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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.

**Table of Contents**

- 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:

<table>
<thead>
<tr>
<th>Comparative STRENGTHS</th>
<th>Comparative WEAKNESSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Solid waste services (+8%)</td>
<td>• Code enforcement (-8%)</td>
</tr>
<tr>
<td>• Public library services (+8%)</td>
<td></td>
</tr>
<tr>
<td>• Parks and recreation services (+7%)</td>
<td></td>
</tr>
<tr>
<td>• Police safety services (+5%)</td>
<td></td>
</tr>
</tbody>
</table>

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 retire (+31%)
- As a place to live (+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.

<table>
<thead>
<tr>
<th>Satisfaction Ratings for the Five Largest Texas Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
</tr>
<tr>
<td>Library</td>
</tr>
<tr>
<td>Solid Waste</td>
</tr>
<tr>
<td>3-1-1 Call Center</td>
</tr>
<tr>
<td>Police</td>
</tr>
<tr>
<td>Animal Care</td>
</tr>
<tr>
<td>Code</td>
</tr>
<tr>
<td>Fire</td>
</tr>
<tr>
<td>Parks</td>
</tr>
<tr>
<td>Transportation and Capital Improvements</td>
</tr>
</tbody>
</table>
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

Source: 2018 ETC Institute
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%).

Source: 2018 ETC Institute
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%).

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Unsatisfied</th>
<th>Unsatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of completed capital projects</td>
<td>11%</td>
<td>22%</td>
<td>54%</td>
<td>13%</td>
</tr>
<tr>
<td>Quality of flood control during storm events</td>
<td>13%</td>
<td>24%</td>
<td>50%</td>
<td>12%</td>
</tr>
<tr>
<td>Outreach efforts to keep public informed</td>
<td>14%</td>
<td>29%</td>
<td>46%</td>
<td>11%</td>
</tr>
<tr>
<td>Traffic management</td>
<td>16%</td>
<td>32%</td>
<td>44%</td>
<td>8%</td>
</tr>
<tr>
<td>Construction of new sidewalks</td>
<td>17%</td>
<td>33%</td>
<td>43%</td>
<td>8%</td>
</tr>
<tr>
<td>Condition of City streets</td>
<td>22%</td>
<td>44%</td>
<td>30%</td>
<td>5%</td>
</tr>
<tr>
<td>How quickly potholes are repaired</td>
<td>29%</td>
<td>40%</td>
<td>26%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute

- **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

Source: 2018 ETC Institute
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:

<table>
<thead>
<tr>
<th>Comparative STRENGTHS</th>
<th>Comparative WEAKNESSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>City swimming pools (+42%)</td>
<td>None</td>
</tr>
<tr>
<td>Walking/biking trails (+28%)</td>
<td></td>
</tr>
<tr>
<td>Maintenance of City parks (+21%)</td>
<td></td>
</tr>
<tr>
<td>Maintenance of recreation centers (+18%)</td>
<td></td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute
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%).

<table>
<thead>
<tr>
<th>Budget Item</th>
<th>Significantly Increase (5)</th>
<th>Increase (4)</th>
<th>Maintain (3)</th>
<th>Slightly Decrease (2)</th>
<th>Significantly Decrease (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Maintenance</td>
<td>43%</td>
<td>36%</td>
<td>18%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police, Fire &amp; EMS Services</td>
<td>34%</td>
<td>36%</td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic Management</td>
<td>26%</td>
<td>38%</td>
<td>32%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sidewalk Construction</td>
<td>30%</td>
<td>34%</td>
<td>29%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Creation</td>
<td>28%</td>
<td>35%</td>
<td>32%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Health Services</td>
<td>25%</td>
<td>36%</td>
<td>34%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Business Support</td>
<td>22%</td>
<td>36%</td>
<td>35%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human &amp; Social Services</td>
<td>23%</td>
<td>35%</td>
<td>35%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Animal Care Services</td>
<td>22%</td>
<td>32%</td>
<td>39%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career Training</td>
<td>20%</td>
<td>33%</td>
<td>38%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks &amp; Recreation Services</td>
<td>17%</td>
<td>35%</td>
<td>38%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Neighborhood Services</td>
<td>22%</td>
<td>28%</td>
<td>38%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Code Compliance Enforcement</td>
<td>15%</td>
<td>28%</td>
<td>49%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Library Services</td>
<td>14%</td>
<td>26%</td>
<td>53%</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute
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 respondents 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**

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

by percentage of respondents (excluding no opinion)

Source: 2018 ETC Institute
How Has San Antonio Changed Over the Past Year?

by percentage of respondents

- Much better: 22%
- A little better: 35%
- About the same: 22%
- A little worse: 7%
- Much worse: 3%
- Don't know: 12%

Source: 2018 ETC Institute

Perceptions of the City Government
Perceptions of the City Government
by percentage of respondents (excluding no opinion)

You have a good understanding of the services provided by the City
10% 44% 28% 18%

The City is responsive to the needs of residents
Previously stated in 2016: “The City of San Antonio acts on the concerns of its residents”
8% 34% 32% 26%

You have opportunities to participate in the City’s annual budget development process through SASpeakUp
Previously stated in 2016: “I have opportunities to participate in the City’s annual budget development process”
7% 30% 41% 23%

Source: 2018 ETC Institute

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
Satisfaction with Police Safety Services
by percentage of respondents (excluding don't know)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (4)</th>
<th>Satisfied (3)</th>
<th>Unsatisfied (2)</th>
<th>Very Unsatisfied (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police protection</td>
<td>23%</td>
<td>60%</td>
<td>14%</td>
<td>1%</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>21%</td>
<td>50%</td>
<td>20%</td>
<td>9%</td>
</tr>
<tr>
<td>Neighborhood protection</td>
<td>16%</td>
<td>54%</td>
<td>23%</td>
<td>8%</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>16%</td>
<td>51%</td>
<td>21%</td>
<td>13%</td>
</tr>
<tr>
<td>Crime prevention</td>
<td>14%</td>
<td>48%</td>
<td>25%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute

Fire Services
Satisfaction with Fire Services

by percentage of respondents (excluding don't know)

- How quickly firefighters respond to emergencies:
  - Very Satisfied (4): 46%
  - Satisfied (3): 50%
  - Unsatisfied (2): 3%
  - Very Unsatisfied (1): 4%

- How quickly emergency medical personnel respond to emergencies:
  - Very Satisfied (4): 45%
  - Satisfied (3): 50%
  - Unsatisfied (2): 6%
  - Very Unsatisfied (1): 1%

- Ambulance/emergency medical services:
  - Very Satisfied (4): 38%
  - Satisfied (3): 55%
  - Unsatisfied (2): 10%
  - Very Unsatisfied (1): 1%

- Fire prevention and education:
  - Very Satisfied (4): 30%
  - Satisfied (3): 58%
  - Unsatisfied (2): 1%
  - Very Unsatisfied (1): 2%

Source: 2018 ETC Institute

Transportation and Capital Improvements
Satisfaction with Transportation and Capital Improvements

by percentage of respondents (excluding don't know)

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Satisfied (4)</th>
<th>Satisfied (3)</th>
<th>Unsatisfied (2)</th>
<th>Very Unsatisfied (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of completed capital projects</td>
<td>13%</td>
<td>54%</td>
<td>22%</td>
<td>11%</td>
</tr>
<tr>
<td>Quality of flood control during storm events</td>
<td>12%</td>
<td>50%</td>
<td>24%</td>
<td>13%</td>
</tr>
<tr>
<td>Outreach efforts to keep public informed</td>
<td>11%</td>
<td>46%</td>
<td>29%</td>
<td>14%</td>
</tr>
<tr>
<td>Traffic management</td>
<td>8%</td>
<td>44%</td>
<td>32%</td>
<td>16%</td>
</tr>
<tr>
<td>Construction of new sidewalks</td>
<td>8%</td>
<td>43%</td>
<td>33%</td>
<td>17%</td>
</tr>
<tr>
<td>Condition of City streets</td>
<td>5%</td>
<td>30%</td>
<td>44%</td>
<td>22%</td>
</tr>
<tr>
<td>How quickly potholes are repaired</td>
<td>9%</td>
<td>26%</td>
<td>40%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute

City facilities are accessible to people with disabilities?

by percentage of respondents

Yes: 71%
Don't Know: 17%
No: 12%

Source: 2018 ETC Institute
Solid Waste Services

Satisfaction with Solid Waste Services
by percentage of respondents (excluding don’t know)

Residential brown cart garbage collection
- Very Satisfied (4): 41%
- Satisfied (3): 52%
- Unsatisfied (2): 9%
- Very Unsatisfied (1): 5%

Residential green cart organics collection
- Very Satisfied (4): 42%
- Satisfied (3): 48%
- Unsatisfied (2): 7%
- Very Unsatisfied (1): 3%

Residential blue cart recycling collection
- Very Satisfied (4): 40%
- Satisfied (3): 50%
- Unsatisfied (2): 7%
- Very Unsatisfied (1): 3%

Residential curbside brush & bulky item collection
- Very Satisfied (4): 38%
- Satisfied (3): 50%
- Unsatisfied (2): 9%
- Very Unsatisfied (1): 4%

Brush drop off centers
- Very Satisfied (4): 37%
- Satisfied (3): 50%
- Unsatisfied (2): 9%
- Very Unsatisfied (1): 4%

Bulky item drop off centers
- Very Satisfied (4): 37%
- Satisfied (3): 48%
- Unsatisfied (2): 10%
- Very Unsatisfied (1): 9%

Source: 2018 ETC Institute
Animal Care Services

Satisfaction with Animal Care Services
by percentage of respondents (excluding don't knows)

- Adoption/Rescue & other positive placement efforts: 19%, 58%, 16%, 7%
- Spay/Neuter program & public education: 15%, 44%, 28%, 13%
- Enforcement of Animal Laws: 12%, 45%, 29%, 14%

Source: 2018 ETC Institute
Parks and Recreation Services

Satisfaction with Parks and Recreation Services
by percentage of respondents (excluding don't knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (4)</th>
<th>Satisfied (3)</th>
<th>Unsatisfied (2)</th>
<th>Very Unsatisfied (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of City recreation centers</td>
<td>25%</td>
<td>65%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Maintenance of City parks</td>
<td>26%</td>
<td>64%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Accessibility of parks and recreation facilities</td>
<td>26%</td>
<td>62%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Walking/biking trails in City</td>
<td>33%</td>
<td>52%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Quality of recreational programs &amp; classes</td>
<td>23%</td>
<td>63%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>City swimming pools</td>
<td>22%</td>
<td>61%</td>
<td>14%</td>
<td></td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute
Aviation Services

Satisfaction with Aviation Services
by percentage of respondents (excluding don't knows)

- Condition of facilities at the airport: 33% Very Satisfied, 57% Satisfied, 9% Unsatisfied
- Your customer experience when utilizing airport: 30% Very Satisfied, 58% Satisfied, 9% Unsatisfied
- Availability of parking at the airport: 25% Very Satisfied, 52% Satisfied, 16% Unsatisfied, 8% Very Unsatisfied
- Availability of flight options: 22% Very Satisfied, 52% Satisfied, 18% Unsatisfied, 8% Very Unsatisfied

Source: 2018 ETC Institute

2018 City of San Antonio Community Survey Findings Report
Public Health Services

Satisfaction with Public Health Services
by percentage of respondents (excluding don't knows)

Restaurant inspections
- Very Satisfied (4): 19%
- Satisfied (3): 66%
- Unsatisfied (2): 12%
- Very Unsatisfied (1): 4%

Response to disease outbreaks
- Very Satisfied (4): 19%
- Satisfied (3): 57%
- Unsatisfied (2): 19%
- Very Unsatisfied (1): 6%

Diabetes/obesity prevention
- Very Satisfied (4): 13%
- Satisfied (3): 44%
- Unsatisfied (2): 31%
- Very Unsatisfied (1): 13%

Source: 2018 ETC Institute
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

Satisfaction with Library Services
by percentage of respondents (excluding don't knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (4)</th>
<th>Satisfied (3)</th>
<th>Unsatisfied (2)</th>
<th>Very Unsatisfied (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational resources</td>
<td>43%</td>
<td>54%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness/appearance of facilities</td>
<td>44%</td>
<td>53%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wait time for library staff assistance</td>
<td>39%</td>
<td>56%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to internet</td>
<td>42%</td>
<td>53%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library services &amp; librarians in your neighborhood</td>
<td>40%</td>
<td>54%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library programs</td>
<td>40%</td>
<td>54%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute
On average, how often do you use the San Antonio Public Library either in-person or online?

- A few times a year: 46%
- Weekly: 11%
- Monthly: 13%
- Daily: 1%
- Never: 24%
- Don't Know: 3%

Source: 2018 ETC Institute

Which of the following is your preferred reading format?

- Printed Book: 54%
- eBook: 30%
- Either Printed or eBook: 9%

Source: 2018 ETC Institute
City Clerk

Satisfaction with the Office of the City Clerk
by percentage of respondents (excluding don't knows)

Vital Records Services
- Very Satisfied (4): 22%
- Satisfied (3): 66%
- Unsatisfied (2): 9%
- Very Unsatisfied (1): 4%

Passport Services
- Very Satisfied (4): 24%
- Satisfied (3): 60%
- Unsatisfied (2): 11%
- Very Unsatisfied (1): 5%

Source: 2018 ETC Institute
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)

<table>
<thead>
<tr>
<th>Budget Item</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Maintenance</td>
<td>18%</td>
<td>36%</td>
<td>43%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police, Fire &amp; EMS Services</td>
<td>25%</td>
<td>36%</td>
<td>34%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic Management</td>
<td>32%</td>
<td>38%</td>
<td>26%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sidewalk Construction</td>
<td>29%</td>
<td>34%</td>
<td>30%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Creation</td>
<td>32%</td>
<td>35%</td>
<td>28%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Health Services</td>
<td>34%</td>
<td>36%</td>
<td>25%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Business Support</td>
<td>35%</td>
<td>36%</td>
<td>22%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human &amp; Social Services</td>
<td>35%</td>
<td>35%</td>
<td>23%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Animal Care Services</td>
<td>39%</td>
<td>32%</td>
<td>22%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career Training</td>
<td>38%</td>
<td>33%</td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks &amp; Recreation Services</td>
<td>44%</td>
<td>35%</td>
<td>17%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neighborhood Services</td>
<td>36%</td>
<td>28%</td>
<td>22%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Code Compliance Enforcement</td>
<td>49%</td>
<td>28%</td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Services</td>
<td>53%</td>
<td>26%</td>
<td>14%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: 2018 ETC Institute
Demographics

Demographics: Total Annual Household Income
by percentage of respondents

- Less than $25K: 19%
- $25K-$49,999: 20%
- $50K-$74,999: 19%
- $75K-$99,999: 15%
- $100K+: 19%
- Not provided: 7%

Source: 2018 ETC Institute
Demographics: Number of Years Lived in San Antonio

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5 years</td>
<td>10%</td>
</tr>
<tr>
<td>6-10 years</td>
<td>9%</td>
</tr>
<tr>
<td>11-15 years</td>
<td>8%</td>
</tr>
<tr>
<td>16-20 years</td>
<td>9%</td>
</tr>
<tr>
<td>21+ years</td>
<td>64%</td>
</tr>
</tbody>
</table>

Not provided: 2%

Source: 2018 ETC Institute

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

<table>
<thead>
<tr>
<th>Answer</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61%</td>
</tr>
<tr>
<td>No</td>
<td>37%</td>
</tr>
</tbody>
</table>

Not provided: 2%

Source: 2018 ETC Institute
Demographics: Race
by percentage of respondents

- White or Caucasian: 67%
- Black or African American: 11%
- American Indian or Alaskan Native: 2%
- Asian: 2%
- Hawaiian or Pacific Islander: 0%
- Other: 1%

Source: 2018 ETC Institute

Demographics: What is your preferred language?
by percentage of respondents (excluding "not provided")

- English: 93%
- Spanish: 6%
- Other: 1%

Source: 2018 ETC Institute
Demographics: Age of Respondents
by percentage of respondents

- 18-34: 19%
- 19%
- 35-44: 17%
- 45-54: 18%
- 55-64: 21%
- 65+: 20%
- Not provided: 4%

Source: 2018 ETC Institute

Demographics: How do you identify yourself?
by percentage of respondents (excluding "not provided")

- Male: 49%
- Female: 51%

Source: 2018 ETC Institute
**Demographics: Are you registered to vote?**

*by percentage of respondents*

- **Yes**: 88%
- **No**: 11%
- **Not provided**: 1%

Source: 2018 ETC Institute

**Demographics: What type of dwelling do you live in?**

*by percentage of respondents*

- **Single family detached home**: 87%
- **Mobile home/Other**: 12%
- **Multifamily (apartments, condos, etc.)**: 1%

Source: 2018 ETC Institute
Demographics: How many children live in your household?
by percentage of respondents

- None: 57%
- One: 20%
- Two: 14%
- Three: 5%
- Four or more: 3%
- 5 or more: 2%

Source: 2018 ETC Institute

Demographics: How many senior citizens live in your household?
by percentage of respondents

- None: 69%
- One: 17%
- Two: 14%
- Three or more: 1%

Source: 2018 ETC Institute
Demographics: How many persons with disabilities live in your household?
by percentage of respondents

None 71%
One 22%
Two 6%
Three or more 1%

Source: 2018 ETC Institute

Demographics: Education
by percentage of respondents

High school diploma or equivalent 15%
Some college but no degree 25%
Some high school but no diploma 7%
Associate’s degree 10%
Graduate/professional 17%
Bachelor’s degree 22%
Not provided 3%

Source: 2018 ETC Institute
Demographics: Are you currently employed?

Currently employed: 65%
Retired: 28%
Currently unemployed: 7%

Source: 2018 ETC Institute

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

Personal motorized vehicle: 92%
Work at home: 4%
Walk/bike: 0%
Public transportation/bus: 4%
Other: 0%

Source: 2018 ETC Institute

2018 City of San Antonio Community Survey Findings Report
Demographics: Are you a military veteran?
by percentage of respondents

- Yes: 27%
- No: 70%
- Not provided: 2%

Source: 2018 ETC Institute

Demographics: What best describes your current status?
by percentage of respondents who indicated they are a military veteran

- Retired: 43%
- Reserve/National Guard: 8%
- Active Duty: 5%
- Served, not retired: 42%
- Not provided: 2%

Source: 2018 ETC Institute
Demographics: Do you have high speed Internet access at your home?

by percentage of respondents

- Yes: 85%
- No: 12%
- Not provided: 3%

Source: 2018 ETC Institute

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

by percentage of respondents

- Yes: 89%
- No: 8%
- Not provided: 3%

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)

- Fire Services
- Public Library Services
- Solid Waste Services
- Parks & Recreation Services
- Overall quality of services
- Police Safety Services
- Code Enforcement
- Transportation and capital improvements

San Antonio vs. National avg for communities with pop. >250,000

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)

- Police protection
- How quickly police respond to emergencies
- Neighborhood protection
- Enforcement of local traffic laws
- Crime prevention

San Antonio vs. National avg for communities with pop. >250,000

Source: 2018 ETC Institute
**Overall Satisfaction with Fire 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)

- **How quickly firefighters respond to emergencies**: San Antonio: 96%, National avg: 84%
- **How quickly emergency medical personnel respond to emergencies**: San Antonio: 96%, National avg: 79%
- **Ambulance/Emergency Medical Services**: San Antonio: 93%, National avg: 69%
- **Fire prevention & education**: San Antonio: 88%, National avg: 71%

Source: 2018 ETC Institute

---

**Overall Satisfaction with Transportation and Capital Improvements**

*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)

- **Quality of flood control during storm events**: San Antonio: 63%, National avg: 58%
- **Traffic management**: San Antonio: 52%, National avg: 36%
- **Condition of City streets**: San Antonio: 43%, National avg: 35%

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)

- **Residential brown cart garbage collection**: 93% (San Antonio), 71% (National avg)
- **Residential blue cart recycling collection**: 90% (San Antonio), 61% (National avg)
- **Residential curbside brush & bulky item collection**: 88% (San Antonio), 54% (National avg)
- **Brush drop off centers**: 87% (San Antonio), 60% (National avg)

Source: 2018 ETC Institute

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**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)

- **Enforcement of Animal Laws**: 57% (San Antonio), 55% (National avg)

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)

- Maintenance of City recreation centers: San Antonio 90%, National avg 72%
- Maintenance of City parks: San Antonio 89%, National avg 68%
- Walking/biking trails in City: San Antonio 85%, National avg 67%
- City swimming pools: San Antonio 82%, National avg 40%

Source: 2018 ETC Institute

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)

- Library services and librarians in your neighborhood: San Antonio 94%, National avg 74%

Source: 2018 ETC Institute
Section 3

Comparisons to Large Texas Cities
Comparisons to Large Texas Cities

Overall Satisfaction With *Overall City 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*

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>50%</td>
</tr>
<tr>
<td>Dallas</td>
<td>53%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>56%</td>
</tr>
<tr>
<td>Houston</td>
<td>51%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>64%</td>
</tr>
<tr>
<td>Average (Large Texas Cities)</td>
<td>55%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>69%</td>
</tr>
<tr>
<td>Dallas</td>
<td>62%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>69%</td>
</tr>
<tr>
<td>Houston</td>
<td>47%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>64%</td>
</tr>
<tr>
<td>Average</td>
<td>62%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>City</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>84%</td>
</tr>
<tr>
<td>Dallas</td>
<td>89%</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>81%</td>
</tr>
<tr>
<td>Houston</td>
<td>89%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>82%</td>
</tr>
<tr>
<td>Average</td>
<td>85%</td>
</tr>
</tbody>
</table>
Overall Satisfaction With **Parks and Recreation 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**

<table>
<thead>
<tr>
<th></th>
<th>Austin</th>
<th>Dallas</th>
<th>Fort Worth</th>
<th>Houston</th>
<th>San Antonio</th>
<th>Average for Large Texas Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks and Recreation Services</td>
<td>77%</td>
<td>71%</td>
<td>60%</td>
<td>47%</td>
<td>70%</td>
<td>65%</td>
</tr>
</tbody>
</table>

Overall Satisfaction With **Code Enforcement - 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**

<table>
<thead>
<tr>
<th></th>
<th>Austin</th>
<th>Dallas</th>
<th>Fort Worth</th>
<th>Houston</th>
<th>San Antonio</th>
<th>Average for Large Texas Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Enforcement</td>
<td>40%</td>
<td>39%</td>
<td>40%</td>
<td>39%</td>
<td>39%</td>
<td>39%</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>City</th>
<th>Austin</th>
<th>Dallas</th>
<th>Fort Worth</th>
<th>Houston</th>
<th>San Antonio</th>
<th>Average for Large Texas Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction With <strong>Transportation and Capital Improvements - 2018</strong> by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don’t knows) <strong>Comparisons to Large Texas Cities</strong></td>
<td>40%</td>
<td>24%</td>
<td>32%</td>
<td>39%</td>
<td>37%</td>
<td>34%</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>City</th>
<th>Austin</th>
<th>Dallas</th>
<th>Fort Worth</th>
<th>Houston</th>
<th>San Antonio</th>
<th>Average for Large Texas Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction With <strong>3-1-1 Call Center - 2018</strong> by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don’t knows) <strong>Comparisons to Large Texas Cities</strong></td>
<td>72%</td>
<td>60%</td>
<td>68%</td>
<td>53%</td>
<td>70%</td>
<td>63%</td>
</tr>
</tbody>
</table>
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**

- Austin: 85%
- Dallas: 76%
- Fort Worth: 76%
- Houston: 74%
- San Antonio: 76%
- Average for Large Texas Cities: 77%

---

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**

- Austin: 66%
- Fort Worth: 43%
- Houston: 42%
- San Antonio: 42%
- Average for Large Texas Cities: 50%
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**

- Austin: 72%
- Dallas: 85%
- Fort Worth: 68%
- San Antonio: 82%
- Average for Large Texas Cities: 77%
Section 4

Survey Instrument
1. Perceptions of the Community
Below are 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.”

<table>
<thead>
<tr>
<th>Item</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Very Poor</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. San Antonio as a place to live</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. San Antonio as a place to work</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. San Antonio as a place to raise a family</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. San Antonio as a place to retire</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. San Antonio as a place to start a business</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Quality of life in San Antonio</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Overall feeling of safety in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

2. Compared to a year ago, how do you think Downtown San Antonio has changed?

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

3. Perceptions of the City Government
Please indicate whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements about your perceptions of the City government.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The City is responsive to the needs of its residents</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. You have opportunities to participate in the City’s annual budget development process through SASpeakUp</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. You have a good understanding of the services provided by the City</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

4. This next question is intended to measure public participation: Within the past two years, have you provided input to the City through email, mail, telephone, surveys other than this one, social media, at public meetings, or other methods? ___(1) Yes ___(2) No

5. Overall Satisfaction with Major City Services
Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied”, please rate your overall satisfaction with the following major services provided by the City of San Antonio:

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall quality of services provided by the City of San Antonio</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Transportation &amp; Capital Improvements (which include the maintenance of streets, flood prevention, the construction of new streets, sidewalks, drainage facilities and traffic management)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Police Safety Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Fire Services (which include Emergency Medical Services)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Solid Waste Services (residential garbage pickup &amp; recycling)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Animal Care Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Code Enforcement (residential and building)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>8. Parks and Recreation Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>9. 3-1-1 Call Center</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Public Library Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Development Services (issuing permits, building inspections and zoning)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Public Health Services (restaurant inspections, immunizations and wellness initiatives)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. San Antonio International Airport</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>14. Planning Services (City efforts to plan for future growth)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>15. Sustainability efforts by the City to help preserve the environment</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>16. Human and Social Services (senior services, family assistance, homelessness, emergency assistance, and early childhood services)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>17. Neighborhood and Housing Services (housing choices, pedestrian linkages and quality of neighborhoods)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
6. **Police Safety Services**
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Police Safety services provided by the City of San Antonio.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Police Protection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Neighborhood protection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. How quickly police respond to emergencies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Enforcement of local traffic laws</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Crime prevention</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

7. **Fire Services**
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Fire services provided by the City of San Antonio.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How quickly firefighters respond to emergencies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. How quickly emergency medical personnel respond to emergencies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Fire prevention and education</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Ambulance/emergency medical services</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

8. **Transportation and Capital Improvements**
Please indicate 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Condition of City streets</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Construction of new sidewalks</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Traffic management (signage, pavement striping, signal maintenance and timing modifications)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. How quickly potholes are repaired</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Quality of flood control during storm events</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Quality of completed projects, which includes new City streets and buildings (such as libraries, community centers, and senior centers)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Outreach efforts to keep the public informed about projects, including new City streets &amp; buildings (such as libraries, community centers, &amp; senior centers)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

9. **City facilities are accessible to people with disabilities**

   ____ (1) Yes     ____ (2) No

10. **Solid Waste Services**
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Solid Waste services provided by the City of San Antonio.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Residential brown cart garbage collection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Residential blue cart recycling collection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Residential green cart organics (give it back to nature) collection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Residential curbside brush and bulky item collection</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Bulky item drop off centers</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Brush drop off centers (Bitters / Nelson Gardens)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

11. **Animal Care Services**
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Animal Care Services provided by the City of San Antonio.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of City parks</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Maintenance of City recreation centers</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Availability/accessibility of parks and related recreation facilities</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Quality of recreational programs and classes</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>City swimming pools</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Walking/biking trails in the City</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

13. Aviation Services
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Aviation services provided by the City of Aviation.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall customer experience when utilizing the San Antonio International Airport</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Condition of facilities at the San Antonio International Airport</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Availability of parking at the San Antonio International Airport</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Availability of flight options when traveling from San Antonio International Airport</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

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

______________________________________________________________________________

15. Public Health Services
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Public Health services provided by the City of San Antonio.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant inspections</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Diabetes/obesity prevention</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Response to outbreaks like the flu, Zika, sexually transmitted diseases (STD's) and Tuberculosis (TB)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

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
Please rate how easy it is to use the City’s 3-1-1 Call Center services

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Easy</th>
<th>Easy</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Never Tried</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-1-1 Call Center phone line</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3-1-1 Call Center digital services (app, website, social media channels)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

18. Library Services
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Library services provided by the City of San Antonio.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informational resources such as books, eBooks, music, movies, etc.</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Access to the Internet (computers, Wi Fi, laptops, tablets)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Cleanliness/appearance of facilities</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Library programs (early literacy, story time, book discussions, community speakers)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Library services and librarians in your neighborhood</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Wait time for Library staff assistance</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

19. Do you have a San Antonio Public Library Card?  ___(1) Yes  ___(2) No
20. On average, how often do you use the San Antonio Public Library either in-person or online?
   ___(1) Daily        ___(4) A few times a year
   ___(2) Weekly       ___(5) Never
   ___(3) Monthly

21. Which of the following is your preferred reading format? [Check only ONE]
   ___(1) Printed Book        ___(2) eBook        ___(3) Either Printed Book or eBook

22. Office of the City Clerk Services
Please indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following Office of the City Clerk services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport Services (Initial and Renewals)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Vital Records Services (Birth and Death Records)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

23. Your City Budget
The City of San Antonio is in the process of developing the budget for Fiscal Year 2019. Please indicate the level of funding that should be allocated in the upcoming budget.

<table>
<thead>
<tr>
<th>Service</th>
<th>Significantly Increased</th>
<th>Slightly Increased</th>
<th>Maintain (same level)</th>
<th>Slightly Decreased</th>
<th>Significantly Decreased</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, Fire and EMS Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Street Maintenance</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Sidewalk Construction</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Traffic Management (signage, pavement striping, signal maintenance and timing modifications)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Parks and Recreation Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Code Compliance Enforcement</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Animal Care Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Library Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Human and Social Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Career Training</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Job Creation</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Small Business Support</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Public Health Services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Neighborhood Services, including Housing Programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

DEMOGRAPHICS
Our last questions are about you and your household - Your responses will be kept confidential

24. 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
   ___(2) $25,000 - $49,999
   ___(3) $50,000 - $74,999
   ___(4) $75,000 - $99,999
   ___(5) $100,000 or more

25. How many years have you lived in San Antonio?
   ___(1) 0-5 years
   ___(2) 6-10 years
   ___(3) 11-15 years
   ___(4) 16-20 years
   ___(5) 21+ years

26. Do you consider yourself to be Hispanic/Latino? ___(1) Yes ___(2) No

27. Which of the following best describes your RACE? [check all that apply]
   ___(1) Black or African American
   ___(2) American Indian or Alaskan Native
   ___(3) Asian
   ___(4) Hawaiian or Pacific Islander
   ___(5) White or Caucasian
   ___(6) Other: _____________________
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