

2016 Round Rock Community Survey

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Final Report

Submitted to the City of Round Rock, Texas by:

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2016 DirectionFinder[®] Survey

Executive Summary Report

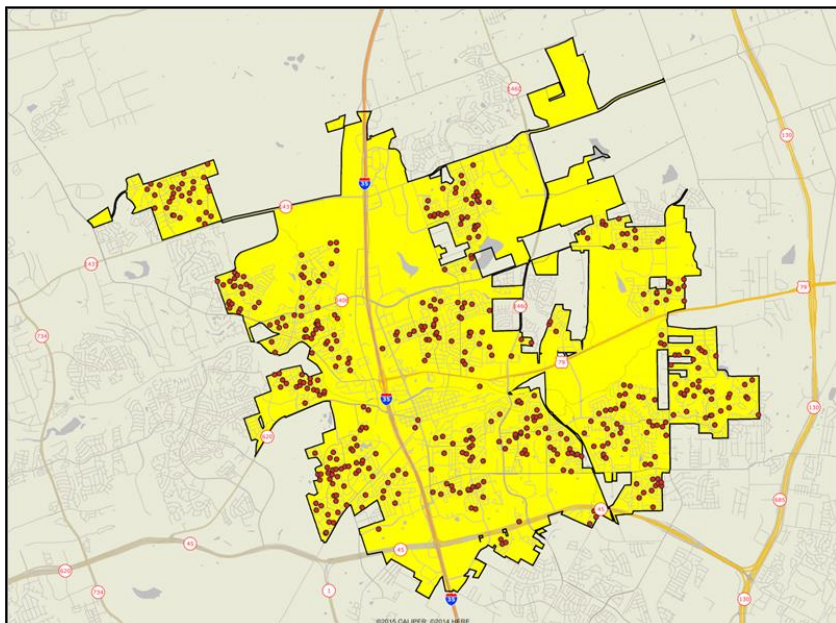
Overview and Methodology

During the summer of 2016, ETC Institute administered a community survey for the City of Round Rock. The purpose of the survey was to assess resident satisfaction with the delivery of major city services and to help set priorities for the community. ETC Institute has administered the survey every two years since 2008.

The seven-page survey was administered by mail, phone and online to a random sample of 500 residents. The results for the random sample of 500 households have a 95% level of confidence with a precision of at least $\pm 4.4\%$. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail vs. online).

The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.



This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- trend analysis
- importance-satisfaction analysis
- benchmarking data that shows how the survey results compare to the U.S. national average and to the southwestern region of the U.S.
- GIS maps that show the results of selected questions on maps of the City
- tabular data for all questions on the survey
- a copy of the survey instrument

Major Findings

Residents were generally satisfied with the overall quality of life in Round Rock. Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, 88% of residents were satisfied with the overall quality of life in the City, 9% were “neutral” and only 3% were “dissatisfied.”

Overall Satisfaction with City Services. Eighty-one percent (81%) of residents who had an opinion were “very satisfied” or “satisfied” with the overall quality of services provided by the City. The City services with the highest levels of satisfaction were: fire services (88%), emergency medical services (84%), trash, recycling, and yard waste collection services (83%), and parks and recreation programs (82%). Residents were least satisfied with transportation planning in the City (38%).

Overall Priorities. The top three services that residents felt were most important for the City to provide were: 1) police services, 2) fire services and 3) emergency medical services.

Traffic Flow. Seventy-seven percent (77%) of residents felt traffic flow in the City was getting worse compared to two years ago; 13% felt it was staying the same, 6% felt it was getting better and 5% did not know (*total does not equal 100% due to rounding*). Residents were also asked to rate the traffic flow in different areas of the City; the results showed that 53% of residents rated traffic flow in and around neighborhoods as “excellent” or “good,” and 16% of residents rated traffic flow on state roads and highways as “excellent” or “good.”

Most Residents Felt Safe in Round Rock. Ninety percent (90%) of residents who had an opinion felt “very safe” or “safe” in the City. The areas where residents felt most safe were: in their neighborhood during the day (95%), in Downtown Round Rock (89%), and in City parks (87%).

Parks and Recreation. The highest levels of satisfaction with parks and recreation services in Round Rock, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the appearance and maintenance of City parks (89%), number of City parks (76%), outdoor athletic fields (68%) and City recreation centers (65%).

Parks and Recreation services that residents thought were most important for the City to provide. The top three parks and recreation services that residents thought were most important for the City to provide were: 1) appearance and maintenance of City parks, 2) hike and bike trails in the City and 3) youth recreation programs.

Transportation. The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the cleanliness of streets and other public areas (77%), the maintenance of neighborhood streets (67%), the maintenance of major City streets (64%), and the adequacy of City street lighting (61%).

Transportation services that residents thought were most important for the City to provide. The top three transportation services that residents thought were most important were: 1) the maintenance of major City streets, 2) timing of traffic signals in the City, and 3) the maintenance of neighborhood streets.

Code Enforcement. The code enforcement service that residents were most satisfied with, based upon a combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, was the enforcement of sign regulations. The code enforcement service that residents felt was most important for the City to provide was the enforcement of the clean-up of debris on private property.

City Communication. The communication services that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the availability of information about City services and programs (67%), City efforts to keep residents informed about local issues (66%) and usefulness of information on the City’s website (63%). The sources that residents used most often to get information about the City of Round Rock were: 1) Community Impact (76%), 2) the enclosure in their utility bill (52%), 3) local TV news (52%) and 4) the City website (43%).

Customer Service. Seventy-nine percent (79%) of residents who had contacted the City during the past year described the service they received as “excellent” or “good.” The customer service items that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how easy the City was to contact (85%), the way they were treated (82%), and the accuracy of the information and assistance given (81%).

Solid Waste/Utility Services. The highest levels of satisfaction with solid waste/utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash (garbage) collection (91%), wastewater (sewer) services (85%), recycling services (84%), and drinking water services (81%).

Long Range Issues. The three biggest issues that residents felt the City of Round Rock will face over the next five years were: 1) traffic (86%), 2) controlling rapid growth (55%), and 3) high taxes/property taxes/finances (51%).

Other Findings

- When asked how much of their household’s waste is placed in their green recycling bin, more than one-third of residents (34%) indicated “full” or “overflow.”
- Eighty-percent (80%) of residents are aware that they can dispose of their household hazardous waste at the Deepwood Recycling Center; 8% were not aware of this, 11% had never heard of Deepwood Recycling Center, and 1% did not provide a response.
- More than one-third (36%) of residents surveyed indicated they utilized the once-a-year curbside “Bulky Item” service in April; 44% did not utilize this service, 19% were not aware of the service, and 1% did not provide a response.
- Seventy-five percent (75%) of residents are aware of their household’s designated watering days. Of those aware of their designated watering days, 91% “always” or “usually” follow the watering schedule for their household. Of the 23% who are not aware of their designated watering days, 43% indicated they know how to get information about the watering schedule for their household.
- Two-thirds (67%) of residents indicated they are aware of the City’s “tiered” rate structure to encourage water conservation in the summer; 30% were not aware of the rate structure, and 2% did not provide a response.
- The electronic sources of information that residents are currently using the most are: E-mail (86%), the Internet (82%), text messages (68%) and Facebook (64%).
- Fifty-eight percent (58%) of residents felt the City was developing multi-family residential developments “much too fast” or “too fast.”

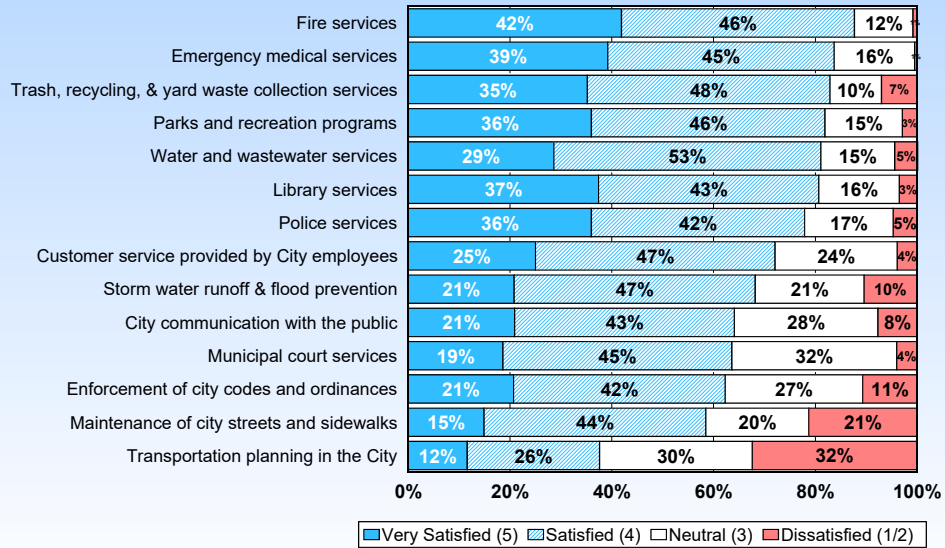
- Sixty-four percent (64%) of residents felt the level of service provided by the City in the maintenance of infrastructure should be “much higher” or a “little higher.”
- Eighty-five percent (85%) of residents surveyed indicated restaurants and retail are “very desirable” or “desirable” types of businesses for downtown Round Rock.

Section 1:

Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

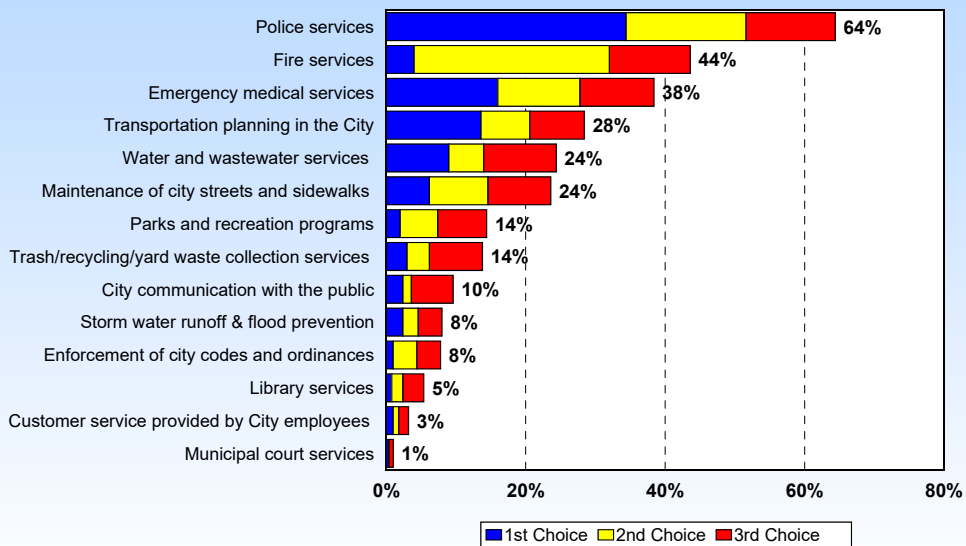
by percentage of respondents (excluding don't knows)



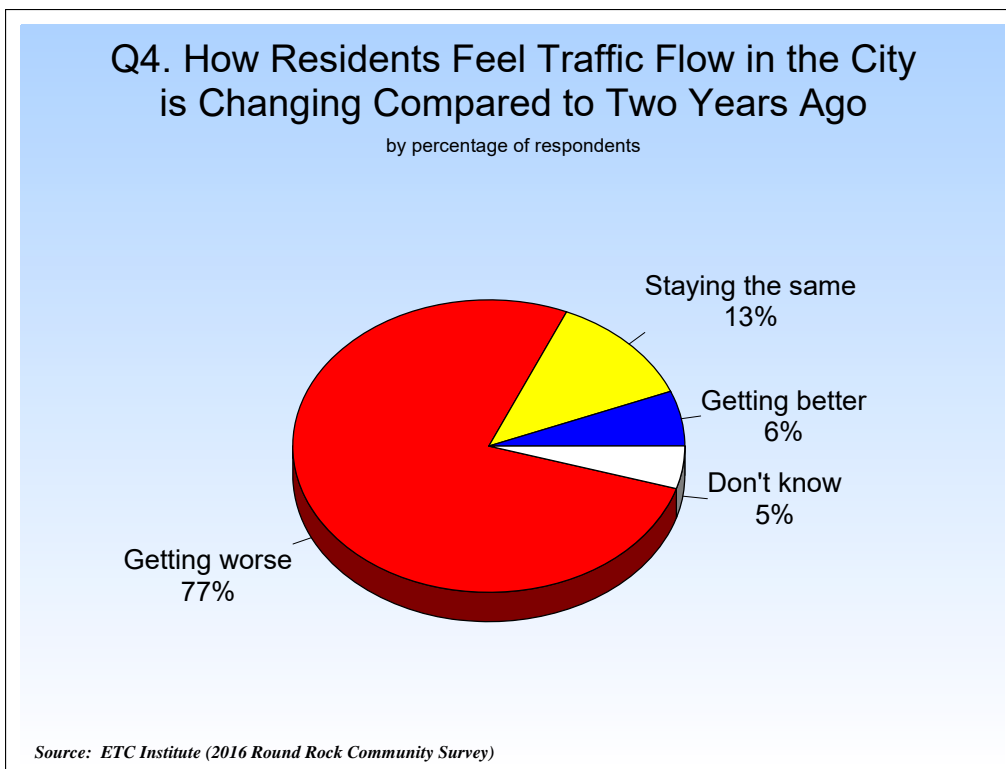
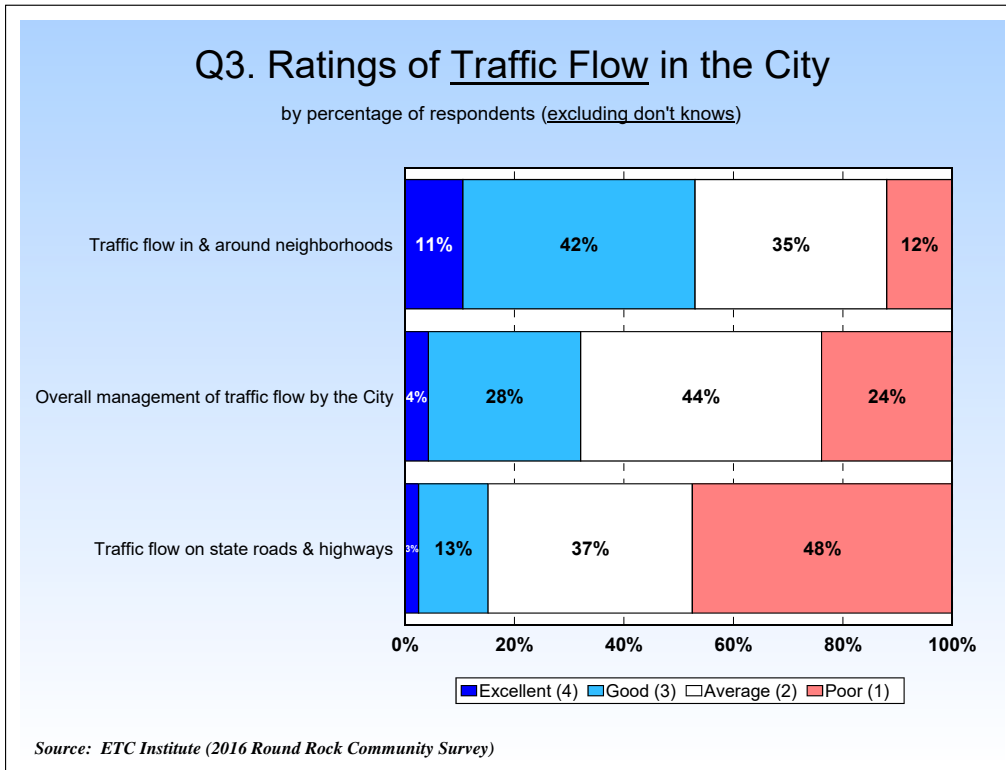
Source: ETC Institute (2016 Round Rock Community Survey)

Q2. City Services That Are Most Important to Residents by Major Category

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

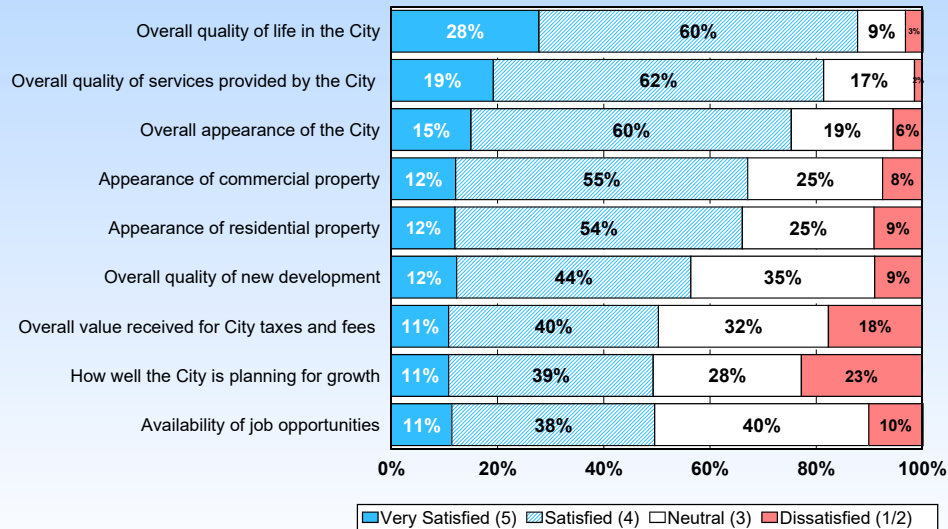


Source: ETC Institute (2016 Round Rock Community Survey)



Q5. Satisfaction With Items That Influence the Perception Residents Have of the City

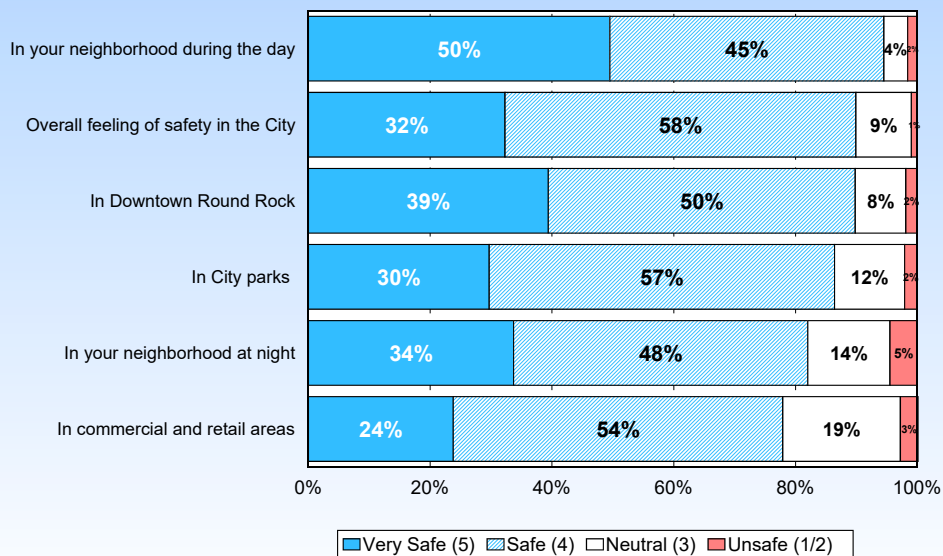
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q6. How Safe Do You Feel?

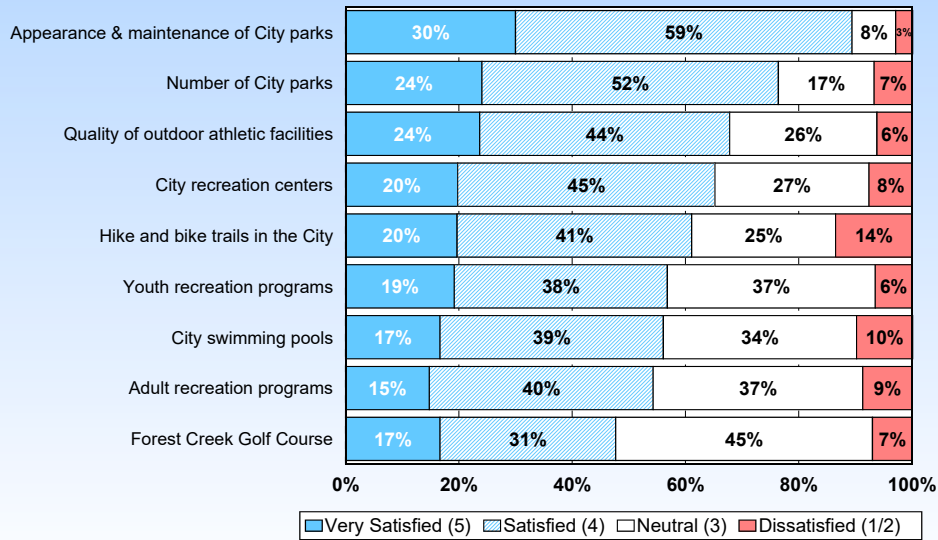
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q7. Satisfaction with Various Aspects of Parks and Recreation

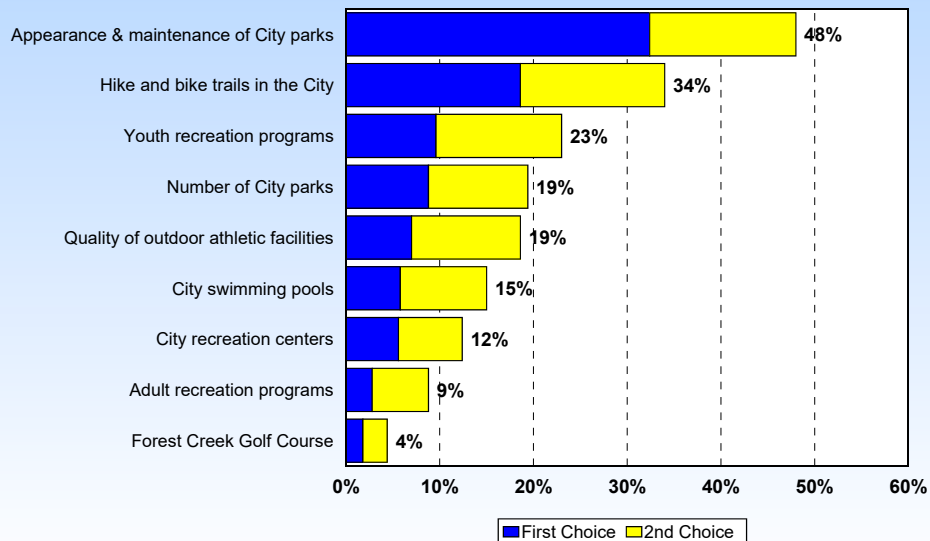
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q8. Parks and Recreation Services That Residents Thought Were Most Important

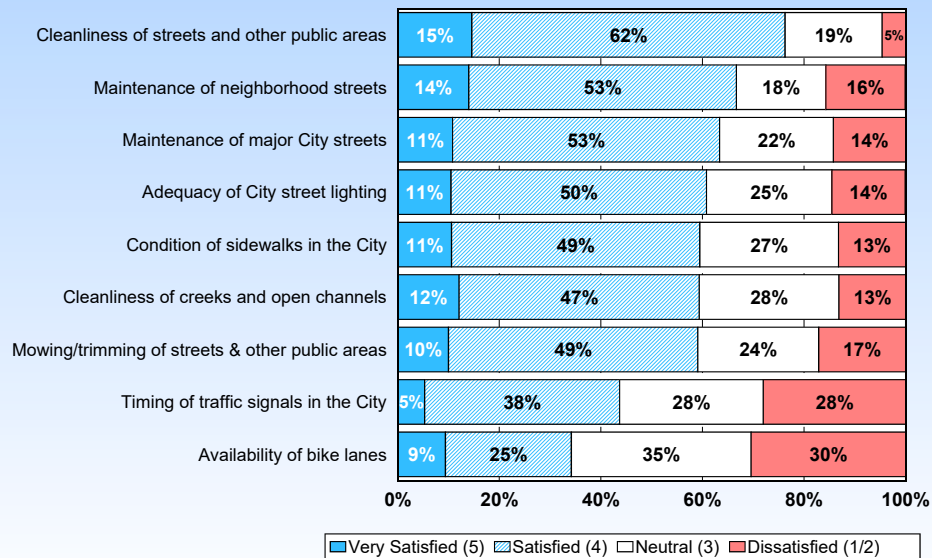
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016 Round Rock Community Survey)

Q10. Satisfaction with Various Aspects of Transportation

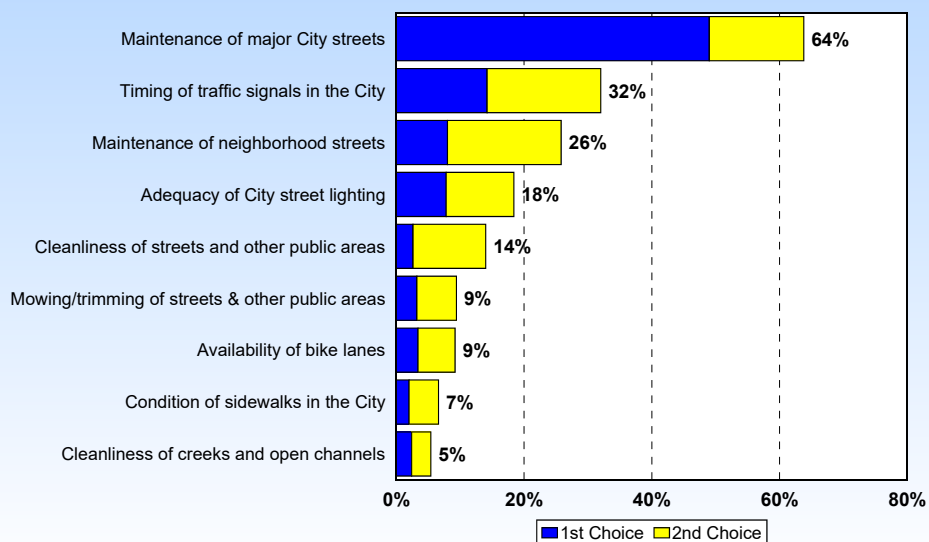
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q11. Transportation Services That Residents Thought Were Most Important

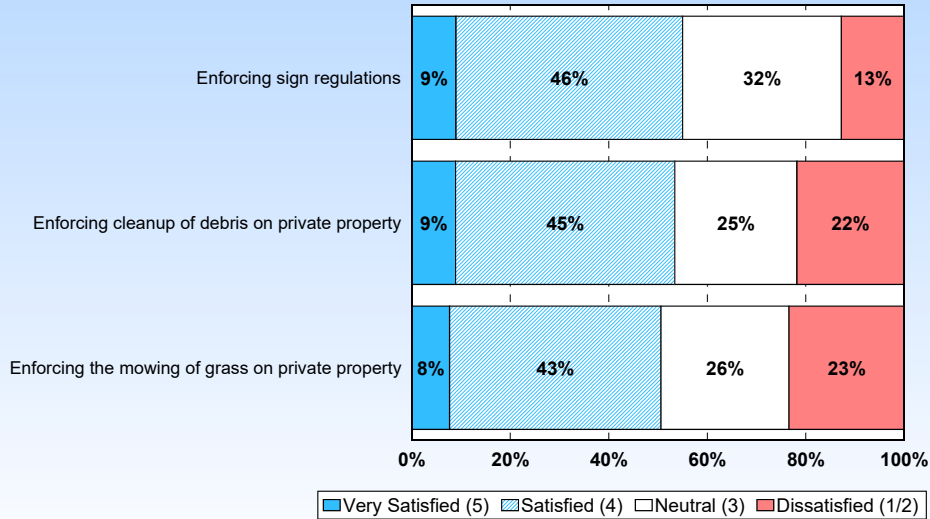
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016 Round Rock Community Survey)

Q12. Satisfaction with Various Aspects of Code Enforcement

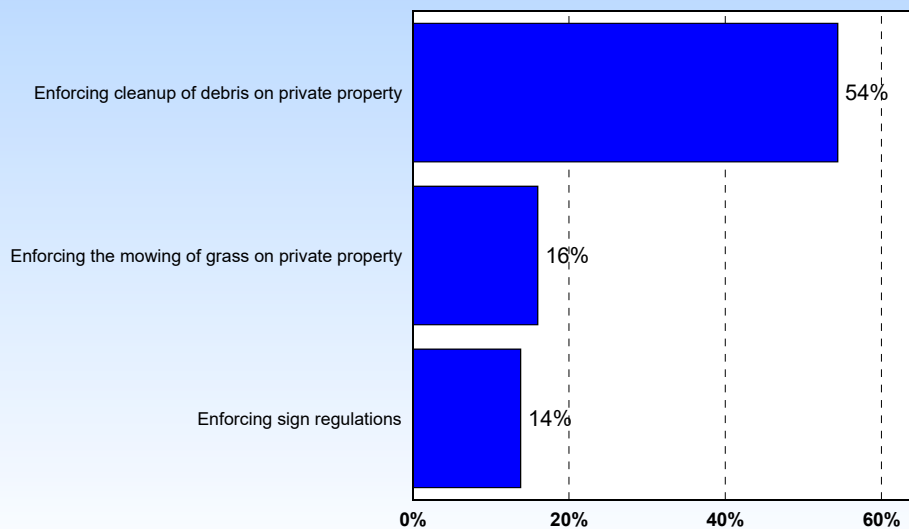
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q13. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

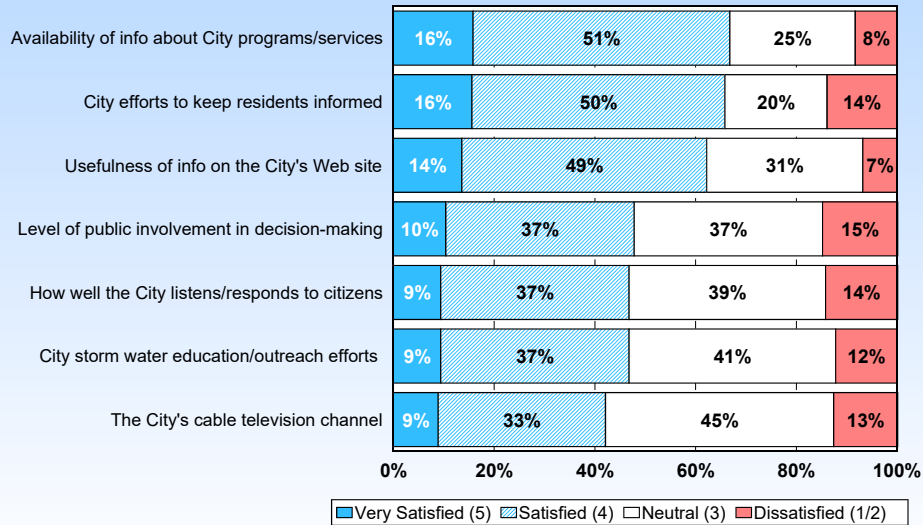
by percentage of respondents who selected the item as their top choice



Source: ETC Institute (2016 Round Rock Community Survey)

Q14. Satisfaction with Various Aspects of Communication

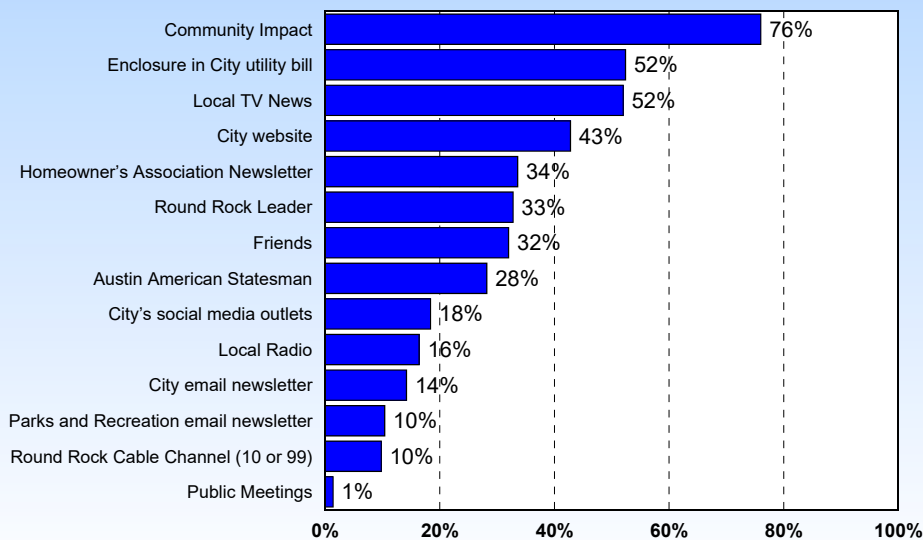
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q15. Sources Where Residents Currently Get Information About the City

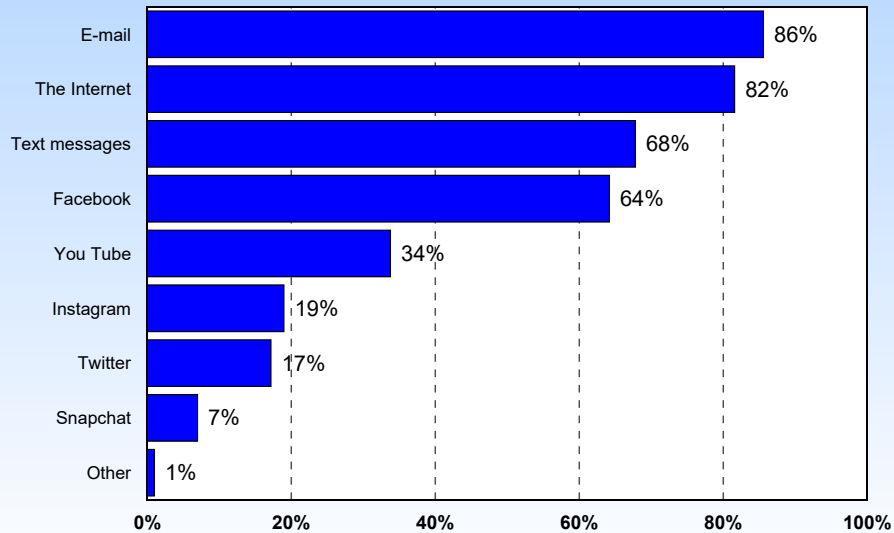
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2016 Round Rock Community Survey)

Q16. Electronic Sources Where Residents Currently Get Information

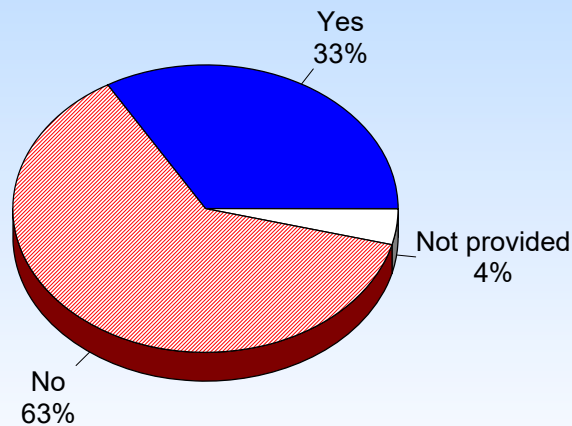
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2016 Round Rock Community Survey)

Q16-2. If you use Facebook, Twitter, YouTube, or Instagram: do you follow any of the City's accounts on these social media outlets?

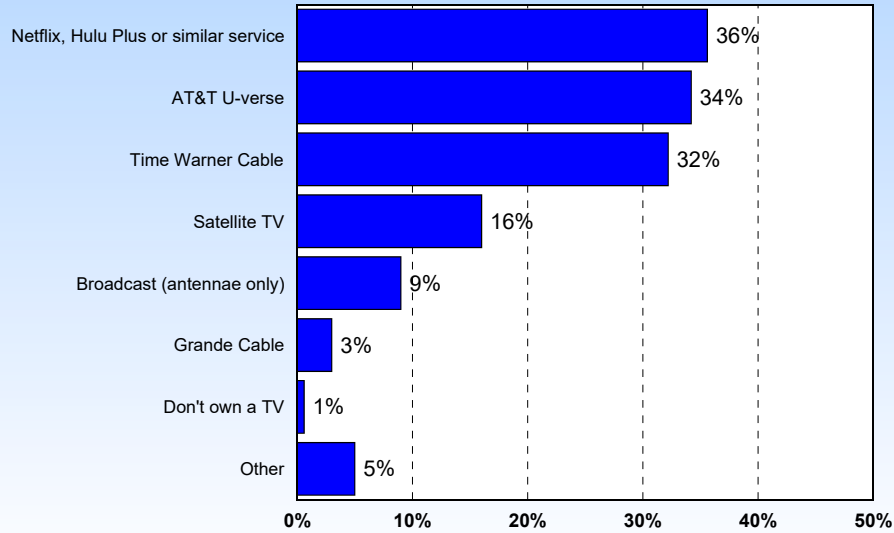
by percentage of respondents who indicated they use social media outlets in Question 16



Source: ETC Institute (2016 Round Rock Community Survey)

Q17. Do you currently have any of the following television services?

by percentage of respondents (multiple selections were allowed)

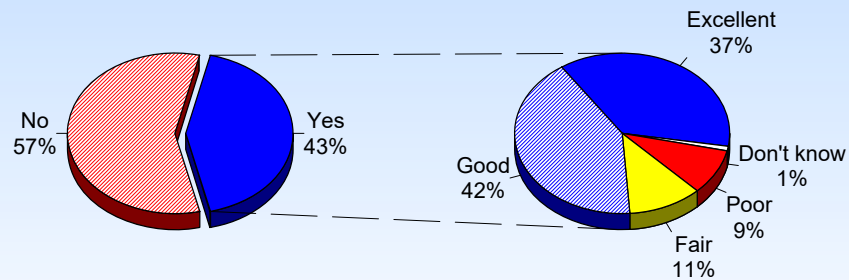


Source: ETC Institute (2016 Round Rock Community Survey)

Q18. Have you contacted the City of Round Rock during the past year?

by percentage of respondents

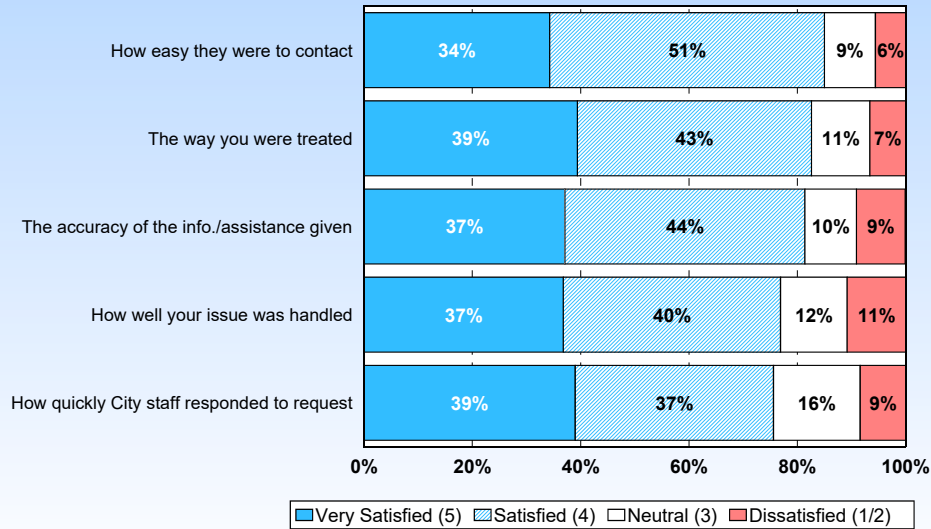
Q18-2. If yes, how would you describe the service you received?



Source: ETC Institute (2016 Round Rock Community Survey)

Q18-3. Satisfaction with Customer Service Received from City Employees

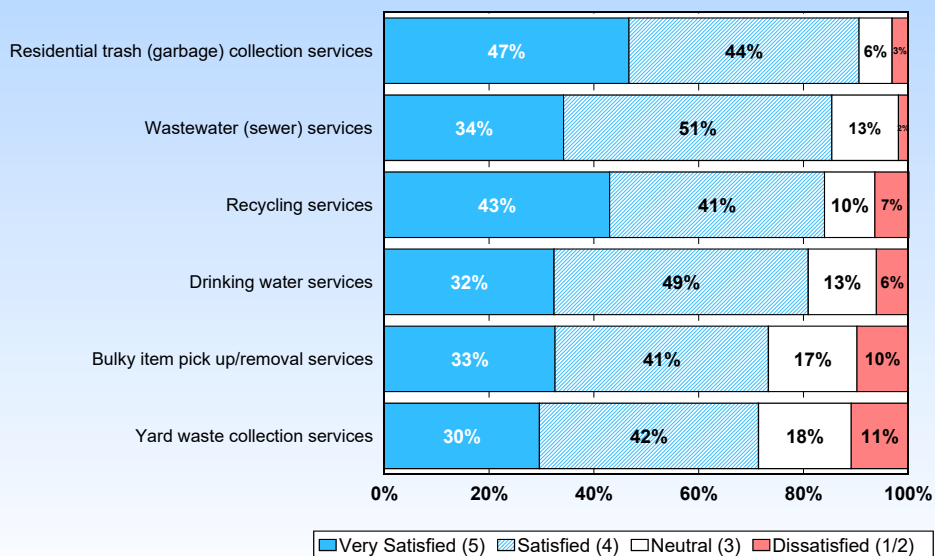
by percentage of respondents who contacted the City (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q19. Satisfaction with Solid Waste/Utility Services

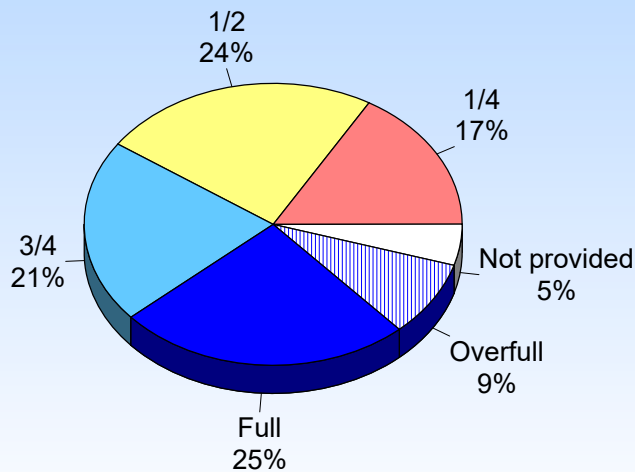
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q20. Approximately how much of your household's waste is placed in your green recycling bin?

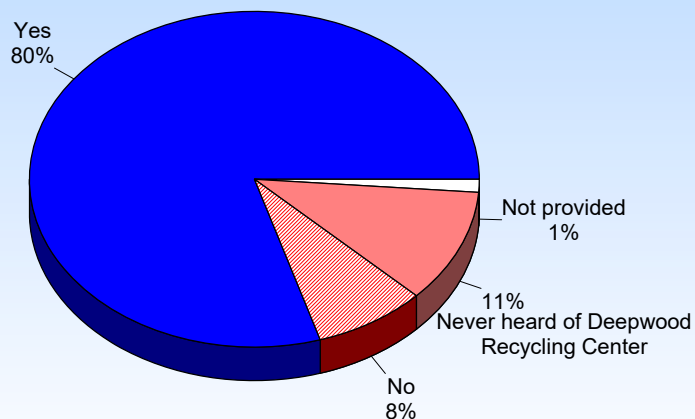
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q21. Are you aware you can dispose of your Household Hazardous Waste (old paint, used oil, etc.) at the Deepwood Recycling Center?

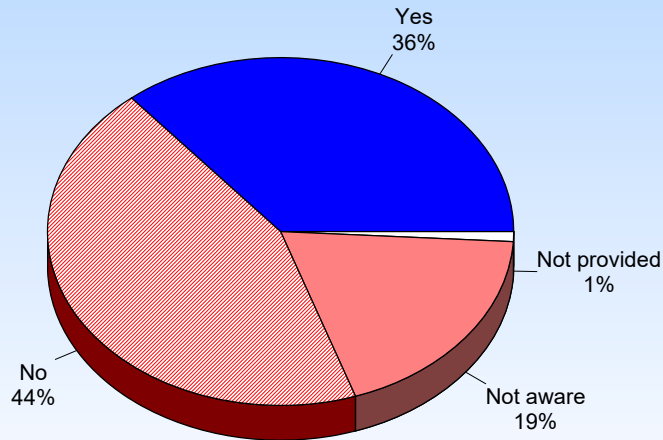
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q22. Did you utilize the once-a-year curbside “Bulky Item” service in April this year?

by percentage of respondents

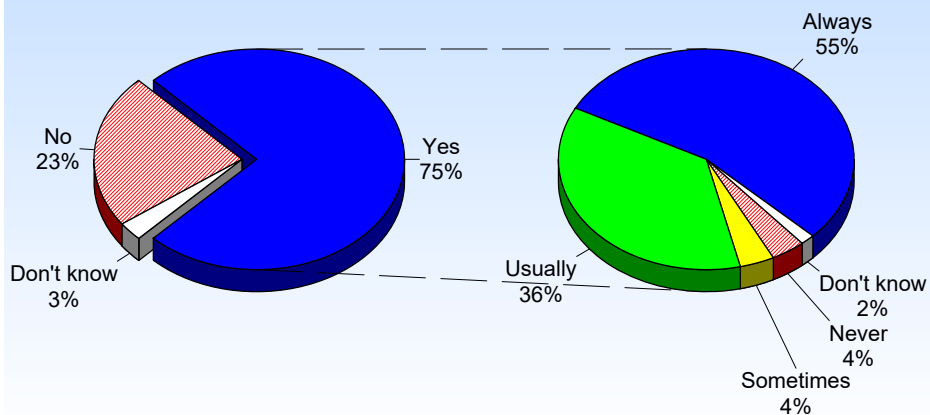


Source: ETC Institute (2016 Round Rock Community Survey)

Q23. Do you know when your household's designated watering days are?

by percentage of respondents

Q23-2. If yes, which of the following best describes how often you have been following the watering schedule for your household?

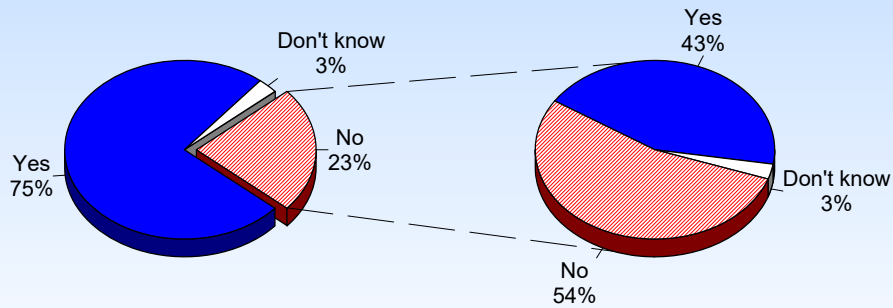


Source: ETC Institute (2016 Round Rock Community Survey)

Q23. Do you know when your household's designated watering days are?

by percentage of respondents

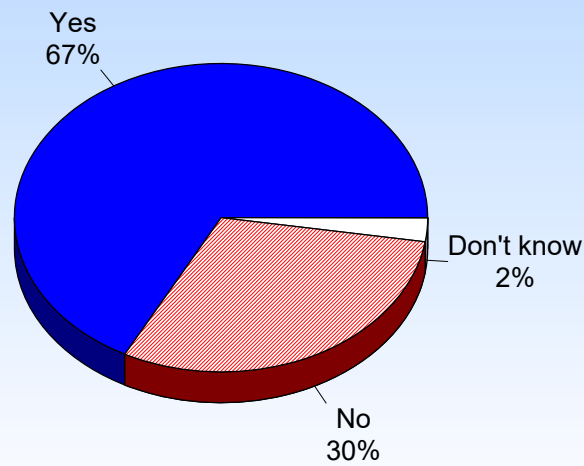
Q23-3. If no, do you know how to get information about the watering schedule for your household?



Source: ETC Institute (2016 Round Rock Community Survey)

Q24. Prior to receiving this survey, did you know that the City has a "tiered" rate structure to encourage water conservation in the summer?

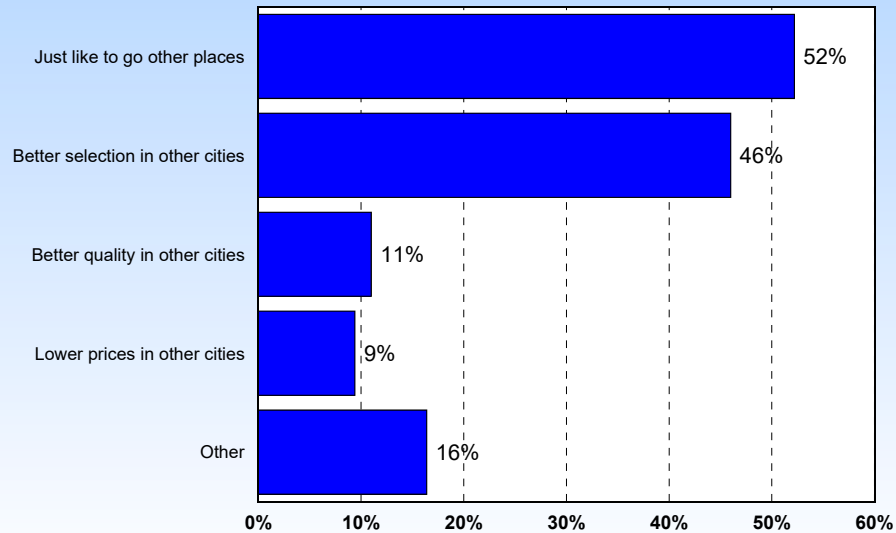
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q25. Which of the following are the primary reasons you go to other cities to shop or dine out?

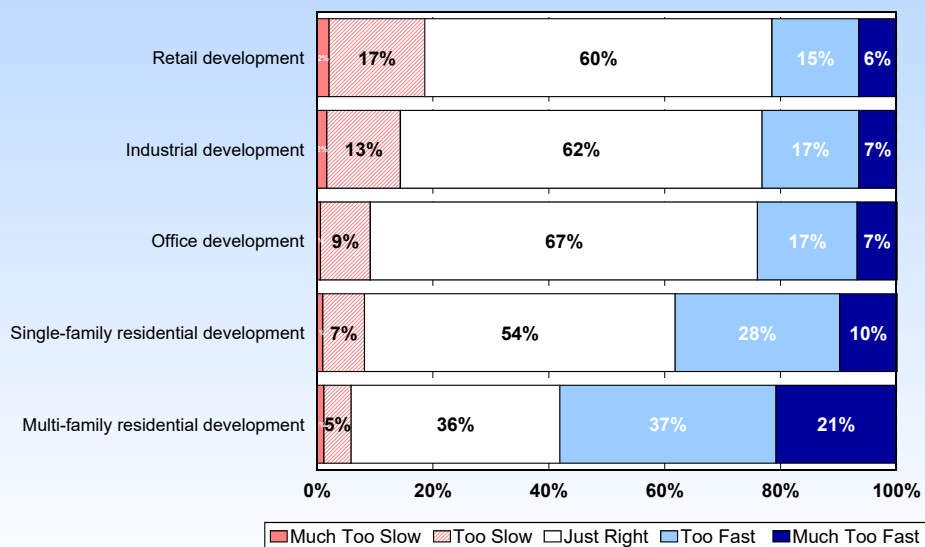
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2016 Round Rock Community Survey)

Q26. Ratings of the City's Current Pace of Land Development by Type

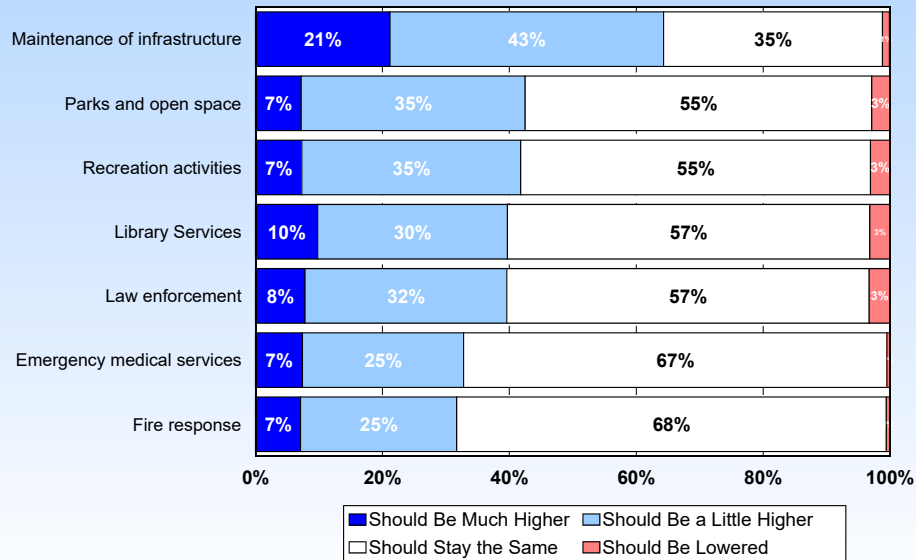
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q27. How should the level of service provided by the City in the following areas change?

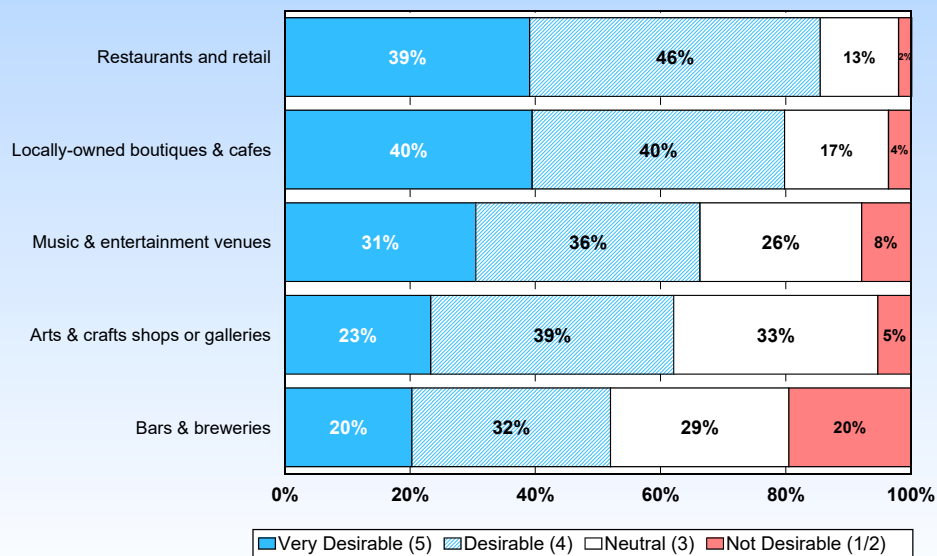
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q28. How Desirable Each of the Following Types of Businesses Are for Downtown Round Rock

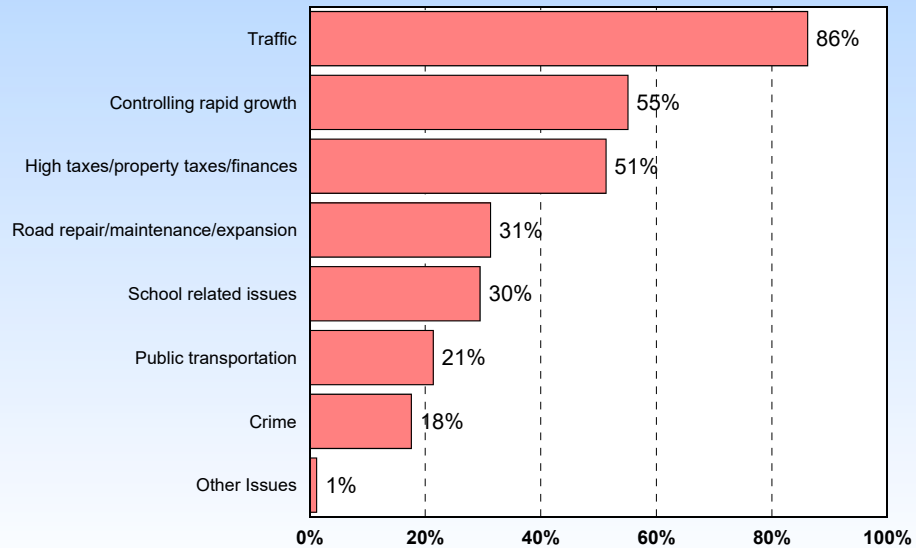
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Round Rock Community Survey)

Q31. Three Biggest Issues Facing Round Rock Over the Next Five Years

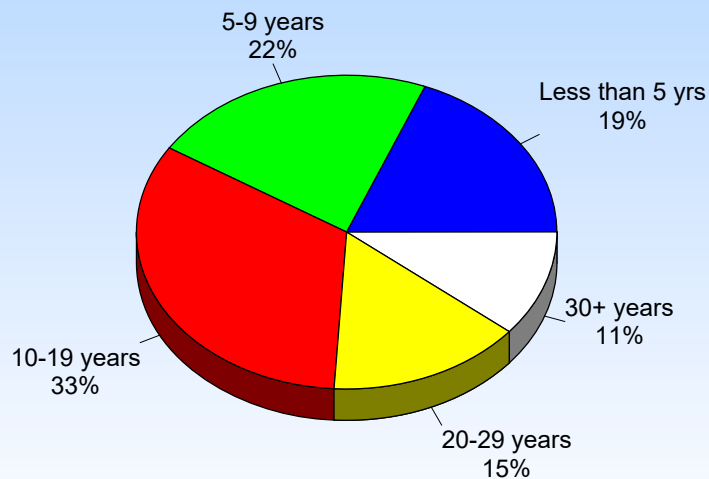
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 Round Rock Community Survey)

Q32. Demographics: Number of Years Lived in Round Rock

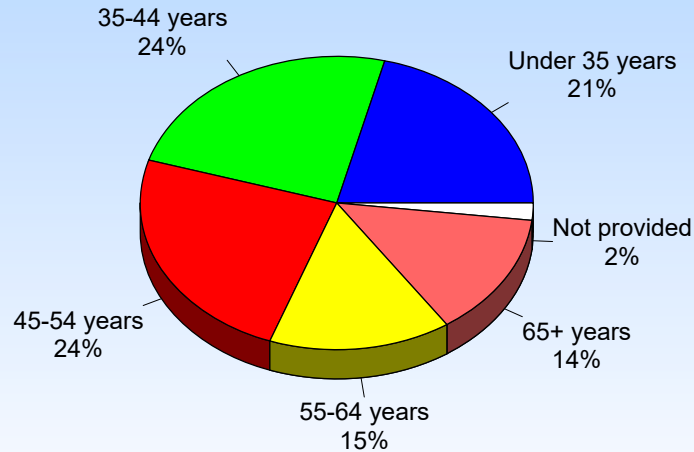
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q33. Demographics: Age of Respondents

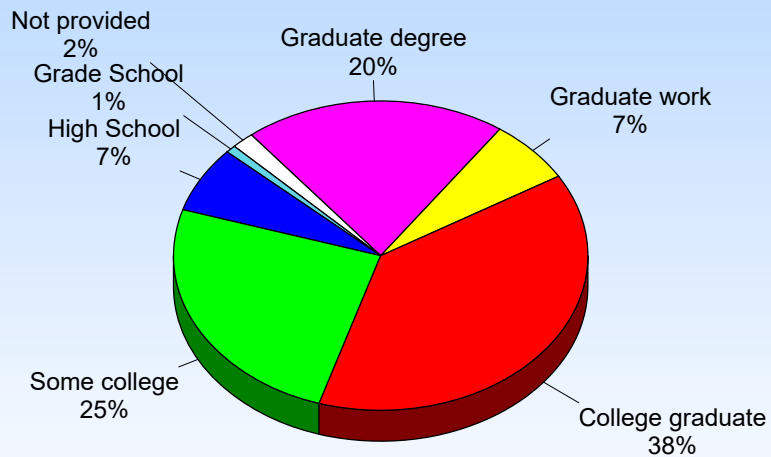
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q34. Demographics: Highest Level of Education Completed

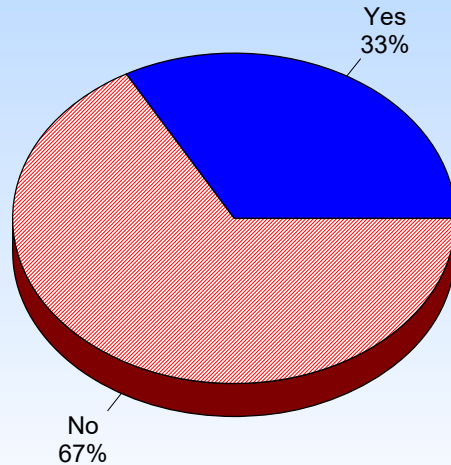
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q35. Demographics: Do you work in the City of Round Rock?

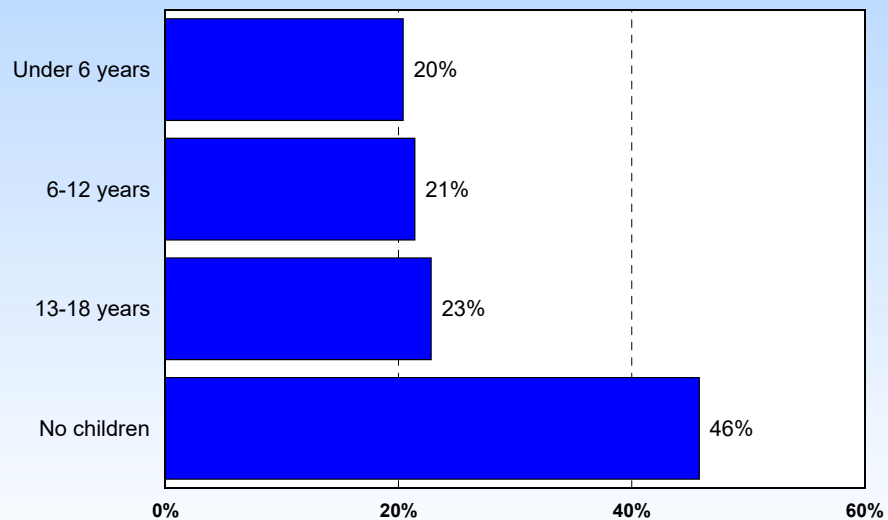
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q36. Demographics: Do you have children living at home in the following age ranges?

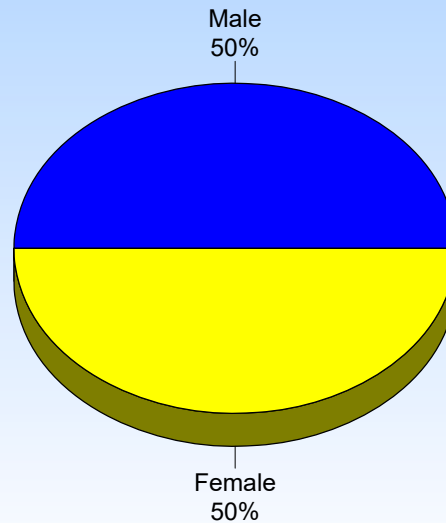
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2016 Round Rock Community Survey)

Q37. Demographics: Gender

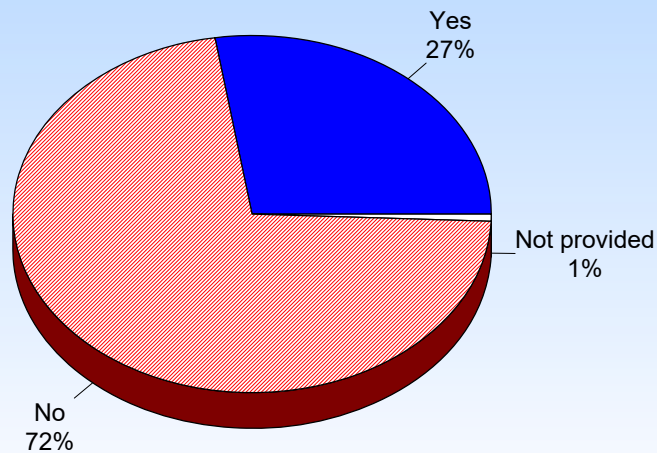
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q38. Demographics: Are you of Hispanic, Latino or other Spanish Heritage?

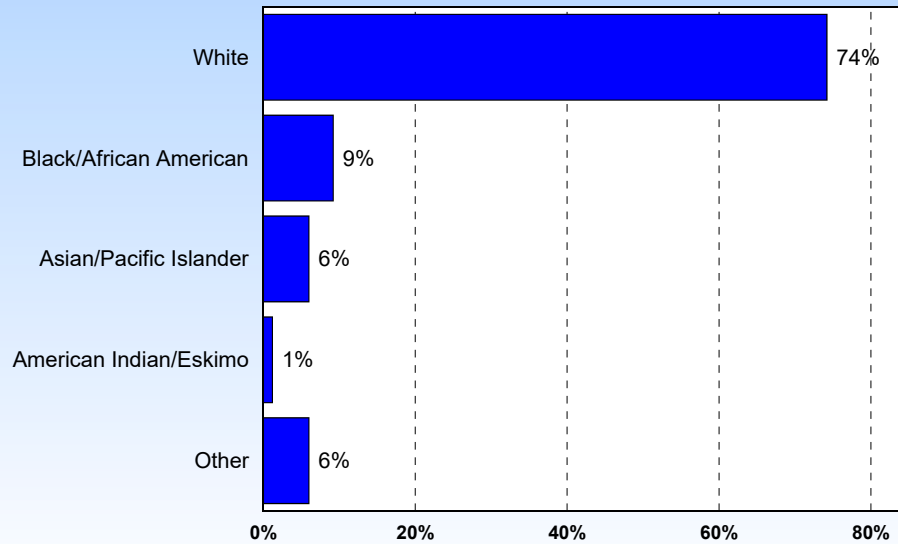
by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Q39. Demographics: Race/Ethnicity

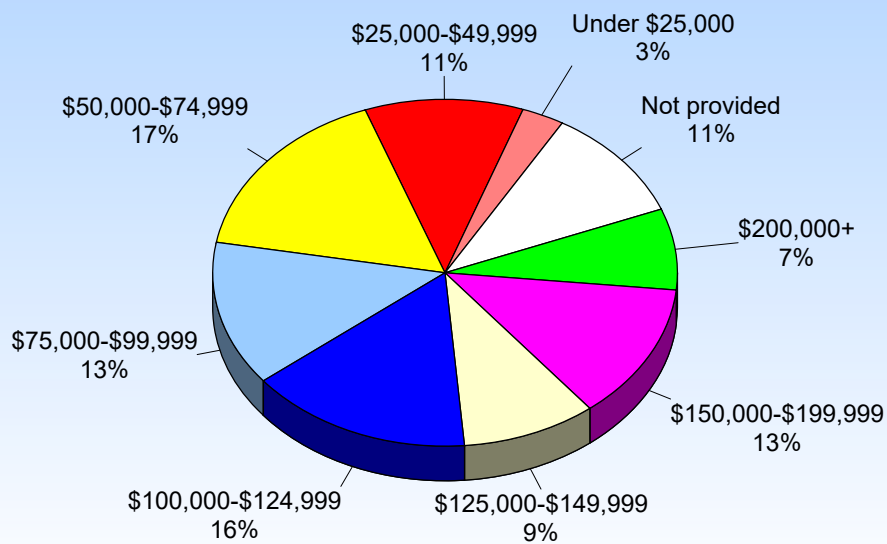
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2016 Round Rock Community Survey)

Q40. Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)

Section 2:

Trend Analysis



DirectionFinder® Survey

Year 2016 Trend Summary Report

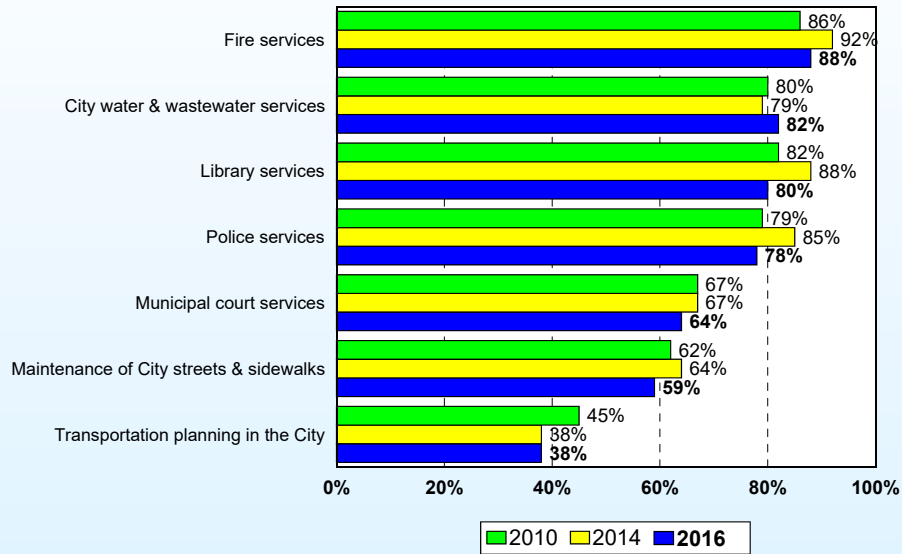
Overview

Every two years the City of Round Rock conducts a community survey to assess resident satisfaction with the delivery of major city services and to help set priorities for the community. The charts on the following pages show how the 2016 survey results compare to the City's performance in 2014 and 2010; statistically significant changes were changes of +/-4.4% since 2014.

- **Most Significant Changes Since 2014.** The most significant changes from 2014 to 2016 include: maintenance of streets and sidewalks (-5%), feeling of safety in commercial and retail areas (-5%), police services (-7%), recycling services (-7%), library services (-8%), and bulky item pick up/removal services (-9%).
- **Traffic Flow.** The percentage of residents who felt traffic flow in the City was “getting worse” increased significantly from 2014 (77% in 2016 versus 72% in 2014).

Ratings for City Services by Major Category *Trends - 2010, 2014, 2016*

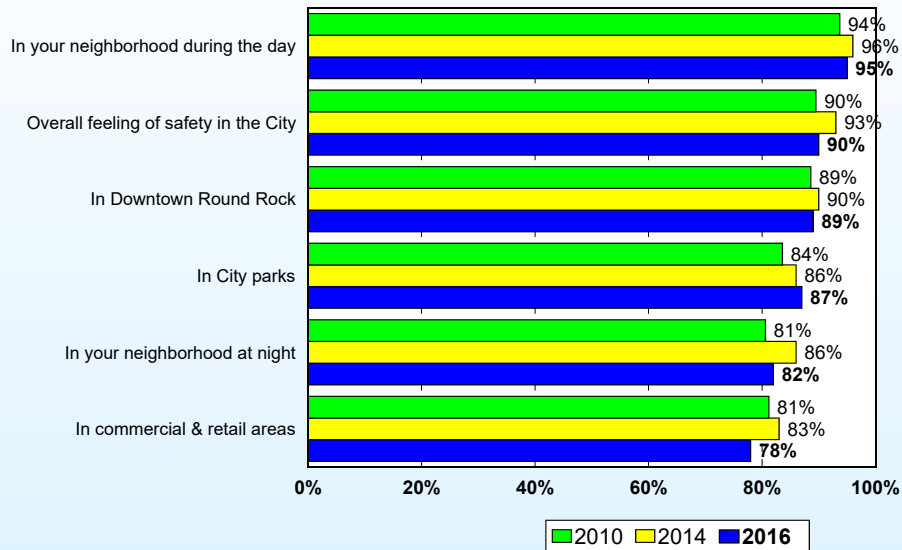
by percentage of respondents (excluding don't know)



Source: ETC Institute (2016 Round Rock Community Survey)

Ratings for Public Safety *Trends - 2010, 2014, 2016*

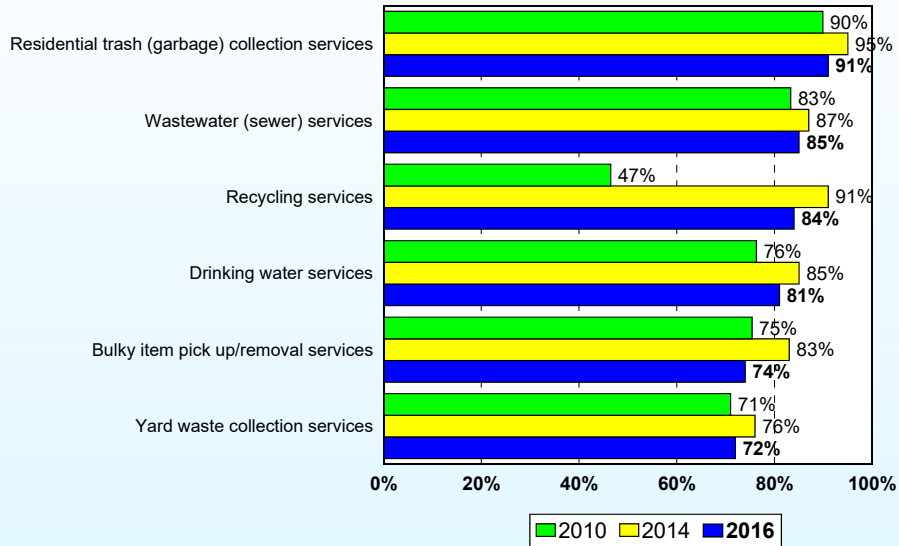
by percentage of respondents (excluding don't know)



Source: ETC Institute (2016 Round Rock Community Survey)

Ratings for Solid Waste/Utility Services **Trends - 2010, 2014, 2016**

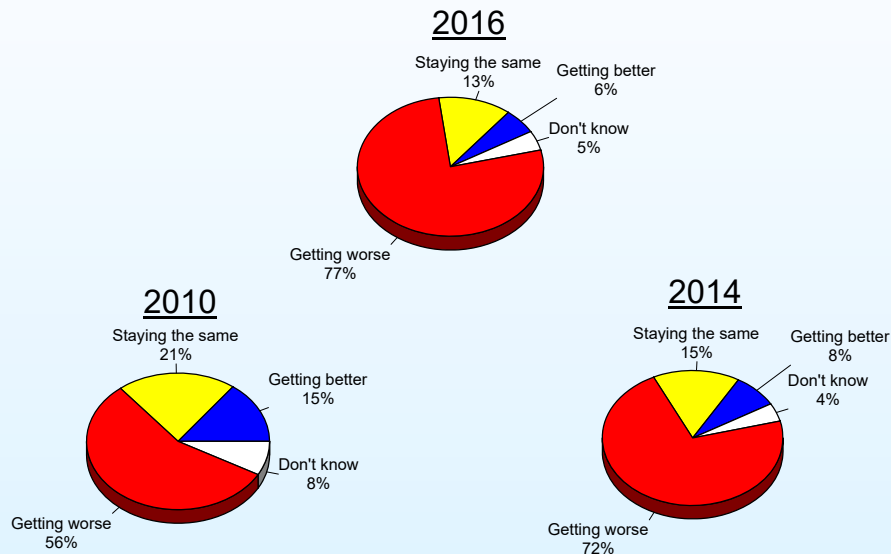
by percentage of respondents (excluding don't know)



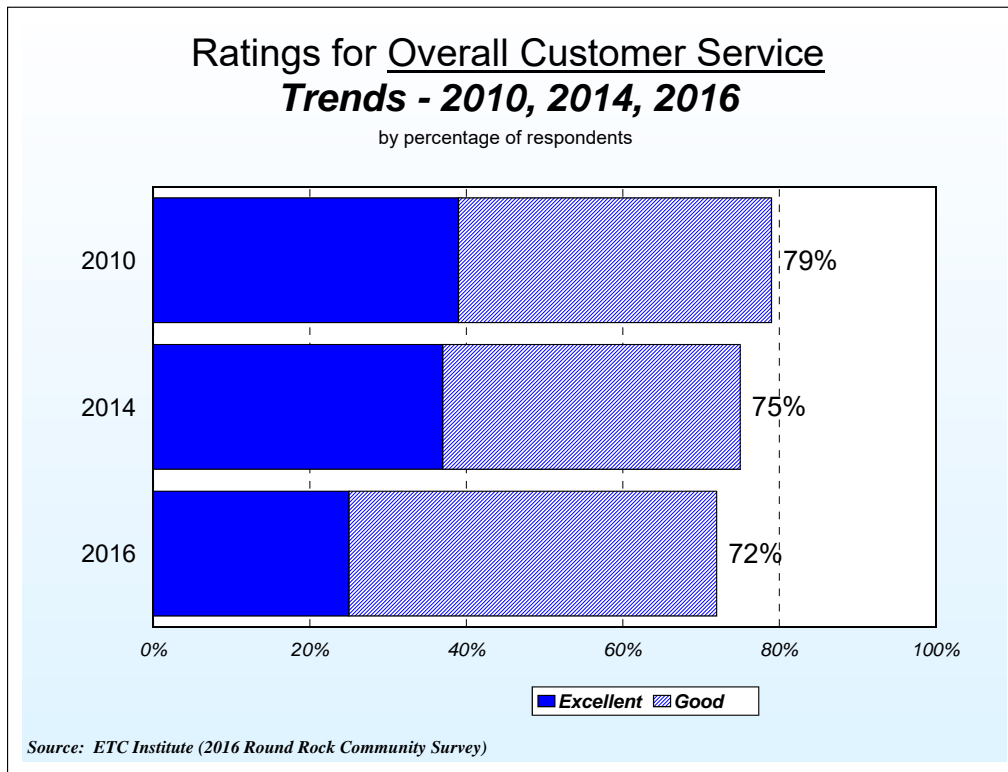
Source: ETC Institute (2016 Round Rock Community Survey)

How Residents Feel Traffic Flow in the City is Changing **Trends - 2010, 2014, 2016**

by percentage of respondents



Source: ETC Institute (2016 Round Rock Community Survey)



Section 3:

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

Round Rock, Texas

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought were most important for the City to provide. Twenty-eight percent (28.4%) ranked "transportation planning in the City" as one of the most important city services to provide.

With regard to satisfaction, "transportation planning in the City" ranked fourteenth overall, with 38% rating it as a "4" or a "5" on a 5-point scale, excluding "don't know" responses. The I-S rating for "transportation planning in the City" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 28.4% was multiplied by 62% (1-0.38). This calculation yielded an I-S rating of 0.1761, which was ranked first out of fourteen overall city service categories.

- The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of the most important areas for the City to provide and 0% indicated that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the most important areas for the City to provide.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The importance-satisfaction results for each individual service area are provided on the following pages.

Importance-Satisfaction Rating

City of Round Rock

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Transportation planning in the City	28%	4	38%	14	0.1761	1
Police services	64%	1	78%	7	0.1417	2
<u>Medium Priority (IS <.10)</u>						
Maintenance of city streets and sidewalks	24%	6	59%	13	0.0968	3
Emergency medical services	38%	3	84%	2	0.0614	4
Fire services	44%	2	88%	1	0.0523	5
Water and wastewater services	24%	5	82%	5	0.0439	6
City communication with the public	10%	9	64%	10	0.0346	7
Enforcement of city codes and ordinances	8%	11	63%	12	0.0289	8
Parks and recreation programs	14%	7	82%	4	0.0259	9
Storm water runoff & flood prevention	8%	10	68%	9	0.0256	10
Trash, recycling, & yard waste collection services	14%	8	83%	3	0.0235	11
Library services	5%	12	80%	6	0.0108	12
Customer service provided by City employees	3%	13	72%	8	0.0090	13
Municipal court services	1%	14	64%	11	0.0036	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Round Rock

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Hike and bike trails in the City	34%	2	61%	5	0.1326	1
<u>Medium Priority (IS <.10)</u>						
Youth recreation programs	23%	3	57%	6	0.0989	2
City swimming pools	15%	6	56%	7	0.0660	3
Quality of outdoor athletic facilities	19%	5	68%	3	0.0595	4
Appearance & maintenance of City parks	48%	1	89%	1	0.0528	5
Number of City parks	19%	4	76%	2	0.0466	6
City recreation centers	12%	7	65%	4	0.0434	7
Adult recreation programs	9%	8	55%	8	0.0396	8
Forest Creek Golf Course	4%	9	48%	9	0.0229	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Round Rock

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	64%	1	64%	3	0.2297	1
<u>High Priority (IS .10-.20)</u>						
Timing of traffic signals in the City	32%	2	43%	8	0.1824	2
<u>Medium Priority (IS <.10)</u>						
Maintenance of neighborhood streets	26%	3	67%	2	0.0851	3
Adequacy of City street lighting	18%	4	61%	4	0.0718	4
Availability of bike lanes	9%	7	34%	9	0.0607	5
Mowing/trimming of streets & other public areas	9%	6	59%	7	0.0385	6
Cleanliness of streets and other public areas	14%	5	77%	1	0.0322	7
Condition of sidewalks in the City	7%	8	60%	5	0.0264	8
Cleanliness of creeks and open channels	5%	9	59%	6	0.0221	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Round Rock

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing cleanup of debris on private property	54%	1	54%	2	0.2502	1
<u>Medium Priority (IS <.10)</u>						
Enforcing the mowing of grass on private property	16%	2	51%	3	0.0784	2
Enforcing sign regulations	14%	3	55%	1	0.0621	3

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of respondents who selected the item as the most important code enforcement service to provide.

Respondents were asked to identify the item they thought was most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Analysis Round Rock, Texas

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

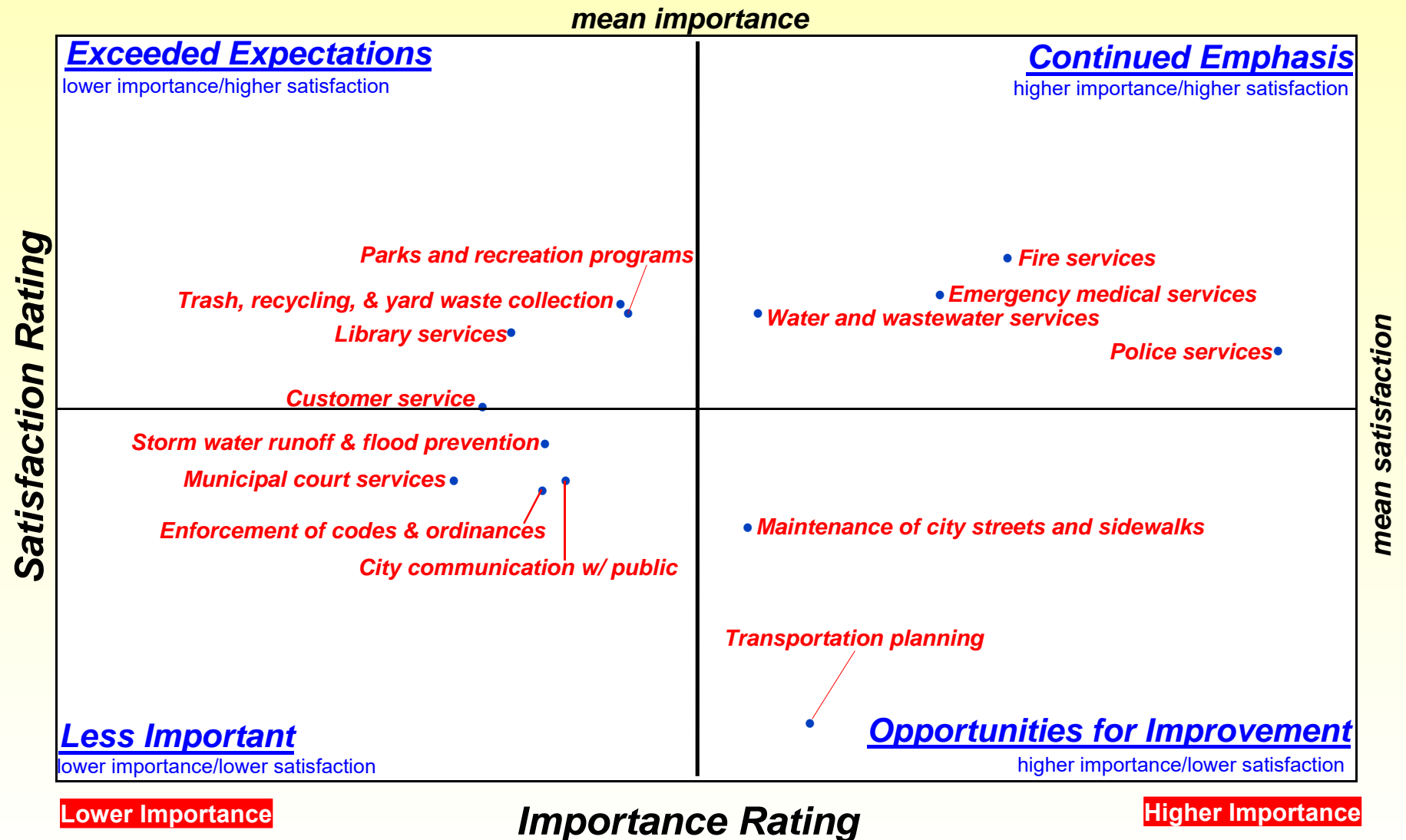
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Round Rock are provided on the following pages.

2016 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Overall City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



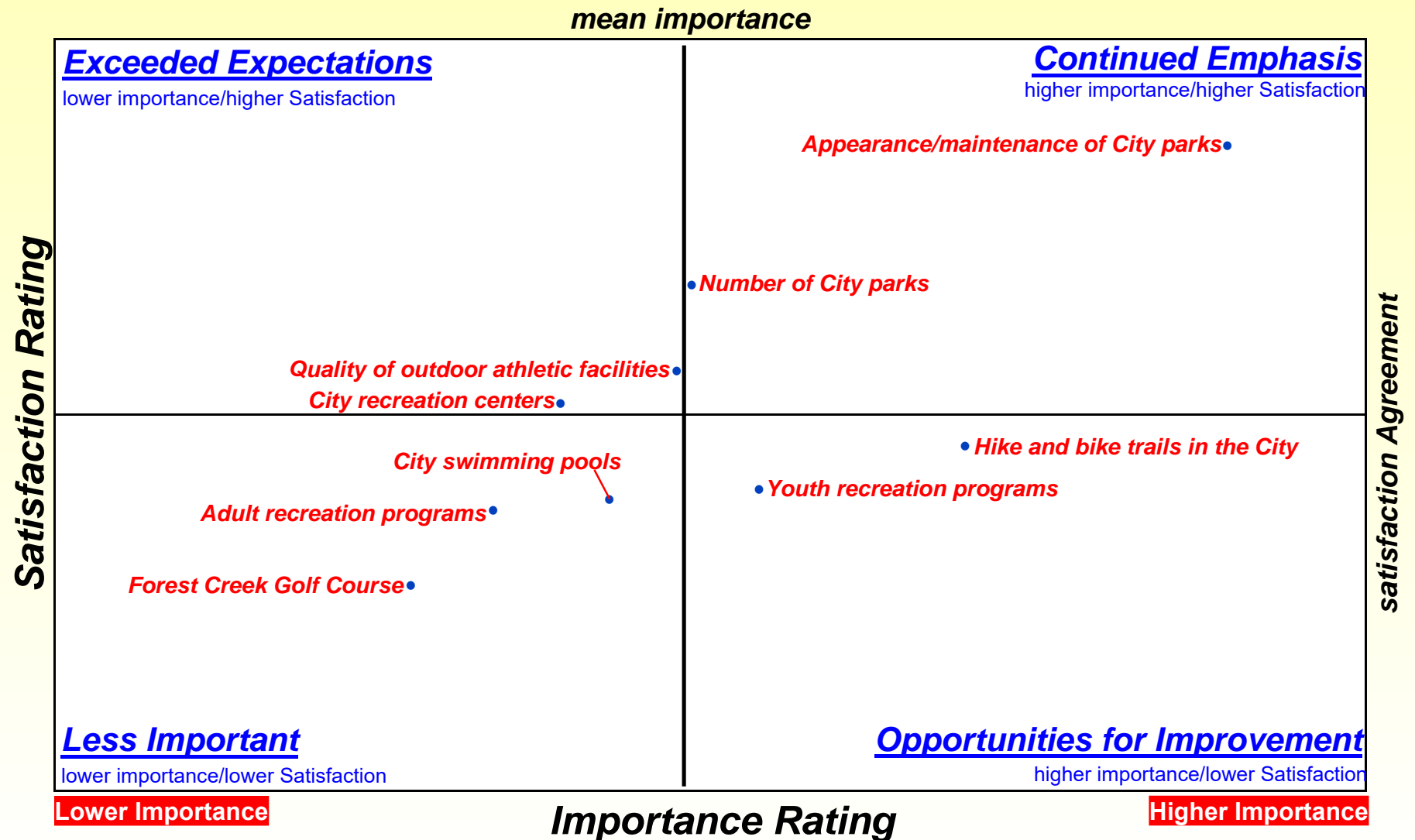
Source: ETC Institute (2016)

2016 Round Rock Community Survey

Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

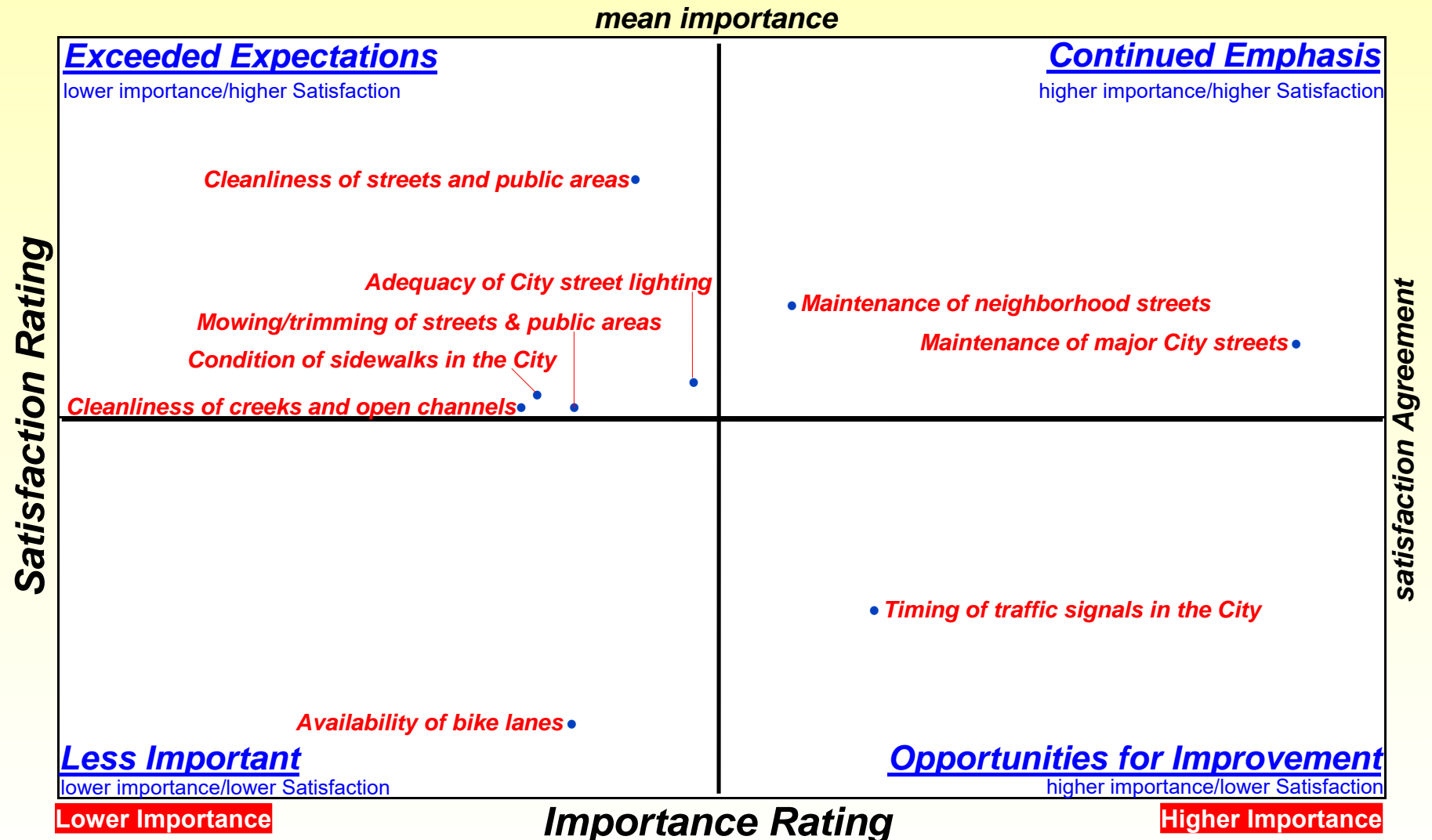


Source: ETC Institute (2016)

2016 Round Rock Community Survey Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



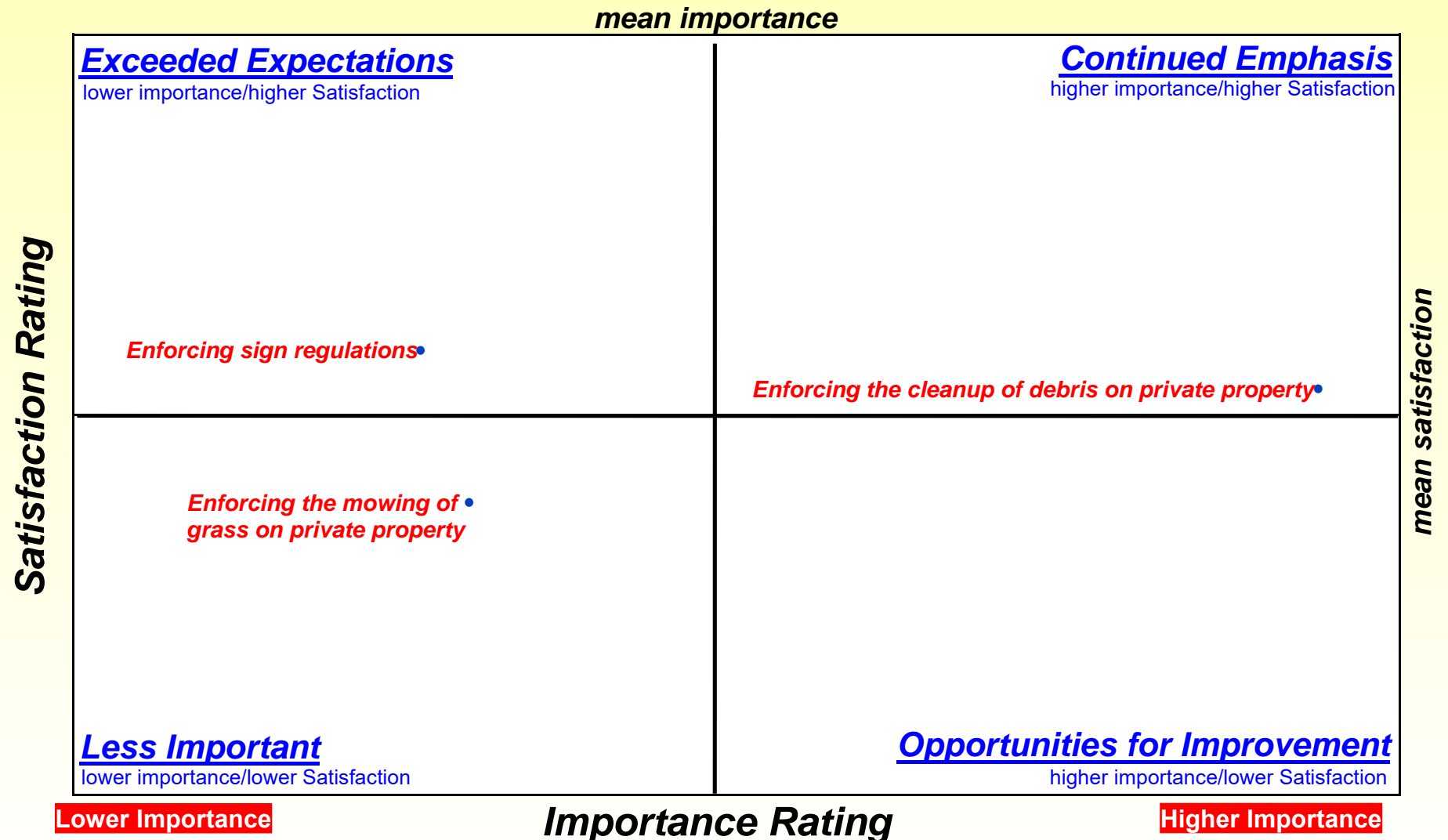
Source: ETC Institute (2016)

2016 Round Rock Community Survey

Importance-Satisfaction Assessment Matrix

-Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

Section 4:

Benchmarking Analysis



DirectionFinder® Survey

Year 2016 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the spring of 2014 to a random sample of more than 4,000 residents in the continental United States. The second source is a regional survey administered to a random sample of over 400 residents in the southwestern region of the United States during the spring of 2014. The southwestern region of the United States includes the states of Texas, Arizona and New Mexico.

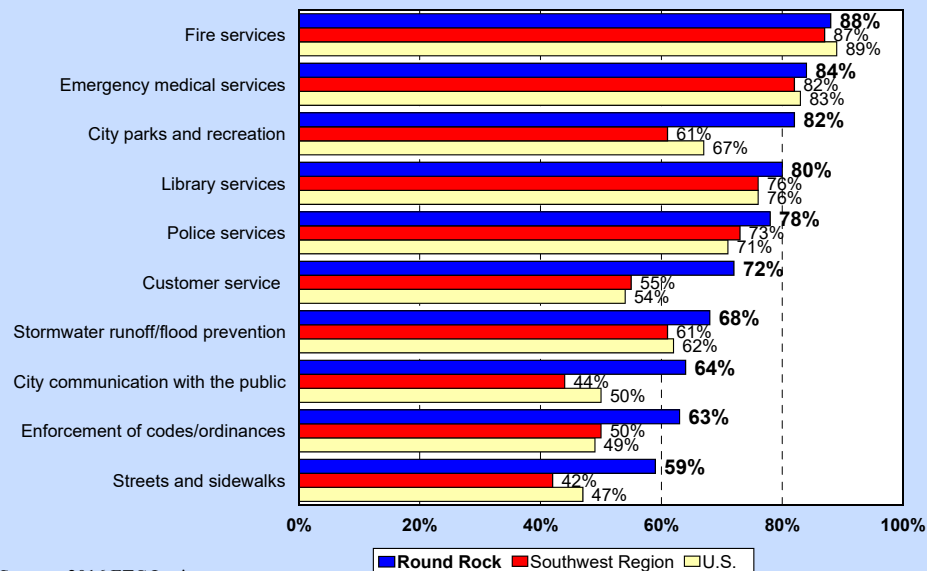
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 4,000 residents; the “Southwest Region” shown in the charts reflects the results of the regional survey of residents in Texas, Arizona and New Mexico.

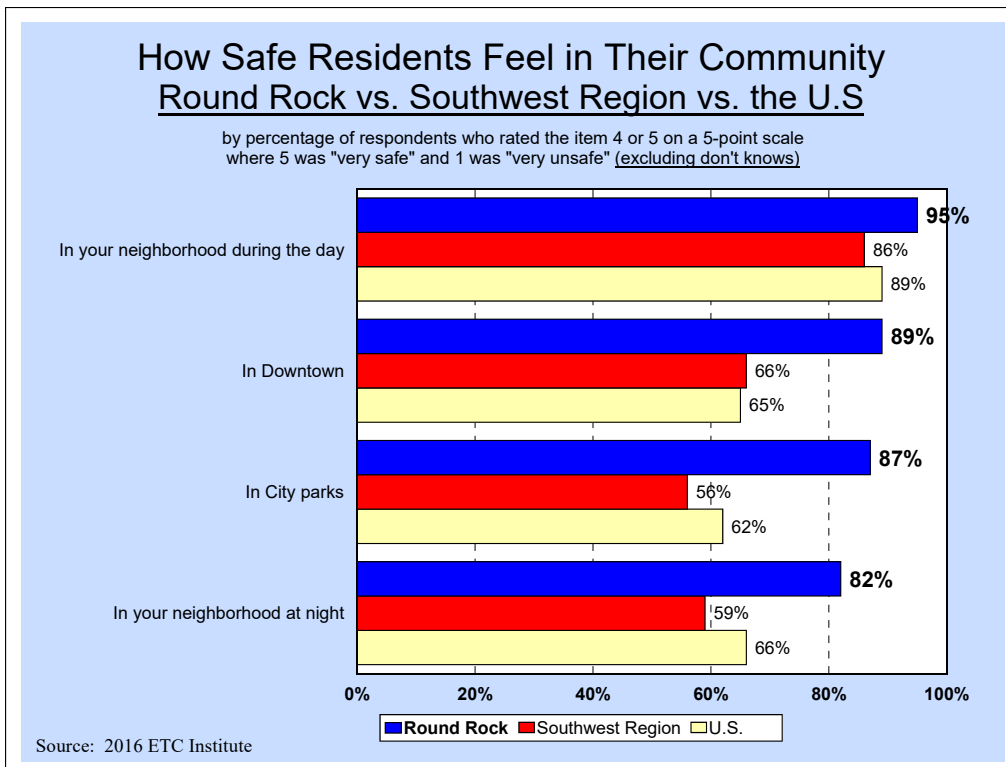
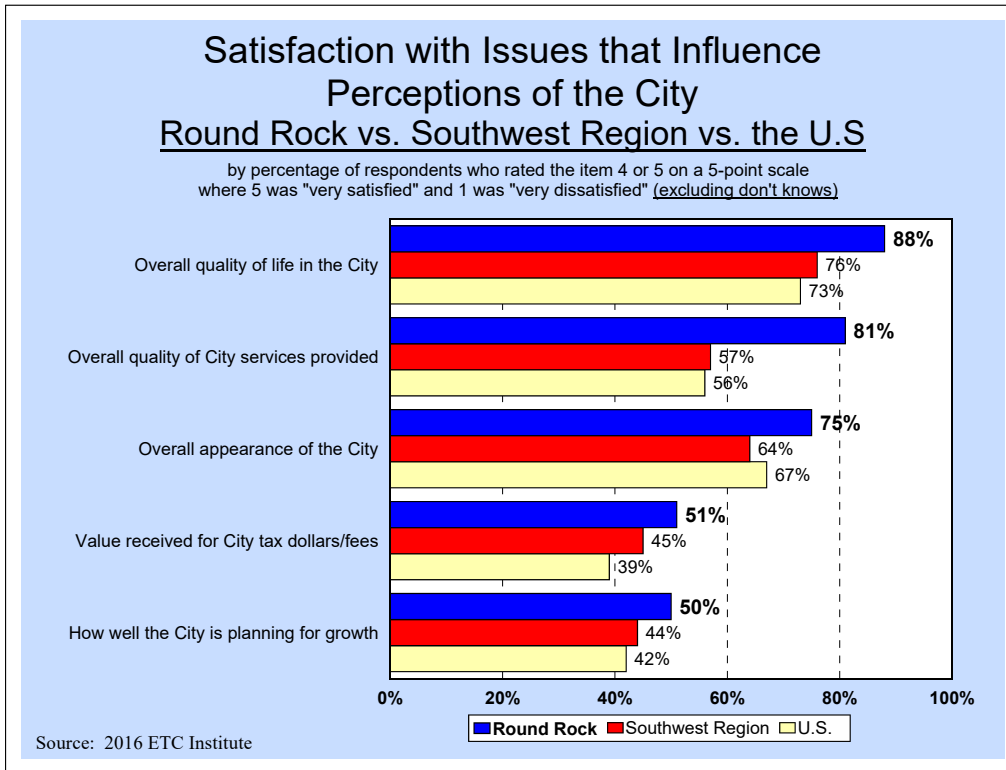
National Benchmarks

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

Overall Satisfaction with Various City Services Round Rock vs. Southwest Region vs. the U.S

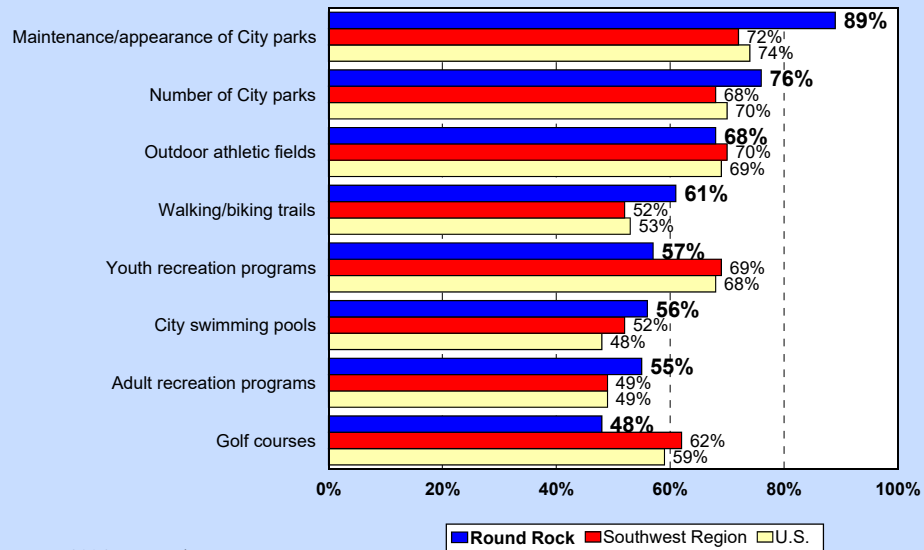
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





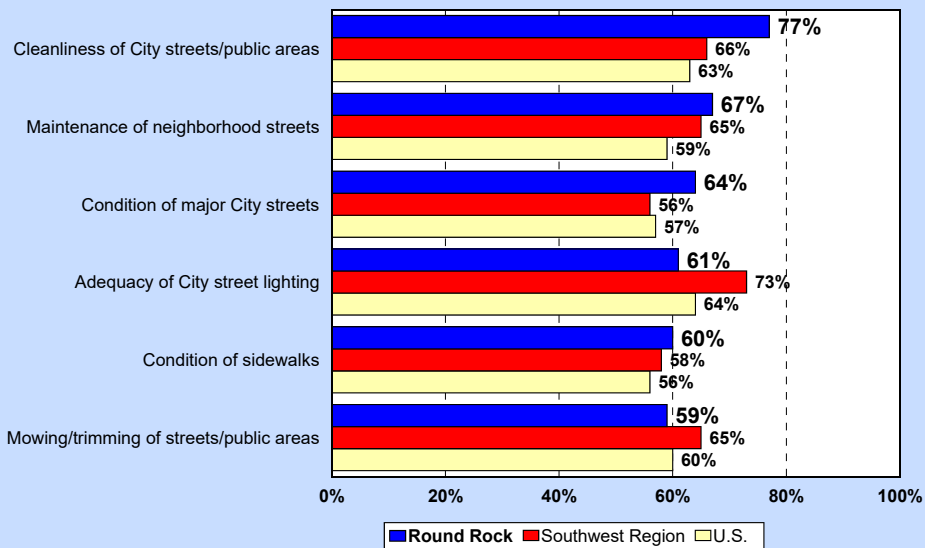
Overall Satisfaction with Parks and Recreation Round Rock vs. Southwest Region vs. the U.S

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



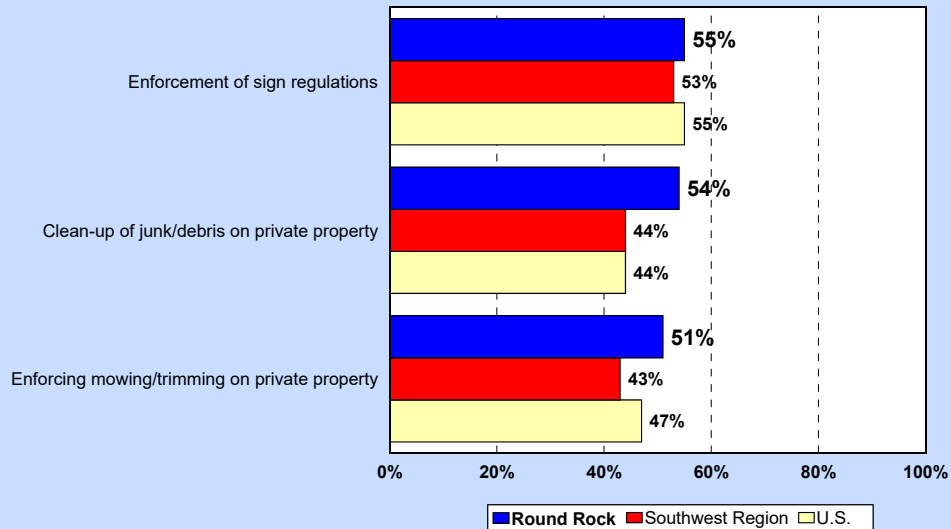
Overall Satisfaction with Transportation Services Round Rock vs. Southwest Region vs. the U.S

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



Overall Satisfaction with Code Enforcement Round Rock vs. Southwest Region vs. the U.S

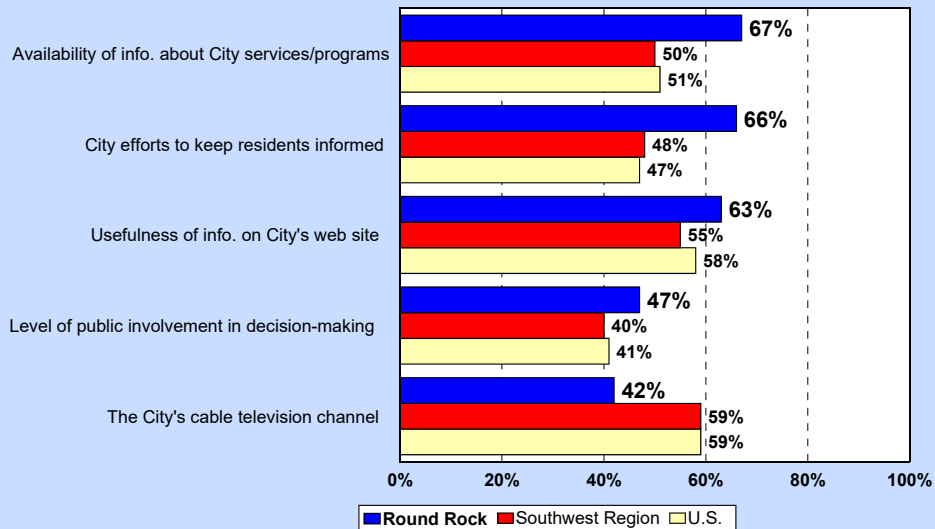
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Overall Satisfaction with Communication Round Rock vs. Southwest Region vs. the U.S

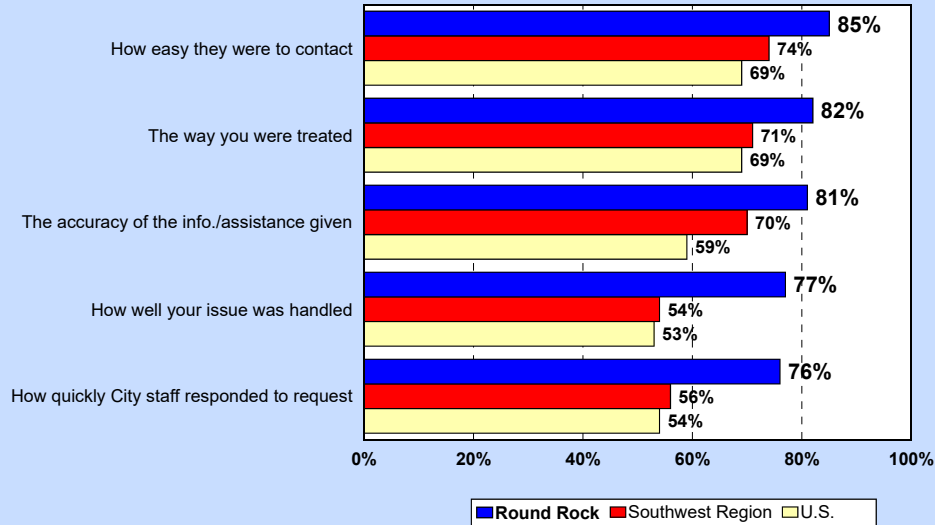
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

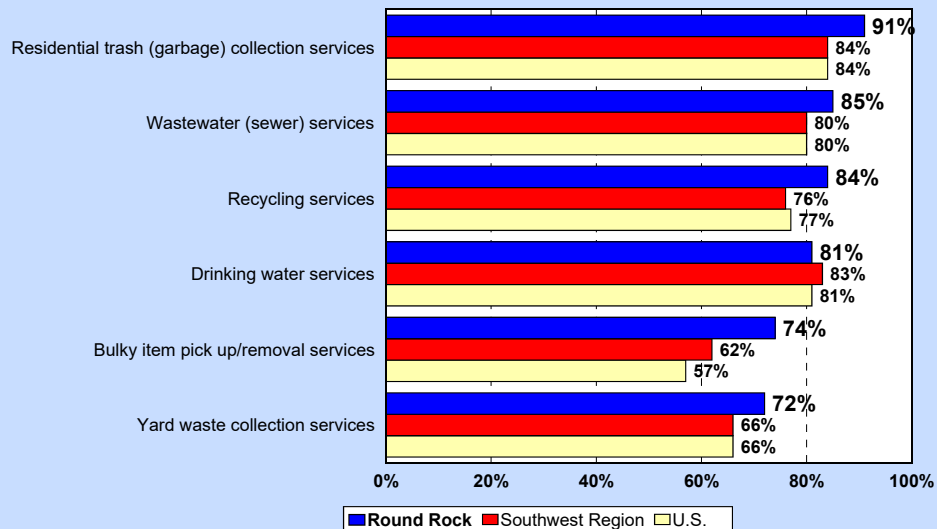
Overall Satisfaction with Customer Service Round Rock vs. Southwest Region vs. the U.S

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



Overall Satisfaction with Solid Waste/Utility Services Round Rock vs. Southwest Region vs. the U.S

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 5:

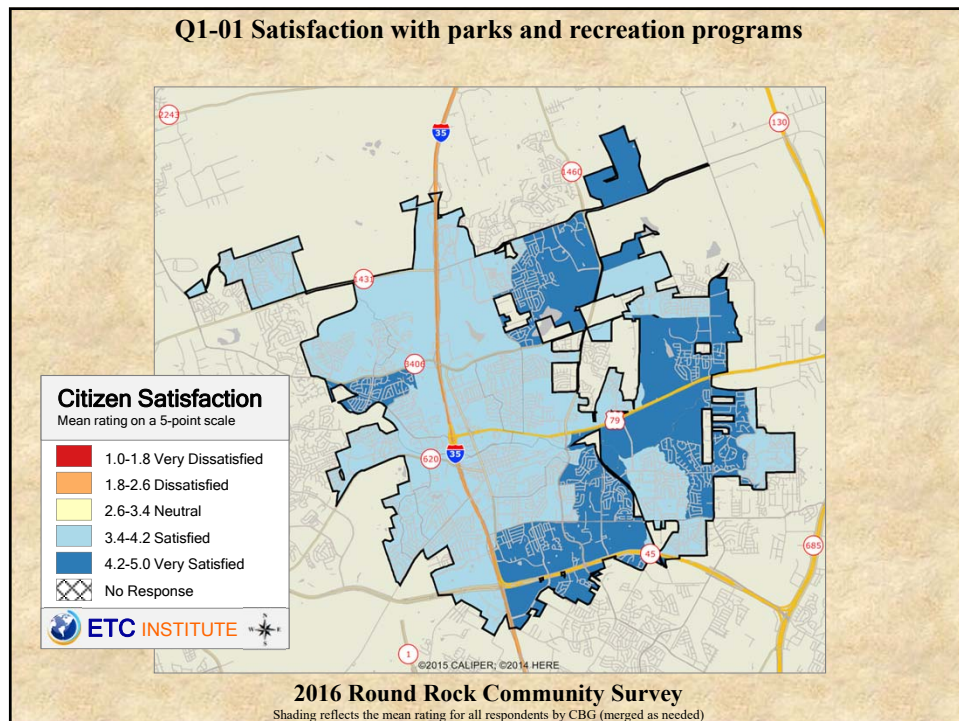
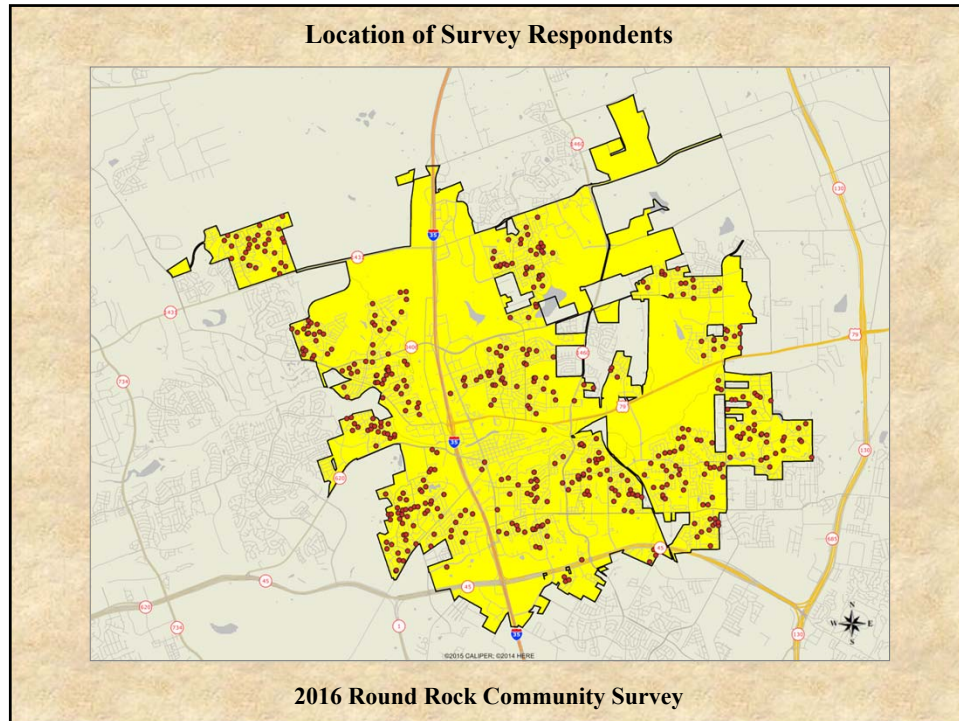
GIS Maps

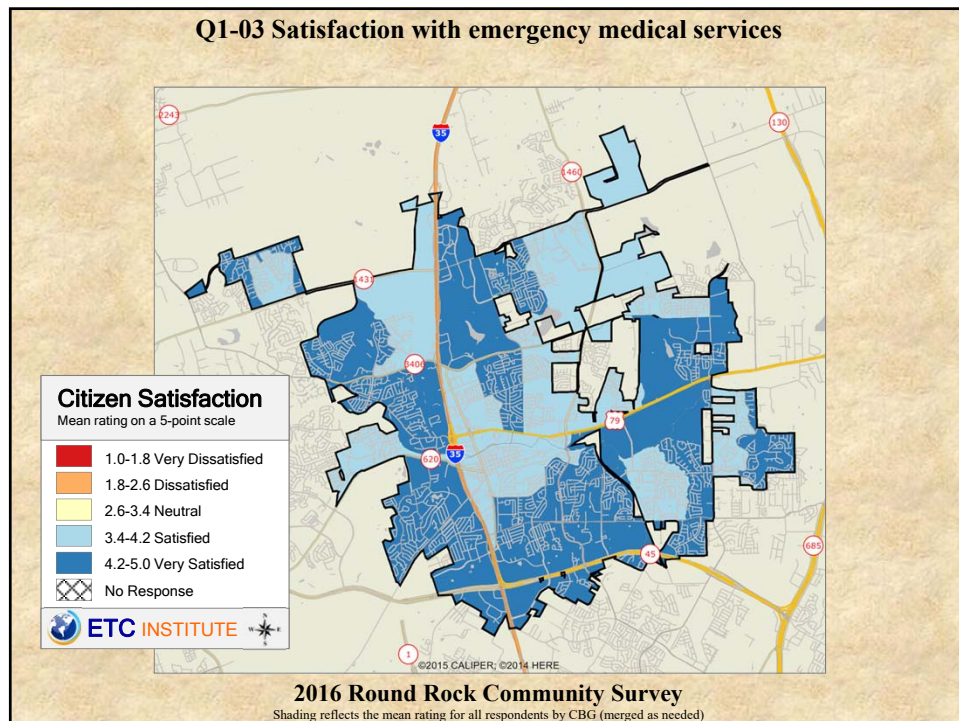
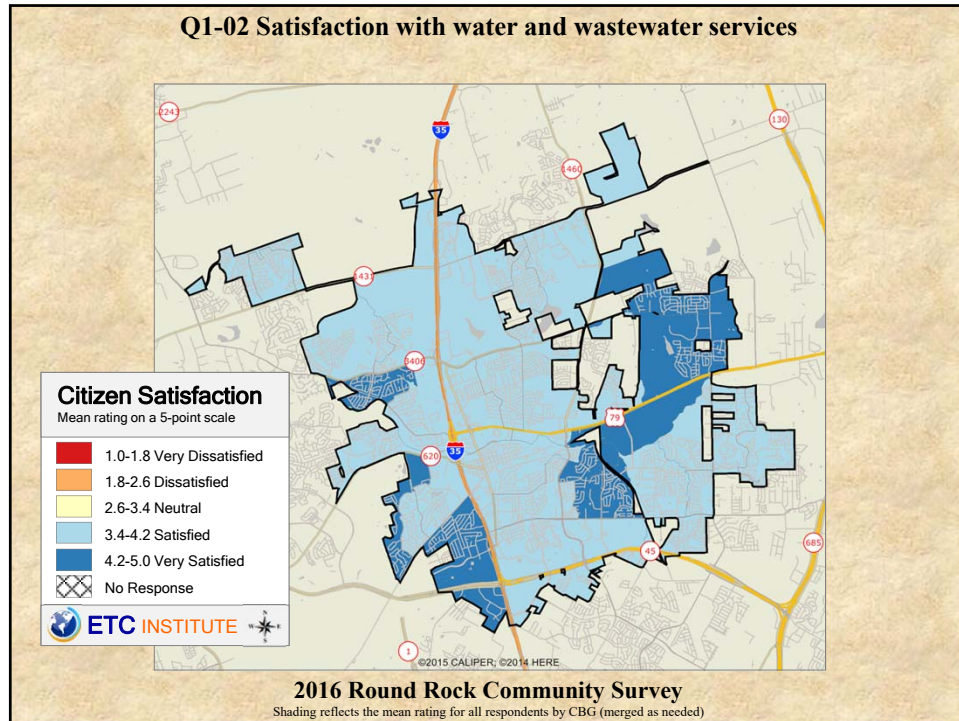
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

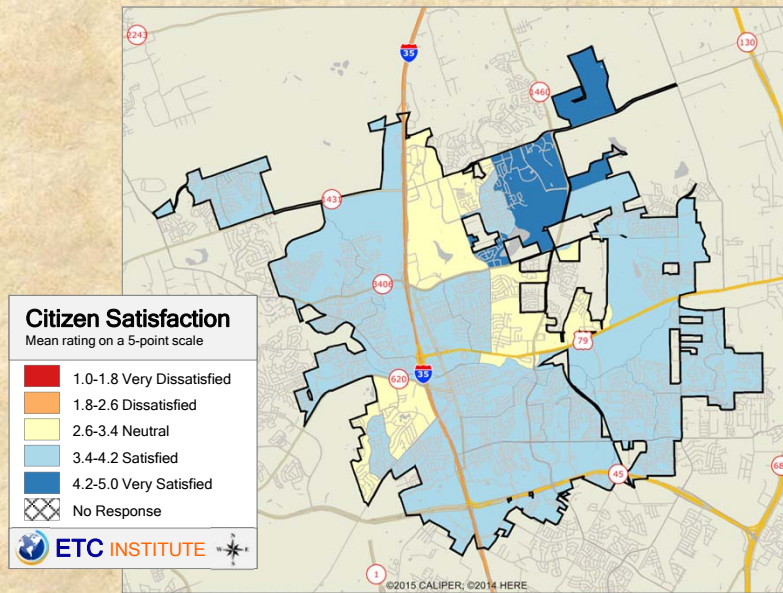
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”





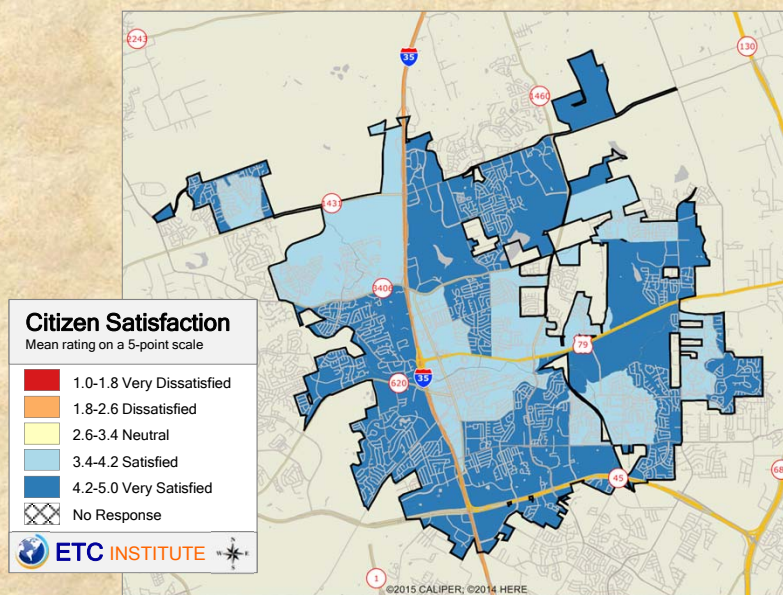
Q1-04 Satisfaction with enforcement of city codes and ordinances



2016 Round Rock Community Survey

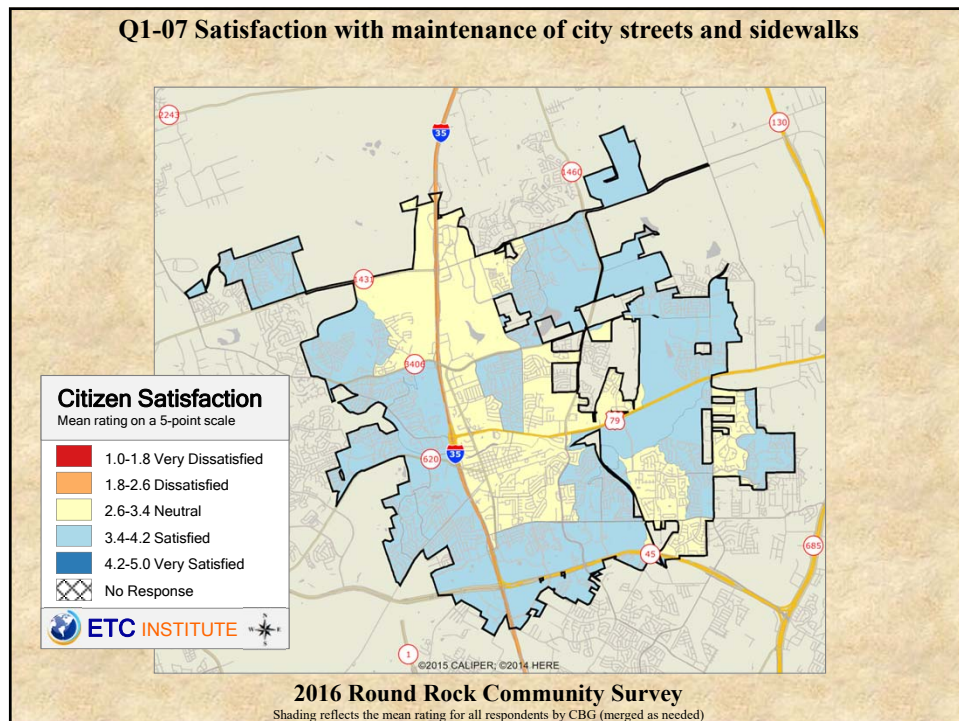
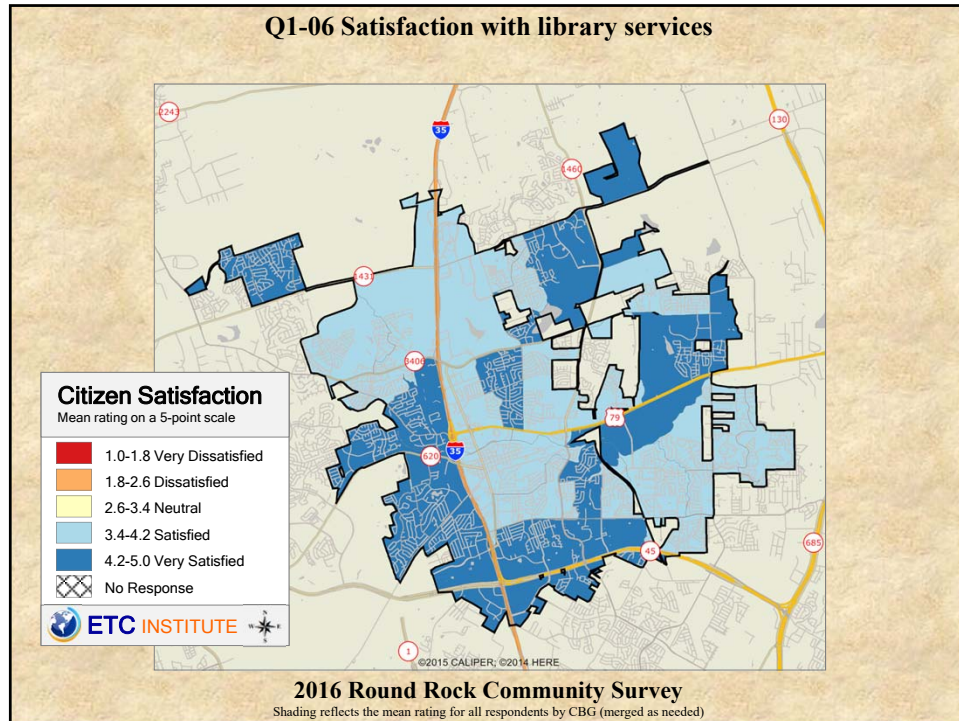
Shading reflects the mean rating for all respondents by CBG (merged as needed)

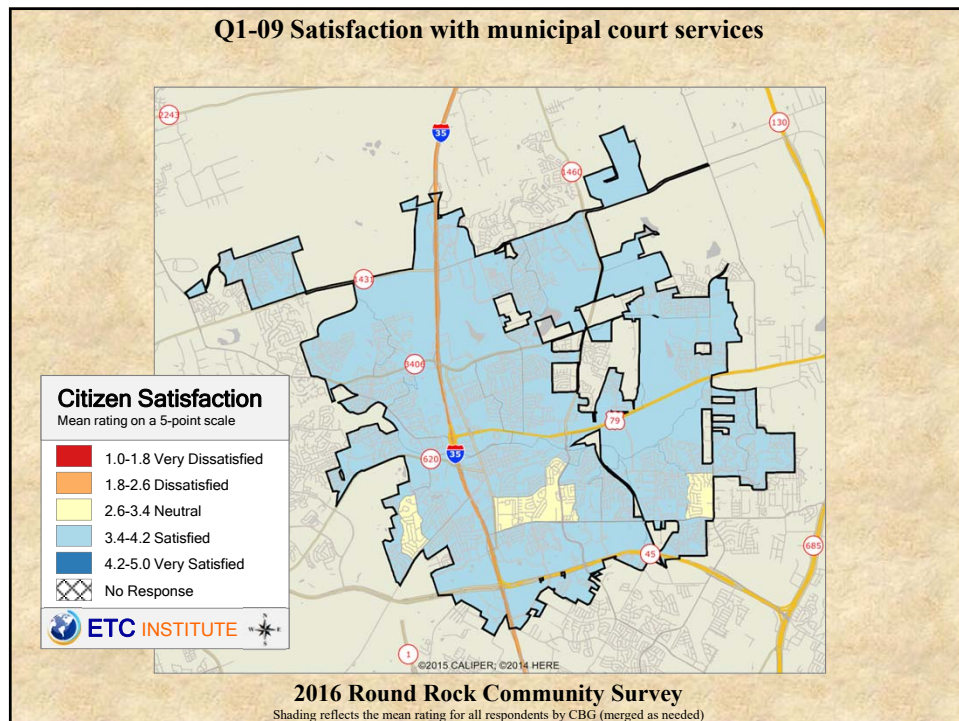
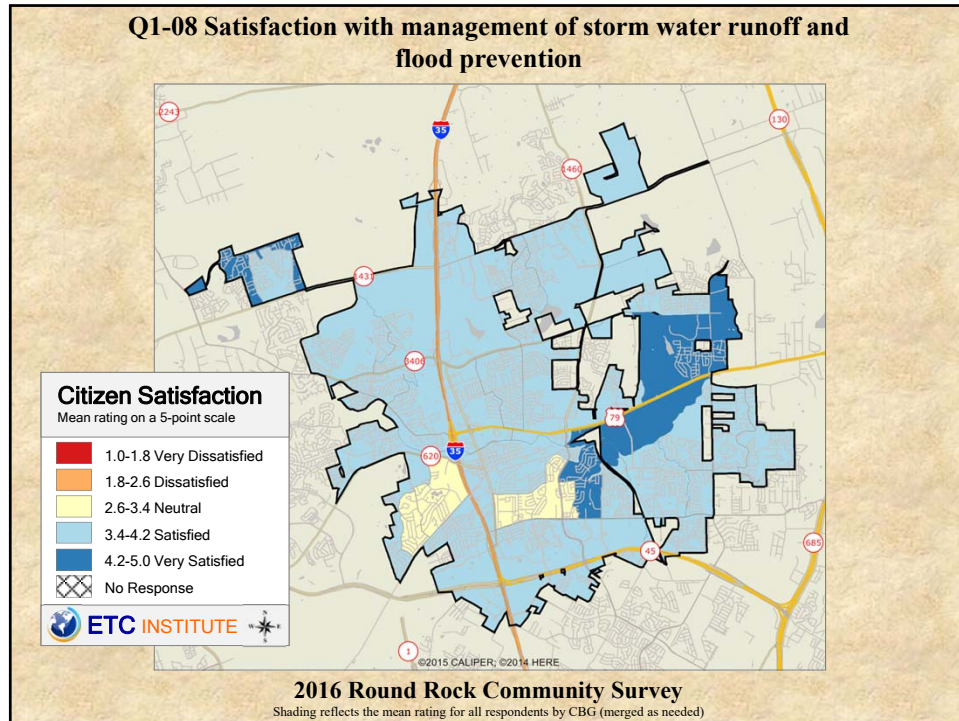
Q1-05 Satisfaction with fire services

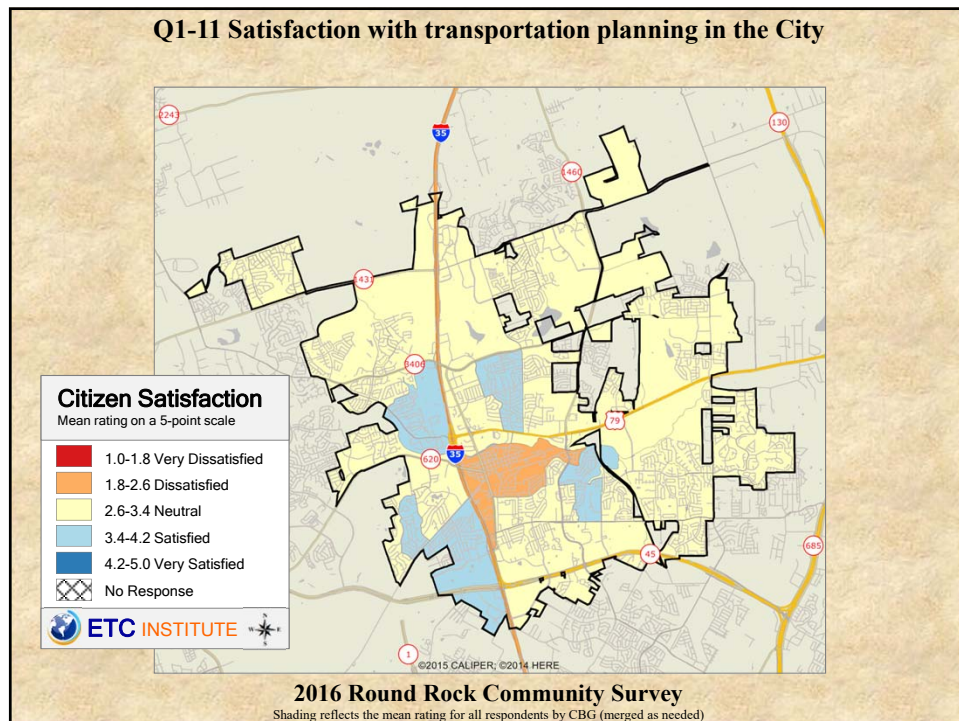
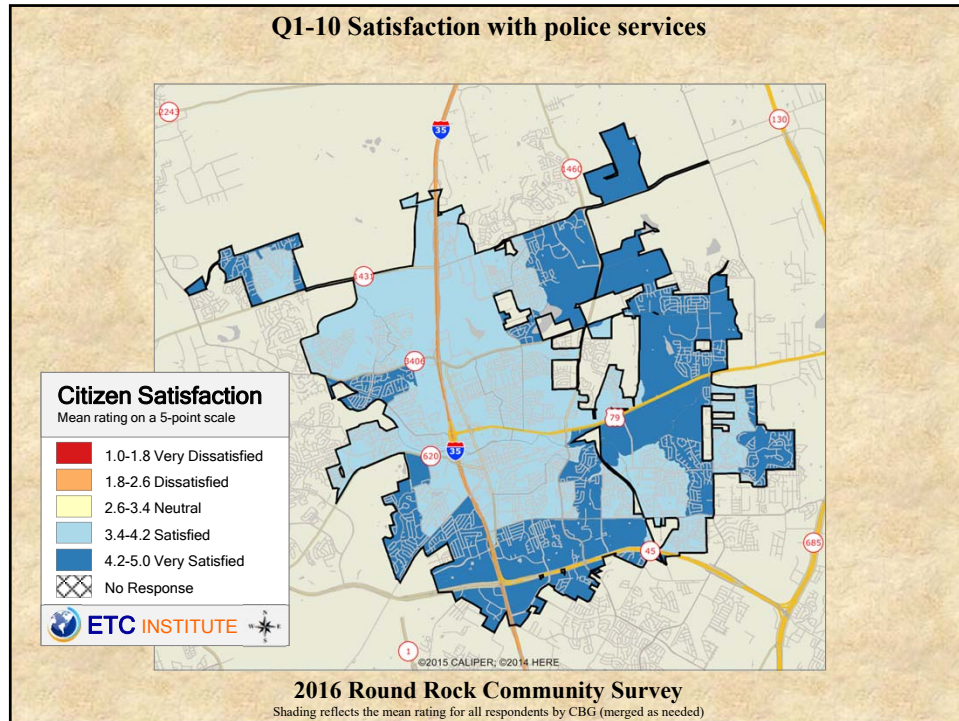


2016 Round Rock Community Survey

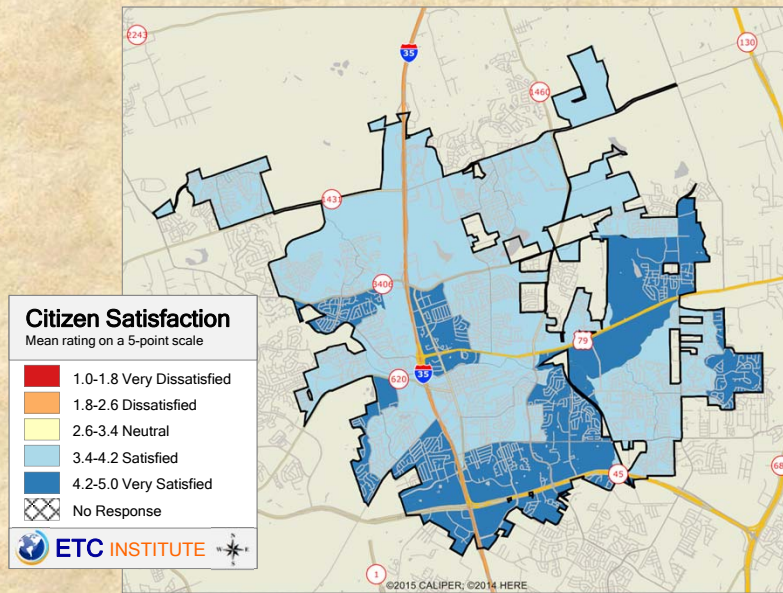
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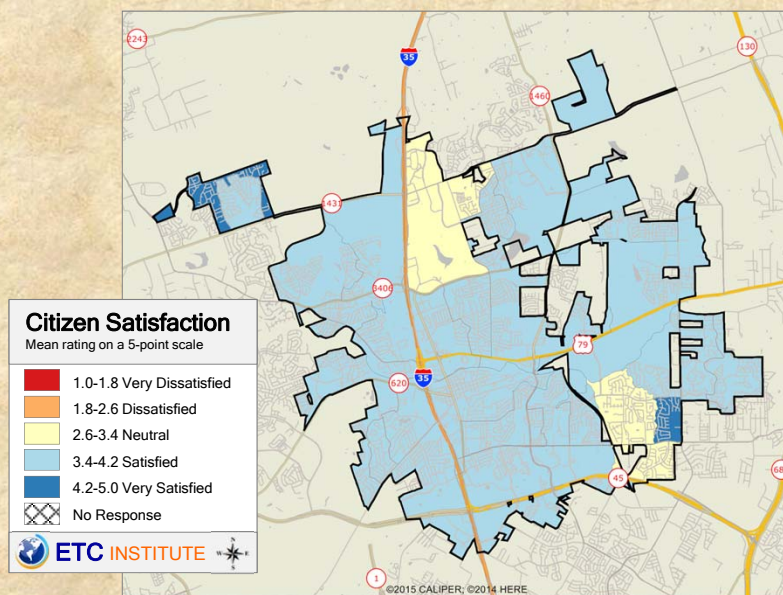
Q1-12 Satisfaction with trash, recycling and yard waste collection services



2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

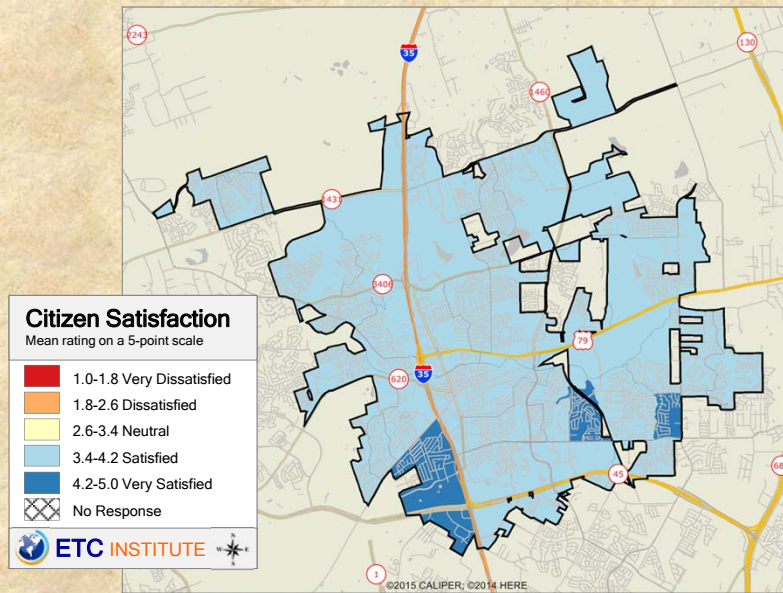
Q1-13 Satisfaction with City communication with the public



2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

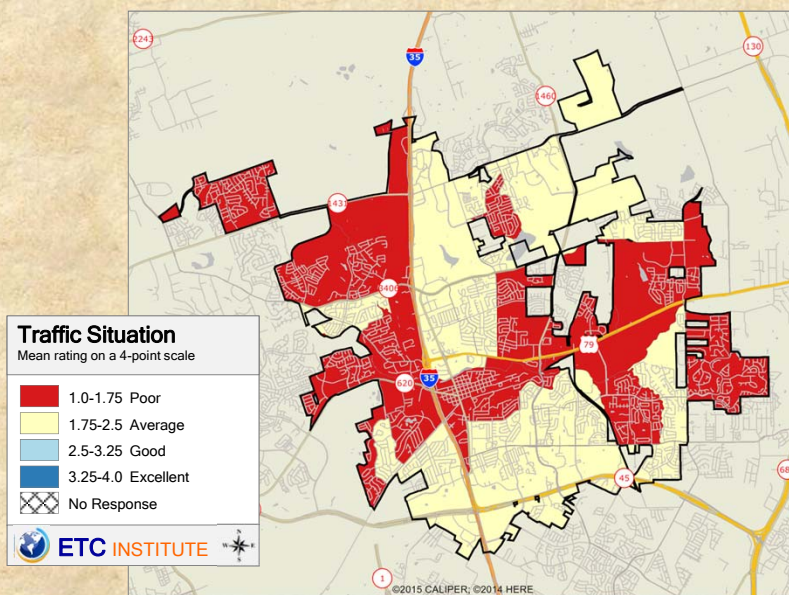
Q1-14 Satisfaction with customer service provided by City employees



2016 Round Rock Community Survey

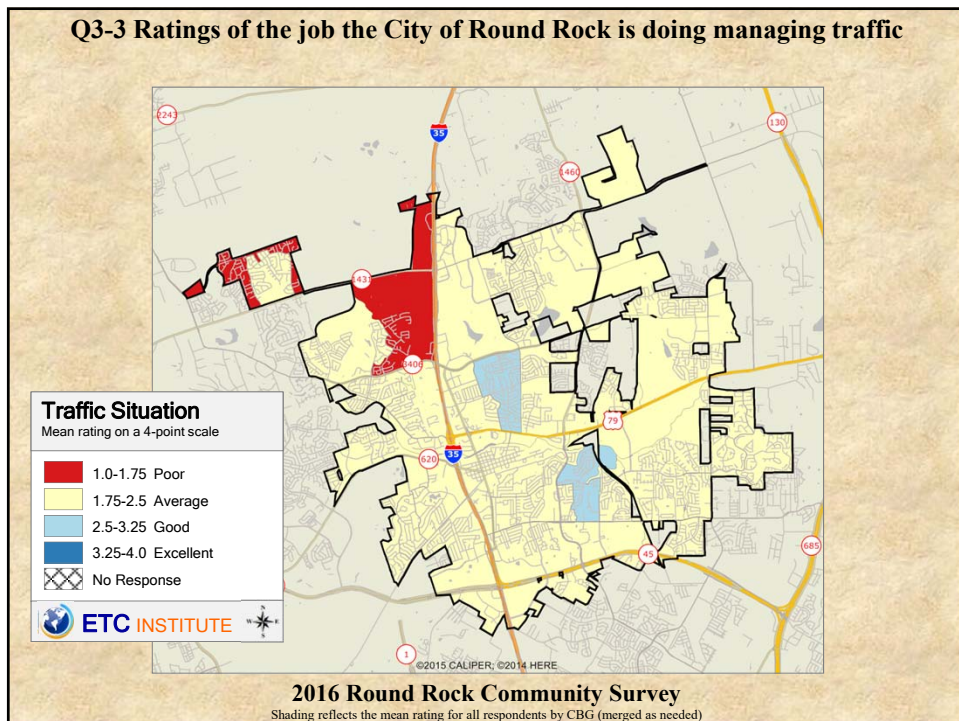
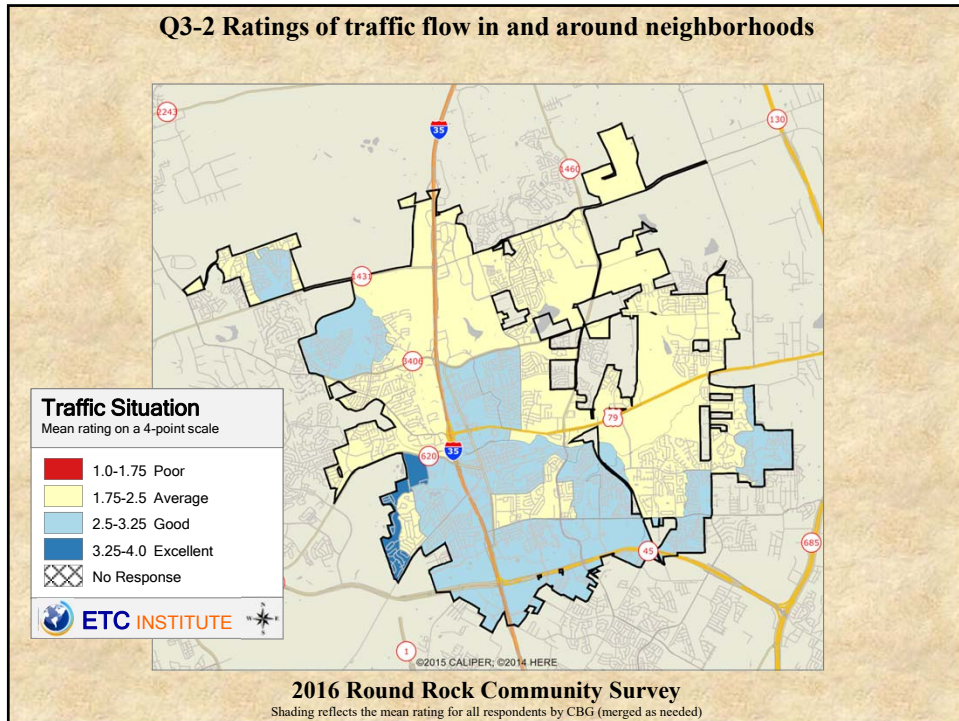
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-1 Ratings of traffic flow on state roads/highways in Round Rock

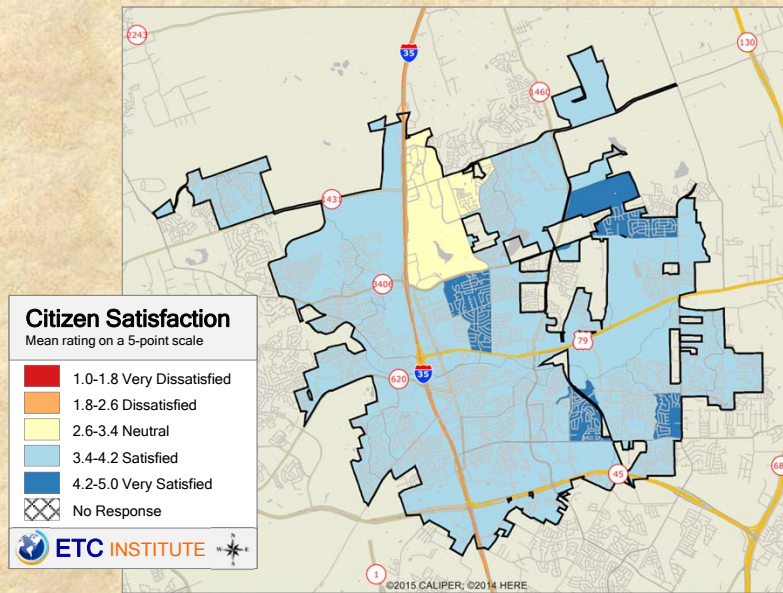


2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



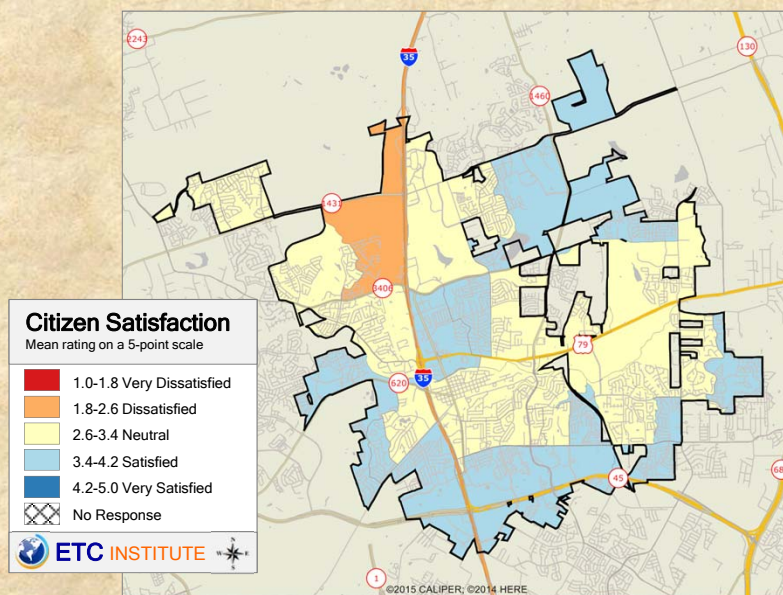
Q5-1 Satisfaction with overall quality of services provided by the City



2016 Round Rock Community Survey

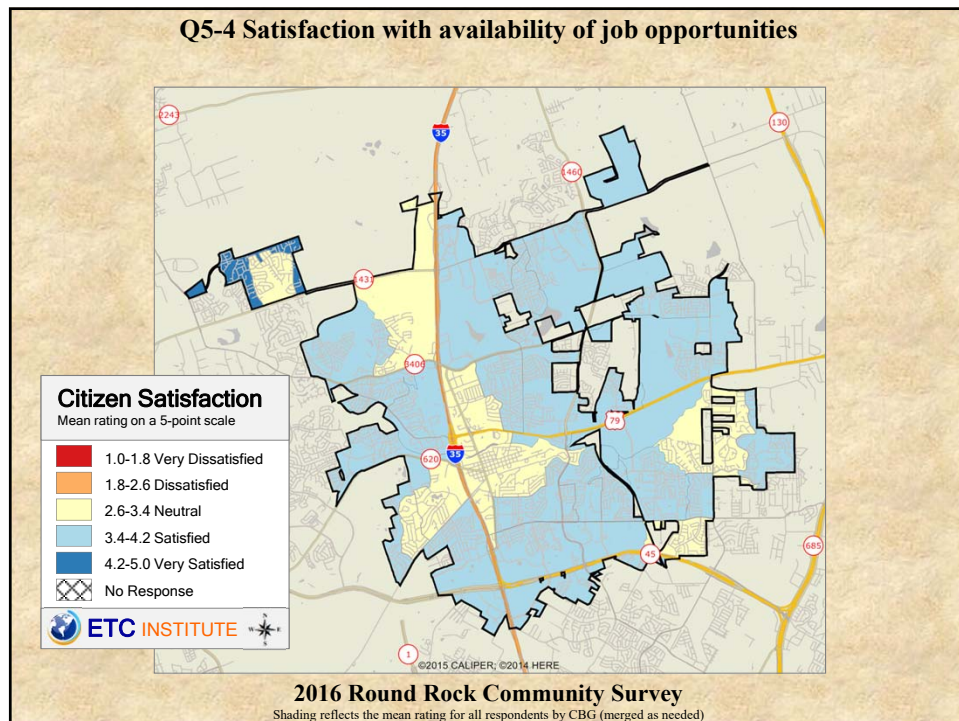
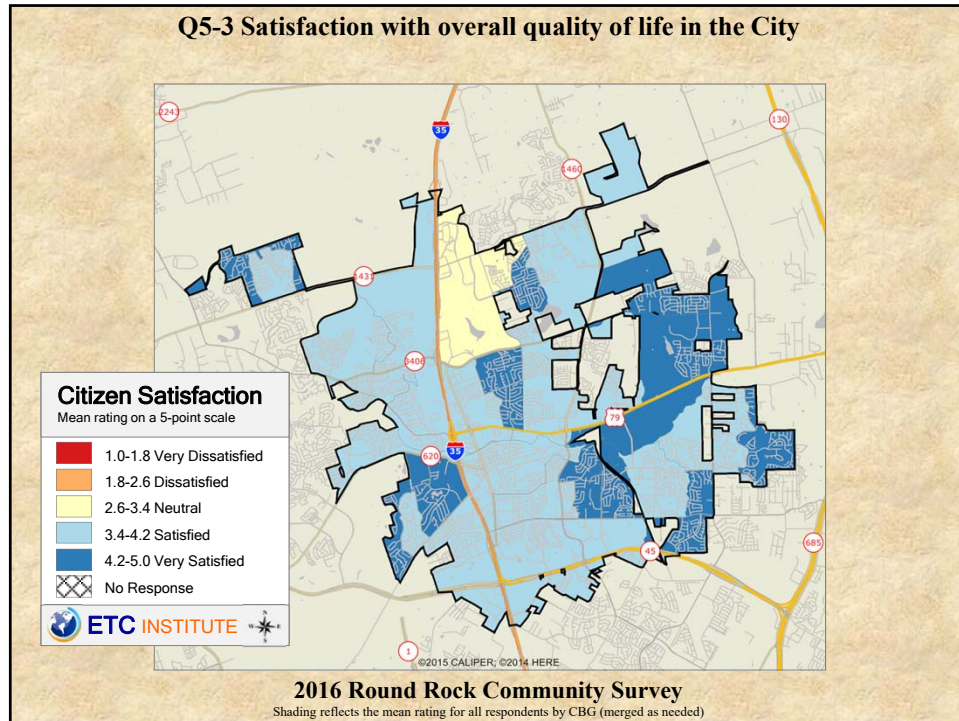
Shading reflects the mean rating for all respondents by CBG (merged as needed)

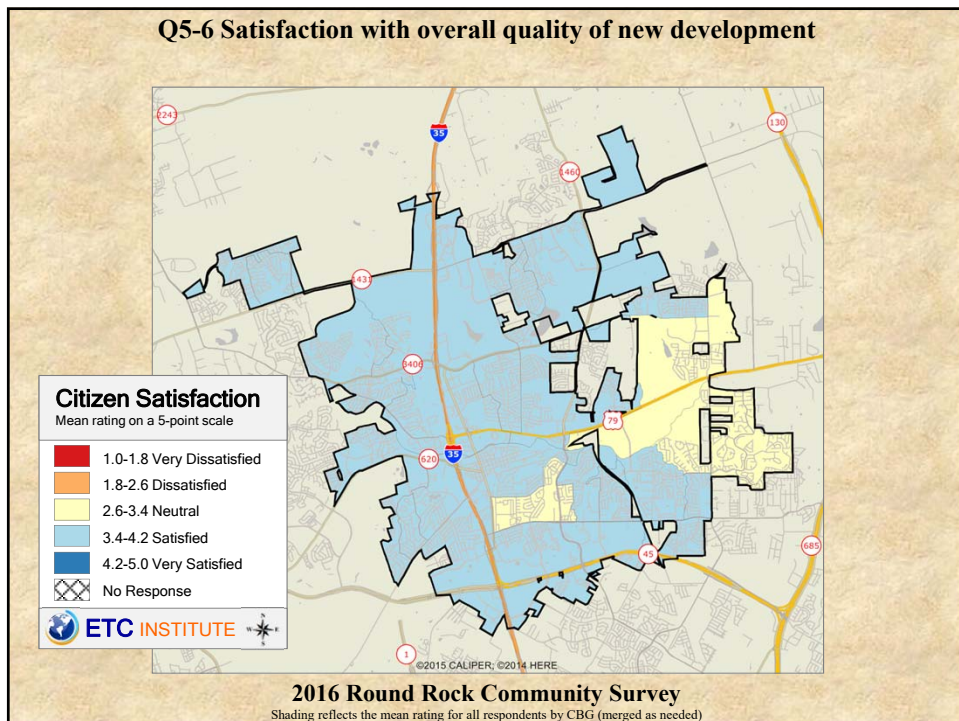
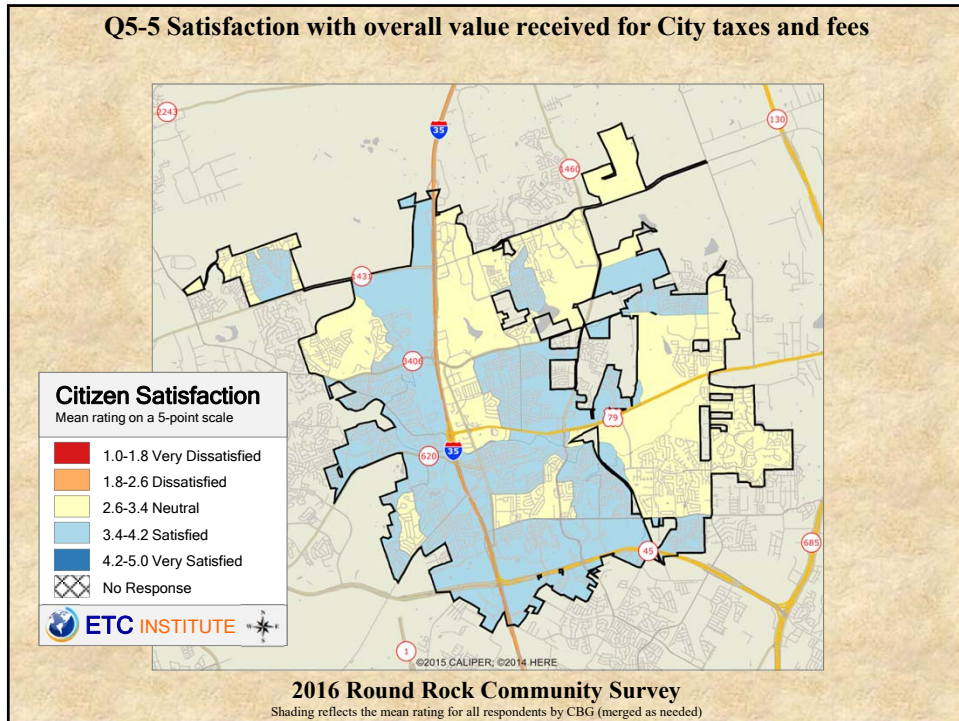
Q5-2 Satisfaction with how well the City is planning for growth



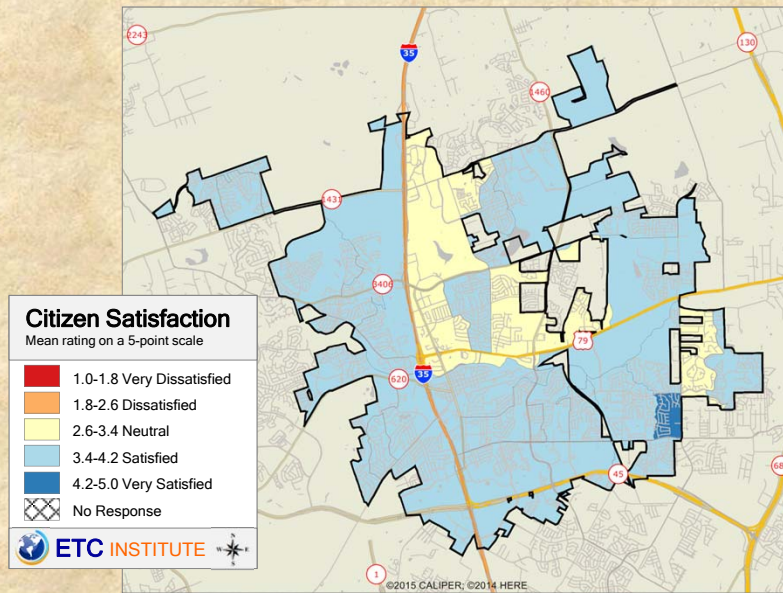
2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





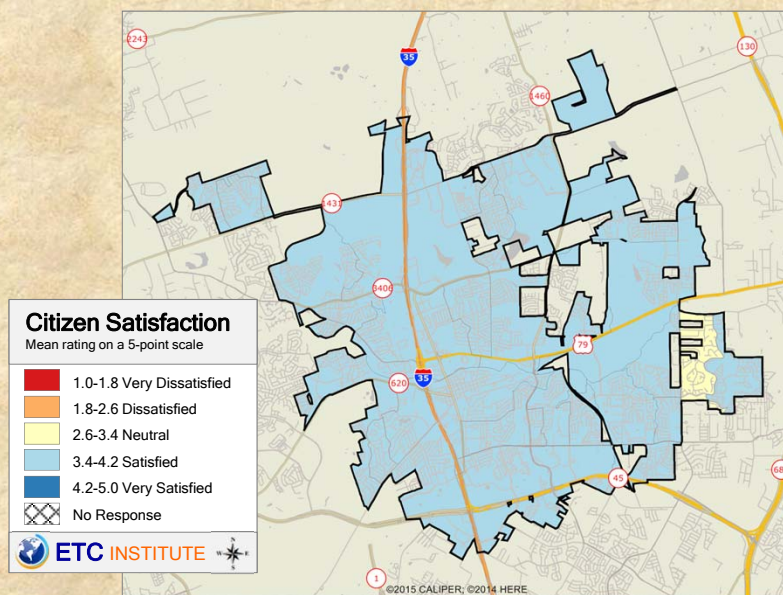
Q5-7 Satisfaction with appearance of residential property in the City



2016 Round Rock Community Survey

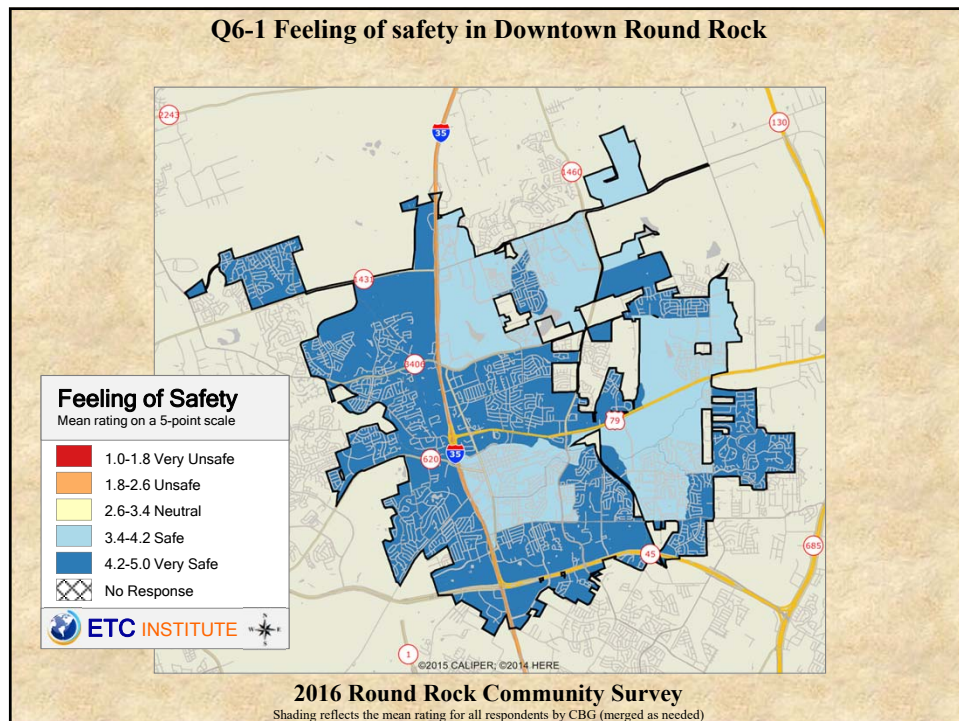
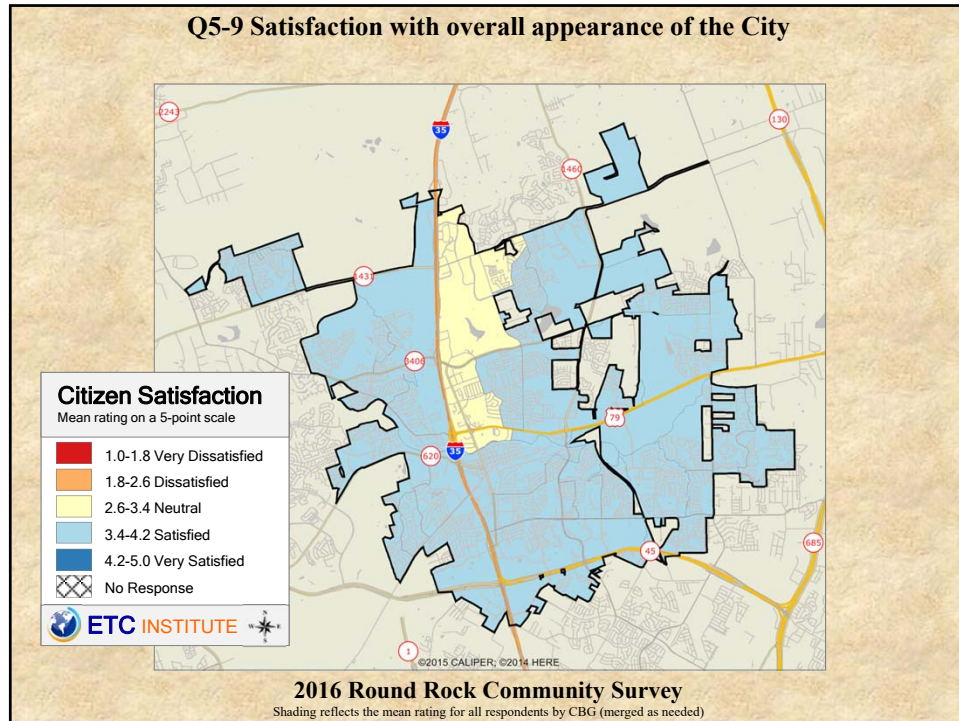
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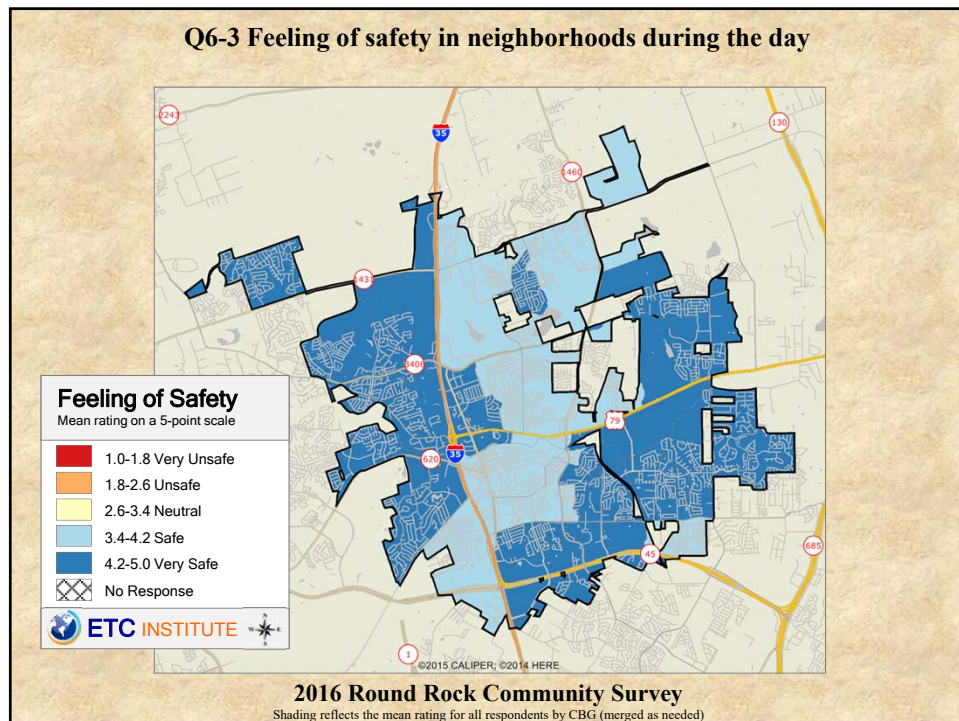
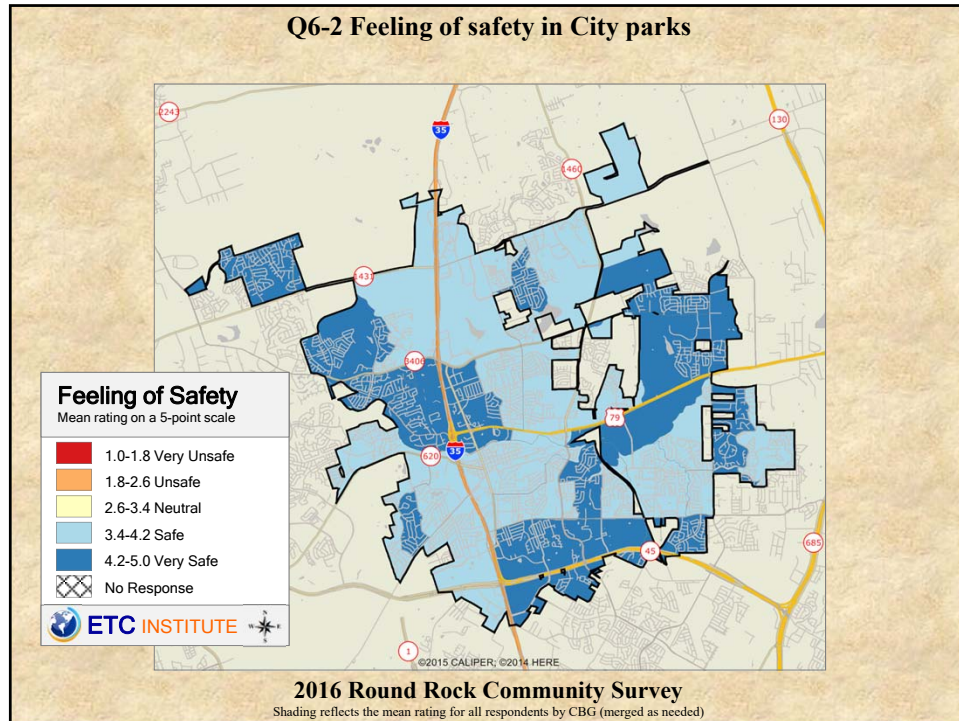
Q5-8 Satisfaction with appearance of commercial property in the City

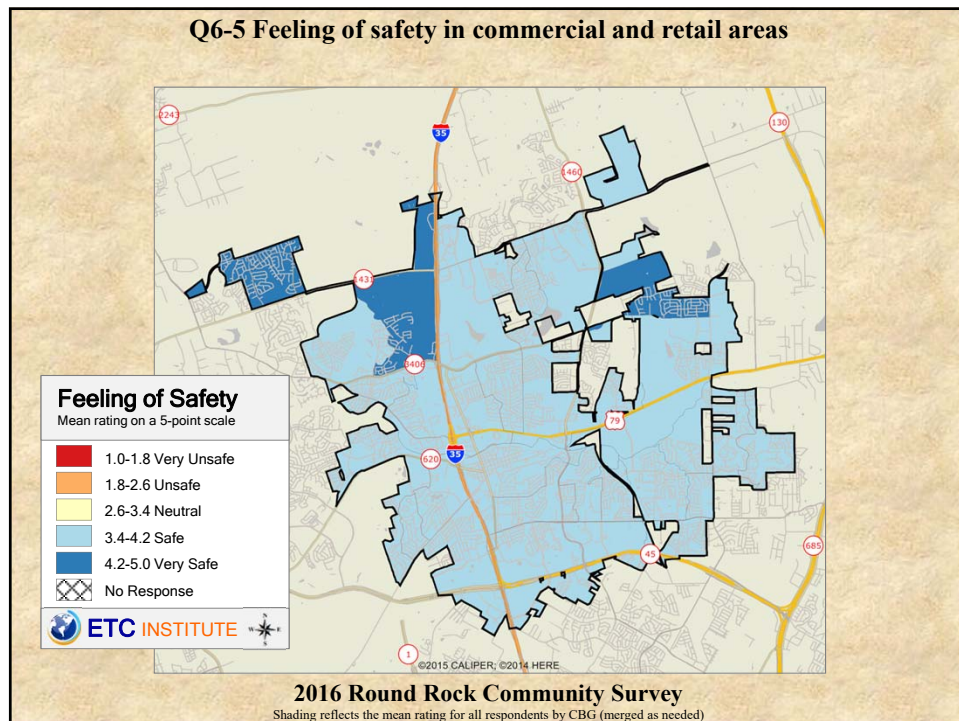
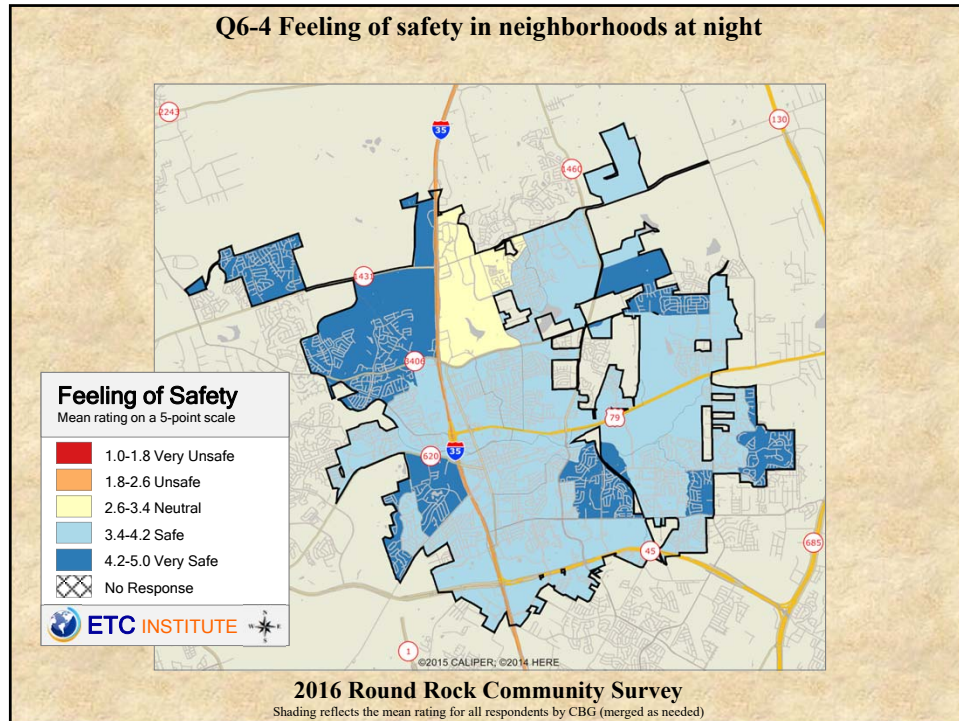


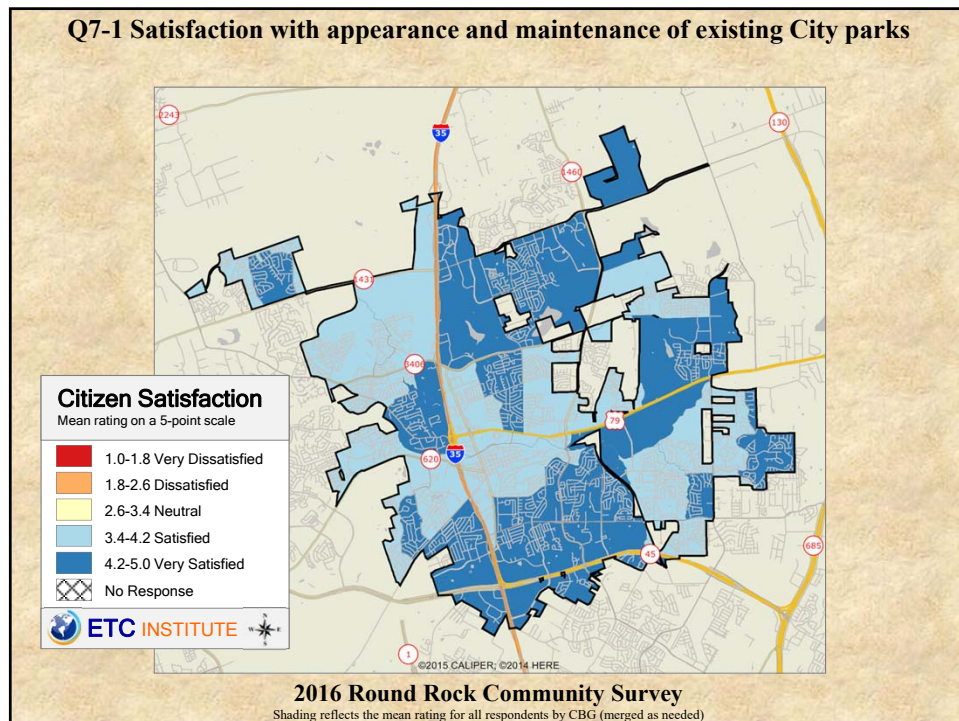
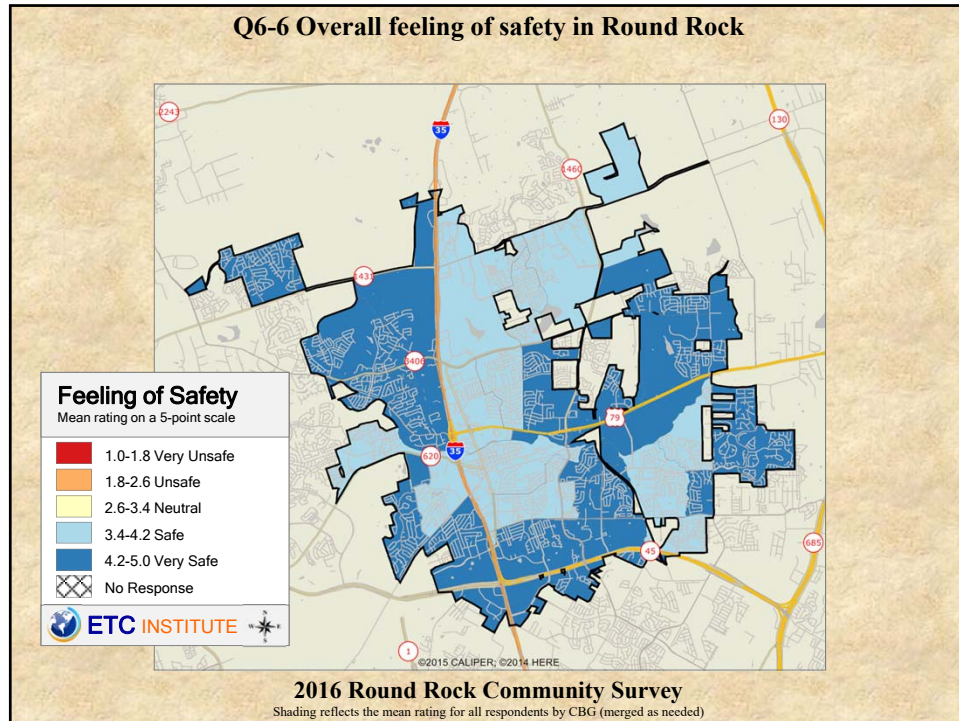
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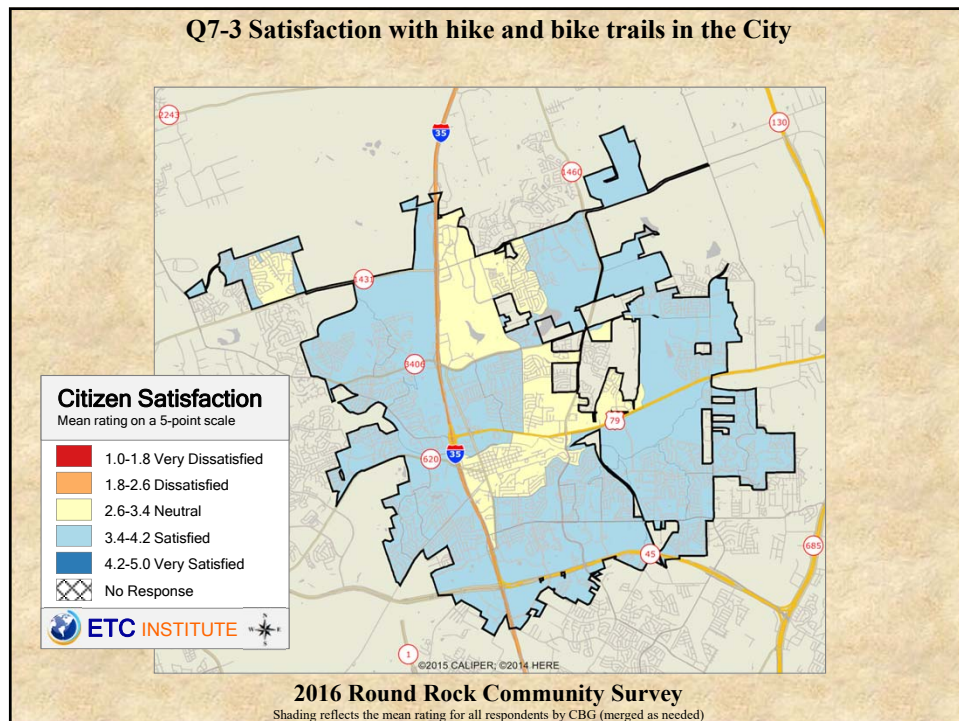
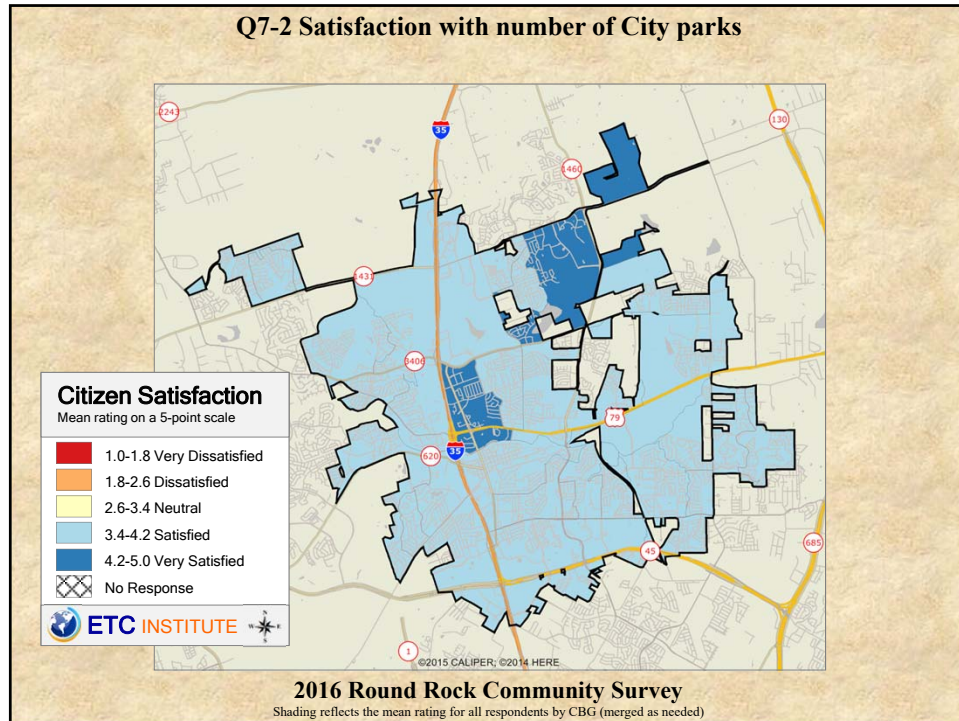
Shading reflects the mean rating for all respondents by CBG (merged as needed)



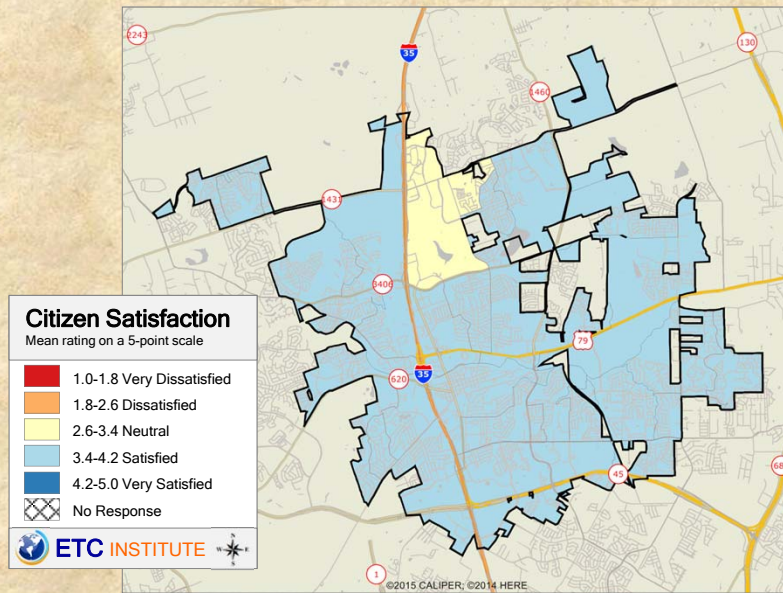








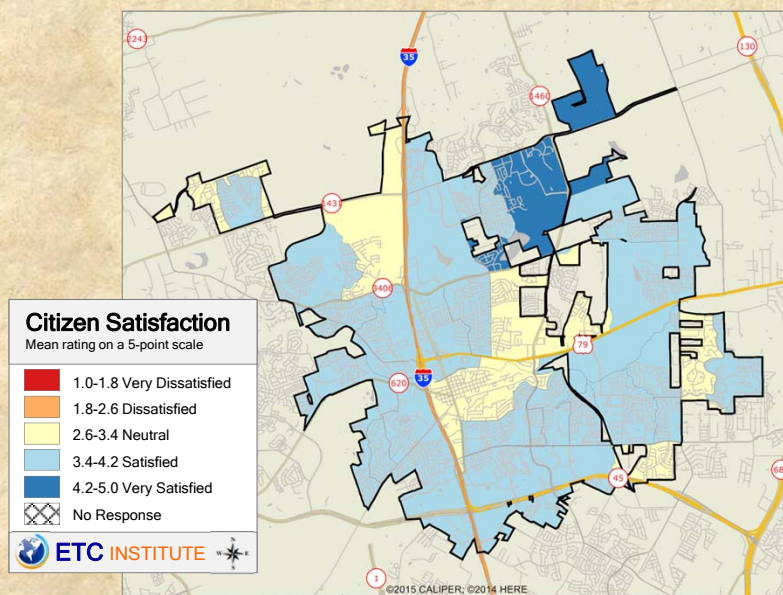
Q7-4 Satisfaction with City recreation centers



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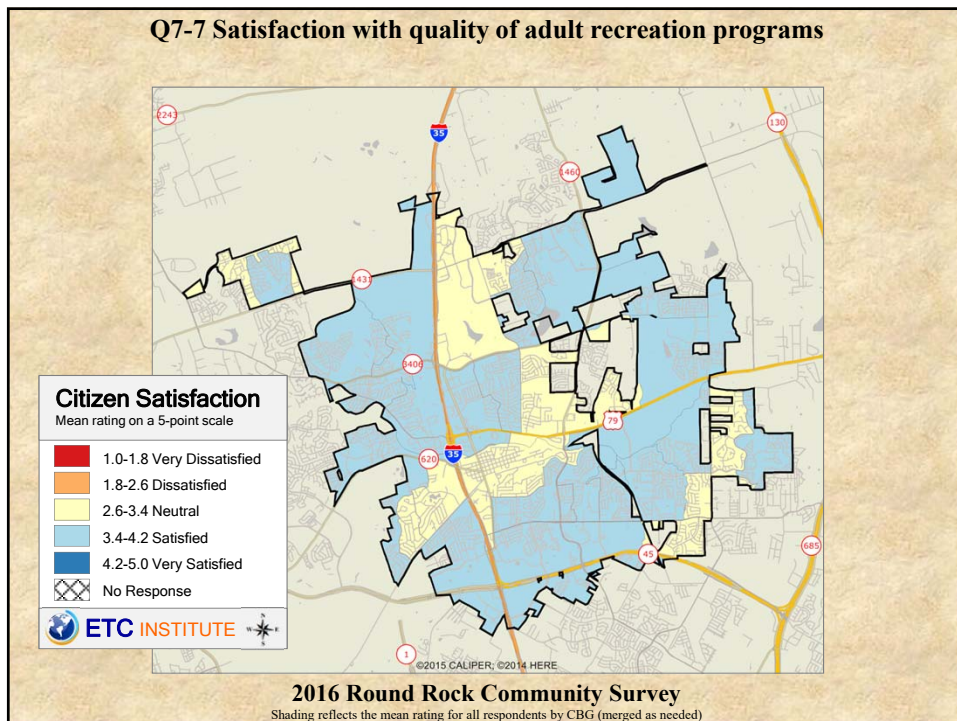
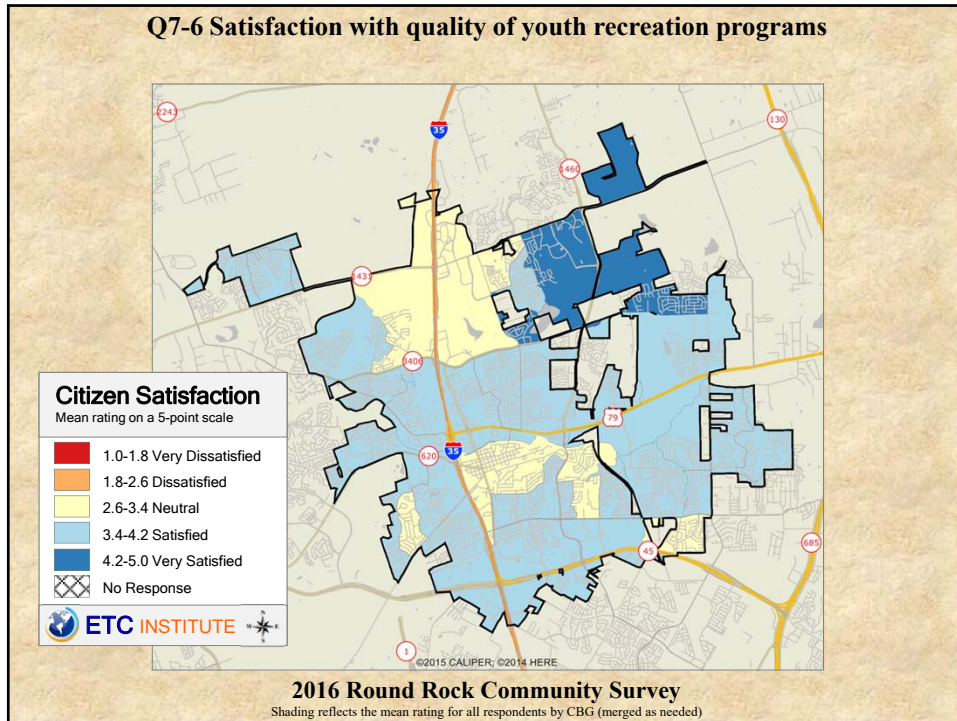
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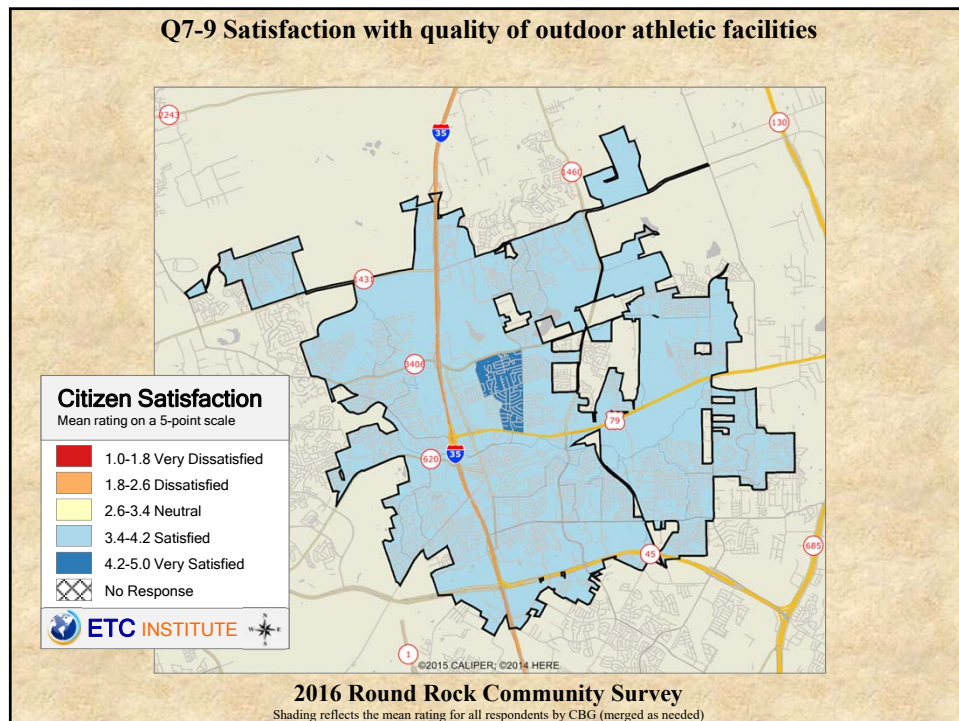
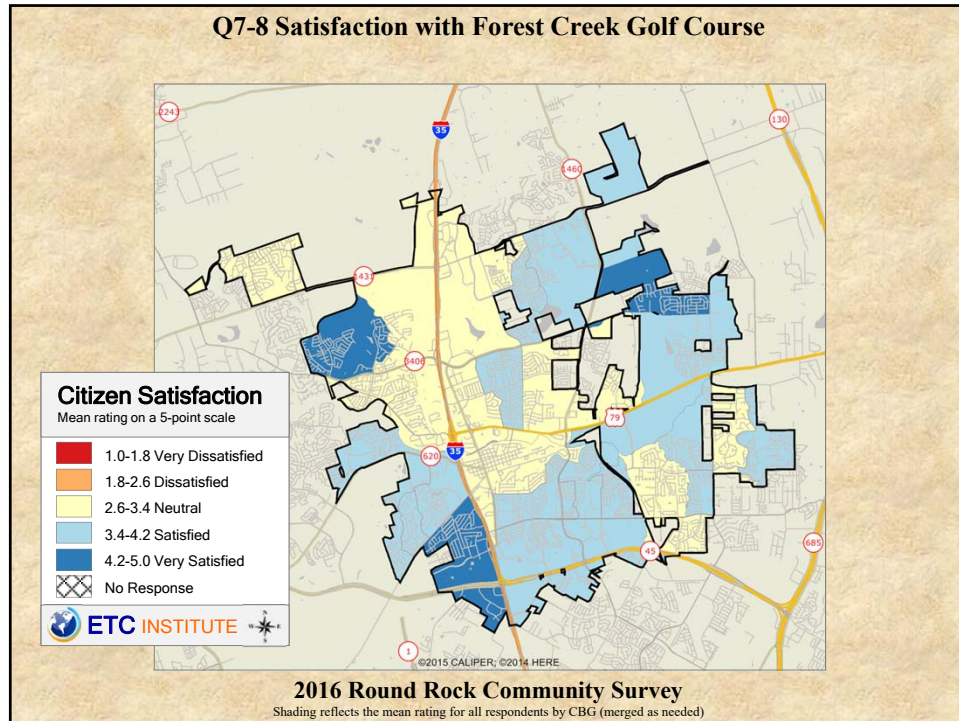
Q7-5 Satisfaction with City swimming pools

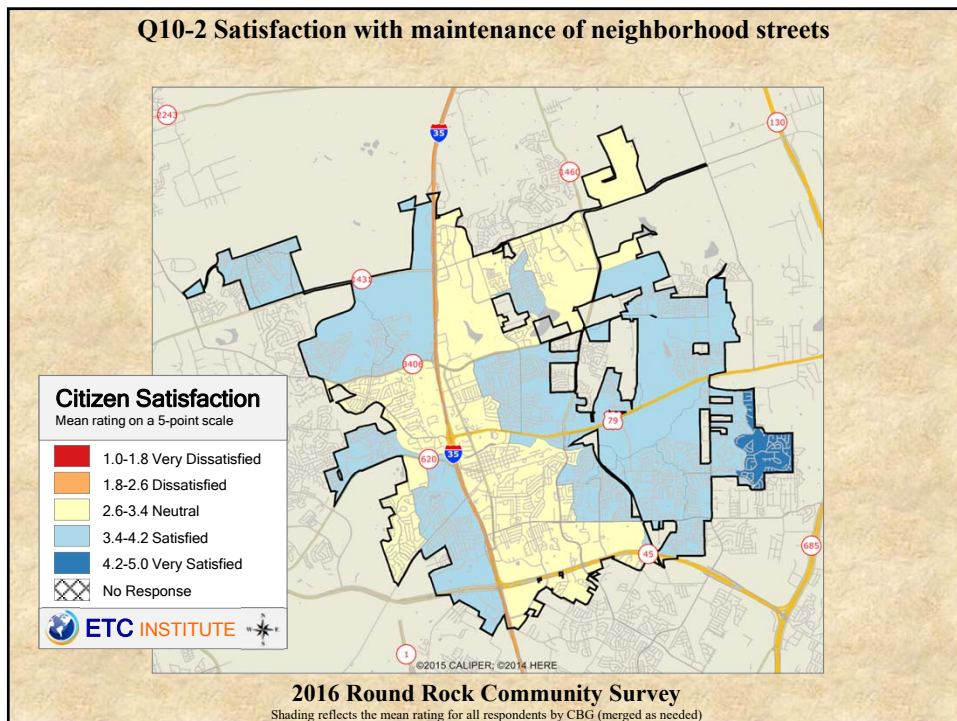
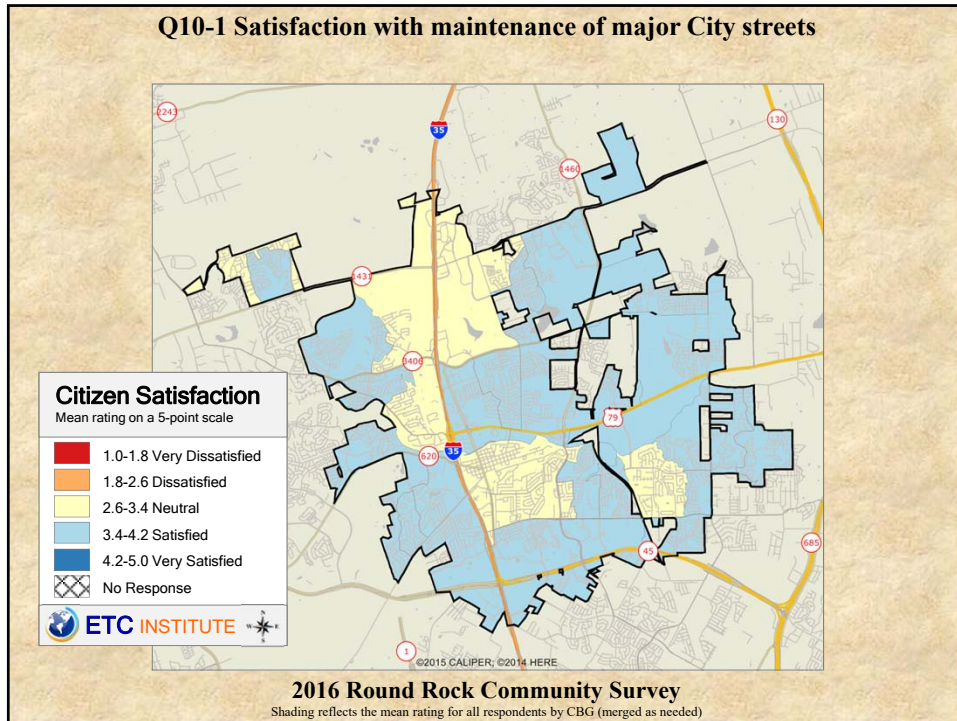


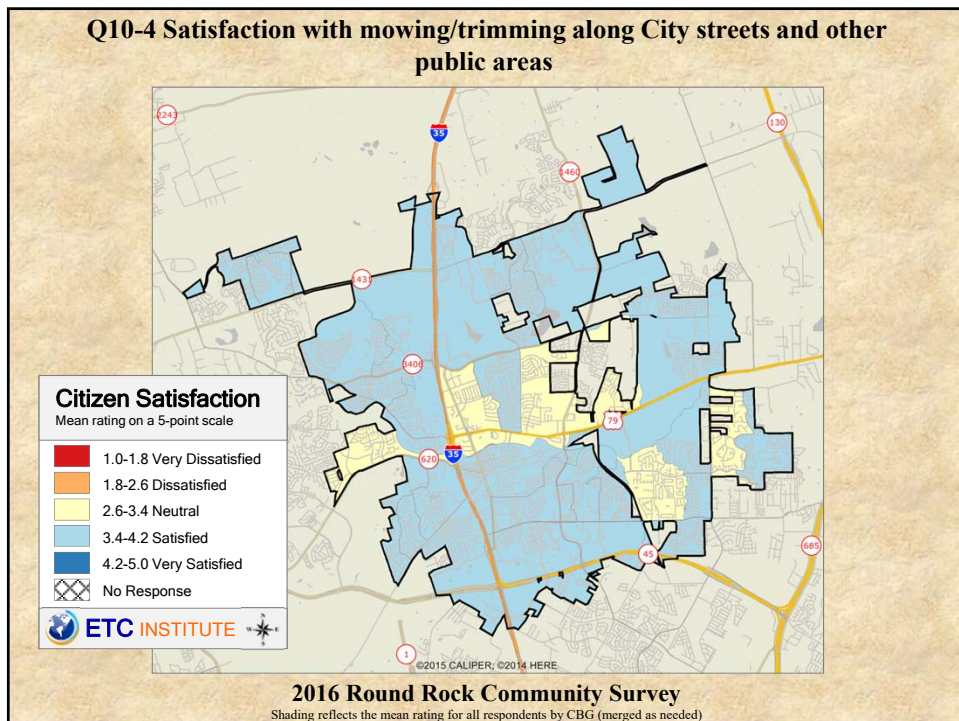
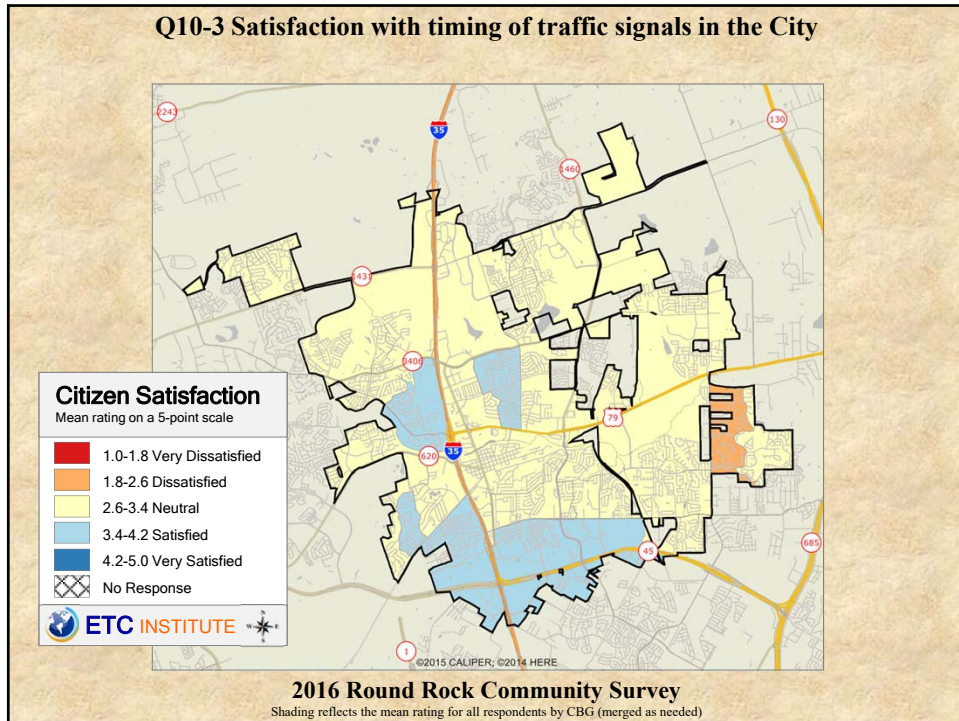
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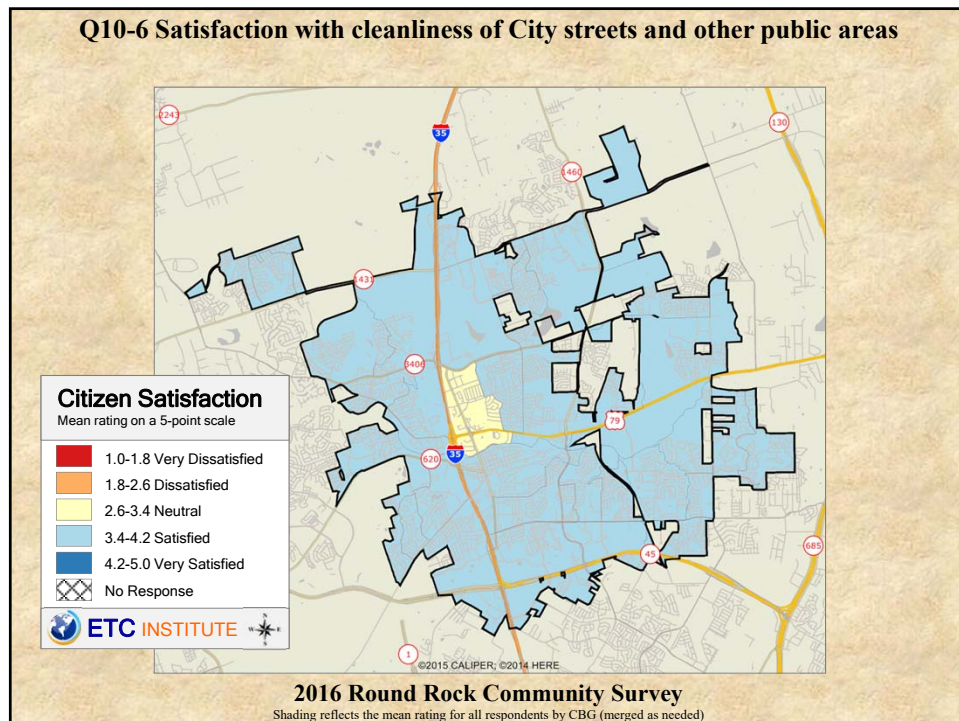
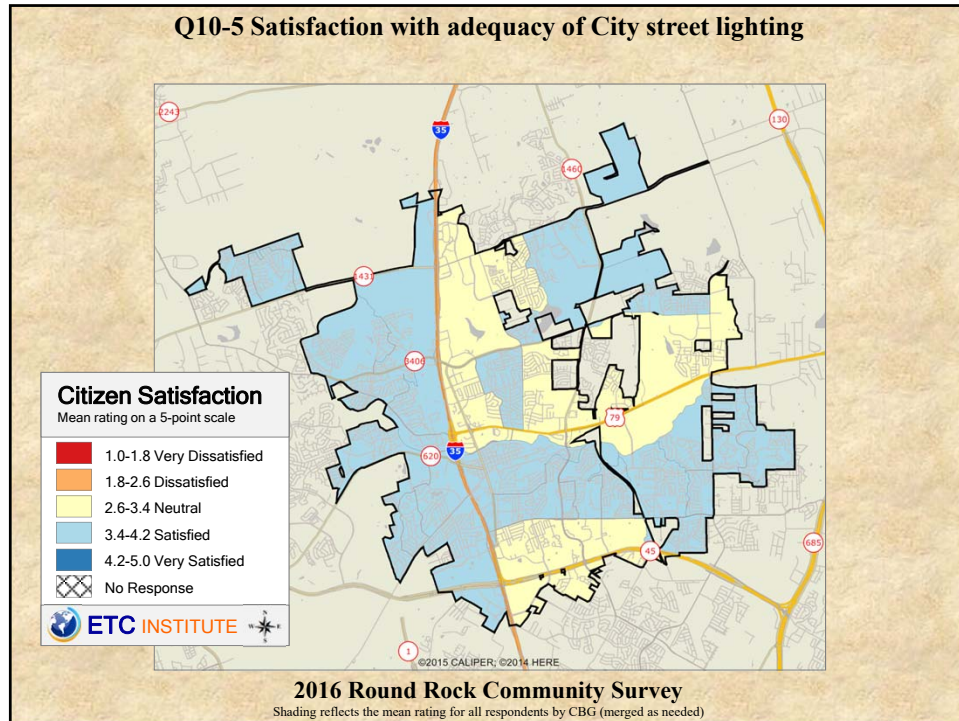
Shading reflects the mean rating for all respondents by CBG (merged as needed)

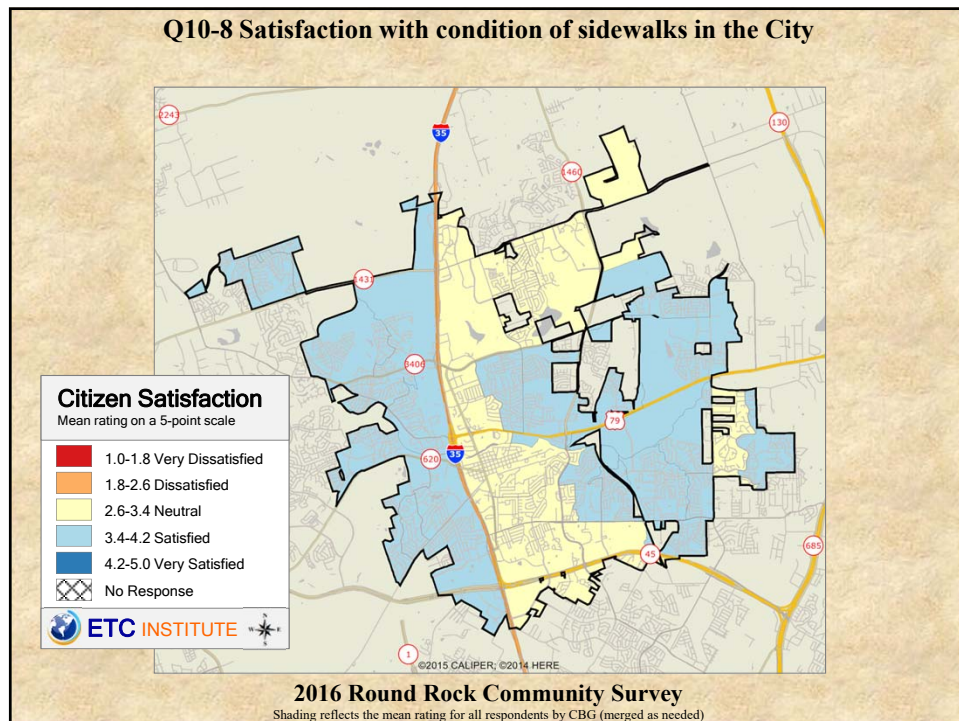
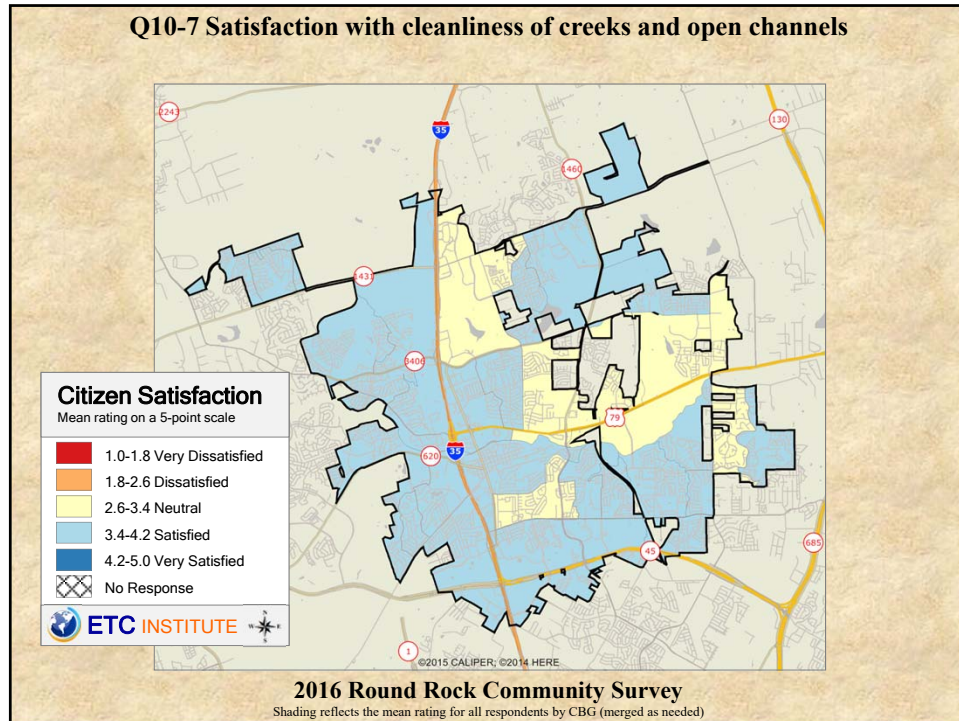


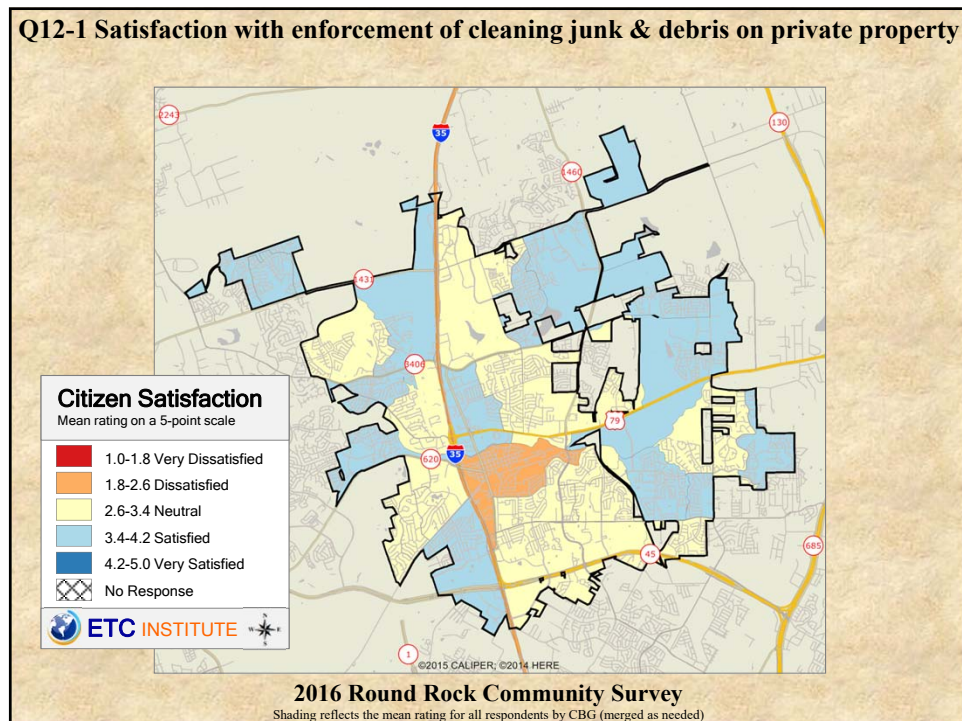
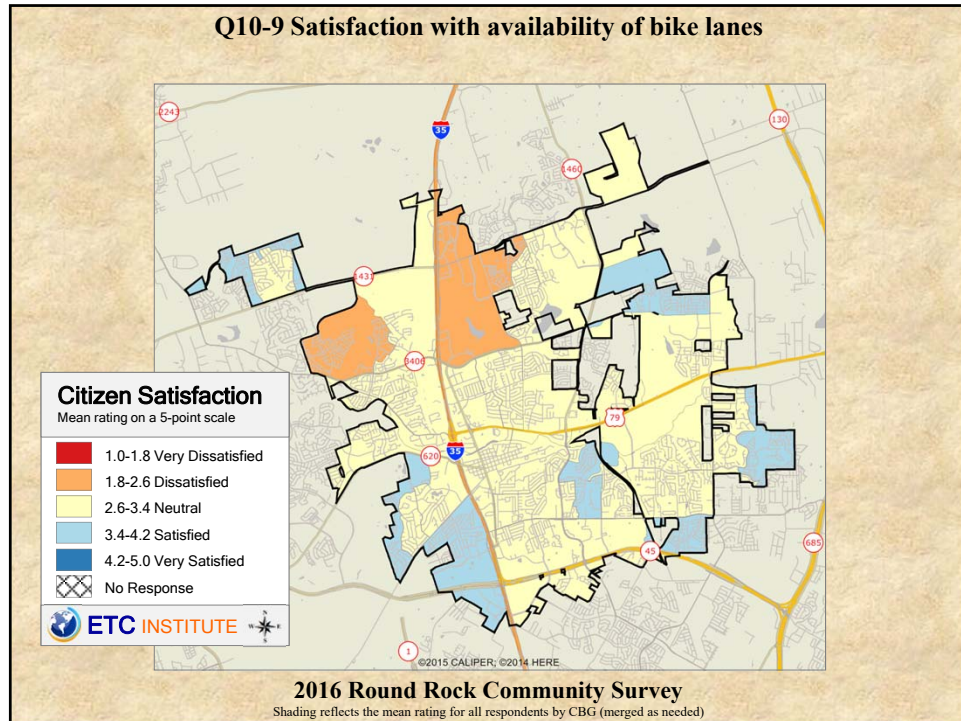




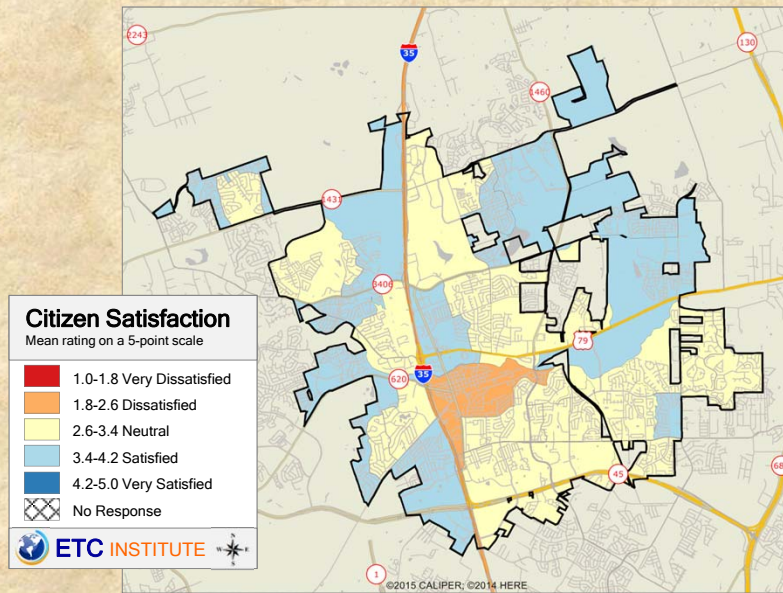








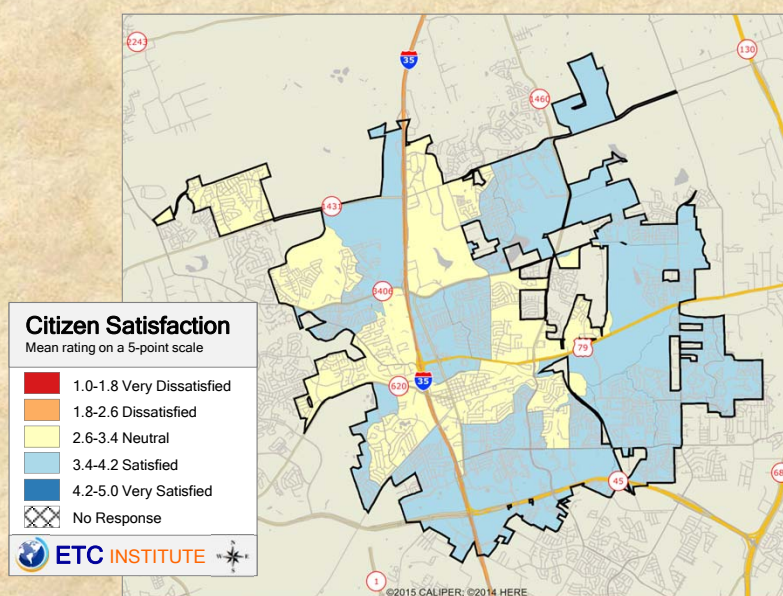
Q12-2 Satisfaction with enforcement of mowing weeds & grass on private property



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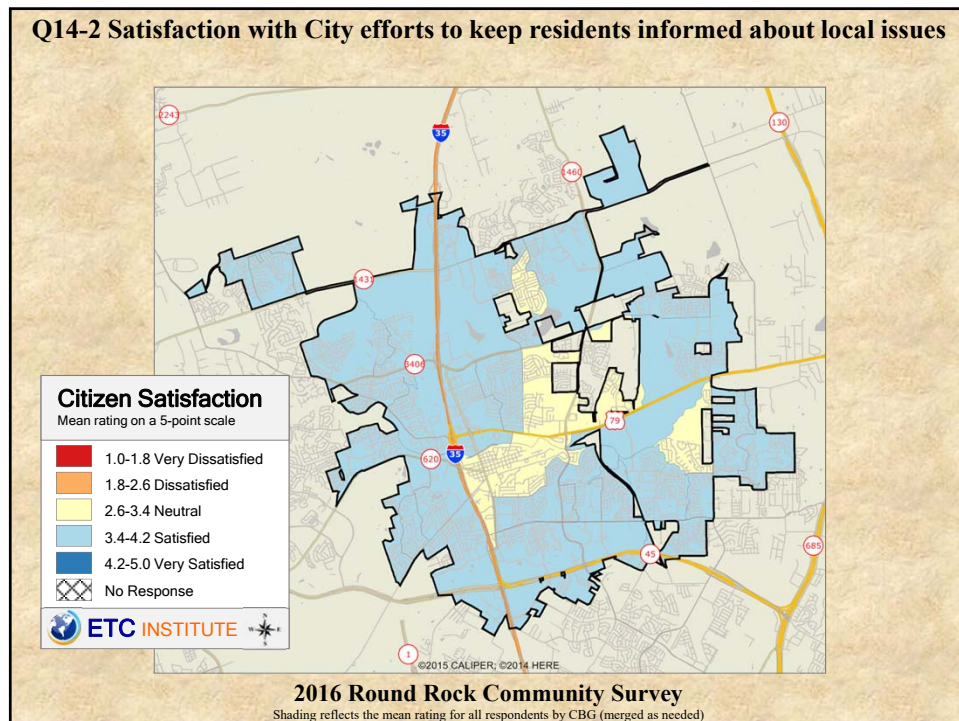
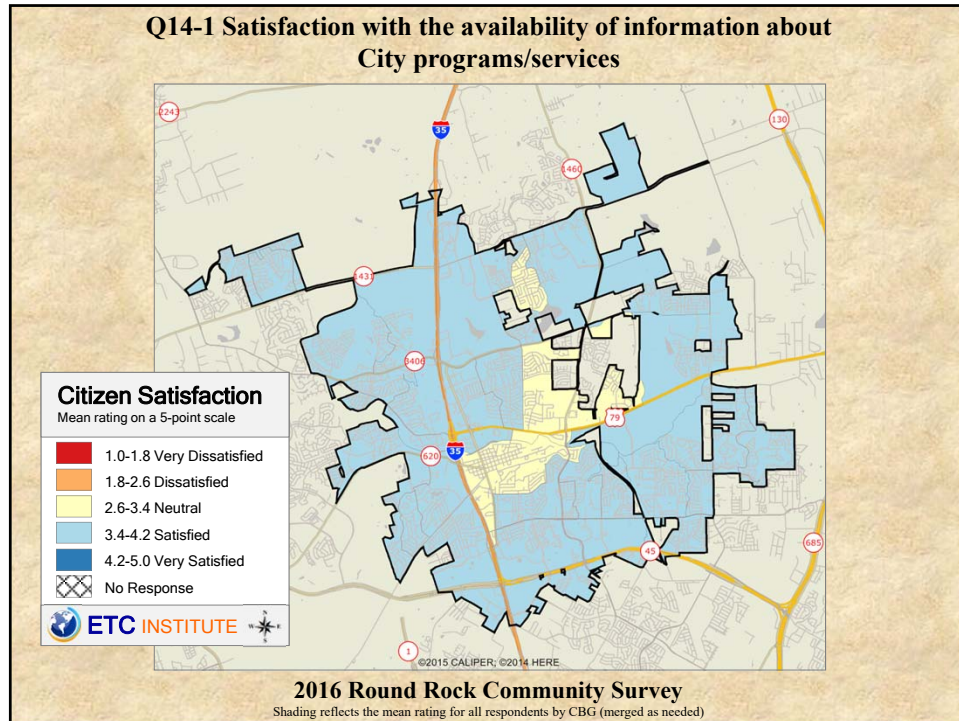
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12-3 Satisfaction with enforcement of sign regulations

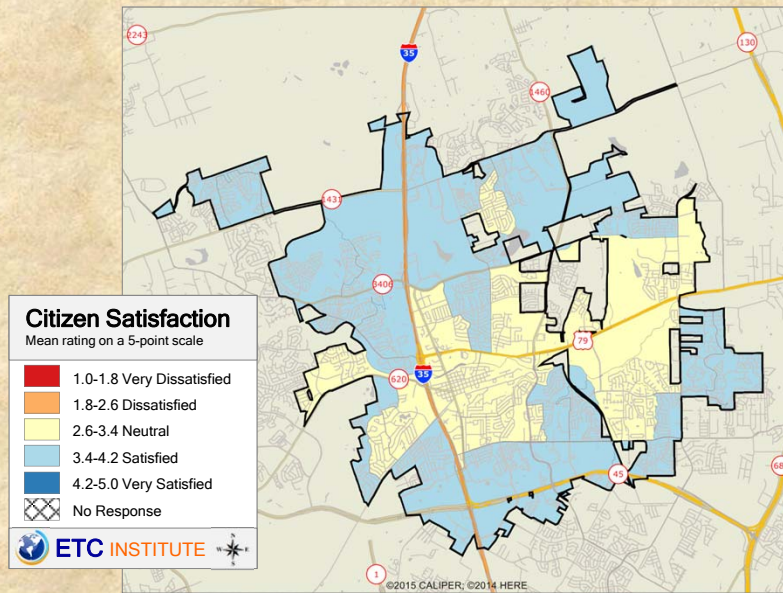


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Shading reflects the mean rating for all respondents by CBG (merged as needed)



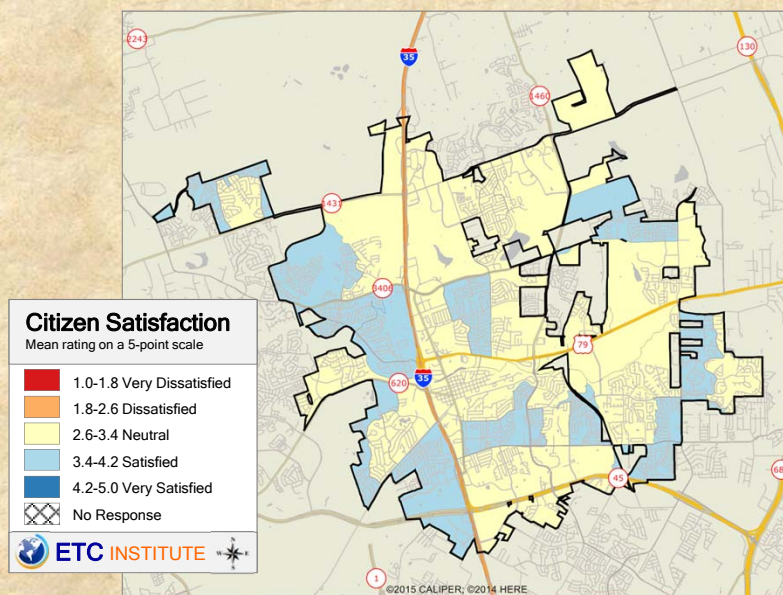
Q14-3 Satisfaction with the level of public involvement in City decision-making



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

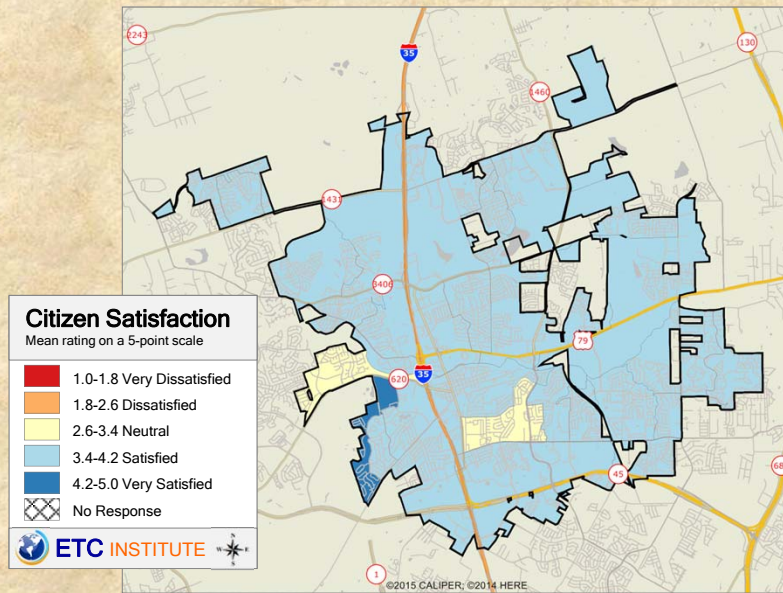
Q14-4 Satisfaction with the City's cable television channel/video production



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

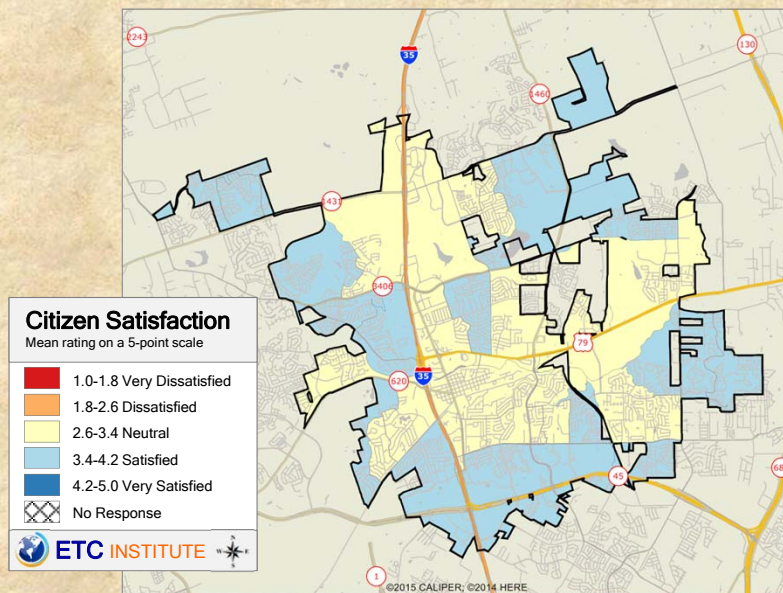
Q14-5 Satisfaction with the usefulness of information on the City's website



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

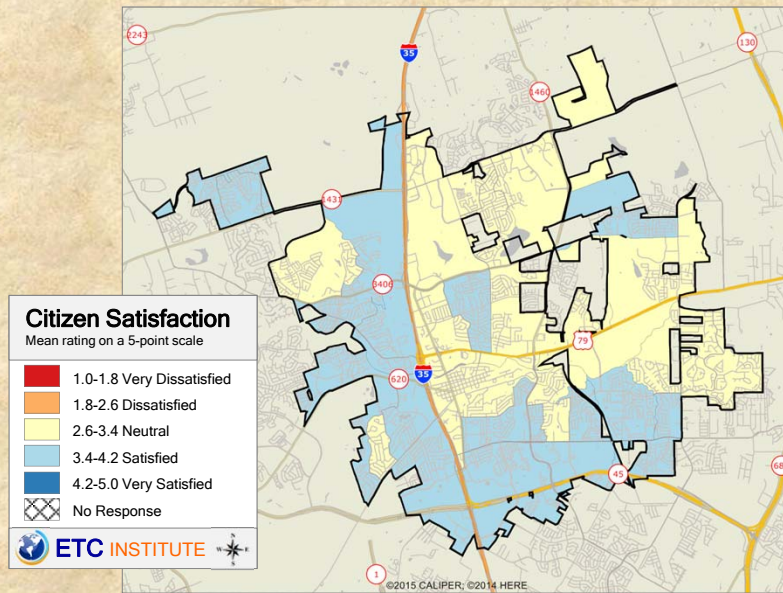
Q14-6 Satisfaction with how well the City listens and responds to citizens' needs



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

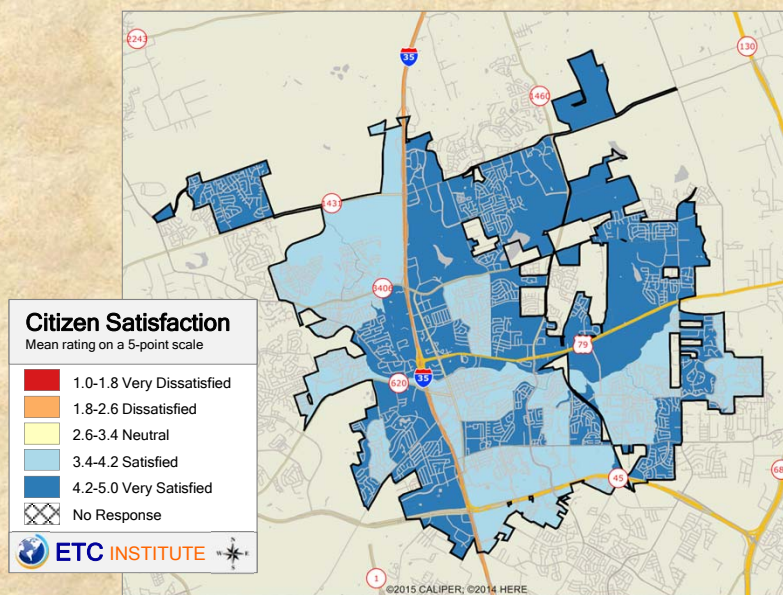
Q14-7 Satisfaction with City storm water education and outreach efforts



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

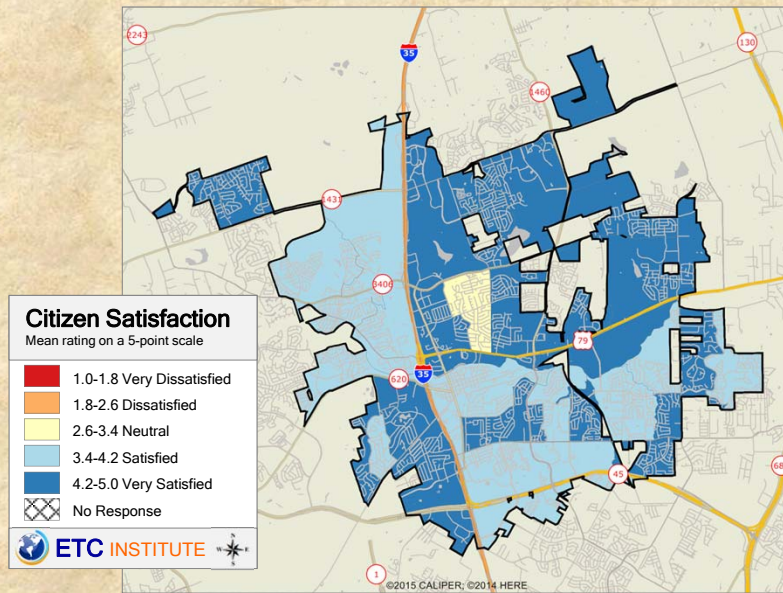
Q18-3[1] Satisfaction with how easy City staff were to contact



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

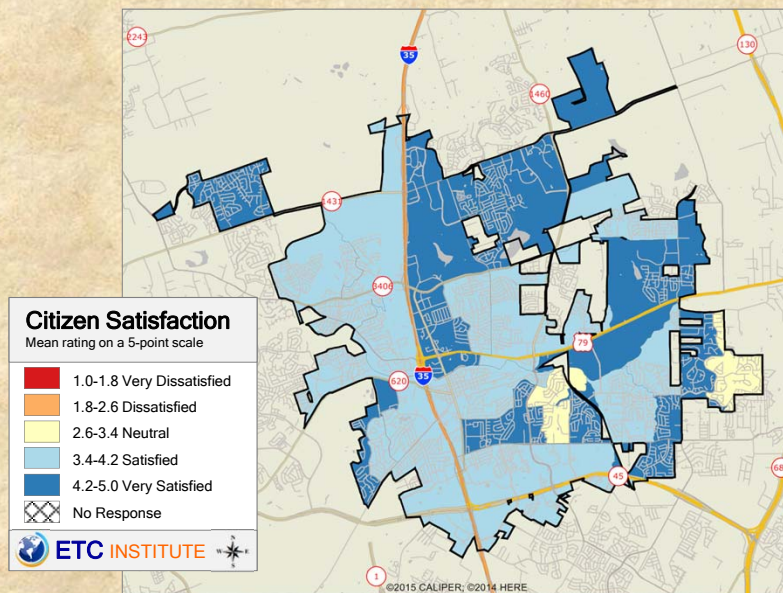
Q18-3[2] Satisfaction with the way City staff treated customers



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

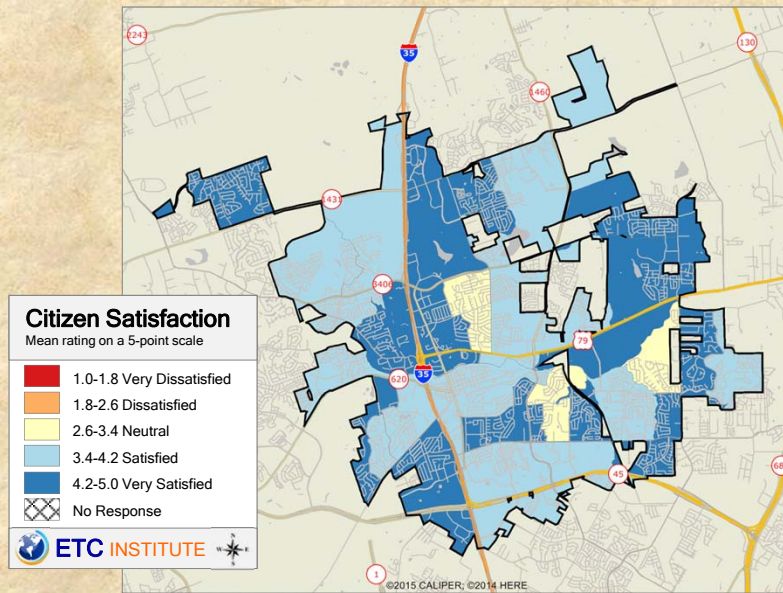
Q18-3[3] Satisfaction with the accuracy of the information and assistance given by City staff



2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

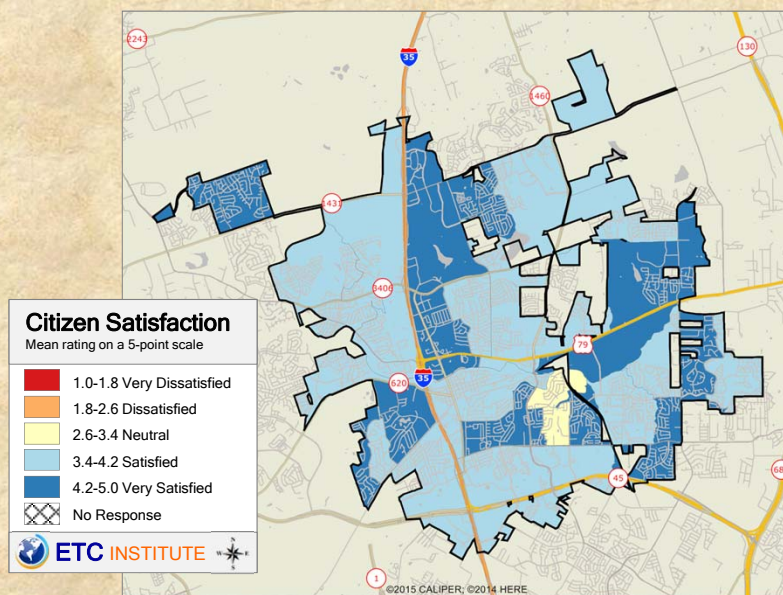
Q18-3[4] Satisfaction with how quickly City staff responded to customer's request



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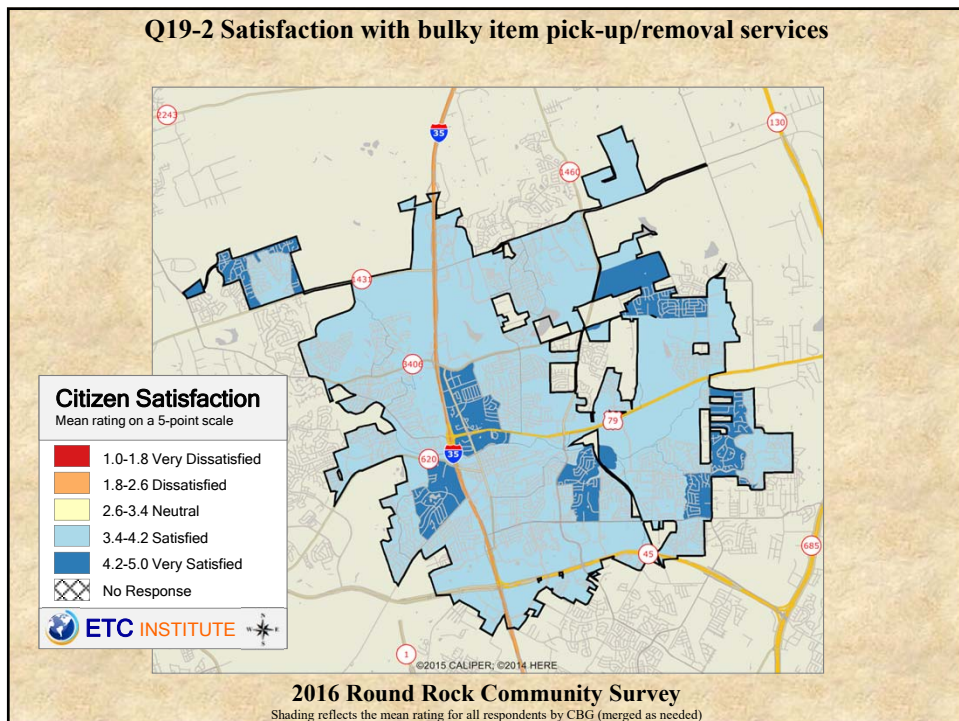
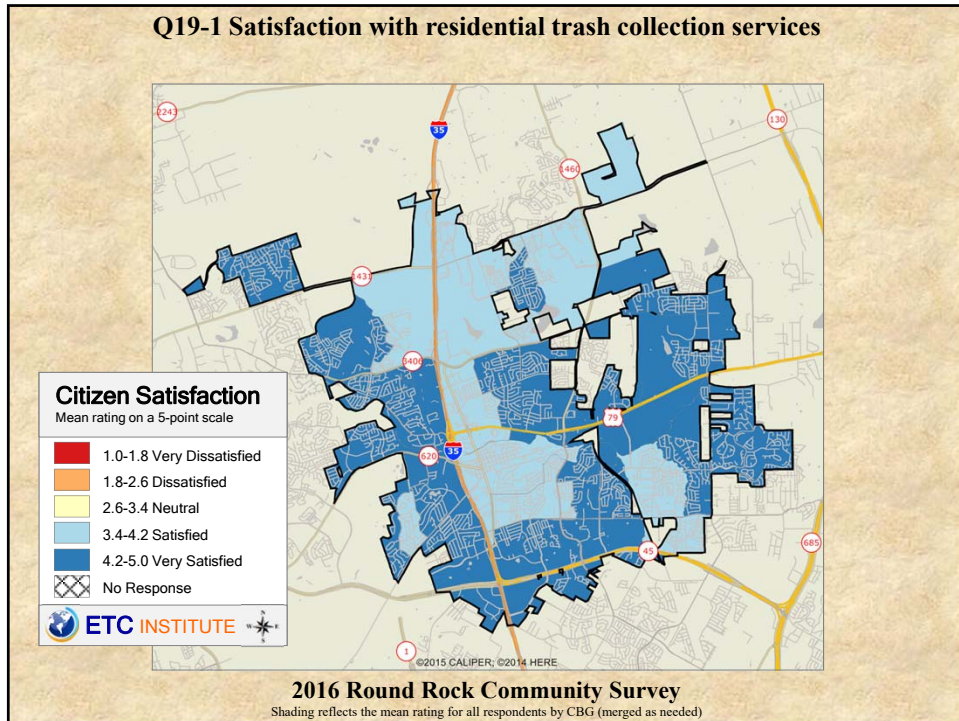
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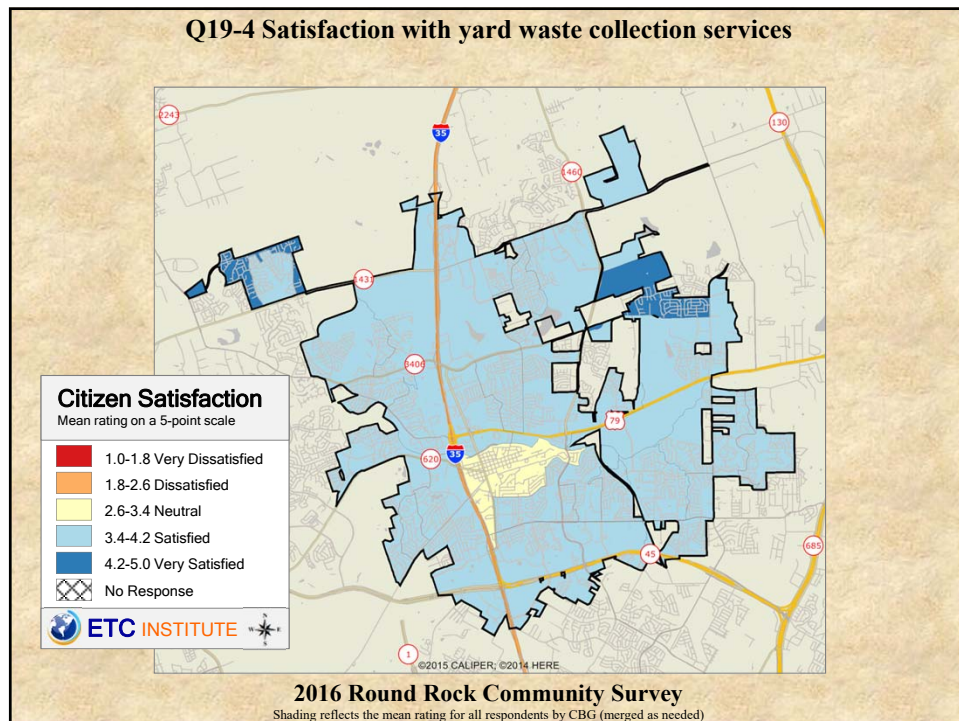
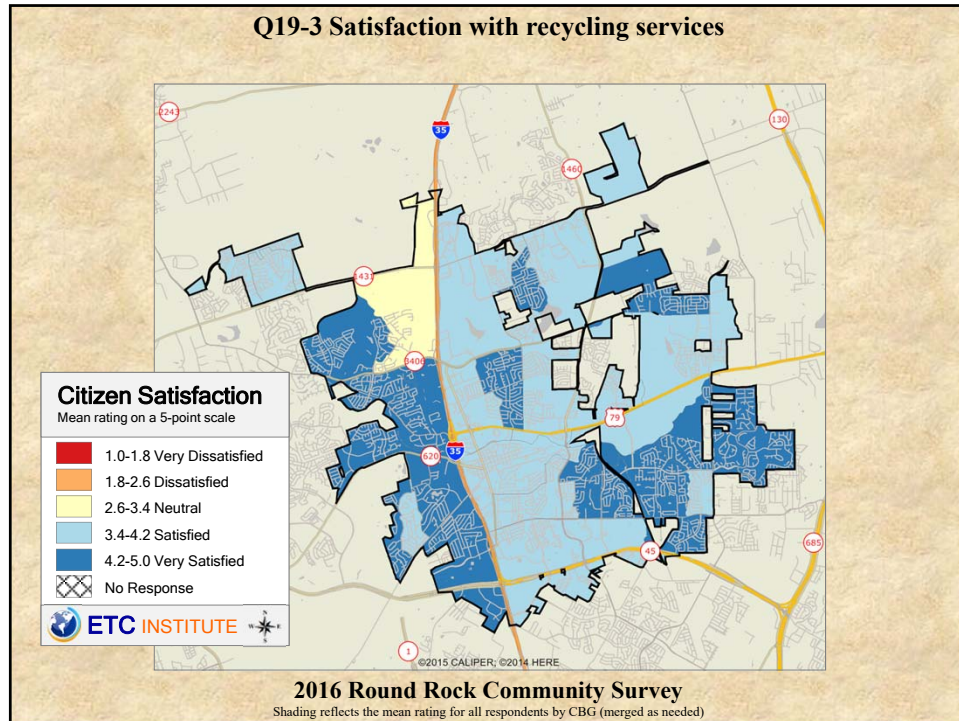
Q18-3[5] Satisfaction with how well issue was handled by City staff

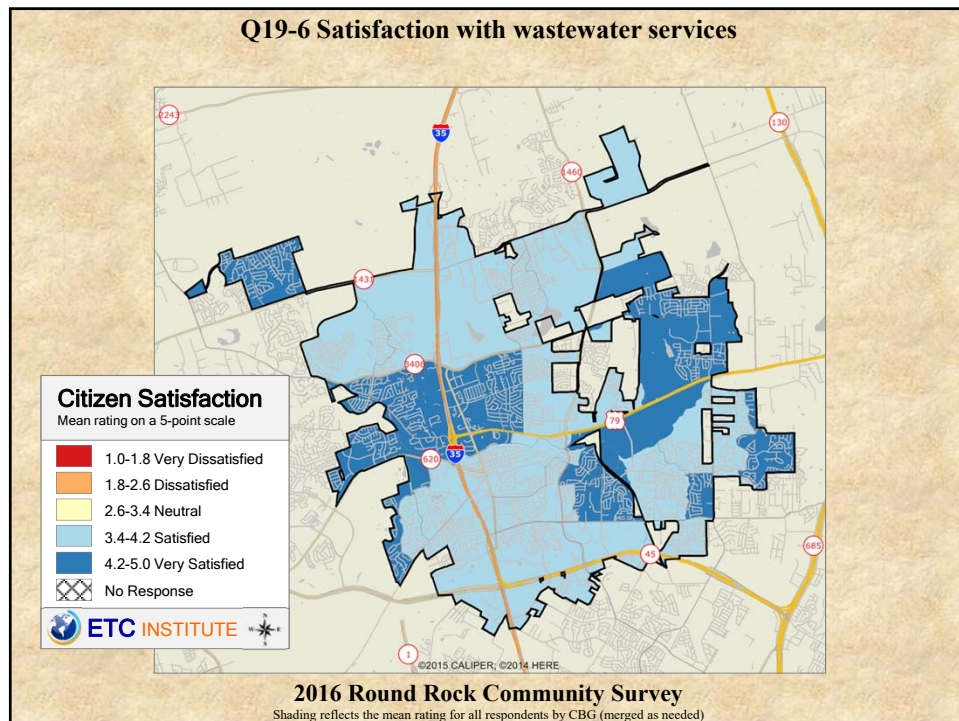
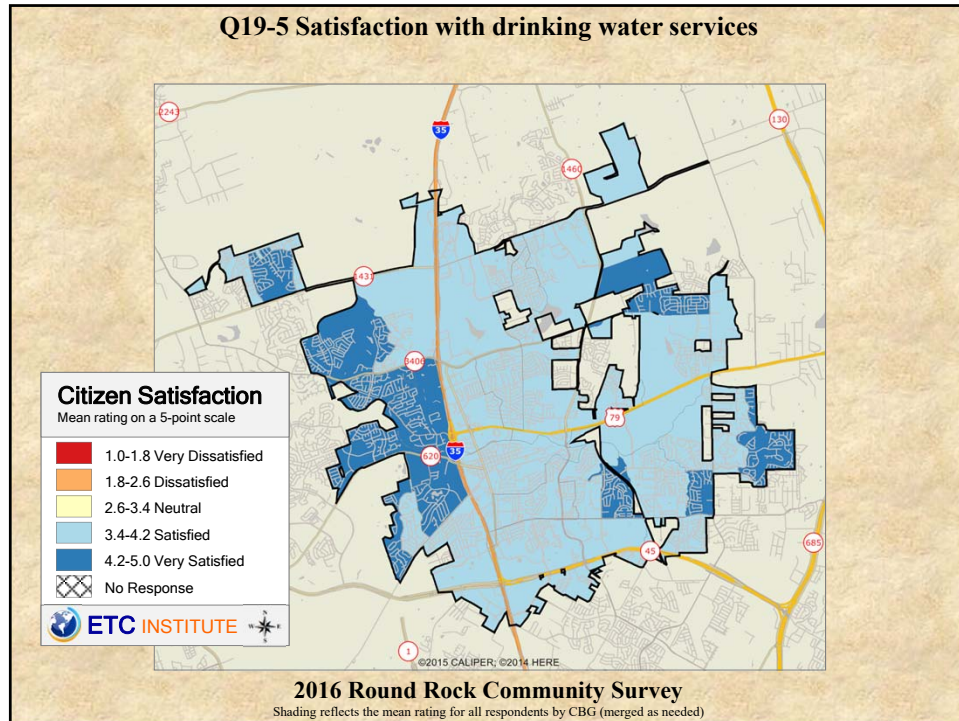


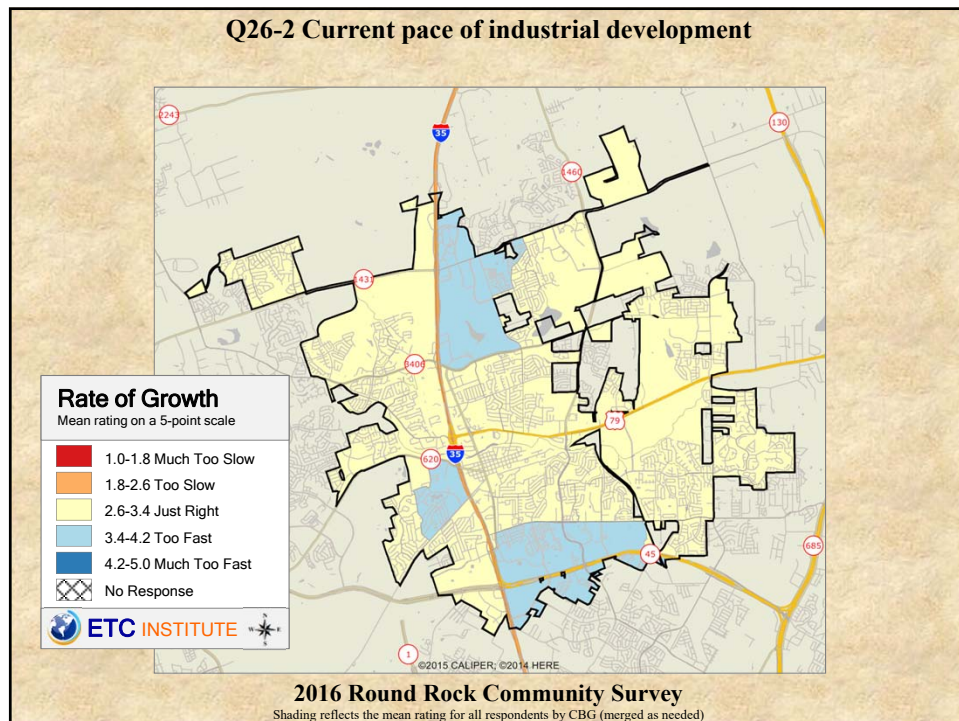
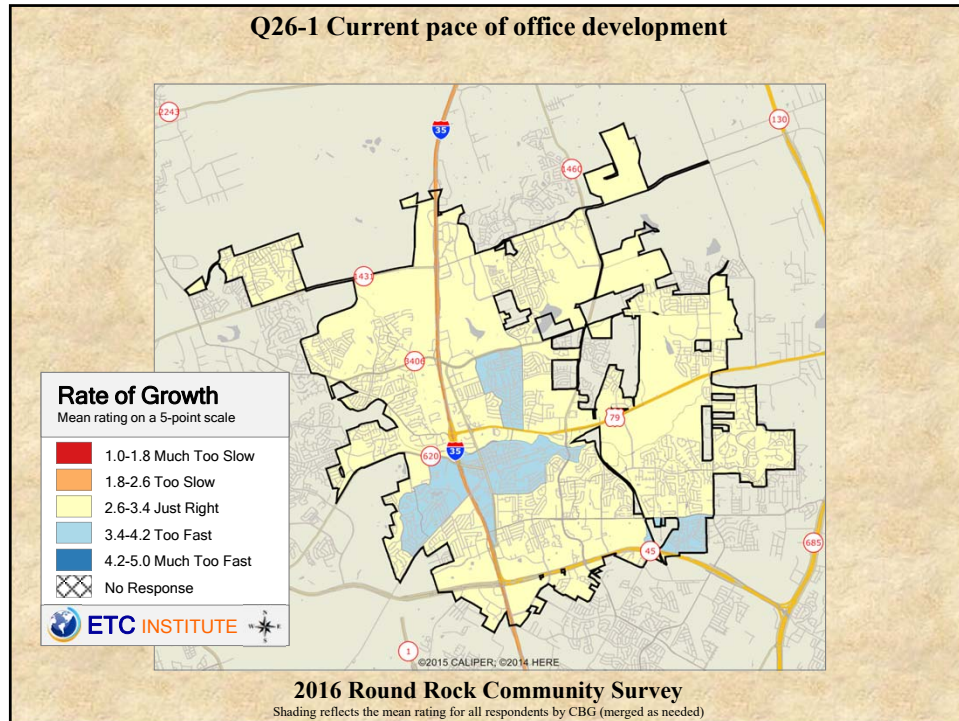
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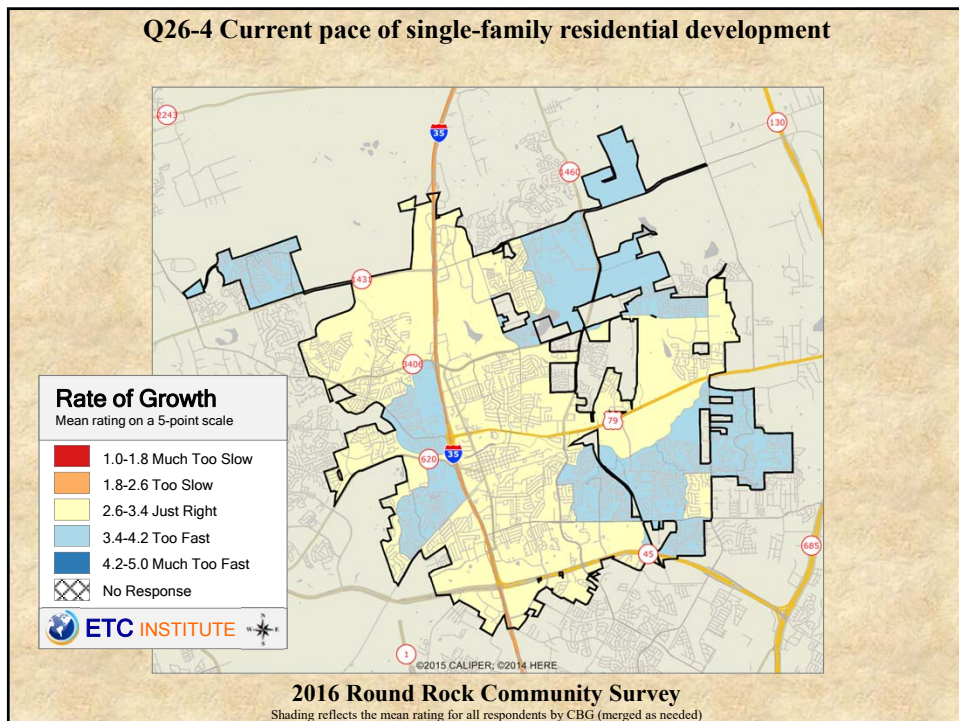
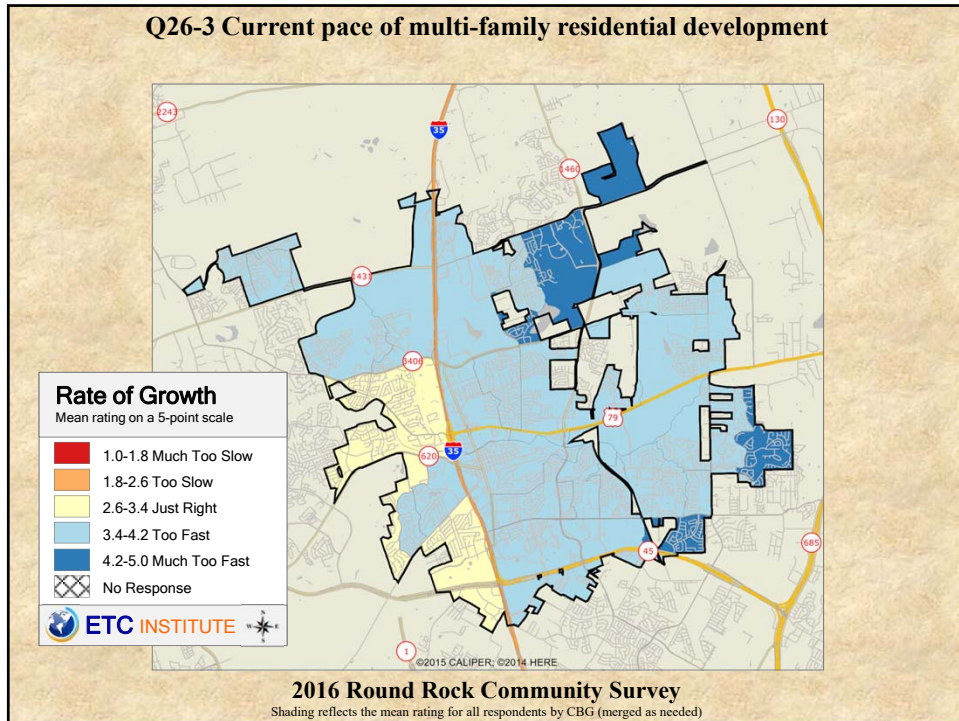
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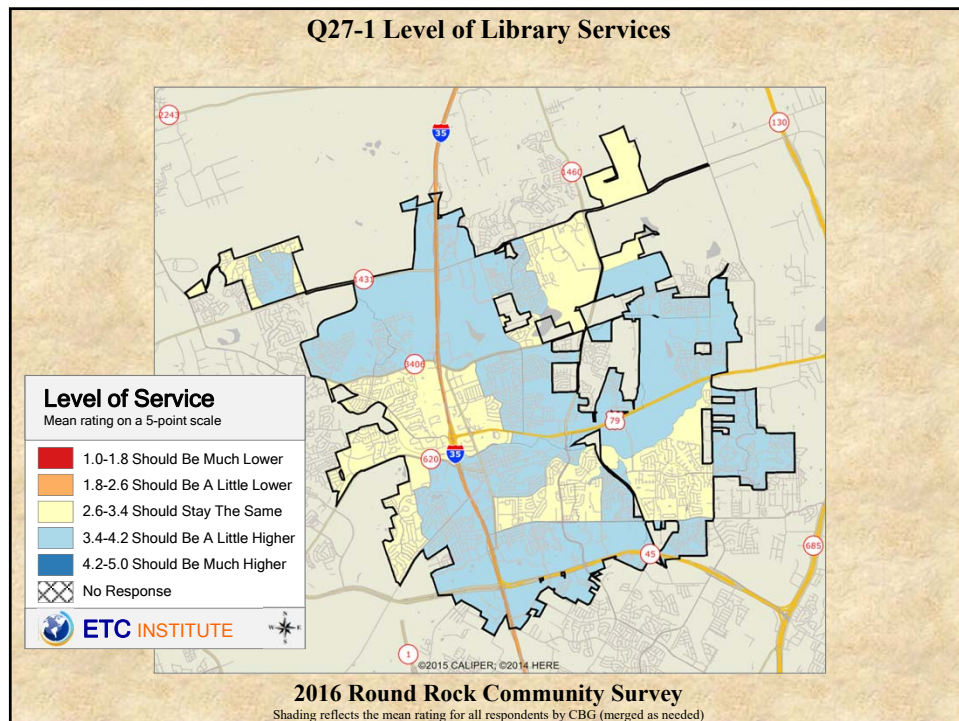
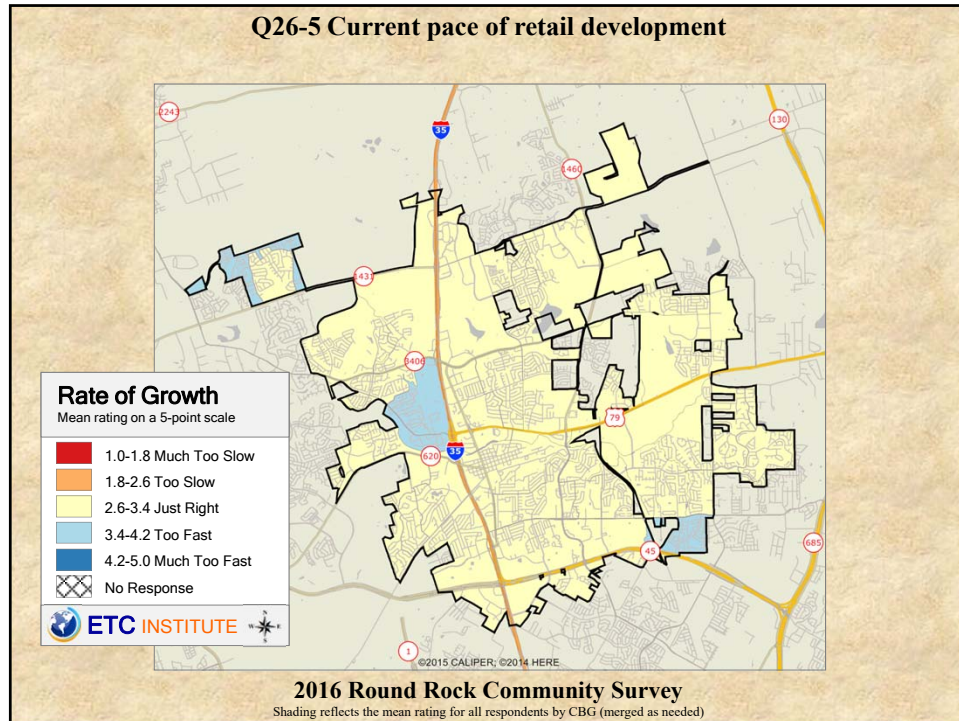


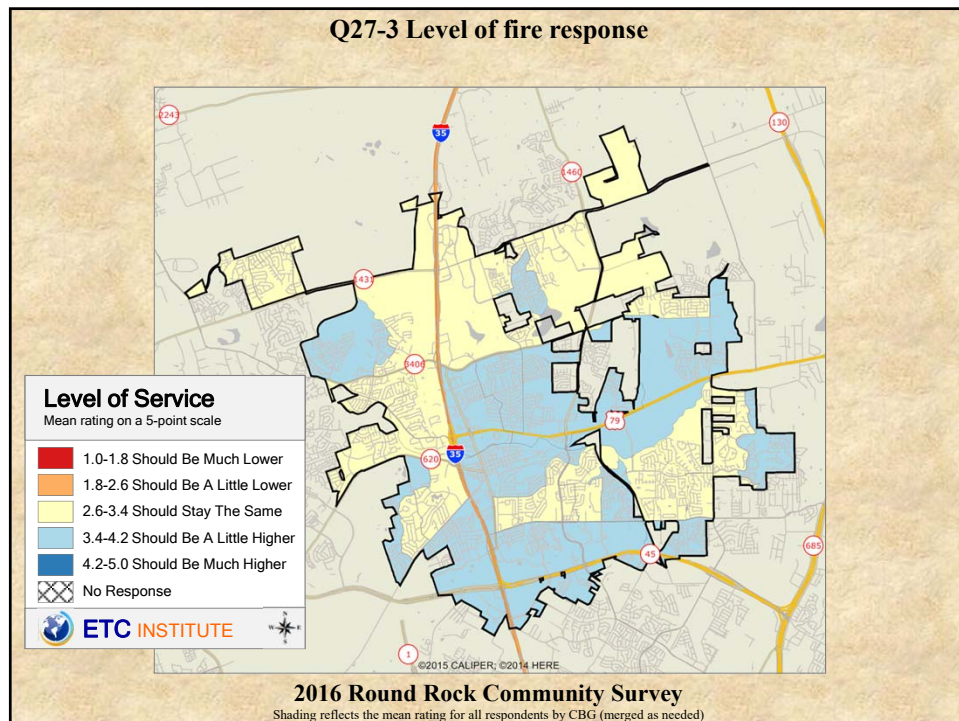
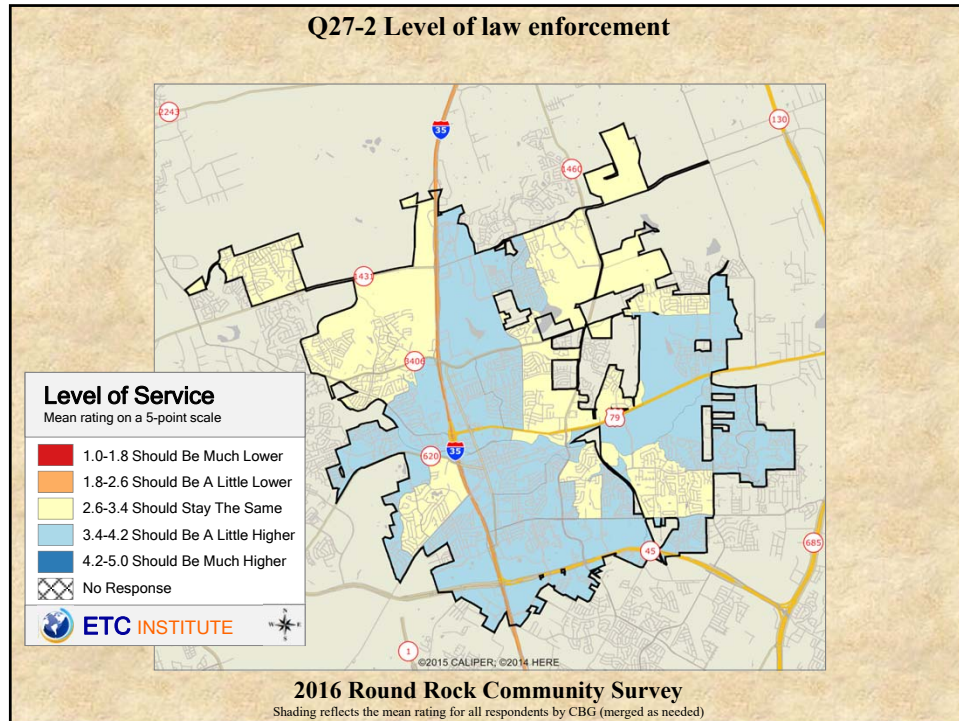


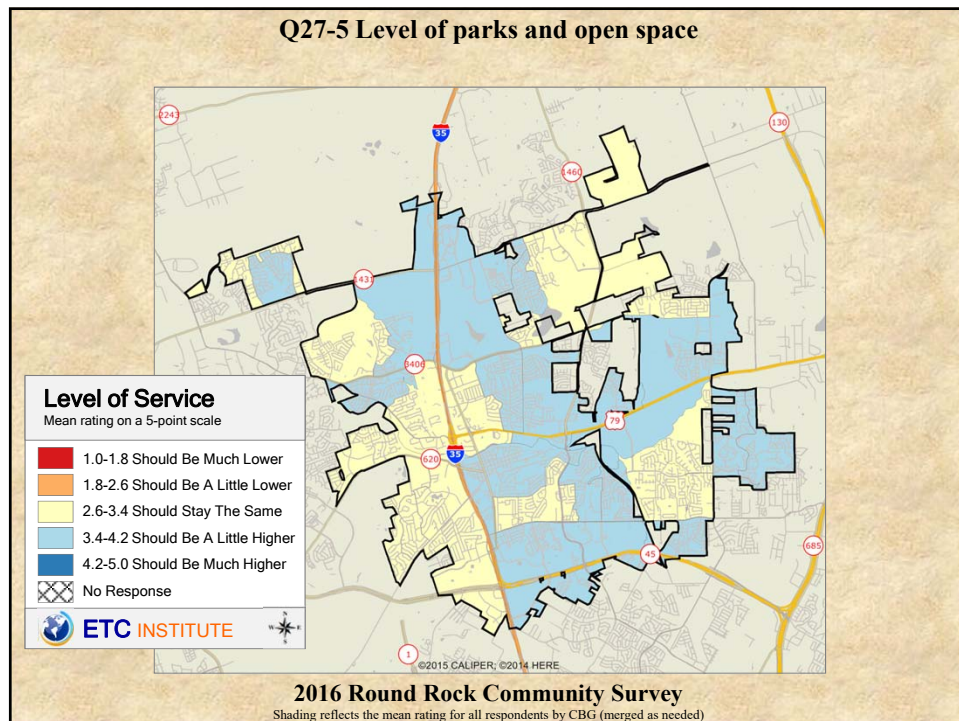
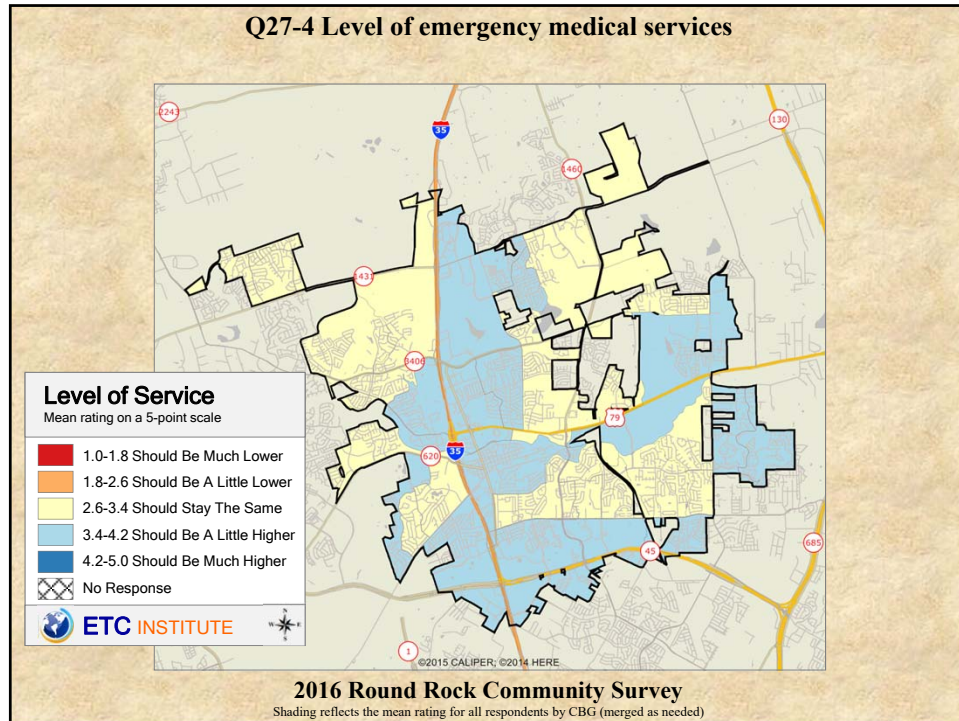


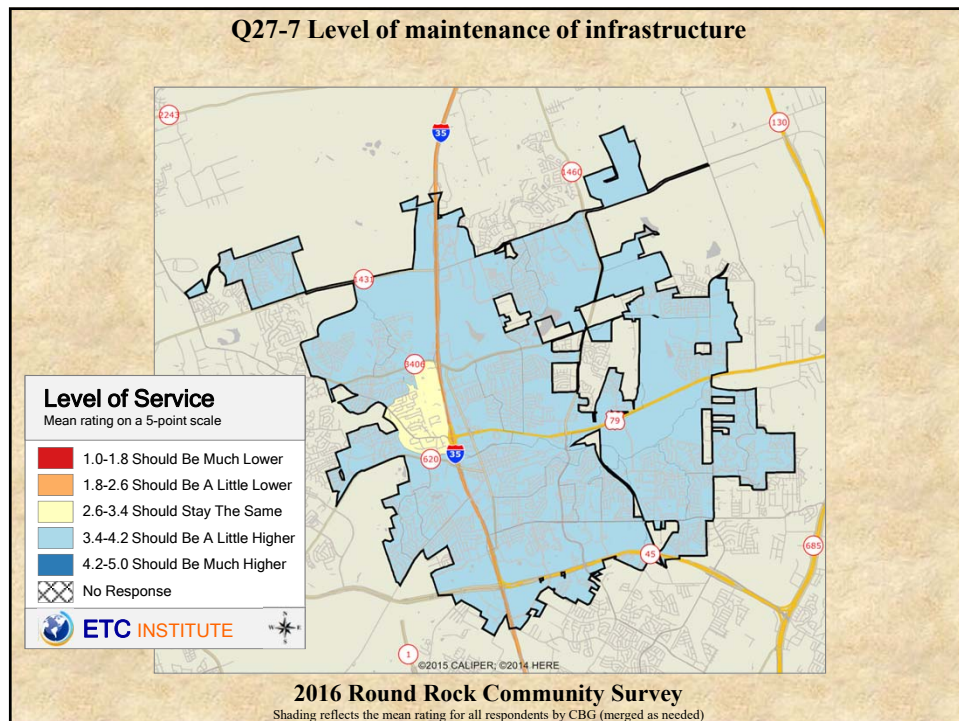
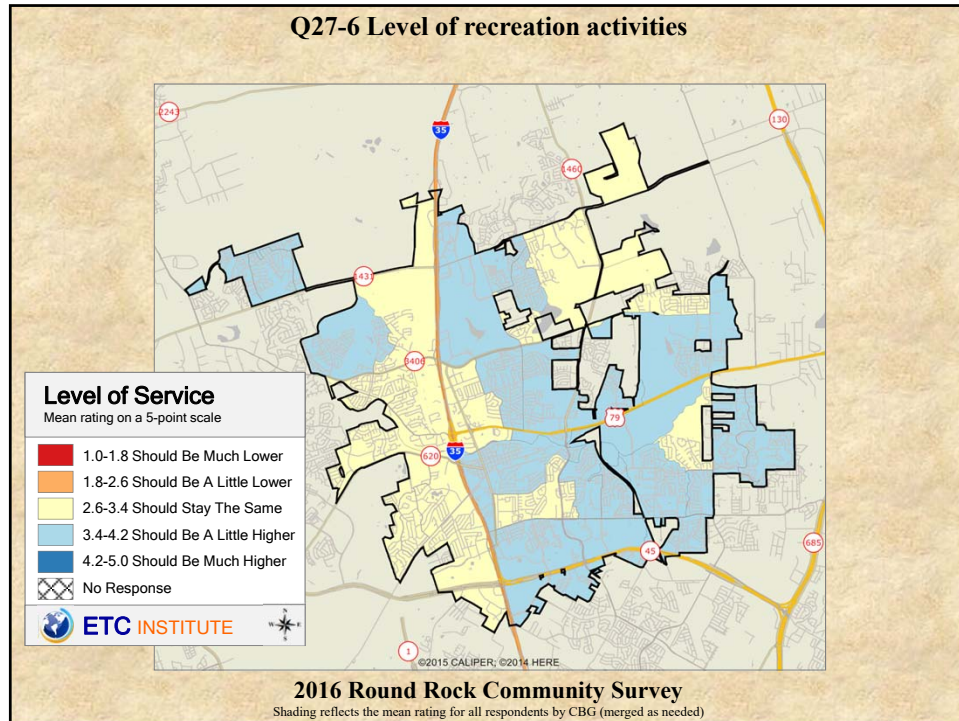




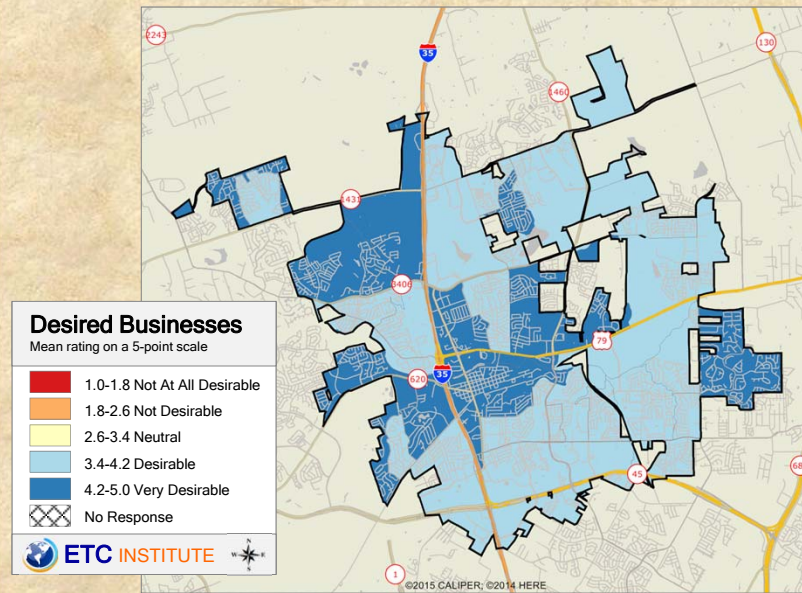








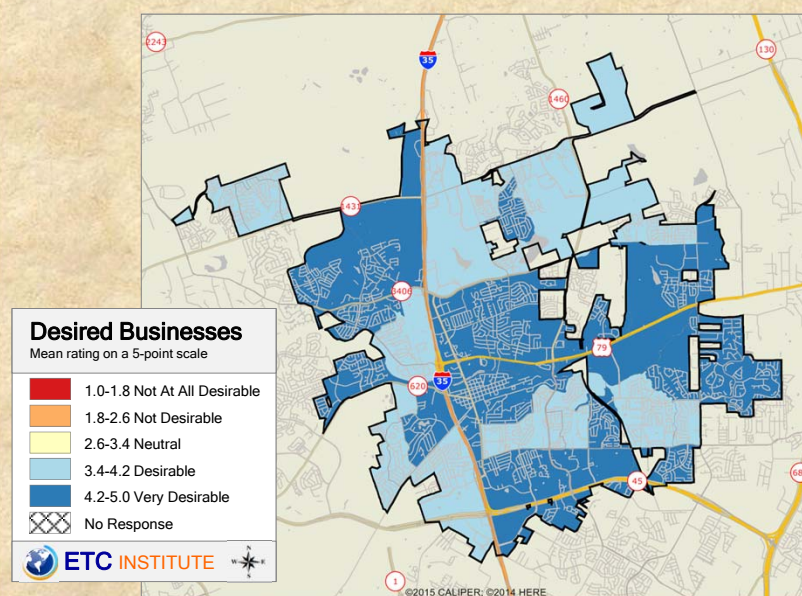
Q28-1 How desirable locally owned boutiques and cafes are for Downtown Round Rock



2016 Round Rock Community Survey

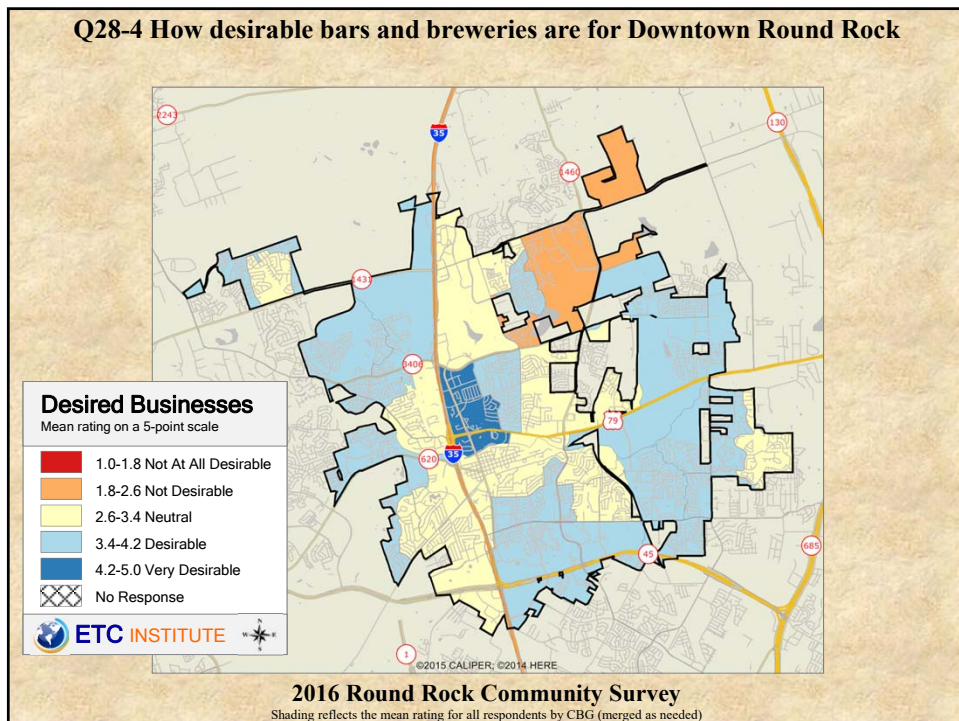
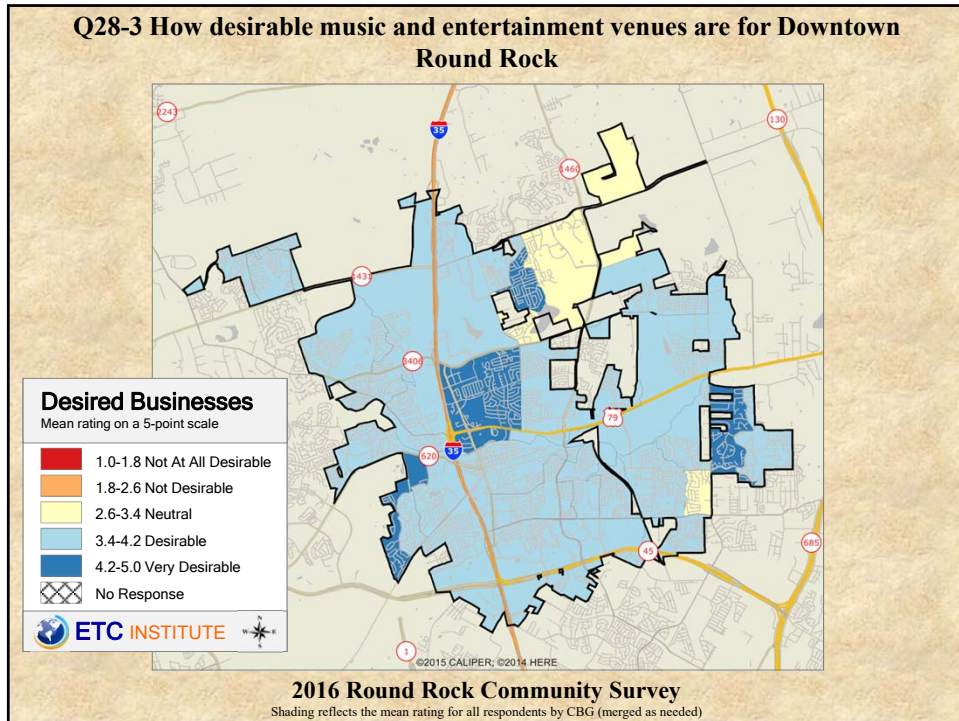
Shading reflects the mean rating for all respondents by CBG (merged as needed)

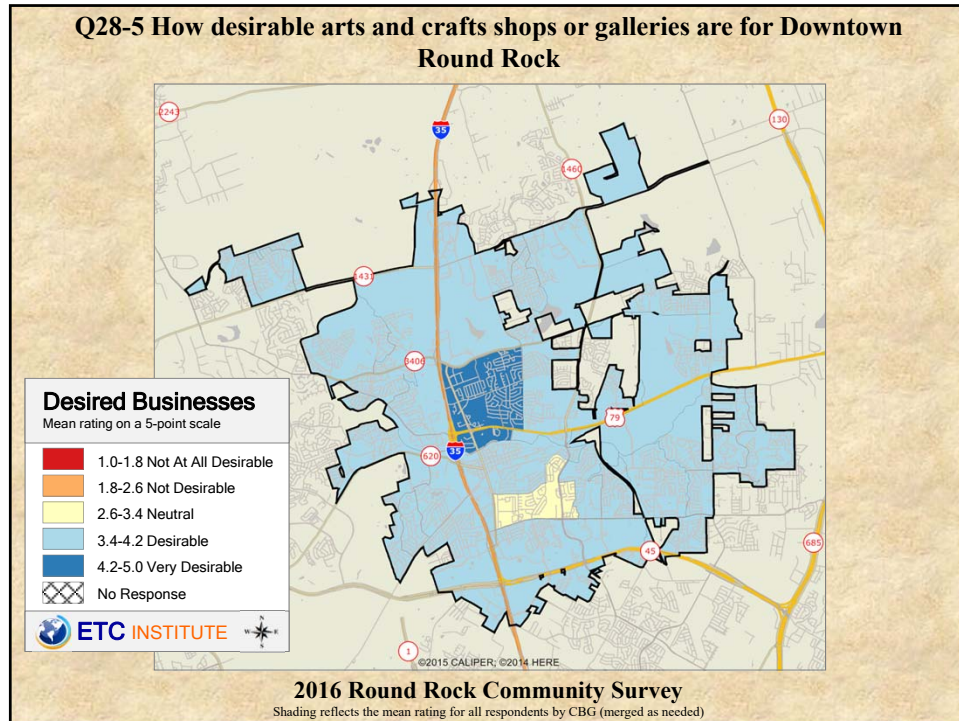
Q28-2 How desirable restaurants and retail are for Downtown Round Rock



2016 Round Rock Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





Section 6:

Tabular Data

Q1. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Round Rock.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Parks & recreation programs	33.5%	42.7%	14.1%	2.7%	0.0%	7.1%
Q1-2. Water & wastewater services	27.5%	50.6%	14.0%	3.2%	1.0%	3.6%
Q1-3. Emergency medical services	30.5%	34.6%	12.3%	0.4%	0.0%	22.1%
Q1-4. Enforcement of City codes & ordinances	18.1%	36.3%	23.5%	7.7%	1.6%	12.8%
Q1-5. Fire services	33.6%	36.7%	9.2%	0.6%	0.0%	19.9%
Q1-6. Library services	33.3%	38.6%	14.1%	3.1%	0.0%	11.0%
Q1-7. Maintenance of City streets & sidewalks	14.5%	42.6%	19.8%	17.0%	3.8%	2.2%
Q1-8. Management of storm water runoff & flood prevention	19.4%	44.3%	20.0%	7.5%	2.2%	6.5%
Q1-9. Municipal court services	12.8%	31.1%	22.4%	2.3%	0.4%	31.1%
Q1-10. Police services	32.4%	37.8%	15.7%	3.5%	0.8%	9.8%
Q1-11. Transportation planning in City	10.1%	22.6%	26.1%	18.3%	9.9%	13.1%
Q1-12. Trash, recycling, & yard waste collection services	34.7%	47.1%	9.9%	5.7%	1.2%	1.4%
Q1-13. City communication with the public	19.8%	41.0%	26.7%	6.7%	0.6%	5.1%
Q1-14. Customer service provided by City employees	21.0%	39.5%	20.2%	3.1%	0.2%	16.0%

WITHOUT DON'T KNOW

Q1. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Round Rock. (without "don't know")

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Parks & recreation programs	36.0%	45.9%	15.2%	2.9%	0.0%
Q1-2. Water & wastewater services	28.6%	52.5%	14.5%	3.4%	1.1%
Q1-3. Emergency medical services	39.2%	44.5%	15.8%	0.5%	0.0%
Q1-4. Enforcement of City codes & ordinances	20.7%	41.6%	27.0%	8.8%	1.9%
Q1-5. Fire services	41.9%	45.8%	11.5%	0.8%	0.0%
Q1-6. Library services	37.4%	43.3%	15.8%	3.4%	0.0%
Q1-7. Maintenance of City streets & sidewalks	14.9%	43.6%	20.2%	17.4%	3.9%
Q1-8. Management of storm water runoff & flood prevention	20.8%	47.4%	21.4%	8.0%	2.4%
Q1-9. Municipal court services	18.6%	45.0%	32.4%	3.3%	0.6%
Q1-10. Police services	36.0%	41.9%	17.4%	3.8%	0.9%
Q1-11. Transportation planning in City	11.6%	26.0%	30.0%	21.0%	11.3%
Q1-12. Trash, recycling, & yard waste collection services	35.2%	47.7%	10.1%	5.8%	1.2%
Q1-13. City communication with the public	20.9%	43.2%	28.2%	7.1%	0.6%
Q1-14. Customer service provided by City employees	25.0%	47.1%	24.0%	3.7%	0.2%

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs	10	2.0 %
Water & wastewater services	45	9.0 %
Emergency medical services	80	16.0 %
Enforcement of City codes & ordinances	5	1.0 %
Fire services	20	4.0 %
Library services	4	0.8 %
Maintenance of City streets & sidewalks	31	6.2 %
Management of storm water runoff & flood prevention	12	2.4 %
Municipal court services	2	0.4 %
Police services	172	34.4 %
Transportation planning in City	68	13.6 %
Trash, recycling, & yard waste collection services	15	3.0 %
City communication with the public	12	2.4 %
Customer service provided by City employees	5	1.0 %
<u>None chosen</u>	<u>19</u>	<u>3.8 %</u>
Total	500	100.0 %

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs	27	5.4 %
Water & wastewater services	25	5.0 %
Emergency medical services	59	11.8 %
Enforcement of City codes & ordinances	17	3.4 %
Fire services	140	28.0 %
Library services	8	1.6 %
Maintenance of City streets & sidewalks	42	8.4 %
Management of storm water runoff & flood prevention	11	2.2 %
Police services	86	17.2 %
Transportation planning in City	35	7.0 %
Trash, recycling, & yard waste collection services	16	3.2 %
City communication with the public	6	1.2 %
Customer service provided by City employees	4	0.8 %
<u>None chosen</u>	<u>24</u>	<u>4.8 %</u>
Total	500	100.0 %

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs	35	7.0 %
Water & wastewater services	52	10.4 %
Emergency medical services	53	10.6 %
Enforcement of City codes & ordinances	17	3.4 %
Fire services	58	11.6 %
Library services	15	3.0 %
Maintenance of City streets & sidewalks	45	9.0 %
Management of storm water runoff & flood prevention	17	3.4 %
Municipal court services	3	0.6 %
Police services	64	12.8 %
Transportation planning in City	39	7.8 %
Trash, recycling, & yard waste collection services	38	7.6 %
City communication with the public	30	6.0 %
Customer service provided by City employees	7	1.4 %
<u>None chosen</u>	<u>27</u>	<u>5.4 %</u>
Total	500	100.0 %

Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs	72	14.4 %
Water & wastewater services	122	24.4 %
Emergency medical services	192	38.4 %
Enforcement of City codes & ordinances	39	7.8 %
Fire services	218	43.6 %
Library services	27	5.4 %
Maintenance of City streets & sidewalks	118	23.6 %
Management of storm water runoff & flood prevention	40	8.0 %
Municipal court services	5	1.0 %
Police services	322	64.4 %
Transportation planning in City	142	28.4 %
Trash, recycling, & yard waste collection services	69	13.8 %
City communication with the public	48	9.6 %
Customer service provided by City employees	16	3.2 %
<u>None chosen</u>	<u>19</u>	<u>3.8 %</u>
Total	1449	

Q3. Please rate the following traffic situations in the City of Round Rock as either "Excellent," "Good," "Average," or "Poor" by circling the corresponding number below.

(N=500)

	Excellent	Good	Average	Poor	Don't know
Q3-1. Traffic flow on state roads/highways in Round Rock (i.e. I-35, US 79, RM 620)	2.4%	12.4%	36.5%	46.6%	2.0%
Q3-2. Traffic flow in & around your neighborhood	10.4%	41.8%	34.5%	11.8%	1.4%
Q3-3. The job City of Round Rock is doing managing traffic	4.0%	25.8%	40.9%	22.2%	7.1%

WITHOUT DON'T KNOW

Q3. Please rate the following traffic situations in the City of Round Rock as either "Excellent," "Good," "Average," or "Poor" by circling the corresponding number below. (without "don't know")

(N=500)

	Excellent	Good	Average	Poor
Q3-1. Traffic flow on state roads/highways in Round Rock (i.e. I-35, US 79, RM 620)	2.5%	12.7%	37.3%	47.5%
Q3-2. Traffic flow in & around your neighborhood	10.6%	42.4%	35.0%	12.0%
Q3-3. The job City of Round Rock is doing managing traffic	4.3%	27.8%	44.0%	23.9%

Q4. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same?

Q4. What would you say about traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	30	6.0 %
Staying the same	63	12.6 %
Getting worse	384	76.8 %
Don't know	23	4.6 %
Total	500	100.0 %

WITHOUT DON'T KNOW

Q4. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same? (without "don't know")

Q4. What would you say about traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	30	6.3 %
Staying the same	63	13.2 %
Getting worse	384	80.5 %
Total	477	100.0 %

Q5. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied."

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Overall quality of services provided by the City	18.6%	60.2%	16.6%	1.4%	0.0%	3.2%
Q5-2. How well the City is planning for growth	9.9%	35.0%	25.4%	17.5%	3.2%	9.1%
Q5-3. Overall quality of life in the City	27.4%	59.2%	8.9%	2.6%	0.6%	1.4%
Q5-4. Availability of job opportunities	8.9%	29.9%	31.5%	6.7%	1.2%	21.7%
Q5-5. Overall value you receive for City taxes & fees	10.4%	38.2%	30.9%	14.9%	2.2%	3.4%
Q5-6. Overall quality of new development	11.5%	41.2%	32.4%	7.2%	1.2%	6.4%
Q5-7. Appearance of residential property in the City	11.8%	53.4%	24.5%	8.2%	0.8%	1.2%
Q5-8. Appearance of commercial property in the City	11.9%	54.1%	24.9%	6.4%	1.0%	1.6%
Q5-9. Overall appearance of the City	14.9%	59.8%	19.1%	4.6%	0.8%	0.8%

WITHOUT DON'T KNOW

Q5. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied." (without "don't know")

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Overall quality of services provided by the City	19.2%	62.2%	17.1%	1.5%	0.0%
Q5-2. How well the City is planning for growth	10.8%	38.5%	27.9%	19.2%	3.5%
Q5-3. Overall quality of life in the City	27.8%	60.0%	9.0%	2.7%	0.6%
Q5-4. Availability of job opportunities	11.4%	38.2%	40.3%	8.6%	1.6%
Q5-5. Overall value you receive for City taxes & fees	10.8%	39.5%	32.0%	15.4%	2.3%
Q5-6. Overall quality of new development	12.3%	44.1%	34.6%	7.7%	1.3%
Q5-7. Appearance of residential property in the City	12.0%	54.1%	24.8%	8.3%	0.8%
Q5-8. Appearance of commercial property in the City	12.1%	55.0%	25.4%	6.5%	1.0%
Q5-9. Overall appearance of the City	15.0%	60.3%	19.2%	4.7%	0.8%

Q6. Using a scale of 5 to 1, where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in each of the following situations.

(N=500)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6-1. In Downtown Round Rock	38.0%	48.6%	8.0%	1.6%	0.2%	3.6%
Q6-2. In City parks	28.2%	53.8%	10.9%	1.8%	0.2%	5.0%
Q6-3. In your neighborhood during the day	49.0%	44.6%	3.8%	1.6%	0.0%	1.0%
Q6-4. In your neighborhood at night	33.1%	47.4%	13.3%	4.0%	0.4%	1.8%
Q6-5. In commercial and retail areas	23.3%	53.0%	18.9%	2.8%	0.0%	2.0%
Q6-6. Overall feeling of safety in Round Rock	32.0%	57.1%	9.1%	0.8%	0.2%	0.8%

WITHOUT DON'T KNOW

Q6. Using a scale of 5 to 1, where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in each of the following situations. (without "don't know")

(N=500)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6-1. In Downtown Round Rock	39.4%	50.4%	8.3%	1.7%	0.2%
Q6-2. In City parks	29.7%	56.7%	11.5%	1.9%	0.2%
Q6-3. In your neighborhood during the day	49.5%	45.0%	3.9%	1.6%	0.0%
Q6-4. In your neighborhood at night	33.7%	48.3%	13.5%	4.1%	0.4%
Q6-5. In commercial and retail areas	23.8%	54.1%	19.3%	2.9%	0.0%
Q6-6. Overall feeling of safety in Round Rock	32.3%	57.6%	9.1%	0.8%	0.2%

Q7. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Appearance & maintenance of existing City parks	28.3%	55.9%	7.2%	2.8%	0.0%	5.8%
Q7-2. Number of City parks	22.3%	48.5%	15.7%	6.0%	0.2%	7.2%
Q7-3. Hike & bike trails in the City	17.3%	36.4%	22.3%	10.3%	1.6%	12.1%
Q7-4. City recreation centers	17.4%	39.8%	23.8%	5.9%	0.8%	12.3%
Q7-5. City swimming pools	13.4%	31.7%	27.4%	6.9%	1.0%	19.5%
Q7-6. Quality of youth recreation programs	13.3%	26.1%	25.5%	3.8%	0.6%	30.7%
Q7-7. Quality of adult recreation programs	10.8%	28.7%	26.8%	5.3%	1.0%	27.4%
Q7-8. Forest Creek Golf Course	8.9%	16.6%	24.3%	2.5%	1.2%	46.4%
Q7-9. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	18.9%	35.2%	20.7%	4.7%	0.2%	20.3%

WITHOUT DON'T KNOW

Q7. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Appearance & maintenance of existing City parks	30.0%	59.4%	7.7%	3.0%	0.0%
Q7-2. Number of City parks	24.1%	52.3%	16.9%	6.5%	0.2%
Q7-3. Hike & bike trails in the City	19.7%	41.4%	25.4%	11.7%	1.8%
Q7-4. City recreation centers	19.8%	45.4%	27.2%	6.7%	0.9%
Q7-5. City swimming pools	16.7%	39.4%	34.1%	8.6%	1.3%
Q7-6. Quality of youth recreation programs	19.2%	37.6%	36.7%	5.5%	0.9%
Q7-7. Quality of adult recreation programs	14.8%	39.5%	37.0%	7.3%	1.4%
Q7-8. Forest Creek Golf Course	16.7%	31.0%	45.3%	4.7%	2.3%
Q7-9. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	23.7%	44.1%	26.0%	5.9%	0.3%

Q8. Which TWO of the parks and recreation services listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. 1st choice	Number	Percent
Appearance & maintenance of existing City parks	162	32.4 %
Number of City parks	44	8.8 %
Hike & bike trails in the City	93	18.6 %
City recreation centers	28	5.6 %
City swimming pools	29	5.8 %
Quality of youth recreation programs	48	9.6 %
Quality of adult recreation programs	14	2.8 %
Forest Creek Golf Course	9	1.8 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	35	7.0 %
None chosen	38	7.6 %
Total	500	100.0 %

Q8. Which TWO of the parks and recreation services listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. 2nd choice	Number	Percent
Appearance & maintenance of existing City parks	78	15.6 %
Number of City parks	53	10.6 %
Hike & bike trails in the City	77	15.4 %
City recreation centers	34	6.8 %
City swimming pools	46	9.2 %
Quality of youth recreation programs	67	13.4 %
Quality of adult recreation programs	30	6.0 %
Forest Creek Golf Course	13	2.6 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	58	11.6 %
None chosen	44	8.8 %
Total	500	100.0 %

Q8. Which TWO of the parks and recreation services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q8. Sum of top 2 choices	Number	Percent
Appearance & maintenance of existing City parks	240	48.0 %
Number of City parks	97	19.4 %
Hike & bike trails in the City	170	34.0 %
City recreation centers	62	12.4 %
City swimming pools	75	15.0 %
Quality of youth recreation programs	115	23.0 %
Quality of adult recreation programs	44	8.8 %
Forest Creek Golf Course	22	4.4 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	93	18.6 %
None chosen	38	7.6 %
Total	956	

Q9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion)

<u>Q9. 1st suggestion</u>	<u>Number</u>	<u>Percent</u>
MORE HIKE AND BIKE TRAILS	2	1.8 %
MORE HIKING TRAILS	2	1.8 %
more basketball courts	1	0.9 %
Natatorium	1	0.9 %
outdoor activities for seniors	1	0.9 %
Group walking, exercise	1	0.9 %
Connect hike and bike trails all along brusy creek	1	0.9 %
Soccer is growing and we need more soccer fields	1	0.9 %
Lacrosse sports for girls	1	0.9 %
Senior access	1	0.9 %
Public Running Track	1	0.9 %
More Public swimming pools	1	0.9 %
Covered basketball courts	1	0.9 %
More public pools	1	0.9 %
Free outdoor fitness	1	0.9 %
West Side Rec Center	1	0.9 %
party rental pavillions	1	0.9 %
Performing Arts Venue	1	0.9 %
Additional Rec Center near RRHS	1	0.9 %
Free classes for gardening	1	0.9 %
More hike & bike. Connect into Brushy at Cedar Park.	1	0.9 %
More free outdoor music concerts	1	0.9 %
sports programs for high school youth	1	0.9 %
Zip Line	1	0.9 %
busing	1	0.9 %
Rec Center for NRR	1	0.9 %
Fishing	1	0.9 %
City Lake, fill in TX Crush Stone	1	0.9 %
Sell Forest Creek or make it private	1	0.9 %
more outdoor facilities like hike and bike, pools on the eastside	1	0.9 %
racketball	1	0.9 %
baseball fields	1	0.9 %
A 2ND REC CTR LIKE CLAY	1	0.9 %
POOL FOR SENIORS ONLY	1	0.9 %
More indoor facilities	1	0.9 %
SHOOTING RANGE	1	0.9 %
EXTEND HIKE AND BIKE TRAILS	1	0.9 %
More tennis courts	1	0.9 %
connect hairy man trail to sam bass road to williamson county park	1	0.9 %
LONGER HIKING TRAILS	1	0.9 %
MORE TRAILS DOWNTOWN	1	0.9 %
MORE ADULT AND YOUTH ART CLASSES	1	0.9 %
LONGER TRAILS	1	0.9 %
LAKE LIKE PFLUGERVILLE	1	0.9 %
WEST SIDE FACILITIES	1	0.9 %
Swimming pool at Bacca Center	1	0.9 %
PROGRAMS FOR ADULTS	1	0.9 %
MICRO PARKS	1	0.9 %
YOUTH SUMMER PROGRAMS	1	0.9 %
BEHREN RANCH PARK	1	0.9 %
WORK OUT FOR CITY	1	0.9 %
WEST SIDE REC CTR	1	0.9 %
LARGE AQUATIC VENUE	1	0.9 %
HEATED INDOOR POOL FOR SENIORS	1	0.9 %
PARKS NEAR GATTIS AND DOUBLE CREEK	1	0.9 %
POOL AT BACCA CTR	1	0.9 %

Q9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion) (cont.)

<u>Q9. 1st suggestion</u>	<u>Number</u>	<u>Percent</u>
TOILET FACILITIES ALONG BIKE AND HIKING TRAILS	1	0.9 %
THEATER	1	0.9 %
More program options during the summer	1	0.9 %
affordable teen baseball programs	1	0.9 %
a specific place to go for a walk	1	0.9 %
Allow privat pool parties at public pools	1	0.9 %
MORE ACCESSIBLE BIKE TRAILS	1	0.9 %
MORE HIKING/BIKING TRAILS	1	0.9 %
PERFORMING ARTS CTR	1	0.9 %
SENIOR REC CTR WITH FITNESS POOL	1	0.9 %
PARK WITH POOL AT ROLLING RIDGE	1	0.9 %
BETTER DISCOUNTS CLAY MADSON FOR SENIORS	1	0.9 %
BIKE LANES	1	0.9 %
MORE ACTIVITIES FOR YOUTH AGES 12-18 IN THE SUMMER	1	0.9 %
A BIGGER BETTER REC	1	0.9 %
BIKE PATHS AND TRAILS	1	0.9 %
NATATORIUM	1	0.9 %
PROVIDE YOUTH PROGRAMS ON SLIDING SCALE FOR FEE	1	0.9 %
MORE PUBLIC TENNIS COURTS	1	0.9 %
MORE INDOOR CENTERS	1	0.9 %
MAJOR EVENT CENTER	1	0.9 %
COMPETITIVE SWIMMING POOL	1	0.9 %
INDOOR TODDLER ACTIVITY FACILITIES	1	0.9 %
MOTOR CROSS DIRT BIKE RIDING AREA	1	0.9 %
MORE AFTER HOURS	1	0.9 %
ADULT SWIMMING POOLS	1	0.9 %
BOWLING	1	0.9 %
SURVEILLANCE CAMERAS	1	0.9 %
MORE DISC GOLF	1	0.9 %
FENCED OFF LEASH DOG TRAINING AREAS	1	0.9 %
KAYAK AND BOATING	1	0.9 %
EASIER ACCESS MORE SHADE	1	0.9 %
CONNECTED TRAILS AND PARKS	1	0.9 %
BETTER SWIM LESSONS	1	0.9 %
FRISBEE GOLF	1	0.9 %
MORE BIKE LANES	1	0.9 %
BASKETBALL LEAGUE FOR OLDER ADULTS	1	0.9 %
MORE WALKING AND BIKING	1	0.9 %
NEW INDOOR 50 METER POOL	1	0.9 %
HIKE TRAILS	1	0.9 %
FRISBEE PARK	1	0.9 %
ADULT SUMMER	1	0.9 %
BRUSHY CREEK HIKE AND BIKE TRAIL	1	0.9 %
MORE PARKS FOR SPECIAL NEEDS CHILDREN	1	0.9 %
TECHNOLOGY	1	0.9 %
PAINTBALL FIELDS	1	0.9 %
DANCE CLASS FOR ADULTS UNDER 55	1	0.9 %
MORE BASKETBALL COURTS	1	0.9 %
RACQUETBALL COURTS	1	0.9 %
HIKE AND BIKE TRAILS	1	0.9 %
MORE WATER FOUNTAINS ALONG BRUSHY CREEK TRAILS	1	0.9 %
MORE TENNIS COURTS	1	0.9 %
SAFE HIKE AND BIKE TRAIL	1	0.9 %
CLAY MADSON TYPE OF FACILITY IN ROUND ROCK	1	0.9 %
PUBLIC WALKING RUNNING CIRCULAR TRACK	1	0.9 %

Q9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion) (cont.)

Q9. 1st suggestion	Number	Percent
HANDICAPPED CHILDREN PARKS WITH PROPER EQUIPMENT	1	0.9 %
Total	114	100.0 %

Q9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (2nd suggestion)

Q9. 2nd suggestion	Number	Percent
conservation programs like bat education and awareness of colony	1	1.9 %
Amphitheatre	1	1.9 %
another golf course	1	1.9 %
Shaded parks close to food or shopping	1	1.9 %
More parks for recreation	1	1.9 %
Olympic size swimming pool with park and rides maintenance	1	1.9 %
more doggy poop bag dispensers in parks, hike and bike trails	1	1.9 %
More hike and bike trails	1	1.9 %
Green Teen Program	1	1.9 %
more restrooms at parks	1	1.9 %
social events for members	1	1.9 %
Kids Motor cross	1	1.9 %
public trans city to city	1	1.9 %
More fishing	1	1.9 %
outdoor lighted basketball courts	1	1.9 %
AN OUTDOOR CONCERT VENUE IN OLD SETTLERS PARK	1	1.9 %
2ND REC CENTER	1	1.9 %
LARGER POOLS SERVING SOUTHEAST	1	1.9 %
COMMUNITY FARMING	1	1.9 %
METRO RAIL	1	1.9 %
BETTER BIKE TRAILS	1	1.9 %
More indoor swimming pools	1	1.9 %
MORE PROGRAMS FOR ADULTS	1	1.9 %
BRUSH CREEK TRAIL EXTENSION	1	1.9 %
MORE FISHING	1	1.9 %
INDOOR AND LAP POOL	1	1.9 %
More shaded park areas with restrooms	1	1.9 %
Teen tennis classes	1	1.9 %
tennis courts	1	1.9 %
MORE COMMUNITY POOLS	1	1.9 %
MUSEUM	1	1.9 %
DISABLED REC CTR WITH POOL FITNESS	1	1.9 %
JAZZERSIZE	1	1.9 %
SENIOR BIKE RIDE EVENTS	1	1.9 %
SWIMMING	1	1.9 %
LIGHTED TRACK FOR WALKING	1	1.9 %
PROVIDE POOL YOUTH PROGRAMS	1	1.9 %
MORE BIKE PATH LANES ON CITY STREETS	1	1.9 %

Q9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (2nd suggestion) (cont.)

Q9. 2nd suggestion	Number	Percent
BMX RIDE AREA	1	1.9 %
SOCCER	1	1.9 %
ROUNDING OF POLICE OFFICERS AT INTERVALS	1	1.9 %
MORE SIDEWALKS	1	1.9 %
BIKE TRAILS	1	1.9 %
OUTDOOR CONCERT VENUE	1	1.9 %
ADULT VOLLEYBALL	1	1.9 %
BIKE ROADS SEPARATE FROM STREETS	1	1.9 %
SPECIAL NEEDS CHILDREN INCLUSION IN YOUTH PROGRAMS	1	1.9 %
CODING	1	1.9 %
BIKE LANES ON STREETS	1	1.9 %
TEEN PROGRAMS	1	1.9 %
FISHING DOCKS	1	1.9 %
BADMINTON	1	1.9 %
MORE YEAR ROUND FITNESS CLASSES FOR TEENS DANCE AND YOGA	1	1.9 %
Total	54	100.0 %

Q10. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10-1. Maintenance of major City streets	10.6%	51.9%	22.0%	12.2%	1.8%	1.4%
Q10-2. Maintenance of streets in your neighborhood	13.8%	52.1%	17.4%	12.8%	2.6%	1.2%
Q10-3. Timing of traffic signals in the City	5.2%	37.9%	27.9%	22.2%	5.4%	1.4%
Q10-4. Mowing/trimming along City streets & other public areas	9.8%	48.3%	23.4%	14.8%	2.0%	1.6%
Q10-5. Adequacy of City street lighting	10.4%	49.7%	24.4%	12.6%	1.6%	1.2%
Q10-6. Cleanliness of City streets & other public areas	14.4%	60.9%	18.8%	4.2%	0.4%	1.2%
Q10-7. Cleanliness of creeks & open channels	11.1%	43.3%	25.2%	10.3%	1.8%	8.5%
Q10-8. Condition of sidewalks in the City	10.2%	47.3%	26.5%	11.8%	1.0%	3.2%
Q10-9. Availability of bike lanes	7.5%	19.8%	28.3%	19.2%	5.1%	20.0%

WITHOUT DON'T KNOW

Q10. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10-1. Maintenance of major City streets	10.8%	52.6%	22.4%	12.4%	1.8%
Q10-2. Maintenance of streets in your neighborhood	14.0%	52.7%	17.6%	13.0%	2.6%
Q10-3. Timing of traffic signals in the City	5.3%	38.4%	28.3%	22.6%	5.5%
Q10-4. Mowing/trimming along City streets & other public areas	10.0%	49.1%	23.8%	15.1%	2.0%
Q10-5. Adequacy of City street lighting	10.5%	50.3%	24.7%	12.8%	1.6%
Q10-6. Cleanliness of City streets & other public areas	14.6%	61.7%	19.1%	4.3%	0.4%
Q10-7. Cleanliness of creeks & open channels	12.1%	47.3%	27.5%	11.2%	2.0%
Q10-8. Condition of sidewalks in the City	10.6%	48.9%	27.3%	12.2%	1.0%
Q10-9. Availability of bike lanes	9.4%	24.8%	35.4%	24.1%	6.3%

Q11. Which TWO of the transportation services listed in Question 10 do you think are MOST IMPORTANT for the City to provide?

Q11. 1st choice	Number	Percent
Maintenance of major City streets	245	49.0 %
Maintenance of streets in your neighborhood	40	8.0 %
Timing of traffic signals in the City	71	14.2 %
Mowing/trimming along City streets & other public areas	16	3.2 %
Adequacy of City street lighting	39	7.8 %
Cleanliness of City streets & other public areas	13	2.6 %
Cleanliness of creeks & open channels	12	2.4 %
Condition of sidewalks in the City	10	2.0 %
Availability of bike lanes	17	3.4 %
None chosen	37	7.4 %
Total	500	100.0 %

Q11. Which TWO of the transportation services listed in Question 10 do you think are MOST IMPORTANT for the City to provide?

Q11. 2nd choice	Number	Percent
Maintenance of major City streets	74	14.8 %
Maintenance of streets in your neighborhood	89	17.8 %
Timing of traffic signals in the City	89	17.8 %
Mowing/trimming along City streets & other public areas	31	6.2 %
Adequacy of City street lighting	53	10.6 %
Cleanliness of City streets & other public areas	57	11.4 %
Cleanliness of creeks & open channels	15	3.0 %
Condition of sidewalks in the City	23	4.6 %
Availability of bike lanes	29	5.8 %
None chosen	40	8.0 %
Total	500	100.0 %

Q11. Which TWO of the transportation services listed in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q11. Sum of top 2 choices	Number	Percent
Maintenance of major City streets	319	63.8 %
Maintenance of streets in your neighborhood	129	25.8 %
Timing of traffic signals in the City	160	32.0 %
Mowing/trimming along City streets & other public areas	47	9.4 %
Adequacy of City street lighting	92	18.4 %
Cleanliness of City streets & other public areas	70	14.0 %
Cleanliness of creeks & open channels	27	5.4 %
Condition of sidewalks in the City	33	6.6 %
Availability of bike lanes	46	9.2 %
None chosen	37	7.4 %
Total	960	

Q12. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12-1. Enforcement of cleaning junk & debris on private property	7.7%	38.4%	21.4%	14.9%	3.8%	13.7%
Q12-2. Enforcement of mowing weeds & grass on private property	6.7%	37.0%	22.4%	16.2%	4.0%	13.7%
Q12-3. Enforcement of sign regulations	7.5%	38.7%	27.1%	9.2%	1.6%	15.9%

WITHOUT DON'T KNOW

Q12. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Enforcement of cleaning junk & debris on private property	8.9%	44.5%	24.8%	17.3%	4.4%
Q12-2. Enforcement of mowing weeds & grass on private property	7.7%	42.9%	26.0%	18.7%	4.7%
Q12-3. Enforcement of sign regulations	9.0%	46.0%	32.2%	10.9%	1.9%

Q13. Which ONE of the code enforcement services listed in Question 12 do you think is MOST IMPORTANT for the City to provide?

Q13. Top choice	Number	Percent
Enforcement of cleaning junk & debris on private property	272	54.4 %
Enforcement of mowing weeds & grass on private property	80	16.0 %
Enforcement of sign regulations	69	13.8 %
None chosen	79	15.8 %
Total	500	100.0 %

Q14. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-1. Availability of information about City programs/services	14.6%	47.2%	23.1%	6.5%	1.2%	7.5%
Q14-2. City efforts to keep residents informed about local issues	14.5%	46.8%	19.0%	11.9%	1.0%	6.9%
Q14-3. Level of public involvement in City decision-making	8.9%	32.0%	32.0%	10.7%	2.0%	14.4%
Q14-4. City's cable television channel/video production	5.7%	21.5%	29.2%	5.7%	2.5%	35.4%
Q14-5. Usefulness of information on City's website	12.2%	43.7%	27.8%	5.5%	0.6%	10.2%
Q14-6. How well City listens & responds to citizens' needs	7.3%	29.3%	30.5%	9.6%	1.6%	21.6%
Q14-7. City storm water education & outreach efforts	7.0%	27.8%	30.5%	7.4%	1.6%	25.7%

WITHOUT DON'T KNOW**Q14. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Availability of information about City programs/services	15.8%	51.0%	24.9%	7.0%	1.3%
Q14-2. City efforts to keep residents informed about local issues	15.6%	50.2%	20.3%	12.8%	1.1%
Q14-3. Level of public involvement in City decision-making	10.4%	37.4%	37.4%	12.5%	2.4%
Q14-4. City's cable television channel/video production	8.9%	33.2%	45.3%	8.9%	3.8%
Q14-5. Usefulness of information on City's website	13.6%	48.6%	31.0%	6.1%	0.7%
Q14-6. How well City listens & responds to citizens' needs	9.4%	37.4%	39.0%	12.2%	2.1%
Q14-7. City storm water education & outreach efforts	9.4%	37.4%	41.0%	10.0%	2.2%

Q15. From which of the following sources do you currently get information about the City of Round Rock?

Q15. Sources from which you currently get information about		
City of Round Rock	Number	Percent
Austin American-Statesman or www.statesman.com	141	28.2 %
Round Rock Leader	164	32.8 %
Community Impact, the monthly publication	380	76.0 %
Local TV News	260	52.0 %
Round Rock Cable Channel 10 for Time Warner & Channel 99 for		
Uverse	49	9.8 %
Local Radio	82	16.4 %
Enclosure in your City utility bill, Newsflash	262	52.4 %
Friends	160	32.0 %
City website www.roundrocktexas.gov	214	42.8 %
City email newsletter, Round Rock News	71	14.2 %
Public Meetings	7	1.4 %
Parks & Recreation email newsletter	52	10.4 %
Your Homeowner/Neighborhood Association (via newsletter, website,		
social media site, etc.)	168	33.6 %
City's social media outlets (Facebook, Twitter and/or YouTube)	92	18.4 %
Police Department's Citizen Observer program	10	2.0 %
Total	2112	

Q16. Which of the following electronic sources of information are you currently using?

Q16. Which electronic sources of information are you currently using	Number	Percent
Facebook	321	64.2 %
Twitter	86	17.2 %
YouTube	169	33.8 %
Instagram	95	19.0 %
Snapchat	35	7.0 %
Text messages	339	67.8 %
E-mail	428	85.6 %
The Internet (general use)	408	81.6 %
Other	5	1.0 %
None of the above	32	6.4 %
Total	1918	

WITHOUT NONE OF THE ABOVE**Q16. Which of the following electronic sources of information are you currently using? (without "none of the above")**

Q16. Which electronic sources of information are you currently using	Number	Percent
Facebook	321	68.6 %
Twitter	86	18.4 %
YouTube	169	36.1 %
Instagram	95	20.3 %
Snapchat	35	7.5 %
Text messages	339	72.4 %
E-mail	428	91.5 %
The Internet (general use)	408	87.2 %
Other	5	1.1 %
Total	1886	

Q16. Other

Q16. Other	Number	Percent
NextDoor	2	50.0 %
TELEPHONE	1	25.0 %
LINE	1	25.0 %
Total	4	100.0 %

Q16a. If you use Facebook, Twitter, YouTube, or Instagram: Do you follow any of the City's accounts on these social media outlets?

Q16a. Do you follow City's social media accounts	Number	Percent
Yes	120	33.4 %
No	225	62.7 %
Not provided	14	3.9 %
Total	359	100.0 %

WITHOUT NOT PROVIDED**Q16a. If you use Facebook, Twitter, YouTube, or Instagram: Do you follow any of the City's accounts on these social media outlets? (without "not provided")**

Q16a. Do you follow City's social media accounts	Number	Percent
Yes	120	34.8 %
No	225	65.2 %
Total	345	100.0 %

Q17. Do you currently have any one of the following television services?

Q17. Do you currently have any television services	Number	Percent
Time Warner Cable	161	32.2 %
Grande Cable	15	3.0 %
AT&T Uverse	171	34.2 %
Satellite TV	80	16.0 %
Netflix, Hulu Plus or similar service	178	35.6 %
Broadcast (antennae only)	45	9.0 %
Don't own a TV	3	0.6 %
Other	25	5.0 %
Total	678	

Q17. Other

Q17. Other	Number	Percent
DirectTV	15	60.0 %
DISH NETWORK	3	12.0 %
ROKU	2	8.0 %
RABBIT EARS	1	4.0 %
APPLE TV	1	4.0 %
Roku streaming device	1	4.0 %
Dish	1	4.0 %
ITALKBB BOX	1	4.0 %
Total	25	100.0 %

Q18. Have you contacted the City of Round Rock during the past year?

Q18. Have you contacted City of Round Rock during past year

	Number	Percent
Yes	214	42.8 %
No	286	57.2 %
Total	500	100.0 %

Q18a. (If YES to Question 18) How would you describe the service you received?

Q18a. How would you describe service received

	Number	Percent
Excellent	79	36.9 %
Good	89	41.6 %
Fair	24	11.2 %
Poor	20	9.3 %
Don't know	2	0.9 %
Total	214	100.0 %

WITHOUT DON'T KNOW**Q18a. (If YES to Question 18) How would you describe the service you received? (without "don't know")**

Q18a. How would you describe service received

	Number	Percent
Excellent	79	37.3 %
Good	89	42.0 %
Fair	24	11.3 %
Poor	20	9.4 %
Total	212	100.0 %

Q18b. (If YES to Question 18) Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following.

(N=214)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18b-1. How easy they were to contact	34.1%	50.5%	9.3%	3.3%	2.3%	0.5%
Q18b-2. The way you were treated	39.3%	43.0%	10.7%	4.7%	1.9%	0.5%
Q18b-3. Accuracy of information & the assistance you were given	36.6%	43.7%	9.4%	5.2%	3.8%	1.4%
Q18b-4. How quickly City staff responded to your request	38.8%	36.4%	15.9%	5.1%	3.3%	0.5%
Q18b-5. How well your issue was handled	36.4%	39.7%	12.1%	6.5%	4.2%	0.9%

WITHOUT DON'T KNOW

Q18b. (If YES to Question 18) Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following. (without "don't know")

(N=214)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18b-1. How easy they were to contact	34.3%	50.7%	9.4%	3.3%	2.3%
Q18b-2. The way you were treated	39.4%	43.2%	10.8%	4.7%	1.9%
Q18b-3. Accuracy of information & the assistance you were given	37.1%	44.3%	9.5%	5.2%	3.8%
Q18b-4. How quickly City staff responded to your request	39.0%	36.6%	16.0%	5.2%	3.3%
Q18b-5. How well your issue was handled	36.8%	40.1%	12.3%	6.6%	4.2%

Q19. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19-1. Residential trash (garbage) collection services	45.9%	43.1%	6.2%	2.2%	0.8%	1.8%
Q19-2. Bulky item pick-up/removal services (old furniture, appliances, etc.)	28.4%	35.5%	14.7%	7.3%	1.2%	12.9%
Q19-3. Recycling services	41.6%	39.6%	9.3%	4.8%	1.4%	3.2%
Q19-4. Yard waste collection services	25.2%	35.6%	15.1%	7.8%	1.4%	14.9%
Q19-5. Drinking water services	29.9%	44.7%	12.0%	4.8%	0.8%	7.8%
Q19-6. Wastewater (sewer) services	32.5%	48.6%	12.0%	0.8%	1.0%	5.0%

WITHOUT DON'T KNOW**Q19. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=500)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19-1. Residential trash (garbage) collection services	46.7%	43.9%	6.3%	2.2%	0.8%
Q19-2. Bulky item pick-up/removal services (old furniture, appliances, etc.)	32.6%	40.7%	16.9%	8.3%	1.4%
Q19-3. Recycling services	43.0%	41.0%	9.6%	5.0%	1.5%
Q19-4. Yard waste collection services	29.6%	41.8%	17.7%	9.2%	1.7%
Q19-5. Drinking water services	32.4%	48.5%	13.0%	5.2%	0.9%
Q19-6. Wastewater (sewer) services	34.2%	51.2%	12.7%	0.8%	1.1%

Q20. Approximately how much of your household's waste is placed in your green recycling bin?

Q20. How much of your household's waste is placed in your green recycling bin	Number	Percent
1/4	83	16.6 %
1/2	119	23.8 %
3/4	105	21.0 %
Full	126	25.2 %
Overfull	44	8.8 %
Not provided	23	4.6 %
Total	500	100.0 %

WITHOUT DON'T KNOW**Q20. Approximately how much of your household's waste is placed in your green recycling bin? (without "not provided")**

Q20. How much of your household's waste is placed in your green recycling bin	Number	Percent
1/4	83	17.4 %
1/2	119	24.9 %
3/4	105	22.0 %
Full	126	26.4 %
Overfull	44	9.2 %
Total	477	100.0 %

Q20-2. What is preventing you from recycling more?

- effort and pickup frequency unknown
- We need more frequent pickups - at least weekly.
- Getting everyone in the house to recycle.
- When the green can fills up, then we start putting things in the trash. More frequent pick ups?
- Non recycle items, food contaminated paper or cardboard, plastic bag recycling
- Pick up MORE how about ONCE a week!!
- Types of material that can be recycled.
- capacity of bin to hold 2 weeks worth
- another recycle bin. our recycle bin is overfull.
- laziness on our part
- Items that are not recyclable
- Don't use a lot of recyclable items.
- Not recyclable
- Styrofoam
- Limited pick up
- Only 2 pick ups a month
- I recycle all I am able Nothings is stopping me. I know what is recyclable here.
- composting makes up the remainder of my recycling.... everything else I recycle, plastic bags I take to HEB, bulbs & batteries to Deepwood recycling, Lowe's or Batteries Plus, old electronics to Goodwill, even old clothes that are unwearable for rags to goodwill, would like place to recycle Styrofoam packaging not the peanuts (which Deepwood will take)
- Need more indoor bins
- some items are not capable of recycling
- Frequency of collection
- Indoor House hold recycle bins
- Rejection of unacceptable but globally recycled items
- Need something in the house not just the big can outside
- Container is too big
- yard waste pickup would help
- The quantity/types of things that are accepted (i.e. no foams, plastic bags).
- interval needs to be weekly
- only one person lives here
- About 1/4 of garbage is yard waste (tree, shrub trimming). Very inconvenient to go to Deep Wood Recycling center every time to drop off yard waste.
- the can is too small and the pickup frequency is too little.
- Need to place more effort into recycling
- not recycle material
- recycling pick up
- Need to accept Styrofoam. Driving clear across Austin is too far.

Q20-2. What is preventing you from recycling more? (cont.)

- Fills up AND hours are too limited at Recycling on Deepwood
- Ineligible packaging
- don't have any more than that
- The items I'm throwing away aren't recyclable
- Bi-weekly pickup
- To avoid trash not being picked up (if there is one non recyclable item in the bin, the entire bin is left)
- I love recycling
- Styrofoam not recyclable
- I recycle everything possible
- You only pick up every other week. Need to pick up every week. otherwise once our bin is full, we throw stuff in the trash.
- Other waste items are not accepted
- Time
- A lot may not be recyclable.
- can't recycle Styrofoam, plastic bags or pizza boxes
- not having an indoor collection container
- live in an apartment
- Nothing
- Pickup schedule of every other week
- more space in can to do so.
- types of items excepted
- From Canada and there are NUMEROUS other recycling options we could be utilizing here
- No room, it's rights to overflow
- TRY TO HELP WHAT IS ON MY HAND TO PREVENT THE DAMAGE TO OZONE.
- NOT BEING HOME
- RECYCLING ONLY PICK UP EVERY OTHER DAY.
- DON'T WASTE ANYTHING-GARDEN COMPOST
- ALREADY RECYCLE TO THE MAX.
- WE ARE OLDER AND TWO OF US.
- LABEL ON CONTAINER
- GOOD HABITS NEED DEVELOPING
- ONLY HAVE ONE RECYCLING BIN. RECYCLING EVERY 2 WEEKS.
- WE RECYCLE EVERYTHING THAT IS ALLOWED.
- SOME ITEM LIKE FLUORESCENT TUBES NOT RECYCLABLE.
- NEED LONGER GREEN BIN
- FULL BIN
- DONATIONS
- NEED ANOTHER BIN TO RECYCLE MORE.
- WHAT WILL BE ACCEPTED CURRENT RECYCLING TO LIMITED.

Q20-2. What is preventing you from recycling more? (cont.)

- WE RECYCLE EVERYTHING POSSIBLE.
- RESTRICTIONS ON COLLECTING GLASS AND METAL.
- MORE RECYCLING BINS PICK UP MORE OFTEN.
- NEED MORE FREQUENT PICK-UP
- PICK UP MORE OFTEN
- MY CONTAINER NEEDS TO BE EMPTIED WEEKLY. EVERY TWO WEEKS IS NOT FREQUENT ENOUGH.
- ONLY 2 OF US WE RECYCLE COMPOST MOST OF OUR REFUSE.
- THE ONLY OTHER RECYCLING WOULD BE FOOD WASTE.
- NEED ANOTHER CONTAINER
- Do not understand what is recyclable
- Don't want to waste water washing plastic before recycling
- LAZY
- UNSURE IF SOME ITEMS ARE RECYCLABLE.
- NO PLASTIC FILMS ALLOWED
- PICK UP IS ONLY EVERY 2 WEEKS. IF PICK UP WAS MORE FREQUENT.
- LIVE ALONE
- WE DO CANS,BOTTLES,PLASTIC,PAPER,GLASS AND CARDBOARD AS MUCH AS WE CAN.
- BUYING MORE STUFF
- NEED BIGGER BIN
- STYROFOAM AND PLASTIC FILM IS NOT RECYCLABLE HERE.
- THE RULES FOR RECYCLE
- SOMETIMES GUESTS DON'T KNOW THAT WE RECYCLE
- CANNOT RECYCLE GRASS TREE YARD TRIMMINGS
- THE SPECIFIC ITEMS ACCEPTED FOR RECYCLE.
- education and restrictions on what we can put in recycle bin
- Bi-weekly pickups; we need a pickup every week
- Most of our daily trash is food related, so there are many items that don't qualify because they can't be 'cleaned enough'. There are also many times I have placed items, such as plastic that is marked with the recycling icon, but the workers refused to pickup the entire load because they deemed the one item as trash.
- Limited types of recycling. Research Germany's program
- Recycling as much as possible
- Restrictions
- The rest is garbage.
- More containers
- No Incentives as monthly rates continue to increase
- I RECYCLE EVERYTHING I CAN.
- SPACE
- I RECYCLE EVERYTHING THAT IS ALLOWED.

Q20-2. What is preventing you from recycling more? (cont.)

- LACK OF RECYCLE MATERIALS.
- LIMIT ON RECYCLE ITEMS.
- YOU DON'T TAKE STYROFOAM.
- I RECYCLE EVERYTHING
- ALLOWED MATERIALS
- TIME TO SORT MAIL AND RINSE ITEMS.
- ITEMS NOT APPROVED FOR RECYCLING
- FOOD AND PLASTIC
- WASTE IS NOT ON RECYCLE LIST.
- I RECYCLE
- NO SINGLE STREAM SYSTEM.
- PAPER
- I LIKE TO RECYCLE THEM TO KEEP THE CITY CLEAN.
- WE MAKE A LOT OF TRASH
- FREQUENCY OF PICK-UP
- NEED ANOTHER GREEN BIN
- EVERY 2 WEEKS
- BUY A LOT OF FRESH AND FROZEN
- NEED WEEKLY COLLECTION
- PACKAGING BY THE SELLERS
- NON-RECYCLING ITEMS
- PICK UP EVERY OTHER WEEK
- I RECYCLE EVERYTHING THAT IS RECYCLABLE.
- GETS FULL BUT HAVE TO WAIT 2 WEEKS TO EMPTY.
- DON'T HAVE ANYTHING MORE TO RECYCLE
- HAVING A BIN INSIDE THE HOUSE
- ONLY WHAT CANNOT BE RECYCLED.
- TIME AND EFFORT
- NEED COLLECTION EVERY WEEK
- LIMITS ON TYPES OF ITEMS.
- I RECYCLE ALL LISTED ITEMS. INCLUDE NONE ITEMS IN THE LIST.
- NUMBER OF PEOPLE USING RECYCLED MATERIALS
- BINS GET FULL
- CAN'T RECYCLE SOME CONTAINERS.
- WHAT IS ACCEPTABLE TO RECYCLE?
- 2 PERSON HOUSEHOLD BIN IS OF SUFFICIENT SIZE
- SINGLE PERSON HOUSEHOLD
- THE MATERIAL BEING ACCEPTABLE TO RECYCLE
- WE RECYCLE EVERYTHING POSSIBLE

Q20-2. What is preventing you from recycling more? (cont.)

- I RECYCLE ALL THAT I CAN.
- MY BIN IS FULL
- I WISH RECYCLING WOULD PICK UP THE PLASTIC BAGS FROM HEB AND APPLIANCES.
- SOMETIMES WE HAVE TOO MUCH TO PUT IN THE BIN BECAUSE PICK UP EVERY OTHER WEEK.
- DESIRE
- NEEDING TO TRY HARDER. MORE MINDFUL.
- MY BUYING MORE PRODUCTS IN RECYCLE CONTAINERS.
- ITEMS CITY DOES NOT WANT IN RECYCLING FOOD
- CAN'T RECYCLE PIZZA BOXES
- WE NEED STYROFOAM RECYCLING
- lazy
- NEED MORE PICK UP DAYS
- KIDS PUT NOT RECYCLE ITEMS IN HOUSE BINS SO WE DON'T RECYCLE THAT BAG.
- ITEMS THAT ARE NOT ACCEPTED FOR RECYCLING.
- PICK UP IS EVERY 2 WEEKS
- ITEMS THEY COLLECT NO PLASTIC BAGS ETC.
- RECYCLING IS NOT PROVIDED.
- RECYCLING SERVICES LIMIT CERTAIN ITEMS.
- WILL NOT TAKE PLASTIC BAGS.
- STACK EXTRA CARDBOARD ON TOP OF THE BIN FOR PICK UP.
- LIVE IN A APARTMENT
- NEED ANOTHER GREEN RECYCLING BIN
- Trash that is not able to be recycled
- THE GREEN BIN IS ONLY EMPTIED 2 TIMES A MONTH
- YOU DON'T PICK UP WEEKLY.
- CAUSE SOME OF IT IS REALLY GARBAGE
- ONLY COLLECTED EVERY OTHER WEEK. NEED TO BE WEEKLY.
- I RECYCLE EVERYTHING.
- PICK UP TIMES
- NOT EVERYTHING IS RECYCLABLE.
- RECYCLING GROCERY BAGS
- WHEN TRASH BIN IS OVERFLOWING! NEED PICK UP WEEKLY.
- WE DO A LOT OF RECYCLING.
- CITY SHOULD PROVIDE AFFORDABLE RECYCLING FOR SMALL BUSINESSES.
- NOT PROVIDED AT MY APARTMENT
- BOTH OF US ARE RETIRED AND EAT OUT MORE.
- I RECYCLE EVERYTHING I CAN.
- FEEL WE RECYCLE ALL WE CAN.
- NOTHING WE RECYCLE AS MUCH AS WE CAN.

Q20-2. What is preventing you from recycling more? (cont.)

- I recycle everything possible currently
- THERE IS NOT ENOUGH ROOM IN MY KITCHEN FOR 2 TRASH CANS.
- DON'T HAVE ROOM FOR RECYCLE BIN
- USE OF ITEMS NOT ACCEPTED FOR RECYCLING.
- ITEMS NOT ON LIST TO RECYCLE
- I RECYCLE EVERYTHING I HAVE WHICH EQUALS UP TO 3/4 OF THE CAN.
- WHAT IS NOT ACCEPTED. PUT RECYCLE BINS BY MY MAIL BOX
- STYROFOAM RECYCLING.
- IT'S NOT COLLECTED LIKE SHOULD CAN IS OVER FLOWING
- GREY AREA OF ADDITIONAL ITEMS NOT LISTED.
- LACK OF WEEKLY RECYCLING.
- HAVE TO WAIT UNTIL FOLLOWING WEEK FOR PICK-UP
- NEED WEEKLY VERSUS BI-WEEKLY PICK-UP
- MY GREEN BIN DOES NOT HOLD 2 WEEKS OF RECYCLING.
- WE RECYCLE EVERYTHING WE CAN.
- SMELLING CANS REQUIRE CLEANING WASTE WATER
- SOMETIMES I DON'T FEEL LIKE WASHING CONTAINER.

Q21. Are you aware you can dispose of your Household Hazardous Waste (old paint, used oil, etc.) at the Deepwood Recycling Center?

Q21. Are you aware you can dispose of your Household Hazardous Waste at Deepwood Recycling Center	Number	Percent
Yes	398	79.6 %
No	41	8.2 %
Never heard of Deepwood Recycling Center	55	11.0 %
Not provided	6	1.2 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q21. Are you aware you can dispose of your Household Hazardous Waste (old paint, used oil, etc.) at the Deepwood Recycling Center? (without not provided)**

Q21. Are you aware you can dispose of your Household Hazardous Waste at Deepwood Recycling Center	Number	Percent
Yes	398	80.6 %
No	41	8.3 %
Never heard of Deepwood Recycling Center	55	11.1 %
Total	494	100.0 %

Q22. Did you utilize the once-a-year curbside Bulky Item service in April this year?

Q22. Did you utilize once-a-year curbside Bulky Item service in April this year	Number	Percent
Yes	180	36.0 %
No	221	44.2 %
Not aware	94	18.8 %
Not provided	5	1.0 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q22. Did you utilize the once-a-year curbside Bulky Item service in April this year? (without not provided)**

Q22. Did you utilize once-a-year curbside Bulky Item service in April this year	Number	Percent
Yes	180	36.4 %
No	221	44.6 %
Not aware	94	19.0 %
Total	495	100.0 %

Q23. Do you know when your household's designated watering days are?

Q23. Do you know when your household's designated watering days are	Number	Percent
Yes	373	74.6 %
No	113	22.6 %
Not provided	14	2.8 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q23. Do you know when your household's designated watering days are? (without not provided)**

Q23. Do you know when your household's designated watering days are	Number	Percent
Yes	373	76.7 %
No	113	23.3 %
Total	486	100.0 %

Q23a. (If YES to Question 23) Which of the following best describes how often you have been following the watering schedule for your household?

Q23a. How often have you been following watering schedule for your household	Number	Percent
Always	204	54.7 %
Usually	135	36.2 %
Sometimes	14	3.8 %
Never	14	3.8 %
Don't know	6	1.6 %
Total	373	100.0 %

WITHOUT DON'T KNOW**Q23a. (If YES to Question 23) Which of the following best describes how often you have been following the watering schedule for your household? (without don't know)**

Q23a. How often have you been following watering schedule for your household	Number	Percent
Always	204	55.6 %
Usually	135	36.8 %
Sometimes	14	3.8 %
Never	14	3.8 %
Total	367	100.0 %

Q23b. (If NO to Question 23) Do you know how to get information about the watering schedule for your household?

Q23b. Do you know how to get information about watering schedule for your household	Number	Percent
Yes	49	43.4 %
No	61	54.0 %
Not provided	3	2.7 %
Total	113	100.0 %

WITHOUT NOT PROVIDED**Q23b. (If NO to Question 23) Do you know how to get information about the watering schedule for your household? (without not provided)**

Q23b. Do you know how to get information about watering schedule for your household	Number	Percent
Yes	49	44.5 %
No	61	55.5 %
Total	110	100.0 %

Q24. Prior to receiving this survey, did you know that the City has a tiered rate structure to encourage water conservation in the summer? (This means that residents are charged different rates for water based on their usage.)

Q24. Did you know that City has a tiered rate structure to encourage water conservation in summer	Number	Percent
Yes	337	67.4 %
No	151	30.2 %
Not provided	12	2.4 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q24. Prior to receiving this survey, did you know that the City has a tiered rate structure to encourage water conservation in the summer? (This means that residents are charged different rates for water based on their usage.) (without not provided)**

Q24. Did you know that City has a tiered rate structure to encourage water conservation in summer	Number	Percent
Yes	337	69.1 %
No	151	30.9 %
Total	488	100.0 %

Q25. Which of the following are the primary reasons you go to other cities to shop or dine out?

Q25. Primary reasons you go to other cities to shop or dine out	Number	Percent
Lower prices in other cities	42	8.4 %
Better quality in other cities	49	9.8 %
Better selection in other cities	206	41.2 %
Just like to go other places	234	46.8 %
Other	73	14.6 %
Don't know	54	10.8 %
Total	658	

WITHOUT DON'T KNOW**Q25. Which of the following are the primary reasons you go to other cities to shop or dine out? (without don't know)**

Q25. Primary reasons you go to other cities to shop or dine out	Number	Percent
Lower prices in other cities	42	9.4 %
Better quality in other cities	49	11.0 %
Better selection in other cities	205	46.0 %
Just like to go other places	233	52.2 %
Other	73	16.4 %
Total	602	

Q25. Other

Q25. Other	Number	Percent
TRAFFIC	3	4.2 %
I WORK IN AUSTIN	2	2.8 %
SPECIFIC STORES	2	2.8 %
WORK IN AUSTIN	2	2.8 %
Lakeview dining	1	1.4 %
It all depends on where I am at times	1	1.4 %
Get away from the traffic and enjoy	1	1.4 %
Not much to do in Round Rock	1	1.4 %
Usually do most dining and shopping in Round Rock	1	1.4 %
meet up with friends that live in south/central Austin	1	1.4 %
Special event, otherwise I stay in Round Rock	1	1.4 %
We usually dine in round rock	1	1.4 %
Contigent upon where I am at the time and place	1	1.4 %
Meet with friends in their cities	1	1.4 %
Georgetown stores are more accessable/closer to home	1	1.4 %
Convenience	1	1.4 %
I'M IN A DIFFERENT PART OF TOWN	1	1.4 %
Store or restaurant not located in Round rock	1	1.4 %
Rarely go outside of round rock to dine or shop	1	1.4 %
Faster Transportation	1	1.4 %
TRAVEL	1	1.4 %
SPECIFIC STORE OR RESTAURANTS LIKE WHOLE FOODS	1	1.4 %
WORK OUT OF TOWN	1	1.4 %
I work in Austin and shop at lunch	1	1.4 %
CONVENIENCE ON THE WAY HOME FROM WORK	1	1.4 %
VISITING OTHERS OUT OF TOWN	1	1.4 %
working in the area	1	1.4 %
JUST HAPPEN TO BE IN ANOTHER CITY ON BUSINESS	1	1.4 %
GOOD OPTIONS HERE	1	1.4 %
If a store is out of the item I want	1	1.4 %
I work in Austin and do some shopping where traffic is better	1	1.4 %
Nordstrom, indoor shopping mall, Asian market, more selection	1	1.4 %
If not available here	1	1.4 %
Round Rock does not have some places we like to go to	1	1.4 %
NOT FOUND IN ROUND ROCK	1	1.4 %
MAYBE THERE AT TIME I NEED SOMETHING	1	1.4 %
I USUALLY DO 95% OF MY SHOPPING IN ROUND ROCK	1	1.4 %
ENJOY SURROUNDING CITIES TOO	1	1.4 %
FAVORITES	1	1.4 %
CONVENIENCE	1	1.4 %
VARIETY	1	1.4 %
SPECIFIC STORE OR FOOD CHOICE NOT AVAILABLE HERE	1	1.4 %
CONSIGNMENT SHOPPING	1	1.4 %
AVAILABILITY OF SPECIFIC STORES LIKE DILLARDS	1	1.4 %
CLOSER TO MY HOUSE	1	1.4 %
DON'T SHOP IN ROUND ROCK. NEED BETTER THEATERS	1	1.4 %
AT WORK	1	1.4 %
FAMILY	1	1.4 %
PASS IT ON WAY HOME FROM WORK	1	1.4 %
LESS CROWDED BETTER PARKING	1	1.4 %
DINE IN	1	1.4 %
DIFFERENT STORES OR CONVENIENCE	1	1.4 %
LACK OF ETHIC GROCERY (KOREAN)	1	1.4 %
SOCIAL GATHERING WITH WORK FRIENDS	1	1.4 %
HOURS OF OPERATION BARS OPEN LATER	1	1.4 %
I DON'T GO I SUPPORT MY TOWN	1	1.4 %
OUT AND ABOUT	1	1.4 %

Q25. Other

Q25. Other	Number	Percent
I'M THERE ON BUSINESS	1	1.4 %
ONLY SHOP IN ROUND ROCK	1	1.4 %
I LIKE THE INDOOR MALL AT LAKELINE	1	1.4 %
VISITING FRIENDS OTHER PLACES	1	1.4 %
SERVICES NOT IN ROUND ROCK	1	1.4 %
TRAFFIC CONGESTION	1	1.4 %
SHOP HERE	1	1.4 %
I GO WHERE IT'S INTERESTING	1	1.4 %
LESS KIDS IN THE CITY	1	1.4 %
WE DON'T	1	1.4 %
Total	72	100.0 %

Q26. Using a scale of 5 to 1, where 5 means Much Too Fast and 1 means Much Too Slow, please rate the City's current pace of development in each of the following areas.

(N=500)

	Much too fast	Too fast	Just right	Too slow	Much too slow	Don't know
Q26-1. Office development	5.1%	12.6%	49.0%	6.3%	0.4%	26.6%
Q26-2. Industrial development	4.7%	12.0%	45.1%	9.2%	1.2%	27.8%
Q26-3. Multi-family residential development	17.1%	30.7%	29.7%	3.9%	1.0%	17.7%
Q26-4. Single-family residential development	8.4%	24.0%	45.4%	6.1%	0.8%	15.3%
Q26-5. Retail development	5.5%	12.9%	51.3%	14.1%	1.8%	14.3%

WITHOUT DON'T KNOW**Q26. Using a scale of 5 to 1, where 5 means Much Too Fast and 1 means Much Too Slow, please rate the City's current pace of development in each of the following areas. (without don't know)**

(N=500)

	Much too fast	Too fast	Just right	Too slow	Much too slow
Q26-1. Office development	6.9%	17.2%	66.8%	8.6%	0.6%
Q26-2. Industrial development	6.5%	16.7%	62.4%	12.7%	1.7%
Q26-3. Multi-family residential development	20.7%	37.3%	36.0%	4.7%	1.2%
Q26-4. Single-family residential development	9.9%	28.4%	53.6%	7.2%	1.0%
Q26-5. Retail development	6.4%	15.0%	59.9%	16.5%	2.1%

Q27. Using a scale from 5 to 1, where 5 means the level of service provided by the City Should be Much Higher than it is now and 1 means that it Should be Much Lower, please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=500)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower	Don't know
Q27-1. Library services	8.2%	24.9%	47.6%	1.2%	1.4%	16.7%
Q27-2. Law enforcement	6.9%	28.1%	50.5%	2.4%	0.4%	11.6%
Q27-3. Fire response	6.0%	20.5%	56.5%	0.4%	0.0%	16.6%
Q27-4. Emergency medical services	6.1%	21.1%	55.5%	0.4%	0.0%	16.8%
Q27-5. Parks & open space	6.5%	32.2%	49.8%	1.6%	1.0%	8.8%
Q27-6. Recreation activities	6.5%	31.0%	49.6%	1.8%	1.0%	10.0%
Q27-7. Maintenance of Infrastructure (streets, sidewalks)	20.1%	40.9%	32.7%	1.0%	0.0%	5.3%

WITHOUT DON'T KNOW

Q27. Using a scale from 5 to 1, where 5 means the level of service provided by the City Should be Much Higher than it is now and 1 means that it Should be Much Lower, please indicate how the level of service provided by the City should change in each of the areas listed below. (without don't know)

(N=500)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q27-1. Library services	9.8%	29.9%	57.1%	1.5%	1.7%
Q27-2. Law enforcement	7.8%	31.8%	57.1%	2.8%	0.5%
Q27-3. Fire response	7.1%	24.6%	67.7%	0.5%	0.0%
Q27-4. Emergency medical services	7.4%	25.4%	66.7%	0.5%	0.0%
Q27-5. Parks & open space	7.2%	35.3%	54.6%	1.8%	1.1%
Q27-6. Recreation activities	7.3%	34.5%	55.1%	2.0%	1.1%
Q27-7. Maintenance of Infrastructure (streets, sidewalks)	21.2%	43.1%	34.5%	1.1%	0.0%

Q28. Using a scale from 5 to 1, where 5 means Very Desirable and 1 means Not at All Desirable, please indicate how desirable each of the following types of businesses are for Downtown Round Rock.

(N=500)

	Very desirable	Desirable	Neutral	Not desirable	Not at all desirable	Don't know
Q28-1. Locally-owned boutiques & cafes	38.1%	38.9%	16.0%	2.8%	0.6%	3.6%
Q28-2. Restaurants & retail	38.0%	45.1%	12.1%	1.6%	0.4%	2.8%
Q28-3. Music & entertainment venues	29.0%	34.1%	24.6%	5.2%	2.2%	4.8%
Q28-4. Bars & breweries	19.4%	30.4%	27.3%	11.7%	6.9%	4.3%
Q28-5. Arts & crafts shops or galleries	22.3%	37.0%	31.2%	4.0%	1.0%	4.5%

WITHOUT DON'T KNOW

Q28. Using a scale from 5 to 1, where 5 means Very Desirable and 1 means Not at All Desirable, please indicate how desirable each of the following types of businesses are for Downtown Round Rock. (without don't know)

(N=500)

	Very desirable	Desirable	Neutral	Not desirable	Not at all desirable
Q28-1. Locally-owned boutiques & cafes	39.5%	40.3%	16.6%	2.9%	0.6%
Q28-2. Restaurants & retail	39.1%	46.4%	12.5%	1.7%	0.4%
Q28-3. Music & entertainment venues	30.5%	35.8%	25.8%	5.5%	2.3%
Q28-4. Bars & breweries	20.3%	31.7%	28.5%	12.3%	7.2%
Q28-5. Arts & crafts shops or galleries	23.3%	38.8%	32.6%	4.2%	1.1%

Q29. What would bring you to downtown Round Rock more often?

- Parking availability. More dining and entertainment options
- Traffic flow makes it difficult. Currently it is a parking lot surrounded by buildings. Loose the parking spaces and flow through streets. Direct traffic around the center and provide lots of parking. A pedestrian mall would make it very desirable and I feel bring lots more people to the area 7 days a week. It would provide a safe haven in this crazy traffic town!
- Yearly festival like Poppy Festival in Georgetown.
- Ample parking and better businesses
- This past year, Round Rock has become much more desirable. I would MUCH rather spend my money and time in the city I live in. We still have some more improvements to do - maybe with the completion of the downtown construction, things will improve quickly.
- Assuming construction completion, variety of restaurants & businesses. I do think that the apparent trend of primarily keeping businesses locally owned, within the confines of downtown, should continue.
- Construction ending. More outdoor venues that have fans.
- More restaurants
- Being able to get there in less than 30 minutes, and having a cheap/free way to park.
- ease of access- the construction and congestion
- A babysitter ;). Music venues and family fun.
- More eating and shopping centers
- Kid Friendly activities, open spaces to play
- Construction to be completed
- More activities
- A better nightlife, more restaurant options
- More lights and better parking. Downtown is hidden
- More restaurant options
- Local shops
- Better parking, cleaner, not as many bars next to library, boutiques
- More family and children activities.
- Easier access to parking
- More child friendly stuff
- Better parking, music, more shaded areas
- better parking (don't waste space on large parking lots, build one or two large parking garages with solar panel roofs so all levels are shaded), more boutiques for browsing, and Amy's ice cream shop, outdoor eating / seating, more benches in you pop in and grab a dessert or coffee to sit outside and enjoy, more large trees for shade, better landscaping, plan the downtown more as a square vs. long street so side streets are also of greater value....
- Wider variety of live music and better parking.
- Improved roads, more stuff to do (shops, entertainment, etc), more restaurants (not just bars)
- More variety in shops. Ease of parking.
- Things for kids to do. More music venues. A better flow of traffic.
- More choices in restaurants, shops & things for kids to do
- More family friendly, open street activities during the summer evenings/weekends.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- Country Dance Hall with a Big Dance Floor
- Better parking, finish the simple road improvements without the wasted time.. It is unacceptable for these delays and impacts on the city and business.
- Less construction
- We now have enough bars and music downtown. We need the library to remain there and get some retail back.
- Ease of access and exit. I'm waiting until all the construction is completed. Downtown needs something destination orientated; remarkable dining, BBQ (Franklins, Coopers, Snows), city square gardens, fountain (fountain in Fountain Hills, AZ), railroad museum, cowboy/wild west museum.
- no construction, more parking and accessible. more family friendly. Not 6th st. Antique shops
- better free parking
- less congestion
- Better selection of dining options. Seems to be either high-end or bar food. Have two grade-school aged kids and not really good options for taking kids out to eat. Not going to a bar with kids and they don't want Cajun, high-end, or designer pizza. Music on Main helped though, we enjoyed that several times.
- More variety, more local options, more parking
- restaurants, entertainment
- bicycle access, a new library feature (e.g. large WIFI enabled study room allowing people to simply come and go (no checking out of rooms first come/ first serve).
- better parking
- more small interesting shops, less bars, more family orientated businesses
- newer to area, haven't spent much time downtown
- Family environment. Entertainment.
- Concert venue
- Less professional services on the street level; more retail establishments with a variety of offerings; more restaurants; less bars/alcohol only focused places - more family friendly multigenerational options; ease of walking (think Georgetown Square all around for both content and format)
- Events & Festivals
- More restaurants
- More parking; more restaurants; more boutiques, cafes and galleries
- Better dining options.
- construction to end on Mays
- More music, less expensive food.
- good selection of restaurants/bars
- Newer updated library, covered walk ways, boutiques, more restaurants with outdoor seating
- More diverse music venues
- Traffic on University is still terrible so that keeps me from getting out.
- More exciting public events.
- More restaurants and retail
- More places to dine
- We visit downtown often

Q29. What would bring you to downtown Round Rock more often? (cont.)

- More choices for dining and live music
- More shady walking areas
- need more shops/restaurants
- Restaurants
- Better parking and events.
- Family friendly music venues. We really miss Junior's.
- Library and historic areas
- Restaurants, Bars
- More Music Venues
- Timing of events to be in late afternoon, early evening hours.
- Round rock donuts
- Baptist church
- Live music
- Farmer markets
- More entertainment
- More music
- Nothing in particular
- More quality places to eat.
- Less traffic
- More shopping and restaurants
- Affordable options and more options than just restaurants and bars.
- dinner and drinks
- More options
- Farmers markets, kid events, craft market
- Live music so that people up North do not have to go all the way to downtown Austin.
- JUST PASS BY I DON'T GO THERE FOR SHOPPING
- COMPLETE ROAD CONSTRUCTION,MORE LITTLE BOUTIQUES SHOPS AND MORE LITTLE HOLE IN THE WALL RESTAURANTS.
- RESTAURANTS
- PARKING AND FAMILY FRIENDLY ENVIRONMENT. DOWNTOWN IS BECOMING JUST BARS AND SPORTS BARS.
- BETTER PARKING
- DON'T KNOW. LIKE THE RESTAURANTS,BARS MUSIC AND FARMERS MARKET.
- SHOPPING EATING ENTERTAINMENT.
- ROADS
- MORE PARKING
- FARMERS MARKET
- MORE DELIS AND SANDWICH SHOPS. BETTER BREAKFAST PLACES.
- FESTIVALS AND SUMMER EVENTS

Q29. What would bring you to downtown Round Rock more often? (cont.)

- MORE RESTAURANT CHOICES.
- MORE LIVE MUSIC OUTSIDE.
- TAXI
- MORE RESTAURANTS AND BETTER SELECTION OF BOOKS AT LIBRARY.
- WHEN ROAD CONSTRUCTION IS COMPLETE.
- MUSIC AND ENTERTAINMENT.
- LIVE MUSIC
- COMPLETE ROAD WORK
- MORE FAMILY SHOPS
- With the growth of more venues and activities in downtown Round Rock there is the need for additional parking.
- EASE OF PARKING. TO VISIT RETAIL SHOPS
- MORE PARKING SPACE AVAILABLE
- SHOPPING OPTIONS,LIVE MUSIC,MORE RESTAURANTS WITHOUT HONKY TONK VIBE.
- LESS ROAD WORK!
- EASIER PARKING AND LESS BARS.
- GREAT RESTAURANTS WITH REASONABLE PRICES.GOOD HAPPY HOURS OR SPECIALS.
EVENING EVENTS FOR ADULTS.
- SHOPS ARTS AND CRAFTS.
- RESTAURANTS
- MORE MUSIC CULTURE, FESTIVALS. BETTER FARMERS MARKET. SUPPORTING LOCAL ARTIST.
FARMERS HAVE AN AUSTIN FEEL WITH SMALL TOWN VIBE.
- BETTER PARKING AND MORE STORES.
- RESTAURANTS,ARTS, AND FAMILY ACTIVITIES.
- MUSIC AND ARTS AND CRAFT STORES.
- DOWNTOWN CONCERT SERIES MUCH LIKE THOSE AROUND GEORGETOWN SQUARE LAST
YEAR.
- MORE RESTAURANTS. EASIER TRAFFIC FLOW.
- MORE MID PRICED RESTAURANTS. LOCAL SHOPS. COMPLETION OF ROAD CONSTRUCTION.
- BETTER PARKING AND MORE RETAIL.
- Restaurants
- EASY PARKING
- Dining out night sponsored by city for residents with a discount to try local fare.
- MORE REASONABLE PRICES. RESTAURANTS ARE VERY PRICEY DOWNTOWN.
- MORE BOUTIQUES CAFES AND MORE LIVE MUSIC.
- RESTAURANTS AND BARS. SOME SHOPPING.
- MORE RETAIL SHOPPING.
- ACCESSIBILITY GREATER NUMBER OF BUSINESSES AS INDICATED ABOVE.
- MORE EVENTS LIKE CHALK WALK.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- Better physical layout. It would be great to eliminate cars from Main Street between Mays and Burnet. Plant some trees and it would be a very appealing destination.
- I AM A HOME BODY.
- MORE FUN THINGS TO DO.
- Dining and shopping
- CULTURAL ACTIVITIES FESTIVALS AND MORE SHOPPING.
- MORE RESTAURANTS WITH A VARIETY OF FOOD AND MORE MUSIC AND ENTERTAINMENT VENUES.
- More live music
- NICE LOCAL RESTAURANTS AND ARTS AND ENTERTAINMENT.
- CHEAPER PRICES FOR RESTAURANTS.
- MORE ACTIVITIES, MORE RESTAURANTS, SHOPS, SHOWS. FARMERS MARKET ARTS AND CRAFTS SALES.
- BETTER RESTAURANTS AND RETAIL
- OUR BETTER FINANCIAL SITUATION CURRENTLY RETIRED.
- MORE PARKING
- MORE BOUTIQUES AND LESS BARS.
- BETTER TRAFFIC AT ENTERTAINMENT EVENTS. WE ARE DOWN THERE COUPLE TIMES A WEEK.
- LIVE MUSIC AND ART VENDORS.
- MORE VARIETY OF RESTAURANTS
- Better parking
- SATURDAY EVENING CONCERT SERIES
- PARKING
- MUSIC ENTERTAINMENT
- FEWER BARS. MORE FAMILY FRIENDLY VENUES. WE MOVED TO ROUND ROCK IT WAS CHILD ORIENTED. NOW IT'S TRYING TO BE 6TH STREET.
- GOOD RESTAURANTS. AN END TO ALL THE CONSTRUCTION.
- BETTER PARKING
- WHERE IS DOWNTOWN ROUND ROCK?
- MORE SHOPS LESS BARS
- MONEY
- SOMEBODY OPEN UP JUNIORS AGAIN LOVE THEIR BURGERS AND BEER.
- ADEQUATE PARKING
- FARMERS MARKET
- More choice in shopping opportunities and more selection in restaurants
- Construction crews who can work faster to complete the mess

Q29. What would bring you to downtown Round Rock more often? (cont.)

- The biggest thing Downtown Rock is missing is some pizzazz. There is nothing downtown that I can't find in any other old downtown or random shopping strip around the Austin Metropolis. We need a one of kind venue that is worth driving from Cedar Park, Pflugerville, etc. to come to. I am afraid I don't have the answer for exactly what that should be or I would be looking for investors to open the venue myself.
- Interesting shopping that includes clothing, gourmet items, restaurant variety. Also easy parking.
- Better/easier parking
- More variety of restaurants/bars
- Finish the road construction!
- Better parking options. Pedestrian friendly scenic paths to walk around, sit around and enjoy time with family and friends.
- FINISH THE ROAD CONSTRUCTION
- LESS TRAFFIC ON THE MAIN ROCK DRAG.
- MORE SHOPPING
- BETTER RESTAURANTS. BETTER DOWNTOWN BUILDINGS AND AMENITIES.
- MORE SHOPS NOT BARS.
- RESTAURANTS AND RETAIL. MUSIC ENTERTAINMENT VENUES.
- LESS CONTRUCTION
- BETTER ACCESS AND PARKING
- VARIATION OF RESTAURANTS.
- EASIER PARKING,INTERESTING SHOPS AND MORE AFFORDABLE FOOD.
- PERFORMING ARTS CTR
- BETTER PARKING AND MORE VARIETY.
- LATIN LIVE MUSIC
- MORE LIVE MUSIC
- MORE TECH STORES.
- MORE PARKING,MORE BOUTIQUES AND CAFES.
- MUSIC,OUTDOOR EVENTS FARMERS MARKET,CRAFTS,FAIRS,GIFT RETAIL SHOPPING,NOT BIG NAME STORES.
- MORE FAMILY CENTERED VENUES. LESS BARS.
- RESTAURANTS AND BETTER PARKING.
- BARS AND BREWERIES.
- SHOPS AND RESTAURANTS
- ONCE ROAD WORK IS DONE I'LL BE THERE.
- ARTS AND CRAFTS SHOPS OR GALLERIES.
- MORE GREEN SPACES AND MORE SHADE.
- MORE PARKING SPACES AND CHEAPER FOOD PRICES.
- PARK
- LOWER PRICES AT THE ESTABLISHMENTS.
- COMEDY AND MUSIC VENUES,FAIRS AND FESTIVALS.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- A FEW NICER MORE UPSCALE RESTAURANTS. GREATER VARIETY IN MENU OPTIONS. PERHAPS A FEW NICER SMALL SHOPS.
- NOW THERE ARE TOO MANY BARS. MORE LOCAL RESTAURANTS AND BOUTIQUES.
- BETTER PARKING
- PARKING PLANNING,TRANSPORTATION SERVICES. MAINTAIN HISTORIC AREAS AND BUILDINGS.
- JUST TO WALK AROUND THE AREA.
- MORE RESTAURANTS AND NO CONSTRUCTION.
- BETTER RESTAURANTS AND BETTER LANDSCAPING.
- NOT HAVING SO MANY BARS.
- FESTIVALS NEW RESTAURANTS AND INTERNATIONAL EVENTS.
- STREET FAIRS. FOOD TRUCKS. LIVE MUSIC OUTSIDE.
- BOUTIQUES. GOOD LOCAL CAFES. MORE GREEN SPACE. MUSIC NOT A DUMPY BAR.
- RETAIL CLOTHES AND DECORATIVE ITEMS.
- BETTER ACCESS
- MORE RETAIL AND RESTAURANTS
- ENTERTAINMENT THEATER AND RESTAURANTS.
- I LIVE IN ROUND ROCK
- MORE ANTIQUE STORES AND OTHER SHOPS. TOO MUCH ENTERTAINING AND DRINKING NEED A BALANCE
- MORE MONEY SO I CAN SPEND.
- PARKING AND LESS TRAFFIC
- MORE RESTAURANTS
- FESTIVALS
- MORE FAMILY ATTRACTIONS
- BETTER PARKING
- ACTIVITIES,BUSINESS AND NICE OLD BUILDINGS.
- AMPLE PARKING SPACE AND INDOOR RECREATION.
- LESS TRAFFIC
- BETTER PARKING
- MUSIC,ARTS AND CRAFTS.
- EASIER PARKING AND MOVEMENT THROUGH DOWNTOWN.
- MORE RESTAURANTS,PARKING AND RETAIL. (HAVE ENOUGH BARS)
- LOCAL OWNED CAFES. FARM TO TABLE ORGANIC.
- GREAT COFFEE SHOPS AND FOOD. ATMOSPHERE.
- MORE RESTAURANTS FOR FAMILY DOWNTOWN. MORE ACTIVITIES FOR LIBRARY AT NIGHT SEE IF COULD GET WRITERS TO COME TALK OR BOOK SIGNING.
- BETTER PARKING I'M HANDICAPPED.
- MORE RESTAURANT CHOICES AND LESS BARS.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- MORE RETAIL
- RESTAURANTS NEED TO STAY OPEN PAST 9PM
- BARS AND CAFES.
- OPEN SPACE AND PARKING AREAS
- LIBRARY
- ENTERTAINMENT AND RELAXATION
- MORE AND BETTER RESTAURANTS. MORE GOOD OUTDOOR PATIOS.
- MUSIC
- MORE SMALL SHOPS AND RESTAURANTS.
- MORE EVENTS MORE VARIETY OF EVENTS
- PARKS AND RECREATION
- GOOD RESTAURANTS
- RESTAURANTS,ENTERTAINMENT VENUES
- BETTER PARKING MORE VARIETY
- BETTER RESTAURANTS,LIGHTING,PARKING. DIVERSE RESTAURANTS ASIAN,ICE CREAM,TACOS AND BBQ.
- CRAFT SHOPS GROCERY STORES.
- RESTAURANTS AND SHOPPING
- BUSINESSES THAT APPEALED TO OUR FAMILY.
- WE GO TO DOWNTOWN 3 TIMES A MONTH FOR FOOD,SHOPPING AND LIBRARY.
- BETTER PLACE TO EAT.
- BETTER STREETS. COME ON IT'S BEEN 2 YEARS FOR MAIN ST REPAIRS. THE TOLL WENT UP FASTER.
- PARKING. PLACES TO GO
- MORE RESTAURANTS. FAMILY ORIENTED PLACES.
- MORE PARKING SPOTS AVAILABLE MAKE IT EASIER TO GET AROUND.
- LOSING IT'S OLD TOWN FEEL AND TURING INTO A LITTLE AUSTIN SAD.
- LOCALLY OWNED BOUTIQUES AND CAFES. RESTAURANTS AND RETAIL.
- LESS CONSTRUCTION
- MORE AFFORDABLE RESTAURANTS
- I'M MORE INTERESTED IN SMALLER RETAIL,CAFES,RESTAURANTS AND GALLERIES.
- SHOPS-NEED SHOPS CLOSER TO HOME.
- LOCAL MADE BOUTIQUES AND ANTIQUES.
- FINISH THE CONSTRUCTION
- NOT SO MANY BARS AND BETTER PARKING.
- GETTING TOO OLD FOR CROWDS BUT DO ENJOY EATING OUT IN DOWNTOWN.
- SPECIAL EVENTS MUSIC
- MORE PARKING
- LOCALLY OWNED BOUTIQUES AND FARMERS MARKET.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- MORE PARKING
- MORE PARKING
- BETTER PARKING MORE VARIETY OF BAKERIES AND COFFEE SHOPS.
- ONCE ROAD CONDITIONS IS COMPLETE AND MORE PARKING IS AVAILABLE.
- FAMILY ACTIVITIES NEED MORE.
- BREAKFAST RESTAURANT WITH REALLY GOOD BAKED GOODS
- VARIETY OF FOODS AND PARKING.
- LESS TRAFFIC.
- MORE ACCESSIBLE BY FOOT OR BIKE.
- BETTER QUALITY AND VARIETY OF EATING ESTABLISHMENTS. NOT JUST COFFEE AND PIZZA AMERICAN FOOD.
- DIFFERENT MUSIC LIKE JAZZ R&B EASY LISTENING.
- A PARK WITH PLAYGROUND EQUIPMENT OR MORE SHADE AVAILABLE IN SPLASH AREA.
- LIVE MUSIC.
- SOMETIMES IN NEED.
- RESTAURANTS
- GOOD EATING
- LATER HOURS OF OPERATION.
- RESTAURANTS AND ENTERTAINMENT
- I AM THERE 2 TO 3 TIMES A WEEK
- Increase in retail establishments in downtown Round Rock
- NICE RESTAURANTS, SMALL SHOPS
- MORE LIVE MUSIC AND SHOPS
- MORE RESTAURANTS
- SHOPS THAT TOURIST WOULD LOVE TO VISIT. MAIN STREET IS NO LONGER FRIENDLY WITH ALL THE BARS. IT'S BECOMING A PARTY PLACE.
- GREATER VARIETY OF RESTAURANTS AND SHOPPING.
- MORE RESTAURANTS,SHOPPING.
- EASE OF COMMUTE. THERE ARE VERY FEW WAYS TO GET DOWNTOWN FROM STONE OAK. IT WOULD BE NICE TO HAVE BIKE TRAIL.
- THE CONSTRUCTION ON THE ROADS COMPLETED.
- MORE MOM AND POP SHOPS. MORE ANTIQUE SHOPS. BETTER PARKING
- LESS CONGESTION. BETTER TRAFFIC MANAGEMENT.
- MORE PARKING. CONSTRUCTION
- LOCALLY OWNED BOUTIQUES AND CAFES. MUSIC AND ENTERTAINMENT VENUES.
- GOOD FOOD
- MORE RESTAURANTS AND BOUTIQUES OPTIONS. RESTAURANT MUST BE FARM-TO-TABLE CONCEPT. AND MORE PARKING.
- FARMERS MARKET. KID THEMES. CRAFT MARKETS.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- LESS TRAFFIC AND MORE PARKING.
- RESTAURANTS
- GO TO DOWNTOWN ALL THE TIME
- DINING AND SHOPPING.
- MORE MUSIC
- MORE LIGHTS
- AN END TO ROAD CONSTRUCTION.
- FREE TIME!
- HAVING THE TIME
- FAMILY EVENTS,FAMILY EATERIES,BETTER SHOPPING CHOICES.
- A NEW 6TH STREET
- RETAIL
- COMPLETE THE CONSTRUCTION.
- SPECIALTY SHOPS. DO AWAY WITH PAWNS,BARS MAKE IT FAMILY FRIENDLY.
- COMPLETION OF THE WORK BEING DONE ON NORTH MAYS AND MORE RESTAURANTS AND BOOK STORES.
- FOOD OPTIONS,EVENTS,MUSIC VENUES,CONCERTS AND VARIETY OF MUSIC.
- MORE VARIETY OF SHOPS. IT IS ALL BARS RIGHT NOW AND I DON'T GO TO BARS.
- WE GO DOWNTOWN ONCE EVERY OTHER WEEK. ADDITIONAL ATTRACTIONS MUSIC VENUES WOULD BE GOOD.
- BETTER RESTAURANTS. BETTER PARKING.
- BETTER RESTAURANTS
- SMALL AND UNIMPORTANT.
- BETTER PARKING.
- SHOPPING
- MORE TIME ON MY HANDS.
- LOCAL SHOPS AND GALLERIES. FIX THE TRAFFIC.
- SAFETY. BETTER TRAFFIC. BETTER PARKING. MORE LOCALLY OWNED BUSINESSES ARTS AND CRAFTS. THE REST IS WORK IN PROGRESS.
- TRADER JOES WHOLE FOODS. REAL FOOD RESTAURANTS. BAND THE PARADE FOR 4TH OF JULY.
- MORE RETAIL SHOPS
- MORE FAMILY ORIENTED BUSINESSES AND EVENTS.
- FAMILY FRIENDLY EATERIES WITH GREAT MENU. BETTER PARKING. LIVE MUSIC OUTSIDE.
- CONSTRUCTION TO BE FINISHED. MORE BUSINESSES. FARMERS MARKET.
- MUSIC
- MORE PARKING. MORE RESTAURANTS WITH VARIETY.
- BEST RESTAURANTS AND LIBRARY.
- IF I DIDN'T HAVE TO SPEND 60 MINUTES DRIVING 2 MILES ON I-35.

Q29. What would bring you to downtown Round Rock more often? (cont.)

- VARIETY OF EATING AND RETAIL DESTINATIONS.
- EVENTS
- EASIER TO GET IN AND OUT OF DOWNTOWN. NAVIGATE CITY STREETS AND FIND PARKING CLOSE TO MY DESTINATION.
- MUSIC
- PAVE THE DOWNTOWN AREA AND MAKE IT WALKER FRIENDLY WITH SIDEWALKS CAFES.
- MORE PARKING. MORE RESTAURANTS. STORES GEARED TOWARD YOUNGER UNDER 50 YEARS OLD.
- MORE STABLE BUSINESSES. IT SEEMS LIKE DOWNTOWN HAS A LOT OF TURNOVERS.
- MORE BOUTIQUES. MORE PARKING SPACE. AND ARTS AND CRAFTS.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before:

- Very nice area
- Nice shops and restaurants but too much traffic.
- Local library very accessible. Small art gallery but tries to do different things.
- Right now the traffic is horrible because of construction improvements, so I'd avoid it. Once the traffic improves, it may be better because it has some local shops and places to eat that you don't get in other cities or along the interstate.
- There are a few shops there I believe. I have no clue because I never go there.
- A suburb of Austin with a 'small town' feel. Round Rock is growing and more and more possibilities are opening up.
- Downtown has the best selection of locally owned restaurants. Most offer patio options with live music. Parking really isn't an issue since the city parking deck is available for use. All this & no crazy Austin fighting.
- Old time down town
- Suburb of Austin with noticeably bad traffic, whose autonomy has significantly diminished with the fall of Dell.
- spread out market square-contemporary but clean and family friendly
- It's a hip small town feel with a vast array of things to do, places to eat, and thing to see.
- It's a nice place but I don't go there often because there isn't much that draws me there
- Roads are all messed up
- Go somewhere else until construction is completed
- Quaint hometown atmosphere
- It's trying to be a quaint downtown area with a variety of restaurants and businesses, but not quite there. It is very family friendly, which is great when you go out with your family but not so exciting when you and your spouse want a night out without the kids.
- Dark, small and limited parking. No diverse food. Small town feel.
- Quaint with limited dining options.
- It is a nice but small place very cool and exciting
- Small and too much road work and ratio of bars are over taking. Library has become crowed every year too small too many people.
- Beautiful areas with a lot of road construction making access difficult
- Quaint little city with not much reason for visiting. Major shopping is an outlet mall you can't get to. Ikea is too big to shop in, that is why they have a restaurant in the middle, downtown holds little to see or for shopping. Low crime rate, terribly confusing flashing left turn signals, North end of town seems to get the attention.
- It's like South Congress, but smaller.
- It was once really nice but then they messed up all the roads and have been fixing them for the better part of five years...I bet we can find somewhere nicer to go.
- Small town appeal.
- Small, quaint, friendly
- Small old looking town with a few businesses on a main street. Kind of quiet.
- Cute but small. Not much to do unless you want to drink or eat.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- It's grown so much lately. It seems they are trying to bring more places to eat and hang out. I love the little boutique shops and other shopping places they are adding. It's going to be a fun place to hang out once they're done.
- Small
- Lost its small town appeal. Nothing to bring a person to walk Main street
- Don't go... The parking is difficult to find, not policed or security. There are few venues for adults, just party places giving it the feel of Austin's 6th street.
- Don't go to the downtown area
- Walkable- lots of restaurants and bars. Unfortunately most of the shops have left. The thing about downtown in the library. We also have a great place to cool off and an art gallery.
- A small city center where I get donuts. Not much that fits into my lifestyle
- downtown area is welcoming, many eateries and pubs, live music. Fun place!
- a very nice large town
- It is a nice small-town feel downtown, clean and well maintained.
- Eclectic, small-town trendy
- cute downtown with a small water feature for kids. good parking with a few shops...but lots of cars on the street, not too walking friendly. Foot traffic is only good when there is no parking on main. Have seen sidewalk chalk art and other fun things utilizing the street instead of parked cars. Round rock donuts is close by. often features beautiful sculptures from (local?) artists on different street corners. The kids like the candy/ soda/ shake place with the water play area about a block away (also downtown). Could stand to have better/more elaborate plantings but what is there is maintained well and is clean. It is clear that the people of Round Rock are proud of it.
- It's safe, fun and family oriented
- Most of downtown Round Rock seems to have way too many bars.
- cute little town with great restaurants, family activities
- lots and lots of bars, ongoing construction, hard to get to businesses other than the bars due to ongoing construction
- same as above
- Unique.
- Lots of construction or higher rent that has push out longtime restaurants and business.
- A few moderate quality restaurants; no real draw to be there beyond your mealtime; Go to Georgetown instead for a full day of activities.
- making great improvements and definitely more desirable.
- Really cool small town feel w food and dining
- It's really gotten a lot better. Scaled down 6th street
- Small, sleepy place - don't blink your eyes or you'll miss it. A couple of good places to go for pizza & burgers. Parking is terrible and construction all over the place makes it difficult to navigate and park.
- Small town charm, nice, peaceful.
- Improving

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- good place to eat and hang out with friends with free parking garage near by
- A lot of businesses and restaurants that don't last very long, but the best snow cones ever.
- Some bars and restaurants to go out if you don't want to make the drive downtown or the domain.
- Small, mostly bars
- Down town Round rock used to be lined with shops, it is now a hopping restaurant seen which is not for me.
- it's a small town feel that is family oriented.
- Round Rock down town is very family friendly.
- Small
- Quaint main street with new master plan for pedestrian friendly expansion.
- Cozy Friendly Atmosphere
- Quaint, but useful. Often crowded.
- very small
- High quality city, great schools and services, taxes are high but most everyone I know that lives in Round Rock are very proud of their homes and city.
- Quaint, small town feel though old and in need of modernization. More desirable areas are outside of downtown.
- The parking is pretty limited, but once you find a space, it's all easy to walk to. Not really a family area after dark. Lots of bars and some really good restaurants.
- Lots of construction. Lines of cars and construction barriers. Plan a lot of time to sit in traffic.
- Historic, small , clean,, organized
- Quaint improving
- Safe, Clean, Awesome
- Nice, small, family oriented downtown with a different kind of restaurants and stores.
- Round rock is amazing, the donuts there are good, the events they do are free and multi-cultural
- It's under develop right now. Just give them another year or so before they have everything freshly build and activity
- Small but adequate venues and restaurants.
- Small town feel but with traffic
- Nothing to do downtown or any good place to eat.
- Good food, nice stores, splash pad great new candy store
- You gotta come , it's up and coming we have a variety of places to eat and drink lots of fun and safe and plenty of parking and cabs
- Quaint and beautiful but a bit pricey.
- small but nice
- A small town vibe in the middle of a growing suburban environment.
- Small with local shops
- Quaint and quiet trying to become more desirable to the locals to keep business in Round Rock.
- A lot of construction

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- CUTE, IT HAS MADE A REAL COME BACK OVER THE PAST FEW YEARS. IT USED TO BE PRETTY QUIET BORING BUT NOW THE STREETS AND SIDEWALKS ARE BUSTLING.
- IT'S BEAUTIFUL LITTLE CITY.
- DOWNTOWN IS A WILCO VERSION OF 6TH ST WITH HORRIBLE ACCESS PARKING.
- I WOULD DRIVE BY DOWNTOWN ROUND ROCK. DOWNTOWN IS TURNING INTO AUSTIN'S 6TH ST BARS NOISE AND DRUNKS. THIS TOWN IS MORE LIKE YUPPYVILLE.
- SMALL HOMETOWN FEEL WITH GREAT RESTAURANTS AND LIVE MUSIC. FARMERS MARKET AND FUN FOR THE WHOLE FAMILY. FAMILY FRIENDLY.
- VARIETY HAS HOMETOWN CHARM.
- LOTS OF BARS AND NO PARKING.
- ROUND ROCK DONUTS
- A GREAT VALUE FOR FOOD, SHOPPING AND PEOPLE WATCHING.
- QUAIN, CASUAL AND COST EFFECTIVE
- QUAIN AND CHARMING
- CLASSIC SMALL TOWN LOOKS AND FEEL THAT HAS BEEN UPDATED FOR TODAY'S CONSUMER.
- FAMILY FRIENDLY, WALKABLE DOWNTOWN. BE READY TO LET YOUR KIDS GET WET.
- SMALL QUAIN YET UP AND COMING
- IT'S A NICE AREA WITH RESTAURANTS AND SHOPS.
- HAS A VERY NICE PLAZA. SMALL ART GALLERY. GOOD RESTAURANTS AND NOT ENOUGH PARKING.
- FUN BUT LIMITED CHOICES.
- A GOOD PLACE TO HAVE AN EVENING OUT EXCEPT FOR CONGESTION CAUSED BY ROAD WORK.
- BEING DEVELOPED GETTING NICER GOOD LUCK WITH PARKING! TRAFFIC CAN BE A PROBLEM.
- MOSTLY RESTAURANTS NICE OLDER HOMES. NOT ANY SHOPPING WORTH THE TRIP. PLENTY OF PARKING, LIBRARY.
- CUTE LITTLE AREA WITH RESTAURANTS, SHOPS. HOPEFULLY UP AND COMING WITH NEW BUSINESS OPENING FOR GREAT FOOD AND FUN, PUBS, LIVE MUSIC.
- IT'S TURNING INTO THE WILD WEST SALOONS AND BARS AND DRUNKS.
- SMALL AREA WITH VARIETY OF EATING ESTABLISHMENTS. GOOD PARKING AVAILABILITY. CURRENT ROAD WORK SEVERELY HURTING SMALL BUSINESSES.
- THE LIBRARY IS A FAVORITE STAPLE OF DOWNTOWN. CAFE IS GOOD. WISH FOR MORE MUSIC.
- QUAIN NOT MUCH TO SEE OR DO.
- HISTORIC, GOOD FOOD, GREAT LIBRARY. LOVE THE BRONZE STATUES. NEED BETTER LANDSCAPING.
- SAFE PLEASANT AND FRIENDLY AND GROWING.
- ENTERTAINMENT FOR ADULTS.
- BEST KEPT SECRET.
- CROWDED HARD TO DRIVE THROUGH. GREAT LIBRARY.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- WAIT UNTIL ROAD CONSTRUCTION IS FINISHED. GOOD PLACES TO EAT. GREAT LIBRARY. LOVELY SHADY AREAS ON MAIN.
- LOTS OF TRAFFIC AND CONSTRUCTION CONFUSING TO NAVIGATE.
- Not much retail. Still under development.
- VIBRANT AND EXCITING,BUT MORE FOR THE YOUNG CROWD.
- Small quaint with small venues and shops. Dining is available but do not know much about them.
- Quaint old small town flavor....
- LITTLE AREA WITH NICE RESTAURANTS. BARS GET REALLY BUSY SO GO EARLY IF YOU DON'T WANT TO WAIT.
- DOWNTOWN IS A SMALL UNIQUE FAST GROWING AREA. THERE ARE SEVERAL AUSTIN BUSINESSES THAT ARE MOVING TO ROUND ROCK AND OR HAVE ALREADY MOVED HERE. THESE PLACES ARE CLOSE TO HOME AND FUN TO GO TO.
- SMALL TOWN FEEL AND IMPROVING IT'S SERVICES.
- QUAINAT AREA FILLED WITH SOME LOCAL SHOPS,RESTAURANTS AND BARS.
- RENOVATED ROUND ROCK DOWNTOWN IS FABULOUS AND CLOSE ENOUGH TO WALK ALL OF IT.
- SMALL QUAINAT WITH A FEW PLACES TO VISIT AND EAT.
- They have the right idea but it's still got a ways to go. The city planners still have parking as the top priority rather than making it an attractive, accessible space.
- OVER PRICED BARS AND RESTAURANTS. LIMITED PARKING. CRAZY CONSTRUCTION. ROUND ROCK DONUTS IS ONLY ATTRACTION IN MY OPINION.
- THERE IS A MAIN STREET WITH 2 CLUBS. THE LIBRARY NOT EXCITING.
- Unique, small town feel
- SMALL CROWDED. UNDER CONSTRUCTION.
- GOOD IF YOU LIKE TO EAT AND DRINK.
- OLD TOWN HISTORIC. QUAINAT SHOPS AND EATERIES. COULD USE MORE ESPECIALLY NICE DINNING WINE BARS.
- Shuts down too early during the week
- IT'S SMALL AND QUAINAT.
- IT'S A MESS. THEY ARE TRYING TO COPY GEORGETOWN. TRAFFIC NIGHTMARE.
- SMALL AREA OF OLD ROUND ROCK USED FOR SMALL SHOPS AND RESTAURANTS. LIBRARY NEEDS MORE SPACE.
- KIND OF A WESTERN SETTING.
- VERY SMALL UNDERDEVELOPED NOT A LOT TO DO. VERY SLOW GROWTH.
- NICE BUT NOT MUCH TO SEE OR DO.
- SMALL CITY GROWING FAST. HAVE BEEN HERE FOR 40 YEARS.
- HISTORIC BUILDINGS WELL KEPT. LOTS OF EATING PLACES. BEAUTIFUL PLAZA FOR MUSIC. NOT MUCH OUTDOOR SPACE AT RESTAURANTS.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- IT IS BECOMING A PLACE I THINK IS TURNING ITSELF INTO AUSTINS 6TH STREET AND THAT IS NOT A GOOD THING.
- ECLECTIC HISTORIC
- WALKABLE,UNIQUE,FEELS LIKE A TRUE COMMUNITY.
- QUAIN T SMALL CITY DOWNTOWN WITH BARS FOR MIDDLE AGED PEOPLE AND EATERIES.
- GOOD PLACE TO VISIT
- QUAIN T AND GETTING BETTER
- Gold mine of central Texas, with the comforts of a small town feeling
- IT'S GROWING TOO FAST
- A WORK IN PROGRESS SEARCHING FOR AN IDENTITY.
- NEEDS MORE PARKING
- WORLD FAMOUS DONUTS. A FINE LIBRARY. LOTS OF SMALL SHOPS. I WORRY ABOUT MY SAFETY AT NIGHT. THERE ARE TOO MANY BARS.
- A PLACE TO BRING YOUR WHOLE FAMILY. ENCHANTING.
- SMALL CONGESTED AND LOTS OF BARS
- RATHER QUAIN T
- MINI 6TH ST CLOSE QUARTERS QUAIN T
- NEAT LITTLE AREA. NUMEROUS PLACES TO EAT AND DRINK. INTERESTING THINGS TO SEE BY JUST WALKING AROUND.
- AN INTERESTING COLLECTION OF BUSINESSES IN A HISTORICAL SETTING.
- BEST ROUND ROCK DOUGHNUTS
- Small, nice, a few good places to eat, but lots of construction.
- It is a great space with lots of potential that has been a construction nightmare for far too long
- After living in Austin most of my life, I enjoy the small town feel of Round Rock.
- In truth, not trying to be mean... Downtown Round Rock is like most old downtown's it has a lot businesses that you will never go to, a couple OK restaurants, a couple bars, but the city has been improving the are a lot the last couple years so I am interested in how it look will in a couple more years.
- A nice collection of restaurants and bars Some hair salons and the library. Municipal services. Looks inviting. Could be a little more interesting
- Quaint
- Friendly
- Quiet
- Small with 2-3 buildings. Parking is difficult at certain times.
- Good food. Good music. Fun place to spend some time.
- A safe and great little town to hang out.
- QUAIN T GREAT RESTAURANTS.
- SMALL NOT ENOUGH TO SEE AND REASON TO GO DOWNTOWN.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- I DON'T REALLY GET TO DOWNTOWN VERY OFTEN EXCEPT TO USE THE LIBRARY ONCE A MONTH AND GO TO ROUND ROCK DONUTS.
- FAMILY SIXTH STREET MUCH SMALLER AND OK PARKING.
- THERE IS A STUPID ROUND-ABOUT THERE. BUT THE LIBRARY IS REALLY NICE.
- TOO MANY BARS.
- IT'S SMALL BUT QUAIN! A LITTLE DISORIENTED.
- NICE BUT CONSTRUCTION IS AN ISSUE-TRAFFIC.
- LIMITED ACCESS PARKING SHOPS AND RESTAURANTS. BUT SAFE AND CLEAN.
- QUAIN!
- IT SUCKS NO THING INTERESTING,HISTORIC ASPECT IGNORED TOO HIGH PRICED OVER POPULATED FOR THE AREA. TOO HARD TO NAVIGATE AND NO PARKING.
- SMALL BUT GROWING IN WHAT IT HAS TO OFFER AND VISUAL APPEAL.
- GREAT PLACE TO LIVE AND RAISE A FAMILY AND RETIRE.
- HAS POTENTIAL BUT LAYOUT AREA LIMITS GROWTH. GEORGETOWN IS BETTER.
- IT'S GREAT THAT THEY ARE OPENING MORE RESTAURANTS AND BARS. NEED MORE PLACES FOR LATINOS.
- NICE TOWN GROWING TOO FAST.
- QUAIN!
- SMALL MAIN STREET WITH A FEW BOUTIQUES,RESTAURANTS AND LOTS OF BARS.
- IT'S VERY CUTE COZY AND COMFORTABLE DOWNTOWN. I LOVE THE OLD FEEL OF IT AND LOVE HANGING OUT THERE. IT'S RELAXING.
- GREAT LOCAL BUSINESSES. DIVERSE AND REASONABLE MONEY.
- SAFE TO LIVE IN. FRIENDLIER PEOPLE AND MORE RESPECTABLE PEOPLE.
- QUAIN! AND SMALL TOWN WITH A COUPLE GREAT RESTAURANTS.
- LIKE A SMALLER VERSION OF AUSTIN. BUT SAFER.
- OLD BUILDINGS. ROUND ROCK DONUTS IS CLOSE BY. SOME NICE RESTAURANTS.
- UNDER CONSTRUCTION. SMALL TOWN FEEL.
- WORK IN PROGRESS.
- ROUND ROCK IS AN AWESOME CITY AND THEY HAVE THE BEST ROUND ROCK DOUGHNUTS. ALSO PEOPLE ARE VERY FRIENDLY HERE.
- AWESOME
- IT IS NICE AND CLEAN AND STILL HAS THAT SMALL TOWN HOME FEEL.
- HIGH PRICED YUPPY AREA. NOT FOR MIDDLE CLASS WORKING FAMILIES.
- A TYPICAL MAIN ST. SMALLER THAN GEORGETOWN WITH A HANDFUL OF GOOD BARS AND RESTAURANTS.
- CLASSIC SMALL TEXAS TOWN TRYING TO REMAIN QUAIN! AND ATTRACT MORE NICE ESTABLISHMENTS.
- I DON'T GO DOWNTOWN MUCH

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- NOT TOO BIG, OLD BUILDINGS, A FEW RESTAURANTS, A LOT OF BARS. ROUND ROCK DONUTS, WATER TOWER.
- IT HAS EVERYTHING A BIG CITY HAS WITH A SMALL TOWN FEEL.
- NEED TO KEEP MAIN ST OF MAYS CAR FREE AND MORE PUBLIC PARKING.
- IT'S SMALL AND PEACE AND QUIET. IT IS SAFE TO WALK AT NIGHT.
- FOOD AND LIBRARY.
- A LOT OF BARS, CROWDED, HARD TO GET PARKING. NICE WATER AREA FOR KIDS TO PLAY IN.
- IT'S BEEN GETTING BETTER OVER THE LAST YEARS. BUT STILL COULD IMPROVE WITH MORE EVENTS.
- QUAIN AMERICANA MAIN ST. TOO MANY BARS, BUT HAS POTENTIAL IF THEY EXPAND THE DOWNTOWN AREA KIND OF CROWDED NOW.
- CHANGING TO A MORE INVITING AREA. NEW RESTAURANTS. SPLASH PAD AND SHOPS.
- IF YOU BLINK YOU MIGHT MISS IT
- QUAIN SMALL TOWN WITH CITY FLAIR.
- NEEDS MORE SHOPS AND RESTAURANTS. TOO MANY DRINKING AREAS.
- HISTORICAL VERY NICE.
- SMALL OLD BUILDINGS AND MAINLY RESTAURANTS.
- NOT MUCH GOING ON LOOKS HISTORIC.
- ELECTRIC ATMOSPHERE
- NICE AND OLD. SAFE NO TALL BUILDINGS (KEEP IT THAT WAY) KEEP IT FRIENDLY CITY.
- IT'S COOL AND PEACEFUL.
- CONSTRUCTION
- COOL
- VERY SMALL FOR THE POPULATION. OLD HISTORICAL LOOKING BUILDINGS. NOT MUCH TO DO OR SEE.
- IT'S NICE AND EASY GOING.
- MUSIC, FOOD AND ROUND ROCK DONUTS.
- EASY TO WALK, PARKING IS OK. NICE GOOD RESTAURANTS. LOTS OF BARS AND SOME RETAIL. NICE SPLASH POOL FOR KIDS. NICE LIBRARY.
- SMALL STRIP NOT A LOT OF PARKING, BUT COUPLE OF GOOD FOOD CHOICES. EVERYTHING SHUTS DOWN EARLY.
- NICE NEWLY UPDATED BUILDINGS. COOL LOOKING HOUSES SURROUNDING AREA. ONLY REAL ISSUE SOMETIMES IS PARKING.
- NICE FRIENDLY DOWNTOWN. HAS TOO MANY BARS NOT ENOUGH SHOPS OR FOOD PLACES DOWNTOWN. MALL AND OUTSKIRTS NICE.
- A TOWN WITH A SMALL TOWN FEEL WITH THE AMITIES OF A LARGE CITY. A VERY SAFE COMMUNITY TO RAISE A FAMILY.
- OLD SMALL TOWN FEEL
- SMALL NOT BALANCED WITH RETAIL AND RESTAURANTS. QUAIN

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- A LOT LIKE AUSTIN OLD 6TH ST IN THE 1970.
- SMALL BUT TRENDY
- IT DOES NOT LOOK LIKE A REGULAR DOWNTOWN. HESTER CROSSING AREA NEAR AUSTIN REGIONAL CLINIC LOOKS MORE LIKE DOWNTOWN.
- QUAIN T AND SAFE
- FAST DEVELOPING CITY WITH MUCH OPPORTUNITY TO GROW PERSONALLY.
- IT IS QUITE QUAIN T,BUT ALSO HAS HIP AND HAPPENING PLACES TO SEE AND TRY.
- LOTS OF BARS
- QUAIN T QUITE AND TRENDY
- GREAT FOOD AND CASUAL ATMOSPHERE WITH A GREAT VIBE.
- BORING
- A SMALL TOWN WITH EARLY FRONTIER ATMOSPHERE.
- QUAIN T HISTORIC LIMITED OFFERINGS AND GREAT LIBRARY.
- THERE'S NOT MUCH THERE.
- SMALL,DARK AND LIMITED PARKING.
- NICE AREA BUT CROWDED.
- IT'S TURNING INTO A MINI 6TH STREET. TOO MANY BARS NOT ENOUGH FAMILY VENUES OR EVEN SHOPPING.
- SMALL QUAIN T LOCAL OK THOUGH NOR SPECTACULAR.
- CUTE, CLEAN. A COUPLE BLOCKS WITH GREAT FOOD AND MUSIC ON THE WEEK-END.
- OLD NOISY NOT MUCH THERE.
- NOT WITH IT. NEEDS MORE KNOWN BUSINESS CHAINS.
- UNDER CONSTRUCTION
- SMALL. HARD TO GET TO. NO PARKING. NOTHING THERE WHY GO.
- QUAIN T A FEW RESTAURANTS AND BOUTIQUES.
- IT IS A SMALL AREA IN COMPARISON TO OTHER CITIES. NOT MUCH.
- WELCOME TO QUAIN T DOWNTOWN ROUND ROCK GOOD LUCK FINDING PARKING.
- COOL ENVIRONMENT FEELS SAFE FUN. BUT I FORGOT TO GO THERE.
- DOWNTOWN IS VERY ACTIVE FOR THE YOUNGER CROWD.
- IT'S BEGGING TO LOOK LIKE AUSTIN 6TH STREET AVOID THAT AREA.
- IT TRULY A LOVELY DOWNTOWN AREA. DON'T CARE FOR THE BARS. I FEEL IT COULD TURN INTO ANOTHER 6TH STREET.
- OLD HISTORIC BUILDINGS,LIBRARY,COURTYARD OF WATER PLAY FOR SMALL CHILDREN. CUTE SCULPTURES,NICE CHRISTMAS DECORATIONS.
- THE SIXTH STREET OF ROUND ROCK
- IT'S A GIANT MESS OF CONSTRUCTION.
- CROWED BUT VERY GOOD FOR YOUNG AND MIDDLE AGE FOLKS. LIBRARY AND FOUNTAIN AREA IS GREAT FOR KIDS.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- DATE NIGHT
- NICE BUT CROWDED
- RIGHT NOW CONSTRUCTION IS A MESS WITH LOTS OF BARS
- QUAIN
- CLASSIC
- CLEAN NICE AND SAFE
- GREAT LITTLE INNER CITY.
- URBAN YET QUAIN PROGRESSIVE YET STILL RETAINS HISTORICAL
- A WONDERFUL TOWN WITH MANY KID ACTIVITIES.
- RAPIDLY CHANGING FEW BLOCKS THAT HAS SEEN QUITE A FEW RESTAURANTS. ALSO NEED ROAD IMPROVEMENTS.
- OLD BUSINESS GONE. NOT MANY FAMILY PLACES.
- QUAIN GREAT RESTAURANTS ONCE YOU ARE THERE AND PARKED THINGS ARE WITHIN WALKING DISTANCE.
- SMALL TOWN FEEL. SAFE AND FRIENDLY.
- VERY PRETTY LITTLE TOWN. NICE DOWNTOWN AREA.
- NICE TO STROLL
- NICE PLACE TO VISIT. WAITING ON TRAFFIC ISSUES TO BE RESOLVED SOON. VERY FAMILY FRIENDLY.
- A COOL SPOT VERY MAIN STREET USA.
- IT IS OFFERING MORE AND MORE REASONS TO STAY IN ROUND ROCK INSTEAD OF GOING TO AUSTIN AND FIGHT THAT HORRIBLE TRAFFIC.
- UNDER CONSTRUCTION. GROWING FAMILY FRIENDLY
- PLEASANT WITH MUCH BETTER PARKING AND NICER PEOPLE THAN AUSTIN.
- RARELY VISIT.
- CLOSE TOO EARLY
- CLEAN NICE PLACE TO COME AND VISIT TO EAT AND BRING YOUR FAMILY.
- Small town feel with quaint shopping and eating establishments.
- QUAIN
- QUAIN AND VERY SAFE.
- EASY TO GET TO AND GROWING WITH FUN PLACES.
- GREAT LIBRARY LARGEST ONE IN THE AREA. SOME NICE SHOPS RESTAURANTS PLENTY OF BARS. SEVERAL POPULAR RESTAURANTS.
- IT'S A NICE HISTORIC AREA WITH GREAT RESTAURANTS. ALSO GREAT LIBRARY. A SPLASH PAD FOR KIDS.
- HAS A FEW DECENT RESTAURANTS. NEED MORE STORES AND PLAY AREAS.
- A FAST GROWING CITY DOING BETTER THAN MOST AT AVOIDING GROWING PAINS.
- GREAT PLACES TO EAT AND GRAB A DRINK AND LISTEN TO MUSIC.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- IT WAS REALLY COOL WHEN I MOVED HERE BUT NOW IT'S LOST THAT HOMETOWN FEEL.
- FAMILY FRIENDLY AND VERY WELCOMING.
- GETTING GOOD FOOD I HOPE IT DOESN'T BECOME A CRAZY DRINKING WILD NOT RESPECTFUL FAMILY FRIENDLY PLACE. KEEP IT FUN BUT CLASSY AND SAFE.
- QUAIN T AND GOOD RESTAURANTS
- JUST ABOUT PERFECT. FREE PARKING GARAGE.
- HAS GREAT LITTLE RESTAURANTS CAN WALK TO DIFFERENT STORES AND GREAT ENTERTAINMENT
- WILL PROBABLY BE FINE BUT RIGHT NOW IT IS MESS UNDER CONSTRUCTION.
- IT'S QUITE QUAIN T DOWNTOWN WITH A FEW RESTAURANTS AND SHOPS YO CAN WALK EVERYTHING WITH IN AN HOUR. IT'S PRETTY SMALL.
- NEAT SMALL TOWN.
- QUAIN T SMALL UNDER CONSTRUCTION.
- OLD FASHION PART OF TOWN.
- UNIQUE FUN ENJOYABLE PLACE TO BE.
- QUAIN T BUT LIMITED WITH SHOPS. I ENJOY GOING DOWNTOWN TO EAT.
- SOME FUN RESTAURANTS. I LOVE GETTING MY HAIR DONE THEY HAVE ENTERTAINMENT.
- A SMALL PLACE TO LIVE AND RAISE A FAMILY.
- A MIXTURE OF FRONTIER OLD WEST CHARM WITH CONTEMPORARY. NICE RESTAURANTS AND RETAIL.
- SMALL QUAIN T ENJOYABLE SHOPS AND RESTAURANTS. LIBRARY AREA QUITE LOVELY.
- IT HAS AWESOME PLACES TO EAT AND SHOP. MY FAVORITE IS THE WATER TOWER.
- SMALL HISTORIC CHARMING FRIENDLY.
- CUTE LITTLE TOWN BUT BIG ON THE OUTSIDE. VERY FRIENDLY. ALWAYS RUNNING INTO PEOPLE YOU KNOW.
- MOSTLY BARS
- THERE ARE ONE TO TWO PLACES WORTH VISITING IT'S CLEAN BUT THERE AREN'T ANY SHOPS OR MANY REASONS TO GO TO DOWNTOWN.
- HAS A SMALL TOWN LOOK. MAIN STREET FEEL WITH ACCESS TO BIG CITY AMENITIES.
- QUAIN T AND WITH A FEW PRICEY RESTAURANTS,BUT IT SHUTS DOWN EARLY.
- QUAIN T,PRETTY BUT BARS OUT NUMBER ALL OTHER THINGS OF INTEREST.
- QUAIN T OLD WESTERN TOWN
- NOT ENOUGH PARKING. VERY LITTLE ENTERTAINMENT AND RESTAURANTS.
- QUAIN T SMALL TOWN FEEL WITH PLENTY TO DO.
- IT IS VERY NICE. SMALL BUT YOU WOULD ENJOY IT.
- HISTORIC BECOMING MORE PEDESTRIAN FRIENDLY.
- QUAIN T CITY CENTER WITH THE LIBRARY.
- IT'S A WORK IN PROGRESS. A LOT OF BARS.

Q30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before: (cont.)

- THE NEW DOWNTOWN IT'S NOT EASY TO DESCRIBE. THE REST IS WORK IN PROGRESS.
- I DON'T WANT 5TH AND 6TH STREET IN ROUND ROCK. I LIKE DOWNTOWN JUST THE WAY IT IS.
- DOWNTOWN HAS A VERY SMALL TOWN WITH VERY CLOSE BUSINESSES WITH LITTLE PARKING NEAR THEM.
- HISTORIC BEAUTIFUL. TRYING TO RENOVATE IT. ALSO ADULT NIGHT LIFE.
- NICE,BUT SMALL WITH LIMITED OPTIONS.
- UNDER CONSTRUCTION. NEED BETTER GALLERY.
- NOT AS MANY SHOPS AS GEORGETOWN SO NOT A DESTINATION FOR A DAY WITH THE GIRLS OR VISITORS.
- NEW ONE!
- SMALL BUT BIG ENOUGH FOR ALL THAT YOU WANT OR NEED.
- SMALL PROGRESSIVE CITY WITH DIVERSE DEMOGRAPHICS. GOOD SCHOOLS AND PUBLIC FACILITIES. FRIENDLY.
- CUTE SMALL AND OLD TOWN STYLE.
- IT'S SMALL WITH LITTLE PARKING AVAILABLE, BUT HAS PLENTY WITHIN A COUPLE BLOCKS.
- LOTS OF BARS,BUT NO SHOPS.
- MAIN STREET IS CUTE. IT HAS THE LIBRARY AND CITY SERVICES. ON THE OTHER SIDE OF MAYS,THERE ARE OTHER BUSINESSES,MANY FORMER HOUSES AND THE BACA CENTER.
- OLD HISTORIC. CROWDED FEEL. STREETS ARE NARROW.
- LIMITED PARKING AREA. HIGH TRAFFIC FOR WALKING.

Q31. What do you think are the THREE biggest issues Round Rock will face within the next FIVE years?

Q31. Biggest issues Round Rock will face within next five

<u>years</u>	<u>Number</u>	<u>Percent</u>
Traffic	430	86.0 %
Controlling rapid growth	275	55.0 %
School related issues (overcrowding, lack of schools, system improvements)	147	29.4 %
Road repair/maintenance/expansion	156	31.2 %
High taxes/property taxes/finances	256	51.2 %
Public transportation	107	21.4 %
Crime (inadequate police, gangs, etc.)	88	17.6 %
Other	6	1.2 %
Don't know	1	0.2 %
Total	1466	

WITHOUT DON'T KNOW**Q31. What do you think are the THREE biggest issues Round Rock will face within the next FIVE years? (without don't know)**

Q31. Biggest issues Round Rock will face within next five

<u>years</u>	<u>Number</u>	<u>Percent</u>
Traffic	430	86.2 %
Controlling rapid growth	275	55.1 %
School related issues (overcrowding, lack of schools, system improvements)	147	29.5 %
Road repair/maintenance/expansion	156	31.3 %
High taxes/property taxes/finances	256	51.3 %
Public transportation	107	21.4 %
Crime (inadequate police, gangs, etc.)	88	17.6 %
Other	6	1.2 %
Total	1465	

Q31. Other

<u>Q31. Other</u>	<u>Number</u>	<u>Percent</u>
population density	1	16.7 %
LACK OF GOOD COMMUNICATION	1	16.7 %
HOUSING	1	16.7 %
NOT ENOUGH RESTAURANTS AND FAMILY STUFF FOR POPULATION	1	16.7 %
NEW INDOOR 50 METER POOL	1	16.7 %
TOO MANY PEOPLE WASTE WATER ON GRASS	1	16.7 %
Total	6	100.0 %

Q32. Approximately how many years have you lived in Round Rock?

Q32. How many years have you lived in Round Rock	Number	Percent
Less than 5 years	94	18.8 %
5-9 years	111	22.2 %
10-19 years	166	33.2 %
20-29 years	72	14.4 %
30+ years	55	11.0 %
Don't know	2	0.4 %
Total	500	100.0 %

WITHOUT DON'T KNOW**Q32. Approximately how many years have you lived in Round Rock? (without don't know)**

Q32. How many years have you lived in Round Rock	Number	Percent
Less than 5 years	94	18.9 %
5-9 years	111	22.3 %
10-19 years	166	33.3 %
20-29 years	72	14.5 %
30+ years	55	11.0 %
Total	498	100.0 %

Q33. What is your age?

Q33. Your age	Number	Percent
18-34	106	21.2 %
35-44	121	24.2 %
45-54	121	24.2 %
55-64	74	14.8 %
65+	69	13.8 %
Not provided	9	1.8 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q33. What is your age? (without not provided)**

Q33. Your age	Number	Percent
18-34	106	21.6 %
35-44	121	24.6 %
45-54	121	24.6 %
55-64	74	15.1 %
65+	69	14.1 %
Total	491	100.0 %

Q34. What is the highest level of formal education you completed?

<u>Q34. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade School	4	0.8 %
High School	35	7.0 %
Some college	125	25.0 %
College graduate	191	38.2 %
Graduate work	34	6.8 %
Graduate degree	102	20.4 %
Not provided	9	1.8 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q34. What is the highest level of formal education you completed? (without not provided)**

<u>Q34. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade School	4	0.8 %
High School	35	7.1 %
Some college	125	25.5 %
College graduate	191	38.9 %
Graduate work	34	6.9 %
Graduate degree	102	20.8 %
Total	491	100.0 %

Q35. Do you work in the City of Round Rock?

<u>Q35. Do you work in City of Round Rock</u>	<u>Number</u>	<u>Percent</u>
Yes	166	33.2 %
No	332	66.4 %
Not provided	2	0.4 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q35. Do you work in the City of Round Rock? (without not provided)**

<u>Q35. Do you work in City of Round Rock</u>	<u>Number</u>	<u>Percent</u>
Yes	166	33.3 %
No	332	66.7 %
Total	498	100.0 %

Q36. Do you have children living at home in the following age ranges?

<u>Q36. Age ranges of children living at home</u>	<u>Number</u>	<u>Percent</u>
Under 6 years	102	20.4 %
6 to 12 years	107	21.4 %
13 to 18 years	114	22.8 %
No children	229	45.8 %
Total	552	

Q37. What is your gender?

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	246	49.2 %
Female	250	50.0 %
Not provided	4	0.8 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q37. What is your gender? (without not provided)**

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	246	49.6 %
Female	250	50.4 %
Total	496	100.0 %

Q38. Are you of Hispanic, Latino, or other Spanish heritage?

<u>Q38. Are you of Hispanic, Latino, or other Spanish heritage</u>	<u>Number</u>	<u>Percent</u>
Yes	137	27.4 %
No	360	72.0 %
Not provided	3	0.6 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q38. Are you of Hispanic, Latino, or other Spanish heritage? (without not provided)**

<u>Q38. Are you of Hispanic, Latino, or other Spanish heritage</u>	<u>Number</u>	<u>Percent</u>
Yes	137	27.6 %
No	360	72.4 %
Total	497	100.0 %

Q39. Which of the following best describes your race/ethnicity?

Q39. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	30	6.0 %
American Indian/Eskimo	6	1.2 %
Black/African American	46	9.2 %
White	371	74.2 %
Other	30	6.0 %
Total	483	

Q39. Other

Q39. Other	Number	Percent
Hispanic	14	46.7 %
Mexican American	5	16.7 %
Mexican	3	10.0 %
MIXED	3	10.0 %
American with Hispanic roots	1	3.3 %
half German half Syrian, married to Indian from India	1	3.3 %
Asian/White	1	3.3 %
IRISH AMERICAN	1	3.3 %
LATINO	1	3.3 %
Total	30	100.0 %

Q40. Would you say your total annual household income is:

Q40. Your total annual household income	Number	Percent
Under \$25K	15	3.0 %
\$25K to \$49,999	54	10.8 %
\$50K to \$74,999	84	16.8 %
\$75K to \$99,999	67	13.4 %
\$100K to \$124,999	78	15.6 %
\$125K to \$149,999	47	9.4 %
\$150K to \$199,999	64	12.8 %
\$200+	37	7.4 %
Not provided	54	10.8 %
Total	500	100.0 %

WITHOUT NOT PROVIDED**Q40. Would you say your total annual household income is: (without not provided)**

Q40. Your total annual household income	Number	Percent
Under \$25K	15	3.4 %
\$25K to \$49,999	54	12.1 %
\$50K to \$74,999	84	18.8 %
\$75K to \$99,999	67	15.0 %
\$100K to \$124,999	78	17.5 %
\$125K to \$149,999	47	10.5 %
\$150K to \$199,999	64	14.3 %
\$200+	37	8.3 %
Total	446	100.0 %

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below.

- Thank you for the opportunity to provide input with this survey
- Traffic congestion colors everything! New development does not seem to have a plan in place for how to manage the uptick in traffic before being built. This goes for businesses and homes. In most cities the burden of road development is shared with the developer. This does not seem to happen here.
- When doing construction in the neighborhood, especially at night on sidewalks, inform us, let us know why you can't work during the day when your noise keeps those who work and kids up at night.
- Come up with a better method for keeping residents informed of city wide events. Events which include road closures, trash / bulk item pick-up, upcoming community involvement, recycling, and so on.
- Keep working on the stoplight timing and ways to better control traffic.
- Some of the neighborhoods streets are pretty dark at night. I understand the desire to not keep residents awake with street lights, maybe it's worth revisiting alternate lighting sources
- Good job on replacing the walls on Green lawn!
- Please do the same in the old neighborhoods along High Country too
- Mow the lawn on these parkways
- Accept reality, we serve Austin. Transportation and education are the ways to grow from here, while keeping it a safe place to live. Transportation will serve retail growth and encourage residential growth in conjunction with better education. Austin *should* be the transportation bottleneck, if Round Rock continues to be the bottleneck, it will decline as we move elsewhere (even if we have to pay more).
- Make recycle pickup weekly please.
- Instead of bringing another water park to a water restricted area why not get an event center for indoor graduations or entertainment like Cedar Park Center.
- Add more tennis courts, especially at Old Settlers Park, with backboards and maintain conditions of courts better.
- As I get older in Round Rock I am finding that I have less access. There are some public buses for grocery shopping once a week, or going to the Baca Center on the appointed day but not much access to parks or events or Austin. There are no buses or trains or rail services to the airport, or cultural centers.
- traffic flow from University Blvd to Hester's Crossing - even with the changes to on/off ramps, traffic stalls especially heading south...on IH35 even during off peak hours ...
- There are too many apartments providing section 8 housing thus increasing crime.
- Something happened when our City Management team came from another part of the US... It is tangible, it is disconcerting at best. We do not need more apartments or further crowding. New development should cover the burden of infrastructure in graduated scale based upon home value. Multifamily should have highest burden rate due to low tax revenue and increased required services
- To help control growth, stop giving money and cutting taxes to companies relocating to our city.
- Taxes are too high, consider moving upon retirement to a lower tax base
- Some easier way to recycle yard waste would be nice. Also I drive to work on Old Settlers every morning and see tons of apartments going up, yet traffic is bad enough as it is. I think more work needs to go into planning for traffic congestion. I'm afraid with more traffic and lights, my time to work in 5+ years will double, just driving through Round Rock. I don't even attempt to drive on I-35 on the weekend through Round Rock - that is just a disaster.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

- better restaurant ,more shopping retail centers east 79 near dell diamond
- need to have more u-turn lanes for some busy streets, such as the intersection at Parmer lane and I-35 and other major busy intersections
- This is a GREAT city!!! Love living here ... What's happening is happening in this area ...
- We shouldn't be so nice and maybe people wouldn't want to live here :)
- Just kidding of course!!!
- Would LOVE recycling to be every week. I-35 needs help. (something I'm sure you're aware of already).
- A city of our size needs multiple suitable performing arts spaces. It is difficult to believe we do not have a municipal theater of any sort.
- Bring back garbage service 2x per week! Also, traffic on I35 near 620/Hester's is a disaster. Instead of fixing it they come up with useless tools like the 620 turnaround, which makes traffic WORSE!!!!
- Water - need to figure out a way to protect our water and control the demand in light of the weather/climate and the growth of the city.
- We've considered moving because of the awful traffic on 35 at 620 - you need to get that fixed.
- I think we need to work with Travis county to create some sort of public transportation that reaches all the way to RR if not Georgetown. People don't want to drive to Pflugerville or Cedar Park in order to get on a bus or train. It needs to be more convenient to get people to ride.
- Since I have teenagers it seems that the police spent a lot of time paroling the youth while our neighborhoods are getting broken into. I think that if teenagers need to be ticketed then so be it, but how about a warning first. I have had three teenagers, one had a cigarette in his ear, he was not even smoking, a friend said hold this while I do something, he gets a ticket. 300.00 and lots of my time off work for court for something he was not doing is extreme. Waste of my time, courts, and police.
- Keep the city affordable.
- There's an app for that.
- Bike areas in the city such bike routes.
- Improve Forest Creek Golf Course (maintenance, facilities, replace mgmt company). This course is a gem. Cherish it!
- Consider returning to twice per week trash collection.
- People of Round Rock courtesy and common sense go a long way.
- Continue to plan for transportation and think about a local mass transportation solution year long we have enough people to support it
- We need to address the traffic issues from 3406 to 45. south ramp from 79 to 35 has got to be addressed. need to put in place an on/off ramp solution like the one at hesters crossing and 45. one exit for multiple streets.
- PUBLIC TRANSPORTATION BUS SERVICE IS REQUIRED. HIRE MORE POLICE THE NUMBER OF POLICE OFFICERS IS FAR TOO LOW FOR A CITY THIS SIZE AND GROWING.
- PLEASE STOP RAISING TAXES.
- AFTER MAJOR RAINS THE CREEKS NEED TO BE CLEANED OF TRASH.
- DO A BETTER JOB OF INFORMING ABOUT AND PROVIDE MORE FREQUENT BULKY PICK UP.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

- THE CLAY REC CENTER IS A FINE ONE. THE CITY COULD USE ANOTHER SIMILAR FACILITY IN THE NEW PART OF TOWN.
- BETTER LIBRARY BOOK SELECTION. CUSTOMER SERVICE IS ALREADY EXCELLENT.
- WE HAVE THESE BEAUTIFUL NEW SCHOOLS THE LANDSCAPING IS BELOW PAR. THE GRASS IS TALL EXTREMELY IN THE SUMMER WITH WEEDS.
- DEVELOP AND ENFORCE CODES FOR RESIDENTIAL NEIGHBORHOODS.
- BETTER TRAFFIC MANAGEMENT. ROUNDABOUTS INTERSECTIONS U-TURNS MAJOR INTERSECTIONS. 620-I-35 AND I-35 1431.
- USE STREET SWEEPERS MORE OFTEN. ENFORCE CODES FOR JUNK CARS.
- CITY ORDINANCE TO ADDRESS NUMBER OF PEOPLE LIVING IN A SINGLE FAMILY HOME. NUMBER OF CARS PARKED AT RESIDENCE.
- IT SHOULD NOT TAKE 3 PLUS NUMEROUS REQUESTS TO COMPLETE A MOWING REQUEST. SNAKES GETTING INTO YARDS IS A PROBLEM.
- AS GROWTH AND EXPANSION IS PROMOTED BE SURE TO BUILD ROADS,PARKS,POLICE,FIRE SERVICES TO GO ALONG WITH THE GROWTH.
- PLEASE DON'T LET ROUND ROCK GET OVER CROWDED. ALSO A LOCAL ART GATHERING FESTIVAL WOULD BE NICE.
- CAN YOU WORK ON GETTING THE FLUORIDE OUT OF OUR DRINKING WATER? IT HARMS OUR HEALTH. IMPROVE LANDSCAPING ALONG MEDIANS.
- AS A PERSON WHO HAS LIVED HERE OVER 30 YEARS THE GENERATION I AM GETTING OLDER AND WILL NEED PUBLIC TRANSPORTATION TO GET AROUND.
- I WANT TO PAY MY UTILITY BILLS VIA A PHONE APP OR WEBSITE WITHOUT BEING CHARGED AND WITH A CONFIRMATION CODE. ALSO WANT TO BE ABLE TO SCHEDULE SAID PAYMENT.
- EXPAND I-35 ESPECIALLY BETWEEN TOLL 45 AND WESTINGHOUSE. TRAFFIC IS WORSE THROUGH ROUND ROCK THAN AUSTIN.
- DEVISE A PUBLIC TRANSPORTATION SYSTEM BUS AND TRAIN.
- SYNCHRONIZED TRAFFIC LIGHTS. CORRECTING TRAFFIC FLOW ON I-35 FROM I-45 THROUGH 79.
- I LOVE ROUND ROCK BUT GROWTH IS ERODING QUALITY OF LIFE. FINISH THE DOWNTOWN CONSTRUCTION.
- New construction for business, apartments or new residential areas should be mandated to construct turn off lanes in order that traffic is not slowed on busy streets! McDonalds on University should have been mandated to construct a turn/exit lane east bound on University. Numerous new construction sites around area have no turn lane adjacent to the property thereby causing traffic to back up on streets designed for free flowing traffic.
- Round Rock West neighborhood streets need repaving, this is way overdue. . A sidewalk in front of Chisom Trail Middle School is badly needed for safety of children who walk. Seniors need an indoor swimming pool at Bacca Center. Less emphasis on becoming the sports capital of Texas, more emphasis on taking care of us taxpayers who live here.
- IT WOULD BE AWESOME TO TIE INTO AUSTIN PUBLIC TRANSIT RAILWAY SYSTEM.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

- TAXES ARE HIGH AND NOT LOOKING TO DECREASE. THIS IS DRIVING PEOPLE OUT OF THE CITY AND WILL HURT IN THE FUTURE.
- PLEASE TRIM TREES IN FRONT OF STOP SIGNS SO THEY CAN BE SEEN EASILY.
- UPDATE INFO ON QUIET ZONES ON WEBSITE.
- We need to get the cars off of Main Street between Mays and Burnet. Plant some trees, add some benches, food trucks and it would be a great destination.
- TAKE OUT THE MERIDIUM ON PARADISE RIDGE AND FOREST CREEK.
- AWARENESS OF BUILDING IN FLOOD PRONE AREAS. MUCH RESIDENTIAL BUILDING CAN BRING STRAIN ON CITY SERVICES.
- Fix the residential sidewalks and streets
- TALK TO GEORGETOWN AND AUSTIN WE NEED A TRAIN ALL THE WAY TO SAN MARCUS.
- IMPROVE TRAFFIC FLOW OF TRAFFIC ON I-35.
- HAD EXCELLENT SERVICE WITH PUBLIC UTILITY DEPT.
- IMPROVE TRAFFIC FLOW ALONG 620 AND I-35 ESPECIALLY WORK AT THE GEORGETOWN ROUND ROCK TO PREVENT BOTTLE NECKS DURING START AND END OF HIGH SCHOOL DAY RUSH HOUR.
- KEEP UP THE GOOD WORK
- SAFETY IMPROVEMENTS. CROSSWALKS SIDEWALKS ON MCNEIL RD.
- BETTER CUSTOMER SERVICE IN PARKS AND REC. BETTER CUSTOMER SERVICE IN FIRE DEPT FIRE MARSHAL IS BAD TO DEAL WITH.
- NOT SO MANY BARS IN DOWNTOWN AREAS. BREEDS TROUBLE MORE SHOPPING AND RESTAURANTS. AND BETTER PARKING!
- MORE TRAFFIC CONTROL WHERE AREAS ARE UNDER CONSTRUCTION THESE AREAS CAUSE SAFETY CONCERNS WHEN ENTERING EXITING NEIGHBORHOODS. CONSTRUCTION BLOCKS THE VISIBILITY IN HIGH TRAFFIC AREAS.
- MORE OPEN SPACE
- EXCESSIVE VEHICLES IN DRIVEWAYS AND JUNK DRIVEWAYS. SOME NEIGHBORHOODS HAVE NO HOA'S TO GET RESOLVED.
- PUBLIC TRANSPORTATION
- The new traffic flow pattern at the intersection at 1431 and IH-35 has greatly improved traffic flow, but I drive it multiple times a day, and it is just dangerous, especially for people who aren't familiar with the area. I have witnessed MANY very close calls. Maybe better signage would help?
- Also, I would love to see more custom builders in the area. We want to purchase a home in Round Rock, but everything available in new construction seems to be bulk build subdivisions.
- A while back the city went through the neighborhoods and placed drain pipes or whatever they were right in our front yards. In our neighborhood all the houses still have two PVC pipes with a cap sticking four to eight inches out of the ground. After all this time the city has still not came back to fix these pipes. There would be no way in hell that in anybody working for the city would accept PVC pipes sticking out of their yards making them look

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

like low life trash. I don't appreciate the fact that the city doesn't respect it's citizens enough to not trash their property.

- I would like neighborhood development that includes walking distance small business spaces
- we need a lot more of sidewalks around the city
- Train should not come during busiest traffic. 5 pm and around 730 am people are trying to get to work.
- Street repair
- I really feel that we need more sidewalks and more street lighting.
- More arts and entertainment venues similar to Austin's Bass Concert Hall or Long Center with seating for +/- 3000. More police presence and code enforcement. An art venue bigger than 800 square feet - closer to 20,000 square feet. Lastly a band shell in Old Settler's Park for summer concerts and movies in the park (as well as other events using the space).
- A FIRE STATION THE NORTHWEST CORNER OF TOWN WOULD BE NICE.
- FREE SHRUBS BRUSH PICK UP MORE OFTEN.
- PLEASE FIX TRAFFIC ON I-35 BETWEEN 79TH TOLL RD.
- TRASH SERVICE. WORKERS THROW BINS AROUND. I HAVE SEEN THIS QUITE OFTEN.
- ENFORCE CITY CODE WITHOUT MAKING PEOPLE HAVE TO REPORT IT DO SOMETHING ABOUT THE STREET IN FRONT OF VOIGT ELEMENTARY NOT DESIGNED TO HANDLE BEFORE AND AFTER SCHOOL TRAFFIC.
- INVESTMENT IN THE ARTS COUNCIL TO CONTINUE CULTURAL GROWTH.
- OLDER NEIGHBORHOODS NEED MORE CODE ENFORCEMENT.
- PLEASE MAKE SURE THE NEW WATER PARK DEVELOPMENT DOESN'T HURT BRUSHY CREEK. THE CREEK IS AN ASSET TO OUR COMMUNITY AND ONCE WE DESTROY IT IT'S GONE FOREVER.
- MAKE THE WATER BILL AVAILABLE ON LINE AS AN OPTION TO PAPER STATEMENT.
- STUDY OLD NEIGHBORHOODS FOR BETTER STORM DRAINAGE.
- WE ARE HAVING SEVERE ISSUES WITH FLOODING IN SOME AREAS.
- YARD WASTE RECYCLING AT HOME CURBSIDE IS NEEDED. QUARTERLY BULK TRASH PICK-UP. A GROCERY STORE IN OR NEAR LA FRONTERA AREA IS NEEDED. HEB CENTRAL MARKET.
- LOWER PROPERTY TAXES.
- I THINK THE CITY OF ROUND ROCK DOES A GREAT JOB. KEEP UP THE GOOD WORK.
- TRANSPORTATION. KEEP DOWNTOWN HISTORIC. NEIGHBORHOOD SCHOOLS.
- CUT GRASS IN ALLEYS MORE OFTEN. MAKE DRAINAGE FOR WATER RAIN AVAILABLE SO WE DON'T LOOSE WATER.
- WE NEED PUBLIC TRANSPORTATION, METRO RAIL STATION THAT WILL CONNECT ROUND ROCK TO AUSTIN.
- CITY NEEDS BIKE LANES AND BIKE PATHS BEFORE SOMEONE IS KILLED. FOREST CREEK GOLF COURSE IS DETERIORATING IN BOTH APPEARANCE AND SERVICE. USED TO BE THE BEST AROUND.
- WE ARE ALL ROUND ROCK CITIZENS REGARDLESS.
- DON'T TAX SENIOR CITIZENS OUT OF THEIR HOMES.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

- I AM VERY IMPRESSED WITH THE CITY EFFORTS ON CREATING A RESIDENT FRIENDLY COMMUNITY.KEEP UP THE GOOD WORK!
- KEEP IT A FRIENDLY CITY
- AVAILABILITY PUBLIC TRANSPORT TRAIN TO AUSTIN.
- REMOVE EXCESS TREE LIMBS OVER HANGING STREETS.
- DESIGNATED AREA FOR FLEA MARKET.
- TRAFFIC FLOW AND PARKING DOWNTOWN OR AT NORTH END OF TOWN BY OLD SETTLERS & IH-35 MAYBE PARKING GARAGE.
- MORE LOCAL FARM TO TABLE RESTAURANTS. MORE INDOOR TODDLER ACTIVITIES.
- CONTINUE WORKING HARD AT KEEPING OUR STREETS AND CITY SAFE. FAMILY AND COMMUNITY SAFETY IS PRIORITY NUMBER 1.
- MORE HIKE AND BIKE PARKS. TAKE CARE OF OLDER RESIDENTIAL AREAS. HELP MAKE THEM MORE APPEALING. MORE SERVICES LIKE TRANSPORTATION.
- NEED TRAIN OR TRANSIT SYSTEM ALSO BUSES LOCALLY. NEED PAVED WALKWAYS. MUCH OF DOWNTOWN CAN BE REACHED ON FOOT BUT TOO DANGEROUS TO WALK. NO SIDEWALKS.
- ROADS NEED TO BE PLANNED BETTER TO COMPLETE FUTURE GROWTH. DON'T BUILD ONCE THERE IS ALREADY A PRESENT ISSUE. BETTER PLANNING
- KEEP AND CONTINUE THE WORK YOU ARE DOING. FOCUSING ON SAFETY AND LOW CRIME RATE OF ANY KIND.
- TRAFFIC
- PUBLIC TRANSPORTATION BUS TO DOWNTOWN TRAIN CONNECTION TO AUSTIN.
- MORE FREE MARKET CHOICES IN SERVICES. LET PRIVATE COMPANIES BID FOR OUR TRASH SERVICES.
- WE WISH THAT THE CITY PARKS AND TRAILS WERE CONNECTED.
- SOME PEOPLE DRIVE TOO FAST AND CARELESS ON I-35 DANGEROUS ROAD.
- FIX LIGHTS AT GREENBRIAR AND GREENLAWN TOO MANY WEEKS OCCURRING.
- ROUND ROCK WAS NICE CLEAN AND SAFE. NOW THE STREETS ARE DIRTY AND PEOPLE ARE SPEEDING ALL HOURS OF DAY AND NIGHT ON ALL ROADS.
- FOCUS ON MAJOR NEEDS AND CITY RESPONSIBILITIES.
- OUR GARBAGE MEN ARE AMAZING! WE APPRECIATE THEM AND HOW KINDLY THEY TREAT OUR KIDS.
- PAY WATER BILL ONLINE WITHOUT HAVING TO PAY EXTRA. EXPAND ROADS AND STREETS BEFORE BUILDING WHOLE NEW NEIGHBORHOODS.
- MAINTAIN PARKS,STREETS. MAINTAIN RETAINING BASINS DRAINAGE.
- MAGNETIC PLACARD FOR BRIDGE LISTING RECYCLABLE THINGS. EASY FOR ALL AGES TO UNDERSTAND.
- I HOPE SOME DAY THAT DOWNTOWN ROUND ROCK IS COMPARABLE TO DOWNTOWN GEORGETOWN NICE SHOPPING RESTAURANTS AND PLACES TO WALK.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

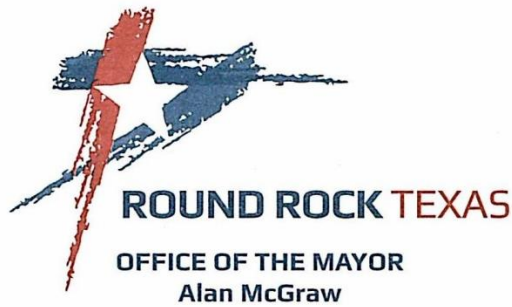
- RIDING AROUND IN THE CITY VEHICLES DOING PERSONAL BUSINESS ON CITY TIME. CITY EMPLOYEES AND POLICE DEPT COVERING UP CRIMES WITH IN DEPARTMENTS.
- PLEASE BRING PUBLIC TRANSPORTATION TO ROUND ROCK.
- FARMERS MARKET MORE LOCALLY OWNED BUSINESSES. TRAFFIC CONDITIONS THE I-35 IS AWFUL IN ROUND ROCK.
- DISCOURAGED OF HIGHER PROPERTY TAXES IN NEW HOUSING DEVELOPMENTS. MAY LOOK OUT OF ROUND ROCK.
- OPTIONAL RAILROAD CROSSINGS AT 620 MCNICE EITHER OVERPASSES OR UNDERPASSES. FIX TRAFFIC MERGING ONTO I-35 FROM FRONTAGE ROAD.
- GLAD TO SEE THE PLANS FOR THE NEW KALAHARI RESORT BUT HWY 79 IS NOT ABLE TO HANDLE ANY MORE TRAFFIC. WILL BE MAJOR PROBLEMS AT AW GRIMES & MAYS.
- MORE TURN LANES
- TRAFFIC IS TERRIBLE.
- PLEASE REVIEW IMPROVING PEDESTRIAN AND BIKE ACCESS FOR ALL PARTS OF ROUND ROCK WITHIN 3 MILES DOWNTOWN.
- KEEP CARING,KEEP IMPROVING AND KEEP LISTENING WE ALL LIVE HERE.
- SPEED BUMPS OR NEIGHBOR MAIN STREETS CONTROL SPEEDING.
- VERY FAMILY ORIENTED. PLEASE KEEP IT THAT WAY.
- ROUND ROCK PRIDES ITSELF ON BEING A FAMILY ORIENTED COMMUNITY. LET'S PUT FAMILY FIRST AND OFFER MORE REASONS FOR FAMILIES TO STAY AND PLAY.
- DESIRE FOR NEW 50 METER INDOOR POOL PLEASE!
- CONTROL THE NUMBER OF GAS STATIONS.
- PLEASE COMPLETE ROAD CONSTRUCTION MORE QUICKLY. RECYCLE EVERY WEEK.
- MORE SERVICES FOR SPECIAL NEEDS CHILDREN.
- TIME FOR MORE THAN ONE LIBRARY. SCHOOLS NEED TO KEEP UP WITH GROWTH. TOO MANY MULTI HOME APARTMENTS DEVELOPMENTS. NEED A MALL.
- GIVE PEOPLE WHO USE LITTLE WATER A BIGGER DISCOUNT AND CHARGE PEOPLE MORE WHO DUMP OUR WATER ON LAWNS.
- CODE ENFORCEMENT EVENLY ACROSS ALL NEIGHBORHOODS AND WHEN YOU POINT THIS OUT THE CITY IGNORES YOU.
- GET RID OF THE FLUORIDE IN OUR DRINKING WATER. OTHER THAN THAT KEEP ON KEEPING ON. GOOD JOB.
- KEEP UP THE GOOD WORK.
- ALL STOP LIGHTS SHOULD BE FLASHING YELLOW YIELD TURNS TO FACILITATE BETTER FLOW OF TRAFFIC.
- SINGLE FAMILY DEVELOPMENT. KEEP ROUND ROCK SAFE.
- I DID NOT WANT TO LIVE IN ROUND ROCK BUT FROM AUSTIN. LOVE HOW THE CITY HAS MANAGED AND CARED FOR. THANKS FOR ALL THE WORK AND EFFORT TO MAKE ROUND ROCK WHAT IT IS.

OPTIONAL: If you have any specific suggestions to improve quality of city services, please write them in the space provided below (cont.):

- IMPROVE THE TRAFFIC LIGHT ON RM620. USE SENSORS SOFTWARE TO IMPROVE THE FLOW. ALSO ENCOURAGE QUALITY ATTRACTIVE DEVELOPMENT ALONG CORRIDOR AS IT IS AT THE WESTERN GATEWAY TO THE CITY.
- MORE AFFORDABLE HOUSING FOR FAMILIES 100,000-150,000.
- HAVE THE BULKY ITEMS PICK UP ONCE A QUARTER.
- PLEASE STOP BUILDING SO MANY APARTMENTS WITHIN THE SAME AREA.
- MAKING THINGS MORE ACCESSIBLE FOR WALKING, BIKING AND ABILITY TO USE TRANSPORT.
- CONVINCE THE FUTURE KALAHARI TO INCORPORATE FOREST CREEK GOLF COURSE INTO THE DEVELOPMENT IT'S NOT BEING MAINTAINED PROPERLY.
- PUT RECYCLING BINS BY THE MAIL BOXES. PUBLIC TRANSPORTATION CONNECT WITH AUSTIN
- MORE FAMILY FRIENDLY ACTIVITIES DOWNTOWN TOO MANY BARS. WHAT HAPPENED TO BOND PACKAGE FOR THE RAWHIDE FIRE STATION?
- IT'S SAD AND DEPRESSING TO SEE HOW FAST ROUND ROCK IS GROWING AND OVER POPULATED.
- PLEASE TAKE FLUORIDE OUT OF THE WATER.
- MAINTAIN OLDER NEIGHBORHOOD STREETS BETTER. DON'T RELOCATE THE DOWNTOWN LIBRARY. VERY UNHAPPY WITH THE CONSTRUCTION IN DOWNTOWN AND THE ROUNDABOUT THAT IS BEING BUILT.
- PUBLIC TRANSPORTATION.
- FOR THE TRASH EMPLOYEES HAVE MORE RESPECT WITH OUR TRASH CANS AND NOT TO BLOCK THE MAIL BOXES WITH CANS AND NOT THROW THEM DOWN IN THE STREET.
- TRAFFIC FLOW.
- BIKE AND HIKING TRAILS. KEEP EXCELLENT QUALITY OF CITY COUNCIL. SMOKE FREE ROUND ROCK.
- AWAY TO CROSS I-35 AT MCNEIL UNDER THE BRIDGE WALKING WITHOUT WORRYING ABOUT BATS!
- BRING MORE BUSINESSES IN THE CITY.
- FEEL VERY STRONGLY THAT WE SHOULD HAVE BETTER CITY BUS SYSTEM. METRO RAIL STATION. SERVICES WITHOUT THESE WE CANNOT KEEP UP WITH GROWTH.
- MAKE RED BUD LANE DUAL LANES IN EACH DIRECTION FOR THE ENTIRE ROAD.
- PUBLIC TRANSPORTATION CONNECTION TO CAP METRO PARK AND RIDES.
- TRAFFIC!
- RECENTLY CITY TURNED DOWN RULING ALLOWING RESIDENCE PROPERTY WITH GARAGES TO CONVERT GARAGES INTO ADDITIONAL ROOMS AND THAT'S WHY ARE STREETS ARE FLOODED WITH CARS.

Section 7:

Survey Instrument



June 2016

Dear Round Rock City Resident:

Your input on the enclosed survey is extremely important. During the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement, and others. To ensure the City's priorities are aligned with the needs of our residents, **we need to know what YOU think.**

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also allow City leaders to identify and address the many opportunities and challenges facing the community.

Please return your survey sometime during the next week. Your responses will remain confidential. Return your survey in the enclosed postage-paid envelope, or go to www.roundrocksurvey.org if you prefer to take the survey online.

If you have any questions, feel free to call my office at (512) 218-5400. Thanks again for taking the time to better our community.

Respectfully,

A handwritten signature in black ink, appearing to read 'A McGraw', written in a cursive style.

Alan McGraw
Mayor



2016 Round Rock Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of city services. If you have questions, please contact Will Hampton at (512) 218-5409.

Overall Quality of City Services

1. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Round Rock.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Parks and recreation programs	5	4	3	2	1	9
02. Water and wastewater services	5	4	3	2	1	9
03. Emergency medical services	5	4	3	2	1	9
04. Enforcement of city codes and ordinances	5	4	3	2	1	9
05. Fire services	5	4	3	2	1	9
06. Library services	5	4	3	2	1	9
07. Maintenance of city streets and sidewalks	5	4	3	2	1	9
08. Management of storm water runoff and flood prevention	5	4	3	2	1	9
09. Municipal court services	5	4	3	2	1	9
10. Police services	5	4	3	2	1	9
11. Transportation planning in the City	5	4	3	2	1	9
12. Trash, recycling, and yard waste collection services	5	4	3	2	1	9
13. City communication with the public	5	4	3	2	1	9
14. Customer service provided by City employees	5	4	3	2	1	9

2. Which **THREE** of the services listed in Question 1 do you think are **MOST IMPORTANT** for the City to provide? *[Write-in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____

Traffic Issues

3. Please rate the following traffic situations in the City of Round Rock as either "Excellent," "Good," "Average," or "Poor" by circling the corresponding number below.

How Would You Rate:	Excellent	Good	Average	Poor	Don't Know
1. Traffic flow on state roads/highways in Round Rock (i.e. I-35, US 79, RM 620)	4	3	2	1	9
2. Traffic flow in and around your neighborhood	4	3	2	1	9
3. The job the City of Round Rock is doing managing traffic	4	3	2	1	9

4. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same?

____(3) Getting better ____ (2) Staying the same ____ (1) Getting worse ____ (9) Don't know

Perceptions of the City

5. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. How well the City is planning for growth	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Availability of job opportunities	5	4	3	2	1	9
5. Overall value you receive for City taxes and fees	5	4	3	2	1	9
6. Overall quality of new development	5	4	3	2	1	9
7. Appearance of residential property in the City	5	4	3	2	1	9
8. Appearance of commercial property in the City	5	4	3	2	1	9
9. Overall appearance of the City	5	4	3	2	1	9

Public Safety

6. Using a scale of 5 to 1, where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in each of the following situations.

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In Downtown Round Rock	5	4	3	2	1	9
2. In City parks	5	4	3	2	1	9
3. In your neighborhood during the day	5	4	3	2	1	9
4. In your neighborhood at night	5	4	3	2	1	9
5. In commercial and retail areas	5	4	3	2	1	9
6. Overall feeling of safety in Round Rock	5	4	3	2	1	9

Parks and Recreation

7. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Appearance and maintenance of existing City parks	5	4	3	2	1	9
2. Number of City parks	5	4	3	2	1	9
3. Hike and bike trails in the City	5	4	3	2	1	9
4. City recreation centers	5	4	3	2	1	9
5. City swimming pools	5	4	3	2	1	9
6. Quality of youth recreation programs	5	4	3	2	1	9
7. Quality of adult recreation programs	5	4	3	2	1	9
8. Forest Creek Golf Course	5	4	3	2	1	9
9. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	5	4	3	2	1	9

8. Which TWO of the parks and recreation services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 7.]

1st: _____ 2nd: _____

9. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? *[Write up to two suggestions in the spaces below]*

1st suggestion: _____ 2nd suggestion: _____

Transportation

10. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major City streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Timing of traffic signals in the City	5	4	3	2	1	9
4. Mowing/trimming along City streets and other public areas	5	4	3	2	1	9
5. Adequacy of City street lighting	5	4	3	2	1	9
6. Cleanliness of City streets and other public areas	5	4	3	2	1	9
7. Cleanliness of creeks and open channels	5	4	3	2	1	9
8. Condition of sidewalks in the City	5	4	3	2	1	9
9. Availability of bike lanes	5	4	3	2	1	9

11. Which TWO of the transportation services listed in Question 10 do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 10.]*

1st: _____ 2nd: _____

Code Enforcement

12. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of cleaning junk & debris on private property	5	4	3	2	1	9
2. Enforcement of mowing weeds & grass on private property	5	4	3	2	1	9
3. Enforcement of sign regulations	5	4	3	2	1	9

13. Which ONE of the code enforcement services listed in Question 12 do you think is MOST IMPORTANT for the City to provide? *[Write-in your answer below using the numbers from the list in Question 12.]*

Most Important: _____

Communication

14. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs/services	5	4	3	2	1	9
2. City efforts to keep residents informed about local issues	5	4	3	2	1	9
3. The level of public involvement in City decision-making	5	4	3	2	1	9
4. The City's cable television channel/video production	5	4	3	2	1	9
5. The usefulness of information on the City's website	5	4	3	2	1	9
6. How well the City listens & responds to citizens' needs	5	4	3	2	1	9
7. City storm water education and outreach efforts	5	4	3	2	1	9

15. From which of the following sources do you currently get information about the City of Round Rock? [Check all that apply.]

- | | |
|---|--|
| <input type="checkbox"/> (01) Austin American-Statesman or www.statesman.com | <input type="checkbox"/> (09) City website www.roundrocktexas.gov |
| <input type="checkbox"/> (02) Round Rock Leader | <input type="checkbox"/> (10) The City email newsletter, Round Rock News |
| <input type="checkbox"/> (03) Community Impact, the monthly publication | <input type="checkbox"/> (11) Public Meetings |
| <input type="checkbox"/> (04) Local TV News | <input type="checkbox"/> (12) Parks and Recreation email newsletter |
| <input type="checkbox"/> (05) Round Rock Cable Channel 10 for Time Warner and Channel 99 for Uverse | <input type="checkbox"/> (13) Your Homeowner/Neighborhood Association (via newsletter, website, social media site, etc.) |
| <input type="checkbox"/> (06) Local Radio | <input type="checkbox"/> (14) The City's social media outlets (Facebook, Twitter and/or YouTube) |
| <input type="checkbox"/> (07) Enclosure in your City utility bill, Newsflash | <input type="checkbox"/> (15) Police Department's Citizen Observer program |
| <input type="checkbox"/> (08) Friends | |

16. Which of the following electronic sources of information are you currently using? [Check all that apply.]

- | | | |
|--|--|---|
| <input type="checkbox"/> (01) Facebook [Answer 16-2.] | <input type="checkbox"/> (05) Snapchat | <input type="checkbox"/> (09) Other: _____ |
| <input type="checkbox"/> (02) Twitter [Answer 16-2.] | <input type="checkbox"/> (06) Text messages | <input type="checkbox"/> (99) None of the above |
| <input type="checkbox"/> (03) YouTube [Answer 16-2.] | <input type="checkbox"/> (07) E-mail | |
| <input type="checkbox"/> (04) Instagram [Answer 16-2.] | <input type="checkbox"/> (08) The Internet (general use) | |

16-2. If you use Facebook, Twitter, YouTube, or Instagram: Do you follow any of the City's accounts on these social media outlets?

- ☐ (1) Yes ☐ (2) No

17. Do you currently have any one of the following television services? [Check all that apply.]

- | | | |
|--|--|---|
| <input type="checkbox"/> (1) Time Warner Cable | <input type="checkbox"/> (4) Satellite TV | <input type="checkbox"/> (7) Don't own a TV |
| <input type="checkbox"/> (2) Grande Cable | <input type="checkbox"/> (5) Netflix, Hulu Plus or similar service | <input type="checkbox"/> (8) Other: _____ |
| <input type="checkbox"/> (3) AT&T Uverse | <input type="checkbox"/> (6) Broadcast (antennae only) | |

18. Have you contacted the City of Round Rock during the past year?

- ☐ (1) Yes [Answer 18-2 and 18-3.] ☐ (2) No

18-2. How would you describe the service you received?

- ☐ (4) Excellent ☐ (3) Good ☐ (2) Fair ☐ (1) Poor ☐ (9) Don't know

18-3. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following.

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy they were to contact	5	4	3	2	1	9
2.	The way you were treated	5	4	3	2	1	9
3.	The accuracy of the information and the assistance you were given	5	4	3	2	1	9
4.	How quickly City staff responded to your request	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

Solid Waste/Utility Services

19. Using a scale of 5 to 1, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash (<i>garbage</i>) collection services	5	4	3	2	1	9
2. Bulky item pick-up/removal services (<i>old furniture, appliances, etc.</i>)	5	4	3	2	1	9
3. Recycling services	5	4	3	2	1	9
4. Yard waste collection services	5	4	3	2	1	9
5. Drinking water services	5	4	3	2	1	9
6. Wastewater (<i>sewer</i>) services	5	4	3	2	1	9

20. Approximately how much of your household's waste is placed in your green recycling bin?

____(1) 1/4 ____ (2) 1/2 ____ (3) 3/4 ____ (4) Full ____ (5) Overfull

- 20-2. What is preventing you from recycling more?
-

21. Are you aware you can dispose of your Household Hazardous Waste (*old paint, used oil, etc.*) at the Deepwood Recycling Center?

____(1) Yes ____ (2) No ____ (9) Never heard of Deepwood Recycling Center

22. Did you utilize the once-a-year curbside "Bulky Item" service in April this year?

____(1) Yes ____ (2) No ____ (9) Not aware

Water Conservation and Awareness

23. Do you know when your household's designated watering days are?

____(1) Yes [Answer 23-2.] ____ (2) No [Answer 23-3.]

- 23-2. [If YES to #23] Which of the following best describes how often you have been following the watering schedule for your household?

____(4) Always ____ (3) Usually ____ (2) Sometimes ____ (1) Never ____ (9) Don't know

- 23-3. [If NO to #23] Do you know how to get information about the watering schedule for your household?

____(1) Yes ____ (2) No

24. Prior to receiving this survey, did you know that the City has a "tiered" rate structure to encourage water conservation in the summer? (*This means that residents are charged different rates for water based on their usage.*)

____(1) Yes ____ (2) No

25. Which of the following are the primary reasons you go to other cities to shop or dine out?

____(1) Lower prices in other cities ____ (3) Better selection in other cities ____ (5) Other: _____
____(2) Better quality in other cities ____ (4) Just like to go other places ____ (9) Don't know

Land Development

26. Using a scale of 5 to 1, where "5" means "Much Too Fast" and "1" means "Much Too Slow," please rate the City's current pace of development in each of the following areas.

Type of Development	Much Too Fast	Too Fast	Just Right	Too Slow	Much Too Slow	Don't Know
1. Office development	5	4	3	2	1	9
2. Industrial development	5	4	3	2	1	9
3. Multi-family residential development	5	4	3	2	1	9
4. Single-family residential development	5	4	3	2	1	9
5. Retail development	5	4	3	2	1	9

Expectations for Services

27. Using a scale from 5 to 1, where "5" means the level of service provided by the City "Should be Much Higher" than it is now and "1" means that it "Should be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below.

How should the level of service provided by the City in the following areas change:	Should be Much Higher	Should be a Little Higher	Should Stay the Same	Should be a Little Lower	Should be Much Lower	Don't Know
1. Library Services	5	4	3	2	1	9
2. Law enforcement	5	4	3	2	1	9
3. Fire response	5	4	3	2	1	9
4. Emergency medical services	5	4	3	2	1	9
5. Parks and open space	5	4	3	2	1	9
6. Recreation activities	5	4	3	2	1	9
7. Maintenance of Infrastructure (<i>streets, sidewalks</i>)	5	4	3	2	1	9

Downtown Round Rock

28. Using a scale from 5 to 1, where "5" means "Very Desirable" and "1" means "Not at All Desirable", please indicate how desirable each of the following types of businesses are for Downtown Round Rock.

Potential Types of Businesses for Downtown Round Rock	Very Desirable	Desirable	Neutral	Not Desirable	Not at All Desirable	Don't Know
1. Locally-owned boutiques and cafes	5	4	3	2	1	9
2. Restaurants and retail	5	4	3	2	1	9
3. Music and entertainment venues	5	4	3	2	1	9
4. Bars and breweries	5	4	3	2	1	9
5. Arts and crafts shops or galleries	5	4	3	2	1	9

29. What would bring you to Downtown Round Rock more often?

30. Describe Downtown Round Rock as though you were speaking with someone who has never heard of it before.

31. What do you think are the THREE biggest issues Round Rock will face within the next FIVE years?

[Check up to three answer options.]

- | | |
|--|--|
| <input type="checkbox"/> (1) Traffic | <input type="checkbox"/> (5) High taxes/property taxes/finances |
| <input type="checkbox"/> (2) Controlling rapid growth | <input type="checkbox"/> (6) Public transportation |
| <input type="checkbox"/> (3) School related issues (<i>overcrowding, lack of schools, system improvements</i>) | <input type="checkbox"/> (7) Crime (<i>inadequate police, gangs, etc.</i>) |
| <input type="checkbox"/> (4) Road repair/maintenance/expansion | <input type="checkbox"/> (8) Other: _____ |
| | <input type="checkbox"/> (9) Don't know |

Demographics

32. Approximately how many years have you lived in Round Rock?

- | | | |
|--|--|---|
| <input type="checkbox"/> (1) Less than 5 years | <input type="checkbox"/> (3) 10-19 years | <input type="checkbox"/> (5) 30 years or more |
| <input type="checkbox"/> (2) 5-9 years | <input type="checkbox"/> (4) 20-29 years | <input type="checkbox"/> (9) Don't know |

33. What is your age? _____ years

34. What is the highest level of formal education you completed?

- | | | |
|---|---|--|
| <input type="checkbox"/> (1) Grade School | <input type="checkbox"/> (3) Some college | <input type="checkbox"/> (5) Graduate work |
| <input type="checkbox"/> (2) High School | <input type="checkbox"/> (4) College graduate | <input type="checkbox"/> (6) Graduate degree |

35. Do you work in the City of Round Rock? ☐ (1) Yes ☐ (2) No

36. Do you have children living at home in the following age ranges? *[Check all that apply.]*

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> (1) Under 6 years | <input type="checkbox"/> (2) 6 to 12 years | <input type="checkbox"/> (3) 13 to 18 years | <input type="checkbox"/> (9) No children |
|--|--|---|--|

37. What is your gender? ☐ (1) Male ☐ (2) Female

38. Are you of Hispanic, Latino, or other Spanish heritage? ☐ (1) Yes ☐ (2) No

39. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

- | | | |
|---|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (3) Black/African American | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (2) American Indian/Eskimo | <input type="checkbox"/> (4) White | |

40. Would you say your total annual household income is:

- | | | |
|---|---|---|
| <input type="checkbox"/> (1) Under \$25,000 | <input type="checkbox"/> (4) \$75,000 to \$99,999 | <input type="checkbox"/> (7) \$150,000 to \$199,999 |
| <input type="checkbox"/> (2) \$25,000 to \$49,999 | <input type="checkbox"/> (5) \$100,000 to \$124,999 | <input type="checkbox"/> (8) \$200,000 or more |
| <input type="checkbox"/> (3) \$50,000 to \$74,999 | <input type="checkbox"/> (6) \$125,000 to \$149,999 | |

OPTIONAL: If you have any specific suggestions to improve the quality of city services, please write them in the space provided below.

This concludes the survey – thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank You.