



MEMORANDUM

TO: Mayor and Council Members

FROM: Kimberly Olivares, Chief Performance Officer *KSO*

DATE: February 12, 2020

SUBJECT: **2019 Community Survey Results**

I am pleased to release the results of the 2019 Community Survey. Each year, the City of Austin partners with an outside consultant (ETC Institute) to administer a community survey to assess satisfaction with the delivery of major City services and understand community priorities in alignment with Strategic Direction 2023 (SD23) outcomes. A total of 2,049 surveys were completed between June 29 and September 16, 2019, with a minimum of 200 per Council district. The survey was conducted using a random sample and resulted in a 95% confidence level and margin of error of +/- 2.2%. The survey provides valuable data to the organization to drive conversations about how we can improve services and the quality of life of our residents.

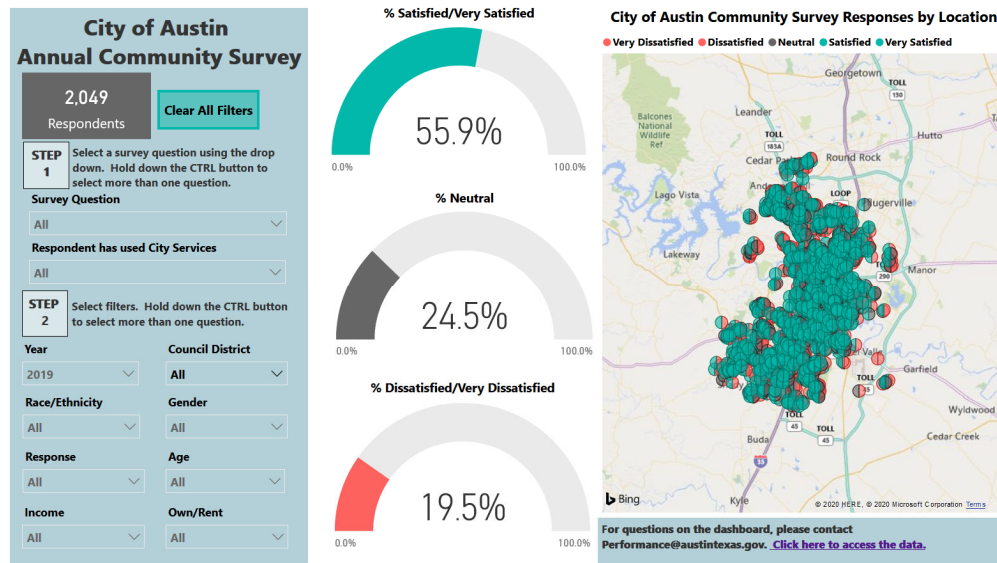
Overall, ETC Institute found that the City of Austin continues to set the standard for service delivery in numerous areas. For example, the overall quality of City services, communications, customer service, solid waste services, and the condition of neighborhood streets all rated 15% or more about the national average for large U.S. cities. In addition, Austin as a place to work, to live, and to raise children rated, respectively, 27%, 19%, and 12% higher than the national average for large U.S. cities. Last, satisfaction with the overall quality of City services remains high in all City Council districts.

Following adoption of Strategic Direction 2023 in 2018, the Office of Performance Management redesigned the survey to align with the six strategic outcomes. The survey provides data for 31 of the SD23 performance measures. Of the 31 measures, 5 align with the top 10 indicator categories as prioritized by City Council. The table on the following page outlines those measures and the change in satisfaction between 2018 and 2019.

You may recall that with the release of the 2018 survey results, staff also published a dashboard to facilitate public examination of the data since 2015 (when the survey shifted to gathering results based on Council district). The dashboard allows individuals to view satisfaction and dissatisfaction ratings for each question and filter based on Council district, race/ethnicity, gender, age, income, and if the respondent is a homeowner or renter. This dashboard, as well as the written reports for each survey since 2013, can be found on the [Austin Finance Online website](#).

Staff is committed to utilizing data to drive improvements to City services as well as advancing implementation of the City Council priorities outlined in Strategic Direction 2023. I am available for any questions you may have.

Community Survey Dashboard



Survey Questions/Measures in Alignment with Council's Top Ten SD23 Indicator Priorities

Outcome	Indicator	Measure	2018 Satisfaction	2019 Satisfaction	Change
Mobility	Accessibility to and equity of multi-modal transportation choices	Percentage satisfaction with transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	26%	24%	-2%
Safety	Fair administration of justice	Percentage of people who agree they were treated fairly during our enforcement and judicial processes *	55%	52%	-3%
Health & Environment	Accessibility to quality parks, trails, and recreational opportunities	Percentage of residents satisfied with Parks and Recreation programs and facilities *	69%	66%	-3%
Health & Environment	Climate Change and Resilience	Percentage of residents who report having high levels of social support through friends and neighbors outside of their home	75%	78%	3%
Government that Works for All	Condition/quality of City facilities and infrastructure and effective adoption of technology	Percentage of residents and employees who are satisfied with the condition of City-owned facilities (e.g. cleanliness, safety, accessibility)	65%	62%	-3%

* Satisfaction ratings for these measures are weighted because they require combining responses from 2 or more survey questions.

CC: Spencer Cronk, City Manager
 Nuria Rivera-Vandermyde, Deputy City Manager (Government that Works for All)
 Rey Arellano, Assistant City Manager (Safety)
 Gina Fiandaca, Assistant City Manager (Mobility)
 Rodney Gonzales, Assistant City Manager (Economic Opportunity and Affordability)
 Christopher Shorter, Assistant City Manager (Health and Environment, Culture and Lifelong Learning)
 Elaine Hart, Chief Financial Officer
 Ed Van Eenoo, Deputy Chief Financial Officer
 Department Directors



City of Austin *2019 Community Survey* *Findings*

Presented by
ETC Institute



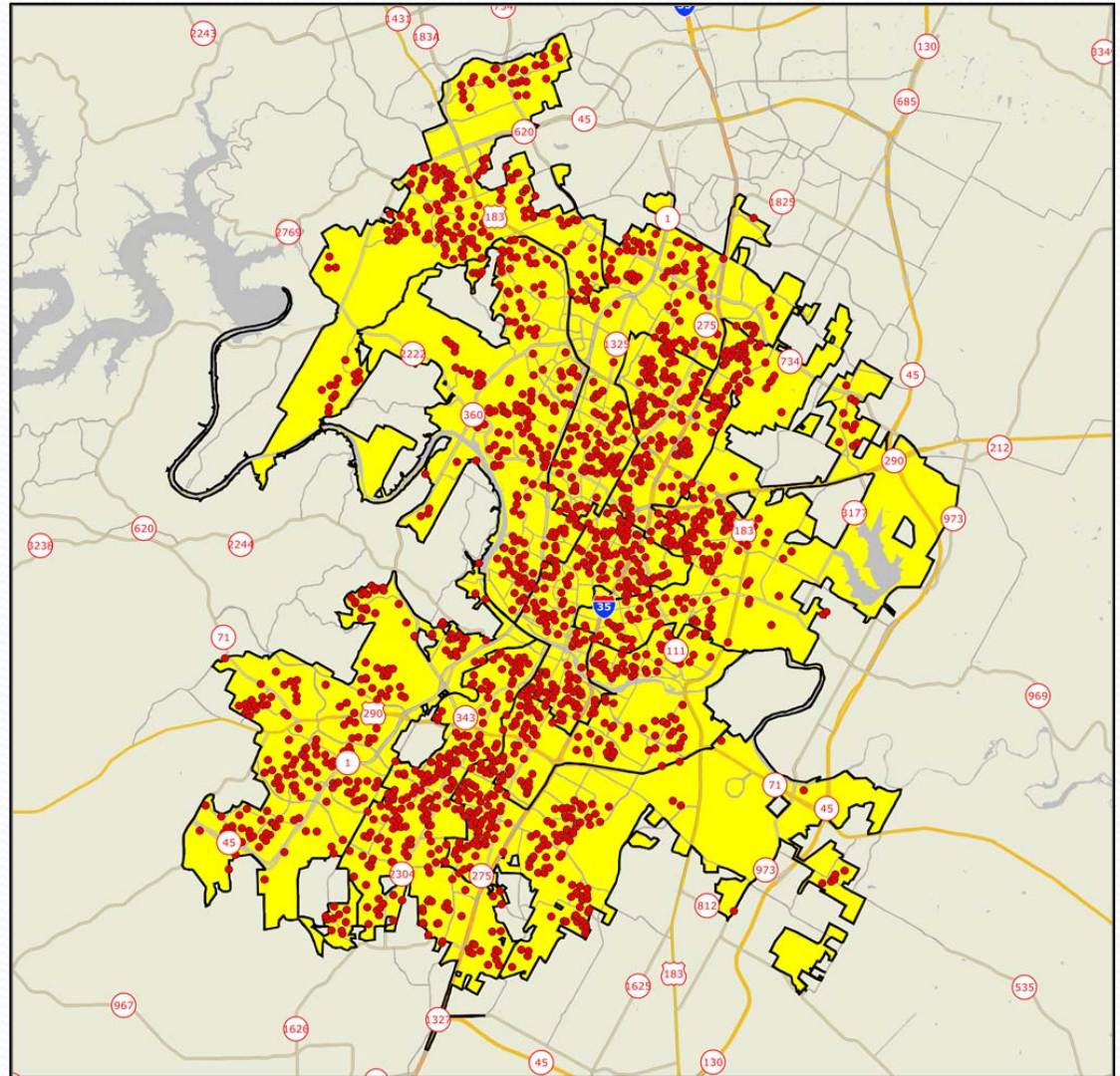


Methodology

- **Survey Description**
 - survey redesigned to ensure complete alignment with strategic outcomes
 - included many of the questions that were asked on surveys administered between 2013 and 2019
- **Method of Administration**
 - conducted Summer of 2019 by mail and Internet to a randomly selected sample of households with follow-up by email
 - each survey took approximately 15 minutes to complete
- **Sample size:**
 - 2,049 completed surveys
 - a minimum of 200 surveys completed in each of the City's 10 Council Districts
- **Confidence level: 95%**
- **Margin of error: +/- 2.2% overall**

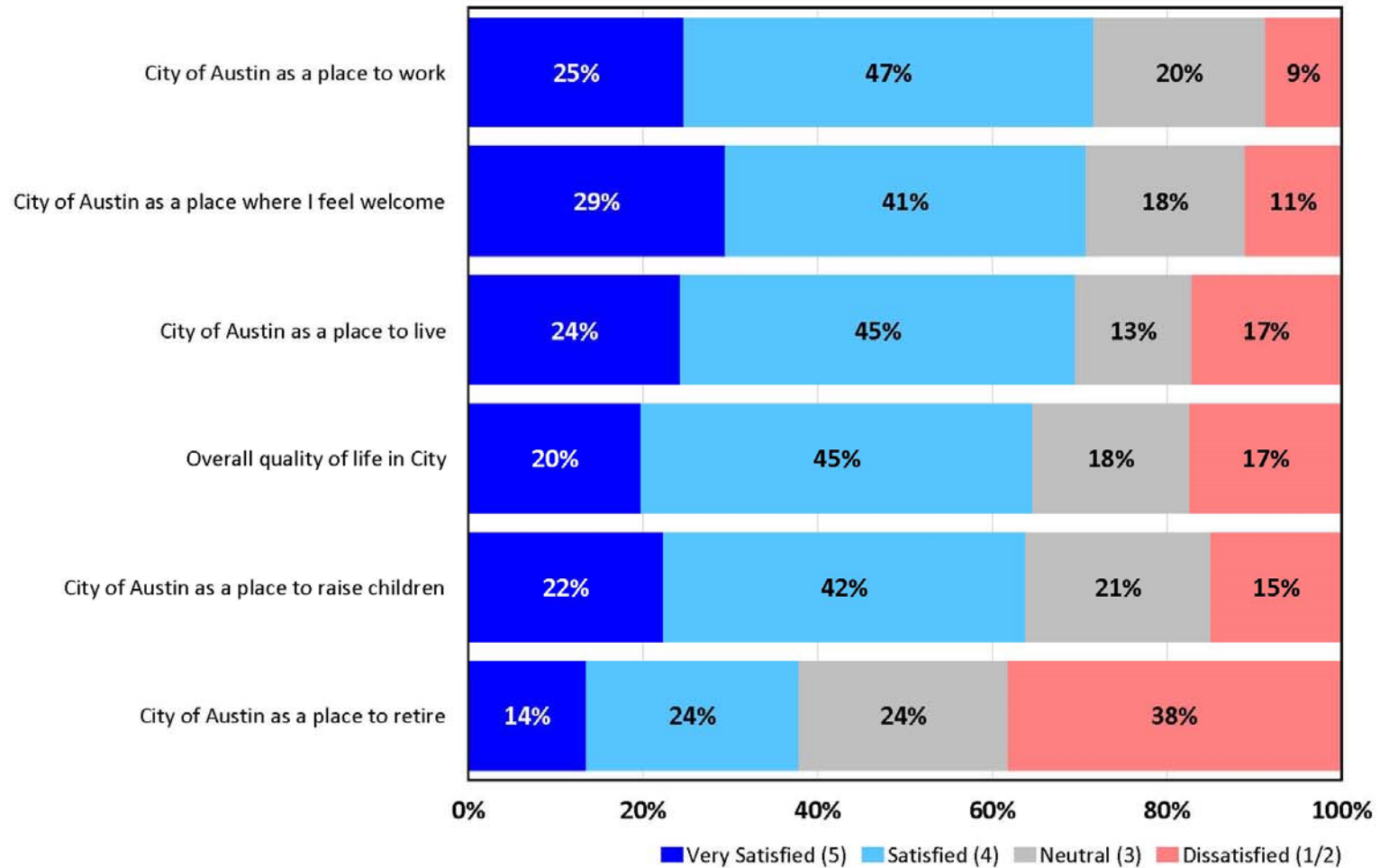
2019 City of Austin Community Survey

Location of Respondents



Q1. Quality of Life

by percentage of respondents (excluding "don't know")



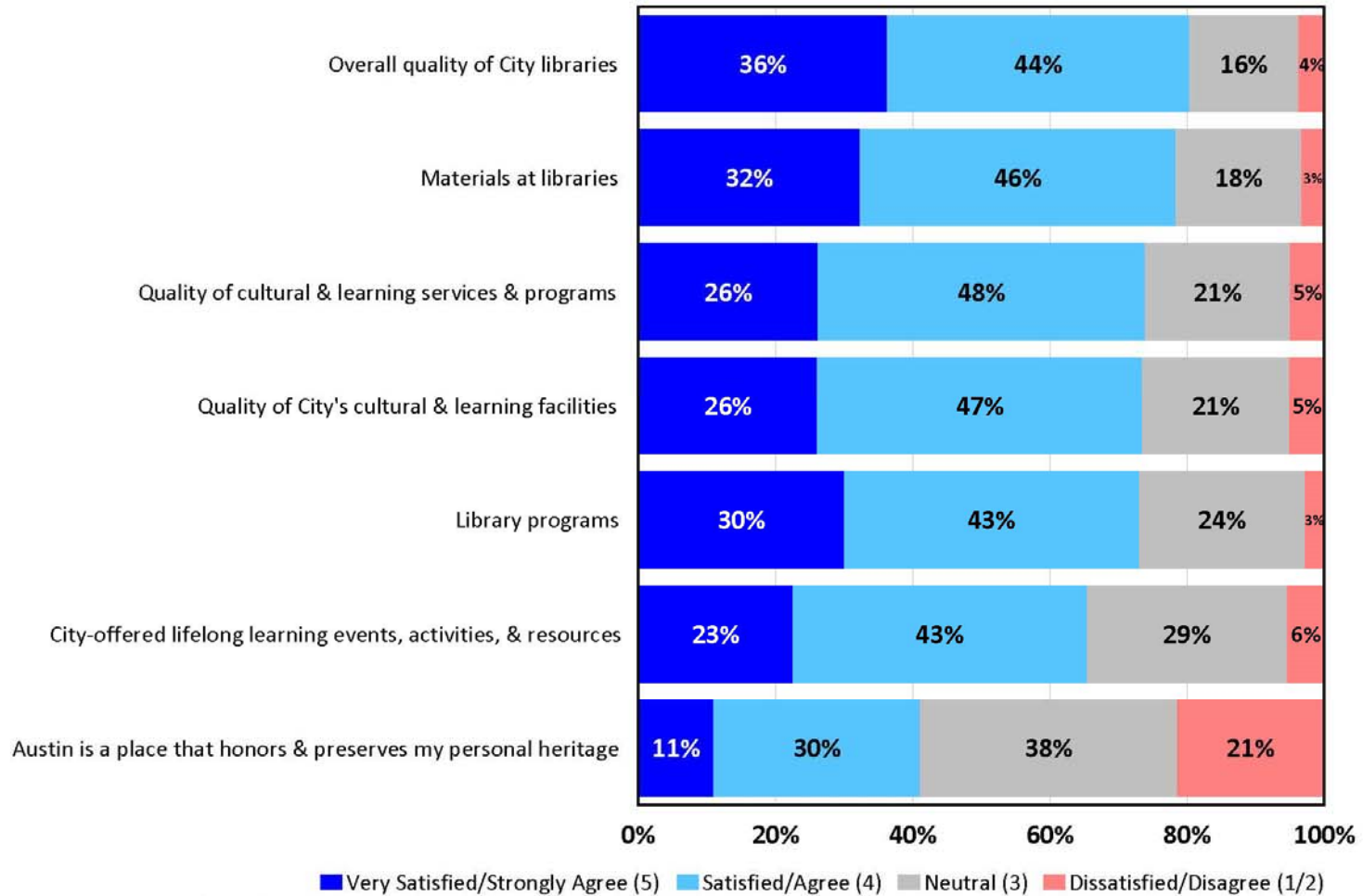
Source: ETC Institute (2019)

(n=2049)

Most Residents Feel Good About Living in Austin, But the City Gets Lower Ratings as a Place to Retire.

Q11. Culture and Lifelong Learning

by percentage of respondents (excluding "don't know")



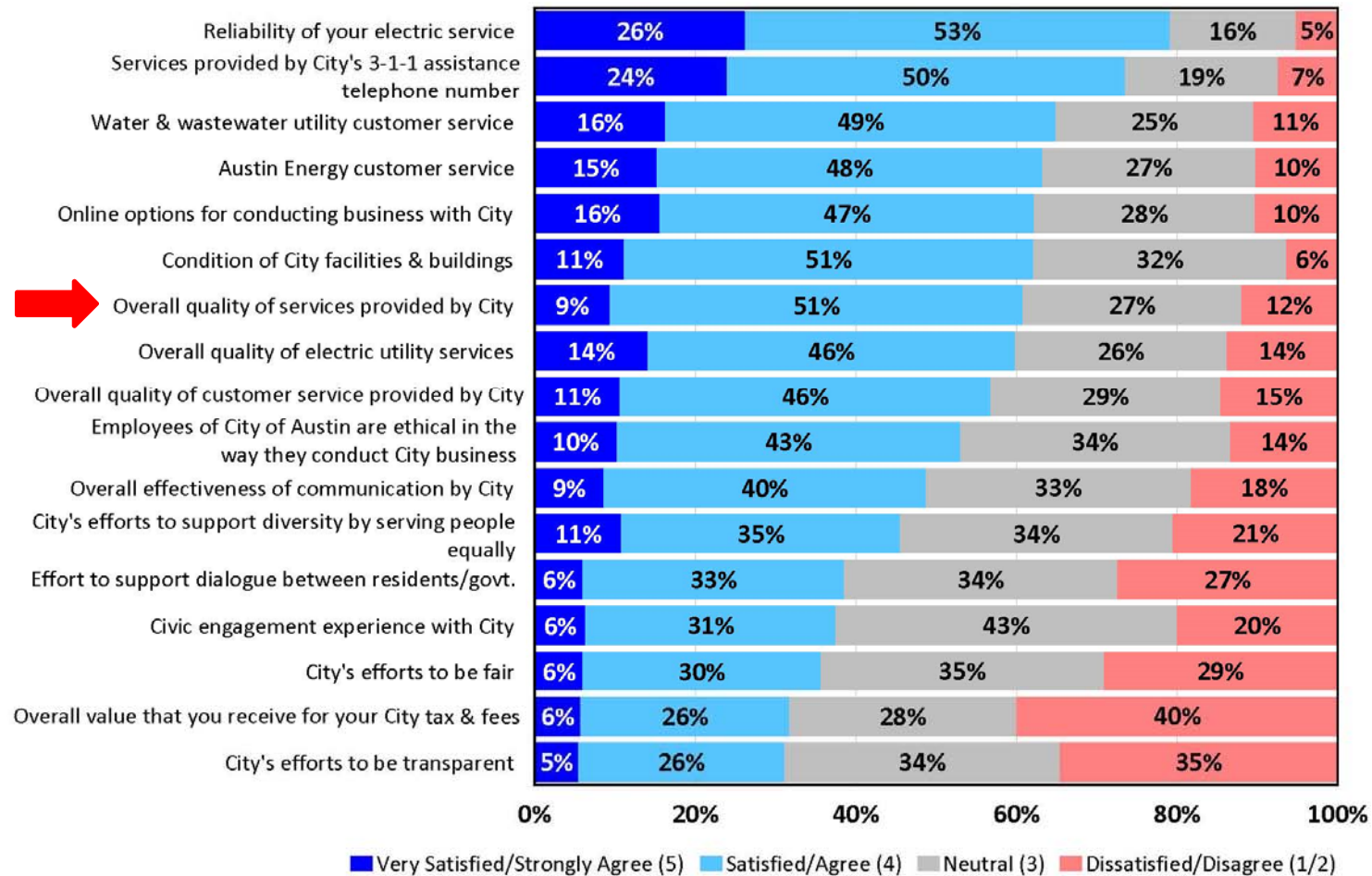
Source: ETC Institute (2019)

(n=2049)

Satisfied with Libraries and Cultural Services/Programs is Very High

Q13. Government that Works for All

by percentage of respondents (excluding "don't know")



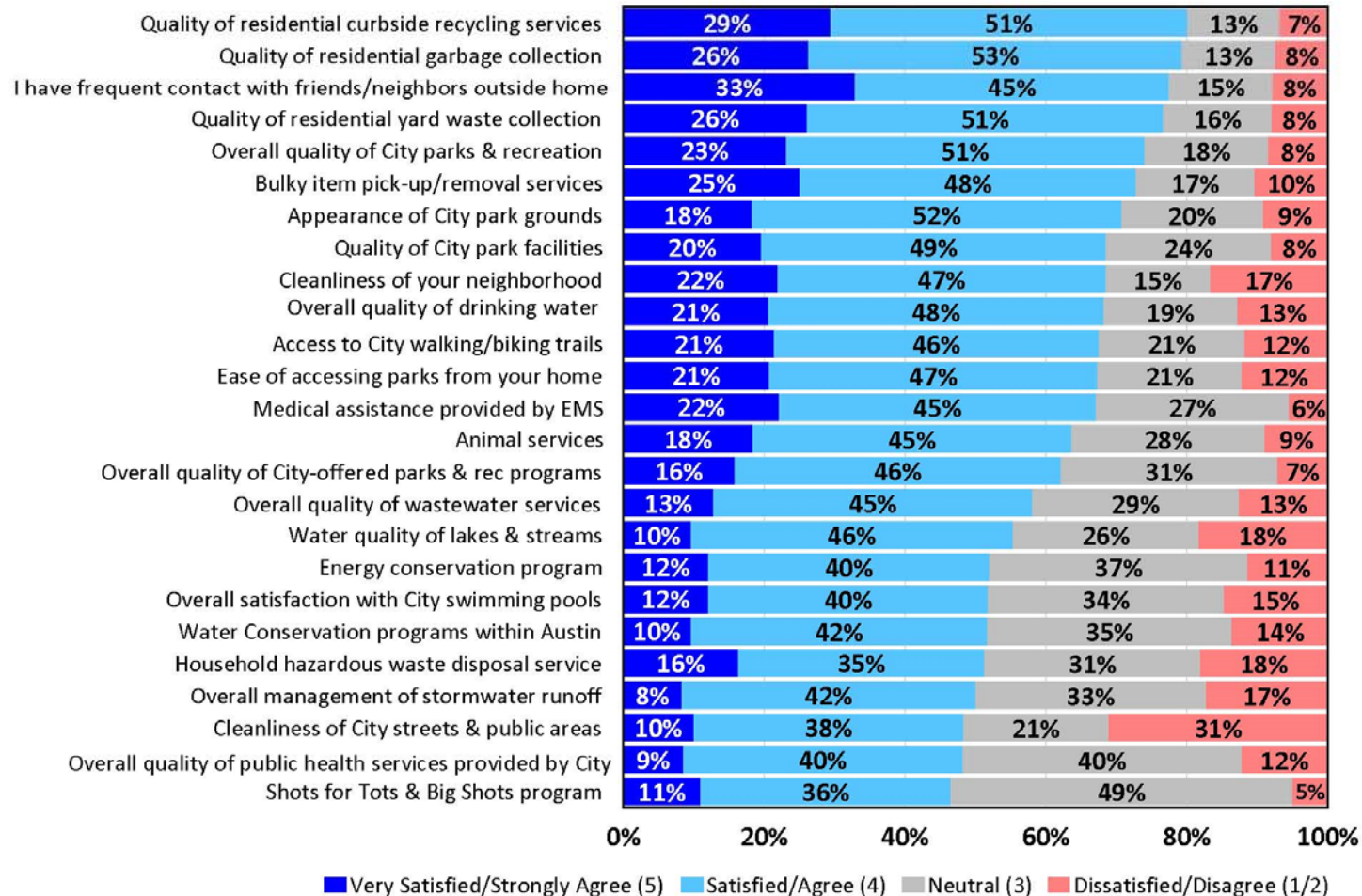
Source: ETC Institute (2019)

(n=2049)

Residents Are 5 Times More Likely to Be Satisfied with the Overall Quality of City Services Than They Are to Be Dissatisfied (60% Satisfied vs. 12% Dissatisfied)

Q5. Health and Environment

by percentage of respondents (excluding "don't know")



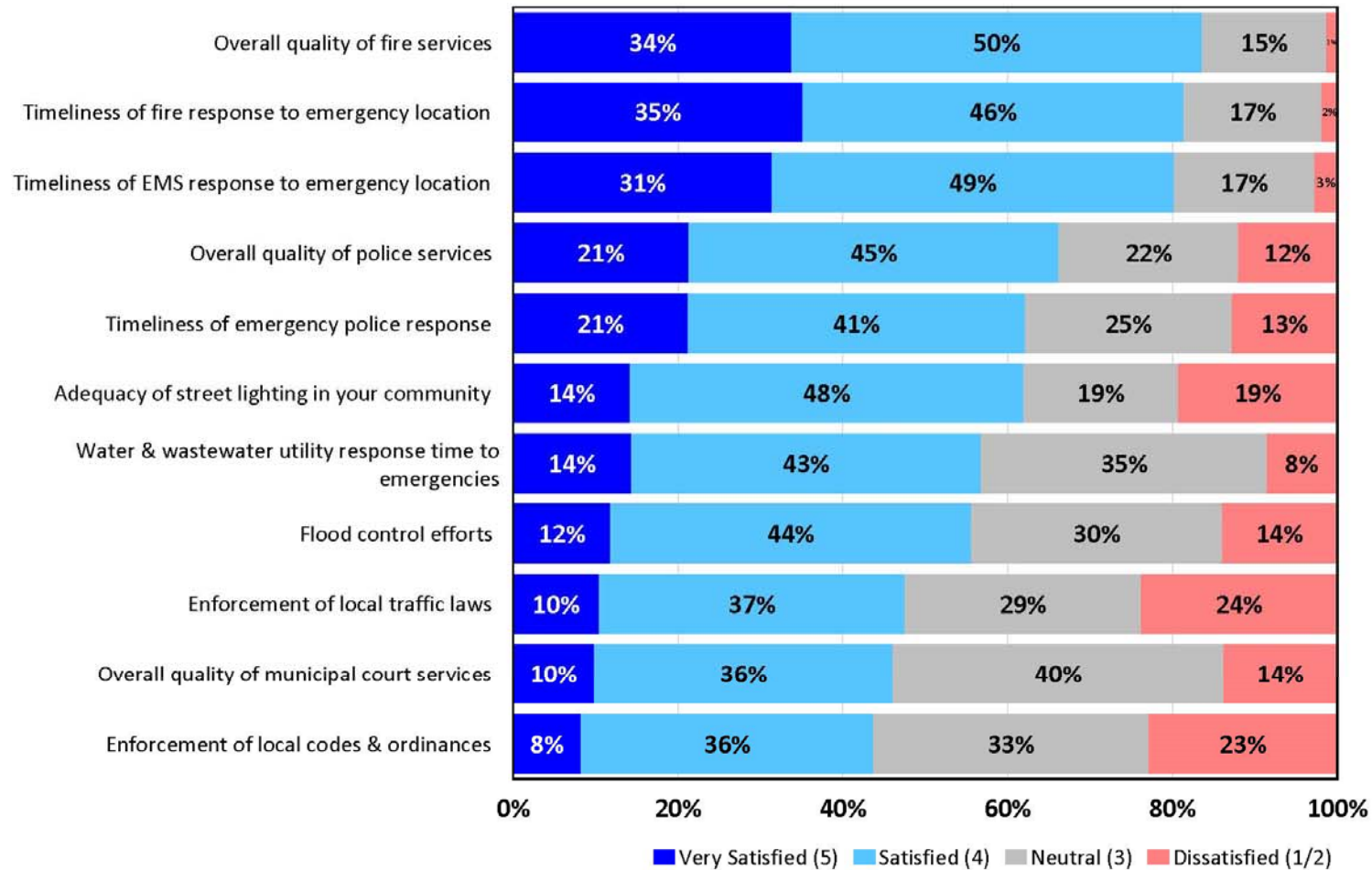
Source: ETC Institute (2019)

(n=2049)

Solid Waste and Parks/Recreation Related Services and Facilities Rated Very High.
Cleanliness of City Streets/Public Areas Was the Only Area in This Category That Had High Levels of Dissatisfaction.

Q7. Safety

by percentage of respondents (excluding "don't know")



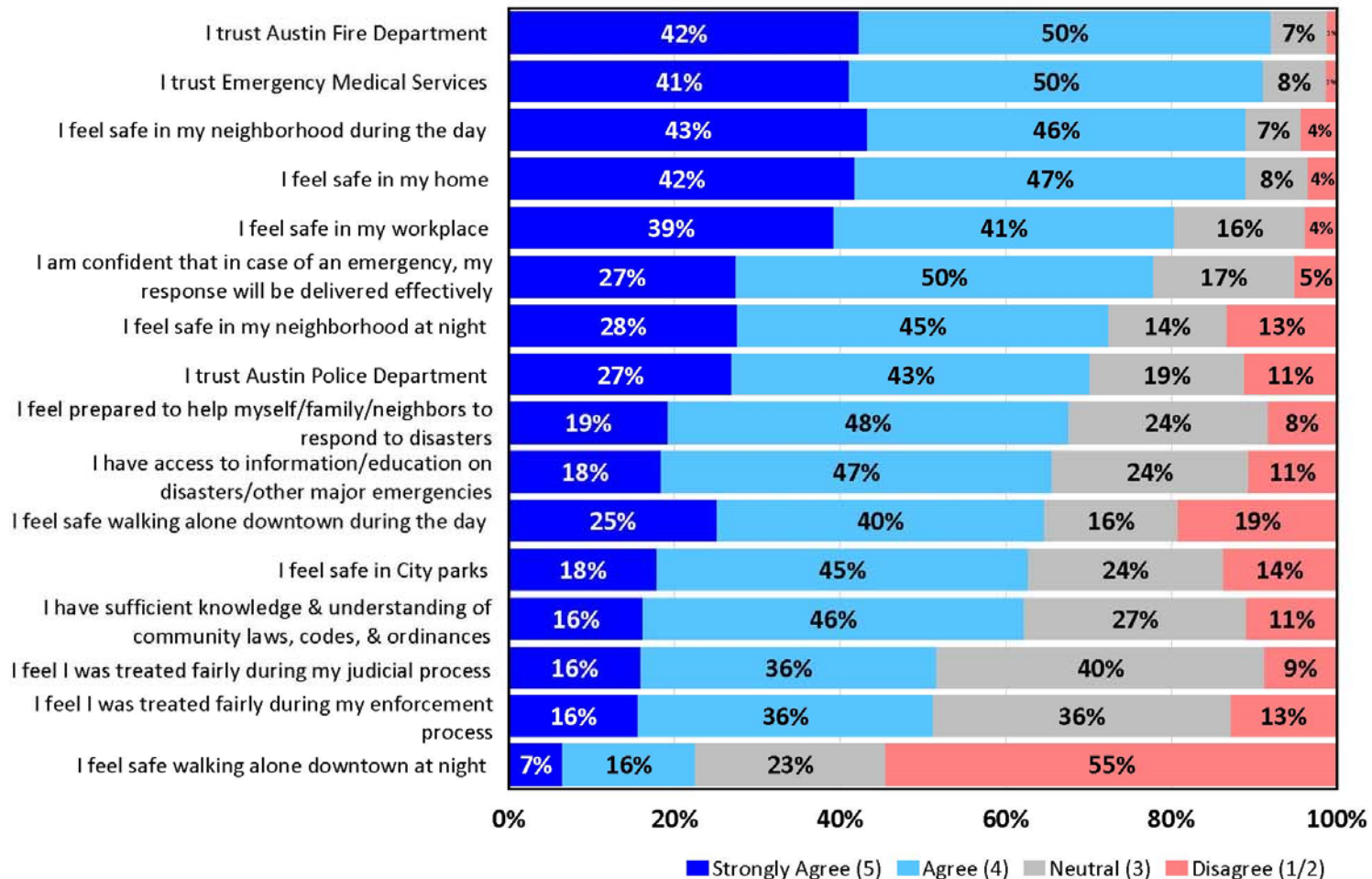
Source: ETC Institute (2019)

(n=2049)

**Residents Generally Feel Good About Public Safety Services,
Particularly Fire and EMS.**

Q7. Safety

by percentage of respondents (excluding "don't know")



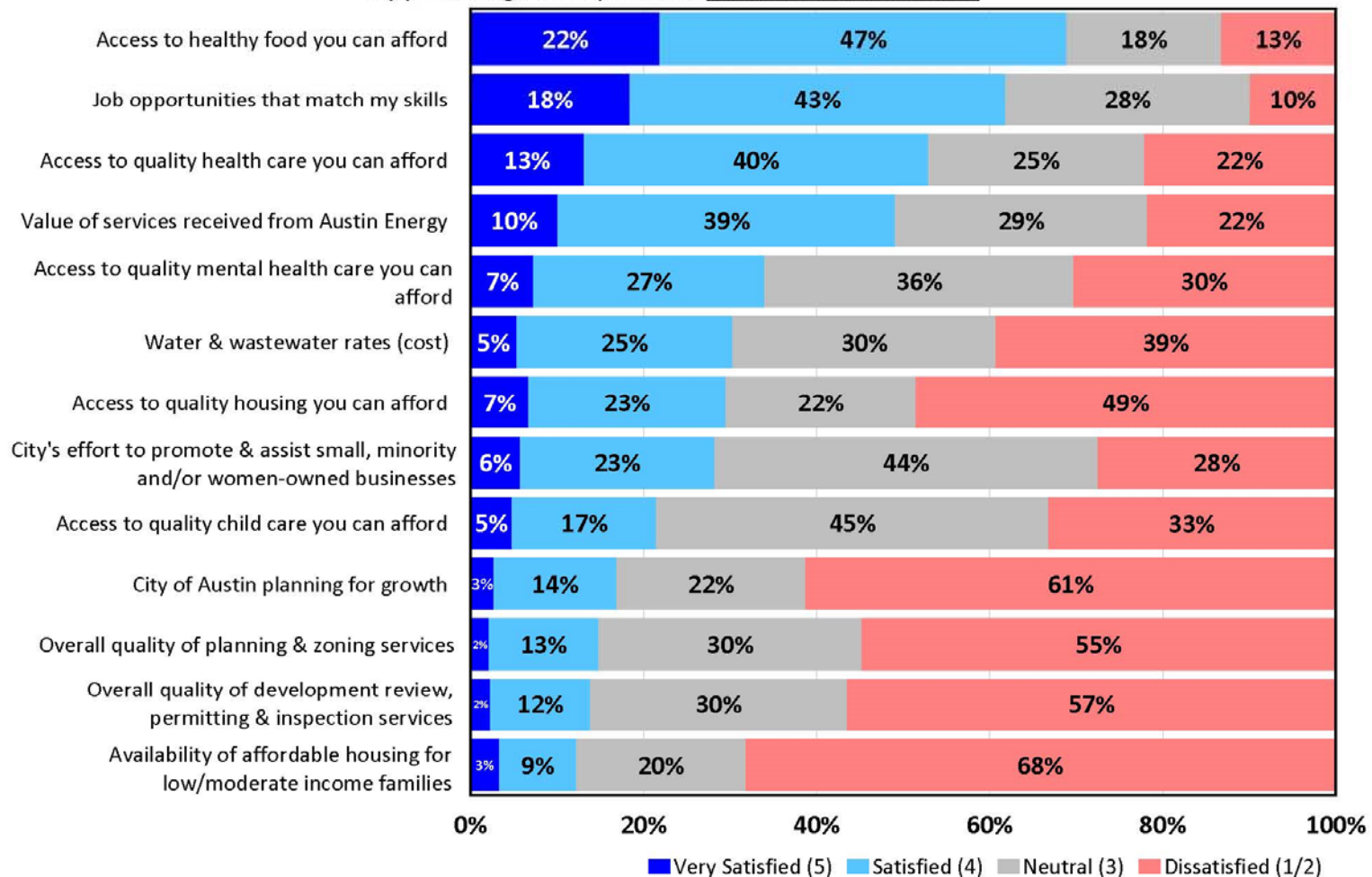
Source: ETC Institute (2019)

(n=2049)

Residents Feel Least Safe in Downtown Austin at Night

Q3. Economic Opportunity and Affordability

by percentage of respondents (excluding "don't know")



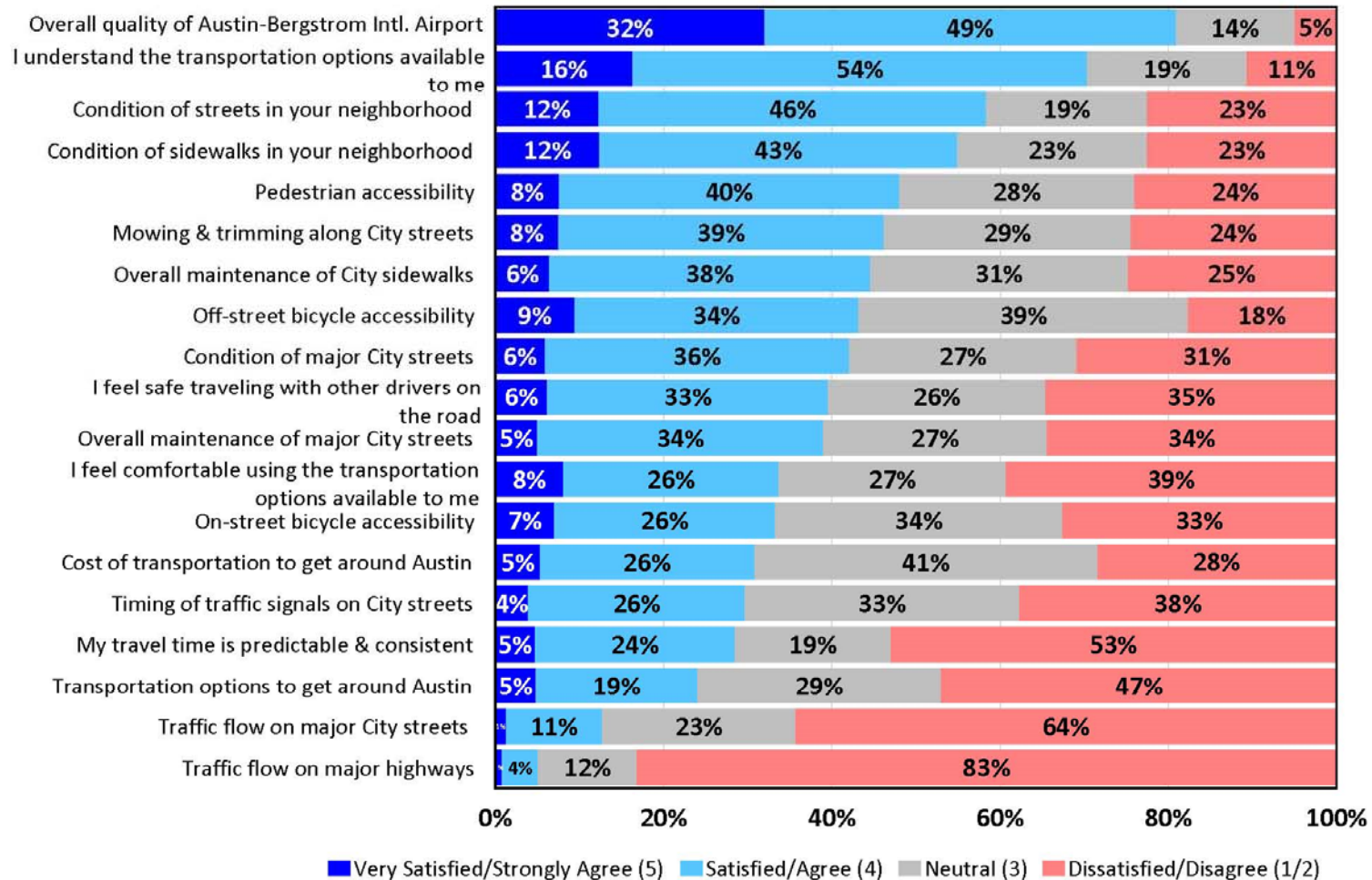
Source: ETC Institute (2019)

(n=2049)

Satisfaction with Planning and Housing Related Issues Were Among the Lowest Rated Areas on the Survey. Although Development Review, Permitting, and Inspection Services Rated Low, Overall Satisfaction Increased from 2018-19.

Q9. Mobility

by percentage of respondents (excluding "don't know")



Source: ETC Institute (2019)

(n=2049)

81% of Residents Are Satisfied with the Austin-Bergstrom International Airport, But Most Residents Are Dissatisfied with Traffic Flow on Highways (83%) and Major City Streets (64%)

Q13-01 Overall quality of services provided by the City

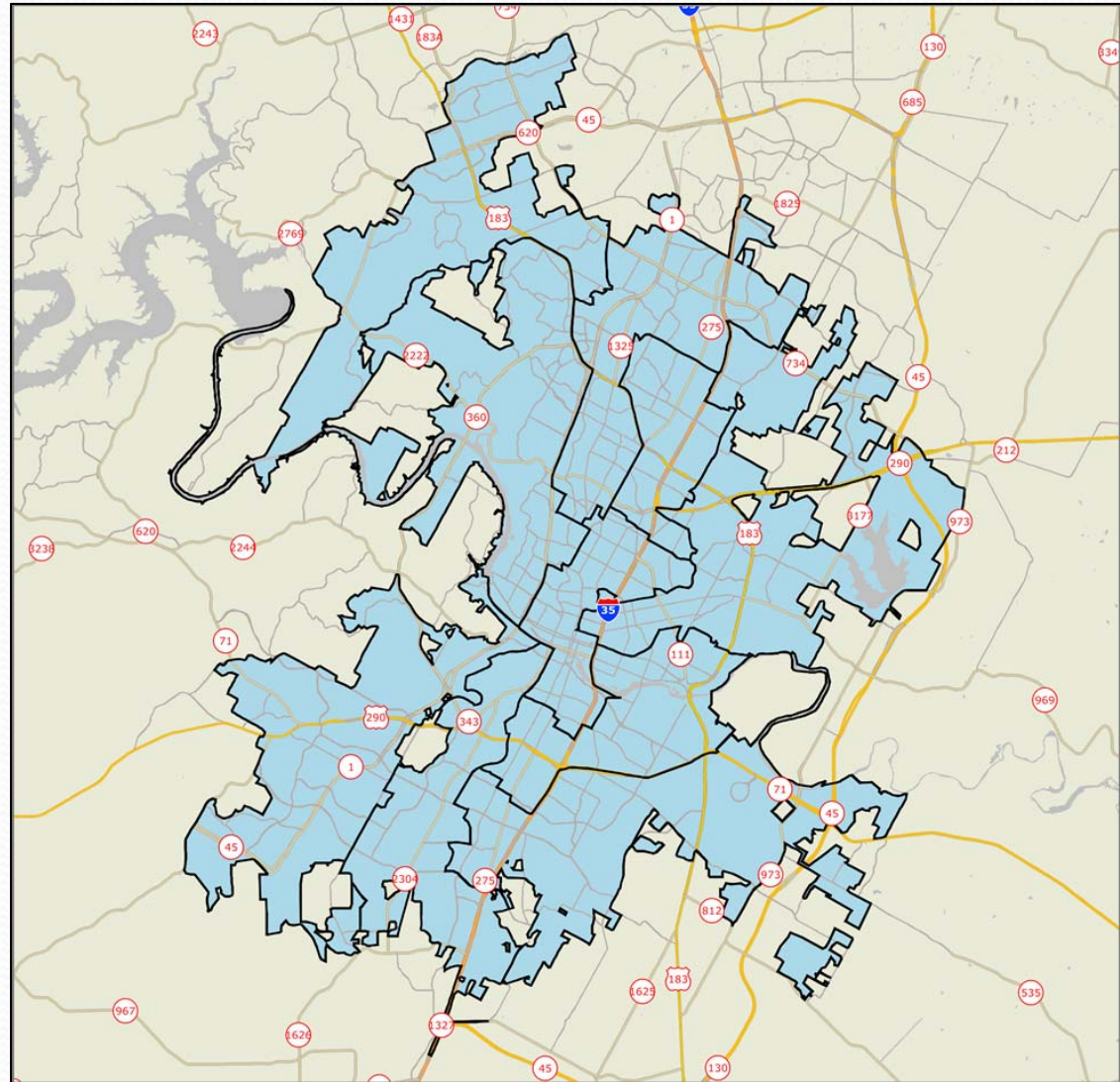
**Satisfaction with
the Overall Quality
of City Services
Is High in All
City Council
Districts**

Citizen Satisfaction

Mean rating on a 5-point scale



ETC INSTITUTE



2019 City of Austin Community Survey

Shading reflects the mean rating for all respondents by Council District



Setting the Standard

(more that 15% above the national average)

- City of Austin as a place to work (+27%)
- Quality of residential yard waste collection (+23%)
- Bulky item pick-up/removal services (+22%)
- Quality of residential curbside recycling services (+20%)
- Overall quality of services provided by City (+19%)
- City of Austin as a place to live (+19%)
- Condition of streets in your neighborhood (residential streets) (+18%)
- Overall quality of customer service provided by City (+18%)
- Overall effectiveness of communication by City (+16%)



Notable INCREASES 2018-2019

Increases in Satisfaction with City Services

- Overall quality of City parks & recreation (+10%)
- Adequacy of street lighting in your community (+6%)
- Overall quality of Austin-Bergstrom International Airport (+4%)
- Overall quality of police services (+4%)
- Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks) (+4%)
- Value of services received from Austin Energy (+4%)
- Overall quality of development review, permitting & inspection services (+4%)

Increases in Other Areas Assessed on the Survey

- Access to quality mental health care you can afford (+11%)
- Access to quality childcare you can afford (+10%)
- Access to quality health care you can afford (+4%)
- Job opportunities that match my skills (+4%)