

# 2012 City of San Antonio Community Survey FINAL REPORT

Submitted to

The City of  
**San Antonio,**  
**Texas**

ETC Institute  
725 W. Frontier Circle  
Olathe, KS  
66061

August 2012



# Contents

Executive Summary.....	i
Section 1: Charts and Graphs .....	1
Section 2: 2008-2012 Benchmarking Analysis .....	37
Section 3: Comparisons to the National Average.....	56
Section 4: Comparisons to Cities of Similar Size.....	62
Section 5: Survey Instrument.....	68

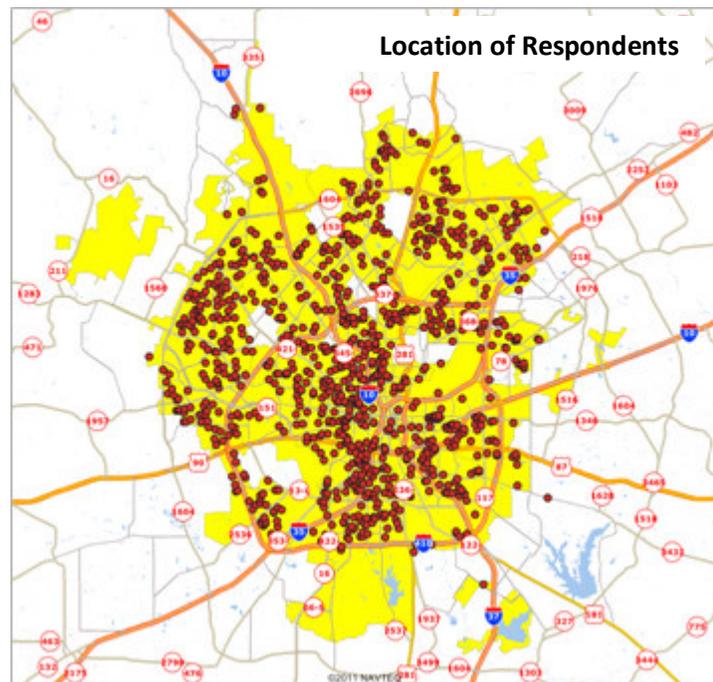
# 2012 San Antonio Community Survey Executive Summary Report

## OVERVIEW AND METHODOLOGY

**Overview.** ETC Institute administered a community survey for the City of San Antonio during late May and early June 2012. The purpose of the survey was to objectively assess resident satisfaction with the delivery of city services and to gather input about priorities for the City.

**Methodology.** The survey was administered in English and Spanish to a random sample of 1,011 residents by phone. At least 100 surveys were completed in each of the City’s ten council districts. The results for the random sample of 1,011 households have a 95% level of confidence with a precision of at least +/- 3%.

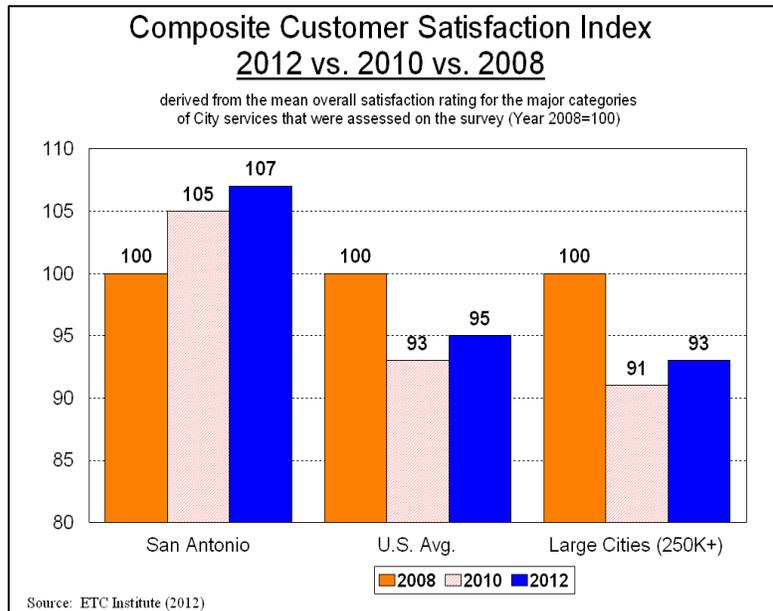
**Location of Respondents.** To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



**Don’t knows.** The percentage of “don’t know” and “no opinion” responses has been excluded from graphs that show trends from 2008 to 2012 to facilitate valid comparisons. Since the number of “don’t know” and “no opinion” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” and “no opinion” responses has been provided in Appendix D.

## MAJOR FINDINGS

- Overall Satisfaction with the Quality of City Services Has Improved.** The percentage of residents who rated the overall quality of City services as “excellent” or “good” increased from 65% in 2010 to 69% in 2012. Compared to the results of a national survey that was administered by ETC Institute during April 2011 to residents living in U.S. cities with populations of 250,000 or more, overall satisfaction with city services in San Antonio rated 21% above the national average. The City’s overall satisfaction rating of 69% was also higher than several other large cities in Texas, including Dallas (61%), Houston (52%), Fort Worth (58%), and Austin (65%).
- Overall Satisfaction With City Services Continues to Improve.** To assess the change in overall satisfaction from previous years, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean rating given for all city services that were assessed in 2008, 2010 and 2012; the index is calculated by dividing the mean rating from the current year by the mean rating from 2008 and then multiplying the result by 100. The chart below shows the Composite Customer Satisfaction Index for 2008, 2010 and 2012 for the City of San Antonio, all U.S. cities, and large cities with populations above 250,000. While the Composite Customer Satisfaction Indices for all U.S. cities and large U.S. cities improved 2 points from 2010, the index ratings have still not rebounded to the base year index rating of 100. In comparison, the Composite Satisfaction Index for the City of San Antonio improved 2 points from 2010 and 7 points from 2008. City leaders in San Antonio are to be commended for their efforts to sustain high levels of service.



- Satisfaction with Most Major Categories of City Services Has Improved.** Among the twelve major categories of City services that were rated in 2010 and 2012, the percentage of residents who were “very satisfied” or “satisfied” with the City’s performance improved in eight areas. The most significant increases involved satisfaction with the international airport (+8%) and parks and recreation services (+5%). The only significant decrease involved code enforcement, which decreased from 67% in 2010 to 54% in 2012. Compared to the results of a national survey that was administered by ETC Institute during April 2011 to residents living in U.S. cities with populations of 250,000 or more, San Antonio rated at or above the national average in all of the major categories of City services that were compared.



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

**Comparative STRENGTHS**

- Code enforcement (+12%)
- Public works (+11%)
- Public library services (+10%)
- Parks and recreation programs and facilities (+9%)
- Police safety services (+5%)
- Solid waste services (+5%)

**Comparative WEAKNESSES**

- None

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

Service	Houston	Fort Worth	Austin	Dallas	San Antonio	San Antonio Rank
Fire	89%	88%	87%	86%	99%	1st
Library	Not asked	80%	74%	78%	88%	1st
Solid Waste	74%	71%	82%	73%	79%	2nd
3-1-1/Customer Service	53%	60%	70%	50%	77%	1st
Parks	52%	63%	76%	50%	75%	2nd
Police	59%	77%	71%	56%	73%	2nd
Animal Care	42%	49%	61%	36%	55%	2nd
Code	40%	46%	41%	40%	54%	1st
Public Works	39%	36%	42%	33%	48%	1st

[Notes: satisfaction data for fire/emergency medical services, airports, development services, planning, and health/social services was not available; fire services data was available and has been provided in the place of fire/emergency medical services].

- **Services that Residents Think Are Most Important for the City to Provide** Among the 13 major categories of City services that were assessed, the four services that residents think are most important for the City to provide are: (1) police safety services, (2) public works services, (3) fire and emergency medical services, and (4) health and social service. These four categories of city services were also the four highest rated services in 2010.
- **Ratings for the City Have Improved.** The percentage of residents who rated the City as an “excellent” or “good” place to live increased by 2% from 85% in 2010 to 87% in 2012. The percentage who rated the City as an “excellent” or “good” place to raise a family increased by 2% from 83% in 2010 to 85% in 2012. The percentage who rated the City as an “excellent” or “good” place to retire increased by 4% from 82% in 2010 to 86% in 2012. The percentage who rated the City as an “excellent” or “good” place to work increased by 4% from 73% in 2010 to 77% in 2012.



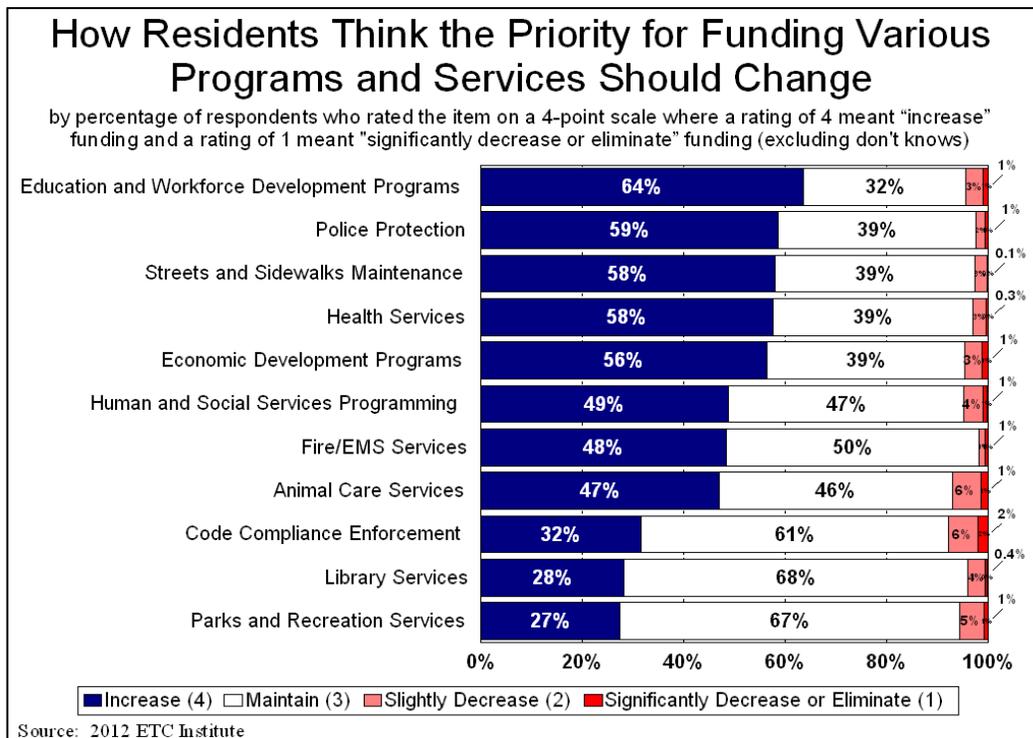
Compared to the results of a national survey that was administered by ETC Institute to residents living in U.S. cities with populations of 250,000 or more, the City of San Antonio rated above the average for the City as a place to live, raise a family, work and retire; the services that were identified as comparative strengths are listed below:

**Comparative STRENGTHS**

- Perceptions of the City as a place to retire (+26%)
- Perceptions of the City as a place to raise a family (+14%)
- Perceptions of the City as a place to live (+9%)

**Comparative WEAKNESSES**

- None
- **The Percentage of Residents Who Think the City Listens to Citizens and Acts on the Concerns of Citizens Has Increased.** The percentage of residents who “strongly agreed” or “agreed” with the statement that “The City of San Antonio listens to its citizens” increased by 3% from 53% in 2010 to 56% in 2012. The percentage of residents who “strongly agreed” or “agreed” with the statement that “The City of San Antonio acts on the concerns of its citizens” increased by 5% from 51% in 2010 to 56% in 2012.
- **How Funding Priorities for City Services Should Change in the Upcoming Budget.** Residents were asked to indicate whether the priority that is placed on funding various services should be increased, maintained (stay about the same), slightly decreased, or significantly decreased/eliminated in the upcoming budget. The results are shown in the chart below.



## MAJOR FINDINGS BY AREA

### Police Safety Services

The police services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: police protection (88%), how quickly police respond to emergencies (80%) and the enforcement of local traffic laws (80%). The police service that residents felt was most important for the City to provide was crime prevention.

- **How Satisfaction with Police Safety Has Changed.** There were no significant changes in satisfaction ratings for any of the police safety services that were rated from 2010.
- **How Police Safety Compares to the National Average.** All of the police safety services were identified as comparative strengths because satisfaction ratings with police safety services were more than 5% above the national average in each of the areas that were rated:

#### Comparative STRENGTHS

- Crime prevention (+31%)
- Enforcement of local traffic laws (+26%)
- Local police protection (+20%)
- Response time of police to emergencies (+15%)

#### Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Police Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with police services second highest; Fort Worth had the highest rating. San Antonio’s rating for police services was 7% higher than the average rating for the 7 cities with comparable data (see Section 4).

### Fire and Emergency Medical Services

The fire and emergency medical services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were the overall quality of fire services (99%) and how quickly firefighters respond to emergencies (98%). The fire and emergency medical services that residents felt was most important for the City to improve was how quickly emergency medical personnel respond.

- **How Satisfaction with Fire and Emergency Medical Services Has Changed.** Satisfaction ratings stayed the same or showed slight improvement in 5 of the 6 fire and emergency services rated from 2010; however, none of the changes from 2010 were statistically significant.



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

**Comparative STRENGTHS**

- Fire education programs (+23%)
- Overall quality of fire services (+11%)
- Response time of firefighters (+11%)
- Emergency medical response time (+10%)

**Comparative WEAKNESSES**

- None

- **How Overall Satisfaction with Fire Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with fire services highest. San Antonio’s rating for fire services was 11% higher than the average rating for the 7 cities with comparable data (see Section 4).

## Public Works Services

The public works services that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion, were: flood control (78%), efforts to keep neighborhood streets clean (72%) and traffic signal timing (71%). The public works services that residents felt were most important for the City to provide were: (1) street repair and (2) quick repairs of potholes.

- **How Satisfaction with Public Works Has Changed.** There were no significant improvements in satisfaction ratings for any of the public works services rated from 2010. The public works service that showed a significant decrease in satisfaction ratings was sidewalk maintenance (-4%).
- **How Public Works Services Compare to the National Average.** All of the public works services rated above the national average. The service that was identified as a comparative strength because it rated 5% above the national average is provided below:

**Comparative STRENGTHS**

- Cleanliness of streets (+16%)

**Comparative WEAKNESSES**

- None

- **How Overall Satisfaction with Public Works Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with public works highest. San Antonio’s rating for public works was 13% higher than the average for the 8 cities compared (see Section 4).



## Solid Waste Services

The solid waste services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential recycling services (93%) and residential garbage collection (91%). The solid waste service that residents felt was most important for the City to provide was residential garbage collection.

- **How Satisfaction with Solid Waste Services Has Changed.** Satisfaction ratings for solid waste services stayed the same or showed slight improvement in all of the areas rated from 2010; however, none of the changes from 2010 were statistically significant.
- **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 5% above the national average. The results are provided below:

### Comparative STRENGTHS

- Residential recycling services (+21%)
- Bulky item pickup/removal services (+16%)
- Residential garbage collections services (+11%)

### Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Solid Waste Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio’s rating for solid waste was third highest; Oklahoma City had the highest rating and Austin had the second highest rating. San Antonio’s rating for solid waste was 1% higher than the average rating for the 6 cities with comparable data for this service (see Section 4).

## Animal Care Services.

The animal care service that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, was the City’s adoption/rescue and No Kill efforts (77%). The animal care service that residents felt was most important for the City to provide was controlling the stray pet population.

- **How Perceptions of Animal Care Services Have Changed.** Satisfaction with animal care services improved 1% from 54% in 2010 to 55% in 2010; however, the percent of residents who were satisfied with the enforcement of animal code decreased significantly from 68% in 2010 to 60% in 2012.
- **How Animal Care Services Compare to the National Average.** Residents in San Antonio rated their satisfaction with animal care services the same as the national average for large communities of 250,000 or more.



- **How Overall Satisfaction with Animal Care Services Compares to Cities of a Similar Size.** Compared to other cities of a similar size, residents in San Antonio rated the overall satisfaction with animal care services second highest; Austin had the highest rating. San Antonio’s rating for animal care services was 9% higher than the average rating for the 7 cities with comparable data (see Section 4).

## Parks and Recreation

The highest levels of satisfaction with parks and recreation services in San Antonio, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of city parks (93%), the maintenance of City recreation centers (93%) and the accessibility of parks and recreation facilities (92%). The parks and recreation services that residents felt were most important for the City to provide were: (1) the maintenance of city parks and (2) walking/biking trails in the City.

- **How Satisfaction with Parks and Recreation Has Changed.** Satisfaction ratings improved or stayed the same in all 6 of the parks and recreation services rated from 2010. The services that showed significant improvements were: walking and biking trails (+7%) and City swimming pools (+5%); there were no significant decreases in any of the parks and recreation that were rated from 2010.
- **How Parks and Recreation Services Compare to the National Average.** All of the City’s parks and recreation services were identified as comparative strengths because they scored 5% above the national average. The results are provided below:

### Comparative STRENGTHS

- City swimming pools (+41%)
- Walking/biking trails (+30%)
- Early education and after school programs (+29%)
- Maintenance of City parks (+28%)
- Maintenance of recreation centers (+24%)
- Recreational programs and classes (+22%)

### Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Parks and Recreation Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio residents rated the overall satisfaction with parks and recreation second highest; Austin had the highest rating. San Antonio’s rating for parks and recreation was 14% higher than the average rating for the 8 cities with comparable data (see Section 4).

## 3-1-1 Customer Services Phone Line

- Satisfaction with the City’s 311 Customer Services Phone Line.** Of the survey respondents who had used the City’s 311 service (627 respondents), ninety percent (92%) felt it was “very easy” or “easy” to use. When asked to rate various aspect of the City’s 3-1-1 service, 94% of residents who had an opinion rated the courteousness of 3-1-1 call takers as “excellent” or “good” and 89% rated the hours that 3-1-1 service is available as “excellent” or “good.”
- How Satisfaction with 311 Service Has Changed.** The percentage of residents who felt the City’s 3-1-1 service was “very easy” or “easy” to use increased by 2% from 90% in 2010 to 92% in 2012. Satisfaction ratings improved or stayed the same in three of the four 3-1-1 services rated from 2010; however, none of the changes from 2010 were statistically significant.
- How Overall Satisfaction with the City’s 3-1-1 Service Compares to Cities of a Similar Size.** Compared to other cities of a similar size, San Antonio residents rated overall satisfaction with the City’s 3-1-1 service highest. San Antonio’s rating for 3-1-1 was 17% higher than the average rating for the 7 cities with comparable data (see Section 4).

## City Employee Customer Service

The City employee customer service attributes that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the courteousness of City employees (89%) and the knowledge of City employees (82%).

- How Satisfaction with City Employee Customer Service Has Changed.** Positive ratings improved in all 4 of the City customer service items rated from 2010. The City employee customer service attribute that showed a significant improvement from 2010 was the courteousness of City employees (+7%). There were no significant decreases in any of the City employee customer service attributes that were rated from 2010.
- How City Employee Customer Services Compare to the National Average.** All of the City employee customer service attributes assessed on the survey rated at least 5% above the national average. The items identified as comparative strengths and weaknesses are listed below:

### Comparative STRENGTHS

- Overall customer service of City employees (+37%)
- Responsiveness of City employees (+20%)
- Courteousness of City employees (+14%)
- Knowledge of City employees (+12%)

### Comparative WEAKNESSES

- None

## Library Services

The library services that residents were most satisfied with, based upon the combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the cleanliness and appearance of library facilities (98%) and the quality of books and other resources provided by the library (97%). The library service that residents felt was most important for the City to provide was books, E-books, digital resources and other resources.

- **How Satisfaction with Public Library Services in the Area Has Changed.** Satisfaction ratings improved in all 5 of the library services rated from 2010; however, none of the changes from 2010 were significant.
- **How Overall Satisfaction With Public Library Services Compares to the National Average.** Overall satisfaction with public library services rated significantly above the average for large communities of 250,000 or more (+10%).
- **How Overall Satisfaction with Library Services Compares to Other Large Cities in Texas.** Among the other cities of a similar size where overall satisfaction with library services was assessed (which in this comparison only included large Texas cities), San Antonio’s rating was the highest. San Antonio’s rating for library services was 8% higher than the average rating for the 4 large Texas cities (see Section 4).

## Services for Special Populations

Of the 7 services rated, residents gave the highest “excellent” and “good” ratings for how well the City is providing residents with information in English and Spanish (81%), tax preparation services (68%) and the quality of Adult Education and literacy services (64%).

- **How Ratings of the Services for Special Populations Has Changed.** Ratings improved in 6 of the 7 services that were rated from 2010. The services that showed significant improvements in “excellent” or “good” ratings were: providing residents with information in English and Spanish (+6%) and tax preparation services (+4%). The service that showed a significant decrease in “excellent” or “good” ratings was the quality of housing assistance for At-Risk homeless populations (-5%).

## Satisfaction with Other City Services

- **Development Services:** 83% of the residents surveyed were “very satisfied” or “satisfied” with the ease of obtaining “other” permits and 83% were “very satisfied” or “satisfied” with the ease of obtaining garage sale permits (83%). There were no significant changes in satisfaction ratings for any of the development services rated from 2010.
- **Convention/Sports/Entertainment:** 87% of the residents surveyed were “very satisfied” or “satisfied” with the amount of variety in entertainment and sporting events at the Alamodome; this was an increase from 85% in 2010.



- **Planning Services:** 82% of the residents surveyed were “very satisfied” or “satisfied” with the City’s efforts to plan for the future; this was the first time this service was rated, therefore no comparable data is available.
- **Capital Projects:** 77% of the residents surveyed were “very satisfied” or “satisfied” with the City’s efforts to keep residents informed about capital projects and 76% of the residents surveyed were “very satisfied” or “satisfied” with the quality of capital projects completed by the City. There were no significant increases in satisfaction ratings for any of the capital project services rated from 2010. There was a significant decrease in the percent of residents who were satisfied with the quality of the City’s completed capital projects (-4%).
- **Aviation:** 92% of the residents surveyed were “very satisfied” or “satisfied” with the condition of facilities at the City’s airport, and 82% were “very satisfied” or “satisfied” with the availability of parking at the City’s airport. There was a significant increase in satisfaction ratings for the condition of facilities at the City’s airport (+8%); there were no significant decreases in any of the aviation services rated from 2010.
- **Arts and Culture:** 89% of the residents surveyed were “very satisfied” or “satisfied” with their experience with arts and culture in San Antonio and 81% were “very satisfied” or “satisfied” with how well informed they were about arts and cultural events in San Antonio. Although not significant, there were improvements in satisfaction ratings for both of the arts and cultural services rated from 2010.
- **Historic Preservation Efforts:** 91% of the residents surveyed were “very satisfied” or “satisfied” with the City’s preservation efforts; this was the first time this service was rated, therefore no comparable data is available.
- **Online Payment Programs:** 90% of the residents surveyed were “very satisfied” or “satisfied” with the City’s online payment programs; this was a significant increase from 85% in 2010.

## Community Issues

- **Perceptions of Potential Problems.** The community issues that residents felt were the biggest problems in the City, based upon the percentage of respondents who rated these items as “major problems” were: obesity (70%), drug use (56%) and teenage pregnancy (52%).
- **How Perceptions of Problems Have Changed from 2010.** The issues that showed significant changes in the percentage of residents who rated the item as a “major problem” from 2010 are provided below:

### **Significant INCREASES in Ratings of Issues as a MAJOR PROBLEM**

- Drug use (+14%)
- Obesity (+9%)
- Poverty (7%)



- Crime (7%)
- Illegal dumping (+7%)
- Youth school drop-out (+6%)
- Stray animals (+6%)
- Homelessness (+5%)
- Adult illiteracy (+4%)
- Run down buildings/weed lots/junk vehicles (+4%)

**Significant DEREASES in Ratings of Issues as a MAJOR PROBLEM**

- Graffiti (-4%)
- **Most Important Community Issues to Address Over the Next Two Years.** The issues that residents felt would be most important for the City to address over the next two years were: teenage pregnancy (41%) and obesity (40%).

## Conclusions and Recommendations

Based on the results of the City’s 2012 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **The City of San Antonio’s ratings were among the highest compared to other cities of a similar size.** Among nearly 40 services that were assessed on the 2012 survey, the City of San Antonio rated at or above the U.S. average for cities with more than 250,000 residents in all of the areas rated. When compared to other large Texas cities, San Antonio’s satisfaction ratings were highest in 5 of the 9 City services assessed; the City also scored above average in all 9 of the City services assessed.
- **The City of San Antonio is moving in the right direction.** The Composite Customer Satisfaction Index for San Antonio improved 2 points from 2010 and 7 points from 2008. Ratings for the City of San Antonio improved or stayed the same in 50 of the 70 services that were assessed in both 2010 and 2012. Significant changes from 2010 are listed below:

**Significant INCREASES**

- Quality of the San Antonio International Airport (8%)
- Condition of facilities at the airport (8%)
- Walking/biking trails in the City (7%)
- Courtesy of City employees (7%)
- Providing residents with information in English & Spanish (6%)
- Parks and recreation services (5%)
- City swimming pools (5%)
- Online payment programs (5%)
- Tax preparation services to San Antonio residents (4%)



**Significant DECREASES**

- Code enforcement (-13%)
- Enforcement of animal code (-8%)
- Quality of housing assistance for At-Risk homeless (-5%)
- Quality of completed capital projects (-4%)
- Sidewalk maintenance (-4%)

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

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Major City Services to Emphasize:** To increase the overall satisfaction with City services (69%), Public Works, Police Safety, and Health and Social Services are recommended areas of emphasis, based upon the importance and satisfaction levels reported by residents in these service areas.
- **Departmental Services to Emphasize:** To increase satisfaction within Departments, the following are recommended areas of emphasis, based upon the importance and satisfaction levels reported by residents in each of these service areas:
  - **Police Safety:** Crime prevention and police response time to emergencies
  - **Public Works:** Street repair and how quickly the city repairs potholes
  - **Solid Waste:** Brush/bulky item pick-up removal services
  - **Animal Care Services:** Spay/neuter program and public education
  - **Parks and Recreation:** Walking and biking trails in the City
  - **Fire and Emergency Medical Services:** The I-S Rating for all fire and emergency medical services was below 0.05, which indicates that fire and emergency medical services are generally aligned with resident expectations and no major changes are recommended.
  - **Library services:** The I-S Rating for library services was below 0.05, which indicates that library services are generally aligned with resident expectations and no major changes are recommended.

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

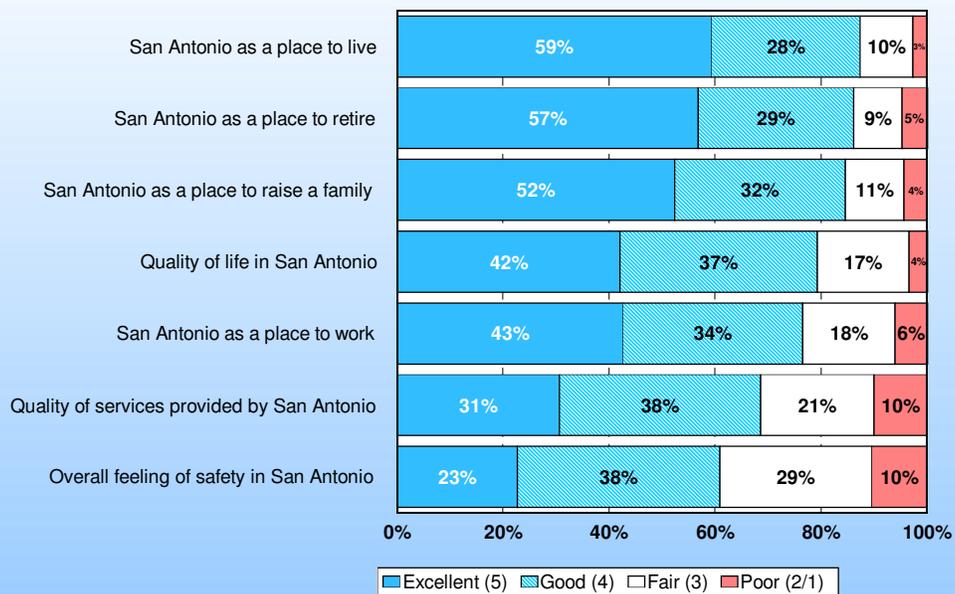
**Section 1:**  
**Charts and Graphs**

---

# Perceptions of the Community

## Perceptions of the Community

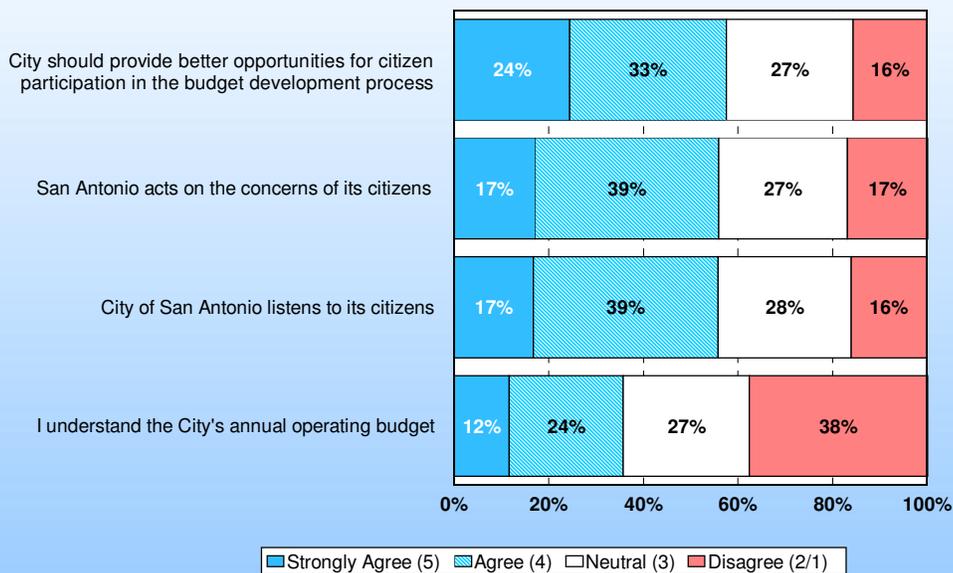
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



# Perceptions of the City Government

## Perceptions of the City Government

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



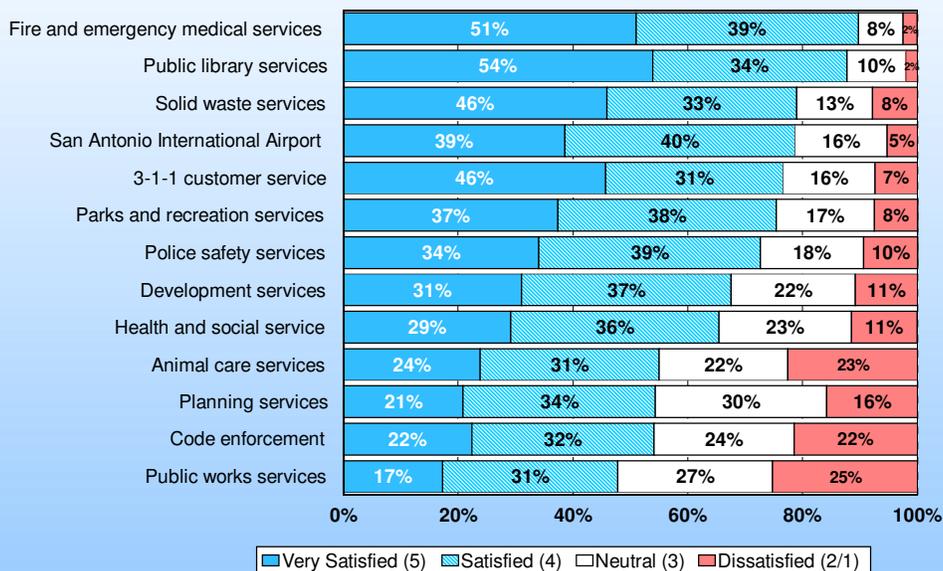
Source: 2012 ETC Institute

# Overall Satisfaction with Major Categories of City Services

Source: 2012 ETC Institute

## Overall Satisfaction with Major Categories of City Services

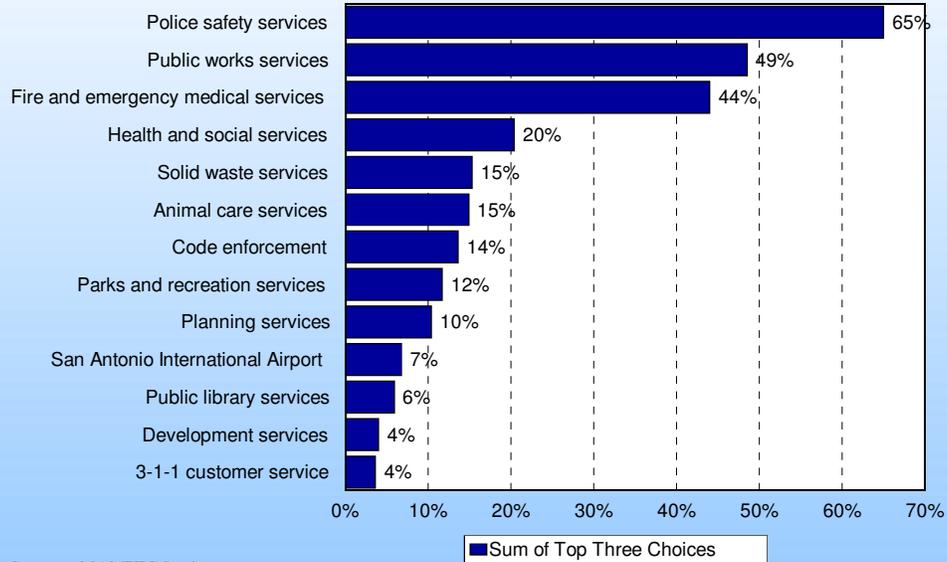
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't know)



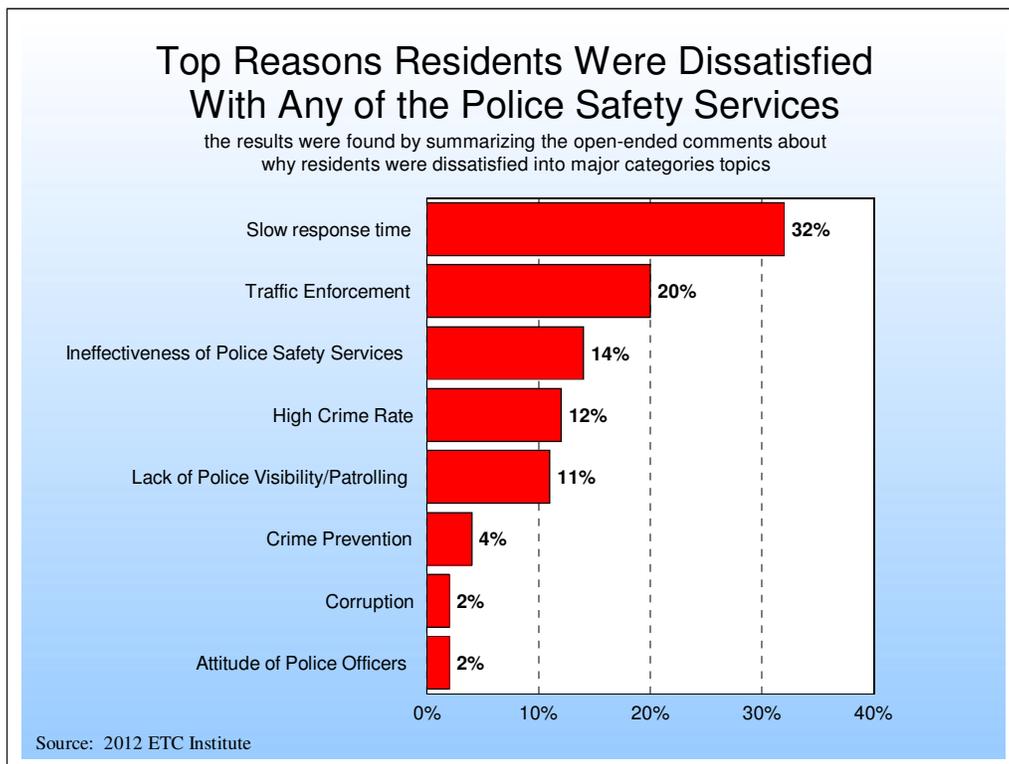
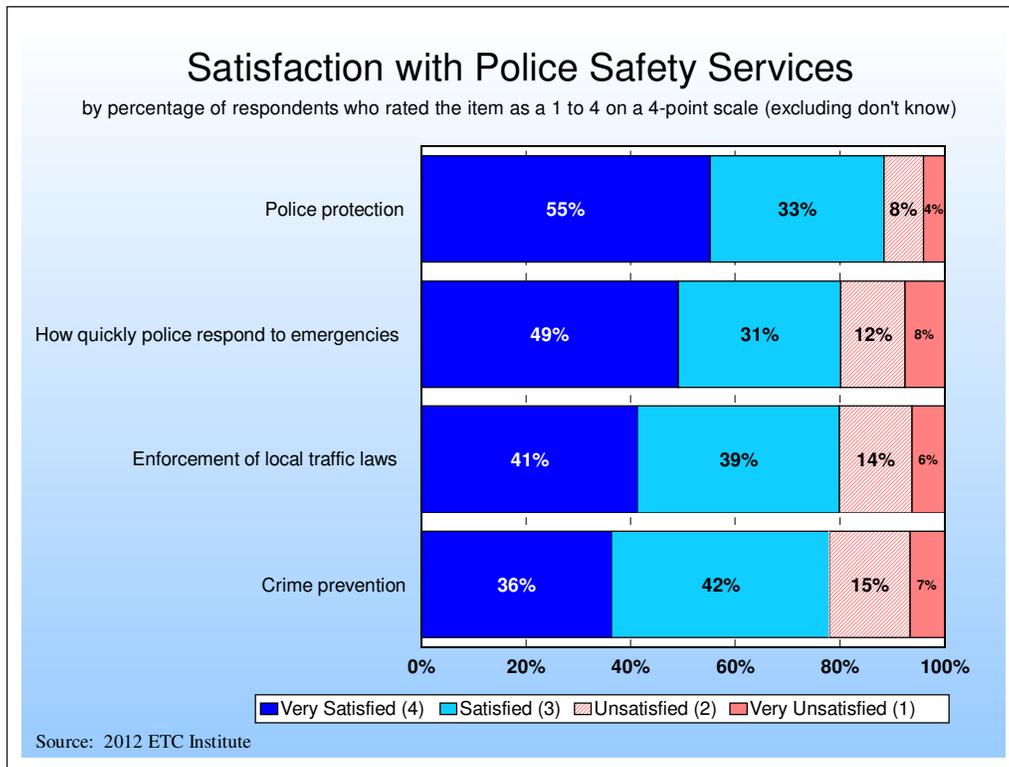
Source: 2012 ETC Institute

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

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

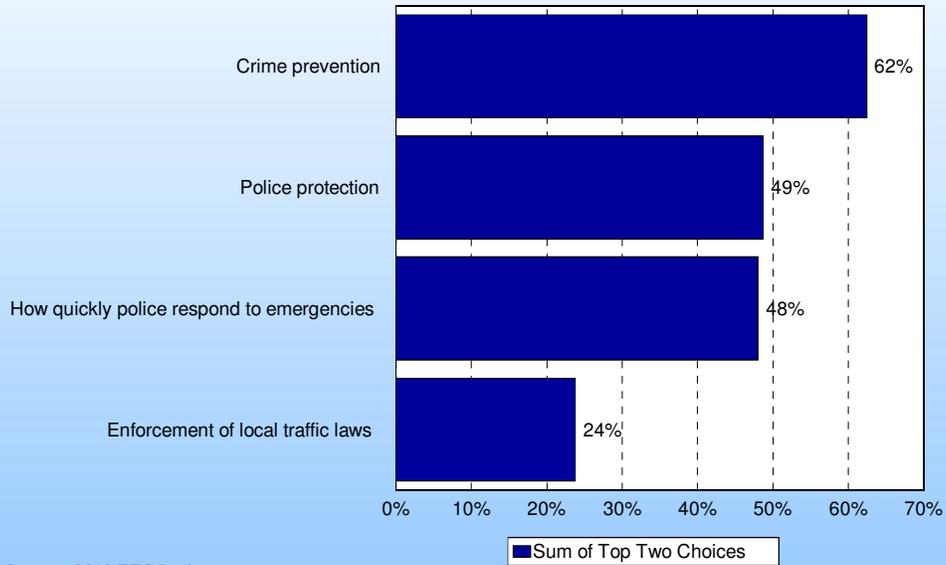


# Police Safety Services



### Public Safety Services Residents Felt Were Most Important for the City to Provide

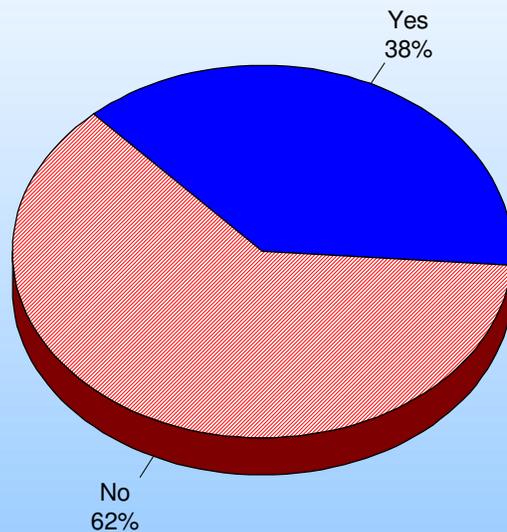
by percentage of respondents who selected the item as one of their top two choices



Source: 2012 ETC Institute

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

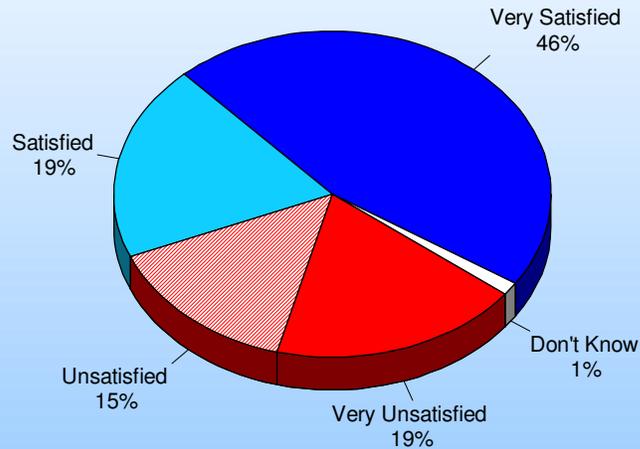
by percentage of respondents



Source: 2012 ETC Institute

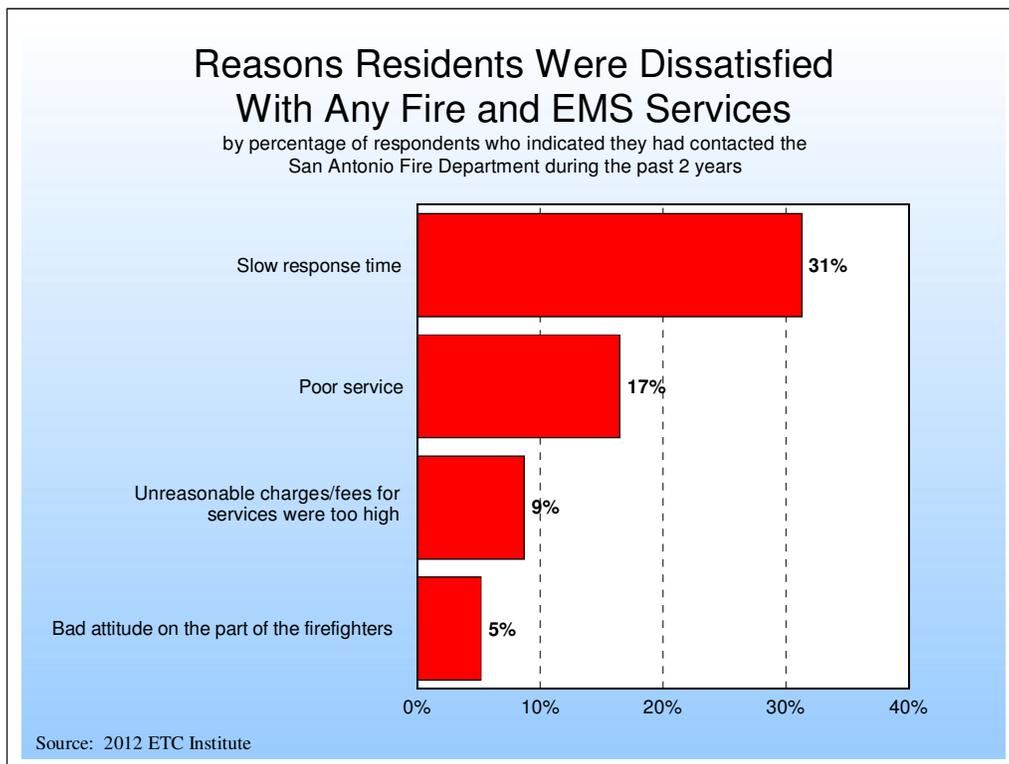
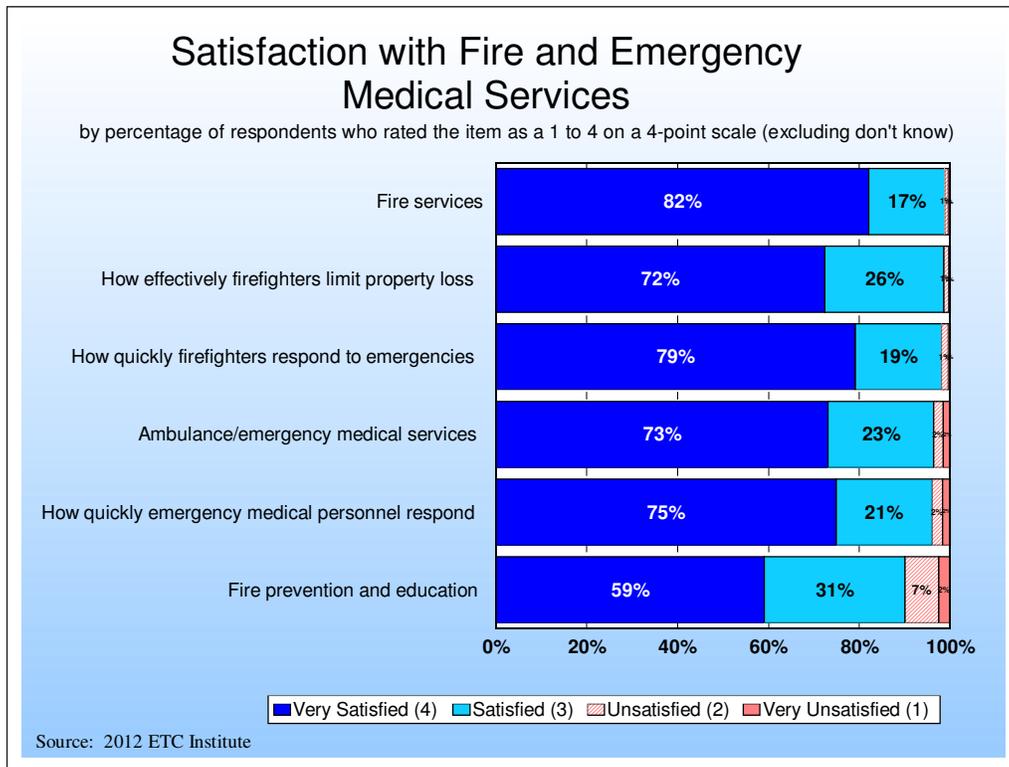
## Overall Satisfaction with the Quality of Services Received From the San Antonio Police Department

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



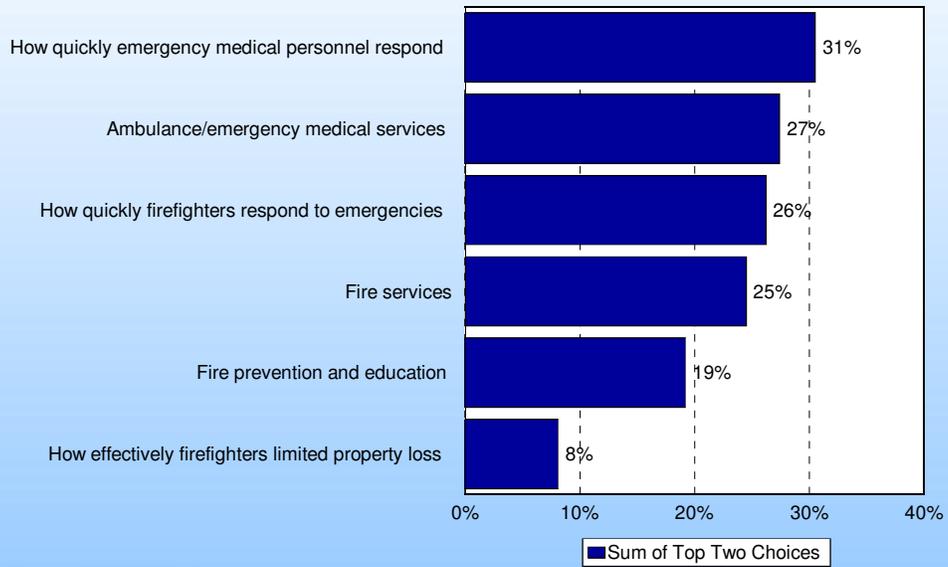
Source: 2012 ETC Institute

## Fire and Emergency Medical Services



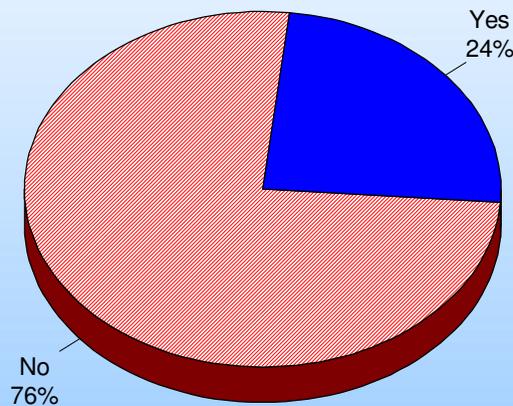
### Fire and Emergency Medical Services Residents Felt Were Most Important for the City to Improve

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



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

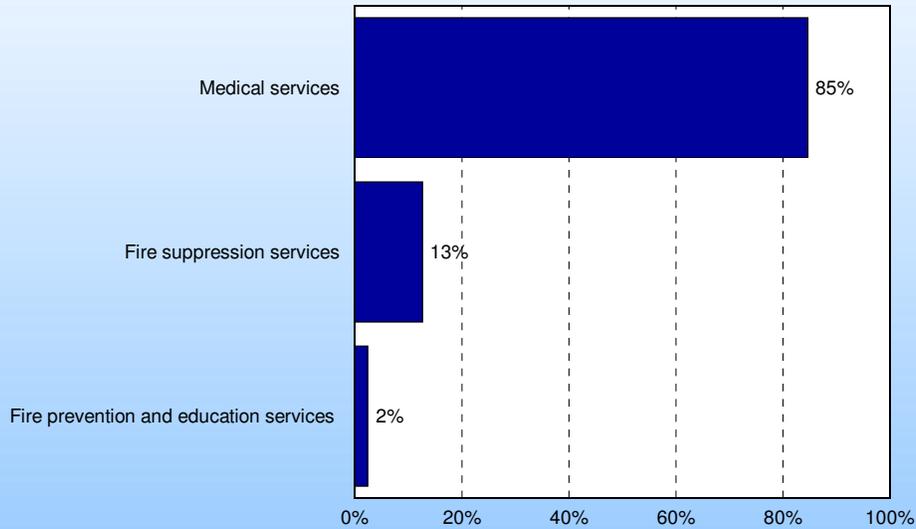
by percentage of respondents



Source: 2012 ETC Institute

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

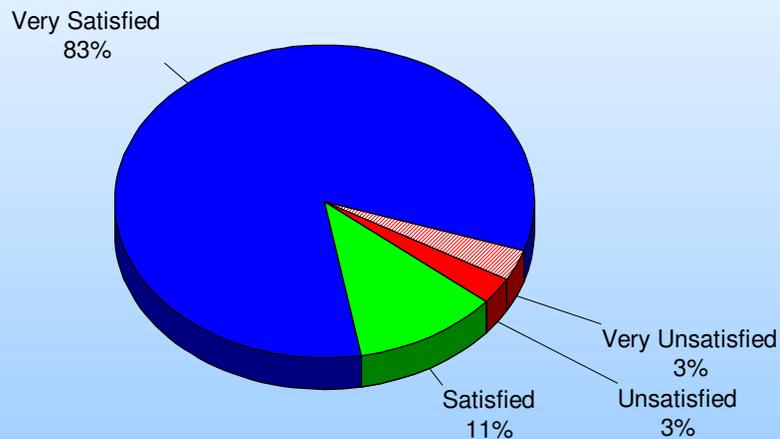
by percentage of respondents who had requested services fire and/or emergency medical services during the last 2 years



Source: 2012 ETC Institute

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

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

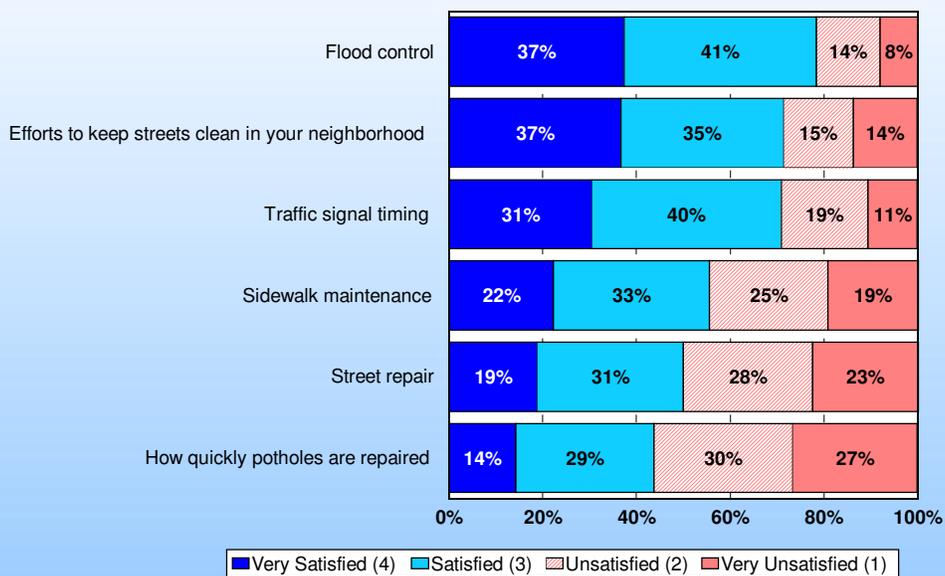


Source: 2012 ETC Institute

# Public Works Services

## Satisfaction with Public Works Services

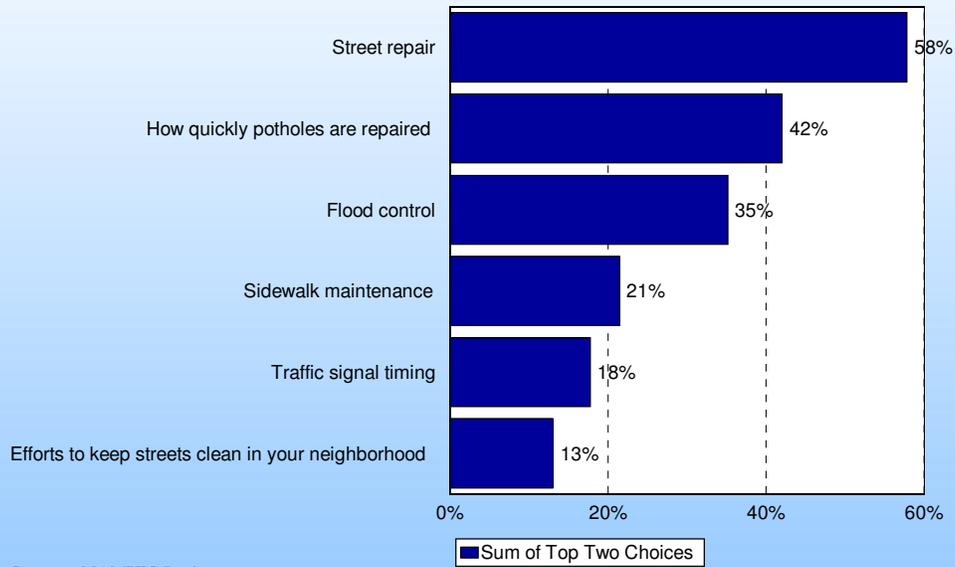
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't know)



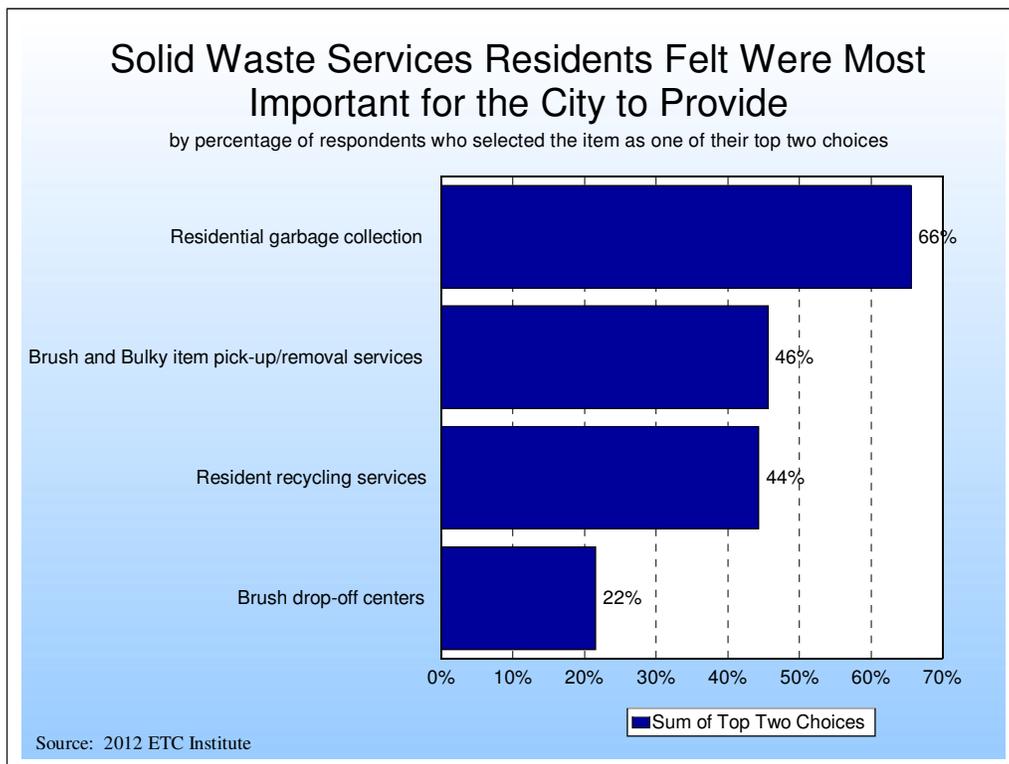
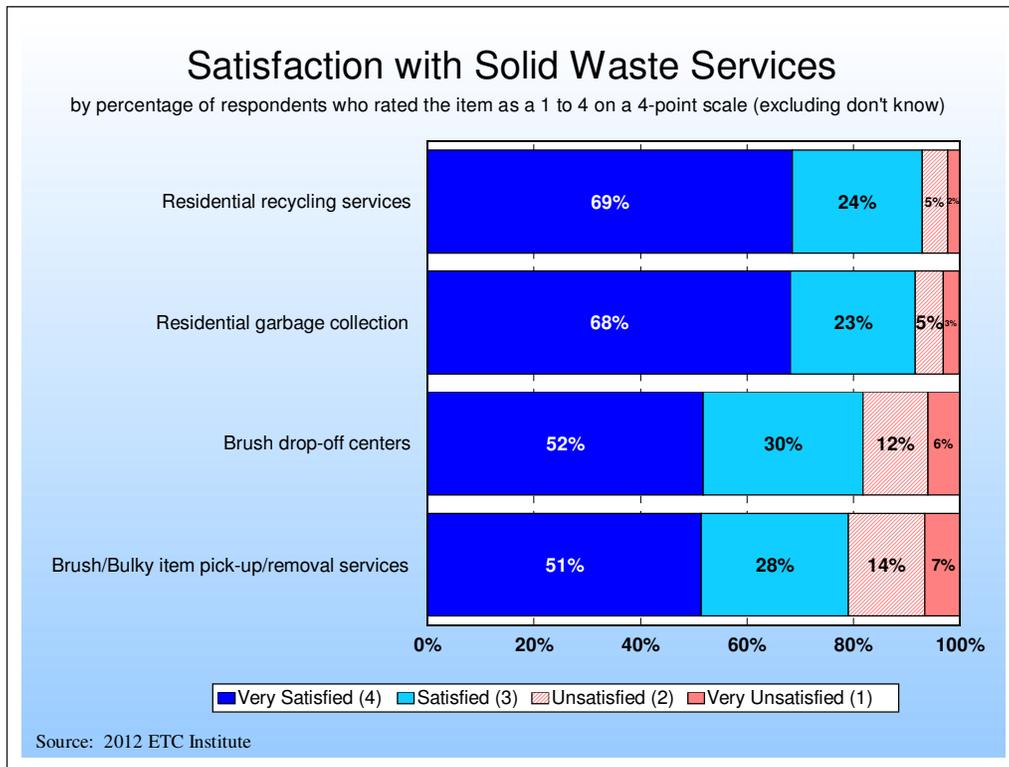
Source: 2012 ETC Institute

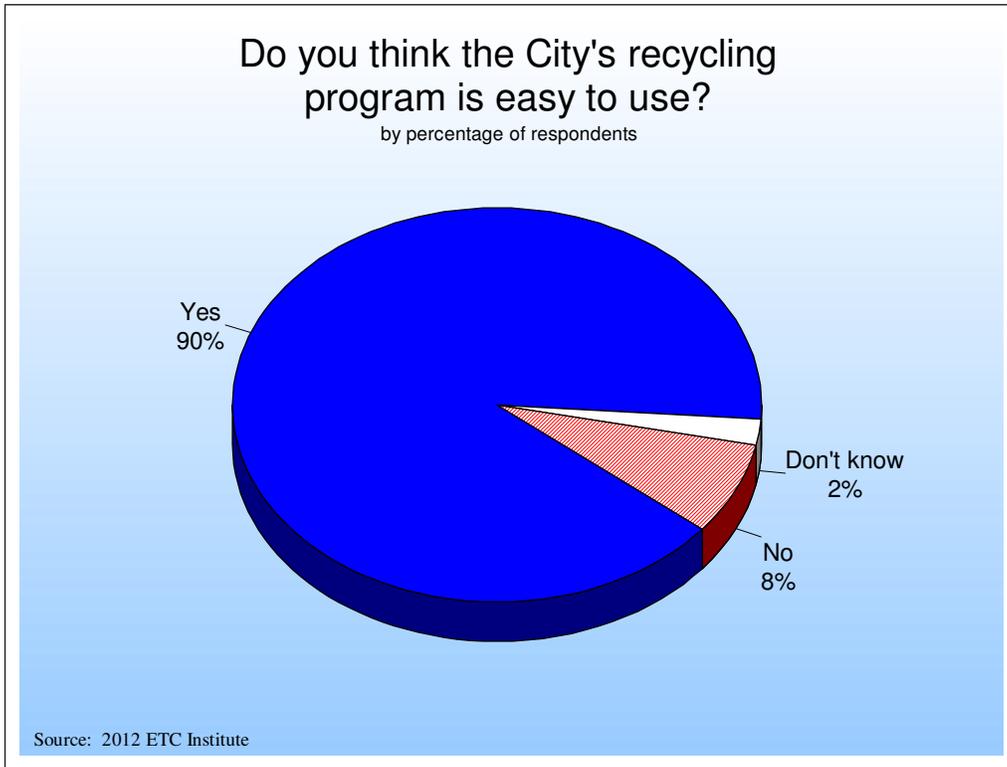
## Public Works Services Residents Felt Were Most Important for the City to Provide

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

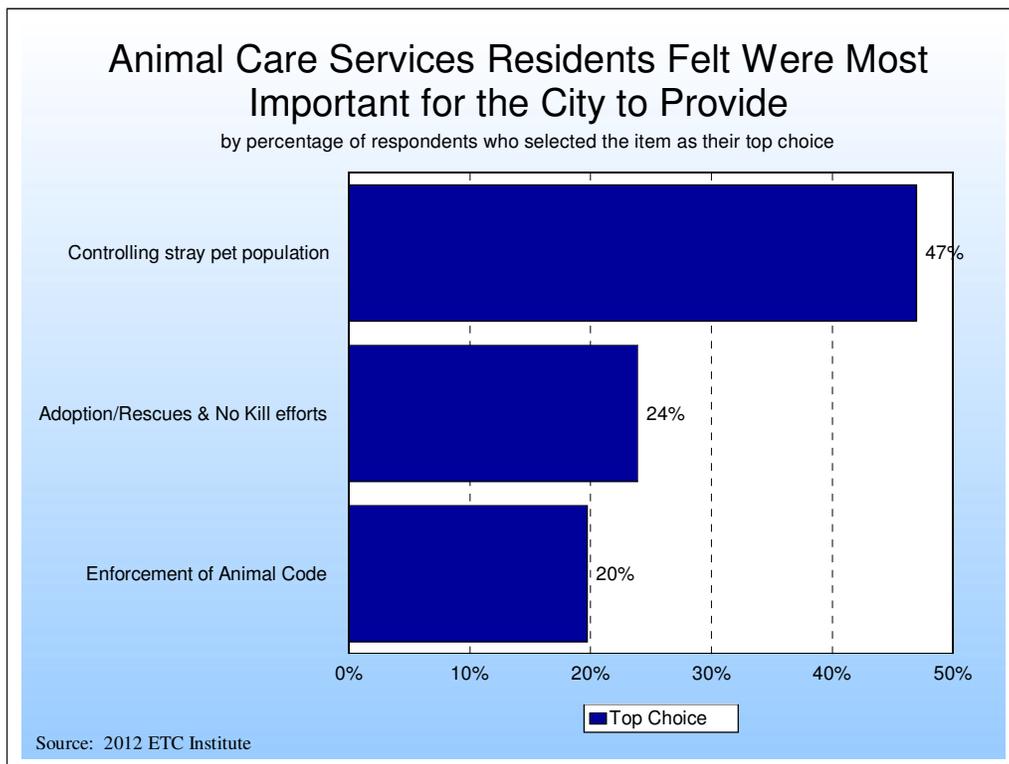
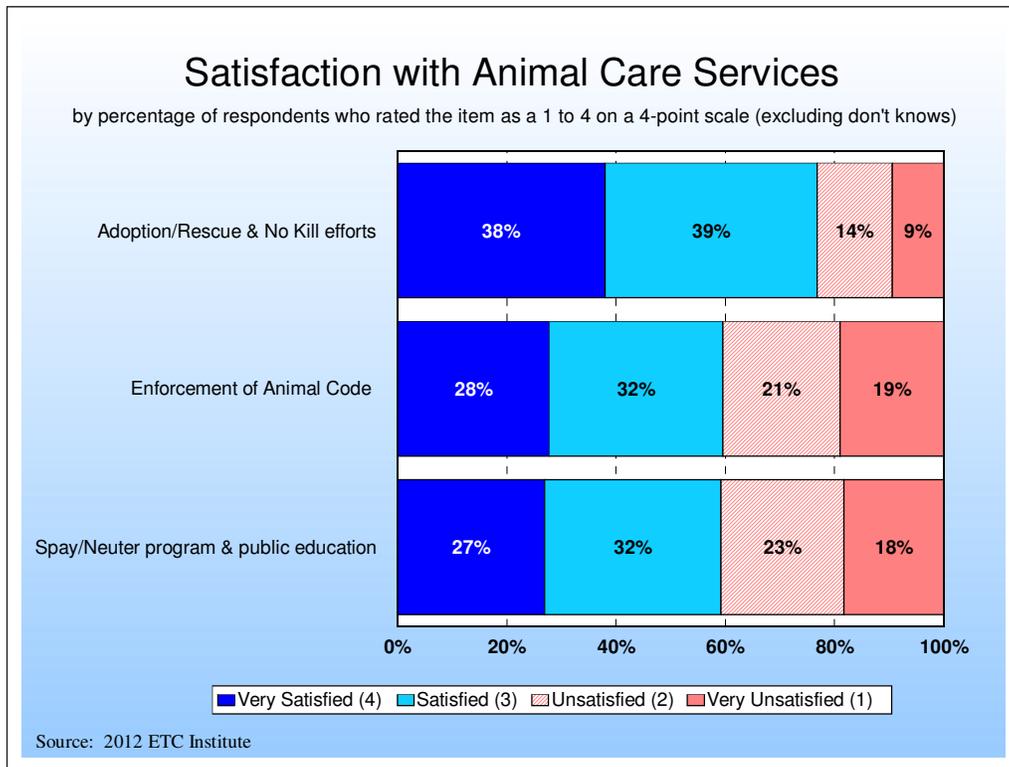


## Solid Waste Services





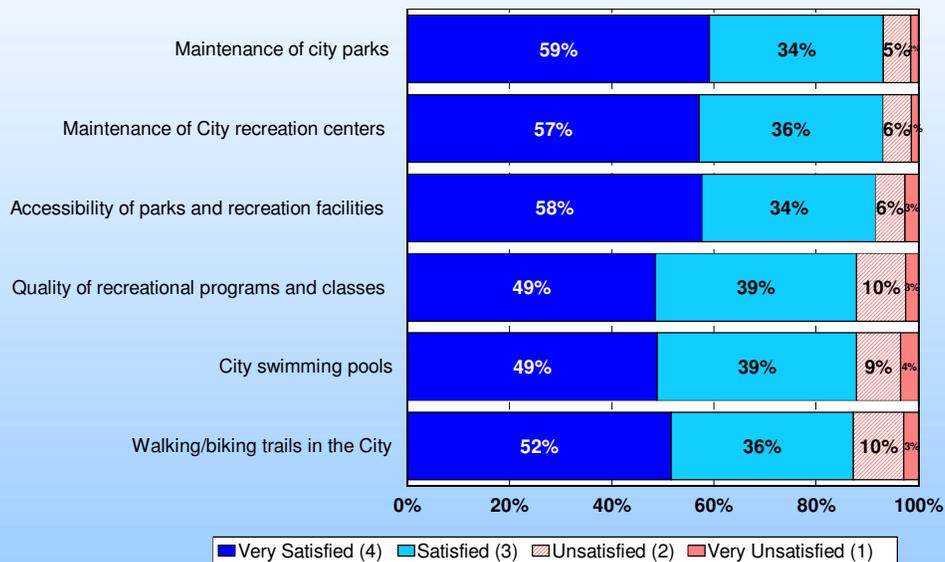
## Animal Care Services



# Parks and Recreation Services

## Satisfaction with Parks and Recreation Services

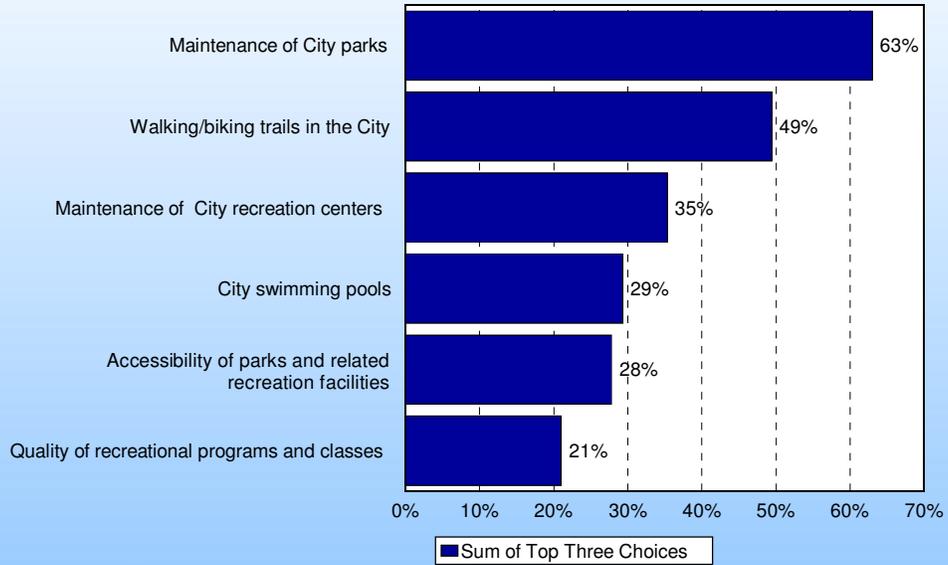
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: 2012 ETC Institute

## Parks and Recreation Services Residents Felt Were Most Important for the City to Provide

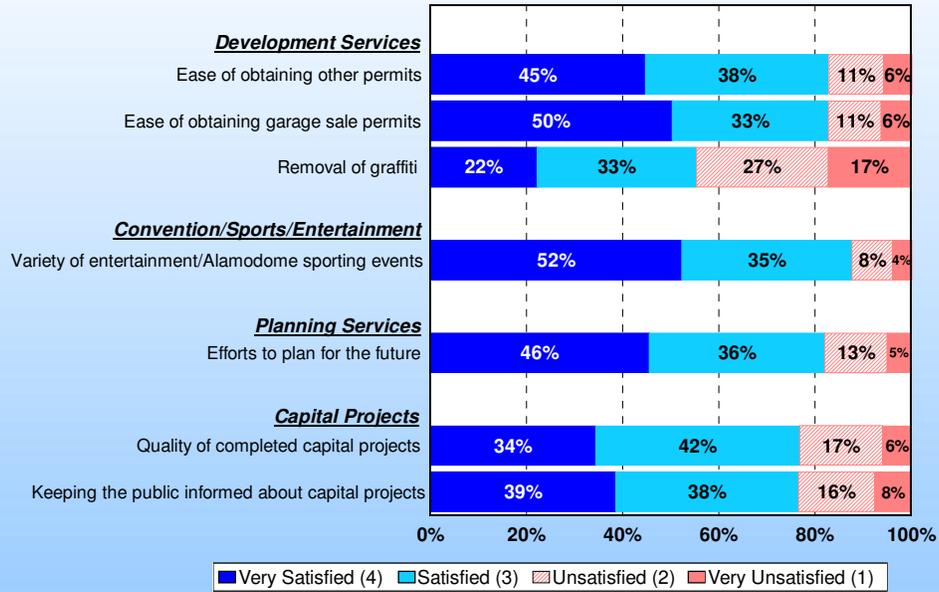
by percentage of respondents who selected the item as one of their top three choices



## Other City Services

### Satisfaction with Other City Services

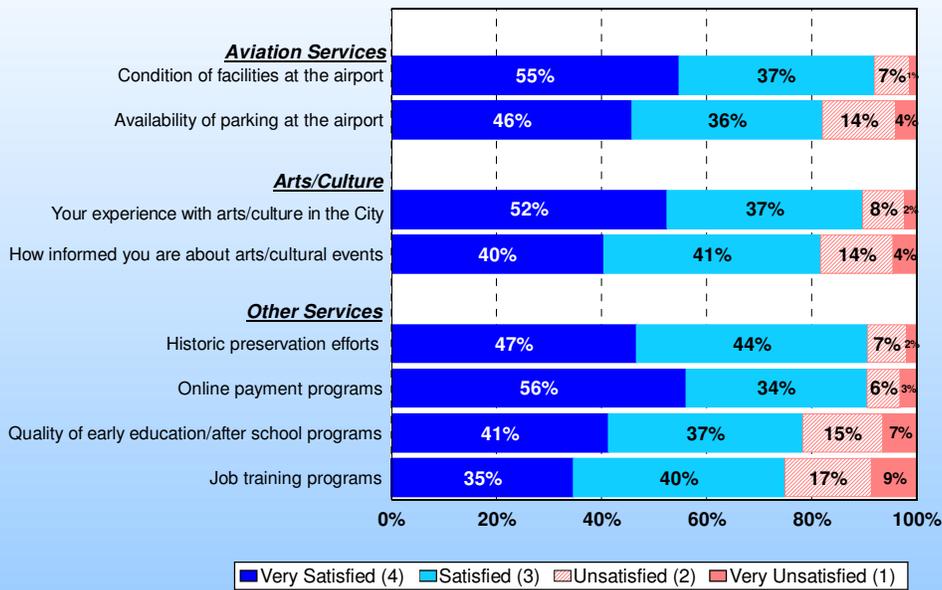
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: 2012 ETC Institute

### Satisfaction with Other City Services (Continued)

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)

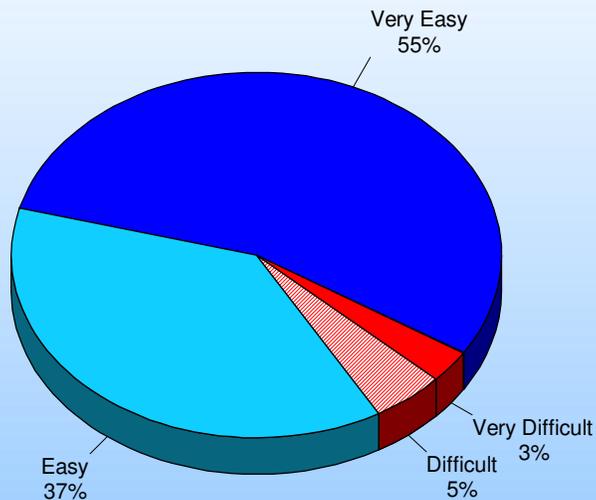


Source: 2012 ETC Institute

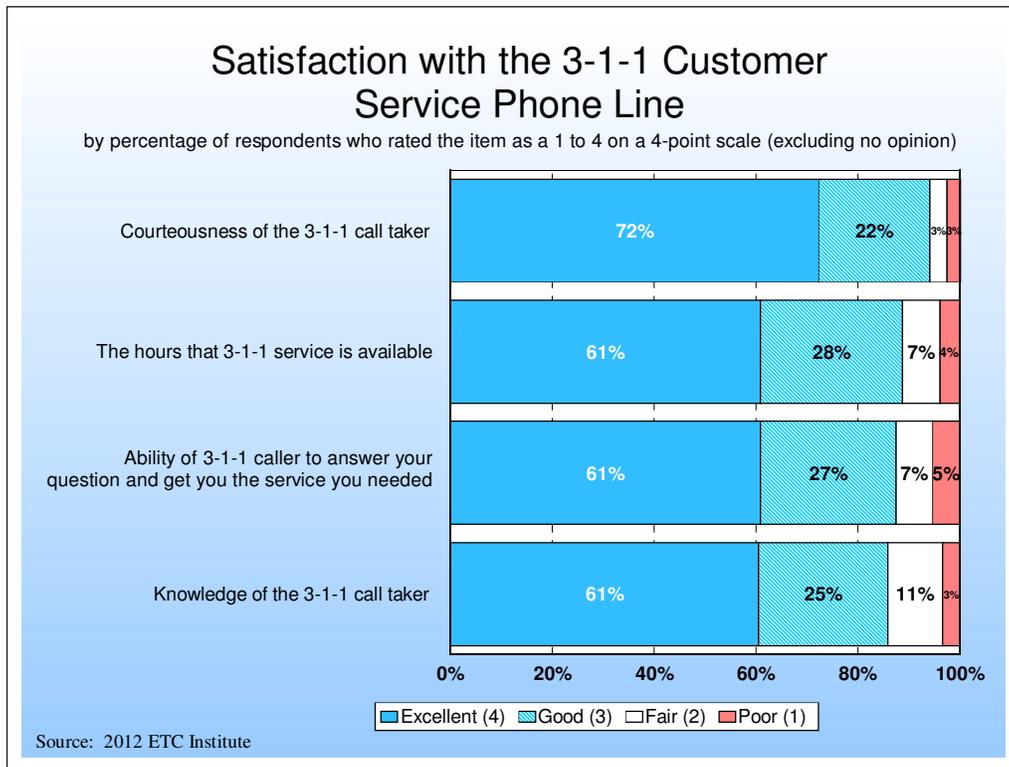
## 3-1-1 Customer Services

### Ease of Using the 3-1-1 Customer Service Phone Line

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



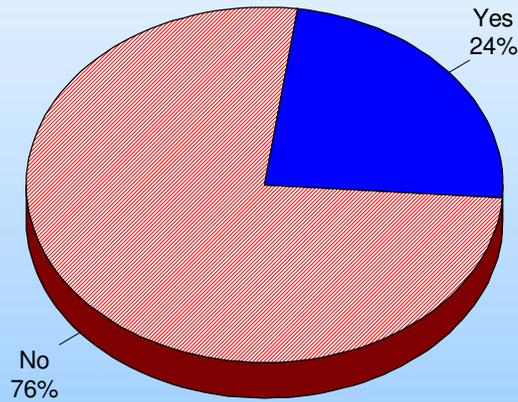
Source: 2012 ETC Institute



# City Employee Customer Service

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

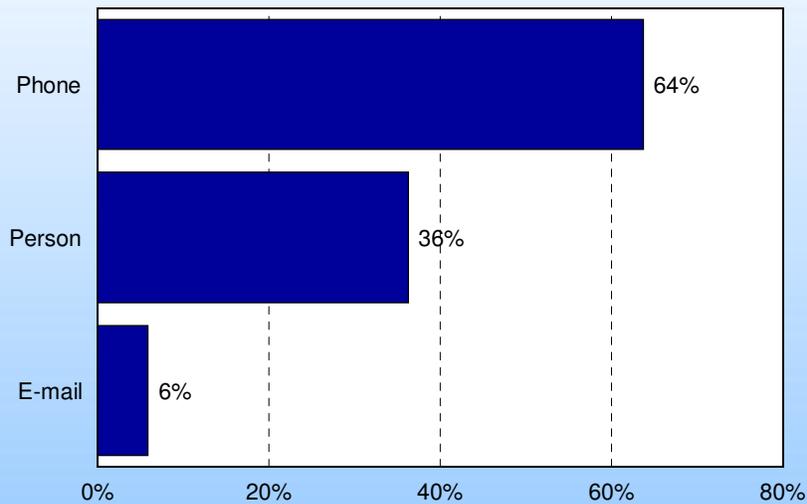
by percentage of respondents



Source: 2012 ETC Institute

Was your most recent contact in person, by phone or e-mail?

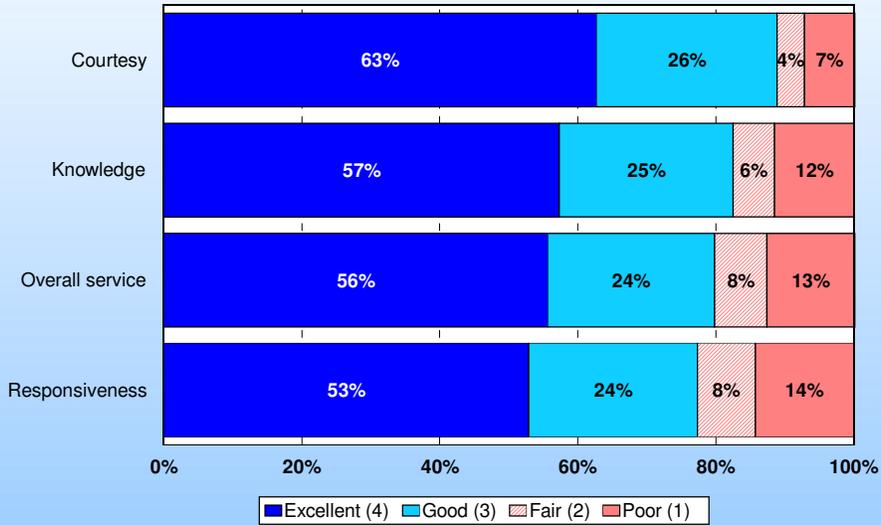
by percentage of respondents who had contacted a City employee outside the Police, Fire, Emergency Medical Services and/or 3-1-1 Service



Source: 2012 ETC Institute

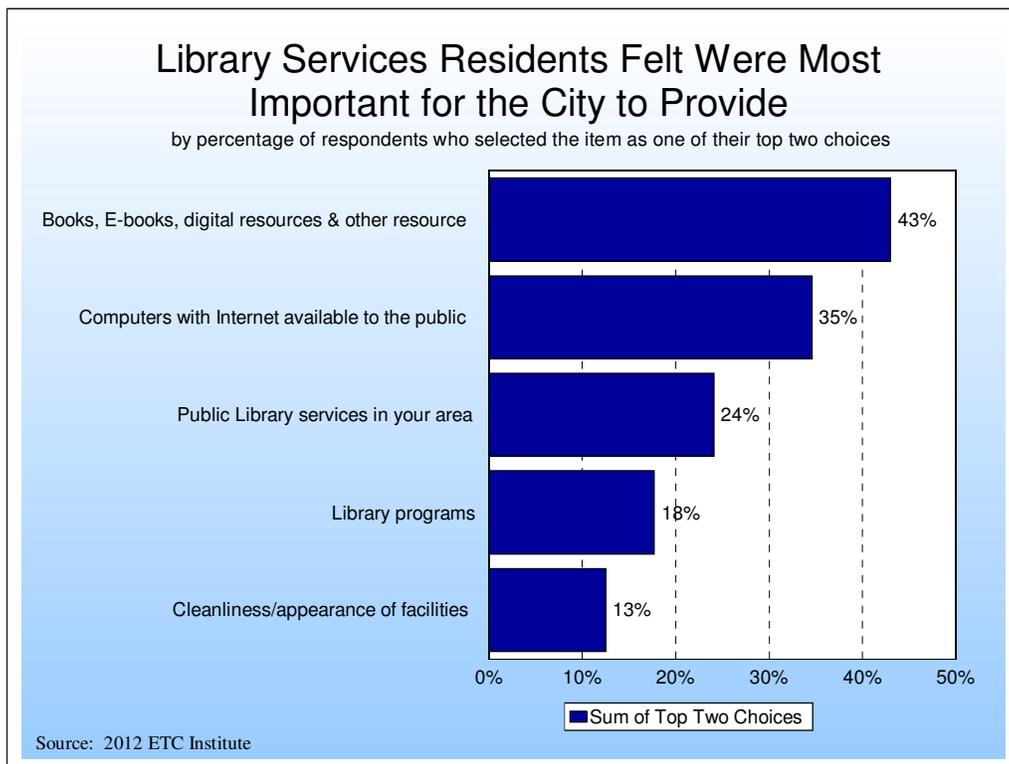
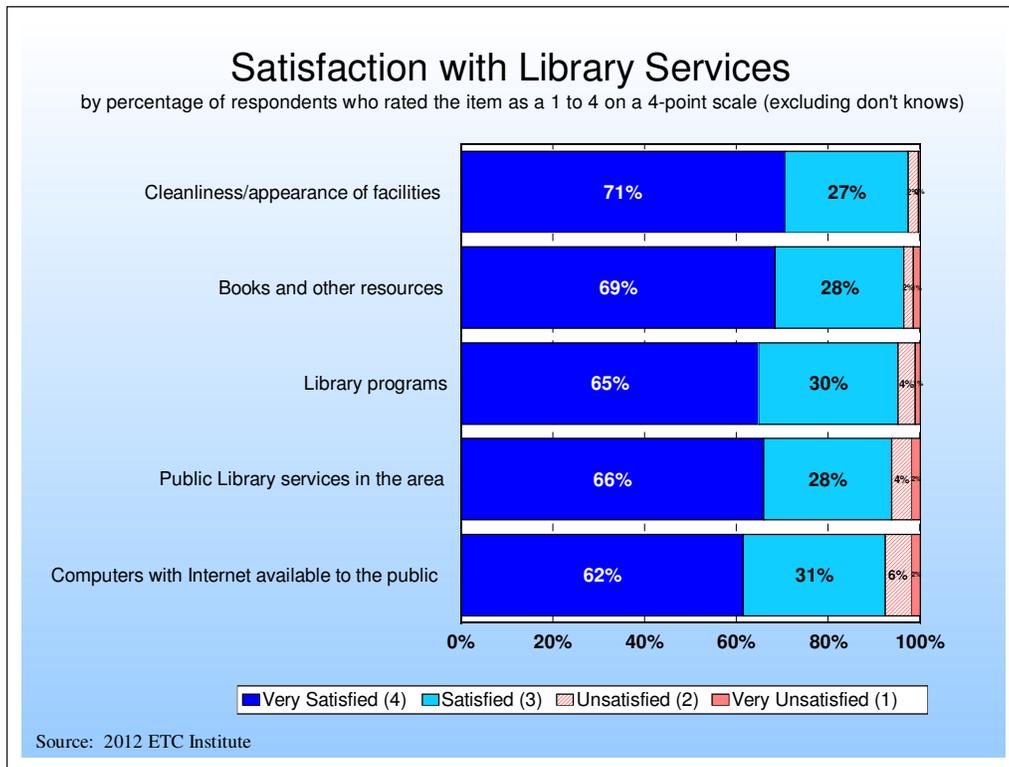
### Satisfaction with City Employee Customer Service

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



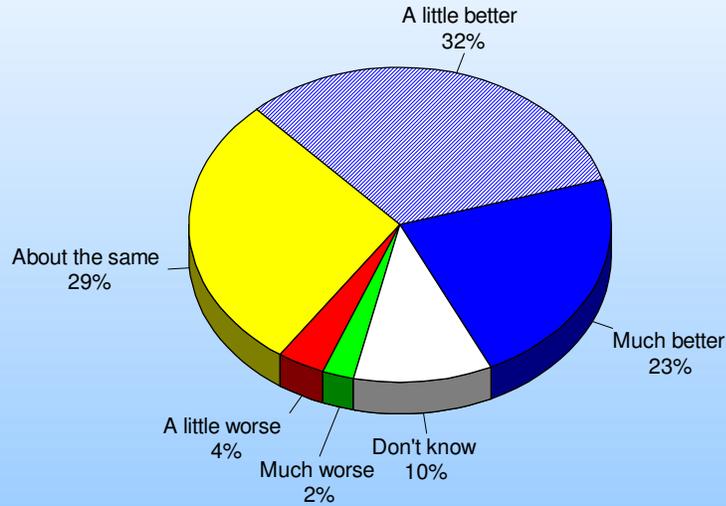
Source: 2012 ETC Institute

## Library Services



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

by percentage of respondents

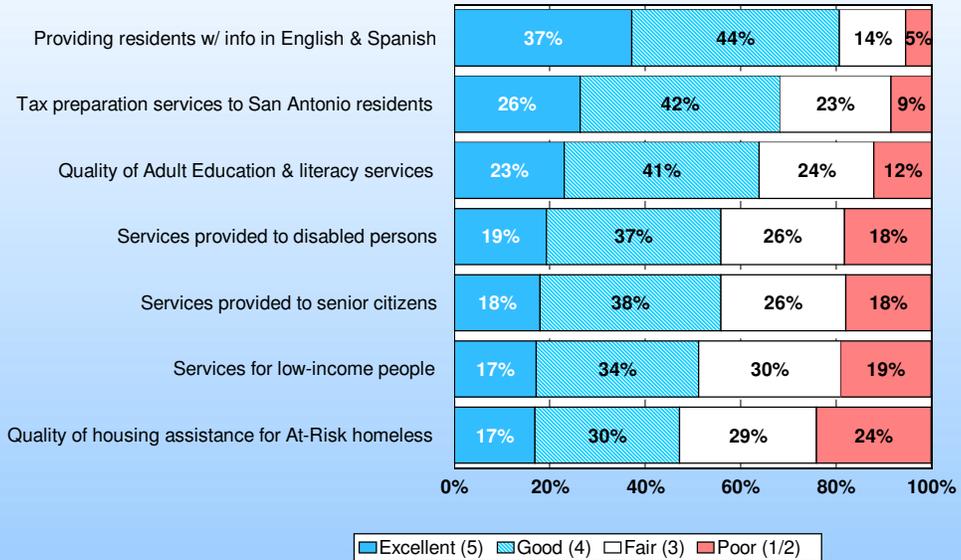


Source: 2012 ETC Institute

## Special Population Questions

### Ratings of Services for Special Populations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)

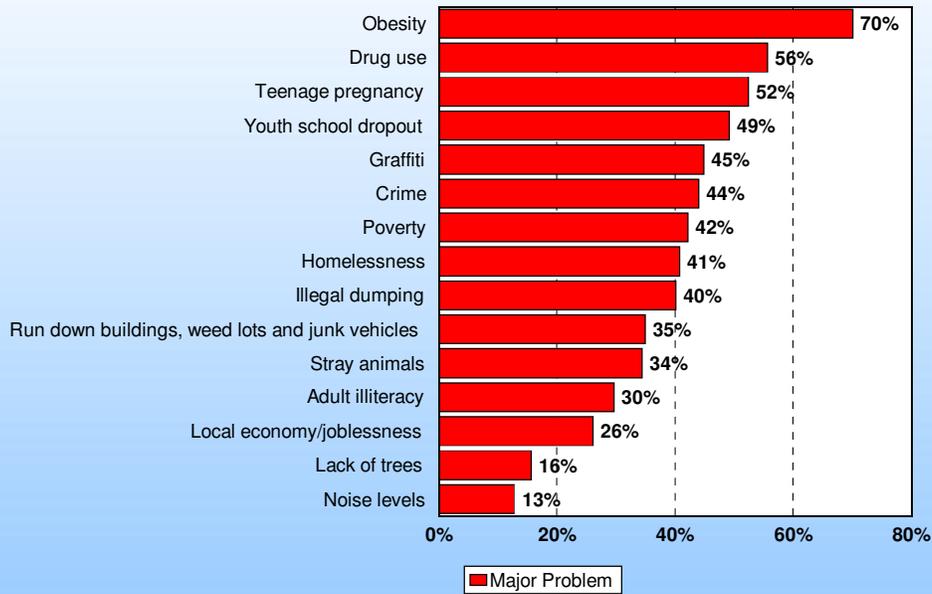


Source: 2012 ETC Institute

## Perceptions of Potential Problems in the City

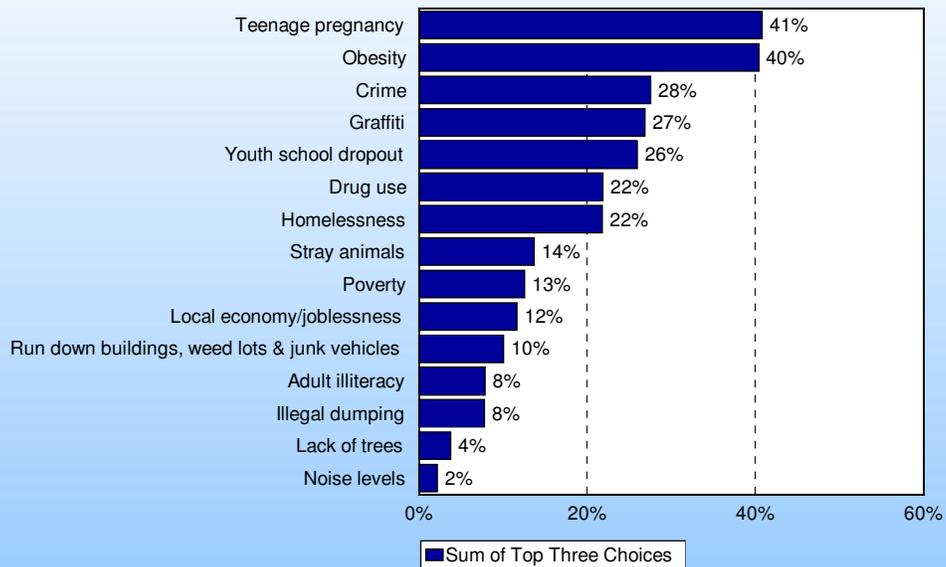
### Perceptions of Potential Problems in the City

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



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

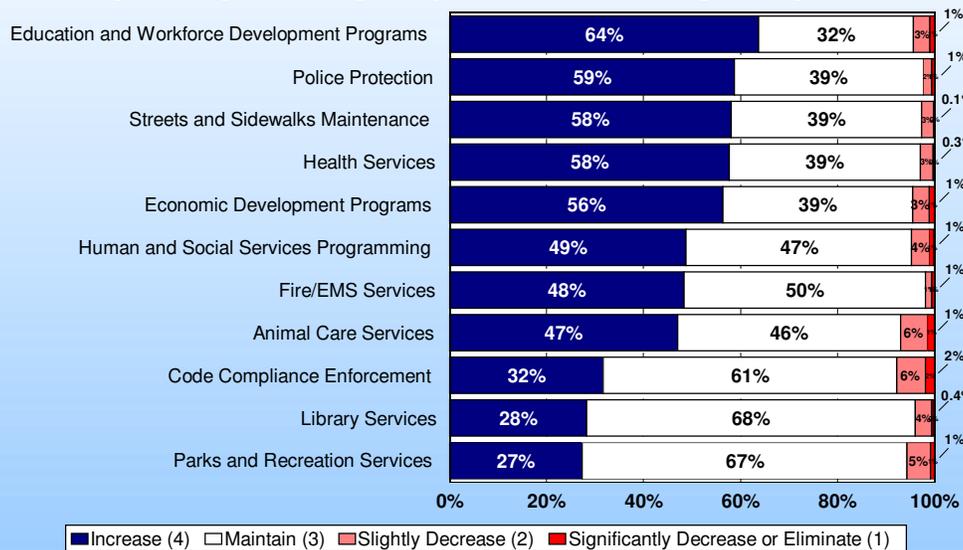
by percentage of respondents who selected the item as one of their top three choices



# Budget Prioritizing

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

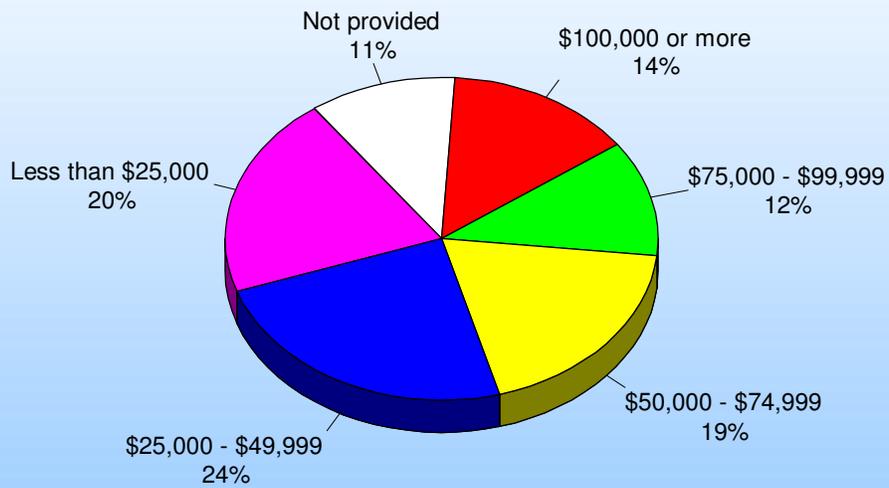
by percentage of respondents who rated the item on a 4-point scale where a rating of 4 meant "increase" funding and a rating of 1 meant "significantly decrease or eliminate" funding (excluding don't knows)



Source: 2012 ETC Institute

# Demographics

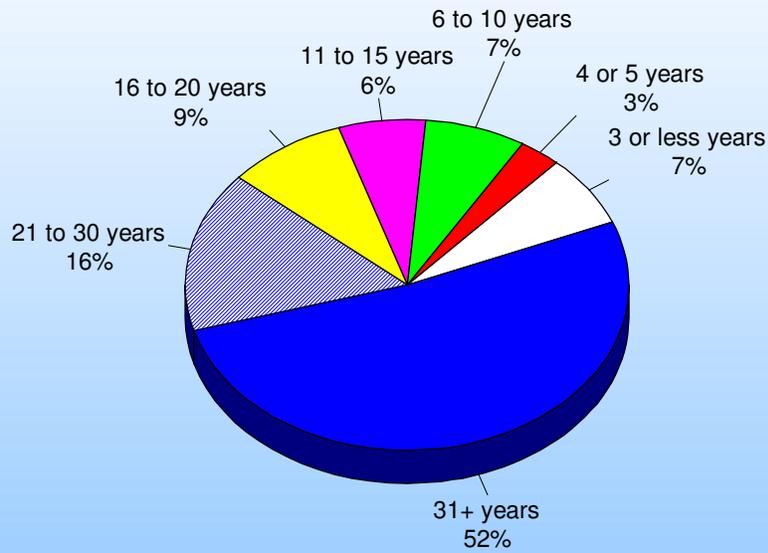
Demographics: Total Annual Household Income  
by percentage of respondents



Source: 2012 ETC Institute

### Demographics: Number of Years Lived in San Antonio

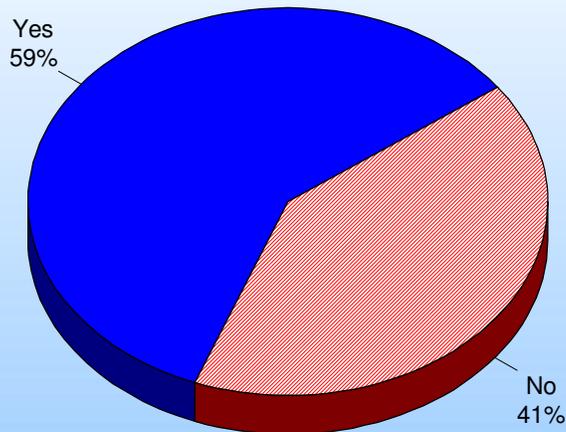
by percentage of respondents



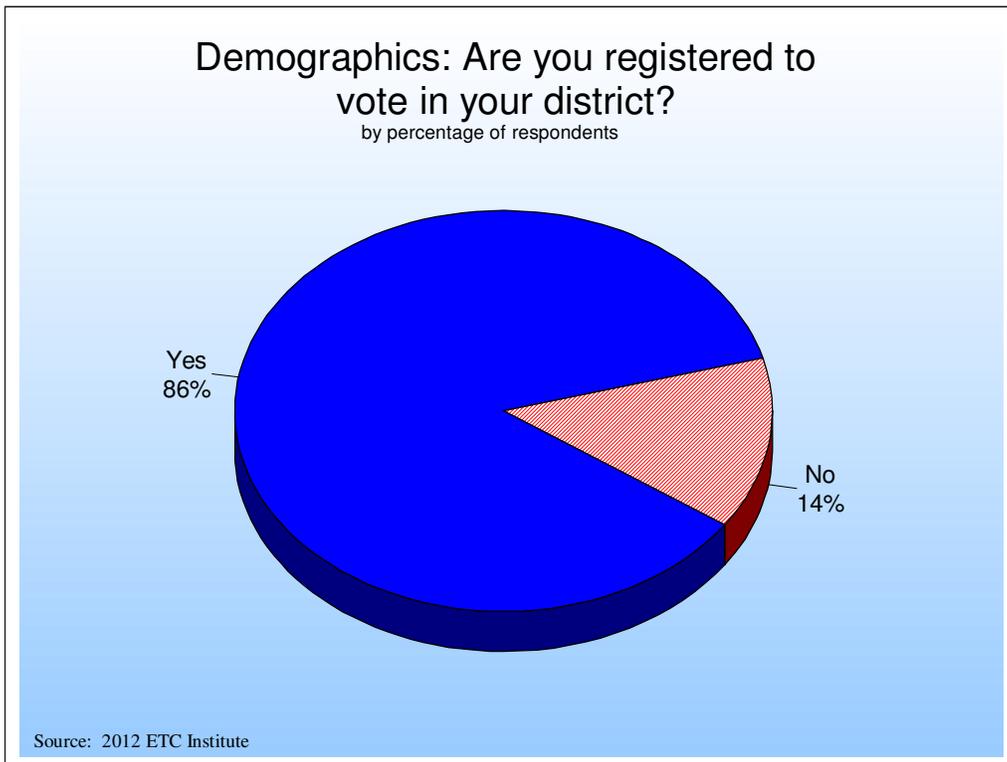
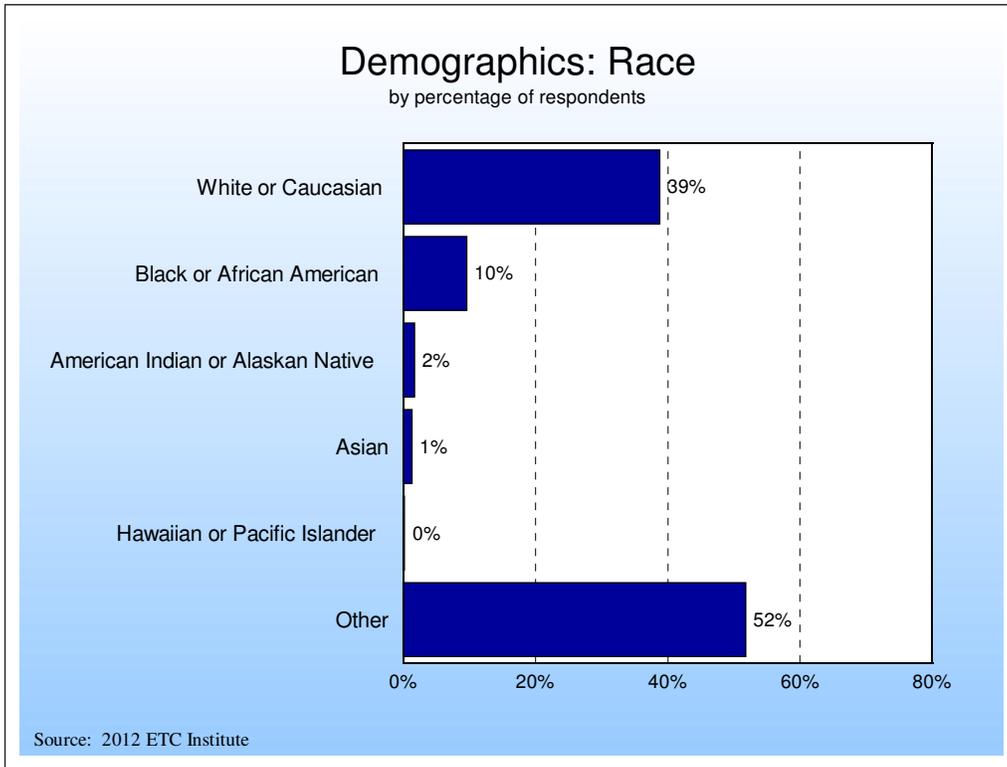
Source: 2012 ETC Institute

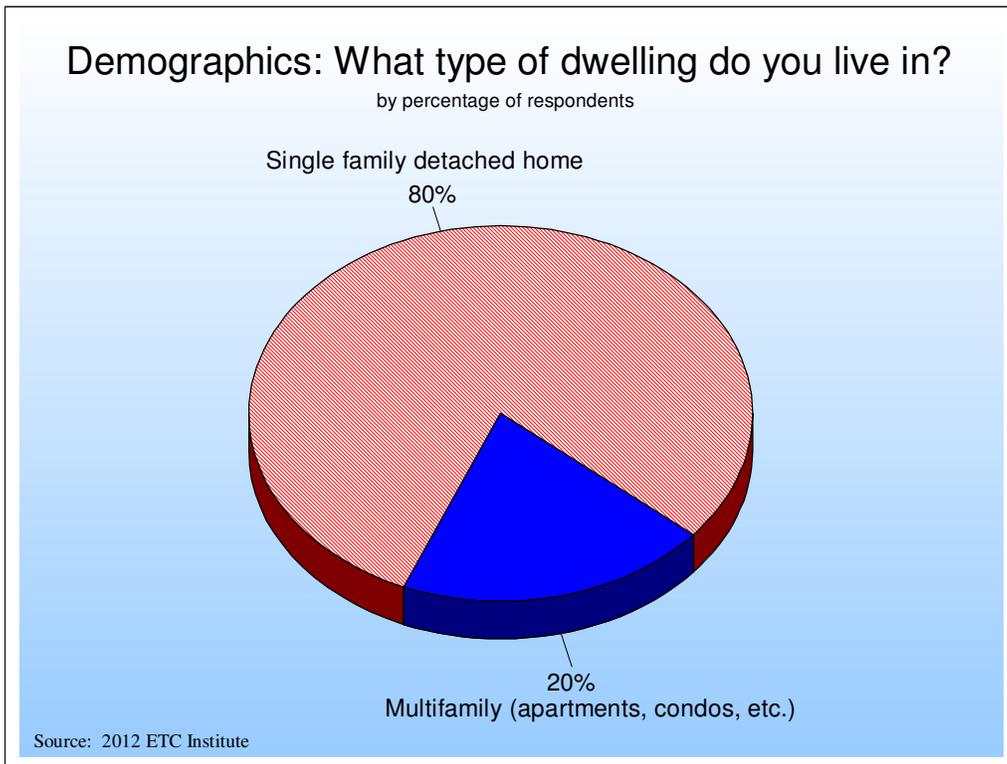
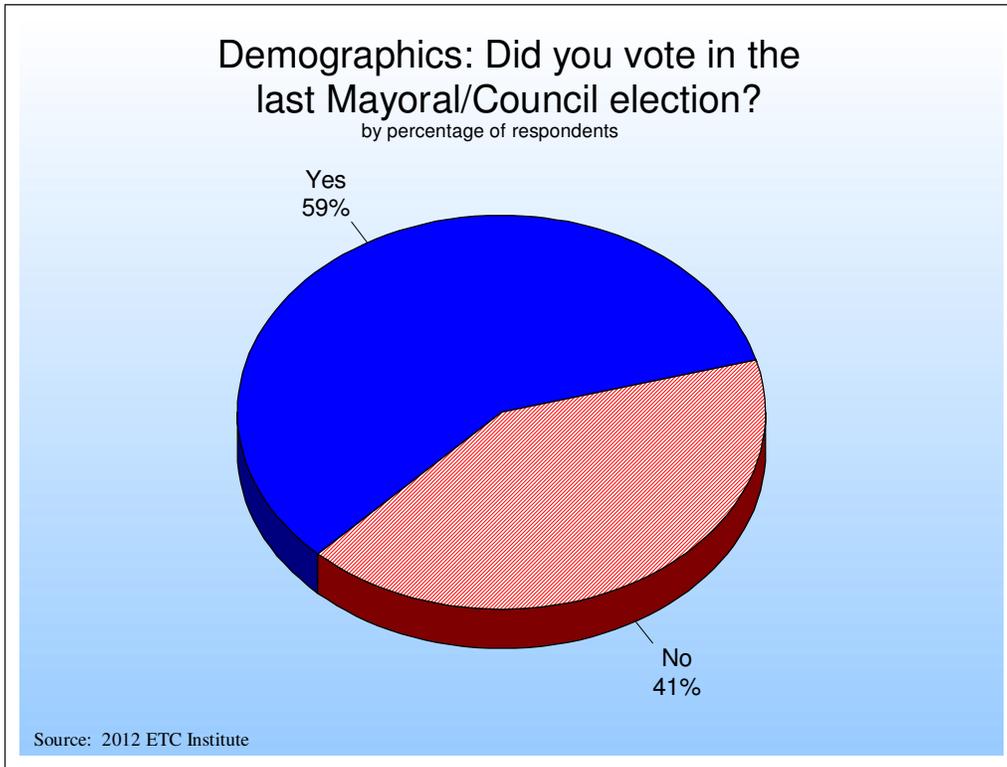
### Demographics: Do you consider yourself to be Hispanic/Latino?

by percentage of respondents



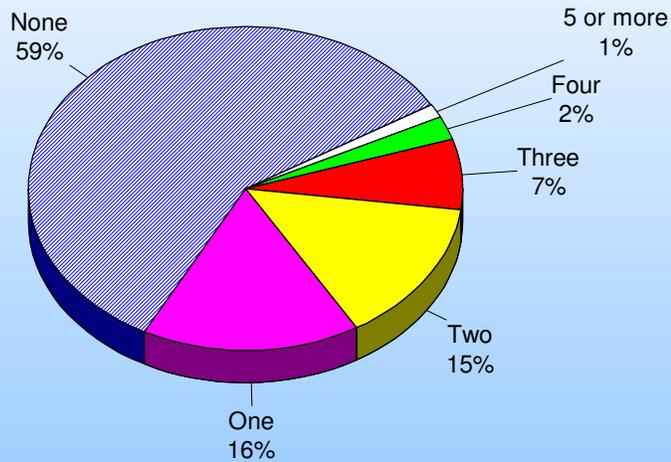
Source: 2012 ETC Institute





### Demographics: How many children live in your household?

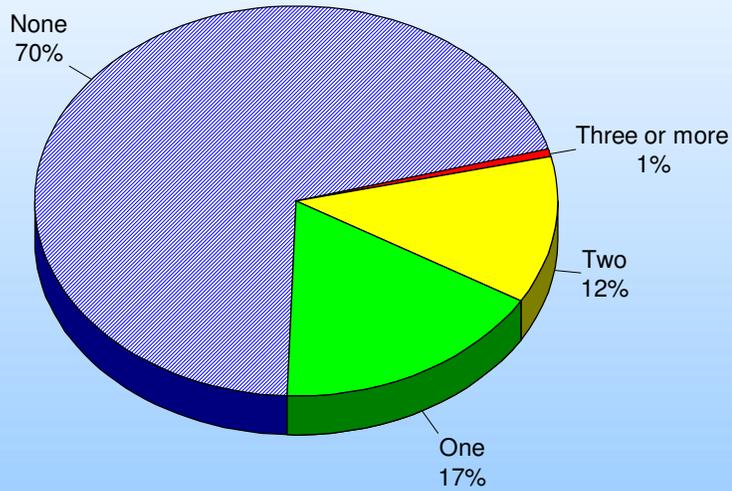
by percentage of respondents



Source: 2012 ETC Institute

### Demographics: How many senior citizens live in your household?

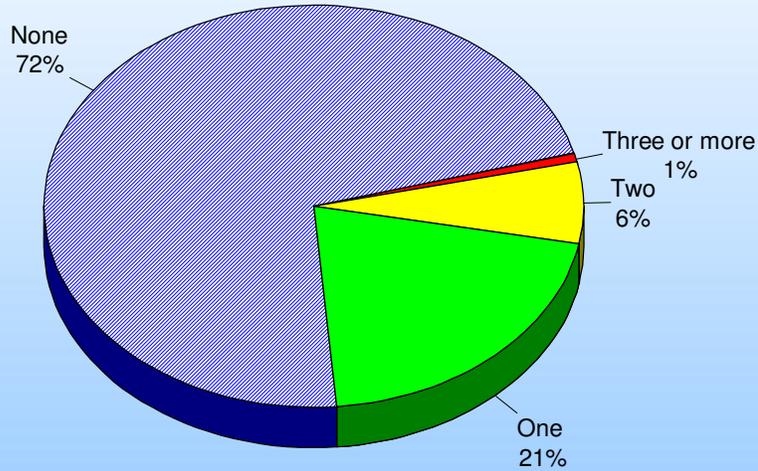
by percentage of respondents



Source: 2012 ETC Institute

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

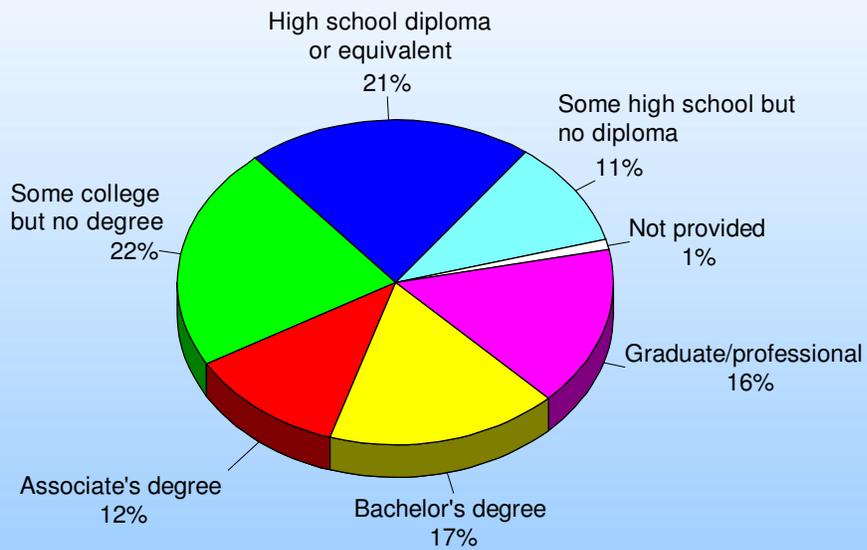
by percentage of respondents



Source: 2012 ETC Institute

### Demographics: Education

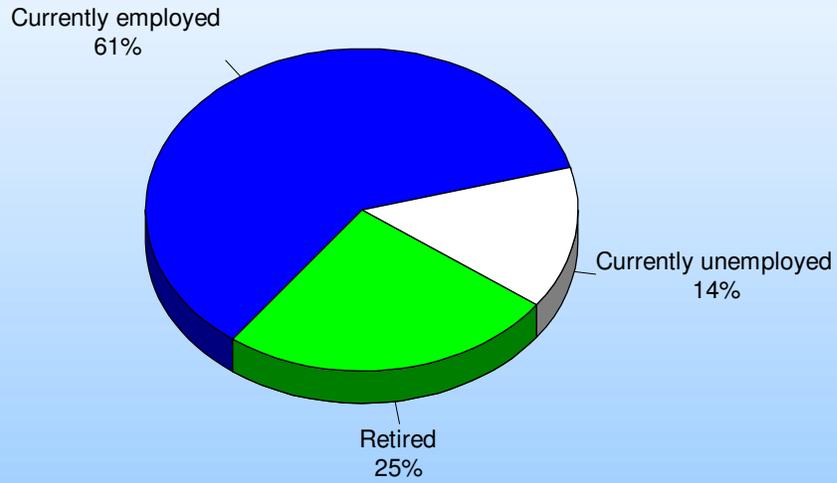
by percentage of respondents



Source: 2012 ETC Institute

### Demographics: Are you currently employed?

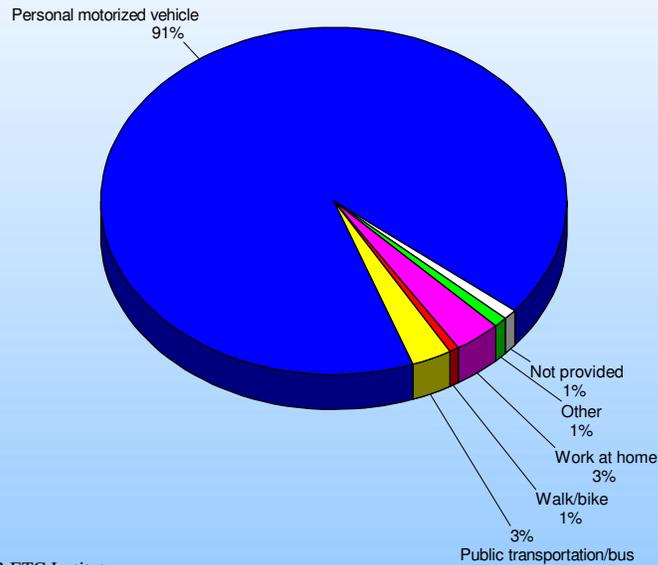
by percentage of respondents



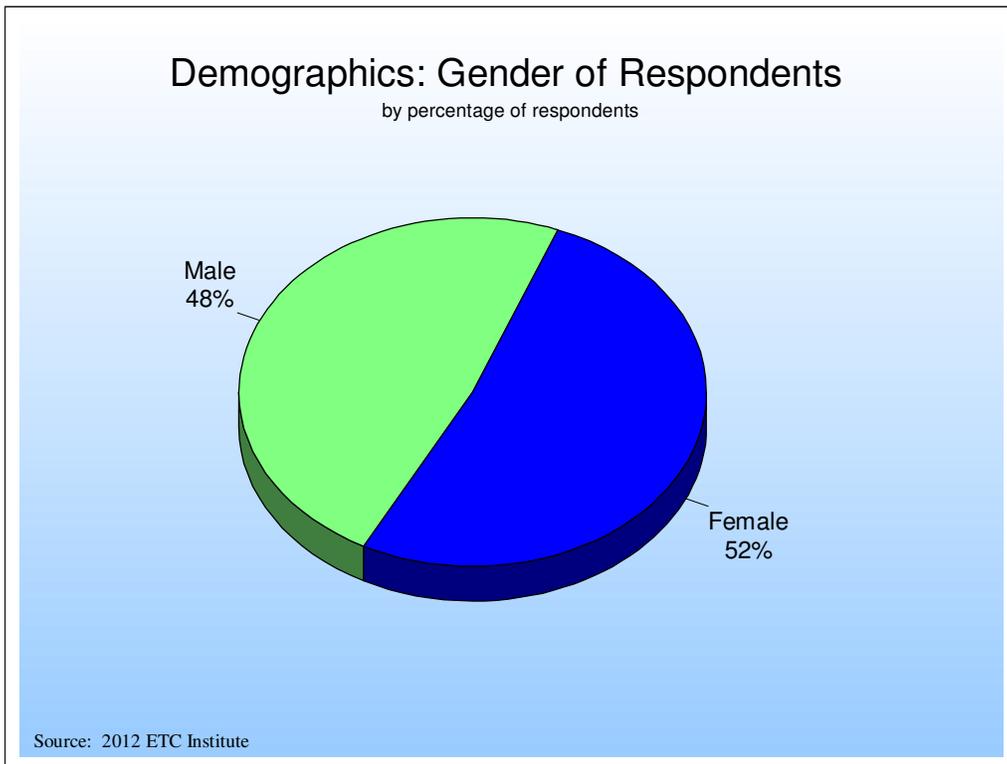
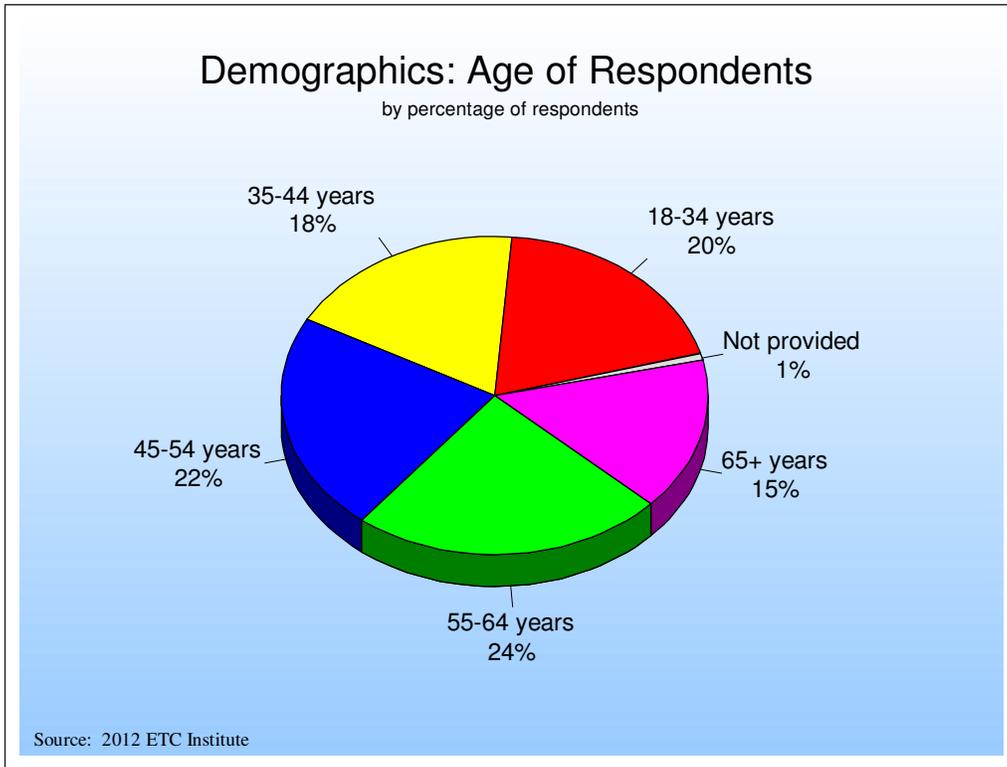
Source: 2012 ETC Institute

### 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: 2012 ETC Institute



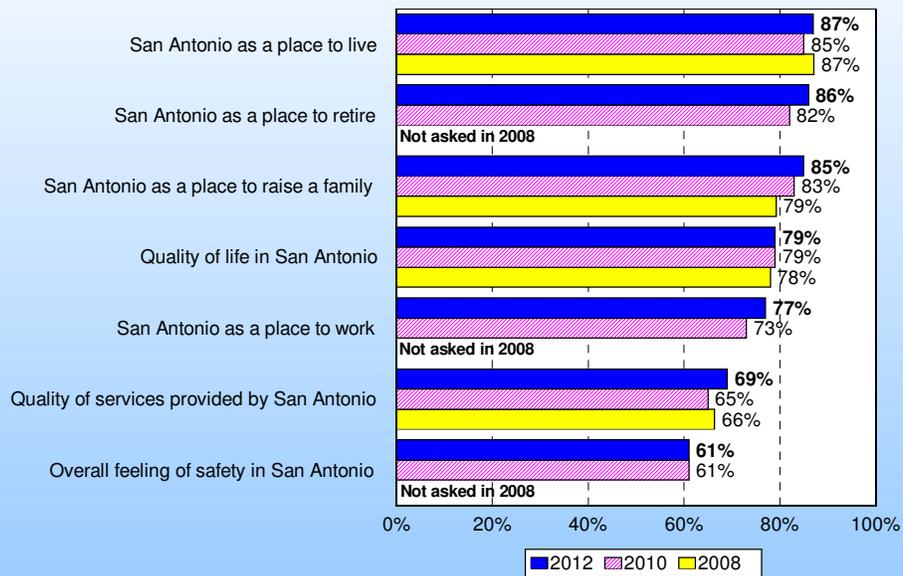
**Section 2:**  
**2008-2012**  
**Benchmarking Analysis**

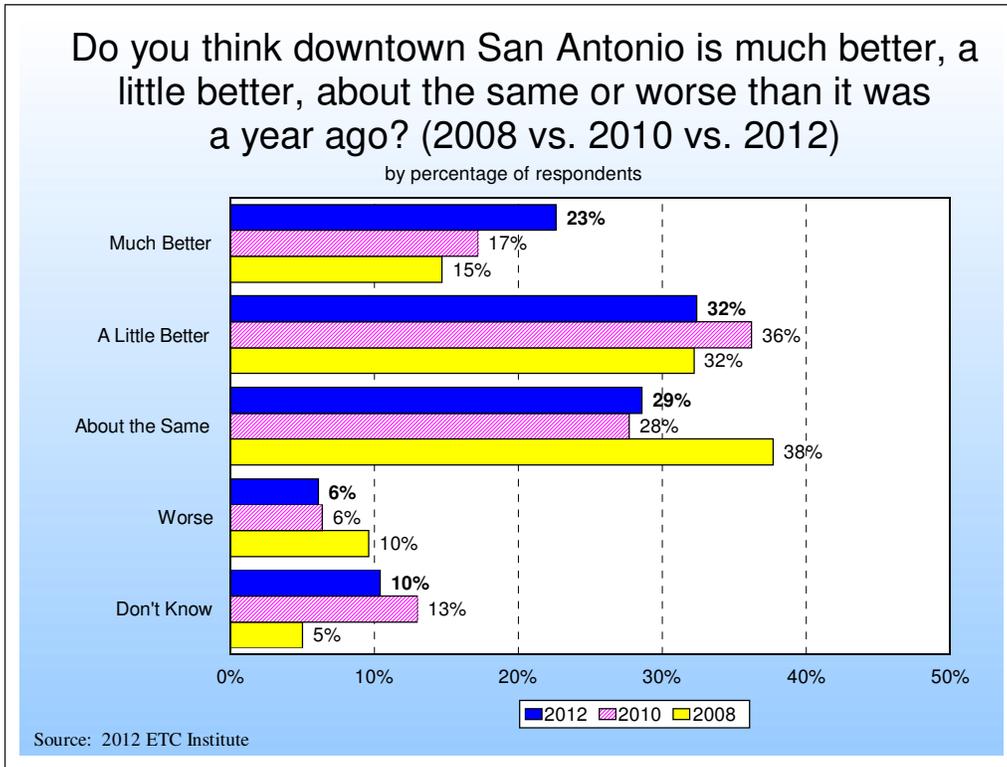
---

# Perceptions of the Community

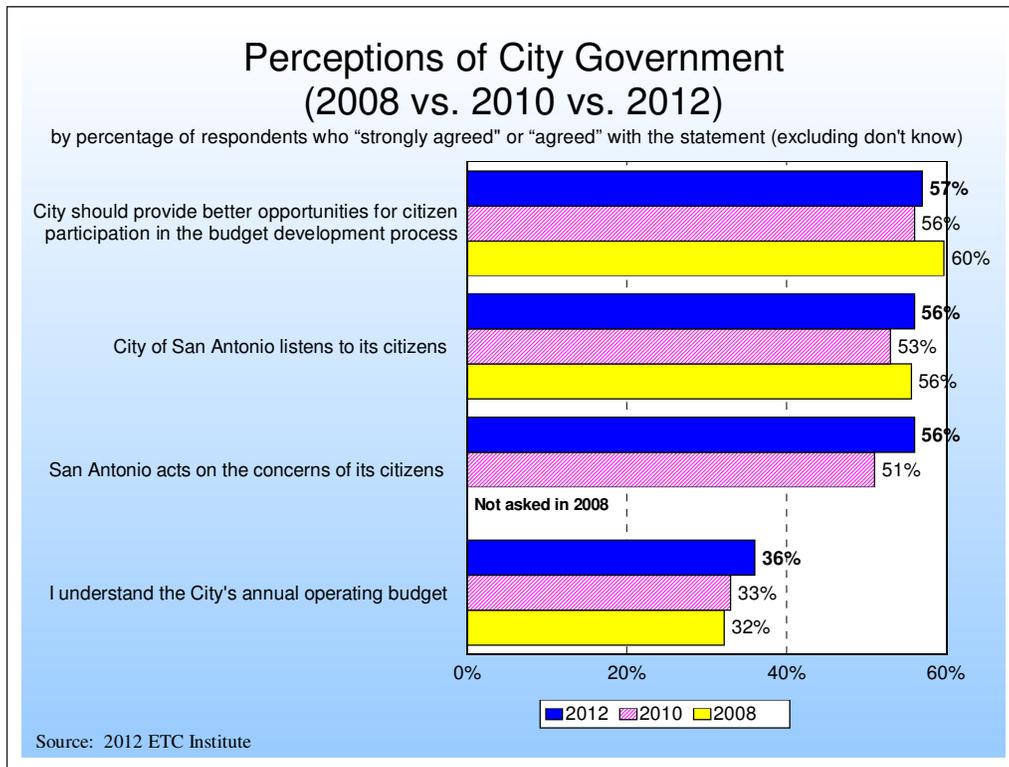
## Perceptions of the Community (2008 vs. 2010 vs. 2012)

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't know)

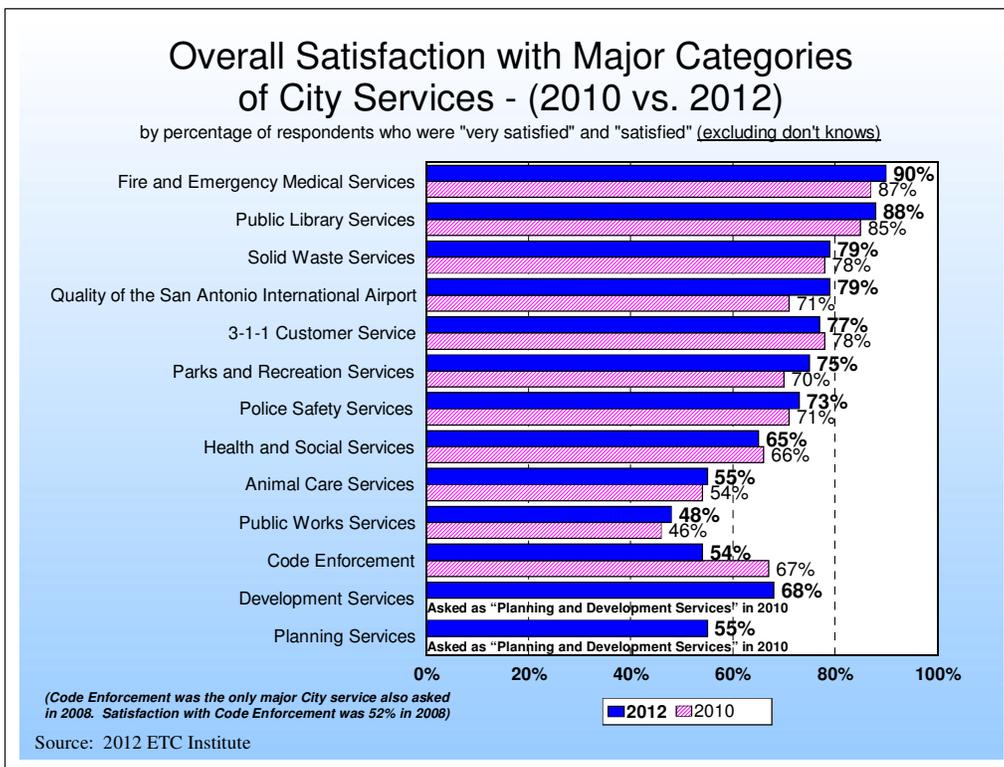




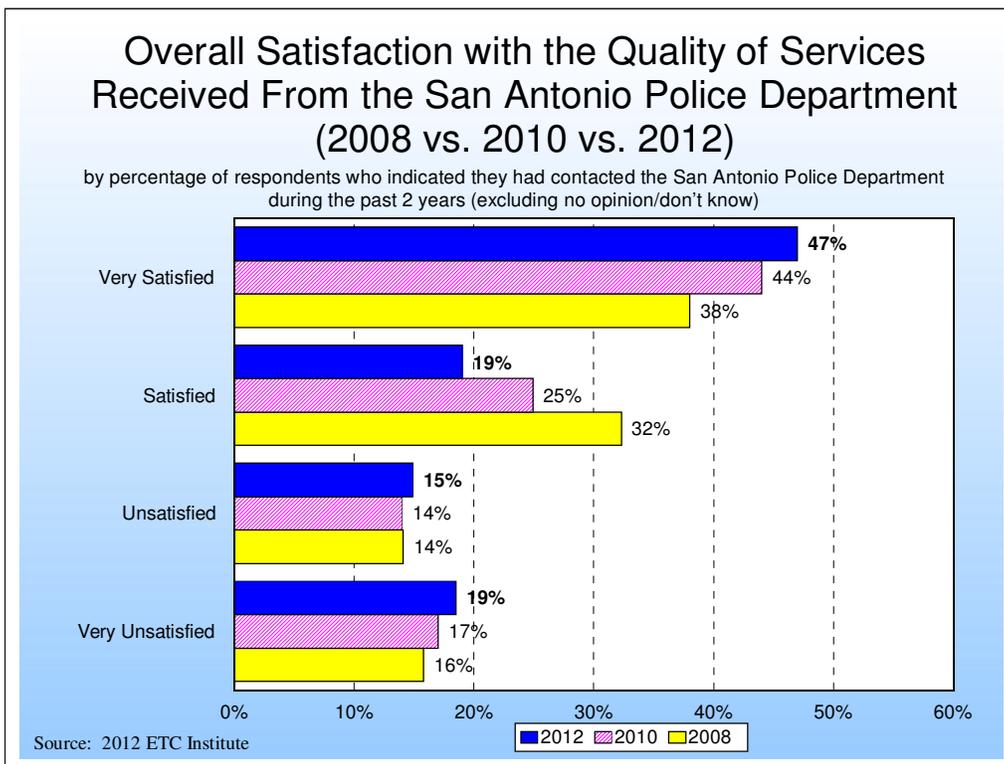
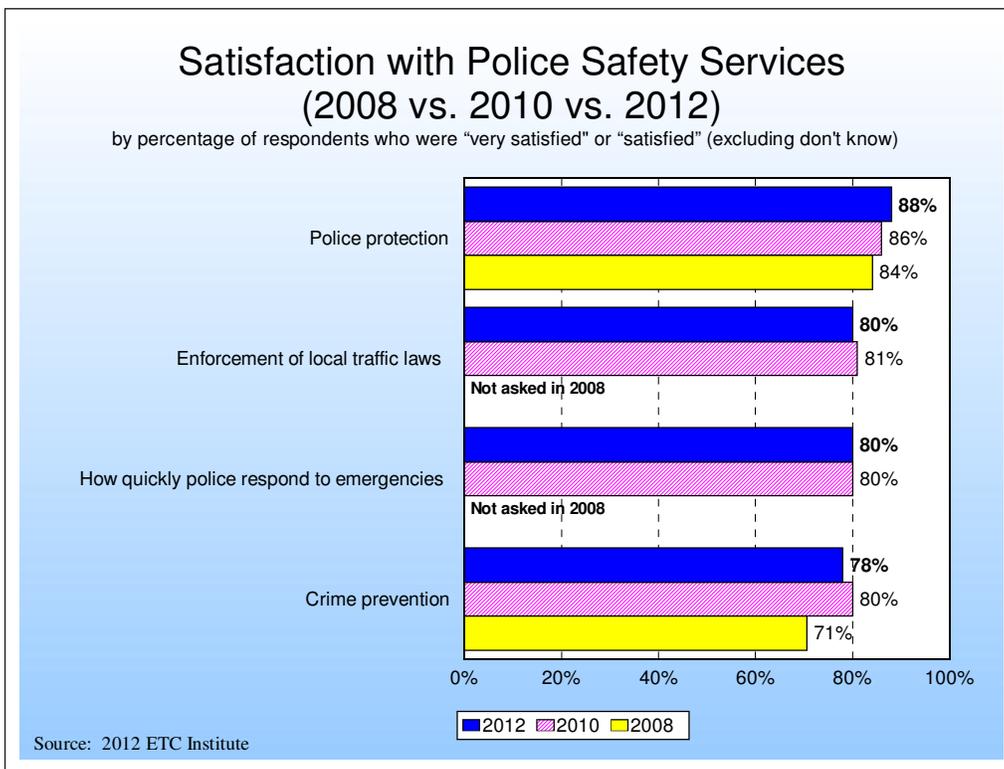
# Perceptions of City Government



## Overall Satisfaction with Major Categories of City Services



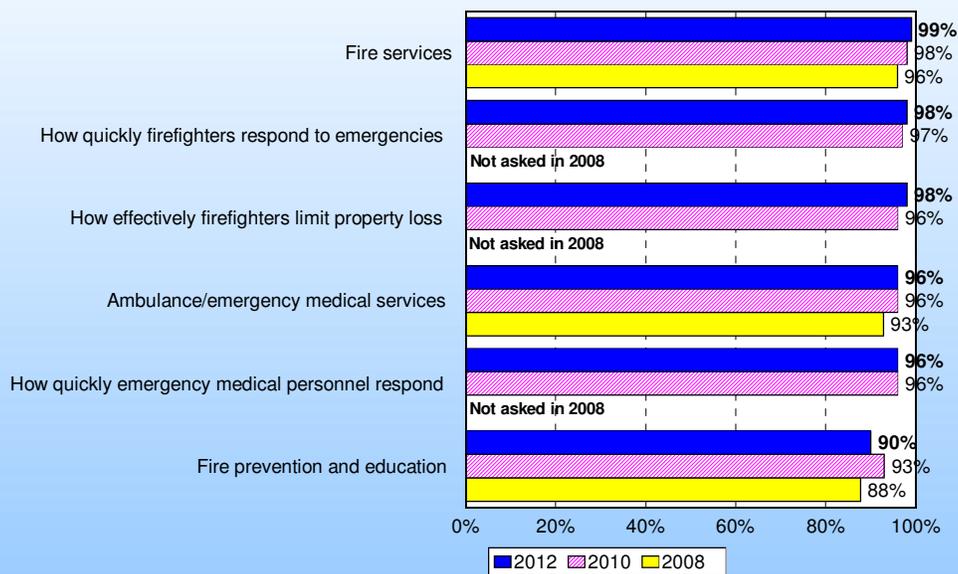
# Police Safety Services

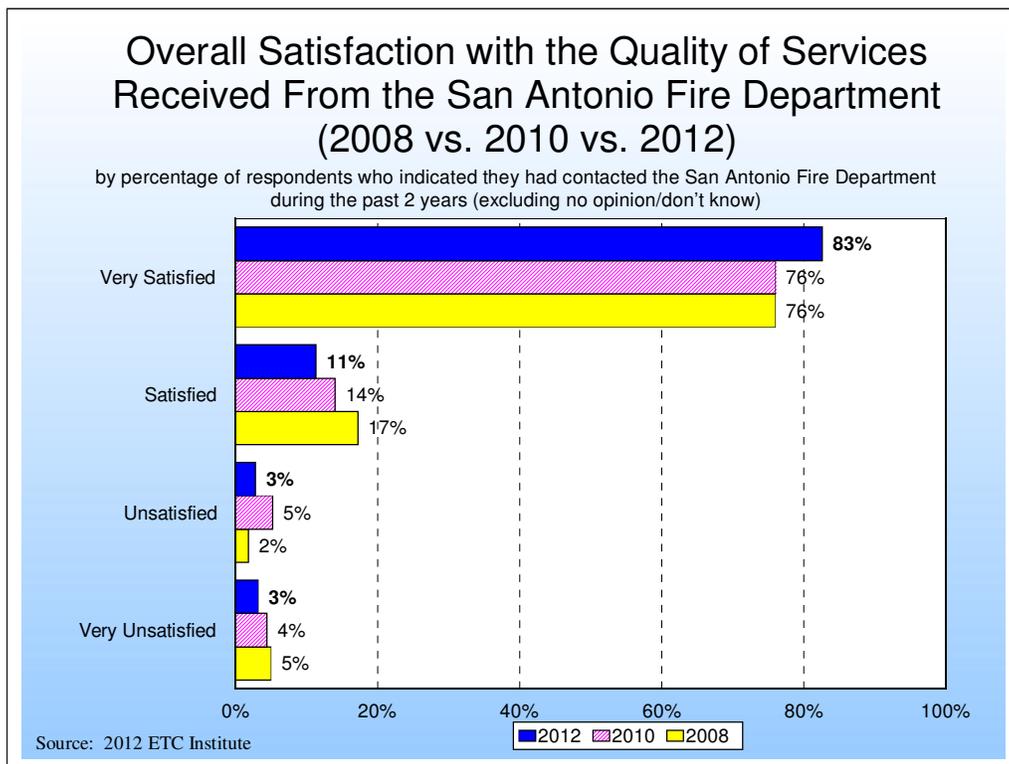
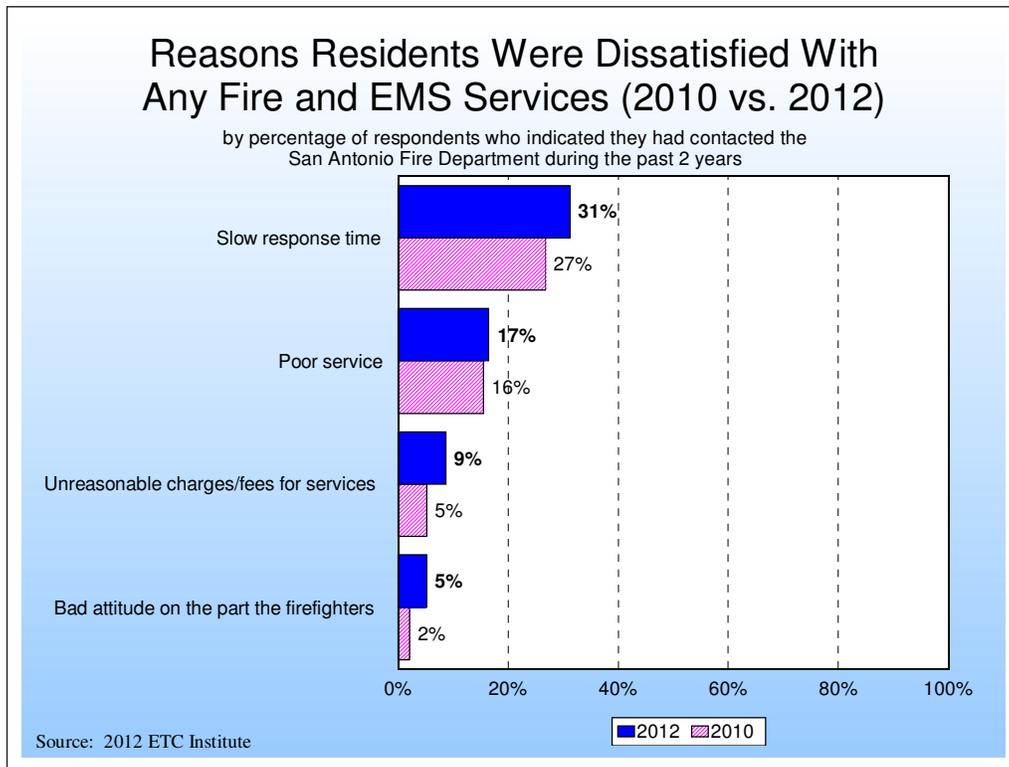


# Fire and Emergency Medical Services

## Satisfaction with Fire and Emergency Medical Services (2008 vs. 2010 vs. 2012)

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

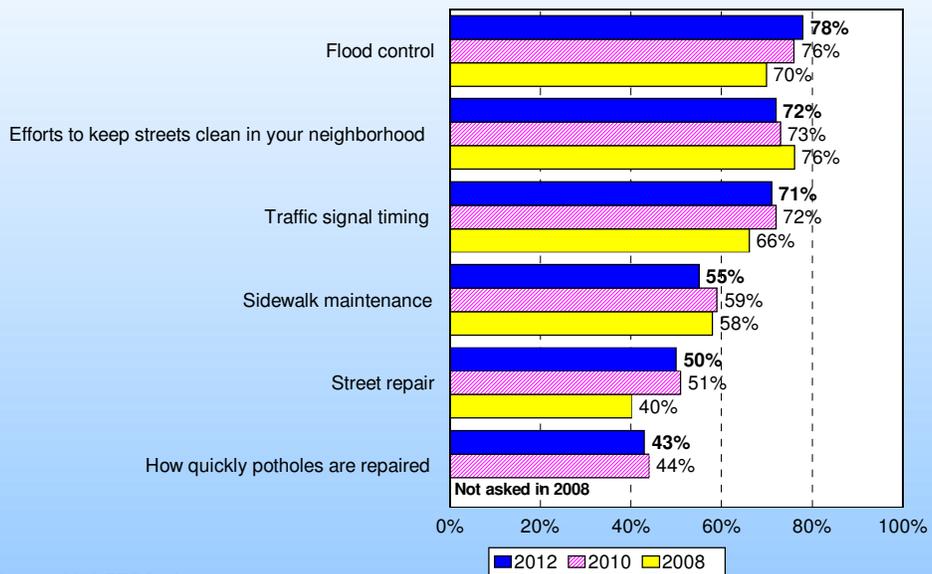




# Public Works Services

## Satisfaction with Public Works Services (2008 vs. 2010 vs. 2012)

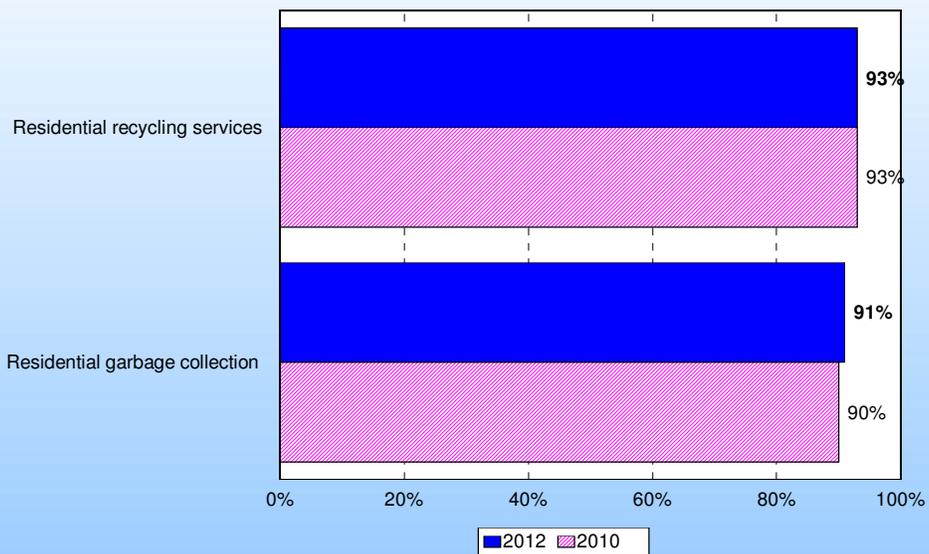
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



# Solid Waste Services

## Satisfaction with Solid Services (2010 vs. 2012)

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

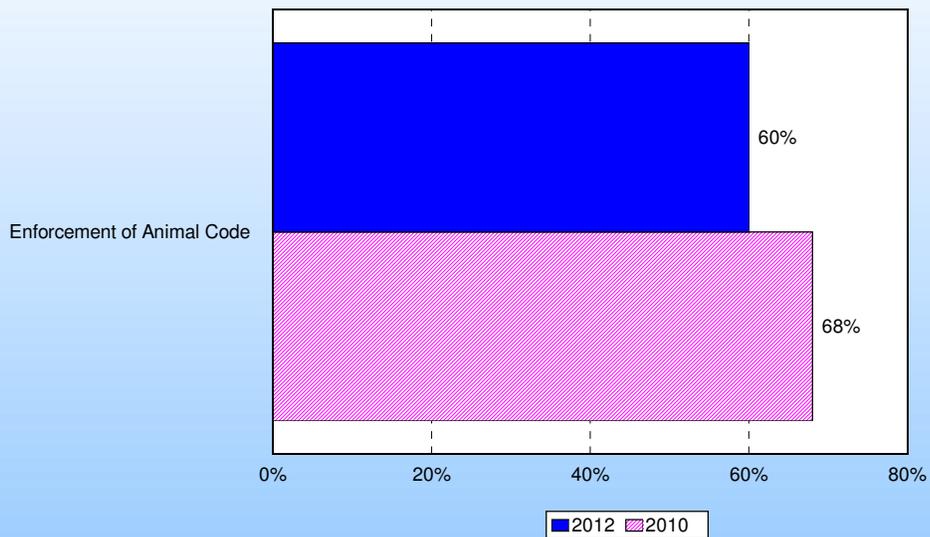


Source: 2012 ETC Institute

# Animal Care Services

## Satisfaction with Animal Care Services (2010 vs. 2012)

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

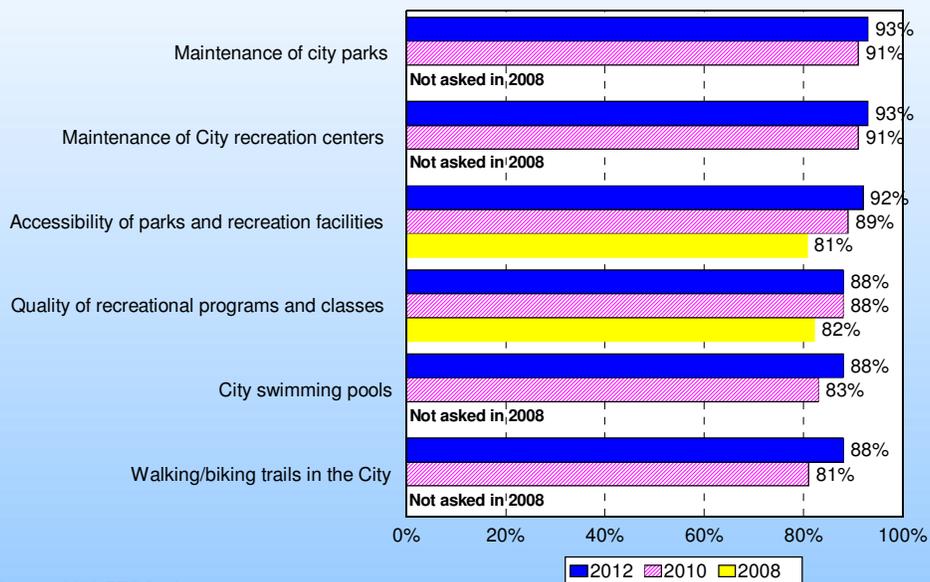


Source: 2012 ETC Institute

# Parks and Recreation Services

## Satisfaction with Parks and Recreation Services (2008 vs. 2010 vs. 2012)

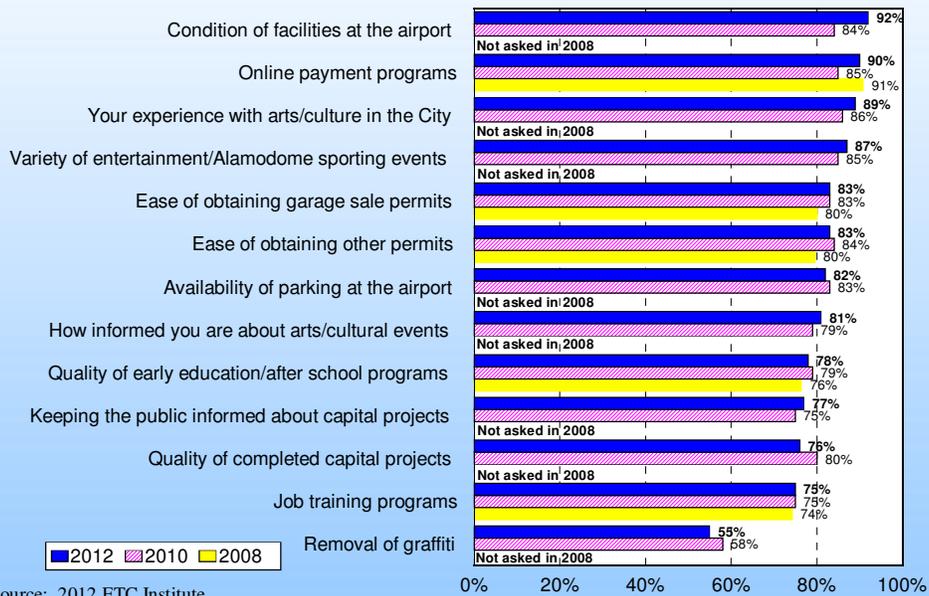
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)



# Other City Services

## Satisfaction with Other City Services (2008 vs. 2010 vs. 2012)

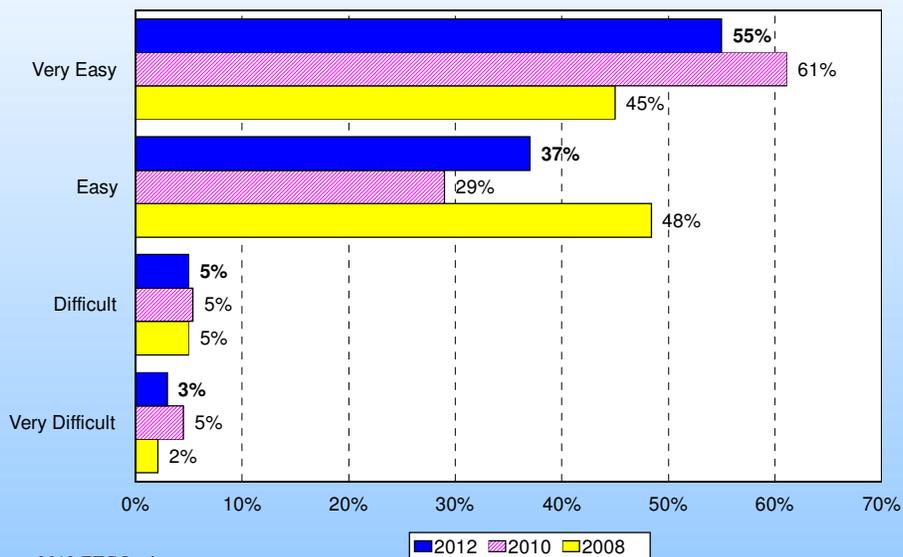
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't know)

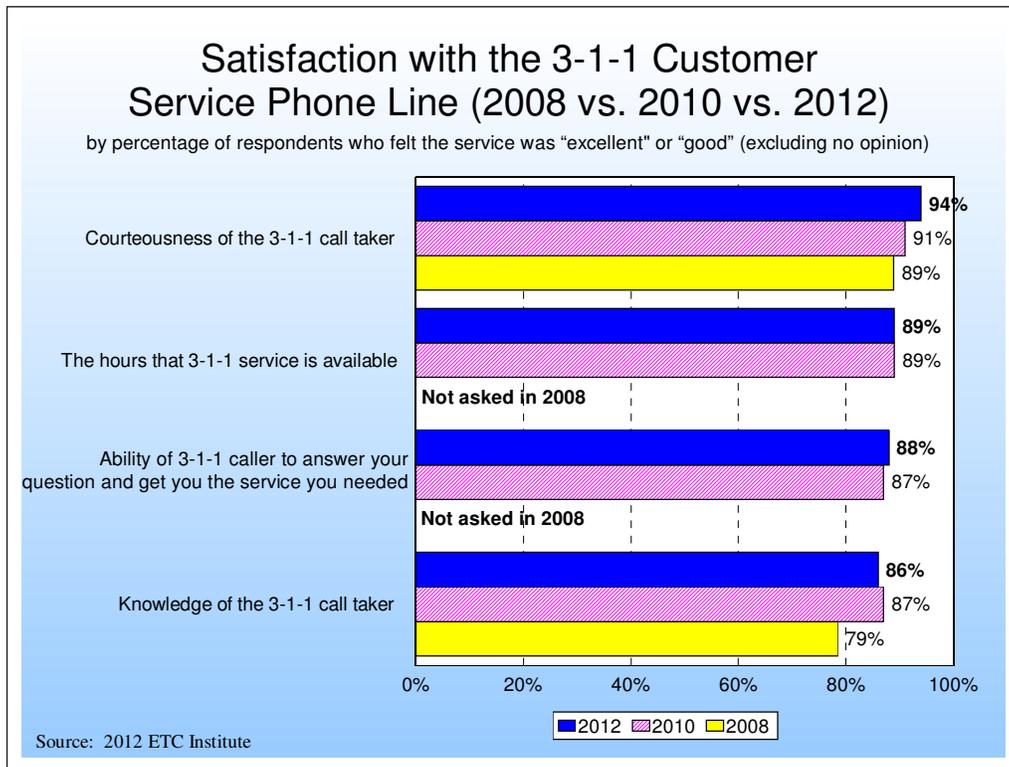


## 3-1-1 Customer Services

### Ease of Using the 3-1-1 Customer Service Phone Line (2008 vs. 2010 vs. 2012)

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

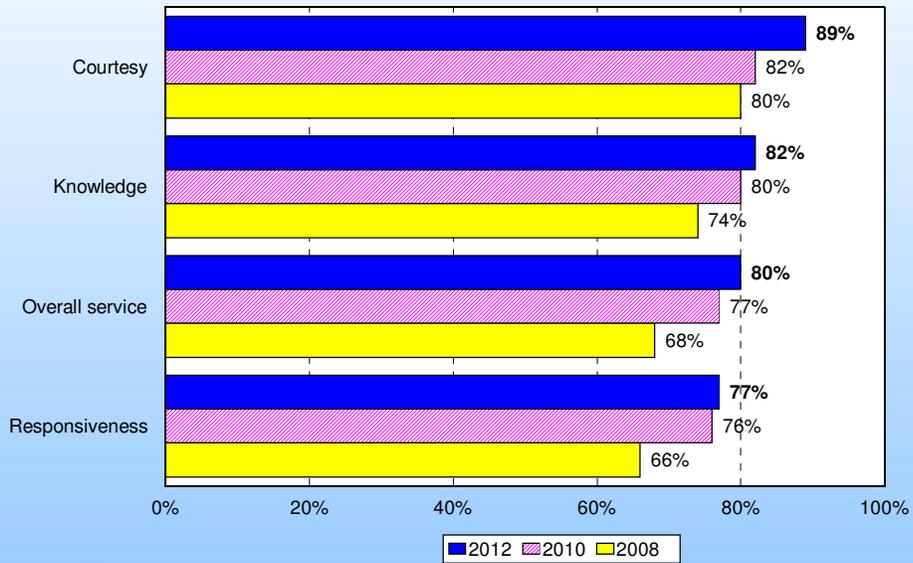




# City Employee Customer Service

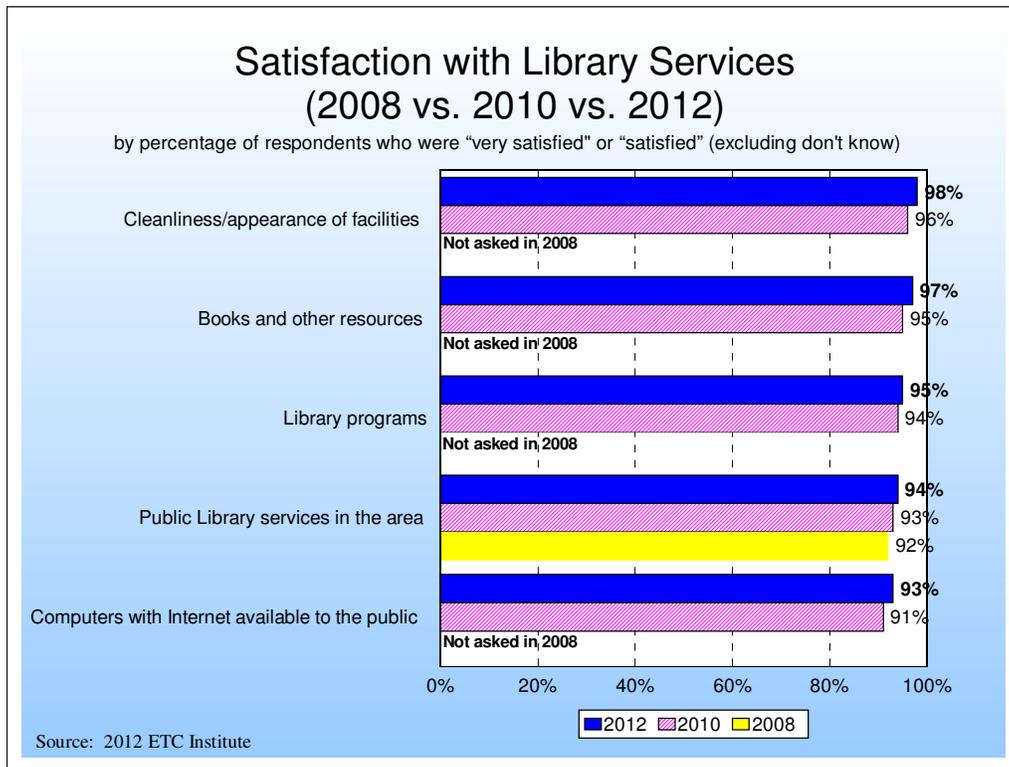
### Satisfaction with City Employee Customer Service (2008 vs. 2010 vs. 2012)

by percentage of respondents who rated the item as "excellent" or "good" (excluding no opinion)



Source: 2012 ETC Institute

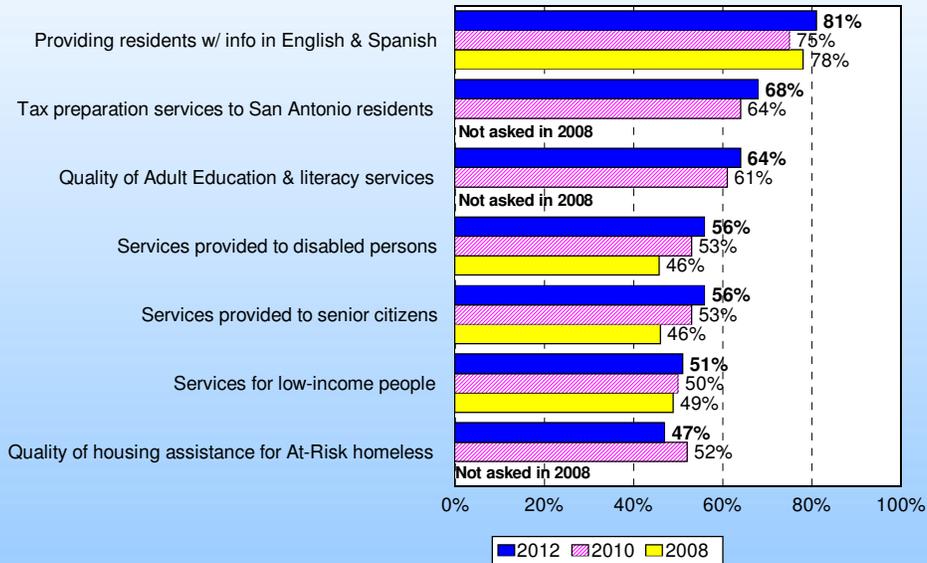
## Library Services



## Special Population Questions

### Ratings of Services for Special Populations (2008 vs. 2010)

by percentage of respondents who rated the item as "excellent" or "good" (excluding no opinion)

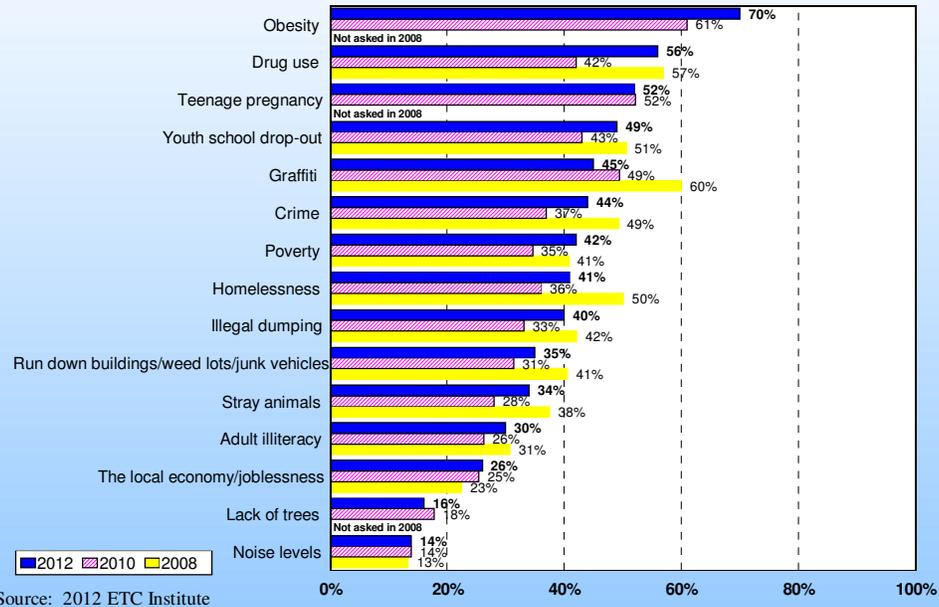


Source: 2012 ETC Institute

## Perceptions of Potential Problems in the City

## Perceptions of Potential Problems in San Antonio (2008 vs. 2010 vs. 2012)

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



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

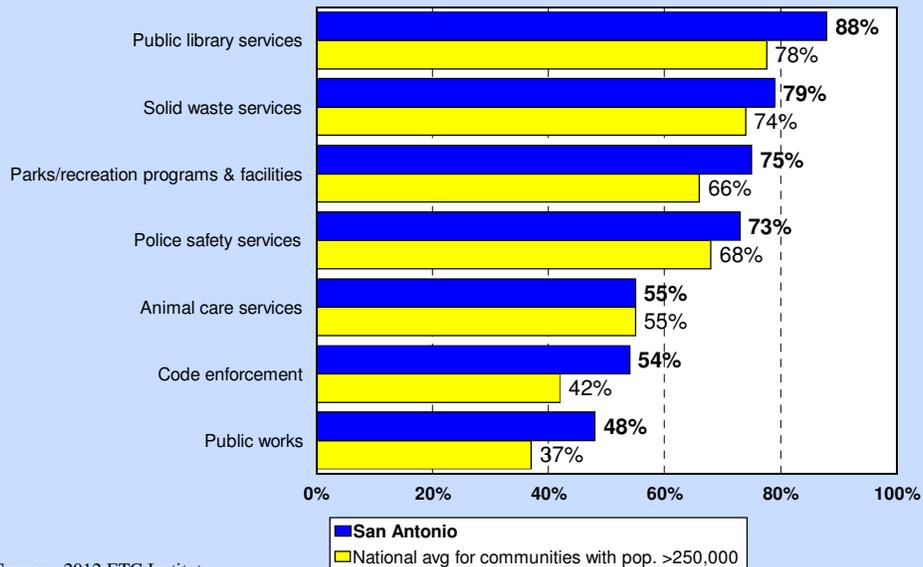
---

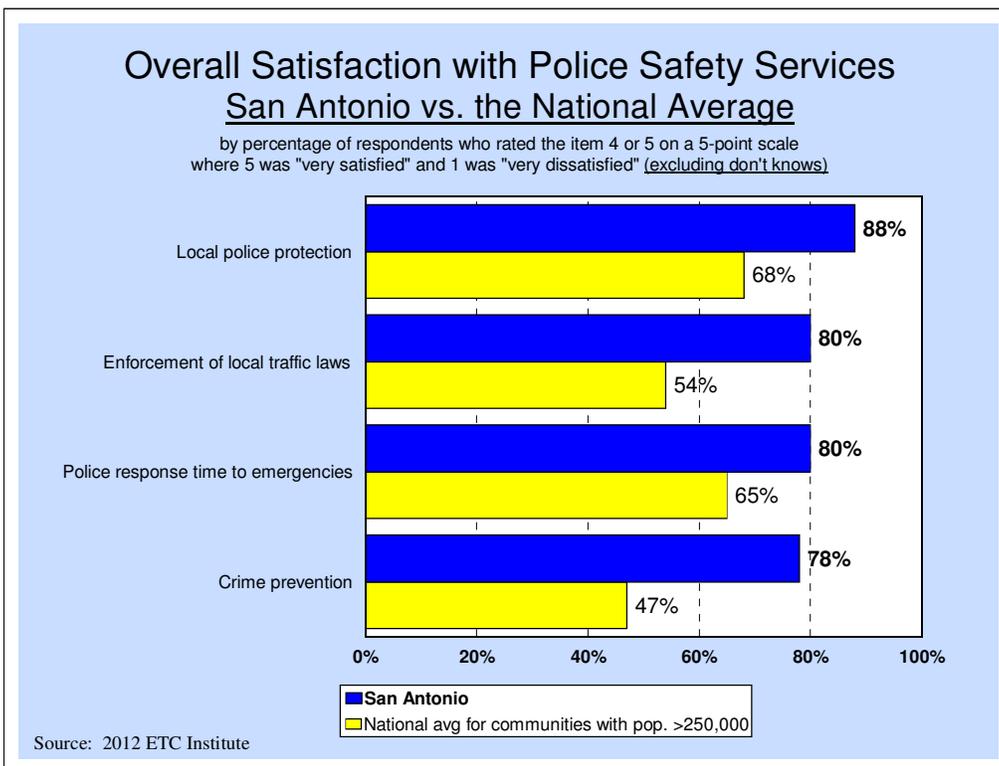
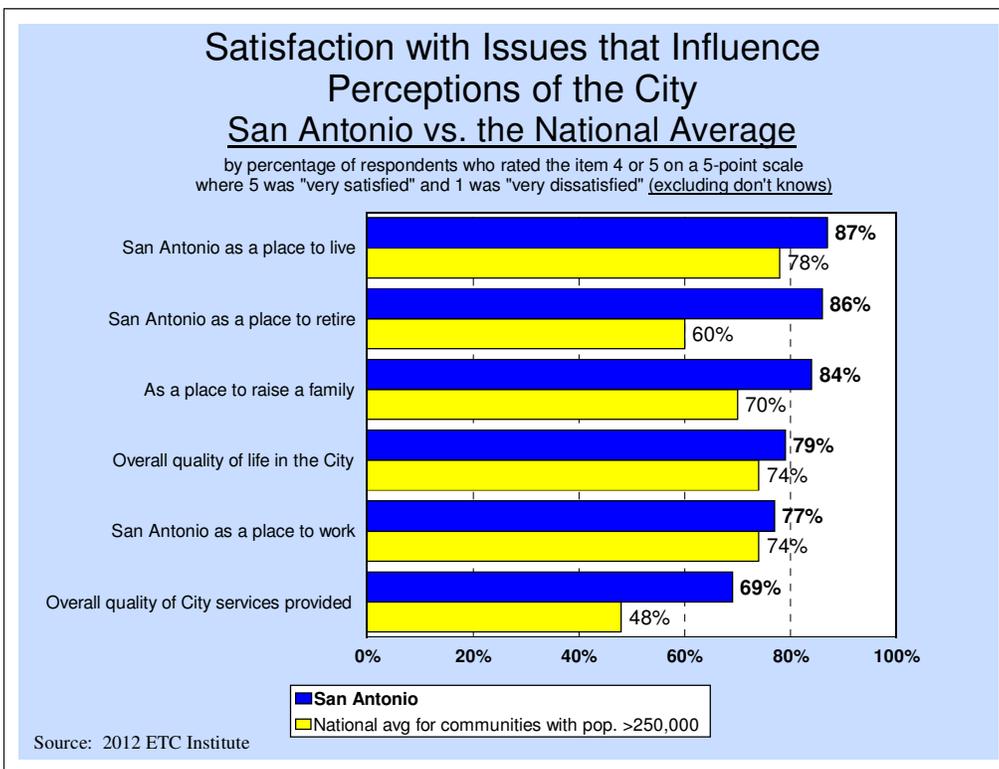
# Comparisons to the National Average

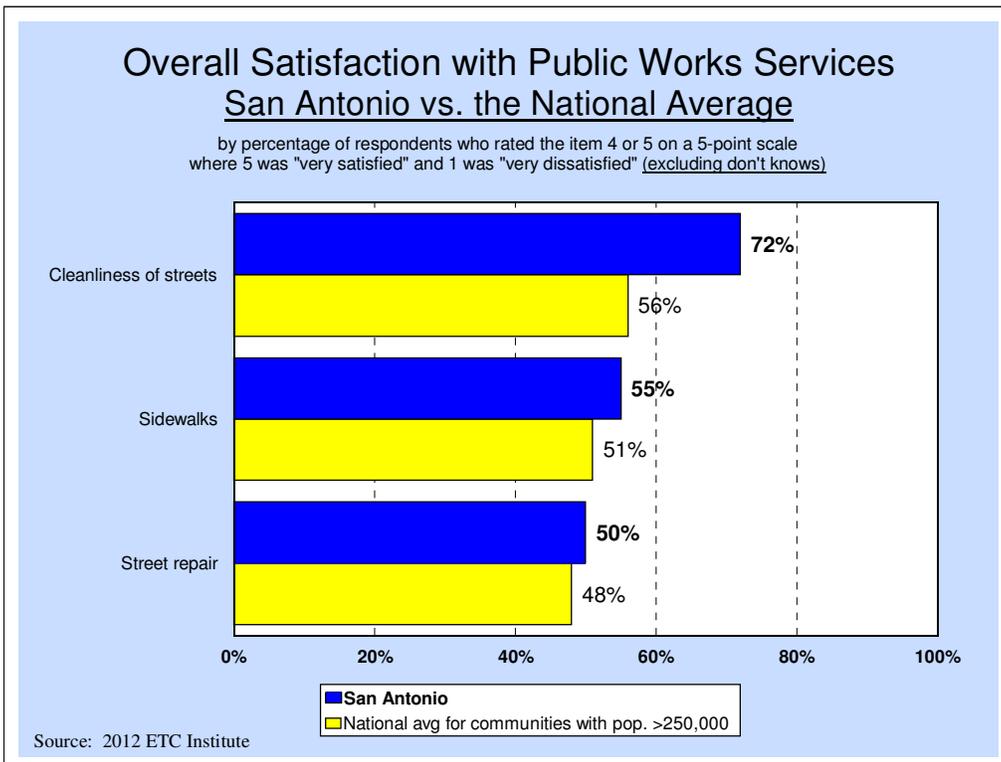
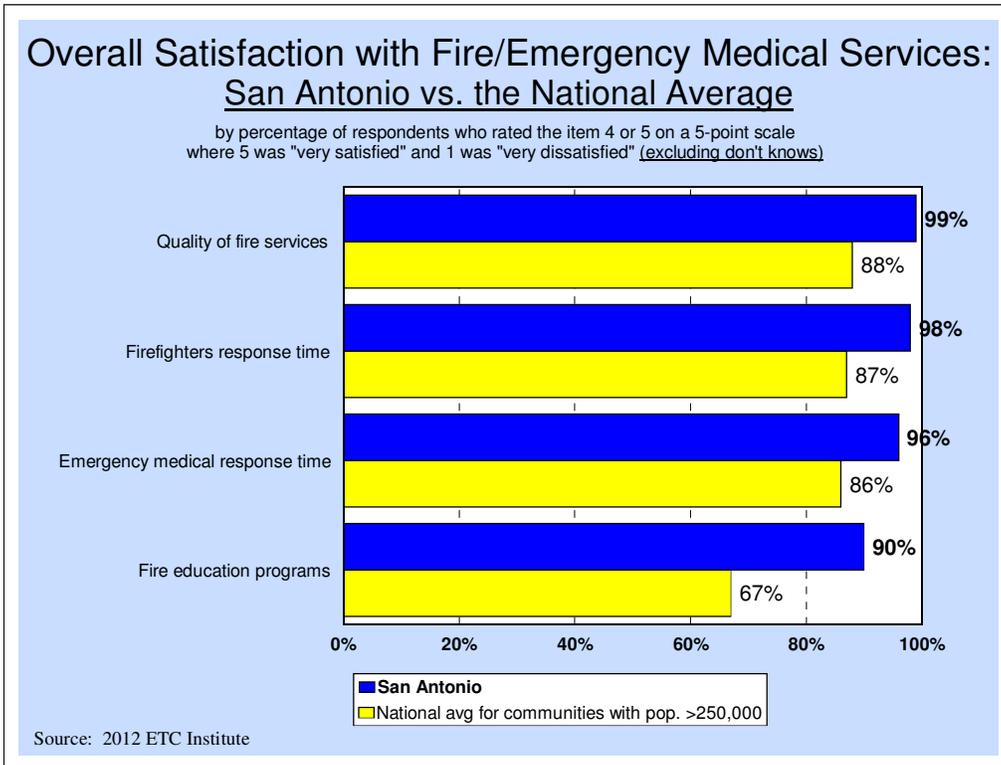
**Note: The comparison data contained in this report is protected intellectual property. Any reproduction of the information in this report by persons or organizations not directly affiliated with the City of San Antonio is not authorized without written consent from ETC Institute.**

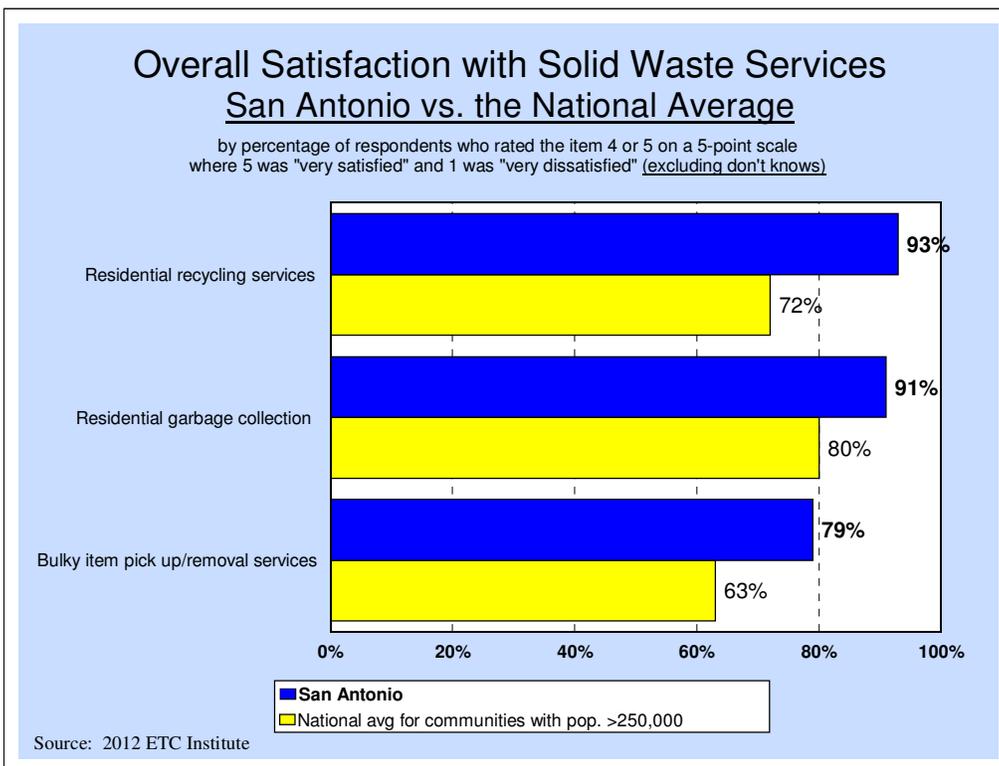
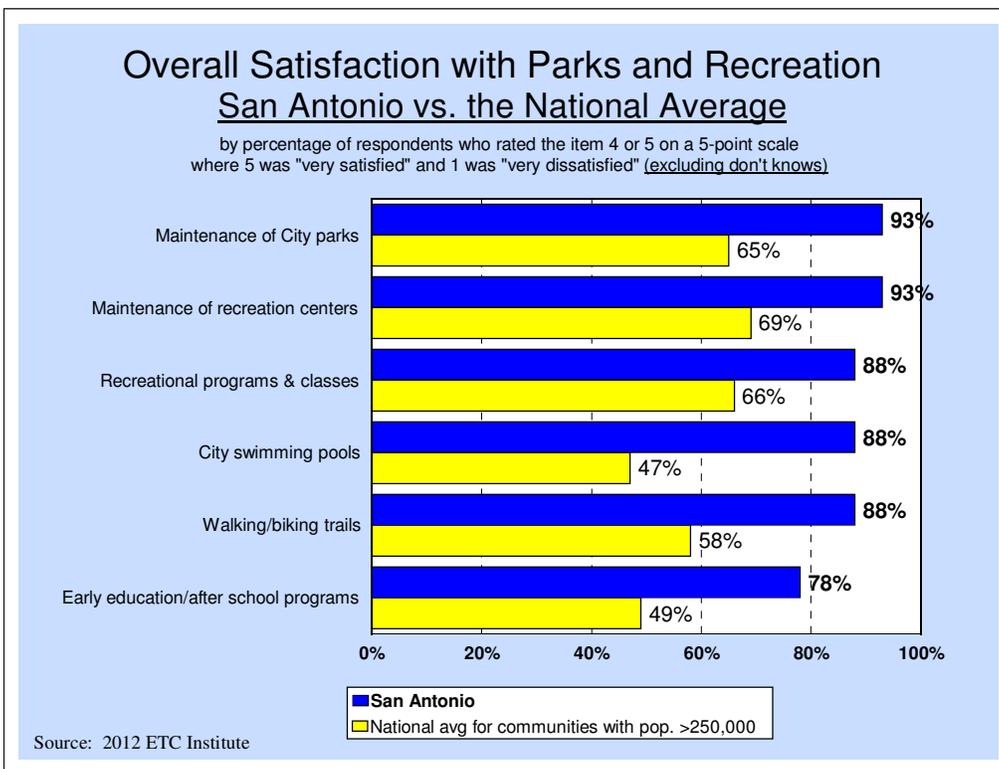
## Overall Satisfaction with Various City Services San Antonio vs. the National Average

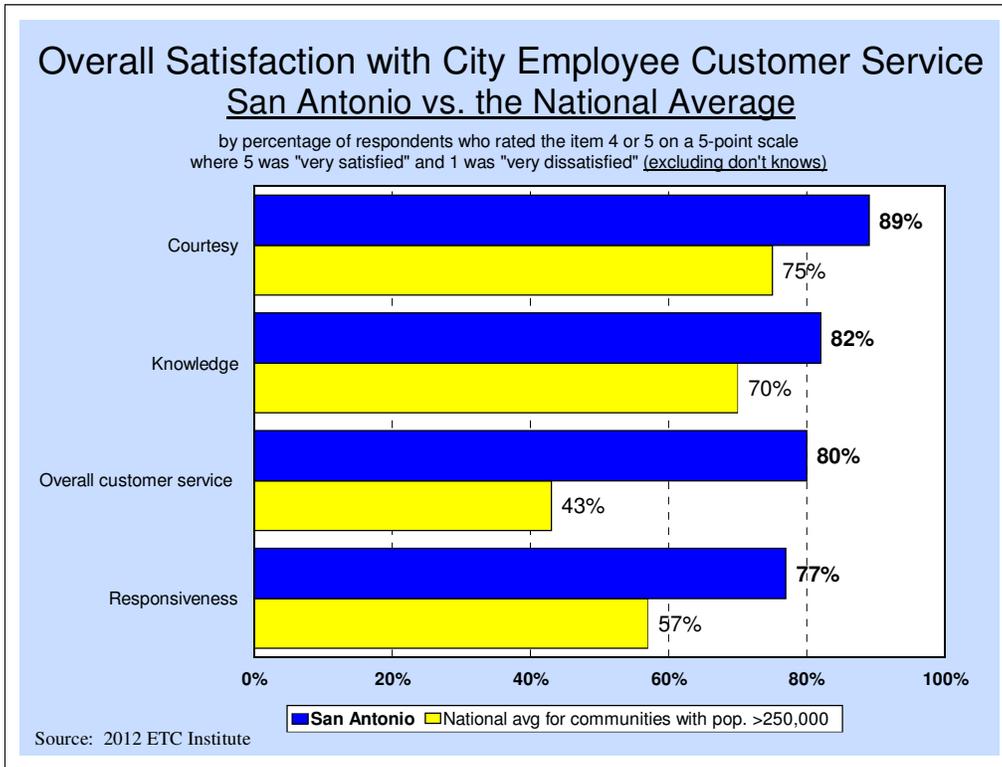
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)











**Section 4:**  
**Comparisons to**  
**Cities of Similar Size**

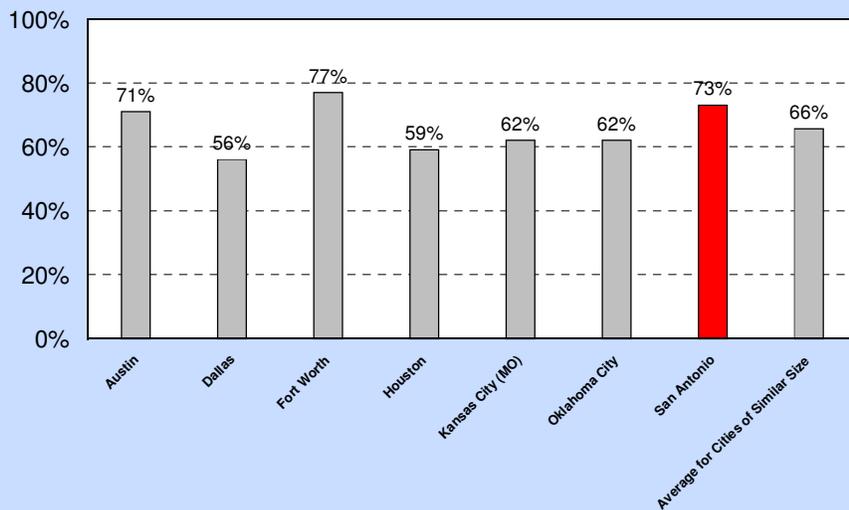
---

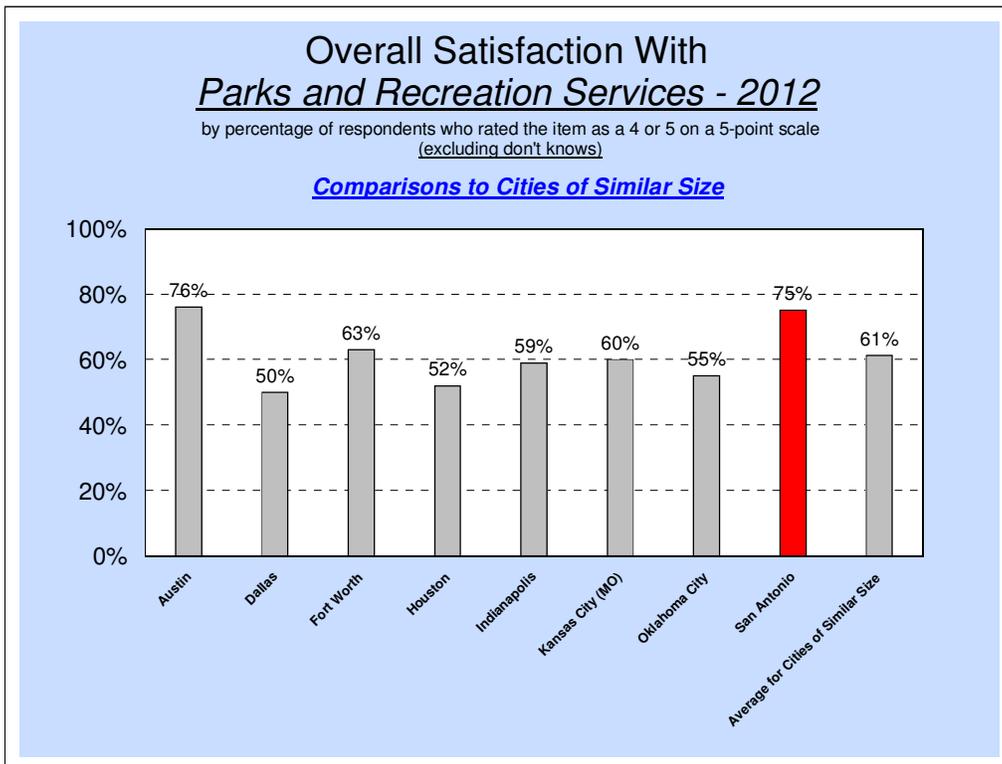
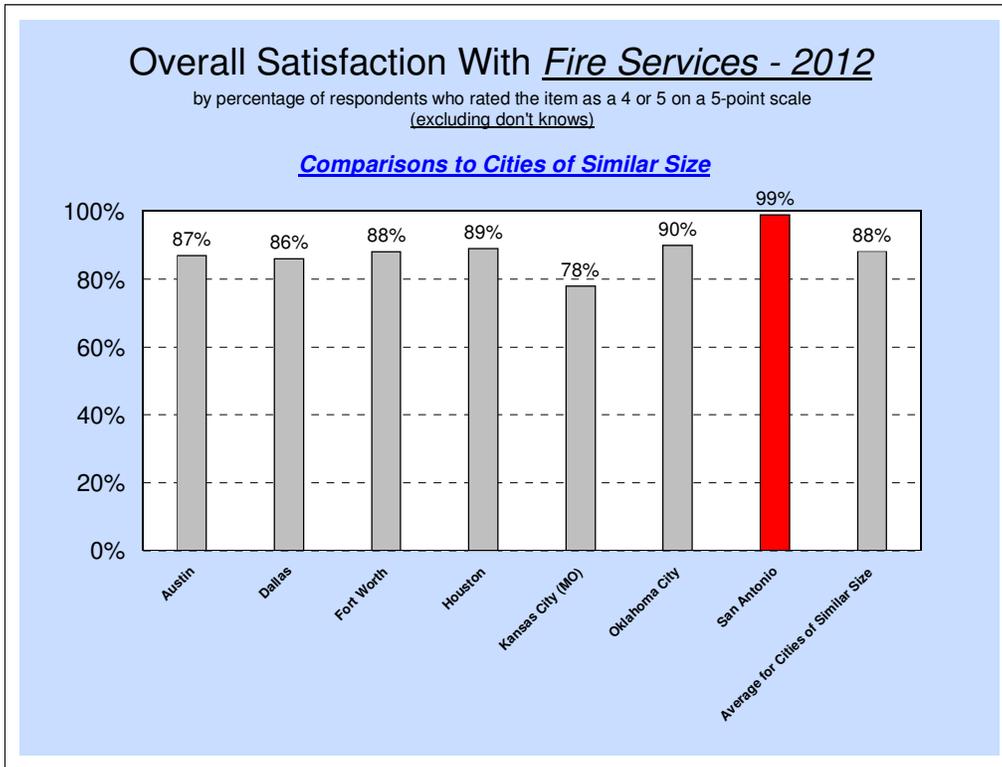
## Comparisons to Cities of Similar Size

### Overall Satisfaction With *Police Services* - 2012

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

#### Comparisons to Cities of Similar Size

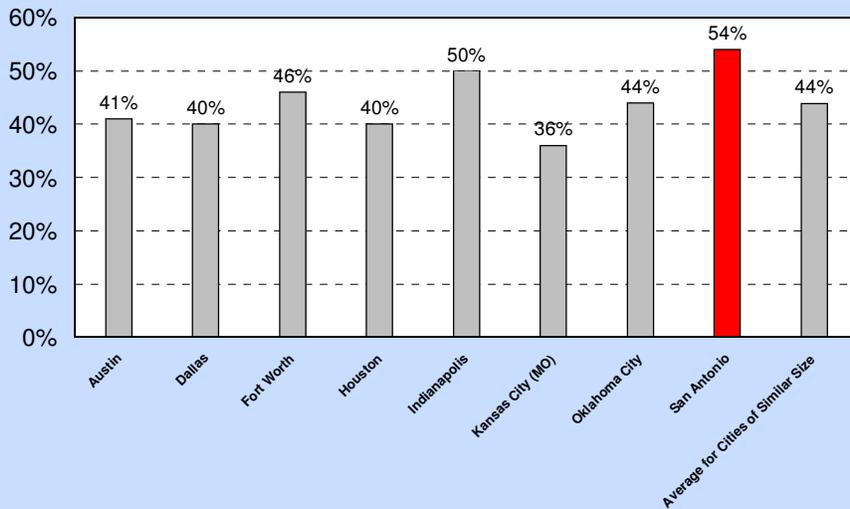




### Overall Satisfaction With Code Enforcement - 2012

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

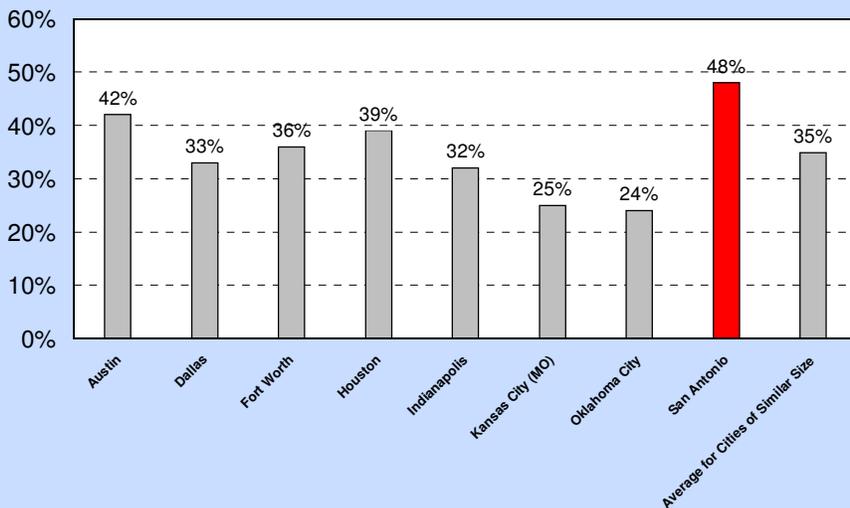
#### Comparisons to Cities of Similar Size

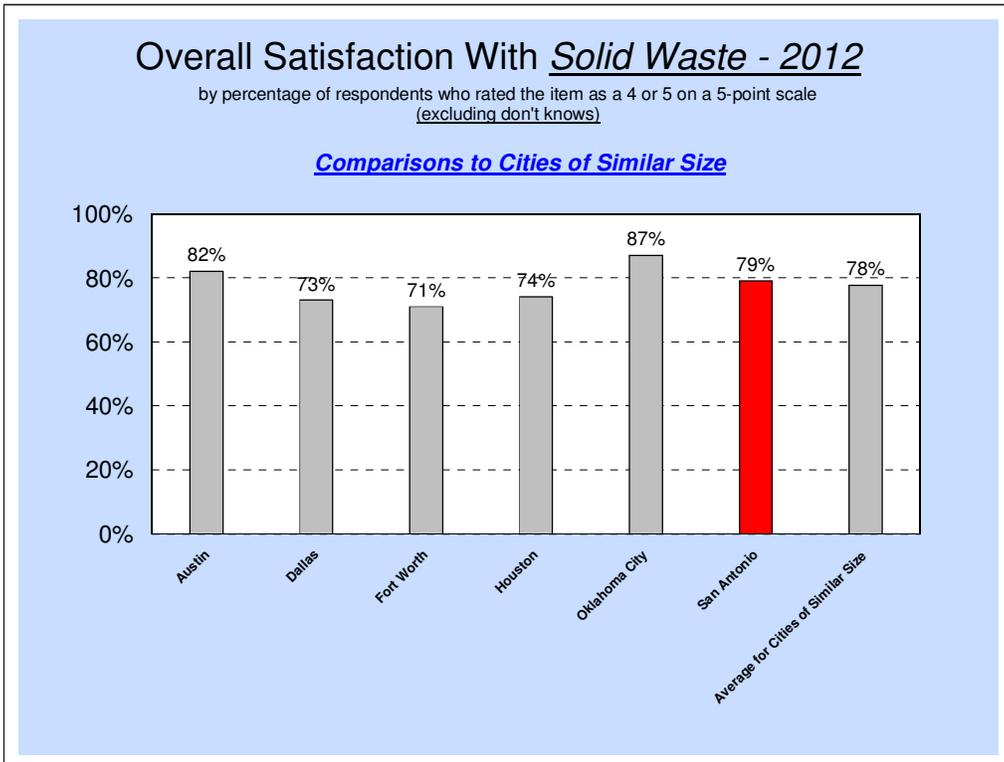
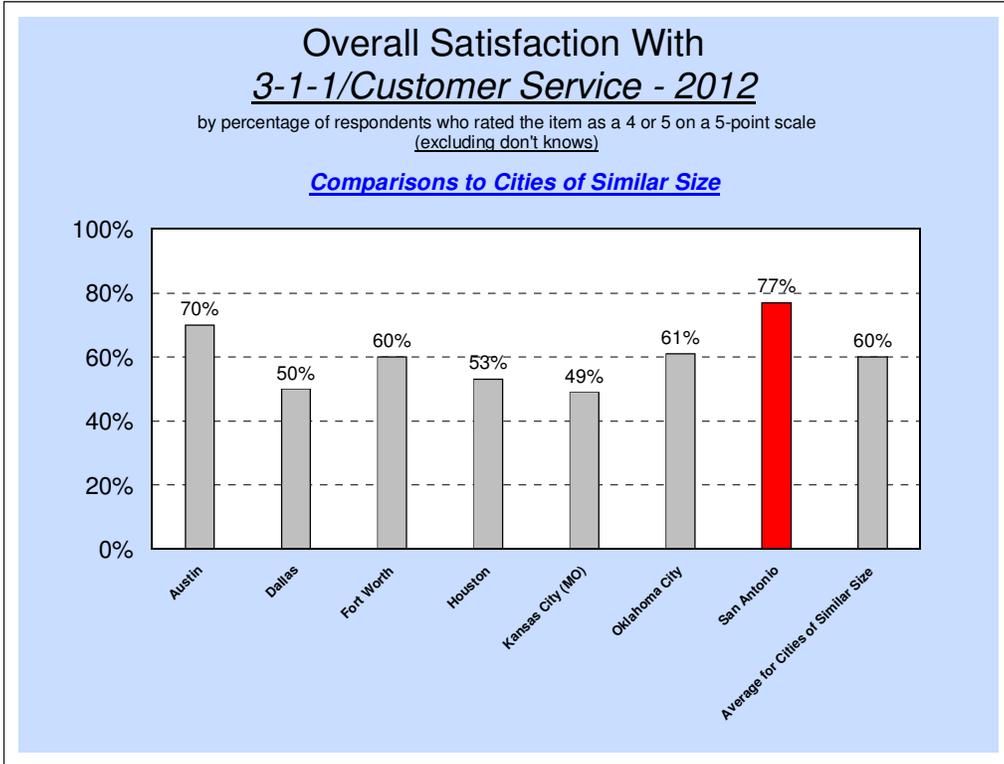


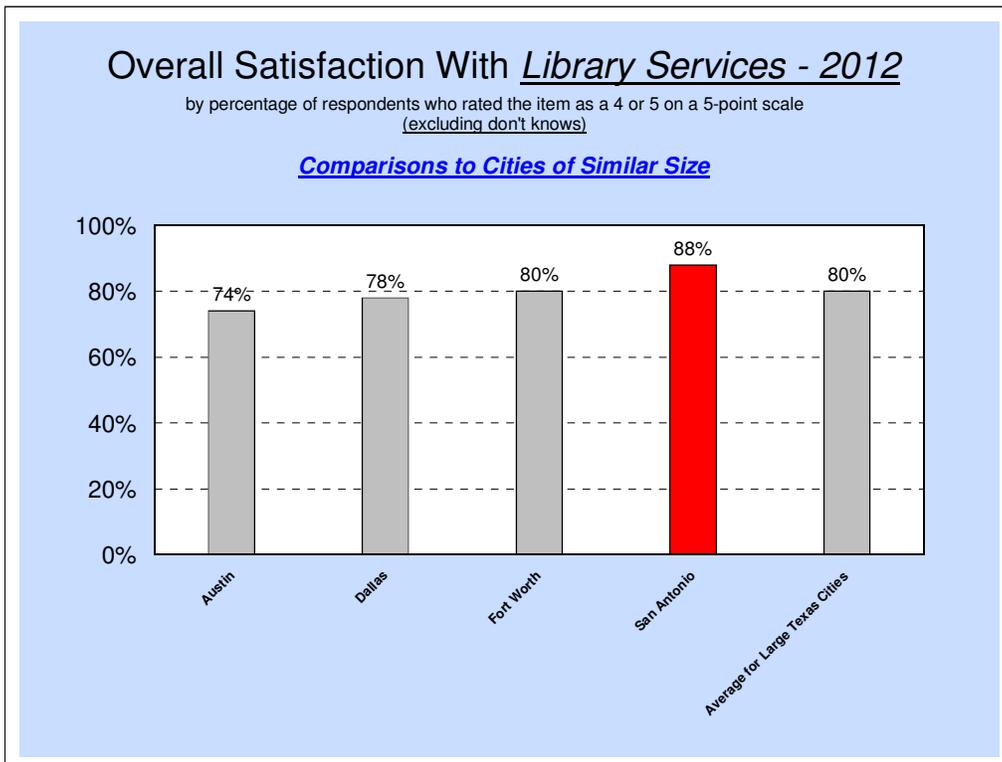
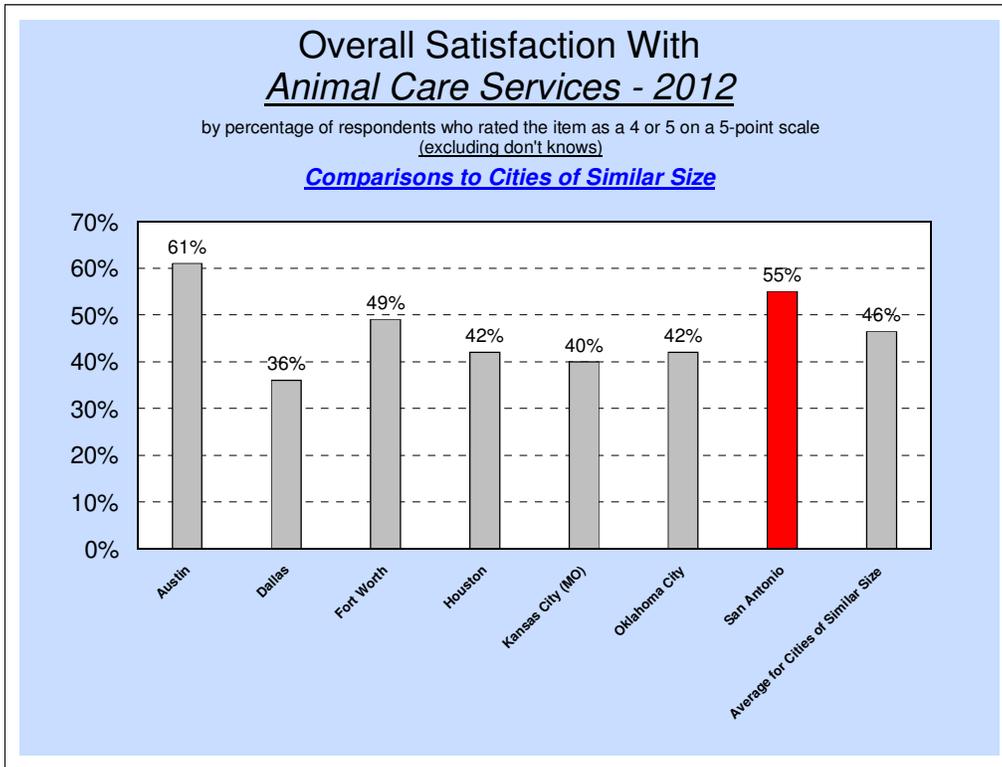
### Overall Satisfaction With Public Works - 2012

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

#### Comparisons to Cities of Similar Size







**Section 5:**  
**Survey Instrument**

---

# 2012 City of San Antonio Community Survey (Final)

Interviewer: \_\_\_\_\_ Date: \_\_\_\_\_ Phone: \_\_\_\_\_

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

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

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

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

<b>3. Overall Satisfaction with Major City Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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:							
A.	Public works services (e.g., maintenance of streets/sidewalks & flood prevention)	5	4	3	2	1	9
B.	Police safety services	5	4	3	2	1	9
C.	Fire and emergency medical services	5	4	3	2	1	9
D.	Solid waste services (e.g., residential garbage & recycling services)	5	4	3	2	1	9
E.	Animal care services	5	4	3	2	1	9
F.	Code enforcement	5	4	3	2	1	9
G.	Parks and recreation services	5	4	3	2	1	9
H.	3-1-1 customer service	5	4	3	2	1	9
I.	Public library services	5	4	3	2	1	9
J.	Development services (e.g., issuing permits)	5	4	3	2	1	9
K.	Health and social services	5	4	3	2	1	9
L.	San Antonio International Airport	5	4	3	2	1	9
M.	Planning services (e.g., zoning)	5	4	3	2	1	9

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

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

### 5. Police Safety Services

Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following police safety services provided by the City of San Antonio.

		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A.	Police Protection	4	3	2	1	9
B.	How quickly police respond to emergencies	4	3	2	1	9
C.	Enforcement of local traffic laws	4	3	2	1	9
D.	Crime prevention	4	3	2	1	9

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

\_\_\_\_\_

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

1<sup>st</sup>.:\_\_\_\_ 2<sup>nd</sup>.:\_\_\_\_

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

\_\_\_(1) Yes [Ask Q7a-b]

\_\_\_(2) No [Skip to Q8]

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

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

\_\_\_(4) Very Satisfied

\_\_\_(3) Satisfied

\_\_\_(2) Unsatisfied

\_\_\_(1) Very unsatisfied

\_\_\_(9) Don't Know

### 8. Fire and Emergency Medical Services

Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following fire and emergency medical services provided by the City of San Antonio.

		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A.	Fire Services	4	3	2	1	9
B.	How effectively Firefighters limited property loss	4	3	2	1	9
C.	How quickly firefighters respond to emergencies	4	3	2	1	9
D.	Fire prevention and education	4	3	2	1	9
E.	Ambulance/emergency medical services	4	3	2	1	9
F.	How quickly emergency medical personnel respond to emergencies	4	3	2	1	9

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

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

\_\_\_(1) Slow response time

\_\_\_(2) Poor service

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

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

\_\_\_(5) Other: \_\_\_\_\_

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

1<sup>st</sup>.:\_\_\_\_ 2<sup>nd</sup>.:\_\_\_\_

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

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

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

\_\_\_(1) Fire suppression services (help to put out a fire)

\_\_\_(3) Fire prevention and education services

\_\_\_(2) Medical services

\_\_\_(9) Other: \_\_\_\_\_

10b. [IF YES TO Q10] Please indicate how satisfied you were with the service you received using the following scale: "Very Satisfied," "Satisfied," "Unsatisfied" or "Very Unsatisfied."

\_\_\_(4) Very Satisfied

\_\_\_(1) Very Unsatisfied

\_\_\_(3) Satisfied

\_\_\_(9) Don't Know

\_\_\_(2) Unsatisfied

### 11. Public Works Services

Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following public works and maintenance services provided by the City of San Antonio.

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A. Street repair	4	3	2	1	9
B. Sidewalk maintenance	4	3	2	1	9
C. Traffic signal timing	4	3	2	1	9
D. How quickly potholes are repaired	4	3	2	1	9
E. Efforts to keep streets clean in your neighborhood	4	3	2	1	9
F. Flood control	4	3	2	1	9

12. Which TWO of the public works services that I just read do you think are most important for the City to provide? [Enter the letters below using the letters from the list in Question 11 above].

1<sup>st</sup>.:\_\_\_ 2<sup>nd</sup>.:\_\_\_

### 13. Solid Waste Services

Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with the following solid waste services provided by the City of San Antonio.

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A. Residential garbage collection	4	3	2	1	9
B. Residential recycling services	4	3	2	1	9
C. Brush and Bulky item pick-up/removal services Brush drop-off centers (Bitters/Nelson Gardens)	4	3	2	1	9
D. Brush and Bulky item pick-up/removal services	4	3	2	1	9

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

1<sup>st</sup>.:\_\_\_ 2<sup>nd</sup>.:\_\_\_

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

### 16. Animal Care Services

Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with animal care services provided by the City

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
A. Enforcement of Animal Code	4	3	2	1	9
B. Controlling stray pet population through targeted Spay/Neuter program and public education	4	3	2	1	9
C. Adoption/Rescues & No Kill efforts	4	3	2	1	9

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

1<sup>st</sup>.:\_\_\_

### 18. Parks and Recreation Services

Next, I would like you to 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.

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

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

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

### 20. Other Services

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

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
<b>Development Services</b>					
A. Removal of graffiti	4	3	2	1	9
B. Ease of obtaining garage sale permits at the Development Services Center	4	3	2	1	9
C. Ease of obtaining other permits at the Development Services Center	4	3	2	1	9
<b>Convention, Sports and Entertainment Facilities</b>					
D. The amount of variety in entertainment and sporting events at the Alamodome?	4	3	2	1	9
<b>Planning Services</b>					
E. City efforts to plan for future growth					
<b>Capital Projects</b>					
F. Outreach efforts related to keep the public informed about capital projects (notification of street closures etc)	4	3	2	1	9
G. Quality of completed capital projects	4	3	2	1	9
<b>Aviation Services</b>					
H. The condition of facilities at the San Antonio International Airport	4	3	2	1	9
I. The availability of parking at the San Antonio International Airport	4	3	2	1	9
<b>Arts and Culture</b>					
J. Your experience with arts and culture in San Antonio	4	3	2	1	9
K. How informed are you about arts and culture events happening in San Antonio?	4	3	2	1	9
<b>Other</b>					
L. Online payment services	4	3	2	1	9
M. Job training programs	4	3	2	1	9
N. Quality of early childhood education and afterschool programs	4	3	2	1	9
O. Historic preservation efforts by the City	4	3	2	1	9

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

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

<b>21a-d. 3-1-1 Customer Service</b>		Excellent	Good	Fair	Poor
Please rate the following based on your experience with 3-1-1 as excellent, good, fair, or poor.					
A.	How knowledgeable did you find the 311 call taker?	4	3	2	1
B.	How courteous was the call taker?	4	3	2	1
C.	The hours of service that 3-1-1 is available?	4	3	2	1
D.	The ability of the caller to answer your question or get you the service you needed	4	3	2	1

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

\_\_\_(1) Yes [Ask Q22a-f] \_\_\_(2) No [Skip to Q23]

22a. [IF YES TO Q22] Which department did you contact most recently? \_\_\_\_\_

22b. [IF YES TO Q22] Was your most recent contact in person, by phone or email?

\_\_\_(1) Person \_\_\_(3) Email  
\_\_\_(2) Phone \_\_\_(9) Other \_\_\_\_\_

22c-f. Based on your most recent experience, please rate the City employee with whom you had contact in terms of the following:

22c-f. EMPLOYEE CUSTOMER SERVICE		Excellent	Good	Fair	Poor	No Opinion
How would you rate the City employee with whom you had contact most recently in terms of...						
C.	Overall service	4	3	2	1	9
D.	Responsiveness	4	3	2	1	9
E.	Knowledge	4	3	2	1	9
F.	Courtesy	4	3	2	1	9

23. Library Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with various library and access to information services provided by the City of San Antonio.						
A.	Books, E-books, digital resources, and other resources	4	3	2	1	9
B.	Computers with Internet available to the public	4	3	2	1	9
C.	Cleanliness/appearance of facilities	4	3	2	1	9
D.	Library programs	4	3	2	1	9
E.	Public Library services in your area	4	3	2	1	9

24. Which TWO of the Library services do you think are most important for the San Antonio Public Library to provide? [Using the letters in Question #23, please write in the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices, or circle 'NONE'.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

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

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

26. Services for Special Population Questions		Excellent	Good	Fair	Poor	Very Poor	No Opinion
Please rate San Antonio's performance in providing the following services as excellent, good, fair, poor, or very poor. If you do not have an opinion on the item being accessed, please answer "No Opinion."							
A.	The quality of services provided to low-income people	5	4	3	2	1	9
B.	The quality of services provided to senior citizens	5	4	3	2	1	9
C.	The quality of services provided to disabled persons	5	4	3	2	1	9
D.	Providing residents with information in English and Spanish	5	4	3	2	1	9
E.	Quality of Adult Education & literacy services	5	4	3	2	1	9
F.	Quality of housing assistance for At-Risk homeless populations	5	4	3	2	1	9
G.	Tax preparation services to San Antonio residents	5	4	3	2	1	9

<b>27. Potential Problems in the City</b>		Not a Problem	Minor Problem	Moderate Problem	Major Problem	No Opinion
A.	Graffiti	1	2	3	4	9
B.	Run down buildings, weed lot and junk vehicles	1	2	3	4	9
C.	Homelessness	1	2	3	4	9
D.	Youth school drop-out	1	2	3	4	9
E.	Poverty	1	2	3	4	9
F.	Adult illiteracy	1	2	3	4	9
G.	Crime	1	2	3	4	9
H.	Illegal dumping	1	2	3	4	9
I.	Drug use	1	2	3	4	9
J.	Noise levels	1	2	3	4	9
K.	The local economy/joblessness	1	2	3	4	9
L.	Stray animals	1	2	3	4	9
M.	Lack of trees	1	2	3	4	9
N.	Teenage pregnancy	1	2	3	4	9
O.	Obesity	1	2	3	4	9

**28. Which THREE of the issues I just read do you think are most important for the City to address over the next 2 years?** [Use the letters from the list shown in Q27 above]

1<sup>st</sup>.:\_\_\_\_ 2<sup>nd</sup>.:\_\_\_\_ 3<sup>rd</sup>.:\_\_\_\_

<b>29. Your City Budget</b>		INCREASE	MAINTAIN About the Same Priority	SLIGHTLY DECREASE	SIGNIFICANTLY DECREASE OR ELIMINATE (this service is <u>not</u> important)	Don't Know
A.	Police Protection	4	3	2	1	9
B.	Fire/EMS Services	4	3	2	1	9
C.	Streets and Sidewalks Maintenance	4	3	2	1	9
D.	Parks and Recreation Services	4	3	2	1	9
E.	Code Compliance Enforcement	4	3	2	1	9
F.	Animal Care Services	4	3	2	1	9
G.	Library Services	4	3	2	1	9
H.	Human and Social Services Programming	4	3	2	1	9
I.	Education and Workforce Development Programs	4	3	2	1	9
J.	Economic Development Programs	4	3	2	1	9
K.	Health Services	4	3	2	1	9

**Demographics**

Our last questions are about you and your household. Your individual responses will be kept confidential.

**30. 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

**31. How many years have you lived in San Antonio?** \_\_\_\_\_ years

**32. Do you consider yourself to be Hispanic/Latino?** \_\_\_(1) Yes \_\_\_(2) No

33. Which of the following best describes your RACE? (read list, check all that apply)
- |  |   |
|--|---|
| <input type="checkbox"/> (1) Black or African American         | <input type="checkbox"/> (4) Hawaiian or Pacific Islander |
| <input type="checkbox"/> (2) American Indian or Alaskan Native | <input type="checkbox"/> (5) White or Caucasian           |
| <input type="checkbox"/> (3) Asian                             | <input type="checkbox"/> (6) Other: _____                 |
34. Are you a registered voter in your district?  (1) Yes  (2) No
35. Did you vote in the last Mayoral/Council election?  (1) Yes  (2) No
36. What type of dwelling do you live in?
- |  |
|--|
| <input type="checkbox"/> (1) Single Family House detached from any other houses            |
| <input type="checkbox"/> (2) Duplex or Townhome  |
| <input type="checkbox"/> (3) Building with 2 or more equivalent apartments or condominiums |
| <input type="checkbox"/> (4) Mobile home   |
| <input type="checkbox"/> (5) Other _____   |
37. How many, if any, children live in your household? \_\_\_\_\_ children
38. How many, if any, senior citizens live in your household? \_\_\_\_\_ people age 65+
39. How many, if any, persons with disabilities live in your household? \_\_\_\_\_ people
40. Which of the following best describes your education:
- |  |  |
|--|--|
| <input type="checkbox"/> (1) Some high school, but no diploma  | <input type="checkbox"/> (4) Associates degree                             |
| <input type="checkbox"/> (2) High school diploma or equivalent | <input type="checkbox"/> (5) Bachelor's degree                             |
| <input type="checkbox"/> (3) Some college but no degree        | <input type="checkbox"/> (6) Graduate/professional degree (MBA, PhD, etc.) |
41. Which of the following best describes your employment status:
- |   |                                      |   |
|---|--------------------------------------|---|
| <input type="checkbox"/> (1) Currently employed – ask 41a | <input type="checkbox"/> (2) Retired | <input type="checkbox"/> (3) Currently unemployed |
|---|--------------------------------------|---|
- 41a. What is the primary method of transportation that you use to get to work?
- |   |   |
|---|---|
| <input type="checkbox"/> (1) Personal motorized vehicle<br>(car, van, etc.) | <input type="checkbox"/> (3) Walk/bike    |
| <input type="checkbox"/> (2) Public transportation/bus                      | <input type="checkbox"/> (4) Work at home |
|   | <input type="checkbox"/> (5) Other        |
42. Which of the following best describes your AGE?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> (1) 18-24 years | <input type="checkbox"/> (3) 35-44 years | <input type="checkbox"/> (5) 55-64 years |
| <input type="checkbox"/> (2) 25-34 years | <input type="checkbox"/> (4) 45-54 years | <input type="checkbox"/> (6) 65+ years   |
43. Gender (do not ask):  (1) Male  (2) Female

[OPTIONAL] Before we end the survey, what do you feel the City could do to make San Antonio a more livable city in the future? (enter comments verbatim below)

---

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

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

ADDRESS FROM CALL SHEET: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_