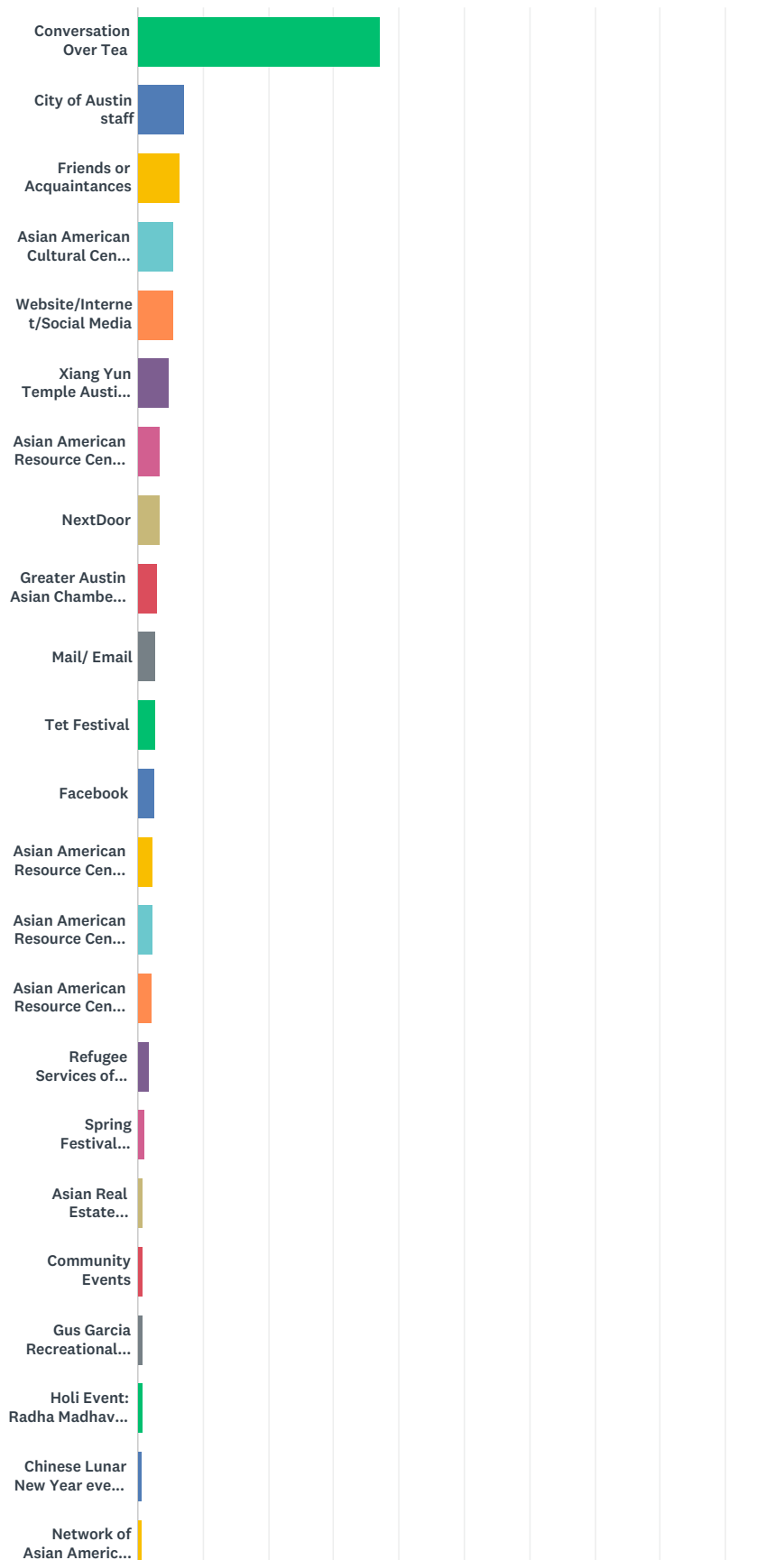
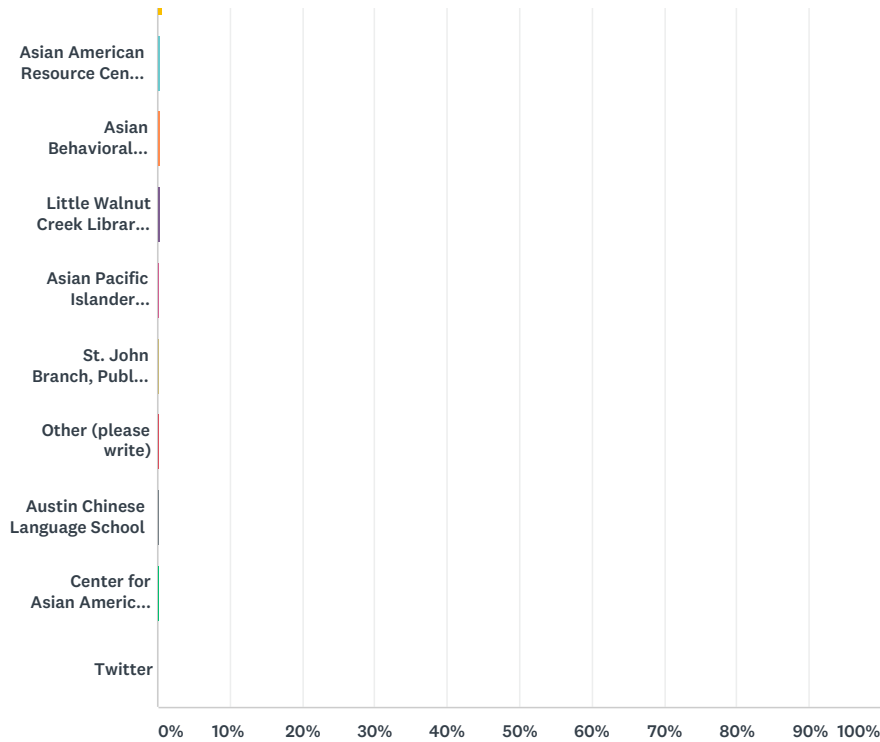


## Q1 How did you hear about this survey?

Answered: 868 Skipped: 6



## Asian American Quality of Life: Information Sources & City Services Survey



ANSWER CHOICES	RESPONSES	
Conversation Over Tea	36.98%	321
City of Austin staff	7.14%	62
Friends or Acquaintances	6.45%	56
Asian American Cultural Center (AACC)	5.53%	48
Website/Internet/Social Media	5.41%	47
Xiang Yun Temple Austin Community Conversation 3/6/2016	4.84%	42
Asian American Resource Center (AARC) 2/17/2016 Senior event	3.34%	29
NextDoor	3.34%	29
Greater Austin Asian Chamber of Commerce (GAACC)	3.00%	26
Mail/ Email	2.76%	24
Tet Festival	2.76%	24
Facebook	2.42%	21
Asian American Resource Center (AARC) 2/17/2016 Community Conversation	2.30%	20
Asian American Resource Center (AARC) 2/24/2016 event	2.30%	20
Asian American Resource Center (AARC) 2/25/2016 event	2.07%	18
Refugee Services of Texas	1.73%	15
Spring Festival 3/5/2016	1.04%	9
Asian Real Estate Association of America (AREAA Austin)	0.81%	7
Community Events	0.81%	7
Gus Garcia Recreational Center	0.81%	7
Holi Event: Radha Madhav Dham 3/19/2016	0.81%	7
Chinese Lunar New Year event at Chinatown 2/20/2016	0.69%	6
Network of Asian American Organizations (NAAO)	0.69%	6

## Asian American Quality of Life: Information Sources & City Services Survey

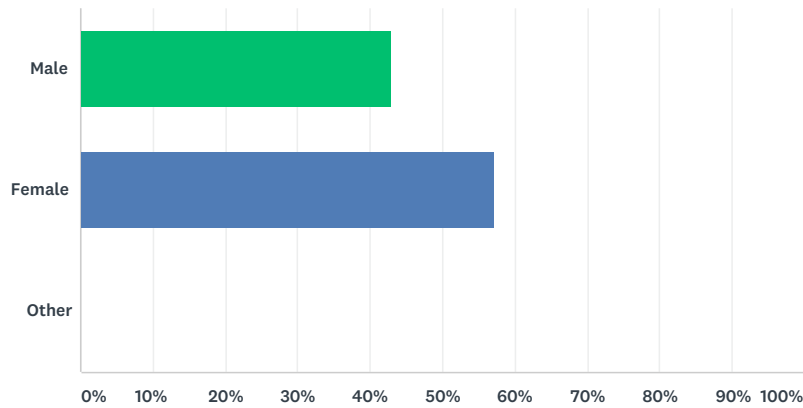
Asian American Resource Center (AARC) 2/20/16 Talk on Race and Equality	0.35%	3
Asian Behavioral Health Network (ABHN)	0.35%	3
Little Walnut Creek Library: 7500 Blessing Ave, Austin, TX 78752	0.35%	3
Asian Pacific Islander American Public Affairs Association (APAPA)	0.23%	2
St. John Branch, Public Library: 835 W Rundberg Ln, Austin, TX 78758	0.23%	2
Other (please write)	0.23%	2
Austin Chinese Language School	0.12%	1
Center for Asian American Studies	0.12%	1
Twitter	0.00%	0
<b>TOTAL</b>		<b>868</b>

**Q2 What is your age? (Please enter numerical number)**

Answered: 862   Skipped: 12

### Q3 What is your gender? (Please choose one)

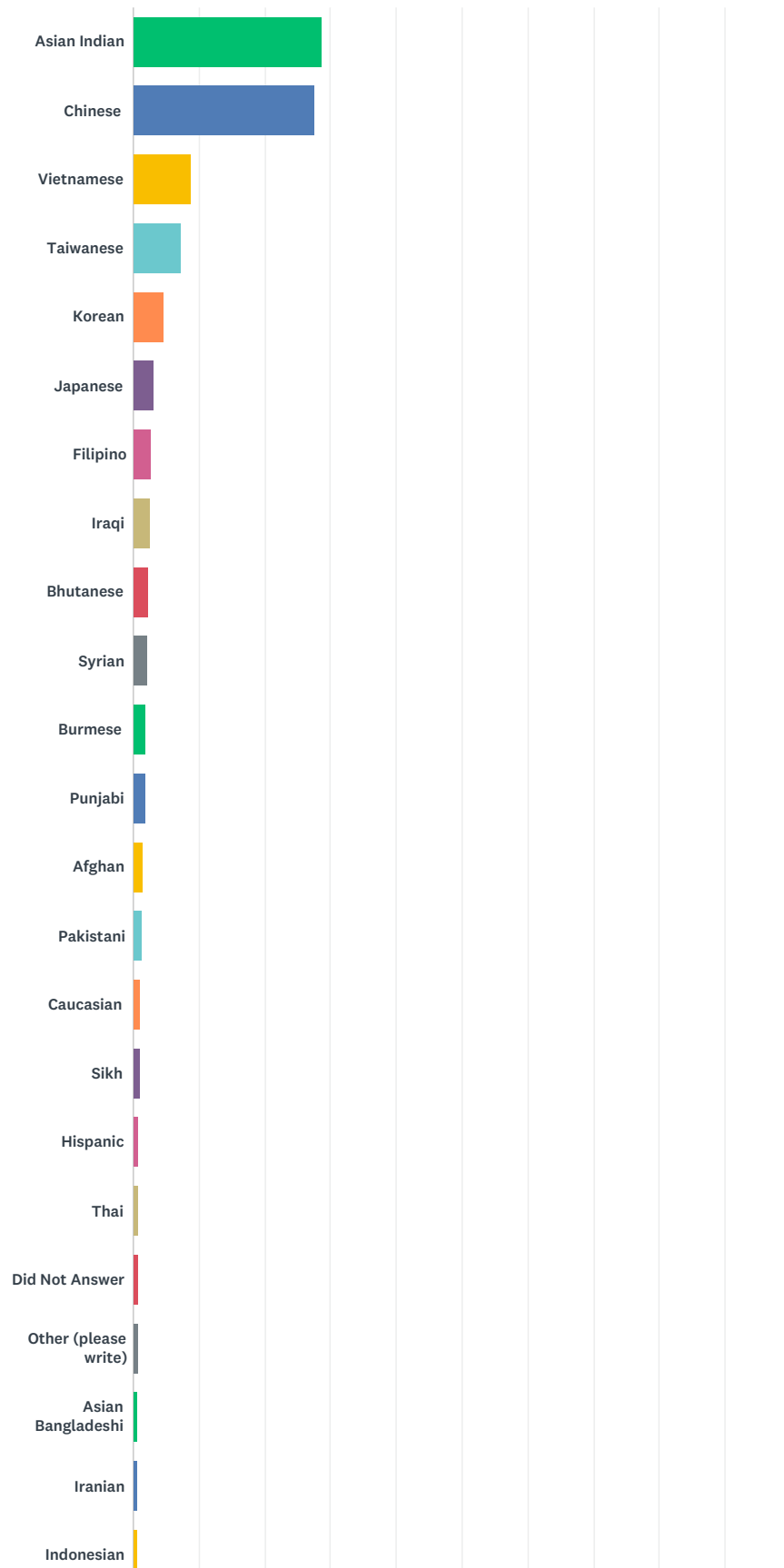
Answered: 859 Skipped: 15



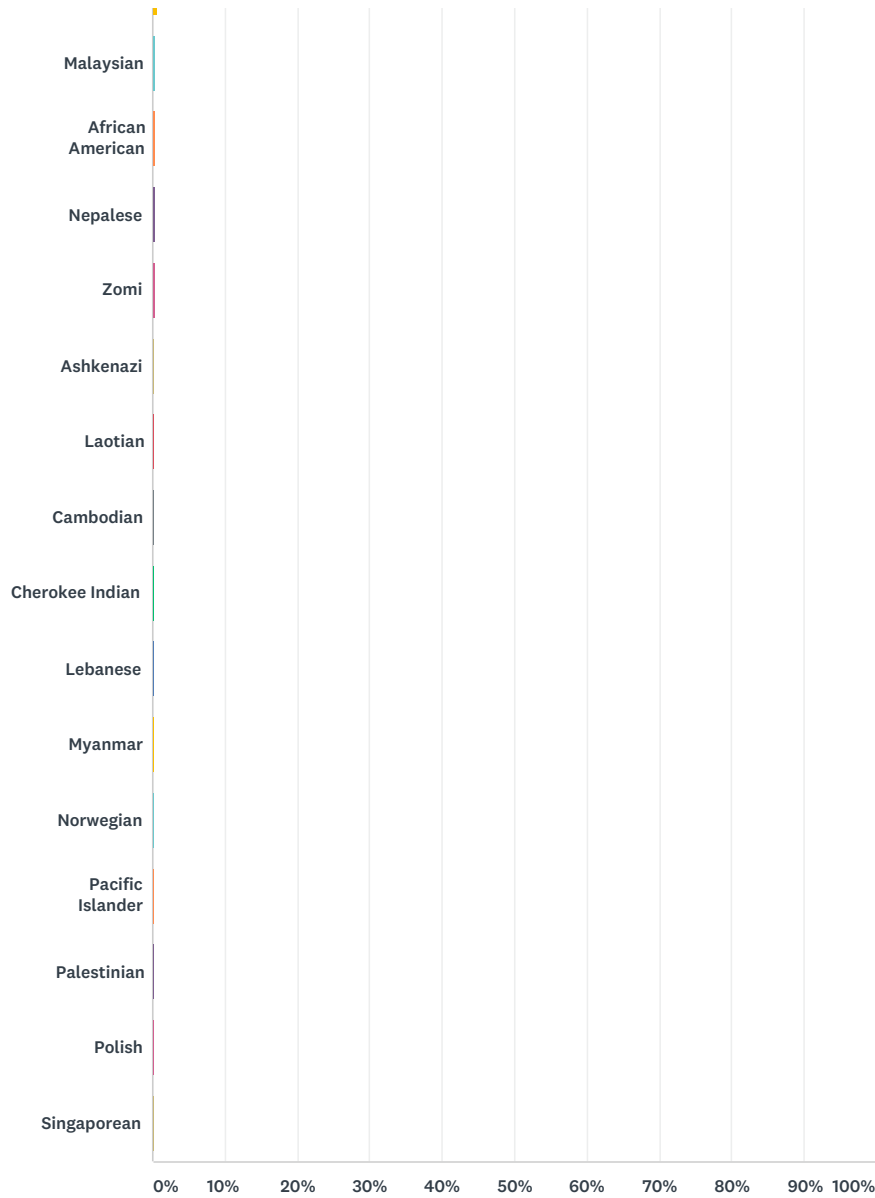
ANSWER CHOICES		RESPONSES	
Male		42.96%	369
Female		57.04%	490
Other		0.00%	0
TOTAL			859

## Q4 What is your ethnic origin? (Please check all that apply)

Answered: 852 Skipped: 22



## Asian American Quality of Life: Information Sources & City Services Survey



ANSWER CHOICES	RESPONSES	
Asian Indian	28.64%	244
Chinese	27.58%	235
Vietnamese	8.69%	74
Taiwanese	7.28%	62
Korean	4.69%	40
Japanese	3.17%	27
Filipino	2.70%	23
Iraqi	2.46%	21
Bhutanese	2.35%	20
Syrian	2.00%	17
Burmese	1.88%	16
Punjabi	1.88%	16
Afghan	1.41%	12

## Asian American Quality of Life: Information Sources & City Services Survey

Pakistani	1.29%	11
Caucasian	1.06%	9
Sikh	1.06%	9
Hispanic	0.94%	8
Thai	0.94%	8
Did Not Answer	0.94%	8
Other (please write)	0.94%	8
Asian Bangladeshi	0.70%	6
Iranian	0.70%	6
Indonesian	0.59%	5
Malaysian	0.47%	4
African American	0.35%	3
Nepalese	0.35%	3
Zomi	0.35%	3
Ashkenazi	0.23%	2
Laotian	0.23%	2
Cambodian	0.12%	1
Cherokee Indian	0.12%	1
Lebanese	0.12%	1
Myanmar	0.12%	1
Norwegian	0.12%	1
Pacific Islander	0.12%	1
Palestinian	0.12%	1
Polish	0.12%	1
Singaporean	0.12%	1
Total Respondents: 852		



## Q5 What language(s) do you speak? (Please check all that apply)

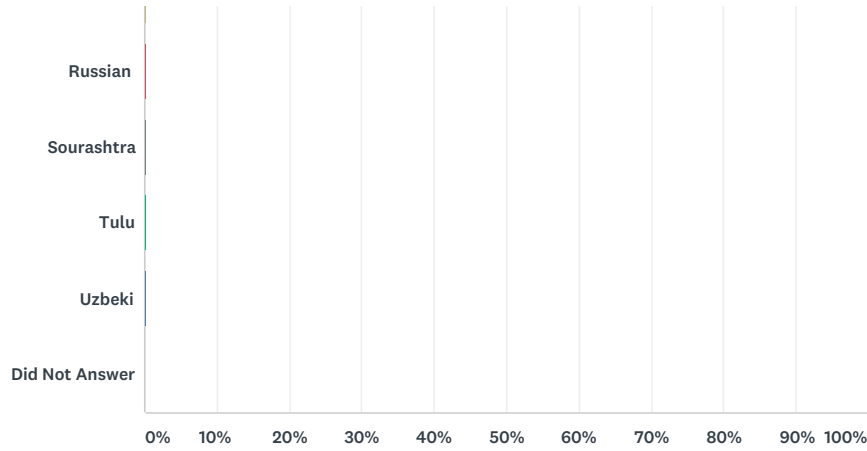
Answered: 765 Skipped: 109



## Asian American Quality of Life: Information Sources &amp; City Services Survey

[illegible]

## Asian American Quality of Life: Information Sources & City Services Survey



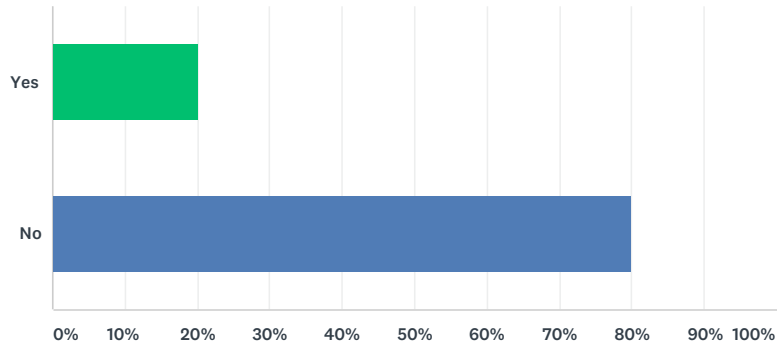
ANSWER CHOICES	RESPONSES	
English	67.32%	515
Chinese	27.97%	214
Hindi	18.30%	140
Vietnamese	6.93%	53
Chinese Mandarin	5.75%	44
Arabic	5.36%	41
Telugu	4.58%	35
Chinese Cantonese	4.18%	32
Japanese	4.05%	31
Punjabi	3.92%	30
Korean	3.79%	29
Urdu	3.66%	28
Marathi	3.53%	27
Tamil	3.53%	27
Gujarati	3.27%	25
Spanish	3.27%	25
Nepali	3.01%	23
Taiwanese	2.48%	19
Bengali	1.70%	13
Kannada	1.57%	12
French	1.44%	11
Dari	1.18%	9
Farsi	1.18%	9
Pashtu/Pashto	1.18%	9
Burmese	1.05%	8
Tagalog	1.05%	8
Thai	1.05%	8
Malayalam	0.78%	6
Filipino	0.65%	5
German	0.52%	4

## Asian American Quality of Life: Information Sources & City Services Survey

Indonesian	0.52%	4
Malaysian	0.52%	4
Sindhi	0.52%	4
Zomi	0.52%	4
Tedim	0.39%	3
Other (please write)	0.39%	3
Lao	0.26%	2
Karen	0.26%	2
Konkani	0.26%	2
Chamorro	0.13%	1
Danish	0.13%	1
Finnish	0.13%	1
Hebrew	0.13%	1
Italian	0.13%	1
Khmer	0.13%	1
Matu	0.13%	1
Persian	0.13%	1
Portuguese	0.13%	1
Russian	0.13%	1
Sourashtra	0.13%	1
Tulu	0.13%	1
Uzbeki	0.13%	1
Did Not Answer	0.00%	0
Total Respondents: 765		

## Q6 Were you born in the United States? (Please choose one)

Answered: 849 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	20.14%	171
No	79.86%	678
TOTAL		849

Q7 How long have you lived in the United States? (If less than one year, please enter 1 & please enter numerical number)

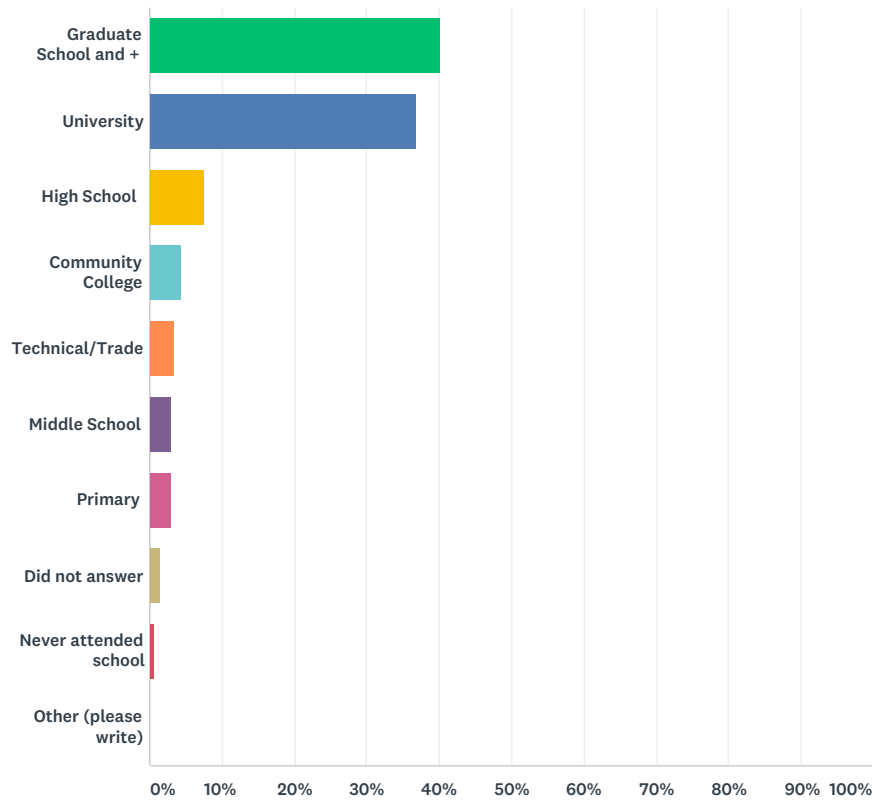
Answered: 842 Skipped: 32

**Q8 How long have you lived in the Austin area? (If less than one year, please enter 1 & please enter numerical number)**

Answered: 839   Skipped: 35

### Q9 Please choose the highest year of school completed. (Please choose one)

Answered: 838 Skipped: 36



ANSWER CHOICES	RESPONSES	
Graduate School and +	40.21%	337
University	36.75%	308
High School	7.52%	63
Community College	4.30%	36
Technical/Trade	3.34%	28
Middle School	2.98%	25
Primary	2.86%	24
Did not answer	1.43%	12
Never attended school	0.60%	5
Other (please write)	0.00%	0
<b>TOTAL</b>		<b>838</b>

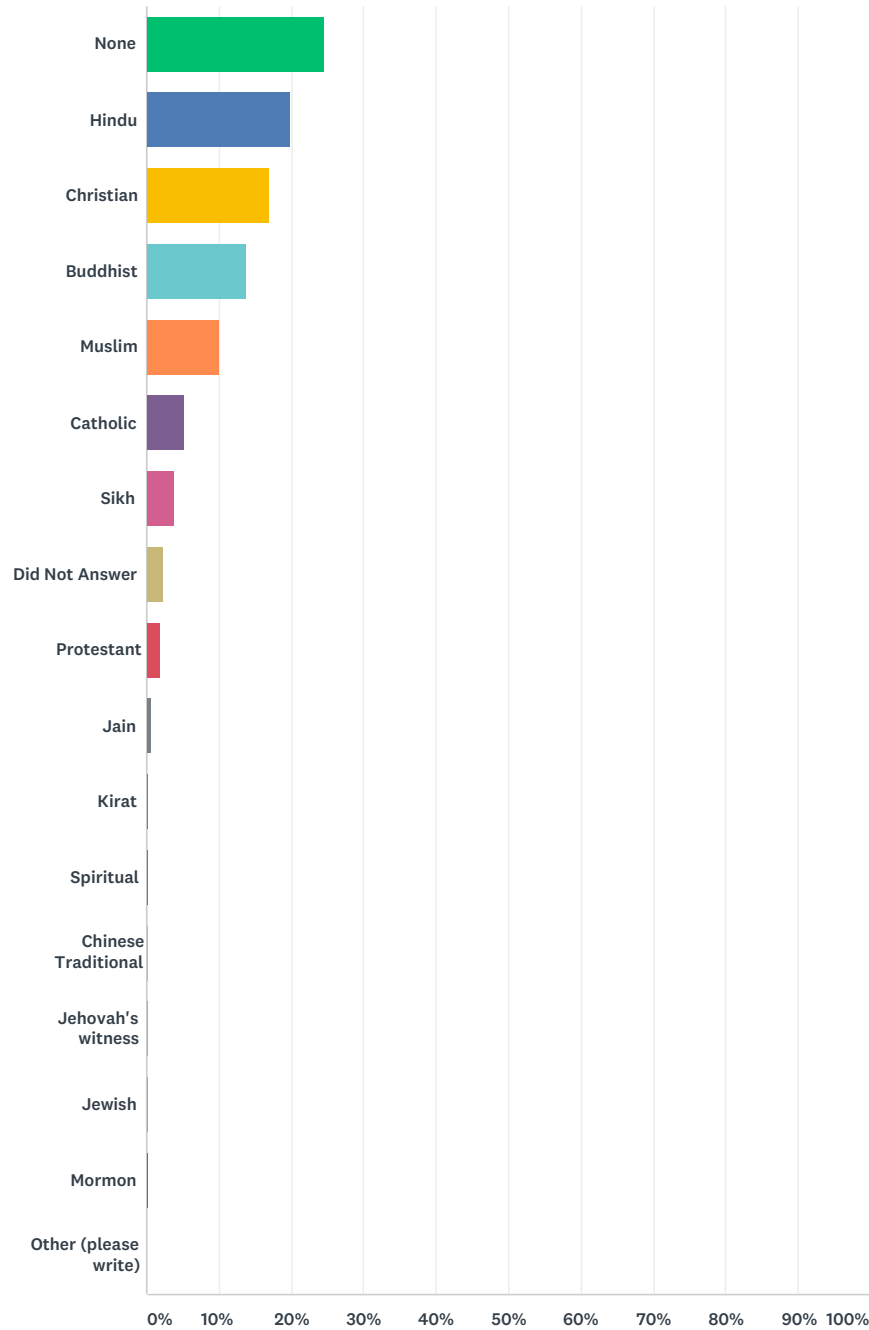


**Q10 Including yourself, how many people live in your household? (Please enter numerical number)**

Answered: 837   Skipped: 37

## Q11 What is your religious affiliation? (Please choose one)

Answered: 835 Skipped: 39



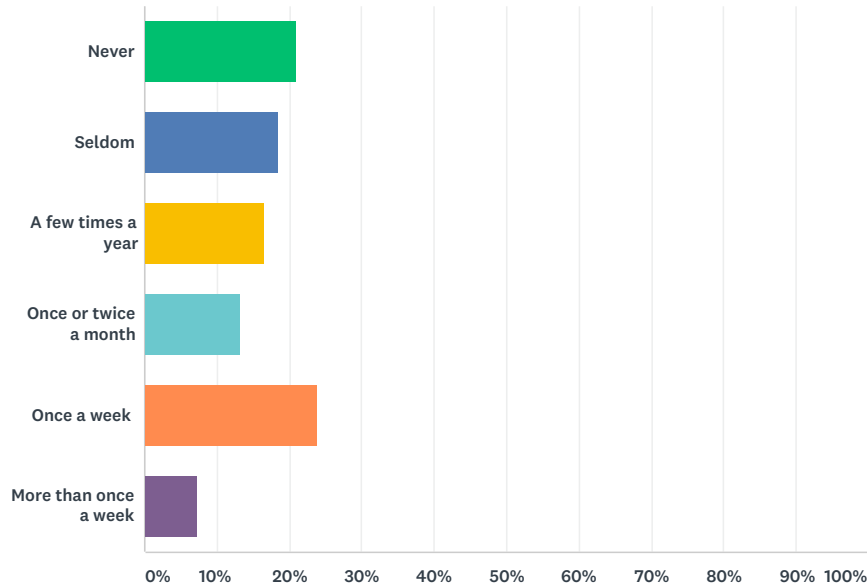
ANSWER CHOICES	RESPONSES	
None	24.55%	205
Hindu	19.88%	166
Christian	17.01%	142
Buddhist	13.89%	116
Muslim	10.06%	84
Catholic	5.15%	43

## Asian American Quality of Life: Information Sources & City Services Survey

Sikh	3.83%	32
Did Not Answer	2.28%	19
Protestant	1.80%	15
Jain	0.60%	5
Kirat	0.24%	2
Spiritual	0.24%	2
Chinese Traditional	0.12%	1
Jehovah's witness	0.12%	1
Jewish	0.12%	1
Mormon	0.12%	1
Other (please write)	0.00%	0
TOTAL		835

## Q12 How often do you attend religious services? (Please choose one)

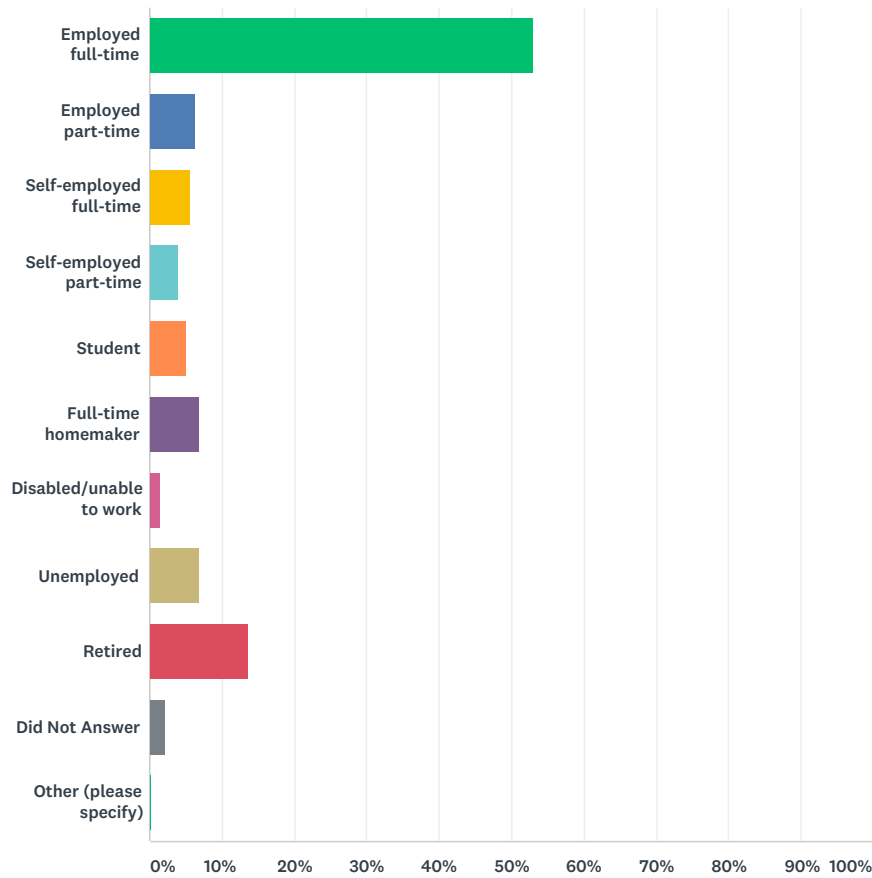
Answered: 703 Skipped: 171



ANSWER CHOICES	RESPONSES	
Never	20.91%	147
Seldom	18.35%	129
A few times a year	16.50%	116
Once or twice a month	13.09%	92
Once a week	23.76%	167
More than once a week	7.40%	52
TOTAL		703

## Q13 What is your current employment status? (Please check all that apply)

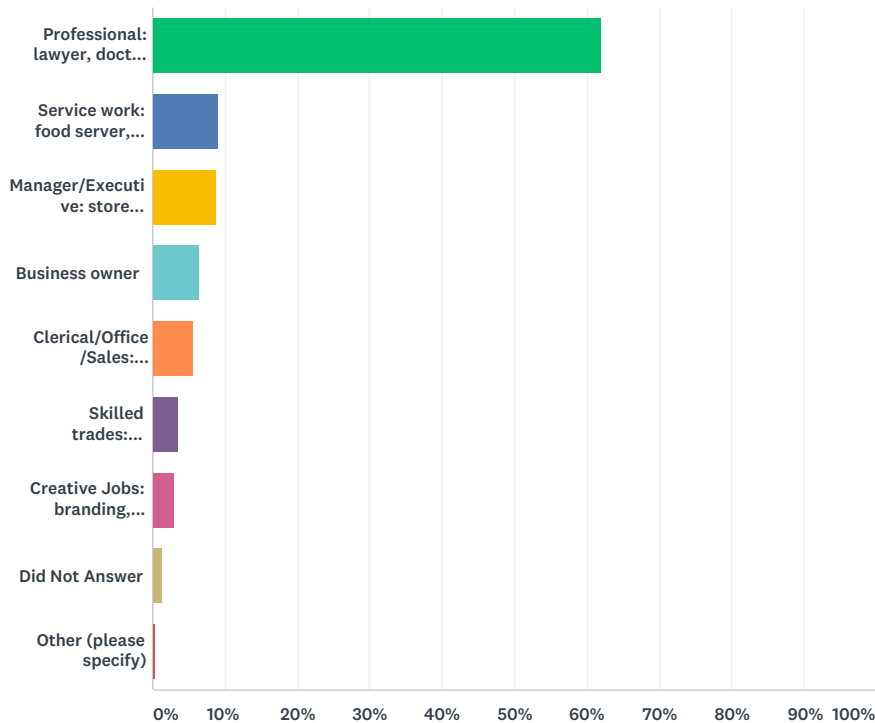
Answered: 833 Skipped: 41



ANSWER CHOICES	RESPONSES	
Employed full-time	52.94%	441
Employed part-time	6.36%	53
Self-employed full-time	5.64%	47
Self-employed part-time	3.96%	33
Student	4.92%	41
Full-time homemaker	6.96%	58
Disabled/unable to work	1.44%	12
Unemployed	6.96%	58
Retired	13.57%	113
Did Not Answer	2.16%	18
Other (please specify)	0.24%	2
Total Respondents: 833		

## Q14 IF YOU ARE EMPLOYED, what kind of work do you do? (Please choose one)

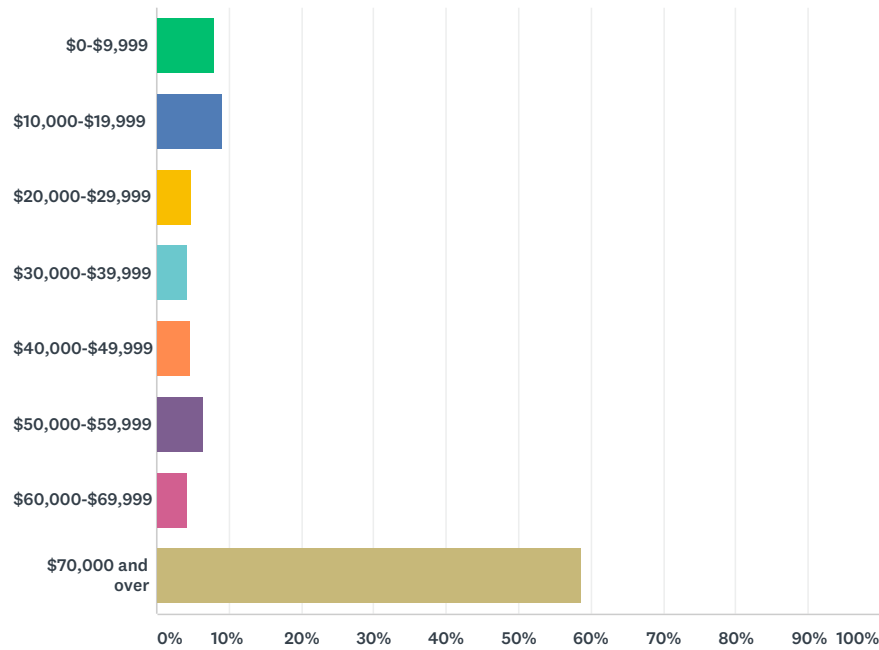
Answered: 595 Skipped: 279



ANSWER CHOICES	RESPONSES	
Professional: lawyer, doctor, nurse, teacher, accountant, engineer, etc.	62.02%	369
Service work: food server, hair stylist, police or firefighter, janitor, nurses' aide, etc.	8.91%	53
Manager/Executive: store manager, business executive, etc.	8.74%	52
Business owner	6.39%	38
Clerical/Office/Sales: secretary, receptionist, sales clerk, etc.	5.71%	34
Skilled trades: electrician, plumber, carpenter, etc.	3.53%	21
Creative Jobs: branding, dance, media, designer, arts, music, chef, etc.	3.03%	18
Did Not Answer	1.18%	7
Other (please specify)	0.50%	3
<b>TOTAL</b>		<b>595</b>

## Q15 How much was your household income (before tax) for the past year? (Please choose one)

Answered: 685 Skipped: 189



ANSWER CHOICES	RESPONSES	
\$0-\$9,999	8.03%	55
\$10,000-\$19,999	8.91%	61
\$20,000-\$29,999	4.82%	33
\$30,000-\$39,999	4.23%	29
\$40,000-\$49,999	4.67%	32
\$50,000-\$59,999	6.57%	45
\$60,000-\$69,999	4.23%	29
\$70,000 and over	58.54%	401
TOTAL		685

**Q16 What is your address? Please note this information will only be used to identify the Census tract and block codes of your residence to help us track our outreach.**

Answered: 548   Skipped: 326

ANSWER CHOICES	RESPONSES	
Street Address	100.00%	548

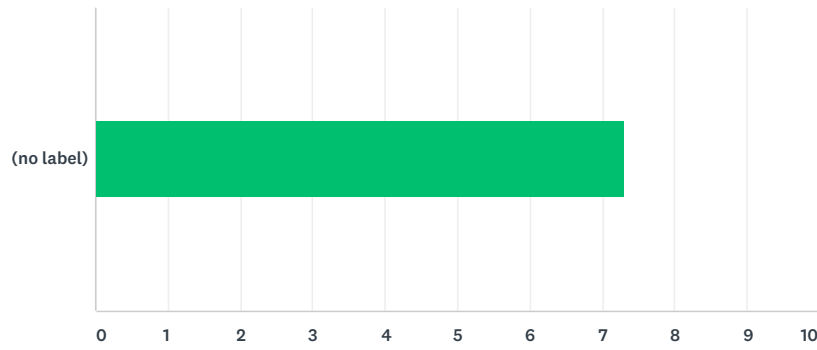


**Q17 What is your ZIP code? Please note this information will only be used to identify the Census tract and block codes of your residence to help us track our outreach.**

Answered: 817   Skipped: 57

**Q18 How would you rate your overall quality of life? (Please circle the number below that describes your quality of life in general)**

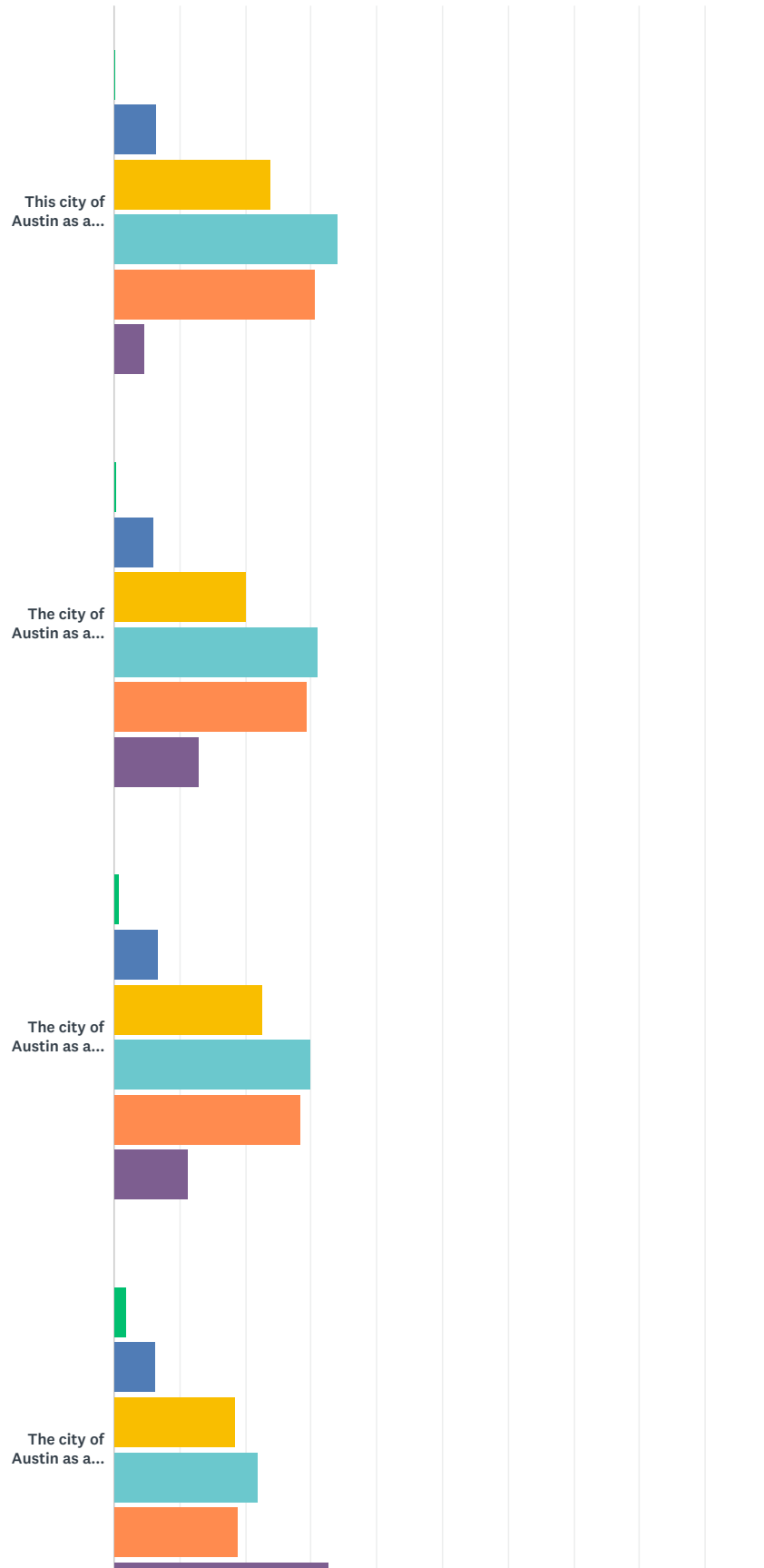
Answered: 724 Skipped: 150



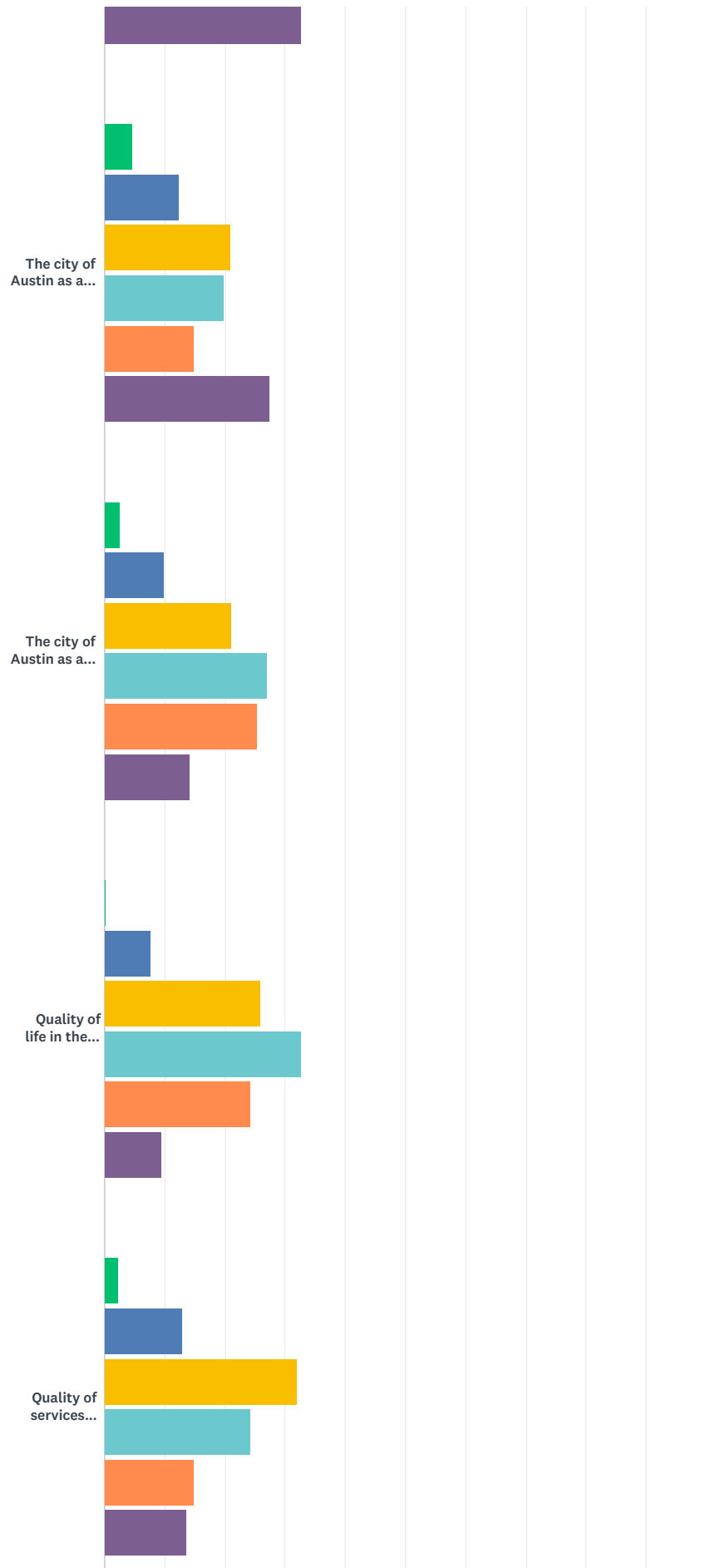
	VERY POOR QUALITY 0	1	2	3	4	5	6	7	8	9	EXCELLENT QUALITY 10	TOTAL	WEIGHTED AVERAGE
(no label)	1.66% 12	0.41% 3	1.10% 8	1.66% 12	3.73% 27	7.87% 57	9.25% 67	19.20% 139	27.90% 202	16.85% 122	10.36% 75	724	7.30

Q19 Please indicate your rating on the following. (Please check)

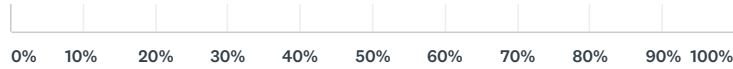
Answered: 811 Skipped: 63



# Asian American Quality of Life: Information Sources & City Services Survey



## Asian American Quality of Life: Information Sources & City Services Survey

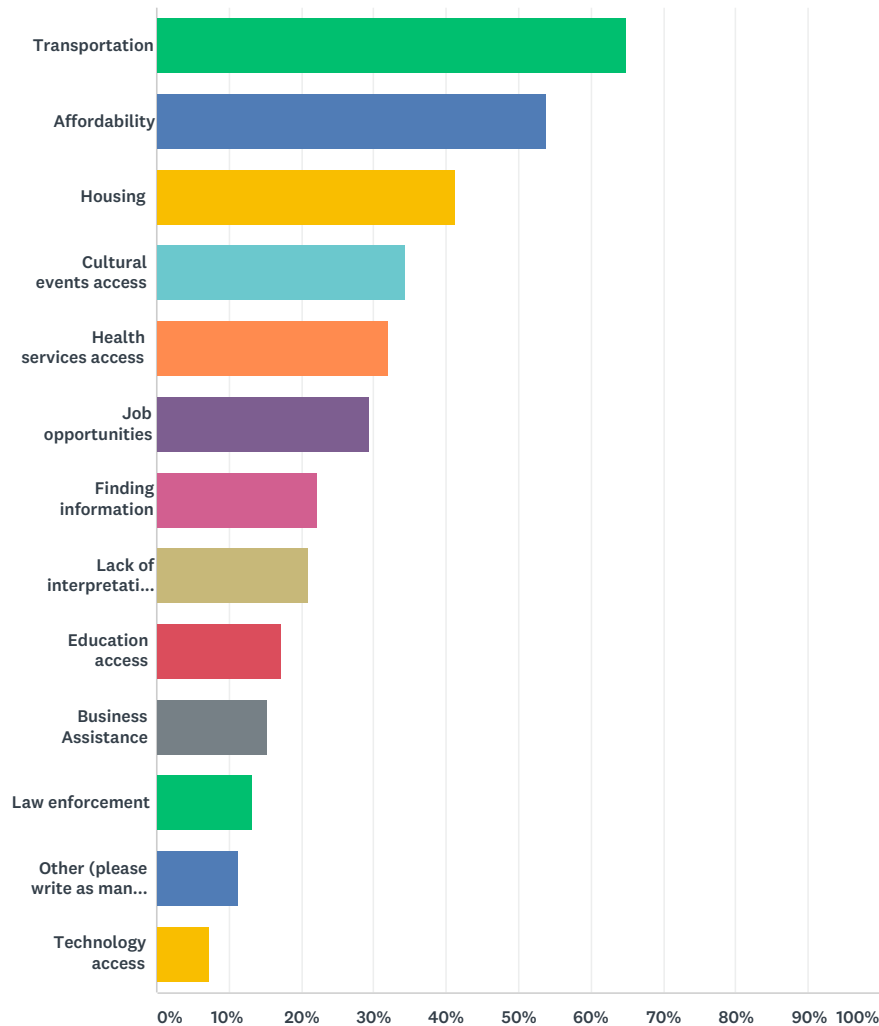


■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent
 ■ Don't Know

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW	TOTAL
This city of Austin as a place to live	0.25% 2	6.41% 52	23.92% 194	34.16% 277	30.58% 248	4.69% 38	811
The city of Austin as a place to raise children	0.37% 3	6.17% 50	20.10% 163	30.95% 251	29.35% 238	13.07% 106	811
The city of Austin as a place to work	0.74% 6	6.78% 55	22.69% 184	29.96% 243	28.48% 231	11.34% 92	811
The city of Austin as a place for small businesses	1.85% 15	6.29% 51	18.50% 150	21.95% 178	18.74% 152	32.68% 265	811
The city of Austin as a place to retire	4.69% 38	12.33% 100	20.84% 169	19.85% 161	14.80% 120	27.50% 223	811
The city of Austin as a place to enjoy arts and culture	2.47% 20	9.86% 80	21.09% 171	27.00% 219	25.28% 205	14.30% 116	811
Quality of life in the city of Austin	0.25% 2	7.64% 62	25.89% 210	32.68% 265	24.17% 196	9.37% 76	811
Quality of services provided by the city of Austin	2.22% 18	13.07% 106	32.06% 260	24.17% 196	14.80% 120	13.69% 111	811

## Q20 What are some of the major issues in your community? (Please check TOP FIVE)

Answered: 741 Skipped: 133



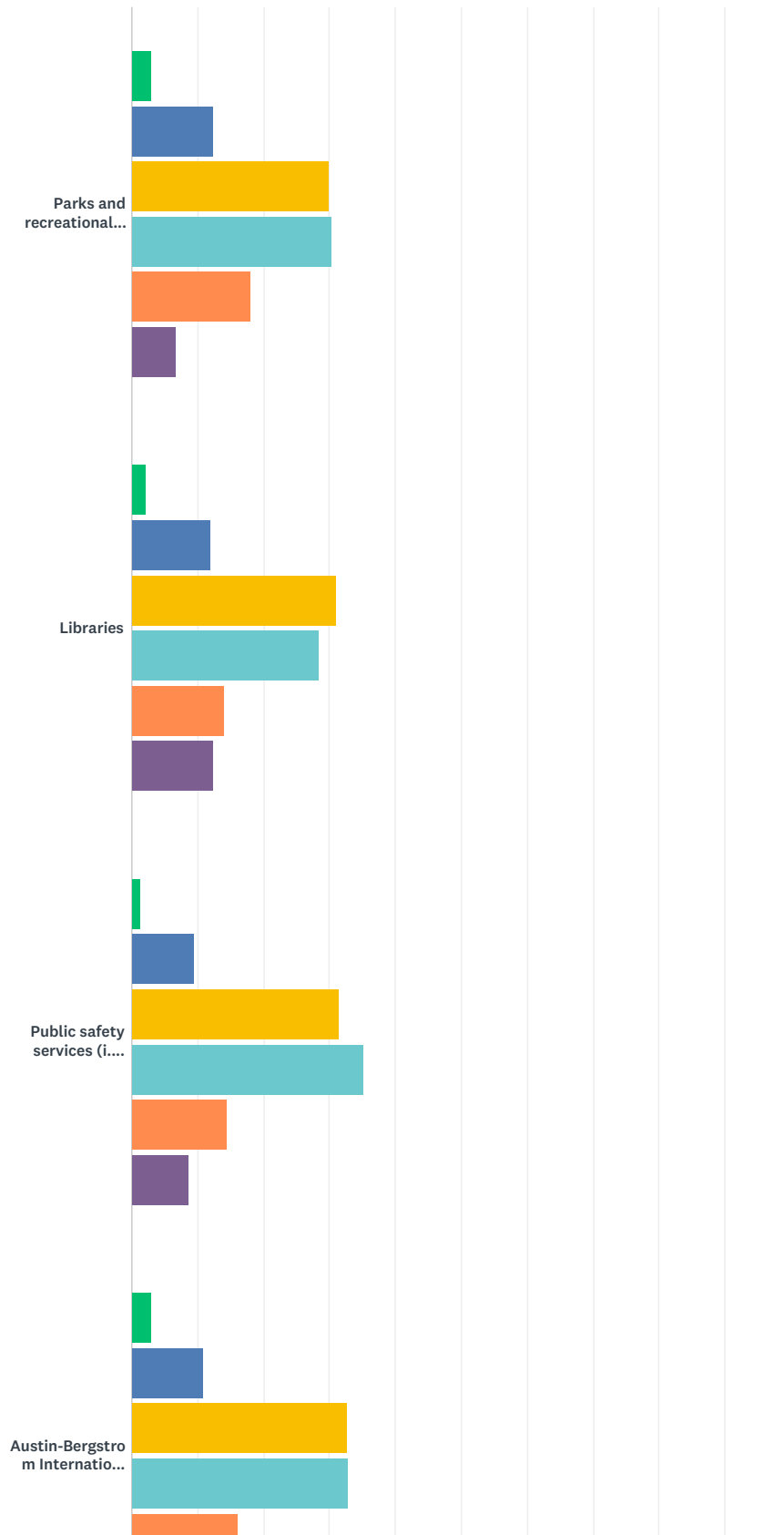
ANSWER CHOICES	RESPONSES	
Transportation	64.78%	480
Affordability	53.85%	399
Housing	41.30%	306
Cultural events access	34.28%	254
Health services access	31.98%	237
Job opportunities	29.28%	217
Finding information	22.27%	165
Lack of interpretation/translation	20.92%	155
Education access	17.14%	127
Business Assistance	15.25%	113
Law enforcement	13.23%	98
Other (please write as many as you want to add)	11.20%	83

## Asian American Quality of Life: Information Sources & City Services Survey

Technology access	7.42%	55
Total Respondents: 741		

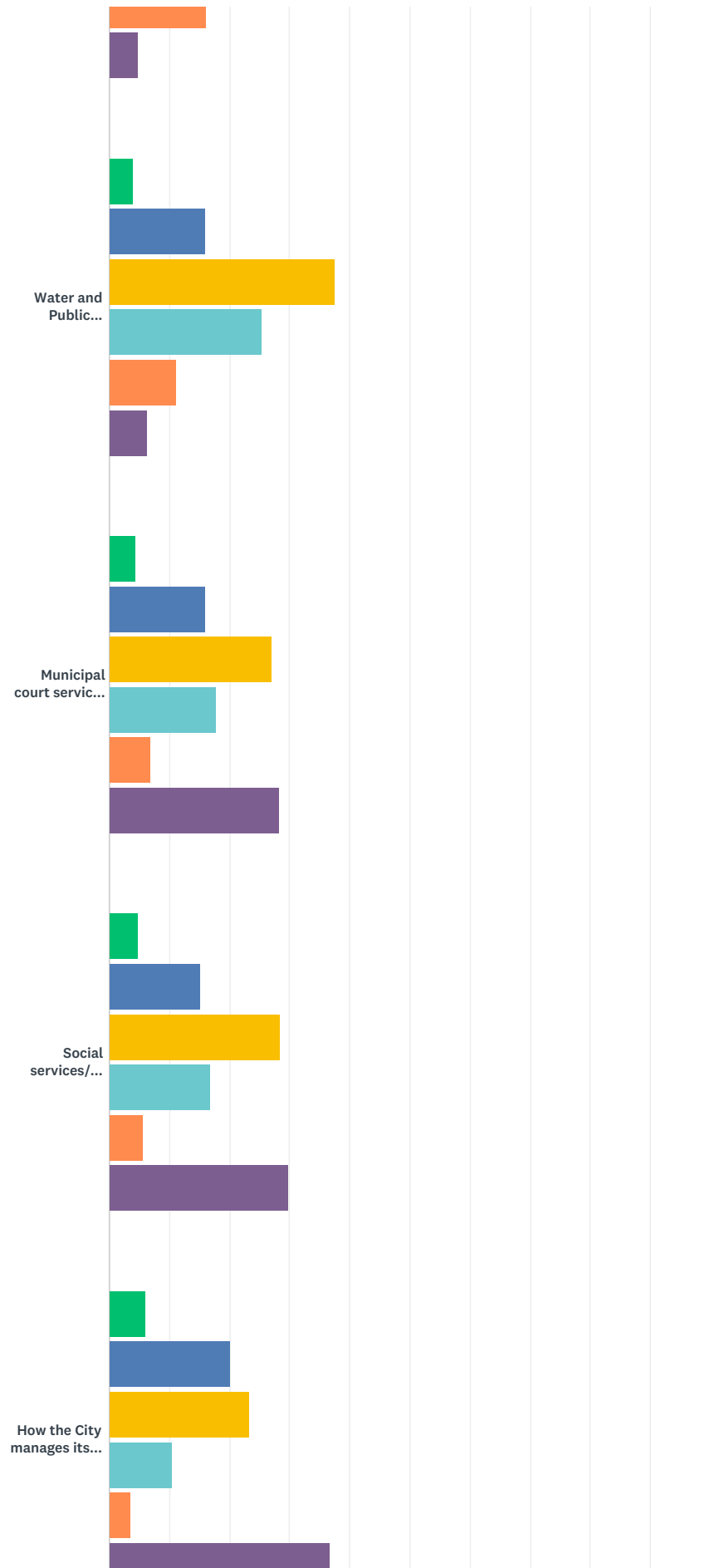
Q21 Below is a selected list of major city services. Please rate your satisfaction with each of the following.

Answered: 652 Skipped: 222

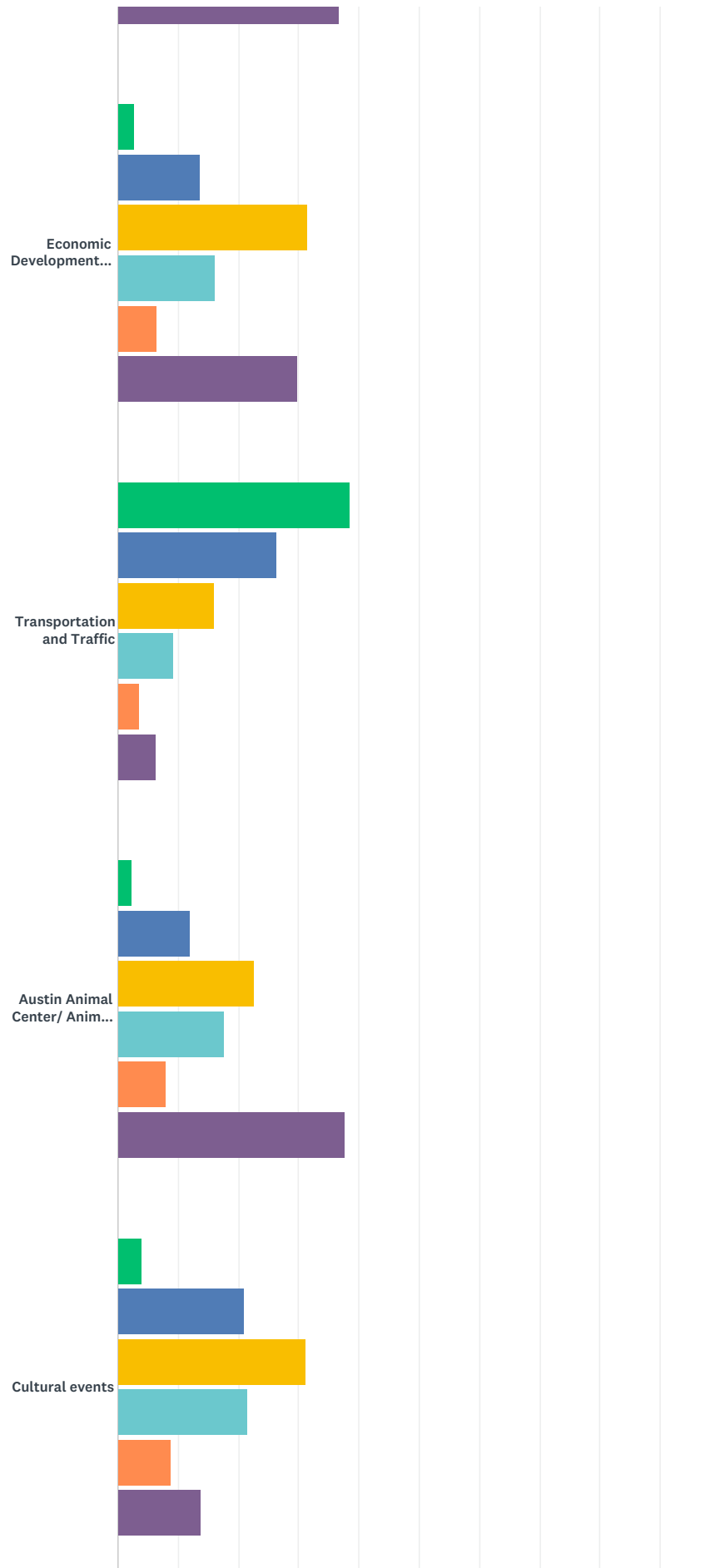




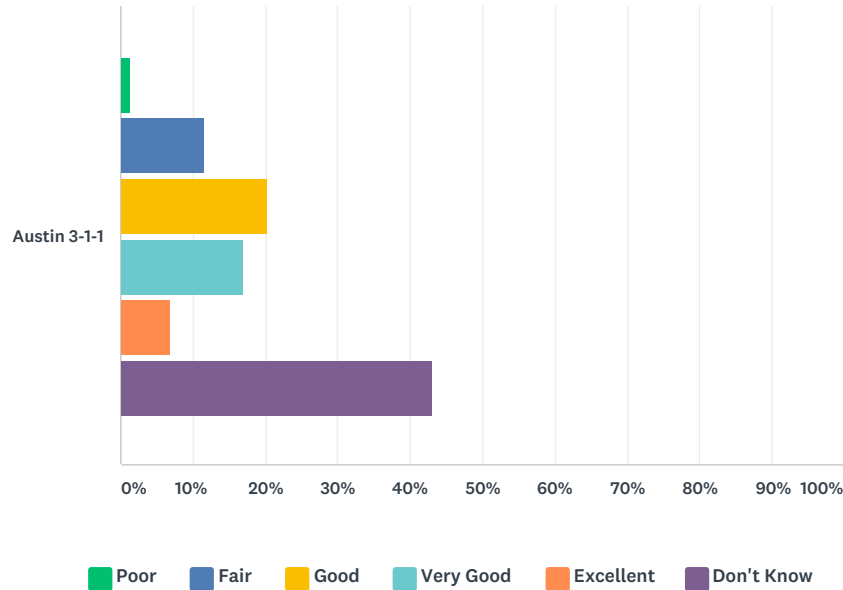
# Asian American Quality of Life: Information Sources & City Services Survey



# Asian American Quality of Life: Information Sources & City Services Survey



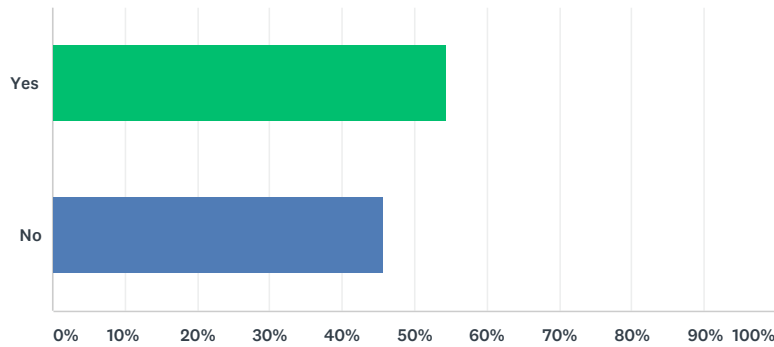
## Asian American Quality of Life: Information Sources & City Services Survey



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW	TOTAL
Parks and recreational services	2.83% 18	12.40% 79	29.83% 190	30.30% 193	18.05% 115	6.59% 42	637
Libraries	2.07% 13	11.96% 75	30.94% 194	28.55% 179	14.04% 88	12.44% 78	627
Public safety services (i.e. police, fire, and ambulance)	1.26% 8	9.48% 60	31.28% 198	35.07% 222	14.38% 91	8.53% 54	633
Austin-Bergstrom International Airport	2.85% 18	10.92% 69	32.59% 206	32.75% 207	16.14% 102	4.75% 30	632
Water and Public Utilities (i.e. Austin Energy)	3.99% 25	15.81% 99	37.38% 234	25.40% 159	11.18% 70	6.23% 39	626
Municipal court services (i.e. traffic, fine collection)	4.43% 27	15.90% 97	26.89% 164	17.70% 108	6.89% 42	28.20% 172	610
Social services/ public health services/ welfare provided by the City	4.73% 29	15.01% 92	28.38% 174	16.64% 102	5.55% 34	29.69% 182	613
How the City manages its budget	6.08% 37	20.03% 122	23.15% 141	10.51% 64	3.61% 22	36.62% 223	609
Economic Development activities	2.67% 16	13.52% 81	31.39% 188	16.19% 97	6.51% 39	29.72% 178	599
Transportation and Traffic	38.56% 241	26.40% 165	16.00% 100	9.28% 58	3.52% 22	6.24% 39	625
Austin Animal Center/ Animal Services	2.30% 14	12.01% 73	22.53% 137	17.60% 107	7.89% 48	37.66% 229	608
Cultural events	4.05% 25	20.87% 129	31.07% 192	21.52% 133	8.74% 54	13.75% 85	618
Austin 3-1-1	1.33% 8	11.48% 69	20.30% 122	16.97% 102	6.82% 41	43.09% 259	601

**Q22 Have you heard about the Asian American Resource Center (AARC) located in Austin on Cameron Road? (Please choose one)**

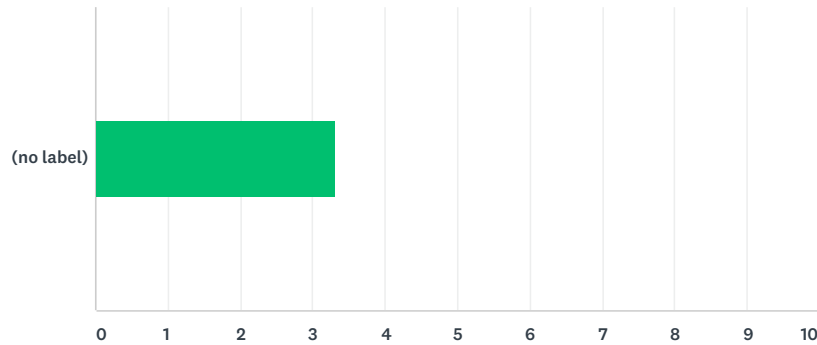
Answered: 802 Skipped: 72



ANSWER CHOICES		RESPONSES	
Yes		54.49%	437
No		45.51%	365
TOTAL			802

**Q23 In the past year, how often did you participate in Asian-specific activities and events in Austin? For example: music, dance, theater, film, etc. (Please choose one)**

Answered: 745 Skipped: 129



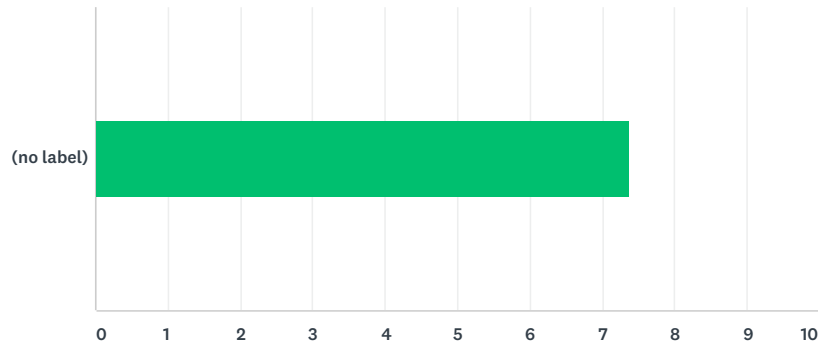
	NEVER 0	1	2	3	4	5	6	7	8	9	OFTEN 10	TOTAL	WEIGHTED AVERAGE
(no label)	28.32% 211	12.35% 92	11.68% 87	8.32% 62	5.10% 38	7.92% 59	5.91% 44	6.58% 49	4.30% 32	2.01% 15	7.52% 56	745	3.30

**Q24 What type of recreational activities would you like to have available?**  
For example: hiking, social events, ping pong, guided walks, line and ballroom dancing, bicycling, movies, computer/video games, photography, etc. (Please write)

Answered: 798   Skipped: 76

**Q25 How important is it to have culturally sensitive staff and/or interpretation/translation when the City of Austin is providing a service?  
(Please choose one)**

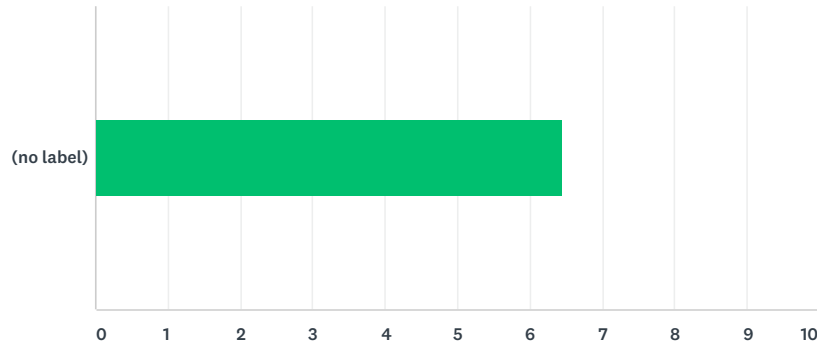
Answered: 797 Skipped: 77



	NOT IMPORTANT 0	1	2	3	4	5	6	7	8	9	VERY IMPORTANT 10	TOTAL	WEIGHTED AVERAGE
(no label)	3.39% 27	1.00% 8	1.63% 13	3.01% 24	3.39% 27	15.81% 126	5.52% 44	11.92% 95	10.66% 85	8.53% 68	35.13% 280	797	7.3

## Q26 How easily can you find food from your culture?

Answered: 592 Skipped: 282

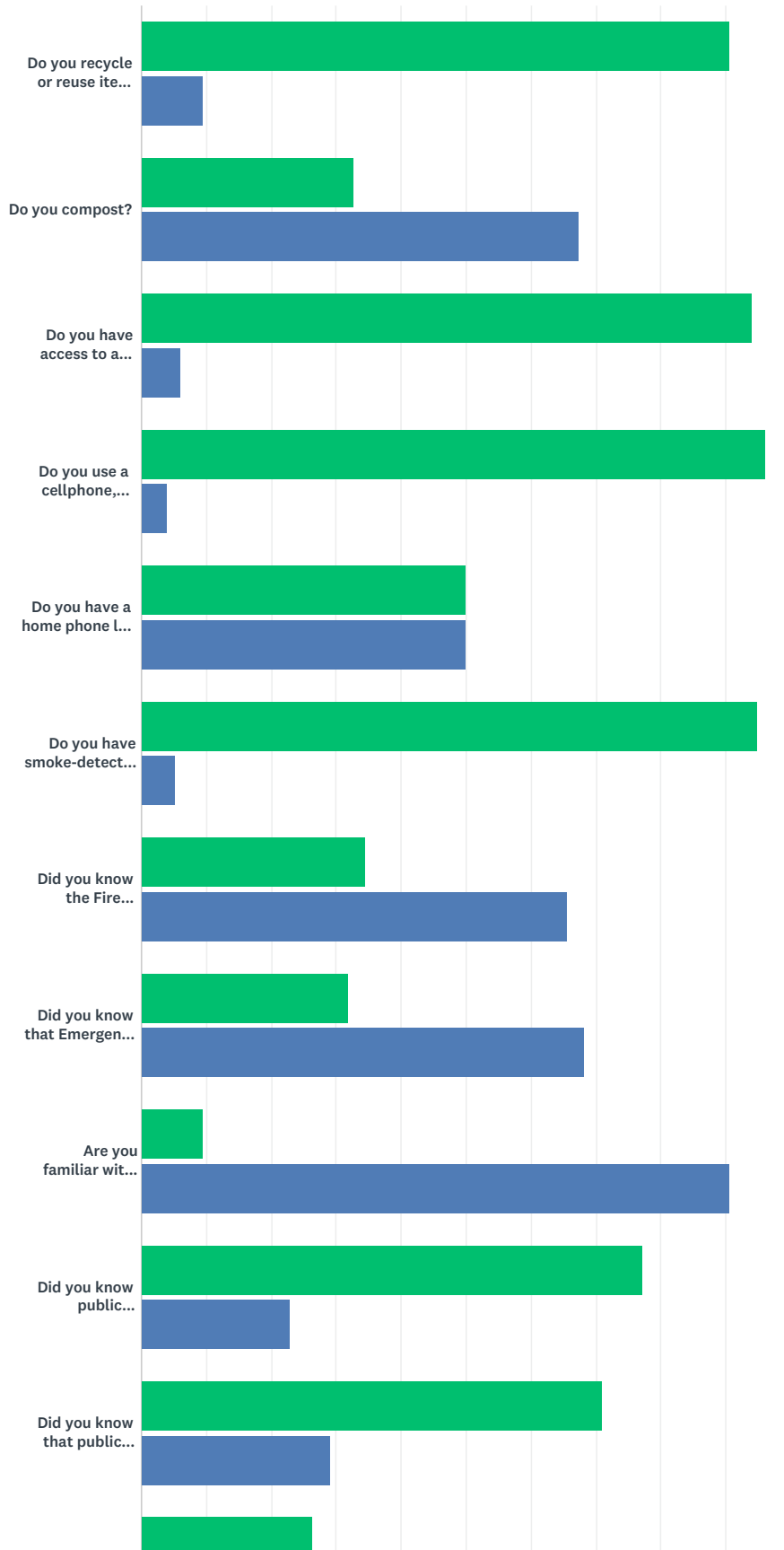


	VERY DIFFICULT 0	1	2	3	4	5	6	7	8	9	VERY EASY 10	TOTAL	WEIGHTED AVERAGE
(no label)	2.87% 17	2.20% 13	4.90% 29	6.42% 38	6.42% 38	12.67% 75	9.63% 57	13.18% 78	17.23% 102	8.45% 50	16.05% 95	592	6.45

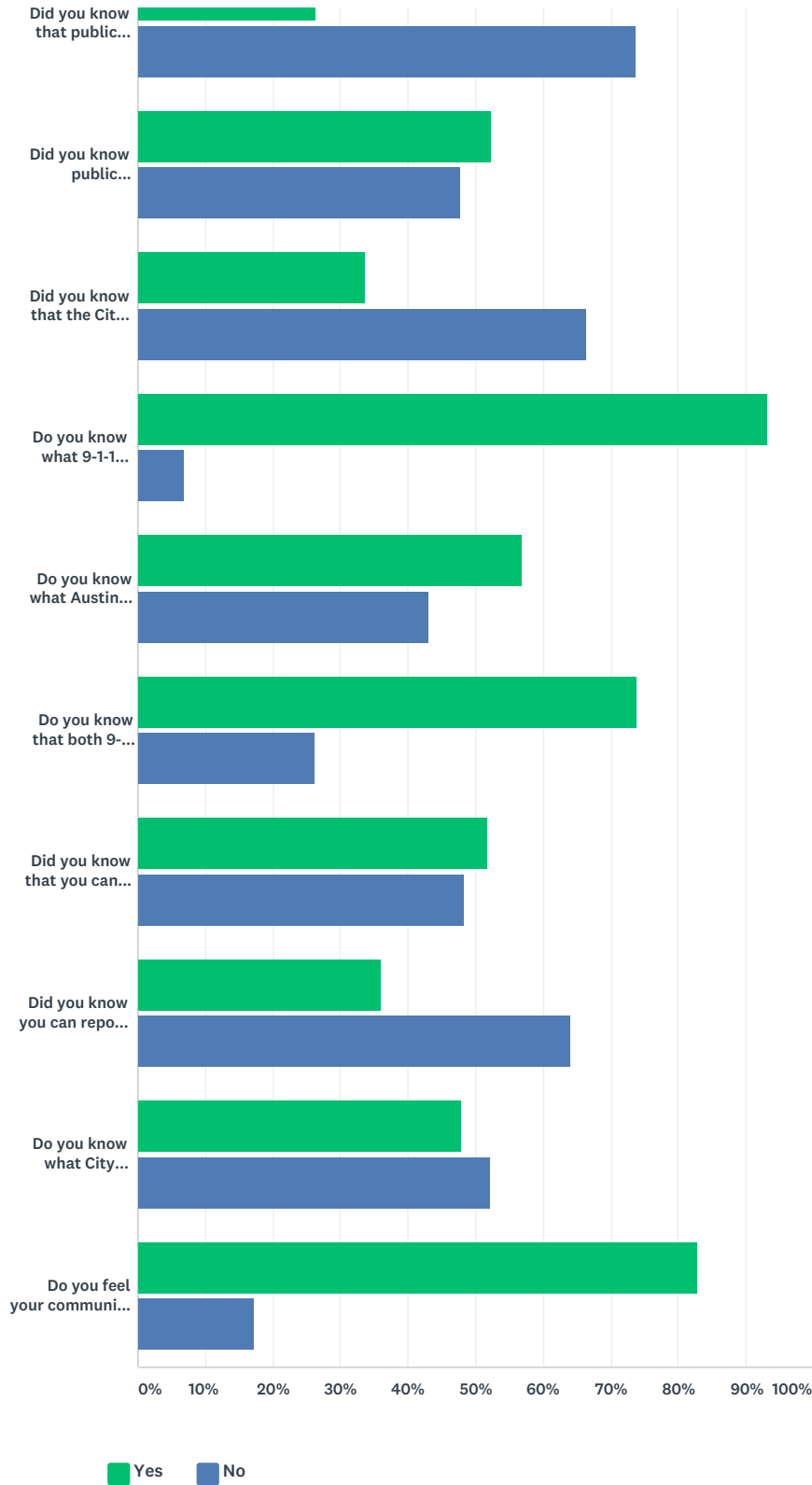


Q27 Below is a list of questions (Please answer yes or no)

Answered: 645 Skipped: 229



## Asian American Quality of Life: Information Sources & City Services Survey



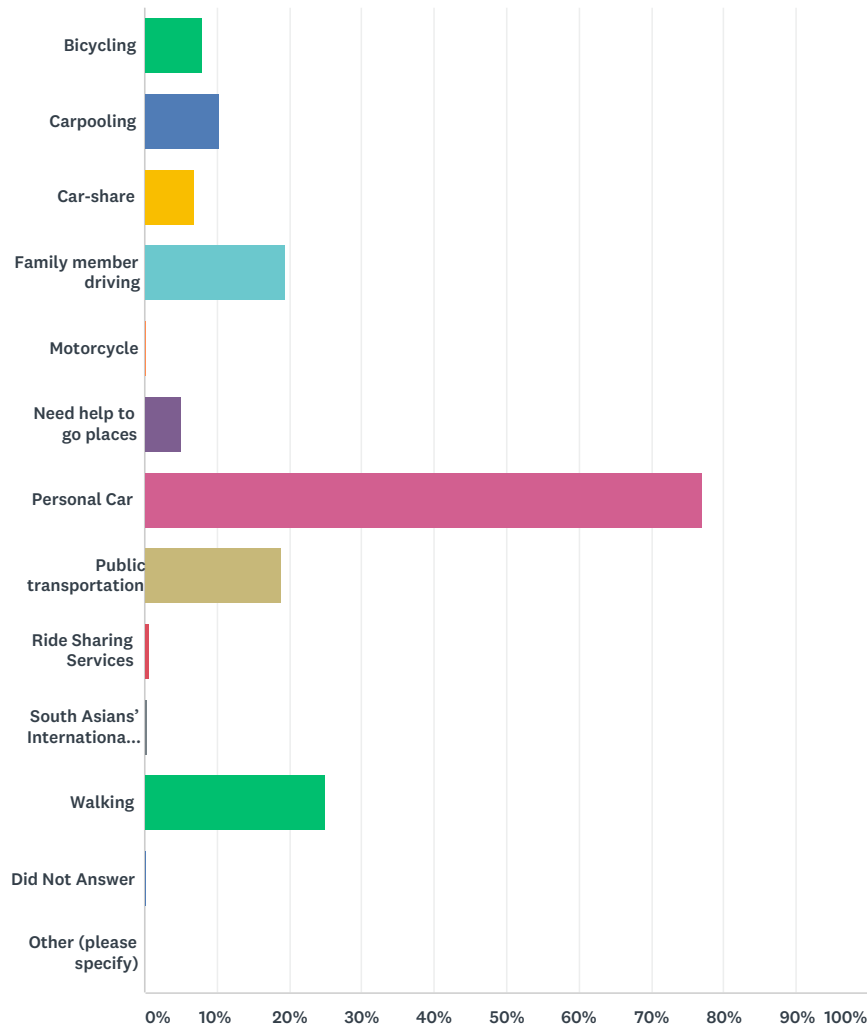
	YES	NO	TOTAL
Do you recycle or reuse items in your household?	90.68% 574	9.32% 59	633
Do you compost?	32.63% 202	67.37% 417	619
Do you have access to a computer and Internet?	93.86% 596	6.14% 39	635

## Asian American Quality of Life: Information Sources & City Services Survey

Do you use a cellphone, smartphone, or other mobile devices?	96.05% 608	3.95% 25	633
Do you have a home phone line (wired, landline)?	50.08% 317	49.92% 316	633
Do you have smoke-detection alarms in your home?	94.74% 594	5.26% 33	627
Did you know the Fire Department provides free smoke-detection alarms for your home?	34.51% 215	65.49% 408	623
Did you know that Emergency Medical Services (EMS) offers a variety of free injury prevention classes (e.g., child passenger and infant safety education, CPR training, etc.)?	31.79% 199	68.21% 427	626
Are you familiar with the "New Immigrant Project" offered at Austin libraries?	9.49% 59	90.51% 563	622
Did you know public libraries offer free access to computers and WiFi?	77.24% 475	22.76% 140	615
Did you know that public libraries have newspapers, books, videos, movies, magazines and/or any other materials in some Asian languages?	70.95% 447	29.05% 183	630
Did you know that public libraries provide free citizenship classes?	26.43% 166	73.57% 462	628
Did you know public libraries have many resources available to learn English and other languages?	52.40% 327	47.60% 297	624
Did you know that the City offers small-business assistance services?	33.60% 209	66.40% 413	622
Do you know what 9-1-1 service is?	93.00% 585	7.00% 44	629
Do you know what Austin 3-1-1 service is?	56.91% 354	43.09% 268	622
Do you know that both 9-1-1 and Austin 3-1-1 are free to the community?	73.89% 450	26.11% 159	609
Did you know that you can report any emergency situations in any language by calling 9-1-1?	51.70% 320	48.30% 299	619
Did you know you can report any non-emergency situation in any language by dialing 3-1-1?	36.07% 224	63.93% 397	621
Do you know what City Council district you live in?	47.82% 296	52.18% 323	619
Do you feel your community can depend on services from the Austin Fire Department, Austin Police Department, and/or any other emergency services?	82.77% 514	17.23% 107	621

## Q28 Which modes of transportation do you use? (Please check all that apply)

Answered: 640 Skipped: 234



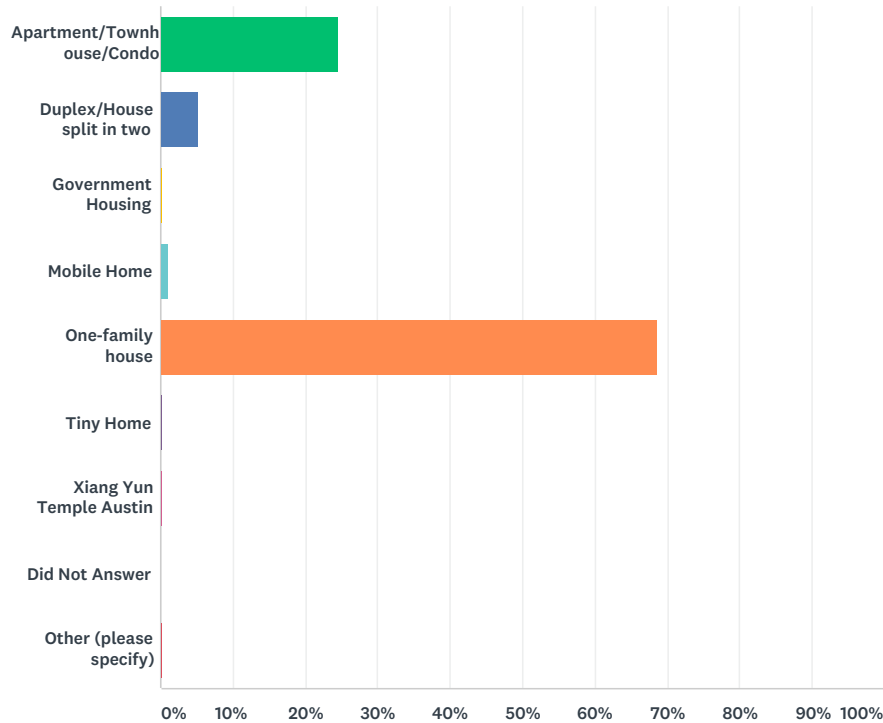
ANSWER CHOICES	RESPONSES	
Bicycling	7.97%	51
Carpooling	10.16%	65
Car-share	6.88%	44
Family member driving	19.53%	125
Motorcycle	0.16%	1
Need help to go places	5.00%	32
Personal Car	77.03%	493
Public transportation	18.91%	121
Ride Sharing Services	0.63%	4
South Asians' International Volunteer Association (SAIVA)	0.47%	3
Walking	24.84%	159
Did Not Answer	0.31%	2

## Asian American Quality of Life: Information Sources & City Services Survey

Other (please specify)	0.00%	0
Total Respondents: 640		

## Q29 What kind of housing do you live in? (Please choose one)

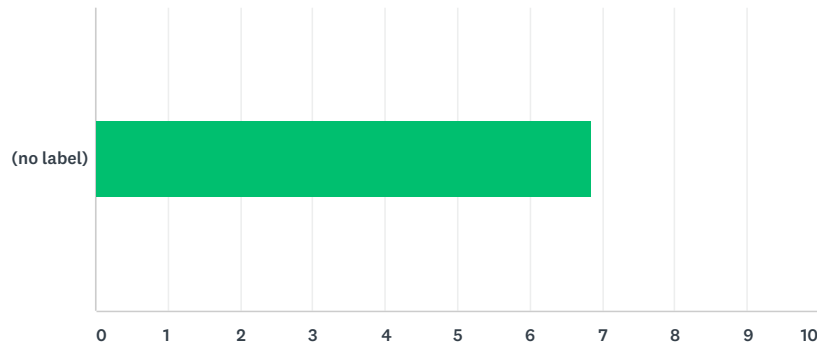
Answered: 635 Skipped: 239



ANSWER CHOICES	RESPONSES	
Apartment/Townhouse/Condo	24.57%	156
Duplex/House split in two	5.20%	33
Government Housing	0.16%	1
Mobile Home	0.94%	6
One-family house	68.66%	436
Tiny Home	0.16%	1
Xiang Yun Temple Austin	0.16%	1
Did Not Answer	0.00%	0
Other (please specify)	0.16%	1
<b>TOTAL</b>		<b>635</b>

### Q30 Can you easily pay for your monthly housing costs including utilities? (Please choose one)

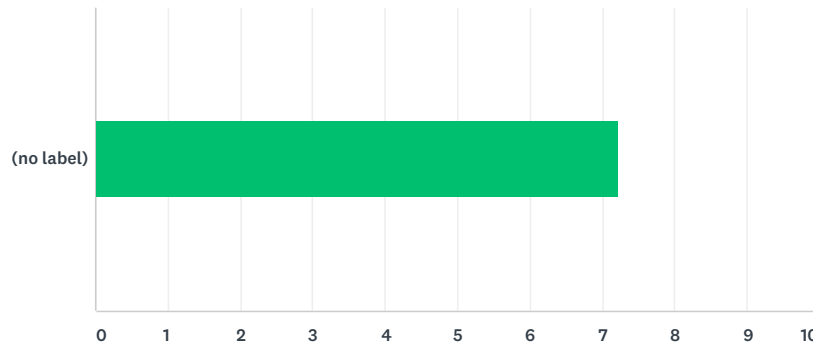
Answered: 612 Skipped: 262



	VERY DIFFICULT 0	1	2	3	4	5	6	7	8	9	VERY EASY 10	TOTAL	WEIGHTED AVERAGE
(no label)	4.41% 27	2.61% 16	3.59% 22	4.08% 25	3.76% 23	10.95% 67	8.82% 54	10.95% 67	16.50% 101	11.93% 73	22.39% 137	612	6.85

### Q31 How satisfied are you with your current housing condition? (Please choose one)

Answered: 625 Skipped: 249

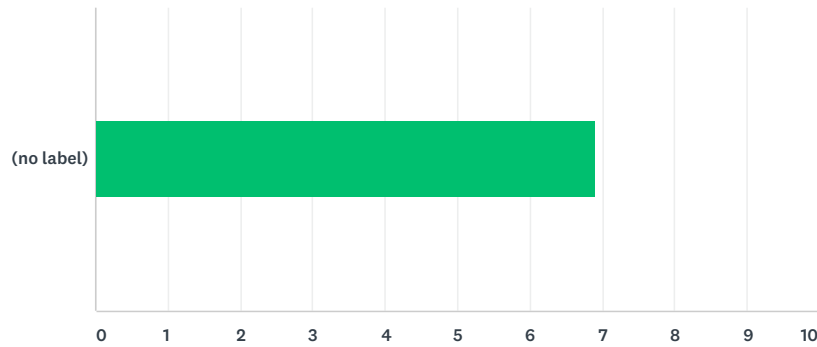


	NOT AT ALL 0	1	2	3	4	5	6	7	8	9	VERY MUCH 10	TOTAL	WEIGHTED AVERAGE
(no label)	2.08% 13	0.80% 5	2.88% 18	3.52% 22	3.52% 22	10.40% 65	9.44% 59	12.00% 75	20.64% 129	14.40% 90	20.32% 127	625	7.22



### Q32 How would you rate your level of familiarity with the culture and custom of mainstream America? (Please choose one)

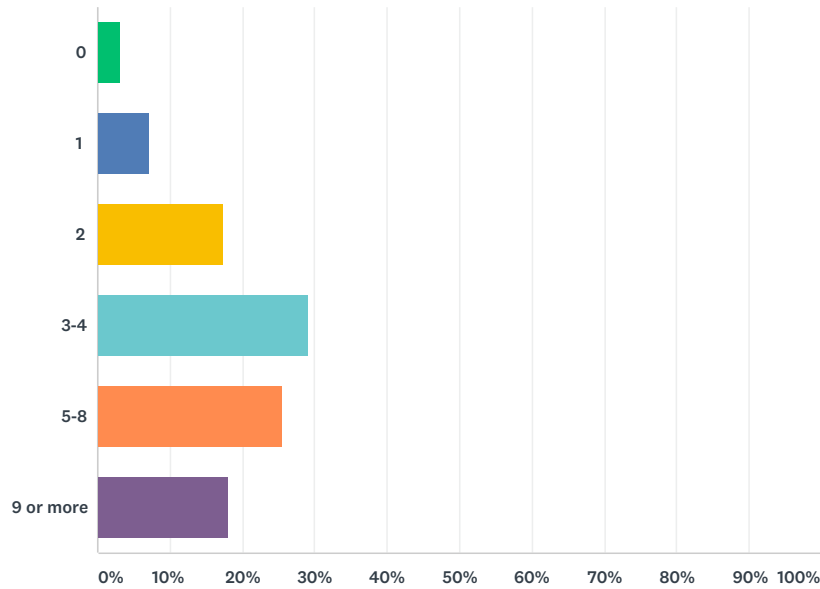
Answered: 614 Skipped: 260



	VERY LOW 0	1	2	3	4	5	6	7	8	9	VERY HIGH 10	TOTAL	WEIGHTED AVERAGE
(no label)	1.79% 11	1.14% 7	1.47% 9	5.86% 36	5.70% 35	13.03% 80	11.73% 72	11.56% 71	17.92% 110	11.40% 70	18.40% 113	614	6.91

**Q33 Thinking about your friends, families and/or relatives...How many friends, families and/or relatives do you feel close to such that you could call on them for help?**

Answered: 625 Skipped: 249



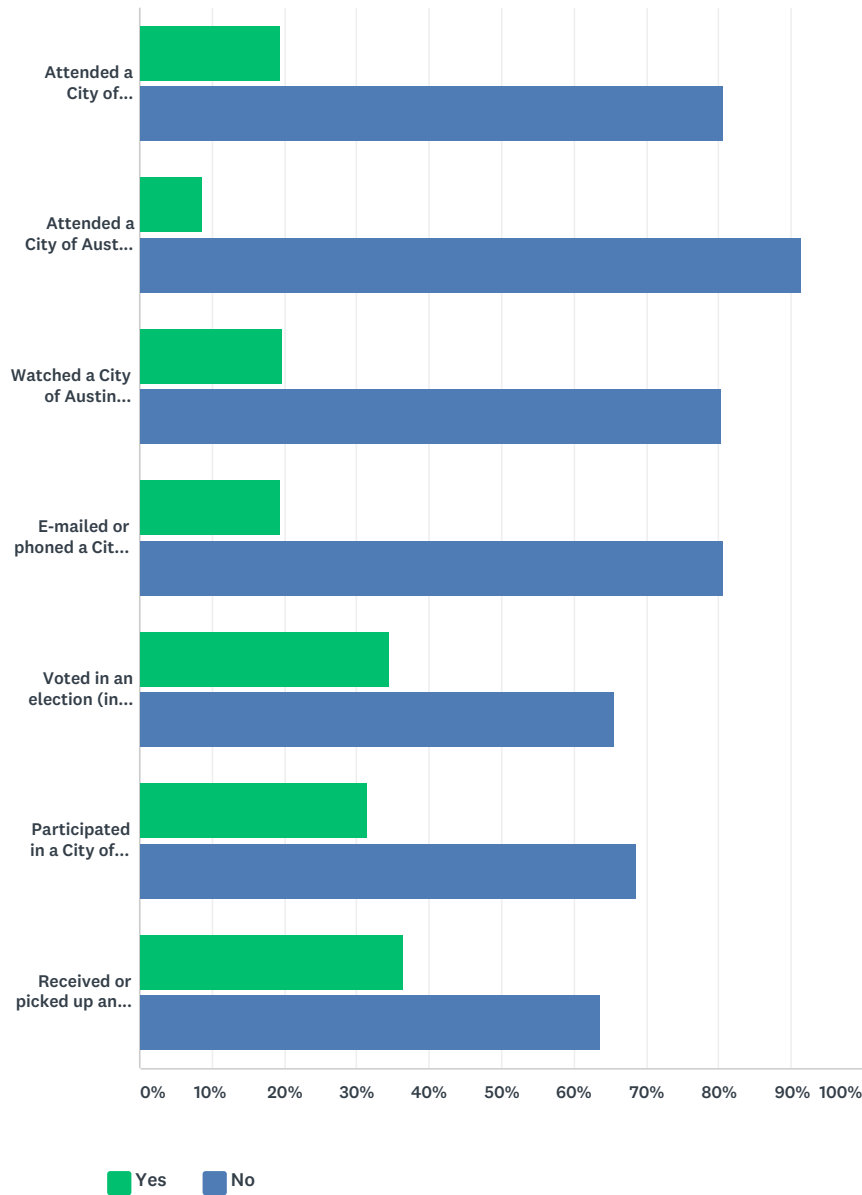
ANSWER CHOICES	RESPONSES	
0	3.04%	19
1	7.04%	44
2	17.28%	108
3-4	29.12%	182
5-8	25.44%	159
9 or more	18.08%	113
TOTAL		625

**Q34 If the City of Austin could do one (1) thing to make your life better, what would that be? (Please write)**

Answered: 792   Skipped: 82

Q35 Please indicate if you have done any of the following during the past 12 months. (Please choose one)

Answered: 790 Skipped: 84



	YES	NO	TOTAL
Attended a City of Austin-hosted public/community meeting	19.37% 153	80.63% 637	790
Attended a City of Austin Council meeting in person	8.48% 67	91.52% 723	790
Watched a City of Austin Council meeting on TV or Web (online)	19.62% 155	80.38% 635	790
E-mailed or phoned a City of Austin official or staff person	19.49% 154	80.51% 636	790
Voted in an election (in the past 24 months)	34.43% 272	65.57% 518	790
Participated in a City of Austin survey or focus group (online or in person)	31.39% 248	68.61% 542	790

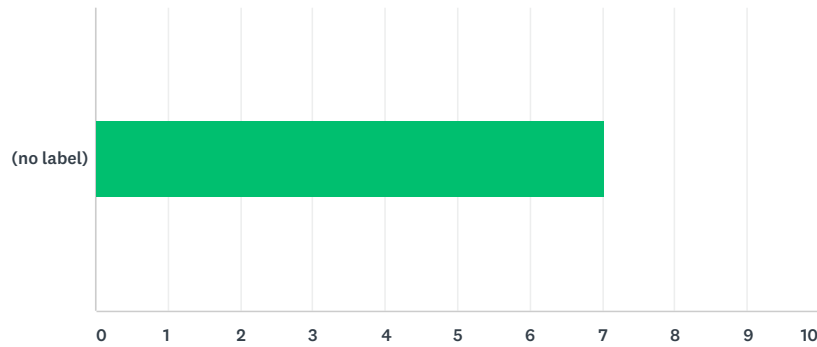
## Asian American Quality of Life: Information Sources & City Services Survey

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Received or picked up any printed materials or brochures from the City of Austin	36.33%	63.67%	
	287	503	790

### Q36 How interested are you in keeping informed about City events and City government? (Please choose one)

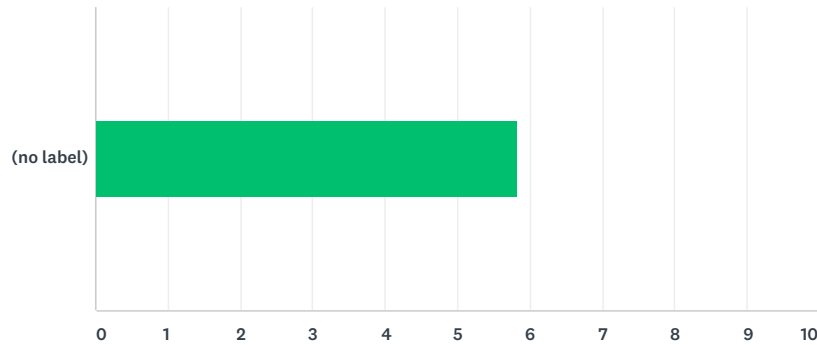
Answered: 715 Skipped: 159



	NOT INTERESTED 0	1	2	3	4	5	6	7	8	9	VERY INTERESTED 10	TOTAL
(no label)	3.22% 23	0.98% 7	2.24% 16	2.52% 18	4.34% 31	12.59% 90	11.47% 82	14.55% 104	16.22% 116	10.21% 73	21.68% 155	715

**Q37 In general, how satisfied are you with the City of Austin government efforts to keep you informed about City services, issues, and programs?  
(Please choose one)**

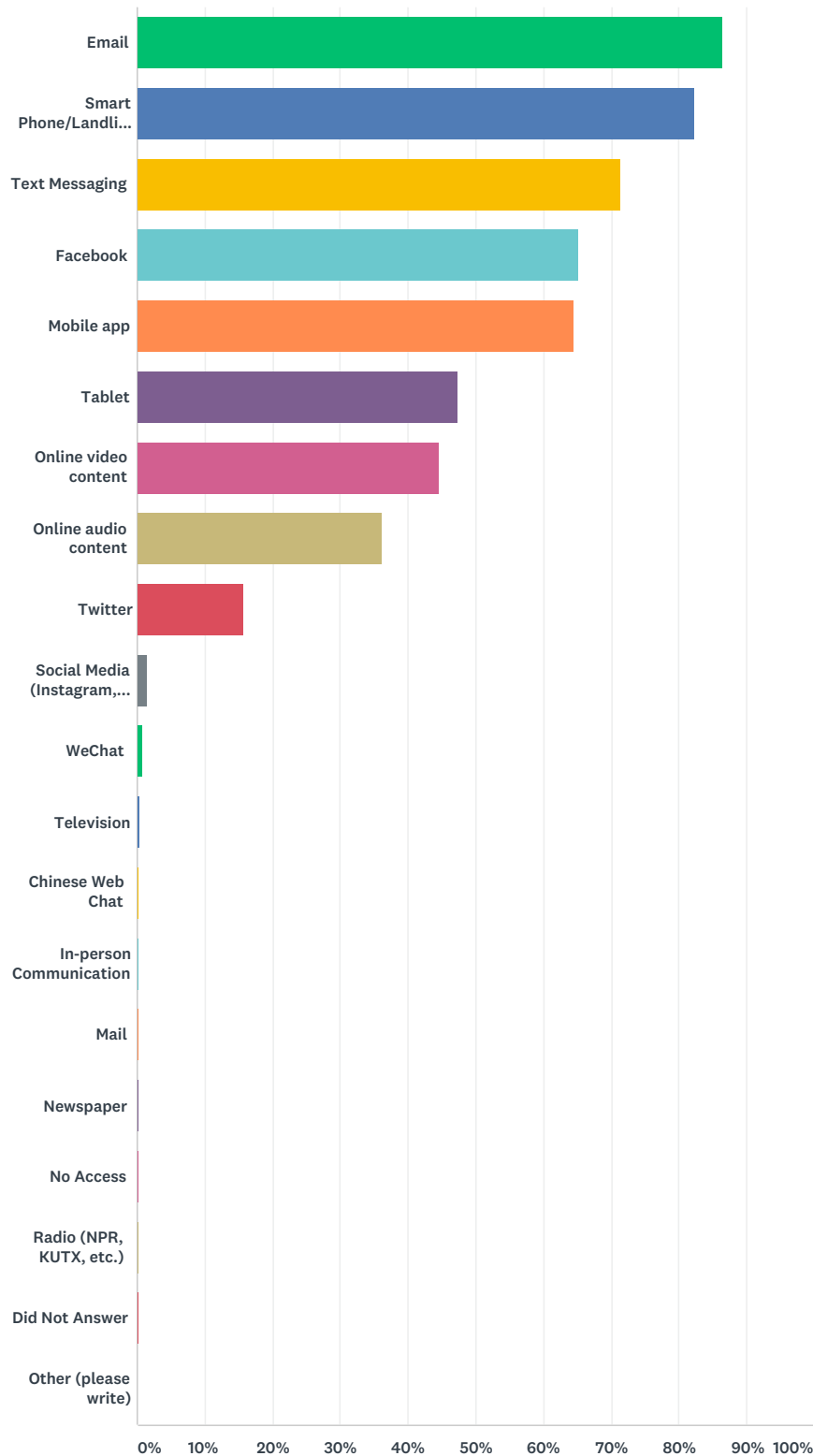
Answered: 573 Skipped: 301



	VERY DISSATISFIED 0	1	2	3	4	5	6	7	8	9	VERY SATISFIED 10	TOTAL	WEIGHT AVERAGE
(no label)	1.57% 9	1.92% 11	4.36% 25	4.89% 28	8.73% 50	22.69% 130	17.10% 98	16.40% 94	13.96% 80	4.54% 26	3.84% 22	573	5

### Q38 Which of the following have you used during the last week? (Check all that apply)

Answered: 585 Skipped: 289



#### ANSWER CHOICES

#### RESPONSES

Email

86.32%

505

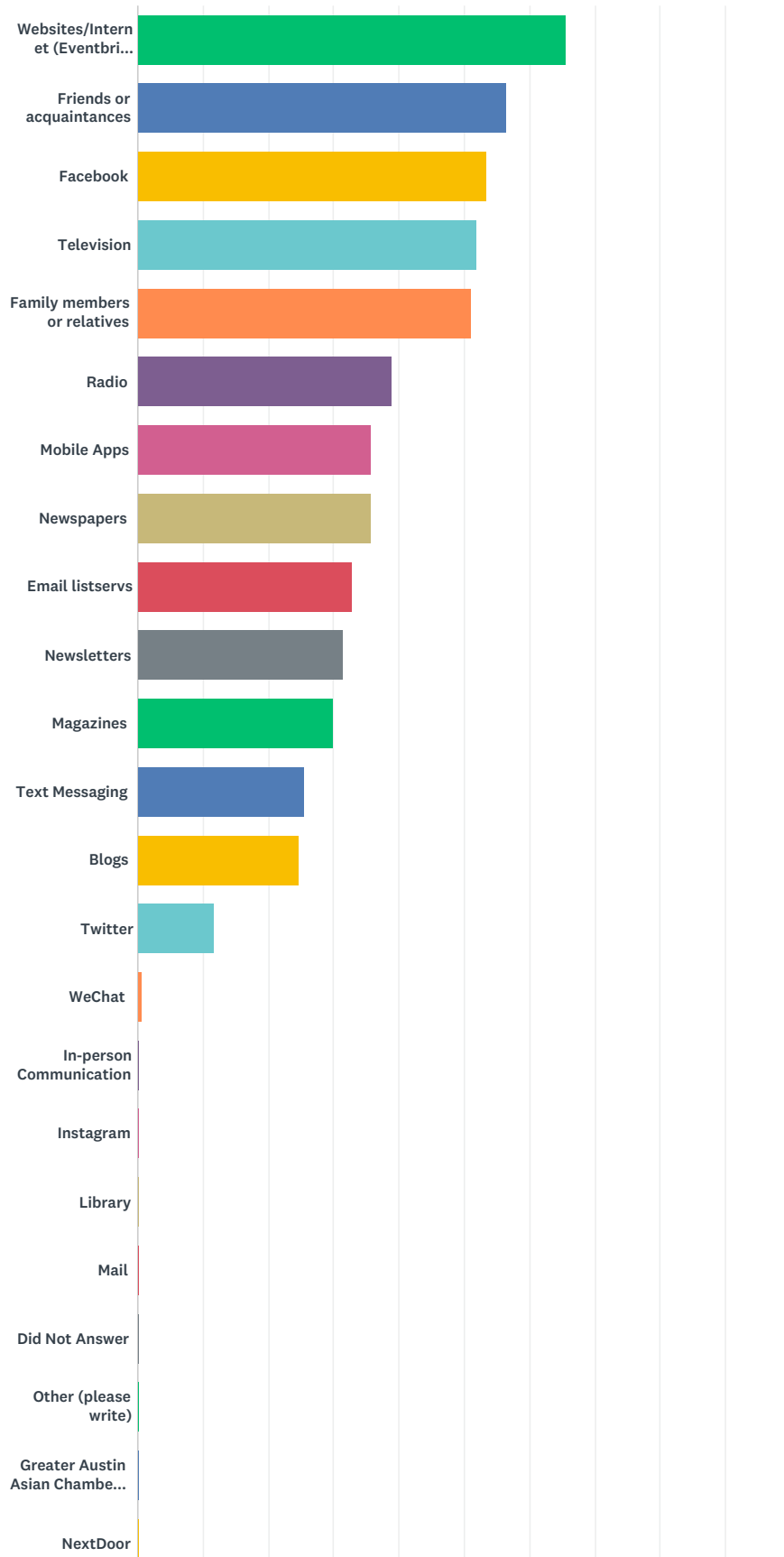


## Asian American Quality of Life: Information Sources & City Services Survey

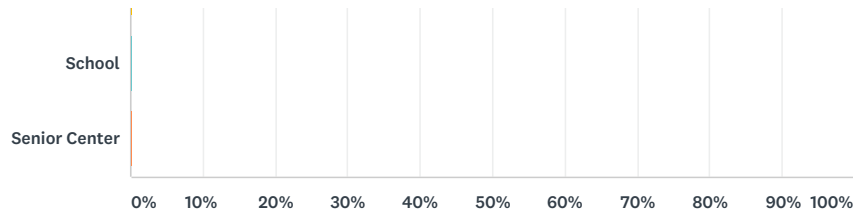
Smart Phone/Landline Phone	82.22%	481
Text Messaging	71.28%	417
Facebook	65.13%	381
Mobile app	64.44%	377
Tablet	47.18%	276
Online video content	44.62%	261
Online audio content	36.24%	212
Twitter	15.73%	92
Social Media (Instagram, LinkedIn, Pinterest, Skype, Snapchat, WhatsApp, etc.)	1.37%	8
WeChat	0.85%	5
Television	0.51%	3
Chinese Web Chat	0.17%	1
In-person Communication	0.17%	1
Mail	0.17%	1
Newspaper	0.17%	1
No Access	0.17%	1
Radio (NPR, KUTX, etc.)	0.17%	1
Did Not Answer	0.17%	1
Other (please write)	0.00%	0
Total Respondents: 585		

### Q39 Where do you get information? (Please check all the apply)

Answered: 711 Skipped: 163



## Asian American Quality of Life: Information Sources & City Services Survey



ANSWER CHOICES	RESPONSES	
Websites/Internet (Eventbrite, Austin Monitor, Epoch Times, etc.)	65.40%	465
Friends or acquaintances	56.40%	401
Facebook	53.45%	380
Television	51.90%	369
Family members or relatives	51.05%	363
Radio	38.96%	277
Mobile Apps	35.86%	255
Newspapers	35.72%	254
Email listservs	32.91%	234
Newsletters	31.36%	223
Magazines	29.96%	213
Text Messaging	25.60%	182
Blogs	24.75%	176
Twitter	11.81%	84
WeChat	0.70%	5
In-person Communication	0.28%	2
Instagram	0.28%	2
Library	0.28%	2
Mail	0.28%	2
Did Not Answer	0.28%	2
Other (please write)	0.28%	2
Greater Austin Asian Chamber of Commerce (GAACC)	0.14%	1
NextDoor	0.14%	1
School	0.14%	1
Senior Center	0.14%	1
Total Respondents: 711		

**Q40 Tell us what newspapers, publications or blogs do you read? Radio or TV shows you listen? Or Mobile Apps you use for information? (For example: TODO Magazine, TV Asia, World Journal News, the Austin Chronicle, NextDoor, etc.) (Please write)**

Answered: 784 Skipped: 90

**Q41 What is your most preferred type of communication for information?  
(Please write)**

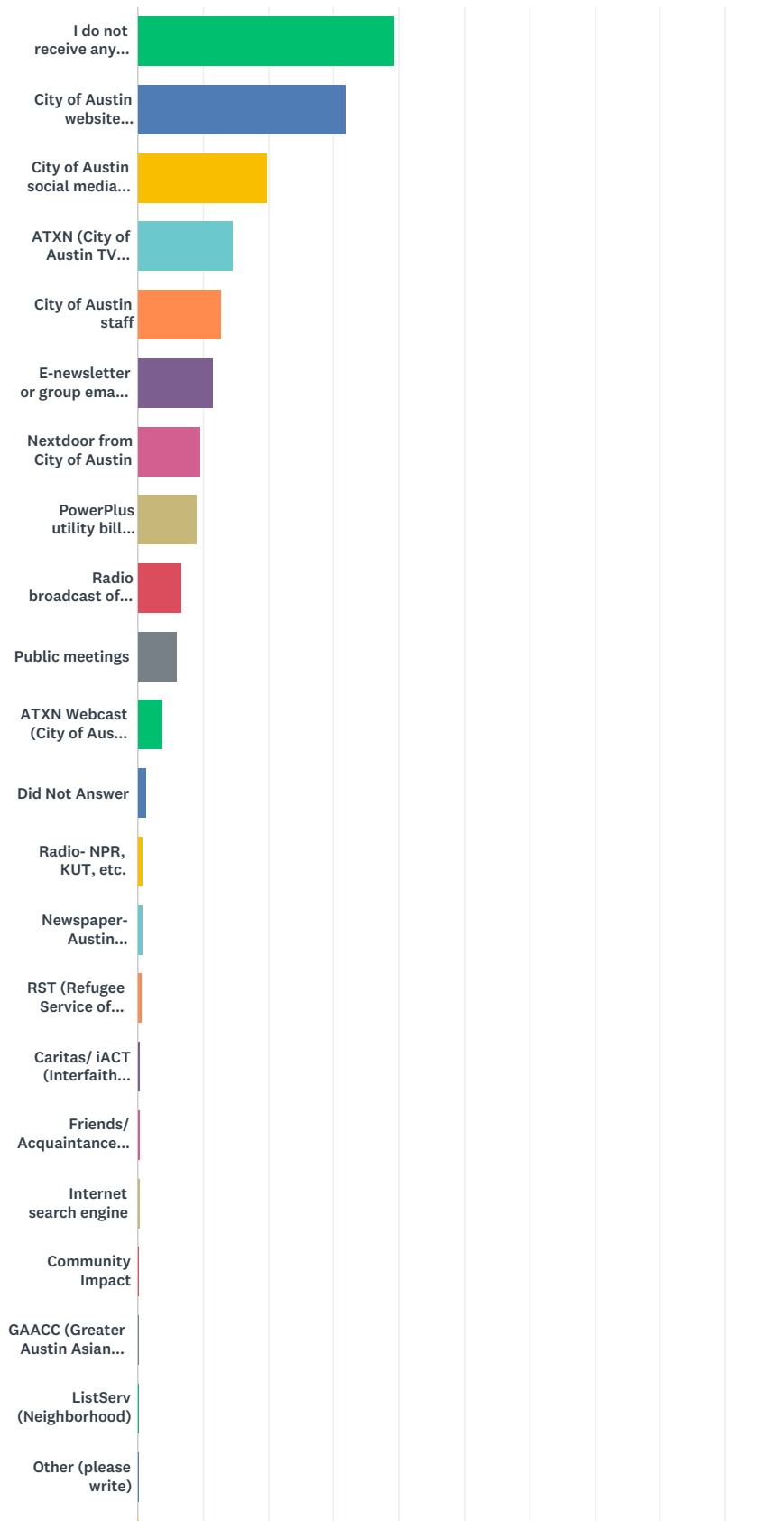
Answered: 783   Skipped: 91

**Q42 In what language(s) do you prefer to receive information from the City? (Please write)**

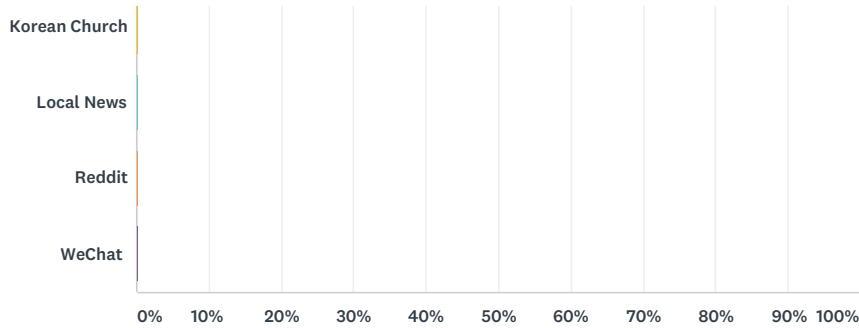
Answered: 782   Skipped: 92

## Q43 Where do you get information from the City of Austin? (Please check all that apply)

Answered: 782 Skipped: 92



## Asian American Quality of Life: Information Sources & City Services Survey

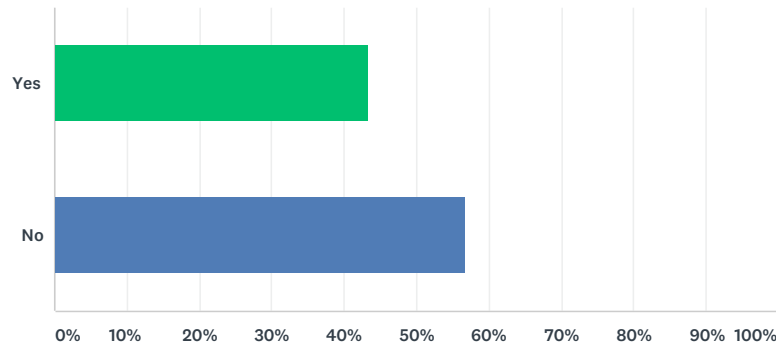


ANSWER CHOICES	RESPONSES	
I do not receive any information from the City of Austin	39.26%	307
City of Austin website (www.austintexas.gov)	31.71%	248
City of Austin social media (Facebook, Twitter, Instagram, YouTube)	19.95%	156
ATXN (City of Austin TV Channel)	14.58%	114
City of Austin staff	12.66%	99
E-newsletter or group email from the City	11.51%	90
Nextdoor from City of Austin	9.59%	75
PowerPlus utility bill newsletter	9.08%	71
Radio broadcast of City Council meeting at KAZI 88.7	6.78%	53
Public meetings	6.01%	47
ATXN Webcast (City of Austin live stream and playback video)	3.84%	30
Did Not Answer	1.28%	10
Radio- NPR, KUT, etc.	0.90%	7
Newspaper- Austin Statesman, etc.	0.77%	6
RST (Refugee Service of Texas)	0.64%	5
Caritas/ iACT (Interfaith Action of Central Texas)	0.38%	3
Friends/ Acquaintances/ Neighbor	0.38%	3
Internet search engine	0.38%	3
Community Impact	0.26%	2
GAACC (Greater Austin Asian Chamber of Commerce)	0.26%	2
ListServ (Neighborhood)	0.26%	2
Other (please write)	0.26%	2
Korean Church	0.13%	1
Local News	0.13%	1
Reddit	0.13%	1
WeChat	0.13%	1
Total Respondents: 782		



## Q44 Have you visited the City of Austin's website during the past 6 months? (Please choose one)

Answered: 597 Skipped: 277



ANSWER CHOICES	RESPONSES	
Yes	43.38%	259
No	56.62%	338
TOTAL		597

**Q45 Name your preferred media outlet/resource for news (TV, radio, newspaper, online)? (Please write)**

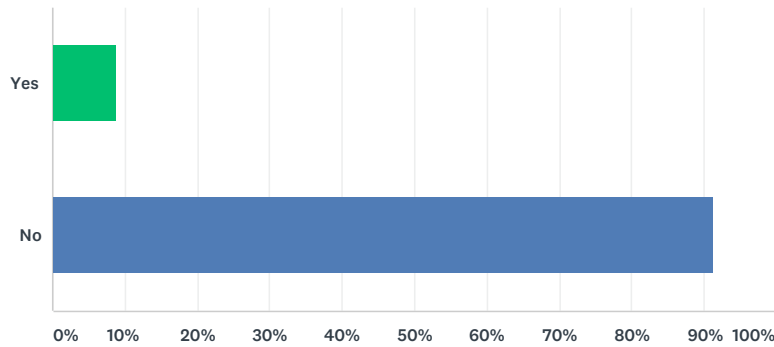
Answered: 554   Skipped: 320

**Q46 IF YOU KNOW....Please list leaders in your ethnic community.  
Include their name and what they do. (Please list no more than two  
leaders)**

Answered: 156   Skipped: 718

Q47 Have you recently completed another Asian American Quality of Life survey? (Please choose one)

Answered: 637 Skipped: 237



ANSWER CHOICES	RESPONSES	
Yes	8.79%	56
No	91.21%	581
TOTAL		637

**Q48 Are you willing to be contacted for a follow-up to further help the City of Austin? If yes, please leave your contact information (email address or phone number) below. It will be kept confidential.**

Answered: 330   Skipped: 544

ANSWER CHOICES	RESPONSES	
Email	82.42%	272
Phone Number	66.06%	218