

2010 City of San Antonio Community Survey FINAL REPORT

Submitted to

The City of
San Antonio,
Texas

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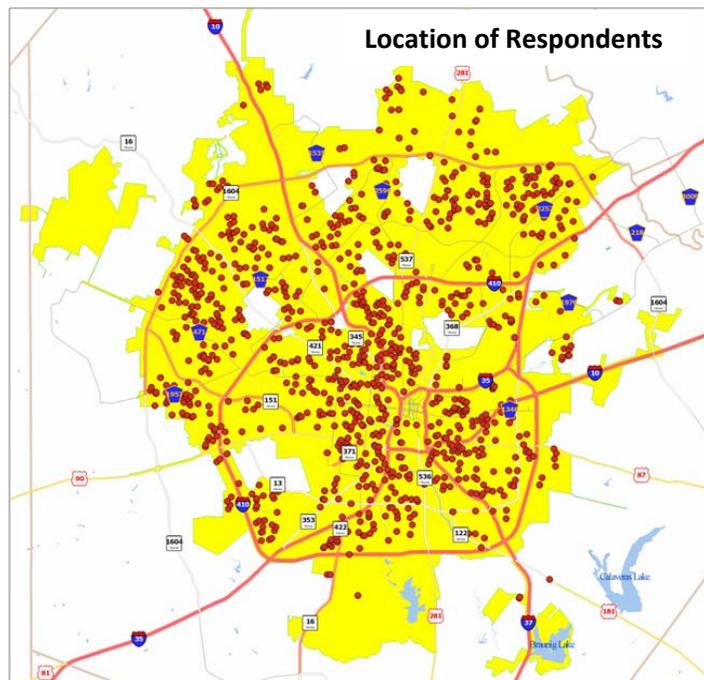
2010 San Antonio Community Survey Executive Summary Report

Overview and Methodology

Overview. During the spring of 2010, ETC Institute administered a community survey for the City of San Antonio. The purpose of the survey was to assess resident satisfaction with the delivery of city services.

Methodology. The survey was administered in English and Spanish to a random sample of 1,013 residents by phone. The sample was designed to ensure that at least 100 surveys were completed in each of the City’s ten council districts. The results for the random sample of 1,013 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 2010 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 a separate appendix.

When the “don’t know” and “no opinion” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”



Perceptions of the Community

Residents were asked to rate their perceptions of the community. The items that residents rated the highest, based upon a combined percentage of residents who gave “excellent” or “good,” responses among those who had an opinion, were: ratings of San Antonio as a place to live (85%), ratings as a place to raise a family (83%), ratings as a place to retire (82%), and the overall quality of life in the City (79%).

- **How Perceptions of San Antonio Have Changed.** There was a significant increase in the percentage of residents who rated San Antonio as an “excellent” or “good” place to raise a family (+4%) from 2008; there were no significant decreases in any areas that were rated in this area.
- **How Perceptions of San Antonio Compare to Other Large Communities.** Compared to the results of a national survey that was administered by ETC Institute during April 2010 to residents living in U.S. cities with populations of 250,000 or more, the City of San Antonio rated significantly above average in most areas. For example, overall satisfaction with city services rated 18% above the national average. This was a major accomplishment because the results for most cities as large as San Antonio were lower than the national average (see National Comparisons in Section 3). Areas that were identified as comparative strengths and weaknesses because they rated 5% above or below the national average are listed below:

Comparative STRENGTHS

- Perceptions of the City as a place to retire (+21%)
- Overall quality of services provided by the City (+18%)
- Perceptions of the City as a place to raise children (+14%)
- Perceptions of the City as a place to live (+7%)
- Perceptions of the overall quality of life in the City (+6%)

Comparative WEAKNESSES

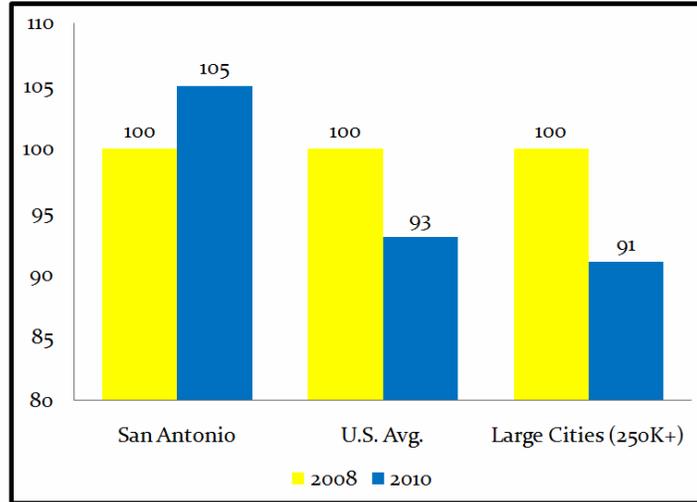
- None

Overall Satisfaction with Major City Services

The major city services that had the highest overall levels of satisfaction, based upon a combined percentage of residents who were “very satisfied” or “satisfied” among respondents who had an opinion, were: fire and emergency medical services (87%), public library services (85%), solid waste services (78%) and 3-1-1 customer service (78%). Residents were least satisfied with public works services in the City (46%). The major categories of city services that residents felt were most important for the City to provide were: (1) police safety services, (2) public works services, and (3) fire and emergency medical services.

- How Overall Satisfaction with Major City Services Has Changed.** To objectively assess the change in overall satisfaction with city services from 2008 to 2010, 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 both 2008 and 2010. The index is calculated by dividing the mean rating from 2010 by the mean rating from 2008 and then multiplying the result by 100.

Composite Customer Satisfaction Index
2010 vs. 2008



The chart to the right shows the Composite Customer Satisfaction Index from 2008 and 2010 for the City of San Antonio, all U.S. cities, and large cities with populations above 250,000. While the Composite Customer Satisfaction Index for the City of San Antonio improved by 5 points, the U.S. average declined by 7 points, and the large city average declined by 9 points.

City leaders in San Antonio are to be commended for their efforts to sustain high levels of service during a period in which national attitudes toward local government have generally become more negative.

- How Overall Satisfaction with Major City Services Compares to the National Average.** Areas that were identified as comparative strengths and weaknesses because they rated 5% above or below the national average are listed below. Although overall satisfaction with public works was rated lower than other major city services, the City of San Antonio is actually doing better than most large cities in this area.

Comparative STRENGTHS

- Code enforcement (+23%)
- Public works (+9%)

Comparative WEAKNESSES

- Animal care services (-9%)



SATISFACTION WITH SPECIFIC CITY SERVICES

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 (86%) and the enforcement of local traffic laws (81%). The police services that residents felt were most important for the City to provide were: (1) crime prevention and (2) police protection.

- **How Satisfaction with Police Safety Has Changed.** Satisfaction ratings with crime prevention showed a significant improvement from 2008 (+9%); there were no significant decreases in any of the police safety services that were rated.
- **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 efforts by the City (+33%)
- Enforcement of local traffic laws (+26%)
- Local police protection (+18%)
- Response time of police to emergencies (+14%)

Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Police Services Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, residents in San Antonio rated the overall satisfaction with police services second highest; Fort Worth had the highest rating and San Antonio had the same rating as Austin and Oklahoma City. San Antonio’s rating for police services was 5% higher than the average rating for the 8 cities.

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 (98%) and how quickly firefighters respond to emergencies (97%). The fire and emergency medical services that residents felt were most important for the City to improve were: (1) ambulance/emergency medical services and (2) the overall quality of fire services.



- **How Satisfaction with Fire and Emergency Medical Services Has Changed.** Satisfaction with fire prevention and education showed a significant increase in satisfaction from 2008 (+5%); there were no significant decreases in any of the fire and emergency medical services that were rated.
- **How Fire and Emergency Medical Services Compare to the National Average.** All fire and emergency medical services were identified as comparative strengths because satisfaction levels were 5% above the national average:

Comparative STRENGTHS

- Fire education programs (+26%)
- Overall quality of fire services (+10%)
- Response time of firefighters (+8%)
- Response time of emergency medical services (+7%)

Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Fire Services Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, residents in San Antonio rated the overall satisfaction with fire services highest. San Antonio’s rating for fire services was 9% higher than the average rating for the 8 cities.

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 (76%), efforts to keep neighborhood streets clean (73%) and traffic signal timing (72%). The public works services that residents felt were most important for the City to provide were: (1) general street repairs and (2) quick repairs of potholes.

- **How Satisfaction with Public Works Has Changed.** The public works services that showed significant improvements in satisfaction ratings from 2008 were: general street repairs (+11%), traffic signal timing (+6%), and flood control (+6%); there were no significant decreases in any of the public works services that were rated.
- **How Public Works Services Compare to the National Average.** All public works services rated above the national average. The services that were identified as comparative strengths because they rated 5% above the national average are listed below:

Comparative STRENGTHS

- Cleanliness of streets (+16%)
- Sidewalks (+7%)

Comparative WEAKNESSES

- None



- **How Overall Satisfaction with Public Works Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, residents in San Antonio rated the overall satisfaction with public works highest. San Antonio’s rating for public works was 11% higher than the average for the 8 cities.

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 (90%). The solid waste services that residents felt were most important for the City to provide were: (1) residential garbage collection and (2) residential recycling services.

- **How Satisfaction with Solid Waste Services Has Changed.** This was the first year that detailed questions on solid waste services were asked, so trend data was not available for solid waste services this year.
- **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

- Household hazardous waste disposal (+33%)
- Bulky item pickup/removal services (+26%)
- Residential recycling services (+21%)
- Residential garbage collections services (+10%)

Comparative WEAKNESSES

- None
- **How Overall Satisfaction with Solid Waste Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, 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 2% higher than the average rating for the 8 cities.

Animal Care Services.

The animal care 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 spray/neuter program (82%) and pet adoption center/pet adoption events (81%). The animal care service that residents felt was most important for the City to provide was the pick-up of stray animals.



- **How Perceptions of Animal Care Services Have Changed.** The percentage of residents who thought stray animals were a “major problem” in San Antonio decreased significantly from 38% in 2008 to 28% in 2010.
- **How Animal Care Services Compare to the National Average.** Satisfaction with overall animal care service was the only area on the survey where the City of San Antonio rated significantly lower than the national average for large communities of 250,000 or more (-9%).
- **How Overall Satisfaction with Animal Care Services Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, 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 6% higher than the average rating for the 8 cities.

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 (91%), the maintenance of City recreation centers (91%) and the accessibility of parks and recreation facilities (89%). 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.** The parks and recreation services that showed significant improvements from 2008 were: the accessibility of parks and recreation facilities (+8%) and the quality of programs and classes (+6%); there were no significant decreases in any of the parks and recreation that were rated.
- **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 (+37%)
- Early education and after school programs (+30%)
- Maintenance of City parks (+25%)
- Walking/biking trails (+23%)
- Maintenance of recreation centers (+22%)
- Recreational programs and classes (+21%)

Comparative WEAKNESSES

- None



- **How Overall Satisfaction with Parks and Recreation Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, 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 9% higher than the average rating for the 8 cities.

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, ninety percent (90%) felt it was “very easy” or “easy” to use. When asked to rate various aspect of the City’s 3-1-1 service, 91% 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 311 service was “very easy” to use increased significantly from 2008 (+16%). Satisfaction with the knowledge of call takers also increased significantly from 2008 (+8%). There were no significant decreases in any of the 3-1-1 service areas that were rated.

Employee Customer Service

The employee customer service attributes that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the courteousness of City employees (82%) and the knowledge of City employees (80%).

- **How Satisfaction with Employee Customer Service Has Changed.** The employee customer service attributes that showed significant improvements from 2008 were: the responsiveness of City employees (+10%), the overall service provide by employees (+9%) and the knowledge of City employees (+6%). There were no significant decreases in any of the employee customer service attributes that were rated.
- **How Employee Customer Services Compare to the National Average.** All of the 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 (+34%)
- Responsiveness (+19%)
- Knowledge (+12%)
- Courtesy (+8%)

Comparative WEAKNESSES

- None



- **How Overall Satisfaction with Employee Customer Service Compares to Cities of a Similar Size.** Compared to other large central U.S. cities, residents in San Antonio rated the overall satisfaction with employee customer service highest; San Antonio’s rating for employee customer service was 15% higher than the average rating for the 8 cities.

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 maintenance of library facilities (96%) and quality of books/other materials provided by the library (95%). The library service that residents felt was most important for the City to provide was to provide books and other materials.

- **How Satisfaction with Public Library Services in the Area Has Changed.** Satisfaction with library services in the area increased by 1% from 92% in 2008 to 93% in 2010.
- **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 (+7%).
- **How Overall Satisfaction with Library Services Compares to Other Large Cities in Texas.** Among the other large central U.S. cities 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 6% higher than the average rating for the 4 large Texas cities.

Satisfaction with Other City Services

- **Planning/Development Services:** 83% of those surveyed who had an opinion were “very satisfied” or “satisfied” with the ease of obtaining garage sale permits compared to 80% in 2008. In addition, 84% were “very satisfied” or “satisfied” with the ease of obtaining other permits from the City compared to 80% in 2008.
- **Health and Social Services:** 53% of those surveyed who had an opinion were “very satisfied” or “satisfied” with services for persons with disabilities and services for senior citizens compared to 46% in 2008.
- **Capital Projects:** 80% of those surveyed who had an opinion were “very satisfied” or “satisfied” with quality of capital projects that have been completed by the City, and 75% of those surveyed were “very satisfied” or “satisfied” with City efforts to keep residents informed about capital projects..



- Convention/Sports/Entertainment: 85% of those surveyed who had an opinion were “very satisfied” or “satisfied” with the amount of variety in entertainment and sporting events at the Alamodome.
- Aviation: 84% of those surveyed who had an opinion were “very satisfied” or “satisfied” with the condition of facilities at the City’s airport, and 83% were “very satisfied” or “satisfied” with the availability of parking at the City’s airport
- Arts and Culture: 86% of those surveyed who had an opinion were “very satisfied” or “satisfied” with their experience with arts and culture in San Antonio, and 79% were “very satisfied” or “satisfied” with how well informed they were about arts/cultural events in San Antonio.
- Neighborhood Services: Code enforcement and anti-graffiti initiatives by the City have been very successful over the past two years. The percentage of residents who thought graffiti was a “major problem” in San Antonio decreased from 60% in 2008 to 49% in 2010; the percentage of residents who thought illegal dumping was a “major problem” decreased from 42% in 2008 to 33% in 2010, and the percentage who thought run down building, junk vehicles, and unmowed lots were a “major problem decreased from 41% in 2008 to 31% in 2010.

In addition, San Antonio’s rating for the overall satisfaction with code enforcement was highest among the large central U.S. cities; the City’s rating for code enforcement was 21% higher than the average rating for the 8 cities.

Community Issues

- 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 (61%), teenage pregnancy (52%) and graffiti (49%).
- The three issues that residents felt would be most important for the City to address over the next two years were: teenage pregnancy (41%), obesity (35%), and graffiti (28%).

Willingness of Residents to Accept Reductions in City Services to Maintain a Balanced Budget

Most residents were willing to accept some reductions in City services in order to maintain a balanced City budget. Based upon a combined percentage of “very willing,” “willing” and “somewhat willing” responses among residents who had an opinion, the services for which residents were most willing to accept reductions were:

- City park landscaping and ground maintenance (51%),
- Code compliance enforcement (50%)
- Maintenance of City operations and venues Downtown (50%).



Fewer than 30% of those surveyed were willing to accept a reduction in the following services:

- Police services, including neighborhood patrols and community policing (24%)
- Fire prevention and emergency medical services (25%)

Conclusions and Recommendations

Based on the results of the City's 2010 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **The City of San Antonio is setting the standard for customer service among large U.S. cities.** Among nearly 40 services that were assessed on the 2010 survey, the City of San Antonio rated above the U.S. average for cities with more than 250,000 residents in all but one area: animal care services.

When compared to other large central U.S. cities, San Antonio's satisfaction ratings were highest in 5 of the 10 major city services assessed; the City also scored above the average for large central U.S. cities in all 10 of the major city services assessed.

- **The City of San Antonio is moving in the right direction.** While satisfaction ratings in most U.S. cities have decreased during the past two years, the Composite Customer Satisfaction Index for San Antonio increased significantly. The results for the City of San Antonio improved for 28 of the 32 City services that were assessed in both 2008 and 2010. The decreases were not statistically significant in three of the four areas that declined. The only significant decrease involved the City's on-line payment programs (-6%).
- **The City's investments in Public Works are working.** Although overall satisfaction with public works was rated lower than other major City services, the City's investments in public works are working. Satisfaction with street repair increased 11% over the last two years, and overall satisfaction with public works is higher in San Antonio than other large cities. Although the City is moving in the right direction, residents continue to place a high priority on public works services, which means the City should continue to make investments in this area.

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for 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. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the appendix to this report.

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

- **Priorities for Major City Services.** The first level of analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Public Works (IS Rating=0.2214)
 - Police Safety (IS Rating=0.1566)
 - Neighborhood Services (IS Rating=0.1150)
- **Priorities Within Departments:** The second level of analysis reviewed the importance of and satisfaction of services within departments. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Police Safety:** Crime Prevention
 - **Public Works:** Street repair and how quickly the city repairs potholes
 - **Animal Care Services:** Pick up of stray animals
 - **Parks and Recreation:** Walking and biking trails in the City
 - **Solid Waste:** residential garbage collection
 - **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.

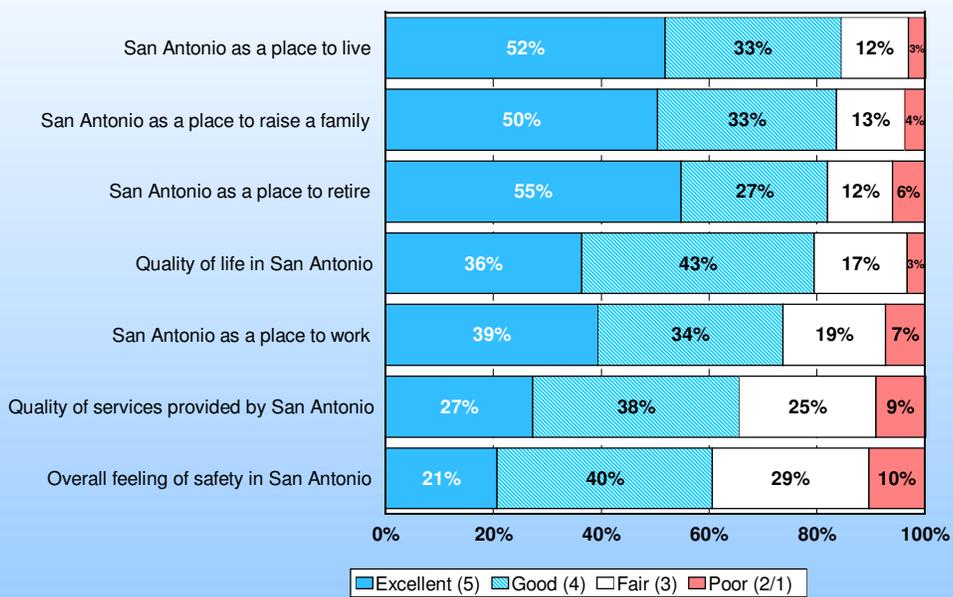
By emphasizing improvements in the areas listed above, the City of San Antonio should be able to sustain high levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

Section 1:
Charts and Graphs

Perceptions of the Community

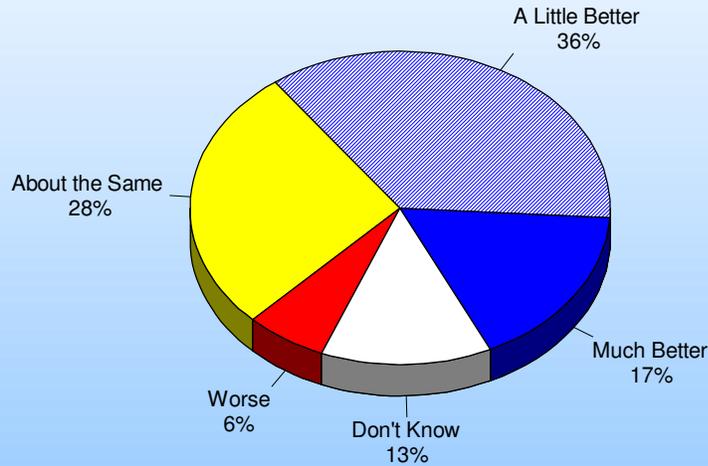
Perceptions of the Community

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



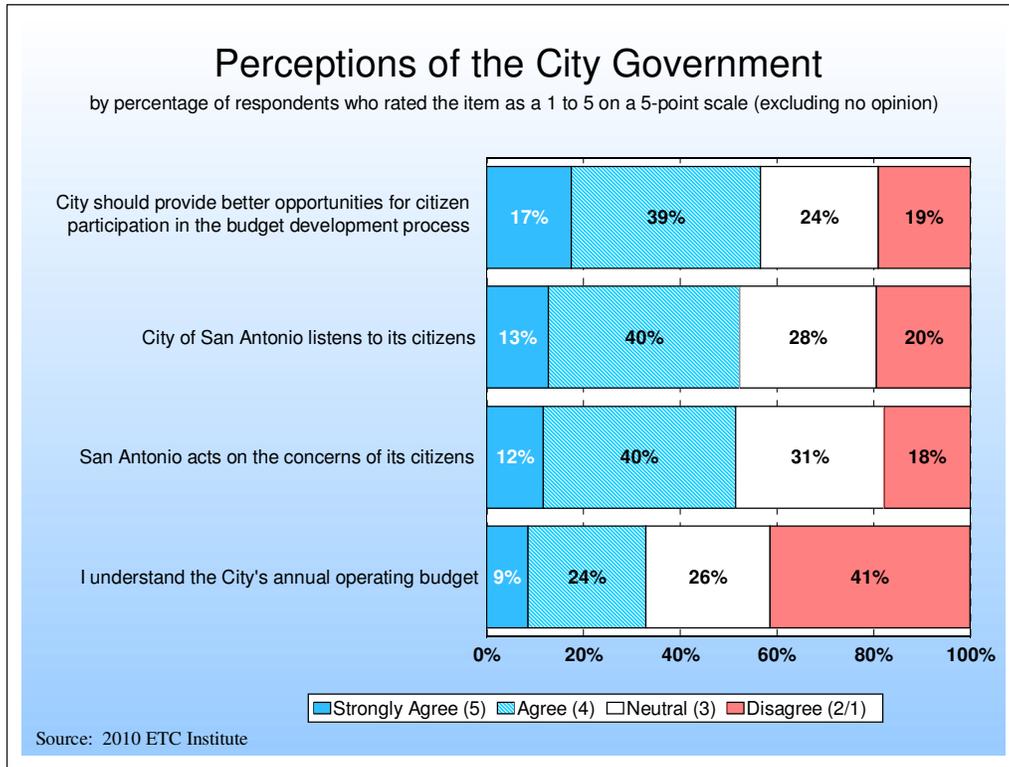
Do you think downtown San Antonio is much better, a little better, about the same or worse than it was a year ago?

by percentage of respondents



Source: 2010 ETC Institute

Perceptions of the City Government

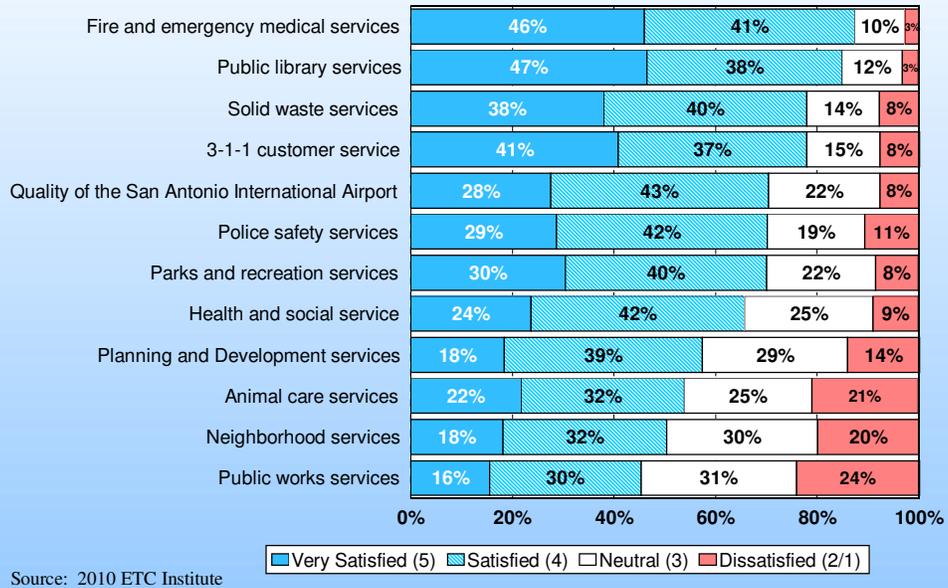


Overall Satisfaction with Major Categories of City Services

Source: 2010 ETC Institute

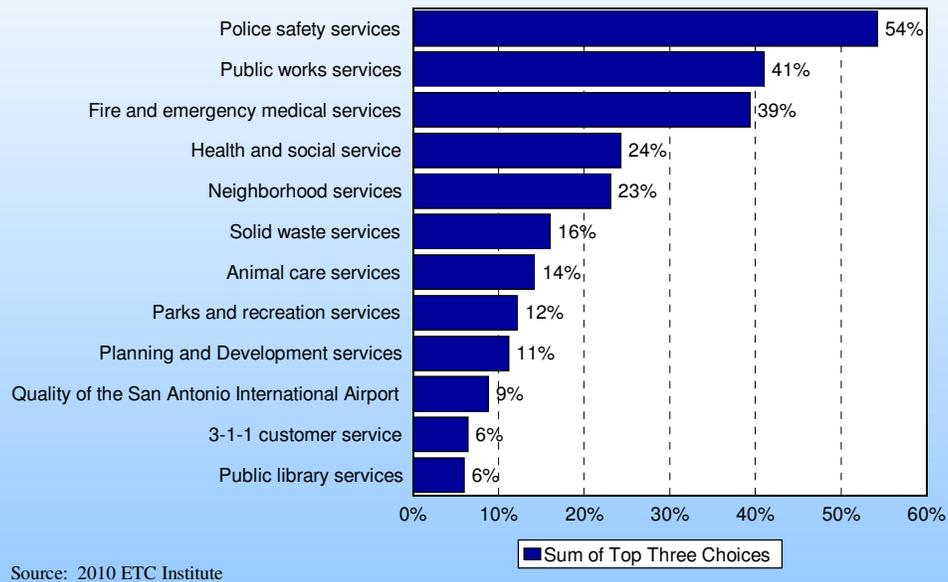
Overall Satisfaction with Major Categories of City Services

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



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

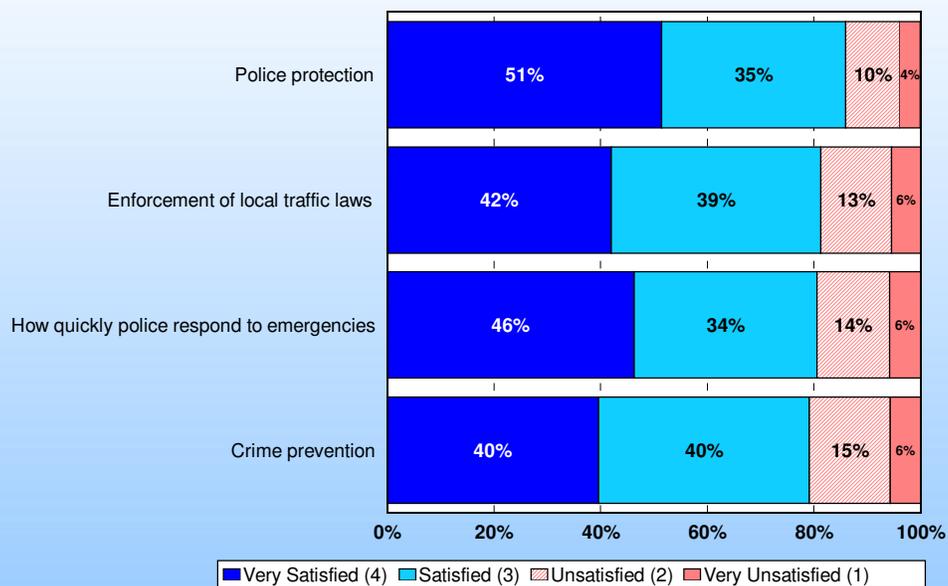
by percentage of respondents who selected the item as one of their top three choices



Police Safety Services

Satisfaction with Police Safety Services

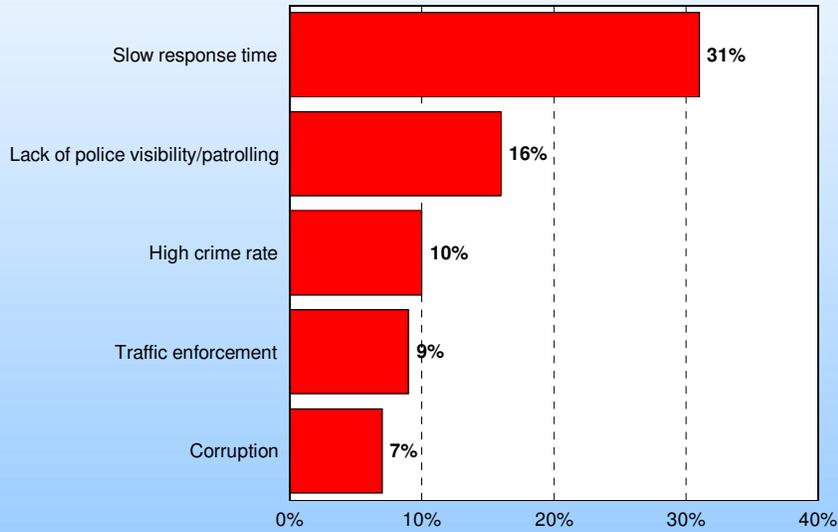
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't know)



Source: 2010 ETC Institute

Top 5 Reasons Residents Were Dissatisfied With Any of the Police Safety Services

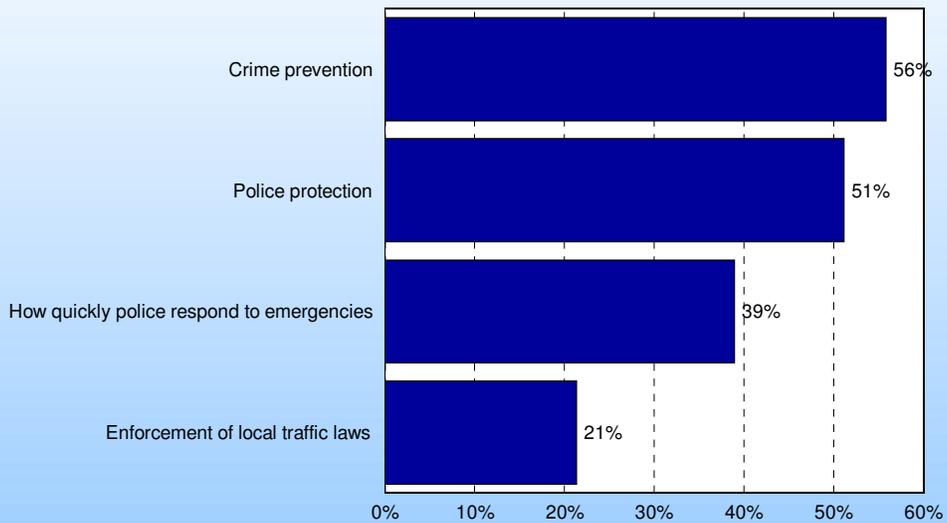
the results were found by summarizing the open-ended comments about why residents were dissatisfied into major categories topics



Source: 2010 ETC Institute

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

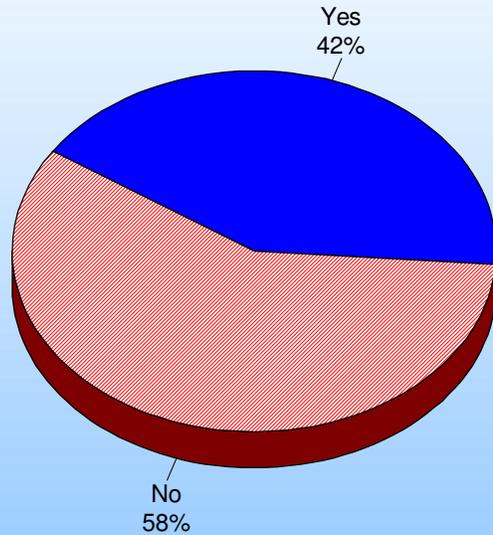
by percentage of respondents who selected the item as one of their top two choices



Source: 2010 ETC Institute

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

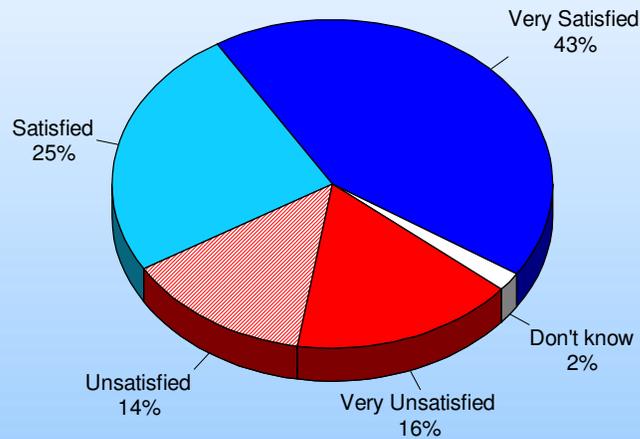
by percentage of respondents



Source: 2010 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

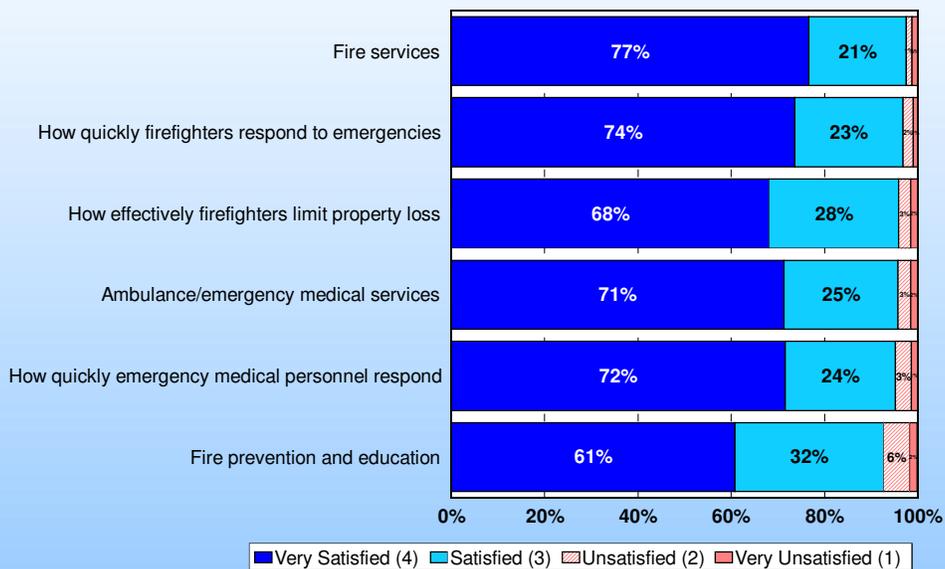


Source: 2010 ETC Institute

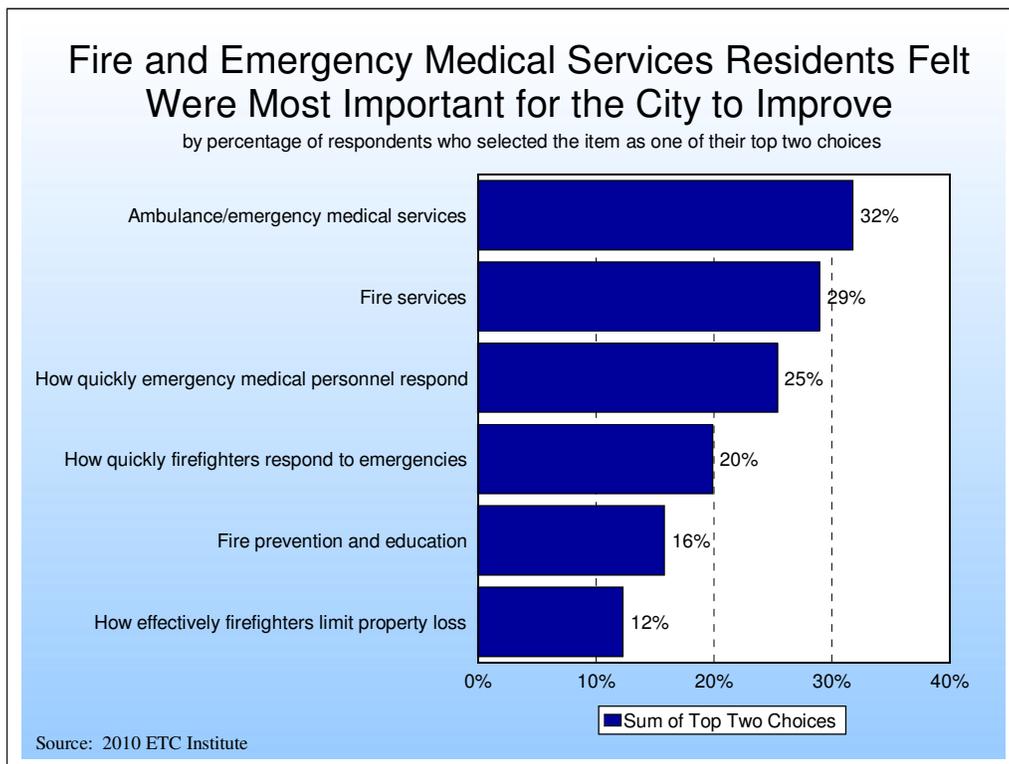
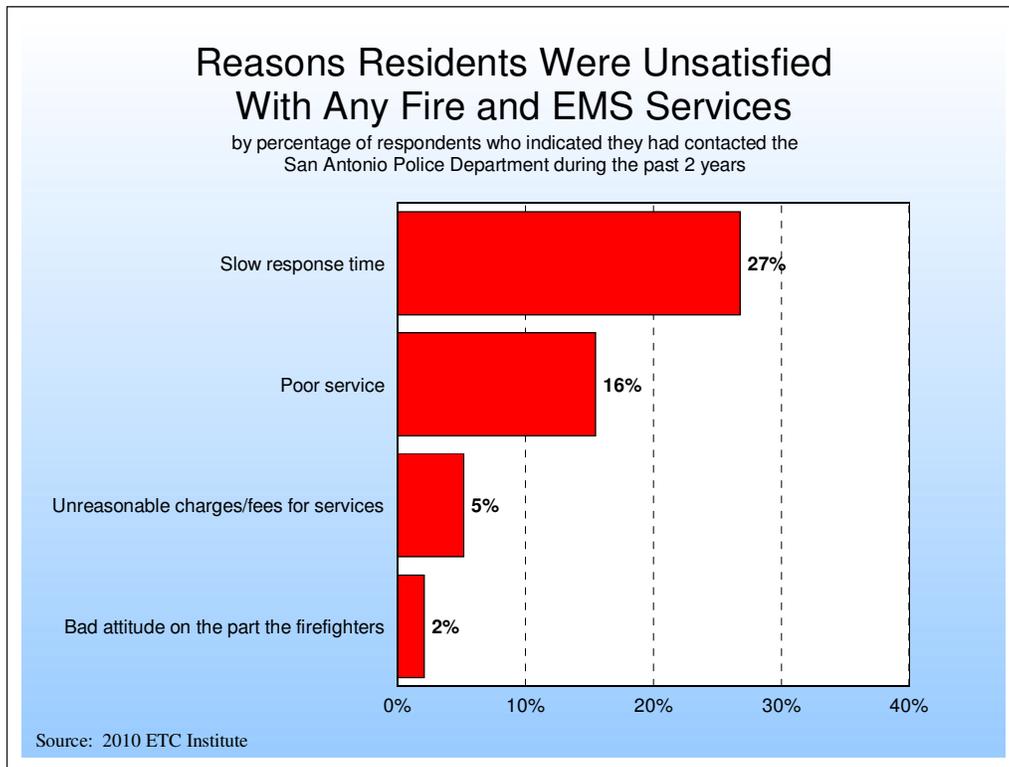
Fire and Emergency Medical Services

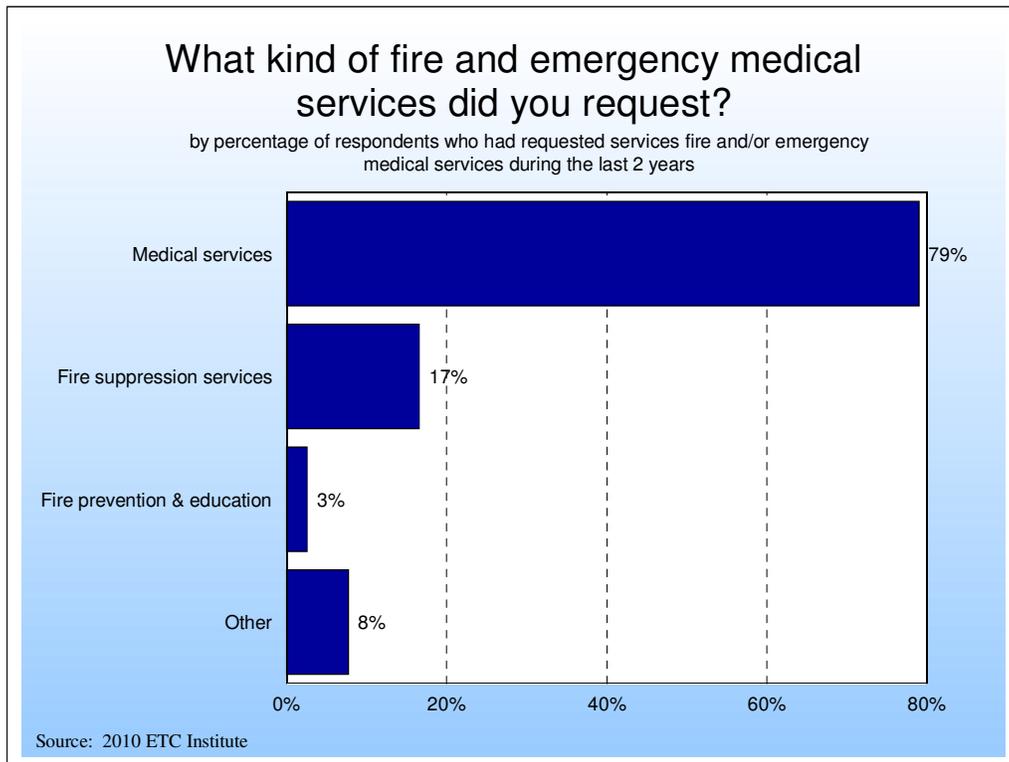
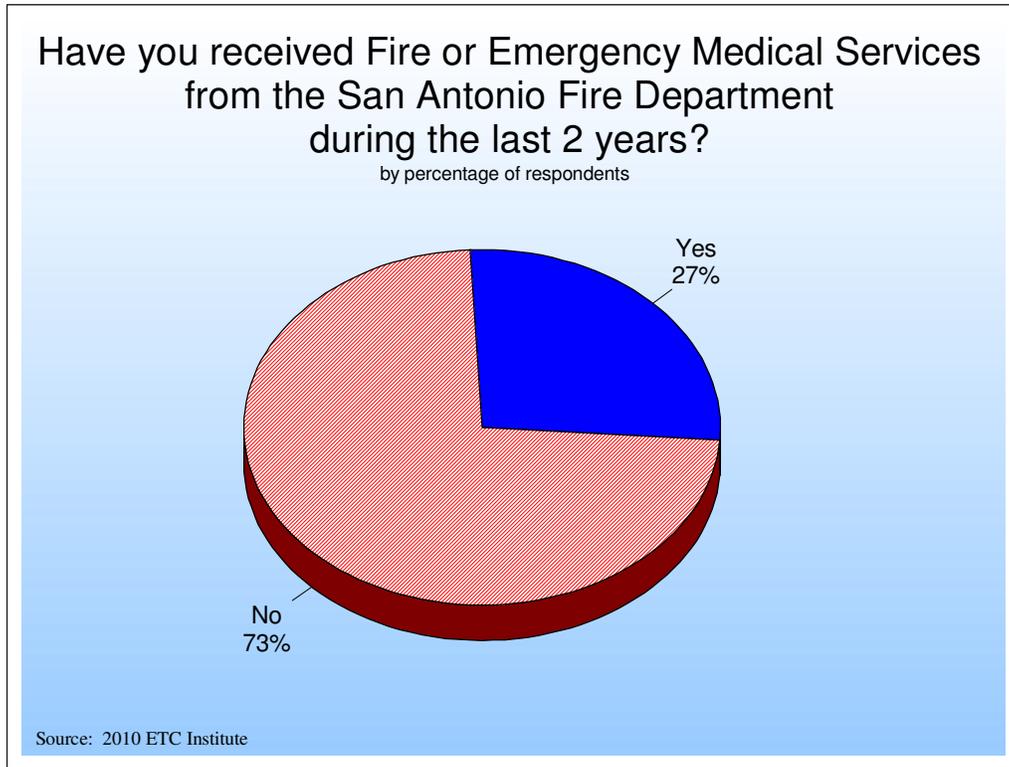
Satisfaction with Fire and Emergency Medical Services

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



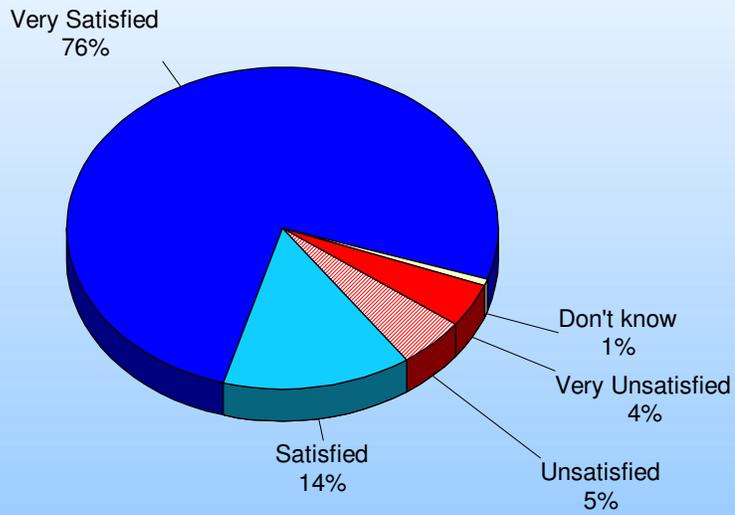
Source: 2010 ETC Institute





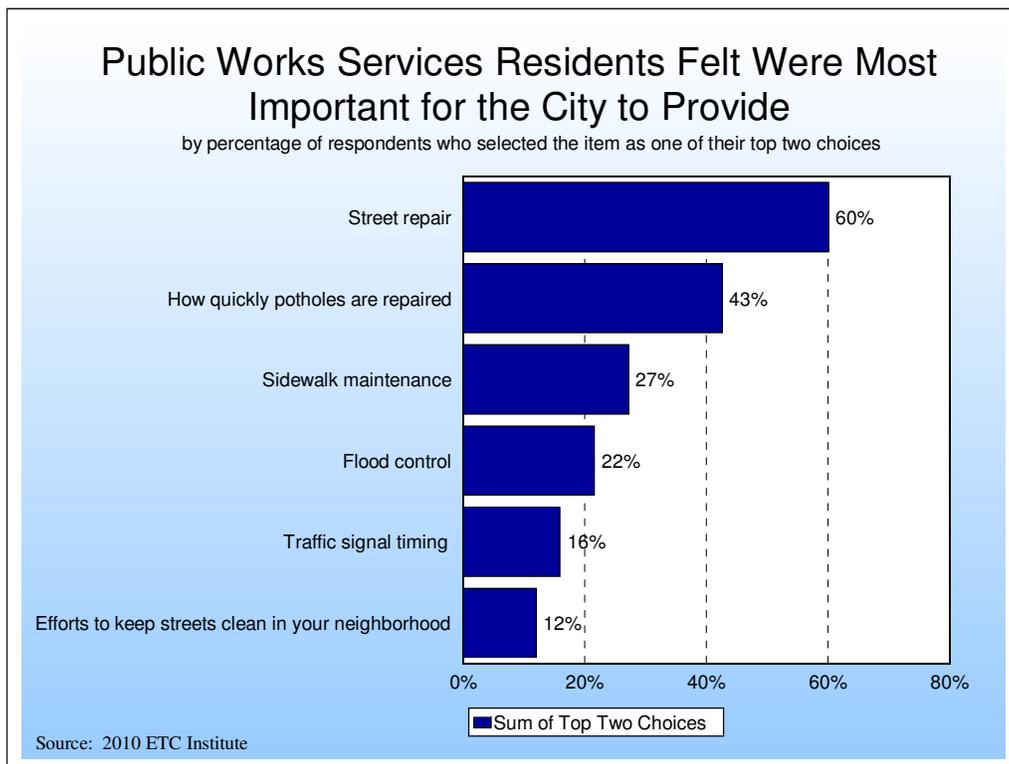
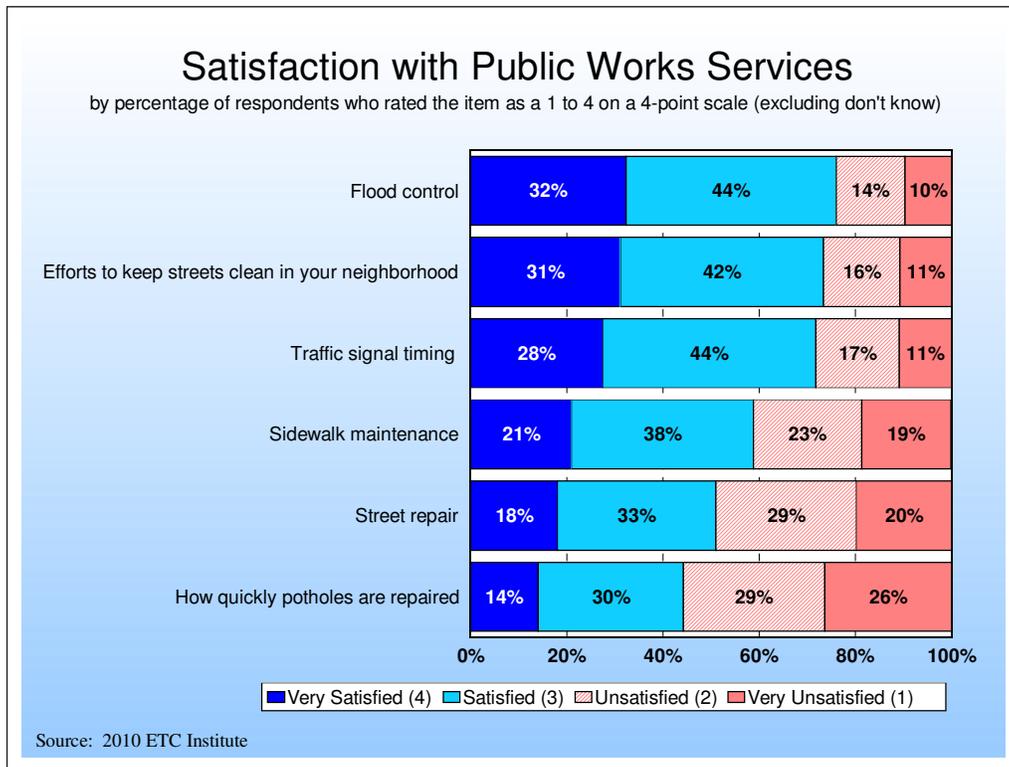
Overall Satisfaction with the Quality of Services Received From the San Antonio Fire Department

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



Source: 2010 ETC Institute

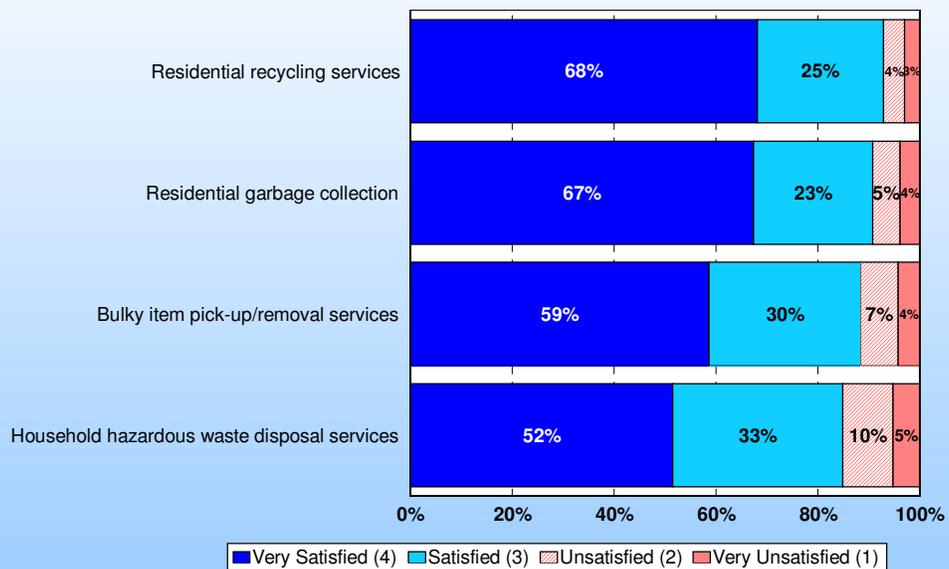
Public Works Services



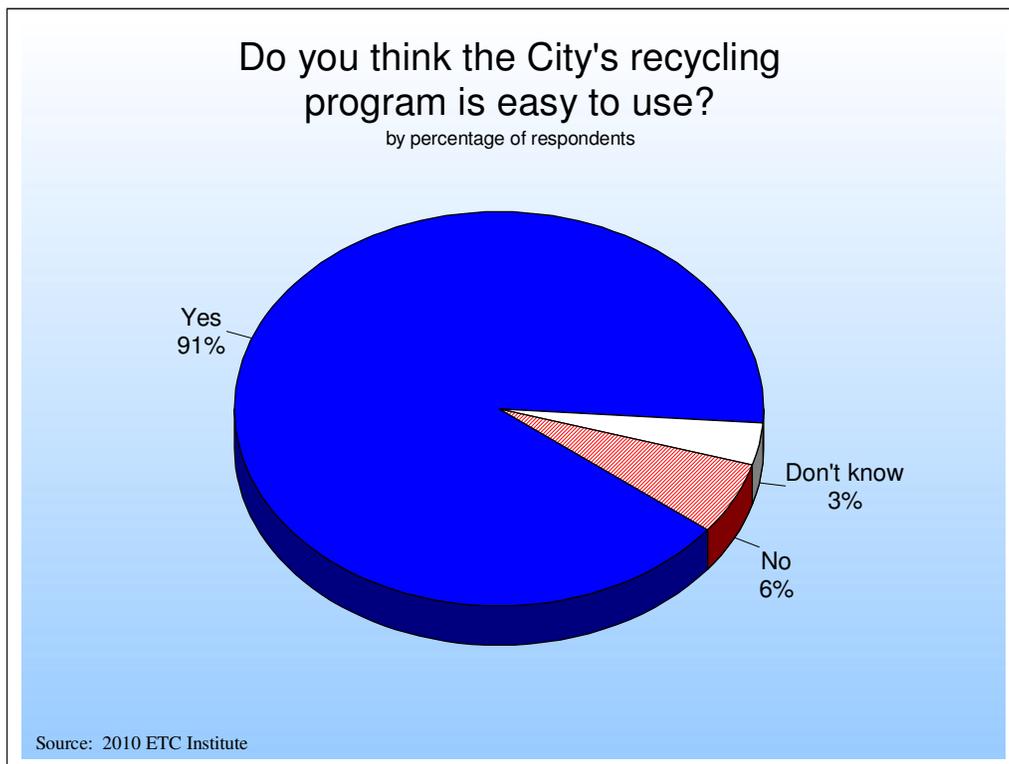
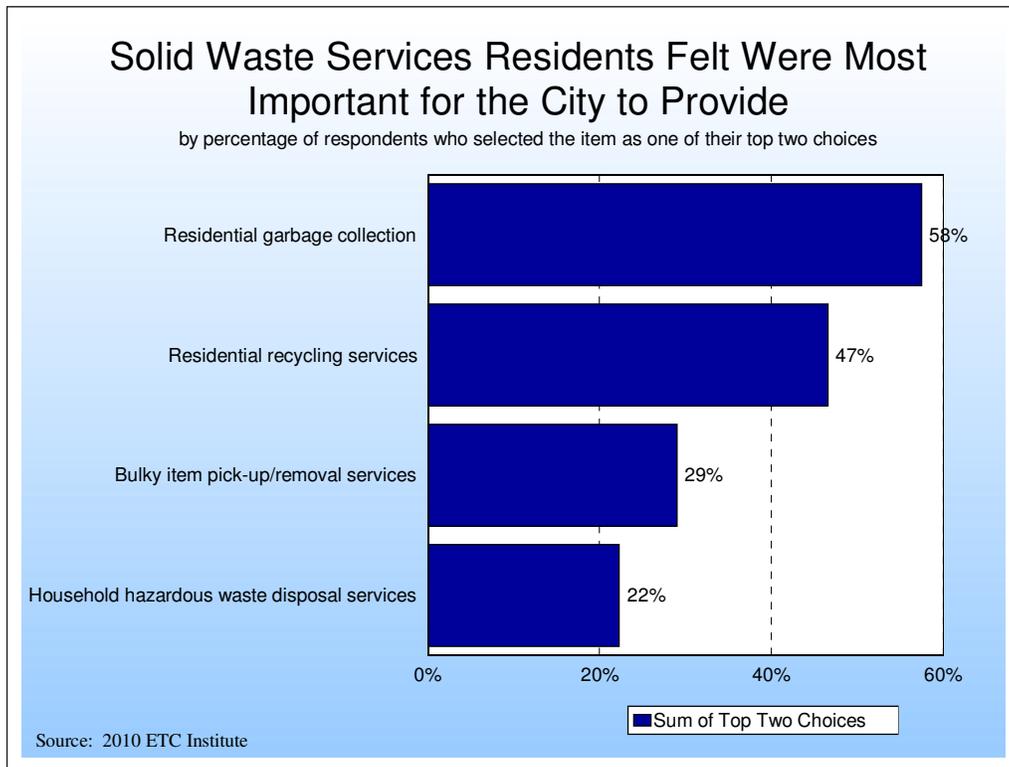
Solid Waste Services

Satisfaction with Solid Waste Services

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



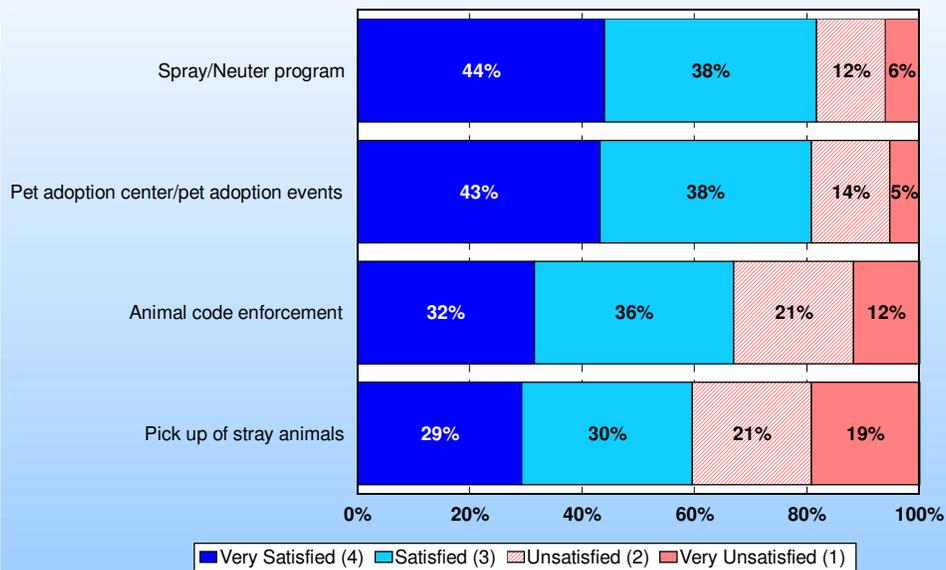
Source: 2010 ETC Institute



Animal Care Services

Satisfaction with Animal Care Services

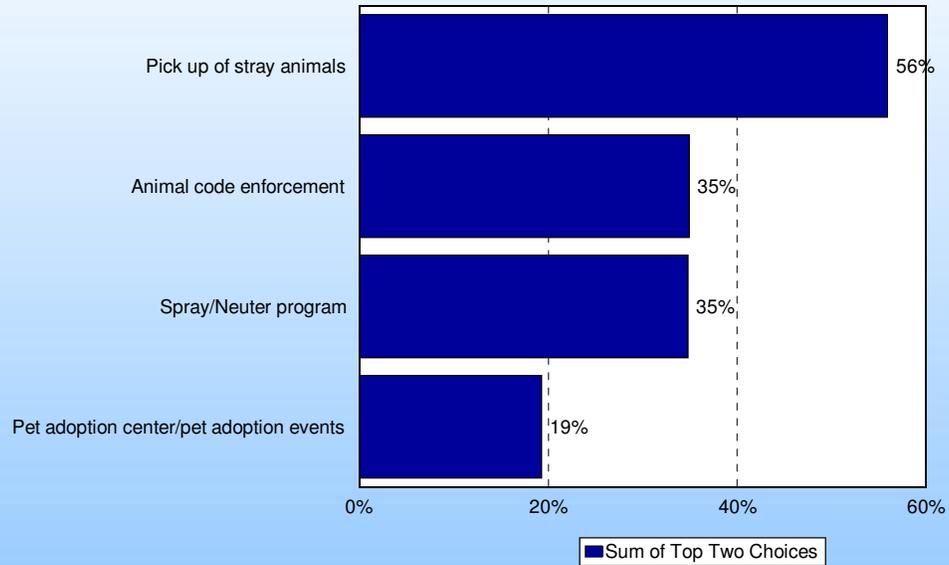
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



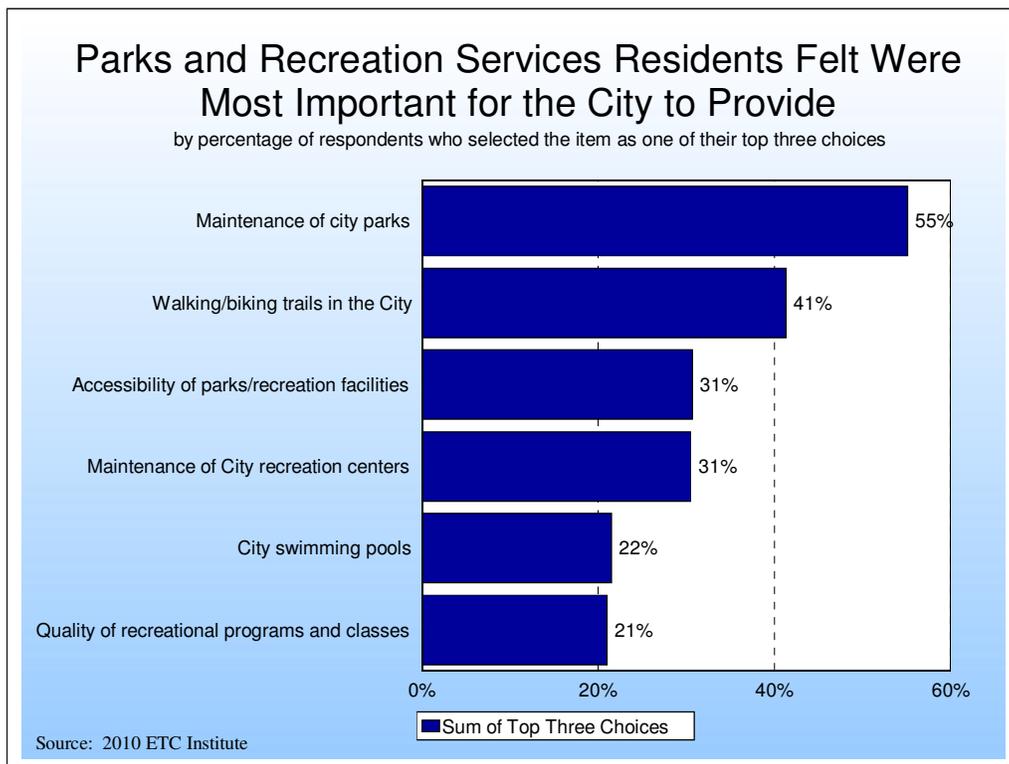
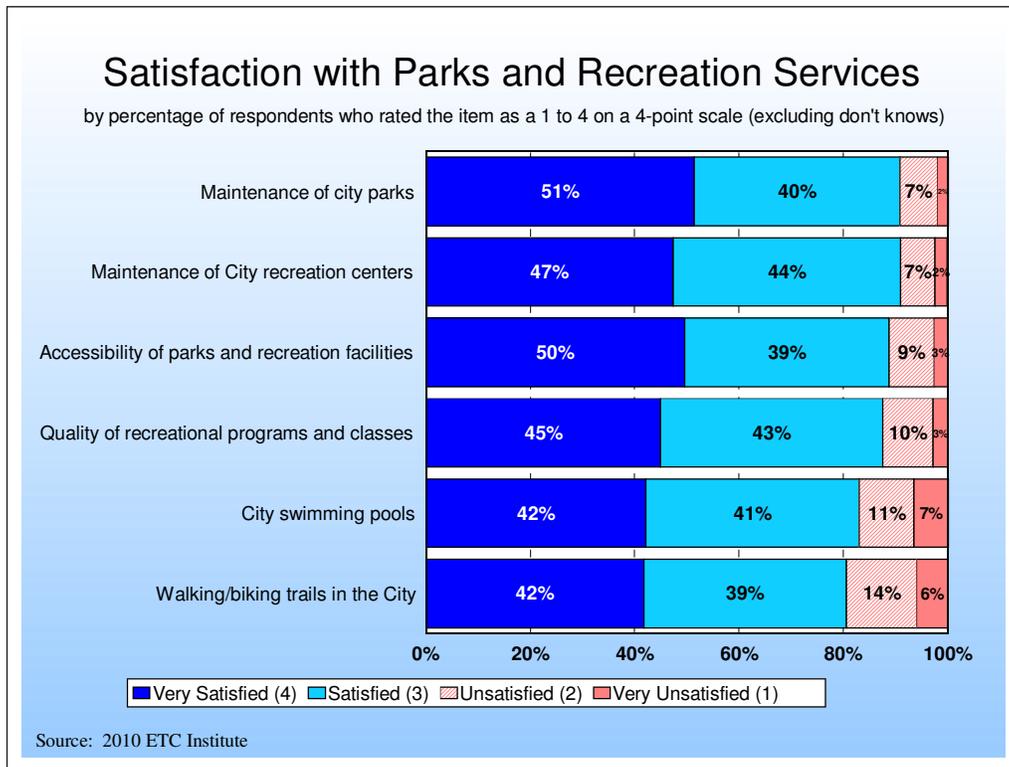
Source: 2010 ETC Institute

Animal Care 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



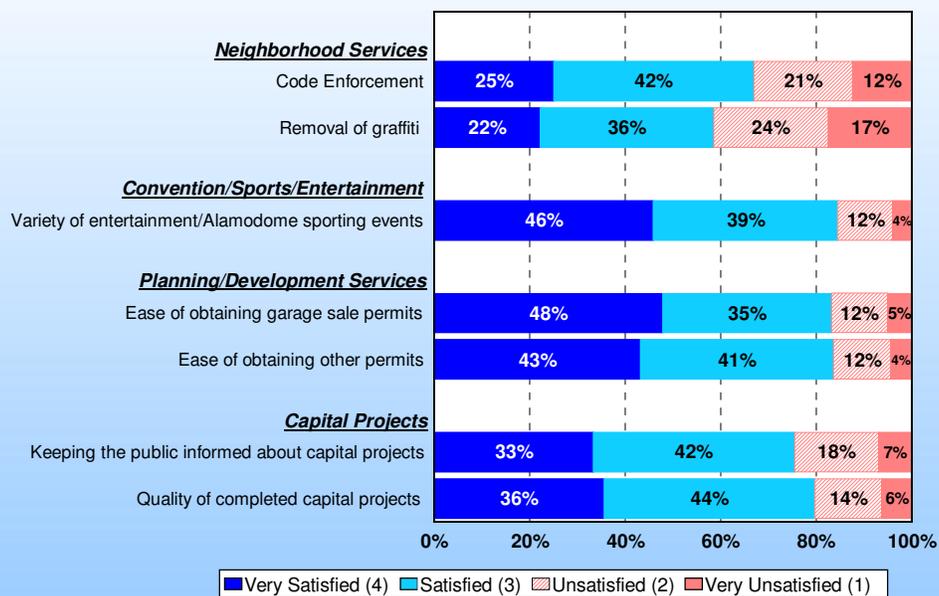
Parks and Recreation Services



Other City Services

Satisfaction with Other City Services

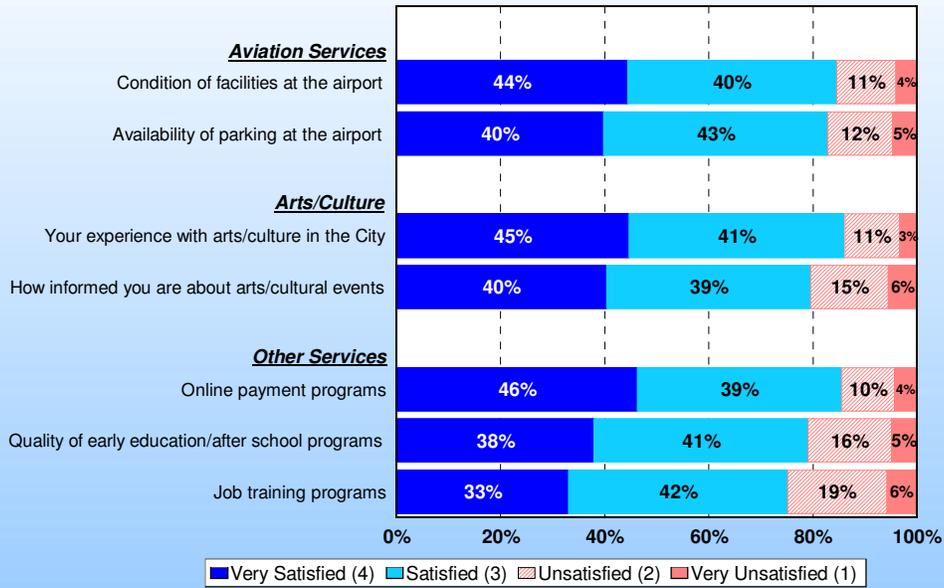
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: 2010 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: 2010 ETC Institute

3-1-1 Customer Services

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

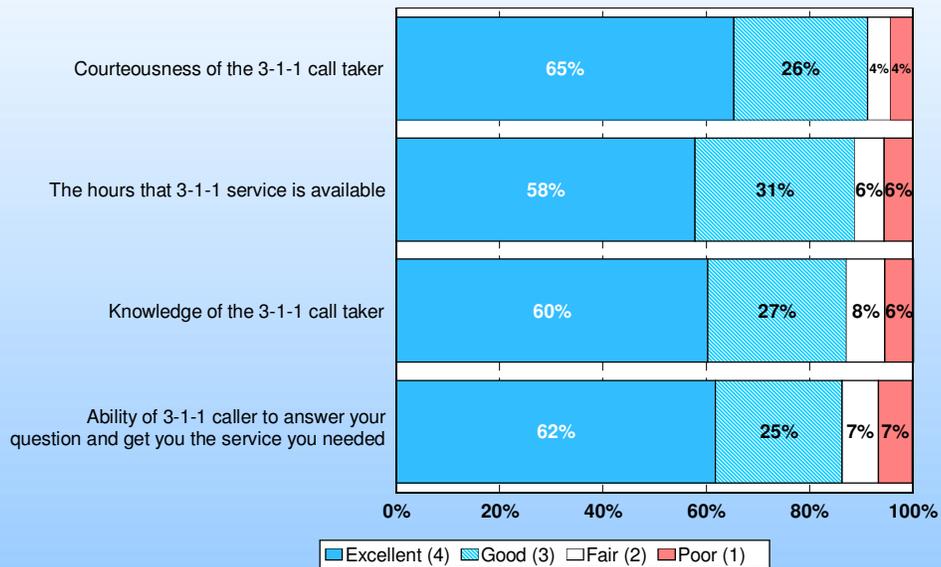
by percentage of respondents who had used the City's 3-1-1 service



Source: 2010 ETC Institute

Satisfaction with the 3-1-1 Customer Service Phone Line

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding no opinion)

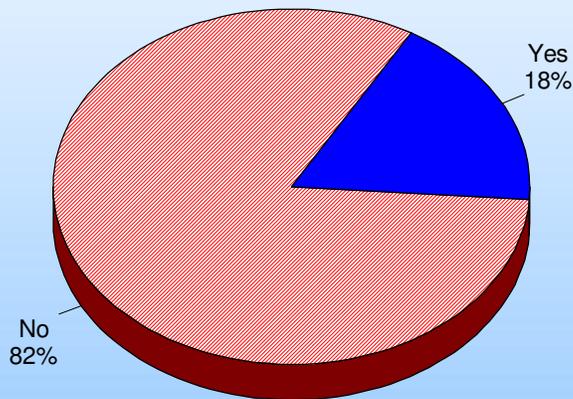


Source: 2010 ETC Institute

Employee Customer Service

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

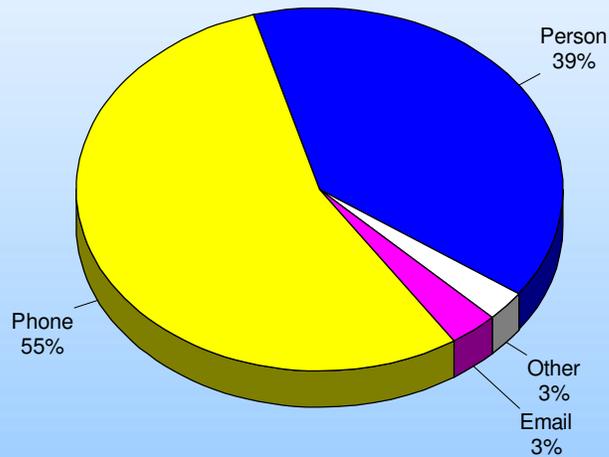
by percentage of respondents



Source: 2010 ETC Institute

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

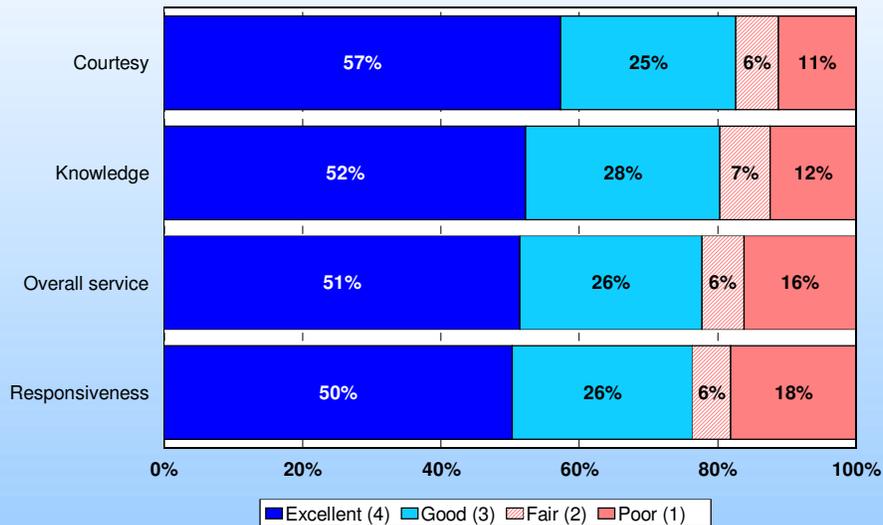
by percentage of respondents who had contacted a City employee outside the Police, Fire, Emergency Medical Services and/or 3-1-1 Service



Source: 2010 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

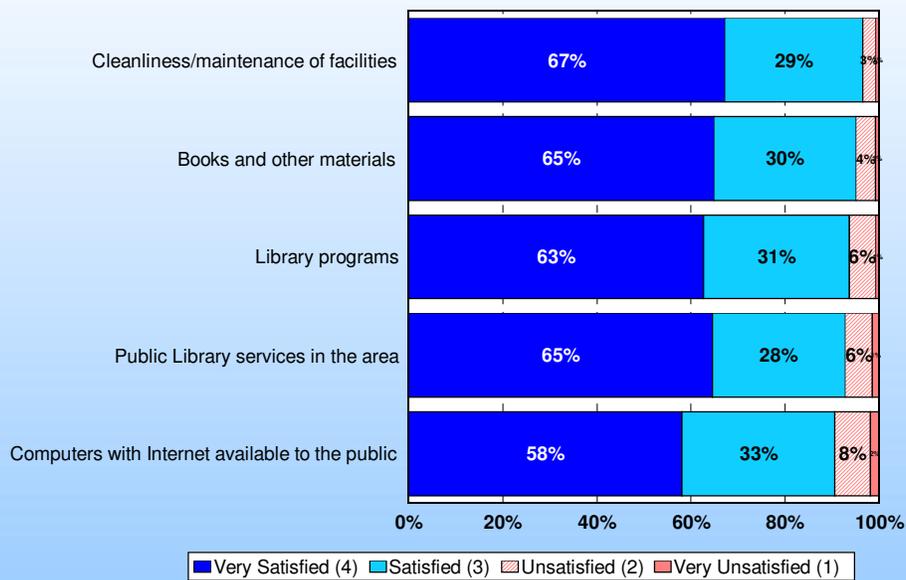


Source: 2010 ETC Institute

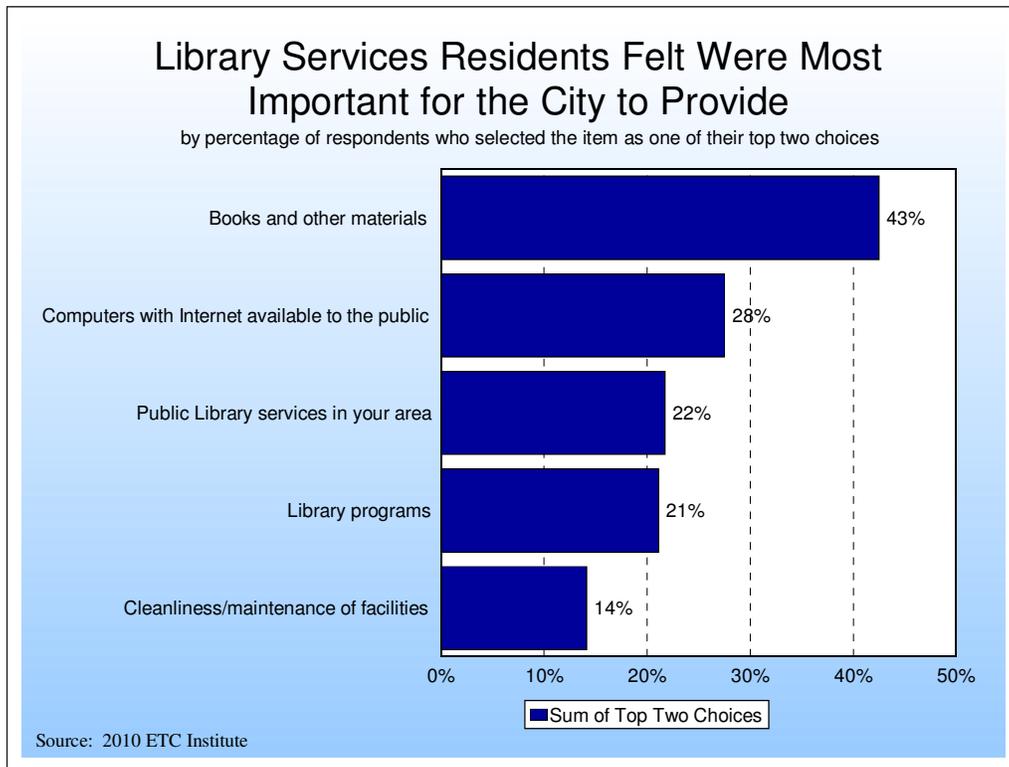
Library Services

Satisfaction with Library Services

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



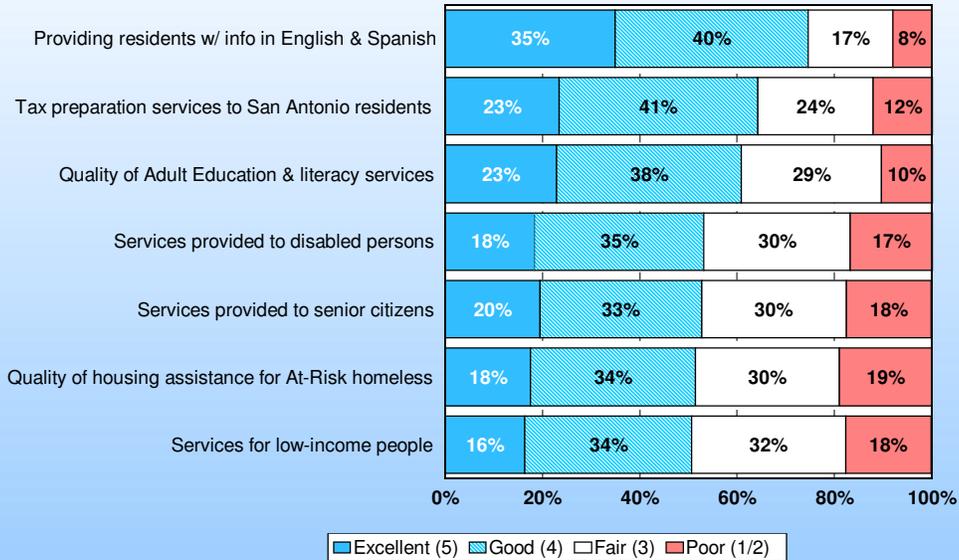
Source: 2010 ETC Institute



Special Population Questions

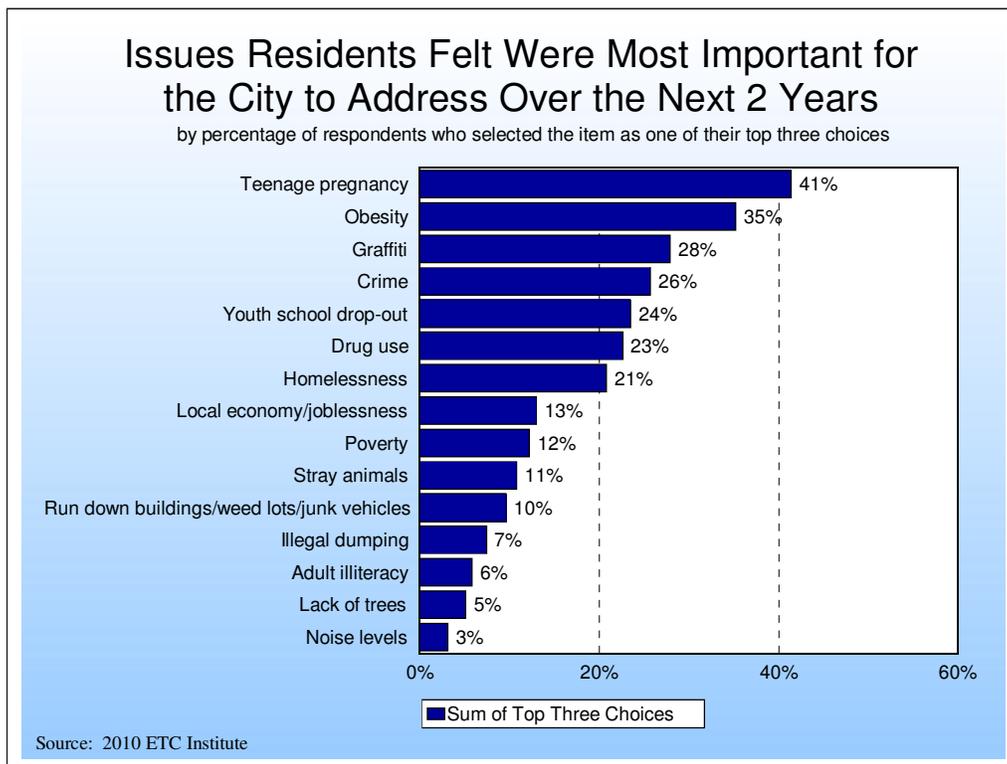
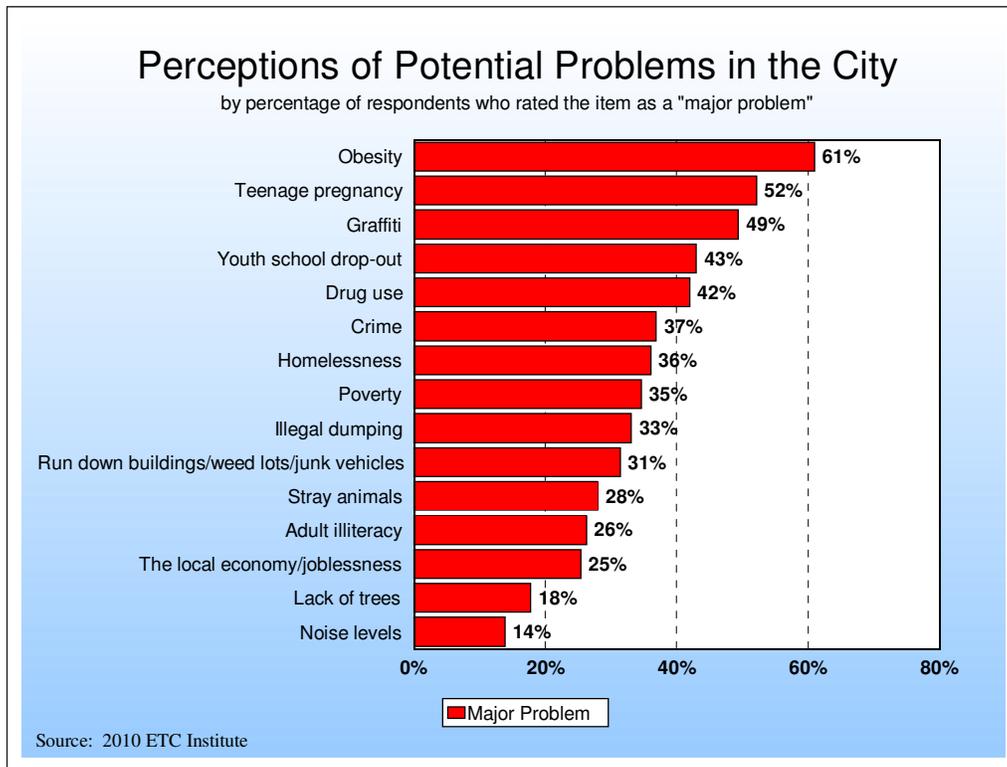
Ratings of Services for Special Populations

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



Source: 2010 ETC Institute

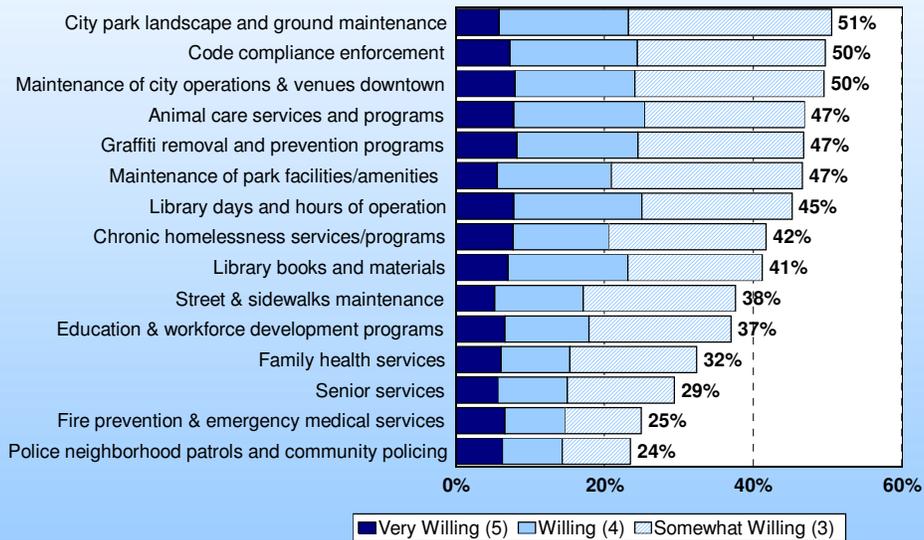
Perceptions of Potential Problems in the City



Budget Prioritizing

City Services Residents Were Most Willing to Accept Spending Reductions In

by percentage of respondents who were "very willing," "willing" or "somewhat willing" to accept spending reduction in the following services (excluding don't knows)

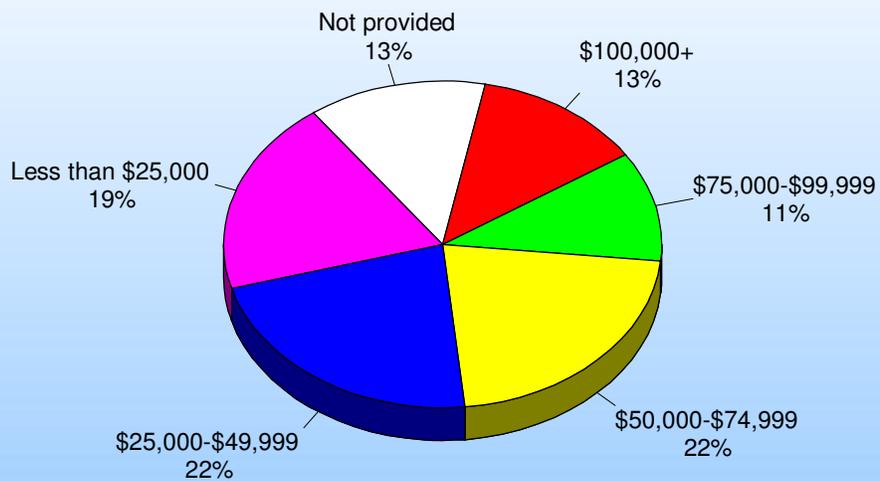


Source: 2010 ETC Institute

Demographics

Demographics: Total Annual Household Income

by percentage of respondents



Source: 2010 ETC Institute

Demographics: Number of Years Lived in San Antonio

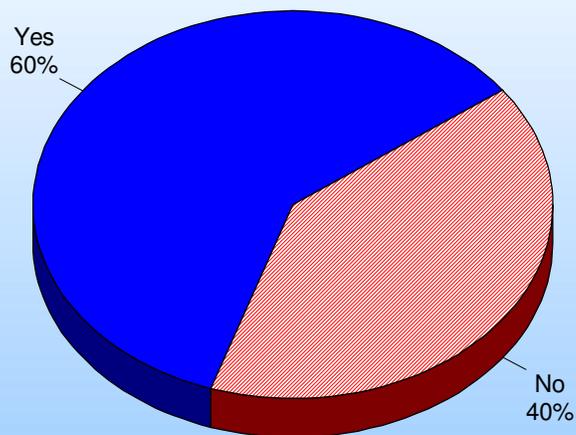
by percentage of respondents



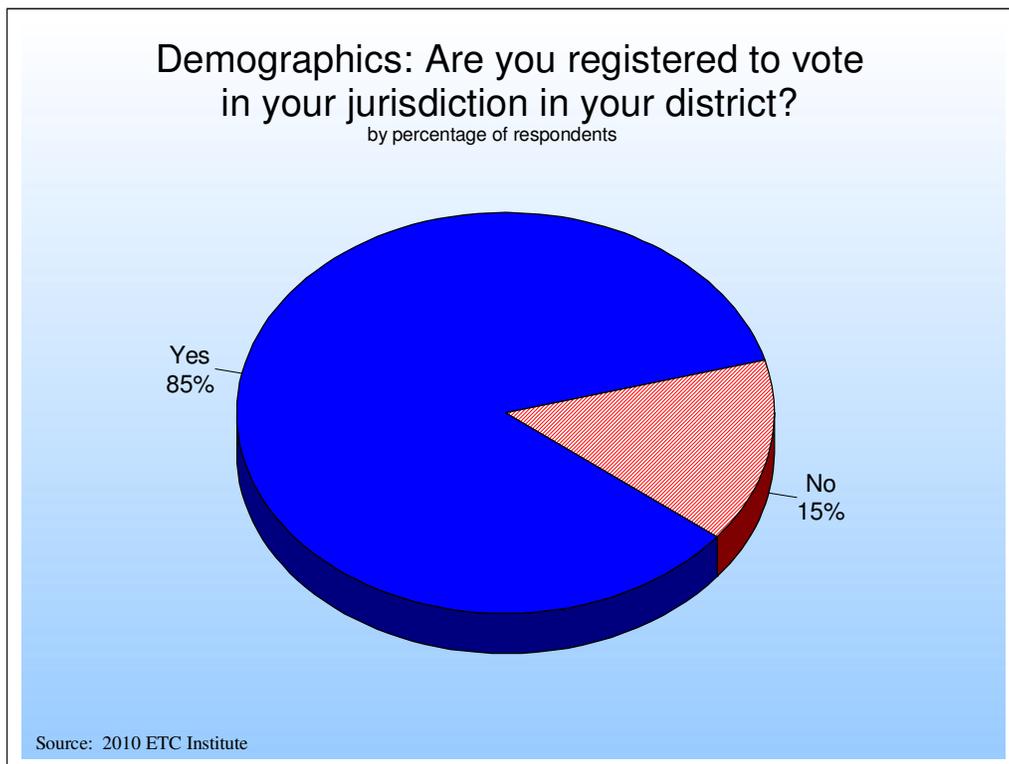
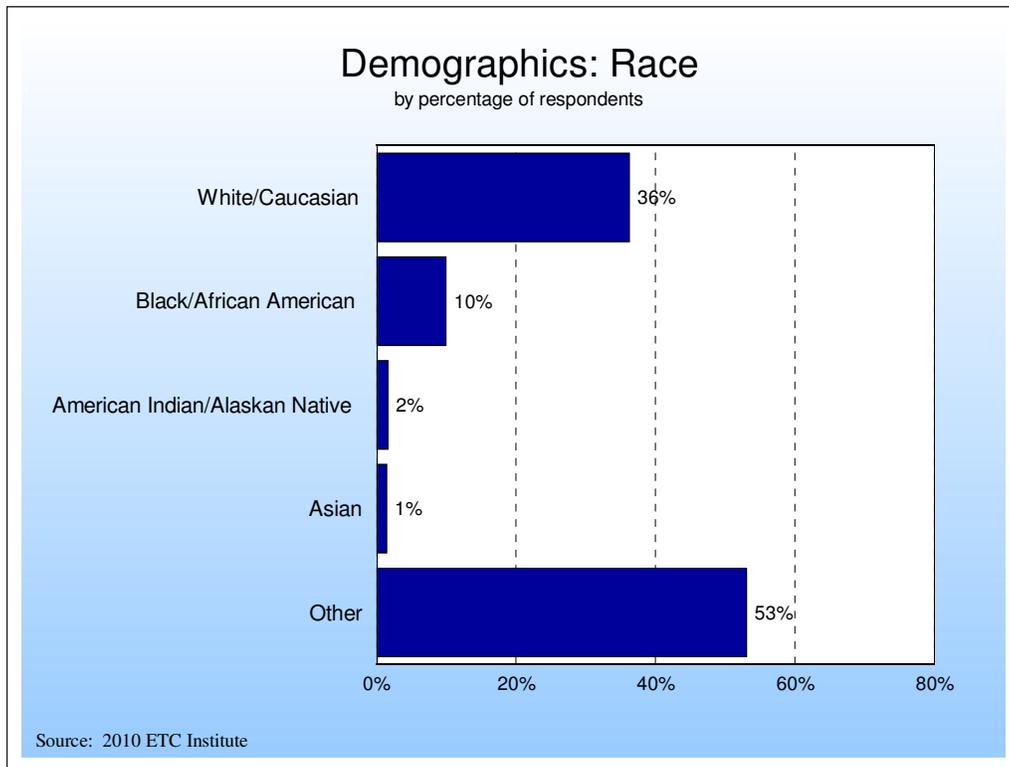
Source: 2010 ETC Institute

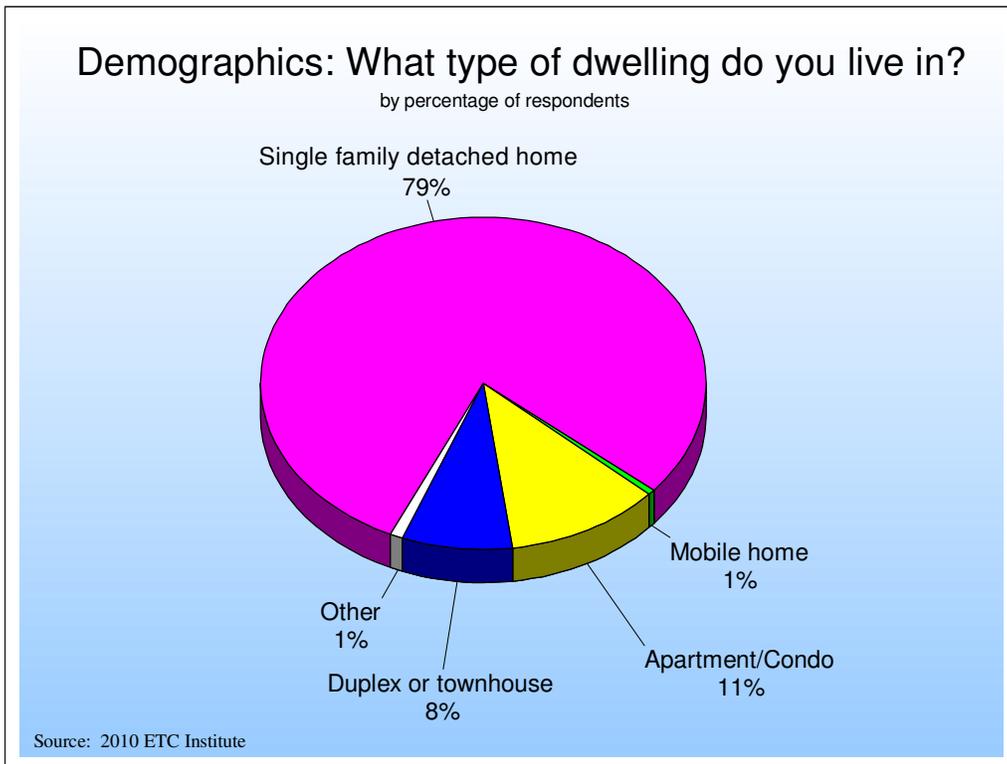
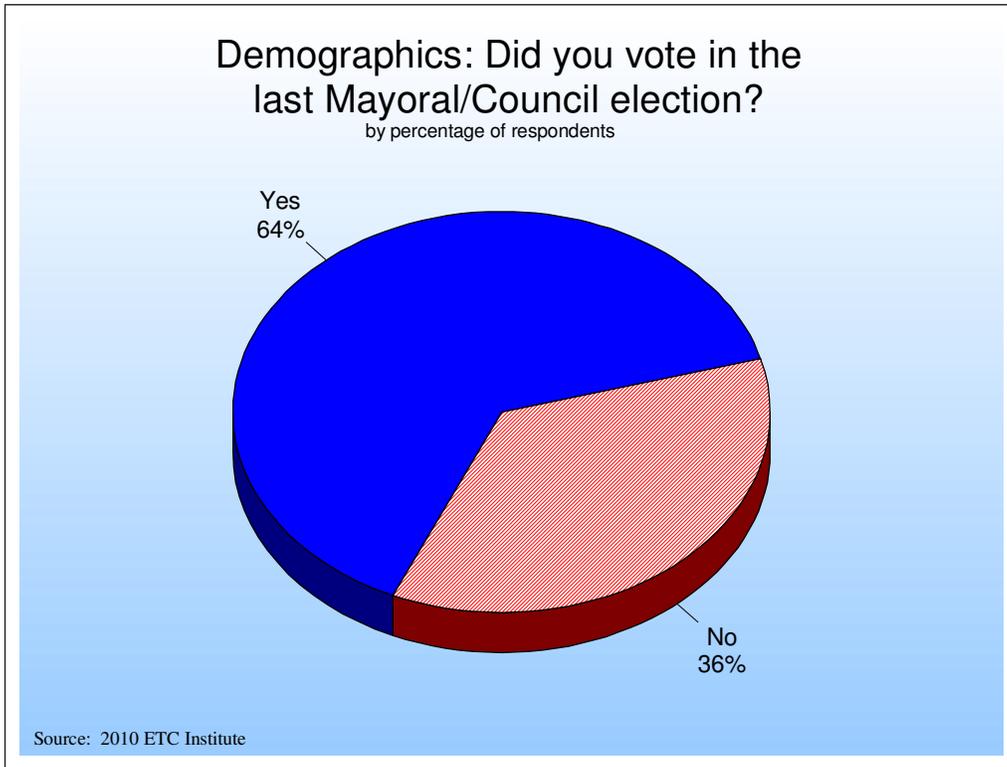
Demographics: Do you consider yourself to be Hispanic/Latino?

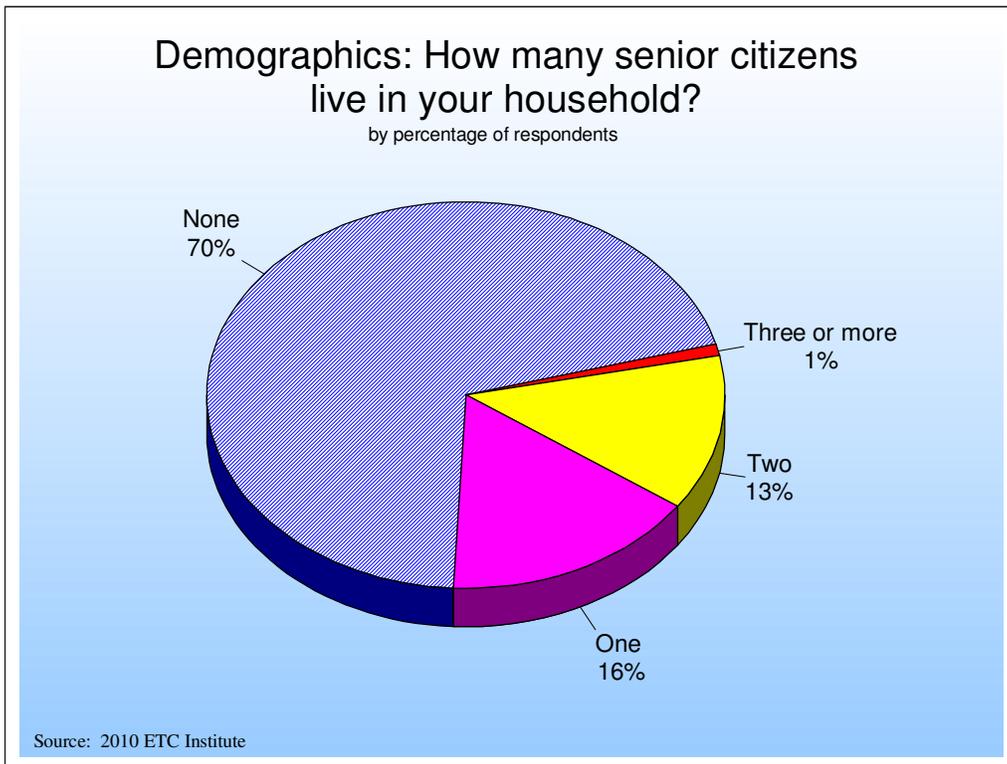
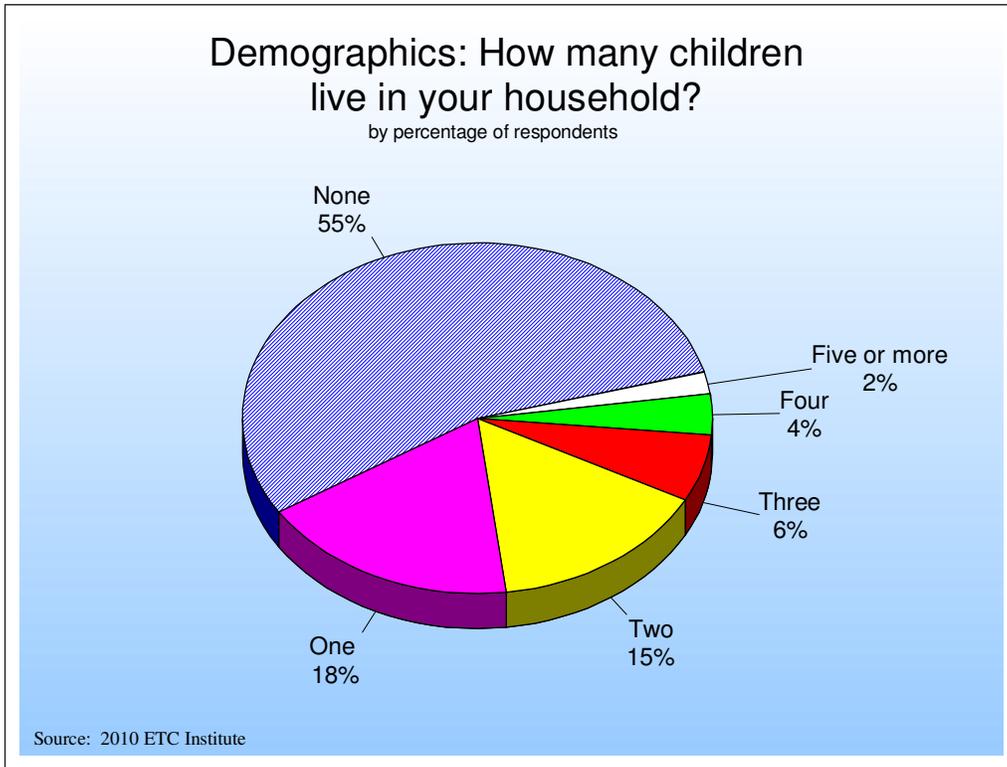
by percentage of respondents



Source: 2010 ETC Institute

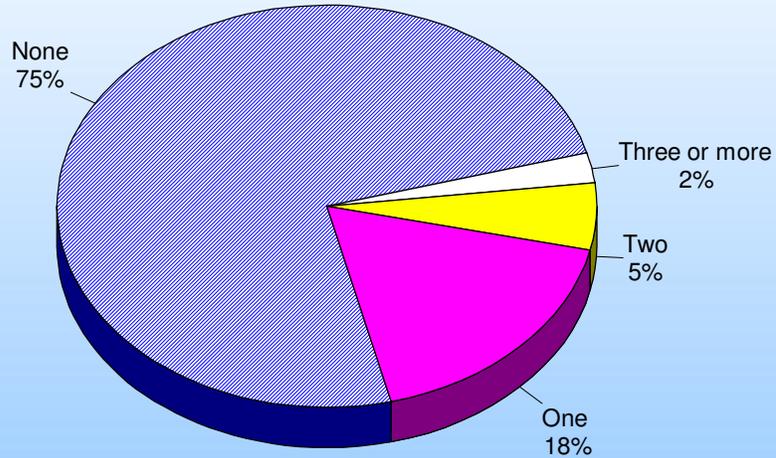






Demographics: How many persons with disabilities live in your household?

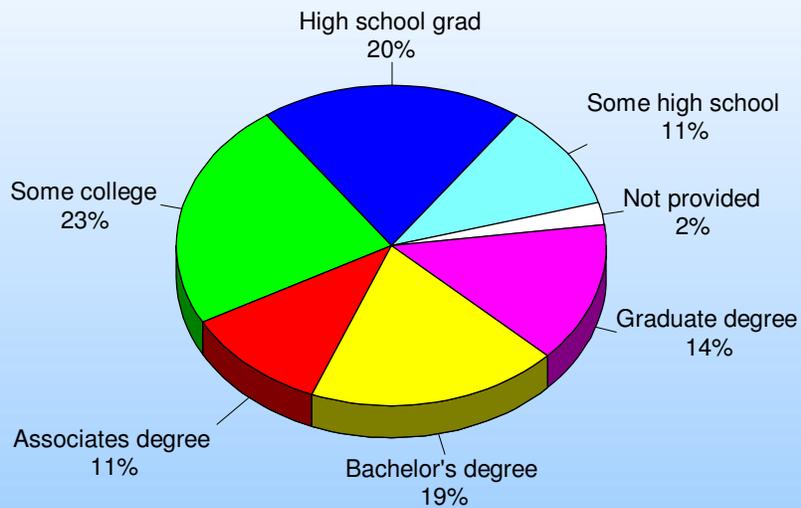
by percentage of respondents



Source: 2010 ETC Institute

Demographics: Education

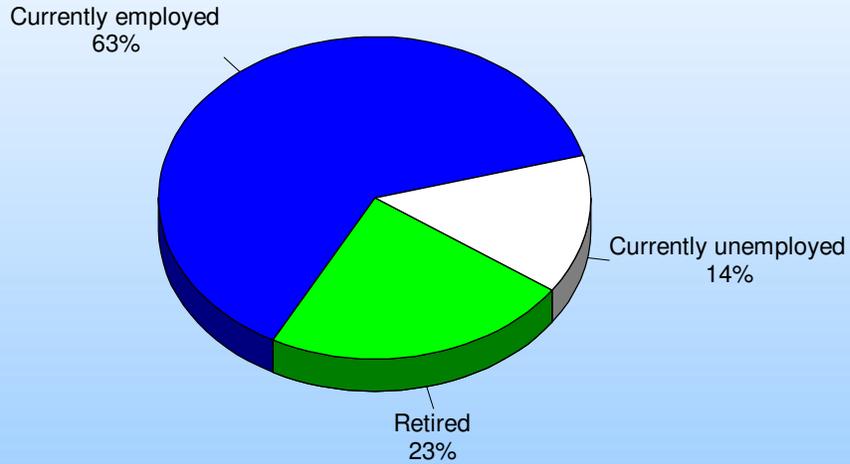
by percentage of respondents



Source: 2010 ETC Institute

Demographics: Are you currently employed?

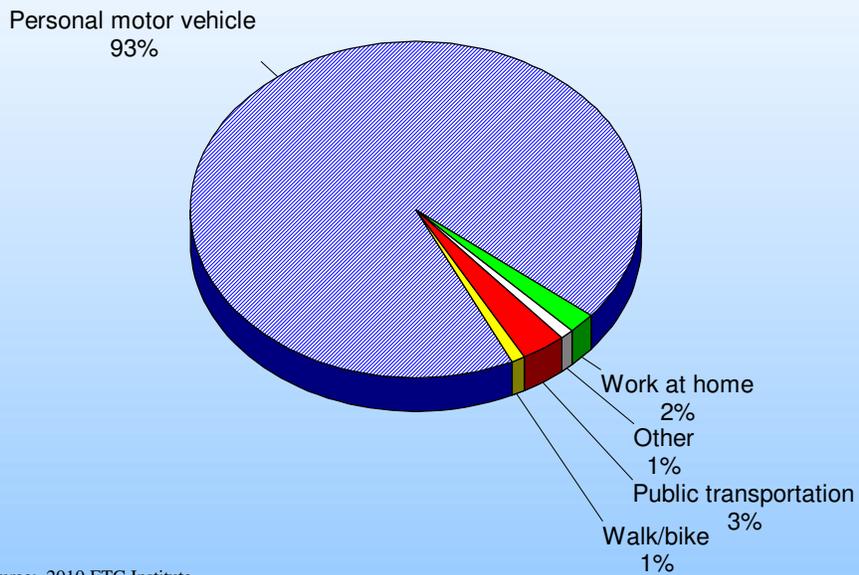
by percentage of respondents



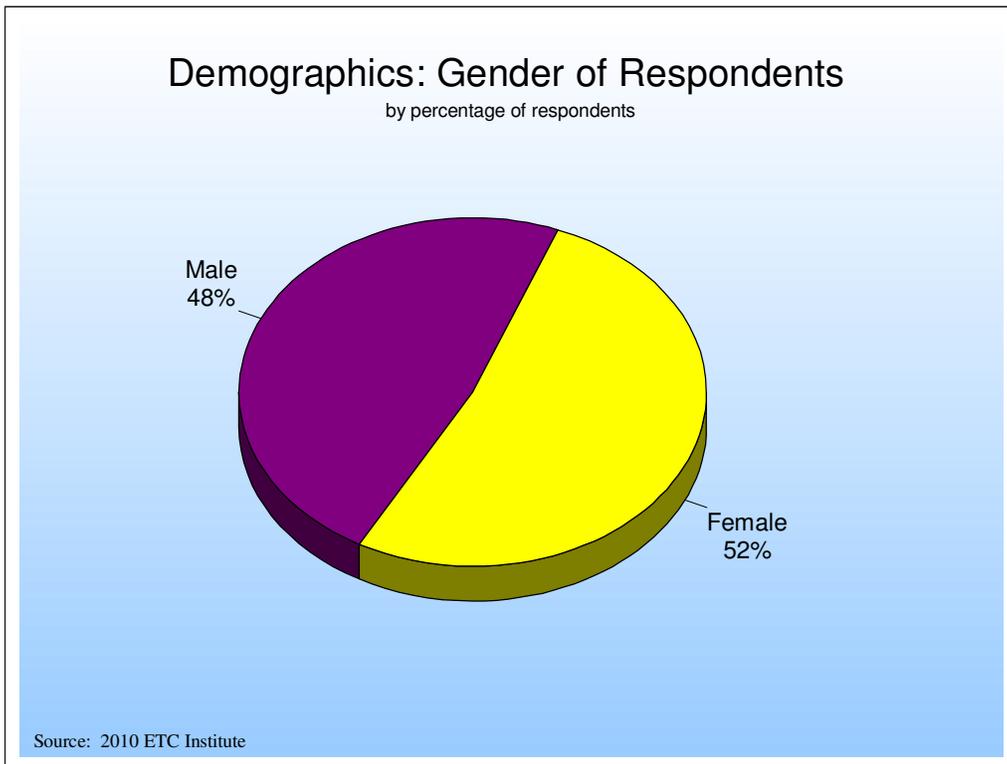
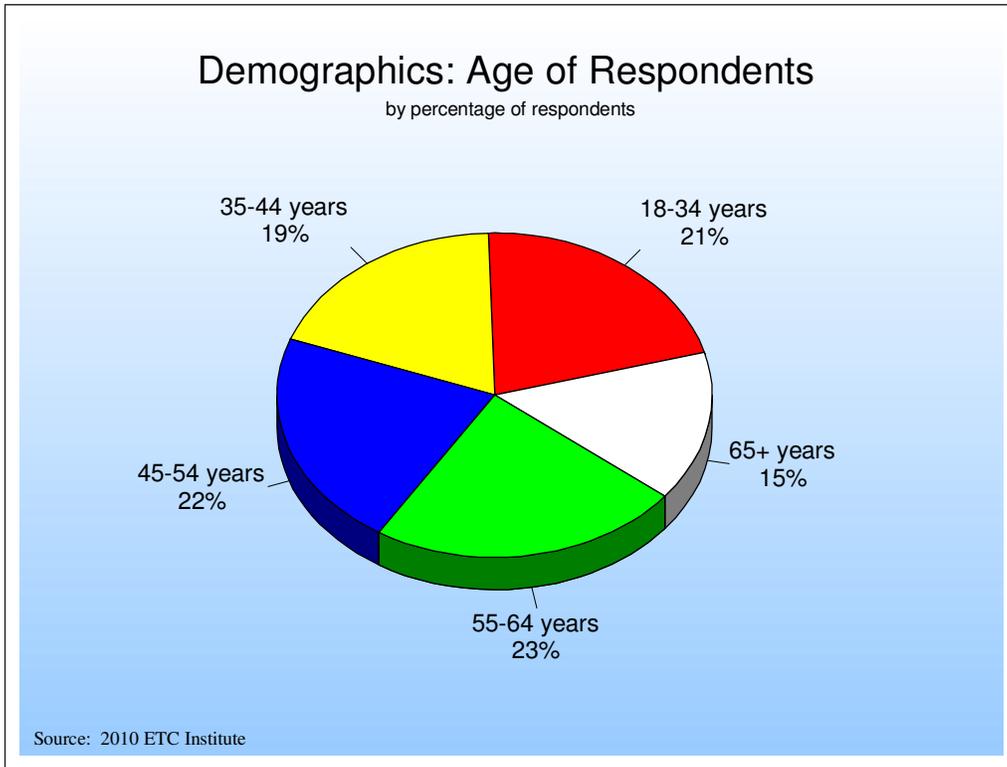
Source: 2010 ETC Institute

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: 2010 ETC Institute

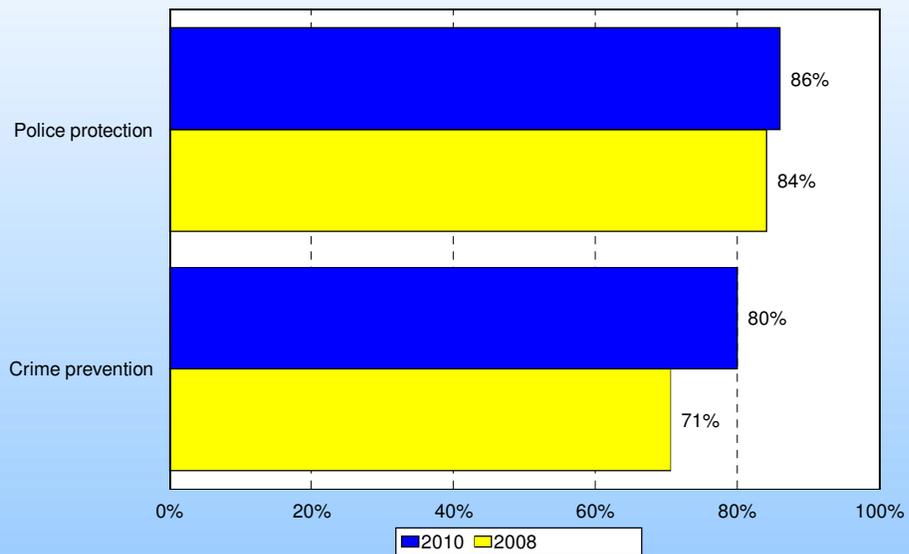


Section 2:
2008-2010
Benchmarking Analysis

Police Safety Services

Satisfaction with Police Safety Services (2008 vs. 2010)

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

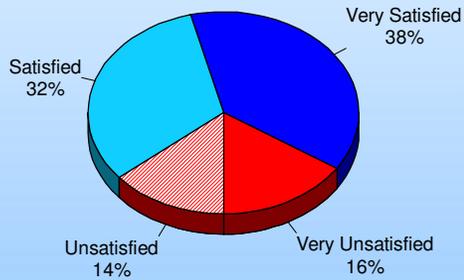


Source: 2010 ETC Institute

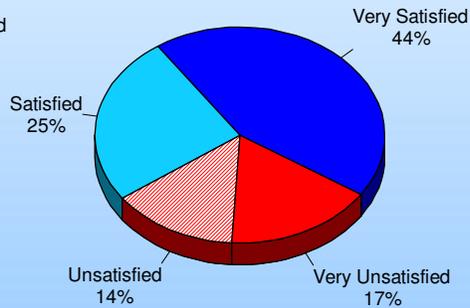
Overall Satisfaction with the Quality of Services Received From the San Antonio Police Department

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

2008

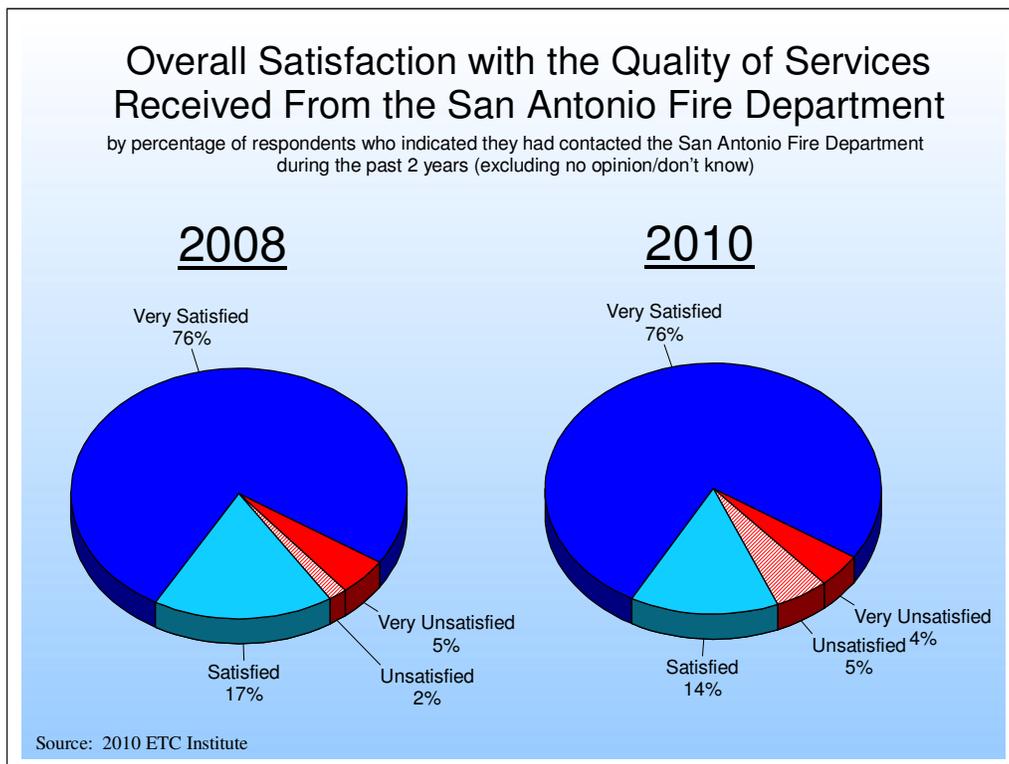
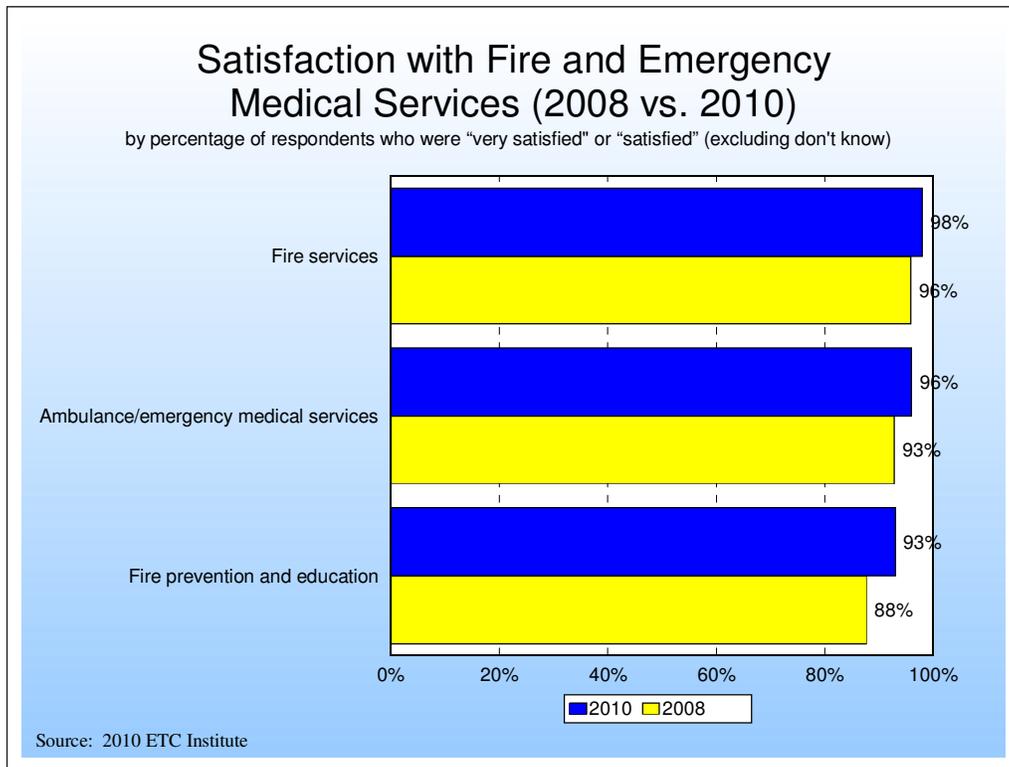


2010



Source: 2010 ETC Institute

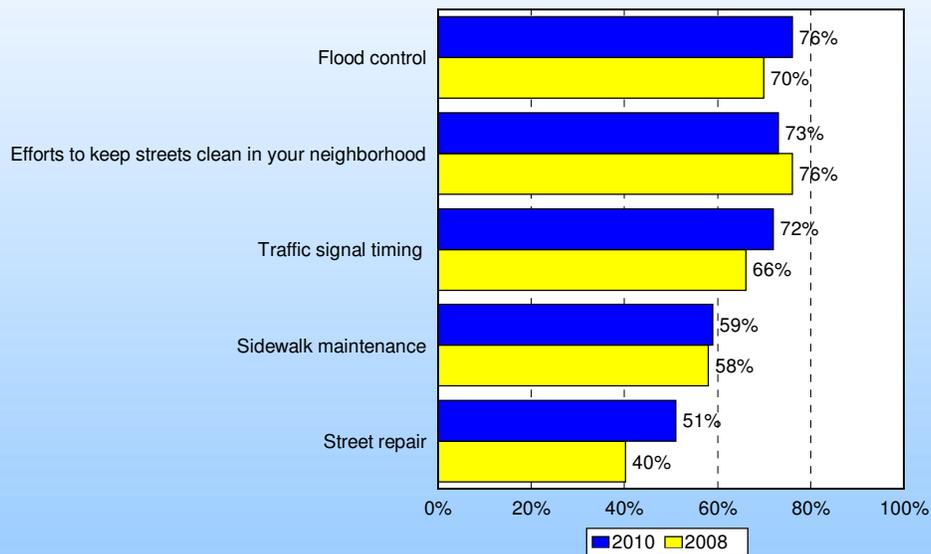
Fire and Emergency Medical Services



Public Works Services

Satisfaction with Public Works Services (2008 vs. 2010)

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

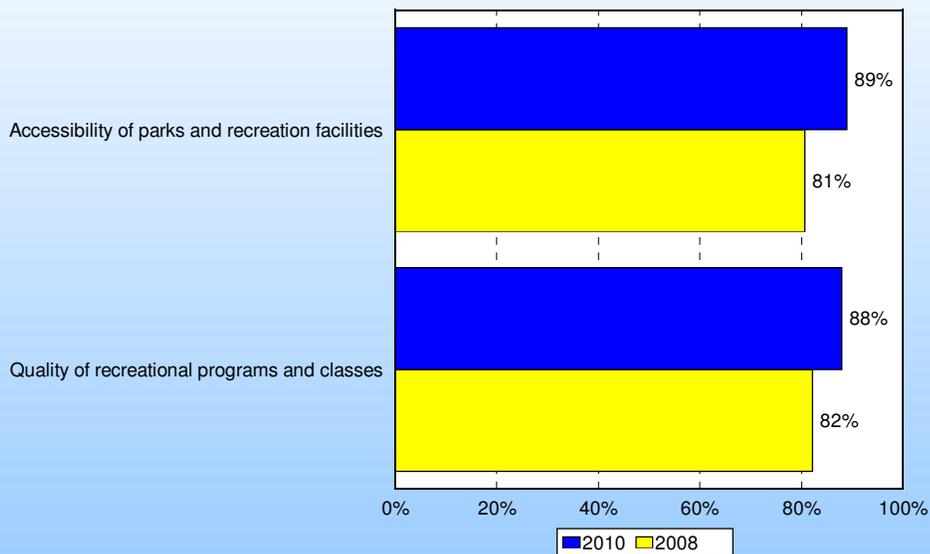


Source: 2010 ETC Institute

Parks and Recreation Services

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

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

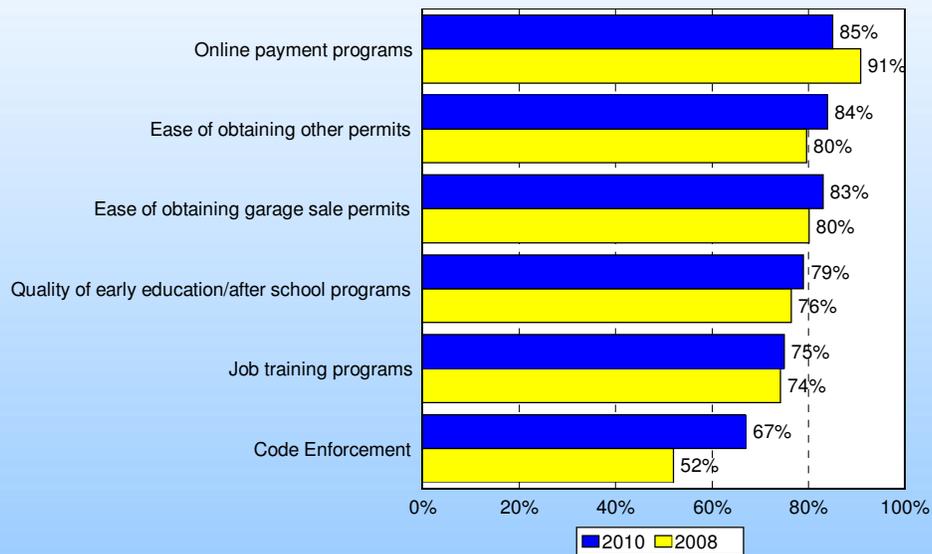


Source: 2010 ETC Institute

Other City Services

Satisfaction with Other City Services (2008 vs. 2010)

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



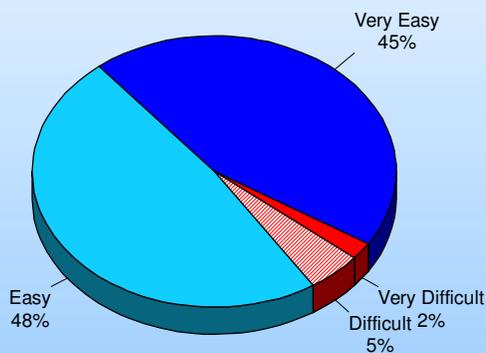
Source: 2010 ETC Institute

3-1-1 Customer Services

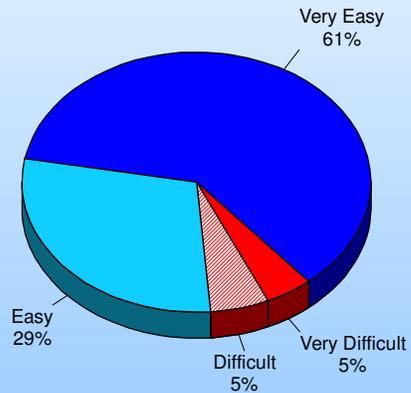
Ease of Using the 3-1-1 Customer Service Phone Line

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

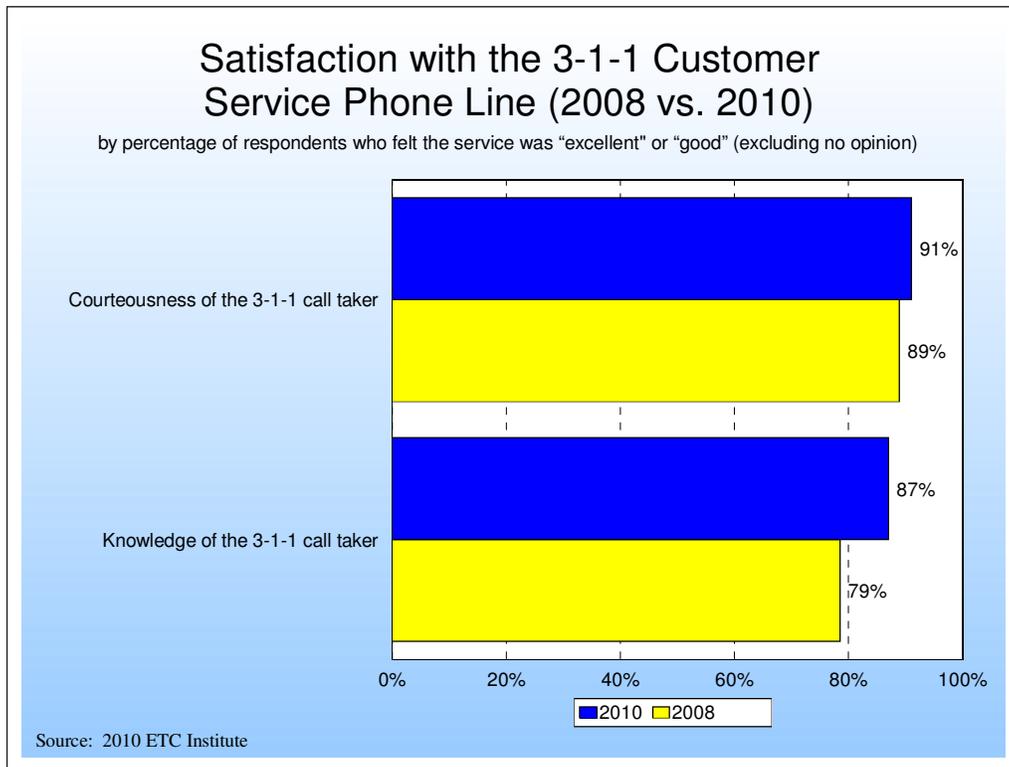
2008



2010



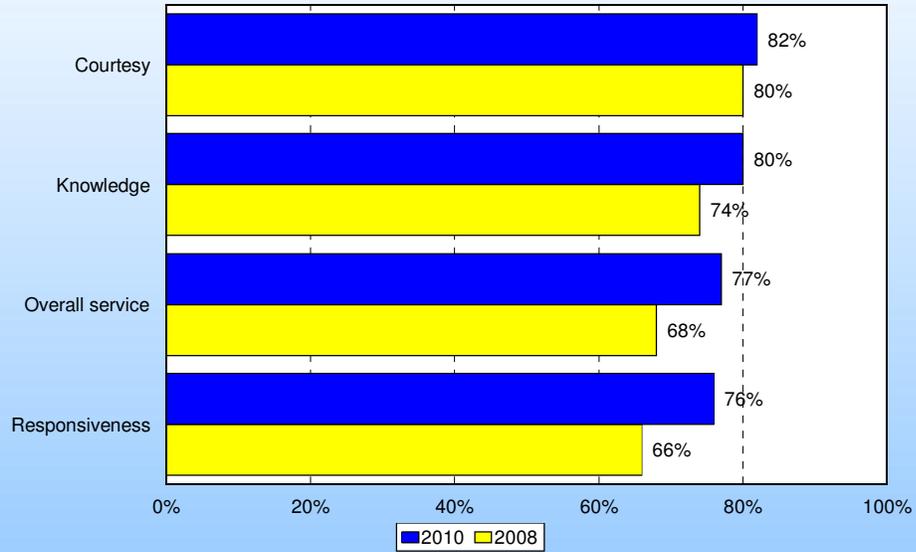
Source: 2010 ETC Institute



Employee Customer Service

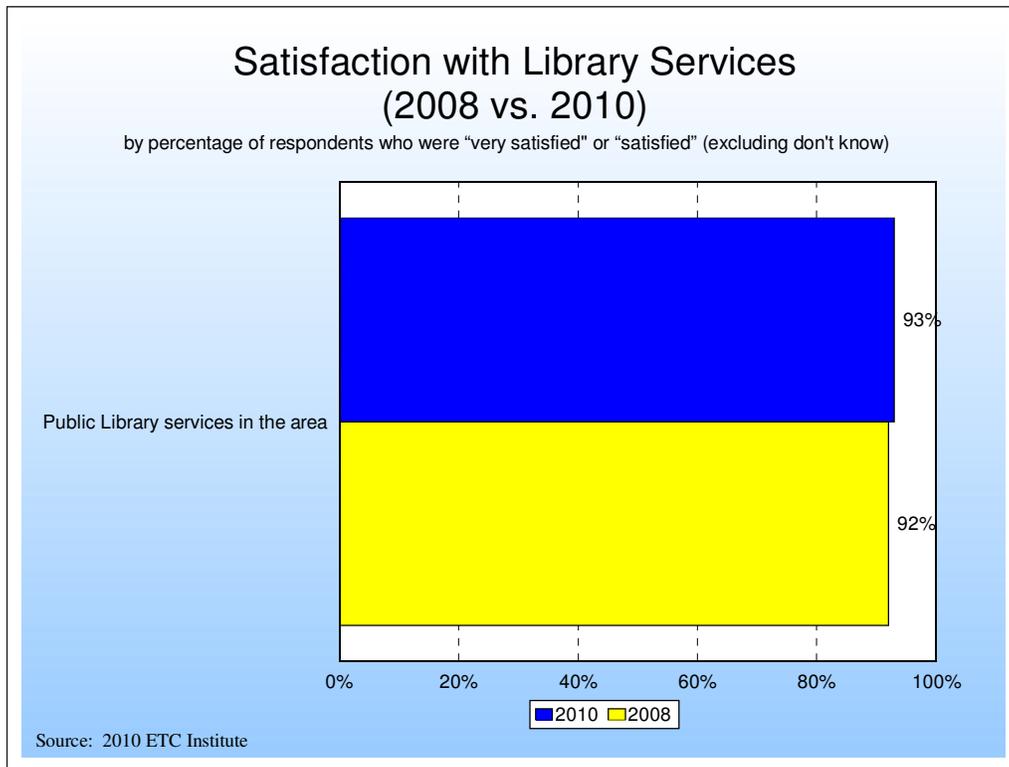
Satisfaction with City Employee Customer Service (2008 vs. 2010)

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

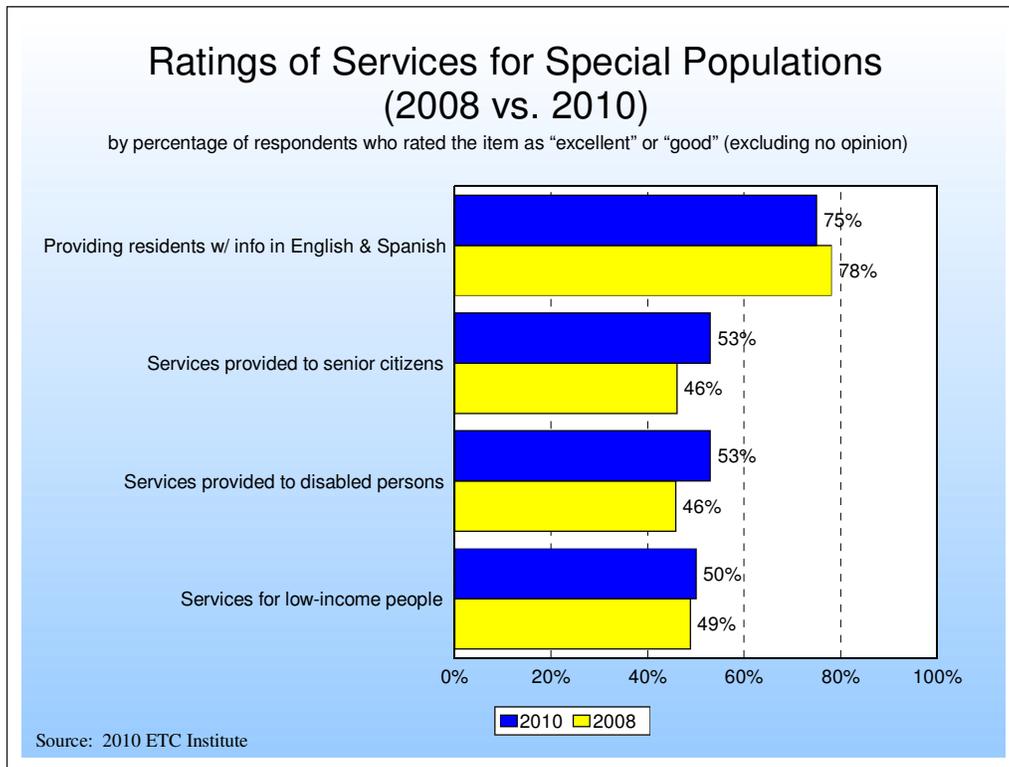


Source: 2010 ETC Institute

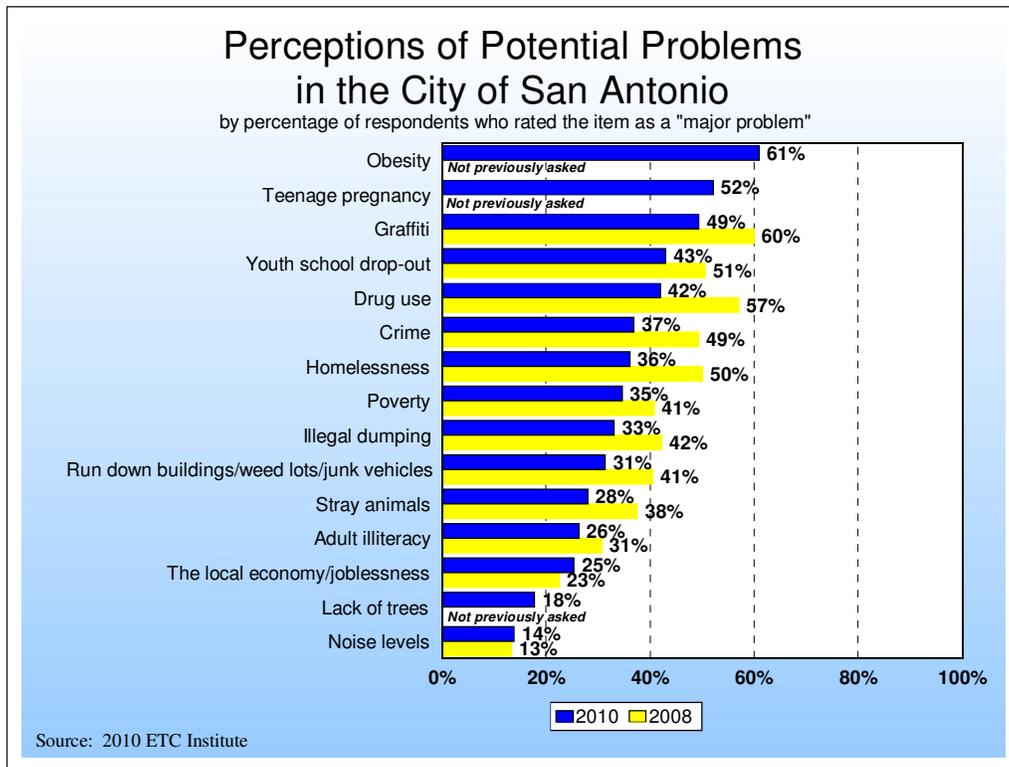
Library Services



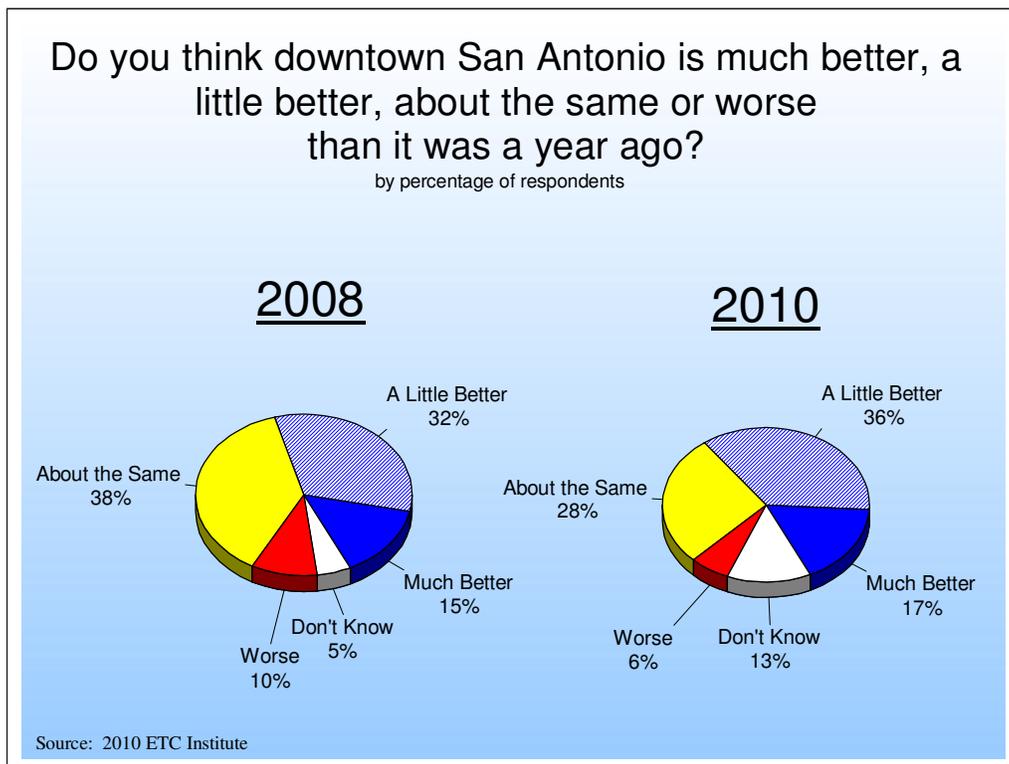
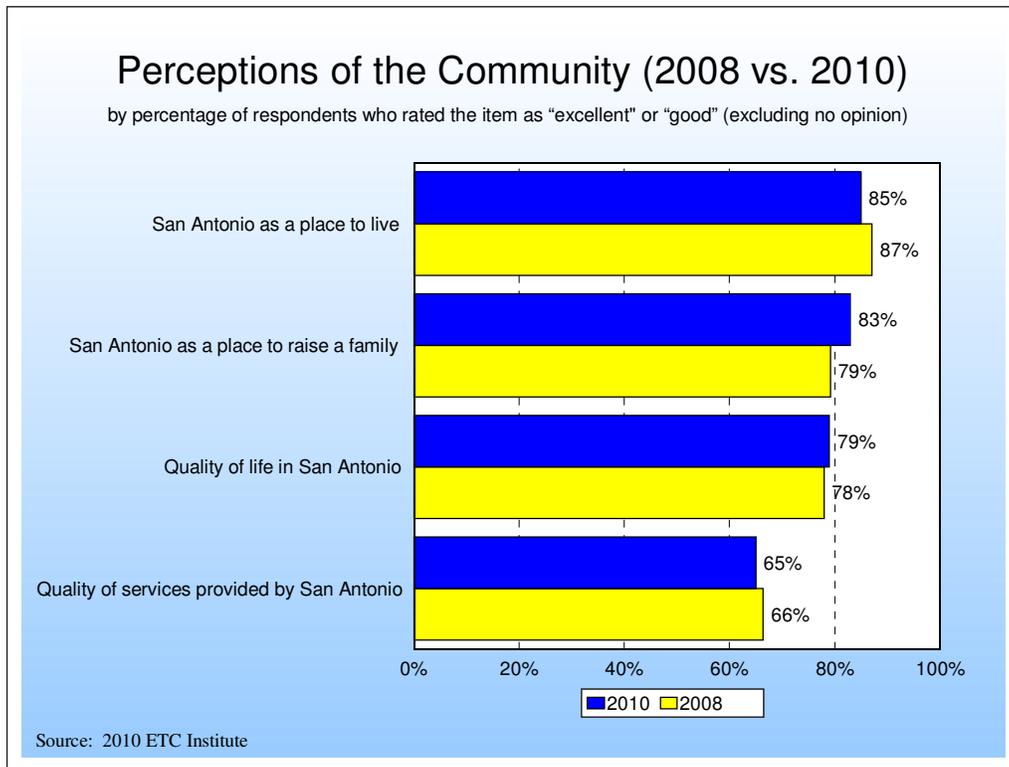
Special Population Questions



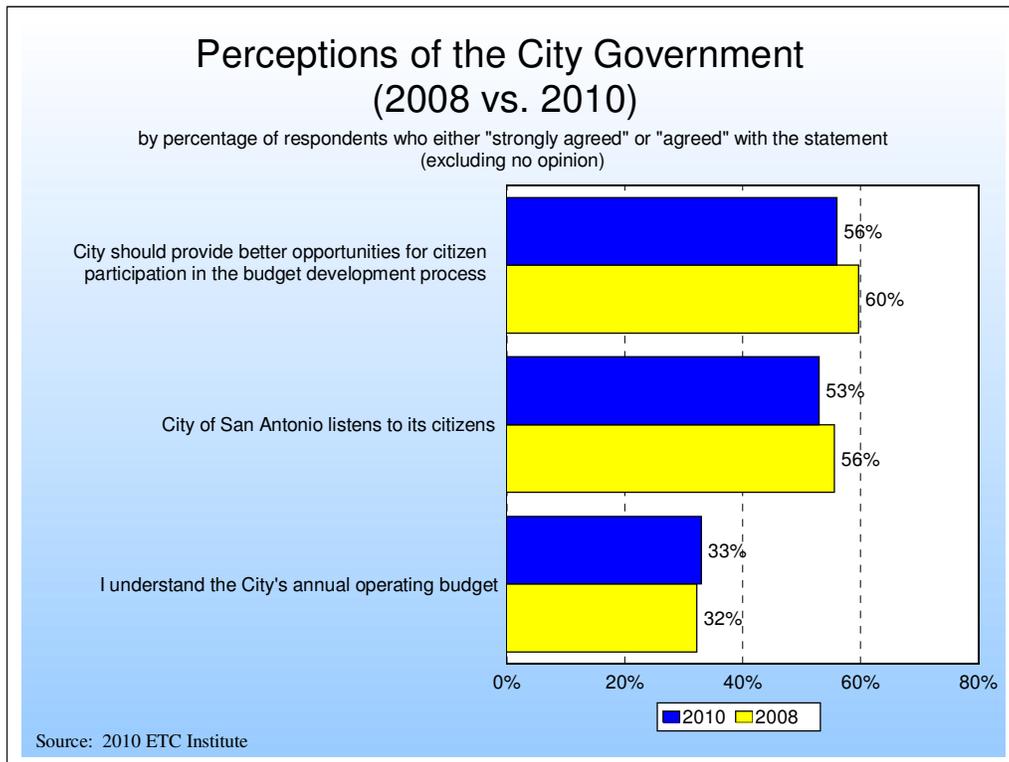
Perceptions of Potential Problems in the City



Perceptions of the Community



Perceptions of the City Government



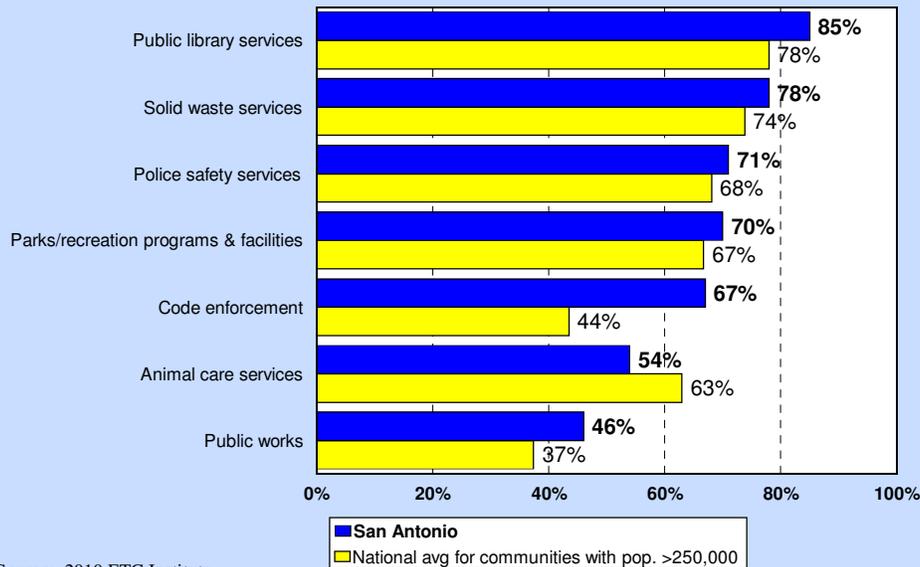
Section 3:
**Comparisons to the
National Average**

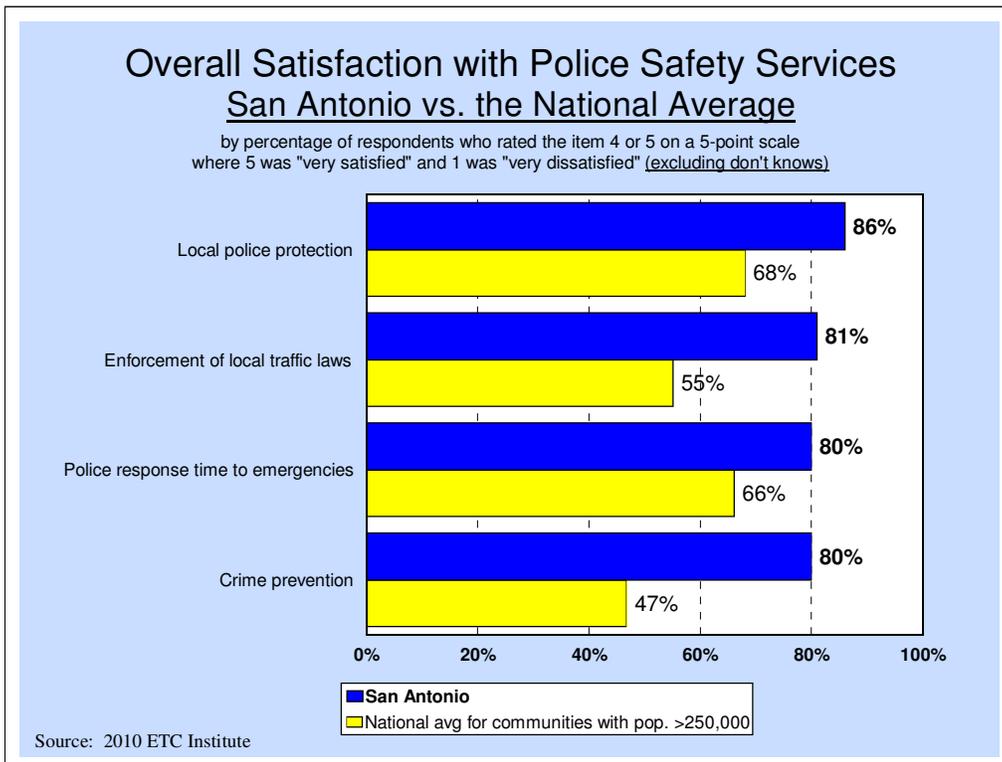
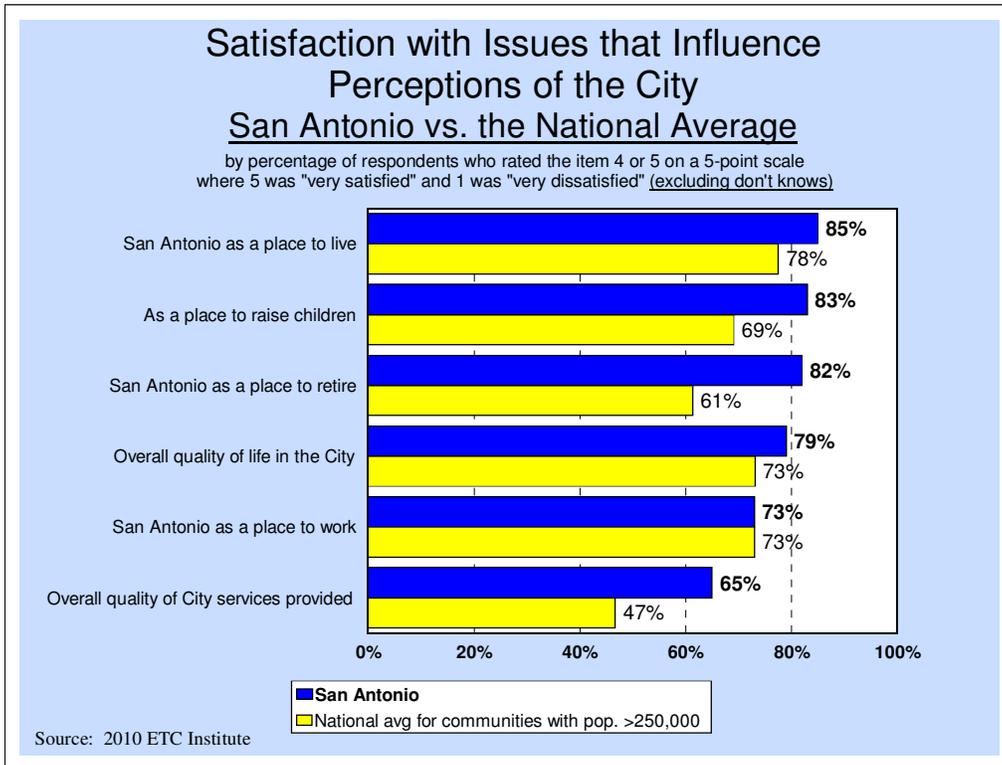
Comparisons to the National Average

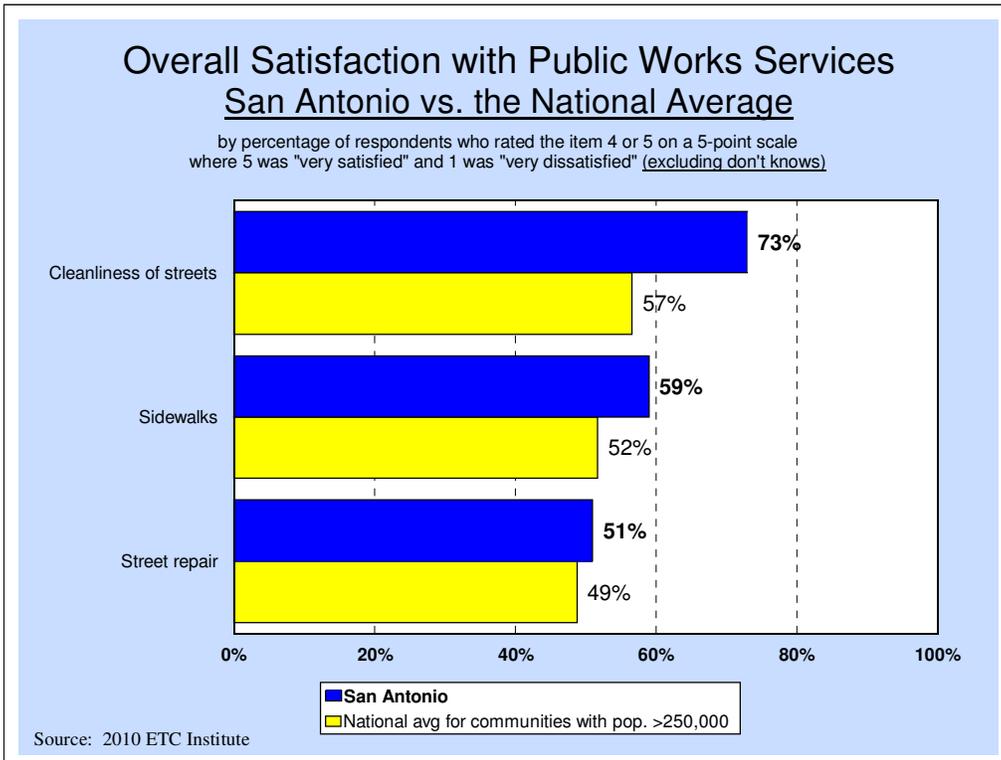
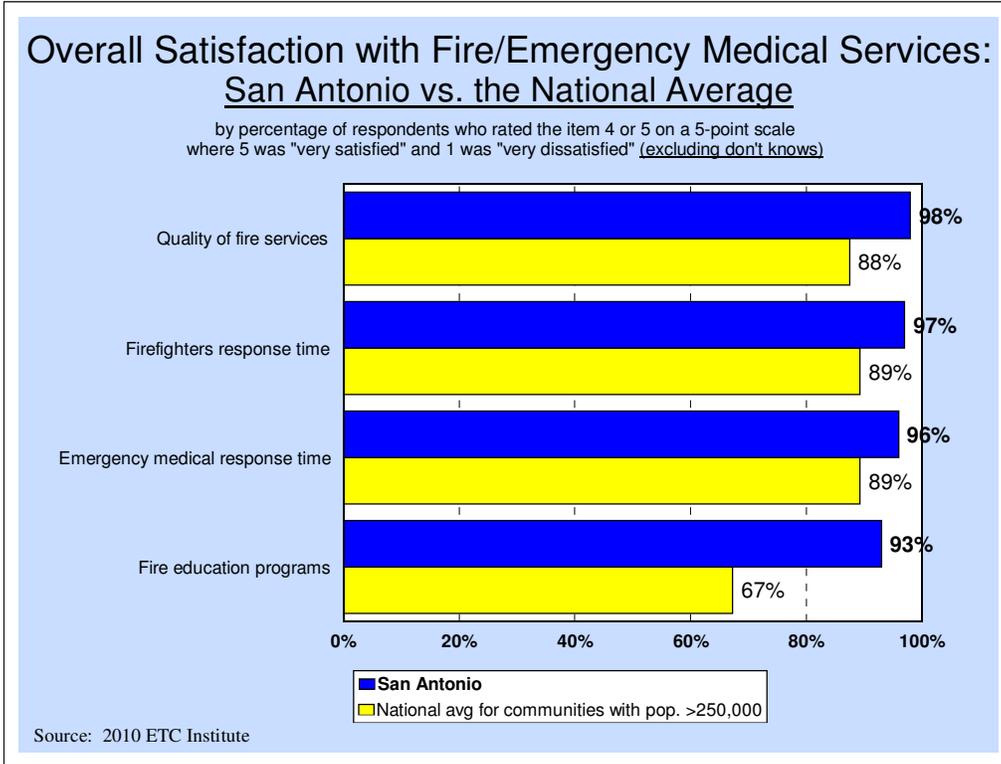
Note: The comparison data contained in this report is protected intellectual property. Any reproduction of the information in this report by persons or organizations not directly affiliated with the City of San Antonio is not authorized without written consent from ETC Institute.

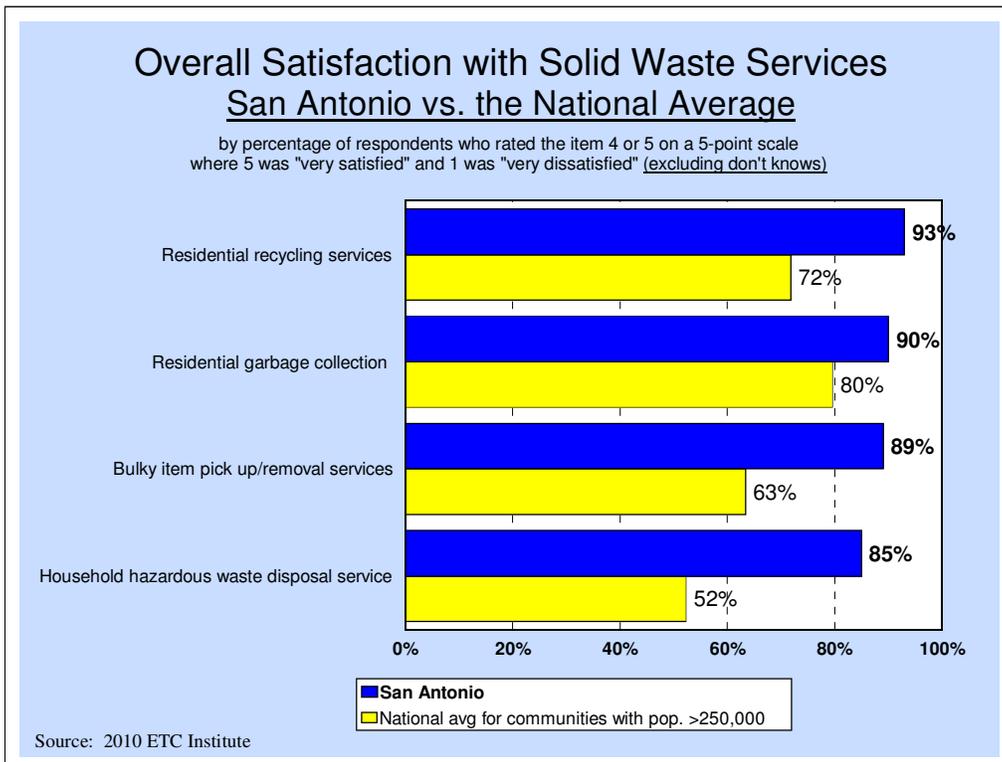
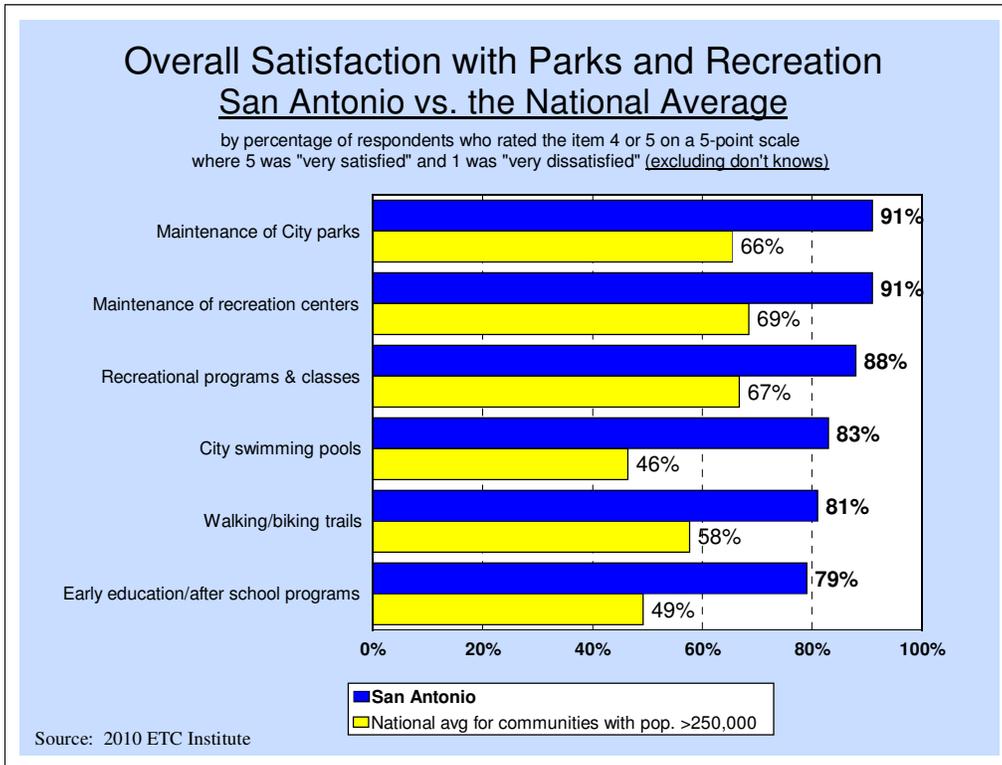
Overall Satisfaction with Various City Services San Antonio vs. the National Average

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)











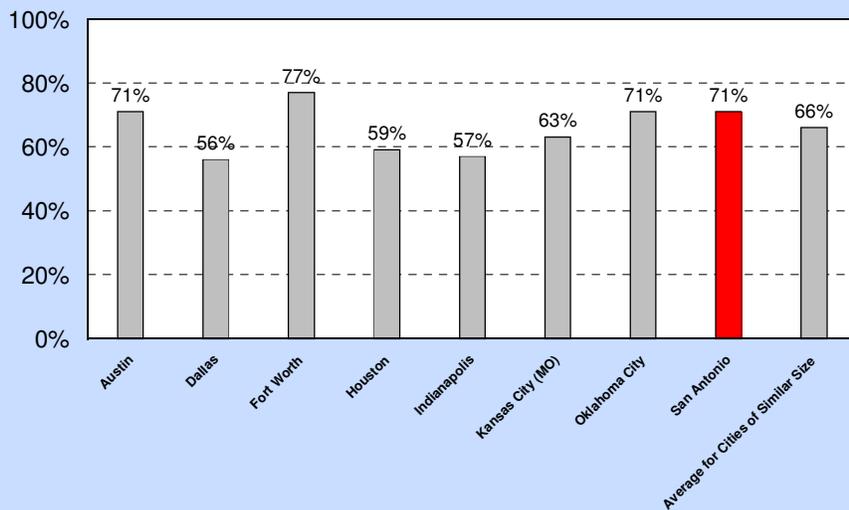
Section 4:
Comparisons to
Cities of Similar Size

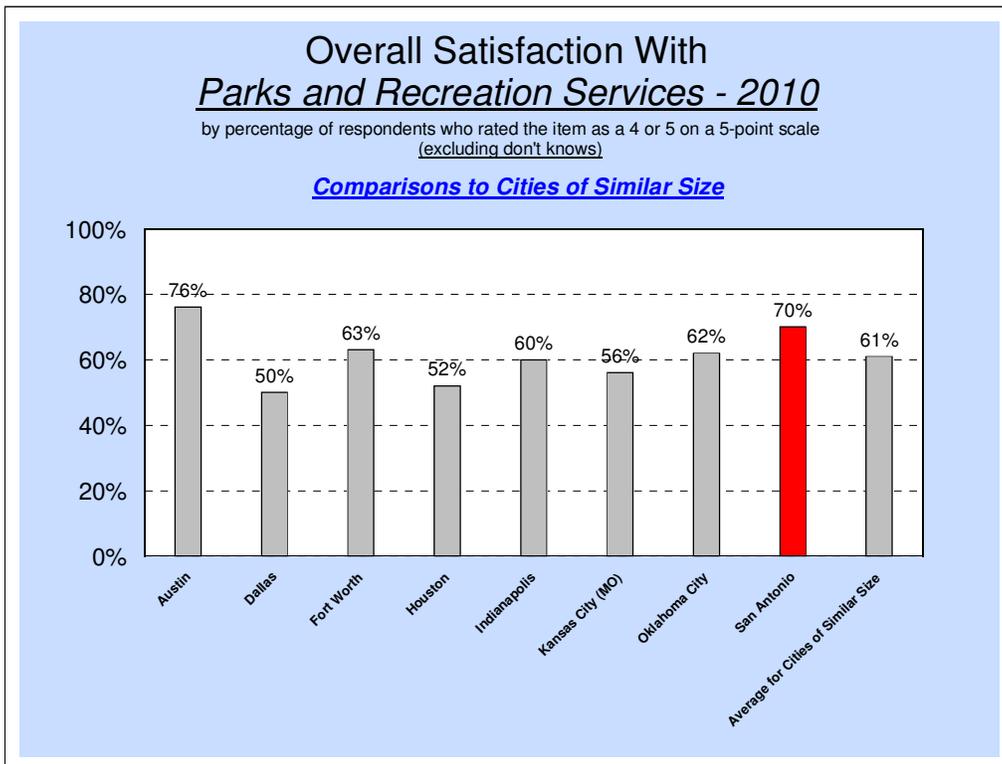
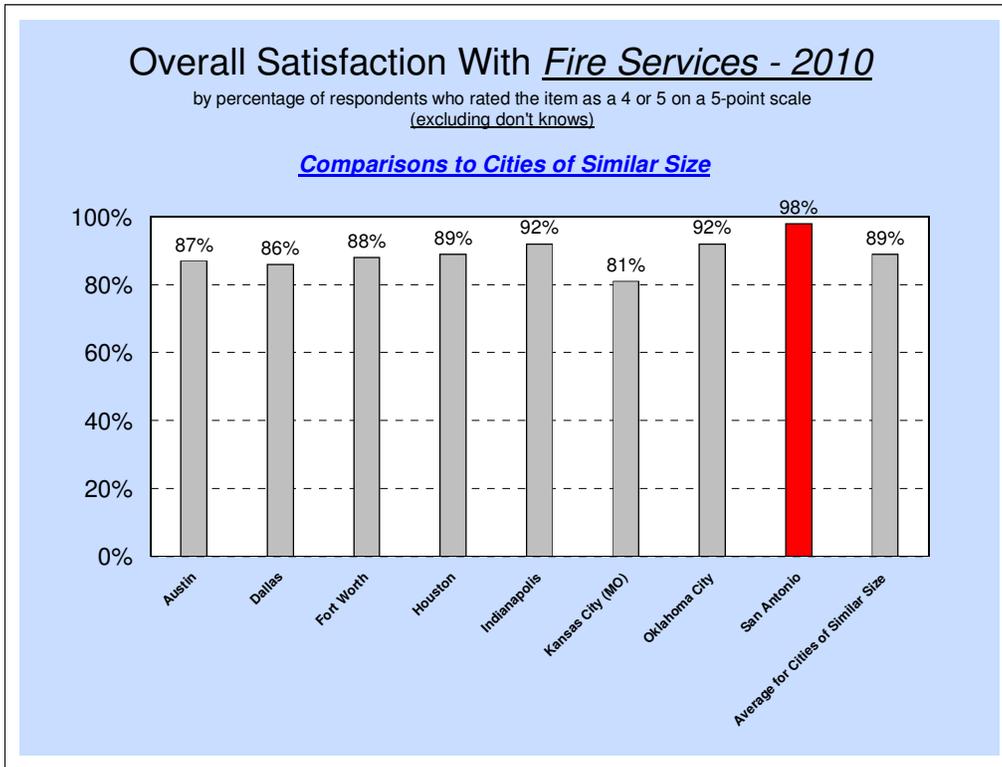
Comparisons to Cities of Similar Size

Overall Satisfaction With *Police Services* - 2010

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

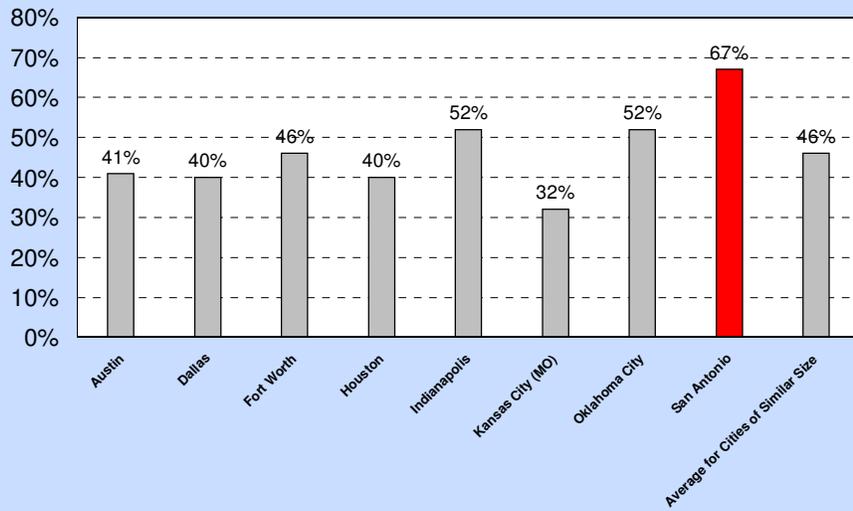




Overall Satisfaction With Code Enforcement - 2010

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

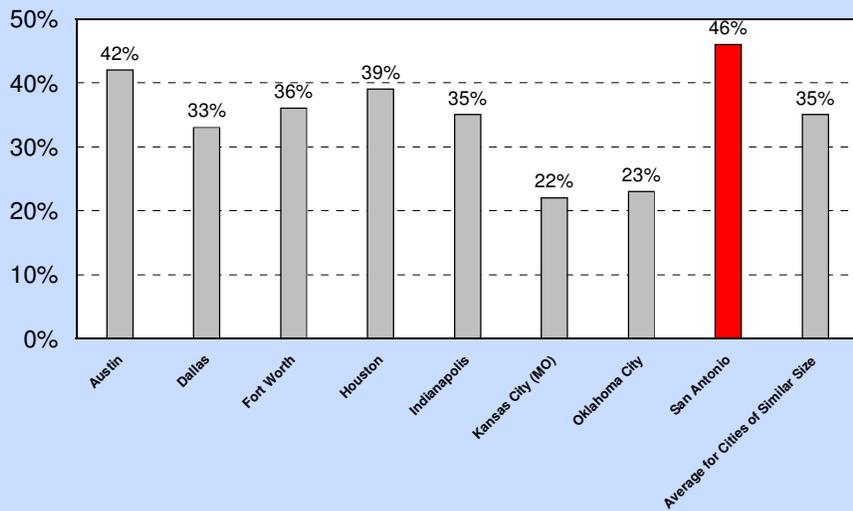
Comparisons to Cities of Similar Size

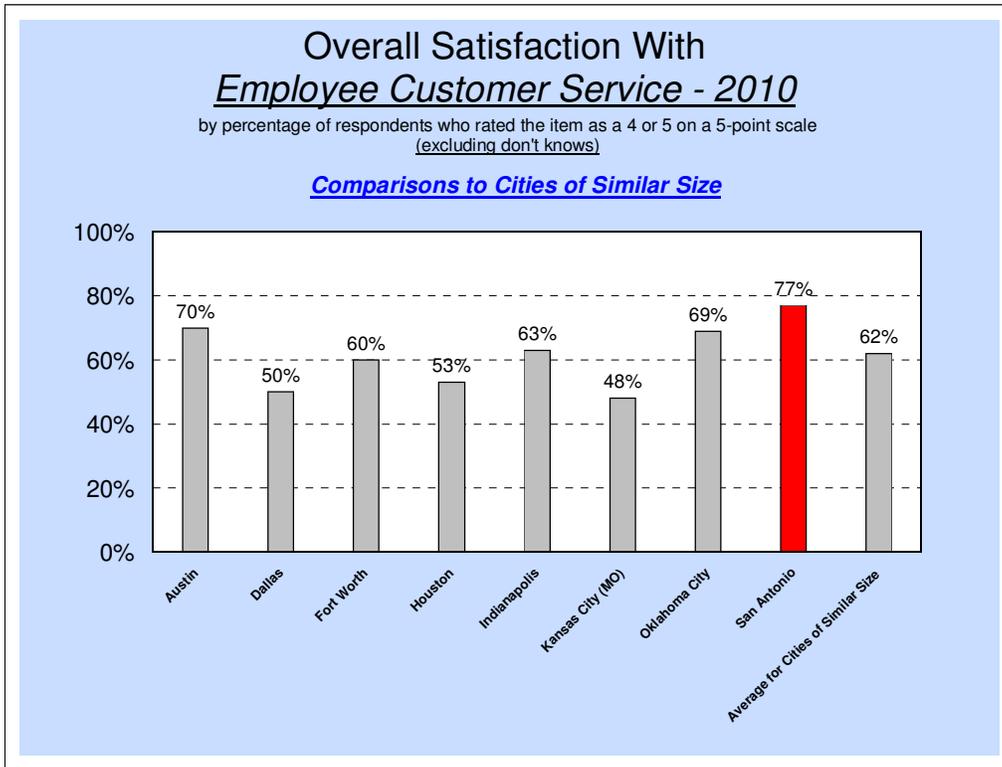


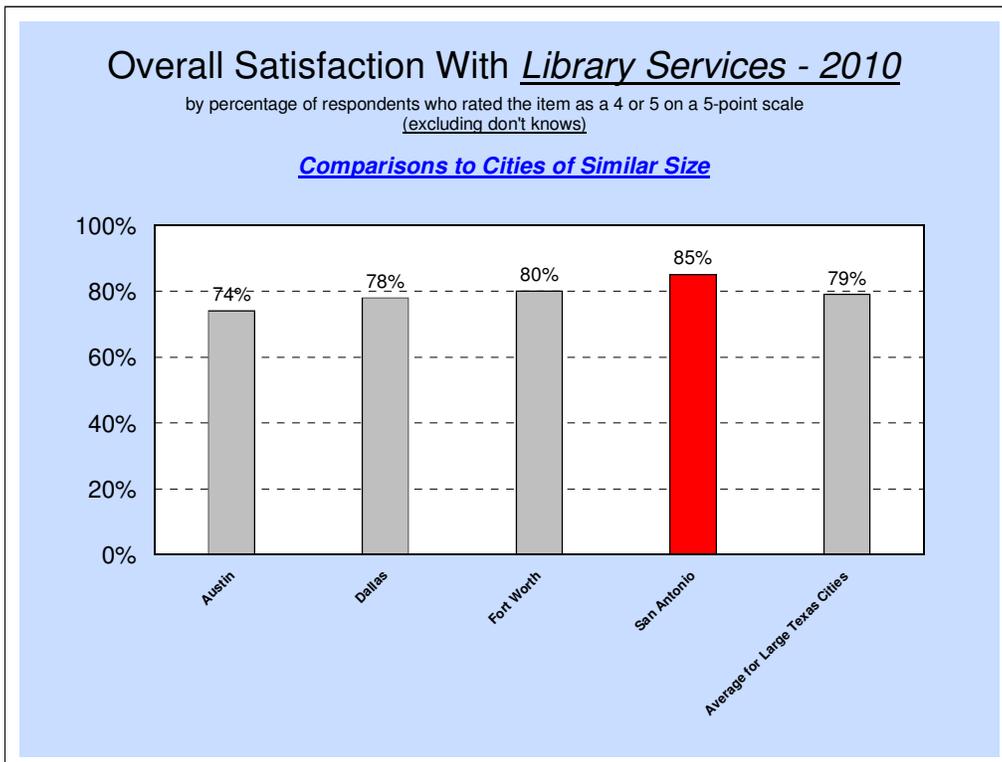
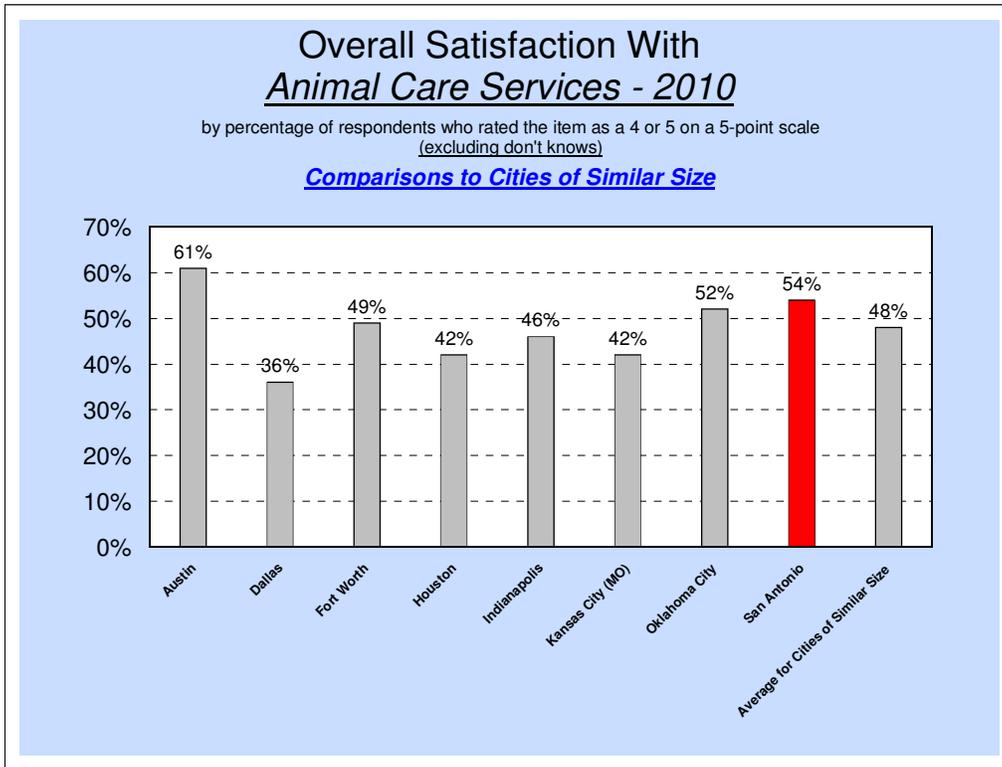
Overall Satisfaction With Public Works - 2010

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

2010 City of San Antonio Community Survey (4/13)

Interviewer: _____ Date: _____ Phone: _____

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

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

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

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

3. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	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.	Neighborhood services (e.g., code enforcement and the removal of graffiti)	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.	Overall quality of public library services	5	4	3	2	1	9
J.	Planning and Development services (e.g., planning, zoning, issuing permits)	5	4	3	2	1	9
K.	Health and social services	5	4	3	2	1	9
L.	The overall quality of the San Antonio International Airport	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].

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

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].

1st.:____ 2nd.:____

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

___(1) Yes [Ask Q7a-b]

___(2) No [Skip to Q8]

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

7b. [IF YES TO Q 7] Please 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].

1st.:____ 2nd.:____

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

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

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

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

10b. [IF YES TO Q10] Please 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

11. Public Works 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 the following public works and maintenance services provided by the City of San Antonio.						
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].

1st.:____ 2nd.:____

13. Solid Waste 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 the following solid waste services provided by the City of San Antonio.						
A.	Residential garbage collection	4	3	2	1	9
B.	Residential recycling services	4	3	2	1	9
C.	Household hazardous waste disposal service	4	3	2	1	9
D.	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].

1st.:____ 2nd.:____

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

16. Animal Care Services		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Next, I would like you to indicate whether you are very satisfied, satisfied, unsatisfied, or very unsatisfied with animal care services provided by the City						
A.	Pick up of stray animals	4	3	2	1	9
B.	Pet adoption center/pet adoption events	4	3	2	1	9
C.	Spay/Neuter program	4	3	2	1	9
D.	Animal code enforcement	4	3	2	1	9

17. Which TWO 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].

1st.:____ 2nd.:____

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].

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

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
Neighborhood Services					
A. Code enforcement (e.g. codes regarding weeds, abandoned buildings, etc.)	4	3	2	1	9
B. Removal of graffiti	4	3	2	1	9
Convention, Sports and Entertainment Facilities					
C. The amount of variety in entertainment and sporting events at the Alamodome?	4	3	2	1	9
Planning and Development Services					
D. Ease of obtaining garage sale permits at the Development Services Center	4	3	2	1	9
E. Ease of obtaining other permits at the Development Services Center	4	3	2	1	9
Capital Projects					
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 (i.e. recent Research Blvd example)	4	3	2	1	9
Aviations Services					
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
Arts and Culture					
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
Other					
L. Online payment services	4	3	2	1	9
M. Job training programs	4	3	2	1	9
N. Quality of early education and after school programs	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.

21a-d. 3-1-1 Customer Service		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 and other materials	4	3	2	1	9
B.	Computers with Internet available to the public	4	3	2	1	9
C.	Cleanliness/maintenance 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 1st and 2nd choices, or circle 'NONE'.]

1st: _____ 2nd: _____

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

27. Potential Problems in the City

Next, I would like you to indicate to what degree, if at all, the following issues are a problem in the City. Please rate each item as a major problem, moderate problem, minor problem, or not a problem. If you do not have an opinion about the item being accessed, please answer "No Opinion."

		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]

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

29. As a result of current economic conditions, the City of San Antonio has experienced a significant reduction in operating revenues. In order to maintain a balanced budget, the City may need to reduce spending on City services. Using a scale from 1 to 5, where "5" means "very willing" and "1" means "not willing at all", please indicate how willing you would be to accept reductions in the following city services.

Description of City Services		5=Very Willing			1=Not Willing at All		
		Very Willing	Willing	Some-what Willing	Not Willing	Not willing at all	Don't Know
A.	Chronic homelessness services and programs	5	4	3	2	1	9
B.	Senior services including nutrition programs and transportation services	5	4	3	2	1	9
C.	Child, youth, adult, maternal, and family health services	5	4	3	2	1	9
D.	Education & workforce development programs	5	4	3	2	1	9
E.	Graffiti removal and prevention program services	5	4	3	2	1	9
F.	Code compliance enforcement	5	4	3	2	1	9
G.	Animal care services and programs to include spay/neuter services	5	4	3	2	1	9
H.	Library books and materials	5	4	3	2	1	9
I.	Library days and hours of operations	5	4	3	2	1	9
J.	City park landscape and ground maintenance	5	4	3	2	1	9
K.	Maintenance of existing park facilities & replacement of park amenities	5	4	3	2	1	9
L.	Fire prevention and emergency medical services	5	4	3	2	1	9
M.	Police neighborhood patrols and community policing	5	4	3	2	1	9
N.	Street and sidewalk maintenance	5	4	3	2	1	9
O.	Maintenance of city operations and venues in Downtown San Antonio	5	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)
___(1) Black or African American
___(2) American Indian or Alaskan Native
___(3) Asian
___(4) Hawaiian or Pacific Islander
___(5) White or Caucasian
___(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?**
___(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 _____
- 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:**
___(1) Some high school, but no diploma
___(2) High school diploma or equivalent
___(3) Some college but no degree
___(4) Associates degree
___(5) Bachelor's degree
___(6) Graduate/professional degree (MBA, PhD, etc.)
- 41. Which of the following best describes your employment status:**
___(1) Currently employed – ask 41a
___(2) Retired
___(3) Currently unemployed
- 41a. What is the primary method of transportation that you use to get to work?**
___(1) Personal motorized vehicle
(car, van, etc.)
___(2) Public transportation/bus
___(3) Walk/bike
___(4) Work at home
___(5) Other
- 42. Which of the following best describes your AGE?**
___(1) 18-24 years
___(2) 25-34 years
___(3) 35-44 years
___(4) 45-54 years
___(5) 55-64 years
___(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: _____