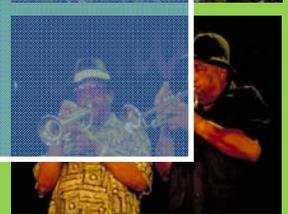


# *2011 City of Austin DirectionFinder® Survey*

## **Final Report**

*Submitted to*

*The City of Austin, TX*

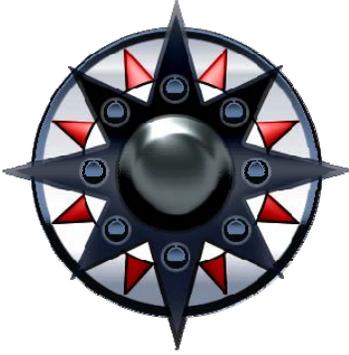


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October 2011



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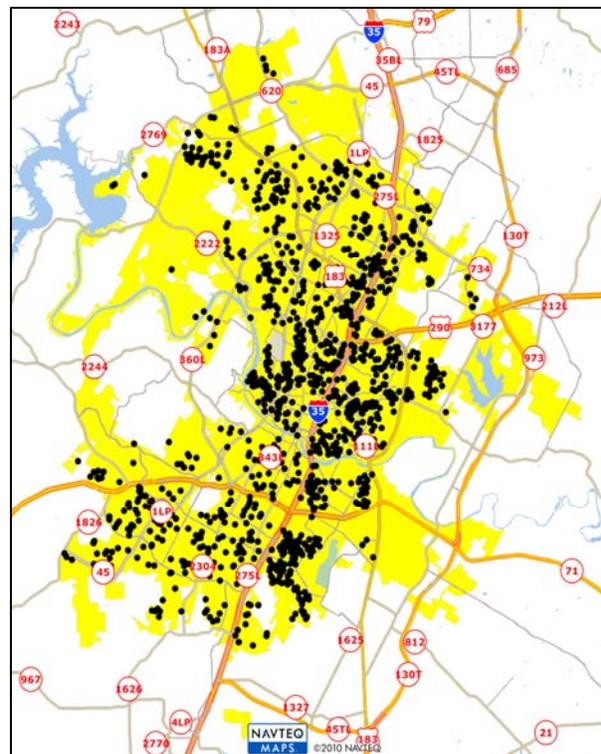
# 2011 Austin Community Survey Executive Summary Report

## Overview and Methodology

During fall of 2011, 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.

**Methodology.** A five-page survey was mailed to a stratified random sample of 3,000 households in the City. The sample was stratified to ensure the completion of at least 200 surveys in each of six areas of the City: northeast, northwest, east central, west central, southeast, and southwest. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 687 completed the survey by phone and 652 returned it by mail for a total of 1,339 completed surveys. The results for the random sample of 1,339 households have a 95% level of confidence with a precision of at least +/- 2.7%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

**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. The dots on the map to the right show the distribution of survey respondents based on the location of their home.





**Don't knows.** The percentage of “don't know” responses has been excluded from graphs that show trends from 2009 to 2011 to facilitate valid comparisons. 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 5 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 and trends from 2009 to 2011 (Section 1)
- benchmarking data that shows how the results for the City of Austin compare to other cities (Section 2)
- importance-satisfaction analysis that identified priorities for investment (Section 3)
- GIS maps that show the results of the survey on maps of the City (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

Crosstabulations that show the results for various demographic groups are provided in a separate appendix.

## How Austin Compares to Other Communities

The City of Austin is setting the standard for performance among large U.S. cities. Overall satisfaction with city services rated #1 among 13 cities with populations greater than 500,000 in ETC Institute's DirectionFinder® database. The other large cities included Dallas, Fort Worth, Oklahoma City, San Francisco, Seattle, Boston, New York, San Diego, Indianapolis, San Jose, Houston, and Detroit.

In addition, the City of Austin **rated at or above the national average** for cities with a population of more than 250,000 in 41 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+26%)
- Condition of streets in neighborhoods (+22%)
- Overall quality of services provided by the City (+19%)
- Overall effectiveness of communication by the City (+14%)
- Quality of residential curbside recycling services (+14%)
- Overall value that you receive for your city taxes/fees (+13%)
- Cleanliness of city streets and public areas (+13%)
- I feel safe in my neighborhood at night (+12%)
- Overall satisfaction with city swimming pools (+12%)
- The City as a place to live (+11%)



- Overall maintenance of city streets and sidewalks (+11%)
- Bulky item pick-up/removal services (+11%)
- Condition of major city streets (+10%)
- Number of walking/biking trails (+10%)

The City of Austin **rated below the national average** for cities with a population of more than 250,000 in 5 of the 46 areas that were assessed. The only area in which Austin rated significantly below the national average (more than 5% below the national average) was:

- Traffic flow on major city streets (-10%)

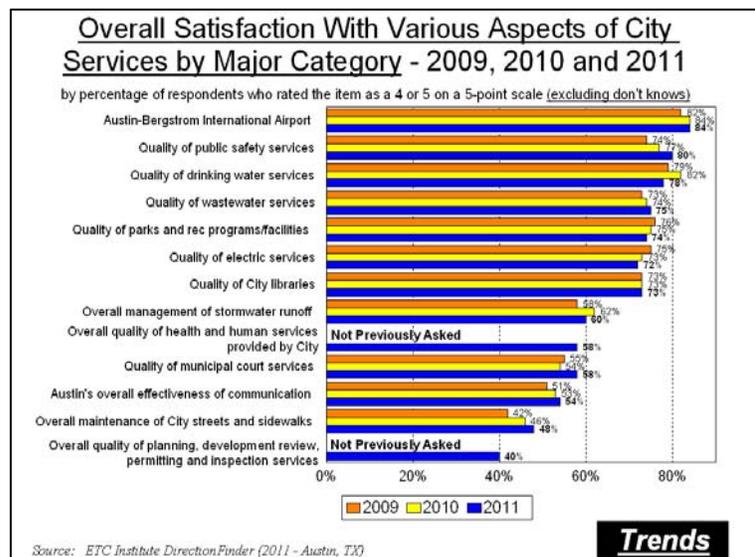
### Perceptions of the Community

Most residents have a positive perception of the City. Eighty-nine percent (89%) of those surveyed, who had an opinion, gave positive ratings for Austin as a place to live; 80% gave positive ratings for the quality of life in Austin; 79% gave positive ratings for Austin as a place to raise children, and 77% gave positive ratings for Austin as a place to work. There were no significant changes from 2010 to 2011 in perceptions that residents have of the City.

### Overall Satisfaction with Major City Services

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 (84%), the quality of public safety services (80%), the quality of drinking water services (78%) and the quality of wastewater services (75%). Residents were least satisfied with the quality of planning, development review, permitting and inspection services (40%).

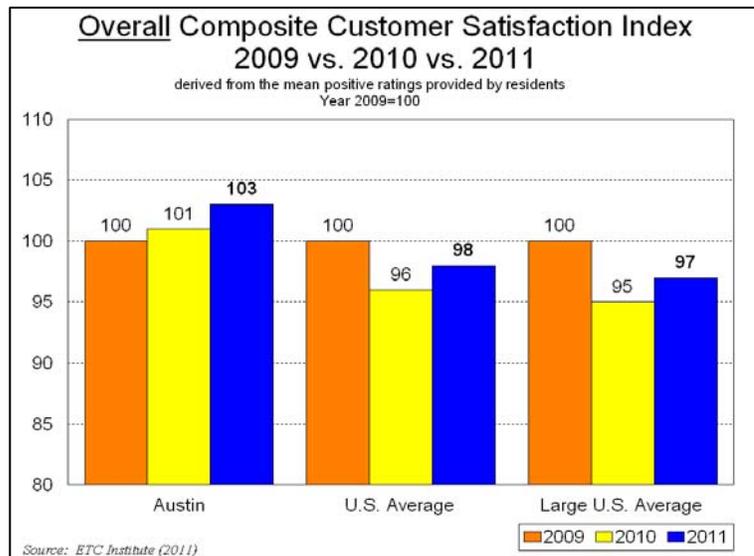
**Trends.** As the chart to the right shows, the overall major category of City service that showed a statistically significant increase (change of 4% or more) in satisfaction from 2010 was the quality of municipal court services (+4%). There was a statistically significant decrease (change of 4% or more) in satisfaction in the quality of drinking water services from 2010 (-4%).



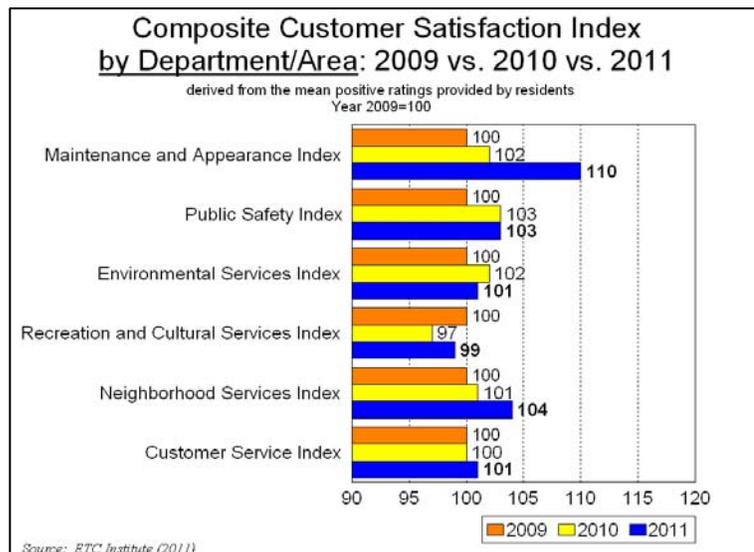


**Composite Performance Indices.** To objectively assess the change in satisfaction with city services from 2009, ETC Institute developed Composite Customer Satisfaction Indices for the City. The Composite Customer Satisfaction Indices by department/area are derived from the mean rating for each specific department/area. The index for each department is then calculated by dividing the mean rating from the current year by the mean rating from 2009 and then multiplying the result by 100. The overall index is derived from the mean rating of the six Departmental Composite Customer Satisfaction Indices and then multiplying the result by 100.

**Overall Index.** The chart to the right shows the Composite Customer Satisfaction Index from 2009, 2010 and 2011 for the City of Austin, all U.S. cities, and large cities with populations above 250,000. While the Composite Customer Satisfaction Indices for all U.S. cities and large U.S. cities improved 2 points from 2010, the index ratings have still not rebounded to the base year index rating of 100. In comparison, the Composite Satisfaction Index for the City of Austin improved 2 points from 2010. City leaders in Austin are to be commended for their efforts to sustain high levels of service.



**Departmental/Area Index.** The chart below shows how the composite performance of specific departments/areas changed from 2009 to 2011. The index compares the mean ratings for all questions that were assessed in 2009, 2010 and 2011. Since 2009 is the base year, values greater than 100 indicate that the composite performance for the department/area improved from 2009. Values less than 100 indicated that the composite performance has decreased from 2009. Five of the six areas stayed the same or increased from 2010. Environmental Services was the only area that decreased from 2010; however this index has still improved from 2009.





## SATISFACTION WITH SPECIFIC CITY SERVICES

### 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 (89%), the timeliness of Fire response to emergencies (87%), medical assistance provided by EMS (86%) and the timeliness of EMS response to an emergency location (85%). Residents were least satisfied with the enforcement of local traffic laws (62%).

There were no statistically significant changes (changes of 4% or more) in satisfaction in any of the public safety services rated from 2010. However, satisfaction increased slightly in four of the seven categories from 2010; it stayed the same in one area and decreased slightly in two areas.

### 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: the Energy Conservation program (65%), flood control efforts (65%), and the Water Conservation programs (64%). All of the environmental services that were rated had dissatisfaction levels of 12% or less.

The environmental service that showed a statistically significant increase (change of 4% or more) in satisfaction was the water and wastewater utility response time to emergencies (+4%). There was a significant decrease (change of 4% or more) in the water quality of lakes and streams (-4%).

### Recreation and Cultural Services

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 (80%), the number of City parks (75%), library programs (72%), materials at libraries (72%) and the quality of parks and recreation programs (70%). Fifteen percent (15%) or less of the residents surveyed were dissatisfied with any of the recreation and cultural services assessed.



There were significant increases (changes of 4% or more) in satisfaction in two of the fifteen recreation and cultural categories from 2010, including: the quality of facilities at city parks (+4%) and the quality of adult athletic programs (+4%). There were no significant decreases.

## 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 curbside recycling services (86%), the quality of residential garbage collection (85%), the reliability of electric service (84%), the quality of residential yard waste collection (82%) and the safety of drinking water (82%).

Satisfaction with residential and neighborhood services increased in nine of the ten categories from 2010. The areas that showed statistically significant increases (changes of 4% or more) in satisfaction were: the quality of residential yard waste collection (+4%), the cleanliness of neighborhoods (+4%), household hazardous waste disposal service (+4%) and code enforcement (+4%). There were no significant decreases.

## 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 (84%) and the services provided by 3-1-1 (77%). Residents were least satisfied with the review services for residential and commercial building plans (42%).

Satisfaction with customer service increased or stayed the same in five of the six categories from 2010. The area that showed a statistically significant increase (change of 4% or more) in satisfaction was the services provided by 3-1-1 (+4%). There were no significant decreases.

## 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: animal services (69%), Shots for Tots and Big Shots (68%), Food Safety Inspection program (65%) and the City’s efforts to support diversity (65%). One-third (33%) of the residents surveyed were dissatisfied with the availability of affordable housing.

There were increases in satisfaction in all eight of the other City services rated from 2010; seven of these changes were statistically significant (changes of 4% or more). The areas with the largest increases in satisfaction were: animal services (+10%) and the Food Safety Inspection program (+10%).



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that 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 over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments 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.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Maintenance of City Streets and Sidewalks (IS Rating=0.1456)
  - Public Safety Services (IS Rating=0.1160)
  - Quality of Health and Human Services Provided by the City (IS Rating=0.1092)
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
  - **Public Safety:** police services and the speed of emergency police response
  - **Maintenance/Appearance of the City:** traffic flow and the condition of major city streets



- **Environmental Services:** water conservation programs, and the water quality in lakes/streams
- **Recreation and Cultural Services:** safety in city parks/facilities and the quality of youth athletic programs
- **Residential and Neighborhood Services:** code enforcement, safety of drinking water and the cleanliness of city streets and public areas

## Conclusions

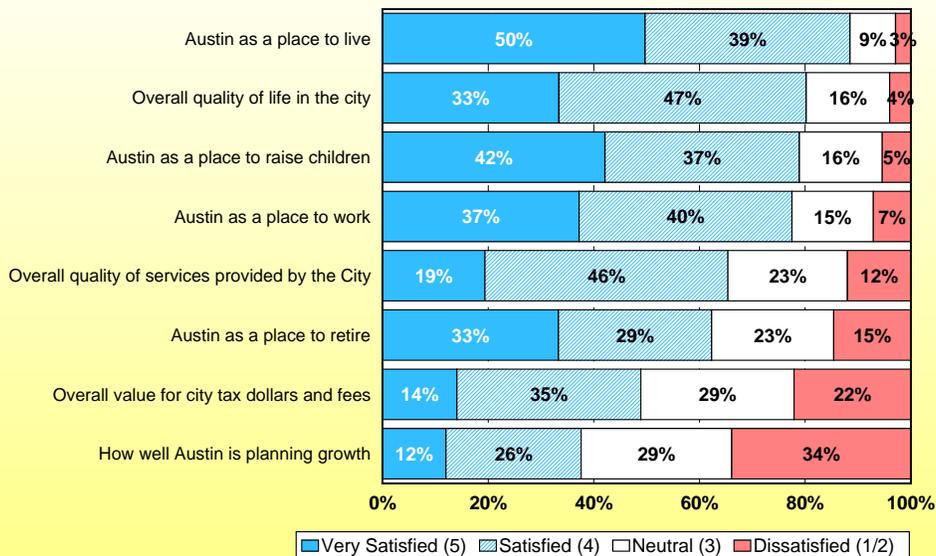
Based on the results of the City's 2011 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **The City of Austin continues to set the standard for customer service among large U.S. cities.** Among the 45 services that were assessed on the 2011 survey, the City of Austin rated above the U.S. average for cities with more than 250,000 residents in 39 of the 45 areas that were assessed. Among the 6 areas that rated below the national average, only 2 rated significantly below the national average.
- **The City of Austin is moving in the right direction.** Of the 83 services that were rated in both 2010 and 2011, there were statistically significant increases in satisfaction in 21 of the city services rated; satisfaction stayed the same in 9 areas and there significant decreases in only 2 areas.
- **In order to continue moving in the right direction, the City of Austin should emphasize improvements in three major areas: (1) maintenance of major city streets, (2) police services and (3) health and human services.** These services had the highest importance-satisfaction ratings among the eleven major categories of city services that were assessed. By investing in these three areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years.

**Section 1:**  
**Charts & Graphs with Trends**

### Q1. Perception Residents Have of the City

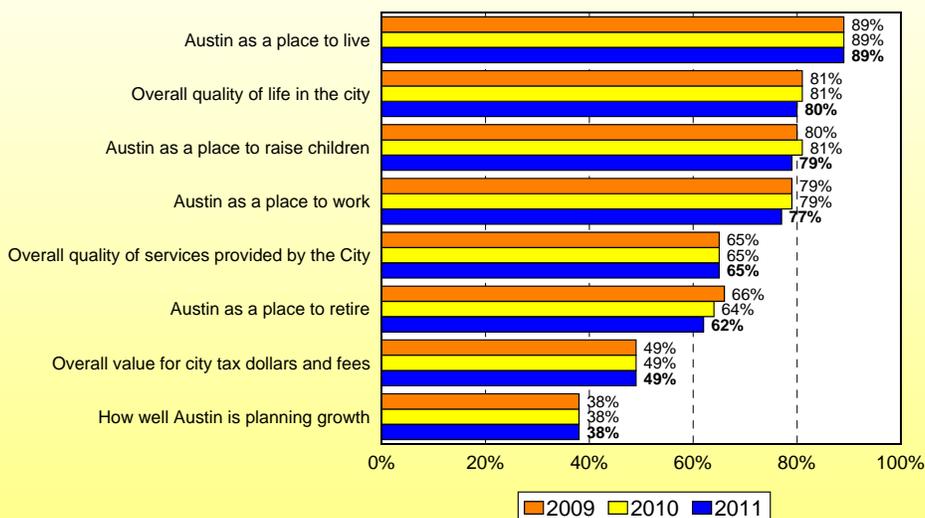
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Overall Perception Residents Have of the City - 2009, 2010 and 2011

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

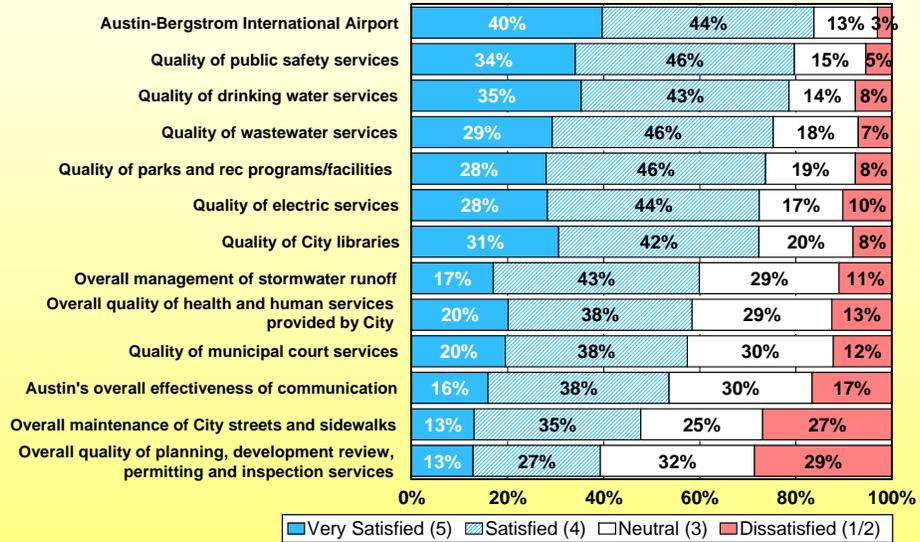


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

## Q2. Overall Satisfaction With Various Aspects of City Services by Major Category

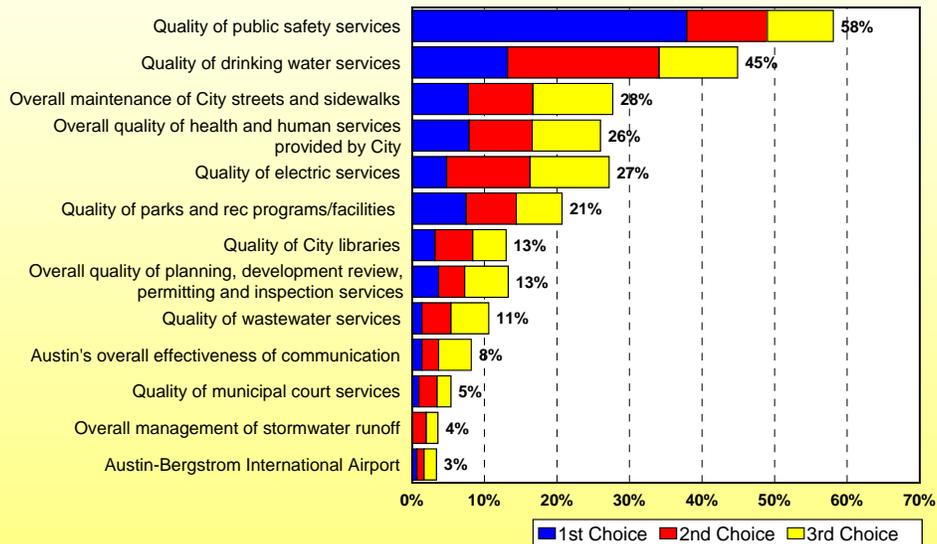
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

## Q3. City Services That Are The Most Important For The City of Austin to Provide by Major Category

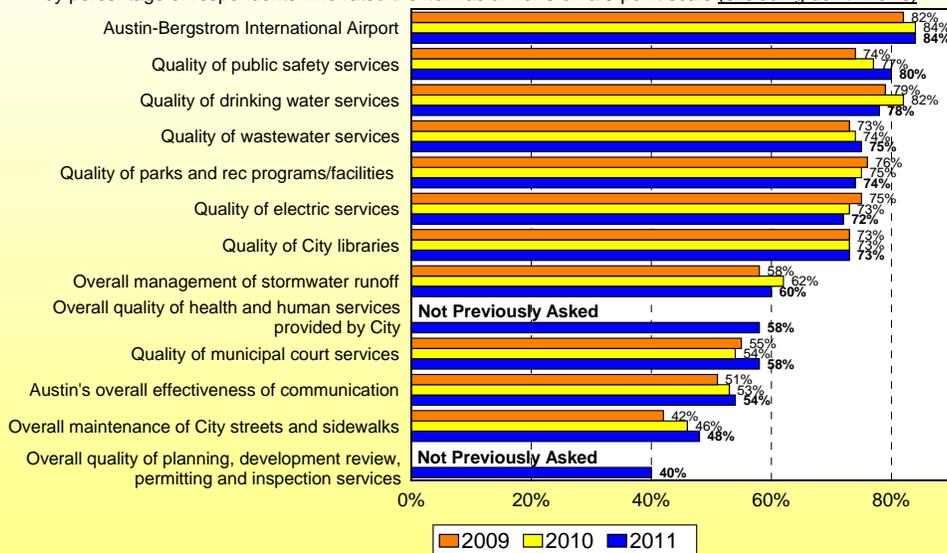
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Overall Satisfaction With Various Aspects of City Services by Major Category - 2009, 2010 and 2011

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

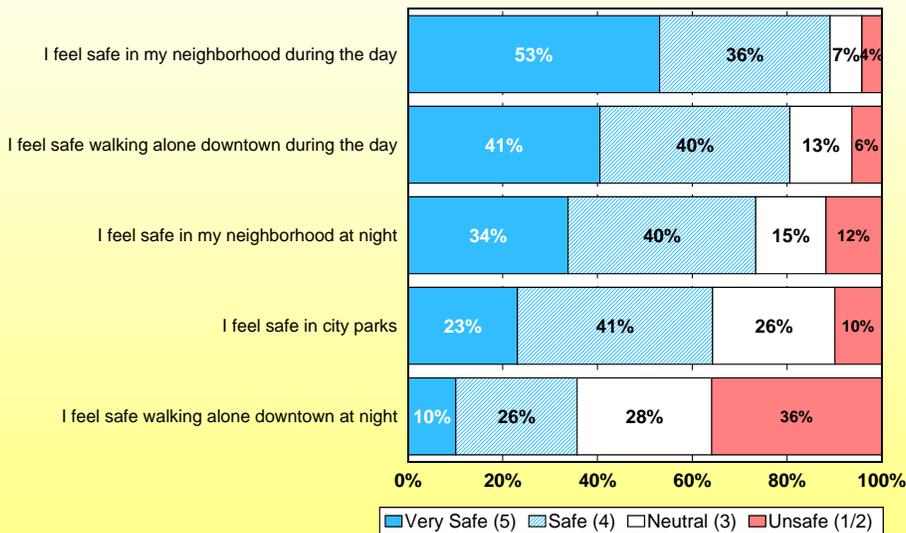


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q4. Perceptions of Public Safety and Security

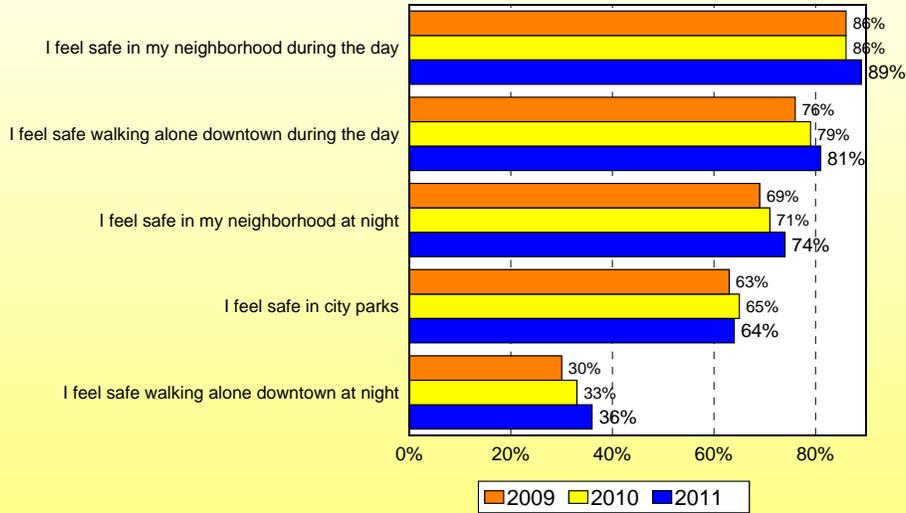
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Perceptions of Public Safety and Security - 2009, 2010 and 2011

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

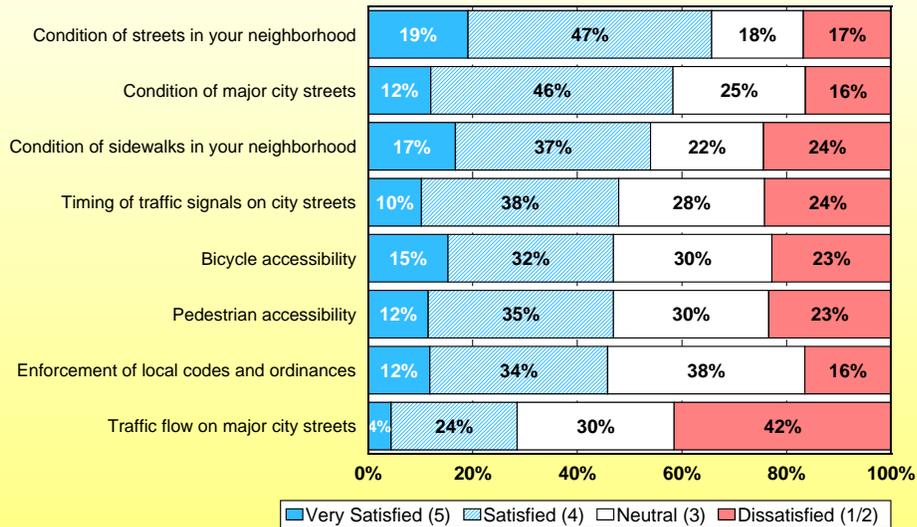


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q5. Satisfaction With Various Aspects of Maintenance and Appearance by Major Category

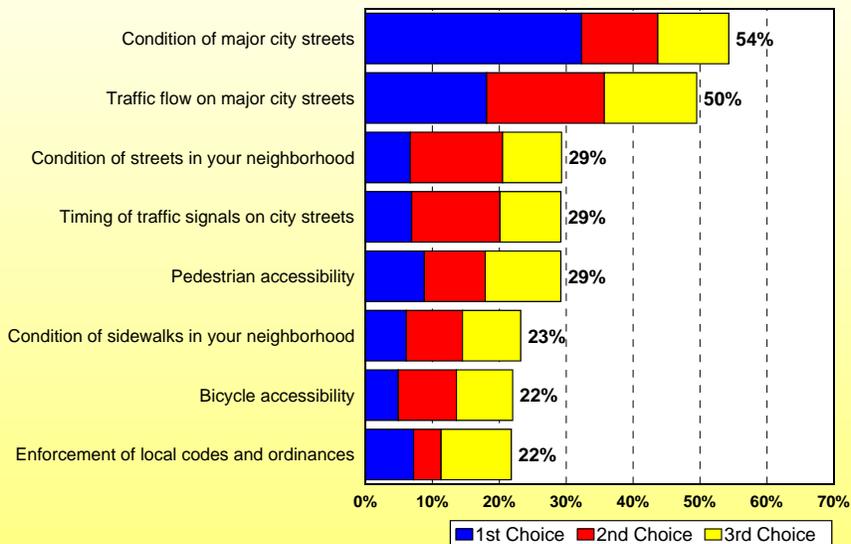
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q6. Maintenance Services That Are The Most Important For The City of Austin to Provide by Major Category

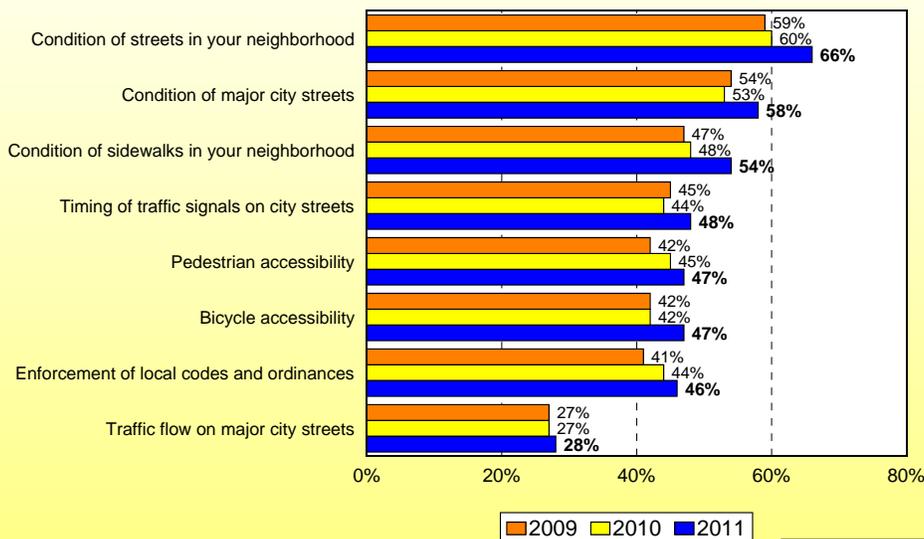
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2009, 2010 and 2011

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

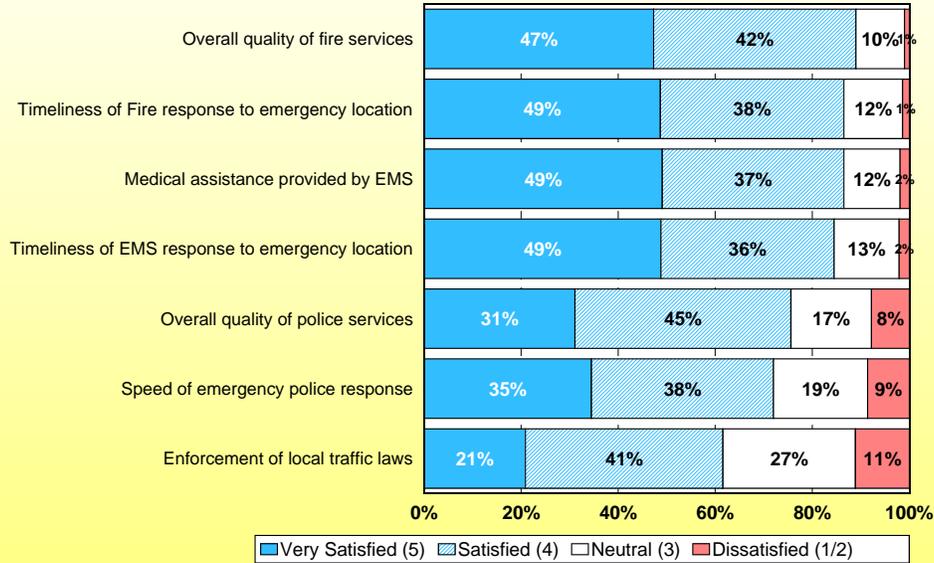


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q7. Satisfaction with Various Aspects of Public Safety By Major Category

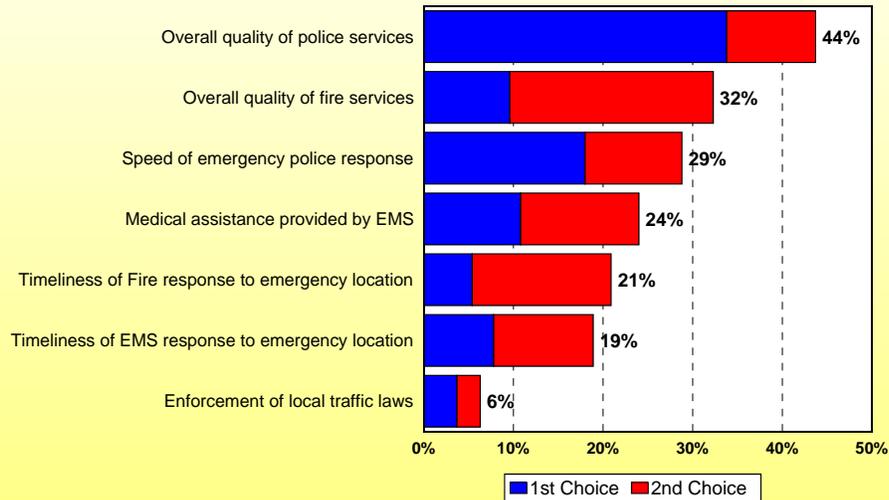
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q8. Public Safety Services That Are The Most Important For The City of Austin to Provide by Major Category

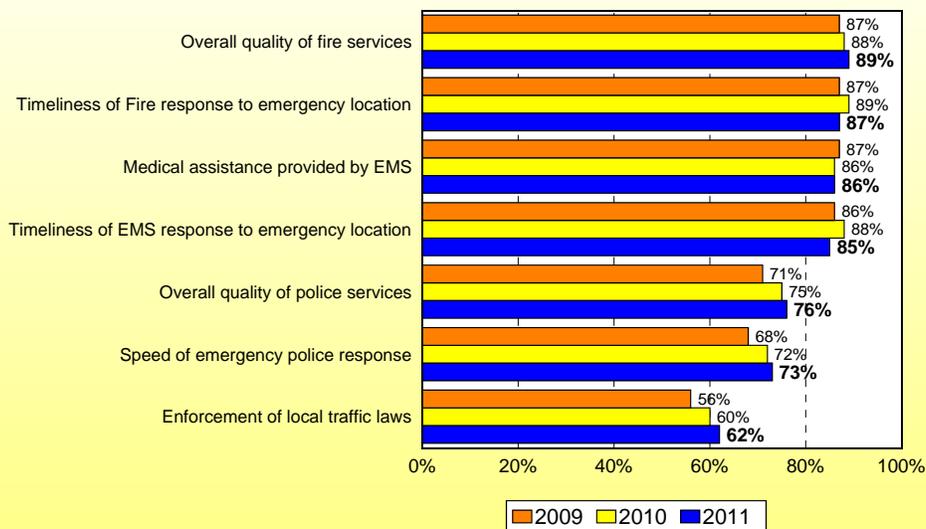
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Public Safety by Major Category - 2009, 2010 and 2011

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

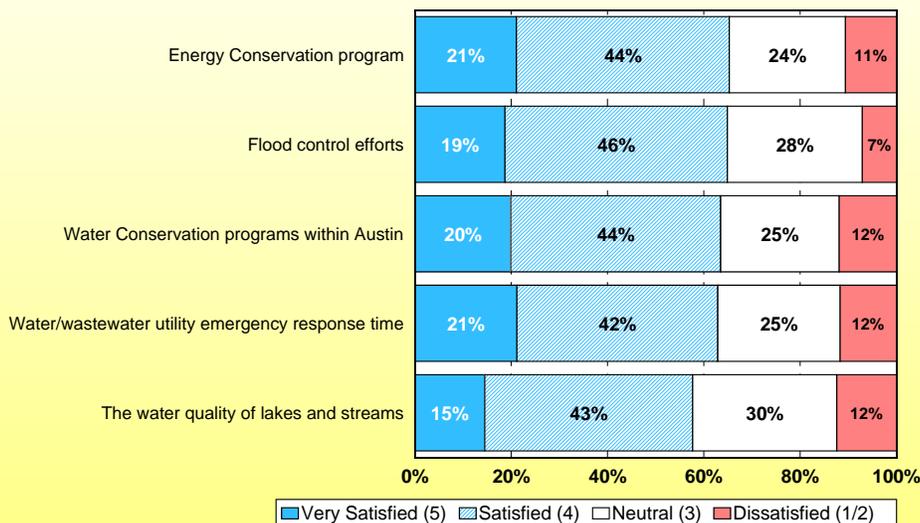


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q9. Satisfaction with Various Aspects of Environmental Services by Major Category

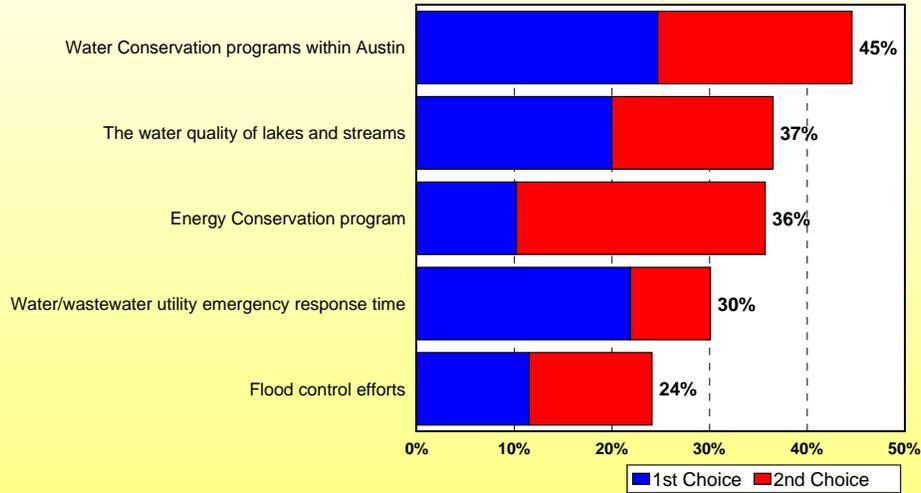
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q10. Environmental Services That Are The Most Important For The City of Austin to Provide by Major Category

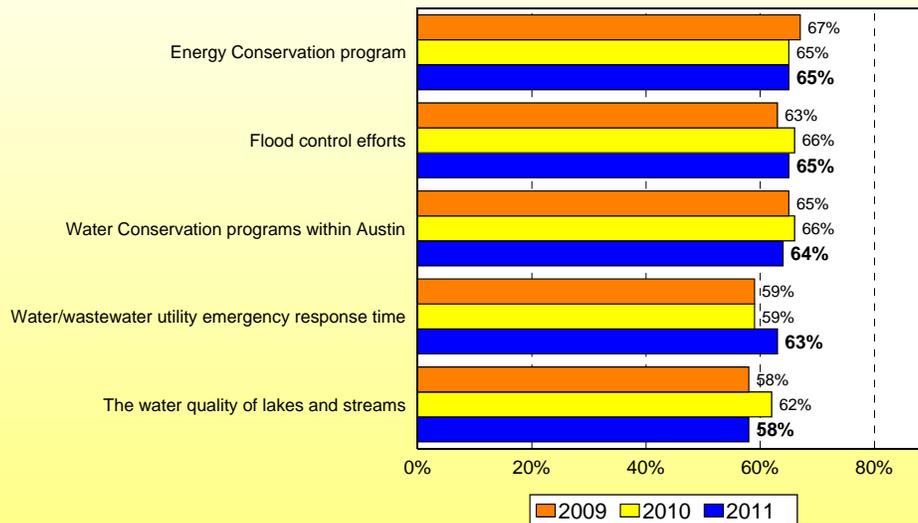
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Environmental Services by Major Category - 2009, 2010 and 2011

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

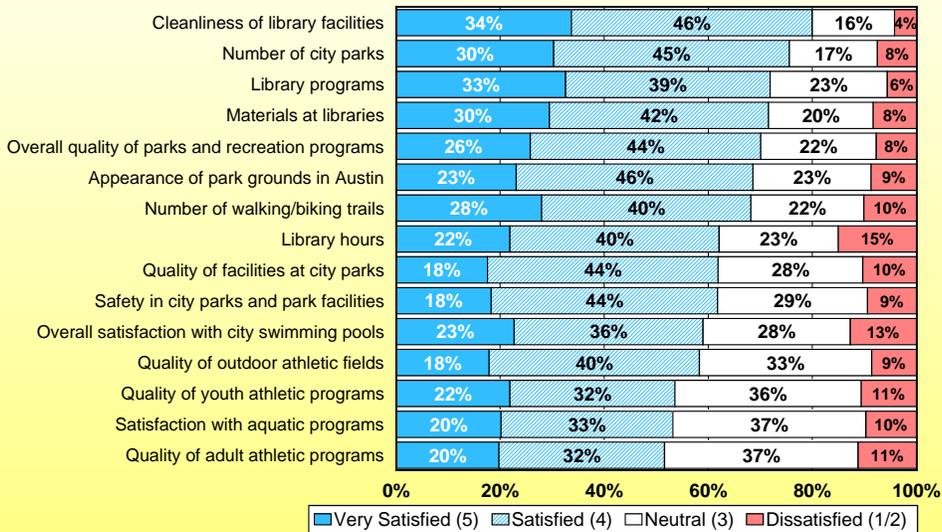


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

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

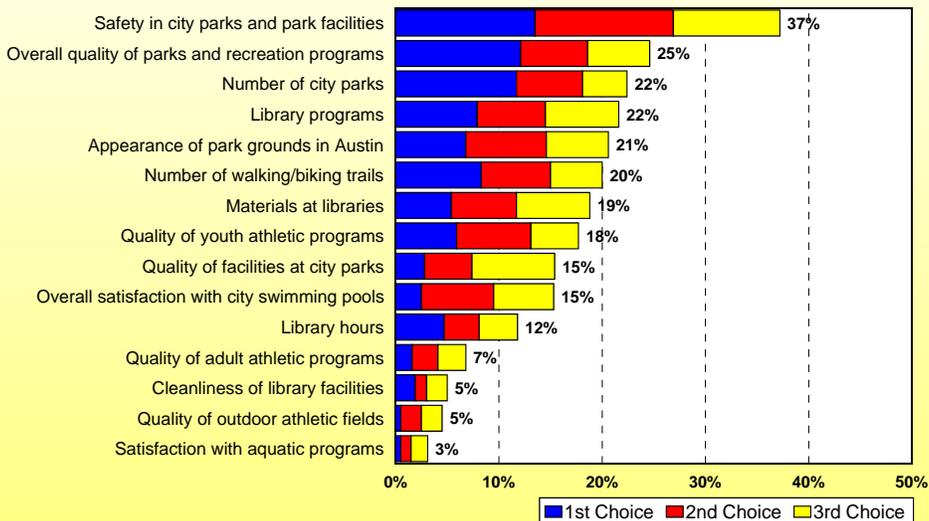
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

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

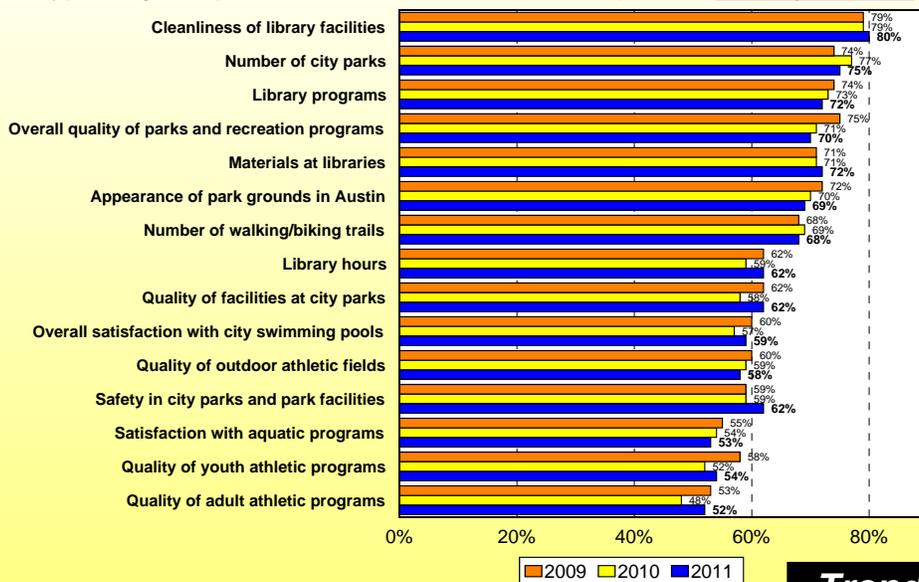
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2009, 2010 and 2011

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

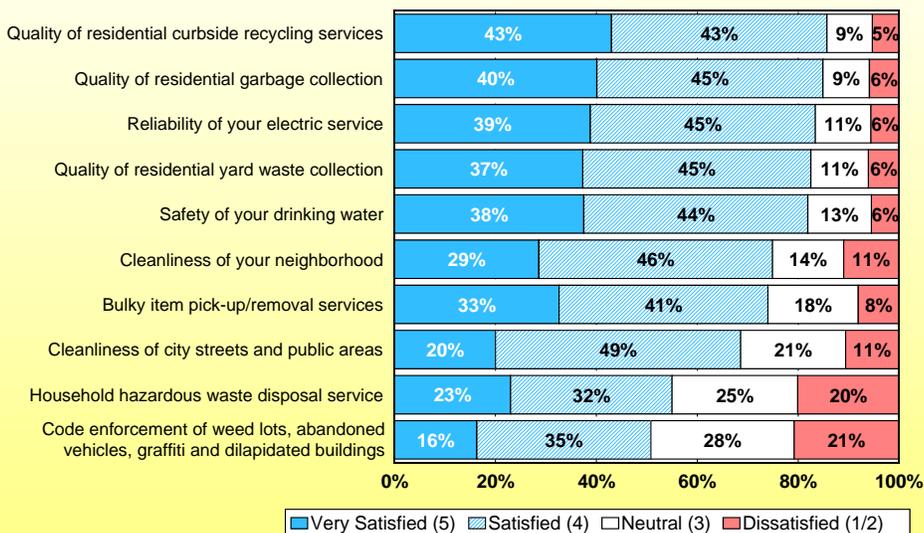


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q13. Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category

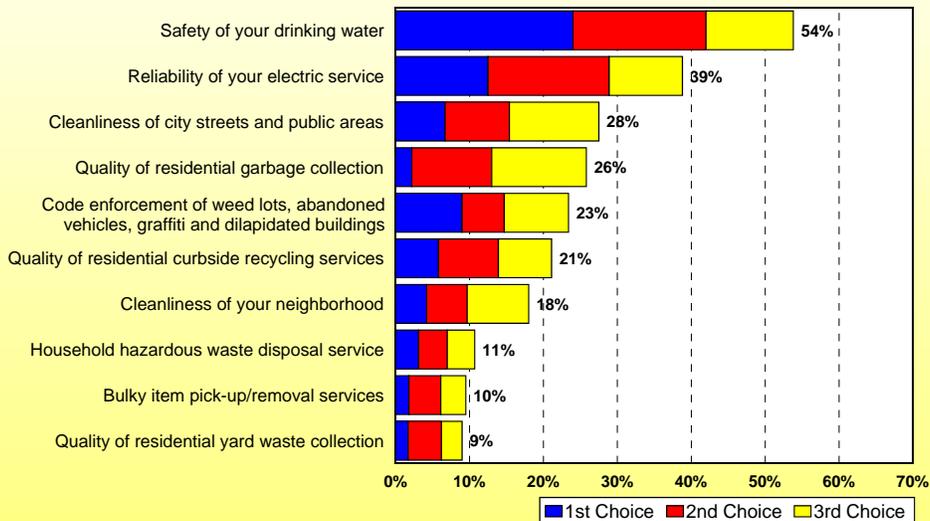
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q14. Residential and Neighborhood Services That Are The Most Important For The City of Austin to Provide by Major Category

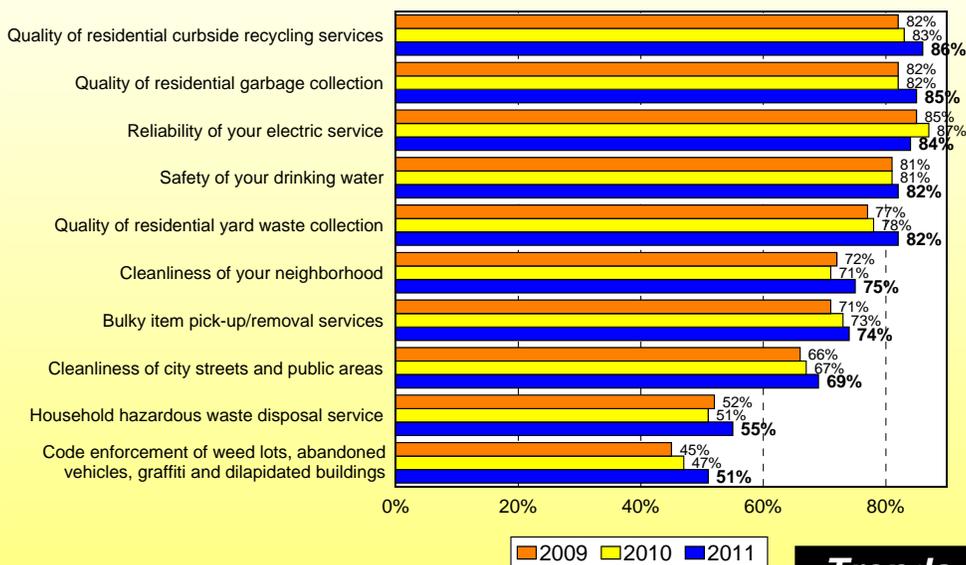
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category - 2009, 2010 and 2011

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

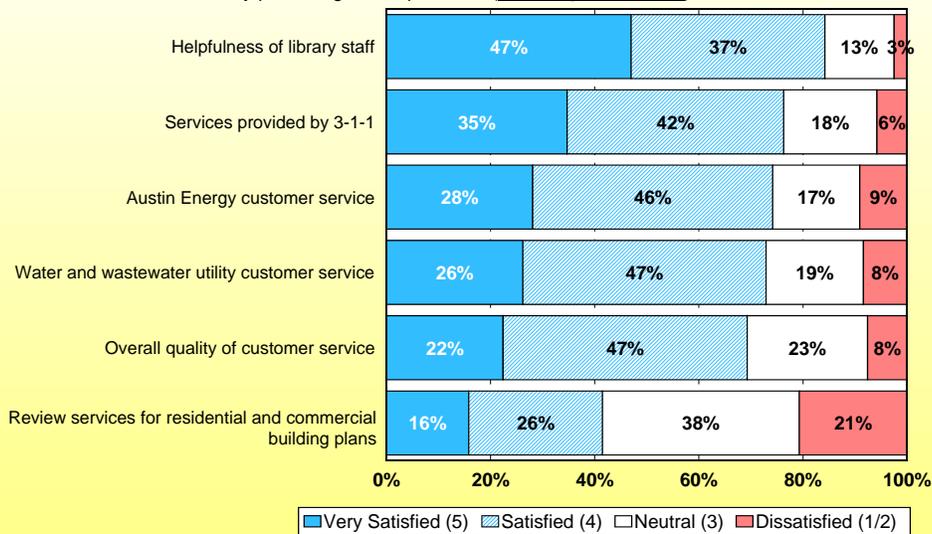


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

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

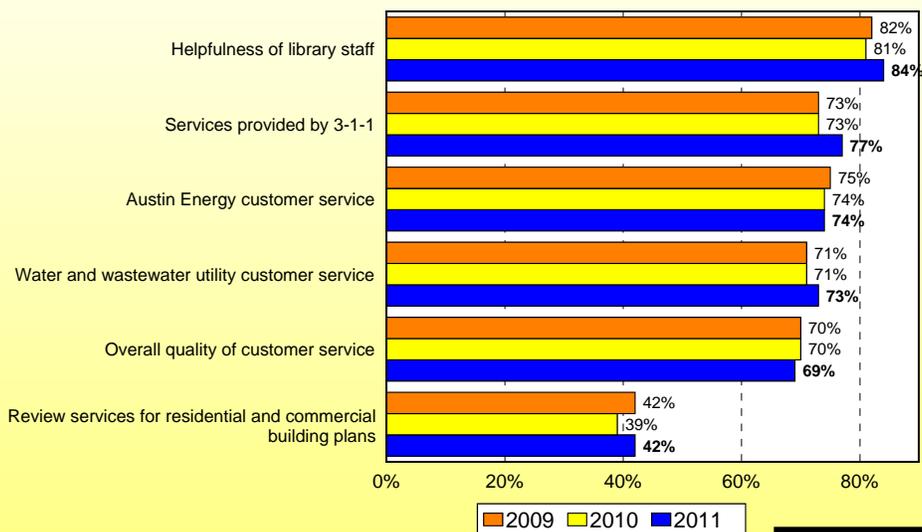
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Customer Service by Major Category - 2009, 2010 and 2011

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

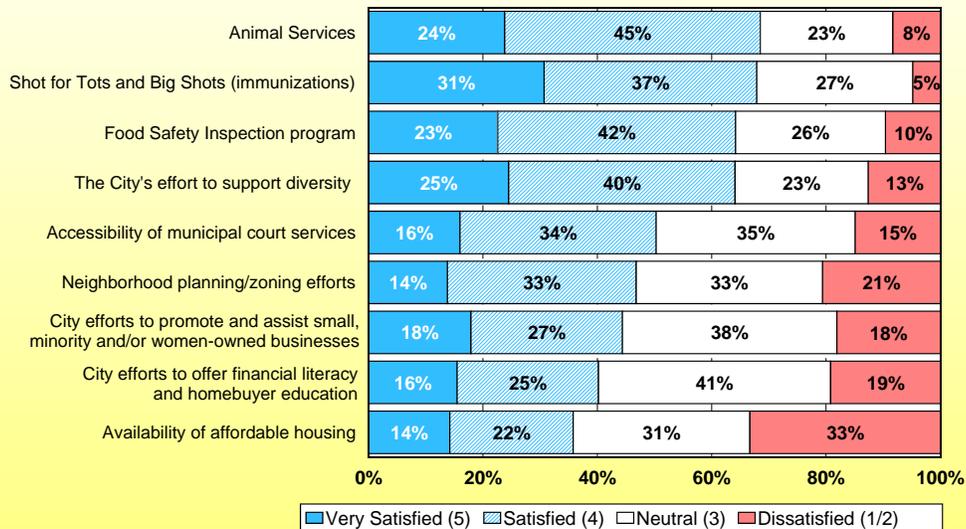


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

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

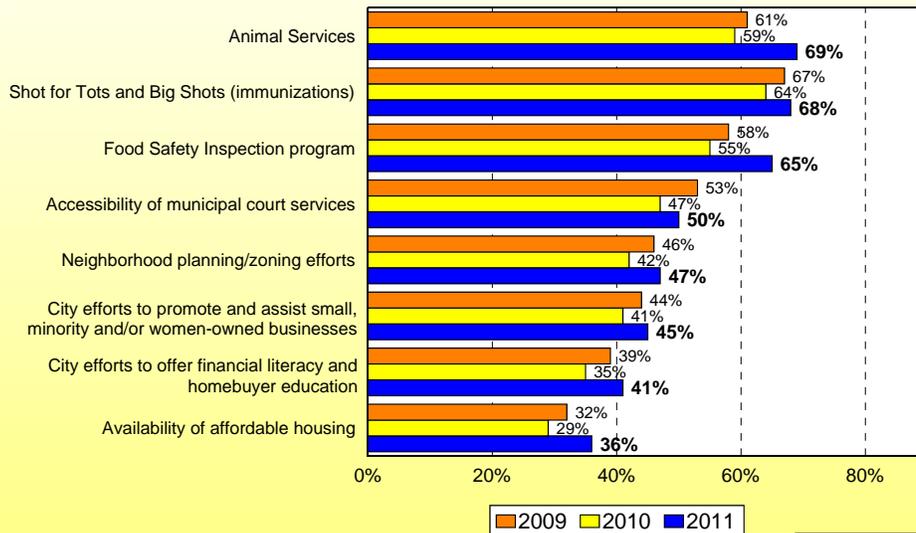
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Satisfaction With Various Aspects of Other City Services by Major Category - 2009, 2010 and 2011

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

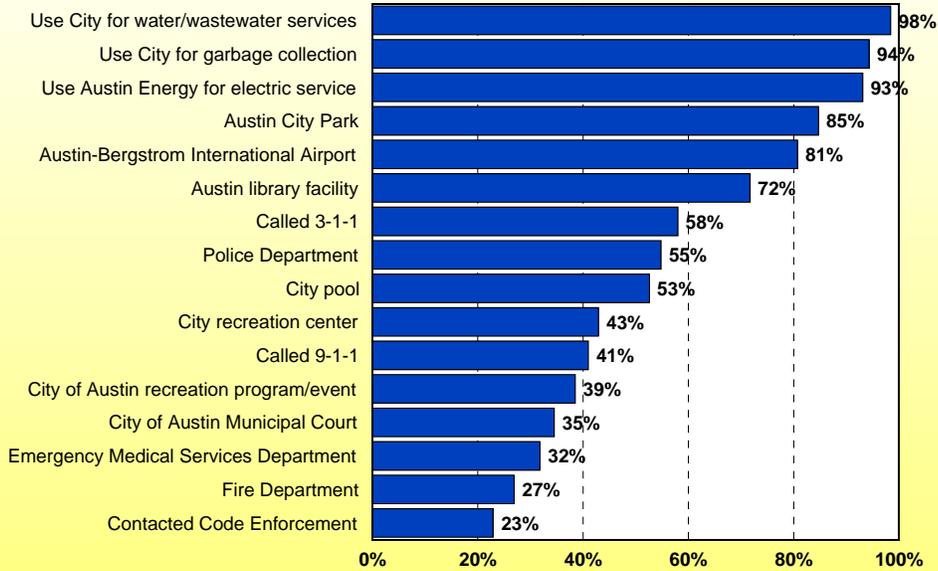


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

### Q17. Percentage of Residents Who Have Used Various City Services and Facilities

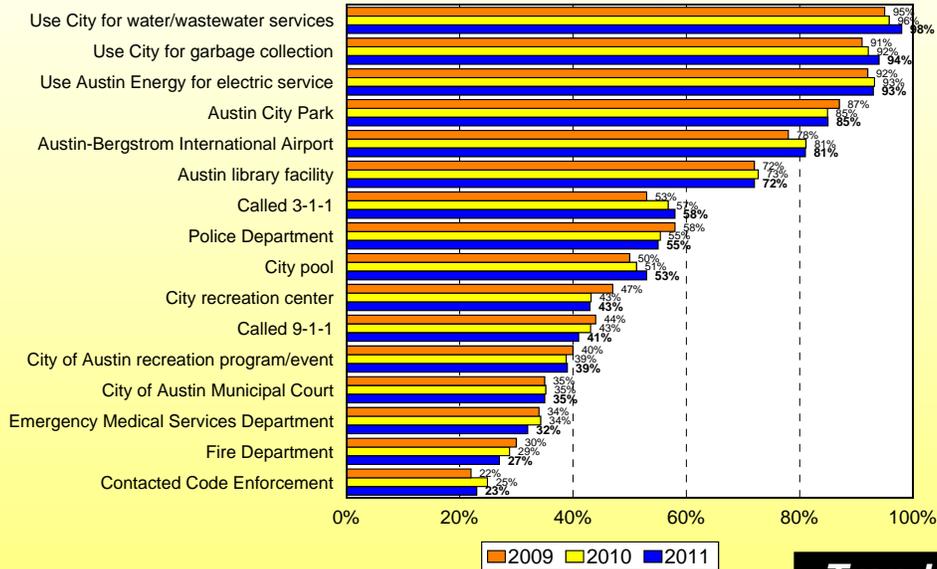
by percentage of respondents who marked yes



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Percentage of Residents Who Have Used Various City Services and Facilities - 2009, 2010 and 2011

by percentage of respondents who marked yes

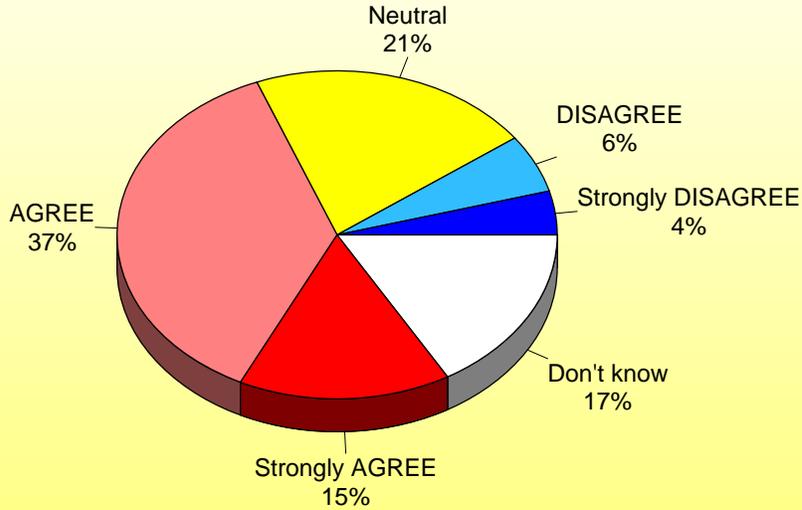


Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Trends**

**Q18. Level of Agreement with the statement: “Employees of the City of Austin are ethical in the way they conduct City business”**

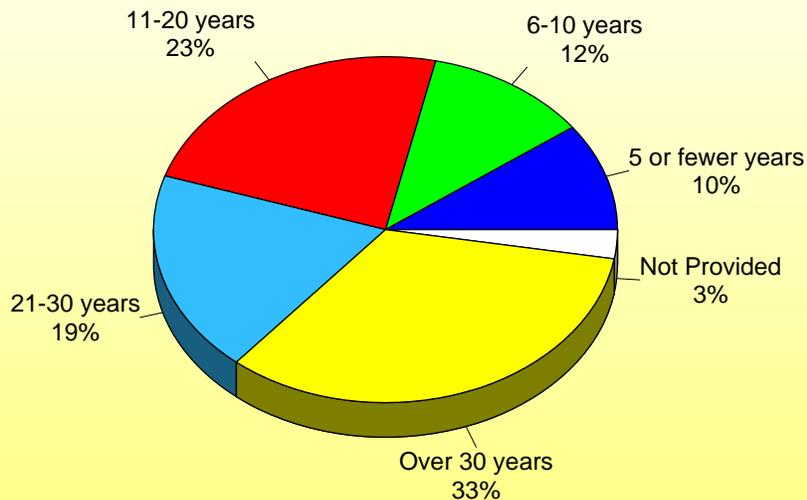
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Q19. Demographics: Number of Years Respondents Had Lived in the City of Austin**

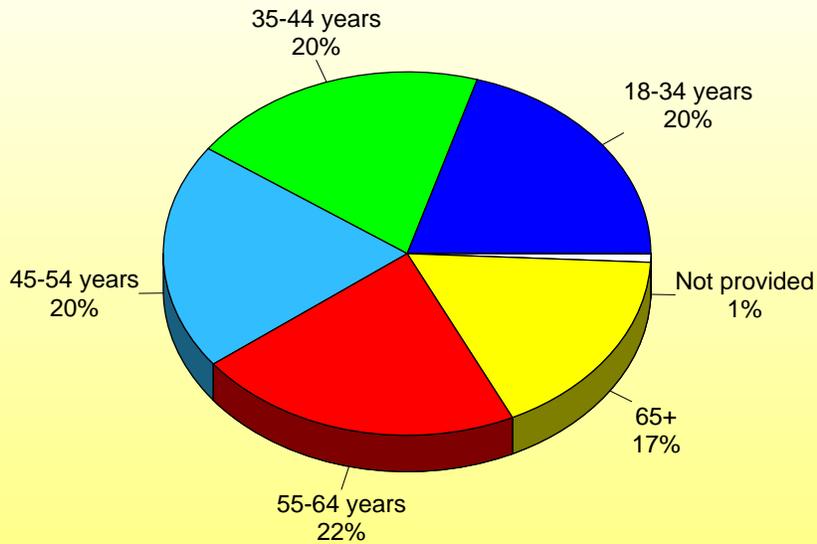
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q20. Demographics: Age of Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q21. Demographics: Amount of dependents (including yourself) did your household claim on its 2010 federal taxes?

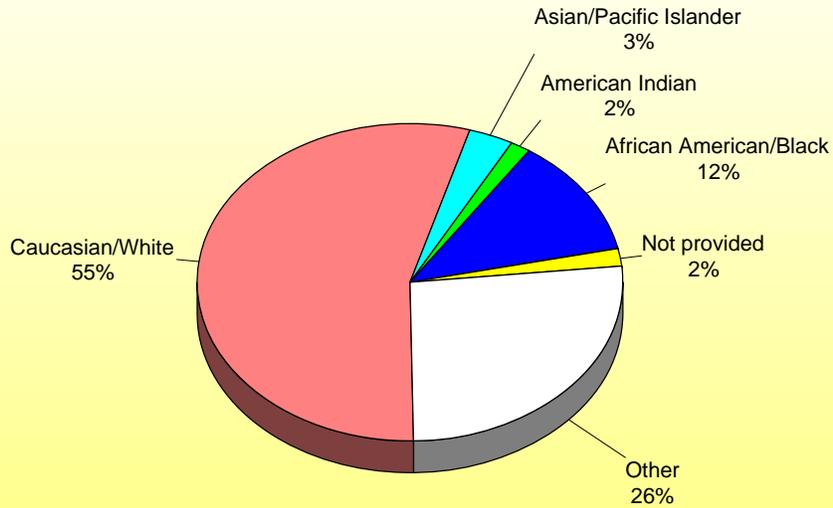
by percentage of persons in households



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q22. Demographics: Which of the following best describes your race?

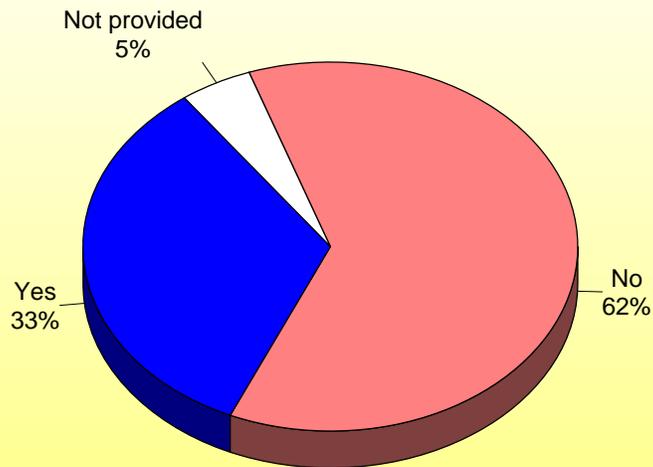
by percentage of persons in households



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q23. Demographics: Are you Hispanic, Latino, or of other Spanish ancestry?

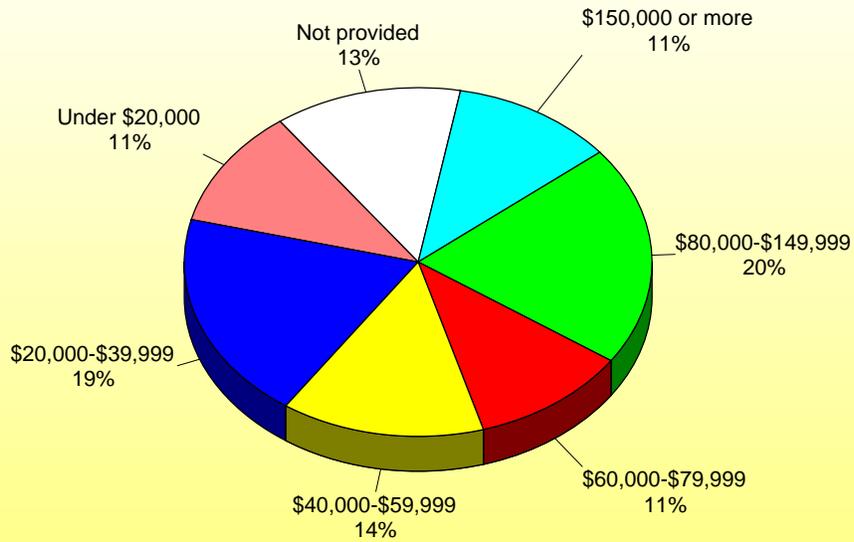
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q24. Demographics: Total Annual Household Income

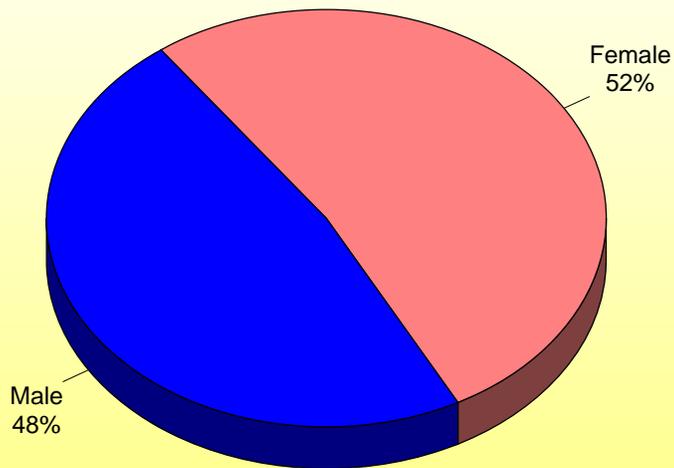
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

### Q25. Demographics: Gender

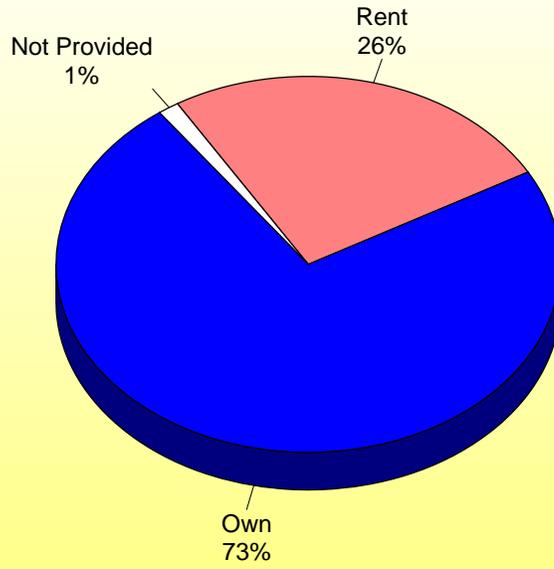
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Q26. Demographics: Do you own or rent your home?**

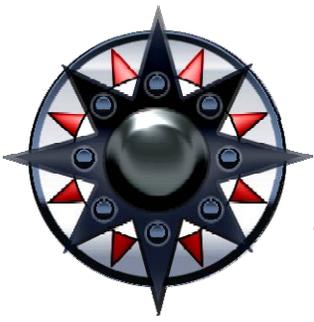
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Austin, TX)

**Section 2:**  
**Benchmarking Data**

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# *DirectionFinder* Survey

## Year 2011 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 two sources: (1) a national survey that was administered by ETC Institute during July 2011 to a random sample of more than 2,000 residents in the continental United States living in cities with a population of 250,000 or more and (2) survey results from 28 large communities (population of 250,000 or more) where the *DirectionFinder*® survey was administered between August 2009 and September 2011. 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
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

There are three sets of charts in this report:

- The **first set** shows the results for the City of Austin compared to the national average for residents who live in cities with more than 250,000 residents.
- The **second set** shows head-to-head comparisons to other large cities in the central United States.
- The **third set** shows how the City of Austin compares to a range of performance in several specific areas. The mean rating on the third type of charts is shown as a vertical line and indicates the mean ratings from ETC Institute's national survey for residents who live in cities with a population of more than 250,000. The actual ratings for Austin are listed to the right of each chart. The dot on each bar shows how the results for Austin compare to the other communities where the DirectionFinder® survey has been administered.

**Setting the Standard for Performance.** The City of Austin rated at or above the national average for cities with a population of more than 250,000 in 41 of the 46 areas that were assessed. The areas in which Austin is setting the standard for performance (by rating at least 10% above the national average) are listed below:

- Overall quality of customer service (+26%)
- Condition of streets in neighborhoods (+22%)
- Overall quality of services provided by the City (+19%)
- Overall effectiveness of communication by the City (+14%)
- Quality of residential curbside recycling services (+14%)
- Overall value that you receive for your city taxes/fees (+13%)
- Cleanliness of city streets and public areas (+13%)
- I feel safe in my neighborhood at night (+12%)
- Overall satisfaction with city swimming pools (+12%)
- The City as a place to live (+11%)
- Overall maintenance of city streets and sidewalks (+11%)
- Bulky item pick-up/removal services (+11%)
- Condition of major city streets (+10%)
- Number of walking/biking trails (+10%)

**Significantly Below Average.** The City of Austin rated below the national average for cities with a population of more than 250,000 in 5 of the 46 areas that were assessed. The only area that Austin rated significantly below the national average (more than 5% below the national average) was:

- Traffic flow on major city streets (-10%)

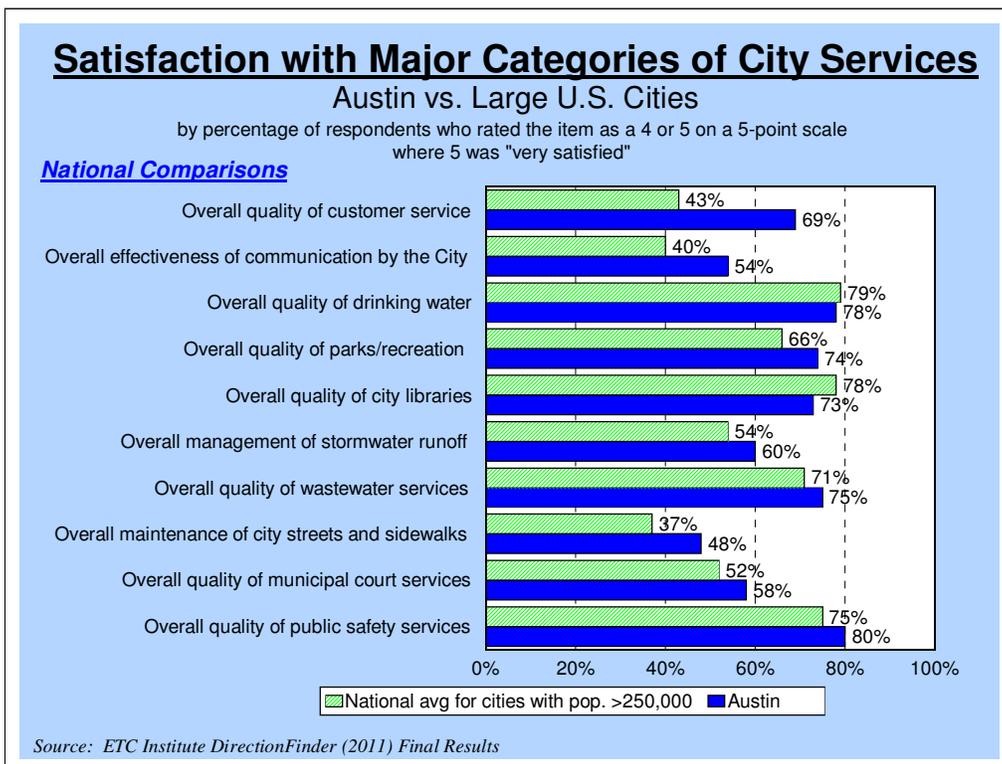
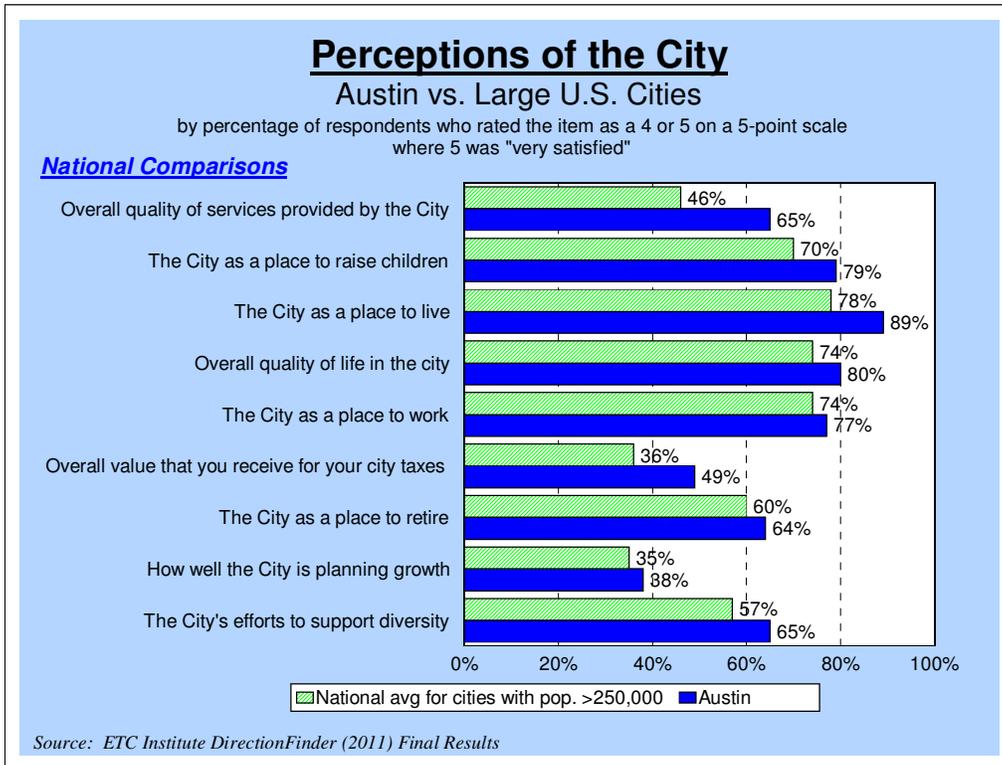
## National Benchmarks

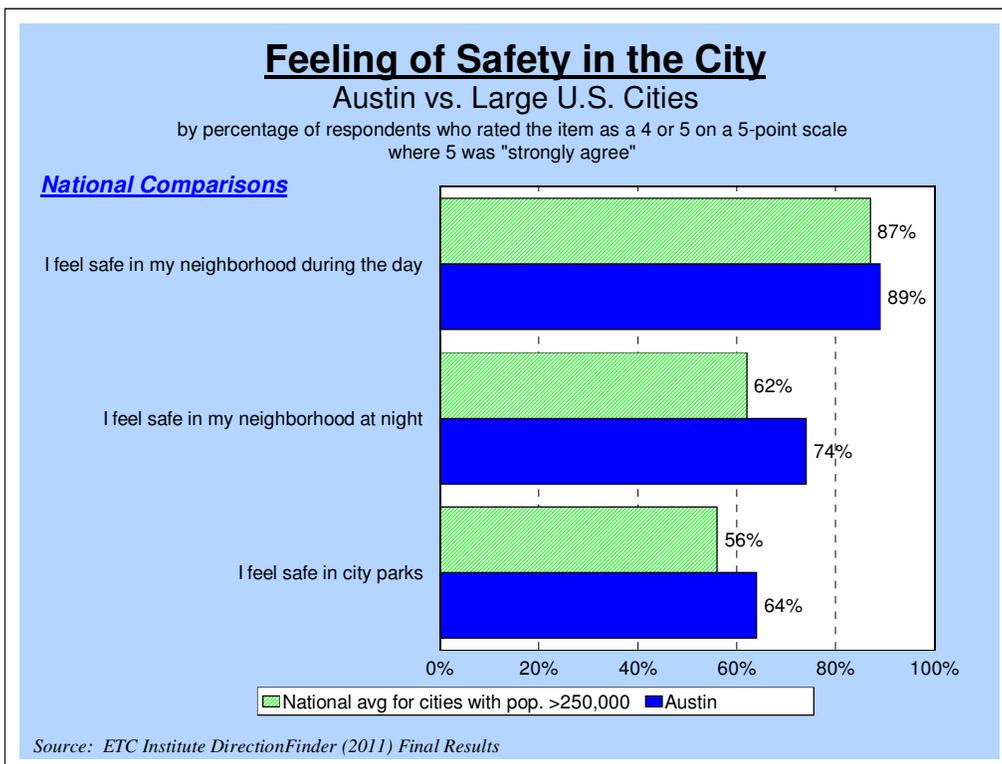
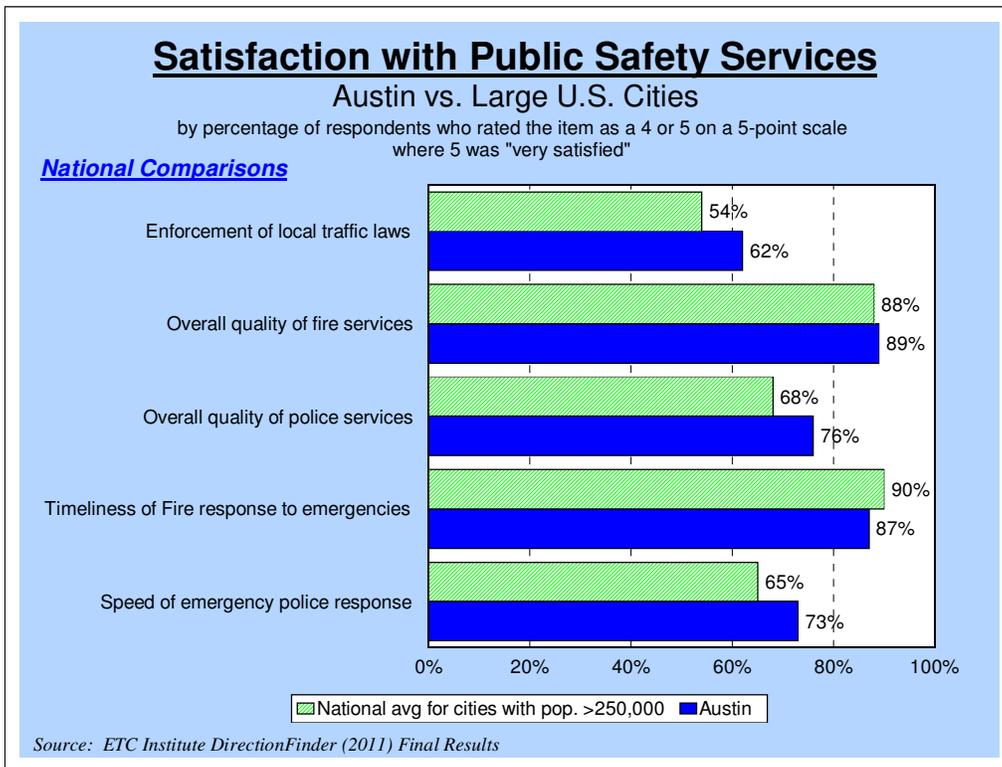
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Austin is not authorized without written consent from ETC Institute.**

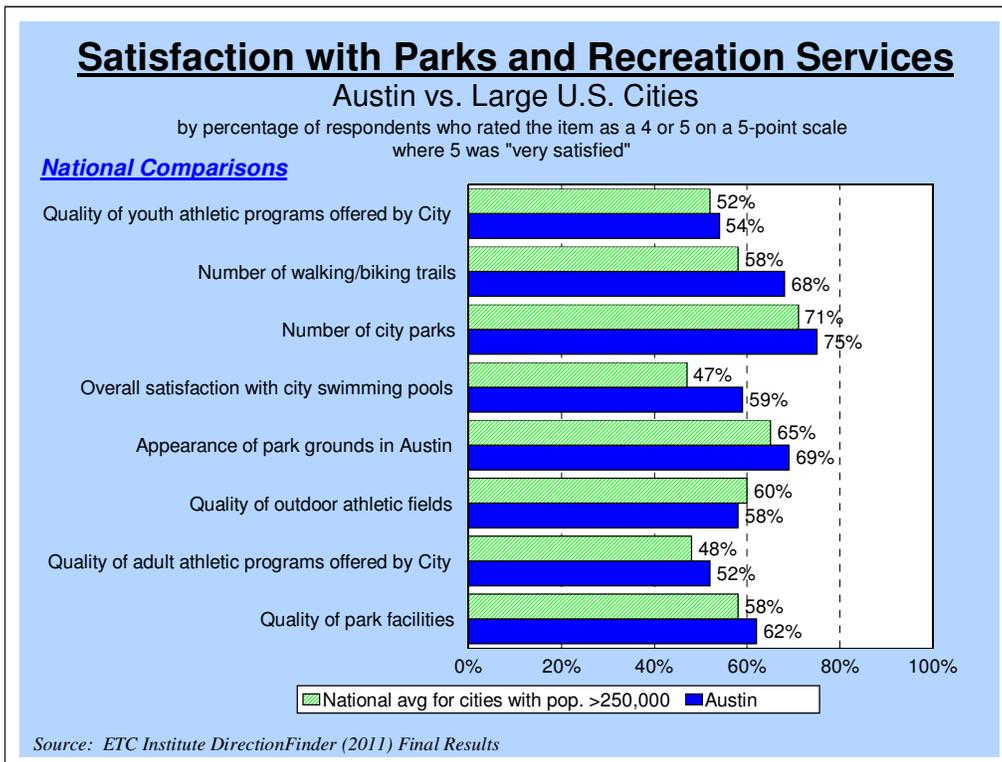
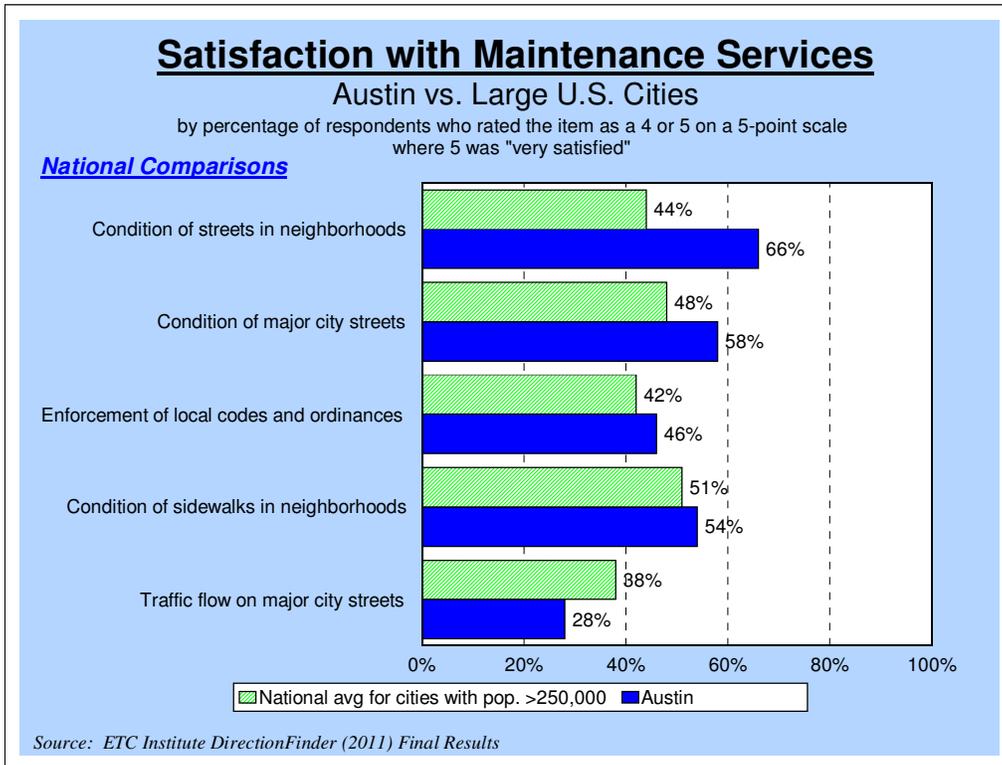
**The national averages shown in these charts are based on the results of a national survey that was administered by ETC Institute to a random sample of more than 2000 U.S. residents living in cities with a population of more than 250,00 residents during the Summer of 2011.**

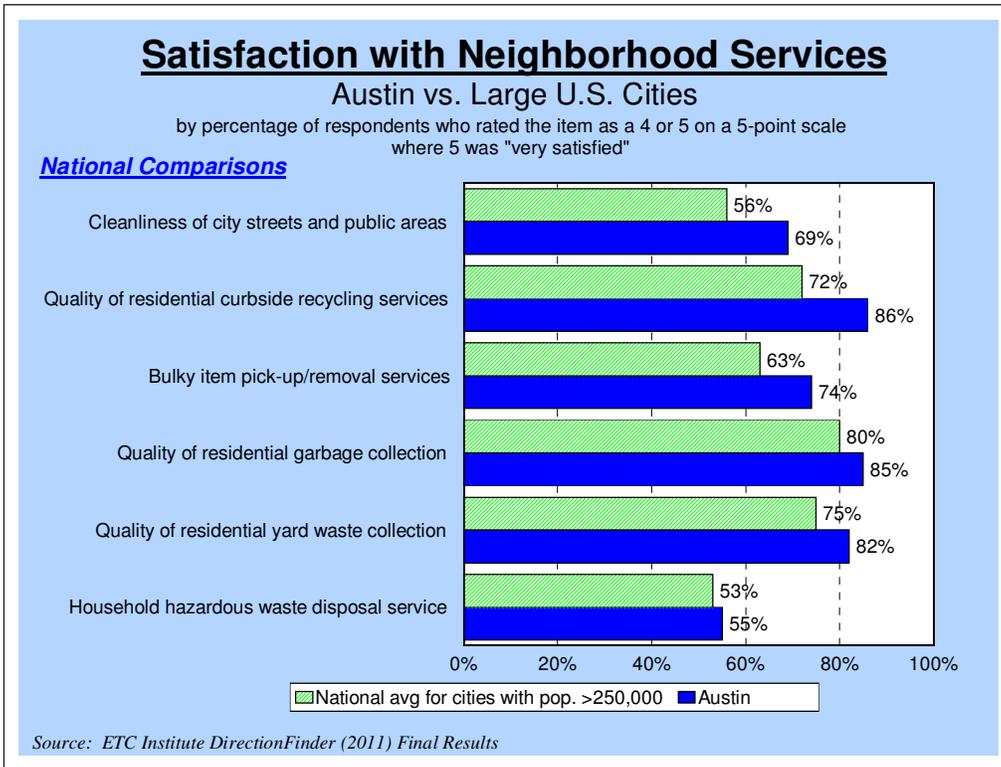
## Benchmarking Communities

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

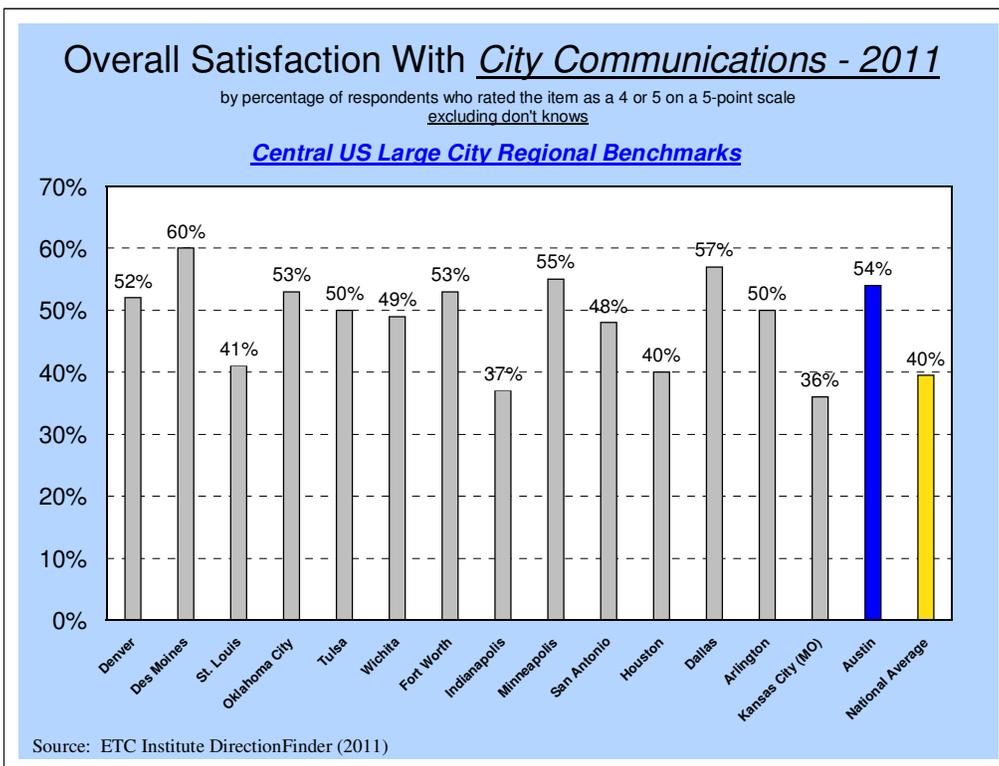
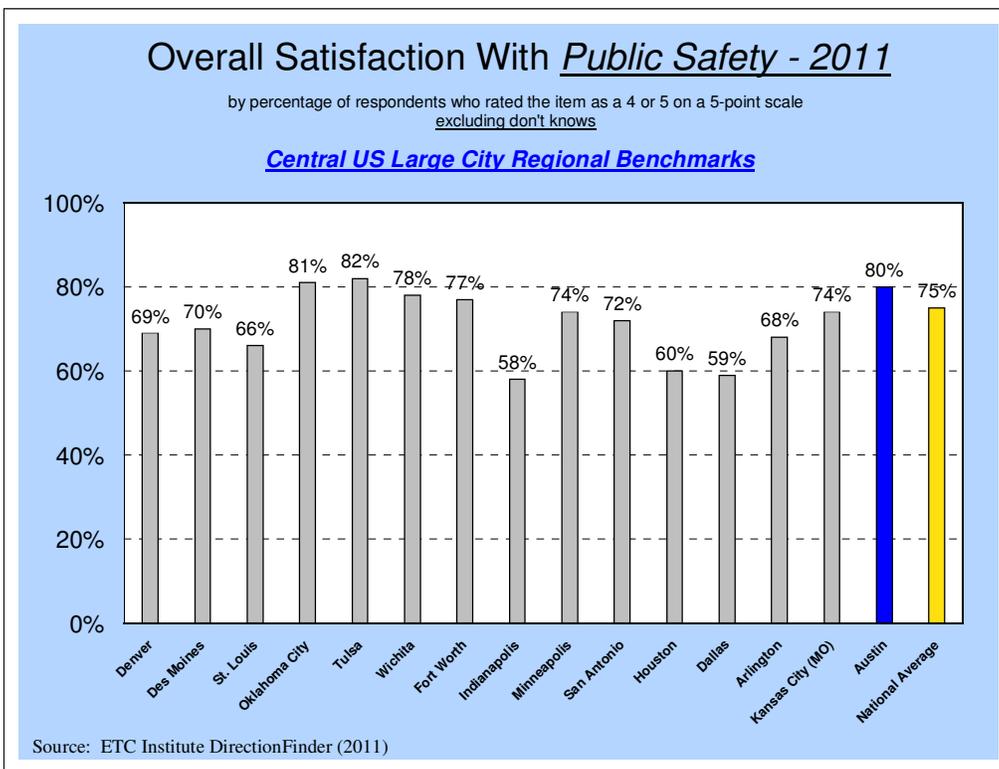


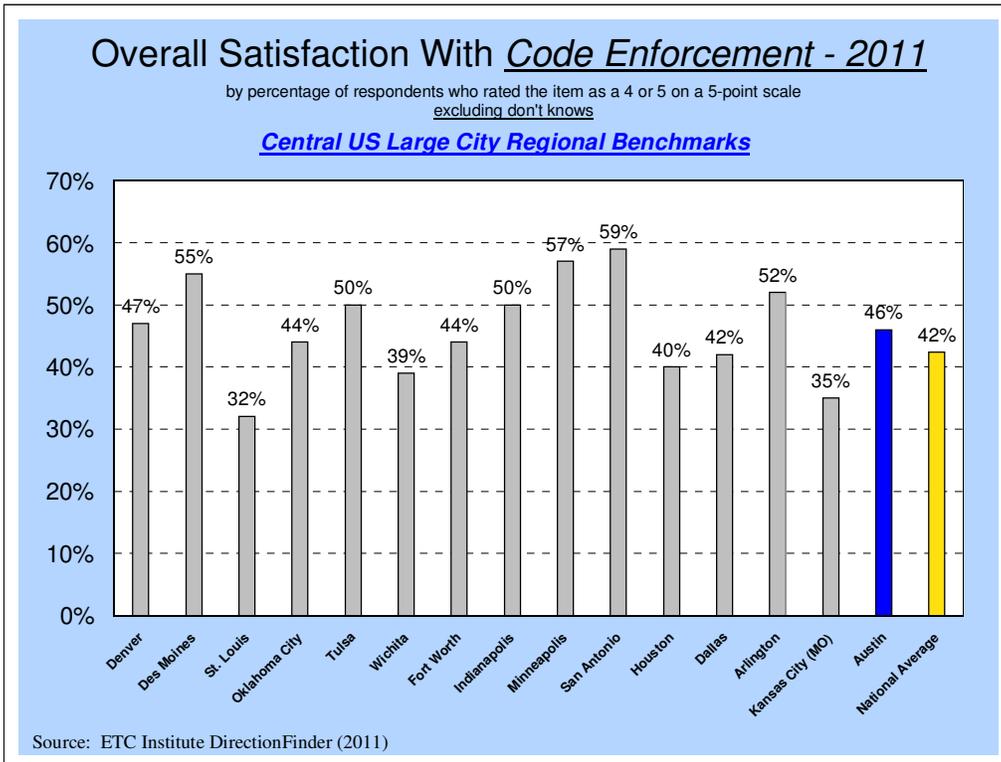
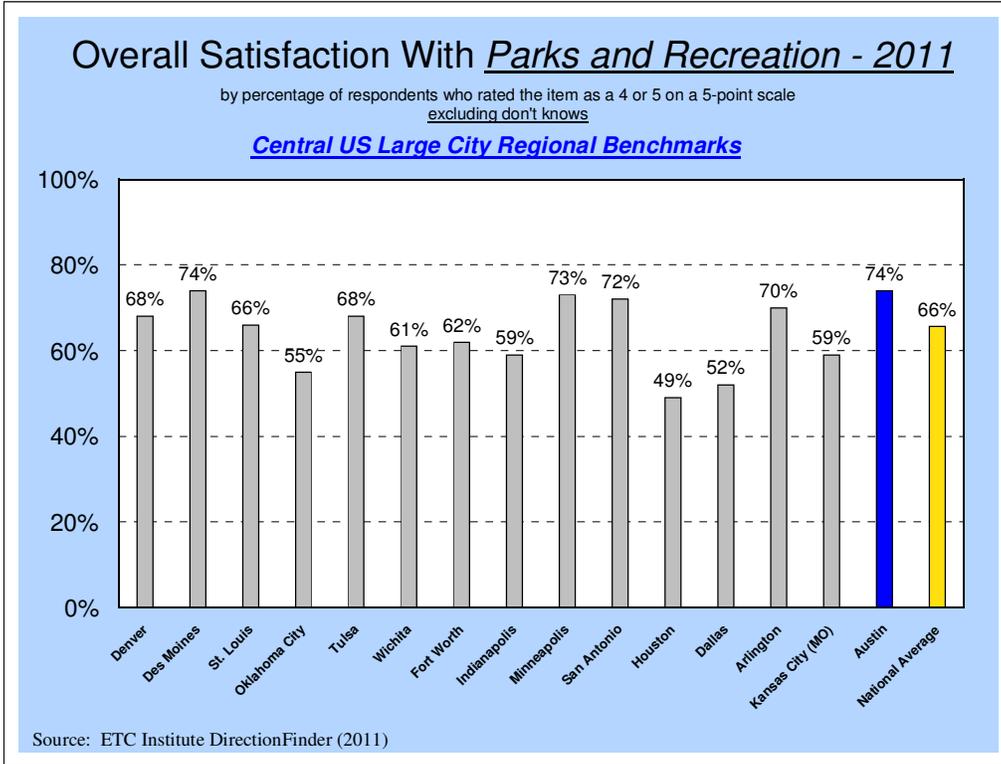


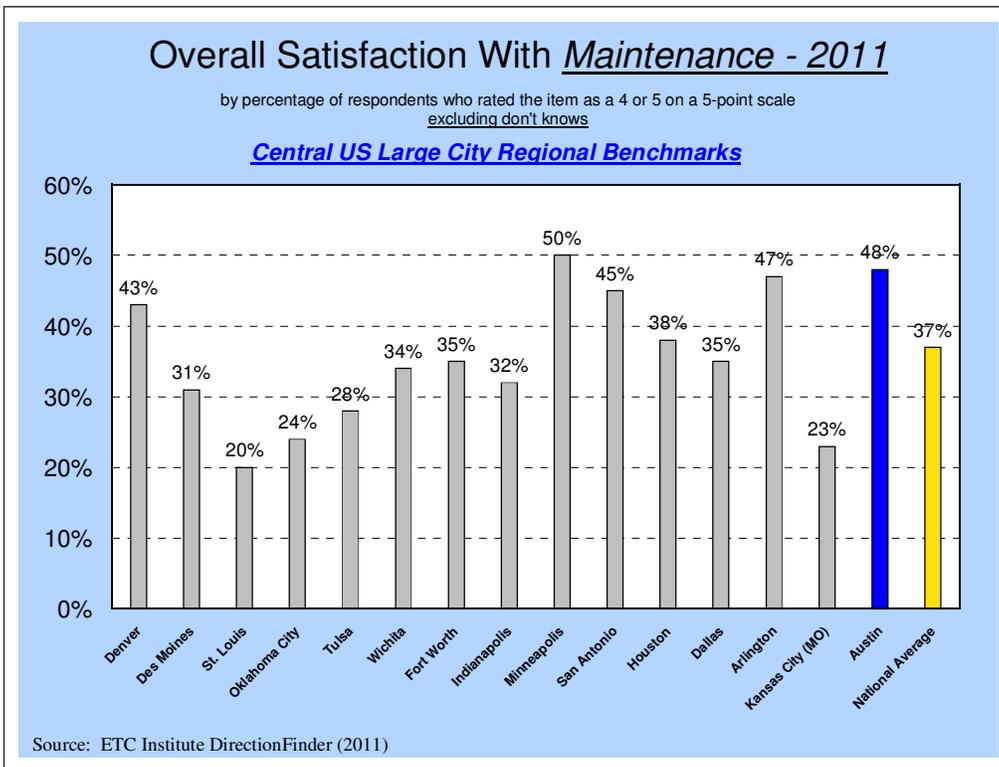




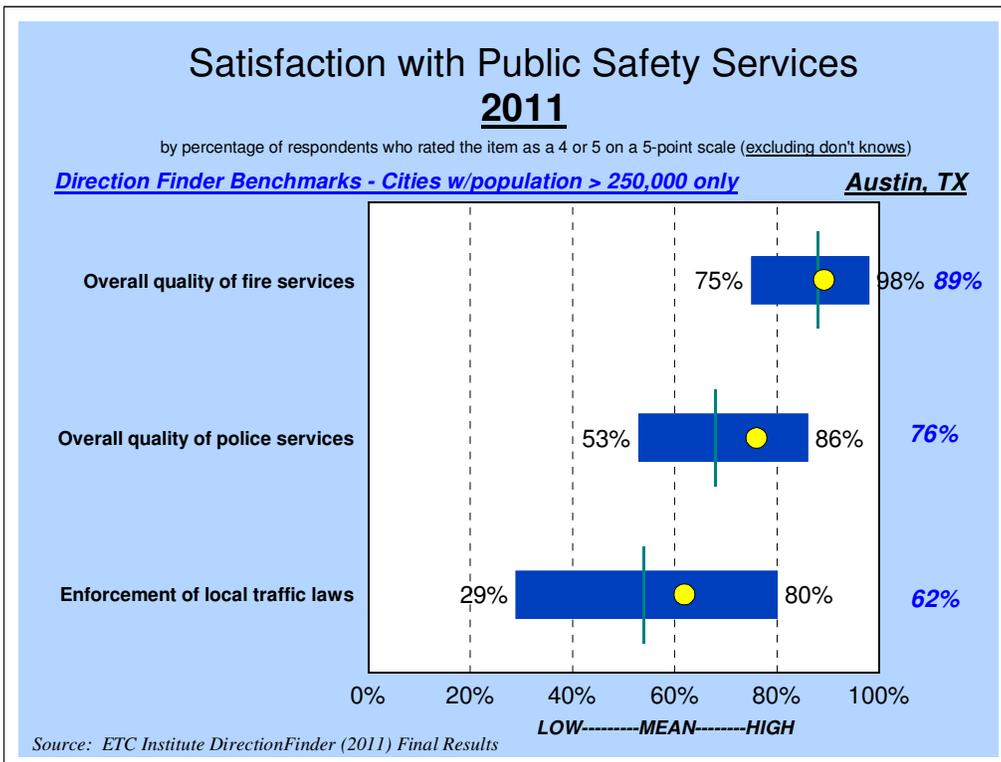
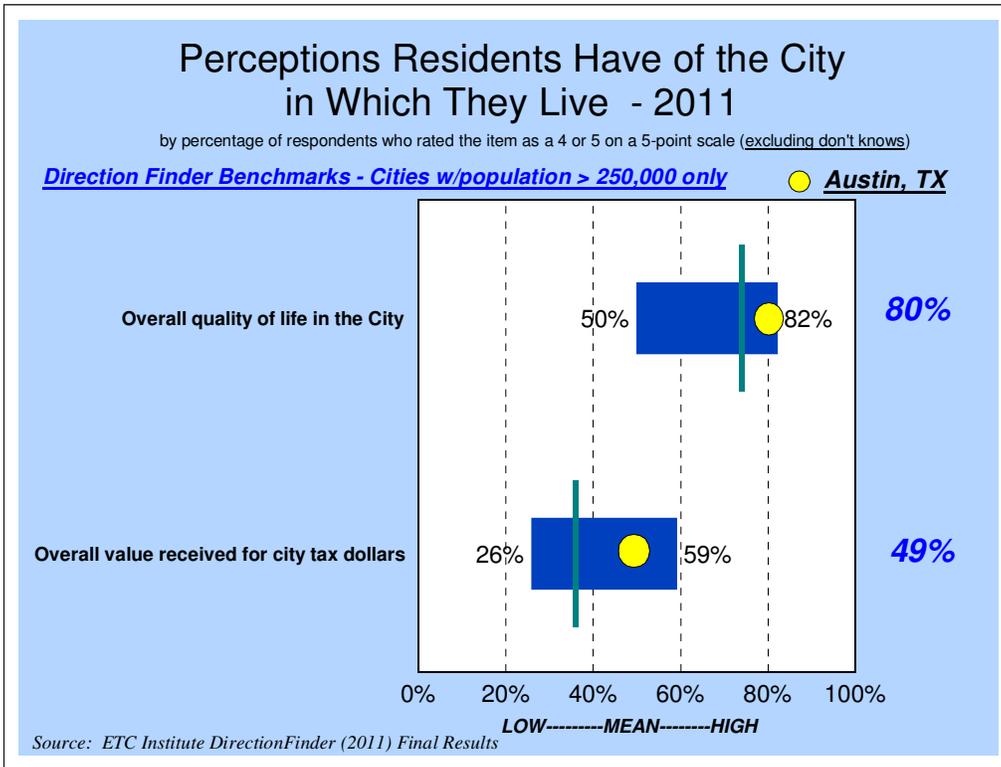
## Selected Head-to-Head Comparisons

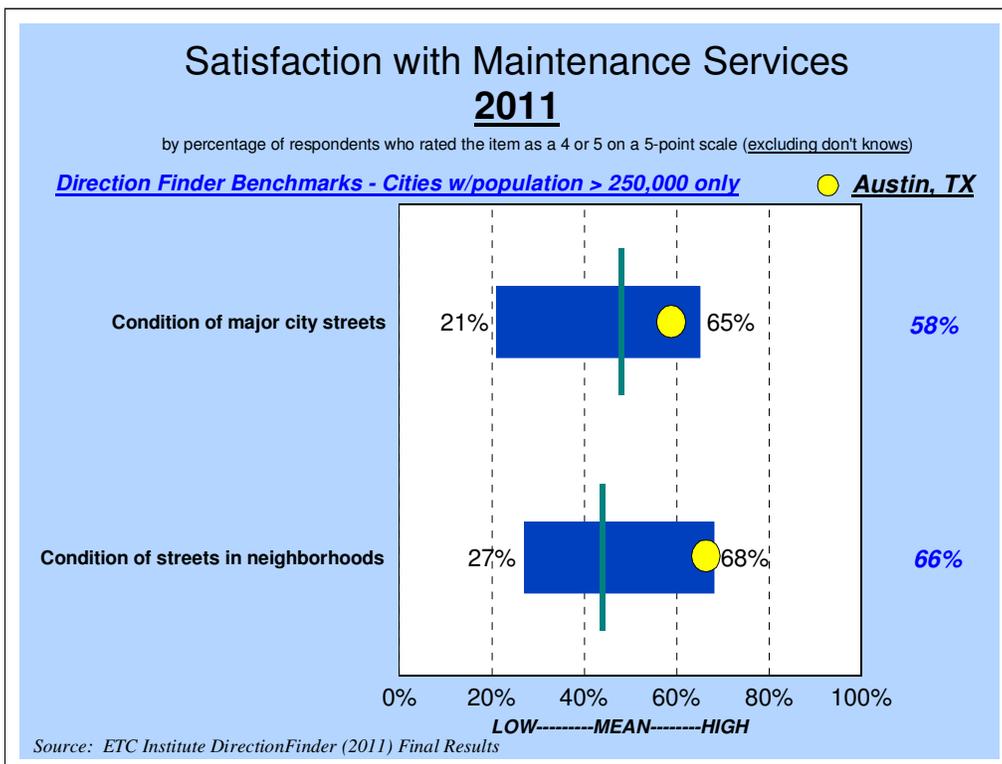
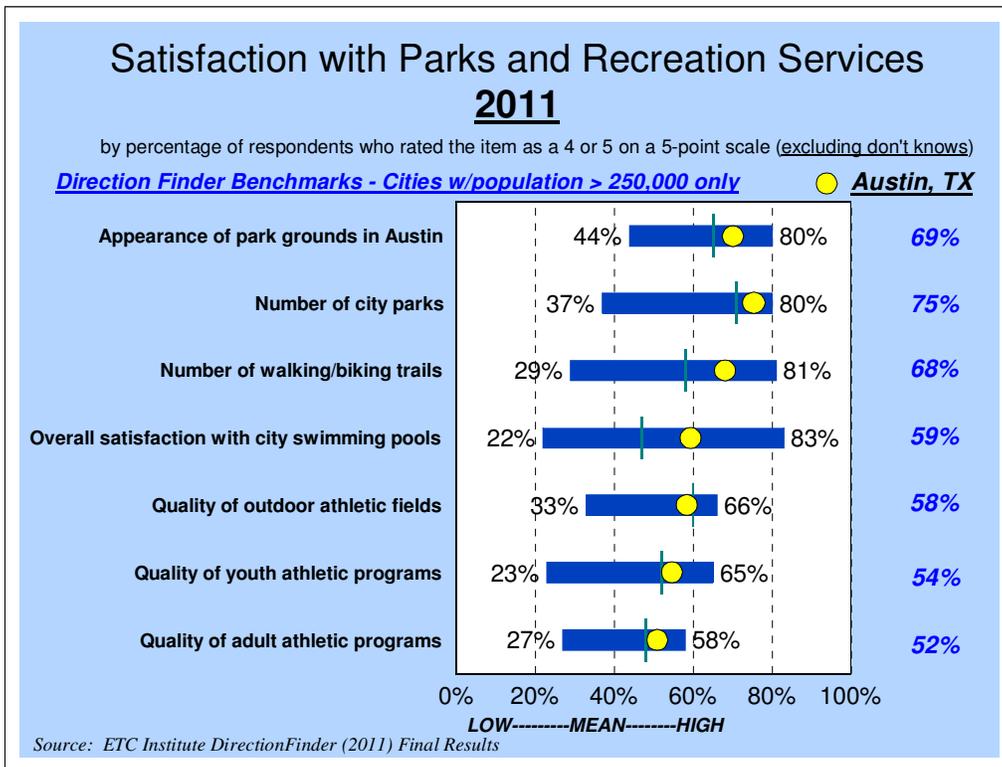






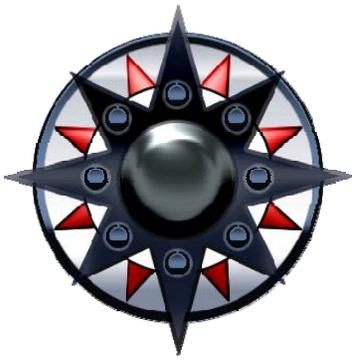
## Comparison to a Range of Performance





**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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## Importance-Satisfaction Analysis

### Austin, Texas

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### 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 cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories 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 emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation.** Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Fifty-eight percent (58%) of residents selected the "Quality of Public Safety" as one of the most important Major City services to provide.

With regard to satisfaction, eighty percent (80%) of the residents surveyed rated their overall satisfaction with the “Quality of Public Safety” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for the “Quality of Public Safety” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 58% was multiplied by 20% (1-0.80). This calculation yielded an I-S rating of 0.1160, which ranked second out of thirteen Major City Services.

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 that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 of 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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Austin are provided on the following page.

# Importance-Satisfaction Rating

## Austin, TX

### OVERALL

| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>   |                  |                     |                |                   |                                |                 |
| Overall maintenance of City streets and sidewalks                                   | 28%              | 3                   | 48%            | 12                | 0.1456                         | <b>1</b>        |
| Quality of public safety services   | 58%              | 1                   | 80%            | 2                 | 0.1160                         | <b>2</b>        |
| Overall quality of health and human services provided by City                       | 26%              | 4                   | 58%            | 9                 | 0.1092                         | <b>3</b>        |
| <b>Medium Priority (IS &lt;.10)</b>   |                  |                     |                |                   |                                |                 |
| Quality of drinking water services  | 45%              | 2                   | 78%            | 3                 | 0.0990                         | <b>4</b>        |
| Overall quality of planning, development review, permitting and inspection services | 13%              | 8                   | 40%            | 13                | 0.0780                         | <b>5</b>        |
| Quality of electric services  | 27%              | 5                   | 72%            | 7                 | 0.0756                         | <b>6</b>        |
| Quality of parks and rec programs/facilities  | 21%              | 6                   | 74%            | 5                 | 0.0546                         | <b>7</b>        |
| Austin's overall effectiveness of communication                                     | 8%               | 10                  | 54%            | 11                | 0.0368                         | <b>8</b>        |
| Quality of City libraries   | 13%              | 7                   | 73%            | 6                 | 0.0351                         | <b>9</b>        |
| Quality of wastewater services  | 11%              | 9                   | 75%            | 4                 | 0.0275                         | <b>10</b>       |
| Quality of municipal court services   | 5%               | 11                  | 58%            | 10                | 0.0210                         | <b>11</b>       |
| Overall management of stormwater runoff   | 4%               | 12                  | 60%            | 8                 | 0.0160                         | <b>12</b>       |
| Austin-Bergstrom International Airport  | 3%               | 13                  | 84%            | 1                 | 0.0048                         | <b>13</b>       |

**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 were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## Austin, TX

### Maintenance and Appearance

| Category of Service                           | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt;.20)</u></b> |                  |                     |                |                   |                                |                 |
| Traffic flow on major city streets            | 50%              | 2                   | 28%            | 8                 | 0.3600                         | 1               |
| <b><u>High Priority (IS .10-.20)</u></b>      |                  |                     |                |                   |                                |                 |
| Condition of major city streets               | 54%              | 1                   | 58%            | 2                 | 0.2268                         | 2               |
| Pedestrian accessibility                      | 29%              | 5                   | 47%            | 5                 | 0.1537                         | 3               |
| Timing of traffic signals on city streets     | 29%              | 4                   | 48%            | 4                 | 0.1508                         | 4               |
| Enforcement of local codes and ordinances     | 22%              | 8                   | 46%            | 7                 | 0.1188                         | 5               |
| Bicycle accessibility                         | 22%              | 7                   | 47%            | 6                 | 0.1166                         | 6               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>    |                  |                     |                |                   |                                |                 |
| Condition of sidewalks in your neighborhood   | 23%              | 6                   | 54%            | 3                 | 0.1058                         | 7               |
| Condition of streets in your neighborhood     | 29%              | 3                   | 66%            | 1                 | 0.0986                         | 8               |

**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 were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating Austin, TX Public Safety Services

| Category of Service                               | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>                 |                  |                     |                |                   |                                |                 |
| Overall quality of police services                | 44%              | 1                   | 76%            | 5                 | 0.1066                         | 1               |
| <b>Medium Priority (IS &lt;.10)</b>               |                  |                     |                |                   |                                |                 |
| Speed of emergency police response                | 29%              | 3                   | 73%            | 6                 | 0.0783                         | 2               |
| Overall quality of fire services                  | 32%              | 2                   | 89%            | 1                 | 0.0352                         | 3               |
| Medical assistance provided by EMS                | 24%              | 4                   | 86%            | 3                 | 0.0336                         | 4               |
| Timeliness of EMS response to emergency location  | 19%              | 6                   | 85%            | 4                 | 0.0290                         | 5               |
| Timeliness of Fire response to emergency location | 21%              | 5                   | 87%            | 2                 | 0.0273                         | 6               |
| Enforcement of local traffic laws                 | 6%               | 7                   | 62%            | 7                 | 0.0228                         | 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 were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## Austin, TX

### Environmental Services

| Category of Service                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>High Priority (IS .10-.20)</u></b>         |                  |                     |                |                   |                                |                 |
| Water Conservation programs within Austin        | 45%              | 1                   | 64%            | 3                 | 0.1620                         | 1               |
| The water quality of lakes and streams           | 37%              | 2                   | 58%            | 5                 | 0.1554                         | 2               |
| Energy Conservation program                      | 36%              | 3                   | 65%            | 1                 | 0.1260                         | 3               |
| Water/wastewater utility emergency response time | 30%              | 4                   | 63%            | 4                 | 0.1110                         | 4               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>       |                  |                     |                |                   |                                |                 |
| Flood control efforts                            | 24%              | 5                   | 65%            | 2                 | 0.0840                         | 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, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating Austin, TX Recreational and Cultural Services

| Category of Service                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>                |                  |                     |                |                   |                                |                 |
| Safety in city parks and park facilities         | 37%              | 1                   | 62%            | 8                 | 0.1406                         | 1               |
| <b>Medium Priority (IS &lt;.10)</b>              |                  |                     |                |                   |                                |                 |
| Quality of youth athletic programs               | 18%              | 8                   | 54%            | 13                | 0.0828                         | 2               |
| Overall quality of parks and recreation programs | 25%              | 2                   | 70%            | 5                 | 0.0750                         | 3               |
| Appearance of park grounds in Austin             | 21%              | 5                   | 69%            | 6                 | 0.0651                         | 4               |
| Number of walking/biking trails                  | 20%              | 6                   | 68%            | 7                 | 0.0640                         | 5               |
| Overall satisfaction with city swimming pools    | 15%              | 10                  | 59%            | 11                | 0.0617                         | 6               |
| Library programs                                 | 22%              | 4                   | 72%            | 3                 | 0.0616                         | 7               |
| Quality of facilities at city parks              | 15%              | 9                   | 62%            | 9                 | 0.0570                         | 8               |
| Number of city parks                             | 22%              | 3                   | 75%            | 2                 | 0.0550                         | 9               |
| Materials at libraries                           | 19%              | 7                   | 72%            | 4                 | 0.0532                         | 10              |
| Library hours                                    | 12%              | 11                  | 62%            | 10                | 0.0456                         | 11              |
| Quality of adult athletic programs               | 7%               | 12                  | 52%            | 15                | 0.0336                         | 12              |
| Quality of outdoor athletic fields               | 5%               | 14                  | 58%            | 12                | 0.0210                         | 13              |
| Satisfaction with aquatic programs               | 3%               | 15                  | 53%            | 14                | 0.0141                         | 14              |
| Cleanliness of library facilities                | 5%               | 13                  | 80%            | 1                 | 0.0100                         | 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 were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating Austin, TX Residential and Neighborhood Services

| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>   |                  |                     |                |                   |                                |                 |
| Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 23%              | 5                   | 51%            | 10                | 0.1127                         | 1               |
| <b>Medium Priority (IS &lt;.10)</b>   |                  |                     |                |                   |                                |                 |
| Safety of your drinking water   | 54%              | 1                   | 82%            | 4                 | 0.0972                         | 2               |
| Cleanliness of city streets and public areas  | 28%              | 3                   | 69%            | 8                 | 0.0868                         | 3               |
| Reliability of your electric service  | 39%              | 2                   | 84%            | 3                 | 0.0624                         | 4               |
| Household hazardous waste disposal service  | 11%              | 8                   | 55%            | 9                 | 0.0495                         | 5               |
| Cleanliness of your neighborhood  | 18%              | 7                   | 75%            | 6                 | 0.0450                         | 6               |
| Quality of residential garbage collection   | 26%              | 4                   | 85%            | 2                 | 0.0390                         | 7               |
| Quality of residential curbside recycling services                                    | 21%              | 6                   | 86%            | 1                 | 0.0294                         | 8               |
| Bulky item pick-up/removal services   | 10%              | 9                   | 74%            | 7                 | 0.0260                         | 9               |
| Quality of residential yard waste collection  | 9%               | 10                  | 82%            | 5                 | 0.0162                         | 10              |

**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 were the most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

**Section 3:**  
**Importance-Satisfaction Matrix**  
**Analysis**

---

### **Importance-Satisfaction Matrix Analysis.**

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.

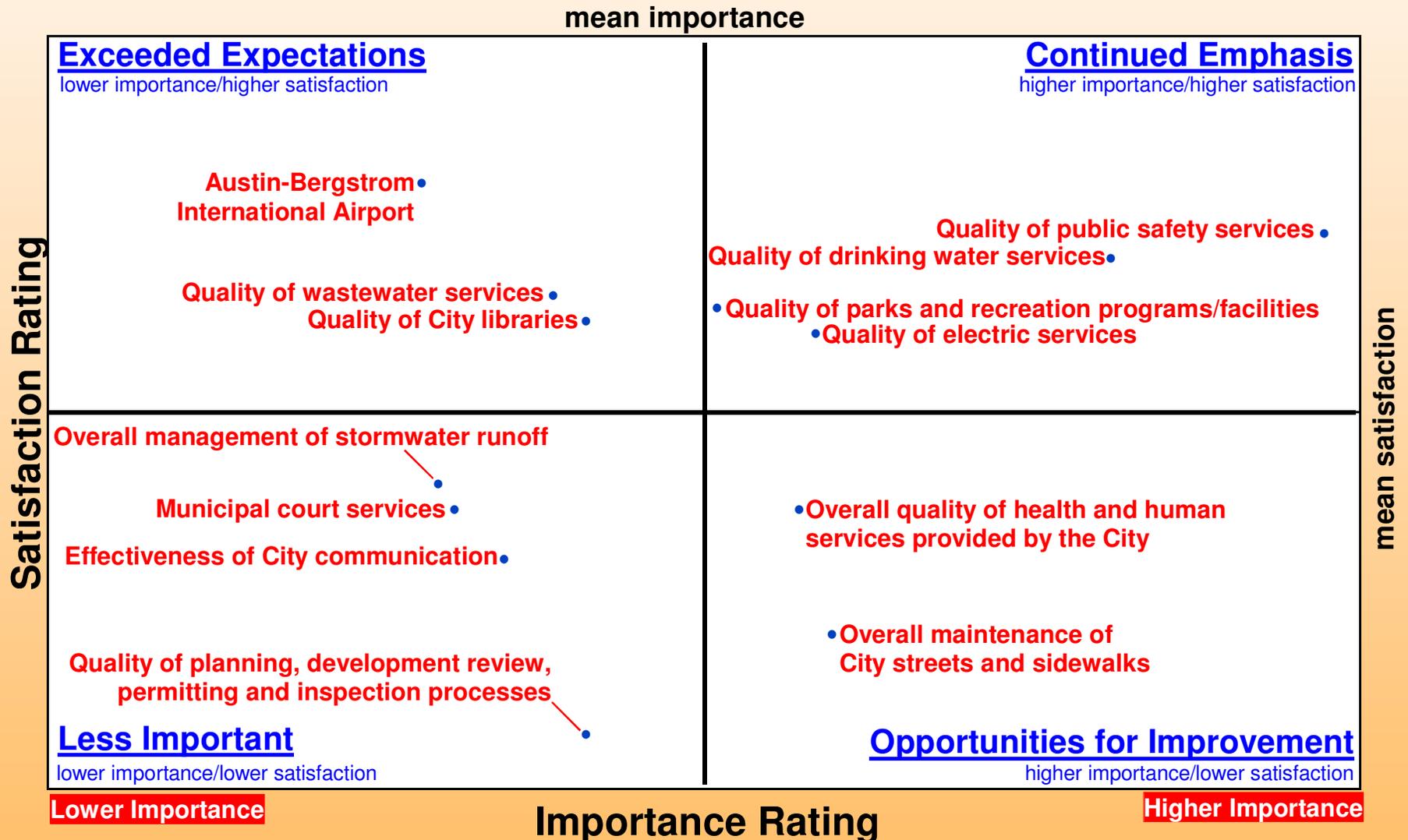
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

Matrices showing the results for the Austin are provided on the following pages.

# 2011 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

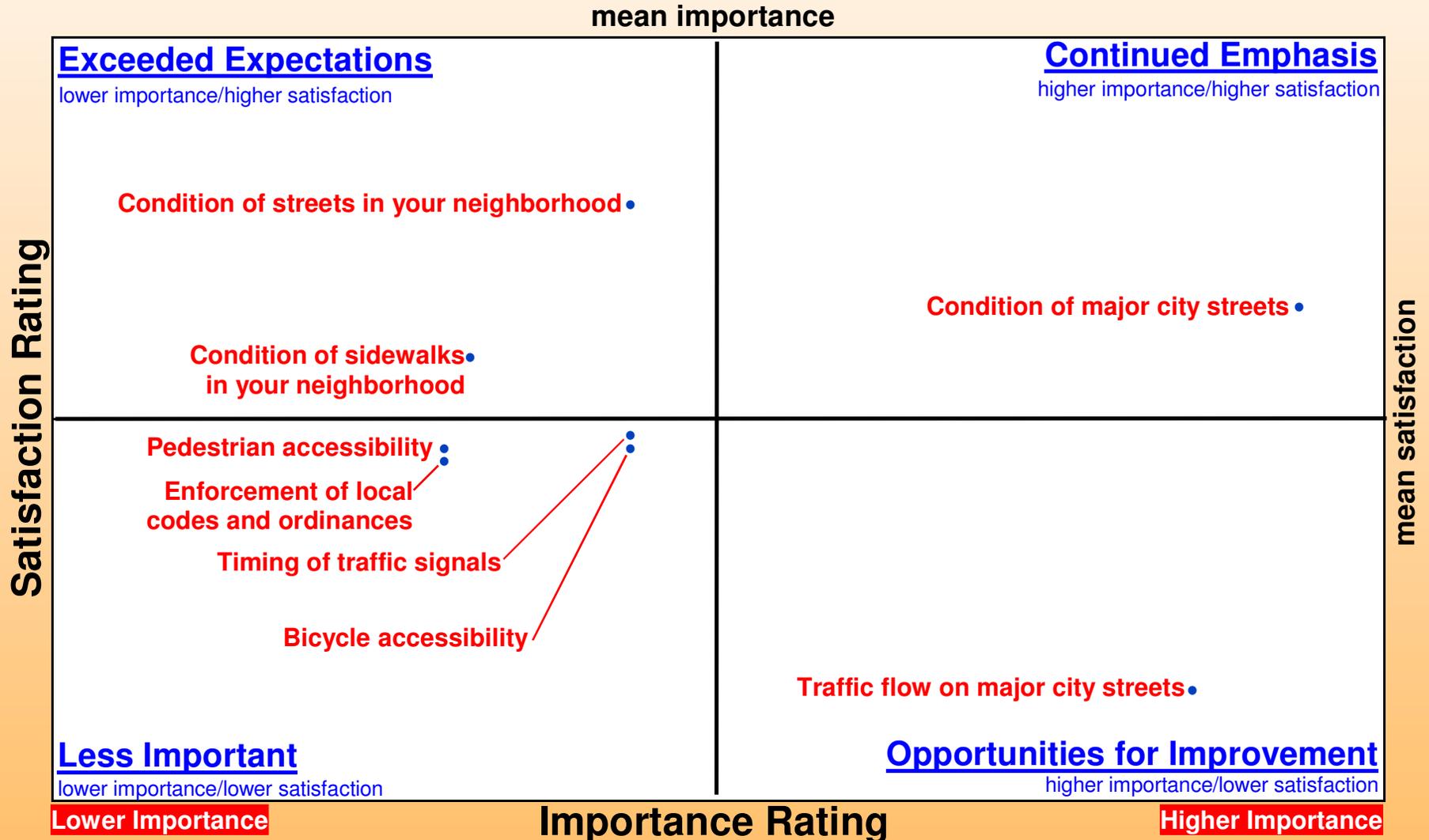
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2011 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

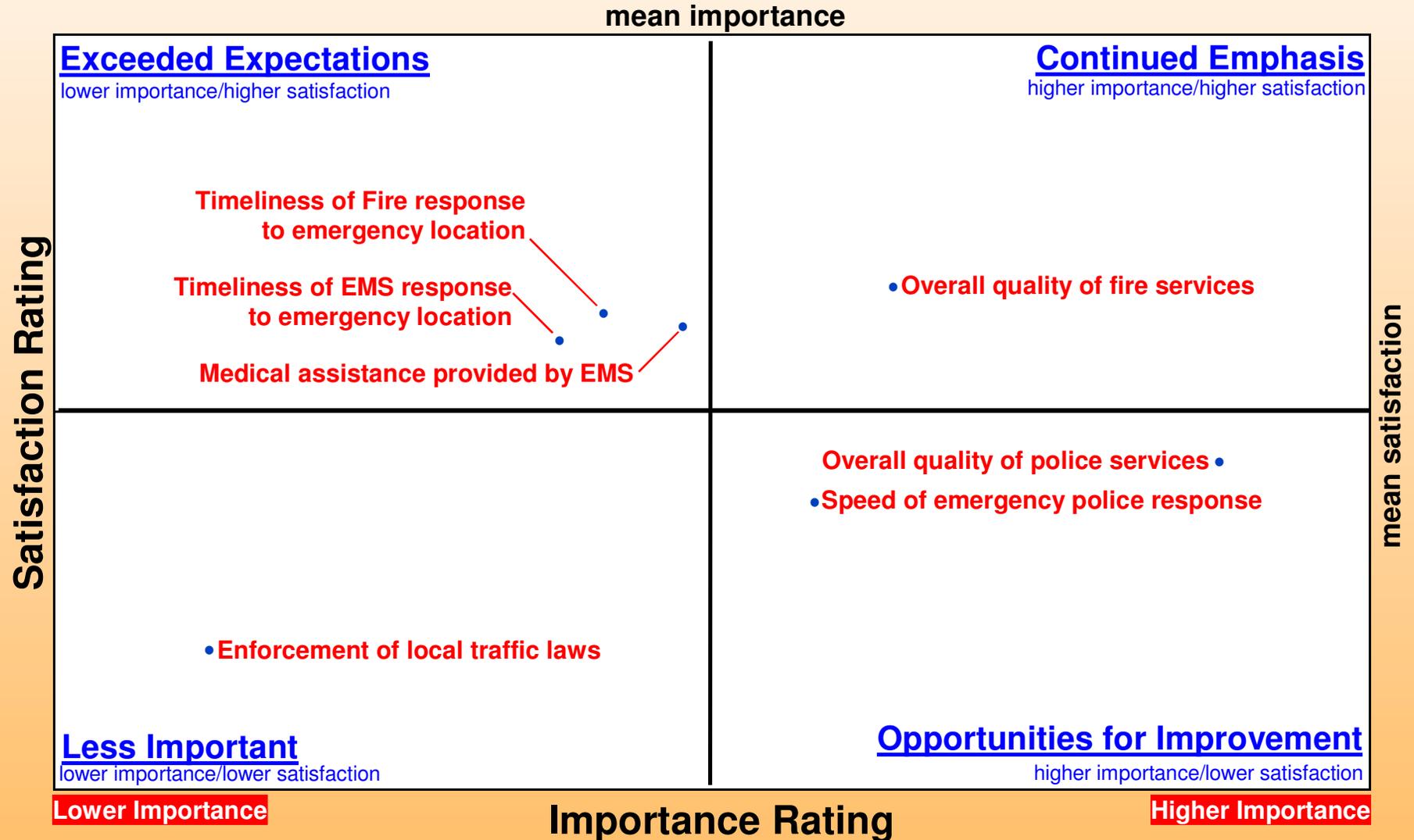
## -Maintenance and Appearance-

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



# 2011 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Public Safety Services-

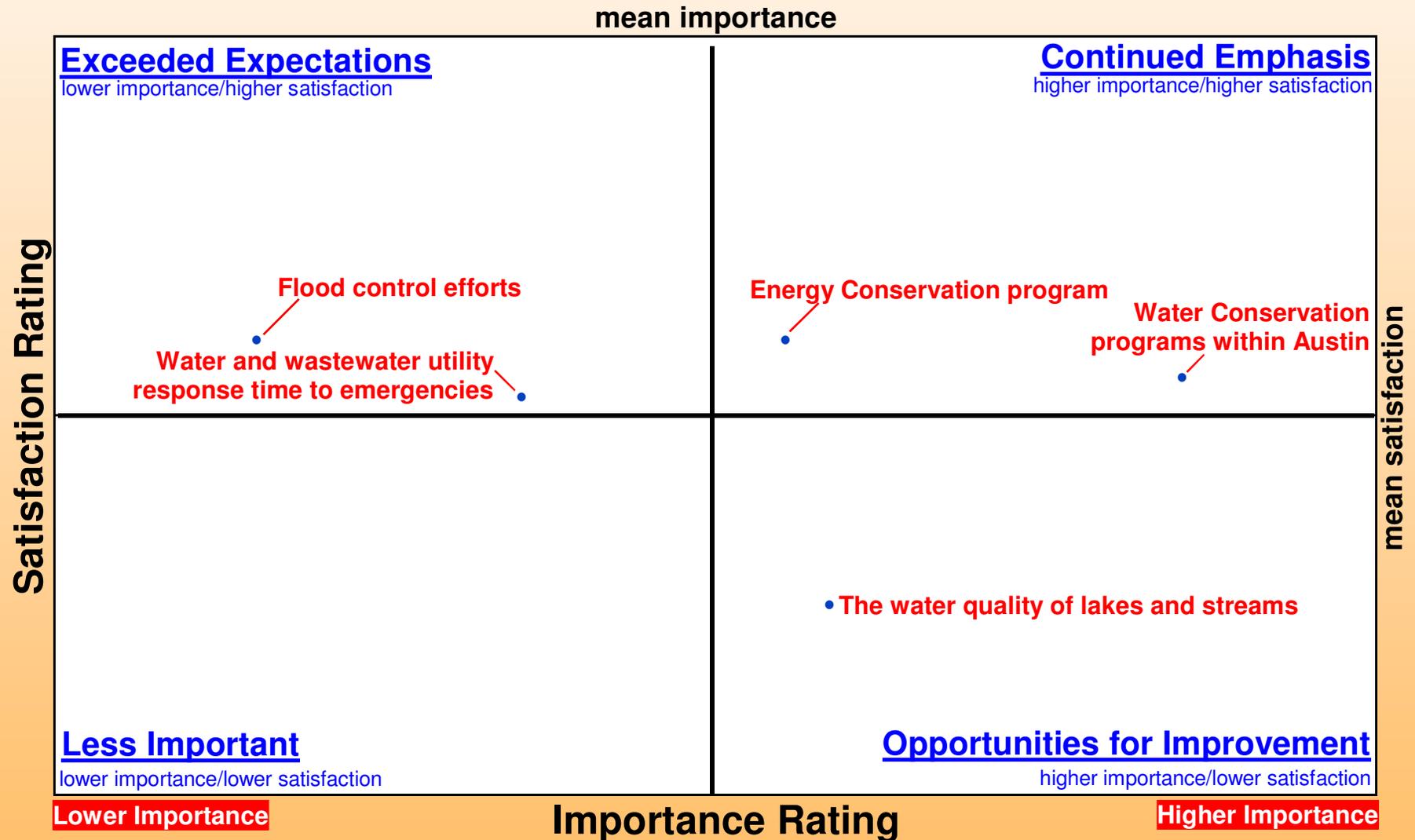
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2011 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

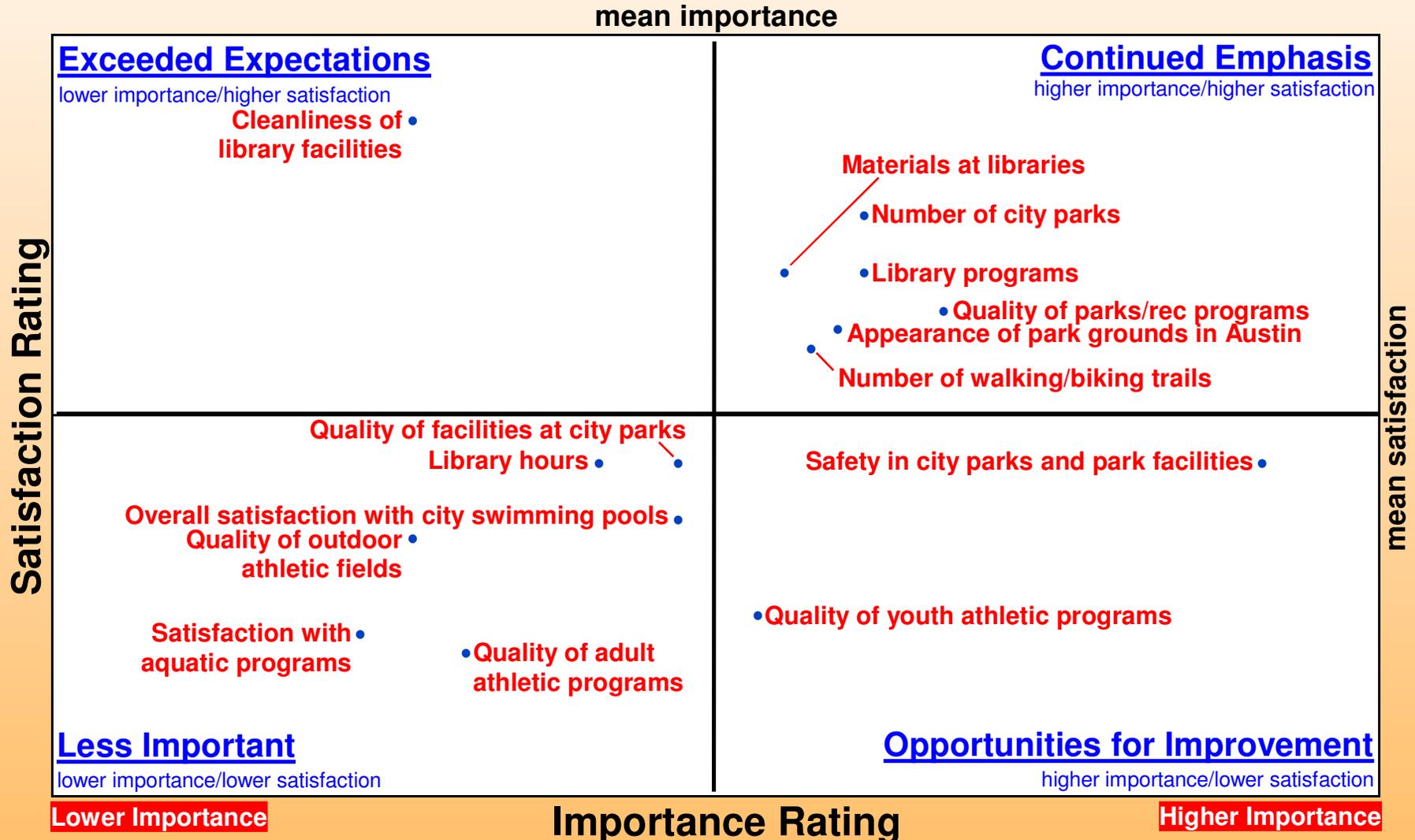
## -Environmental Services-

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



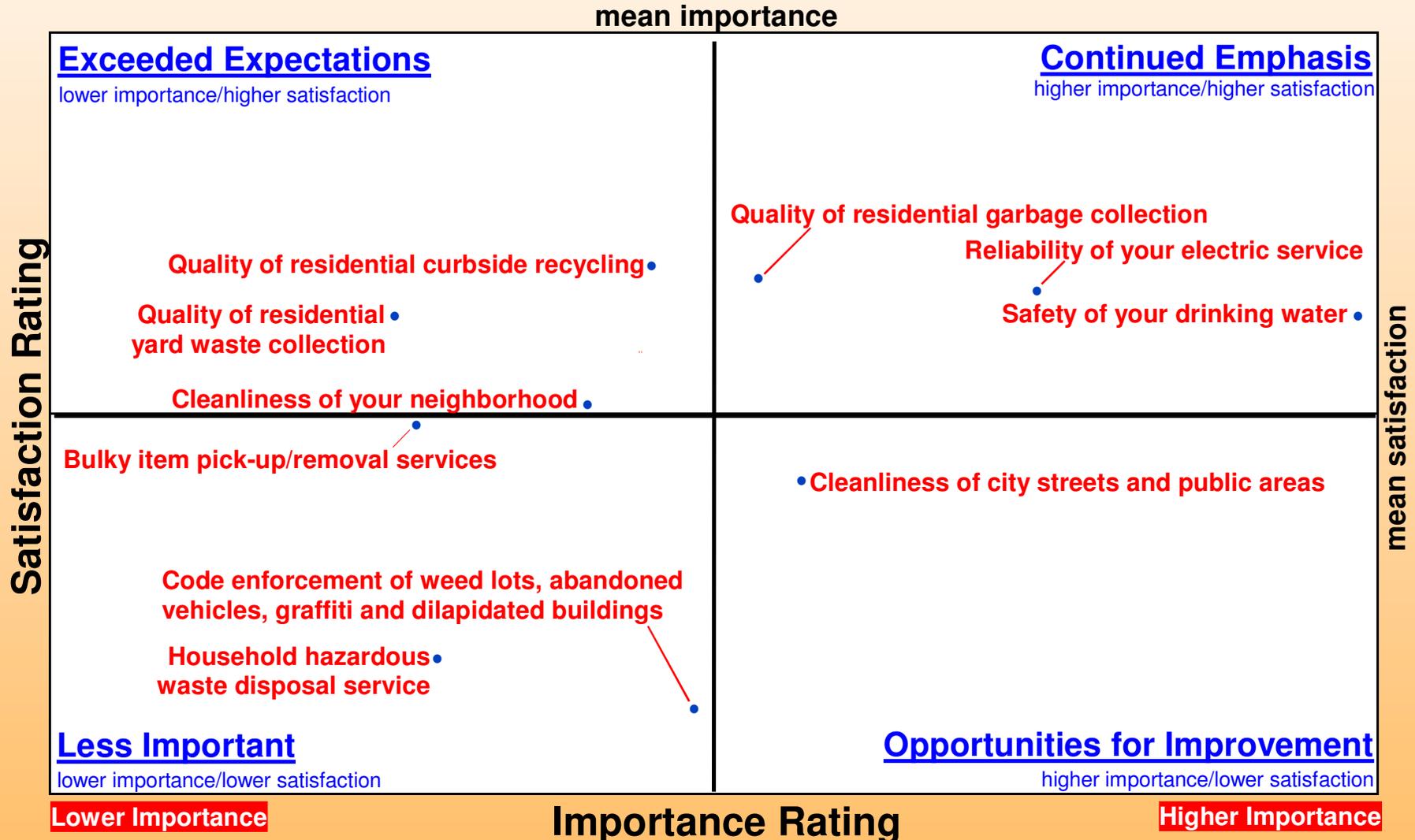
# 2011 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Recreational and Cultural Services-

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



# 2011 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)



## **Section 4:**

# **GIS Maps**

---

## Interpreting the Maps

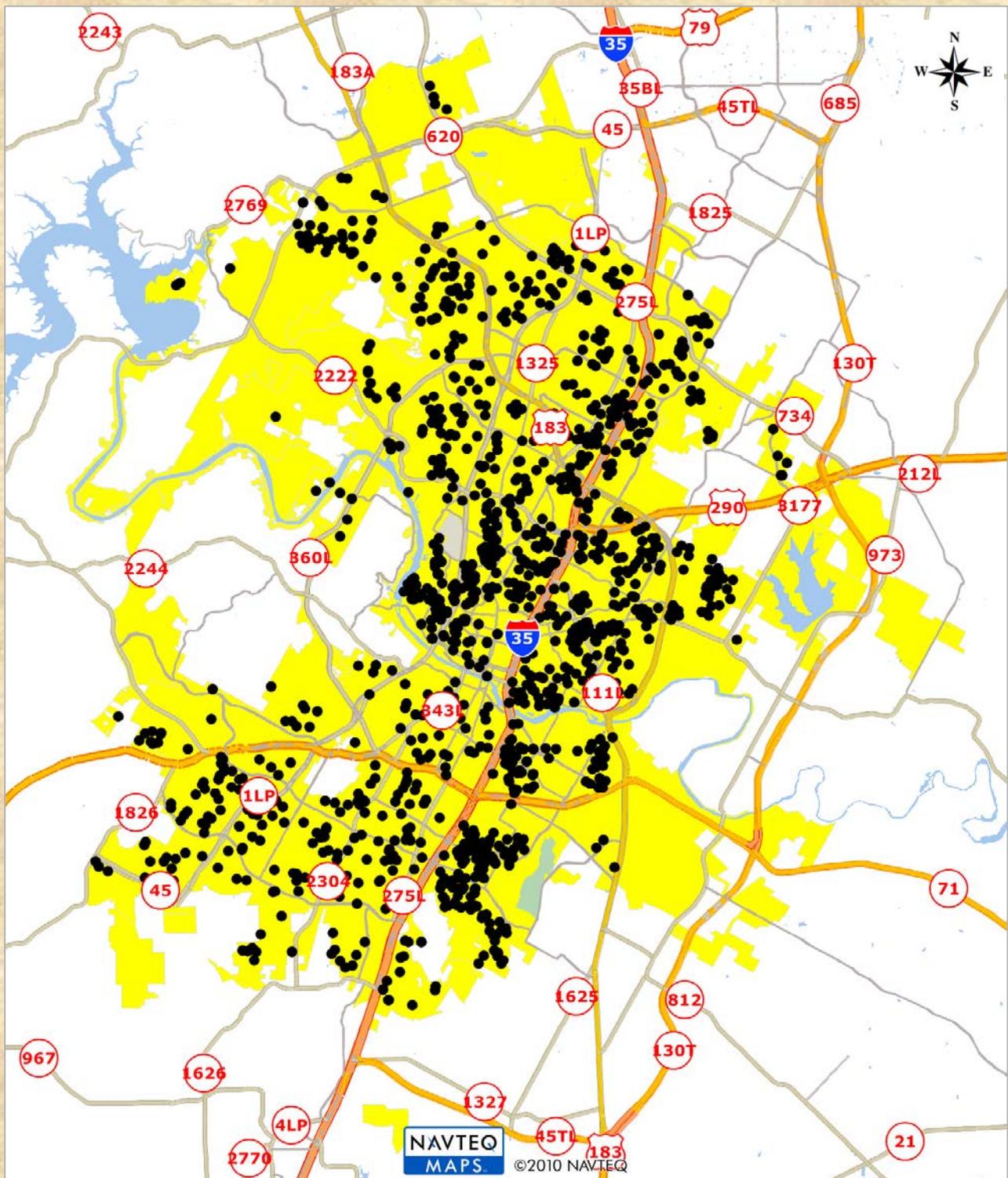
The maps on the following pages show the mean ratings for several questions on the survey by zip code.

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:

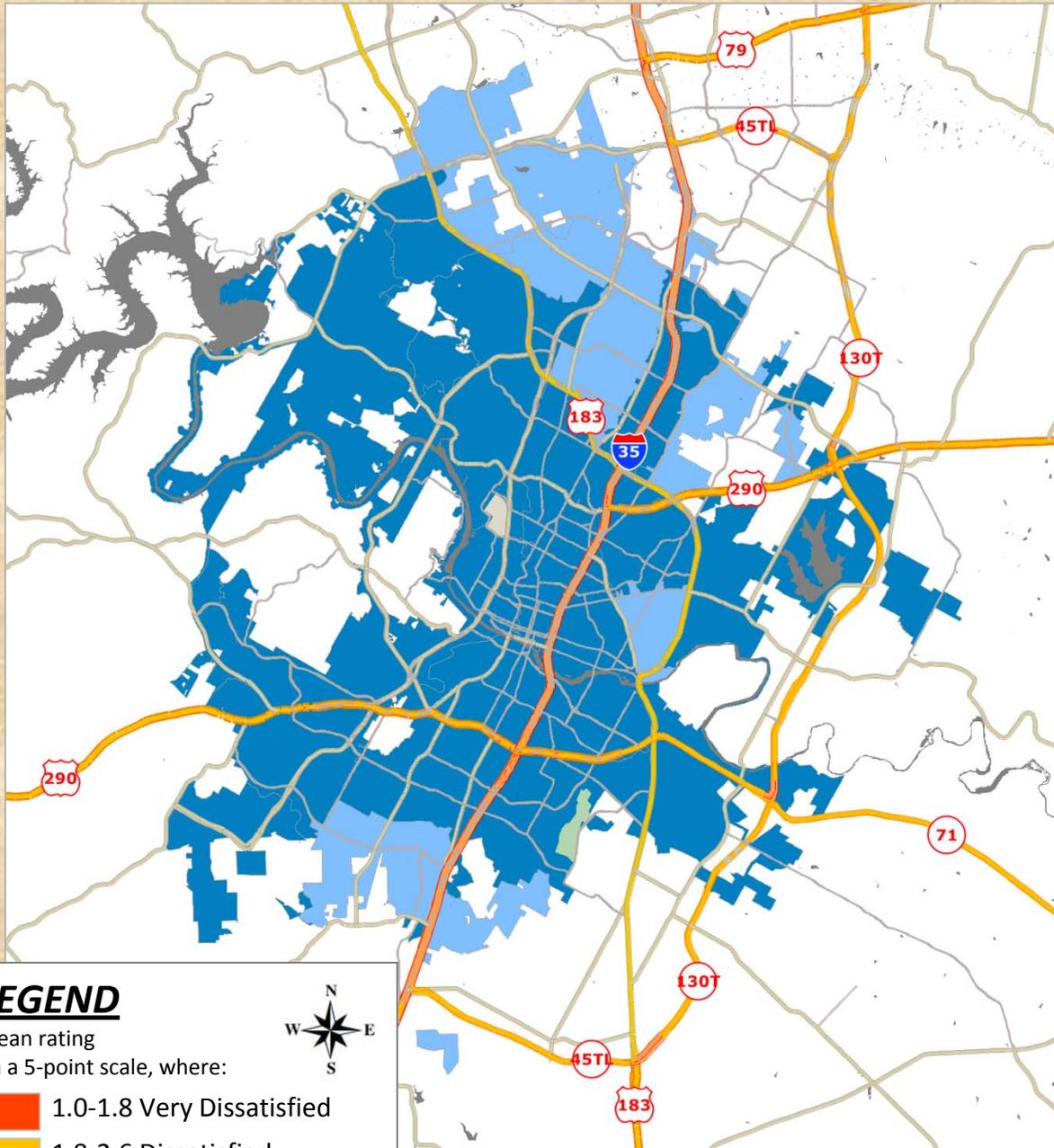
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

## Location of Survey Respondents



## 2011 City of Austin Community Survey

# Q1a Satisfaction with the City of Austin as a place to live



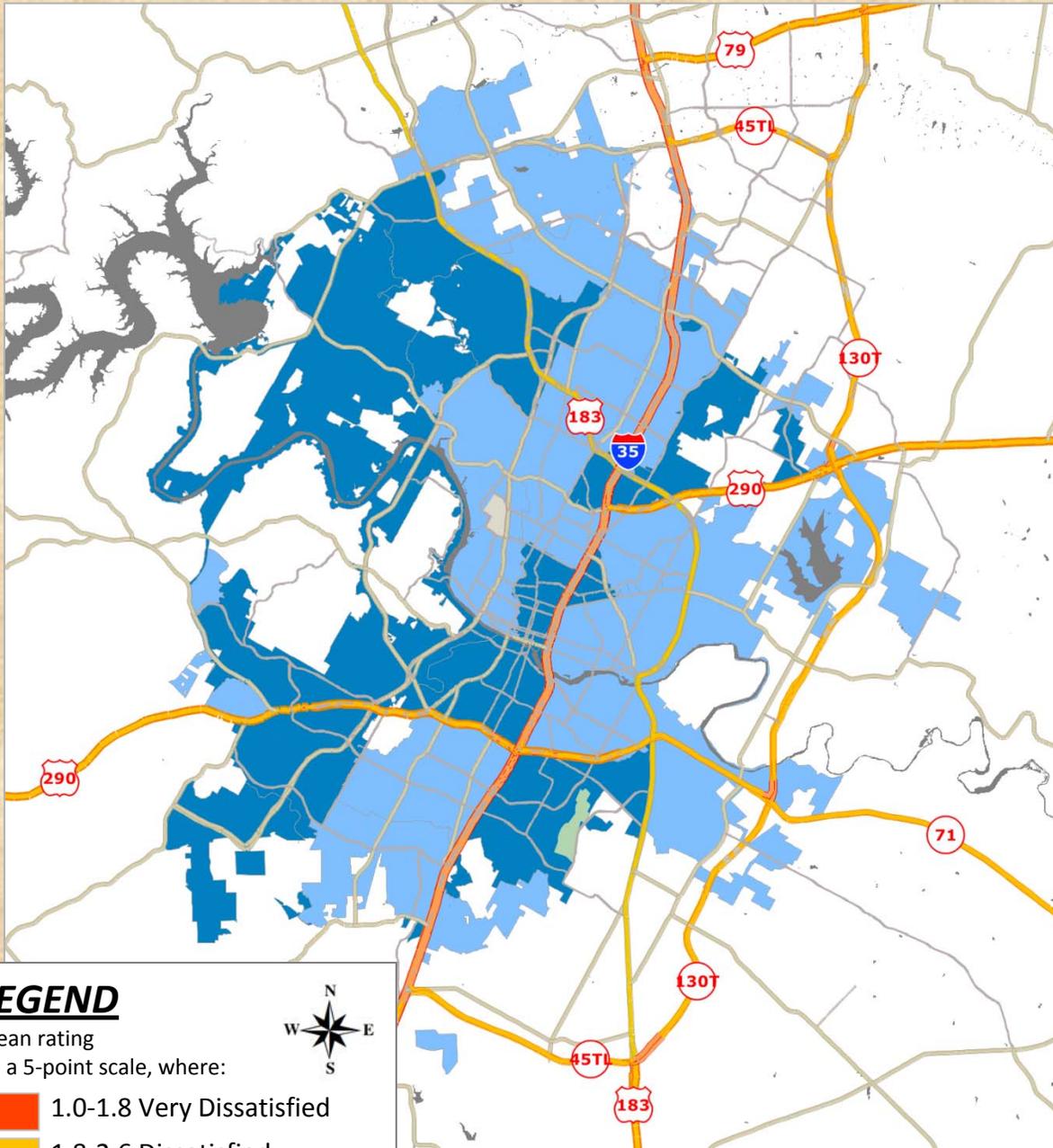
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q1b Satisfaction with the City of Austin as a place to raise children



**LEGEND**

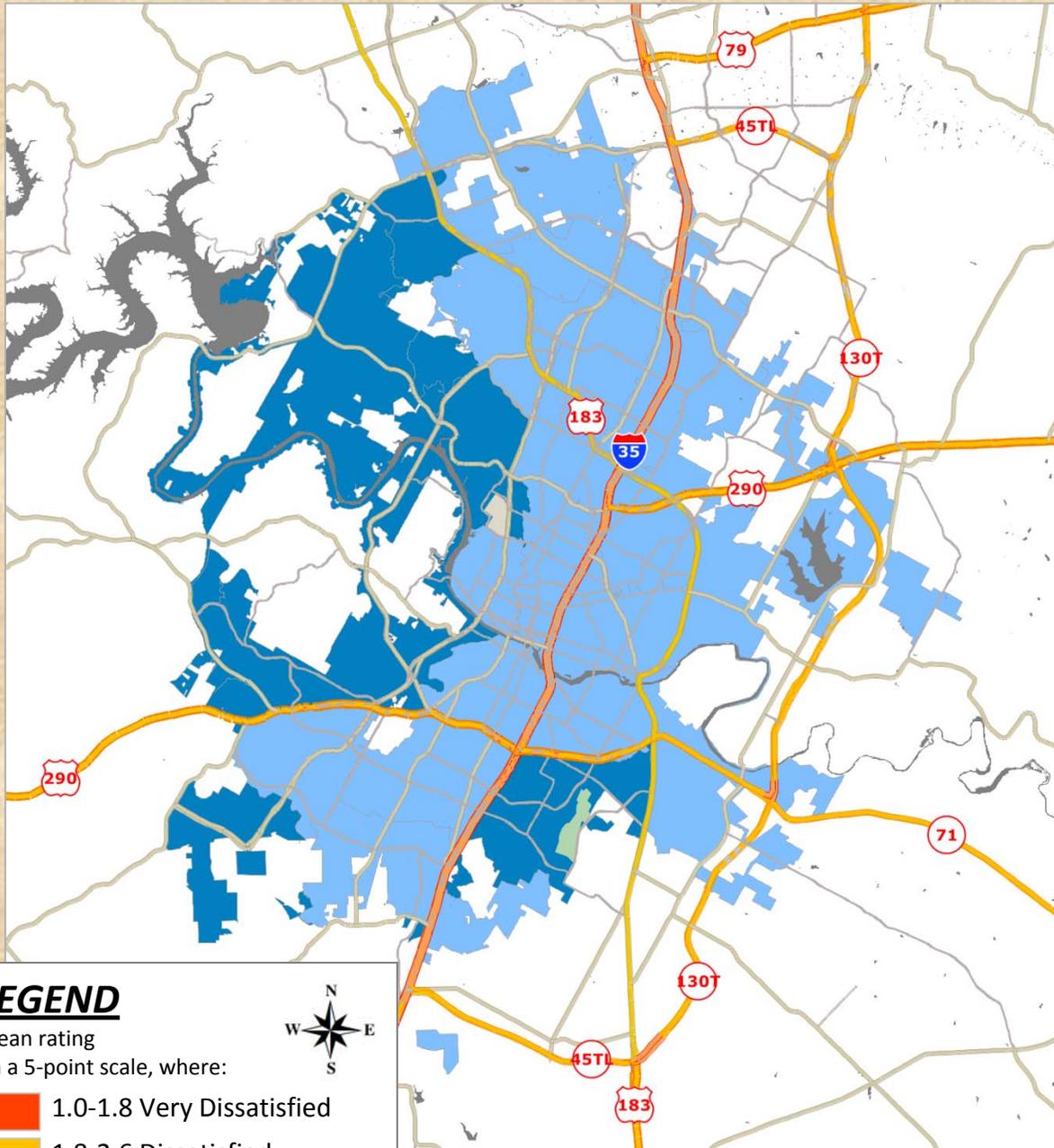
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q1c Satisfaction with the City of Austin as a place to work



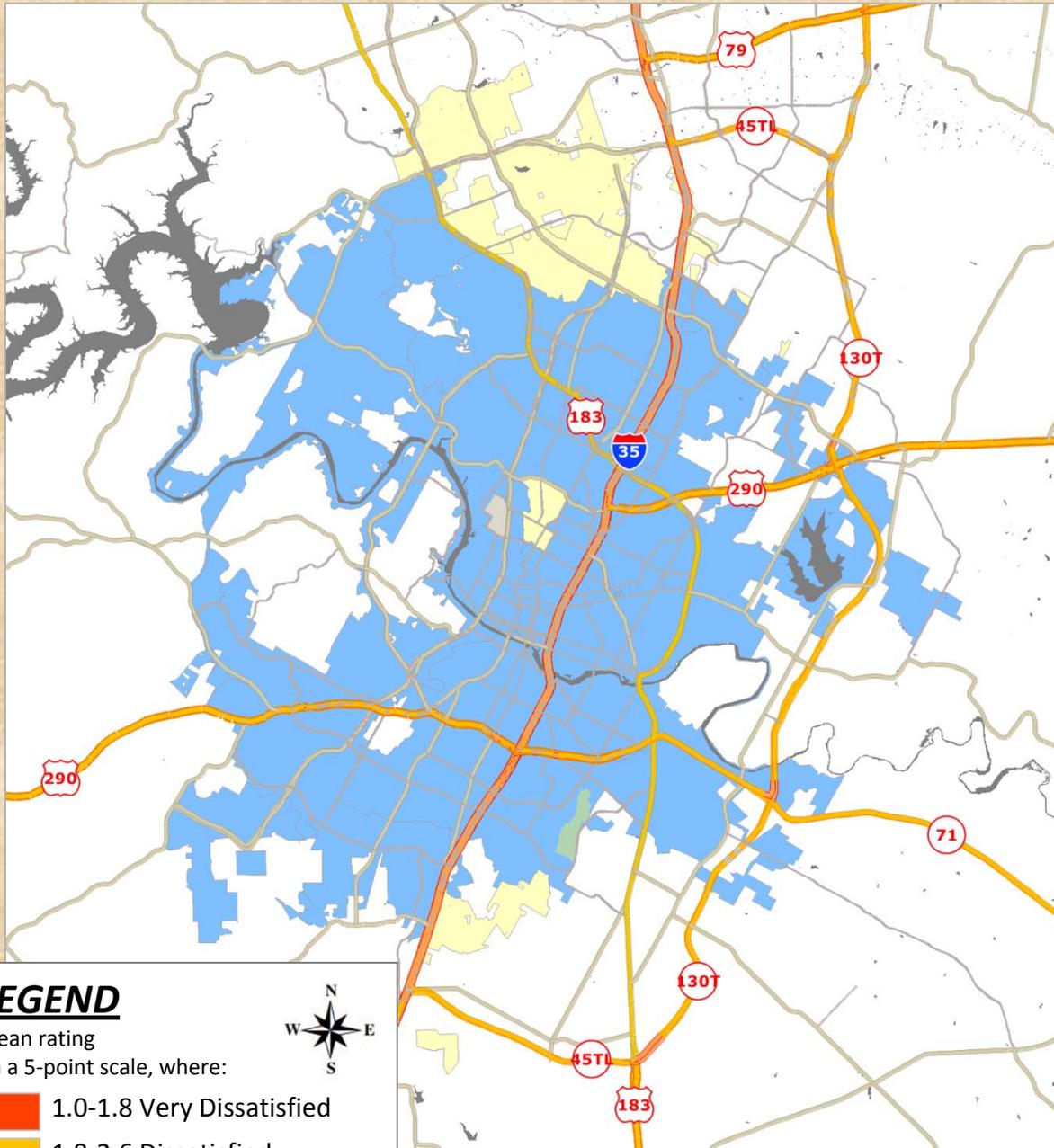
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q1d Satisfaction with the City of Austin as a place to retire



**LEGEND**

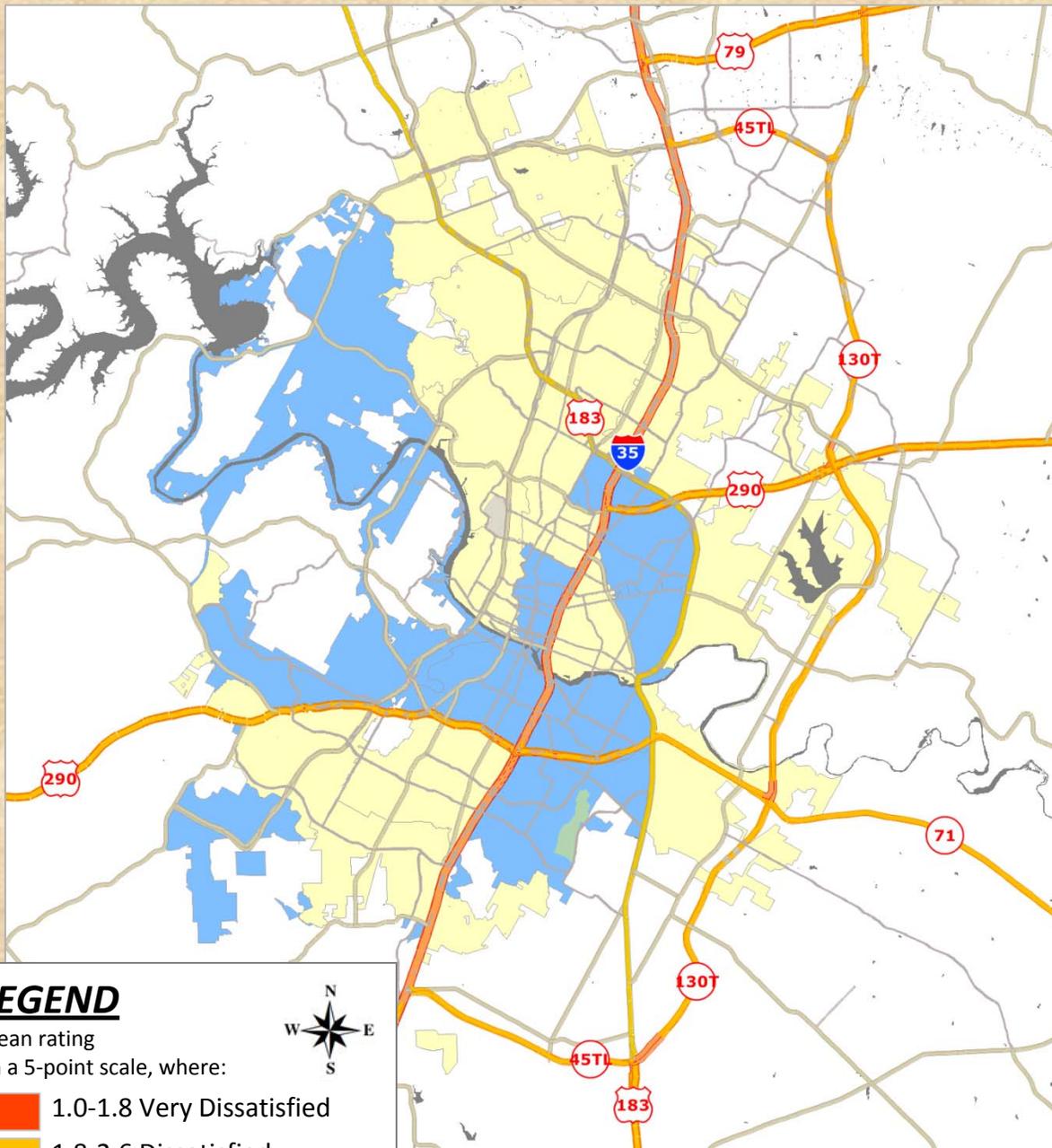
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q1e Satisfaction with the overall value received for City tax dollars and fees



**LEGEND**

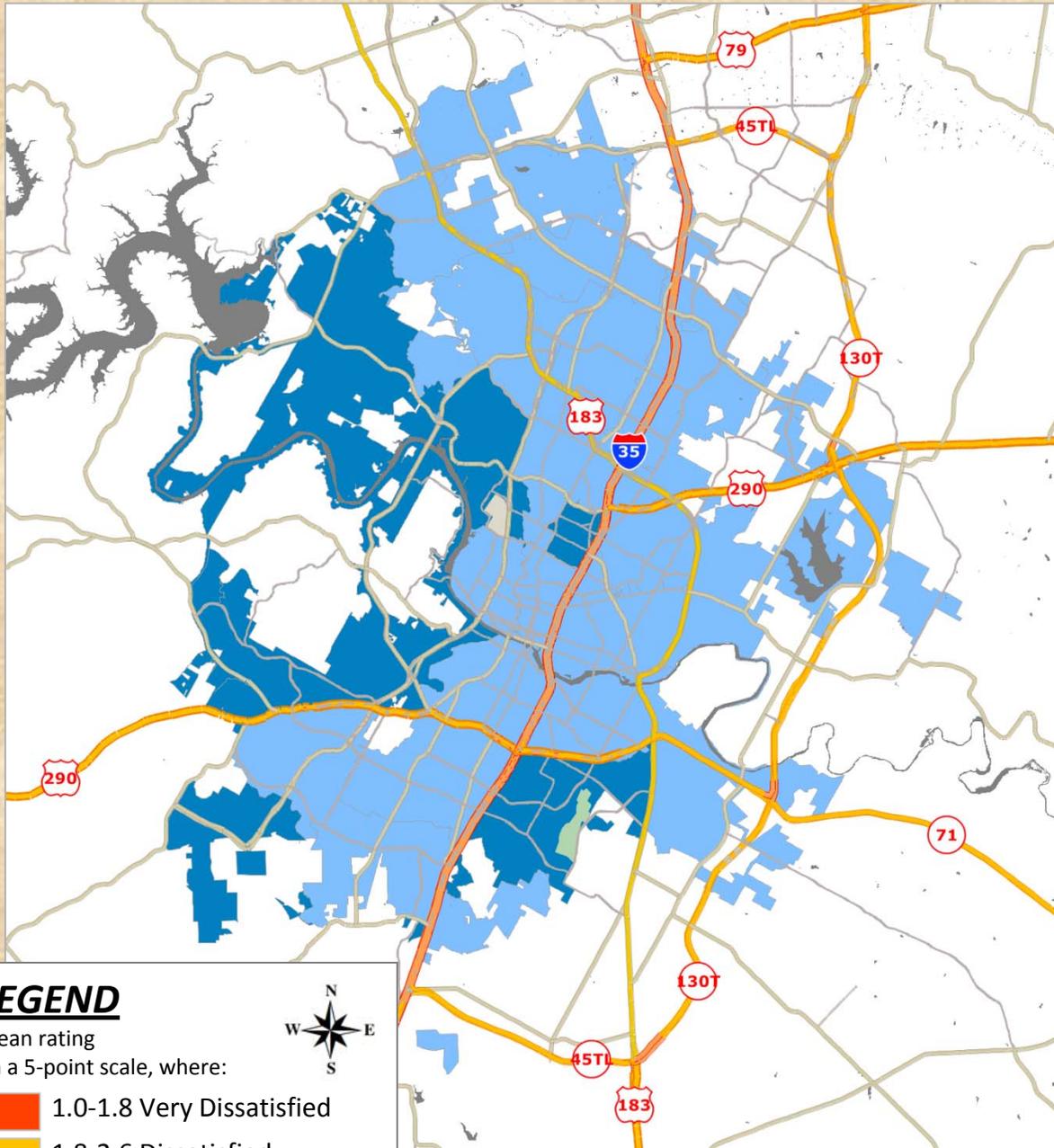
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q1f Satisfaction with the overall quality of life in the city



**LEGEND**

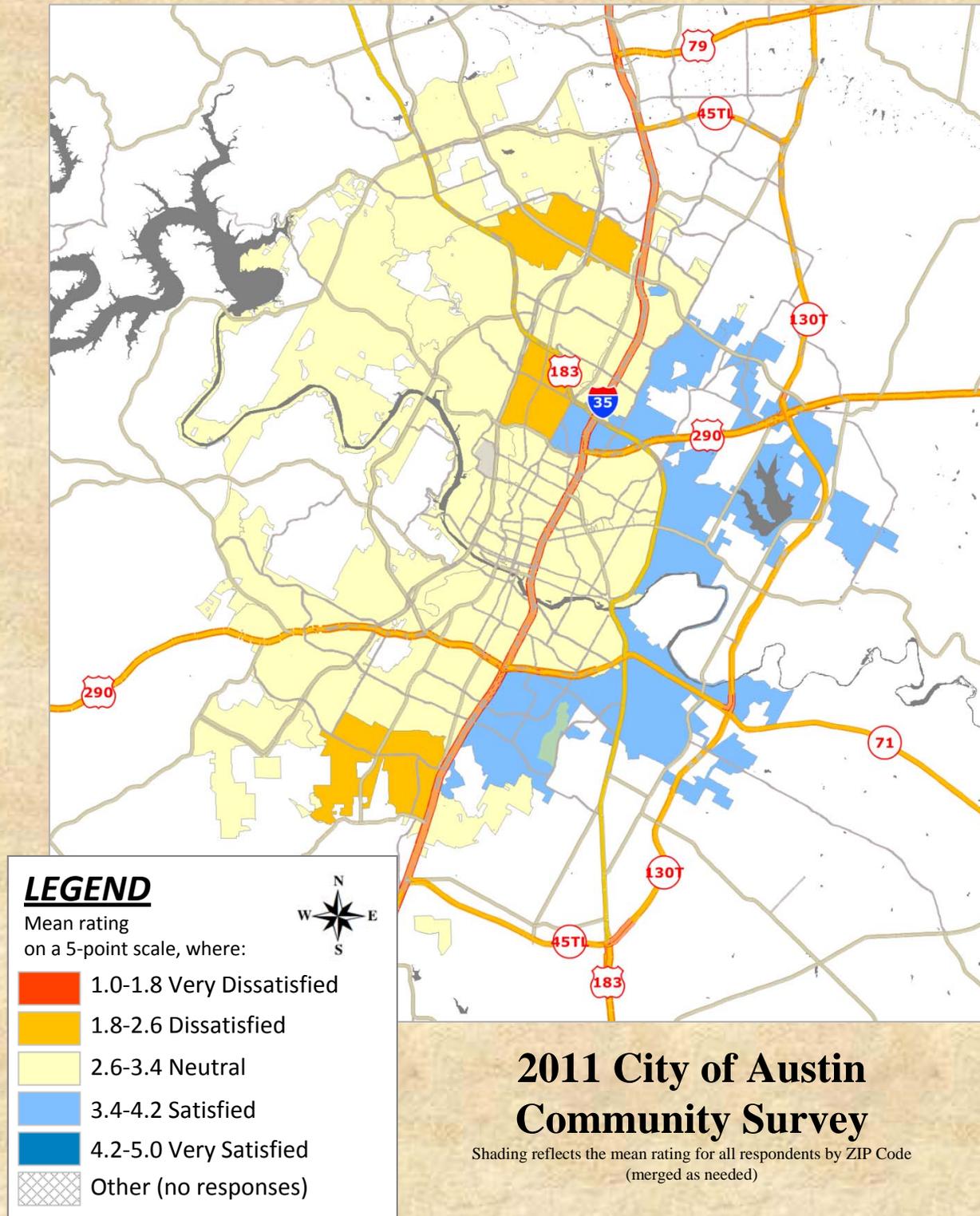
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

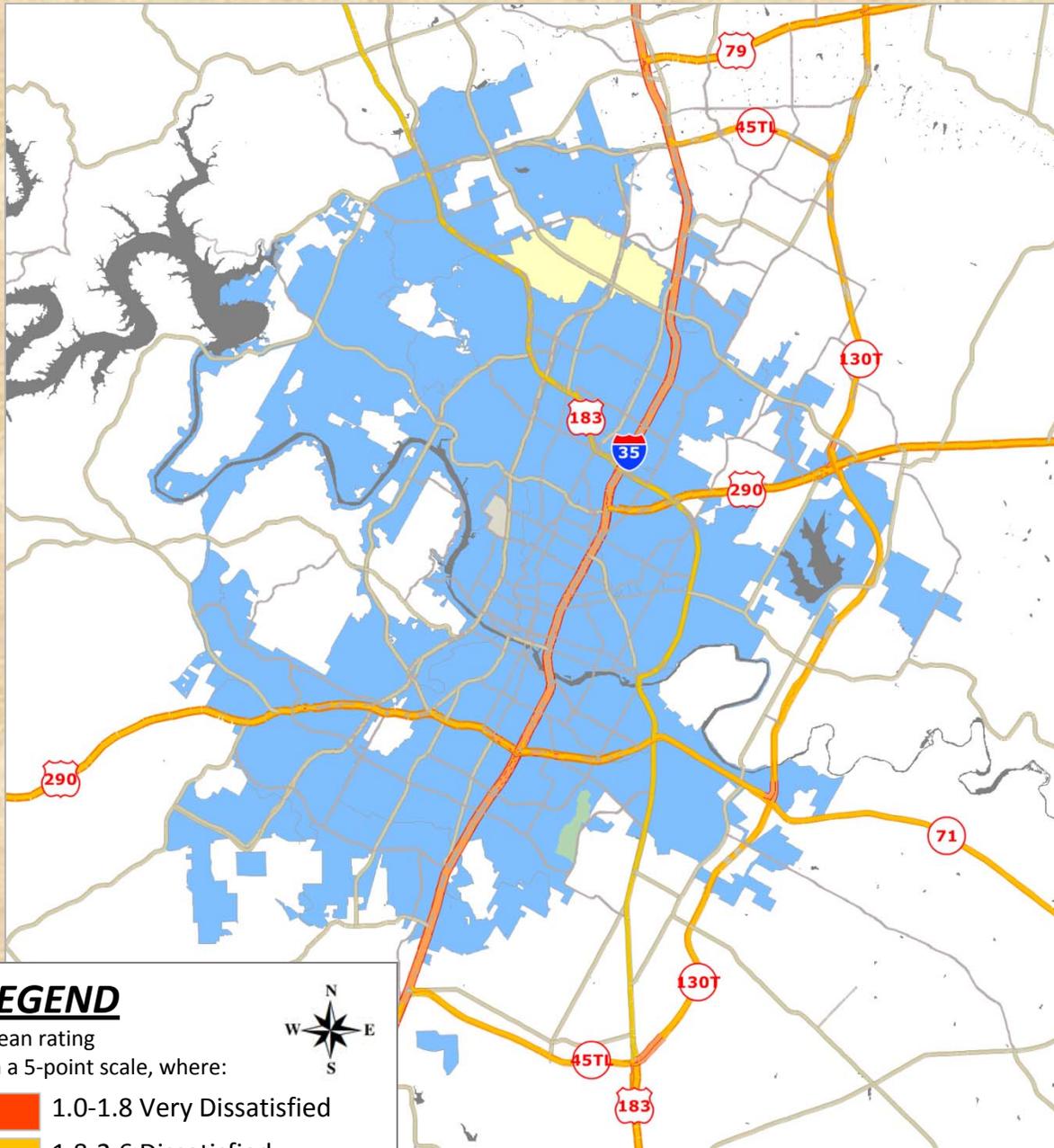
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q1g Satisfaction with how well the City is planning growth



# Q1h Satisfaction with the overall quality of services provided by the City



**LEGEND**

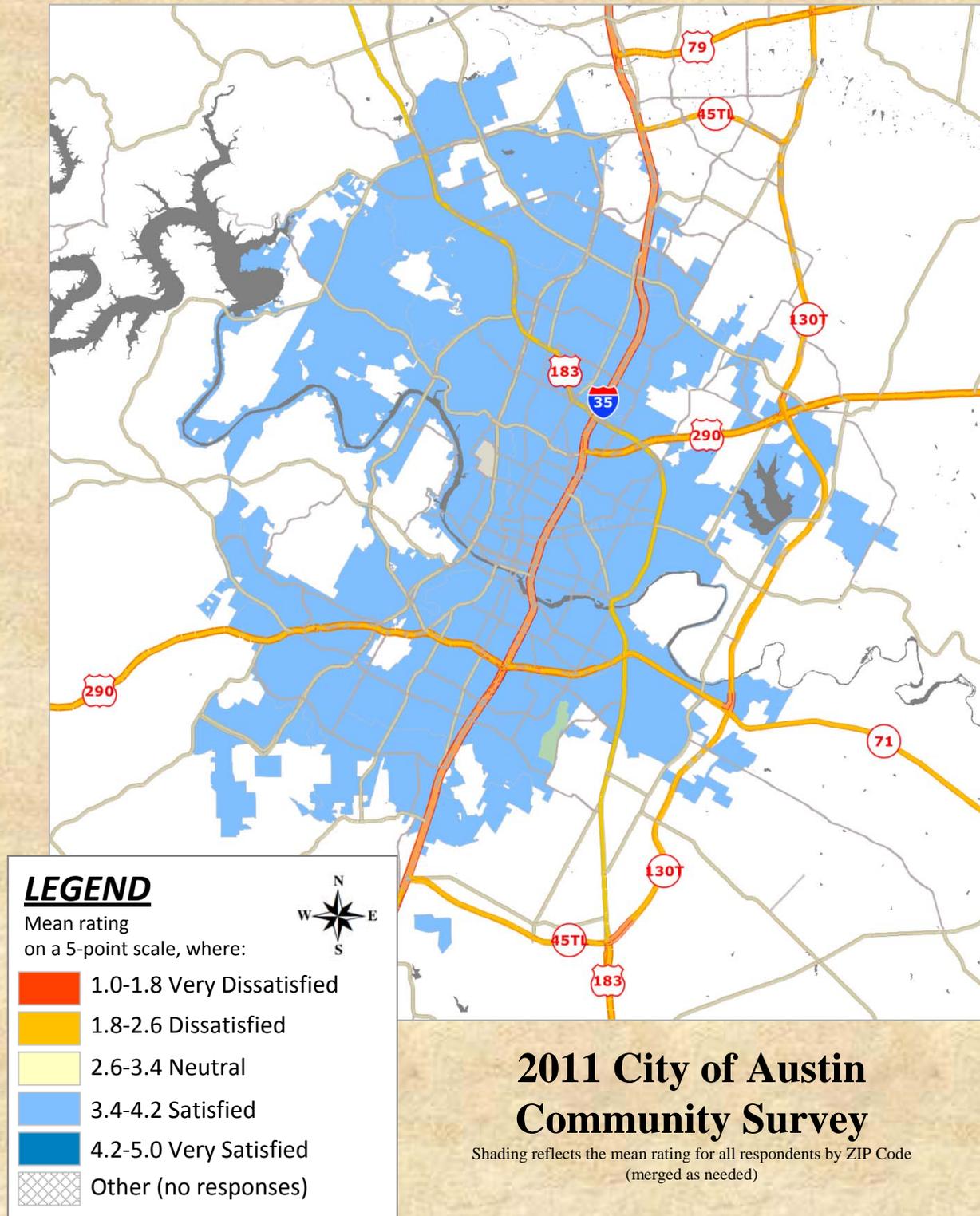
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

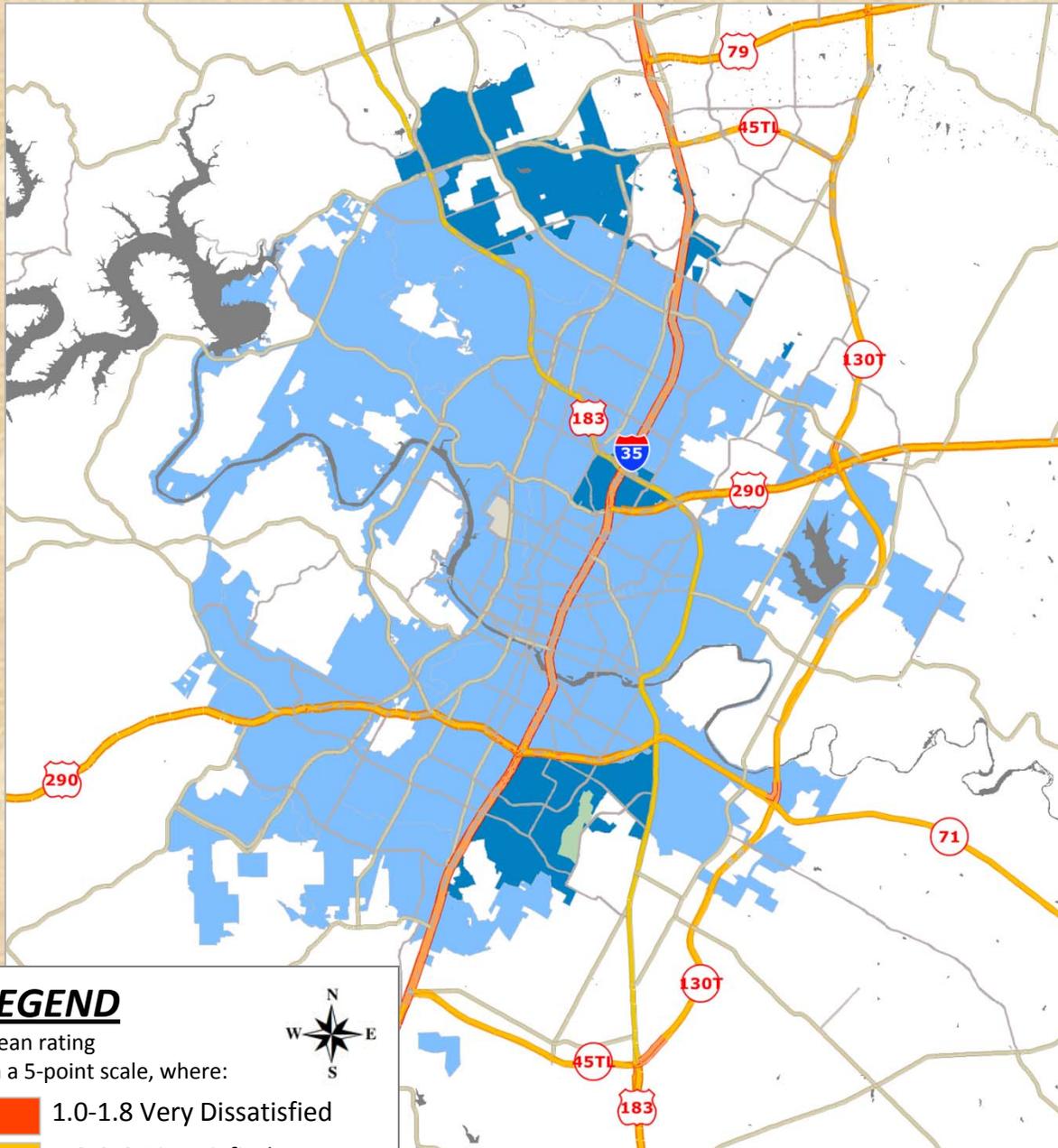
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q2a Satisfaction with the quality of parks and recreation programs and facilities



## Q2b Satisfaction with the quality of city libraries



### **LEGEND**

Mean rating  
on a 5-point scale, where:

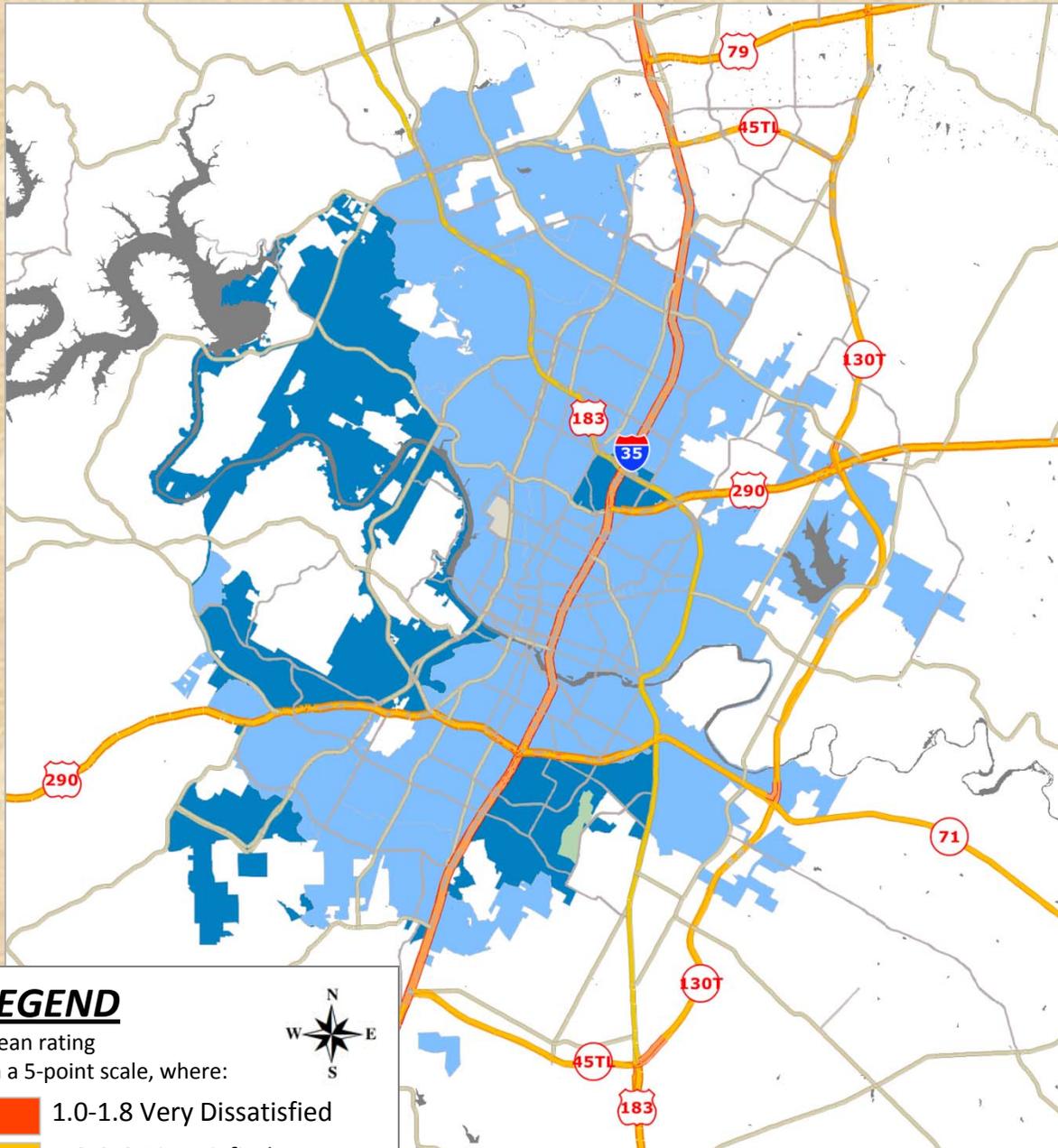
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q2c Satisfaction with the quality of public safety services



**LEGEND**

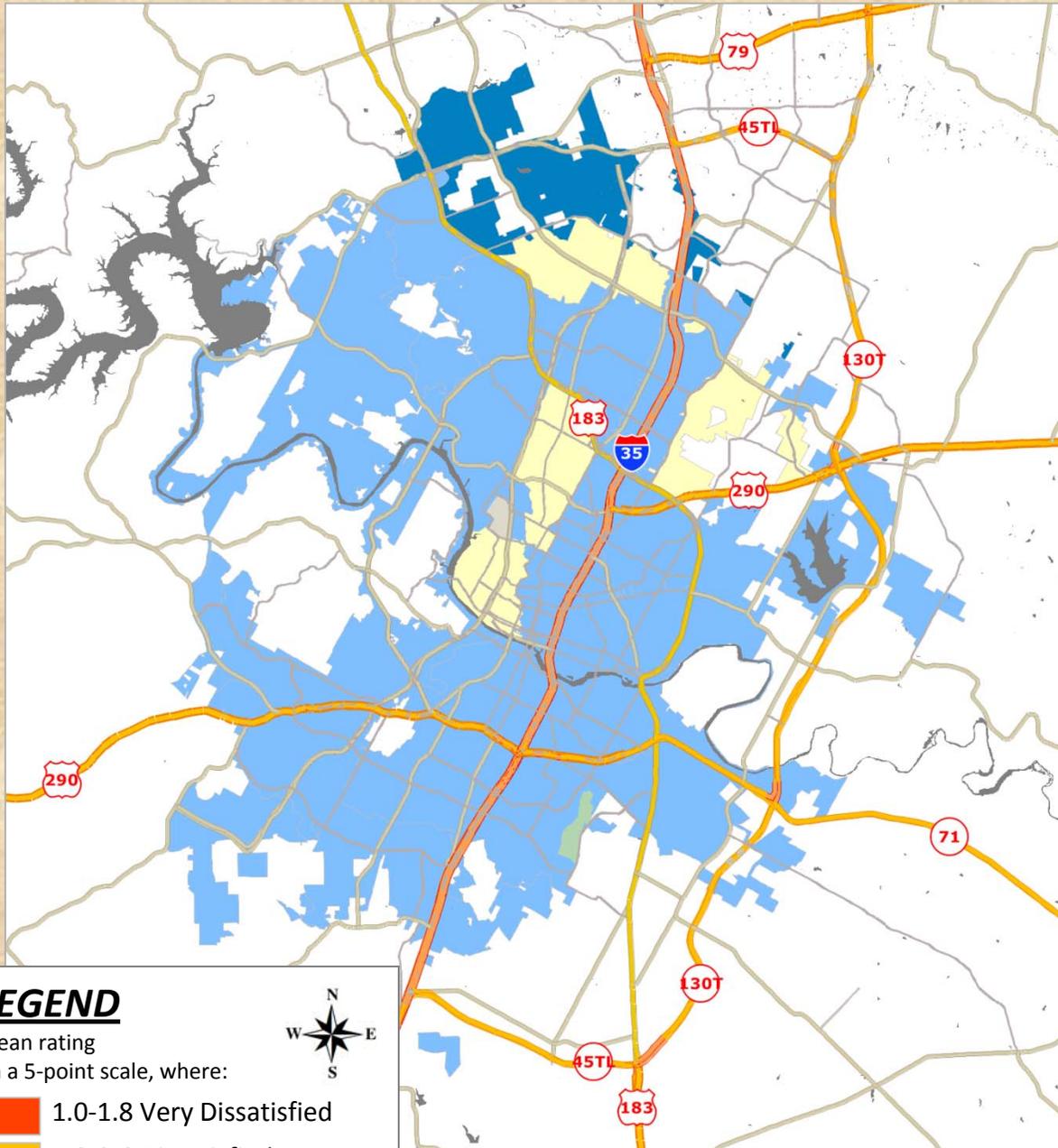
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q2d Satisfaction with the quality of municipal court services



**LEGEND**

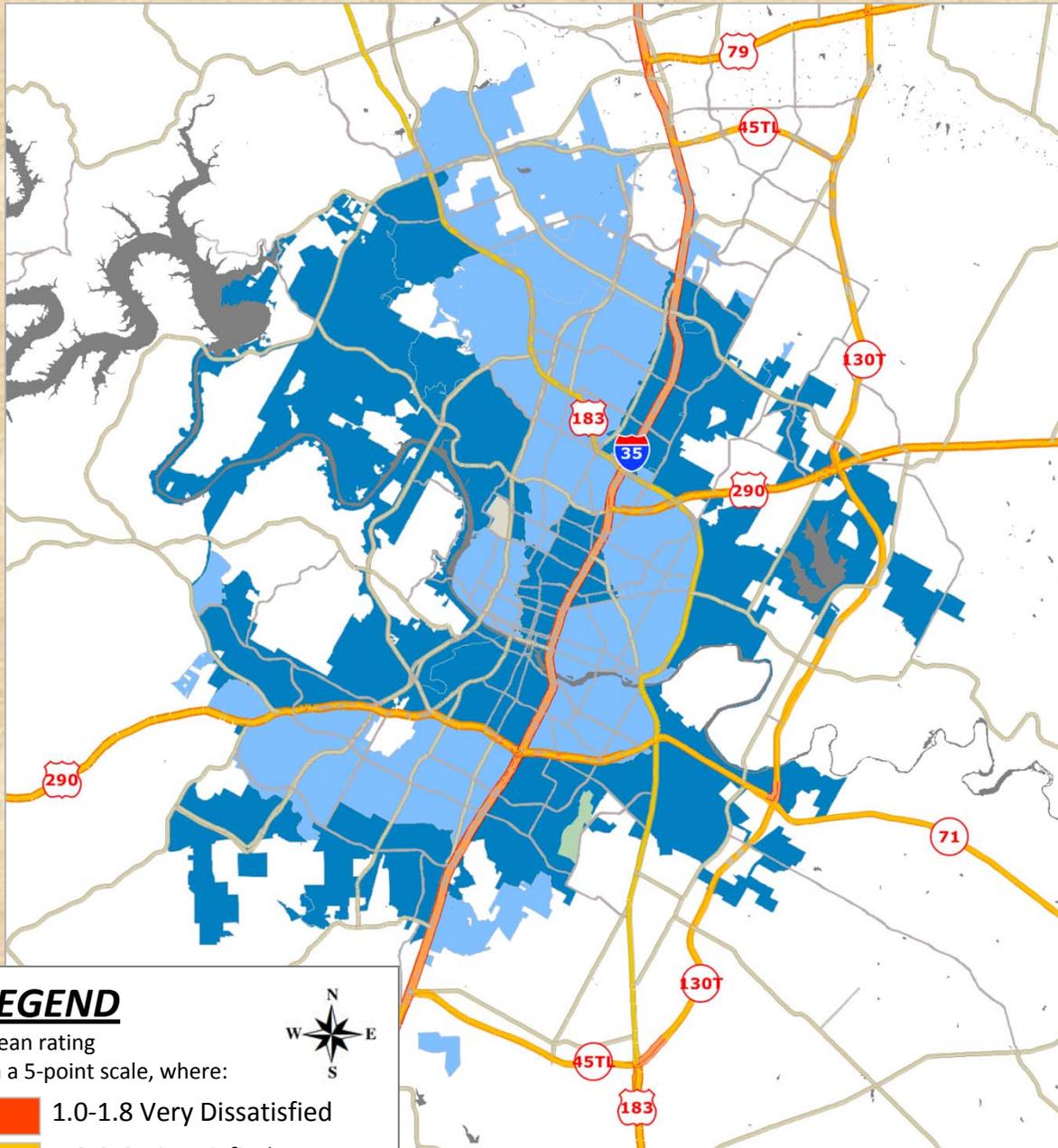
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q2e Satisfaction with the quality of the Austin-Bergstrom International Airport



### **LEGEND**

Mean rating  
on a 5-point scale, where:

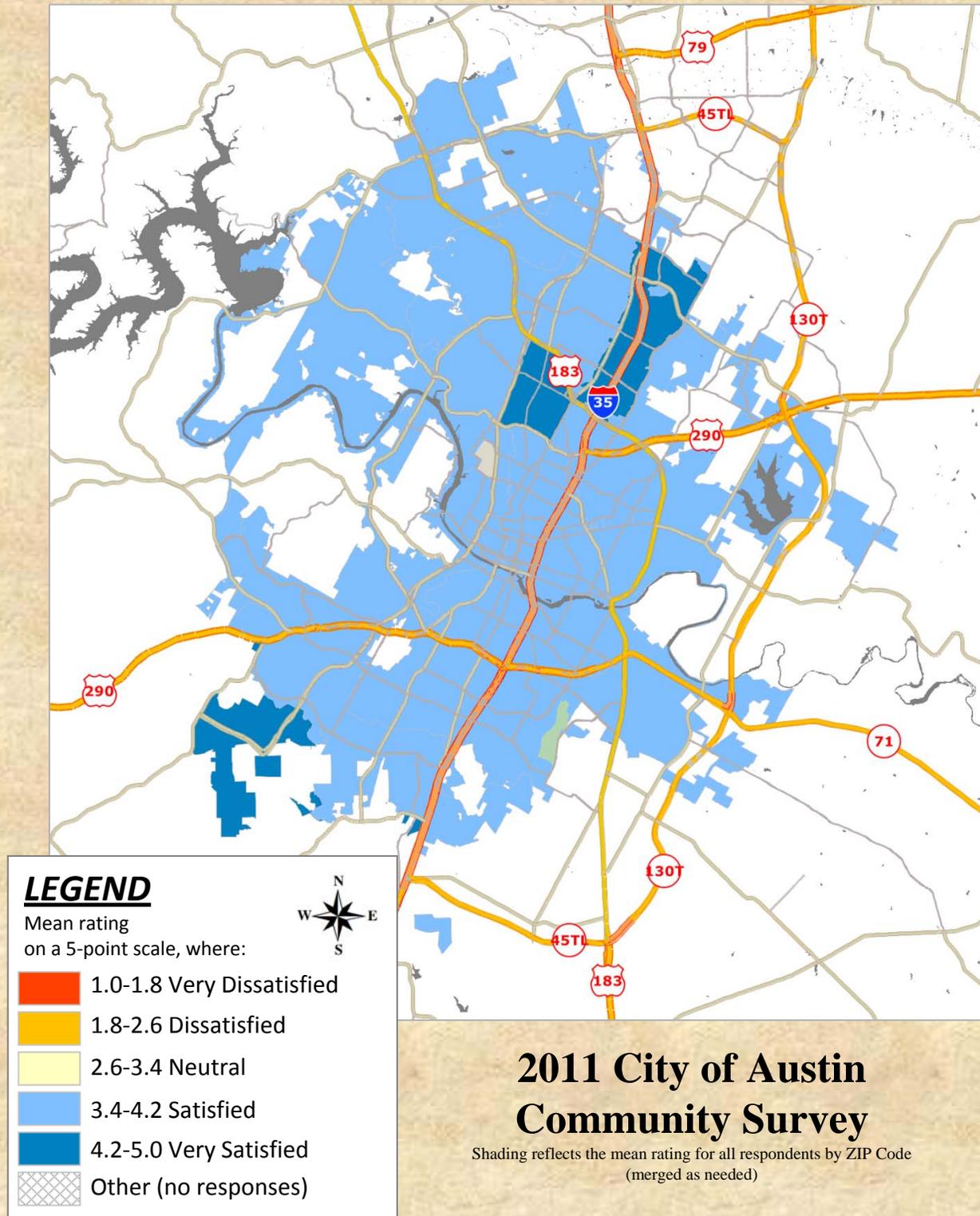
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



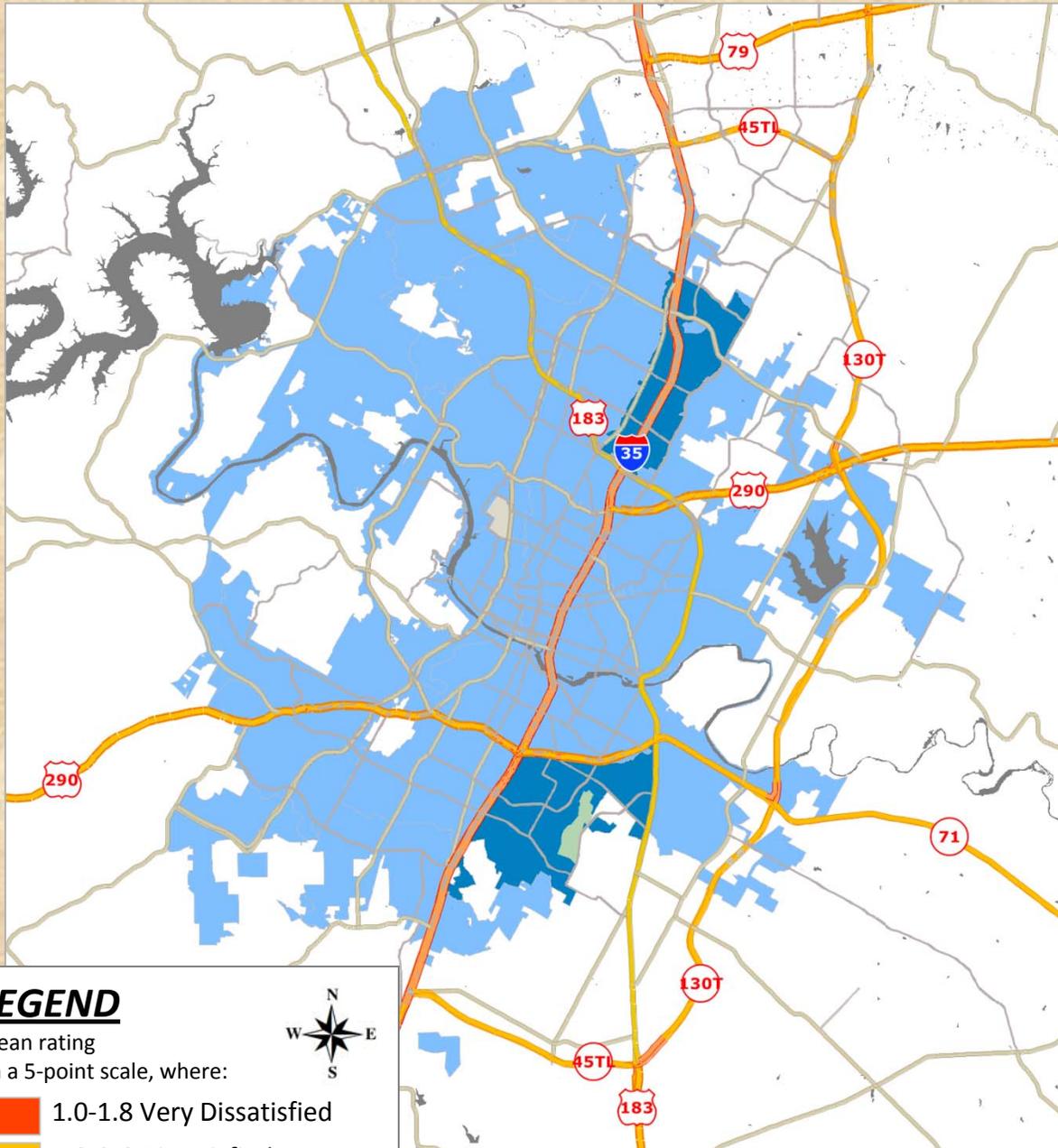
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q2f Satisfaction with quality of drinking water provided by the Austin Water Utility



# Q2g Satisfaction with the quality of wastewater services provided by the Austin Water Utility



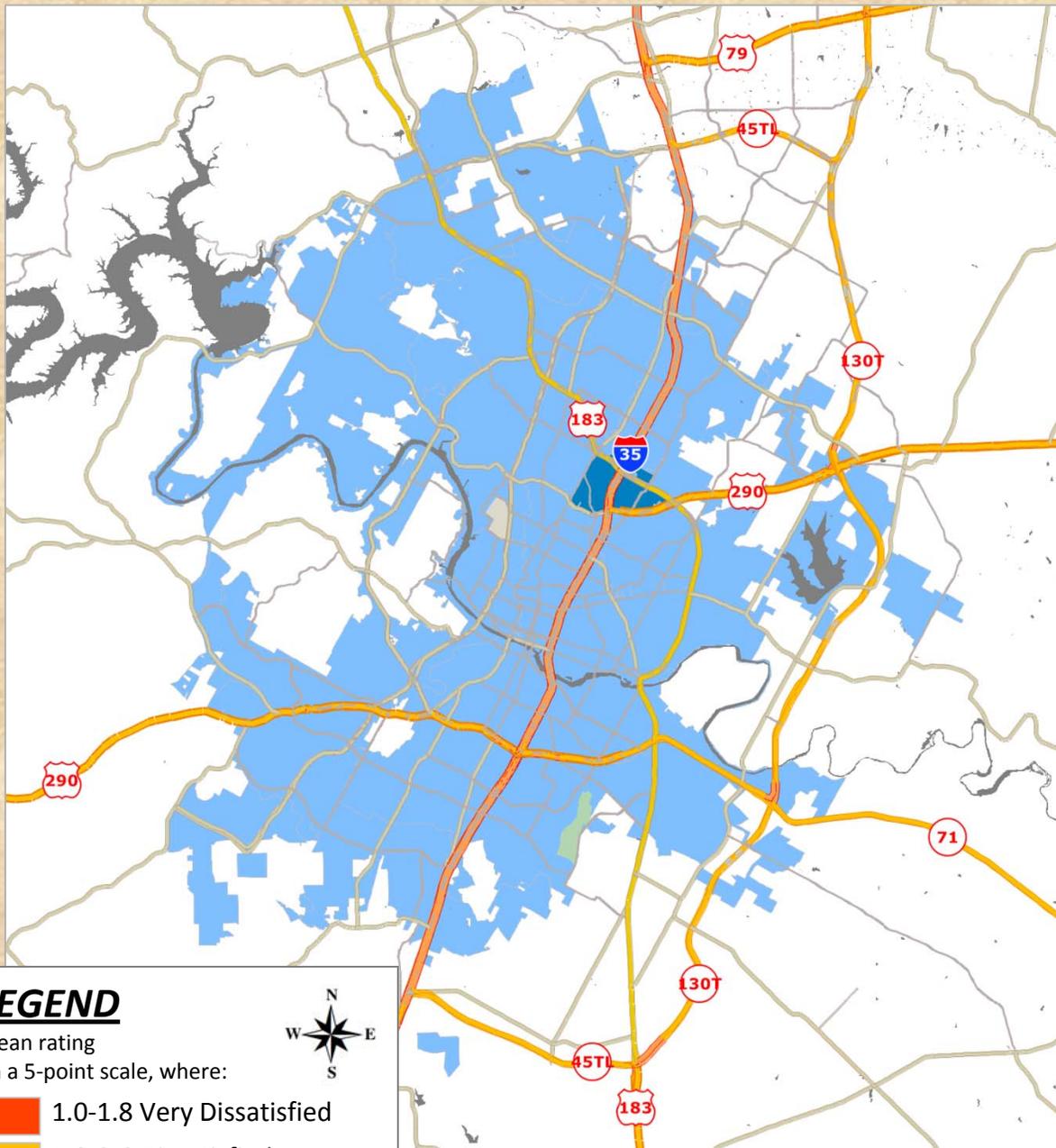
**LEGEND**  
Mean rating on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q2h Satisfaction with the quality of electric utility services provided by Austin Energy



**LEGEND**

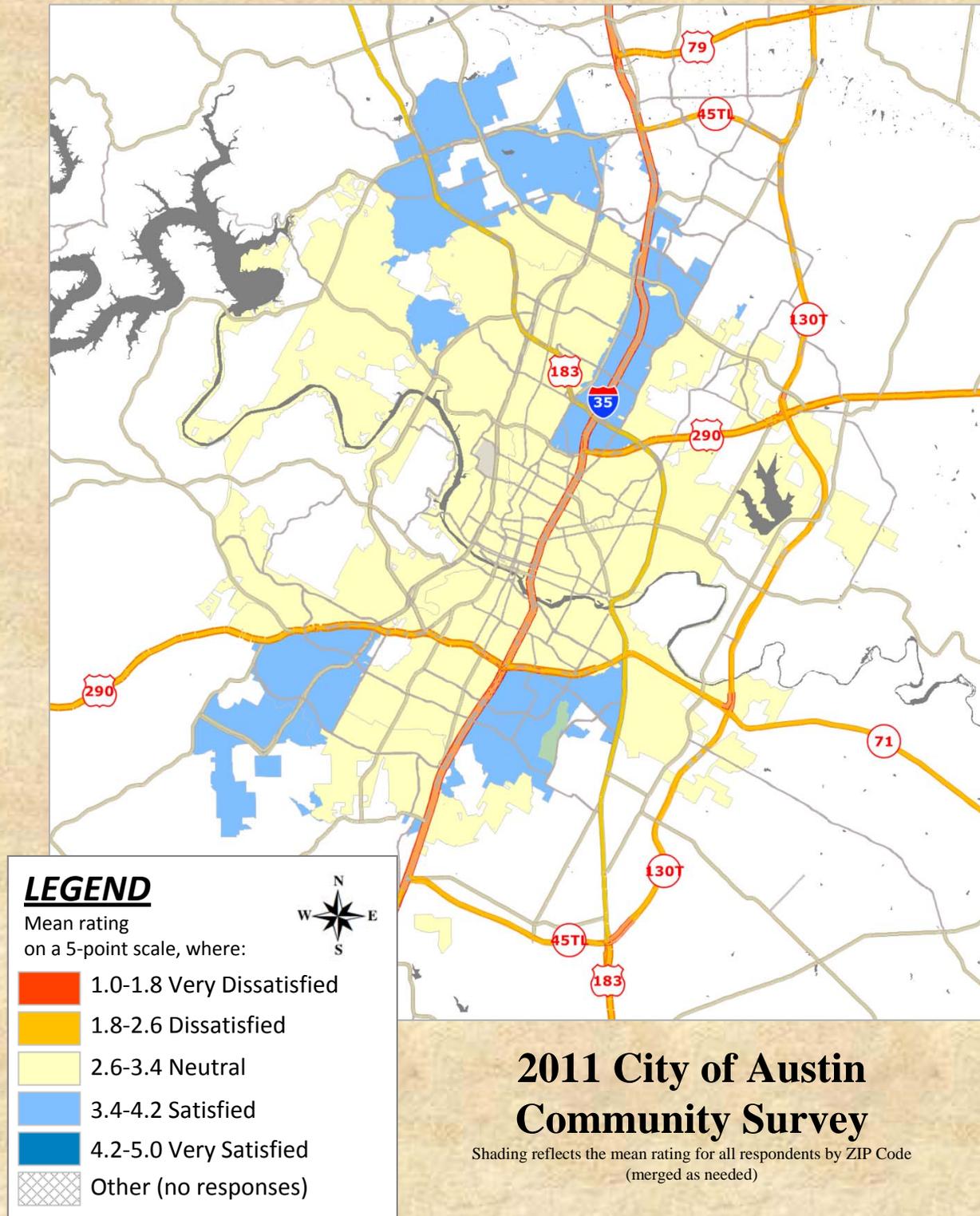
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

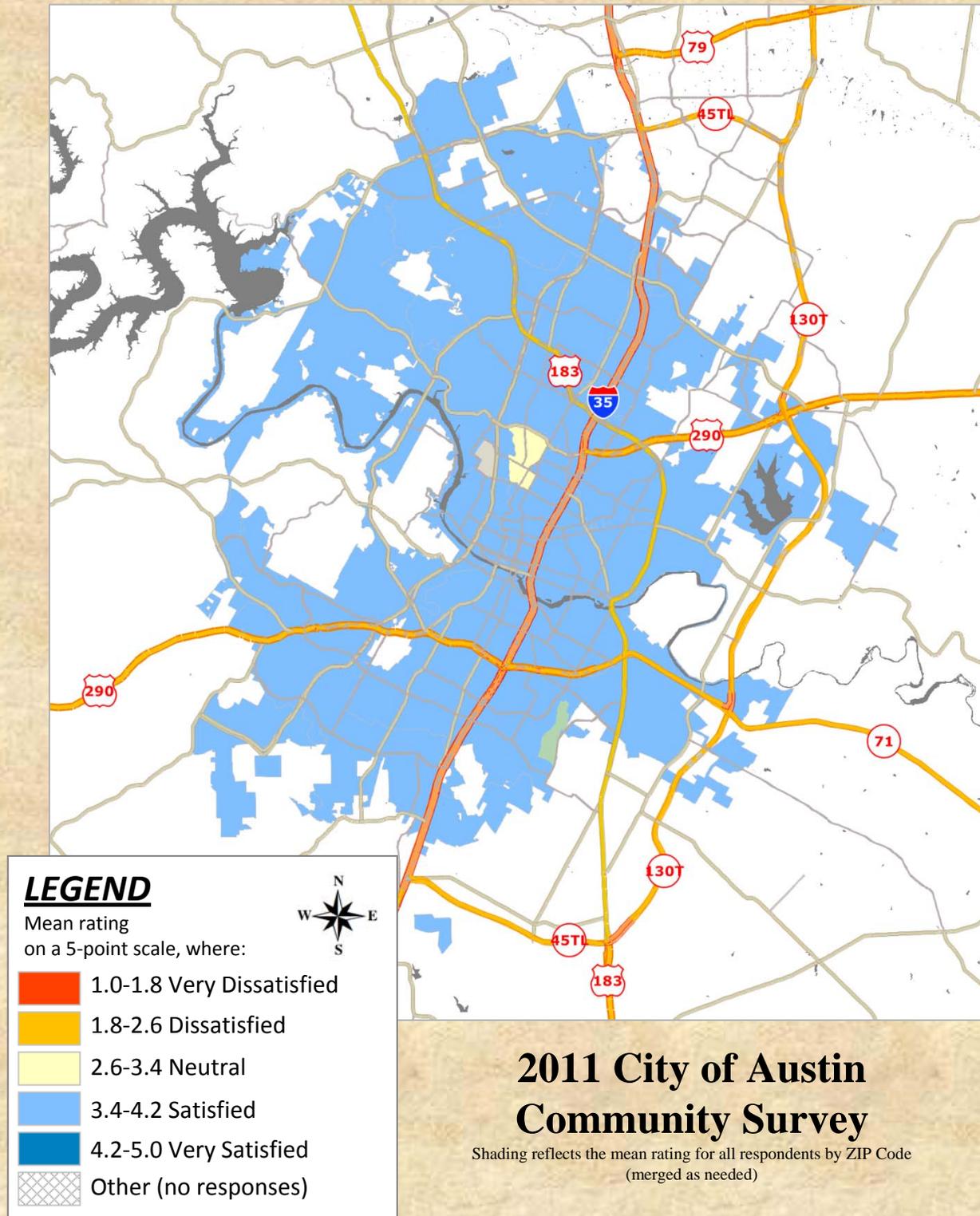
### 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

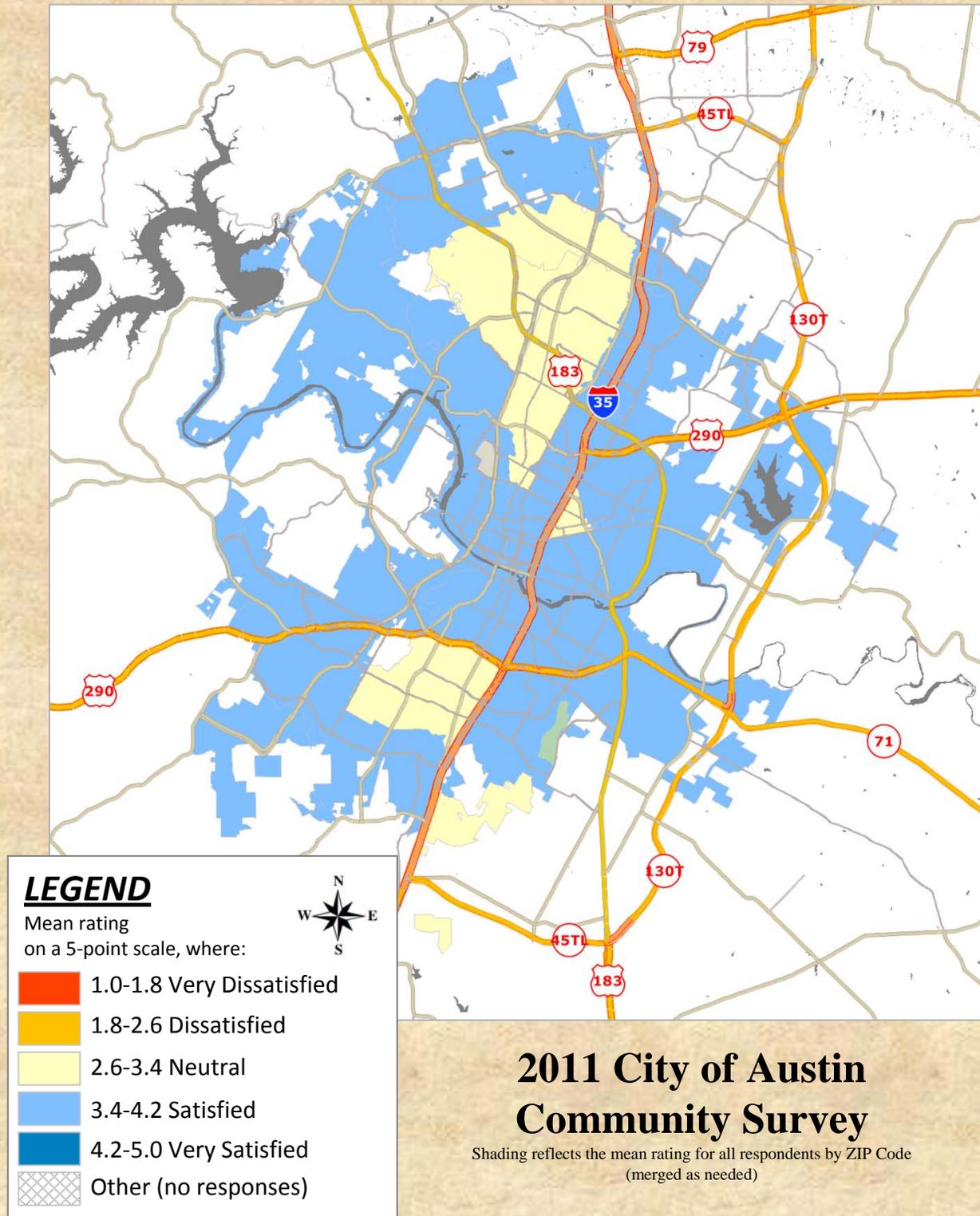
## Q2i Satisfaction with the maintenance of streets and sidewalks



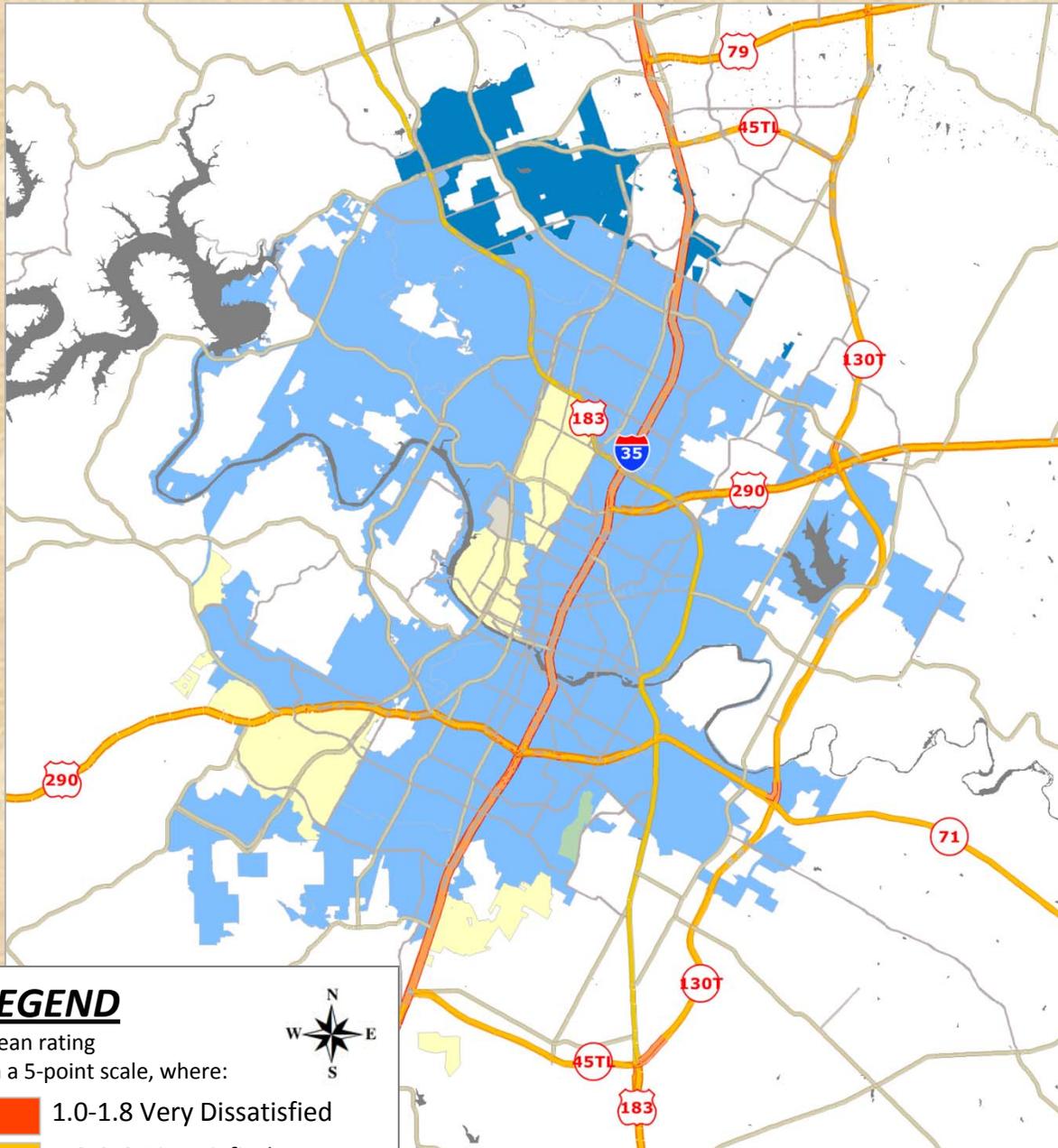
## Q2j Satisfaction with the overall management of stormwater runoff



## Q2k Satisfaction with the overall effectiveness of communication by the City of Austin



# Q21 Satisfaction with the overall quality of health and human services provided by the City



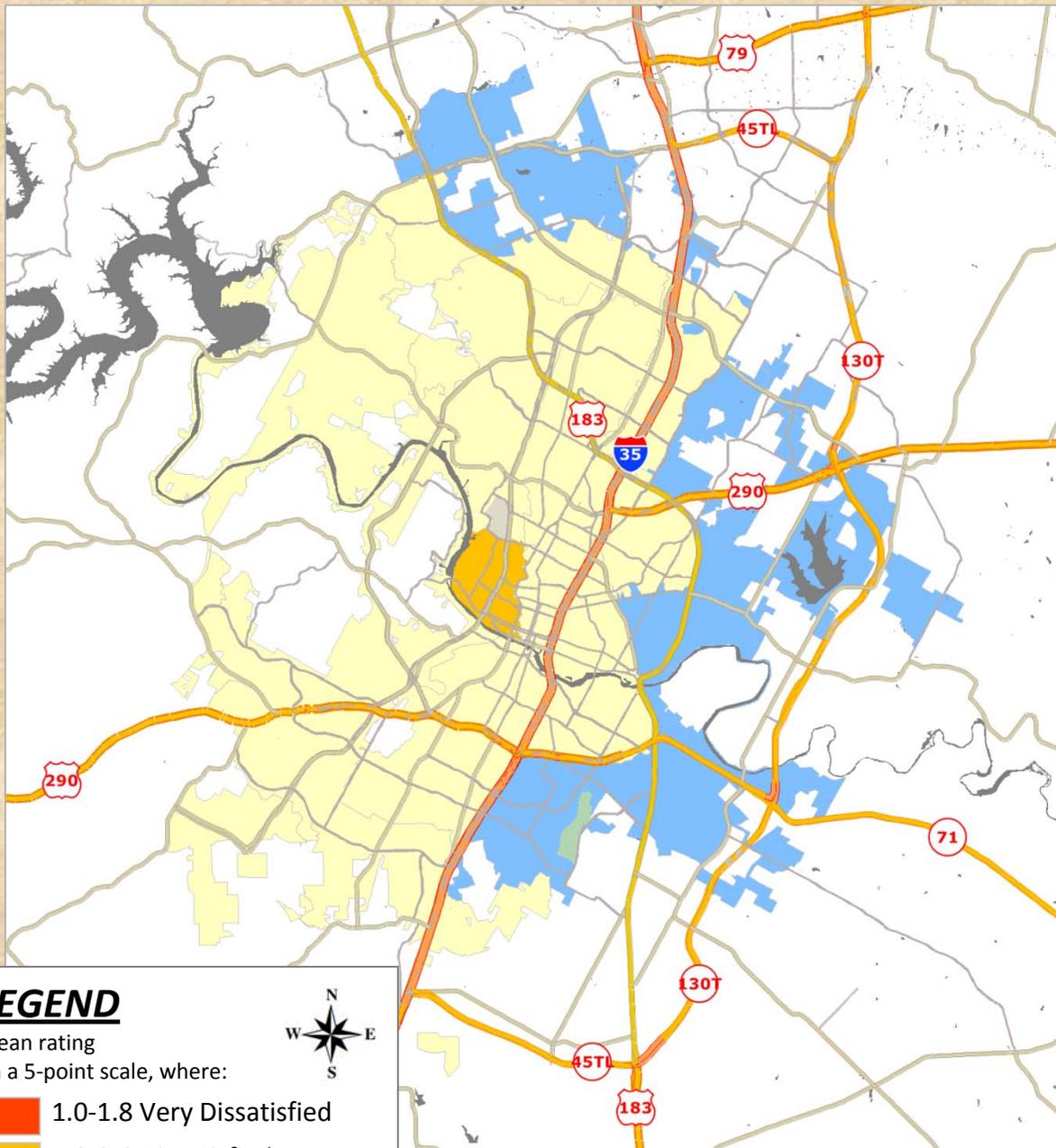
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q2m Overall quality of planning, development review, permitting and inspection services



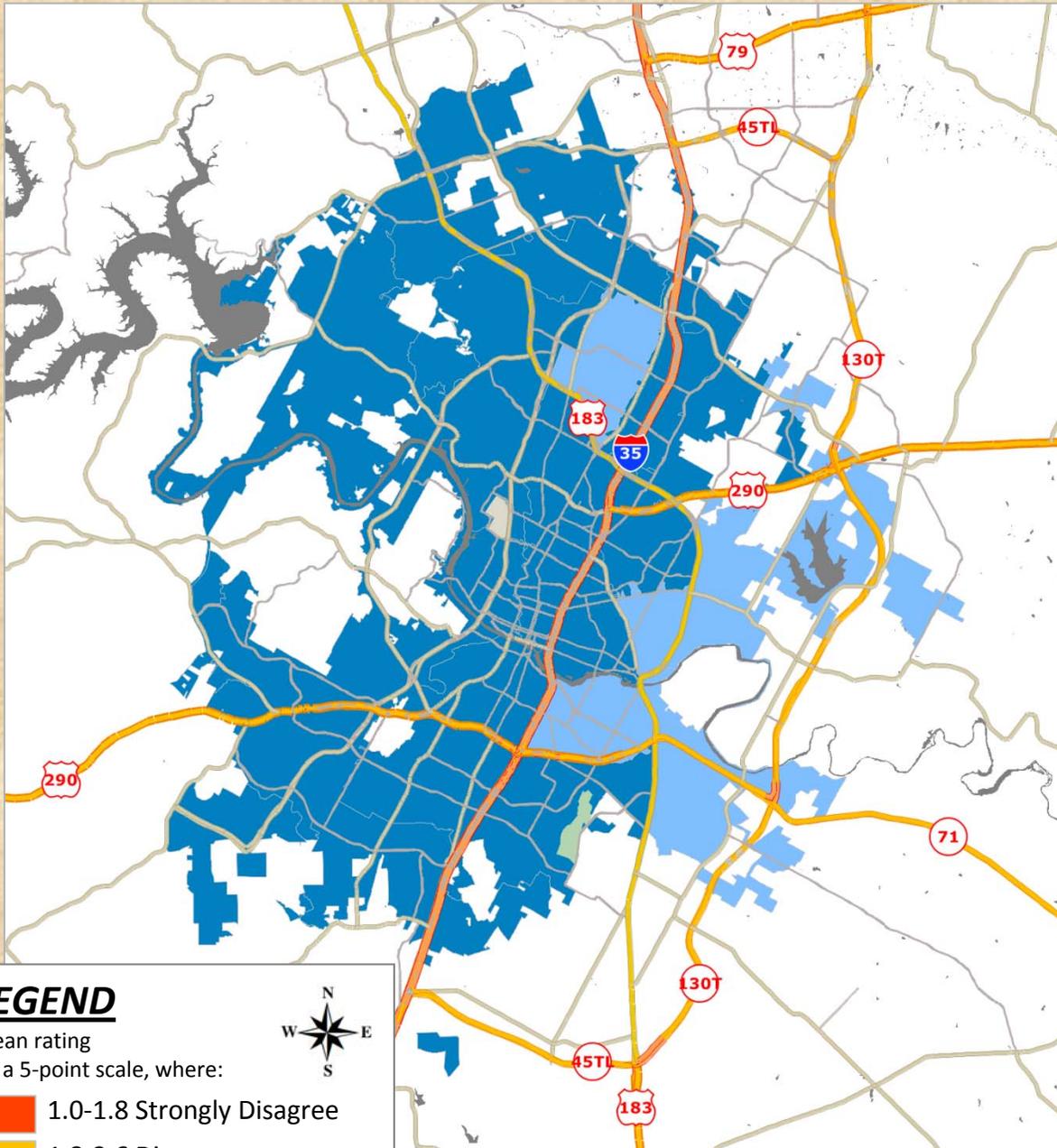
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

### 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q4a Feeling of safety in my neighborhood during the day



**LEGEND**

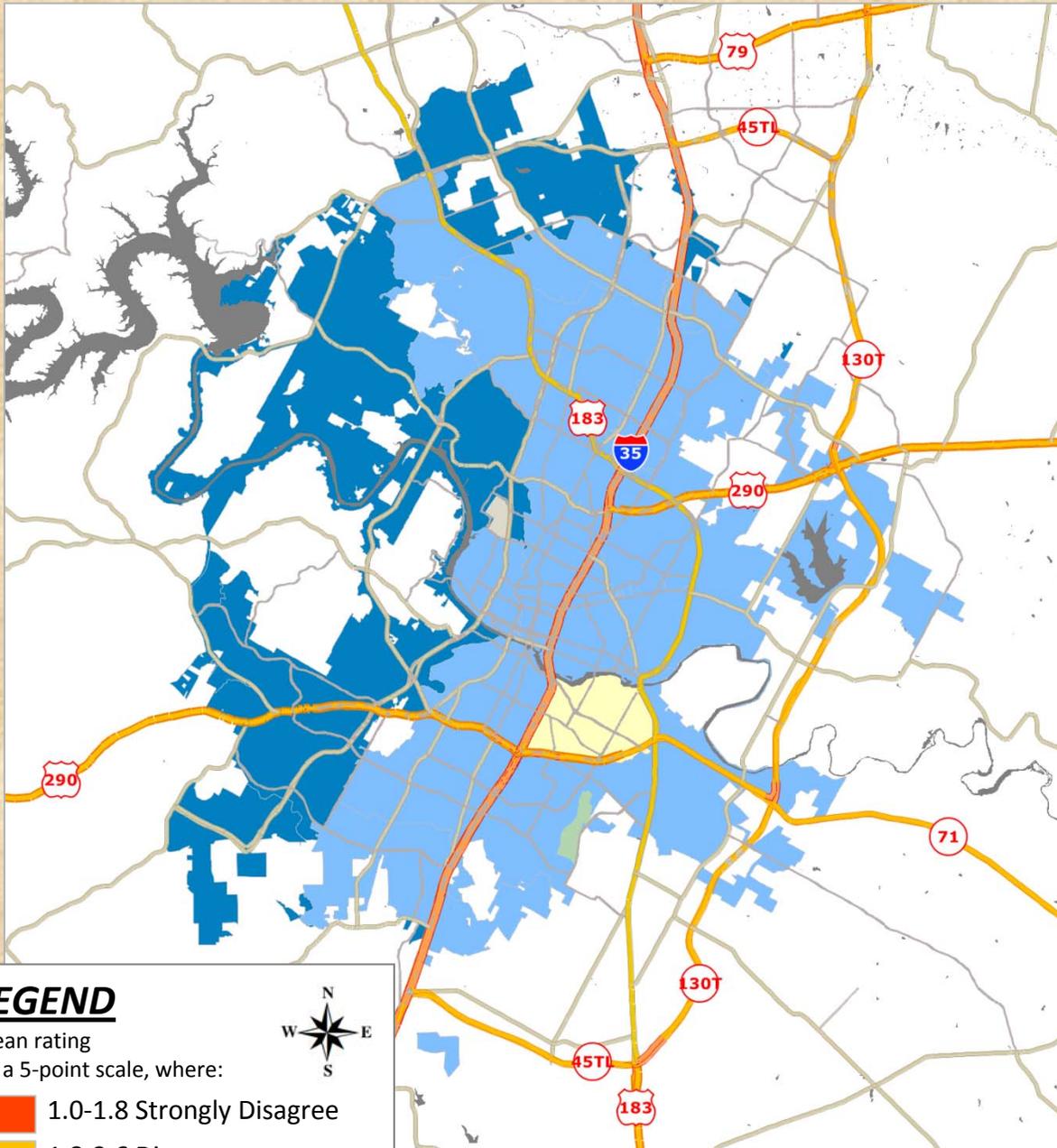
Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Strongly Agree
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q4b Feeling of safety in my neighborhood at night



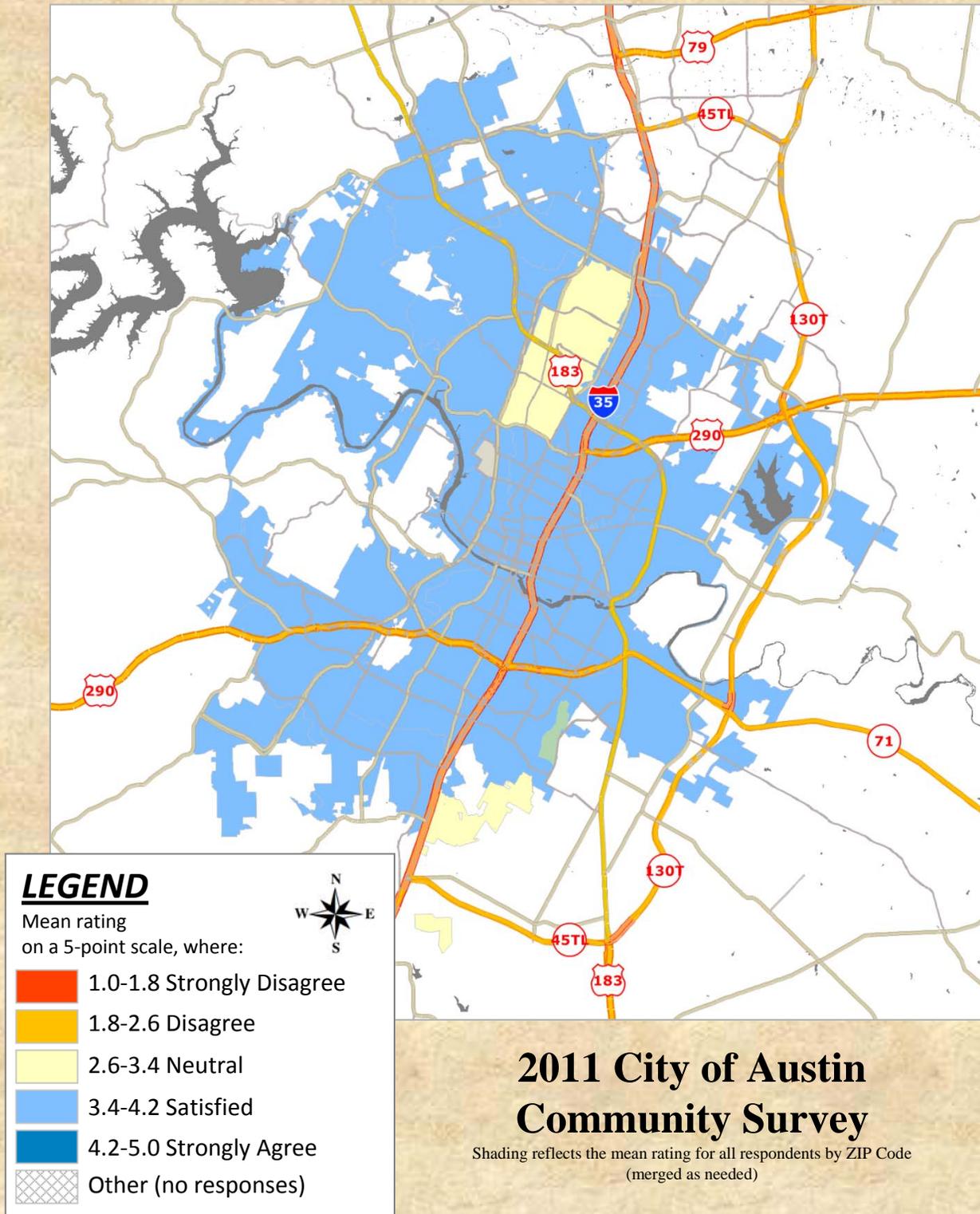
**LEGEND**  
Mean rating on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 1.0-1.8 Strongly Disagree |
|  | 1.8-2.6 Disagree          |
|  | 2.6-3.4 Neutral           |
|  | 3.4-4.2 Satisfied         |
|  | 4.2-5.0 Strongly Agree    |
|  | Other (no responses)      |

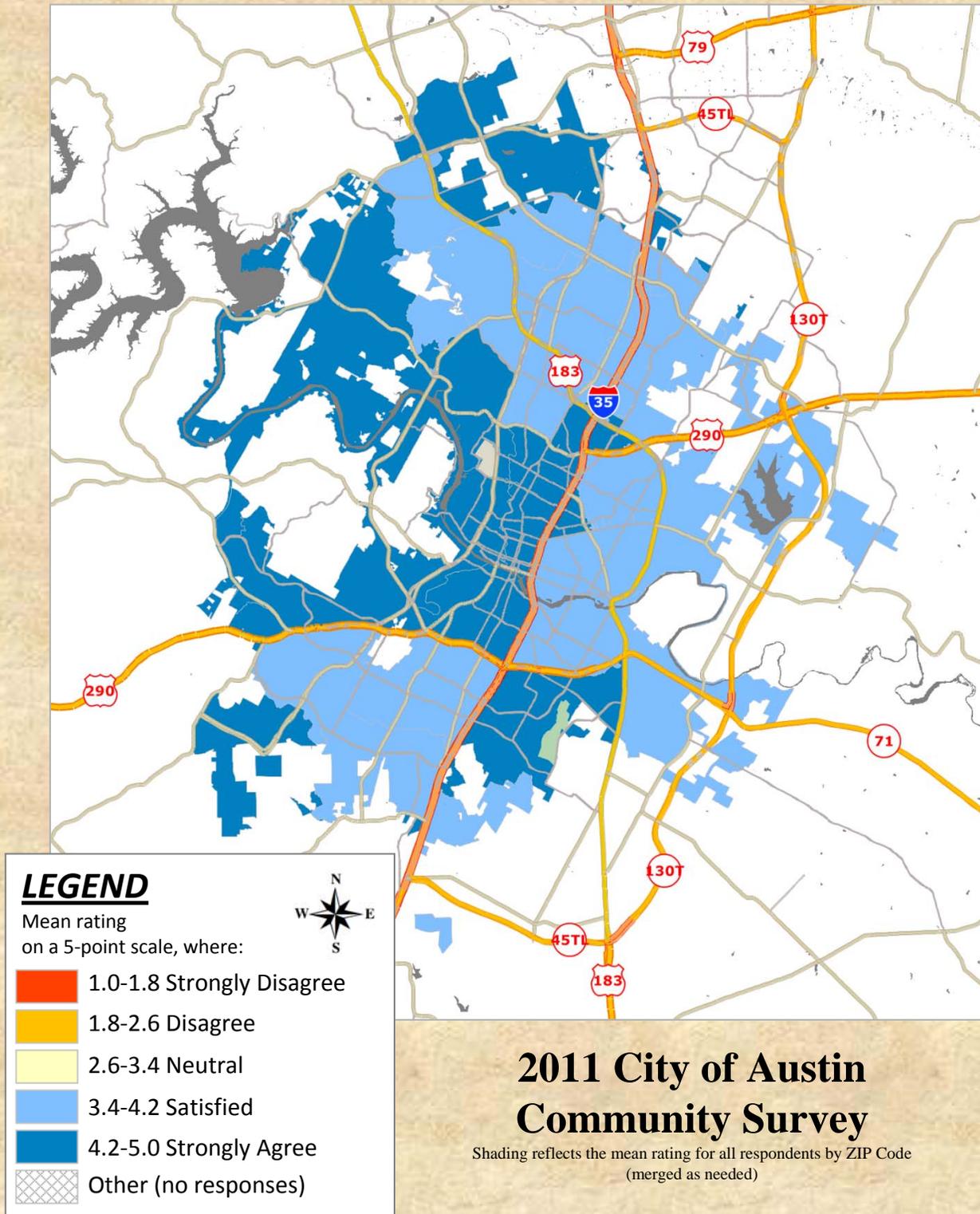
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

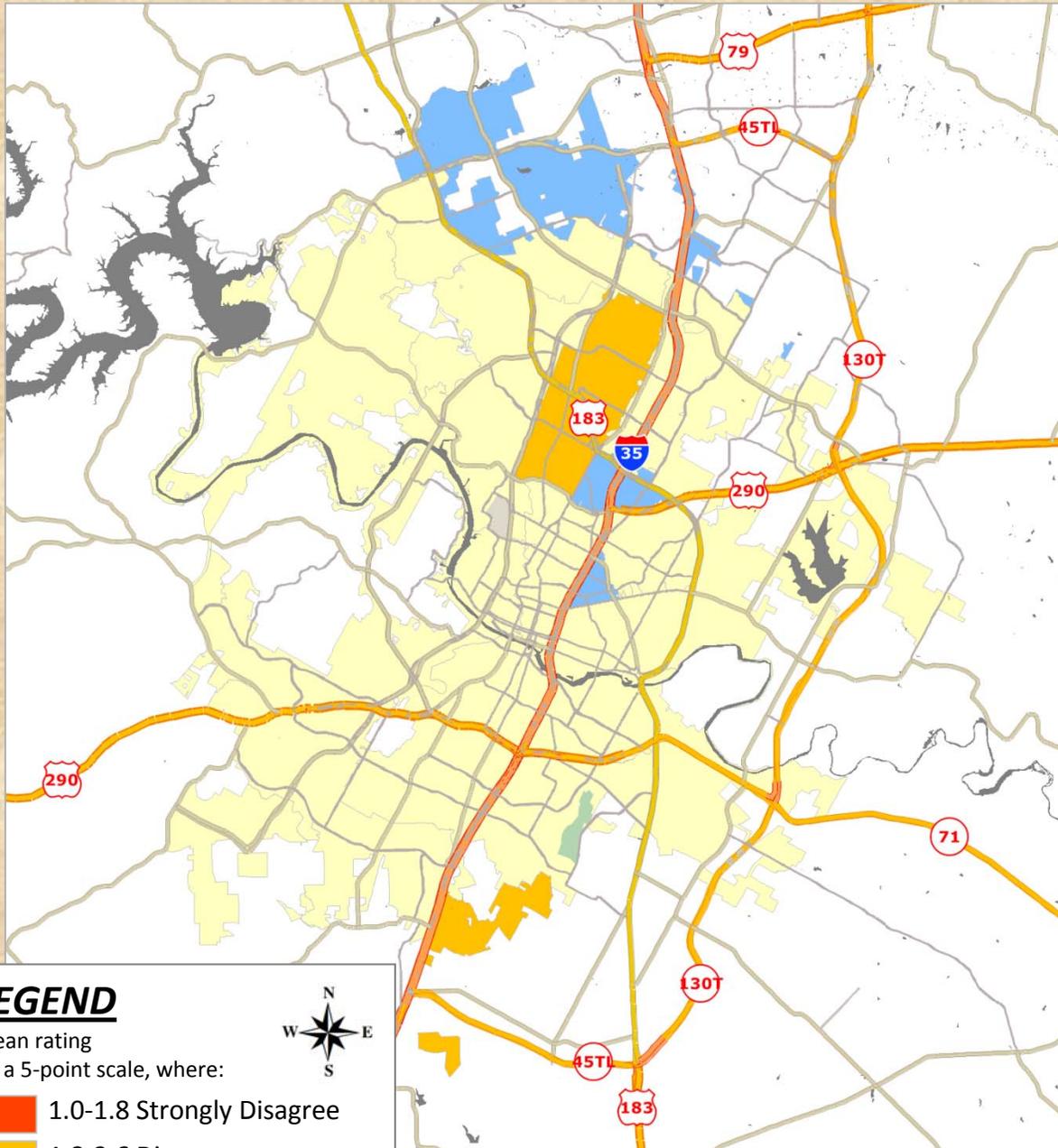
## Q4c Feeling of safety in city parks



# Q4d Feeling of safety walking alone downtown during the day



# Q4e Feeling of safety walking alone downtown at night



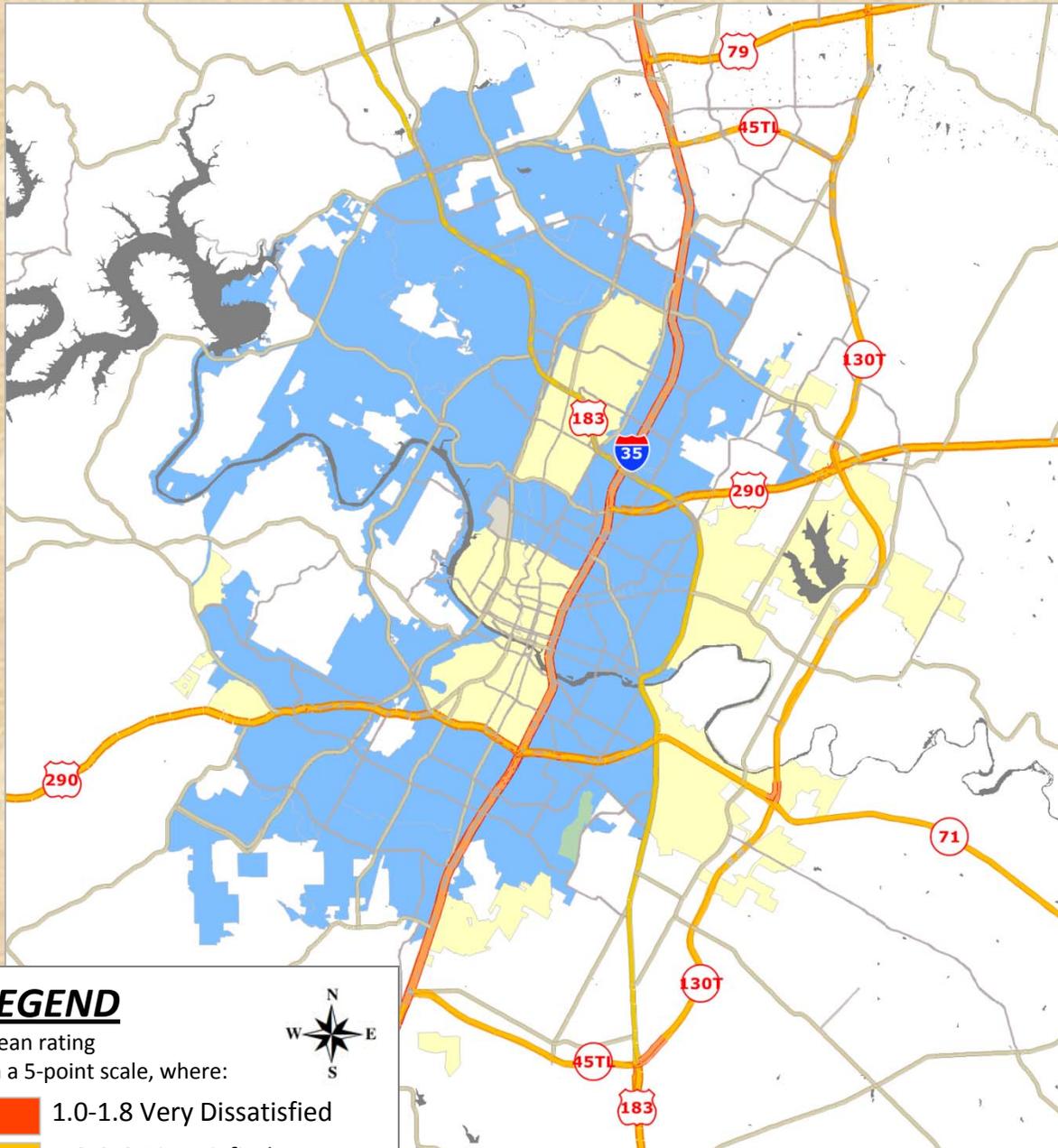
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 1.0-1.8 Strongly Disagree |
|  | 1.8-2.6 Disagree          |
|  | 2.6-3.4 Neutral           |
|  | 3.4-4.2 Satisfied         |
|  | 4.2-5.0 Strongly Agree    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q5a Satisfaction with the condition of major city streets



**LEGEND**

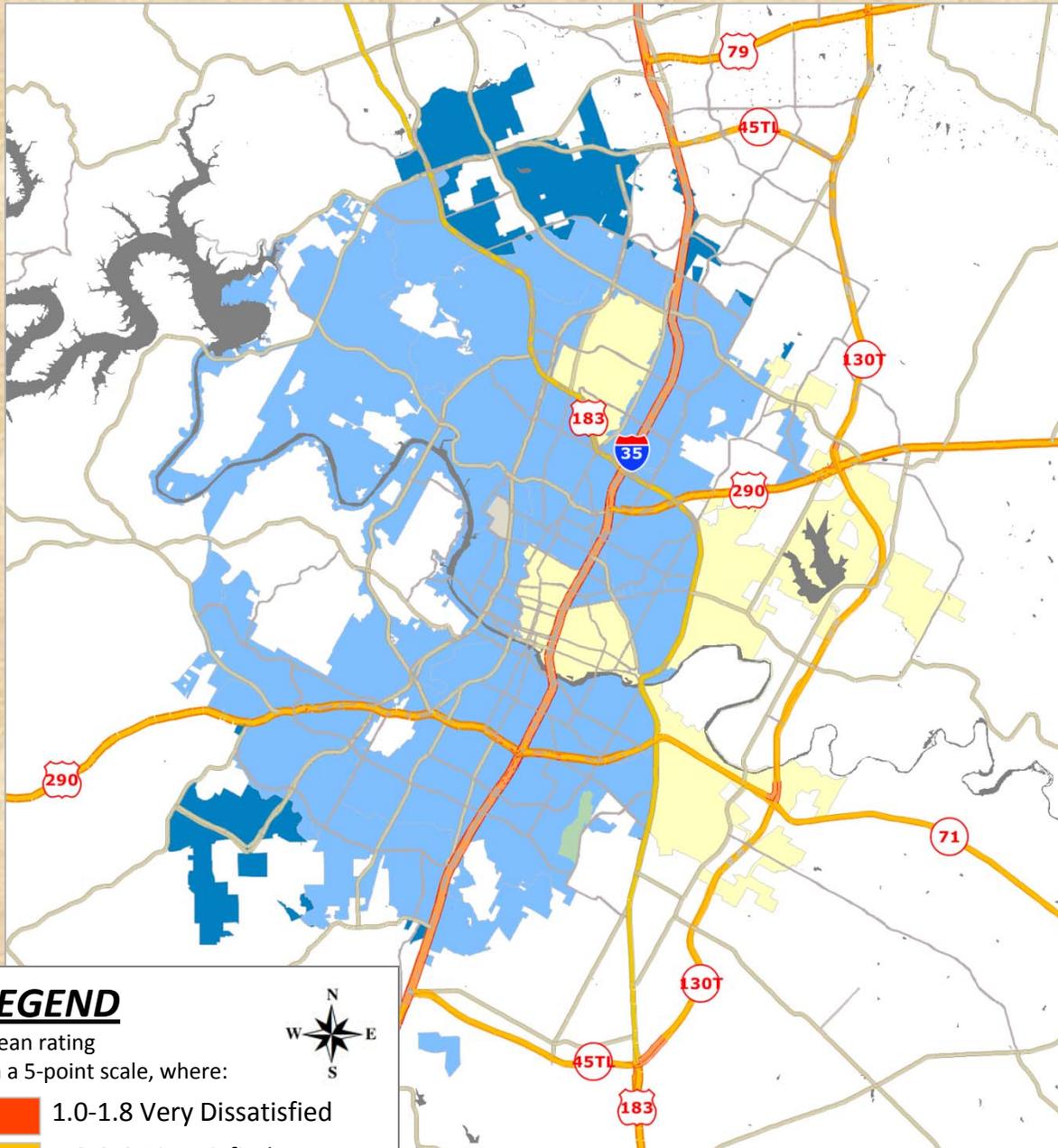
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q5b Satisfaction with the condition of neighborhood streets



### **LEGEND**

Mean rating  
on a 5-point scale, where:

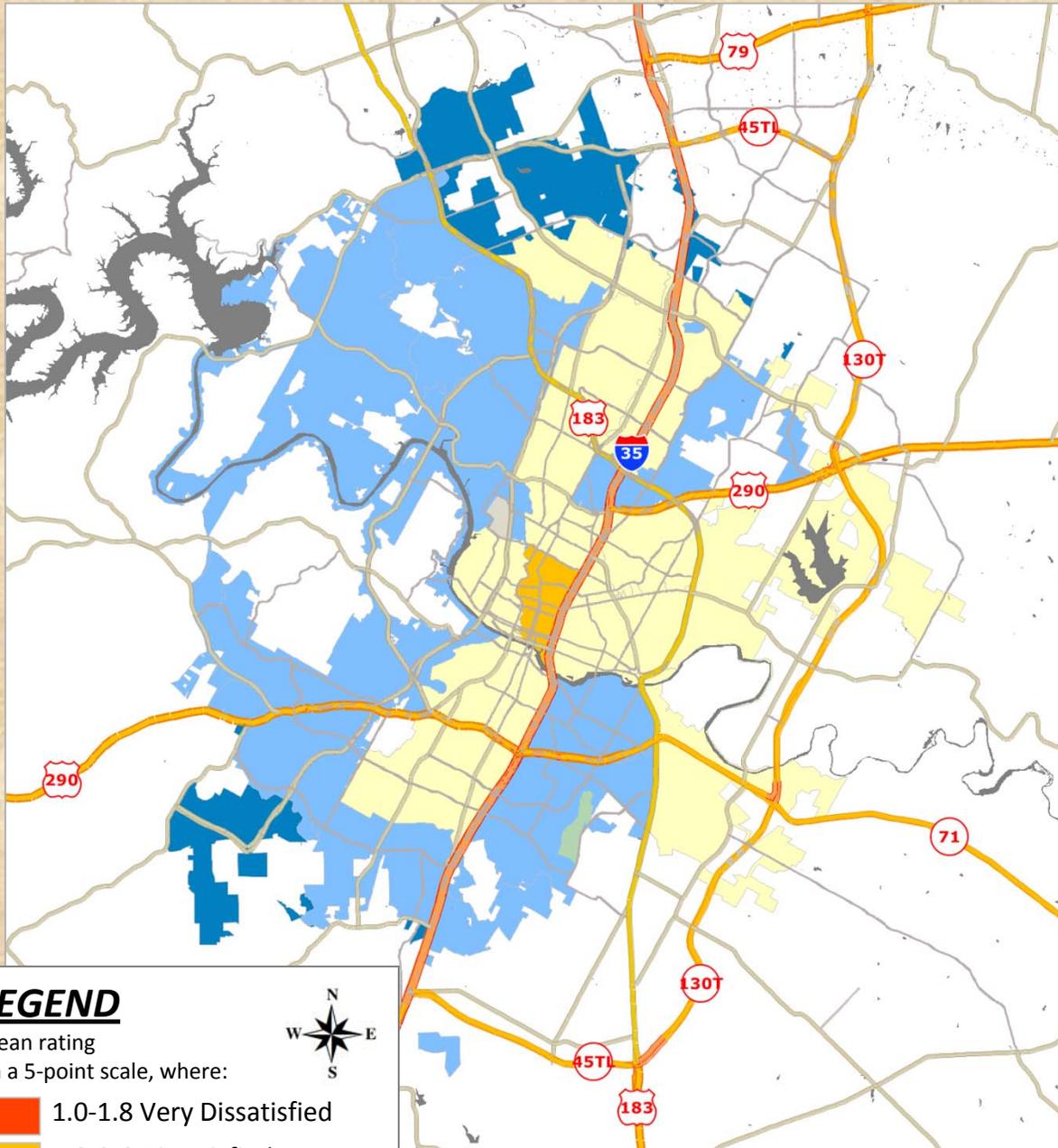
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q5c Satisfaction with the condition of neighborhood sidewalks



**LEGEND**  
Mean rating  
on a 5-point scale, where:

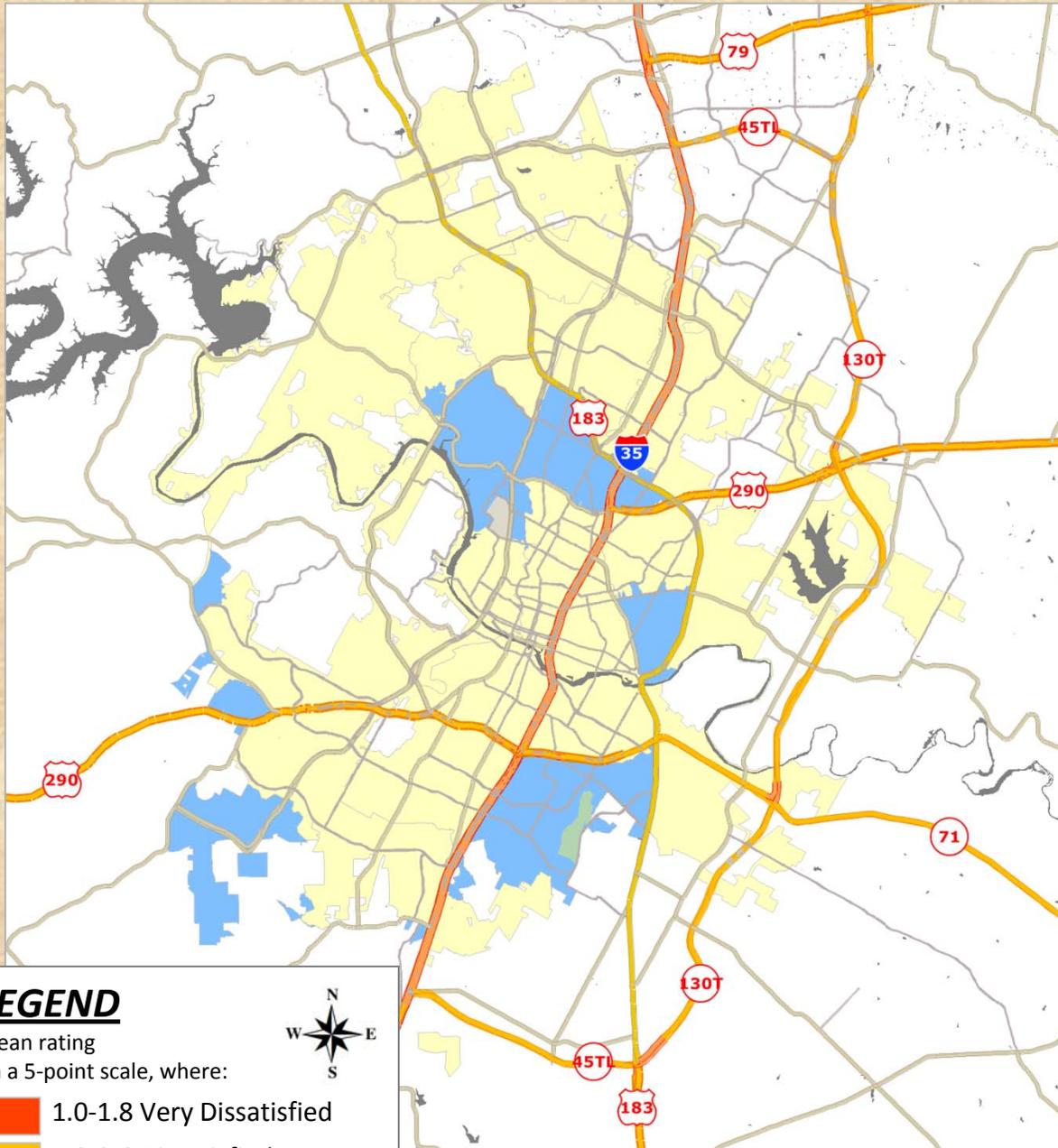
|   |                           |
|---|---------------------------|
|  | 1.0-1.8 Very Dissatisfied |
|  | 1.8-2.6 Dissatisfied      |
|  | 2.6-3.4 Neutral           |
|  | 3.4-4.2 Satisfied         |
|  | 4.2-5.0 Very Satisfied    |
|  | Other (no responses)      |

W N E S

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

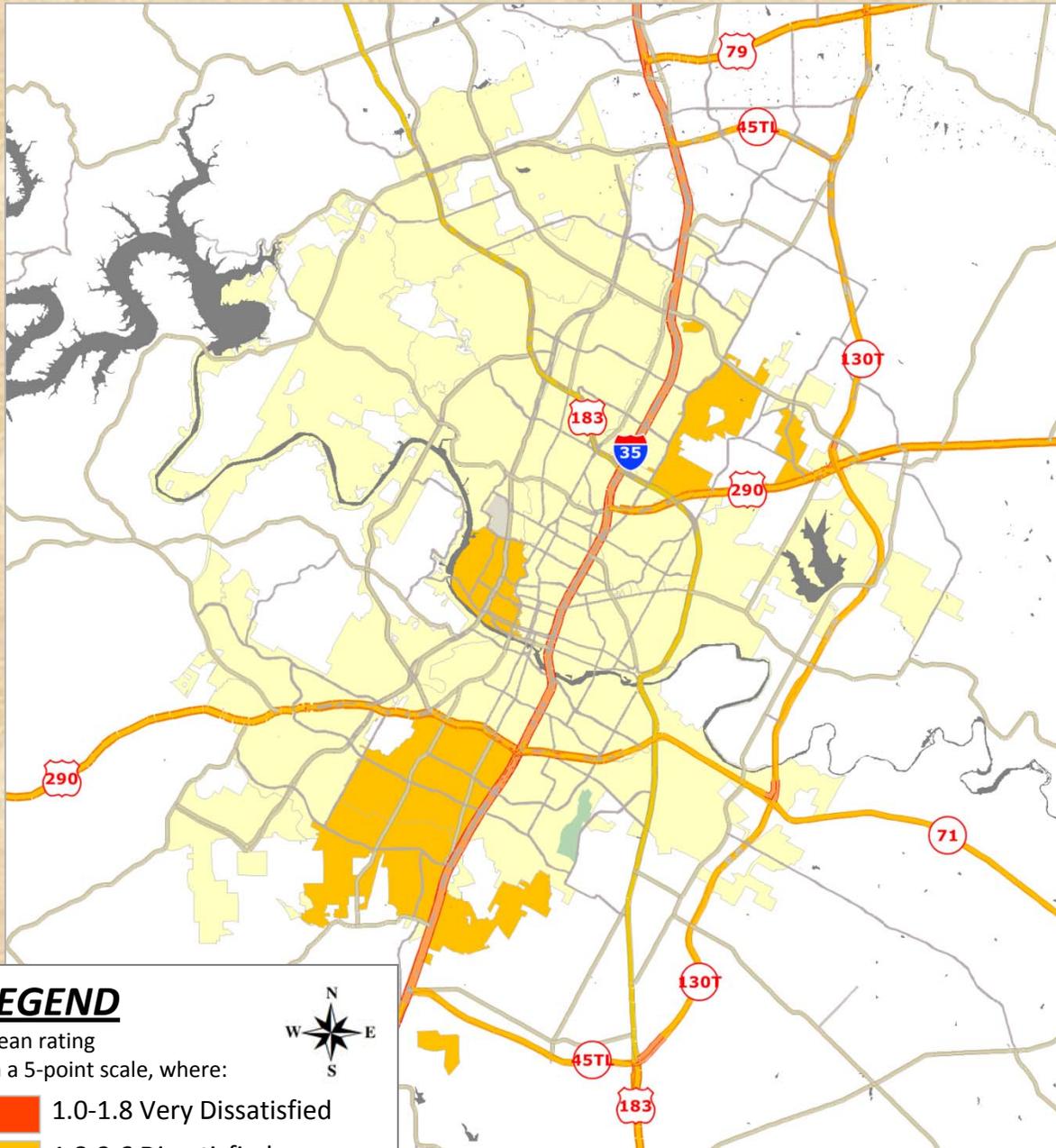
# Q5d Satisfaction with the timing of traffic signals



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q5e Satisfaction with traffic flow on major city streets



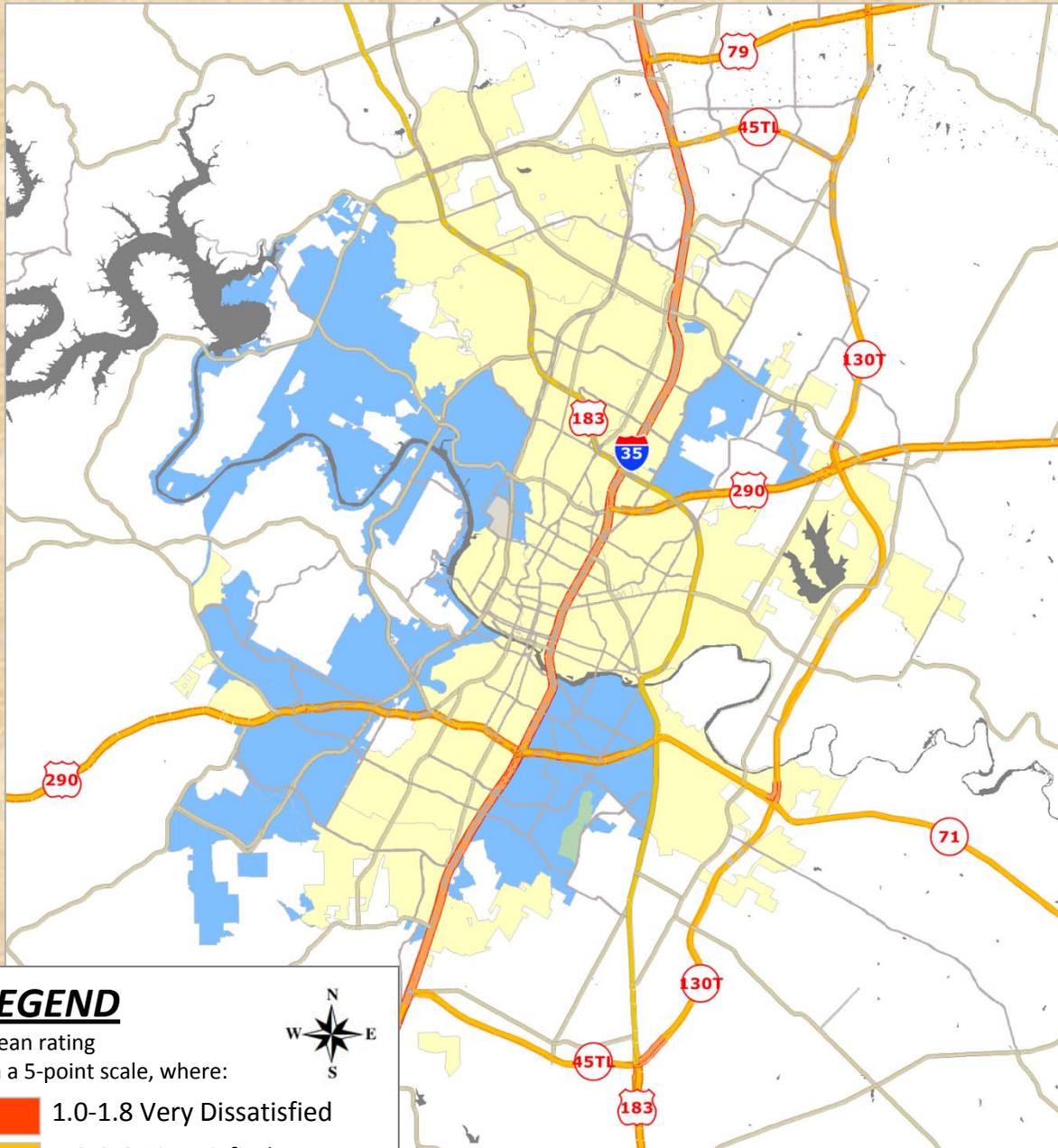
**LEGEND**  
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q5f Satisfaction with pedestrian accessibility



### **LEGEND**

Mean rating  
on a 5-point scale, where:

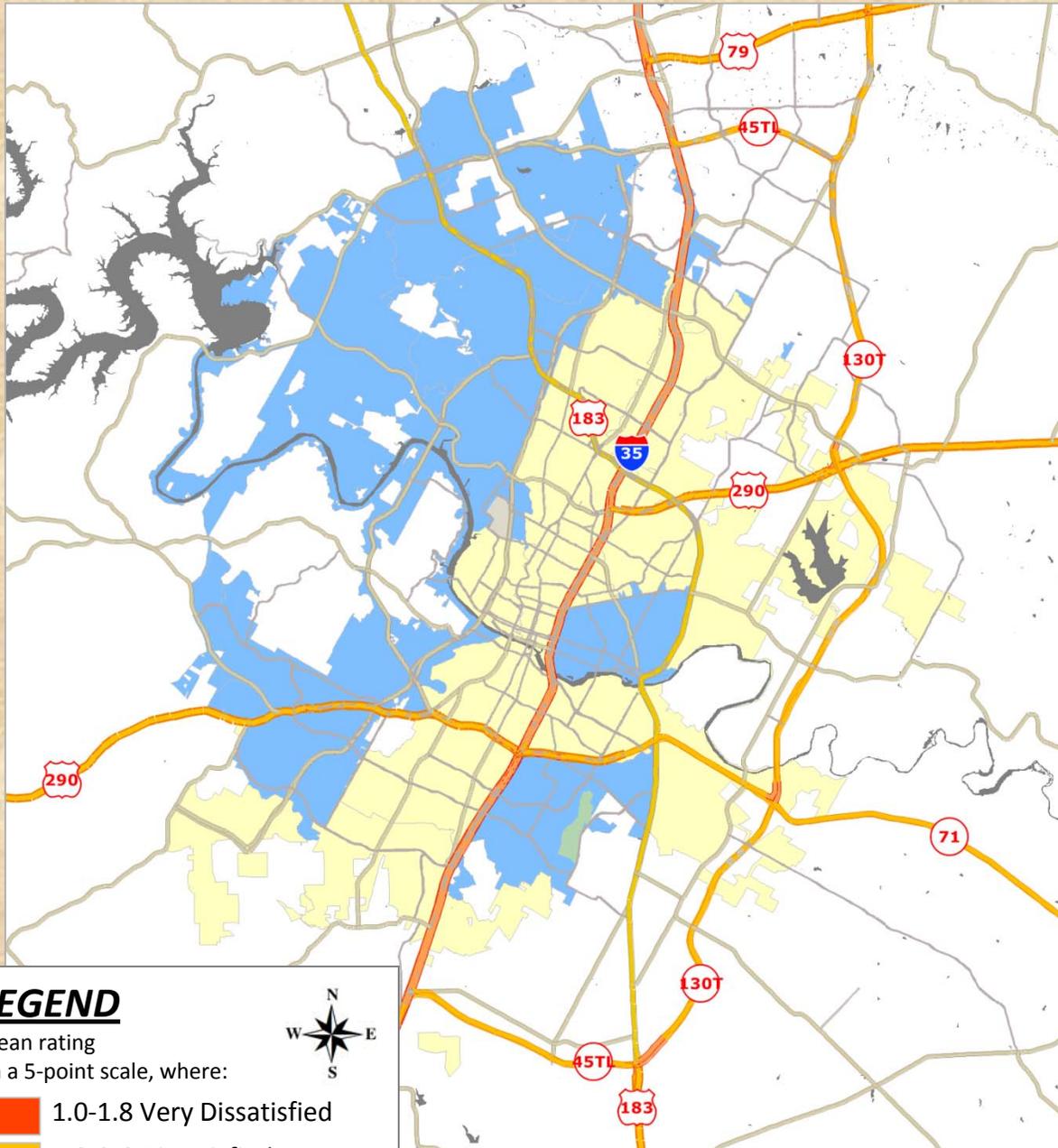
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q5g Satisfaction with bicycle accessibility



**LEGEND**

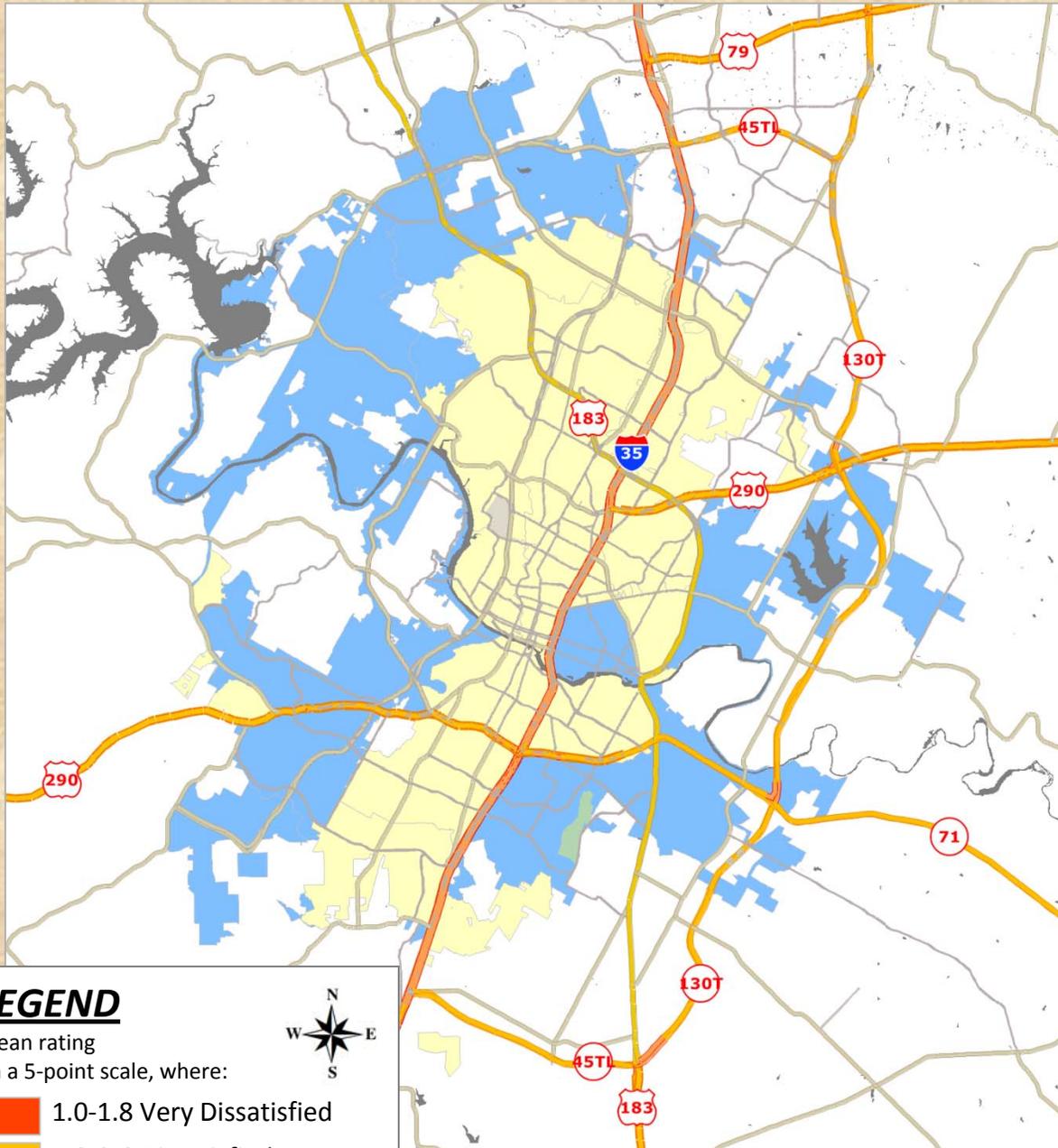
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q5h Satisfaction with the enforcement of city codes and ordinances



**LEGEND**

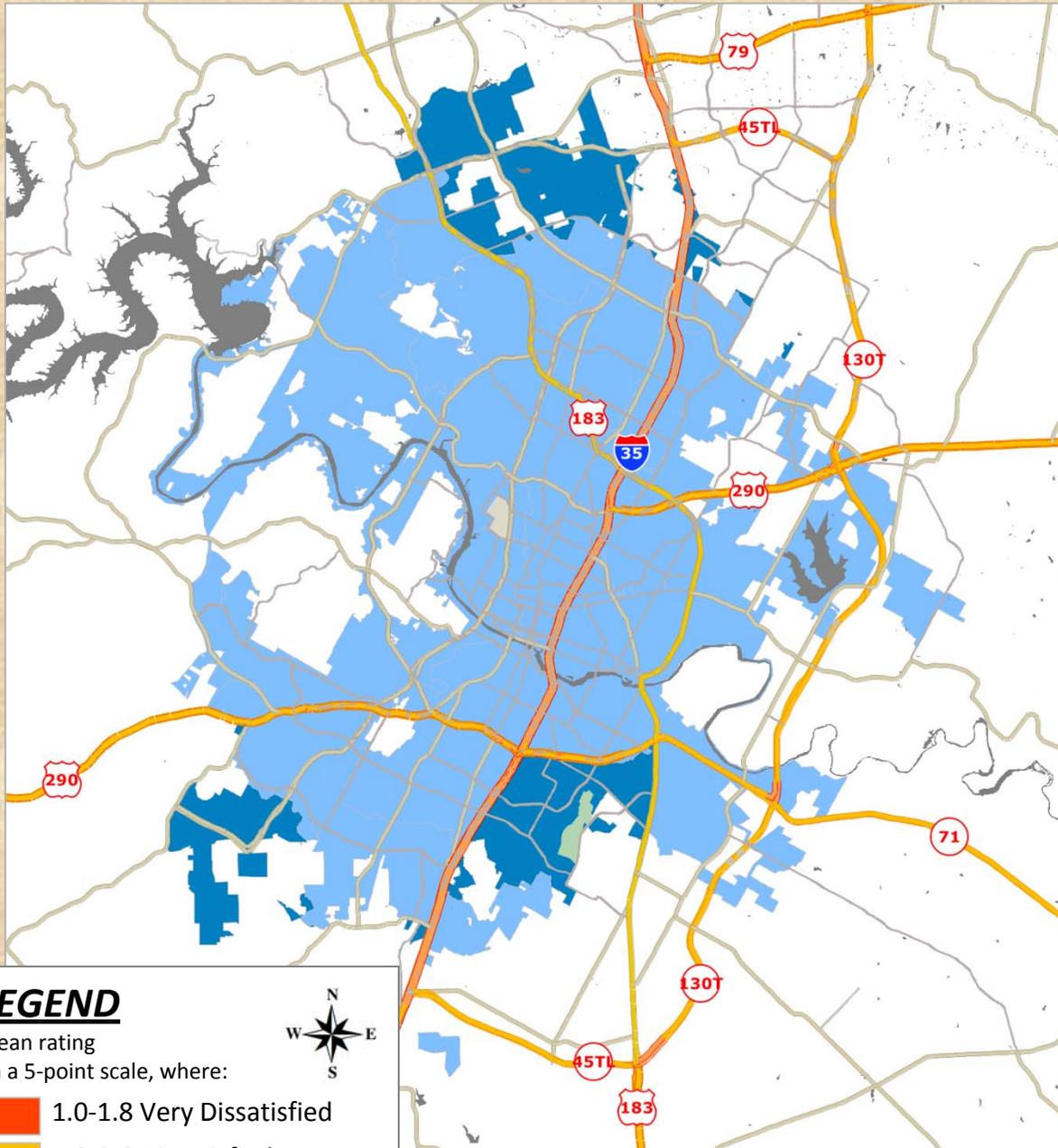
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

### 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q7a Satisfaction with the quality of police services



**LEGEND**

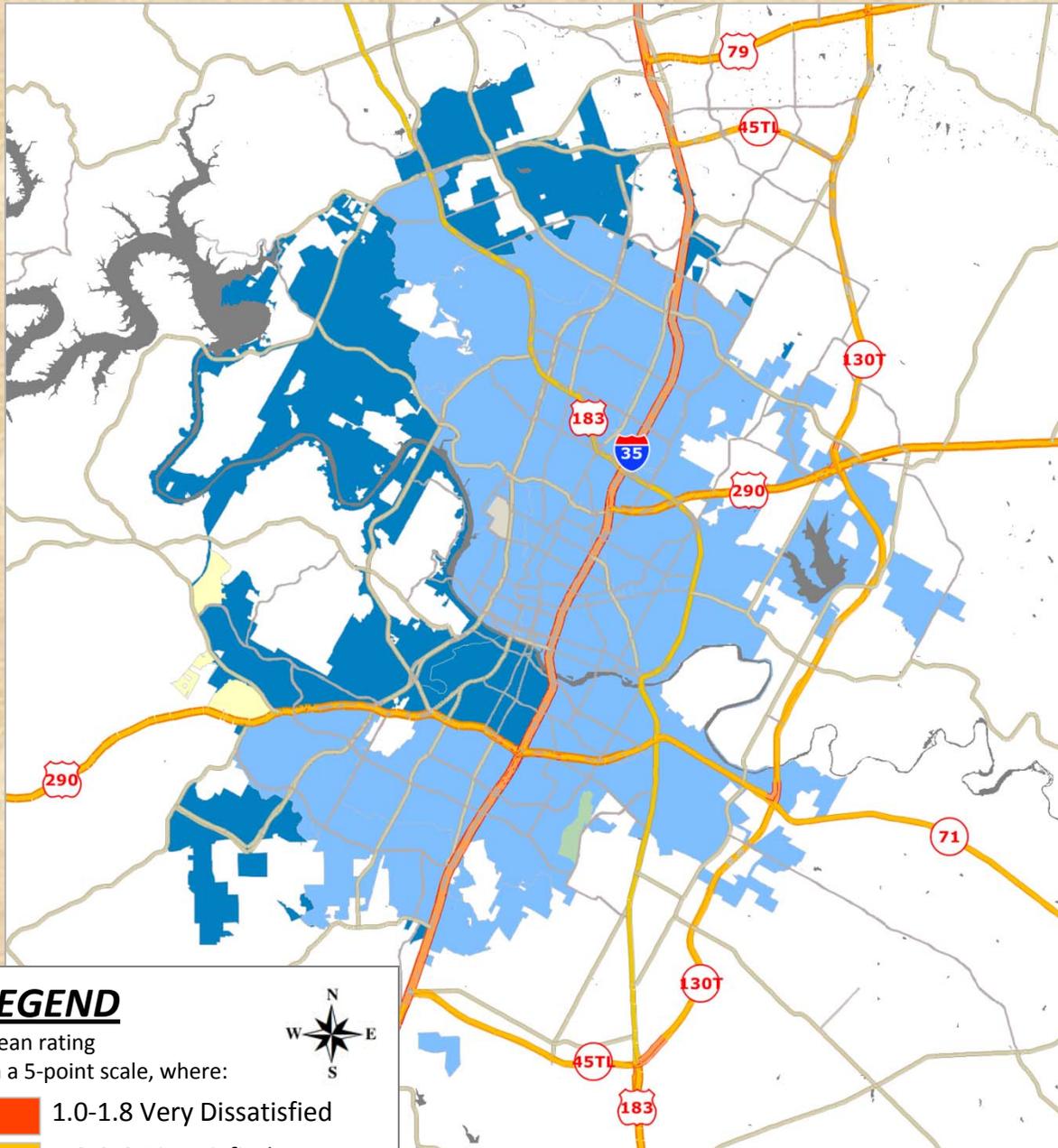
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q7b Satisfaction with the speed of emergency police response



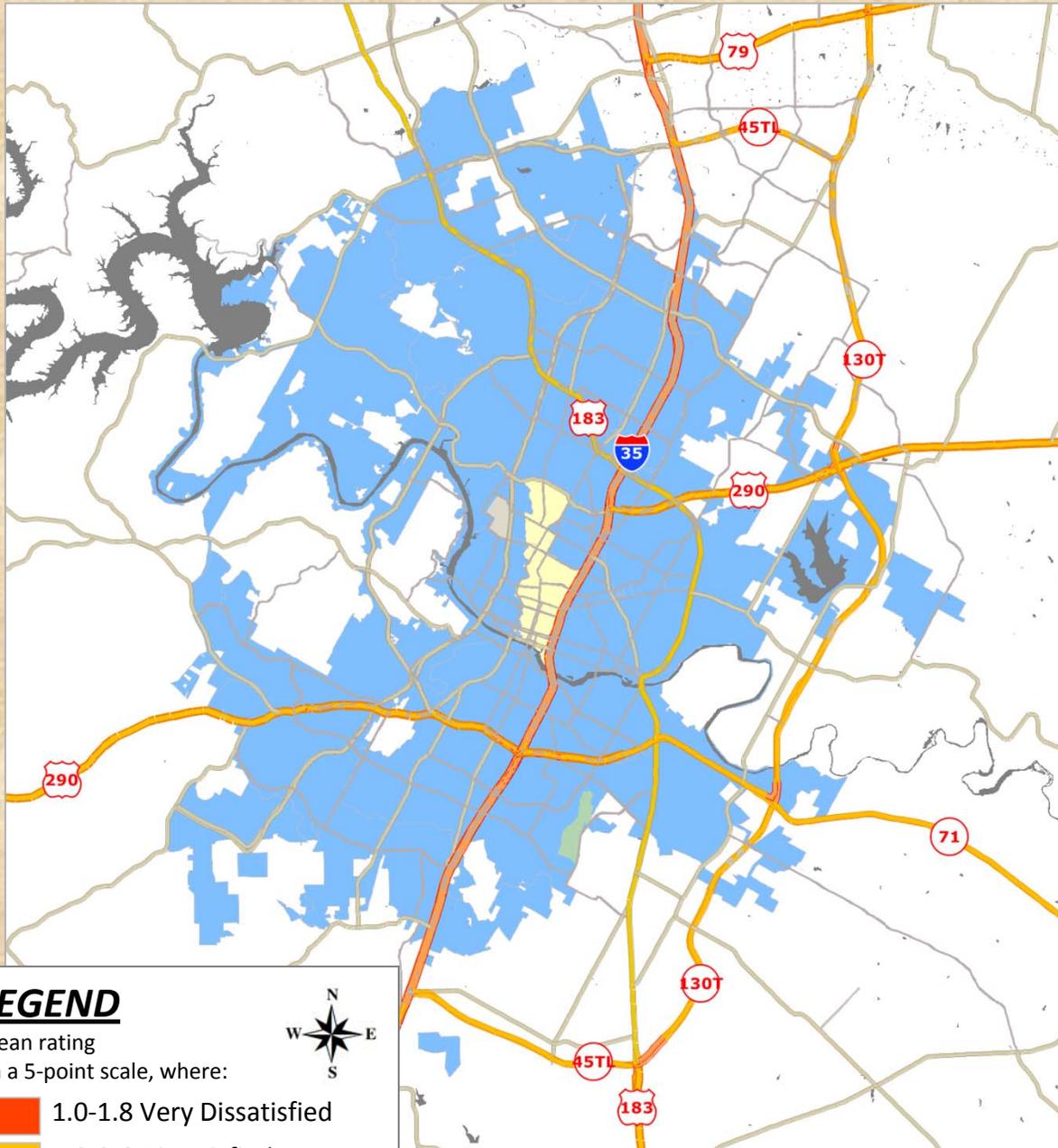
**LEGEND**  
Mean rating  
on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

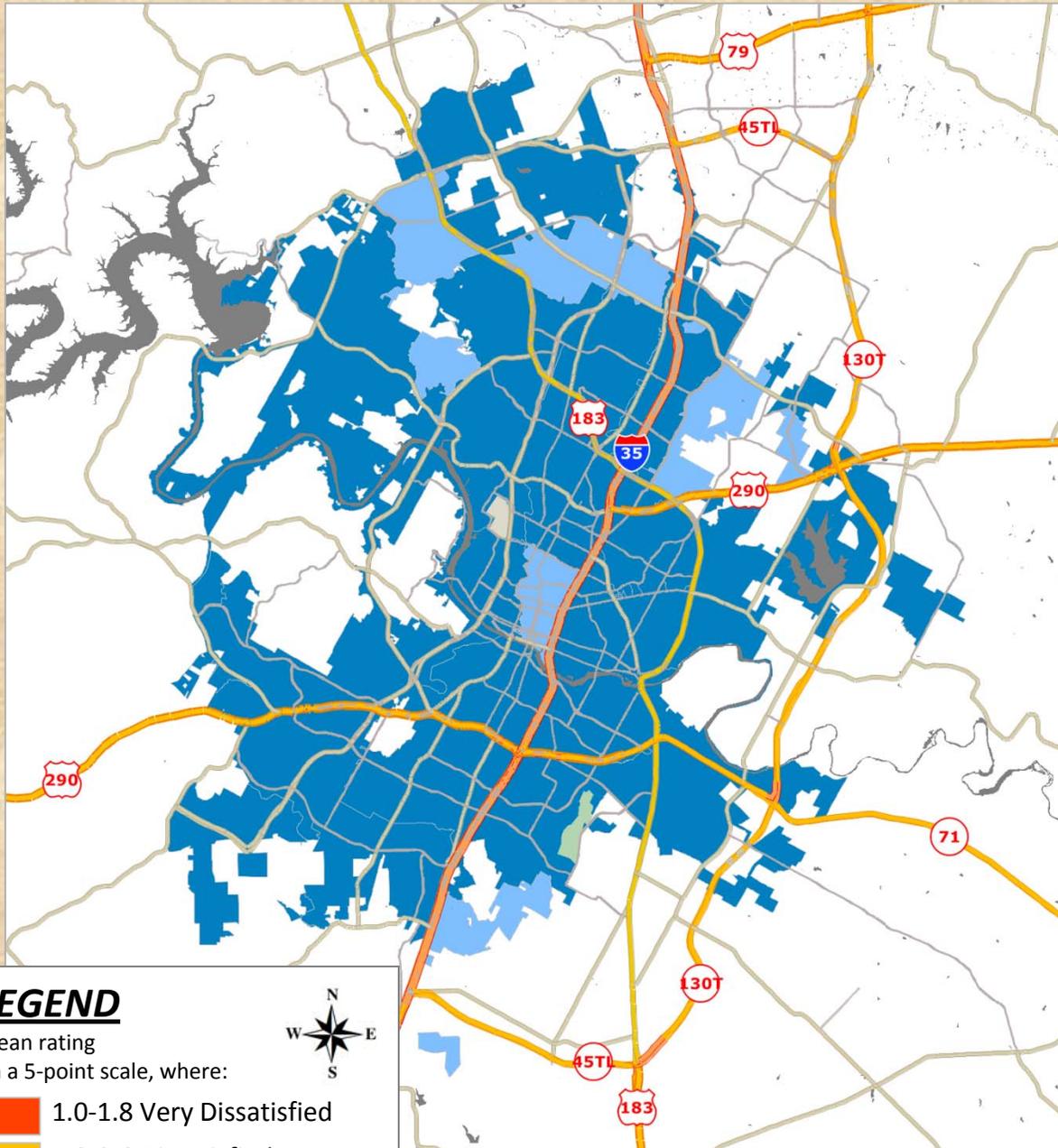
# Q7c Satisfaction with the enforcement of traffic laws



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q7d Satisfaction with the quality of fire services



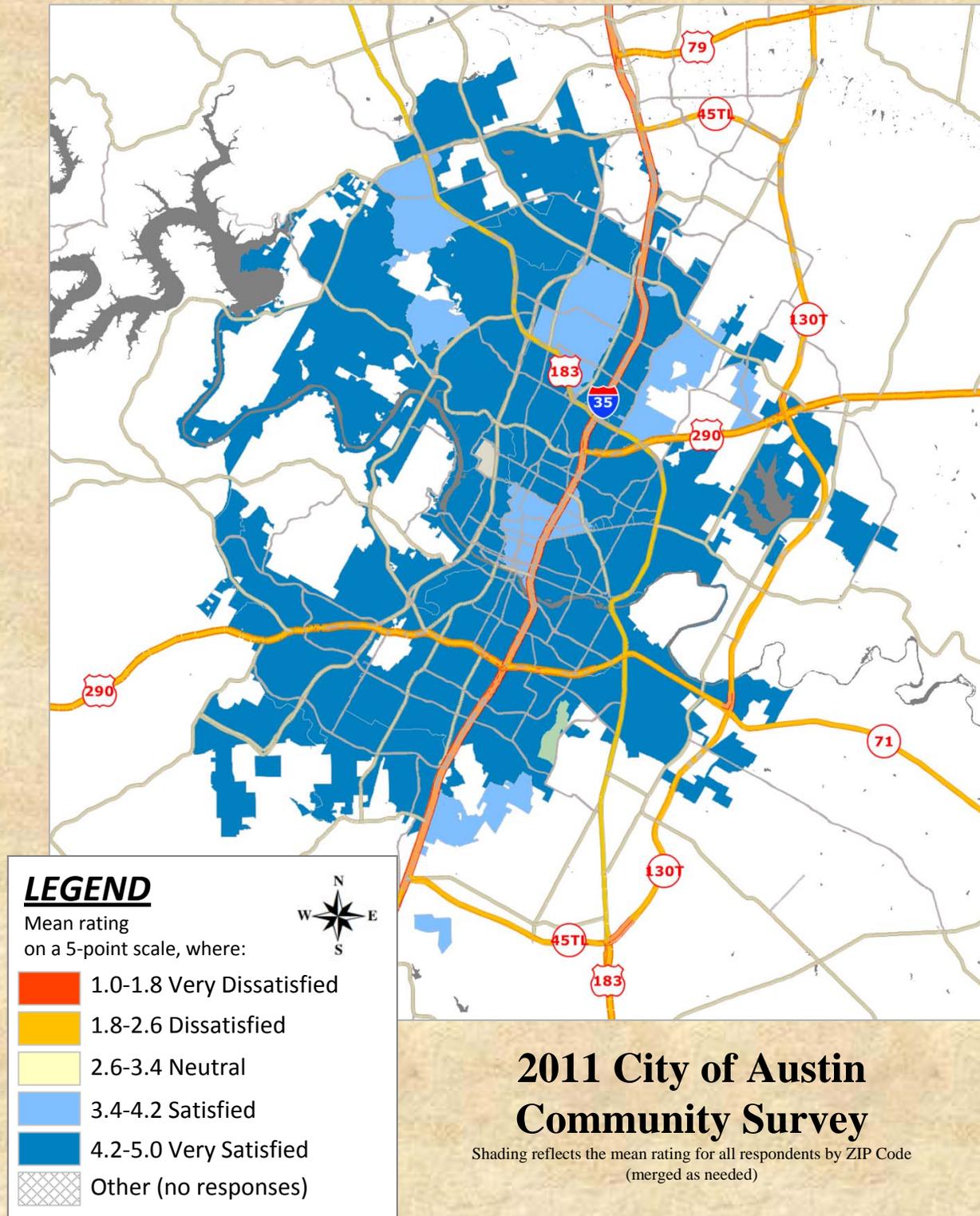
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

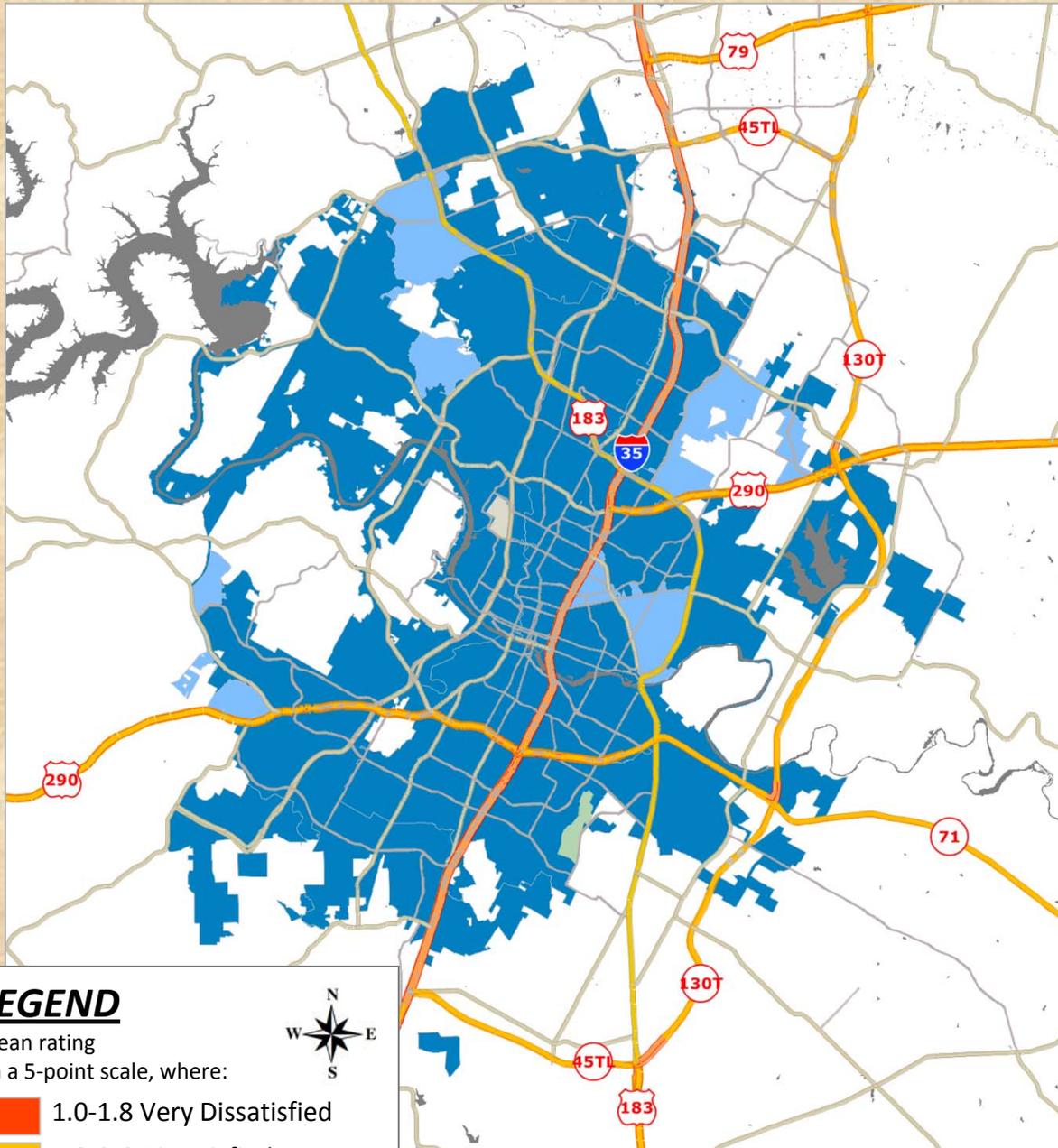
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q7e Satisfaction with the timeliness of fire response to an emergency location



# Q7f Satisfaction with medical assistance provided by EMS



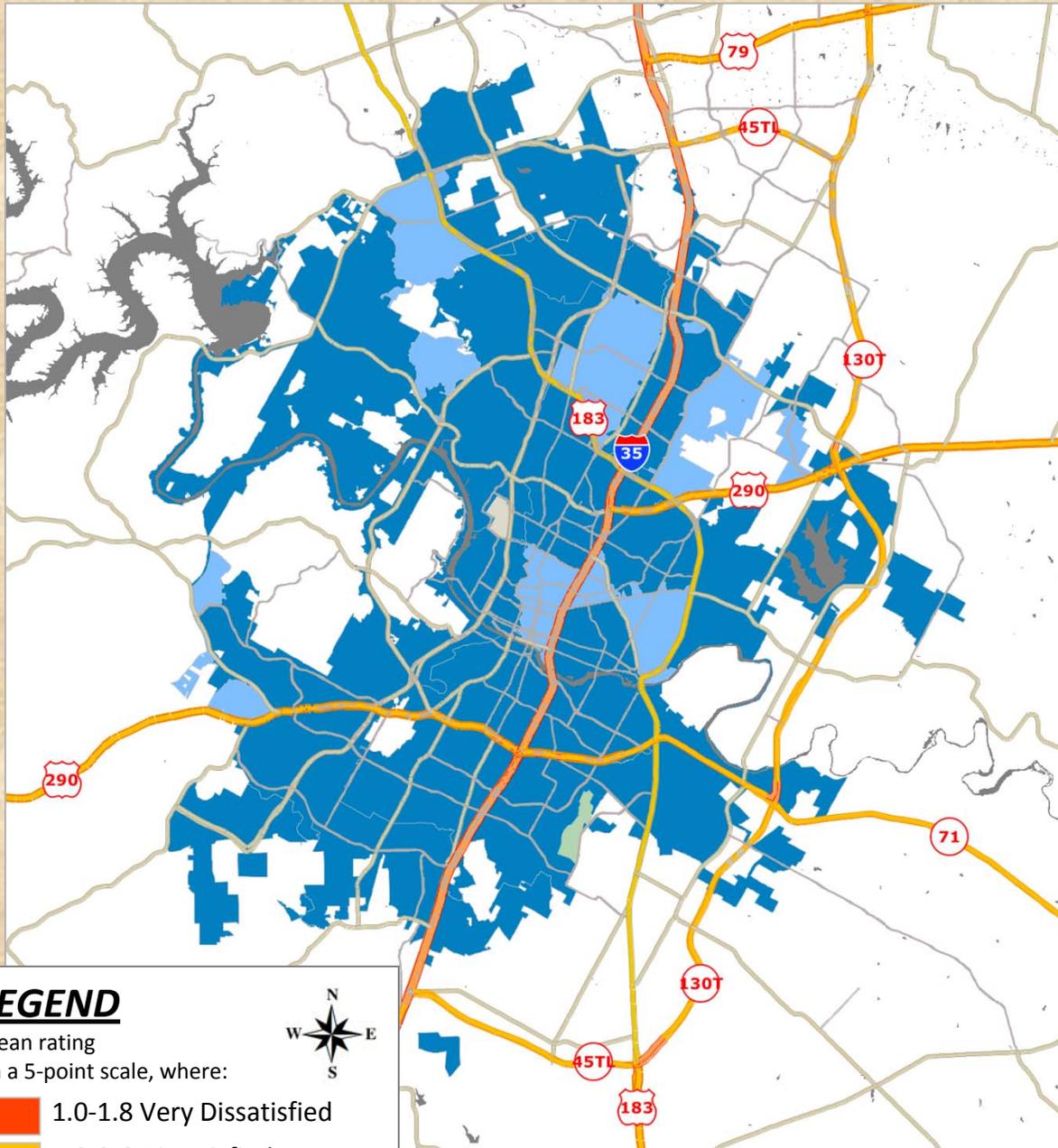
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q7g Satisfaction with the timeliness of EMS response to an emergency location



**LEGEND**

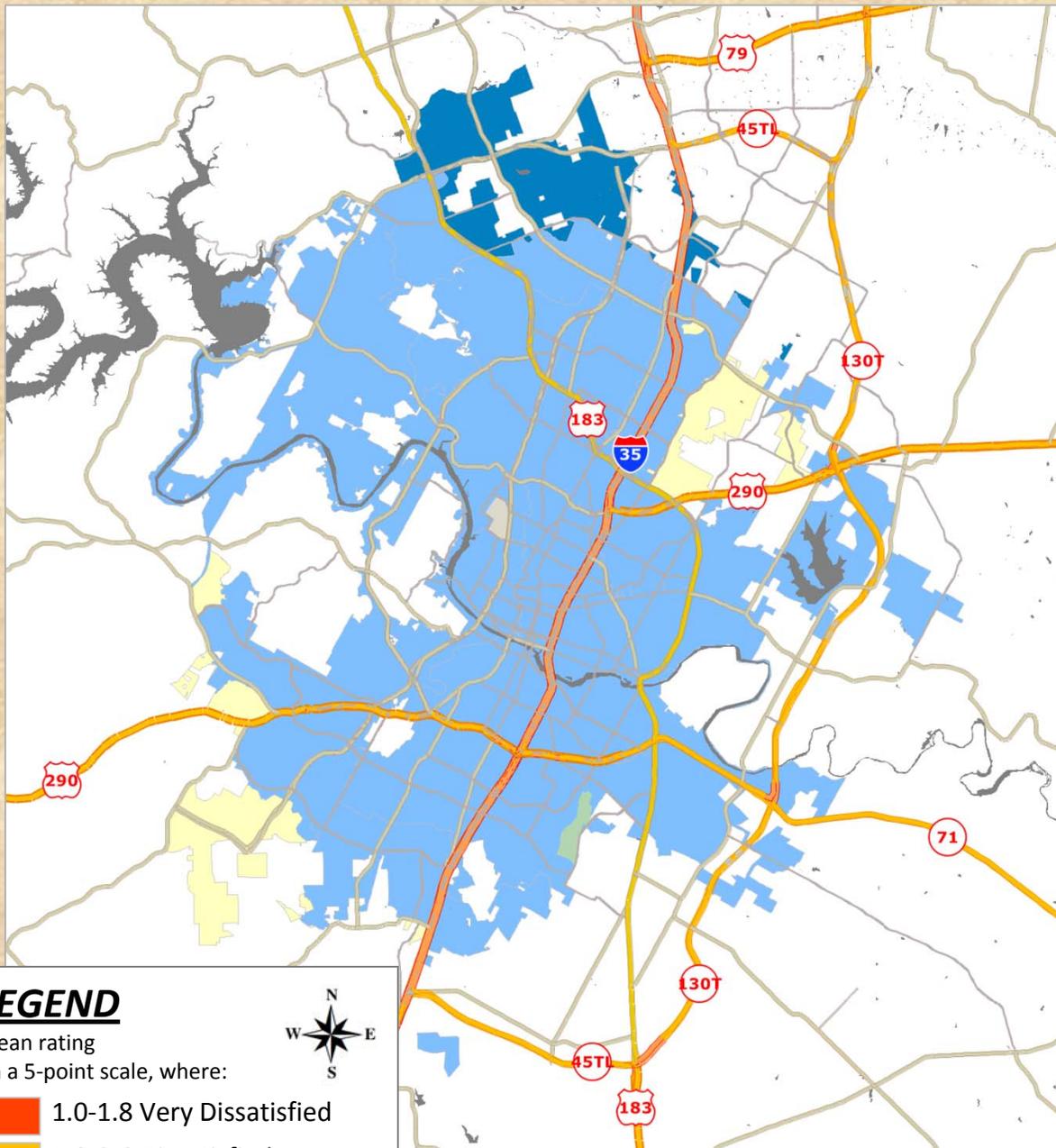
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

### 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q9a Satisfaction with water and wastewater utility response time to emergencies



**LEGEND**

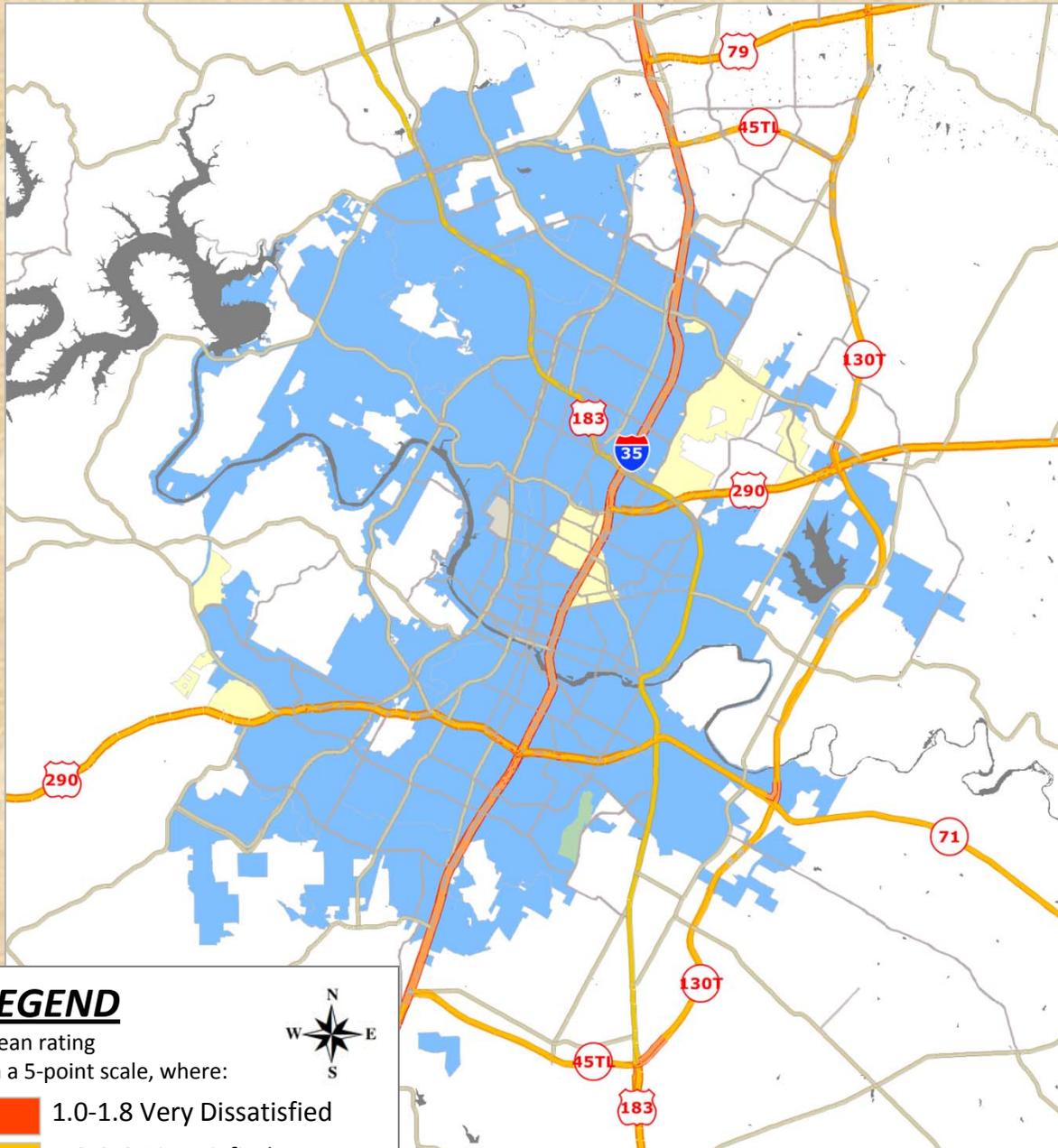
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q9b Satisfaction with Water Conservation programs within Austin



**LEGEND**

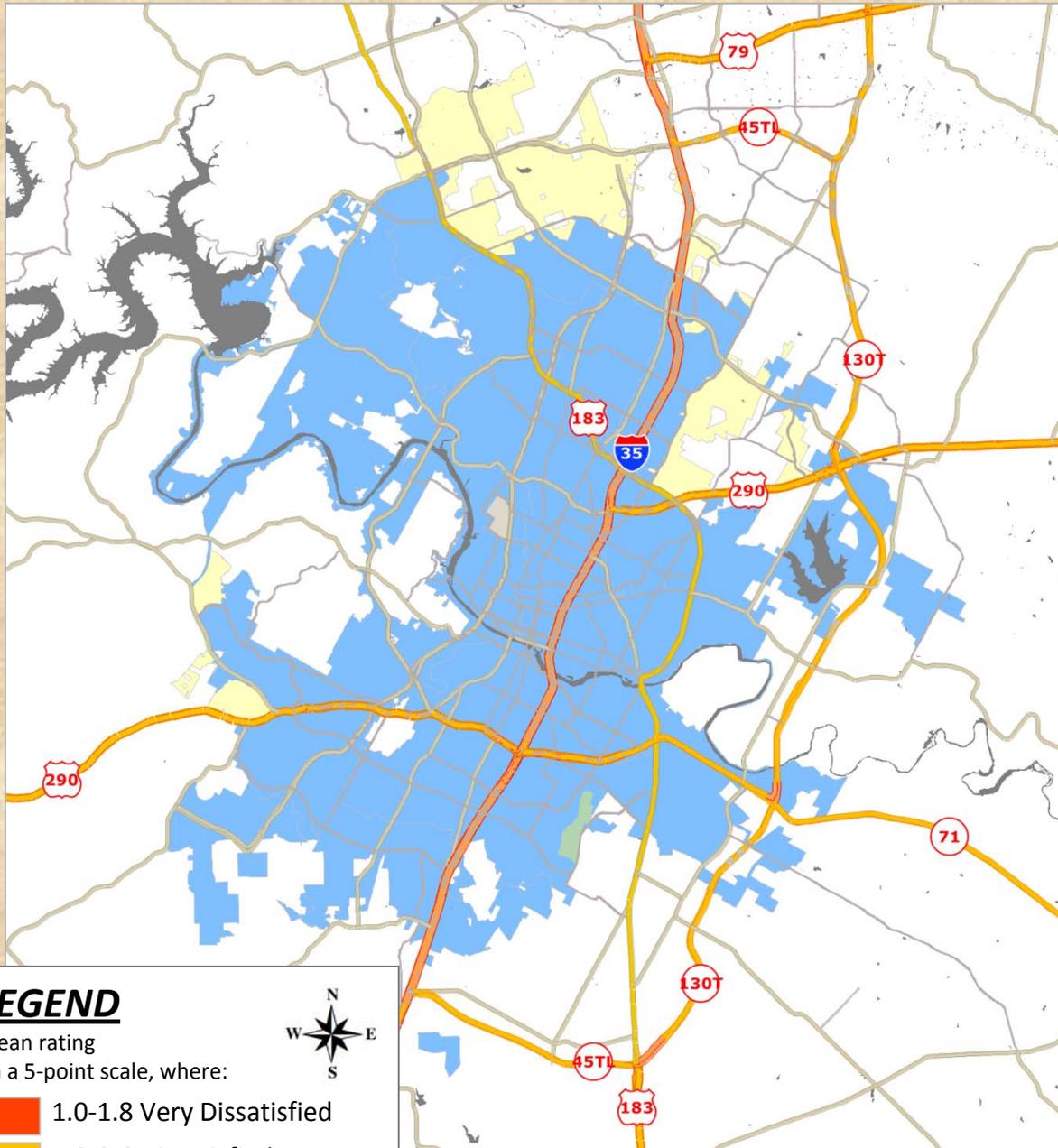
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

### 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q9c Satisfaction with the Energy Conservation program



**LEGEND**

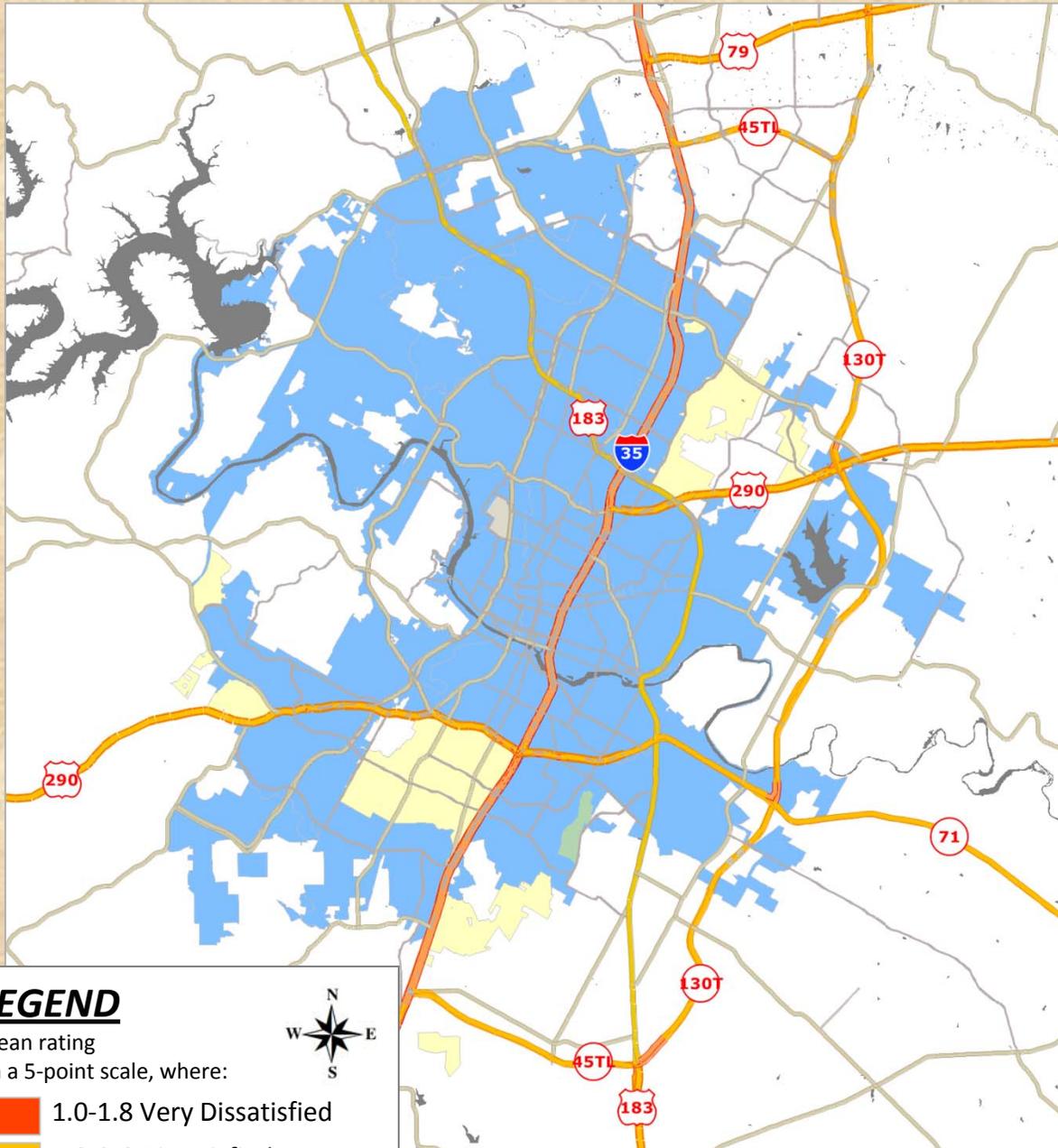
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q9d Satisfaction with the water quality of lakes and streams



**LEGEND**

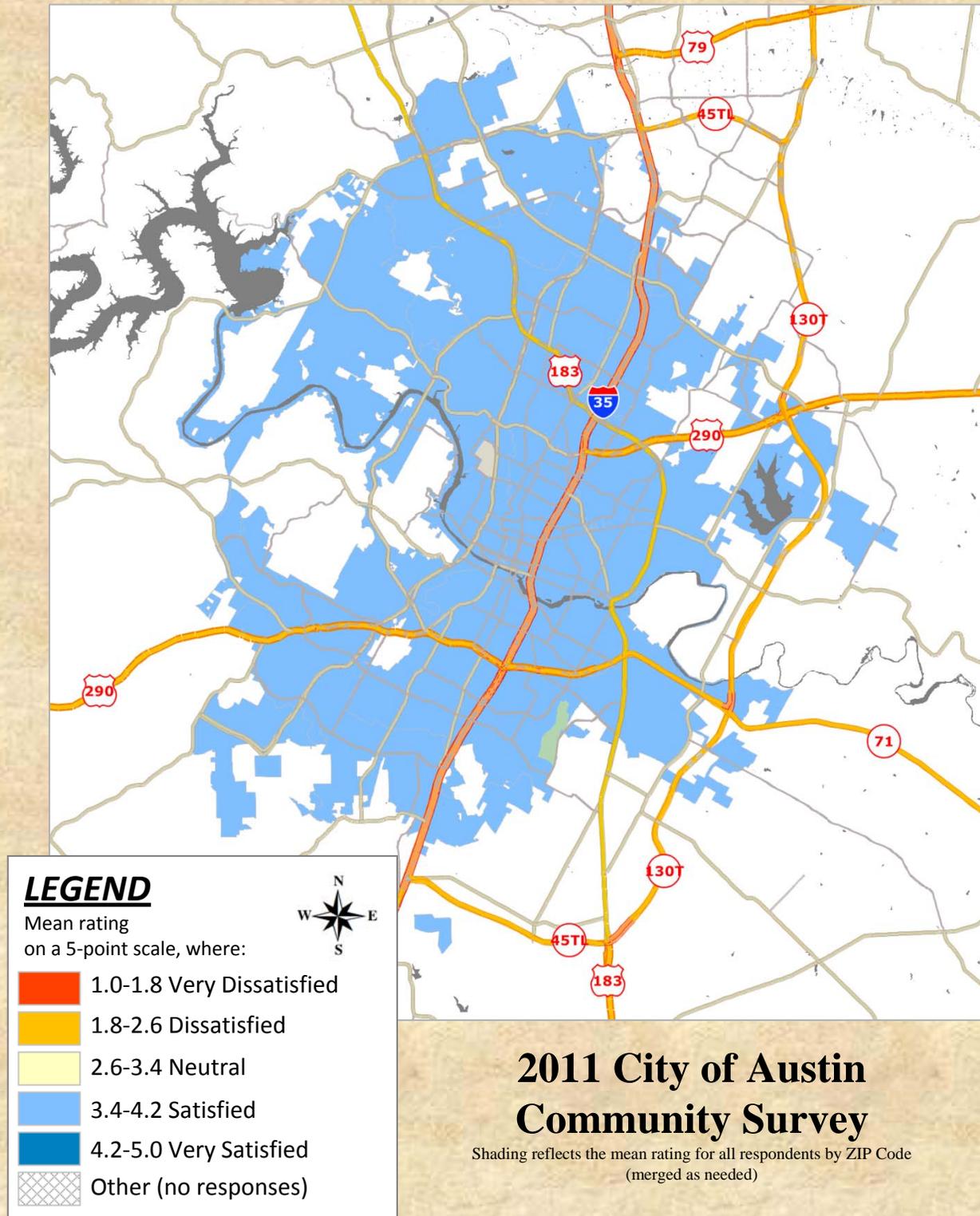
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

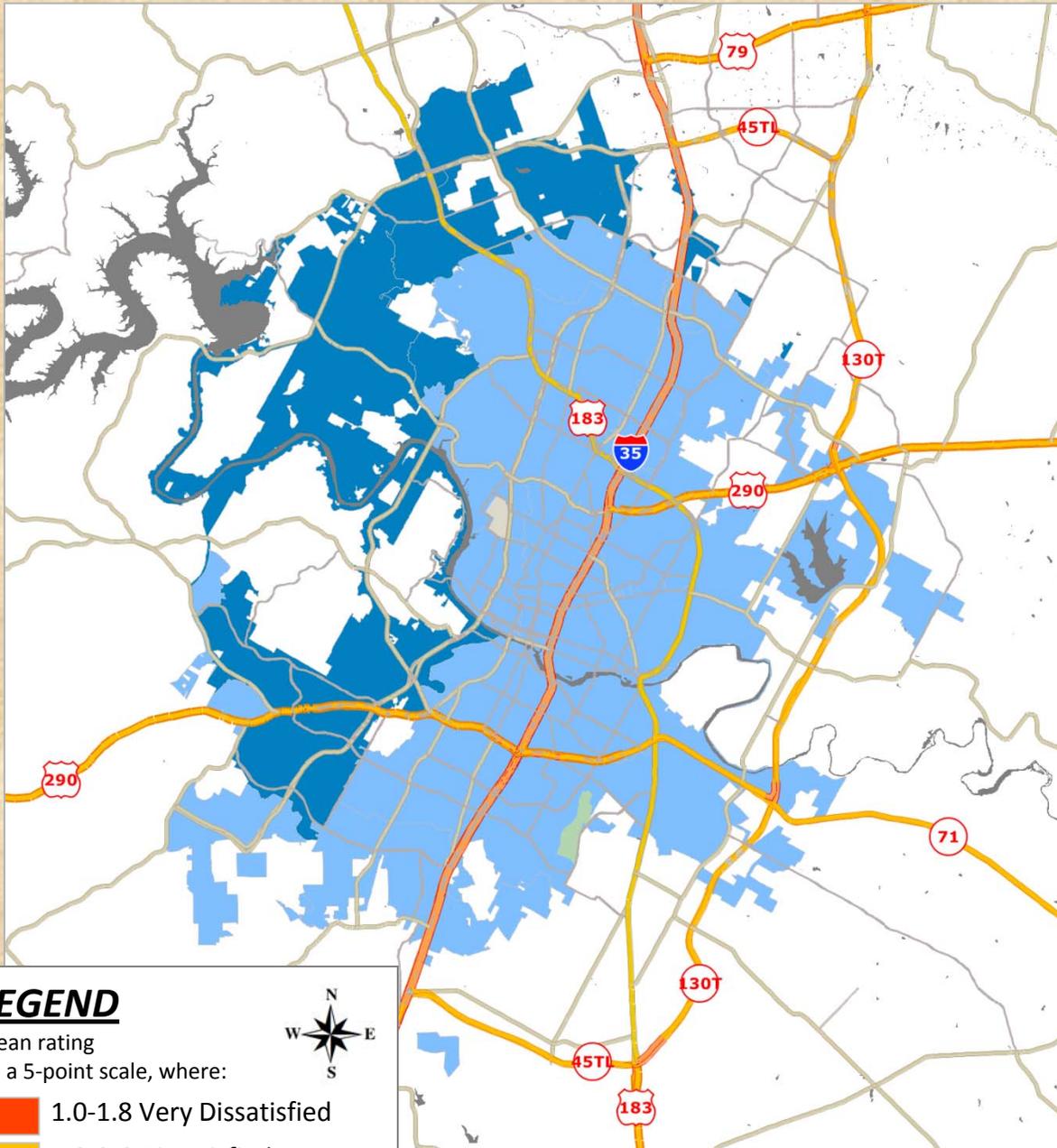
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q9e Satisfaction with flood control efforts



# Q11a Satisfaction with the number of city parks



### **LEGEND**

Mean rating  
on a 5-point scale, where:

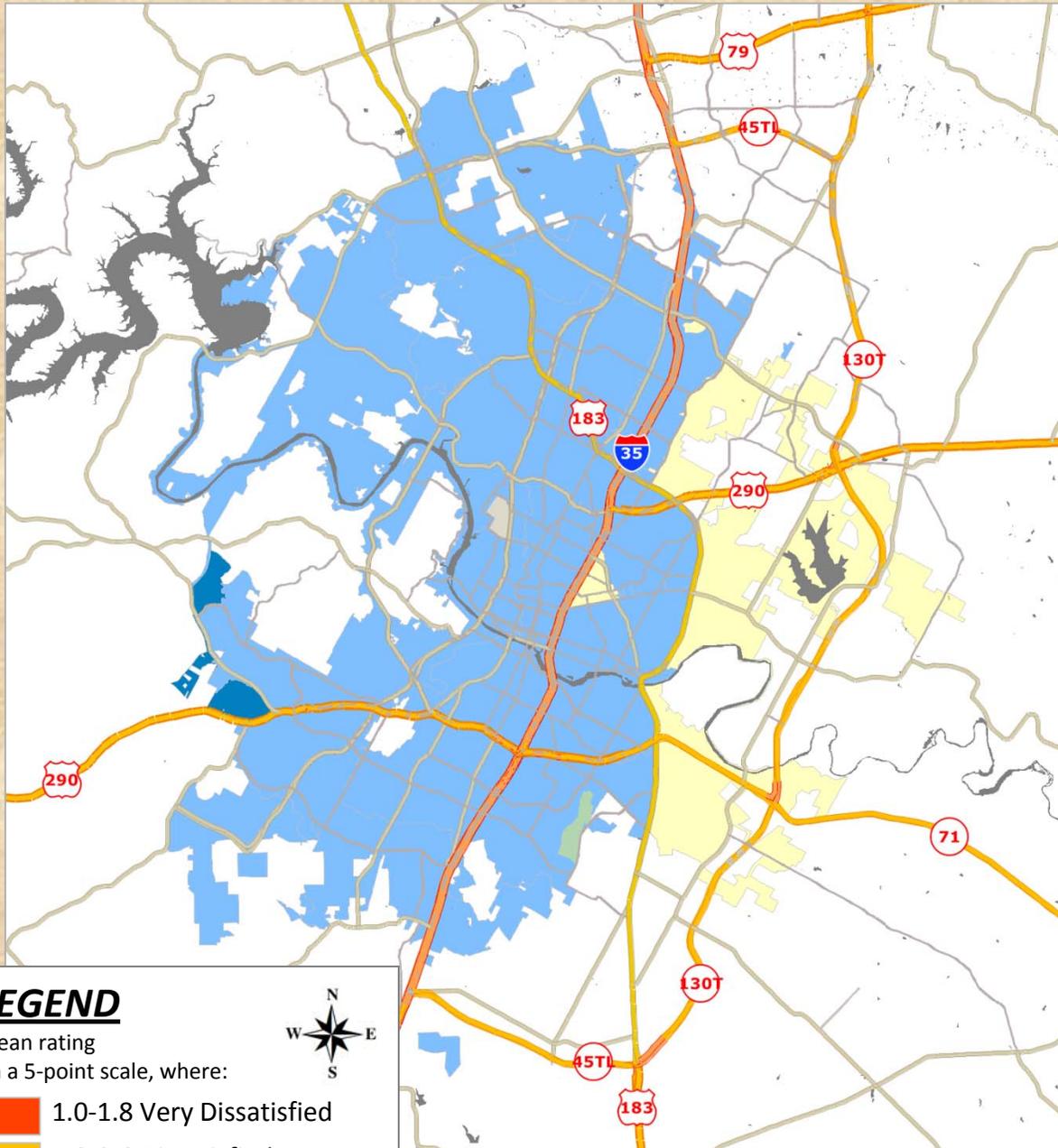
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## **2011 City of Austin Community Survey**

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11b Satisfaction with the number of walking/biking trails



**LEGEND**

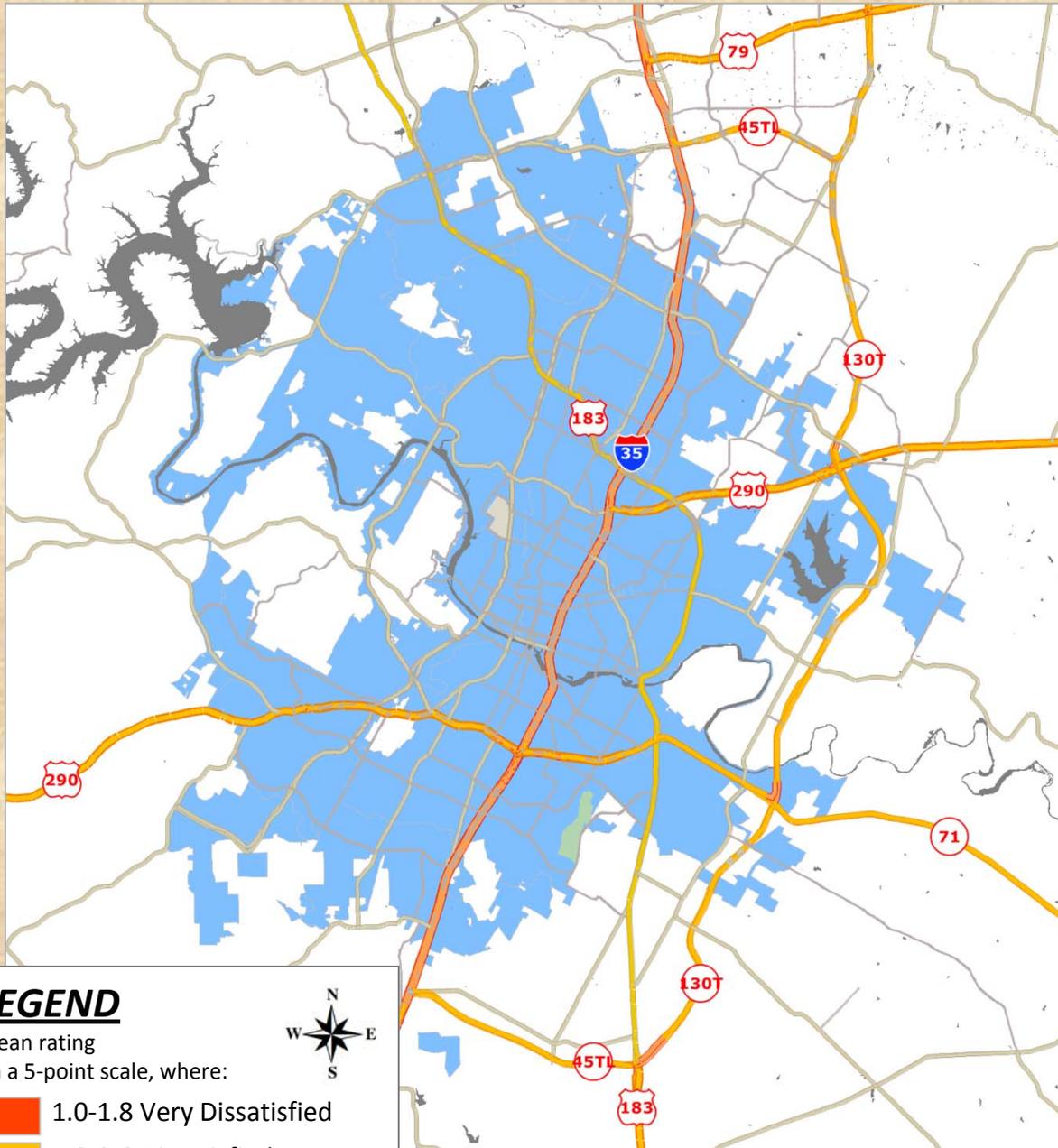
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q11c Satisfaction with the appearance of park grounds in Austin



### **LEGEND**

Mean rating  
on a 5-point scale, where:

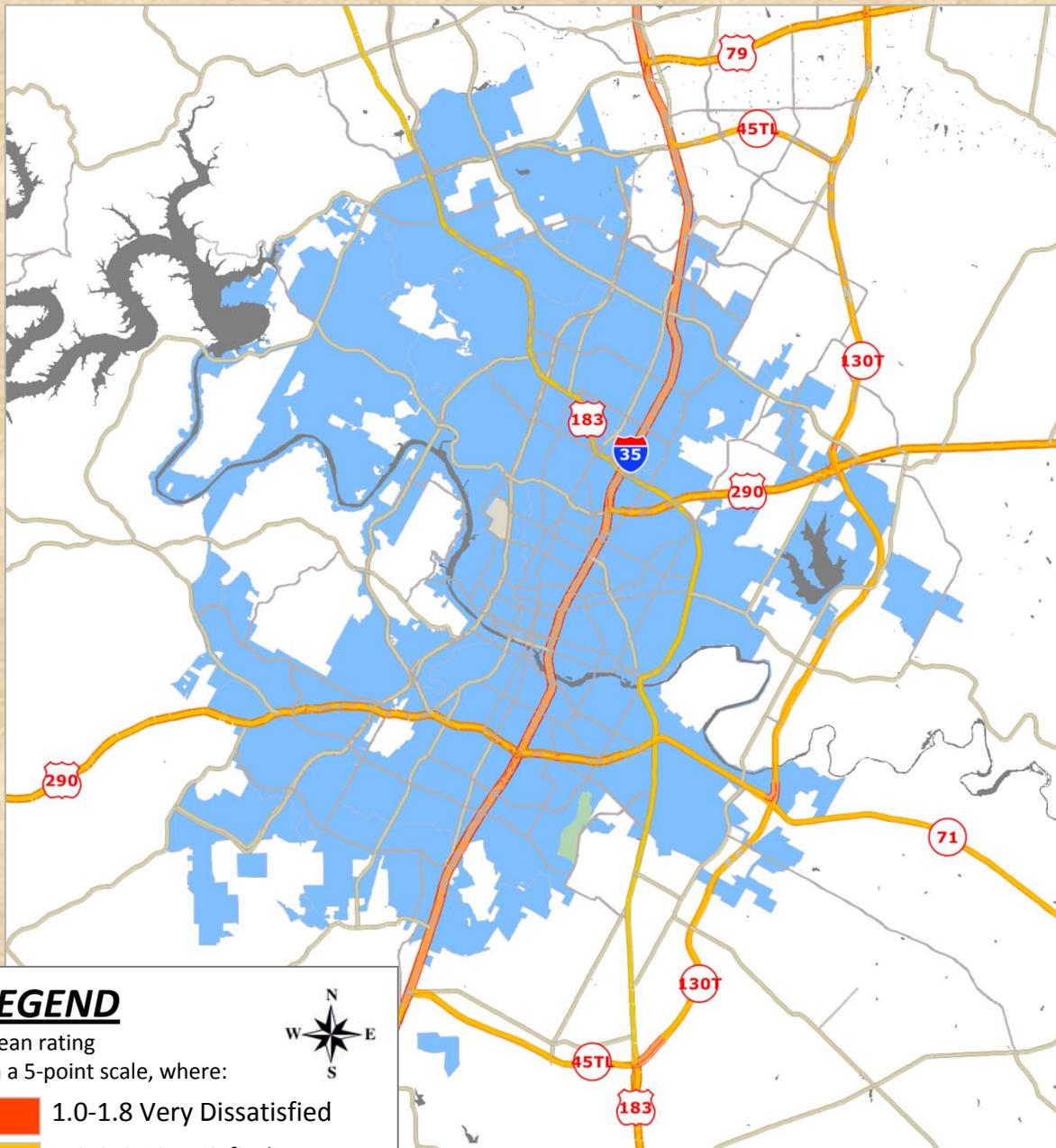
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11d Satisfaction with the overall quality of parks and recreation programs offered by the Austin Parks Department



**LEGEND**

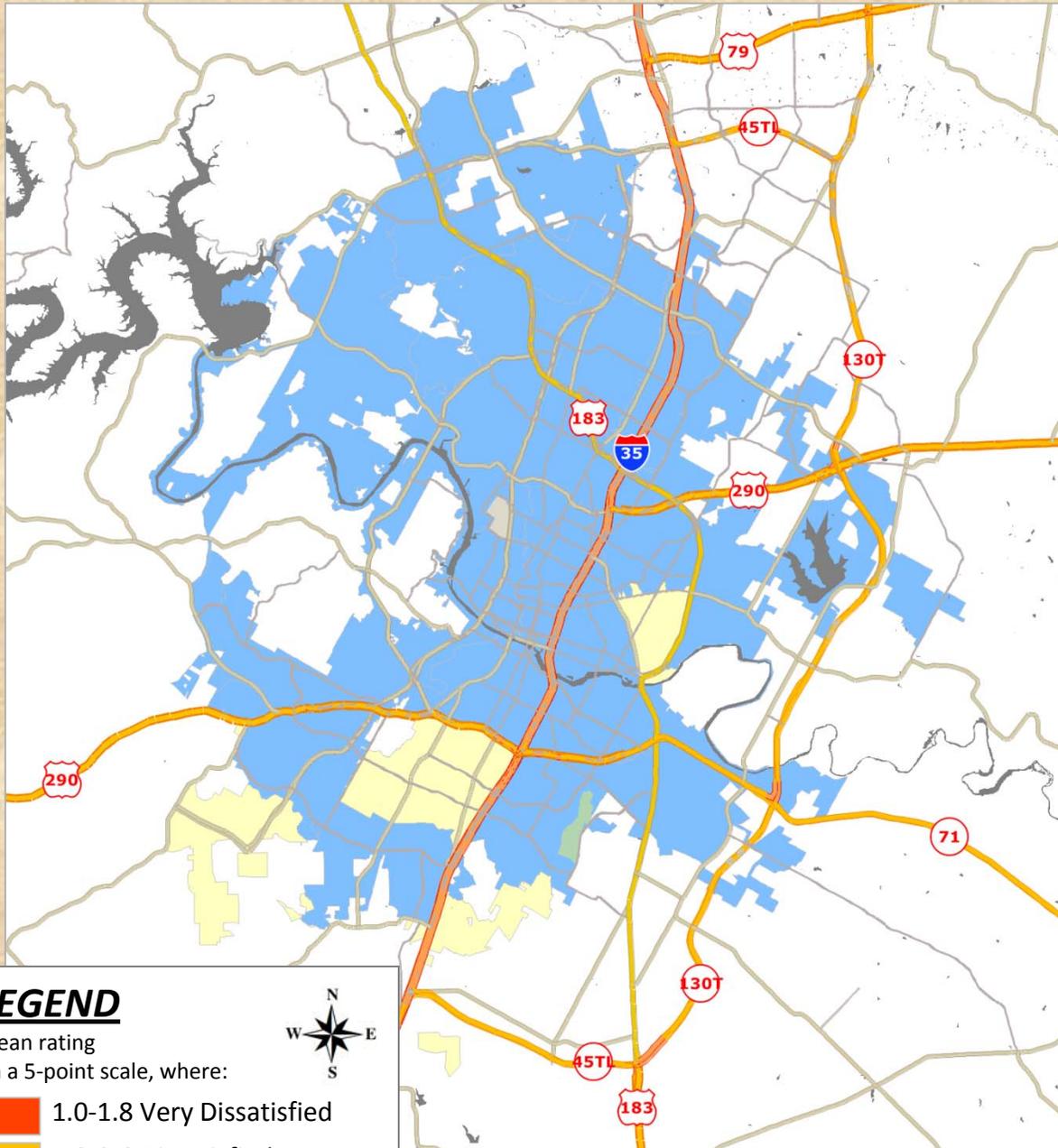
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q11e Satisfaction with the quality of youth athletic programs



**LEGEND**

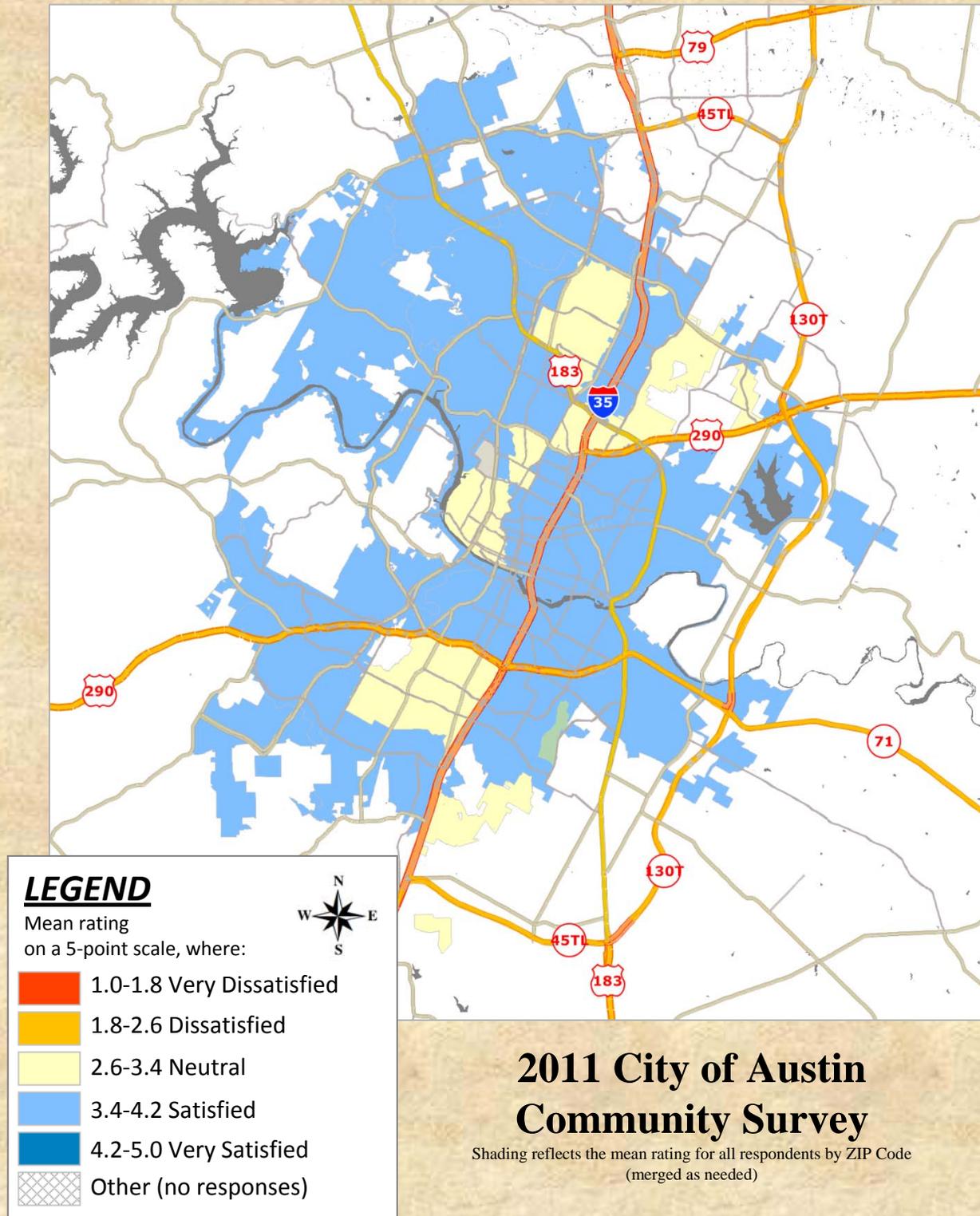
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

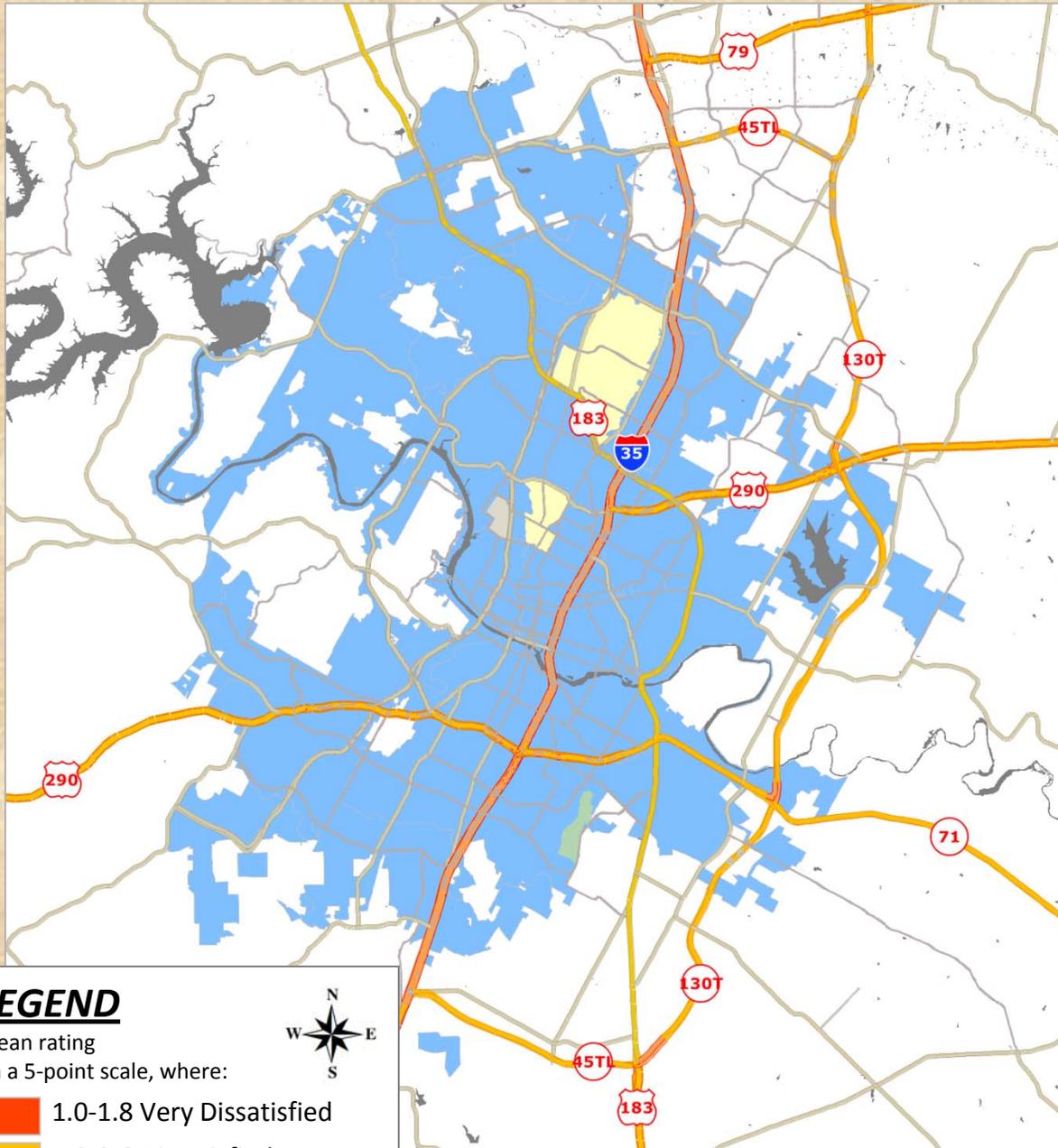
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q11f Satisfaction with the quality of adult athletic programs



# Q11g Satisfaction with the quality of outdoor athletic fields



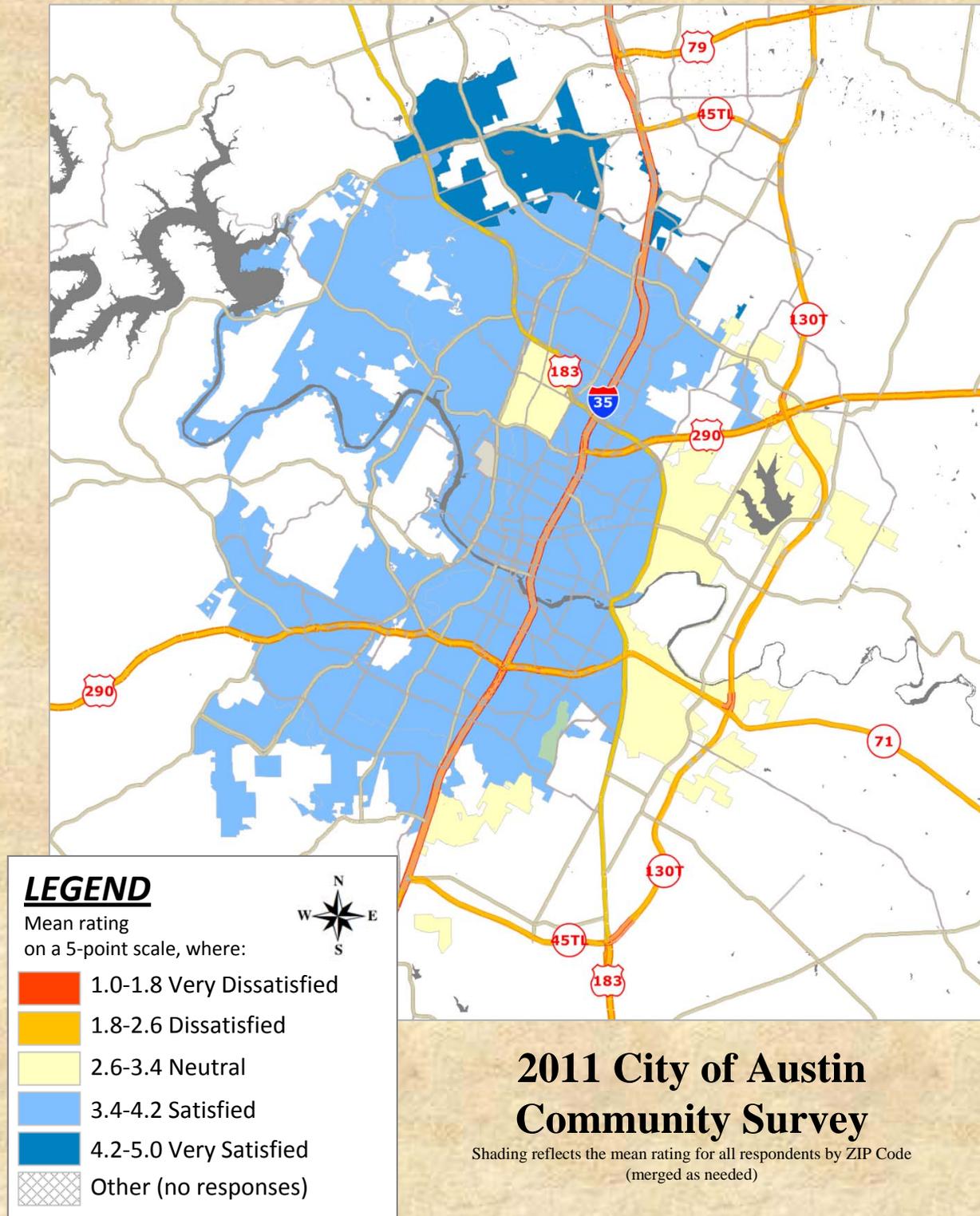
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

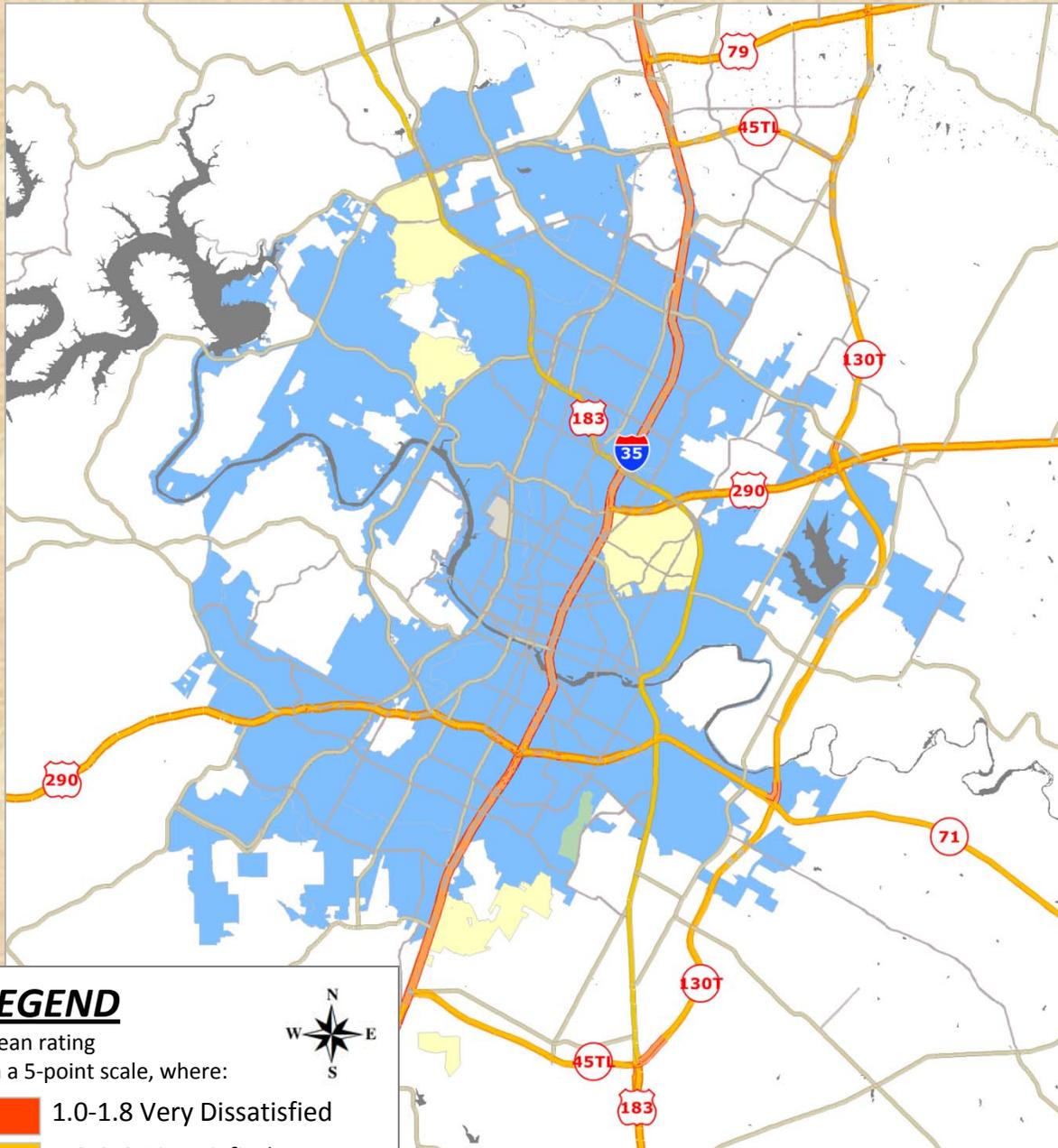
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11h Satisfaction with the safety in city parks and facilities



# Q11i Satisfaction with city swimming pools



**LEGEND**

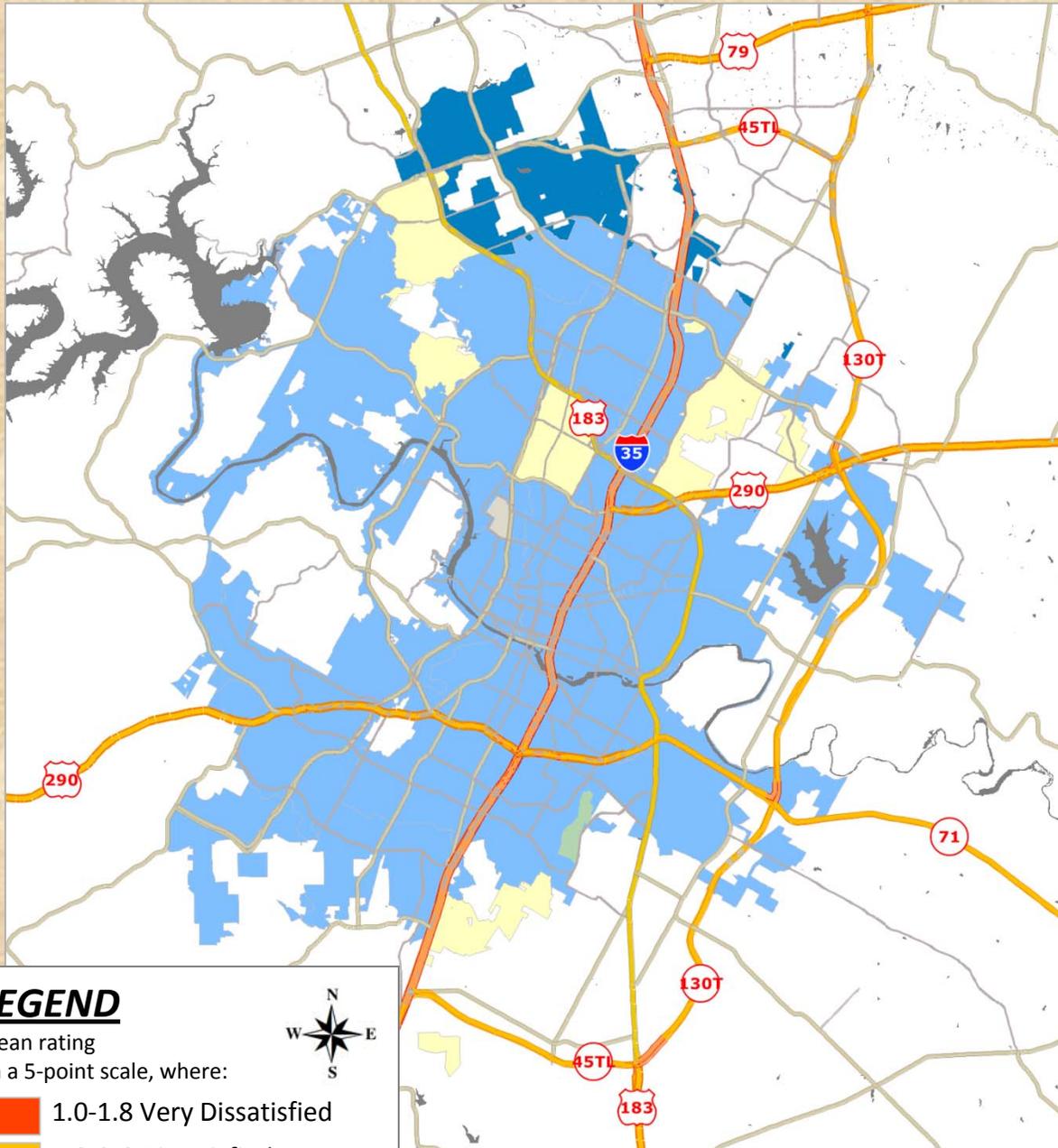
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q11j Satisfaction with aquatic programs



### **LEGEND**

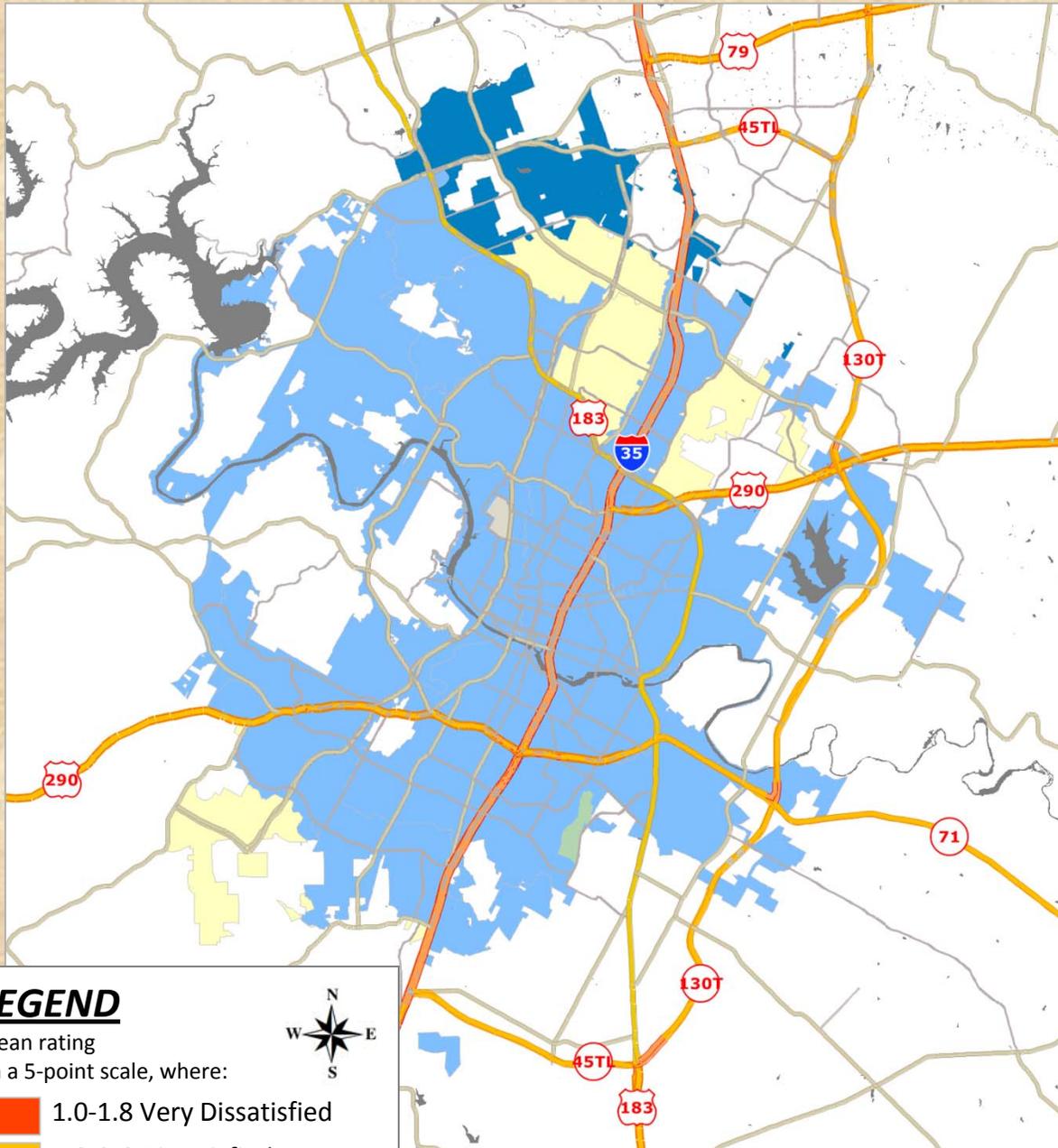
Mean rating  
on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11k Satisfaction with the quality of facilities at city parks



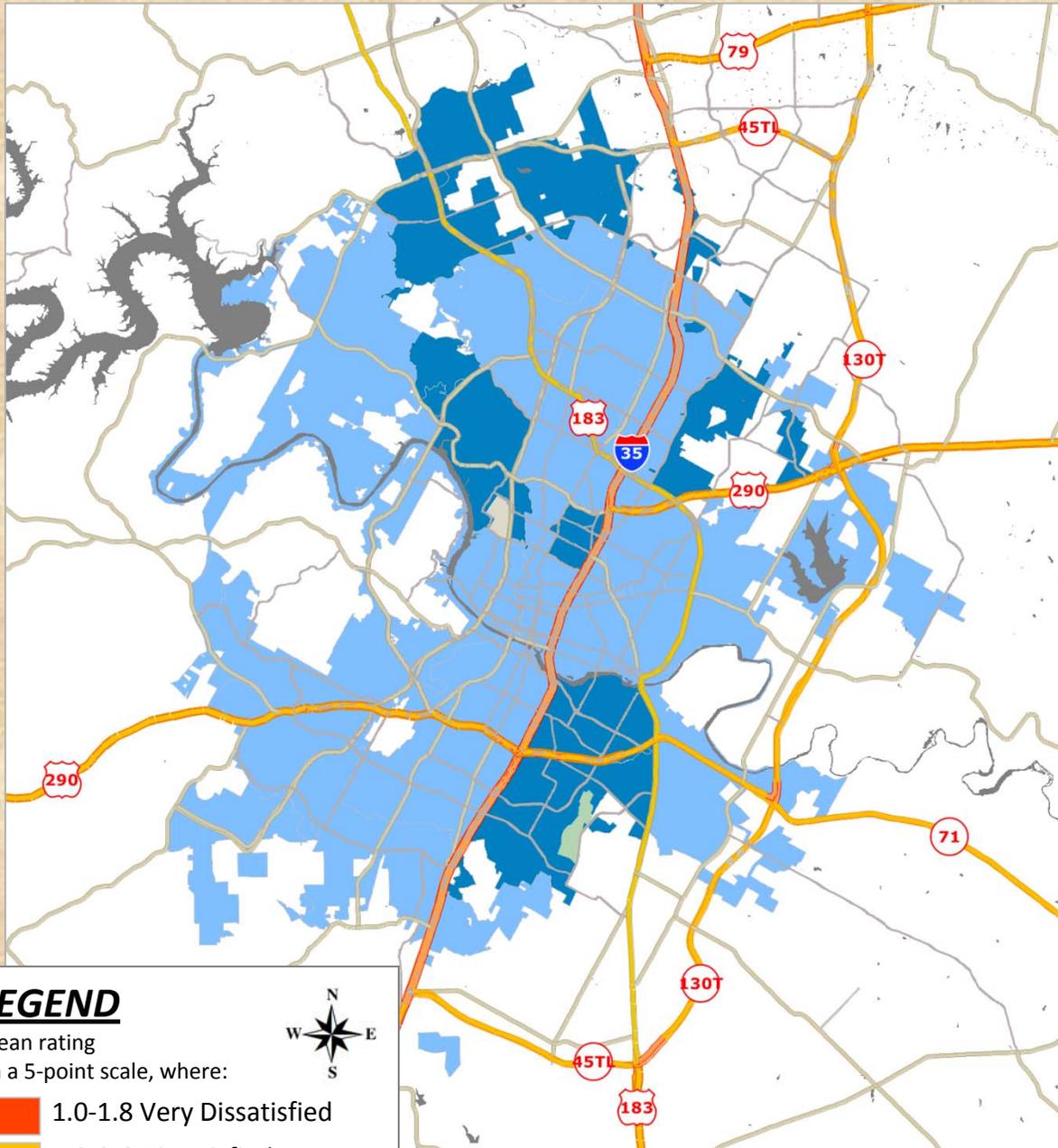
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11 Satisfaction with the cleanliness of library facilities



**LEGEND**

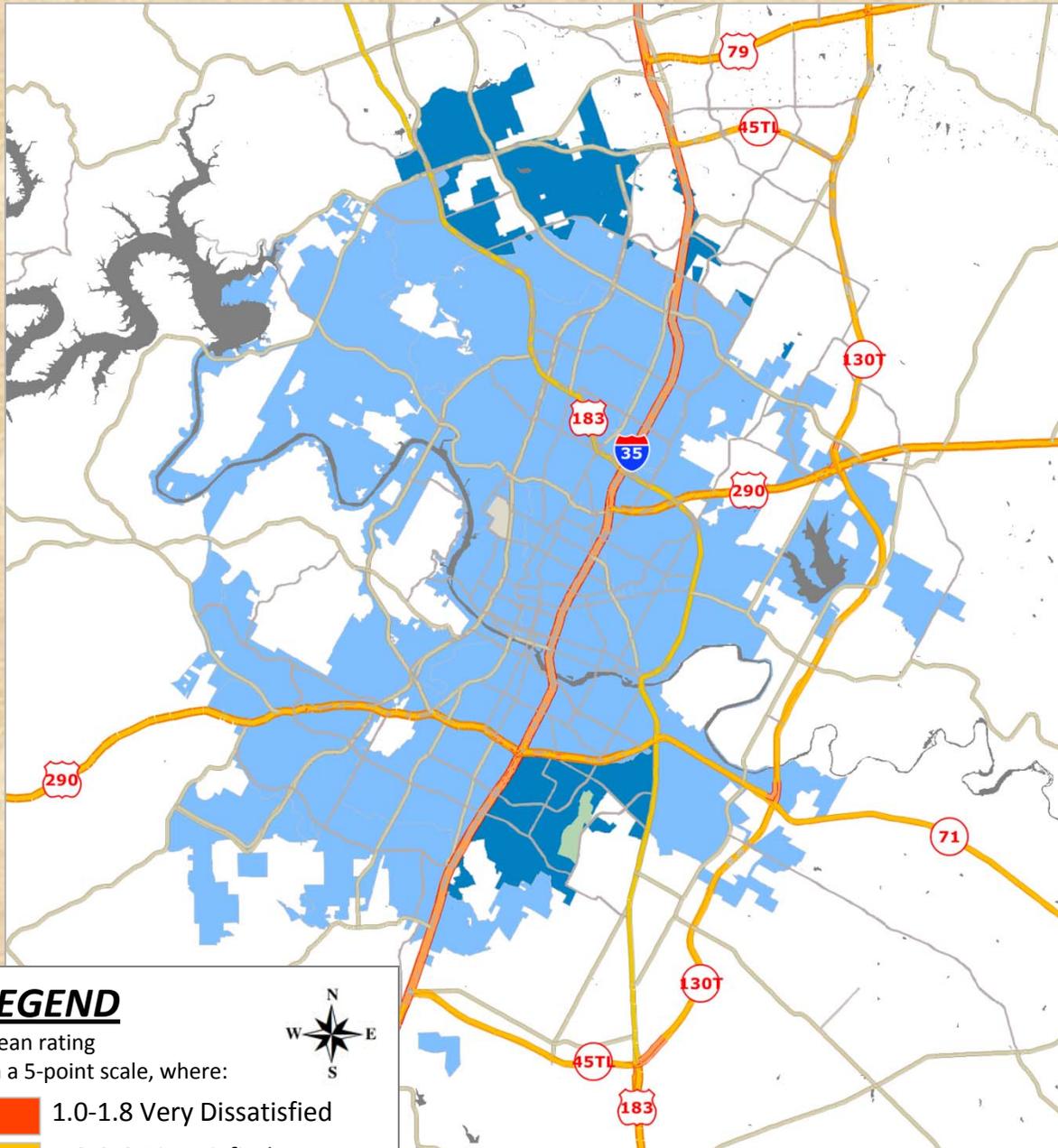
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q11m Satisfaction with the quality of library programs



**LEGEND**

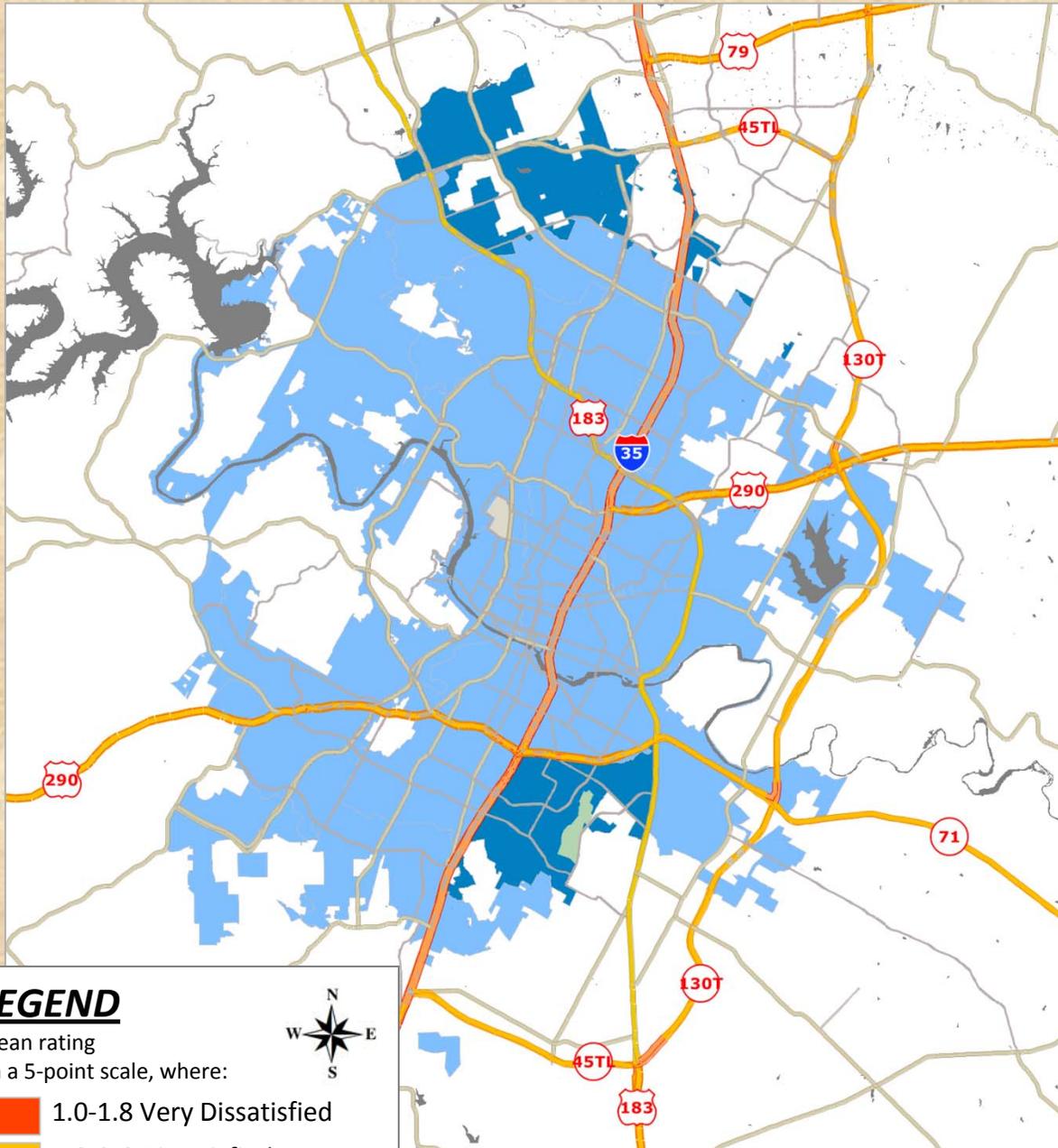
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q11n Satisfaction with the materials at libraries



**LEGEND**

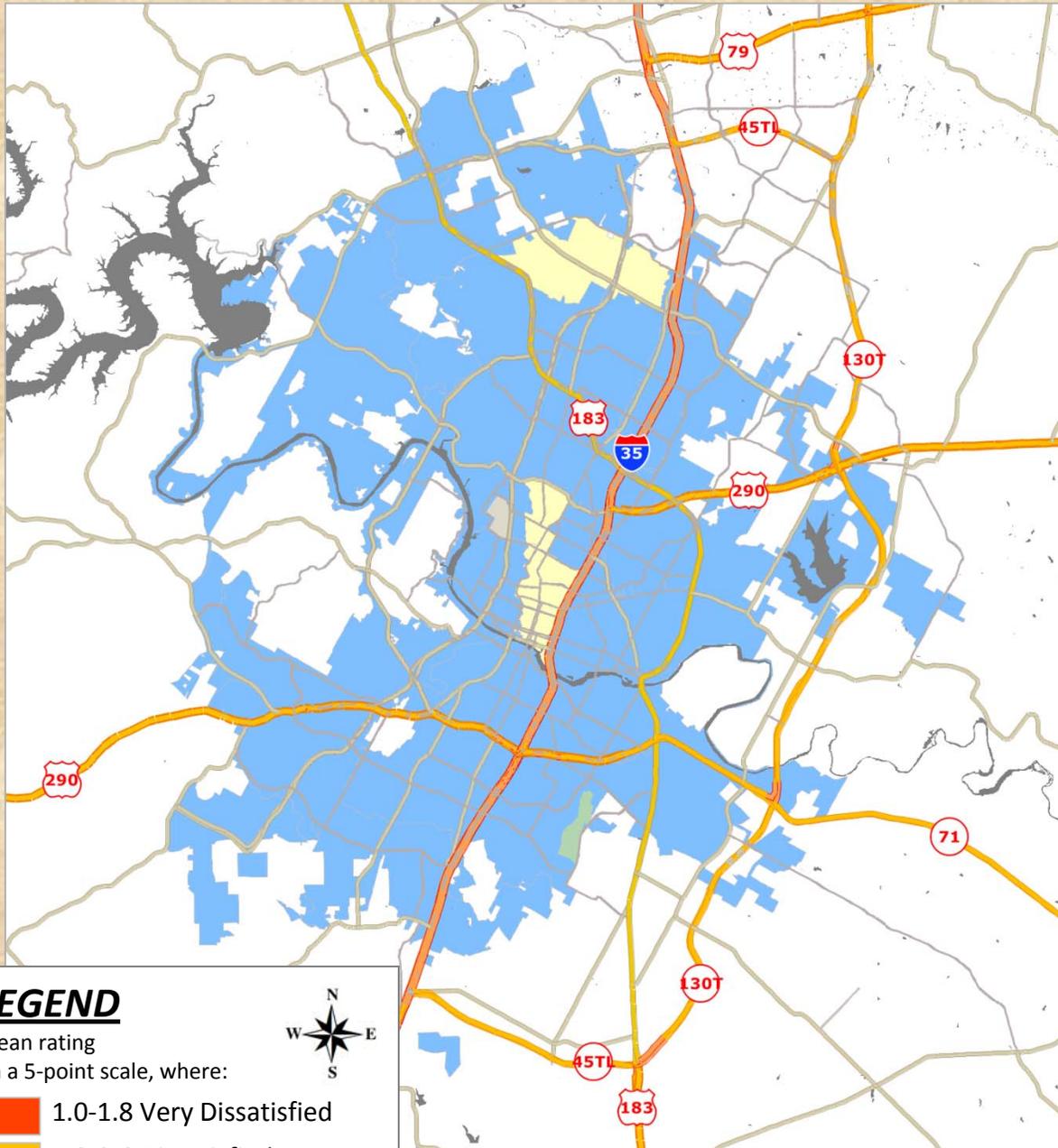
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q11o Satisfaction with library hours



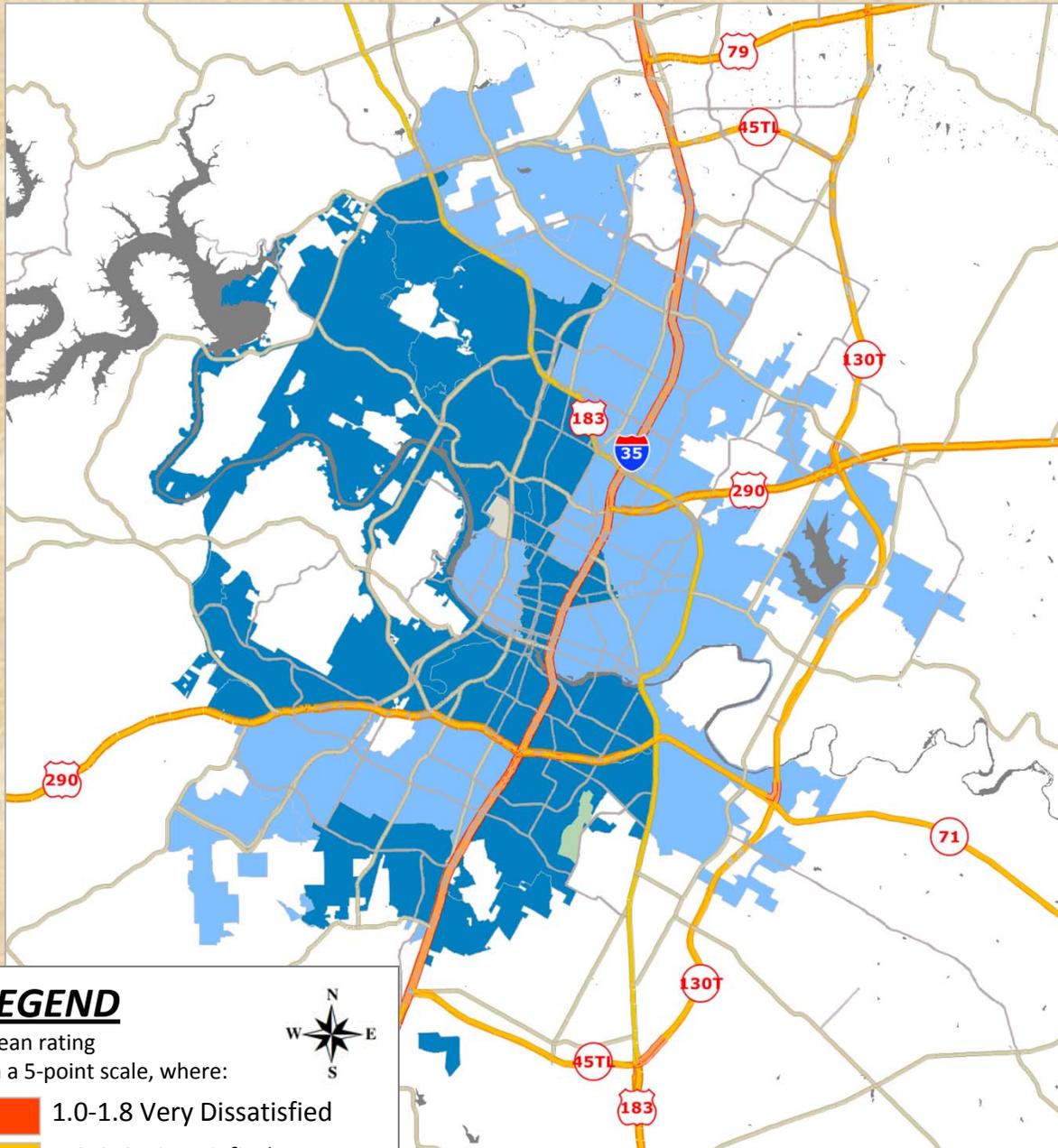
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13a Satisfaction with residential garbage collection



## LEGEND

Mean rating  
on a 5-point scale, where:

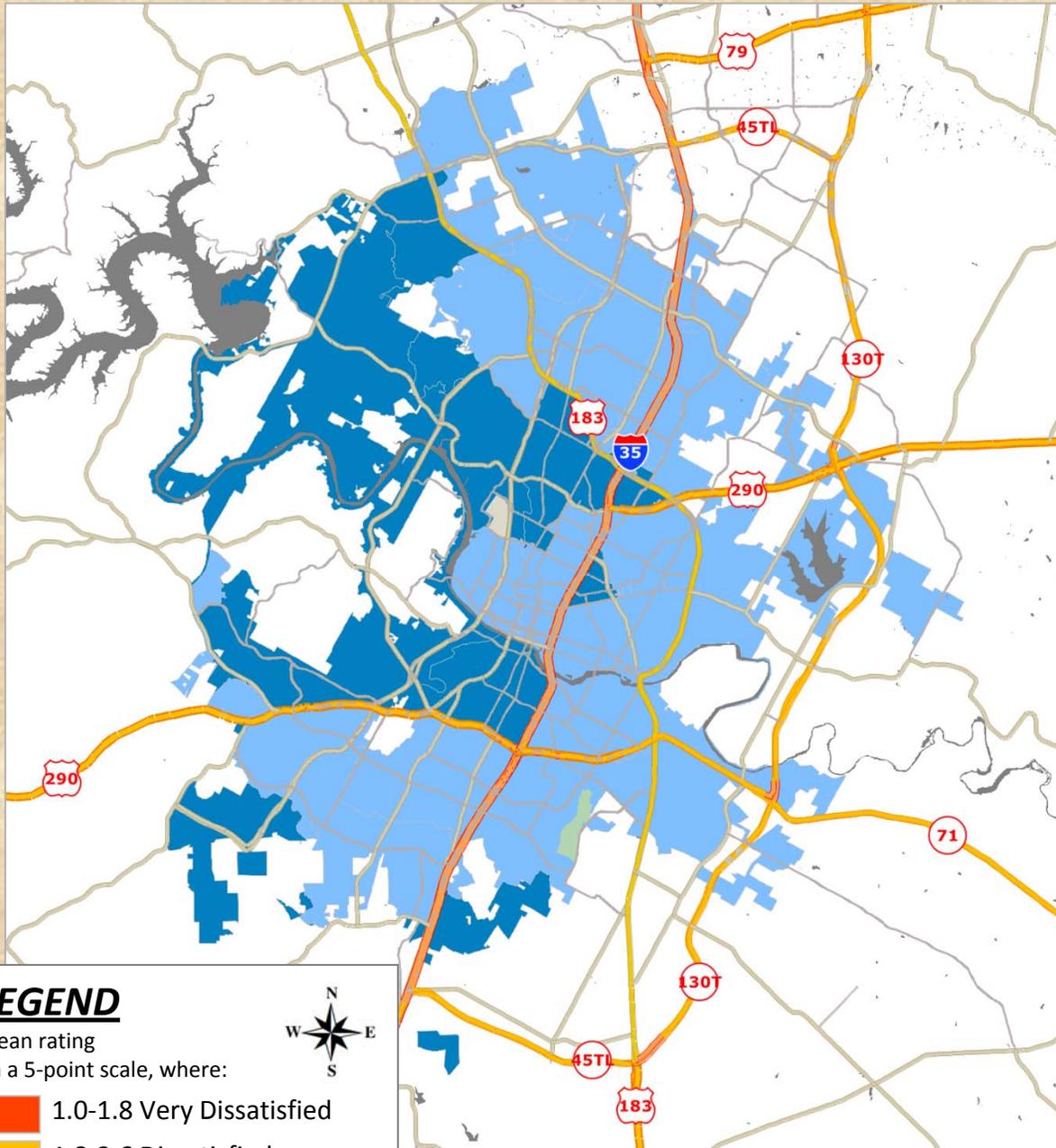
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13b Satisfaction with residential yard waste collection



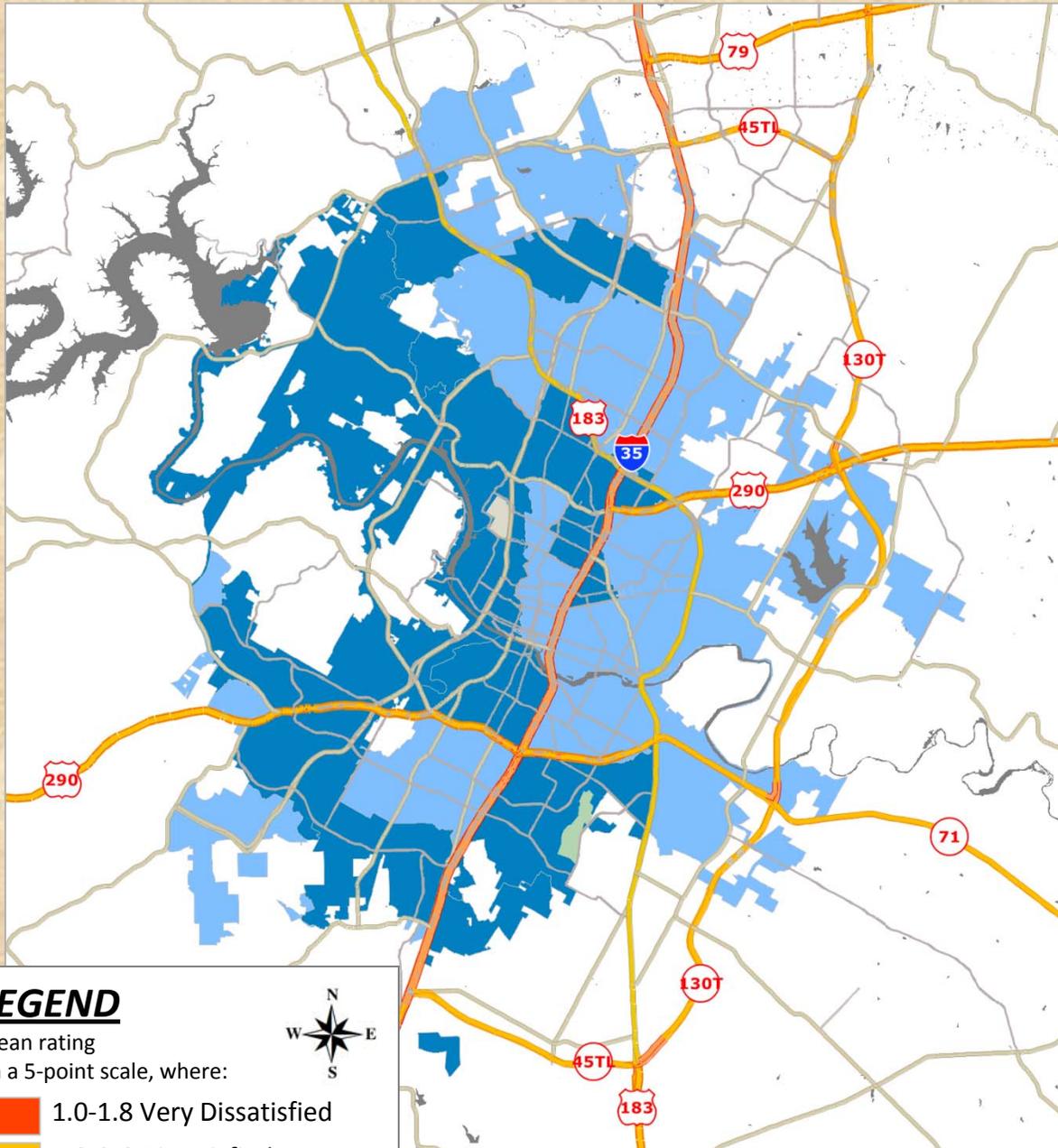
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13c Satisfaction with residential curbside recycling services



**LEGEND**

Mean rating  
on a 5-point scale, where:

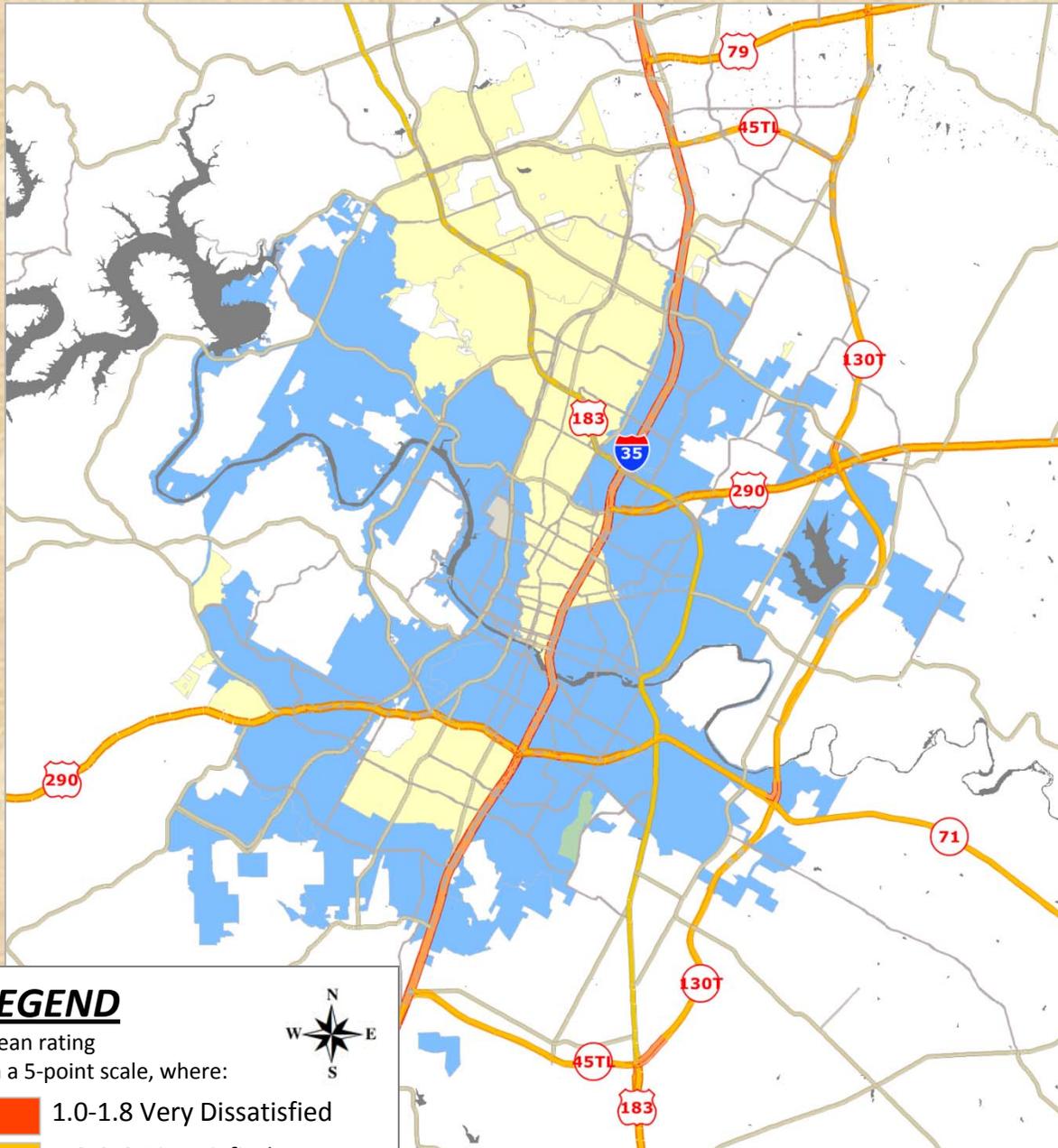
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q13d Satisfaction with household hazardous waste disposal service



### **LEGEND**

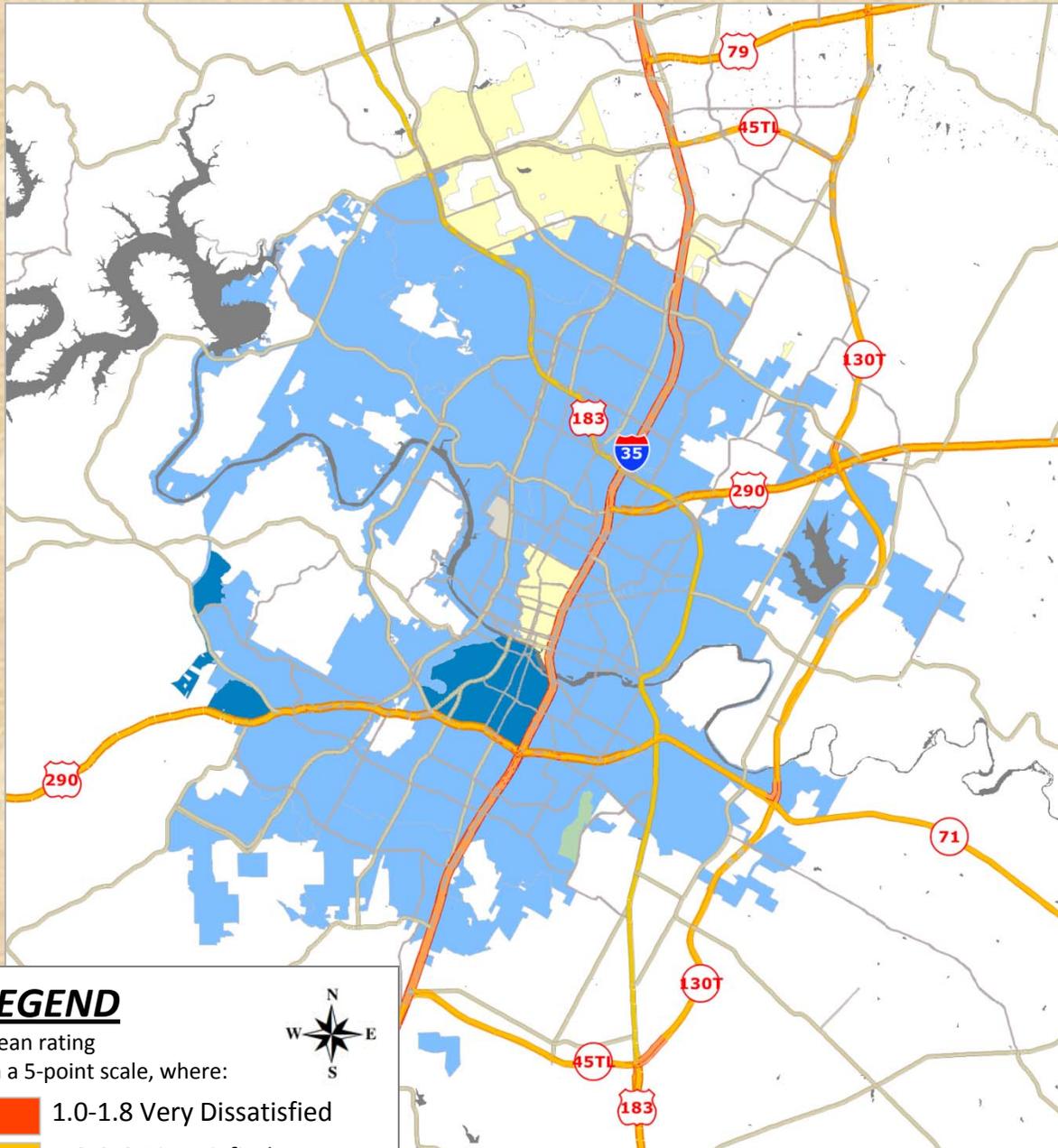
Mean rating  
on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13e Satisfaction with bulky item pick/removal service



## **LEGEND**

Mean rating  
on a 5-point scale, where:

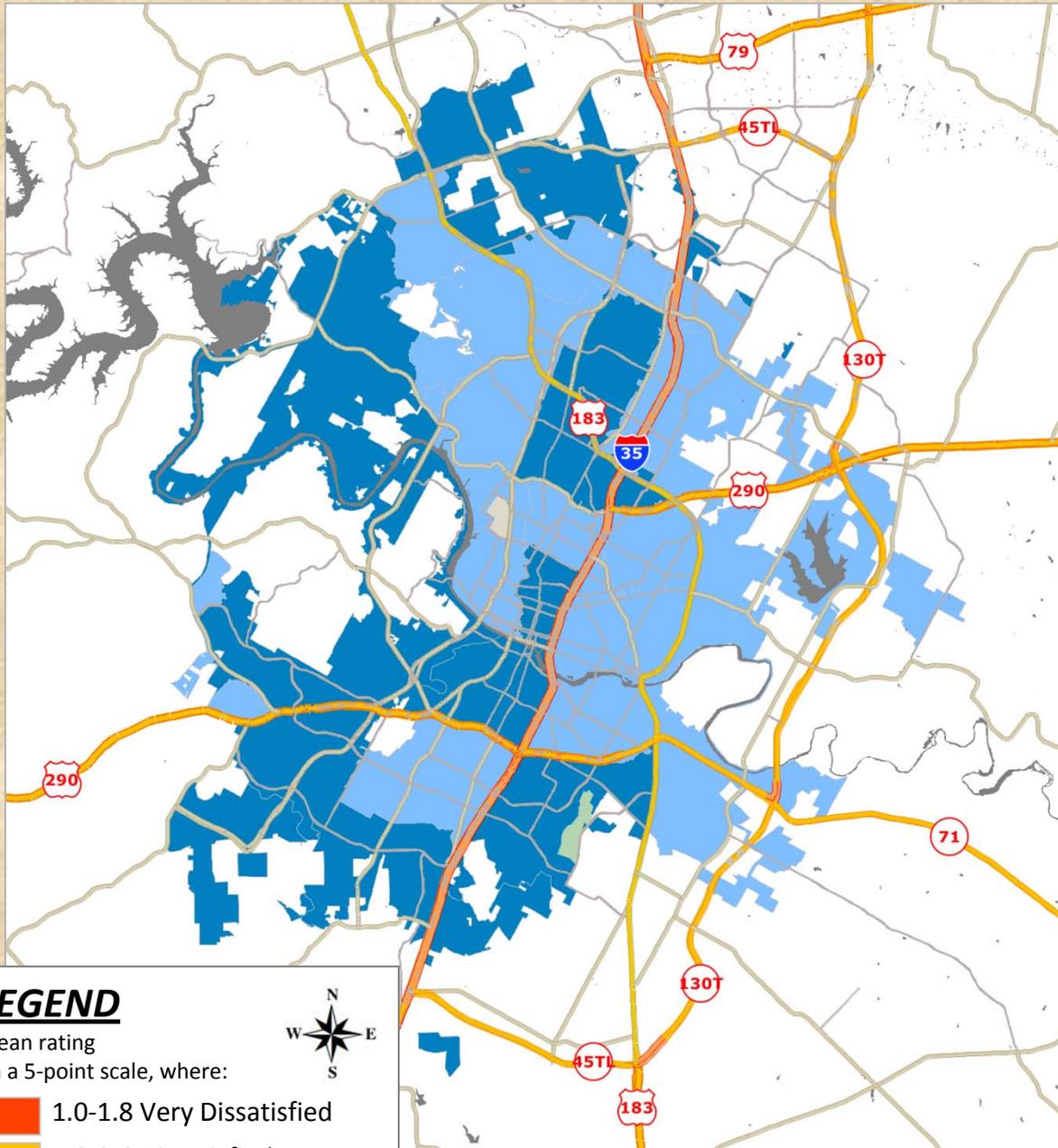
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## **2011 City of Austin Community Survey**

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13f Satisfaction with the reliability of electric service



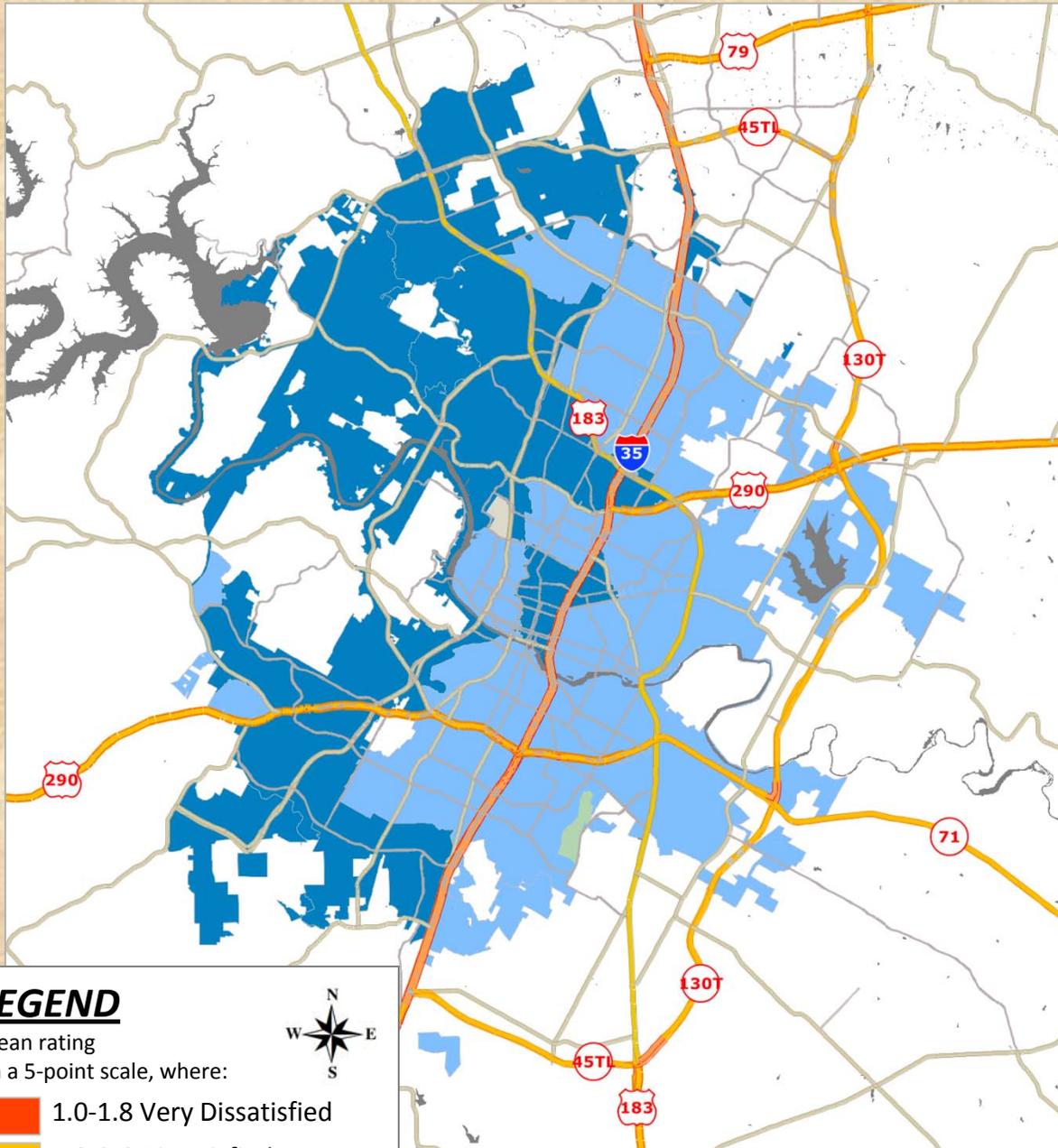
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13g Satisfaction with the safety of drinking water



## **LEGEND**

Mean rating  
on a 5-point scale, where:

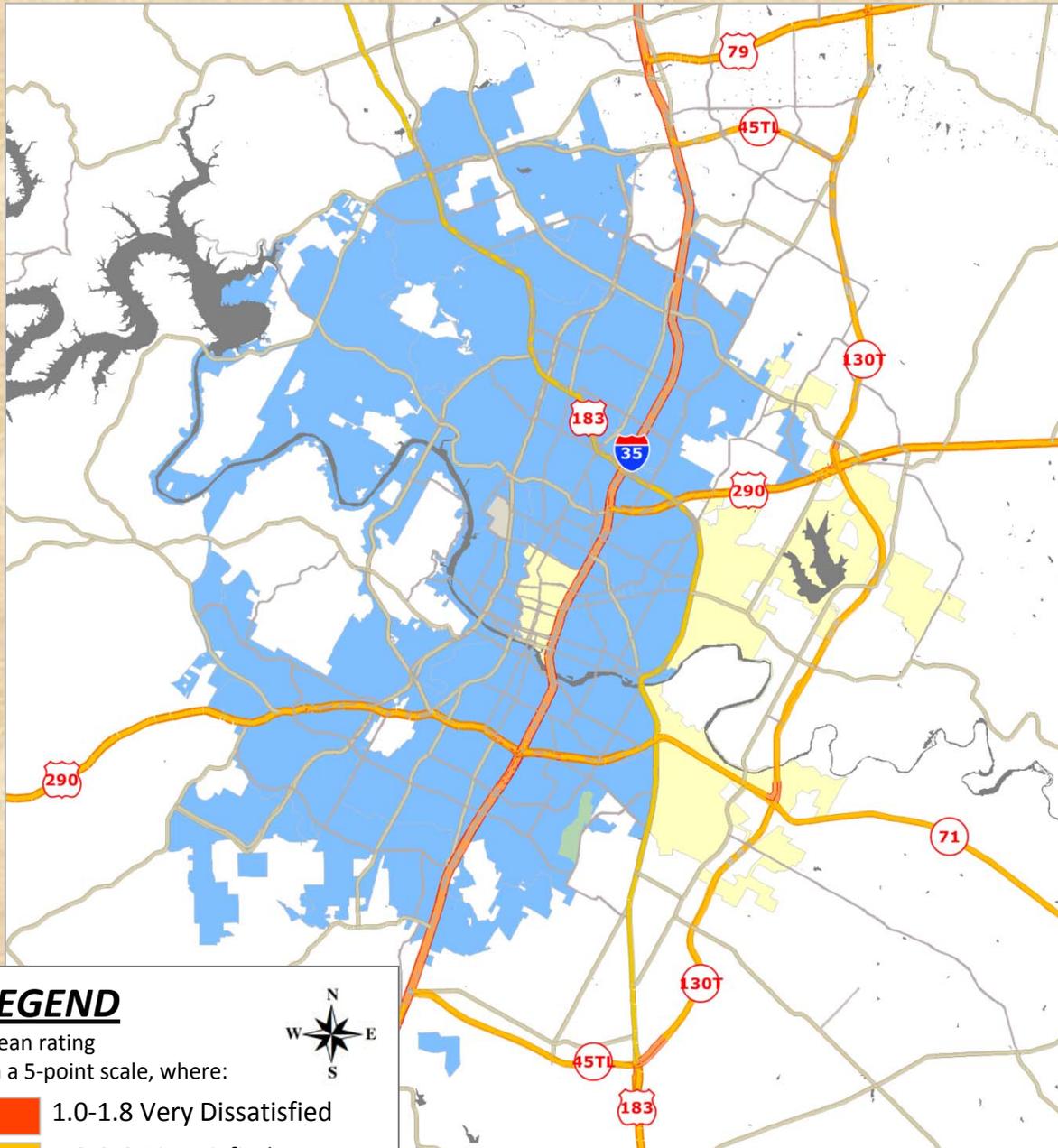
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## **2011 City of Austin Community Survey**

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q13h Satisfaction with the cleanliness of city streets and public areas



### **LEGEND**

Mean rating  
on a 5-point scale, where:

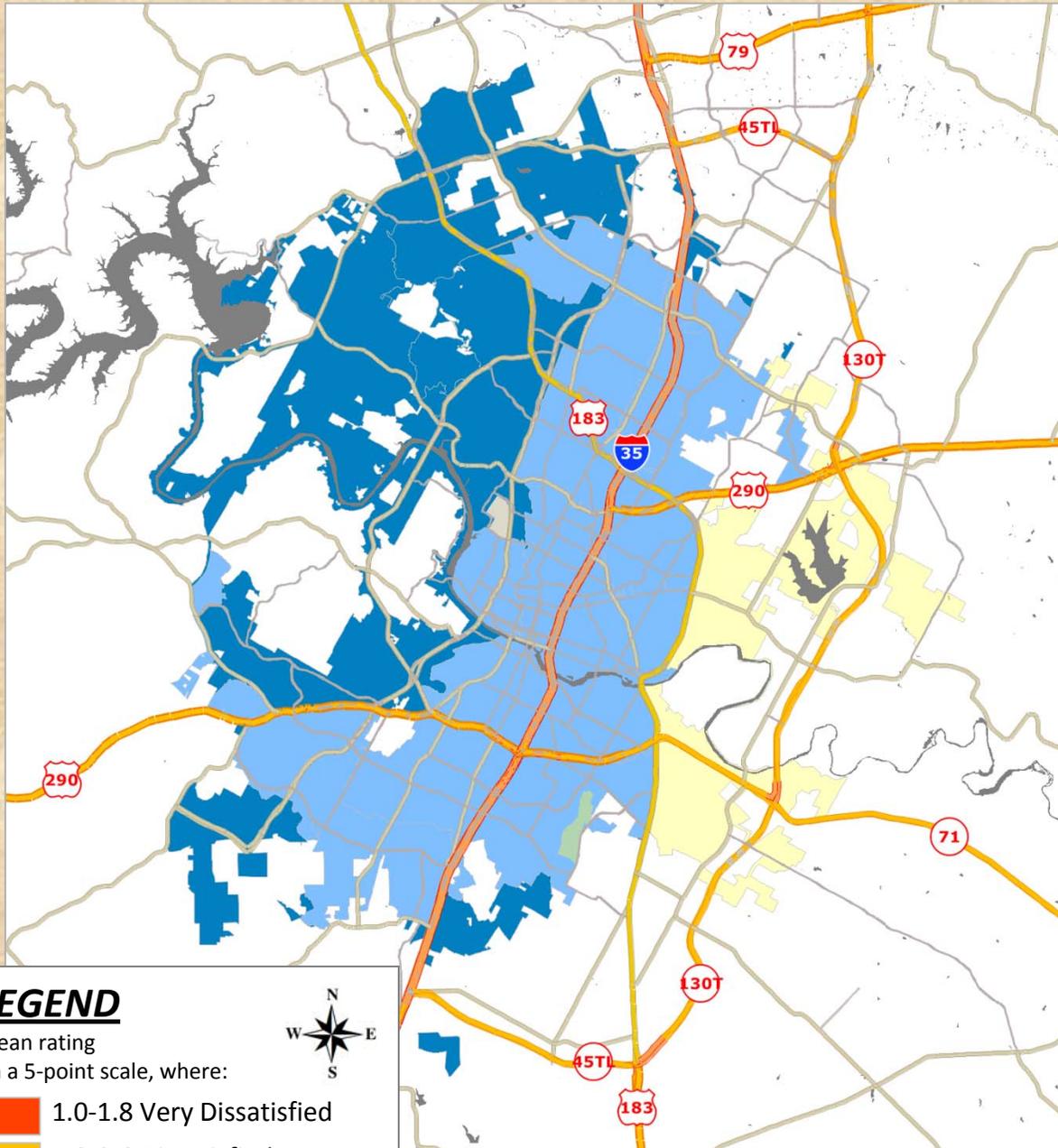
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13i Satisfaction with the cleanliness of neighborhoods



### **LEGEND**

Mean rating  
on a 5-point scale, where:

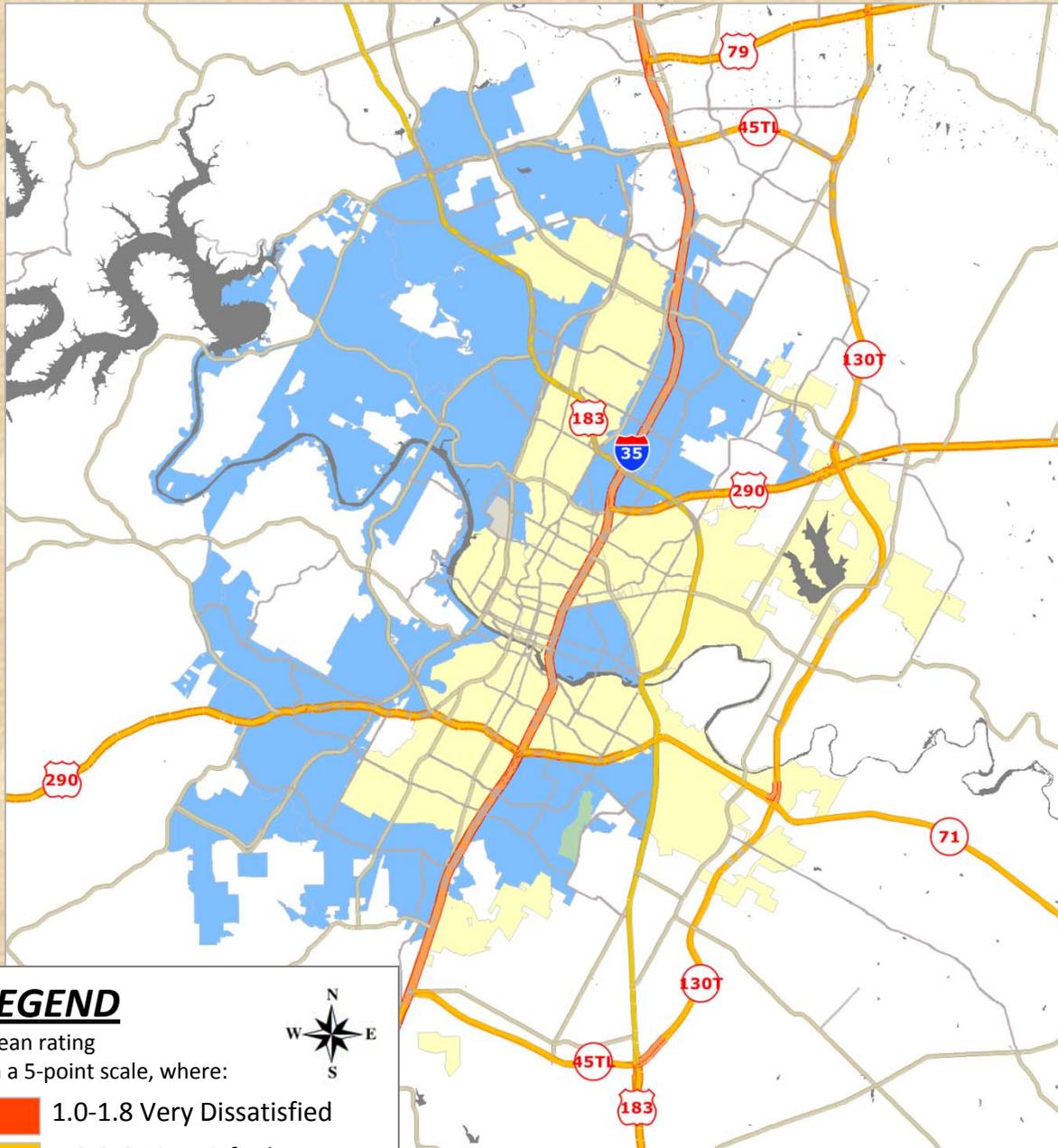
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



## **2011 City of Austin Community Survey**

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q13j Satisfaction with the code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings



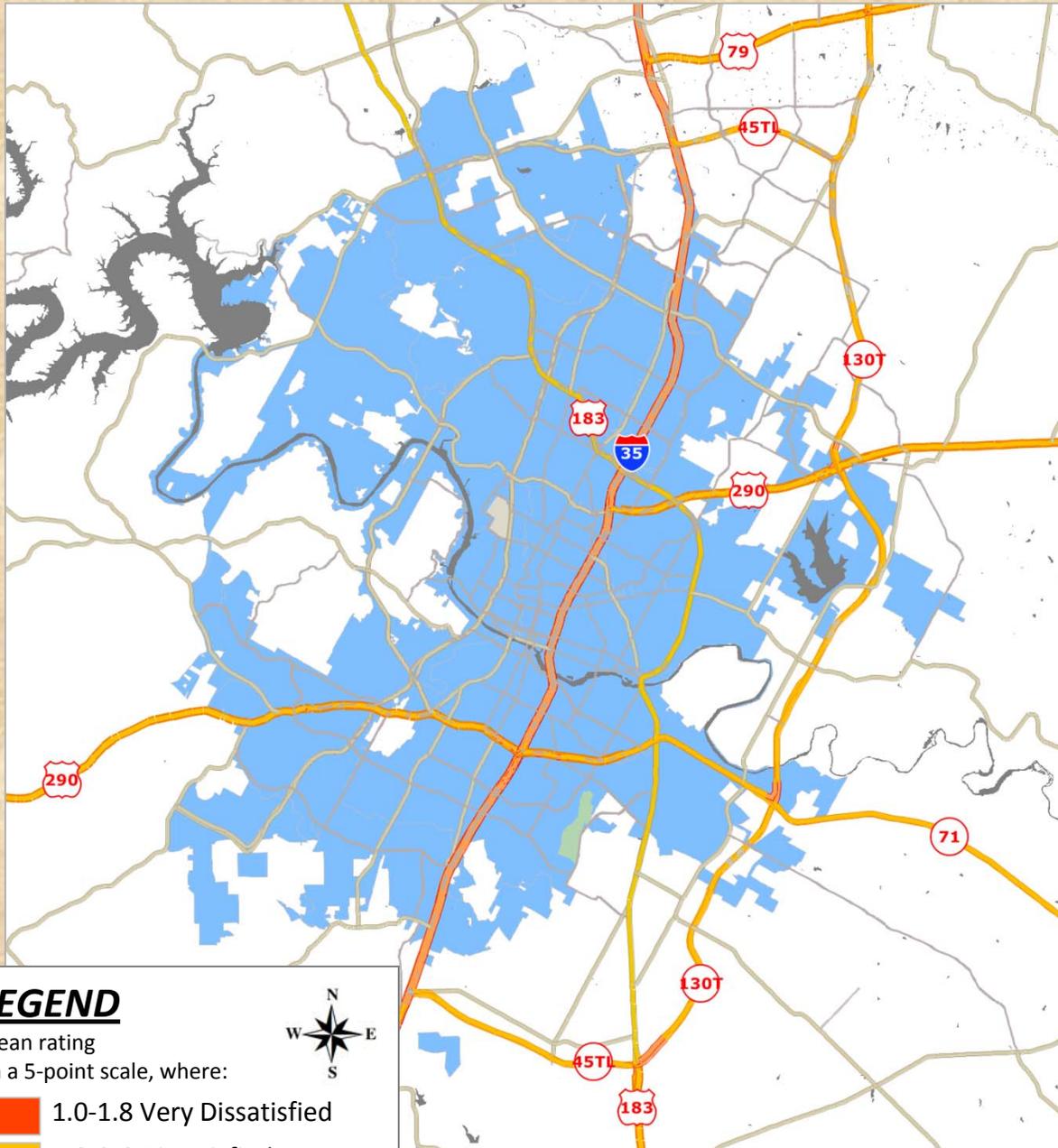
**LEGEND**  
Mean rating on a 5-point scale, where:

|              |                           |
|--------------|---------------------------|
| 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         |
| Dark Blue    | 4.2-5.0 Very Satisfied    |
| Grid Pattern | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q15a Satisfaction with Austin Energy customer service



**LEGEND**

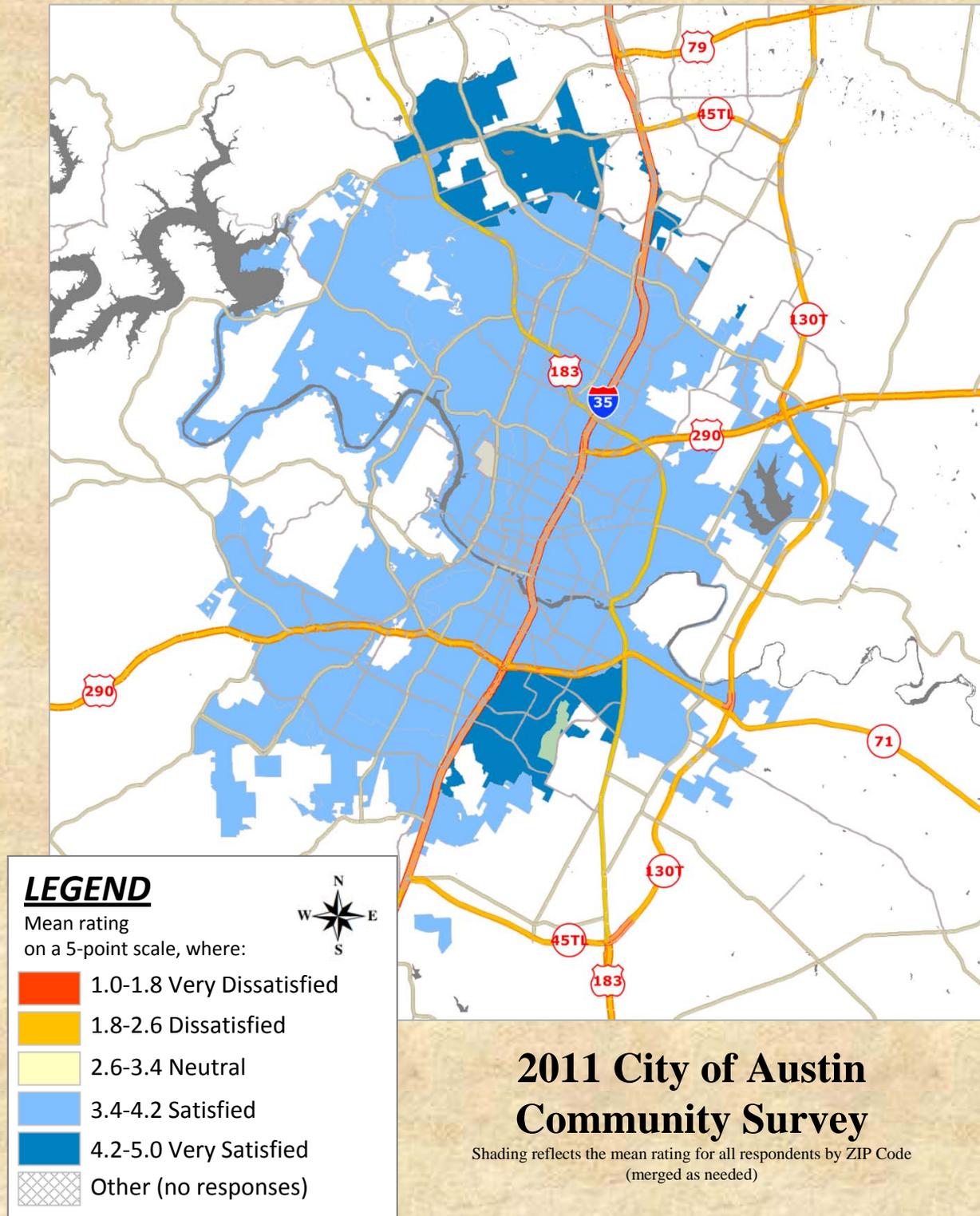
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

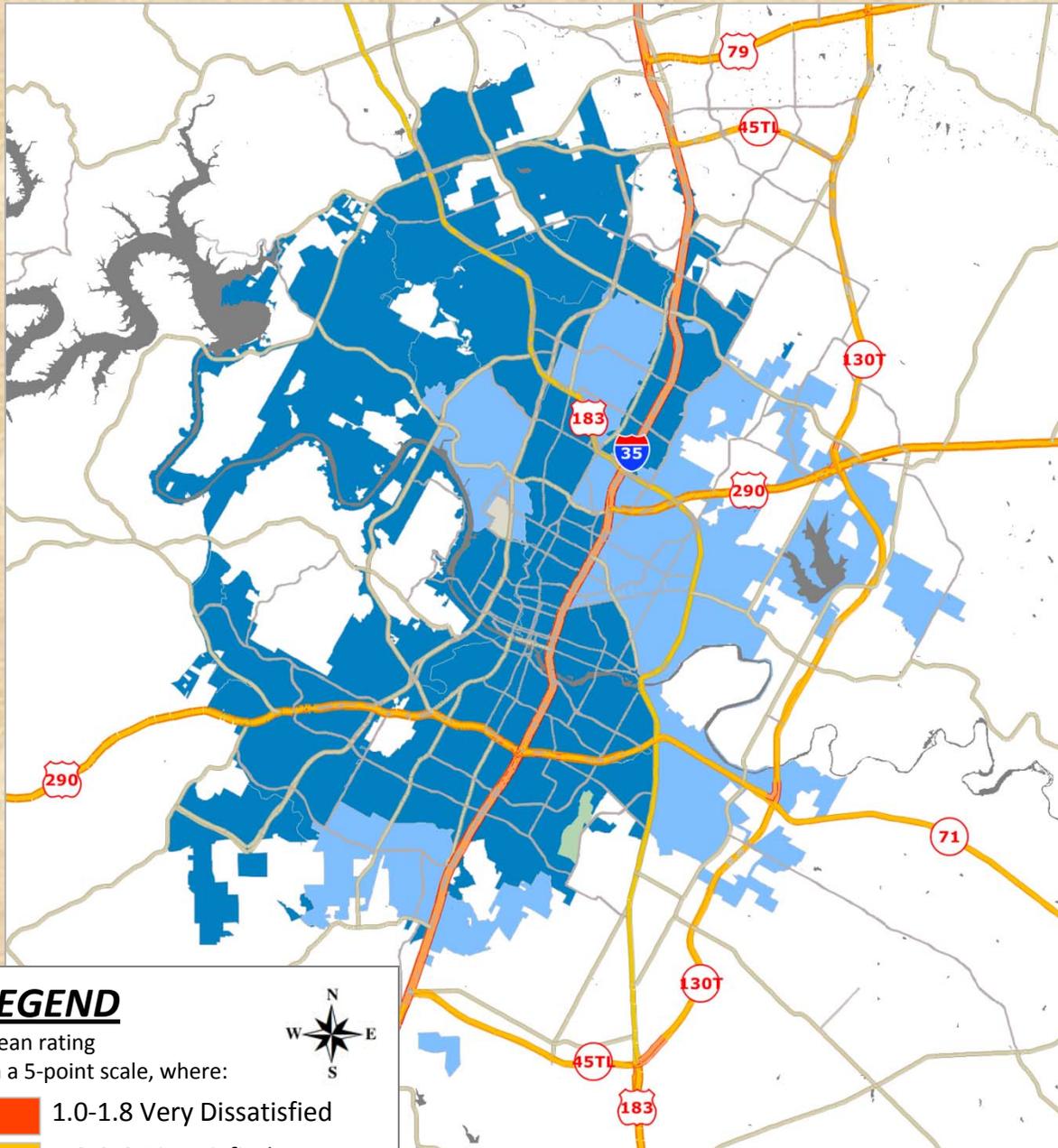
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q15b Satisfaction with water and wastewater utility customer service



# Q15c Satisfaction with the helpfulness of library staff



**LEGEND**

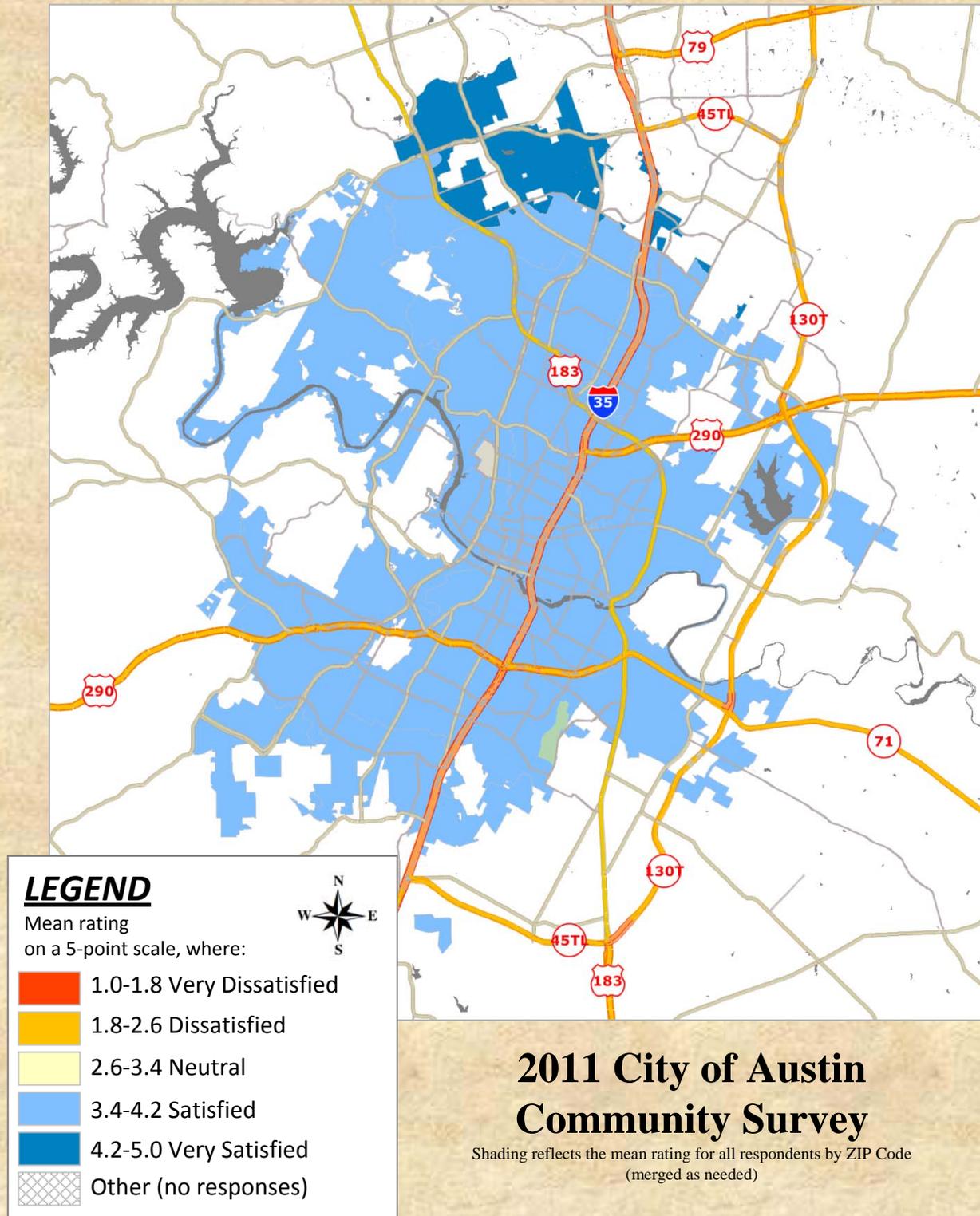
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

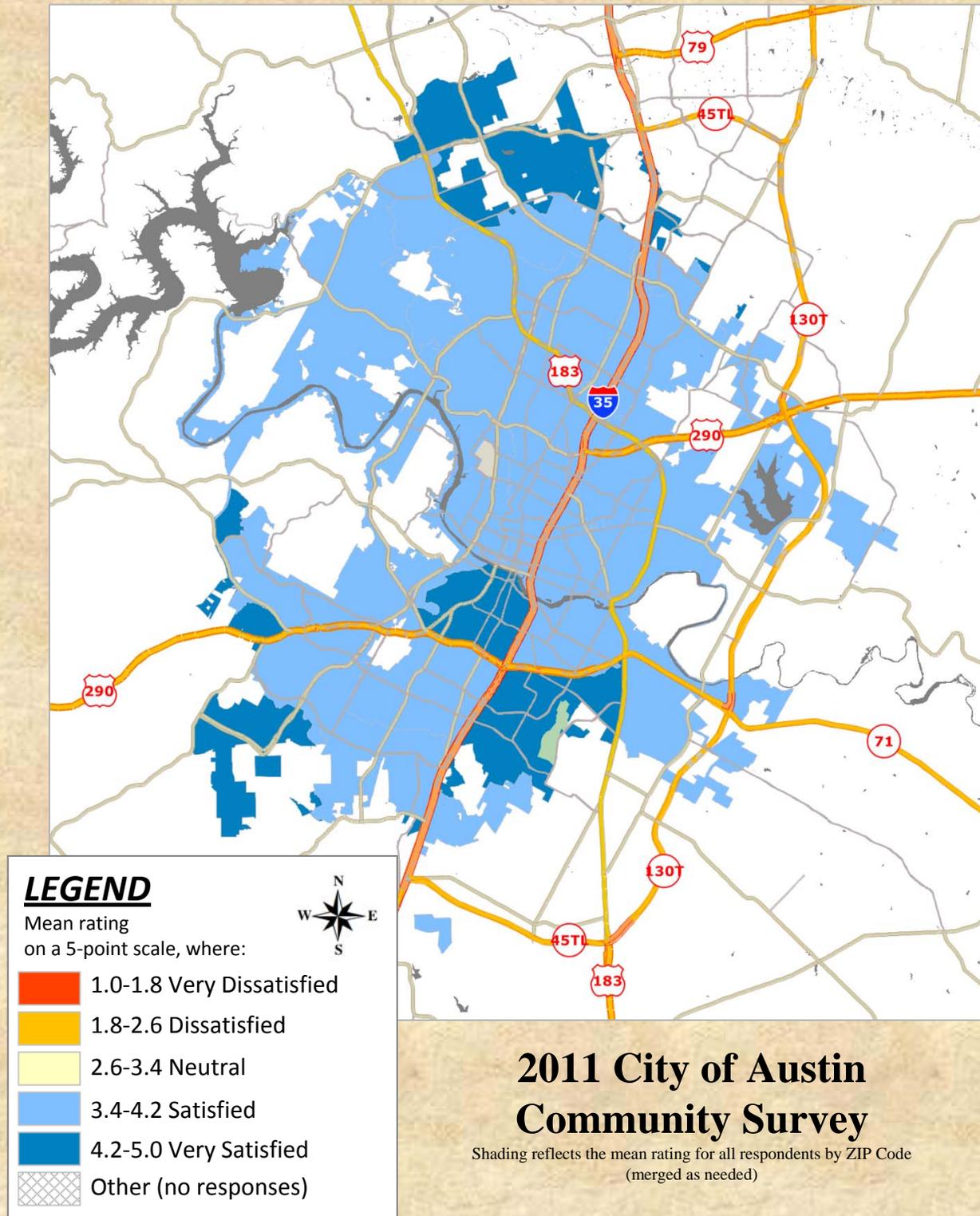
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

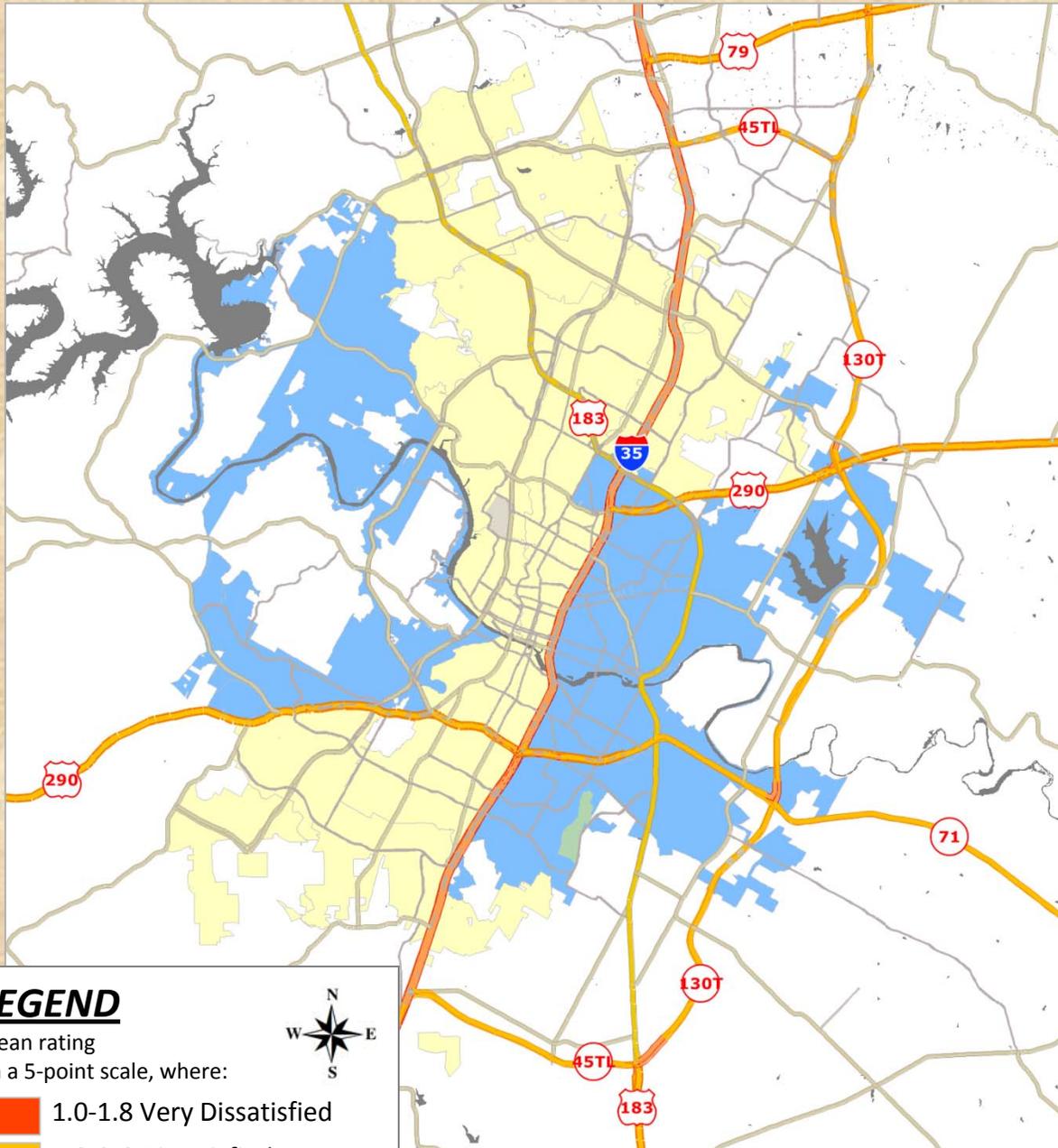
## Q15d Satisfaction with the overall quality of customer service provided by the City



## Q15e Satisfaction with the services provided by the City's 3-1-1 assistance telephone number



# Q15f Satisfaction with the review services for residential and commercial building plans



**LEGEND**

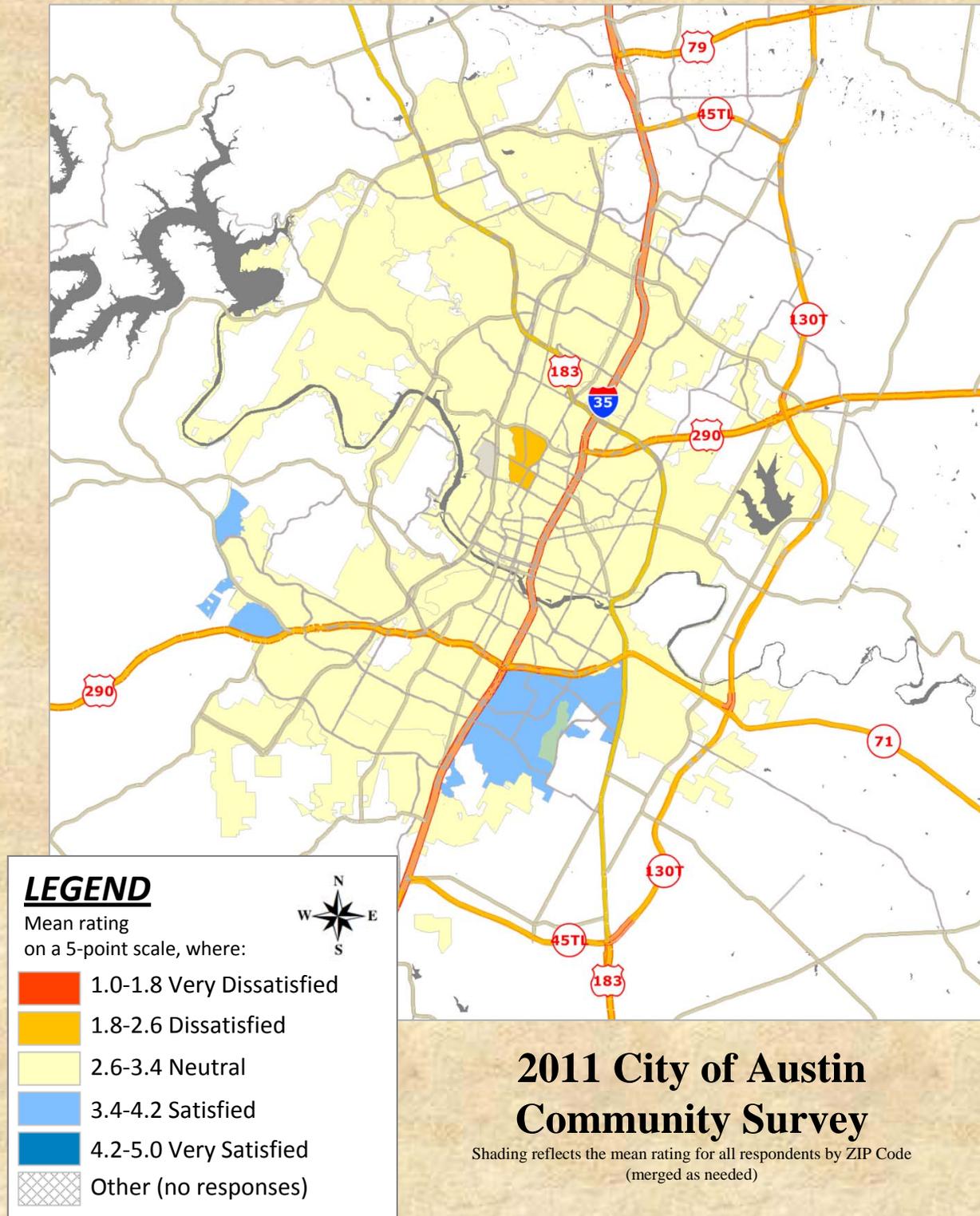
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

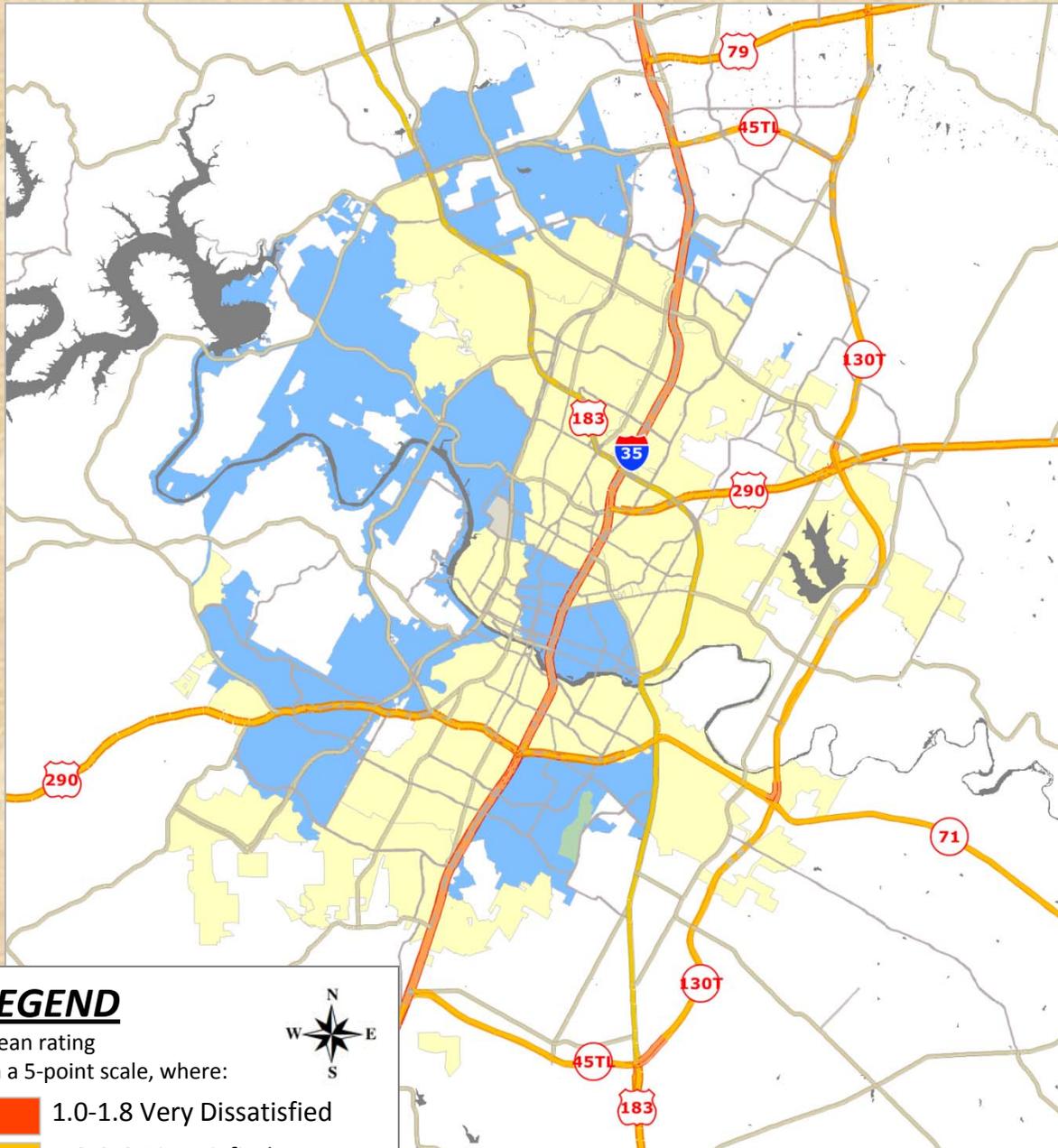
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q16a Satisfaction with the availability of affordable housing for low/moderate income families



# Q16b Satisfaction with the City's efforts to offer financial literacy/homeowner education



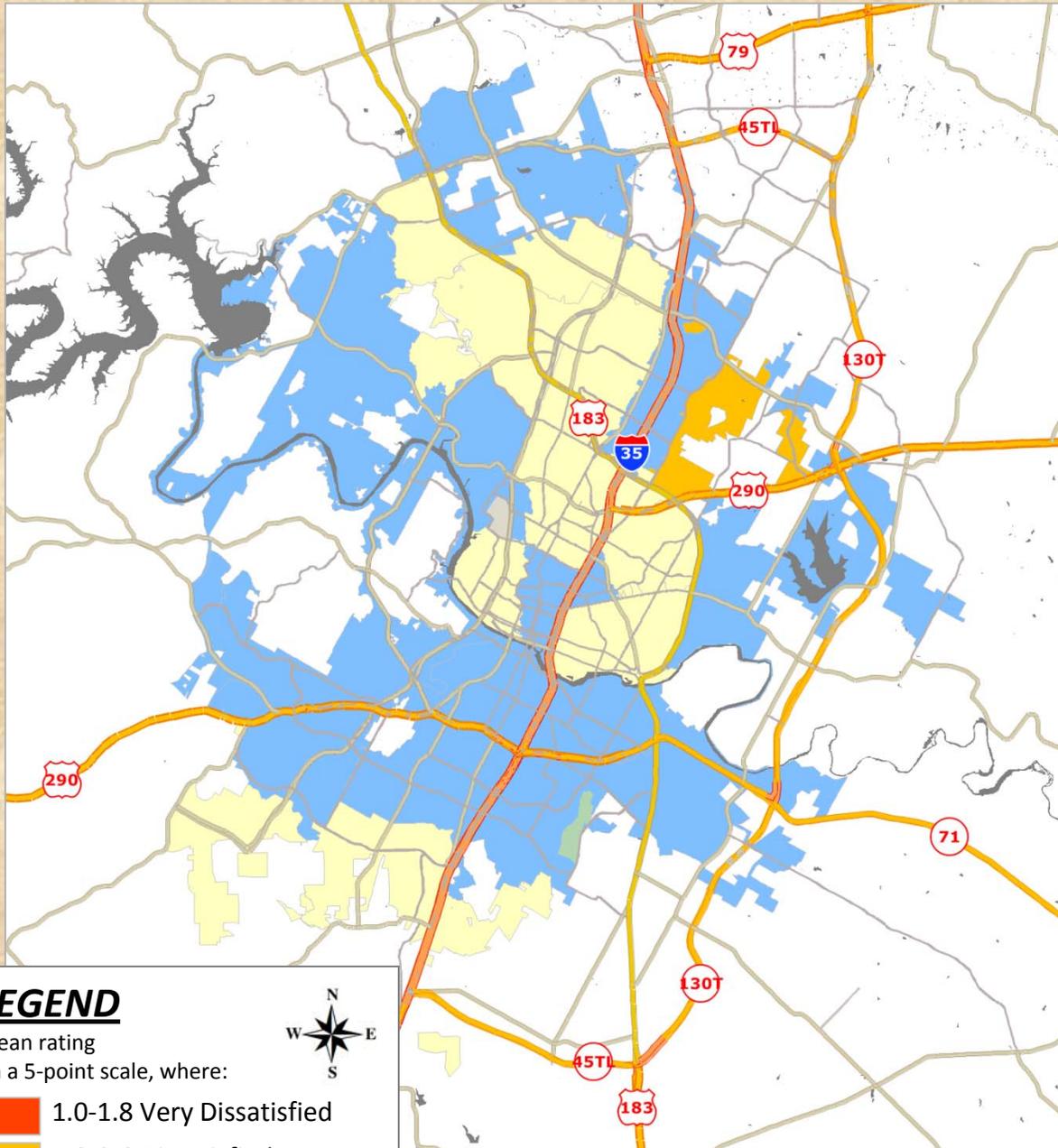
**LEGEND**  
Mean rating  
on a 5-point scale, where:

|   |                           |
|---|---------------------------|
|  | 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    |
|  | Other (no responses)      |

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

# Q16c Satisfaction with the City's efforts to promote and assist small, minority and/or women owned businesses



**LEGEND**

Mean rating on a 5-point scale, where:

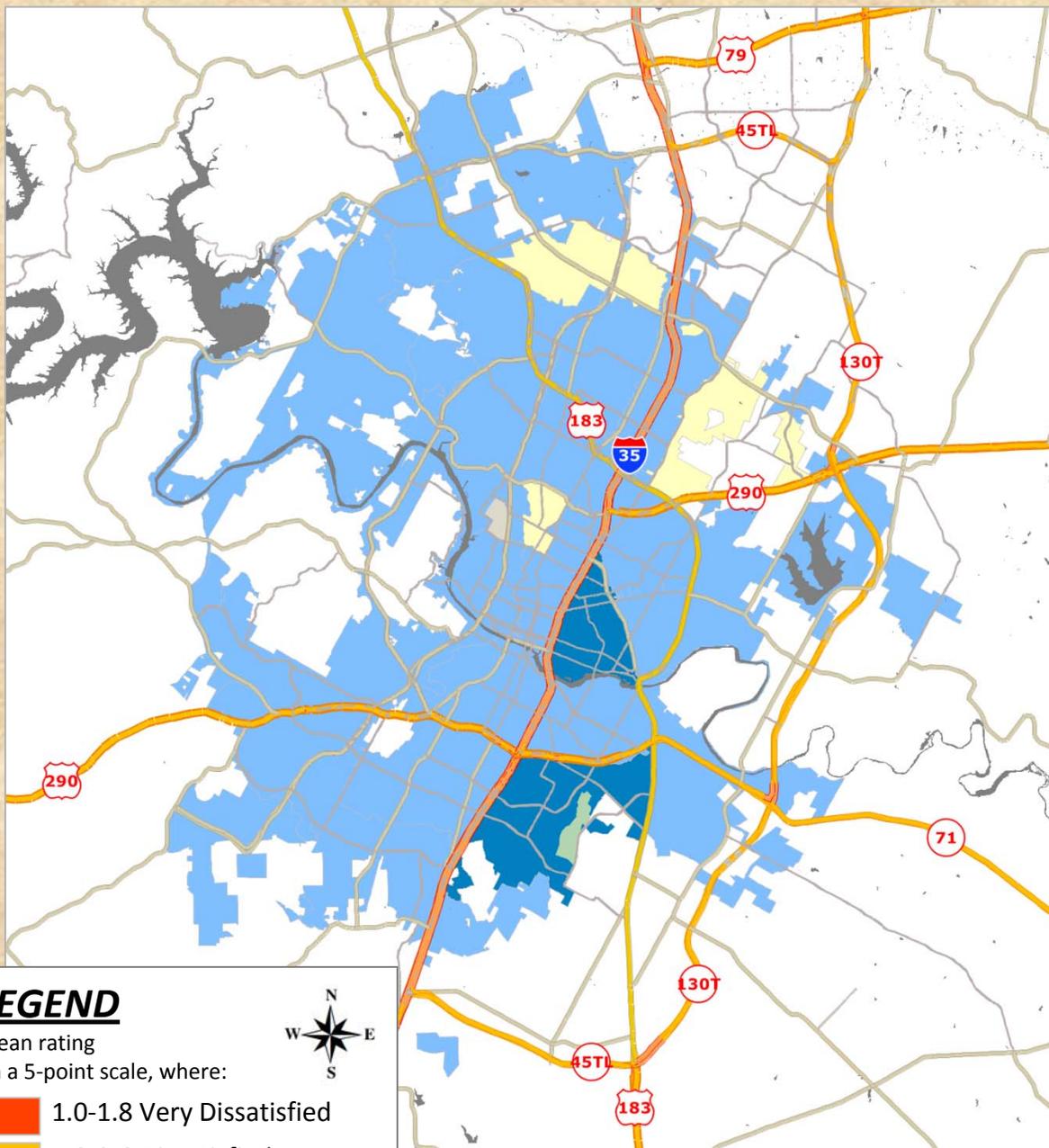
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q16d Satisfaction with the Shots for Tots and Big Shots program



**LEGEND**

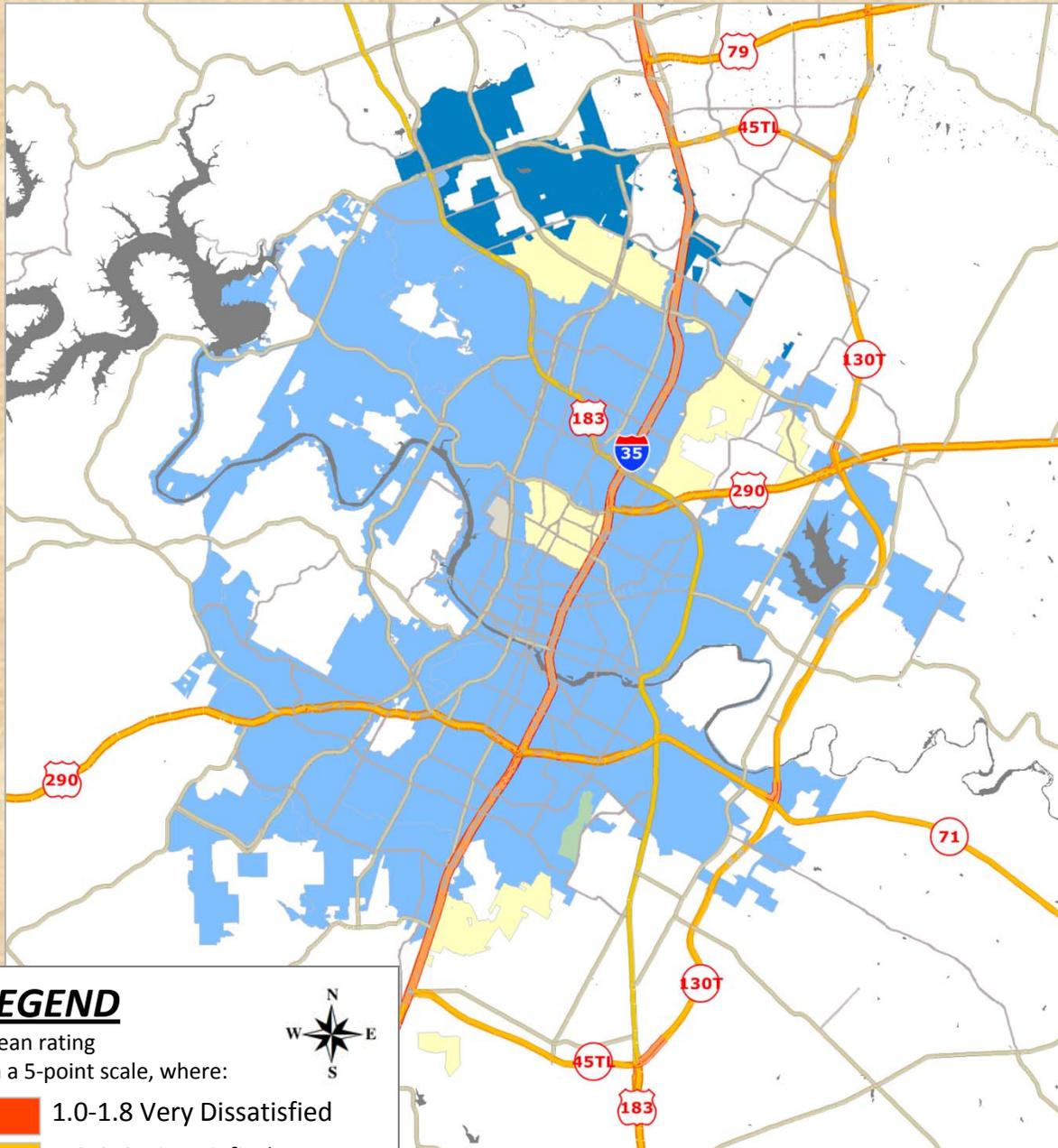
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q16e Satisfaction with the Food Safety Inspection program



**LEGEND**

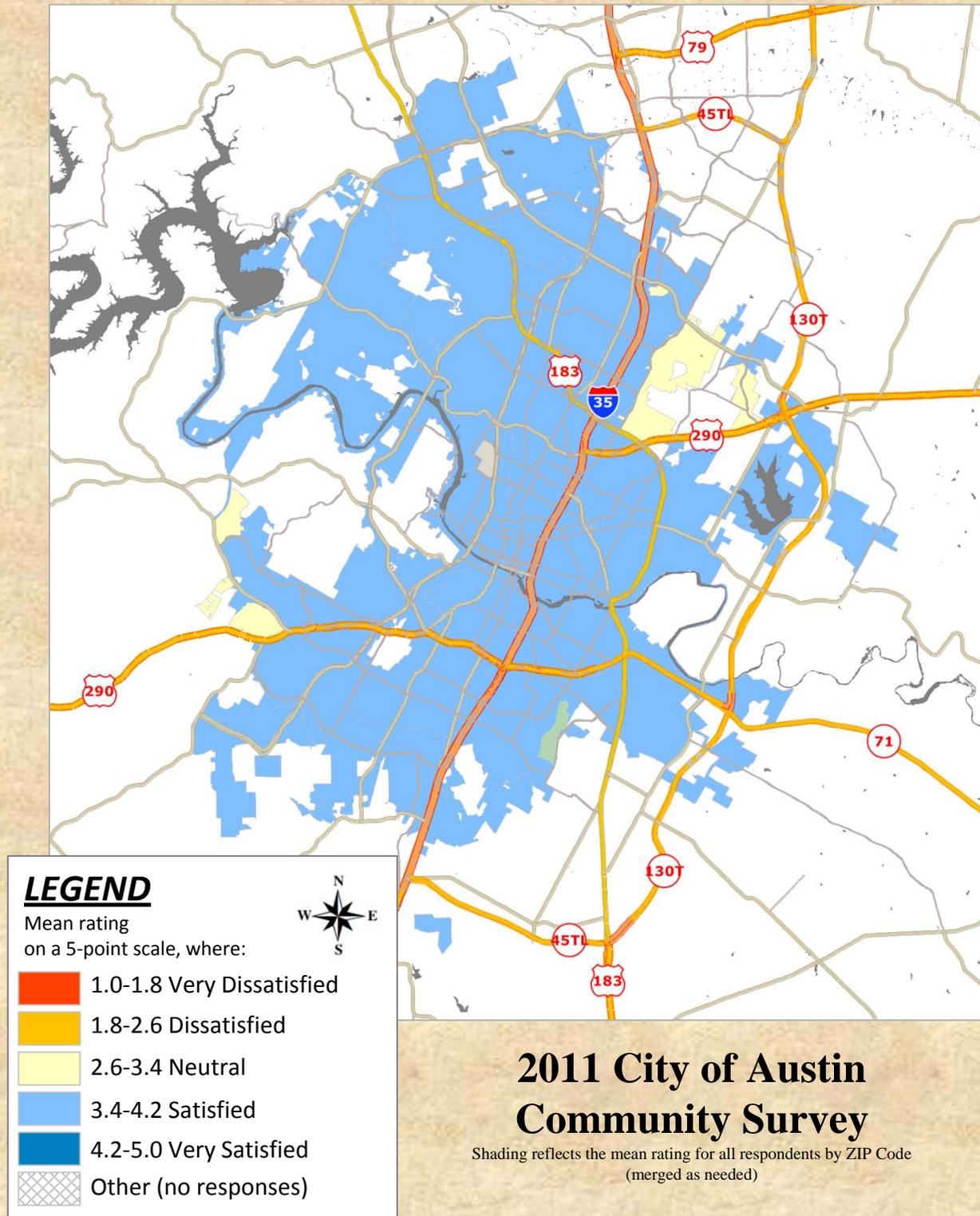
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

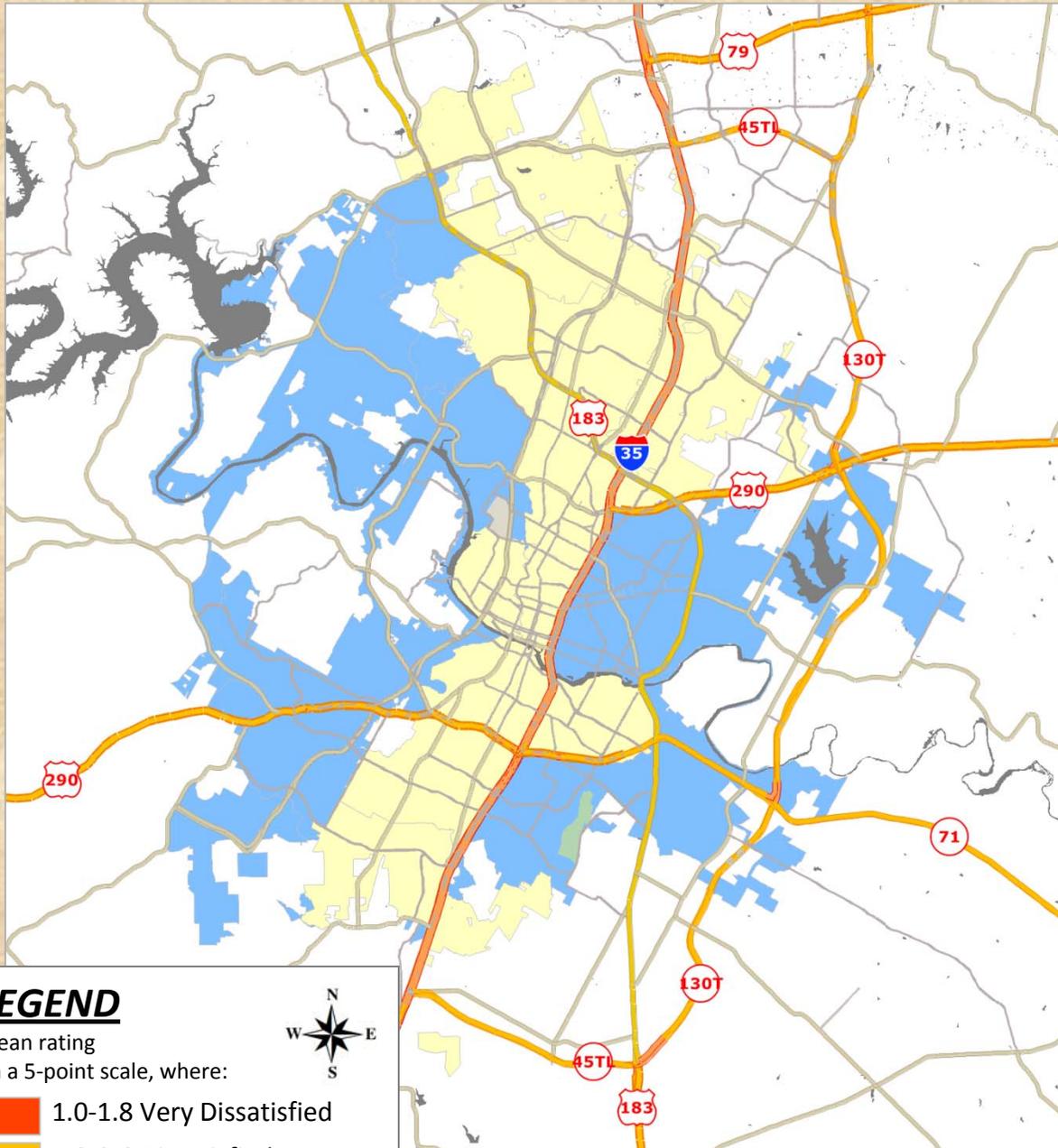
## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code  
(merged as needed)

## Q16f Satisfaction with animal services (shelter, adoptions, animal control and etc.)



# Q16g Satisfaction with neighborhood planning/zoning efforts



**LEGEND**

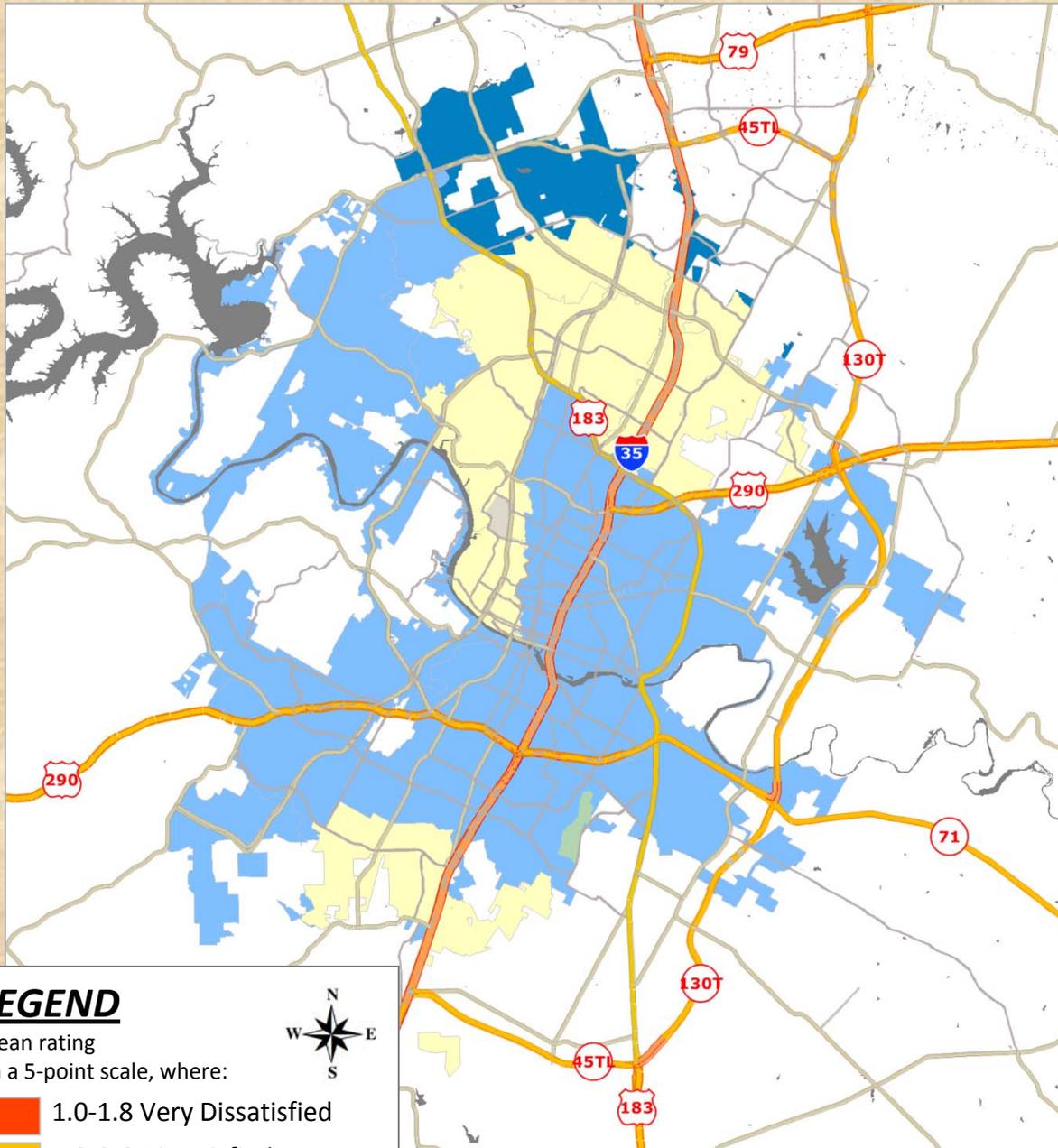
Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## Q16h Satisfaction with the accessibility of municipal court services



### **LEGEND**

Mean rating on a 5-point scale, where:

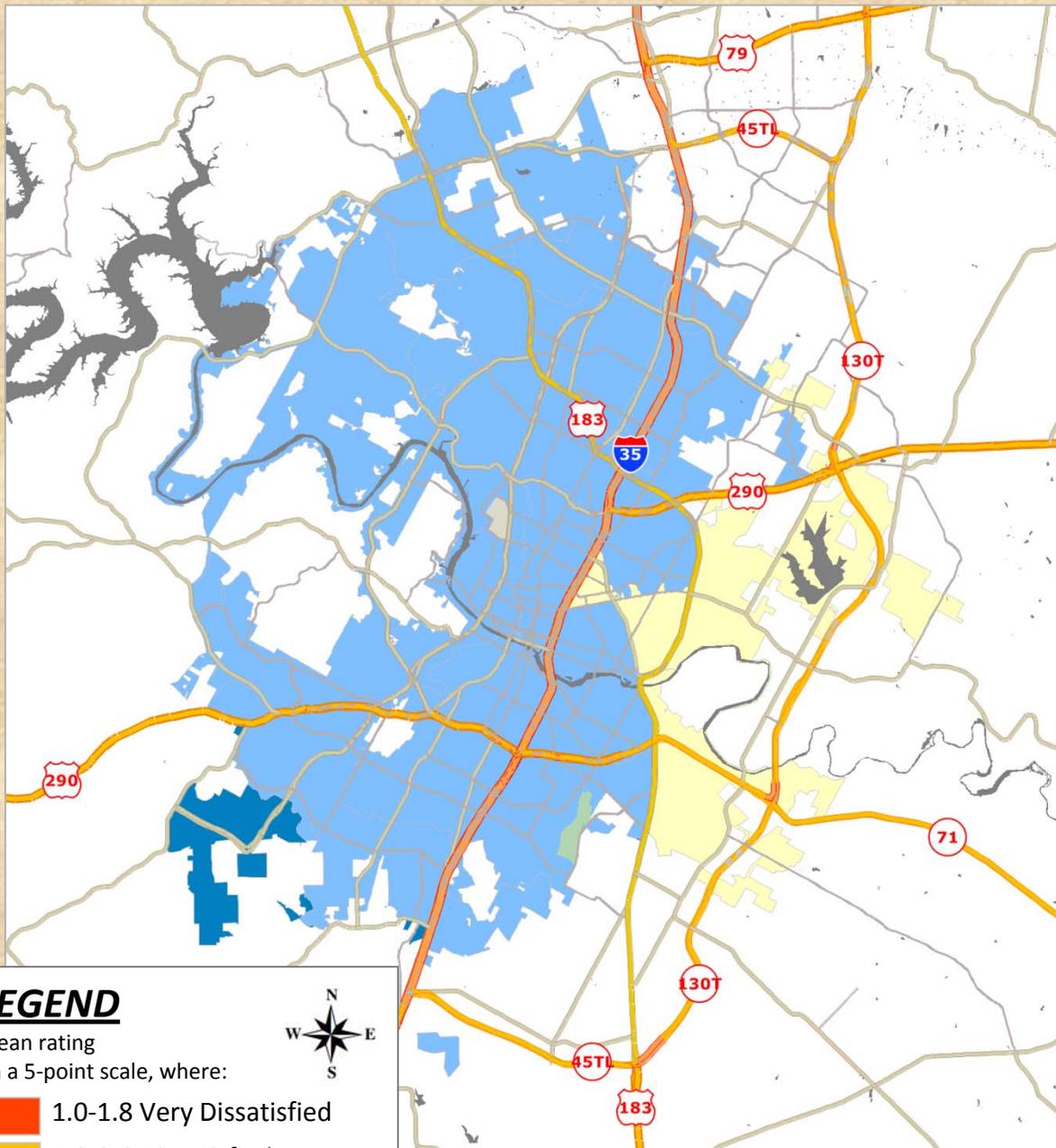
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

# Q16i Satisfaction with the City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age or abilities



**LEGEND**

Mean rating on a 5-point scale, where:

- 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
- Other (no responses)

## 2011 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Section 5:**  
**Tabular Data & Survey**  
**Instrument**

---

**Q1 Perceptions of the Community**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q1a The City of Austin as a place to live                             | 49.5%          | 38.7%     | 8.6%    | 2.2%         | 0.7%              | 0.4%       |
| Q1b The City of Austin as a place to raise children                   | 37.9%          | 33.1%     | 14.1%   | 3.7%         | 1.1%              | 10.1%      |
| Q1c The City of Austin as a place to work                             | 35.8%          | 38.8%     | 14.9%   | 4.9%         | 1.9%              | 3.7%       |
| Q1d The City of Austin as a place to retire                           | 29.4%          | 25.5%     | 20.3%   | 8.4%         | 4.6%              | 11.9%      |
| Q1e Overall value that you receive for your city tax dollars and fees | 13.3%          | 32.9%     | 27.3%   | 14.0%        | 6.9%              | 5.7%       |
| Q1f Overall quality of life in the city                               | 32.7%          | 45.9%     | 15.5%   | 3.1%         | 0.8%              | 2.0%       |
| Q1g How well the City of Austin is planning growth                    | 11.1%          | 23.7%     | 26.3%   | 19.0%        | 12.3%             | 7.6%       |
| Q1h Overall quality of services provided by the City of Austin        | 18.9%          | 44.9%     | 22.1%   | 8.9%         | 2.8%              | 2.4%       |

**EXCLUDING DON'T KNOW****Q1 Perceptions of the Community (Without Don't Know)**

(N=1339)

|   | Very<br>Satisfied | Satisfied | Neutral | Dissatisfied | Very<br>Dissatisfied |
|---|-------------------|-----------|---------|--------------|----------------------|
| Q1a The City of Austin as a place to live                             | 49.7%             | 38.8%     | 8.6%    | 2.2%         | 0.7%                 |
| Q1b The City of Austin as a place to raise children                   | 42.1%             | 36.8%     | 15.7%   | 4.2%         | 1.2%                 |
| Q1c The City of Austin as a place to work                             | 37.2%             | 40.3%     | 15.4%   | 5.0%         | 2.0%                 |
| Q1d The City of Austin as a place to retire                           | 33.3%             | 29.0%     | 23.1%   | 9.5%         | 5.2%                 |
| Q1e Overall value that you receive for your city tax dollars and fees | 14.1%             | 34.8%     | 29.0%   | 14.8%        | 7.3%                 |
| Q1f Overall quality of life in the city                               | 33.4%             | 46.8%     | 15.8%   | 3.2%         | 0.8%                 |
| Q1g How well the City of Austin is planning growth                    | 12.0%             | 25.6%     | 28.5%   | 20.5%        | 13.3%                |
| Q1h Overall quality of services provided by the City of Austin        | 19.4%             | 46.0%     | 22.6%   | 9.1%         | 2.9%                 |

**Q2 Overall Satisfaction with Major City Services**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q2a Overall quality of parks and recreation programs and facilities                     | 7.8%       | 25.8%          | 42.1%     | 17.3%   | 5.5%         | 1.6%              |
| Q2b Overall quality of city libraries   | 16.7%      | 25.5%          | 34.7%     | 16.4%   | 5.5%         | 1.3%              |
| Q2c Overall quality of public safety services   | 4.0%       | 32.8%          | 43.8%     | 14.3%   | 4.1%         | 1.0%              |
| Q2d Overall quality of municipal court services   | 27.6%      | 14.1%          | 27.4%     | 22.0%   | 6.4%         | 2.4%              |
| Q2e Overall quality of the Austin-Bergstrom International Airport                       | 8.3%       | 36.4%          | 40.4%     | 12.1%   | 1.5%         | 1.3%              |
| Q2f Overall quality of drinking water provided by Austin Water Utility                  | 2.3%       | 34.5%          | 42.3%     | 13.4%   | 5.4%         | 2.0%              |
| Q2g Overall quality of wastewater services provided by Austin Water Utility             | 5.2%       | 27.8%          | 43.6%     | 16.7%   | 4.7%         | 1.9%              |
| Q2h Overall quality of electric utility services provided by Austin Energy              | 3.7%       | 27.3%          | 42.4%     | 16.7%   | 6.9%         | 3.0%              |
| Q2i Overall maintenance of city streets and sidewalks                                   | 0.9%       | 12.9%          | 34.4%     | 25.2%   | 19.3%        | 7.4%              |
| Q2j Overall management of stormwater runoff   | 12.1%      | 14.9%          | 37.7%     | 25.6%   | 7.2%         | 2.5%              |
| Q2k Overall effectiveness of communication by the City of Austin                        | 6.5%       | 14.9%          | 35.3%     | 27.9%   | 10.2%        | 5.4%              |
| Q2l Overall quality of health and human services provided by the City                   | 19.8%      | 16.1%          | 30.7%     | 23.4%   | 7.4%         | 2.6%              |
| Q2m Overall quality of planning, development review, permitting and inspection services | 22.7%      | 9.9%           | 20.5%     | 24.8%   | 13.8%        | 8.4%              |

**EXCLUDING DON'T KNOW****Q2 Overall Satisfaction with Major City Services (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q2a Overall quality of parks and recreation programs and facilities                     | 28.0%          | 45.7%     | 18.7%   | 5.9%         | 1.7%              |
| Q2b Overall quality of city libraries   | 30.6%          | 41.7%     | 19.6%   | 6.5%         | 1.5%              |
| Q2c Overall quality of public safety services   | 34.1%          | 45.6%     | 14.9%   | 4.3%         | 1.1%              |
| Q2d Overall quality of municipal court services   | 19.5%          | 37.9%     | 30.4%   | 8.9%         | 3.3%              |
| Q2e Overall quality of the Austin-Bergstrom International Airport                       | 39.7%          | 44.1%     | 13.2%   | 1.6%         | 1.5%              |
| Q2f Overall quality of drinking water provided by Austin Water Utility                  | 35.3%          | 43.3%     | 13.8%   | 5.5%         | 2.1%              |
| Q2g Overall quality of wastewater services provided by Austin Water Utility             | 29.3%          | 46.0%     | 17.7%   | 5.0%         | 2.0%              |
| Q2h Overall quality of electric utility services provided by Austin Energy              | 28.3%          | 44.1%     | 17.4%   | 7.1%         | 3.1%              |
| Q2i Overall maintenance of city streets and sidewalks                                   | 13.0%          | 34.7%     | 25.4%   | 19.4%        | 7.5%              |
| Q2j Overall management of stormwater runoff   | 17.0%          | 42.9%     | 29.1%   | 8.2%         | 2.8%              |
| Q2k Overall effectiveness of communication by the City of Austin                        | 15.9%          | 37.7%     | 29.8%   | 10.9%        | 5.8%              |
| Q2l Overall quality of health and human services provided by the City                   | 20.1%          | 38.3%     | 29.1%   | 9.2%         | 3.3%              |
| Q2m Overall quality of planning, development review, permitting and inspection services | 12.8%          | 26.5%     | 32.1%   | 17.9%        | 10.8%             |

**Q3 Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| <u>Q3 First Priority Choice</u>                      | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Parks and recreation programs and facilities         | 101           | 7.5 %          |
| City libraries                                       | 43            | 3.2 %          |
| Public safety services                               | 508           | 37.9 %         |
| Municipal court services                             | 13            | 1.0 %          |
| Austin-Bergstrom International Airport               | 9             | 0.7 %          |
| Drinking water provided by Austin Water Utility      | 177           | 13.2 %         |
| Wastewater services provided by Austin Water Utility | 19            | 1.4 %          |
| Electric utility services provided by Austin Energy  | 64            | 4.8 %          |
| Maintenance of city streets and sidewalks            | 105           | 7.8 %          |
| Management of stormwater runoff                      | 2             | 0.1 %          |
| Effectiveness of communication by the City           | 19            | 1.4 %          |
| Health and human services provided by the City       | 106           | 7.9 %          |
| Planning/development review/permitting/inspection    | 49            | 3.7 %          |
| None Chosen  | 124           | 9.3 %          |
| Total  | 1339          | 100.0 %        |

**Q3 Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| <u>Q3 Second Priority Choice</u>                     | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Parks and recreation programs and facilities         | 93            | 6.9 %          |
| City libraries                                       | 70            | 5.2 %          |
| Public safety services                               | 148           | 11.1 %         |
| Municipal court services                             | 34            | 2.5 %          |
| Austin-Bergstrom International Airport               | 14            | 1.0 %          |
| Drinking water provided by Austin Water Utility      | 280           | 20.9 %         |
| Wastewater services provided by Austin Water Utility | 53            | 4.0 %          |
| Electric utility services provided by Austin Energy  | 154           | 11.5 %         |
| Maintenance of city streets and sidewalks            | 119           | 8.9 %          |
| Management of stormwater runoff                      | 25            | 1.9 %          |
| Effectiveness of communication by the City           | 31            | 2.3 %          |
| Health and human services provided by the City       | 116           | 8.7 %          |
| Planning/development review/permitting/inspection    | 48            | 3.6 %          |
| None Chosen  | 154           | 11.5 %         |
| Total  | 1339          | 100.0 %        |

**Q3 Which THREE of the items in Question #2 do you think are most important for the city to provide?**

| <u>Q3 Third Priority Choice</u>                      | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Parks and recreation programs and facilities         | 85            | 6.3 %          |
| City libraries                                       | 62            | 4.6 %          |
| Public safety services                               | 122           | 9.1 %          |
| Municipal court services                             | 25            | 1.9 %          |
| Austin-Bergstrom International Airport               | 23            | 1.7 %          |
| Drinking water provided by Austin Water Utility      | 144           | 10.8 %         |
| Wastewater services provided by Austin Water Utility | 70            | 5.2 %          |
| Electric utility services provided by Austin Energy  | 146           | 10.9 %         |
| Maintenance of city streets and sidewalks            | 147           | 11.0 %         |
| Management of stormwater runoff                      | 22            | 1.6 %          |
| Effectiveness of communication by the City           | 60            | 4.5 %          |
| Health and human services provided by the City       | 126           | 9.4 %          |
| Planning/development review/permitting/inspection    | 81            | 6.0 %          |
| None Chosen  | 226           | 16.9 %         |
| Total  | 1339          | 100.0 %        |

**Q3 Which THREE of the items in Question #2 do you think are most important for the city to provide? (Top Three)**

| <u>Q3 Sum of Top Three Choices</u>                   | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Parks and recreation programs and facilities         | 279           | 20.8 %         |
| City libraries                                       | 175           | 13.1 %         |
| Public safety services                               | 778           | 58.1 %         |
| Municipal court services                             | 72            | 5.4 %          |
| Austin-Bergstrom International Airport               | 46            | 3.4 %          |
| Drinking water provided by Austin Water Utility      | 601           | 44.9 %         |
| Wastewater services provided by Austin Water Utility | 142           | 10.6 %         |
| Electric utility services provided by Austin Energy  | 364           | 27.2 %         |
| Maintenance of city streets and sidewalks            | 371           | 27.7 %         |
| Management of stormwater runoff                      | 49            | 3.7 %          |
| Effectiveness of communication by the City           | 110           | 8.2 %          |
| Health and human services provided by the City       | 348           | 26.0 %         |
| Planning/development review/permitting/inspection    | 178           | 13.3 %         |
| None Chosen  | 124           | 9.3 %          |
| Total  | 3637          |                |

**Q4 Feeling of Safety**

(N=1339)

|   | Don't Know | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|------------|----------------|-------|---------|----------|-------------------|
| Q4a I feel safe in my neighborhood during the day     | 1.0%       | 52.5%          | 35.6% | 6.6%    | 3.5%     | 0.7%              |
| Q4b I feel safe in my neighborhood at night           | 1.0%       | 33.5%          | 39.2% | 14.6%   | 7.8%     | 3.9%              |
| Q4c I feel safe in city parks                         | 11.1%      | 20.5%          | 36.7% | 22.9%   | 7.4%     | 1.4%              |
| Q4d I feel safe walking alone downtown during the day | 7.3%       | 37.6%          | 37.2% | 12.2%   | 4.3%     | 1.5%              |
| Q4e I feel safe walking alone downtown at night       | 12.3%      | 8.9%           | 22.4% | 24.9%   | 20.5%    | 10.9%             |

**EXCLUDING DON'T KNOW**

**Q4 Feeling of Safety (Without Don't Know)**

(N=1339)

|   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|----------------|-------|---------|----------|-------------------|
| Q4a I feel safe in my neighborhood during the day     | 53.1%          | 36.0% | 6.7%    | 3.5%     | 0.7%              |
| Q4b I feel safe in my neighborhood at night           | 33.8%          | 39.6% | 14.8%   | 7.8%     | 3.9%              |
| Q4c I feel safe in city parks                         | 23.1%          | 41.2% | 25.8%   | 8.3%     | 1.6%              |
| Q4d I feel safe walking alone downtown during the day | 40.5%          | 40.1% | 13.1%   | 4.6%     | 1.6%              |
| Q4e I feel safe walking alone downtown at night       | 10.1%          | 25.6% | 28.4%   | 23.4%    | 12.4%             |

**Q5 Maintenance and Appearance of the City**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q5a Condition of major city streets             | 2.5%       | 11.7%          | 45.2%     | 24.7%   | 12.5%        | 3.4%              |
| Q5b Condition of streets in your neighborhood   | 1.3%       | 18.8%          | 46.0%     | 17.3%   | 11.5%        | 5.2%              |
| Q5c Condition of sidewalks in your neighborhood | 5.4%       | 15.8%          | 35.3%     | 20.5%   | 13.1%        | 9.9%              |
| Q5d Timing of traffic signals on city streets   | 4.6%       | 9.7%           | 36.0%     | 26.7%   | 14.9%        | 8.2%              |
| Q5e Traffic flow on major city streets          | 3.5%       | 4.3%           | 23.2%     | 28.9%   | 24.6%        | 15.5%             |
| Q5f Pedestrian accessibility                    | 4.9%       | 11.0%          | 33.7%     | 28.3%   | 14.8%        | 7.4%              |
| Q5g Bicycle accessibility                       | 13.1%      | 13.3%          | 27.4%     | 26.3%   | 12.9%        | 6.9%              |
| Q5h Enforcement of local codes and ordinances   | 19.0%      | 9.6%           | 27.6%     | 30.5%   | 7.7%         | 5.6%              |

**EXCLUDING DON'T KNOW**

**Q5 Maintenance and Appearance of the City (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q5a Condition of major city streets             | 12.0%          | 46.3%     | 25.3%   | 12.8%        | 3.5%              |
| Q5b Condition of streets in your neighborhood   | 19.1%          | 46.6%     | 17.5%   | 11.6%        | 5.2%              |
| Q5c Condition of sidewalks in your neighborhood | 16.7%          | 37.3%     | 21.6%   | 13.9%        | 10.5%             |
| Q5d Timing of traffic signals on city streets   | 10.2%          | 37.7%     | 27.9%   | 15.6%        | 8.6%              |
| Q5e Traffic flow on major city streets          | 4.4%           | 24.1%     | 30.0%   | 25.5%        | 16.0%             |
| Q5f Pedestrian accessibility                    | 11.5%          | 35.4%     | 29.7%   | 15.5%        | 7.8%              |
| Q5g Bicycle accessibility                       | 15.3%          | 31.6%     | 30.3%   | 14.9%        | 8.0%              |
| Q5h Enforcement of local codes and ordinances   | 11.8%          | 34.0%     | 37.7%   | 9.5%         | 6.9%              |

**Q6 Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| <u>Q6 First Priority Choice</u>           | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Major city streets                        | 432           | 32.3 %         |
| Streets in your neighborhood              | 90            | 6.7 %          |
| Sidewalks in your neighborhood            | 82            | 6.1 %          |
| Timing of traffic signals on city streets | 93            | 6.9 %          |
| Traffic flow on major city streets        | 243           | 18.1 %         |
| Pedestrian accessibility                  | 118           | 8.8 %          |
| Bicycle accessibility                     | 66            | 4.9 %          |
| Enforcement of local codes and ordinances | 96            | 7.2 %          |
| <u>None Chosen</u>                        | <u>119</u>    | <u>8.9 %</u>   |
| Total                                     | 1339          | 100.0 %        |

**Q6 Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| <u>Q6 Second Priority Choice</u>          | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Major city streets                        | 153           | 11.4 %         |
| Streets in your neighborhood              | 185           | 13.8 %         |
| Sidewalks in your neighborhood            | 112           | 8.4 %          |
| Timing of traffic signals on city streets | 177           | 13.2 %         |
| Traffic flow on major city streets        | 236           | 17.6 %         |
| Pedestrian accessibility                  | 122           | 9.1 %          |
| Bicycle accessibility                     | 116           | 8.7 %          |
| Enforcement of local codes and ordinances | 55            | 4.1 %          |
| <u>None Chosen</u>                        | <u>183</u>    | <u>13.7 %</u>  |
| Total                                     | 1339          | 100.0 %        |

**Q6 Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?**

| <u>Q6 Third Priority Choice</u>           | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Major city streets                        | 142           | 10.6 %         |
| Streets in your neighborhood              | 118           | 8.8 %          |
| Sidewalks in your neighborhood            | 117           | 8.7 %          |
| Timing of traffic signals on city streets | 122           | 9.1 %          |
| Traffic flow on major city streets        | 185           | 13.8 %         |
| Pedestrian accessibility                  | 151           | 11.3 %         |
| Bicycle accessibility                     | 113           | 8.4 %          |
| Enforcement of local codes and ordinances | 140           | 10.5 %         |
| <u>None Chosen</u>                        | <u>251</u>    | <u>18.7 %</u>  |
| Total                                     | 1339          | 100.0 %        |

**Q6 Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Top Three)**

| <u>Q6 Sum of Top Three Priority Choices</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Major city streets                          | 727           | 54.3 %         |
| Streets in your neighborhood                | 393           | 29.4 %         |
| Sidewalks in your neighborhood              | 311           | 23.2 %         |
| Timing of traffic signals on city streets   | 392           | 29.3 %         |
| Traffic flow on major city streets          | 664           | 49.6 %         |
| Pedestrian accessibility                    | 391           | 29.2 %         |
| Bicycle accessibility                       | 295           | 22.0 %         |
| Enforcement of local codes and ordinances   | 291           | 21.7 %         |
| <u>None Chosen</u>                          | <u>119</u>    | <u>8.9 %</u>   |
| Total                                       | 3583          |                |

**Q7 Public Safety Services**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q7a Overall quality of police services                | 5.2%       | 29.5%          | 42.2%     | 15.8%   | 4.6%         | 2.8%              |
| Q7b Speed of emergency police response                | 18.7%      | 28.0%          | 30.5%     | 15.8%   | 5.3%         | 1.7%              |
| Q7c Enforcement of local traffic laws                 | 9.0%       | 19.0%          | 37.0%     | 24.8%   | 7.2%         | 3.0%              |
| Q7d Overall quality of fire services                  | 18.4%      | 38.6%          | 34.0%     | 8.1%    | 0.6%         | 0.2%              |
| Q7e Timeliness of Fire response to emergency location | 24.9%      | 36.5%          | 28.4%     | 9.1%    | 0.8%         | 0.2%              |
| Q7f Medical assistance provided by EMS                | 22.1%      | 38.2%          | 29.1%     | 9.0%    | 1.1%         | 0.4%              |
| Q7g Timeliness of EMS response to emergency location  | 24.0%      | 37.0%          | 27.1%     | 10.2%   | 1.2%         | 0.4%              |

**EXCLUDING DON'T KNOW**

**Q7 Public Safety Services (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q7a Overall quality of police services                | 31.1%          | 44.5%     | 16.6%   | 4.9%         | 2.9%              |
| Q7b Speed of emergency police response                | 34.5%          | 37.5%     | 19.4%   | 6.5%         | 2.1%              |
| Q7c Enforcement of local traffic laws                 | 20.9%          | 40.7%     | 27.3%   | 7.9%         | 3.3%              |
| Q7d Overall quality of fire services                  | 47.3%          | 41.7%     | 10.0%   | 0.7%         | 0.3%              |
| Q7e Timeliness of Fire response to emergency location | 48.7%          | 37.8%     | 12.1%   | 1.1%         | 0.3%              |
| Q7f Medical assistance provided by EMS                | 49.1%          | 37.4%     | 11.6%   | 1.4%         | 0.5%              |
| Q7g Timeliness of EMS response to emergency location  | 48.8%          | 35.7%     | 13.4%   | 1.6%         | 0.6%              |

**Q8 Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?**

| <u>Q8 First Priority Choice</u>    | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Police services                    | 452           | 33.8 %         |
| Emergency police response          | 241           | 18.0 %         |
| Local traffic laws                 | 50            | 3.7 %          |
| Fire services                      | 129           | 9.6 %          |
| Timeliness of Fire response        | 72            | 5.4 %          |
| Medical assistance provided by EMS | 144           | 10.8 %         |
| Timeliness of EMS response         | 105           | 7.8 %          |
| None Chosen                        | 146           | 10.9 %         |
| Total                              | 1339          | 100.0 %        |

**Q8 Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?**

| <u>Q8 Second Priority Choice</u>   | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Police services                    | 133           | 9.9 %          |
| Emergency police response          | 144           | 10.8 %         |
| Local traffic laws                 | 35            | 2.6 %          |
| Fire services                      | 304           | 22.7 %         |
| Timeliness of Fire response        | 207           | 15.5 %         |
| Medical assistance provided by EMS | 177           | 13.2 %         |
| Timeliness of EMS response         | 148           | 11.1 %         |
| None Chosen                        | 191           | 14.3 %         |
| Total                              | 1339          | 100.0 %        |

**Q8 Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Top Two)**

| <u>Q8 Sum of Top Two Choices</u>   | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Police services                    | 585           | 43.7 %         |
| Emergency police response          | 385           | 28.8 %         |
| Local traffic laws                 | 85            | 6.3 %          |
| Fire services                      | 433           | 32.3 %         |
| Timeliness of Fire response        | 279           | 20.8 %         |
| Medical assistance provided by EMS | 321           | 24.0 %         |
| Timeliness of EMS response         | 253           | 18.9 %         |
| None Chosen                        | 146           | 10.9 %         |
| Total                              | 2487          |                |

**Q9 Environmental Services**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q9a Water and wastewater utility response time to emergencies | 30.6%      | 14.7%          | 28.9%     | 17.6%   | 5.8%         | 2.3%              |
| Q9b Water Conservation programs within Austin                 | 9.5%       | 18.0%          | 39.4%     | 22.3%   | 8.1%         | 2.7%              |
| Q9c Energy Conservation program                               | 10.0%      | 19.0%          | 39.8%     | 21.7%   | 7.5%         | 2.1%              |
| Q9d The water quality of lakes and streams                    | 13.4%      | 12.5%          | 37.4%     | 25.9%   | 8.6%         | 2.1%              |
| Q9e Flood control efforts                                     | 21.7%      | 14.6%          | 36.1%     | 21.9%   | 4.0%         | 1.6%              |

**EXCLUDING DON'T KNOW**

**Q9 Environmental Services (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9a Water and wastewater utility response time to emergencies | 21.2%          | 41.7%     | 25.4%   | 8.4%         | 3.3%              |
| Q9b Water Conservation programs within Austin                 | 19.9%          | 43.6%     | 24.6%   | 9.0%         | 3.0%              |
| Q9c Energy Conservation program                               | 21.1%          | 44.2%     | 24.1%   | 8.3%         | 2.3%              |
| Q9d The water quality of lakes and streams                    | 14.5%          | 43.2%     | 29.9%   | 9.9%         | 2.4%              |
| Q9e Flood control efforts                                     | 18.7%          | 46.2%     | 28.0%   | 5.1%         | 2.1%              |

**Q10 Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?**

| <u>Q10 First Priority Choice</u>           | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Water and wastewater utility response time | 293           | 21.9 %         |
| Water Conservation programs within Austin  | 331           | 24.7 %         |
| Energy Conservation program                | 136           | 10.2 %         |
| The water quality of lakes and streams     | 268           | 20.0 %         |
| Flood control efforts                      | 154           | 11.5 %         |
| None Chosen                                | 157           | 11.7 %         |
| Total                                      | 1339          | 100.0 %        |

**Q10 Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?**

| <u>Q10 Second Priority Choice</u>          | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Water and wastewater utility response time | 110           | 8.2 %          |
| Water Conservation programs within Austin  | 266           | 19.9 %         |
| Energy Conservation program                | 341           | 25.5 %         |
| The water quality of lakes and streams     | 221           | 16.5 %         |
| Flood control efforts                      | 169           | 12.6 %         |
| None Chosen                                | 232           | 17.3 %         |
| Total                                      | 1339          | 100.0 %        |

**Q10 Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (top two)**

| <u>Q10 Sum of Top Two Choices</u>          | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Water and wastewater utility response time | 403           | 30.1 %         |
| Water Conservation programs within Austin  | 597           | 44.6 %         |
| Energy Conservation program                | 477           | 35.6 %         |
| The water quality of lakes and streams     | 489           | 36.5 %         |
| Flood control efforts                      | 323           | 24.1 %         |
| None Chosen                                | 157           | 11.7 %         |
| Total                                      | 2446          |                |

**Q11 Recreation and Cultural Services**

(N=1339)

|   | Don't<br>Know | Very<br>Satisfied | Satisfied | Neutral | Dissatisfied | Very<br>Dissatisfied |
|---|---------------|-------------------|-----------|---------|--------------|----------------------|
| Q11a Number of city parks   | 10.9%         | 27.0%             | 40.4%     | 15.0%   | 5.2%         | 1.6%                 |
| Q11b Number of walking/<br>biking trails  | 11.4%         | 24.8%             | 35.6%     | 19.2%   | 6.9%         | 2.1%                 |
| Q11c Appearance of park<br>grounds in Austin  | 8.4%          | 21.1%             | 41.7%     | 20.8%   | 6.2%         | 1.8%                 |
| Q11d Overall quality of parks<br>and recreation programs<br>offered by the Austin Parks<br>Department | 18.6%         | 21.0%             | 36.1%     | 18.1%   | 4.7%         | 1.6%                 |
| Q11e Quality of youth athletic<br>programs offered by the City  | 45.8%         | 11.9%             | 17.2%     | 19.4%   | 4.0%         | 1.8%                 |
| Q11f Quality of adult athletic<br>programs offered by the City  | 46.4%         | 10.6%             | 17.0%     | 19.9%   | 4.0%         | 2.0%                 |
| Q11g Quality of outdoor<br>athletic fields  | 30.7%         | 12.4%             | 28.0%     | 22.9%   | 4.3%         | 1.7%                 |
| Q11h Safety in city parks and<br>park facilities  | 15.7%         | 15.5%             | 36.7%     | 24.3%   | 6.5%         | 1.4%                 |
| Q11i Overall satisfaction with<br>city swimming pools   | 29.6%         | 16.0%             | 25.5%     | 19.9%   | 6.0%         | 3.0%                 |
| Q11j Satisfaction with aquatic<br>programs  | 45.6%         | 11.0%             | 17.9%     | 20.2%   | 3.8%         | 1.5%                 |
| Q11k Quality of facilities,<br>such as picnic shelters and<br>playgrounds, at city parks              | 19.3%         | 14.2%             | 35.8%     | 22.5%   | 6.1%         | 2.2%                 |
| Q11l Cleanliness of library<br>facilities   | 22.2%         | 26.2%             | 36.0%     | 12.3%   | 2.5%         | 0.8%                 |
| Q11m Library programs   | 31.6%         | 22.3%             | 26.9%     | 15.4%   | 2.7%         | 1.1%                 |
| Q11n Materials at libraries   | 24.0%         | 22.4%             | 32.0%     | 15.2%   | 5.1%         | 1.3%                 |
| Q11o Library hours  | 23.5%         | 16.7%             | 30.8%     | 17.5%   | 7.8%         | 3.7%                 |

**EXCLUDING DON'T KNOW****Q11 Recreation and Cultural Services (Without Don't Know)**

(N=1339)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q11a Number of city parks  | 30.3%          | 45.3%     | 16.9%   | 5.8%         | 1.8%              |
| Q11b Number of walking/biking trails   | 28.0%          | 40.2%     | 21.7%   | 7.8%         | 2.4%              |
| Q11c Appearance of park grounds in Austin  | 23.1%          | 45.5%     | 22.7%   | 6.8%         | 2.0%              |
| Q11d Overall quality of parks and recreation programs offered by the Austin Parks Department | 25.8%          | 44.3%     | 22.2%   | 5.8%         | 1.9%              |
| Q11e Quality of youth athletic programs offered by the City                                  | 21.9%          | 31.7%     | 35.8%   | 7.3%         | 3.3%              |
| Q11f Quality of adult athletic programs offered by the City                                  | 19.8%          | 31.8%     | 37.2%   | 7.5%         | 3.8%              |
| Q11g Quality of outdoor athletic fields  | 17.9%          | 40.4%     | 33.1%   | 6.1%         | 2.5%              |
| Q11h Safety in city parks and park facilities  | 18.3%          | 43.5%     | 28.8%   | 7.7%         | 1.7%              |
| Q11i Overall satisfaction with city swimming pools   | 22.7%          | 36.3%     | 28.3%   | 8.5%         | 4.2%              |
| Q11j Satisfaction with aquatic programs  | 20.2%          | 33.0%     | 37.1%   | 7.0%         | 2.7%              |
| Q11k Quality of facilities, such as picnic shelters and playgrounds, at city parks           | 17.6%          | 44.3%     | 27.8%   | 7.6%         | 2.7%              |
| Q11l Cleanliness of library facilities   | 33.7%          | 46.3%     | 15.8%   | 3.2%         | 1.1%              |
| Q11m Library programs  | 32.6%          | 39.3%     | 22.5%   | 3.9%         | 1.6%              |
| Q11n Materials at libraries  | 29.5%          | 42.1%     | 20.1%   | 6.7%         | 1.7%              |
| Q11o Library hours   | 21.9%          | 40.2%     | 22.9%   | 10.3%        | 4.8%              |

**Q12 Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?**

| <u>Q12 Top Priority Choice</u>                      | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Number of city parks                                | 156           | 11.7 %         |
| Number of walking/biking trails                     | 111           | 8.3 %          |
| Appearance of park grounds in Austin                | 91            | 6.8 %          |
| Quality of parks and recreation programs            | 162           | 12.1 %         |
| Youth athletic programs                             | 79            | 5.9 %          |
| Adult athletic programs                             | 21            | 1.6 %          |
| Outdoor athletic fields                             | 7             | 0.5 %          |
| Safety in city parks and park facilities            | 181           | 13.5 %         |
| Satisfaction with city swimming pools               | 33            | 2.5 %          |
| Satisfaction with aquatic programs                  | 7             | 0.5 %          |
| Facilities, such as picnic shelters and playgrounds | 37            | 2.8 %          |
| Cleanliness of library facilities                   | 26            | 1.9 %          |
| Library programs                                    | 106           | 7.9 %          |
| Materials at libraries                              | 72            | 5.4 %          |
| Library hours                                       | 63            | 4.7 %          |
| <u>None Chosen</u>                                  | <u>187</u>    | <u>14.0 %</u>  |
| Total   | 1339          | 100.0 %        |

**Q12 Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?**

| <u>Q12 Second Priority Choice</u>                   | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Number of city parks                                | 86            | 6.4 %          |
| Number of walking/biking trails                     | 90            | 6.7 %          |
| Appearance of park grounds in Austin                | 104           | 7.8 %          |
| Quality of parks and recreation programs            | 87            | 6.5 %          |
| Youth athletic programs                             | 96            | 7.2 %          |
| Adult athletic programs                             | 34            | 2.5 %          |
| Outdoor athletic fields                             | 27            | 2.0 %          |
| Safety in city parks and park facilities            | 179           | 13.4 %         |
| Satisfaction with city swimming pools               | 94            | 7.0 %          |
| Satisfaction with aquatic programs                  | 13            | 1.0 %          |
| Facilities, such as picnic shelters and playgrounds | 61            | 4.6 %          |
| Cleanliness of library facilities                   | 15            | 1.1 %          |
| Library programs                                    | 89            | 6.6 %          |
| Materials at libraries                              | 84            | 6.3 %          |
| Library hours                                       | 45            | 3.4 %          |
| <u>None Chosen</u>                                  | <u>235</u>    | <u>17.6 %</u>  |
| Total   | 1339          | 100.0 %        |

**Q12 Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?**

| <u>Q12 Third Priority Choice</u>                    | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Number of city parks                                | 58            | 4.3 %          |
| Number of walking/biking trails                     | 67            | 5.0 %          |
| Appearance of park grounds in Austin                | 80            | 6.0 %          |
| Quality of parks and recreation programs            | 80            | 6.0 %          |
| Youth athletic programs                             | 62            | 4.6 %          |
| Adult athletic programs                             | 36            | 2.7 %          |
| Outdoor athletic fields                             | 27            | 2.0 %          |
| Safety in city parks and park facilities            | 138           | 10.3 %         |
| Satisfaction with city swimming pools               | 77            | 5.8 %          |
| Satisfaction with aquatic programs                  | 22            | 1.6 %          |
| Facilities, such as picnic shelters and playgrounds | 107           | 8.0 %          |
| Cleanliness of library facilities                   | 27            | 2.0 %          |
| Library programs                                    | 95            | 7.1 %          |
| Materials at libraries                              | 95            | 7.1 %          |
| Library hours                                       | 50            | 3.7 %          |
| <u>None Chosen</u>                                  | <u>318</u>    | <u>23.7 %</u>  |
| Total   | 1339          | 100.0 %        |

**Q12 Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?(top three)**

| <u>Q12 Sum of Top Three Choices</u>                 | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Number of city parks                                | 300           | 22.4 %         |
| Number of walking/biking trails                     | 268           | 20.0 %         |
| Appearance of park grounds in Austin                | 275           | 20.5 %         |
| Quality of parks and recreation programs            | 329           | 24.6 %         |
| Youth athletic programs                             | 237           | 17.7 %         |
| Adult athletic programs                             | 91            | 6.8 %          |
| Outdoor athletic fields                             | 61            | 4.6 %          |
| Safety in city parks and park facilities            | 498           | 37.2 %         |
| Satisfaction with city swimming pools               | 204           | 15.2 %         |
| Satisfaction with aquatic programs                  | 42            | 3.1 %          |
| Facilities, such as picnic shelters and playgrounds | 205           | 15.3 %         |
| Cleanliness of library facilities                   | 68            | 5.1 %          |
| Library programs                                    | 290           | 21.7 %         |
| Materials at libraries                              | 251           | 18.7 %         |
| Library hours                                       | 158           | 11.8 %         |
| <u>None Chosen</u>                                  | <u>187</u>    | <u>14.0 %</u>  |
| Total   | 3464          |                |

**Q13 Residential and Neighborhood Services**

(N=1339)

|  | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|------------|----------------|-----------|---------|--------------|-------------------|
| Q13a Quality of residential garbage collection   | 3.1%       | 38.8%          | 43.5%     | 8.9%    | 4.0%         | 1.8%              |
| Q13b Quality of residential yard waste collection  | 6.6%       | 34.9%          | 42.3%     | 10.6%   | 3.9%         | 1.8%              |
| Q13c Quality of residential curbside recycling services                                    | 4.9%       | 40.9%          | 40.6%     | 8.6%    | 3.2%         | 1.9%              |
| Q13d Household hazardous waste disposal service  | 25.7%      | 17.1%          | 23.7%     | 18.5%   | 10.8%        | 4.2%              |
| Q13e Bulky item pick-up/removal services   | 11.3%      | 28.9%          | 36.7%     | 15.9%   | 5.4%         | 1.8%              |
| Q13f Reliability of your electric service  | 4.0%       | 37.3%          | 42.8%     | 10.5%   | 3.8%         | 1.6%              |
| Q13g Safety of your drinking water   | 4.5%       | 35.8%          | 42.4%     | 12.1%   | 3.4%         | 1.9%              |
| Q13h Cleanliness of city streets and public areas  | 2.5%       | 19.5%          | 47.3%     | 20.3%   | 8.2%         | 2.1%              |
| Q13i Cleanliness of your neighborhood  | 2.2%       | 28.0%          | 45.3%     | 13.8%   | 7.5%         | 3.2%              |
| Q13j Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 15.9%      | 13.7%          | 29.1%     | 23.9%   | 11.1%        | 6.3%              |

**EXCLUDING DON'T KNOW****Q13 Residential and Neighborhood Services (Without Don't Know)**

(N=1339)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q13a Quality of residential garbage collection   | 40.1%          | 44.8%     | 9.2%    | 4.1%         | 1.8%              |
| Q13b Quality of residential yard waste collection  | 37.3%          | 45.2%     | 11.4%   | 4.2%         | 1.9%              |
| Q13c Quality of residential curbside recycling services                                    | 43.0%          | 42.7%     | 9.0%    | 3.4%         | 2.0%              |
| Q13d Household hazardous waste disposal service  | 23.0%          | 32.0%     | 24.9%   | 14.5%        | 5.6%              |
| Q13e Bulky item pick-up/removal services   | 32.6%          | 41.4%     | 17.9%   | 6.1%         | 2.0%              |
| Q13f Reliability of your electric service  | 38.8%          | 44.6%     | 11.0%   | 4.0%         | 1.6%              |
| Q13g Safety of your drinking water   | 37.5%          | 44.4%     | 12.7%   | 3.5%         | 2.0%              |
| Q13h Cleanliness of city streets and public areas  | 20.0%          | 48.6%     | 20.8%   | 8.4%         | 2.1%              |
| Q13i Cleanliness of your neighborhood  | 28.6%          | 46.3%     | 14.1%   | 7.6%         | 3.3%              |
| Q13j Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 16.3%          | 34.5%     | 28.4%   | 13.2%        | 7.5%              |

**Q14 Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?**

| <u>Q14 First Priority Choice</u>             | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Residential garbage collection               | 297           | 22.2 %         |
| Residential yard waste collection            | 23            | 1.7 %          |
| Residential curbside recycling services      | 78            | 5.8 %          |
| Household hazardous waste disposal service   | 42            | 3.1 %          |
| Bulky item pick-up/removal services          | 24            | 1.8 %          |
| Reliability of your electric service         | 167           | 12.5 %         |
| Safety of your drinking water                | 322           | 24.0 %         |
| Cleanliness of city streets and public areas | 90            | 6.7 %          |
| Cleanliness of your neighborhood             | 56            | 4.2 %          |
| Code enforcement                             | 120           | 9.0 %          |
| <u>None Chosen</u>                           | <u>120</u>    | <u>9.0 %</u>   |
| Total  | 1339          | 100.0 %        |

**Q14 Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?**

| <u>Q14 Second Priority Choice</u>            | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Residential garbage collection               | 144           | 10.8 %         |
| Residential yard waste collection            | 60            | 4.5 %          |
| Residential curbside recycling services      | 109           | 8.1 %          |
| Household hazardous waste disposal service   | 52            | 3.9 %          |
| Bulky item pick-up/removal services          | 58            | 4.3 %          |
| Reliability of your electric service         | 220           | 16.4 %         |
| Safety of your drinking water                | 241           | 18.0 %         |
| Cleanliness of city streets and public areas | 117           | 8.7 %          |
| Cleanliness of your neighborhood             | 74            | 5.5 %          |
| Code enforcement                             | 76            | 5.7 %          |
| <u>None Chosen</u>                           | <u>188</u>    | <u>14.0 %</u>  |
| Total  | 1339          | 100.0 %        |

**Q14 Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?**

| <u>Q14 Third Priority Choice</u>             | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Residential garbage collection               | 172           | 12.8 %         |
| Residential yard waste collection            | 38            | 2.8 %          |
| Residential curbside recycling services      | 97            | 7.2 %          |
| Household hazardous waste disposal service   | 50            | 3.7 %          |
| Bulky item pick-up/removal services          | 46            | 3.4 %          |
| Reliability of your electric service         | 133           | 9.9 %          |
| Safety of your drinking water                | 158           | 11.8 %         |
| Cleanliness of city streets and public areas | 162           | 12.1 %         |
| Cleanliness of your neighborhood             | 111           | 8.3 %          |
| Code enforcement                             | 117           | 8.7 %          |
| <u>None Chosen</u>                           | <u>255</u>    | <u>19.0 %</u>  |
| Total  | 1339          | 100.0 %        |

**Q14 Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(top three)**

| <u>Q14 Sum of Top Three Choices</u>          | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Residential garbage collection               | 613           | 45.8 %         |
| Residential yard waste collection            | 121           | 9.0 %          |
| Residential curbside recycling services      | 284           | 21.2 %         |
| Household hazardous waste disposal service   | 144           | 10.8 %         |
| Bulky item pick-up/removal services          | 128           | 9.6 %          |
| Reliability of your electric service         | 520           | 38.8 %         |
| Safety of your drinking water                | 721           | 53.8 %         |
| Cleanliness of city streets and public areas | 369           | 27.6 %         |
| Cleanliness of your neighborhood             | 241           | 18.0 %         |
| Code enforcement                             | 313           | 23.4 %         |
| <u>None Chosen</u>                           | <u>120</u>    | <u>9.0 %</u>   |
| Total  | 3574          |                |

**Q15 Customer Service**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q15a Austin Energy customer service                                     | 15.1%      | 23.8%          | 39.1%     | 14.2%   | 5.5%         | 2.2%              |
| Q15b Water and wastewater utility customer service                      | 18.9%      | 21.3%          | 37.9%     | 15.2%   | 5.1%         | 1.7%              |
| Q15c Helpfulness of library staff                                       | 25.6%      | 35.0%          | 27.7%     | 9.9%    | 1.3%         | 0.6%              |
| Q15d Overall quality of customer service provided by the City of Austin | 9.9%       | 20.2%          | 42.3%     | 20.8%   | 4.9%         | 2.0%              |
| Q15e Services provided by the City's 3-1-1 assistance telephone number  | 26.8%      | 25.4%          | 30.5%     | 13.1%   | 2.2%         | 2.0%              |
| Q15f Review services for residential and commercial building plans      | 50.3%      | 7.8%           | 12.8%     | 18.8%   | 6.0%         | 4.3%              |

**EXCLUDING DON'T KNOW**

**Q15 Customer Service (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q15a Austin Energy customer service                                     | 28.1%          | 46.1%     | 16.7%   | 6.5%         | 2.6%              |
| Q15b Water and wastewater utility customer service                      | 26.2%          | 46.7%     | 18.7%   | 6.3%         | 2.1%              |
| Q15c Helpfulness of library staff                                       | 47.0%          | 37.2%     | 13.3%   | 1.7%         | 0.8%              |
| Q15d Overall quality of customer service provided by the City of Austin | 22.4%          | 46.9%     | 23.1%   | 5.4%         | 2.2%              |
| Q15e Services provided by the City's 3-1-1 assistance telephone number  | 34.7%          | 41.6%     | 17.9%   | 3.1%         | 2.8%              |
| Q15f Review services for residential and commercial building plans      | 15.8%          | 25.7%     | 37.8%   | 12.2%        | 8.6%              |

**Q16 Other City Services**

(N=1339)

|   | Don't Know | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|------------|----------------|-----------|---------|--------------|-------------------|
| Q16a Availability of affordable housing for low/moderate income families  | 35.3%      | 9.2%           | 14.0%     | 20.0%   | 14.5%        | 7.1%              |
| Q16b The City's efforts to offer financial literacy/homebuyer education   | 50.7%      | 7.6%           | 12.2%     | 20.0%   | 6.6%         | 2.8%              |
| Q16c City's effort to promote and assist small, minority and/or women-owned businesses  | 45.6%      | 9.7%           | 14.4%     | 20.4%   | 6.0%         | 3.8%              |
| Q16d Shots for Tots and Big Shots program (immunizations)   | 45.3%      | 16.8%          | 20.3%     | 14.9%   | 1.6%         | 1.0%              |
| Q16e Food Safety Inspection program   | 43.5%      | 12.8%          | 23.5%     | 14.8%   | 3.4%         | 2.0%              |
| Q16f Animal Services (shelter, adoptions, animal control, etc.)   | 20.7%      | 18.9%          | 35.5%     | 18.4%   | 4.6%         | 1.9%              |
| Q16g Neighborhood planning/zoning efforts   | 28.3%      | 9.9%           | 23.7%     | 23.4%   | 9.3%         | 5.5%              |
| Q16h Accessibility of municipal court services  | 38.8%      | 9.8%           | 21.0%     | 21.3%   | 5.2%         | 4.0%              |
| Q16i The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 21.5%      | 19.3%          | 31.1%     | 18.3%   | 5.2%         | 4.7%              |

**EXCLUDING DON'T KNOW****Q16 Other City Services (Without Don't Know)**

(N=1339)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q16a Availability of affordable housing for low/moderate income families  | 14.2%          | 21.6%     | 30.9%   | 22.4%        | 11.0%             |
| Q16b The City's efforts to offer financial literacy/homebuyer education   | 15.5%          | 24.7%     | 40.6%   | 13.5%        | 5.8%              |
| Q16c City's effort to promote and assist small, minority and/or women-owned businesses  | 17.9%          | 26.5%     | 37.5%   | 11.1%        | 7.0%              |
| Q16d Shots for Tots and Big Shots program (immunizations)   | 30.7%          | 37.2%     | 27.3%   | 3.0%         | 1.8%              |
| Q16e Food Safety Inspection program   | 22.6%          | 41.6%     | 26.2%   | 6.1%         | 3.6%              |
| Q16f Animal Services (shelter, adoptions, animal control, etc.)   | 23.8%          | 44.7%     | 23.2%   | 5.8%         | 2.4%              |
| Q16g Neighborhood planning/zoning efforts   | 13.8%          | 33.0%     | 32.6%   | 12.9%        | 7.7%              |
| Q16h Accessibility of municipal court services  | 16.0%          | 34.3%     | 34.8%   | 8.5%         | 6.5%              |
| Q16i The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 24.5%          | 39.6%     | 23.3%   | 6.6%         | 6.0%              |

**Q17 Usage of City Services and Facilities**

(N=1339)

|  | Yes   | No    |
|--|-------|-------|
| Q17a Have you visited an Austin City park?   | 84.7% | 15.3% |
| Q17b Have you participated in a City of Austin recreation program / event?         | 38.5% | 61.5% |
| Q17c Have you visited an Austin library facility?                                  | 71.7% | 28.3% |
| Q17d Have you visited a City pool?   | 52.6% | 47.4% |
| Q17e Have you visited a City recreation center?                                    | 42.9% | 57.1% |
| Q17f Have you had contact with the City of Austin Municipal Court?                 | 34.5% | 65.5% |
| Q17g Have you had contact with the City for Code Enforcement?                      | 22.9% | 77.1% |
| Q17h Have you visited the Austin-Bergstrom International Airport?                  | 80.7% | 19.3% |
| Q17i Have you called 311   | 58.0% | 42.0% |
| Q17j Have you called 911   | 41.0% | 59.0% |
| Q17k Have you had contact with the Austin Police Department?                       | 54.8% | 45.2% |
| Q17l Have you had contact with the Austin Fire Department?                         | 26.9% | 73.1% |
| Q17m Have you had contact with the Emergency Medical Services Department?          | 31.8% | 68.2% |
| Q17n Does Austin Energy provide your electric service?                             | 93.1% | 6.9%  |
| Q17o Does the City of Austin collect garbage at your residence?                    | 94.3% | 5.7%  |
| Q17p Does the City of Austin provide your home with water and wastewater services? | 98.4% | 1.6%  |

**Q18 Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."**

Q18 Agreement with the following statement:

“Employees of the City of Austin are ethical in the way they conduct City business.”

|                   | Number | Percent |
|-------------------|--------|---------|
| Strongly Disagree | 56     | 4.2 %   |
| Disagree          | 78     | 5.8 %   |
| Neutral           | 278    | 20.8 %  |
| Agree             | 495    | 37.0 %  |
| Strongly Agree    | 208    | 15.5 %  |
| Don't Know        | 224    | 16.7 %  |
| Total             | 1339   | 100.0 % |

**EXCLUDING DON'T KNOW**

**Q18 Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you 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)**

Q18 Agreement with the following statement:

“Employees of the City of Austin are ethical in the way they conduct City business.”

|                   | Number | Percent |
|-------------------|--------|---------|
| Strongly Disagree | 56     | 5.0 %   |
| Disagree          | 78     | 7.0 %   |
| Neutral           | 278    | 24.9 %  |
| Agree             | 495    | 44.4 %  |
| Strongly Agree    | 208    | 18.7 %  |
| Total             | 1115   | 100.0 % |

**DEMOGRAPHICS****Q19 Approximately how many years have you lived in the City of Austin?**

| Q19 Approximately how many years have you lived in the City of Austin? | Number    | Percent      |
|--|-----------|--------------|
| 5 or fewer years   | 134       | 10.0 %       |
| 6-10 years   | 155       | 11.6 %       |
| 11-20 years  | 315       | 23.5 %       |
| 21-30 years  | 252       | 18.8 %       |
| Over 30 years  | 448       | 33.5 %       |
| <u>Not provided</u>  | <u>35</u> | <u>2.6 %</u> |
| Total  | 1339      | 100.0 %      |

**Q20 Which of the following best describes your AGE?**

| Q20 Which of the following best describes your AGE? | Number   | Percent      |
|---|----------|--------------|
| 18-34 years   | 274      | 20.5 %       |
| 35-44 years   | 265      | 19.8 %       |
| 45-54 years   | 269      | 20.1 %       |
| 55-64 years   | 291      | 21.7 %       |
| 65+ years   | 231      | 17.3 %       |
| <u>Not provided</u>                                 | <u>9</u> | <u>0.7 %</u> |
| Total   | 1339     | 100.0 %      |

**Q21 How many dependents (including yourself) did your household claim on its 2010 federal taxes?**

| Q21 How many dependents (including yourself) did your household claim on its 2010 federal taxes? | Number    | Percent      |
|--|-----------|--------------|
| None   | 137       | 10.2 %       |
| One  | 306       | 22.9 %       |
| Two  | 441       | 32.9 %       |
| Three  | 185       | 13.8 %       |
| Four   | 135       | 10.1 %       |
| Five or more   | 84        | 6.3 %        |
| <u>Not provided</u>  | <u>51</u> | <u>3.8 %</u> |
| Total  | 1339      | 100.0 %      |

**Q22 Which of the following best describes your RACE?**

| Q22 Which of the following best describes your RACE? | Number | Percent |
|--|--------|---------|
| African American/Black                               | 169    | 12.6 %  |
| American Indian                                      | 21     | 1.6 %   |
| Asian/Pacific Islander                               | 47     | 3.5 %   |
| Caucasian/White                                      | 751    | 56.1 %  |
| Other  | 361    | 27.0 %  |
| Not provided   | 24     | 1.8 %   |
| Total  | 1373   |         |

**Q23 Are you Hispanic, Latino, or of other Spanish ancestry?**

| Q23 Are you Hispanic, Latino, or of other Spanish ancestry? | Number | Percent |
|---|--------|---------|
| Yes   | 448    | 33.5 %  |
| No  | 827    | 61.8 %  |
| Not provided  | 64     | 4.8 %   |
| Total   | 1339   | 100.0 % |

**Q24 Which of the following best describes your ANNUAL HOUSEHOLD INCOME?**

| Q24 Which of the following best describes your ANNUAL HOUSEHOLD INCOME? | Number | Percent |
|---|--------|---------|
| Less than \$20,000  | 150    | 11.2 %  |
| \$20,000-\$39,999   | 259    | 19.3 %  |
| \$40,000-\$59,999   | 186    | 13.9 %  |
| \$60,000-\$79,999   | 149    | 11.1 %  |
| \$80,000-\$149,999  | 272    | 20.3 %  |
| \$150,000 or more   | 152    | 11.4 %  |
| Not provided  | 171    | 12.8 %  |
| Total   | 1339   | 100.0 % |

**Q25 What is your gender?**

| <u>Q25 What is your gender?</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------|---------------|----------------|
| Male                            | 639           | 47.7 %         |
| Female                          | 700           | 52.3 %         |
| Total                           | 1339          | 100.0 %        |

**Q26 Do you own or rent your home?**

| <u>Q26 Do you own or rent your home?</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Own                                      | 978           | 73.0 %         |
| Rent                                     | 342           | 25.5 %         |
| Decline                                  | 19            | 1.4 %          |
| Total                                    | 1339          | 100.0 %        |



August 2011

Dear Austin resident,

The City of Austin wants to know about your satisfaction with our City services. 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 experiences with City programs, services and City staff, and
- Your preferences about how City officials should prioritize our programs and services.

Your individual responses will be kept confidential. Your input and participation are important parts of the City's planning efforts. Gathering citizen input to plan for the future will help the City of Austin toward becoming the **Best Managed City** in the country. Being best managed is about everybody in the organization providing the best services possible to the community we serve.

If you have any questions regarding this survey or would like to discuss the questions asked, please call the City of Austin Budget Office at 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 provide comparison citizen ratings from our peer cities. Once completed, we will present these results to the City Council and public.

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

Marc A. Ott  
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 mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (877) 433-3895 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

# 2011 City of Austin Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

| <b>1. Perceptions of the Community</b>            |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | The City of Austin as a place to live                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | The City of Austin as a place to raise children                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | The City of Austin as a place to work                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | The City of Austin as a place to retire                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Overall value that you receive for your city tax dollars and fees | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Overall quality of life in the city                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | How well the City of Austin is planning growth                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Overall quality of services provided by the City of Austin        | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>2. Overall Satisfaction with Major City Services</b> |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following:       |   |                |           |         |              |                   |            |
| A.  | Overall quality of parks and recreation programs and facilities   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Overall quality of city libraries   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Overall quality of public safety services (i.e. police, fire and ambulance)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Overall quality of municipal court services (i.e. traffic, collection, fine collection)                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Overall quality of the Austin-Bergstrom International Airport   | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Overall quality of drinking water provided by Austin Water Utility  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Overall quality of wastewater services provided by Austin Water Utility   | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Overall quality of electric utility services provided by Austin Energy  | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.  | Overall maintenance of city streets and sidewalks   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.  | Overall management of stormwater runoff   | 5              | 4         | 3       | 2            | 1                 | 9          |
| K.  | Overall effectiveness of communication by the City of Austin  | 5              | 4         | 3       | 2            | 1                 | 9          |
| L.  | Overall quality of health and human services provided by the City (social services, public health, animal services) | 5              | 4         | 3       | 2            | 1                 | 9          |
| M.  | Overall quality of planning, development review, permitting and inspection services                                 | 5              | 4         | 3       | 2            | 1                 | 9          |

**3. Which THREE of the items in Question #2 do you think are most important for the city to provide?**  
 [Write in the letters below using the letters from the list in Question 2].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

| <b>4. Feeling of Safety</b>  |   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|---|----------------|-------|---------|----------|-------------------|------------|
| Please rate your level of agreement with the following statements: |   |                |       |         |          |                   |            |
| A.   | I feel safe in my neighborhood during the day     | 5              | 4     | 3       | 2        | 1                 | 9          |
| B.   | I feel safe in my neighborhood at night           | 5              | 4     | 3       | 2        | 1                 | 9          |
| C.   | I feel safe in city parks                         | 5              | 4     | 3       | 2        | 1                 | 9          |
| D.   | I feel safe walking alone downtown during the day | 5              | 4     | 3       | 2        | 1                 | 9          |
| E.   | I feel safe walking alone downtown at night       | 5              | 4     | 3       | 2        | 1                 | 9          |

| <b>5. Maintenance and Appearance of the City</b>  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Condition of major city streets   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Condition of streets in your neighborhood   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Condition of sidewalks in your neighborhood   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Timing of traffic signals on city streets   | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Traffic flow on major city streets  | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks) | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Bicycle accessibility (The City's bicycle lane system/network)                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Enforcement of local codes and ordinances   | 5              | 4         | 3       | 2            | 1                 | 9          |

6. Which **THREE** of the items listed above in Question #5 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 5 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

| <b>7. Public Safety Services</b>                  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| <b>Police Services</b>                            |   |                |           |         |              |                   |            |
| A.  | Overall quality of police services  | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Speed of emergency police response (How quickly police respond to emergencies)                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Enforcement of local traffic laws   | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>Fire and Emergency Medical Services (EMS)</b>  |   |                |           |         |              |                   |            |
| D.  | Overall quality of fire services  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies) | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Medical assistance provided by EMS (Overall quality of ambulance services)                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Timeliness of EMS response to emergency location  | 5              | 4         | 3       | 2            | 1                 | 9          |

8. Which **TWO** of the public safety services listed above in Question #7 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 7 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

| <b>9. Environmental Services</b>                  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Water and wastewater utility response time to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Water Conservation programs within Austin                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Energy Conservation program                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | The water quality of lakes and streams                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Flood control efforts                                     | 5              | 4         | 3       | 2            | 1                 | 9          |

10. Which **TWO** of the environmental services listed above in Question #9 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 9 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

| <b>11. Recreation and Cultural Services</b>       |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Number of city parks  | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Number of walking/biking trails   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Appearance of park grounds in Austin  | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Overall quality of parks and recreation programs offered by the Austin Parks Department | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Quality of <b>youth</b> athletic programs offered by the City                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Quality of <b>adult</b> athletic programs offered by the City                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Quality of outdoor athletic fields  | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Safety in city parks and park facilities  | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.  | Overall satisfaction with city swimming pools   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.  | Satisfaction with aquatic programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| K.  | Quality of facilities, such as picnic shelters and playgrounds, at city parks           | 5              | 4         | 3       | 2            | 1                 | 9          |
| L.  | Cleanliness of library facilities   | 5              | 4         | 3       | 2            | 1                 | 9          |
| M.  | Library programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| N.  | Materials at libraries  | 5              | 4         | 3       | 2            | 1                 | 9          |
| O.  | Library hours   | 5              | 4         | 3       | 2            | 1                 | 9          |

**12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 11 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

| <b>13. Residential and Neighborhood Services</b>  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Quality of residential garbage collection   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Quality of residential yard waste collection  | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Quality of residential curbside recycling services                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Household hazardous waste disposal service  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Bulky item pick-up/removal services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Reliability of your electric service  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Safety of your drinking water   | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Cleanliness of city streets and public areas  | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.  | Cleanliness of your neighborhood  | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.  | Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings | 5              | 4         | 3       | 2            | 1                 | 9          |

**14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 13 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

| <b>15. Customer Service</b>                       |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|--|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |  |                |           |         |              |                   |            |
| A.  | Austin Energy customer service                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Water and wastewater utility customer service                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Helpfulness of library staff                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Overall quality of customer service provided by the City of Austin | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Services provided by the City's 3-1-1 assistance telephone number  | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Review services for residential and commercial building plans      | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>16. Other City Services</b>                    |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|--|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |  |                |           |         |              |                   |            |
| A.  | Availability of affordable housing for low/moderate income families  | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | The City's efforts to offer financial literacy/homebuyer education   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | City's effort to promote and assist small, minority and/or women-owned businesses  | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Shot for Tots and Big Shots program (immunizations)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Food Safety Inspection program   | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Animal Services (shelter, adoptions, animal control, etc.)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Neighborhood planning/zoning efforts   | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Accessibility of municipal court services  | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.  | The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>17. Usage of City Services and Facilities</b>  |   | YES | NO | Don't Know |
|---|---|-----|----|------------|
| Please indicate if you did any of the following activities during the past 12 months by circling YES or NO: |   |     |    |            |
| A.  | Have you visited an Austin City park?   | 1   | 2  | 9          |
| B.  | Have you participated in a City of Austin recreation program / event?         | 1   | 2  | 9          |
| C.  | Have you visited an Austin library facility?                                  | 1   | 2  | 9          |
| D.  | Have you visited a City pool?   | 1   | 2  | 9          |
| E.  | Have you visited a City recreation center?                                    | 1   | 2  | 9          |
| F.  | Have you had contact with the City of Austin Municipal Court?                 | 1   | 2  | 9          |
| G.  | Have you had contact with the City for Code Enforcement?                      | 1   | 2  | 9          |
| H.  | Have you visited the Austin-Bergstrom International Airport?                  | 1   | 2  | 9          |
| I.  | Have you called 3-1-1?  | 1   | 2  | 9          |
| J.  | Have you called 9-1-1?  | 1   | 2  | 9          |
| K.  | Have you had contact with the Austin Police Department?                       | 1   | 2  | 9          |
| L.  | Have you had contact with the Austin Fire Department?                         | 1   | 2  | 9          |
| M.  | Have you had contact with the Emergency Medical Services Department?          | 1   | 2  | 9          |
| Please indicate if you receive services from the following organizations:                                   |   |     |    |            |
| N.  | Does Austin Energy provide your electric service?                             | 1   | 2  | 9          |
| O.  | Does the City of Austin collect garbage at your residence?                    | 1   | 2  | 9          |
| P.  | Does the City of Austin provide your home with water and wastewater services? | 1   | 2  | 9          |

18. 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
- (2) DISAGREE
- (3) Neutral
- (4) AGREE
- (5) Strongly AGREE
- (9) Don't Know

### **Demographics**

Our last questions are about you and your household. Your individual responses will be kept confidential.

19. Approximately how many years have you lived in the City of Austin? \_\_\_\_\_ years

20. Which of the following best describes your AGE?

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

21. How many dependents (including yourself) did your household claim on its 2010 federal taxes?

\_\_\_\_\_ people

22. Which of the following best describes your RACE?

- (1) African American/Black
- (2) American Indian
- (3) Asian/Pacific Islander
- (4) Caucasian/White
- (5) Other: \_\_\_\_\_

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

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

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

25. What is your gender?  (1) Male  (2) Female

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

27. 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? (please write your idea below)

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**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: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**  
**Please return your survey in the postage-paid envelope addressed to ETC Institute**

Your responses will remain Completely Confidential. The information printed on the sticker 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.