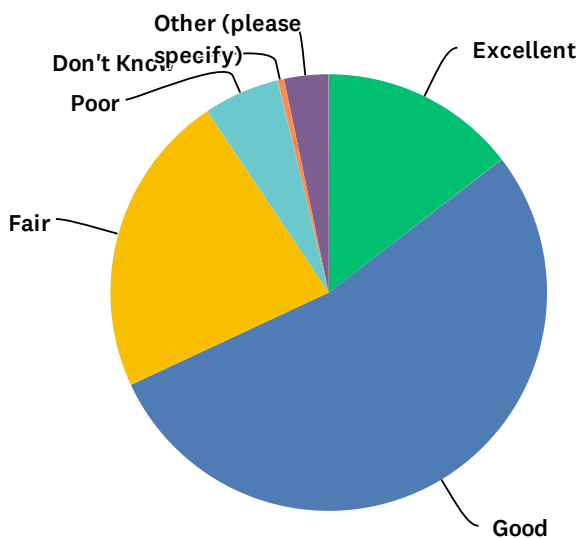


Q1 How would you rate the overall appearance of the City?

Answered: 213 Skipped: 0



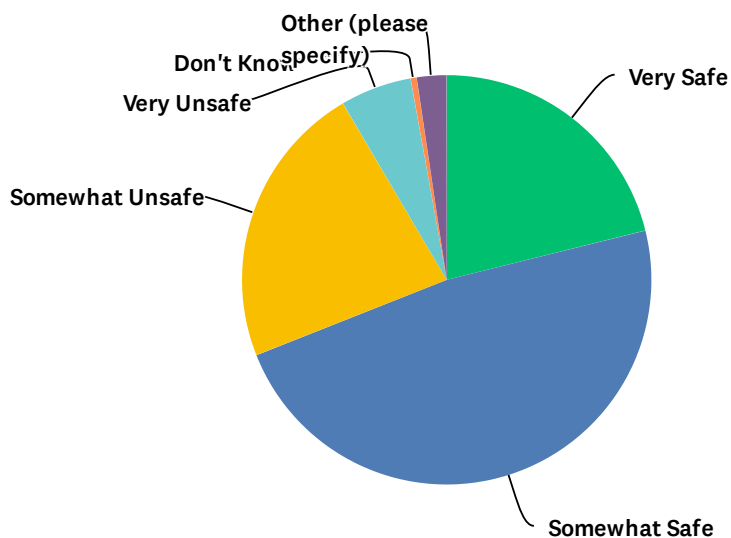
ANSWER CHOICES	RESPONSES	
Excellent	14.55%	31
Good	53.52%	114
Fair	22.54%	48
Poor	5.63%	12
Don't Know	0.47%	1
Other (please specify)	3.29%	7
TOTAL		213

City of Austin Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Some things look nice but then aren't taken care of. Flower beds put in but then no edging around it, for example. Would like to see all medians edged and sprayed for weeds before I see flowers in them.	5/21/2020 9:25 AM
2	People use to take pride in caring for their homes and yards, now they park cars all over the lawns, (which is against city code). The public spaces are cared for, it's the private properties that need to take notice, City codes and laws need to be enforced to clean trashed . drug filled homes. I believe all cars must be licensed, drivable and insured if they are parked on the street. People don't even shut their front doors, leaving them swinging in the wind until they break. Where is common sense? Do we need to have an education program for renters and homeowners?	5/21/2020 8:35 AM
3	Please enforce people mowing their lawns and actually shoveling their snow. I mean come on how lazy are some people around here.	5/20/2020 10:57 PM
4	Going downhill every year	5/20/2020 6:00 PM
5	Some neighborhoods are pretty sad looking. You have done a great job revitalizing down town!	5/20/2020 4:56 PM
6	I've lived here for 10 years and I don't know where city hall is.	5/20/2020 1:47 PM
7	The downtown areas are nice and sort of historic looking, however quite a few of the houses in town look like they need condemned. If I were looking to buy a property in town I may look elsewhere because of this.	5/20/2020 1:31 PM

Q2 How would you describe your overall feeling of safety in the City?

Answered: 213 Skipped: 0

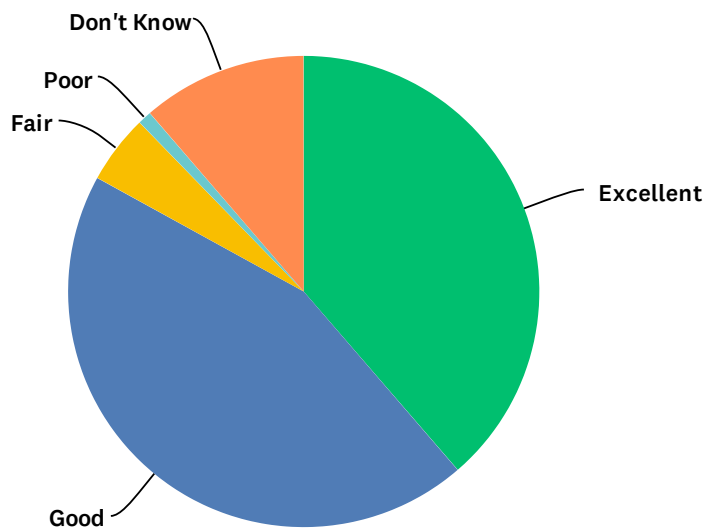


ANSWER CHOICES	RESPONSES	
Very Safe	21.13%	45
Somewhat Safe	47.89%	102
Somewhat Unsafe	22.54%	48
Very Unsafe	5.63%	12
Don't Know	0.47%	1
Other (please specify)	2.35%	5
TOTAL		213

#	OTHER (PLEASE SPECIFY)	DATE
1	Lived her all my life and watched as crime has risen. Can't totally blame the city though. Some is parenting and some is the lack of "inexpensive " or free things for kids to do.	5/21/2020 6:34 AM
2	I feel very safe in most areas of town. There are a few pockets here and there that make me feel less safe.	5/21/2020 5:23 AM
3	Depends on the time of day and the area of town	5/20/2020 2:41 PM
4	It really depends on the area I'm in. There are areas by East Side Lake or Sumner Elementary School that I don't feel safe in. On the other hand, some neighborhoods I feel very safe in	5/20/2020 1:30 PM
5	Wouldn't walk around at night by myself no matter the neighborhood.	5/20/2020 1:18 PM

Q3 How would you rate the overall quality of fire protection services in the City?

Answered: 213 Skipped: 0

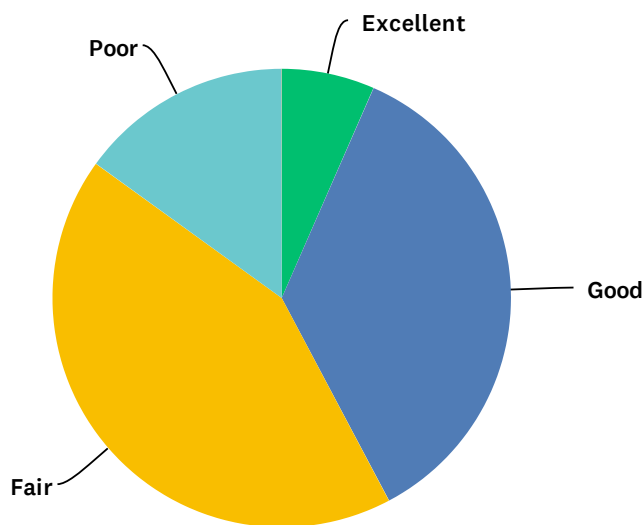


ANSWER CHOICES	RESPONSES	
Excellent	38.50%	82
Good	44.13%	94
Fair	4.69%	10
Poor	0.94%	2
Don't Know	11.27%	24
TOTAL		213

#	OTHER (PLEASE SPECIFY)	DATE
1	Never had any experience	5/21/2020 5:12 PM
2	I've never had to use.	5/21/2020 9:25 AM
3	Over done, there are much larger cites with primarily volunteer fireman. The cost far exceeds our needs. The inspections are less since adding the full time staff.	5/21/2020 9:09 AM
4	Thankfully I've never used them. I do wonder about seeing crews picking up fast food with a gas guzzling fire engine; maybe that practice has ended.	5/21/2020 8:35 AM

Q4 How would you rate the overall condition of City streets?

Answered: 213 Skipped: 0

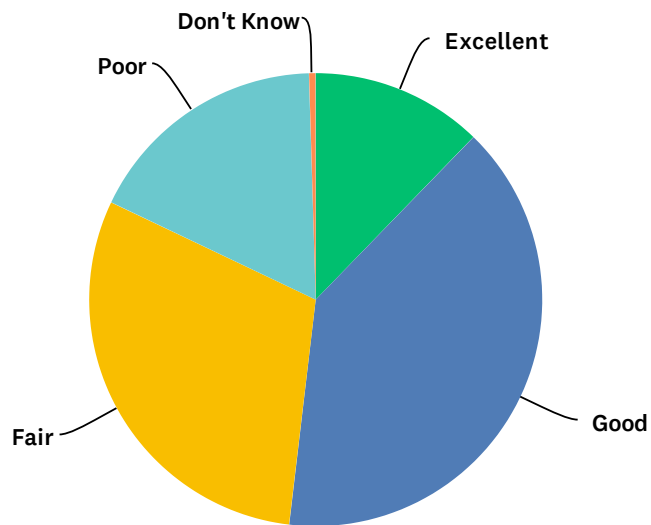


ANSWER CHOICES	RESPONSES	
Excellent	6.57%	14
Good	35.68%	76
Fair	42.72%	91
Poor	15.02%	32
Don't Know	0.00%	0
TOTAL		213

#	OTHER (PLEASE SPECIFY)	DATE
1	Potholes in many of the side streets, some roads are buckled, cracking, and uneven. Particularly on the Northeast side of town.	5/25/2020 11:00 PM
2	Some of the main streets are good, but most side streets are in terrible condition.	5/21/2020 10:15 AM
3	They could use work, the street sweeper and washer needs to get out more. Until we get a good heavy rain, the streets still look dirty. I believe they patched 24th St SW, that was horrible. We need to repaint the lines every year, and please don't wait until winter is close when the lines don't even show.	5/21/2020 8:35 AM
4	Great! Except in the winter. Why can't people get ticketed and towed so we can get the dang streets plowed in less then a week	5/20/2020 10:57 PM
5	Lots of cracked roads	5/20/2020 7:45 PM
6	lots of potholes	5/20/2020 1:53 PM

Q5 How would you rate the overall quality of snowplowing on City streets?

Answered: 213 Skipped: 0



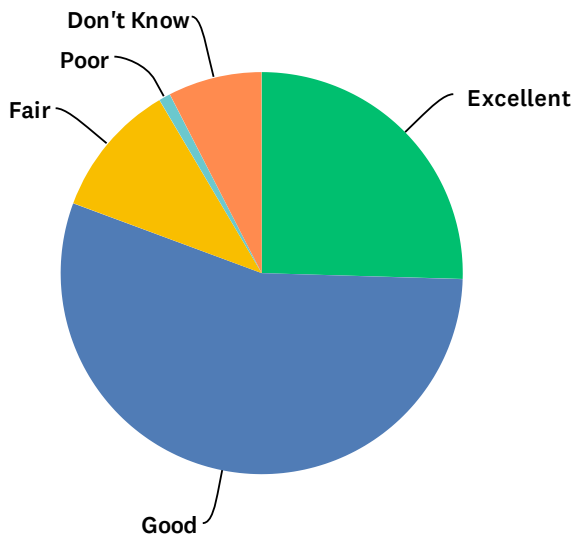
ANSWER CHOICES	RESPONSES	
Excellent	12.21%	26
Good	39.44%	84
Fair	30.05%	64
Poor	17.37%	37
Don't Know	0.47%	1
TOTAL		213

City of Austin Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	The street department takes out a chunk of the boulevard every year, and I've gotten complaints from the city about that spot being missing. Yet the city was at fault.	5/25/2020 11:00 PM
2	parking on alternate sides and not plowing down middle of the streets,, also ticketing people that dont comply	5/22/2020 1:55 PM
3	If anyone puts down anything less than excellent, they've never lived anywhere else...	5/22/2020 9:11 AM
4	The plowing is usually done fairly soon after the snow, but the end always seem to get filled in again on the last round. I'm 78 yrs old and have to hire the drive and sidewalk cleaned out and often he's already done and I'm left with a big bank clear across the end of the driveway.	5/21/2020 8:35 PM
5	Plowing is slow and leaves so much snow in the streets that people still get stuck. Not enough treatment of slippery spots.	5/21/2020 10:15 AM
6	Could even be a little less.	5/21/2020 9:09 AM
7	They do a wonderful job. A lot of our heavy snow occurs in Friday nights, meaning unless overtime is paid for crews to plow on the weekends, the cleanUp might not happen until a Monday. That's understandable to me.	5/21/2020 8:35 AM
8	The snowplowing is terrible!!! They are incredibly slippery due to being driven on before the plows are out and those are the main roads! As a county employee and working downtown the method in which they plow everything to center of street during starting time for school and work is DANGEROUS as the snow piles block intersections and then needed to walk over them to enter my place of work. Family members who grew up here and come home say that our streets after terrible compared to where they live in regards to snow removal!	5/21/2020 7:27 AM
9	Sometimes great, other times terrible.	5/21/2020 6:45 AM
10	It always seems that when we get a large snow fall that the streets have the traffic ruts. Then we have a sunny day where things loosen up and should be cleaned up but it's not. Then it freezes again and it's worse.	5/21/2020 6:34 AM
11	I have ABSOLUTELY HAD IT with he ridiculous plowing of downtown streets right at 8 am when people are trying to get to court and work! There is huge piles of snow and the piles run for blocks, making it impossible to get across the street without walking for blocks or climbing over it! Those plow drivers are irresponsible and do not even look and pay attention to what they are doing, almost hitting people and cars who have the right of way!! I would say plowing is HORRENDOUS and not simply poor!	5/21/2020 6:22 AM
12	Last year, the plow wouldn't get up close to our curb but left a couple of feet of snow in the road. No cars were parked in the way.	5/20/2020 2:28 PM
13	I'm saying fair, because most times it is pretty good. However it could be better, the city really needs to go enforce more on people who blow or shovel snow into the street. When snow on city boulevard gets to high, they should come around and snowblow it into a dump truck.	5/20/2020 2:07 PM
14	If they would enforce the code where you have to move you vehicle every other day so the side streets could get plowed properly it would make them a lot better and easier for emergency vehicles to get down. I personally have neighbors who never move their vehicles (parking right in front of my house) making it so the plows always leave an extra 5 feet of snow at the end of my driveway. I've hinted a few times in posts of our street address for you to come look and have them towed.	5/20/2020 1:31 PM

Q6 How would you rate the dependability and overall quality of City sanitary sewer services?

Answered: 213 Skipped: 0

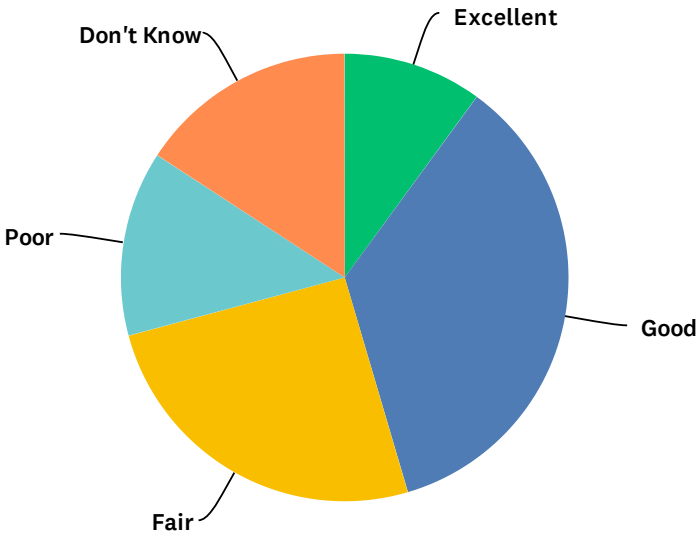


ANSWER CHOICES	RESPONSES	
Excellent	25.35%	54
Good	54.93%	117
Fair	10.80%	23
Poor	0.94%	2
Don't Know	7.51%	16
TOTAL		213

#	OTHER (PLEASE SPECIFY)	DATE
1	From what has been in the Herald and reports for council meetings there are concerns.	5/21/2020 9:09 AM
2	It seems fine, we got a new sewer connection in our area. It's an important operation that needs to be maintained.	5/21/2020 8:35 AM
3	It'd be nice to get some grants from the state to help cover some of the cost of the improvements.	5/20/2020 2:31 PM

Q7 How would you rate the fiscal management and health?

Answered: 211 Skipped: 2



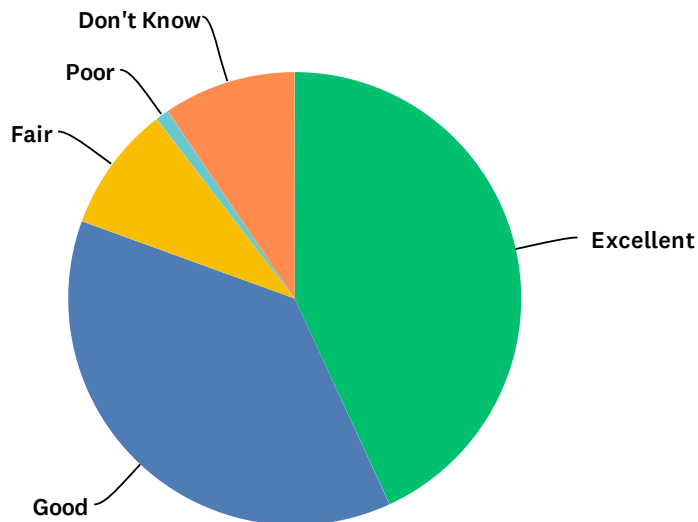
ANSWER CHOICES	RESPONSES	
Excellent	9.95%	21
Good	35.07%	74
Fair	25.12%	53
Poor	13.27%	28
Don't Know	15.64%	33
TOTAL		211

City of Austin Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I'm concerned about steep, ongoing tax increases.	5/22/2020 12:04 AM
2	Not happy with the levy increases- I'm glad this is going to be reviewed.	5/21/2020 3:20 PM
3	taxes are too high	5/21/2020 2:25 PM
4	Too many taxes!	5/21/2020 9:32 AM
5	Good shape but the monies could be spent more efficiently. A lot of waste, not just purchases, but allocations of staffing.	5/21/2020 9:09 AM
6	I think the accounting management people do a wonderful job. Mr. Dankert goes above and beyond to make sure our finances are in order. I can't believe his pay is not more than some of the other administrators.	5/21/2020 8:35 AM
7	Our greatest weakness is the lack of business skills among our city council. Anyone can raise taxes and spend. It takes talent to be creative and show restraint	5/21/2020 6:13 AM
8	Taxes too high and for what?	5/21/2020 5:58 AM
9	How did health sneak into this question.	5/21/2020 2:05 AM
10	Always can work to get more efficient & update systems. Especially now!	5/20/2020 4:59 PM
11	Property taxes have increased significantly the past few years. Good or excellent fiscal management wouldn't require such dramatic jumps.	5/20/2020 2:32 PM
12	I wish the taxes would stop going up and the city would be more conservative and what they spend maybe consider outsourcing different departments or whole departments.	5/20/2020 2:31 PM

Q8 How would you rate the quality of the City library programs and facilities?

Answered: 213 Skipped: 0

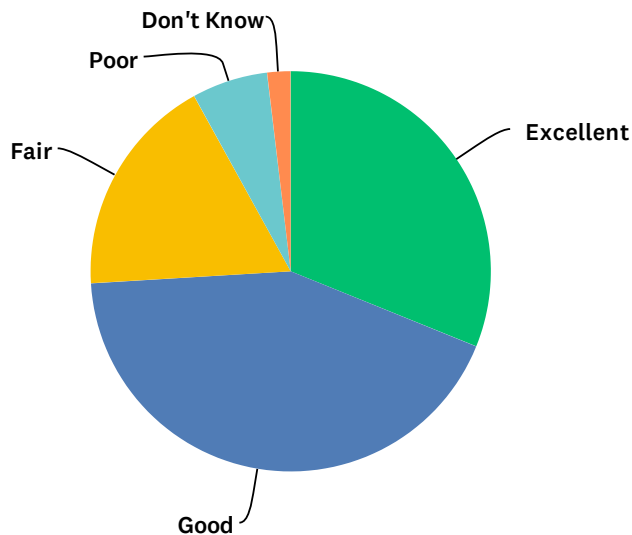


ANSWER CHOICES	RESPONSES	
Excellent	42.72%	91
Good	37.09%	79
Fair	8.92%	19
Poor	0.94%	2
Don't Know	9.39%	20
TOTAL		213

#	OTHER (PLEASE SPECIFY)	DATE
1	Adults services are great-programming for children is lacking.	5/22/2020 9:11 AM
2	Programming excellent Facilities good.	5/21/2020 3:01 PM
3	I honesty do not go there. The parking lot is usually full, do they must do a good job.	5/21/2020 8:35 AM
4	I do not use library, but it seems to take a lot of resources.	5/20/2020 6:52 PM
5	The library is good but there is too much of a focus on digital content. That leaves people who wants actual books stuck requesting them from area libraries.	5/20/2020 4:58 PM

Q9 How would you rate the overall quality of City recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Answered: 213 Skipped: 0



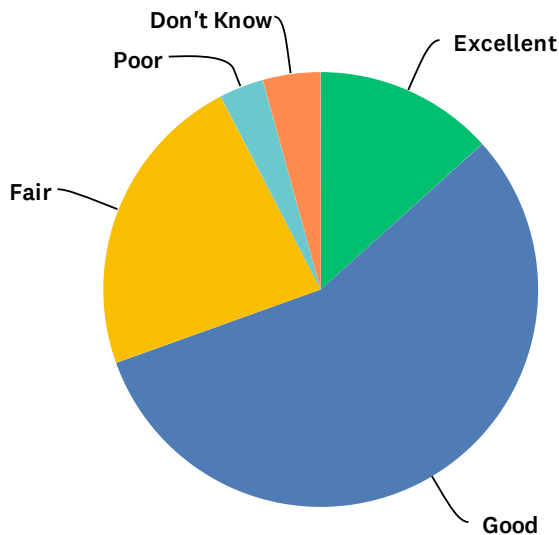
ANSWER CHOICES	RESPONSES	
Excellent	30.99%	66
Good	42.72%	91
Fair	17.84%	38
Poor	6.10%	13
Don't Know	1.88%	4
TOTAL		213

City of Austin Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Sadly, no one has seen them for awhile.	5/25/2020 8:09 AM
2	Summer youth park and rec programs have been hit or miss for my family.	5/22/2020 12:04 AM
3	City pool could be better for children.	5/21/2020 6:02 PM
4	Again it seems like the city puts things in and then doesn't maintain them. Volleyball courts for example are always full of weeds and look terrible. I would much rather see the things we have maintained and looking really nice than to have more things added.	5/21/2020 9:25 AM
5	The facilities are not kept up as well as they were when Tom Graffi was still working as a supervisor. The parks are mowed nicely, but the trimming has gone down-hill, especially around the backstops, etc The Lagoon should be used for ice skating. The entire surface should be cleared of snow. Three years ago, they cleaned a little strip of snow, but that does not justify what this pond could offer...our own Central Park Rink. Hockey should not be allowed at the Lagoon, unless there is a special event, otherwise it should be used for leisure skating. I've not been to the pool, but I have heard it has gotten dirty and run-down the last couple of years. More rules need to be followed in regard to the swimmers being clean; before entering the pool!	5/21/2020 8:35 AM
6	We usually go out of town to go to parks and always have been since the kids were little. Todd park has become unsafe and equipment is old and other parks have old equipment and not great! Basketball hoops are broken at the parks that have adjustable hoops and our children are middle school and high school basketball players. The high school basketball coach even passed the park recently when the boys were out playing ball and asked why they had the hoop so low and they told him because it is broke!	5/21/2020 7:27 AM
7	Well what's with the rec center being a YMCA??? It's not for the community it's religious organization!	5/20/2020 10:57 PM
8	Most programs are during the day. People work! How can I my kid do sports during the day when I work.	5/20/2020 8:08 PM
9	Park bathrooms get really nasty at times	5/20/2020 7:45 PM
10	Should keep the pool open for th summer of 2020. What else do the kids of this community have to do now?	5/20/2020 2:07 PM
11	They need to have more trash cans, so that we can try to keep our parks clean. Fix & update the equipment & eating areas	5/20/2020 1:22 PM

Q10 How would you rate the overall quality of services provided by the City?

Answered: 213 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	13.15%	28
Good	55.40%	118
Fair	22.54%	48
Poor	3.29%	7
Don't Know	4.23%	9
TOTAL		213

City of Austin Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	For years, there have been citizens asking to get rid of Charter Spectrum's monopolistic hold on the city, to create more competition by other providers coming in to the city and offering a better market for internet and cable services. Or Municipal fiber internet. It is a utility, look at distance learning and working from home and tell me it isn't as useful as electricity. It should be treated as one.	5/25/2020 11:00 PM
2	I will reiterate a previous comment-that overall the quality of services provided in Austin are quite good, something you know only if you've experienced living somewhere else, where similar services are either much more expensive or completely nonexistent. One area that Austin must improve is the offerings for early childhood and school aged children, especially children of families in lower socioeconomic/newer immigrant families. Children are being left behind, and not providing them with better access to enrichment will not only negatively impact them, but negatively impact the quality of life for all residents.	5/22/2020 9:11 AM
3	taxes too high	5/21/2020 2:25 PM
4	More than are needed.	5/21/2020 9:09 AM
5	The budget can only go so far. The wages may seem high, but it makes sense that is the highest expense as the crews have to maintain everything. Without employees we would be at a standstill. I believe their wages are based on a point system dictated by the State. Some of the comparable jobs makes me wonder, but nothing can change unless our lawmakers change. I'd says the city can't afford to go too much higher in wages though, there would be plenty of willing people to replace the city employees at a lower salary.	5/21/2020 8:35 AM
6	Rather not comment	5/21/2020 6:34 AM
7	Taxes too high	5/21/2020 5:58 AM
8	Keep Hormel out of the decision making and allow other consumer franchises to open in Austin	5/20/2020 3:17 PM
9	Water doesn't taste good	5/20/2020 1:15 PM