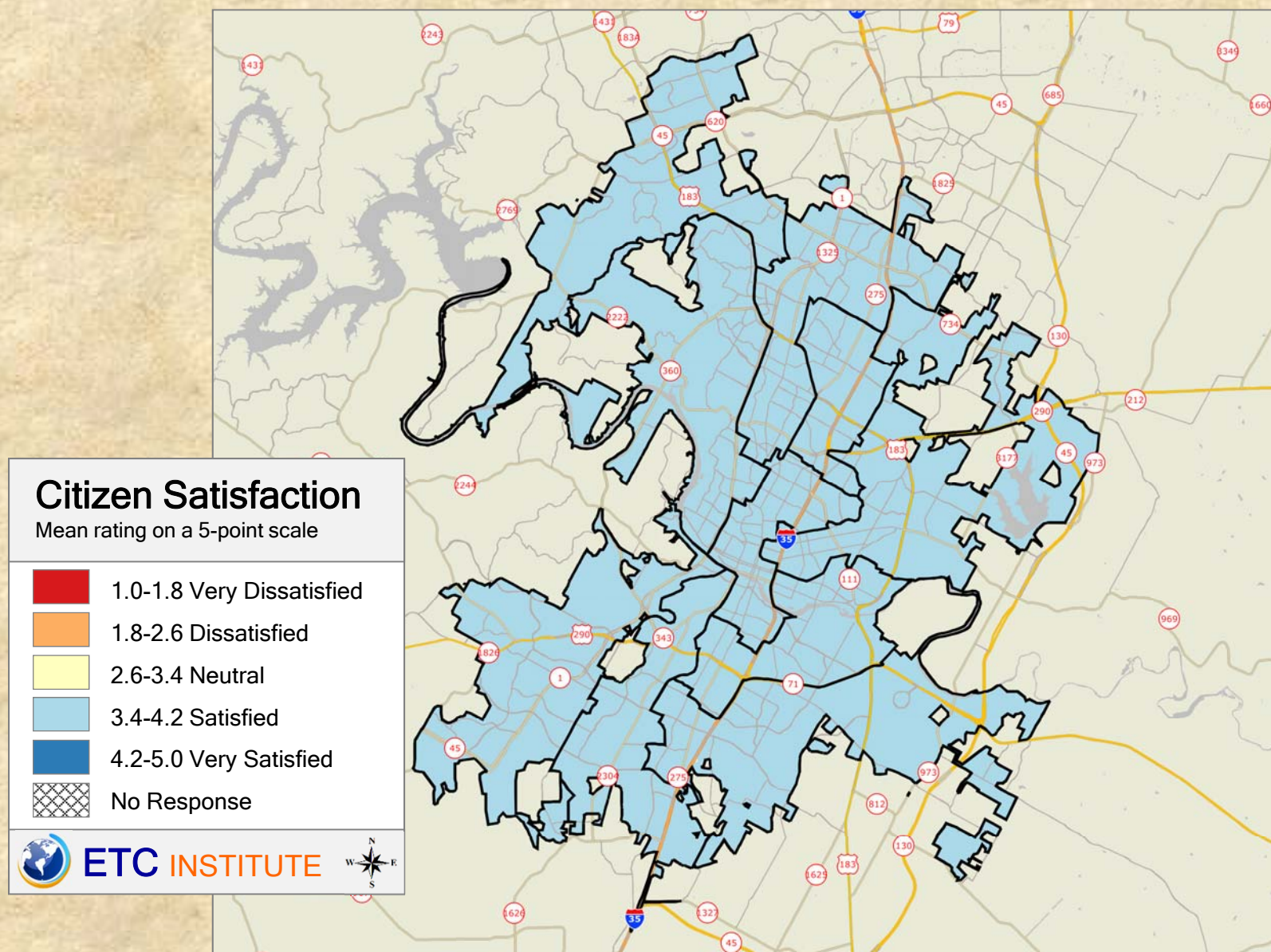Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
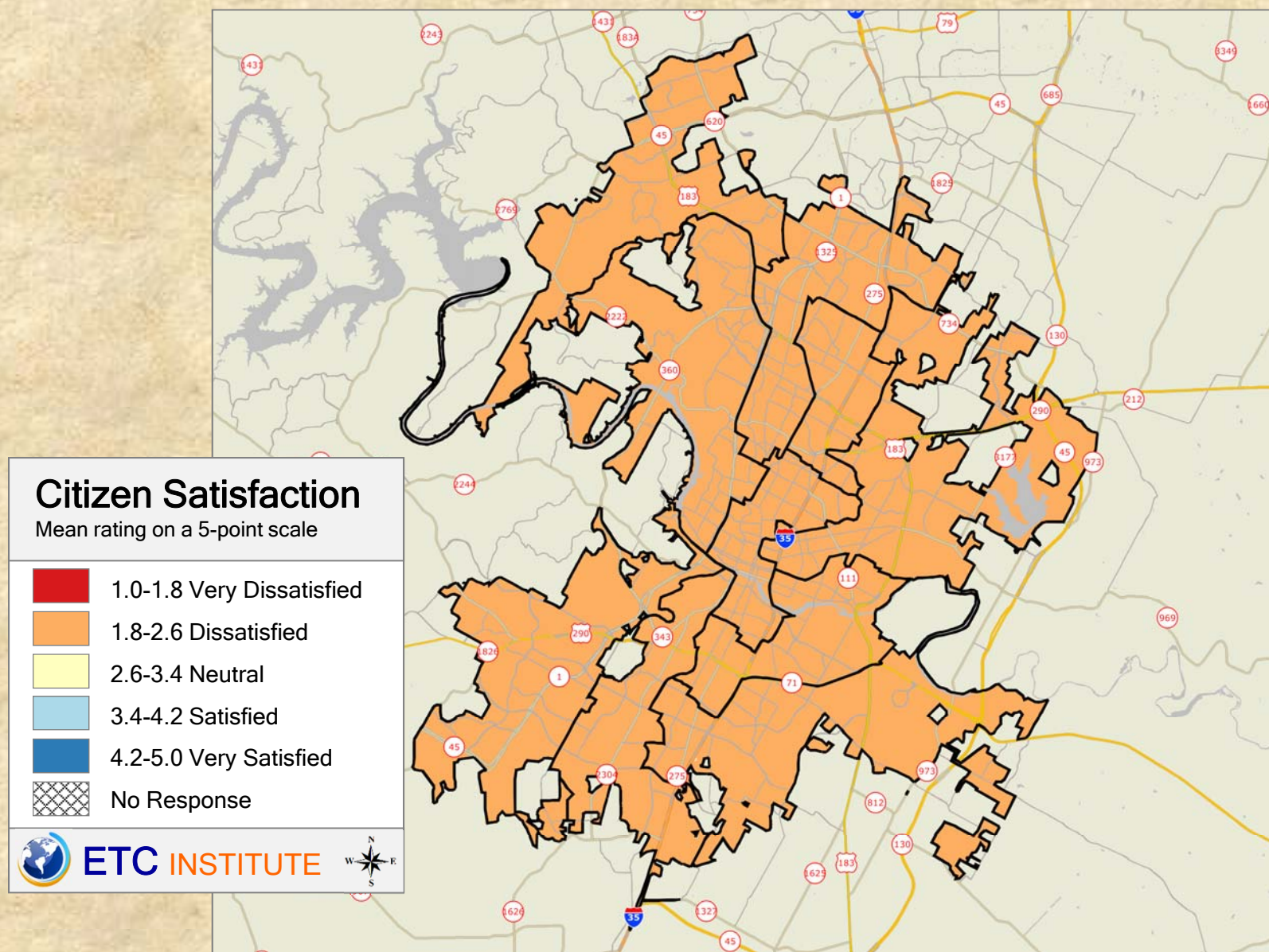- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
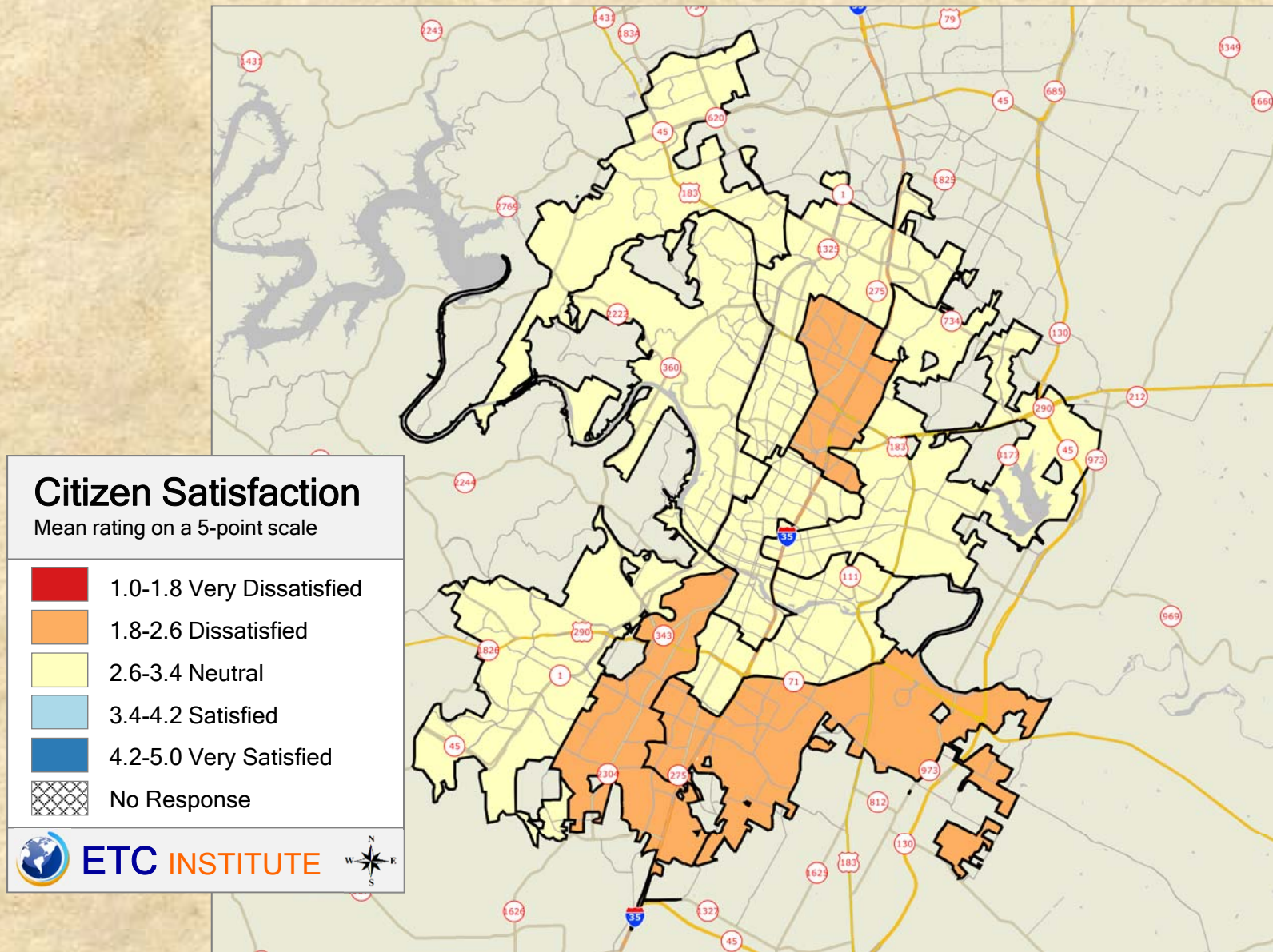Shading reflects the mean rating for all respondents by Council District

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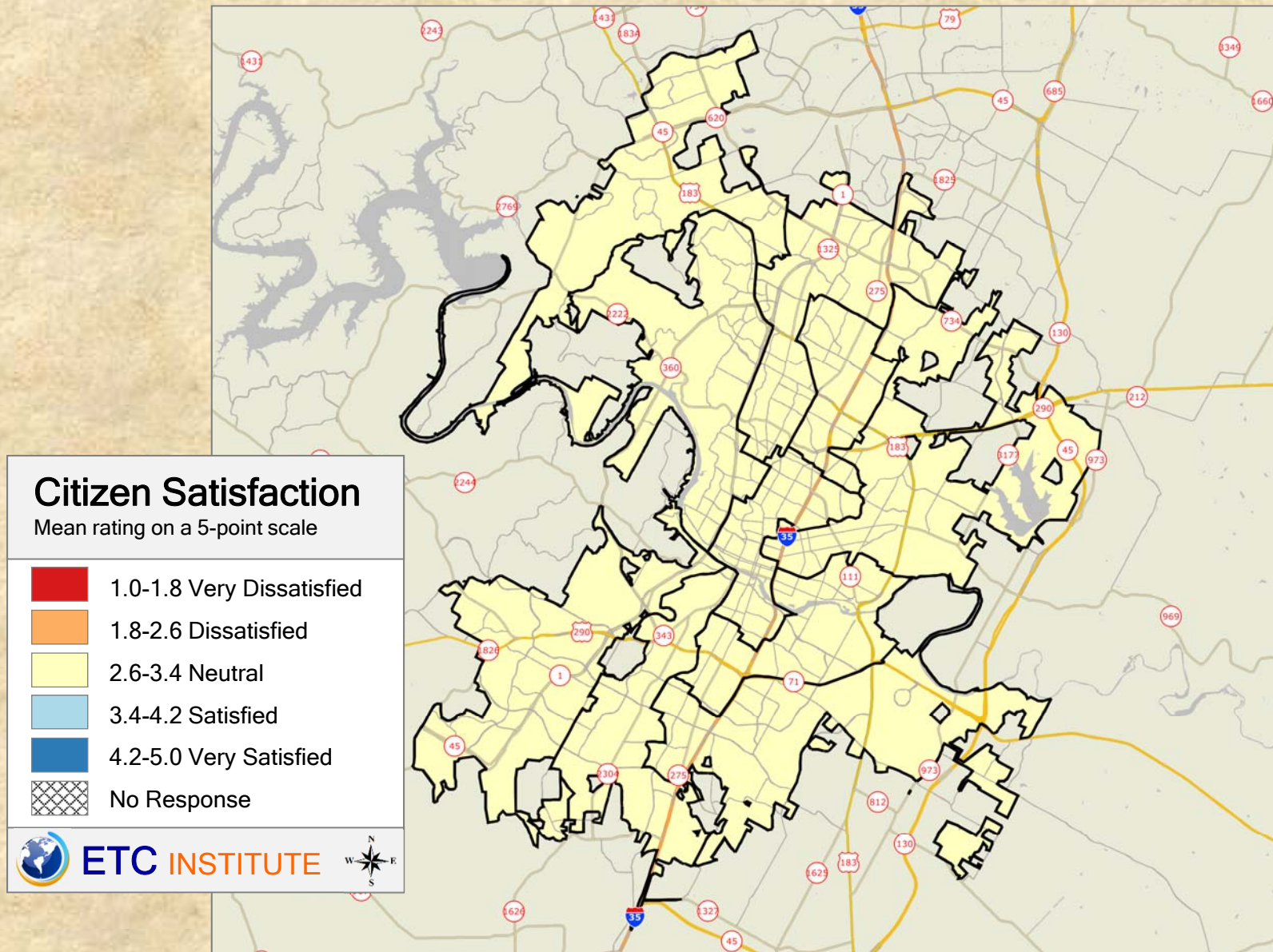

Citizen Satisfaction
Mean rating on a 5-point scale

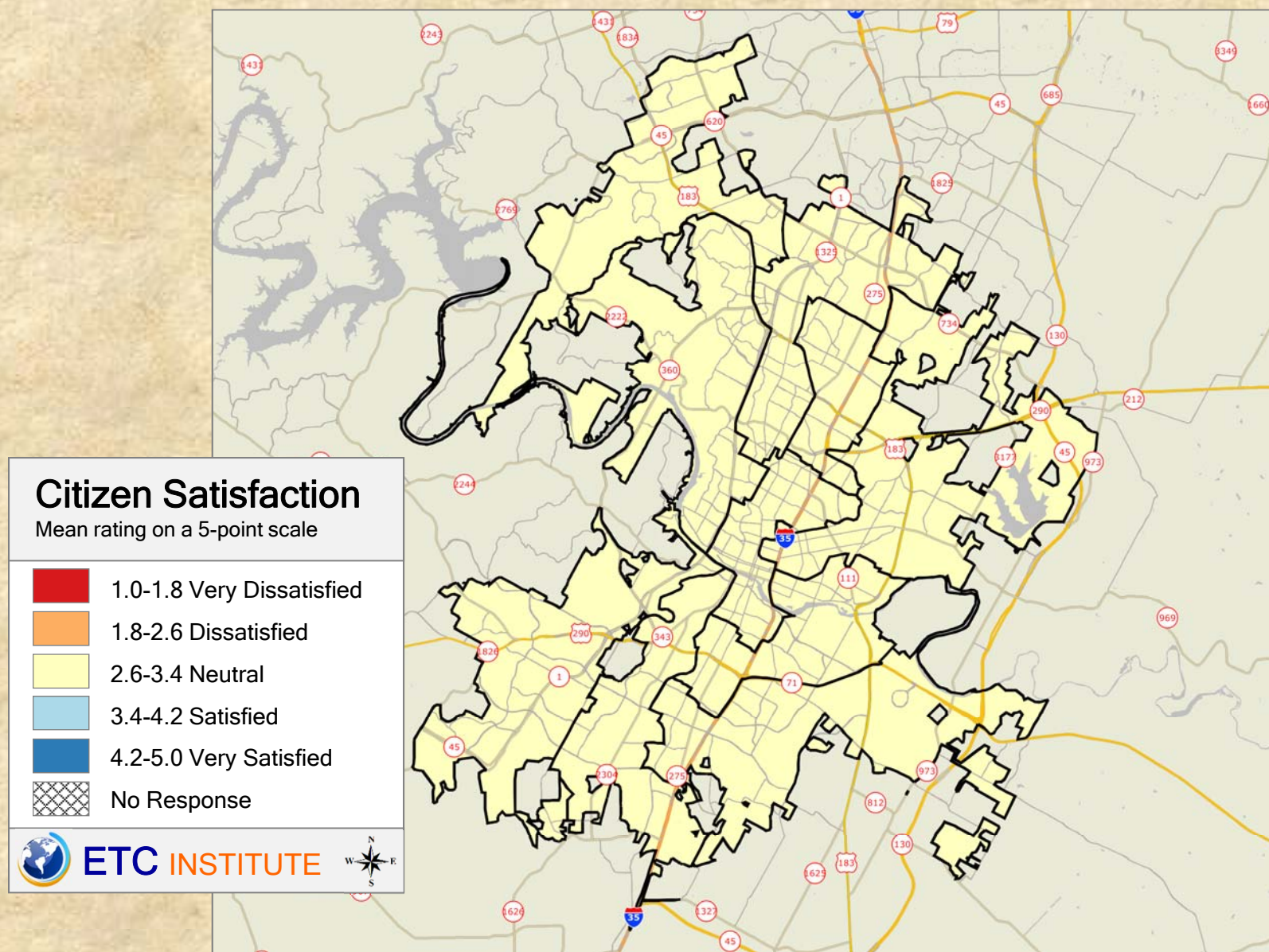|	
■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

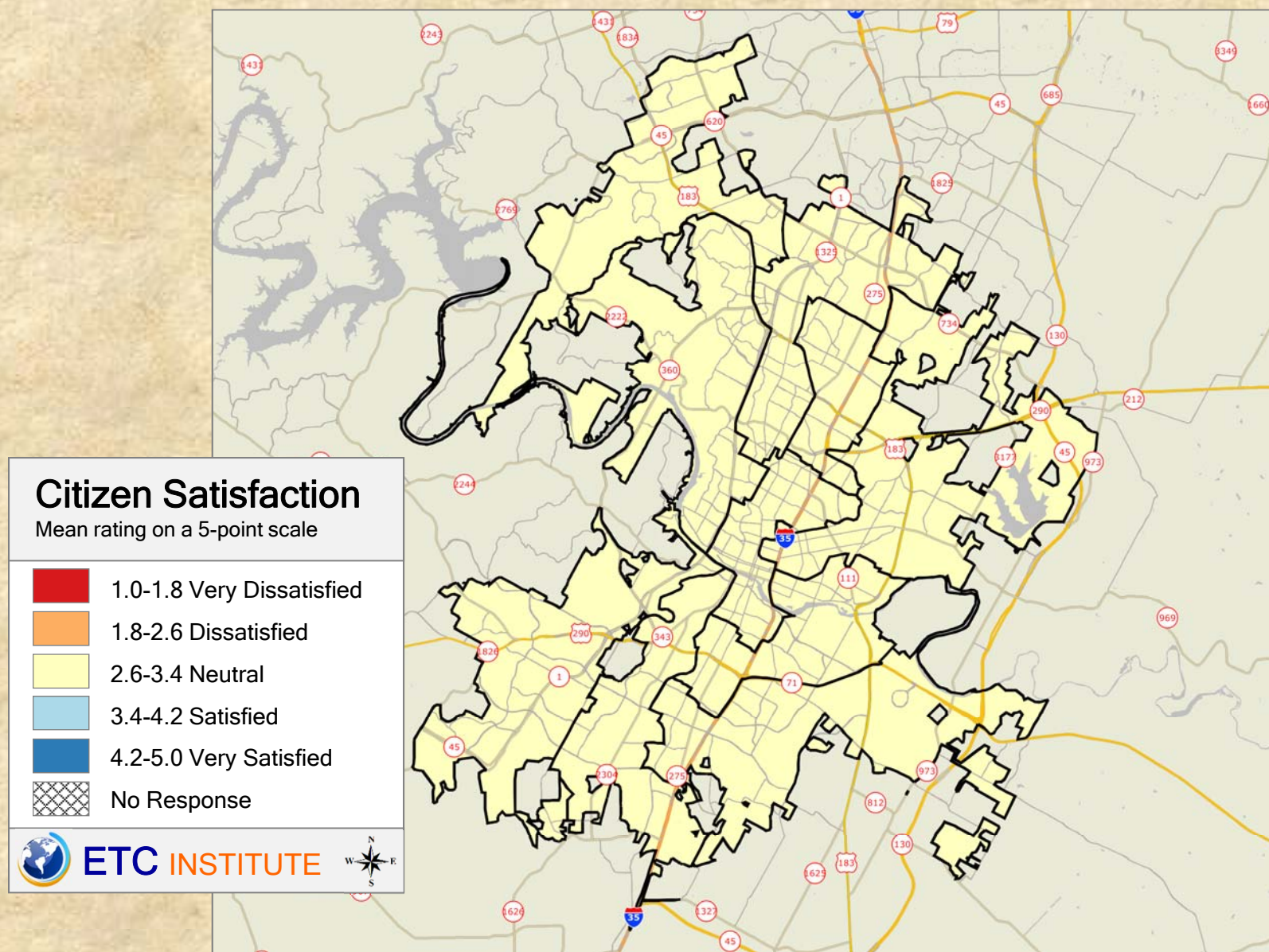Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

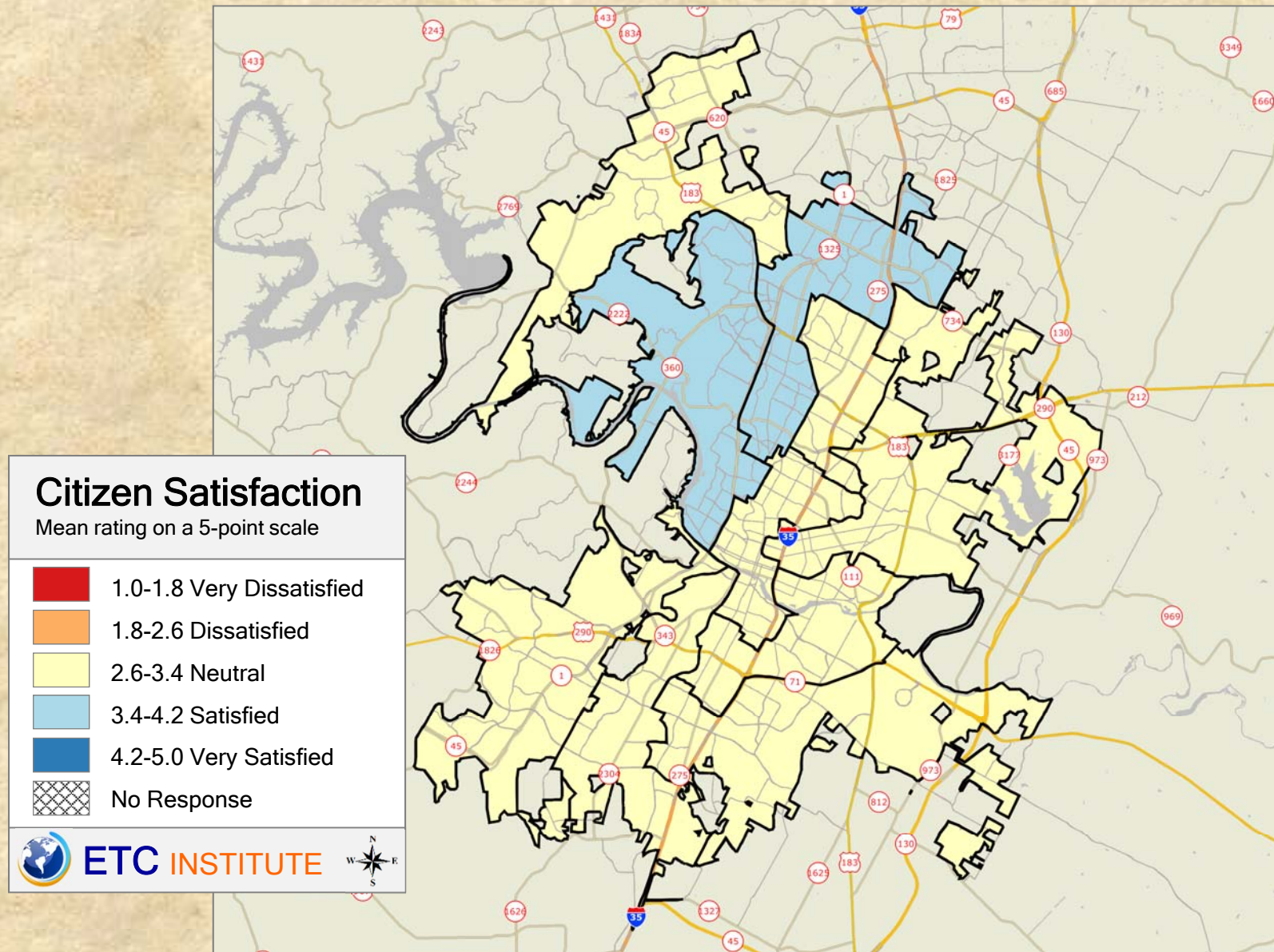|	
■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (dark blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
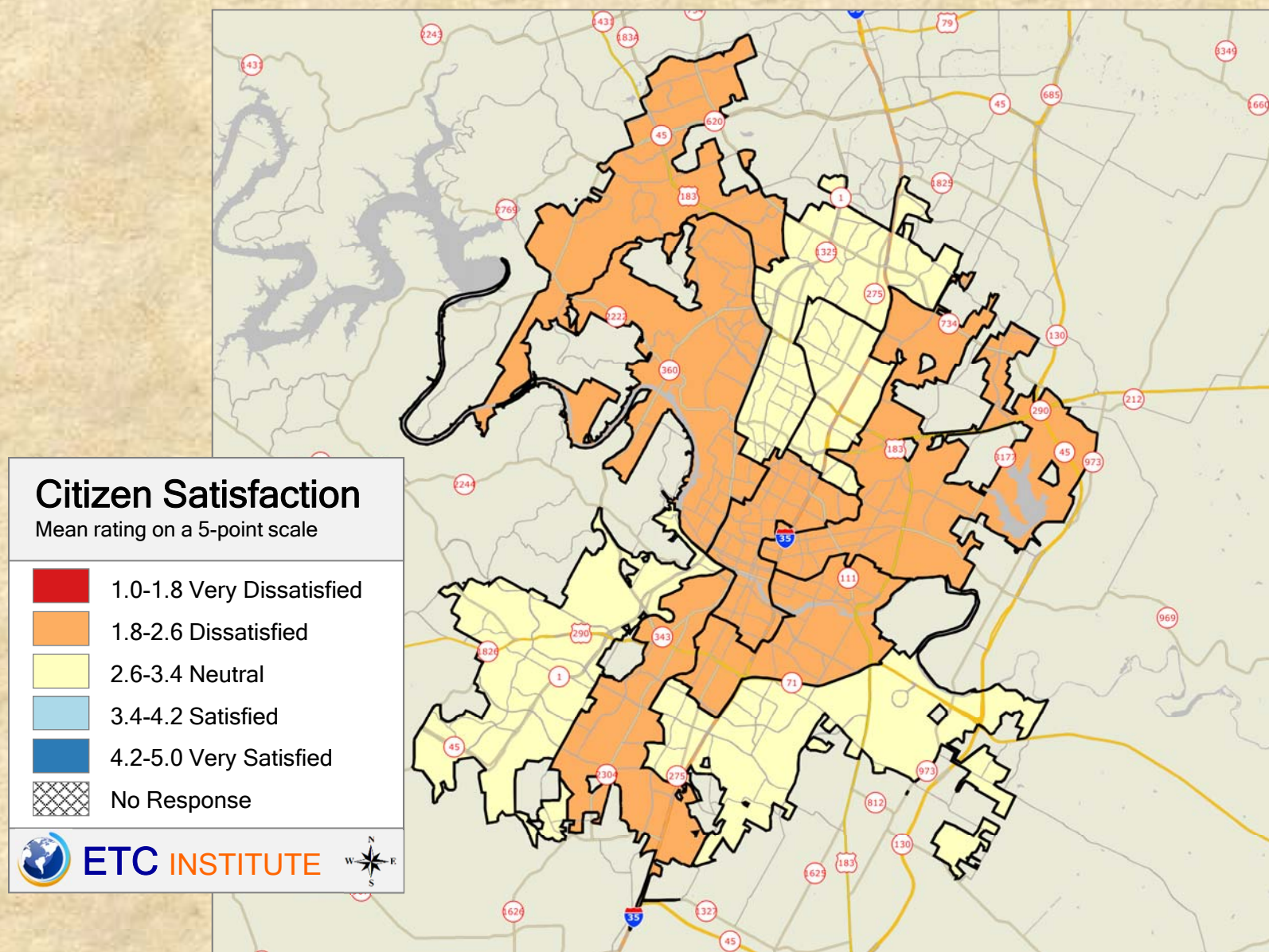- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q1-08 Satisfaction with overall quality of services provided by the City of Austin
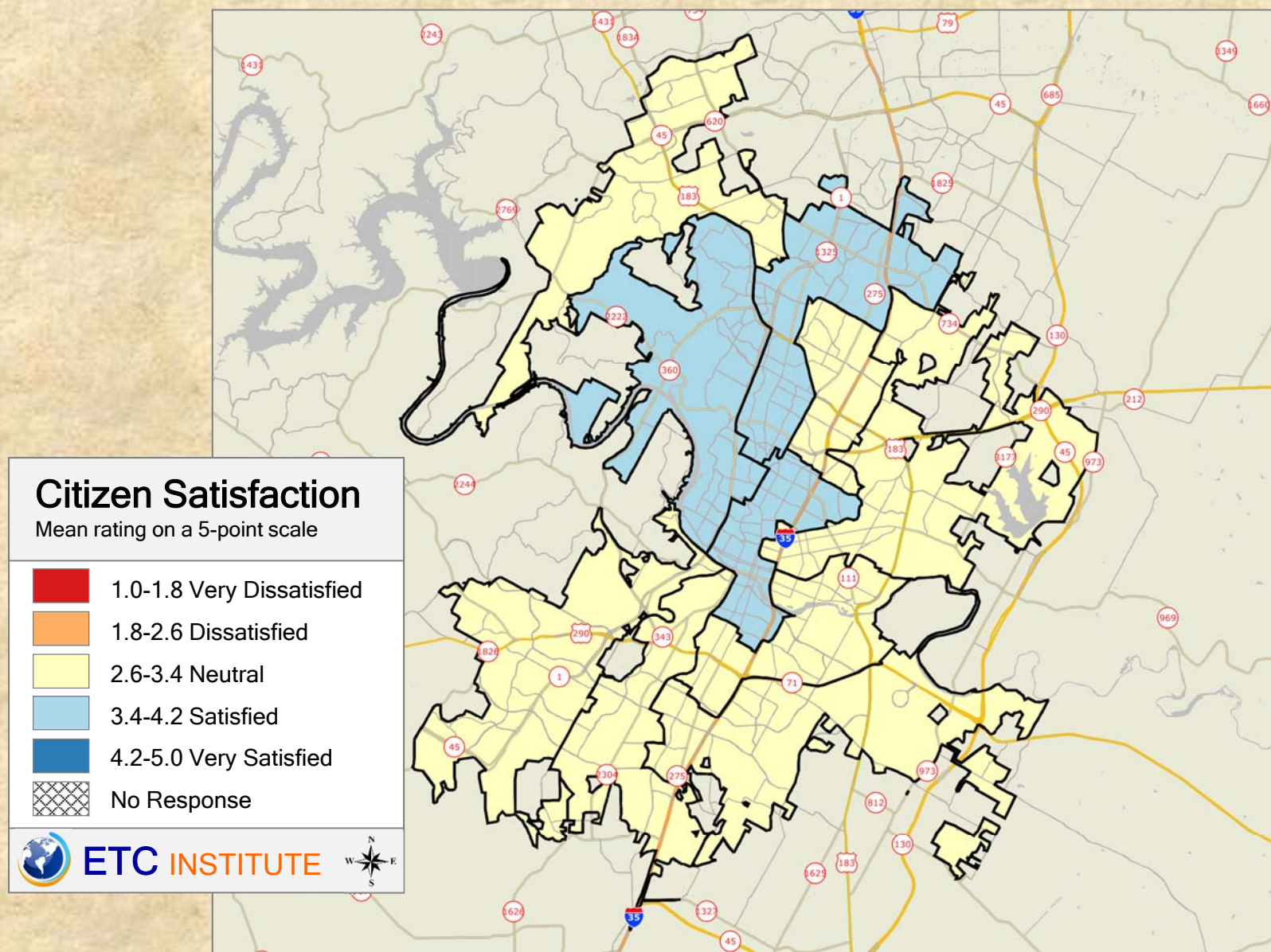
Citizen Satisfaction
Mean rating on a 5-point scale

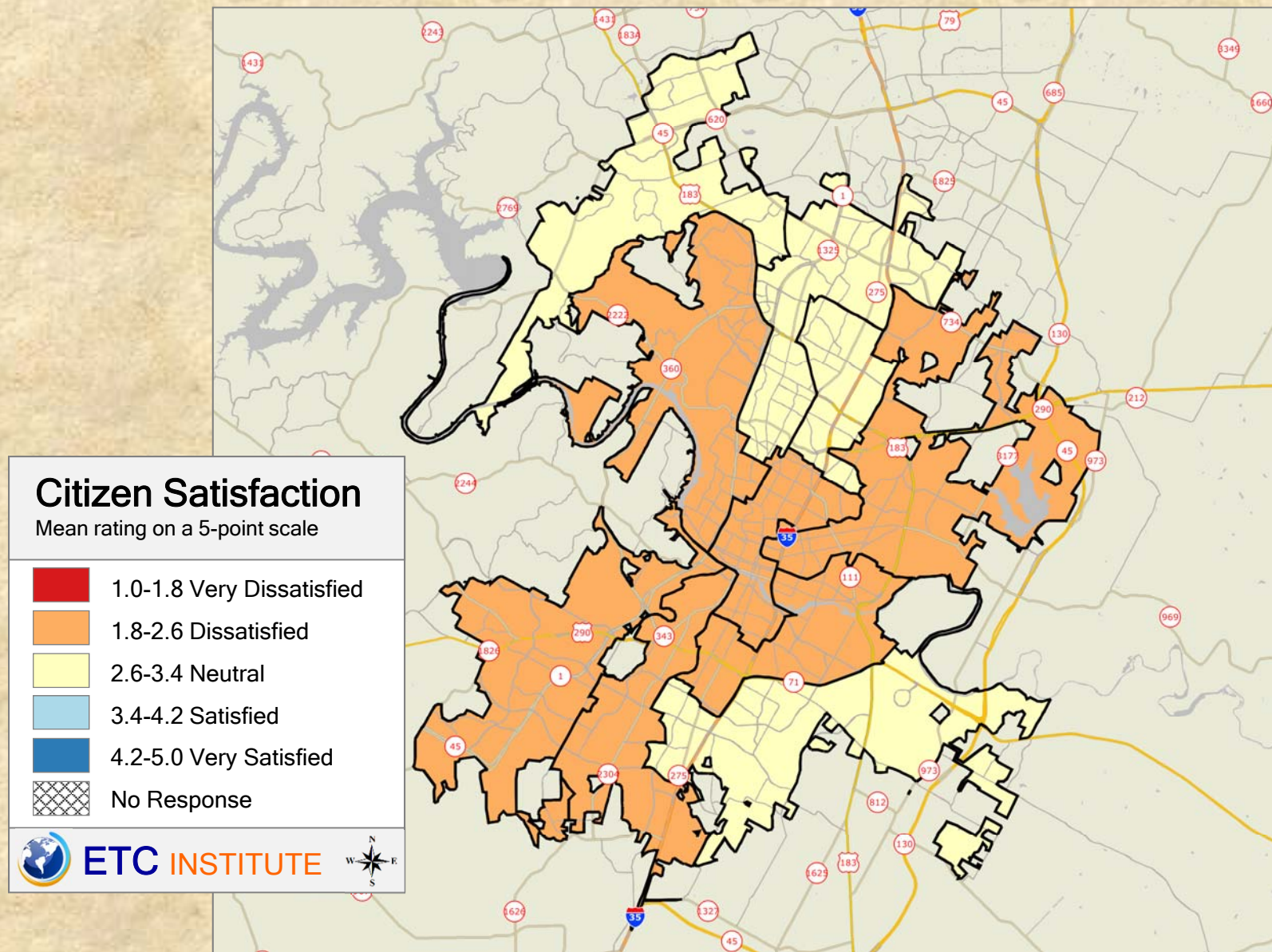|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2-01 Satisfaction with overall quality of city parks and recreation
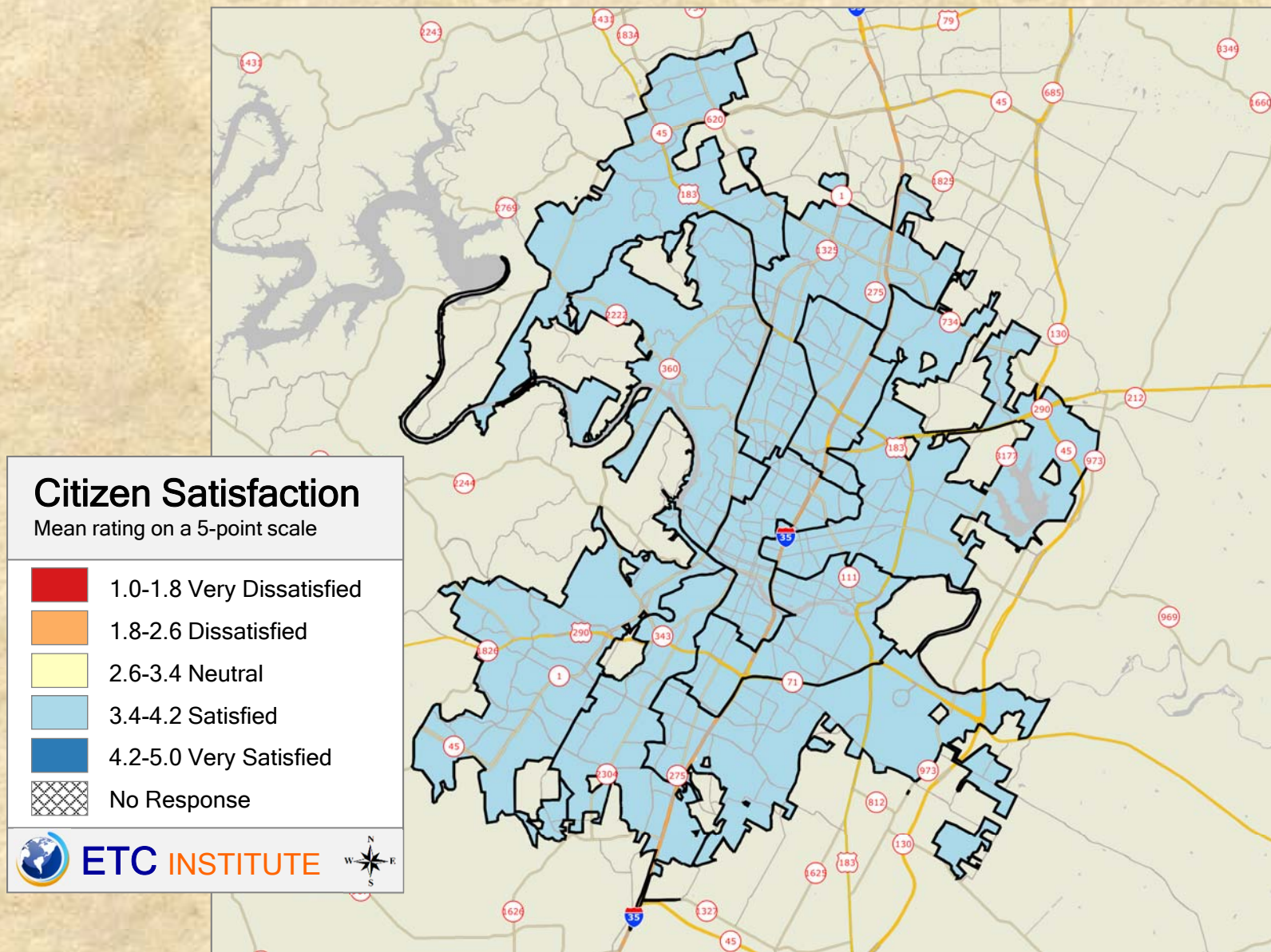
Citizen Satisfaction
Mean rating on a 5-point scale

- █ 1.0-1.8 Very Dissatisfied
- █ 1.8-2.6 Dissatisfied
- █ 2.6-3.4 Neutral
- █ 3.4-4.2 Satisfied
- █ 4.2-5.0 Very Satisfied
- ▨ No Response

ETC INSTITUTE

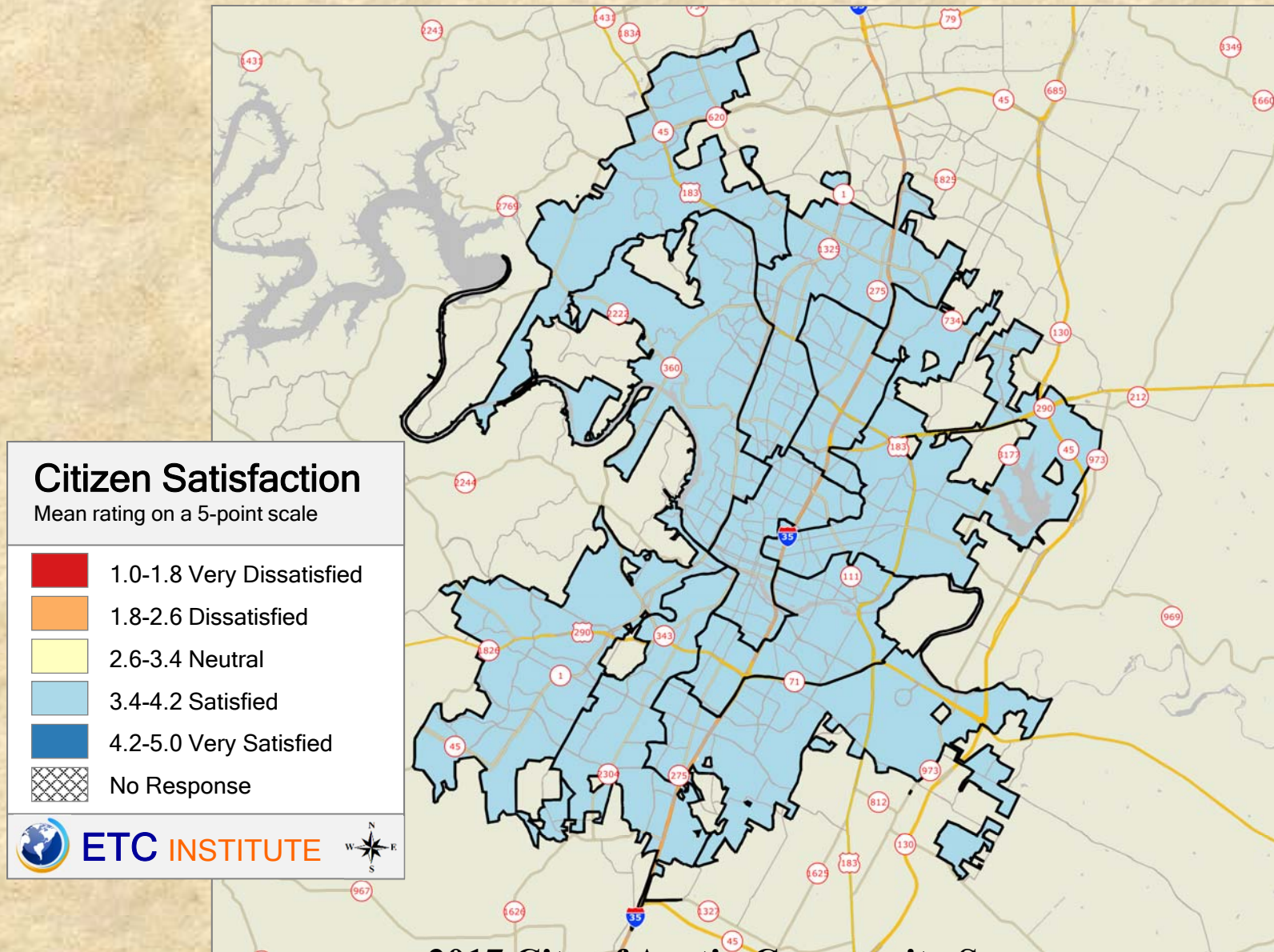**2017 City of Austin Community Survey**
Shading reflects the mean rating for all respondents by Council District

Q2-02 Satisfaction with overall quality of city libraries

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District
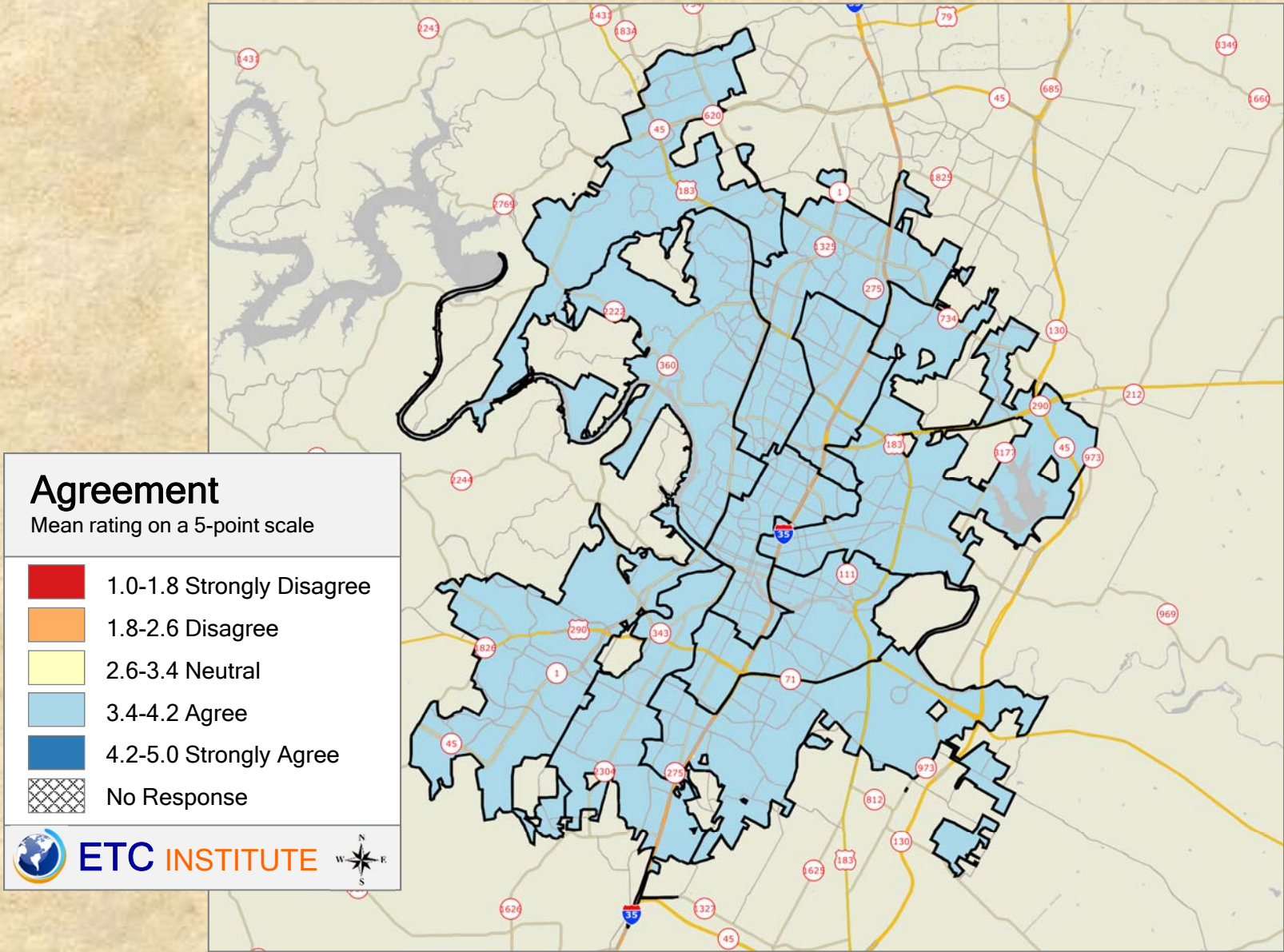
Q2-03 Satisfaction with overall quality of public safety services

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2-04 Satisfaction with overall quality of municipal court services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

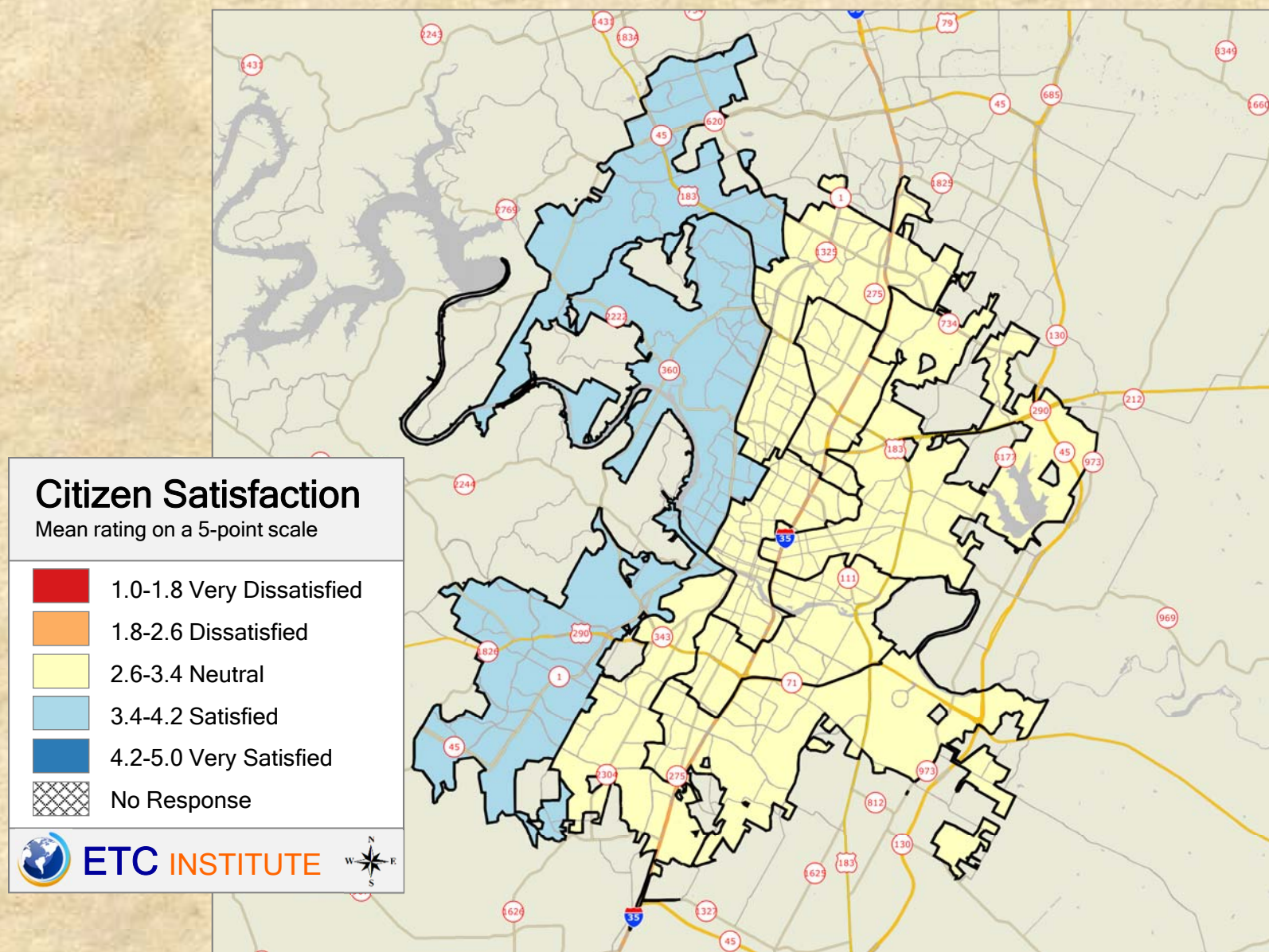**2017 City of Austin Community Survey**
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
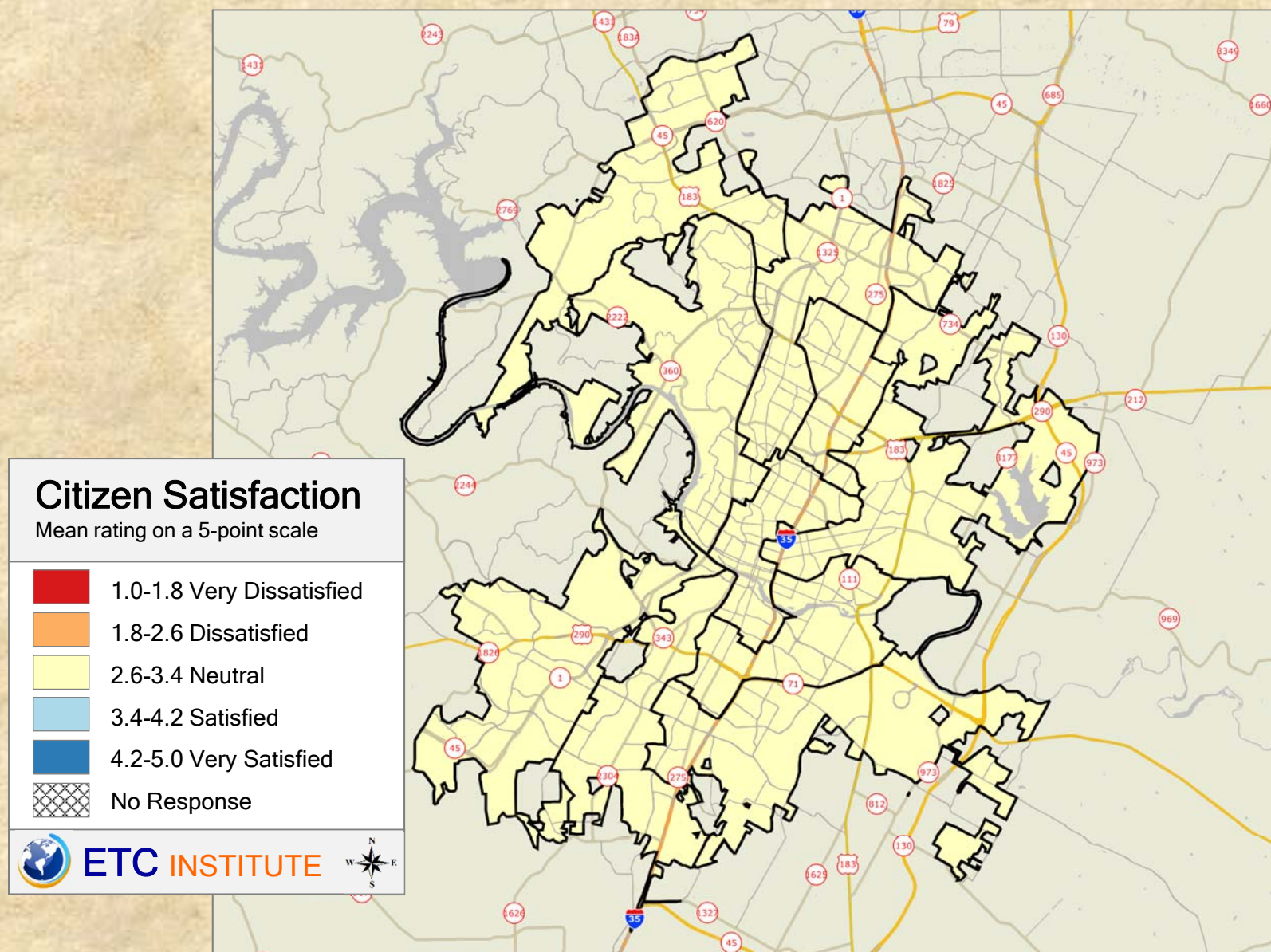Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2-09 Satisfaction with traffic flow on major highways

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2-10 Satisfaction with traffic flow on major city streets

Citizen Satisfaction
Mean rating on a 5-point scale

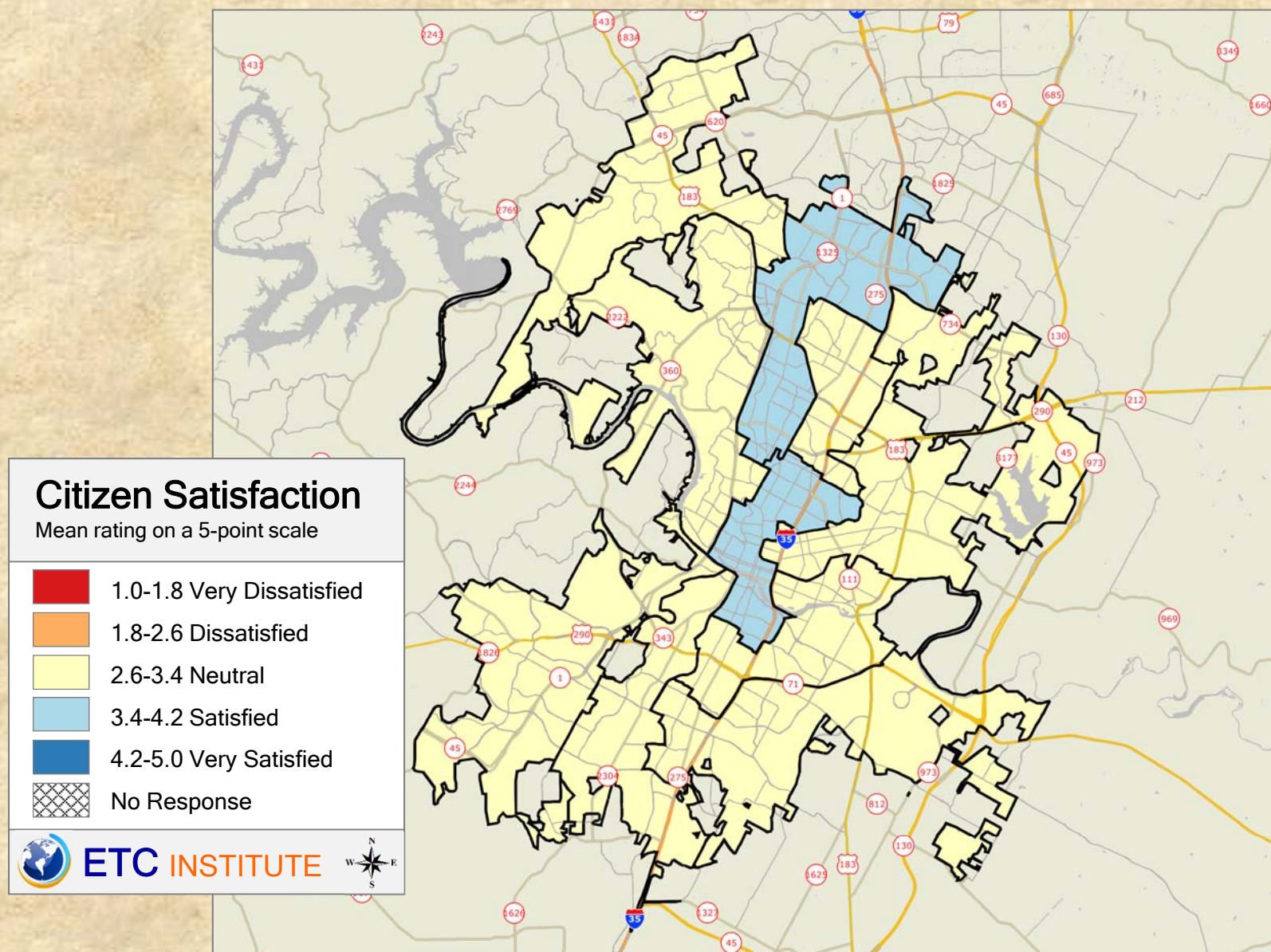|	
![red]	1.0-1.8 Very Dissatisfied
![orange]	1.8-2.6 Dissatisfied
![yellow]	2.6-3.4 Neutral
![lightblue]	3.4-4.2 Satisfied
![blue]	4.2-5.0 Very Satisfied
![hatch]	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q2-11 Satisfaction with overall maintenance of major city streets

Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

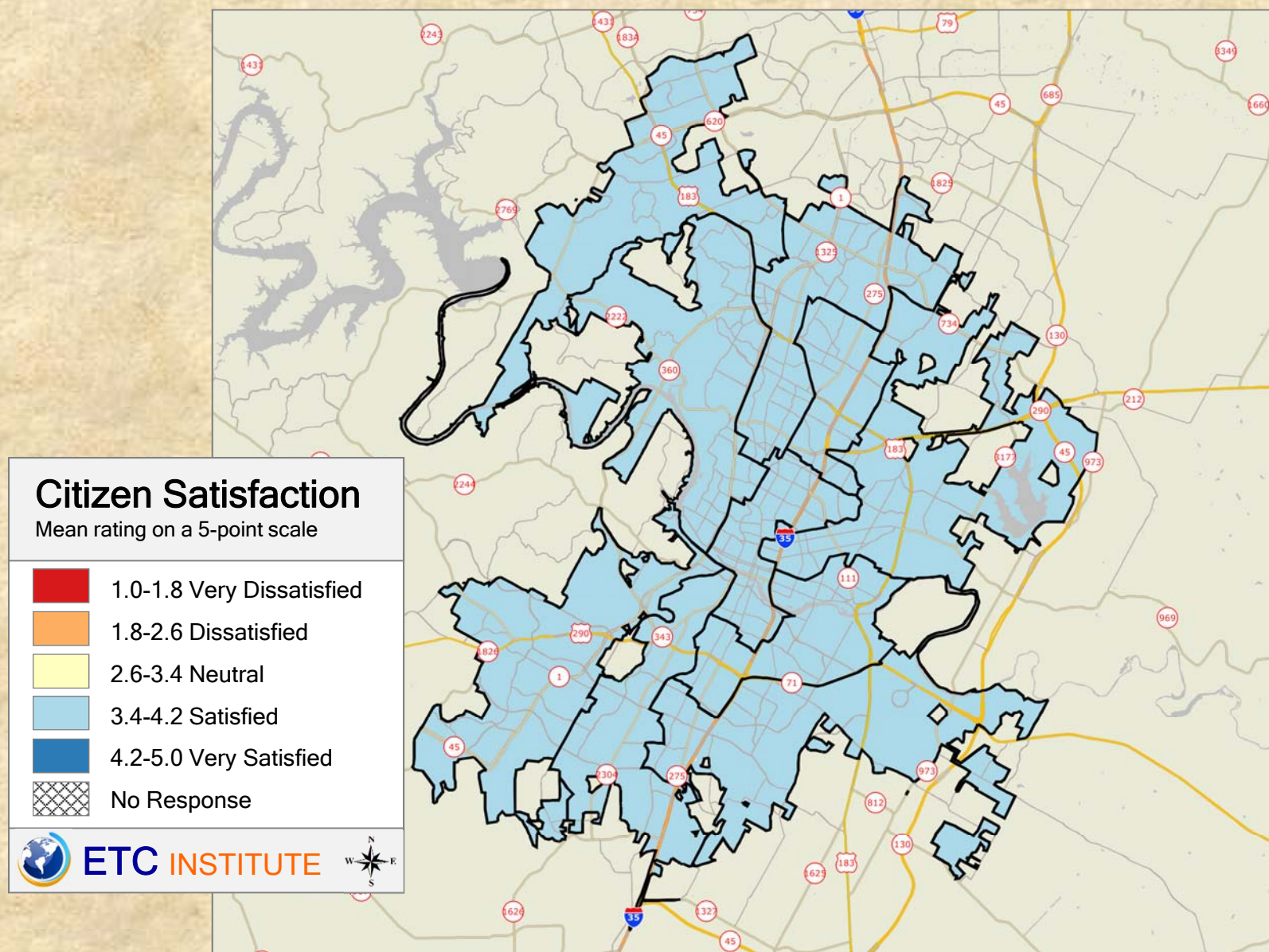# Q2-12 Satisfaction with overall maintenance of city sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

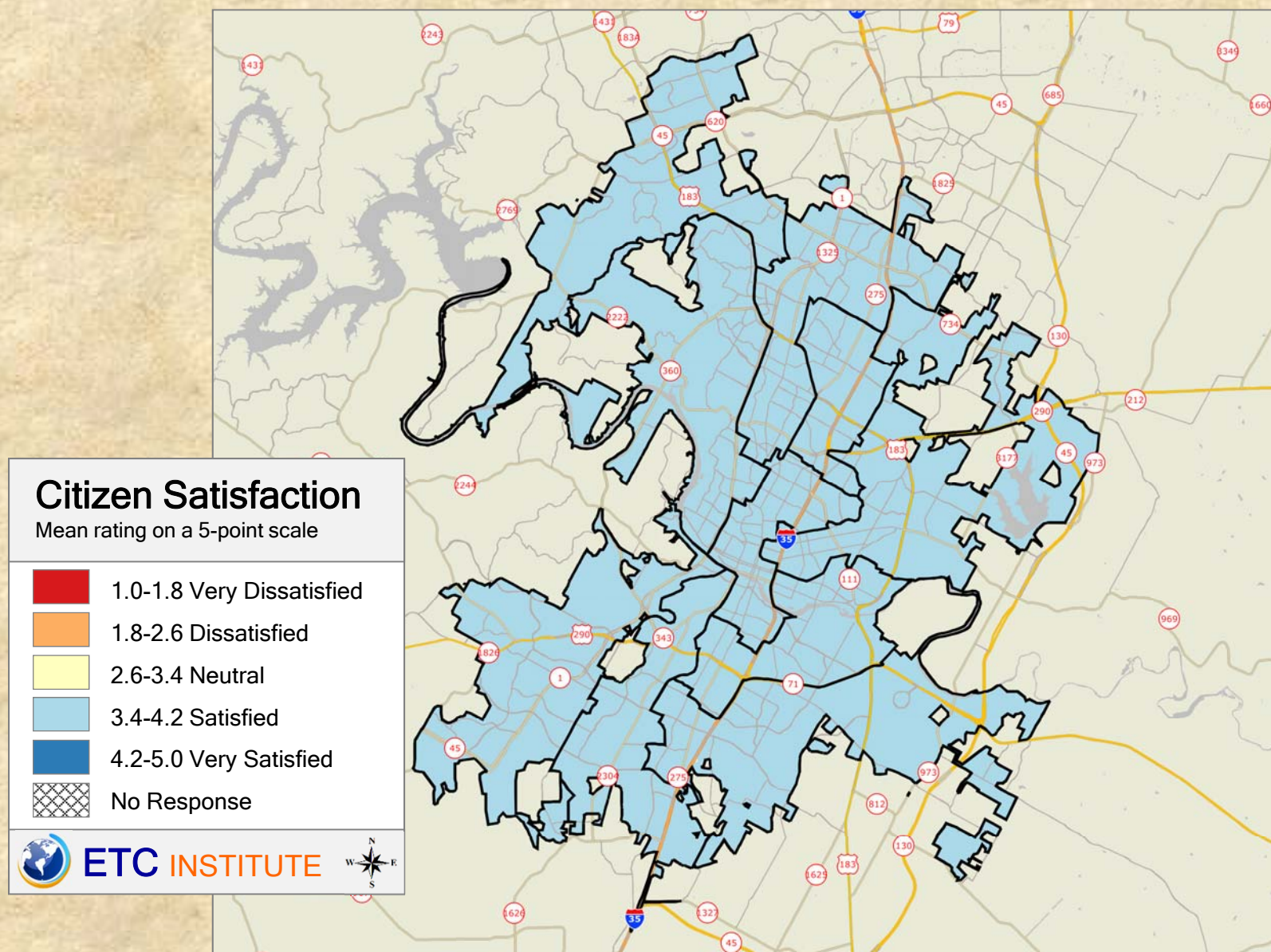|	
![red]	1.0-1.8 Very Dissatisfied
![orange]	1.8-2.6 Dissatisfied
![yellow]	2.6-3.4 Neutral
![lightblue]	3.4-4.2 Satisfied
![blue]	4.2-5.0 Very Satisfied
![hatch]	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

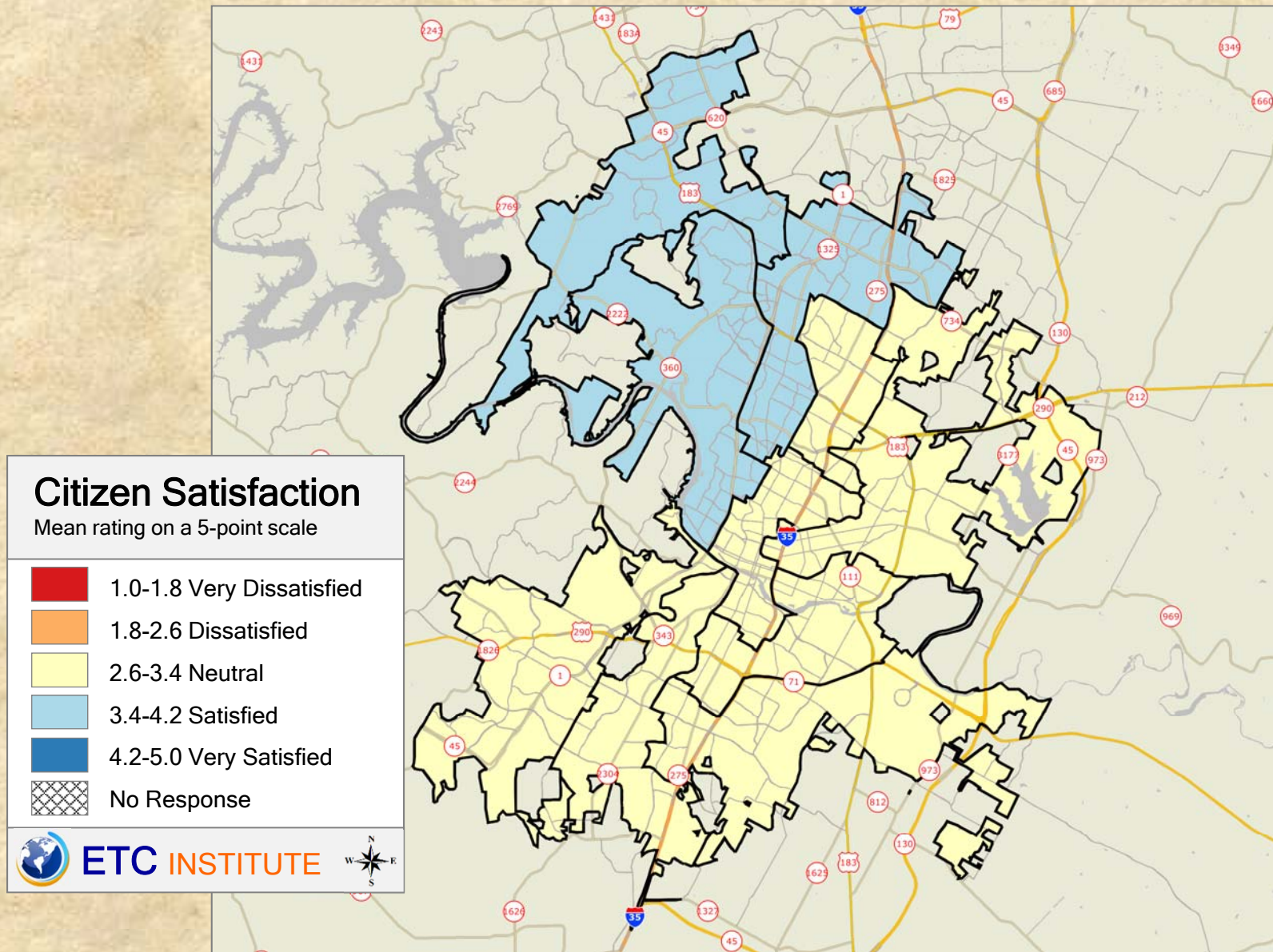# Q2-13 Satisfaction with overall management of stormwater runoff

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
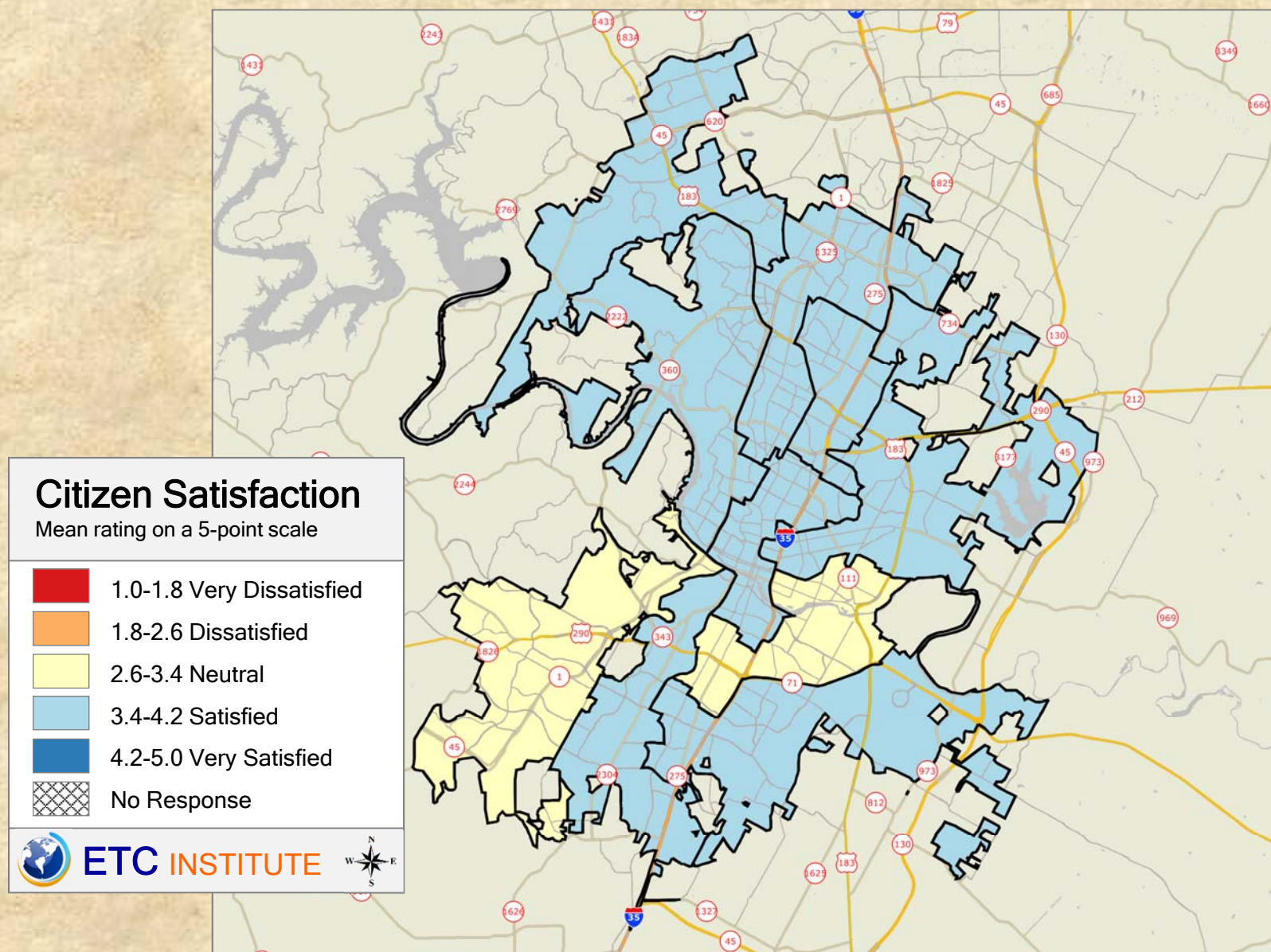- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
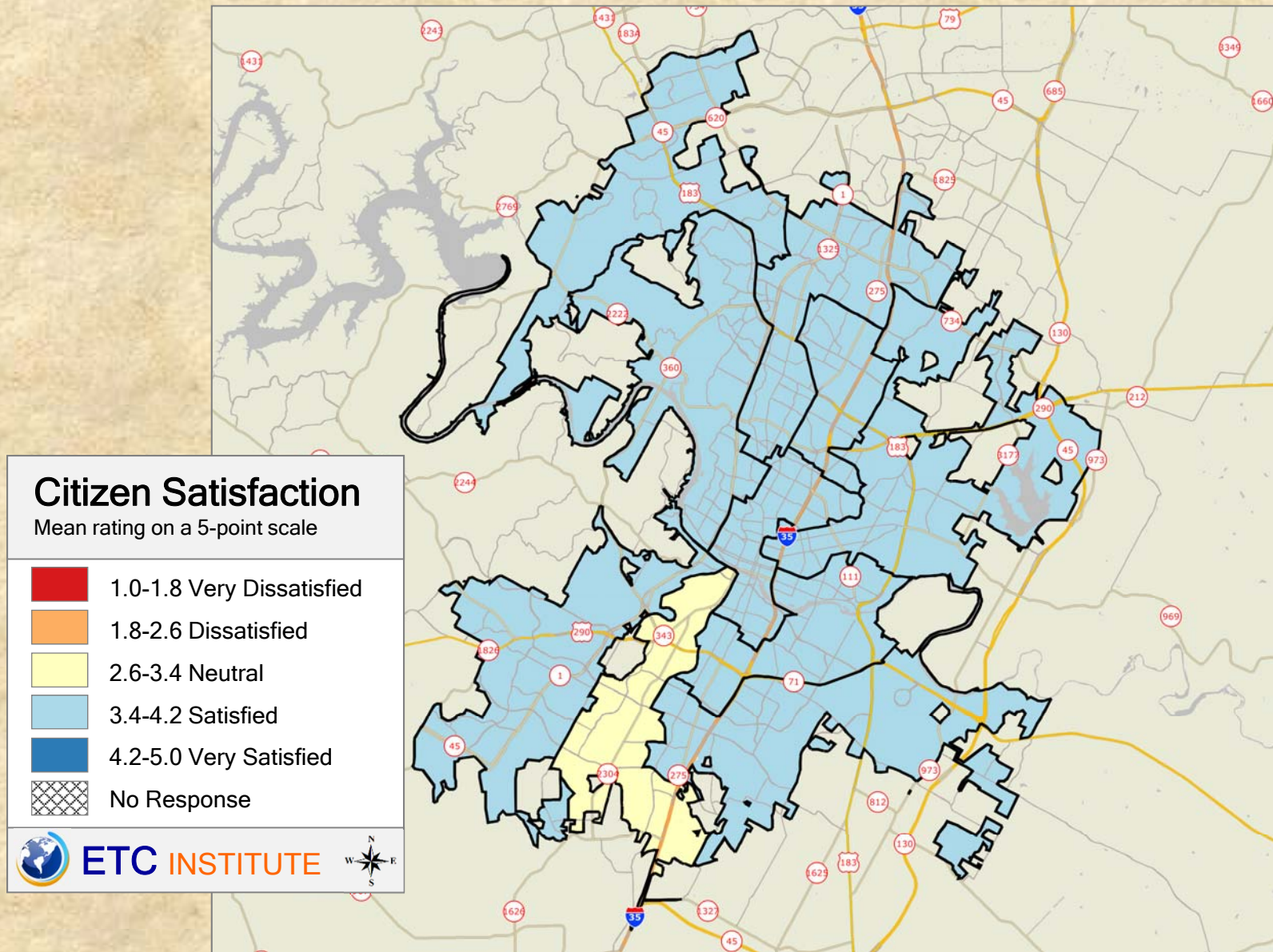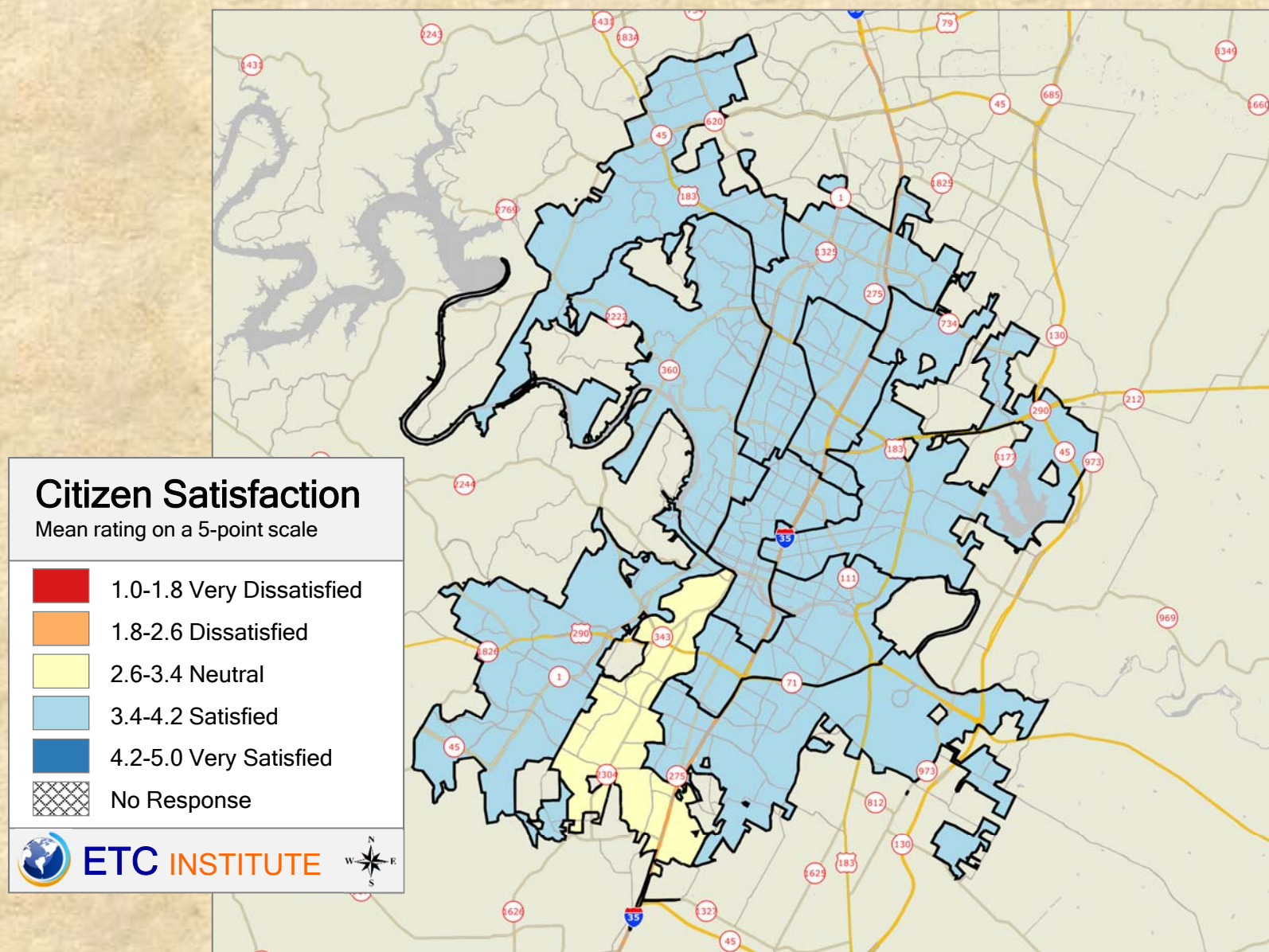Shading reflects the mean rating for all respondents by Council District

Q2-18 Satisfaction with animal services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q4-01 I feel safe in my neighborhood during the day

Agreement
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Strongly Disagree
■ (orange)	1.8-2.6 Disagree
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Agree
■ (blue)	4.2-5.0 Strongly Agree
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q4-02 I feel safe in my neighborhood at night

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q4-03 I feel safe in city parks

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
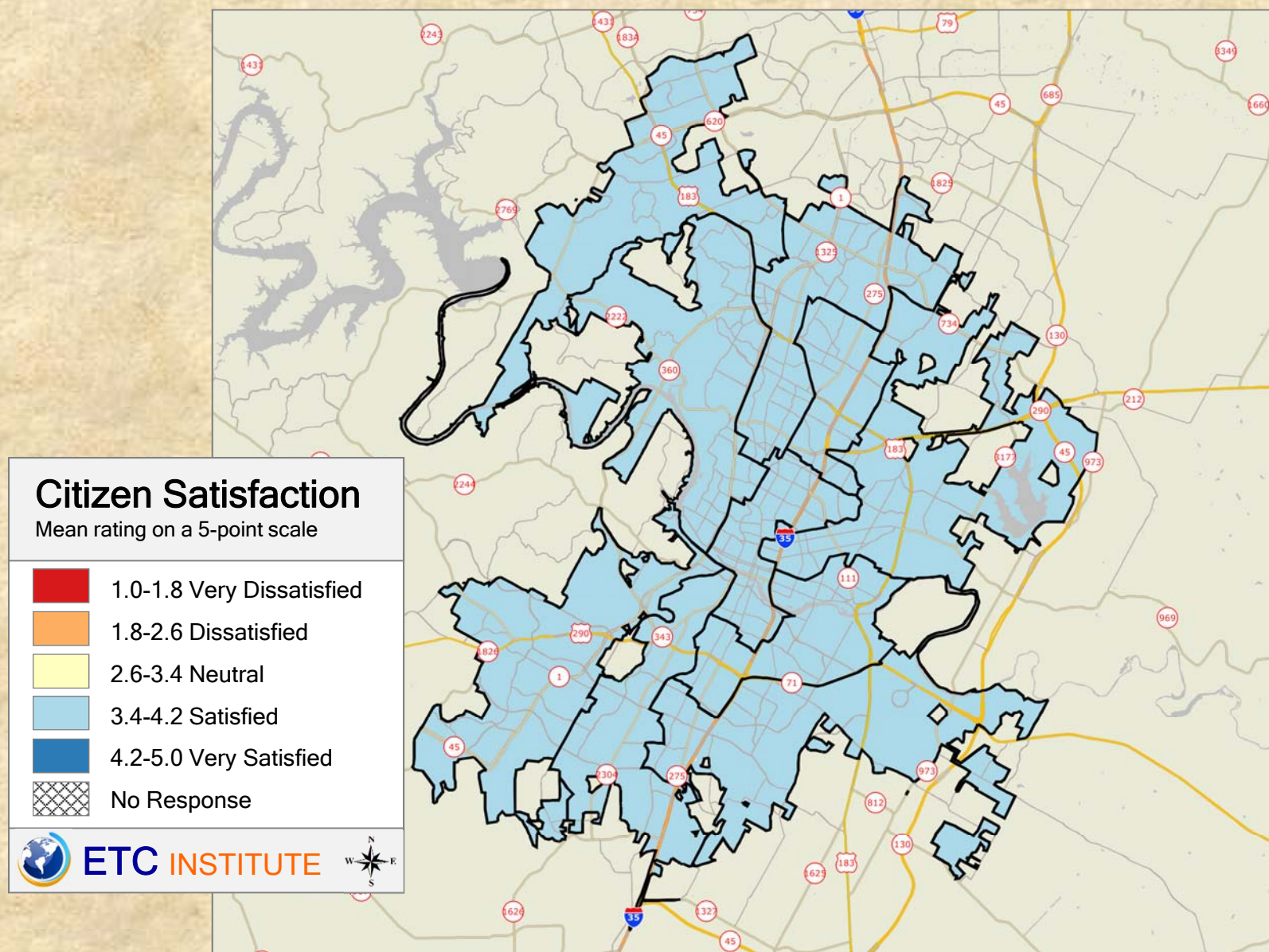- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q4-04 I feel safe walking alone downtown during the day

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

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2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

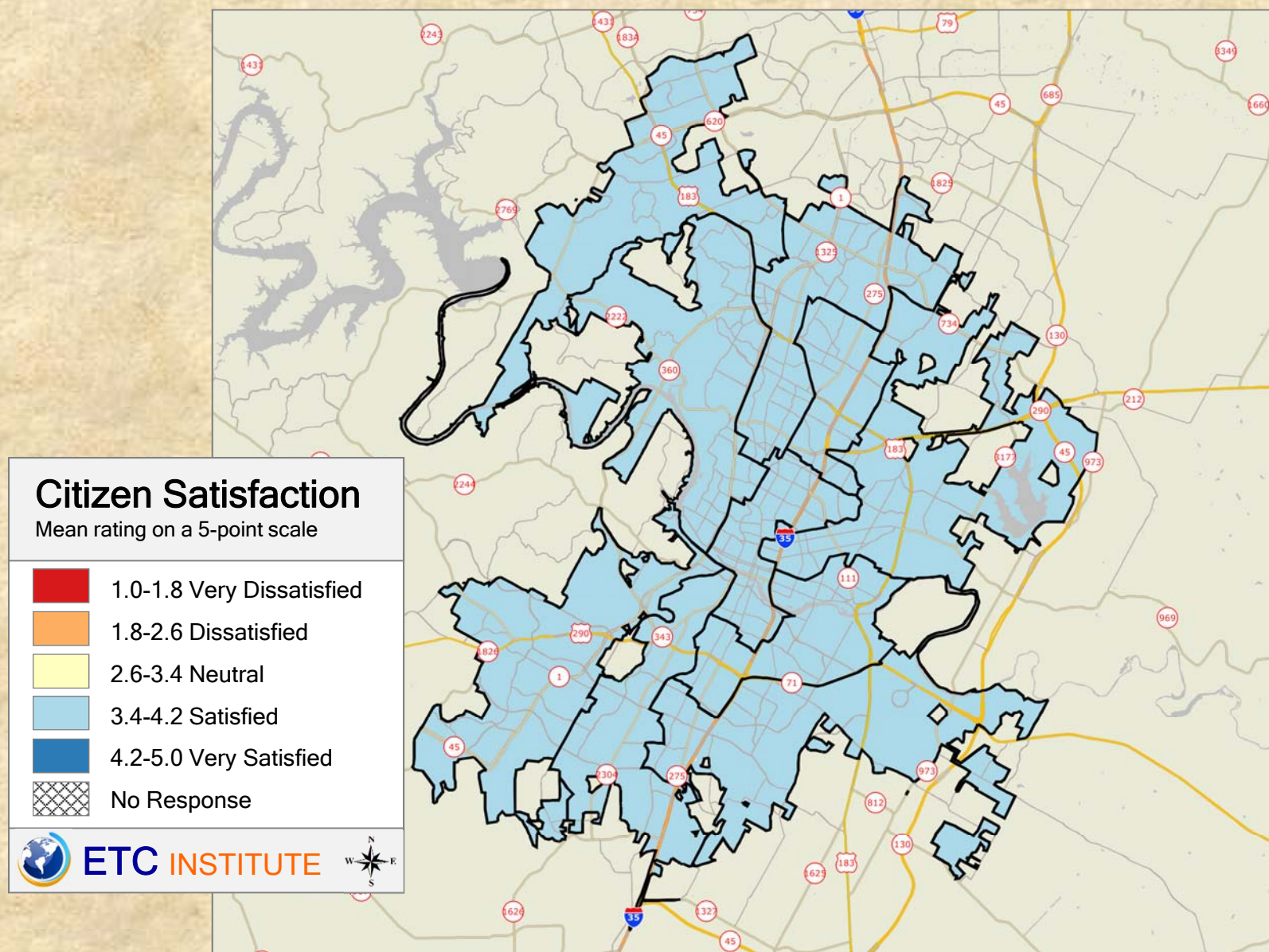# Q4-05 I feel safe walking alone downtown at night
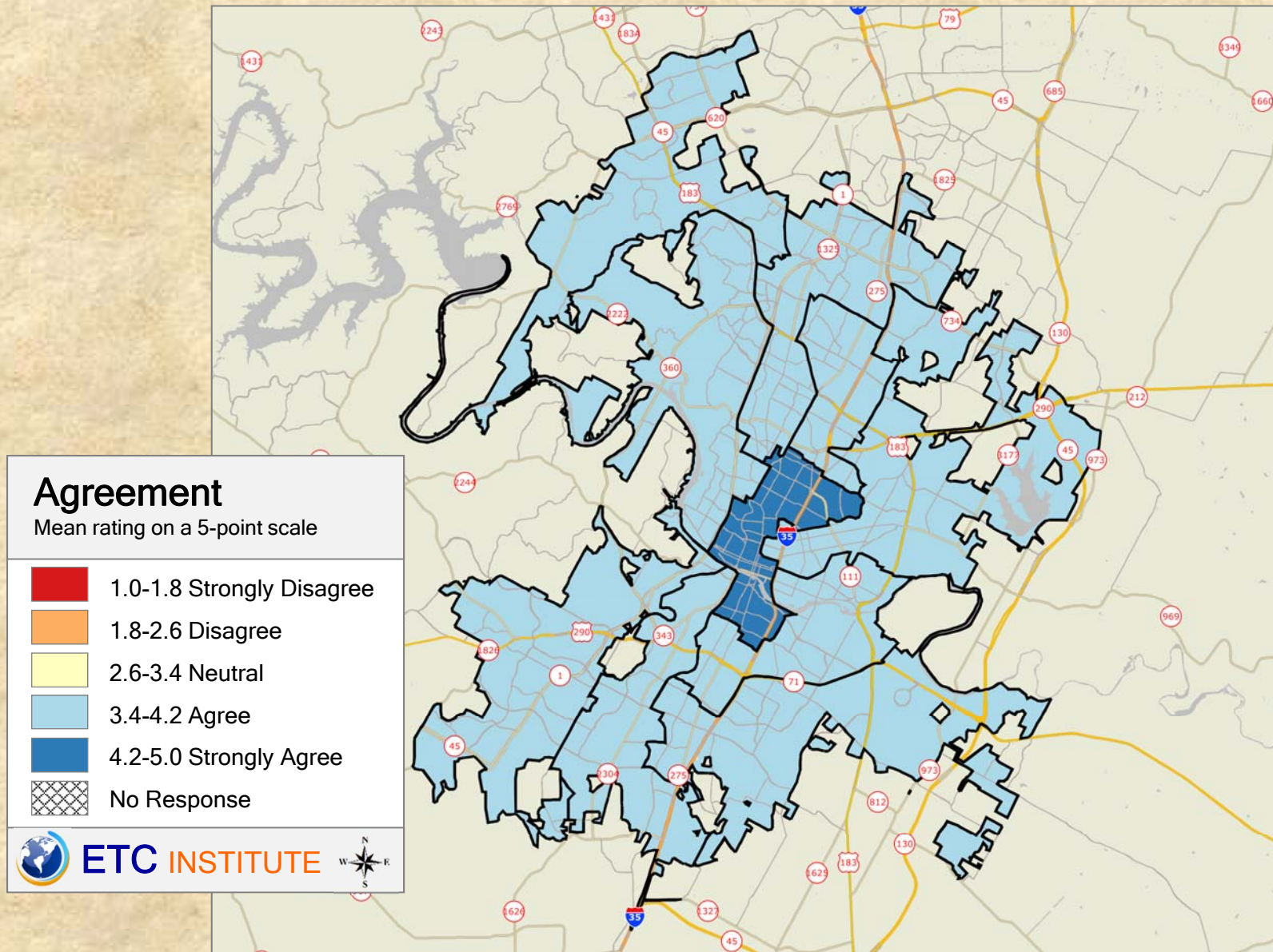
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District
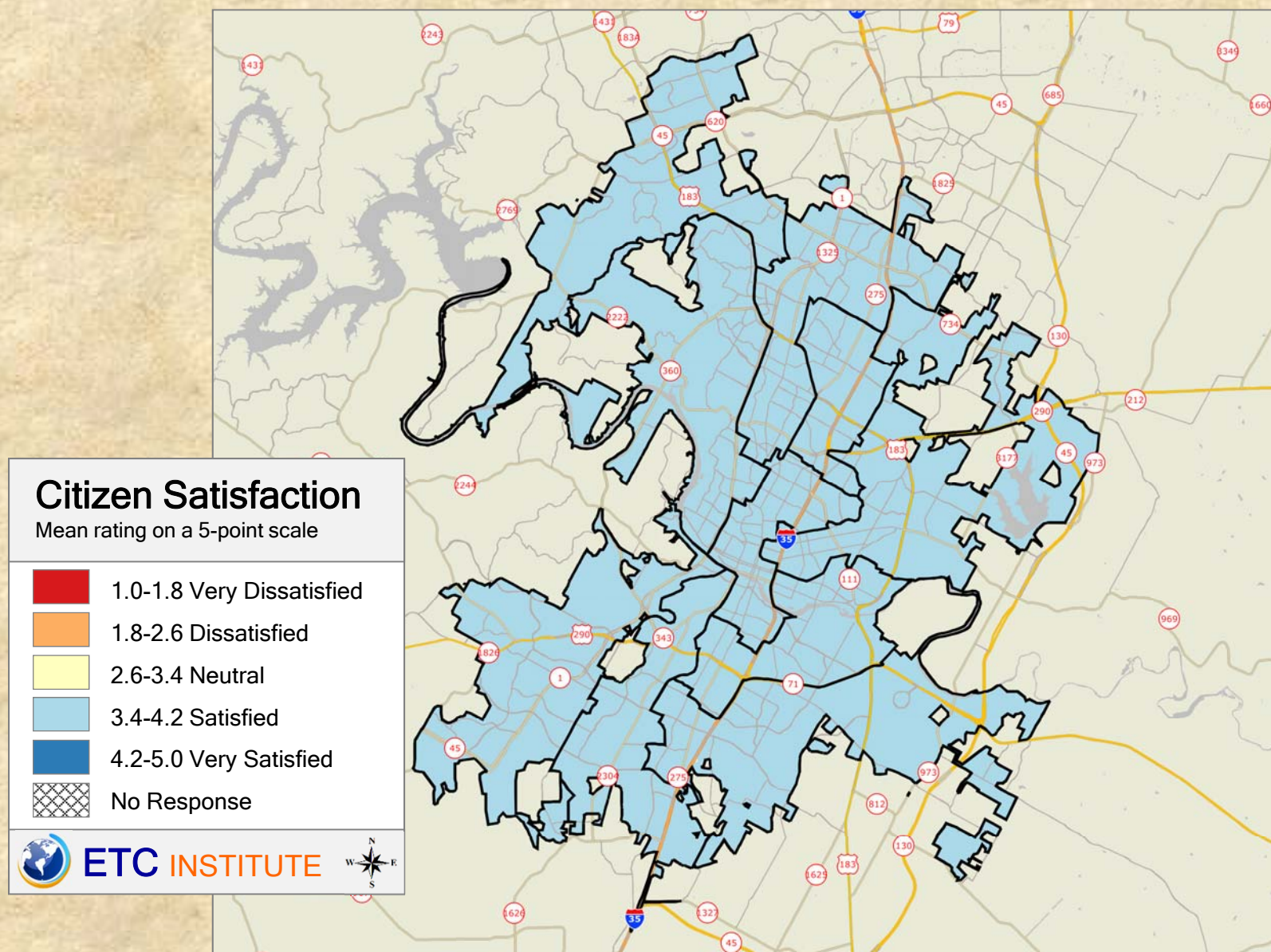
Q5-01 Satisfaction with condition of major city streets

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q5-02 Satisfaction with condition of neighborhood streets

Citizen Satisfaction
Mean rating on a 5-point scale

- **1.0-1.8 Very Dissatisfied**
- **1.8-2.6 Dissatisfied**
- **2.6-3.4 Neutral**
- **3.4-4.2 Satisfied**
- **4.2-5.0 Very Satisfied**
- **No Response**

ETC INSTITUTE
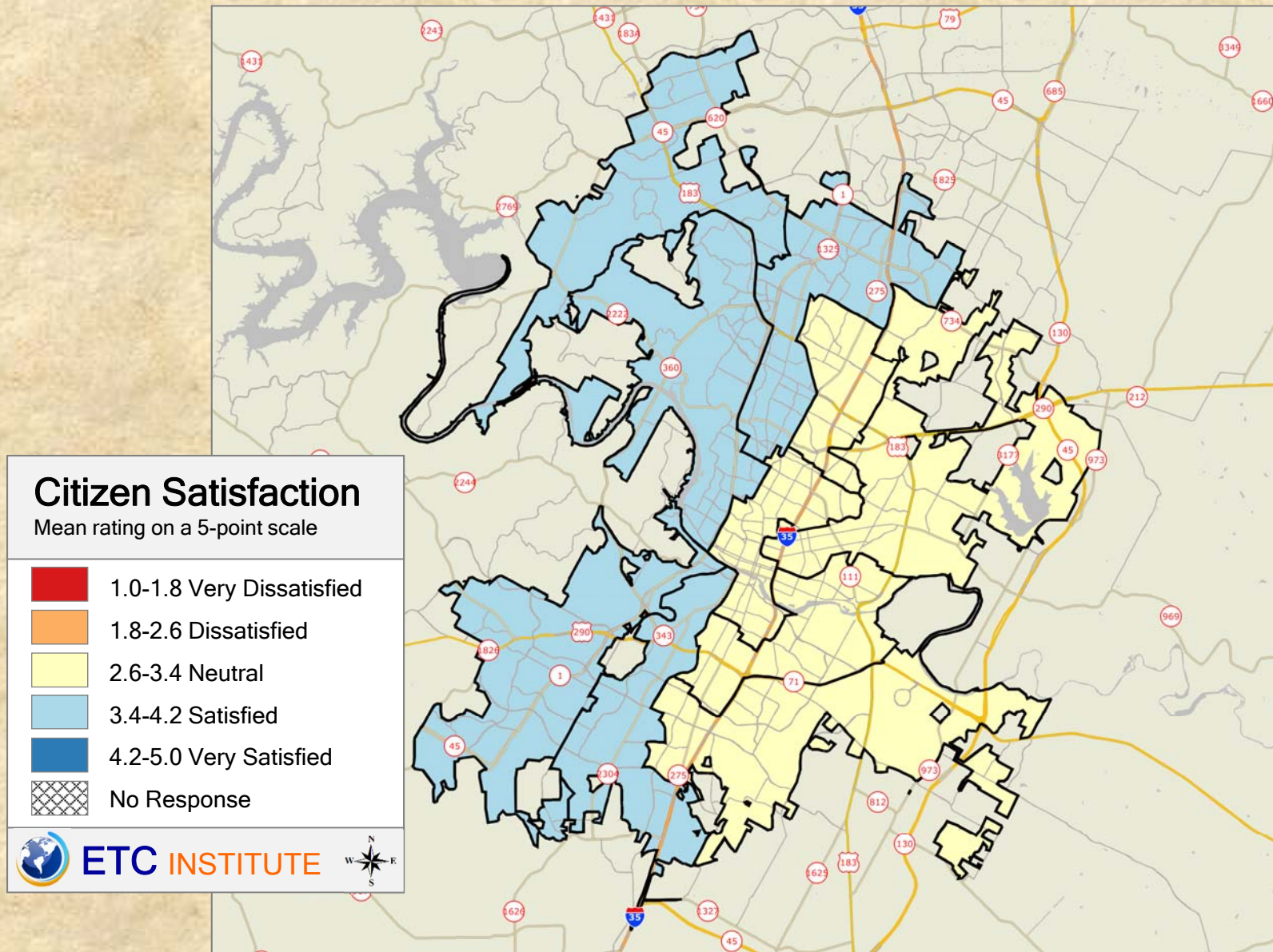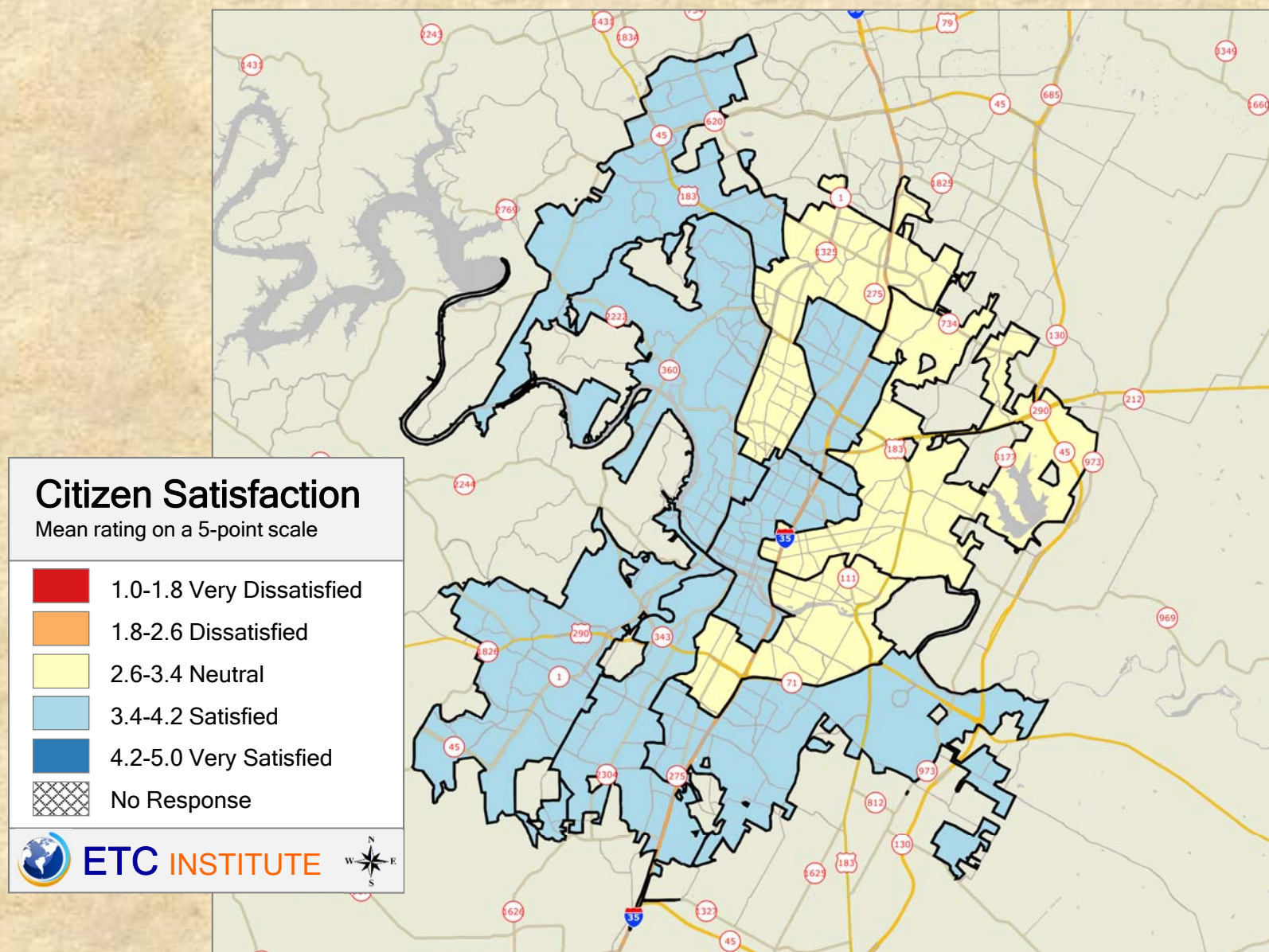
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q5-03 Satisfaction with condition of neighborhood sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE
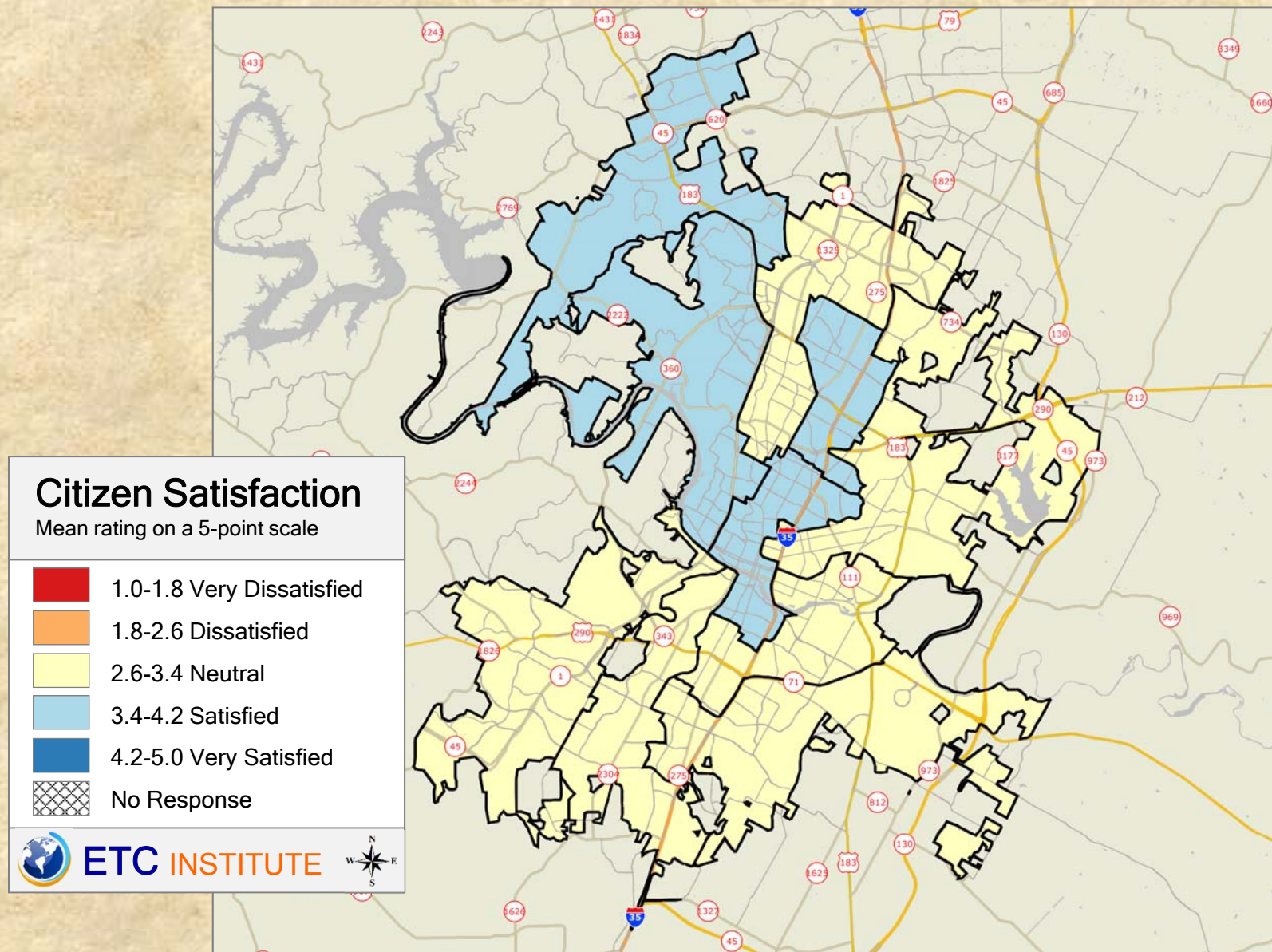
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

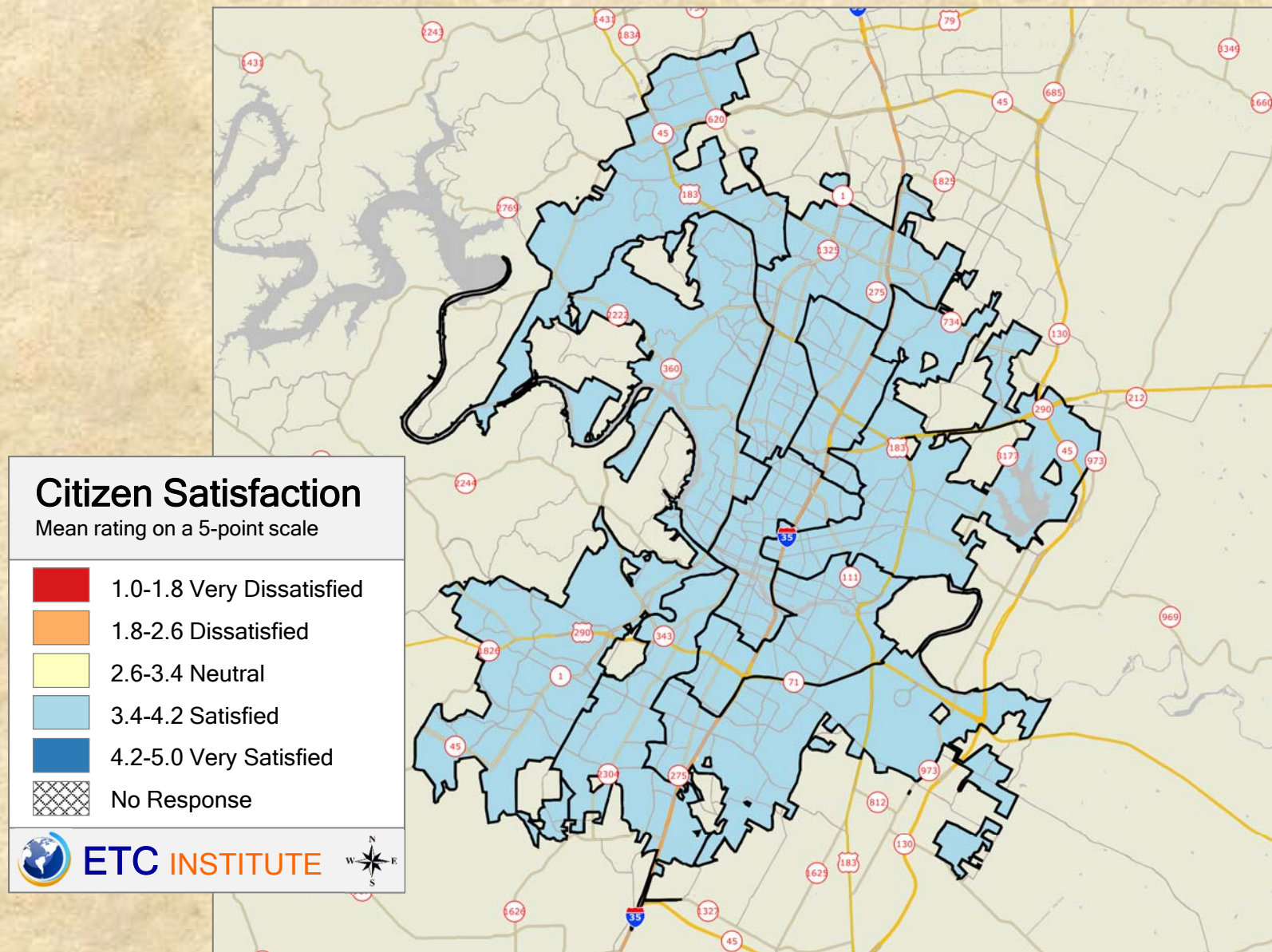|	
■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
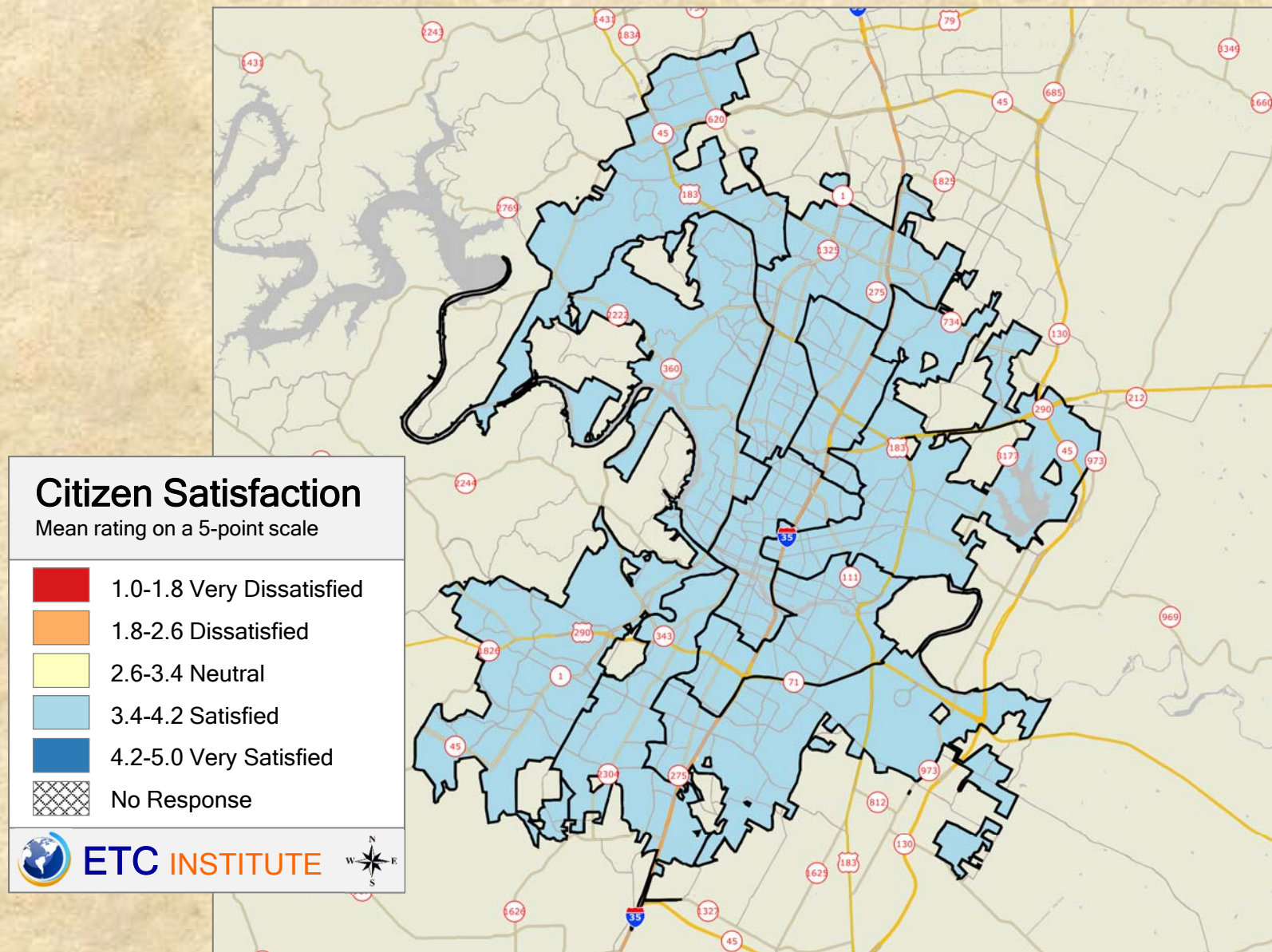- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q5-06 Satisfaction with pedestrian accessibility

Citizen Satisfaction
Mean rating on a 5-point scale

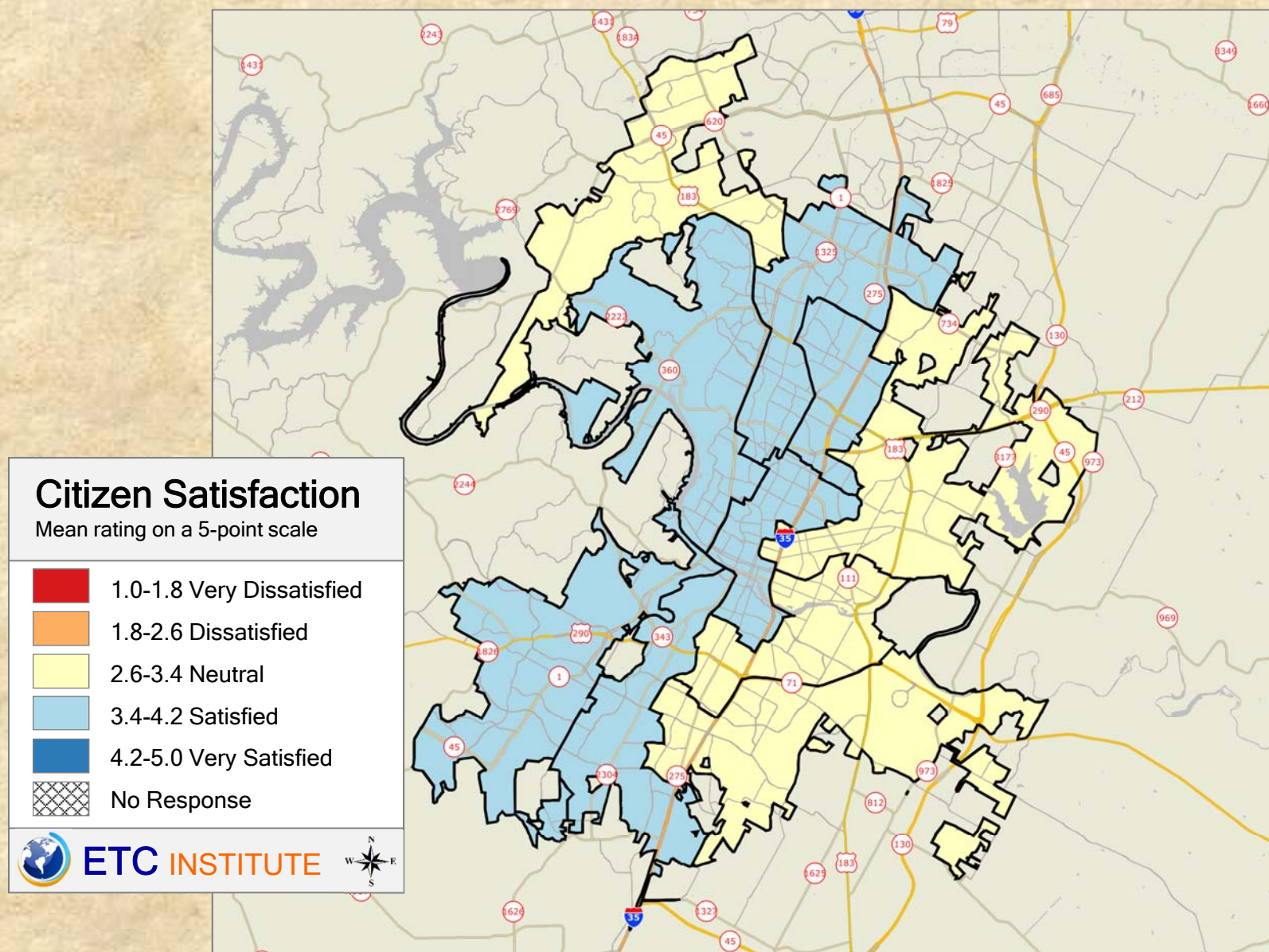|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District
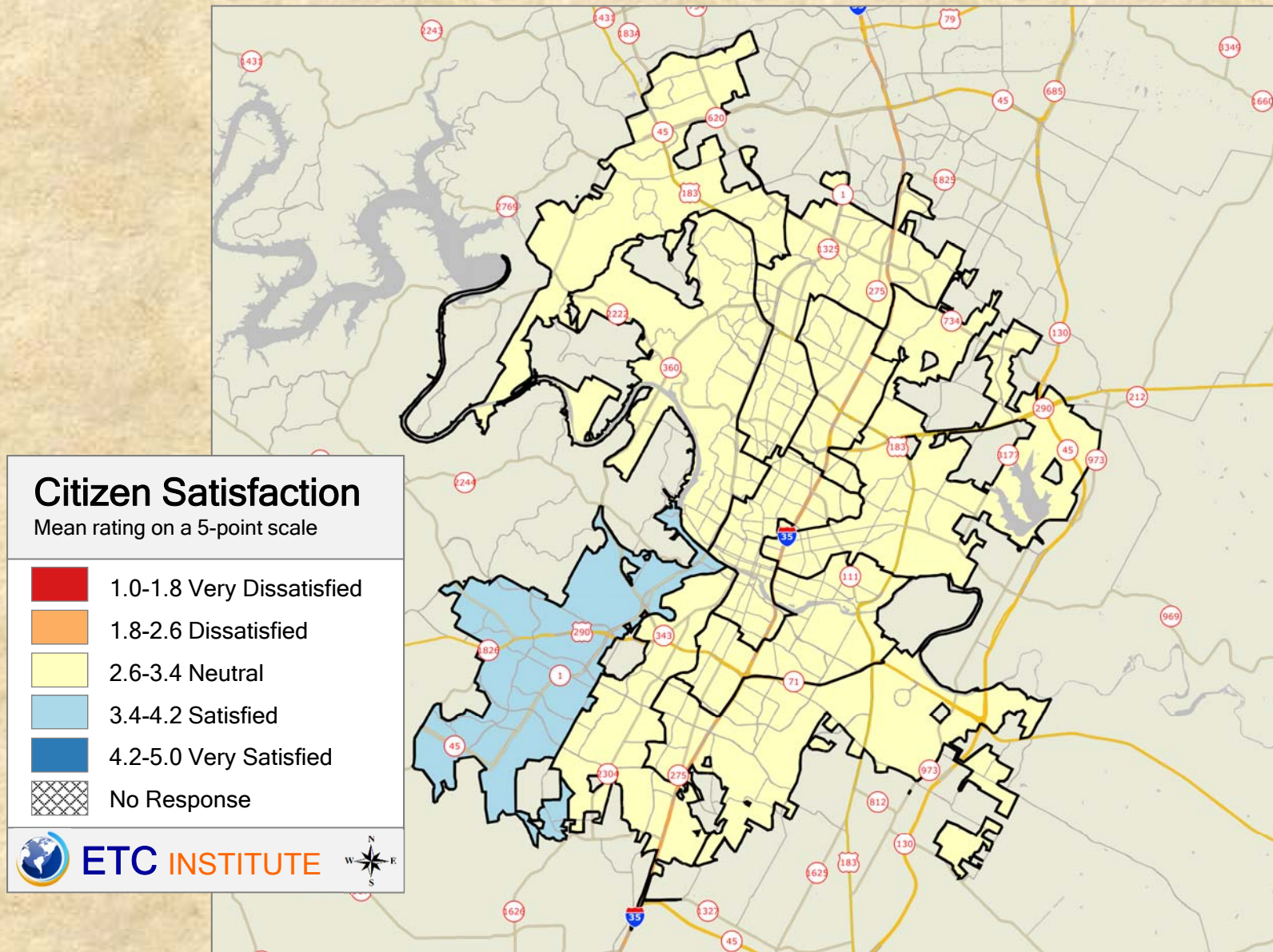
Q5-07 Satisfaction with on-street bicycle accessibility

Citizen Satisfaction
Mean rating on a 5-point scale

- ■ 1.0-1.8 Very Dissatisfied
- ■ 1.8-2.6 Dissatisfied
- ■ 2.6-3.4 Neutral
- ■ 3.4-4.2 Satisfied
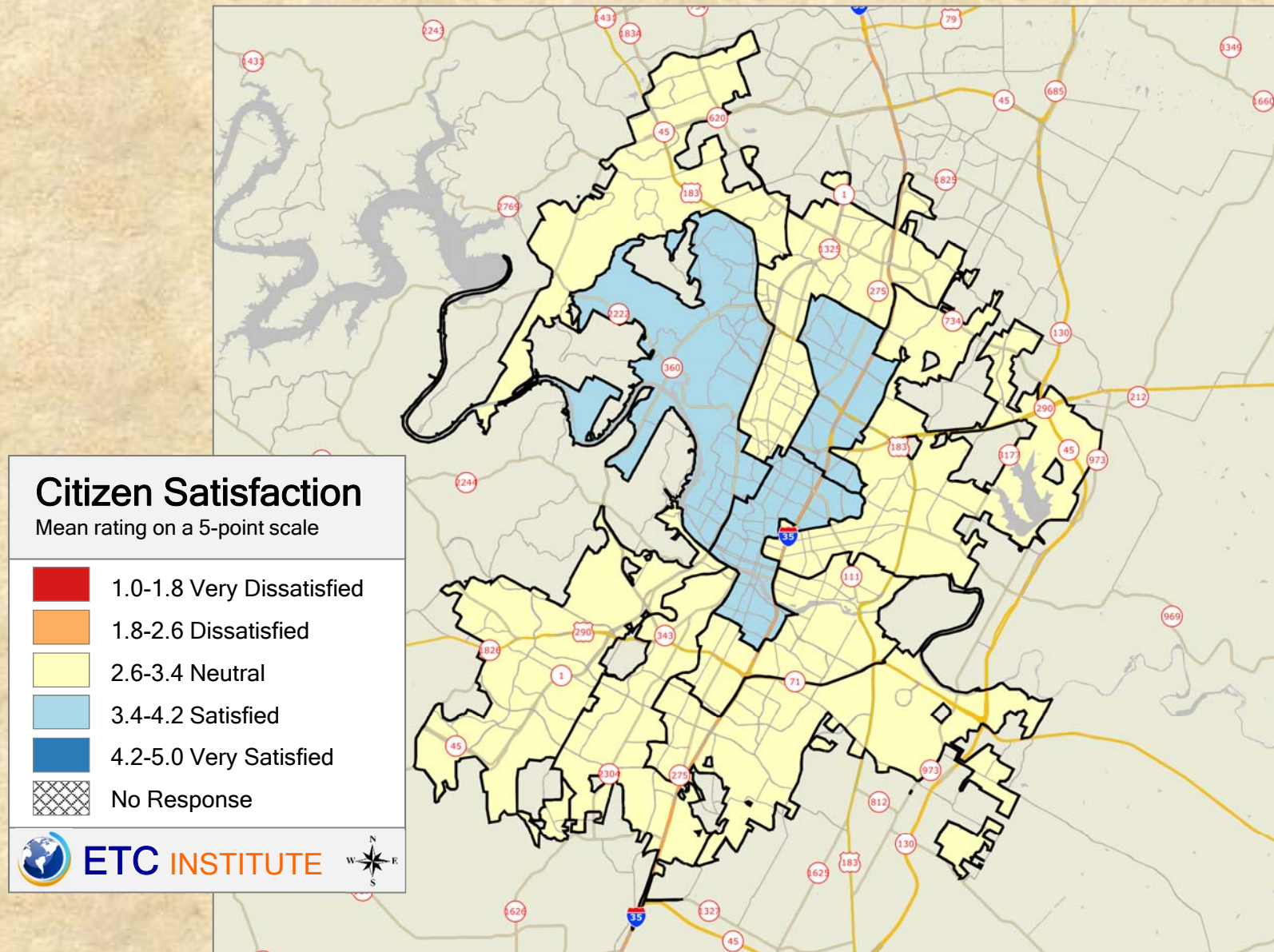- ■ 4.2-5.0 Very Satisfied
- ▨ No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District
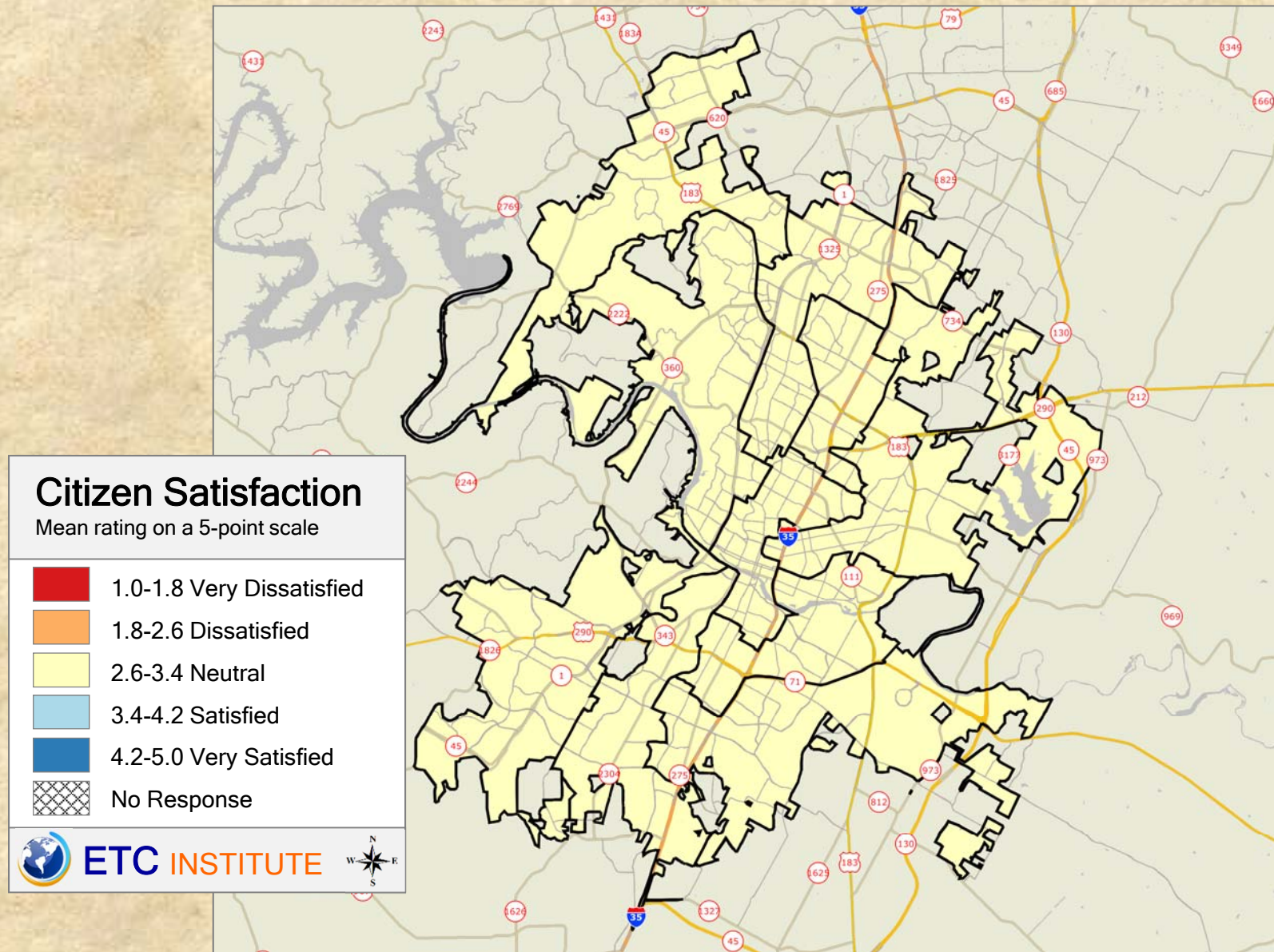
Q5-08 Satisfaction with off-street bicycle accessibility
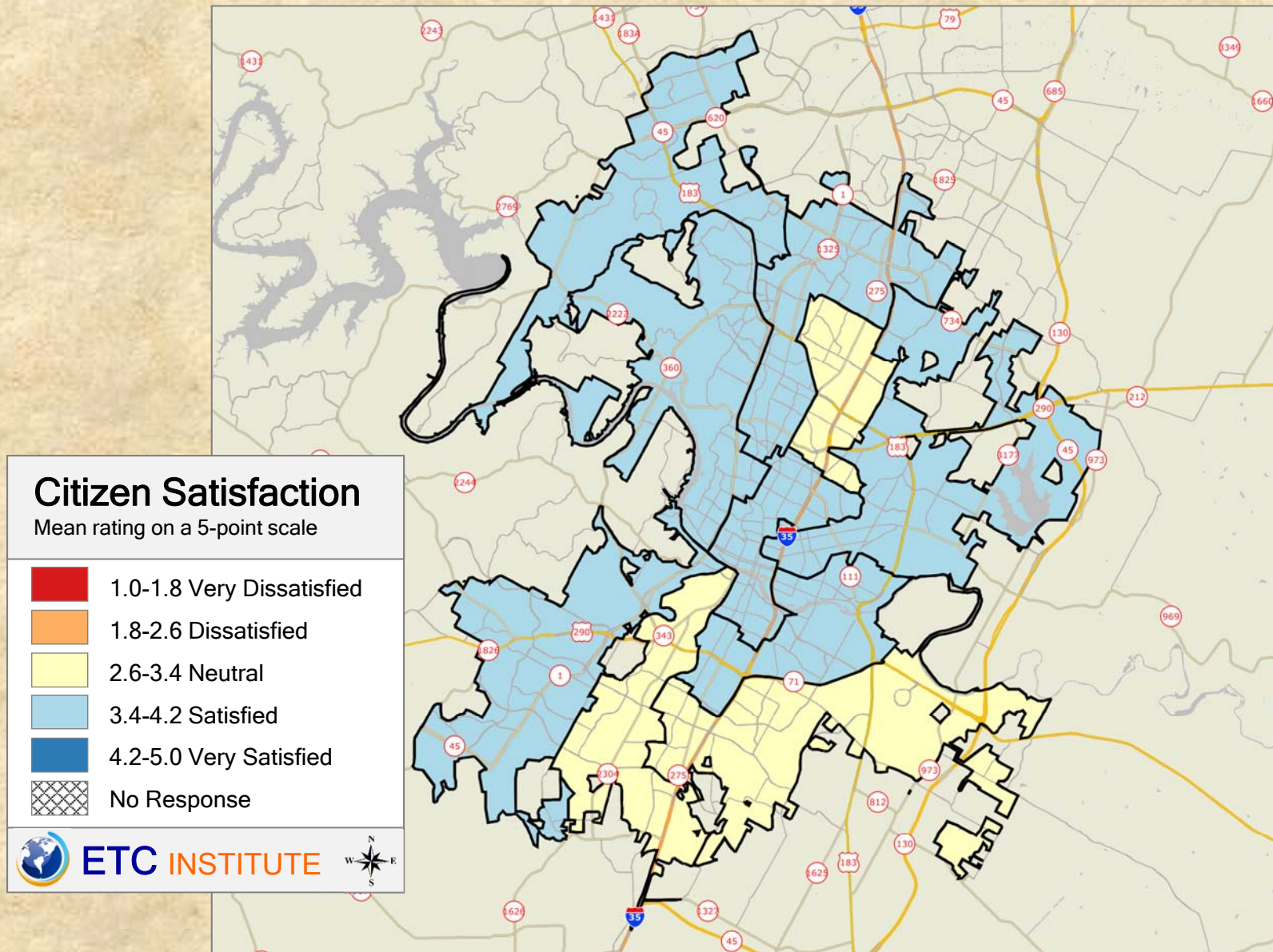
Citizen Satisfaction
Mean rating on a 5-point scale

- **1.0-1.8 Very Dissatisfied**
- **1.8-2.6 Dissatisfied**
- **2.6-3.4 Neutral**
- **3.4-4.2 Satisfied**
- **4.2-5.0 Very Satisfied**
- **No Response**

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

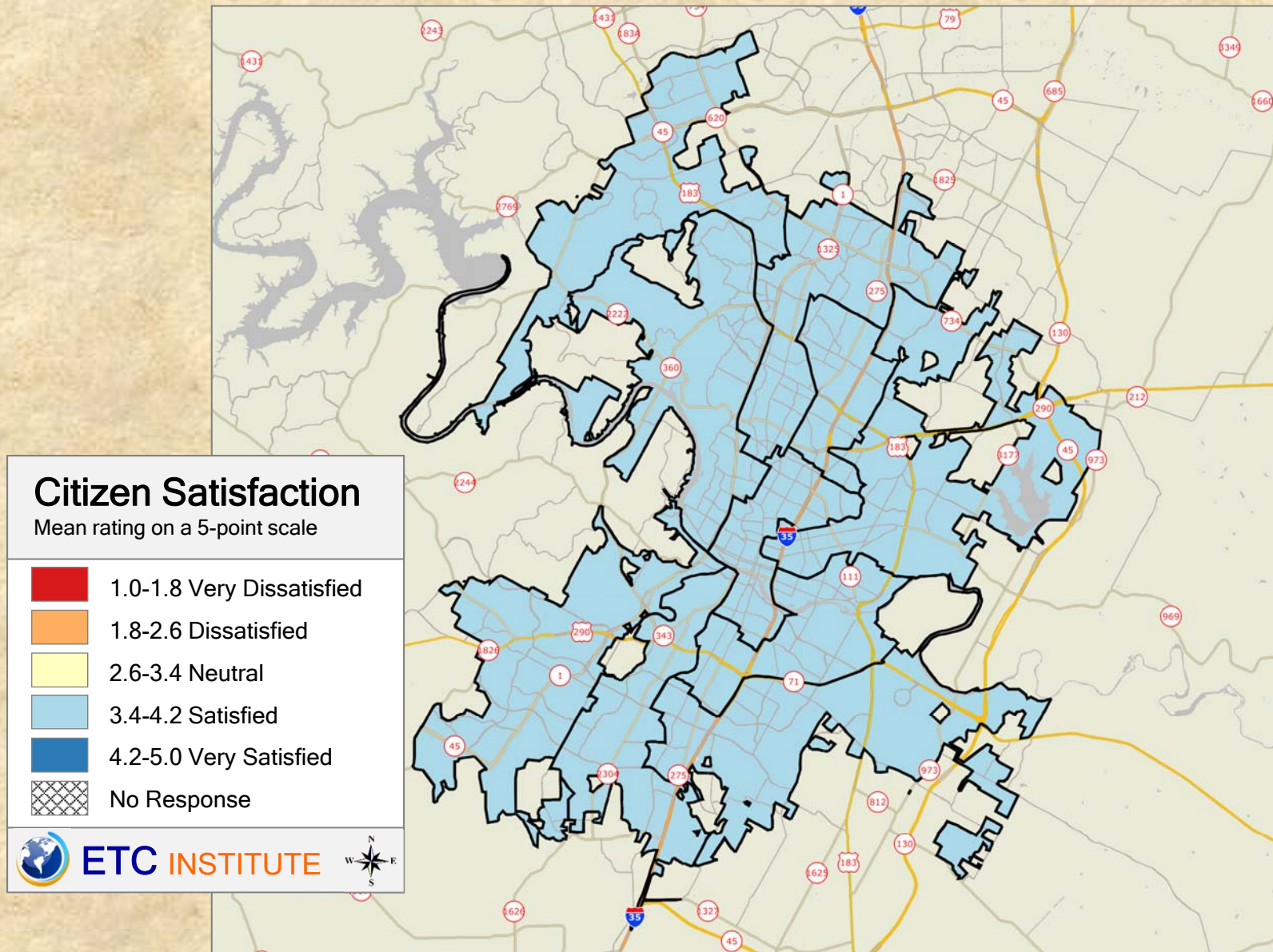# Q5-09 Satisfaction with mowing and trimming along city streets

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-01 Satisfaction with overall quality of police services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
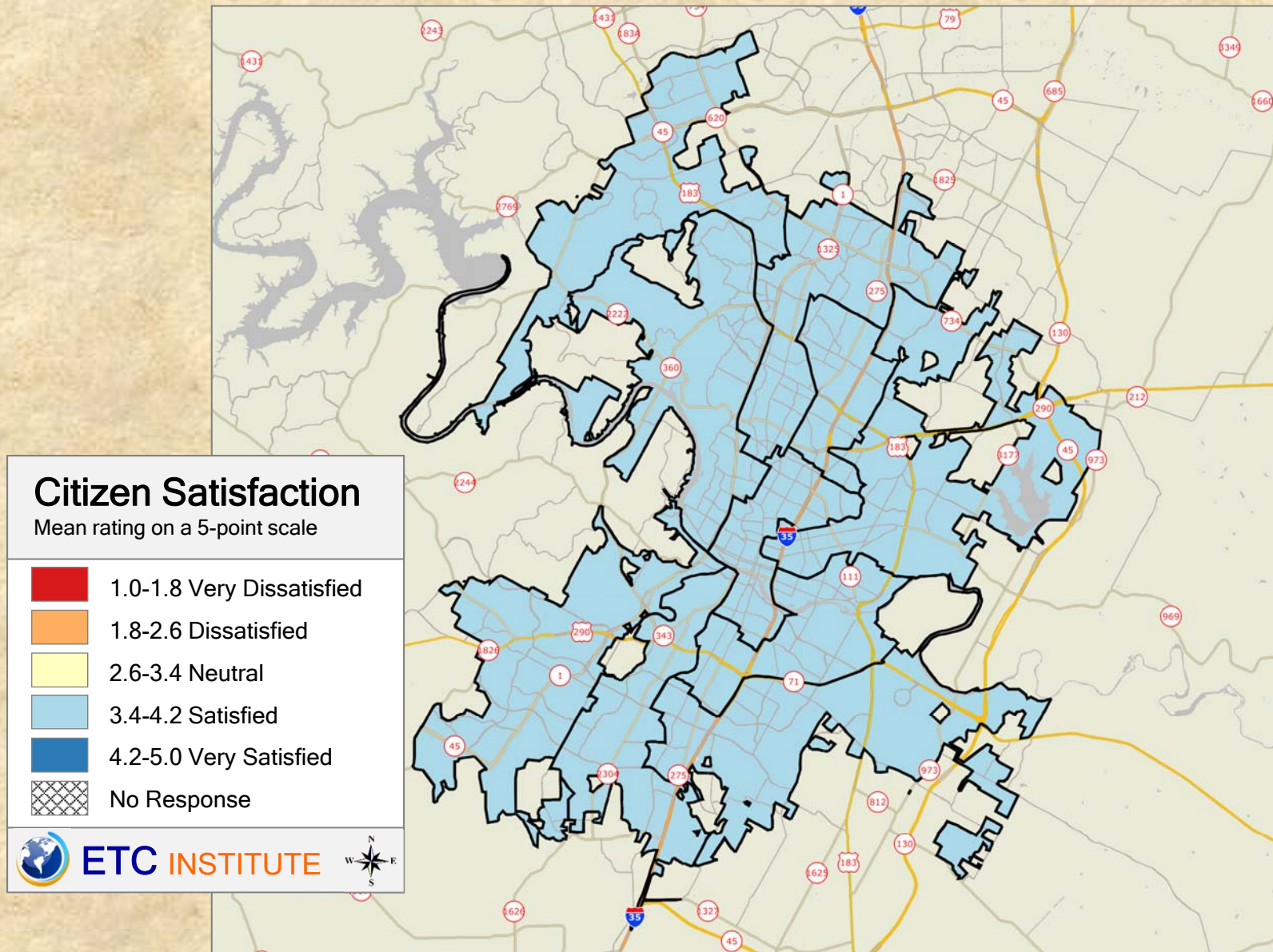
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-02 Satisfaction with speed of police response

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-03 Satisfaction with enforcement of local traffic laws

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
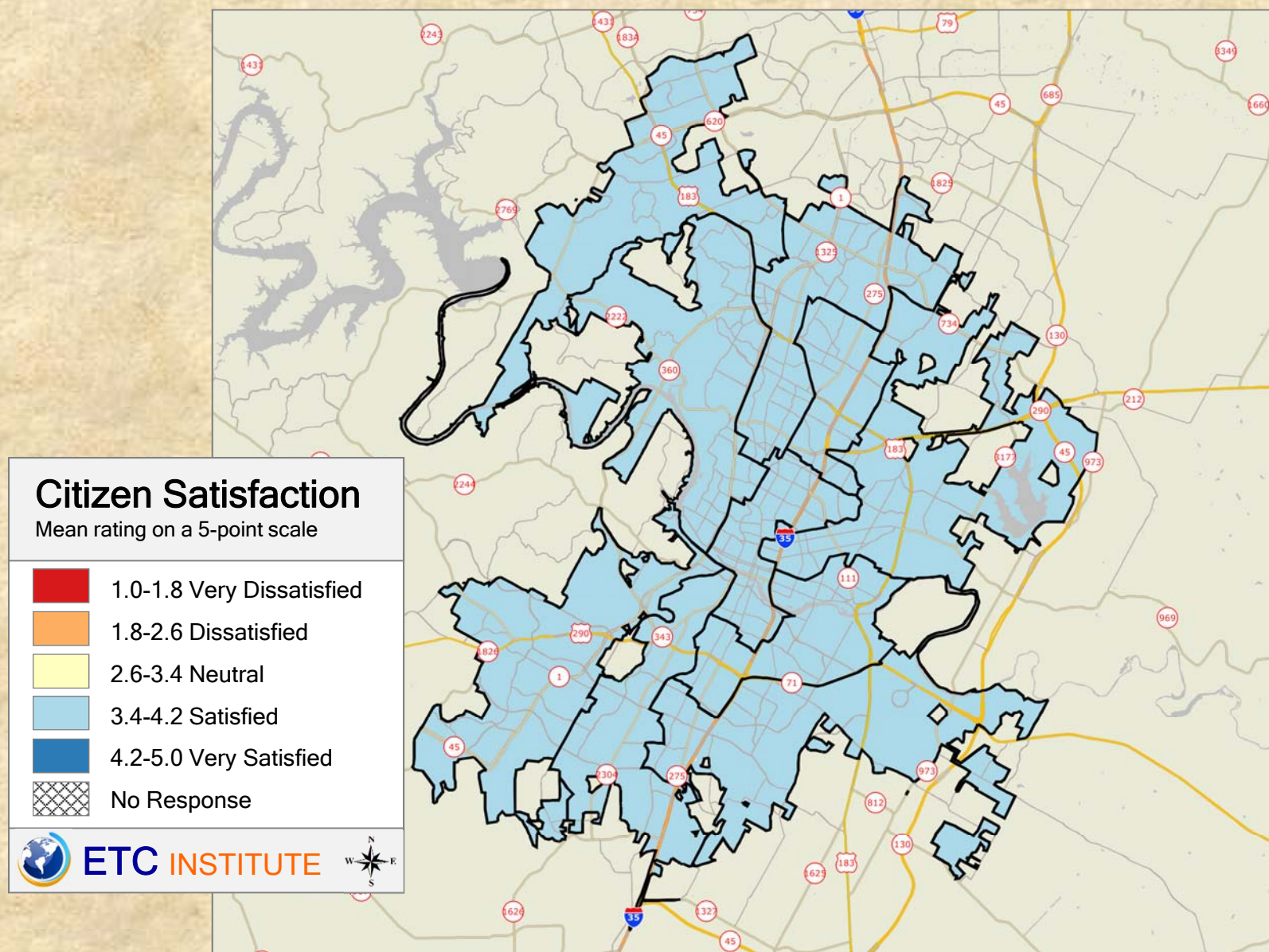- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-04 Satisfaction with overall quality of fire services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

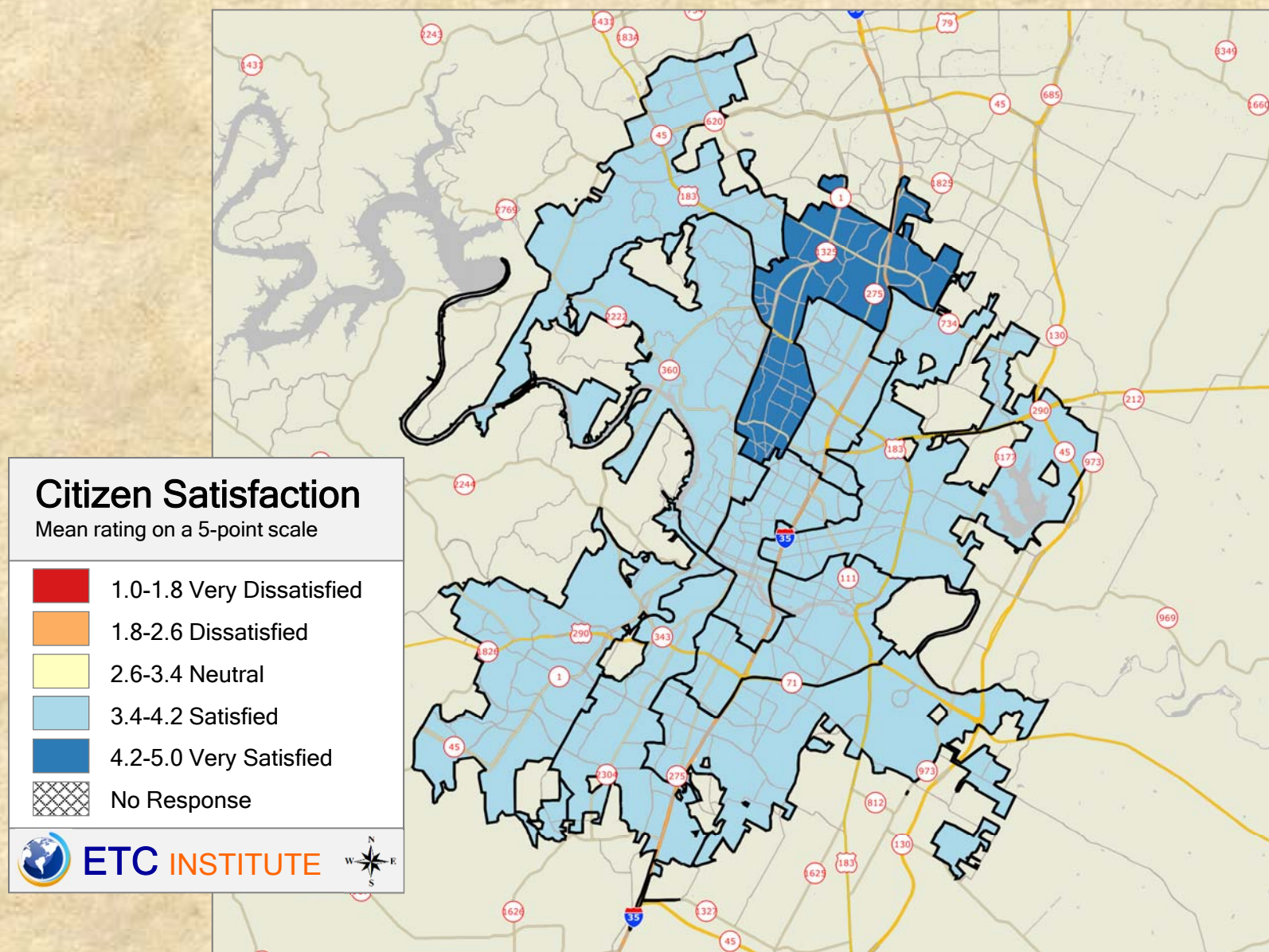# Q7-05 Satisfaction with timeliness of fire department response to emergency location

Citizen Satisfaction
Mean rating on a 5-point scale

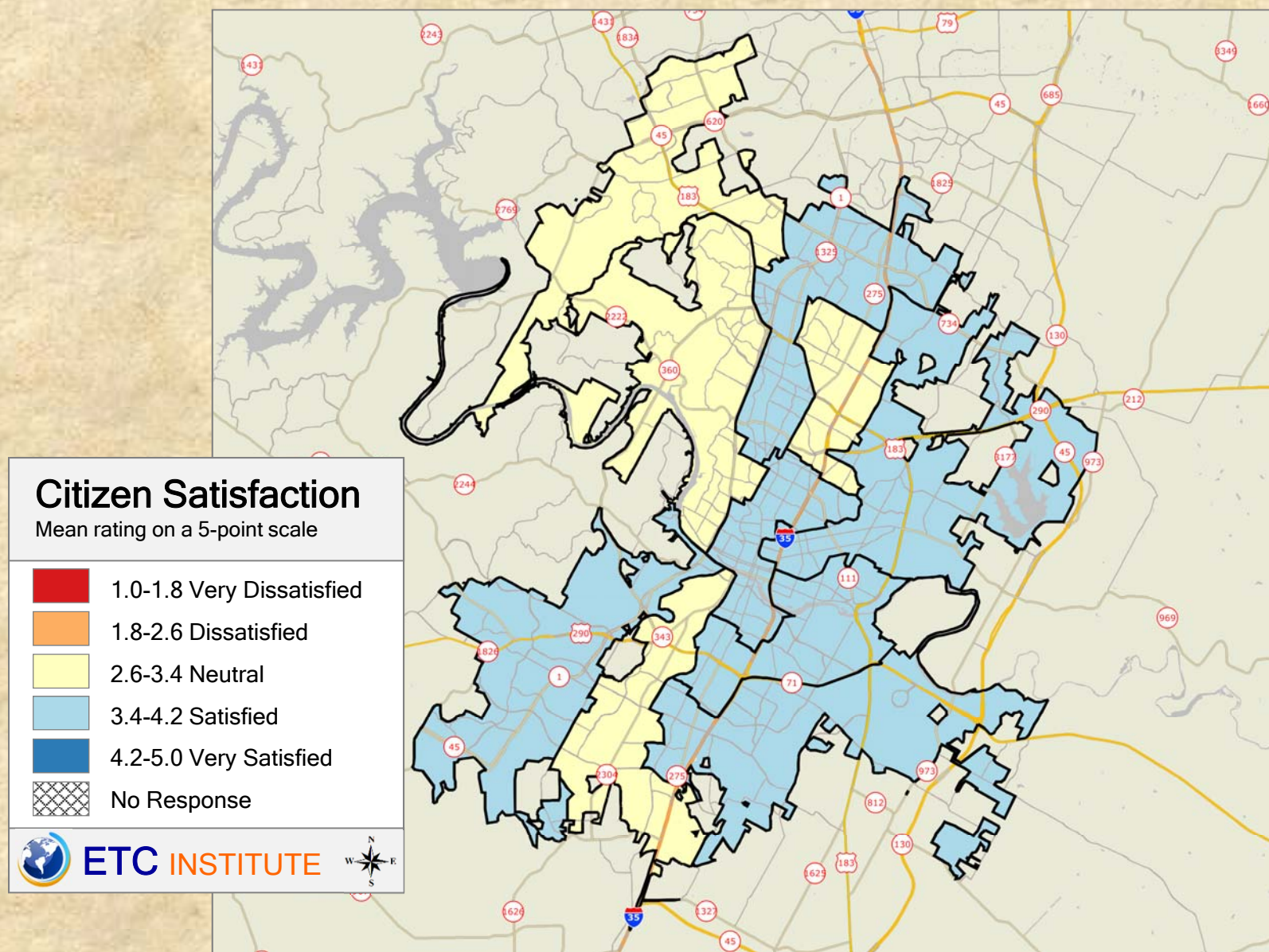|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

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2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-06 Satisfaction with medical assistance provided by EMS

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q7-07 Satisfaction with timeliness of EMS response to emergency location
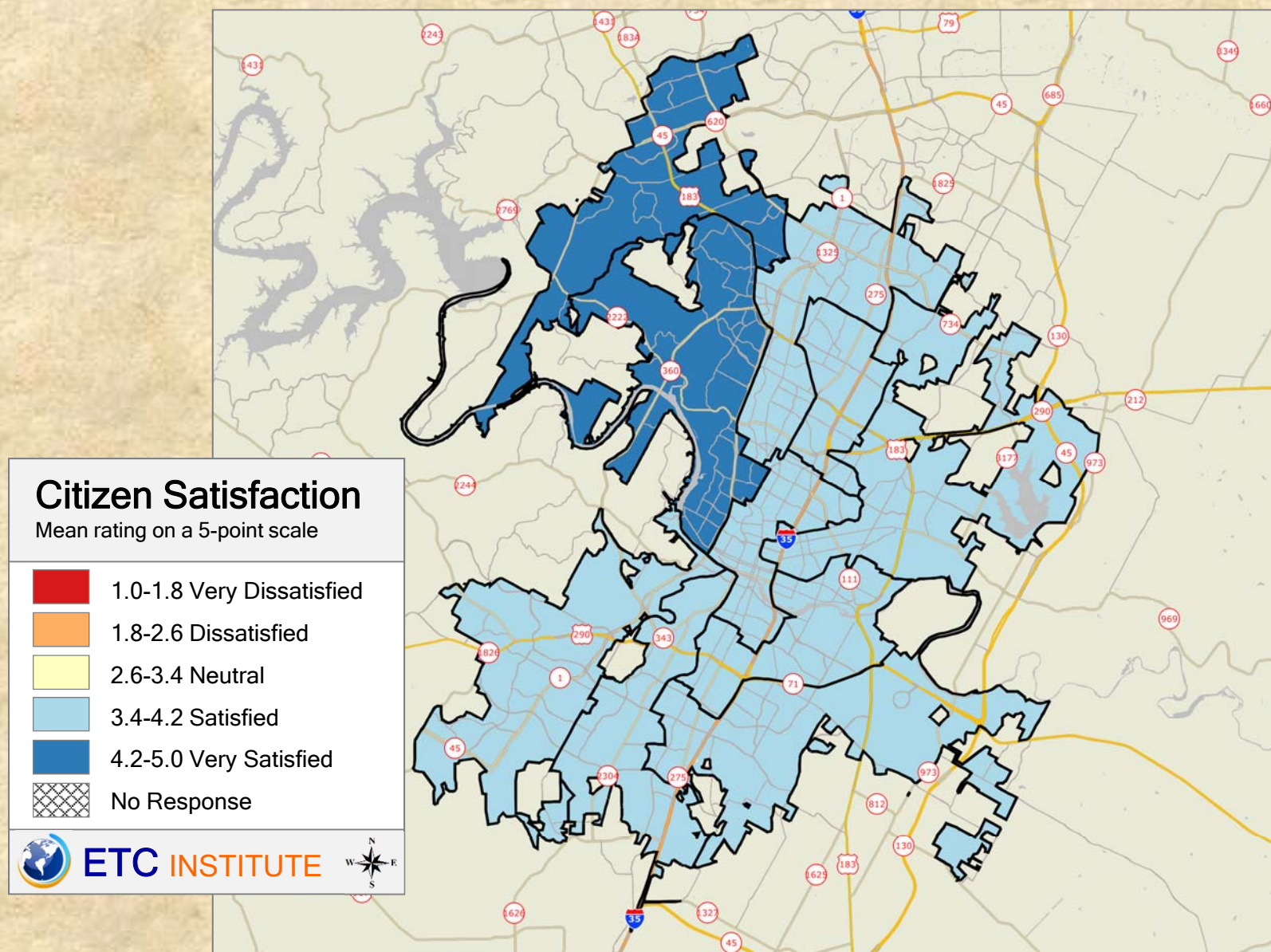
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
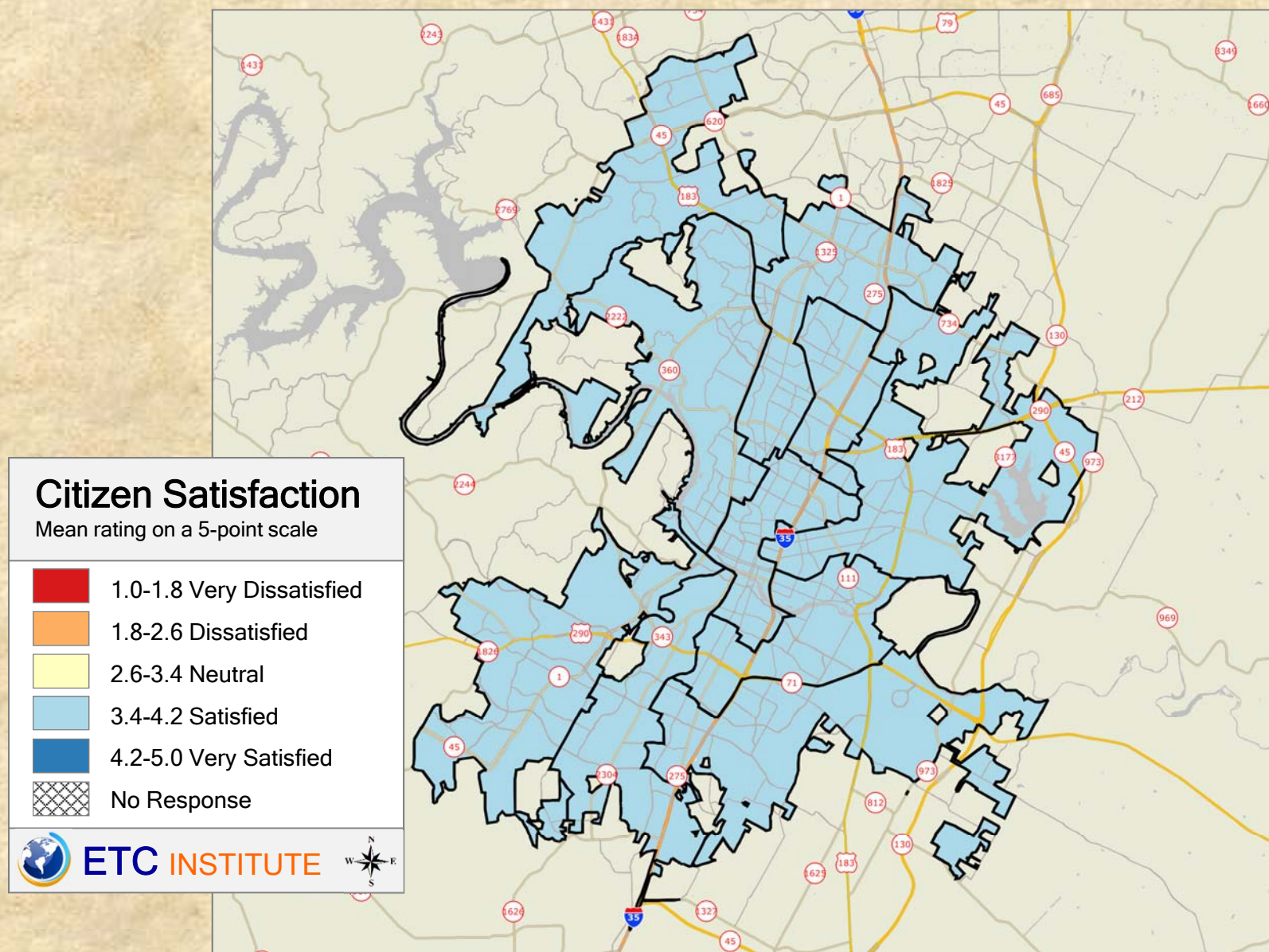- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
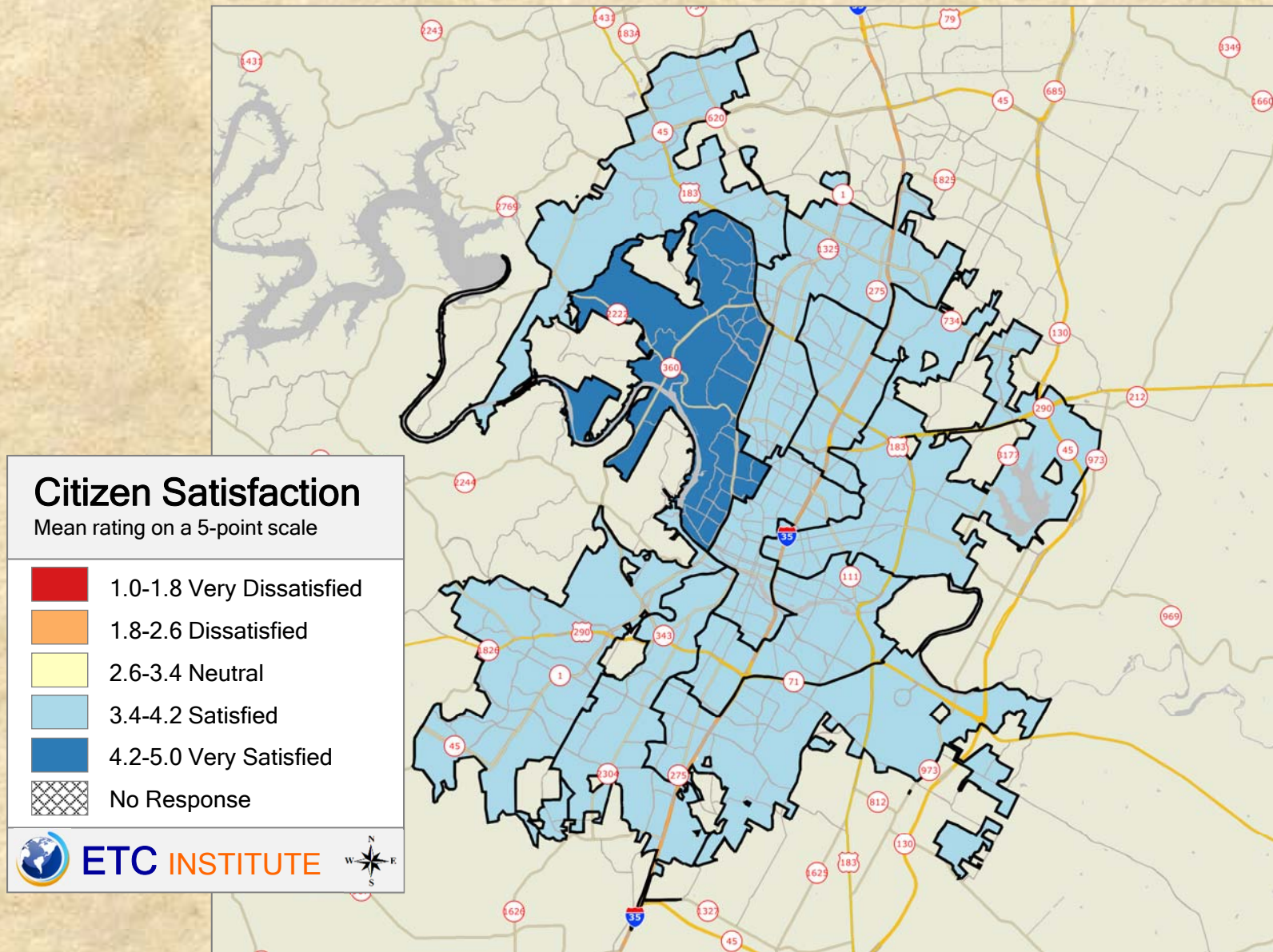
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q9-02 Satisfaction with Water Conservation programs within Austin

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
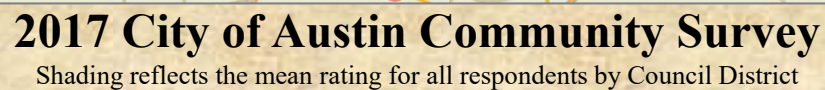
2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

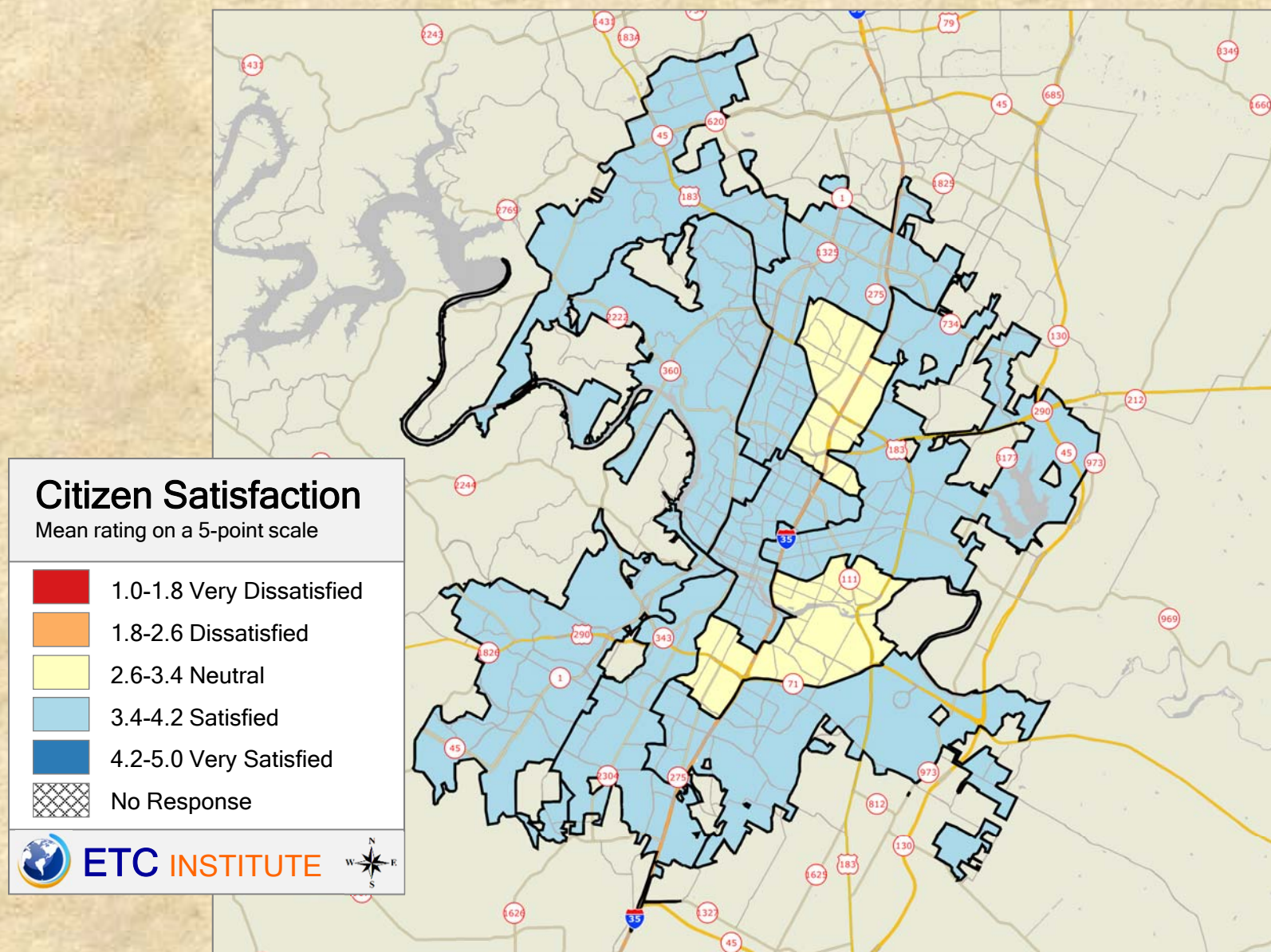# Q9-03 Satisfaction with Energy Conservation program

Citizen Satisfaction
Mean rating on a 5-point scale

![red]	1.0-1.8 Very Dissatisfied
![orange]	1.8-2.6 Dissatisfied
![yellow]	2.6-3.4 Neutral
![lightblue]	3.4-4.2 Satisfied
![blue]	4.2-5.0 Very Satisfied
![hatch]	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District
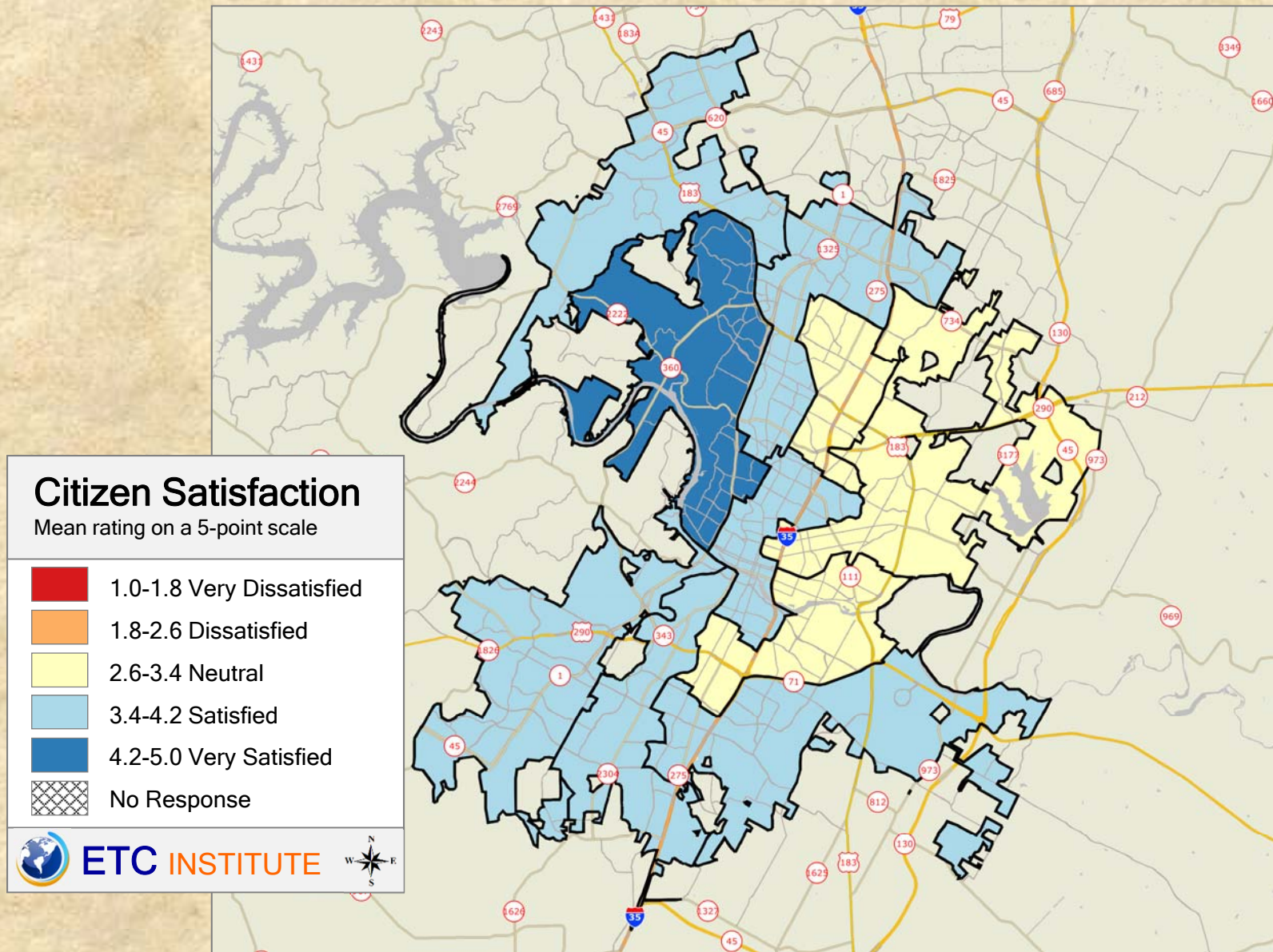
Q9-04 Satisfaction with the water quality of lakes and streams

Citizen Satisfaction
Mean rating on a 5-point scale

▮ (red)	1.0-1.8 Very Dissatisfied
▮ (orange)	1.8-2.6 Dissatisfied
▮ (yellow)	2.6-3.4 Neutral
▮ (light blue)	3.4-4.2 Satisfied
▮ (blue)	4.2-5.0 Very Satisfied
▨	No Response

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2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q9-05 Satisfaction with flood control efforts
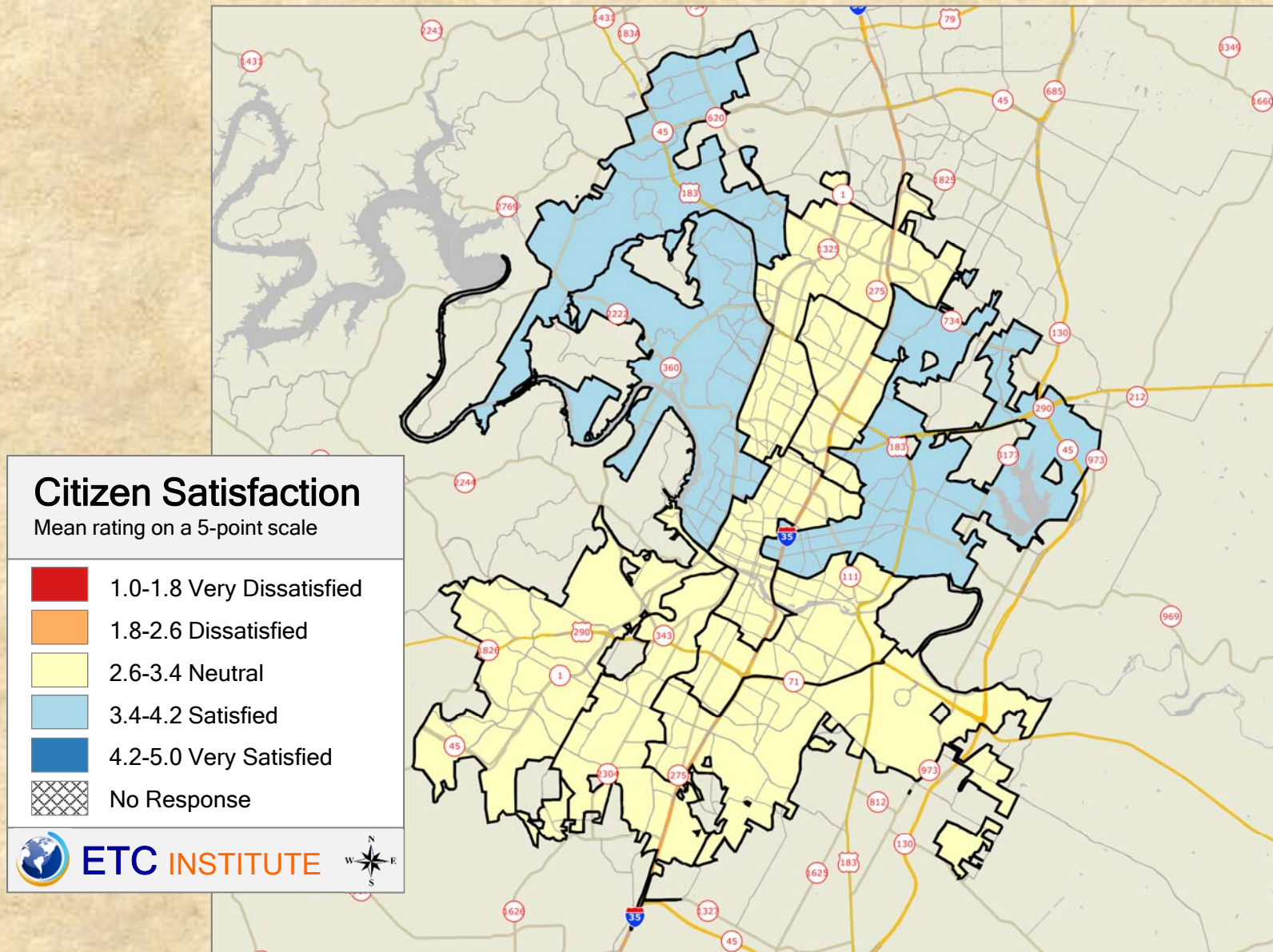
Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▦	No Response

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2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-01 Satisfaction with number of City of Austin parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

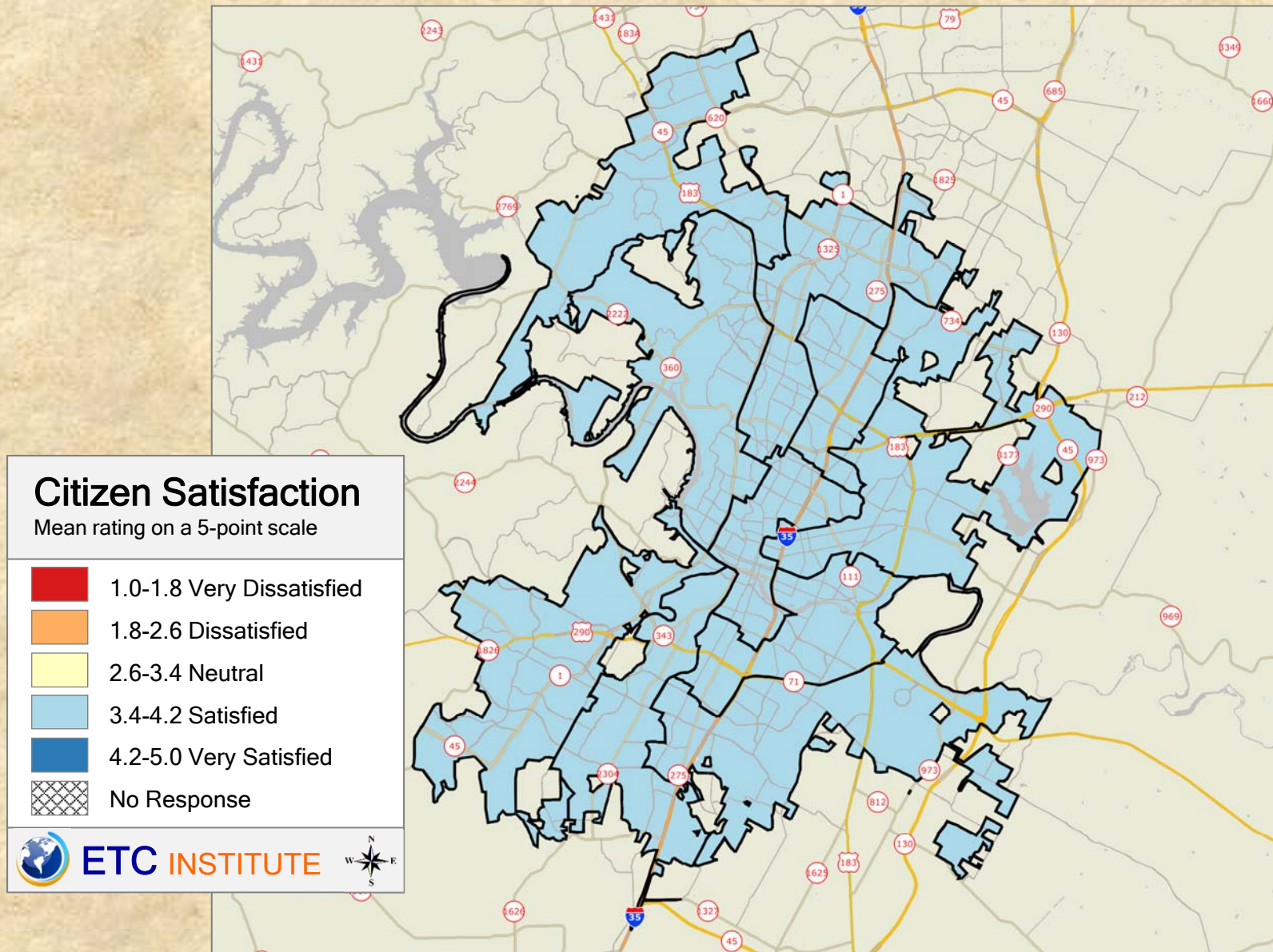## 2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-02 Satisfaction with number of City of Austin walking/biking trails

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
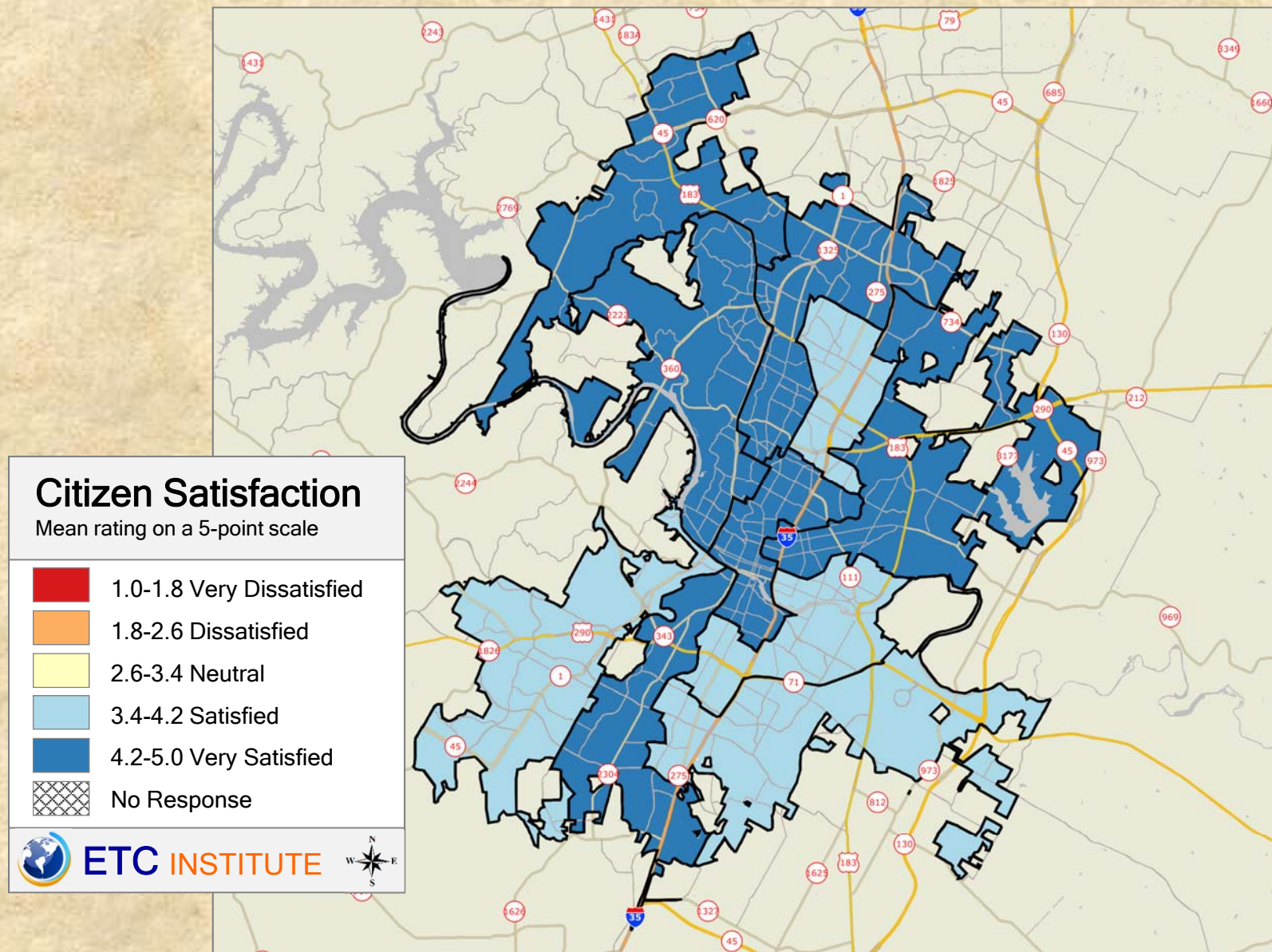- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-03 Satisfaction with appearance of City of Austin park grounds

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
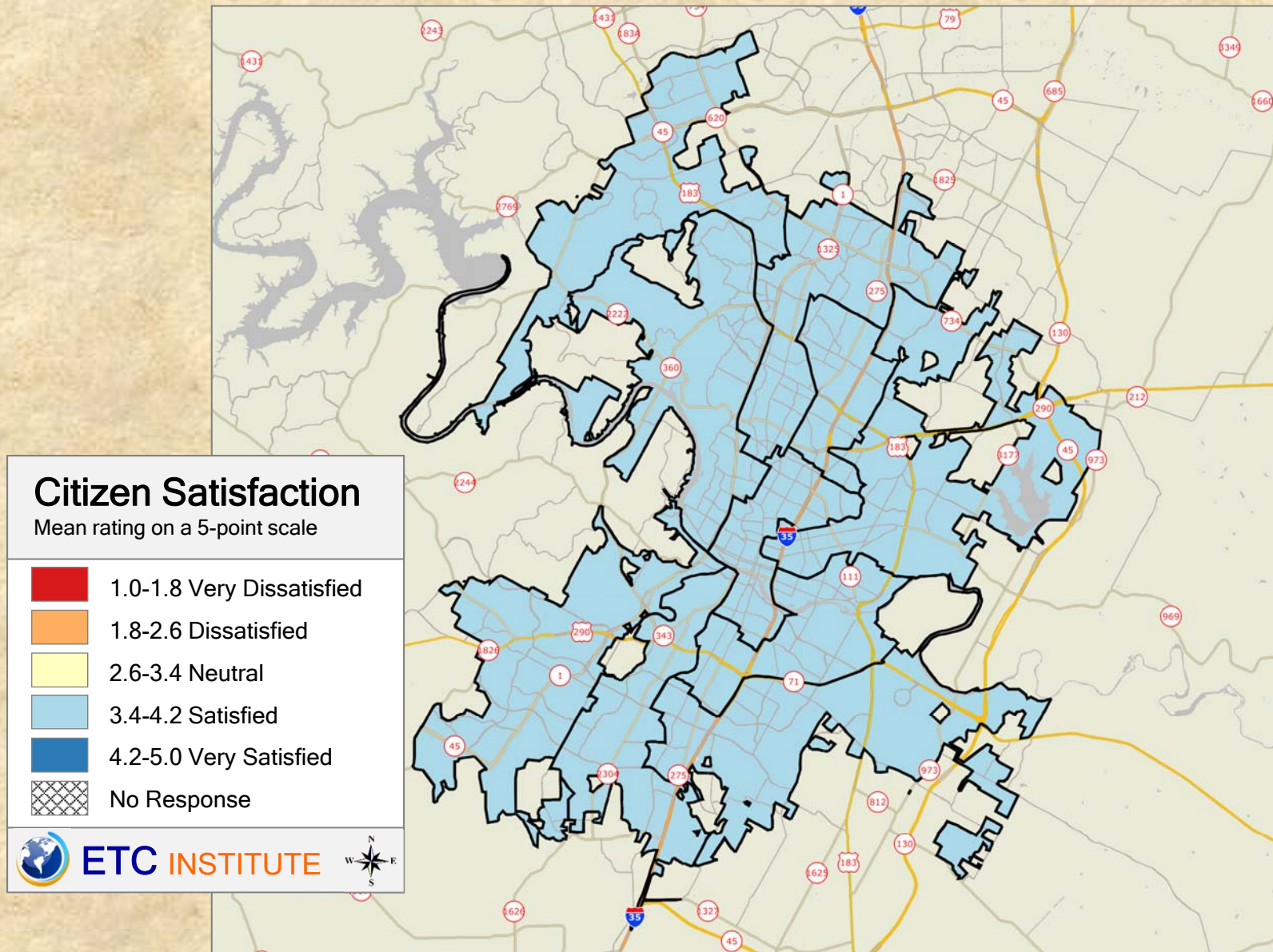- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-04 Satisfaction with overall quality of City of Austin parks and recreation programs or classes

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (pale yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

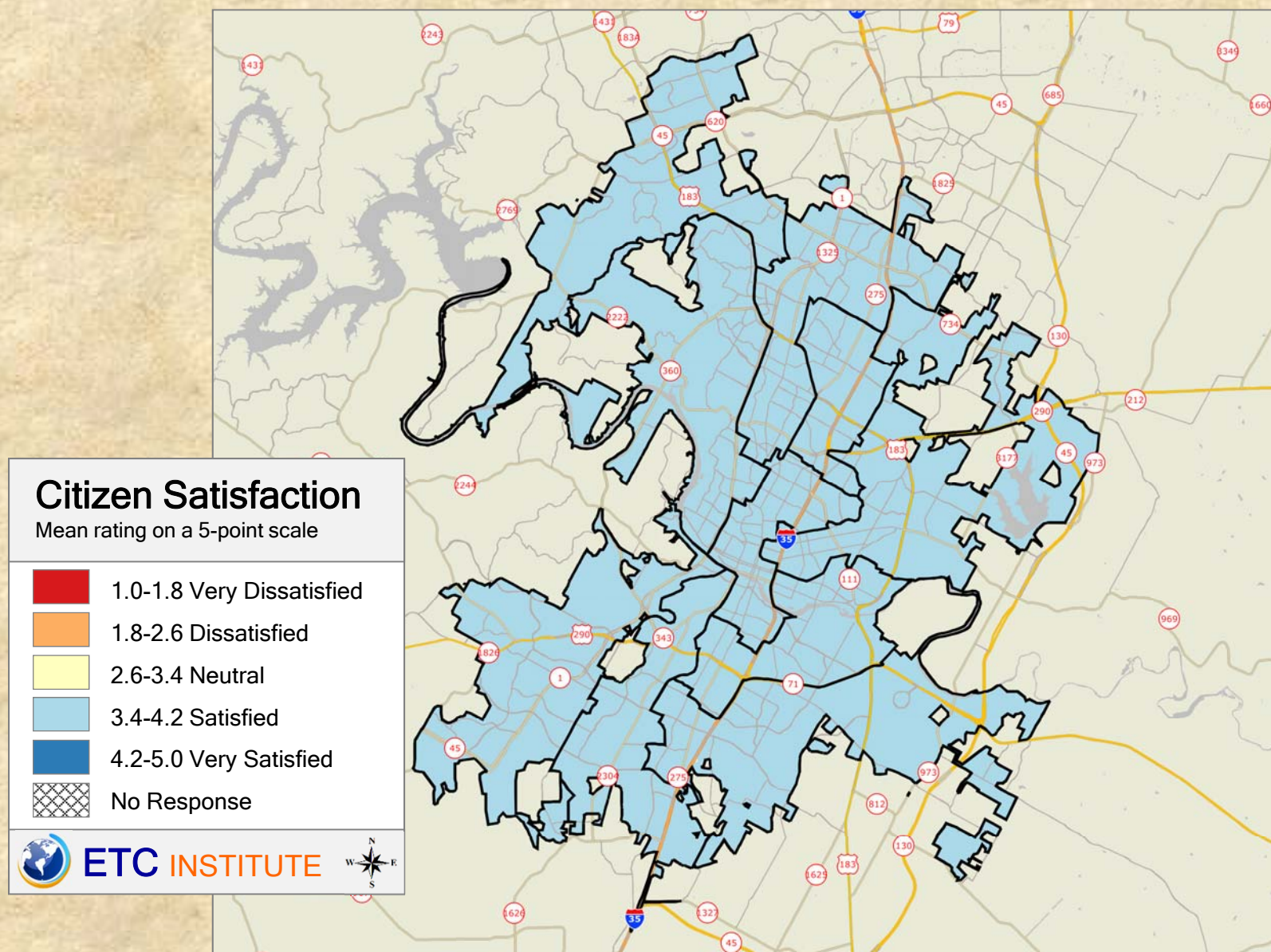**2017 City of Austin Community Survey**
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

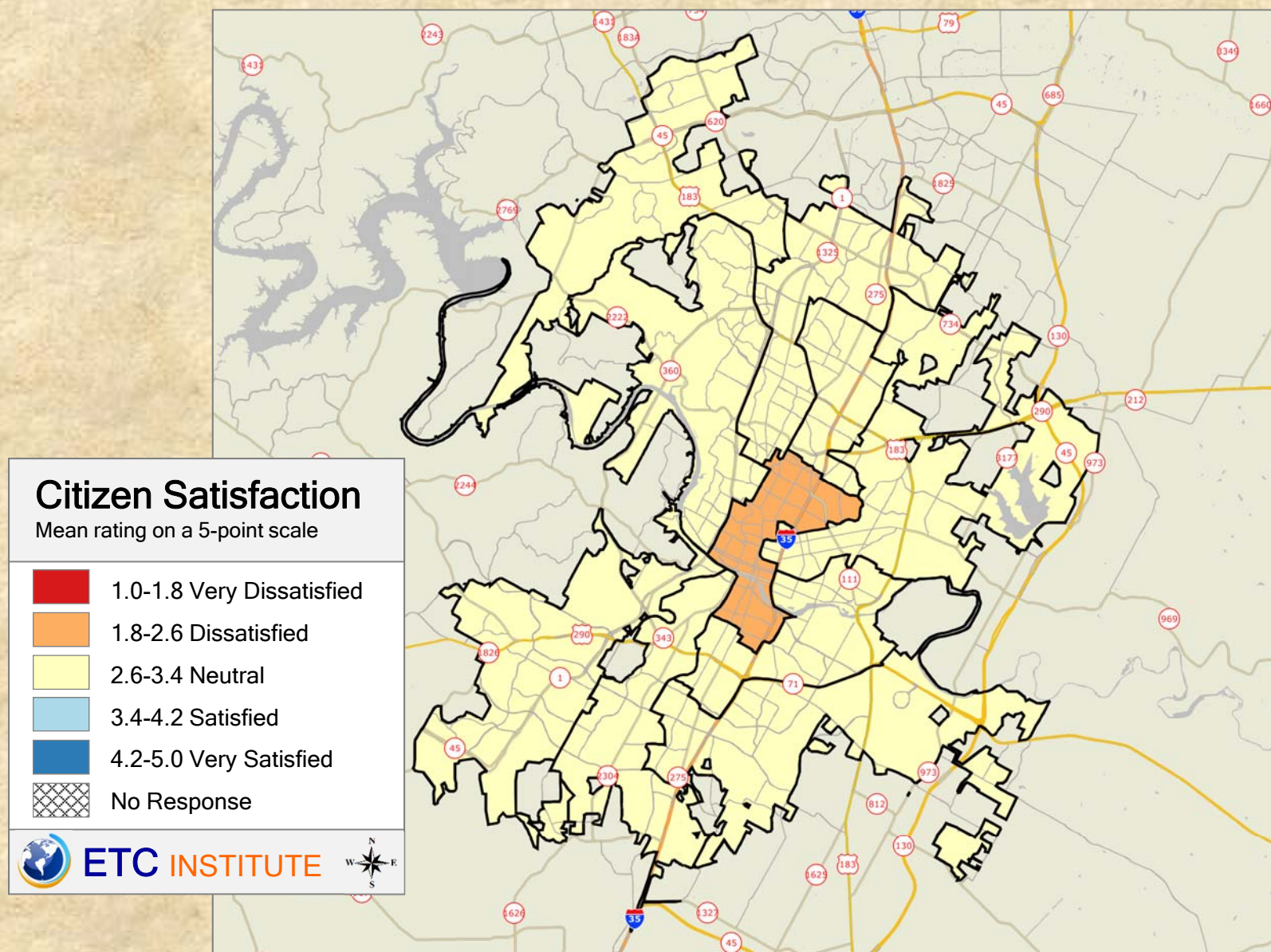# Q11-06 Satisfaction with quality of adult athletic programs offered by the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
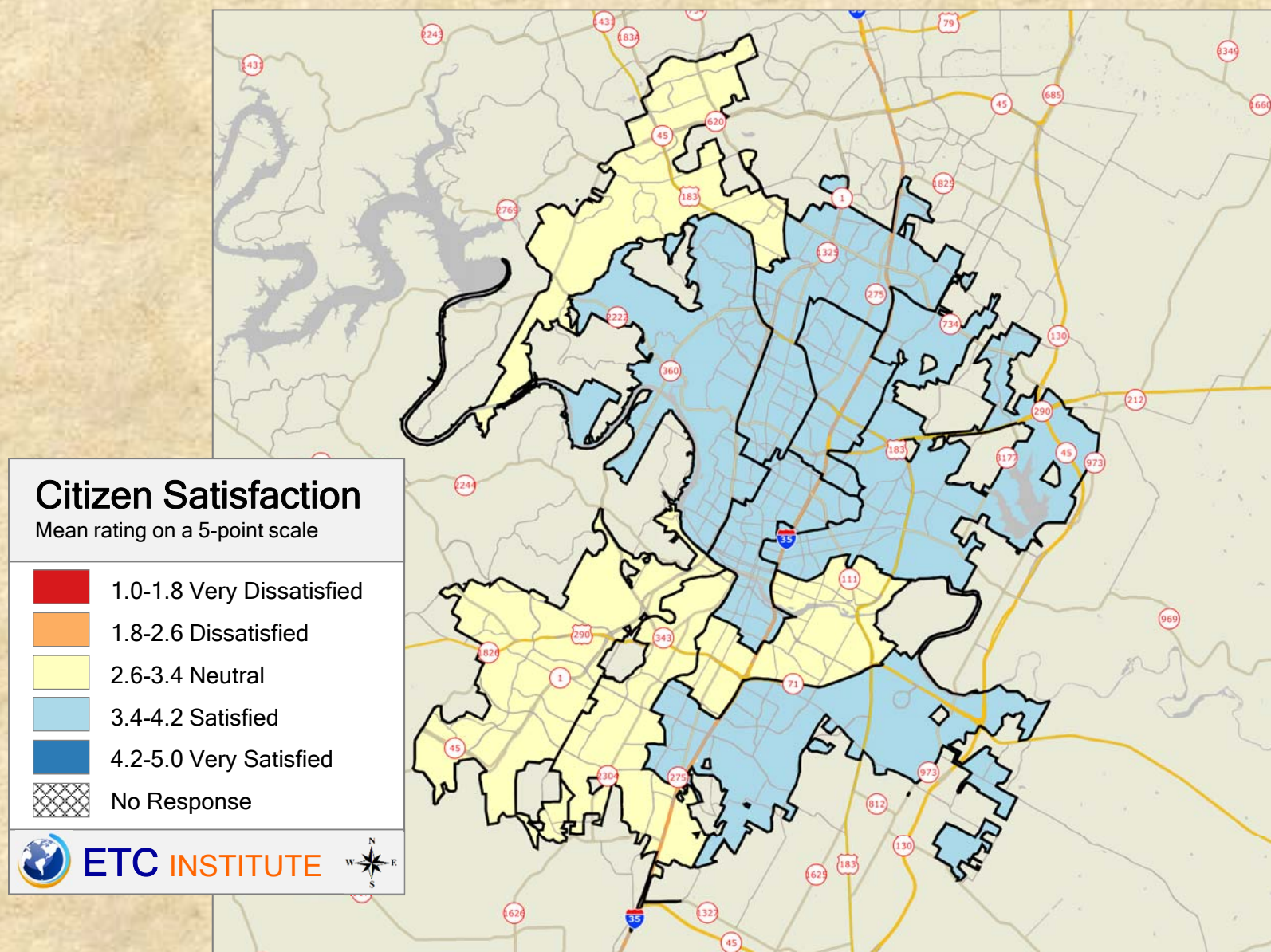- 4.2-5.0 Very Satisfied
- No Response

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2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-07 Satisfaction with quality of outdoor athletic fields in City of Austin parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

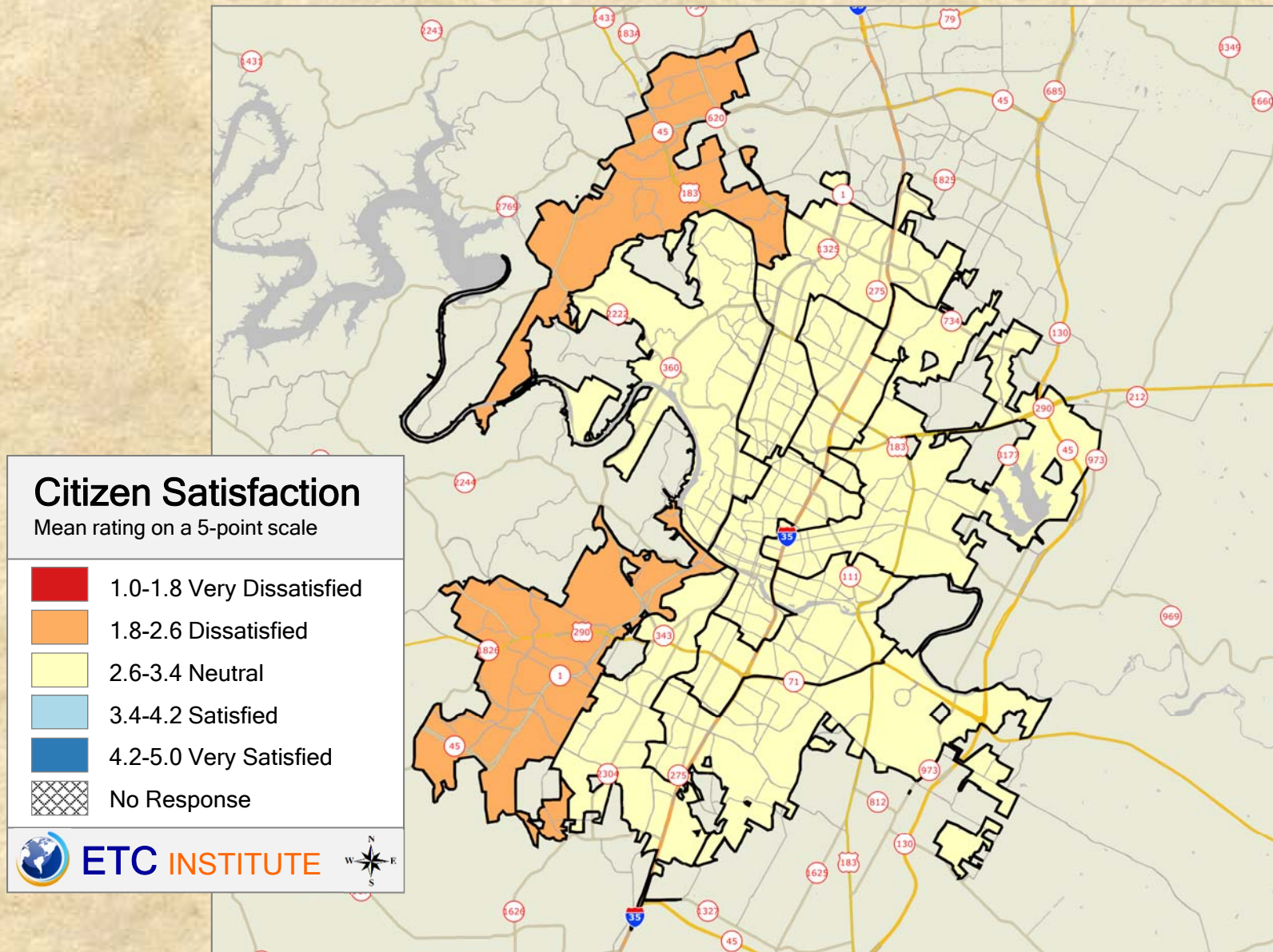**2017 City of Austin Community Survey**
Shading reflects the mean rating for all respondents by Council District

Q11-08 Satisfaction with safety of equipment or playscapes in City of Austin parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
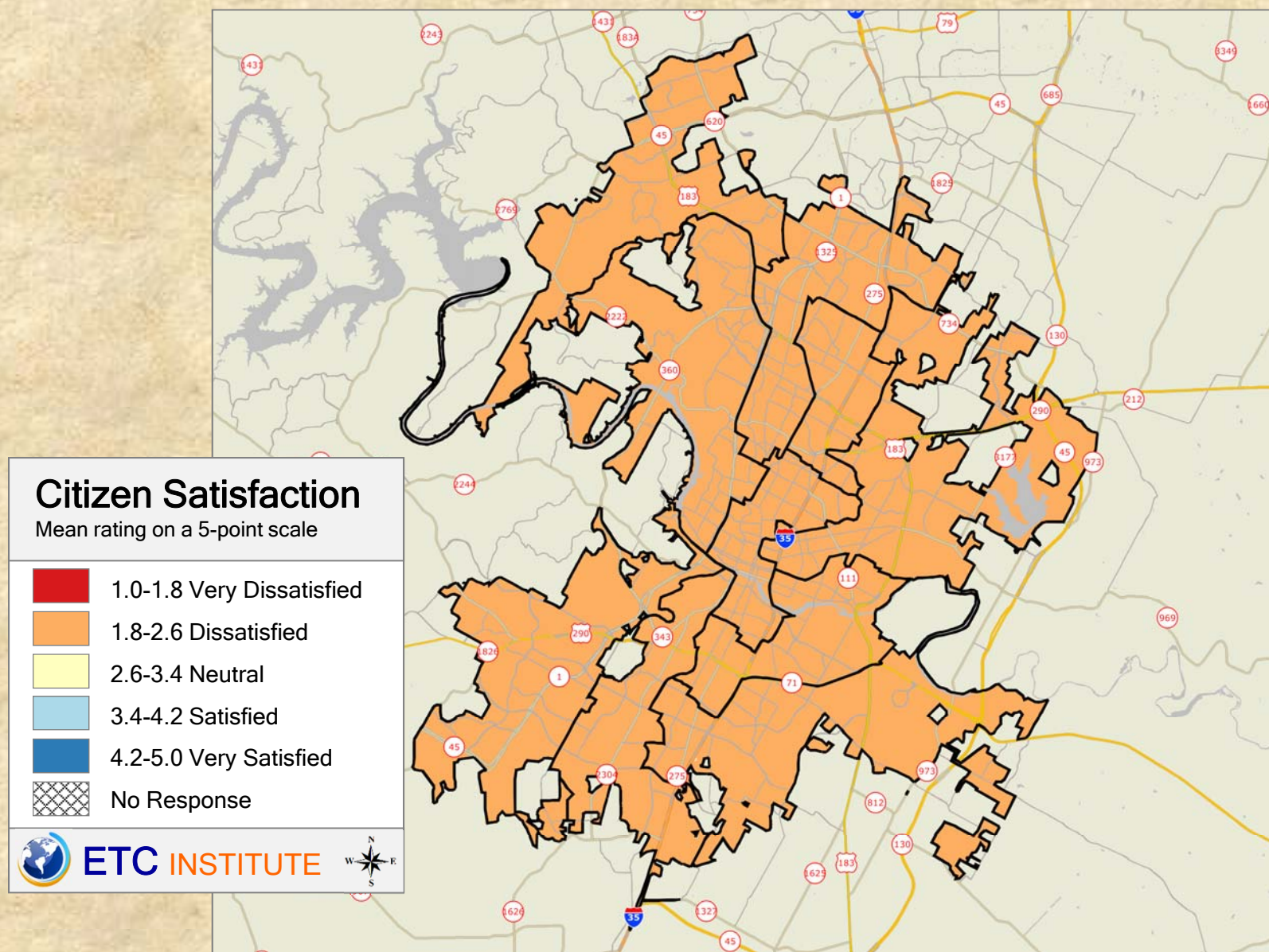- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-09 Overall satisfaction with City of Austin swimming pools

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q11-10 Satisfaction with City of Austin aquatic programs or classes

Citizen Satisfaction
Mean rating on a 5-point scale

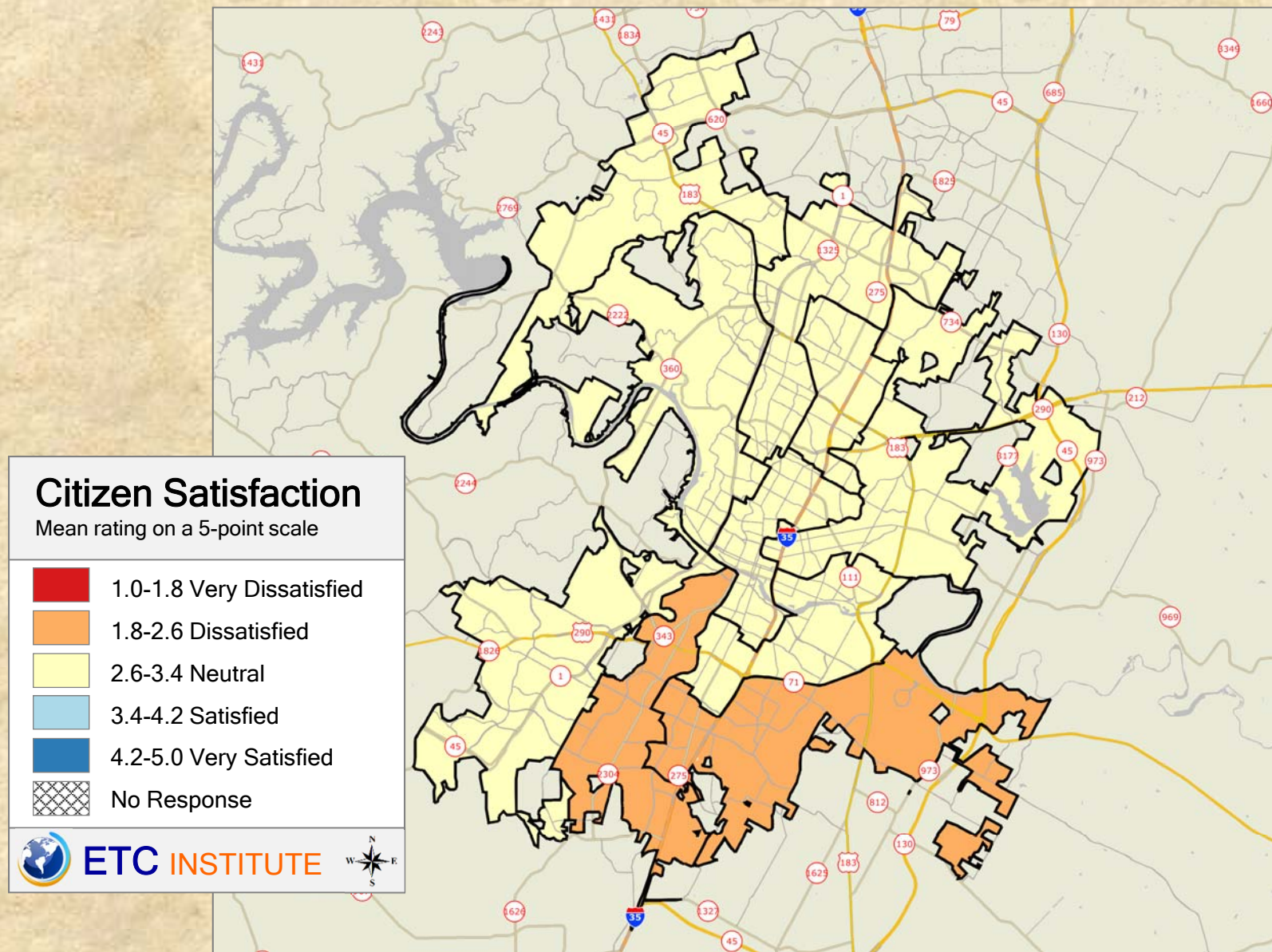|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-11 Satisfaction with quality of City of Austin park facilities

Citizen Satisfaction
Mean rating on a 5-point scale

- **1.0-1.8 Very Dissatisfied**
- **1.8-2.6 Dissatisfied**
- **2.6-3.4 Neutral**
- **3.4-4.2 Satisfied**
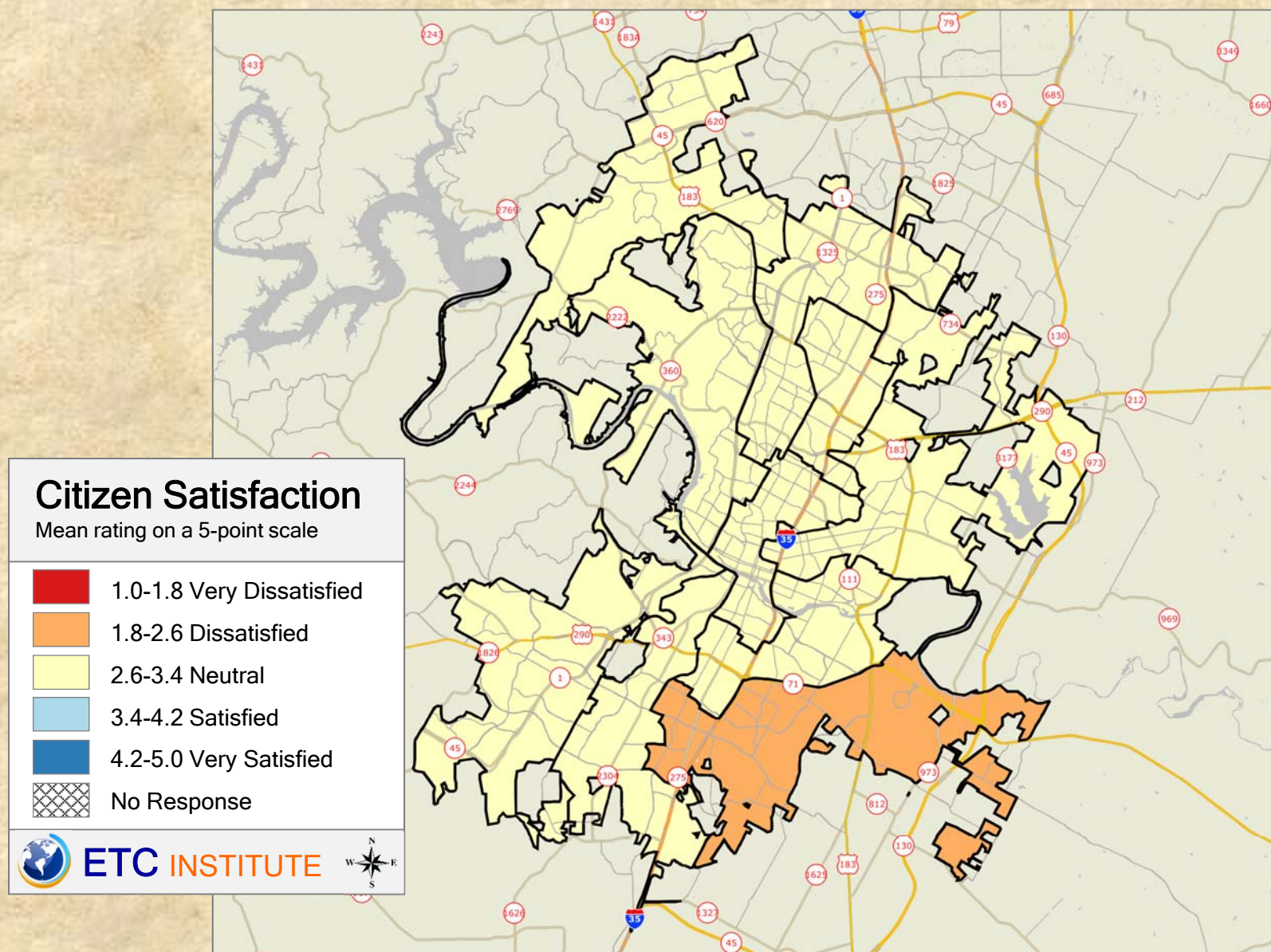- **4.2-5.0 Very Satisfied**
- **No Response**

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-12 Satisfaction with cleanliness of library facilities

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-13 Satisfaction with library programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
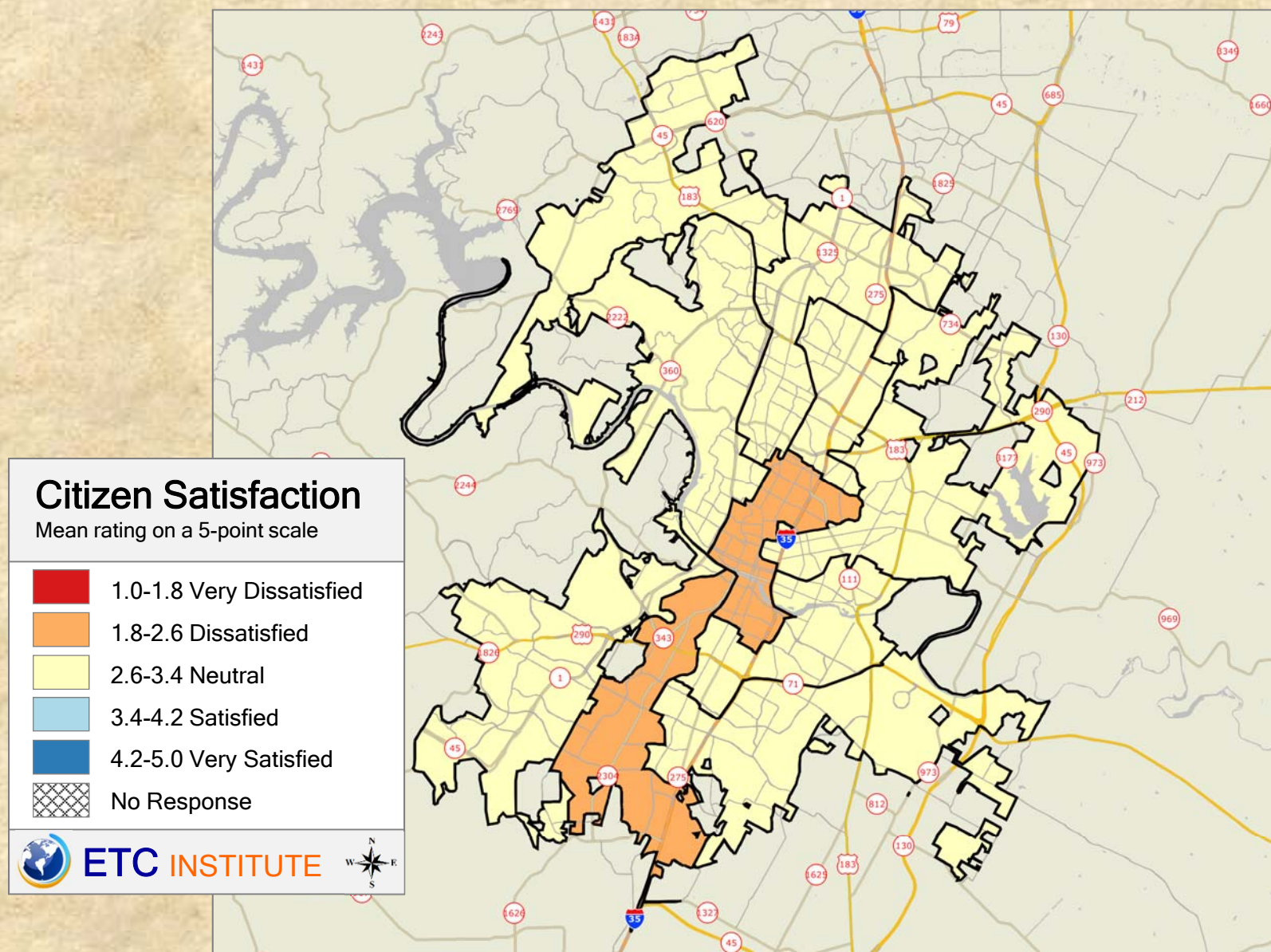- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-14 Satisfaction with materials at libraries

Citizen Satisfaction
Mean rating on a 5-point scale

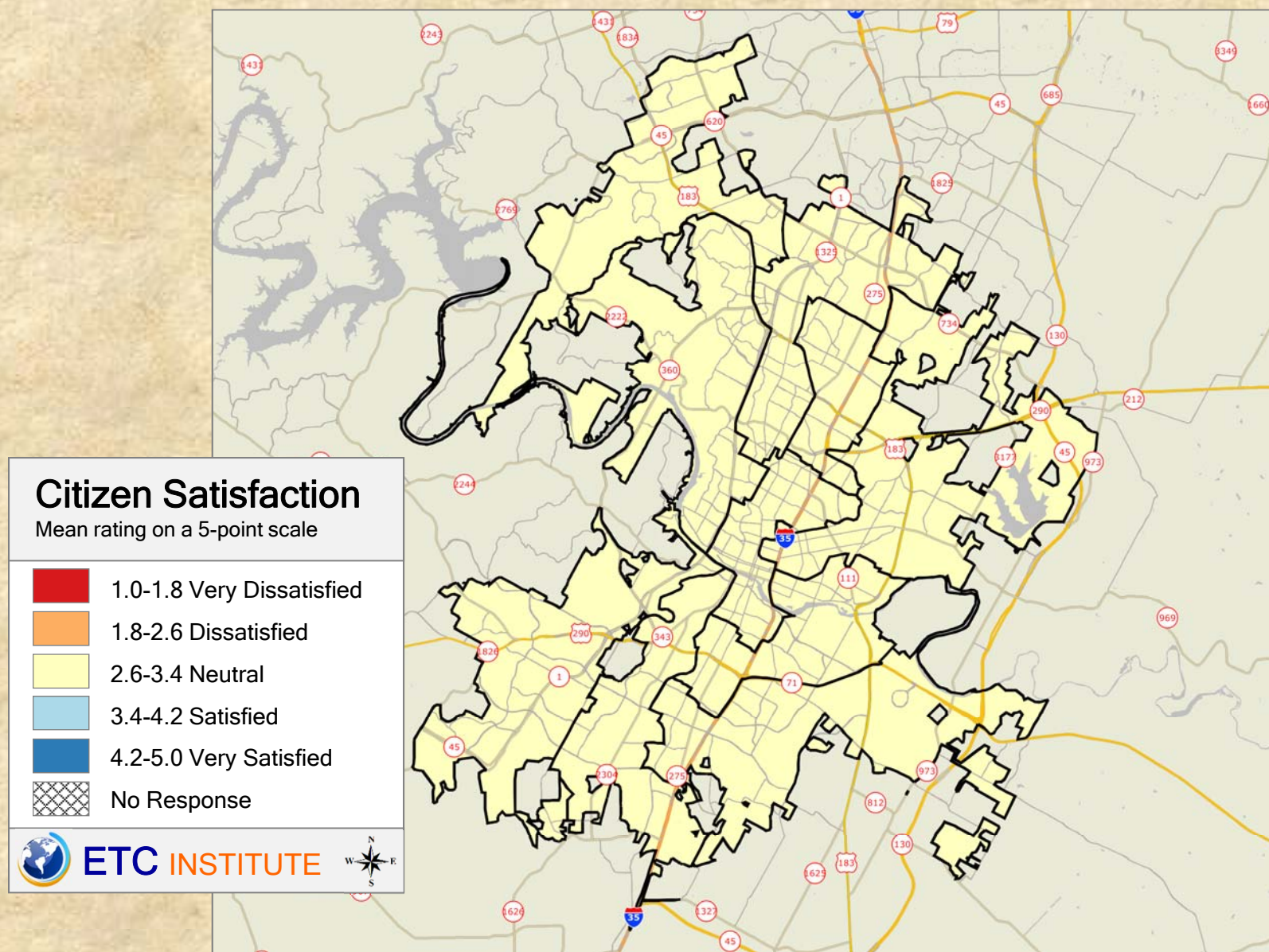|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q11-15 Satisfaction with library hours

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-01 Satisfaction with quality of residential garbage collection
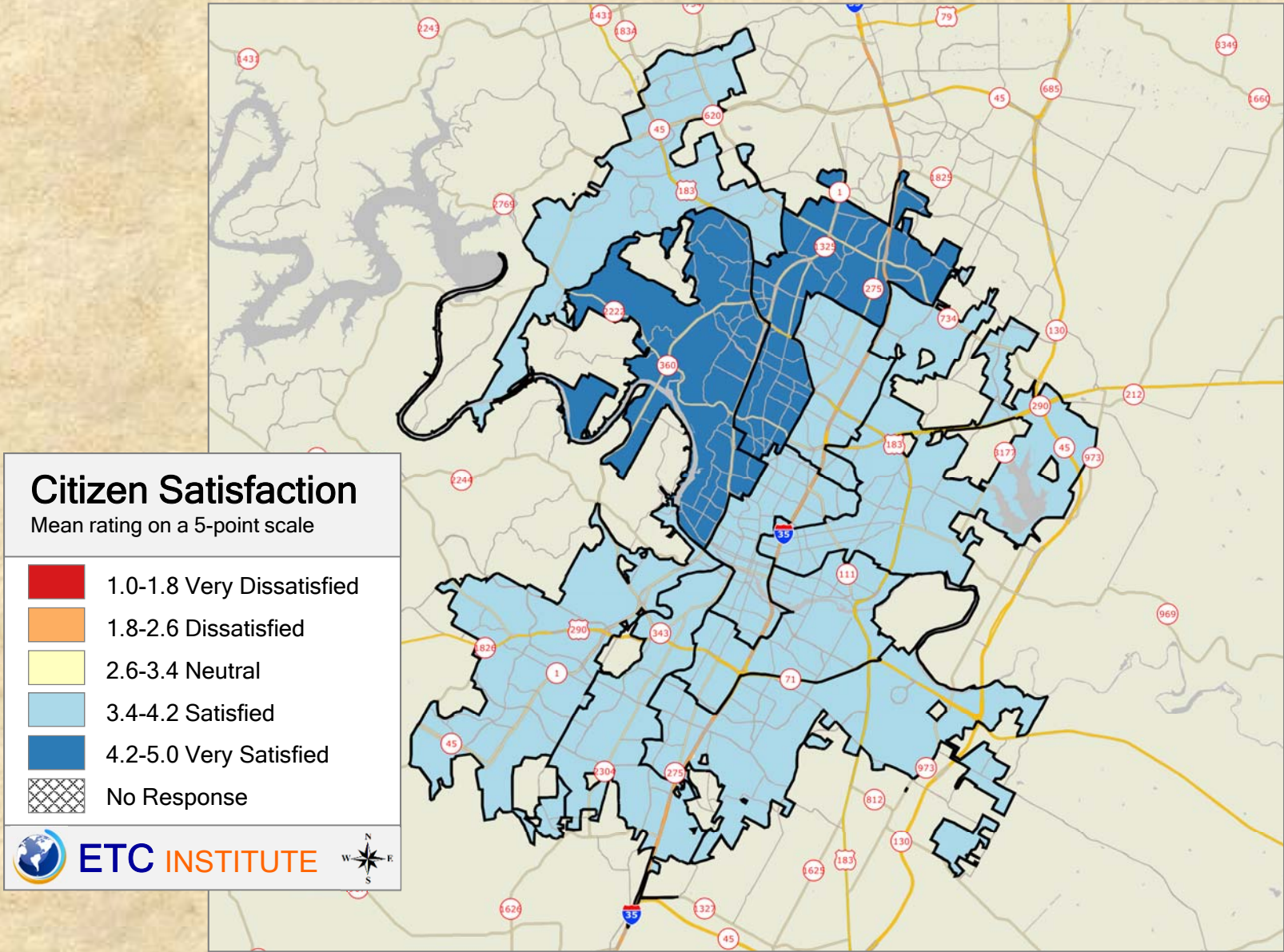
Citizen Satisfaction
Mean rating on a 5-point scale

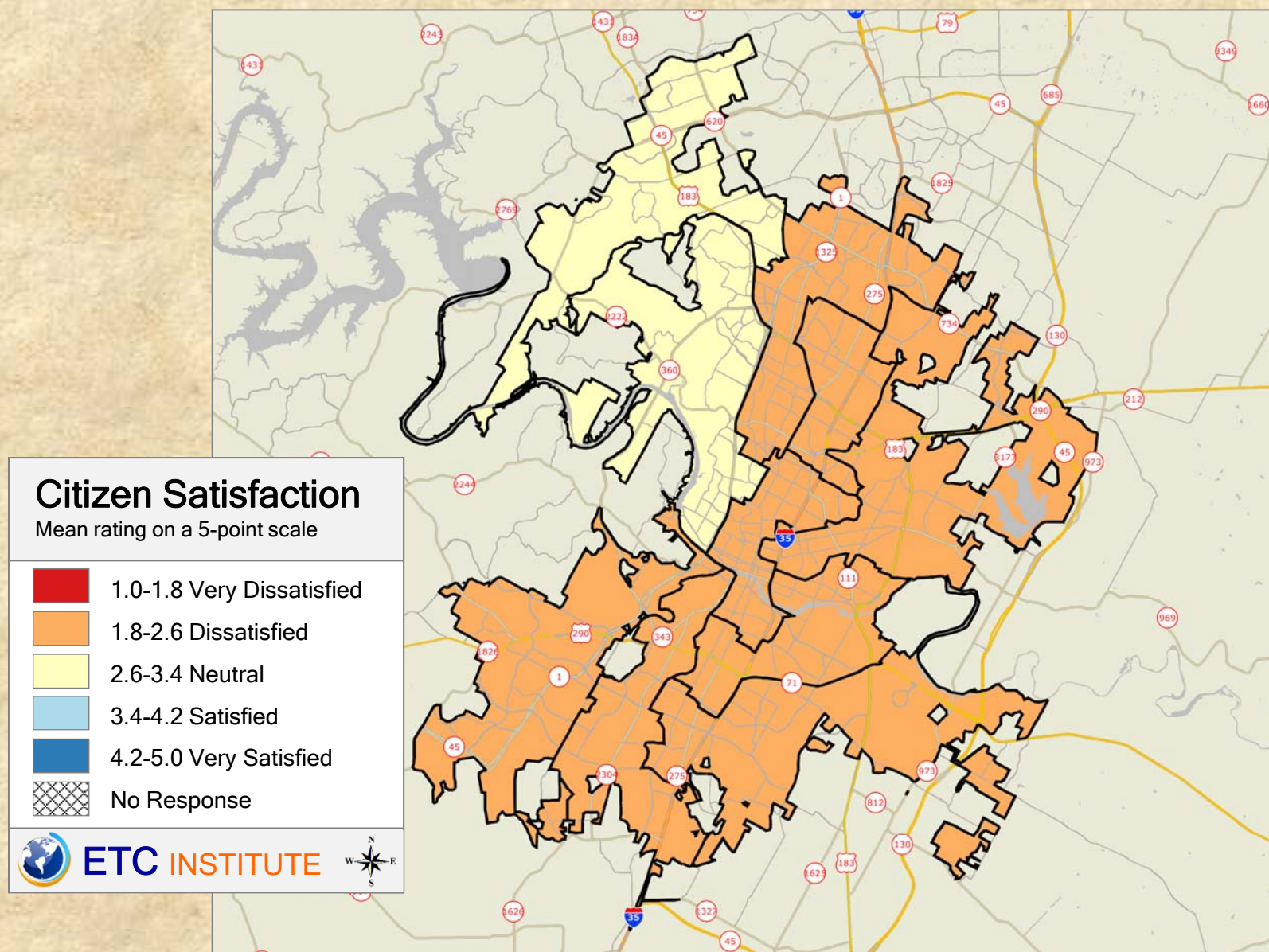|	
🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-02 Satisfaction with quality of residential yard waste collection

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
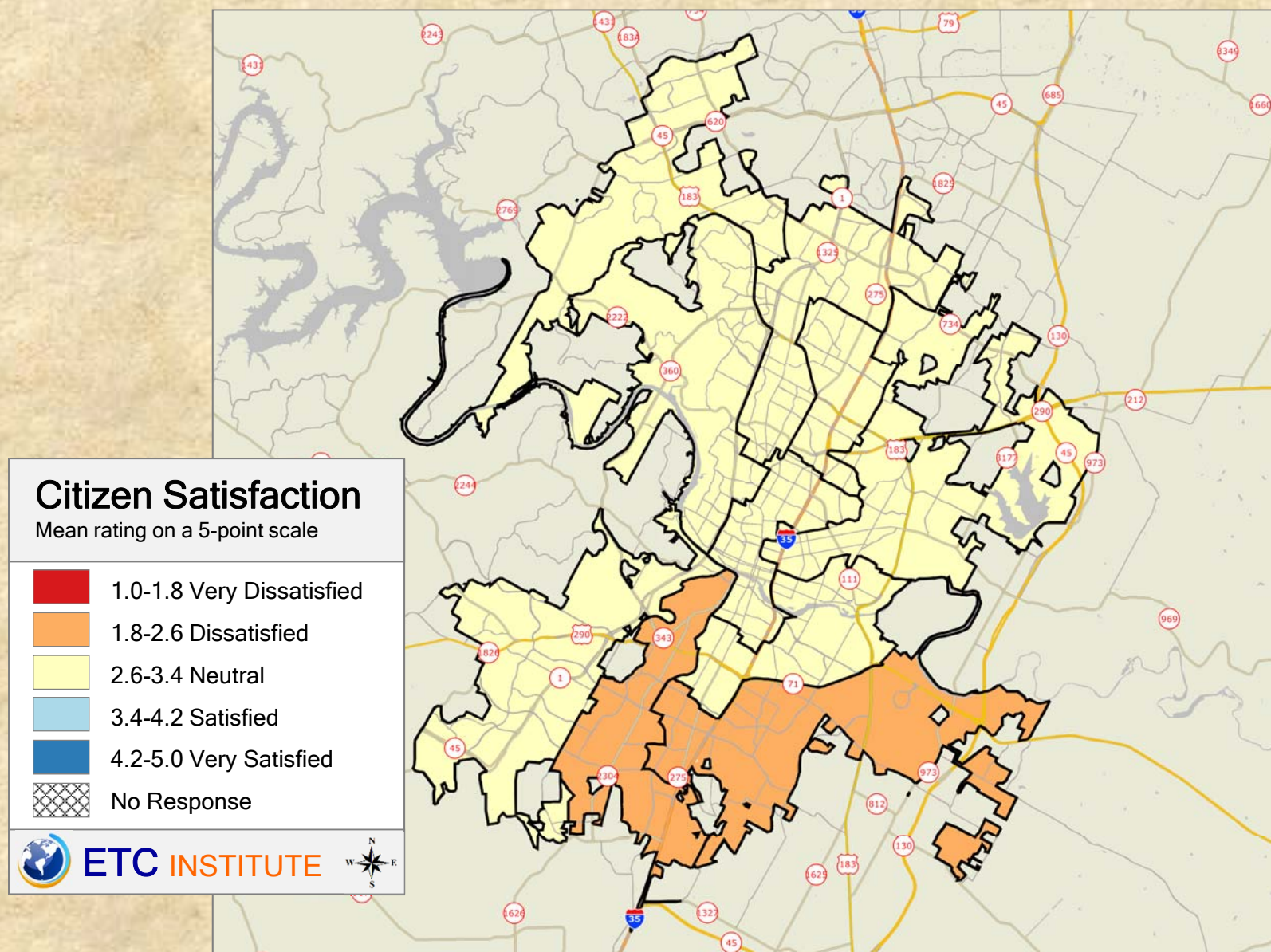- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-03 Satisfaction with quality of residential curbside recycling services

Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

ETC INSTITUTE

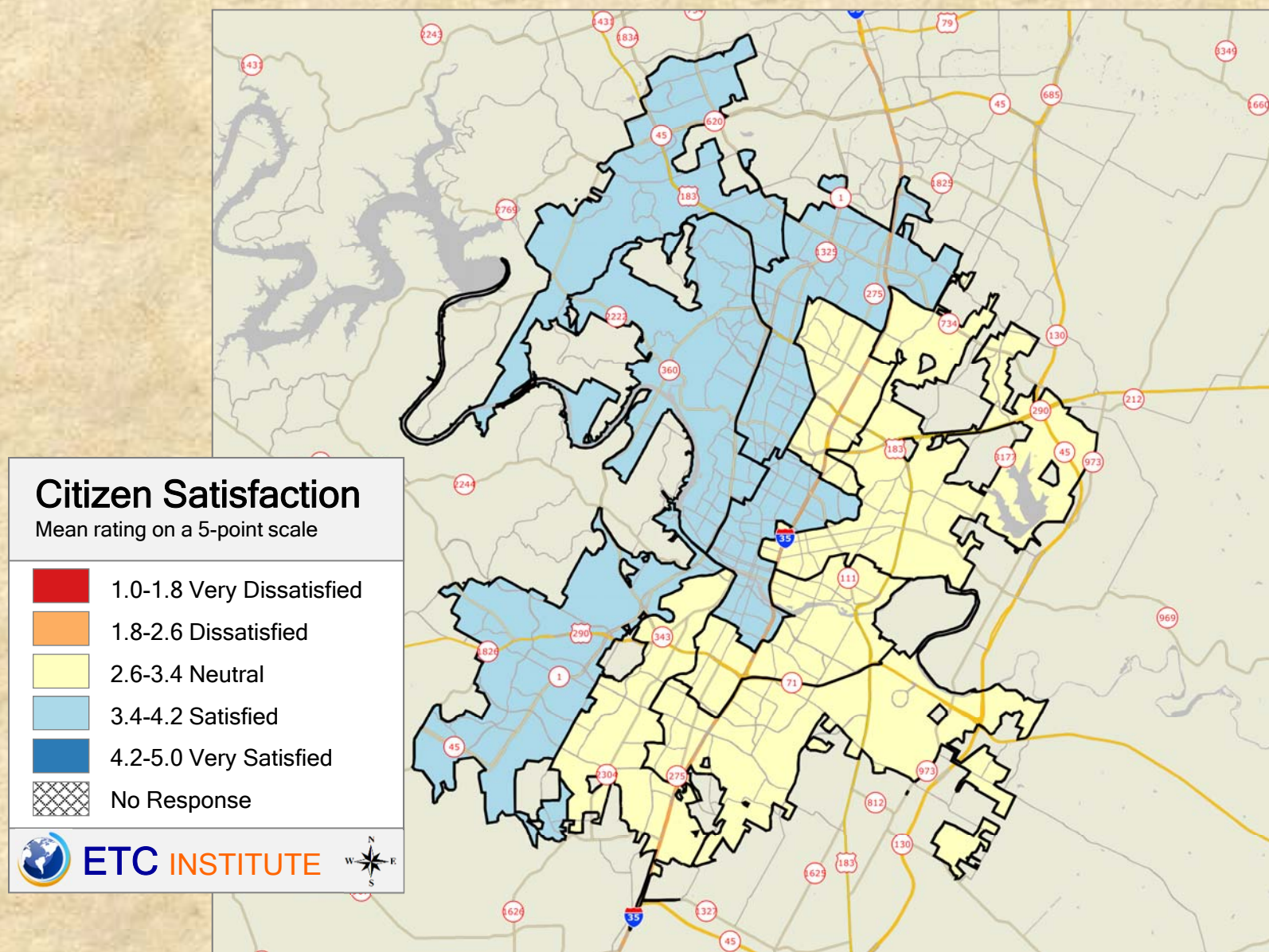**2017 City of Austin Community Survey**
Shading reflects the mean rating for all respondents by Council District

Q13-04 Satisfaction with household hazardous waste disposal service

Citizen Satisfaction
Mean rating on a 5-point scale

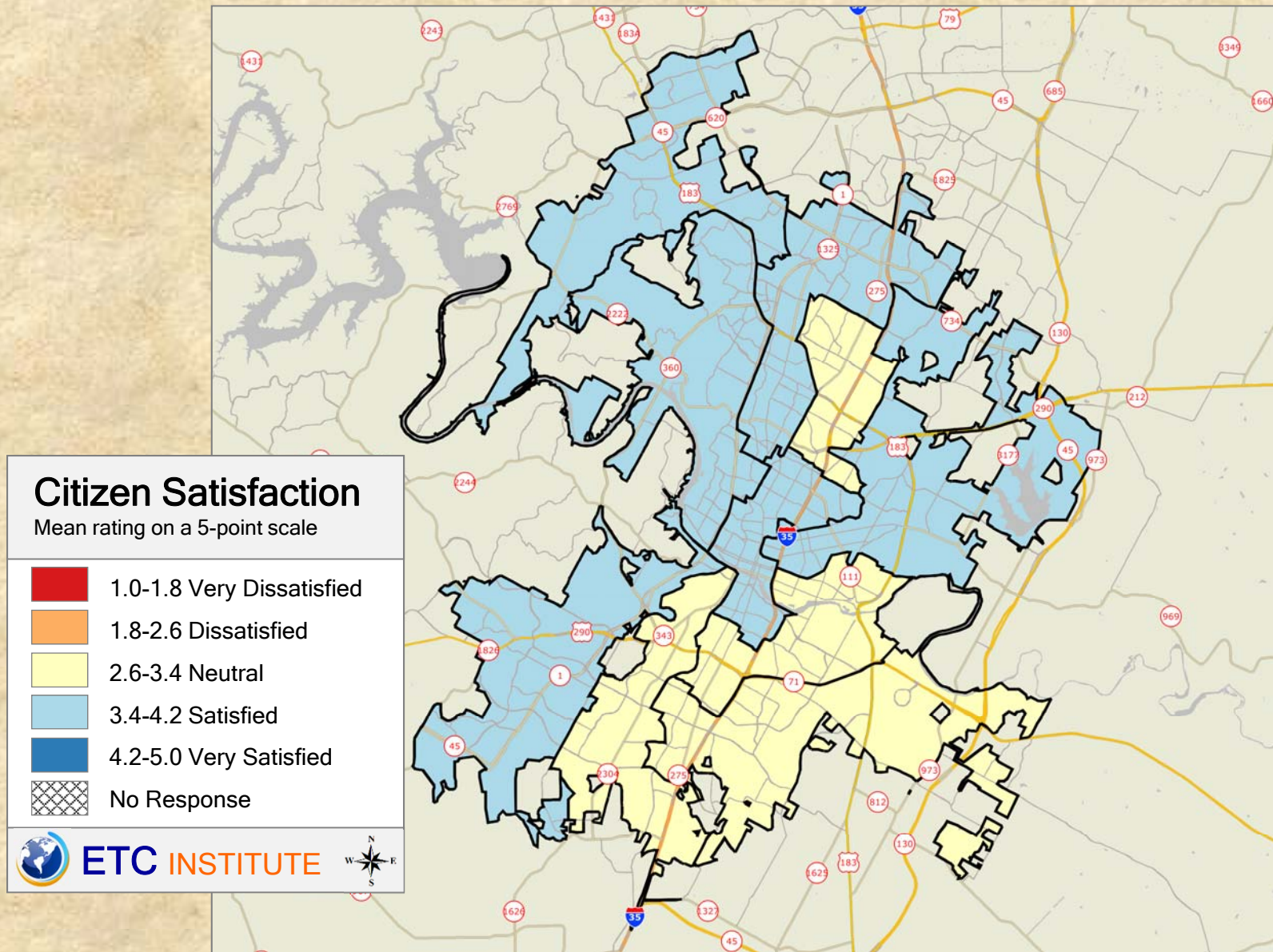|	
■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

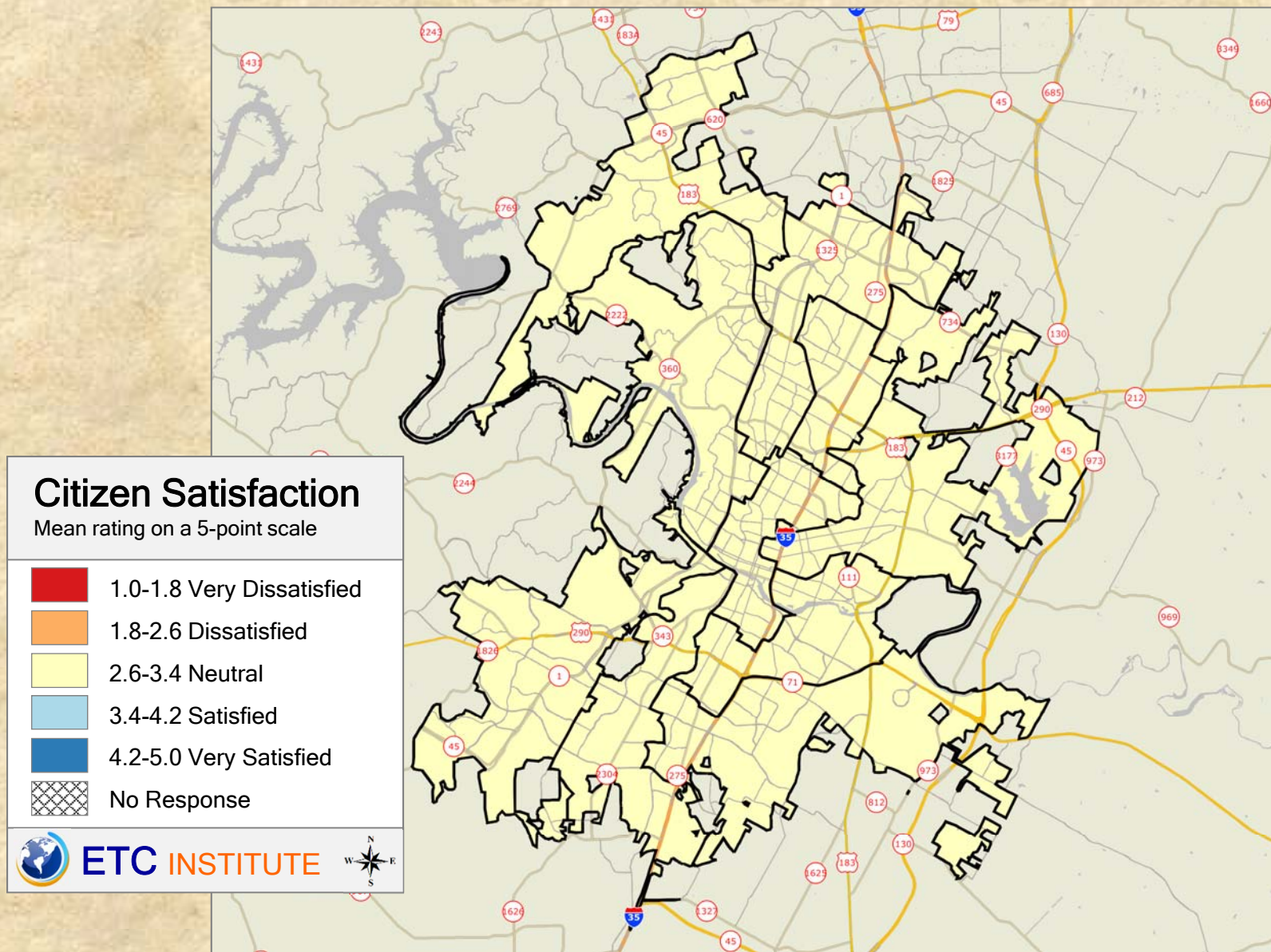# Q13-06 Satisfaction with reliability of electric service
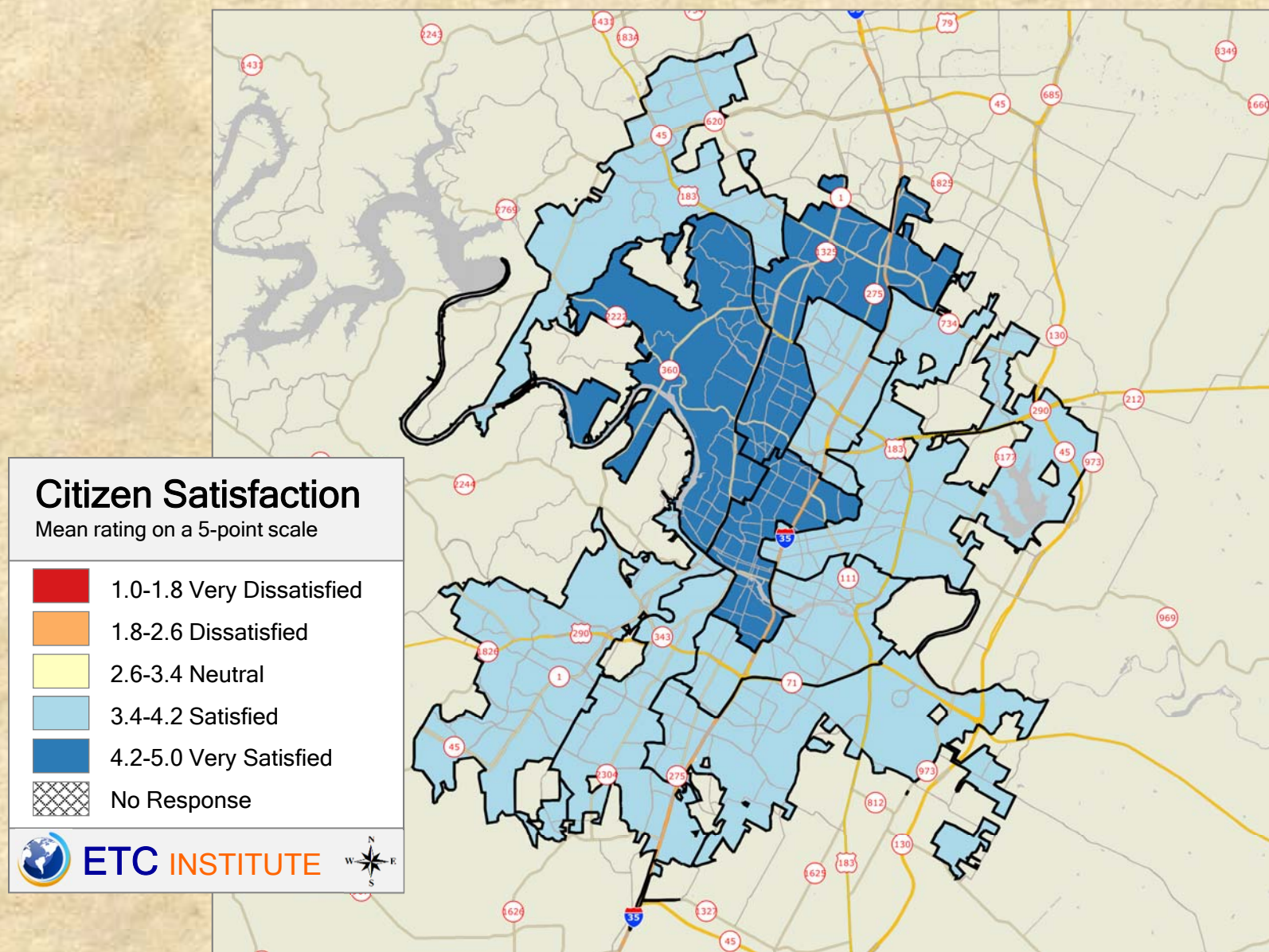
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-07 Satisfaction with safety of drinking water

Citizen Satisfaction
Mean rating on a 5-point scale

- **1.0-1.8 Very Dissatisfied**
- **1.8-2.6 Dissatisfied**
- **2.6-3.4 Neutral**
- **3.4-4.2 Satisfied**
- **4.2-5.0 Very Satisfied**
- **No Response**

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-09 Satisfaction with cleanliness of neighborhoods

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-10 Satisfaction with code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q13-11 Satisfaction with enforcement of local codes and ordinances

Citizen Satisfaction
Mean rating on a 5-point scale

- **1.0-1.8 Very Dissatisfied**
- **1.8-2.6 Dissatisfied**
- **2.6-3.4 Neutral**
- **3.4-4.2 Satisfied**
- **4.2-5.0 Very Satisfied**
- **No Response**

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q15-01 Satisfaction with Austin Energy customer service

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q15-02 Satisfaction with water and wastewater utility customer service

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

Q15-03 Satisfaction with helpfulness of library staff

Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

![red]	1.0-1.8 Very Dissatisfied
![orange]	1.8-2.6 Dissatisfied
![yellow]	2.6-3.4 Neutral
![lightblue]	3.4-4.2 Satisfied
![blue]	4.2-5.0 Very Satisfied
![hatch]	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- ■ 1.0-1.8 Very Dissatisfied
- ■ 1.8-2.6 Dissatisfied
- ■ 2.6-3.4 Neutral
- ■ 3.4-4.2 Satisfied
- ■ 4.2-5.0 Very Satisfied
- ▨ No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q15-07 Satisfaction with value of services received from Austin Energy

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q15-08 Satisfaction with water and wastewater rates

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

🌐 ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

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

Citizen Satisfaction
Mean rating on a 5-point scale

![red]	1.0-1.8 Very Dissatisfied
![orange]	1.8-2.6 Dissatisfied
![yellow]	2.6-3.4 Neutral
![lightblue]	3.4-4.2 Satisfied
![blue]	4.2-5.0 Very Satisfied
![hatch]	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-05 Satisfaction with Food Safety Inspection program
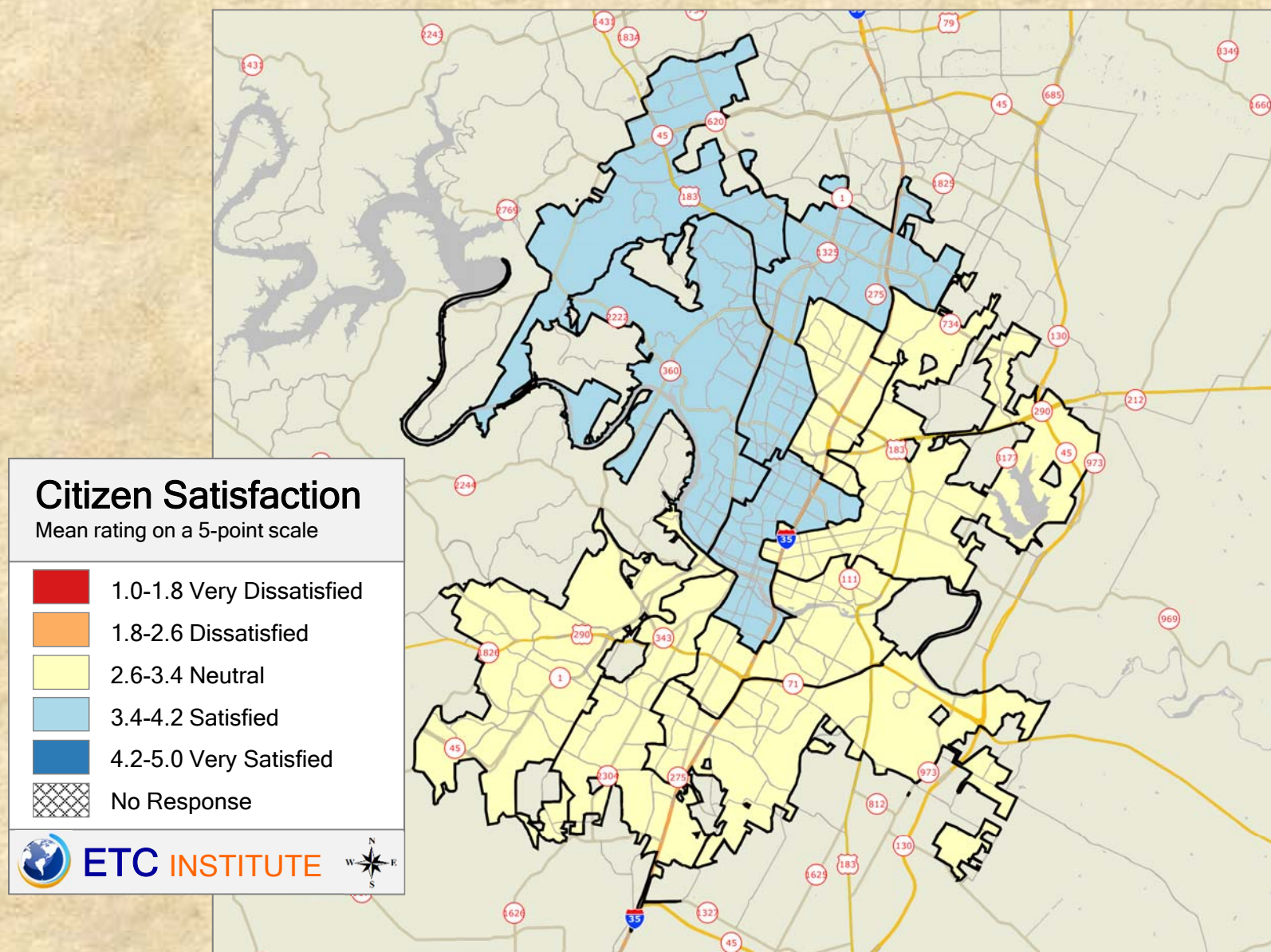
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-06 Satisfaction with neighborhood planning/zoning efforts

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-07 Satisfaction with accessibility of municipal court services

Citizen Satisfaction
Mean rating on a 5-point scale

■ (red)	1.0-1.8 Very Dissatisfied
■ (orange)	1.8-2.6 Dissatisfied
■ (yellow)	2.6-3.4 Neutral
■ (light blue)	3.4-4.2 Satisfied
■ (blue)	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-08 Satisfaction with access to affordable quality housing

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
⬜	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-09 Satisfaction with access to affordable quality child care

Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-10 Satisfaction with access to affordable quality health care

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-11 Satisfaction with access to affordable quality food

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-12 Satisfaction with the City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability

Citizen Satisfaction
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Q16-13 Satisfaction with the City's effort to support dialogue between residents and government

Citizen Satisfaction
Mean rating on a 5-point scale

🟥	1.0-1.8 Very Dissatisfied
🟧	1.8-2.6 Dissatisfied
🟨	2.6-3.4 Neutral
🟦	3.4-4.2 Satisfied
🟦	4.2-5.0 Very Satisfied
▨	No Response

🌐 ETC INSTITUTE

2017 City of Austin Community Survey
Shading reflects the mean rating for all respondents by Council District

Section 6
Tabular Data & Survey Instrument

Distribution of Respondents by City Council District

Council District	Number	Percent
1	206	9.3 %
2	200	9.0 %
3	208	9.4 %
4	204	9.2 %
5	222	10.0 %
6	229	10.3 %
7	205	9.3 %
8	247	11.2 %
9	235	10.6 %
10	259	11.7 %
Total	2215	100.0 %

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. City of Austin as a place to live	28.8%	48.5%	11.5%	7.4%	2.6%	1.1%
Q1-2. City of Austin as a place to raise children	20.1%	32.9%	18.4%	5.9%	2.3%	20.5%
Q1-3. City of Austin as a place to work	26.8%	45.2%	15.8%	6.1%	1.9%	4.2%
Q1-4. City of Austin as a place to retire	12.4%	19.5%	22.7%	16.1%	12.8%	16.6%
Q1-5. Overall value that you receive for your City tax & fees	6.6%	26.4%	28.3%	22.3%	13.1%	3.3%
Q1-6. Overall quality of life in City	19.0%	49.0%	19.5%	8.4%	2.8%	1.4%
Q1-7. How well City of Austin is planning growth	2.9%	11.9%	18.2%	31.1%	31.3%	4.7%
Q1-8. Overall quality of services provided by City of Austin	8.9%	40.1%	29.2%	13.3%	5.7%	2.7%

WITHOUT "DON'T KNOW"
Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City of Austin as a place to live	29.1%	49.1%	11.6%	7.5%	2.6%
Q1-2. City of Austin as a place to raise children	25.3%	41.3%	23.1%	7.4%	2.9%
Q1-3. City of Austin as a place to work	28.0%	47.2%	16.5%	6.4%	1.9%
Q1-4. City of Austin as a place to retire	14.8%	23.3%	27.2%	19.3%	15.4%
Q1-5. Overall value that you receive for your City tax & fees	6.8%	27.3%	29.3%	23.1%	13.6%
Q1-6. Overall quality of life in City	19.3%	49.7%	19.8%	8.5%	2.8%
Q1-7. How well City of Austin is planning growth	3.1%	12.5%	19.1%	32.6%	32.8%
Q1-8. Overall quality of services provided by City of Austin	9.2%	41.3%	30.0%	13.6%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of City parks & recreation	24.5%	48.7%	15.6%	5.6%	1.5%	4.2%
Q2-2. Overall quality of City libraries	20.7%	37.1%	17.7%	3.7%	1.3%	19.5%
Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)	21.8%	46.5%	16.0%	6.5%	1.8%	7.4%
Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.7%	25.3%	26.3%	8.2%	4.1%	29.5%
Q2-5. Overall quality of Austin-Bergstrom International Airport	28.3%	49.7%	13.7%	3.5%	1.0%	3.7%
Q2-6. Overall quality of drinking water provided by Austin Water	27.3%	45.7%	14.6%	7.3%	2.5%	2.6%
Q2-7. Overall quality of wastewater services provided by Austin Water	19.2%	42.8%	21.7%	6.6%	3.3%	6.5%
Q2-8. Overall quality of electric utility services provided by Austin Energy	18.7%	42.1%	17.9%	9.7%	5.7%	6.0%
Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	0.6%	3.3%	9.6%	26.6%	57.4%	2.4%
Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	1.1%	9.8%	17.9%	34.4%	34.8%	2.0%
Q2-11. Overall maintenance of major City streets	3.1%	23.6%	26.3%	27.5%	17.9%	1.6%
Q2-12. Overall maintenance of City sidewalks	4.2%	25.8%	30.6%	21.2%	13.2%	5.0%
Q2-13. Overall management of stormwater runoff	6.4%	30.7%	32.3%	11.3%	6.7%	12.6%
Q2-14. Overall effectiveness of communication by City of Austin	5.9%	26.9%	37.2%	14.0%	8.0%	8.0%
Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	6.0%	26.5%	28.4%	7.5%	3.5%	28.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	2.7%	14.9%	27.9%	20.3%	18.1%	16.2%
Q2-17. Overall quality of development review, permitting & inspection services	2.0%	10.3%	25.7%	18.2%	18.7%	25.1%
Q2-18. Animal services (shelter, adoptions, animal control, etc.)	16.2%	37.3%	22.2%	3.8%	2.2%	18.2%

WITHOUT "DON'T KNOW"
Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of City parks & recreation	25.6%	50.8%	16.3%	5.8%	1.6%
Q2-2. Overall quality of City libraries	25.7%	46.1%	21.9%	4.7%	1.6%
Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)	23.5%	50.2%	17.3%	7.1%	1.9%
Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	9.5%	35.9%	37.3%	11.7%	5.8%
Q2-5. Overall quality of Austin-Bergstrom International Airport	29.4%	51.6%	14.2%	3.7%	1.1%
Q2-6. Overall quality of drinking water provided by Austin Water	28.0%	46.9%	15.0%	7.5%	2.6%
Q2-7. Overall quality of wastewater services provided by Austin Water	20.5%	45.8%	23.2%	7.0%	3.5%
Q2-8. Overall quality of electric utility services provided by Austin Energy	19.9%	44.7%	19.0%	10.3%	6.1%
Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	0.6%	3.4%	9.9%	27.3%	58.9%
Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	1.1%	10.0%	18.3%	35.1%	35.5%
Q2-11. Overall maintenance of major City streets	3.1%	24.0%	26.7%	28.0%	18.2%
Q2-12. Overall maintenance of City sidewalks	4.4%	27.2%	32.2%	22.3%	13.9%
Q2-13. Overall management of stormwater runoff	7.3%	35.2%	36.9%	12.9%	7.7%
Q2-14. Overall effectiveness of communication by City of Austin	6.4%	29.2%	40.5%	15.2%	8.7%
Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	8.3%	36.8%	39.5%	10.5%	4.9%

WITHOUT "DON'T KNOW"
Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	3.2%	17.8%	33.2%	24.2%	21.5%
Q2-17. Overall quality of development review, permitting & inspection services	2.7%	13.8%	34.3%	24.3%	25.0%
Q2-18. Animal services (shelter, adoptions, animal control, etc.)	19.8%	45.7%	27.1%	4.7%	2.7%

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

Q3. Top choice	Number	Percent
Overall quality of City parks & recreation	79	3.6 %
Overall quality of City libraries	24	1.1 %
Overall quality of public safety services (i.e. police, fire & ambulance)	503	22.7 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	16	0.7 %
Overall quality of Austin-Bergstrom International Airport	22	1.0 %
Overall quality of drinking water provided by Austin Water	224	10.1 %
Overall quality of wastewater services provided by Austin Water	13	0.6 %
Overall quality of electric utility services provided by Austin Energy	44	2.0 %
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	698	31.5 %
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	103	4.7 %
Overall maintenance of major City streets	38	1.7 %
Overall maintenance of City sidewalks	12	0.5 %
Overall management of stormwater runoff	7	0.3 %
Overall effectiveness of communication by City of Austin	11	0.5 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	59	2.7 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	64	2.9 %
Overall quality of development review, permitting & inspection services	17	0.8 %
Animal services (shelter, adoptions, animal control, etc.)	15	0.7 %
None chosen	266	12.0 %
Total	2215	100.0 %

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

Q3. 2nd choice	Number	Percent
Overall quality of City parks & recreation	99	4.5 %
Overall quality of City libraries	31	1.4 %
Overall quality of public safety services (i.e. police, fire & ambulance)	192	8.7 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	26	1.2 %
Overall quality of Austin-Bergstrom International Airport	28	1.3 %
Overall quality of drinking water provided by Austin Water	268	12.1 %
Overall quality of wastewater services provided by Austin Water	48	2.2 %
Overall quality of electric utility services provided by Austin Energy	80	3.6 %
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	287	13.0 %
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	490	22.1 %
Overall maintenance of major City streets	105	4.7 %
Overall maintenance of City sidewalks	21	0.9 %
Overall management of stormwater runoff	16	0.7 %
Overall effectiveness of communication by City of Austin	22	1.0 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	74	3.3 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	91	4.1 %
Overall quality of development review, permitting & inspection services	41	1.9 %
Animal services (shelter, adoptions, animal control, etc.)	14	0.6 %
None chosen	282	12.7 %
Total	2215	100.0 %

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

Q3. 3rd choice	Number	Percent
Overall quality of City parks & recreation	121	5.5 %
Overall quality of City libraries	45	2.0 %
Overall quality of public safety services (i.e. police, fire & ambulance)	155	7.0 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	31	1.4 %
Overall quality of Austin-Bergstrom International Airport	33	1.5 %
Overall quality of drinking water provided by Austin Water	175	7.9 %
Overall quality of wastewater services provided by Austin Water	76	3.4 %
Overall quality of electric utility services provided by Austin Energy	148	6.7 %
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	201	9.1 %
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	189	8.5 %
Overall maintenance of major City streets	197	8.9 %
Overall maintenance of City sidewalks	49	2.2 %
Overall management of stormwater runoff	29	1.3 %
Overall effectiveness of communication by City of Austin	41	1.9 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	144	6.5 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	172	7.8 %
Overall quality of development review, permitting & inspection services	63	2.8 %
Animal services (shelter, adoptions, animal control, etc.)	34	1.5 %
None chosen	312	14.1 %
Total	2215	100.0 %

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

Q3. 4th choice	Number	Percent
Overall quality of City parks & recreation	148	6.7 %
Overall quality of City libraries	58	2.6 %
Overall quality of public safety services (i.e. police, fire & ambulance)	143	6.5 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	31	1.4 %
Overall quality of Austin-Bergstrom International Airport	49	2.2 %
Overall quality of drinking water provided by Austin Water	116	5.2 %
Overall quality of wastewater services provided by Austin Water	53	2.4 %
Overall quality of electric utility services provided by Austin Energy	112	5.1 %
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	145	6.5 %
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	157	7.1 %
Overall maintenance of major City streets	174	7.9 %
Overall maintenance of City sidewalks	70	3.2 %
Overall management of stormwater runoff	42	1.9 %
Overall effectiveness of communication by City of Austin	59	2.7 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	145	6.5 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	171	7.7 %
Overall quality of development review, permitting & inspection services	116	5.2 %
Animal services (shelter, adoptions, animal control, etc.)	78	3.5 %
None chosen	348	15.7 %
Total	2215	100.0 %

SUM OF TOP 4 CHOICES

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

Q3. Sum of top 4 choices	Number	Percent
Overall quality of City parks & recreation	447	20.2 %
Overall quality of City libraries	158	7.1 %
Overall quality of public safety services (i.e. police, fire & ambulance)	993	44.8 %
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	104	4.7 %
Overall quality of Austin-Bergstrom International Airport	132	6.0 %
Overall quality of drinking water provided by Austin Water	783	35.3 %
Overall quality of wastewater services provided by Austin Water	190	8.6 %
Overall quality of electric utility services provided by Austin Energy	384	17.3 %
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	1331	60.1 %
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	939	42.4 %
Overall maintenance of major City streets	514	23.2 %
Overall maintenance of City sidewalks	152	6.9 %
Overall management of stormwater runoff	94	4.2 %
Overall effectiveness of communication by City of Austin	133	6.0 %
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	422	19.1 %
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	498	22.5 %
Overall quality of development review, permitting & inspection services	237	10.7 %
Animal services (shelter, adoptions, animal control, etc.)	141	6.4 %
None chosen	266	12.0 %
Total	7918	

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements:

(N=2215)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. I feel safe in my neighborhood during the day	46.7%	42.8%	6.3%	2.5%	0.9%	0.8%
Q4-2. I feel safe in my neighborhood at night	26.7%	45.1%	13.5%	10.2%	3.6%	0.9%
Q4-3. I feel safe in City parks	18.1%	43.3%	22.1%	7.4%	1.9%	7.2%
Q4-4. I feel safe walking alone downtown during the day	31.3%	42.9%	12.6%	6.5%	2.5%	4.2%
Q4-5. I feel safe walking alone downtown at night	6.0%	20.8%	23.6%	25.7%	15.8%	8.1%

WITHOUT "DON'T KNOW"
Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

(N=2215)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. I feel safe in my neighborhood during the day	47.1%	43.1%	6.4%	2.5%	0.9%
Q4-2. I feel safe in my neighborhood at night	27.0%	45.5%	13.6%	10.3%	3.6%
Q4-3. I feel safe in City parks	19.5%	46.7%	23.8%	7.9%	2.0%
Q4-4. I feel safe walking alone downtown during the day	32.7%	44.8%	13.1%	6.8%	2.6%
Q4-5. I feel safe walking alone downtown at night	6.5%	22.6%	25.7%	28.0%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	4.2%	35.2%	25.5%	23.8%	9.3%	2.0%
Q5-2. Condition of streets in your neighborhood (residential streets)	13.2%	45.6%	18.7%	14.9%	6.8%	0.9%
Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)	11.6%	38.0%	18.9%	16.3%	7.9%	7.3%
Q5-4. Timing of traffic signals on City streets	4.3%	32.7%	27.0%	22.0%	12.2%	1.7%
Q5-5. Adequacy of street lighting in your community	9.9%	40.9%	21.9%	18.9%	6.7%	1.7%
Q5-6. Pedestrian accessibility (availability/ convenience of sidewalks & crosswalks)	9.1%	36.6%	22.8%	18.6%	9.5%	3.3%
Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)	9.2%	27.1%	26.9%	14.4%	8.2%	14.1%
Q5-8. Off-street bicycle accessibility (City's urban trail network)	11.3%	27.3%	26.4%	7.4%	3.5%	24.2%
Q5-9. Mowing & trimming along City streets	8.6%	35.8%	27.9%	15.5%	7.9%	4.3%

WITHOUT "DON'T KNOW"
Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	4.3%	35.9%	26.0%	24.3%	9.4%
Q5-2. Condition of streets in your neighborhood (residential streets)	13.3%	46.0%	18.9%	15.0%	6.8%
Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)	12.5%	41.0%	20.4%	17.6%	8.5%
Q5-4. Timing of traffic signals on City streets	4.4%	33.3%	27.5%	22.4%	12.4%
Q5-5. Adequacy of street lighting in your community	10.1%	41.6%	22.3%	19.2%	6.8%
Q5-6. Pedestrian accessibility (availability/ convenience of sidewalks & crosswalks)	9.4%	37.8%	23.6%	19.3%	9.8%
Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)	10.7%	31.6%	31.3%	16.8%	9.6%
Q5-8. Off-street bicycle accessibility (City's urban trail network)	14.9%	36.0%	34.8%	9.7%	4.6%
Q5-9. Mowing & trimming along City streets	9.0%	37.4%	29.2%	16.2%	8.3%

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

Q6. Top choice	Number	Percent
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	1113	50.2 %
Condition of streets in your neighborhood (residential streets)	148	6.7 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	85	3.8 %
Timing of traffic signals on City streets	249	11.2 %
Adequacy of street lighting in your community	145	6.5 %
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	149	6.7 %
On-street bicycle accessibility (City's bicycle lane system/ network)	97	4.4 %
Off-street bicycle accessibility (City's urban trail network)	21	0.9 %
Mowing & trimming along City streets	45	2.0 %
None chosen	163	7.4 %
Total	2215	100.0 %

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

Q6. 2nd choice	Number	Percent
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	291	13.1 %
Condition of streets in your neighborhood (residential streets)	453	20.5 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	141	6.4 %
Timing of traffic signals on City streets	421	19.0 %
Adequacy of street lighting in your community	218	9.8 %
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	226	10.2 %
On-street bicycle accessibility (City's bicycle lane system/ network)	146	6.6 %
Off-street bicycle accessibility (City's urban trail network)	39	1.8 %
Mowing & trimming along City streets	97	4.4 %
None chosen	183	8.3 %
Total	2215	100.0 %

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

Q6. 3rd choice	Number	Percent
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	181	8.2 %
Condition of streets in your neighborhood (residential streets)	319	14.4 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	171	7.7 %
Timing of traffic signals on City streets	296	13.4 %
Adequacy of street lighting in your community	264	11.9 %
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	272	12.3 %
On-street bicycle accessibility (City's bicycle lane system/ network)	195	8.8 %
Off-street bicycle accessibility (City's urban trail network)	94	4.2 %
Mowing & trimming along City streets	197	8.9 %
None chosen	226	10.2 %
Total	2215	100.0 %

SUM OF TOP 3 CHOICES

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

Q6. Sum of top 3 choices	Number	Percent
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	1585	71.6 %
Condition of streets in your neighborhood (residential streets)	920	41.5 %
Condition of sidewalks in your neighborhood (if sidewalks exist)	397	17.9 %
Timing of traffic signals on City streets	966	43.6 %
Adequacy of street lighting in your community	627	28.3 %
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	647	29.2 %
On-street bicycle accessibility (City's bicycle lane system/ network)	438	19.8 %
Off-street bicycle accessibility (City's urban trail network)	154	7.0 %
Mowing & trimming along City streets	339	15.3 %
None chosen	163	7.4 %
Total	6236	

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of police services	16.3%	46.6%	18.5%	6.9%	2.3%	9.3%
Q7-2. Speed of police response (how quickly police respond to emergencies)	13.3%	32.7%	18.0%	6.0%	2.9%	27.0%
Q7-3. Enforcement of local traffic laws	9.6%	34.8%	25.7%	12.8%	6.4%	10.8%

WITHOUT "DON'T KNOW"
Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of police services	18.0%	51.4%	20.4%	7.6%	2.6%
Q7-2. Speed of police response (how quickly police respond to emergencies)	18.3%	44.9%	24.6%	8.3%	4.0%
Q7-3. Enforcement of local traffic laws	10.7%	39.0%	28.8%	14.3%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS):

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-4. Overall quality of fire services	26.5%	35.7%	10.9%	0.4%	0.3%	26.3%
Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	25.2%	29.8%	11.4%	0.4%	0.3%	32.8%
Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)	25.0%	31.2%	10.8%	0.6%	0.6%	31.8%
Q7-7. Timeliness of EMS response to emergency location	23.7%	31.1%	10.4%	0.9%	0.5%	33.5%

WITHOUT "DON'T KNOW"

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-4. Overall quality of fire services	35.9%	48.4%	14.8%	0.5%	0.4%
Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	37.5%	44.4%	17.0%	0.6%	0.5%
Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)	36.6%	45.8%	15.8%	0.9%	0.9%
Q7-7. Timeliness of EMS response to emergency location	35.6%	46.7%	15.7%	1.4%	0.7%

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

Q8. Top choice	Number	Percent
Overall quality of police services	883	39.9 %
Speed of police response (how quickly police respond to emergencies)	460	20.8 %
Enforcement of local traffic laws	116	5.2 %
Overall quality of fire services	91	4.1 %
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	164	7.4 %
Medical assistance provided by EMS (overall quality of ambulance services)	121	5.5 %
Timeliness of EMS response to emergency location	167	7.5 %
None chosen	213	9.6 %
Total	2215	100.0 %

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

Q8. 2nd choice	Number	Percent
Overall quality of police services	220	9.9 %
Speed of police response (how quickly police respond to emergencies)	287	13.0 %
Enforcement of local traffic laws	100	4.5 %
Overall quality of fire services	476	21.5 %
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	377	17.0 %
Medical assistance provided by EMS (overall quality of ambulance services)	201	9.1 %
Timeliness of EMS response to emergency location	301	13.6 %
None chosen	253	11.4 %
Total	2215	100.0 %

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

Q8. Sum of top 2 choices	Number	Percent
Overall quality of police services	1103	49.8 %
Speed of police response (how quickly police respond to emergencies)	747	33.7 %
Enforcement of local traffic laws	216	9.8 %
Overall quality of fire services	567	25.6 %
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	541	24.4 %
Medical assistance provided by EMS (overall quality of ambulance services)	322	14.5 %
Timeliness of EMS response to emergency location	468	21.1 %
None chosen	213	9.6 %
Total	4177	

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Water & wastewater utility response time to emergencies	6.2%	24.8%	23.0%	4.5%	1.9%	39.6%
Q9-2. Water Conservation programs within Austin	10.7%	35.2%	26.1%	9.6%	3.7%	14.6%
Q9-3. Energy Conservation program	10.8%	33.2%	27.9%	8.7%	3.3%	16.1%
Q9-4. Water quality of lakes & streams	9.1%	38.6%	24.4%	12.2%	3.1%	12.5%
Q9-5. Flood control efforts	6.1%	31.9%	28.2%	11.2%	4.0%	18.7%

WITHOUT "DON'T KNOW"
Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Water & wastewater utility response time to emergencies	10.3%	41.1%	38.1%	7.4%	3.1%
Q9-2. Water Conservation programs within Austin	12.6%	41.2%	30.6%	11.3%	4.4%
Q9-3. Energy Conservation program	12.9%	39.6%	33.2%	10.4%	4.0%
Q9-4. Water quality of lakes & streams	10.4%	44.2%	27.9%	14.0%	3.5%
Q9-5. Flood control efforts	7.5%	39.3%	34.6%	13.7%	4.9%

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

Q10. Top choice	Number	Percent
Water & wastewater utility response time to emergencies	513	23.2 %
Water Conservation programs within Austin	430	19.4 %
Energy Conservation program	200	9.0 %
Water quality of lakes & streams	446	20.1 %
Flood control efforts	388	17.5 %
None chosen	238	10.7 %
Total	2215	100.0 %

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

Q10. 2nd choice	Number	Percent
Water & wastewater utility response time to emergencies	245	11.1 %
Water Conservation programs within Austin	374	16.9 %
Energy Conservation program	454	20.5 %
Water quality of lakes & streams	444	20.0 %
Flood control efforts	430	19.4 %
None chosen	268	12.1 %
Total	2215	100.0 %

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

Q10. Sum of top 2 choices	Number	Percent
Water & wastewater utility response time to emergencies	758	34.2 %
Water Conservation programs within Austin	804	36.3 %
Energy Conservation program	654	29.5 %
Water quality of lakes & streams	890	40.2 %
Flood control efforts	818	36.9 %
None chosen	238	10.7 %
Total	4162	

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Number of City of Austin parks	23.1%	45.6%	16.4%	7.0%	1.7%	6.2%
Q11-2. Number of City of Austin walking/ biking trails	21.9%	43.6%	16.3%	8.2%	1.4%	8.6%
Q11-3. Appearance of City of Austin park grounds located in Austin	19.5%	49.3%	18.4%	5.1%	1.6%	6.0%
Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City	14.0%	33.5%	19.4%	4.7%	1.1%	27.3%
Q11-5. Quality of youth athletic programs offered by City	5.9%	15.1%	18.9%	5.0%	1.3%	53.9%
Q11-6. Quality of adult athletic programs offered by City	5.1%	15.9%	20.0%	5.2%	1.3%	52.5%
Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	8.4%	30.6%	23.1%	4.9%	1.7%	31.3%
Q11-8. Safety of equipment or playscapes in City of Austin parks	9.5%	30.7%	19.2%	3.9%	1.1%	35.7%
Q11-9. Overall satisfaction with City of Austin swimming pools	9.2%	28.9%	19.3%	9.3%	4.1%	29.3%
Q11-10. Satisfaction with City of Austin aquatic programs or classes	4.4%	16.5%	20.5%	4.2%	1.6%	53.0%
Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	12.5%	37.7%	22.0%	4.9%	1.7%	21.2%
Q11-12. Cleanliness of library facilities	17.9%	38.1%	15.2%	2.5%	1.5%	24.7%
Q11-13. Library programs	14.4%	29.3%	17.2%	3.1%	0.9%	35.2%
Q11-14. Materials at libraries	15.7%	33.7%	18.3%	4.2%	1.2%	26.9%
Q11-15. Library hours	12.9%	34.1%	18.3%	6.0%	1.9%	26.8%

WITHOUT "DON'T KNOW"
Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Number of City of Austin parks	24.6%	48.6%	17.5%	7.4%	1.8%
Q11-2. Number of City of Austin walking/ biking trails	24.0%	47.7%	17.9%	8.9%	1.5%
Q11-3. Appearance of City of Austin park grounds located in Austin	20.8%	52.5%	19.5%	5.5%	1.7%
Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City	19.2%	46.1%	26.6%	6.5%	1.6%
Q11-5. Quality of youth athletic programs offered by City	12.8%	32.7%	40.9%	10.8%	2.7%
Q11-6. Quality of adult athletic programs offered by City	10.6%	33.5%	42.2%	10.9%	2.8%
Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	12.2%	44.5%	33.7%	7.2%	2.4%
Q11-8. Safety of equipment or playscapes in City of Austin parks	14.7%	47.6%	29.8%	6.1%	1.7%
Q11-9. Overall satisfaction with City of Austin swimming pools	13.0%	40.8%	27.2%	13.2%	5.7%
Q11-10. Satisfaction with City of Austin aquatic programs or classes	9.3%	35.0%	43.5%	8.8%	3.4%
Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	15.9%	47.8%	28.0%	6.2%	2.2%
Q11-12. Cleanliness of library facilities	23.8%	50.6%	20.2%	3.4%	2.0%
Q11-13. Library programs	22.2%	45.1%	26.5%	4.8%	1.3%
Q11-14. Materials at libraries	21.5%	46.1%	25.1%	5.7%	1.7%
Q11-15. Library hours	17.6%	46.6%	25.0%	8.3%	2.5%

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

Q12. Top choice	Number	Percent
Number of City of Austin parks	482	21.8 %
Number of City of Austin walking/biking trails	221	10.0 %
Appearance of City of Austin park grounds located in Austin	275	12.4 %
Overall quality of City of Austin parks & recreation programs or classes offered by City	170	7.7 %
Quality of youth athletic programs offered by City	102	4.6 %
Quality of adult athletic programs offered by City	18	0.8 %
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	36	1.6 %
Safety of equipment or playscapes in City of Austin parks	109	4.9 %
Overall satisfaction with City of Austin swimming pools	102	4.6 %
Satisfaction with City of Austin aquatic programs or classes	9	0.4 %
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	152	6.9 %
Cleanliness of library facilities	23	1.0 %
Library programs	92	4.2 %
Materials at libraries	100	4.5 %
Library hours	39	1.8 %
None chosen	285	12.9 %
Total	2215	100.0 %

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

Q12. 2nd choice	Number	Percent
Number of City of Austin parks	188	8.5 %
Number of City of Austin walking/biking trails	266	12.0 %
Appearance of City of Austin park grounds located in Austin	198	8.9 %
Overall quality of City of Austin parks & recreation programs or classes offered by City	125	5.6 %
Quality of youth athletic programs offered by City	118	5.3 %
Quality of adult athletic programs offered by City	32	1.4 %
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	93	4.2 %
Safety of equipment or playscapes in City of Austin parks	153	6.9 %
Overall satisfaction with City of Austin swimming pools	163	7.4 %
Satisfaction with City of Austin aquatic programs or classes	23	1.0 %
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	244	11.0 %
Cleanliness of library facilities	37	1.7 %
Library programs	94	4.2 %
Materials at libraries	104	4.7 %
Library hours	56	2.5 %
None chosen	321	14.5 %
Total	2215	100.0 %

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

Q12. 3rd choice	Number	Percent
Number of City of Austin parks	136	6.1 %
Number of City of Austin walking/biking trails	138	6.2 %
Appearance of City of Austin park grounds located in Austin	202	9.1 %
Overall quality of City of Austin parks & recreation programs or classes offered by City	106	4.8 %
Quality of youth athletic programs offered by City	114	5.1 %
Quality of adult athletic programs offered by City	52	2.3 %
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	88	4.0 %
Safety of equipment or playscapes in City of Austin parks	158	7.1 %
Overall satisfaction with City of Austin swimming pools	173	7.8 %
Satisfaction with City of Austin aquatic programs or classes	24	1.1 %
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	250	11.3 %
Cleanliness of library facilities	55	2.5 %
Library programs	112	5.1 %
Materials at libraries	167	7.5 %
Library hours	67	3.0 %
None chosen	373	16.8 %
Total	2215	100.0 %

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

Q12. Sum of top 3 choices	Number	Percent
Number of City of Austin parks	806	36.4 %
Number of City of Austin walking/biking trails	625	28.2 %
Appearance of City of Austin park grounds located in Austin	675	30.5 %
Overall quality of City of Austin parks & recreation programs or classes offered by City	401	18.1 %
Quality of youth athletic programs offered by City	334	15.1 %
Quality of adult athletic programs offered by City	102	4.6 %
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	217	9.8 %
Safety of equipment or playscapes in City of Austin parks	420	19.0 %
Overall satisfaction with City of Austin swimming pools	438	19.8 %
Satisfaction with City of Austin aquatic programs or classes	56	2.5 %
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	646	29.2 %
Cleanliness of library facilities	115	5.2 %
Library programs	298	13.5 %
Materials at libraries	371	16.7 %
Library hours	162	7.3 %
None chosen	285	12.9 %
Total	5951	

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Quality of residential garbage collection	32.1%	47.9%	8.2%	4.8%	1.6%	5.4%
Q13-2. Quality of residential yard waste collection	27.3%	42.0%	11.7%	5.4%	1.8%	11.8%
Q13-3. Quality of residential curbside recycling services	32.1%	41.7%	9.8%	5.9%	2.0%	8.5%
Q13-4. Household hazardous waste disposal service	11.4%	24.3%	19.6%	11.5%	4.1%	29.1%
Q13-5. Bulky item pick-up/removal services	21.8%	38.2%	15.4%	8.5%	2.5%	13.6%
Q13-6. Reliability of your electric service	32.9%	45.6%	10.7%	3.3%	1.5%	5.9%
Q13-7. Safety of your drinking water	30.5%	42.7%	13.1%	5.6%	2.4%	5.6%
Q13-8. Cleanliness of City streets & public areas	15.1%	46.4%	21.0%	11.6%	2.9%	3.1%
Q13-9. Cleanliness of your neighborhood	21.9%	46.2%	16.5%	9.2%	3.4%	2.8%
Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	6.5%	24.6%	23.6%	18.5%	9.2%	17.6%
Q13-11. Enforcement of local codes & ordinances	6.1%	24.8%	27.4%	11.2%	6.9%	23.6%

WITHOUT "DON'T KNOW"
Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Quality of residential garbage collection	33.9%	50.6%	8.6%	5.1%	1.7%
Q13-2. Quality of residential yard waste collection	31.0%	47.6%	13.3%	6.1%	2.0%
Q13-3. Quality of residential curbside recycling services	35.1%	45.5%	10.8%	6.4%	2.2%
Q13-4. Household hazardous waste disposal service	16.1%	34.3%	27.6%	16.2%	5.8%
Q13-5. Bulky item pick-up/removal services	25.2%	44.3%	17.8%	9.8%	2.9%
Q13-6. Reliability of your electric service	35.0%	48.5%	11.3%	3.6%	1.6%
Q13-7. Safety of your drinking water	32.3%	45.2%	13.9%	6.0%	2.6%
Q13-8. Cleanliness of City streets & public areas	15.6%	47.8%	21.7%	11.9%	3.0%
Q13-9. Cleanliness of your neighborhood	22.5%	47.5%	17.0%	9.4%	3.5%
Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	7.9%	29.9%	28.7%	22.4%	11.1%
Q13-11. Enforcement of local codes & ordinances	8.0%	32.4%	35.9%	14.6%	9.0%

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

Q14. Top choice	Number	Percent
Quality of residential garbage collection	408	18.4 %
Quality of residential yard waste collection	16	0.7 %
Quality of residential curbside recycling services	107	4.8 %
Household hazardous waste disposal service	45	2.0 %
Bulky item pick-up/removal services	54	2.4 %
Reliability of your electric service	299	13.5 %
Safety of your drinking water	710	32.1 %
Cleanliness of City streets & public areas	92	4.2 %
Cleanliness of your neighborhood	53	2.4 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	113	5.1 %
Enforcement of local codes & ordinances	84	3.8 %
None chosen	234	10.6 %
Total	2215	100.0 %

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

Q14. 2nd choice	Number	Percent
Quality of residential garbage collection	201	9.1 %
Quality of residential yard waste collection	83	3.7 %
Quality of residential curbside recycling services	198	8.9 %
Household hazardous waste disposal service	87	3.9 %
Bulky item pick-up/removal services	66	3.0 %
Reliability of your electric service	415	18.7 %
Safety of your drinking water	368	16.6 %
Cleanliness of City streets & public areas	209	9.4 %
Cleanliness of your neighborhood	99	4.5 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	144	6.5 %
Enforcement of local codes & ordinances	93	4.2 %
None chosen	252	11.4 %
Total	2215	100.0 %

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

Q14. 3rd choice	Number	Percent
Quality of residential garbage collection	290	13.1 %
Quality of residential yard waste collection	47	2.1 %
Quality of residential curbside recycling services	161	7.3 %
Household hazardous waste disposal service	84	3.8 %
Bulky item pick-up/removal services	99	4.5 %
Reliability of your electric service	186	8.4 %
Safety of your drinking water	206	9.3 %
Cleanliness of City streets & public areas	299	13.5 %
Cleanliness of your neighborhood	169	7.6 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	203	9.2 %
Enforcement of local codes & ordinances	182	8.2 %
None chosen	289	13.0 %
Total	2215	100.0 %

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

Q14. Sum of top 3 choices	Number	Percent
Quality of residential garbage collection	899	40.6 %
Quality of residential yard waste collection	146	6.6 %
Quality of residential curbside recycling services	466	21.0 %
Household hazardous waste disposal service	216	9.8 %
Bulky item pick-up/removal services	219	9.9 %
Reliability of your electric service	900	40.6 %
Safety of your drinking water	1284	58.0 %
Cleanliness of City streets & public areas	600	27.1 %
Cleanliness of your neighborhood	321	14.5 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	460	20.8 %
Enforcement of local codes & ordinances	359	16.2 %
None chosen	234	10.6 %
Total	6104	

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Austin Energy customer service	15.8%	39.5%	18.0%	6.2%	3.5%	17.1%
Q15-2. Water & wastewater utility customer service	12.7%	35.9%	20.0%	6.2%	2.9%	22.2%
Q15-3. Helpfulness of library staff	29.5%	27.3%	12.3%	0.5%	0.4%	30.0%
Q15-4. Overall quality of customer service provided by City of Austin	14.8%	37.6%	25.3%	5.7%	2.3%	14.2%
Q15-5. Services provided by City's 3-1-1 assistance telephone number	22.3%	33.2%	15.6%	3.8%	1.7%	23.3%
Q15-6. Review services for residential & commercial building plans	3.7%	10.0%	20.4%	9.3%	8.4%	48.2%
Q15-7. Value of services received from Austin Energy	11.3%	32.9%	25.9%	9.5%	5.3%	15.1%
Q15-8. Water & wastewater rates (cost)	6.0%	19.7%	26.8%	22.8%	16.6%	8.1%

WITHOUT "DON'T KNOW"

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

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Austin Energy customer service	19.1%	47.6%	21.7%	7.5%	4.2%
Q15-2. Water & wastewater utility customer service	16.3%	46.2%	25.8%	8.0%	3.7%
Q15-3. Helpfulness of library staff	42.1%	39.0%	17.6%	0.7%	0.5%
Q15-4. Overall quality of customer service provided by City of Austin	17.3%	43.8%	29.5%	6.6%	2.7%
Q15-5. Services provided by City's 3-1-1 assistance telephone number	29.2%	43.3%	20.3%	4.9%	2.2%
Q15-6. Review services for residential & commercial building plans	7.1%	19.3%	39.4%	17.9%	16.3%
Q15-7. Value of services received from Austin Energy	13.3%	38.8%	30.5%	11.2%	6.2%
Q15-8. Water & wastewater rates (cost)	6.5%	21.5%	29.1%	24.8%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following:

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of affordable housing for low/moderate income families	4.2%	7.1%	15.6%	25.7%	26.6%	20.9%
Q16-2. City's efforts to offer financial literacy/ homebuyer education	2.5%	8.0%	22.2%	10.9%	9.1%	47.3%
Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses	4.2%	11.9%	23.0%	11.2%	7.7%	41.9%
Q16-4. Shot for Tots & Big Shots program (immunizations)	6.1%	15.8%	17.7%	2.0%	2.0%	56.3%
Q16-5. Food Safety Inspection program	4.5%	18.6%	21.9%	4.0%	2.5%	48.4%
Q16-6. Neighborhood planning/zoning efforts	2.4%	15.5%	24.6%	17.6%	12.4%	27.5%
Q16-7. Accessibility of municipal court services	3.7%	19.0%	26.0%	7.8%	4.1%	39.4%
Q16-8. Access to affordable quality housing	3.2%	7.8%	17.2%	23.7%	25.6%	22.4%
Q16-9. Access to affordable quality child care	2.4%	6.2%	18.0%	13.8%	13.3%	46.3%
Q16-10. Access to affordable quality health care	5.4%	16.8%	21.7%	15.7%	15.4%	25.0%
Q16-11. Access to affordable quality food	10.8%	28.8%	23.6%	9.6%	6.4%	20.9%
Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	14.2%	27.6%	21.6%	7.6%	7.0%	22.1%
Q16-13. City's effort to support dialogue between residents & government	7.4%	24.6%	25.6%	12.7%	9.1%	20.6%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

(N=2215)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of affordable housing for low/moderate income families	5.2%	9.0%	19.7%	32.5%	33.6%
Q16-2. City's efforts to offer financial literacy/ homebuyer education	4.8%	15.2%	42.1%	20.6%	17.3%
Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses	7.3%	20.5%	39.6%	19.4%	13.3%
Q16-4. Shot for Tots & Big Shots program (immunizations)	14.0%	36.3%	40.5%	4.6%	4.5%
Q16-5. Food Safety Inspection program	8.8%	36.2%	42.6%	7.7%	4.8%
Q16-6. Neighborhood planning/zoning efforts	3.3%	21.4%	34.0%	24.2%	17.1%
Q16-7. Accessibility of municipal court services	6.2%	31.4%	42.8%	12.8%	6.8%
Q16-8. Access to affordable quality housing	4.1%	10.1%	22.2%	30.6%	33.1%
Q16-9. Access to affordable quality child care	4.5%	11.5%	33.5%	25.7%	24.8%
Q16-10. Access to affordable quality health care	7.2%	22.4%	29.0%	20.9%	20.5%
Q16-11. Access to affordable quality food	13.6%	36.4%	29.8%	12.1%	8.1%
Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	18.2%	35.5%	27.7%	9.7%	8.9%
Q16-13. City's effort to support dialogue between residents & government	9.4%	30.9%	32.2%	16.0%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide?

Q17. Top choice	Number	Percent
Availability of affordable housing for low/moderate income families	603	27.2 %
City's efforts to offer financial literacy/homebuyer education	21	0.9 %
City's effort to promote & assist small, minority and/or women-owned businesses	45	2.0 %
Shot for Tots & Big Shots program (immunizations)	75	3.4 %
Food Safety Inspection program	169	7.6 %
Neighborhood planning/zoning efforts	178	8.0 %
Accessibility of municipal court services	33	1.5 %
Access to affordable quality housing	294	13.3 %
Access to affordable quality child care	30	1.4 %
Access to affordable quality health care	150	6.8 %
Access to affordable quality food	65	2.9 %
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	118	5.3 %
City's effort to support dialogue between residents & government	161	7.3 %
None chosen	273	12.3 %
Total	2215	100.0 %

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide?

Q17. 2nd choice	Number	Percent
Availability of affordable housing for low/moderate income families	150	6.8 %
City's efforts to offer financial literacy/homebuyer education	59	2.7 %
City's effort to promote & assist small, minority and/or women-owned businesses	90	4.1 %
Shot for Tots & Big Shots program (immunizations)	72	3.3 %
Food Safety Inspection program	144	6.5 %
Neighborhood planning/zoning efforts	215	9.7 %
Accessibility of municipal court services	52	2.3 %
Access to affordable quality housing	330	14.9 %
Access to affordable quality child care	118	5.3 %
Access to affordable quality health care	262	11.8 %
Access to affordable quality food	124	5.6 %
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	140	6.3 %
City's effort to support dialogue between residents & government	135	6.1 %
None chosen	324	14.6 %
Total	2215	100.0 %

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide?

Q17. 3rd choice	Number	Percent
Availability of affordable housing for low/moderate income families	135	6.1 %
City's efforts to offer financial literacy/homebuyer education	35	1.6 %
City's effort to promote & assist small, minority and/or women-owned businesses	85	3.8 %
Shot for Tots & Big Shots program (immunizations)	41	1.9 %
Food Safety Inspection program	92	4.2 %
Neighborhood planning/zoning efforts	149	6.7 %
Accessibility of municipal court services	64	2.9 %
Access to affordable quality housing	185	8.4 %
Access to affordable quality child care	137	6.2 %
Access to affordable quality health care	326	14.7 %
Access to affordable quality food	202	9.1 %
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	198	8.9 %
City's effort to support dialogue between residents & government	174	7.9 %
None chosen	392	17.7 %
Total	2215	100.0 %

SUM OF TOP 3 CHOICES
Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q17. Sum of top 3 choices	Number	Percent
Availability of affordable housing for low/moderate income families	888	40.1 %
City's efforts to offer financial literacy/homebuyer education	115	5.2 %
City's effort to promote & assist small, minority and/or women-owned businesses	220	9.9 %
Shot for Tots & Big Shots program (immunizations)	188	8.5 %
Food Safety Inspection program	405	18.3 %
Neighborhood planning/zoning efforts	542	24.5 %
Accessibility of municipal court services	149	6.7 %
Access to affordable quality housing	809	36.5 %
Access to affordable quality child care	285	12.9 %
Access to affordable quality health care	738	33.3 %
Access to affordable quality food	391	17.7 %
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	456	20.6 %
City's effort to support dialogue between residents & government	470	21.2 %
None chosen	273	12.3 %
Total	5929	

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months:

(N=2215)

	Yes	No	Don't know
Q18-1. Have you visited a City of Austin park	91.6%	6.3%	2.0%
Q18-2. Have you used a City of Austin walking/biking trail	81.2%	16.5%	2.3%
Q18-3. Have you participated in a City of Austin recreation program or class	23.1%	73.0%	3.9%
Q18-4. Have you participated in a City of Austin Parks youth athletic program	10.4%	85.9%	3.7%
Q18-5. Have you participated in a City of Austin Parks adult athletic program	10.9%	85.2%	3.9%
Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)	59.2%	37.9%	2.9%
Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park	54.7%	42.6%	2.7%
Q18-8. Have you visited a City of Austin pool	60.6%	36.7%	2.7%
Q18-9. Have you participated in a City of Austin aquatic program or class	11.6%	84.7%	3.7%
Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)	62.4%	34.5%	3.1%
Q18-11. Have you used City's bicycle lane system/network	39.5%	57.3%	3.1%
Q18-12. Have you used City's urban trail network	53.0%	42.3%	4.7%
Q18-13. Have you visited a City of Austin library facility	68.4%	28.8%	2.8%
Q18-14. Have you participated in a City of Austin library program	26.4%	69.9%	3.7%
Q18-15. Have you had contact with City of Austin Municipal Court	43.5%	53.0%	3.5%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months:

	Yes	No	Don't know
Q18-16. Have you had contact with City for code enforcement	31.5%	64.5%	4.0%
Q18-17. Have you visited Austin-Bergstrom International Airport	89.7%	8.2%	2.1%
Q18-18. Have you called 3-1-1	67.4%	30.0%	2.6%
Q18-19. Have you called 9-1-1	47.4%	49.8%	2.9%
Q18-20. Have you had contact with Austin Police Department	62.8%	34.8%	2.4%
Q18-21. Have you had contact with Austin Fire Department	35.5%	61.7%	2.8%
Q18-22. Have you had contact with Emergency Medical Services Department	34.3%	62.4%	3.3%
Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)	21.5%	75.1%	3.4%
Q18-24. Have you had contact with Planning & Zoning department (zoning, neighborhood/ small area plans, Imagine Austin comprehensive plans)	26.8%	68.9%	4.3%
Q18-25. Have you had contact with City's Development Services department (permitting, inspections)	29.8%	65.7%	4.5%
Q18-26. Have you visited Austin Animal Center	49.3%	47.7%	3.1%

WITHOUT "DON'T KNOW"
Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

(N=2215)

	Yes	No
Q18-1. Have you visited a City of Austin park	93.5%	6.5%
Q18-2. Have you used a City of Austin walking/biking trail	83.1%	16.9%
Q18-3. Have you participated in a City of Austin recreation program or class	24.1%	75.9%
Q18-4. Have you participated in a City of Austin Parks youth athletic program	10.8%	89.2%
Q18-5. Have you participated in a City of Austin Parks adult athletic program	11.3%	88.7%
Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)	61.0%	39.0%
Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park	56.2%	43.8%
Q18-8. Have you visited a City of Austin pool	62.3%	37.7%
Q18-9. Have you participated in a City of Austin aquatic program or class	12.0%	88.0%
Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)	64.4%	35.6%
Q18-11. Have you used City's bicycle lane system/network	40.8%	59.2%
Q18-12. Have you used City's urban trail network	55.6%	44.4%
Q18-13. Have you visited a City of Austin library facility	70.3%	29.7%
Q18-14. Have you participated in a City of Austin library program	27.4%	72.6%
Q18-15. Have you had contact with City of Austin Municipal Court	45.1%	54.9%

WITHOUT "DON'T KNOW"

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

	Yes	No
Q18-16. Have you had contact with City for code enforcement	32.8%	67.2%
Q18-17. Have you visited Austin-Bergstrom International Airport	91.7%	8.3%
Q18-18. Have you called 3-1-1	69.2%	30.8%
Q18-19. Have you called 9-1-1	48.8%	51.2%
Q18-20. Have you had contact with Austin Police Department	64.3%	35.7%
Q18-21. Have you had contact with Austin Fire Department	36.6%	63.4%
Q18-22. Have you had contact with Emergency Medical Services Department	35.4%	64.6%
Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)	22.3%	77.7%
Q18-24. Have you had contact with Planning & Zoning department (zoning, neighborhood/ small area plans, Imagine Austin comprehensive plans)	28.0%	72.0%
Q18-25. Have you had contact with City's Development Services department (permitting, inspections)	31.2%	68.8%
Q18-26. Have you visited Austin Animal Center	50.8%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations:

(N=2215)

	Yes	No	Don't know
Q18-27. Does Austin Energy provide your electric service	87.0%	9.8%	3.1%
Q18-28. Does City of Austin collect garbage at your residence	86.6%	8.8%	4.6%
Q18-29. Does City of Austin provide your home with water & wastewater services	94.0%	1.9%	4.2%

WITHOUT "DON'T KNOW"
Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

(N=2215)

	Yes	No
Q18-27. Does Austin Energy provide your electric service	89.8%	10.2%
Q18-28. Does City of Austin collect garbage at your residence	90.8%	9.2%
Q18-29. Does City of Austin provide your home with water & wastewater services	98.1%	1.9%

Q19. 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."

Q19. Your level of agreement with the statement	Number	Percent
Strongly disagree	103	4.7 %
Disagree	132	6.0 %
Neutral	464	20.9 %
Agree	823	37.2 %
Strongly agree	276	12.5 %
Don't know	417	18.8 %
Total	2215	100.0 %

WITHOUT "DON'T KNOW"

Q19. 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")

Q19. Your level of agreement with the statement	Number	Percent
Strongly disagree	103	5.7 %
Disagree	132	7.3 %
Neutral	464	25.8 %
Agree	823	45.8 %
Strongly agree	276	15.4 %
Total	1798	100.0 %

Q20. Approximately how many years have you lived in the City of Austin?

Q20. How many years have you lived in City of Austin	Number	Percent
0-5	347	15.7 %
6-10	288	13.0 %
11-15	230	10.4 %
16-20	263	11.9 %
21-30	373	16.8 %
31+	620	28.0 %
Not provided	94	4.2 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"
Q20. Approximately how many years have you lived in the City of Austin? (without "not provided")

Q20. How many years have you lived in City of Austin	Number	Percent
0-5	347	16.4 %
6-10	288	13.6 %
11-15	230	10.8 %
16-20	263	12.4 %
21-30	373	17.6 %
31+	620	29.2 %
Total	2121	100.0 %

Q21. Which of the following best describes your age?

Q21. Your age	Number	Percent
18-34	443	20.0 %
35-44	448	20.2 %
45-54	446	20.1 %
55-64	439	19.8 %
65+	421	19.0 %
Not provided	18	0.8 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"

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

Q21. Your age	Number	Percent
18-34	443	20.2 %
35-44	448	20.4 %
45-54	446	20.3 %
55-64	439	20.0 %
65+	421	19.2 %
Total	2197	100.0 %

Q22. How many dependents (including yourself) did your household claim on its most recent federal taxes?

Q22. How many dependents (including yourself) did your household claim on its most recent federal taxes	Number	Percent
0	217	9.8 %
1	663	29.9 %
2	761	34.4 %
3	302	13.6 %
4	172	7.8 %
5	39	1.8 %
6	10	0.5 %
7	6	0.3 %
8	1	0.0 %
9+	8	0.4 %
Not provided	36	1.6 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"
Q22. How many dependents (including yourself) did your household claim on its most recent federal taxes? (without "not provided")

Q22. How many dependents (including yourself) did your household claim on its most recent federal taxes	Number	Percent
0	217	10.0 %
1	663	30.4 %
2	761	34.9 %
3	302	13.9 %
4	172	7.9 %
5	39	1.8 %
6	10	0.5 %
7	6	0.3 %
8	1	0.0 %
9+	8	0.4 %
Total	2179	100.0 %

Q23. How many children, if any, do you have in your household who use childcare services such as daycare, after school programs, and/or camps?

Q23. How many children do you have in your household who use childcare services	Number	Percent
0	1782	80.5 %
1	181	8.2 %
2	150	6.8 %
3	30	1.4 %
4+	12	0.5 %
Not provided	60	2.7 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"

Q23. How many children, if any, do you have in your household who use childcare services such as daycare, after school programs, and/or camps? (without "not provided")

Q23. How many children do you have in your household who use childcare services	Number	Percent
0	1782	82.7 %
1	181	8.4 %
2	150	7.0 %
3	30	1.4 %
4+	12	0.5 %
Total	2155	100.0 %

Q24. Are you Hispanic, Latino, or of other Spanish ancestry?

Q24. Are you Hispanic, Latino, or of other Spanish ancestry	Number	Percent
Yes	811	36.6 %
No	1394	62.9 %
Not provided	10	0.5 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"
Q24. Are you Hispanic, Latino, or of other Spanish ancestry? (without "not provided")

Q24. Are you Hispanic, Latino, or of other Spanish ancestry	Number	Percent
Yes	811	36.8 %
No	1394	63.2 %
Total	2205	100.0 %

Q25. Which of the following best describes your RACE?

Q25. Your race	Number	Percent
African American/Black	197	9.1 %
American Indian/Native American	48	2.2 %
Asian/Pacific Islander	132	6.1 %
Caucasian/White	1402	64.8 %
Other	464	21.4 %
Total	2243	

Q25. [RECODED*] Which of the following best describes your RACE?

Q25. [RECODED*] Your race	Number	Percent
African American/Black only	176	7.9 %
American Indian only	7	0.3 %
Asian/Pacific Islander only	90	4.1 %
Caucasian/White only	1018	46.0 %
Hispanic	812	36.7 %
Other	112	5.1 %
Total	2215	100.0 %

If a respondent selected multiple race categories, they were categorized as "Other." A Hispanic race/ethnicity group was created using the question regarding Hispanic ancestry and if people self-identified as Hispanic. If respondents answered "yes" that they were of Hispanic ancestry or if they stated they were Hispanic, they were grouped into the Hispanic category. This methodology is similar to how the City of Austin demographer calculates race/ethnicity.

Q25. Other

Q25. Other	Number	Percent
Hispanic	404	87.4 %
Latino	13	2.8 %
Mexican American	12	2.6 %
Mixed races	7	1.5 %
Mexican	3	0.6 %
Hispanic and White	2	0.4 %
Hispanic/Caucasian	2	0.4 %
Mestizo	2	0.4 %
French	1	0.2 %
mostly White	1	0.2 %
Asian American	1	0.2 %
Mestizo (Spanish and Native American)	1	0.2 %
African	1	0.2 %
Spanish ancestry	1	0.2 %
Hispanic, Mexican American	1	0.2 %
African American/American Indian	1	0.2 %
half Indian (India, not Native American), half White	1	0.2 %
Mixed, Middle Eastern	1	0.2 %
Bi-racial	1	0.2 %
Middle Eastern	1	0.2 %
Hispanic/multi-racial	1	0.2 %
Mixed: Mexican, German, Spanish, Native American	1	0.2 %
Celtic	1	0.2 %
Mexican, Spanish, Irish descent	1	0.2 %
Indigenous/Mexican	1	0.2 %
Total	462	100.0 %

Q26. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

Q26. Your annual household income	Number	Percent
Less than $20K	185	8.4 %
$20K-$39,999	311	14.0 %
$40K-$59,999	369	16.7 %
$60K-$79,999	321	14.5 %
$80K-$149,999	539	24.3 %
$150K+	332	15.0 %
Not provided	158	7.1 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Which of the following best describes your ANNUAL HOUSEHOLD INCOME? (without "not provided")

Q26. Your annual household income	Number	Percent
Less than $20K	185	9.0 %
$20K-$39,999	311	15.1 %
$40K-$59,999	369	17.9 %
$60K-$79,999	321	15.6 %
$80K-$149,999	539	26.2 %
$150K+	332	16.1 %
Total	2057	100.0 %

Q27. What is your gender identity?

Q27. Your gender identity	Number	Percent
Male	1073	48.4 %
Female	1128	50.9 %
Other	8	0.4 %
Not provided	6	0.3 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"

Q27. What is your gender identity? (without "not provided")

Q27. Your gender identity	Number	Percent
Male	1073	48.6 %
Female	1128	51.1 %
Other	8	0.4 %
Total	2209	100.0 %

Q28. Do you own or rent your home?

Q28. Do you own or rent your home	Number	Percent
Own	1520	68.6 %
Rent	684	30.9 %
Not provided	11	0.5 %
Total	2215	100.0 %

WITHOUT "NOT PROVIDED"
Q28. Do you own or rent your home? (without "not provided")

Q28. Do you own or rent your home	Number	Percent
Own	1520	69.0 %
Rent	684	31.0 %
Total	2204	100.0 %

Q29. What is your HOME zip code?

Q29. Your home zip code	Number	Percent
78613	4	0.2 %
78617	9	0.4 %
78652	8	0.4 %
78653	7	0.3 %
78660	5	0.2 %
78701	38	1.7 %
78702	75	3.4 %
78703	70	3.2 %
78704	152	6.9 %
78705	27	1.2 %
78717	6	0.3 %
78721	29	1.3 %
78722	21	0.9 %
78723	102	4.6 %
78724	21	0.9 %
78725	13	0.6 %
78726	44	2.0 %
78727	78	3.5 %
78729	12	0.5 %
78730	13	0.6 %
78731	82	3.7 %
78732	6	0.3 %
78733	2	0.1 %
78734	1	0.0 %
78735	29	1.3 %
78736	21	0.9 %
78739	37	1.7 %
78741	77	3.5 %
78744	71	3.2 %
78745	161	7.3 %
78746	37	1.7 %
78747	54	2.4 %
78748	102	4.6 %
78749	124	5.6 %
78750	142	6.4 %
78751	49	2.2 %
78752	47	2.1 %
78753	102	4.6 %
78754	29	1.3 %
78756	29	1.3 %
78757	69	3.1 %
78758	101	4.6 %
78759	109	4.9 %
Total	2215	100.0 %

Summer 2017

Dear Austin resident,

Have you ever thought of yourself as a customer of government services? In the City of Austin, customer input helps us improve our services and meet community needs related to health, safety, mobility, economic opportunity, culture and learning, and government efficiency. Please take this opportunity to tell your City Council Members and City of Austin administrators what you think of the services provided by the Austin city government.

Please take a few minutes and tell us about:
- Your opinions of City programs, services and City staff, and
- Your preferences about how City officials should prioritize our programs and services.

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

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

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

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

Elaine Hart
Interim City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán anónimas. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (844) 811-0411 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

Các thành Phố Austin đang tiến hành một cuộc khảo sát để lấy ý kiến của người dân về chất lượng dịch vụ của thành phố. Phản hồi của bạn là quan trọng, và phản ứng của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc điều tra bạn có thể làm như vậy bằng cách gọi số điện thoại miễn phí 1-844-468-2571. Cảm ơn bạn.

奧斯汀市正在進行一項調查，以獲取居民對城市服務品質的反饋。您的回饋意見對我們很重要, 我们將予以保密。如果您希望使用中文完成調查, 請免費撥號 1-844-872-2562。謝謝您的參與！

2017 City of Austin Community Survey

Thank you for taking the time to complete this important survey about services offered by City of Austin departments. Please circle the responses that most closely match your opinion – your responses will remain anonymous. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at **http://austingov.org/**

1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The City of Austin as a place to live	5	4	3	2	1	9
2. The City of Austin as a place to raise children	5	4	3	2	1	9
3. The City of Austin as a place to work	5	4	3	2	1	9
4. The City of Austin as a place to retire	5	4	3	2	1	9
5. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
6. Overall quality of life in the city	5	4	3	2	1	9
7. How well the City of Austin is planning growth	5	4	3	2	1	9
8. Overall quality of services provided by the City of Austin	5	4	3	2	1	9
2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following:						
01. Overall quality of city parks and recreation	5	4	3	2	1	9
02. Overall quality of city libraries	5	4	3	2	1	9
03. Overall quality of public safety services (i.e. police, fire and ambulance)	5	4	3	2	1	9
04. Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)	5	4	3	2	1	9
05. Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
06. Overall quality of drinking water provided by Austin Water	5	4	3	2	1	9
07. Overall quality of wastewater services provided by Austin Water	5	4	3	2	1	9
08. Overall quality of electric utility services provided by Austin Energy	5	4	3	2	1	9
09. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	5	4	3	2	1	9
10. Traffic flow on major city streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	5	4	3	2	1	9
11. Overall maintenance of major city streets	5	4	3	2	1	9
12. Overall maintenance of city sidewalks	5	4	3	2	1	9
13. Overall management of stormwater runoff	5	4	3	2	1	9
14. Overall effectiveness of communication by the City of Austin	5	4	3	2	1	9
15. Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections)	5	4	3	2	1	9
16. Overall quality of planning and zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
17. Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
18. Animal services (shelter, adoptions, animal control, etc.)	5	4	3	2	1	9

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

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

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

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

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

1st: ____   2nd: ____   3rd: ____

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

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

1st: ____   2nd: ____

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

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

1st: ____   2nd: ____

11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES.
Please rate your satisfaction with the following:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Number of City of Austin parks	5	4	3	2	1	9
02.	Number of City of Austin walking/biking trails	5	4	3	2	1	9
03.	Appearance of City of Austin park grounds located in Austin	5	4	3	2	1	9
04.	Overall quality of City of Austin parks and recreation programs or classes offered by the City	5	4	3	2	1	9
05.	Quality of youth athletic programs offered by the City	5	4	3	2	1	9
06.	Quality of adult athletic programs offered by the City	5	4	3	2	1	9
07.	Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	5	4	3	2	1	9
08.	Safety of equipment or playscapes in City of Austin parks	5	4	3	2	1	9
09.	Overall satisfaction with City of Austin swimming pools	5	4	3	2	1	9
10.	Satisfaction with City of Austin aquatic programs or classes	5	4	3	2	1	9
11.	Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers and museums)	5	4	3	2	1	9
12.	Cleanliness of library facilities	5	4	3	2	1	9
13.	Library programs	5	4	3	2	1	9
14.	Materials at libraries	5	4	3	2	1	9
15.	Library hours	5	4	3	2	1	9

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

1st: ____   2nd: ____   3rd: ____

13. RESIDENTIAL AND NEIGHBORHOOD SERVICES.
Please rate your satisfaction with the following:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of residential garbage collection	5	4	3	2	1	9
02.	Quality of residential yard waste collection	5	4	3	2	1	9
03.	Quality of residential curbside recycling services	5	4	3	2	1	9
04.	Household hazardous waste disposal service	5	4	3	2	1	9
05.	Bulky item pick-up/removal services	5	4	3	2	1	9
06.	Reliability of your electric service	5	4	3	2	1	9
07.	Safety of your drinking water	5	4	3	2	1	9
08.	Cleanliness of city streets and public areas	5	4	3	2	1	9
09.	Cleanliness of your neighborhood	5	4	3	2	1	9
10.	Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	5	4	3	2	1	9
11.	Enforcement of local codes and ordinances	5	4	3	2	1	9

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

1st: ____   2nd: ____   3rd: ____

15. CUSTOMER SERVICE. Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Austin Energy customer service	5	4	3	2	1	9
2. Water and wastewater utility customer service	5	4	3	2	1	9
3. Helpfulness of library staff	5	4	3	2	1	9
4. Overall quality of customer service provided by the City of Austin	5	4	3	2	1	9
5. Services provided by the City's 3-1-1 assistance telephone number	5	4	3	2	1	9
6. Review services for residential and commercial building plans	5	4	3	2	1	9
7. Value of services received from Austin Energy	5	4	3	2	1	9
8. Water and wastewater rates (cost)	5	4	3	2	1	9
16. OTHER CITY SERVICES. Please rate your satisfaction with the following:						
01. Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
02. The City's efforts to offer financial literacy/homebuyer education	5	4	3	2	1	9
03. City's effort to promote and assist small, minority and/or women-owned businesses	5	4	3	2	1	9
04. Shot for Tots and Big Shots program (immunizations)	5	4	3	2	1	9
05. Food Safety Inspection program	5	4	3	2	1	9
06. Neighborhood planning/zoning efforts	5	4	3	2	1	9
07. Accessibility of municipal court services	5	4	3	2	1	9
08. Access to affordable quality housing	5	4	3	2	1	9
09. Access to affordable quality child care	5	4	3	2	1	9
10. Access to affordable quality health care	5	4	3	2	1	9
11. Access to affordable quality food	5	4	3	2	1	9
12. The City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	5	4	3	2	1	9
13. The City's effort to support dialogue between residents and government	5	4	3	2	1	9

17. **Which THREE of the other city services listed in Question 16 do you think are MOST IMPORTANT for the City to provide?** *[Write-in your answers below using the numbers from the list in Question 16.]*

1st: ____   2nd: ____   3rd: ____

18. **USAGE OF CITY SERVICES AND FACILITIES.** Please indicate if you have done any of the following activities during the past 12 months:	Yes	No	Don't Know
01. Have you visited a City of Austin park?	1	2	9
02. Have you used a City of Austin walking/biking trail?	1	2	9
03. Have you participated in a City of Austin recreation program or class?	1	2	9
04. Have you participated in a City of Austin Parks youth athletic program?	1	2	9
05. Have you participated in a City of Austin Parks adult athletic program?	1	2	9
06. Have you visited a City of Austin outdoor athletic field? (soccer/baseball field, tennis court)	1	2	9
07. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?	1	2	9
08. Have you visited a City of Austin pool?	1	2	9
09. Have you participated in a City of Austin aquatic program or class?	1	2	9
10. Have you visited a City of Austin recreation center? (senior, nature, cultural centers, or museums)	1	2	9
11. Have you used the City's bicycle lane system/network?	1	2	9
12. Have you used the City's urban trail network?	1	2	9
13. Have you visited a City of Austin library facility?	1	2	9
14. Have you participated in a City of Austin library program?	1	2	9
15. Have you had contact with the City of Austin Municipal Court?	1	2	9
16. Have you had contact with the City for code enforcement?	1	2	9
17. Have you visited the Austin-Bergstrom International Airport?	1	2	9
18. Have you called 3-1-1?	1	2	9
19. Have you called 9-1-1?	1	2	9
20. Have you had contact with the Austin Police Department?	1	2	9
21. Have you had contact with the Austin Fire Department?	1	2	9
22. Have you had contact with the Emergency Medical Services Department?	1	2	9
23. Have you had contact with Austin Public Health? (social services, public health services, etc.)	1	2	9
24. Have you had contact with the Planning and Zoning department (zoning, neighborhood/small area plans, Imagine Austin comprehensive plans)	1	2	9
25. Have you had contact with the City's Development Services department? (permitting, inspections)	1	2	9
26. Have you visited the Austin Animal Center?	1	2	9
Please indicate if you receive services from the following organizations:			
27. Does Austin Energy provide your electric service?	1	2	9
28. Does the City of Austin collect garbage at your residence?	1	2	9
29. Does the City of Austin provide your home with water and wastewater services?	1	2	9

19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: *"Employees of the City of Austin are ethical in the way they conduct city business."*

____(1) Strongly Disagree ____(3) Neutral ____(5) Strongly Agree
____(2) Disagree ____(4) Agree ____(9) Don't Know

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

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

21. Which of the following best describes your age?

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

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

_____ people

23. How many children, if any, do you have in your household who use childcare services such as daycare, after school programs, and/or camps?

_____ children

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

25. Which of the following best describes your RACE? *[Check all that apply.]*

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

26. 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

27. What is your gender identity? ____(1) Male ____(2) Female ____(3) Other

28. Do you own or rent your home? ____(1) Own ____(2) Rent

29. What is your HOME zip code? _____

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

_____

_____

_____

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

Your name: _____   E-mail: _____

Phone: _____

This concludes the survey – Thank you for your time!
Please return your survey in the 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.