

2014 City of San Antonio Community Survey FINAL REPORT

Submitted to

The City of
San Antonio,
Texas

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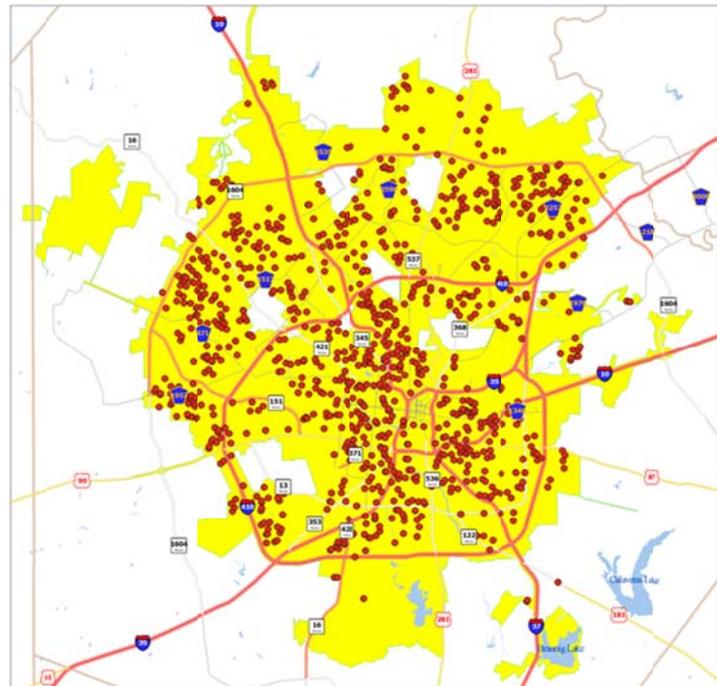
2014 San Antonio Community Survey Executive Summary Report

OVERVIEW AND METHODOLOGY

Overview. ETC Institute administered a community survey for the City of San Antonio during the summer of 2014. The purpose of the survey was to objectively assess resident satisfaction with the delivery of city services and to gather input about priorities for the City.

Methodology. The survey was administered in English and Spanish to a random sample of 1,006 residents by phone. At least 100 surveys were completed in each of the City's ten council districts. The results for the random sample of 1,006 households have a 95% level of confidence with a precision of at least +/- 3%.

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



Don't knows. The percentage of "don't know" and "no opinion" responses has been excluded from graphs that show trends from 2008 to 2014 to facilitate valid comparisons. Since the number of "don't know" and "no opinion" responses often reflects the utilization and awareness of city services, the percentage of "don't know" and "no opinion" responses has been provided in Appendix D.

When comparing trend data in this report, a "significant increase/decrease" is defined as a change in satisfaction of more than 3%.



MAJOR FINDINGS

- **The City of San Antonio Has One of the Highest Overall Satisfaction Ratings in the Nation.** Compared to the results of a national survey that was administered by ETC Institute to residents living in U.S. cities with populations of 250,000 or more, overall satisfaction with city services in San Antonio rated 22% above the national average.
- **Overall Satisfaction with the Quality of City Services Continues to Improve.** The percentage of residents who rated the overall quality of City services as “excellent” or “good” increased from 69% in 2012 to 70% in 2014. Since 2008, the City’s overall satisfaction rating has increased by 4%, which is a statistically significant increase.
- **San Antonio Is Setting the Standard for Service Delivery in Many Area.** Compared to the results of a national survey that was administered by ETC Institute to residents living in U.S. cities with populations of 250,000 or more, San Antonio rated at or above the national average in most of the major categories of City services that were assessed.

The major categories of City services that were identified as comparative strengths, and weaknesses because the satisfaction ratings were more than 5% above (strengths) or below (weaknesses) the national average are listed below:

Comparative STRENGTHS

- Public library services (+15%)
- Parks and recreation programs and facilities (+9%)
- Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities (+8%)
- Solid waste services (+7%)

Comparative WEAKNESSES

- Animal Care Services (-6%)

Compared to other large cities in Texas, the City of San Antonio had the highest or second highest level of satisfaction in seven of the eight areas shown in the table below.

Service	Houston	Fort Worth	Austin	Dallas	San Antonio	San Antonio Rank
Fire	89%	88%	86%	87%	91%	1st
Library	Not asked	80%	72%	78%	91%	1st
Solid Waste	74%	71%	85%	75%	81%	2nd
3-1-1 Call Center	53%	60%	68%	49%	81%	1st
Parks	52%	63%	73%	57%	76%	1st
Police	59%	77%	68%	55%	72%	2nd
Animal Care	42%	49%	67%	40%	48%	3rd
Code	40%	46%	39%	41%	47%	1st

- **Residents Think San Antonio is a Great Place to Live, Raise a Family, and Retire.** When comparing resident perceptions of the City to the results of a national survey that was administered by ETC Institute to residents living in U.S. cities with populations of 250,000 or more, the City of San Antonio rated significantly above the national average in each of the following areas:
 - As a place to retire (+23%)
 - As a place to raise a family (+14%)
 - As a place to live (+12%)
 - Overall quality of life (+9%)
- **Residents Feel Safer than They Did Two Years Ago.** The percentage of residents who rated their overall feeling of safety in the City as “excellent” or “good” increased 5% from 61% in 2012 to 66% in 2014.
- **Satisfaction with the City’s 3-1-1 Call Center Increased Significantly.** The percentage of residents who indicated that they were “very satisfied” or “satisfied” with the City’s 3-1-1- Call Center increased 4% from 77% in 2012 to 81% in 2014.
- **Although Overall Satisfaction with City Services Increased, There Were Significant Decreases in Four Major Areas.** Of the 13 major categories of city services that were rated, satisfaction levels were significantly lower in 2014 than in 2012 in the following areas:
 - Animal care services (-7%)
 - Code Enforcement (-7%)
 - Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities (-5%)
 - Development Services (-5%)

MAJOR FINDINGS BY AREA

Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities

The overall satisfaction rating for this area in 2014 was 43%, which was down 5% from 2012. The service that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion, were: flood control (77%), efforts to keep neighborhood streets clean (73%), and quality of completed capital projects (73%). There was one significant decrease in how quickly potholes are repaired (38% satisfaction rating, compared to 43% in 2012).

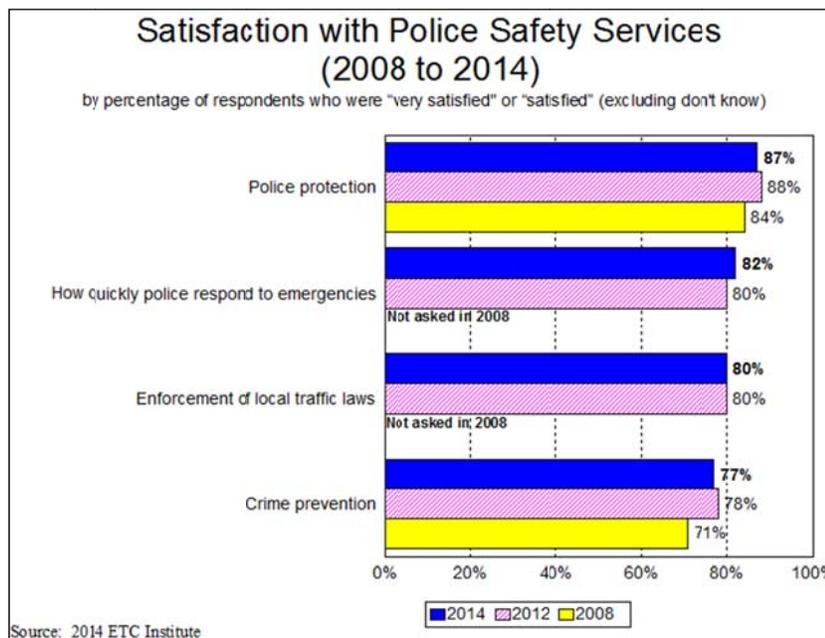
The two services that residents felt were most important for the City to provide were: (1) condition of city streets and (2) quick repairs of potholes.

Police Safety Services

The overall satisfaction rating for police safety services in 2014 was 72%, which is a decrease of 1% from 2012. The police services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: police protection (87%), how quickly police respond to emergencies (82%) and the enforcement of local traffic laws (80%).

The police safety service that residents felt was most important for the City to provide was crime prevention.

- **How Satisfaction with Police Safety Has Changed.** There were no significant changes in satisfaction ratings for any of the police safety services that were rated from 2012.



- **How Police Safety Compares to the National Average.** All of the police safety services were identified as comparative strengths because satisfaction ratings with police safety services were more than 5% above the national average in each of the areas that were rated:

Comparative STRENGTHS

- Crime prevention (+30%)
- Enforcement of local traffic laws (+23%)
- Local police protection (+21%)
- Response time of police to emergencies (+21%)

Comparative WEAKNESSES

- None

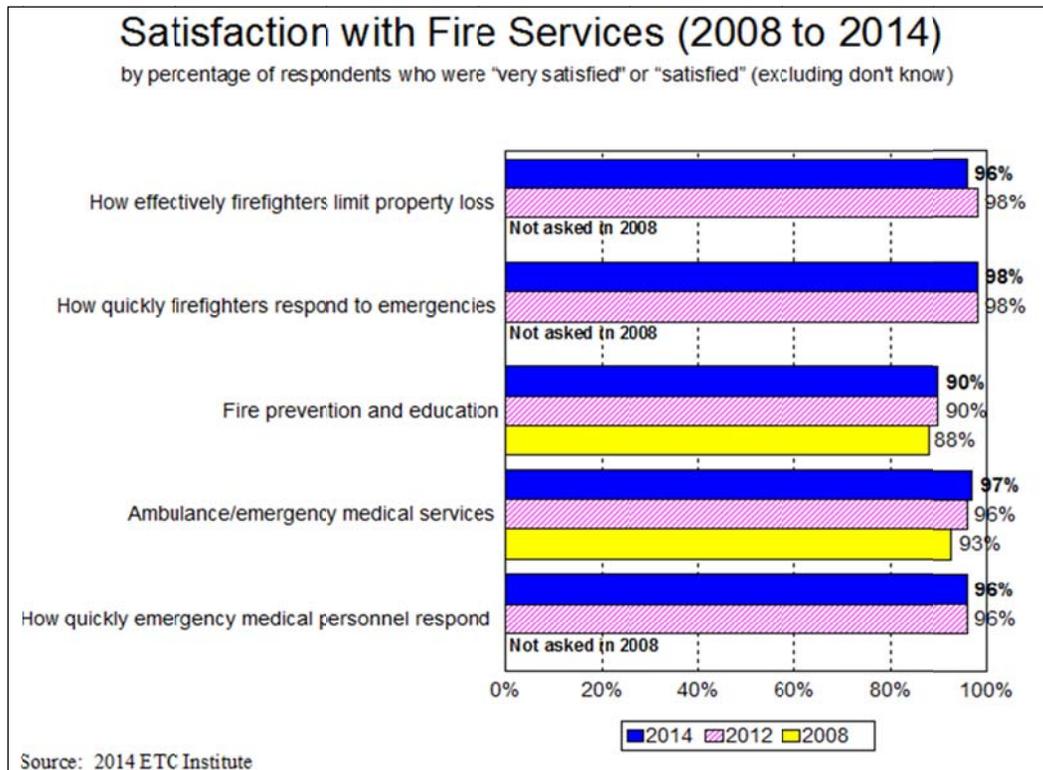
- How Overall Satisfaction with Police Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with police services second highest; Fort Worth had the highest rating. San Antonio’s rating for police services was 6% higher than the average rating for the 7 cities with comparable data.

Fire Services

The overall satisfaction rating for fire services in 2014 was 91%, which was a slight increase from 90% in 2012. The fire services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were how quickly firefighters respond to emergencies (98%) and how effectively firefighters limit property loss (96%).

The fire service that residents felt was most important for the City to improve was how quickly firefighters respond to emergencies.

- How Satisfaction with Fire Services Has Changed.** Satisfaction ratings stayed the same or showed slight improvement in 4 of the 5 fire services rated from 2012; however, none of the changes from 2012 were statistically significant (see chart on next page).



- **How Fire Services Compare to the National Average.** All of the fire services rated were identified as comparative strengths because satisfaction levels were at least 5% above the national average:

Comparative STRENGTHS

- Fire education programs (+22%)
- Emergency medical response time (+10%)
- Overall quality of fire services (+8%)
- Response time of firefighters (+8%)

Comparative WEAKNESSES

- None

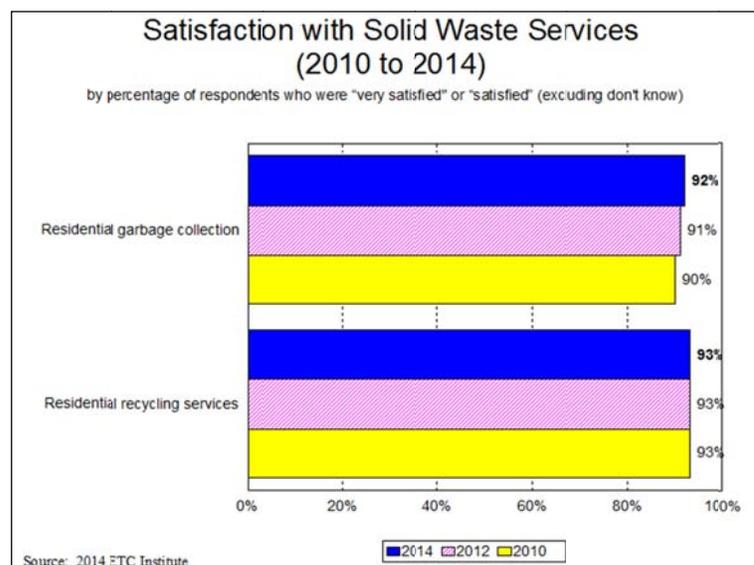
- **How Overall Satisfaction with Fire Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with fire services at 91%, which ranked first along with Oklahoma City. San Antonio’s rating for fire services was 4% higher than the average rating for the 7 cities with comparable data.

Solid Waste Services

The overall satisfaction rating for solid waste services in 2014 was 81%, which was an increase of 2% from 2012. The solid waste services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential recycling services (93%) and residential garbage collection (92%).

The solid waste service that residents felt was most important for the City to provide was residential garbage collection.

- **How Satisfaction with Solid Waste Services Has Changed.** Satisfaction ratings for solid waste services stayed the same or showed slight improvement in all of the areas rated from 2012; however, none of the changes from 2012 were statistically significant. The trends since 2010 are shown in the chart to the right.





How Solid Waste Services Compare to the National Average. All of the City’s solid waste services were identified as comparative strengths because they scored at least 5% above the national average. The results are provided below:

Comparative STRENGTHS

- Bulky item pickup/removal services (+20%)
- Residential recycling services (+19%)
- Residential garbage collections services (+10%)

Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Solid Waste Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio’s rating for solid waste was third highest; Oklahoma City had the highest rating and Austin had the second highest rating. San Antonio’s rating for solid waste was 3% higher than the average rating for the 7 cities with comparable data for this service.

Animal Care Services

The overall satisfaction rating for animal care services in 2014 was 48%, which was down 7% from 2012. The services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 77% were satisfied with the City’s adoption/rescue and No Kill efforts; 55% were satisfied with the control of the stray pet population through targeted Spay/Neuter program and public education, and 54% were satisfied with the enforcement of Animal Code.

The animal care service that residents felt was most important for the City to provide was controlling the stray pet population through targeted Spay/Neuter program and public education.

- **How Perceptions of Animal Care Services Have Changed.** The percentage of residents who were satisfied with the enforcement of animal code decreased significantly, from 60% in 2012 to 54% in 2014 (-6%). There was also a significant decrease in controlling of the stray pet populations through targeted Spay/Neuter program and public education, from 59% satisfaction in 2012 to 55% in 2014 (-4%).
- **How Overall Satisfaction with Animal Care Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with animal care services third highest; Austin had the highest rating. San Antonio’s rating for animal care services was the same as the average rating for the 7 cities with comparable data.

Code Enforcement

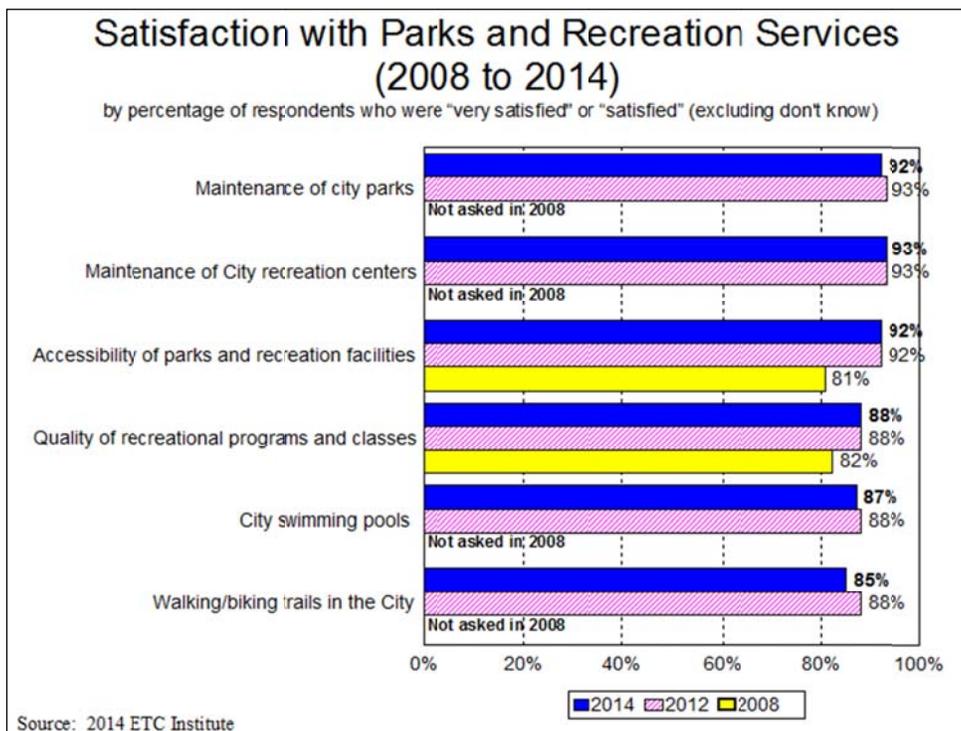
The overall satisfaction rating for code enforcement in 2014 was 47%. This was a significant decrease in satisfaction from 54% in 2012 (-7%).

Parks and Recreation Services

The overall satisfaction rating for parks and recreation services in 2014 was 76%, which was a slight increase from 75% in 2012. The highest levels of satisfaction with parks and recreation services in San Antonio, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of city recreation centers (93%), the maintenance of city parks (92%) and the accessibility of parks and recreation facilities (92%).

The parks and recreation services that residents felt were most important for the City to provide were: (1) the maintenance of city parks and (2) walking/biking trails in the City.

- How Satisfaction with Parks and Recreation Has Changed.** Satisfaction ratings stayed the same in three of the parks and recreation services rated from 2012; there were no improvements. There were decreases in satisfaction in three of the six parks and recreation services from 2012; none of these decreases were significant.





- **How Parks and Recreation Services Compare to the National Average.** All of the City’s parks and recreation services were identified as comparative strengths because they scored at least 5% above the national average. The results are provided below:

Comparative STRENGTHS

- City swimming pools (+41%)
- Early education and after school programs (+27%)
- Walking/biking trails (+26%)
- Maintenance of City parks (+26%)
- Maintenance of recreation centers (+22%)
- Recreational programs and classes (+22%)

Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Parks and Recreation Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio residents rated the overall satisfaction with parks and recreation highest. San Antonio’s rating for parks and recreation was 13% higher than the average rating for the 8 cities with comparable data.

3-1-1 Call Center

The overall satisfaction rating for the 3-1-1 Call Center in 2014 was 81%, which was up 4% from 77% in 2012. Of the survey respondents who had used the City’s 3-1-1 Call Center service (604 respondents), 93% felt it was “very easy” or “easy” to use. When asked to rate various aspect of the City’s 3-1-1 service, 95% of residents who had an opinion rated the courteousness of 3-1-1 call takers as “excellent” or “good”, and 88% rated the ability of the call taker to answer their questions as “excellent” or “good.”

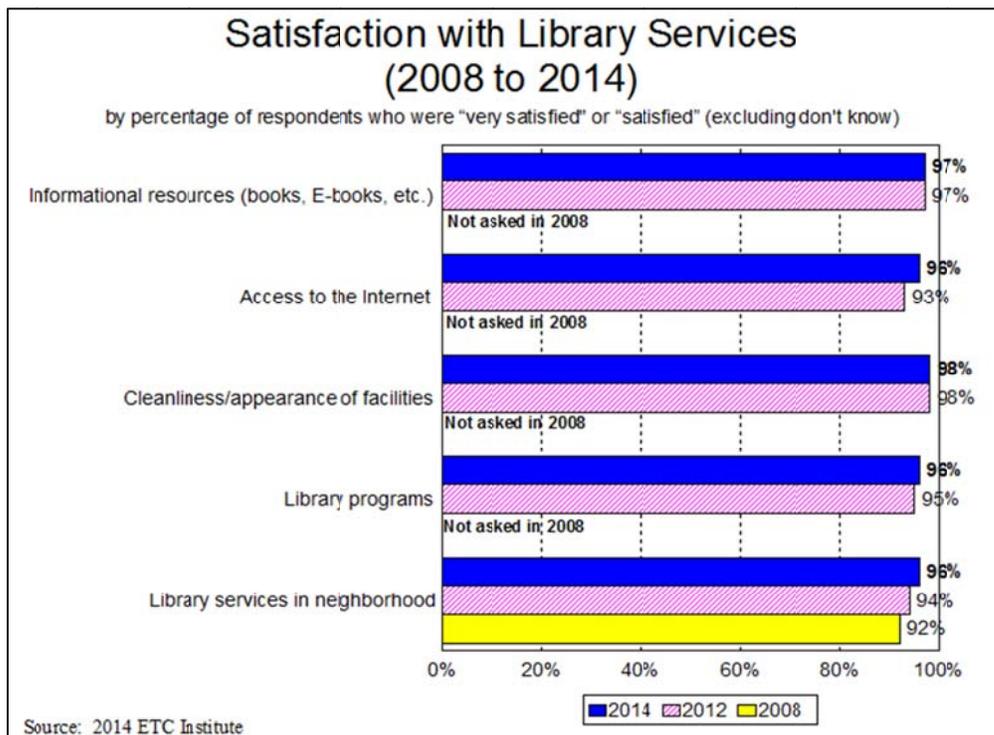
- **How Satisfaction with 3-1-1 Service Has Changed.** The percentage of residents who felt the City’s 3-1-1 service was “very easy” or “easy” to use increased by 1% from 92% in 2012 to 93% in 2014. Satisfaction ratings improved or stayed the same in three of the four 3-1-1 services rated from 2012; there was a significant decrease in satisfaction (6%) in the hours that 3-1-1 service is available.
- **How Overall Satisfaction with the City’s 3-1-1 Call Center Service Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio residents rated overall satisfaction with the City’s 3-1-1 service highest. San Antonio’s rating for 3-1-1 was 20% higher than the average rating for the 7 cities with comparable data.

Public Library Services

The overall satisfaction rating for public library services in 2014 was 91%, which was up 3% from 88% in 2012. The library services that residents were most satisfied with, based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the cleanliness and appearance of library facilities (98%) and the quality of informational resources like books, E-books, CDs/DVDs, downloadable music, etc. (97%).

The library service that residents felt was most important for the City to provide was the quality of informational resources like books, E-books, CDs/DVDs, downloadable music, etc.

- **How Satisfaction with Public Library Services in the Area Has Changed.** Satisfaction ratings improved or stayed the same in all 5 of the library services rated from 2012; however, none of the changes from 2012 were significant (see chart below).



- **How Overall Satisfaction With Public Library Services Compares to the National Average.** Overall satisfaction with public library services rated significantly above the average for large communities of 250,000 or more (+10%).
- **How Overall Satisfaction with Library Services Compares to Other Large Cities in Texas.** Among the other cities of a similar size where overall satisfaction with library services was assessed (which in this comparison only included large Texas cities), San Antonio’s rating was the highest. San Antonio’s rating for library services was 11% higher than the average rating for the 4 large Texas cities.



Social Services

The overall satisfaction rating for social services in 2014 was 60%. Of the four types of social services that were rated, residents gave the highest ratings for the quality of services provided to low-income people (62%) and quality of adult education & literacy services (62%). Compared to 2012, ratings improved significantly in 3 of the 4 areas that were assessed, including: services for low income people (+11%), quality of housing assistance for at-risk homeless (+7%), and services for seniors (+4%). There were no significant decreases in any of the social services that were rated.

Development Services

The overall satisfaction rating for development services in 2014 was 63%, which is a significant decrease from 68% satisfaction in 2012. Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 82% were satisfied with the ease of obtaining garage sale permits; 80% were “very satisfied” or “satisfied” with the ease of obtaining “other” permits, and 57% were satisfied with removal of graffiti.

Public Health Services

The overall satisfaction rating of public health services in 2014 was 67%.

Convention, Sports and Entertainment Facilities

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 87% were satisfied with the quality/variety of entertainment, expositions, and sporting events at the Alamodome; this percentage was the same in 2012.

Planning Services

The overall satisfaction rating for planning services in 2014 was 52%, which was down 3% from 2012. Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 78% were satisfied with the City’s efforts to plan for future growth; this was a significant decrease from 82% in 2012.



Aviation Services

The overall satisfaction rating for San Antonio International Airport in 2014 was 81%, an increase of 3% from 2012. Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 91% were satisfied with the condition of facilities at the City’s airport, and 83% were satisfied with the availability of parking at the City’s airport. There were no significant changes in satisfaction in any of the aviation services rated from 2012.

Arts and Culture

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 90% were satisfied with their experience with arts and culture in San Antonio and 79% were satisfied with how well informed they were about arts and cultural events in San Antonio. There were no significant changes in satisfaction in any of the arts and culture categories rated from 2012.

Online Payment Programs

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 86% were satisfied with the City’s online payment programs; this was a 4% decrease from 90% in 2012.

Job Training Programs

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 71% were satisfied with the City’s job training programs; this was a decrease of 4% from 2012.

Quality of early childhood education and afterschool programs

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 78% were satisfied with the City’s the quality of early childhood education and afterschool programs; this percentage was the same in 2012.



Historic Preservation Efforts

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 88% were satisfied with the City’s historic preservation efforts; this was a decrease of 3% from 2012.

Providing Residents with Information in English and Spanish

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 90% were satisfied with the City’s efforts to provide residents with information in English and Spanish; this was a significant increase from 81% in 2012 (+9%).

Quality of services provided to disabled persons

Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 74% were satisfied with the quality of services provided to disabled persons; this was a significant increase from 56% in 2012 (+18%).

Sustainability

The overall satisfaction rating for sustainability efforts by the City to help preserve the environment, including recycling, energy savings, protection of water/air quality and promotion of walking/biking/public transit, was 66%. This was the first time the City’s overall performance in the category of “sustainability” had been assessed. The sustainability actions that residents felt were most important, based upon a combination of “very important” and “important” responses among residents who had an opinion, were ensuring the availability of clean air and water (95%), preparing for more frequent storms (88%), providing opportunities to reduce energy use (84%), and supporting pedestrian, bicycle and transit activity (78%).

City Employee Customer Service

The City employee customer service attributes that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the courteousness of City employees (82%) and the knowledge of City employees (78%).



- **How Satisfaction with City Employee Customer Service Has Changed.** There were decreases in all of the City customer service items rated from 2012. The City employee customer service attributes that showed significant decreases from 2012 were the courteousness of City employees (-7%) and knowledge of City employees (-4%).
- **How City Employee Customer Services Compare to the National Average.** All of the City employee customer service attributes assessed on the survey rated at least 5% above the national average. The items identified as comparative strengths and weaknesses are listed below:

Comparative STRENGTHS

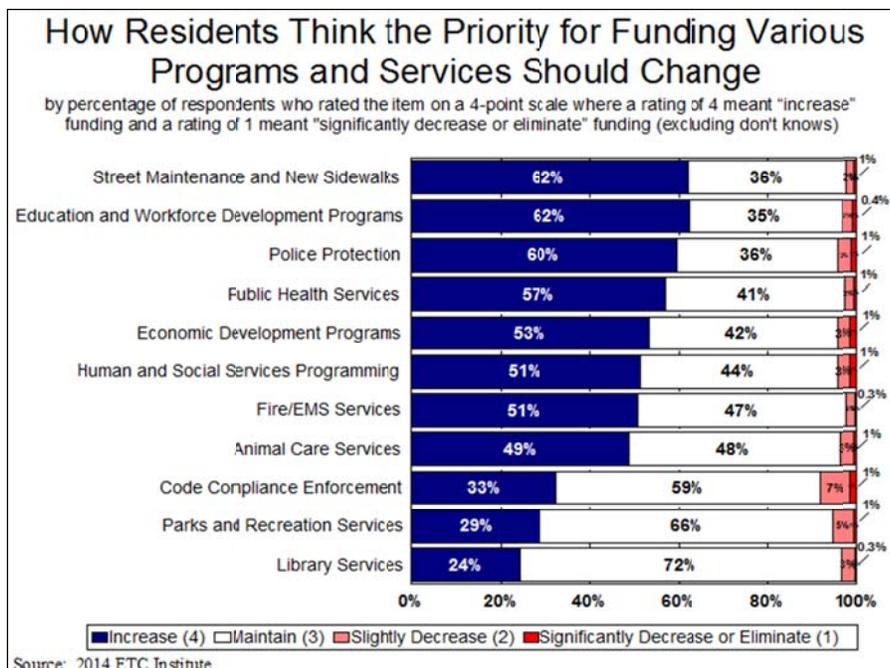
- Overall customer service of City employees (+32%)
- Responsiveness of City employees (+18%)
- Courteousness of City employees (+7%)
- Knowledge of City employees (+7%)

Comparative WEAKNESSES

- None

City Budget

- **Funding Priorities for City Services.** Residents were asked to indicate whether the priority that is placed on various services should be increased, maintained, slightly decreased, or significantly decreased/eliminated in the upcoming budget. The three services with the highest percentage of respondents who believed the funding priority should be increased were: (1) street maintenance and new sidewalks, (2) education and workforce development programs, and (3) police protection. The results for all areas that were assessed are shown in the chart below.





Community Perceptions

- **Perceptions of Potential Problems.** The community issues that residents felt were the biggest problems in the City, based upon the percentage of respondents who rated these items as “major problems” were: obesity (67%), drug use (60%), youth school dropout (56%) and teenage pregnancy (56%).
- **How Perceptions of Problems Have Changed from 2012.** The issues that showed significant changes in the percentage of residents who rated the item as a “major problem” from 2012 are provided on the next page.

Significant INCREASES in Ratings of Issues as a MAJOR PROBLEM

- Poverty (+9%)
- Homelessness (+9%)
- Adult illiteracy (+8%)
- Youth school drop-out (+7%)
- The local economy/joblessness (+5%)
- Rundown buildings/weed lots/junk vehicles (+4%)
- Teenage pregnancy (+4%)
- Drug use (+4%)
- Stray animals (+4%)

Significant DECREASES in Ratings of Issues as a MAJOR PROBLEM

- Graffiti (-4%)

- **Most Important Community Issues to Address over the Next Two Years.** The issues that residents felt would be most important for the City to address over the next two years were: teenage pregnancy (31%) and obesity (30%).

Pre-K 4 SA Program

More than three-fourths (78%) of residents surveyed are aware of the City’s Pre-K 4 SA early childhood education program.

Public Safety Healthcare Contributions

Seventy percent (70%) of residents surveyed believed that San Antonio public safety personnel should contribute toward the cost of healthcare like other city employees; 11% do not, and 19% responded “don’t know”.



Conclusions

Based on the results of the City’s 2014 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **The City of San Antonio is setting the standard for the delivery of city services.** The City’s overall satisfaction rating of 70% is 22% above the national average for cities with more than 250,000 residents. Among nearly 40 services that were assessed on the 2014 survey, the City of San Antonio rated at or above the U.S. average for cities with more than 250,000 residents in nearly all of the areas rated. When compared to other large Texas cities, San Antonio’s satisfaction ratings were highest in 5 of the 8 major areas that were assessed.
- **The City of San Antonio is moving in the right direction.** The city’s overall satisfaction rating increased from 69% to 70%, and since 2008, the overall rating has increased by 4%.
- **Residents Support Having Public Safety Personnel Contribute to the Cost of Healthcare Benefits.** Seventy percent (70%) of those surveyed believed the City’s public safety personnel should contribute toward the cost of healthcare like other city employees. Only 11% did not, and 19% did not have an opinion.

Recommendations

Recommended Areas of Emphasis for the Next Two Years. In order to help the City identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City:** To increase the overall satisfaction with City services, the City of San Antonio should emphasize improvements in the following major areas over the next two years:
 - Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities
 - Police Safety
 - Social Services

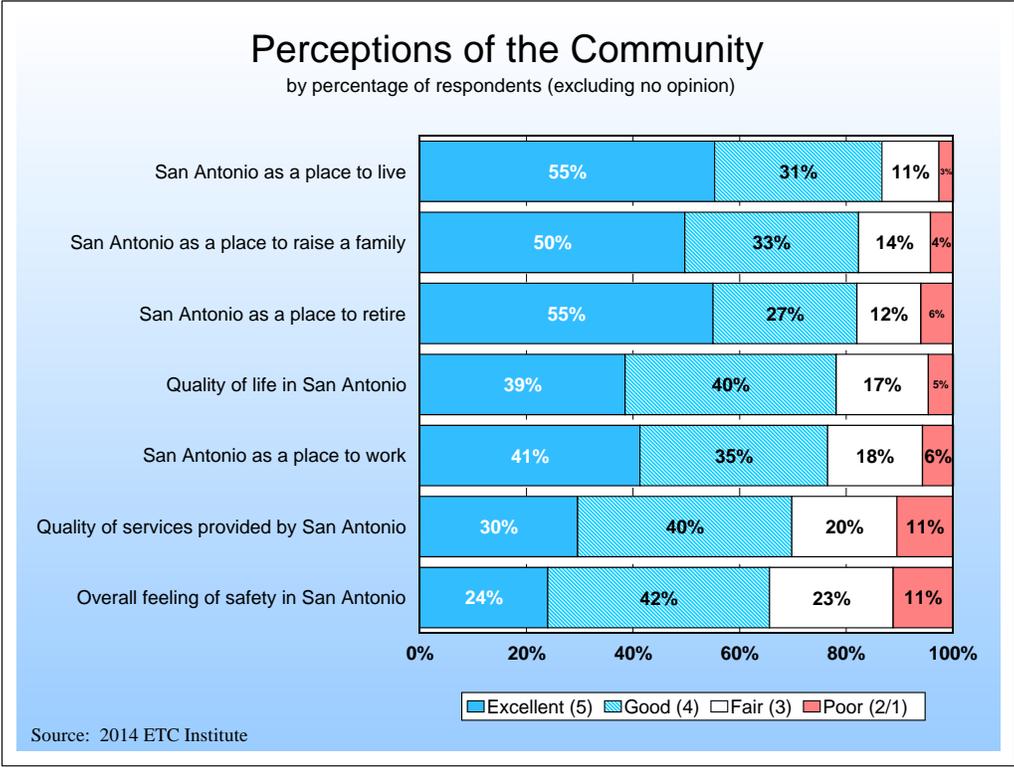


- **Priorities for Departments:** To increase satisfaction ratings for individual departments and services, departmental leaders should emphasize improvements in the following areas:
 - **Police Safety:** Crime prevention.
 - **Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities:** Condition of city streets and how quickly potholes are repaired.
 - **Animal Care Services:** Spay/neuter program & public education and enforcement of animal code.
 - **Fire Services:** There were no high or very high priorities identified in the I-S analysis for fire services, so no major changes in the delivery of these services are recommended at this time.
 - **Solid Waste Services:** There were no high or very high priorities identified in the I-S analysis for solid waste services, so no major changes in the delivery of these services are recommended at this time.
 - **Parks and Recreation Services:** There were no high or very high priorities identified in the I-S analysis for parks and recreation services, so no major changes in the delivery of these services are recommended at this time.
 - **Library services:** There were no high or very high priorities identified in the I-S analysis for library services, so no major changes in the delivery of these services are recommended at this time.

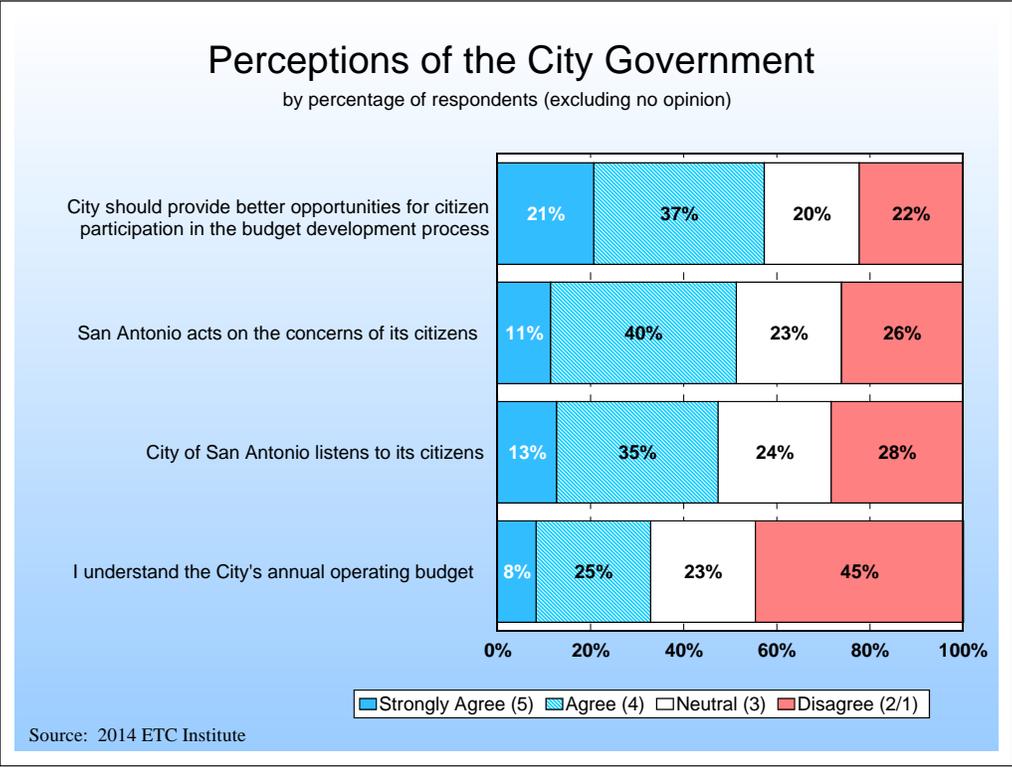
By emphasizing the areas listed above, the City of San Antonio should be able to sustain high levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

Section 1:
Charts and Graphs

Perceptions of the Community



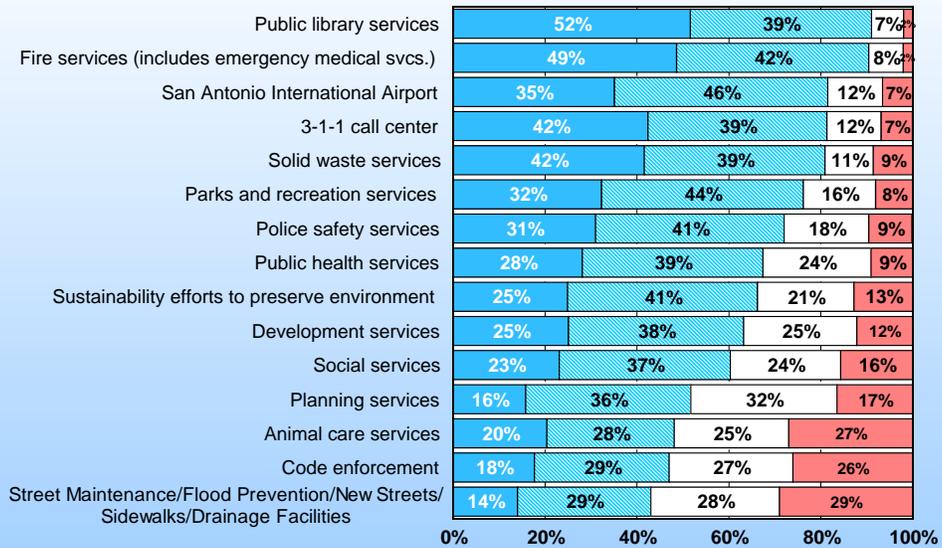
Perceptions of the City Government



Overall Satisfaction with Major City Services

Overall Satisfaction with Major City Services

by percentage of respondents (excluding don't know)

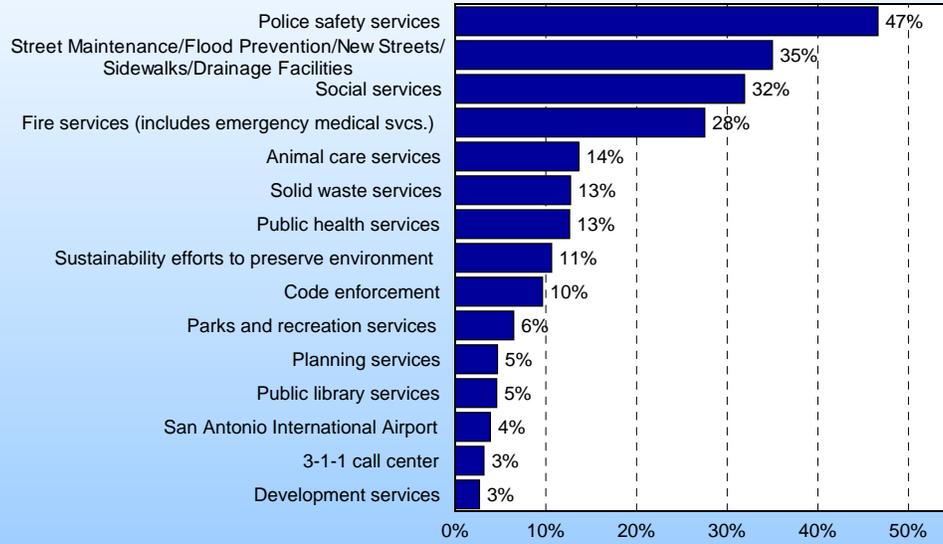


Source: 2014 ETC Institute

Very Satisfied (5) Satisfied (4) Neutral (3) Unsatisfied (2/1)

Major City Services Residents Felt Were Most Important for the City to Provide

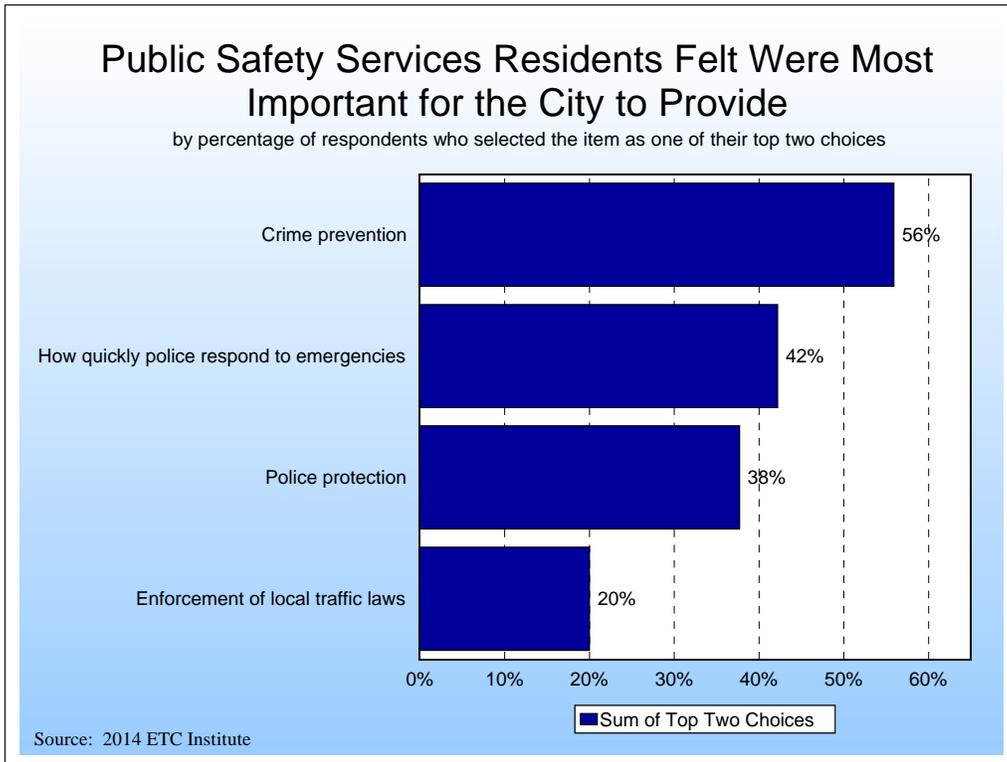
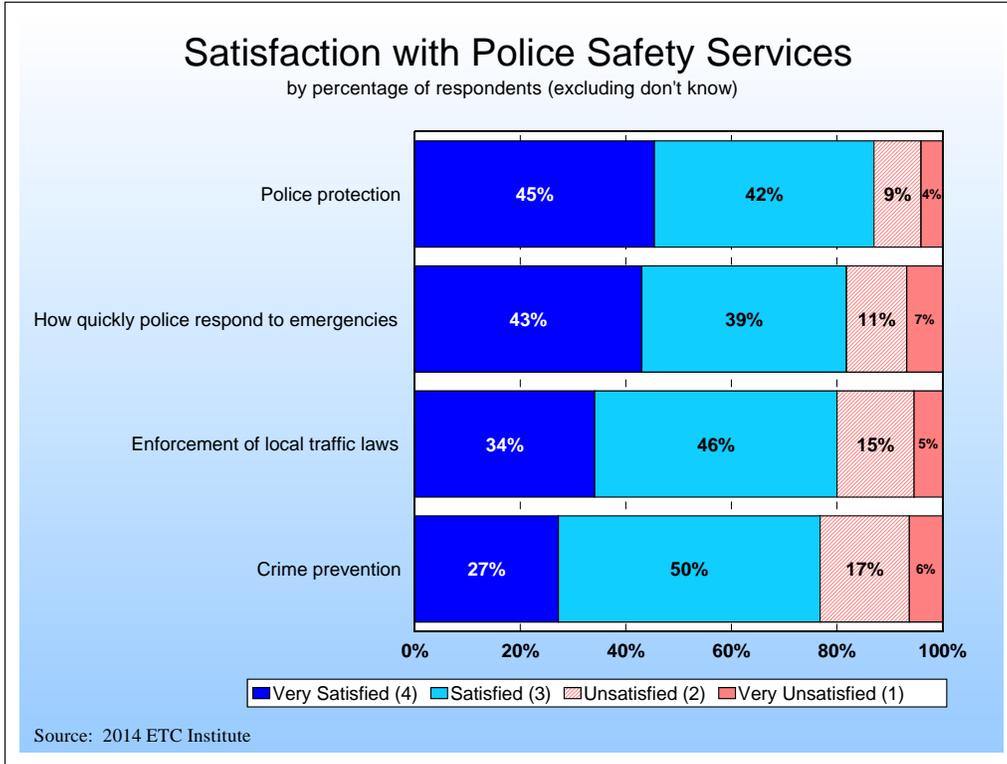
by percentage of respondents who selected the item as one of their top three choices



Source: 2014 ETC Institute

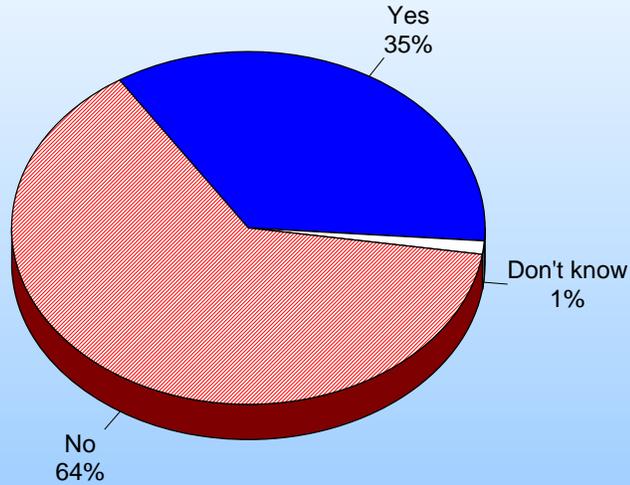
Sum of Top Three Choices

Police Safety Services



Have you requested services from the San Antonio Police Department in the Last 2 Years?

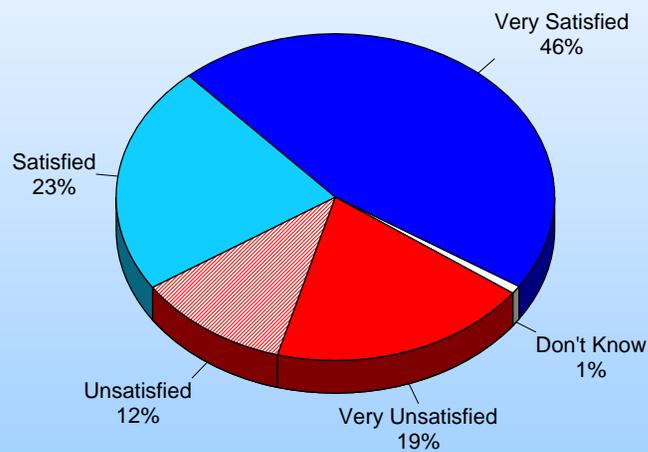
by percentage of respondents



Source: 2014 ETC Institute

Overall Satisfaction with the Quality of Services Received From the San Antonio Police Department

by percentage of respondents who indicated they had contacted the San Antonio Police Department during the past 2 years

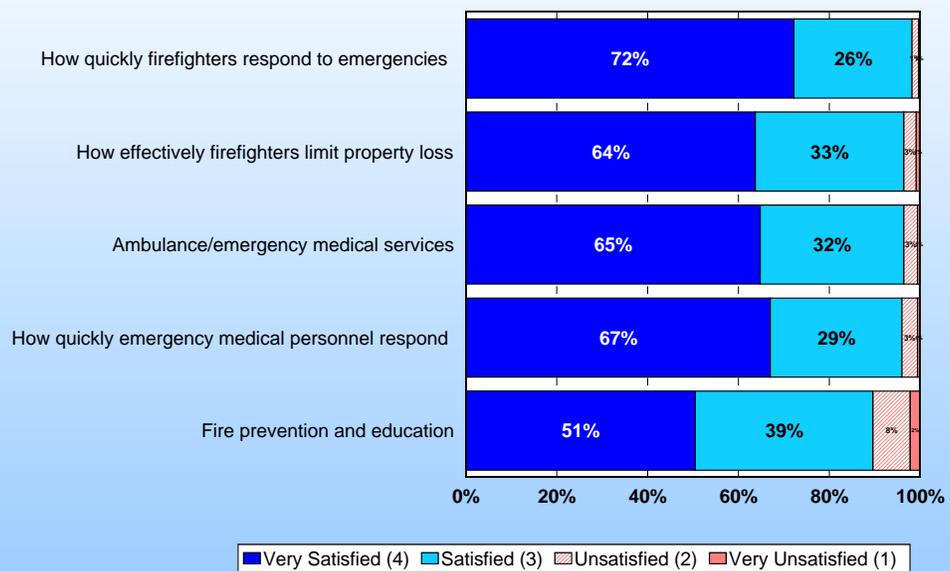


Source: 2014 ETC Institute

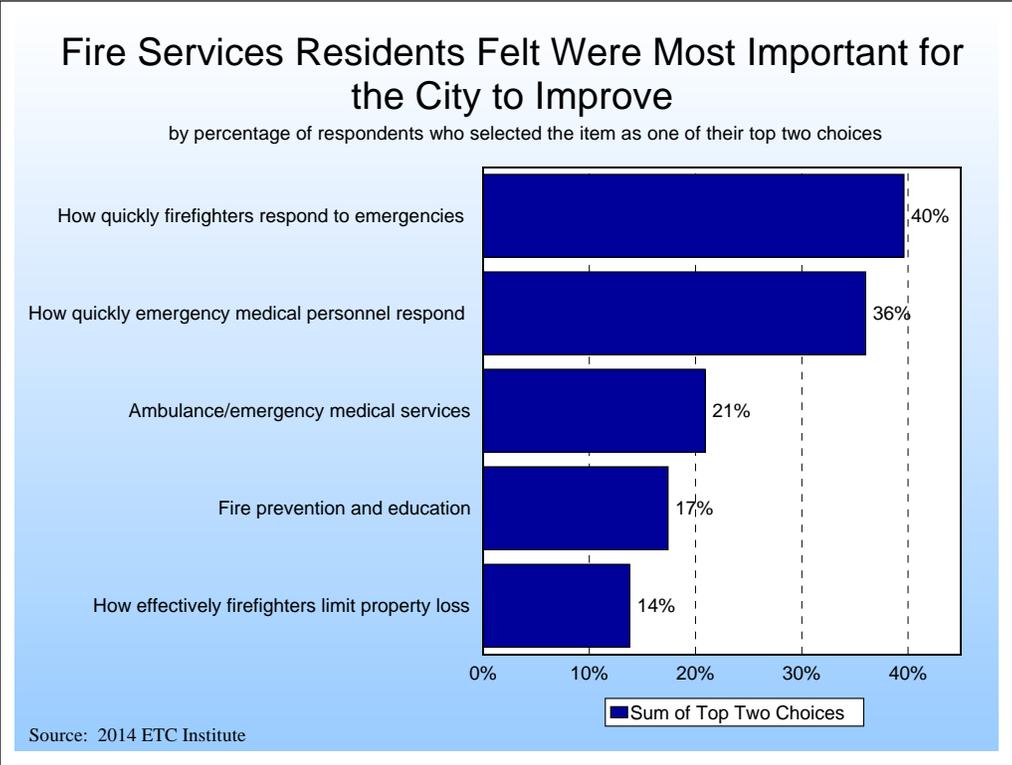
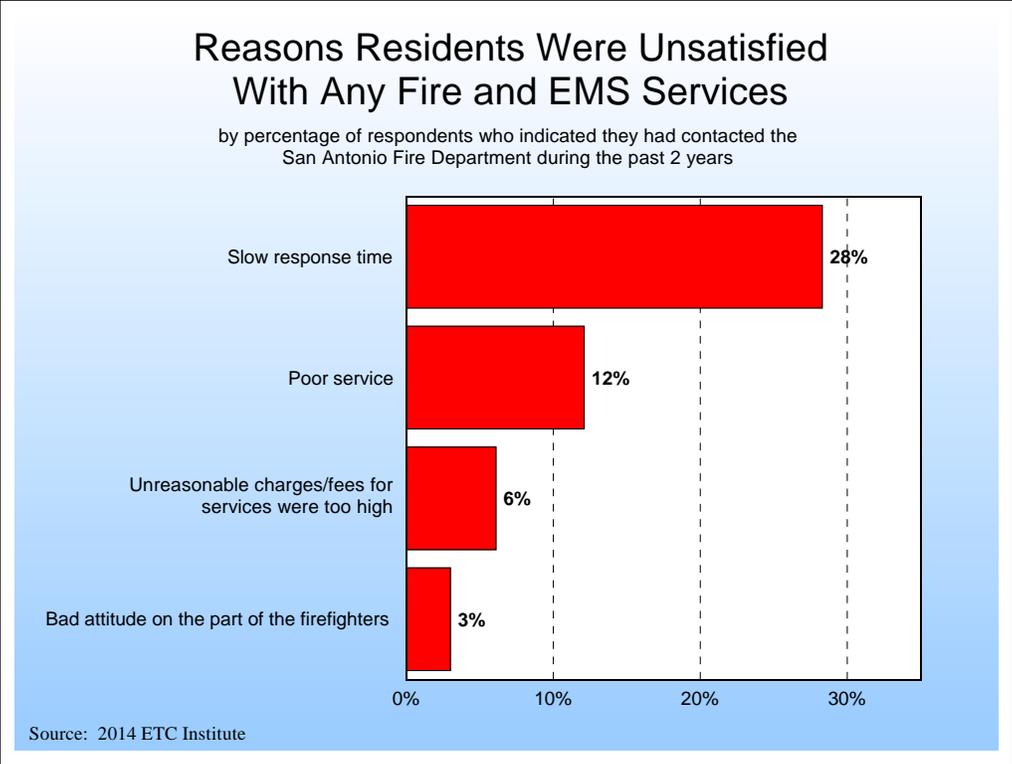
Fire Services

Satisfaction with Fire Services

by percentage of respondents (excluding don't know)

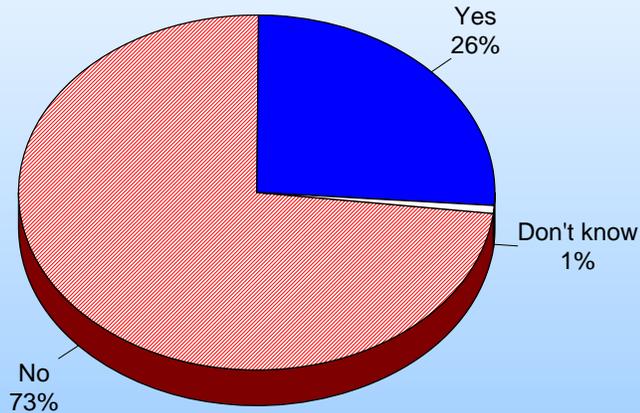


Source: 2014 ETC Institute



Have you received Fire or Emergency Medical Services from the San Antonio Fire Department during the last 2 years?

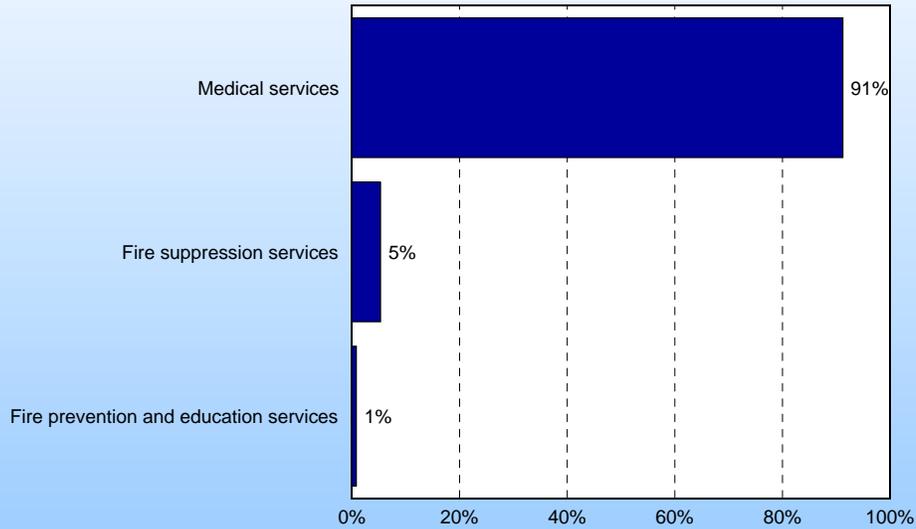
by percentage of respondents



Source: 2014 ETC Institute

What kind of fire and emergency medical services did you request?

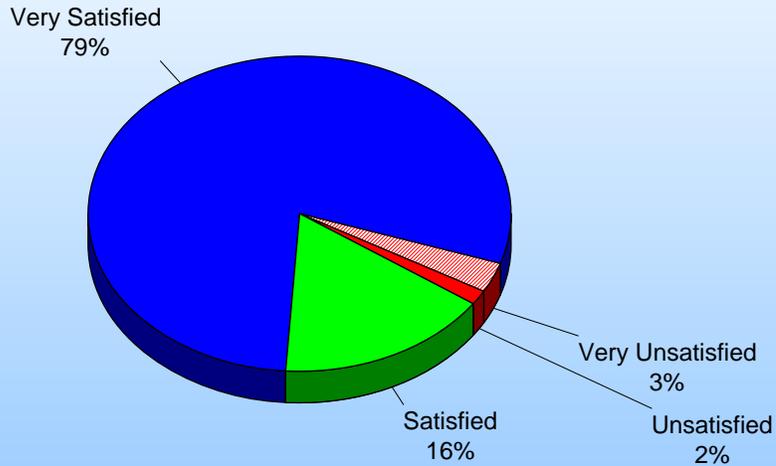
by percentage of respondents who had requested services fire and/or emergency medical services during the last 2 years



Source: 2014 ETC Institute

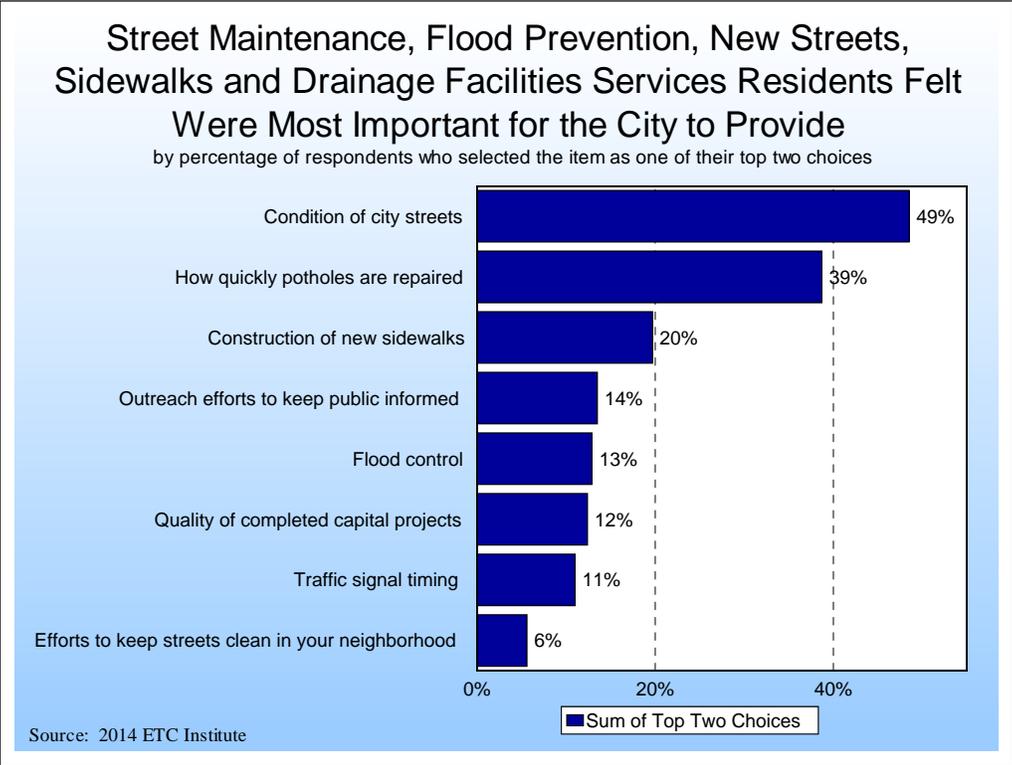
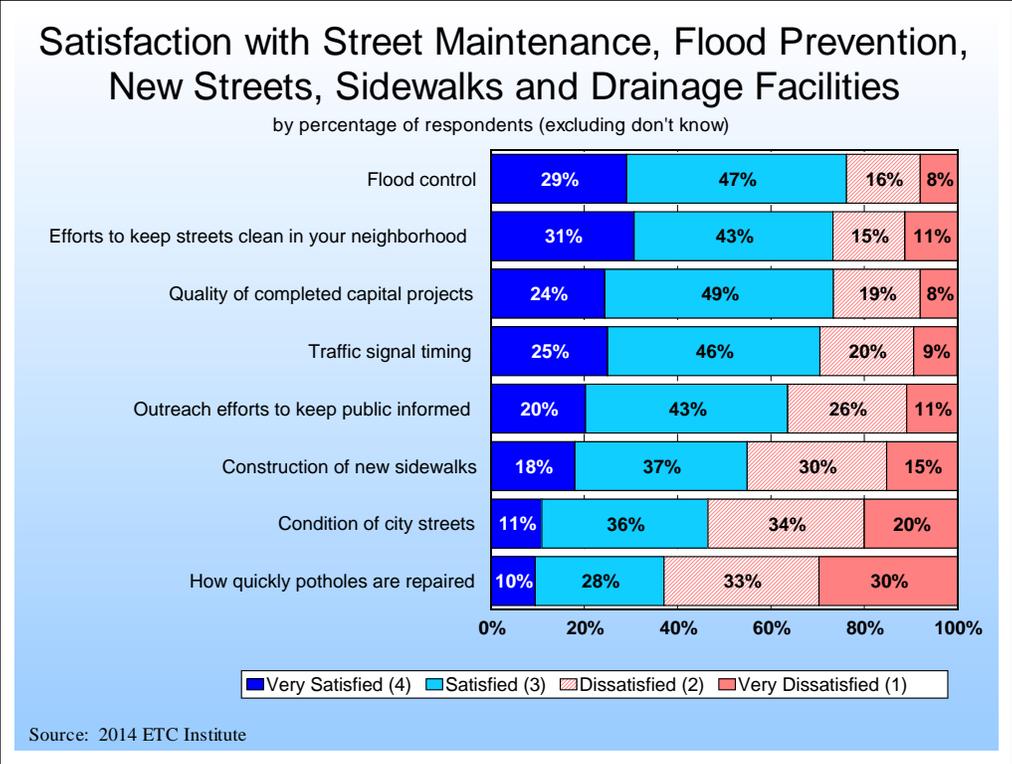
Overall Satisfaction with the Quality of Services Received From the San Antonio Fire Department

by percentage of respondents who indicated they had contacted the San Antonio Fire Department during the past 2 years

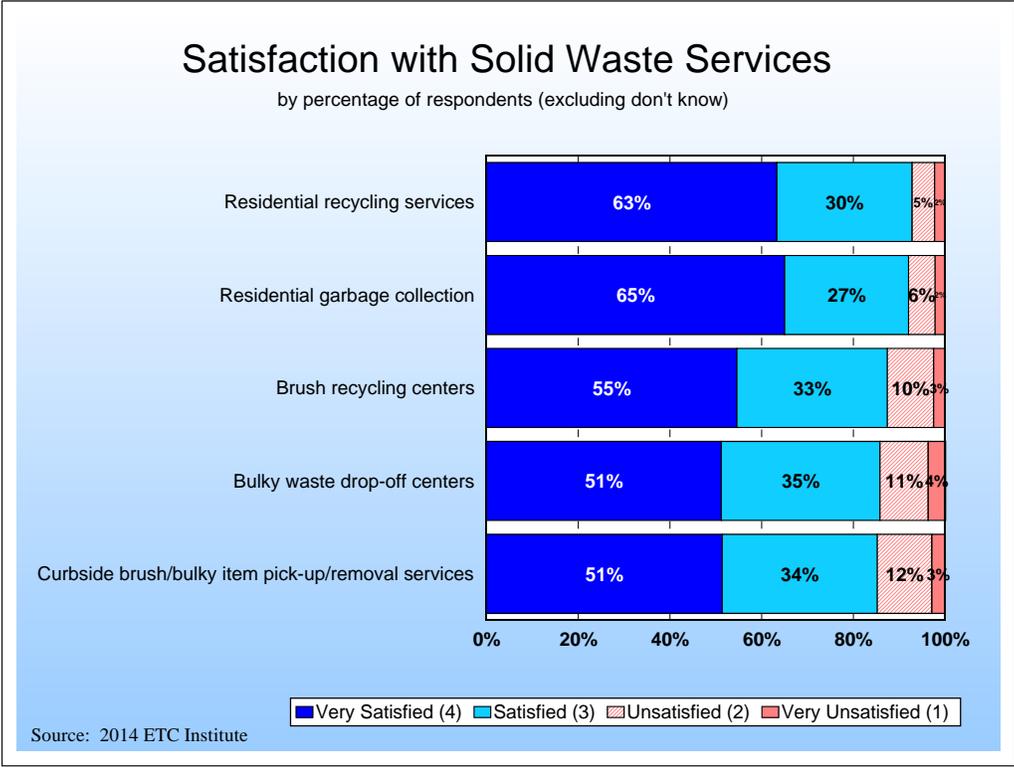


Source: 2014 ETC Institute

Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities

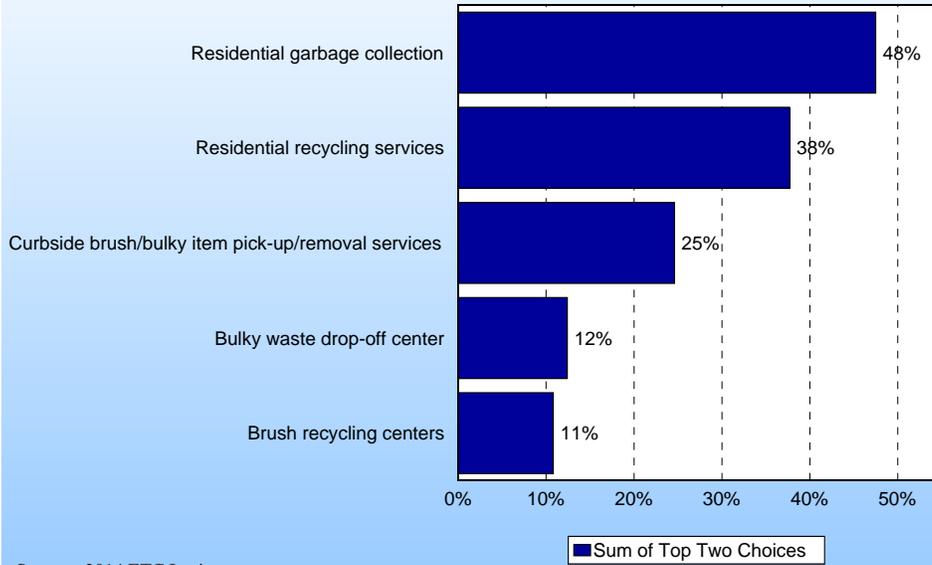


Solid Waste Services



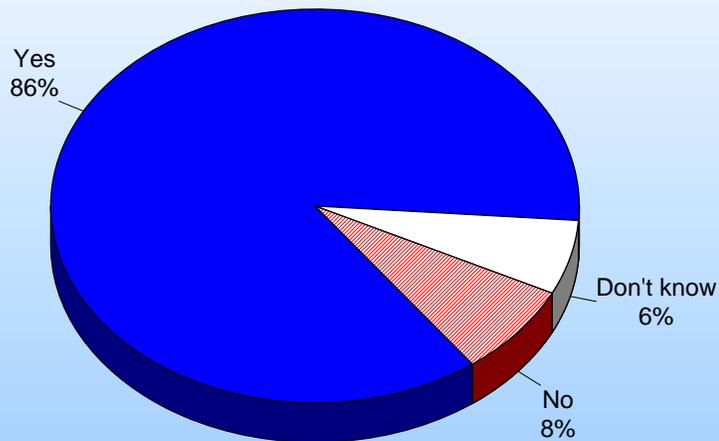
Solid Waste Services Residents Felt Were Most Important for the City to Provide

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



Do you think the City's recycling program is easy to use?

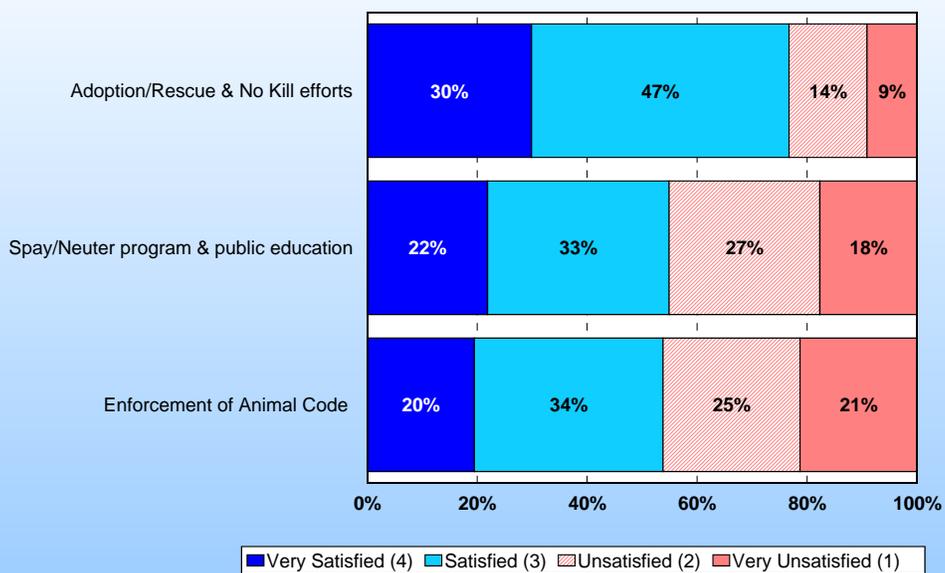
by percentage of respondents



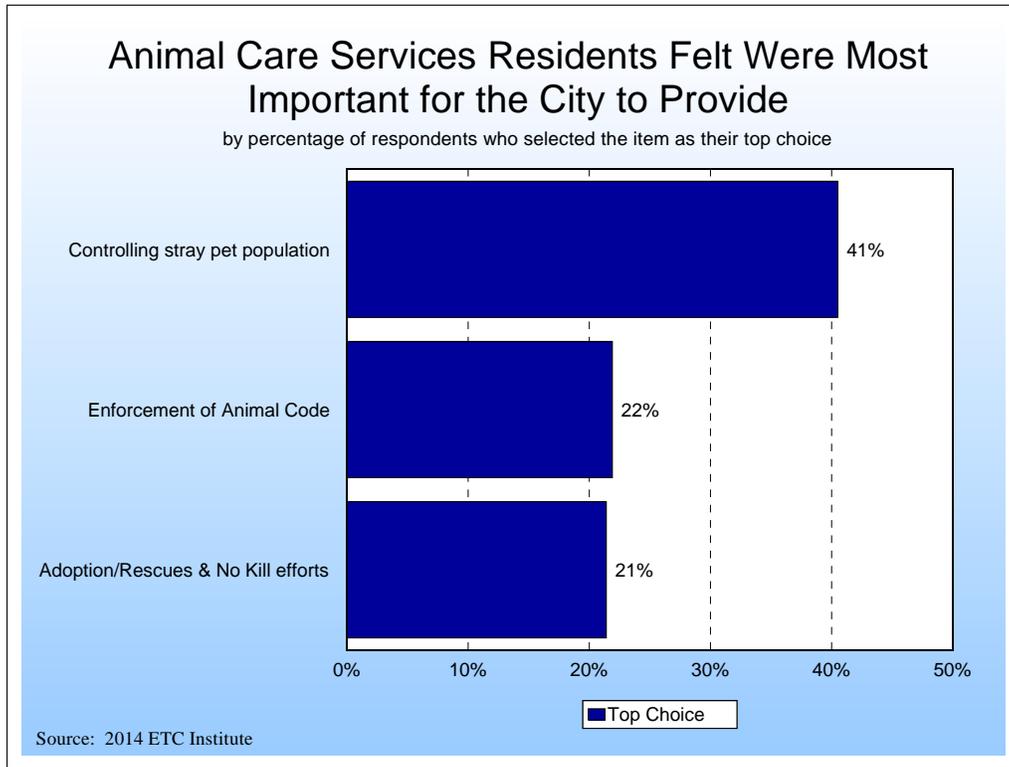
Animal Care Services

Satisfaction with Animal Care Services

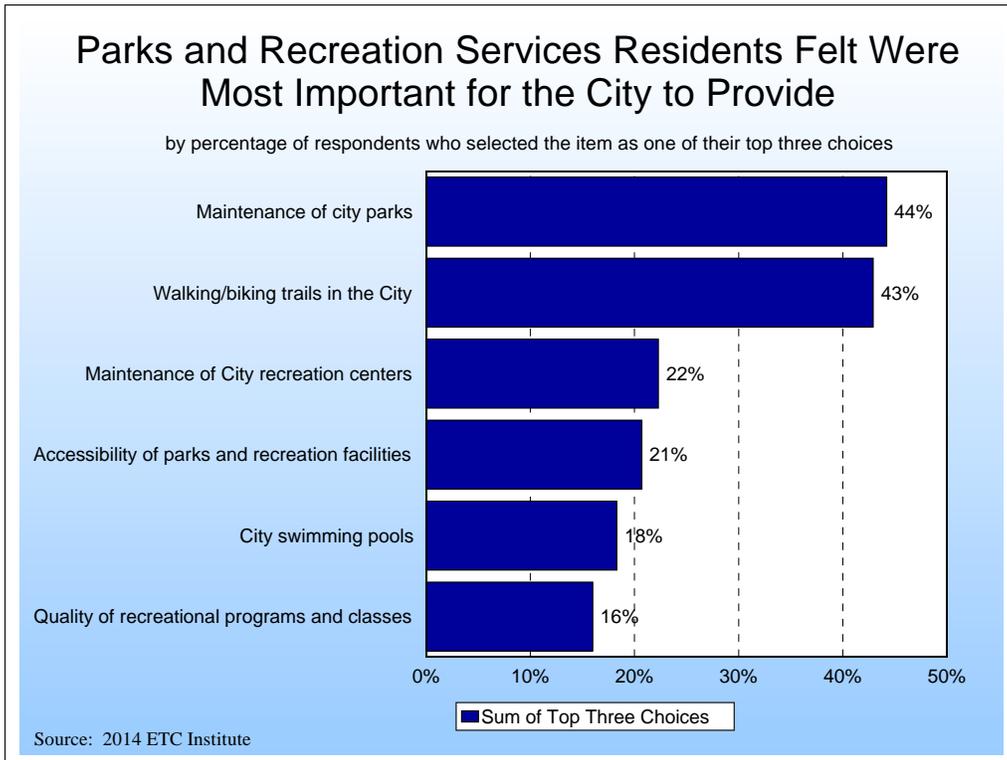
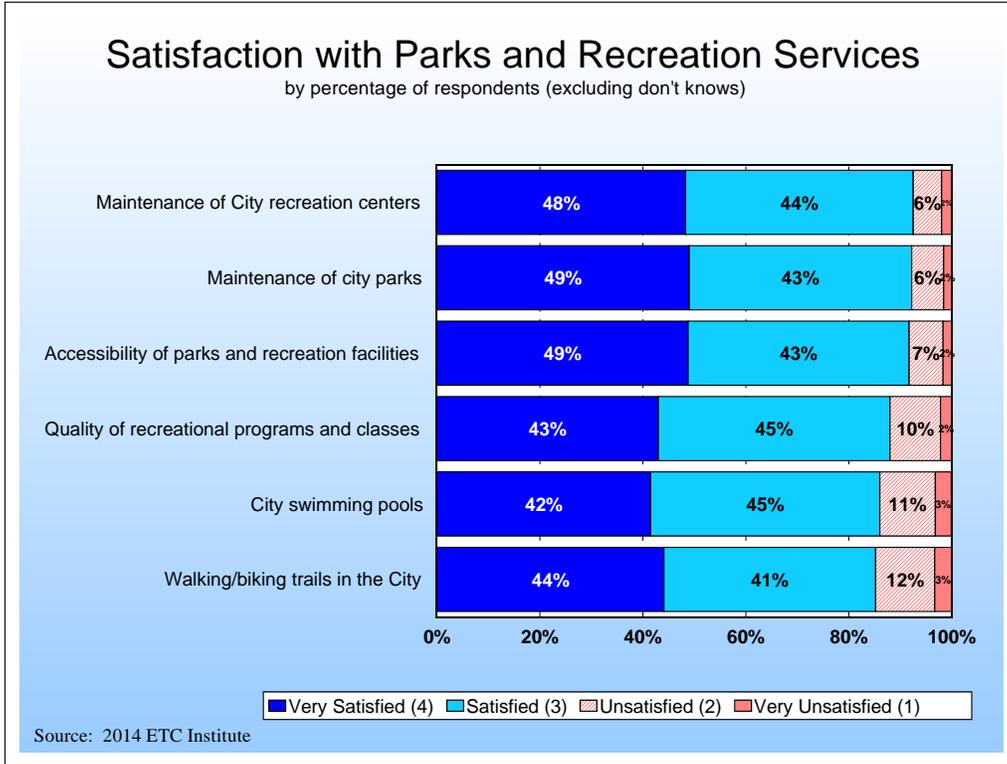
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute



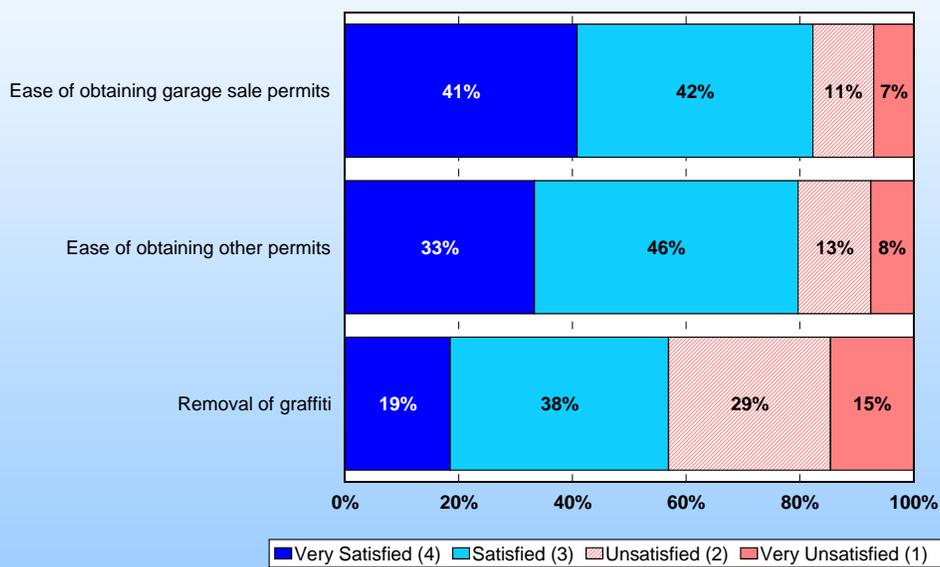
Parks and Recreation Services



Other City Services

Satisfaction with Development Services

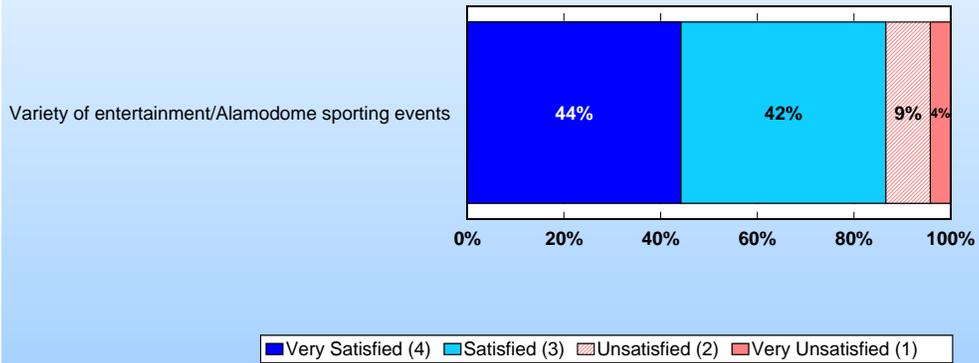
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

Satisfaction with Convention, Sports and Entertainment Facilities

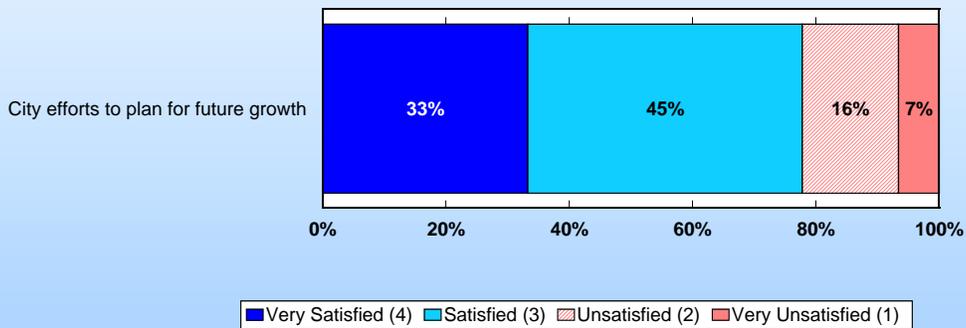
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

Satisfaction with Planning Services

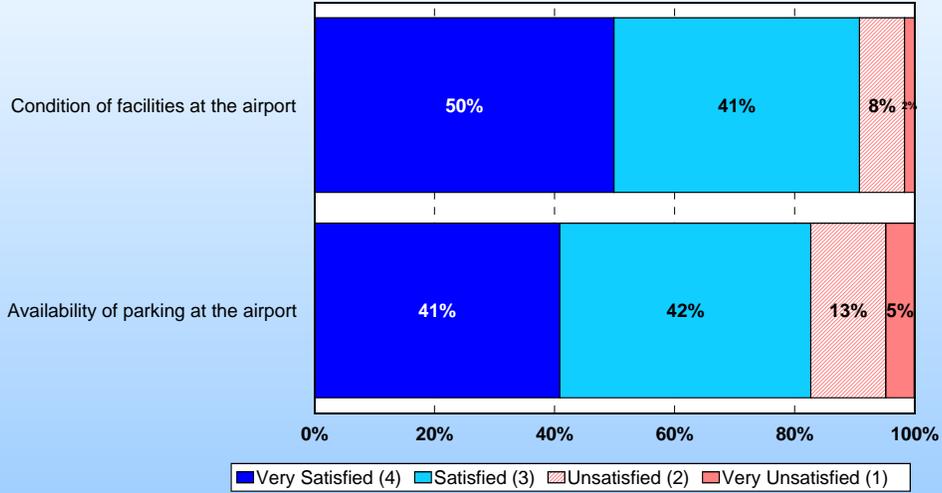
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

Satisfaction with Aviation Services

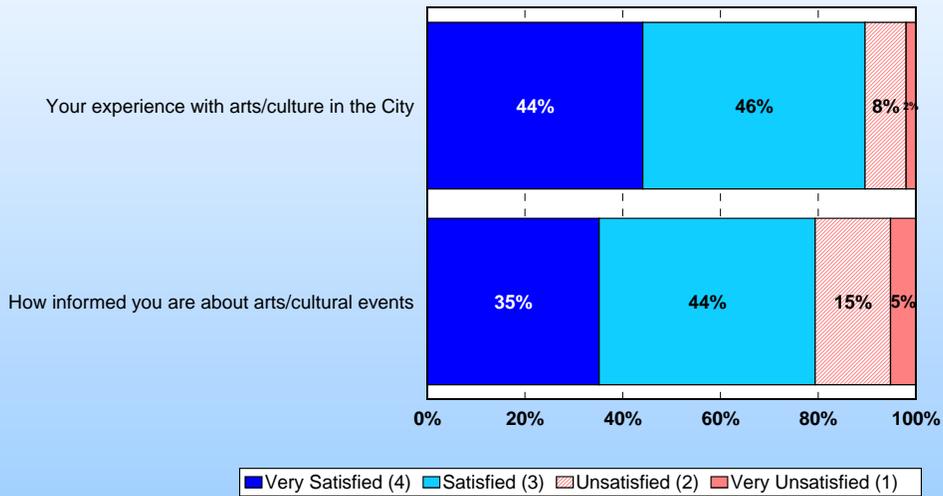
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

Satisfaction with Arts and Culture

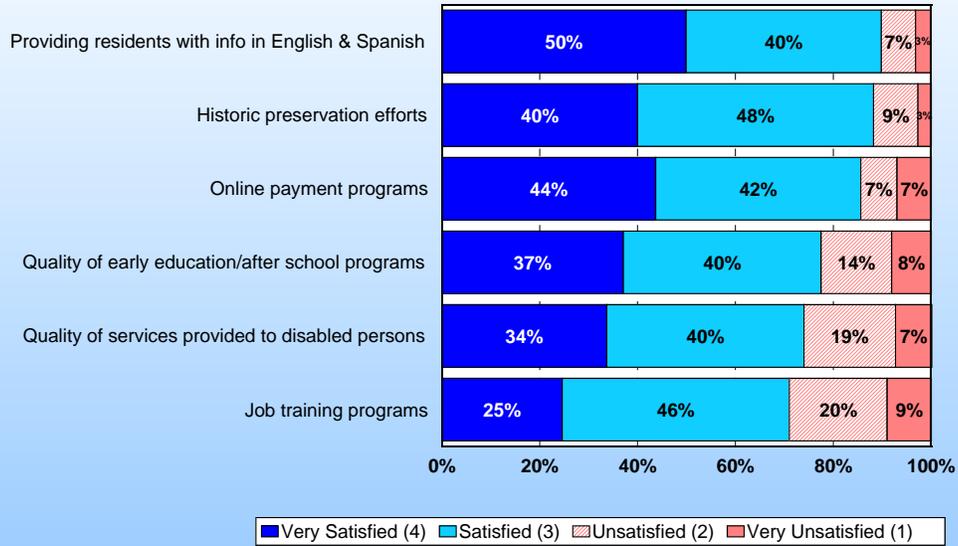
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

Satisfaction with Other Services

by percentage of respondents (excluding don't knows)



3-1-1 Call Center

Ease of Using the 3-1-1 Call Center

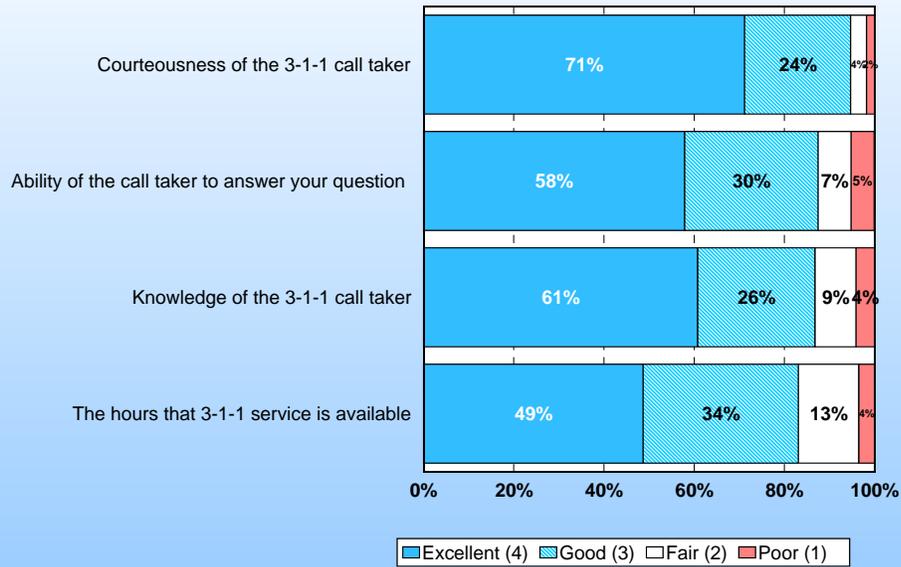
by percentage of respondents who had used the City's 3-1-1 service



Source: 2014 ETC Institute

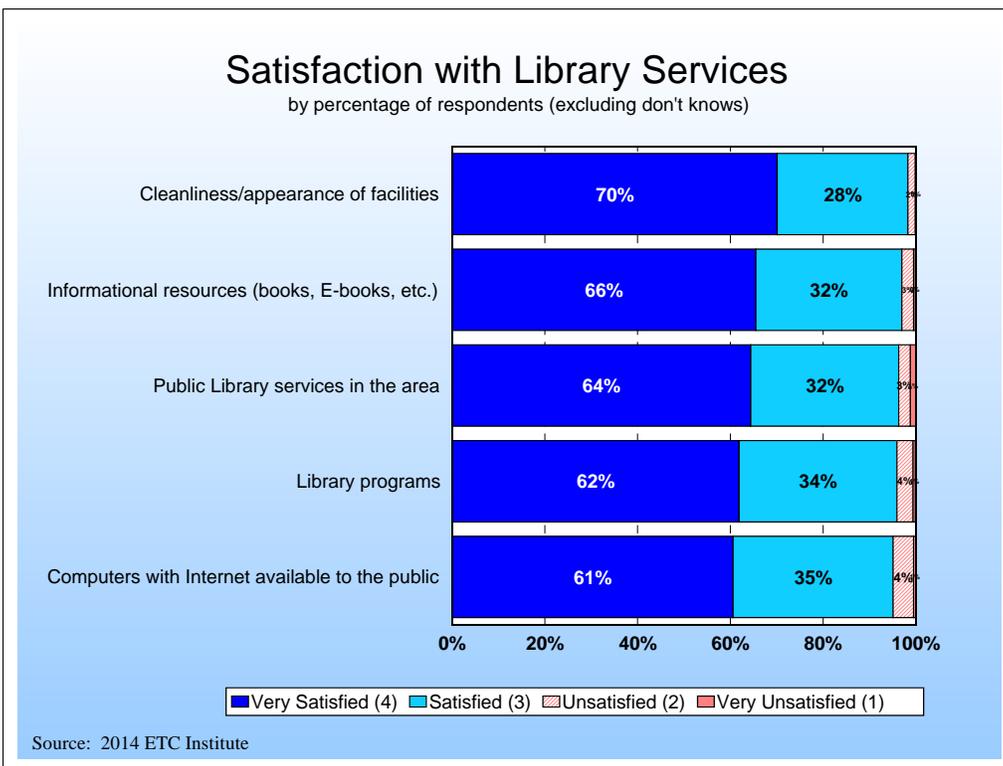
Satisfaction with the 3-1-1 Call Center

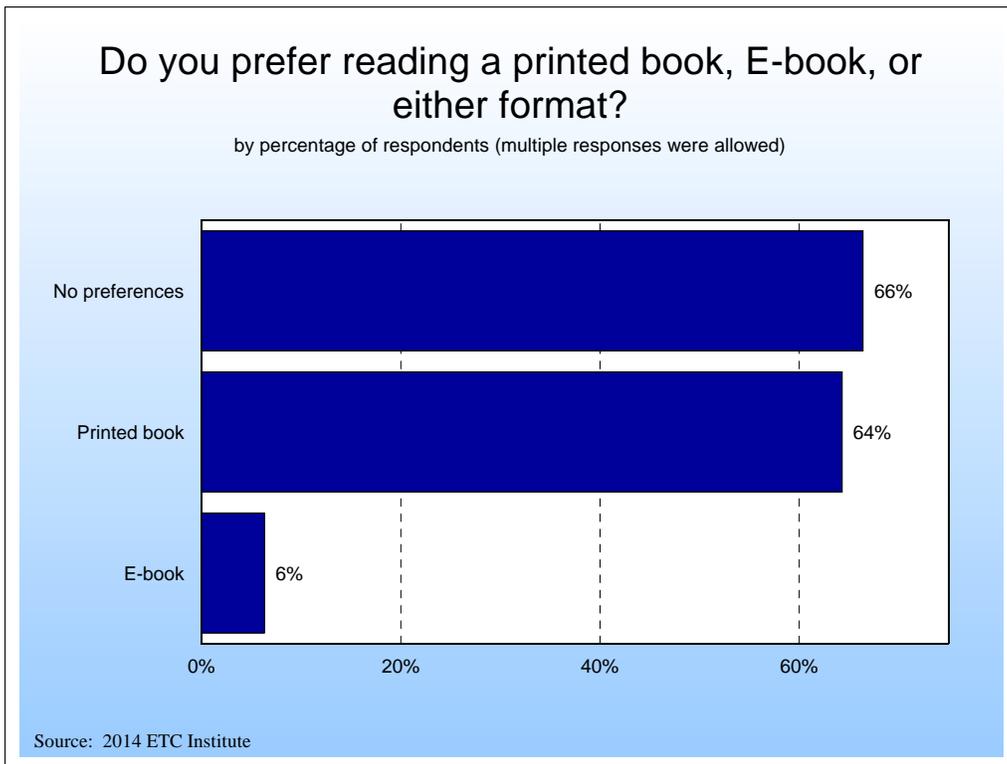
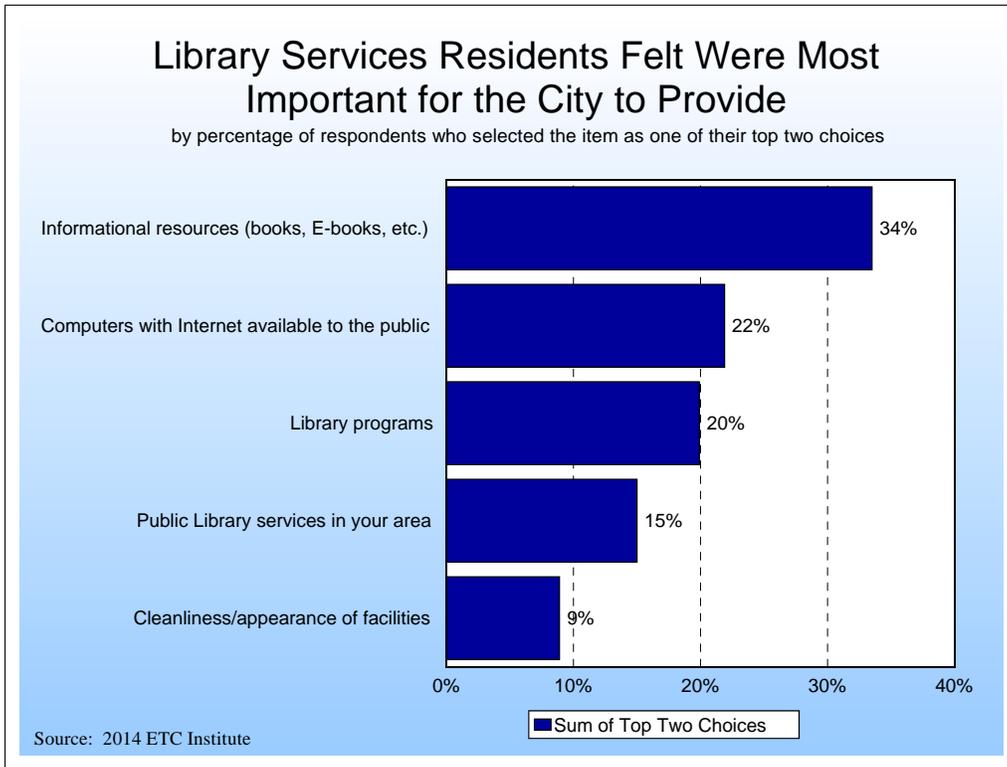
by percentage of respondents who had used the City's 3-1-1 service (excluding no opinion)



Source: 2014 ETC Institute

Library Services

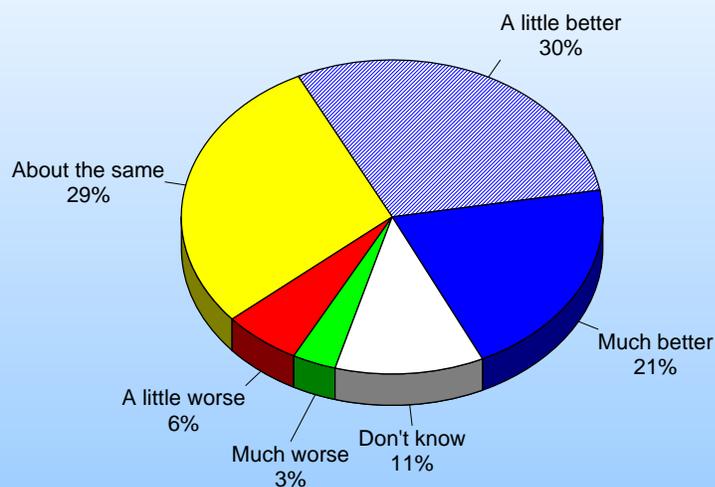




Downtown San Antonio

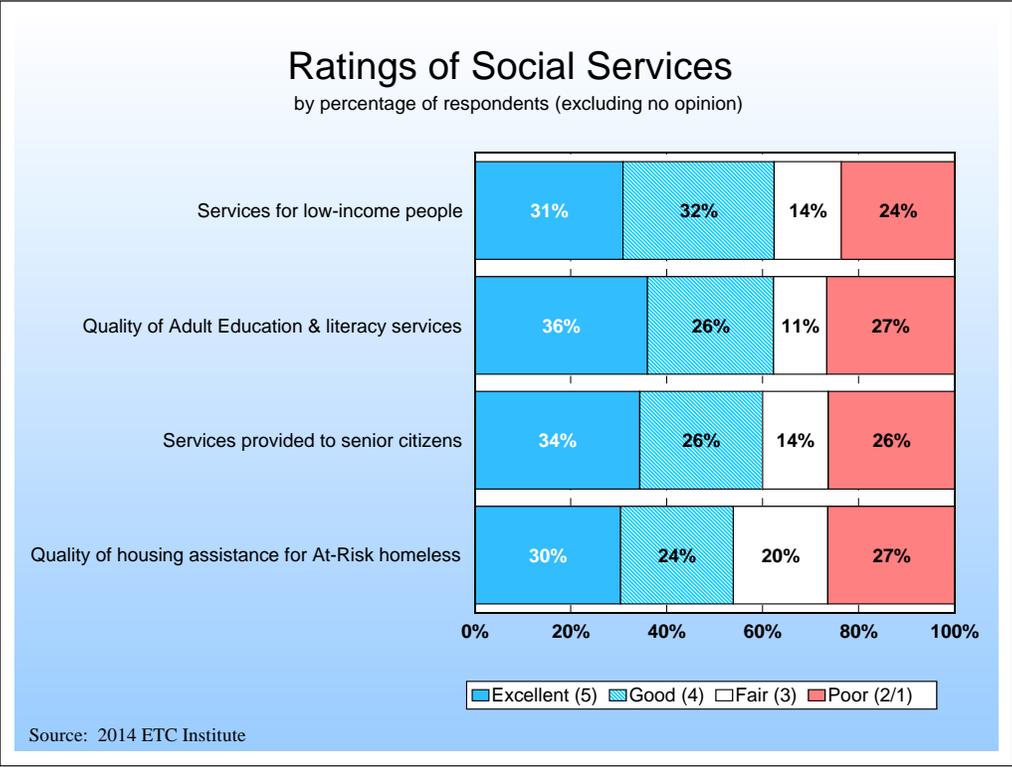
Do you think downtown San Antonio is much better, a little better, about the same, a little worse, or much worse than it was a year ago?

by percentage of respondents



Source: 2014 ETC Institute

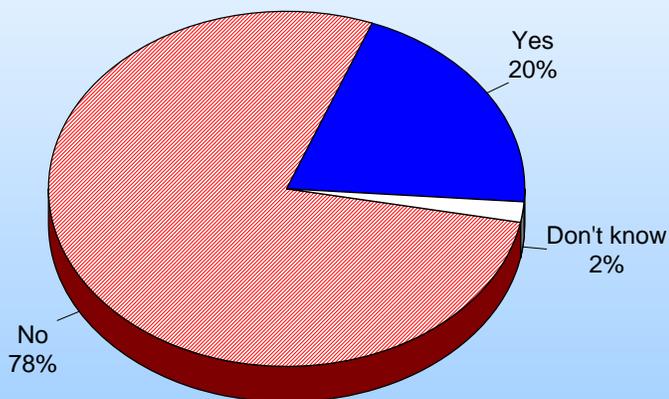
Social Services



City Employee Customer Service

In the last 12 months, have you had any contact with an employee of the City other than the Police, Fire, Emergency Medical Services and/or 3-1-1?

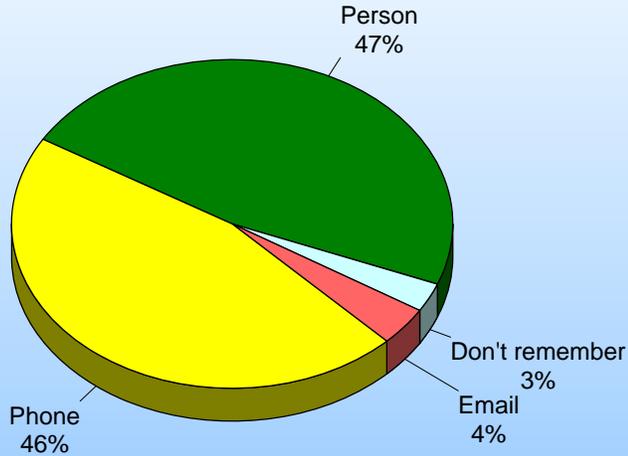
by percentage of respondents



Source: 2014 ETC Institute

Was your most recent contact in person, by phone or email?

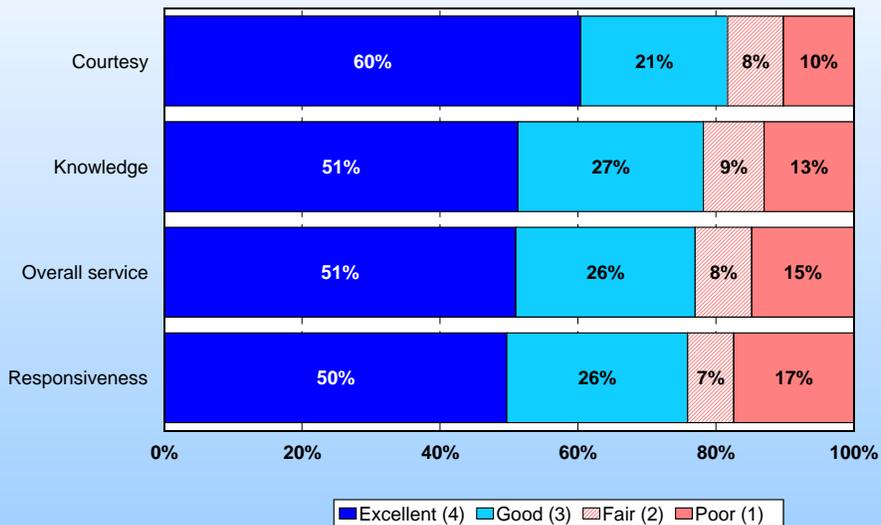
by percentage of respondents who had contacted a City employee other than the Police, Fire, Emergency Medical Services and/or 3-1-1 Service



Source: 2014 ETC Institute

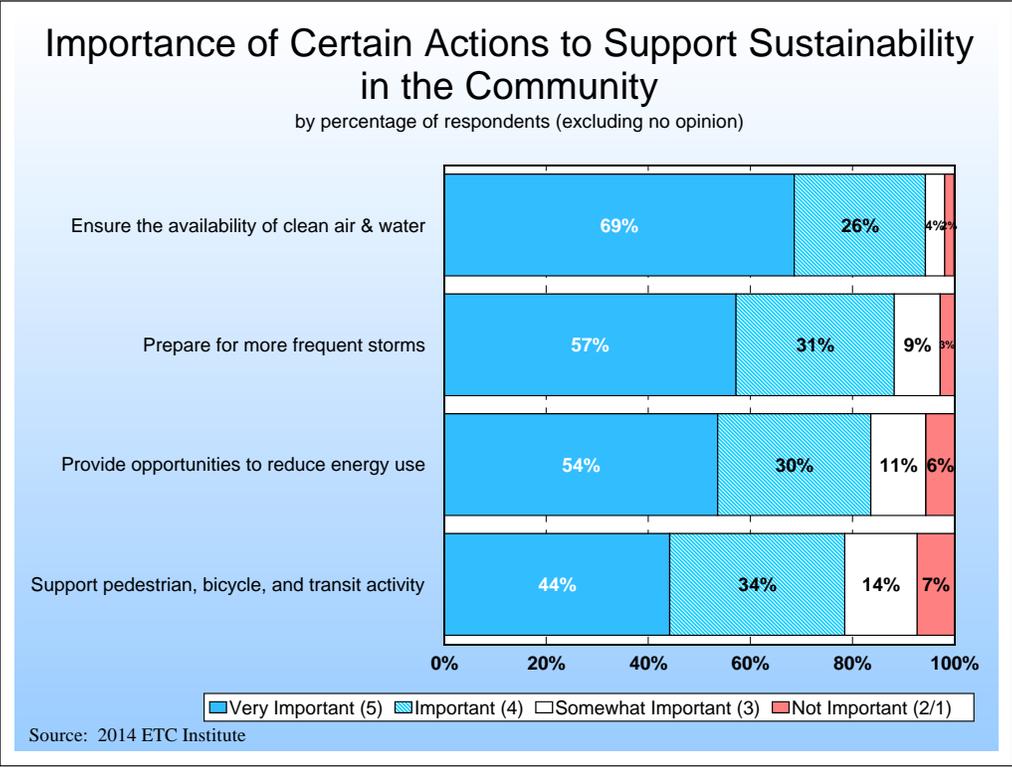
Satisfaction with City Employee Customer Service

by percentage of respondents who had contacted a City employee other than the Police, Fire, Emergency Medical Services and/or 3-1-1 Service



Source: 2014 ETC Institute

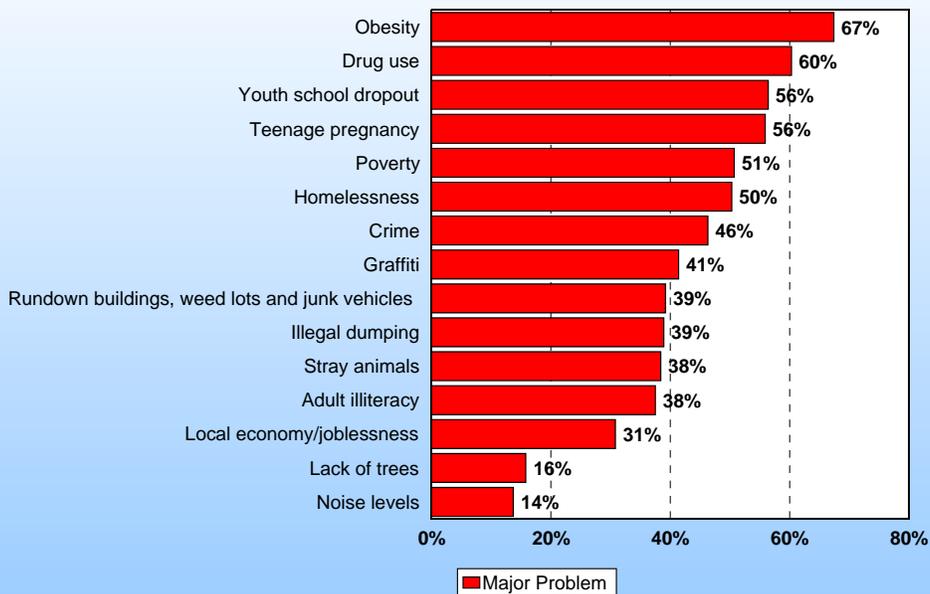
Sustainability



Perceptions of Potential Problems in the City

Perceptions of Potential Problems in the City

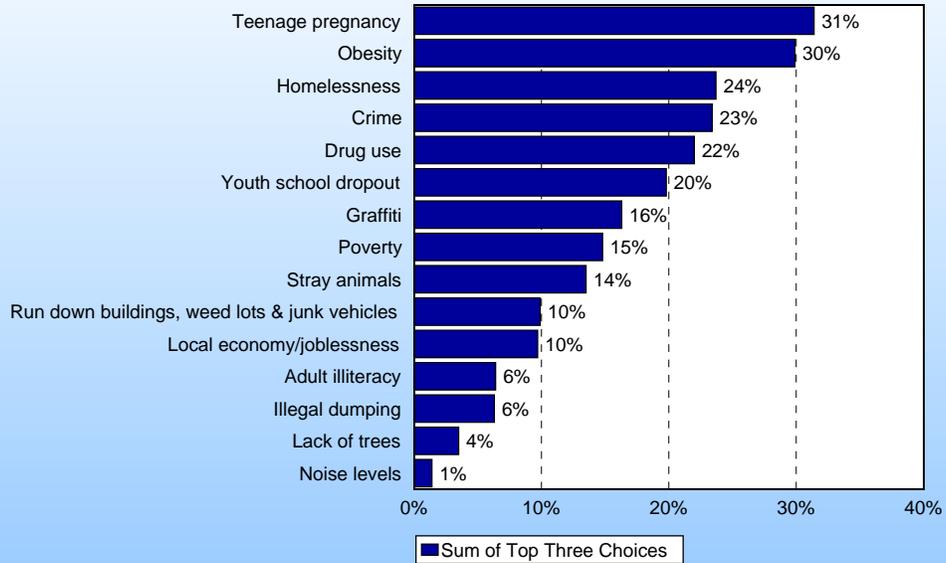
by percentage of respondents who rated the item as a "major problem"



Source: 2014 ETC Institute

Issues Residents Felt Were Most Important for the City to Address Over the Next 2 Years

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

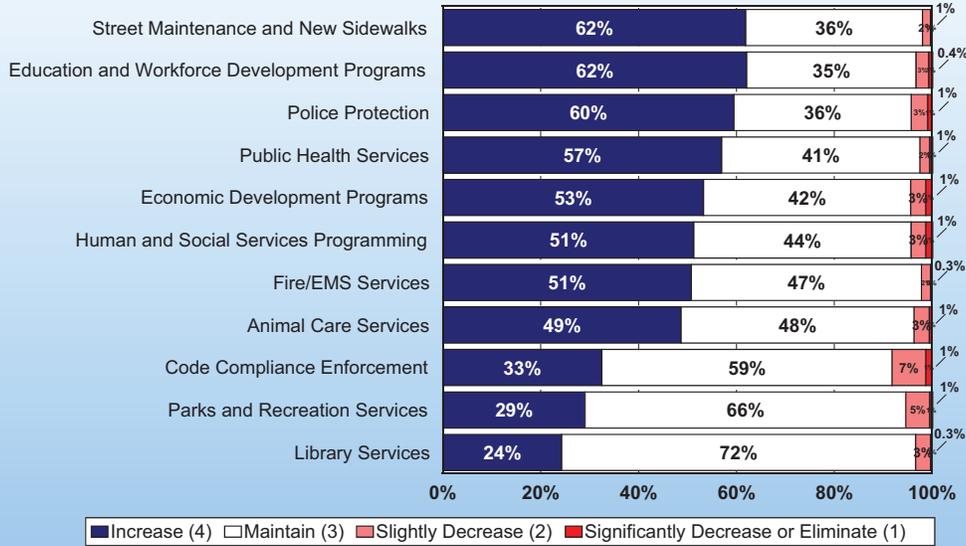


Source: 2014 ETC Institute

Budget Prioritizing

How Residents Think the Priority for Funding Various Programs and Services Should Change

by percentage of respondents who rated the item on a 4-point scale where a rating of 4 meant "increase" funding and a rating of 1 meant "significantly decrease or eliminate" funding (excluding don't knows)

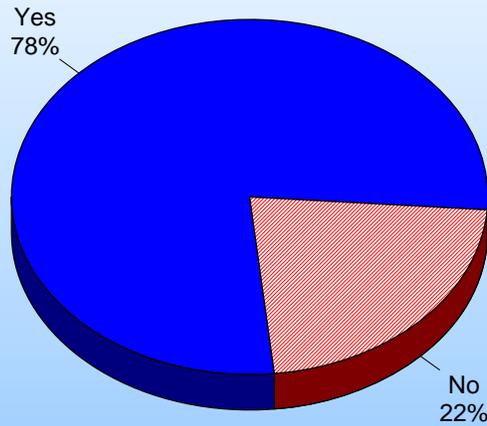


Source: 2014 ETC Institute

Other Issues

Are you aware of the City's Pre-K 4 SA early childhood education program?

by percentage of respondents



Source: 2014 ETC Institute

Do you support having San Antonio public safety personnel contribute toward the cost of healthcare like other San Antonio city employees?

by percentage of respondents

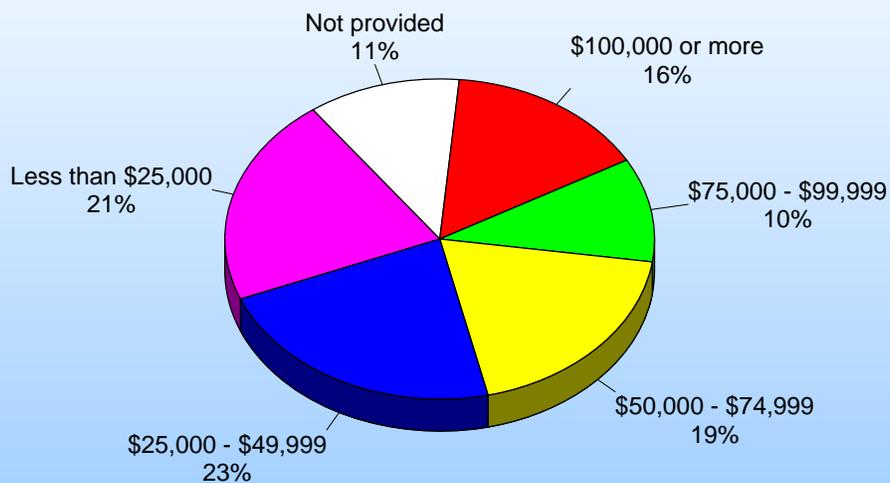


Source: 2014 ETC Institute

Demographics

Demographics: Total Annual Household Income

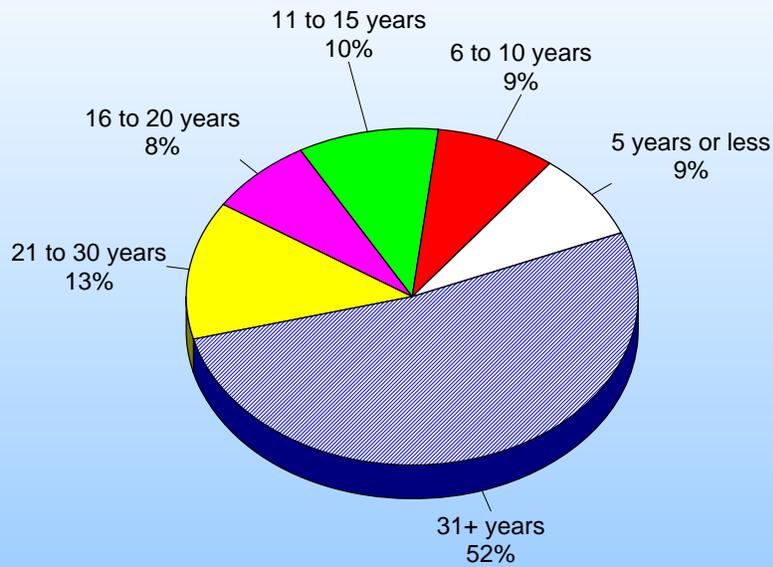
by percentage of respondents



Source: 2014 ETC Institute

Demographics: Number of Years Lived in San Antonio

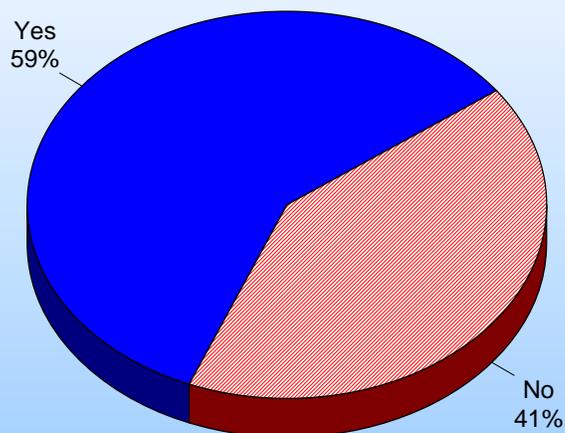
by percentage of respondents



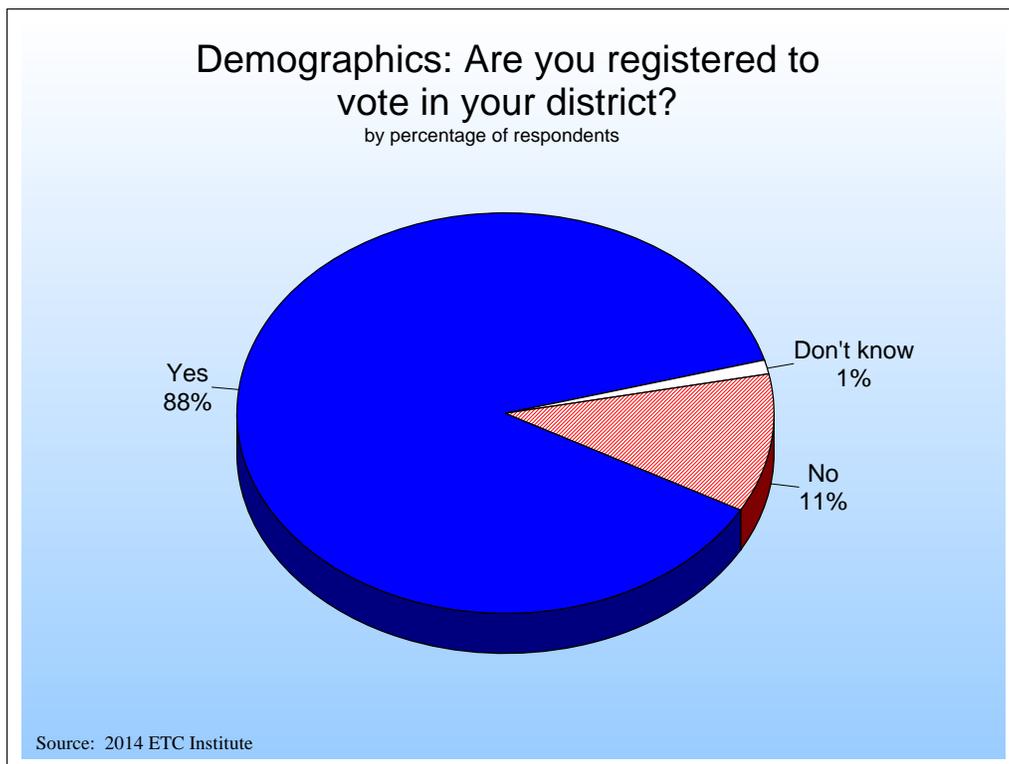
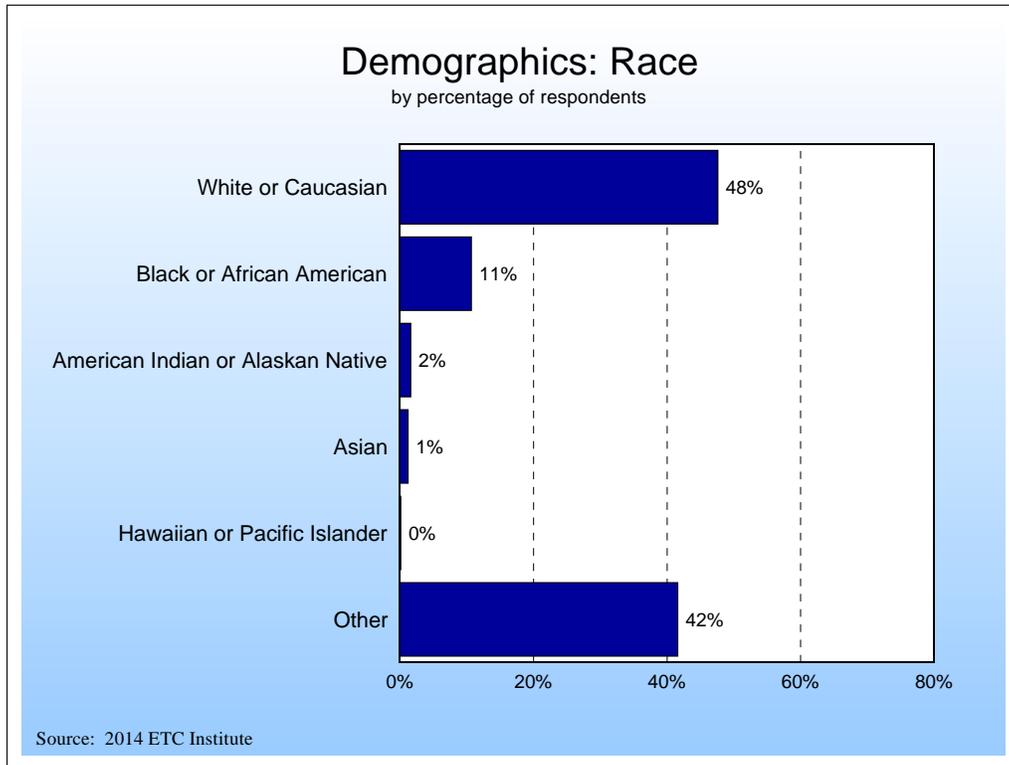
Source: 2014 ETC Institute

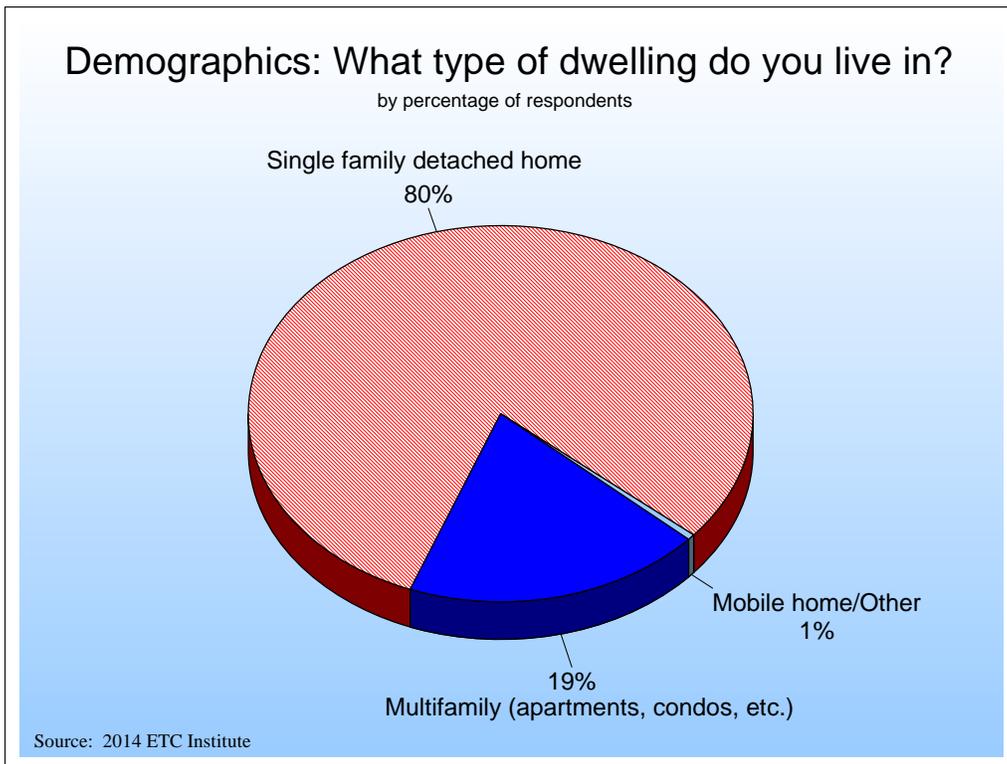
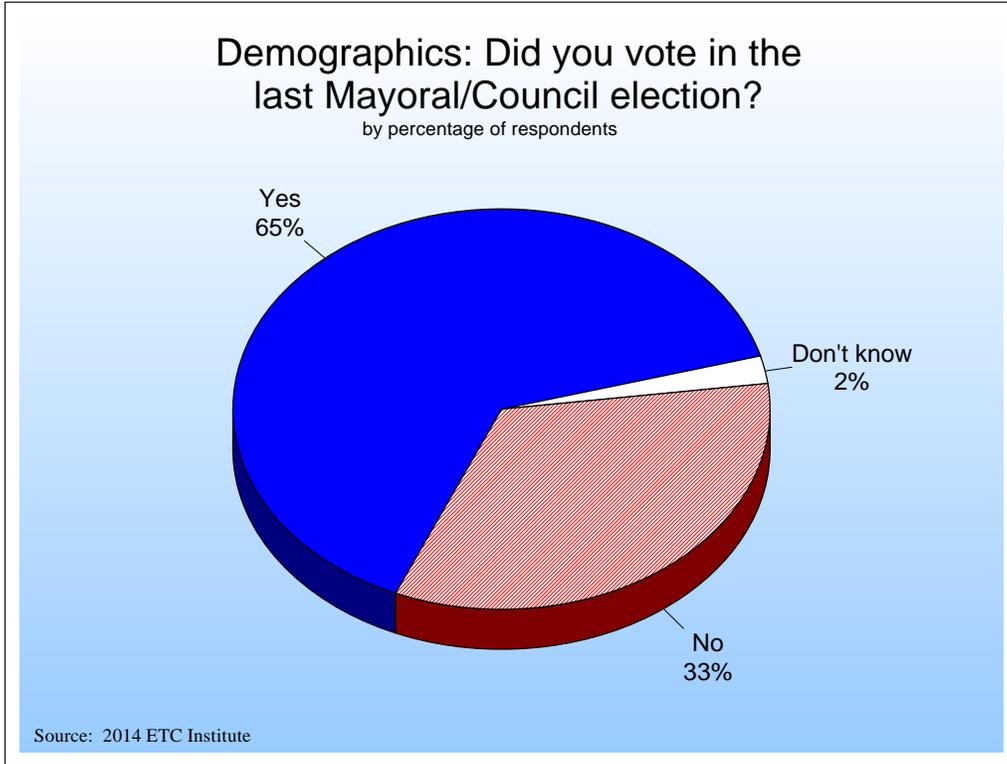
Demographics: Do you consider yourself to be Hispanic/Latino?

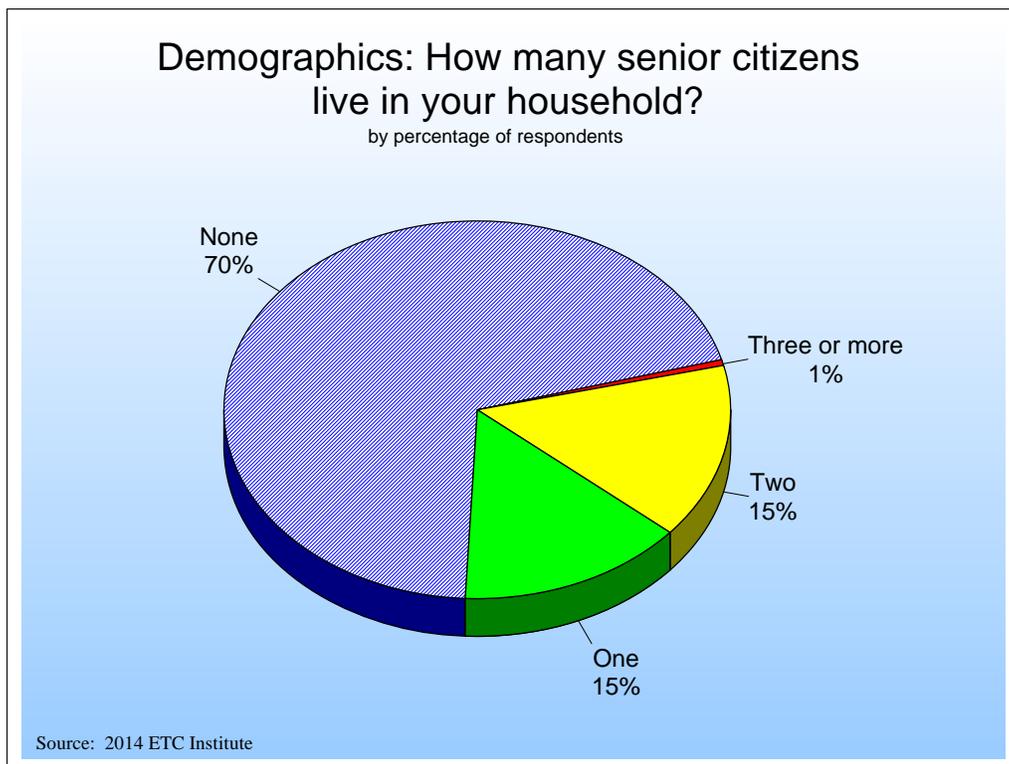
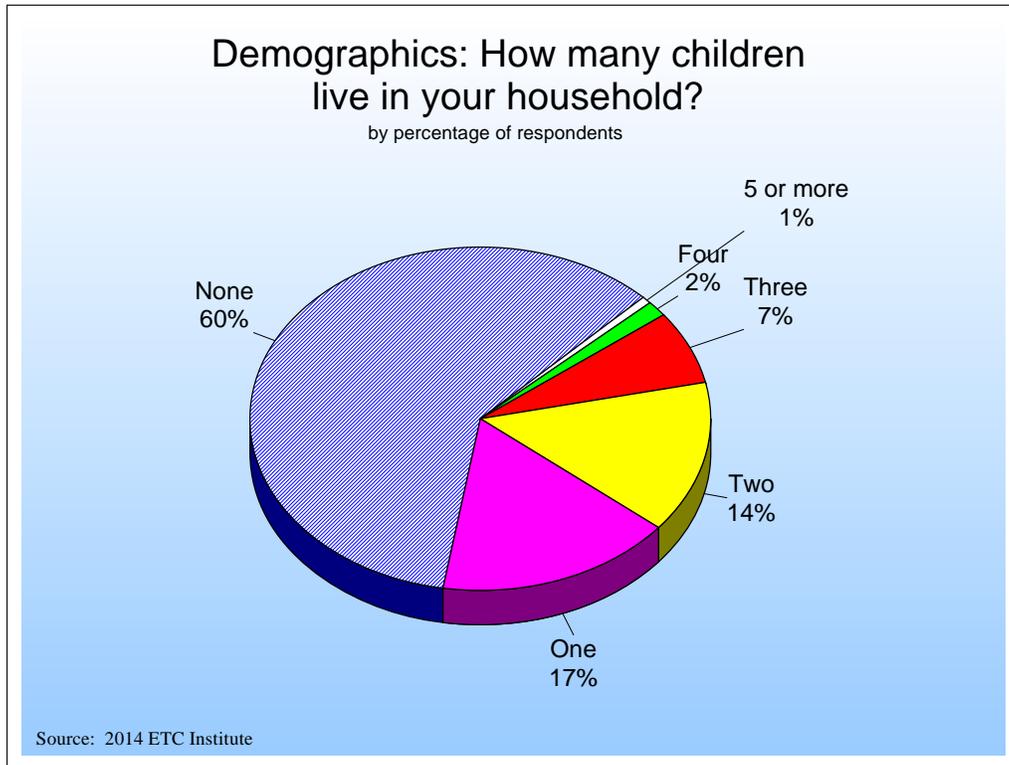
by percentage of respondents

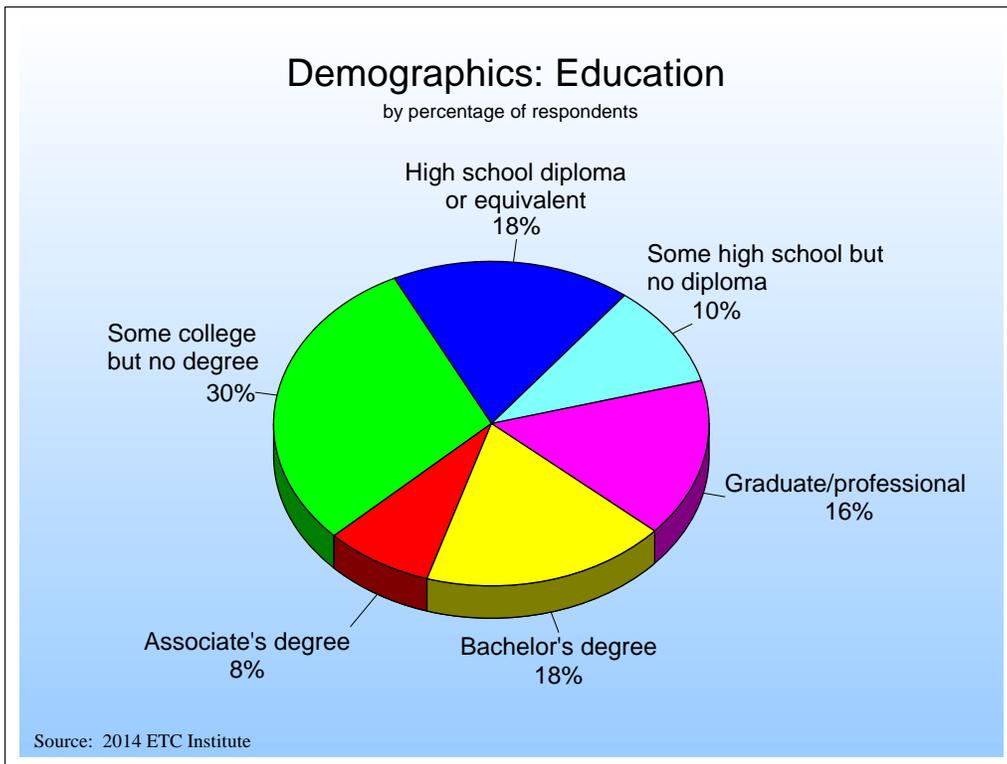
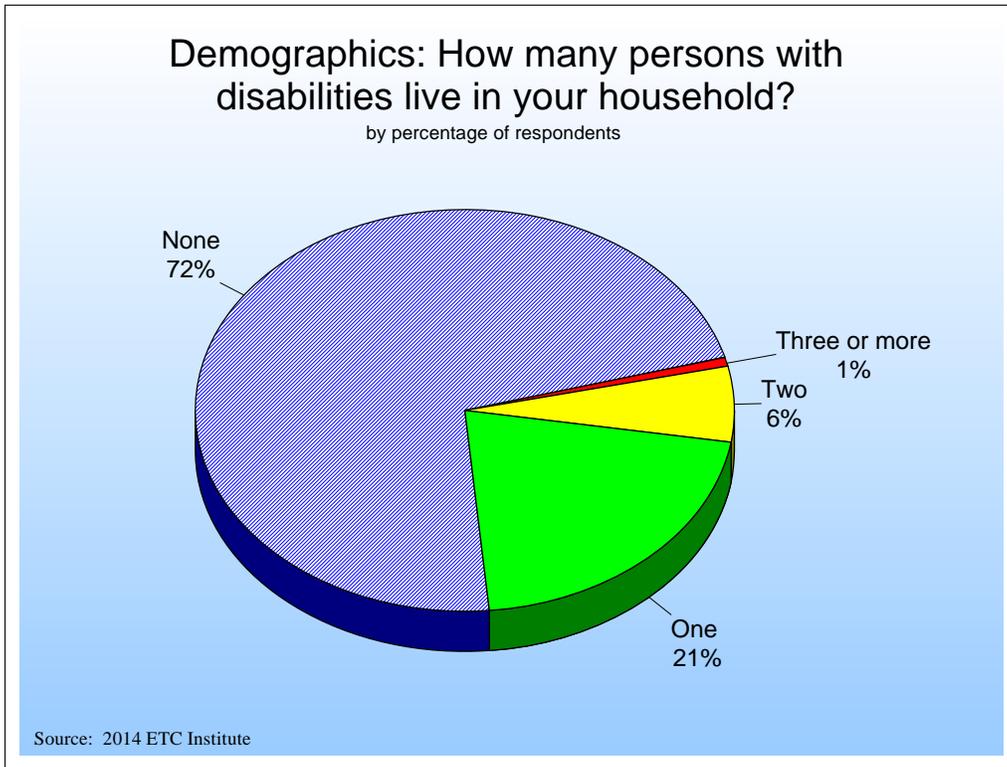


Source: 2014 ETC Institute



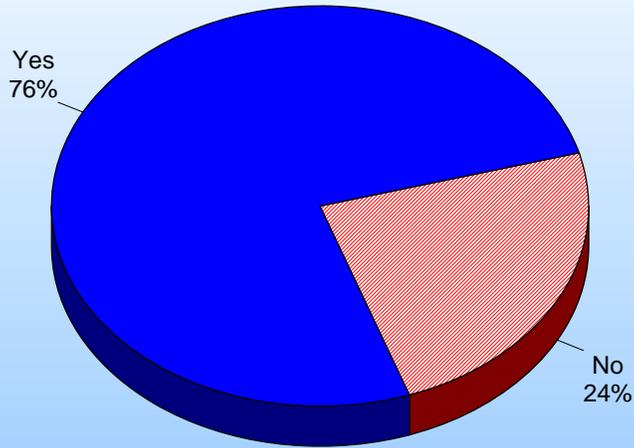






Demographics: Do you have high speed Internet access at your home?

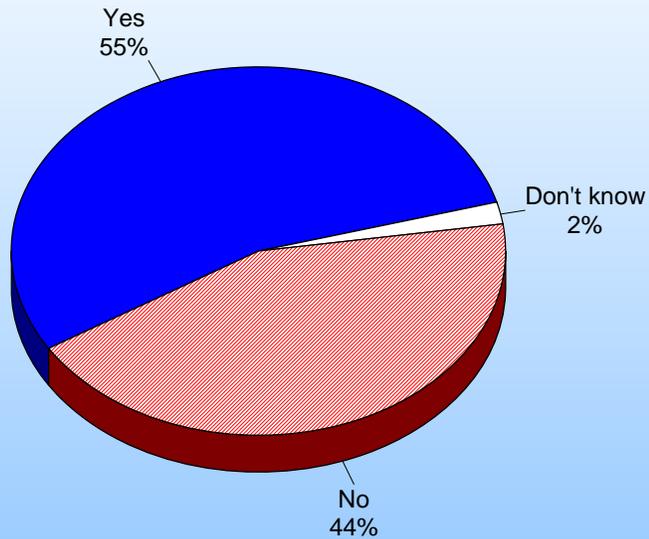
by percentage of respondents



Source: 2014 ETC Institute

Demographics: Do you have a data plan or Internet use on a smart phone or other mobile device?

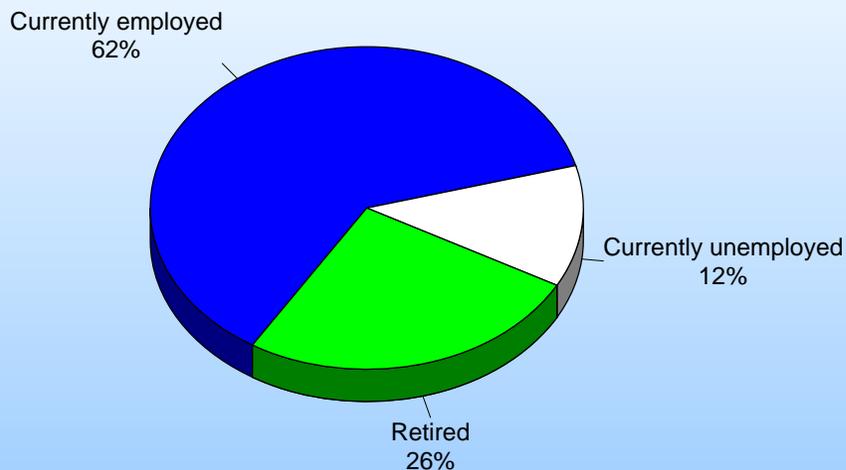
by percentage of respondents



Source: 2014 ETC Institute

Demographics: Are you currently employed?

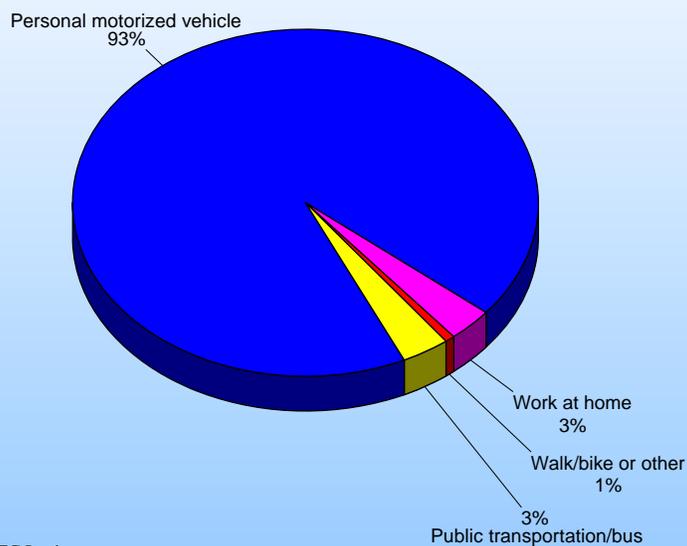
by percentage of respondents



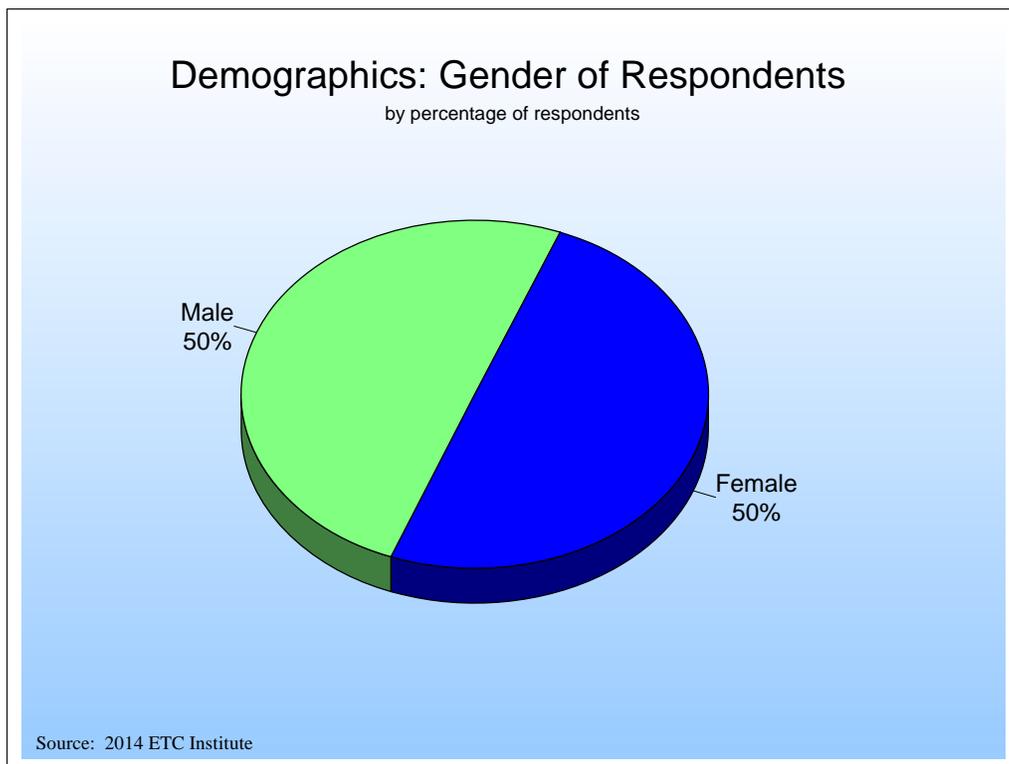
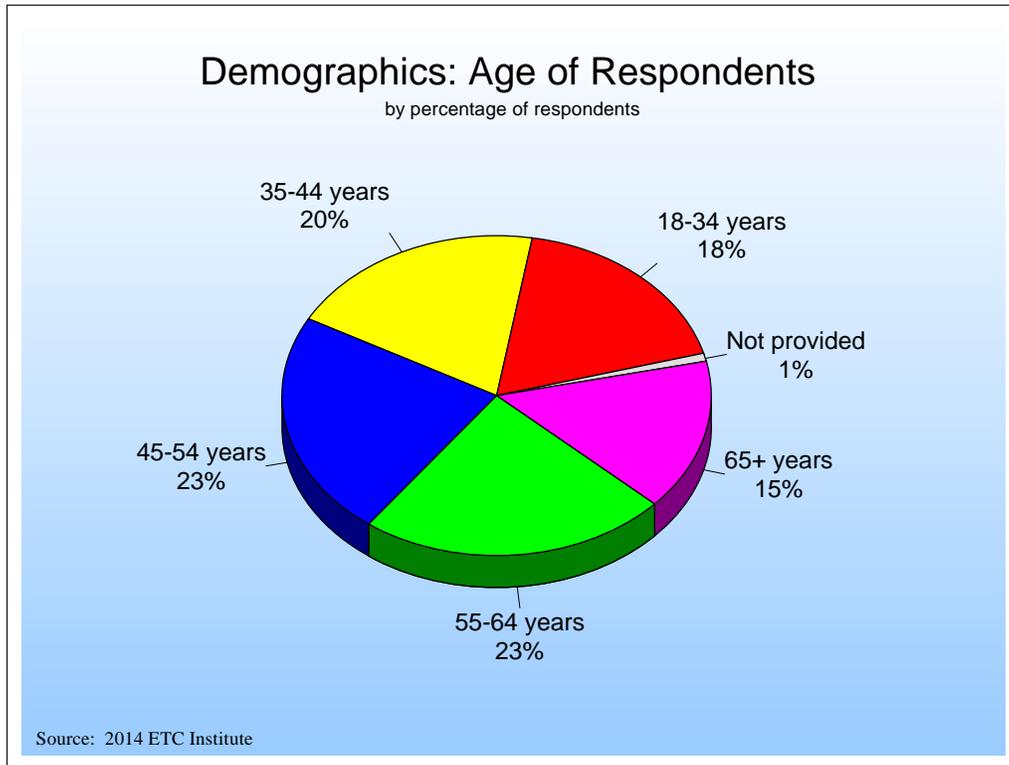
Source: 2014 ETC Institute

Demographics: What is your primary method of transportation that you use to get to work?

by percentage of respondents who indicated they were currently employed

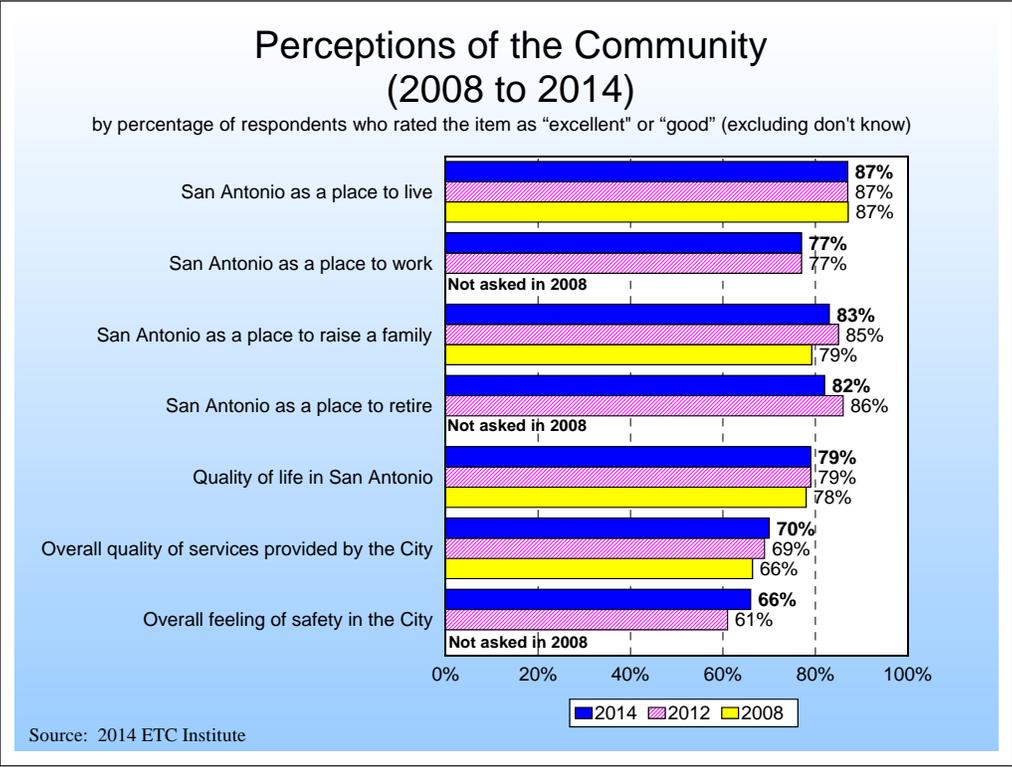


Source: 2014 ETC Institute

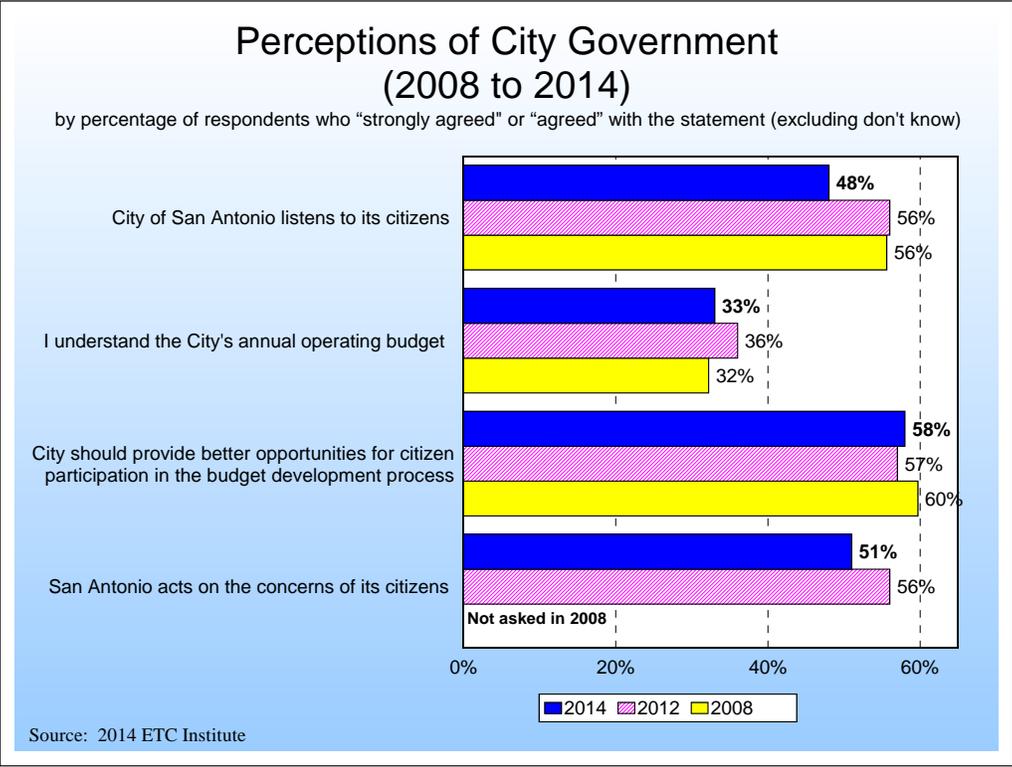


Section 2:
2008-2014
Benchmarking Analysis

Perceptions of the Community



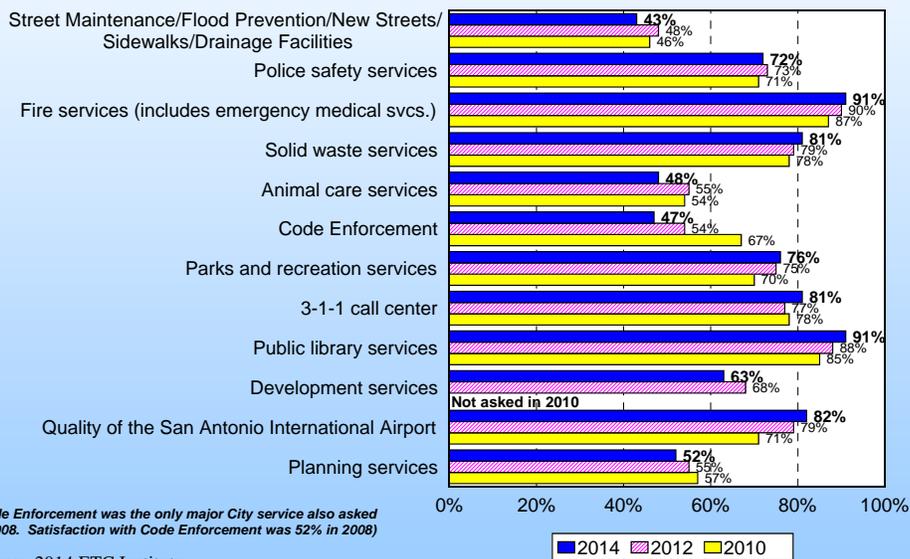
Perceptions of City Government



Overall Satisfaction with Major City Services

Overall Satisfaction with Major City Services (2010 to 2014)

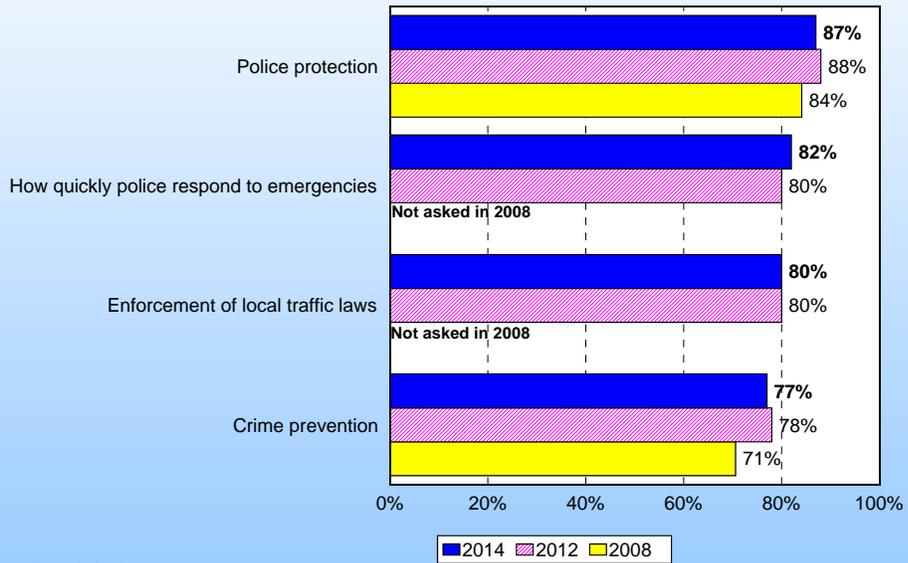
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Police Safety Services

Satisfaction with Police Safety Services (2008 to 2014)

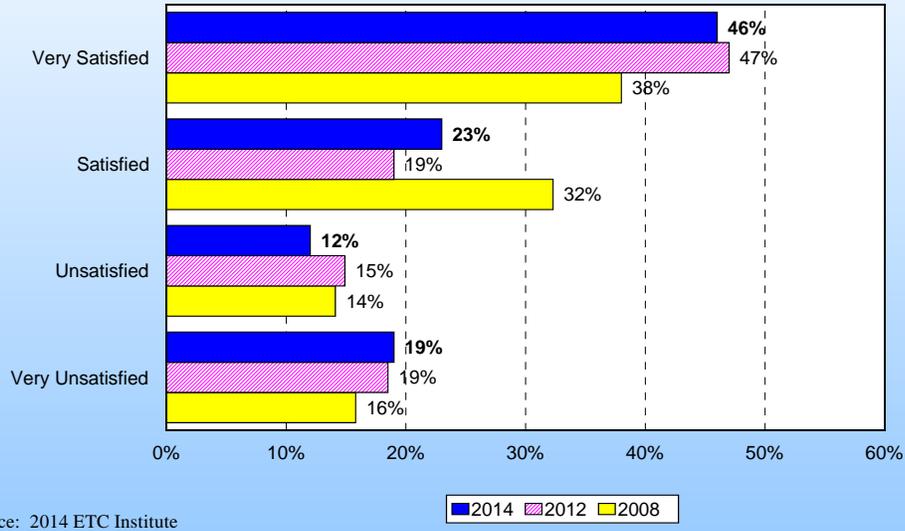
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



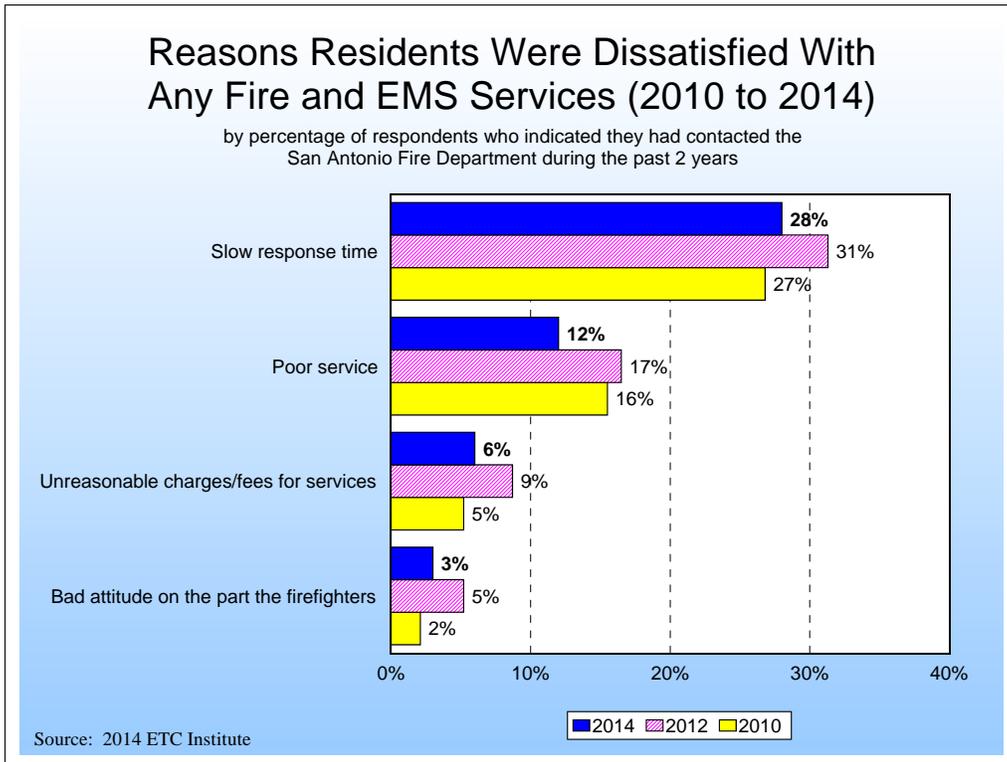
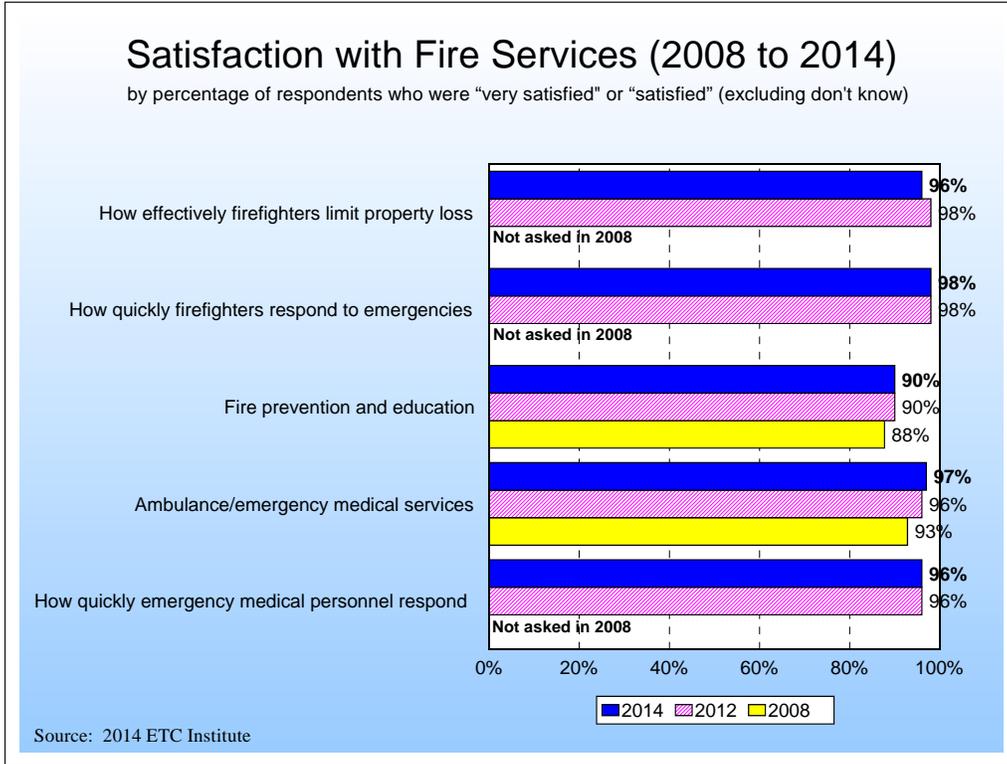
Source: 2014 ETC Institute

Overall Satisfaction with the Quality of Services Received From the San Antonio Police Department (2008 to 2014)

by percentage of respondents who indicated they had contacted the San Antonio Police Department during the past 2 years (excluding no opinion/don't know)

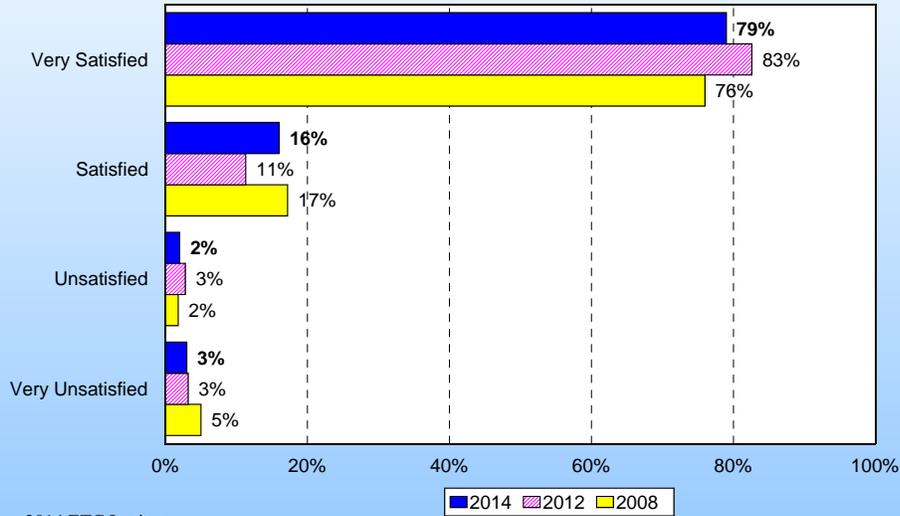


Fire Services



Overall Satisfaction with the Quality of Services Received From the San Antonio Fire Department (2008 to 2014)

by percentage of respondents who indicated they had contacted the San Antonio Fire Department during the past 2 years (excluding no opinion/don't know)

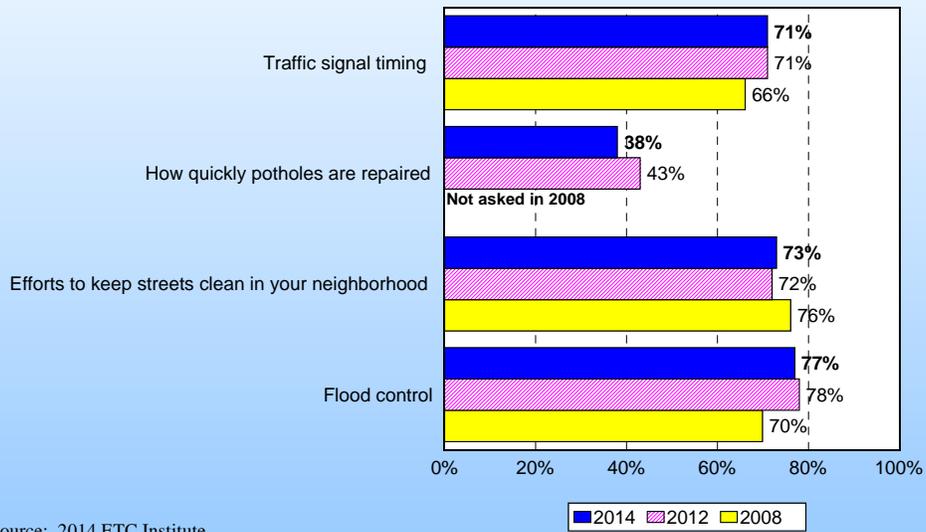


Source: 2014 ETC Institute

Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities

Satisfaction with Street Maintenance, Flood Prevention, New Streets, Sidewalks and Drainage Facilities (2008 to 2014)

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



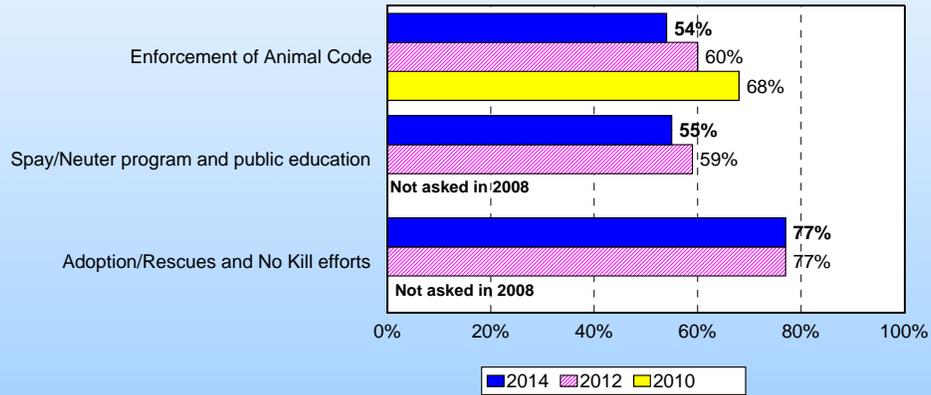
Solid Waste Services



Animal Care Services

Satisfaction with Animal Care Services (2010 to 2014)

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)

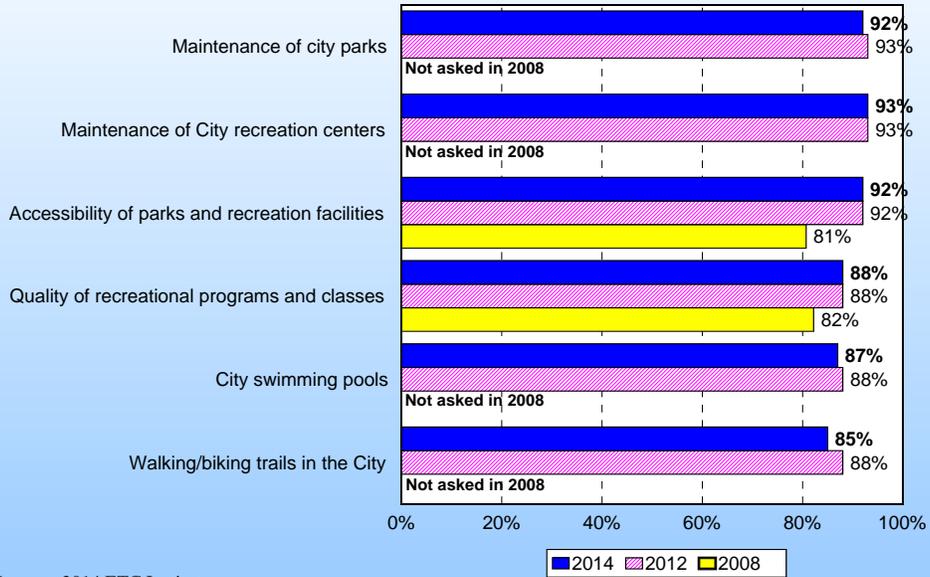


Source: 2014 ETC Institute

Parks and Recreation Services

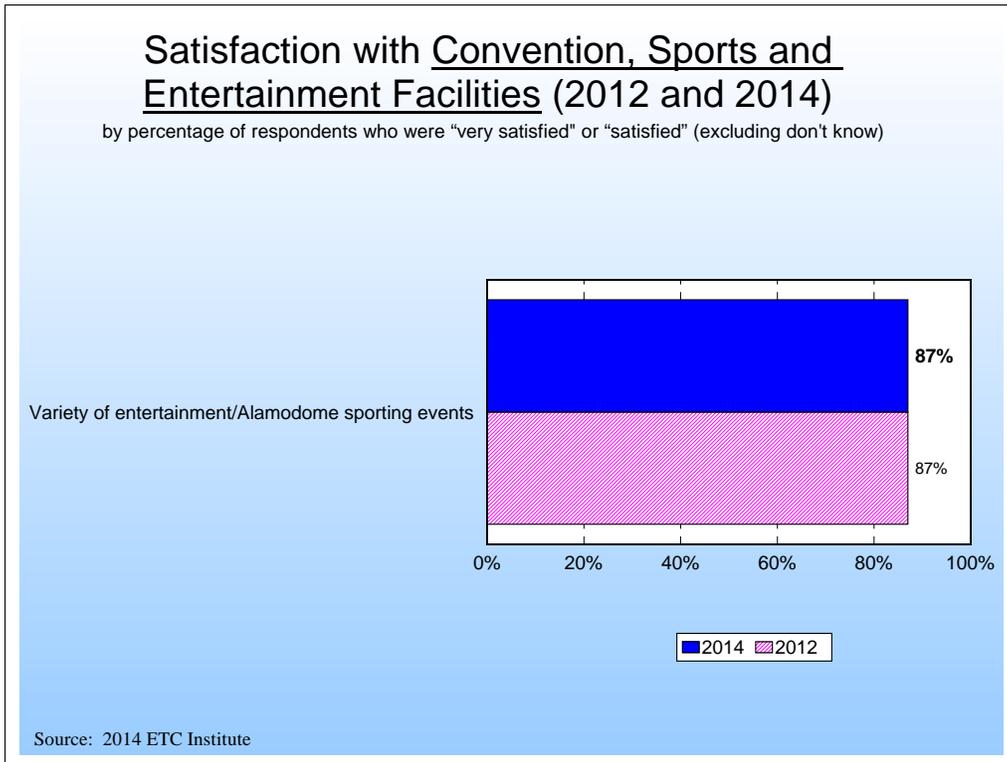
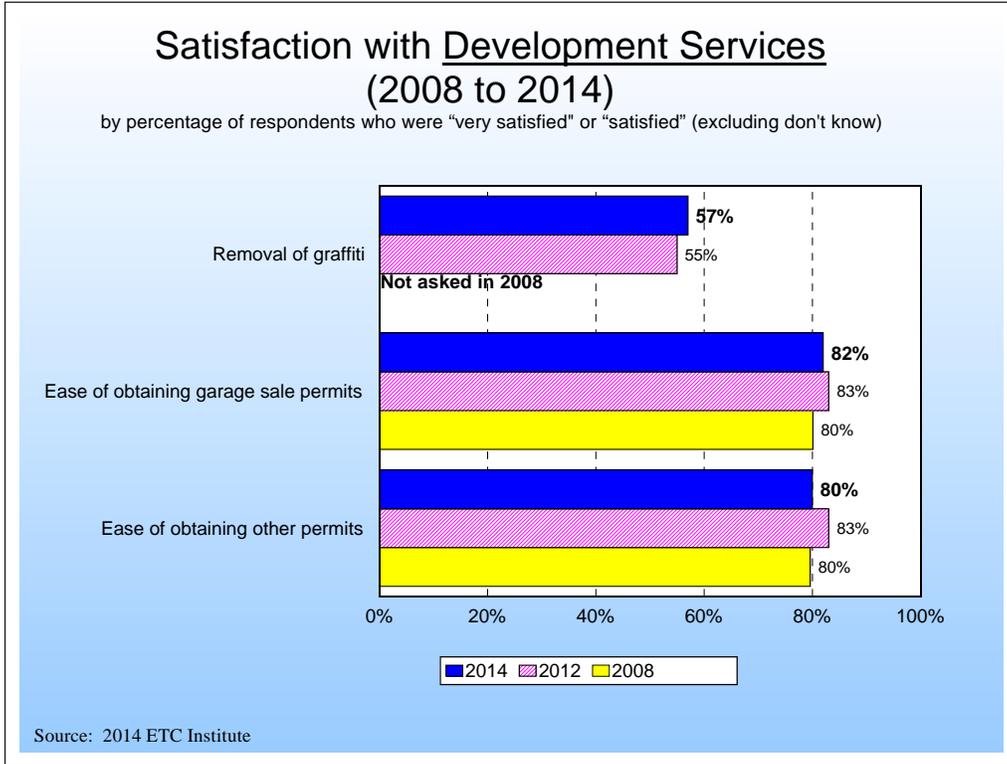
Satisfaction with Parks and Recreation Services (2008 to 2014)

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



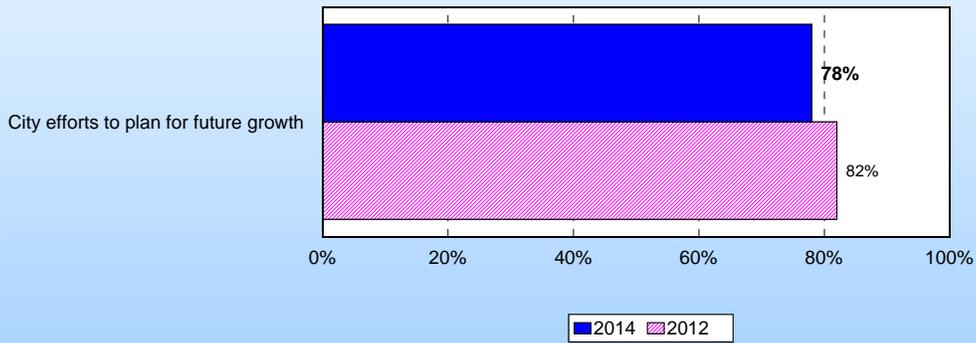
Source: 2014 ETC Institute

Other City Services



Satisfaction with Planning Services (2012 and 2014)

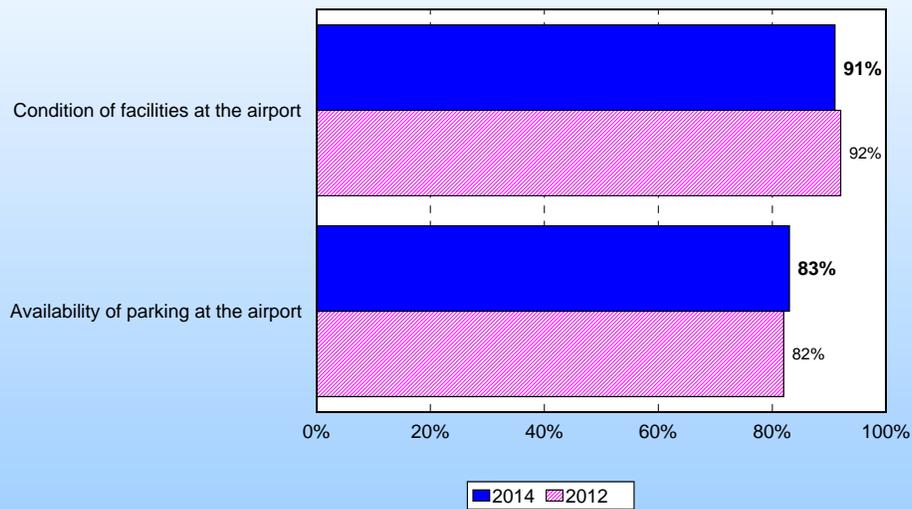
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Source: 2014 ETC Institute

Satisfaction with Aviation Services (2012 and 2014)

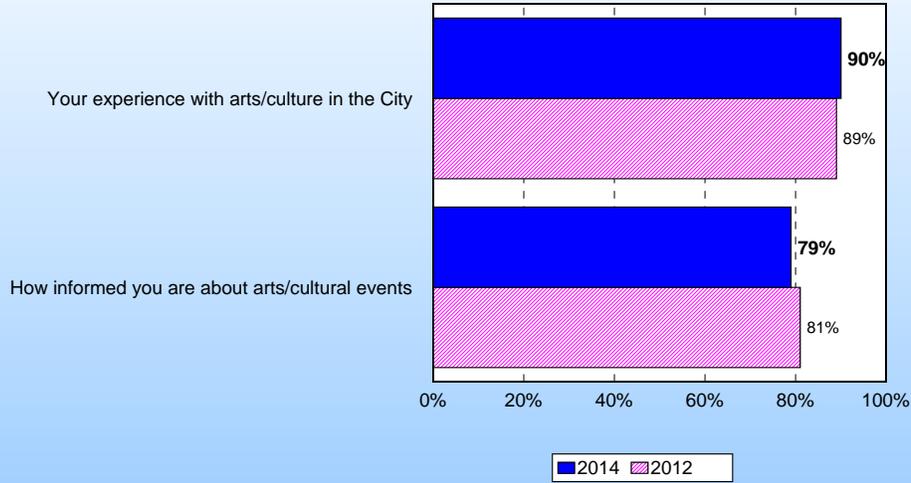
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Source: 2014 ETC Institute

Satisfaction with Arts and Culture (2012 and 2014)

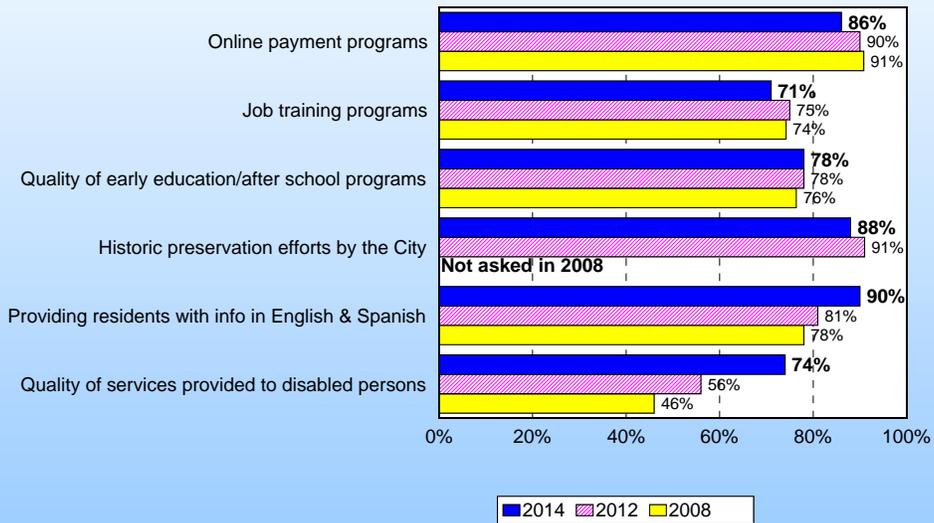
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



Source: 2014 ETC Institute

Satisfaction with Other Services (2008 to 2014)

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)

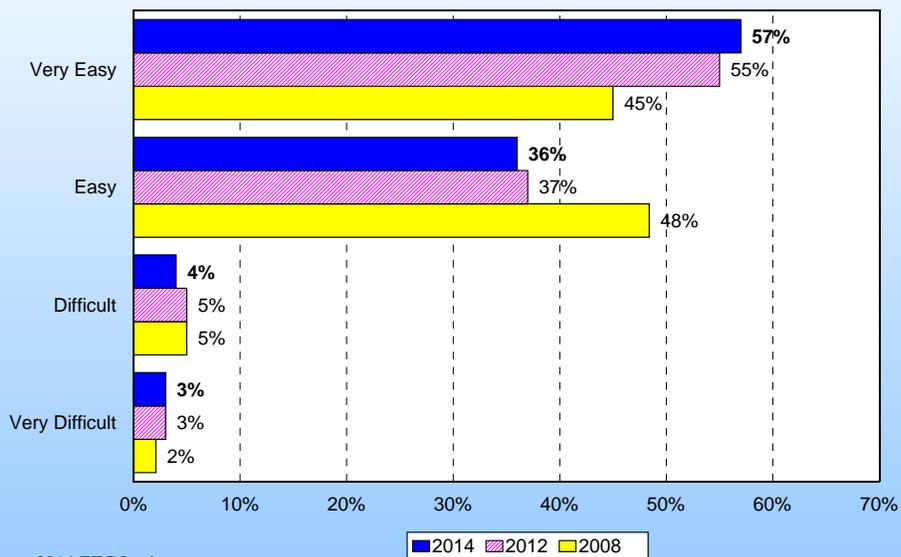


Source: 2014 ETC Institute

3-1-1 Call Center

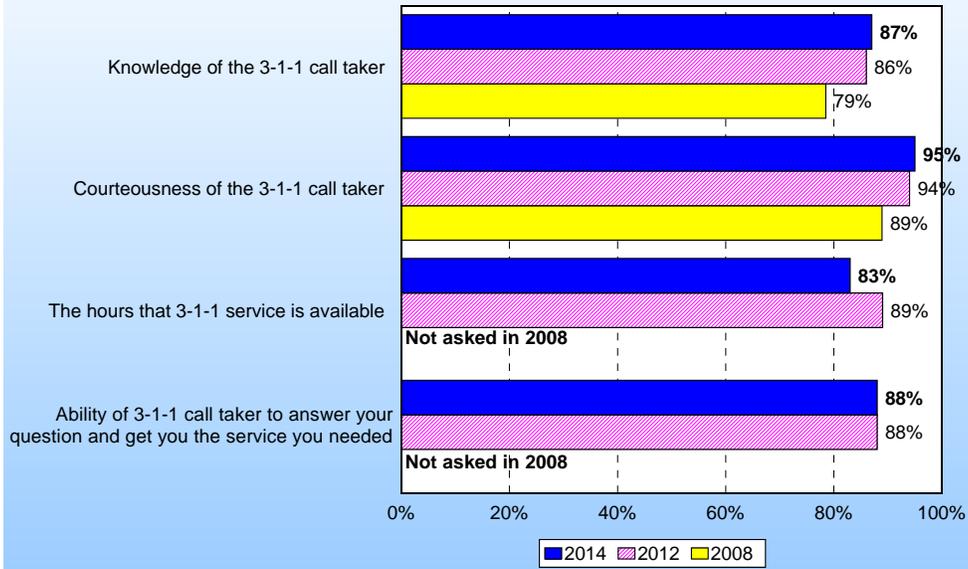
Ease of Using the 3-1-1 Call Center (2008 to 2014)

by percentage of respondents who had used the City's 3-1-1 service



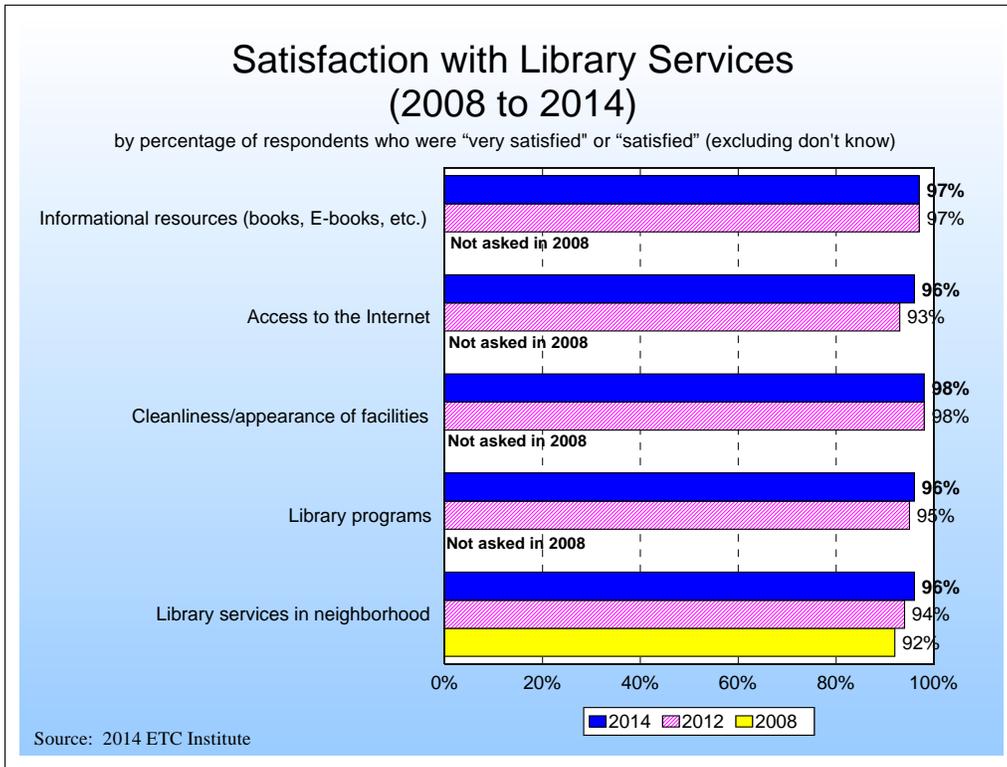
Satisfaction with the 3-1-1 Call Center (2008 to 2014)

by percentage of respondents who felt the service was "excellent" or "good" (excluding no opinion)



Source: 2014 ETC Institute

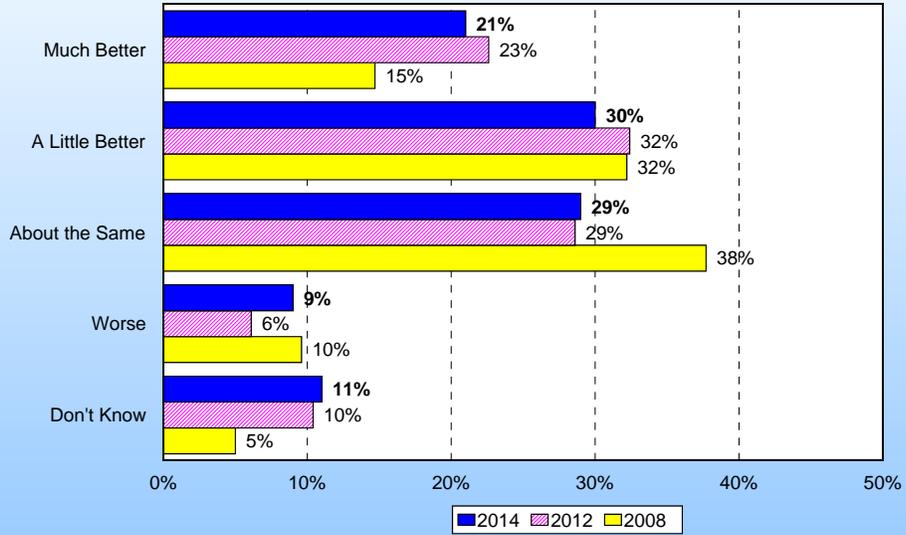
Library Services



Downtown San Antonio

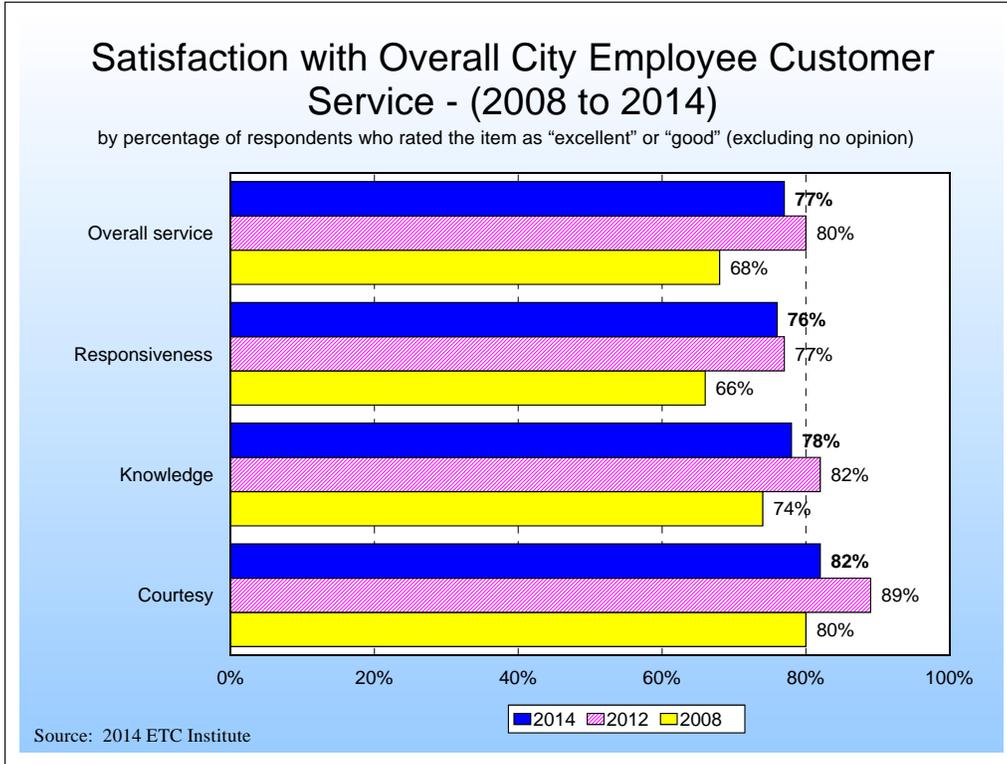
Do you think downtown San Antonio is much better, a little better, about the same or worse than it was a year ago? (2008 to 2014)

by percentage of respondents



Source: 2014 ETC Institute

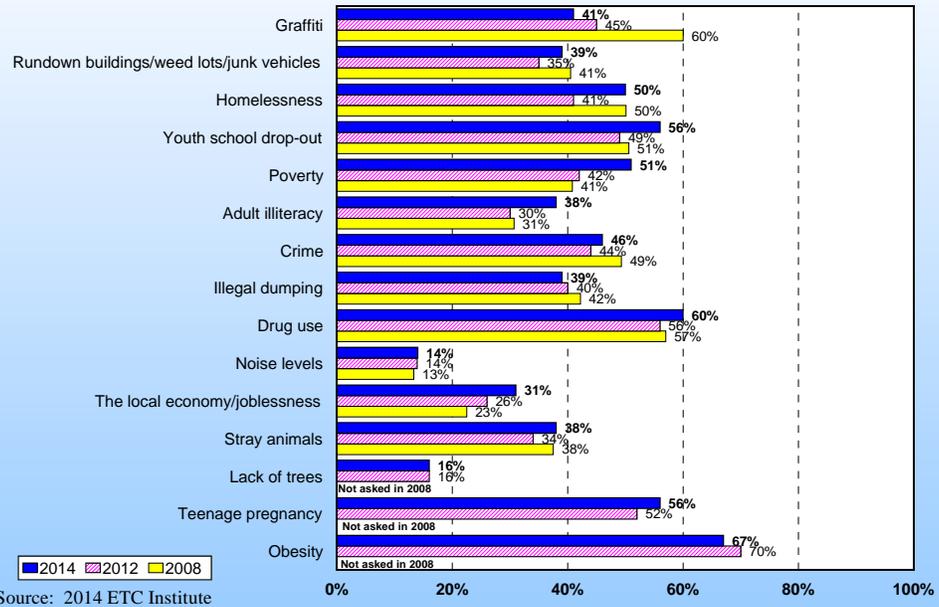
Overall City Employee Customer Service



Perceptions of Potential Problems in the City

Perceptions of Potential Problems in San Antonio (2008 to 2014)

by percentage of respondents who rated the item as a "major problem"



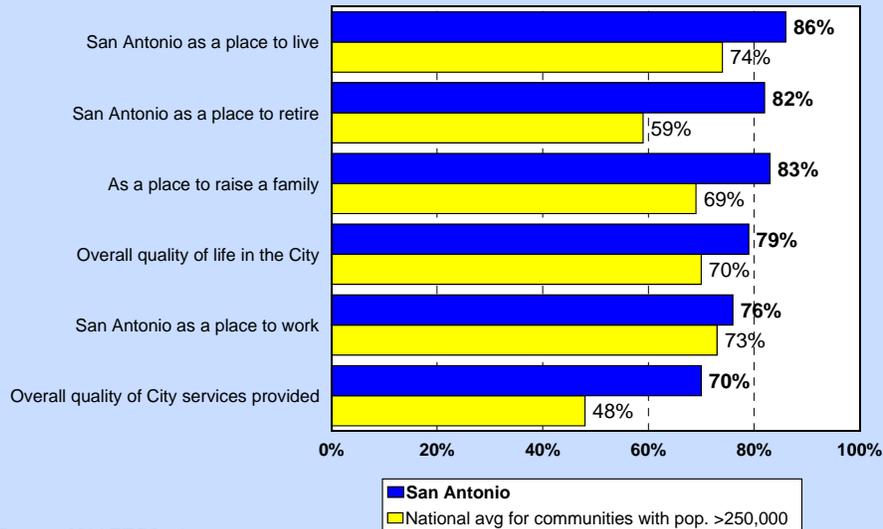
Section 3:
**Comparisons to the
National Average**

Comparisons to the National Average

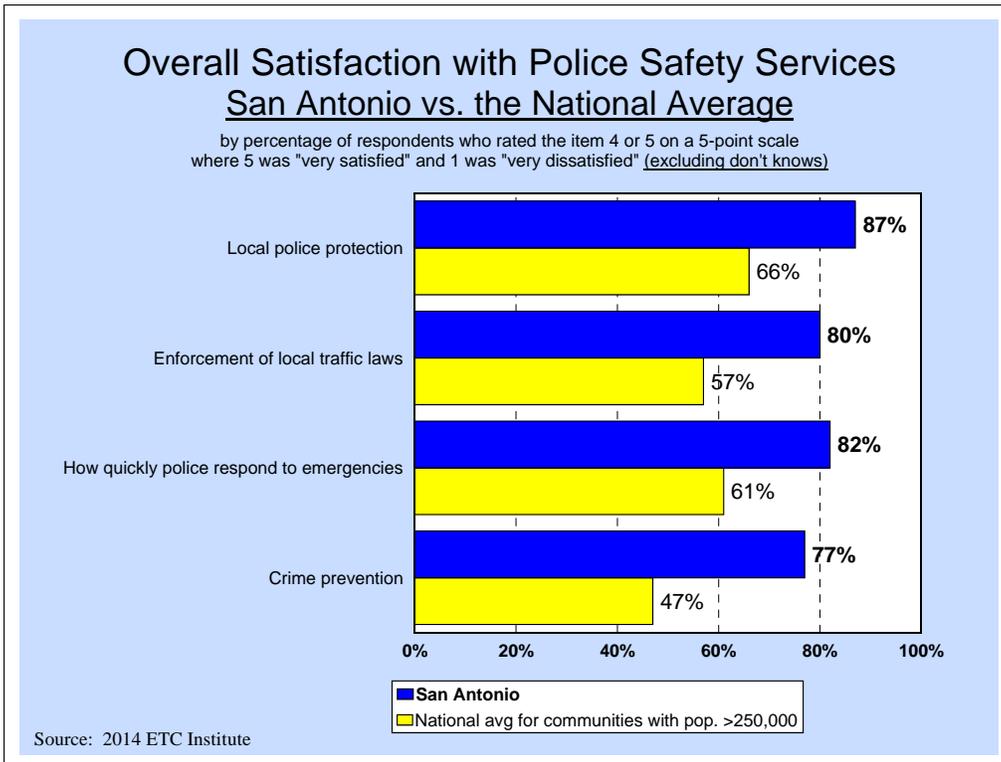
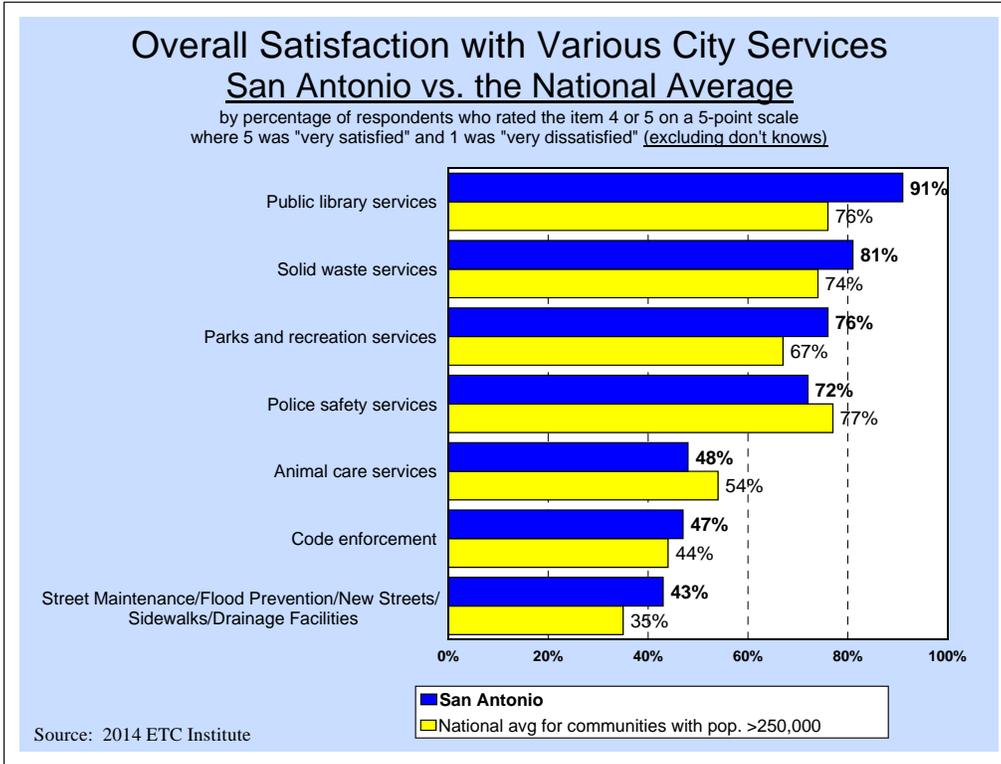
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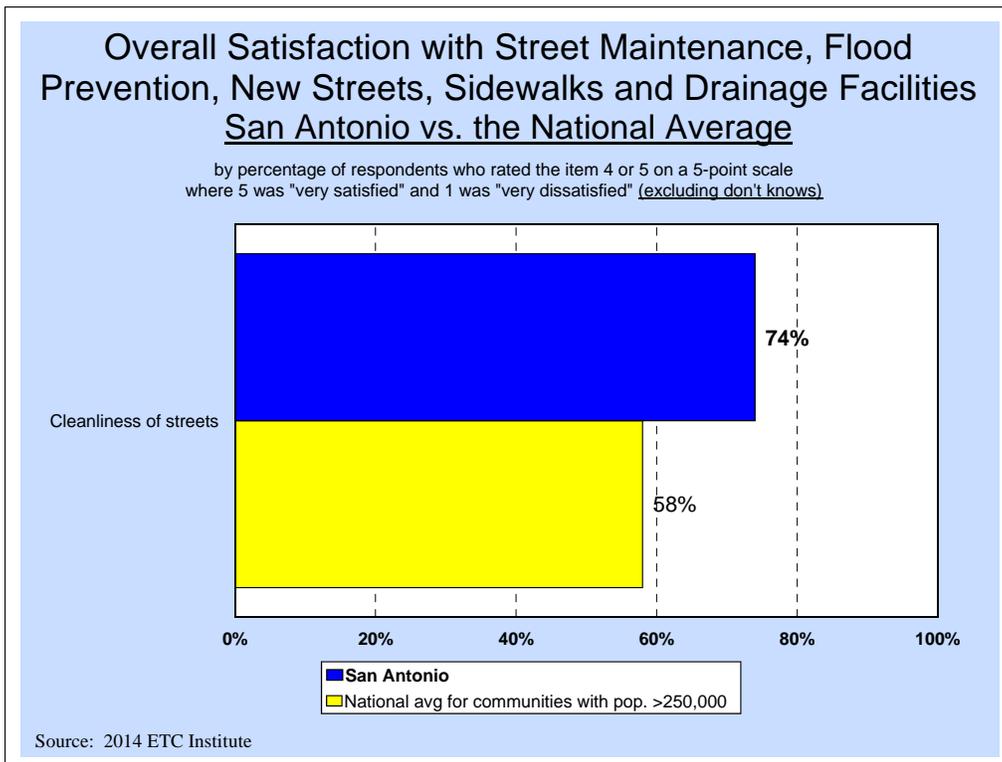
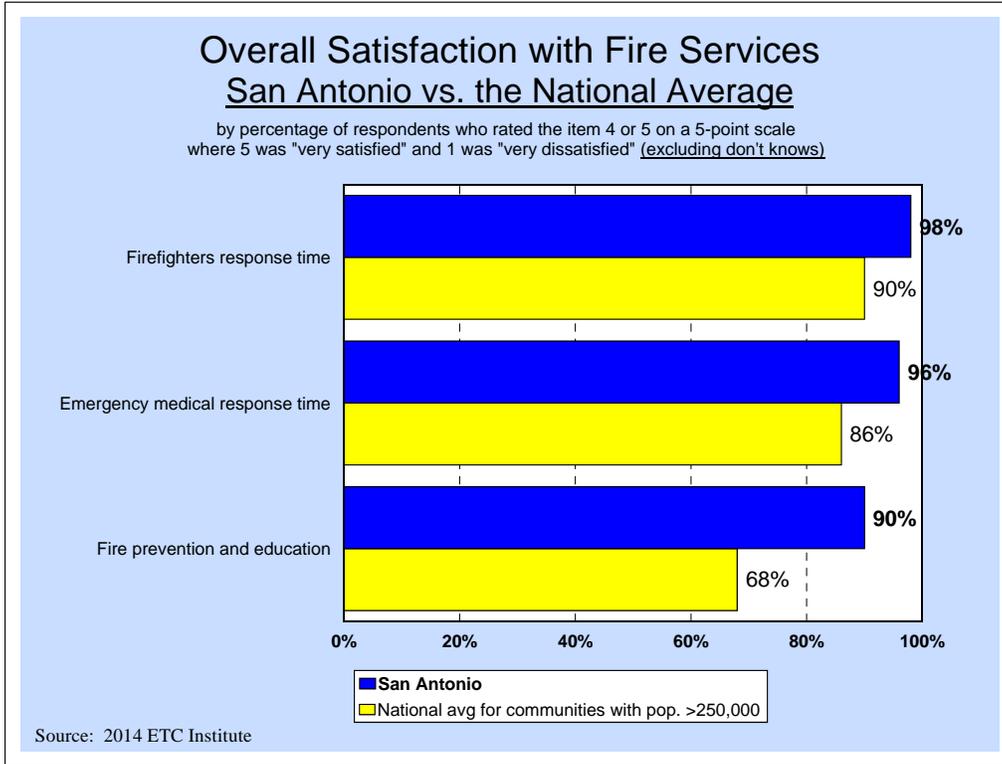
Satisfaction with Issues that Influence Perceptions of the City San Antonio vs. the National Average

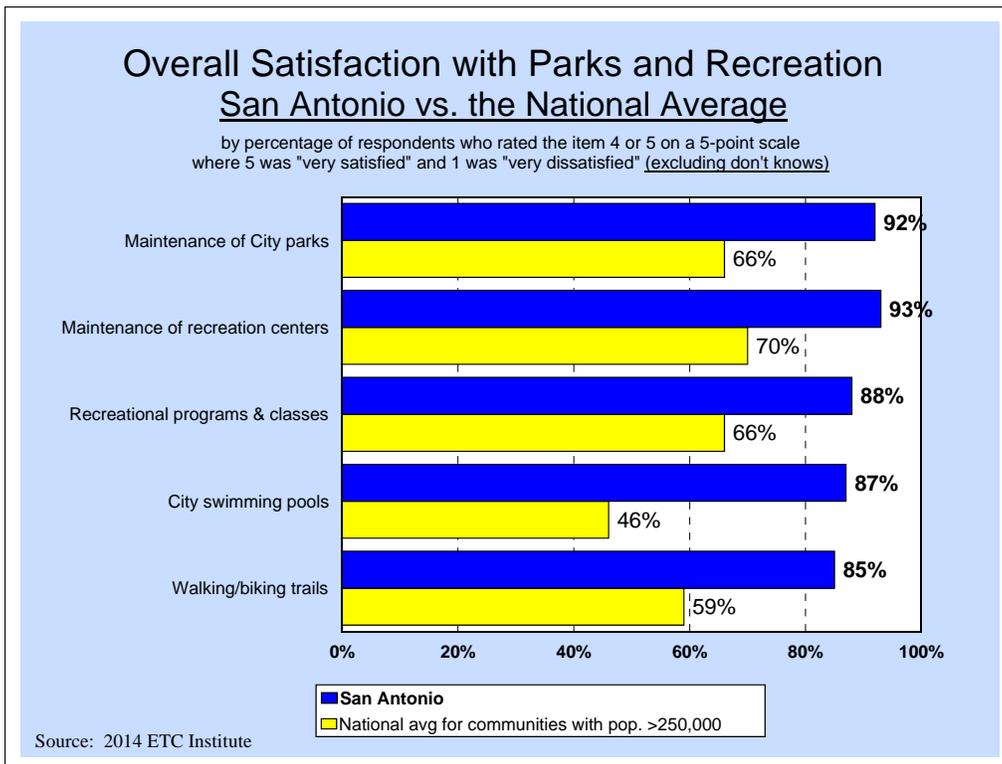
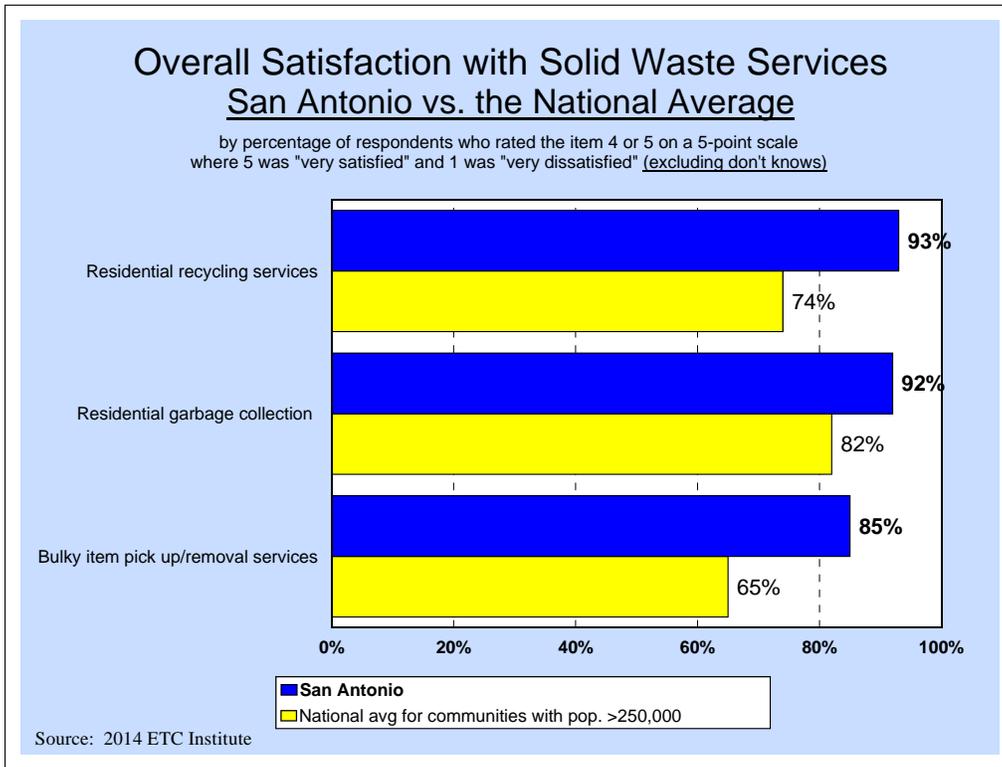
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

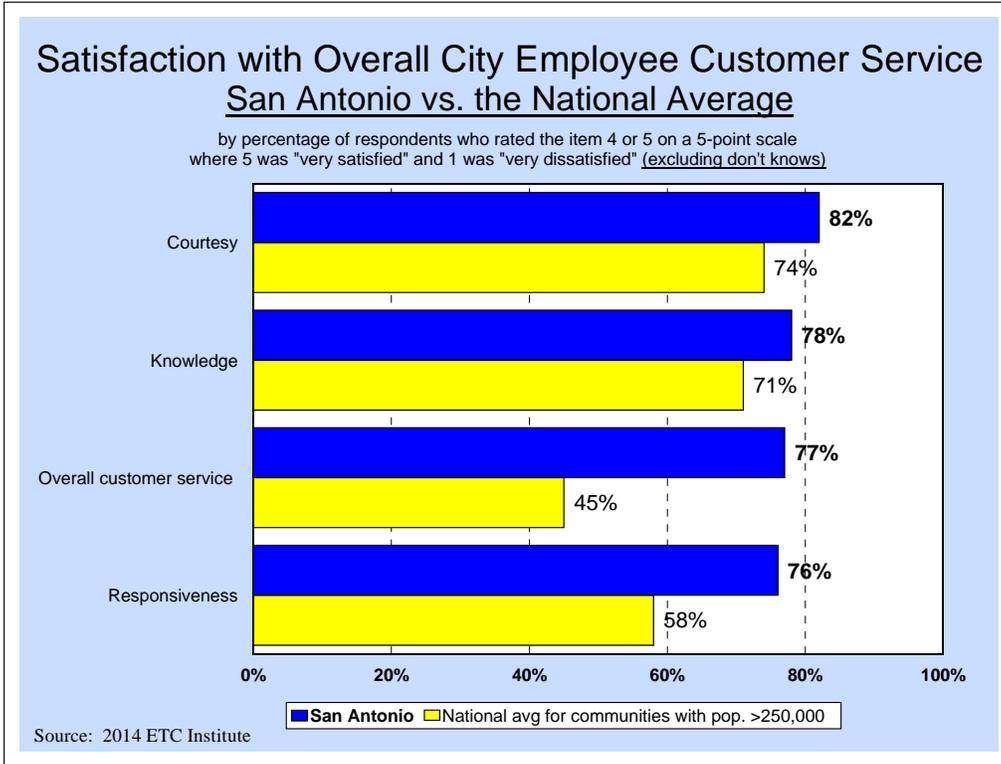


Source: 2014 ETC Institute









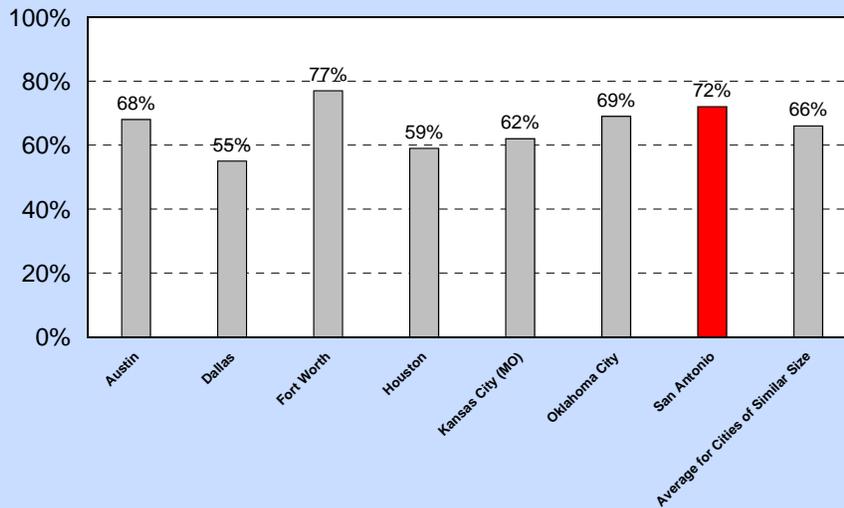
Section 4:
Comparisons to
Cities of Similar Size

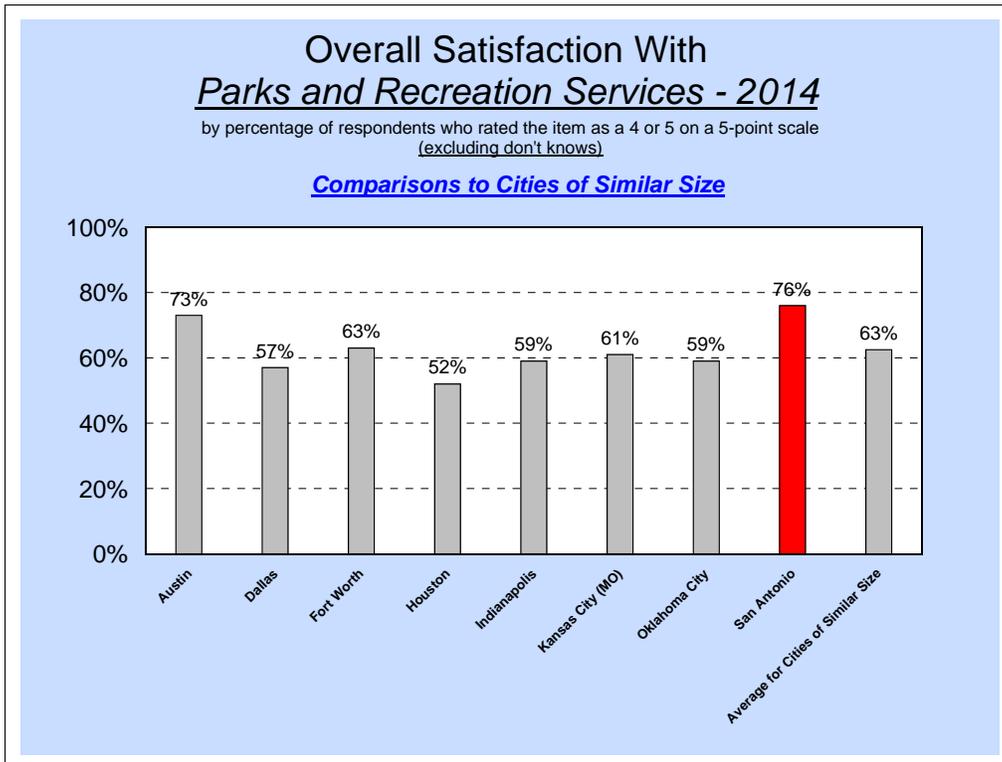
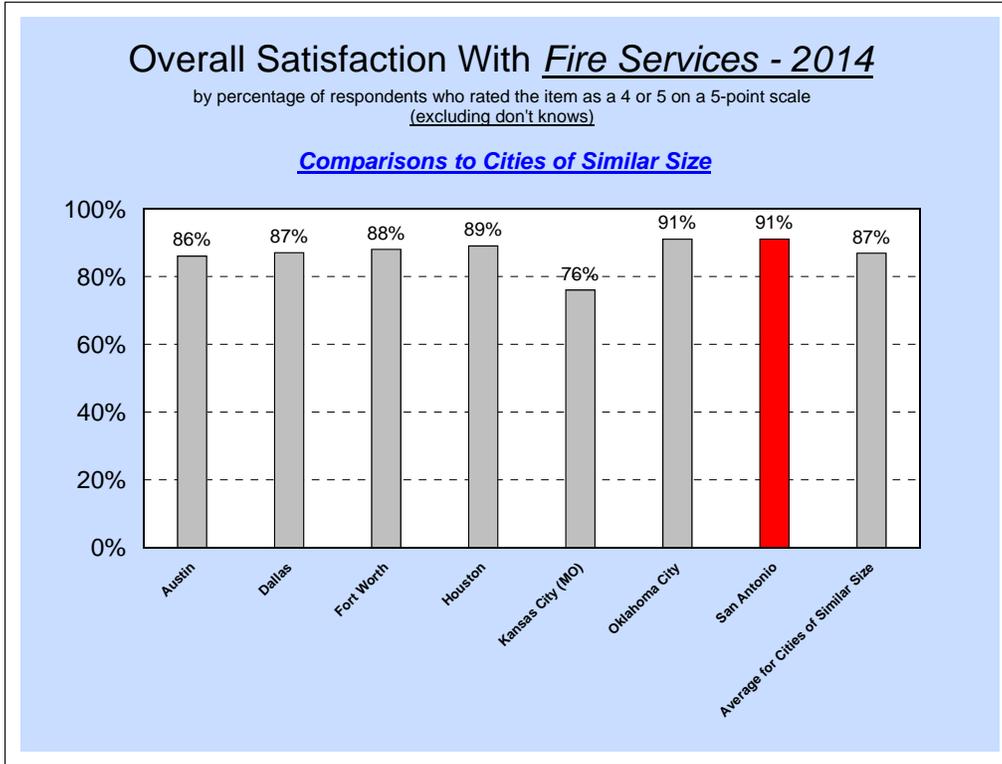
Comparisons to Cities of Similar Size

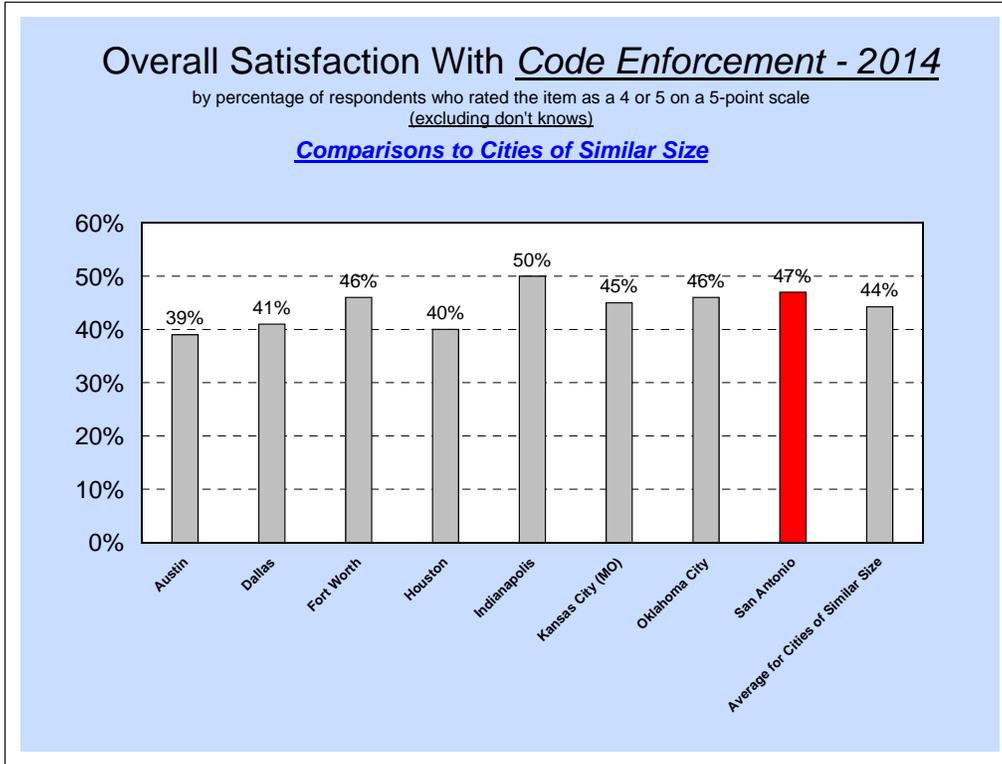
Overall Satisfaction With Police Safety Services - 2014

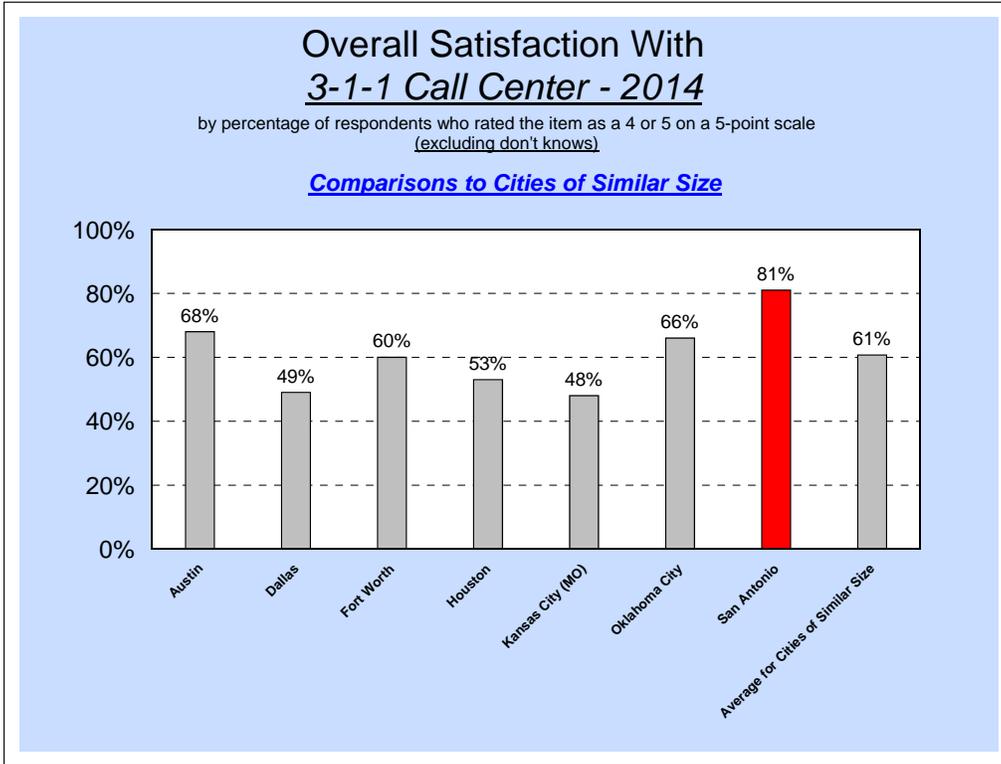
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)

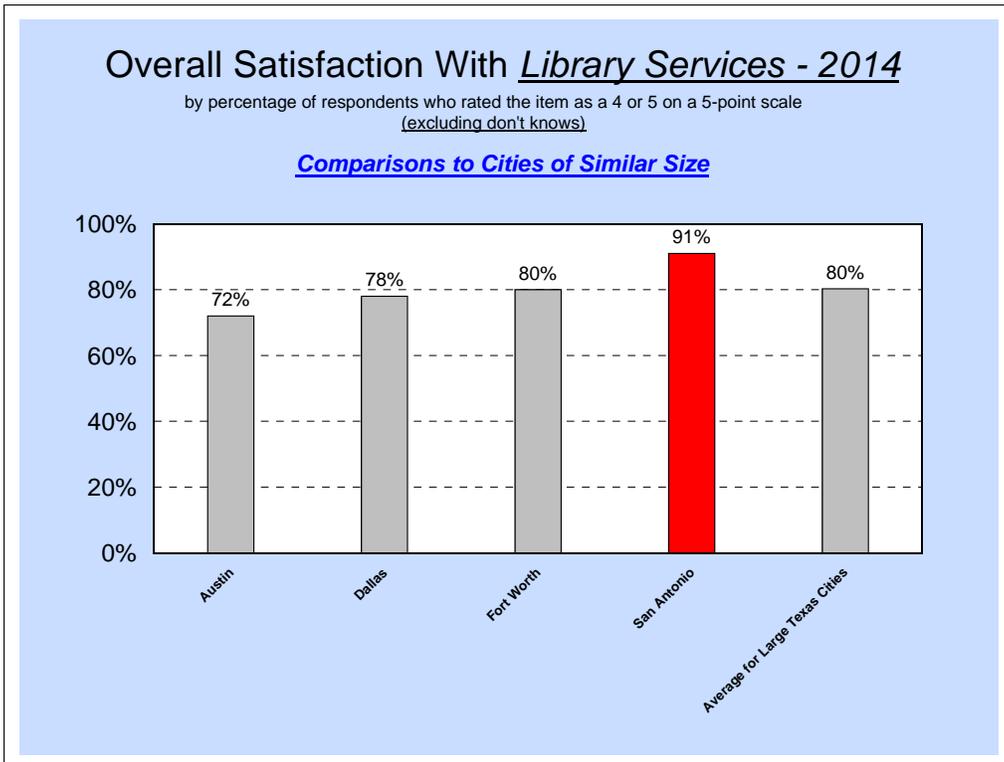
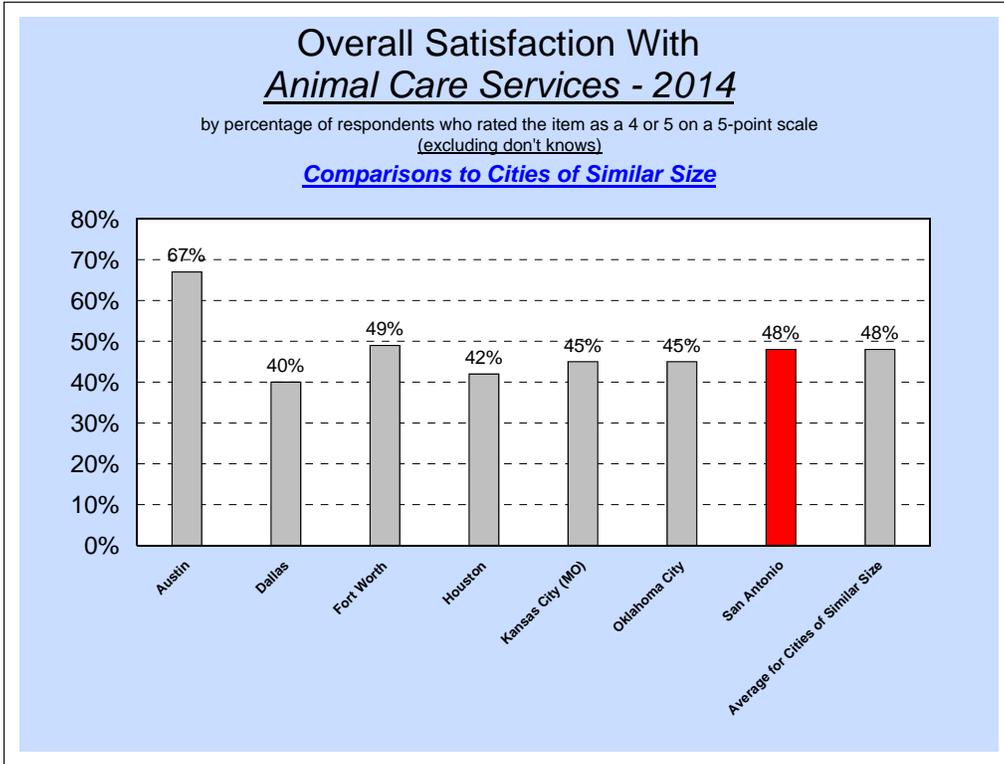
Comparisons to Cities of Similar Size











Section 5:
Survey Instrument

2014 City of San Antonio Community Survey

Interviewer: _____ Date: _____ Phone: _____

This is _____. I am calling for the City of San Antonio municipal government. City leaders would like your input to help improve the quality of city services and set community priorities. May I have a just a few minutes of your time to ask a few questions? (If asked: the survey takes about 10 minutes)

Do you live within the City limits of San Antonio? If YES continue; If NO end interview.

1. Perceptions of the Community		Excellent	Good	Fair	Poor	Very Poor	No Opinion
I'd like to begin by asking you to rate the following items that may influence your perception of the City of San Antonio. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor."							
A.	San Antonio as a place to live?	5	4	3	2	1	9
B.	San Antonio as a place to work?	5	4	3	2	1	9
C.	San Antonio as a place to raise a family?	5	4	3	2	1	9
D.	San Antonio as a place to retire?	5	4	3	2	1	9
E.	Quality of life in San Antonio?	5	4	3	2	1	9
F.	Overall quality of services provided by the City of San Antonio?	5	4	3	2	1	9
G.	Overall feeling of safety in the City?	5	4	3	2	1	9

2. Perceptions of the City Government		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
Next, I would like you to indicate whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements about your perceptions of the City government.							
A.	The City of San Antonio listens to its citizens	5	4	3	2	1	9
B.	I have a good understanding of the City's annual operating budget	5	4	3	2	1	9
C.	I would like the City to provide better opportunities for me to participate in the City's annual budget development process	5	4	3	2	1	9
D.	The City of San Antonio acts on the concerns of its citizens	5	4	3	2	1	9

3. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't Know
Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very unsatisfied", please rate your overall satisfaction with the following major services provided by the City of San Antonio:							
A.	Transportation and Capital Improvements (which include the maintenance of streets, flood prevention, the construction of new streets, sidewalks and drainage facilities)	5	4	3	2	1	9
B.	Police safety services	5	4	3	2	1	9
C.	Fire services (which includes emergency medical services)	5	4	3	2	1	9
D.	Solid waste services (e.g., residential garbage & recycling services)	5	4	3	2	1	9
E.	Animal care services	5	4	3	2	1	9
F.	Code enforcement	5	4	3	2	1	9
G.	Parks and recreation services	5	4	3	2	1	9
H.	3-1-1 call center	5	4	3	2	1	9
I.	Public library services	5	4	3	2	1	9
J.	Development services (e.g., issuing permits)	5	4	3	2	1	9
K.	Public health services	5	4	3	2	1	9
L.	San Antonio International Airport	5	4	3	2	1	9
M.	Planning services (e.g., zoning)	5	4	3	2	1	9
N.	Sustainability efforts by the City to help preserve the environment, including recycling, energy savings, protection of water/air quality & promotion of walking/biking/public transit	5	4	3	2	1	9
O.	Social services (e.g., senior services and family assistance)	5	4	3	2	1	9

4. Which THREE of those items do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 3].

1st. _____ 2nd. _____ 3rd. _____

5. Police Safety Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>police safety</u> services provided by the City of San Antonio.						
A.	Police Protection	4	3	2	1	9
B.	How quickly police respond to emergencies	4	3	2	1	9
C.	Enforcement of local traffic laws	4	3	2	1	9
D.	Crime prevention	4	3	2	1	9

5e. [If the respondent was unsatisfied with any of the police safety services listed above ask] **Why were you unsatisfied with [the name of the service(s)]?**

6. Which TWO of those police safety services do you think are most important for the City to provide? [Enter the letters below using the letters from the list in Question 5 above].

1st.:____ 2nd.:____

7. Have you requested services from the San Antonio Police Department in the last 2 years?

___(1) Yes [Ask Q7a-b]

___(2) No [Skip to Q8]

7a. [IF YES TO Q 7] What kind of service did you request? _____

7b. [IF YES TO Q 7] Please tell me how satisfied you were with the service you received using the following scale: “Very Satisfied,” “Satisfied,” “unsatisfied” or “Very Unsatisfied.”

___(4) Very Satisfied

___(1) Very unsatisfied

___(3) Satisfied

___(9) Don't Know

___(2) Unsatisfied

8. Fire Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please tell me whether you are very satisfied, satisfied, dissatisfied, or very unsatisfied with the following <u>fire services</u> provided by the City of San Antonio.						
A.	How effectively firefighters limited property loss	4	3	2	1	9
B.	How quickly firefighters respond to emergencies	4	3	2	1	9
C.	Fire prevention and education	4	3	2	1	9
D.	Ambulance/emergency medical services	4	3	2	1	9
E.	How quickly emergency medical personnel respond to emergencies	4	3	2	1	9

8g. [If the respondent was unsatisfied or very unsatisfied with any of the fire and EMS services listed above ask]

Why were you Unsatisfied with [the name of the service(s)]?

___(1) Slow response time

___(2) Poor service

___(3) Bad attitude on the part of the firefighters (i.e., discourteous, rude, etc.)

___(4) Unreasonable charges/fees for services were too high

___(5) Other: _____

9. Of those services, which TWO do you think are most important for the City to improve? [Enter the letters below using the letters from the list in Question 8 above].

1st.:____ 2nd.:____

10. **Have you received Fire or Emergency Medical Services from the San Antonio Fire Department during the last 2 years?**

___(1) Yes [Ask Q10a-b] ___(2) No [Skip to Q11]

10a. [IF YES TO Q10] **What kind of service did you request?**

- ___(1) Fire suppression services (help to put out a fire)
- ___(2) Medical services
- ___(3) Fire prevention and education services
- ___(9) Other: _____

10b. [IF YES TO Q10] **Please tell me how satisfied you were with the service you received using the following scale: “Very Satisfied,” “Satisfied,” “Unsatisfied” or “Very Unsatisfied.”**

- ___(4) Very Satisfied
- ___(3) Satisfied
- ___(2) Unsatisfied
- ___(1) Very Unsatisfied
- ___(9) Don't Know

11. Transportation and Capital Improvements		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Transportation and Capital Improvements services provided by the City of San Antonio.						
A.	Condition of city streets	4	3	2	1	9
B.	Construction of new sidewalks	4	3	2	1	9
C.	Traffic signal timing	4	3	2	1	9
D.	How quickly potholes are repaired	4	3	2	1	9
E.	Efforts to keep streets clean in your neighborhood	4	3	2	1	9
F.	Flood control	4	3	2	1	9
G.	Quality of completed capital projects, which includes the completion of new city streets and buildings (such as libraries, community centers, and senior centers)	4	3	2	1	9
H.	Outreach efforts related to keep the public informed about capital projects, which includes the completion of new city streets & buildings (such as libraries, community centers, & senior centers)	4	3	2	1	9

12. **Which TWO of those Transportation and Capital Improvements services do you think are most important for the City to provide?** [Enter the letters below using the letters from the list in Question 11 above].

1st.:____ 2nd.:____

13. Solid Waste Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>solid waste</u> services provided by the City of San Antonio.						
A.	Residential garbage collection	4	3	2	1	9
B.	Residential recycling services	4	3	2	1	9
C.	Brush recycling centers (Bitters/Nelson Gardens)	4	3	2	1	9
D.	Curbside brush and bulky item pick-up/removal services	4	3	2	1	9
E.	Bulky waste drop-off centers	4	3	2	1	9

14. **Which TWO of those solid waste services do you think are most important for the City to provide?** [Write in the letters below using the letters from the list in Question 13 above].

1st.:____ 2nd.:____

15. **Do you think the City's recycling program is easy to use?** ___(1) Yes ___(2) No

16. Animal Care Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with animal care services provided by the City						
A.	Enforcement of Animal Code	4	3	2	1	9
B.	Controlling stray pet population through targeted Spay/Neuter program and public education	4	3	2	1	9
C.	Adoption/Rescues & No Kill efforts	4	3	2	1	9

17. Which ONE of those animal care services do you think is most important for .. the City to provide? [Write in the letter below using the letters from the list in Question 16 above].

1st.: _____

18. Parks and Recreation Services

Next, please tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following parks and recreation services provided by the City of San Antonio.

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A. Maintenance of City parks	4	3	2	1	9
B. Maintenance of City recreation centers	4	3	2	1	9
C. Accessibility of parks and related recreation facilities	4	3	2	1	9
D. Quality of recreational programs and classes	4	3	2	1	9
E. City swimming pools	4	3	2	1	9
F. Walking/biking trails in the City	4	3	2	1	9

19. Which THREE of those parks and recreation services do you think are most important for the City to provide? [Enter the letters below using the letters from the list in Question 18 above].

1st.: _____ 2nd.: _____ 3rd.: _____

20. Other Services

Next, I would like you to tell me whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with various other services provided by the City

	Very Satisfied	Satisfied	unsatisfied	Very unsatisfied	Don't Know
Development Services					
A. Removal of graffiti	4	3	2	1	9
B. Ease of obtaining garage sale permits at the Development Services Center	4	3	2	1	9
C. Ease of obtaining other permits at the Development Services Center	4	3	2	1	9
Convention, Sports and Entertainment Facilities					
D. The quality/variety of entertainment, expositions, & sporting events at the Alamodome	4	3	2	1	9
Planning Services					
E. City efforts to plan for future growth	4	3	2	1	9
Aviation Services					
F. The condition of facilities at the San Antonio International Airport	4	3	2	1	9
G. The availability of parking at the San Antonio International Airport	4	3	2	1	9
Arts and Culture					
H. Your experience with arts and culture in San Antonio	4	3	2	1	9
I. How informed are you about arts and culture events happening in San Antonio?	4	3	2	1	9
Other					
J. Online payment services	4	3	2	1	9
K. Job training programs	4	3	2	1	9
L. Quality of early childhood education and afterschool programs	4	3	2	1	9
M. Historic preservation efforts by the City	4	3	2	1	9
N. Providing residents with information in English and Spanish	4	3	2	1	9
O. The quality of services provided to disabled persons	4	3	2	1	9

21. **3-1-1 CALL CENTER.** Please rate how easy it is to use the City's 3-1-1 Call Center phone line on the following scale: "Very Difficult to Use," "Difficult to Use," "Easy to Use" and "Very Easy to Use." If you have never used this service before, please answer "Never Tried." _____(4) Very Difficult _____(3) Difficult _____(2) Easy _____(1) Very Easy _____(9) Never Tried [SKIP to Q22]

Ask 21a-b only if the respondent has tried the City's 3-1-1 Call Center.

21a-d. 3-1-1 Call Center

Please rate the following based on your experience with 3-1-1 as excellent, good, fair, or poor.

	Excellent	Good	Fair	Poor
A. How knowledgeable did you find the 311 call taker?	4	3	2	1
B. How courteous was the call taker?	4	3	2	1
C. The hours of service that 3-1-1 is available?	4	3	2	1
D. The ability of the caller to answer your question?	4	3	2	1

22. Library Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with various library and access to information services provided by the City of San Antonio.						
A.	Informational resources like Books, E-books, CDs/DVDs, Downloadable Music, etc	4	3	2	1	9
B.	Access to the Internet (computers, Wi Fi, laptops, tablets)	4	3	2	1	9
C.	Cleanliness/appearance of facilities	4	3	2	1	9
D.	Library programs (e.g. early literacy, story time, book discussions, community speakers, etc.)	4	3	2	1	9
E.	Library services and librarians in your neighborhood	4	3	2	1	9

23. Which TWO of those Library services do you think are most important for the San Antonio Public Library to provide?

1st. _____ 2nd. _____

23a. Do you prefer reading a printed book, E-book, or either format?

___(1) Printed book ___(2) E-book ___(2) No preferences

24. Do you think downtown San Antonio is much better, a little better, about the same, a little worse or much worse than it was a year ago?

___(5) Much better _____(2) A little worse
 ___(4) A little better _____(1) Much worse
 ___(3) About the same _____(9) Don't know

25. Social Services		Excellent	Good	Fair	Poor	Very Poor	No Opinion
Please rate San Antonio's performance in providing the following services as excellent, good, fair, poor, or very poor.							
A.	The quality of services provided to low-income people	5	4	3	2	1	9
B.	The quality of services provided to senior citizens	5	4	3	2	1	9
C.	Quality of Adult Education & literacy services	5	4	3	2	1	9
D.	Quality of housing assistance for At-Risk homeless populations	5	4	3	2	1	9

26. **CITY EMPLOYEE CUSTOMER SERVICE** In the last 12 months, have you had any contact with an employee of the City of San Antonio other than the Police, Fire, Emergency Medical Services and/or 3-1-1?

___(1) Yes [Ask Q26a-f] ___(2) No [Skip to Q27]

26a. [IF YES TO Q26] Which department did you contact most recently? _____

26b. [IF YES TO Q26] Was your most recent contact in person, by phone or email?

___(1) Person ___(2) Phone ___(3) Email ___(9) Other _____

26c-f. Based on your most recent experience, please rate the City employee with whom you had contact in terms of the following:

26c-f. CITY EMPLOYEE CUSTOMER SERVICE		Excellent	Good	Fair	Poor	No Opinion
How would you rate the City employee with whom you had contact most recently in terms of...						
C.	Overall service	4	3	2	1	9
D.	Responsiveness	4	3	2	1	9
E.	Knowledge	4	3	2	1	9
F.	Courtesy	4	3	2	1	9

27. Sustainability		Very Important	Important	Somewhat Important	Not Important	Not At All Important	No Opinion
Please tell me how important it is for the City of San Antonio to do the following actions to support sustainability on our community.							
A.	Provide the opportunities to reduce energy use and support renewable energy.	5	4	3	2	1	9
B.	Ensure the availability of clean air & water.	5	4	3	2	1	9
C.	Support pedestrian, bicycle, and transit activity.	5	4	3	2	1	9
D.	Prepare for more frequent storms, increased flooding, extreme heat events, and severe drought.	5	4	3	2	1	9

28. Potential Problems in the City		Not a Problem	Minor Problem	Moderate Problem	Major Problem	No Opinion
Next, I would like you to tell me to what degree, if at all, the following issues are a problem in the City. Please rate each item as a major problem, moderate problem, minor problem, or not a problem. If you do not have an opinion about the item being accessed, please answer "No Opinion."						
A.	Graffiti	1	2	3	4	9
B.	Rundown buildings, weed lot and junk vehicles	1	2	3	4	9
C.	Homelessness	1	2	3	4	9
D.	Youth school drop-out	1	2	3	4	9
E.	Poverty	1	2	3	4	9
F.	Adult illiteracy	1	2	3	4	9
G.	Crime	1	2	3	4	9
H.	Illegal dumping	1	2	3	4	9
I.	Drug use	1	2	3	4	9
J.	Noise levels	1	2	3	4	9
K.	The local economy/joblessness	1	2	3	4	9
L.	Stray animals	1	2	3	4	9
M.	Lack of trees	1	2	3	4	9
N.	Teenage pregnancy	1	2	3	4	9
O.	Obesity	1	2	3	4	9

29. Which THREE of those issues do you think are most important for the City to address over the next 2 years? [Use the letters from the list shown in Q28 above]

1st. ____ 2nd. ____ 3rd. ____

30. Your City Budget		INCREASE	MAINTAIN About the Same Priority	SLIGHTLY DECREASE	SIGNIFICANTLY DECREASE OR ELIMINATE (this service is <u>not</u> important)	Don't Know
The City of San Antonio is in the process of developing the budget for Fiscal Year 2015. Please indicate how the priority that is placed on funding each of the following services should change in the upcoming budget:						
A.	Police Protection	4	3	2	1	9
B.	Fire/EMS Services	4	3	2	1	9
C.	Street Maintenance and New Sidewalks	4	3	2	1	9
D.	Parks and Recreation Services	4	3	2	1	9
E.	Code Compliance Enforcement	4	3	2	1	9
F.	Animal Care Services	4	3	2	1	9
G.	Library Services	4	3	2	1	9
H.	Human and Social Services Programming	4	3	2	1	9
I.	Education and Workforce Development Programs	4	3	2	1	9
J.	Economic Development Programs	4	3	2	1	9
K.	Public Health Services	4	3	2	1	9

AWARENESS OF PRE-K 4 SA

31. Are you aware of the City's Pre-K 4 SA early childhood education program?
 ___(1) Yes ___(2) No

32. **Public safety personnel in most large Texas cities, including Houston, Dallas, and Austin contribute the same amount toward health insurance, including premiums, as other city employees in those municipalities. Knowing this, do you support having San Antonio public safety personnel contribute toward the cost of healthcare like other San Antonio city employees?** [if asked, a “premium” is the amount or contribution that an employee pays for health insurance]
___(1) Yes ___(2) No ___(9) Don't know

Demographics

33. **Combining all persons income living in your household, which of the following best describes your household's annual, pre-tax income?**
___(1) Less than \$25,000 ___(4) \$75,000 - \$99,999
___(2) \$25,000 - \$49,999 ___(5) \$100,000 or more
___(3) \$50,000 - \$74,999
34. **How many years have you lived in San Antonio?** _____ years
35. **Do you consider yourself to be Hispanic/Latino?** ___(1) Yes ___(2) No
36. **Which of the following best describes your RACE?** (read list, check all that apply)
___(1) Black or African American ___(4) Hawaiian or Pacific Islander
___(2) American Indian or Alaskan Native ___(5) White or Caucasian
___(3) Asian ___(6) Other: _____
37. **Are you a registered voter in your district?** ___(1) Yes ___(2) No
38. **Did you vote in the last Mayoral/Council election?** ___(1) Yes ___(2) No
39. **What type of dwelling do you live in?**
___(1) Single Family House detached from any other houses
___(2) Duplex or Townhome
___(3) Building with 2 or more equivalent apartments or condominiums
___(4) Mobile home
___(5) Other _____
40. **How many, if any, children live in your household?** _____ children under 18
41. **How many, if any, senior citizens live in your household?** _____ people age 65+
42. **How many, if any, persons with disabilities live in your household?** _____ people
43. **Which of the following best describes your education:**
___(1) Some high school, but no diploma ___(4) Associates degree
___(2) High school diploma or equivalent ___(5) Bachelor's degree
___(3) Some college but no degree ___(6) Graduate/professional degree (MBA, PhD, etc.)
44. **Do you have high speed Internet access at your home?** ___(1) Yes ___(2) No
45. **Do you have a data plan for Internet use on a smart phone or other mobile device?**
___(1) Yes ___(2) No
46. **Which of the following best describes your employment status:**
___(1) Currently employed – ask 48a ___(2) Retired ___(3) Currently unemployed
- 46a. **What is the primary method of transportation that you use to get to work?**
___(1) Personal motorized vehicle ___(3) Walk/bike
 (car, van, etc.) ___(4) Work at home
___(2) Public transportation/bus ___(5) Other
47. **Which of the following best describes your AGE?**
___(1) 18-24 years ___(3) 35-44 years ___(5) 55-64 years
___(2) 25-34 years ___(4) 45-54 years ___(6) 65+ years

48. **Gender:** (Don't Ask) ___(1) Male ___(2) Female

49. [OPTIONAL] **Before we end the survey, what do you feel the City could do to make San Antonio a more livable city in the future?**

This concludes the survey. Thank you for your time!

COUNCIL District:.....01.....02.....03.....04.....05.....06.....07.....08.....09.....10

ADDRESS FROM CALL SHEET: _____

ZIP CODE: _____