

# City of Round Rock Community Survey

## Findings Report

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2020

**Submitted to the City of Round Rock, TX**

by:  
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**ETC**  
I N S T I T U T E

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# 2020 City of Round Rock Community Survey

## Executive Summary Report

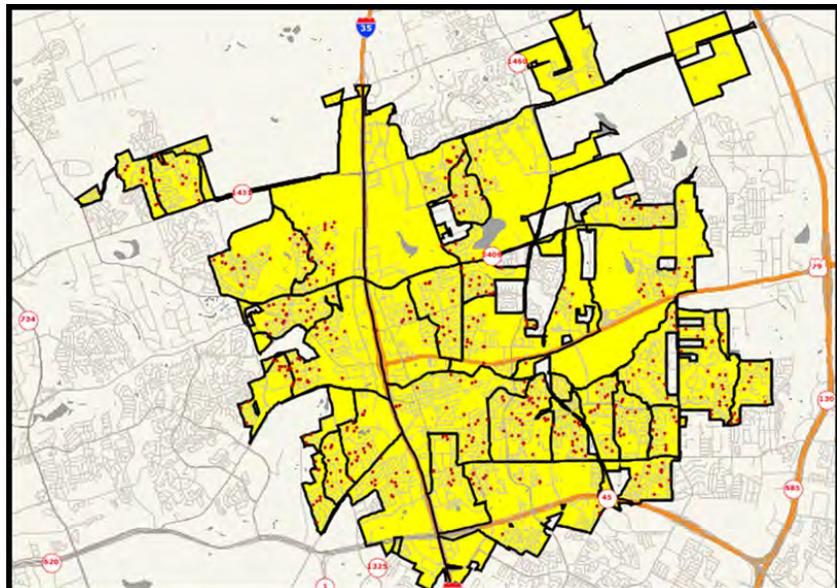
### Overview and Methodology

During the fall of 2020, 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 and online to a random sample of 550 residents. The results for the random sample of 550 households have a 95% level of confidence with a precision of at least +/- 4.2%. There were no statistically significant differences in the results of the survey based on the method of administration (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 state of Texas average.
- 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, 10% were “neutral” and only 3% were “dissatisfied.”

**Overall Satisfaction with City Services.** Eighty-seven percent (87%) 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 (89%), parks and recreation programs (84%), emergency medical services (82%), and police services (82%). Residents were least satisfied with transportation planning in the City (50%).

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

**Traffic Flow.** Seventy-one percent (71%) of residents felt traffic flow in the City was getting worse compared to two years ago; 17% felt it was staying the same, 10% felt it was getting better and 2% did not know. Residents were also asked to rate the traffic flow in different areas of the City; the results showed that 63% of residents rated traffic flow in and around neighborhoods as “excellent” or “good,” and 20% 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 (90%), 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 (88%), number of City parks (78%), hike and bike trails in the City (72%), and City recreation centers (72%).

**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) number of City parks.

**Transportation.** The highest levels of satisfaction with transportation 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 major City streets (74%), maintenance of neighborhood streets (72%), and the mowing and trimming of streets and other public areas (68%).

**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) the maintenance of neighborhood streets, and 3) timing of traffic signals in the City.

**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 (65%), usefulness of information on the City’s website (63%), and City efforts to keep residents informed about local issues (60%). The sources that residents used most often to get information about the City of Round Rock were: 1) Community Impact (74%), 2) local TV news (47%), 3) the City website (47%), and 4) the enclosure in their utility bill (45%).

**Customer Service.** Seventy-six percent (76%) 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: the way they were treated (83%), how easy the City was to contact (82%), and the accuracy of the information and assistance given (77%).

**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 (86%), wastewater (sewer) services (85%), recycling services (83%), and drinking water services (82%).

**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 (88%), 2) controlling rapid growth (61%), and 3) high taxes/property taxes/finances (53%).

## Other Findings

- Sixty-nine percent (69%) of residents indicated their greatest concern when thinking about the COVID-19 pandemic is the ability of restaurants and small businesses to stay open; 68% are concerned about their own health or the health of their immediate family, and 64% are concerned about the health of the economy in general.
- When residents were asked about employment challenges their household is facing or is likely to face due to COVID-19, 41% indicated that the “essential” nature of their job, making COVID risk higher, was their biggest challenge.
- Sixty percent (60%) of residents indicated they are aware of the City’s “tiered” rate structure to encourage water conservation year-round; 40% were not aware of the rate structure.
- Sixty percent (60%) of residents are aware of their household’s designated watering days. Of those aware of their designated watering days, 89% “always” or “usually” follow the watering schedule for their household. Of the 40% who are not aware of their designated watering days, 44% indicated they know how to get information about the watering schedule for their household.
- Two-thirds (67%) of residents who had an opinion indicated the level of service for the maintenance of infrastructure “should be much higher” or “should be a little higher;” 32% felt the level of service should stay the same, and 1% felt it should be lowered.
- Forty-eight percent (48%) of residents who had an opinion felt there should be more restaurants, coffee shops, bakeries, etc. in Round Rock. Other types of places that residents felt should grow in the City include: senior housing (44%), public park, plaza or open space (42%), and high-density mixed-use space (40%).

## How Round Rock Compares to Other Communities

The City of Round Rock **rated above the Texas average** in 48 of the 50 areas that were assessed. Round Rock rated significantly higher than the Texas average (5% or more above) in 45 of these areas. The table below shows how the City of Round Rock compares to the Texas average.

Service	Round Rock	Texas	Difference	Category
Overall quality of services provided by the City	87%	46%	41%	Perceptions
Maintenance of city streets and sidewalks	67%	36%	31%	Major Categories of City Services
Customer service provided by City employees	71%	40%	31%	Major Categories of City Services
Drinking water services	82%	51%	31%	Solid Waste/Utility Services
Availability of info about City programs/services	65%	36%	29%	Communication
Parks and recreation programs	84%	57%	27%	Major Categories of City Services
Appearance & maintenance of City parks	88%	61%	27%	Parks and Recreation
Condition of sidewalks in the City	66%	39%	27%	Transportation Services
Storm water runoff & flood prevention	73%	46%	27%	Major Categories of City Services
Mowing/trimming of streets & other public areas	68%	42%	26%	Transportation Services
Maintenance of major City streets	74%	48%	26%	Transportation Services
The way you were treated	83%	57%	26%	Customer Service
How easy they were to contact	82%	57%	25%	Customer Service
Overall value received for City taxes and fees	54%	30%	24%	Perceptions
The accuracy of the info./assistance given	77%	53%	24%	Customer Service
How well your issue was handled	71%	48%	23%	Customer Service
Overall appearance of the City	81%	59%	22%	Perceptions
Level of public involvement in decision-making	44%	23%	21%	Communication
Overall quality of life in the City	88%	67%	21%	Perceptions
Trash, recycling, & yard waste collection services	81%	61%	20%	Major Categories of City Services
Bulky item pick up/removal services	68%	48%	20%	Solid Waste/Utility Services
Police services	82%	62%	20%	Major Categories of City Services
City swimming pools	60%	40%	20%	Parks and Recreation
Wastewater (sewer) services	85%	66%	19%	Solid Waste/Utility Services
City communication with the public	64%	46%	18%	Major Categories of City Services
Maintenance of neighborhood streets	72%	54%	18%	Transportation Services
Golf course	53%	36%	17%	Parks and Recreation
How quickly City staff responded to request	75%	59%	16%	Customer Service
City efforts to keep residents informed	60%	44%	16%	Communication
Cleanliness of streets and other public areas	77%	62%	15%	Transportation Services
Residential trash (garbage) collection services	86%	71%	15%	Solid Waste/Utility Services
How well the City is planning for growth	61%	47%	14%	Perceptions
Quality of outdoor athletic facilities	72%	59%	13%	Parks and Recreation
Recycling services	83%	70%	13%	Solid Waste/Utility Services
Yard waste collection services	72%	59%	13%	Solid Waste/Utility Services
Library services	80%	68%	12%	Major Categories of City Services
Hike and bike trails in the City	72%	60%	12%	Parks and Recreation
Enforcing mowing/trimming on private property	50%	38%	12%	Code Enforcement
Number of City parks	78%	69%	9%	Parks and Recreation
Fire services	89%	80%	9%	Major Categories of City Services
Emergency medical services	82%	73%	9%	Major Categories of City Services
Availability of bike lanes	38%	30%	8%	Transportation Services
Clean-up of junk/debris on private property	51%	43%	8%	Code Enforcement
Usefulness of info on the City's Web site	63%	55%	8%	Communication
Enforcement of city codes and ordinances	55%	48%	7%	Major Categories of City Services
Adult recreation programs	59%	55%	4%	Parks and Recreation
Youth recreation programs	64%	63%	1%	Parks and Recreation
Enforcement of sign regulations	51%	50%	1%	Code Enforcement
Transit services	31%	37%	-6%	Transportation Services
City's cable TV channel/video production	37%	46%	-9%	Communication

The City of Round Rock **rated at or above the U.S. average** in 48 of the 50 areas that were assessed. Round Rock rated significantly higher than the U.S. average (5% or more above) in 41 of these areas. The table below shows how the City of Round Rock compares to the U.S. average.

Service	Round Rock	U.S.	Difference	Category
Overall quality of services provided by the City	87%	48%	39%	Perceptions
Customer service provided by City employees	71%	42%	29%	Major Categories of City Services
City swimming pools	60%	33%	27%	Parks and Recreation
Maintenance of neighborhood streets	72%	45%	27%	Transportation Services
Maintenance of major City streets	74%	48%	26%	Transportation Services
Maintenance of city streets and sidewalks	67%	42%	25%	Major Categories of City Services
Condition of sidewalks in the City	66%	43%	23%	Transportation Services
Availability of info about City programs/services	65%	42%	23%	Communication
Parks and recreation programs	84%	61%	23%	Major Categories of City Services
How well your issue was handled	71%	49%	22%	Customer Service
The accuracy of the info./assistance given	77%	58%	19%	Customer Service
Storm water runoff & flood prevention	73%	54%	19%	Major Categories of City Services
Appearance & maintenance of City parks	88%	70%	18%	Parks and Recreation
Cleanliness of streets and other public areas	77%	59%	18%	Transportation Services
How quickly City staff responded to request	75%	57%	18%	Customer Service
City communication with the public	64%	46%	18%	Major Categories of City Services
How easy they were to contact	82%	64%	18%	Customer Service
Drinking water services	82%	64%	18%	Solid Waste/Utility Services
Overall appearance of the City	81%	64%	17%	Perceptions
Overall value received for City taxes and fees	54%	37%	17%	Perceptions
City efforts to keep residents informed	60%	43%	17%	Communication
Wastewater (sewer) services	85%	68%	17%	Solid Waste/Utility Services
Overall quality of life in the City	88%	72%	16%	Perceptions
Mowing/trimming of streets & other public areas	68%	52%	16%	Transportation Services
How well the City is planning for growth	61%	45%	16%	Perceptions
Hike and bike trails in the City	72%	58%	14%	Parks and Recreation
Enforcing mowing/trimming on private property	50%	36%	14%	Code Enforcement
Residential trash (garbage) collection services	86%	72%	14%	Solid Waste/Utility Services
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Police services	82%	68%	14%	Major Categories of City Services
Trash, recycling, & yard waste collection services	81%	68%	13%	Major Categories of City Services
Level of public involvement in decision-making	44%	31%	13%	Communication
The way you were treated	83%	70%	13%	Customer Service
Number of City parks	78%	67%	11%	Parks and Recreation
Clean-up of junk/debris on private property	51%	42%	9%	Code Enforcement
Fire services	89%	81%	8%	Major Categories of City Services
Quality of outdoor athletic facilities	72%	64%	8%	Parks and Recreation
Golf course	53%	46%	7%	Parks and Recreation
Library services	80%	75%	5%	Major Categories of City Services
Yard waste collection services	72%	67%	5%	Solid Waste/Utility Services
Usefulness of info on the City's Web site	63%	59%	4%	Communication
Adult recreation programs	59%	55%	4%	Parks and Recreation
Enforcement of city codes and ordinances	55%	53%	2%	Major Categories of City Services
Youth recreation programs	64%	62%	2%	Parks and Recreation
Enforcement of sign regulations	51%	50%	1%	Code Enforcement
Emergency medical services	82%	81%	1%	Major Categories of City Services
Availability of bike lanes	38%	38%	0%	Transportation Services
Transit services	31%	42%	-11%	Transportation Services
City's cable TV channel/video production	37%	48%	-11%	Communication

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

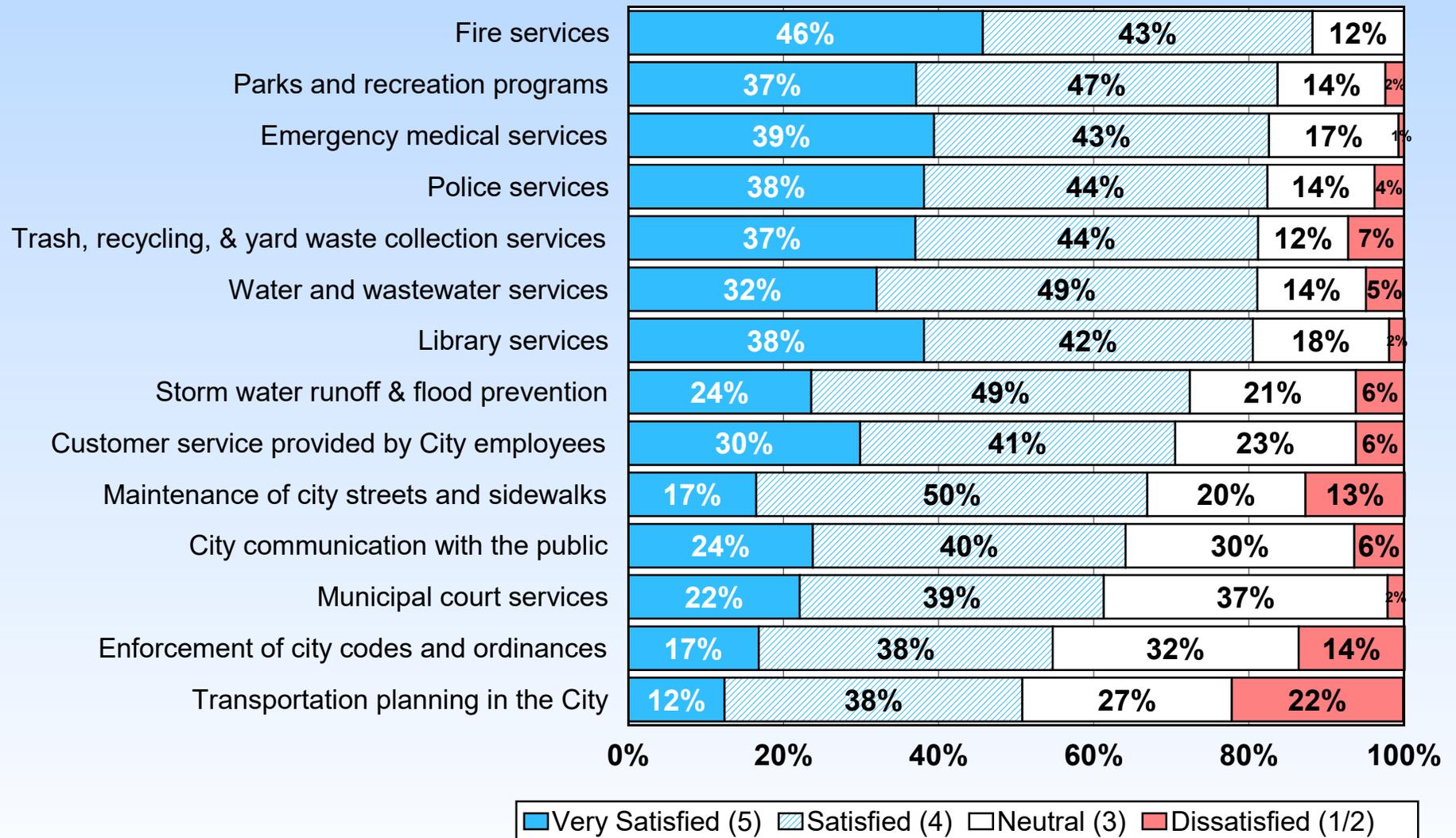
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the City's overall satisfaction rating is listed below:
  - Police services
- **Priorities within Departments/Specific Areas:** This analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:
  - **Parks and Recreation:** hike and bike trails in the City
  - **Transportation:** maintenance of major City streets, transit services, and timing of traffic signals in the City
  - **Code Enforcement:** Enforcing cleanup of debris on private property

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

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# Q1. Overall Satisfaction With City Services by Major Category

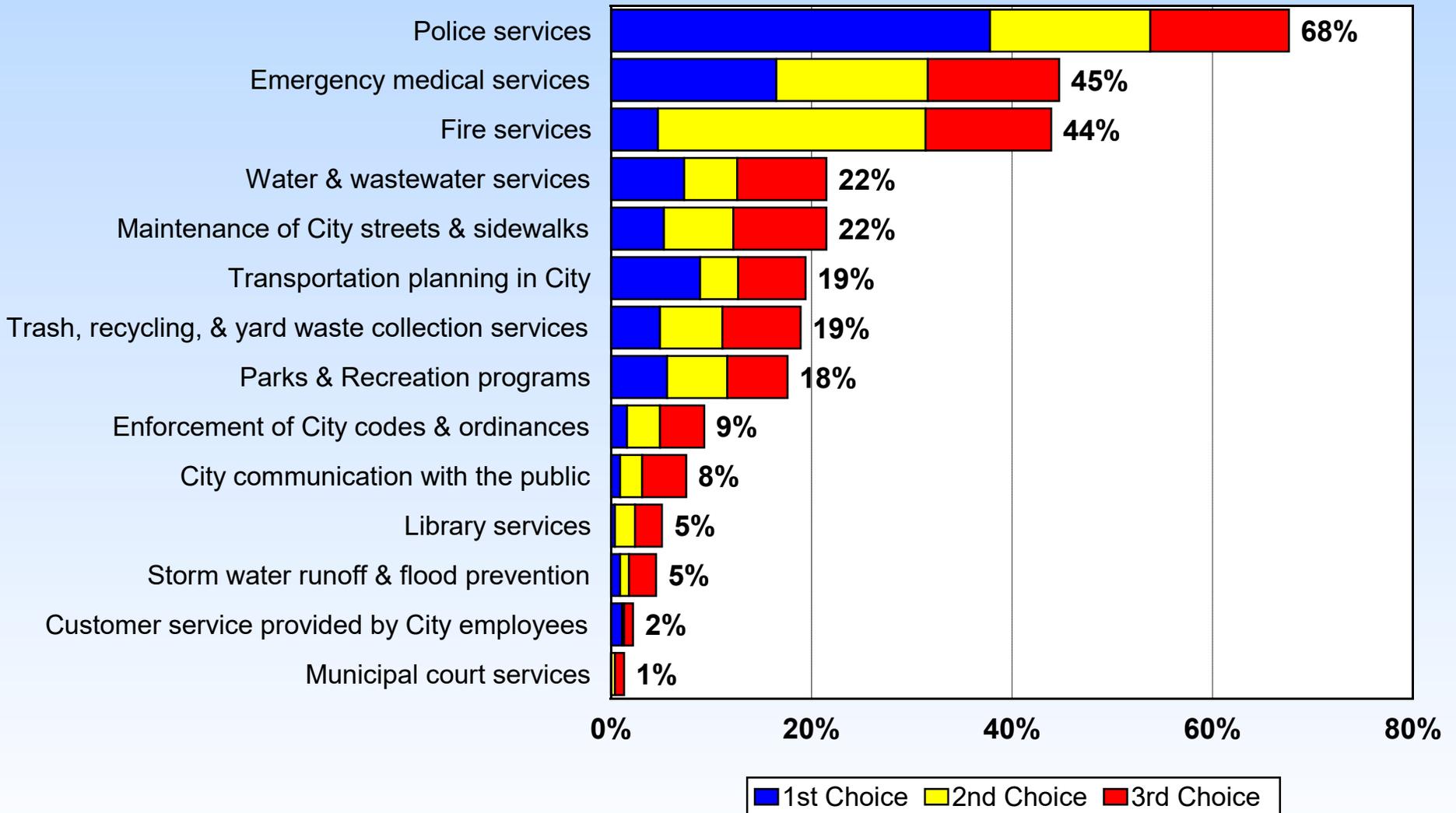
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

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

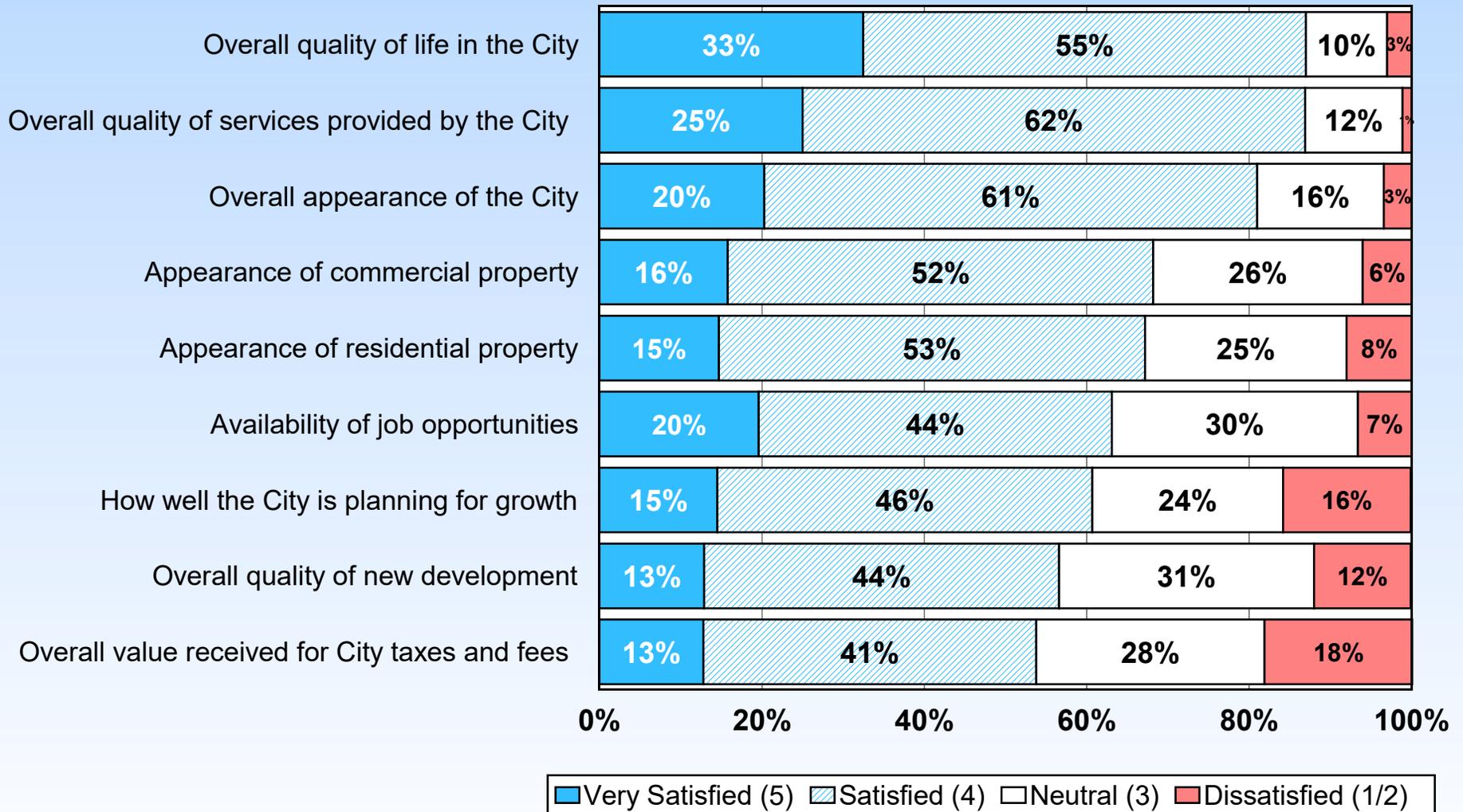
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020 Round Rock Community Survey)

# Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

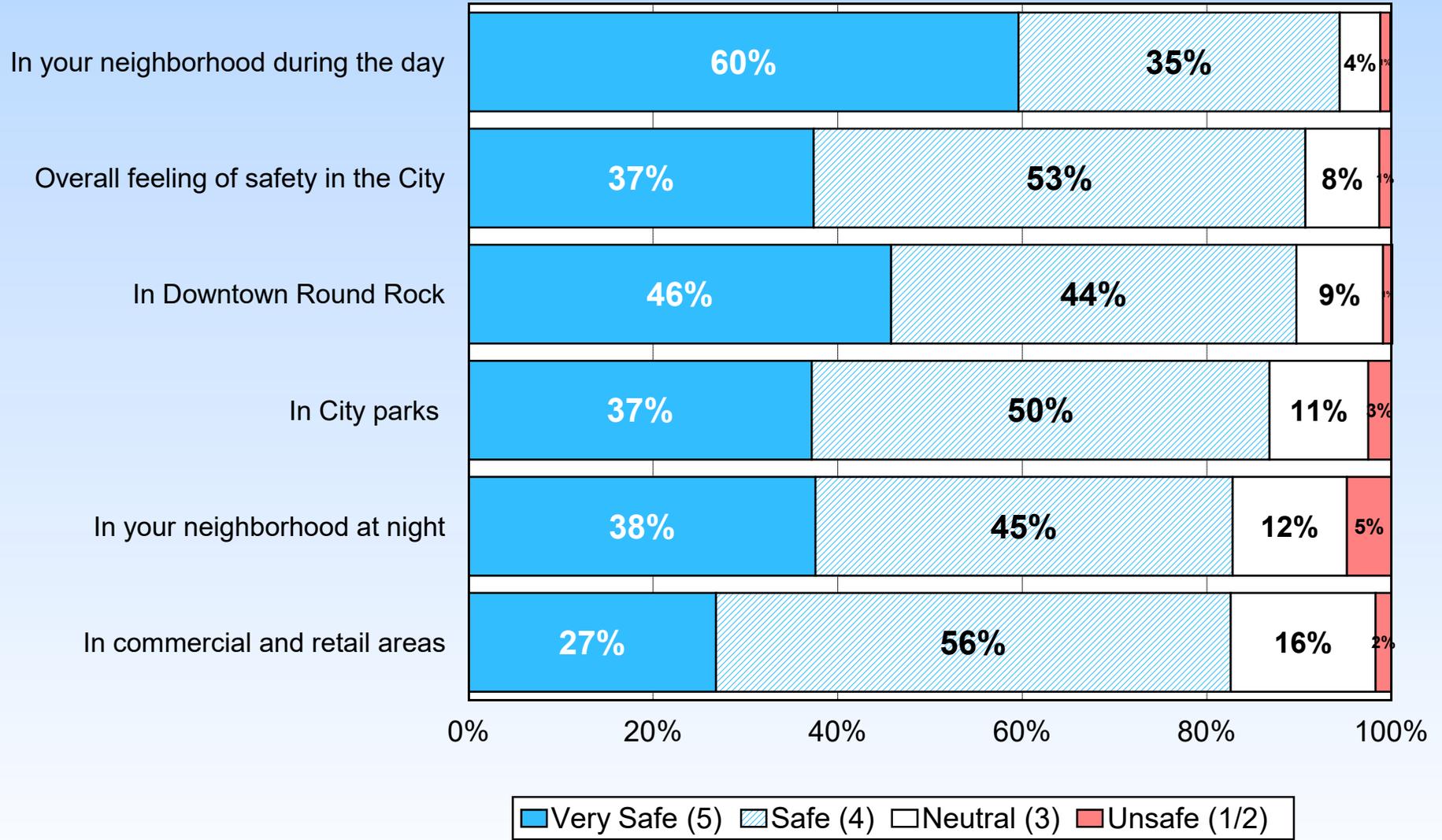
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q4. How Safe Do You Feel?

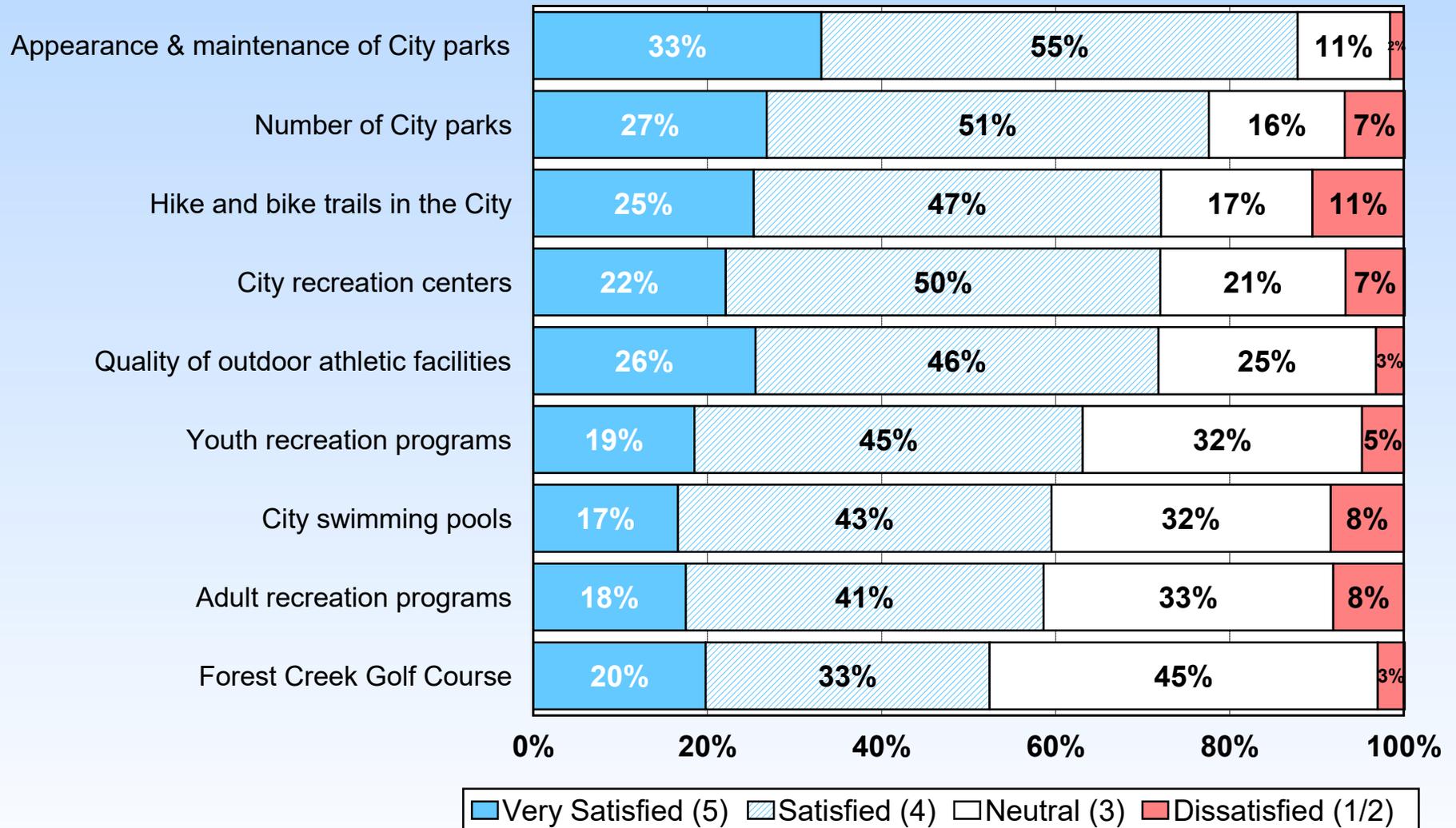
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q5. Satisfaction with Various Aspects of Parks and Recreation

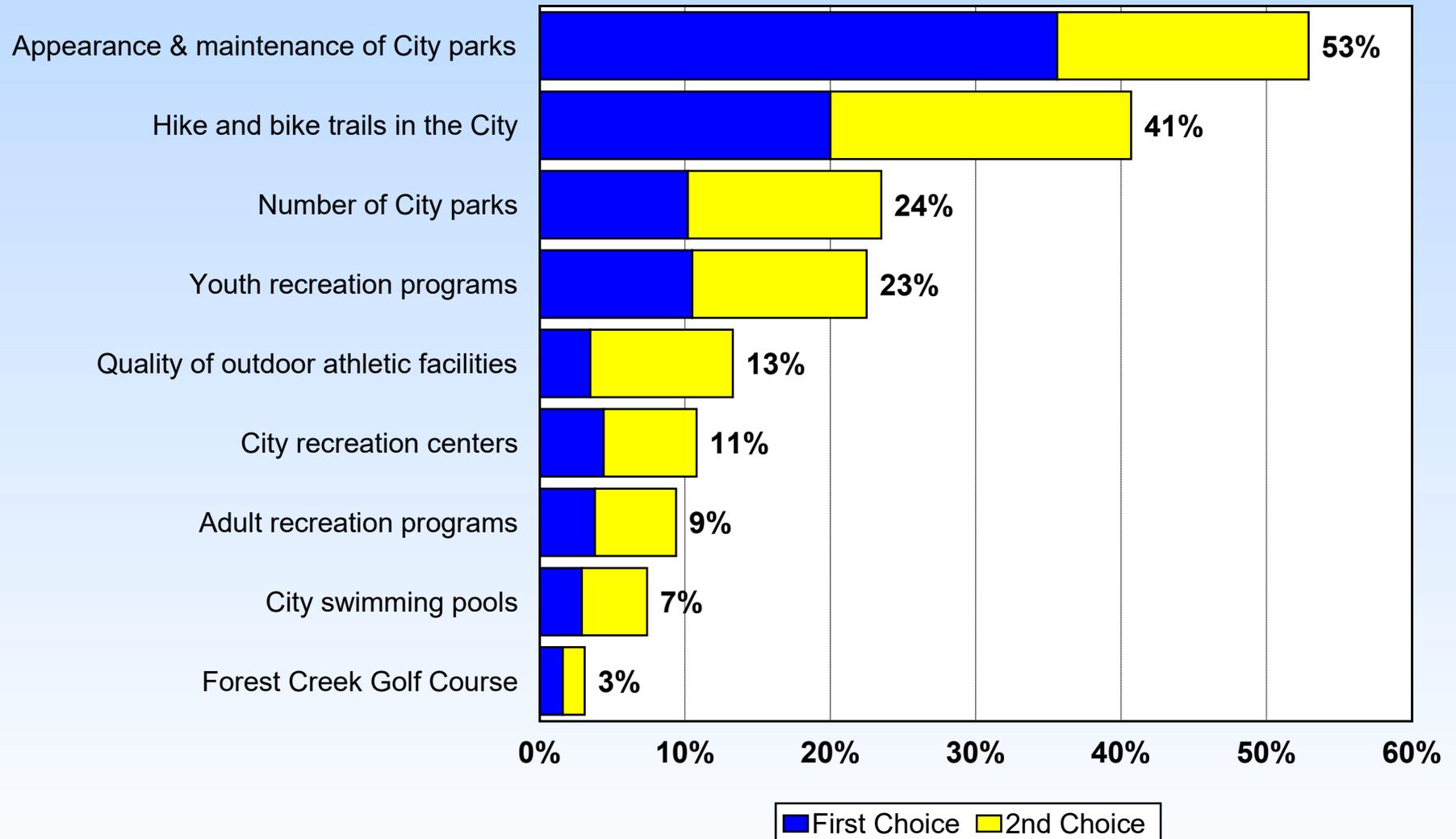
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

## Q6. Parks and Recreation Services That Residents Thought Were Most Important

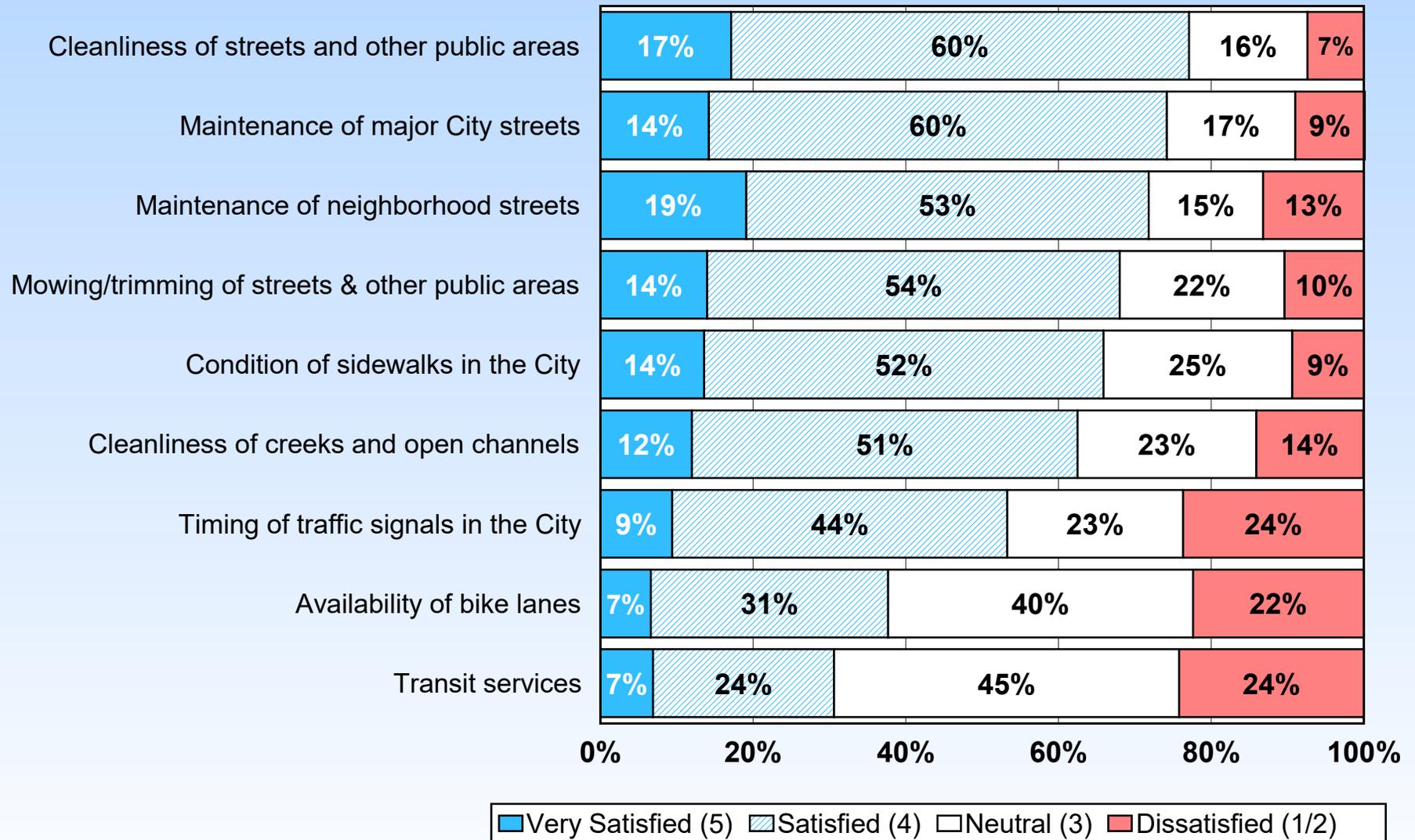
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 Round Rock Community Survey)

# Q7. Satisfaction with Various Aspects of Transportation

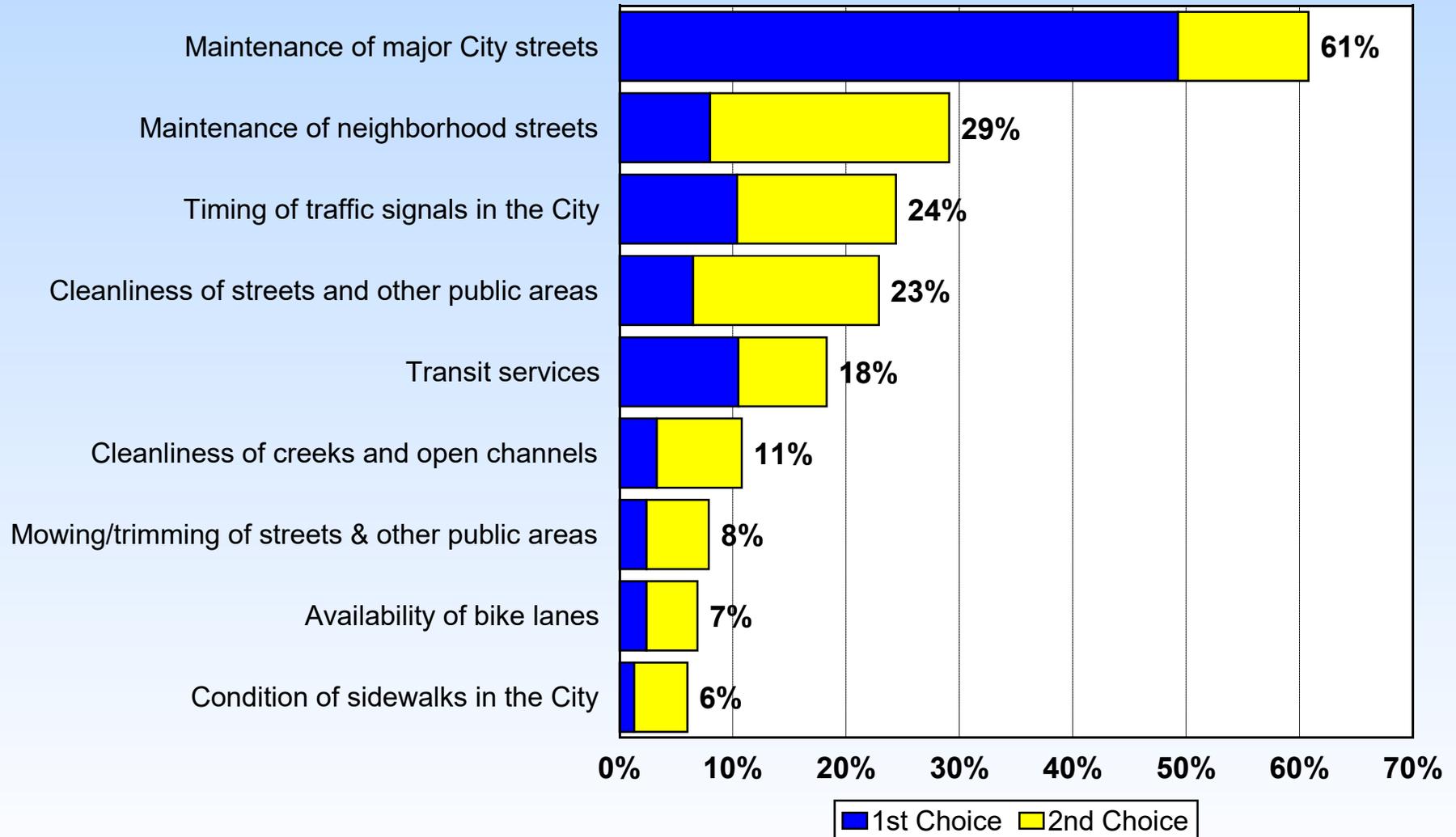
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q8. Transportation Services That Residents Thought Were Most Important

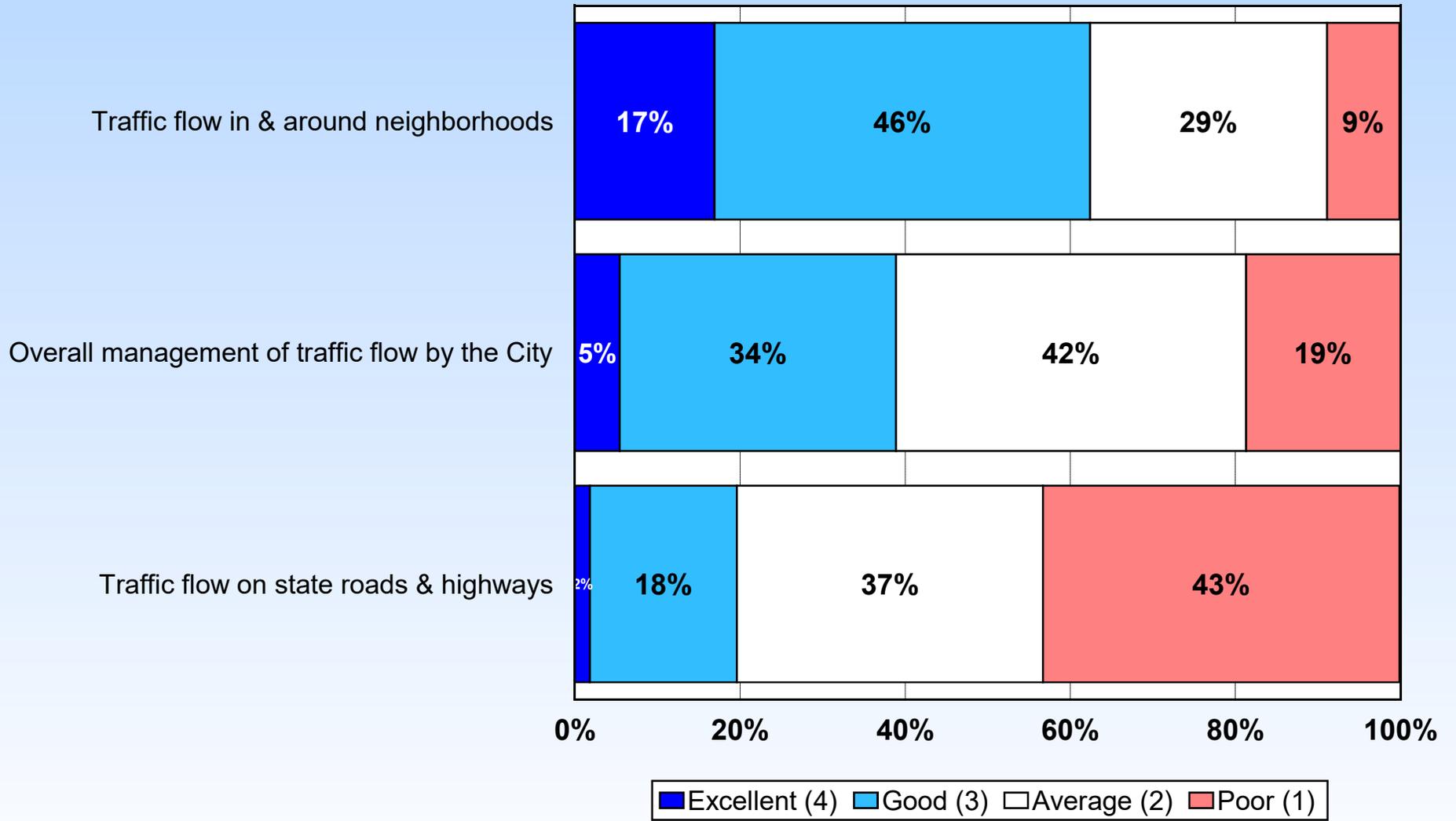
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 Round Rock Community Survey)

# Q9. Ratings of Traffic Issues in the City

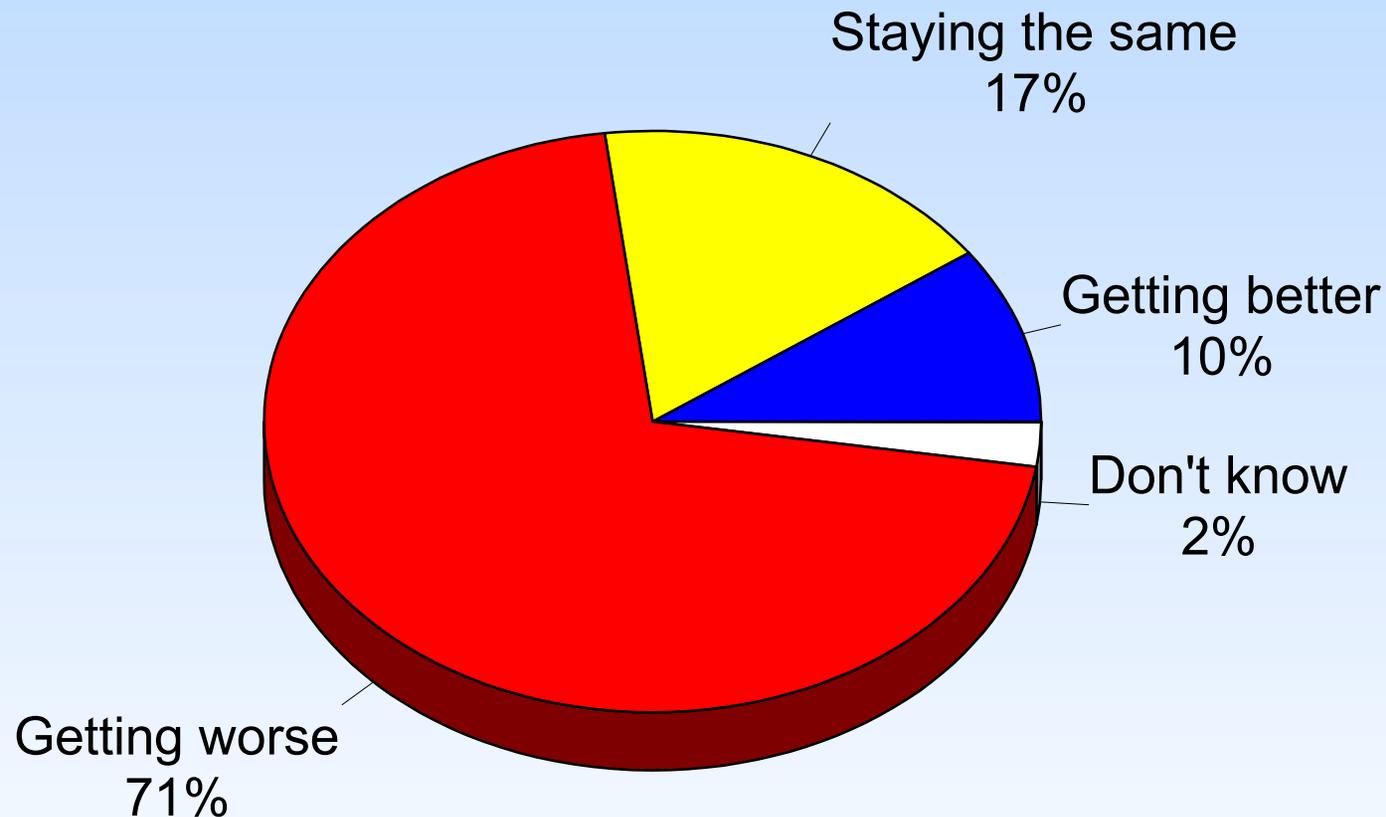
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

## Q10. How Residents Feel Traffic Flow in the City is Changing Compared to Two Years Ago

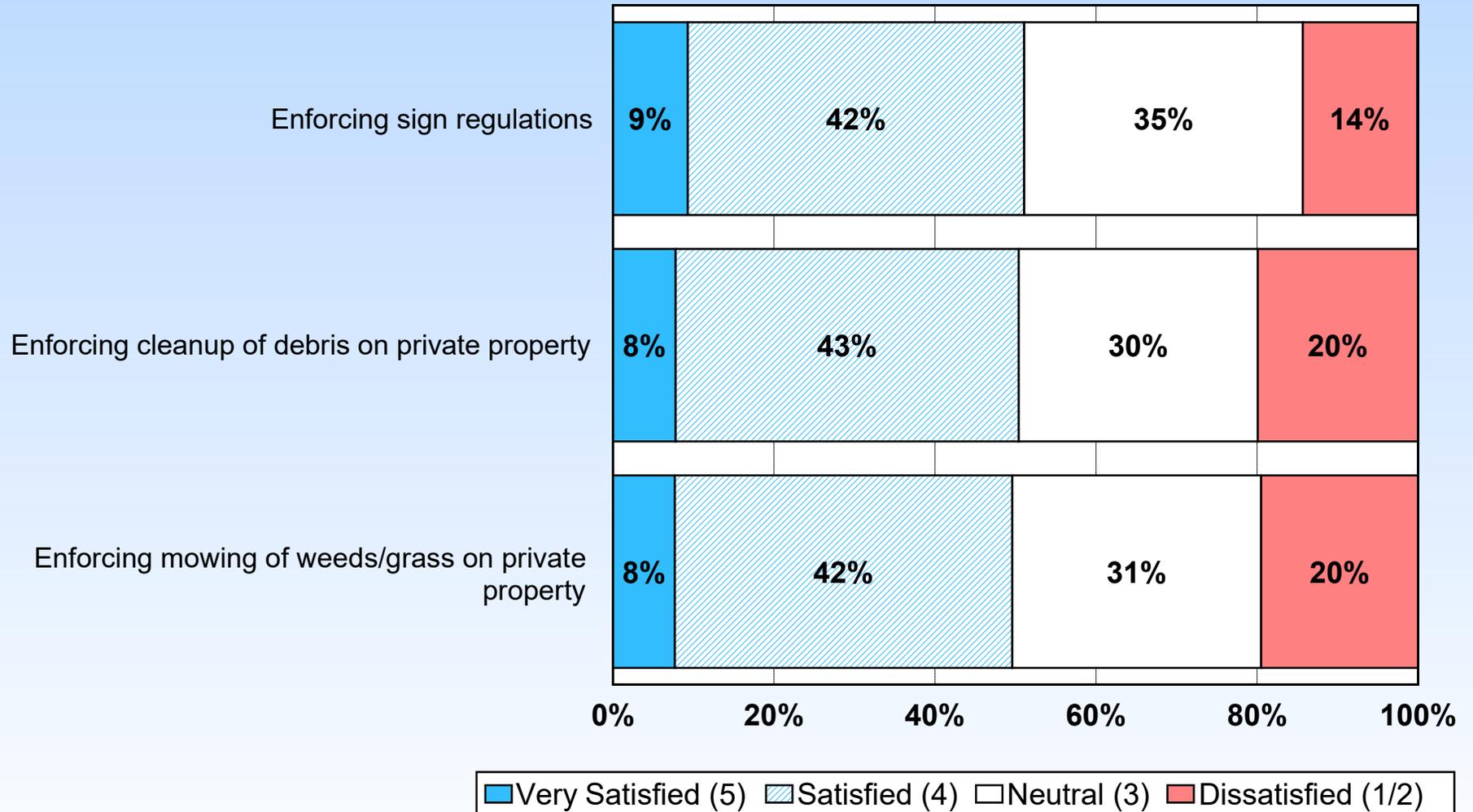
by percentage of respondents



*Source: ETC Institute (2020 Round Rock Community Survey)*

# Q11. Satisfaction with Various Aspects of Code Enforcement

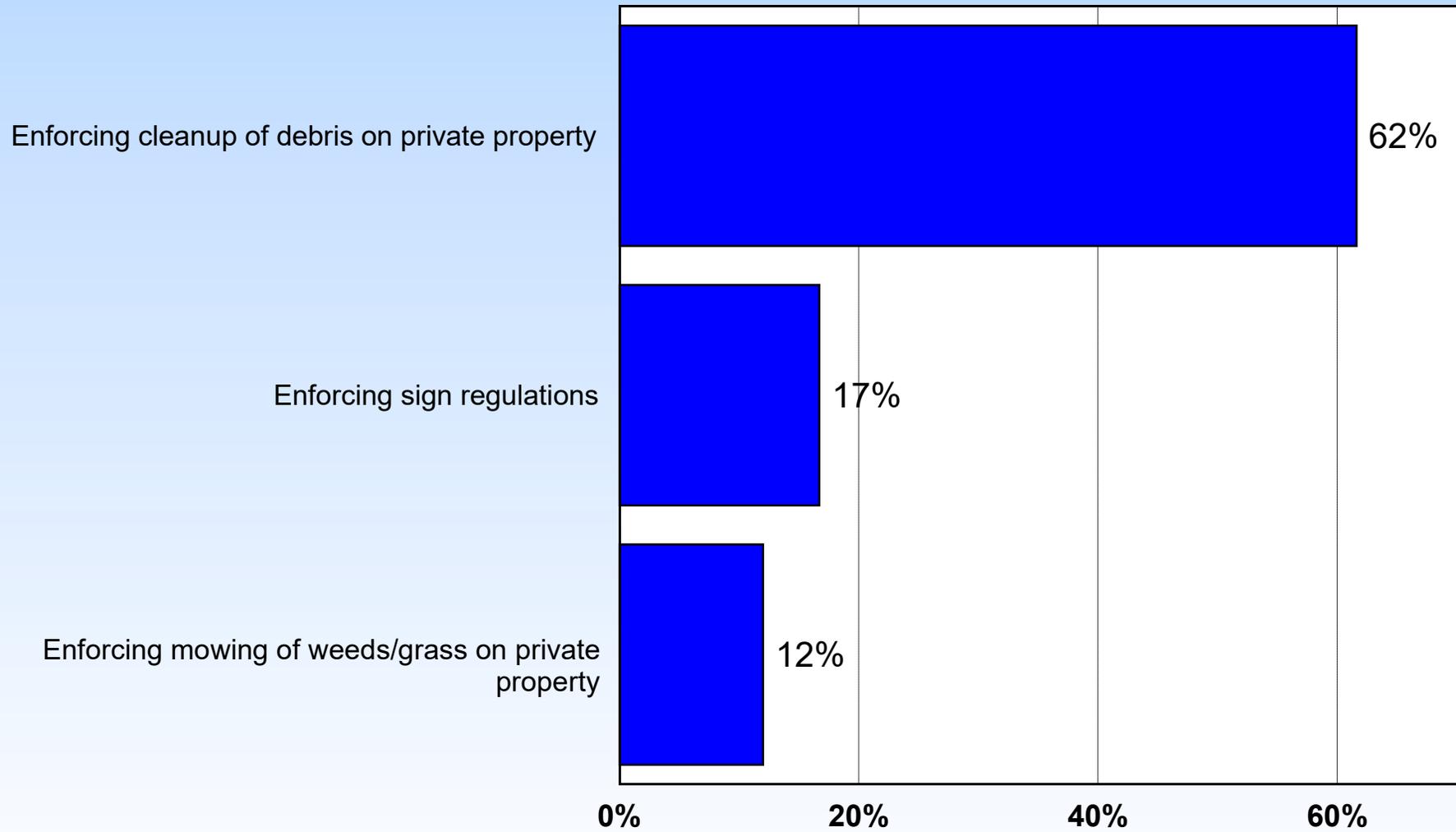
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q12. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

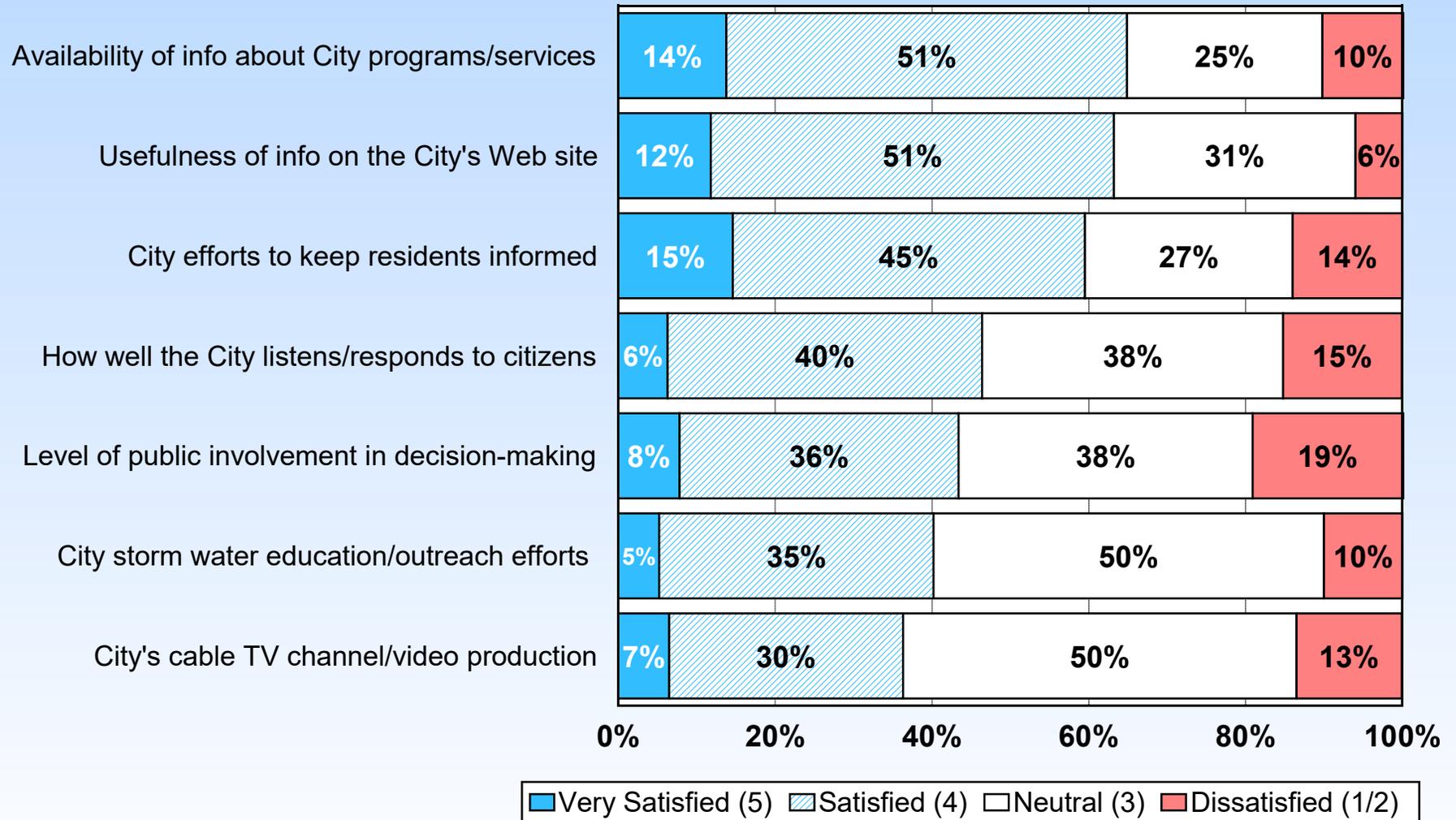
by percentage of respondents who selected the item as their top choice



Source: ETC Institute (2020 Round Rock Community Survey)

# Q13. Satisfaction with Various Aspects of Communication

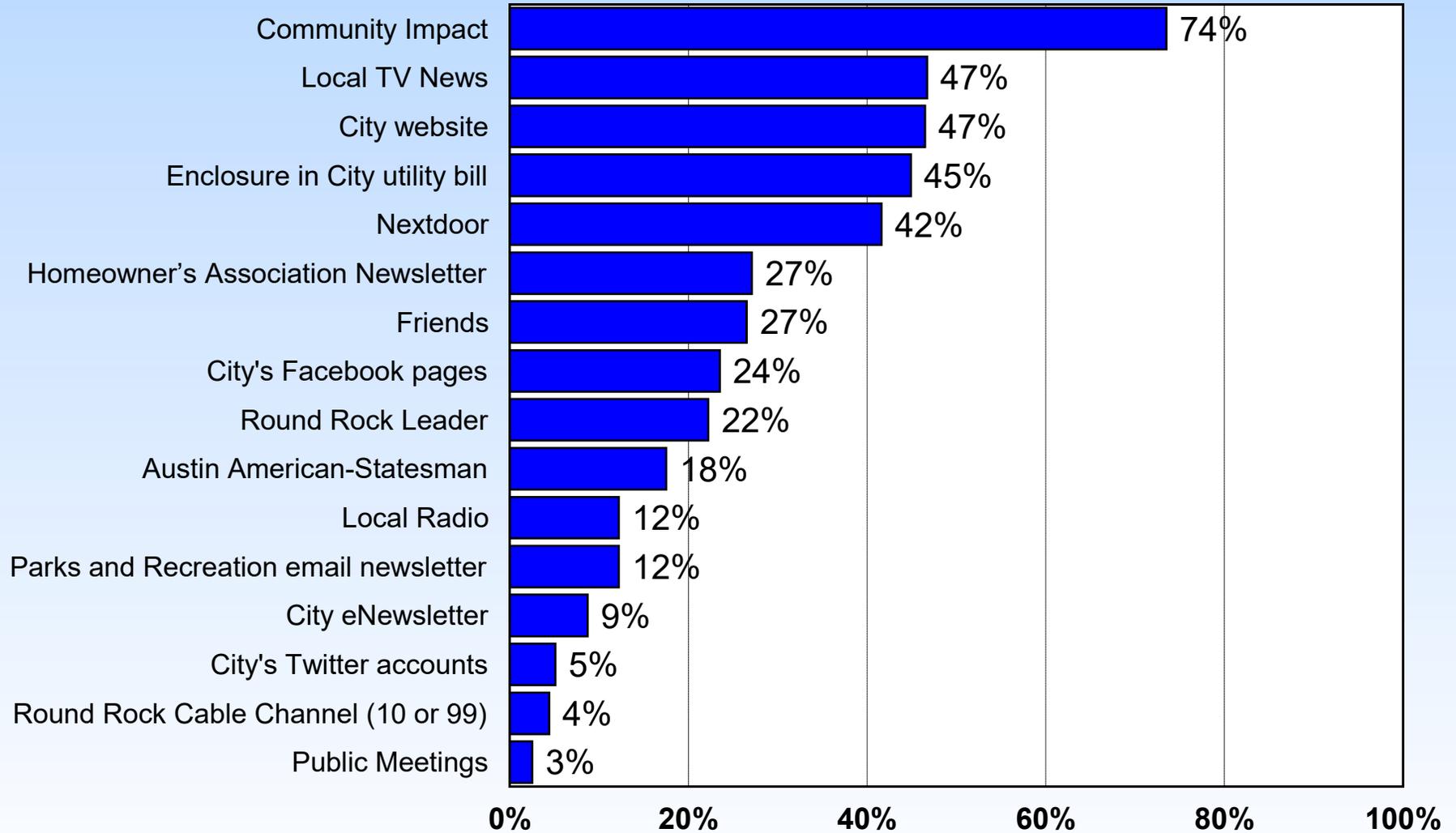
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q14. Sources Where Residents Currently Get Information About the City

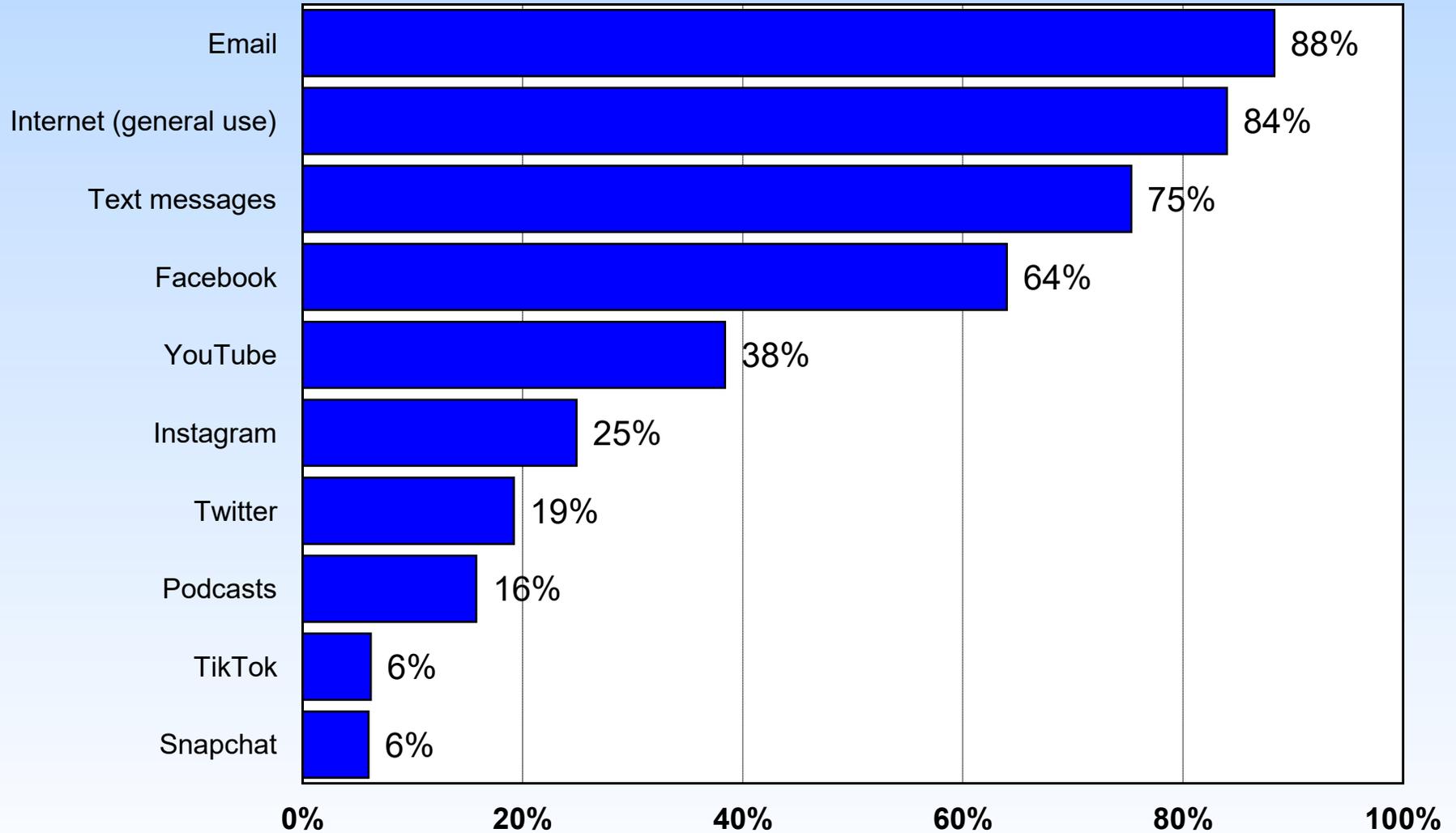
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q15. Electronic Sources of Information That Residents Are Currently Using

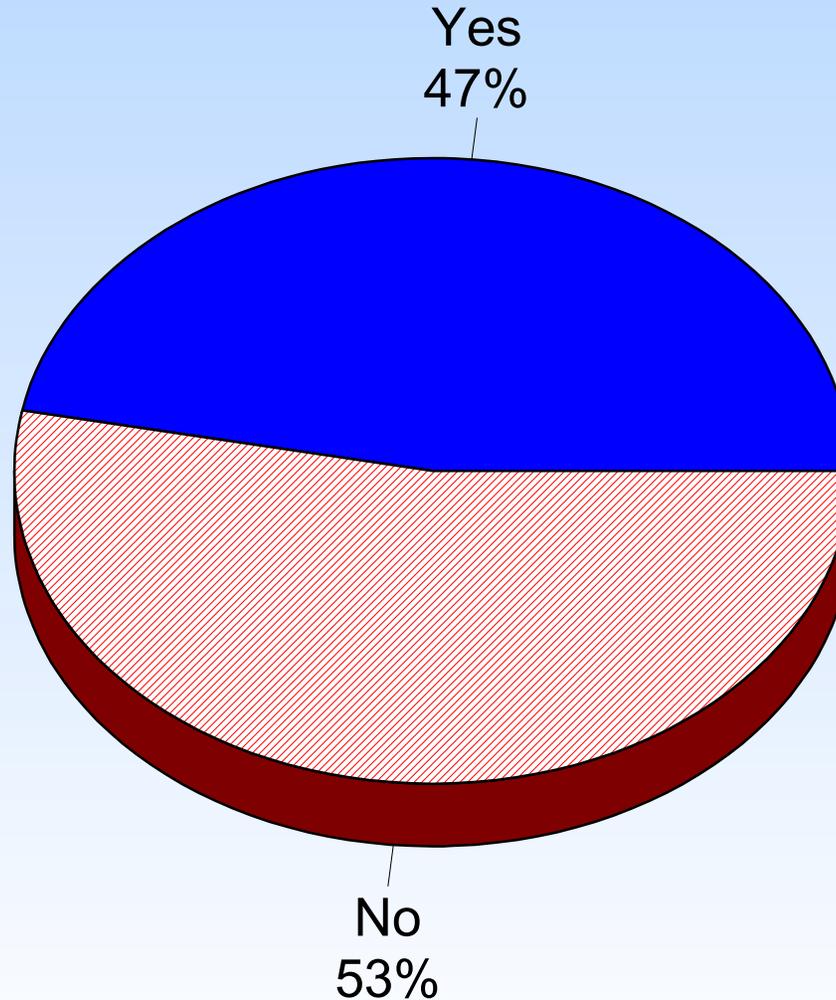
by percentage of respondents (excluding "none of the above" - multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q15a. Do you follow any of the City's accounts on social media outlets?

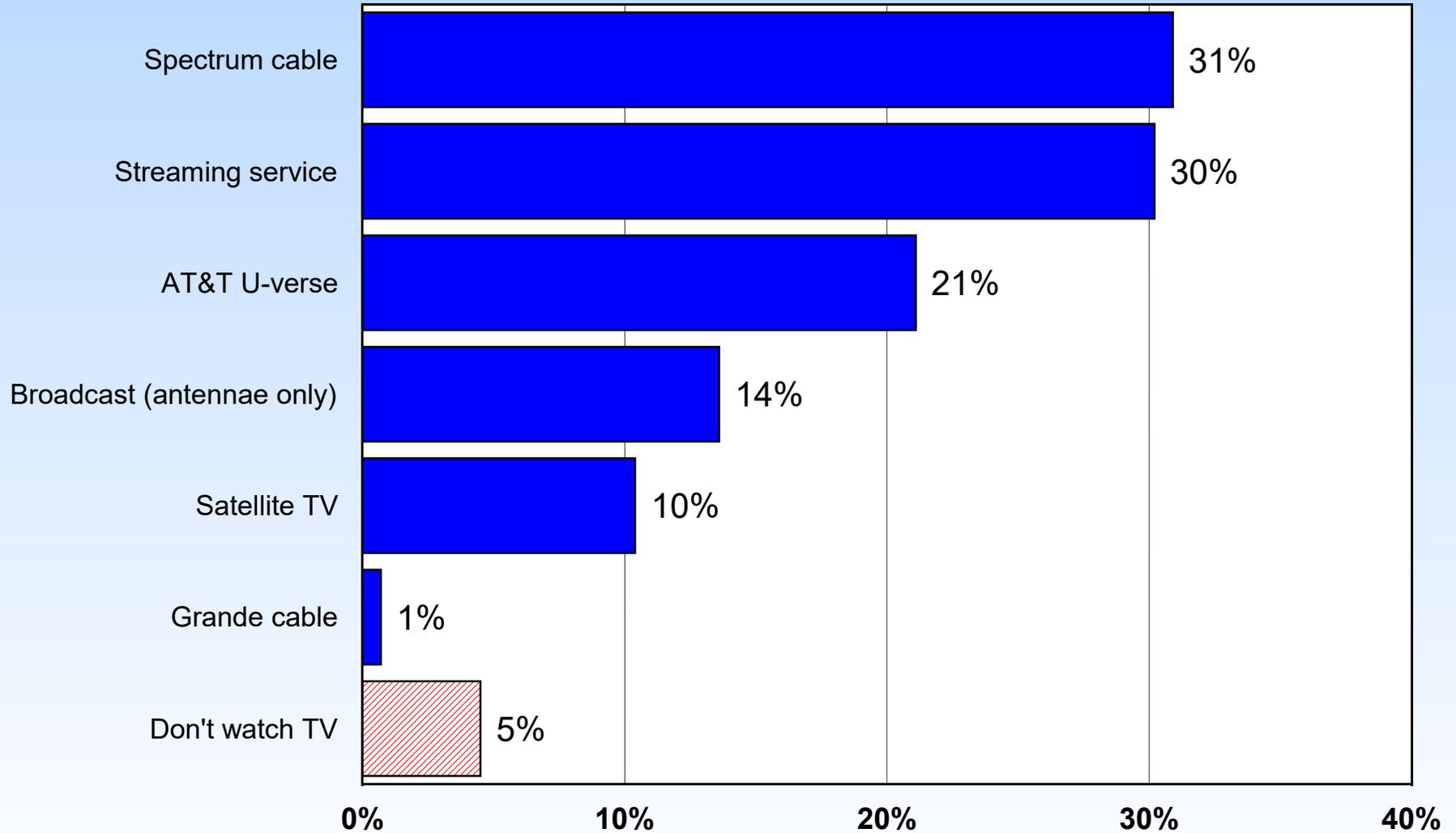
by percentage of respondents who selected at least one of the social media outlets in Question 15  
(excluding "not provided")



Source: ETC Institute (2020 Round Rock Community Survey)

# Q16. Do you currently have any of the following television services?

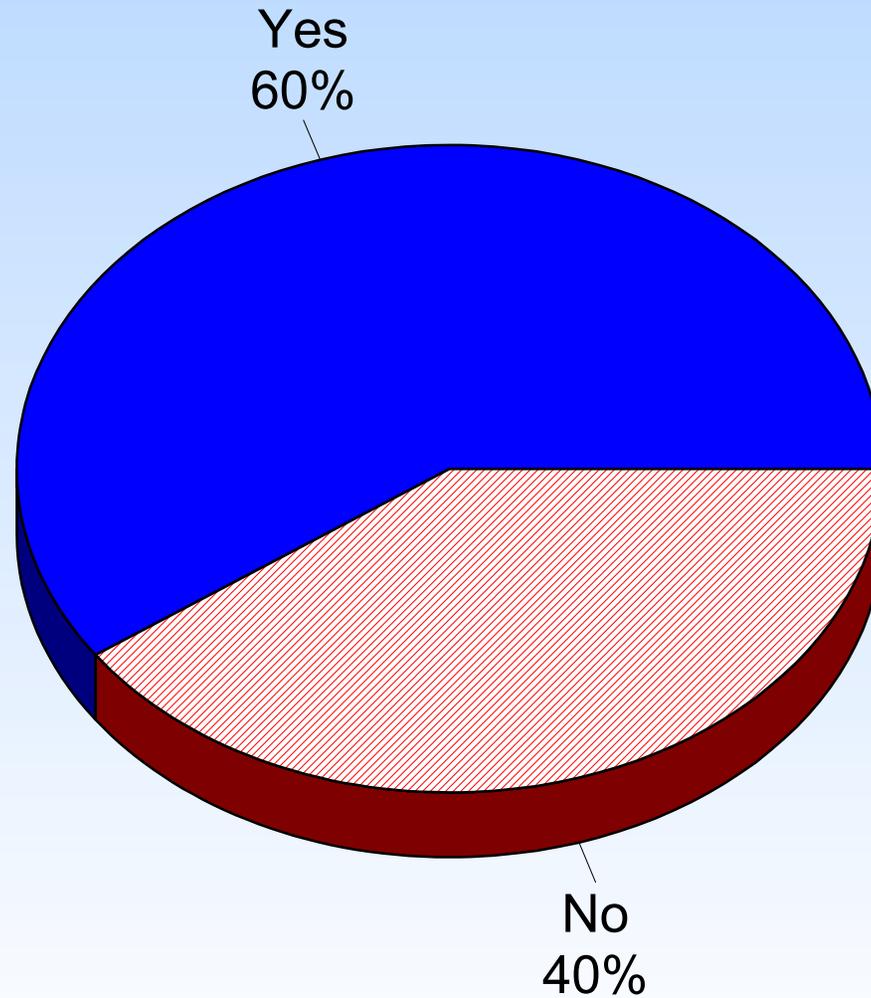
by percentage of respondent who answered “yes”



Source: ETC Institute (2020 Round Rock Community Survey)

# Q17. Did you know that the City has a "tiered" rate structure to encourage water conservation year-round?

by percentage of respondents (excluding "not provided")

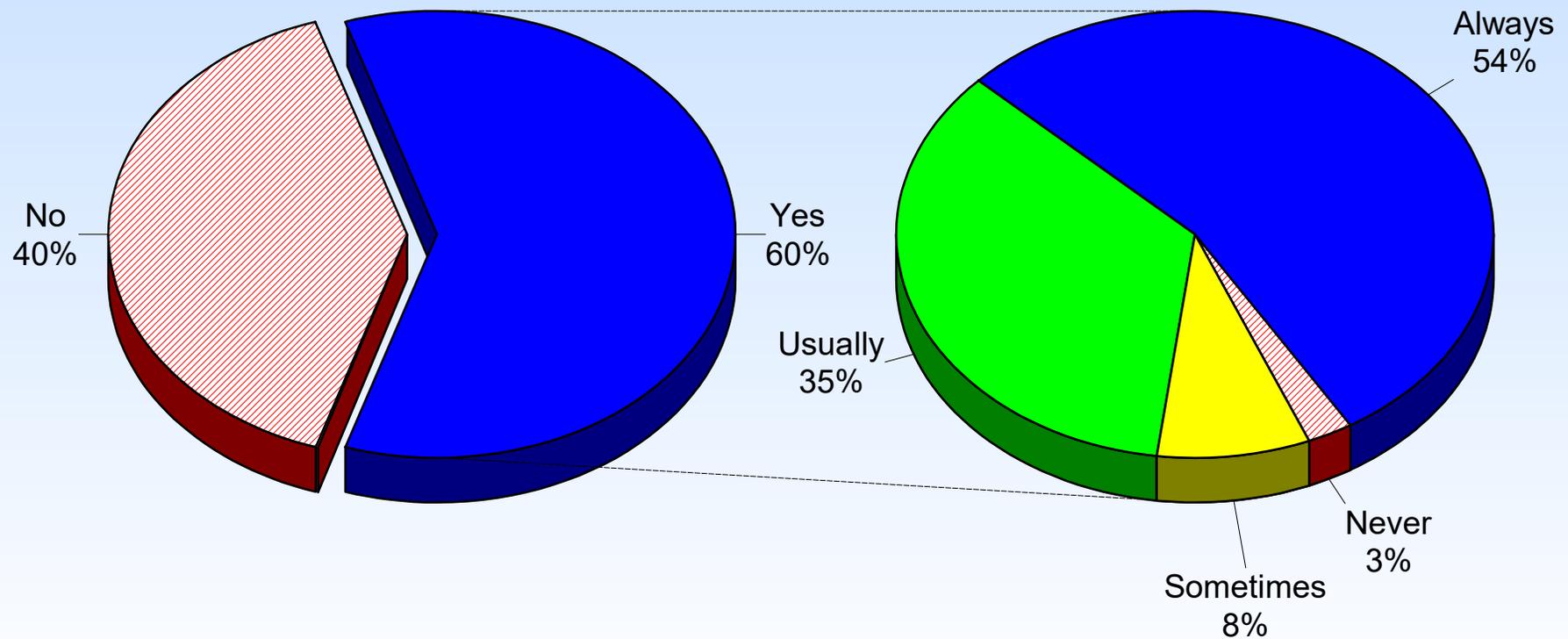


*Source: ETC Institute (2020 Round Rock Community Survey)*

# Q18. Do you know when your household's designated watering days are?

by percentage of respondents (excluding "not provided")

Q18a. If yes, which of the following best describes how often you have been following the watering schedule for your household?

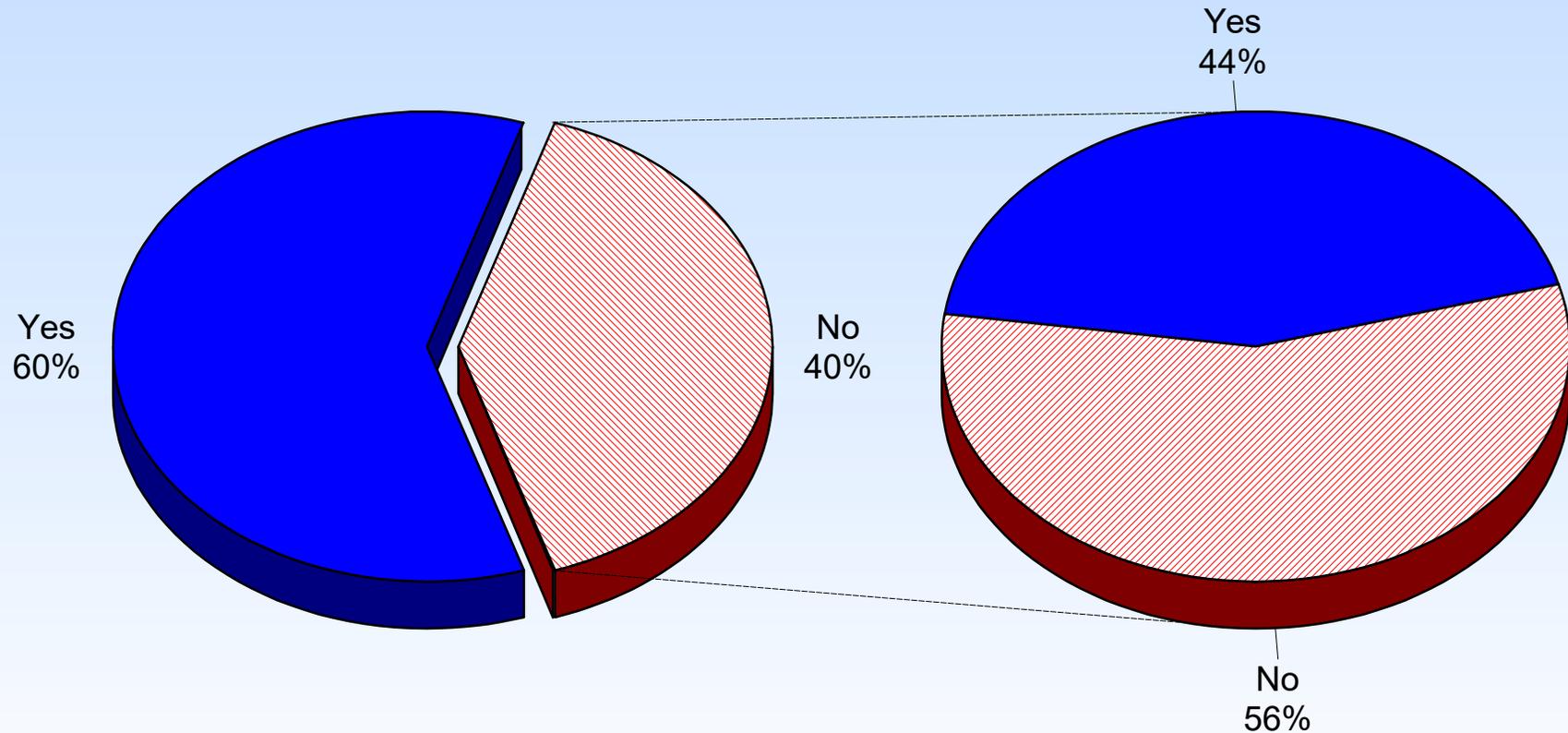


Source: ETC Institute (2020 Round Rock Community Survey)

# Q18. Do you know when your household's designated watering days are?

by percentage of respondents (excluding "not provided")

Q18b. If no, do you know how to get information about the watering schedule for your household?

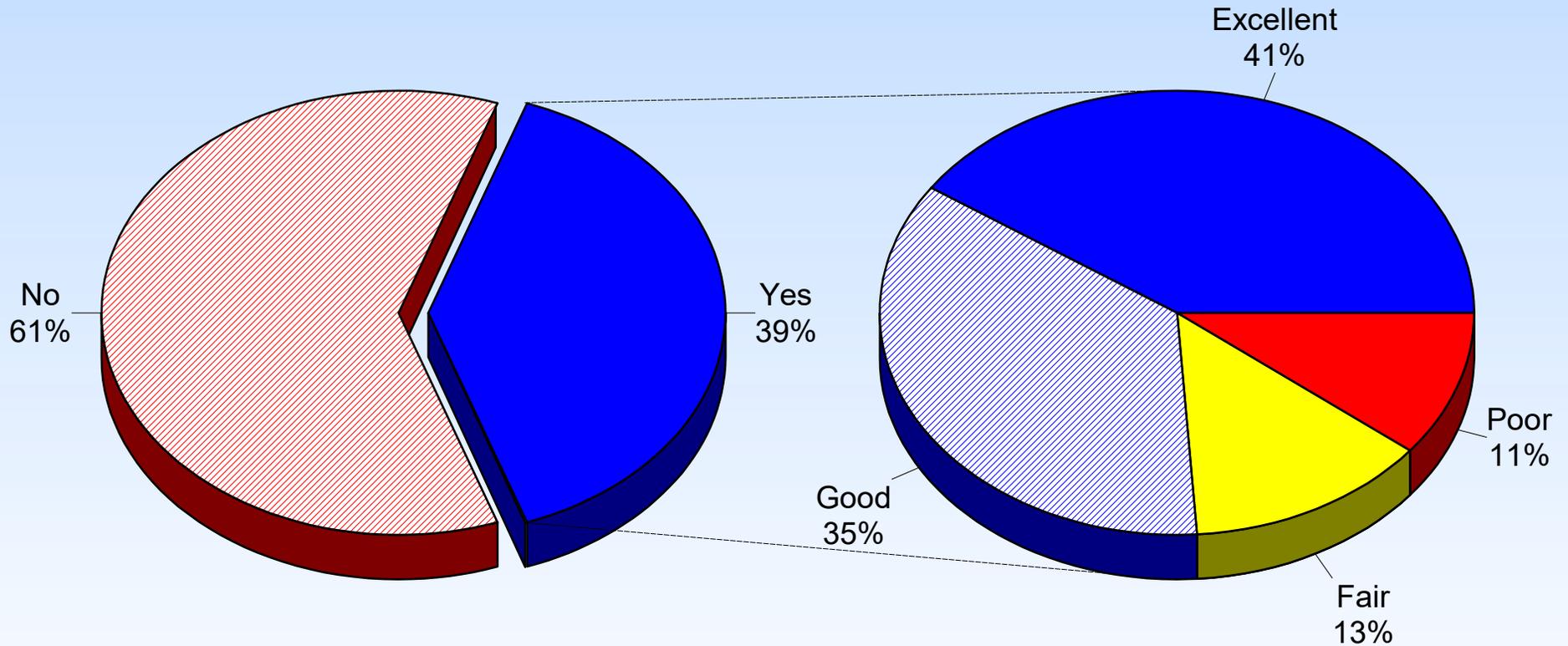


Source: ETC Institute (2020 Round Rock Community Survey)

# Q19. Have you contacted the City of Round Rock during the past year?

by percentage of respondents

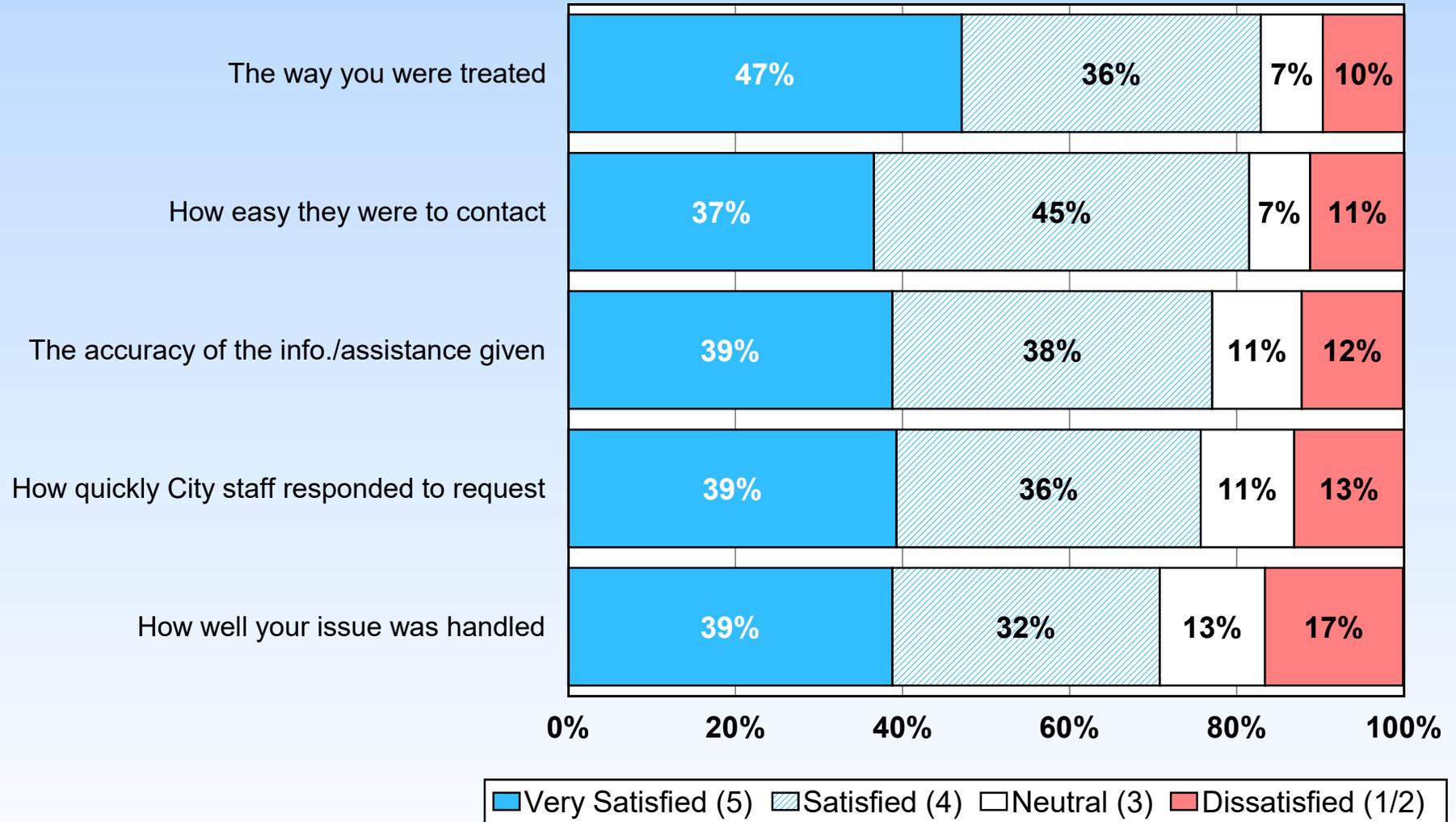
## Q19a. If yes, how would you describe the service you received?



Source: ETC Institute (2020 Round Rock Community Survey)

# Q19b. Satisfaction with Customer Service Received from City Employees

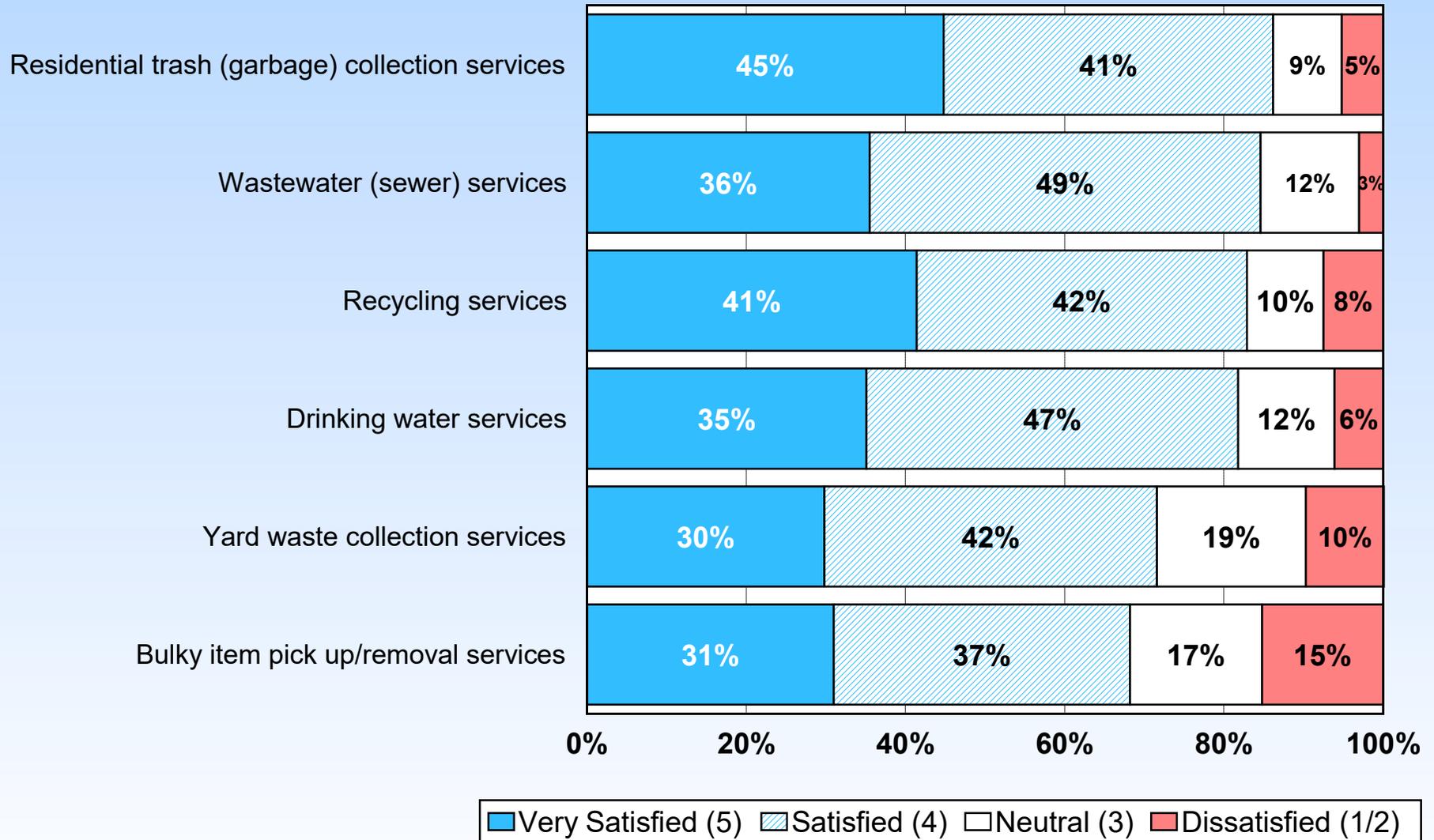
by percentage of respondents who contacted the City (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q20. Satisfaction with Solid Waste/Utility Services

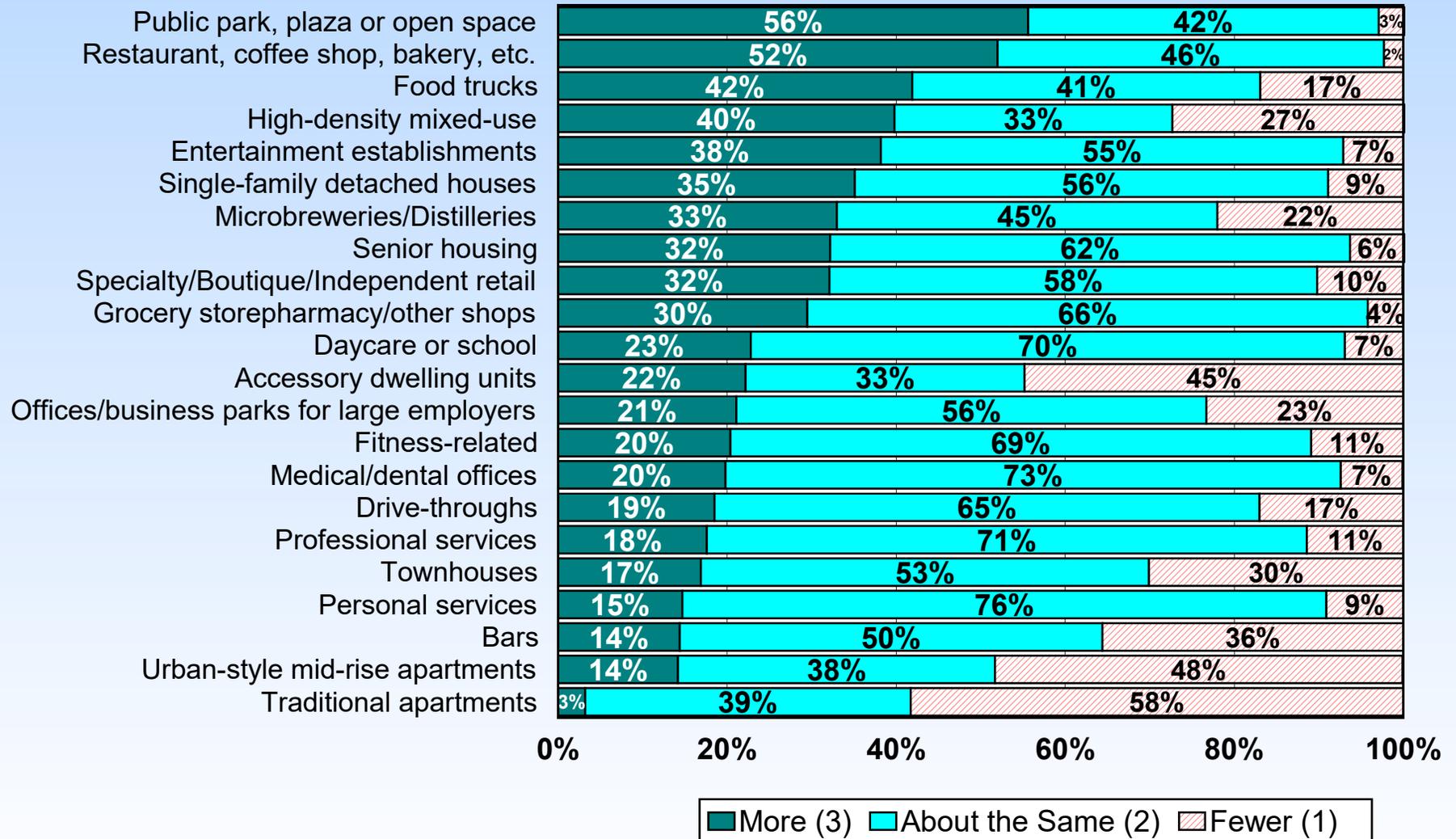
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q21. Should there be more, about the same, or fewer of the following types of places in Round Rock?

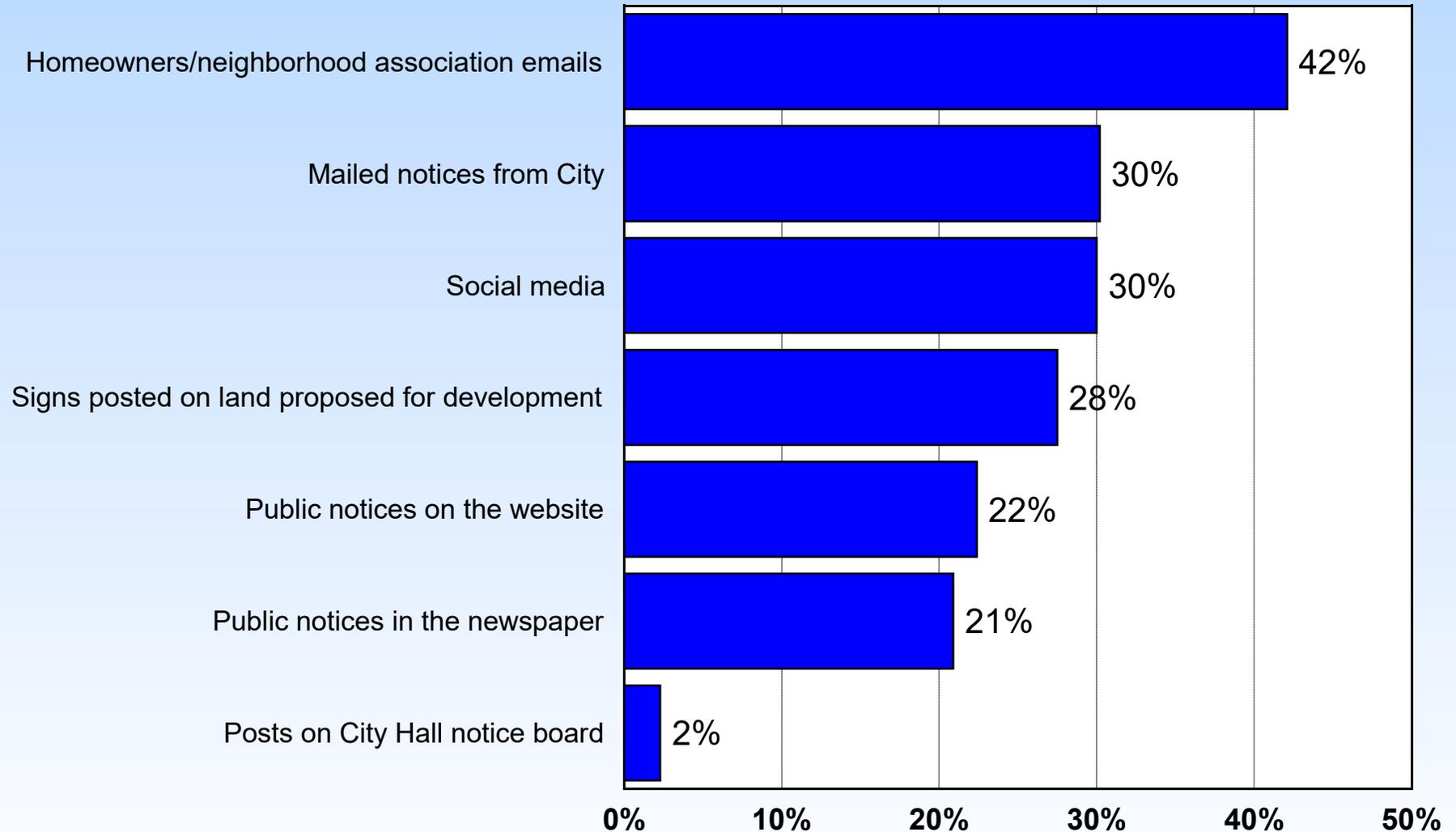
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

## Q22. How Residents Have Heard About Public Hearing Dates on Planning and Land Use Issues

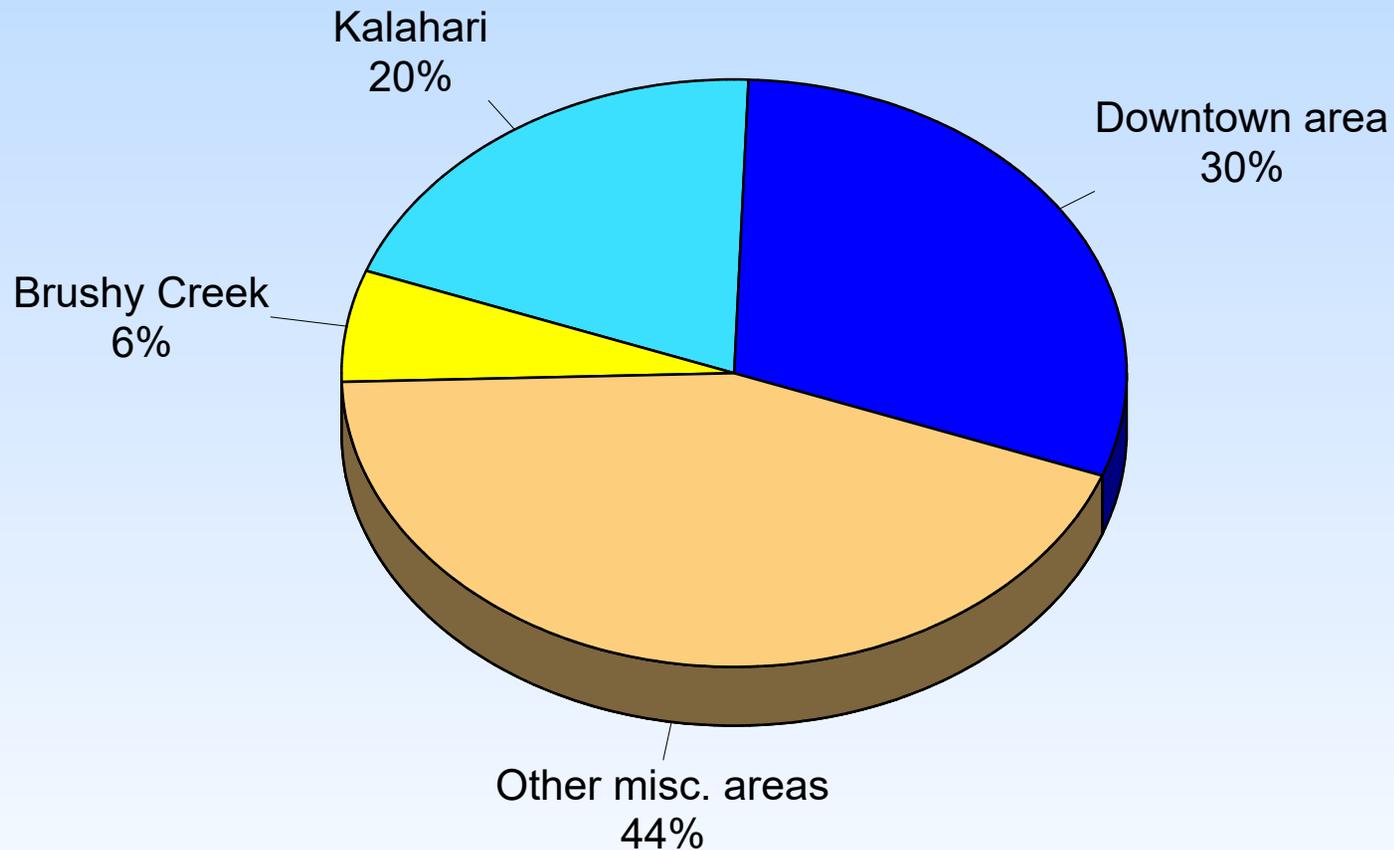
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q23. What is your favorite building or site developed in the City within the past 5 years?

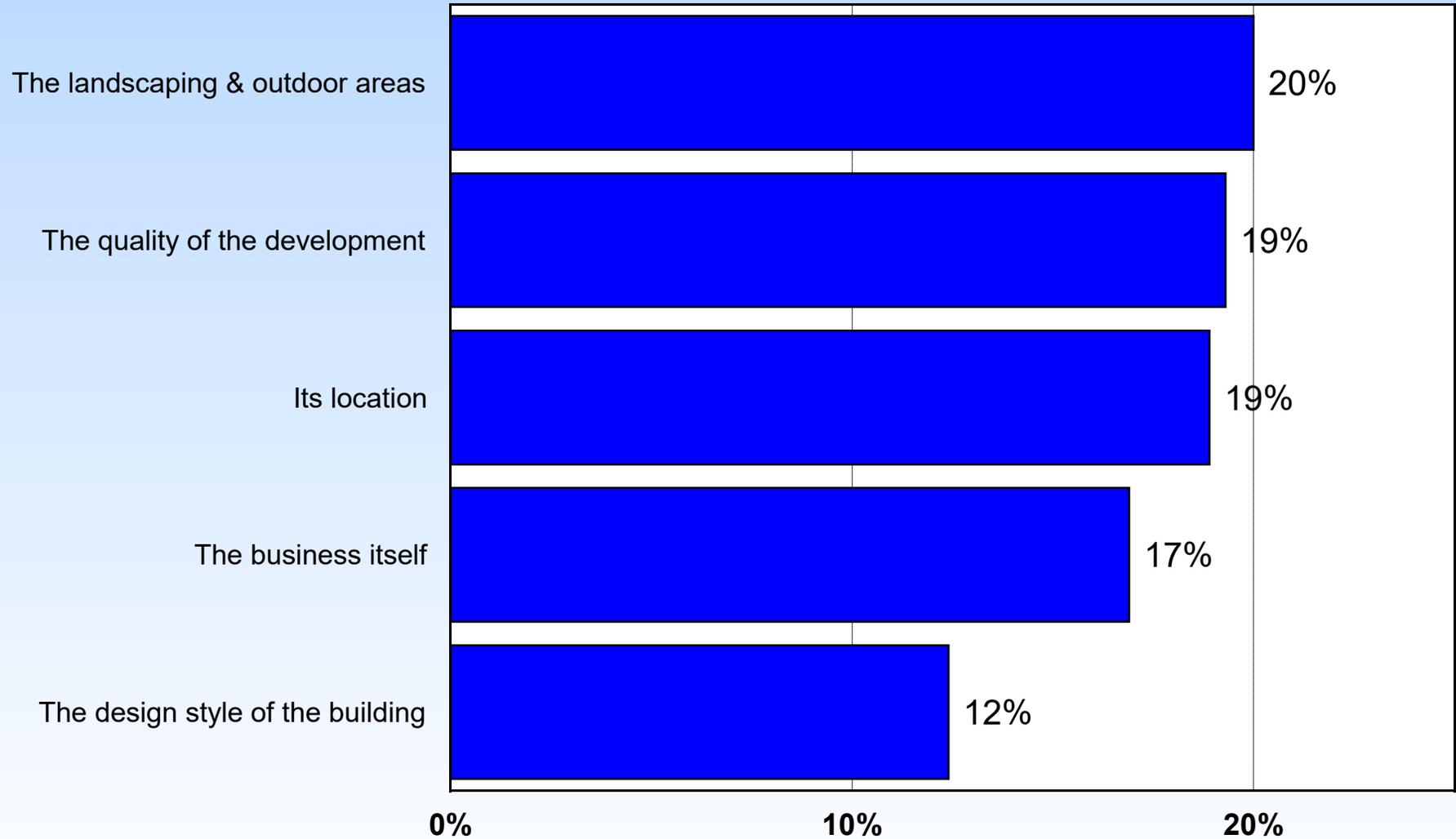
by percentage of respondents



Source: ETC Institute (2020 Round Rock Community Survey)

## Q23a. Reasons for Response to Question 23

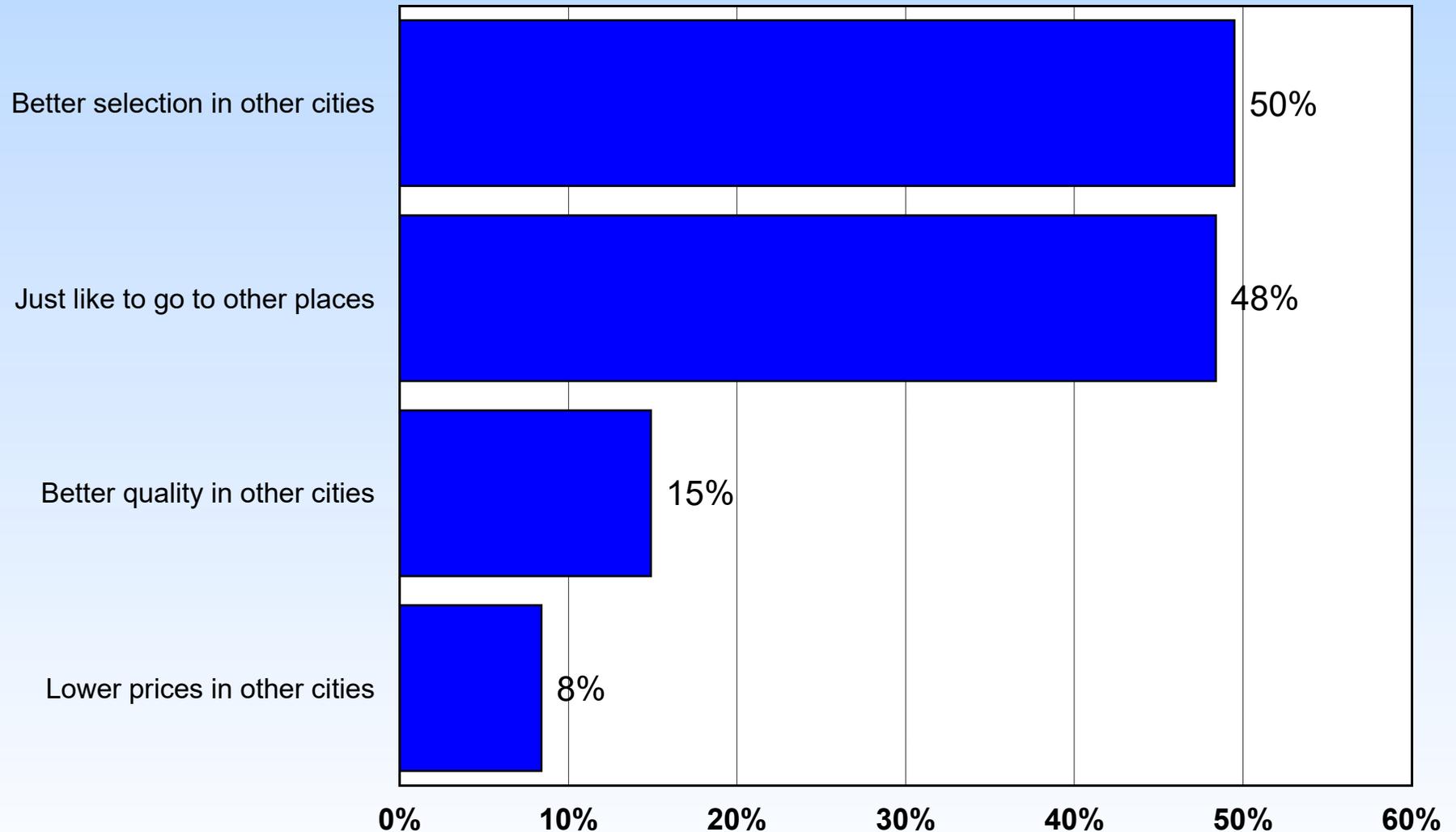
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q24. Primary Reasons for Going to Other Cities to Shop or Dine Out

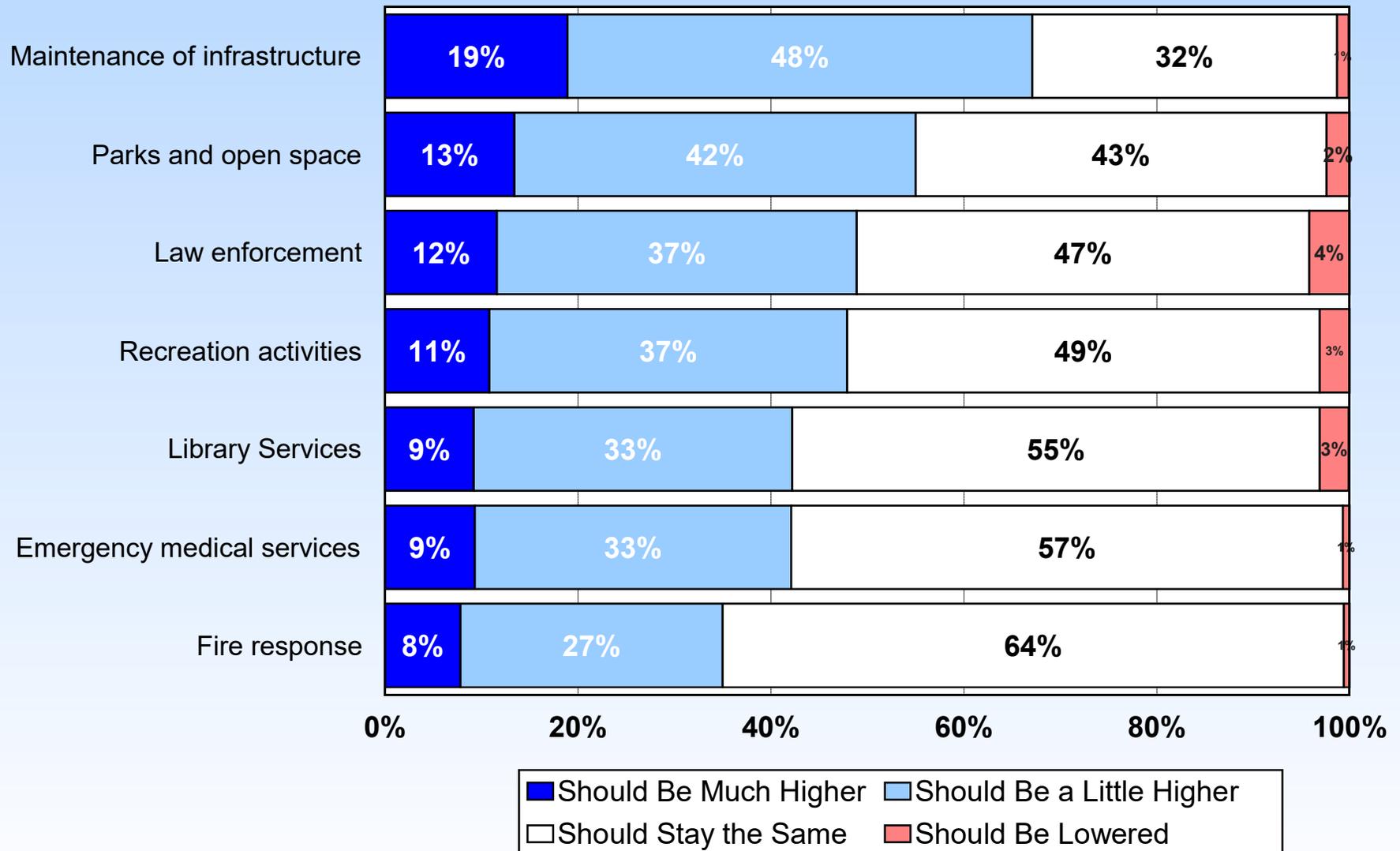
by percentage of respondents (excluding don't knows - multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q25. How should the level of service provided by the City in the following areas change?

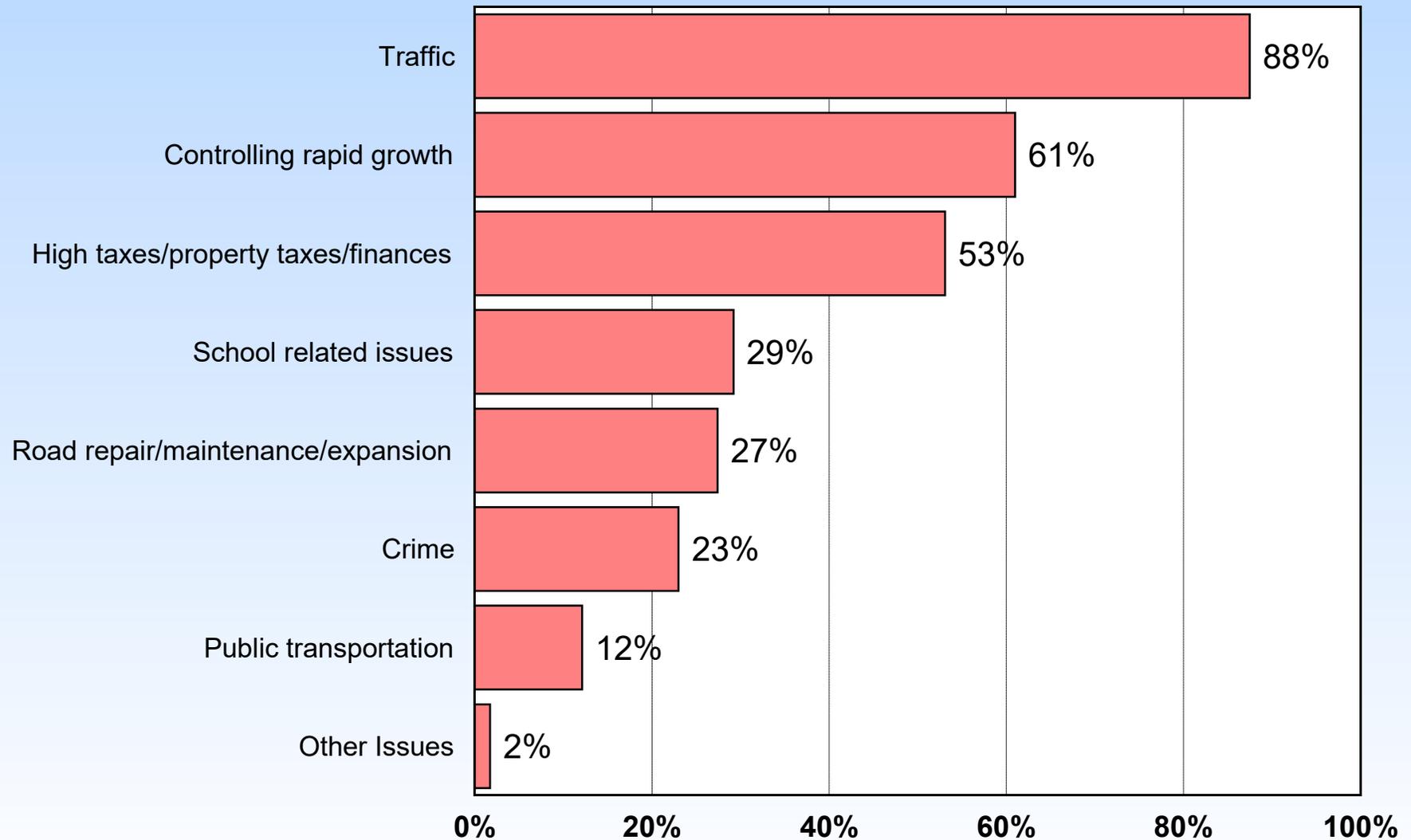
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

## Q26. Three Biggest Issues Facing Round Rock Over the Next Five Years

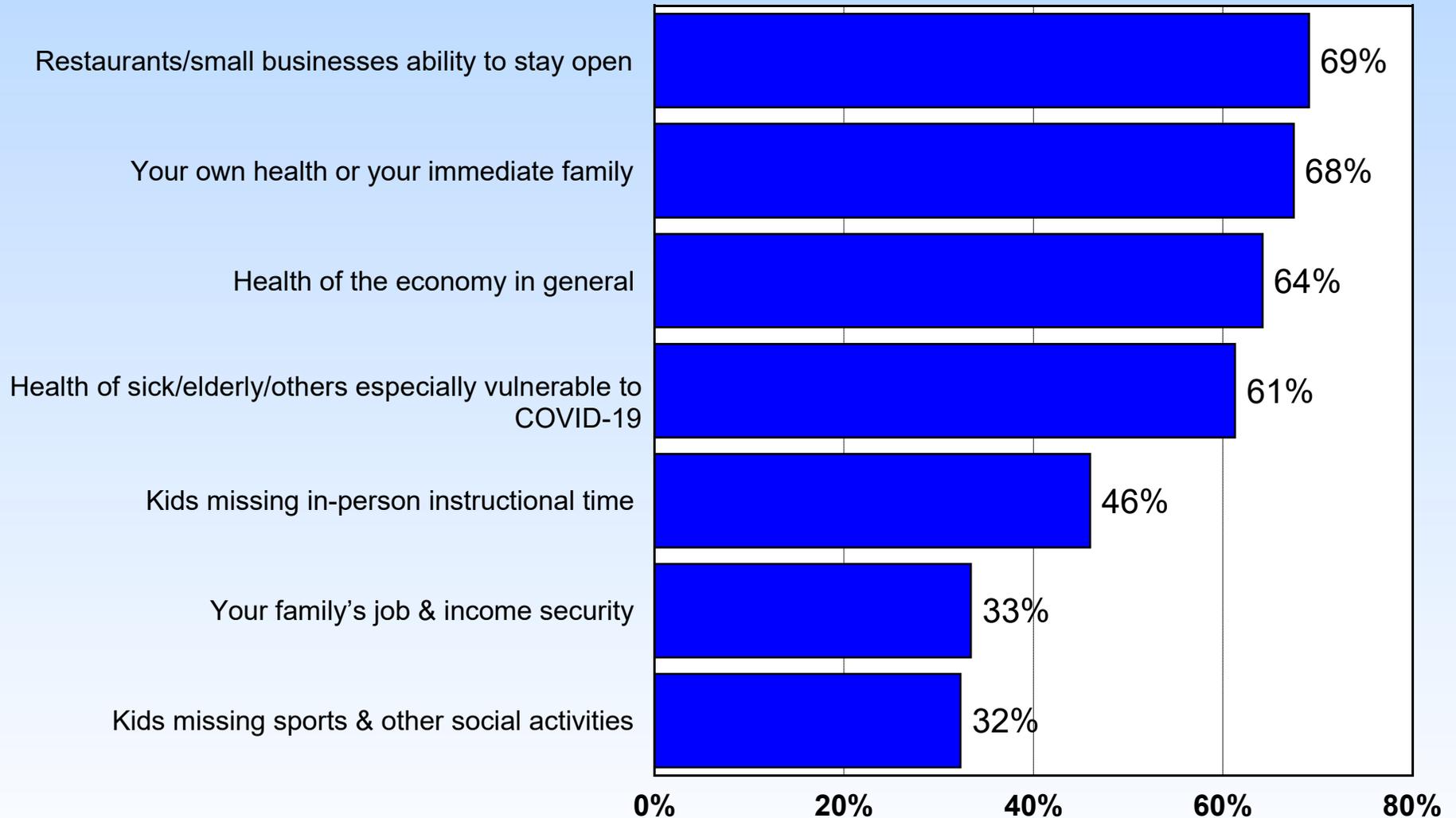
by percentage of respondents who selected the item as one of their top three choices (excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q27. Issues Causing Residents the Greatest Concern When Thinking About the COVID-19 Pandemic

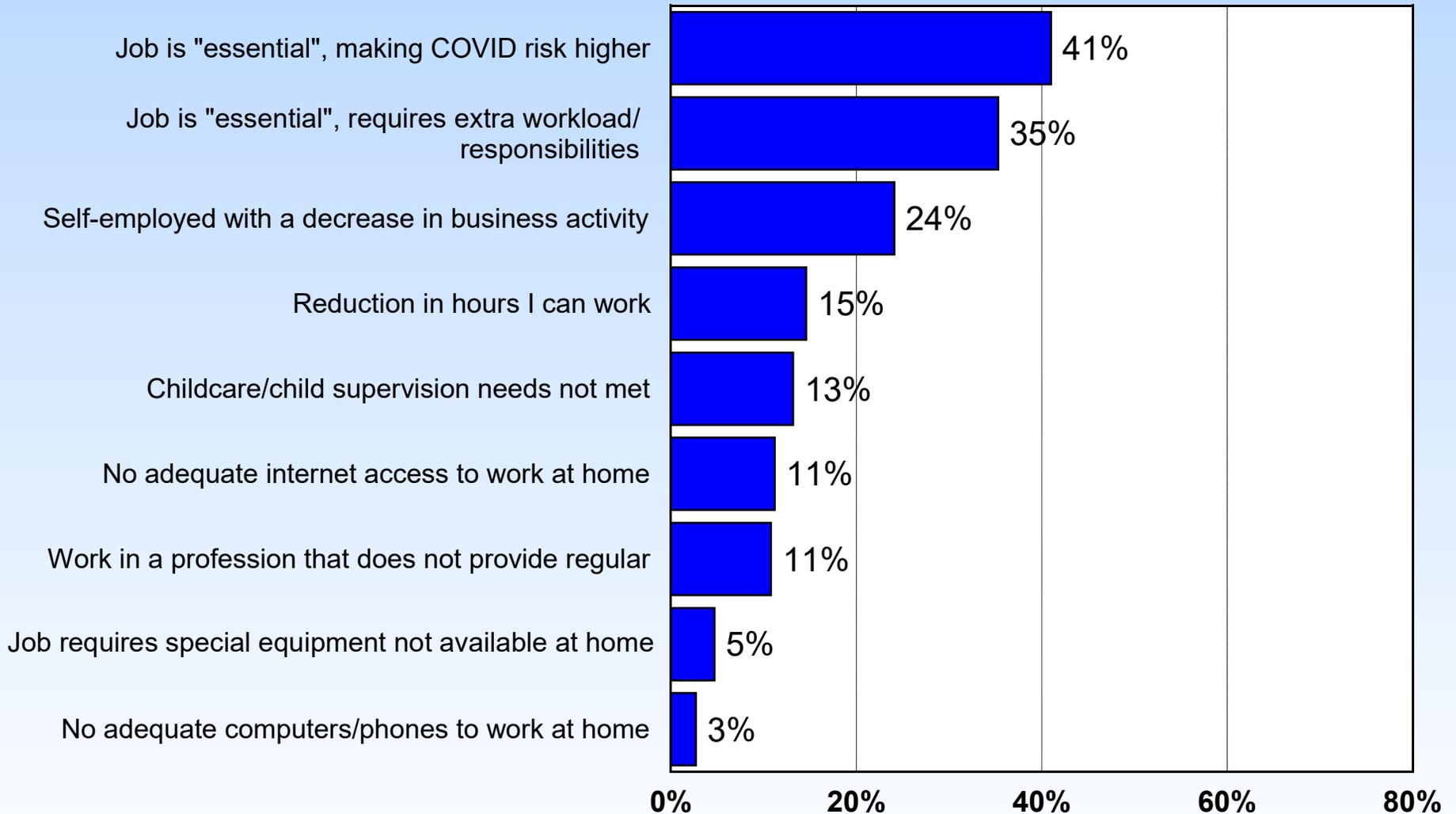
by percentage of respondents (excluding "none of the above" - multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q28. Employment Challenges Households Are Facing, or Are Likely to Face, Due to COVID-19

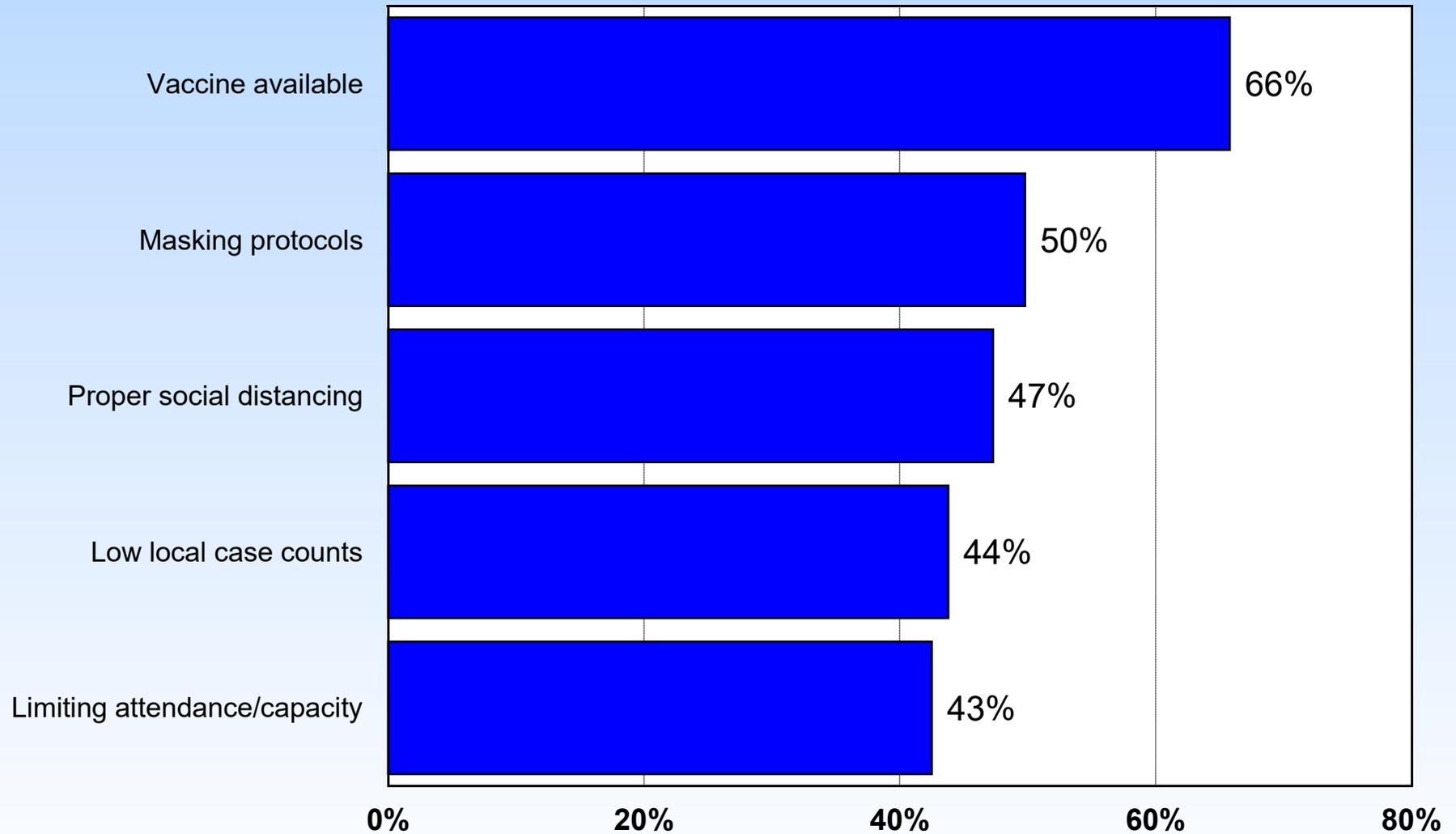
by percentage of respondents (excluding "none of the above" - multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q29. What Would Cause Residents to be More Likely to Attend Large Events

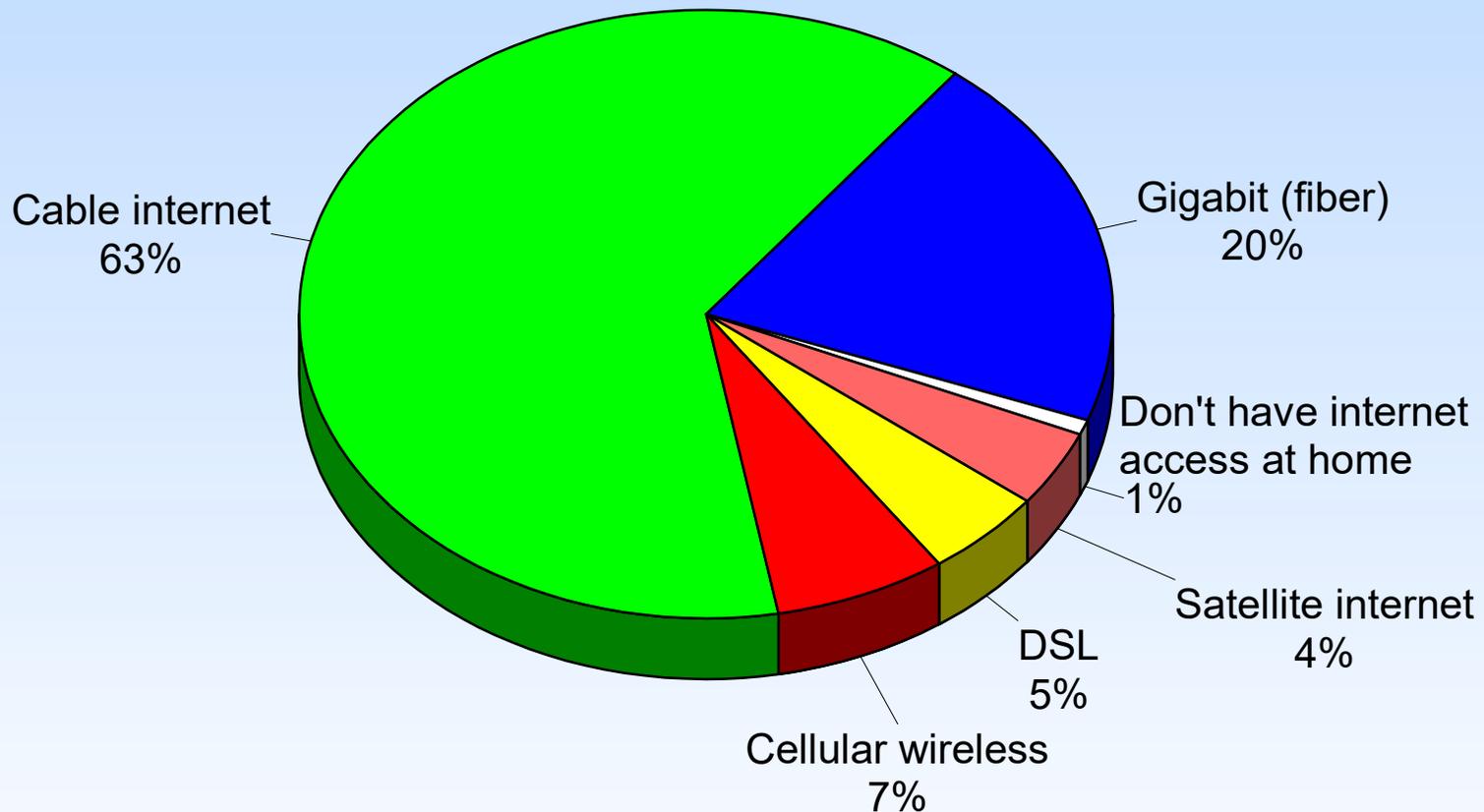
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q30. What type of broadband internet access do you have at your place of residence?

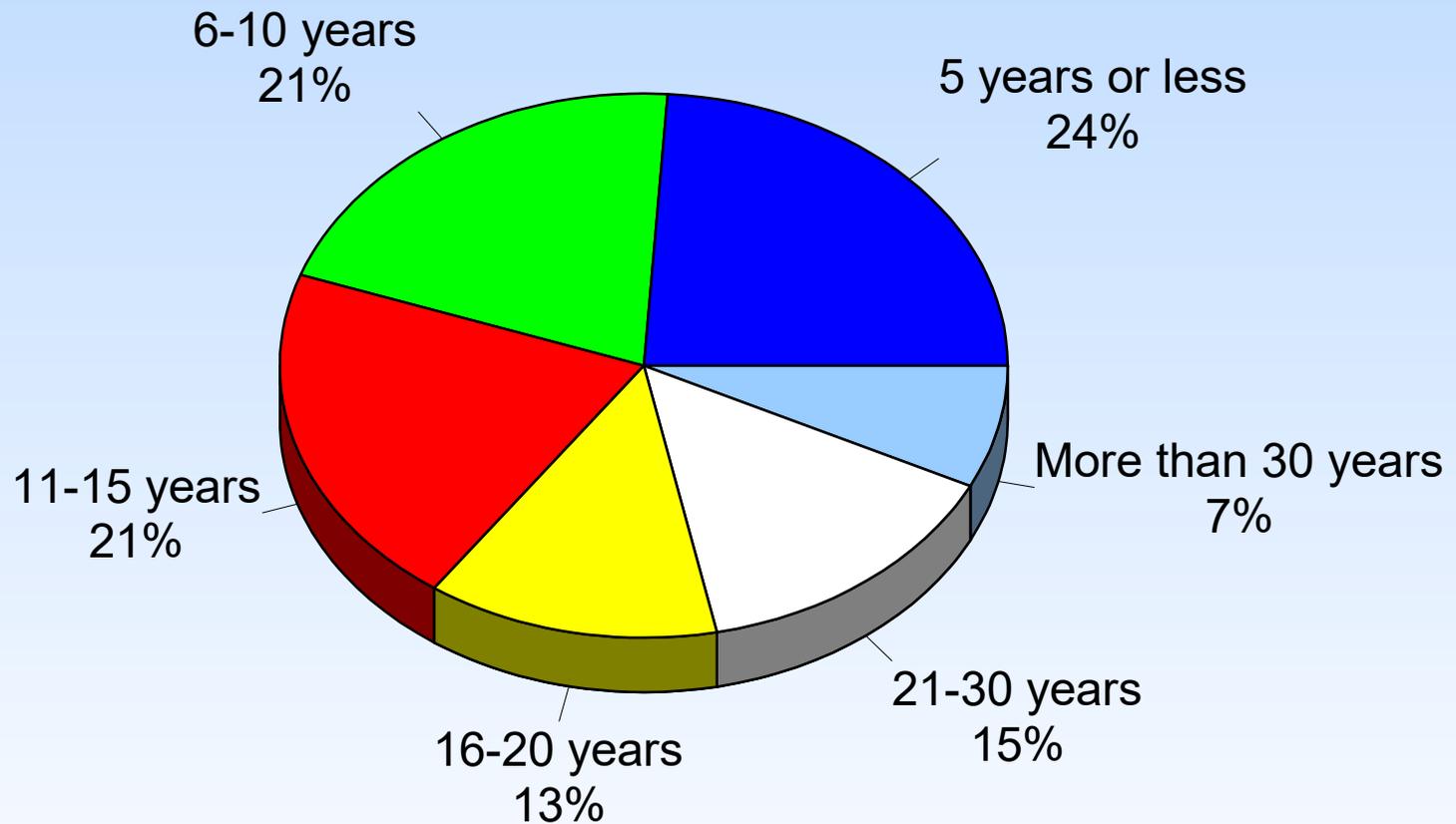
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020 Round Rock Community Survey)

# Q31. Demographics: Number of Years Lived in Round Rock

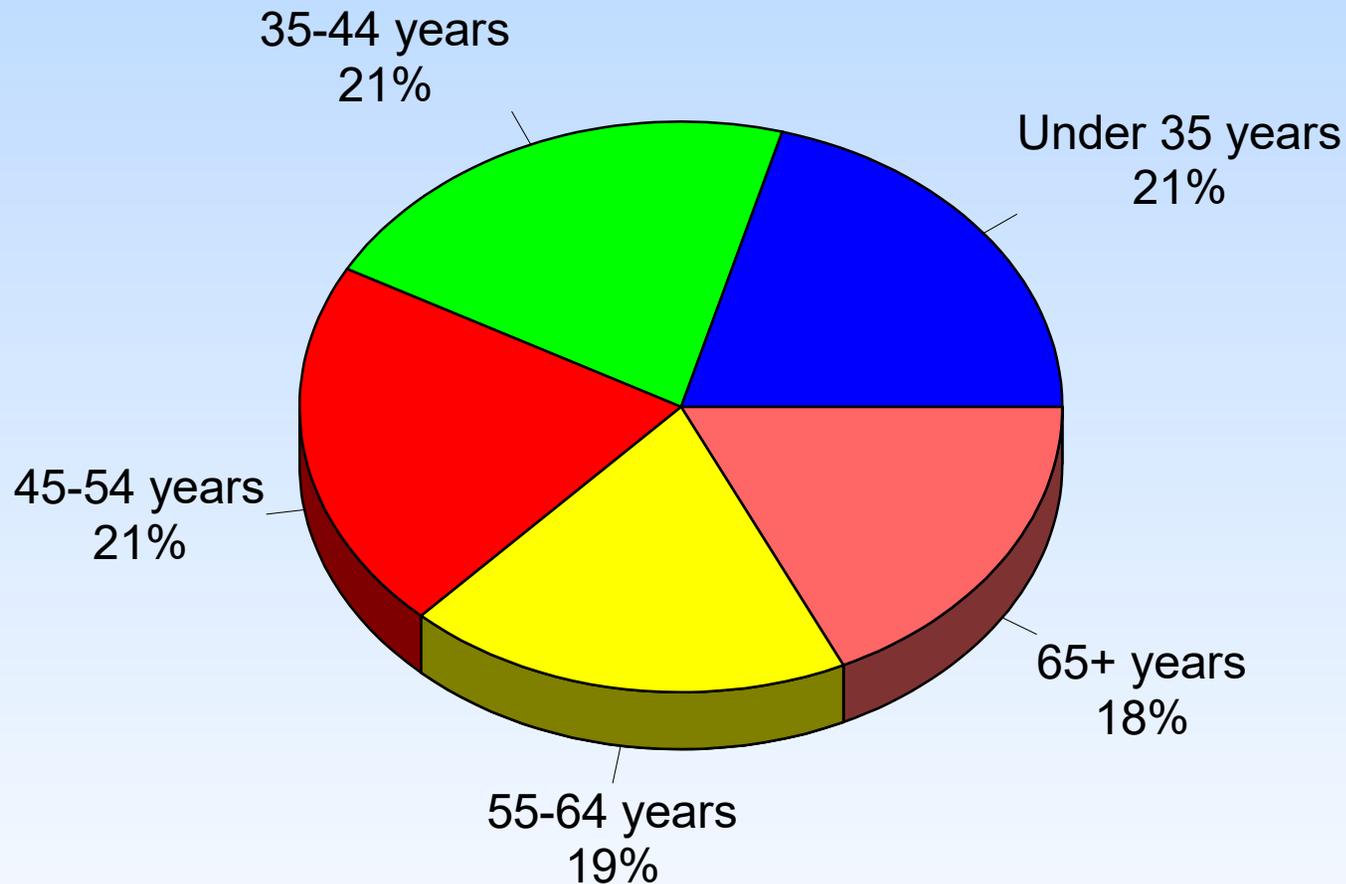
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020 Round Rock Community Survey)

## Q32. Demographics: Age of Respondents

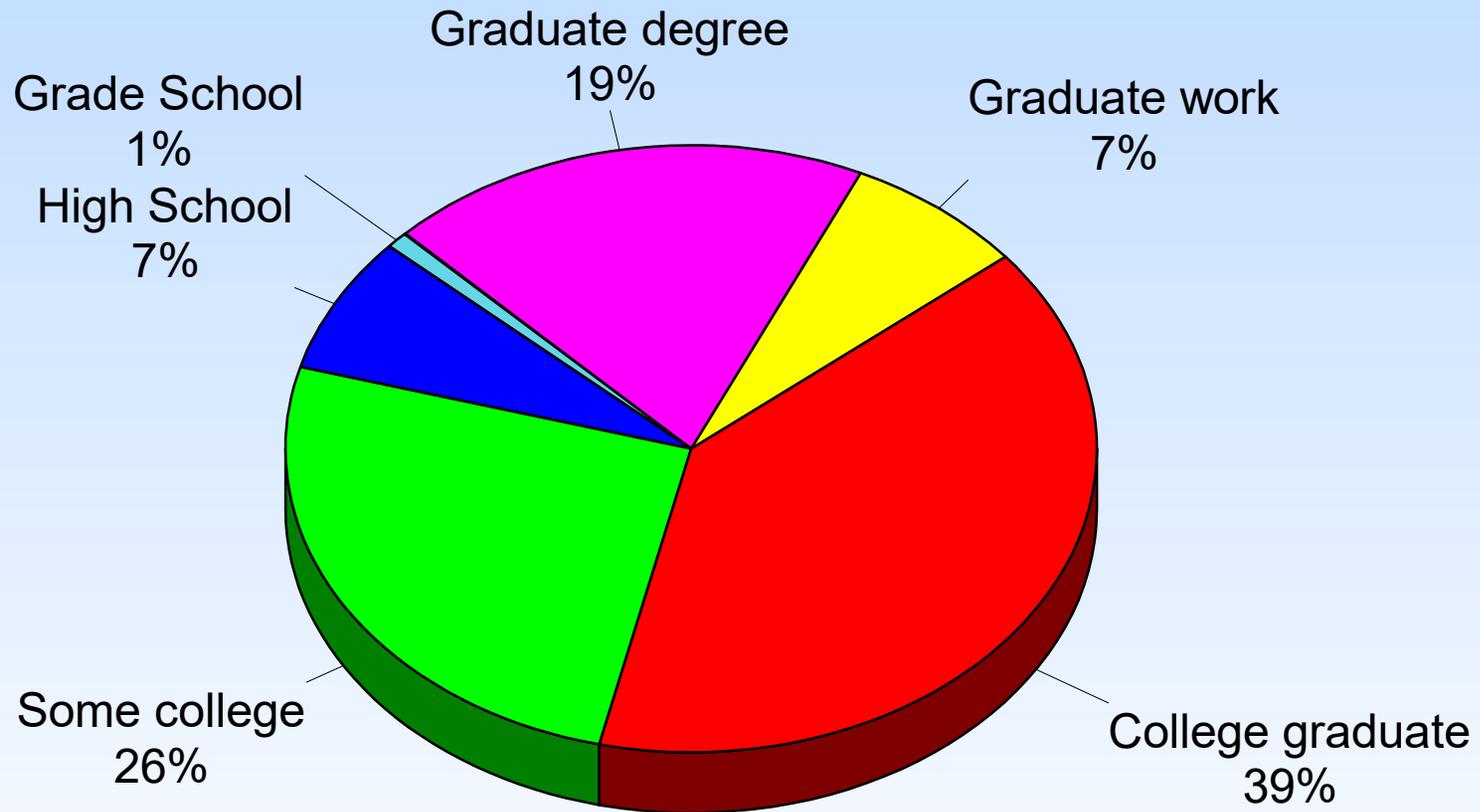
by percentage of respondents (excluding “not provided”)



*Source: ETC Institute (2020 Round Rock Community Survey)*

# Q33. Demographics: Highest Level of Education Completed

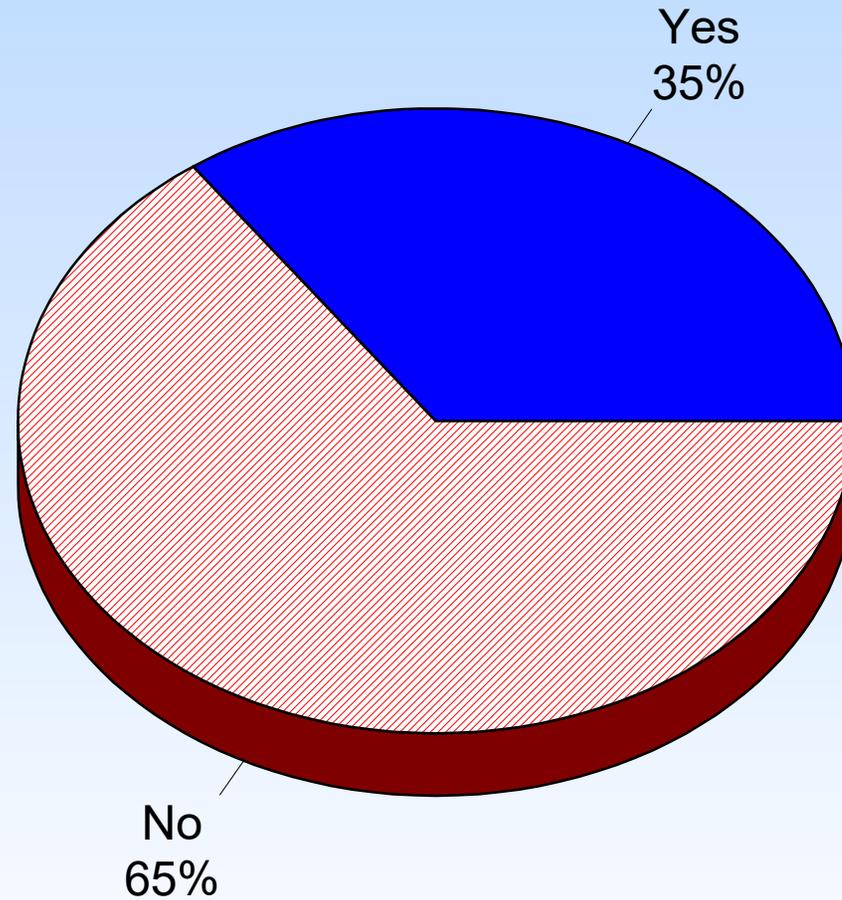
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020 Round Rock Community Survey)

## Q34. Demographics: Do you work in the City of Round Rock?

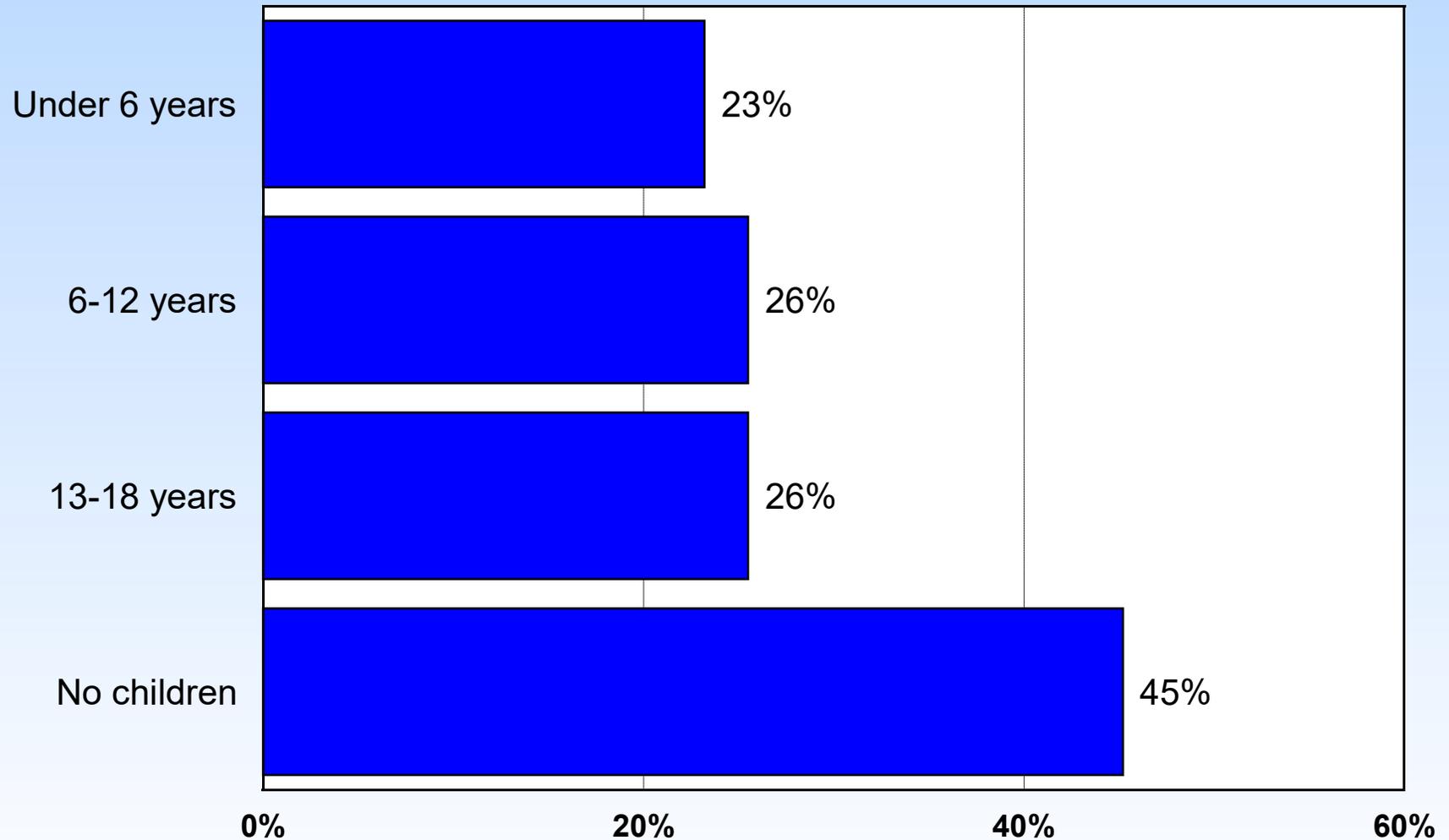
by percentage of respondents (excluding "not provided")



*Source: ETC Institute (2020 Round Rock Community Survey)*

# Q35. Demographics: Do you have children living at home in the following age ranges?

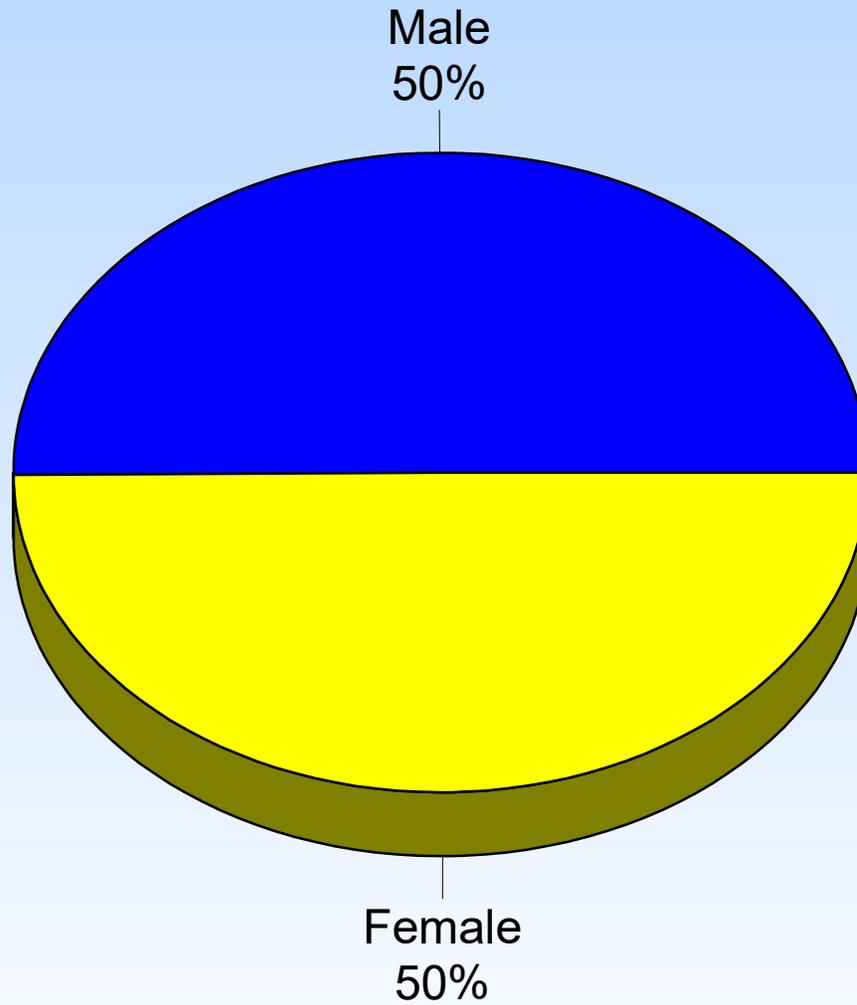
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

## Q36. Demographics: Gender

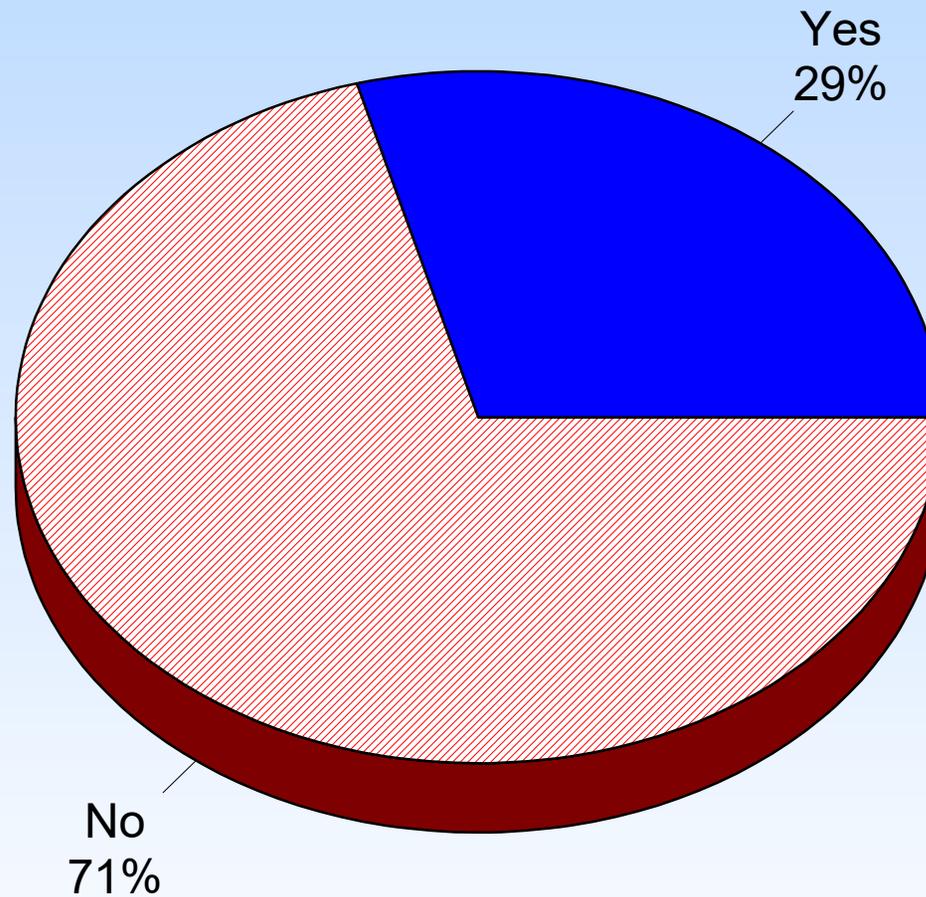
by percentage of respondents (excluding “not provided”)



*Source: ETC Institute (2020 Round Rock Community Survey)*

## Q37. Demographics: Are you of Hispanic, Latino or other Spanish Heritage?

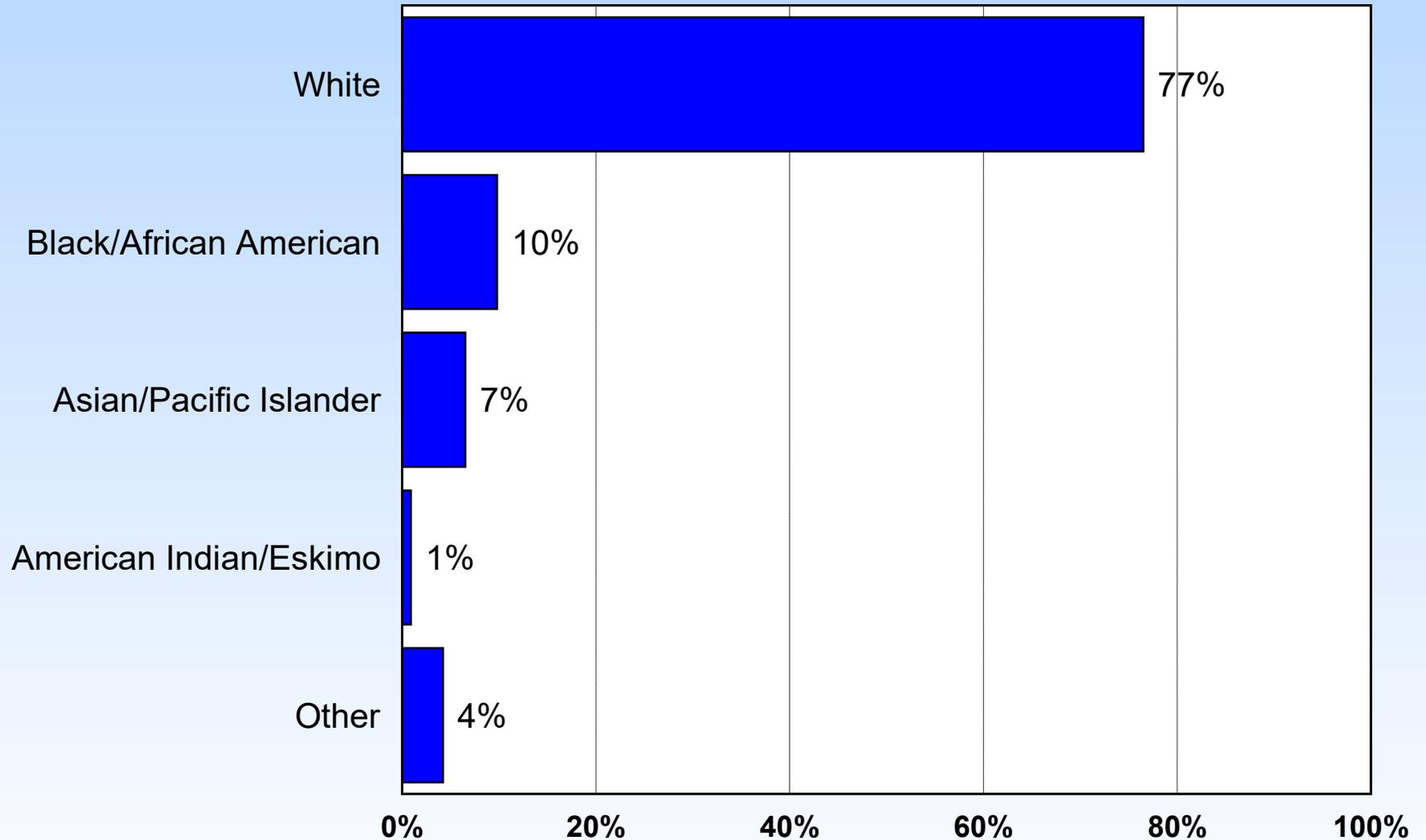
by percentage of respondents (excluding "not provided")



*Source: ETC Institute (2020 Round Rock Community Survey)*

## Q38. Demographics: Race/Ethnicity

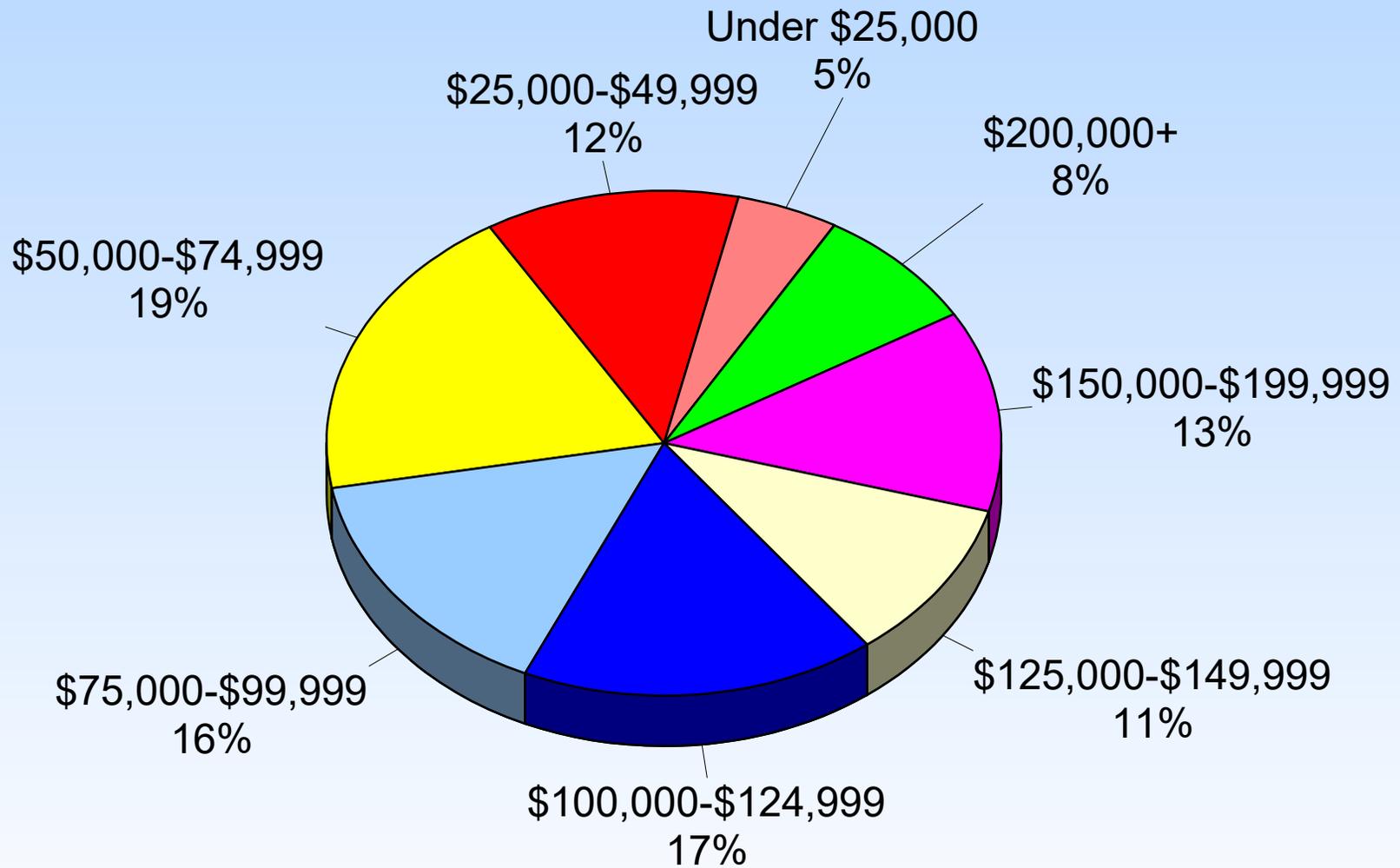
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2020 Round Rock Community Survey)

# Q39. Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020 Round Rock Community Survey)

**Section 2:**  
**Trend Analysis**

---

# Round Rock Community Survey

## Year 2020 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 2020 survey results compare to the City's performance in 2018 and 2010; statistically significant changes were changes of +/-5.0% since 2018.

**Most Significant Changes Since 2018.** The most significant changes from 2018 to 2020 are listed below:

### Significant Increases

- Transportation planning in the City (+7%)
- Drinking water services (+7%)
- Maintenance of City streets and sidewalks (+6%)
- City water and wastewater services (+5%)
- Yard waste collection services (+5%)

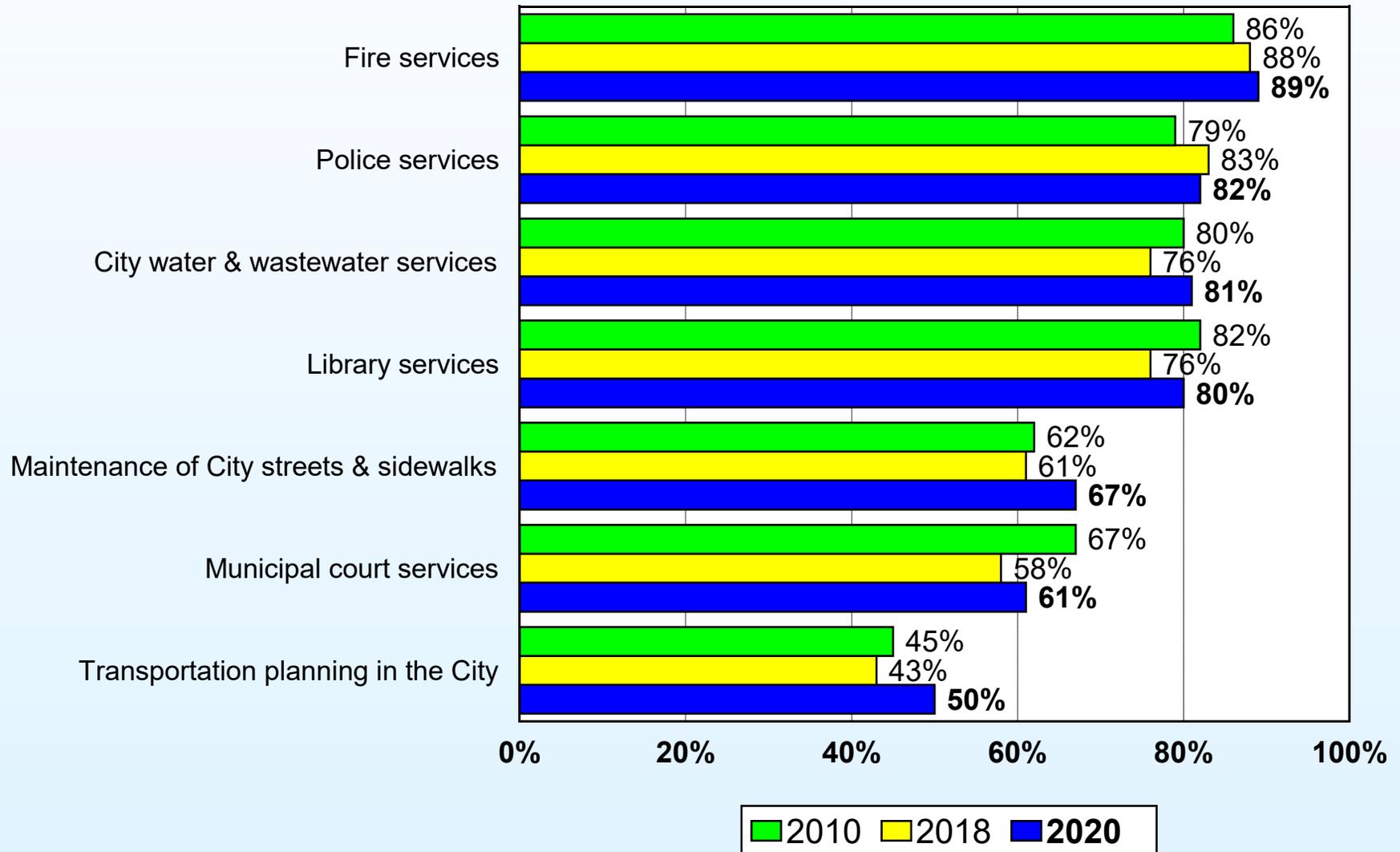
### Significant Decreases

There were no significant decreases since 2018.

# Ratings for City Services by Major Category

## ***Trends - 2010, 2018, 2020***

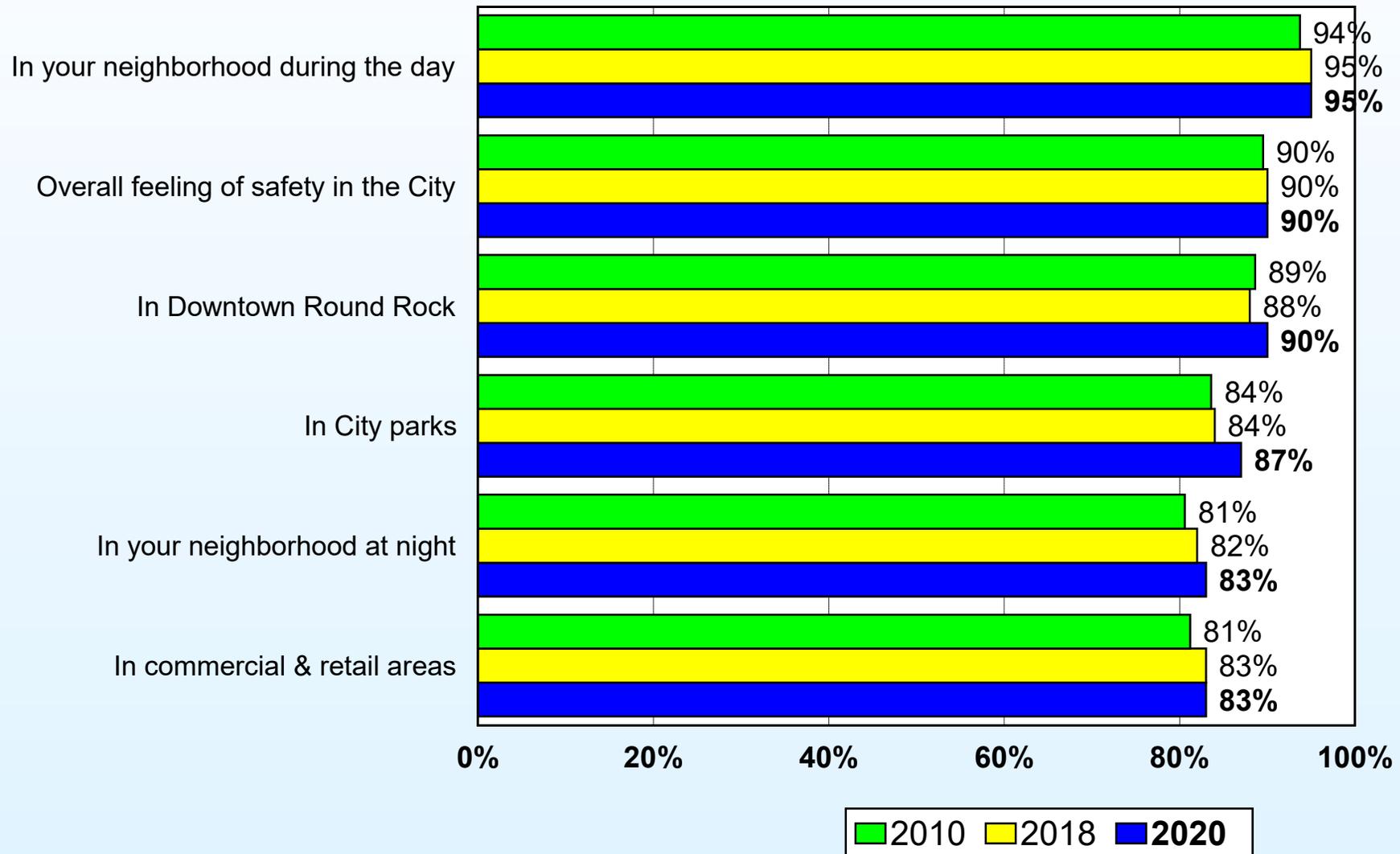
by percentage of respondents who were "very satisfied" or "satisfied"  
(excluding don't knows)



Source: ETC Institute (2020 Round Rock Community Survey)

# Ratings for Public Safety **Trends - 2010, 2018, 2020**

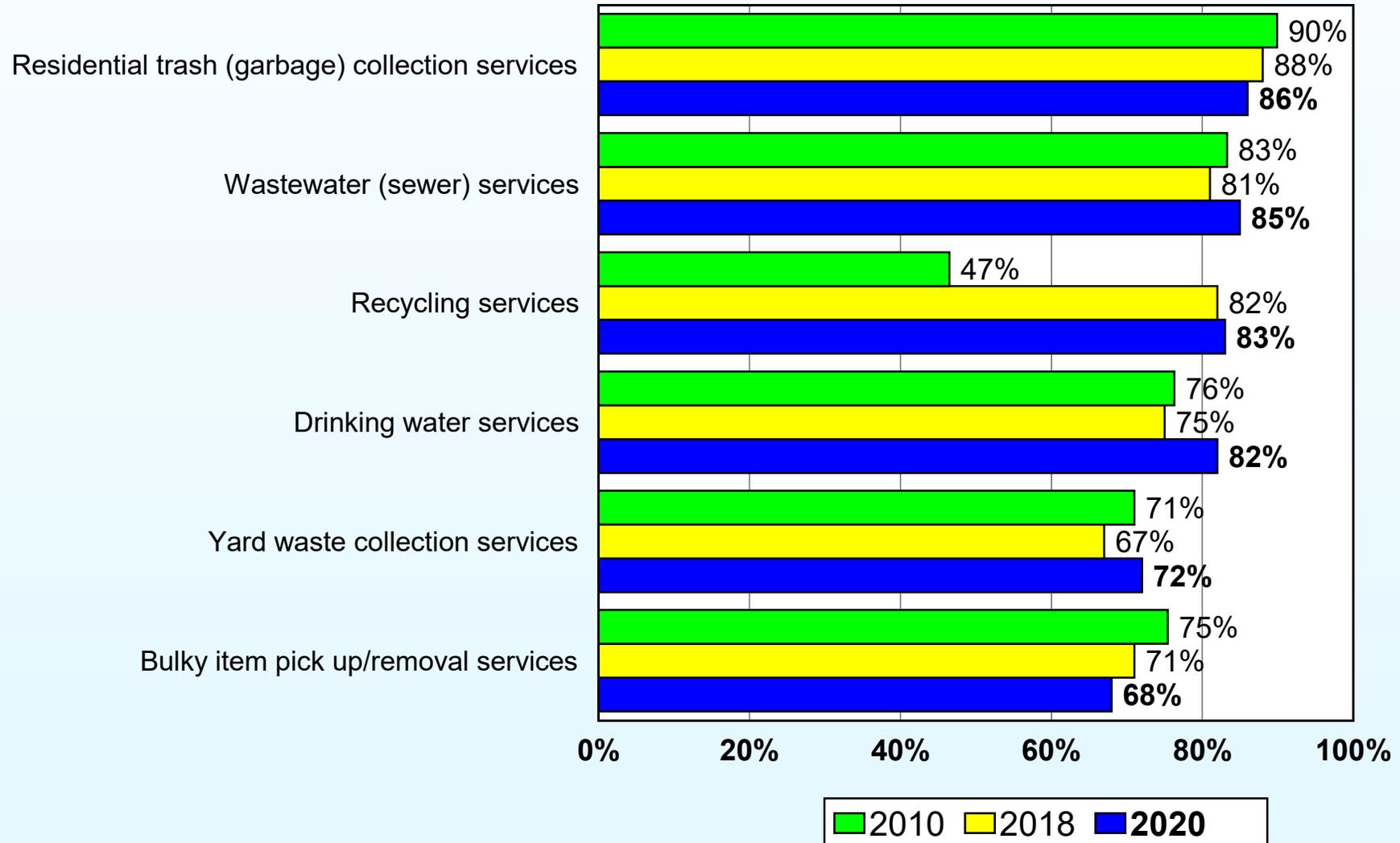
by percentage of respondents who felt "very safe" or "safe" (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

# Ratings for Solid Waste/Utility Services **Trends - 2010, 2018, 2020**

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

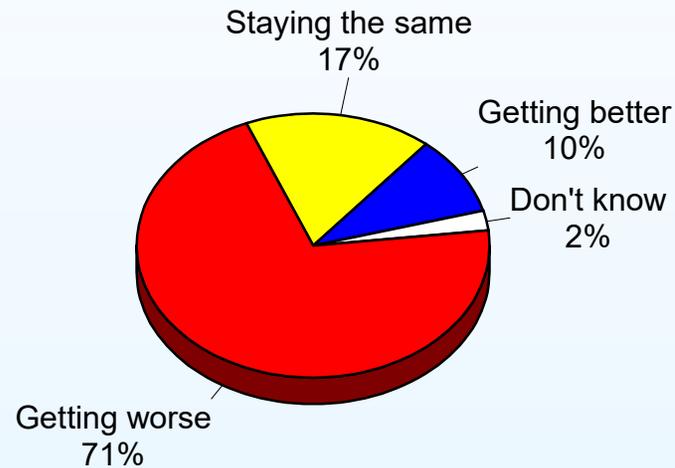


Source: ETC Institute (2018 Round Rock Community Survey)

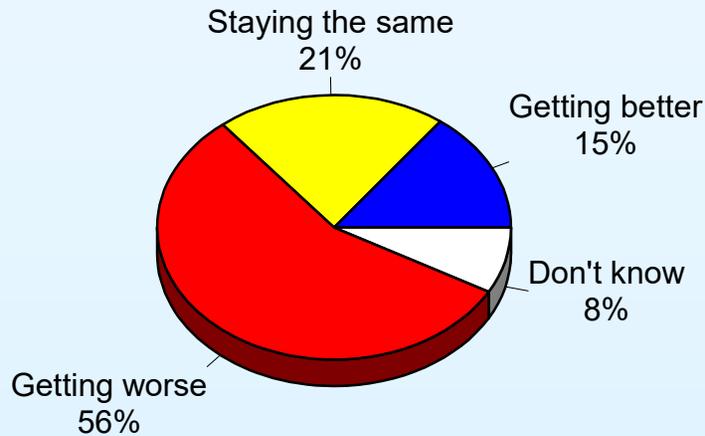
# How Residents Feel Traffic Flow in the City is Changing ***Trends - 2010, 2018, 2020***

by percentage of respondents

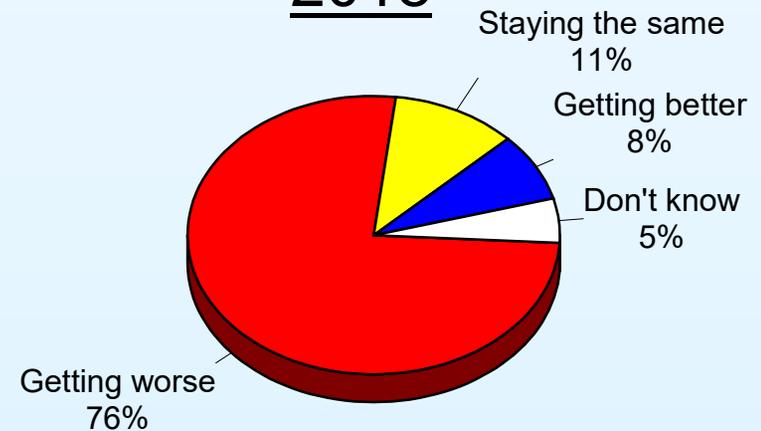
2020



2010



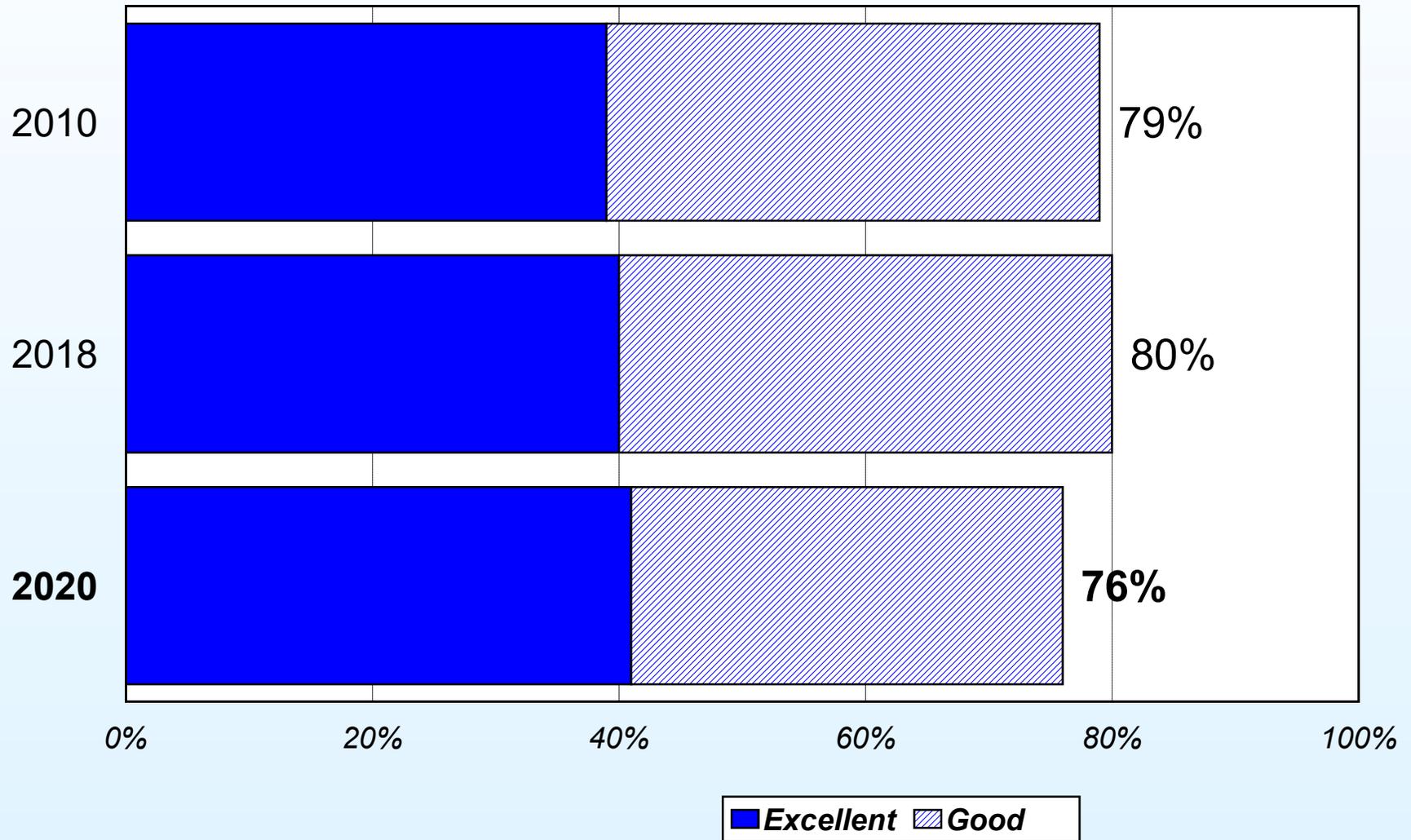
2018



Source: ETC Institute (2018 Round Rock Community Survey)

# Ratings for Overall Customer Service **Trends - 2010, 2018, 2020**

by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)

**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

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# 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.  $[IS=Importance \times (1-Satisfaction)]$ .

**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. Sixty-eight percent (67.6%) ranked “police services” as one of the most important city services to provide.

With regard to satisfaction, “police services” ranked fourth overall, with 82% rating it as a “4” or a “5” on a 5-point scale, excluding “don't know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 67.6% was multiplied by 18% (1-0.82). This calculation yielded an I-S rating of 0.1217, 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
<b><u>High Priority (IS .10-.20)</u></b>						
Police services	68%	1	82%	4	0.1217	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Transportation planning in the City	19%	6	50%	14	0.0970	2
Emergency medical services	45%	2	82%	3	0.0805	3
Maintenance of city streets and sidewalks	22%	5	67%	10	0.0710	4
Fire services	44%	3	89%	1	0.0483	5
Enforcement of city codes and ordinances	9%	9	55%	13	0.0419	6
Water and wastewater services	22%	4	81%	6	0.0409	7
Trash, recycling, & yard waste collection services	19%	7	81%	5	0.0359	8
Parks and recreation programs	18%	8	84%	2	0.0282	9
City communication with the public	8%	10	64%	11	0.0270	10
Storm water runoff & flood prevention	5%	12	73%	8	0.0122	11
Library services	5%	11	80%	7	0.0102	12
Customer service provided by City employees	2%	13	71%	9	0.0064	13
Municipal court services	1%	14	61%	12	0.0051	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 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

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Hike and bike trails in the City	41%	2	72%	3	0.1140	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Youth recreation programs	23%	4	64%	6	0.0810	2
Appearance & maintenance of City parks	53%	1	88%	1	0.0635	3
Number of City parks	24%	3	78%	2	0.0517	4
Adult recreation programs	9%	7	59%	8	0.0385	5
Quality of outdoor athletic facilities	13%	5	72%	5	0.0372	6
City recreation centers	11%	6	72%	4	0.0302	7
City swimming pools	7%	8	60%	7	0.0296	8
Forest Creek Golf Course	3%	9	53%	9	0.0146	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
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of major City streets	61%	1	74%	2	0.1581	1
Transit services	18%	5	31%	9	0.1263	2
Timing of traffic signals in the City	24%	3	53%	7	0.1147	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of neighborhood streets	29%	2	72%	3	0.0815	4
Cleanliness of streets and other public areas	23%	4	77%	1	0.0527	5
Availability of bike lanes	7%	8	38%	8	0.0428	6
Cleanliness of creeks and open channels	11%	6	63%	6	0.0400	7
Mowing/trimming of streets & other public areas	8%	7	68%	4	0.0253	8
Condition of sidewalks in the City	6%	9	66%	5	0.0204	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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing cleanup of debris on private property	62%	1	51%	2	0.3018	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing sign regulations	17%	2	51%	1	0.0818	2
Enforcing the mowing of grass on private property	12%	3	50%	3	0.0600	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.

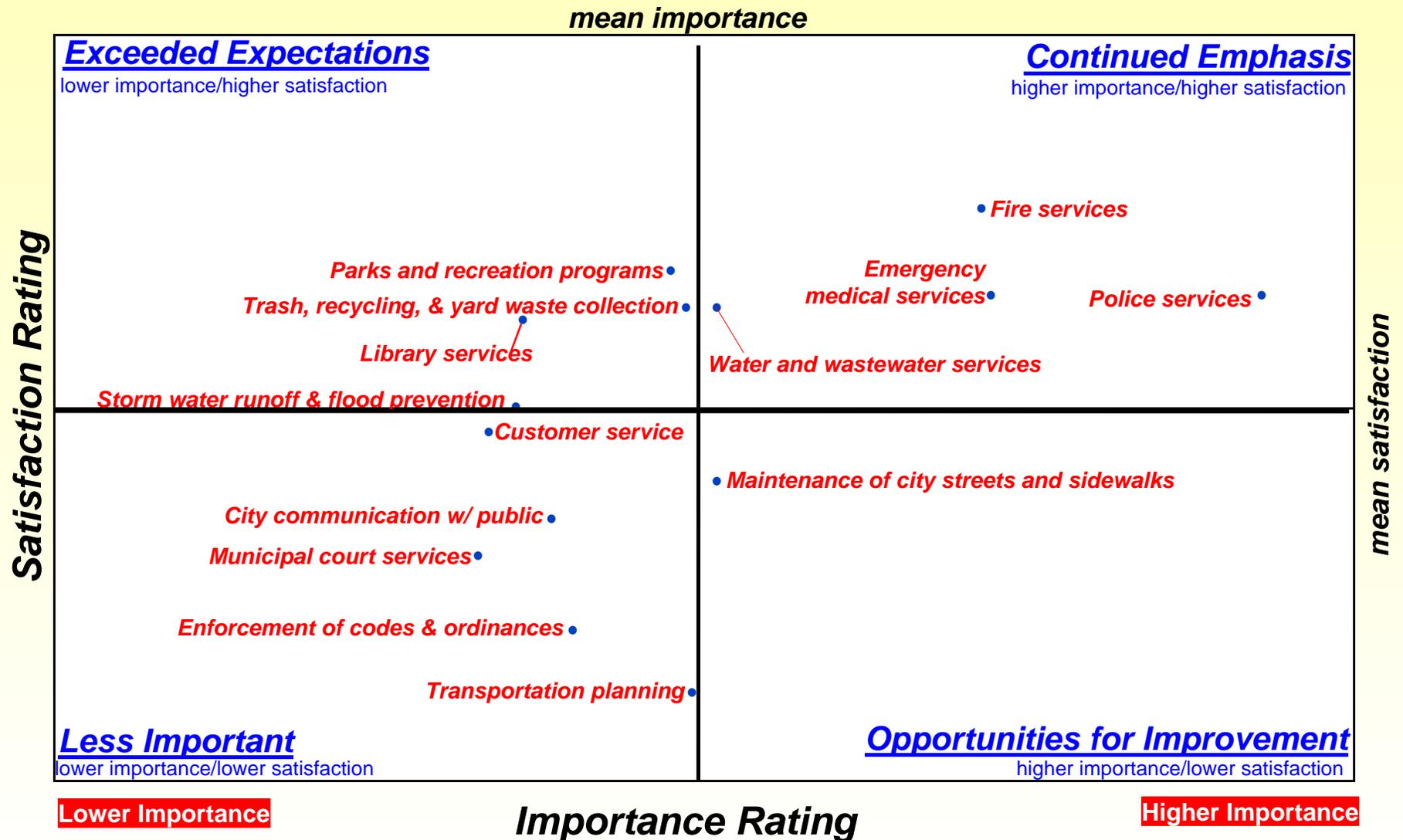
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

# 2020 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)

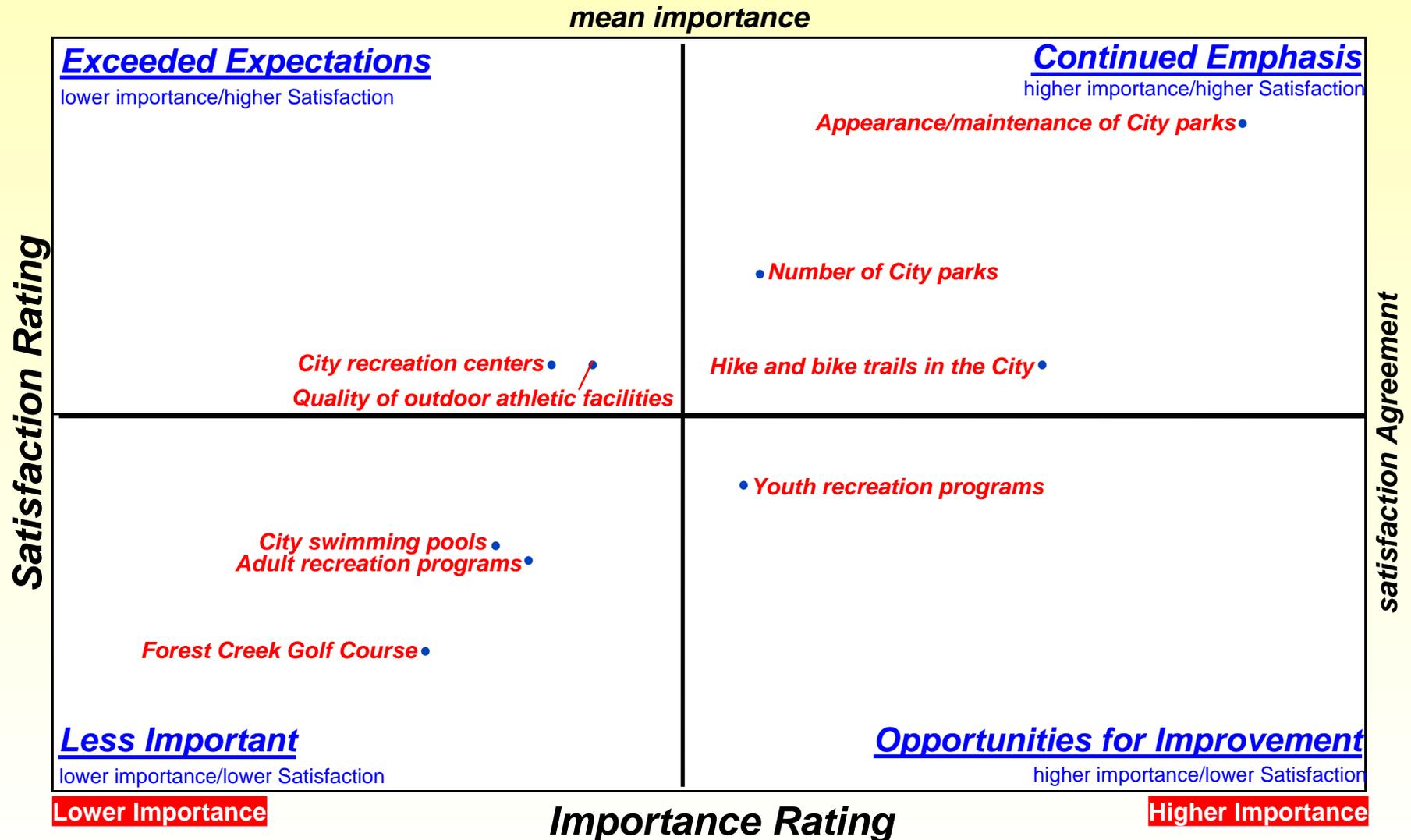


Source: ETC Institute (2020)

# 2020 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)

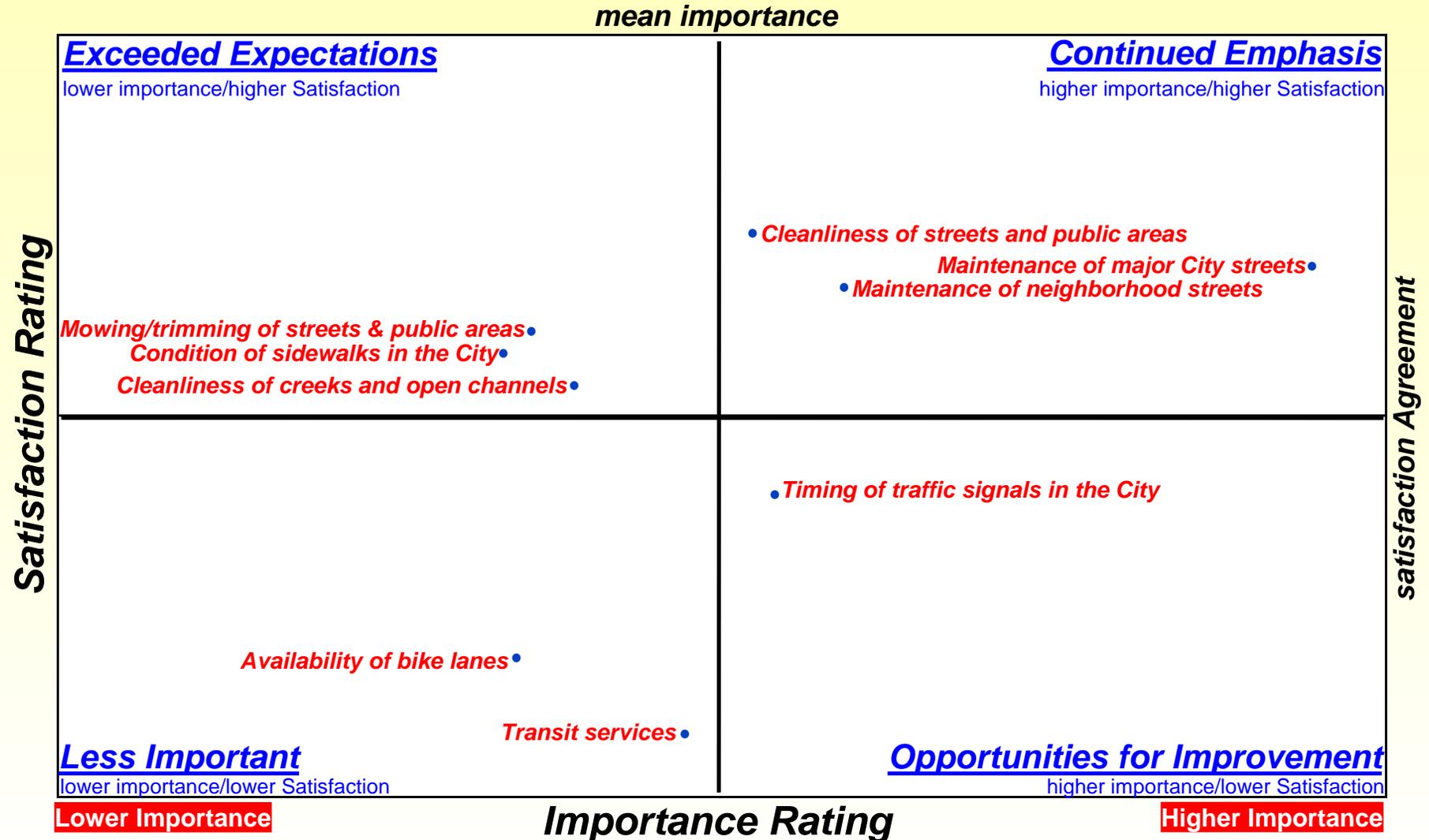


Source: ETC Institute (2020)

# 2020 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)

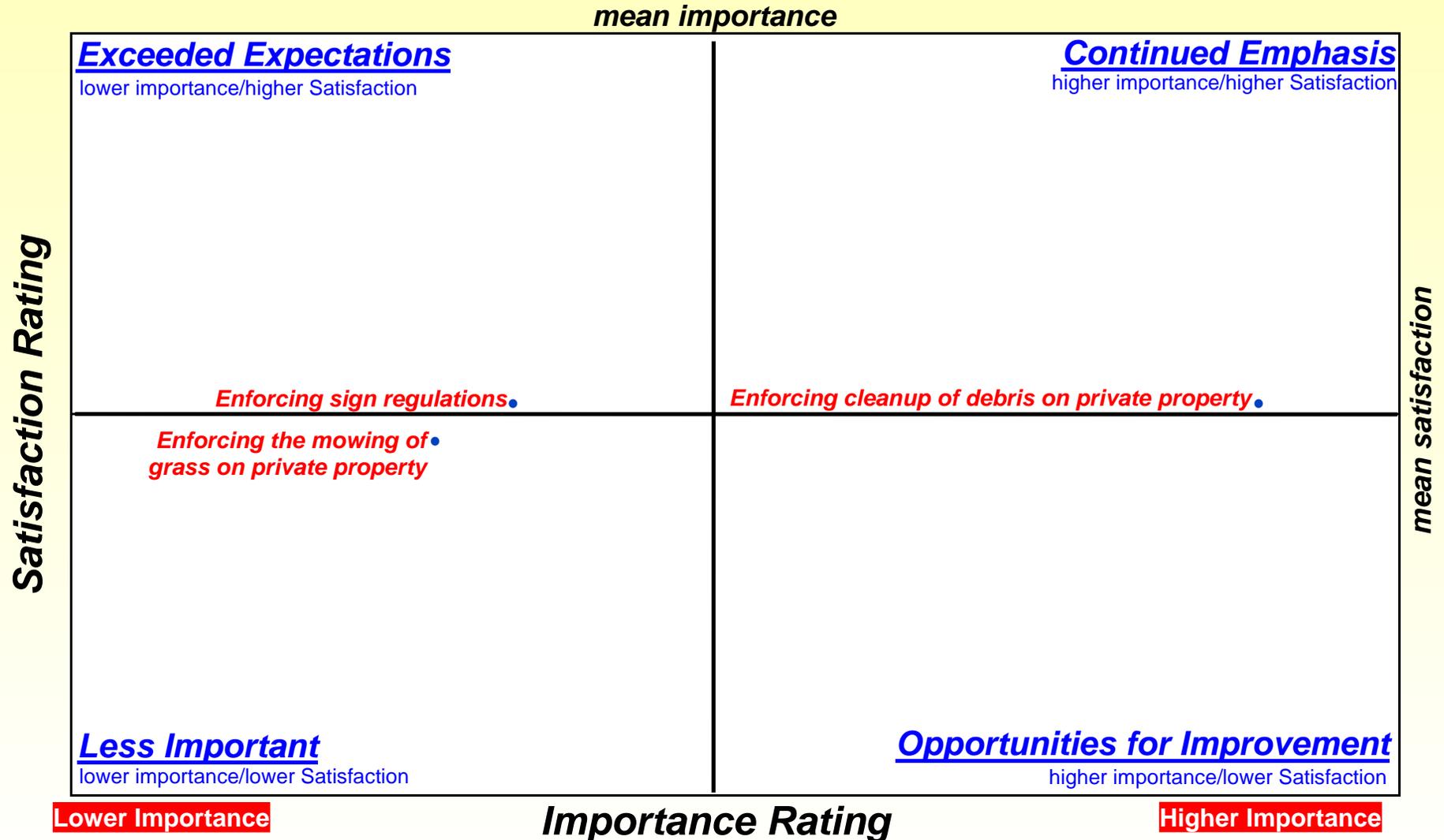


Source: ETC Institute (2020)

# 2020 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 (2020)

**Section 4:**  
**Benchmarking Analysis**

---

# DirectionFinder® Survey

## Year 2020 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 300 cities and counties in 49 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 summer of 2019 to a random sample of more than 4,000 residents in the continental United States. The second source is a survey administered to a random sample of 335 residents in the state of Texas during the summer of 2019.

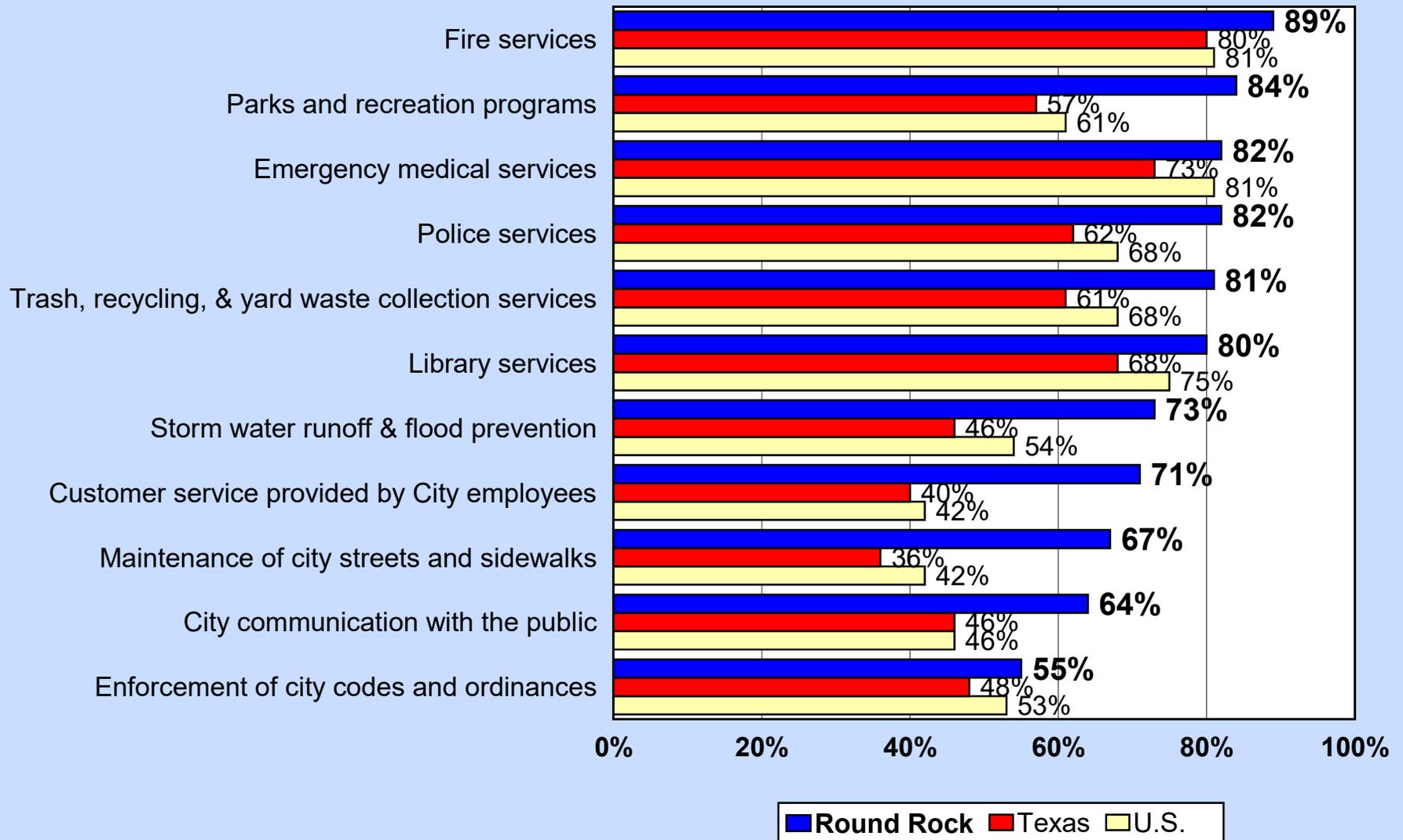
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 4,000 residents; the “Texas” average shown in the charts reflects the results of the survey administered to residents in the state of Texas.

# 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. Texas 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)

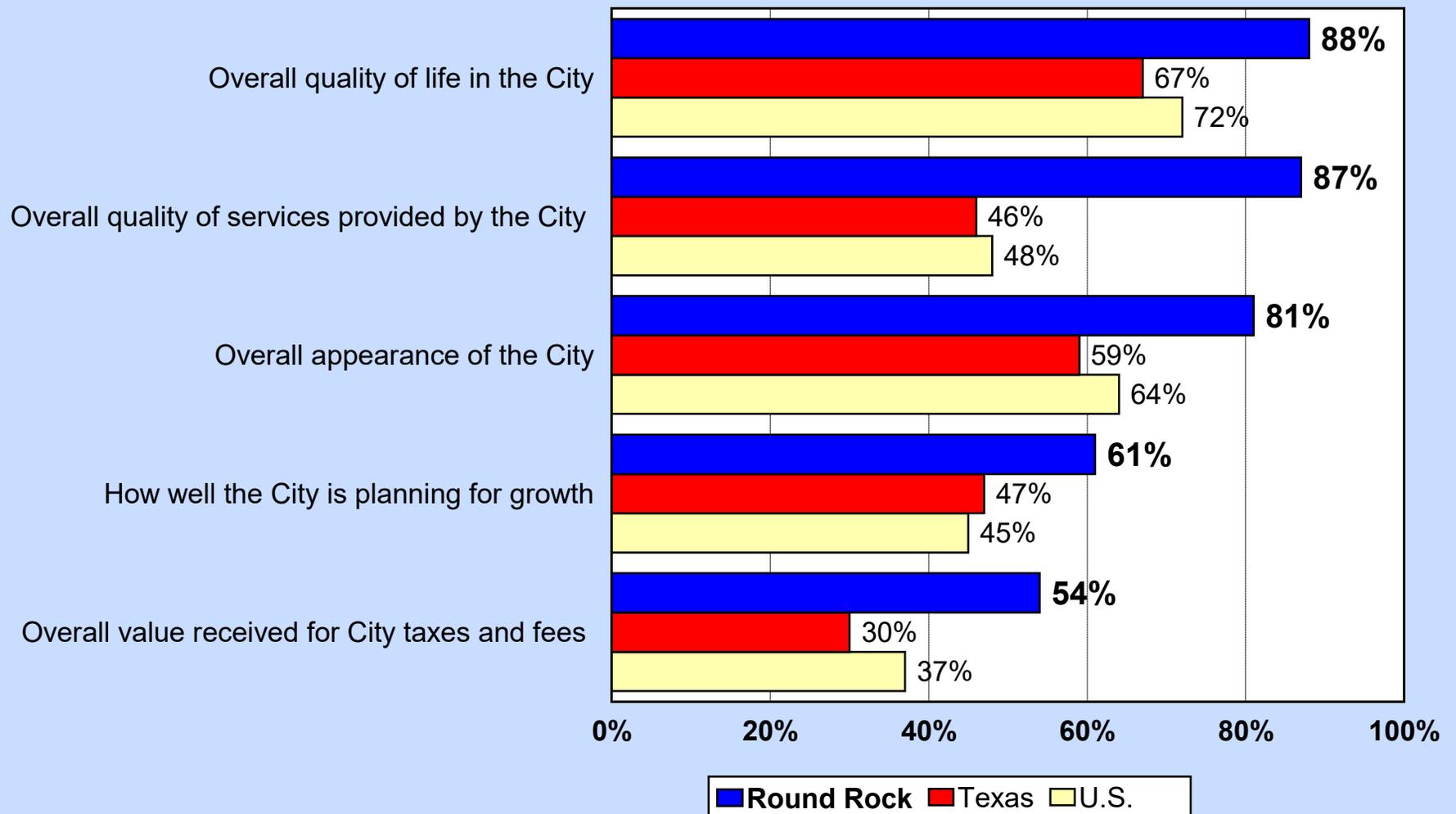


Source: 2020 ETC Institute

# Satisfaction with Issues that Influence Perceptions of the City

## Round Rock vs. Texas vs. the U.S.

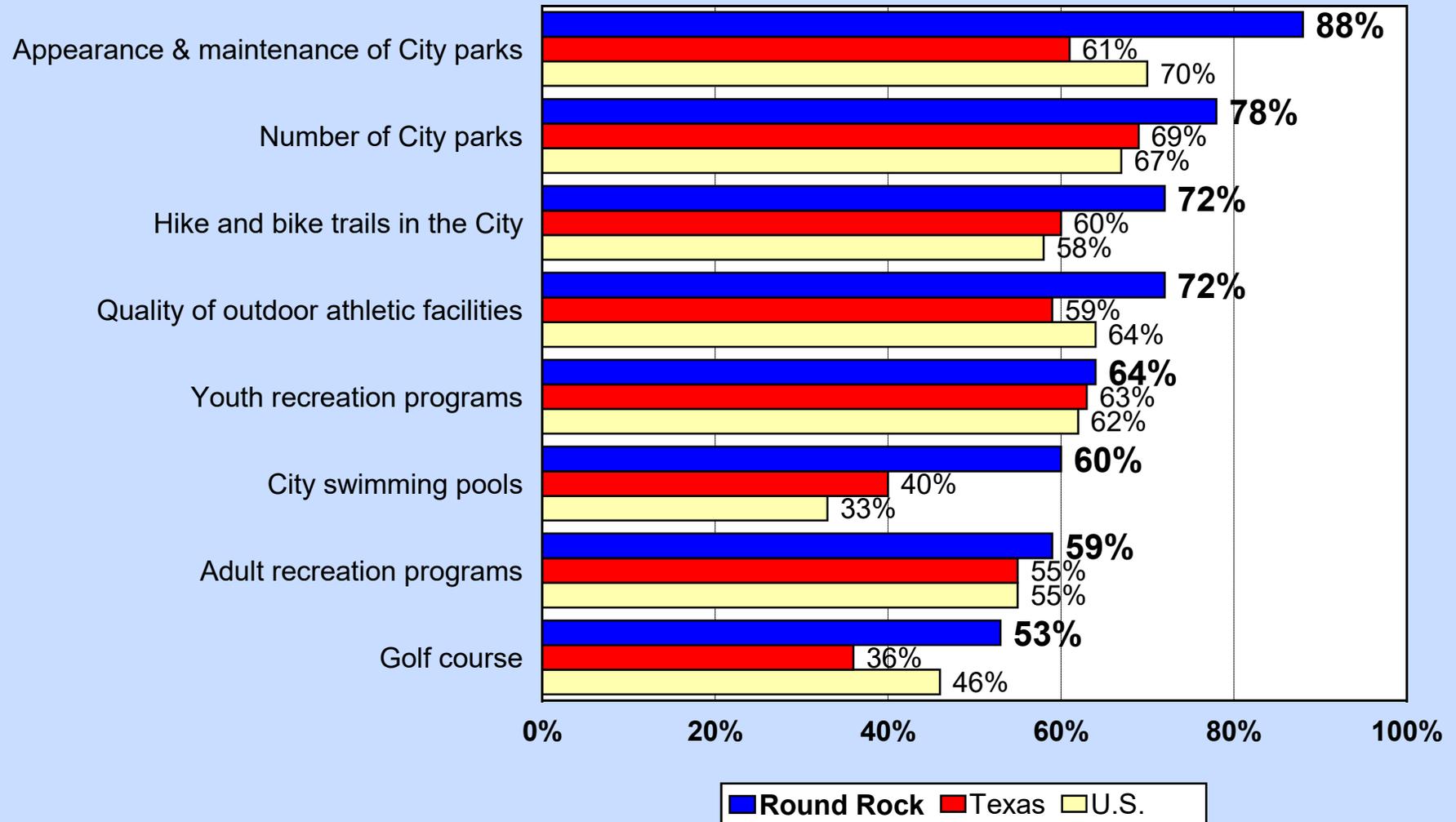
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Parks and Recreation Round Rock vs. Texas vs. the U.S.

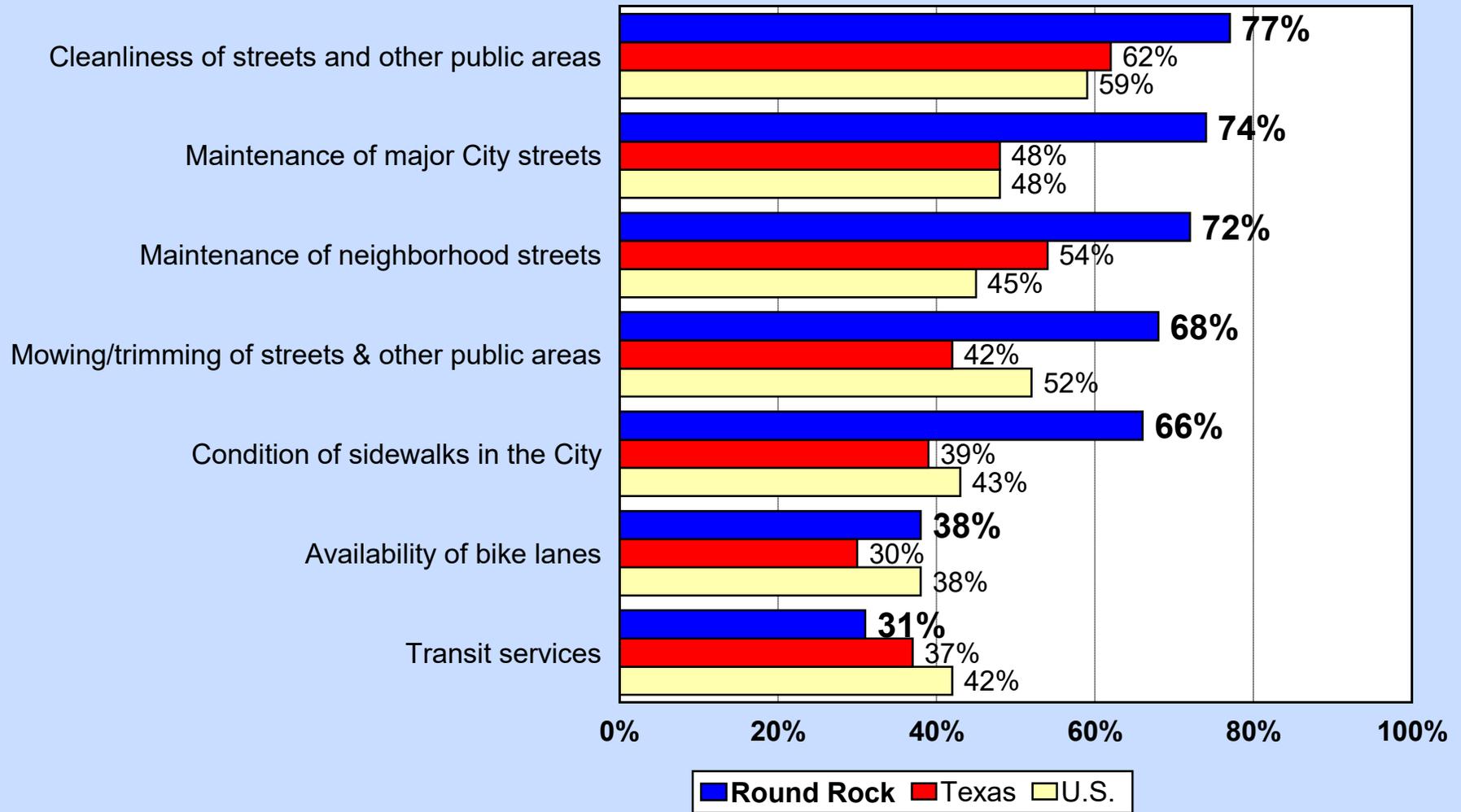
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Transportation Services Round Rock vs. Texas vs. the U.S.

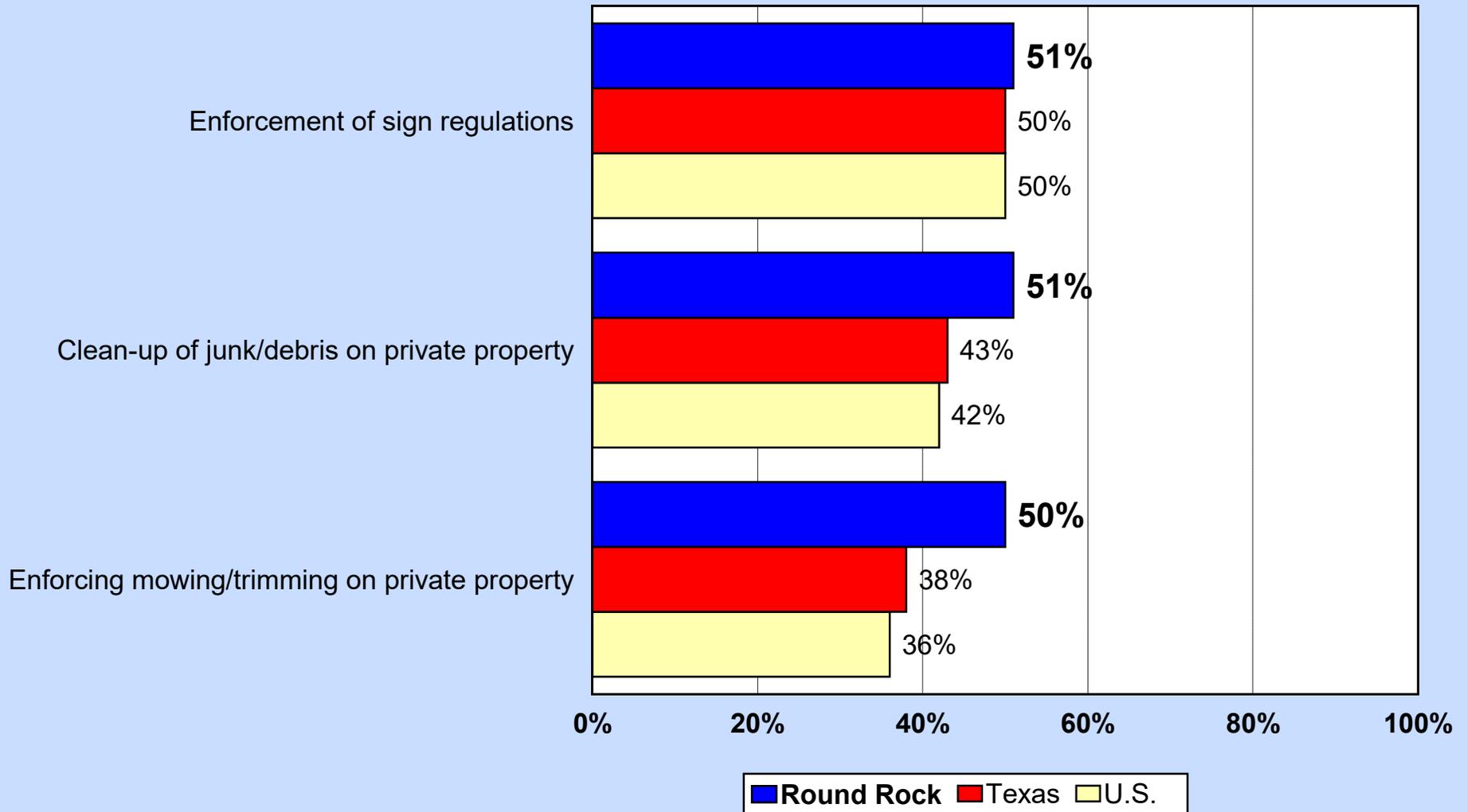
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Code Enforcement Round Rock vs. Texas vs. the U.S.

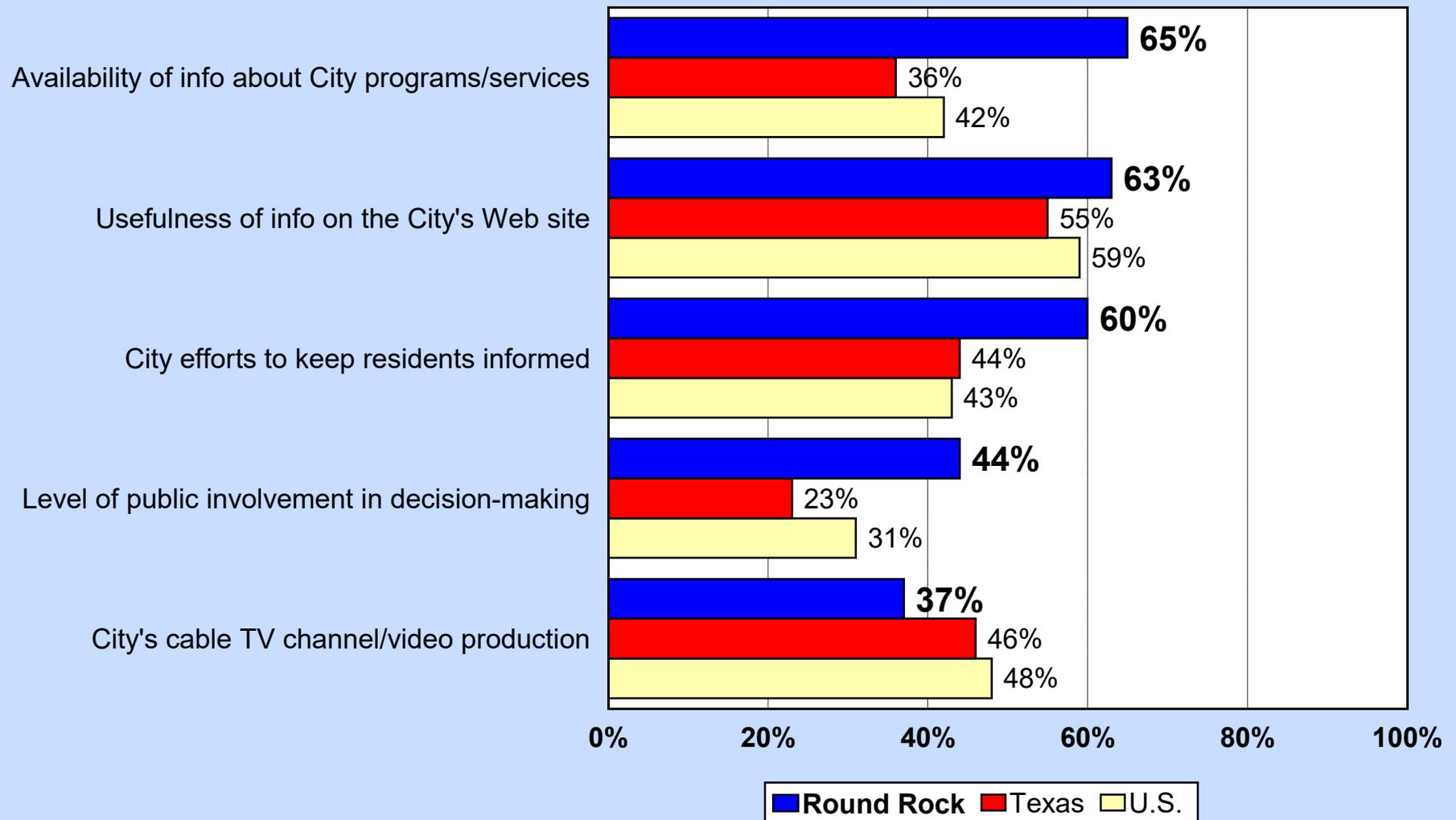
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Communication Round Rock vs. Texas 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)

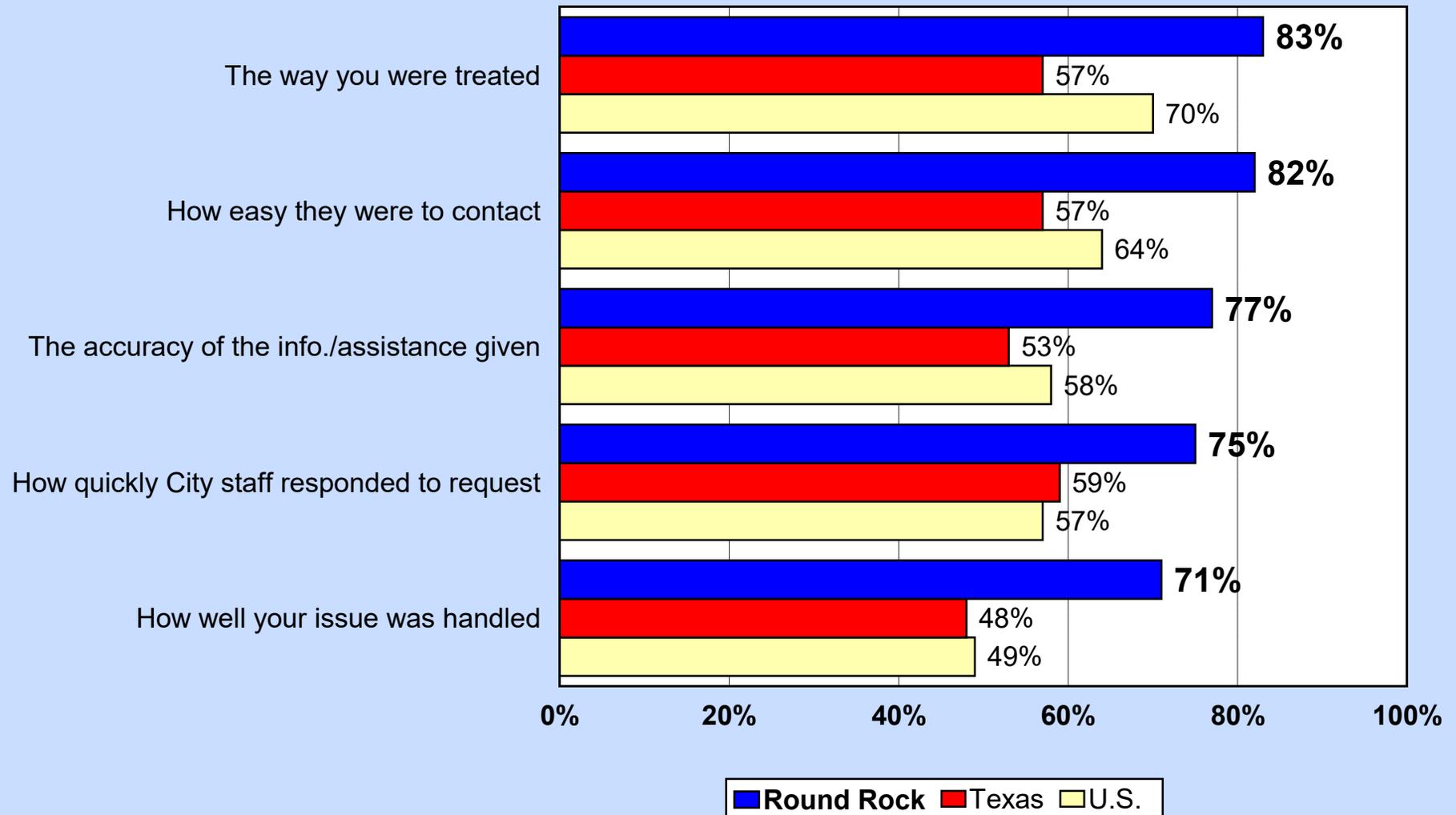


Source: 2020 ETC Institute

# Overall Satisfaction with Customer Service

## Round Rock vs. Texas vs. the U.S.

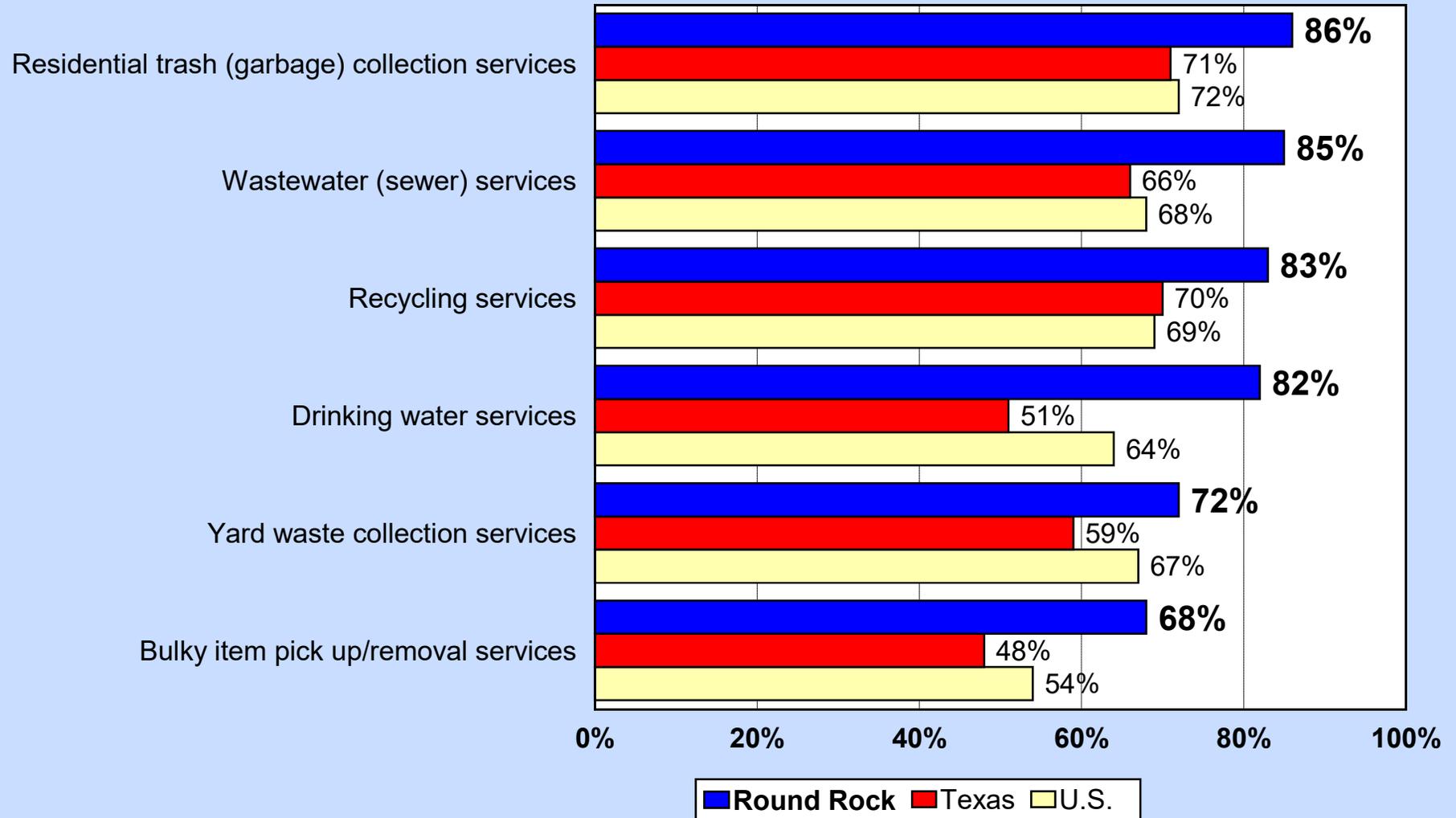
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2020 ETC Institute

# Overall Satisfaction with Solid Waste/Utility Services Round Rock vs. Texas 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: 2020 ETC Institute

## Section 5: **Tabular Data**

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**Q1. Overall Quality of City Services. Using a scale of 1 to 5, 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=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Parks & Recreation programs	33.5%	42.0%	12.5%	2.0%	0.2%	9.8%
Q1-2. Water & wastewater services	31.1%	47.6%	13.6%	4.0%	0.7%	2.9%
Q1-3. Emergency medical services	30.4%	33.3%	12.9%	0.2%	0.4%	22.9%
Q1-4. Enforcement of City codes & ordinances	14.4%	32.4%	27.1%	8.0%	3.6%	14.5%
Q1-5. Fire services	36.7%	34.2%	9.5%	0.0%	0.0%	19.6%
Q1-6. Library services	32.4%	36.0%	14.9%	0.9%	0.7%	15.1%
Q1-7. Maintenance of City streets & sidewalks	16.2%	49.5%	20.0%	10.4%	2.2%	1.8%
Q1-8. Management of storm water runoff & flood prevention	21.6%	44.7%	19.6%	4.2%	1.5%	8.4%
Q1-9. Municipal court services	13.6%	24.2%	22.5%	0.7%	0.5%	38.4%
Q1-10. Police services	34.2%	39.8%	12.4%	1.6%	1.8%	10.2%
Q1-11. Transportation planning in City	10.7%	33.1%	23.3%	13.6%	5.5%	13.8%
Q1-12. Trash, recycling, & yard waste collection services	36.4%	43.5%	11.5%	5.6%	1.5%	1.6%
Q1-13. City communication with the public	22.4%	37.8%	27.6%	4.5%	1.5%	6.2%
Q1-14. Customer service provided by City employees	24.5%	33.3%	19.1%	3.5%	1.6%	18.0%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Quality of City Services. Using a scale of 1 to 5, 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=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Parks & Recreation programs	37.1%	46.6%	13.9%	2.2%	0.2%
Q1-2. Water & wastewater services	32.0%	49.1%	14.0%	4.1%	0.7%
Q1-3. Emergency medical services	39.4%	43.2%	16.7%	0.2%	0.5%
Q1-4. Enforcement of City codes & ordinances	16.8%	37.9%	31.7%	9.4%	4.3%
Q1-5. Fire services	45.7%	42.5%	11.8%	0.0%	0.0%
Q1-6. Library services	38.1%	42.4%	17.6%	1.1%	0.9%
Q1-7. Maintenance of City streets & sidewalks	16.5%	50.4%	20.4%	10.6%	2.2%
Q1-8. Management of storm water runoff & flood prevention	23.6%	48.8%	21.4%	4.6%	1.6%
Q1-9. Municipal court services	22.1%	39.2%	36.6%	1.2%	0.9%
Q1-10. Police services	38.1%	44.3%	13.8%	1.8%	2.0%
Q1-11. Transportation planning in City	12.4%	38.4%	27.0%	15.8%	6.3%
Q1-12. Trash, recycling, & yard waste collection services	37.0%	44.2%	11.6%	5.7%	1.5%
Q1-13. City communication with the public	23.8%	40.3%	29.5%	4.8%	1.6%
Q1-14. Customer service provided by City employees	29.9%	40.6%	23.3%	4.2%	2.0%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Parks & Recreation programs	31	5.6 %
Water & wastewater services	40	7.3 %
Emergency medical services	91	16.5 %
Enforcement of City codes & ordinances	9	1.6 %
Fire services	26	4.7 %
Library services	2	0.4 %
Maintenance of City streets & sidewalks	29	5.3 %
Management of storm water runoff & flood prevention	5	0.9 %
Police services	208	37.8 %
Transportation planning in City	49	8.9 %
Trash, recycling, & yard waste collection services	27	4.9 %
City communication with the public	5	0.9 %
Customer service provided by City employees	6	1.1 %
None chosen	22	4.0 %
Total	550	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	33	6.0 %
Water & wastewater services	29	5.3 %
Emergency medical services	83	15.1 %
Enforcement of City codes & ordinances	18	3.3 %
Fire services	147	26.7 %
Library services	11	2.0 %
Maintenance of City streets & sidewalks	38	6.9 %
Management of storm water runoff & flood prevention	5	0.9 %
Municipal court services	2	0.4 %
Police services	88	16.0 %
Transportation planning in City	21	3.8 %
Trash, recycling, & yard waste collection services	34	6.2 %
City communication with the public	12	2.2 %
Customer service provided by City employees	1	0.2 %
None chosen	28	5.1 %
Total	550	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	33	6.0 %
Water & wastewater services	49	8.9 %
Emergency medical services	72	13.1 %
Enforcement of City codes & ordinances	24	4.4 %
Fire services	69	12.5 %
Library services	15	2.7 %
Maintenance of City streets & sidewalks	51	9.3 %
Management of storm water runoff & flood prevention	15	2.7 %
Municipal court services	5	0.9 %
Police services	76	13.8 %
Transportation planning in City	37	6.7 %
Trash, recycling, & yard waste collection services	43	7.8 %
City communication with the public	24	4.4 %
Customer service provided by City employees	5	0.9 %
None chosen	32	5.8 %
Total	550	100.0 %

**SUM OF TOP 3 CHOICES**

**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	97	17.6 %
Water & wastewater services	118	21.5 %
Emergency medical services	246	44.7 %
Enforcement of City codes & ordinances	51	9.3 %
Fire services	242	44.0 %
Library services	28	5.1 %
Maintenance of City streets & sidewalks	118	21.5 %
Management of storm water runoff & flood prevention	25	4.5 %
Municipal court services	7	1.3 %
Police services	372	67.6 %
Transportation planning in City	107	19.5 %
Trash, recycling, & yard waste collection services	104	18.9 %
City communication with the public	41	7.5 %
Customer service provided by City employees	12	2.2 %
None chosen	22	4.0 %
Total	1590	

**Q3. Perception of the City. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	24.0%	59.3%	11.5%	1.1%	0.0%	4.2%
Q3-2. How well City is planning for growth	13.3%	42.2%	21.5%	11.8%	2.5%	8.7%
Q3-3. Overall quality of life in City	31.8%	53.3%	9.8%	2.9%	0.0%	2.2%
Q3-4. Availability of job opportunities	14.5%	32.4%	22.5%	4.0%	0.9%	25.6%
Q3-5. Overall value you receive for City taxes & fees	12.2%	39.1%	26.7%	12.7%	4.5%	4.7%
Q3-6. Overall quality of new development	11.8%	40.0%	28.7%	9.3%	1.6%	8.5%
Q3-7. Appearance of residential property in City	14.4%	51.3%	24.2%	6.2%	1.6%	2.4%
Q3-8. Appearance of commercial property in City	15.5%	51.3%	25.3%	5.3%	0.5%	2.2%
Q3-9. Overall appearance of City	19.8%	59.3%	15.3%	2.9%	0.4%	2.4%

**WITHOUT "DON'T KNOW"**

**Q3. Perception of the City. Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	25.0%	61.9%	12.0%	1.1%	0.0%
Q3-2. How well City is planning for growth	14.5%	46.2%	23.5%	12.9%	2.8%
Q3-3. Overall quality of life in City	32.5%	54.5%	10.0%	3.0%	0.0%
Q3-4. Availability of job opportunities	19.6%	43.5%	30.3%	5.4%	1.2%
Q3-5. Overall value you receive for City taxes & fees	12.8%	41.0%	28.1%	13.4%	4.8%
Q3-6. Overall quality of new development	12.9%	43.7%	31.4%	10.1%	1.8%
Q3-7. Appearance of residential property in City	14.7%	52.5%	24.8%	6.3%	1.7%
Q3-8. Appearance of commercial property in City	15.8%	52.4%	25.8%	5.4%	0.6%
Q3-9. Overall appearance of City	20.3%	60.7%	15.6%	3.0%	0.4%

**Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.**

(N=550)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In Downtown Round Rock	43.5%	41.6%	8.9%	0.5%	0.4%	5.1%
Q4-2. In City parks	34.7%	46.4%	10.0%	2.0%	0.4%	6.5%
Q4-3. In your neighborhood during the day	58.5%	34.2%	4.4%	0.9%	0.2%	1.8%
Q4-4. In your neighborhood at night	36.9%	44.4%	12.2%	3.5%	1.3%	1.8%
Q4-5. In commercial & retail areas	25.6%	53.5%	15.1%	1.6%	0.0%	4.2%
Q4-6. Overall feeling of safety in Round Rock	36.5%	52.2%	7.8%	1.1%	0.2%	2.2%

**WITHOUT "DON'T KNOW"**

**Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")**

(N=550)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In Downtown Round Rock	45.8%	43.9%	9.4%	0.6%	0.4%
Q4-2. In City parks	37.2%	49.6%	10.7%	2.1%	0.4%
Q4-3. In your neighborhood during the day	59.6%	34.8%	4.4%	0.9%	0.2%
Q4-4. In your neighborhood at night	37.6%	45.2%	12.4%	3.5%	1.3%
Q4-5. In commercial & retail areas	26.8%	55.8%	15.7%	1.7%	0.0%
Q4-6. Overall feeling of safety in Round Rock	37.4%	53.3%	8.0%	1.1%	0.2%

**Q5. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Appearance & maintenance of existing City parks	30.7%	50.7%	9.8%	1.1%	0.4%	7.3%
Q5-2. Number of City parks	24.7%	46.9%	14.4%	6.2%	0.2%	7.6%
Q5-3. Hike & bike trails in City	22.2%	41.1%	15.3%	8.2%	1.1%	12.2%
Q5-4. City recreation centers	18.5%	41.8%	17.8%	5.1%	0.5%	16.2%
Q5-5. City swimming pools	11.8%	30.5%	22.9%	4.7%	1.3%	28.7%
Q5-6. Quality of youth recreation programs	11.8%	28.5%	20.5%	2.4%	0.7%	36.0%
Q5-7. Quality of adult recreation programs	11.8%	27.8%	22.5%	4.7%	0.7%	32.4%
Q5-8. Forest Creek Golf Course	9.3%	15.3%	20.9%	1.3%	0.2%	53.1%
Q5-9. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	18.9%	34.4%	18.5%	2.4%	0.0%	25.8%

**WITHOUT "DON'T KNOW"**

**Q5. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Appearance & maintenance of existing City parks	33.1%	54.7%	10.6%	1.2%	0.4%
Q5-2. Number of City parks	26.8%	50.8%	15.6%	6.7%	0.2%
Q5-3. Hike & bike trails in City	25.3%	46.8%	17.4%	9.3%	1.2%
Q5-4. City recreation centers	22.1%	49.9%	21.3%	6.1%	0.7%
Q5-5. City swimming pools	16.6%	42.9%	32.1%	6.6%	1.8%
Q5-6. Quality of youth recreation programs	18.5%	44.6%	32.1%	3.7%	1.1%
Q5-7. Quality of adult recreation programs	17.5%	41.1%	33.3%	7.0%	1.1%
Q5-8. Forest Creek Golf Course	19.8%	32.6%	44.6%	2.7%	0.4%
Q5-9. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	25.5%	46.3%	25.0%	3.2%	0.0%

**Q6. Which TWO of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	196	35.6 %
Number of City parks	56	10.2 %
Hike & bike trails in City	110	20.0 %
City recreation centers	24	4.4 %
City swimming pools	16	2.9 %
Quality of youth recreation programs	58	10.5 %
Quality of adult recreation programs	21	3.8 %
Forest Creek Golf Course	9	1.6 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	19	3.5 %
<u>None chosen</u>	<u>41</u>	<u>7.5 %</u>
Total	550	100.0 %

**Q6. Which TWO of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	95	17.3 %
Number of City parks	73	13.3 %
Hike & bike trails in City	114	20.7 %
City recreation centers	35	6.4 %
City swimming pools	25	4.5 %
Quality of youth recreation programs	66	12.0 %
Quality of adult recreation programs	31	5.6 %
Forest Creek Golf Course	8	1.5 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	54	9.8 %
<u>None chosen</u>	<u>49</u>	<u>8.9 %</u>
Total	550	100.0 %

**SUM OF TOP 2 CHOICES****Q6. Which TWO of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q6. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	291	52.9 %
Number of City parks	129	23.5 %
Hike & bike trails in City	224	40.7 %
City recreation centers	59	10.7 %
City swimming pools	41	7.5 %
Quality of youth recreation programs	124	22.5 %
Quality of adult recreation programs	52	9.5 %
Forest Creek Golf Course	17	3.1 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	73	13.3 %
None chosen	41	7.5 %
Total	1051	

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

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance of major City streets	14.0%	59.1%	16.5%	7.5%	1.5%	1.5%
Q7-2. Maintenance of streets in your neighborhood	18.9%	52.2%	14.9%	9.6%	3.5%	0.9%
Q7-3. Timing of traffic signals in City	9.3%	43.1%	22.5%	18.0%	5.3%	1.8%
Q7-4. Mowing & trimming along City streets & other public areas	13.8%	53.1%	21.3%	8.7%	1.5%	1.6%
Q7-5. Cleanliness of City streets & other public areas	16.7%	58.5%	15.1%	6.4%	0.9%	2.4%
Q7-6. Cleanliness of creeks & open channels	10.9%	45.8%	21.3%	10.2%	2.5%	9.3%
Q7-7. Condition of sidewalks in City	12.9%	49.6%	23.5%	7.5%	1.5%	5.1%
Q7-8. Availability of bike lanes	5.1%	24.0%	30.7%	13.3%	4.0%	22.9%
Q7-9. Transit services	4.7%	16.2%	30.9%	11.1%	5.5%	31.6%

**WITHOUT "DON'T KNOW"**

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

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance of major City streets	14.2%	60.0%	16.8%	7.6%	1.5%
Q7-2. Maintenance of streets in your neighborhood	19.1%	52.7%	15.0%	9.7%	3.5%
Q7-3. Timing of traffic signals in City	9.4%	43.9%	23.0%	18.3%	5.4%
Q7-4. Mowing & trimming along City streets & other public areas	14.0%	54.0%	21.6%	8.9%	1.5%
Q7-5. Cleanliness of City streets & other public areas	17.1%	60.0%	15.5%	6.5%	0.9%
Q7-6. Cleanliness of creeks & open channels	12.0%	50.5%	23.4%	11.2%	2.8%
Q7-7. Condition of sidewalks in City	13.6%	52.3%	24.7%	7.9%	1.5%
Q7-8. Availability of bike lanes	6.6%	31.1%	39.9%	17.2%	5.2%
Q7-9. Transit services	6.9%	23.7%	45.2%	16.2%	8.0%

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

Q8. Top choice	Number	Percent
Maintenance of major City streets	271	49.3 %
Maintenance of streets in your neighborhood	44	8.0 %
Timing of traffic signals in City	57	10.4 %
Mowing & trimming along City streets & other public areas	13	2.4 %
Cleanliness of City streets & other public areas	36	6.5 %
Cleanliness of creeks & open channels	18	3.3 %
Condition of sidewalks in City	7	1.3 %
Availability of bike lanes	13	2.4 %
Transit services	58	10.5 %
None chosen	33	6.0 %
Total	550	100.0 %

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

Q8. 2nd choice	Number	Percent
Maintenance of major City streets	63	11.5 %
Maintenance of streets in your neighborhood	116	21.1 %
Timing of traffic signals in City	77	14.0 %
Mowing & trimming along City streets & other public areas	30	5.5 %
Cleanliness of City streets & other public areas	90	16.4 %
Cleanliness of creeks & open channels	41	7.5 %
Condition of sidewalks in City	26	4.7 %
Availability of bike lanes	25	4.5 %
Transit services	43	7.8 %
None chosen	39	7.1 %
Total	550	100.0 %

**SUM OF TOP 2 CHOICES****Q8. Which TWO of the transportation 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
Maintenance of major City streets	334	60.7 %
Maintenance of streets in your neighborhood	160	29.1 %
Timing of traffic signals in City	134	24.4 %
Mowing & trimming along City streets & other public areas	43	7.8 %
Cleanliness of City streets & other public areas	126	22.9 %
Cleanliness of creeks & open channels	59	10.7 %
Condition of sidewalks in City	33	6.0 %
Availability of bike lanes	38	6.9 %
Transit services	101	18.4 %
None chosen	33	6.0 %
Total	1061	

**Q9. Traffic Issues. Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."**

(N=550)

	Excellent	Good	Average	Poor	Don't know
Q9-1. Traffic flow on state roads & highways in Round Rock (e.g. I-35, US 79, RM 620)	1.8%	17.6%	36.7%	42.7%	1.1%
Q9-2. Traffic flow in and around your neighborhood	16.7%	44.9%	28.4%	8.7%	1.3%
Q9-3. The job City of Round Rock is doing managing traffic	5.1%	31.6%	40.0%	17.6%	5.6%

**WITHOUT "DON'T KNOW"**

**Q9. Traffic Issues. Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")**

(N=550)

	Excellent	Good	Average	Poor
Q9-1. Traffic flow on state roads & highways in Round Rock (e.g. I-35, US 79, RM 620)	1.8%	17.8%	37.1%	43.2%
Q9-2. Traffic flow in and around your neighborhood	16.9%	45.5%	28.7%	8.8%
Q9-3. The job City of Round Rock is doing managing traffic	5.4%	33.5%	42.4%	18.7%

**Q10. Compared to two years ago, would you say that traffic in Round Rock is getting better, getting worse, or staying the same?**

Q10. What do you think about traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	54	9.8 %
Staying the same	94	17.1 %
Getting worse	389	70.7 %
Don't know	13	2.4 %
Total	550	100.0 %

**WITHOUT "DON'T KNOW"**

**Q10. 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")**

Q10. What do you think about traffic in Round Rock compared to two years ago

	Number	Percent
Getting better	54	10.1 %
Staying the same	94	17.5 %
Getting worse	389	72.4 %
Total	537	100.0 %

**Q11. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcement of clean-up of junk & debris on private property	6.4%	34.7%	24.2%	12.4%	3.8%	18.5%
Q11-2. Enforcement of mowing of weeds & grass on private property	6.4%	34.7%	25.6%	11.6%	4.5%	17.1%
Q11-3. Enforcement of sign regulations	7.3%	32.5%	26.9%	8.4%	2.7%	22.2%

**WITHOUT "DON'T KNOW"**

**Q11. Code Enforcement. Using a scale of 1 to 5, 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=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcement of clean-up of junk & debris on private property	7.8%	42.6%	29.7%	15.2%	4.7%
Q11-2. Enforcement of mowing of weeds & grass on private property	7.7%	41.9%	30.9%	14.0%	5.5%
Q11-3. Enforcement of sign regulations	9.3%	41.8%	34.6%	10.7%	3.5%

**Q12. Which ONE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide?**

Q12. Most important	Number	Percent
Enforcement of clean-up of junk & debris on private property	339	61.6 %
Enforcement of mowing of weeds & grass on private property	66	12.0 %
Enforcement of sign regulations	92	16.7 %
None chosen	53	9.6 %
Total	550	100.0 %

**Q13. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	12.7%	47.1%	22.9%	7.3%	2.2%	7.8%
Q13-2. City efforts to keep residents informed about local issues	13.6%	42.0%	24.7%	10.9%	2.2%	6.5%
Q13-3. Level of public involvement in City decision-making	6.5%	30.0%	31.6%	12.9%	3.3%	15.6%
Q13-4. City's cable television channel/video production	3.3%	14.9%	25.1%	3.8%	2.9%	50.0%
Q13-5. Usefulness of information that is available on City's website	10.0%	43.5%	26.0%	3.8%	1.3%	15.5%
Q13-6. How well City listens & responds to needs of citizens	4.7%	30.0%	28.7%	7.5%	3.8%	25.3%
Q13-7. City storm water education & outreach efforts	3.1%	20.9%	29.8%	4.9%	1.1%	40.2%

**WITHOUT "DON'T KNOW"**

**Q13. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	13.8%	51.1%	24.9%	7.9%	2.4%
Q13-2. City efforts to keep residents informed about local issues	14.6%	44.9%	26.5%	11.7%	2.3%
Q13-3. Level of public involvement in City decision-making	7.8%	35.6%	37.5%	15.3%	3.9%
Q13-4. City's cable television channel/video production	6.5%	29.8%	50.2%	7.6%	5.8%
Q13-5. Usefulness of information that is available on City's website	11.8%	51.4%	30.8%	4.5%	1.5%
Q13-6. How well City listens & responds to needs of citizens	6.3%	40.1%	38.4%	10.0%	5.1%
Q13-7. City storm water education & outreach efforts	5.2%	35.0%	49.8%	8.2%	1.8%

**Q14. From which of the following sources do you currently get information about the City of Round Rock?**

Q14. From what following sources do you currently get information about City of Round Rock	Number	Percent
Austin American-Statesman or statesman.com	96	17.5 %
Round Rock leader	122	22.2 %
Community Impact, the monthly publication	404	73.5 %
Local TV news	257	46.7 %
Round Rock cable channel (10 for Spectrum, 99 for U-verse)	24	4.4 %
Local radio	67	12.2 %
Enclosure in your City utility bill, Newsflash	247	44.9 %
Friends	146	26.5 %
City website (RoundRockTexas.gov)	256	46.5 %
City eNewsletter	48	8.7 %
Public meetings	14	2.5 %
Parks & Recreation email newsletter	67	12.2 %
Your homeowner/neighborhood association (via newsletter, website, social media site, etc.)	149	27.1 %
City's Facebook pages (e.g. City, police, parks, library)	129	23.5 %
City's Twitter accounts (e.g. City, police, parks, library)	28	5.1 %
Nextdoor (neighborhood social network)	229	41.6 %
Total	2283	

**Q15. Which of the following electronic sources of information are you currently using?**

Q15. What following electronic sources of information are you currently using	Number	Percent
Facebook	340	61.8 %
Twitter	102	18.5 %
YouTube	204	37.1 %
Instagram	132	24.0 %
Snapchat	32	5.8 %
Text messages	400	72.7 %
Email	469	85.3 %
Internet (general use)	446	81.1 %
Podcasts	84	15.3 %
TikTok	33	6.0 %
Other	12	2.2 %
None of the above	19	3.5 %
Total	2273	

**WITHOUT "NONE OF THE ABOVE"**

**Q15. Which of the following electronic sources of information are you currently using? (without "none of the above")**

Q15. What following electronic sources of information are you currently using	Number	Percent
Facebook	340	64.0 %
Twitter	102	19.2 %
YouTube	204	38.4 %
Instagram	132	24.9 %
Snapchat	32	6.0 %
Text messages	400	75.3 %
Email	469	88.3 %
Internet (general use)	446	84.0 %
Podcasts	84	15.8 %
TikTok	33	6.2 %
Other	12	2.3 %
Total	2254	

**Q15-11. Other**

Q15-11. Other	Number	Percent
Nextdoor	3	25.0 %
Parler, Rumble	1	8.3 %
Patch	1	8.3 %
TV	1	8.3 %
Facebook	1	8.3 %
MeWe	1	8.3 %
Mewe, Parler, and Telegram	1	8.3 %
Parler	1	8.3 %
Discard	1	8.3 %
Phone	1	8.3 %
Total	12	100.0 %

**Q15a. Do you follow any of the City's accounts on these social media outlets?**

Q15a. Do you follow any City's accounts on these social media outlets	Number	Percent
Yes	188	46.1 %
No	212	52.0 %
Not provided	8	2.0 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q15a. Do you follow any of the City's accounts on these social media outlets? (without "not provided")**

Q15a. Do you follow any City's accounts on these social media outlets	Number	Percent
Yes	188	47.0 %
No	212	53.0 %
Total	400	100.0 %

**Q16. Do you currently have any of the following television services?**

Q16. What following television services do you currently have	Number	Percent
Spectrum cable	170	30.9 %
Grande cable	4	0.7 %
AT&T U-verse	116	21.1 %
Satellite TV	57	10.4 %
Streaming service	166	30.2 %
Broadcast (antennae only)	75	13.6 %
Don't watch TV	25	4.5 %
Other	29	5.3 %
Total	642	

**Q16-8. Other**

Q16-8. Other	Number	Percent
DirectTV	9	31.0 %
Dish	4	13.8 %
Sling	2	6.9 %
YouTube TV	2	6.9 %
Philo	1	3.4 %
ANTENNAS ONLY	1	3.4 %
ROKU	1	3.4 %
FIRESTICK	1	3.4 %
Netflix	1	3.4 %
SportzTV	1	3.4 %
VISZIO TV	1	3.4 %
NETFLIX	1	3.4 %
Satellite	1	3.4 %
Hulu, Netflix, Amazon	1	3.4 %
Hulu	1	3.4 %
Streaming from YouTube to TV	1	3.4 %
Total	29	100.0 %

**Q17. Prior to receiving this survey, did you know that the City has a "Tiered" rate structure to encourage water conservation year-round?**

Q17. Did you know that City has a "Tiered" rate structure to encourage water conservation year-round	Number	Percent
Yes	323	58.7 %
No	218	39.6 %
Not provided	9	1.6 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q17. Prior to receiving this survey, did you know that the City has a "Tiered" rate structure to encourage water conservation year-round? (without "not provided")**

Q17. Did you know that City has a "Tiered" rate structure to encourage water conservation year-round	Number	Percent
Yes	323	59.7 %
No	218	40.3 %
Total	541	100.0 %

**Q18. Water Conservation and Awareness. Do you know when your household's designated watering days are?**

Q18. Do you know when your household's designated watering days are	Number	Percent
Yes	325	59.1 %
No	219	39.8 %
Not provided	6	1.1 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. Water Conservation and Awareness. Do you know when your household's designated watering days are? (without "not provided")**

Q18. Do you know when your household's designated watering days are	Number	Percent
Yes	325	59.7 %
No	219	40.3 %
Total	544	100.0 %

**Q18a. Which of the following best describes how often you follow the watering schedule for your household?**

Q18a. How often do you follow watering schedule for your household

	Number	Percent
Always	175	53.8 %
Usually	113	34.8 %
Sometimes	26	8.0 %
Never	8	2.5 %
Don't know	3	0.9 %
Total	325	100.0 %

**WITHOUT "DON'T KNOW"**

**Q18a. Which of the following best describes how often you follow the watering schedule for your household? (without "don't know")**

Q18a. How often do you follow watering schedule for your household

	Number	Percent
Always	175	54.3 %
Usually	113	35.1 %
Sometimes	26	8.1 %
Never	8	2.5 %
Total	322	100.0 %

**Q18b. Do you know how to get information about the watering schedule for your household?**

Q18b. Do you know how to get information about watering schedule for your household

	Number	Percent
Yes	93	42.5 %
No	120	54.8 %
Not provided	6	2.7 %
Total	219	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18b. Do you know how to get information about the watering schedule for your household? (without "not provided")**

Q18b. Do you know how to get information about watering schedule for your household

	Number	Percent
Yes	93	43.7 %
No	120	56.3 %
Total	213	100.0 %

**Q19. Customer Service. Have you contacted the City of Round Rock during the past year?**

<u>Q19. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	217	39.5 %
No	333	60.5 %
Total	550	100.0 %

**Q19a. How would you describe the service you received?**

<u>Q19a. How would you describe the service you received</u>	<u>Number</u>	<u>Percent</u>
Excellent	88	40.6 %
Good	77	35.5 %
Fair	29	13.4 %
Poor	23	10.6 %
Total	217	100.0 %

**Q19b. Using a scale of 1 to 5, 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=217)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19b-1. How easy they were to contact	34.6%	42.4%	6.9%	5.5%	5.1%	5.5%
Q19b-2. The way you were treated	44.2%	33.6%	6.9%	5.5%	3.7%	6.0%
Q19b-3. Accuracy of information & assistance you were given	36.9%	36.4%	10.1%	6.0%	5.5%	5.1%
Q19b-4. How quickly City staff responded to your request	37.3%	34.6%	10.6%	6.5%	6.0%	5.1%
Q19b-5. How well your issue was handled	36.9%	30.4%	12.0%	8.8%	6.9%	5.1%

**WITHOUT "DON'T KNOW"**

**Q19b. Using a scale of 1 to 5, 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=217)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19b-1. How easy they were to contact	36.6%	44.9%	7.3%	5.9%	5.4%
Q19b-2. The way you were treated	47.1%	35.8%	7.4%	5.9%	3.9%
Q19b-3. Accuracy of information & assistance you were given	38.8%	38.3%	10.7%	6.3%	5.8%
Q19b-4. How quickly City staff responded to your request	39.3%	36.4%	11.2%	6.8%	6.3%
Q19b-5. How well your issue was handled	38.8%	32.0%	12.6%	9.2%	7.3%

**Q20. Solid Waste/Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Residential trash (garbage) collection services	43.6%	40.4%	8.4%	3.8%	1.3%	2.5%
Q20-2. Bulky item pick up/removal services (e.g. old furniture, appliances)	27.5%	32.9%	14.7%	10.0%	3.5%	11.5%
Q20-3. Recycling services	40.0%	40.2%	9.3%	5.6%	1.6%	3.3%
Q20-4. Yard waste collection services	24.4%	34.2%	15.3%	4.5%	3.5%	18.2%
Q20-5. Drinking water services	30.5%	40.5%	10.5%	3.5%	1.8%	13.1%
Q20-6. Wastewater (sewer) services	32.4%	44.7%	11.3%	1.8%	0.9%	8.9%

**WITHOUT "DON'T KNOW"**

**Q20. Solid Waste/Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=550)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Residential trash (garbage) collection services	44.8%	41.4%	8.6%	3.9%	1.3%
Q20-2. Bulky item pick up/removal services (e.g. old furniture, appliances)	31.0%	37.2%	16.6%	11.3%	3.9%
Q20-3. Recycling services	41.4%	41.5%	9.6%	5.8%	1.7%
Q20-4. Yard waste collection services	29.8%	41.8%	18.7%	5.6%	4.2%
Q20-5. Drinking water services	35.1%	46.7%	12.1%	4.0%	2.1%
Q20-6. Wastewater (sewer) services	35.5%	49.1%	12.4%	2.0%	1.0%

**Q21. Land Use. When you think about the number and variety of places to live, work and shop in Round Rock, would you like to see more, about the same, or fewer of the following types of places in Round Rock?**

(N=550)

	More	About the Same	Fewer	Don't know
Q21-1. Single-family detached houses	32.2%	51.3%	8.2%	8.4%
Q21-2. Traditional apartments	2.9%	34.7%	52.5%	9.8%
Q21-3. Urban-style mid-rise apartments	12.5%	33.1%	42.5%	11.8%
Q21-4. Townhouses	15.1%	47.5%	26.9%	10.5%
Q21-5. Accessory dwelling units (e.g. granny flats, garage apartments, tiny houses)	18.0%	26.7%	36.4%	18.9%
Q21-6. Senior housing (including independent living, assisted living, & long term care facilities)	28.5%	54.5%	5.6%	11.3%
Q21-7. Grocery store, pharmacy, & other shops for necessities	27.8%	62.5%	4.0%	5.6%
Q21-8. Specialty/boutique/independent retail	37.8%	46.2%	5.8%	10.2%
Q21-9. Restaurant, coffee shop, bakery, etc.	49.3%	43.3%	2.2%	5.3%
Q21-10. Bars	13.3%	46.0%	32.7%	8.0%
Q21-11. Food trucks	36.0%	35.5%	14.5%	14.0%
Q21-12. Entertainment establishments (e.g. movie theaters, music venues, arcades)	35.3%	50.5%	6.5%	7.6%
Q21-13. Microbreweries/distilleries	28.4%	38.7%	18.9%	14.0%
Q21-14. High-density mixed-use (like The Domain in Austin)	35.6%	29.5%	24.5%	10.4%
Q21-15. Offices/business parks for large employers	18.9%	49.8%	20.9%	10.4%
Q21-16. Professional services (e.g. attorneys, financial advisors)	15.5%	62.4%	10.0%	12.2%
Q21-17. Medical/dental offices	18.2%	66.7%	6.7%	8.4%
Q21-18. Fitness-related such as a gym, yoga studio	18.4%	61.8%	9.8%	10.0%

**Q21. Land Use. When you think about the number and variety of places to live, work and shop in Round Rock, would you like to see more, about the same, or fewer of the following types of places in Round Rock?**

	More	About the Same	Fewer	Don't know
Q21-19. Personal services (e.g. hair salons, nail salons)	13.3%	68.7%	8.2%	9.8%
Q21-20. Daycare or school	19.3%	59.3%	5.8%	15.6%
Q21-21. Public park, plaza or open space	50.9%	38.0%	2.7%	8.4%
Q21-22. Drive-throughs	15.6%	54.5%	14.4%	15.5%
Q21-23. Other	72.5%	7.5%	17.5%	2.5%

**WITHOUT "DON'T KNOW"****Q21. Land Use. When you think about the number and variety of places to live, work and shop in Round Rock, would you like to see more, about the same, or fewer of the following types of places in Round Rock? (without "don't know")**

(N=550)

	More	About the Same	Fewer
Q21-1. Single-family detached houses	35.1%	56.0%	8.9%
Q21-2. Traditional apartments	3.2%	38.5%	58.3%
Q21-3. Urban-style mid-rise apartments	14.2%	37.5%	48.2%
Q21-4. Townhouses	16.9%	53.0%	30.1%
Q21-5. Accessory dwelling units (e.g. granny flats, garage apartments, tiny houses)	22.2%	33.0%	44.8%
Q21-6. Senior housing (including independent living, assisted living, & long term care facilities)	32.2%	61.5%	6.4%
Q21-7. Grocery store, pharmacy, & other shops for necessities	29.5%	66.3%	4.2%
Q21-8. Specialty/boutique/independent retail	42.1%	51.4%	6.5%
Q21-9. Restaurant, coffee shop, bakery, etc.	52.0%	45.7%	2.3%
Q21-10. Bars	14.4%	50.0%	35.6%
Q21-11. Food trucks	41.9%	41.2%	16.9%
Q21-12. Entertainment establishments (e.g. movie theaters, music venues, arcades)	38.2%	54.7%	7.1%
Q21-13. Microbreweries/distilleries	33.0%	45.0%	22.0%
Q21-14. High-density mixed-use (like The Domain in Austin)	39.8%	32.9%	27.4%
Q21-15. Offices/business parks for large employers	21.1%	55.6%	23.3%
Q21-16. Professional services (e.g. attorneys, financial advisors)	17.6%	71.0%	11.4%
Q21-17. Medical/dental offices	19.8%	72.8%	7.3%
Q21-18. Fitness-related such as a gym, yoga studio	20.4%	68.7%	10.9%

**WITHOUT "DON'T KNOW"**

**Q21. Land Use. When you think about the number and variety of places to live, work and shop in Round Rock, would you like to see more, about the same, or fewer of the following types of places in Round Rock? (without "don't know")**

	More	About the Same	Fewer
Q21-19. Personal services (e.g. hair salons, nail salons)	14.7%	76.2%	9.1%
Q21-20. Daycare or school	22.8%	70.3%	6.9%
Q21-21. Public park, plaza or open space	55.6%	41.5%	3.0%
Q21-22. Drive-throughs	18.5%	64.5%	17.0%
Q21-23. Other	74.4%	7.7%	17.9%

**Q22. How have you heard about public hearing dates on planning and land use issues?**

Q22. How have you heard about public hearing dates on planning & land use issues	Number	Percent
Public notices in the newspaper	83	15.1 %
Posts on City Hall notice board	9	1.6 %
Public notices on the website	89	16.2 %
Mailed notices from City	120	21.8 %
Signs posted on land proposed for development	109	19.8 %
Homeowners/neighborhood association emails	167	30.4 %
Social media	119	21.6 %
Other	14	2.5 %
None of the above	153	27.8 %
Total	863	

**WITHOUT "NONE OF THE ABOVE"**

**Q22. How have you heard about public hearing dates on planning and land use issues? (without "none of the above")**

Q22. How have you heard about public hearing dates on planning & land use issues	Number	Percent
Public notices in the newspaper	83	20.9 %
Posts on City Hall notice board	9	2.3 %
Public notices on the website	89	22.4 %
Mailed notices from City	120	30.2 %
Signs posted on land proposed for development	109	27.5 %
Homeowners/neighborhood association emails	167	42.1 %
Social media	119	30.0 %
Other	14	3.5 %
Total	710	

**Q22-8. Other**

Q22-8. Other	Number	Percent
NextDoor	2	14.3 %
Family talks	1	7.1 %
Round Rock leader	1	7.1 %
NEWS	1	7.1 %
Round Rock newsletter email	1	7.1 %
Radio	1	7.1 %
NEWSPAPER	1	7.1 %
TELEVISION	1	7.1 %
COMMUNITY IMPACT	1	7.1 %
Friends	1	7.1 %
Newsletter that comes with water bill	1	7.1 %
Neighbors	1	7.1 %
Local Round Rock paper	1	7.1 %
Total	14	100.0 %

**Q23a. What is the reason for your response above in Question 23?**

Q23a. What is the reason for your response in Question 23	Number	Percent
The business itself	93	16.9 %
The design style of the building	68	12.4 %
The quality of the development	106	19.3 %
The landscaping & outdoor areas	110	20.0 %
Its location	104	18.9 %
Other	31	5.6 %
Total	512	

**Q24. Which of the following are the primary reasons you go to other cities to shop or dine out?**

Q24. Which following are the primary reasons you go to other cities to shop or dine out	Number	Percent
Lower prices in other cities	39	7.1 %
Better quality in other cities	69	12.5 %
Better selection in other cities	229	41.6 %
Just like to go to other places	224	40.7 %
Other	64	11.6 %
Don't know	87	15.8 %
Total	712	

**WITHOUT "DON'T KNOW"**

**Q24. Which of the following are the primary reasons you go to other cities to shop or dine out? (without "don't know")**

Q24. Which following are the primary reasons you go to other cities to shop or dine out	Number	Percent
Lower prices in other cities	39	8.4 %
Better quality in other cities	69	14.9 %
Better selection in other cities	229	49.5 %
Just like to go to other places	224	48.4 %
Other	64	13.8 %
Total	625	

**Q25. Expectations for Services. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means "Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.**

(N=550)

	Much higher	A little higher	Stay the same	A Little lower	Much lower	Don't know
Q25-1. Library services	7.6%	27.5%	45.5%	1.3%	1.3%	16.9%
Q25-2. Law enforcement	10.4%	33.5%	42.0%	2.9%	0.9%	10.4%
Q25-3. Fire response	6.5%	22.9%	54.2%	0.5%	0.0%	15.8%
Q25-4. Emergency medical services	7.8%	27.5%	47.8%	0.5%	0.0%	16.4%
Q25-5. Parks & open space	12.2%	37.8%	38.7%	1.5%	0.7%	9.1%
Q25-6. Recreation activities	9.5%	32.5%	42.9%	2.4%	0.4%	12.4%
Q25-7. Maintenance of infrastructure (e.g. streets, sidewalks)	17.6%	44.9%	29.5%	1.1%	0.0%	6.9%

**WITHOUT "DON'T KNOW"**

**Q25. Expectations for Services. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means "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=550)

	Much higher	A little higher	Stay the same	A Little lower	Much lower
Q25-1. Library services	9.2%	33.0%	54.7%	1.5%	1.5%
Q25-2. Law enforcement	11.6%	37.3%	46.9%	3.2%	1.0%
Q25-3. Fire response	7.8%	27.2%	64.4%	0.6%	0.0%
Q25-4. Emergency medical services	9.3%	32.8%	57.2%	0.7%	0.0%
Q25-5. Parks & open space	13.4%	41.6%	42.6%	1.6%	0.8%
Q25-6. Recreation activities	10.8%	37.1%	49.0%	2.7%	0.4%
Q25-7. Maintenance of infrastructure (e.g. streets, sidewalks)	18.9%	48.2%	31.6%	1.2%	0.0%

**Q26. What do you think are the THREE biggest issues Round Rock will face in the next FIVE years?**

Q26. What are biggest issues Round Rock will face in next five years	Number	Percent
Traffic	477	86.7 %
Controlling rapid growth	332	60.4 %
School related issues (e.g. overcrowding, lack of schools, system improvements)	159	28.9 %
Road repair/maintenance/expansion	149	27.1 %
High taxes/property taxes/finances	290	52.7 %
Public transportation	66	12.0 %
Crime (e.g. inadequate police, gangs)	125	22.7 %
Other	9	1.6 %
Don't know	6	1.1 %
Total	1613	

**WITHOUT "DON'T KNOW"**

**Q26. What do you think are the THREE biggest issues Round Rock will face in the next FIVE years? (without "don't know")**

Q26. What are biggest issues Round Rock will face in next five years	Number	Percent
Traffic	476	87.5 %
Controlling rapid growth	332	61.0 %
High taxes/property taxes/finances	289	53.1 %
School related issues (e.g. overcrowding, lack of schools, system improvements)	159	29.2 %
Road repair/maintenance/expansion	149	27.4 %
Crime (e.g. inadequate police, gangs)	125	23.0 %
Public transportation	66	12.1 %
Other	9	1.7 %
Total	1605	

**Q27. Which of the following causes you the greatest concern when thinking about the COVID-19 pandemic?**

Q27. What following cause you greatest concern when thinking about COVID-19 Pandemic	Number	Percent
Your own health or your immediate family	358	65.1 %
Health of sick, elderly, & others especially vulnerable to COVID-19	325	59.1 %
Your family's job & income security	177	32.2 %
Health of the economy in general	340	61.8 %
Kids missing in-person instructional time	244	44.4 %
Kids missing sports & other social activities	171	31.1 %
Restaurants' & small businesses' ability to stay open	366	66.5 %
Other	18	3.3 %
None of the above. I'm not concerned about COVID-19	20	3.6 %
Total	2019	

**WITHOUT "NONE OF THE ABOVE"****Q27. Which of the following causes you the greatest concern when thinking about the COVID-19 pandemic? (without "none of the above")**

Q27. What following cause you greatest concern when thinking about COVID-19 Pandemic	Number	Percent
Your own health or your immediate family	358	67.5 %
Health of sick, elderly, & others especially vulnerable to COVID-19	325	61.3 %
Your family's job & income security	177	33.4 %
Health of the economy in general	340	64.2 %
Kids missing in-person instructional time	244	46.0 %
Kids missing sports & other social activities	171	32.3 %
Restaurants' & small businesses' ability to stay open	366	69.1 %
Other	18	3.4 %
Total	1999	

**Q28. Which of these employment challenges are you or someone in your household facing (or likely to face) due to COVID-19?**

Q28. What employment challenges are you facing (or likely to face) due to COVID-19	Number	Percent
Childcare/child supervision needs not met	39	7.1 %
Don't have adequate computers or phones to work at home	8	1.5 %
Don't have adequate internet access to work at home	33	6.0 %
Job is "essential", & requires extra workload & responsibilities	104	18.9 %
Job is "essential", making COVID risk higher (e.g. first responders, health care provider, etc.)	121	22.0 %
Job requires special equipment not available at home	14	2.5 %
Reduction in hours I can work	43	7.8 %
Self-employed with a decrease in business activity	71	12.9 %
Work in a profession that does not provide regular & predictable pay	32	5.8 %
Other	21	3.8 %
None of the above	255	46.4 %
Total	741	

**WITHOUT "NONE OF THE ABOVE"****Q28. Which of these employment challenges are you or someone in your household facing (or likely to face) due to COVID-19? (without "none of the above")**

Q28. What employment challenges are you facing (or likely to face) due to COVID-19	Number	Percent
Childcare/child supervision needs not met	39	13.2 %
Don't have adequate computers or phones to work at home	8	2.7 %
Don't have adequate internet access to work at home	33	11.2 %
Job is "essential", & requires extra workload & responsibilities	104	35.3 %
Job is "essential", making COVID risk higher (e.g. first responders, health care provider, etc.)	121	41.0 %
Job requires special equipment not available at home	14	4.7 %
Reduction in hours I can work	43	14.6 %
Self-employed with a decrease in business activity	71	24.1 %
Work in a profession that does not provide regular & predictable pay	32	10.8 %
Other	21	7.1 %
Total	486	

**Q29. What would cause you to be more likely to attend large events, e.g. Music on Main, July Fourth Frontier Days celebration, etc.?**

Q29. What would cause you to be more likely to attend large events

	Number	Percent
Low local case counts	241	43.8 %
Masking protocols	274	49.8 %
Proper social distancing	260	47.3 %
Vaccine available	362	65.8 %
Limiting attendance/capacity	234	42.5 %
Other	40	7.3 %
Total	1411	

**Q30. What type of broadband internet access do you have at your place of residence?**

Q30. What type of broadband internet access do you have at your place of residence

	Number	Percent
Gigabit (fiber) internet	107	19.5 %
Cable internet	337	61.3 %
Cellular wireless	37	6.7 %
DSL	26	4.7 %
Satellite internet	22	4.0 %
Don't have internet access at home	4	0.7 %
Not provided	17	3.1 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What type of broadband internet access do you have at your place of residence? (without "not provided")**

Q30. What type of broadband internet access do you have at your place of residence

	Number	Percent
Gigabit (fiber) internet	107	20.1 %
Cable internet	337	63.2 %
Cellular wireless	37	6.9 %
DSL	26	4.9 %
Satellite internet	22	4.1 %
Don't have internet access at home	4	0.8 %
Total	533	100.0 %

**Q31. Approximately how many years have you lived in Round Rock?**

Q31. How many years have you lived in Round Rock	Number	Percent
0-5	131	23.8 %
6-10	113	20.5 %
11-15	112	20.4 %
16-20	70	12.7 %
21-30	80	14.5 %
31+	39	7.1 %
Not provided	5	0.9 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Approximately how many years have you lived in Round Rock? (without "not provided")**

Q31. How many years have you lived in Round Rock	Number	Percent
0-5	131	24.0 %
6-10	113	20.7 %
11-15	112	20.6 %
16-20	70	12.8 %
21-30	80	14.7 %
31+	39	7.2 %
Total	545	100.0 %

**Q32. What is your age?**

Q32. Your age	Number	Percent
18-34	113	20.5 %
35-44	115	20.9 %
45-54	114	20.7 %
55-64	102	18.5 %
65+	98	17.8 %
Not provided	8	1.5 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. What is your age? (without "not provided")**

Q32. Your age	Number	Percent
18-34	113	20.8 %
35-44	115	21.2 %
45-54	114	21.0 %
55-64	102	18.8 %
65+	98	18.1 %
Total	542	100.0 %

**Q33. What is the highest level of formal education you completed?**

<u>Q33. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade school	5	0.9 %
High school	40	7.3 %
Some college	139	25.3 %
College graduate	213	38.7 %
Graduate work	40	7.3 %
Graduate degree	104	18.9 %
Not provided	9	1.6 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. What is the highest level of formal education you completed? (without "not provided")**

<u>Q33. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade school	5	0.9 %
High school	40	7.4 %
Some college	139	25.7 %
College graduate	213	39.4 %
Graduate work	40	7.4 %
Graduate degree	104	19.2 %
Total	541	100.0 %

**Q34. Do you work in the City of Round Rock?**

<u>Q34. Do you work in City of Round Rock</u>	<u>Number</u>	<u>Percent</u>
Yes	188	34.2 %
No	353	64.2 %
Not provided	9	1.6 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q34. Do you work in the City of Round Rock? (without "not provided")**

<u>Q34. Do you work in City of Round Rock</u>	<u>Number</u>	<u>Percent</u>
Yes	188	34.8 %
No	353	65.2 %
Total	541	100.0 %

**Q35. Do you have children living at home in the following age ranges?**

Q35. Do you have children living at home in following age ranges	Number	Percent
Under 6 years	118	21.5 %
6 to 12 years	130	23.6 %
13 to 18 years	130	23.6 %
No children	230	41.8 %
Not provided	41	7.5 %
Total	649	

**WITHOUT "NOT PROVIDED"**

**Q35. Do you have children living at home in the following age ranges? (without "not provided")**

Q35. Do you have children living at home in following age ranges	Number	Percent
Under 6 years	118	23.2 %
6 to 12 years	130	25.5 %
13 to 18 years	130	25.5 %
No children	230	45.2 %
Total	608	

**Q36. What is your gender?**

Q36. Your gender	Number	Percent
Male	273	49.6 %
Female	272	49.5 %
Not provided	5	0.9 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q36. What is your gender? (without "not provided")**

Q36. Your gender	Number	Percent
Male	273	50.1 %
Female	272	49.9 %
Total	545	100.0 %

**Q37. Are you of Hispanic, Latino, or other Spanish heritage?**

Q37. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	159	28.9 %
No	387	70.4 %
Not provided	4	0.7 %
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q37. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	159	29.1 %
No	387	70.9 %
Total	546	100.0 %

**Q38. Which of the following best describes your race/ethnicity?**

Q38. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	36	6.5 %
American Indian/Eskimo	5	0.9 %
Black/African American	54	9.8 %
White	421	76.5 %
Other	23	4.2 %
Total	539	

**Q38-5. Other**

Q38-5. Other	Number	Percent
Hispanic	10	45.5 %
Mixed race	3	13.6 %
Mexican American	3	13.6 %
Bi-racial	1	4.5 %
SWEDISH	1	4.5 %
Latin American	1	4.5 %
Puerto Rican	1	4.5 %
Spanish	1	4.5 %
Arab/Tunisian	1	4.5 %
Total	22	100.0 %

**Q39. Would you say your total annual household income is...**

<u>Q39. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	23	4.2 %
\$25K to \$49,999	57	10.4 %
\$50K to \$74,999	91	16.5 %
\$75K to \$99,999	74	13.5 %
\$100K to \$124,999	80	14.5 %
\$125K to \$149,999	50	9.1 %
\$150K to \$199,999	60	10.9 %
\$200K+	39	7.1 %
<u>Not provided</u>	<u>76</u>	<u>13.8 %</u>
Total	550	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q39. Would you say your total annual household income is... (without "not provided")**

<u>Q39. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	23	4.9 %
\$25K to \$49,999	57	12.0 %
\$50K to \$74,999	91	19.2 %
\$75K to \$99,999	74	15.6 %
\$100K to \$124,999	80	16.9 %
\$125K to \$149,999	50	10.5 %
\$150K to \$199,999	60	12.7 %
<u>\$200K+</u>	<u>39</u>	<u>8.2 %</u>
Total	474	100.0 %

**Section 6:**  
**Survey Instrument**

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November 2020

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.

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,



Craig Morgan  
Mayor



# 2020 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. If you would prefer to complete this survey online, please go to [roundrocksurvey.org](http://roundrocksurvey.org).

1. **Overall Quality of City Services.** Using a scale of 1 to 5, 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 above 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: \_\_\_\_

3. **Perception of the City.** Items that may influence your perception of the City of Round Rock are listed below. Please rate each item on a scale of 1 to 5, 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

4. **Public Safety.** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in 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

5. **Parks and Recreation.** Using a scale of 1 to 5, 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)	5	4	3	2	1	9

6. Which TWO of the Parks and Recreation services listed above do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_ 2nd: \_\_\_\_

7. **Transportation.** Using a scale of 1 to 5, 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 and trimming along city streets and other public areas	5	4	3	2	1	9
5. Cleanliness of city streets and other public areas	5	4	3	2	1	9
6. Cleanliness of creeks and open channels	5	4	3	2	1	9
7. Condition of sidewalks in the city	5	4	3	2	1	9
8. Availability of bike lanes	5	4	3	2	1	9
9. Transit services	5	4	3	2	1	9

8. Which TWO of the transportation services listed above 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. **Traffic Issues.** Please rate the following traffic situations in the City of Round Rock using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

How would you rate...	Excellent	Good	Average	Poor	Don't Know
1. Traffic flow on state roads and highways in Round Rock (e.g. 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

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

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

11. **Code Enforcement.** Using a scale of 1 to 5, 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 the clean-up of junk and debris on private property	5	4	3	2	1	9
2. Enforcement of mowing of weeds and grass on private property	5	4	3	2	1	9
3. Enforcement of sign regulations	5	4	3	2	1	9

12. Which ONE of the code enforcement services listed above do you think is MOST IMPORTANT for the city to provide? [Write in your answer below using the numbers from the list in Question 11.]

Most important: \_\_\_\_

13. **Communication.** Using a scale of 1 to 5, 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 and 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. Usefulness of the information that is available on the city's website	5	4	3	2	1	9
6. How well the city listens and responds to the needs of citizens	5	4	3	2	1	9
7. City storm water education and outreach efforts	5	4	3	2	1	9

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

- |  |  |
|--|--|
| ___(01) Austin American-Statesman or statesman.com                 | ___(10) City E-newsletter  |
| ___(02) Round Rock Leader  | ___(11) Public Meetings  |
| ___(03) Community Impact, the monthly publication                  | ___(12) Parks and Recreation email newsletter  |
| ___(04) Local TV News  | ___(13) Your homeowner/neighborhood association (via newsletter, website, social media site, etc.) |
| ___(05) Round Rock Cable Channel (10 for Spectrum, 99 for U-verse) | ___(14) The city's Facebook pages (e.g. city, Police, Parks, Library)                              |
| ___(06) Local Radio  | ___(15) The city's Twitter accounts (e.g. city, Police, Parks, Library)                            |
| ___(07) Enclosure in your city utility bill, Newsflash             | ___(16) Nextdoor (the neighborhood social network)   |
| ___(08) Friends  |  |
| ___(09) City website (RoundRockTexas.gov)                          |  |

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

- |                                 |                                    |                           |
|---------------------------------|------------------------------------|---------------------------|
| ___(01) Facebook [Answer 15a.]  | ___(05) Snapchat                   | ___(09) Podcasts          |
| ___(02) Twitter [Answer 15a.]   | ___(06) Text messages              | ___(10) TikTok            |
| ___(03) YouTube [Answer 15a.]   | ___(07) E-mail                     | ___(11) Other: _____      |
| ___(04) Instagram [Answer 15a.] | ___(08) The Internet (general use) | ___(12) None of the above |

15a. Do you follow any of the City's accounts on these social media outlets?

\_\_\_(1) Yes      \_\_\_(2) No

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

- (1) Spectrum Cable                       (4) Satellite TV                       (7) Don't watch TV  
 (2) Grande Cable                       (5) Streaming service                       (8) Other: \_\_\_\_\_  
 (3) AT&T U-verse                       (6) Broadcast (antennae only)

17. Prior to receiving this survey, did you know that the city has a "Tiered" rate structure to encourage water conservation year-round? [This means that residents are charged different rates for water based on their usage.]

- (1) Yes       (2) No

18. **Water Conservation and Awareness.** Do you know when your household's designated watering days are?

- (1) Yes [Answer Q18a.]       (2) No [Answer Q18b.]

18a. Which of the following best describes how often you follow the watering schedule for your household?

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

18b. Do you know how to get information about the watering schedule for your household?

- (1) Yes       (2) No

19. **Customer Service.** Have you contacted the City of Round Rock during the past year?

- (1) Yes [Answer Q19a-b.]       (2) No [Skip to Q20.]

19a. How would you describe the service you received?

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

19b. Using a scale of 1 to 5, 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

20. **Solid Waste/Utility Services.** Using a scale of 1 to 5, 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 (garbage) collection services	5	4	3	2	1	9
2. Bulky item pick up/removal services (e.g. old furniture, appliances)	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 (sewer) services	5	4	3	2	1	9

**21. Land Use.** When you think about the number and variety of places to live, work and shop in Round Rock, would you like to see more, about the same, or fewer of the following types of places in Round Rock?

		More	About the Same	Fewer	Don't Know
01.	Single-family detached houses	3	2	1	9
02.	Traditional apartments	3	2	1	9
03.	Urban-style mid-rise apartments	3	2	1	9
04.	Townhouses	3	2	1	9
05.	Accessory dwelling units (e.g. granny flats, garage apartments, tiny houses)	3	2	1	9
06.	Senior housing (including independent living, assisted living, and long term care facilities)	3	2	1	9
07.	Grocery store, pharmacy, and other shops for necessities	3	2	1	9
08.	Specialty/Boutique/Independent retail	3	2	1	9
09.	Restaurant, coffee shop, bakery, etc.	3	2	1	9
10.	Bars	3	2	1	9
11.	Food trucks	3	2	1	9
12.	Entertainment establishments (e.g. movie theaters, music venues, arcades)	3	2	1	9
13.	Microbreweries/Distilleries	3	2	1	9
14.	High-density mixed-use (like The Domain in Austin)	3	2	1	9
15.	Offices/business parks for large employers	3	2	1	9
16.	Professional services (e.g. attorneys, financial advisors)	3	2	1	9
17.	Medical/dental offices	3	2	1	9
18.	Fitness-related such as a gym, yoga studio	3	2	1	9
19.	Personal services (e.g. hair salons, nail salons)	3	2	1	9
20.	Daycare or school	3	2	1	9
21.	Public park, plaza or open space	3	2	1	9
22.	Drive-throughs	3	2	1	9
23.	Other: _____	3	2	1	9

**22. How have you heard about public hearing dates on planning and land use issues? [Check all that apply.]**

- \_\_\_(1) Public notices in the newspaper
- \_\_\_(2) Posts on City Hall notice board
- \_\_\_(3) Public notices on the website
- \_\_\_(4) Mailed notices from the City
- \_\_\_(5) Signs posted on land proposed for development
- \_\_\_(6) Homeowners/Neighborhood association emails
- \_\_\_(7) Social media
- \_\_\_(8) Other: \_\_\_\_\_
- \_\_\_(9) None of the above

**23. What is your favorite building or site developed in the City within the past 5 years (name of development/address/notable tenant), and why?**

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**23a. What is the reason for your response above in Question 23? [Check all that apply.]**

- \_\_\_(1) The business itself
- \_\_\_(2) The design style of the building
- \_\_\_(3) The quality of the development
- \_\_\_(4) The landscaping and outdoor areas
- \_\_\_(5) Its location
- \_\_\_(6) Other: \_\_\_\_\_

**24. Which of the following are the primary reasons you go to other cities to shop or dine out? [Check all that apply.]**

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

25. **Expectations for Services.** Using a scale of 1 to 5, where 5 means the level of service provided by the city should be "Much Higher" than it is now and 1 means "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 change in the area of...		Much Higher	A Little Higher	Stay the Same	A Little Lower	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 (e.g. streets, sidewalks)	5	4	3	2	1	9

26. **What do you think are the THREE biggest issues Round Rock will face in the next FIVE years?**

- |  |  |
|--|--|
| <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 (e.g. overcrowding, lack of schools, system improvements) | <input type="checkbox"/> (7) Crime (e.g. inadequate police, gangs) |
| <input type="checkbox"/> (4) Road repair/maintenance/expansion   | <input type="checkbox"/> (8) Other: _____                          |
|  | <input type="checkbox"/> (9) Don't know                            |

27. **Which of the following causes you the greatest concern when thinking about the COVID-19 pandemic? [Check all that apply.]**

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Your own health or your immediate family                              | <input type="checkbox"/> (5) Kids missing in-person instructional time               |
| <input type="checkbox"/> (2) Health of sick, elderly, and others especially vulnerable to COVID-19 | <input type="checkbox"/> (6) Kids missing sports and other social activities         |
| <input type="checkbox"/> (3) Your family's job and income security                                 | <input type="checkbox"/> (7) Restaurants' and small businesses' ability to stay open |
| <input type="checkbox"/> (4) The health of the economy in general                                  | <input type="checkbox"/> (8) Other: _____  |
|  | <input type="checkbox"/> (9) None of the above; I'm not concerned about COVID-19     |

28. **Which of these employment challenges are you or someone in your household facing (or likely to face) due to COVID-19? [Check all that apply.]**

- (01) Childcare/child supervision needs not met
- (02) Don't have adequate computers or phones to work at home
- (03) Don't have adequate Internet access to work at home
- (04) Job is "essential", and requires extra workload and responsibilities
- (05) Job is "essential", making COVID risk higher (e.g. first responders, health care provider, etc.)
- (06) Job requires special equipment not available at home
- (07) Reduction in hours I can work
- (08) Self-employed with a decrease in business activity
- (09) Work in a profession that does not provide regular and predictable pay
- (10) Other: \_\_\_\_\_
- (11) None of the above

29. **What would cause you to be more likely to attend large events, e.g. Music on Main, July Fourth Frontier Days celebration, etc.? [Check all that apply.]**

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> (1) Low local case counts | <input type="checkbox"/> (3) Proper social distancing | <input type="checkbox"/> (5) Limiting attendance/capacity |
| <input type="checkbox"/> (2) Masking protocols     | <input type="checkbox"/> (4) Vaccine available        | <input type="checkbox"/> (6) Other: _____                 |

30. **What type of broadband Internet access do you have at your place of residence?**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> (1) Gigabit (fiber) Internet | <input type="checkbox"/> (3) Cellular wireless | <input type="checkbox"/> (5) Satellite Internet                 |
| <input type="checkbox"/> (2) Cable Internet           | <input type="checkbox"/> (4) DSL               | <input type="checkbox"/> (6) Don't have Internet access at home |

**Demographics**

- 31. **Approximately how many years have you lived in Round Rock?** \_\_\_\_\_ years
- 32. **What is your age?** \_\_\_\_\_ years
- 33. **What is the highest level of formal education you completed?**  
\_\_\_\_(1) Grade School      \_\_\_\_ (3) Some college      \_\_\_\_ (5) Graduate work  
\_\_\_\_(2) High School      \_\_\_\_ (4) College graduate      \_\_\_\_ (6) Graduate degree
- 34. **Do you work in the City of Round Rock?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
- 35. **Do you have children living at home in the following age ranges? [Check all that apply.]**  
\_\_\_\_ (1) Under 6 years      \_\_\_\_ (2) 6 to 12 years      \_\_\_\_ (3) 13 to 18 years      \_\_\_\_ (4) No children
- 36. **What is your gender?**      \_\_\_\_ (1) Male      \_\_\_\_ (2) Female
- 37. **Are you of Hispanic, Latino, or other Spanish heritage?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
- 38. **Which of the following best describes your race/ethnicity? [Check all that apply.]**  
\_\_\_\_ (1) Asian/Pacific Islander      \_\_\_\_ (3) Black/African American      \_\_\_\_ (5) Other: \_\_\_\_\_  
\_\_\_\_ (2) American Indian/Eskimo      \_\_\_\_ (4) White
- 39. **Would you say your total annual household income is...**  
\_\_\_\_ (1) Under \$25,000      \_\_\_\_ (4) \$75,000 to \$99,999      \_\_\_\_ (7) \$150,000 to \$199,999  
\_\_\_\_ (2) \$25,000 to \$49,999      \_\_\_\_ (5) \$100,000 to \$124,999      \_\_\_\_ (8) \$200,000 or more  
\_\_\_\_ (3) \$50,000 to \$74,999      \_\_\_\_ (6) \$125,000 to \$149,999
- 40. **If you have any other comments to improve city services, please write them 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 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.