City of Austin Community Survey

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Final Report

Submitted to the City of Austin, Texas

by:

ETC Institute 725 W. Frontier Lane, Olathe, Kansas 66061





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City of Austin 2018 Community Survey Executive Summary

Overview and Methodology

During the summer and fall of 2018, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

A seven-page survey was mailed to a stratified random sample of households in the City. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it on-line. Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the City of Austin from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. A total of 2,261 households completed the survey; a minimum of 200 surveys were completed in each of the City's ten council districts. The results for the random sample of 2,261 households have a 95% level of confidence with a precision of at least +/-2%.

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded.

Don't knows. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been included with the tabular data in Section 5 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This draft report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- trend charts comparing the 5-year averages from the 2012-2016 surveys to the results in 2017 and 2018 (Section 2)



- benchmarking data that show how the results for the City of Austin compare to other cities (Section 3)
- importance-satisfaction analysis that identifies priorities for investment (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

Appendices A-I, which include GIS maps, open-ended comments and cross-tabular data by key demographics, have been published separately.

Perceptions of the Community

Most residents have an overall positive perception of the City. Seventy-nine percent (79%) of those surveyed, who had an opinion, indicated they were either "very satisfied" (32%) or "satisfied" (47%) with Austin as a place to live; 76% gave positive ratings for Austin as a place where they feel welcome, 75% gave positive ratings for the City as a place to work, and 75% gave positive ratings for the overall quality of life in Austin.

Satisfaction with Services within Major Categories

The City of Austin adopted a citywide strategic plan in March of 2018. As a result, this is the first year that the community survey is organized by strategic outcome. In addition to rating their perceptions of the City of Austin, residents were asked to rate the City's performance with the delivery of specific services within each of the major categories. The results for specific services that were assessed are described below and on the following pages.

Economic Opportunity and Affordability

The highest levels of satisfaction with economic opportunity and affordability in the City, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: access to healthy, affordable food (71%) and job opportunities that match skills (55%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. Planning for growth in Austin and access to affordable quality housing are the most important aspects of the City's economic opportunity and affordability that respondents feel are most important for the City to provide.

Health and Environment

The highest levels of satisfaction with health and environment in the City, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: quality of residential curbside recycling services (80%), quality of residential garbage collection (79%), and overall quality of City parks and recreation (79%). Residents were least satisfied with management of stormwater runoff (50%) and City swimming pools (50%). At the end of this section, respondents



were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. The quality of drinking water provided by Austin Water and the cleanliness of City streets and public areas are the aspects of health and environment that respondents feel are most important for the City to provide.

Safety

The highest levels of satisfaction with safety, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: overall quality of fire services (83%), timeliness of Fire response to emergency location (80%), and timeliness of EMS response to emergency location (78%). When respondents were asked their level of agreement with various statements regarding safety in Austin, 92% who had an opinion "strongly agreed" or "agreed" that they felt safe in their neighborhood during the day, and 90% "strongly agreed" or "agreed" that they trust the Austin Fire Department (AFD).

At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. Of the combined satisfaction and agreement items related to safety, the statements "I trust Austin Police Department (APD)" and "I feel safe in my neighborhood at night" were the most important.

Mobility

Seventy-seven percent (77%) of the residents surveyed, who had an opinion, were "very satisfied" or "satisfied" with the overall quality of Austin-Bergstrom International Airport. Other items related to mobility in which residents were satisfied include: condition of streets in their neighborhood (57%), condition of neighborhood sidewalks (53%), mowing and trimming along City streets (49%), and overall maintenance of City sidewalks (46%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. Residents indicated that traffic flow on major highways and traffic flow on major City streets are the most important aspects of mobility for the City to provide.

• Culture and Lifelong Learning

The highest levels of satisfaction with culture and lifelong learning in Austin, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of City libraries (85%) and the material at libraries (82%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. The overall quality of City libraries is the most important aspect of culture and lifelong learning for the City to provide, according to respondents.



City Government

The highest levels of satisfaction with the City of Austin government, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: reliability of electric service (81%), services provided by the City's 3-1-1 (72%), condition of City facilities and buildings (65%), and overall quality of services provided by the City (65%). At the end of this section, respondents were asked to prioritize which topics are most important for the City to provide. The priorities are the sum of the top three choices. Residents indicated the overall quality of services provided by the City and value received for City tax dollars and fees are the most important aspects of government for the City of Austin to provide.

Usage of Various City Services and Facilities

The City services and facilities that residents indicated they have used most during the past 12 months were: Austin-Bergstrom International Airport (83%), water/wastewater services (82%), Austin City Parks (82%), garbage collection services (79%), and Austin Energy for electric service (78%).

Trends

Of the categories of City services that were rated in the City of Austin in 2017 and 2018, satisfaction levels were significantly higher in 2018 in the following areas:

- Shots for Tots and Big Shots program (+14.7%)
- Materials at libraries (+14.4%)
- Overall quality of services provided by the City (+14.3%)
- Overall quality of City libraries (+13%)
- Effectiveness of communication by the City (+13%)
- City's effort to promote and assist small, minority and/or women-owned businesses (+10.3%)
- Quality of City park facilities (+9.7%)
- Library programs (+8.8%)
- Overall management of stormwater runoff (+7.7%)
- Flood control efforts (+6.6%)
- Overall quality of life in City (+5.5%)
- The City of Austin planning for growth (+4.8%)
- Household hazardous waste disposal service (+4.2%)
- I feel safe in city parks (+4%)
- Enforcement of local codes and ordinances (+3.4%)
- Condition of major City streets (+3.4%)
- Water/Wastewater response time (+3.3%)
- Animal services (+3.3%)



Of the categories of City services that were rated in the City of Austin in 2017 and 2018, satisfaction levels were significantly lower in 2018 in the following areas:

- Overall satisfaction with City swimming pools (-3.8%)
- Enforcement of local traffic laws (-3.8%)
- Overall quality of customer service (-4.4%)
- Overall quality of Austin-Bergstrom Intl. Airport (-4.5%)
- Quality of drinking water provided by Austin Water (-4.5%)
- Timeliness of EMS response to emergency location (-4.6%)
- Quality of electric services by Austin Energy (-4.6%)
- Quality of residential garbage collection (-5.1%)
- Austin Energy customer service (-5.4%)
- Overall quality of police services (-6.9%)
- Timing of traffic signals on City streets (-7.1%)
- Cleanliness of city streets and public areas (-8%)
- Overall quality of wastewater services (-9.1%)
- Medical assistance provided by EMS (-14.6%)

Opportunities for Improvement

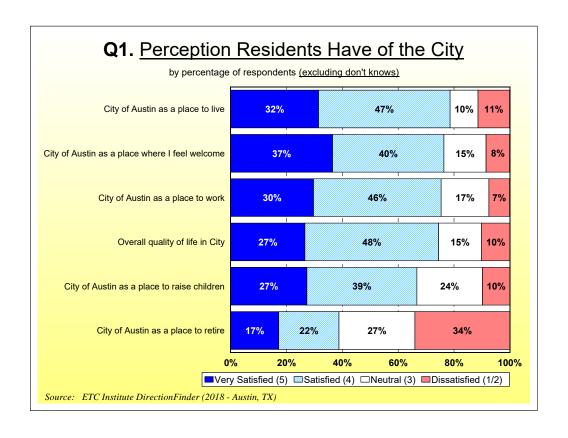
Recommended Priorities. In order to help the City identify future priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements 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.

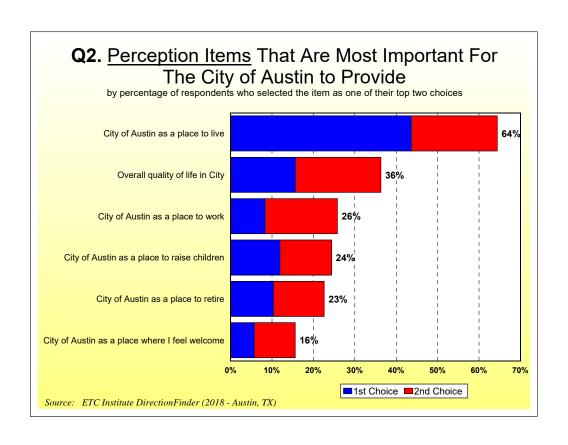
Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

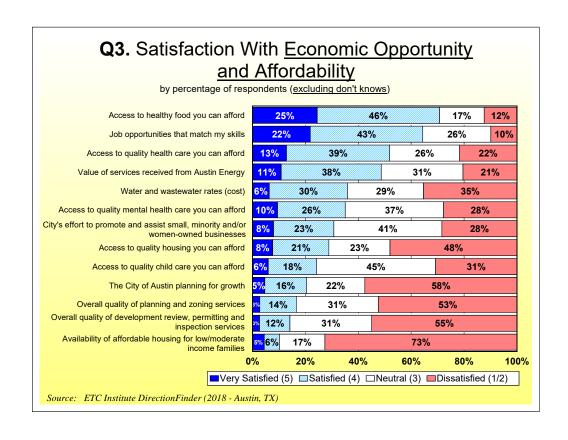
- o Traffic flow on major highways (IS=0.6308)
- Traffic flow on major City streets (IS=0.4199)
- The City of Austin planning for growth (IS=0.3908)
- Access to quality housing you can afford (IS=0.3391)

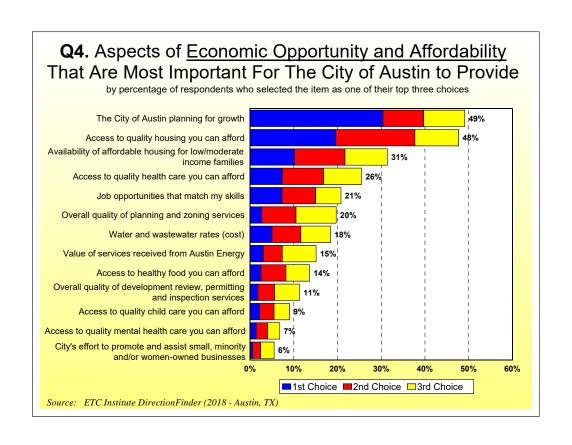
By investing in these four areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years.

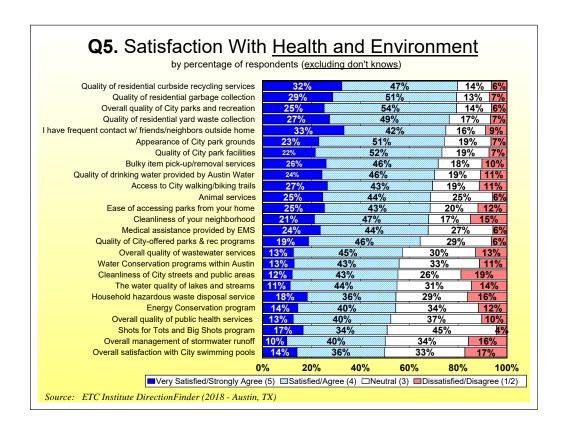
Section 1 Charts and Graphs

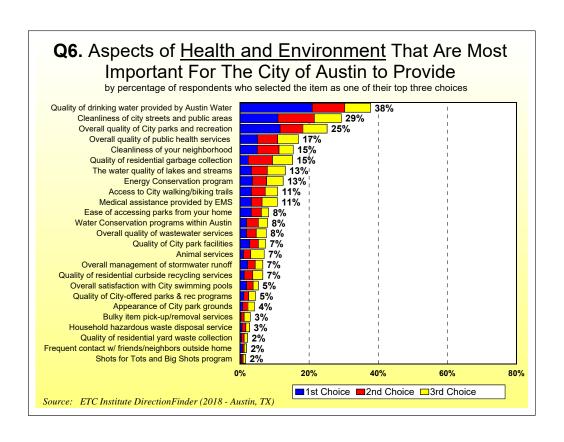


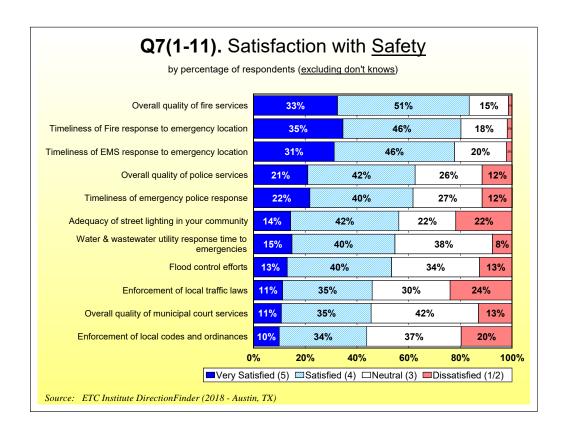


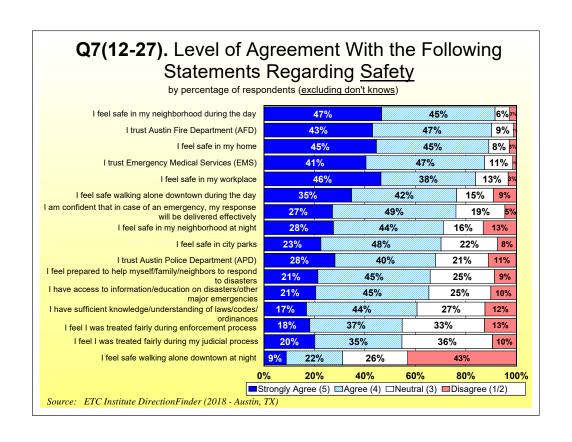


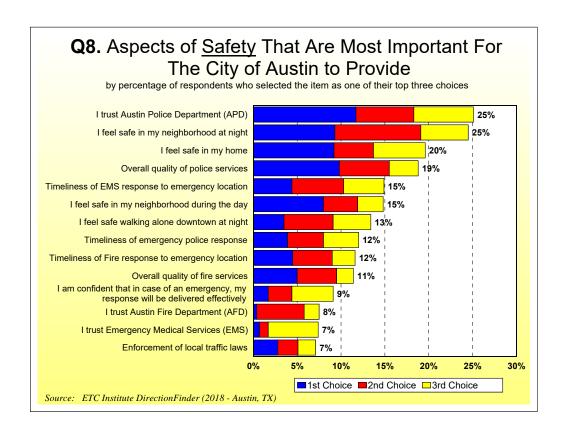


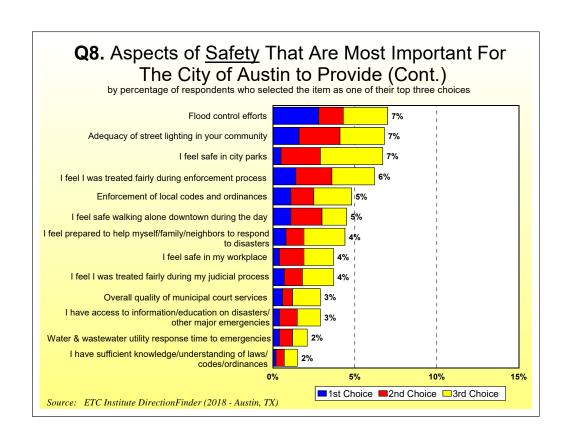


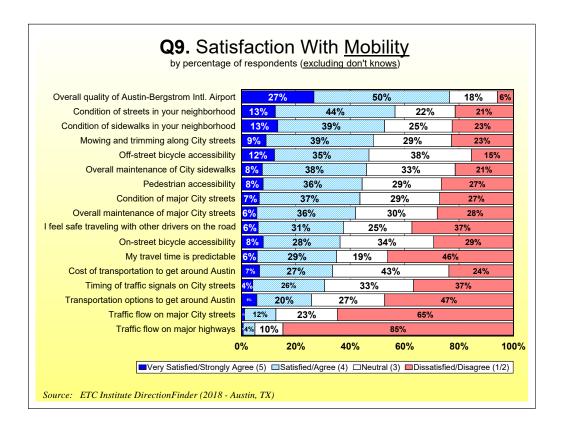


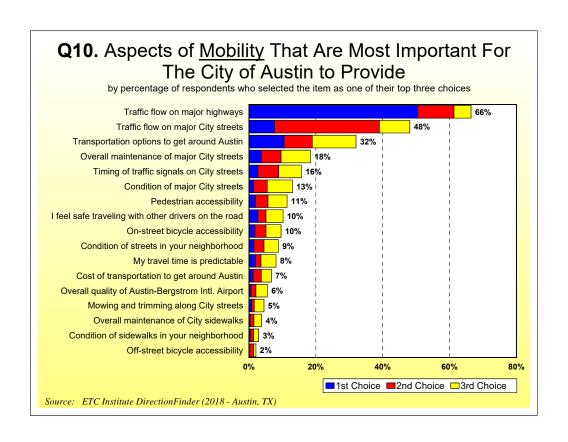


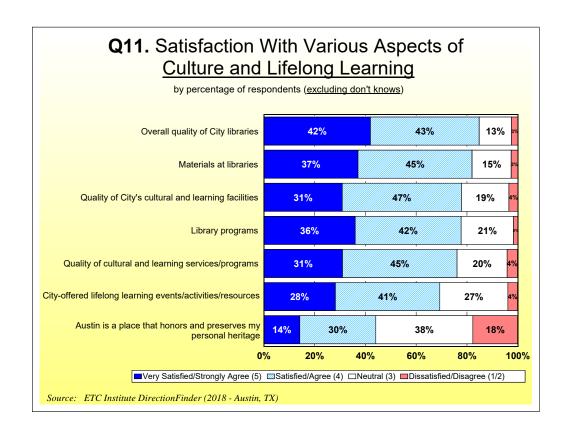


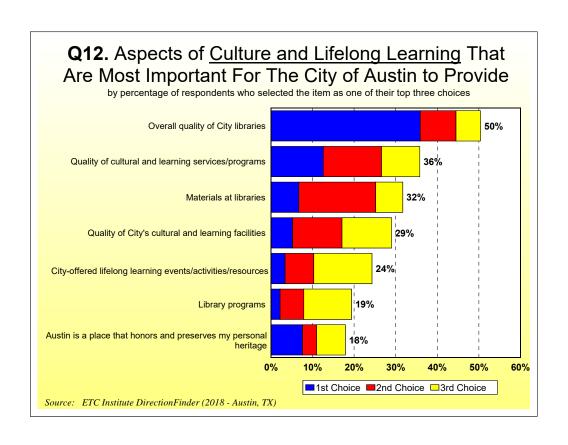


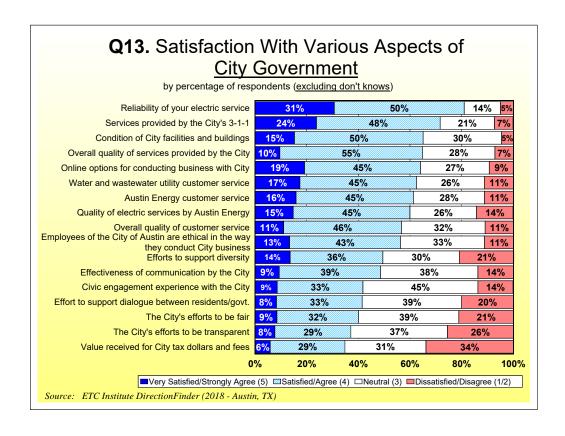


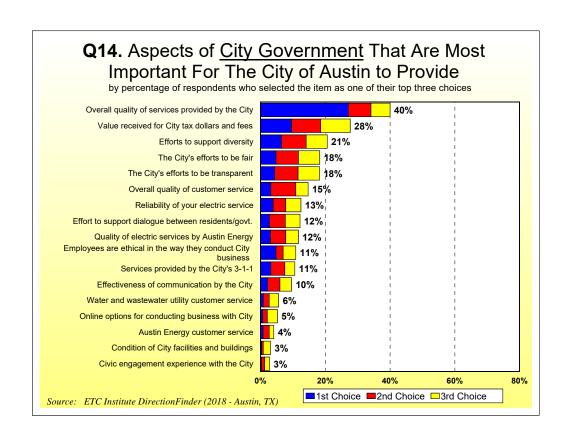


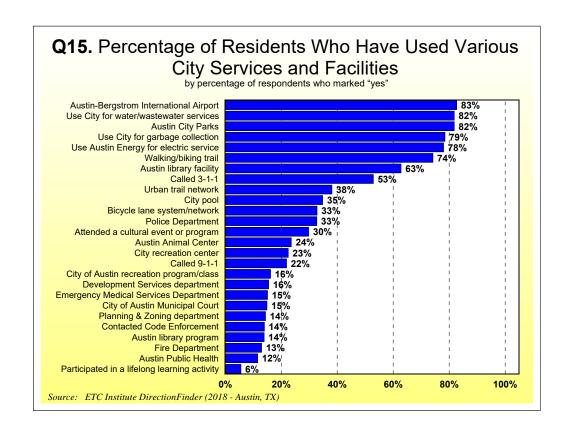


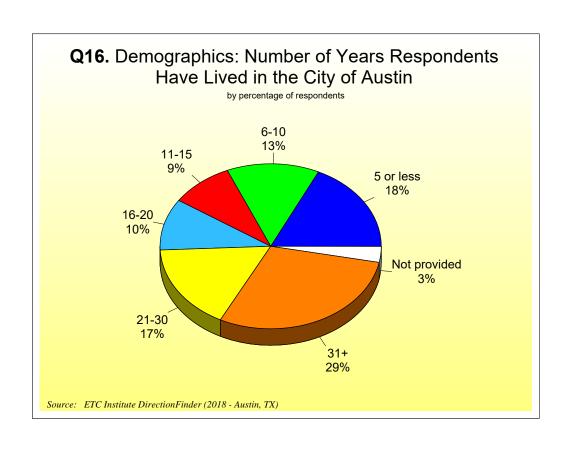


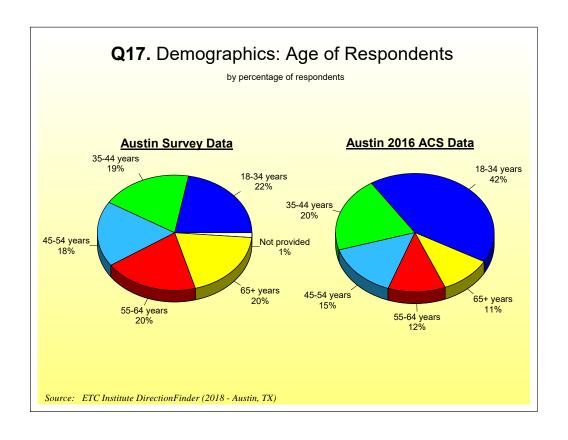


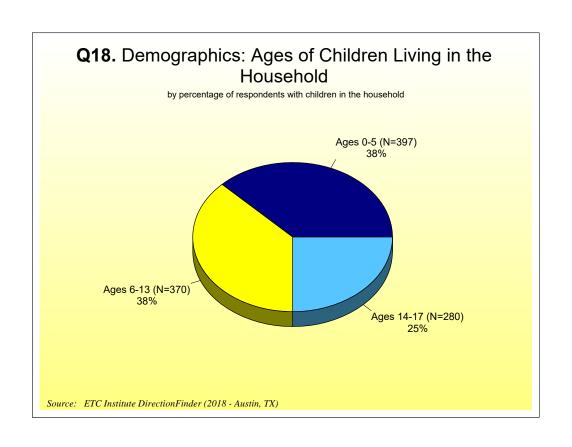


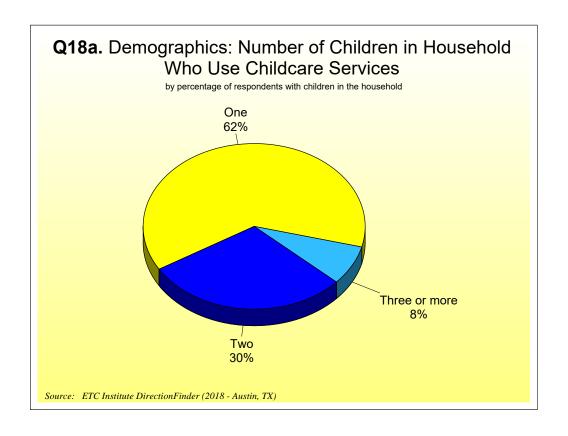


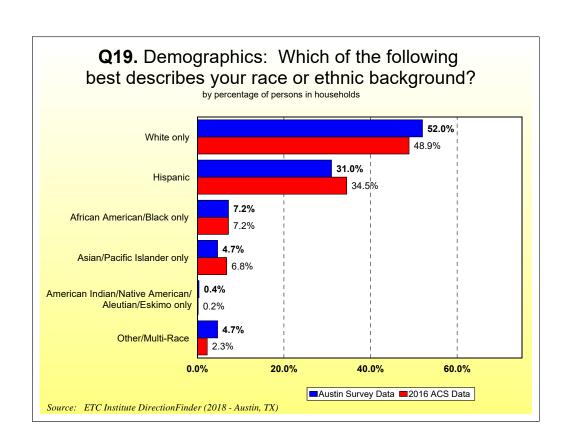


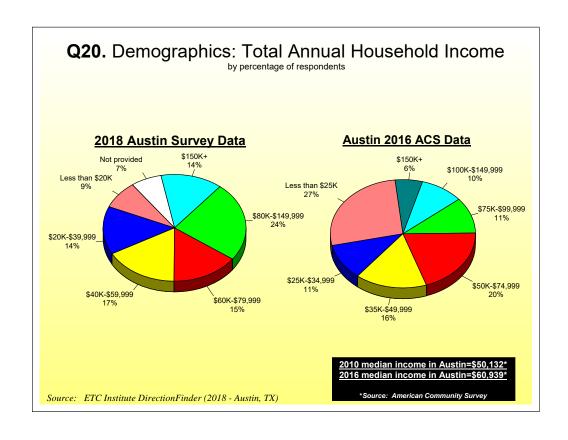


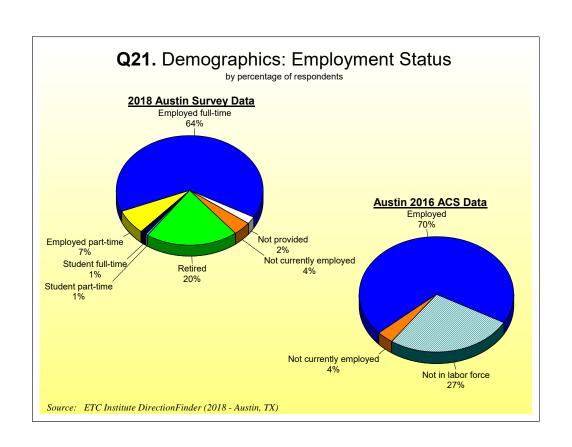


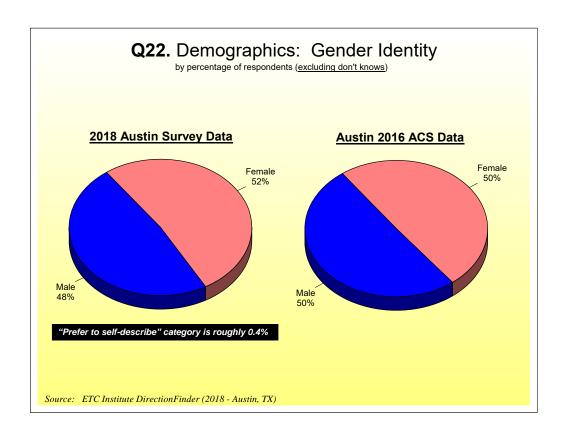


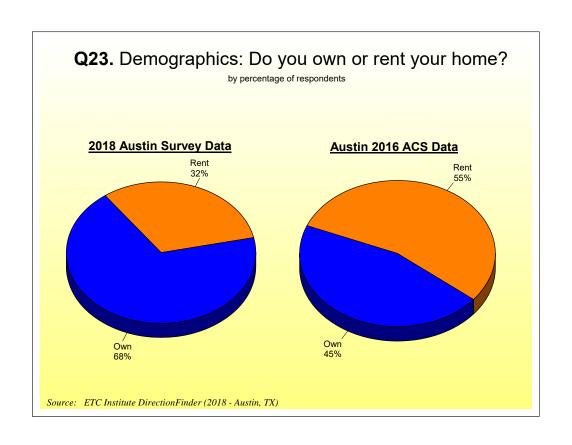






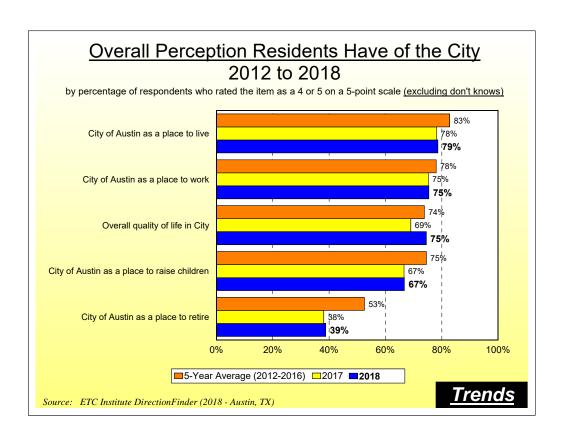


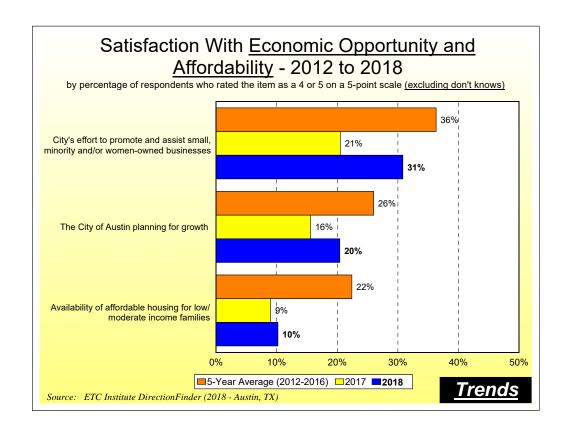


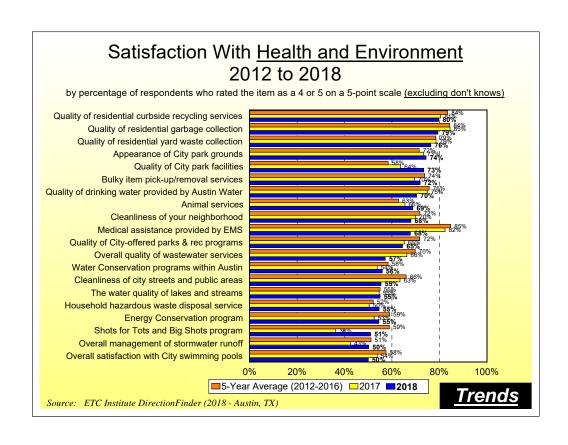


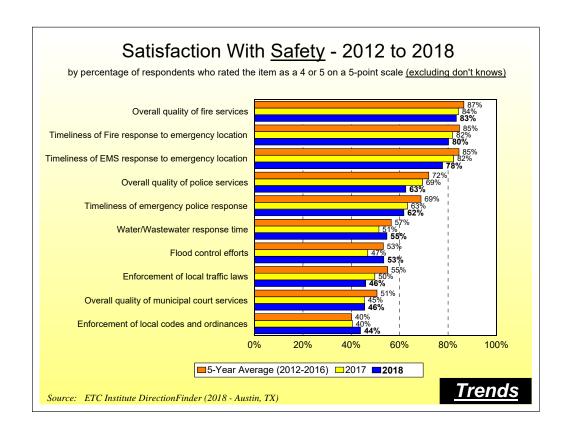
Section 2 Trend Charts (2012-2016, 2017, & 2018)

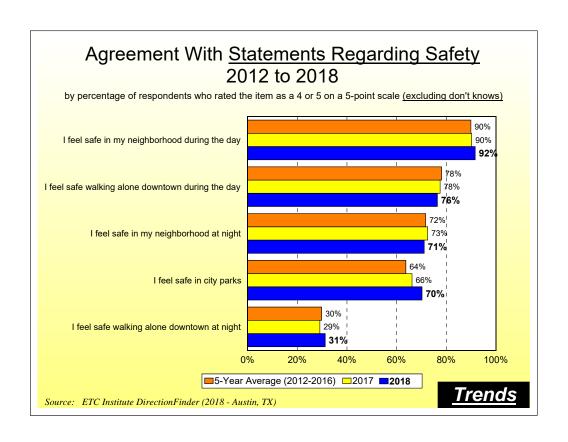
2012-2016, 2017, & 2018 Trends

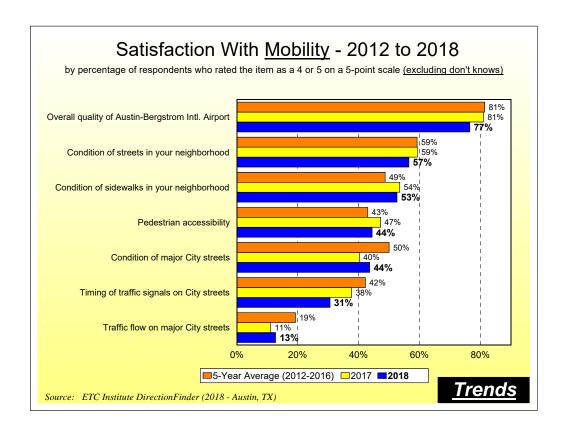


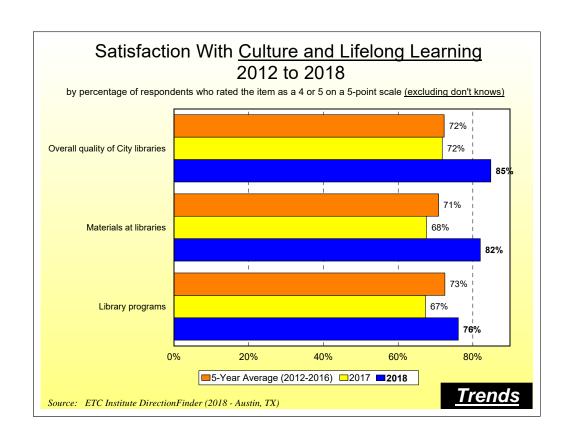


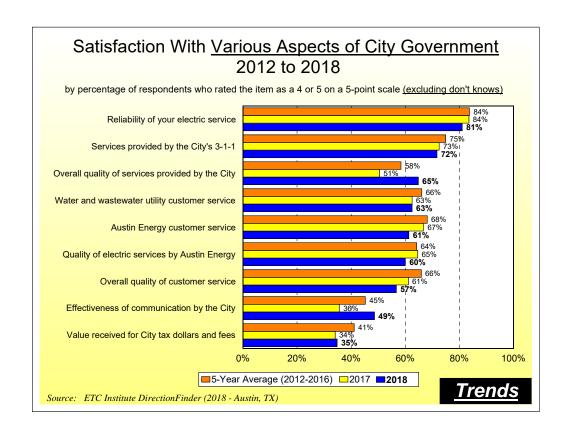












Section 3 Benchmarking Analysis

DirectionFinder Survey Year 2018 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 200 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of residents in the continental United States living in cities with a population of more than 250,000 residents, (2) survey results from 30 large communities (population of more than 250,000 residents) where the *DirectionFinder*® survey was administered during the summer of 2018, and (3) survey results from 9 large communities (population of more than 500,000 residents) where the *DirectionFinder*® survey was administered during the summer of 2018. These communities include Austin, Dallas, Fort Worth, Houston, Kansas City, Las Vegas, Oklahoma City, San Antonio, and San Diego.

The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC

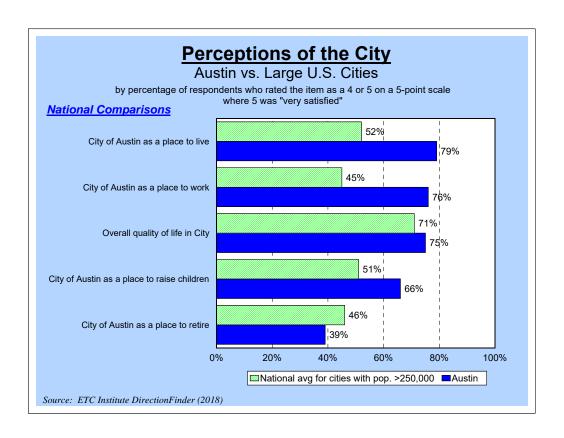
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, Texas
- Providence, RI
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

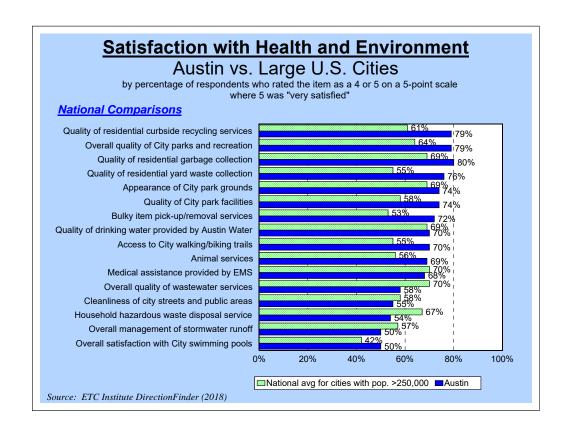
There are four sets of charts in this report:

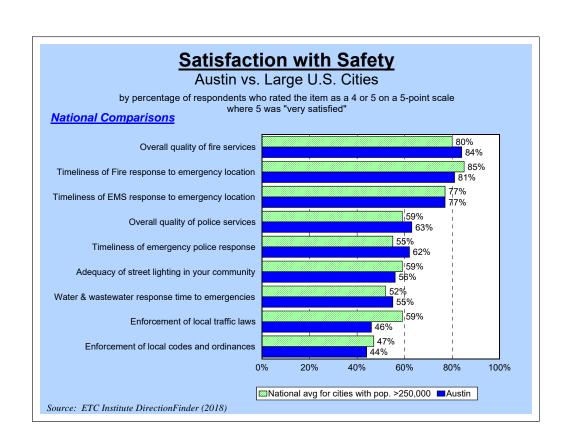
- The **first set** shows how the results for the City of Austin compare to the national average for large U.S. cities with a population of more than 250,000. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 during the summer of 2018.
- The **second set** shows head-to-head comparisons between the City of Austin and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 during the summer of 2018.
- The **third set** shows how the results for the City of Austin compare to the range of performance for other large U.S. cities. A total of 30 large U.S. cities were included in this analysis (these cities are listed on the previous page). The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of residents living in cities with a population of more than 250,000 residents during the summer of 2018.
- The **fourth set** shows how satisfaction with services in the City of Austin compare to the national average for large U.S. cities with a population of more than 500,000. These communities include Austin, Dallas, Fort Worth, Houston, Kansas City, Las Vegas, Oklahoma City, San Antonio, and San Diego. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 500,000 during the summer of 2018.

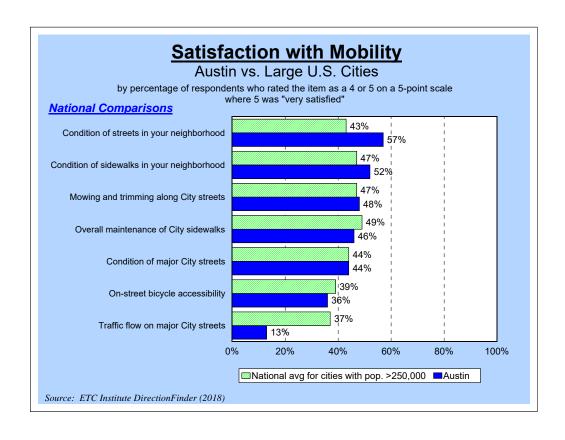
Benchmarking Data National Comparisons

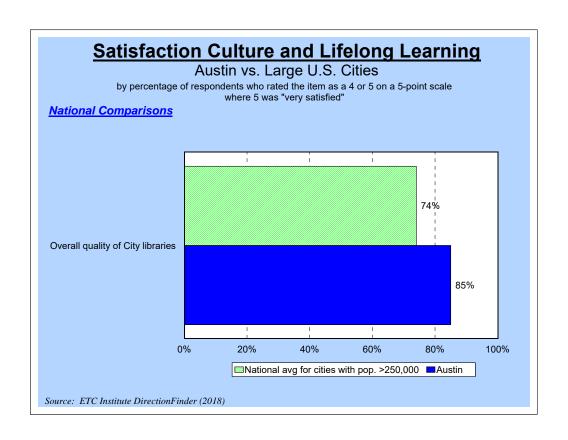
The charts on the following pages show how the results for the City of Austin compare to the national average for large U.S. cities. The blue bar shows the results for the City of Austin. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Summer of 2018.

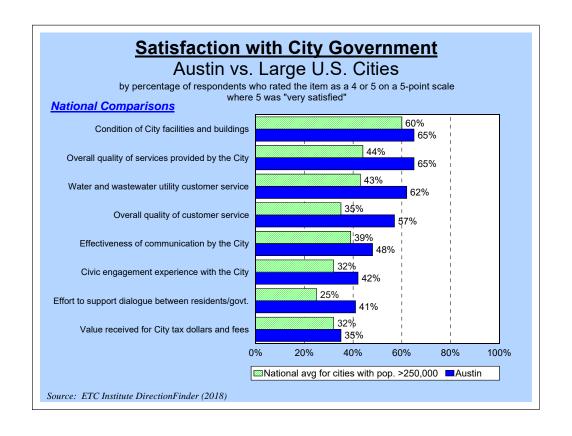












Benchmarking Data

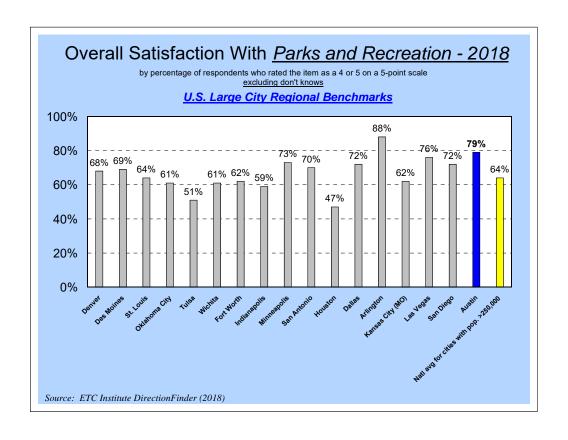
Selected Head-to-Head Comparisons for Large Cities in the U.S.

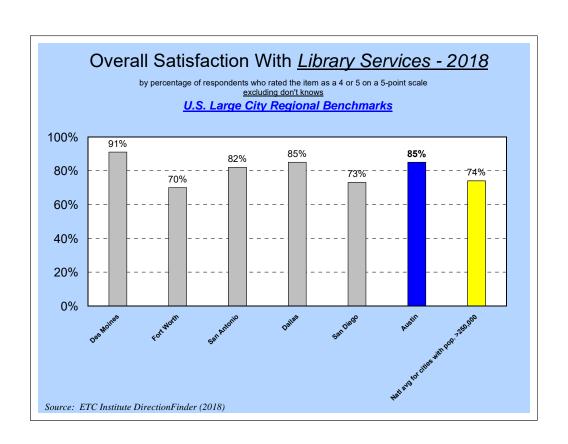
The following charts show head-to-head comparisons between the City of Austin and other large cities in the United States. The gray bars show the results for the individual cities. The blue bar shows the results for the City of Austin. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents living in cities with a population of more than 250,000 residents during the Summer of 2018. The cities included for these head-to-head comparisons are listed below.

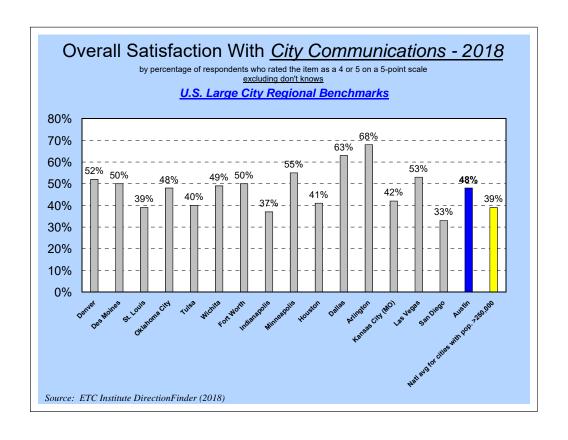
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
 Fort Worth, TX
- Houston, TX
- Indianapolis, IN

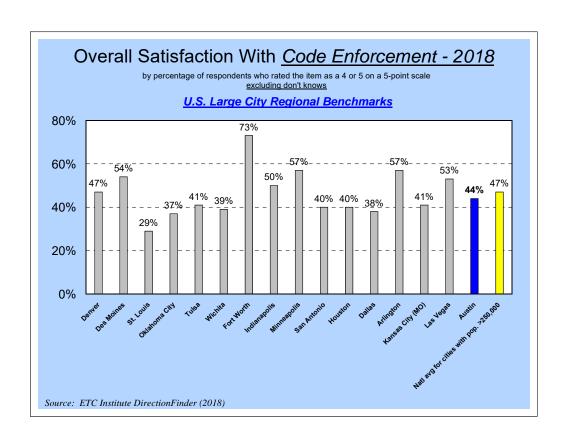
Kansas City, MO

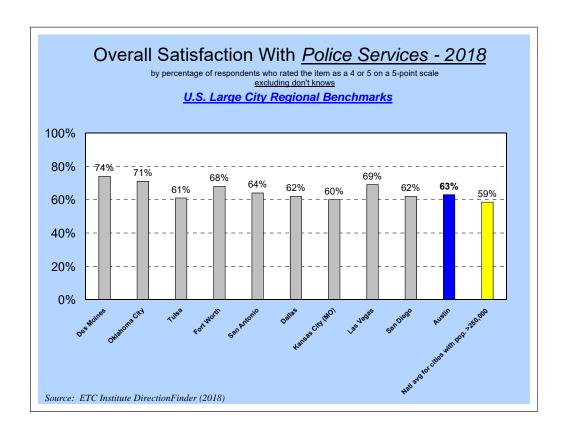
- Las Vegas, NV
- Minneapolis, MN
- Oklahoma City, OK
- St. Louis, MO
- San Antonio, TX
- San Diego, CA
- Tulsa, OK
- Wichita, KS

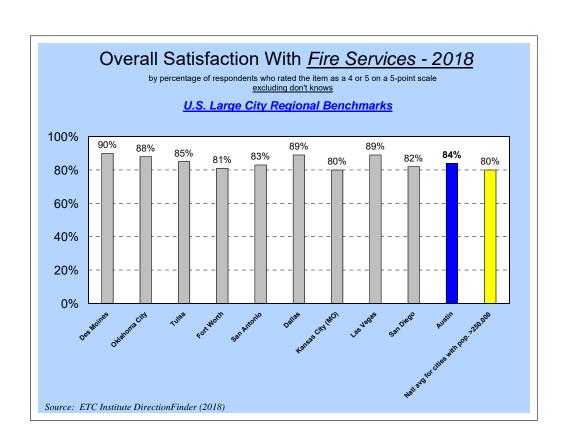


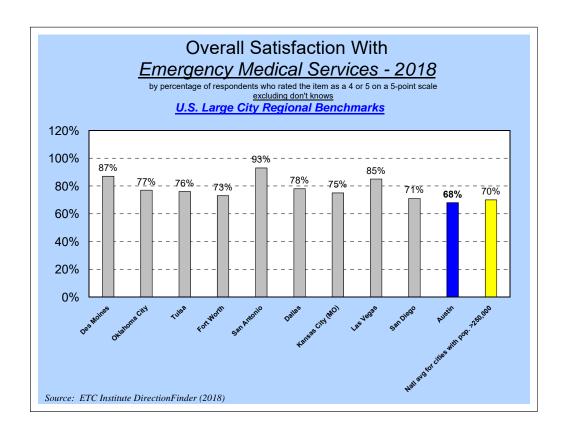












Benchmarking Data Comparisons to a Range of Performance

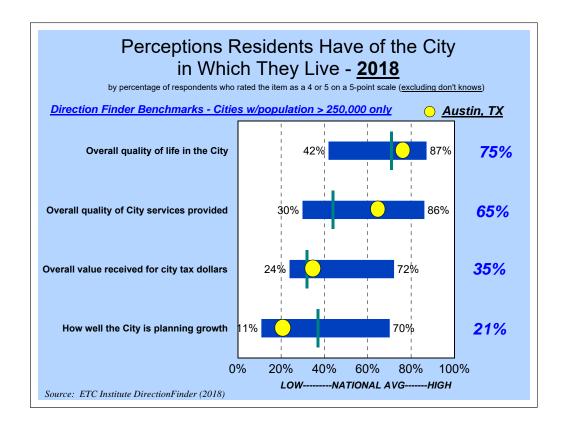
The following charts show how the results for the City of Austin compare to the range of performance for other large U.S. Cities. A total of 30 large U.S. cities were included in this analysis. These cities are listed in the following chart.

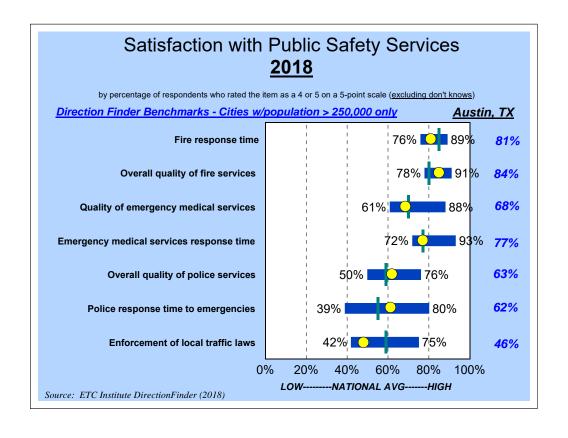
The horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing city. The percentage on the right shows the results for the best performing city. The yellow dot shows the results for the City of Austin. The green vertical bar shows the results of a national survey that was administered by ETC Institute to a random sample of residents living in cities with a population of more than 250,000 residents during Summer of 2018.

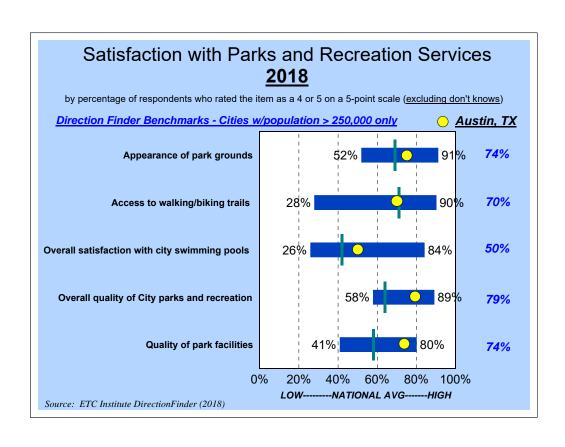
Benchmarking Communities

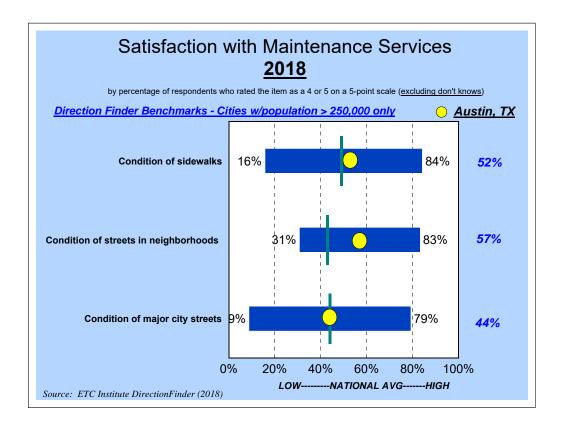
- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC

- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Plano, TX
- Providence, RI
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ



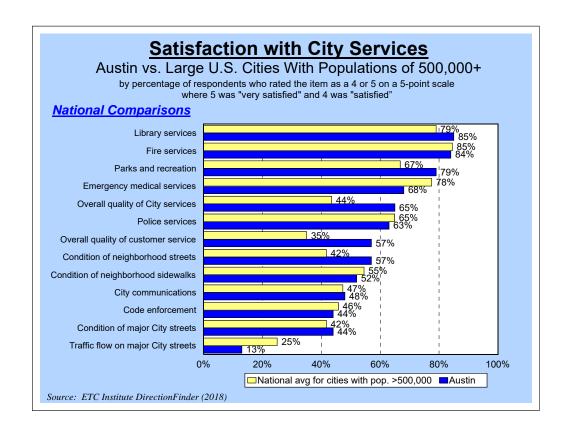






Benchmarking Communities With Populations Greater Than 500,000

- Austin, TX
- Dallas, TX
- Fort Worth, TX
- Houston, TX
- Kansas City, MO
- Las Vegas, NV
- Oklahoma City, OK
- San Antonio, TX
- San Diego, CA



Section 4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Austin, Texas

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 <u>highest importance to citizens</u>; and (2) to target resources toward those services where <u>citizens</u> 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 various categories of City services they thought should receive the most emphasis over the next two years. In the Health and Environment category, 29.3% of respondents selected *cleanliness of City streets and public areas* as one of the most important services for the City to provide.

With regard to satisfaction, 55.4% of respondents surveyed rated the City's overall performance in cleanliness of City streets and public areas 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 cleanliness of City streets and public areas was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 29.3% was multiplied by 44.6% (1-0.554). This calculation yielded an I-S rating of 0.1307, which ranked first out of 25 Health and Environment categories.

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.

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 for 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.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

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

2018 Importance-Satisfaction Rating City of Austin Economic Opportunity & Affordability

	Most Important	Most Important	Satisfaction	Satisfaction	Importance- Satisfaction	I-S Rating
Category of Service	%	Rank	%	Rank	Rating	Rank
Very High Priority (IS >.20)	1					
The City of Austin planning for growth	49%	1	20%	10	0.3908	1
Access to quality housing you can afford	48%	2	29%	8	0.3391	2
Availability of affordable housing for low/moderate income families	31%	3	10%	13	0.2820	3
High Priority (IS .1020)						
Overall quality of planning and zoning services	20%	6	17%	11	0.1643	4
Access to quality health care you can afford	26%	4	52%	3	0.1227	5
Water and wastewater rates (cost)	18%	7	36%	5	0.1179	6
Medium Priority (IS <.10)						
Overall quality of development review, permitting and inspection services	11%	10	14%	12	0.0970	7
Value of services received from Austin Energy	15%	8	49%	4	0.0775	8
Job opportunities that match my skills	21%	5	64%	2	0.0740	9
Access to quality child care you can afford	9%	11	24%	9	0.0682	10
Access to quality mental health care you can afford	7%	12	35%	6	0.0441	11
Access to healthy food you can afford	14%	9	71%	1	0.0398	12
City's effort to promote and assist small, minority and/or women-owned businesses	6%	13	31%	7	0.0381	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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ETC Institute (2018)

2018 Importance-Satisfaction Rating City of Austin Health and Environment

	Most Important	Most Important	Satisfaction	Satisfaction	Importance- Satisfaction	I-S Rating
Category of Service	%	Rank	%	Rank	Rating	Rank
High Briggits (IC 40, 00)	ı	I	1	T		
High Priority (IS .1020)	000/	0	FF0/	47	0.4007	4
Cleanliness of City streets and public areas	29%	2	55%	17	0.1307	1
Quality of drinking water provided by Austin Water	38%	1	70%	8	0.1119	2
Medium Priority (IS <.10)						
Overall quality of public health services	17%	4	53%	21	0.0803	3
The water quality of lakes and streams	13%	7	55%	18	0.0590	4
Energy Conservation program	13%	8	55%	20	0.0569	5
Overall quality of City parks and recreation	25%	3	79%	3	0.0519	6
Cleanliness of your neighborhood	15%	5	68%	12	0.0493	7
Water Conservation programs within Austin	8%	12	56%	16	0.0353	8
Medical assistance provided by EMS	11%	10	68%	13	0.0348	9
Access to City walking/biking trails	11%	9	70%	9	0.0331	10
Overall management of stormwater runoff	7%	16	50%	23	0.0329	11
Overall quality of wastewater services	8%	13	57%	15	0.0325	12
Quality of residential garbage collection	15%	6	80%	1	0.0304	13
Overall satisfaction with City swimming pools	5%	18	50%	24	0.0265	14
Ease of accessing parks from your home	8%	11	69%	11	0.0261	15
Animal services	7%	15	69%	10	0.0218	16
Quality of City park facilities	7%	14	73%	6	0.0197	17
Quality of City-offered parks & rec programs	5%	19	65%	14	0.0160	18
Quality of residential curbside recycling services	7%	17	79%	2	0.0139	19
Household hazardous waste disposal service	3%	22	55%	19	0.0127	20
I have frequent contact with friends & neighbors outside of my home	2%	24	42%	25	0.0111	21
Appearance of City park grounds	4%	20	74%	5	0.0108	22
Bulky item pick-up/removal services	3%	21	72%	7	0.0084	23
Shots for Tots and Big Shots program	2%	25	51%	22	0.0078	24
Quality of residential yard waste collection	2%	23	76%	4	0.0052	25

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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2018 Importance-Satisfaction Rating City of Austin Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
				-	J	
Medium Priority (IS <.10)						
I feel safe walking alone downtown at night	13%	7	31%	27	0.0922	1
I trust Austin Police Department (APD)	25%	1	68%	13	0.0801	2
I feel safe in my neighborhood at night	25%	2	71%	11	0.0708	3
Overall quality of police services	19%	4	63%	16	0.0705	4
Timeliness of emergency police response	12%	8	62%	17	0.0460	5
Enforcement of local traffic laws	7%	14	46%	24	0.0384	6
Timeliness of EMS response to emergency location	15%	5	78%	8	0.0332	7
Flood control efforts	7%	15	53%	23	0.0326	8
Adequacy of street lighting in your community	7%	16	56%	19	0.0298	9
I feel I was treated fairly during enforcement process	6%	18	55%	20	0.0280	10
Enforcement of local codes and ordinances	5%	19	44%	26	0.0270	11
Timeliness of Fire response to emergency location	12%	9	80%	7	0.0230	12
I am confident that in case of an emergency, my response	9%		76%	10	0.0217	13
will be delivered effectively	3 /0	11	76%	10	0.0217	13
I feel safe in my home	20%	3	89%	3	0.0214	14
I feel safe in city parks	7%	17	70%	12	0.0200	15
Overall quality of fire services	11%	10	83%	6	0.0189	16
I feel I was treated fairly during my judicial process	4%	23	55%	21	0.0168	17
Overall quality of municipal court services	3%	24	46%	25	0.0158	18
I feel prepared to help myself/family/neighbors to respond to disasters	4%	21	66%	14	0.0150	19
I feel safe in my neighborhood during the day	15%	6	92%	1	0.0124	20
I feel safe walking alone downtown during the day	5%	20	76%	9	0.0106	21
I have access to information/education on disasters/other major emergencies	3%	25	65%	15	0.0100	22
Water & wastewater utility response time to emergencies	2%	26	55%	22	0.0095	23
I trust Emergency Medical Services (EMS)	7%	13	87%	4	0.0093	24
I trust Austin Fire Department (AFD)	8%	12	90%	2	0.0074	25
I feel safe in my workplace	4%	22	84%	5	0.0060	26
I have sufficient knowledge/understanding of laws/codes/ordinances	2%	27	61%	18	0.0059	27

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:The "Most Important" percentage represents the sum of the first, second, and third

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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2018 Importance-Satisfaction Rating City of Austin Mobility

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank		I-S Rating Rank
Category of Service	70	Ralik	70	Ralik	Rating	Kalik
Very High Priority (IS >.20)	1		<u> </u>	Ι	<u> </u>	
Traffic flow on major highways	66%	1	5%	17	0.6308	1
Traffic flow on major City streets	48%	2	13%	16	0.4199	2
Transportation options to get around Austin	32%	3	26%	15	0.2374	3
1 0						
High Priority (IS .1020)						
Timing of traffic signals on City streets	16%	5	31%	14	0.1090	4
Overall maintenance of major City streets	18%	4	42%	9	0.1067	5
Medium Priority (IS <.10)						
Condition of major City streets	13%	6	44%	8	0.0733	6
I feel safe traveling with other drivers on the road	10%	8	38%	10	0.0638	7
Pedestrian accessibility	11%	7	44%	7	0.0634	8
On-street bicycle accessibility	10%	9	36%	11	0.0612	9
My travel time is predictable	8%	11	35%	12	0.0527	10
Cost of transportation to get around Austin	7%	12	34%	13	0.0446	11
Condition of streets in your neighborhood	9%	10	57%	2	0.0383	12
Mowing and trimming along City streets	5%	14	49%	4	0.0232	13
Overall maintenance of City sidewalks	4%	15	46%	6	0.0205	14
Condition of sidewalks in your neighborhood	3%	16	53%	3	0.0137	15
Overall quality of Austin-Bergstrom Intl. Airport	6%	13	77%	1	0.0129	16
Off-street bicycle accessibility	2%	17	47%	5	0.0112	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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2018 Importance-Satisfaction Rating City of Austin Culture and Lifelong Learning

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
outegory or octivities	70	Ruik	70	Rain	rating	Nank
High Priority (IS .1020)						
Austin is a place that honors & preserves my personal heritage	18%	7	44%	7	0.1001	1
Medium Priority (IS <.10)						
Quality of cultural and learning services/programs	36%	2	76%	5	0.0856	2
Overall quality of City libraries	50%	1	85%	1	0.0766	3
City-offered lifelong learning events/activities/resources	24%	5	69%	6	0.0746	4
Quality of City's cultural and learning facilities	29%	4	78%	3	0.0644	5
Materials at libraries	32%	3	82%	2	0.0571	6
Library programs	19%	6	78%	4	0.0433	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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2018 Importance-Satisfaction Rating City of Austin City Government

	Most Important	Most Important	Satisfaction	Satisfaction	Importance-	I-S Rating
Category of Service	%	Rank	%	Rank	Rating	Rank
High Priority (IS .1020)						
Value received for City tax dollars and fees	28%	2	35%	17	0.1806	1
Overall quality of services provided by the City	40%	1	65%	4	0.1408	2
The City's efforts to be transparent	18%	5	37%	16	0.1145	3
The City's efforts to be fair	18%	4	40%	15	0.1096	4
Efforts to support diversity	21%	3	50%	11	0.1040	5
Medium Priority (IS <.10)						
Effort to support dialogue between residents/govt.	12%	8	42%	14	0.0714	6
Overall quality of customer service	15%	6	57%	9	0.0637	7
Effectiveness of communication by the City	10%	12	49%	12	0.0493	8
Employees of the City of Austin are ethical in the way	11%	10	56%	10	0.0476	9
Quality of electric services by Austin Energy	12%	9	60%	8	0.0468	10
Services provided by the City's 3-1-1	11%	11	72%	2	0.0300	11
Reliability of your electric service	13%	7	81%	1	0.0238	12
Water and wastewater utility customer service	6%	13	63%	6	0.0210	13
Online options for conducting business with City	5%	14	64%	5	0.0187	14
Civic engagement experience with the City	3%	17	42%	13	0.0163	15
Austin Energy customer service	4%	15	61%	7	0.0159	16
Condition of City facilities and buildings	3%	16	65%	3	0.0108	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "1" and "2" 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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Importance-Satisfaction Assessment Matrix

City of Austin, Texas

Overview

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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

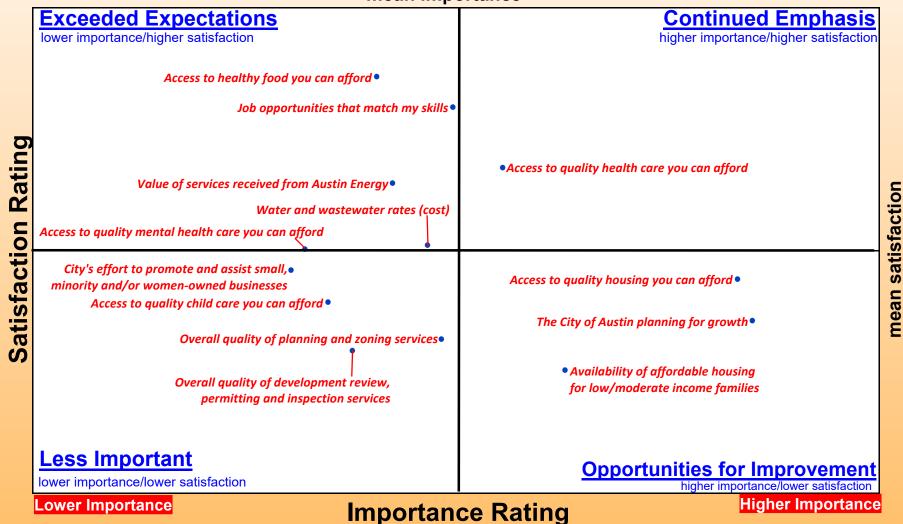
- Continued Emphasis (above average importance and above average satisfaction). This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- Exceeding Expectations (below average importance and above average satisfaction). This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- Opportunities for Improvement (above average importance and below average satisfaction). This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- Less Important (below average importance and below average satisfaction). This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

I-S Matrices for the City of Austin are on the following pages.

-Economic Opportunity & Affordability-

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

mean importance



ETC Institute (2018)

Source: ETC Institute (2018)

-Health and Environment-

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

mean importance



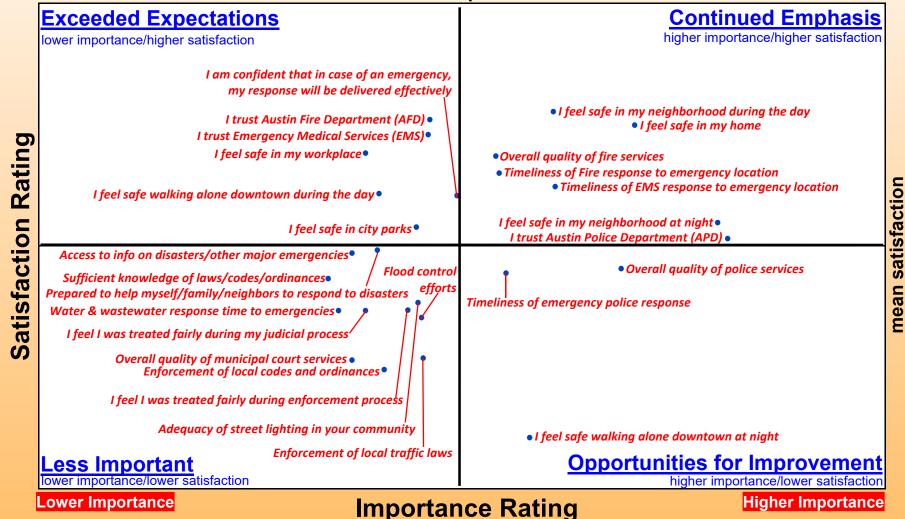
ETC Institute (2018)

Source: ETC Institute (2018)

-Safety-

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

mean importance



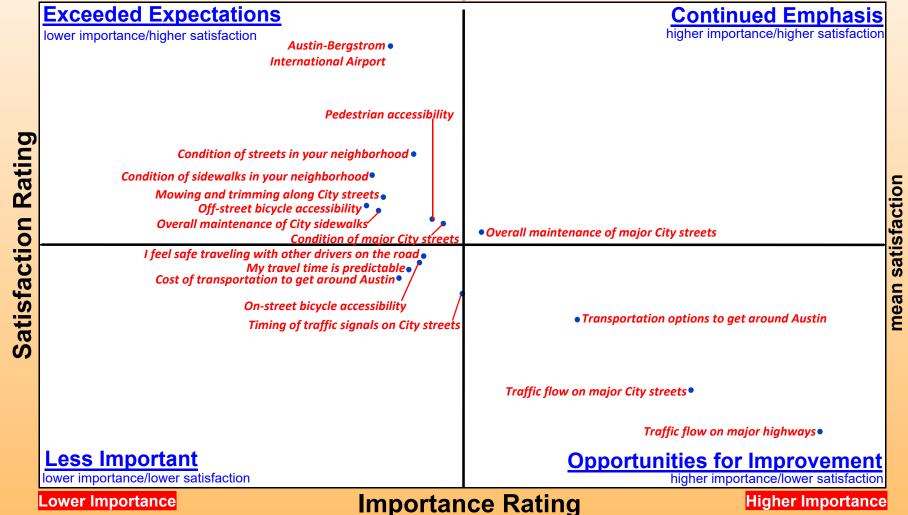
ETC Institute (2018)

Source: ETC Institute (2018)

-Mobility-

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

mean importance



Source: ETC Institute (2018)

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

mean importance

Exceeded Expectations	Continued Emphasis
lower importance/higher satisfaction	higher importance/higher satisfaction
Quality of City's cultural and learning facilițies	Overall quality of City libraries Materials at libraries
Library programs	 Quality of cultural and learning services/programs
	Quanty of cultural and learning services, programs
City-offered lifelong learning events/activities/resources	• Materials at libraries • Quality of cultural and learning services/programs
Austin is a place that honors & preserves my personal heritage	
Less Important	Opportunities for Improvement
lower importance/lower satisfaction	higher importance/lower satisfaction
Lower Importance Importa	nce Rating Higher Importance

Source: ETC Institute (2018)

ETC Institute (2018)

-City Government-

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

mean importance **Exceeded Expectations Continued Emphasis** higher importance/higher satisfaction lower importance/higher satisfaction Reliability of your electric service • Services provided by the City's 3-1-1 • Satisfaction Rating Online options for conducting business with City Condition of City facilities and buildings • Overall quality of services provided by the City • mean satisfaction Water and wastewater utility customer service • Austin Energy customer service/ Quality of electric services by Austin Energy Overall quality of customer service Employees of the City are ethical in the way they conduct business. Efforts to support diversity Effectiveness of communication by the City • Effort to support dialogue between residents/govt. Civic engagement experience with the City• • The City's efforts to be fair • The City's efforts to be transparent Value received for City tax dollars and fees **Opportunities for Improvement** Less Important lower importance/lower satisfaction higher importance/lower satisfaction Lower Importance **Importance Rating** Higher Importance

Source: ETC Institute (2018)

Section 5 *Tabular Data & Survey Instrument*

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

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. City of Austin as a place to live	31.2%	46.7%	10.0%	9.1%	2.1%	0.9%
Q1-2. City of Austin as a place to work	28.0%	43.0%	16.1%	5.3%	1.7%	5.8%
Q1-3. City of Austin as a place to raise children	21.0%	30.3%	18.0%	5.3%	2.2%	23.2%
Q1-4. City of Austin as a place to retire	13.4%	16.9%	21.2%	15.4%	11.1%	21.9%
Q1-5. City of Austin as a place where I feel welcome	36.0%	39.4%	14.9%	5.9%	2.4%	1.3%
Q1-6. Overall quality of life in City	26.1%	47.1%	15.0%	8.0%	2.0%	1.6%

WITHOUT DON'T KNOW

Q1. Quality of Life. Please rate your satisfaction with the following. (without don't know)

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City of Austin as a place to live	31.5%	47.1%	10.0%	9.2%	2.1%
Q1-2. City of Austin as a place to work	29.7%	45.7%	17.1%	5.6%	1.8%
Q1-3. City of Austin as a place to raise children	27.3%	39.4%	23.5%	6.9%	2.9%
Q1-4. City of Austin as a place to retire	17.2%	21.6%	27.2%	19.8%	14.2%
Q1-5. City of Austin as a place where I feel welcome	36.5%	39.9%	15.1%	6.0%	2.4%
Q1-6. Overall quality of life in City	26.6%	47.9%	15.3%	8.2%	2.1%

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
City of Austin as a place to live	986	43.6 %
City of Austin as a place to work	187	8.3 %
City of Austin as a place to raise children	269	11.9 %
City of Austin as a place to retire	233	10.3 %
City of Austin as a place where I feel welcome	129	5.7 %
Overall quality of life in City	353	15.6 %
None chosen	104	4.6 %
Total	2261	100.0 %

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
City of Austin as a place to live	470	20.8 %
City of Austin as a place to work	395	17.5 %
City of Austin as a place to raise children	283	12.5 %
City of Austin as a place to retire	279	12.3 %
City of Austin as a place where I feel welcome	223	9.9 %
Overall quality of life in City	467	20.7 %
None chosen	144	6.4 %
Total	2261	100.0 %

SUM OF TOP 2 CHOICES

Q2. Which TWO of the items listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q2. Sum of top 2 choices	Number	Percent
City of Austin as a place to live	1456	64.4 %
City of Austin as a place to work	582	25.7 %
City of Austin as a place to raise children	552	24.4 %
City of Austin as a place to retire	512	22.6 %
City of Austin as a place where I feel welcome	352	15.6 %
Overall quality of life in City	820	36.3 %
None chosen	104	4.6 %
Total	4378	

Q3. Economic Opportunity and Affordability. Please rate your satisfaction with the following.

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. City of Austin planning for growth	4.4%	14.9%	21.0%	35.2%	19.4%	5.1%
Q3-2. Job opportunities that match my skills	19.7%	38.3%	23.1%	6.4%	2.6%	10.0%
Q3-3. Access to quality child care you can afford	3.0%	8.9%	22.1%	10.2%	5.0%	50.9%
Q3-4. Access to quality health care you can afford	12.1%	36.6%	24.6%	13.4%	7.1%	6.2%
Q3-5. Access to quality mental health care you can afford	6.1%	16.5%	24.0%	11.1%	6.9%	35.3%
Q3-6. Access to healthy food you can afford	23.8%	45.1%	16.5%	8.7%	3.4%	2.5%
Q3-7. Access to quality housing you can afford	7.5%	20.5%	22.3%	25.2%	21.3%	3.1%
Q3-8. Availability of affordable housing for low/moderate income families	3.6%	4.6%	13.8%	28.9%	29.2%	20.0%
Q3-9. Overall quality of development review, permitting & inspection services	1.9%	8.4%	22.5%	20.7%	19.3%	27.2%
Q3-10. Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	2.2%	10.8%	24.4%	22.6%	18.7%	21.4%
Q3-11. City's effort to promote & assist small, minority and/or women-owned businesses	5.0%	14.3%	25.7%	11.1%	6.8%	37.2%
Q3-12. Overall quality of Austin- Bergstrom International Airport	25.2%	47.0%	16.6%	3.9%	1.7%	5.6%
Q3-13. Water & wastewater rates (cost)	6.2%	28.5%	27.8%	20.6%	13.4%	3.4%
Q3-14. Value of services received from Austin Energy	10.2%	35.4%	29.0%	11.4%	7.7%	6.2%

WITHOUT DON'T KNOW

Q3. Economic Opportunity and Affordability. Please rate your satisfaction with the following. (without don't know)

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. City of Austin planning for growth	4.7%	15.7%	22.1%	37.0%	20.5%
Q3-2. Job opportunities that match my skills	21.9%	42.5%	25.7%	7.1%	2.9%
Q3-3. Access to quality child care you can afford	6.0%	18.2%	45.0%	20.7%	10.1%
Q3-4. Access to quality health care you can afford	12.9%	39.0%	26.3%	14.3%	7.5%
Q3-5. Access to quality mental health care you can afford	9.5%	25.6%	37.1%	17.2%	10.6%
Q3-6. Access to healthy food you can afford	24.5%	46.2%	16.9%	8.9%	3.4%
Q3-7. Access to quality housing you can afford	7.7%	21.2%	23.1%	26.0%	22.0%
Q3-8. Availability of affordable housing for low/moderate income families	4.5%	5.7%	17.2%	36.1%	36.5%
Q3-9. Overall quality of development review, permitting & inspection services	2.7%	11.5%	30.9%	28.4%	26.5%
Q3-10. Overall quality of planning & zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	2.8%	13.8%	31.0%	28.7%	23.8%
Q3-11. City's effort to promote & assist small, minority and/or women-owned businesses	8.0%	22.8%	40.8%	17.6%	10.8%
Q3-12. Overall quality of Austin-Bergstrom International Airport	26.7%	49.8%	17.6%	4.1%	1.8%
Q3-13. Water & wastewater rates (cost)	6.4%	29.5%	28.8%	21.3%	13.9%
Q3-14. Value of services received from Austin Energy	10.9%	37.8%	30.9%	12.2%	8.3%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. Top choice	Number	Percent
City of Austin planning for growth	688	30.4 %
Job opportunities that match my skills	164	7.3 %
Access to quality child care you can afford	50	2.2 %
Access to quality health care you can afford	168	7.4 %
Access to quality mental health care you can afford	32	1.4 %
Access to healthy food you can afford	57	2.5 %
Access to quality housing you can afford	443	19.6 %
Availability of affordable housing for low/moderate income		
families	230	10.2 %
Overall quality of development review, permitting & inspection		
services	41	1.8 %
Overall quality of planning & zoning services (e.g.		
comprehensive plan, neighborhood/small area plans, zoning)	62	2.7 %
City's effort to promote & assist small, minority and/or women-		
owned businesses	13	0.6 %
Overall quality of Austin-Bergstrom International Airport	14	0.6 %
Water & wastewater rates (cost)	113	5.0 %
Value of services received from Austin Energy	67	3.0 %
None chosen	119	5.3 %
Total	2261	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 2nd choice	Number	Percent
City of Austin planning for growth	211	9.3 %
Job opportunities that match my skills	174	7.7 %
Access to quality child care you can afford	74	3.3 %
Access to quality health care you can afford	213	9.4 %
Access to quality mental health care you can afford	58	2.6 %
Access to healthy food you can afford	129	5.7 %
Access to quality housing you can afford	410	18.1 %
Availability of affordable housing for low/moderate income		
families	261	11.5 %
Overall quality of development review, permitting & inspection		
services	87	3.8 %
Overall quality of planning & zoning services (e.g.		
comprehensive plan, neighborhood/small area plans, zoning)	176	7.8 %
City's effort to promote & assist small, minority and/or women-		
owned businesses	40	1.8 %
Overall quality of Austin-Bergstrom International Airport	35	1.5 %
Water & wastewater rates (cost)	150	6.6 %
Value of services received from Austin Energy	100	4.4 %
None chosen	143	6.3 %
Total	2261	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
City of Austin planning for growth	212	9.4 %
Job opportunities that match my skills	131	5.8 %
Access to quality child care you can afford	79	3.5 %
Access to quality health care you can afford	197	8.7 %
Access to quality mental health care you can afford	64	2.8 %
Access to healthy food you can afford	121	5.4 %
Access to quality housing you can afford	225	10.0 %
Availability of affordable housing for low/moderate income		
families	220	9.7 %
Overall quality of development review, permitting & inspection		
services	128	5.7 %
Overall quality of planning & zoning services (e.g.		
comprehensive plan, neighborhood/small area plans, zoning)	208	9.2 %
City's effort to promote & assist small, minority and/or women-		
owned businesses	69	3.1 %
Overall quality of Austin-Bergstrom International Airport	78	3.4 %
Water & wastewater rates (cost)	153	6.8 %
Value of services received from Austin Energy	174	7.7 %
None chosen	202	8.9 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q4. Sum of top 3 choices	Number	Percent
City of Austin planning for growth	1111	49.1 %
Job opportunities that match my skills	469	20.7 %
Access to quality child care you can afford	203	9.0 %
Access to quality health care you can afford	578	25.6 %
Access to quality mental health care you can afford	154	6.8 %
Access to healthy food you can afford	307	13.6 %
Access to quality housing you can afford	1078	47.7 %
Availability of affordable housing for low/moderate income		
families	711	31.4 %
Overall quality of development review, permitting & inspection		
services	256	11.3 %
Overall quality of planning & zoning services (e.g.		
comprehensive plan, neighborhood/small area plans, zoning)	446	19.7 %
City's effort to promote & assist small, minority and/or women-		
owned businesses	122	5.4 %
Overall quality of Austin-Bergstrom International Airport	127	5.6 %
Water & wastewater rates (cost)	416	18.4 %
Value of services received from Austin Energy	341	15.1 %
None chosen	119	5.3 %
Total	6438	

Q5(1-24). Health and Environment. Please rate your satisfaction with the following.

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of City parks & recreation	24.1%	51.8%	13.7%	4.3%	1.7%	4.4%
Q5-2. Quality of City park facilities (recreation, senior, & nature centers)	19.5%	46.8%	17.5%	5.4%	1.2%	9.6%
Q5-3. Overall quality of City- offered parks & recreation programs, leagues, or classes	14.1%	34.2%	21.8%	3.7%	1.1%	25.1%
Q5-4. Ease of accessing parks from your home	24.5%	41.8%	18.9%	8.0%	3.4%	3.3%
Q5-5. Access to City walking/biking trails	25.2%	40.9%	18.2%	7.5%	3.2%	5.0%
Q5-6. Appearance of City park grounds	21.6%	48.3%	17.9%	4.6%	1.5%	6.1%
Q5-7. Overall satisfaction with City swimming pools	9.8%	24.9%	22.8%	7.7%	4.2%	30.5%
Q5-8. Cleanliness of City streets & public areas	11.9%	42.2%	25.2%	13.4%	4.9%	2.4%
Q5-9. Cleanliness of your neighborhood	20.7%	45.6%	16.7%	10.4%	4.1%	2.5%
Q5-10. Energy conservation program	10.8%	30.3%	25.5%	6.1%	2.7%	24.6%
Q5-11. Overall quality of wastewater services provided by Austin Water	11.0%	38.7%	26.1%	7.3%	3.9%	13.0%
Q5-12. Overall management of stormwater runoff	8.3%	33.6%	28.4%	9.6%	3.4%	16.7%
Q5-13. Water quality of lakes & streams	9.8%	37.8%	26.4%	9.8%	2.7%	13.5%
Q5-14. Water conservation programs within Austin	10.4%	34.7%	26.5%	6.6%	2.3%	19.3%
Q5-15. Overall quality of drinking water provided by Austin Water	23.1%	44.0%	17.9%	7.3%	3.0%	4.7%

Q5(1-24). Health and Environment. Please rate your satisfaction with the following.

					Very	
	Very satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	Don't know
Q5-16. Quality of residential garbage collection	27.2%	48.0%	12.6%	4.4%	2.4%	5.4%
Q5-17. Quality of residential yard waste collection	23.8%	42.6%	14.7%	4.3%	1.6%	13.0%
Q5-18. Household hazardous waste disposal service	13.6%	27.0%	21.7%	8.7%	3.3%	25.7%
Q5-19. Bulky item pick-up/removal services	22.2%	39.2%	15.3%	6.8%	1.9%	14.6%
Q5-20. Quality of residential curbside recycling services	28.7%	42.0%	12.3%	3.8%	1.7%	11.4%
Q5-21. Animal services (e.g. shelter, adoptions, animal control)	18.6%	33.4%	19.2%	2.7%	1.7%	24.4%
Q5-22. Overall quality of public health services provided by City (social services, health services, immunizations & restaurant						
inspections)	8.4%	26.7%	24.9%	4.4%	2.4%	33.1%
Q5-23. Shots for Tots & Big Shots program (immunizations)	6.8%	14.1%	18.3%	0.8%	1.0%	59.1%
Q5-24. Medical assistance provided by Emergency Medical Services (overall quality of	12.5v	25 2W	15 10/	1.50/	1.70/	42.80/
ambulance services)	13.5%	25.3%	15.1%	1.5%	1.7%	42.8%

WITHOUT DON'T KNOW

Q5(1-24). Health and Environment. Please rate your satisfaction with the following. (without don't know)

(N=2261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of City parks & recreation	25.2%	54.2%	14.3%	4.5%	1.8%
Q5-2. Quality of City park facilities (recreation, senior, & nature centers)	21.6%	51.8%	19.3%	6.0%	1.3%
Q5-3. Overall quality of City-offered parks & recreation programs, leagues, or classes	18.8%	45.7%	29.2%	5.0%	1.4%
Q5-4. Ease of accessing parks from your home	25.3%	43.3%	19.6%	8.3%	3.6%
Q5-5. Access to City walking/biking trails	26.5%	43.1%	19.1%	7.9%	3.4%
Q5-6. Appearance of City park grounds	23.0%	51.4%	19.1%	4.9%	1.6%
Q5-7. Overall satisfaction with City swimming pools	14.1%	35.9%	32.8%	11.1%	6.1%
Q5-8. Cleanliness of City streets & public areas	12.1%	43.3%	25.8%	13.8%	5.0%
Q5-9. Cleanliness of your neighborhood	21.2%	46.8%	17.1%	10.7%	4.2%
Q5-10. Energy conservation program	14.4%	40.1%	33.8%	8.1%	3.6%
Q5-11. Overall quality of wastewater services provided by Austin Water	12.6%	44.6%	30.0%	8.3%	4.5%
Q5-12. Overall management of stormwater runoff	9.9%	40.3%	34.1%	11.5%	4.1%
Q5-13. Water quality of lakes & streams	11.3%	43.7%	30.5%	11.3%	3.1%
Q5-14. Water conservation programs within Austin	12.9%	43.0%	32.9%	8.2%	2.9%
Q5-15. Overall quality of drinking water provided by Austin Water	24.3%	46.1%	18.8%	7.6%	3.2%
Q5-16. Quality of residential garbage collection	28.7%	50.7%	13.4%	4.6%	2.6%
Q5-17. Quality of residential yard waste collection	27.4%	49.0%	16.9%	4.9%	1.8%
Q5-18. Household hazardous waste disposal service	18.3%	36.3%	29.2%	11.7%	4.5%
Q5-19. Bulky item pick-up/removal services	26.0%	45.9%	17.9%	8.0%	2.2%

WITHOUT DON'T KNOW

Q5(1-24). Health and Environment. Please rate your satisfaction with the following. (without don't know)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-20. Quality of residential curbside recycling services	32.4%	47.4%	13.9%	4.3%	1.9%
Q5-21. Animal services (e.g. shelter, adoptions, animal control)	24.6%	44.2%	25.4%	3.5%	2.2%
Q5-22. Overall quality of public health services provided by City (social services, health services, immunizations & restaurant inspections)	12.6%	39.9%	37.2%	6.6%	3.6%
Q5-23. Shots for Tots & Big Shots program (immunizations)	16.6%	34.4%	44.8%	1.8%	2.4%
Q5-24. Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	23.6%	44.2%	26.5%	2.7%	3.0%

Q5-25. Health and Environment. Please rate your level of agreement with the following statement.

(N=2261)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-25. I have frequent contact with friends & neighbors outside of my home	32.4%	40.6%	15.8%	6.1%	2.3%	2.7%

WITHOUT DON'T KNOW Q5-25. Health and Environment. Please rate your level of agreement with the following statement. (without don't know)

(N=2261)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-25. I have frequent contact with friends &		-		-	
neighbors outside of my home	33.3%	41.7%	16.3%	6.2%	2.4%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. Top choice	Number	Percent
Overall quality of City parks & recreation	262	11.6 %
Quality of City park facilities (recreation, senior, & nature centers)	63	2.8 %
Overall quality of City-offered parks & recreation programs,		
leagues, or classes	26	1.1 %
Ease of accessing parks from your home	74	3.3 %
Access to City walking/biking trails	75	3.3 %
Appearance of City park grounds	18	0.8 %
Overall satisfaction with City swimming pools	42	1.9 %
Cleanliness of City streets & public areas	248	11.0 %
Cleanliness of your neighborhood	113	5.0 %
Energy conservation program	81	3.6 %
Overall quality of wastewater services provided by Austin		
Water	42	1.9 %
Overall management of stormwater runoff	49	2.2 %
Water quality of lakes & streams	74	3.3 %
Water conservation programs within Austin	44	1.9 %
Overall quality of drinking water provided by Austin Water	472	20.9 %
Quality of residential garbage collection	55	2.4 %
Quality of residential yard waste collection	9	0.4 %
Household hazardous waste disposal service	14	0.6 %
Bulky item pick-up/removal services	7	0.3 %
Quality of residential curbside recycling services	27	1.2 %
Animal services (e.g. shelter, adoptions, animal control)	23	1.0 %
Overall quality of public health services provided by City		
(social services, health services, immunizations & restaurant		
inspections)	116	5.1 %
Shots for Tots & Big Shots program (immunizations)	9	0.4 %
Medical assistance provided by Emergency Medical Services		
(overall quality of ambulance services)	75	3.3 %
I have frequent contact with friends & neighbors outside of my		
home	16	0.7 %
None chosen	227	10.0 %
Total	2261	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 2nd choice	Number	Percent
Overall quality of City parks & recreation	149	6.6 %
Quality of City park facilities (recreation, senior, & nature centers)	57	2.5 %
Overall quality of City-offered parks & recreation programs,		
leagues, or classes	31	1.4 %
Ease of accessing parks from your home	66	2.9 %
Access to City walking/biking trails	90	4.0 %
Appearance of City park grounds	34	1.5 %
Overall satisfaction with City swimming pools	44	1.9 %
Cleanliness of City streets & public areas	237	10.5 %
Cleanliness of your neighborhood	143	6.3 %
Energy conservation program	92	4.1 %
Overall quality of wastewater services provided by Austin		
Water	63	2.8 %
Overall management of stormwater runoff	49	2.2 %
Water quality of lakes & streams	104	4.6 %
Water conservation programs within Austin	76	3.4 %
Overall quality of drinking water provided by Austin Water	212	9.4 %
Quality of residential garbage collection	158	7.0 %
Quality of residential yard waste collection	18	0.8 %
Household hazardous waste disposal service	26	1.1 %
Bulky item pick-up/removal services	21	0.9 %
Quality of residential curbside recycling services	56	2.5 %
Animal services (e.g. shelter, adoptions, animal control)	47	2.1 %
Overall quality of public health services provided by City		
(social services, health services, immunizations & restaurant		
inspections)	132	5.8 %
Shots for Tots & Big Shots program (immunizations)	12	0.5 %
Medical assistance provided by Emergency Medical Services		
(overall quality of ambulance services)	69	3.1 %
I have frequent contact with friends & neighbors outside of my		
home	12	0.5 %
None chosen	263	11.6 %
Total	2261	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 3rd choice	Number	Percent
Overall quality of City parks & recreation	159	7.0 %
Quality of City park facilities (recreation, senior, & nature centers)	47	2.1 %
Overall quality of City-offered parks & recreation programs,		
leagues, or classes	45	2.0 %
Ease of accessing parks from your home	48	2.1 %
Access to City walking/biking trails	81	3.6 %
Appearance of City park grounds	42	1.9 %
Overall satisfaction with City swimming pools	33	1.5 %
Cleanliness of City streets & public areas	176	7.8 %
Cleanliness of your neighborhood	92	4.1 %
Energy conservation program	108	4.8 %
Overall quality of wastewater services provided by Austin		
Water	65	2.9 %
Overall management of stormwater runoff	50	2.2 %
Water quality of lakes & streams	117	5.2 %
Water conservation programs within Austin	60	2.7 %
Overall quality of drinking water provided by Austin Water	169	7.5 %
Quality of residential garbage collection	131	5.8 %
Quality of residential yard waste collection	23	1.0 %
Household hazardous waste disposal service	26	1.1 %
Bulky item pick-up/removal services	41	1.8 %
Quality of residential curbside recycling services	66	2.9 %
Animal services (e.g. shelter, adoptions, animal control)	88	3.9 %
Overall quality of public health services provided by City		
(social services, health services, immunizations & restaurant		
inspections)	136	6.0 %
Shots for Tots & Big Shots program (immunizations)	16	0.7 %
Medical assistance provided by Emergency Medical Services		
(overall quality of ambulance services)	100	4.4 %
I have frequent contact with friends & neighbors outside of my		
home	15	0.7 %
None chosen	327	14.5 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of City parks & recreation	570	25.2 %
Quality of City park facilities (recreation, senior, & nature centers)	167	7.4 %
Overall quality of City-offered parks & recreation programs,		
leagues, or classes	102	4.5 %
Ease of accessing parks from your home	188	8.3 %
Access to City walking/biking trails	246	10.9 %
Appearance of City park grounds	94	4.2 %
Overall satisfaction with City swimming pools	119	5.3 %
Cleanliness of City streets & public areas	661	29.2 %
Cleanliness of your neighborhood	348	15.4 %
Energy conservation program	281	12.4 %
Overall quality of wastewater services provided by Austin		
Water	170	7.5 %
Overall management of stormwater runoff	148	6.5 %
Water quality of lakes & streams	295	13.0 %
Water conservation programs within Austin	180	8.0 %
Overall quality of drinking water provided by Austin Water	853	37.7 %
Quality of residential garbage collection	344	15.2 %
Quality of residential yard waste collection	50	2.2 %
Household hazardous waste disposal service	66	2.9 %
Bulky item pick-up/removal services	69	3.1 %
Quality of residential curbside recycling services	149	6.6 %
Animal services (e.g. shelter, adoptions, animal control)	158	7.0 %
Overall quality of public health services provided by City		
(social services, health services, immunizations & restaurant		
inspections)	384	17.0 %
Shots for Tots & Big Shots program (immunizations)	37	1.6 %
Medical assistance provided by Emergency Medical Services		
(overall quality of ambulance services)	244	10.8 %
I have frequent contact with friends & neighbors outside of my		
home	43	1.9 %
None chosen	227	10.0 %
Total	6193	_

Q7(1-11) Safety. Please rate your level of satisfaction with the following statements.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of fire	very sunstrea	Butisfied	ricuttui	Dissuisited	dissatisfied	Don't know
services	21.8%	34.2%	10.2%	0.5%	0.5%	32.8%
Q7-2. Timeliness of Fire response to emergency location (How quickly firefighters						
respond to emergencies)	20.7%	27.2%	10.7%	0.6%	0.5%	40.2%
Q7-3. Flood control efforts	9.8%	30.1%	25.4%	7.0%	2.5%	25.2%
Q7-4. Timeliness of EMS response to emergency location	19.4%	28.7%	12.5%	0.8%	0.6%	38.0%
Q7-5. Overall quality of police services	17.6%	34.7%	21.7%	7.0%	2.7%	16.3%
Q7-6. Timeliness of emergency police response (How quickly police respond)	14.7%	26.8%	18.0%	5.7%	2.2%	32.6%
Q7-7. Enforcement of local traffic laws	10.0%	30.7%	26.7%	14.5%	6.8%	11.3%
Q7-8. Adequacy of street lighting in your community	13.7%	39.7%	20.9%	14.2%	6.4%	5.1%
Q7-9. Enforcement of local codes & ordinances	7.6%	25.5%	27.5%	9.3%	5.4%	24.7%
Q7-10. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.9%	22.1%	26.4%	4.6%	3.6%	36.3%
Q7-11. Water & wastewater utility response time to emergencies	8.5%	22.8%	21.6%	2.8%	1.5%	42.7%

WITHOUT DON'T KNOW

Q7(1-11) Safety. Please rate your level of satisfaction with the following statements. (without don't know)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of fire services	32.5%	50.9%	15.2%	0.7%	0.7%
Q7-2. Timeliness of Fire response to emergency location (How quickly firefighters					
respond to emergencies)	34.6%	45.6%	17.9%	1.0%	0.9%
Q7-3. Flood control efforts	13.1%	40.3%	34.0%	9.3%	3.3%
Q7-4. Timeliness of EMS response to emergency location	31.3%	46.4%	20.1%	1.3%	0.9%
Q7-5. Overall quality of police services	21.0%	41.5%	25.9%	8.4%	3.3%
Q7-6. Timeliness of emergency police response (How quickly police respond)	21.8%	39.9%	26.7%	8.4%	3.3%
Q7-7. Enforcement of local traffic laws	11.3%	34.6%	30.1%	16.4%	7.6%
Q7-8. Adequacy of street lighting in your community	14.4%	41.8%	22.0%	15.0%	6.8%
Q7-9. Enforcement of local codes & ordinances	10.0%	33.8%	36.5%	12.4%	7.2%
Q7-10. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	10.8%	34.7%	41.5%	7.3%	5.7%
Q7-11. Water & wastewater utility response time to emergencies	14.9%	39.8%	37.7%	4.9%	2.6%

Q7(12-27) Safety. Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-12. I feel safe in my neighborhood during the day	45.9%	44.1%	5.7%	1.9%	0.7%	1.9%
Q7-13. I feel safe in my neighborhood at night	27.2%	42.8%	15.5%	9.7%	3.2%	1.6%
Q7-14. I feel safe in my home	43.7%	43.7%	7.9%	2.1%	0.8%	1.9%
Q7-15. I feel safe walking alone downtown during the day	32.8%	39.2%	13.6%	5.9%	2.6%	5.8%
Q7-16. I feel safe walking alone downtown at night	8.1%	20.3%	23.5%	24.9%	14.4%	8.8%
Q7-17. I feel safe in my workplace	40.1%	32.4%	11.1%	1.8%	1.0%	13.6%
Q7-18. I feel safe in City parks	21.0%	44.2%	20.8%	5.3%	1.7%	7.1%
Q7-19. I feel prepared to help myself, my family, & my neighbor to respond to disasters & major emergencies	s 20.1%	41.8%	23.8%	6.3%	1.8%	6.2%
Q7-20. I have access to information & education on disasters & other major emergencies	18.4%	40.1%	21.9%	7.1%	2.0%	10.5%
Q7-21. I trust Austin Police Department (APD)	27.2%	38.4%	20.0%	7.3%	3.3%	3.8%
Q7-22. I trust Austin Fire Department (AFD)	40.8%	44.6%	8.3%	0.5%	0.4%	5.4%
Q7-23. I trust Emergency Medical Services (EMS)	37.9%	43.9%	10.4%	0.9%	0.4%	6.4%
Q7-24. I am confident that in case of an emergency, my response will be delivered effectively	25.0%	45.0%	17.9%	3.2%	1.0%	8.0%
Q7-25. I have sufficient knowledge & understanding of community laws, codes, & ordinances	15.2%	39.2%	24.1%	8.8%	2.3%	10.4%

$\underline{Q7(12\text{-}27)}$ Safety. Please rate your level of agreement with the following statements.

					Strongly	
	Strongly agree	Agree	Neutral	Disagree	disagree	Don't know
Q7-26. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	9.8%	19.8%	17.6%	4.1%	2.8%	46.0%
Q7-27. I feel I was treated fairly during my judicial process (traffic & parking ticket processing fine collections, misdemeanor court case appearances)	, 9.7%	16.5%	17.2%	2.7%	1.9%	52.0%

WITHOUT DON'T KNOW

Q7(12-27) Safety. Please rate your level of agreement with the following statements. (without don't know)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-12. I feel safe in my neighborhood during the day	46.7%	44.9%	5.8%	1.9%	0.7%
Q7-13. I feel safe in my neighborhood at night	27.6%	43.5%	15.8%	9.9%	3.3%
Q7-14. I feel safe in my home	44.6%	44.5%	8.1%	2.1%	0.8%
Q7-15. I feel safe walking alone downtown during the day	34.8%	41.6%	14.5%	6.3%	2.8%
Q7-16. I feel safe walking alone downtown at night	8.9%	22.3%	25.8%	27.3%	15.8%
Q7-17. I feel safe in my workplace	46.4%	37.5%	12.9%	2.1%	1.1%
Q7-18. I feel safe in City parks	22.6%	47.6%	22.4%	5.7%	1.8%
Q7-19. I feel prepared to help myself, my family, & my neighbors to respond to disasters major emergencies	& 21.4%	44.5%	25.4%	6.7%	1.9%
Q7-20. I have access to information & education on disasters & other major emergencies	20.6%	44.8%	24.5%	7.9%	2.2%
Q7-21. I trust Austin Police Department (APD)	28.2%	39.9%	20.8%	7.6%	3.4%
Q7-22. I trust Austin Fire Department (AFD)	43.1%	47.1%	8.8%	0.6%	0.4%
Q7-23. I trust Emergency Medical Services (EMS)	40.5%	46.9%	11.2%	0.9%	0.4%
Q7-24. I am confident that in case of an emergency, my response will be delivered effectively	27.2%	48.9%	19.4%	3.5%	1.1%
Q7-25. I have sufficient knowledge & understanding of community laws, codes, & ordinances	16.9%	43.8%	26.9%	9.8%	2.6%
Q7-26. I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	18.2%	36.6%	32.6%	7.5%	5.2%

WITHOUT DON'T KNOW Q7(12-27) Safety. Please rate your level of agreement with the following statements. (without don't know)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-27. I feel I was treated fairly during my judicial process (traffic & parking ticket		•		•	
processing, fine collections, misdemeanor	20.2%	34.5%	35.9%	5.5%	4.0%
court case appearances)	20.2%	34.3%	33.9%	3.5%	4.0%

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

Q8. Top choice	Number	Percent
Overall quality of fire services	112	5.0 %
Timeliness of Fire response to emergency location (How		
quickly firefighters respond to emergencies)	101	4.5 %
Flood control efforts	64	2.8 %
Timeliness of EMS response to emergency location	100	4.4 %
Overall quality of police services	221	9.8 %
Timeliness of emergency police response (How quickly police		
respond)	88	3.9 %
Enforcement of local traffic laws	63	2.8 %
Adequacy of street lighting in your community	37	1.6 %
Enforcement of local codes & ordinances	26	1.1 %
Overall quality of municipal court services (i.e. traffic & parking		
ticket processing, misdemeanor court cases, fine collection)	13	0.6 %
Water & wastewater utility response time to emergencies	8	0.4 %
I feel safe in my neighborhood during the day	180	8.0 %
I feel safe in my neighborhood at night	211	9.3 %
I feel safe in my home	208	9.2 %
I feel safe walking alone downtown during the day	25	1.1 %
I feel safe walking alone downtown at night	79	3.5 %
I feel safe in my workplace	10	0.4 %
I feel safe in City parks	12	0.5 %
I feel prepared to help myself, my family, & my neighbors to		
respond to disasters & major emergencies	17	0.8 %
I have access to information & education on disasters & other		
major emergencies	10	0.4 %
I trust Austin Police Department (APD)	265	11.7 %
I trust Austin Fire Department (AFD)	9	0.4 %
I trust Emergency Medical Services (EMS)	16	0.7 %
I am confident that in case of an emergency, my response will		
be delivered effectively	38	1.7 %
I have sufficient knowledge & understanding of community laws,		
codes, & ordinances	4	0.2 %
I feel I was treated fairly during my enforcement process		
(arrests, tickets, warnings, code violations)	32	1.4 %
I feel I was treated fairly during my judicial process (traffic &		
parking ticket processing, fine collections, misdemeanor court		
case appearances)	16	0.7 %
None chosen	296	13.1 %
Total	2261	100.0 %

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

Q8. 2nd choice	Number	Percent
Overall quality of fire services	101	4.5 %
Timeliness of Fire response to emergency location (How		
quickly firefighters respond to emergencies)	101	4.5 %
Flood control efforts	34	1.5 %
Timeliness of EMS response to emergency location	134	5.9 %
Overall quality of police services	128	5.7 %
Timeliness of emergency police response (How quickly police		
respond)	93	4.1 %
Enforcement of local traffic laws	52	2.3 %
Adequacy of street lighting in your community	56	2.5 %
Enforcement of local codes & ordinances	32	1.4 %
Overall quality of municipal court services (i.e. traffic & parking		
ticket processing, misdemeanor court cases, fine collection)	14	0.6 %
Water & wastewater utility response time to emergencies	18	0.8 %
I feel safe in my neighborhood during the day	88	3.9 %
I feel safe in my neighborhood at night	222	9.8 %
I feel safe in my home	101	4.5 %
I feel safe walking alone downtown during the day	42	1.9 %
I feel safe walking alone downtown at night	126	5.6 %
I feel safe in my workplace	35	1.5 %
I feel safe in City parks	55	2.4 %
I feel prepared to help myself, my family, & my neighbors to		
respond to disasters & major emergencies	25	1.1 %
I have access to information & education on disasters & other		
major emergencies	24	1.1 %
I trust Austin Police Department (APD)	150	6.6 %
I trust Austin Fire Department (AFD)	123	5.4 %
I trust Emergency Medical Services (EMS)	22	1.0 %
I am confident that in case of an emergency, my response will		
be delivered effectively	62	2.7 %
I have sufficient knowledge & understanding of community laws,		
codes, & ordinances	12	0.5 %
I feel I was treated fairly during my enforcement process		
(arrests, tickets, warnings, code violations)	50	2.2 %
I feel I was treated fairly during my judicial process (traffic &		
parking ticket processing, fine collections, misdemeanor court		
case appearances)	25	1.1 %
None chosen	336	14.9 %
Total	2261	100.0 %

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

Q8. 3rd choice	Number	Percent
Overall quality of fire services	43	1.9 %
Timeliness of Fire response to emergency location (How		
quickly firefighters respond to emergencies)	59	2.6 %
Flood control efforts	60	2.7 %
Timeliness of EMS response to emergency location	104	4.6 %
Overall quality of police services	75	3.3 %
Timeliness of emergency police response (How quickly police		
respond)	91	4.0 %
Enforcement of local traffic laws	45	2.0 %
Adequacy of street lighting in your community	61	2.7 %
Enforcement of local codes & ordinances	51	2.3 %
Overall quality of municipal court services (i.e. traffic & parking		
ticket processing, misdemeanor court cases, fine collection)	38	1.7 %
Water & wastewater utility response time to emergencies	20	0.9 %
I feel safe in my neighborhood during the day	65	2.9 %
I feel safe in my neighborhood at night	123	5.4 %
I feel safe in my home	133	5.9 %
I feel safe walking alone downtown during the day	34	1.5 %
I feel safe walking alone downtown at night	98	4.3 %
I feel safe in my workplace	40	1.8 %
I feel safe in City parks	85	3.8 %
I feel prepared to help myself, my family, & my neighbors to		
respond to disasters & major emergencies	57	2.5 %
I have access to information & education on disasters & other		
major emergencies	32	1.4 %
I trust Austin Police Department (APD)	153	6.8 %
I trust Austin Fire Department (AFD)	39	1.7 %
I trust Emergency Medical Services (EMS)	129	5.7 %
I am confident that in case of an emergency, my response will		
be delivered effectively	106	4.7 %
I have sufficient knowledge & understanding of community laws,		
codes, & ordinances	18	0.8 %
I feel I was treated fairly during my enforcement process		
(arrests, tickets, warnings, code violations)	58	2.6 %
I feel I was treated fairly during my judicial process (traffic &		
parking ticket processing, fine collections, misdemeanor court		
case appearances)	42	1.9 %
None chosen	402	17.8 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES Q8. Which THREE of the items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q8. Sum of top 3 choices	Number	Percent
Overall quality of fire services	256	11.3 %
Timeliness of Fire response to emergency location (How		
quickly firefighters respond to emergencies)	261	11.5 %
Flood control efforts	158	7.0 %
Timeliness of EMS response to emergency location	338	14.9 %
Overall quality of police services	424	18.8 %
Timeliness of emergency police response (How quickly police		
respond)	272	12.0 %
Enforcement of local traffic laws	160	7.1 %
Adequacy of street lighting in your community	154	6.8 %
Enforcement of local codes & ordinances	109	4.8 %
Overall quality of municipal court services (i.e. traffic & parking		
ticket processing, misdemeanor court cases, fine collection)	65	2.9 %
Water & wastewater utility response time to emergencies	46	2.0 %
I feel safe in my neighborhood during the day	333	14.7 %
I feel safe in my neighborhood at night	556	24.6 %
I feel safe in my home	442	19.5 %
I feel safe walking alone downtown during the day	101	4.5 %
I feel safe walking alone downtown at night	303	13.4 %
I feel safe in my workplace	85	3.8 %
I feel safe in City parks	152	6.7 %
I feel prepared to help myself, my family, & my neighbors to		
respond to disasters & major emergencies	99	4.4 %
I have access to information & education on disasters & other		
major emergencies	66	2.9 %
I trust Austin Police Department (APD)	568	25.1 %
I trust Austin Fire Department (AFD)	171	7.6 %
I trust Emergency Medical Services (EMS)	167	7.4 %
I am confident that in case of an emergency, my response will		
be delivered effectively	206	9.1 %
I have sufficient knowledge & understanding of community laws,		
codes, & ordinances	34	1.5 %
I feel I was treated fairly during my enforcement process		
(arrests, tickets, warnings, code violations)	140	6.2 %
I feel I was treated fairly during my judicial process (traffic &		
parking ticket processing, fine collections, misdemeanor court		
case appearances)	83	3.7 %
None chosen	296	13.1 %
Total	6045	

Q9(1-14). Mobility. Please rate your satisfaction with the following.

					Very	
OO 1 Troffic floor on maior	Very satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	Don't know
Q9-1. Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	0.7%	4.2%	10.0%	35.8%	47.2%	2.1%
Q9-2. Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	1.1%	11.2%	22.0%	35.3%	27.6%	2.7%
Q9-3. Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	5.1%	18.2%	24.4%	23.3%	19.6%	9.3%
Q9-4. Cost of transportation to get around Austin	5.7%	22.6%	36.2%	12.3%	7.8%	15.4%
Q9-5. Timing of traffic signals on City streets	4.1%	25.3%	31.3%	20.6%	14.6%	4.2%
Q9-6. On-street bicycle accessibility (City's bicycle lane system/network)	6.4%	22.3%	27.2%	13.9%	9.2%	20.9%
Q9-7. Off-street bicycle accessibility (City's urban trail network)	8.4%	24.0%	26.1%	5.6%	5.0%	30.8%
Q9-8. Overall maintenance of major City streets	5.5%	34.9%	28.8%	18.9%	8.0%	3.8%
Q9-9. Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	6.4%	35.6%	28.3%	18.1%	8.0%	3.5%
Q9-10. Condition of streets in your neighborhood (residential streets)	12.3%	43.0%	21.6%	13.5%	7.3%	2.3%
Q9-11. Mowing & trimming along City streets	8.7%	37.5%	27.4%	14.2%	7.3%	4.9%

Q9(1-14). Mobility. Please rate your satisfaction with the following.

					Very	
	Very satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	Don't know
Q9-12. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	7.6%	34.5%	27.6%	16.8%	8.3%	5.3%
,		- 110 / 0			5.5 , 5	2.2.7.
Q9-13. Overall maintenance of City sidewalks	7.3%	36.1%	30.7%	13.9%	6.2%	5.9%
Q9-14. Condition of sidewalks in your neighborhood (if sidewalks exist)	12.3%	35.8%	22.8%	12.2%	8.4%	8.6%

WITHOUT DON'T KNOW

Q9(1-14). Mobility. Please rate your satisfaction with the following. (without don't know)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	0.7%	4.3%	10.3%	36.6%	48.2%
Q9-2. Traffic flow on major City streets (e.g. Anderson Ln, Congress Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd., Riverside Dr.)	1.2%	11.5%	22.6%	36.3%	28.4%
Q9-3. Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	5.7%	20.1%	26.9%	25.7%	21.6%
Q9-4. Cost of transportation to get around Austin	6.7%	26.8%	42.8%	14.5%	9.2%
Q9-5. Timing of traffic signals on City streets	4.2%	26.4%	32.7%	21.5%	15.2%
Q9-6. On-street bicycle accessibility (City's bicycle lane system/network)	8.1%	28.2%	34.4%	17.6%	11.6%
Q9-7. Off-street bicycle accessibility (City's urban trail network)	12.2%	34.7%	37.7%	8.1%	7.2%
Q9-8. Overall maintenance of major City streets	5.7%	36.3%	30.0%	19.6%	8.4%
Q9-9. Condition of major City streets (e.g. Anderson Ln, Congress Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd., Riverside Dr.)	6.6%	37.0%	29.3%	18.8%	8.3%
Q9-10. Condition of streets in your neighborhood (residential streets)	12.5%	44.0%	22.1%	13.9%	7.5%
Q9-11. Mowing & trimming along City streets	9.1%	39.4%	28.8%	14.9%	7.7%
Q9-12. Pedestrian accessibility (availability & level of convenience of sidewalks & crosswalks)	8.0%	36.4%	29.1%	17.7%	8.8%
Q9-13. Overall maintenance of City sidewalks	7.7%	38.3%	32.6%	14.8%	6.6%
Q9-14. Condition of sidewalks in your neighborhood (if sidewalks exist)	13.4%	39.2%	24.9%	13.4%	9.1%

Q9(15-16). Mobility. Please rate your level of agreement with the following.

(N=2261)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-15. I feel safe traveling with other drivers on the road	6.0%	30.1%	24.3%	24.9%	11.1%	3.7%
Q9-16. My travel time is predictable	5.6%	28.0%	18.0%	26.1%	18.3%	4.1%

WITHOUT DON'T KNOW Q9(15-16). Mobility. Please rate your level of agreement with the following. (without don't know)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-15. I feel safe traveling with other drivers on the road	6.2%	31.3%	25.2%	25.8%	11.5%
Q9-16. My travel time is predictable	5.9%	29.1%	18.8%	27.2%	19.1%

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

Q10. Top choice	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183,		
Loop 360, SH-71)	1142	50.5 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress		
Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd.,		
Riverside Dr.)	173	7.7 %
Transportation options (aside from personal vehicle) to get		
around Austin (e.g. ride share, bus/train, bike, walk)	237	10.5 %
Cost of transportation to get around Austin	28	1.2 %
Timing of traffic signals on City streets	60	2.7 %
On-street bicycle accessibility (City's bicycle lane system/		
network)	41	1.8 %
Off-street bicycle accessibility (City's urban trail network)	5	0.2 %
Overall maintenance of major City streets	83	3.7 %
Condition of major City streets (e.g. Anderson Ln, Congress		
Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd.,		
Riverside Dr.)	32	1.4 %
Condition of streets in your neighborhood (residential streets)	35	1.5 %
Mowing & trimming along City streets	19	0.8 %
Pedestrian accessibility (availability & level of convenience of		
sidewalks & crosswalks)	44	1.9 %
Overall maintenance of City sidewalks	8	0.4 %
Condition of sidewalks in your neighborhood (if sidewalks		
exist)	10	0.4 %
I feel safe traveling with other drivers on the road	62	2.7 %
My travel time is predictable	43	1.9 %
None chosen	239	10.6 %
Total	2261	100.0 %

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

Q10. 2nd choice	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183,		
Loop 360, SH-71)	245	10.8 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress		
Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd.,		
Riverside Dr.)	707	31.3 %
Transportation options (aside from personal vehicle) to get		
around Austin (e.g. ride share, bus/train, bike, walk)	192	8.5 %
Cost of transportation to get around Austin	57	2.5 %
Timing of traffic signals on City streets	140	6.2 %
On-street bicycle accessibility (City's bicycle lane system/		
network)	74	3.3 %
Off-street bicycle accessibility (City's urban trail network)	27	1.2 %
Overall maintenance of major City streets	134	5.9 %
Condition of major City streets (e.g. Anderson Ln, Congress		
Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd.,		
Riverside Dr.)	92	4.1 %
Condition of streets in your neighborhood (residential streets)	67	3.0 %
Mowing & trimming along City streets	18	0.8 %
Pedestrian accessibility (availability & level of convenience of		
sidewalks & crosswalks)	87	3.8 %
Overall maintenance of City sidewalks	25	1.1 %
Condition of sidewalks in your neighborhood (if sidewalks		
exist)	23	1.0 %
I feel safe traveling with other drivers on the road	54	2.4 %
My travel time is predictable	39	1.7 %
None chosen	280	12.4 %
Total	2261	100.0 %

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

Q10. 3rd choice	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183,		
Loop 360, SH-71)	115	5.1 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress		
Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd.,		
Riverside Dr.)	206	9.1 %
Transportation options (aside from personal vehicle) to get		
around Austin (e.g. ride share, bus/train, bike, walk)	293	13.0 %
Cost of transportation to get around Austin	68	3.0 %
Timing of traffic signals on City streets	154	6.8 %
On-street bicycle accessibility (City's bicycle lane system/		
network)	101	4.5 %
Off-street bicycle accessibility (City's urban trail network)	16	0.7 %
Overall maintenance of major City streets	199	8.8 %
Condition of major City streets (e.g. Anderson Ln, Congress		
Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd.,		
Riverside Dr.)	169	7.5 %
Condition of streets in your neighborhood (residential streets)	98	4.3 %
Mowing & trimming along City streets	65	2.9 %
Pedestrian accessibility (availability & level of convenience of		
sidewalks & crosswalks)	129	5.7 %
Overall maintenance of City sidewalks	53	2.3 %
Condition of sidewalks in your neighborhood (if sidewalks		
exist)	33	1.5 %
I feel safe traveling with other drivers on the road	116	5.1 %
My travel time is predictable	101	4.5 %
None chosen	345	15.3 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Traffic flow on major highways (e.g. IH-35, MOPAC, US-183,		
Loop 360, SH-71)	1502	66.4 %
Traffic flow on major City streets (e.g. Anderson Ln, Congress		
Ave, Lamar Blvd, Slaughter Ln, Martin Luther King Jr. Blvd.,		
Riverside Dr.)	1086	48.0 %
Transportation options (aside from personal vehicle) to get		
around Austin (e.g. ride share, bus/train, bike, walk)	722	31.9 %
Cost of transportation to get around Austin	153	6.8 %
Timing of traffic signals on City streets	354	15.7 %
On-street bicycle accessibility (City's bicycle lane system/		
network)	216	9.6 %
Off-street bicycle accessibility (City's urban trail network)	48	2.1 %
Overall maintenance of major City streets	416	18.4 %
Condition of major City streets (e.g. Anderson Ln, Congress		
Ave., Lamar Blvd., Slaughter Ln., Martin Luther King Jr. Blvd.,		
Riverside Dr.)	293	13.0 %
Condition of streets in your neighborhood (residential streets)	200	8.8 %
Mowing & trimming along City streets	102	4.5 %
Pedestrian accessibility (availability & level of convenience of		
sidewalks & crosswalks)	260	11.5 %
Overall maintenance of City sidewalks	86	3.8 %
Condition of sidewalks in your neighborhood (if sidewalks		
exist)	66	2.9 %
I feel safe traveling with other drivers on the road	232	10.3 %
My travel time is predictable	183	8.1 %
None chosen	239	10.6 %
Total	6158	

Q11(1-6). Culture and Lifelong Learning. Please rate your satisfaction with the following.

(N=2261)

					Very	
	Very satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	Don't know
Q11-1. Overall quality of City libraries	33.9%	34.5%	10.2%	1.1%	1.0%	19.3%
Q11-2. Materials at libraries	29.2%	35.3%	12.1%	1.5%	0.5%	21.4%
Q11-3. Library programs	24.7%	28.6%	14.1%	0.8%	0.5%	31.4%
Q11-4. Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	25.3%	36.7%	16.0%	2.5%	0.9%	18.7%
Q11-5. Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	25.4%	38.5%	15.4%	1.9%	1.0%	17.8%
Q11-6. City-offered lifelong learning events, activities, & resources (classes or learning materials)	18.7%	27.2%	17.8%	1.8%	0.8%	33.7%

WITHOUT DON'T KNOW

Q11(1-6). Culture and Lifelong Learning. Please rate your satisfaction with the following. (without don't know)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of City libraries	42.0%	42.8%	12.7%	1.4%	1.2%
Q11-2. Materials at libraries	37.1%	44.9%	15.4%	2.0%	0.6%
Q11-3. Library programs	36.0%	41.7%	20.6%	1.1%	0.7%
Q11-4. Quality of cultural & learning services & programs in Austin (e.g. libraries, museums, cultural centers & events)	31.0%	45.1%	19.7%	3.0%	1.1%
Q11-5. Quality of City's cultural & learning facilities (e.g. libraries, cultural centers, City museums)	30.9%	46.9%	18.7%	2.3%	1.2%
Q11-6. City-offered lifelong learning events, activities, & resources (classes or learning materials)	28.2%	41.1%	26.8%	2.7%	1.1%

Q11-7. Culture and Lifelong Learning. Please rate your level of agreement with the following.

(N=2261)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q11-7. Austin is a place that honors & preserves my personal heritage	11.1%	23.3%	29.8%	7.9%	5.9%	22.1%

WITHOUT DON'T KNOW

Q11-7. Culture and Lifelong Learning. Please rate your level of agreement with the following. (without don't know)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q11-7. Austin is a place that honors &		· ·			
preserves my personal heritage	14.2%	29.9%	38.2%	10.1%	7.5%

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

Q12. Top choice	Number	Percent
Overall quality of City libraries	811	35.9 %
Materials at libraries	152	6.7 %
Library programs	49	2.2 %
Quality of cultural & learning services & programs in Austin (e.g.		
libraries, museums, cultural centers & events)	285	12.6 %
Quality of City's cultural & learning facilities (e.g. libraries,		
cultural centers, City museums)	117	5.2 %
City-offered lifelong learning events, activities, & resources		
(classes or learning materials)	76	3.4 %
Austin is a place that honors & preserves my personal heritage	172	7.6 %
None chosen	599	26.5 %
Total	2261	100.0 %

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

Q12. 2nd choice	Number	Percent
Overall quality of City libraries	194	8.6 %
Materials at libraries	418	18.5 %
Library programs	130	5.7 %
Quality of cultural & learning services & programs in Austin (e.g.		
libraries, museums, cultural centers & events)	317	14.0 %
Quality of City's cultural & learning facilities (e.g. libraries,		
cultural centers, City museums)	270	11.9 %
City-offered lifelong learning events, activities, & resources		
(classes or learning materials)	157	6.9 %
Austin is a place that honors & preserves my personal heritage	77	3.4 %
None chosen	698	30.9 %
Total	2261	100.0 %

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

Q12. 3rd choice	Number	Percent
Overall quality of City libraries	133	5.9 %
Materials at libraries	146	6.5 %
Library programs	259	11.5 %
Quality of cultural & learning services & programs in Austin (e.g.		
libraries, museums, cultural centers & events)	207	9.2 %
Quality of City's cultural & learning facilities (e.g. libraries,		
cultural centers, City museums)	270	11.9 %
City-offered lifelong learning events, activities, & resources		
(classes or learning materials)	316	14.0 %
Austin is a place that honors & preserves my personal heritage	156	6.9 %
None chosen	774	34.2 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES

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

Q12. Sum of top 3 choices	Number	Percent
Overall quality of City libraries	1138	50.3 %
Materials at libraries	716	31.7 %
Library programs	438	19.4 %
Quality of cultural & learning services & programs in Austin (e.g.		
libraries, museums, cultural centers & events)	809	35.8 %
Quality of City's cultural & learning facilities (e.g. libraries,		
cultural centers, City museums)	657	29.1 %
City-offered lifelong learning events, activities, & resources		
(classes or learning materials)	549	24.3 %
Austin is a place that honors & preserves my personal heritage	405	17.9 %
None chosen	599	26.5 %
Total	5311	

Q13(1-16). Government that Works for All. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of services provided by City	8.8%	50.7%	25.8%	4.3%	2.2%	8.1%
Q13-2. Overall quality of customer service provided by City	9.7%	39.9%	28.4%	6.6%	3.0%	12.4%
Q13-3. Services provided by City's 3-1-1 assistance telephone number	18.1%	36.6%	16.1%	3.9%	1.6%	23.7%
Q13-4. Overall effectiveness of communication by City	8.3%	34.5%	33.2%	8.4%	3.6%	11.9%
Q13-5. City's effort to support dialogue between residents & government	7.0%	28.1%	32.6%	11.8%	5.2%	15.2%
Q13-6. Civic engagement experience with City	6.3%	24.3%	32.6%	6.8%	3.2%	26.8%
Q13-7. City's efforts to be fair	7.0%	26.0%	31.9%	10.7%	6.7%	17.8%
Q13-8. City's efforts to be transparent	6.4%	24.4%	31.0%	13.4%	7.7%	17.1%
Q13-9. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	11.2%	29.7%	24.5%	11.2%	6.2%	17.1%
Q13-10. Overall value that you receive for your City tax & fees	5.4%	26.3%	28.5%	18.3%	12.4%	9.2%
Q13-11. Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in						
vehicle)	13.0%	39.8%	22.6%	7.0%	5.5%	12.1%
Q13-12. Austin Energy customer service	13.3%	37.8%	23.0%	4.5%	4.7%	16.6%
Q13-13. Reliability of your electric service	28.0%	46.0%	12.8%	2.7%	1.9%	8.5%

Q13(1-16). Government that Works for All. Please rate your satisfaction with the following.

					Very	
	Very satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	Don't know
Q13-14. Water & wastewater utility customer service	14.5%	37.5%	21.8%	5.5%	3.8%	16.9%
Q13-15. Online options for conducting business with City (e. g. utility bill, permits, class registration)	16.0%	37.4%	22.2%	4.9%	2.9%	16.7%
Q13-16. Condition of City facilities & buildings (e.g. clean, safe, accessible)	12.4%	40.2%	24.5%	2.5%	1.1%	19.2%

WITHOUT DON'T KNOW

Q13(1-16). Government that Works for All. Please rate your satisfaction with the following. (without don't know)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of services provided by City	9.6%	55.2%	28.1%	4.7%	2.4%
Q13-2. Overall quality of customer service provided by City	11.1%	45.6%	32.4%	7.6%	3.4%
Q13-3. Services provided by City's 3-1-1 assistance telephone number	23.8%	47.9%	21.0%	5.1%	2.1%
Q13-4. Overall effectiveness of communication by City	9.4%	39.2%	37.7%	9.6%	4.1%
Q13-5. City's effort to support dialogue between residents & government	8.3%	33.2%	38.5%	13.9%	6.1%
Q13-6. Civic engagement experience with City	8.6%	33.2%	44.5%	9.2%	4.4%
Q13-7. City's efforts to be fair	8.5%	31.6%	38.8%	13.0%	8.2%
Q13-8. City's efforts to be transparent	7.7%	29.4%	37.4%	16.2%	9.3%
Q13-9. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	13.6%	35.9%	29.6%	13.6%	7.5%
Q13-10. Overall value that you receive for your City tax & fees	5.9%	28.9%	31.4%	20.2%	13.7%
Q13-11. Overall quality of electric utility services provided by Austin Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	14.8%	45.2%	25.8%	7.9%	6.2%
Q13-12. Austin Energy customer service	15.9%	45.4%	27.6%	5.4%	5.7%
Q13-13. Reliability of your electric service	30.7%	50.3%	14.0%	2.9%	2.1%
Q13-14. Water & wastewater utility customer service	17.4%	45.1%	26.3%	6.6%	4.6%
Q13-15. Online options for conducting business with City (e.g. utility bill, permits, class registration)	19.2%	44.9%	26.6%	5.8%	3.5%
Q13-16. Condition of City facilities & buildings (e.g. clean, safe, accessible)	15.3%	49.8%	30.4%	3.1%	1.4%

Q13-17. Government that Works for All. Please rate your level of agreement with the following.

(N=2261)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q13-17. Employees of City of Austin are ethical in the way they conduct City business	10.0%	32.2%	24.4%	5.0%	3.4%	25.0%

WITHOUT DON'T KNOW

Q13-17. Government that Works for All. Please rate your level of agreement with the following. (without don't know)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-17. Employees of City of Austin are		-			
ethical in the way they conduct City business	13.4%	42.9%	32.6%	6.6%	4.5%

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

Q14. Top choice	Number	Percent
Overall quality of services provided by City	613	27.1 %
Overall quality of customer service provided by City	72	3.2 %
Services provided by City's 3-1-1 assistance telephone number	73	3.2 %
Overall effectiveness of communication by City	50	2.2 %
City's effort to support dialogue between residents &		
government	63	2.8 %
Civic engagement experience with City	6	0.3 %
City's efforts to be fair	108	4.8 %
City's efforts to be transparent	99	4.4 %
City's efforts to support diversity by serving people equally		
regardless of their race, religion, ethnicity, age, or abilities	148	6.5 %
Overall value that you receive for your City tax & fees	216	9.6 %
Overall quality of electric utility services provided by Austin		
Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	70	3.1 %
Austin Energy customer service	19	0.8 %
Reliability of your electric service	88	3.9 %
Water & wastewater utility customer service	20	0.9 %
Online options for conducting business with City (e.g. utility		
bill, permits, class registration)	16	0.7 %
Condition of City facilities & buildings (e.g. clean, safe,		
accessible)	9	0.4 %
Employees of City of Austin are ethical in the way they		
conduct City business	108	4.8 %
None chosen	483	21.4 %
Total	2261	100.0 %

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

Q14. 2nd choice	Number	Percent
Overall quality of services provided by City	158	7.0 %
Overall quality of customer service provided by City	175	7.7 %
Services provided by City's 3-1-1 assistance telephone number	98	4.3 %
Overall effectiveness of communication by City	86	3.8 %
City's effort to support dialogue between residents &		
government	111	4.9 %
Civic engagement experience with City	23	1.0 %
City's efforts to be fair	155	6.9 %
City's efforts to be transparent	163	7.2 %
City's efforts to support diversity by serving people equally		
regardless of their race, religion, ethnicity, age, or abilities	172	7.6 %
Overall value that you receive for your City tax & fees	204	9.0 %
Overall quality of electric utility services provided by Austin		
Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	107	4.7 %
Austin Energy customer service	42	1.9 %
Reliability of your electric service	89	3.9 %
Water & wastewater utility customer service	41	1.8 %
Online options for conducting business with City (e.g. utility		
bill, permits, class registration)	32	1.4 %
Condition of City facilities & buildings (e.g. clean, safe,		
accessible)	12	0.5 %
Employees of City of Austin are ethical in the way they		
conduct City business	50	2.2 %
None chosen	543	24.0 %
Total	2261	100.0 %

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

Q14. 3rd choice	Number	Percent
Overall quality of services provided by City	133	5.9 %
Overall quality of customer service provided by City	85	3.8 %
Services provided by City's 3-1-1 assistance telephone number	69	3.1 %
Overall effectiveness of communication by City	81	3.6 %
City's effort to support dialogue between residents &		
government	102	4.5 %
Civic engagement experience with City	33	1.5 %
City's efforts to be fair	149	6.6 %
City's efforts to be transparent	150	6.6 %
City's efforts to support diversity by serving people equally		
regardless of their race, religion, ethnicity, age, or abilities	146	6.5 %
Overall value that you receive for your City tax & fees	206	9.1 %
Overall quality of electric utility services provided by Austin		
Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	89	3.9 %
Austin Energy customer service	32	1.4 %
Reliability of your electric service	107	4.7 %
Water & wastewater utility customer service	65	2.9 %
Online options for conducting business with City (e.g. utility		
bill, permits, class registration)	69	3.1 %
Condition of City facilities & buildings (e.g. clean, safe,		
accessible)	49	2.2 %
Employees of City of Austin are ethical in the way they		
conduct City business	89	3.9 %
None chosen	607	26.8 %
Total	2261	100.0 %

SUM OF TOP 3 CHOICES Q14. Which THREE of the items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Overall quality of services provided by City	904	40.0 %
Overall quality of customer service provided by City	332	14.7 %
Services provided by City's 3-1-1 assistance telephone number	240	10.6 %
Overall effectiveness of communication by City	217	9.6 %
City's effort to support dialogue between residents &		
government	276	12.2 %
Civic engagement experience with City	62	2.7 %
City's efforts to be fair	412	18.2 %
City's efforts to be transparent	412	18.2 %
City's efforts to support diversity by serving people equally		
regardless of their race, religion, ethnicity, age, or abilities	466	20.6 %
Overall value that you receive for your City tax & fees	626	27.7 %
Overall quality of electric utility services provided by Austin		
Energy (e.g. electricity, solar rebates, electric plug-in vehicle)	266	11.8 %
Austin Energy customer service	93	4.1 %
Reliability of your electric service	284	12.6 %
Water & wastewater utility customer service	126	5.6 %
Online options for conducting business with City (e.g. utility		
bill, permits, class registration)	117	5.2 %
Condition of City facilities & buildings (e.g. clean, safe,		
accessible)	70	3.1 %
Employees of City of Austin are ethical in the way they		
conduct City business	247	10.9 %
None chosen	483	21.4 %
Total	5633	

Q15. 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.

Q15. What services & facilities provided by City of		
Austin you have used during past 12 months	Number	Percent
City park	1849	81.8 %
City walking/biking trail	1677	74.2 %
City recreation program, leagues, or class	366	16.2 %
City pool	786	34.8 %
City recreation center (senior, nature centers)	509	22.5 %
City's bicycle lane system/network	741	32.8 %
City's urban trail network	861	38.1 %
Visited a City library facility	1420	62.8 %
Participated in a City library program	315	13.9 %
Participated in a lifelong learning activity in past 3 months		
(learning activity or class unrelated to work)	127	5.6 %
Attended a cultural event or program organized by City in past		
6 months	674	29.8 %
Contact with City Municipal Court	337	14.9 %
Contact with City Code Enforcement	316	14.0 %
Visited Austin-Bergstrom International Airport	1869	82.7 %
Contact with Austin Public Health (e.g. social services, public		
health services)	263	11.6 %
Visited Austin Animal Center	533	23.6 %
Called 3-1-1	1195	52.9 %
Called 9-1-1	496	21.9 %
Contact with Austin Police Department	739	32.7 %
Contact with Austin Fire Department	293	13.0 %
Contact with Emergency Medical Services Department	341	15.1 %
Contact with Planning & Zoning department (zoning,		
neighborhood/small area plans)	325	14.4 %
Contact with City's Development Services department		
(permitting, inspections)	350	15.5 %
City provides electric service	1763	78.0 %
City provides garbage collection at your residence	1775	78.5 %
City provides your home with water & wastewater services	1849	81.8 %
Total	21769	

Q16. Approximately how many years have you lived in the City of Austin?

Q16. How many years have you lived in City of Austin	Number	Percent
0-5	408	18.0 %
6-10	301	13.3 %
11-15	212	9.4 %
16-20	226	10.0 %
21-30	382	16.9 %
31+	665	29.4 %
Not provided	67	3.0 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q16. Approximately how many years have you lived in the City of Austin? (without not provided)

Q16. How many years have you lived in City of Austin	Number	Percent
0-5	408	18.6 %
6-10	301	13.7 %
11-15	212	9.7 %
16-20	226	10.3 %
21-30	382	17.4 %
31+	665	30.3 %
Total	2194	100.0 %

Q17. Which of the following best describes your age?

Q17. Your age	Number	Percent
18-24 years	102	4.5 %
25-34 years	400	17.7 %
35-44 years	429	19.0 %
45-54 years	412	18.2 %
55-64 years	446	19.7 %
65-74 years	303	13.4 %
75-84 years	116	5.1 %
85+ years	23	1.0 %
Not provided	30	1.3 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q17. Which of the following best describes your age? (without not provided)

Q17. Your age	Number	Percent
18-24 years	102	4.6 %
25-34 years	400	17.9 %
35-44 years	429	19.2 %
45-54 years	412	18.5 %
55-64 years	446	20.0 %
65-74 years	303	13.6 %
75-84 years	116	5.2 %
85+ years	23	1.0 %
Total	2231	100.0 %

Q18. How many children in each of the following age groups live in your household?

	Mean	Sum
number	1.7	1047
Ages 0-5	0.6	397
Ages 6-13	0.6	370
Ages 14-17	0.4	280

Q18a. How many of the children in your household use childcare services such as daycare, after school programs, and/or camps?

Q18a. How many children in your household use

childcare services	Number	Percent
1	168	62.5 %
2	80	29.7 %
3	17	6.3 %
4	1	0.4 %
5	1	0.4 %
6	2	0.7 %
Total	269	100.0 %

Q19. Which of the following best describes your race or ethnic background?

Q19. Your race or ethnic background	Number	Percent
African American/Black	195	8.6 %
American Indian/Native American/Aleutian/Eskimo	51	2.3 %
Asian/Pacific Islander	136	6.0 %
Hispanic/Latino	700	31.0 %
Middle Eastern	20	0.9 %
White	1486	65.7 %
Other	39	1.7 %
Total	2627	

Q19. [RECODED*] Which of the following best describes your race or ethnic background?

Q19. Your race or ethnic background	Number	Percent
African American/Black only	164	7.2 %
American Indian/Native American/Aleutian/Eskimo only	8	0.4 %
Asian/Pacific Islander only	106	4.7 %
White only	1175	52.0 %
Hispanic/Latino	701	31.0 %
Other/Multi-Race	107	4.7 %
Total	2261	100.0 %

^{*}If a respondent selected multiple race categories, they were categorized as "Other."

Q19-7. Other

Q19-7. Other	Number	Percent
Mixed	17	43.6 %
Greek	2	5.1 %
European	2	5.1 %
Jewish	2	5.1 %
Northern European	2	5.1 %
African/American, Indian	1	2.6 %
Latin Italian	1	2.6 %
White and Black	1	2.6 %
GUYANESSE	1	2.6 %
Italian	1	2.6 %
Cuban	1	2.6 %
Mexican	1	2.6 %
Trinidadian	1	2.6 %
Czech American	1	2.6 %
Ethiopian	1	2.6 %
Melungeon	1	2.6 %
Eastern European/Italian	1	2.6 %
Chicano	1	2.6 %
White/Mexican/Native American	1	2.6 %
Total	39	100.0 %

Q20. Which of the following best describes your ANNUAL household income?

Q20. Your annual household income	Number	Percent
Less than \$20K	195	8.6 %
\$20K-\$39,999	326	14.4 %
\$40K-\$59,999	381	16.9 %
\$60K-\$79,999	343	15.2 %
\$80K-\$149,999	543	24.0 %
\$150K+	315	13.9 %
Not provided	158	7.0 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q20. Which of the following best describes your ANNUAL household income? (without not provided)

Q20. Your annual household income	Number	Percent
Less than \$20K	195	9.3 %
\$20K-\$39,999	326	15.5 %
\$40K-\$59,999	381	18.1 %
\$60K-\$79,999	343	16.3 %
\$80K-\$149,999	543	25.8 %
\$150K+	315	15.0 %
Total	2103	100.0 %

Q21. Which of the following BEST describes your employment status?

Q21. Your employment status	Number	Percent
Employed full-time	1451	64.2 %
Employed part-time	168	7.4 %
Student full-time	30	1.3 %
Student part-time	11	0.5 %
Retired	459	20.3 %
Not currently employed	92	4.1 %
Not provided	50	2.2 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q21. Which of the following BEST describes your employment status? (without not provided)

Q21. Your employment status	Number	Percent
Employed full-time	1451	65.6 %
Employed part-time	168	7.6 %
Student full-time	30	1.4 %
Student part-time	11	0.5 %
Retired	459	20.8 %
Not currently employed	92	4.2 %
Total	2211	100.0 %

Q21a. What is the zip code where you work (primary employment)?

78701 213 14.9 % 78759 75 5.2 % 78746 65 4.5 % 78758 64 4.5 % 78745 59 4.1 % 78702 52 3.6 % 78744 47 3.3 % 78753 46 3.2 % 78703 43 3.0 % 78741 42 2.9 % 78705 40 2.8 % 78723 39 2.7 % 78731 36 2.5 % 78735 29 2.0 % 78736 29 2.0 % 78737 35 2.4 % 78738 29 2.0 % 78751 29 2.0 % 78752 28 2.0 % 78752 28 2.0 % 78752 28 2.0 % 78752 28 2.0 % 78754 18 1.1 % 78755 16 1.8 %	Q21a. Zip code where you work (primary employment)	Number	Percent
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18/25 2 0.1 %		2	
	10123	2	0.1 %

Q21a. What is the zip code where you work (primary employment)?

Q21a. Zip code where you work (primary employment)	Number	Percent
78767	2	0.1 %
78682		0.1 %
78772	2 2	0.1 %
78710	2	0.1 %
78665	2	0.1 %
78641	2	0.1 %
78652	2	0.1 %
79741	1	0.1 %
78659	1	0.1 %
78628	1	0.1 %
75757	1	0.1 %
78773	1	0.1 %
78742	1	0.1 %
75745	1	0.1 %
58854	1	0.1 %
78769	1	0.1 %
70746	1	0.1 %
78766	1	0.1 %
75231	1	0.1 %
78765	1	0.1 %
78201	1	0.1 %
78755	1	0.1 %
70710	1	0.1 %
78130	1	0.1 %
78642	1	0.1 %
70704	1	0.1 %
78957	1	0.1 %
78636	1	0.1 %
78708	1	0.1 %
78711	1	0.1 %
78768	1	0.1 %
76092	1	0.1 %
78886	1	0.1 %
70703	1	0.1 %
78620	1	0.1 %
75101	1	0.1 %
74758	1	0.1 %
78805	1	0.1 %
78737	1	0.1 %
78732	1	0.1 %
76574	1	0.1 %
<u>78640</u>	1	0.1 %
Total	1429	100.0 %

Q22. What is your gender identity?

Q22. Your gender identity	Number	Percent
Female	1166	51.6 %
Male	1084	47.9 %
Prefer to self-describe	9	0.4 %
Not provided	2	0.1 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q22. What is your gender identity? (without not provided)

Q22. Your gender identity	Number	Percent
Female	1166	51.6 %
Male	1084	48.0 %
Prefer to self-describe	9	0.4 %
Total	2259	100.0 %

Q22-3. Please describe your gender:

Q22-3. Other	Number	Percent
Another	1	25.0 %
Male but I'm passable in drag	1	25.0 %
Neutral	1	25.0 %
Non binary	1	25.0 %
Total	4	100.0 %

Q23. Do you own or rent your home?

Q23. Do you own or rent your home	Number	Percent
Own	1542	68.2 %
Rent	716	31.7 %
Not provided	3	0.1 %
Total	2261	100.0 %

WITHOUT NOT PROVIDED

Q23. Do you own or rent your home? (without not provided)

Q23. Do you own or rent your home	Number	Percent
Own	1542	68.3 %
Rent	716	31.7 %
Total	2258	100.0 %

Q24. What is your HOME zip code?

Q24. Your home zip code	Number	Percent
78745	187	8.3 %
78704	140	6.2 %
78749	126	5.6 %
78723	115	5.1 %
78748	111	4.9 %
78731	107	4.7 %
78753	98	4.3 %
78750	92	4.1 %
78744	92	4.1 %
78759	91	4.0 %
78741	85	3.8 %
78702	84	3.7 %
78727	75	3.3 %
78757	67	3.0 %
78758	66	2.9 %
78703	63	2.8 %
78751	61	2.7 %
78752	55	2.4 %
78701	53	2.3 %
78739	44	1.9 %
78747	44	1.9 %
78754	43	1.9 %
78717	41	1.8 %
78721	36	1.6 %
78726	35	1.5 %
78735	34	1.5 %
78729	33	1.5 %
78746	32	1.4 %
78756	31	1.4 %
78736	25	1.1 %
78705	24	1.1 %
78722	22	1.0 %
78724	19	0.8 %
78730	10	0.4 %
78617	9	0.4 %
78652	5	0.2 %
78660	2	0.1 %
78737	1	0.0 %
78725	1	0.0 %
Total	2259	100.0 %



Summer/Fall 2018

Dear Austin resident,

Under my leadership, the City of Austin is transforming how we serve the Austin community. We are focusing on improving the six Outcomes below. So, how are we doing? I invite your feedback in this survey regarding City programs, services, staff, and your preferences about how we should prioritize our services.



Why did I get this?

This survey helps the City of Austin government measure satisfaction and prioritize improvements. Your household was randomly selected to receive this survey and only a small percentage of Austin residents receive it. Your individual responses will remain anonymous. If you have questions about this survey, please call the City of Austin Office of Performance Management at (512) 974-2610.

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. The ETC Institute's DirectionFinder® services will compile responses for analysis and also provide comparison satisfaction ratings from peer cities. Once compiled, the results will be shared with my leadership team, the Mayor and City Council, and all Department Heads. Results will also be published on our website, www.austintexas.gov.

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

Spencer Cronk City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán 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.

Các 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 ứng của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc điều tra bạn 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。您的回饋意见对我们很重要,我们將予以保密。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!



2018 City of Austin Community Survey

Thank you for taking the time to complete this important survey about services offered by City of Austin departments. 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.

1.	<u>Quality of Life.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The City of Austin as a place to live	5	4	3	2	1	9
2.	The City of Austin as a place to work	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 where I feel welcome	5	4	3	2	1	9
6.	Overall quality of life in the city	5	4	3	2	1	9

2.	Which TWO of the items listed in Question provide? [Write in your answers below using	•	the City to
	1st·	2nd·	

2a.	If you are dissatisfied	with any of the items	listed in Question 1, why?
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	3. Economic Opportunity and Affordability. Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The City of Austin planning for growth	5	4	3	2	1	9
2.	Job opportunities that match my skills	5	4	3	2	1	9
3.	Access to quality child care you can afford	5	4	3	2	1	9
4.	Access to quality health care you can afford	5	4	3	2	1	9
5.	Access to quality mental health care you can afford	5	4	3	2	1	9
6.	Access to healthy food you can afford	5	4	3	2	1	9
7.	Access to quality housing you can afford	5	4	3	2	1	9
8.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
9.	Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
10.	Overall quality of planning and zoning services (e.g. comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
11.	City's effort to promote and assist small, minority and/or womenowned businesses	5	4	3	2	1	9
12.	Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
13.	Water and wastewater rates (cost)	5	4	3	2	1	9
14.	Value of services received from Austin Energy	5	4	3	2	1	9

4.					ou think are MOST IMPORTAL ers from the list in Question 3.]	
	-	-	1st:	2nd:	3rd:	
	4a.	If you are dissa	tisfied with any	of the items	isted in Question 3, why?	

	5. <u>Health and Environment.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of City parks and recreation	5	4	3	2	1	9
2.	Quality of City park facilities (recreation, senior, and nature centers)	5	4	3	2	1	9
3.	Overall quality of City-offered parks and recreation programs, leagues, or classes	5	4	3	2	1	9
4.	Ease of accessing parks from your home	5	4	3	2	1	9
5.	Access to City walking/biking trails	5	4	3	2	1	9
6.	Appearance of City park grounds	5	4	3	2	1	9
7.	Overall satisfaction with City swimming pools	5	4	3	2	1	9
8.	Cleanliness of city streets and public areas	5	4	3	2	1	9
9.	Cleanliness of your neighborhood	5	4	3	2	1	9
10.	Energy Conservation program	5	4	3	2	1	9
11.	Overall quality of wastewater services provided by Austin Water	5	4	3	2	1	9
12.	Overall management of stormwater runoff	5	4	3	2	1	9
13.	The water quality of lakes and streams	5	4	3	2	1	9
14.	Water Conservation programs within Austin	5	4	3	2	1	9
15.	Overall quality of drinking water provided by Austin Water	5	4	3	2	1	9
16.	Quality of residential garbage collection	5	4	3	2	1	9
17.	Quality of residential yard waste collection	5	4	3	2	1	9
18.	Household hazardous waste disposal service	5	4	3	2	1	9
19.	Bulky item pick-up/removal services	5	4	3	2	1	9
20.	Quality of residential curbside recycling services	5	4	3	2	1	9
21.	Animal services (e.g. shelter, adoptions, animal control)	5	4	3	2	1	9
22.	Overall quality of public health services provided by the City (social services, health services, immunizations and restaurant inspections)	5	4	3	2	1	9
23.	Shots for Tots and Big Shots program (immunizations)	5	4	3	2	1	9
24.	Medical assistance provided by Emergency Medical Services (overall quality of ambulance services)	5	4	3	2	1	9
	Please rate your level of agreement with the following.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
25.	I have frequent contact with friends and neighbors outside of my home	5	4	3	2	1	9

6.		hich THREE of the items listed in Question 5 do you ovide? [Write in your answers below using the number	•
		1st: 2nd:	3rd:
	6a.	. If you are dissatisfied or disagree with any of t	he items listed in Question 5, why?

	7. <u>Safety.</u> Please rate your level of satisfaction with the following statements:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of fire services	5	4	3	2	1	9
2.	Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	5	4	3	2	1	9
3.	Flood control efforts	5	4	3	2	1	9
4.	Timeliness of EMS response to emergency location	5	4	3	2	1	9
5.	Overall quality of police services	5	4	3	2	1	9
6.	Timeliness of emergency police response (How quickly police respond)	5	4	3	2	1	9
7.	Enforcement of local traffic laws	5	4	3	2	1	9
8.	Adequacy of street lighting in your community	5	4	3	2	1	9
9.	Enforcement of local codes and ordinances	5	4	3	2	1	9
10.	Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)	5	4	3	2	1	9
11.	Water and wastewater utility response time to emergencies	5	4	3	2	1	9
	Please rate your level of agreement with the following.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
	I feel safe in my neighborhood during the day	5	4	3	2	1	9
13.	I feel safe in my neighborhood at night	5	4	3	2	1	9
14.	I feel safe in my home	5	4	3	2	1	9
15.	I feel safe walking alone downtown during the day	5	4	3	2	1	9
16.	I feel safe walking alone downtown at night	5	4	3	2	1	9
17.	I feel safe in my workplace	5	4	3	2	1	9
18.	I feel safe in city parks	5	4	3	2	1	9
19.	I feel prepared to help myself, my family, and my neighbors to respond to disasters and major emergencies	5	4	3	2	1	9
20.	I have access to information and education on disasters and other major emergencies	5	4	3	2	1	9
21.	I trust Austin Police Department (APD)	5	4	3	2	1	9
22.	I trust Austin Fire Department (AFD)	5	4	3	2	1	9
23.	I trust Emergency Medical Services (EMS)	5	4	3	2	1	9
24.	I am confident that in case of an emergency, my response will be delivered effectively	5	4	3	2	1	9
25.	I have sufficient knowledge and understanding of community laws, codes, and ordinances	5	4	3	2	1	9
26.	I feel I was treated fairly during my enforcement process (arrests, tickets, warnings, code violations)	5	4	3	2	1	9
27.	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

8.		ch THREE of the itemside? [Write in your ans		•		MPORTANT for the City to
	ріст	ide i [ivine miyedi din		2nd:		200a0.1 1.j
	8a.	If you are dissatist	ied or disagr	ee with any of	the items listed in	Question 7, why?
		-				

	9. Mobility. Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Traffic flow on major highways (e.g. IH-35, MOPAC, US-183, Loop 360, SH-71)	5	4	3	2	1	9
2.	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.	Transportation options (aside from personal vehicle) to get around Austin (e.g. ride share, bus/train, bike, walk)	5	4	3	2	1	9
4.	Cost of transportation to get around Austin	5	4	3	2	1	9
5.	Timing of traffic signals on City streets	5	4	3	2	1	9
6.	On-street bicycle accessibility (The City's bicycle lane system/network)	5	4	3	2	1	9
7.	Off-street bicycle accessibility (The City's urban trail network)	5	4	3	2	1	9
8.	Overall maintenance of major City streets	5	4	3	2	1	9
9.	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
10.	Condition of streets in your neighborhood (residential streets)	5	4	3	2	1	9
11.	Mowing and trimming along City streets	5	4	3	2	1	9
12.	Pedestrian accessibility (availability and level of convenience of sidewalks and crosswalks)	5	4	3	2	1	9
13.	Overall maintenance of City sidewalks	5	4	3	2	1	9
14.	Condition of sidewalks in your neighborhood (if sidewalks exist)	5	4	3	2	1	9
	Please rate your level of agreement with the following.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
15.	I feel safe traveling with other drivers on the road	5	4	3	2	1	9
16.	My travel time is predictable	5	4	3	2	1	9

10.	Which THREE of the item	s listed in Que	estion 9 do you	u think are MOST IMPORTANT for the C	ity to
	provide? [Write in your and	swers below us	sing the numbe	rs from the list in Question 9.]	
		1st:	2nd:	3rd:	

10a. If you are dissatisfied or disagree with any of the items listed in Question 9, why?

(B	11. <u>Culture and Lifelong Learning.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of City libraries	5	4	3	2	1	9
2.	Materials at libraries	5	4	3	2	1	9
3.	Library programs	5	4	3	2	1	9
4.	Quality of cultural and learning services and programs in Austin (e.g. libraries, museums, cultural centers and events)	5	4	3	2	1	9
5.	Quality of the City's cultural and learning facilities (e.g. libraries, cultural centers, City museums)	5	4	3	2	1	9
6.	City-offered lifelong learning events, activities, and resources (classes or learning materials)	5	4	3	2	1	9
	Please rate your level of agreement with the following.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
7.	Austin is a place that honors and preserves my personal heritage	5	4	3	2	1	9

12.	Which THREE of the items to provide? [Write in your all		•		or the City
		1st:	2nd:	3rd:	

12a. If you are dissatisfied or disagree with any of the items listed in Question 11, why?

	13. <u>Government that Works for All.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Knov
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	Overall quality of customer service provided by the City	5	4	3	2	1	9
3.	Services provided by the City's 3-1-1 assistance telephone number	5	4	3	2	1	9
4.	Overall effectiveness of communication by the City		4	3	2	1	9
5.	The City's effort to support dialogue between residents and government		4	3	2	1	9
6.	Civic engagement experience with the City		4	3	2	1	9
7.	The City's efforts to be fair	5	4	3	2	1	9
8.	The City's efforts to be transparent	5	4	3	2	1	9
9.	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
10.	Overall value that you receive for your City tax dollars and fees	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.	Austin Energy customer service	5	4	3	2	1	9
13.	Reliability of your electric service	5	4	3	2	1	9
14.	Water and wastewater utility customer service	5	4	3	2	1	9
15.	Online options for conducting business with the City (e.g. utility bill, permits, class registration)	5	4	3	2	1	9
16.	Condition of City facilities and buildings (e.g. clean, safe, accessible)	5	4	3	2	1	9
	Please rate your level of agreement with the following.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Knov
17.	Employees of the City of Austin are ethical in the way they conduct City business	5	4	3	2	1	9

	1st: 2nd:	3rd:
14a.	If you are dissatisfied or disagree with a	any of the items listed in Question 13, why?
provi	e of City Services and Facilities. Please C ded by the City of Austin that you or oth ast 12 months, unless otherwise noted.	CHECK ALL of the following services and facilities members of your household have used du
	1) City park	(15) Contact with Austin Public Health (e.g. social
	2) City walking/biking trail	services, public health services)
	3) City recreation program, leagues, or class	(16) Visited Austin Animal Center
	4) City pool	(17) Called 3-1-1
(0	5) City recreation center (senior, nature centers)	(18) Called 9-1-1
/^	City's bicycle lane system/network	(19) Contact with Austin Police Department
(0	7) City's urban trail network	(20) Contact with Austin Fire Department
(0	7) City's urban trail network 8) Visited a City library facility	(20) Contact with Austin Fire Department(21) Contact with Emergency Medical Services
(0 (0	7) City's urban trail network8) Visited a City library facility9) Participated in a City library program	(20) Contact with Austin Fire Department(21) Contact with Emergency Medical ServicesDepartment
(0 (0	7) City's urban trail network8) Visited a City library facility9) Participated in a City library program0) Participated in a lifelong learning activity in the	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning department
(0 (0	 7) City's urban trail network 8) Visited a City library facility 9) Participated in a City library program 0) Participated in a lifelong learning activity in the past 3 months (learning activity or class 	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning department (zoning, neighborhood/small area plans)
(0 (0 (1	 7) City's urban trail network 8) Visited a City library facility 9) Participated in a City library program 0) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work) 	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning department (zoning, neighborhood/small area plans) (23) Contact with the City's Development Services
(0 (0 (1	 7) City's urban trail network 8) Visited a City library facility 9) Participated in a City library program 0) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work) 1) Attended a cultural event or program organized 	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning departr (zoning, neighborhood/small area plans) (23) Contact with the City's Development Services department (permitting, inspections)
(0 (0 (1	 7) City's urban trail network 8) Visited a City library facility 9) Participated in a City library program 0) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work) 1) Attended a cultural event or program organized by the City in the past 6 months 	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning departr (zoning, neighborhood/small area plans) (23) Contact with the City's Development Services department (permitting, inspections) (24) City provides electric service
(0 (0 (1 (1	 7) City's urban trail network 8) Visited a City library facility 9) Participated in a City library program 0) Participated in a lifelong learning activity in the past 3 months (learning activity or class unrelated to work) 1) Attended a cultural event or program organized 	 (20) Contact with Austin Fire Department (21) Contact with Emergency Medical Services Department (22) Contact with the Planning and Zoning departr (zoning, neighborhood/small area plans) (23) Contact with the City's Development Services department (permitting, inspections)

equitably. Your individual responses will remain anonymous. 16. Approximately how many years have you lived in the City of Austin? years 17. Which of the following best describes your age? _(1) 18-24 years ____(5) 55-64 years (3) 35-44 years (7) 75-84 years (4) 45-54 years (6) 65-74 years (8) 85+ years (2) 25-34 years 18. How many children in each of the following age groups live in your household? [Write the number of children in each age group below, or circle "NONE."] How many of the children in your household use childcare services such as daycare, after 18a. school programs, and/or camps? children 19. Which of the following best describes your race or ethnic background? [Check all that apply.] (1) African American/Black (5) Middle Eastern _(2) American Indian/Native American/Aleutian/Eskimo (6) White ____(7) Other: _____ (3) Asian/Pacific Islander ____(4) Hispanic/Latino 20. Which of the following best describes your ANNUAL household income? (1) Less than \$20,000 (3) \$40,000 - \$59,999 (5) \$80,000 - \$149,999 (2) \$20,000 - \$39,999 (4) \$60,000 - \$79,999 (6) \$150,000 or more 21. Which of the following BEST describes your employment status? (3) Student full-time (1) Employed full-time [Answer Q21a.] (5) Retired ___(2) Employed part-time [Answer Q21a.] ____(4) Student part-time _(6) Not currently employed What is the zip code where you work (primary employment)? 21a. 22. What is your gender identity? ___(1) Female (2) Male (3) Prefer to self-describe: 23. **Do you own or rent your home?** (1) Own (2) Rent 24. What is your HOME zip code?

Our last 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

Demographics

25.26.	If there were ONE thing you c comment, suggestion, etc.), wha	ould share with the Mayor regarding the City of Austin (any would it be?				
		nline Panel. If you would be willing to participate in a focus y the City of Austin to discuss some of the issues addressed in contact information below.				
	Your Name:	Phone:				
	E-mail:					

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 anonymous. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.