



2018 Community Survey Results

February 19, 2019





Agenda

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



Purpose

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

Methodology

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

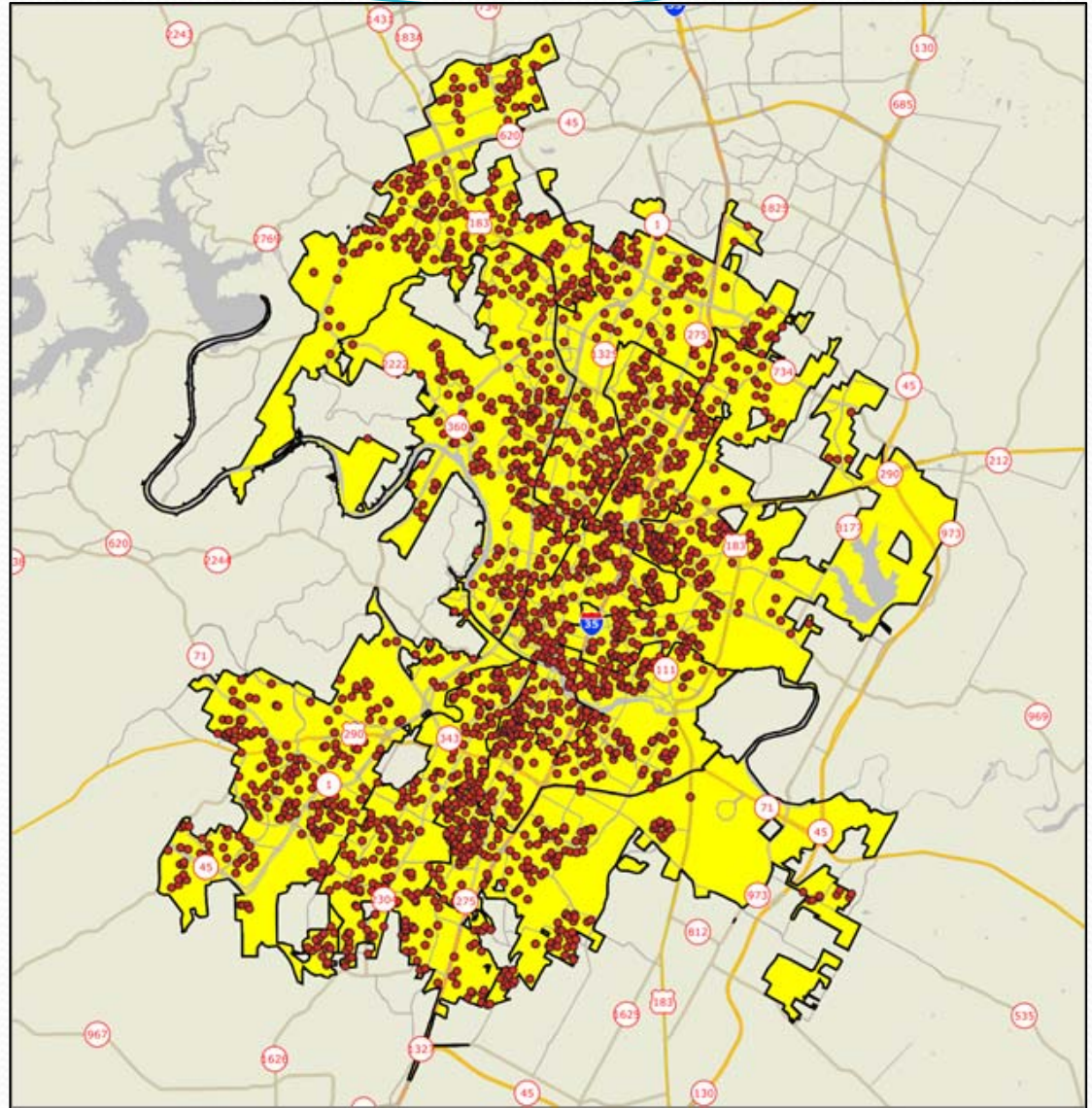


Survey Sample vs. Census

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

2018 City of Austin Community Survey

Location of Respondents





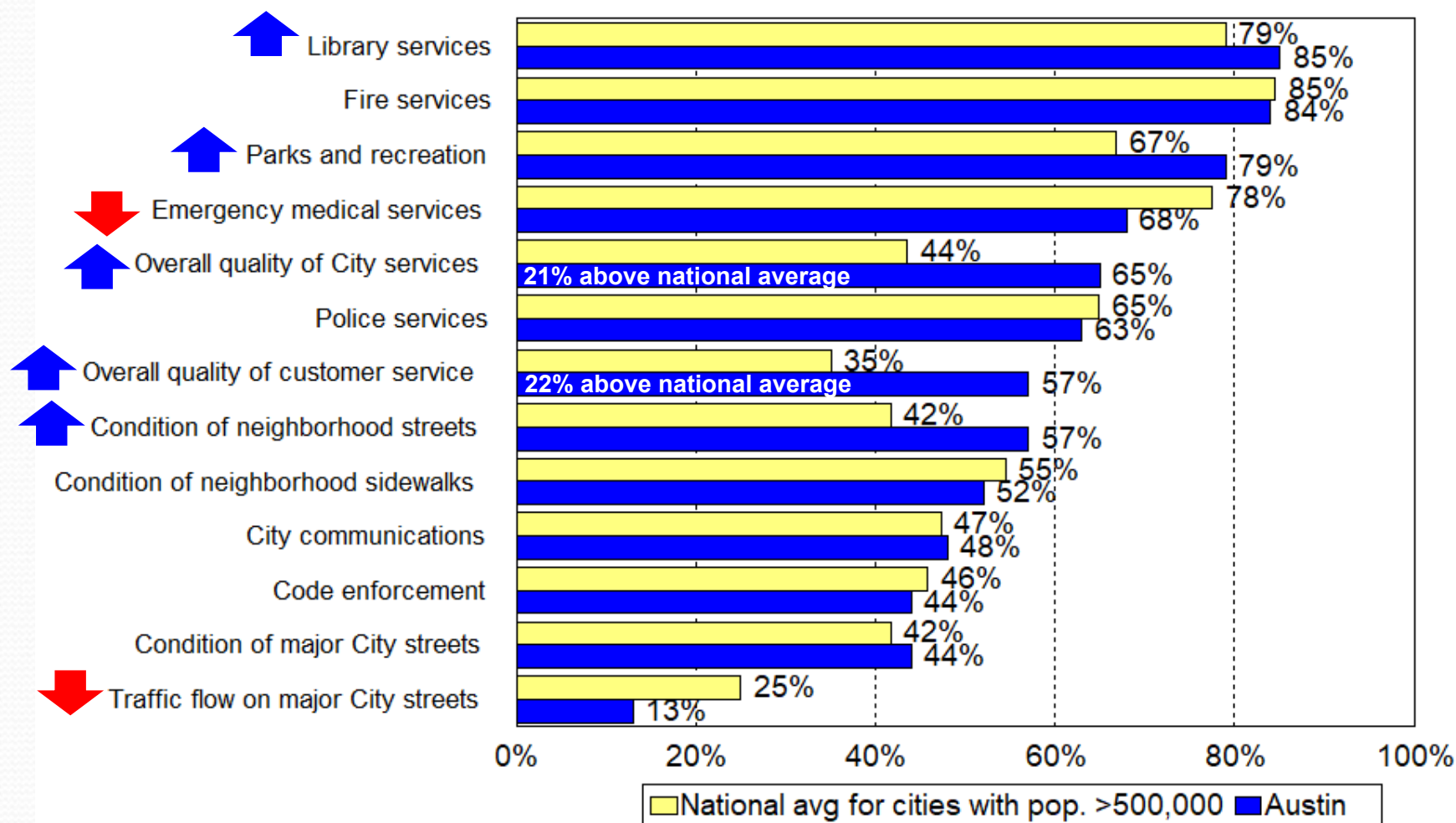
Satisfaction Levels in the City of Austin Are Higher than the National Average in Most Areas

Satisfaction with City Services

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

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

National Comparisons



Significantly Higher: ↑

Significantly Lower: ↓

Satisfaction with the Overall Quality of City Services Increased Significantly

Notable increases of more than 5% from 2017-2018

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

Survey Dashboard

City of Austin Annual Community Survey

2,261

Respondents

Clear All Filters

STEP 1

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

Survey Question

All

Respondent has used City Services

All

STEP 2

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

Year

2018

Council District

All

Race/Ethnicity

All

Gender

All

Response

All

Age

All

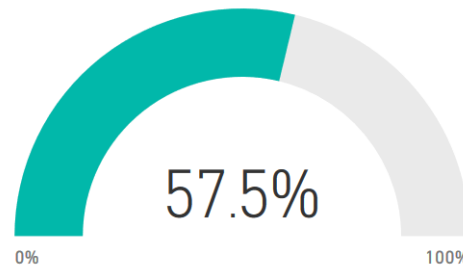
Income

All

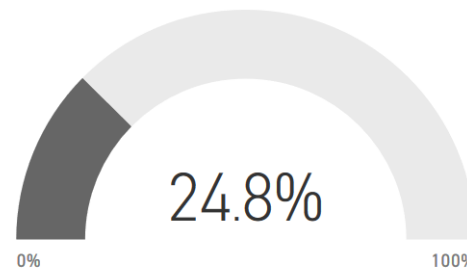
Own/Rent

All

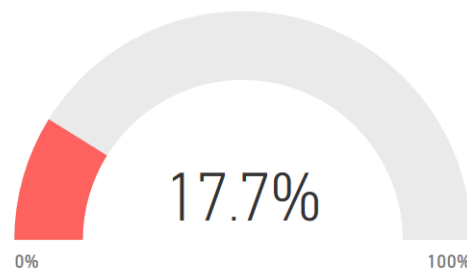
% Satisfied/Very Satisfied



% Neutral

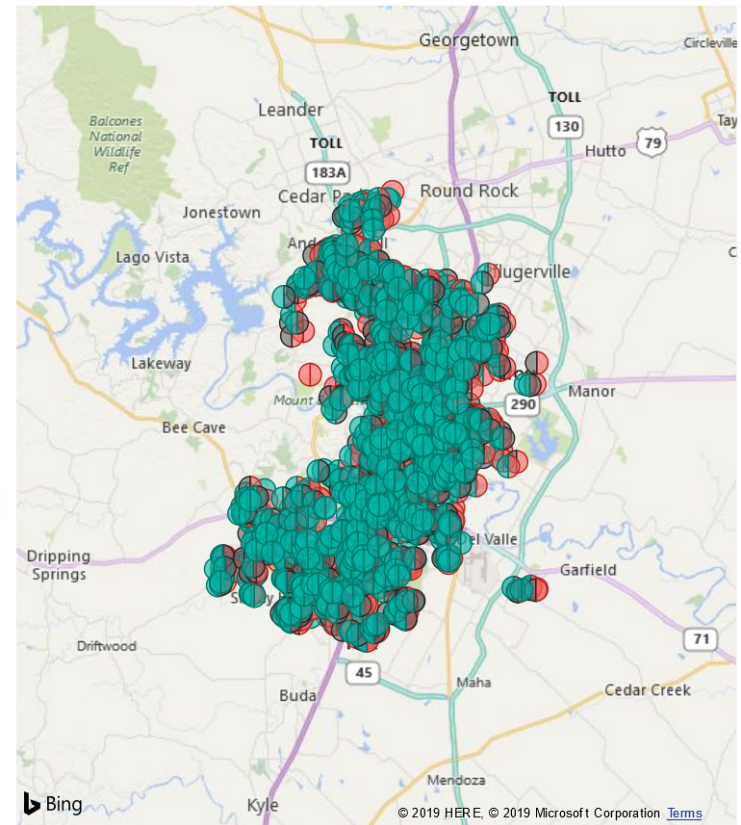


% Dissatisfied/Very Dissatisfied



City of Austin Community Survey Responses by Location

● Very Dissatisfied ● Dissatisfied ● Neutral ● Satisfied ● Very Satisfied



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

Questions?