

City of San Antonio Community Survey

Findings Report

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2018

Submitted to the City San Antonio

By:
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66061
2018





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2018 San Antonio Community Survey

Executive Summary Report

Overview and Methodology

Overview: ETC Institute administered a community survey for the City of San Antonio in 2018. 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. The primary source of data in this report is the 2018 San Antonio Community Survey.

Methodology: The survey was administered in English and Spanish to a random sample of 1,116 residents by mail, Internet, and phone. At least 100 surveys were completed in each of the City's 10 council districts. The results for the random sample of 1,116 household have a 95% level of confidence with a precision of at least +/-3%.

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in San Antonio. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. 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. At the end of the online survey, residents were asked to enter their home address. ETC Institute matched the addresses that were entered at the end of the on-line survey 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.

Benchmarks: The national benchmarking data presented in this report is based on results from a *National DirectionFinder® Survey* administered by ETC Institute during the fall of 2017 to a random sample of residents living in communities with a population of more than 250,000. The data from the *National DirectionFinder® Survey* is referred to as the "*National Average*" throughout this Executive Summary.

Trend Data: Trends are based on the results of the 2016 Community Survey. When comparing trend data in this report, a significant increase or decrease is defined as a change of more than 3%.

Don't Know Responses: The percentage of "don't know" and "no opinion" responses have been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from previous surveys and with the results from other communities in ETC Institute's *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" and "no opinion" responses have been provided in a separate appendix.

Location of Respondents: ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map below show the distribution of survey respondents based on the location of their home address.

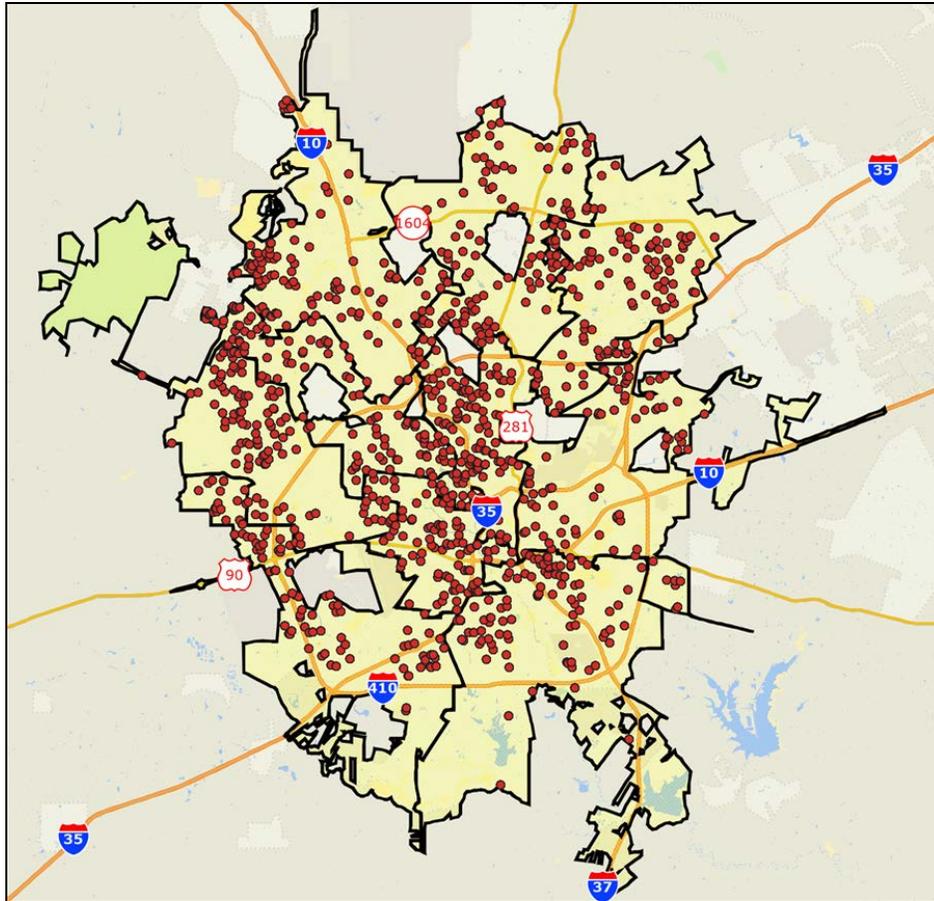


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- Charts and Graphs showing the overall results of the 2018 Community Survey (Section 1)
- Comparisons of the 2018 San Antonio Community Survey results to the *National Average* based on results from a *National DirectionFinder® Survey* administered by ETC institute during the fall of 2017 to residents living in communities with a population over 250,000 (Section 2)
- Comparisons of the 2018 San Antonio Community Survey results to Large Texas Cities (Section 3)
- A copy of the Survey Instrument (Section 4)

Major City Service Ratings vs. the National Average

The City of San Antonio Has One of the Highest Overall Satisfaction Ratings in the Nation. The overall satisfaction with City services in San Antonio rated 19% above the National Average.

The City of San Antonio Is Setting the Standard for Service Delivery in Many Areas. The City of San Antonio rated above the National Average in all but one of the major categories of City services that were compared.

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

Comparative STRENGTHS

- Solid waste services (+8%)
- Public library services (+8%)
- Parks and recreation services (+7%)
- Police safety services (+5%)

Comparative WEAKNESSES

- Code enforcement (-8%)

Residents Believe San Antonio is a Great Place to Live, Raise a Family, and Retire. The City of San Antonio rated significantly above the National Average in each of the following areas:

- As a place to work (+32%)
- As a place to live (+31%)
- As a place to retire (+31%)
- As a place to raise a family (+30%)

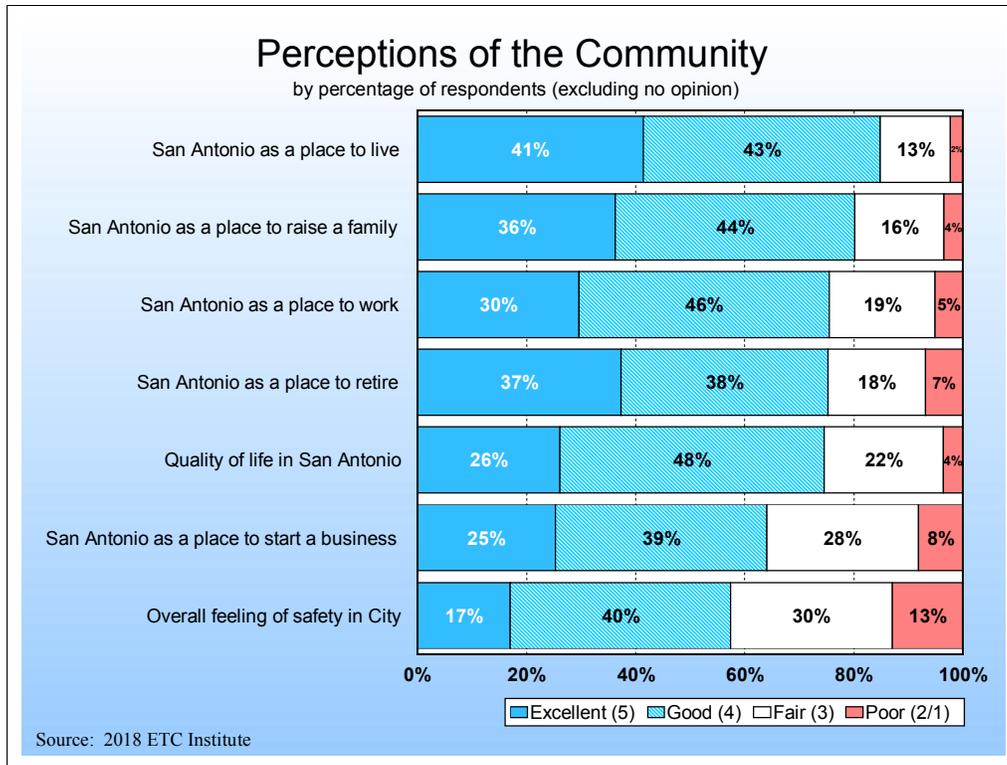
Major City Service Ratings vs. Large Cities in Texas

Compared to large cities in Texas, the City of San Antonio had the highest or second highest level of satisfaction in seven of the 10 areas that were comparable.

Satisfaction Ratings for the Five Largest Texas Cities						
Service	Houston	Fort Worth	Austin	Dallas	San Antonio	San Antonio Rank
Overall Satisfaction	51%	56%	50%	53%	64%	1 st
Library	Not asked	68%	72%	85%	82%	2 nd
Solid Waste	74%	76%	85%	75%	76%	2 nd
3-1-1 Call Center	53%	58%	72%	60%	70%	2 nd
Police	47%	69%	69%	62%	64%	2 nd
Animal Care	42%	43%	66%	Not asked	47%	2 nd
Code	40%	39%	40%	37%	39%	2 nd
Fire	89%	81%	84%	89%	82%	3 rd
Parks	47%	60%	77%	71%	70%	3 rd
Transportation and Capital Improvements	39%	32%	40%	24%	37%	3 rd

Perceptions of the Community

In 2018, the perceptions of the Community that had the highest levels of overall satisfaction, based upon the combination of “excellent” and “good” responses among residents who had an opinion, were: San Antonio as a place to live (85%), San Antonio as a place to raise a family (80%), San Antonio as a place to work (76%), and San Antonio as a place to retire (75%). The perceptions of the overall quality of life in San Antonio in 2018 was 75%. The chart below shows the 2018 ratings for all perceptions that were rated.



- **How Perceptions of the Community Compares to 2016.** There were no significant changes in ratings from 2016 to 2018.
- **How Community Perceptions in San Antonio Compares to the National Average.** Four of the perceptions that were rated on the 2018 Community Survey were identified as comparative strengths because the ratings were more than 5% above the National Average:

Comparative STRENGTHS

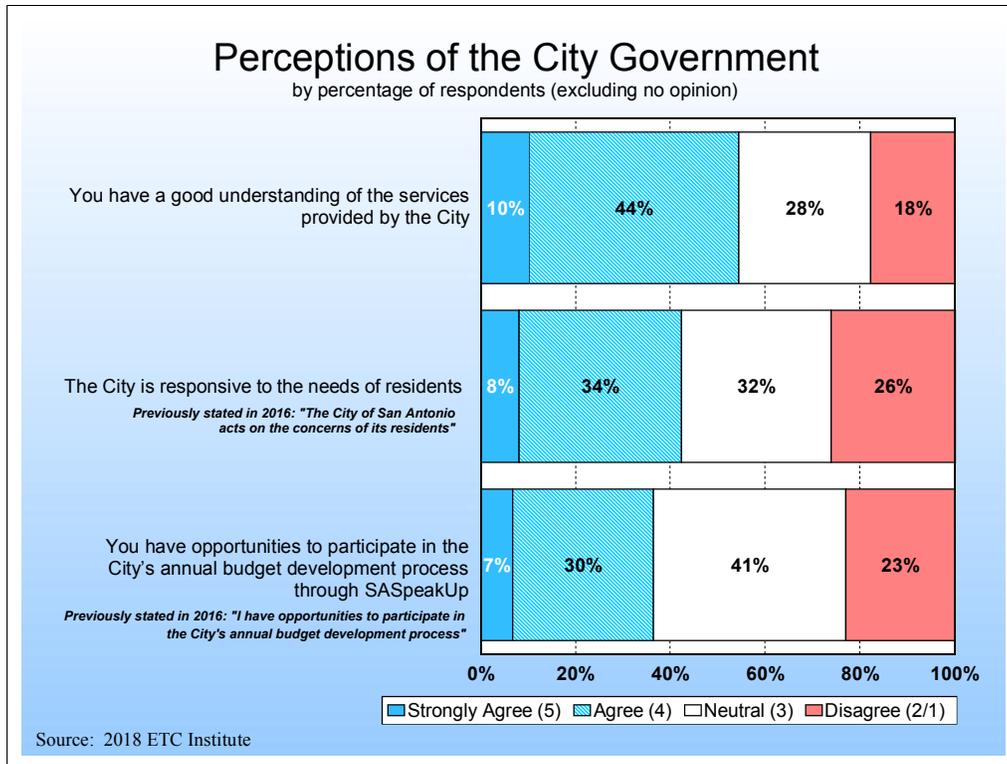
- San Antonio as a place to work (+32%)
- San Antonio as a place to as a place to retire (+31%)
- San Antonio as a place to live (+31%)
- Parks & Recreation Services (+30%)

Comparative WEAKNESSES

- None

Perceptions of the City Government

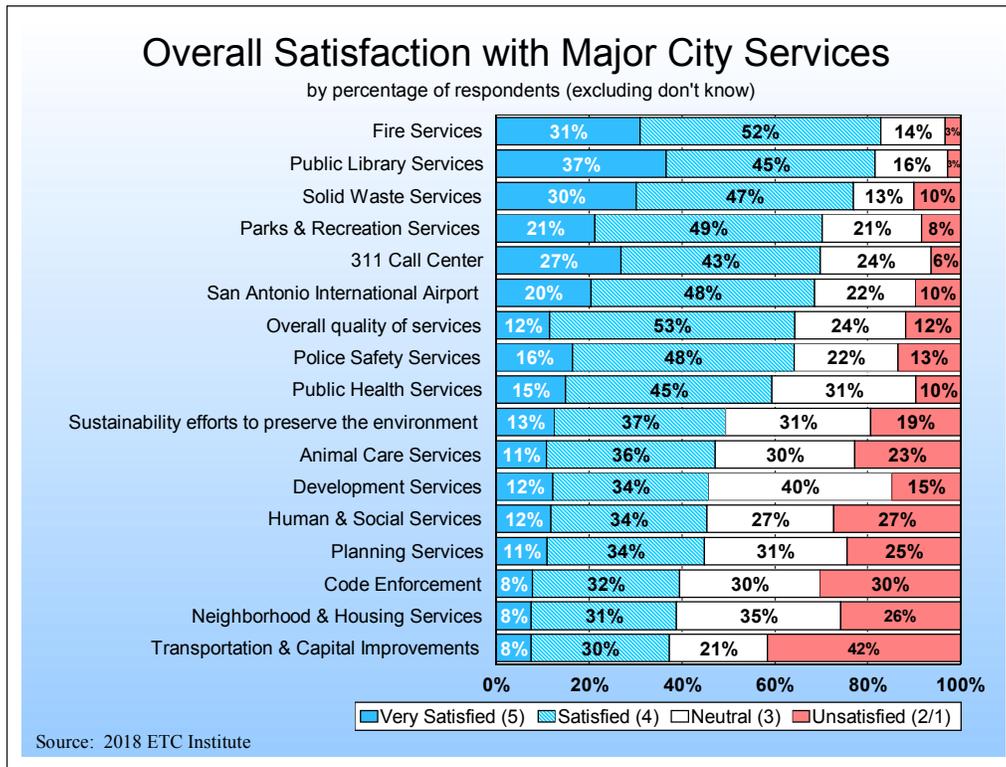
The statements regarding the perceptions residents have of the City Government that had the highest level of overall agreement, based upon the combination of “strongly agree” and “agree” responses among residents who had an opinion, was: you have a good understanding of the services provided by the City (54%), the City is responsive to the needs of residents (42%), and you have opportunities to participate in the City’s annual development process through SASpeakUp (37%). The chart below shows the 2018 ratings for all perceptions that were rated.



- **How Perceptions of the Community Compares to 2016:**
 - You have opportunities to participate in the City’s annual development process through SASpeakUp (+14%).
 - The City is responsive to the needs of residents (+9%).

Major City Services

The major categories of City services that had the highest levels of overall satisfaction, based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: fire services (83%), public library services (82%), Solid Waste services (77%), Parks and Recreation services (70%), and the 311 Call Center (70%). The chart below shows the 2018 satisfaction rating for all major City services that were rated.



- **How Overall Satisfaction Compares to 2016.** Two services, 311 Call Center (+9%) and public health services (+10%), saw significant increases in satisfaction from 2016.

Only one area, sustainability efforts by the City (-10%), saw a significant decrease in overall satisfaction from 2016.

- **How Overall Satisfaction Compares to the National Average.** Five of the seven major City services that were comparable to the National Average were identified as comparative strengths because satisfaction levels were at least 5% above the National Average.

Comparative STRENGTHS

- Overall quality of services (+19%)
- Solid Waste Services (+8%)
- Public Library Services (+8%)
- Parks and Recreation Services (+7%)
- Police Safety Services (+5%)

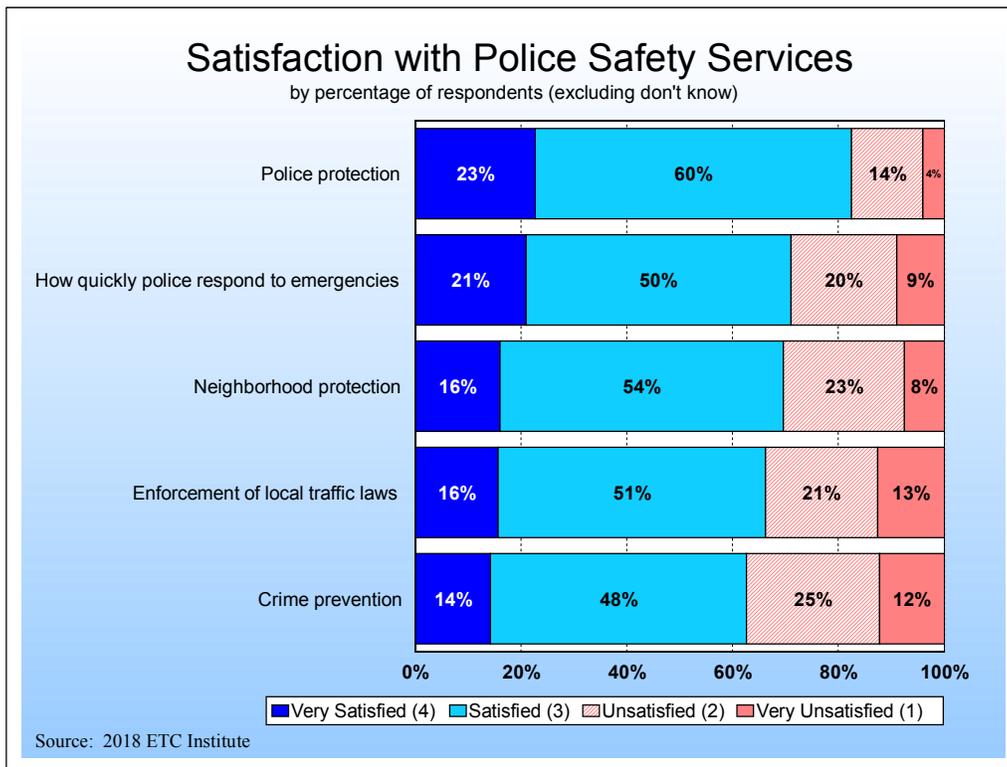
Comparative WEAKNESSES

- Code Enforcement (-8%)

Major Findings by City Services

Police Safety Services

The overall satisfaction rating for Police Safety Services in 2018 was 64%, this is the same rating that was given in 2016 and is 5% above the National Average. The Police Safety Services residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: police protection (83%), how quickly police respond to emergencies (71%), and neighborhood protection (70%).



- **How Satisfaction with Police Safety Services Compares to 2016.** There were no significant changes in satisfaction from 2016 to 2018.
- **How Police Safety Services in San Antonio Compares to the National Average.** All the Police Safety Services were identified as comparative strengths because all satisfaction ratings with Police Safety Services were more than 5% above the National Average:

Comparative STRENGTHS

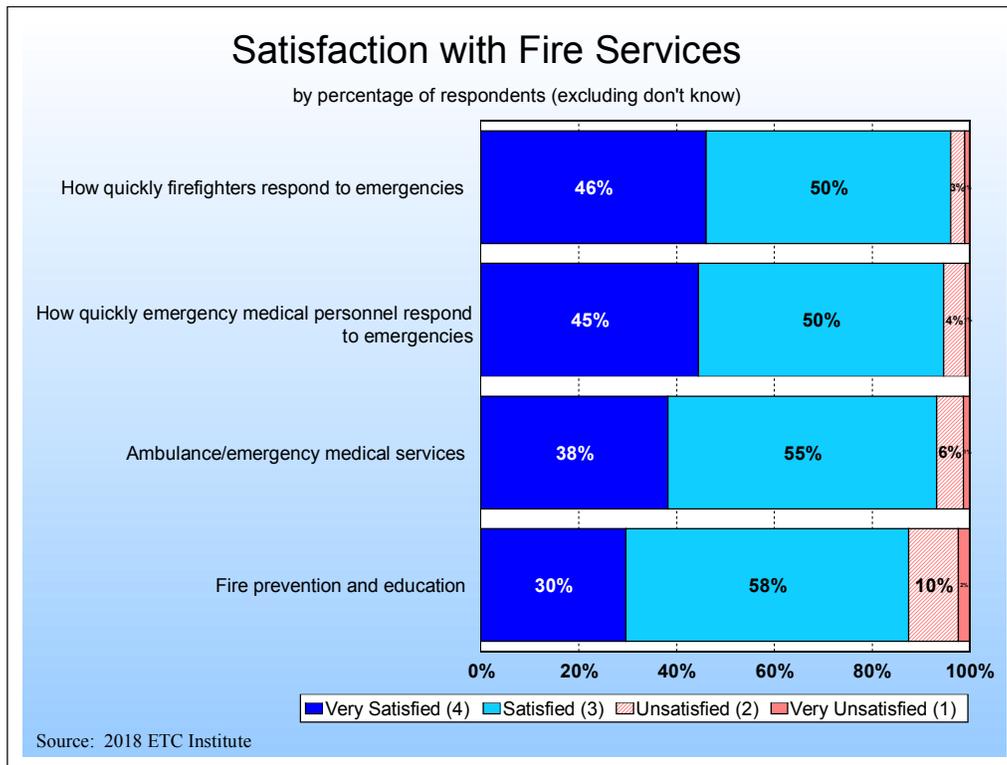
- Neighborhood protection (+27%)
- Police protection (+24%)
- Crime prevention (+18%)
- How quick police respond (+17%)
- Enforcement of traffic laws (+9%)

Comparative WEAKNESSES

- None

Fire Services

The overall satisfaction rating for Fire Services in 2018 was 83%. The Fire Services 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 (96%) and how quickly emergency medical personnel respond to emergencies (95%).



- **How Satisfaction with Fire Services Compares to 2016.** Only one area, fire prevention and education, saw a significant change in satisfaction from 2016. The satisfaction ratings for fire prevention and education dropped to 88% from 94% in 2016 (-6%).
- **How Satisfaction with Fire Services Compare to the National Average.** All the Fire Services rated were identified as comparative strengths because satisfaction levels were at least 5% above the National Average, there were no comparative weaknesses:

Comparative STRENGTHS

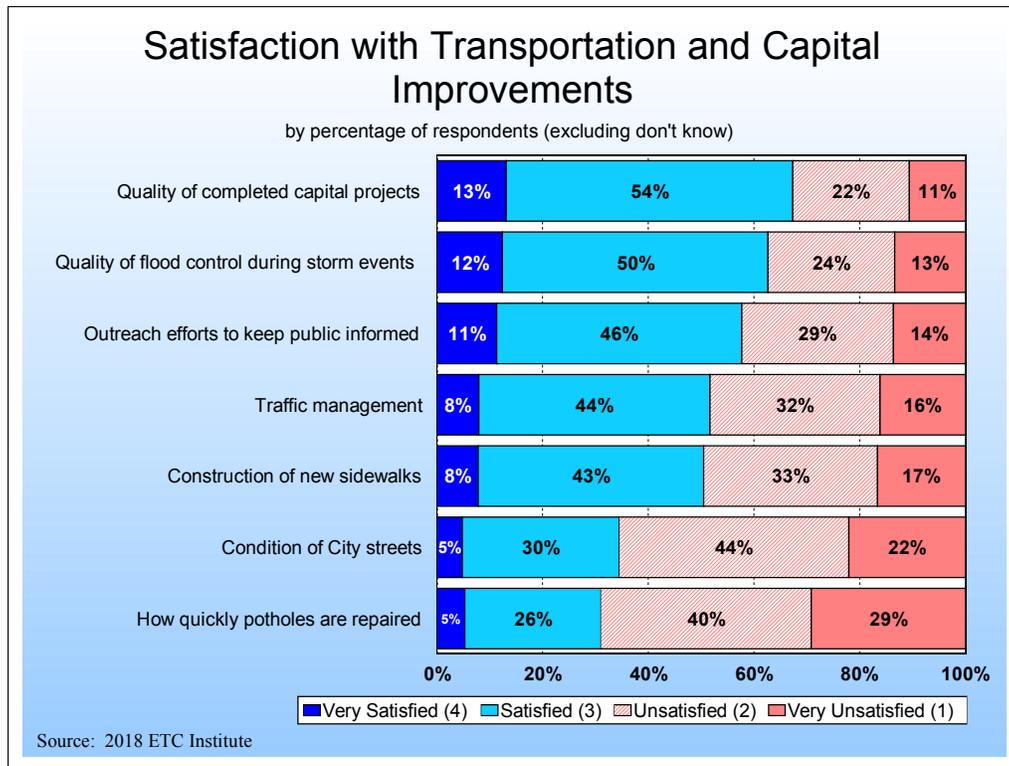
- Ambulance/EMS services (+24%)
- Fire prevention education (+17%)
- How quick EMS respond (+16%)
- How quick firefighters respond (+12%)

Comparative WEAKNESSES

- None

Transportation and Capital Improvements

The overall satisfaction rating for Transportation and Capital Improvements in 2018 was 37%. The services residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of completed capital projects (67%), the quality of flood control during storm events (62%), and outreach efforts to keep the public informed about projects (57%).



- **How Satisfaction with Transportation and Capital Improvements Compares to 2016.** Only one area, traffic management, saw a significant change in satisfaction from 2016. The satisfaction ratings for traffic management dropped to 52% from 58% in 2016 (-6%).
- **How Satisfaction with Transportation and Capital Improvements Compare to the National Average.** Two of the services that were compared with the National Average were found to be comparative strengths while the third was found to be a comparative weakness:

Comparative STRENGTHS

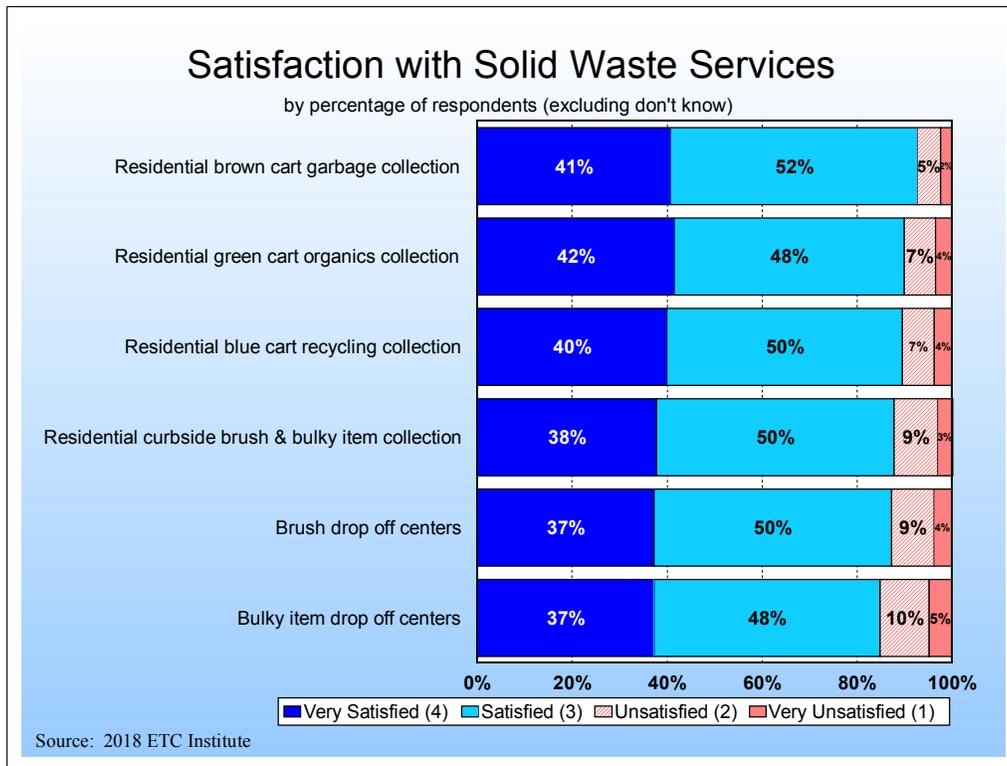
- Traffic management (+16%)
- Flood control (+7%)

Comparative WEAKNESSES

- Condition of City streets (-8%)

Solid Waste Services

The overall satisfaction rating for Solid Waste Services in 2018 was 77%, which was 8% above the National Average. The services residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential brown cart garbage collection (93%), residential green cart organics collection (90%), and residential blue cart recycling collection (90%).



- **How Satisfaction with Solid Waste Services Compares to 2016.** Satisfaction ratings for Solid Waste Services showed no significant increases or decreases.
- **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:

Comparative STRENGTHS

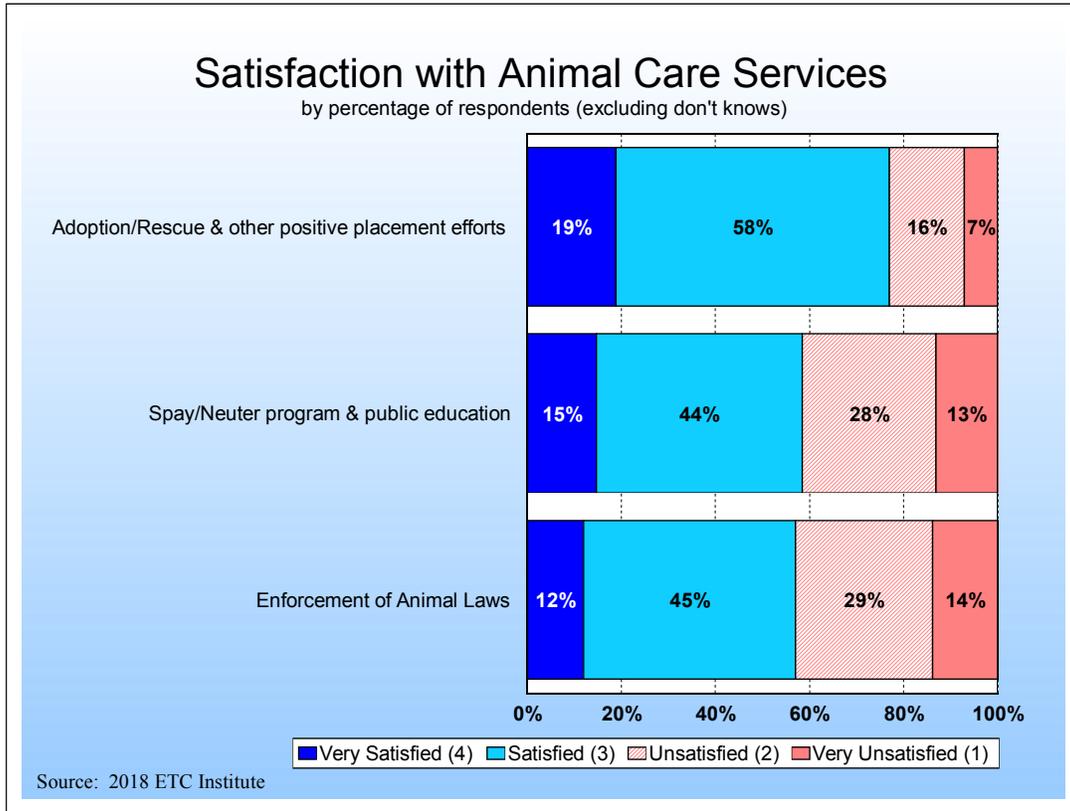
- Brush and bulky item collection (+34%)
- Blue cart recycling collection (+29%)
- Brush drop off centers (+27%)
- Brown cart garbage collection (+22%)

Comparative WEAKNESSES

- None

Animal Care Services

The overall satisfaction rating for Animal Care Services in 2018 was 47%. The service residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, was: adoption, rescue, and other live placement efforts (77%).



- **How Satisfaction with Animal Care Services Compares to 2016.** There was a significant decrease in satisfaction relating to the enforcement of animal laws, from 61% in 2016 to 57% in 2018 (-4%).
- **How Animal Care Services Compare to the National Average.** Only one Animal Care Service had a National Average comparison: enforcement of animal laws. This item was not a comparative strength or weakness as it was only 2% higher than the National Average of 55%.

Comparative STRENGTHS

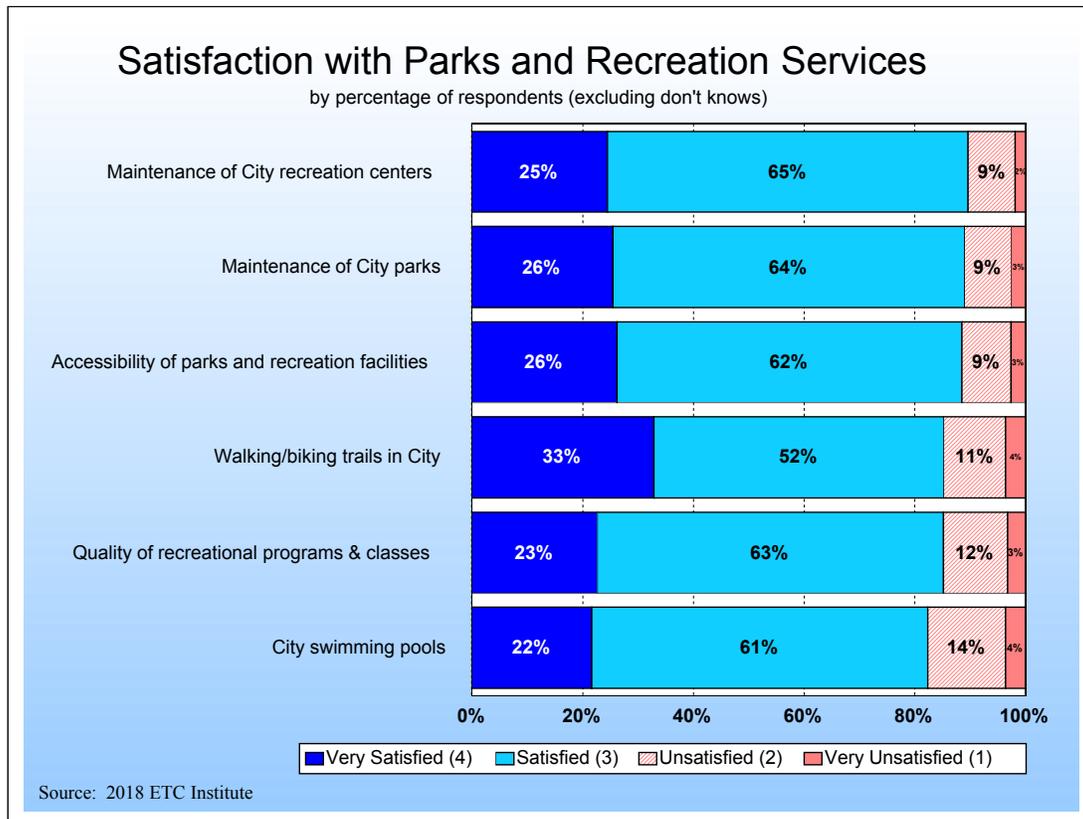
- None

Comparative WEAKNESSES

- None

Parks and Recreation Services

The overall satisfaction rating for Parks and Recreation Services in 2018 was 70%. The services residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of City recreation centers (90%), the maintenance of City parks (90%), and the availability/accessibility of parks and related recreation facilities (88%).



- **How Satisfaction with Parks and Recreation Services Compares to 2016.** There were no significant decreases or increases in any of the Parks and Recreation Services that were rated in 2018.
- **How Parks and Recreation Services Compare to the National Average.** All four of the areas that were compared to the National Average were identified as comparative strengths because they scored at least 5% above the National Average:

Comparative STRENGTHS

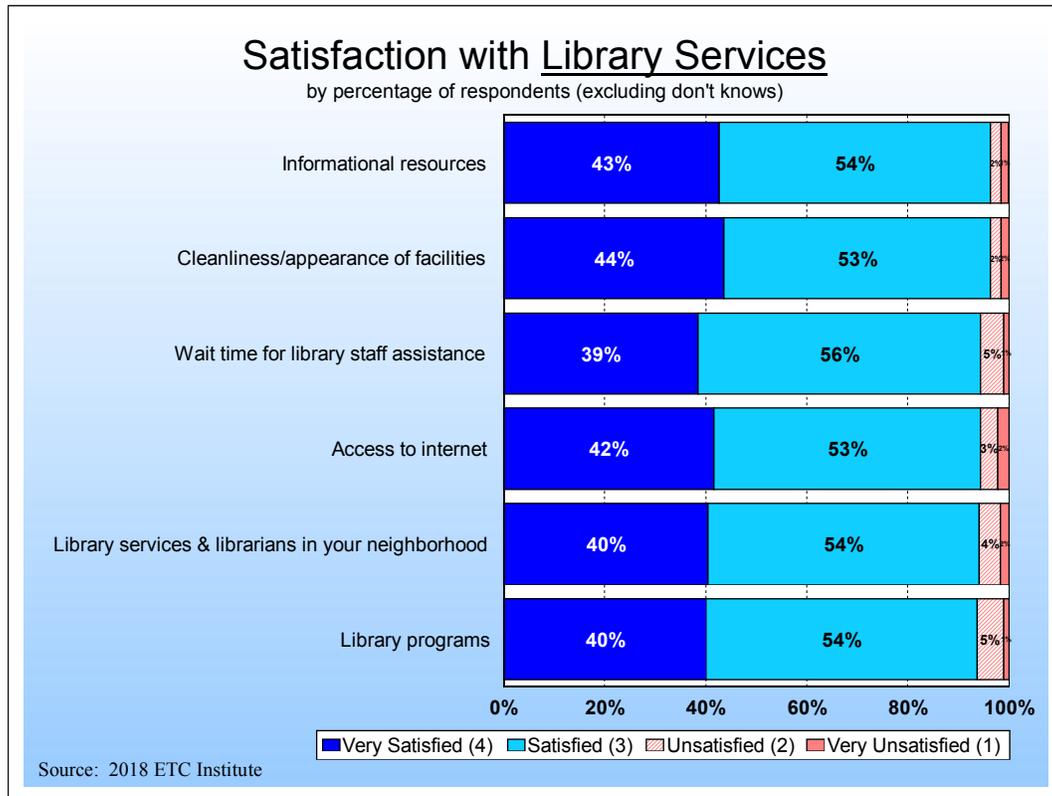
- City swimming pools (+42%)
- Walking/biking trails (+28%)
- Maintenance of City parks (+21%)
- Maintenance of recreation centers (+18%)

Comparative WEAKNESSES

- None

Library Services

The overall satisfaction rating for Library Services in 2018 was 82%, this is the same rating as 2016. The services residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: informational resources (97%), cleanliness/appearance of facilities (97%), and the wait time for Library staff assistance (95%).



- **How Satisfaction with Library Services Compares to 2016.** There were no significant changes in satisfaction in any of the Library Services that were rated in 2018.
- **How Library Services Compare to the National Average.** Overall satisfaction with Library Services rated significantly above the average for large communities of 250,000 or more (+20%).

3-1-1 Call Center

The overall satisfaction rating with the 3-1-1 Call Center in 2018 was 70%, an increase of +9% from 61% in 2016. Based upon the combination of “very easy” and “easy” responses among residents who used the service, 92% were satisfied with the 3-1-1 Call Center phone line and 84% were satisfied with 3-1-1 Call Center digital services.

Aviation Services

The overall satisfaction rating for San Antonio International Airport in 2018 was 69%. Based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, 90% were satisfied with the condition of facilities at the City’s airport, a significant increase of +4% from 2016, and 88% were satisfied with their customer experience when utilizing the airport.

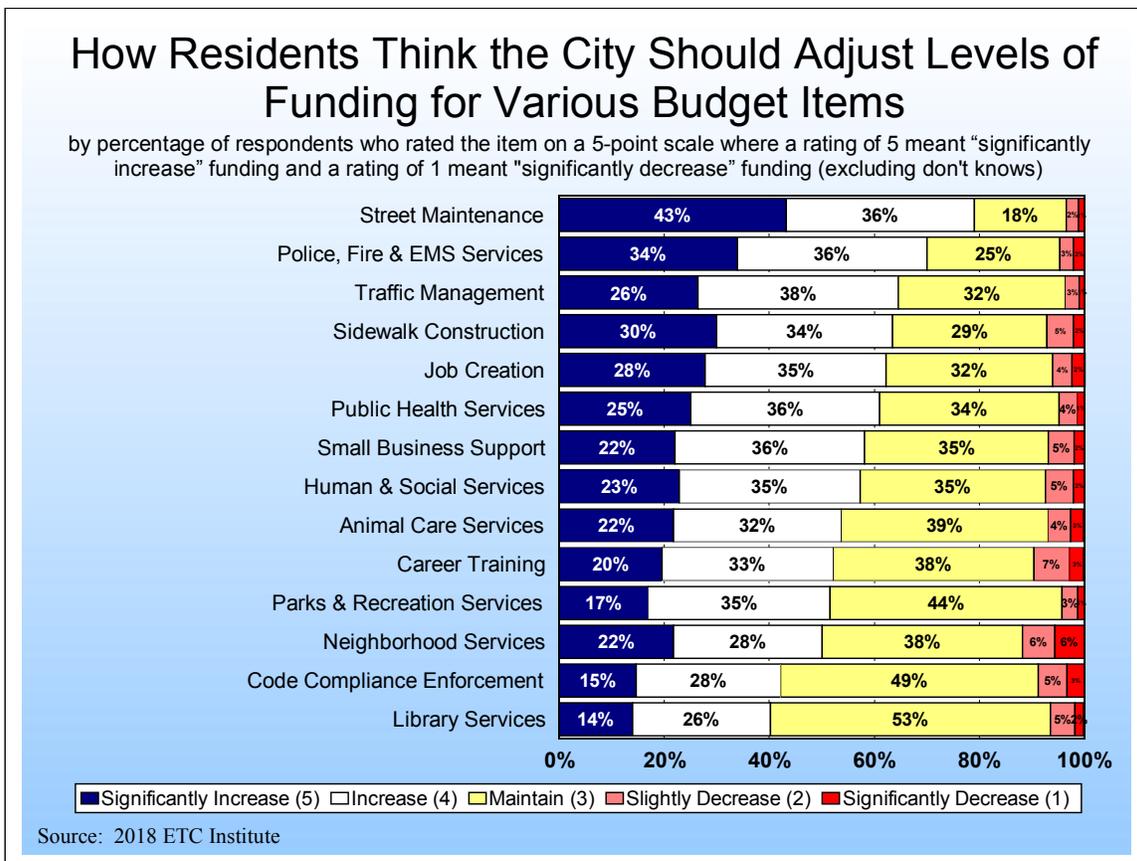
Public Health Services

The overall satisfaction rating for public health services in 2018 was 59%, an increase of +7% from 52% in 2016. The public health services residents were most satisfied with, based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: restaurant inspections (85%) and response to disease outbreaks (76%).

City Budget

Funding Priorities for City Services: With regards to the City budget respondents were asked to indicate whether the level of funding for various services should be increased, maintained, or decreased in the upcoming budget.

The four services with the highest percentage of respondents who believed funding should “significantly increase” or “increase” were: street maintenance (79%), police, fire, and EMS services (70%), traffic management (64%), and sidewalk construction (64%).



Conclusions

Based on the results of the City of San Antonio's 2018 Community Survey and the subsequent analysis of the survey data, the City of San Antonio continues to set the bar when compared to the National Average and large Texas Cities.

ETC Institute has reached the following conclusions:

- **The City of San Antonio Continues to Set the Standard for the Delivery of City Services.** The overall satisfaction with City services of 64% is 19% above the National Average. Among the 35 services that were assessed on the 2018 Community Survey, the City of San Antonio rated above the National Average in 33 of them. The City of San Antonio's overall satisfaction rating was the highest among large Texas cities.
- **The City's Library Services are Highly Rated.** All six of the City's Library Services rated on the 2018 Community Survey received positive satisfaction ratings of 94% or more. This is the only City department rated on the 2018 Community Survey that had all of the items within its section rated at 90% or above.
- **Fire, Solid Waste, and Parks and Recreation Services Received Positive Ratings.** Firefighter response time, EMS response time, overall ambulance/EMS services, residential garbage, organics, and recycling collection, the maintenance of City parks and recreation centers all saw positive satisfaction ratings at or above 90%. Eighty-three percent (83%) or more of respondents gave positive satisfaction ratings for all the Fire Services, Solid Waste Services, and Parks and Recreation Services rated on the 2018 Community Survey.
- **Respondents Believe the City's 3-1-1 Call Center Services Are Very Easy to Use.** When asked to rate the ease of use of the City's 3-1-1 Call Center phone line and digital services 92% indicated it was either "very easy" or "easy" to use the phone line and 84% indicated it was either "very easy" or "easy" to the digital services.
- **Overall Satisfaction with Major City Services Has Improved Since 2016.** Between 2016 and 2018, there were two City services that saw significant increases in overall satisfaction: the 3-1-1 Call Center (+9%) and Public Health Services (+7%). Only one City service saw a significant decrease in overall satisfaction from 2016: sustainability efforts by the City to help preserve the environment (-10%).
- **Perceptions of the City Government Have Improved.** The results indicated residents' overall agreement levels have significantly increased with two statements since 2016: you have opportunities to participate in the City's annual budget development process through SASpeakUp (+14%), and the City is responsive to the needs of residents (+9%).

- **The City of San Antonio Continues to Gather Valuable Insight into the Makeup of the Community.**
 - Ninety-two percent (92%) of respondent indicated they use a personal motorized vehicle as their primary method of transportation to get to work.
 - Most (93%) respondents indicated their preferred language is English, 6% indicated Spanish was their preferred language, and 1% indicated “other.”
 - Eighty-eight (88%) of the respondents to the 2018 Community Survey are registered to vote.
 - Twenty-seven percent (27%) of respondents indicated they are a military veteran.
 - Eighty-five percent (85%) of respondents have high speed Internet access at home and 89% of respondents have access to the Internet on a smart phone or other mobile device.
 - Seventy-one percent (71%) of respondents believe City facilities are accessible to people with disabilities.

Recommendations

Recommended Areas of Emphasis for the Next Two Years: 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 of items based on the correlation coefficient and the satisfaction with each service.

For this year’s Community Survey, ETC Institute developed the Importance Rating for the Importance-Satisfaction Analysis based on the correlation coefficient between individual items that were rated within a category on the survey and the overall satisfaction with the City’s performance in this category. Instead of measuring a respondent’s stated importance the correlation coefficient measures the un-biased importance of an item as it relates to overall importance in a category. The correlation coefficient is a better measure of importance than stated importance (which occurs when respondents select the items they think are most important) because the correlation coefficient shows the real impact the individual items within a category have on overall satisfaction with the City’s performance in a category. A respondent’s stated importance does not always indicate which items affect their overall satisfaction with the City’s performance in a given category. The correlation coefficient drives overall satisfaction.

ETC Institute has based their recommendations on the Importance-Satisfaction analysis as a way to objectively assess the priorities for the City of San Antonio. 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. To increase the overall satisfaction with major City services, the City of San Antonio should emphasize improvements in the following areas over the next two years:

- Transportation and Capital Improvements
- Neighborhood and Housing Services
- Code Enforcement
- Planning Services

The table below shows the Importance-Satisfaction ratings for 16 of the major City services that were assessed.

2018 Importance-Satisfaction Rating City of San Antonio, Texas Major City Services						
Category of Service	Importance Rating	Importance Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Transportation & Capital Improvements	0.442	2	37%	16	0.2771	1
Neighborhood and Housing Services	0.436	3	39%	15	0.2668	2
Code Enforcement	0.379	7	39%	14	0.2297	3
Planning Services	0.396	6	45%	13	0.2186	4
High Priority (IS .10-.20)						
Human and Social Services	0.365	10	45%	12	0.1993	5
Animal Care Services	0.365	9	47%	10	0.1927	6
Sustainability efforts by the City to help preserve the environment	0.370	8	49%	9	0.1872	7
Development Services	0.335	13	46%	11	0.1819	8
Police Safety Services	0.445	1	64%	7	0.1598	9
Public Health Services	0.347	11	59%	8	0.1409	10
Parks and Recreation Services	0.416	4	70%	4	0.1240	11
3-1-1 Call Center	0.341	12	70%	5	0.1030	12
Medium Priority (IS <.10)						
Solid Waste Services	0.410	5	77%	3	0.0947	13
San Antonio International Airport	0.294	15	69%	6	0.0923	14
Fire Services	0.321	14	83%	1	0.0552	15
Public Library Services	0.269	16	82%	2	0.0495	16

Priorities by Department. To increase satisfaction ratings among the individual departments, City leaders should emphasize improvements in the following areas:

Police Safety Services:

- Crime prevention
- Neighborhood protection
- How quickly police respond to emergencies

Transportation and Capital Improvements:

- Condition of City streets
- How quickly potholes are repaired
- Traffic management
- Construction of new sidewalks

Animal Care Services:

- Enforcement of Animal Laws
- Controlling stray population through free and low-cost sterilization programs and public education

Public Health Services:

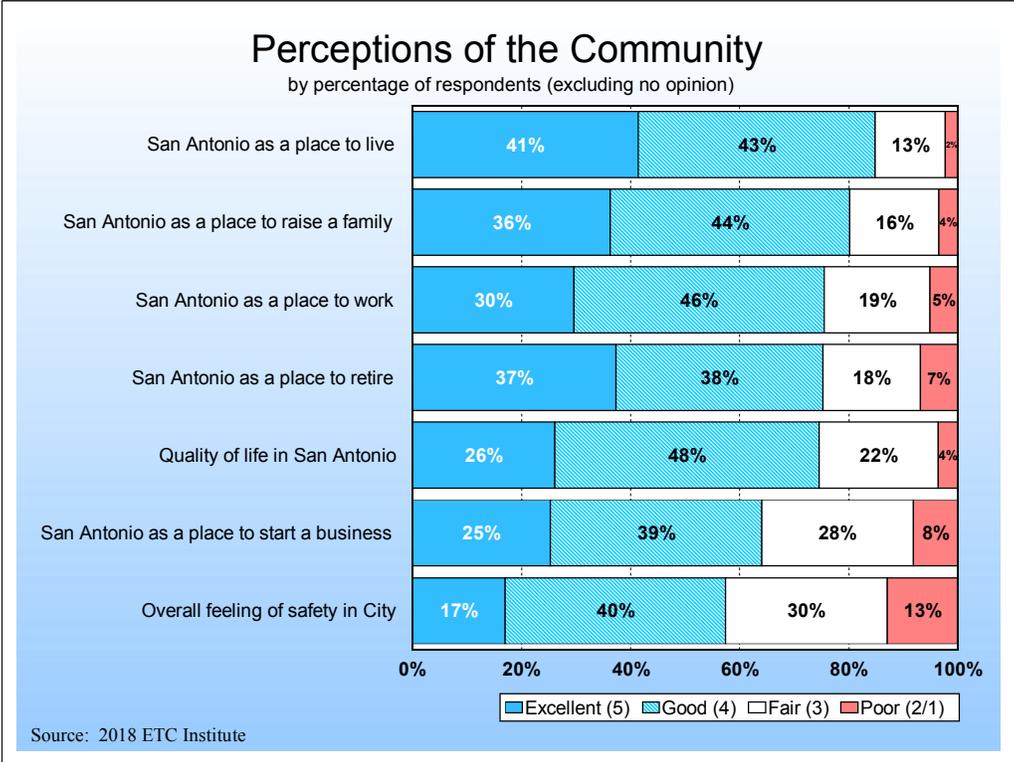
- Diabetes/obesity prevention

By emphasizing the areas that were found to be a Very High or High Priority based on the Importance-Satisfaction Analysis, the City of San Antonio will be able to sustain high levels of customer satisfaction in future years and increase overall satisfaction in areas where improvements are needed.

Section 1

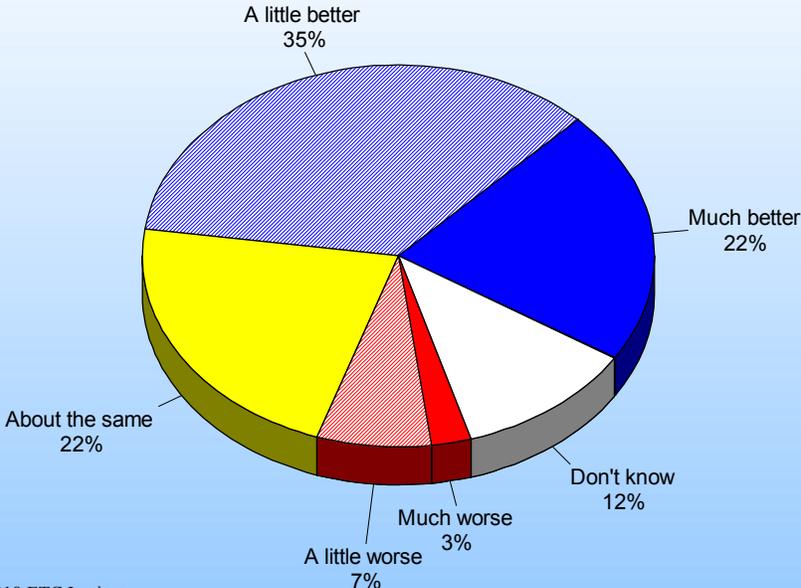
Charts and Graphs

Perceptions of the Community



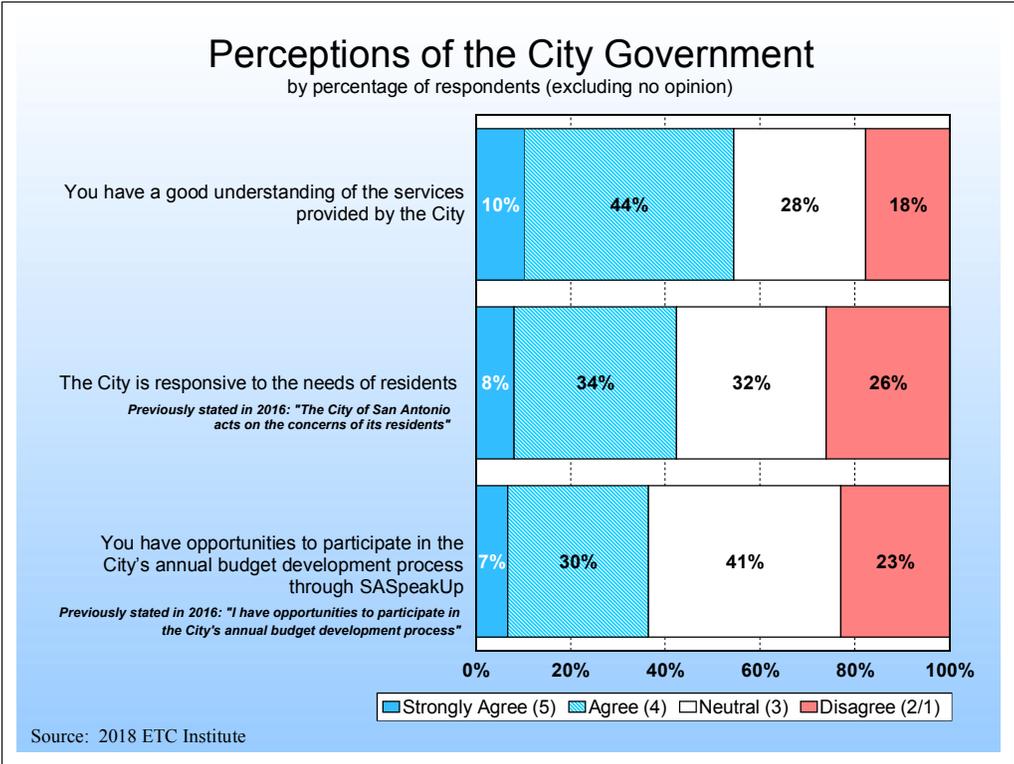
How Has San Antonio Changed Over the Past Year?

by percentage of respondents



Source: 2018 ETC Institute

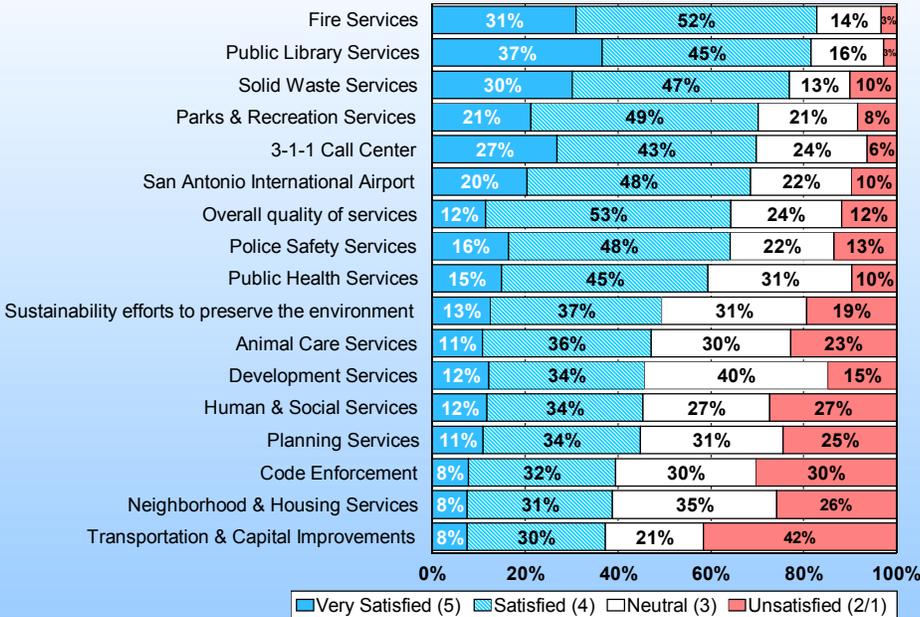
Perceptions of the City Government



Overall Satisfaction with Major City Services

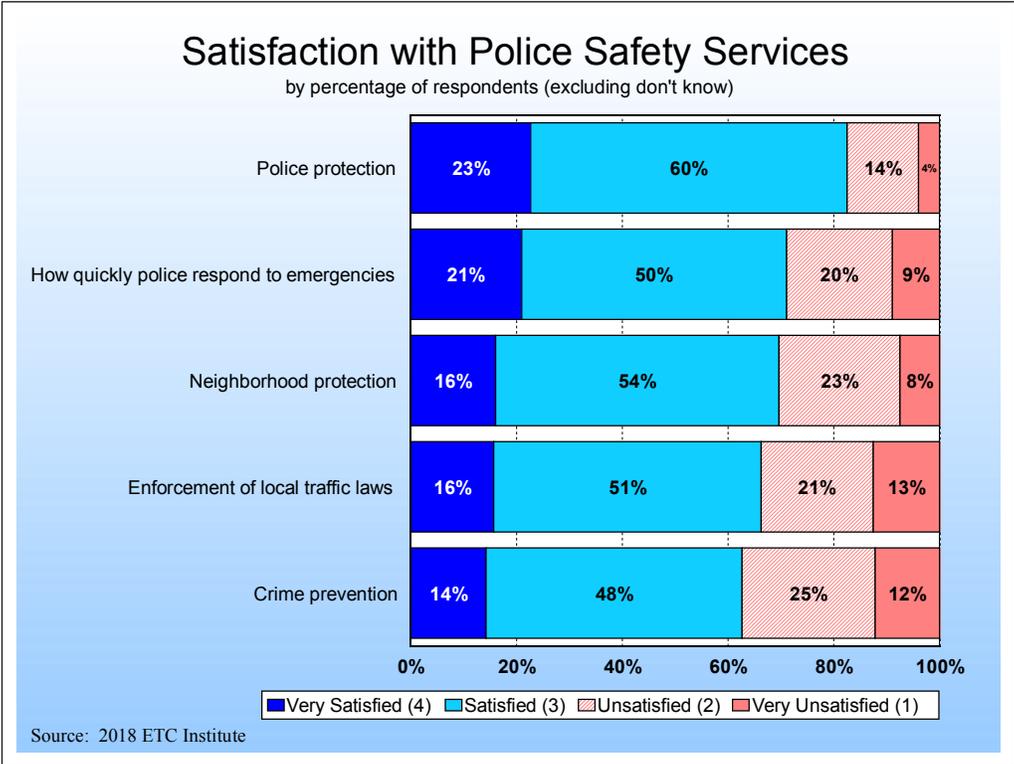
Overall Satisfaction with Major City Services

by percentage of respondents (excluding don't know)

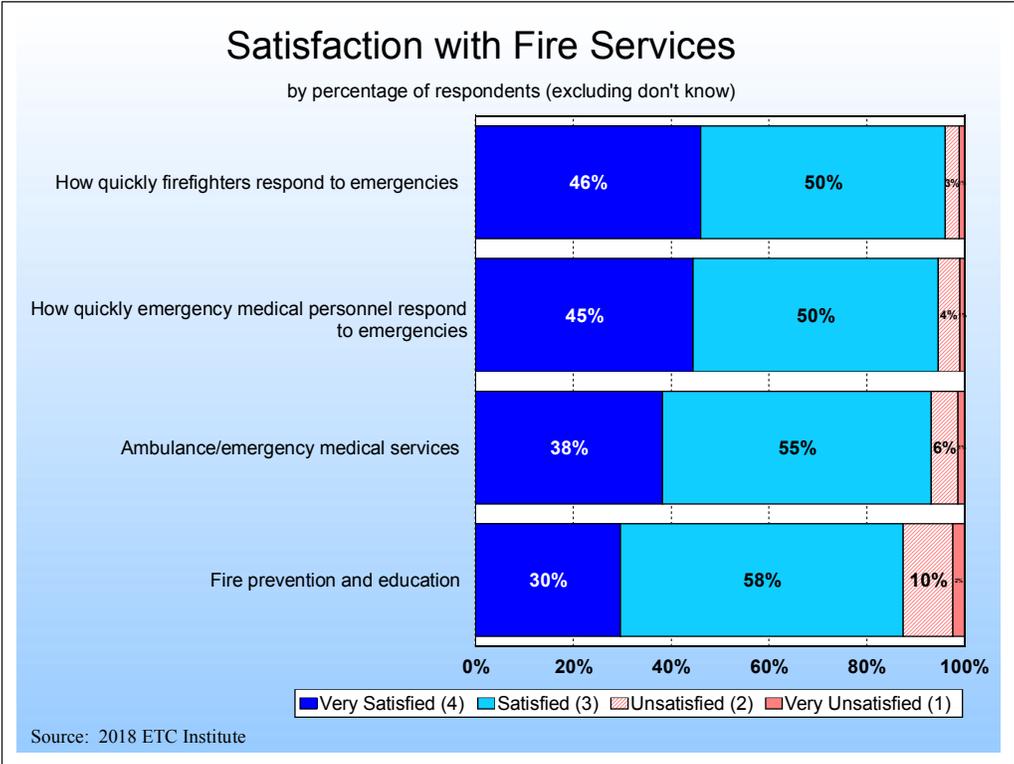


Source: 2018 ETC Institute

Police Safety Services



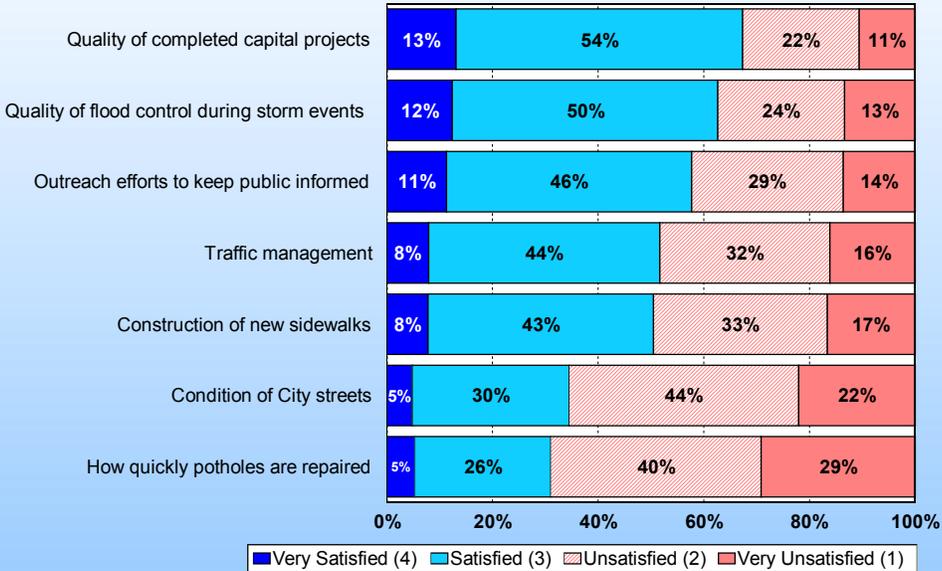
Fire Services



Transportation and Capital Improvements

Satisfaction with Transportation and Capital Improvements

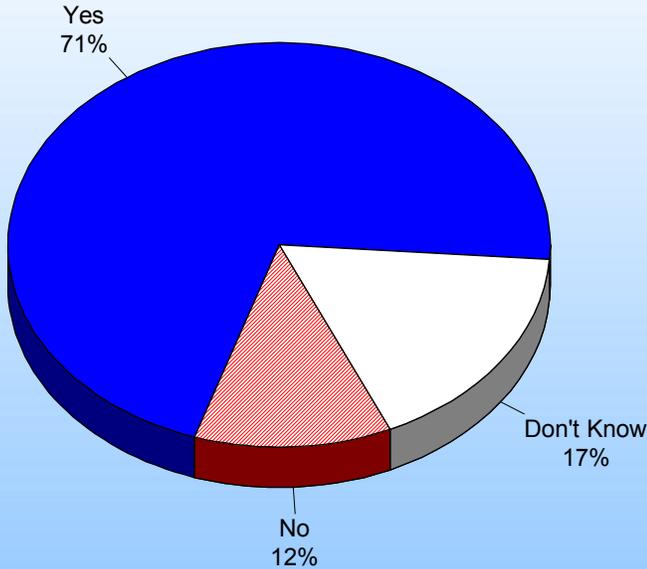
by percentage of respondents (excluding don't know)



Source: 2018 ETC Institute

City facilities are accessible to people with disabilities?

by percentage of respondents

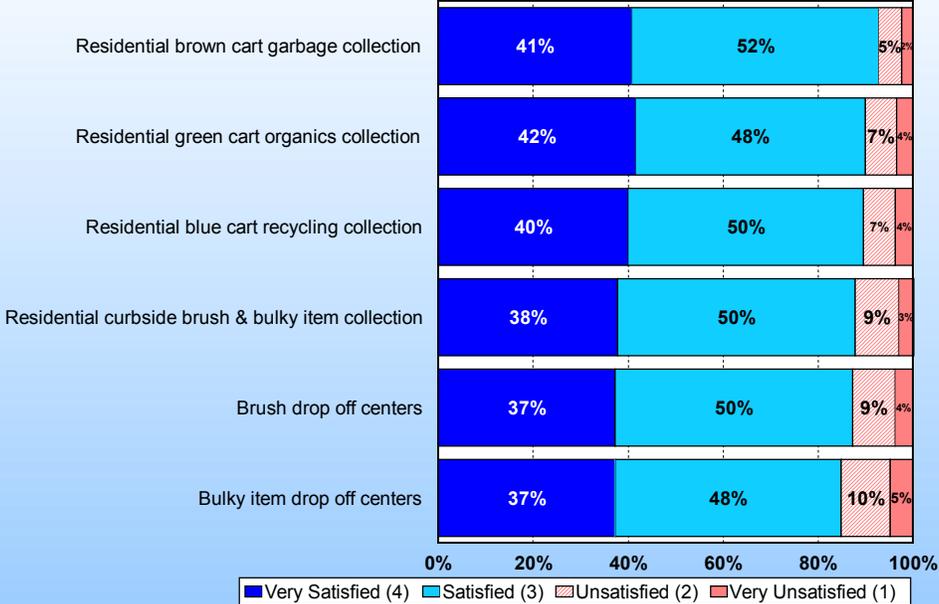


Source: 2018 ETC Institute

Solid Waste Services

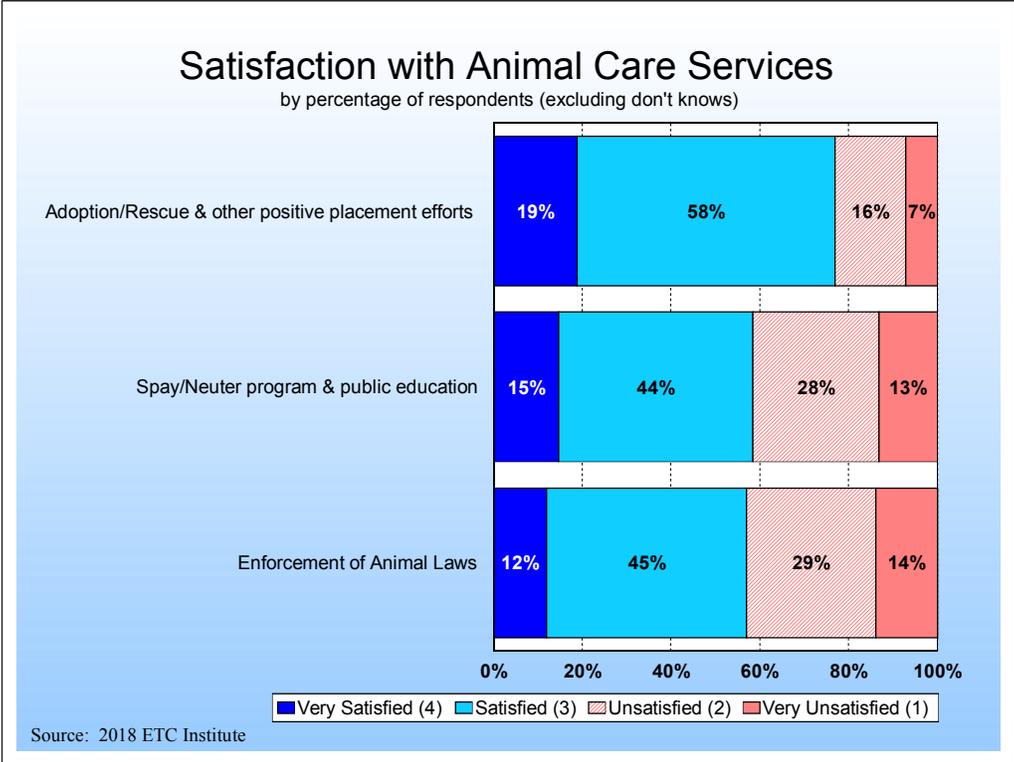
Satisfaction with Solid Waste Services

by percentage of respondents (excluding don't know)



Source: 2018 ETC Institute

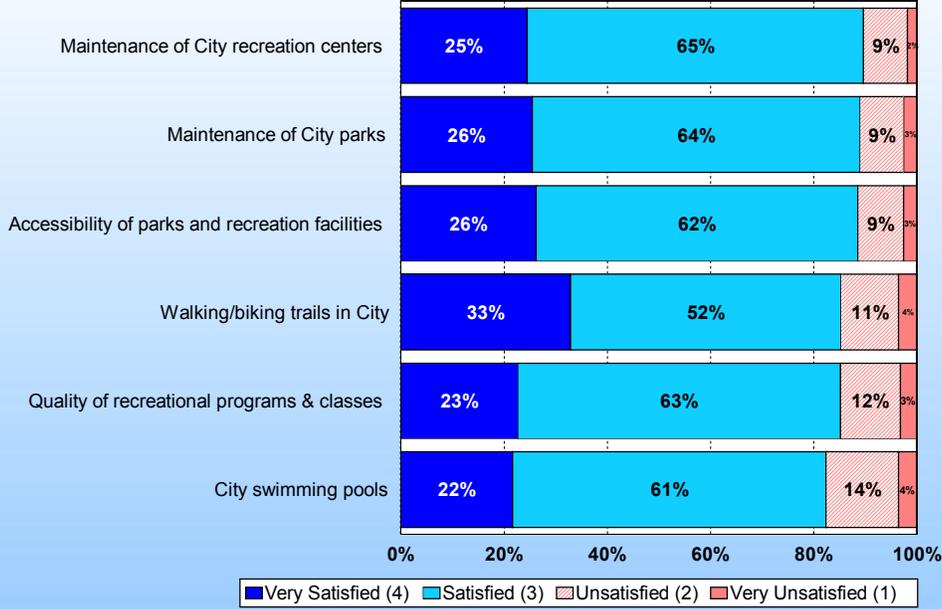
Animal Care Services



Parks and Recreation Services

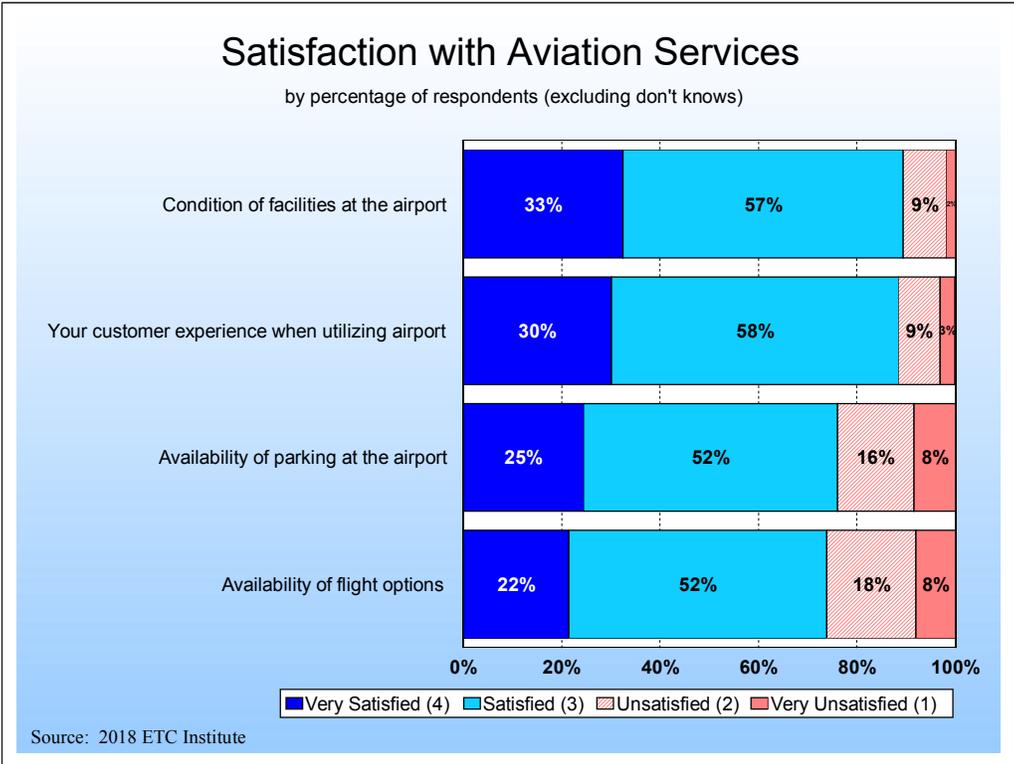
Satisfaction with Parks and Recreation Services

by percentage of respondents (excluding don't knows)

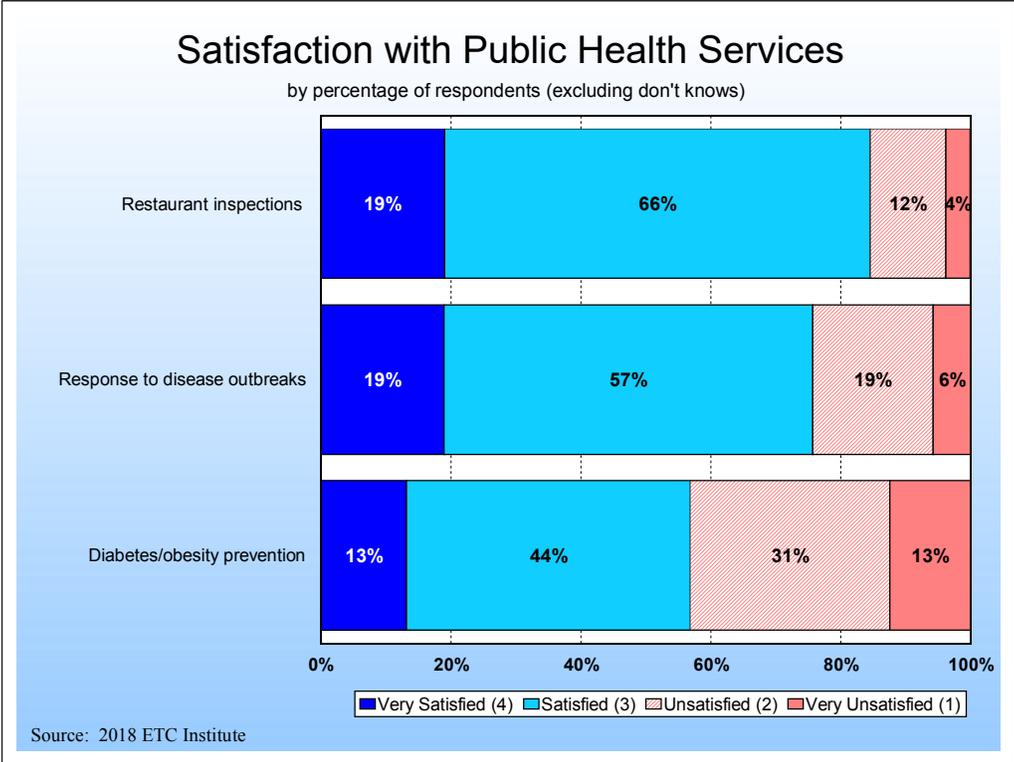


Source: 2018 ETC Institute

Aviation Services



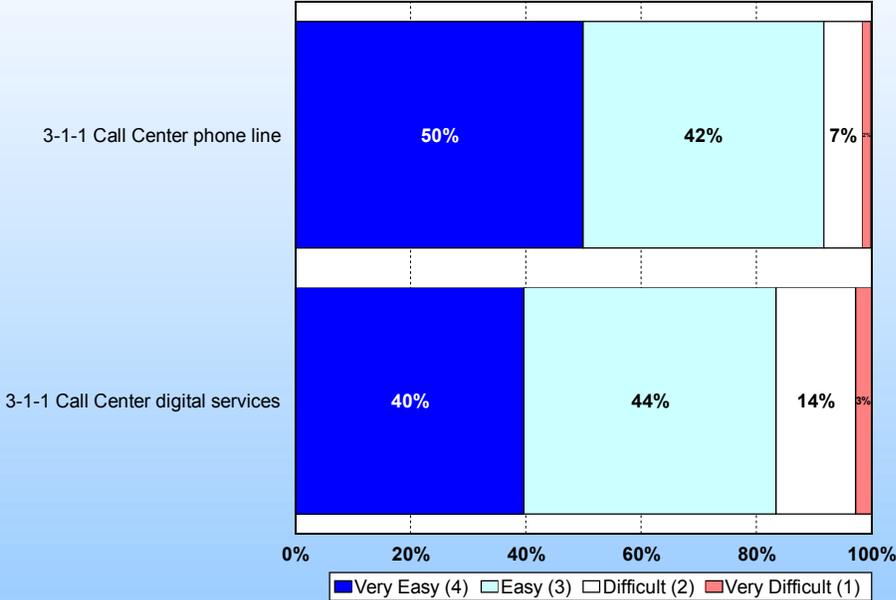
Public Health Services



3-1-1 Call Center

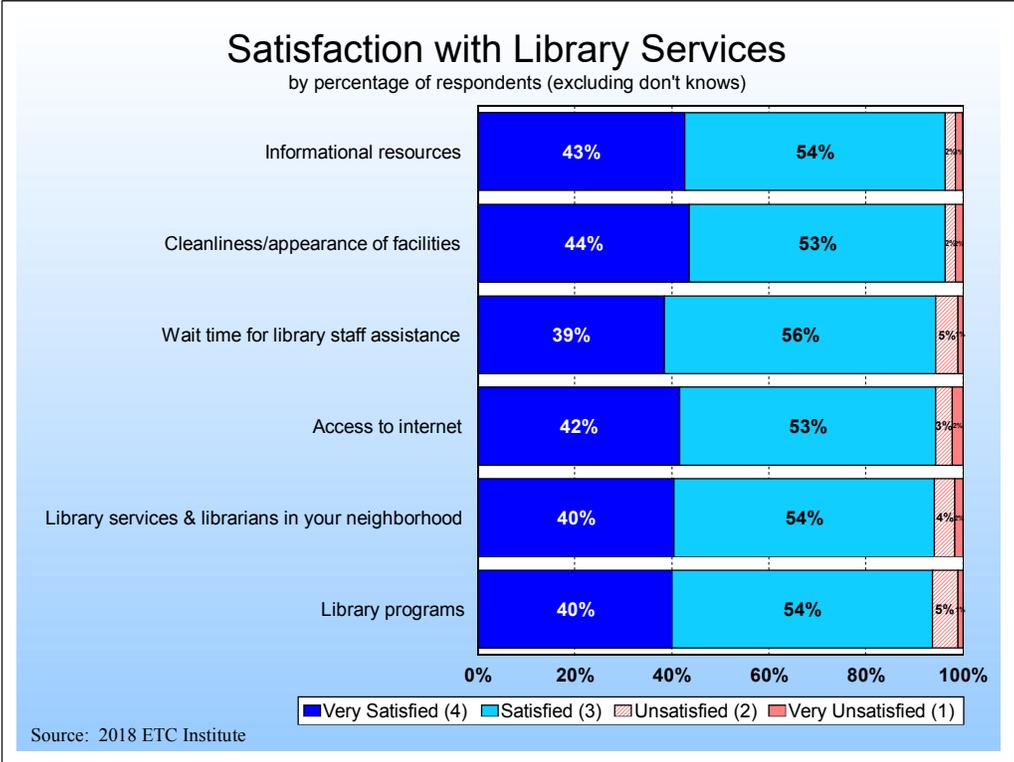
How Easy 3-1-1 Call Center Services Were to Use

by percentage of respondents who had used the City's 3-1-1 service (excluding "never tried")



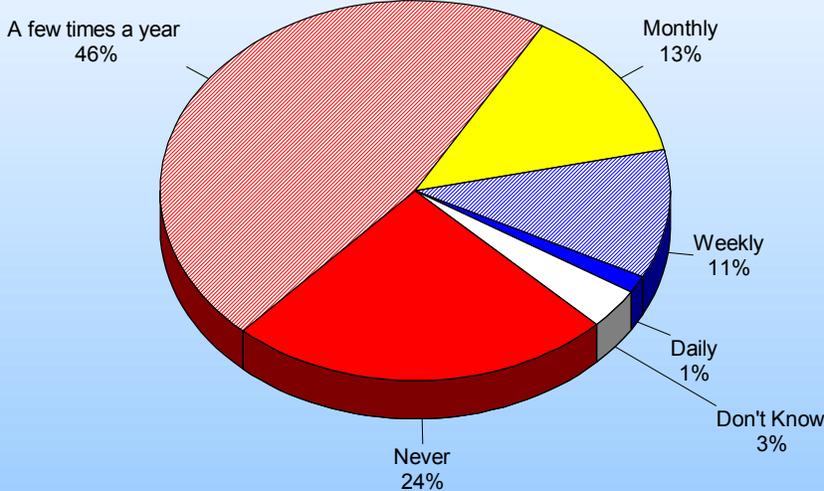
Source: 2018 ETC Institute

Library Services



On average, how often do you use the San Antonio Public Library either in-person or online?

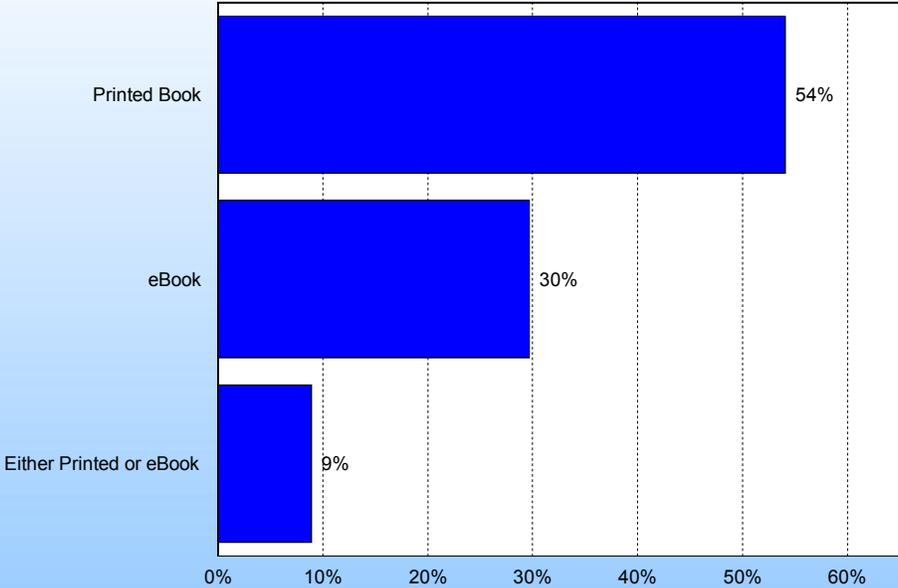
by percentage of respondents



Source: 2018 ETC Institute

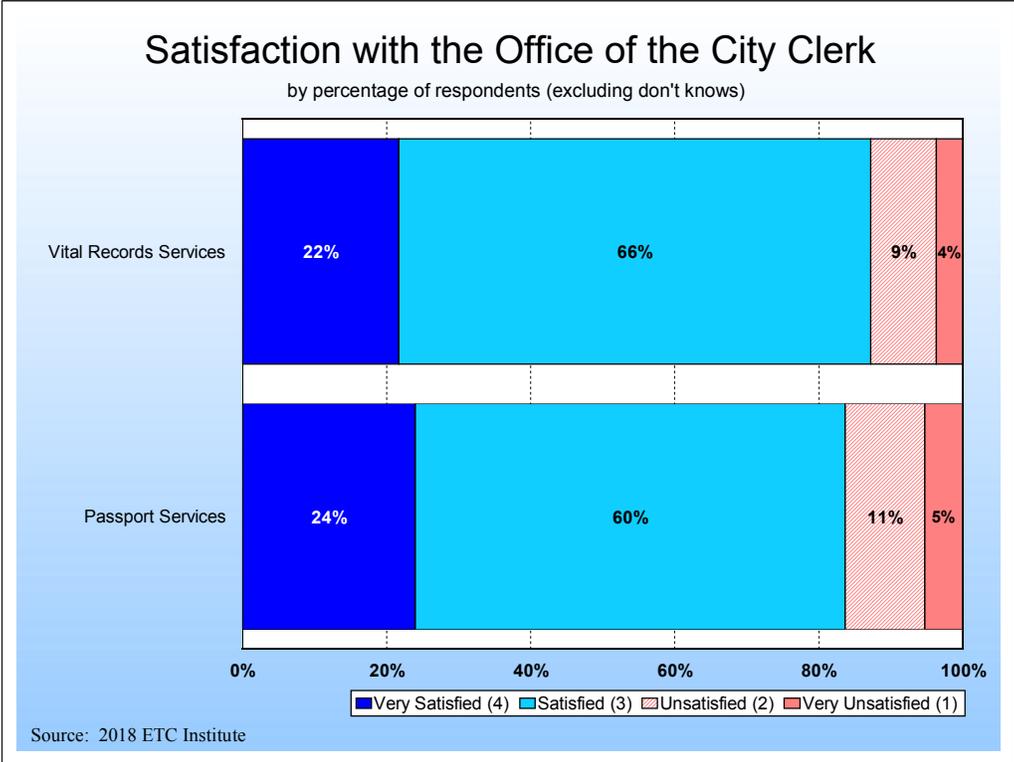
Which of the following is your preferred reading format?

by percentage of respondents (excluding don't knows)



Source: 2018 ETC Institute

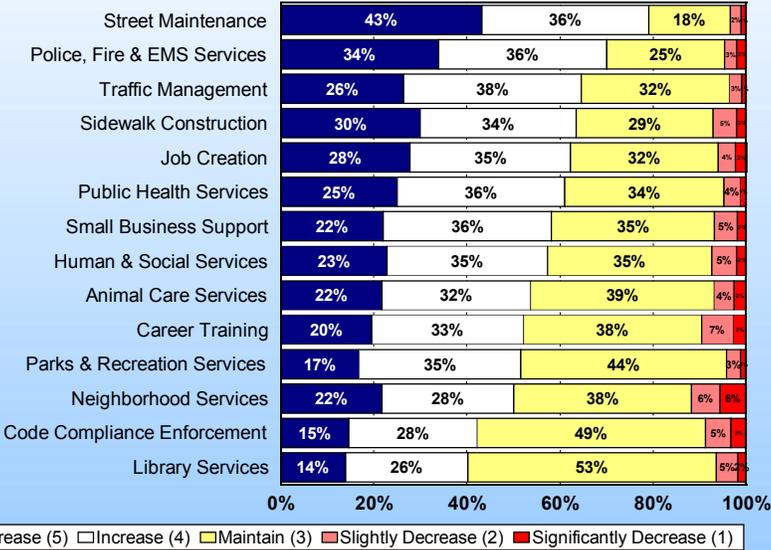
City Clerk



Your City Budget

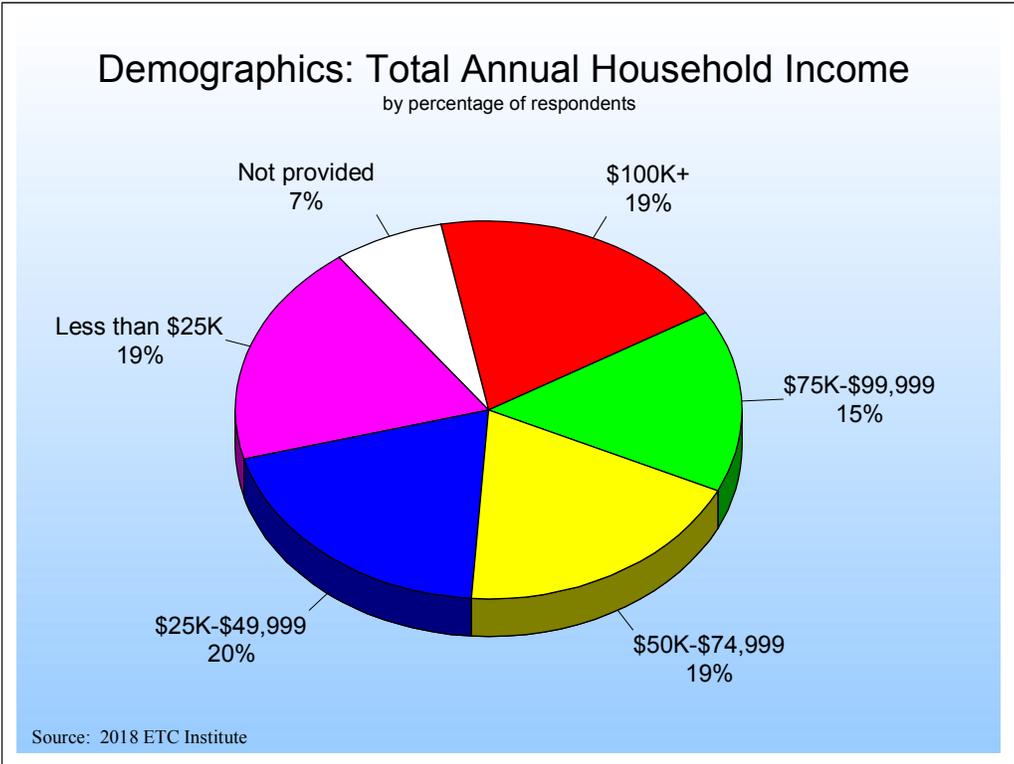
How Residents Think the City Should Adjust Levels of Funding for Various Budget Items

by percentage of respondents who rated the item on a 5-point scale where a rating of 5 meant "significantly increase" funding and a rating of 1 meant "significantly decrease" funding (excluding don't knows)



Source: 2018 ETC Institute

Demographics



Demographics: Number of Years Lived in San Antonio

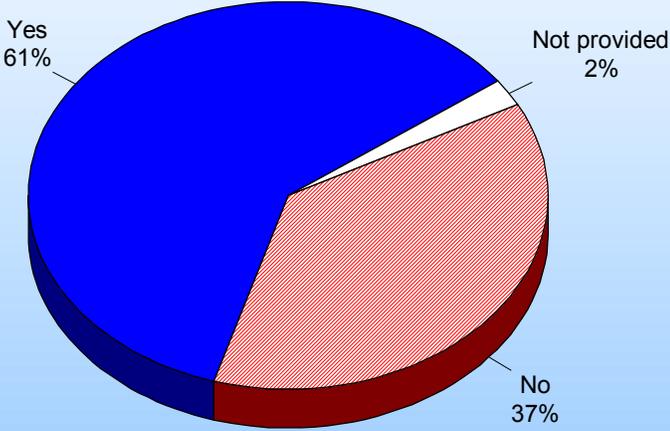
by percentage of respondents



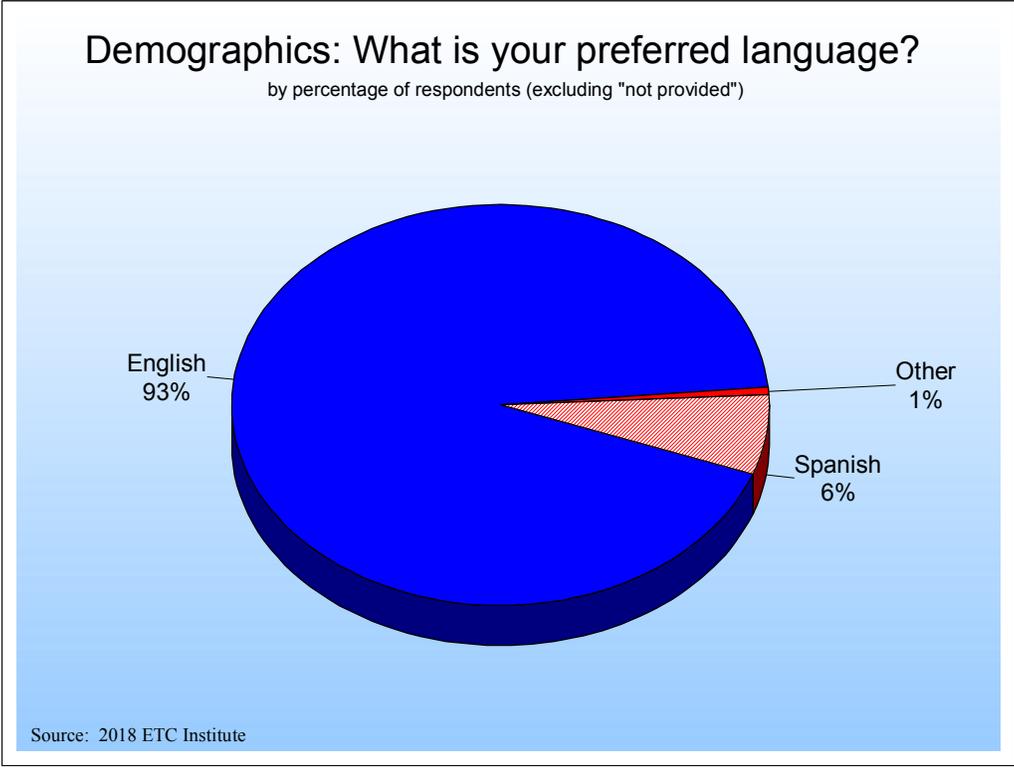
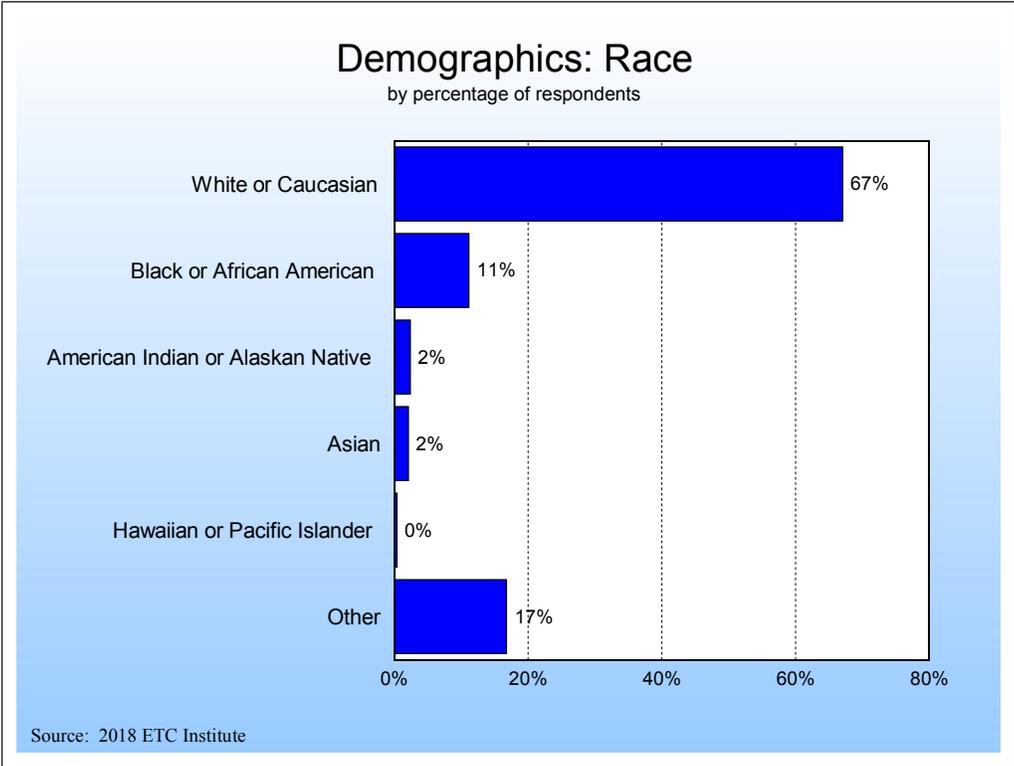
Source: 2018 ETC Institute

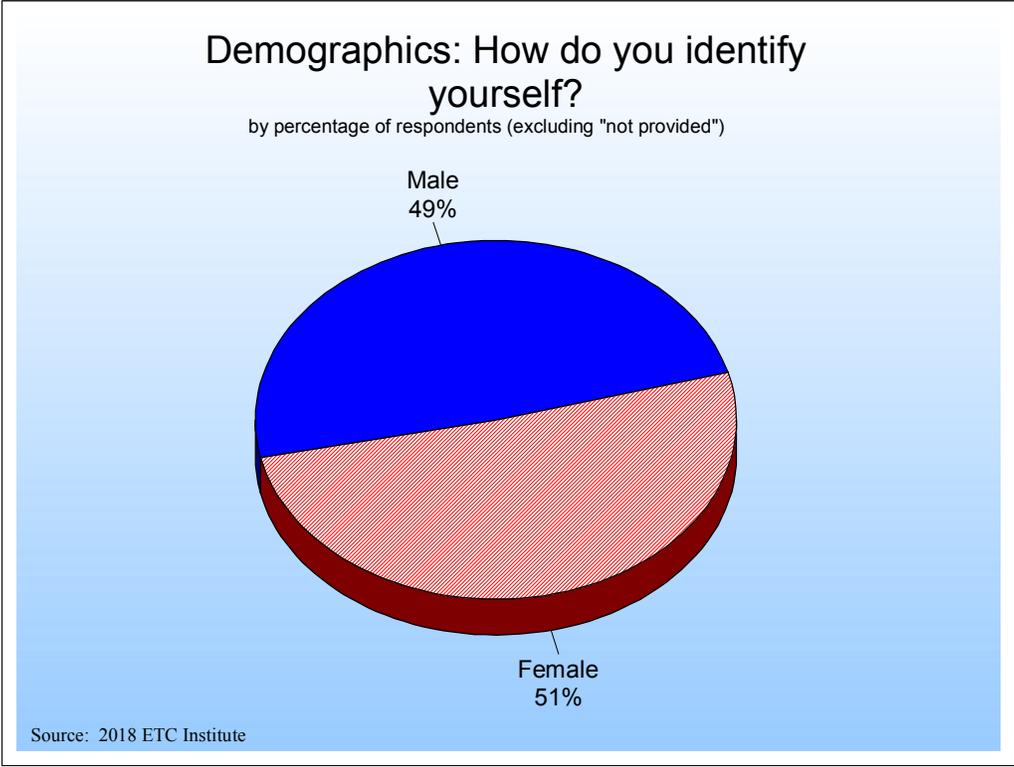
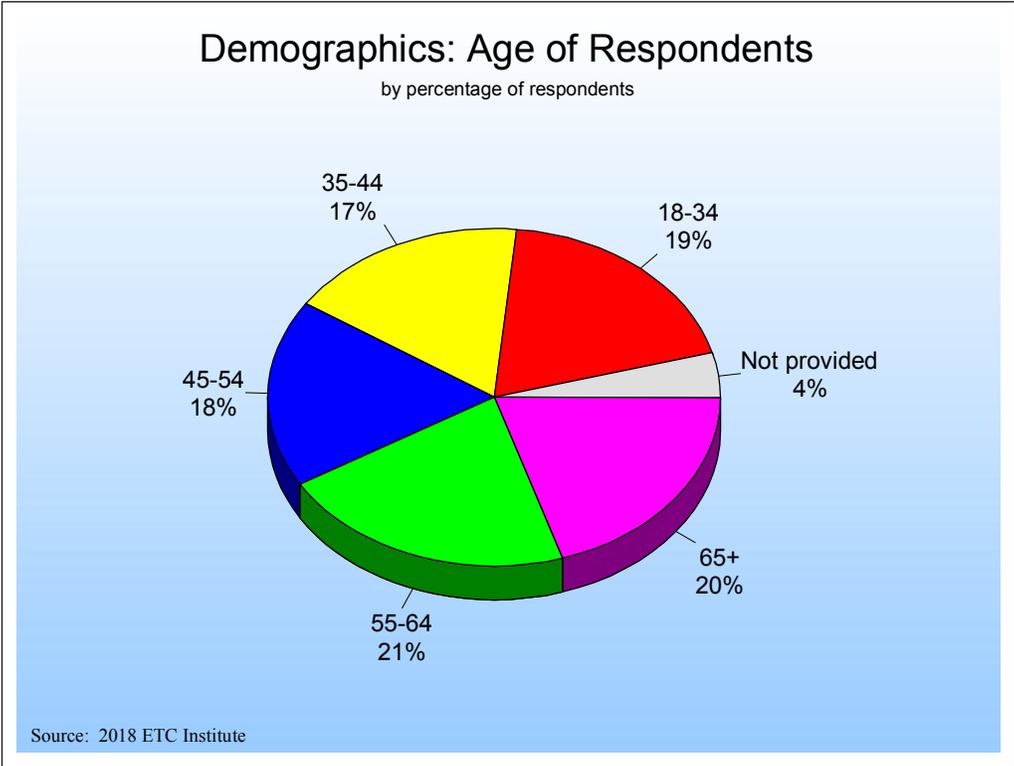
Demographics: Do you consider yourself to be Hispanic/Latino?

by percentage of respondents



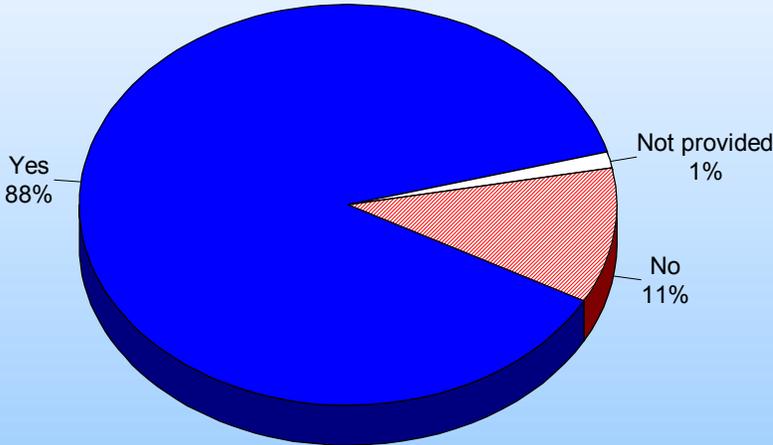
Source: 2018 ETC Institute





Demographics: Are you registered to vote?

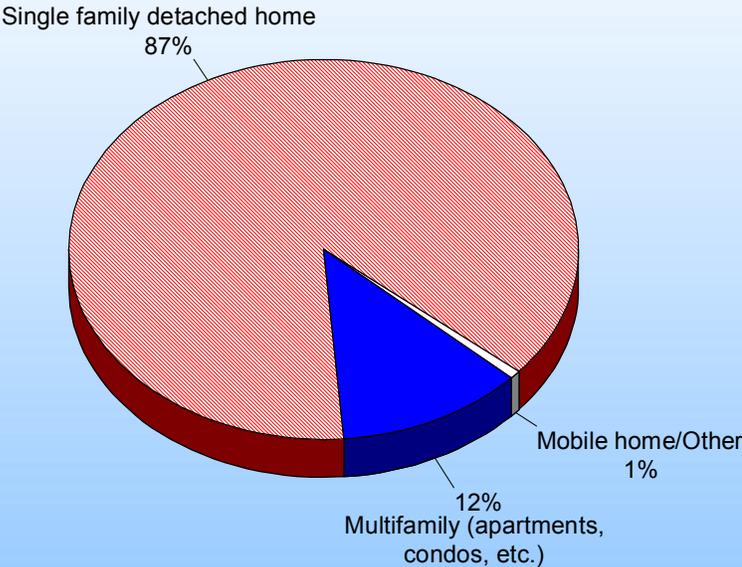
by percentage of respondents



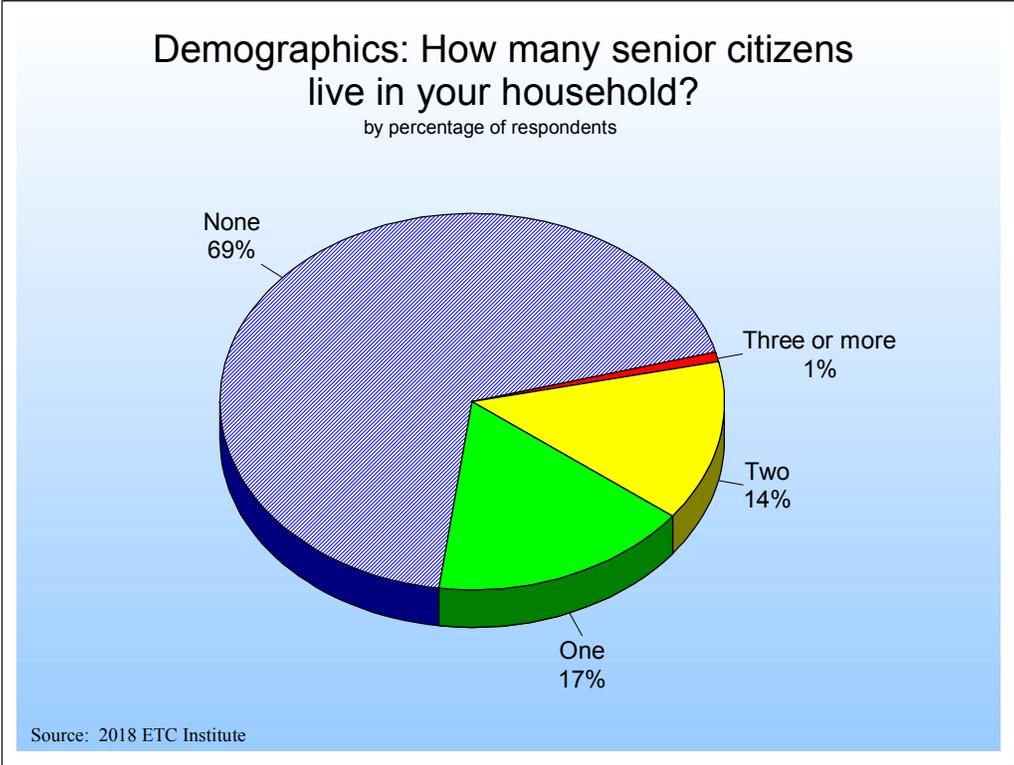
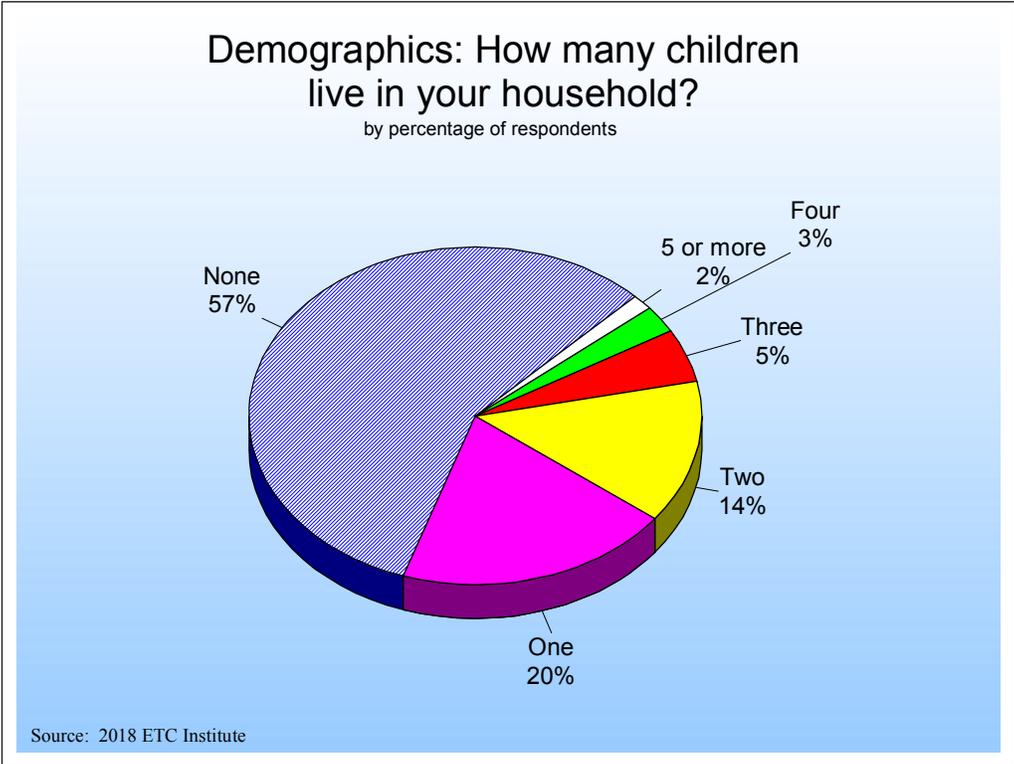
Source: 2018 ETC Institute

Demographics: What type of dwelling do you live in?

by percentage of respondents

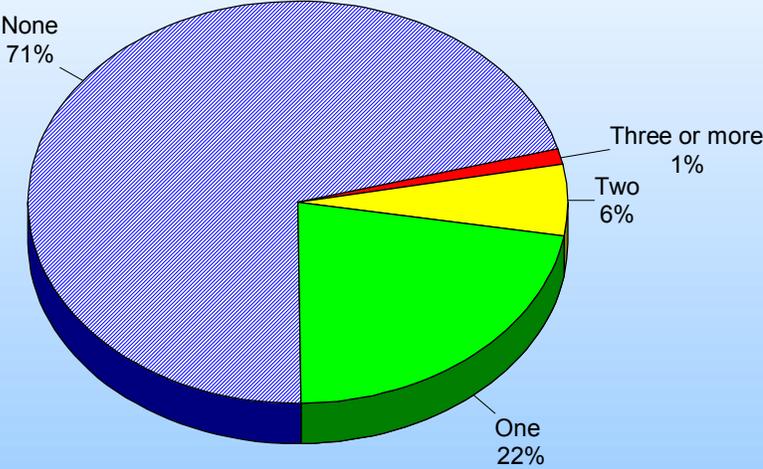


Source: 2018 ETC Institute



Demographics: How many persons with disabilities live in your household?

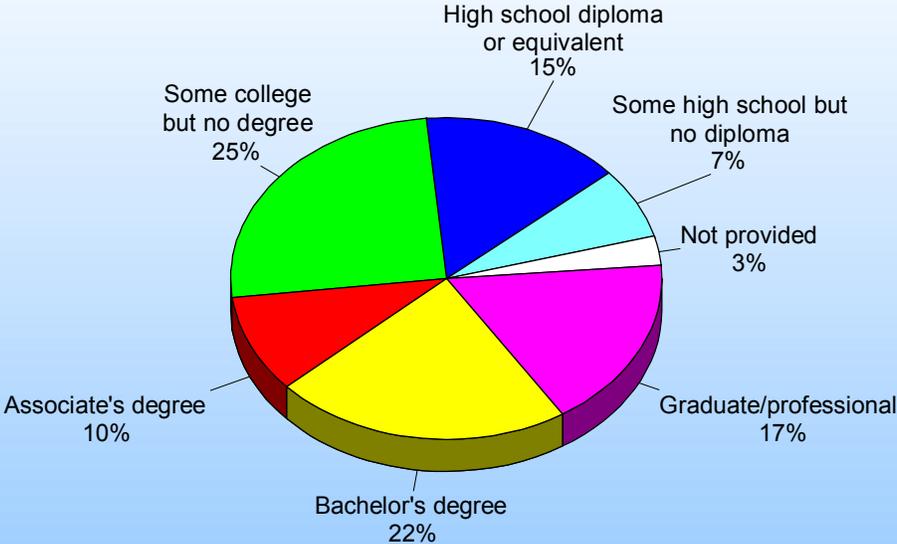
by percentage of respondents



Source: 2018 ETC Institute

Demographics: Education

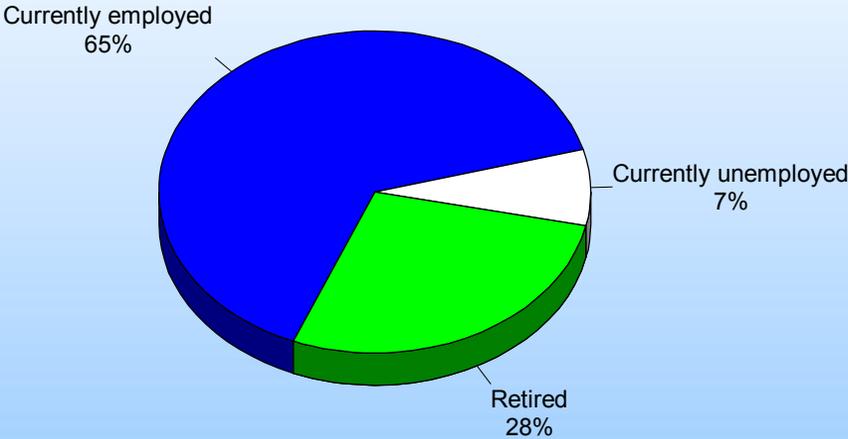
by percentage of respondents



Source: 2018 ETC Institute

Demographics: Are you currently employed?

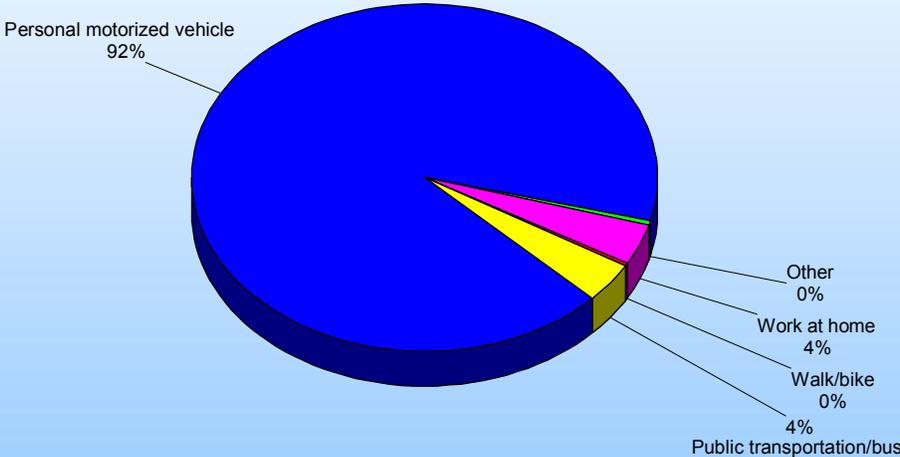
by percentage of respondents



Source: 2018 ETC Institute

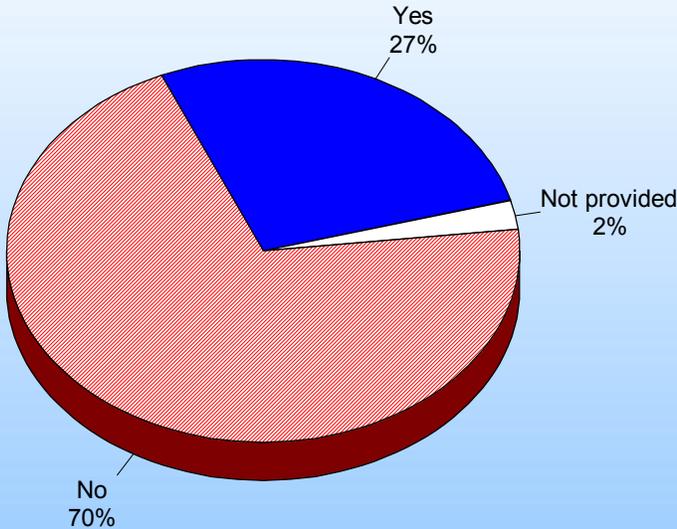
Demographics: What is your primary method of transportation that you use to get to work?

by percentage of respondents who indicated they were currently employed



Source: 2018 ETC Institute

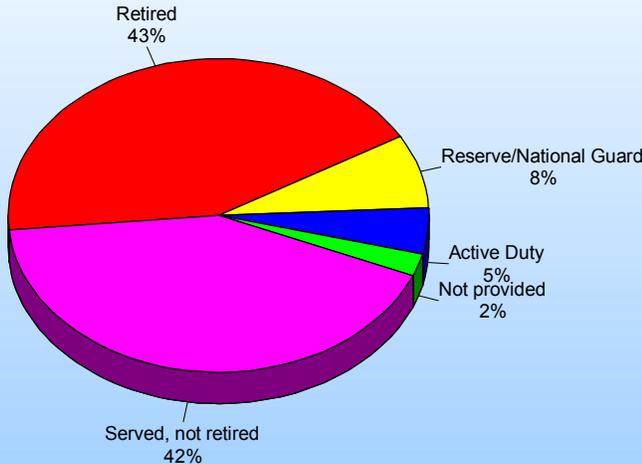
Demographics: Are you a military veteran? by percentage of respondents



Source: 2018 ETC Institute

Demographics: What best describes your current status?

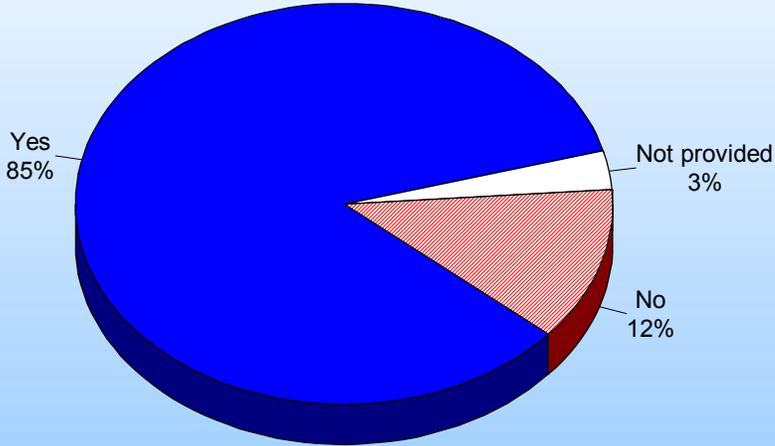
by percentage of respondents who indicated they are a military veteran



Source: 2018 ETC Institute

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

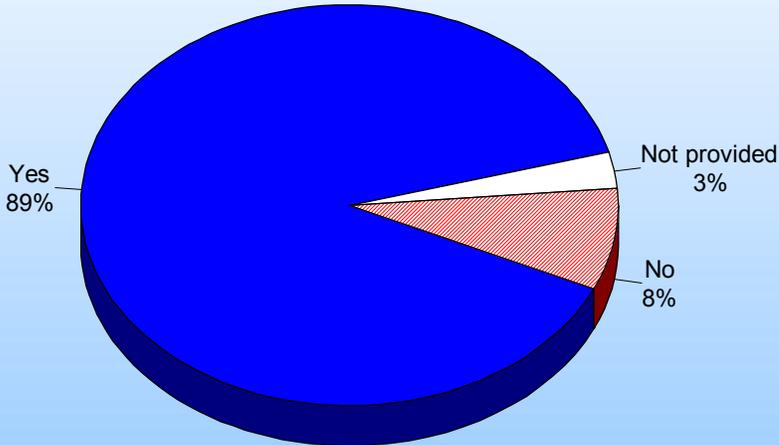
by percentage of respondents



Source: 2018 ETC Institute

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

by percentage of respondents



Source: 2018 ETC Institute

Section 2

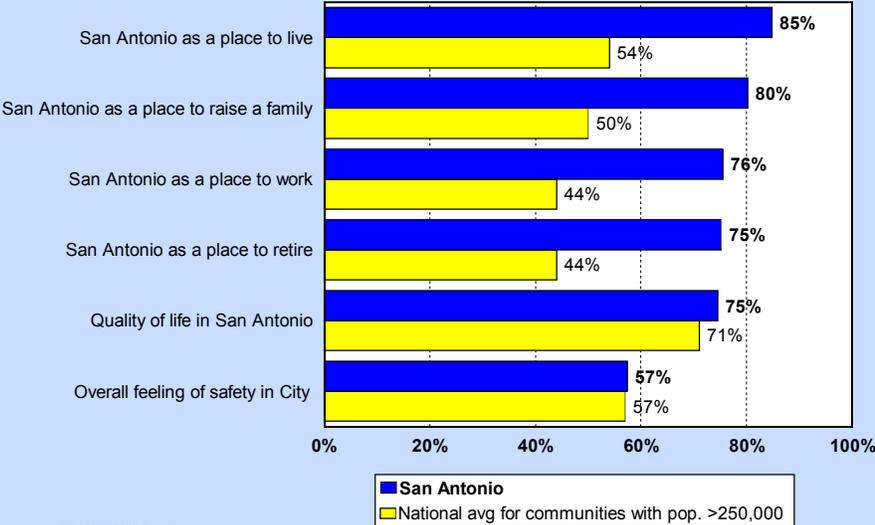
Comparisons to the National Average

Comparisons to the National Average

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

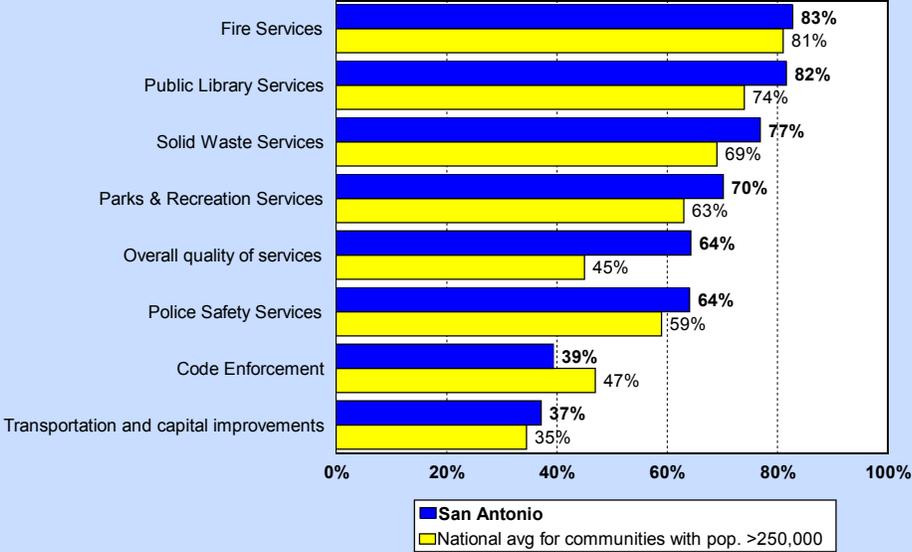
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Various City Services San Antonio vs. the National Average

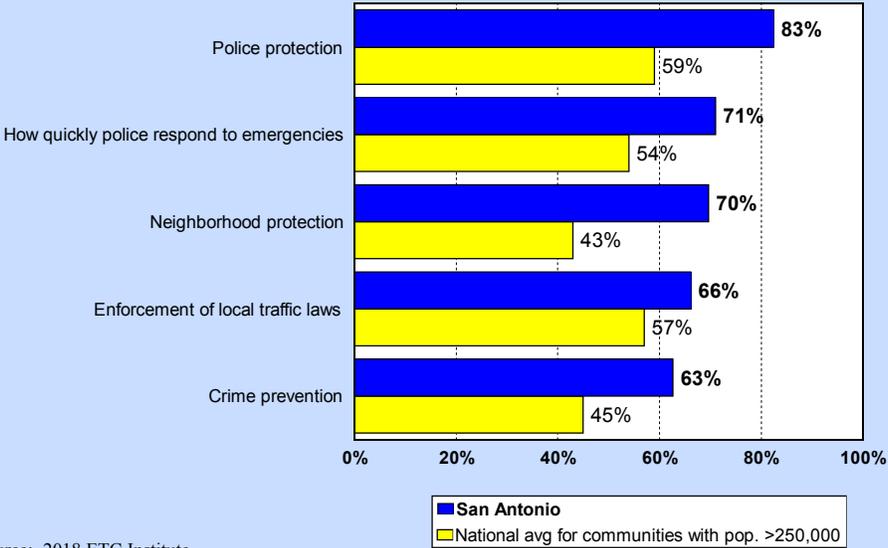
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



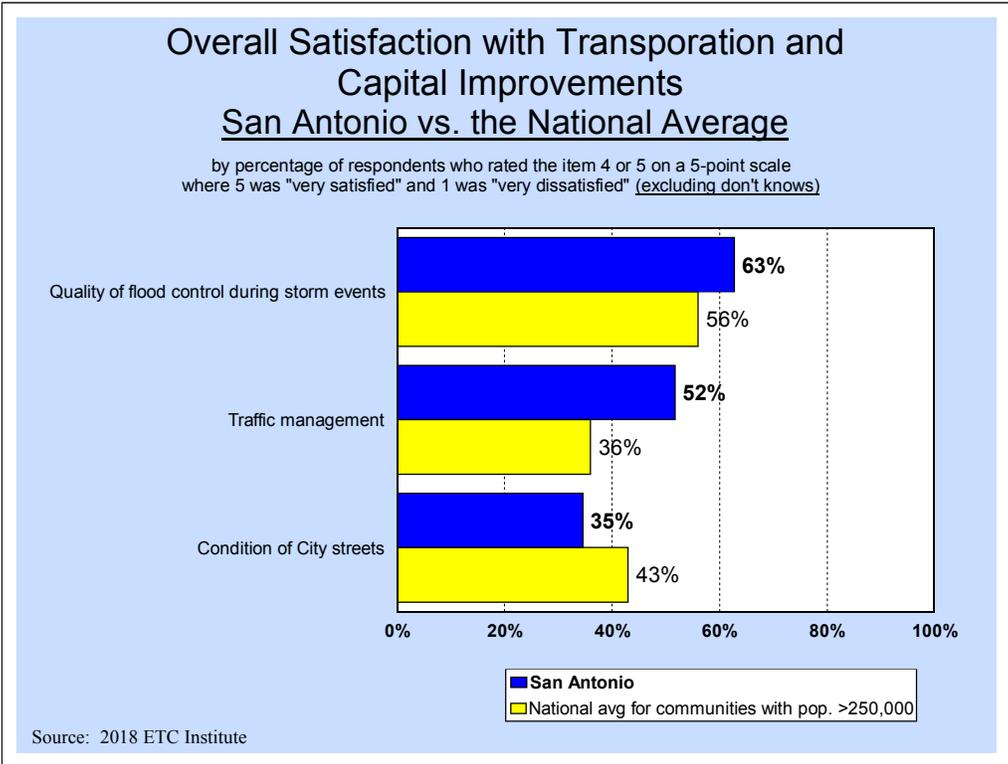
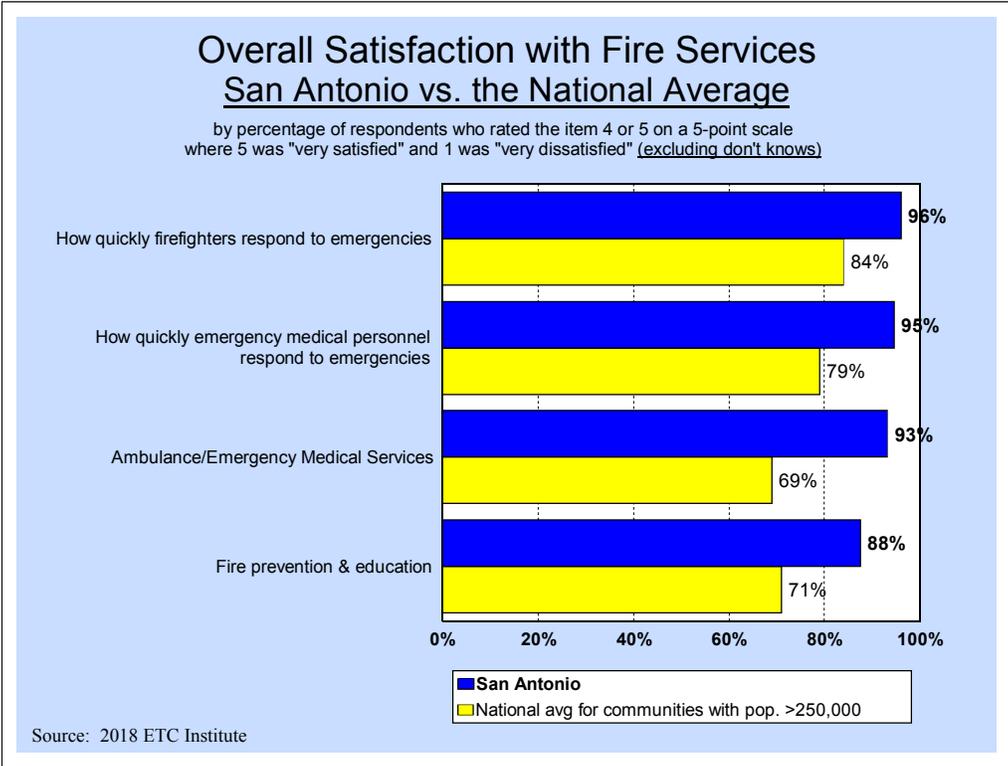
Source: 2018 ETC Institute

Overall Satisfaction with Police Safety Services 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)

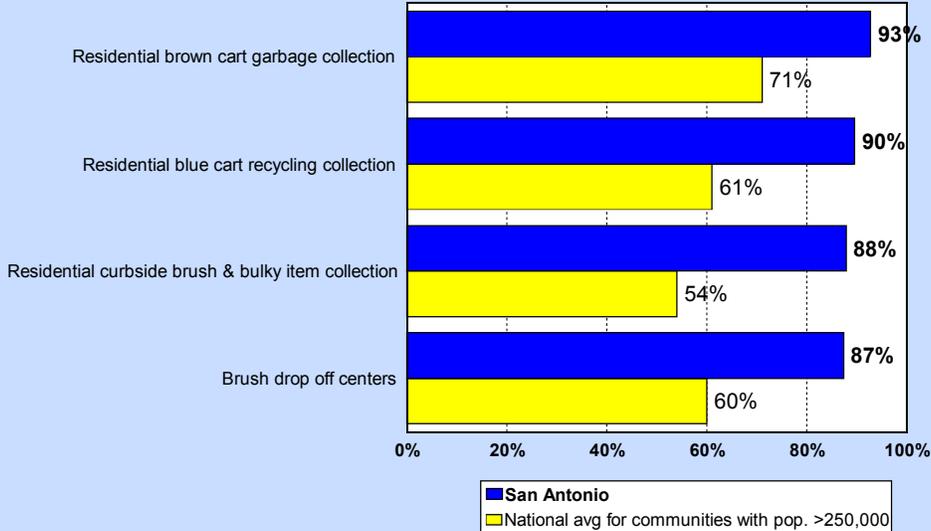


Source: 2018 ETC Institute



Overall Satisfaction with Solid Waste Services San Antonio vs. the National Average

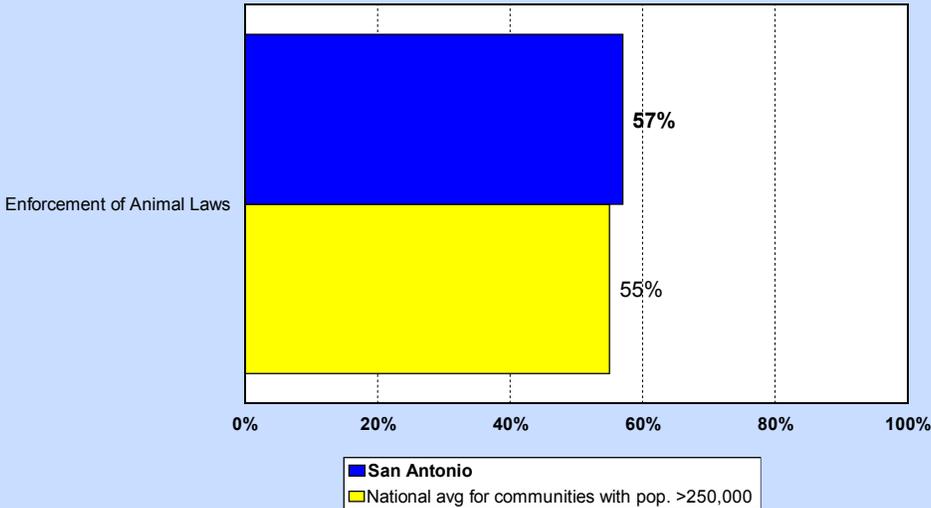
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Animal Care Services San Antonio vs. the National Average

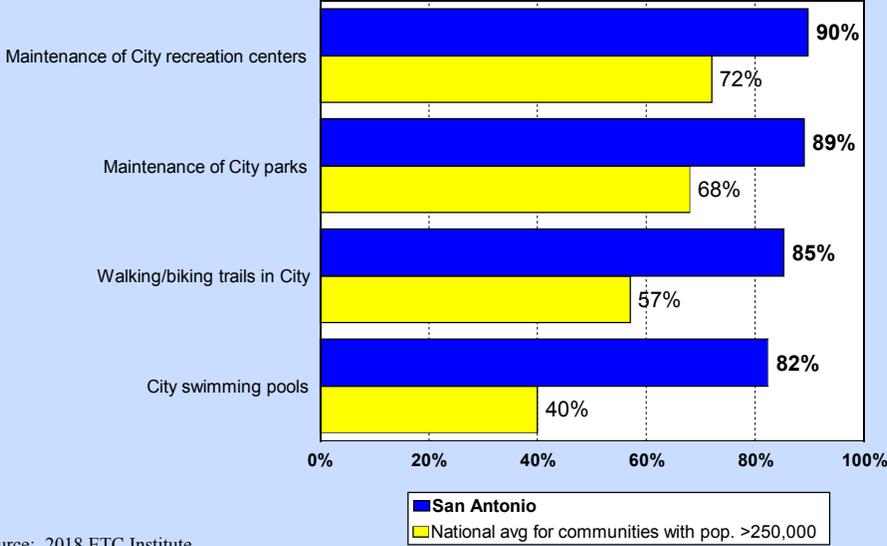
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

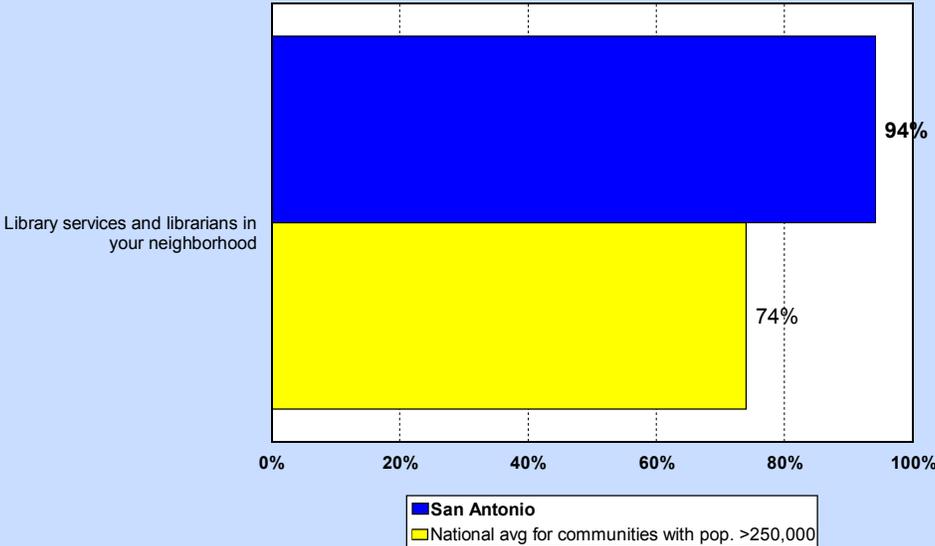
Overall Satisfaction with Parks and Recreation San Antonio vs. the National Average

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)



Overall Satisfaction with Library Services 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)



Section 3

Comparisons to Large Texas Cities

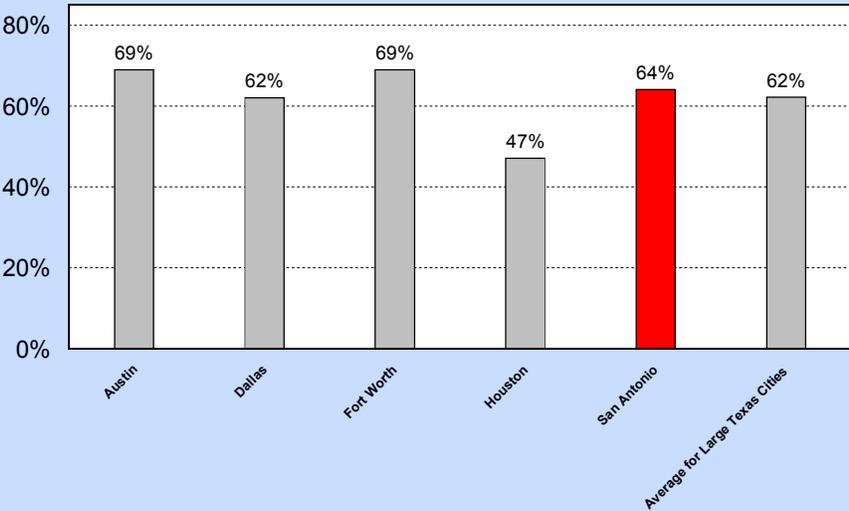
Comparisons to Large Texas Cities



Overall Satisfaction With Police Safety Services - 2018

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

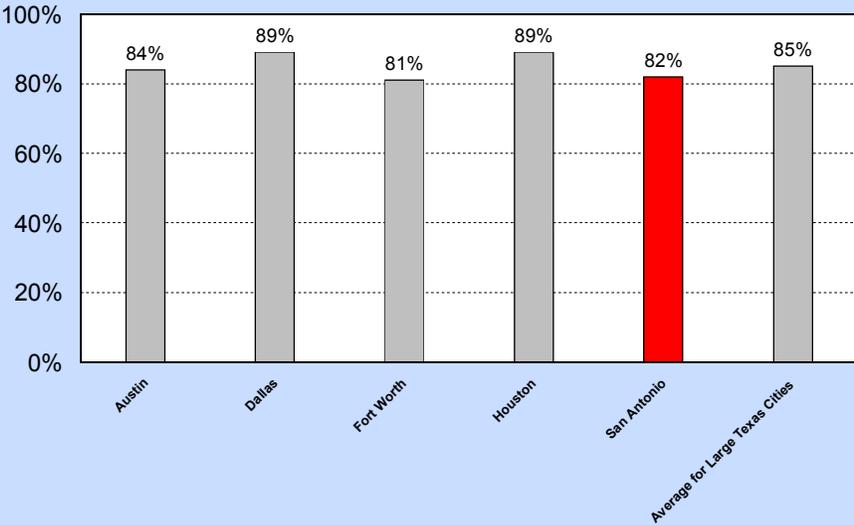
Comparisons to Large Texas Cities

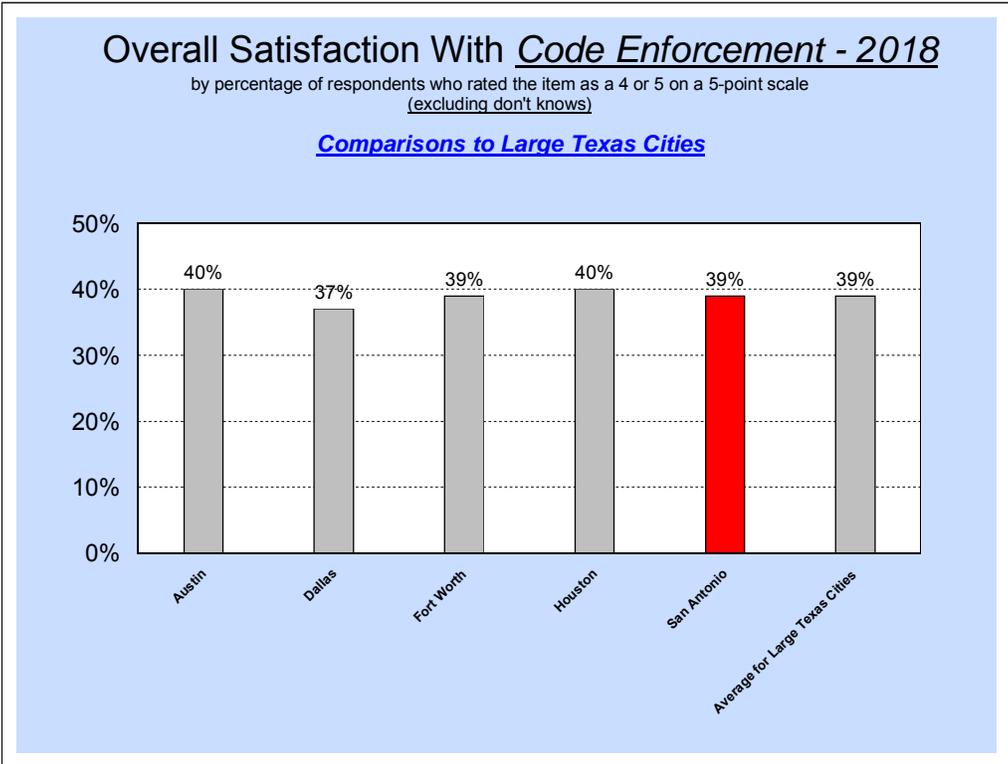
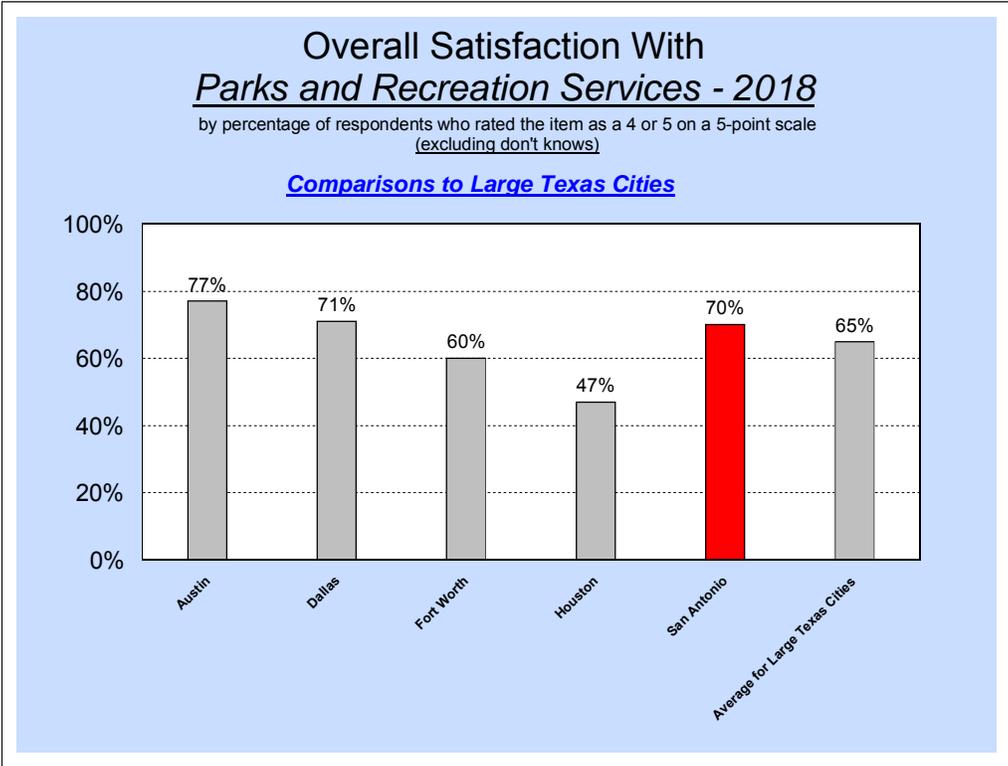


Overall Satisfaction With Fire Services - 2018

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

Comparisons to Large Texas Cities

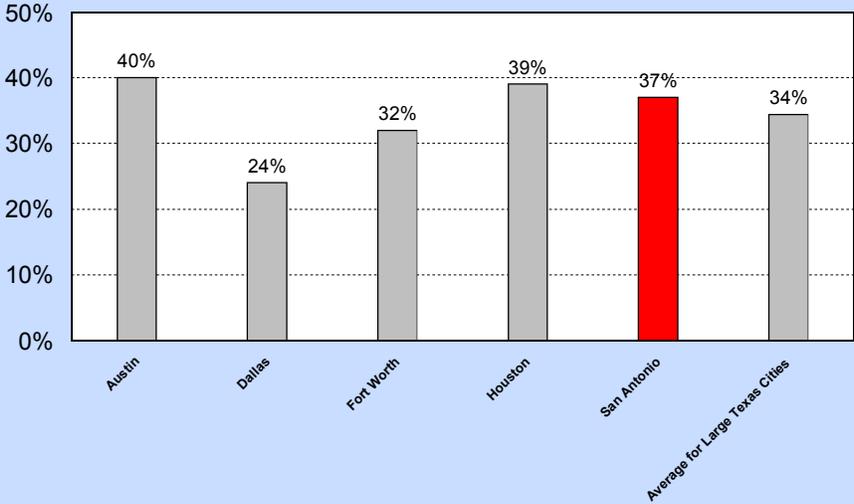




Overall Satisfaction With Transportation and Capital Improvements - 2018

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

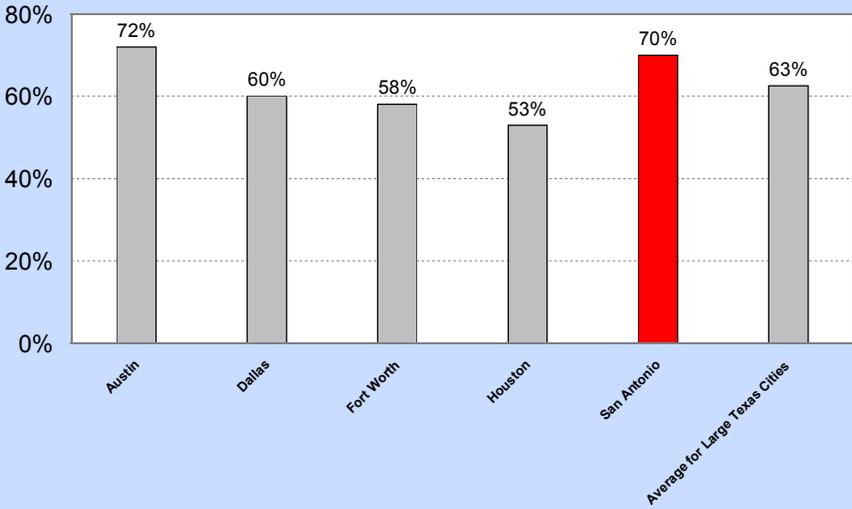
Comparisons to Large Texas Cities



Overall Satisfaction With 3-1-1 Call Center - 2018

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

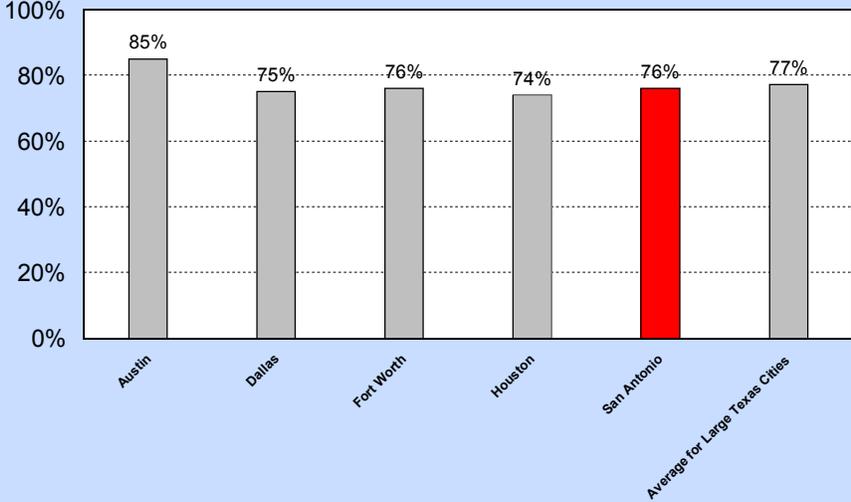
Comparisons to Large Texas Cities



Overall Satisfaction With Solid Waste Services - 2018

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

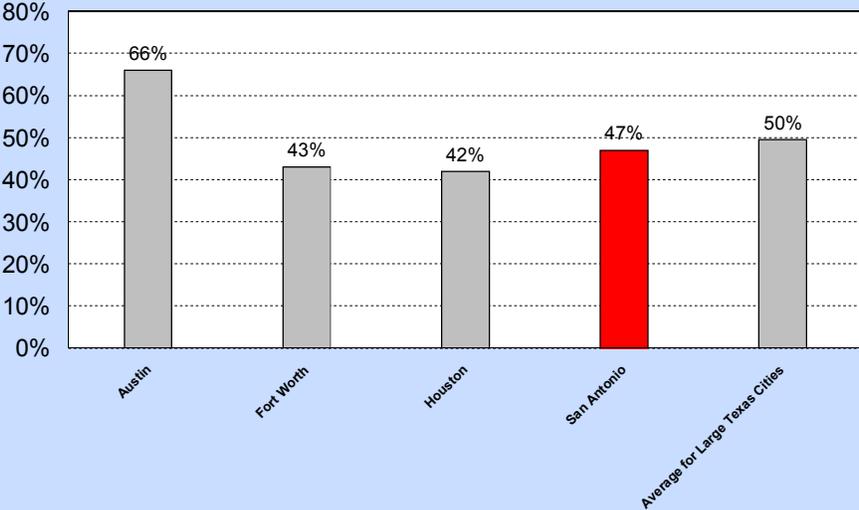
Comparisons to Large Texas Cities



Overall Satisfaction With Animal Care Services - 2018

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

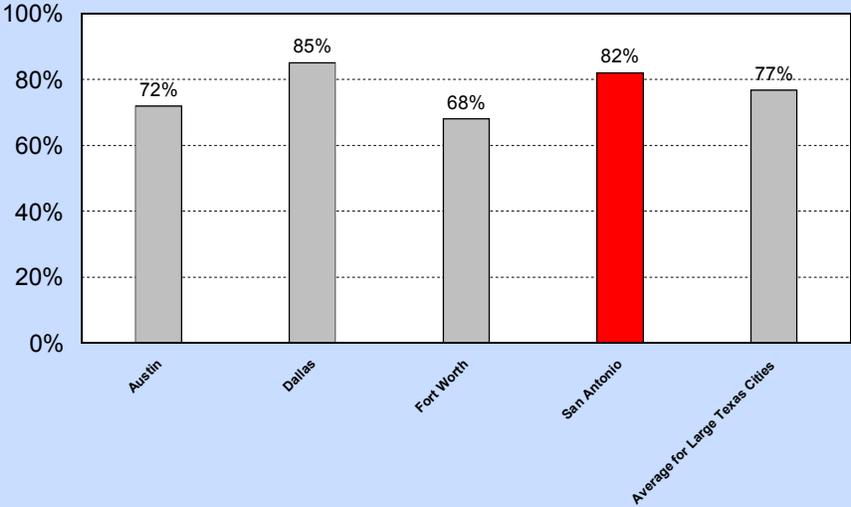
Comparisons to Large Texas Cities



Overall Satisfaction With Library Services - 2018

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

Comparisons to Large Texas Cities



Section 4

Survey Instrument

6. Police Safety Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate 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.						
1.	Police Protection	4	3	2	1	9
2.	Neighborhood protection	4	3	2	1	9
3.	How quickly police respond to emergencies	4	3	2	1	9
4.	Enforcement of local traffic laws	4	3	2	1	9
5.	Crime prevention	4	3	2	1	9

7. Fire Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Fire</u> services provided by the City of San Antonio.						
1.	How quickly firefighters respond to emergencies	4	3	2	1	9
2.	How quickly emergency medical personnel respond to emergencies	4	3	2	1	9
3.	Fire prevention and education	4	3	2	1	9
4.	Ambulance/emergency medical services	4	3	2	1	9

8. Transportation and Capital Improvements		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Transportation and Capital Improvements</u> services provided by the City of San Antonio.						
1.	Condition of City streets	4	3	2	1	9
2.	Construction of new sidewalks	4	3	2	1	9
3.	Traffic management (signage, pavement striping, signal maintenance and timing modifications)	4	3	2	1	9
4.	How quickly potholes are repaired	4	3	2	1	9
5.	Quality of flood control during storm events	4	3	2	1	9
6.	Quality of completed projects, which includes new City streets and buildings (such as libraries, community centers, and senior centers)	4	3	2	1	9
7.	Outreach efforts to keep the public informed about projects, including new City streets & buildings (such as libraries, community centers, & senior centers)	4	3	2	1	9

9. City facilities are accessible to people with disabilities ___(1) Yes ___(2) No

10. Solid Waste Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate 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.						
1.	Residential brown cart garbage collection	4	3	2	1	9
2.	Residential blue cart recycling collection	4	3	2	1	9
3.	Residential green cart organics (give it back to nature) collection	4	3	2	1	9
4.	Residential curbside brush and bulky item collection	4	3	2	1	9
5.	Bulky item drop off centers	4	3	2	1	9
6.	Brush drop off centers (Bitters / Nelson Gardens)	4	3	2	1	9

11. Animal Care Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Animal Care Services</u> provided by the City of San Antonio.						
1.	Enforcement of Animal Laws	4	3	2	1	9
2.	Controlling the stray population through free and low-cost sterilization (Spay/Neuter) programs and public education	4	3	2	1	9
3.	Adoption, Rescue, and other Live Placement Efforts	4	3	2	1	9

12. Parks and Recreation Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Parks and Recreation</u> services provided by the City of San Antonio.						
1.	Maintenance of City parks	4	3	2	1	9
2.	Maintenance of City recreation centers	4	3	2	1	9
3.	Availability/accessibility of parks and related recreation facilities	4	3	2	1	9
4.	Quality of recreational programs and classes	4	3	2	1	9
5.	City swimming pools	4	3	2	1	9
6.	Walking/biking trails in the City	4	3	2	1	9

13. Aviation Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Aviation</u> services provided by the City of Aviation.						
1.	The overall customer experience when utilizing the San Antonio International Airport	4	3	2	1	9
2.	The condition of facilities at the San Antonio International Airport	4	3	2	1	9
3.	The availability of parking at the San Antonio International Airport	4	3	2	1	9
4.	The availability of flight options when traveling from San Antonio International Airport	4	3	2	1	9

14. What non-stop destinations would you like the San Antonio International Airport to serve that is not currently served?

15. Public Health Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Public Health</u> services provided by the City of San Antonio.						
1.	Restaurant inspections	4	3	2	1	9
2.	Diabetes/obesity prevention	4	3	2	1	9
3.	Response to outbreaks like the flu, Zika, sexually transmitted diseases (STD's) and Tuberculosis (TB)	4	3	2	1	9

16. Have you used the City's 3-1-1 call center? ___(1) Yes [answer Q17] ___(2) No [skip to Q18]

17. 3-1-1 Call Center		Very Easy	Easy	Difficult	Very Difficult	Never Tried
Please rate how easy it is to use the City's 3-1-1 Call Center services						
1.	3-1-1 Call Center phone line	4	3	2	1	9
2.	3-1-1 Call Center digital services (app, website, social media channels)	4	3	2	1	9

18. Library Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following <u>Library</u> services provided by the City of San Antonio.						
1.	Informational resources such as books, eBooks, music, movies, etc.	4	3	2	1	9
2.	Access to the Internet (computers, Wi Fi, laptops, tablets)	4	3	2	1	9
3.	Cleanliness/appearance of facilities	4	3	2	1	9
4.	Library programs (early literacy, story time, book discussions, community speakers)	4	3	2	1	9
5.	Library services and librarians in your neighborhood	4	3	2	1	9
6.	Wait time for Library staff assistance	4	3	2	1	9

19. Do you have a San Antonio Public Library Card? ___(1) Yes ___(2) No

- 28. What is your preferred language?** ___ (1) English ___ (2) Spanish ___ (3) Other: _____
- 29. What is your AGE?** _____ years
- 30. How do you identify yourself?** ___ (1) Male ___ (2) Female ___ (3) Other: _____
- 31. Are you a registered voter?** ___ (1) Yes ___ (2) No
- 32. 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 _____
- 33. How many, if any, children live in your household?** _____ children
- 34. How many, if any, senior citizens live in your household?** _____ people age 65+
- 35. How many, if any, persons with disabilities live in your household?** _____ people
- 36. 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 degree (Master's degree, PhD, etc.)
- 37. Which of the following best describes your employment status?**
 ___ (1) Currently employed [Answer Q37a] ___ (2) Retired ___ (3) Currently unemployed
- 37a. What is the primary method of transportation that you use to get to work?**
 ___ (1) Personal motorized vehicle (car, van, etc.) ___ (3) Walk/bike
 ___ (2) Public transportation/bus ___ (4) Work at home
 ___ (5) Other
- 38. Are you a military veteran?** ___ (1) Yes [Answer Q38a] ___ (2) No [Skip to Q39]
- 38a. Which of the following best describes your current status? [Check only ONE]**
 ___ (1) Active Duty ___ (3) Retired
 ___ (2) Reserve/National Guard ___ (4) Served, but did not retire
- 39. Do you have high speed Internet access at your home?** ___ (1) Yes ___ (2) No
- 40. Do you have access to Internet use on a smart phone or other mobile device?** ___ (1) Yes ___ (2) No
- 41. [OPTIONAL] What do you feel the City could do to make San Antonio a more livable city in the future?**

- 42. Would you be interested in participating in future surveys or focus groups sponsored by the City?** ___ (1) Yes ___ (2) No
- [IF YES] Please provide your contact information:**
 Name: _____ Phone: _____
 Email: _____

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope

Your responses will remain Completely Confidential. The address information to the right will ONLY be used to help identify needs and priorities for services in different areas of the City. If your address is not correct, please provide the correct information. Thank you.