The background of the cover features a photograph of the Austin, Texas skyline at sunset. In the foreground, the Colorado River is visible with several people in small boats. A large, stylized graphic element consisting of two overlapping triangles, one light blue and one dark blue, cuts across the center of the image.

# Austin, Texas

## 2023 City of Austin Community Survey Findings Report

Submitted to Austin, Texas by:

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## Executive Summary

# 2023 Austin, Texas Community Survey

## Executive Summary



### Purpose

ETC Institute administered the community survey for the City of Austin, Texas in the fall of 2023. The survey assesses Austin resident's satisfaction with the delivery of major City Services and will be used to help determine priorities for the community as part of the City's ongoing planning process.

### Methodology

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Austin. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database.

ETC Institute followed-up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation. This year, ETC offered the option for those who completed the survey to enter a random drawing for chance to win a \$500 gift card to incentivize completions.

The goal was to obtain completed surveys from at least 2,000 residents with a minimum of 200 per council district. This goal was exceeded, with a total of 2,095 residents completing the survey. The overall results for the sample of 2,095 households have a precision of at least +/-2.2% at the 95% level of confidence. To understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Austin with the results from other communities in ETC Institute's *DirectionFinder®* database. Since the number of "don't know" responses often reflect the utilization and awareness of City services, the percentage of "don't know" responses have been provided in the tabular data section 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.*"

# 2023 Austin, Texas Community Survey

## Executive Summary



This report contains:

- An executive summary of the methodology and major findings
- Charts showing the overall results for most questions on the survey.
- Charts showing the Trends from 2023, 2021, and the 5-year average.
- Benchmarking data that show how the results for Austin compare to similar-sized communities.
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.

### Notes on Reporting:

The combination of top 2 responses such as “very satisfied” or “satisfied” has been used to represent results for the purpose of this executive summary and throughout this report.

★ Indicates a service that residents believe are of the top most important for the City of Austin to emphasize and priority according to ETC’s Importance-Satisfaction Analysis. For more information on how importance is assessed, please see Section 4 of this report.

## Summary of Major Findings

### Major City Services

Residents indicated three tiers of satisfaction with major city services. When assessing importance, residents believe that the top three most important\* major City services for the City of Austin to emphasize are overall efforts by the City to reduce homelessness, overall quality of police services and traffic flow on major City streets. These three most important services according to residents are currently within the bottom tier of satisfaction and were the top three in ETC’s Importance-Satisfaction Analysis, all receiving a very high priority rating.

| Top Tier   |     | Middle Tier   |     | Bottom Tier  |     |
|--|-----|---|-----|--|-----|
| • Overall quality of residential garbage collection          | 81% | • Services provided by the City's 3-1-1 assistance telephone number       | 62% | • Overall effectiveness of communication by the City | 37% |
| • Overall quality of City libraries                          | 78% | • Condition of City facilities and buildings                              | 59% | • Overall maintenance of major City streets          | 37% |
| • Overall quality of fire services                           | 77% | • Animal services   | 53% | • Overall quality of municipal court services        | 36% |
| • Overall quality of residential curbside recycling services | 76% | • Overall quality of options for conducting business with the City online | 48% | ★ Overall quality of police services                 | 30% |
| • Overall quality of City parks and recreation               | 67% | • Overall quality of public health services provided by the City          | 46% | • Overall maintenance of City sidewalks              | 30% |
| • Medical assistance provided by Emergency Medical Services  | 66% | • Overall quality of electric utility services provided by Austin Energy  | 42% | • Overall enforcement of City codes and ordinances   | 23% |
|  |     | ★ Traffic flow on major City streets                                      |     | 22%  |     |
|  |     | • Overall quality of planning and zoning services                         |     | 18%  |     |
|  |     | ★ Overall efforts by the City to reduce homelessness                      |     | 13%  |     |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Categories of Service

#### Public Safety Services

Areas with the highest and lowest levels of satisfaction with public safety services among residents are listed below with the majority of all responses rated relatively low. Timeliness of response is a major focus for residents. When assessing importance, the top three most important public safety services residents selected for the City of Austin to emphasize are indicated with a star below. Two of the three most important public safety services were also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Top Rated  |     | Lowest Rated  |     |
|--|-----|---|-----|
| • Timeliness of Austin Fire Department response to emergency location  | 73% | • Enforcement of local traffic laws                                     | 33% |
| ★ Timeliness Emergency Medical Services response to emergency location | 64% | ★ Timeliness of Austin Police Department response to emergency location | 27% |
|  |     | • Visibility of police in commercial and retail areas                   | 24% |
|  |     | ★ Visibility of police in neighborhoods                                 | 20% |

#### Streets, Sidewalks, and Infrastructure

Areas with the highest and lowest levels of satisfaction with streets, sidewalks, and infrastructure services among residents are listed below with the majority of all responses rated relatively low. The condition and cleanliness of City streets is a major focus for residents as well as the water quality in lakes and streams. When assessing importance, the top three most important streets, sidewalks, and infrastructure services residents selected for the City of Austin to emphasize are indicated with a star below. All three of the most important streets, sidewalks, and infrastructure services were also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Top Rated  |     | Lowest Rated                                   |     |
|--|-----|--|-----|
| • Condition of streets in your neighborhood (residential streets)  | 52% | ★ Cleanliness of City streets and public areas | 38% |
| • Adequacy of street lighting in your community                    | 48% | ★ The water quality of lakes and streams       | 32% |
| • Condition of sidewalks in your neighborhood (if sidewalks exist) | 46% | ★ Condition of major City streets              | 32% |

#### Transportation

Areas with the highest and lowest levels of satisfaction with transportation services among residents are listed below with the majority of all responses rated relatively low. The overall quality of Austin-Bergstrom International Airport was the clear leader in satisfaction among residents. When assessing importance, the top three most important transportation services residents selected for the City of Austin to emphasize are indicated with a star below. Two of the three of the most important transportation services were also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Top Rated   |     | Lowest Rated  |     |
|---|-----|---|-----|
| • Overall quality of the Austin-Bergstrom International Airport | 66% | • I feel comfortable using the transportation options available to me | 29% |
| • Off-street bicycle accessibility                              | 46% | ★ Transportation options to get around Austin                         | 25% |
| ★ Pedestrian accessibility                                      | 44% | ★ Traffic flow on major highways                                      | 13% |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Utilities

Areas with the highest and lowest levels of satisfaction with utility services among residents are listed below with some of the highest scores from all categories listed. Trash pick-up and water services are the highest areas of satisfaction for residents. When assessing importance, the most important utility services selected for the City of Austin to emphasize are indicated with a star below if shown. Notably, the reliability of electric service, while not ranking among the highest or lowest in satisfaction, garnered significant importance among residents. All three of the most important utility services were also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Top Rated   |     | Lowest Rated  |     |
|---|-----|---|-----|
| • Quality of residential yard waste collection                    | 77% | • Water and wastewater utility response time to emergencies | 48% |
| • Bulky item pick-up/removal services                             | 72% | • Value of services received from Austin Energy             | 47% |
| • Overall quality of wastewater services provided by Austin Water | 69% | • Water Conservation programs within Austin                 | 42% |
| ★ Overall quality of drinking water provided by Austin Water      | 65% | ★ Water and wastewater rates (cost)                         | 34% |

### Parks, Recreation, Culture and Learning

Areas with the highest and lowest levels of satisfaction with parks, recreation, culture, and learning services among residents are listed below with some of the highest scores from all categories listed. A majority of residents were satisfied with almost all the services listed. When assessing importance, the top three services among residents were, appearance of City park grounds, access to City walking and biking trails, and quality of City park facilities. While none of the most important park, recreation, culture and learning services ranked among the highest or lowest in satisfaction, all three of these services were very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Top Rated  |     | Lowest Rated   |     |
|--|-----|--|-----|
| • Materials at libraries                                 | 74% | • Overall quality of City-offered parks and recreation programs, leagues, or classes | 57% |
| • Library programs                                       | 73% | • Ease of accessing parks from your home   | 57% |
| • Quality of City walking/biking trails                  | 65% | • Overall satisfaction with City swimming pools                                      | 52% |
| • Quality of the City's cultural and learning facilities | 65% | • City-offered lifelong learning events, activities, and resources                   | 44% |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Perceptions about Austin

For the 2023 survey, we framed these sets of questions through a perception lens, we modified it to inquire about residents' subjective views or experiences of Austin prompting them to assess based on their personal perspectives rather than solely objective criteria.

Perceptions play a pivotal role in shaping the overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. Positive perceptions can foster a sense of belonging, trust in local institutions, and pride in the community, ultimately enhancing satisfaction levels. Conversely, negative perceptions, such as concerns about safety, inadequate services, or limited opportunities, can erode trust, diminish morale, and lead to decreased satisfaction among residents. Thus, understanding and addressing the perceptions of a community are essential for fostering an environment where residents feel valued and fulfilled.

### Quality of Life

The levels of satisfaction with perceptions of quality of life in Austin based upon the combined percentage of "very satisfied" and "satisfied" responses among residents are as follows.

| Satisfaction with Quality of Life                    |     |
|--|-----|
| • The City of Austin as a place where I feel welcome | 63% |
| • The City of Austin as a place to work              | 61% |
| • The City of Austin as a place to live              | 54% |
| • Overall quality of life in the City                | 52% |
| • The City of Austin as a place to raise children    | 42% |
| • The City of Austin as a place to retire            | 28% |

### Overall Perceptions of Austin

When prompted to express their satisfaction levels with overall perceptions of Austin, based on the combined percentage of "very satisfied" and "satisfied" responses among residents, the results are as follows:

| Satisfaction with Overall Perceptions of Austin  |     |
|--|-----|
| • Overall quality of services provided by the City   | 41% |
| • The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 41% |
| • Overall quality of customer service provided by the City   | 37% |
| • The civic engagement experience with the City  | 29% |
| • Overall value that you receive for your City tax dollars and fees  | 25% |
| • The City's efforts to be fair  | 25% |
| • The City's efforts to be transparent   | 23% |
| • The City's efforts to support dialogue between residents and government  | 22% |
| • Efforts by the police to prevent crime   | 20% |
| • Access to quality housing you can afford   | 19% |
| • The City of Austin planning for growth   | 10% |
| • Availability of affordable housing for low/moderate income families  | 8%  |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Public Safety Perceptions

When prompted to indicate their level of agreement, either "strongly agree" or "agree", with 16 statements regarding public safety, residents indicated three tiers.

| Top Tier   | Middle Tier   | Bottom Tier   |
|--|---|---|
| • I trust Austin Fire Department (AFD) <b>89%</b>          | • I have access to information and education on disasters and other major emergencies <b>57%</b>    | • I feel I was treated fairly during my enforcement process <b>44%</b>                              |
| • I trust Emergency Medical Services (EMS) <b>87%</b>      | • I feel safe in my neighborhood at night <b>53%</b>  | • I feel I was treated fairly during my judicial process <b>40%</b>                                 |
| • I feel safe in my neighborhood during the day <b>77%</b> | • I feel safe walking alone downtown during the day <b>53%</b>                                      | • I am confident that in case of an emergency, my response will be delivered effectively <b>37%</b> |
| • I feel safe in my home <b>72%</b>                        | • I have sufficient knowledge and understanding of community laws, codes, and ordinances <b>53%</b> | • I feel safe traveling with other drivers on the road <b>28%</b>                                   |
| • I feel safe in my workplace <b>70%</b>                   | • I trust Austin Police Department (APD) <b>49%</b><br>• I feel safe in City parks <b>47%</b>       | • I feel safe walking alone downtown at night <b>17%</b>  |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Austin Trends Since 2021

In comparing the 2023 and 2021 survey results, our goal is to identify significant shifts and trends across various categories. By categorizing the data, we explore how these areas have evolved over time, providing valuable insights into societal, economic, and cultural changes. Changes of  $\pm 2.2\%$  or more are considered notable within our analysis.

| Austin trends from 2023 to 2021   |      |      |                                    |
|---|------|------|------------------------------------|
| Quality of Life   |      |      |                                    |
| Services  | 2023 | 2021 | % Difference between 2023 and 2021 |
| The City of Austin as a place to retire                                 | 28%  | 31%  | -4%                                |
| Overall quality of life in the City                                     | 52%  | 57%  | -5%                                |
| The City of Austin as a place to work                                   | 61%  | 67%  | -7%                                |
| The City of Austin as a place to live                                   | 54%  | 61%  | -8%                                |
| The City of Austin as a place to raise children                         | 42%  | 54%  | -13%                               |
| Major City Services   |      |      |                                    |
| Services  | 2023 | 2021 | % Difference between 2023 and 2021 |
| Traffic flow on major City streets                                      | 22%  | 18%  | 4%                                 |
| Overall quality of residential garbage collection                       | 81%  | 83%  | -1%                                |
| Medical assistance provided by Emergency Medical Services               | 66%  | 68%  | -2%                                |
| Condition of City facilities and buildings                              | 59%  | 62%  | -3%                                |
| Overall quality of municipal court services                             | 36%  | 39%  | -3%                                |
| Overall quality of City libraries                                       | 78%  | 82%  | -4%                                |
| Overall quality of residential curbside recycling services              | 76%  | 81%  | -5%                                |
| Overall quality of City parks and recreation                            | 67%  | 74%  | -7%                                |
| Services provided by the City's 3-1-1 assistance telephone number       | 62%  | 70%  | -8%                                |
| Overall effectiveness of communication by the City                      | 37%  | 45%  | -8%                                |
| Overall quality of electric utility services provided by Austin Energy  | 42%  | 51%  | -9%                                |
| Overall quality of fire services  | 77%  | 86%  | -10%                               |
| Animal services   | 53%  | 63%  | -10%                               |
| Overall quality of police services                                      | 30%  | 43%  | -13%                               |
| Overall enforcement of City codes and ordinances                        | 23%  | 36%  | -14%                               |
| Public Safety   |      |      |                                    |
| Services  | 2023 | 2021 | % Difference between 2023 and 2021 |
| Enforcement of local traffic laws                                       | 33%  | 40%  | -6%                                |
| Timeliness of Austin Fire Department response to emergency location     | 73%  | 82%  | -9%                                |
| Timeliness of Austin Police Department response to emergency location   | 27%  | 40%  | -13%                               |
| Timeliness of Emergency Medical Services response to emergency location | 64%  | 77%  | -14%                               |

# 2023 Austin, Texas Community Survey

## Executive Summary



| Streets, Sidewalks, Infrastructure   |      |      |                                    |
|--|------|------|------------------------------------|
| Services   | 2023 | 2021 | % Difference between 2023 and 2021 |
| Cleanliness of City streets and public areas                                       | 38%  | 36%  | 2%                                 |
| Condition of major City streets  | 32%  | 36%  | -4%                                |
| Condition of streets in your neighborhood  | 52%  | 56%  | -4%                                |
| Overall management of stormwater runoff  | 46%  | 51%  | -4%                                |
| Flood control efforts  | 46%  | 53%  | -7%                                |
| Condition of sidewalks in your neighborhood  | 46%  | 56%  | -9%                                |
| The water quality of lakes and streams   | 32%  | 42%  | -10%                               |
| Transportation   |      |      |                                    |
| Services   | 2023 | 2021 | % Difference between 2023 and 2021 |
| Pedestrian accessibility   | 44%  | 49%  | -5%                                |
| Overall quality of the Austin-Bergstrom International Airport                      | 66%  | 83%  | -17%                               |
| Utilities  |      |      |                                    |
| Services   | 2023 | 2021 | % Difference between 2023 and 2021 |
| Household hazardous waste disposal service   | 52%  | 48%  | 4%                                 |
| Bulky item pick-up/removal services  | 72%  | 70%  | 2%                                 |
| Quality of residential yard waste collection                                       | 77%  | 80%  | -3%                                |
| Water Conservation programs within Austin  | 42%  | 46%  | -4%                                |
| Reliability of your electric service   | 49%  | 55%  | -6%                                |
| Overall quality of drinking water provided by Austin Water                         | 65%  | 71%  | -6%                                |
| Water and wastewater utility customer service                                      | 51%  | 64%  | -13%                               |
| Parks, Recreation, Culture and Learning  |      |      |                                    |
| Services   | 2023 | 2021 | % Difference between 2023 and 2021 |
| Overall satisfaction with City swimming pools                                      | 52%  | 43%  | 8%                                 |
| Library programs   | 73%  | 71%  | 2%                                 |
| Overall quality of City-offered parks and recreation programs, leagues, or classes | 57%  | 57%  | 0%                                 |
| Appearance of City park grounds  | 62%  | 67%  | -5%                                |
| Materials at libraries   | 74%  | 80%  | -6%                                |
| Perceptions of Austin  |      |      |                                    |
| Services   | 2023 | 2021 | % Difference between 2023 and 2021 |
| Overall value that you receive for your City tax dollars and fees                  | 25%  | 29%  | -3%                                |
| Overall quality of services provided by the City                                   | 41%  | 53%  | -12%                               |
| Overall quality of customer service provided by the City                           | 37%  | 50%  | -12%                               |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Austin Compared to the Texas Average

In the summer of 2023, ETC Institute conducted a Regional Benchmarking Survey of over 798 residents in Texas. Utilizing this survey, we can contrast this Texas Average with the results from Austin in 2023. Changes of  $\pm 2.2\%$  or more are deemed notable within our analysis.

| 2023 Austin vs the Texas Average  |             |               |  |
|---|-------------|---------------|--|
| Overall Quality of Life   |             |               |  |
| Services  | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| The City of Austin as a place to work                                   | 61%         | 51%           | 10%  |
| The City of Austin as a place to live                                   | 54%         | 44%           | 9%   |
| The City of Austin as a place to raise children                         | 42%         | 54%           | -12%   |
| The City of Austin as a place to retire                                 | 28%         | 56%           | -29%   |
| Major City Services   |             |               |  |
| Services  | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| Overall quality of City libraries                                       | 78%         | 51%           | 27%  |
| Overall quality of City parks and recreation                            | 67%         | 43%           | 24%  |
| Overall quality of residential curbside recycling services              | 76%         | 60%           | 17%  |
| Overall quality of fire services  | 77%         | 64%           | 13%  |
| Overall maintenance of major City streets                               | 37%         | 25%           | 11%  |
| Overall quality of residential garbage collection                       | 81%         | 71%           | 10%  |
| Overall effectiveness of communication by the City                      | 37%         | 27%           | 10%  |
| Medical assistance provided by Emergency Medical Services               | 66%         | 61%           | 5%   |
| Animal services   | 53%         | 50%           | 3%   |
| Condition of City facilities and buildings                              | 59%         | 61%           | -2%  |
| Overall quality of electric utility services provided by Austin Energy  | 42%         | 48%           | -6%  |
| Traffic flow on major City streets                                      | 22%         | 33%           | -11%   |
| Overall enforcement of City codes and ordinances                        | 23%         | 36%           | -13%   |
| Overall quality of police services                                      | 30%         | 44%           | -14%   |
| Public Safety   |             |               |  |
| Services  | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| Timeliness of Emergency Medical Services response to emergency location | 64%         | 55%           | 9%   |
| Timeliness of Austin Fire Department response to emergency location     | 73%         | 65%           | 8%   |
| Enforcement of local traffic laws                                       | 33%         | 45%           | -12%   |
| Timeliness of Austin Police Department response to emergency location   | 27%         | 50%           | -23%   |
| Visibility of police in commercial and retail areas                     | 24%         | 47%           | -23%   |
| Visibility of police in neighborhoods                                   | 20%         | 45%           | -25%   |

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| Streets, Sidewalks, and Infrastructure   |             |               |  |
|--|-------------|---------------|--|
| Services   | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| Flood control efforts  | 46%         | 41%           | 6%   |
| Condition of streets in your neighborhood  | 52%         | 53%           | -1%  |
| Condition of sidewalks in your neighborhood  | 46%         | 51%           | -5%  |
| Adequacy of street lighting in your community  | 48%         | 61%           | -13%   |
| Mowing and trimming along City streets   | 45%         | 60%           | -15%   |
| Cleanliness of City streets and public areas   | 38%         | 55%           | -17%   |
| Condition of major City streets  | 32%         | 54%           | -22%   |
| Transportation   |             |               |  |
| Services   | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| On-street bicycle accessibility  | 33%         | 42%           | -9%  |
| Traffic flow on major highways   | 13%         | 29%           | -17%   |
| Utilities  |             |               |  |
| Services   | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| Overall quality of wastewater services provided by Austin Water  | 69%         | 46%           | 23%  |
| Quality of residential yard waste collection   | 77%         | 55%           | 22%  |
| Bulky item pick-up/removal services  | 72%         | 53%           | 19%  |
| Household hazardous waste disposal service   | 52%         | 45%           | 8%   |
| Water and wastewater rates (cost)  | 34%         | 50%           | -16%   |
| Perceptions of Austin  |             |               |  |
| Services   | Austin 2023 | Texas Average | % Difference vs Austin and the Texas Average |
| Overall quality of customer service provided by the City   | 37%         | 30%           | 7%   |
| Overall value that you receive for your City tax dollars and fees  | 25%         | 30%           | -5%  |
| Overall quality of services provided by the City   | 41%         | 50%           | -9%  |
| The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 41%         | 52%           | -11%   |
| Efforts by the police to prevent crime   | 20%         | 44%           | -24%   |
| The City of Austin planning for growth   | 10%         | 44%           | -34%   |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Austin Compared to the National Average

In the summer of 2023, ETC Institute conducted a National Benchmarking Survey. Contrasting this National Average with the results from Austin in 2023 enables us to gauge how Austin fares across various service categories compared to the National Average. Changes of  $\pm 2.2\%$  or more are deemed notable within our analysis.

| 2023 Austin vs the National Average                                     |             |                  |  |
|---|-------------|------------------|--|
| Overall Quality of Life   |             |                  |  |
| Services  | Austin 2023 | National Average | % Difference between Austin and the National Average |
| The City of Austin as a place to live                                   | 54%         | 49%              | 5%   |
| The City of Austin as a place to work                                   | 61%         | 57%              | 4%   |
| The City of Austin as a place to raise children                         | 42%         | 61%              | -20%   |
| The City of Austin as a place to retire                                 | 28%         | 52%              | -24%   |
| Major City Services   |             |                  |  |
| Services  | Austin 2023 | National Average | % Difference between Austin and the National Average |
| Overall quality of residential curbside recycling services              | 76%         | 56%              | 21%  |
| Overall quality of City parks and recreation                            | 67%         | 49%              | 17%  |
| Overall quality of City libraries                                       | 78%         | 64%              | 15%  |
| Overall quality of residential garbage collection                       | 81%         | 68%              | 14%  |
| Animal services   | 53%         | 49%              | 4%   |
| Condition of City facilities and buildings                              | 59%         | 56%              | 4%   |
| Overall quality of fire services  | 77%         | 76%              | 0%   |
| Overall effectiveness of communication by the City                      | 37%         | 37%              | 0%   |
| Overall maintenance of major City streets                               | 37%         | 41%              | -4%  |
| Medical assistance provided by Emergency Medical Services               | 66%         | 71%              | -5%  |
| Overall quality of electric utility services provided by Austin Energy  | 42%         | 48%              | -6%  |
| Overall enforcement of City codes and ordinances                        | 23%         | 40%              | -18%   |
| Traffic flow on major City streets                                      | 22%         | 45%              | -23%   |
| Overall quality of police services                                      | 30%         | 53%              | -23%   |
| Public Safety   |             |                  |  |
| Services  | Austin 2023 | National Average | % Difference between Austin and the National Average |
| Timeliness of Austin Fire Department response to emergency location     | 73%         | 72%              | 1%   |
| Timeliness of Emergency Medical Services response to emergency location | 64%         | 69%              | -5%  |
| Enforcement of local traffic laws                                       | 33%         | 50%              | -16%   |
| Visibility of police in commercial and retail areas                     | 24%         | 51%              | -27%   |
| Timeliness of Austin Police Department response to emergency location   | 27%         | 56%              | -29%   |
| Visibility of police in neighborhoods                                   | 20%         | 54%              | -34%   |

# 2023 Austin, Texas Community Survey

## Executive Summary



| Streets, Sidewalks, and Infrastructure   |             |                  |  |
|--|-------------|------------------|--|
| Services   | Austin 2023 | National Average | % Difference between Austin and the National Average |
| Condition of streets in your neighborhood  | 52%         | 49%              | 3%   |
| Condition of sidewalks in your neighborhood  | 46%         | 47%              | -1%  |
| Flood control efforts  | 46%         | 50%              | -3%  |
| Adequacy of street lighting in your community  | 48%         | 59%              | -10%   |
| Mowing and trimming along City streets   | 45%         | 55%              | -11%   |
| Cleanliness of City streets and public areas   | 38%         | 53%              | -15%   |
| Condition of major City streets  | 32%         | 50%              | -18%   |
| Transportation   |             |                  |  |
| Services   | Austin 2023 | National Average | % Difference between Austin and the National Average |
| On-street bicycle accessibility  | 33%         | 42%              | -9%  |
| Traffic flow on major highways   | 13%         | 45%              | -33%   |
| Utilities  |             |                  |  |
| Services   | Austin 2023 | National Average | % Difference between Austin and the National Average |
| Bulky item pick-up/removal services  | 72%         | 47%              | 26%  |
| Quality of residential yard waste collection   | 77%         | 54%              | 23%  |
| Overall quality of wastewater services provided by Austin Water  | 69%         | 53%              | 17%  |
| Household hazardous waste disposal service   | 52%         | 41%              | 11%  |
| Water and wastewater rates (cost)  | 34%         | 38%              | -4%  |
| Perceptions of Austin  |             |                  |  |
| Services   | Austin 2023 | National Average | % Difference between Austin and the National Average |
| Overall quality of customer service provided by the City   | 37%         | 39%              | -2%  |
| The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 41%         | 46%              | -6%  |
| Overall value that you receive for your City tax dollars and fees  | 25%         | 33%              | -8%  |
| Overall quality of services provided by the City   | 41%         | 49%              | -8%  |
| Efforts by the police to prevent crime   | 20%         | 49%              | -28%   |
| The City of Austin planning for growth   | 10%         | 39%              | -29%   |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Austin Compared to Similar-Sized Communities

Using survey results from 8 communities with similar-sized populations as the City of Austin where ETC Institute administered surveys between 2021 and 2023 we can compare the results from the 2023 Austin survey to these other communities. Changes of  $\pm 2.2\%$  or more are deemed notable within our analysis.

| 2023 Austin vs Similar-Sized Cities                |      |                      |  |
|--|------|----------------------|--|
| Overall Quality of Life                            |      |                      |  |
| Services   | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Overall quality of life in City                    | 52%  | 66%                  | -14%   |
| City of Austin as a place to raise children        | 42%  | 59%                  | -18%   |
| City of Austin as a place to live                  | 54%  | 73%                  | -20%   |
| City of Austin as a place to retire                | 28%  | 54%                  | -27%   |
| Major City Services                                |      |                      |  |
| Services   | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Animal services                                    | 53%  | 47%                  | 6%   |
| Quality of residential garbage collection          | 81%  | 76%                  | 5%   |
| Quality of residential curbside recycling services | 76%  | 73%                  | 3%   |
| Quality of City libraries                          | 78%  | 78%                  | 1%   |
| Overall quality of City parks & recreation         | 67%  | 69%                  | -2%  |
| Overall effectiveness of communication by City     | 37%  | 46%                  | -9%  |
| Overall quality of fire services                   | 77%  | 86%                  | -10%   |
| Traffic flow on major City streets                 | 22%  | 35%                  | -13%   |
| Enforcement of local codes & ordinances            | 23%  | 37%                  | -14%   |
| Overall quality of police services                 | 30%  | 59%                  | -29%   |
| Public Safety                                      |      |                      |  |
| Services   | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Enforcement of local traffic laws                  | 33%  | 40%                  | -6%  |
| Timeliness of fire response to emergency location  | 73%  | 81%                  | -9%  |
| Medical assistance provided by EMS                 | 66%  | 79%                  | -13%   |
| Timeliness of EMS response to emergency location   | 64%  | 79%                  | -15%   |
| Timeliness of emergency police response            | 27%  | 47%                  | -20%   |
| Perceptions of Safety                              |      |                      |  |
| Services   | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| In your neighborhood at night                      | 53%  | 60%                  | -6%  |
| In your neighborhood during the day                | 77%  | 84%                  | -7%  |
| In community parks                                 | 47%  | 60%                  | -13%   |

# 2023 Austin, Texas Community Survey

## Executive Summary



| Streets, Sidewalks, and Infrastructure                          |      |                      |  |
|---|------|----------------------|--|
| Services  | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Condition of sidewalks in your neighborhood                     | 46%  | 36%                  | 10%  |
| Condition of streets in your neighborhood                       | 52%  | 47%                  | 5%   |
| Overall management of stormwater runoff                         | 46%  | 44%                  | 2%   |
| Cleanliness of City streets & public areas                      | 38%  | 36%                  | 2%   |
| Condition of major City streets                                 | 32%  | 32%                  | 0%   |
| Transportation  |      |                      |  |
| Services  | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Pedestrian accessibility  | 44%  | 43%                  | 1%   |
| Utilities   |      |                      |  |
| Services  | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Quality of residential yard waste collection                    | 77%  | 63%                  | 14%  |
| Bulky item pick-up/removal services                             | 72%  | 64%                  | 8%   |
| Overall quality of wastewater services                          | 69%  | 77%                  | -7%  |
| Parks, Recreation, Culture and Learning                         |      |                      |  |
| Services  | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Overall satisfaction with City swimming pools                   | 52%  | 37%                  | 14%  |
| Quality of City park facilities                                 | 60%  | 55%                  | 5%   |
| Perceptions of Austin   |      |                      |  |
| Services  | 2023 | Similar Sized Cities | % Difference between Austin and Similar Sized Cities |
| Overall value that you receive for your City tax dollars & fees | 25%  | 39%                  | -13%   |
| Overall quality of services provided by City                    | 41%  | 59%                  | -18%   |
| Overall quality of customer service provided by City            | 37%  | 59%                  | -21%   |
| City of Austin planning for growth                              | 10%  | 38%                  | -28%   |

# 2023 Austin, Texas Community Survey

## Executive Summary



### Importance-Satisfaction Analysis

**Recommended Priorities for the Next Two Years.** In order to help the City of Austin identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction 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 services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in **Section 4** of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following services for prioritization for the City of Austin.

| Top Three Importance-Satisfaction Priorities for Improvement by Service Category |  |
|--|--|
| <b>Major City Services</b>   | <b>Transportation Services</b>   |
| 1. Overall efforts by the City to reduce homelessness                            | 1. Traffic flow on major highways  |
| 2. Overall quality of police services  | 2. Transportation options (aside from personal vehicle) to get around Austin |
| 3. Traffic flow on major City streets  | 3. Timing of traffic signals on City streets                                 |
| <b>Public Safety Services</b>  | <b>Utility Services</b>  |
| 1. Timeliness of Austin Police Department response to emergency location         | 1. Reliability of your electric service                                      |
| 2. Visibility of police in neighborhoods   | 2. Water and wastewater rates (cost)   |
| 3. Visibility of police in commercial and retail areas                           | 3. Overall quality of drinking water provided by Austin Water                |
| <b>Streets, Sidewalks, and Infrastructure Services</b>                           | <b>Parks, Recreation, Culture and Learning Services</b>                      |
| 1. Condition of major City streets   | 1. Appearance of City park grounds   |
| 2. The water quality of lakes and streams  | 2. Access to City walking/biking trails                                      |
| 3. Cleanliness of City streets and public areas                                  | 3. Ease of accessing parks from your home                                    |

1

# Charts and Graphs



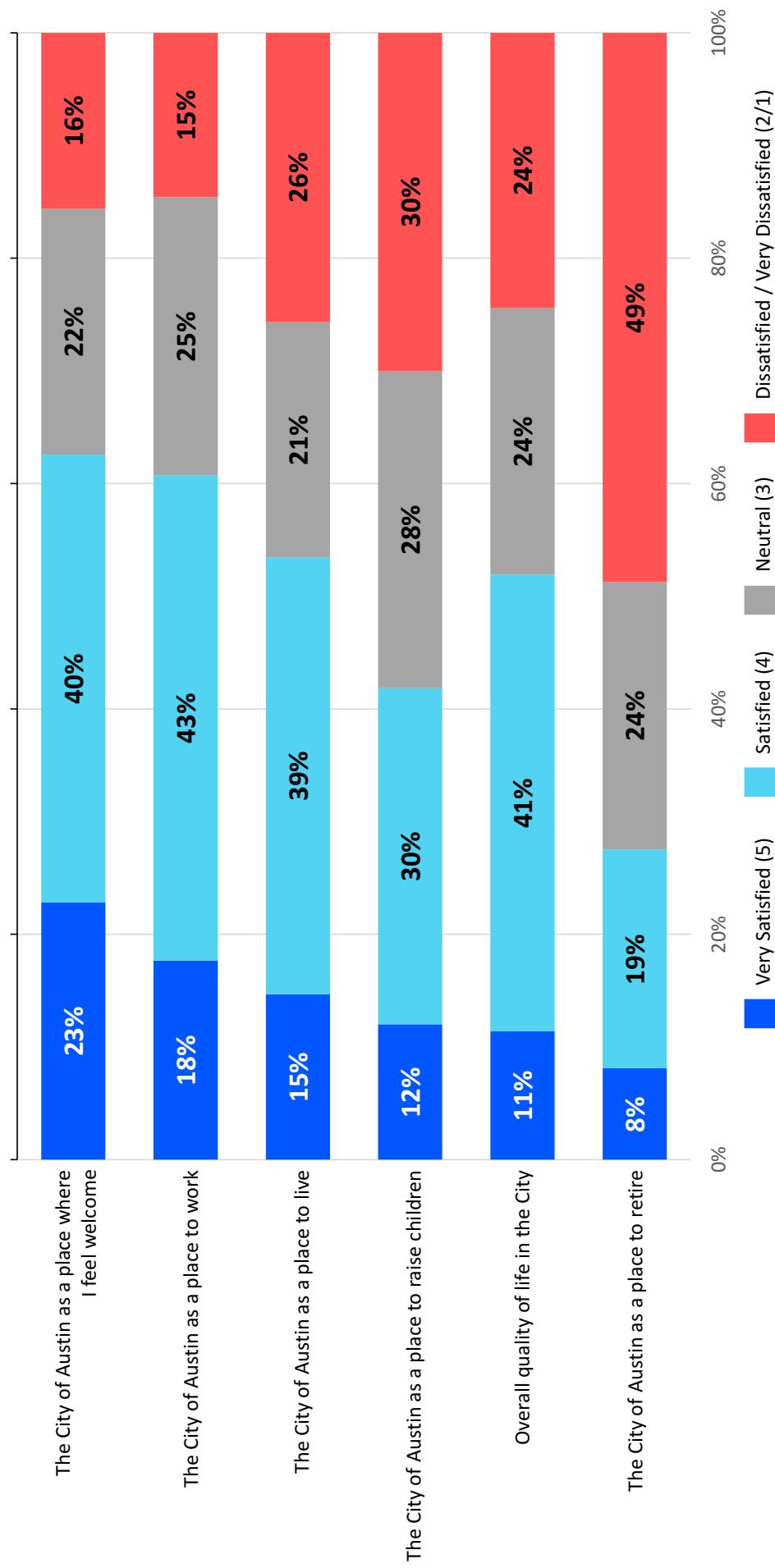
# City of Austin Charts and Graphs

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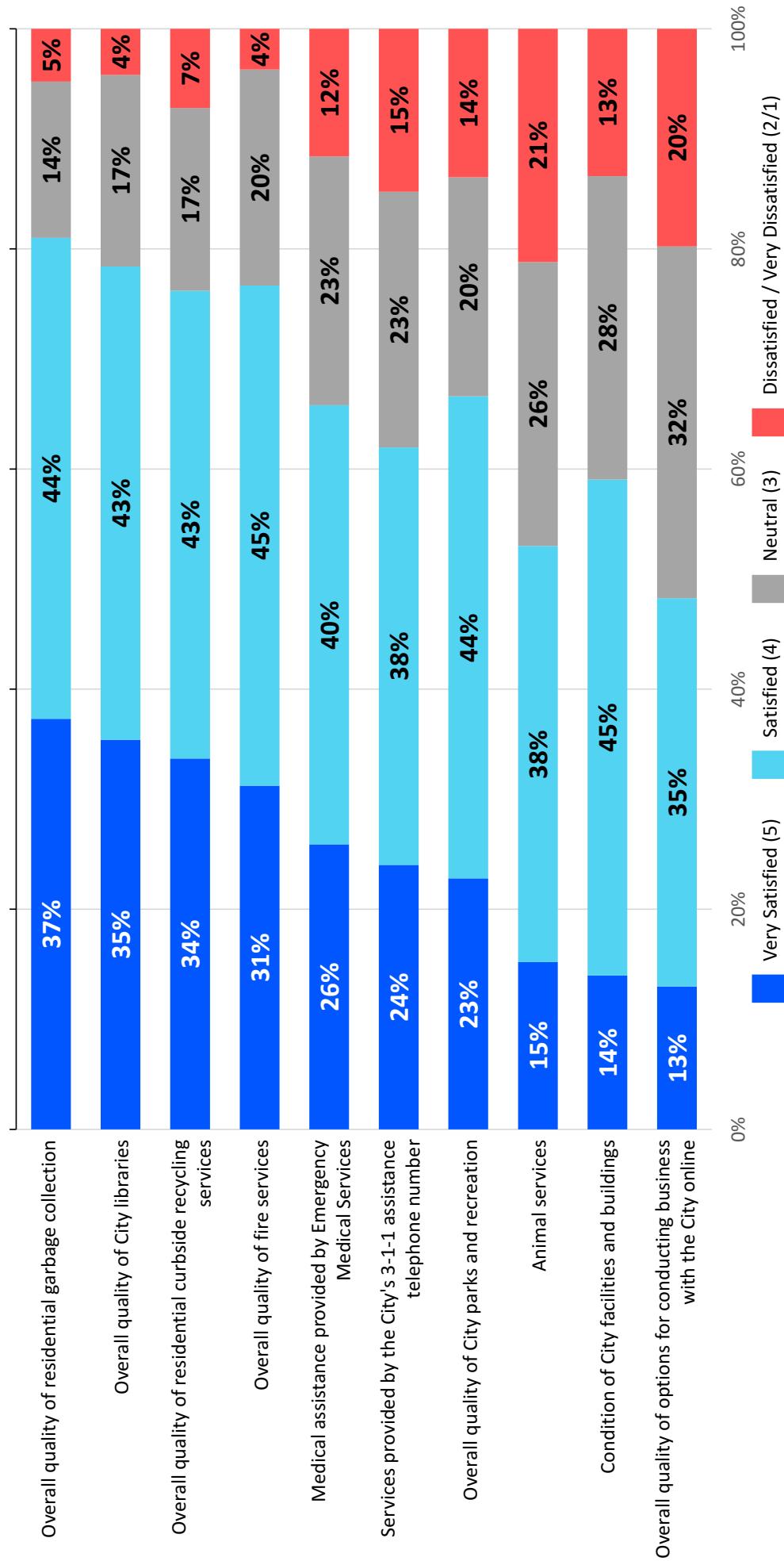
The following slides show the charts and graphs for the City of Austin in 2023.

# Q1. Quality of Life in Austin

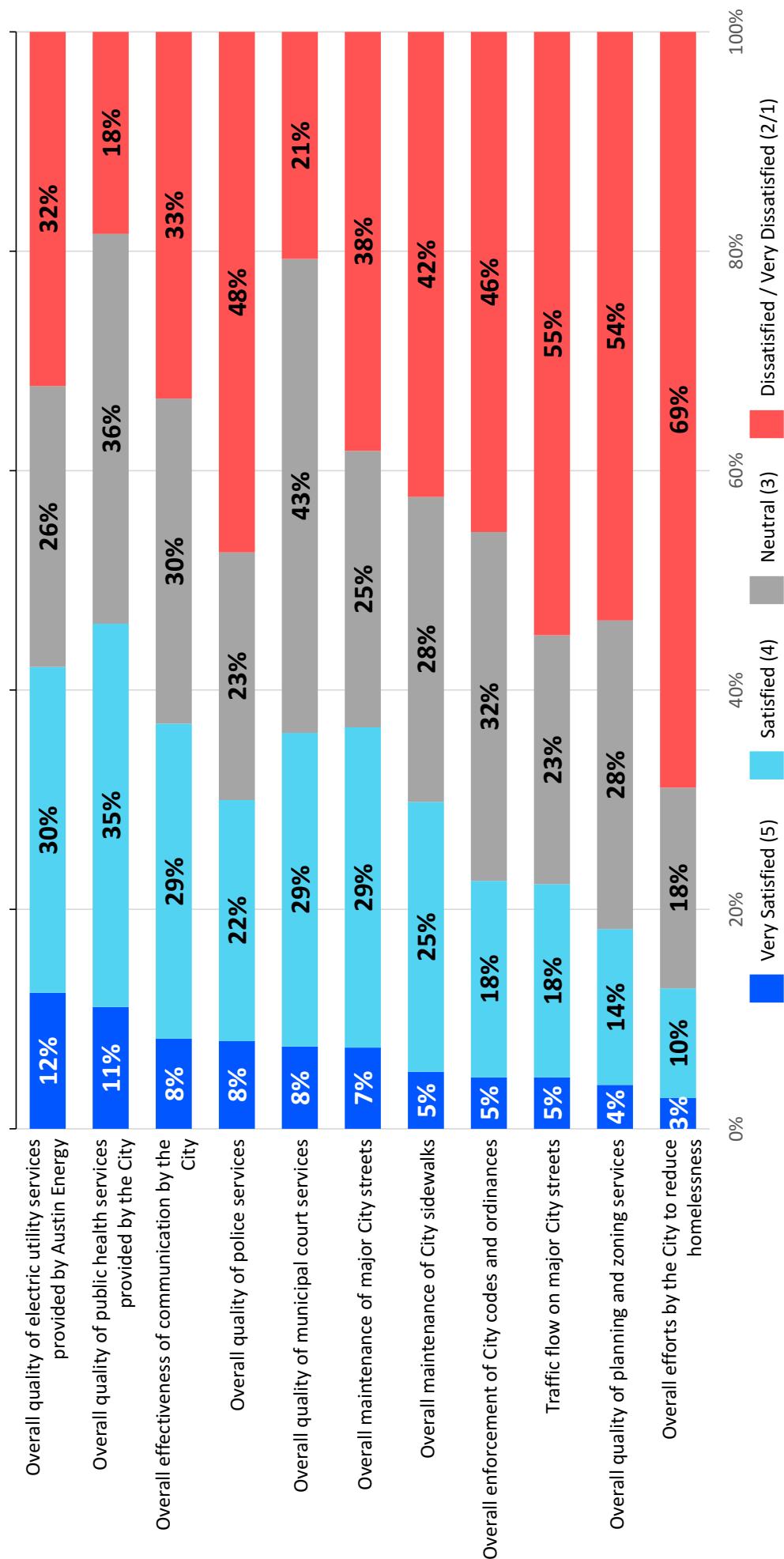
## by percentage of respondents (excluding don't know)



## Q2. Satisfaction with Major City Services: Top Ten by percentage of respondents (excluding don't know)

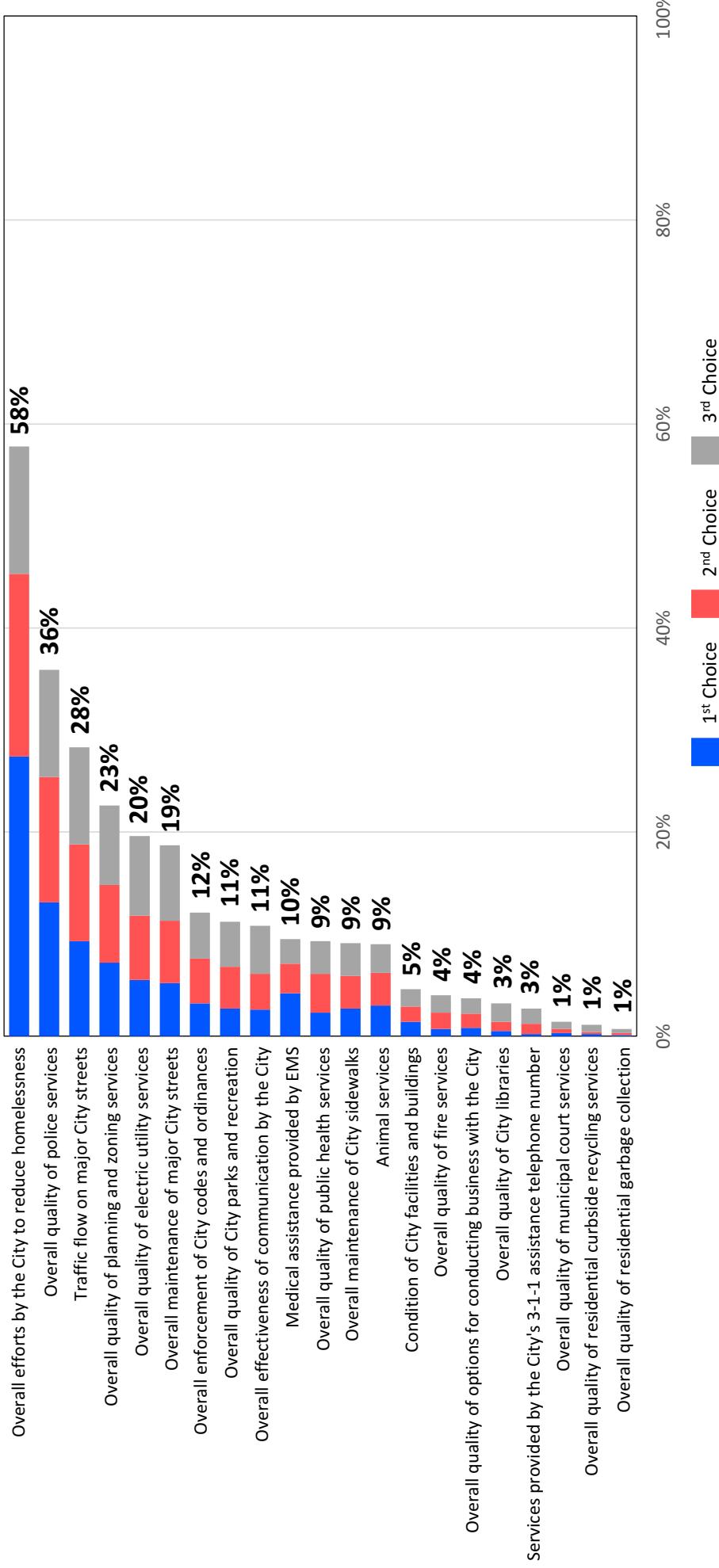


## Q2. Satisfaction with Major City Services: Bottom Eleven by percentage of respondents (excluding don't know)

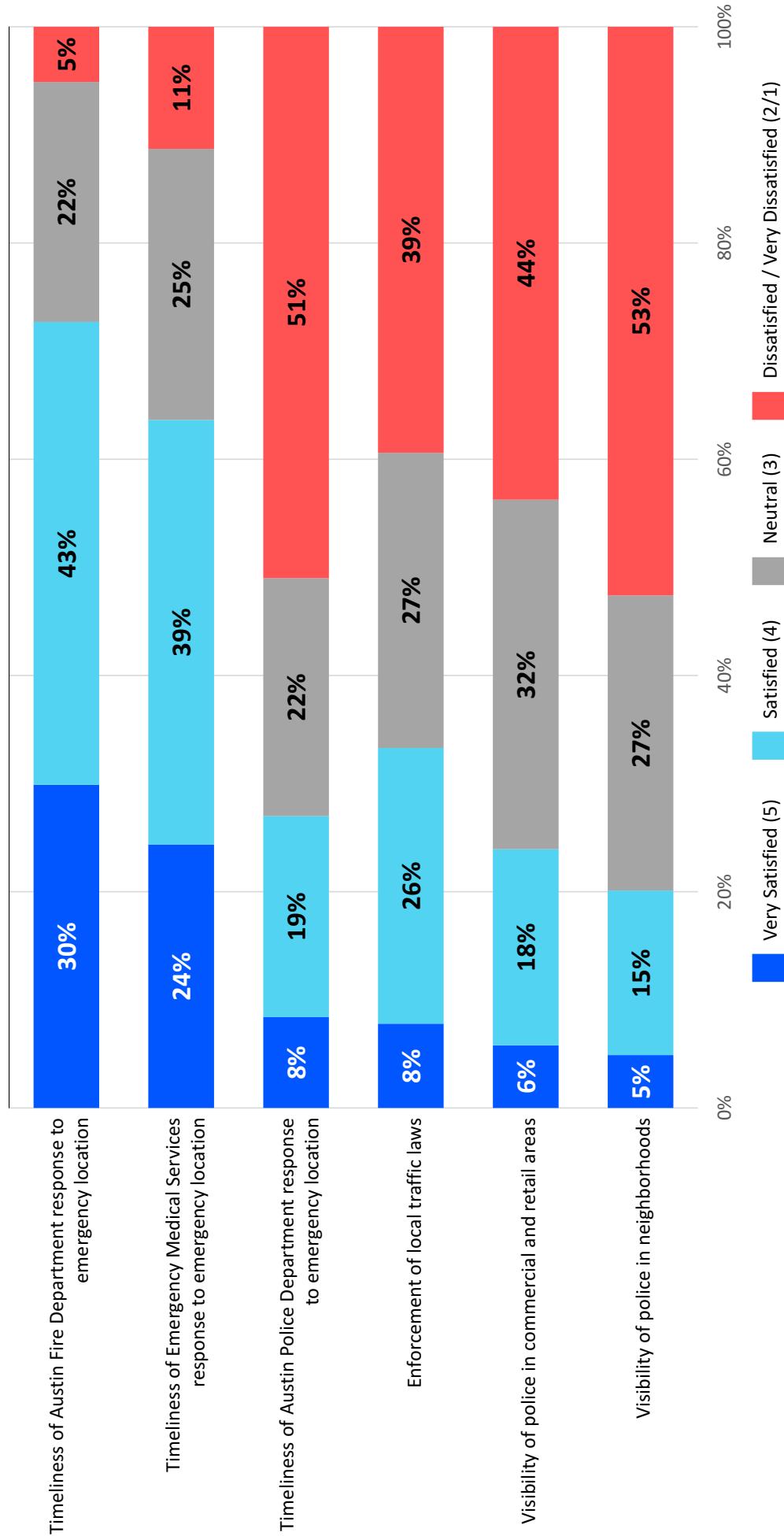


# Q3. Major City Services Most Important for the City to Provide

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

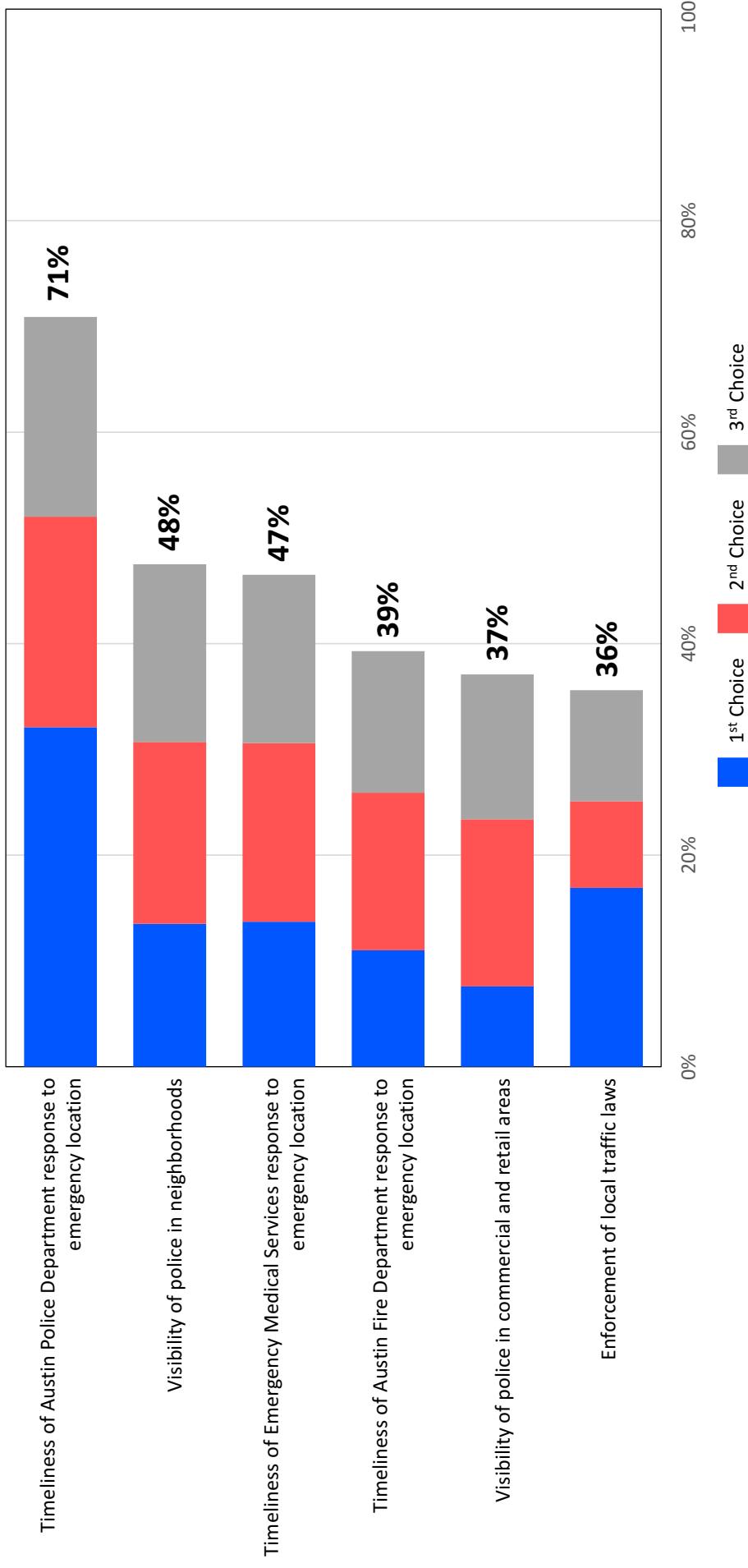


## Q4. Satisfaction with Public Safety Services by percentage of respondents (excluding don't know)

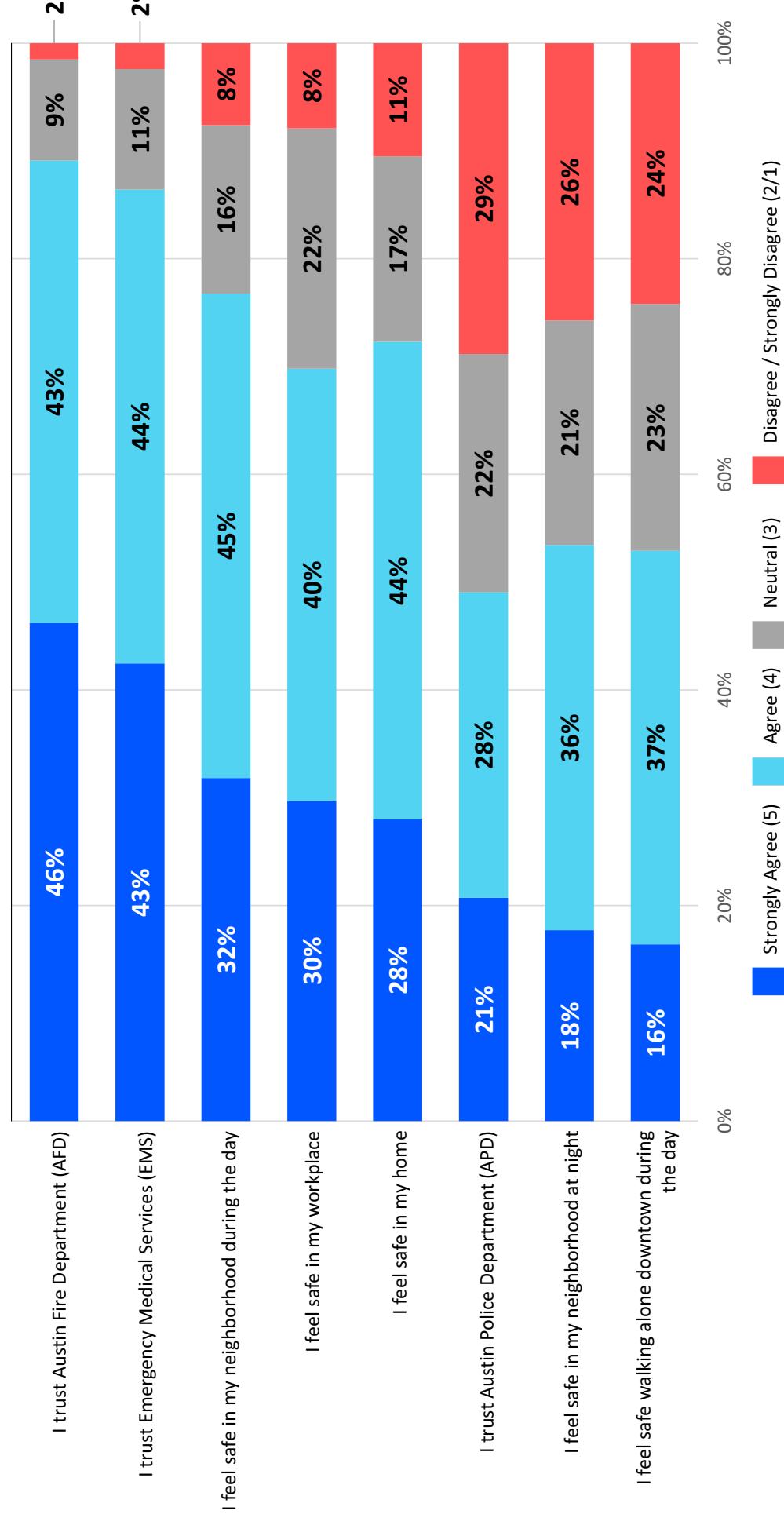


## Q5. Public Safety Services Most Important for the City to Provide

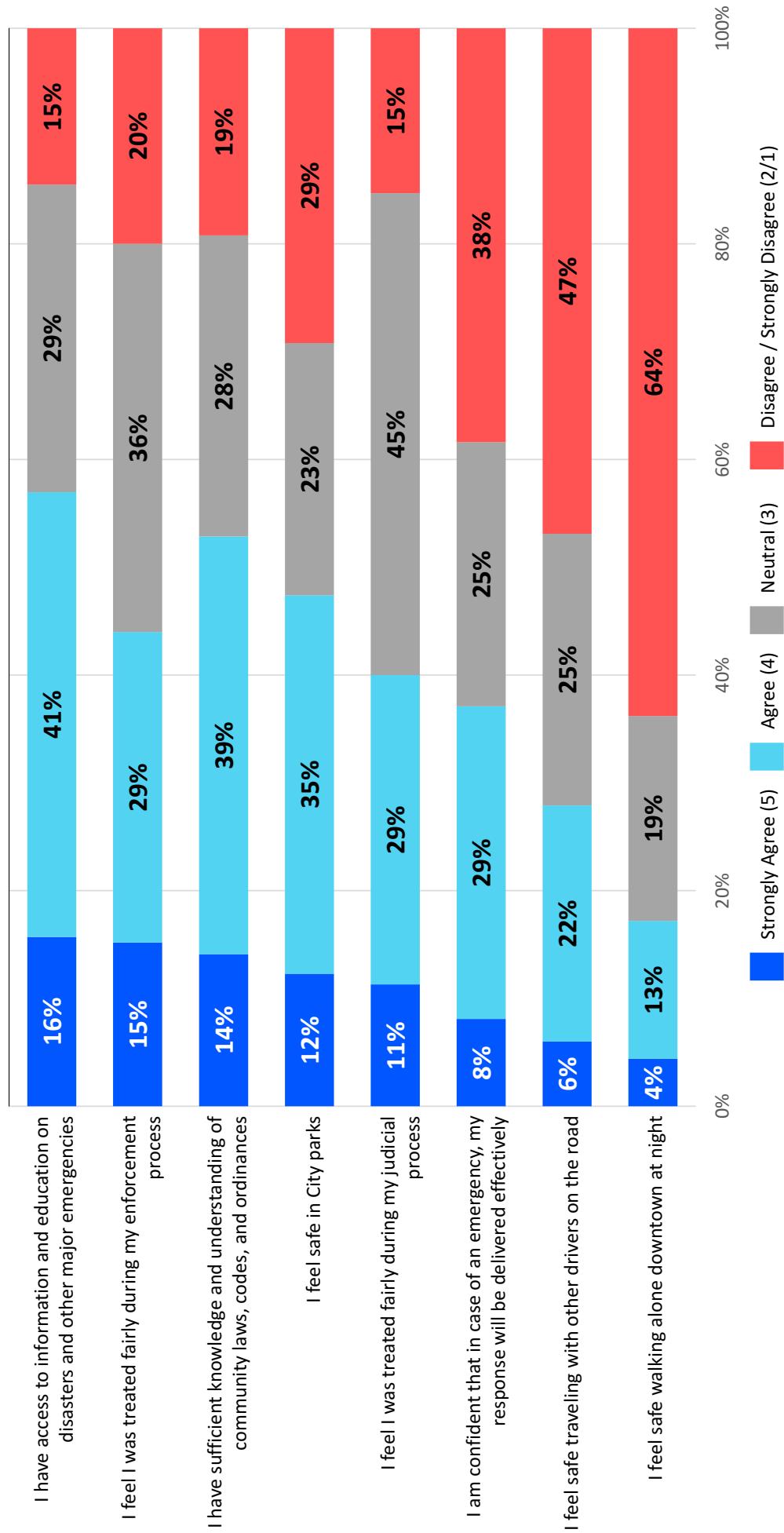
by percentage of respondents who selected the item as one of their top three choices



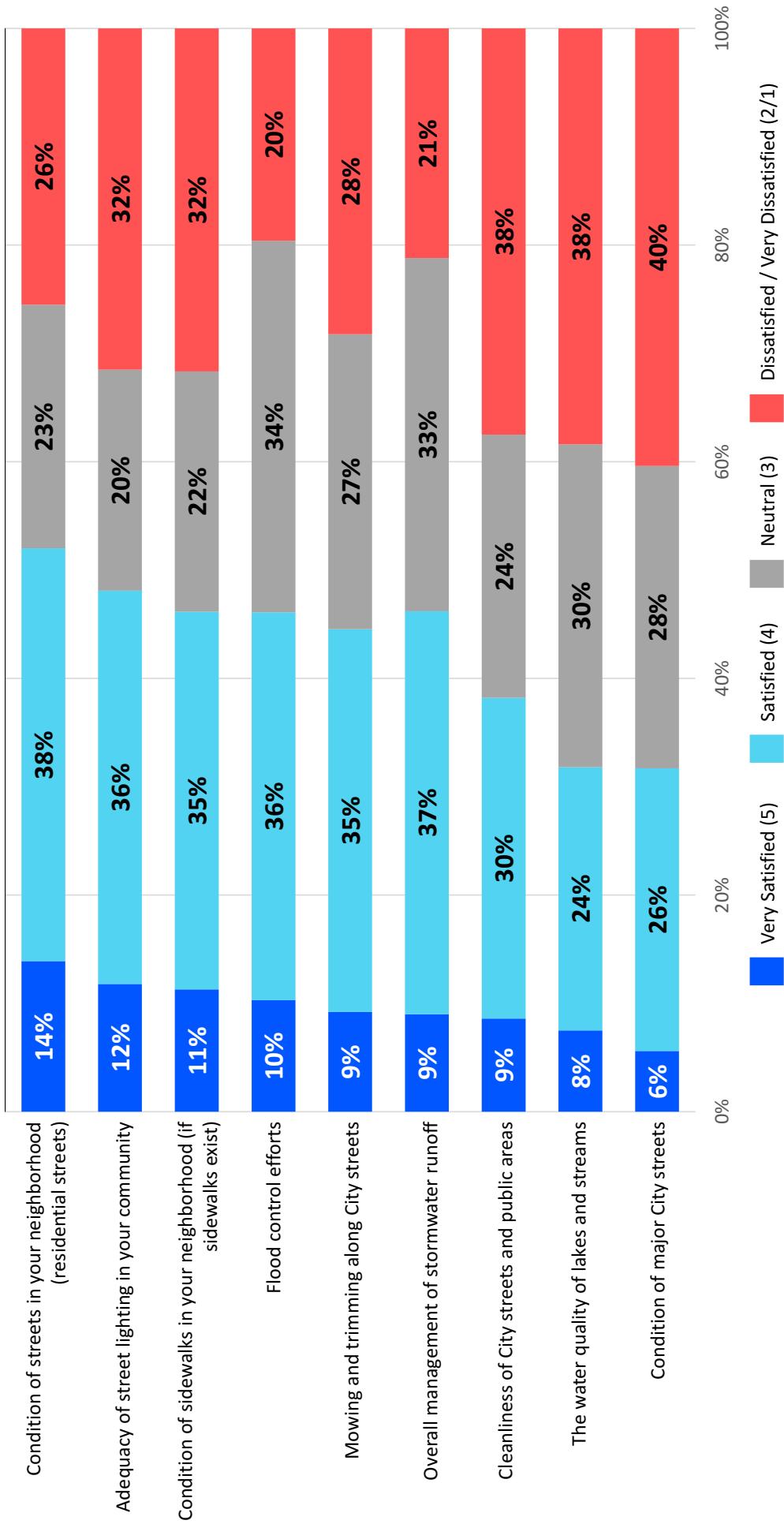
## Q6. Public Safety Perceptions: Top 8 by percentage of respondents (excluding don't know)



## Q6. Public Safety Perceptions: Bottom 8 by percentage of respondents (excluding don't know)

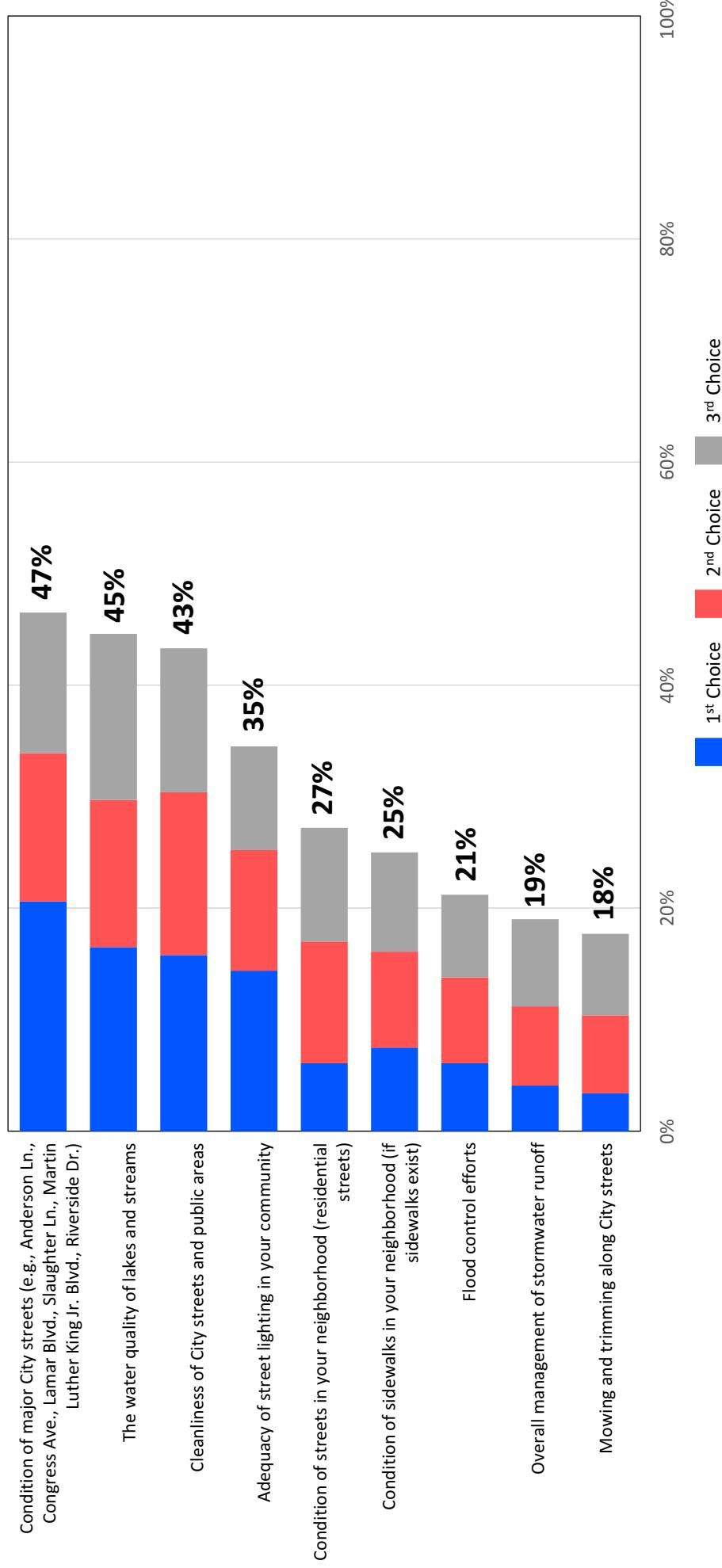


## Q7. Satisfaction with Streets, Sidewalks and Infrastructure Services by percentage of respondents (excluding don't know)

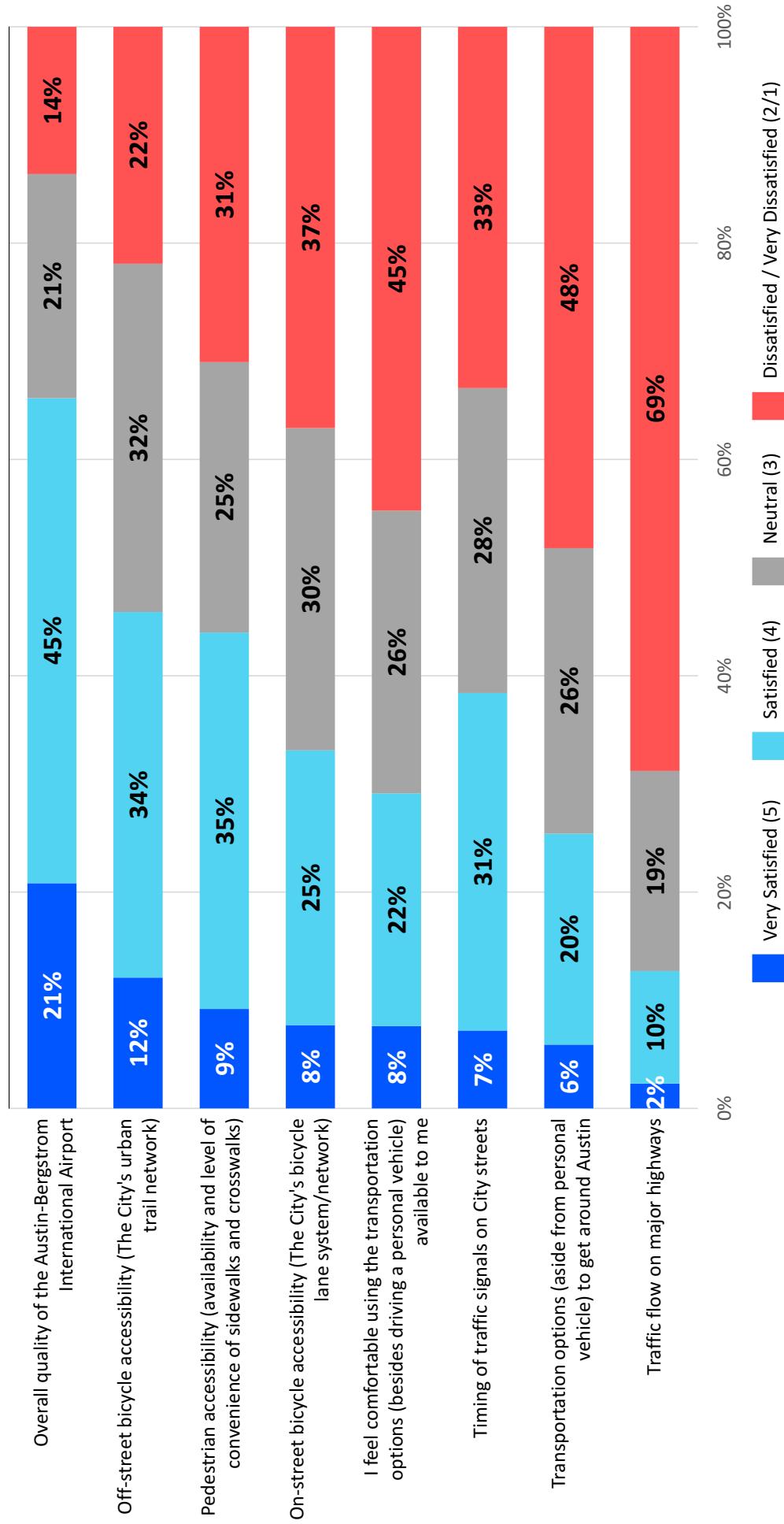


## Q8. Streets, Sidewalks and Infrastructure Services Most Important for the City to Provide

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

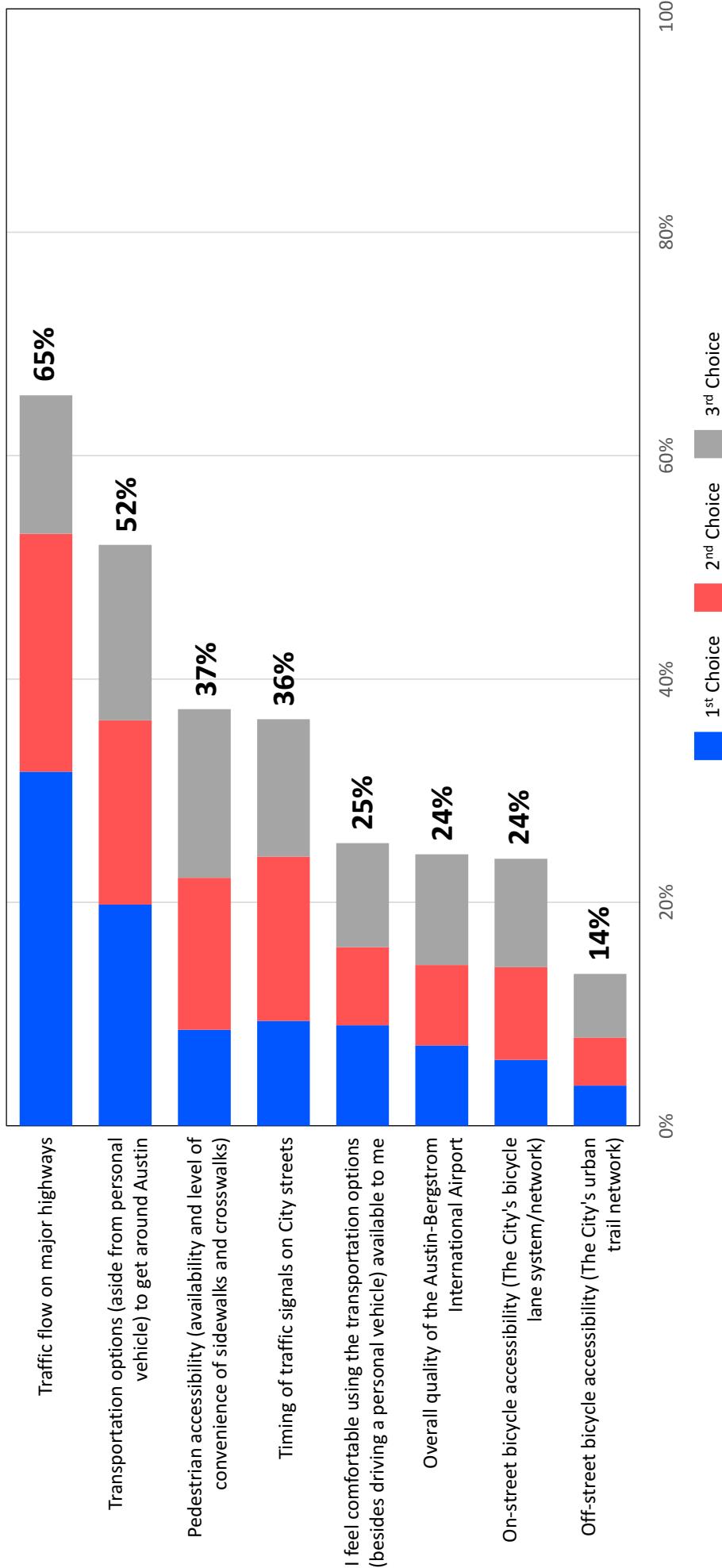


## Q9. Satisfaction with Transportation Services by percentage of respondents (excluding don't know)

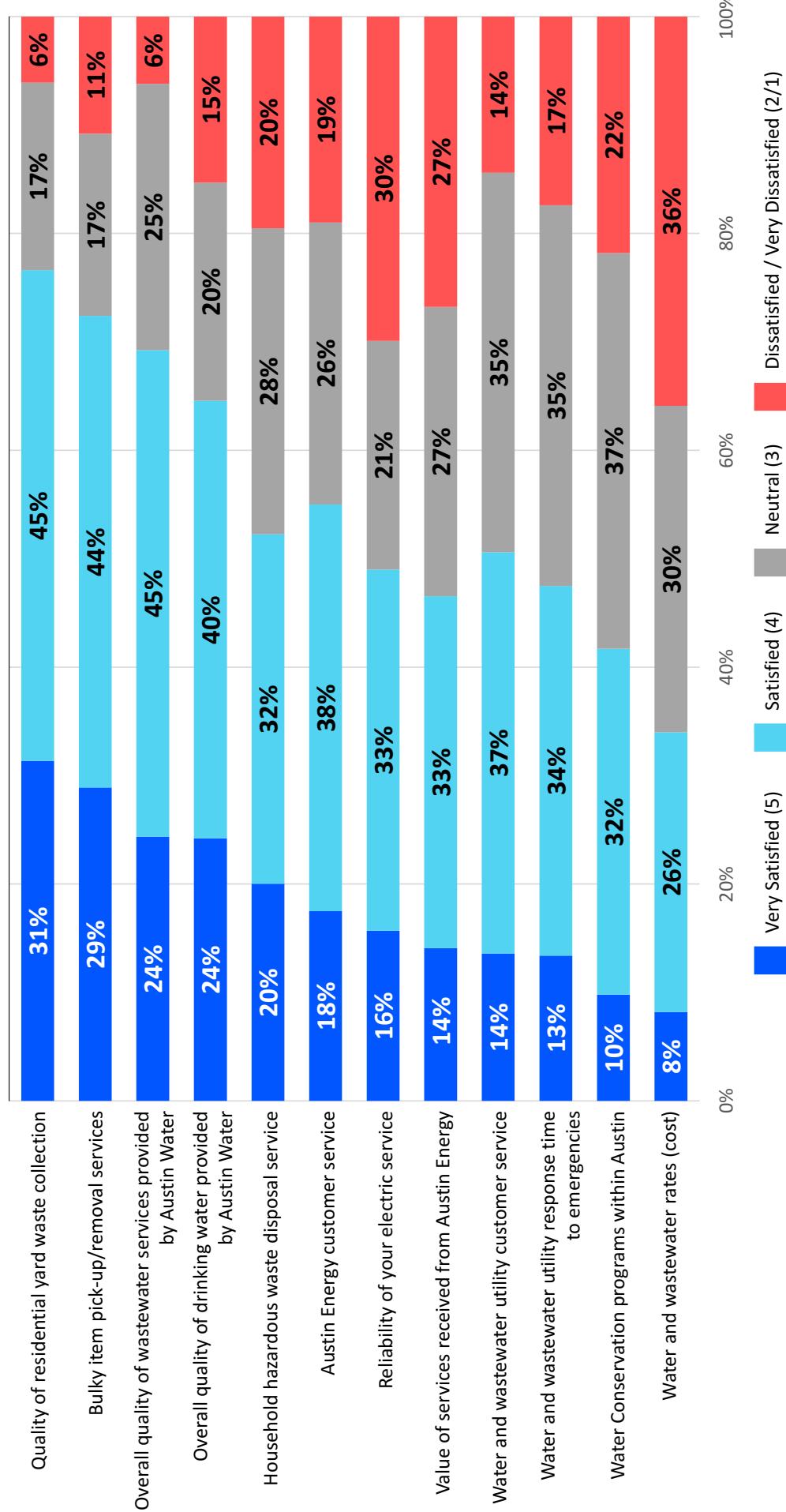


# Q10. Transportation Services Most Important for the City to Provide

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

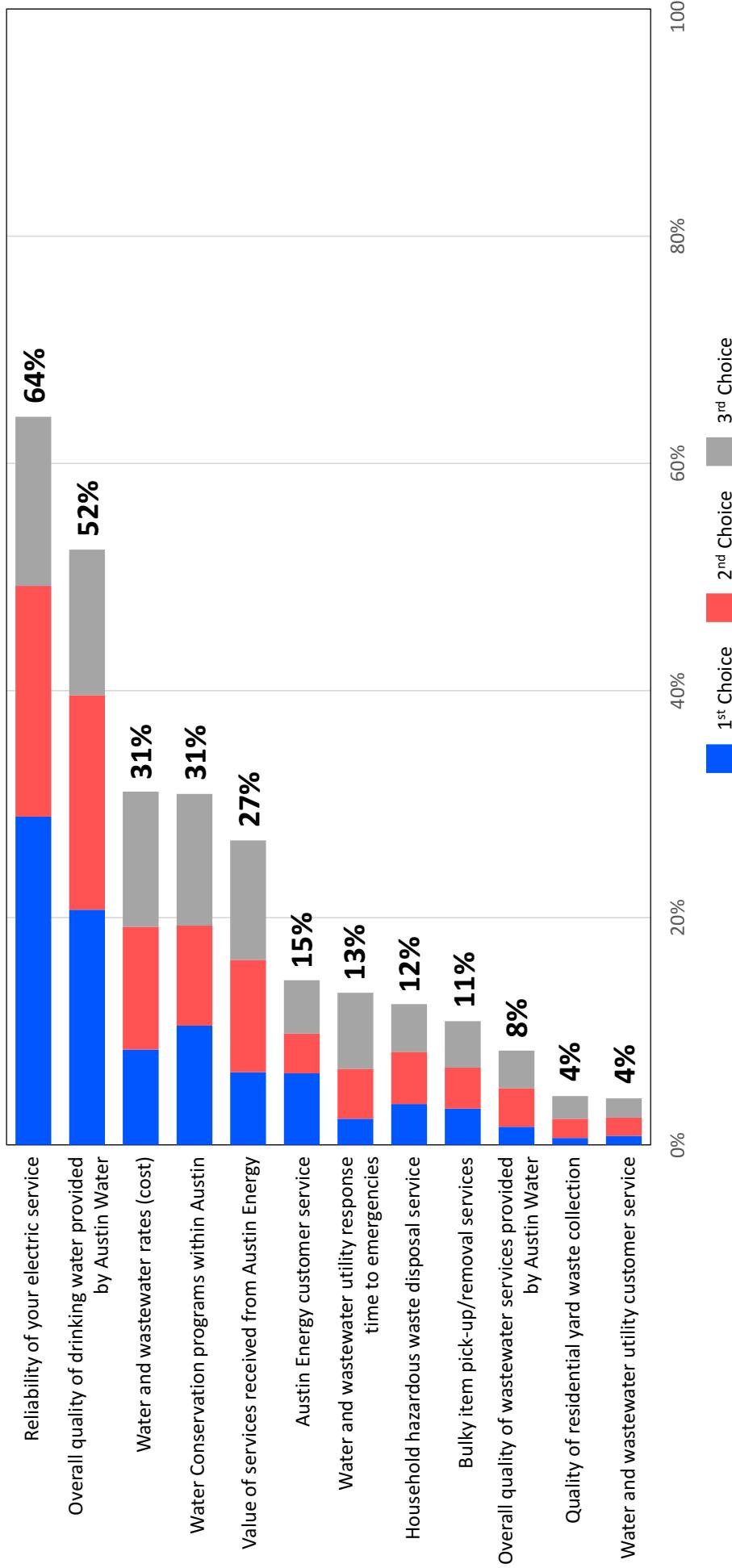


## Q11. Satisfaction with Utility Services by percentage of respondents (excluding don't know)

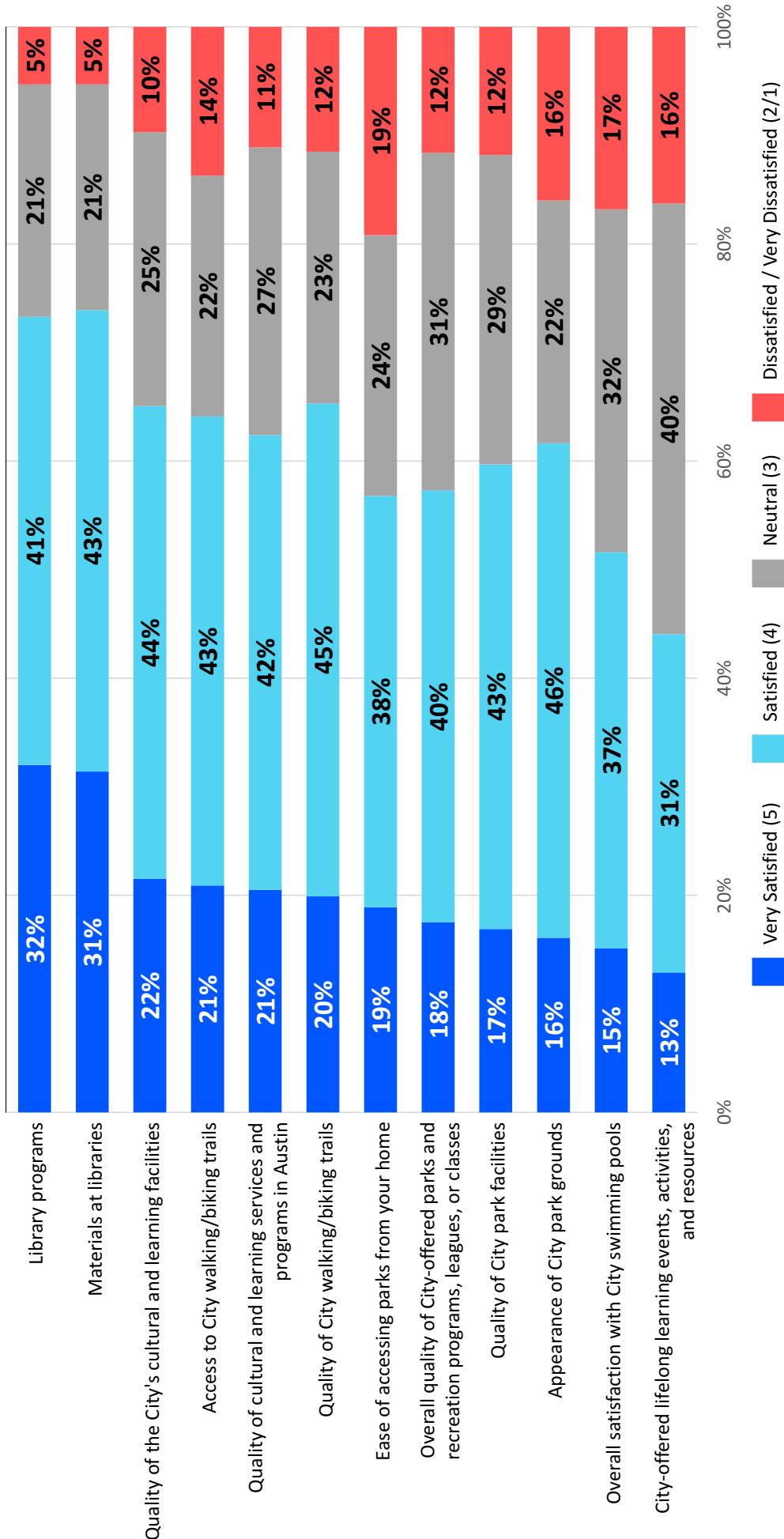


## Q12. Utility Services Most Important for the City to Provide

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

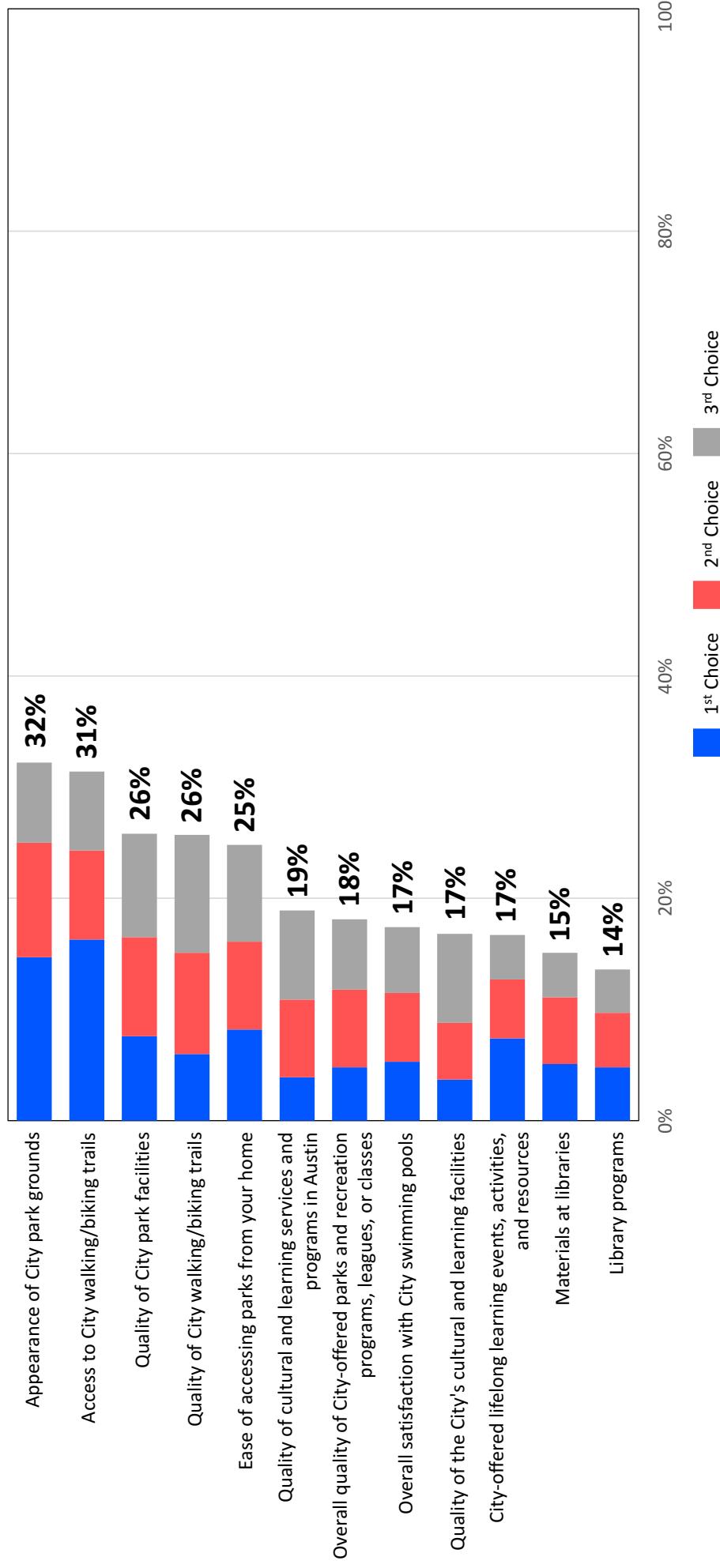


## Q13. Satisfaction with Parks, Recreation, Culture and Learning by percentage of respondents (excluding don't know)

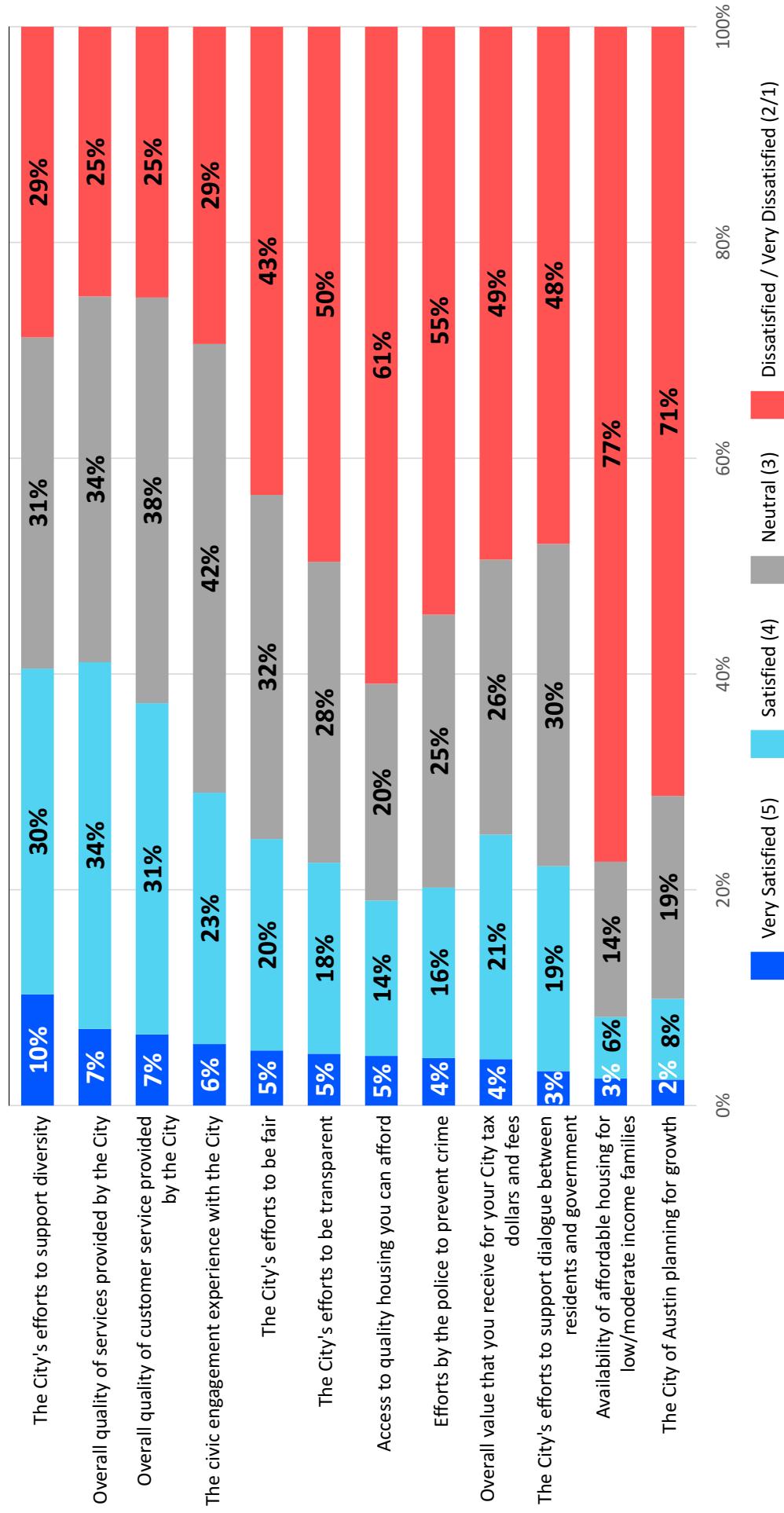


# Q14. Parks, Recreation, Culture and Learning Services Most Important for the City to Provide

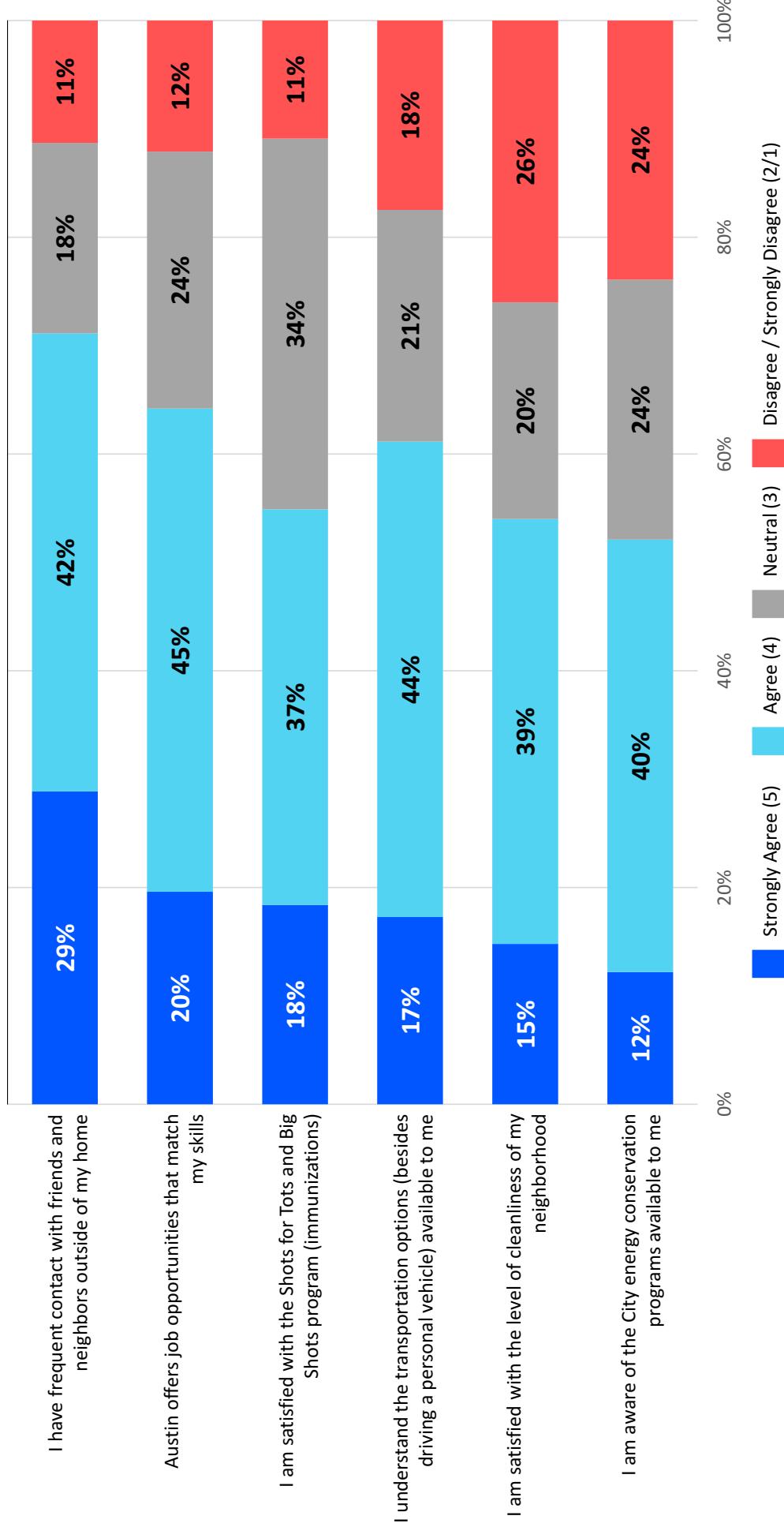
by percentage of respondents who selected the item as one of their top three choices



## **Q15. Satisfaction with Perceptions of Austin by percentage of respondents (excluding don't know)**



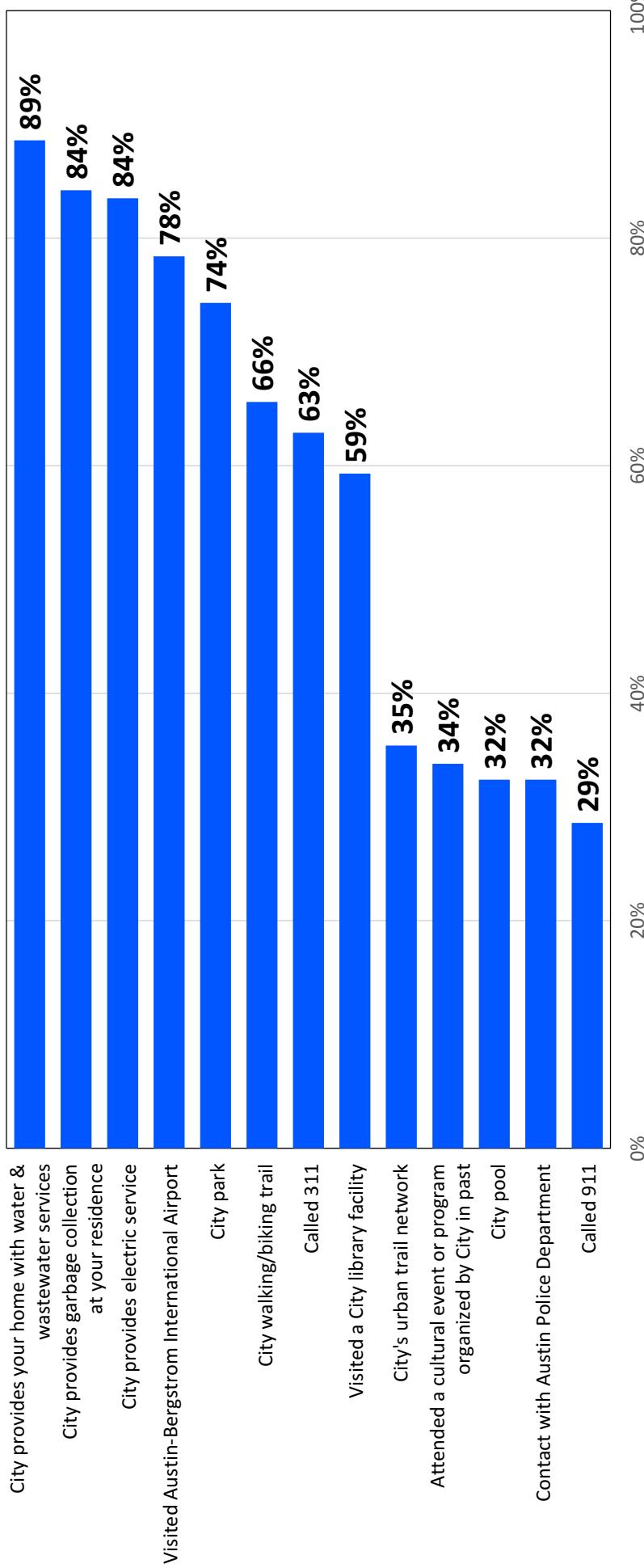
## **Q16. Do you agree with these statements about Austin? Top 6 by percentage of respondents (excluding don't know)**



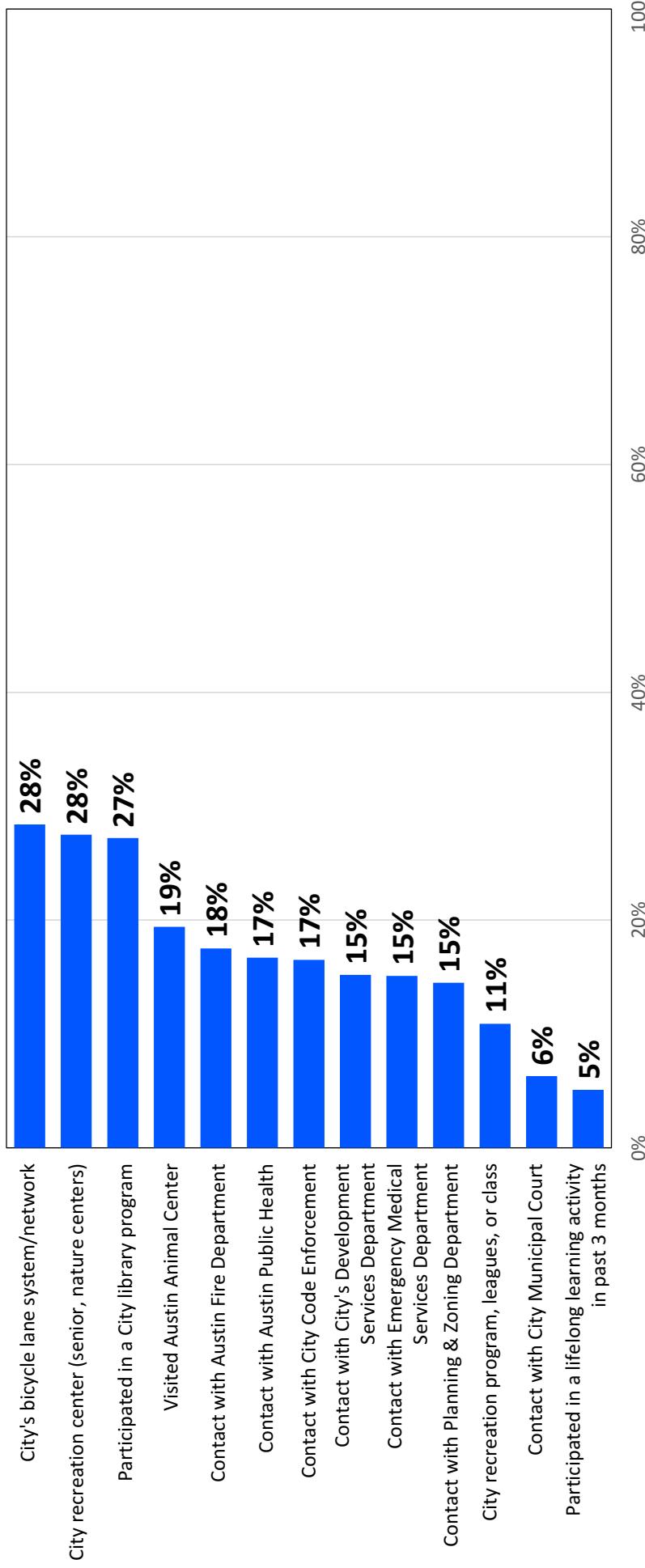
## Q16. Do you agree with these statements about Austin? Bottom 7 by percentage of respondents (excluding don't know)



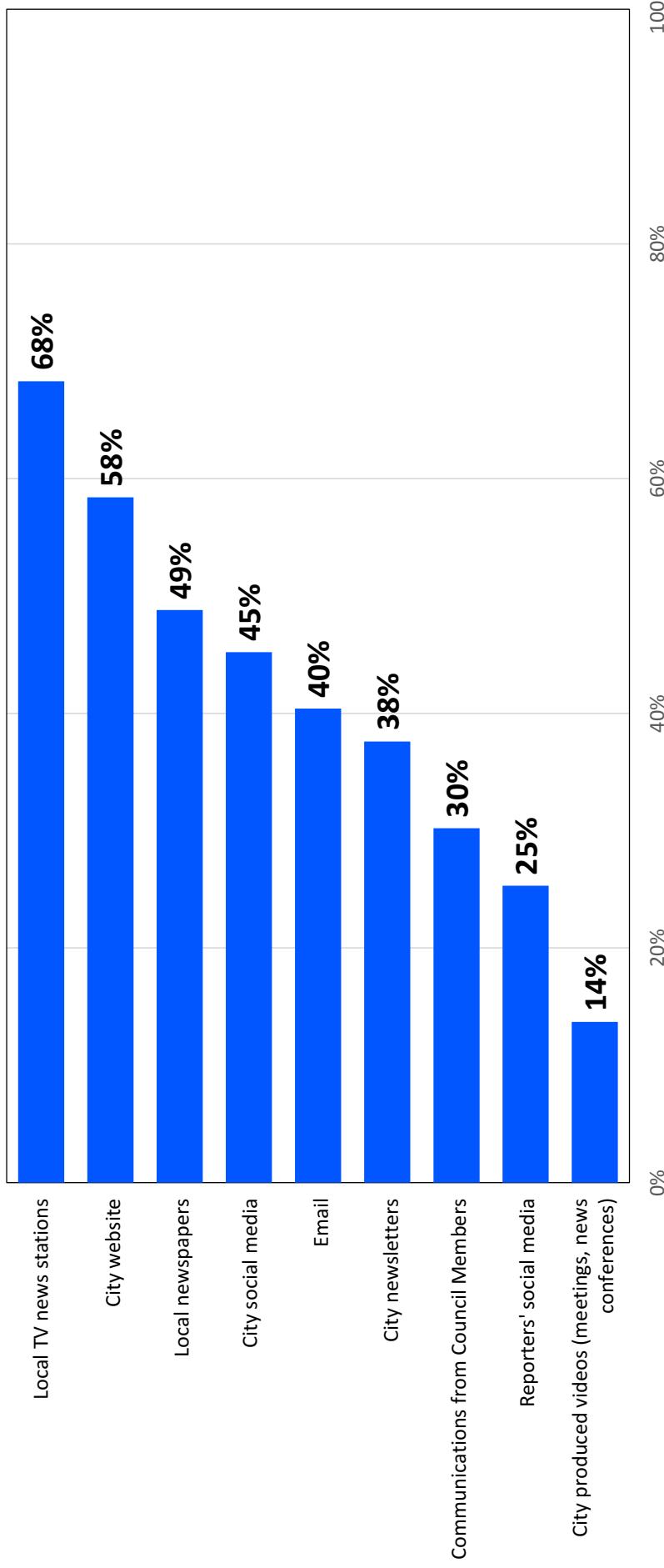
## Q17. Which of the following services and facilities provided by the City have you used in the past 12 months? Top 13 by percentage of respondents (multiple selections could be made)



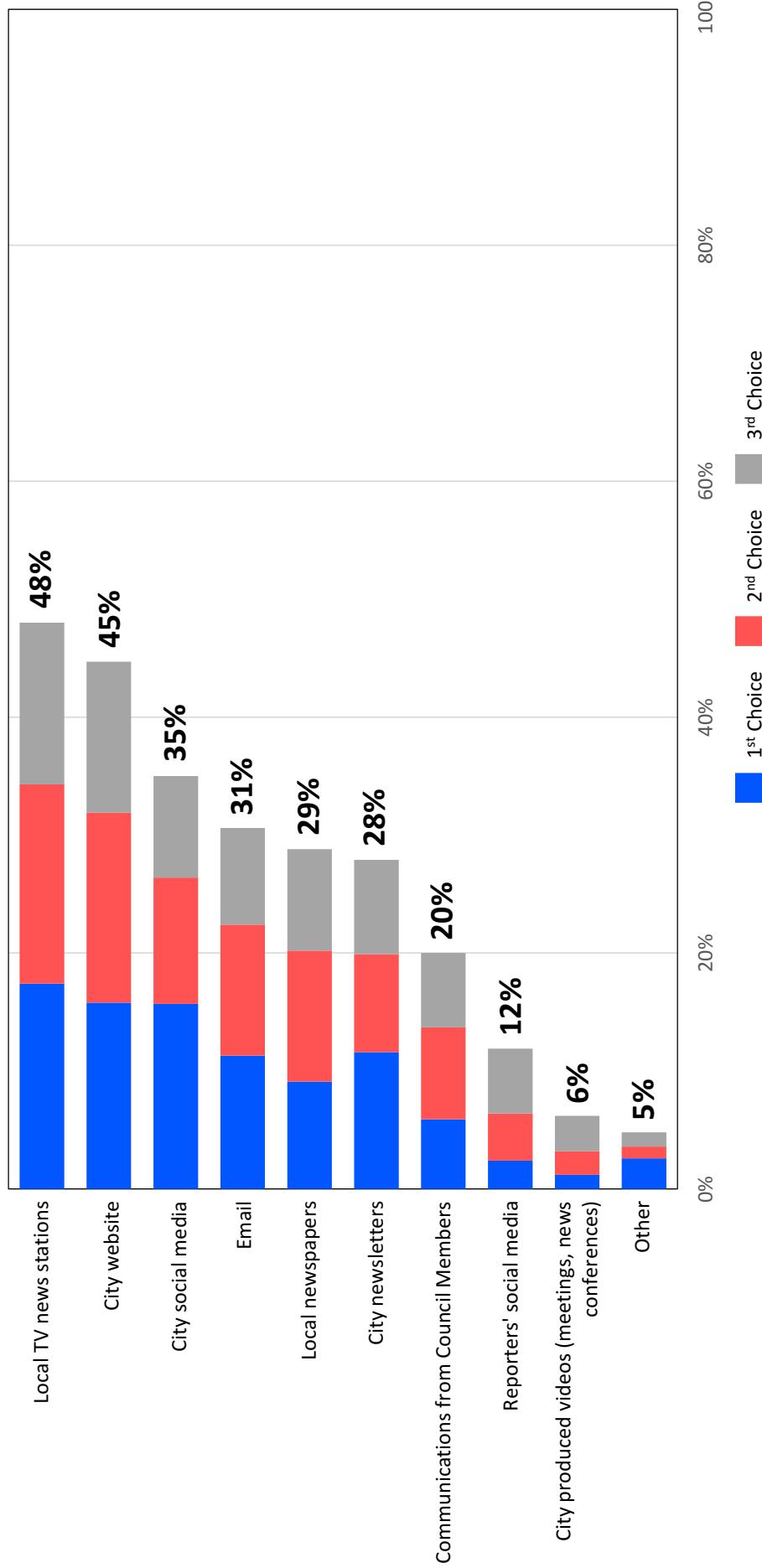
## Q17. Which of the following services and facilities provided by the City have you used in the past 12 months? Bottom 13 by percentage of respondents (multiple selections could be made)



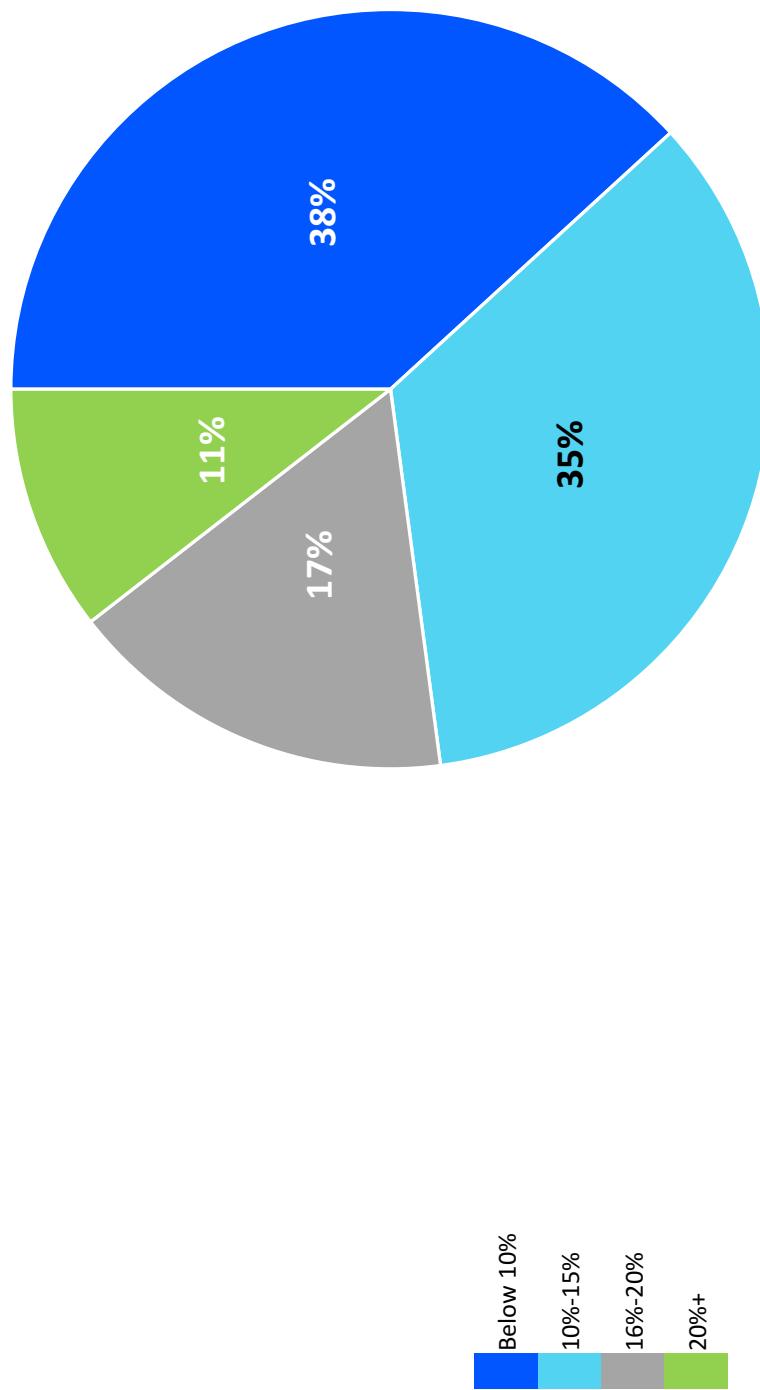
## Q18. From which of the following sources do you currently get information about the City of Austin? by percentage of respondents (multiple selections could be made)



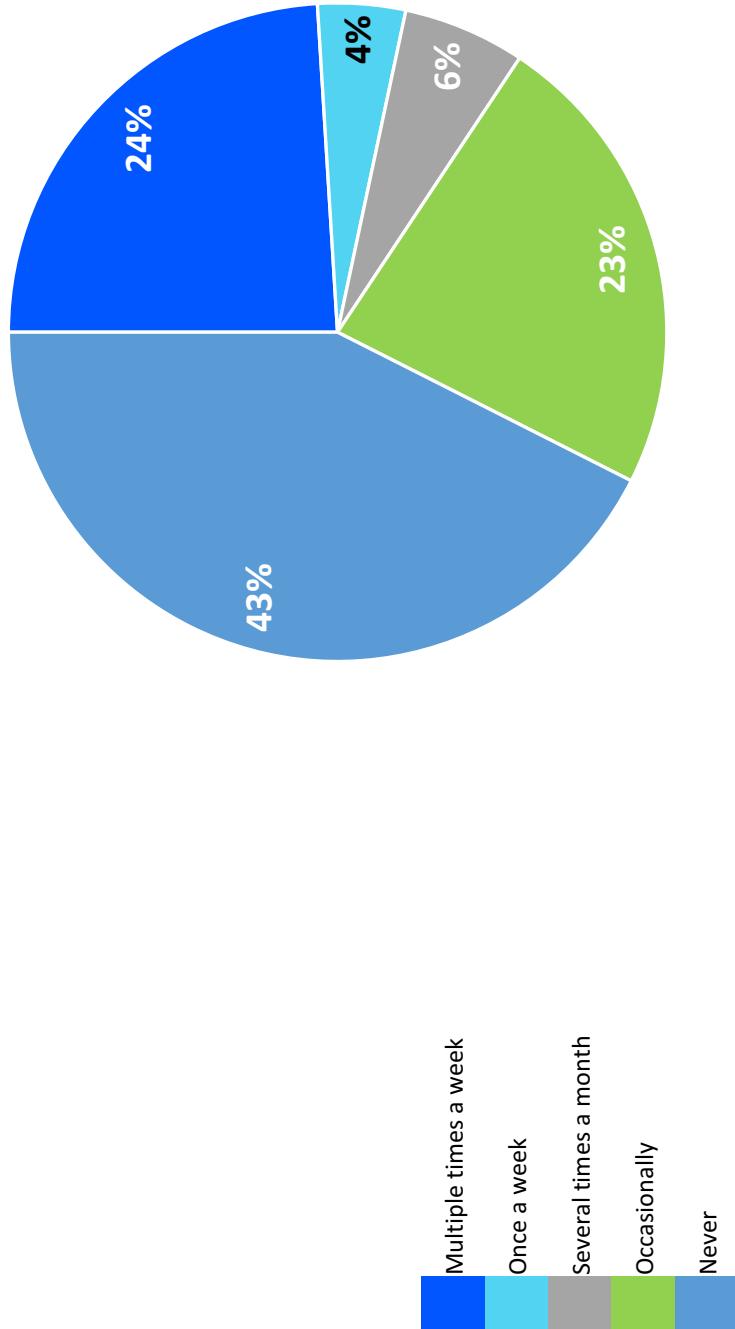
## Q19. Information Sources Most Preferred to get Information about the City by percentage of respondents who selected the item as one of their top three choices



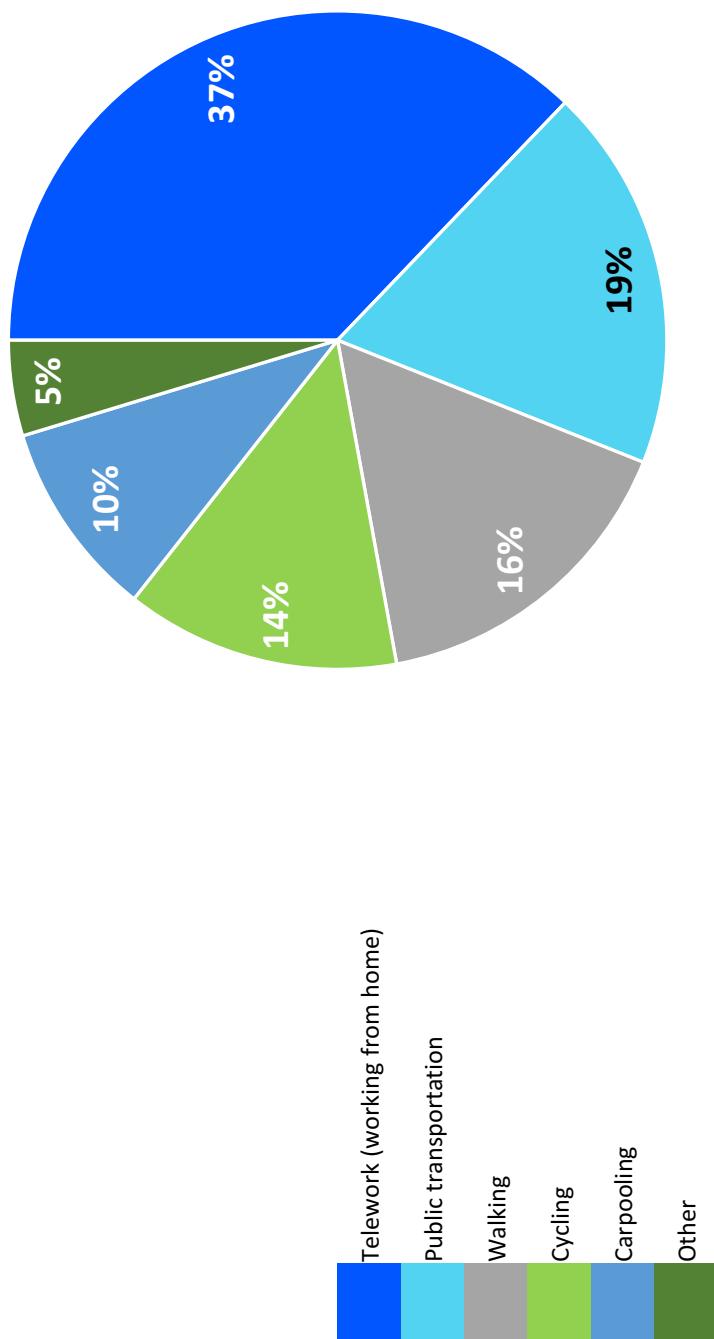
**Q20. What percentage of your annual household income is needed for transportation costs?  
by percentage of respondents**



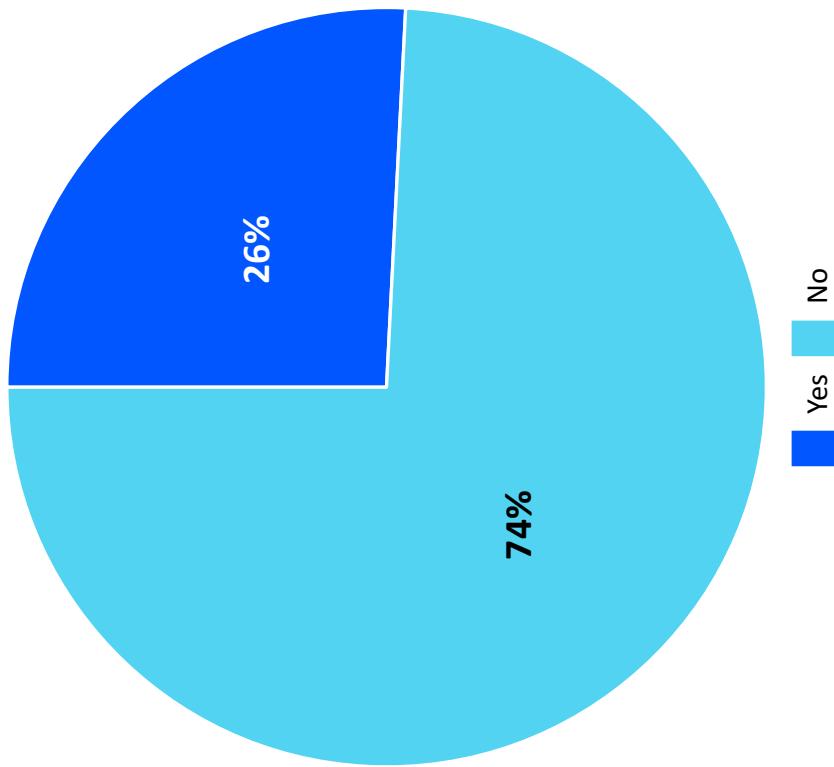
**Q21. How often do you use alternate transportation options besides driving alone to commute to work or school?**  
by percentage of respondents



**Q21a. What is the best alternative transportation option for you?  
by percentage of respondents**

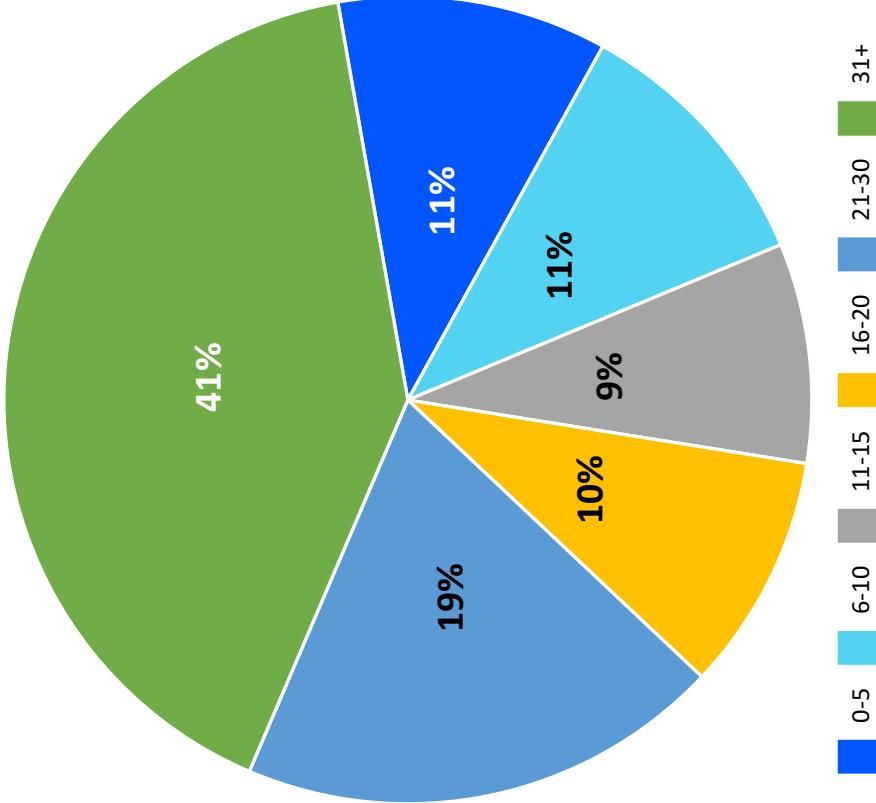


## Q22. Demographics: Are you a native of Austin, Texas? by percentage of respondents



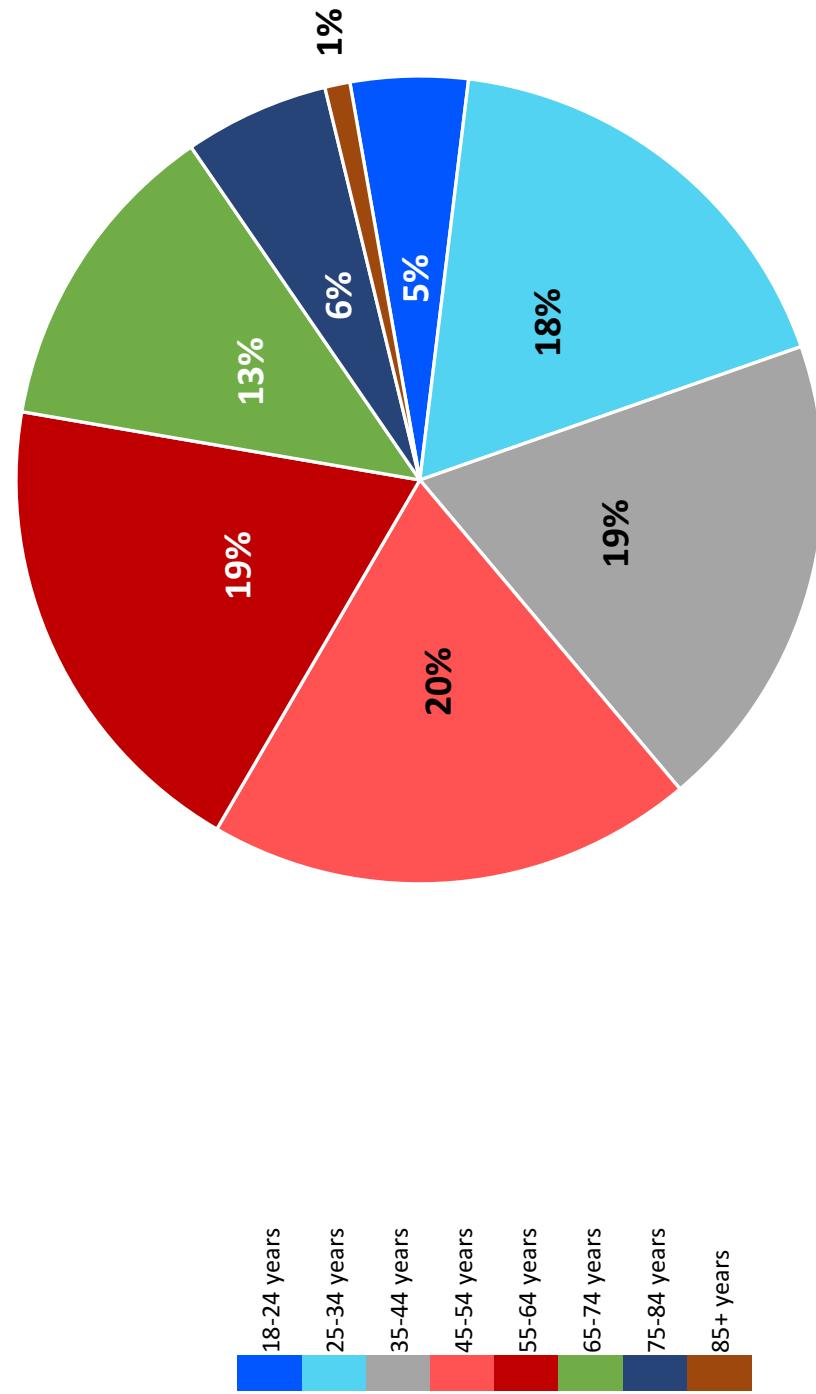
## Q23. Demographics: Approximately how many years have you lived in Austin?

by percentage of respondents (excluding not provided)



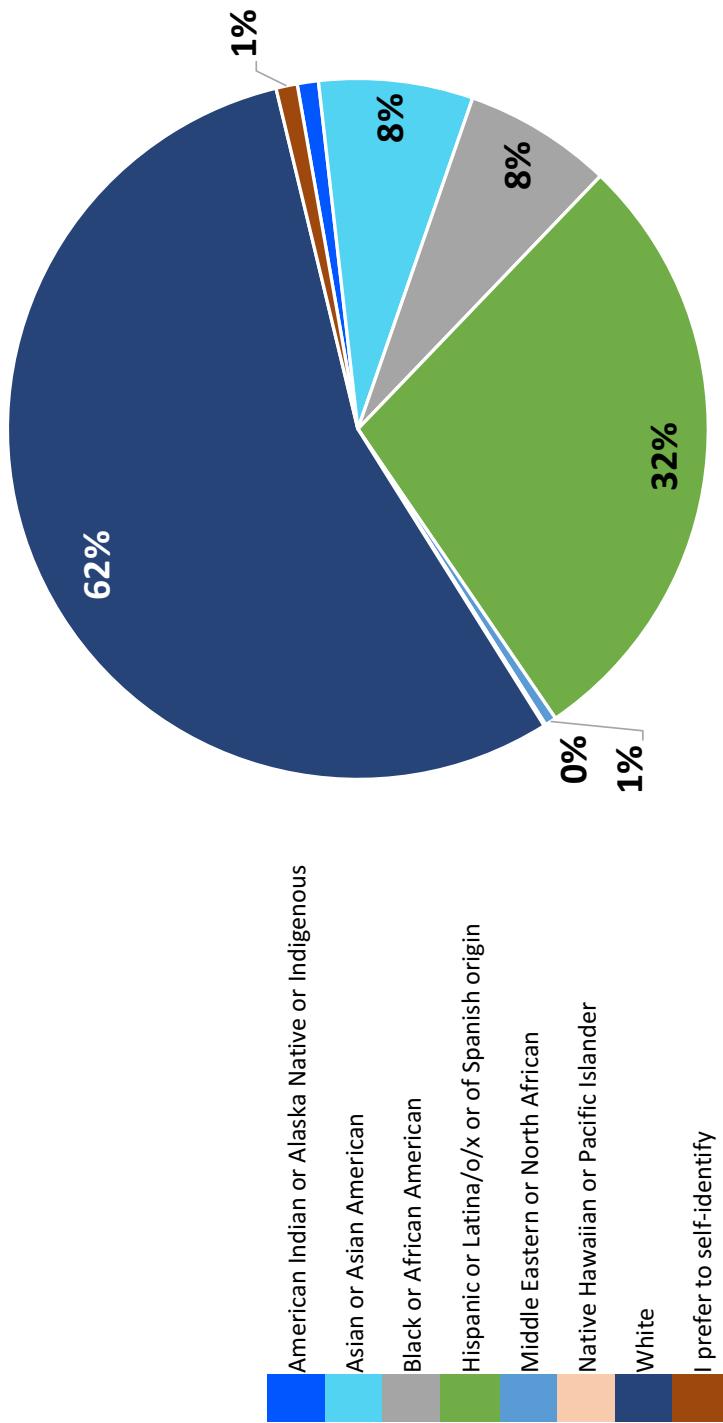
## Q24. Demographics: Which of the following describes your age range?

by percentage of respondents (excluding not provided)



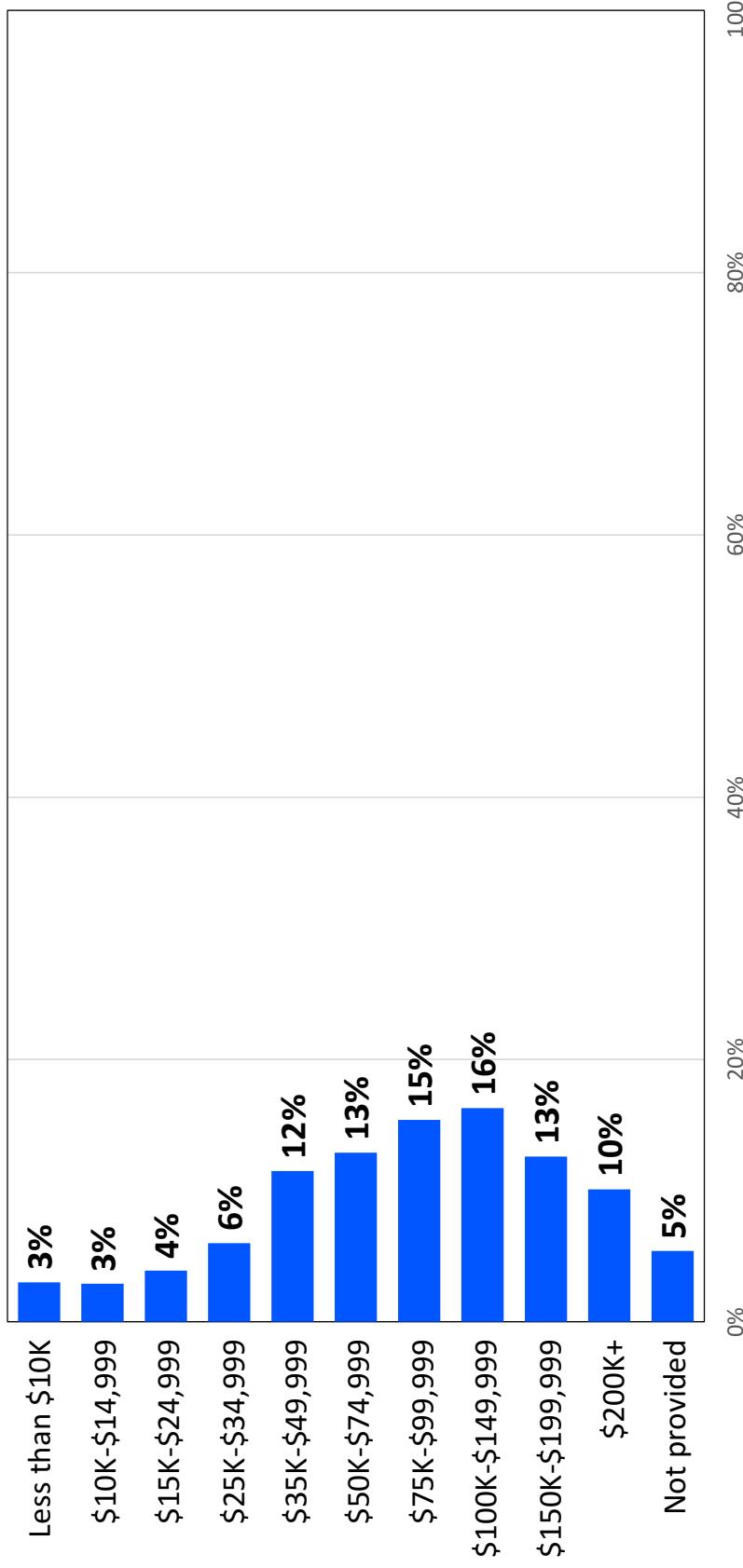
## Q25. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents

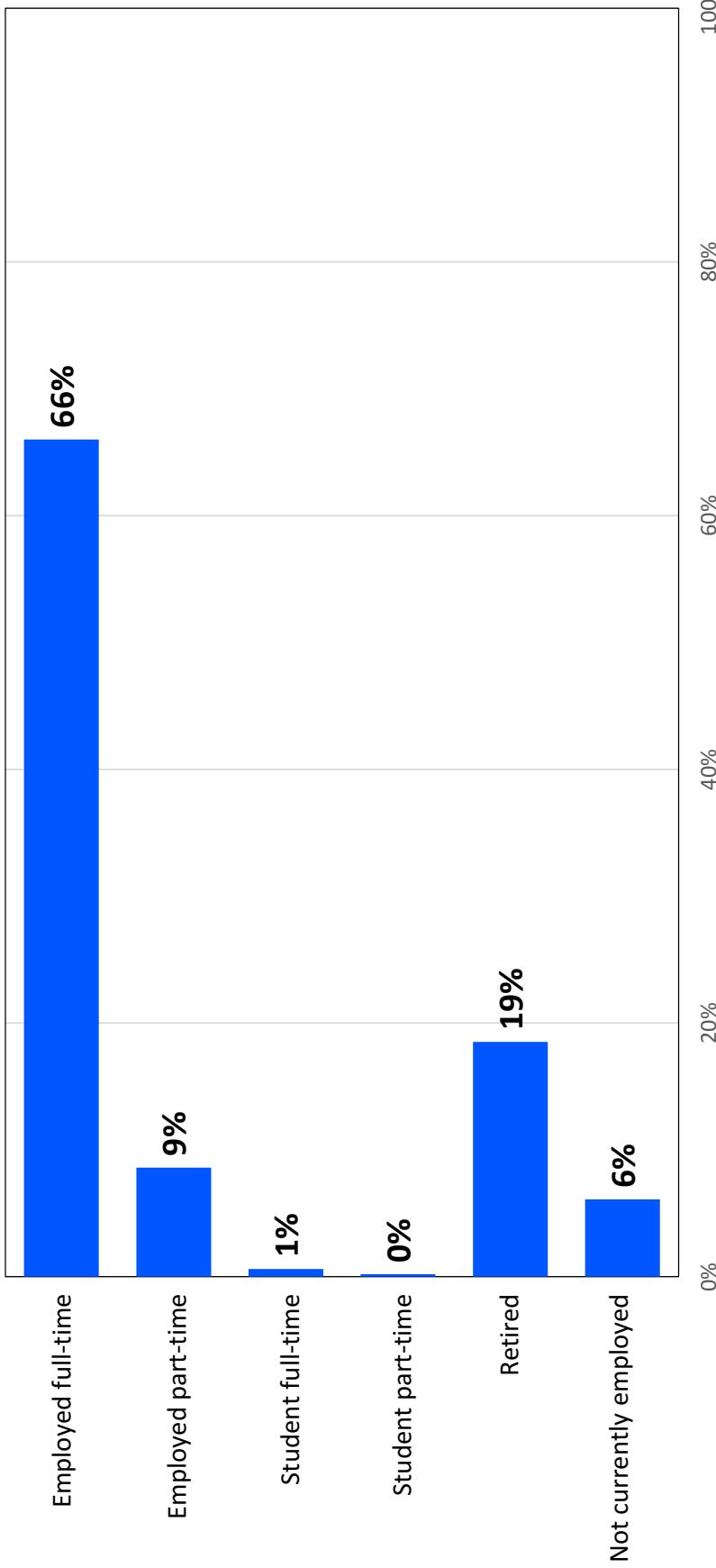


## Q26. Demographics: Which of the following best describes your ANNUAL household income?

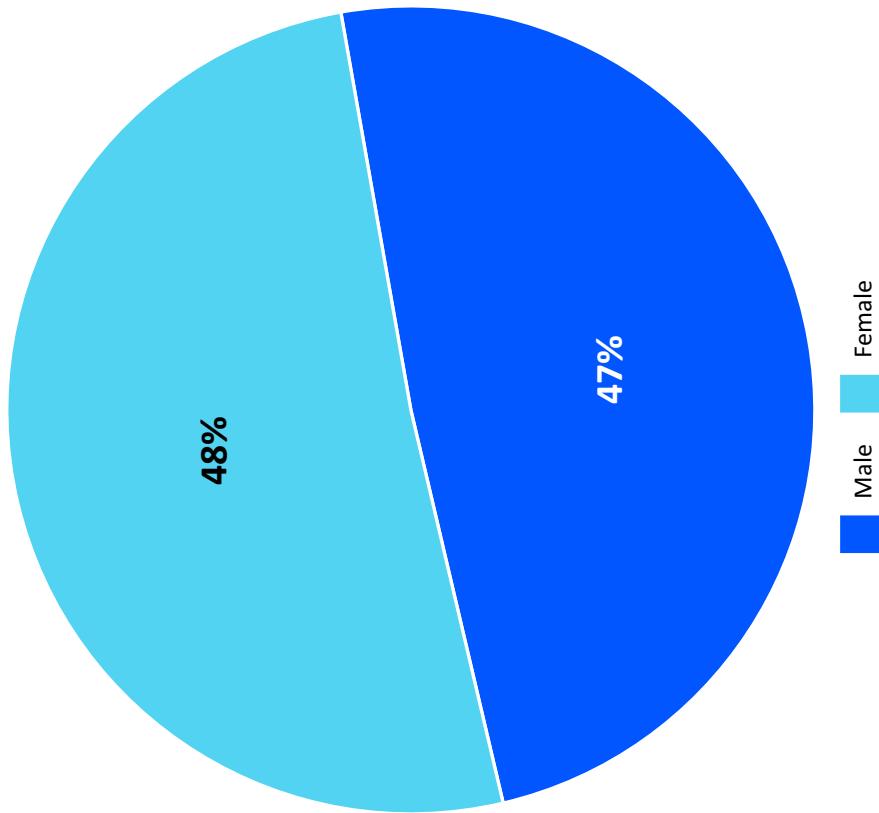
by percentage of respondents



## Q27. Demographics: Which of the following BEST describes your employment status? by percentage of respondents

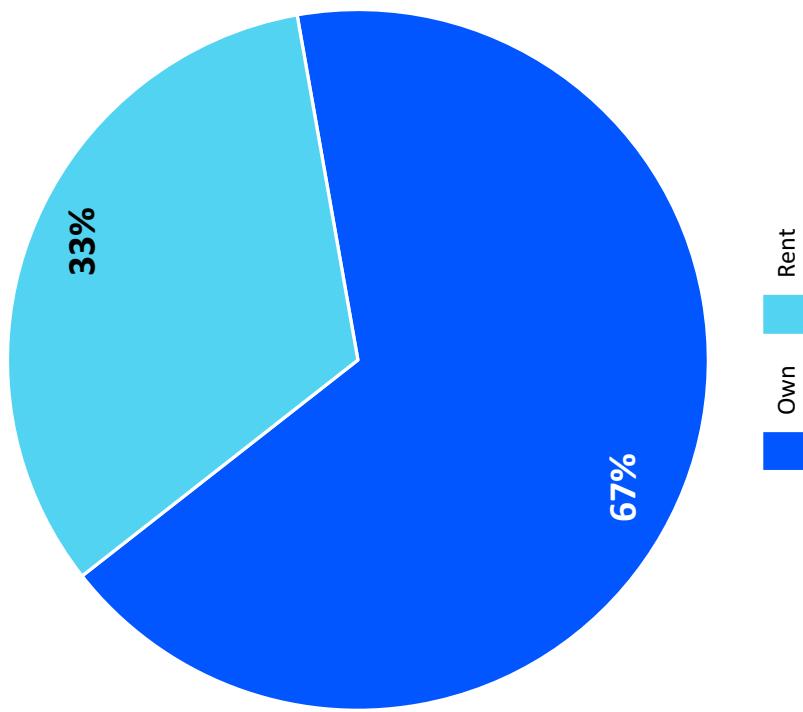


## Q28. Demographics: What is your current gender identity? by percentage of respondents (excluding not provided)



\*3.1% of those surveyed preferred not to identify or preferred to self-identify or identified as Trans Male/Female or Non-Binary

## Q29. Demographics: Do you own or rent your home? by percentage of respondents (excluding not provided)



2

## Trends Report



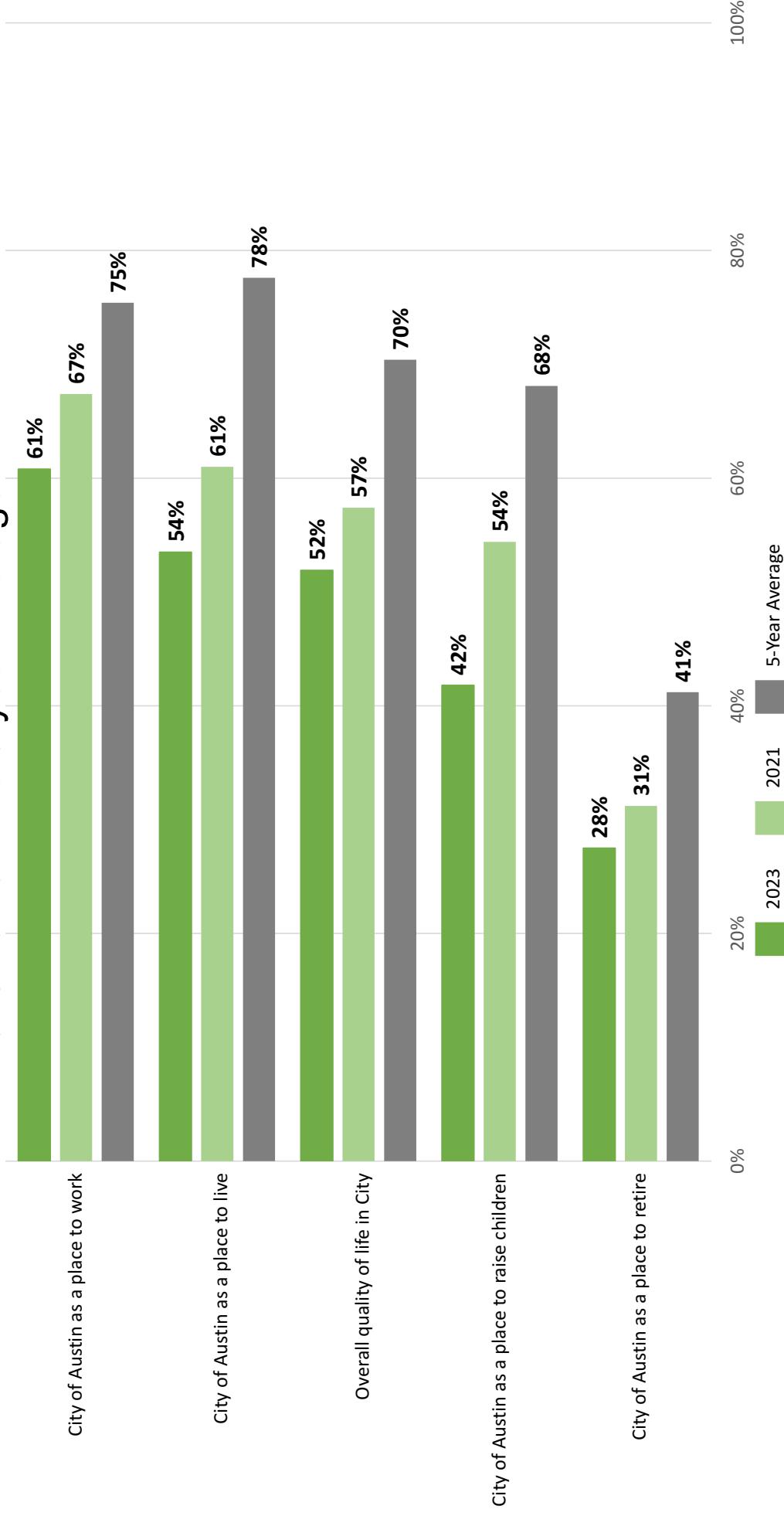
# City of Austin Trends Analysis

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The following slides show the trends for the  
City of Austin.

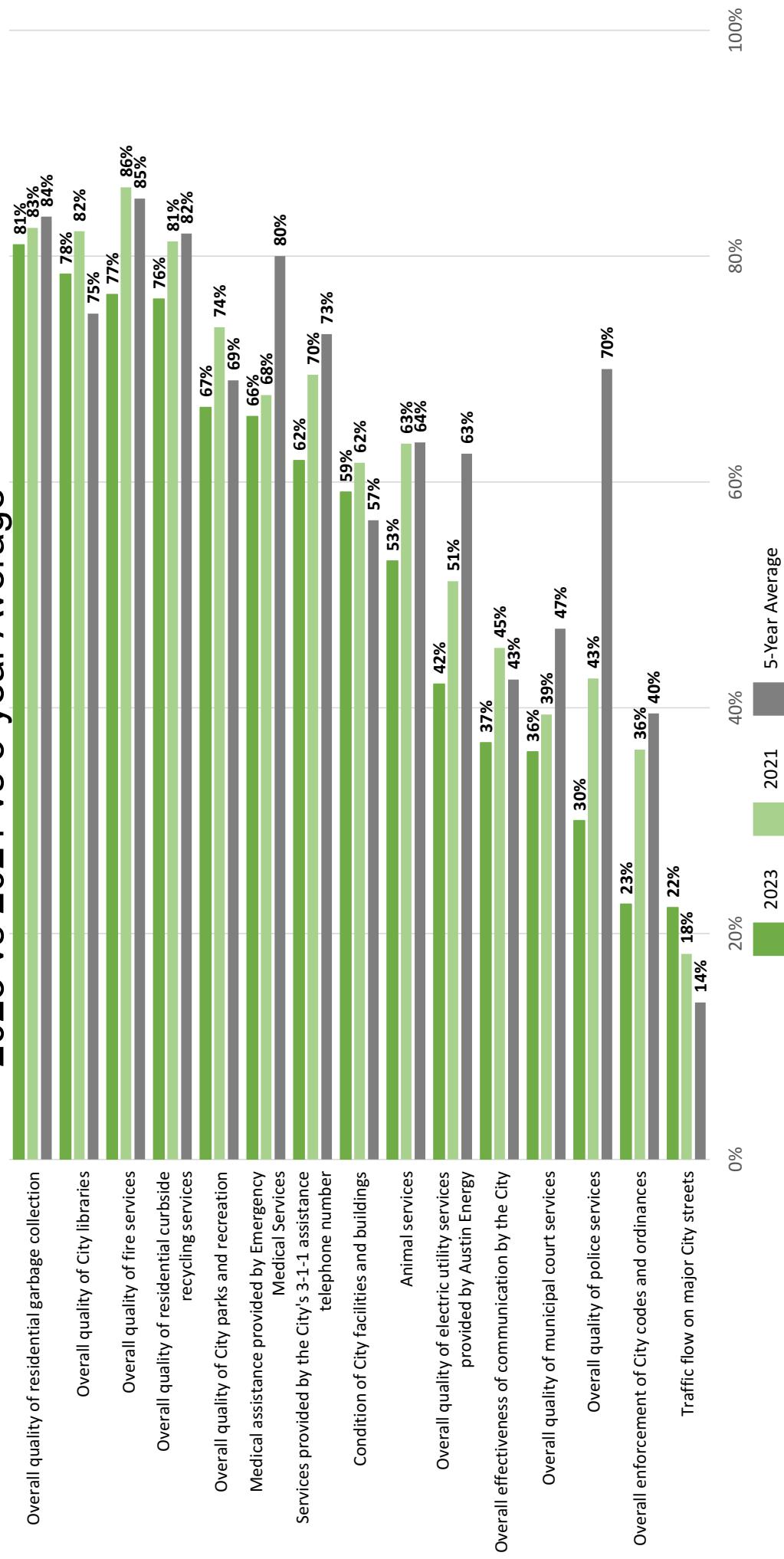
## Quality of Life in the City: Trends

2023 vs 2021 vs 5-year Average



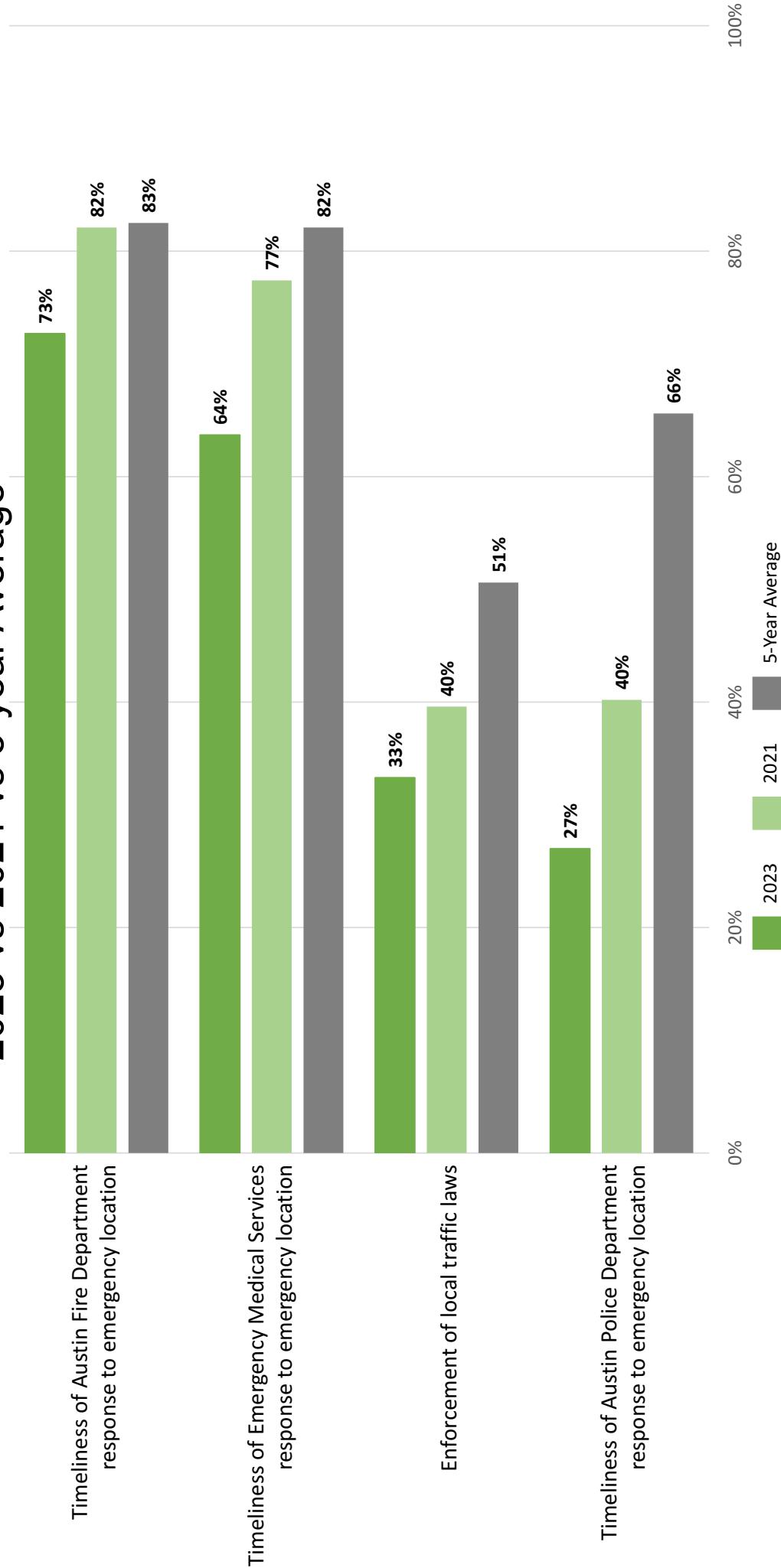
# Major City Services: Trends

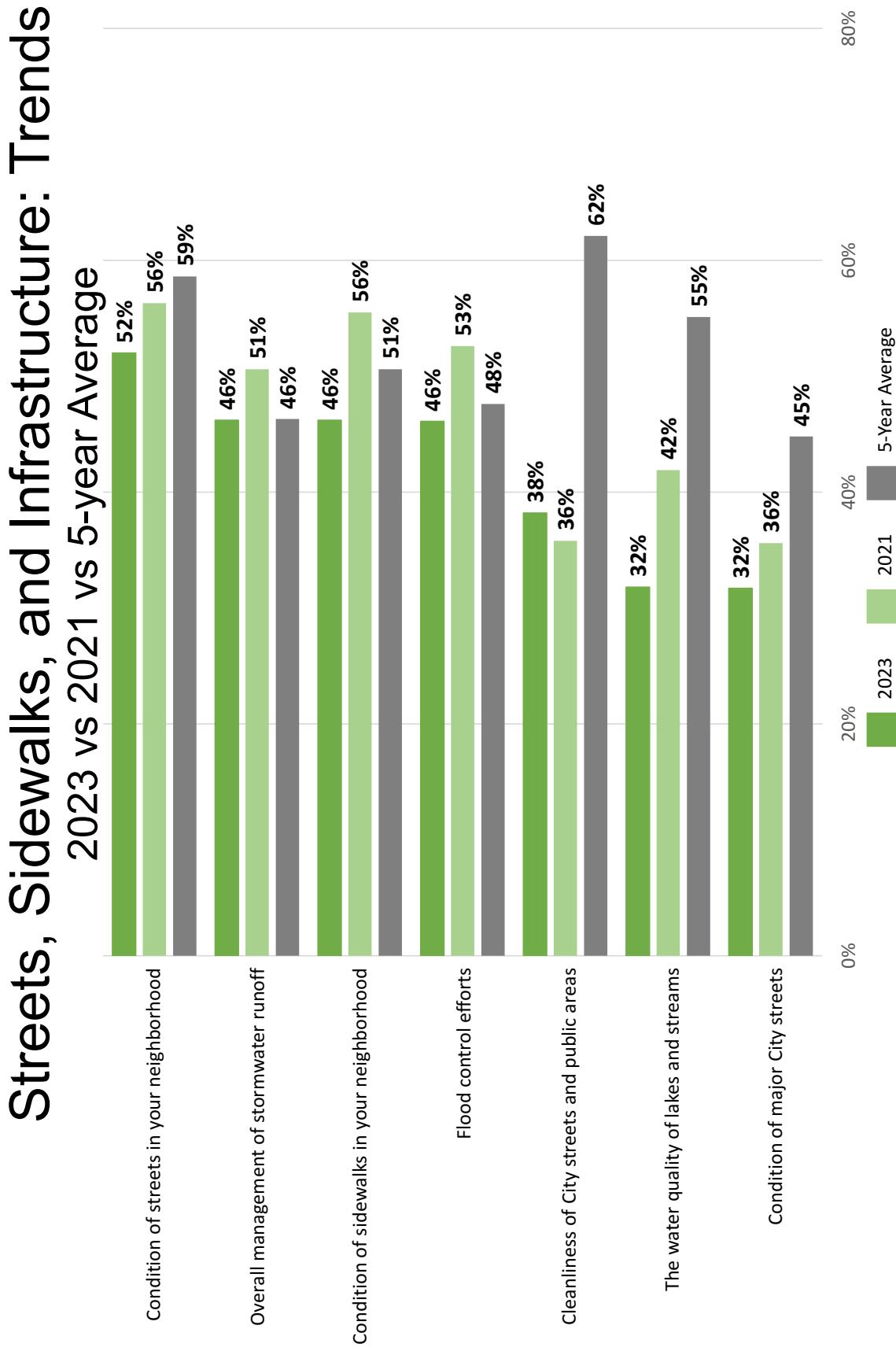
## 2023 vs 2021 vs 5-year Average



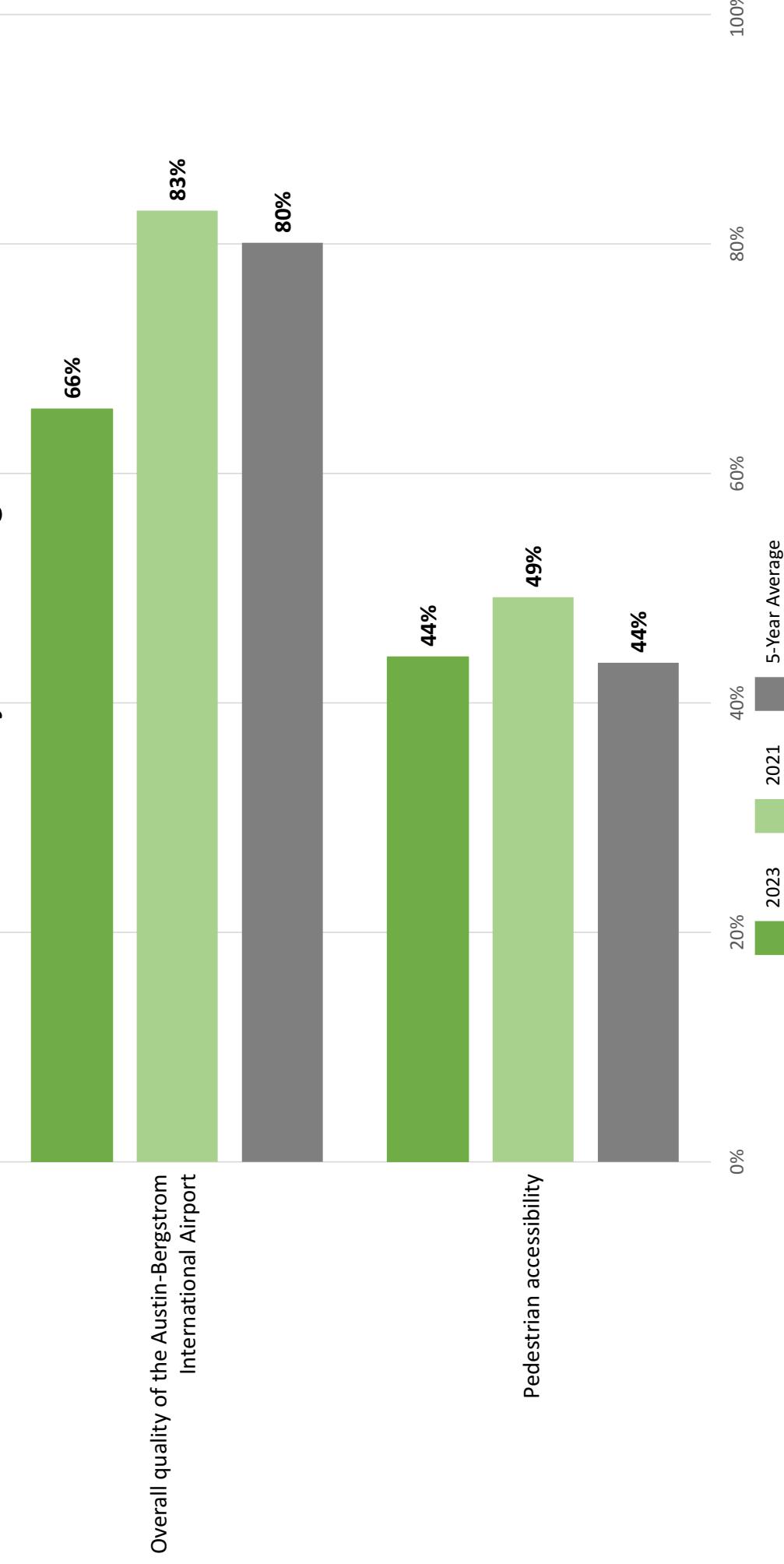
# Public Safety: Trends

## 2023 vs 2021 vs 5-year Average



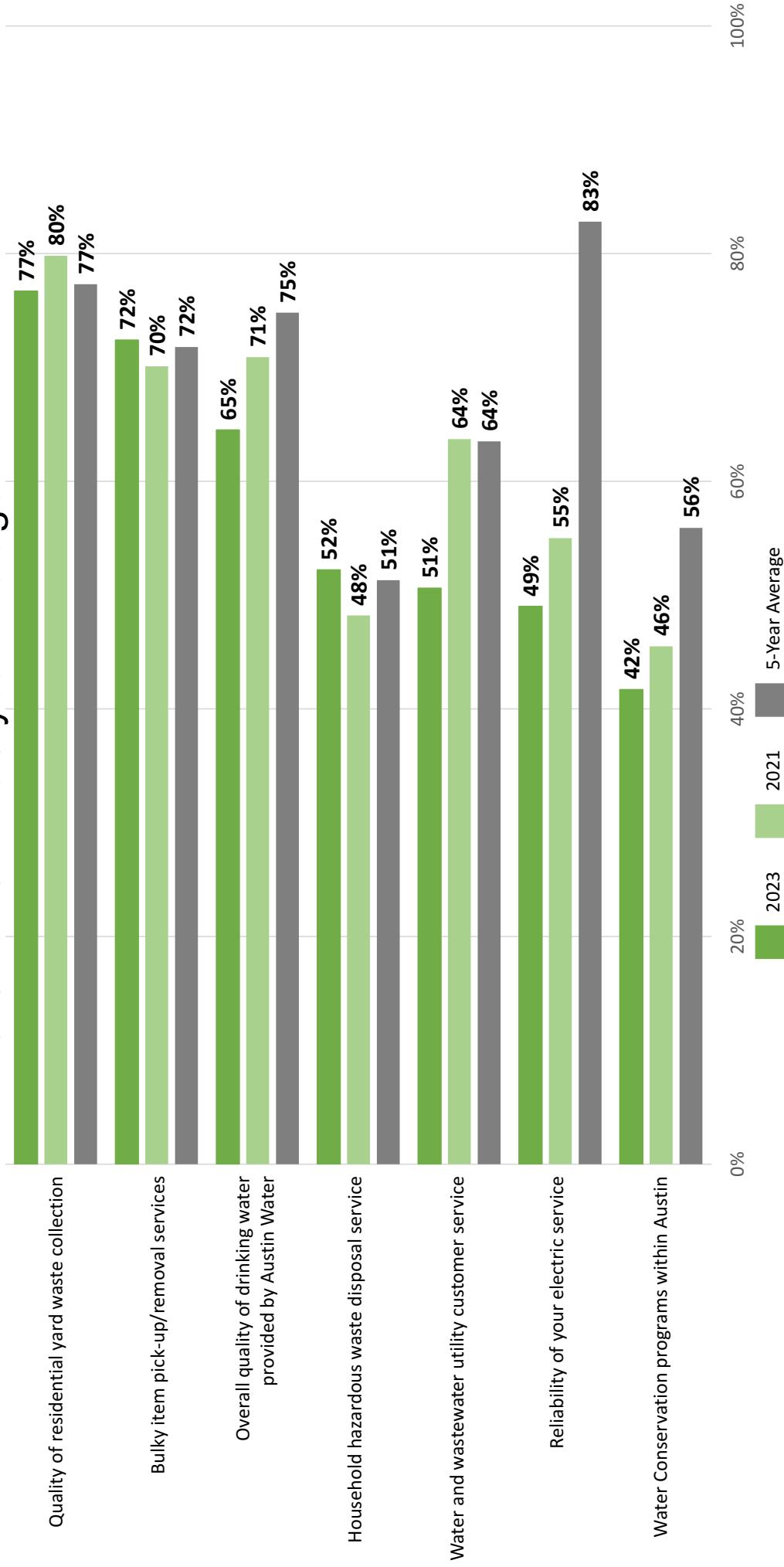


## Transportation: Trends 2023 vs 2021 vs 5-year Average



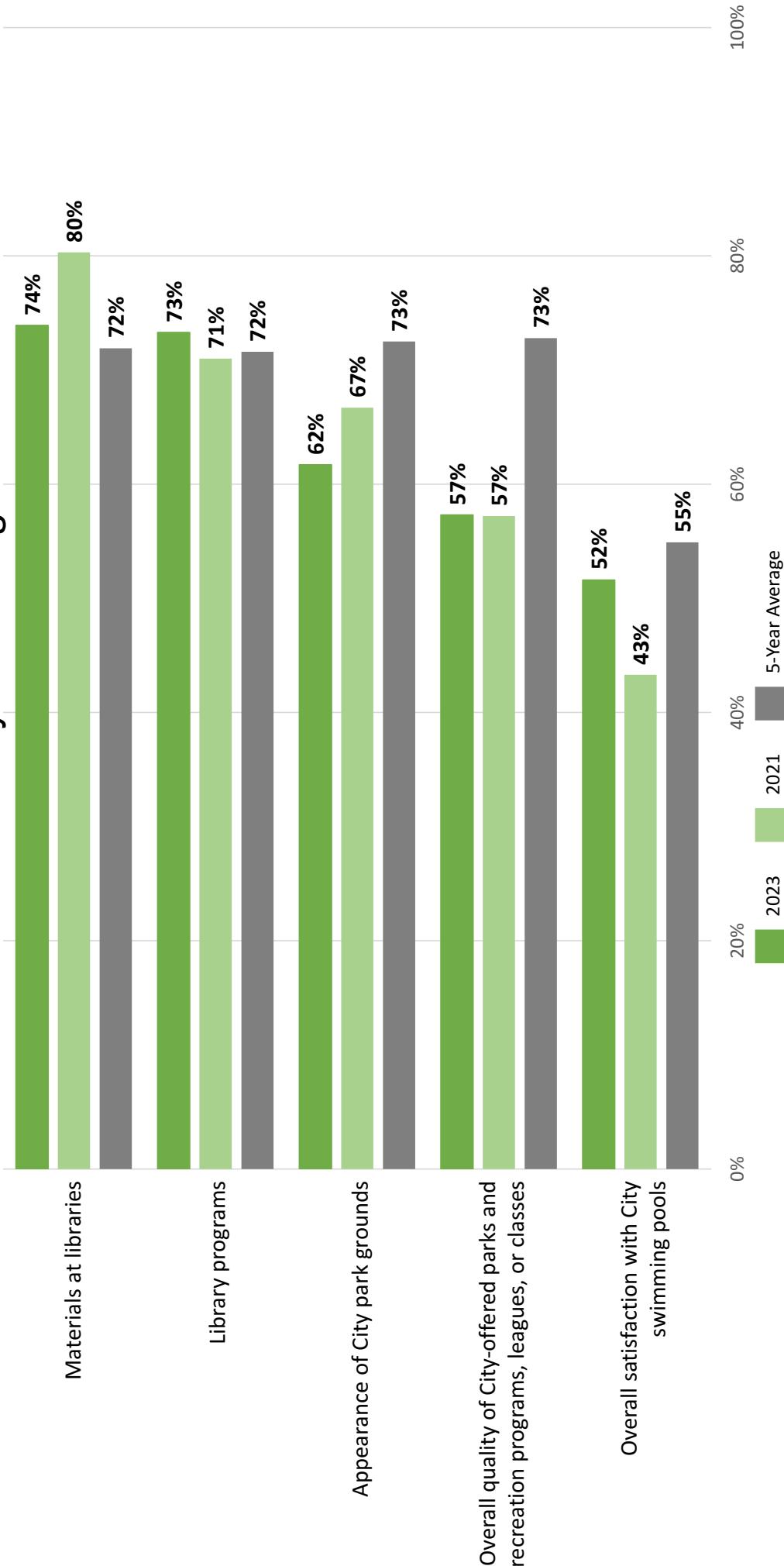
## Utilities: Trends

### 2023 vs 2021 vs 5-year Average

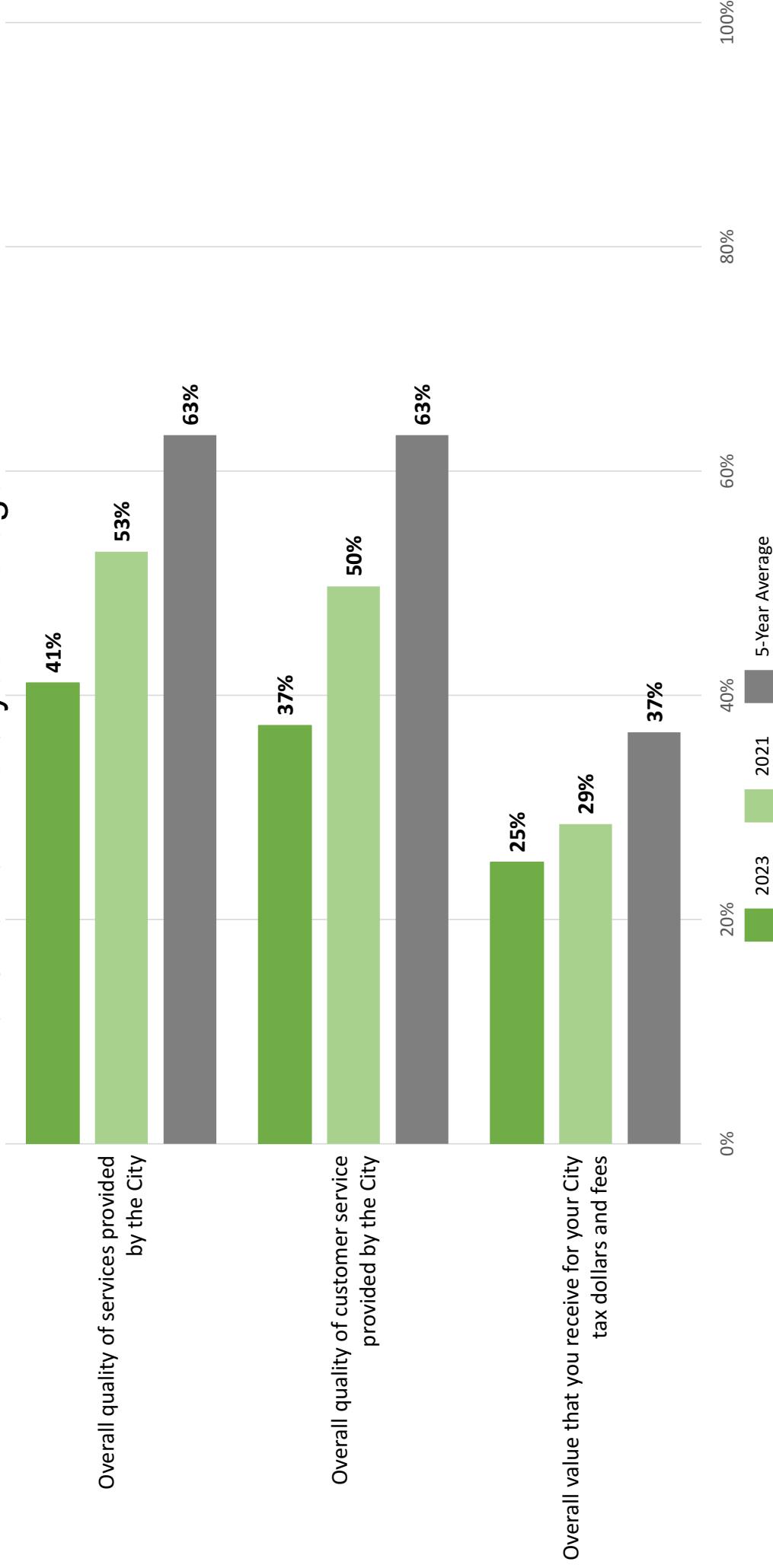


# Parks, Recreation, Culture and Learning: Trends

## 2023 vs 2021 vs 5-year Average



# Perceptions of Austin: Trends 2023 vs 2021 vs 5-year Average



3

## Benchmarking Analysis

# National Benchmarking Analysis



## Overview

Originally established in 1999, the *DirectionFinder®* program by ETC Institute was designed to empower community leaders with statistically robust survey data, aiding them in making informed decisions. Since its inception in November 1999, the survey has been implemented in over 300 cities and counties across 49 states. The majority of participating communities utilize the survey on either an annual or biennial basis. This section comprises two segments dedicated to benchmarking.

## National Benchmarking

National Benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 5,000 residents in the continental United States and (2) from a regional survey administered to a random sample of more than 798 residents in Texas during the winter of 2023.

## Similar-Sized Communities Benchmarking

Benchmarking data from a group of similar-sized communities that completed community surveys administered by ETC Institute from 2021 to 2023. Below is the list of communities that make up the similar-sized community average.

- Dallas, TX
- El Paso, TX
- Kansas City, MO
- Las Vegas, NV
- Miami, FL
- Oklahoma City, OK
- Raleigh, NC
- Virginia Beach, VA
- Fort Worth, TX

The charts on the subsequent pages illustrate the comparison between the City of Austin's results and both the national and Texas averages, alongside communities of similar size.

*ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2023 survey.  
Only items that ETC Institute maintains benchmarking data for are included in this section.*



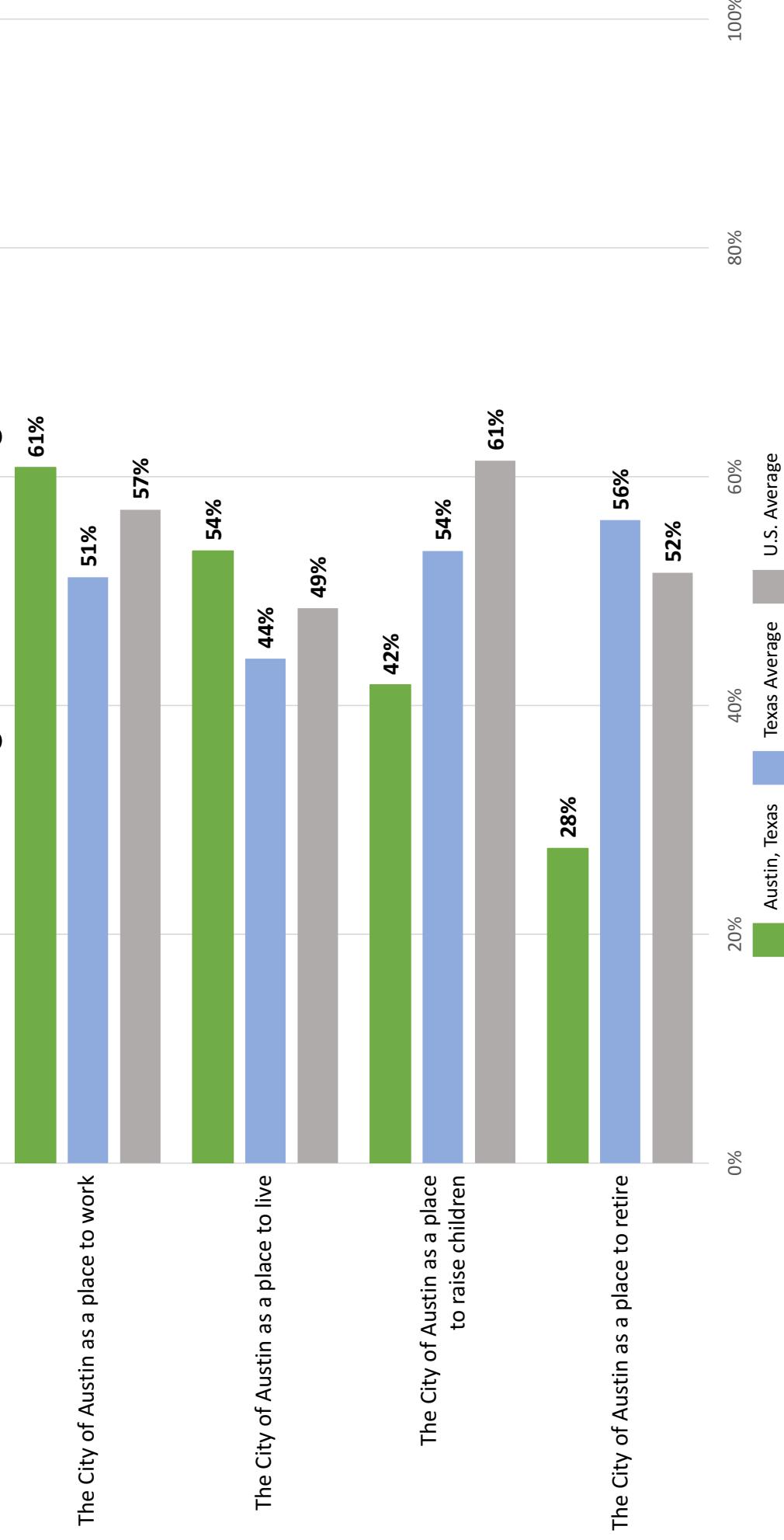
## City of Austin Benchmarking

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The following slides show how the City of Austin compares to the Texas Average and the U.S. Average.

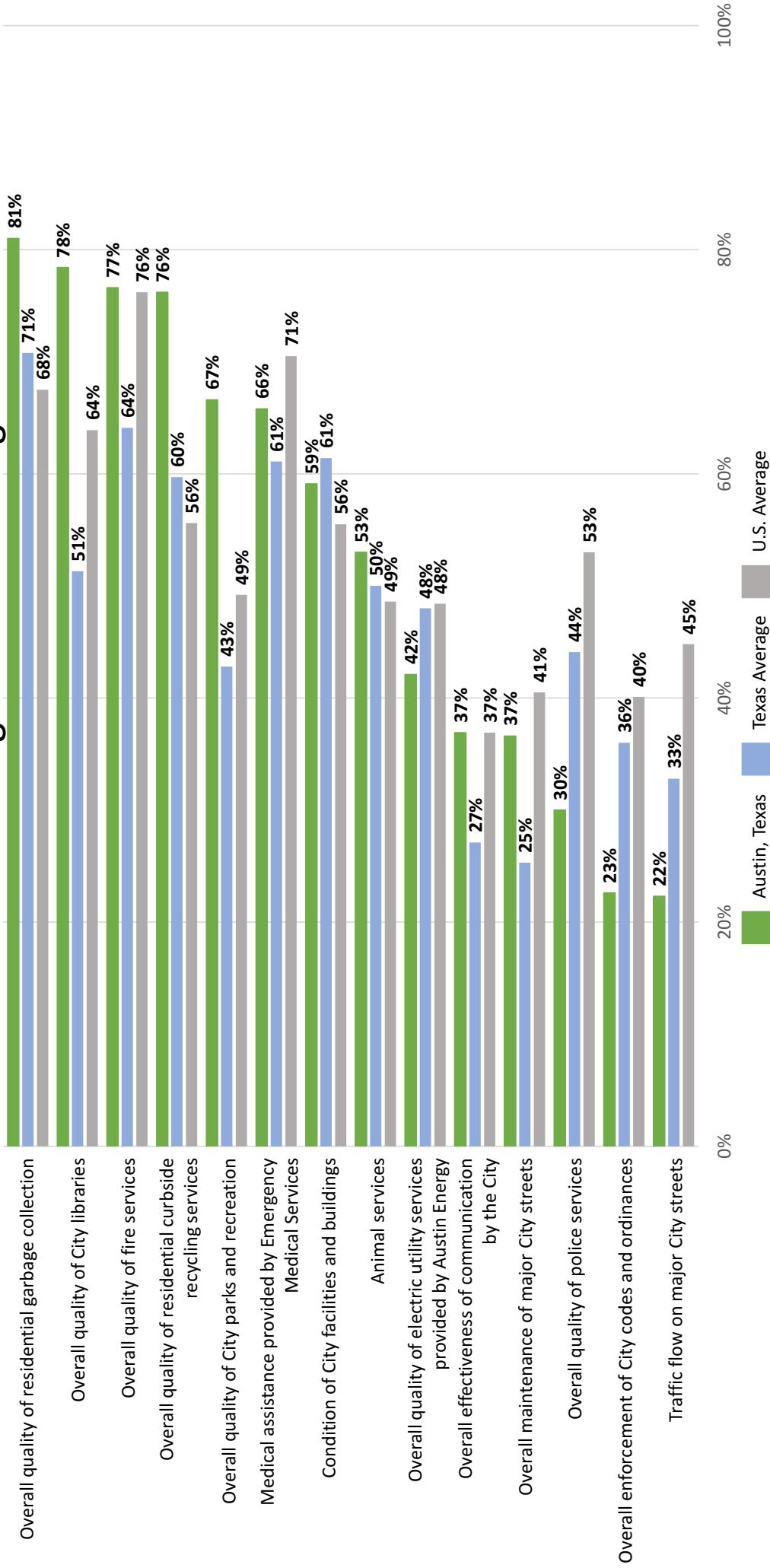
# Quality of Life: National Benchmarking

## Austin vs Texas Average vs U.S. Average



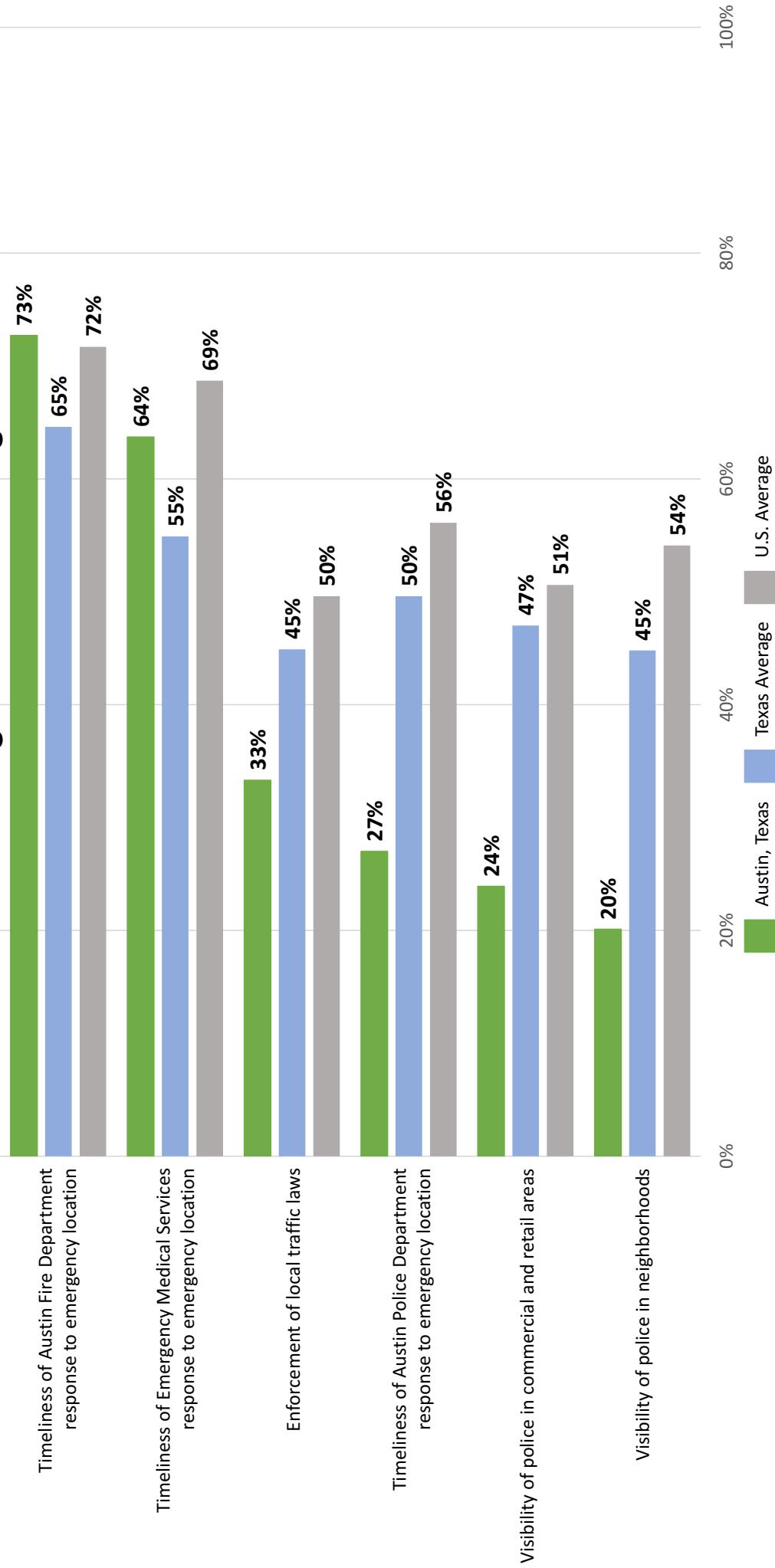
# Major City Services: National Benchmarking

## Austin vs Texas Average vs U.S. Average



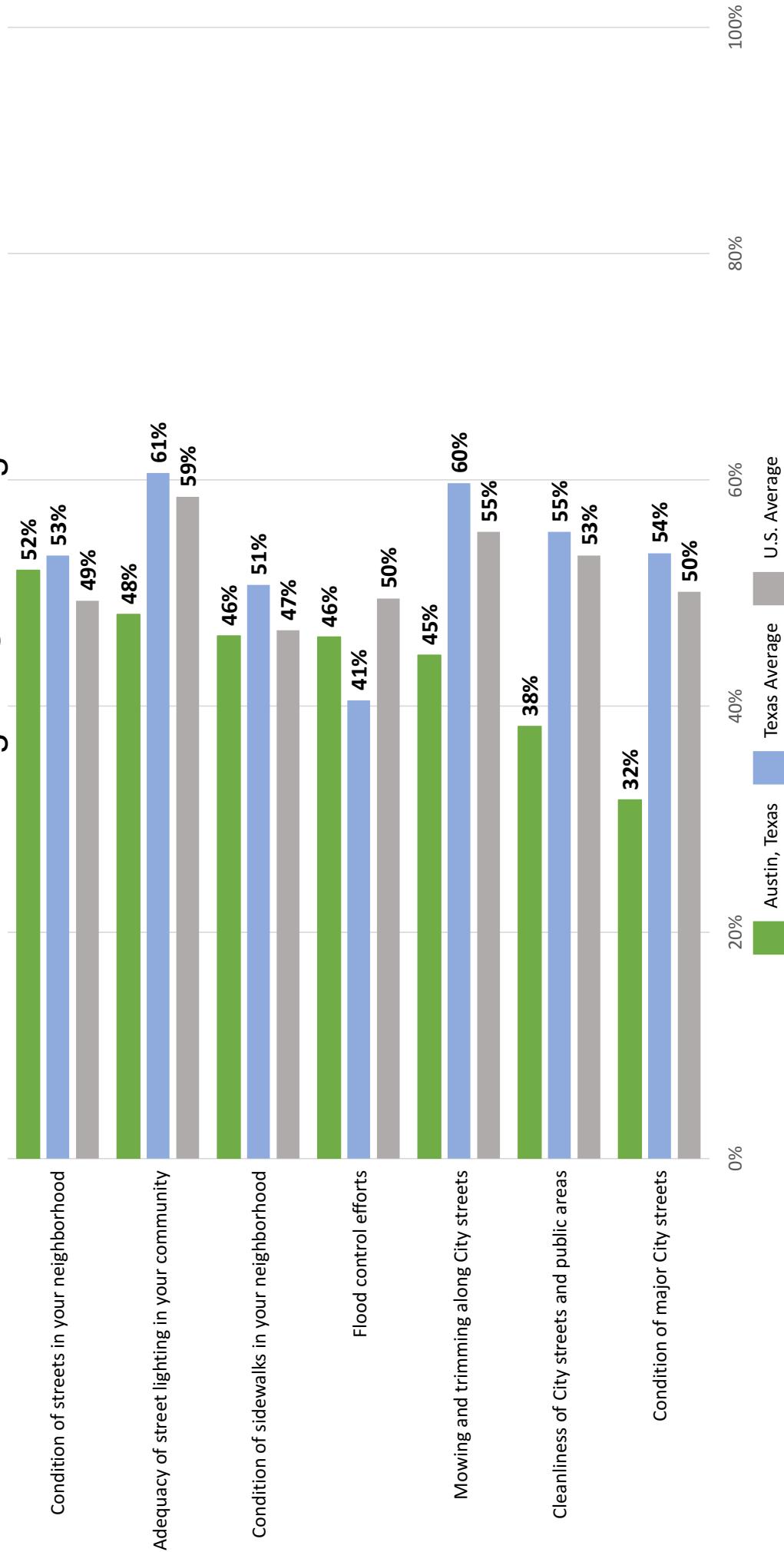
# Public Safety: National Benchmarking

## Austin vs Texas Average vs U.S. Average



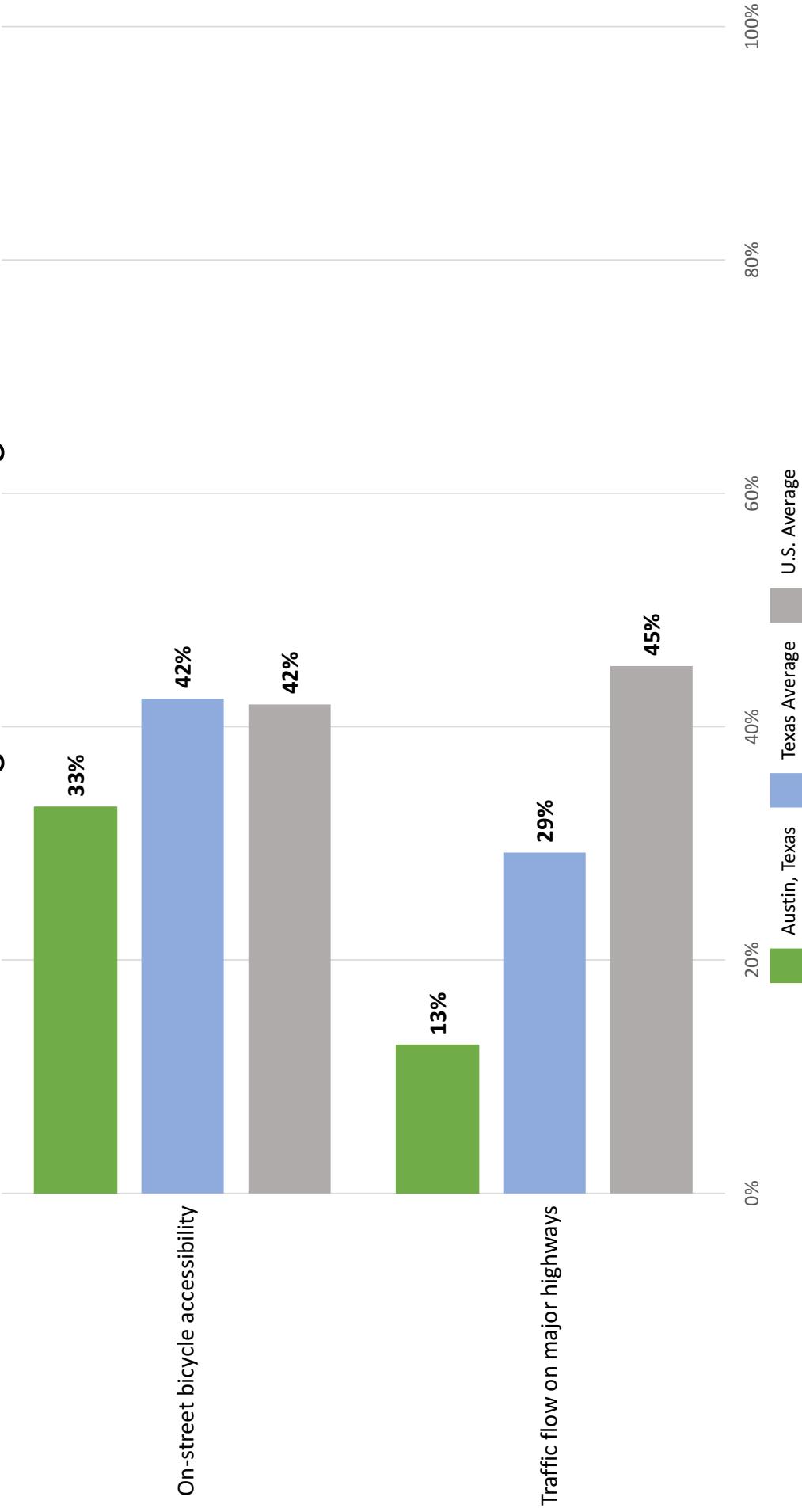
# Streets, Sidewalks, and Infrastructure: National Benchmarking

## Austin vs Texas Average vs U.S. Average

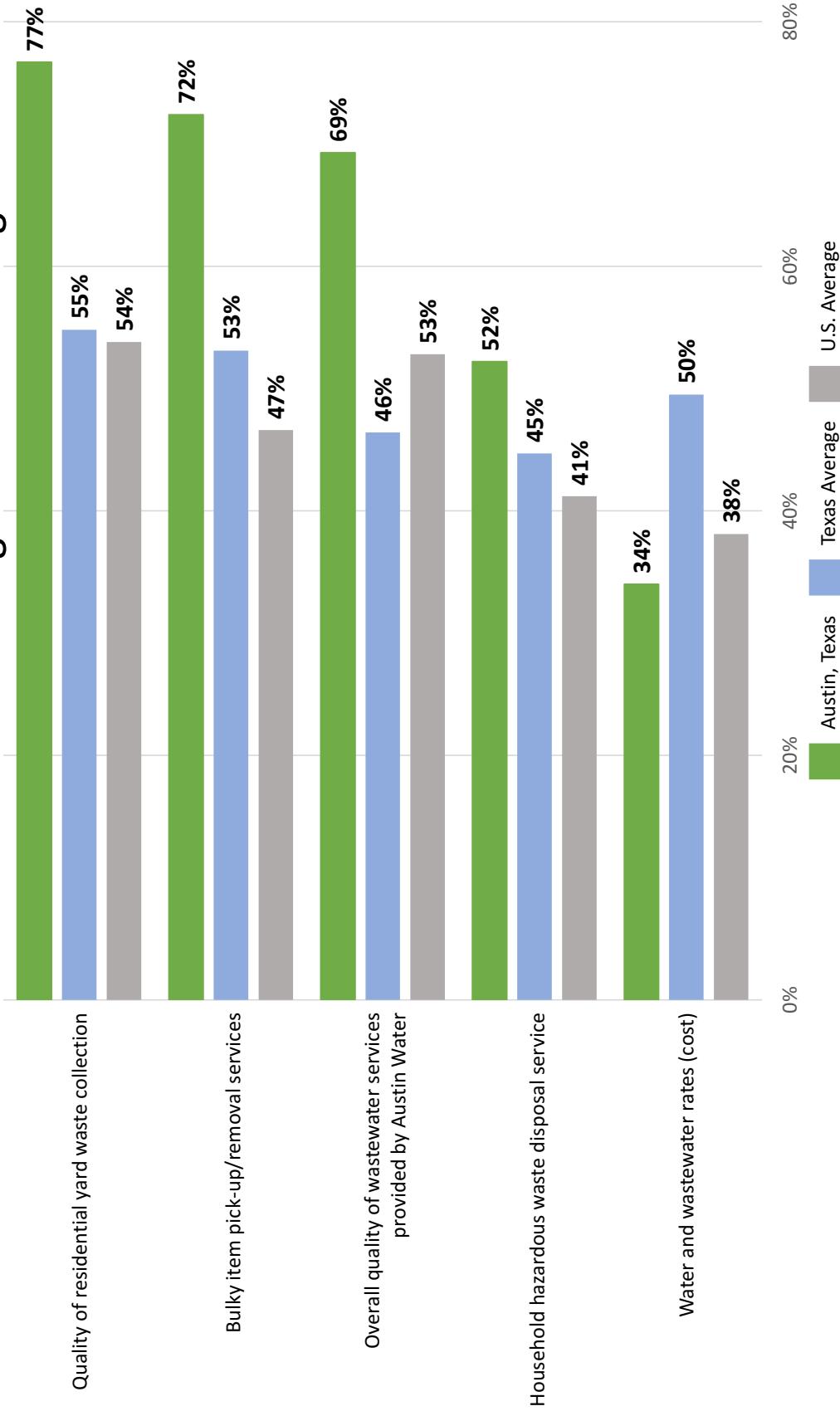


# Transportation: National Benchmarking

## Austin vs Texas Average vs U.S. Average

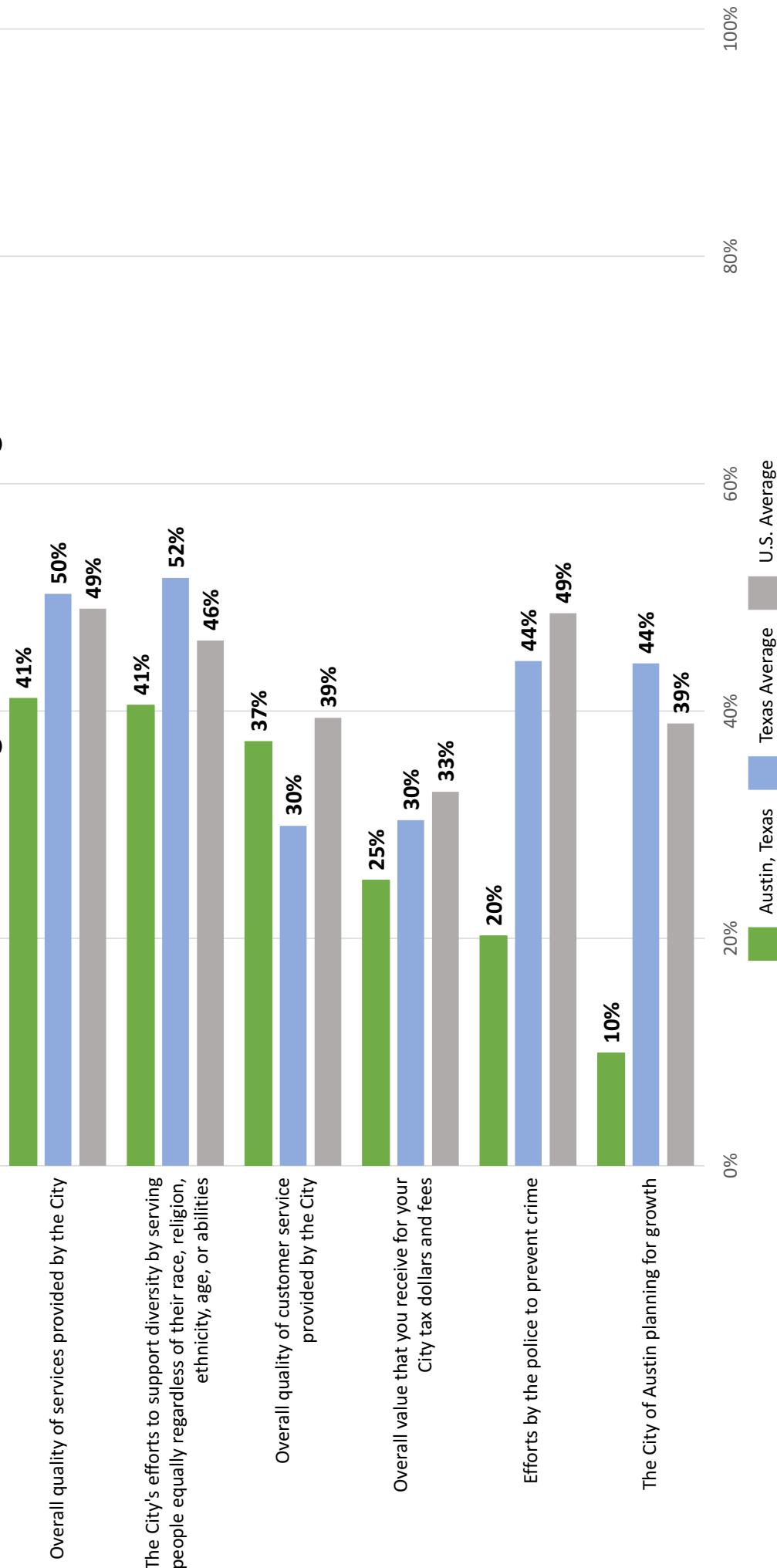


## Utilities: National Benchmarking Austin vs Texas Average vs U.S. Average



# Perceptions of Austin: National Benchmarking

## Austin vs Texas Average vs U.S. Average





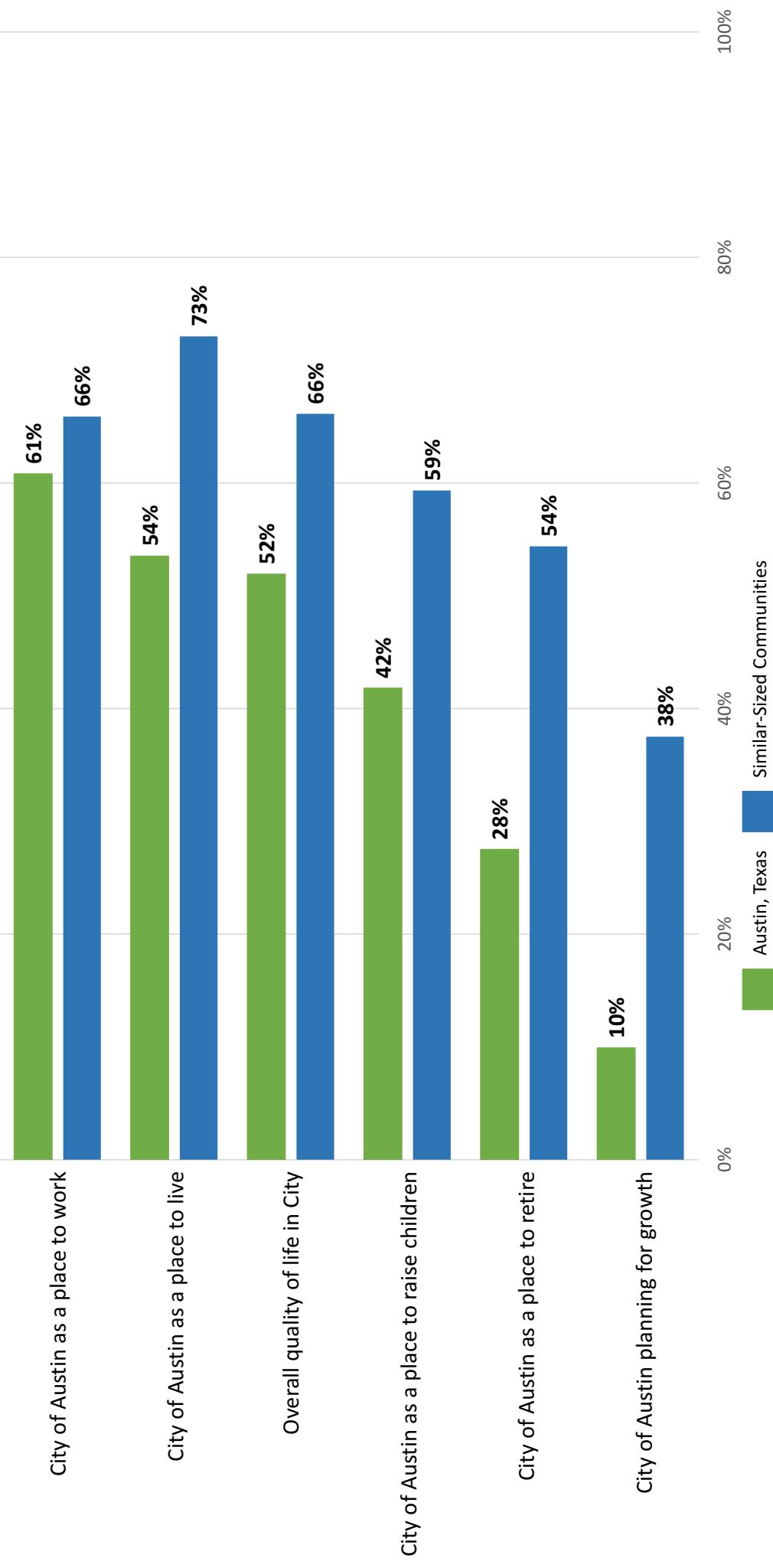
## City of Austin Compared to Similar-Sized Communities

The following slides show how the City of Austin compares to similar-sized communities. The communities are below.

- Dallas, TX
- El Paso, TX
- Kansas City, MO
- Las Vegas, NV
- Miami, FL
- Oklahoma City, OK
- Raleigh, NC
- Virginia Beach, VA
- Fort Worth, TX

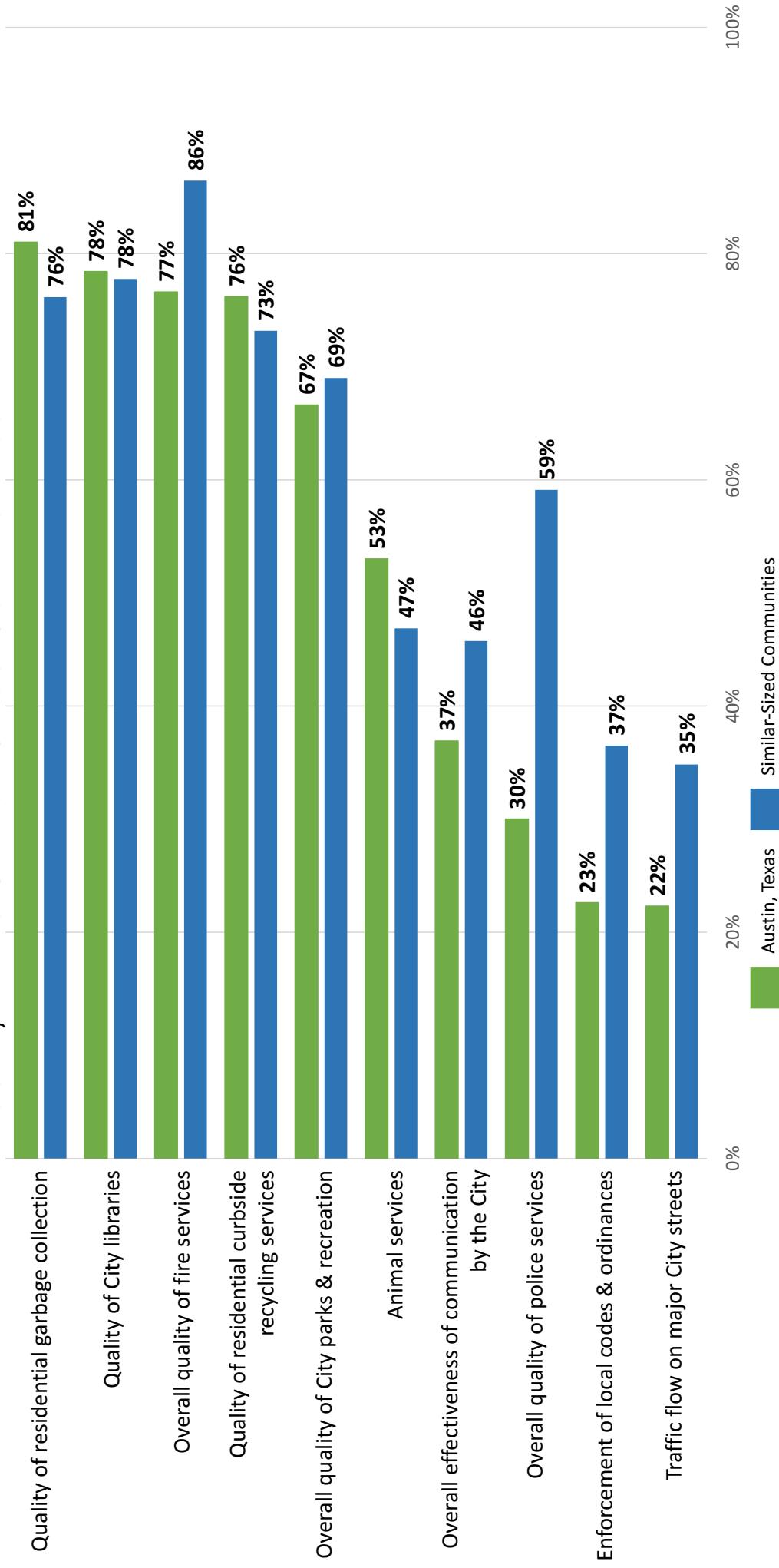
# Quality of Life: National Benchmarking

## Austin, TX vs Similar-Sized Communities



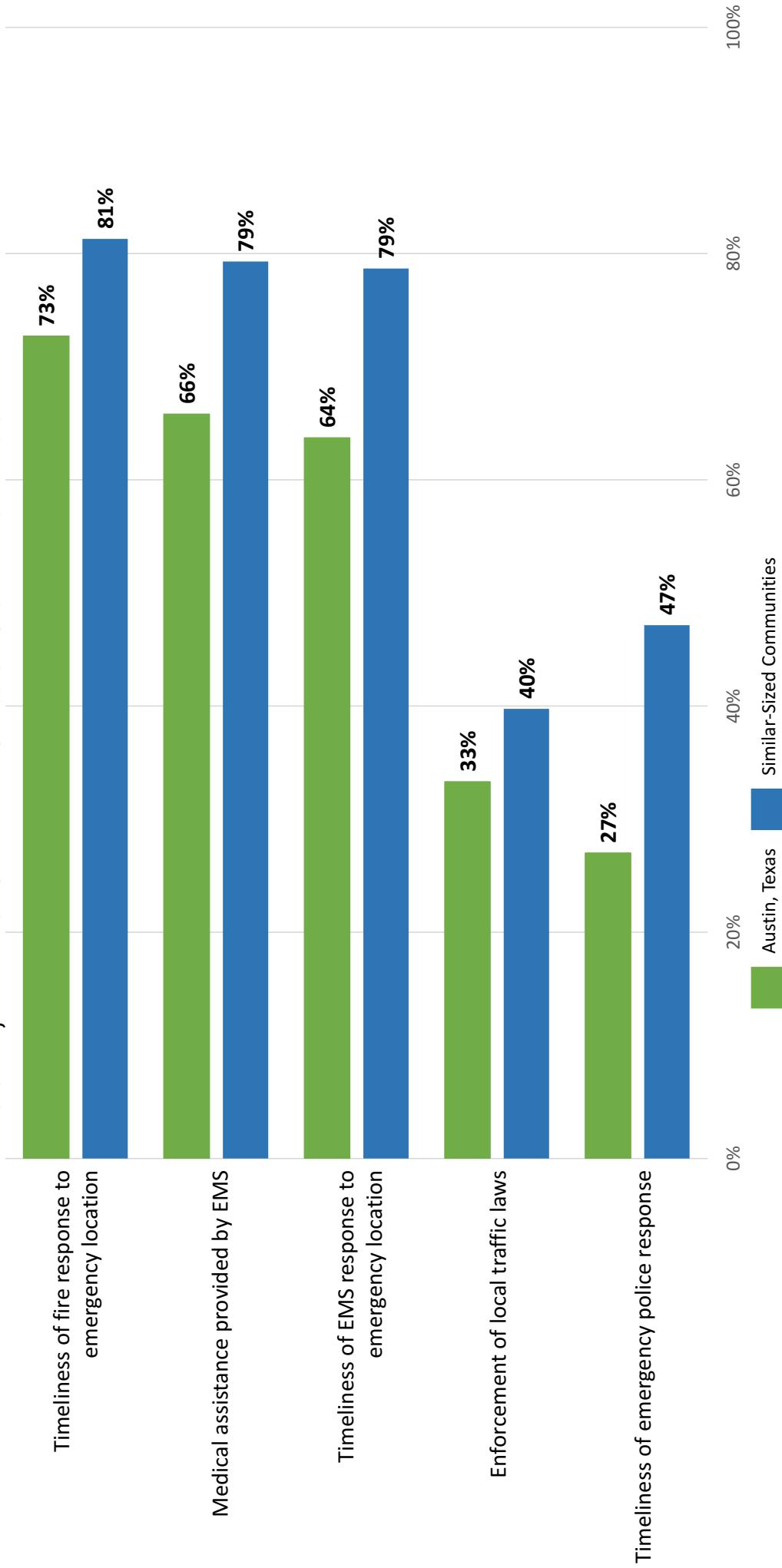
# Major City Services: National Benchmarking

## Austin, TX vs Similar-Sized Communities

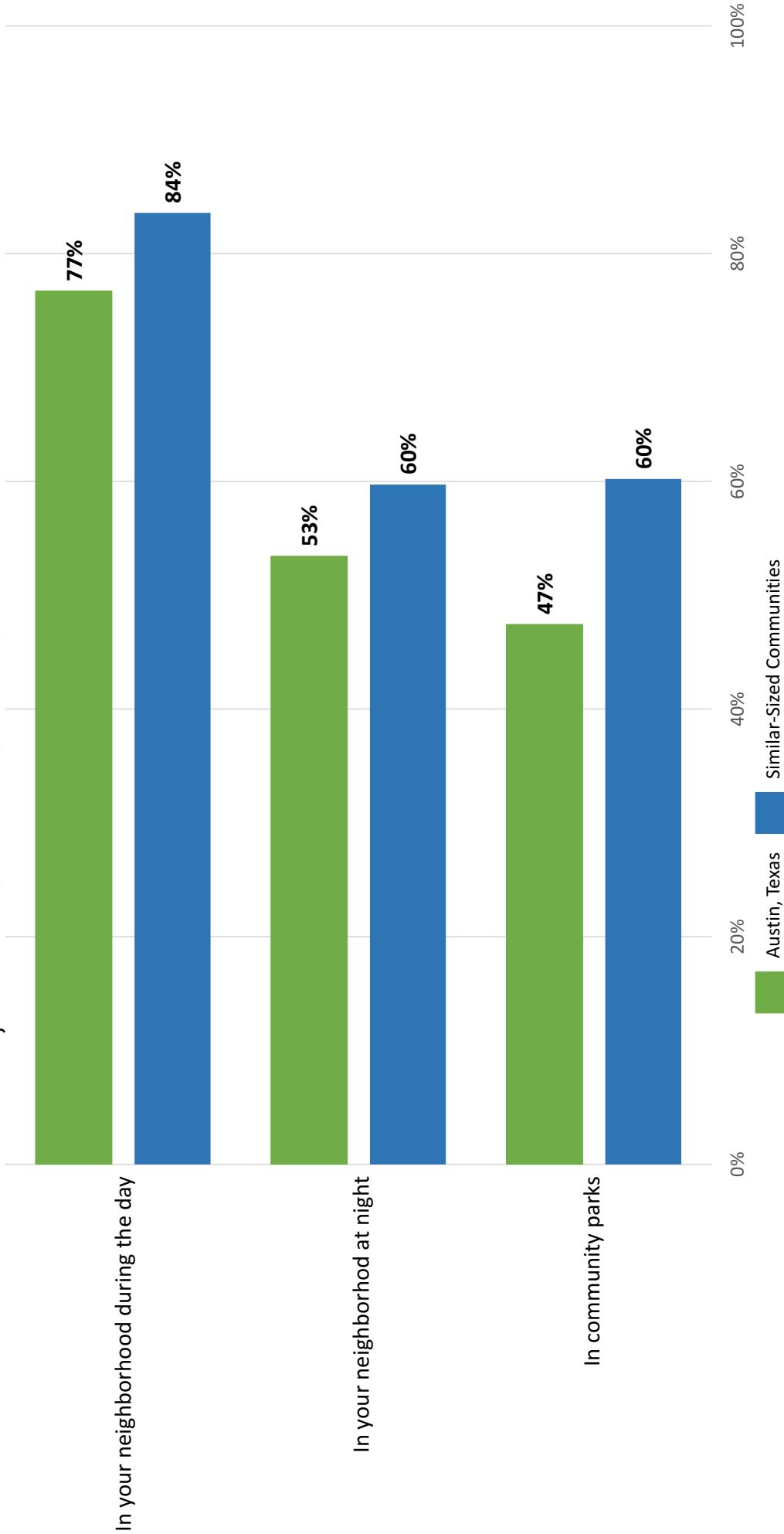


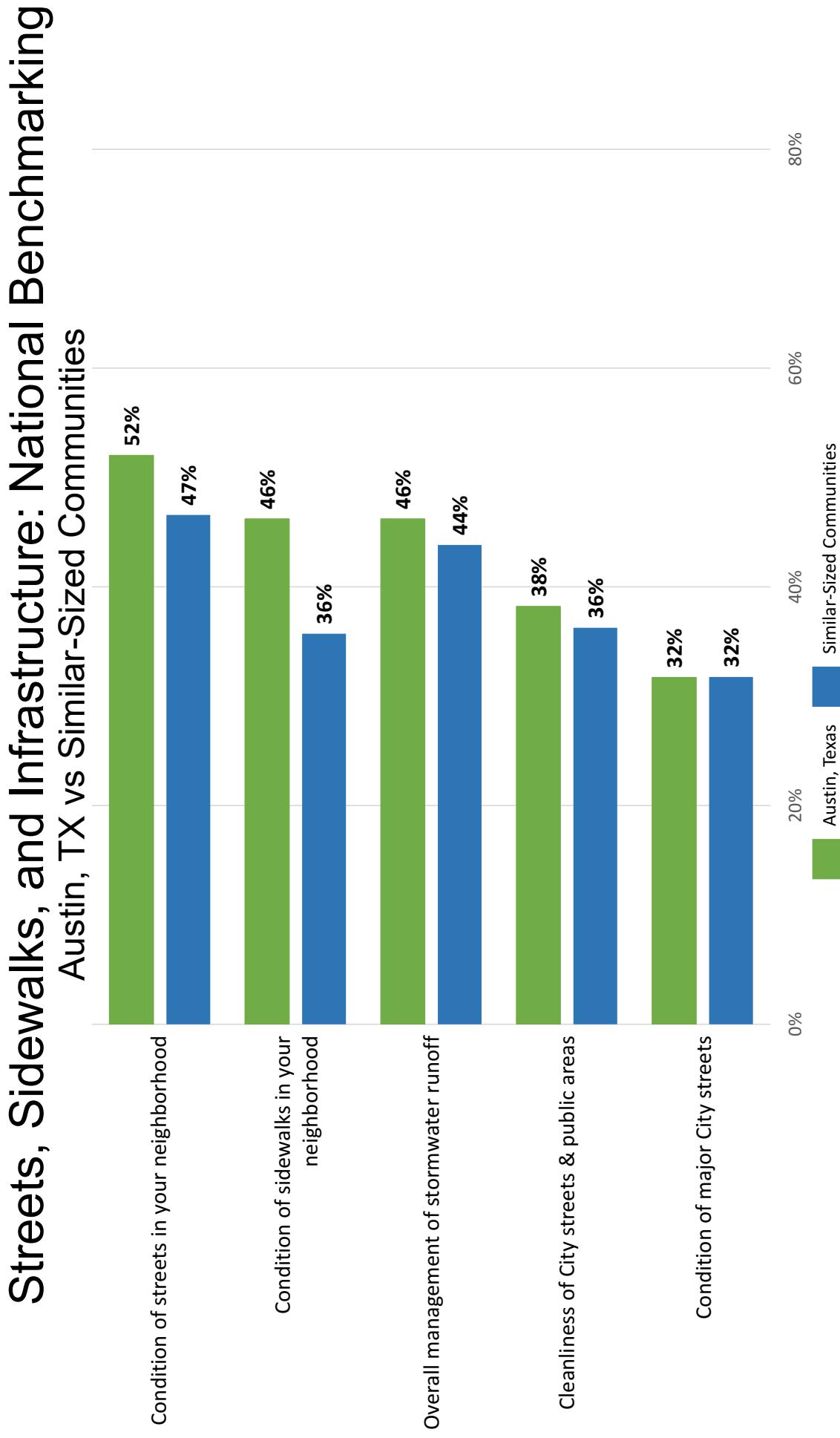
# Public Safety: National Benchmarking

## Austin, TX vs Similar-Sized Communities

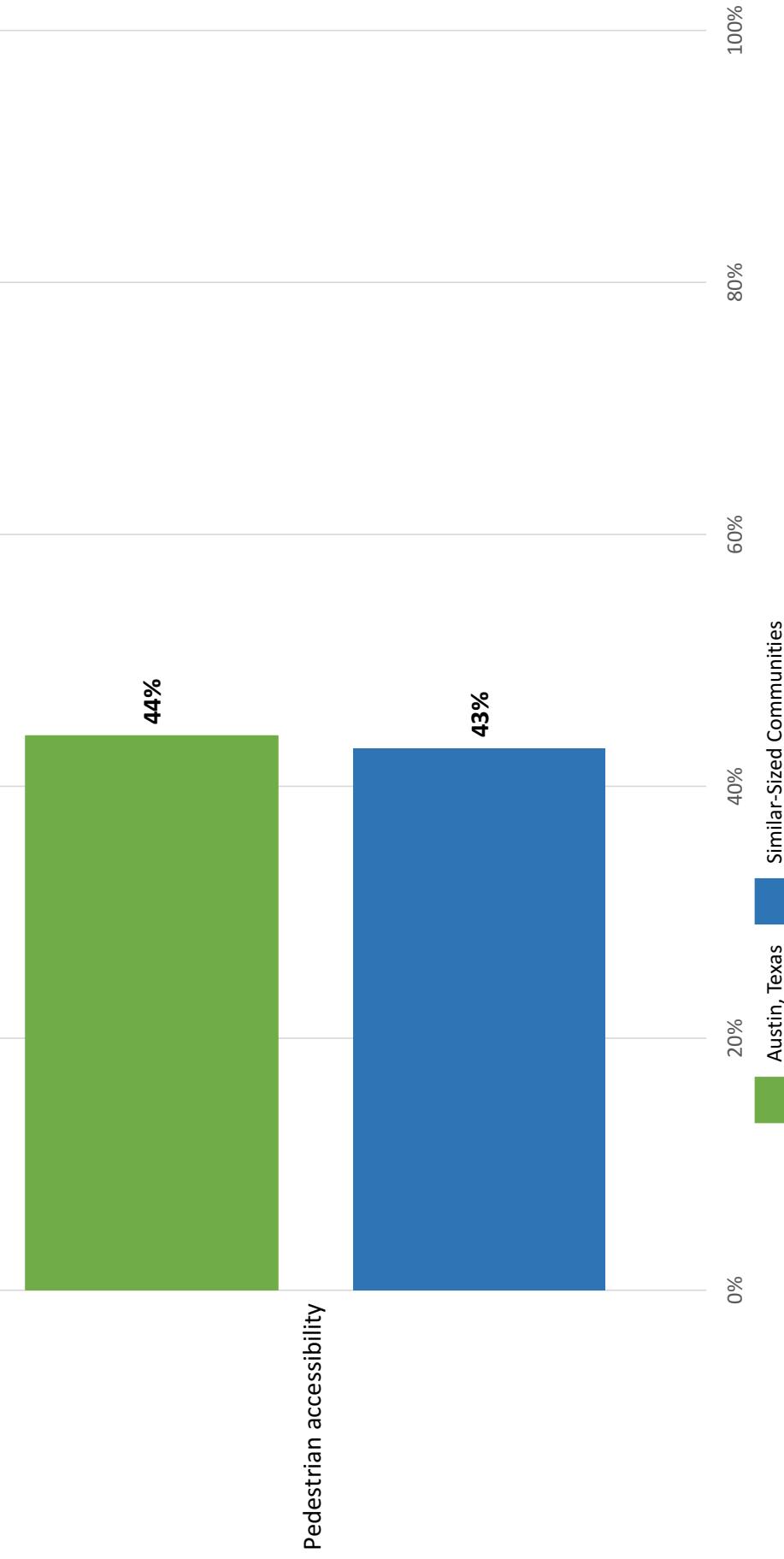


## Feelings of Safety: National Benchmarking Austin, TX vs Similar-Sized Communities

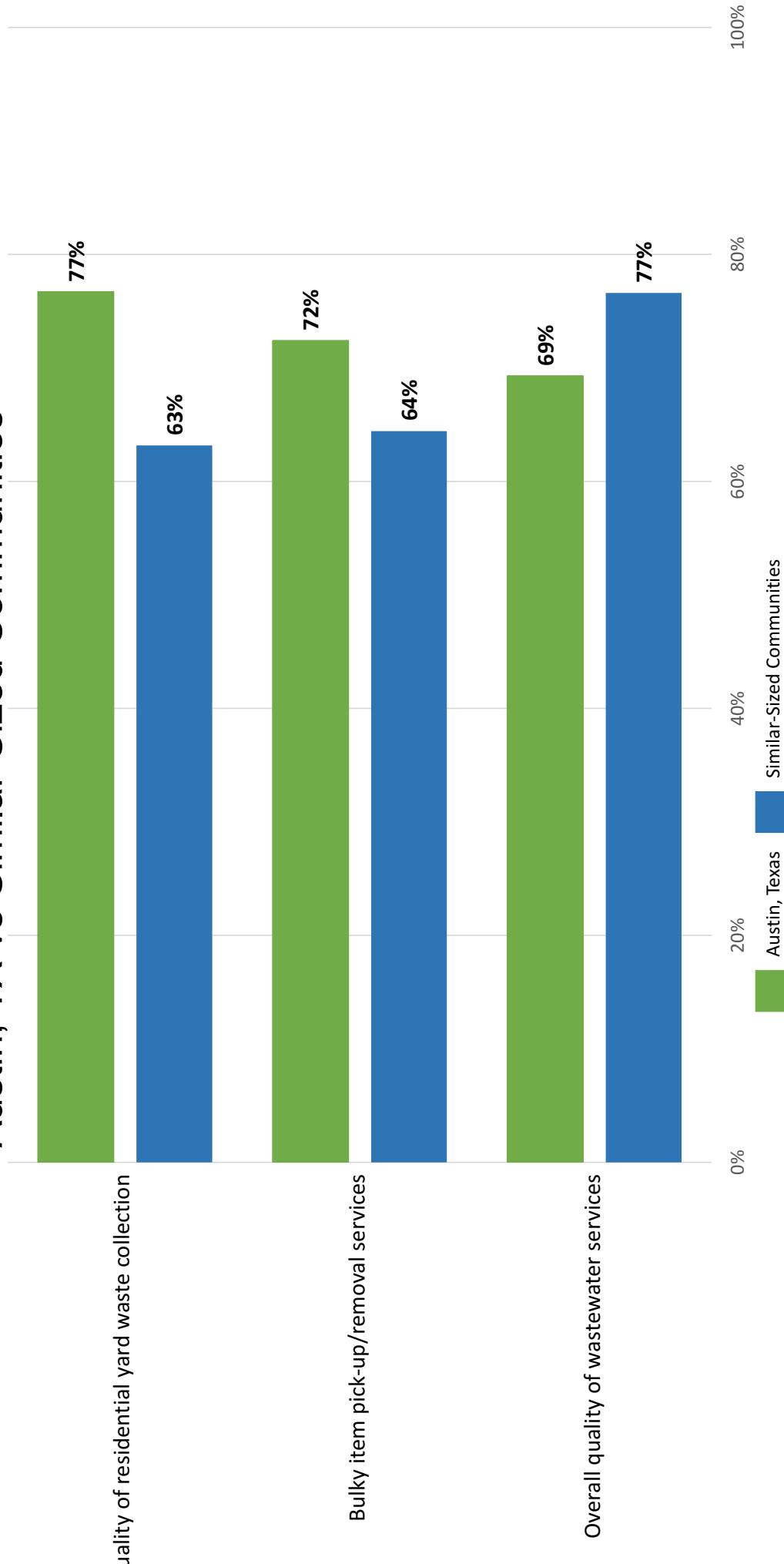


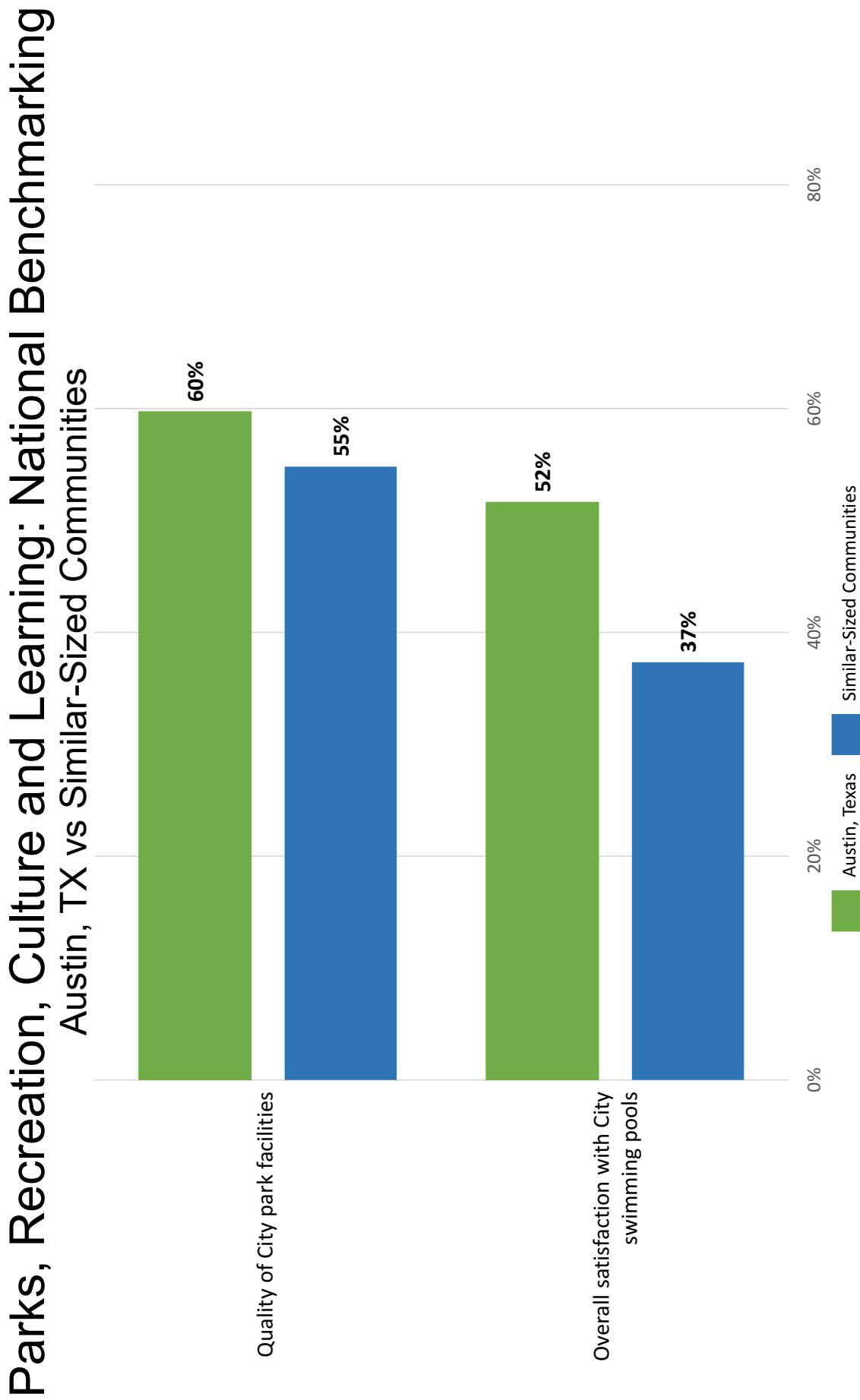


## Transportation: National Benchmarking Austin, TX vs Similar-Sized Communities



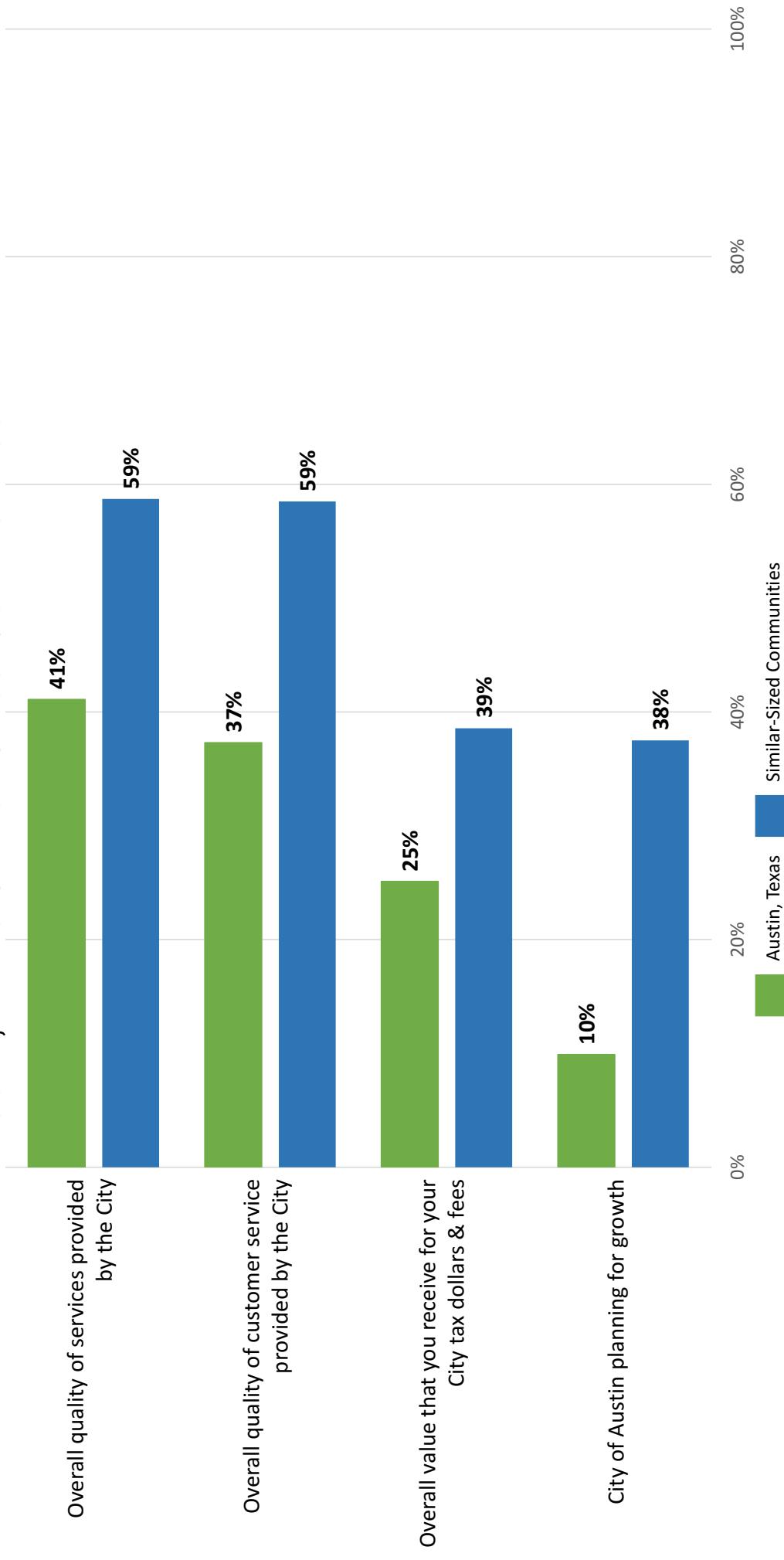
## Utilities: National Benchmarking Austin, TX vs Similar-Sized Communities





# Perceptions of Austin: National Benchmarking

## Austin, TX vs Similar-Sized Communities



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## Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Overview

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

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

## Methodology

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

**Example of the Calculation:** Respondents were asked to identify the major City services they think are most important for the City to provide. Fifty-eight percent (57.8%) of respondents selected overall efforts by the City to reduce homelessness as the most important service for the City to prioritize.

Regarding satisfaction, thirteen percent (12.8%) of respondents surveyed rated the overall efforts by the City to reduce homelessness as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for overall efforts by the City to reduce homelessness was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 57.8% was multiplied by 87.2% (1-0.128). This calculation yielded an I-S rating of 0.5040 which ranked first out of 21 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 they are positively satisfied with the delivery of the service.

# Importance-Satisfaction Analysis



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ( $IS \geq 0.20$ )
- High Priority / Increase Emphasis ( $0.10 \leq IS < 0.20$ )
- Medium Priority / Maintain Current Emphasis ( $IS < 0.10$ )

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

| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;20)</b>                                   |                  |                     |                |                   |                                |                 |
| Overall efforts by the City to reduce homelessness                      | 58%              | 1                   | 13%            | 21                | 0.5040                         | 1               |
| Overall quality of police services                                      | 36%              | 2                   | 30%            | 16                | 0.2513                         | 2               |
| Traffic flow on major City streets                                      | 28%              | 3                   | 22%            | 19                | 0.2191                         | 3               |
| <b>High Priority (IS .10-.20)</b>                                       |                  |                     |                |                   |                                |                 |
| Overall quality of planning and zoning services                         | 23%              | 4                   | 18%            | 20                | 0.1849                         | 4               |
| Overall maintenance of major City streets                               | 19%              | 6                   | 37%            | 14                | 0.1186                         | 5               |
| Overall quality of electric utility services provided by Austin Energy  | 20%              | 5                   | 42%            | 12                | 0.1135                         | 6               |
| <b>Medium Priority (IS &lt;10)</b>                                      |                  |                     |                |                   |                                |                 |
| Overall enforcement of City codes and ordinances                        | 12%              | 7                   | 23%            | 18                | 0.0944                         | 7               |
| Overall effectiveness of communication by the City                      | 11%              | 9                   | 37%            | 13                | 0.0688                         | 8               |
| Overall maintenance of City sidewalks                                   | 9%               | 13                  | 30%            | 17                | 0.0632                         | 9               |
| Overall quality of public health services provided by the City          | 9%               | 11                  | 46%            | 11                | 0.0508                         | 10              |
| Animal services   | 9%               | 12                  | 53%            | 9                 | 0.0423                         | 11              |
| Overall quality of City parks and recreation                            | 11%              | 8                   | 67%            | 5                 | 0.0374                         | 12              |
| Medical assistance provided by Emergency Medical Services               | 10%              | 10                  | 66%            | 6                 | 0.0325                         | 13              |
| Condition of City facilities and buildings                              | 5%               | 14                  | 59%            | 8                 | 0.0192                         | 14              |
| Overall quality of options for conducting business with the City online | 4%               | 16                  | 48%            | 10                | 0.0191                         | 15              |
| Services provided by the City's 3-1-1 assistance telephone number       | 3%               | 18                  | 62%            | 7                 | 0.0107                         | 16              |
| Overall quality of fire services  | 4%               | 15                  | 77%            | 3                 | 0.0094                         | 17              |
| Overall quality of municipal court services                             | 1%               | 19                  | 36%            | 15                | 0.0089                         | 18              |
| Overall quality of City libraries                                       | 3%               | 17                  | 78%            | 2                 | 0.0069                         | 19              |
| Overall quality of residential curbside recycling services              | 1%               | 20                  | 76%            | 4                 | 0.0026                         | 20              |
| Overall quality of residential garbage collection                       | 1%               | 21                  | 81%            | 1                 | 0.0015                         | 21              |

**Most Important %:**

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

**Satisfaction %:**

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

# 2023 Importance-Satisfaction Rating

## Austin, Texas

### Public Safety Services



| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt; .20)</b>                                 |                  |                     |                |                   |                                |                 |
| Timeliness of Austin Police Department response to emergency location   | 71%              | 1                   | 27%            | 4                 | 0.5183                         | 1               |
| Visibility of police in neighborhoods                                   | 48%              | 2                   | 20%            | 6                 | 0.3795                         | 2               |
| Visibility of police in commercial and retail areas                     | 37%              | 5                   | 24%            | 5                 | 0.2831                         | 3               |
| Enforcement of local traffic laws                                       | 36%              | 6                   | 33%            | 3                 | 0.2375                         | 4               |
| <b>High Priority (IS .10-.20)</b>                                       |                  |                     |                |                   |                                |                 |
| Timeliness of Emergency Medical Services response to emergency location | 47%              | 3                   | 64%            | 2                 | 0.1688                         | 5               |
| Timeliness of Austin Fire Department response to emergency location     | 39%              | 4                   | 73%            | 1                 | 0.1073                         | 6               |

**Most Important %:**

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

**Satisfaction %:**

The "Importance-Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding "don't know." Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2023 Importance-Satisfaction Rating

**Austin, Texas**

**Streets, Sidewalks and Infrastructure**

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;20)</b>                            |                  |                     |                |                   |                                |                 |
| Condition of major City streets                                  | 47%              | 1                   | 32%            | 9                 | 0.3176                         | 1               |
| The water quality of lakes and streams                           | 45%              | 2                   | 32%            | 8                 | 0.3042                         | 2               |
| Cleanliness of City streets and public areas                     | 43%              | 3                   | 38%            | 7                 | 0.2570                         | 3               |
| <b>High Priority (IS = 10-20)</b>                                |                  |                     |                |                   |                                |                 |
| Adequacy of street lighting in your community                    | 34%              | 4                   | 48%            | 2                 | 0.1785                         | 4               |
| Condition of sidewalks in your neighborhood (if sidewalks exist) | 25%              | 6                   | 46%            | 1                 | 0.1345                         | 5               |
| Condition of streets in your neighborhood (residential streets)  | 27%              | 5                   | 52%            | 3                 | 0.1306                         | 6               |
| Flood control efforts  | 21%              | 7                   | 46%            | 5                 | 0.1143                         | 7               |
| Overall management of stormwater runoff                          | 19%              | 8                   | 46%            | 4                 | 0.1017                         | 8               |
| <b>Medium Priority (IS &lt;10)</b>                               |                  |                     |                |                   |                                |                 |
| Mowing and trimming along City streets                           | 18%              | 9                   | 45%            | 6                 | 0.0977                         | 9               |

**Most Important %:**

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

**Satisfaction %:**

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

## 2023 Importance-Satisfaction Rating Austin, Texas Transportation

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating |              | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|--------------|-----------------|
|  |                  |                     |                |                   | Importance-Rating              | Satisfaction |                 |
| <b>Very High Priority (IS &gt;20)</b>  |                  |                     |                |                   |                                |              |                 |
| Traffic flow on major highways   | 65%              | 1                   | 13%            | 8                 | 0.5701                         | 1            |                 |
| Transportation options (aside from personal vehicle) to get around Austin                                | 52%              | 2                   | 25%            | 7                 | 0.3879                         | 2            |                 |
| Timing of traffic signals on City streets  | 36%              | 4                   | 38%            | 4                 | 0.2242                         | 3            |                 |
| Pedestrian accessibility   | 37%              | 3                   | 44%            | 3                 | 0.2089                         | 4            |                 |
| <b>High Priority (IS .10-.20)</b>  |                  |                     |                |                   |                                |              |                 |
| I feel comfortable using the transportation options (besides driving a personal vehicle) available to me | 25%              | 5                   | 29%            | 6                 | 0.1787                         | 5            |                 |
| On-street bicycle accessibility  | 24%              | 7                   | 33%            | 5                 | 0.1599                         | 6            |                 |
| <b>Medium Priority (IS &lt;10)</b>   |                  |                     |                |                   |                                |              |                 |
| Overall quality of the Austin-Bergstrom International Airport  | 24%              | 6                   | 66%            | 1                 | 0.0832                         | 7            |                 |
| Off-street bicycle accessibility (The City's urban trail network)  | 14%              | 8                   | 46%            | 2                 | 0.0736                         | 8            |                 |

**Most Important %:**

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

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding "don't know". Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

# 2023 Importance-Satisfaction Rating

## Austin, Texas

### Utilities



| Category of Service   | Most<br>Important % | Most<br>Important<br>Rank | Satisfaction % | Satisfaction<br>Rank | Importance-<br>Satisfaction |                 | I-S Rating Rank |
|---|---------------------|---------------------------|----------------|----------------------|-----------------------------|-----------------|-----------------|
|   |                     |                           |                |                      | Rating                      | I-S Rating Rank |                 |
| <b>Very High Priority (IS &gt; .20)</b>                         |                     |                           |                |                      |                             |                 |                 |
| Reliability of your electric service                            | 64%                 | 1                         | 49%            | 8                    | 0.3274                      | 1               |                 |
| Water and wastewater rates (cost)                               | 31%                 | 3                         | 34%            | 12                   | 0.2059                      | 2               |                 |
| <b>High Priority (IS .10-.20)</b>                               |                     |                           |                |                      |                             |                 |                 |
| Overall quality of drinking water provided by Austin Water      | 52%                 | 2                         | 65%            | 4                    | 0.1860                      | 3               |                 |
| Water Conservation programs within Austin                       | 31%                 | 4                         | 42%            | 11                   | 0.1801                      | 4               |                 |
| Value of services received from Austin Energy                   | 27%                 | 5                         | 47%            | 10                   | 0.1426                      | 5               |                 |
| <b>Medium Priority (IS &lt; .10)</b>                            |                     |                           |                |                      |                             |                 |                 |
| Water and wastewater utility response time to emergencies       | 13%                 | 7                         | 48%            | 9                    | 0.0704                      | 6               |                 |
| Austin Energy customer service                                  | 15%                 | 6                         | 55%            | 5                    | 0.0653                      | 7               |                 |
| Household hazardous waste disposal service                      | 13%                 | 8                         | 52%            | 6                    | 0.0598                      | 8               |                 |
| Bulky item pick-up/removal services                             | 11%                 | 9                         | 72%            | 2                    | 0.0301                      | 9               |                 |
| Overall quality of wastewater services provided by Austin Water | 8%                  | 10                        | 69%            | 3                    | 0.0255                      | 10              |                 |
| Water and wastewater utility customer service                   | 4%                  | 12                        | 51%            | 7                    | 0.0203                      | 11              |                 |
| Quality of residential yard waste collection                    | 4%                  | 11                        | 77%            | 1                    | 0.0098                      | 12              |                 |

**Most Important %:**

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

**Satisfaction %:**

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

# 2023 Importance-Satisfaction Rating

## Austin, Texas

### Parks, Recreation, Culture and Learning



| 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>  |                  |                     |                |                   |                                |                 |
| Appearance of City park grounds  | 32%              | 1                   | 62%            | 7                 | 0.1237                         | 1               |
| Access to City walking/biking trails   | 31%              | 2                   | 64%            | 5                 | 0.1127                         | 2               |
| Ease of accessing parks from your home   | 25%              | 5                   | 57%            | 10                | 0.1071                         | 3               |
| Quality of City park facilities  | 26%              | 3                   | 60%            | 8                 | 0.1040                         | 4               |
| <b>Medium Priority (IS &lt;.10)</b>  |                  |                     |                |                   |                                |                 |
| City-offered lifelong learning events, activities, and resources                   | 17%              | 9                   | 44%            | 12                | 0.0939                         | 5               |
| Quality of City walking/biking trails  | 26%              | 4                   | 65%            | 3                 | 0.0892                         | 6               |
| Overall satisfaction with City swimming pools                                      | 17%              | 8                   | 52%            | 11                | 0.0842                         | 7               |
| Overall quality of City-offered parks and recreation programs, leagues, or classes | 18%              | 7                   | 57%            | 9                 | 0.0773                         | 8               |
| Quality of cultural and learning services and programs in Austin                   | 19%              | 6                   | 62%            | 6                 | 0.0711                         | 9               |
| Quality of the City's cultural and learning facilities                             | 17%              | 10                  | 65%            | 4                 | 0.0585                         | 10              |
| Materials at libraries   | 15%              | 11                  | 74%            | 1                 | 0.0394                         | 11              |
| Library programs   | 14%              | 12                  | 73%            | 2                 | 0.0363                         | 12              |

**Most Important %:**

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

**Satisfaction %:**

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

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## Tabular Data

**Q1. Quality of Life. Please rate your satisfaction with the following.**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-1. Overall quality of life in City                | 11.4%          | 40.2%     | 23.5%   | 16.4%        | 7.9%              | 0.6%       |
| Q1-2. City of Austin as a place to live              | 14.6%          | 38.5%     | 20.7%   | 18.8%        | 6.7%              | 0.7%       |
| Q1-3. City of Austin as a place to raise children    | 10.0%          | 24.7%     | 23.3%   | 15.8%        | 9.0%              | 17.2%      |
| Q1-4. City of Austin as a place to retire            | 7.2%           | 17.2%     | 21.0%   | 23.1%        | 20.0%             | 11.6%      |
| Q1-5. City of Austin as a place to work              | 16.8%          | 41.1%     | 23.5%   | 9.6%         | 4.2%              | 4.6%       |
| Q1-6. City of Austin as a place where I feel welcome | 22.6%          | 39.3%     | 21.6%   | 11.2%        | 4.3%              | 1.1%       |

**WITHOUT DON'T KNOW****Q1. Quality of Life. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of life in City                | 11.4%          | 40.5%     | 23.7%   | 16.5%        | 7.9%              |
| Q1-2. City of Austin as a place to live              | 14.7%          | 38.8%     | 20.9%   | 18.9%        | 6.8%              |
| Q1-3. City of Austin as a place to raise children    | 12.0%          | 29.8%     | 28.1%   | 19.1%        | 10.9%             |
| Q1-4. City of Austin as a place to retire            | 8.1%           | 19.4%     | 23.7%   | 26.1%        | 22.6%             |
| Q1-5. City of Austin as a place to work              | 17.7%          | 43.1%     | 24.7%   | 10.1%        | 4.5%              |
| Q1-6. City of Austin as a place where I feel welcome | 22.8%          | 39.7%     | 21.8%   | 11.3%        | 4.3%              |

**Q2. Major City Services. Please rate your satisfaction with the following.**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q2-1. Animal services (e.g., shelter, adoptions, animal control)   | 12.5%          | 31.1%     | 21.2%   | 10.8%        | 6.6%              | 17.8%      |
| Q2-2. Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 12.8%          | 41.3%     | 25.3%   | 9.5%         | 2.8%              | 8.4%       |
| Q2-3. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 17.9%          | 27.7%     | 15.7%   | 5.7%         | 2.4%              | 30.6%      |
| Q2-4. Overall effectiveness of communication by City   | 8.1%           | 28.1%     | 29.0%   | 20.5%        | 12.3%             | 2.1%       |
| Q2-5. Overall efforts by City to reduce homelessness   | 2.7%           | 9.7%      | 17.8%   | 29.1%        | 37.9%             | 2.8%       |
| Q2-6. Overall enforcement of City codes & ordinances   | 4.2%           | 16.1%     | 28.7%   | 23.3%        | 17.9%             | 9.7%       |
| Q2-7. Overall maintenance of City sidewalks  | 5.0%           | 23.8%     | 26.9%   | 25.3%        | 15.8%             | 3.3%       |
| Q2-8. Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 7.3%           | 28.7%     | 24.8%   | 22.4%        | 15.1%             | 1.6%       |
| Q2-9. Overall quality of City libraries  | 31.0%          | 37.6%     | 15.2%   | 2.9%         | 0.8%              | 12.6%      |
| Q2-10. Overall quality of City parks & recreation  | 22.1%          | 42.4%     | 19.2%   | 9.2%         | 3.9%              | 3.2%       |
| Q2-11. Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                   | 11.7%          | 28.1%     | 24.2%   | 17.9%        | 12.6%             | 5.4%       |
| Q2-12. Overall quality of fire services  | 23.0%          | 33.5%     | 14.5%   | 2.1%         | 0.6%              | 26.3%      |

**Q2. Major City Services. Please rate your satisfaction with the following.**

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q2-13. Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)               | 4.7%           | 17.8%     | 26.9%   | 9.6%         | 3.2%              | 37.7%      |
| Q2-14. Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                           | 11.4%          | 30.9%     | 28.0%   | 11.4%        | 5.9%              | 12.4%      |
| Q2-15. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)                                 | 3.3%           | 12.0%     | 23.7%   | 24.7%        | 20.4%             | 15.9%      |
| Q2-16. Overall quality of police services  | 7.4%           | 20.6%     | 21.2%   | 23.3%        | 21.1%             | 6.3%       |
| Q2-17. Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)    | 8.7%           | 27.4%     | 27.8%   | 10.5%        | 4.0%              | 21.6%      |
| Q2-18. Overall quality of residential curbside recycling services  | 32.0%          | 40.4%     | 15.8%   | 4.8%         | 2.1%              | 5.0%       |
| Q2-19. Overall quality of residential garbage collection   | 35.5%          | 41.6%     | 13.5%   | 3.6%         | 1.0%              | 4.9%       |
| Q2-20. Services provided by City's 311 assistance telephone number   | 20.6%          | 32.6%     | 20.0%   | 8.8%         | 4.0%              | 14.1%      |
| Q2-21. Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 4.6%           | 17.3%     | 22.4%   | 29.9%        | 24.3%             | 1.4%       |

**WITHOUT DON'T KNOW****Q2. Major City Services. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q2-1. Animal services (e.g., shelter, adoptions, animal control)   | 15.2%          | 37.8%     | 25.8%   | 13.2%        | 8.0%              |
| Q2-2. Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 14.0%          | 45.1%     | 27.6%   | 10.4%        | 3.0%              |
| Q2-3. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 25.9%          | 39.9%     | 22.6%   | 8.2%         | 3.4%              |
| Q2-4. Overall effectiveness of communication by City   | 8.2%           | 28.7%     | 29.6%   | 20.9%        | 12.5%             |
| Q2-5. Overall efforts by City to reduce homelessness   | 2.8%           | 10.0%     | 18.3%   | 29.9%        | 39.0%             |
| Q2-6. Overall enforcement of City codes & ordinances   | 4.7%           | 17.9%     | 31.8%   | 25.8%        | 19.8%             |
| Q2-7. Overall maintenance of City sidewalks  | 5.2%           | 24.6%     | 27.8%   | 26.1%        | 16.3%             |
| Q2-8. Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 7.4%           | 29.2%     | 25.2%   | 22.8%        | 15.4%             |
| Q2-9. Overall quality of City libraries  | 35.4%          | 43.0%     | 17.4%   | 3.3%         | 0.9%              |
| Q2-10. Overall quality of City parks & recreation  | 22.8%          | 43.8%     | 19.9%   | 9.5%         | 4.0%              |
| Q2-11. Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                   | 12.4%          | 29.7%     | 25.6%   | 19.0%        | 13.3%             |
| Q2-12. Overall quality of fire services  | 31.2%          | 45.4%     | 19.6%   | 2.9%         | 0.8%              |

**Q2. Major City Services. Please rate your satisfaction with the following. (without "don't know")**

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q2-13. Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)               | 7.5%           | 28.6%     | 43.2%   | 15.5%        | 5.2%              |
| Q2-14. Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                           | 13.0%          | 35.3%     | 32.0%   | 13.0%        | 6.8%              |
| Q2-15. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)                                 | 4.0%           | 14.2%     | 28.1%   | 29.4%        | 24.2%             |
| Q2-16. Overall quality of police services  | 8.0%           | 22.0%     | 22.6%   | 24.9%        | 22.6%             |
| Q2-17. Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)    | 11.1%          | 34.9%     | 35.5%   | 13.3%        | 5.1%              |
| Q2-18. Overall quality of residential curbside recycling services  | 33.7%          | 42.5%     | 16.6%   | 5.0%         | 2.2%              |
| Q2-19. Overall quality of residential garbage collection   | 37.3%          | 43.7%     | 14.2%   | 3.8%         | 1.0%              |
| Q2-20. Services provided by City's 311 assistance telephone number   | 24.0%          | 37.9%     | 23.2%   | 10.2%        | 4.6%              |
| Q2-21. Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 4.7%           | 17.6%     | 22.7%   | 30.4%        | 24.6%             |

**Q3. Which THREE of the items listed in Question 2 do you think are MOST IMPORTANT for the City to emphasize?**

| Q3. Top choice   | Number      | Percent        |
|--|-------------|----------------|
| Animal services (e.g., shelter, adoptions, animal control)   | 63          | 3.0 %          |
| Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 30          | 1.4 %          |
| Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 87          | 4.2 %          |
| Overall effectiveness of communication by City   | 55          | 2.6 %          |
| Overall efforts by City to reduce homelessness   | 574         | 27.4 %         |
| Overall enforcement of City codes & ordinances   | 68          | 3.2 %          |
| Overall maintenance of City sidewalks  | 56          | 2.7 %          |
| Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 109         | 5.2 %          |
| Overall quality of City libraries  | 10          | 0.5 %          |
| Overall quality of City parks & recreation   | 57          | 2.7 %          |
| Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                    | 116         | 5.5 %          |
| Overall quality of fire services   | 15          | 0.7 %          |
| Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)                      | 6           | 0.3 %          |
| Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                                  | 16          | 0.8 %          |
| Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)  | 151         | 7.2 %          |
| Overall quality of police services   | 275         | 13.1 %         |
| Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)           | 49          | 2.3 %          |
| Overall quality of residential curbside recycling services   | 4           | 0.2 %          |
| Overall quality of residential garbage collection  | 3           | 0.1 %          |
| Services provided by City's 311 assistance telephone number  | 5           | 0.2 %          |
| Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)        | 194         | 9.3 %          |
| <b>None chosen</b>   | <b>152</b>  | <b>7.3 %</b>   |
| <b>Total</b>   | <b>2095</b> | <b>100.0 %</b> |

Missing Cases = 0

**Q3. Which THREE of the items listed in Question 2 do you think are MOST IMPORTANT for the City to emphasize?**

| Q3. 2nd choice   | Number      | Percent        |
|--|-------------|----------------|
| Animal services (e.g., shelter, adoptions, animal control)   | 66          | 3.2 %          |
| Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 32          | 1.5 %          |
| Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 61          | 2.9 %          |
| Overall effectiveness of communication by City   | 74          | 3.5 %          |
| Overall efforts by City to reduce homelessness   | 376         | 17.9 %         |
| Overall enforcement of City codes & ordinances   | 93          | 4.4 %          |
| Overall maintenance of City sidewalks  | 66          | 3.2 %          |
| Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 128         | 6.1 %          |
| Overall quality of City libraries  | 19          | 0.9 %          |
| Overall quality of City parks & recreation   | 86          | 4.1 %          |
| Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                    | 131         | 6.3 %          |
| Overall quality of fire services   | 34          | 1.6 %          |
| Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)                      | 9           | 0.4 %          |
| Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                                  | 29          | 1.4 %          |
| Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)  | 159         | 7.6 %          |
| Overall quality of police services   | 258         | 12.3 %         |
| Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)           | 80          | 3.8 %          |
| Overall quality of residential curbside recycling services   | 4           | 0.2 %          |
| Overall quality of residential garbage collection  | 4           | 0.2 %          |
| Services provided by City's 311 assistance telephone number  | 21          | 1.0 %          |
| Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)        | 198         | 9.5 %          |
| <b>None chosen</b>   | <b>167</b>  | <b>8.0 %</b>   |
| <b>Total</b>   | <b>2095</b> | <b>100.0 %</b> |

Missing Cases = 0

**Q3. Which THREE of the items listed in Question 2 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q3. 3rd choice</u>  | Number | Percent |
|--|--------|---------|
| Animal services (e.g., shelter, adoptions, animal control)   | 59     | 2.8 %   |
| Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 36     | 1.7 %   |
| Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 50     | 2.4 %   |
| Overall effectiveness of communication by City   | 99     | 4.7 %   |
| Overall efforts by City to reduce homelessness   | 261    | 12.5 %  |
| Overall enforcement of City codes & ordinances   | 94     | 4.5 %   |
| Overall maintenance of City sidewalks  | 66     | 3.2 %   |
| Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 154    | 7.4 %   |
| Overall quality of City libraries  | 37     | 1.8 %   |
| Overall quality of City parks & recreation   | 92     | 4.4 %   |
| Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                    | 163    | 7.8 %   |
| Overall quality of fire services   | 35     | 1.7 %   |
| Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)                      | 14     | 0.7 %   |
| Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                                  | 32     | 1.5 %   |
| Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)  | 163    | 7.8 %   |
| Overall quality of police services   | 219    | 10.5 %  |
| Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)           | 68     | 3.2 %   |
| Overall quality of residential curbside recycling services   | 14     | 0.7 %   |
| Overall quality of residential garbage collection  | 9      | 0.4 %   |
| Services provided by City's 311 assistance telephone number  | 32     | 1.5 %   |
| Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)        | 199    | 9.5 %   |
| <u>None chosen</u>   | 199    | 9.5 %   |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE****Q3. Which THREE of the items listed in Question 2 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q3. Top choice</u>  | Number      | Percent |
|--|-------------|---------|
| Animal services (e.g., shelter, adoptions, animal control)   | 188         | 9.0 %   |
| Condition of City facilities & buildings (e.g., clean, safe, accessible)   | 98          | 4.7 %   |
| Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 198         | 9.5 %   |
| Overall effectiveness of communication by City   | 228         | 10.9 %  |
| Overall efforts by City to reduce homelessness   | 1211        | 57.8 %  |
| Overall enforcement of City codes & ordinances   | 255         | 12.2 %  |
| Overall maintenance of City sidewalks  | 188         | 9.0 %   |
| Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 391         | 18.7 %  |
| Overall quality of City libraries  | 66          | 3.2 %   |
| Overall quality of City parks & recreation   | 235         | 11.2 %  |
| Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                    | 410         | 19.6 %  |
| Overall quality of fire services   | 84          | 4.0 %   |
| Overall quality of municipal court services (e.g., traffic & parking ticket processing, misdemeanor court cases, fine collection)                      | 29          | 1.4 %   |
| Overall quality of options for conducting business with City online (e.g., utility bill, permits, class registration)                                  | 77          | 3.7 %   |
| Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)  | 473         | 22.6 %  |
| Overall quality of police services   | 752         | 35.9 %  |
| Overall quality of public health services provided by City (e.g., social services, health services, immunizations, & restaurant inspections)           | 197         | 9.4 %   |
| Overall quality of residential curbside recycling services   | 22          | 1.1 %   |
| Overall quality of residential garbage collection  | 16          | 0.8 %   |
| Services provided by City's 311 assistance telephone number  | 58          | 2.8 %   |
| Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)        | 591         | 28.2 %  |
| <u>None chosen</u>   | 152         | 7.3 %   |
| <b>Total</b>   | <b>5919</b> |         |

Number of Cases = 2095

Number of Responses = 5919

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q4. Public Safety. Please rate your satisfaction with the following.**

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q4-1. Enforcement of local traffic laws   | 7.5%           | 24.4%     | 26.1%   | 21.2%        | 16.4%             | 4.4%       |
| Q4-2. Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 20.0%          | 28.6%     | 14.8%   | 3.0%         | 0.4%              | 33.2%      |
| Q4-3. Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 6.4%           | 14.3%     | 16.9%   | 19.4%        | 19.7%             | 23.3%      |
| Q4-4. Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 16.3%          | 26.3%     | 16.8%   | 5.6%         | 1.9%              | 33.1%      |
| Q4-5. Visibility of police in commercial & retail areas   | 5.5%           | 17.0%     | 30.5%   | 24.2%        | 17.0%             | 5.8%       |
| Q4-6. Visibility of police in neighborhoods   | 4.7%           | 14.5%     | 26.1%   | 27.9%        | 22.2%             | 4.5%       |

**WITHOUT DON'T KNOW****Q4. Public Safety. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q4-1. Enforcement of local traffic laws   | 7.8%           | 25.5%     | 27.3%   | 22.2%        | 17.2%             |
| Q4-2. Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 29.9%          | 42.8%     | 22.2%   | 4.5%         | 0.6%              |
| Q4-3. Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 8.4%           | 18.6%     | 22.0%   | 25.3%        | 25.7%             |
| Q4-4. Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 24.4%          | 39.3%     | 25.1%   | 8.4%         | 2.9%              |
| Q4-5. Visibility of police in commercial & retail areas   | 5.8%           | 18.1%     | 32.3%   | 25.6%        | 18.1%             |
| Q4-6. Visibility of police in neighborhoods   | 4.9%           | 15.2%     | 27.3%   | 29.3%        | 23.3%             |

**Q5. Which THREE of the items listed in Question 4 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q5. Top choice</u>   | Number | Percent |
|---|--------|---------|
| Enforcement of local traffic laws   | 354    | 16.9 %  |
| Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 230    | 11.0 %  |
| Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 673    | 32.1 %  |
| Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 286    | 13.7 %  |
| Visibility of police in commercial & retail areas   | 159    | 7.6 %   |
| Visibility of police in neighborhoods   | 282    | 13.5 %  |
| <u>None chosen</u>  | 111    | 5.3 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q5. Which THREE of the items listed in Question 4 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q5. 2nd choice</u>   | Number | Percent |
|---|--------|---------|
| Enforcement of local traffic laws   | 172    | 8.2 %   |
| Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 313    | 14.9 %  |
| Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 417    | 19.9 %  |
| Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 355    | 16.9 %  |
| Visibility of police in commercial & retail areas   | 332    | 15.8 %  |
| Visibility of police in neighborhoods   | 360    | 17.2 %  |
| <u>None chosen</u>  | 146    | 7.0 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q5. Which THREE of the items listed in Question 4 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q5. 3rd choice</u>   | Number | Percent |
|---|--------|---------|
| Enforcement of local traffic laws   | 220    | 10.5 %  |
| Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 280    | 13.4 %  |
| Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 397    | 18.9 %  |
| Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 334    | 15.9 %  |
| Visibility of police in commercial & retail areas   | 288    | 13.7 %  |
| Visibility of police in neighborhoods   | 353    | 16.8 %  |
| <u>None chosen</u>  | 223    | 10.6 %  |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE**

**Q5. Which THREE of the items listed in Question 4 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q5. Top choice</u>   | Number | Percent |
|---|--------|---------|
| Enforcement of local traffic laws   | 746    | 35.6 %  |
| Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 823    | 39.3 %  |
| Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 1487   | 71.0 %  |
| Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 975    | 46.5 %  |
| Visibility of police in commercial & retail areas   | 779    | 37.2 %  |
| Visibility of police in neighborhoods   | 995    | 47.5 %  |
| <u>None chosen</u>  | 111    | 5.3 %   |
| Total   | 5916   |         |

Number of Cases = 2095

Number of Responses = 5916

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q6. Public Safety Perceptions. Please rate your level of agreement with the following statements.**

(N=2095)

|  | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | Don't know |
|--|----------------|-------|---------|----------|-------------------|------------|
| Q6-1. I am confident that in case of an emergency, my response will be delivered effectively   | 7.5%           | 27.0% | 22.8%   | 21.7%    | 14.0%             | 7.0%       |
| Q6-2. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)  | 7.6%           | 14.4% | 18.0%   | 5.9%     | 4.2%              | 49.9%      |
| Q6-3. I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances) | 4.8%           | 12.1% | 18.9%   | 4.1%     | 2.4%              | 57.7%      |
| Q6-4. I feel safe in City parks  | 11.8%          | 33.7% | 22.5%   | 19.1%    | 9.0%              | 3.8%       |
| Q6-5. I feel safe in my home   | 27.8%          | 44.0% | 17.0%   | 8.0%     | 2.4%              | 0.7%       |
| Q6-6. I feel safe in my neighborhood at night  | 17.6%          | 35.5% | 20.7%   | 17.2%    | 8.3%              | 0.8%       |
| Q6-7. I feel safe in my neighborhood during the day  | 31.5%          | 44.4% | 15.4%   | 6.0%     | 1.6%              | 1.1%       |
| Q6-8. I feel safe in my workplace  | 24.2%          | 32.7% | 18.2%   | 4.6%     | 1.8%              | 18.3%      |
| Q6-9. I feel safe traveling with other drivers on the road   | 5.9%           | 21.7% | 24.9%   | 29.9%    | 16.5%             | 1.1%       |
| Q6-10. I feel safe walking alone downtown at night   | 4.0%           | 11.6% | 17.2%   | 27.3%    | 30.4%             | 9.5%       |
| Q6-11. I feel safe walking alone downtown during the day   | 15.5%          | 34.5% | 21.7%   | 16.5%    | 6.3%              | 5.5%       |
| Q6-12. I have access to information & education on disasters & other major emergencies   | 14.7%          | 38.7% | 26.8%   | 10.9%    | 2.8%              | 6.1%       |
| Q6-13. I have sufficient knowledge & understanding of community laws, codes, & ordinances  | 13.6%          | 37.3% | 26.9%   | 14.6%    | 3.9%              | 3.8%       |
| Q6-14. I trust Austin Fire Department (AFD)  | 44.8%          | 41.6% | 9.1%    | 1.0%     | 0.5%              | 3.2%       |
| Q6-15. I trust Austin Police Department (APD)  | 20.2%          | 27.6% | 21.5%   | 13.7%    | 14.3%             | 2.7%       |

|   | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | Don't know |
|---|----------------|-------|---------|----------|-------------------|------------|
| Q6-16. I trust Emergency Medical Services (EMS) | 40.5%          | 42.0% | 10.7%   | 1.7%     | 0.6%              | 4.5%       |

**WITHOUT DON'T KNOW****Q6. Public Safety Perceptions. Please rate your level of agreement with the following statements. (without "don't know")**

(N=2095)

|  | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| Q6-1. I am confident that in case of an emergency, my response will be delivered effectively   | 8.1%           | 29.0% | 24.5%   | 23.4%    | 15.0%             |
| Q6-2. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)  | 15.2%          | 28.8% | 36.0%   | 11.7%    | 8.3%              |
| Q6-3. I feel I was treated fairly during my judicial process (traffic & parking ticket processing, fine collections, misdemeanor court case appearances) | 11.3%          | 28.7% | 44.7%   | 9.7%     | 5.6%              |
| Q6-4. I feel safe in City parks  | 12.3%          | 35.1% | 23.4%   | 19.9%    | 9.3%              |
| Q6-5. I feel safe in my home   | 28.0%          | 44.3% | 17.2%   | 8.1%     | 2.4%              |
| Q6-6. I feel safe in my neighborhood at night  | 17.7%          | 35.7% | 20.8%   | 17.3%    | 8.4%              |
| Q6-7. I feel safe in my neighborhood during the day  | 31.8%          | 44.9% | 15.6%   | 6.0%     | 1.6%              |
| Q6-8. I feel safe in my workplace  | 29.7%          | 40.1% | 22.3%   | 5.7%     | 2.2%              |
| Q6-9. I feel safe traveling with other drivers on the road   | 6.0%           | 21.9% | 25.2%   | 30.2%    | 16.7%             |
| Q6-10. I feel safe walking alone downtown at night   | 4.4%           | 12.8% | 19.0%   | 30.2%    | 33.6%             |
| Q6-11. I feel safe walking alone downtown during the day   | 16.4%          | 36.5% | 22.9%   | 17.5%    | 6.7%              |
| Q6-12. I have access to information & education on disasters & other major emergencies   | 15.7%          | 41.2% | 28.5%   | 11.6%    | 2.9%              |

**Q6. Public Safety Perceptions. Please rate your level of agreement with the following statements. (without "don't know")**

|   | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| Q6-13. I have sufficient knowledge & understanding of community laws, codes, & ordinances | 14.1%          | 38.7% | 27.9%   | 15.2%    | 4.0%              |
| Q6-14. I trust Austin Fire Department (AFD)   | 46.2%          | 42.9% | 9.4%    | 1.0%     | 0.5%              |
| Q6-15. I trust Austin Police Department (APD)   | 20.7%          | 28.3% | 22.1%   | 14.1%    | 14.7%             |
| Q6-16. I trust Emergency Medical Services (EMS)   | 42.5%          | 44.0% | 11.2%   | 1.8%     | 0.6%              |

**Q7. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following.**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q7-1. Adequacy of street lighting in your community  | 11.6%          | 35.9%     | 20.2%   | 22.6%        | 8.6%              | 1.0%       |
| Q7-2. Cleanliness of City streets & public areas   | 8.5%           | 29.4%     | 24.1%   | 24.2%        | 13.0%             | 0.8%       |
| Q7-3. Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 5.4%           | 25.6%     | 27.4%   | 27.4%        | 12.1%             | 2.1%       |
| Q7-4. Condition of sidewalks in your neighborhood (if sidewalks exist)   | 10.6%          | 32.9%     | 20.9%   | 19.7%        | 10.2%             | 5.7%       |
| Q7-5. Condition of streets in your neighborhood (residential streets)  | 13.7%          | 37.8%     | 22.3%   | 17.2%        | 8.1%              | 0.9%       |
| Q7-6. Flood control efforts  | 8.2%           | 28.3%     | 27.2%   | 11.1%        | 4.4%              | 20.9%      |
| Q7-7. Mowing & trimming along City streets   | 8.8%           | 33.8%     | 26.1%   | 18.3%        | 8.7%              | 4.2%       |
| Q7-8. Overall management of stormwater runoff  | 7.7%           | 31.7%     | 27.9%   | 12.8%        | 5.3%              | 14.6%      |
| Q7-9. Water quality of lakes & streams   | 6.6%           | 21.7%     | 26.5%   | 23.1%        | 11.1%             | 11.0%      |

**WITHOUT DON'T KNOW****Q7. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q7-1. Adequacy of street lighting in your community  | 11.8%          | 36.3%     | 20.4%   | 22.8%        | 8.7%              |
| Q7-2. Cleanliness of City streets & public areas   | 8.6%           | 29.6%     | 24.3%   | 24.4%        | 13.1%             |
| Q7-3. Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 5.6%           | 26.1%     | 27.9%   | 28.0%        | 12.4%             |
| Q7-4. Condition of sidewalks in your neighborhood (if sidewalks exist)   | 11.3%          | 34.9%     | 22.2%   | 20.9%        | 10.8%             |
| Q7-5. Condition of streets in your neighborhood (residential streets)  | 13.9%          | 38.1%     | 22.5%   | 17.3%        | 8.2%              |
| Q7-6. Flood control efforts  | 10.3%          | 35.8%     | 34.3%   | 14.0%        | 5.6%              |
| Q7-7. Mowing & trimming along City streets   | 9.2%           | 35.3%     | 27.2%   | 19.1%        | 9.1%              |
| Q7-8. Overall management of stormwater runoff  | 9.0%           | 37.2%     | 32.6%   | 15.0%        | 6.2%              |
| Q7-9. Water quality of lakes & streams   | 7.5%           | 24.3%     | 29.8%   | 26.0%        | 12.4%             |

**Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q8. Top choice</u>  | Number | Percent |
|--|--------|---------|
| Adequacy of street lighting in your community  | 301    | 14.4 %  |
| Cleanliness of City streets & public areas   | 331    | 15.8 %  |
| Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 431    | 20.6 %  |
| Condition of sidewalks in your neighborhood (if sidewalks exist)   | 158    | 7.5 %   |
| Condition of streets in your neighborhood (residential streets)  | 128    | 6.1 %   |
| Flood control efforts  | 127    | 6.1 %   |
| Mowing & trimming along City streets   | 71     | 3.4 %   |
| Overall management of stormwater runoff  | 85     | 4.1 %   |
| Water quality of lakes & streams   | 345    | 16.5 %  |
| <u>None chosen</u>   | 118    | 5.6 %   |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q8. 2nd choice</u>  | Number | Percent |
|--|--------|---------|
| Adequacy of street lighting in your community  | 226    | 10.8 %  |
| Cleanliness of City streets & public areas   | 305    | 14.6 %  |
| Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 278    | 13.3 %  |
| Condition of sidewalks in your neighborhood (if sidewalks exist)   | 180    | 8.6 %   |
| Condition of streets in your neighborhood (residential streets)  | 228    | 10.9 %  |
| Flood control efforts  | 162    | 7.7 %   |
| Mowing & trimming along City streets   | 146    | 7.0 %   |
| Overall management of stormwater runoff  | 148    | 7.1 %   |
| Water quality of lakes & streams   | 277    | 13.2 %  |
| <u>None chosen</u>   | 145    | 6.9 %   |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q8. 3rd choice</u>  | Number | Percent |
|--|--------|---------|
| Adequacy of street lighting in your community  | 194    | 9.3 %   |
| Cleanliness of City streets & public areas   | 270    | 12.9 %  |
| Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 265    | 12.6 %  |
| Condition of sidewalks in your neighborhood (if sidewalks exist)   | 186    | 8.9 %   |
| Condition of streets in your neighborhood (residential streets)  | 214    | 10.2 %  |
| Flood control efforts  | 156    | 7.4 %   |
| Mowing & trimming along City streets   | 152    | 7.3 %   |
| Overall management of stormwater runoff  | 164    | 7.8 %   |
| Water quality of lakes & streams   | 312    | 14.9 %  |
| <u>None chosen</u>   | 182    | 8.7 %   |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE**

**Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q8. Top choice</u>  | Number | Percent |
|--|--------|---------|
| Adequacy of street lighting in your community  | 721    | 34.4 %  |
| Cleanliness of City streets & public areas   | 906    | 43.2 %  |
| Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 974    | 46.5 %  |
| Condition of sidewalks in your neighborhood (if sidewalks exist)   | 524    | 25.0 %  |
| Condition of streets in your neighborhood (residential streets)  | 570    | 27.2 %  |
| Flood control efforts  | 445    | 21.2 %  |
| Mowing & trimming along City streets   | 369    | 17.6 %  |
| Overall management of stormwater runoff  | 397    | 18.9 %  |
| Water quality of lakes & streams   | 934    | 44.6 %  |
| <u>None chosen</u>   | 118    | 5.6 %   |
| Total  | 5958   |         |

Number of Cases = 2095

Number of Responses = 5958

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q9. Transportation. Please rate your satisfaction with the following.**

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-1. I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 6.4%           | 18.3%     | 22.2%   | 22.9%        | 15.2%             | 14.9%      |
| Q9-2. Off-street bicycle accessibility (City's urban trail network)   | 8.9%           | 24.9%     | 23.7%   | 11.2%        | 4.8%              | 26.5%      |
| Q9-3. On-street bicycle accessibility (City's bicycle lane system/network)  | 6.3%           | 20.8%     | 24.4%   | 19.2%        | 11.2%             | 18.0%      |
| Q9-4. Overall quality of Austin-Bergstrom International Airport   | 19.8%          | 42.5%     | 19.6%   | 10.0%        | 3.0%              | 5.2%       |
| Q9-5. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 9.0%           | 33.8%     | 24.3%   | 19.4%        | 10.7%             | 2.9%       |
| Q9-6. Timing of traffic signals on City streets   | 7.1%           | 30.7%     | 27.8%   | 22.1%        | 10.8%             | 1.5%       |
| Q9-7. Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 2.2%           | 10.3%     | 18.2%   | 32.0%        | 35.9%             | 1.3%       |
| Q9-8. Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 5.3%           | 17.5%     | 23.7%   | 22.6%        | 20.6%             | 10.3%      |

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

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9-1. I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 7.6%           | 21.5%     | 26.1%   | 26.9%        | 17.8%             |
| Q9-2. Off-street bicycle accessibility (City's urban trail network)   | 12.1%          | 33.8%     | 32.2%   | 15.3%        | 6.6%              |
| Q9-3. On-street bicycle accessibility (City's bicycle lane system/network)  | 7.7%           | 25.4%     | 29.8%   | 23.5%        | 13.6%             |
| Q9-4. Overall quality of Austin-Bergstrom International Airport   | 20.8%          | 44.8%     | 20.7%   | 10.5%        | 3.1%              |
| Q9-5. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 9.2%           | 34.8%     | 25.0%   | 20.0%        | 11.0%             |
| Q9-6. Timing of traffic signals on City streets   | 7.2%           | 31.2%     | 28.2%   | 22.4%        | 11.0%             |
| Q9-7. Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 2.3%           | 10.4%     | 18.5%   | 32.4%        | 36.4%             |
| Q9-8. Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 5.9%           | 19.5%     | 26.4%   | 25.2%        | 23.0%             |

**Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q10. Top choice</u>  | Number | Percent |
|---|--------|---------|
| I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 188    | 9.0 %   |
| Off-street bicycle accessibility (City's urban trail network)   | 75     | 3.6 %   |
| On-street bicycle accessibility (City's bicycle lane system/network)  | 123    | 5.9 %   |
| Overall quality of Austin-Bergstrom International Airport   | 150    | 7.2 %   |
| Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 180    | 8.6 %   |
| Timing of traffic signals on City streets   | 196    | 9.4 %   |
| Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 664    | 31.7 %  |
| Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 415    | 19.8 %  |
| <u>None chosen</u>  | 104    | 5.0 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q10. 2nd choice</u>  | Number | Percent |
|---|--------|---------|
| I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 146    | 7.0 %   |
| Off-street bicycle accessibility (City's urban trail network)   | 90     | 4.3 %   |
| On-street bicycle accessibility (City's bicycle lane system/network)  | 174    | 8.3 %   |
| Overall quality of Austin-Bergstrom International Airport   | 150    | 7.2 %   |
| Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 285    | 13.6 %  |
| Timing of traffic signals on City streets   | 309    | 14.7 %  |
| Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 446    | 21.3 %  |
| Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 346    | 16.5 %  |
| <u>None chosen</u>  | 149    | 7.1 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q10. 3rd choice</u>  | Number | Percent |
|---|--------|---------|
| I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 194    | 9.3 %   |
| Off-street bicycle accessibility (City's urban trail network)   | 119    | 5.7 %   |
| On-street bicycle accessibility (City's bicycle lane system/network)  | 203    | 9.7 %   |
| Overall quality of Austin-Bergstrom International Airport   | 207    | 9.9 %   |
| Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 317    | 15.1 %  |
| Timing of traffic signals on City streets   | 258    | 12.3 %  |
| Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 259    | 12.4 %  |
| Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 329    | 15.7 %  |
| <u>None chosen</u>  | 209    | 10.0 %  |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE**

**Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q10. Top choice</u>  | Number | Percent |
|---|--------|---------|
| I feel comfortable using transportation options (besides driving a personal vehicle) available to me                | 528    | 25.2 %  |
| Off-street bicycle accessibility (City's urban trail network)   | 284    | 13.6 %  |
| On-street bicycle accessibility (City's bicycle lane system/network)  | 500    | 23.9 %  |
| Overall quality of Austin-Bergstrom International Airport   | 507    | 24.2 %  |
| Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)                            | 782    | 37.3 %  |
| Timing of traffic signals on City streets   | 763    | 36.4 %  |
| Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 1369   | 65.3 %  |
| Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 1090   | 52.0 %  |
| <u>None chosen</u>  | 104    | 5.0 %   |
| Total   | 5927   |         |

Number of Cases = 2095

Number of Responses = 5927

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q11. Utilities. Please rate your satisfaction with the following.**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q11-1. Austin Energy customer service                                  | 15.3%          | 32.8%     | 22.8%   | 11.4%        | 5.3%              | 12.5%      |
| Q11-2. Bulky item pickup/removal services                              | 26.3%          | 39.6%     | 15.3%   | 7.8%         | 2.0%              | 9.1%       |
| Q11-3. Household hazardous waste disposal service                      | 15.3%          | 24.6%     | 21.6%   | 11.3%        | 3.7%              | 23.6%      |
| Q11-4. Overall quality of drinking water provided by Austin Water      | 23.6%          | 39.3%     | 19.6%   | 11.0%        | 3.9%              | 2.6%       |
| Q11-5. Overall quality of wastewater services provided by Austin Water | 22.5%          | 41.3%     | 22.6%   | 4.1%         | 1.5%              | 7.9%       |
| Q11-6. Quality of residential yard waste collection                    | 28.4%          | 40.8%     | 15.6%   | 4.1%         | 1.3%              | 9.8%       |
| Q11-7. Reliability of your electric service                            | 15.0%          | 31.8%     | 20.1%   | 16.5%        | 12.2%             | 4.4%       |
| Q11-8. Value of services received from Austin Energy                   | 13.1%          | 30.3%     | 24.9%   | 14.9%        | 10.0%             | 6.8%       |
| Q11-9. Water & wastewater rates (cost)                                 | 7.8%           | 24.5%     | 28.5%   | 21.7%        | 12.4%             | 5.1%       |
| Q11-10. Water & wastewater utility customer service                    | 10.8%          | 29.5%     | 27.9%   | 8.9%         | 2.6%              | 20.4%      |
| Q11-11. Water & wastewater utility response time to emergencies        | 8.7%           | 22.1%     | 22.8%   | 8.3%         | 3.1%              | 35.0%      |
| Q11-12. Water Conservation programs within Austin                      | 8.1%           | 26.3%     | 30.2%   | 13.6%        | 4.4%              | 17.4%      |

**WITHOUT DON'T KNOW****Q11. Utilities. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q11-1. Austin Energy customer service                                  | 17.5%          | 37.5%     | 26.0%   | 13.0%        | 6.0%              |
| Q11-2. Bulky item pickup/removal services                              | 28.9%          | 43.5%     | 16.8%   | 8.6%         | 2.2%              |
| Q11-3. Household hazardous waste disposal service                      | 20.0%          | 32.2%     | 28.2%   | 14.7%        | 4.8%              |
| Q11-4. Overall quality of drinking water provided by Austin Water      | 24.2%          | 40.3%     | 20.1%   | 11.3%        | 4.0%              |
| Q11-5. Overall quality of wastewater services provided by Austin Water | 24.4%          | 44.9%     | 24.6%   | 4.5%         | 1.7%              |
| Q11-6. Quality of residential yard waste collection                    | 31.4%          | 45.3%     | 17.3%   | 4.6%         | 1.5%              |
| Q11-7. Reliability of your electric service                            | 15.7%          | 33.3%     | 21.1%   | 17.2%        | 12.7%             |
| Q11-8. Value of services received from Austin Energy                   | 14.1%          | 32.5%     | 26.7%   | 16.0%        | 10.8%             |
| Q11-9. Water & wastewater rates (cost)                                 | 8.2%           | 25.8%     | 30.1%   | 22.9%        | 13.0%             |
| Q11-10. Water & wastewater utility customer service                    | 13.6%          | 37.0%     | 35.0%   | 11.2%        | 3.2%              |
| Q11-11. Water & wastewater utility response time to emergencies        | 13.4%          | 34.1%     | 35.1%   | 12.7%        | 4.7%              |
| Q11-12. Water Conservation programs within Austin                      | 9.8%           | 31.9%     | 36.5%   | 16.5%        | 5.3%              |

**Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to emphasize?**

| Q12. Top choice   | Number | Percent |
|---|--------|---------|
| Austin Energy customer service                                  | 131    | 6.3 %   |
| Bulky item pickup/removal services                              | 67     | 3.2 %   |
| Household hazardous waste disposal service                      | 76     | 3.6 %   |
| Overall quality of drinking water provided by Austin Water      | 434    | 20.7 %  |
| Overall quality of wastewater services provided by Austin Water | 33     | 1.6 %   |
| Quality of residential yard waste collection                    | 13     | 0.6 %   |
| Reliability of your electric service                            | 606    | 28.9 %  |
| Value of services received from Austin Energy                   | 134    | 6.4 %   |
| Water & wastewater rates (cost)                                 | 177    | 8.4 %   |
| Water & wastewater utility customer service                     | 16     | 0.8 %   |
| Water & wastewater utility response time to emergencies         | 48     | 2.3 %   |
| Water Conservation programs within Austin                       | 219    | 10.5 %  |
| <u>None chosen</u>  | 141    | 6.7 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to emphasize?**

| Q12. 2nd choice   | Number | Percent |
|---|--------|---------|
| Austin Energy customer service                                  | 73     | 3.5 %   |
| Bulky item pickup/removal services                              | 75     | 3.6 %   |
| Household hazardous waste disposal service                      | 97     | 4.6 %   |
| Overall quality of drinking water provided by Austin Water      | 395    | 18.9 %  |
| Overall quality of wastewater services provided by Austin Water | 72     | 3.4 %   |
| Quality of residential yard waste collection                    | 35     | 1.7 %   |
| Reliability of your electric service                            | 426    | 20.3 %  |
| Value of services received from Austin Energy                   | 207    | 9.9 %   |
| Water & wastewater rates (cost)                                 | 227    | 10.8 %  |
| Water & wastewater utility customer service                     | 34     | 1.6 %   |
| Water & wastewater utility response time to emergencies         | 93     | 4.4 %   |
| Water Conservation programs within Austin                       | 185    | 8.8 %   |
| <u>None chosen</u>  | 176    | 8.4 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

**Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q12. 3rd choice</u>                                     | Number | Percent |
|--|--------|---------|
| Austin Energy customer service                             | 99     | 4.7 %   |
| Bulky item pickup/removal services                         | 86     | 4.1 %   |
| Household hazardous waste disposal service                 | 88     | 4.2 %   |
| Overall quality of drinking water provided by Austin Water | 269    | 12.8 %  |
| Overall quality of wastewater services provided by Austin  |        |         |
| Water  | 69     | 3.3 %   |
| Quality of residential yard waste collection               | 41     | 2.0 %   |
| Reliability of your electric service                       | 313    | 14.9 %  |
| Value of services received from Austin Energy              | 219    | 10.5 %  |
| Water & wastewater rates (cost)                            | 250    | 11.9 %  |
| Water & wastewater utility customer service                | 36     | 1.7 %   |
| Water & wastewater utility response time to emergencies    | 140    | 6.7 %   |
| Water Conservation programs within Austin                  | 244    | 11.6 %  |
| None chosen  | 241    | 11.5 %  |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE**

**Q12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q12. Top choice</u>                                     | Number | Percent |
|--|--------|---------|
| Austin Energy customer service                             | 303    | 14.5 %  |
| Bulky item pickup/removal services                         | 228    | 10.9 %  |
| Household hazardous waste disposal service                 | 261    | 12.5 %  |
| Overall quality of drinking water provided by Austin Water | 1098   | 52.4 %  |
| Overall quality of wastewater services provided by Austin  |        |         |
| Water  | 174    | 8.3 %   |
| Quality of residential yard waste collection               | 89     | 4.2 %   |
| Reliability of your electric service                       | 1345   | 64.2 %  |
| Value of services received from Austin Energy              | 560    | 26.7 %  |
| Water & wastewater rates (cost)                            | 654    | 31.2 %  |
| Water & wastewater utility customer service                | 86     | 4.1 %   |
| Water & wastewater utility response time to emergencies    | 281    | 13.4 %  |
| Water Conservation programs within Austin                  | 648    | 30.9 %  |
| None chosen  | 141    | 6.7 %   |
| Total  | 5868   |         |

Number of Cases = 2095

Number of Responses = 5868

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q13. Parks, Recreation, Culture and Learning. Please rate your satisfaction with the following.**

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q13-1. Access to City walking/biking trails   | 19.5%          | 40.3%     | 20.7%   | 9.4%         | 3.5%              | 6.6%       |
| Q13-2. Appearance of City park grounds  | 15.4%          | 43.7%     | 21.5%   | 11.6%        | 3.7%              | 4.2%       |
| Q13-3. City-offered lifelong learning events, activities, & resources (classes or learning materials)                       | 8.3%           | 20.0%     | 25.5%   | 8.7%         | 1.7%              | 35.8%      |
| Q13-4. Ease of accessing parks from your home   | 18.1%          | 36.4%     | 23.1%   | 13.1%        | 5.3%              | 4.1%       |
| Q13-5. Library programs   | 25.5%          | 33.0%     | 17.1%   | 3.6%         | 0.7%              | 20.1%      |
| Q13-6. Materials at libraries   | 25.8%          | 34.9%     | 17.1%   | 3.7%         | 0.6%              | 17.9%      |
| Q13-7. Overall quality of City-offered parks & recreation programs, leagues, or classes                                     | 12.2%          | 27.8%     | 21.7%   | 6.5%         | 1.5%              | 30.3%      |
| Q13-8. Overall satisfaction with City swimming pools  | 10.6%          | 25.5%     | 22.1%   | 9.5%         | 2.2%              | 30.0%      |
| Q13-9. Quality of City park facilities (recreation, senior, & nature centers)   | 13.5%          | 34.0%     | 22.6%   | 7.2%         | 2.2%              | 20.6%      |
| Q13-10. Quality of City walking/biking trails   | 17.7%          | 40.4%     | 20.6%   | 7.9%         | 2.3%              | 11.1%      |
| Q13-11. Quality of cultural & learning services & programs in Austin (e.g., libraries, museums, cultural centers, & events) | 16.8%          | 34.2%     | 21.7%   | 7.0%         | 2.1%              | 18.2%      |
| Q13-12. Quality of City's cultural & learning facilities (e.g., libraries, cultural centers, City museums)                  | 18.3%          | 37.1%     | 21.5%   | 6.4%         | 1.9%              | 14.8%      |

**WITHOUT DON'T KNOW****Q13. Parks, Recreation, Culture and Learning. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q13-1. Access to City walking/biking trails   | 20.9%          | 43.2%     | 22.2%   | 10.0%        | 3.7%              |
| Q13-2. Appearance of City park grounds  | 16.1%          | 45.6%     | 22.4%   | 12.1%        | 3.9%              |
| Q13-3. City-offered lifelong learning events, activities, & resources (classes or learning materials)                       | 12.9%          | 31.2%     | 39.7%   | 13.6%        | 2.7%              |
| Q13-4. Ease of accessing parks from your home   | 18.9%          | 37.9%     | 24.0%   | 13.7%        | 5.5%              |
| Q13-5. Library programs   | 32.0%          | 41.3%     | 21.4%   | 4.5%         | 0.8%              |
| Q13-6. Materials at libraries   | 31.4%          | 42.5%     | 20.8%   | 4.5%         | 0.8%              |
| Q13-7. Overall quality of City-offered parks & recreation programs, leagues, or classes                                     | 17.5%          | 39.8%     | 31.1%   | 9.4%         | 2.2%              |
| Q13-8. Overall satisfaction with City swimming pools  | 15.1%          | 36.5%     | 31.6%   | 13.6%        | 3.2%              |
| Q13-9. Quality of City park facilities (recreation, senior, & nature centers)   | 16.9%          | 42.8%     | 28.5%   | 9.0%         | 2.8%              |
| Q13-10. Quality of City walking/biking trails   | 19.9%          | 45.4%     | 23.2%   | 8.9%         | 2.6%              |
| Q13-11. Quality of cultural & learning services & programs in Austin (e.g., libraries, museums, cultural centers, & events) | 20.5%          | 41.9%     | 26.5%   | 8.5%         | 2.6%              |
| Q13-12. Quality of City's cultural & learning facilities (e.g., libraries, cultural centers, City museums)                  | 21.5%          | 43.5%     | 25.2%   | 7.5%         | 2.2%              |

**Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to emphasize?**

| Q14. Top choice  | Number | Percent |
|--|--------|---------|
| Access to City walking/biking trails   | 341    | 16.3 %  |
| Appearance of City park grounds  | 309    | 14.7 %  |
| City-offered lifelong learning events, activities, & resources<br>(classes or learning materials)                      | 155    | 7.4 %   |
| Ease of accessing parks from your home   | 172    | 8.2 %   |
| Library programs   | 100    | 4.8 %   |
| Materials at libraries   | 107    | 5.1 %   |
| Overall quality of City-offered parks & recreation programs,<br>leagues, or classes                                    | 101    | 4.8 %   |
| Overall satisfaction with City swimming pools  | 111    | 5.3 %   |
| Quality of City park facilities (recreation, senior, & nature centers)   | 159    | 7.6 %   |
| Quality of City walking/biking trails  | 125    | 6.0 %   |
| Quality of cultural & learning services & programs in Austin (e.g.,<br>libraries, museums, cultural centers, & events) | 82     | 3.9 %   |
| Quality of City's cultural & learning facilities (e.g., libraries,<br>cultural centers, City museums)                  | 77     | 3.7 %   |
| <u>None chosen</u>   | 256    | 12.2 %  |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to emphasize?**

| Q14. 2nd choice  | Number | Percent |
|--|--------|---------|
| Access to City walking/biking trails   | 168    | 8.0 %   |
| Appearance of City park grounds  | 216    | 10.3 %  |
| City-offered lifelong learning events, activities, & resources<br>(classes or learning materials)                      | 112    | 5.3 %   |
| Ease of accessing parks from your home   | 165    | 7.9 %   |
| Library programs   | 102    | 4.9 %   |
| Materials at libraries   | 126    | 6.0 %   |
| Overall quality of City-offered parks & recreation programs,<br>leagues, or classes                                    | 147    | 7.0 %   |
| Overall satisfaction with City swimming pools  | 130    | 6.2 %   |
| Quality of City park facilities (recreation, senior, & nature centers)   | 186    | 8.9 %   |
| Quality of City walking/biking trails  | 190    | 9.1 %   |
| Quality of cultural & learning services & programs in Austin (e.g.,<br>libraries, museums, cultural centers, & events) | 147    | 7.0 %   |
| Quality of City's cultural & learning facilities (e.g., libraries,<br>cultural centers, City museums)                  | 106    | 5.1 %   |
| <u>None chosen</u>   | 300    | 14.3 %  |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to emphasize?**

| <u>Q14. 3rd choice</u>   | Number | Percent |
|--|--------|---------|
| Access to City walking/biking trails   | 149    | 7.1 %   |
| Appearance of City park grounds  | 151    | 7.2 %   |
| City-offered lifelong learning events, activities, & resources<br>(classes or learning materials)                      | 84     | 4.0 %   |
| Ease of accessing parks from your home   | 182    | 8.7 %   |
| Library programs   | 82     | 3.9 %   |
| Materials at libraries   | 83     | 4.0 %   |
| Overall quality of City-offered parks & recreation programs,<br>leagues, or classes                                    | 132    | 6.3 %   |
| Overall satisfaction with City swimming pools  | 123    | 5.9 %   |
| Quality of City park facilities (recreation, senior, & nature centers)   | 195    | 9.3 %   |
| Quality of City walking/biking trails  | 223    | 10.6 %  |
| Quality of cultural & learning services & programs in Austin (e.g.,<br>libraries, museums, cultural centers, & events) | 167    | 8.0 %   |
| Quality of City's cultural & learning facilities (e.g., libraries,<br>cultural centers, City museums)                  | 167    | 8.0 %   |
| <u>None chosen</u>   | 357    | 17.0 %  |
| Total  | 2095   | 100.0 % |

Missing Cases = 0

**TOP THREE**

**Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to emphasize? (top 3)**

| <u>Q14. Top choice</u>   | Number | Percent |
|--|--------|---------|
| Access to City walking/biking trails   | 658    | 31.4 %  |
| Appearance of City park grounds  | 676    | 32.3 %  |
| City-offered lifelong learning events, activities, & resources<br>(classes or learning materials)                      | 351    | 16.8 %  |
| Ease of accessing parks from your home   | 519    | 24.8 %  |
| Library programs   | 284    | 13.6 %  |
| Materials at libraries   | 316    | 15.1 %  |
| Overall quality of City-offered parks & recreation programs,<br>leagues, or classes                                    | 380    | 18.1 %  |
| Overall satisfaction with City swimming pools  | 364    | 17.4 %  |
| Quality of City park facilities (recreation, senior, & nature centers)   | 540    | 25.8 %  |
| Quality of City walking/biking trails  | 538    | 25.7 %  |
| Quality of cultural & learning services & programs in Austin (e.g.,<br>libraries, museums, cultural centers, & events) | 396    | 18.9 %  |
| Quality of City's cultural & learning facilities (e.g., libraries,<br>cultural centers, City museums)                  | 350    | 16.7 %  |
| <u>None chosen</u>   | 256    | 12.2 %  |
| Total  | 5628   |         |

Number of Cases = 2095

Number of Responses = 5628

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q15. Perceptions. Please rate your satisfaction with the following.**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q15-1. Access to quality housing you can afford  | 4.4%           | 13.7%     | 19.1%   | 26.0%        | 31.9%             | 4.9%       |
| Q15-2. Availability of affordable housing for low/moderate income families   | 2.2%           | 5.1%      | 12.8%   | 27.6%        | 41.2%             | 11.1%      |
| Q15-3. Efforts by the police to prevent crime  | 4.1%           | 14.6%     | 23.4%   | 26.7%        | 23.5%             | 7.7%       |
| Q15-4. Overall quality of customer service provided by City  | 5.8%           | 26.9%     | 33.0%   | 15.0%        | 7.0%              | 12.2%      |
| Q15-5. Overall quality of services provided by City  | 6.8%           | 32.4%     | 32.3%   | 16.9%        | 6.8%              | 4.8%       |
| Q15-6. Overall value that you receive for your City tax dollars & fees   | 4.1%           | 20.0%     | 24.6%   | 25.6%        | 21.9%             | 3.8%       |
| Q15-7. City of Austin planning for growth  | 2.2%           | 7.1%      | 17.8%   | 31.1%        | 36.3%             | 5.6%       |
| Q15-8. City's efforts to support dialogue between residents & government   | 2.9%           | 17.2%     | 27.0%   | 23.3%        | 20.0%             | 9.5%       |
| Q15-9. City's efforts to be fair   | 4.5%           | 17.3%     | 28.2%   | 19.3%        | 19.0%             | 11.7%      |
| Q15-10. City's efforts to be transparent   | 4.2%           | 15.8%     | 25.0%   | 22.8%        | 21.5%             | 10.6%      |
| Q15-11. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 9.1%           | 26.6%     | 27.1%   | 14.8%        | 10.5%             | 11.8%      |
| Q15-12. Civic engagement experience with City  | 4.6%           | 18.6%     | 33.3%   | 14.3%        | 9.2%              | 20.0%      |

**WITHOUT DON'T KNOW****Q15. Perceptions. Please rate your satisfaction with the following. (without "don't know")**

(N=2095)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q15-1. Access to quality housing you can afford  | 4.6%           | 14.4%     | 20.1%   | 27.3%        | 33.6%             |
| Q15-2. Availability of affordable housing for low/moderate income families   | 2.5%           | 5.7%      | 14.4%   | 31.1%        | 46.3%             |
| Q15-3. Efforts by the police to prevent crime  | 4.4%           | 15.8%     | 25.3%   | 29.0%        | 25.5%             |
| Q15-4. Overall quality of customer service provided by City  | 6.6%           | 30.7%     | 37.6%   | 17.1%        | 8.0%              |
| Q15-5. Overall quality of services provided by City  | 7.1%           | 34.0%     | 33.9%   | 17.8%        | 7.2%              |
| Q15-6. Overall value that you receive for your City tax dollars & fees   | 4.3%           | 20.8%     | 25.5%   | 26.6%        | 22.8%             |
| Q15-7. City of Austin planning for growth  | 2.4%           | 7.5%      | 18.8%   | 32.9%        | 38.4%             |
| Q15-8. City's efforts to support dialogue between residents & government   | 3.2%           | 19.0%     | 29.9%   | 25.8%        | 22.2%             |
| Q15-9. City's efforts to be fair   | 5.1%           | 19.6%     | 31.9%   | 21.9%        | 21.5%             |
| Q15-10. City's efforts to be transparent   | 4.8%           | 17.7%     | 27.9%   | 25.5%        | 24.1%             |
| Q15-11. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities | 10.3%          | 30.2%     | 30.7%   | 16.8%        | 12.0%             |
| Q15-12. Civic engagement experience with City  | 5.7%           | 23.3%     | 41.6%   | 17.9%        | 11.5%             |

**Q16. Please rate your level of agreement with the following statements.**

(N=2095)

|   | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | Don't know |
|---|----------------|-------|---------|----------|-------------------|------------|
| Q16-1. Austin is a place that honors & preserves my personal heritage                                     | 7.2%           | 21.3% | 33.2%   | 16.8%    | 9.3%              | 12.1%      |
| Q16-2. Austin offers job opportunities that match my skills   | 17.5%          | 40.0% | 21.2%   | 7.6%     | 3.2%              | 10.5%      |
| Q16-3. Employees of City of Austin are ethical in the way they conduct City business                      | 8.8%           | 27.1% | 25.8%   | 10.7%    | 6.1%              | 21.5%      |
| Q16-4. I am aware of City's Energy Conservation programs available to me                                  | 10.8%          | 35.4% | 21.3%   | 15.7%    | 5.6%              | 11.3%      |
| Q16-5. I am satisfied with City's Energy Conservation programs  | 7.6%           | 23.9% | 29.7%   | 13.9%    | 4.9%              | 19.9%      |
| Q16-6. I am satisfied with level of cleanliness of my neighborhood  | 14.6%          | 38.7% | 19.7%   | 17.9%    | 7.7%              | 1.3%       |
| Q16-7. I am satisfied with overall quality of development review, permitting & inspection services        | 3.1%           | 10.4% | 21.1%   | 21.2%    | 20.5%             | 23.7%      |
| Q16-8. I am satisfied with Shots for Tots & Big Shots program (immunizations)                             | 8.1%           | 16.1% | 15.1%   | 3.1%     | 1.7%              | 55.8%      |
| Q16-9. I feel prepared to help myself, my family, & my neighbors respond to disasters & major emergencies | 11.5%          | 32.5% | 26.4%   | 17.9%    | 6.2%              | 5.6%       |
| Q16-10. I have frequent contact with friends & neighbors outside of my home                               | 28.5%          | 41.8% | 17.4%   | 8.6%     | 2.5%              | 1.2%       |
| Q16-11. I understand transportation options (besides driving a personal vehicle) available to me          | 16.7%          | 42.4% | 20.6%   | 12.7%    | 4.1%              | 3.5%       |
| Q16-12. My travel time is predictable & consistent  | 9.0%           | 27.7% | 19.1%   | 25.8%    | 16.1%             | 2.2%       |
| Q16-13. City makes an effort to promote & assist small, minority and/or women-owned businesses            | 7.0%           | 21.3% | 21.5%   | 9.2%     | 5.3%              | 35.7%      |

**WITHOUT DON'T KNOW****Q16. Please rate your level of agreement with the following statements. (without "don't know")**

(N=2095)

|   | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| Q16-1. Austin is a place that honors & preserves my personal heritage                                     | 8.2%           | 24.2% | 37.8%   | 19.2%    | 10.6%             |
| Q16-2. Austin offers job opportunities that match my skills   | 19.6%          | 44.6% | 23.7%   | 8.5%     | 3.6%              |
| Q16-3. Employees of City of Austin are ethical in the way they conduct City business                      | 11.2%          | 34.5% | 32.9%   | 13.6%    | 7.7%              |
| Q16-4. I am aware of City's Energy Conservation programs available to me                                  | 12.2%          | 39.9% | 24.0%   | 17.6%    | 6.3%              |
| Q16-5. I am satisfied with City's Energy Conservation programs  | 9.5%           | 29.9% | 37.1%   | 17.4%    | 6.1%              |
| Q16-6. I am satisfied with level of cleanliness of my neighborhood  | 14.8%          | 39.2% | 20.0%   | 18.2%    | 7.8%              |
| Q16-7. I am satisfied with overall quality of development review, permitting & inspection services        | 4.1%           | 13.6% | 27.7%   | 27.8%    | 26.8%             |
| Q16-8. I am satisfied with Shots for Tots & Big Shots program (immunizations)                             | 18.4%          | 36.5% | 34.2%   | 7.0%     | 3.9%              |
| Q16-9. I feel prepared to help myself, my family, & my neighbors respond to disasters & major emergencies | 12.2%          | 34.4% | 28.0%   | 18.9%    | 6.5%              |
| Q16-10. I have frequent contact with friends & neighbors outside of my home                               | 28.9%          | 42.3% | 17.6%   | 8.7%     | 2.6%              |
| Q16-11. I understand transportation options (besides driving a personal vehicle) available to me          | 17.3%          | 43.9% | 21.4%   | 13.2%    | 4.3%              |
| Q16-12. My travel time is predictable & consistent  | 9.2%           | 28.3% | 19.6%   | 26.4%    | 16.5%             |

|  | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| Q16-13. City makes an effort to promote & assist small, minority and/or women-owned businesses | 10.9%          | 33.1% | 33.4%   | 14.3%    | 8.2%              |

**Q17. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City of Austin that you or other members of your household have used during the past 12 months, unless otherwise noted.**

| Q17. All City's services & facilities your household has used during past 12 months                          | Number | Percent |
|--|--------|---------|
| Attended a cultural event or program organized by City in past 6 months                                      | 708    | 33.8 %  |
| Called 311   | 1317   | 62.9 %  |
| Called 911   | 599    | 28.6 %  |
| City park  | 1556   | 74.3 %  |
| City pool  | 679    | 32.4 %  |
| City provides electric service   | 1749   | 83.5 %  |
| City provides garbage collection at your residence   | 1764   | 84.2 %  |
| City provides your home with water & wastewater services   | 1857   | 88.6 %  |
| City recreation center (senior, nature centers)  | 577    | 27.5 %  |
| City recreation program, leagues, or class   | 228    | 10.9 %  |
| City walking/biking trail  | 1375   | 65.6 %  |
| City's bicycle lane system/network   | 594    | 28.4 %  |
| City's urban trail network   | 742    | 35.4 %  |
| Contact with Austin Fire Department  | 367    | 17.5 %  |
| Contact with Austin Police Department  | 679    | 32.4 %  |
| Contact with Austin Public Health (e.g., social services, public health services)                            | 349    | 16.7 %  |
| Contact with City Code Enforcement   | 346    | 16.5 %  |
| Contact with City Municipal Court  | 132    | 6.3 %   |
| Contact with Emergency Medical Services Department   | 317    | 15.1 %  |
| Contact with City's Development Services Department (permitting, inspections)                                | 318    | 15.2 %  |
| Contact with Planning & Zoning Department (zoning, neighborhood/small area plans)                            | 304    | 14.5 %  |
| Participated in a City library program   | 570    | 27.2 %  |
| Participated in a lifelong learning activity in past 3 months (learning activity or class unrelated to work) | 106    | 5.1 %   |
| Visited a City library facility  | 1243   | 59.3 %  |
| Visited Austin Animal Center   | 406    | 19.4 %  |
| Visited Austin-Bergstrom International Airport   | 1642   | 78.4 %  |
| Total  | 20524  |         |

Number of Cases = 2095

Number of Responses = 20524

Average Number Of Responses Per Case = 9.8

Number Of Cases With At Least One Response = 2077

Response Percent = 99.1 %

**Q18. Please CHECK ALL of the sources you use to get information about the City of Austin.**

Q18. All the sources you use to get information about

| <u>City of Austin</u>                             | Number | Percent |
|---|--------|---------|
| City newsletters                                  | 787    | 37.6 %  |
| City produced videos (meetings, news conferences) | 288    | 13.7 %  |
| City social media                                 | 947    | 45.2 %  |
| City website                                      | 1223   | 58.4 %  |
| Communications from Council Members               | 632    | 30.2 %  |
| Email   | 847    | 40.4 %  |
| Local newspapers                                  | 1023   | 48.8 %  |
| Local TV news stations                            | 1431   | 68.3 %  |
| Reporters' social media                           | 531    | 25.3 %  |
| <u>Other</u>                                      | 148    | 7.1 %   |
| Total   | 7857   |         |

Number of Cases = 2095

Number of Responses = 7857

Average Number Of Responses Per Case = 3.8

Number Of Cases With At Least One Response = 2037

Response Percent = 97.2 %

**Q18-10. Other:**

| Q18-10. Other                                       | Number | Percent |
|---|--------|---------|
| Word of mouth (neighbors, family, friends)          | 23     | 15.5 %  |
| Local radio (KUT)                                   | 13     | 8.8 %   |
| Texts   | 10     | 6.8 %   |
| Neighborhood association                            | 9      | 6.1 %   |
| Reddit  | 9      | 6.1 %   |
| NextDoor  | 8      | 5.4 %   |
| Social media  | 7      | 4.7 %   |
| Radio   | 7      | 4.7 %   |
| Community Impact newsletter                         | 6      | 4.1 %   |
| Mailings  | 5      | 3.4 %   |
| 311   | 3      | 2.0 %   |
| Google  | 2      | 1.4 %   |
| City staff  | 2      | 1.4 %   |
| Instagram   | 2      | 1.4 %   |
| Twitter   | 1      | 0.7 %   |
| Community advocates                                 | 1      | 0.7 %   |
| PBS   | 1      | 0.7 %   |
| Electricity bill inserts                            | 1      | 0.7 %   |
| Local news social media                             | 1      | 0.7 %   |
| Local Talk Radio                                    | 1      | 0.7 %   |
| Recycle ATX   | 1      | 0.7 %   |
| FACEBOOK/INSTAGRAM                                  | 1      | 0.7 %   |
| The Austin Common                                   | 1      | 0.7 %   |
| Austin City utilities newsletter                    | 1      | 0.7 %   |
| Northwest Austin Civic Association                  | 1      | 0.7 %   |
| Utility bill inserts                                | 1      | 0.7 %   |
| Other apps  | 1      | 0.7 %   |
| Local radio news                                    | 1      | 0.7 %   |
| News apps   | 1      | 0.7 %   |
| IMPACT PAPER  | 1      | 0.7 %   |
| Online news and social media                        | 1      | 0.7 %   |
| Neighborhood and political groups                   | 1      | 0.7 %   |
| Internet searches                                   | 1      | 0.7 %   |
| Print media & phone                                 | 1      | 0.7 %   |
| KLBJ  | 1      | 0.7 %   |
| Other social media                                  | 1      | 0.7 %   |
| Reddit, Google                                      | 1      | 0.7 %   |
| News websites                                       | 1      | 0.7 %   |
| Austin Monitor                                      | 1      | 0.7 %   |
| INFLUENCERS   | 1      | 0.7 %   |
| Local radio news stations, billboards               | 1      | 0.7 %   |
| General social media                                | 1      | 0.7 %   |
| Emergency alert texts                               | 1      | 0.7 %   |
| Online news outlet                                  | 1      | 0.7 %   |
| Informative emails from electric and water on usage | 1      | 0.7 %   |
| Online  | 1      | 0.7 %   |
| Community Action newspaper                          | 1      | 0.7 %   |
| Phone   | 1      | 0.7 %   |
| Hearing experiences/news from others                | 1      | 0.7 %   |
| Organizations                                       | 1      | 0.7 %   |
| Austin Chronicle                                    | 1      | 0.7 %   |
| Website   | 1      | 0.7 %   |
| Local community discord                             | 1      | 0.7 %   |
| KXAN  | 1      | 0.7 %   |
| Mayor's social media                                | 1      | 0.7 %   |
| <u>Online sources</u>                               | 1      | 0.7 %   |
| Total   | 148    | 100.0 % |

**Q19. Which THREE of the sources of information listed in Question 18 do you MOST PREFER to use to get information about the City of Austin?**

| <u>Q19. Top choice</u>                            | Number     | Percent      |
|---|------------|--------------|
| City newsletters                                  | 244        | 11.6 %       |
| City produced videos (meetings, news conferences) | 25         | 1.2 %        |
| City social media                                 | 329        | 15.7 %       |
| City website                                      | 332        | 15.8 %       |
| Communications from Council Members               | 124        | 5.9 %        |
| Email   | 236        | 11.3 %       |
| Local newspapers                                  | 191        | 9.1 %        |
| Local TV news stations                            | 365        | 17.4 %       |
| Reporters' social media                           | 50         | 2.4 %        |
| Other   | 54         | 2.6 %        |
| <u>None chosen</u>                                | <u>145</u> | <u>6.9 %</u> |
| Total   | 2095       | 100.0 %      |

Missing Cases = 0

**Q19. Which THREE of the sources of information listed in Question 18 do you MOST PREFER to use to get information about the City of Austin?**

| <u>Q19. 2nd choice</u>                            | Number     | Percent       |
|---|------------|---------------|
| City newsletters                                  | 173        | 8.3 %         |
| City produced videos (meetings, news conferences) | 42         | 2.0 %         |
| City social media                                 | 225        | 10.7 %        |
| City website                                      | 338        | 16.1 %        |
| Communications from Council Members               | 164        | 7.8 %         |
| Email   | 233        | 11.1 %        |
| Local newspapers                                  | 233        | 11.1 %        |
| Local TV news stations                            | 355        | 16.9 %        |
| Reporters' social media                           | 83         | 4.0 %         |
| Other   | 20         | 1.0 %         |
| <u>None chosen</u>                                | <u>229</u> | <u>10.9 %</u> |
| Total   | 2095       | 100.0 %       |

Missing Cases = 0

**Q19. Which THREE of the sources of information listed in Question 18 do you MOST PREFER to use to get information about the City of Austin?**

| <u>Q19. 3rd choice</u>                            | Number     | Percent       |
|---|------------|---------------|
| City newsletters                                  | 168        | 8.0 %         |
| City produced videos (meetings, news conferences) | 63         | 3.0 %         |
| City social media                                 | 180        | 8.6 %         |
| City website                                      | 269        | 12.8 %        |
| Communications from Council Members               | 131        | 6.3 %         |
| Email   | 172        | 8.2 %         |
| Local newspapers                                  | 180        | 8.6 %         |
| Local TV news stations                            | 288        | 13.7 %        |
| Reporters' social media                           | 116        | 5.5 %         |
| Other   | 25         | 1.2 %         |
| <u>None chosen</u>                                | <u>503</u> | <u>24.0 %</u> |
| Total   | 2095       | 100.0 %       |

Missing Cases = 0

**TOP THREE****Q19. Which THREE of the sources of information listed in Question 18 do you MOST PREFER to use to get information about the City of Austin? (top 3)**

| Q19. Top choice                                   | Number | Percent |
|---|--------|---------|
| City newsletters                                  | 585    | 27.9 %  |
| City produced videos (meetings, news conferences) | 130    | 6.2 %   |
| City social media                                 | 734    | 35.0 %  |
| City website                                      | 939    | 44.8 %  |
| Communications from Council Members               | 419    | 20.0 %  |
| Email   | 641    | 30.6 %  |
| Local newspapers                                  | 604    | 28.8 %  |
| Local TV news stations                            | 1008   | 48.1 %  |
| Reporters' social media                           | 249    | 11.9 %  |
| Other   | 99     | 4.7 %   |
| <u>None chosen</u>                                | 145    | 6.9 %   |
| Total   | 5553   |         |

Number of Cases = 2095

Number of Responses = 5553

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 2095

Response Percent = 100.0 %

**Q20. What percentage of your annual household income is needed for transportation costs (e.g., automobile, insurance, maintenance, repairs, gas)?**

| Q20. What percentage of your annual household income is needed for transportation costs | Number | Percent |
|---|--------|---------|
| Below 10%   | 773    | 36.9 %  |
| 10%-15%   | 702    | 33.5 %  |
| 16%-20%   | 335    | 16.0 %  |
| 20%+  | 213    | 10.2 %  |
| <u>Not provided</u>   | 72     | 3.4 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q20. What percentage of your annual household income is needed for transportation costs (e.g., automobile, insurance, maintenance, repairs, gas)? (without "not provided")**

| Q20. What percentage of your annual household income is needed for transportation costs | Number | Percent |
|---|--------|---------|
| Below 10%   | 773    | 38.2 %  |
| 10%-15%   | 702    | 34.7 %  |
| 16%-20%   | 335    | 16.6 %  |
| 20%+  | 213    | 10.5 %  |
| Total   | 2023   | 100.0 % |

Missing Cases = 72

Response Percent = 96.6 %

**Q21. How often do you use alternate transportation options besides driving alone (e.g., walking, cycling, carpooling, public transportation, teleworking or working from home) to commute to work or school?**

Q21. How often do you use alternate transportation options besides driving alone to commute to work or school

|                       | Number | Percent |
|-----------------------|--------|---------|
| Multiple times a week | 497    | 23.7 %  |
| Once a week           | 90     | 4.3 %   |
| Several times a month | 125    | 6.0 %   |
| Occasionally          | 478    | 22.8 %  |
| Never                 | 881    | 42.1 %  |
| <u>Not provided</u>   | 24     | 1.1 %   |
| Total                 | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED**

**Q21. How often do you use alternate transportation options besides driving alone (e.g., walking, cycling, carpooling, public transportation, teleworking or working from home) to commute to work or school? (without "not provided")**

Q21. How often do you use alternate transportation options besides driving alone to commute to work or school

|                       | Number | Percent |
|-----------------------|--------|---------|
| Multiple times a week | 497    | 24.0 %  |
| Once a week           | 90     | 4.3 %   |
| Several times a month | 125    | 6.0 %   |
| Occasionally          | 478    | 23.1 %  |
| Never                 | 881    | 42.5 %  |
| Total                 | 2071   | 100.0 % |

Missing Cases = 24

Response Percent = 98.9 %

**Q21a. From the list below, what is the best alternative transportation option for you?**

Q21a. Best alternative transportation option for you

|                              | Number | Percent |
|------------------------------|--------|---------|
| Walking                      | 190    | 16.0 %  |
| Cycling                      | 159    | 13.4 %  |
| Carpooling                   | 114    | 9.6 %   |
| Public transportation        | 223    | 18.7 %  |
| Telework (working from home) | 438    | 36.8 %  |
| Other                        | 55     | 4.6 %   |
| <u>Not provided</u>          | 11     | 0.9 %   |
| Total                        | 1190   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q21a. From the list below, what is the best alternative transportation option for you? (without "not provided")**

| Q21a. Best alternative transportation option for you | Number | Percent |
|--|--------|---------|
| Walking  | 190    | 16.1 %  |
| Cycling  | 159    | 13.5 %  |
| Carpooling   | 114    | 9.7 %   |
| Public transportation                                | 223    | 18.9 %  |
| Telework (working from home)                         | 438    | 37.2 %  |
| Other  | 55     | 4.7 %   |
| Total  | 1179   | 100.0 % |

Missing Cases = 11

Response Percent = 99.1 %

**Q21a-6. Other:**

| Q21a-6. Other                     | Number | Percent |
|-----------------------------------|--------|---------|
| Uber/Lyft                         | 27     | 49.1 %  |
| Ride share                        | 9      | 16.4 %  |
| Uber                              | 6      | 10.9 %  |
| Capital Metro                     | 2      | 3.6 %   |
| Car pool                          | 1      | 1.8 %   |
| Motorcycle and or scooter         | 1      | 1.8 %   |
| SMALL BUSES                       | 1      | 1.8 %   |
| Motorcycle                        | 1      | 1.8 %   |
| Scooter                           | 1      | 1.8 %   |
| Internet                          | 1      | 1.8 %   |
| Public transportation and cycling | 1      | 1.8 %   |
| Private drivers                   | 1      | 1.8 %   |
| Mix of the above                  | 1      | 1.8 %   |
| Bus plus bike                     | 1      | 1.8 %   |
| Running                           | 1      | 1.8 %   |
| Total                             | 55     | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q22. Are you a native of Austin, Texas?**

| <u>Q22. Are you a native of Austin</u> | Number | Percent |
|--|--------|---------|
| Yes                                    | 527    | 25.2 %  |
| No                                     | 1518   | 72.5 %  |
| <u>Not provided</u>                    | 50     | 2.4 %   |
| Total                                  | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q22. Are you a native of Austin, Texas? (without "not provided")**

| <u>Q22. Are you a native of Austin</u> | Number | Percent |
|--|--------|---------|
| Yes                                    | 527    | 25.8 %  |
| No                                     | 1518   | 74.2 %  |
| Total                                  | 2045   | 100.0 % |

Missing Cases = 50

Response Percent = 97.6 %

**Q23. Approximately how many years have you lived in the City of Austin?**

| <u>Q23. How many years have you lived in City of Austin</u> | Number | Percent |
|---|--------|---------|
| 0-5   | 220    | 10.5 %  |
| 6-10  | 218    | 10.4 %  |
| 11-15   | 180    | 8.6 %   |
| 16-20   | 195    | 9.3 %   |
| 21-30   | 397    | 18.9 %  |
| 31+   | 835    | 39.9 %  |
| <u>Not provided</u>   | 50     | 2.4 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q23. Approximately how many years have you lived in the City of Austin? (without "not provided")**

| <u>Q23. How many years have you lived in City of Austin</u> | Number | Percent |
|---|--------|---------|
| 0-5   | 220    | 10.8 %  |
| 6-10  | 218    | 10.7 %  |
| 11-15   | 180    | 8.8 %   |
| 16-20   | 195    | 9.5 %   |
| 21-30   | 397    | 19.4 %  |
| 31+   | 835    | 40.8 %  |
| Total   | 2045   | 100.0 % |

Missing Cases = 50

Response Percent = 97.6 %

**Q24. Which of the following best describes your age?**

| <u>Q24. Which following best describes your age</u> | Number | Percent |
|---|--------|---------|
| 18-24 years   | 98     | 4.7 %   |
| 25-34 years   | 365    | 17.4 %  |
| 35-44 years   | 397    | 18.9 %  |
| 45-54 years   | 403    | 19.2 %  |
| 55-64 years   | 398    | 19.0 %  |
| 65-74 years   | 263    | 12.6 %  |
| 75-84 years   | 119    | 5.7 %   |
| 85+ years   | 21     | 1.0 %   |
| <u>Not provided</u>                                 | 31     | 1.5 %   |
| Total   | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q24. Which of the following best describes your age? (without "not provided")**

| <u>Q24. Which following best describes your age</u> | Number | Percent |
|---|--------|---------|
| 18-24 years   | 98     | 4.7 %   |
| 25-34 years   | 365    | 17.7 %  |
| 35-44 years   | 397    | 19.2 %  |
| 45-54 years   | 403    | 19.5 %  |
| 55-64 years   | 398    | 19.3 %  |
| 65-74 years   | 263    | 12.7 %  |
| 75-84 years   | 119    | 5.8 %   |
| 85+ years   | 21     | 1.0 %   |
| Total   | 2064   | 100.0 % |

Missing Cases = 31

Response Percent = 98.5 %

**Q25. Which of the following best describes your race/ethnicity?**

| <u>Q25. Your race/ethnicity</u>                | Number | Percent |
|--|--------|---------|
| American Indian or Alaska Native or Indigenous | 24     | 1.1 %   |
| Asian or Asian American                        | 167    | 8.0 %   |
| Black or African American                      | 162    | 7.7 %   |
| Hispanic or Latina/o/x or of Spanish origin    | 667    | 31.8 %  |
| Middle Eastern or North African                | 12     | 0.6 %   |
| Native Hawaiian or Pacific Islander            | 2      | 0.1 %   |
| White  | 1298   | 62.0 %  |
| <u>I prefer to self-identify</u>               | 24     | 1.1 %   |
| Total  | 2356   |         |

Number of Cases = 2095

Number of Responses = 2356

Average Number Of Responses Per Case = 1.1

Number Of Cases With At Least One Response = 2037

Response Percent = 97.2 %

**Q25-8. Self-identify your race/ethnicity:**

| <u>Q25-8. Self-describe your race/ethnicity</u> | Number   | Percent      |
|---|----------|--------------|
| Mixed   | 4        | 16.7 %       |
| Jewish  | 4        | 16.7 %       |
| Bi-racial                                       | 2        | 8.3 %        |
| Hispanic  | 1        | 4.2 %        |
| Mediterranean                                   | 1        | 4.2 %        |
| Indian  | 1        | 4.2 %        |
| Italian   | 1        | 4.2 %        |
| Danish  | 1        | 4.2 %        |
| Euro-American                                   | 1        | 4.2 %        |
| Irish   | 1        | 4.2 %        |
| Native American, Western European               | 1        | 4.2 %        |
| Chicano   | 1        | 4.2 %        |
| Midwestern American                             | 1        | 4.2 %        |
| Sicilian  | 1        | 4.2 %        |
| West Indian/White                               | 1        | 4.2 %        |
| Jewish, Italian                                 | 1        | 4.2 %        |
| <u>Caucasian</u>                                | <u>1</u> | <u>4.2 %</u> |
| Total   | 24       | 100.0 %      |

Missing Cases = 0

Response Percent = 100.0 %

**Q26. Which of the following best describes your ANNUAL household income?**

Q26. Which following best describes your annual

| household income    | Number | Percent |
|---------------------|--------|---------|
| Less than \$10K     | 62     | 3.0 %   |
| \$10K-\$14,999      | 61     | 2.9 %   |
| \$15K-\$24,999      | 82     | 3.9 %   |
| \$25K-\$34,999      | 125    | 6.0 %   |
| \$35K-\$49,999      | 241    | 11.5 %  |
| \$50K-\$74,999      | 270    | 12.9 %  |
| \$75K-\$99,999      | 323    | 15.4 %  |
| \$100K-\$149,999    | 342    | 16.3 %  |
| \$150K-\$199,999    | 263    | 12.6 %  |
| \$200K+             | 212    | 10.1 %  |
| <u>Not provided</u> | 114    | 5.4 %   |
| Total               | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q26. Which of the following best describes your ANNUAL household income? (without "not provided")**

Q26. Which following best describes your annual

| household income | Number | Percent |
|------------------|--------|---------|
| Less than \$10K  | 62     | 3.1 %   |
| \$10K-\$14,999   | 61     | 3.1 %   |
| \$15K-\$24,999   | 82     | 4.1 %   |
| \$25K-\$34,999   | 125    | 6.3 %   |
| \$35K-\$49,999   | 241    | 12.2 %  |
| \$50K-\$74,999   | 270    | 13.6 %  |
| \$75K-\$99,999   | 323    | 16.3 %  |
| \$100K-\$149,999 | 342    | 17.3 %  |
| \$150K-\$199,999 | 263    | 13.3 %  |
| \$200K+          | 212    | 10.7 %  |
| Total            | 1981   | 100.0 % |

Missing Cases = 114

Response Percent = 94.6 %

**Q27. Which of the following BEST describes your employment status?**

Q27. Which following best describes your employment

| <u>status</u>          | Number | Percent |
|------------------------|--------|---------|
| Employed full-time     | 1357   | 64.8 %  |
| Employed part-time     | 176    | 8.4 %   |
| Student full-time      | 12     | 0.6 %   |
| Student part-time      | 4      | 0.2 %   |
| Retired                | 380    | 18.1 %  |
| Not currently employed | 126    | 6.0 %   |
| <u>Not provided</u>    | 40     | 1.9 %   |
| Total                  | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q27. Which of the following BEST describes your employment status? (without "not provided")**

Q27. Which following best describes your employment

| <u>status</u>                 | Number | Percent |
|-------------------------------|--------|---------|
| Employed full-time            | 1357   | 66.0 %  |
| Employed part-time            | 176    | 8.6 %   |
| Student full-time             | 12     | 0.6 %   |
| Student part-time             | 4      | 0.2 %   |
| Retired                       | 380    | 18.5 %  |
| <u>Not currently employed</u> | 126    | 6.1 %   |
| Total                         | 2055   | 100.0 % |

Missing Cases = 40

Response Percent = 98.1 %

**Q27a. What is the zip code where you work or go to school?**

| Q27a. Zip code where you work or go to school | Number | Percent |
|---|--------|---------|
| 78701   | 140    | 9.3 %   |
| 78704   | 104    | 6.9 %   |
| 78745   | 97     | 6.4 %   |
| 78759   | 77     | 5.1 %   |
| 78758   | 76     | 5.0 %   |
| 78744   | 68     | 4.5 %   |
| 78702   | 64     | 4.2 %   |
| 78723   | 56     | 3.7 %   |
| 78753   | 54     | 3.6 %   |
| 78731   | 53     | 3.5 %   |
| 78746   | 47     | 3.1 %   |
| 78751   | 46     | 3.0 %   |
| 78748   | 41     | 2.7 %   |
| 78749   | 38     | 2.5 %   |
| 78757   | 38     | 2.5 %   |
| 78705   | 37     | 2.5 %   |
| 78741   | 36     | 2.4 %   |
| 78752   | 36     | 2.4 %   |
| 78703   | 32     | 2.1 %   |
| 78712   | 30     | 2.0 %   |
| 78735   | 30     | 2.0 %   |
| 78750   | 29     | 1.9 %   |
| 78756   | 28     | 1.9 %   |
| 78727   | 27     | 1.8 %   |
| 78729   | 25     | 1.7 %   |
| 78754   | 22     | 1.5 %   |
| 78721   | 20     | 1.3 %   |
| 78722   | 15     | 1.0 %   |
| 78739   | 14     | 0.9 %   |
| 78724   | 13     | 0.9 %   |
| 78747   | 13     | 0.9 %   |
| 78717   | 11     | 0.7 %   |
| 78728   | 9      | 0.6 %   |
| 78666   | 8      | 0.5 %   |
| 78730   | 8      | 0.5 %   |
| 78613   | 6      | 0.4 %   |
| 78736   | 5      | 0.3 %   |
| 78726   | 5      | 0.3 %   |
| 78725   | 4      | 0.3 %   |
| 78660   | 4      | 0.3 %   |
| 78738   | 4      | 0.3 %   |
| 78732   | 3      | 0.2 %   |
| 78621   | 3      | 0.2 %   |
| 78653   | 3      | 0.2 %   |
| 78664   | 3      | 0.2 %   |
| 78634   | 3      | 0.2 %   |
| 78665   | 2      | 0.1 %   |
| 78711   | 1      | 0.1 %   |
| 78742   | 1      | 0.1 %   |
| 77079   | 1      | 0.1 %   |
| 78622   | 1      | 0.1 %   |

**Q27a. What is the zip code where you work or go to school?**

| Q27a. Zip code where you work or go to school | Number | Percent |
|---|--------|---------|
| 78619   | 1      | 0.1 %   |
| 78778   | 1      | 0.1 %   |
| 78654   | 1      | 0.1 %   |
| 78645   | 1      | 0.1 %   |
| 77001   | 1      | 0.1 %   |
| 78626   | 1      | 0.1 %   |
| 78737   | 1      | 0.1 %   |
| 78669   | 1      | 0.1 %   |
| 78617   | 1      | 0.1 %   |
| 78252   | 1      | 0.1 %   |
| 78662   | 1      | 0.1 %   |
| 78682   | 1      | 0.1 %   |
| 78733   | 1      | 0.1 %   |
| 77803   | 1      | 0.1 %   |
| 78640   | 1      | 0.1 %   |
| 77029   | 1      | 0.1 %   |
| 78001   | 1      | 0.1 %   |
| 78709   | 1      | 0.1 %   |
| <u>78755</u>                                  | 1      | 0.1 %   |
| Total   | 1510   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q28. What is your current gender identity?**

| <u>Q28. Your gender identity</u> | Number | Percent |
|----------------------------------|--------|---------|
| Female                           | 1015   | 48.4 %  |
| Male                             | 979    | 46.7 %  |
| Trans Female                     | 1      | 0.0 %   |
| Trans Male                       | 2      | 0.1 %   |
| Non-Binary                       | 9      | 0.4 %   |
| I prefer to self-identify        | 2      | 0.1 %   |
| I prefer not to answer           | 53     | 2.5 %   |
| Total                            | 2061   |         |

Number of Cases = 2095

Number of Responses = 2061

Average Number Of Responses Per Case = 1.0

Number Of Cases With At Least One Response = 2061

Response Percent = 98.4 %

**WITHOUT PREFR NOT TO ANSWER****Q28. What is your current gender identity? (without "prefer not to answer")**

| <u>Q28. Your gender identity</u> | Number | Percent |
|----------------------------------|--------|---------|
| Female                           | 1015   | 49.7 %  |
| Male                             | 979    | 47.9 %  |
| Trans Female                     | 1      | 0.0 %   |
| Trans Male                       | 2      | 0.1 %   |
| Non-Binary                       | 9      | 0.4 %   |
| I prefer to self-identify        | 2      | 0.1 %   |
| Total                            | 2008   |         |

Number of Cases = 2042

Number of Responses = 2008

Average Number Of Responses Per Case = 1.0

Number Of Cases With At Least One Response = 2008

Response Percent = 98.3 %

**Q28-6. Self-identify your gender identity:**

| <u>Q28-6. Self-describe your gender identity</u> | Number | Percent |
|--|--------|---------|
| Gender fluid                                     | 2      | 100.0 % |
| Total  | 2      | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q29. Do you own or rent your home?**

| <u>Q29. Do you own or rent your home</u> | Number | Percent |
|--|--------|---------|
| Own                                      | 1398   | 66.7 %  |
| Rent                                     | 683    | 32.6 %  |
| <u>Not provided</u>                      | 14     | 0.7 %   |
| Total                                    | 2095   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**WITHOUT NOT PROVIDED****Q29. Do you own or rent your home? (without "not provided")**

| <u>Q29. Do you own or rent your home</u> | Number | Percent |
|--|--------|---------|
| Own                                      | 1398   | 67.2 %  |
| Rent                                     | 683    | 32.8 %  |
| Total                                    | 2081   | 100.0 % |

Missing Cases = 14

Response Percent = 99.3 %

# 6

## Survey Instrument



Summer 2023

Dear fellow Austinite,

I am proud to serve as your Interim City Manager, and I write today to ask for your assistance. Please complete the enclosed Community Survey and help us continue improving City services and programs.

We have endured so much together over the past two years. While we continue our recovery from the global pandemic; we have witnessed and been affected by significant social, economic, and political events at home and abroad; and we have lived through another unprecedented citywide weather event. For many, this has been a harrowing and challenging time; yet it has also demonstrated the very best in us and our city.

Your feedback on our City programs and services is important to me. I want your candid thoughts and critique on what we can do better, and I want to know your preferences about how we should prioritize serving our community.

**Why did you get this survey?**

Your household was among a small percentage of Austin residents randomly selected to receive this survey. Responses to this survey help us measure satisfaction with City services and prioritize improvements. Your individual responses are anonymous. If you have questions about this survey, please call the City of Austin Financial Services Department at (512) 974-3168.

**Action Requested:**

In the next few days, please return the completed questionnaire in the enclosed postage-paid envelope to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. You may also complete the survey online at [austinsurvey.org](http://austinsurvey.org). The ETC Institute will compile and analyze the City of Austin responses, and compare them with satisfaction ratings from peer cities. Once compiled, the results will be shared with my leadership team, the Mayor and City Council, and all Department leadership. Results will also be published on our website, [www.austintexas.gov](http://www.austintexas.gov).

Thank you for taking the time to share your thoughts with us. I look forward to your feedback.

A handwritten signature in black ink, appearing to read "Jesús Garza".

Jesús Garza  
Interim City Manager

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

Thành Phố Austin đang tiến hành một cuộc khảo sát để lấy ý kiến của người dân về chất lượng dịch vụ của thành phố. Phản hồi của bạn là quan trọng, và phản hồi của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc khảo sát có thể làm như vậy bằng cách gọi số điện thoại miễn phí 1-844-486-2571. Cảm ơn bạn.

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



Verano de 2023

Estimado residente de Austin:

Me enorgullece servir como su Administrador Municipal interino, y hoy le escribo para pedirle su ayuda. Complete la Encuesta Comunitaria adjunta y ayúdenos a continuar mejorando los servicios y programas de la Ciudad.

Hemos soportado mucho juntos en los últimos dos años. Mientras continuamos nuestra recuperación de la pandemia mundial, hemos sido testigos y nos hemos visto afectados por importantes acontecimientos sociales, económicos y políticos en el país y en el extranjero y hemos vivido otro evento climático sin precedentes en toda la ciudad. Para muchos, este ha sido un momento angustioso y desafiante; sin embargo, también ha demostrado lo mejor de nosotros y de nuestra ciudad.

Sus comentarios sobre nuestros programas y servicios de la Ciudad son importantes para mí. Quiero saber sus pensamientos sinceros y críticas sobre lo que podemos hacer mejor y quiero saber sus preferencias sobre cómo debemos priorizar el servicio a nuestra comunidad.

**¿Por qué recibió esta encuesta?**

Su hogar estaba entre un pequeño porcentaje de residentes de Austin seleccionados al azar para recibir esta encuesta. Las respuestas a esta encuesta nos ayudan a medir la satisfacción con los servicios de la Ciudad y priorizar las mejoras. Sus respuestas individuales son anónimas. Si tiene preguntas sobre esta encuesta, llame al Departamento de Servicios Financieros de la Ciudad de Austin al (512) 974-3168.

**Acción solicitada:**

En los próximos días, envíe el cuestionario completado en el sobre con franqueo pagado adjunto a ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. También puede completar la encuesta en línea en [austinsurvey.org](http://austinsurvey.org). ETC Institute compilará y analizará las respuestas de la Ciudad de Austin y las comparará con las calificaciones de satisfacción de ciudades similares. Una vez compilados, los resultados se compartirán con mi equipo de liderazgo, el alcalde y el Ayuntamiento, y todos los líderes departamentales. Los resultados también se publicarán en nuestro sitio web, [www.austintexas.gov](http://www.austintexas.gov).

Le agradecemos tomarse el tiempo para compartir con nosotros lo que piensa. Espero sus comentarios.

A handwritten signature in black ink that reads "Jesús Garza".

Jesús Garza  
Administrador municipal interino

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

Thành Phố Austin đang tiến hành một cuộc khảo sát để lấy ý kiến của người dân về chất lượng dịch vụ của thành phố. Phản hồi của bạn là quan trọng, và phản hồi của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc khảo sát có thể làm như vậy bằng cách gọi số điện thoại miễn phí 1-844-486-2571. Cảm ơn bạn.

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# 2023 City of Austin Community Survey

Thank you for taking the time to complete this important survey about services offered by the City of Austin. Please circle the response that most closely matches your opinion. Your responses will remain anonymous. When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you would like to take the survey online, please go to [austinsurvey.org](http://austinsurvey.org).

| <b>1. Quality of Life. Please rate your satisfaction with the following.</b>   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall quality of life in the City   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. The City of Austin as a place to live   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. The City of Austin as a place to raise children   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. The City of Austin as a place to retire   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. The City of Austin as a place to work   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. The City of Austin as a place where I feel welcome  | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>2. Major City Services. Please rate your satisfaction with the following.</b>   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
| 01. Animal services (e.g., shelter, adoptions, animal control)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Condition of City facilities and buildings (e.g., clean, safe, accessible)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall effectiveness of communication by the City   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall efforts by the City to reduce homelessness   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall enforcement of City codes and ordinances   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall maintenance of City sidewalks  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall maintenance of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Overall quality of City libraries  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Overall quality of City parks and recreation   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Overall quality of electric utility services provided by Austin Energy (e.g., electricity, solar rebates, electric plug-in vehicle)                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Overall quality of fire services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Overall quality of municipal court services (e.g., traffic and parking ticket processing, misdemeanor court cases, fine collection)                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Overall quality of options for conducting business with the City online (e.g., utility bill, permits, class registration)                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Overall quality of planning and zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Overall quality of police services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Overall quality of public health services provided by the City (e.g., social services, health services, immunizations, and restaurant inspections)     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 18. Overall quality of residential curbside recycling services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 19. Overall quality of residential garbage collection  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 20. Services provided by the City's 3-1-1 assistance telephone number  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 21. Traffic flow on major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)        | 5              | 4         | 3       | 2            | 1                 | 9          |

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

1st: \_\_\_\_\_      2nd: \_\_\_\_\_      3rd: \_\_\_\_\_

|    |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Enforcement of local traffic laws   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. | Timeliness of Austin Fire Department response to emergency location (how quickly firefighters respond to emergencies)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. | Timeliness of Austin Police Department response to emergency location (how quickly police respond to emergencies)       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. | Timeliness of Emergency Medical Services response to emergency location (how quickly paramedics respond to emergencies) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. | Visibility of police in commercial and retail areas   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. | Visibility of police in neighborhoods   | 5              | 4         | 3       | 2            | 1                 | 9          |

5. Which THREE of the items listed in Question 4 do you think are MOST IMPORTANT for the City to emphasize? [Write in your answers below using the numbers from the list in Question 4.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

| 6.  | Public Safety Perceptions. Please rate your level of agreement with the following statements.  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-----|--|----------------|-------|---------|----------|-------------------|------------|
| 01. | I am confident that in case of an emergency, my response will be delivered effectively   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 02. | I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 03. | I feel I was treated fairly during my judicial process (traffic and parking ticket processing, fine collections, misdemeanor court case appearances) | 5              | 4     | 3       | 2        | 1                 | 9          |
| 04. | I feel safe in City parks  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 05. | I feel safe in my home   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 06. | I feel safe in my neighborhood at night  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 07. | I feel safe in my neighborhood during the day  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 08. | I feel safe in my workplace  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 09. | I feel safe traveling with other drivers on the road   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 10. | I feel safe walking alone downtown at night  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 11. | I feel safe walking alone downtown during the day  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 12. | I have access to information and education on disasters and other major emergencies  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 13. | I have sufficient knowledge and understanding of community laws, codes, and ordinances   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 14. | I trust Austin Fire Department (AFD)   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 15. | I trust Austin Police Department (APD)   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 16. | I trust Emergency Medical Services (EMS)   | 5              | 4     | 3       | 2        | 1                 | 9          |

| 7. | Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following.  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Adequacy of street lighting in your community  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. | Cleanliness of City streets and public areas   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. | Condition of major City streets (e.g., Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. | Condition of sidewalks in your neighborhood (if sidewalks exist)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. | Condition of streets in your neighborhood (residential streets)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. | Flood control efforts  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. | Mowing and trimming along City streets   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. | Overall management of stormwater runoff  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. | The water quality of lakes and streams   | 5              | 4         | 3       | 2            | 1                 | 9          |

8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to emphasize? [Write in your answers below using the numbers from the list in Question 7.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

| 9. <u>Transportation</u> . Please rate your satisfaction with the following. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1.   | I feel comfortable using the transportation options (besides driving a personal vehicle) available to me            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2.   | Off-street bicycle accessibility (The City's urban trail network)   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3.   | On-street bicycle accessibility (The City's bicycle lane system/network)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4.   | Overall quality of the Austin-Bergstrom International Airport   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5.   | Pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks)                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6.   | Timing of traffic signals on City streets   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7.   | Traffic flow on major highways (e.g., IH-35, MOPAC, US-183, Loop 360, SH-71)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8.   | Transportation options (aside from personal vehicle) to get around Austin (e.g., ride share, bus/train, bike, walk) | 5              | 4         | 3       | 2            | 1                 | 9          |

10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to emphasize? [Write in your answers below using the numbers from the list in Question 9.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

| 11. <u>Utilities</u> . Please rate your satisfaction with the following. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01.  | Austin Energy customer service                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.  | Bulky item pick-up/removal services                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.  | Household hazardous waste disposal service                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.  | Overall quality of drinking water provided by Austin Water      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.  | Overall quality of wastewater services provided by Austin Water | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06.  | Quality of residential yard waste collection                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07.  | Reliability of your electric service                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08.  | Value of services received from Austin Energy                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09.  | Water and wastewater rates (cost)                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10.  | Water and wastewater utility customer service                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11.  | Water and wastewater utility response time to emergencies       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12.  | Water Conservation programs within Austin                       | 5              | 4         | 3       | 2            | 1                 | 9          |

12. Which THREE of the items listed in Question 11 do you think are MOST IMPORTANT for the City to emphasize? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

| 13. <u>Parks, Recreation, Culture and Learning</u> . Please rate your satisfaction with the following. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01.  | Access to City walking/biking trails  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.  | Appearance of City park grounds   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.  | City-offered lifelong learning events, activities, and resources (classes or learning materials)                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.  | Ease of accessing parks from your home  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.  | Library programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06.  | Materials at libraries  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07.  | Overall quality of City-offered parks and recreation programs, leagues, or classes  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08.  | Overall satisfaction with City swimming pools   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09.  | Quality of City park facilities (recreation, senior, and nature centers)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10.  | Quality of City walking/biking trails   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11.  | Quality of cultural and learning services and programs in Austin (e.g., libraries, museums, cultural centers, and events) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12.  | Quality of the City's cultural and learning facilities (e.g., libraries, cultural centers, City museums)                  | 5              | 4         | 3       | 2            | 1                 | 9          |

- 14. Which THREE of the items listed in Question 13 on the previous page do you think are MOST IMPORTANT for the City to emphasize? [Write in your answers below using the numbers from the list in Question 13.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

| 15. <u>Perceptions</u> . Please rate your satisfaction with the following. |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01.  | Access to quality housing you can afford   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.  | Availability of affordable housing for low/moderate income families  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.  | Efforts by the police to prevent crime   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.  | Overall quality of customer service provided by the City   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.  | Overall quality of services provided by the City   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06.  | Overall value that you receive for your City tax dollars and fees  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07.  | The City of Austin planning for growth   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08.  | The City's efforts to support dialogue between residents and government  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09.  | The City's efforts to be fair  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10.  | The City's efforts to be transparent   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11.  | 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          |
| 12.  | The civic engagement experience with the City  | 5              | 4         | 3       | 2            | 1                 | 9          |

| 16. Please rate your level of agreement with the following statements. |  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|--|----------------|-------|---------|----------|-------------------|------------|
| 01.  | Austin is a place that honors and preserves my personal heritage                                       | 5              | 4     | 3       | 2        | 1                 | 9          |
| 02.  | Austin offers job opportunities that match my skills   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 03.  | Employees of the City of Austin are ethical in the way they conduct City business                      | 5              | 4     | 3       | 2        | 1                 | 9          |
| 04.  | I am aware of the City energy conservation programs available to me                                    | 5              | 4     | 3       | 2        | 1                 | 9          |
| 05.  | I am satisfied with the City's Energy Conservation programs  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 06.  | I am satisfied with the level of cleanliness of my neighborhood  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 07.  | I am satisfied with the overall quality of development review, permitting and inspection services      | 5              | 4     | 3       | 2        | 1                 | 9          |
| 08.  | I am satisfied with the Shots for Tots and Big Shots program (immunizations)                           | 5              | 4     | 3       | 2        | 1                 | 9          |
| 09.  | I feel prepared to help myself, my family, and my neighbors respond to disasters and major emergencies | 5              | 4     | 3       | 2        | 1                 | 9          |
| 10.  | I have frequent contact with friends and neighbors outside of my home                                  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 11.  | I understand the transportation options (besides driving a personal vehicle) available to me           | 5              | 4     | 3       | 2        | 1                 | 9          |
| 12.  | My travel time is predictable and consistent   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 13.  | The City makes an effort to promote and assist small, minority and/or women-owned businesses           | 5              | 4     | 3       | 2        | 1                 | 9          |

**17. Usage of City Services and Facilities. Please CHECK ALL of the following services and facilities provided by the City of Austin that you or other members of your household have used during the past 12 months, unless otherwise noted.**

- (01) Attended a cultural event or program organized by the City in the past 6 months
- (02) Called 3-1-1
- (03) Called 9-1-1
- (04) City park
- (05) City pool
- (06) City provides electric service
- (07) City provides garbage collection at your residence
- (08) City provides your home with water and wastewater services
- (09) City recreation center (senior, nature centers)
- (10) City recreation program, leagues, or class
- (11) City walking/biking trail
- (12) City's bicycle lane system/network
- (13) City's urban trail network
- (14) Contact with Austin Fire Department
- (15) Contact with Austin Police Department
- (16) Contact with Austin Public Health (e.g., social services, public health services)
- (17) Contact with City Code Enforcement
- (18) Contact with City Municipal Court
- (19) Contact with Emergency Medical Services Department
- (20) Contact with the City's Development Services Department (permitting, inspections)
- (21) Contact with the Planning and Zoning Department (zoning, neighborhood/small area plans)
- (22) Participated in a City library program
- (23) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work)
- (24) Visited a City library facility
- (25) Visited Austin Animal Center
- (26) Visited the Austin-Bergstrom International Airport

**18. Please CHECK ALL of the sources you use to get information about the City of Austin.**

- |   |   |
|---|---|
| <input type="checkbox"/> (01) City newsletters                                  | <input type="checkbox"/> (06) Email                   |
| <input type="checkbox"/> (02) City produced videos (meetings, news conferences) | <input type="checkbox"/> (07) Local newspapers        |
| <input type="checkbox"/> (03) City social media                                 | <input type="checkbox"/> (08) Local TV news stations  |
| <input type="checkbox"/> (04) City website                                      | <input type="checkbox"/> (09) Reporters' social media |
| <input type="checkbox"/> (05) Communications from Council Members               | <input type="checkbox"/> (10) Other: _____            |

**19. Which THREE of the sources of information listed in Question 18 do you MOST PREFER to use to get information about the City of Austin? [Write in your answers below using the numbers from the list in Question 18.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**20. What percentage of your annual household income is needed for transportation costs (e.g., automobile, insurance, maintenance, repairs, gas)?**

- (1) Below 10%
- (2) 10%-15%
- (3) 16%-20%
- (4) More than 20%

**21. How often do you use alternate transportation options besides driving alone (e.g., walking, cycling, carpooling, public transportation, teleworking or working from home) to commute to work or school?**

- (1) Multiple times a week
- (3) Several times a month
- (5) Never [Go to Q22.]
- (2) Once a week
- (4) Occasionally

**21a. From the list below, what is the best alternative transportation option for you?**

- |                                      |  |   |
|--------------------------------------|--|---|
| <input type="checkbox"/> (1) Walking | <input type="checkbox"/> (3) Carpooling            | <input type="checkbox"/> (5) Telework (working from home) |
| <input type="checkbox"/> (2) Cycling | <input type="checkbox"/> (4) Public transportation | <input type="checkbox"/> (6) Other: _____                 |

**Demographics:** The following questions are about you and your household. We ask these questions to ensure we reach all groups in Austin and to see if all residents are experiencing City services equitably. Your individual responses will remain anonymous.

22. **Are you a native of Austin, Texas?**  (1) Yes  (2) No
23. **Approximately how many years have you lived in the City of Austin? [Enter "0" if less than 1 year.]**  
 years
24. **Which of the following best describes your age?**  
 (1) 18-24 years  (3) 35-44 years  (5) 55-64 years  (7) 75-84 years  
 (2) 25-34 years  (4) 45-54 years  (6) 65-74 years  (8) 85+ years
25. **Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 (01) American Indian or Alaska Native or Indigenous  (05) Middle Eastern or North African  
 (02) Asian or Asian American  (06) Native Hawaiian or Pacific Islander  
 (03) Black or African American  (07) White  
 (04) Hispanic or Latina/o/x or of Spanish origin  (99) I prefer to self-identify: \_\_\_\_\_
26. **Which of the following best describes your ANNUAL household income?**  
 (01) Less than \$10,000  (05) \$35,000 - \$49,999  (09) \$150,000 - \$199,999  
 (02) \$10,000 - \$14,999  (06) \$50,000 - \$74,999  (10) \$200,000 or more  
 (03) \$15,000 - \$24,999  (07) \$75,000 - \$99,999  
 (04) \$25,000 - \$34,999  (08) \$100,000 - \$149,999
27. **Which of the following BEST describes your employment status?**  
 (1) Employed full-time  (3) Student full-time  (5) Retired [Go to Q28.]  
 (2) Employed part-time  (4) Student part-time  (6) Not currently employed [Go to Q28.]
- 27a. **What is the zip code where you work or go to school?** \_\_\_\_\_
28. **What is your current gender identity? [Check all that apply.]**  
 (1) Female  (5) Non-Binary  
 (2) Male  (6) I prefer to self-identify: \_\_\_\_\_  
 (3) Trans Female  (7) I prefer not to answer  
 (4) Trans Male
29. **Do you own or rent your home?**  (1) Own  (2) Rent
30. **If there was ONE thing you could share with the City's leadership (any comment, suggestion, etc.), what would it be?**  
\_\_\_\_\_  
\_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. If your address is incorrect, please provide the correct information.  
Thank you.

# Encuesta comunitaria de la Ciudad de Austin 2023

Gracias por tomarse el tiempo para completar esta importante encuesta sobre los servicios que ofrece la Ciudad de Austin. Encierre en un círculo la respuesta que más se acerque a su opinión. *Sus respuestas permanecerán anónimas.* Cuando haya terminado, devuelva su encuesta en el sobre con franqueo pagado dirigido a ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061 Si quisiera completar esta encuesta en línea, ingrese a [austinsurvey.org](http://austinsurvey.org).

| <b>1. Calidad de vida. Califique su nivel de satisfacción con lo siguiente.</b> |  | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|---|--|----------------|------------|--------|--------------|------------------|-------|
| 1.  | La calidad de vida en general en la ciudad                   | 5              | 4          | 3      | 2            | 1                | 9     |
| 2.  | La ciudad de Austin como lugar para vivir                    | 5              | 4          | 3      | 2            | 1                | 9     |
| 3.  | La ciudad de Austin como un lugar para criar niños           | 5              | 4          | 3      | 2            | 1                | 9     |
| 4.  | La ciudad de Austin como un lugar para el retiro             | 5              | 4          | 3      | 2            | 1                | 9     |
| 5.  | La ciudad de Austin como lugar para trabajar                 | 5              | 4          | 3      | 2            | 1                | 9     |
| 6.  | La ciudad de Austin como un lugar donde me siento bienvenido | 5              | 4          | 3      | 2            | 1                | 9     |

| <b>2. Principales servicios de la Ciudad. Califique su nivel de satisfacción con lo siguiente.</b> |   | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|--|---|----------------|------------|--------|--------------|------------------|-------|
| 01.  | Servicios para animales (por ejemplo, refugio, adopciones, control de animales)   | 5              | 4          | 3      | 2            | 1                | 9     |
| 02.  | Condición de las instalaciones y edificios de la Ciudad (p. ej., limpios, seguros, accesibles)  | 5              | 4          | 3      | 2            | 1                | 9     |
| 03.  | Asistencia médica proporcionada por los Servicios Médicos de Emergencia (calidad en general de los servicios de ambulancia)   | 5              | 4          | 3      | 2            | 1                | 9     |
| 04.  | Efectividad en general de la comunicación por parte de la Ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 05.  | Esfuerzos en general de la Ciudad para reducir la indigencia  | 5              | 4          | 3      | 2            | 1                | 9     |
| 06.  | Aplicación en general de los códigos y ordenanzas de la Ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 07.  | Mantenimiento en general de las aceras de la ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 08.  | Mantenimiento en general de las principales calles de la ciudad (por ejemplo, Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)           | 5              | 4          | 3      | 2            | 1                | 9     |
| 09.  | Calidad general de las bibliotecas de la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 10.  | Calidad en general de los parques y actividades recreativas de la Ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 11.  | Calidad en general de los servicios públicos de electricidad proporcionados por Austin Energy (por ejemplo, electricidad, reembolsos por uso de energía solar, vehículo eléctrico enchufable) | 5              | 4          | 3      | 2            | 1                | 9     |
| 12.  | Calidad general de los servicios de bomberos  | 5              | 4          | 3      | 2            | 1                | 9     |
| 13.  | Calidad en general de los servicios del tribunal municipal (por ejemplo, procesamiento de multas de tráfico y estacionamiento, casos judiciales de delitos menores, cobro de multas)          | 5              | 4          | 3      | 2            | 1                | 9     |
| 14.  | Calidad en general de las opciones para realizar trámites con la Ciudad en línea (por ejemplo, factura de servicios públicos, permisos, registro de clase)                                    | 5              | 4          | 3      | 2            | 1                | 9     |
| 15.  | Calidad en general de los servicios de planificación y división de zonas (por ejemplo, plan integral, planes de vecindario/área pequeña, división de zonas)                                   | 5              | 4          | 3      | 2            | 1                | 9     |
| 16.  | Calidad general de los servicios de policía   | 5              | 4          | 3      | 2            | 1                | 9     |
| 17.  | Calidad general de los servicios de salud pública proporcionados por la Ciudad (por ejemplo, servicios sociales, servicios de salud, vacunaciones e inspecciones de restaurantes)             | 5              | 4          | 3      | 2            | 1                | 9     |
| 18.  | Calidad en general de los servicios residenciales de reciclaje en la acera  | 5              | 4          | 3      | 2            | 1                | 9     |
| 19.  | Calidad en general de la recolección de basura residencial  | 5              | 4          | 3      | 2            | 1                | 9     |
| 20.  | Servicios proporcionados por el número de teléfono de asistencia 3-1-1 de la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 21.  | Flujo del tráfico en las calles principales de la ciudad (por ejemplo, Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)                  | 5              | 4          | 3      | 2            | 1                | 9     |

- 3. ¿Cuáles de los TRES elementos enumerados en la pregunta 2 cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 2].**

1ro: \_\_\_\_\_

2do: \_\_\_\_\_

3ro: \_\_\_\_\_

|    |  | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|----|--|----------------|------------|--------|--------------|------------------|-------|
| 1. | Cumplimiento de las leyes de tránsito locales  | 5              | 4          | 3      | 2            | 1                | 9     |
| 2. | Puntualidad de la respuesta del Departamento de Bomberos de Austin a la ubicación de emergencia (qué tan rápido responden los bomberos a las emergencias)    | 5              | 4          | 3      | 2            | 1                | 9     |
| 3. | Puntualidad de la respuesta del Departamento de Policía de Austin a la ubicación de emergencia (qué tan rápido responde la policía a las emergencias)        | 5              | 4          | 3      | 2            | 1                | 9     |
| 4. | Puntualidad de la respuesta de los Servicios Médicos de Emergencia a la ubicación de emergencia (qué tan rápido responden los paramédicos a las emergencias) | 5              | 4          | 3      | 2            | 1                | 9     |
| 5. | Visibilidad de la policía en zonas comerciales y de venta minorista  | 5              | 4          | 3      | 2            | 1                | 9     |
| 6. | Visibilidad de la policía en los vecindarios   | 5              | 4          | 3      | 2            | 1                | 9     |

5. ¿Cuáles de los TRES elementos enumerados en la pregunta 4 cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 4].

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

| 6.  | Percepciones de la seguridad pública. Califique su nivel de acuerdo con cada una de las siguientes afirmaciones.   | Muy de acuerdo | De acuerdo | Neutral | En desacuerdo | Muy en desacuerdo | No sé |
|-----|--|----------------|------------|---------|---------------|-------------------|-------|
| 01. | Confío en que, en caso de emergencia, recibiré una respuesta de manera efectiva.   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 02. | Siento que me trajeron de manera justa durante mi proceso policial/judicial (arrestos, multas, advertencias, violaciones del código)   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 03. | Siento que me trajeron de manera justa durante mi proceso judicial (procesamiento de multas de tráfico y estacionamiento, cobro de multas, comparecencias en casos judiciales por delitos menores) | 5              | 4          | 3       | 2             | 1                 | 9     |
| 04. | Me siento seguro en los parques de la ciudad   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 05. | Me siento seguro en mi hogar   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 06. | Me siento seguro en mi vecindario por la noche   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 07. | Me siento seguro en mi vecindario durante el día   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 08. | Me siento seguro en mi lugar de trabajo  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 09. | Me siento seguro viajando con otros conductores en la carretera  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 10. | Me siento seguro caminando solo en el centro por la noche  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 11. | Me siento seguro caminando solo en el centro durante el día  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 12. | Tengo acceso a información y educación sobre desastres y otras emergencias importantes   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 13. | Tengo suficiente conocimiento y comprensión de las leyes, códigos y ordenanzas de la comunidad   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 14. | Confío en el Departamento de Bomberos de Austin (AFD)  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 15. | Confío en el Departamento de Policía de Austin (APD)   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 16. | Confío en los Servicios Médicos de Emergencia (EMS)  | 5              | 4          | 3       | 2             | 1                 | 9     |

| 7. | Calles, aceras e infraestructura. Califique su nivel de satisfacción con lo siguiente.   | Muy satisfecho | Satisfecho | Neutral | Insatisfecho | Muy insatisfecho | No sé |
|----|--|----------------|------------|---------|--------------|------------------|-------|
| 1. | Suficiencia de alumbrado en las calles en su comunidad   | 5              | 4          | 3       | 2            | 1                | 9     |
| 2. | Limpieza de las calles y zonas públicas de la ciudad   | 5              | 4          | 3       | 2            | 1                | 9     |
| 3. | Condición de las calles principales de la ciudad (por ejemplo, Anderson Ln., Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.) | 5              | 4          | 3       | 2            | 1                | 9     |
| 4. | Condición de las aceras de su vecindario (si existen aceras)   | 5              | 4          | 3       | 2            | 1                | 9     |
| 5. | Condición de las calles de su vecindario (calles residenciales)  | 5              | 4          | 3       | 2            | 1                | 9     |
| 6. | Esfuerzos de control de inundaciones   | 5              | 4          | 3       | 2            | 1                | 9     |
| 7. | Siega y poda a lo largo de las calles de la ciudad   | 5              | 4          | 3       | 2            | 1                | 9     |
| 8. | Gestión en general de la escorrentía de aguas pluviales  | 5              | 4          | 3       | 2            | 1                | 9     |
| 9. | La calidad del agua de lagos y arroyos   | 5              | 4          | 3       | 2            | 1                | 9     |

8. ¿Cuáles de los TRES elementos enumerados en la pregunta 7 cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 7].

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

|    | <b>9. Transporte.</b> Califique su nivel de satisfacción con lo siguiente.  | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|----|---|----------------|------------|--------|--------------|------------------|-------|
| 1. | Me siento cómodo usando las opciones de transporte (además de conducir un vehículo personal) que se encuentran disponibles para mí                | 5              | 4          | 3      | 2            | 1                | 9     |
| 2. | Accesibilidad para bicicletas fuera de la calle (la red de senderos urbanos de la Ciudad)   | 5              | 4          | 3      | 2            | 1                | 9     |
| 3. | Accesibilidad para bicicletas en la calle (el sistema/red de camiles para bicicletas de la Ciudad)  | 5              | 4          | 3      | 2            | 1                | 9     |
| 4. | Calidad en general del Aeropuerto Internacional de Austin-Bergstrom   | 5              | 4          | 3      | 2            | 1                | 9     |
| 5. | Accesibilidad peatonal (disponibilidad y nivel de comodidad de las aceras y de los cruces peatonales)   | 5              | 4          | 3      | 2            | 1                | 9     |
| 6. | Programación de los semáforos en las calles de la ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 7. | Flujo de tráfico en las principales autopistas (por ejemplo, IH-35, MOPAC, US-183, Loop 360, SH-71)   | 5              | 4          | 3      | 2            | 1                | 9     |
| 8. | Opciones de transporte (aparte del vehículo personal) para moverse por Austin (por ejemplo, viaje compartido, autobús o tren, bicicleta, caminar) | 5              | 4          | 3      | 2            | 1                | 9     |

**10. ¿Cuáles de los TRES elementos enumerados en la pregunta 9 cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 9].**

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

|     | <b>11. Servicios públicos.</b> Califique su nivel de satisfacción con lo siguiente.     | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|-----|---|----------------|------------|--------|--------------|------------------|-------|
| 01. | Servicio al cliente de Austin Energy  | 5              | 4          | 3      | 2            | 1                | 9     |
| 02. | Servicios de recolección/retirada de artículos voluminosos                              | 5              | 4          | 3      | 2            | 1                | 9     |
| 03. | Servicio de eliminación de residuos domésticos peligrosos                               | 5              | 4          | 3      | 2            | 1                | 9     |
| 04. | Calidad en general del agua potable proporcionada por Austin Water                      | 5              | 4          | 3      | 2            | 1                | 9     |
| 05. | Calidad en general de los servicios de aguas residuales proporcionados por Austin Water | 5              | 4          | 3      | 2            | 1                | 9     |
| 06. | Calidad de la recolección de residuos de patio residencial                              | 5              | 4          | 3      | 2            | 1                | 9     |
| 07. | Confiabilidad de su servicio eléctrico  | 5              | 4          | 3      | 2            | 1                | 9     |
| 08. | Valor de los servicios recibidos de Austin Energy                                       | 5              | 4          | 3      | 2            | 1                | 9     |
| 09. | Tarifas de agua y aguas residuales (costo)  | 5              | 4          | 3      | 2            | 1                | 9     |
| 10. | Servicio al cliente de servicios públicos de agua y aguas residuales                    | 5              | 4          | 3      | 2            | 1                | 9     |
| 11. | Tiempo de respuesta a emergencias de los servicios públicos de agua y aguas residuales  | 5              | 4          | 3      | 2            | 1                | 9     |
| 12. | Programas de conservación de agua dentro de Austin                                      | 5              | 4          | 3      | 2            | 1                | 9     |

**12. ¿Cuáles de los TRES elementos enumerados en la pregunta 11 cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 11].**

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

|     | <b>13. Parques, recreación, cultura y aprendizaje.</b> Califique su nivel de satisfacción con lo siguiente.                                  | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|-----|--|----------------|------------|--------|--------------|------------------|-------|
| 01. | Acceso a rutas de senderismo o ciclismo de la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 02. | Apariencia de los terrenos de parques de la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 03. | Eventos, actividades y recursos de aprendizaje permanente que ofrece la Ciudad (clases o materiales de aprendizaje)                          | 5              | 4          | 3      | 2            | 1                | 9     |
| 04. | Facilidad de acceso a los parques desde su hogar   | 5              | 4          | 3      | 2            | 1                | 9     |
| 05. | Programas de bibliotecas   | 5              | 4          | 3      | 2            | 1                | 9     |
| 06. | Materiales en las bibliotecas  | 5              | 4          | 3      | 2            | 1                | 9     |
| 07. | Calidad en general de los programas de parques y recreación, ligas o clases ofrecidos por la Ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 08. | Satisfacción en general con las piscinas de la Ciudad  | 5              | 4          | 3      | 2            | 1                | 9     |
| 09. | Calidad de las instalaciones de parques de la Ciudad (centros recreativos, para personas mayores y centros de aprendizaje de la naturaleza). | 5              | 4          | 3      | 2            | 1                | 9     |
| 10. | Calidad de los senderos para caminar o andar en bicicleta de la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 11. | Calidad de los servicios y programas culturales y de aprendizaje en Austin (por ejemplo, bibliotecas, museos, centros culturales y eventos)  | 5              | 4          | 3      | 2            | 1                | 9     |
| 12. | Calidad de las instalaciones culturales y de aprendizaje de la Ciudad (por ejemplo, bibliotecas, centros culturales, museos de la Ciudad)    | 5              | 4          | 3      | 2            | 1                | 9     |

- 14. ¿Cuáles de los TRES elementos enumerados en la pregunta 13 en la página anterior cree que son los MÁS IMPORTANTES para que la Ciudad enfatice? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 13].**

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

| 15. Percepciones. Califique su nivel de satisfacción con lo siguiente.  | Muy satisfecho | Satisfecho | Neutro | Insatisfecho | Muy insatisfecho | No sé |
|---|----------------|------------|--------|--------------|------------------|-------|
|   |                |            |        |              | insatisfecho     |       |
| 01. Acceso a vivienda de calidad que puede pagar  | 5              | 4          | 3      | 2            | 1                | 9     |
| 02. Disponibilidad de vivienda a precio accesible para familias de ingresos bajos/moderados   | 5              | 4          | 3      | 2            | 1                | 9     |
| 03. Esfuerzos de la policía para prevenir la delincuencia   | 5              | 4          | 3      | 2            | 1                | 9     |
| 04. Calidad en general de los servicios al cliente proporcionados por la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 05. Calidad general de los servicios proporcionados por la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 06. Valor general que recibe por los impuestos y tarifas que paga a la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |
| 07. La planificación para el crecimiento que hace la Ciudad de Austin   | 5              | 4          | 3      | 2            | 1                | 9     |
| 08. Los esfuerzos de la Ciudad para fomentar el diálogo entre los residentes y el gobierno  | 5              | 4          | 3      | 2            | 1                | 9     |
| 09. Los esfuerzos de la Ciudad para ser justa   | 5              | 4          | 3      | 2            | 1                | 9     |
| 10. Los esfuerzos de la Ciudad para ser transparente  | 5              | 4          | 3      | 2            | 1                | 9     |
| 11. Los esfuerzos de la Ciudad para apoyar la diversidad sirviendo a las personas por igual, independientemente de su raza, religión, origen étnico, edad o habilidades | 5              | 4          | 3      | 2            | 1                | 9     |
| 12. La experiencia de compromiso cívico con la Ciudad   | 5              | 4          | 3      | 2            | 1                | 9     |

| 16. Califíquese su nivel de acuerdo con cada una de las siguientes afirmaciones.  | Muy de acuerdo | De acuerdo | Neutral | En desacuerdo | Muy en desacuerdo | No sé |
|---|----------------|------------|---------|---------------|-------------------|-------|
|   |                |            |         |               |                   |       |
| 01. Austin es un lugar que honra y preserva mi herencia personal  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 02. Austin ofrece oportunidades de trabajo que coinciden con mis habilidades  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 03. Los empleados de la Ciudad de Austin son éticos en la manera en que realizan los negocios de la Ciudad                          | 5              | 4          | 3       | 2             | 1                 | 9     |
| 04. Estoy al tanto de los programas de conservación de energía de la Ciudad disponibles para mí                                     | 5              | 4          | 3       | 2             | 1                 | 9     |
| 05. Estoy satisfecho con los programas de conservación de energía de la Ciudad  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 06. Estoy satisfecho con el nivel de limpieza de mi vecindario  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 07. Estoy satisfecho con la calidad en general de los servicios de revisión, permisos e inspección del desarrollo                   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 08. Estoy satisfecho con el programa Shots for Tots y Big Shots (vacunas)   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 09. Me siento preparado para ayudarme a mí mismo, a mi familia y a mis vecinos a responder ante desastres y emergencias importantes | 5              | 4          | 3       | 2             | 1                 | 9     |
| 10. Tengo contacto frecuente con amigos y vecinos fuera de mi hogar   | 5              | 4          | 3       | 2             | 1                 | 9     |
| 11. Entiendo las opciones de transporte (además de conducir un vehículo personal) que se encuentran disponibles para mí             | 5              | 4          | 3       | 2             | 1                 | 9     |
| 12. Mi tiempo de viaje es predecible y constante  | 5              | 4          | 3       | 2             | 1                 | 9     |
| 13. La Ciudad hace un esfuerzo para promover y ayudar a las empresas pequeñas y/o propiedad de mujeres o miembros de minorías.      | 5              | 4          | 3       | 2             | 1                 | 9     |

**17. Uso de los servicios e instalaciones de la Ciudad.** VERIFIQUE TODOS los siguientes servicios e instalaciones proporcionados por la Ciudad de Austin que usted u otros miembros de su hogar hayan utilizado durante los últimos 12 meses, a menos que se indique lo contrario.

- (01) Asistió a un evento o programa cultural organizado por la Ciudad en los últimos 6 meses  
 (02) Llamó al 3-1-1  
 (03) Llamó al 9-1-1  
 (04) Parque de la Ciudad  
 (05) Piscina de la Ciudad  
 (06) La Ciudad proporciona servicio eléctrico  
 (07) La Ciudad proporciona recolección de basura en su residencia  
 (08) La Ciudad proporciona a su hogar servicios de agua y aguas residuales  
 (09) Centro recreativo de la Ciudad (centros para personas mayores, centros de aprendizaje de la naturaleza)  
 (10) Programa de recreación de la Ciudad, ligas o clase  
 (11) Senderos para caminar o andar en bicicleta  
 (12) Sistema o red de caminos para bicicletas de la Ciudad  
 (13) Red de senderos urbanos de la Ciudad  
 (14) Contactó al Departamento de Bomberos de Austin  
 (15) Contactó al Departamento de Policía de Austin  
 (16) Contactó a la Salud Pública de Austin (por ejemplo, servicios sociales, servicios de salud pública)  
 (17) Contactó a los encargados de hacer cumplir el Código Municipal  
 (18) Contactó al Tribunal Municipal de la Ciudad  
 (19) Contactó al Departamento de Servicios Médicos de Emergencia  
 (20) Contactó al Departamento de Servicios de Desarrollo de la Ciudad (permisos, inspecciones)  
 (21) Contactó al Departamento de Planificación y División de zonas (división de zonas, planes de vecindarios o áreas pequeñas)  
 (22) Participó en un programa de bibliotecas de la Ciudad  
 (23) Participó en una actividad de aprendizaje permanente en los últimos 3 meses (actividad de aprendizaje o clase no relacionada con el trabajo)  
 (24) Visitó una biblioteca de la Ciudad  
 (25) Visitó el Centro de Animales de Austin  
 (26) Visitó el Aeropuerto Internacional de Austin-Bergstrom

**18. MARQUE TODAS las fuentes que utiliza para obtener información sobre la Ciudad de Austin.**

- (01) Boletines informativos de la Ciudad  
 (02) Videos producidos por la Ciudad (reuniones, conferencias de prensa)  
 (03) Redes sociales de la Ciudad  
 (04) Sitio web de la Ciudad  
 (05) Comunicaciones de los miembros del Ayuntamiento  
 (06) Correo electrónico  
 (07) Periódicos locales  
 (08) Noticieros televisivos locales  
 (09) Redes sociales de los reporteros  
 (10) Otro: \_\_\_\_\_

**19. ¿Cuáles de las TRES fuentes de información enumeradas en la pregunta 18 PREFIERE usar para obtener información sobre la Ciudad de Austin? [Escriba sus respuestas a continuación usando los números de la lista en la pregunta 18].**

1ro: \_\_\_\_\_ 2do: \_\_\_\_\_ 3ro: \_\_\_\_\_

**20. ¿Con qué frecuencia utiliza opciones de transporte alternativas además de conducir solo (por ejemplo, caminar, andar en bicicleta, compartir el automóvil, transporte público, teletrabajar o trabajar desde casa) para ir al trabajo o a la escuela?**

- (1) Varias veces a la semana  
 (2) Una vez por semana  
 (3) Varias veces al mes  
 (4) Ocasionalmente  
 (5) Nunca [Vaya a la P21].

**20a. De la siguiente lista, ¿cuál es la mejor opción de transporte alternativo para usted?**

- (1) Caminar  
 (2) Ciclismo  
 (3) Automóvil de uso compartido  
 (4) Transporte público  
 (5) Teletrabajo (trabajo desde el hogar)  
 (9) Otra: \_\_\_\_\_

**21. ¿Cuál es su raza u origen étnico? [Marque todo lo que corresponda].**

- (1) Nativo estadounidense o nativo de Alaska o indígena  
 (2) Asiático o asiático-estadounidense  
 (3) Negro o afroestadounidense  
 (4) Hispano o latino o de origen español  
 (5) Medio Oriente o norte de África  
 (6) Nativo de Hawái o de otras islas del Pacífico  
 (7) Blanco  
 (8) Prefiero identificarme a mí mismo: \_\_\_\_\_

|                                |   |
|--------------------------------|---|
| <b>Información demográfica</b> | Las siguientes preguntas son sobre usted y su hogar. Hacemos estas preguntas para asegurarnos de llegar a todos los grupos en Austin y para ver si todos los residentes están experimentando los servicios de la Ciudad de manera equitativa. Sus respuestas permanecerán anónimas. |
|--------------------------------|---|

- 22. ¿Es nativo de Austin, Texas?** \_\_\_\_\_(1) Sí \_\_\_\_\_(2) No
- 23. ¿Aproximadamente cuántos años ha vivido en la Ciudad de Austin? [Introduzca "0" si es inferior a 1 año].** \_\_\_\_\_ años
- 24. ¿Cuál de las siguientes opciones describe mejor su edad?**
- |                        |                        |                        |                         |
|------------------------|------------------------|------------------------|-------------------------|
| _____ (1) 18 a 24 años | _____ (3) 35 a 44 años | _____ (5) 55 a 64 años | _____ (7) 75 a 84 años  |
| _____ (2) 25 a 34 años | _____ (4) 45 a 54 años | _____ (6) 65 a 74 años | _____ (8) 85 años o más |
- 25. ¿Qué porcentaje de su ingreso familiar anual se necesita para los costos de transporte (por ejemplo, automóvil, seguro, mantenimiento, reparaciones, gasolina)?**
- |                               |                        |                        |                        |
|-------------------------------|------------------------|------------------------|------------------------|
| _____ (1) Por debajo del 10 % | _____ (2) 10 % al 15 % | _____ (3) 16 % al 20 % | _____ (4) Más del 20 % |
|-------------------------------|------------------------|------------------------|------------------------|
- 26. ¿Cuál de las siguientes opciones describe mejor su ingreso familiar ANUAL?**
- |                                |                                  |
|--------------------------------|----------------------------------|
| _____ (01) Menos de \$10,000   | _____ (06) \$50,000 a \$74,999   |
| _____ (02) \$10,000 a \$14,999 | _____ (07) \$75,000 a \$99,999   |
| _____ (03) \$15,000 a \$24,999 | _____ (08) \$100,000 a \$149,999 |
| _____ (04) \$25,000 a \$34,999 | _____ (09) \$150,000 a \$199,999 |
| _____ (05) \$35,000 a \$49,999 | _____ (10) \$200,000 o más       |
- 27. ¿Cuál de las siguientes opciones describe MEJOR su situación laboral?**
- |   |   |
|---|---|
| _____ (1) Empleado de tiempo completo   | _____ (4) Estudiante de medio tiempo              |
| _____ (2) Empleado de medio tiempo      | _____ (5) Jubilado [Vaya a la P28].               |
| _____ (3) Estudiante de tiempo completo | _____ (6) Actualmente sin empleo [Vaya a la P28]. |
- 27a. ¿Cuál es el código postal donde trabaja o va a la escuela?** \_\_\_\_\_
- 28. ¿Cuál es su identidad de género actual? [Marque todo lo que corresponda].**
- |                                 |  |
|---------------------------------|--|
| _____ (1) Femenino              | _____ (5) No binario                               |
| _____ (2) Masculino             | _____ (6) Prefiero identificarme a mí mismo: _____ |
| _____ (3) Femenino transgénero  | _____ (7) Prefiero no responder                    |
| _____ (4) Masculino transgénero |  |
- 29. ¿Tiene casa propia o renta?** \_\_\_\_\_(1) Propia \_\_\_\_\_(2) Renta
- 30. Si hubiera UNA cosa que pudiera compartir con el liderazgo de la Ciudad (cualquier comentario, sugerencia, etc.), ¿cuál sería?**
- 
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