

2018 Round Rock Community Survey

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Draft Report

Submitted to the City of Round Rock, Texas by:

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2018 DirectionFinder® Survey

Executive Summary Report

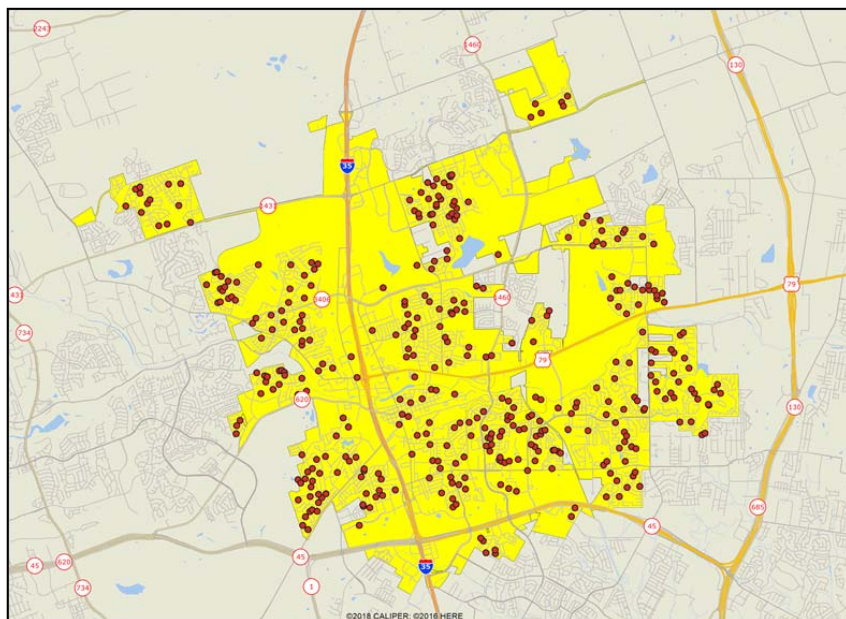
Overview and Methodology

During the spring of 2018, 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 401 residents. The results for the random sample of 401 households have a 95% level of confidence with a precision of at least $\pm 4.9\%$. 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.
- GIS maps that show the results of selected questions on maps of the City
- tabular data for all questions on the survey
- a copy of the survey instrument

Major Findings

Residents were generally satisfied with the overall quality of life in Round Rock. Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, 84% of residents were satisfied with the overall quality of life in the City, 10% were “neutral” and only 6% were “dissatisfied.”

Overall Satisfaction with City Services. Eighty-two percent (82%) of residents who had an opinion were “very satisfied” or “satisfied” with the overall quality of services provided by the City. The City services with the highest levels of satisfaction were: fire services (88%), police services (83%), parks and recreation programs (83%), and emergency medical services (81%). Residents were least satisfied with transportation planning in the City (43%).

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

Traffic Flow. Seventy-six percent (76%) of residents felt traffic flow in the City was getting worse compared to two years ago; 11% felt it was staying the same, 8% felt it was getting better and 5% did not know. Residents were also asked to rate the traffic flow in different areas of the City; the results showed that 45% of residents rated traffic flow in and around neighborhoods as “excellent” or “good,” and 14% 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 (88%), and in City parks (84%).

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 (74%), outdoor athletic fields (68%) and hike and bike trails in the City (64%).

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 (76%), the maintenance of major City streets (67%), the mowing and trimming of streets and other public areas (66%), and the maintenance of neighborhood streets (65%).

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

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

City Communication. The communication services that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the availability of information about City services and programs (65%), City efforts to keep residents informed about local issues (64%) and usefulness of information on the City’s website (58%). The sources that residents used most often to get information about the City of Round Rock were: 1) Community Impact (68%), 2) local TV news (50%), 3) the enclosure in their utility bill (45%), and 4) the City website (42%).

Customer Service. Eighty percent (80%) 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 (84%), how easy the City was to contact (78%), 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 (88%), recycling services (82%), wastewater (sewer) services (81%), and drinking water services (75%).

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 (85%), 2) high taxes/property taxes/finances (62%), and 3) controlling rapid growth (49%).

Other Findings

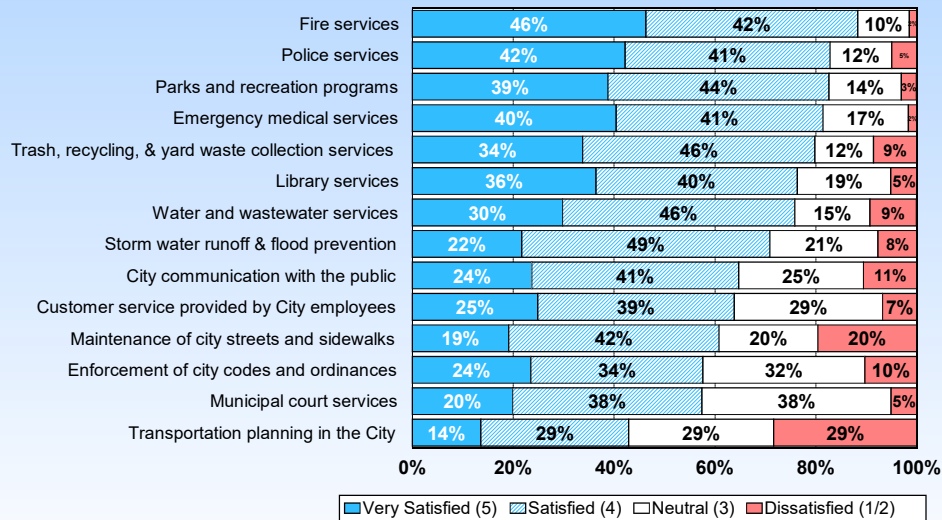
- Sixty percent (60%) of residents indicated they are aware of the City's "tiered" rate structure to encourage water conservation year-round; 40% were not aware of the rate structure.
- Fifty-two percent (52%) of residents are aware of their household's designated watering days. Of those aware of their designated watering days, 96% "always" or "usually" follow the watering schedule for their household. Of the 48% who are not aware of their designated watering days, 30% indicated they know how to get information about the watering schedule for their household.
- Two-thirds (66%) 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 2% 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%).
- Residents were asked their likelihood of using various modes of transportation in lieu of a personal vehicle. Seventy-two percent (72%) of respondents who had an opinion indicated they would be "extremely likely," "likely" or "somewhat likely" to walk on sidewalks and trails; 52% indicated they would be likely to use a car share/ride share such as Uber, Lyft or Car2Go.
- Forty-three percent (43%) of residents who had an opinion indicated they would prefer that new neighborhoods in the City be developed as typical suburban subdivision; 37% would prefer mixed use development, and 20% did not have a preference.
- Sixty-two percent (62%) of residents who had an opinion were "very satisfied" or "satisfied" with the quality/appearance of recent commercial development in the City; 29% were "neutral," 7% were "dissatisfied" and 2% were "very dissatisfied."

Section 1:

Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

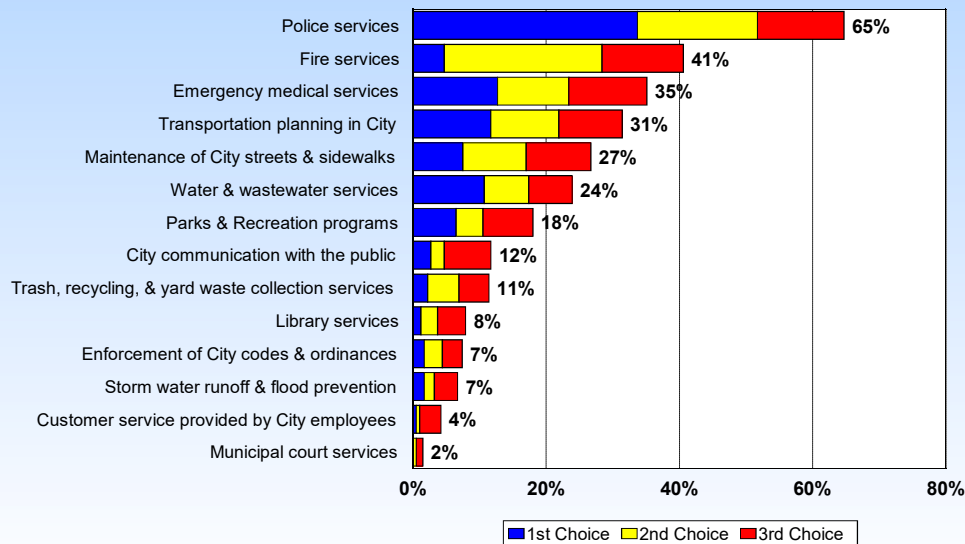
by percentage of respondents (excluding don't knows)



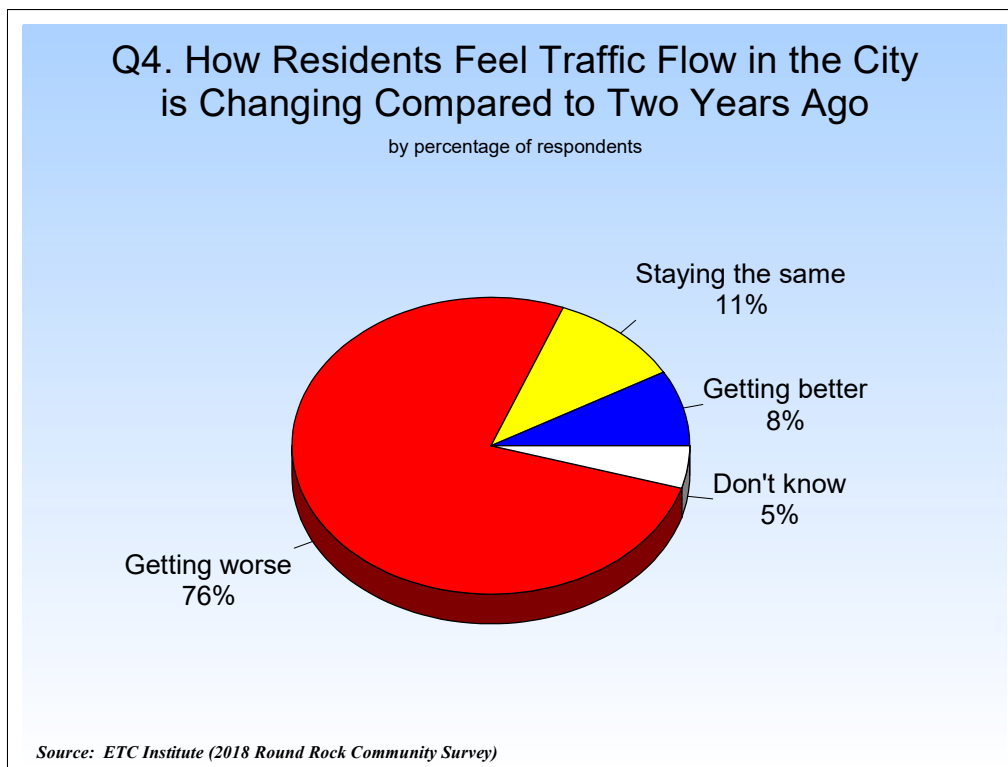
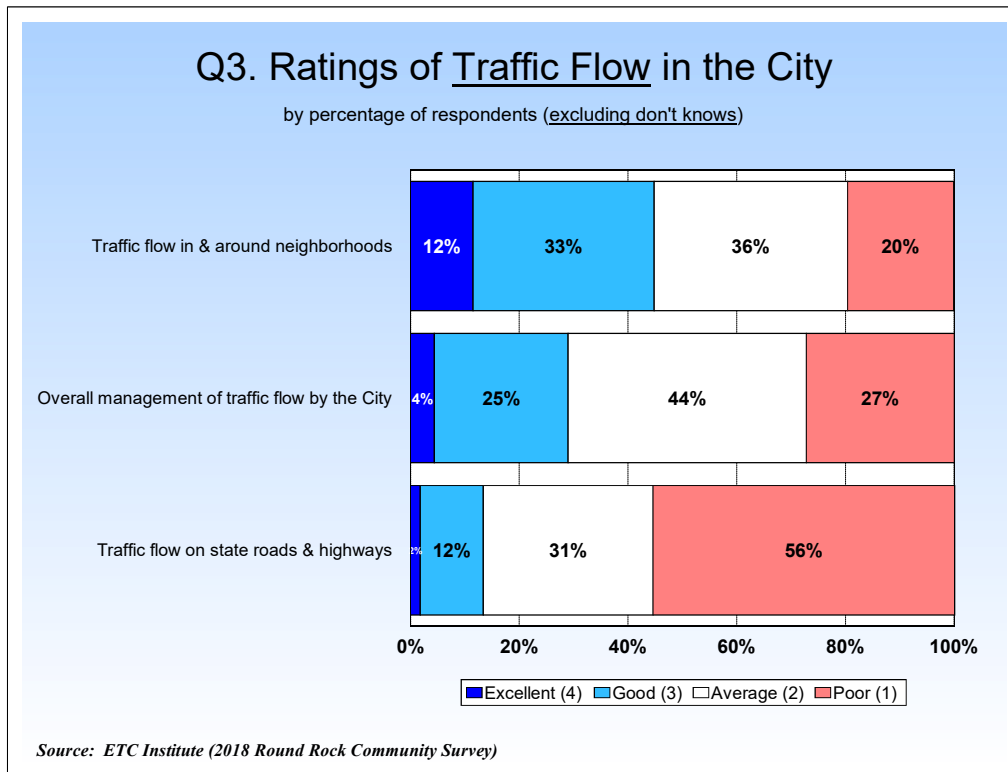
Source: ETC Institute (2018 Round Rock Community Survey)

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

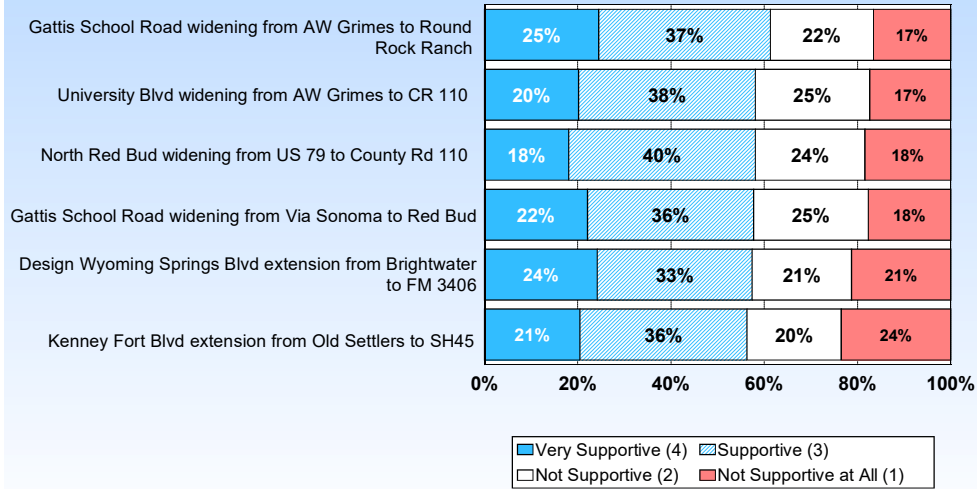


Source: ETC Institute (2018 Round Rock Community Survey)



Q5. Level of Support for a Future Bond Issue if Funds Were Used to Complete the Following Projects

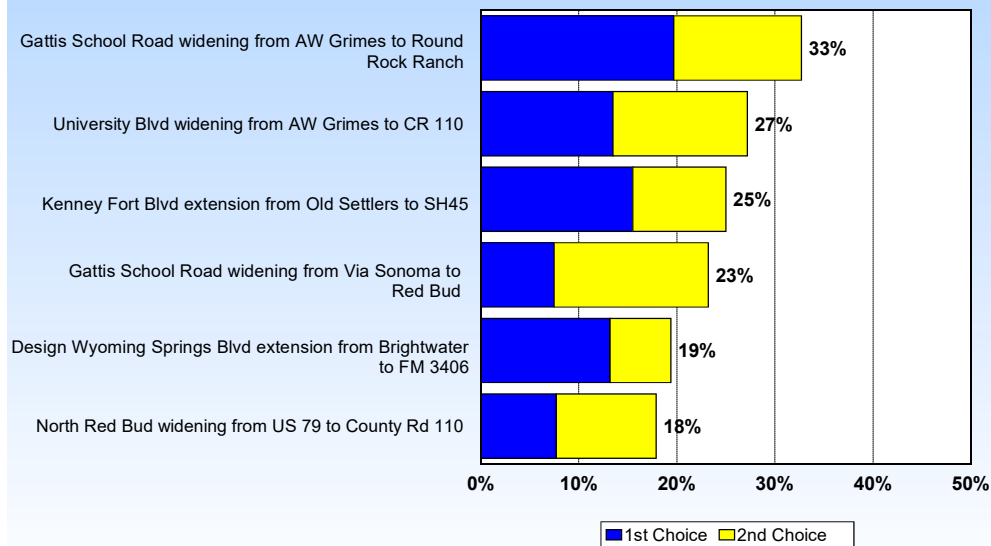
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q6. Transportation Improvements That Residents Would Most Support

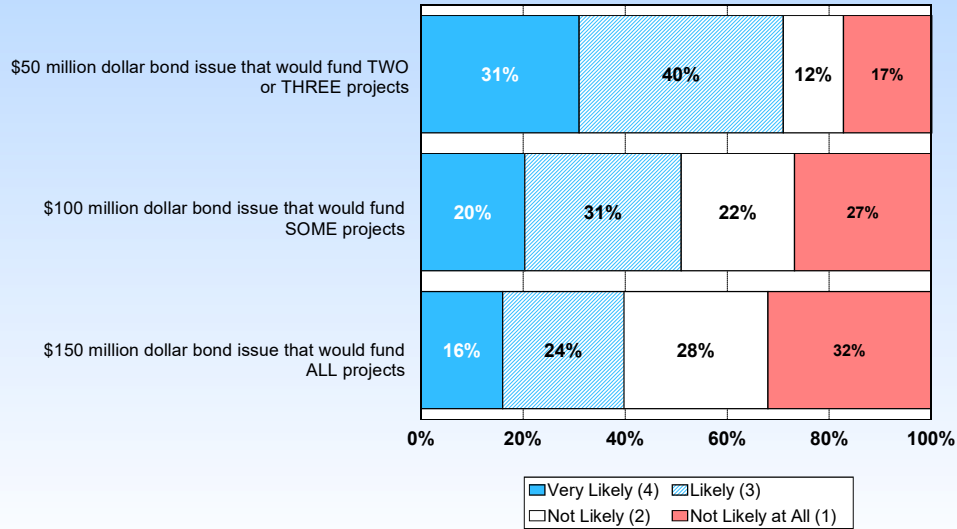
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018 Round Rock Community Survey)

Q7. Likelihood of Approving the Following Bond Issues to Fund Transportation Improvements

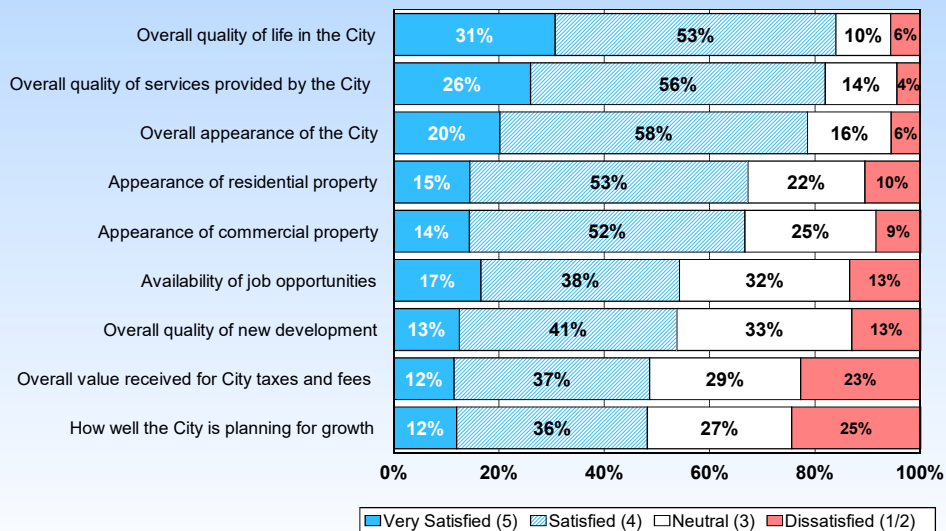
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q8. Satisfaction With Items That Influence the Perception Residents Have of the City

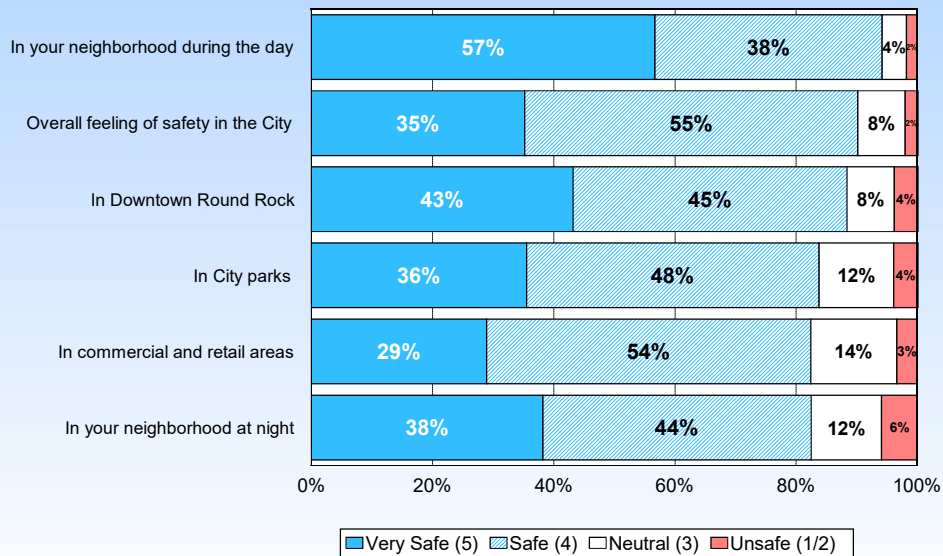
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q9. How Safe Do You Feel?

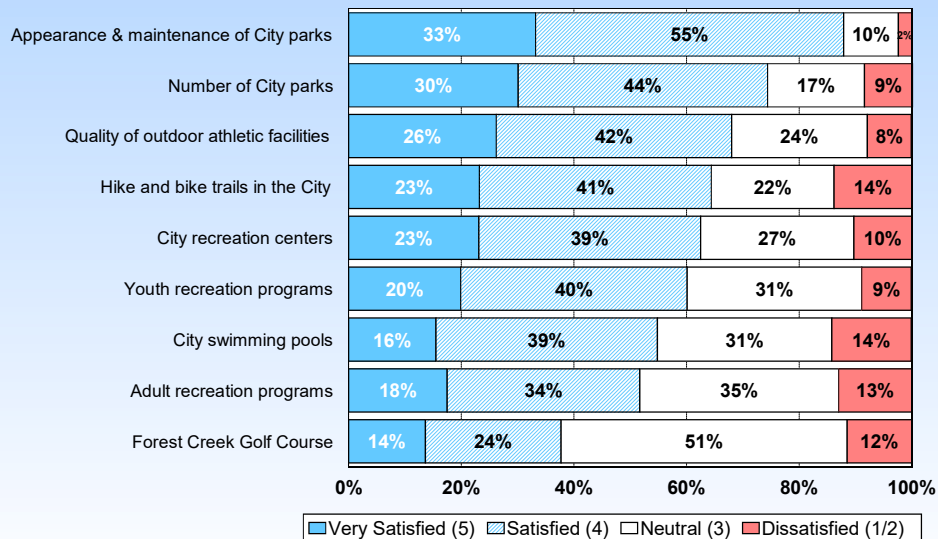
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q10. Satisfaction with Various Aspects of Parks and Recreation

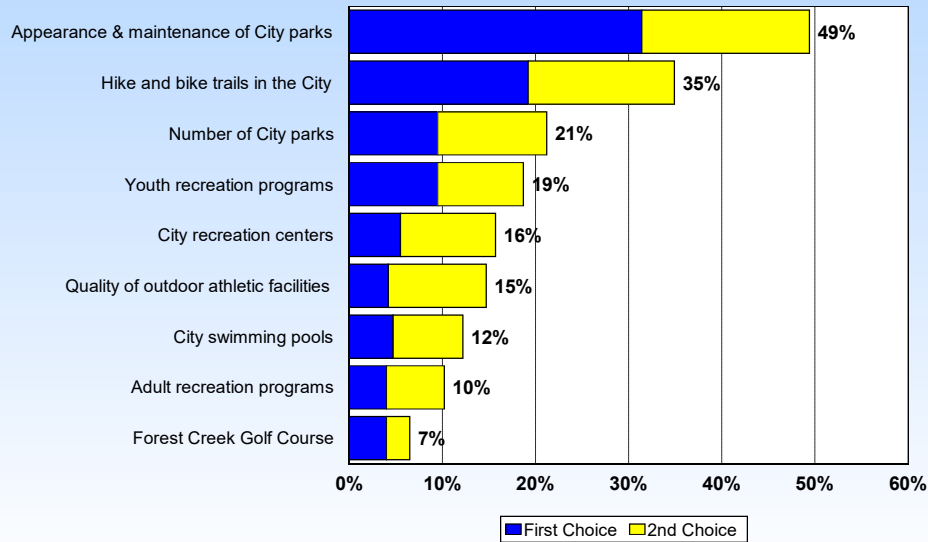
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q11. Parks and Recreation Services That Residents Thought Were Most Important

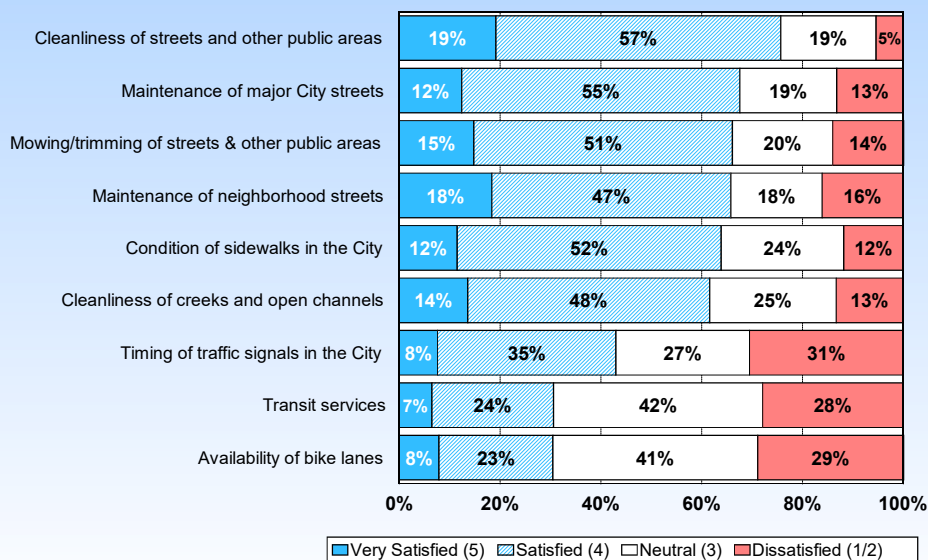
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018 Round Rock Community Survey)

Q12. Satisfaction with Various Aspects of Transportation

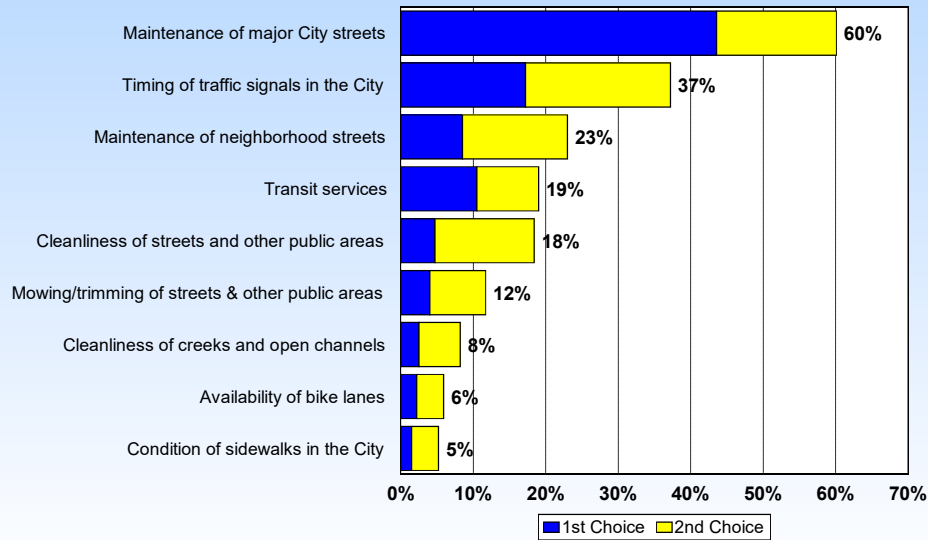
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q13. Transportation Services That Residents Thought Were Most Important

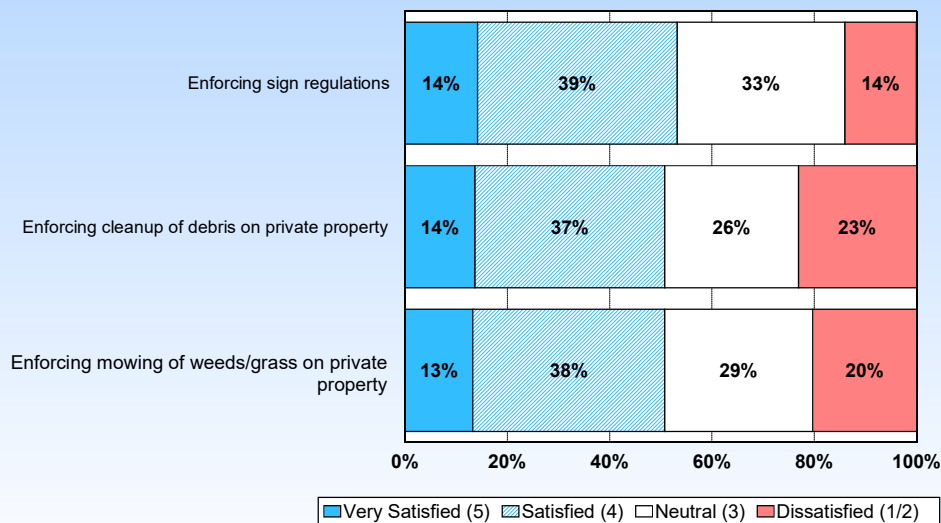
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018 Round Rock Community Survey)

Q14. Satisfaction with Various Aspects of Code Enforcement

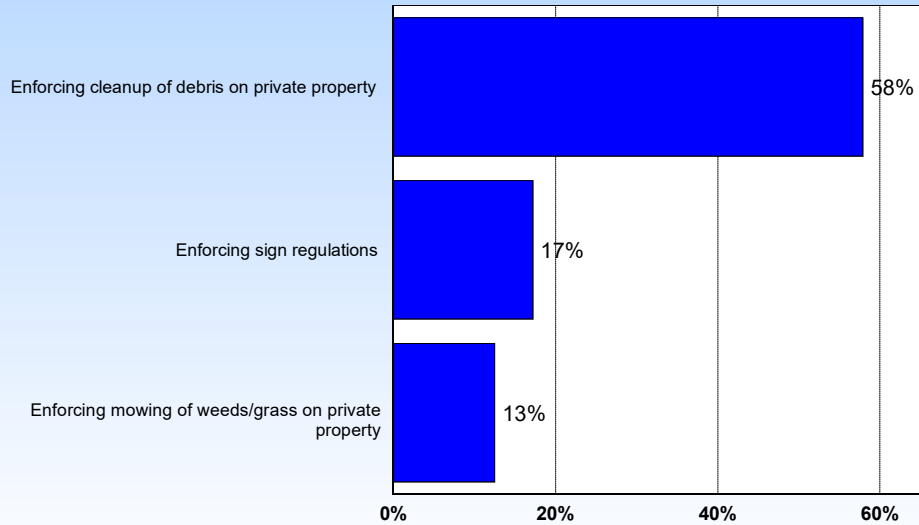
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q15. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

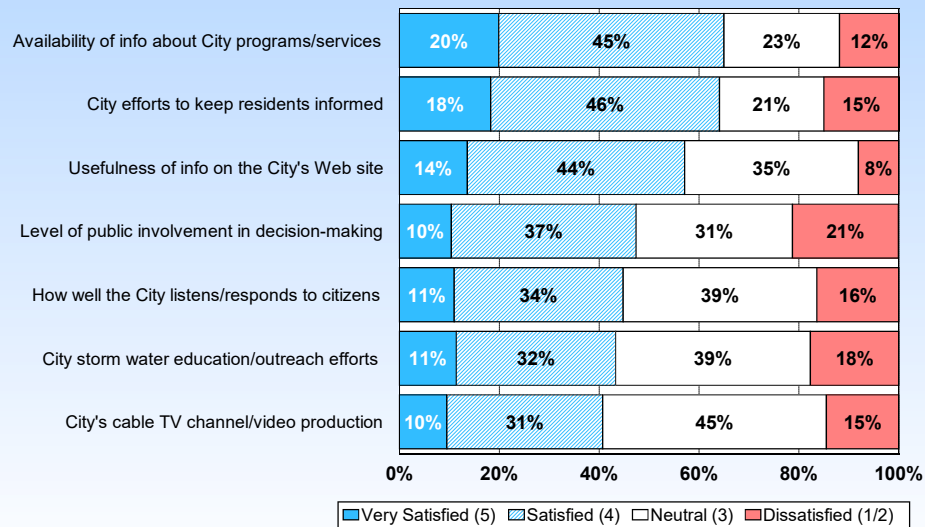
by percentage of respondents who selected the item as their top choice



Source: ETC Institute (2018 Round Rock Community Survey)

Q16. Satisfaction with Various Aspects of Communication

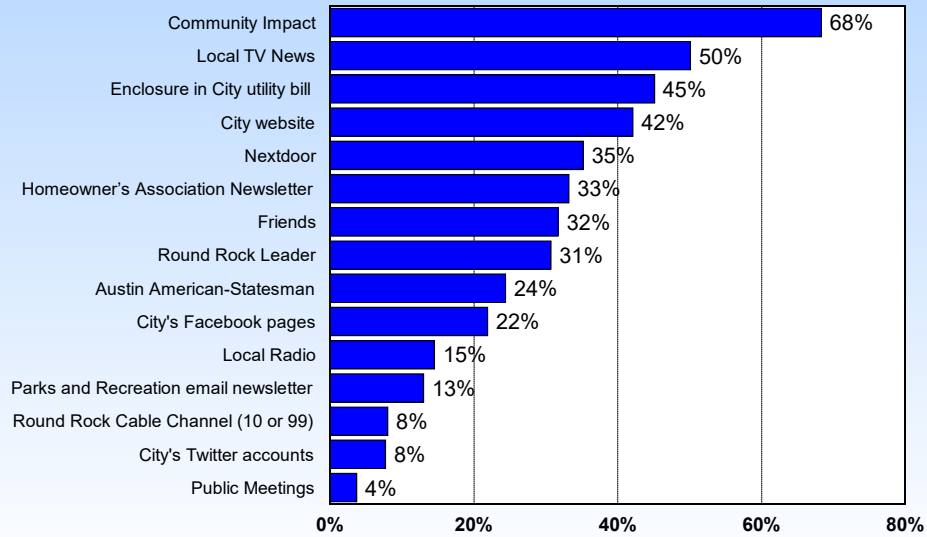
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q17. Sources Where Residents Currently Get Information About the City

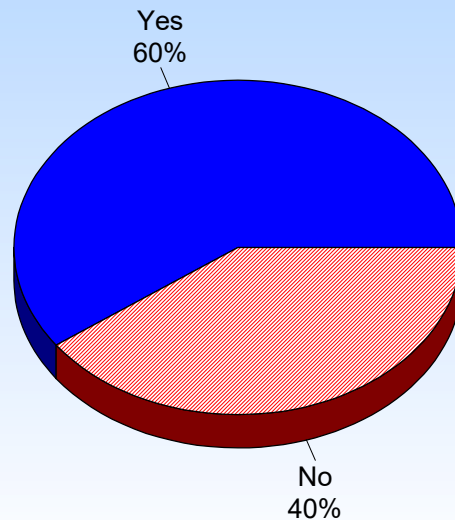
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2018 Round Rock Community Survey)

Q18. Did you know that the City has a "Tiered" rate structure to encourage water conservation year-round?

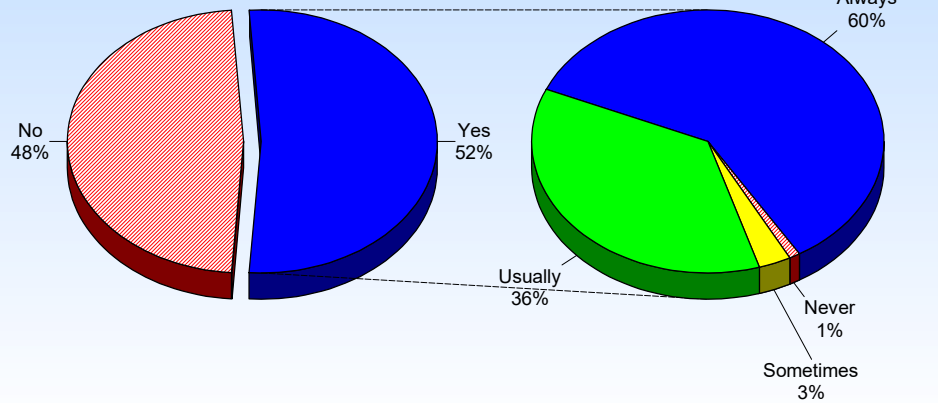
by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)

Q19. Do you know when your household's designated watering days are?

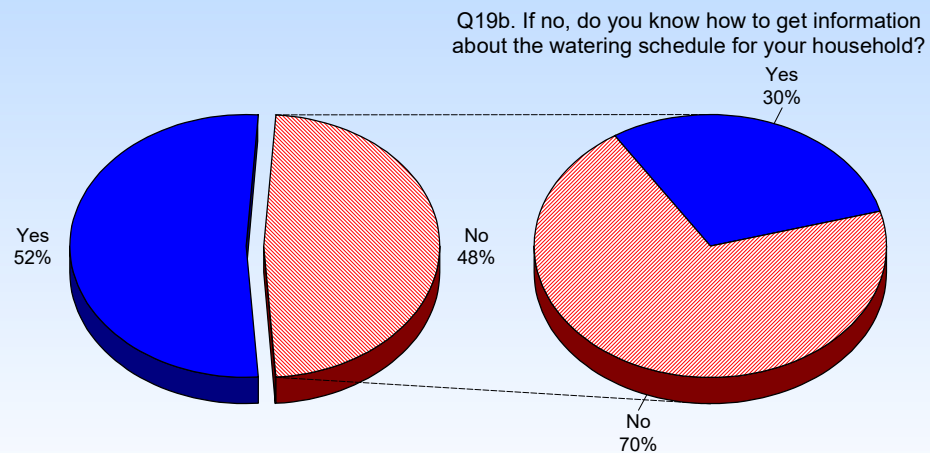
by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)

Q19. Do you know when your household's designated watering days are?

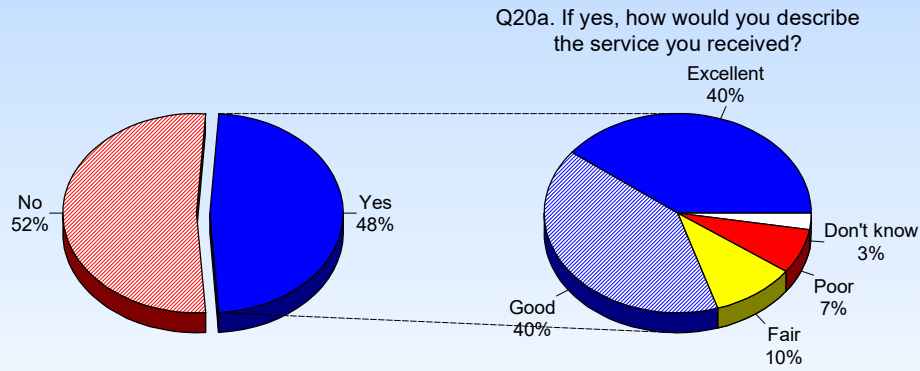
by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)

Q20. Have you contacted the City of Round Rock during the past year?

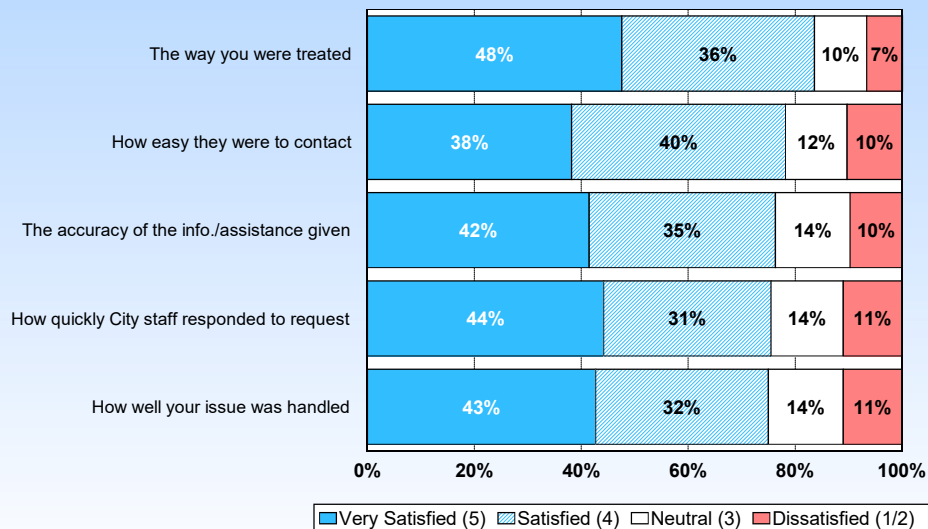
by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)

Q20b. Satisfaction with Customer Service Received from City Employees

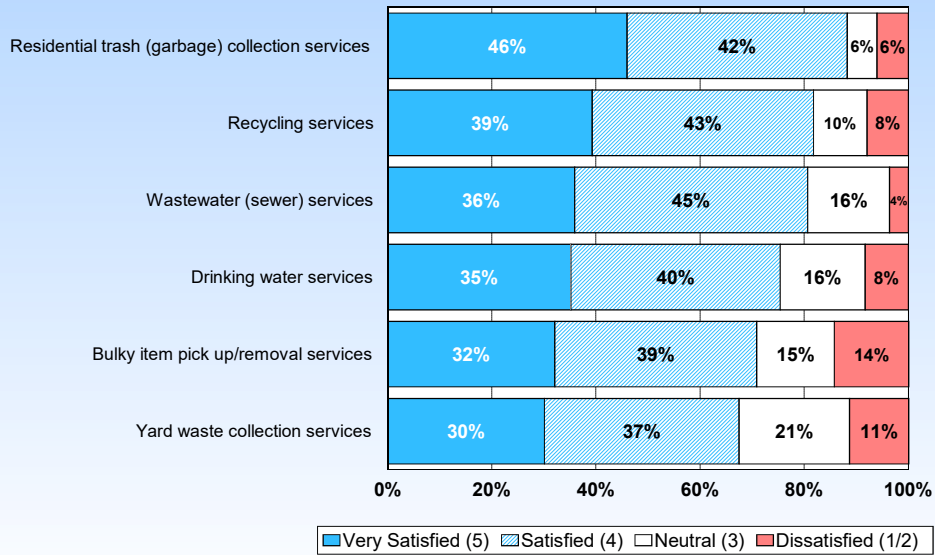
by percentage of respondents who contacted the City (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q21. Satisfaction with Solid Waste/Utility Services

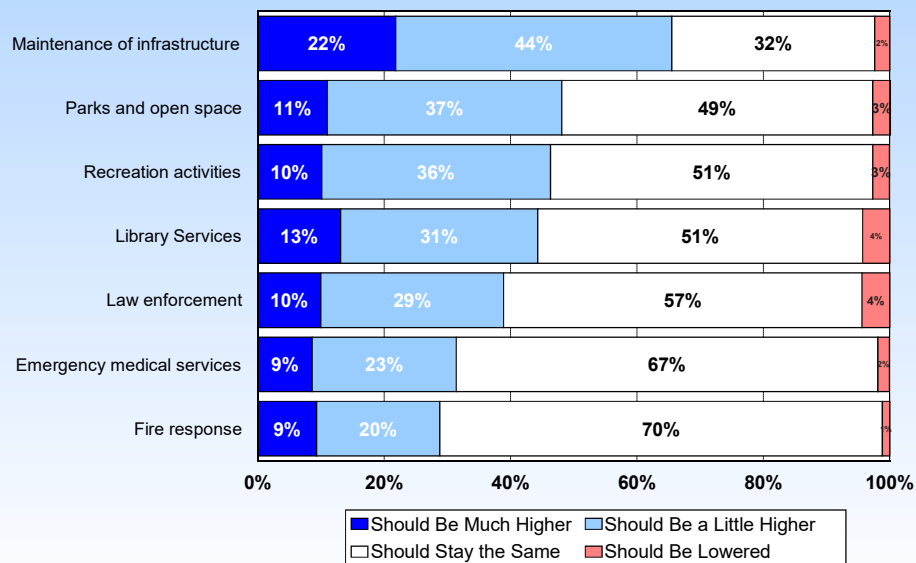
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q22. How should the level of service provided by the City in the following areas change?

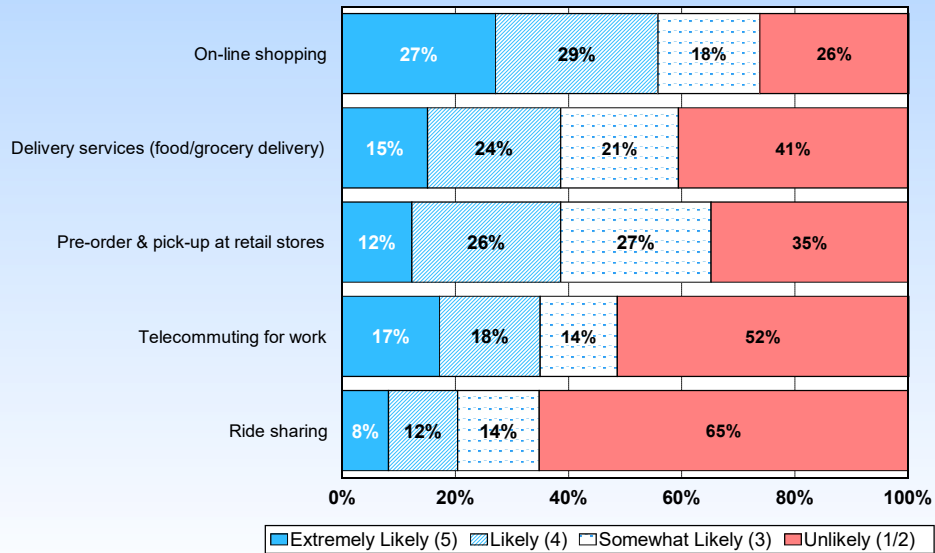
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q23. Likelihood of the Following Consumer Trends Influencing Respondent's Behavior

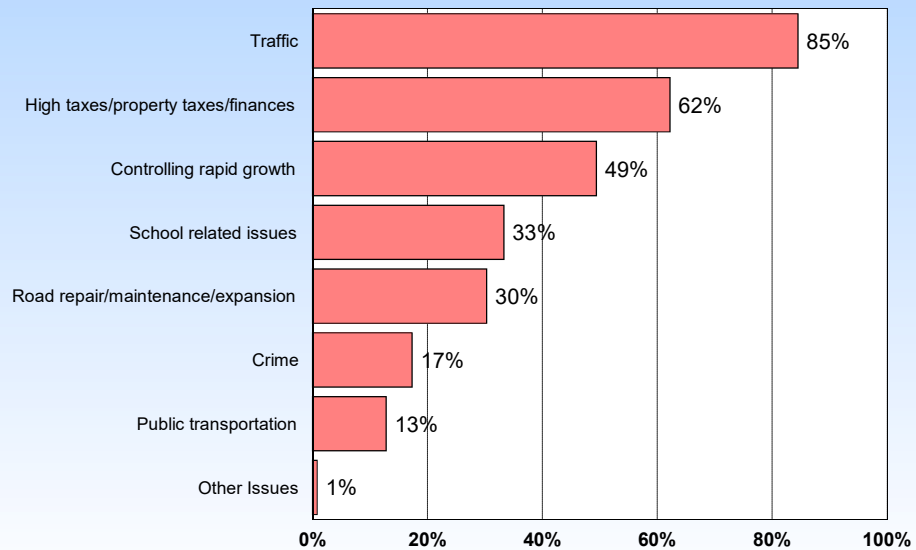
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q24. Three Biggest Issues Facing Round Rock Over the Next Five Years

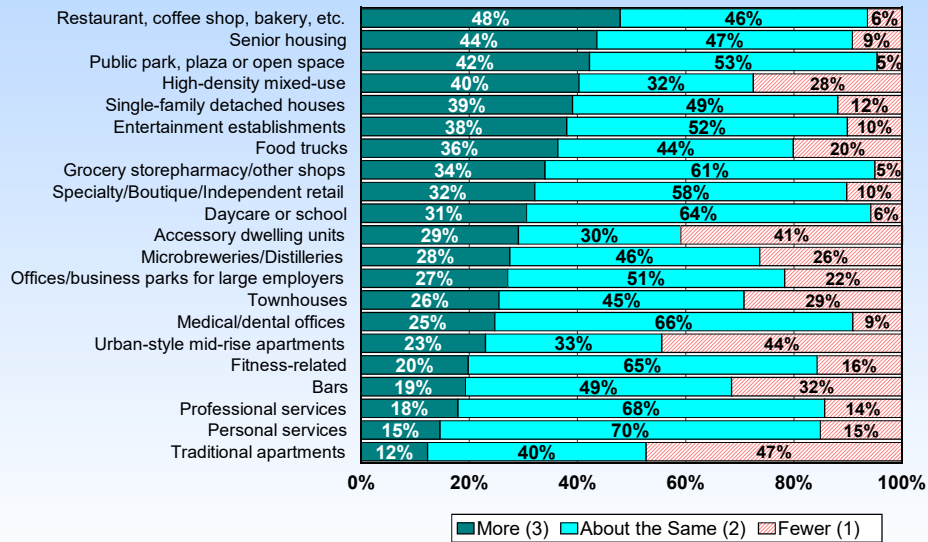
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018 Round Rock Community Survey)

Q25. Should there be more, about the same, or fewer of the following types of places in Round Rock?

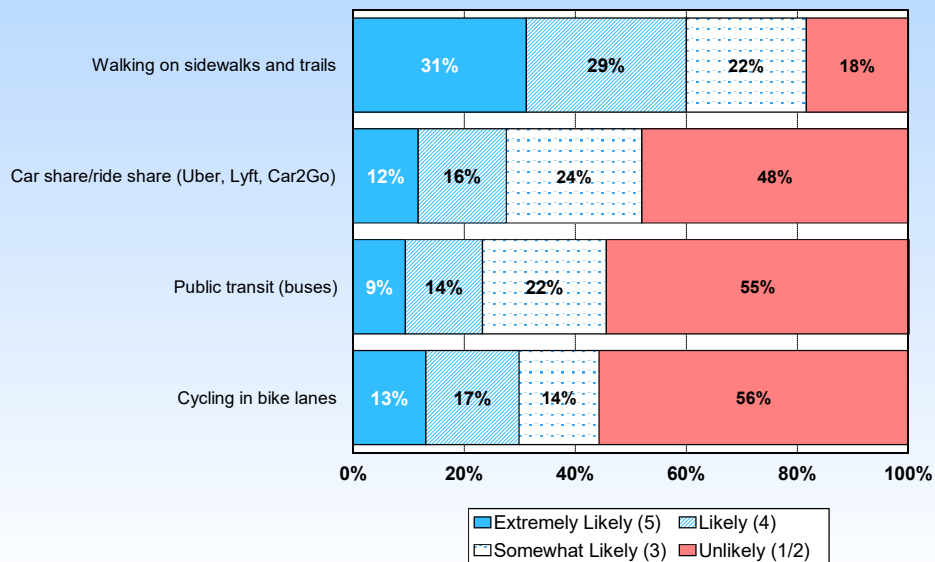
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q26. Likelihood of Using the Following Modes of Transportation in Lieu of Personal Vehicle

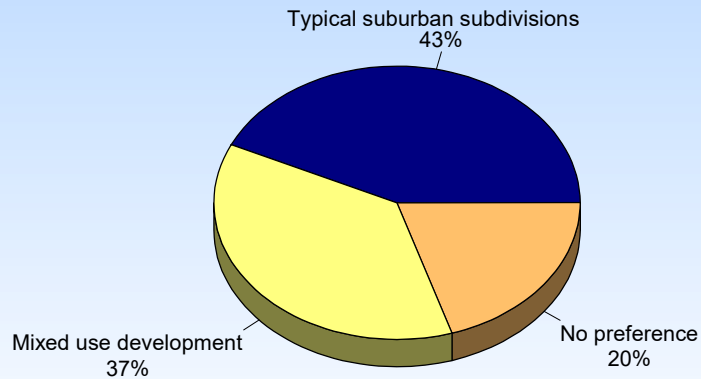
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q27. Would you prefer that new neighborhoods in the City are developed as typical suburban subdivisions or new homes be built in a mixed-use development?

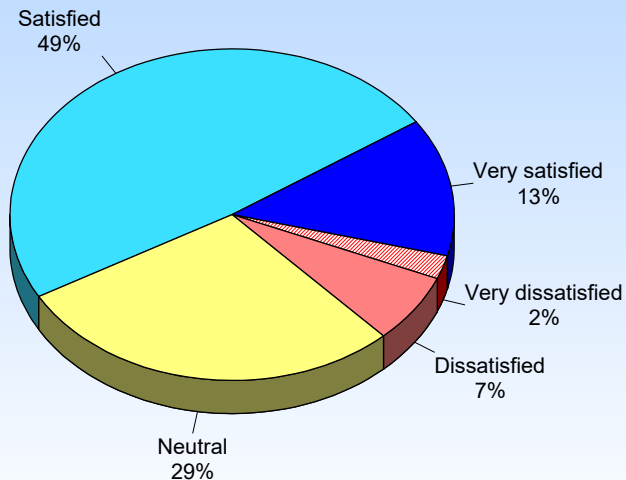
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q28. Satisfaction With the Quality/Appearance of Recent Commercial Development in the City

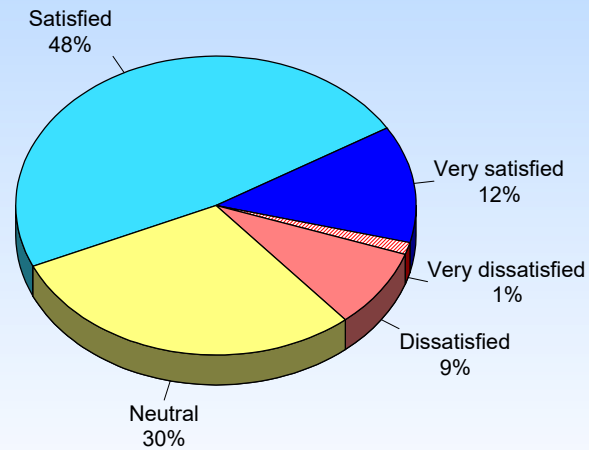
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q29. Satisfaction With the Quality/Appearance of Recent Residential Development in the City

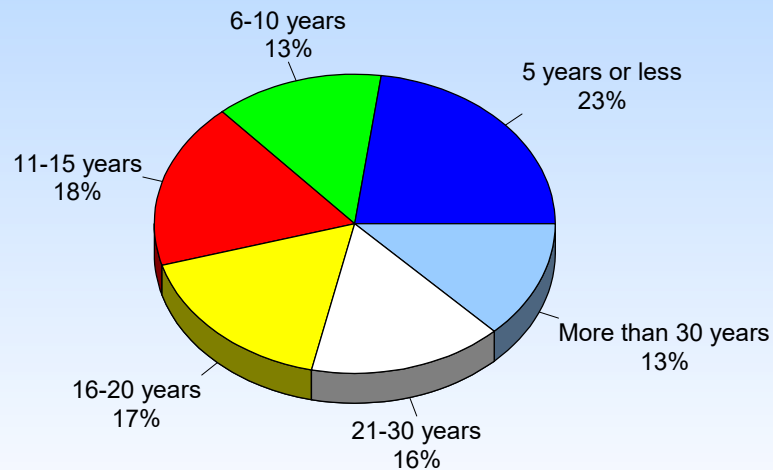
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Q30. Demographics: Number of Years Lived in Round Rock

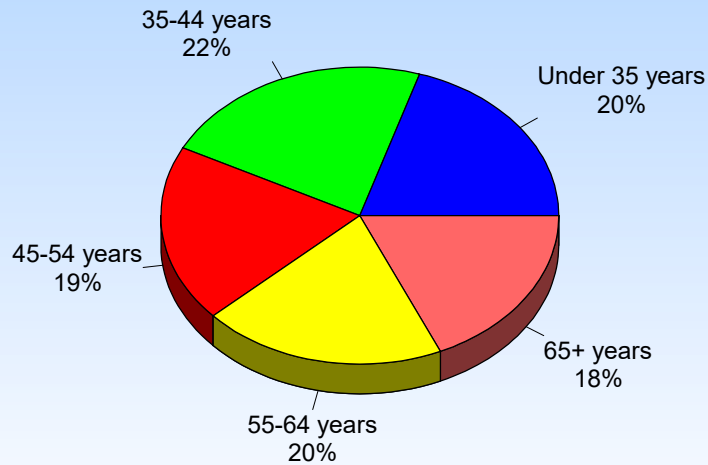
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q31. Demographics: Age of Respondents

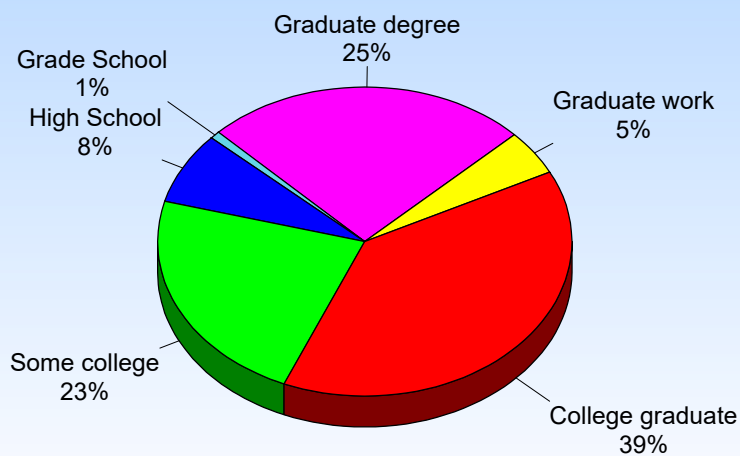
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q32. Demographics: Highest Level of Education Completed

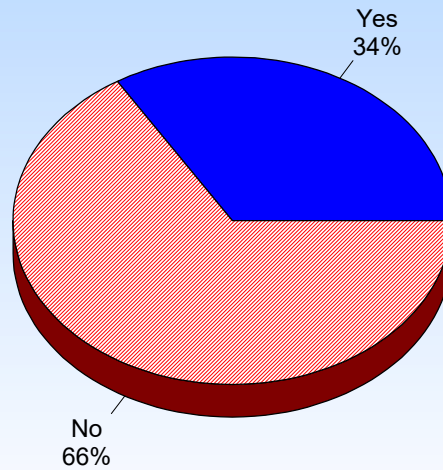
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q33. Demographics: Do you work in the City of Round Rock?

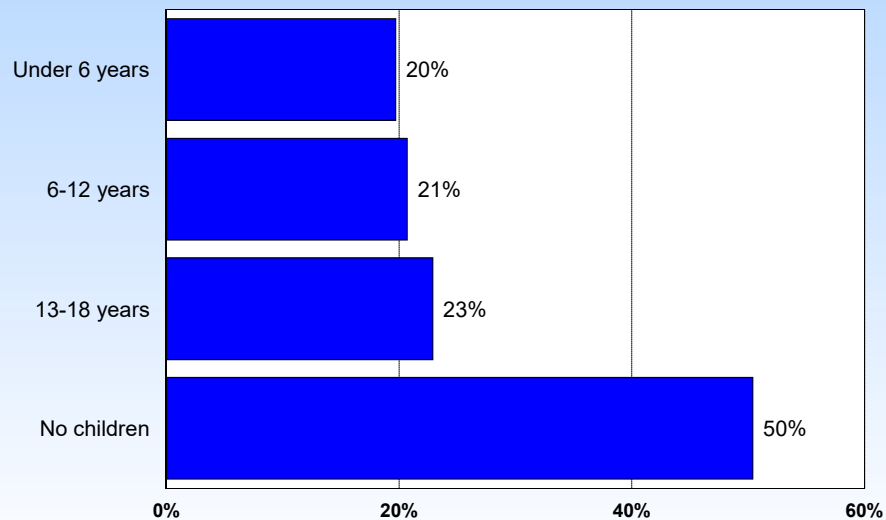
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q34. Demographics: Do you have children living at home in the following age ranges?

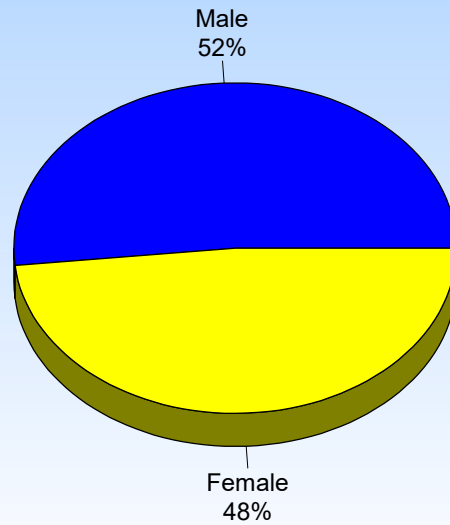
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2018 Round Rock Community Survey)

Q35. Demographics: Gender

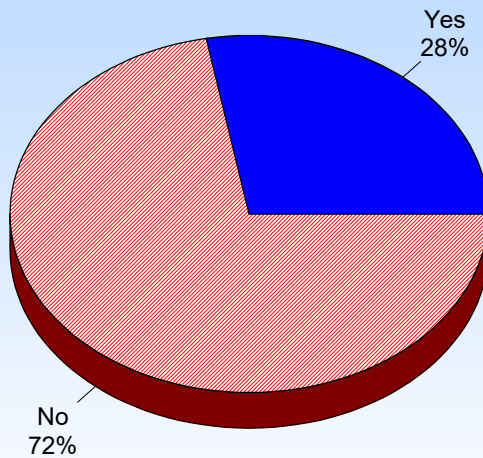
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q36. Demographics: Are you of Hispanic, Latino or other Spanish Heritage?

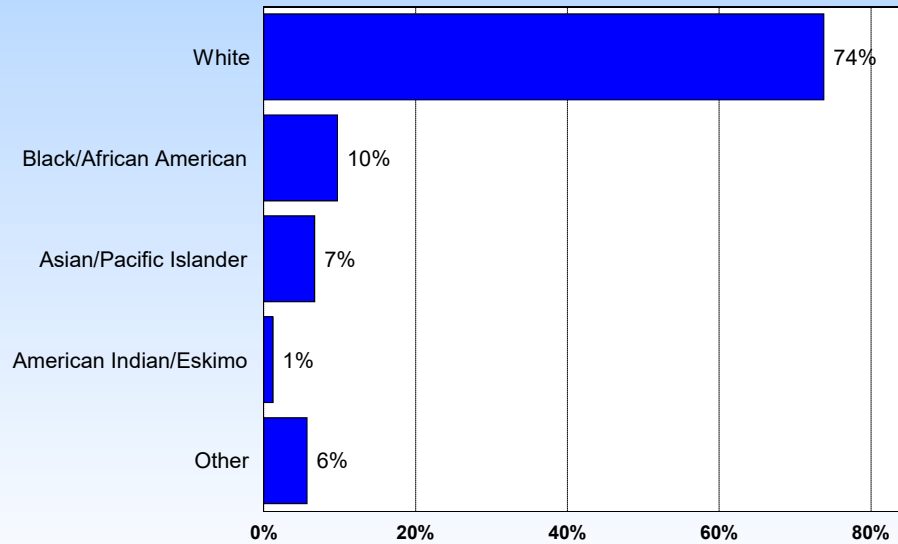
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Q37. Demographics: Race/Ethnicity

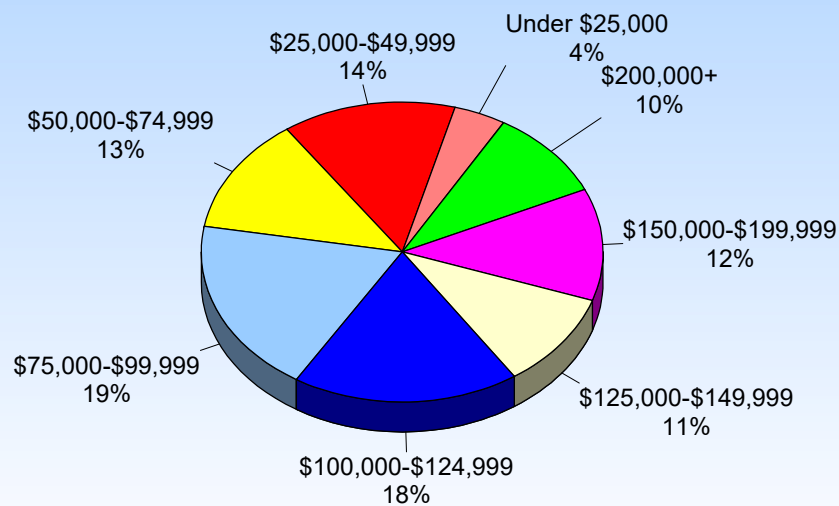
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2018 Round Rock Community Survey)

Q38. Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Round Rock Community Survey)

Section 2:

Trend Analysis



DirectionFinder® Survey

Year 2018 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 2018 survey results compare to the City's performance in 2016 and 2010; statistically significant changes were changes of +/-4.9% since 2016.

Most Significant Changes Since 2016. The most significant changes from 2016 to 2018 are listed below:

Significant Increases

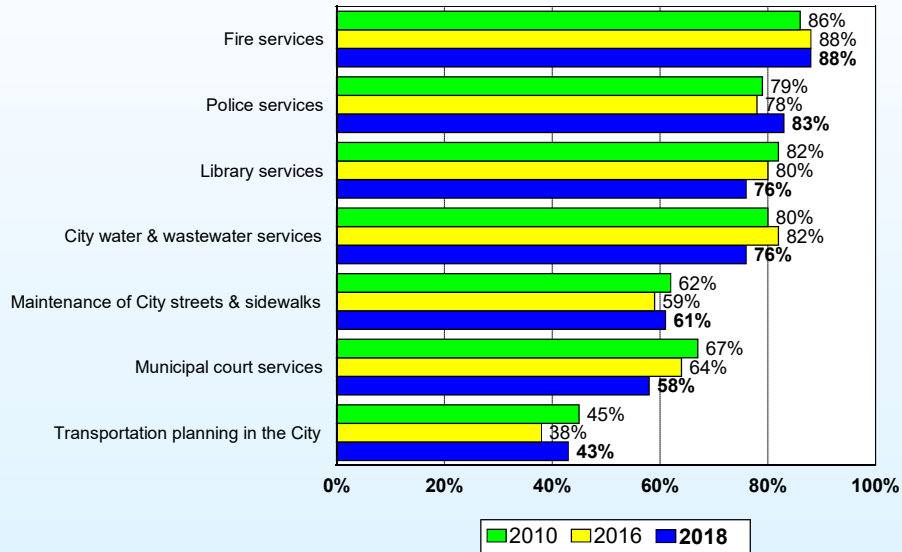
- Overall ratings for customer service (+8%)
- Feeling of safety in commercial and retail areas (+5%)
- Police services (+5%)
- Transportation planning in the City (+5%)

Significant Decreases

- Drinking water services (-6%)
- City water and wastewater services (-6%)
- Municipal court services (-6%)
- Yard waste collection services (-5%)

Ratings for City Services by Major Category **Trends - 2010, 2016, 2018**

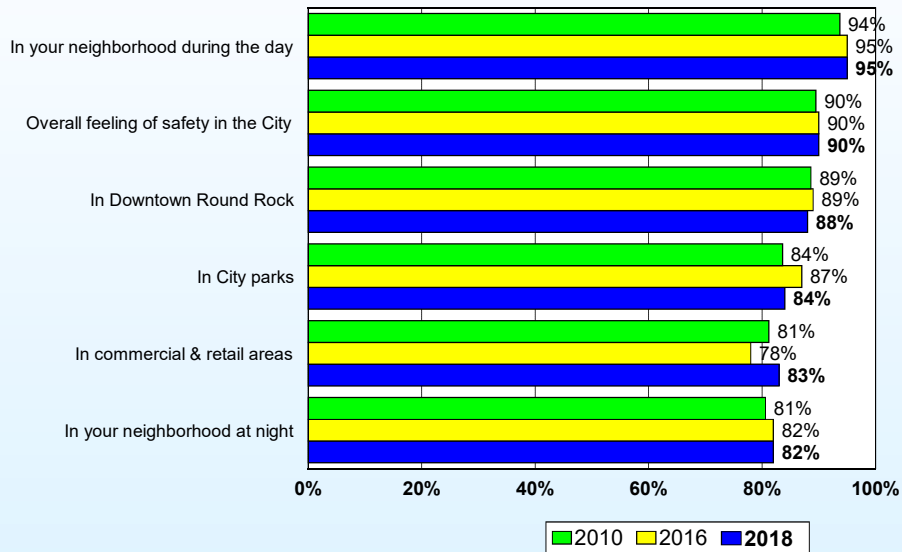
by percentage of respondents who were "very satisfied" or "satisfied"
(excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Ratings for Public Safety **Trends - 2010, 2016, 2018**

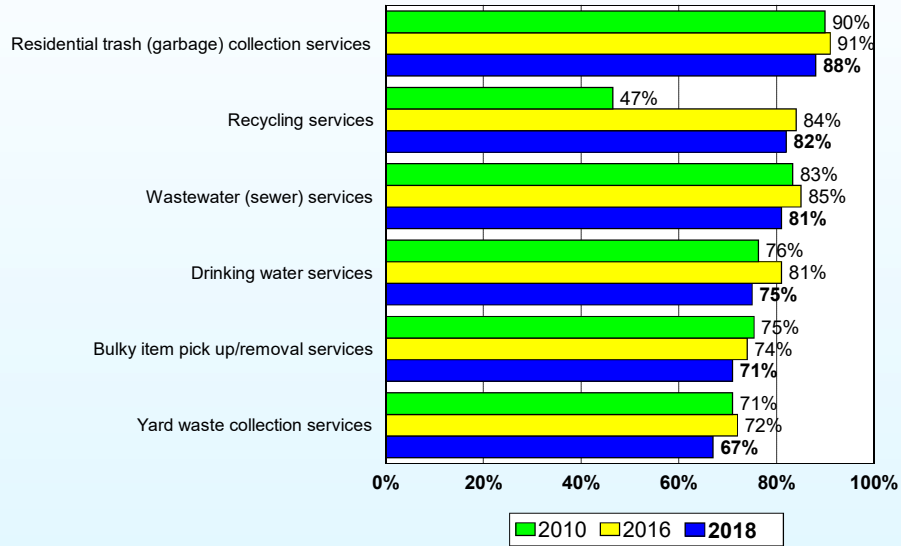
by percentage of respondents who felt "very safe" or "safe" (excluding don't knows)



Source: ETC Institute (2018 Round Rock Community Survey)

Ratings for Solid Waste/Utility Services **Trends - 2010, 2016, 2018**

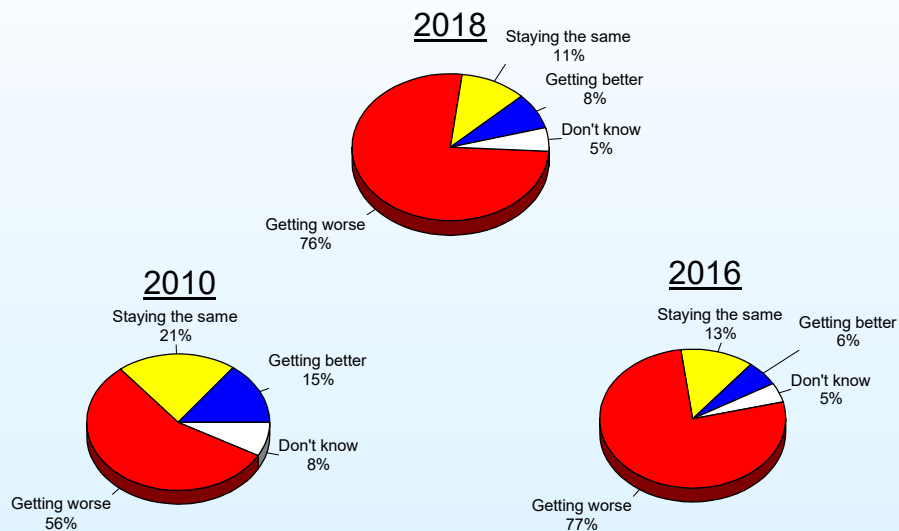
by percentage of respondents who were "very satisfied" or "satisfied"
(excluding don't know)



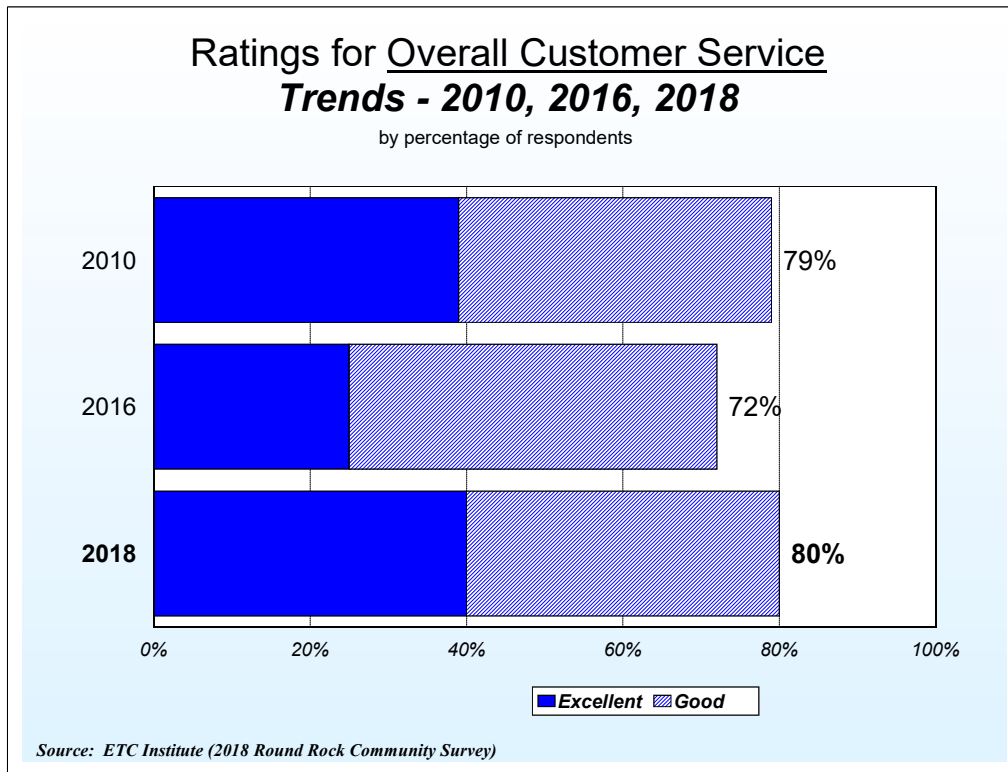
Source: ETC Institute (2018 Round Rock Community Survey)

How Residents Feel Traffic Flow in the City is Changing **Trends - 2010, 2016, 2018**

by percentage of respondents



Source: ETC Institute (2018 Round Rock Community Survey)



Section 3:

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis Round Rock, Texas

Overview

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

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

Methodology

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

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. Thirty-one percent (31.4%) ranked "transportation planning in the City" as one of the most important city services to provide.

With regard to satisfaction, "transportation planning in the City" ranked fourteenth overall, with 43% rating it as a "4" or a "5" on a 5-point scale, excluding "don't know" responses. The I-S rating for "transportation planning in the City" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 31.4% was multiplied by 57% (1-0.43). This calculation yielded an I-S rating of 0.1790, which was ranked first out of fourteen overall city service categories.

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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

City of Round Rock

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Transportation planning in the City	31%	4	43%	14	0.1790	1
Police services	65%	1	83%	2	0.1100	2
Maintenance of city streets and sidewalks	27%	5	61%	11	0.1041	3
<u>Medium Priority (IS <.10)</u>						
Emergency medical services	35%	3	81%	4	0.0667	4
Water and wastewater services	24%	6	76%	7	0.0574	5
Fire services	41%	2	88%	1	0.0487	6
City communication with the public	12%	8	65%	9	0.0410	7
Enforcement of city codes and ordinances	7%	11	58%	12	0.0311	8
Parks and recreation programs	18%	7	83%	3	0.0306	9
Trash, recycling, & yard waste collection services	11%	9	80%	5	0.0228	10
Storm water runoff & flood prevention	7%	12	71%	8	0.0194	11
Library services	8%	10	76%	6	0.0190	12
Customer service provided by City employees	4%	13	64%	10	0.0151	13
Municipal court services	2%	14	58%	13	0.0063	14

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Round Rock

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Hike and bike trails in the City	35%	2	64%	4	0.1256	1
<u>Medium Priority (IS <.10)</u>						
Youth recreation programs	19%	4	60%	6	0.0748	2
City recreation centers	16%	5	62%	5	0.0597	3
Appearance & maintenance of City parks	49%	1	88%	1	0.0593	4
Number of City parks	21%	3	74%	2	0.0551	5
City swimming pools	12%	7	55%	7	0.0549	6
Adult recreation programs	10%	8	52%	8	0.0490	7
Quality of outdoor athletic facilities	15%	6	68%	3	0.0470	8
Forest Creek Golf Course	7%	9	38%	9	0.0403	9

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Round Rock

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Timing of traffic signals in the City	37%	2	43%	7	0.2120	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of major City streets	60%	1	67%	2	0.1983	2
Transit services	19%	4	31%	8	0.1311	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of neighborhood streets	23%	3	65%	4	0.0805	4
Cleanliness of streets and other public areas	18%	5	76%	1	0.0442	5
Availability of bike lanes	6%	8	31%	9	0.0407	6
Mowing/trimming of streets & other public areas	12%	6	66%	3	0.0398	7
Cleanliness of creeks and open channels	8%	7	62%	6	0.0312	8
Condition of sidewalks in the City	5%	9	64%	5	0.0187	9

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Round Rock

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing cleanup of debris on private property	58%	1	51%	2	0.2837	1
<u>Medium Priority (IS <.10)</u>						
Enforcing sign regulations	17%	2	53%	1	0.0808	2
Enforcing the mowing of grass on private property	13%	3	51%	3	0.0613	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.

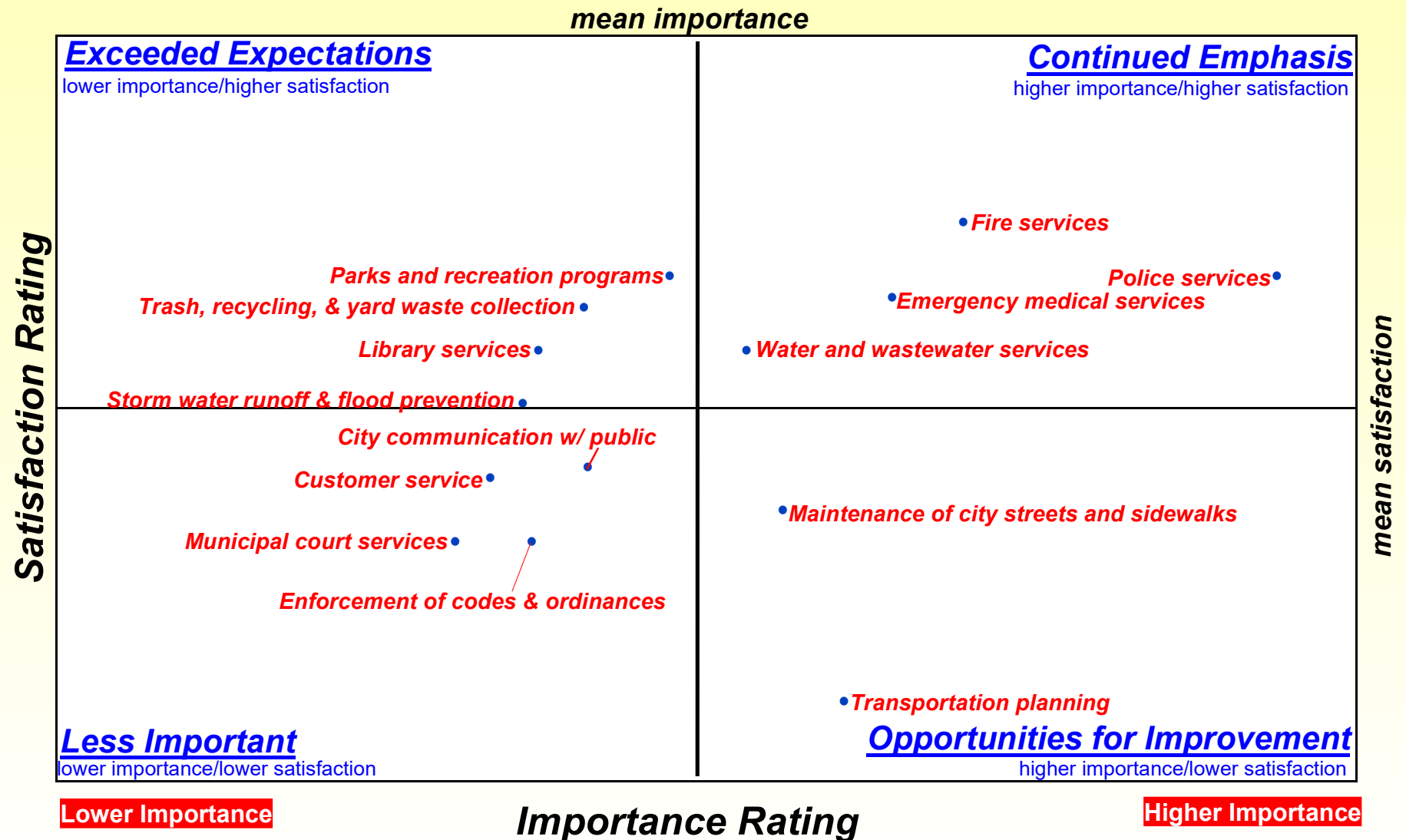
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

2018 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)



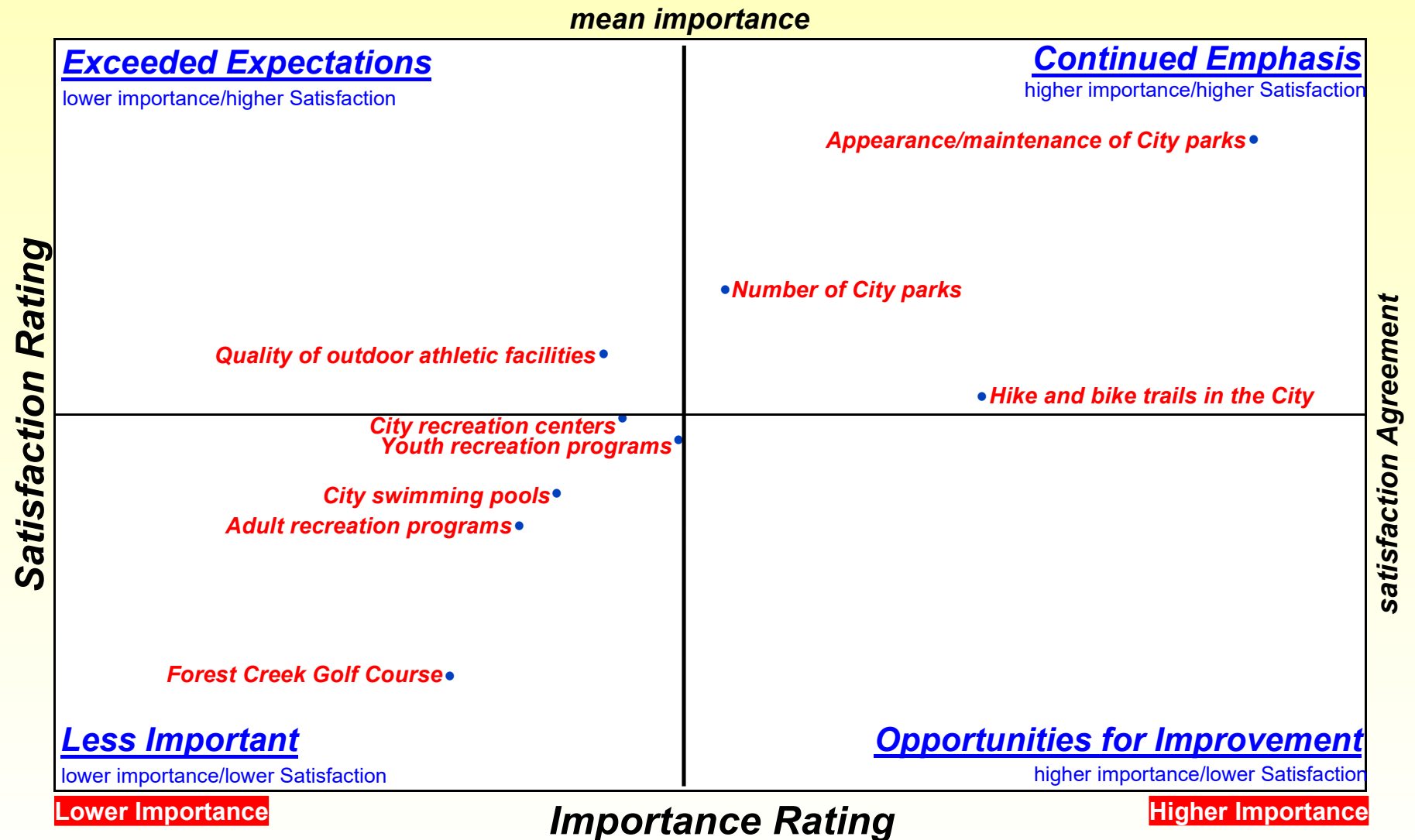
Source: ETC Institute (2018)

2018 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)



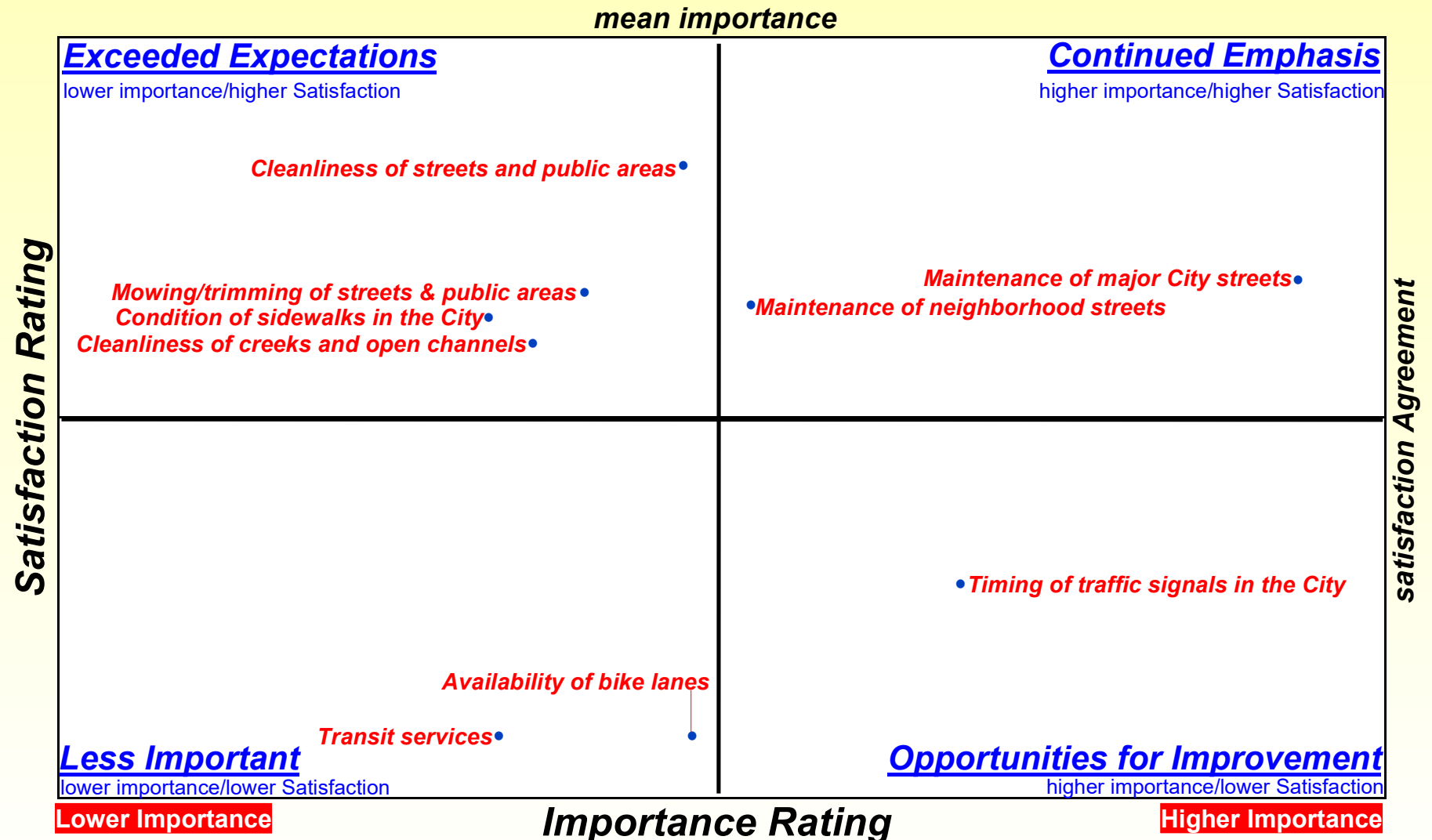
Source: ETC Institute (2018)

2018 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)



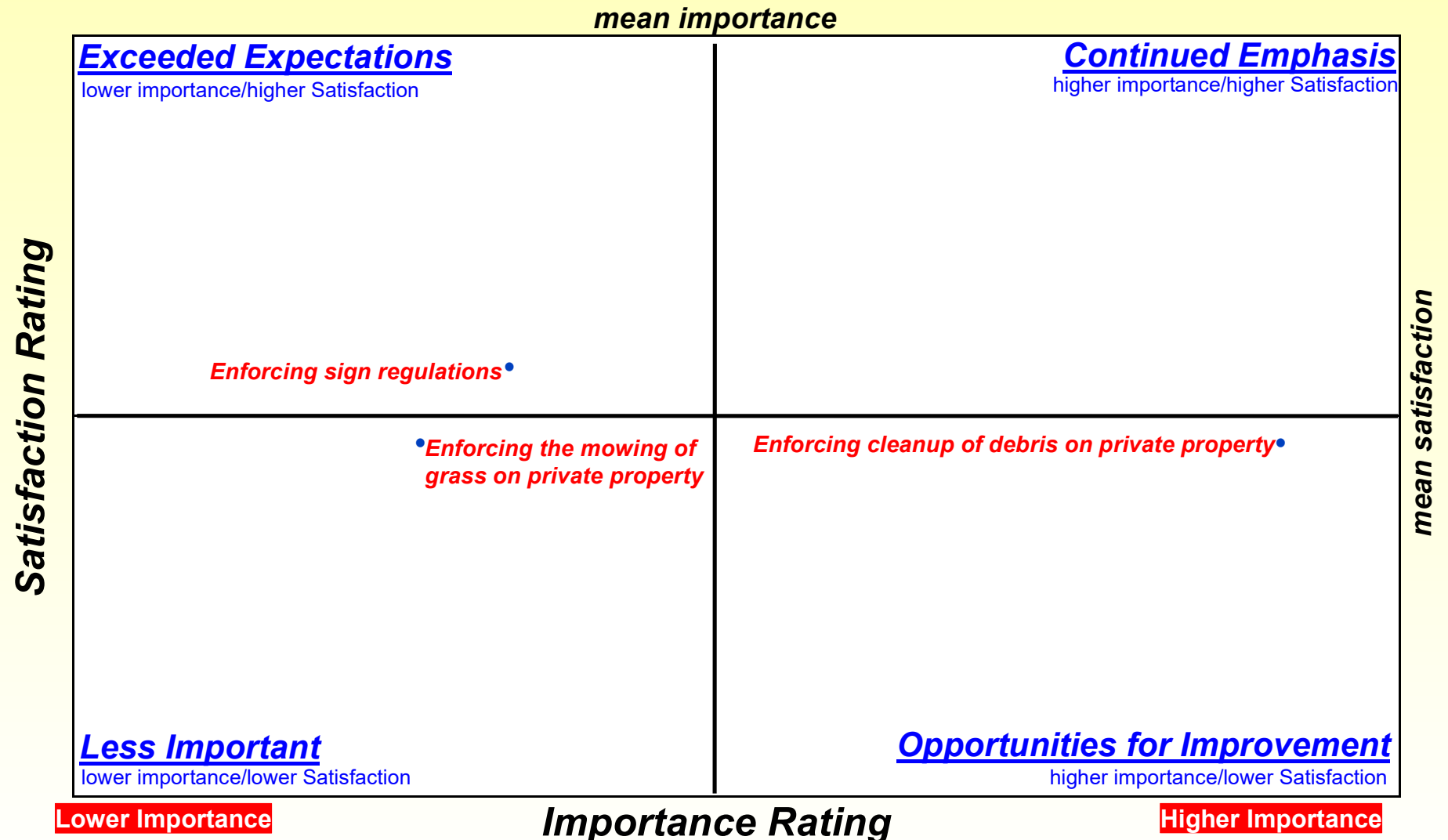
Source: ETC Institute (2018)

2018 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 (2018)

Section 4: **Benchmarking Analysis**



DirectionFinder® Survey

Year 2018 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 43 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2016 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 340 residents in the state of Texas during the summer of 2016.

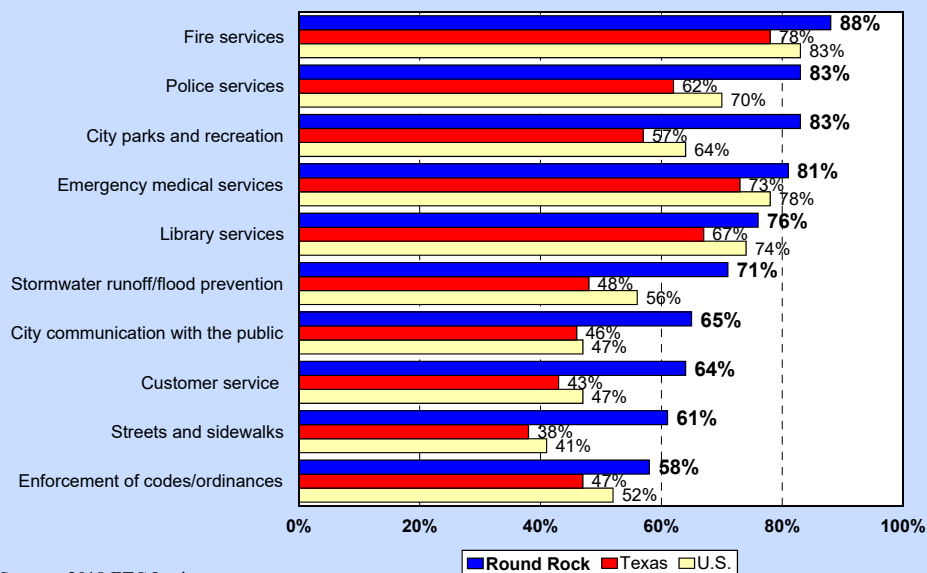
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 4,000 residents; the “Texas” average shown in the charts reflects the results of the survey administered to residents in the state of Texas.

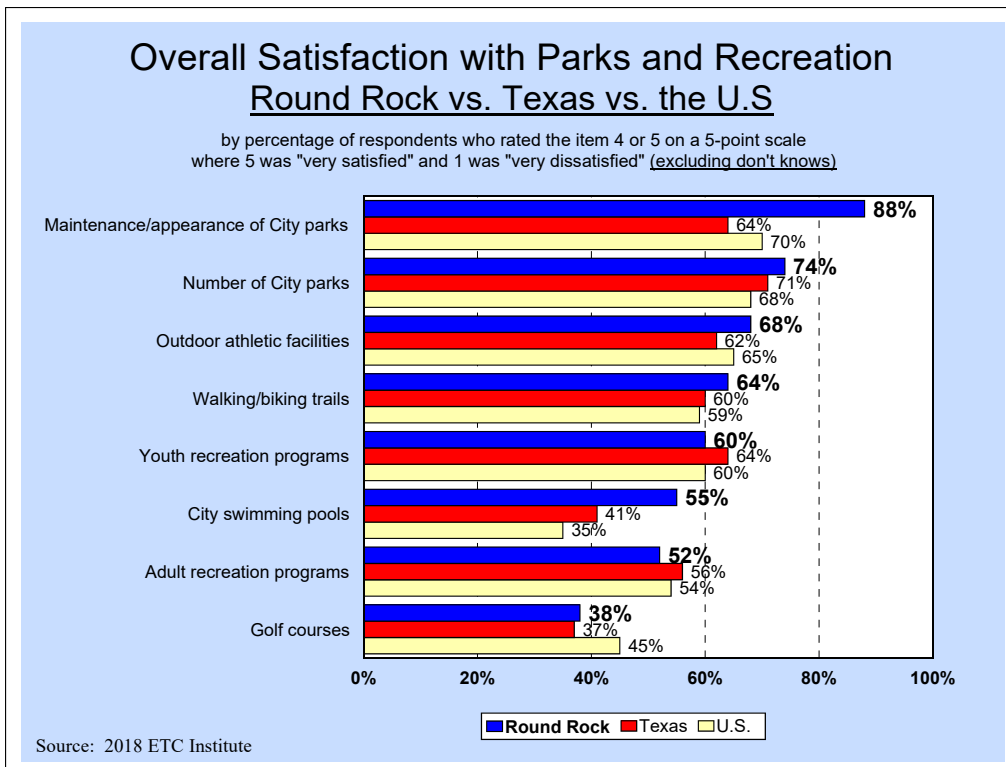
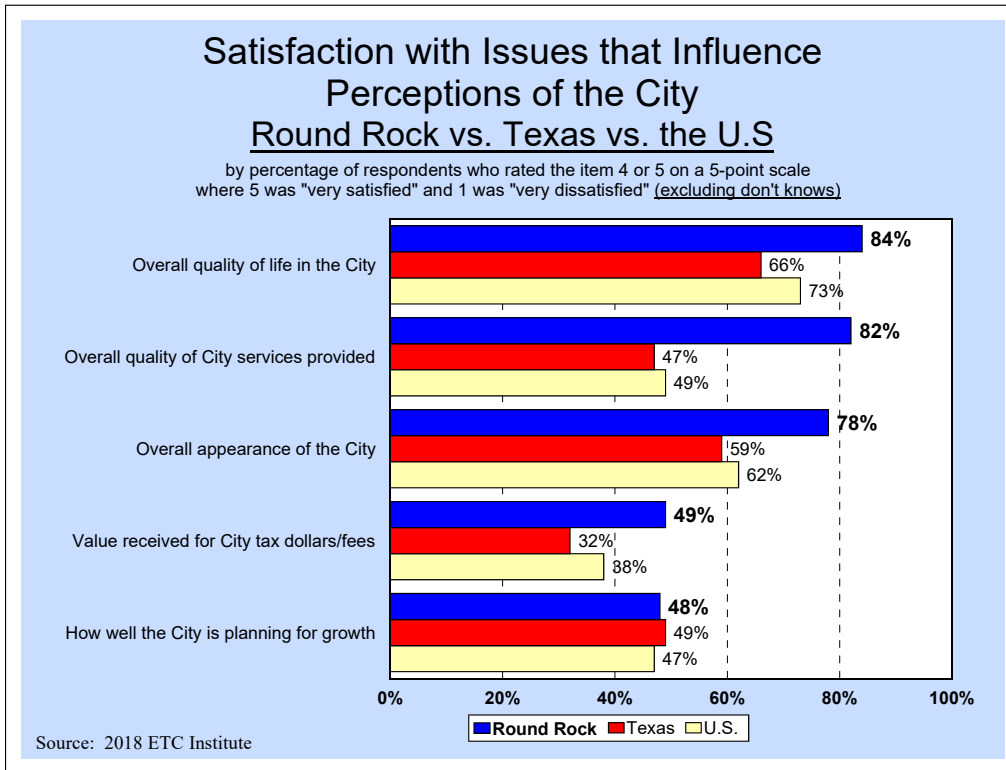
National Benchmarks

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

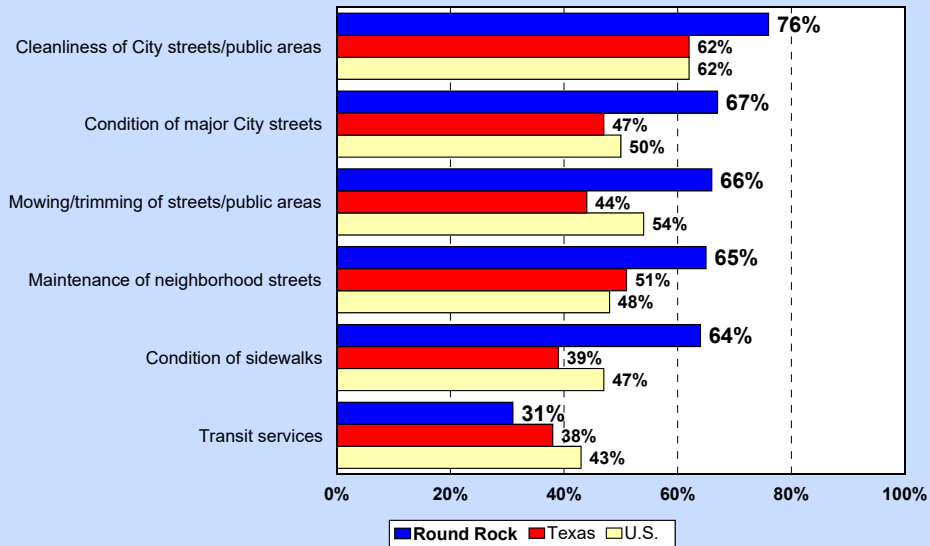
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





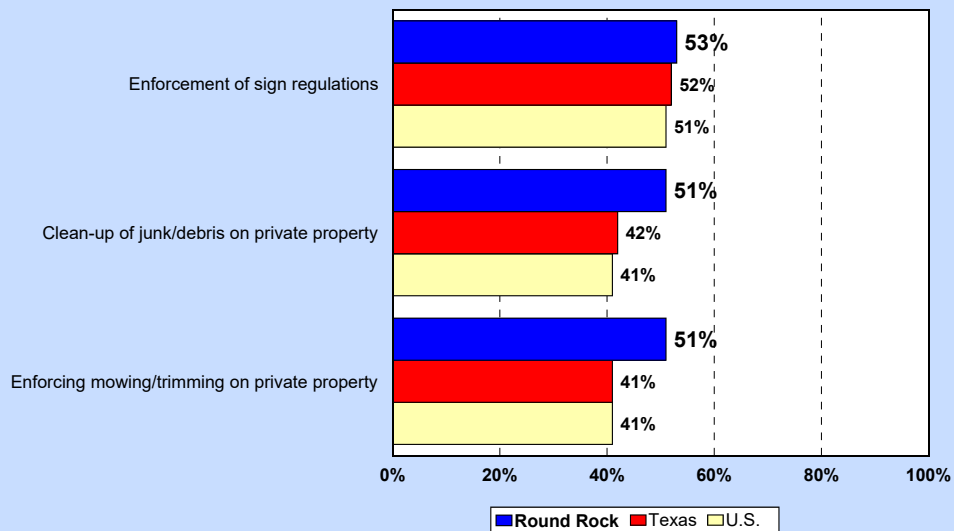
Overall Satisfaction with Transportation Services Round Rock vs. Texas vs. the U.S

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)



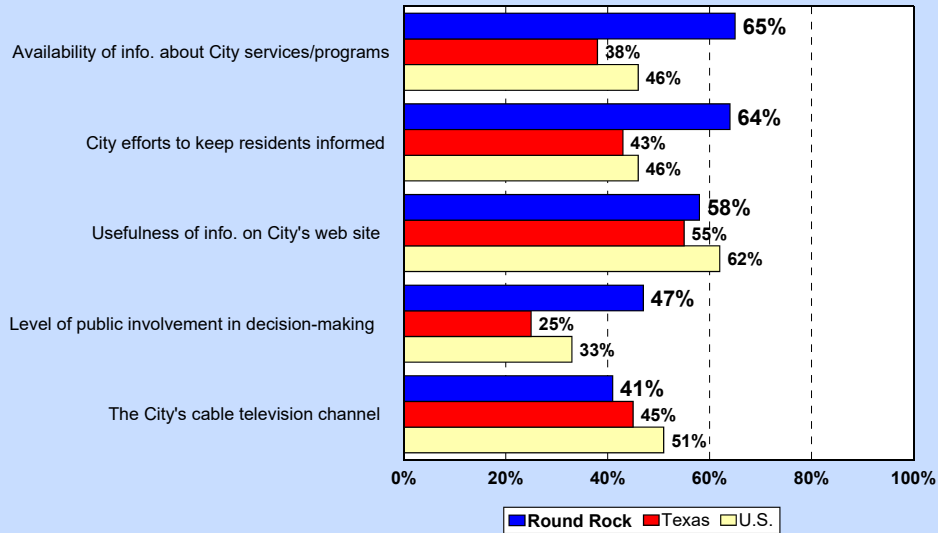
Overall Satisfaction with Code Enforcement Round Rock vs. Texas vs. the U.S

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)



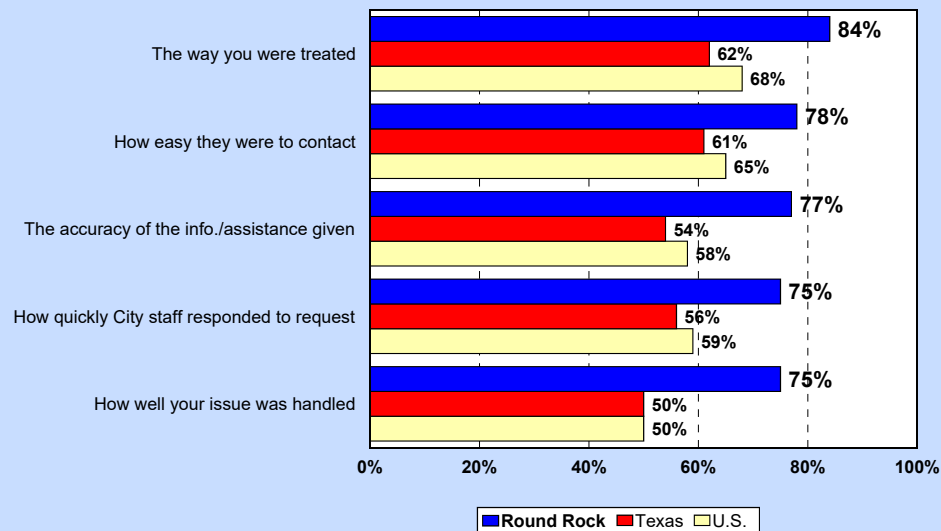
Overall Satisfaction with Communication Round Rock vs. Texas vs. the U.S

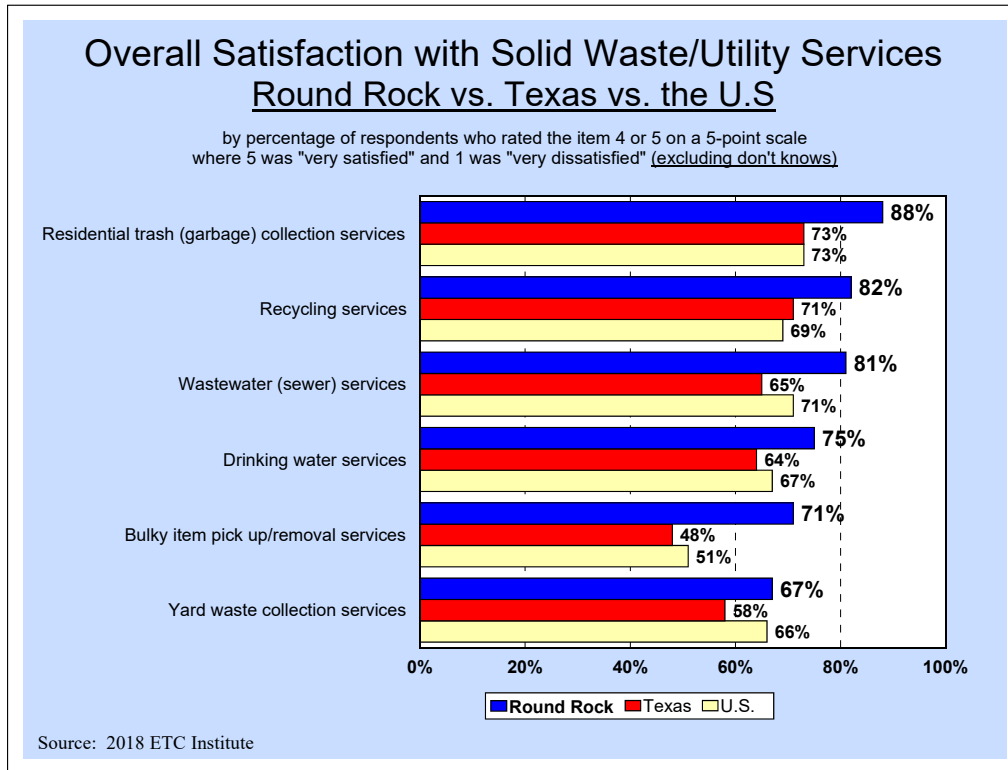
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



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)





Section 5:

GIS Maps

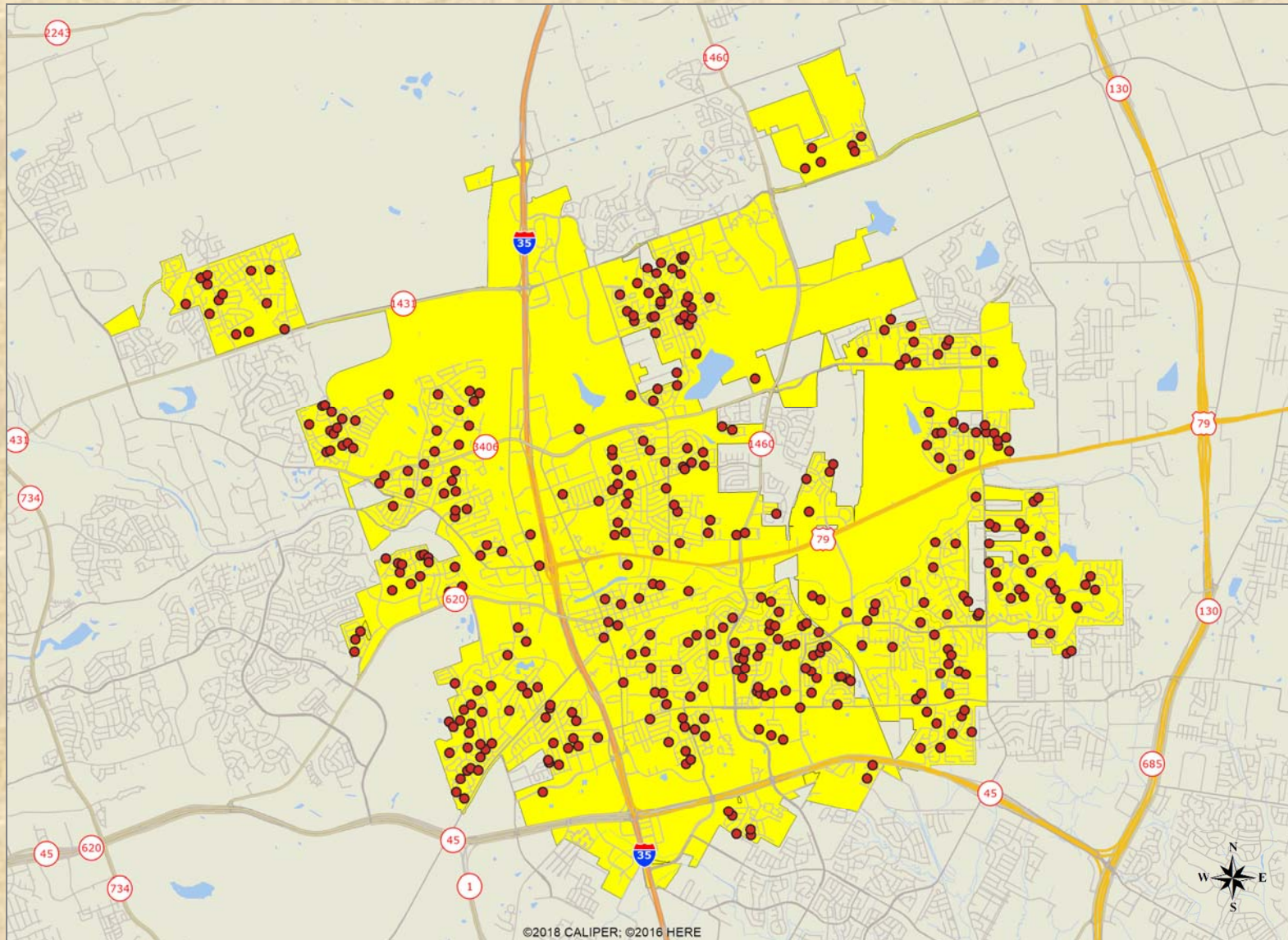
Interpreting the Maps

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

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

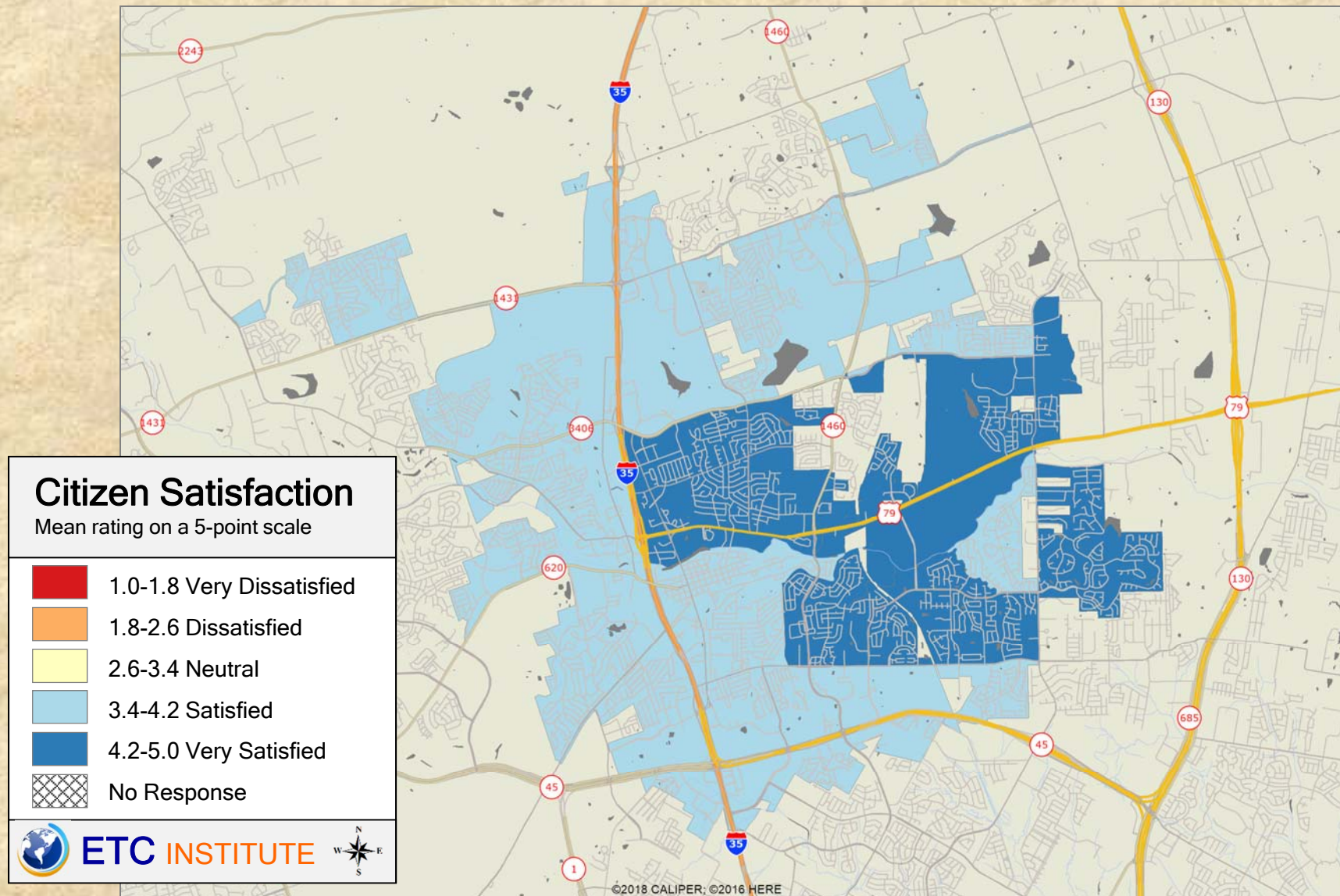
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality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

Location of Survey Respondents



2018 City of Round Rock Citizen Survey

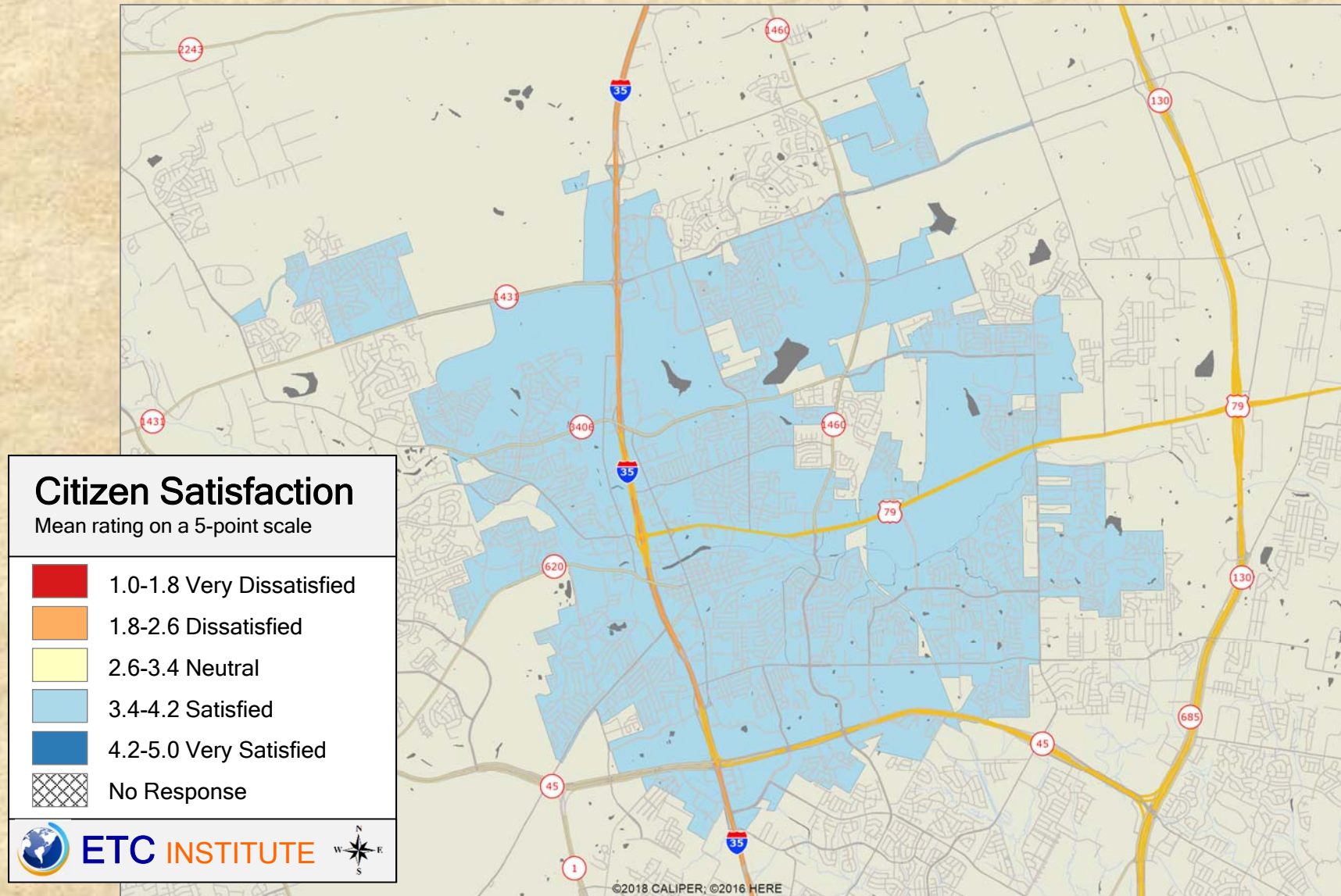
Q1-01 Satisfaction with Parks and Recreation programs



2018 City of Round Rock Citizen Survey

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

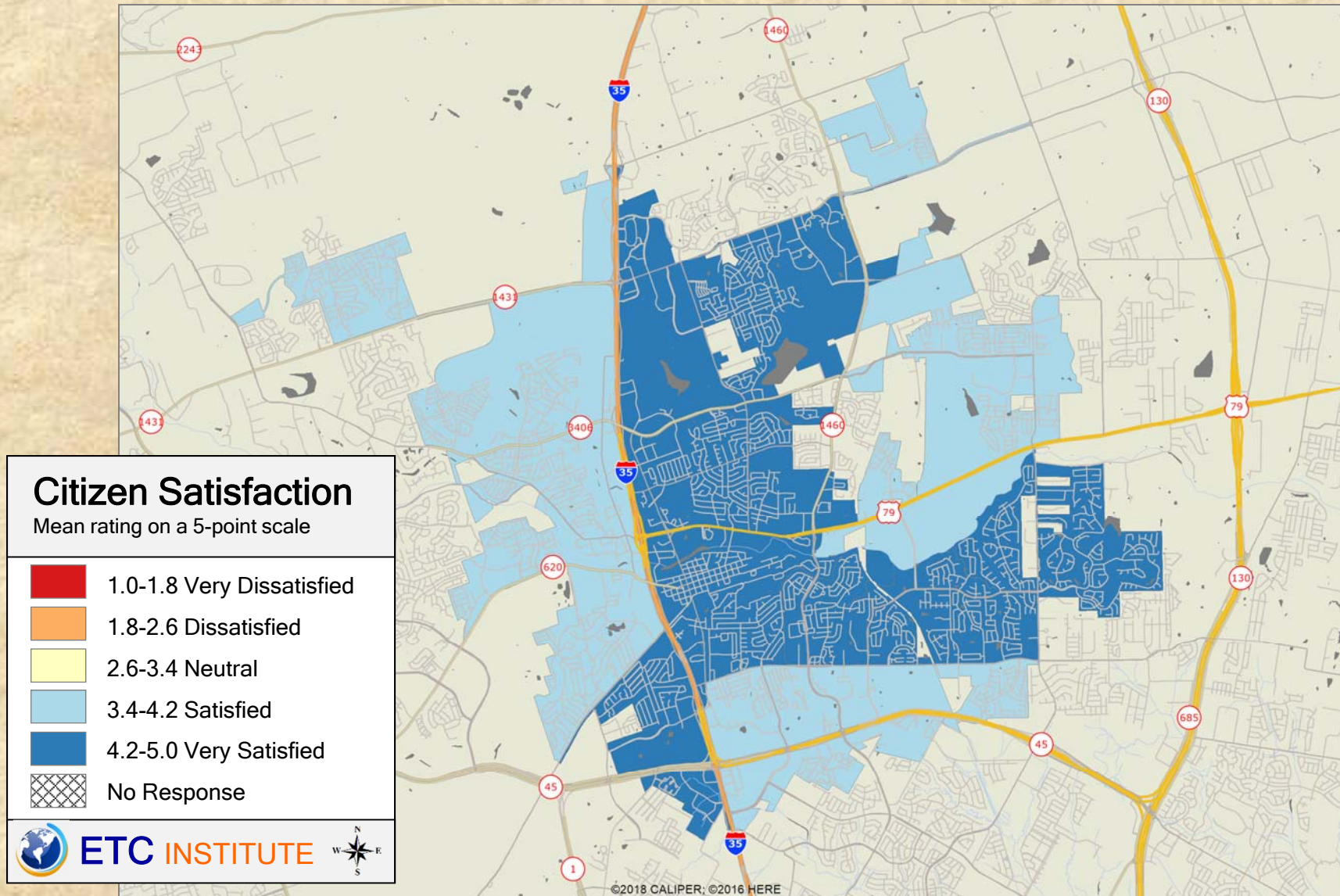
Q1-02 Satisfaction with water and wastewater services



2018 City of Round Rock Citizen Survey

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

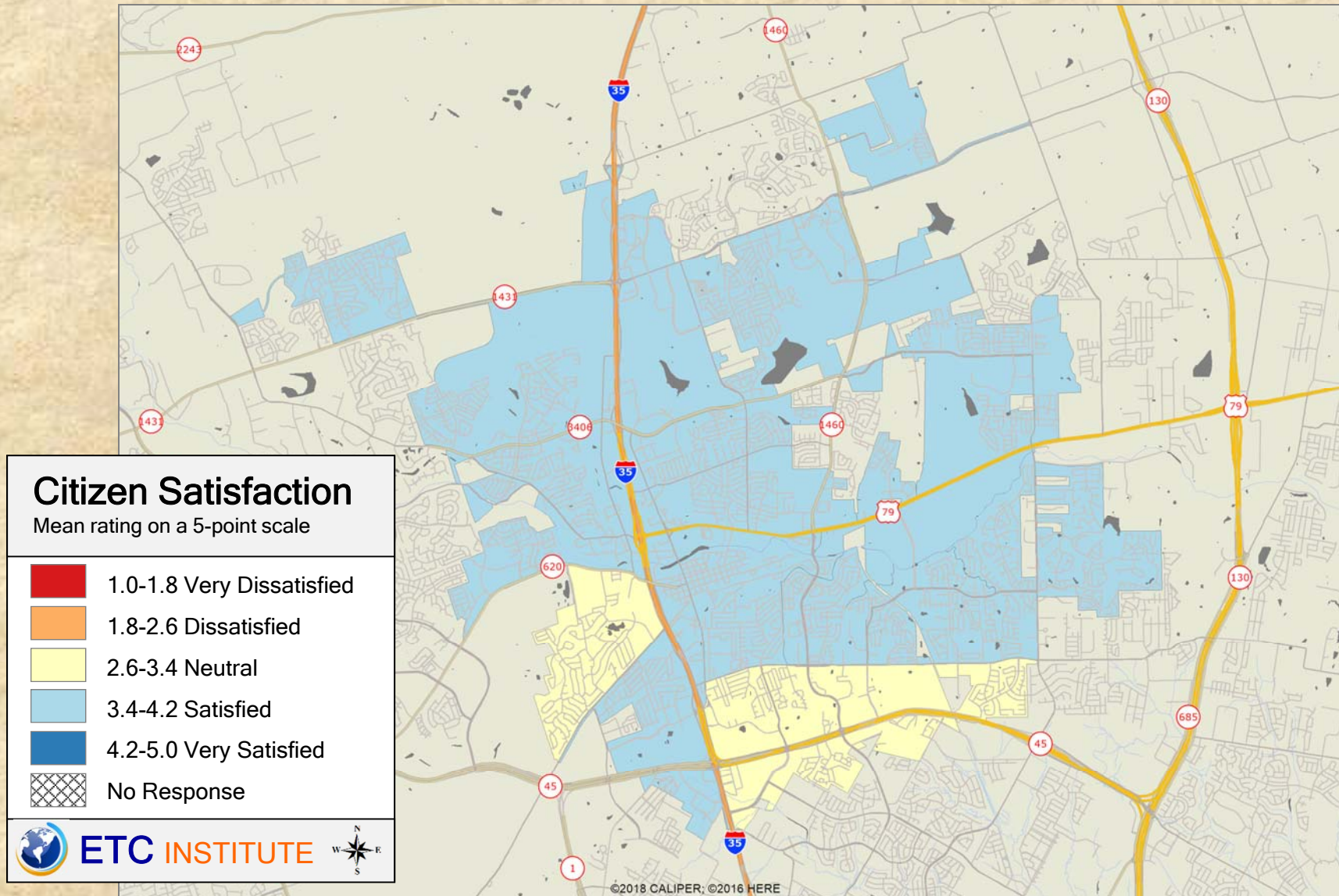
Q1-03 Satisfaction with emergency medical services



2018 City of Round Rock Citizen Survey

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

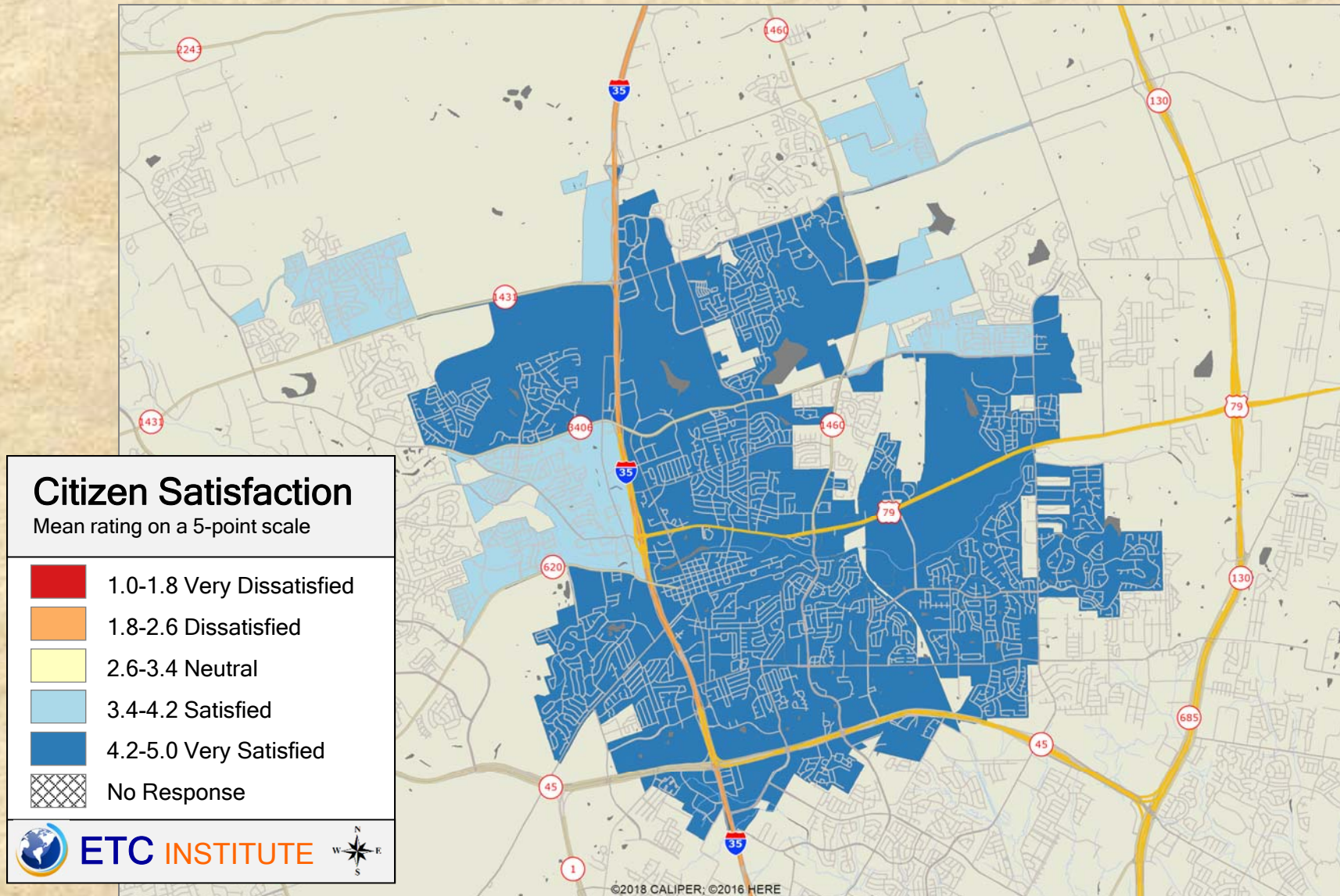
Q1-04 Satisfaction with enforcement of city codes and ordinances



2018 City of Round Rock Citizen Survey

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

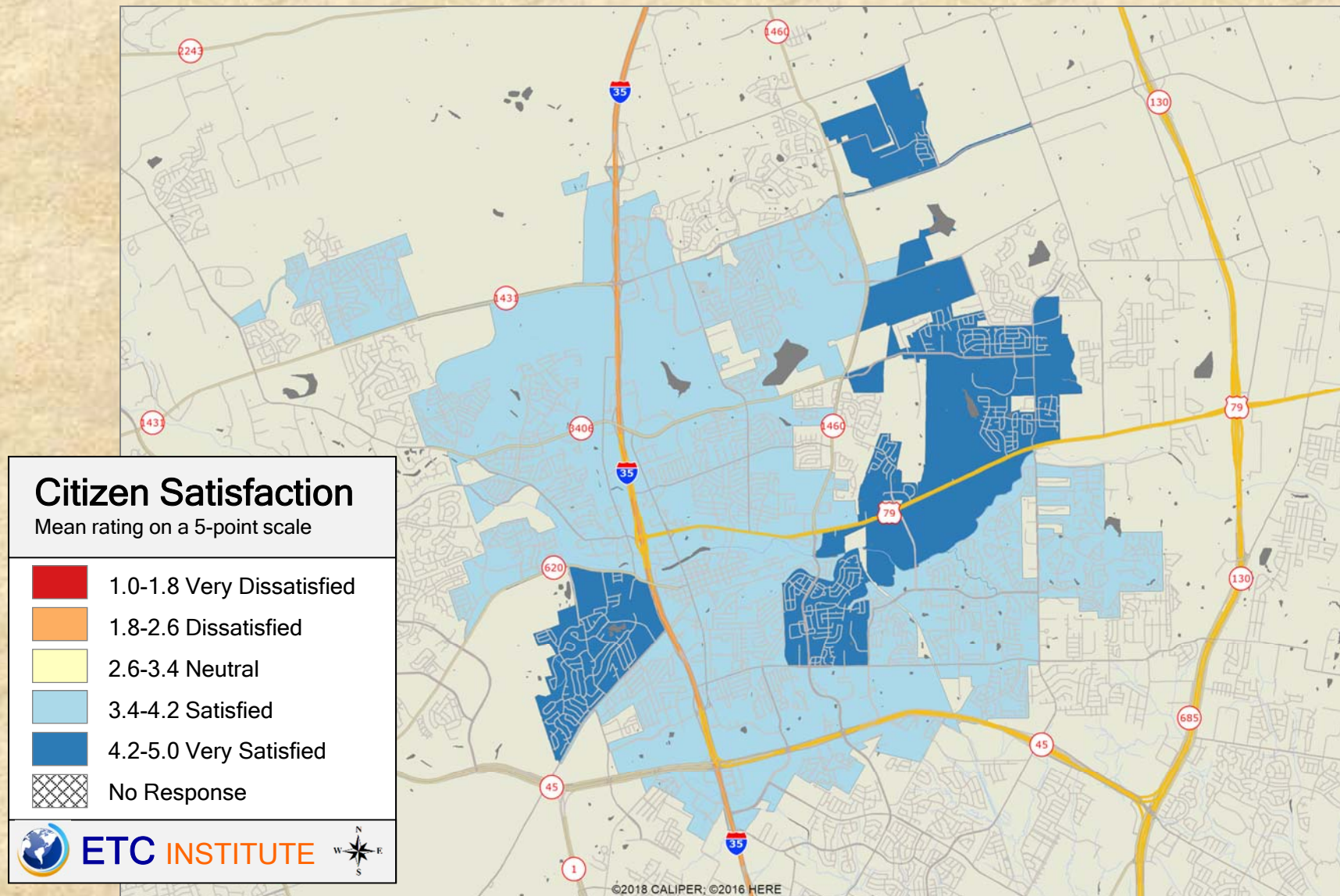
Q1-05 Satisfaction with fire services



2018 City of Round Rock Citizen Survey

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

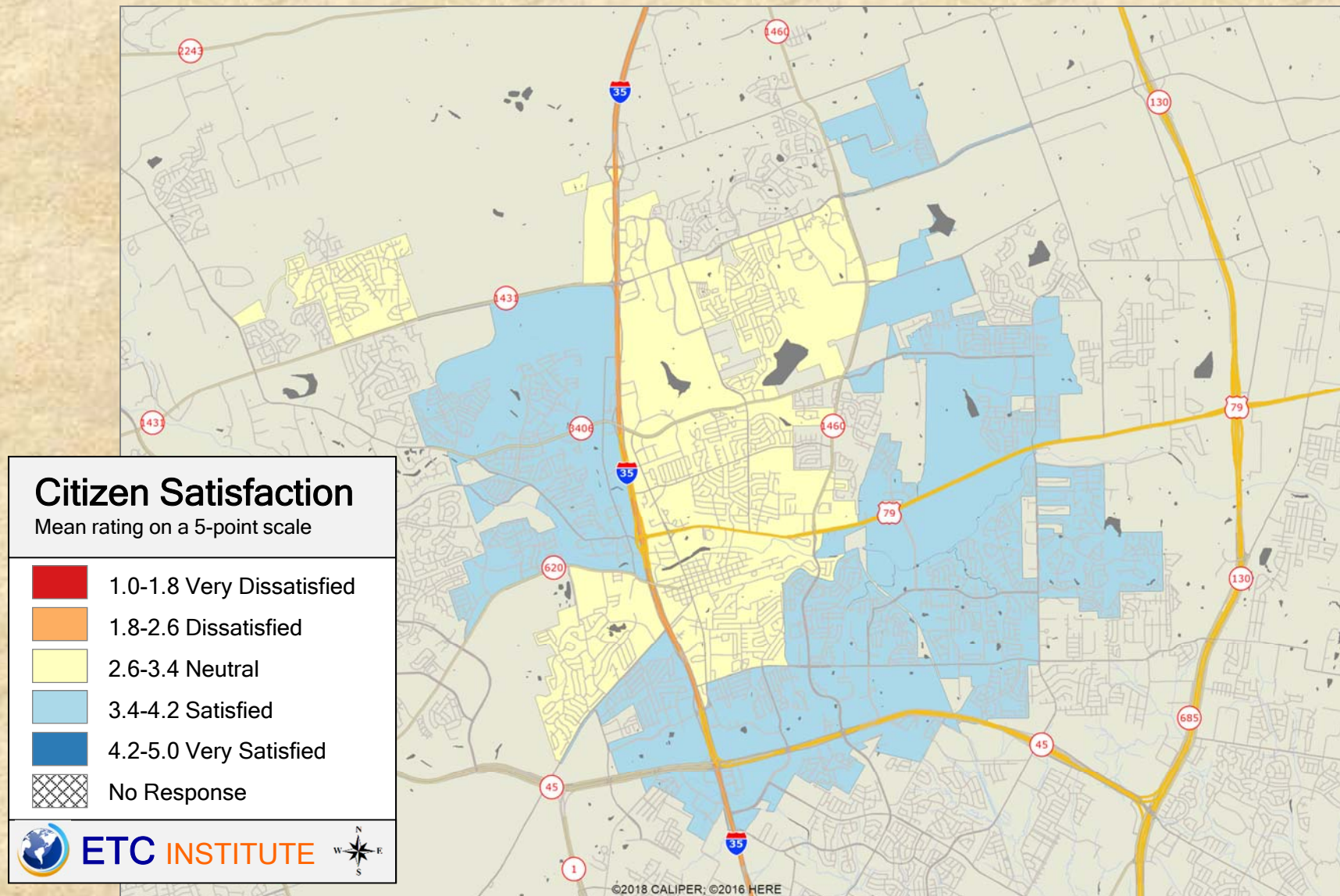
Q1-06 Satisfaction with library services



2018 City of Round Rock Citizen Survey

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

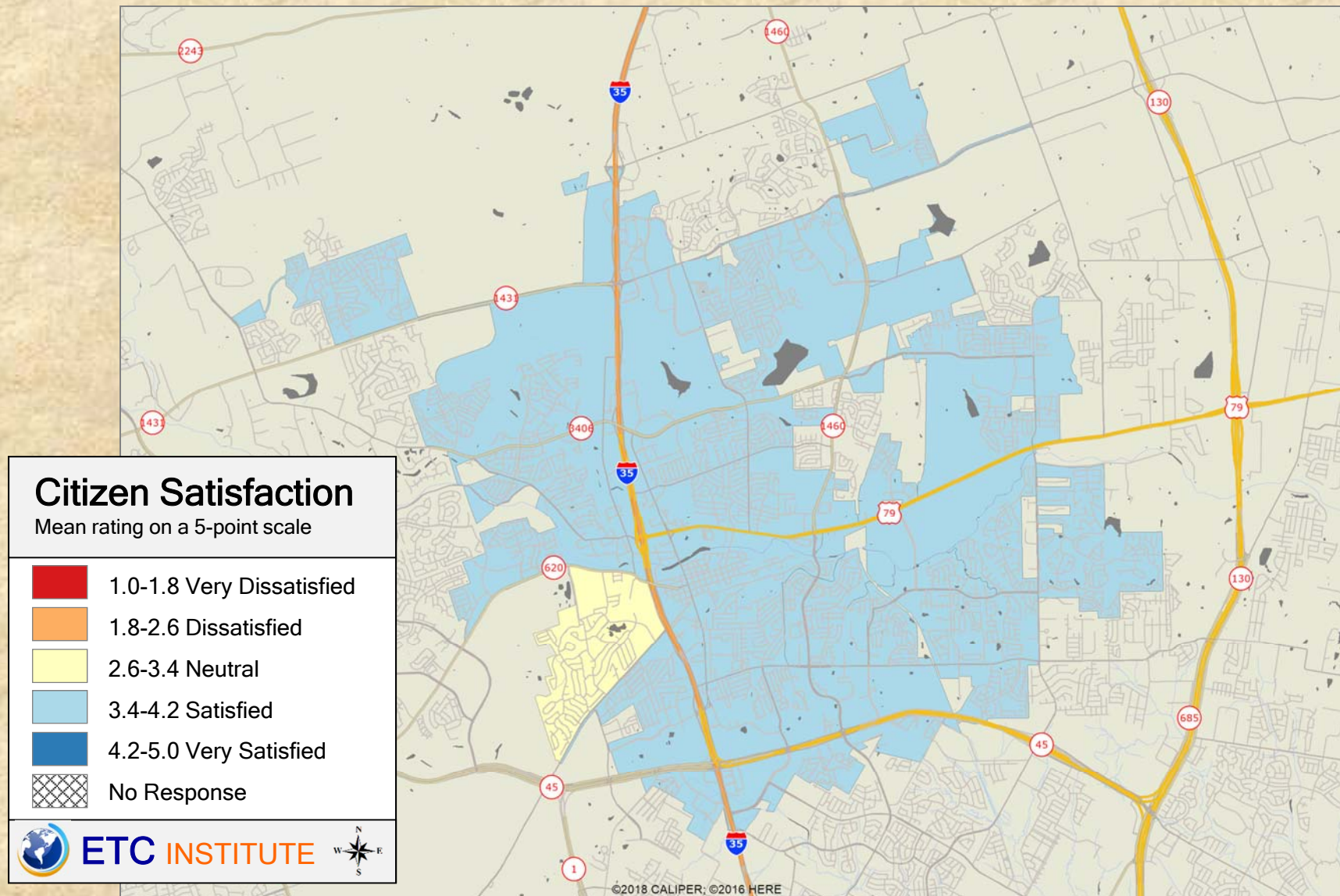
Q1-07 Satisfaction with maintenance of city streets and sidewalks



2018 City of Round Rock Citizen Survey

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

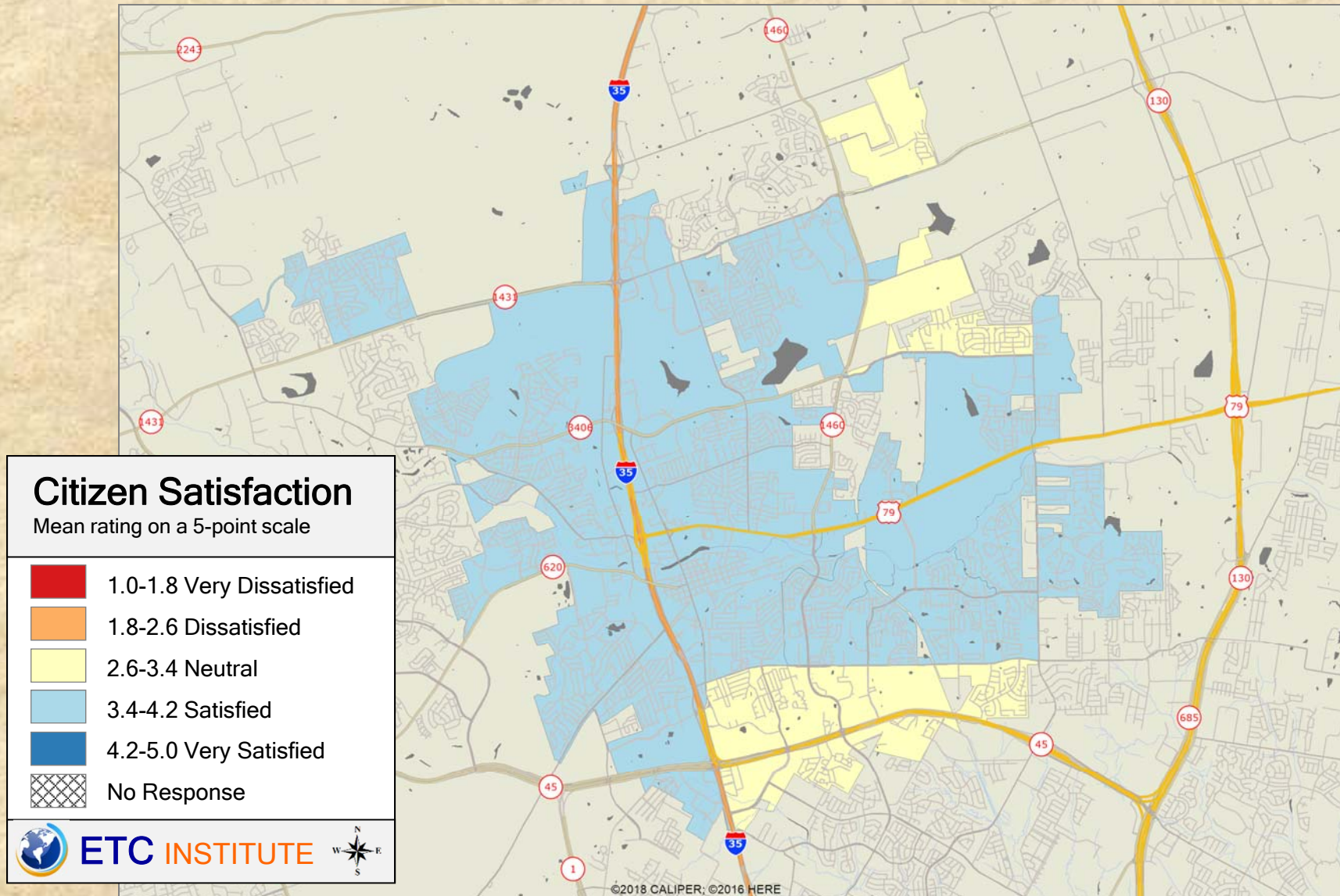
Q1-08 Satisfaction with management of storm water runoff and flood prevention



2018 City of Round Rock Citizen Survey

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

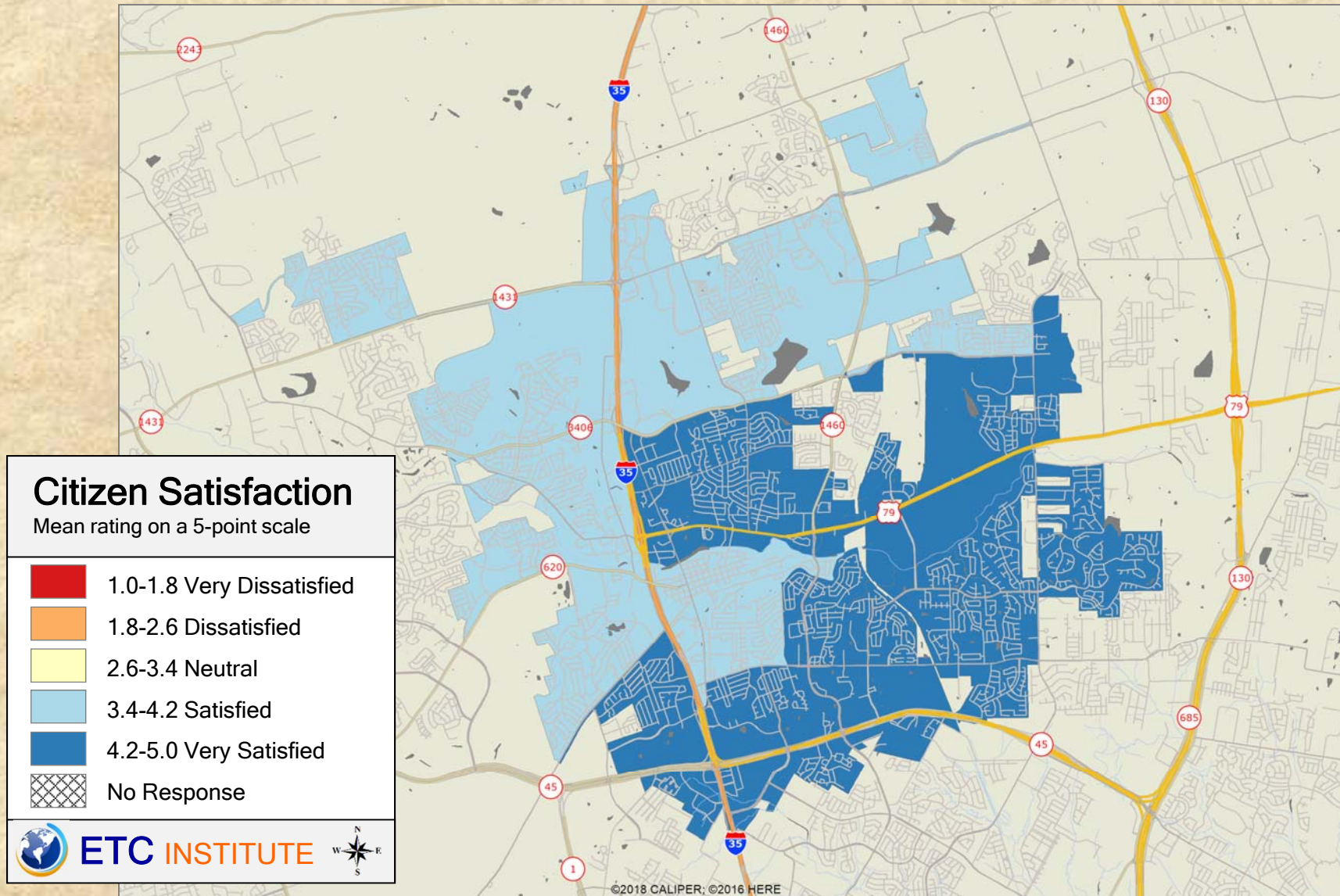
Q1-09 Satisfaction with municipal court services



2018 City of Round Rock Citizen Survey

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

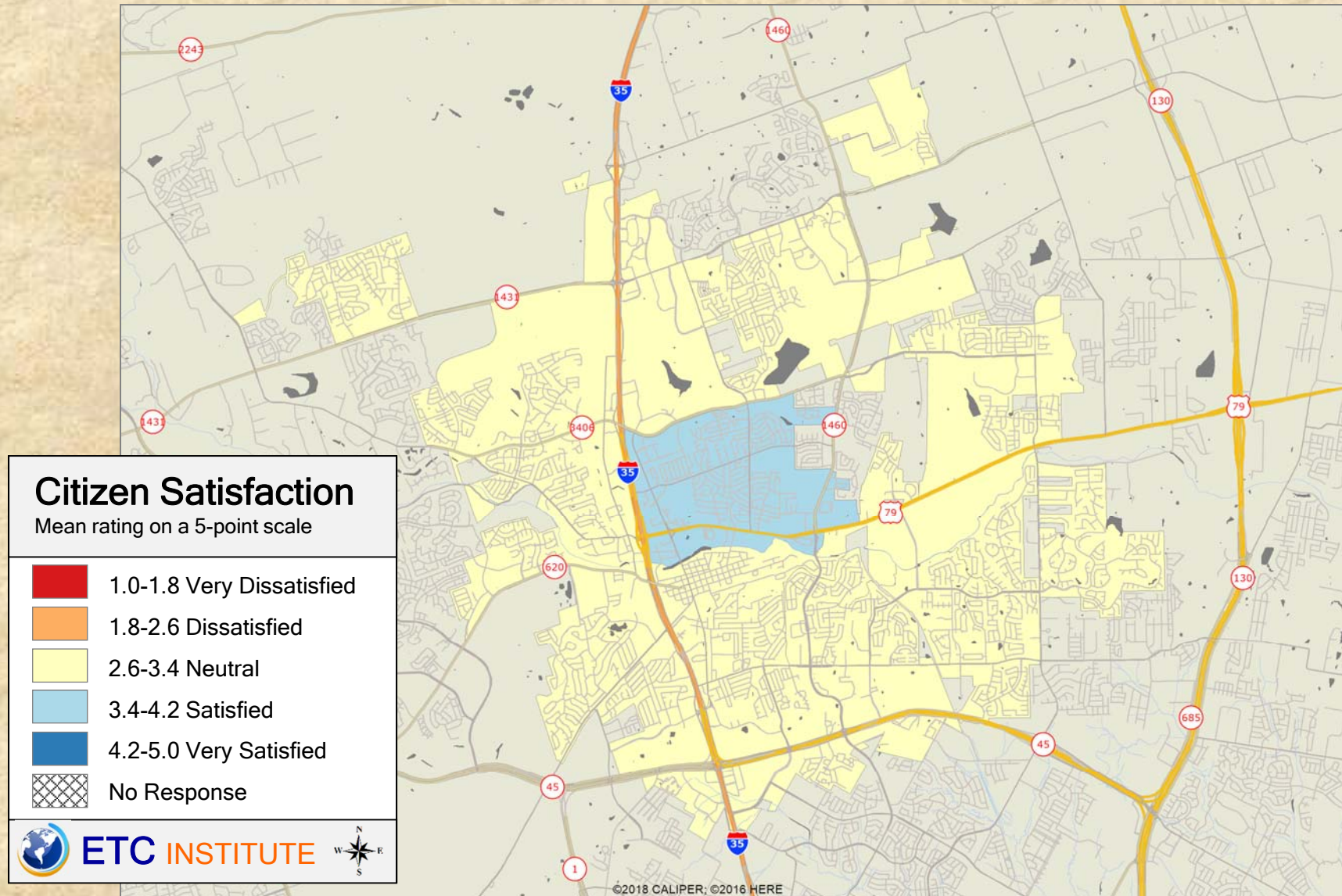
Q1-10 Satisfaction with police services



2018 City of Round Rock Citizen Survey

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

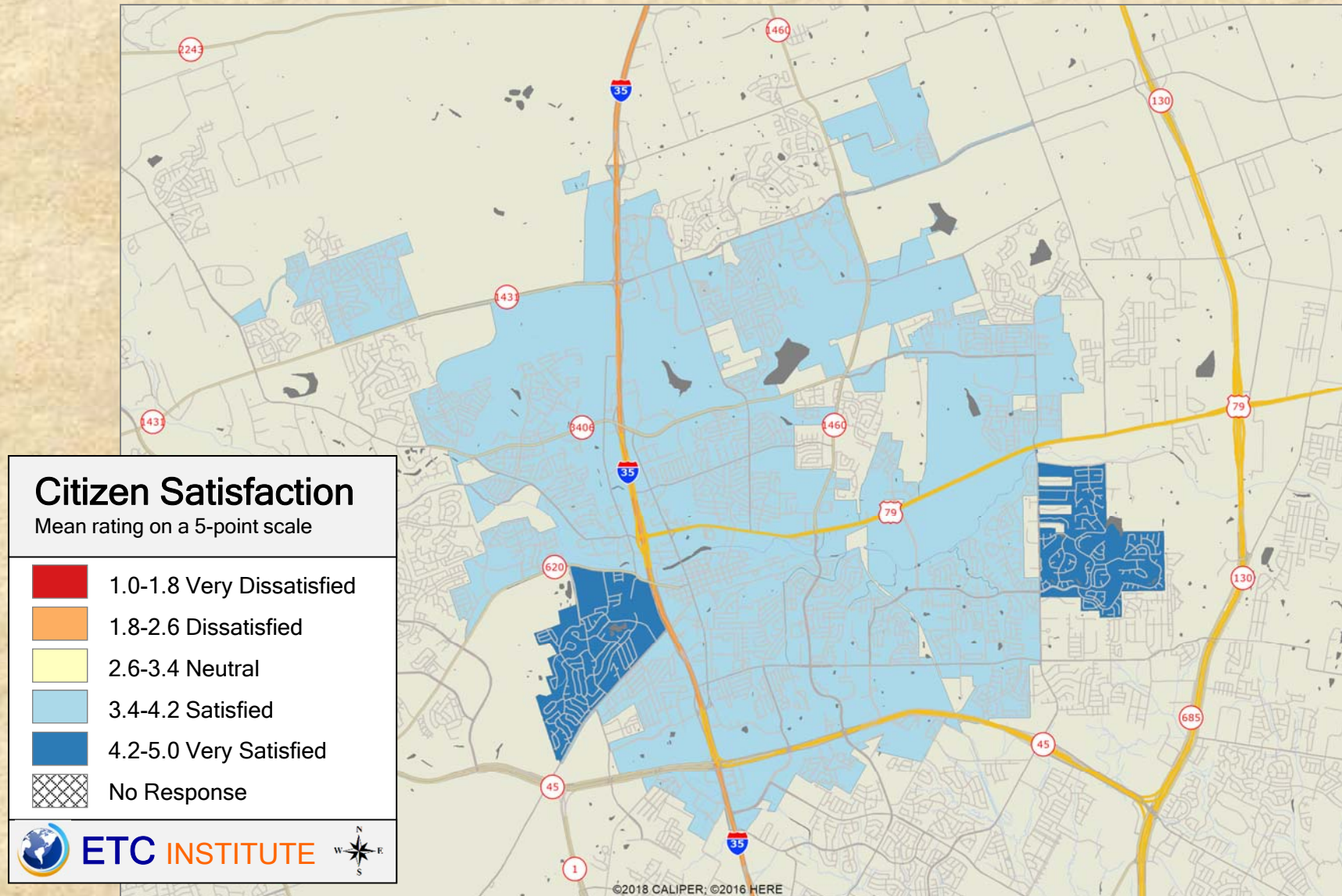
Q1-11 Satisfaction with transportation planning in the city



2018 City of Round Rock Citizen Survey

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

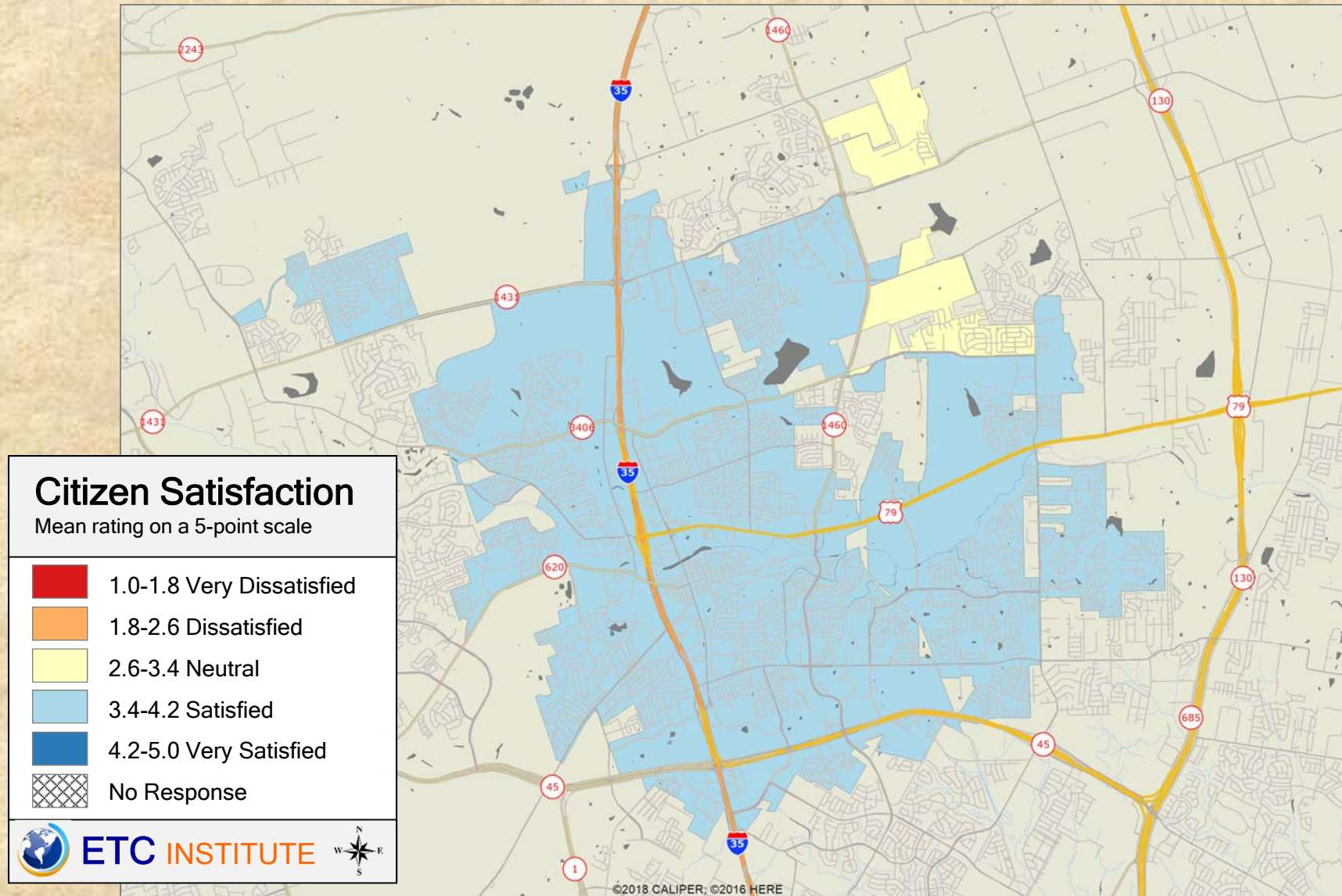
Q1-12 Satisfaction with trash, recycling, and yard waste collection services



2018 City of Round Rock Citizen Survey

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

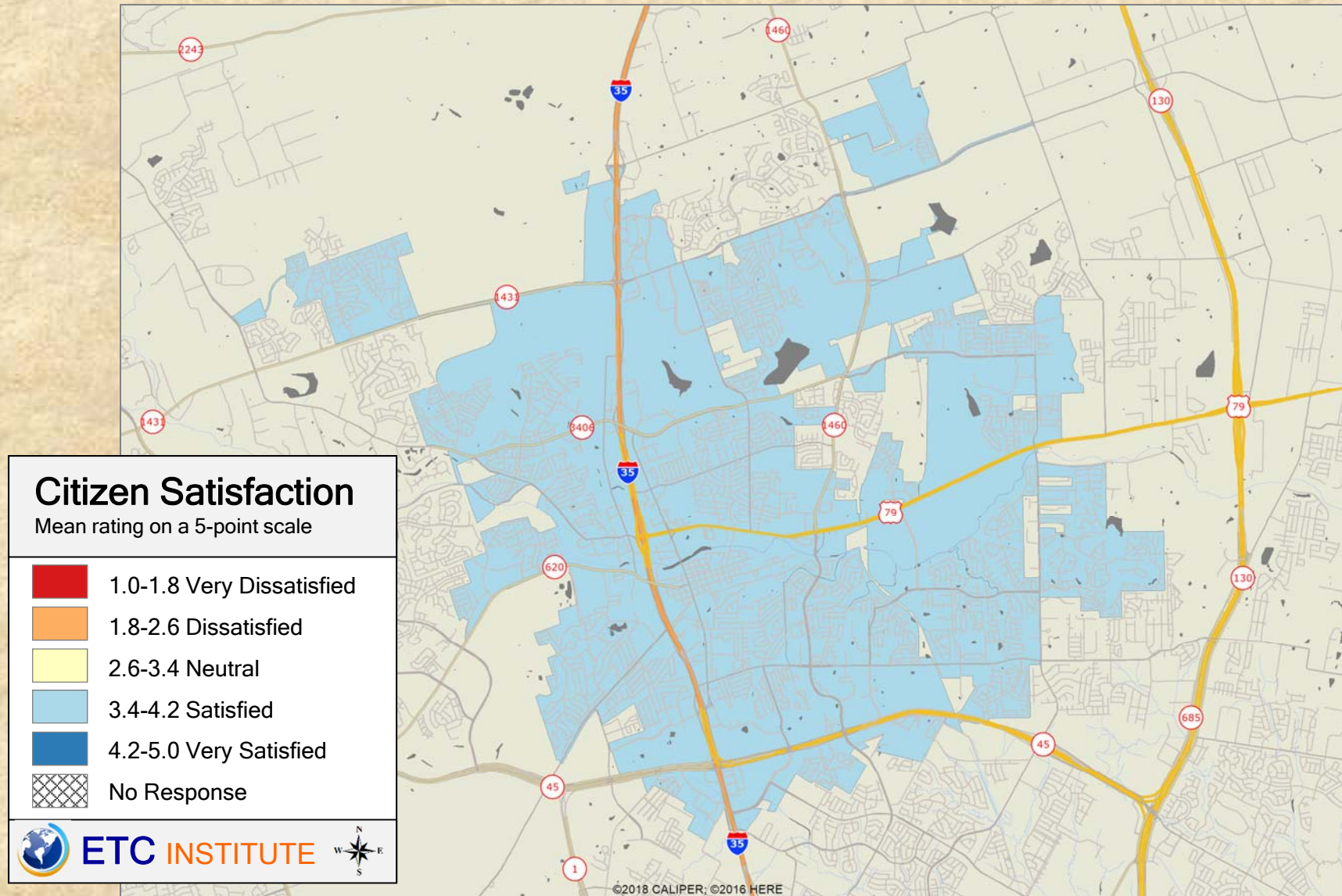
Q1-13 Satisfaction with City communication with the public



2018 City of Round Rock Citizen Survey

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

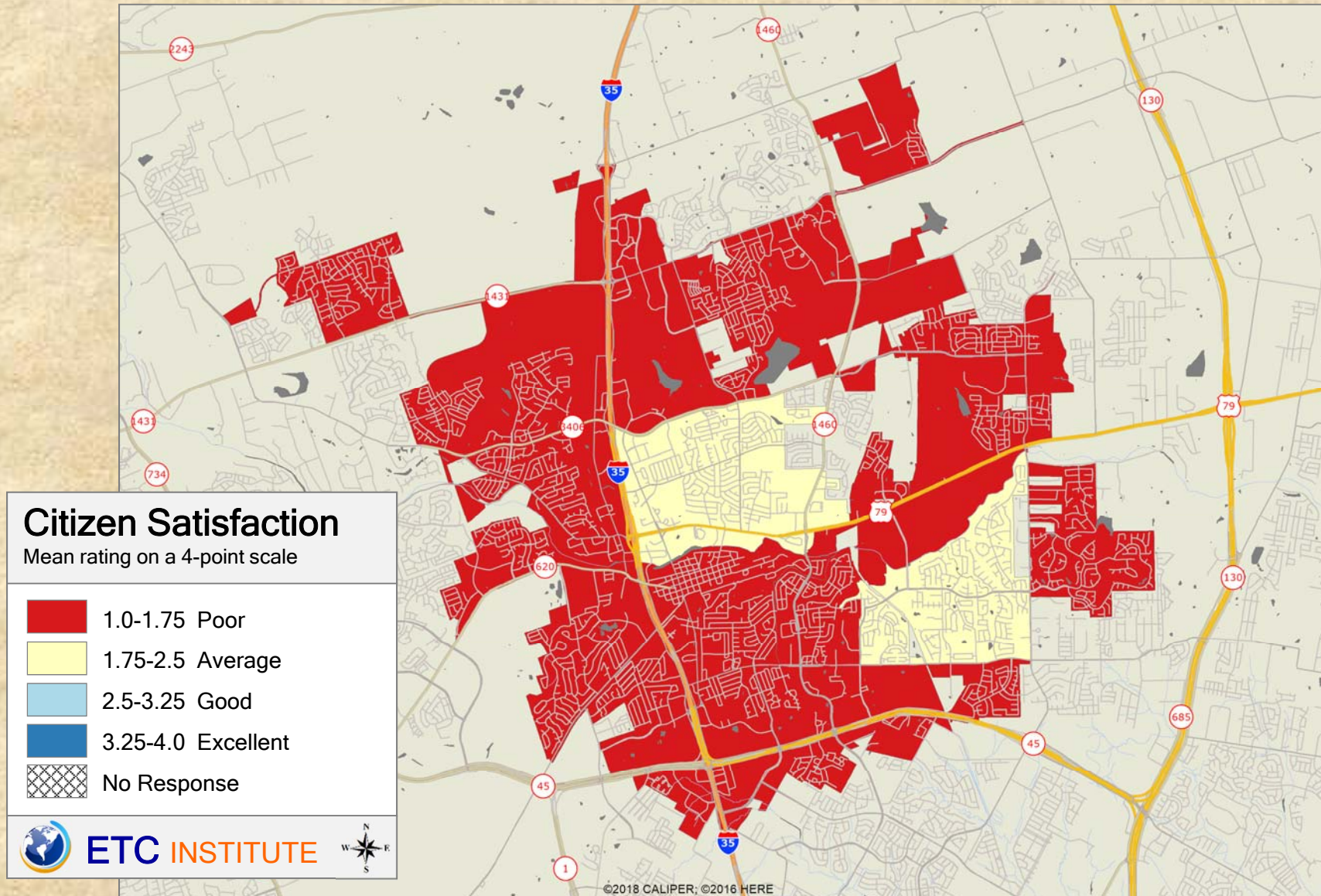
Q1-14 Satisfaction with customer service provided by city



2018 City of Round Rock Citizen Survey

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

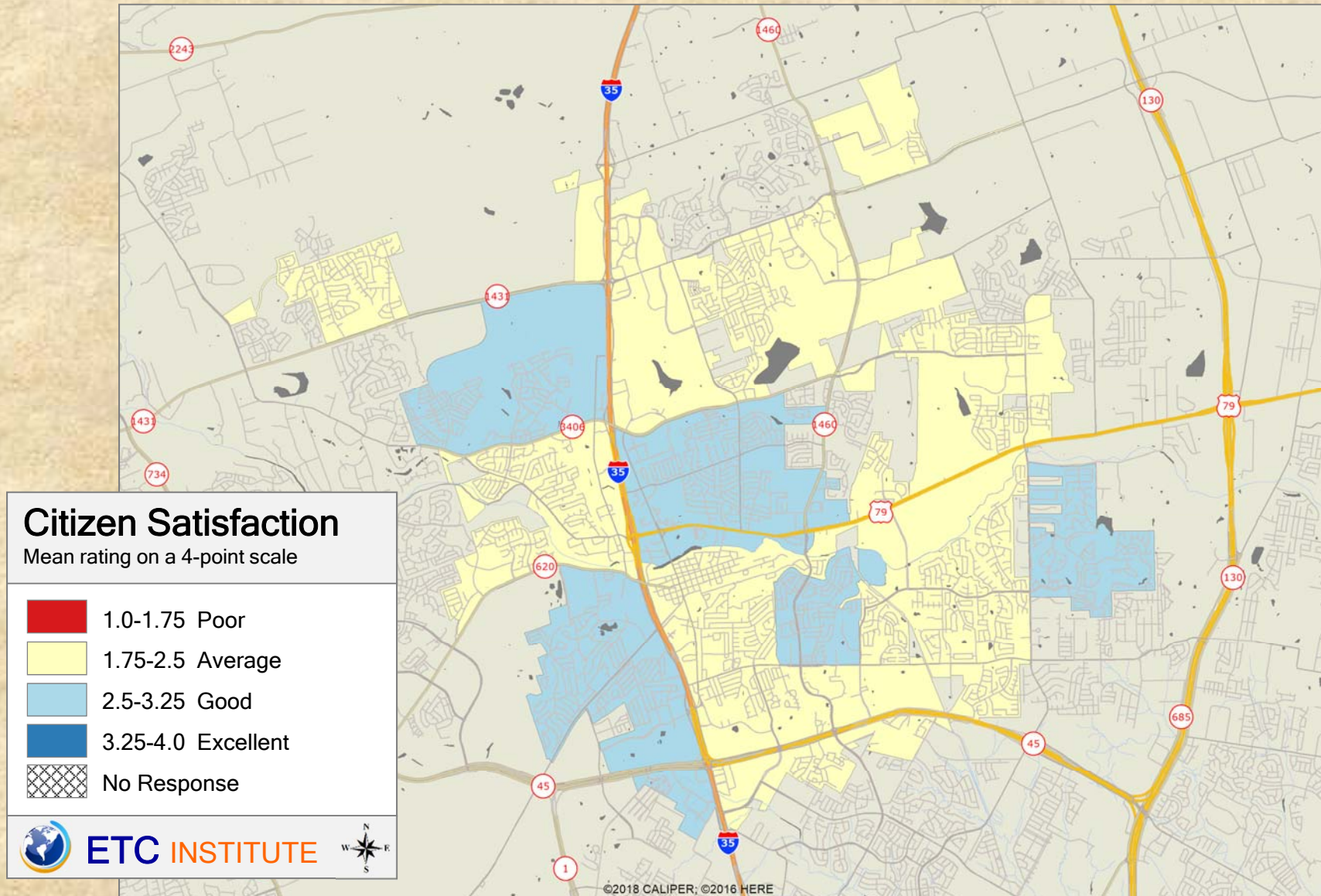
Q3-01 Ratings of traffic flow on state roads and highways in Round Rock



2018 City of Round Rock Citizen Survey

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

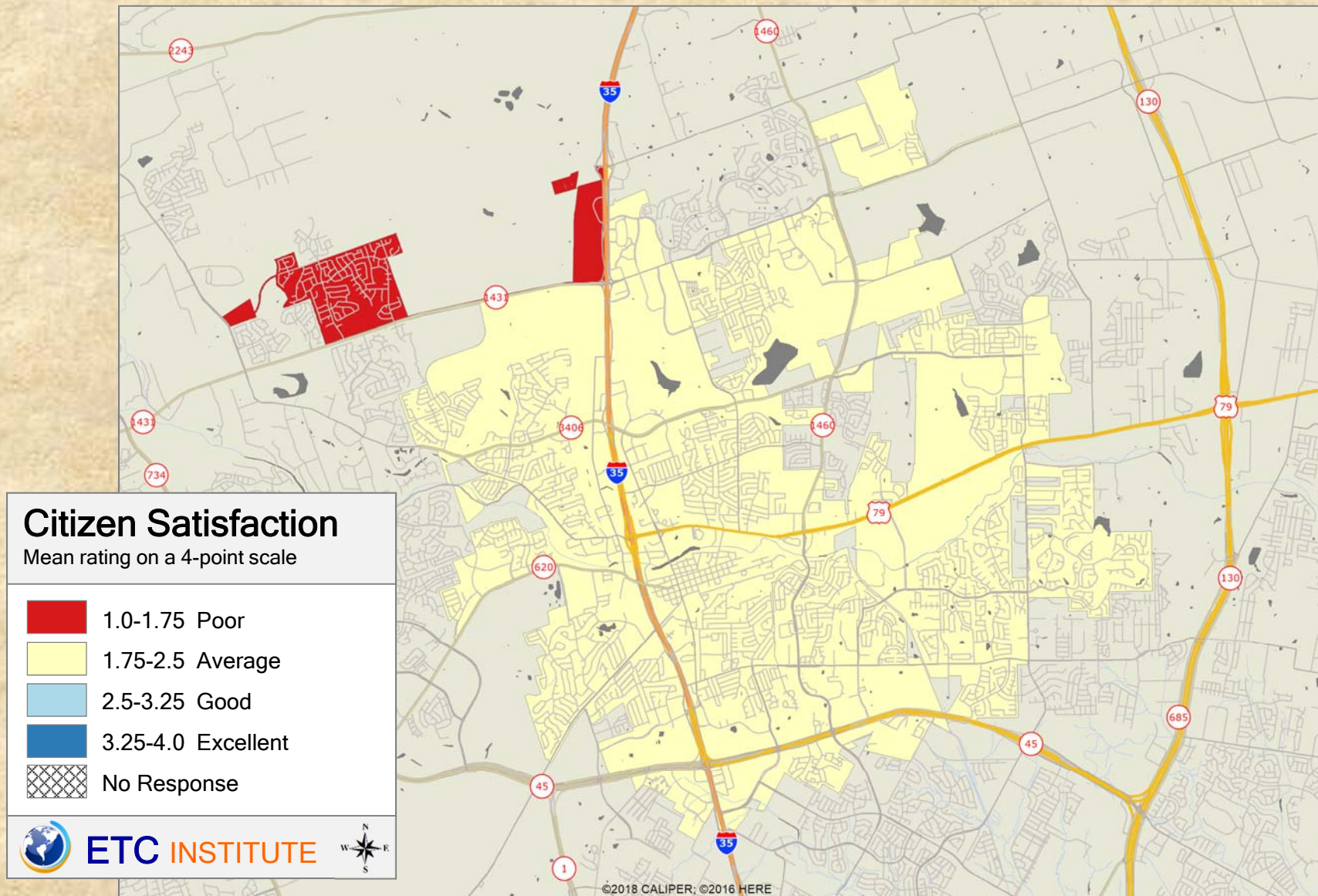
Q3-02 Ratings of traffic flow in and around neighborhoods



2018 City of Round Rock Citizen Survey

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

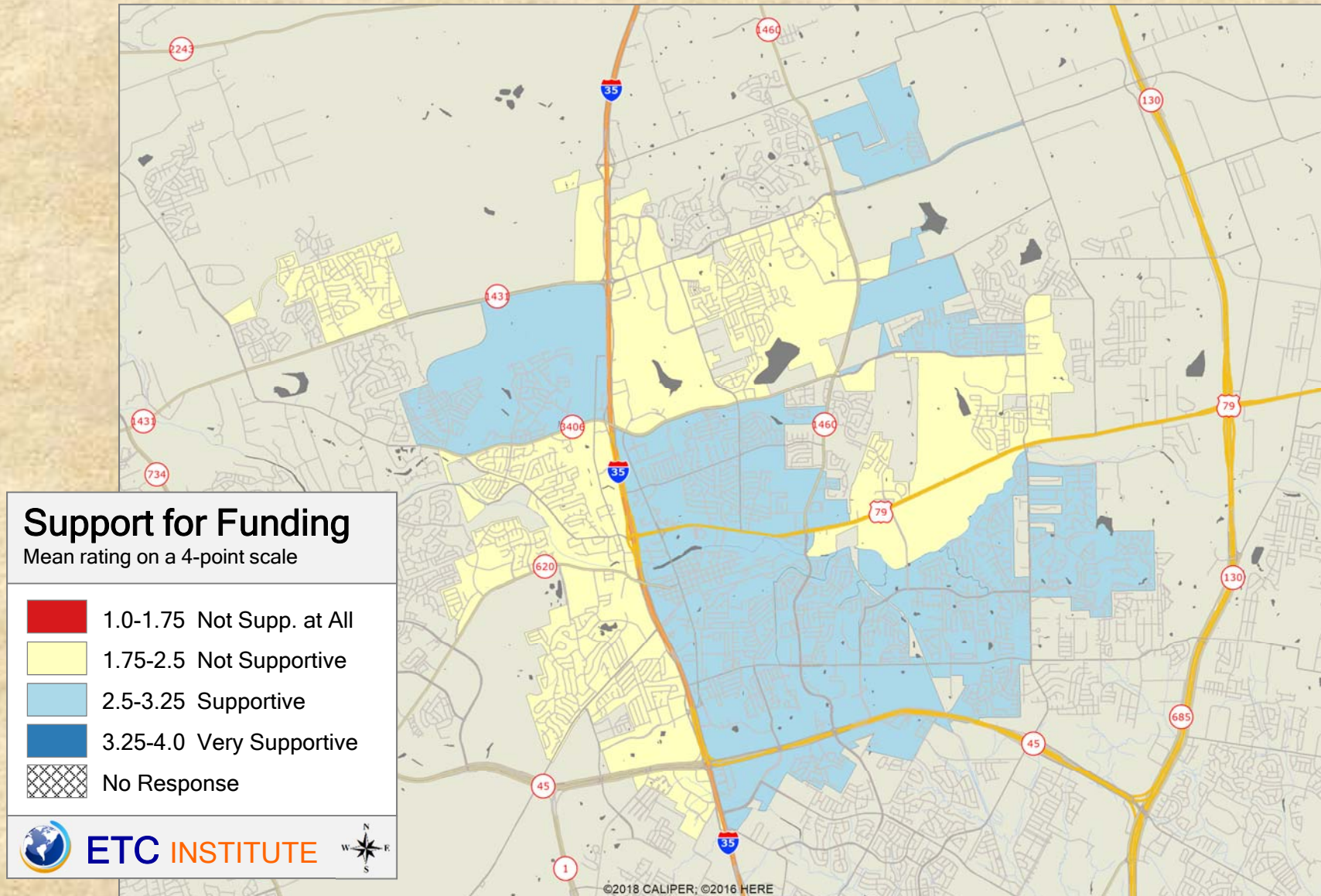
Q3-03 Satisfaction with the job the City of Round Rock is doing managing traffic



2018 City of Round Rock Citizen Survey

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

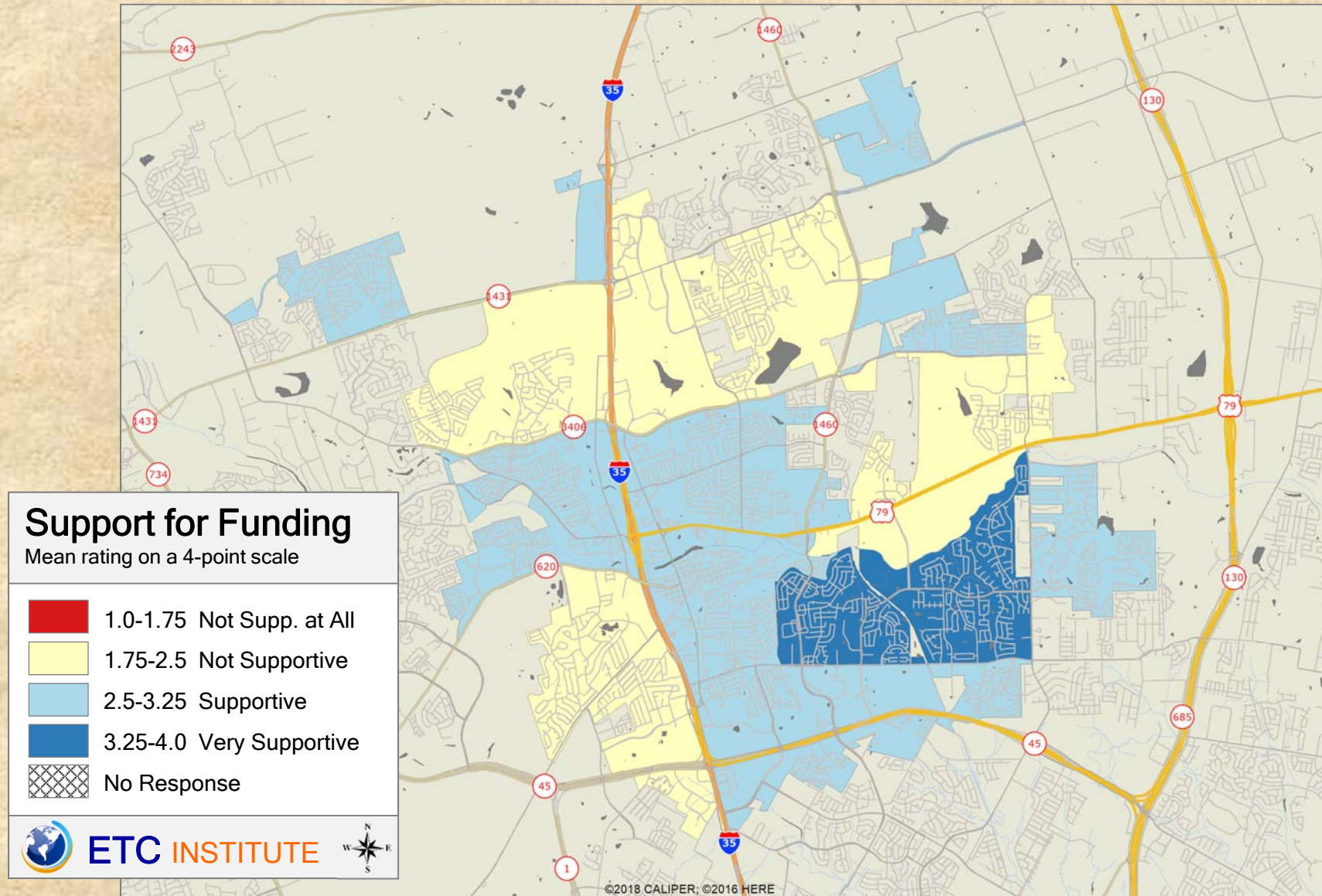
Q5-01 Support for using funds for Kenney Fort Blvd extension from Old Settlers to SH45



2018 City of Round Rock Citizen Survey

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

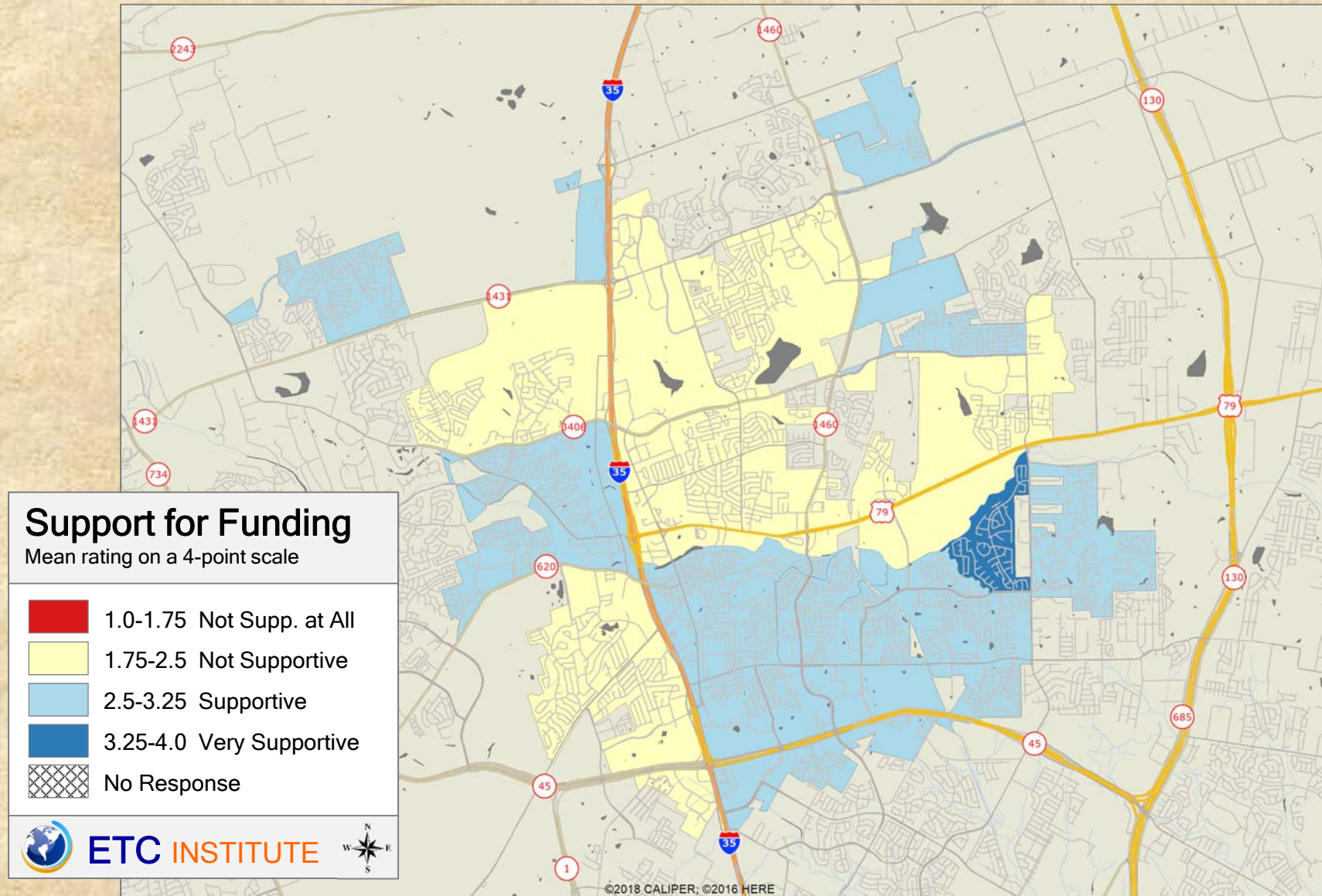
Q5-02 Support for using funds for Gattis School Road widening from AW Grimes to Round Rock Ranch



2018 City of Round Rock Citizen Survey

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

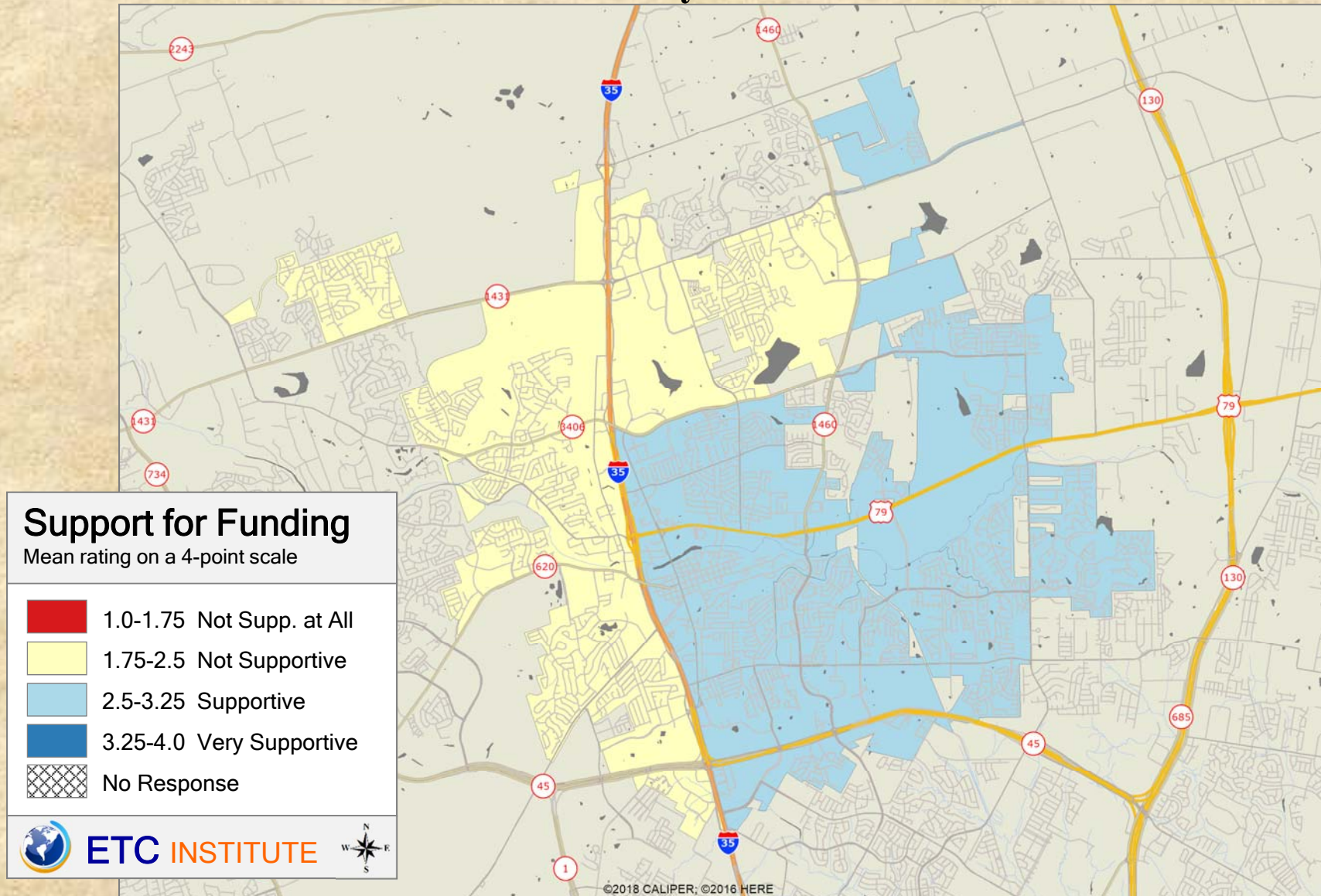
Q5-03 Support for using funds for Gattis School Road widening from Via Sonoma to Red Bud



2018 City of Round Rock Citizen Survey

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

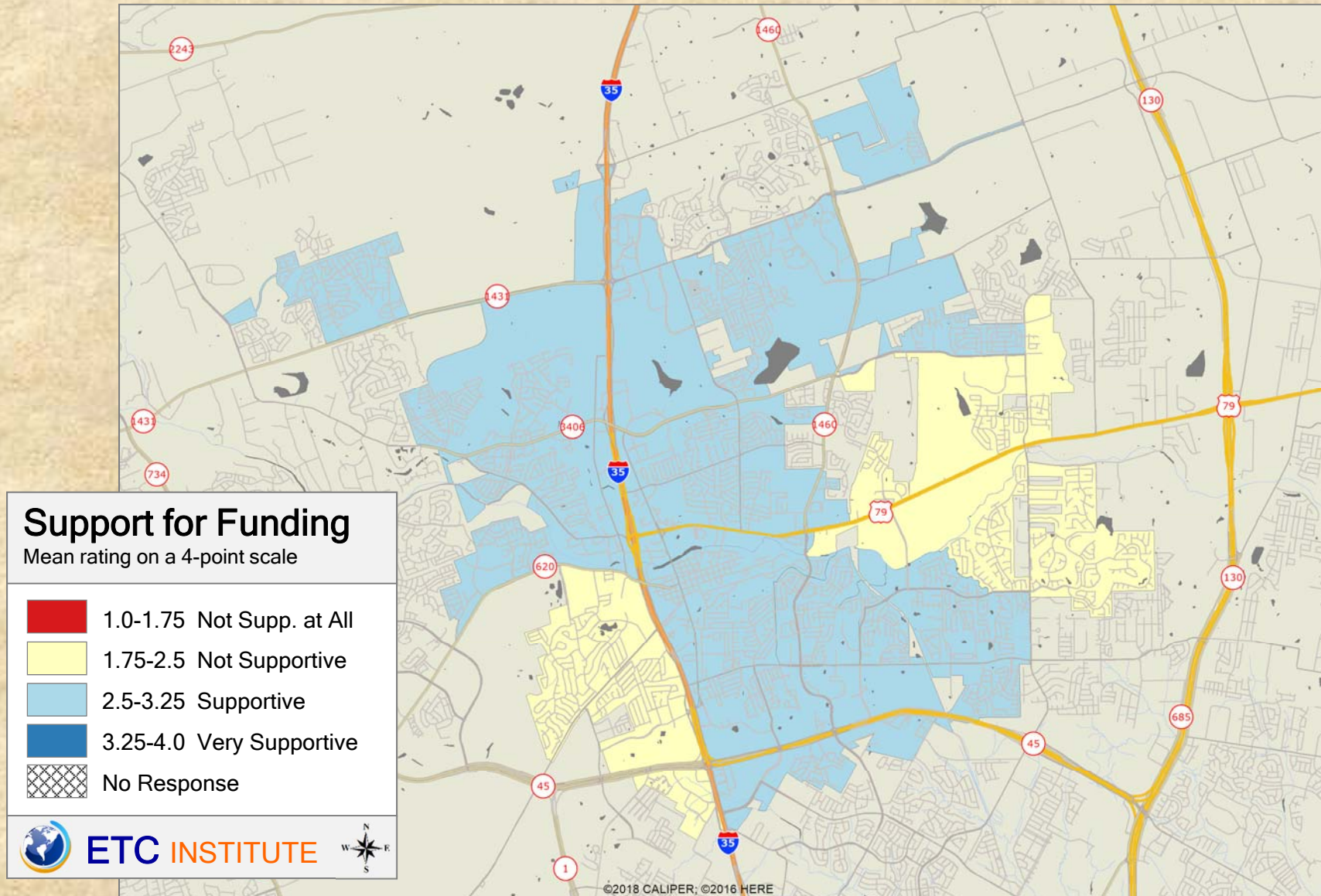
Q5-04 Support for using funds for North Red Bud widening from US 79 to County Road 110



2018 City of Round Rock Citizen Survey

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

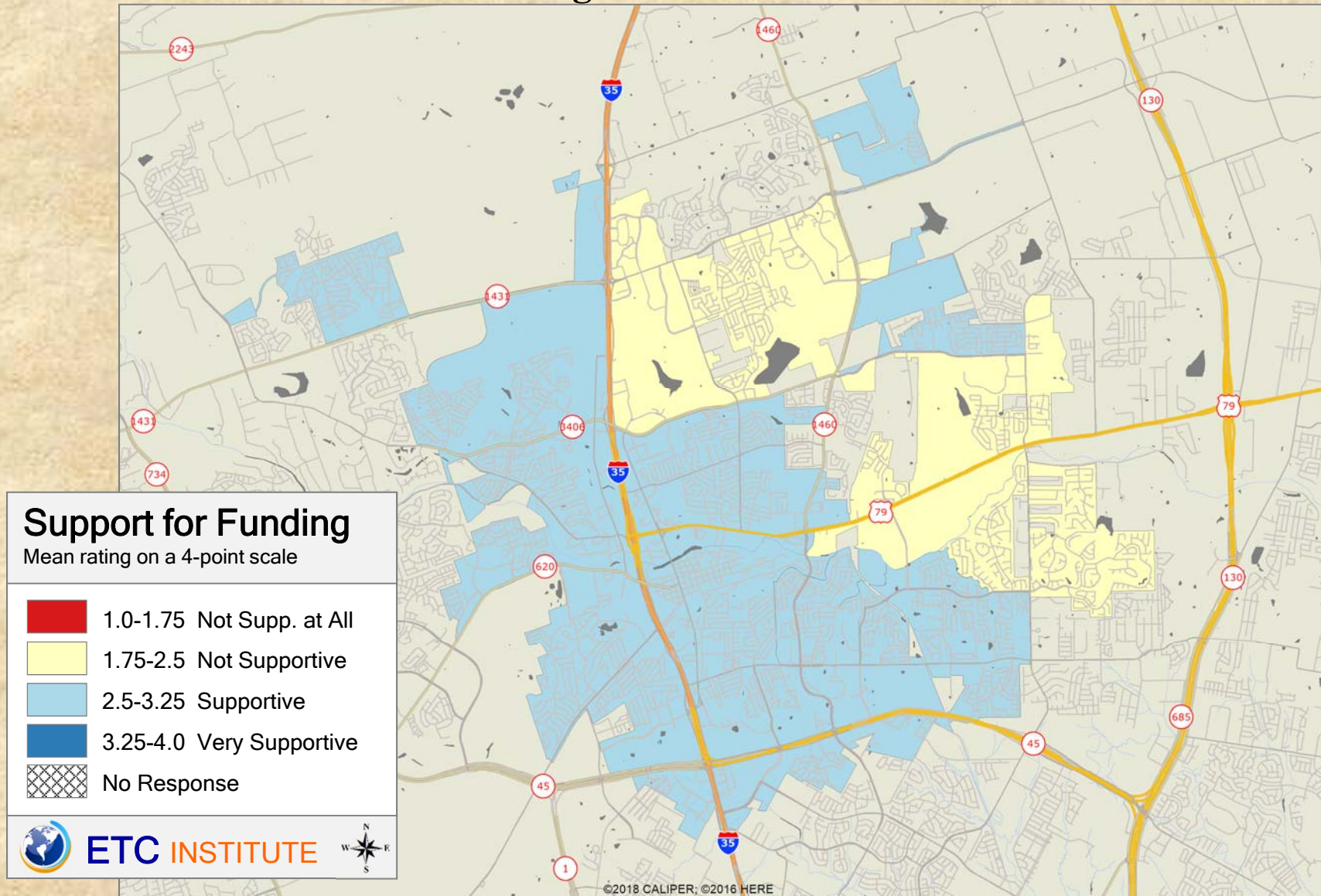
Q5-05 Support for using funds for University Blvd widening from AW Grimes to CR 110



2018 City of Round Rock Citizen Survey

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

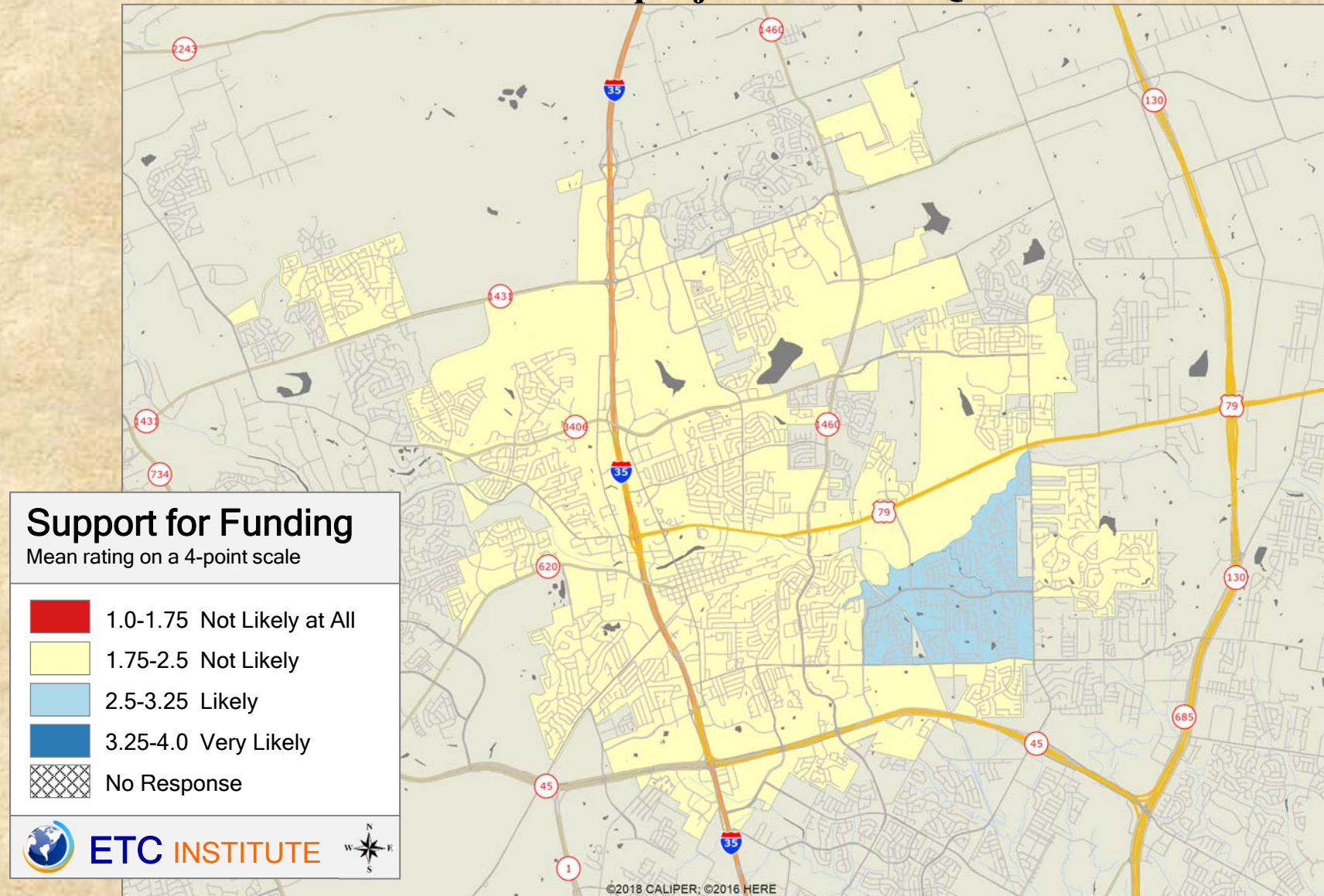
Q5-06 Support for using funds for designing Wyoming Springs Blvd extension from Brightwater to FM 3406



2018 City of Round Rock Citizen Survey

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

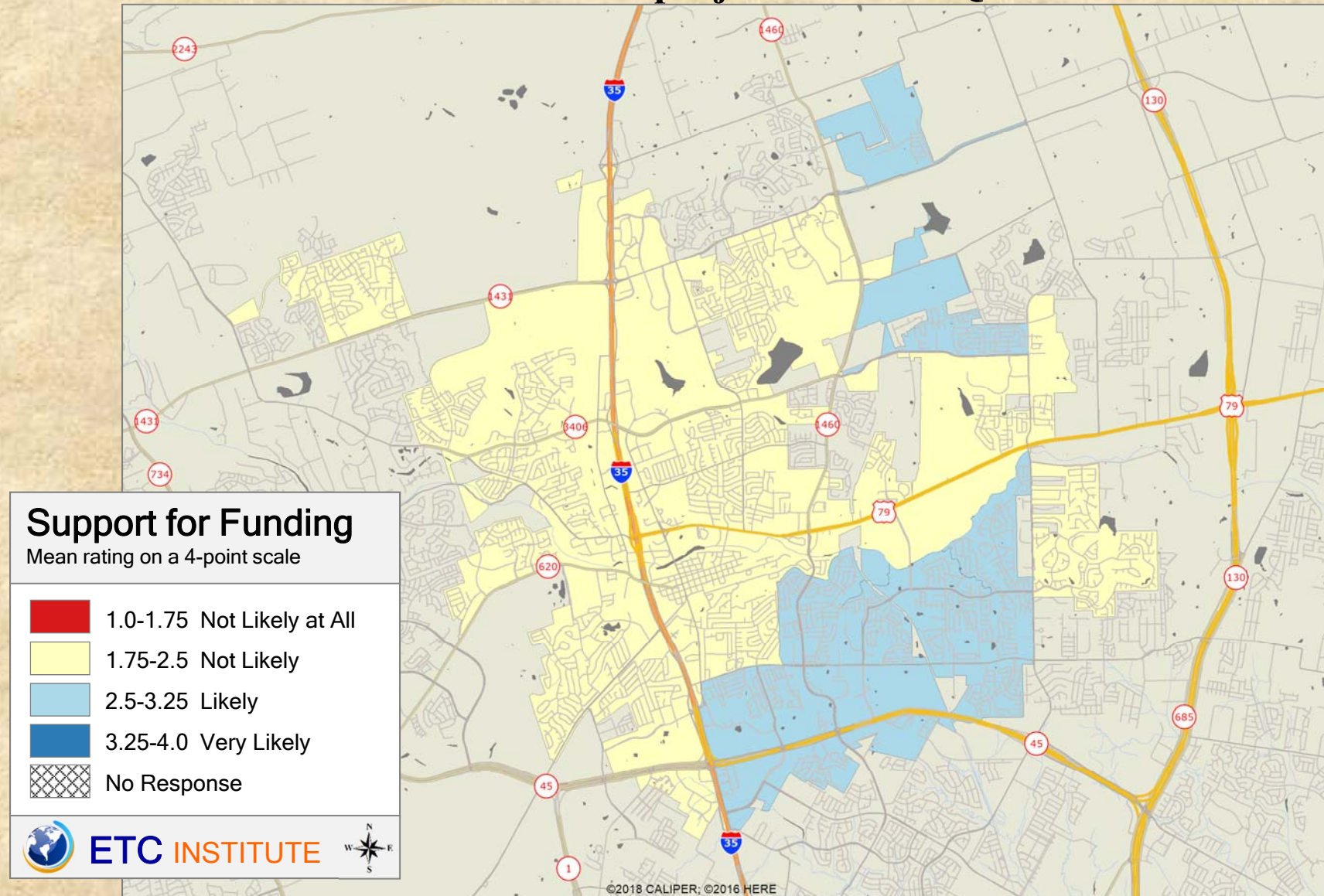
Q7-01 Likelihood of voting in favor of a \$150 million dollar bond issue that would fund ALL of the projects listed in Question 5



2018 City of Round Rock Citizen Survey

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

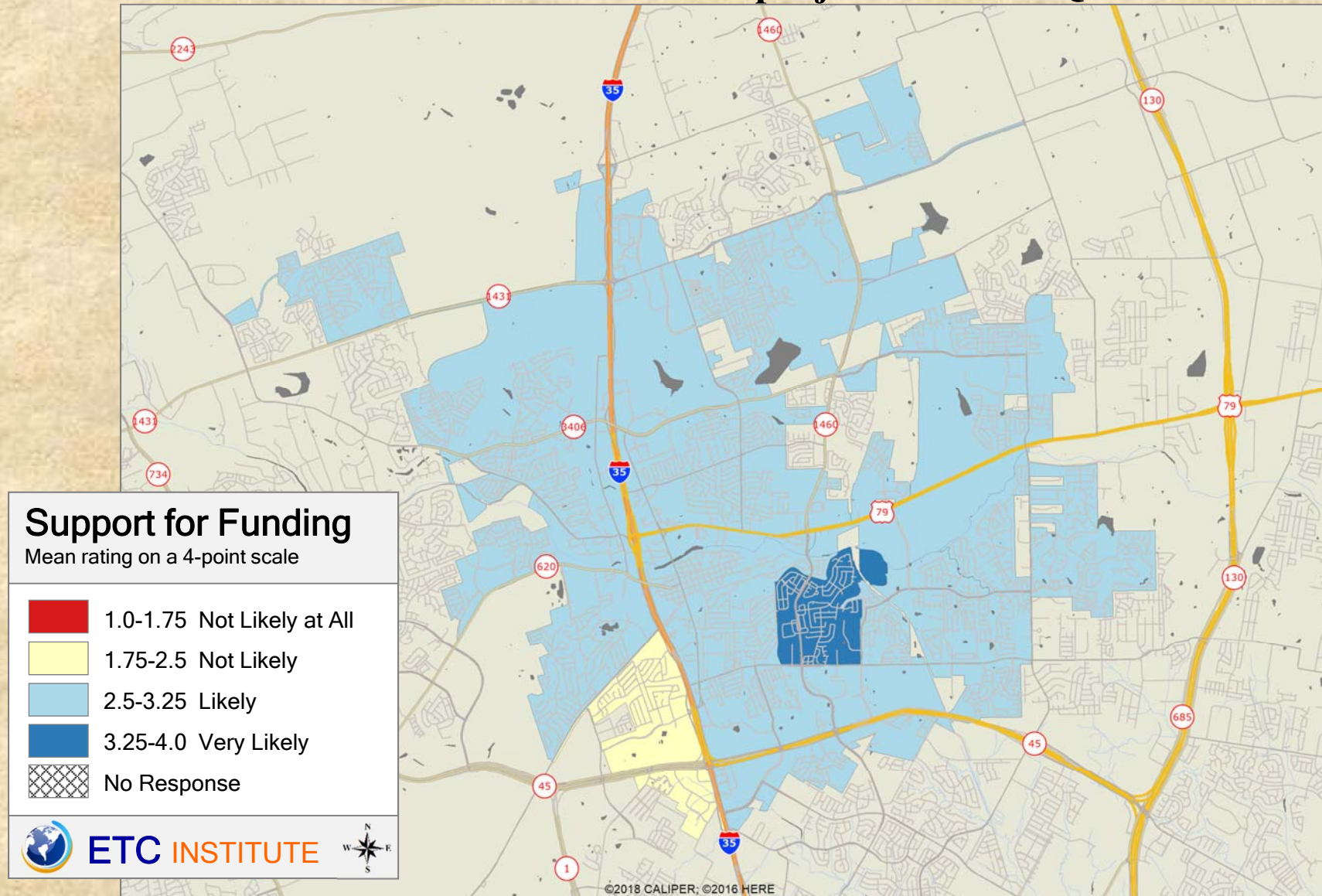
Q7-02 Likelihood of voting in favor of a \$100 million dollar bond issue that would fund SOME of the projects listed in Question 5



2018 City of Round Rock Citizen Survey

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

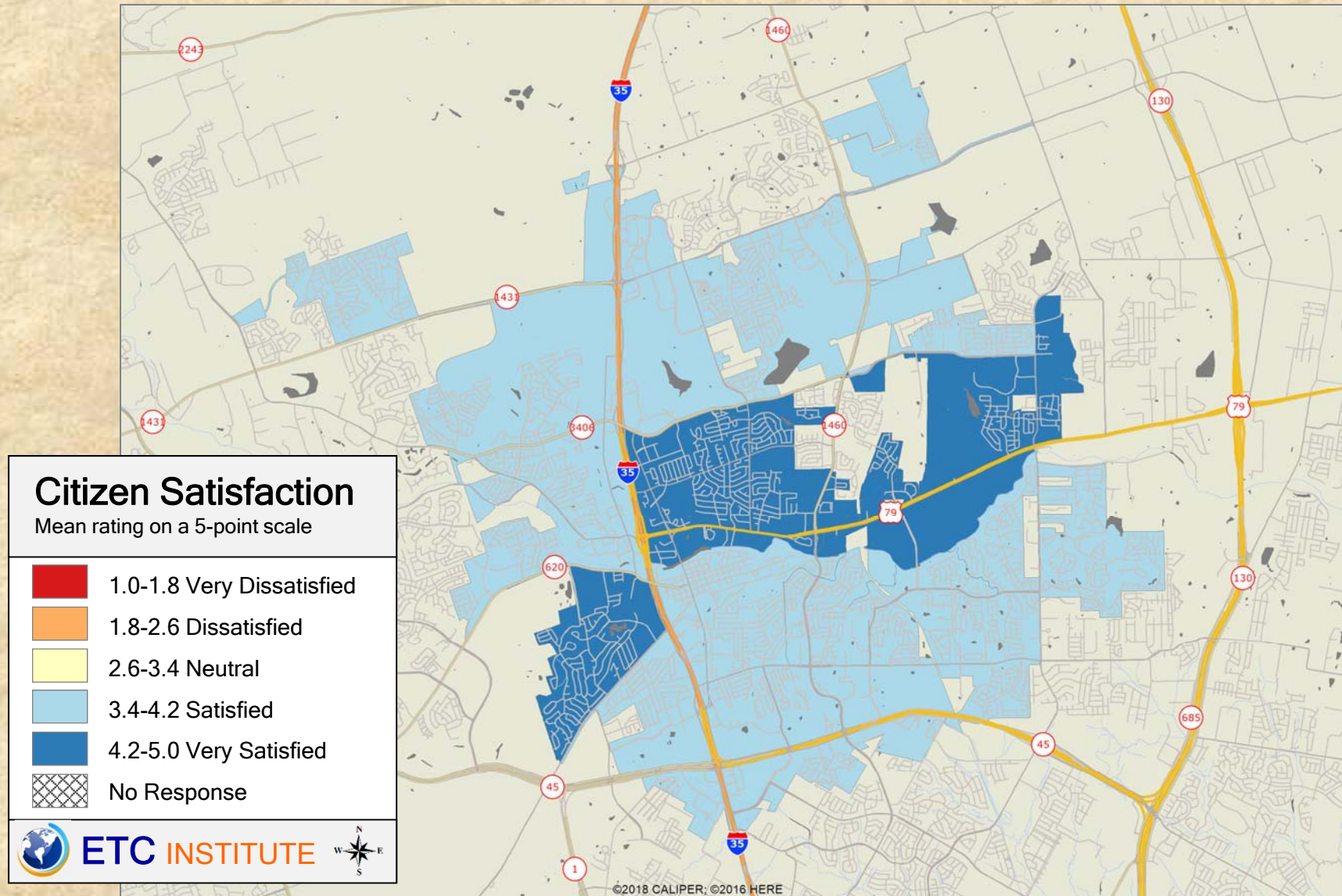
Q7-03 Likelihood of voting in favor of a \$50 million dollar bond issue that would fund TWO OR THREE of the projects listed in Question 5



2018 City of Round Rock Citizen Survey

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

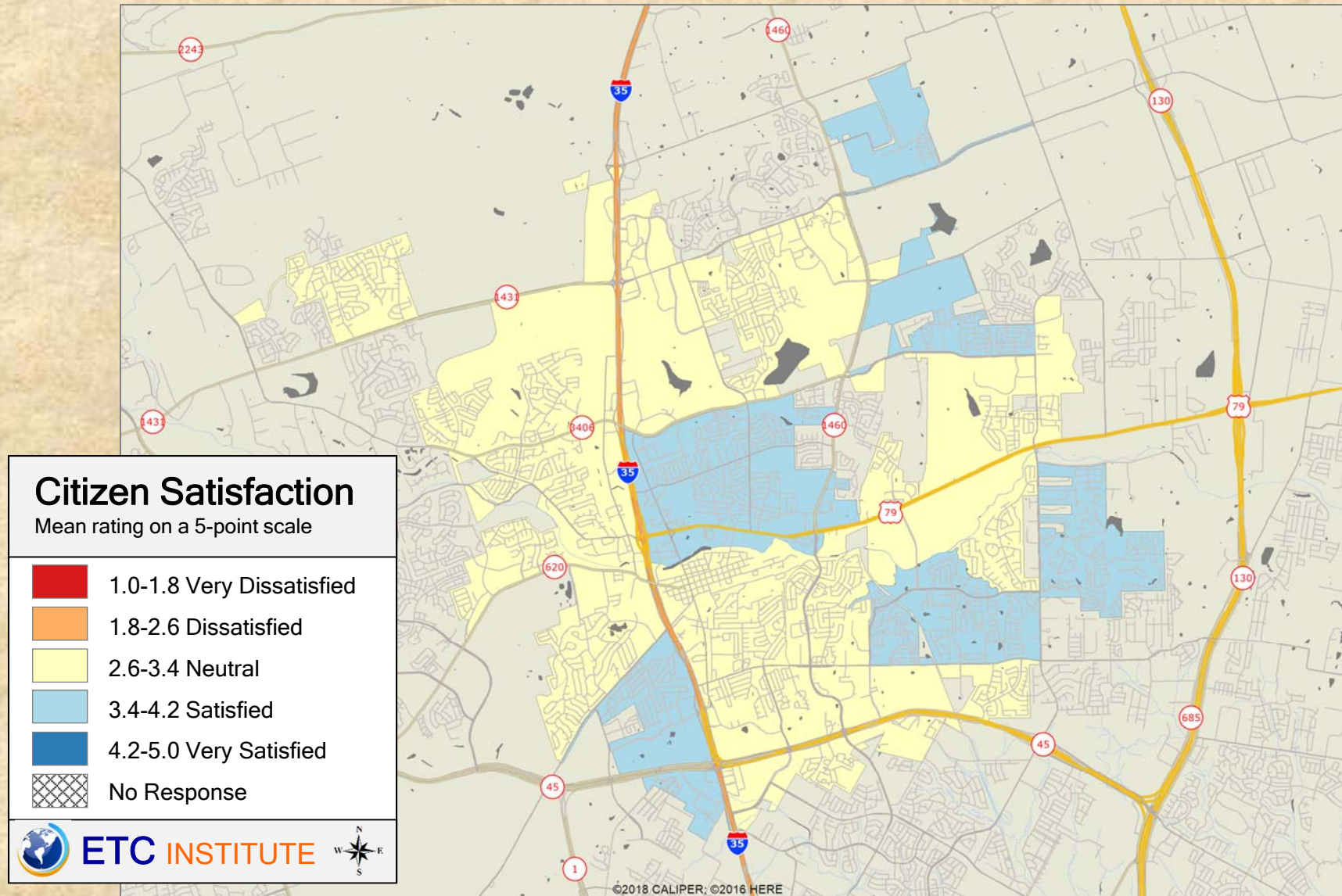
Q8-01 Satisfaction with overall quality of services provided by the city



2018 City of Round Rock Citizen Survey

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

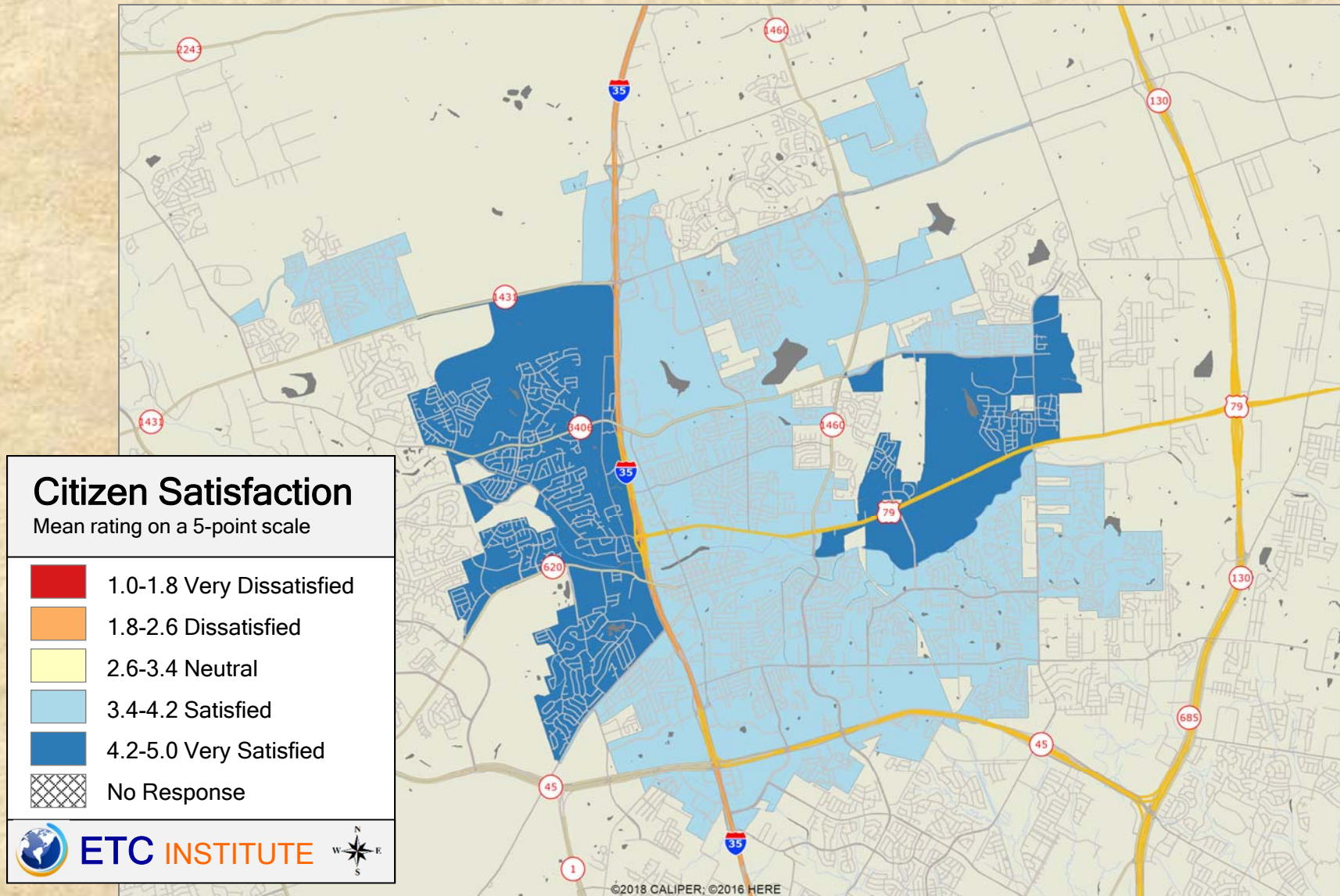
Q8-02 Satisfaction with how well the city is planning for growth



2018 City of Round Rock Citizen Survey

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

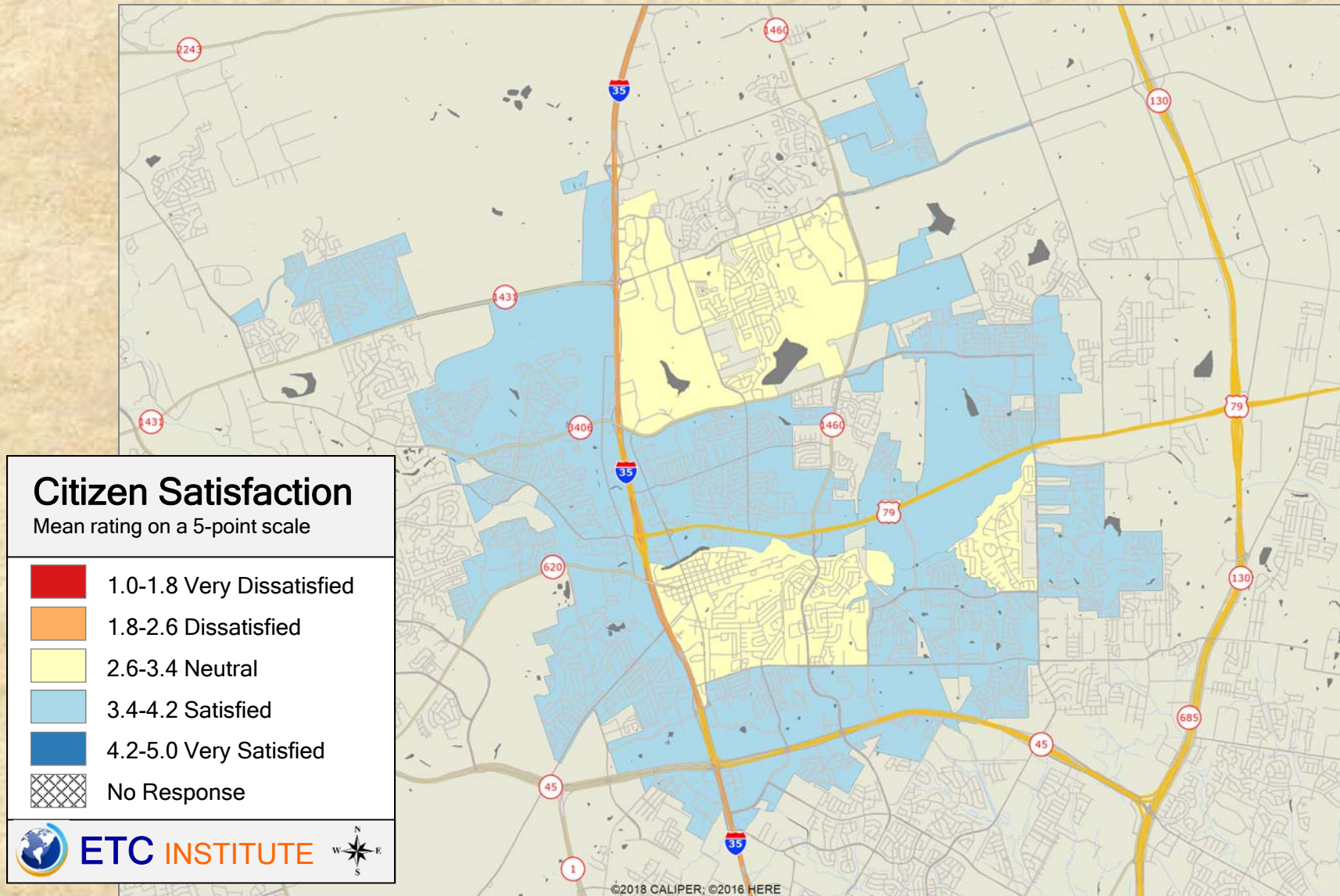
Q8-03 Satisfaction with overall quality of life in the city



2018 City of Round Rock Citizen Survey

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

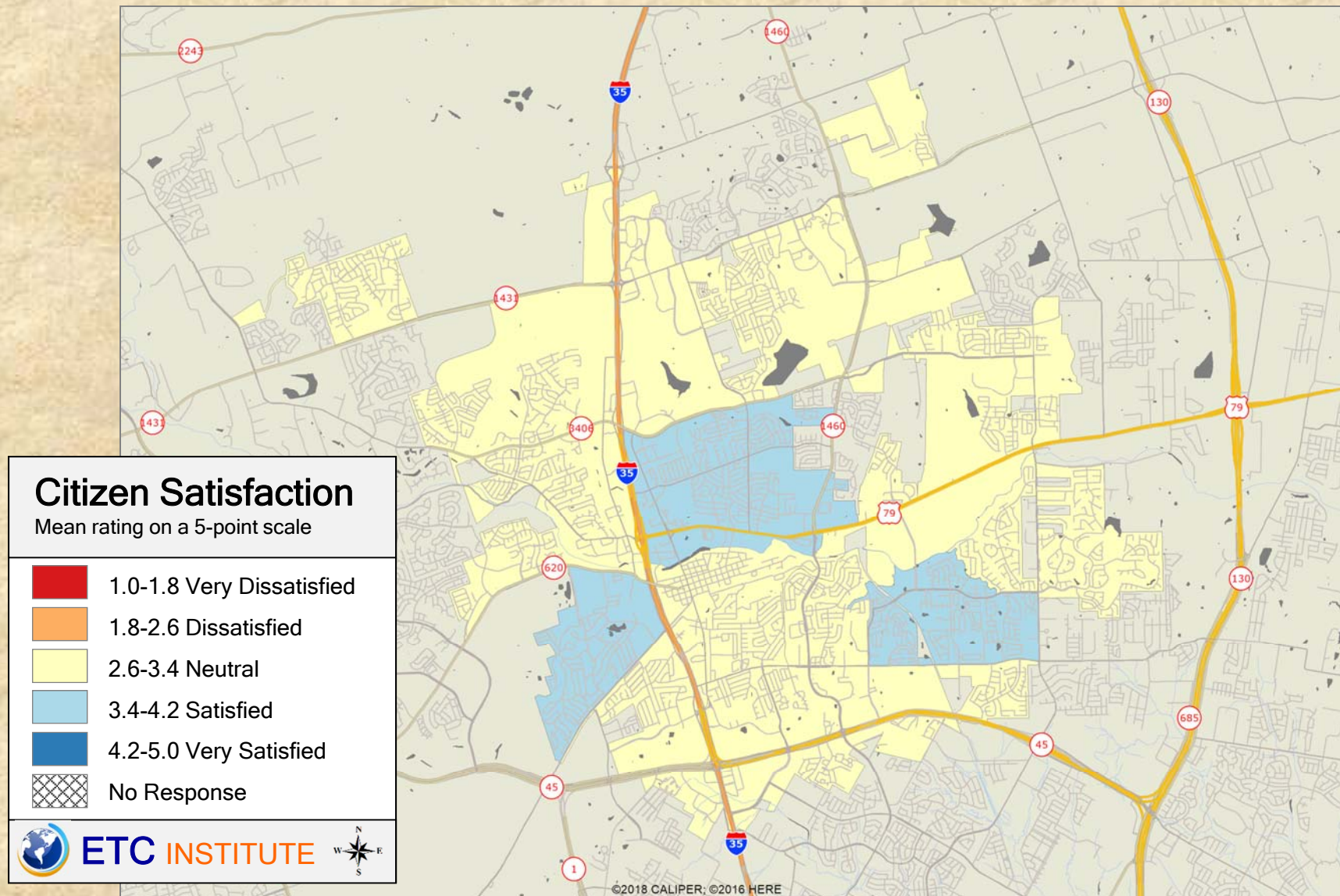
Q8-04 Satisfaction with availability of job opportunities



2018 City of Round Rock Citizen Survey

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

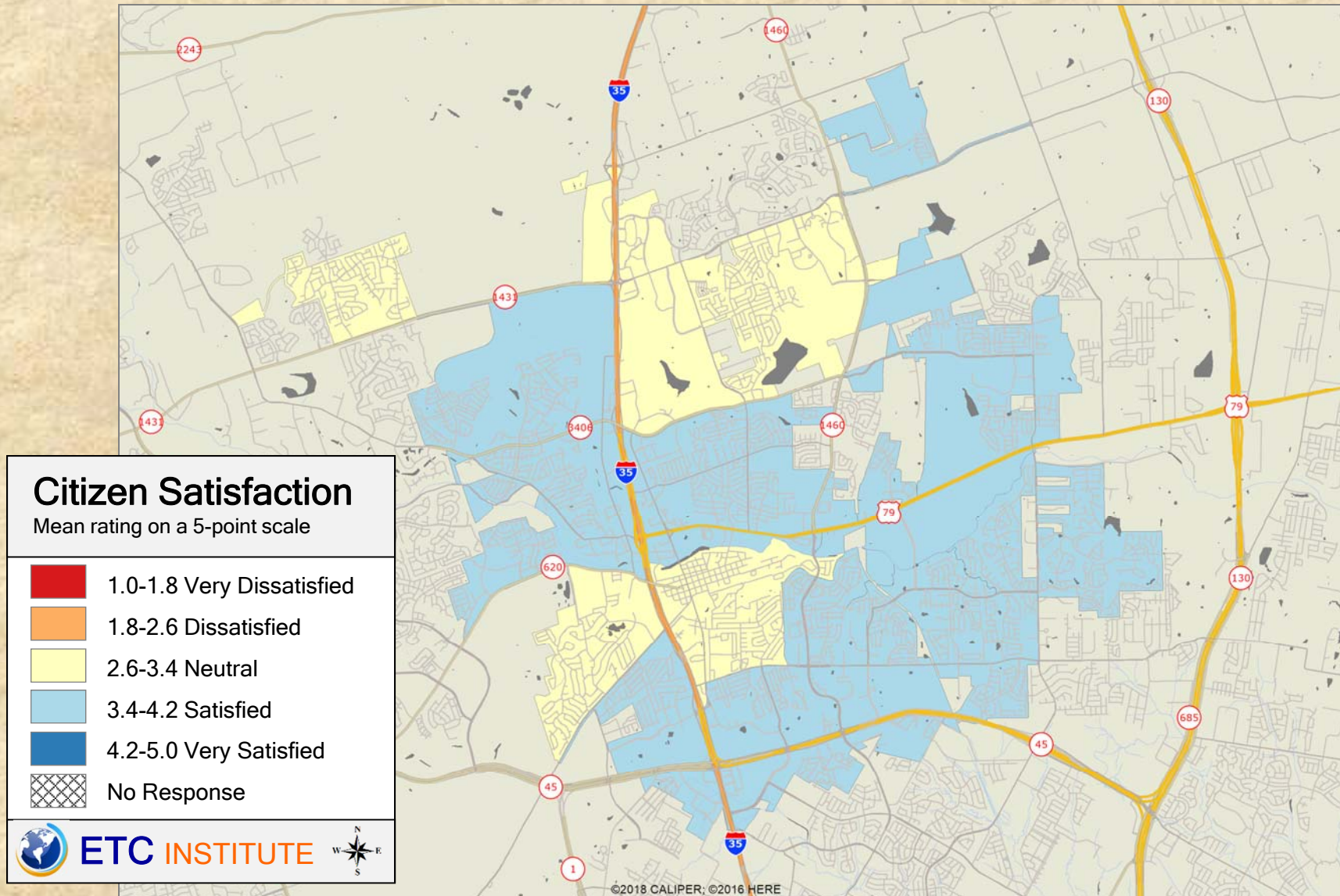
Q8-05 Satisfaction with overall value received for city taxes and fees



2018 City of Round Rock Citizen Survey

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

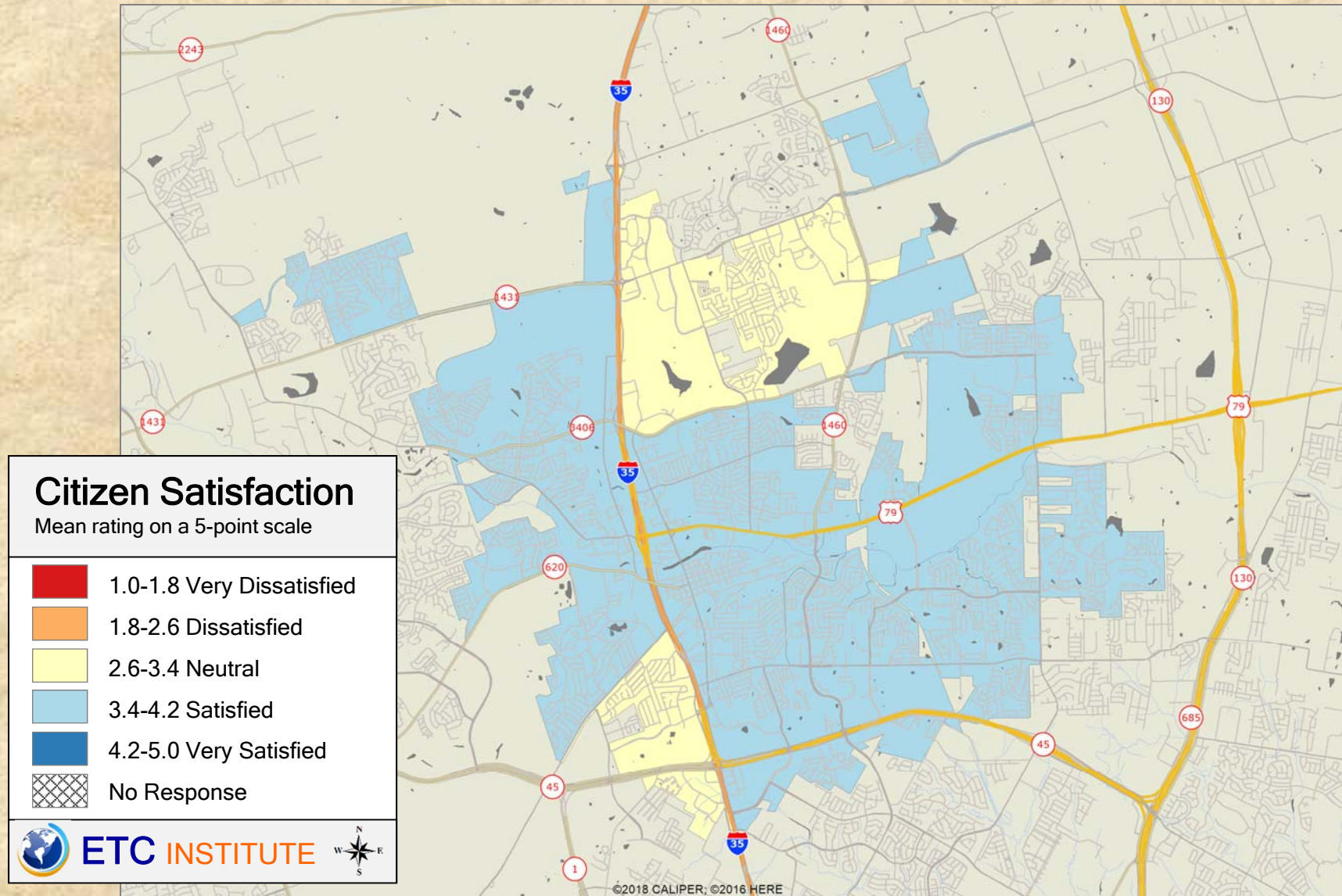
Q8-06 Satisfaction with overall quality of new development



2018 City of Round Rock Citizen Survey

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

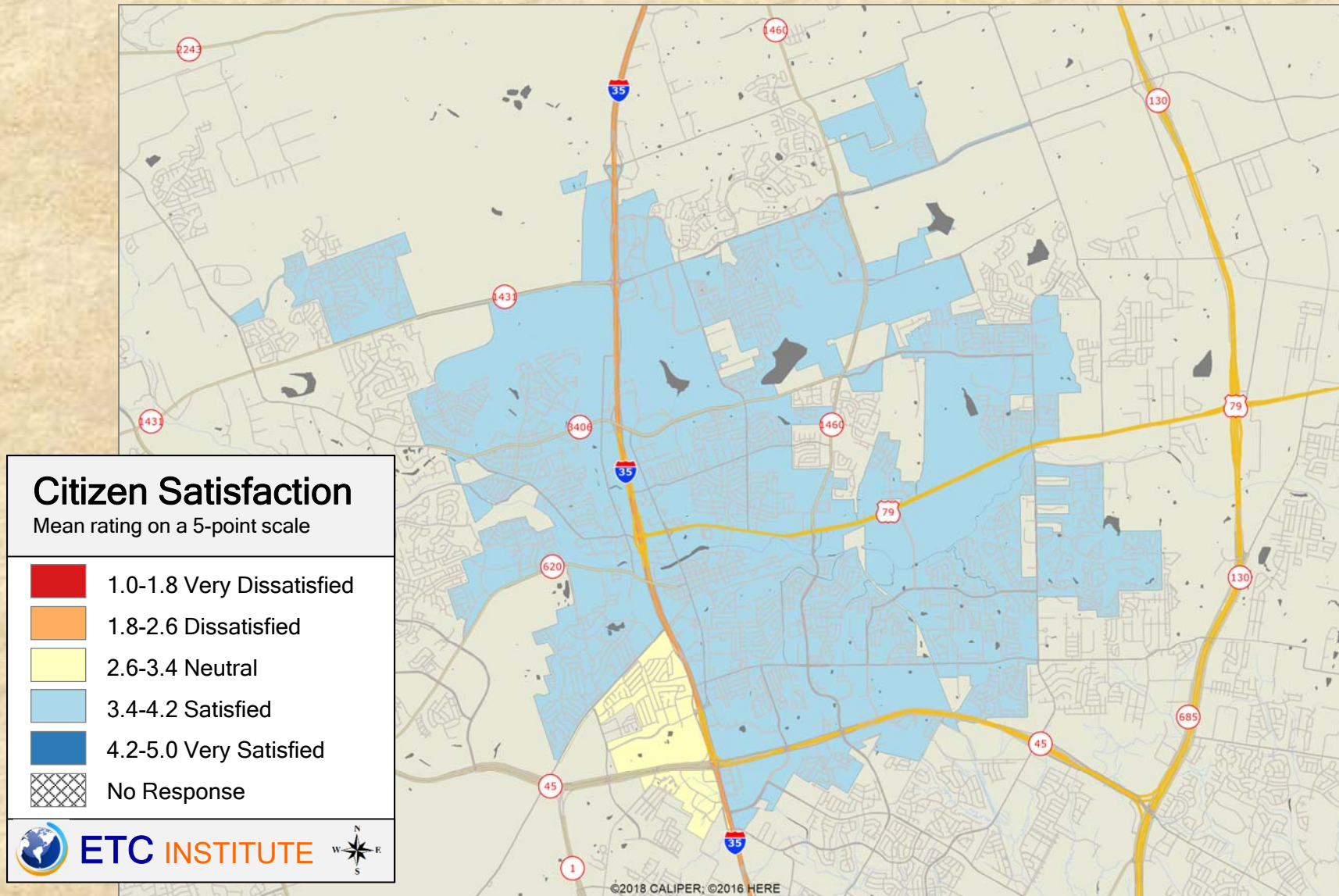
Q8-07 Satisfaction with appearance of residential property in the city



2018 City of Round Rock Citizen Survey

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

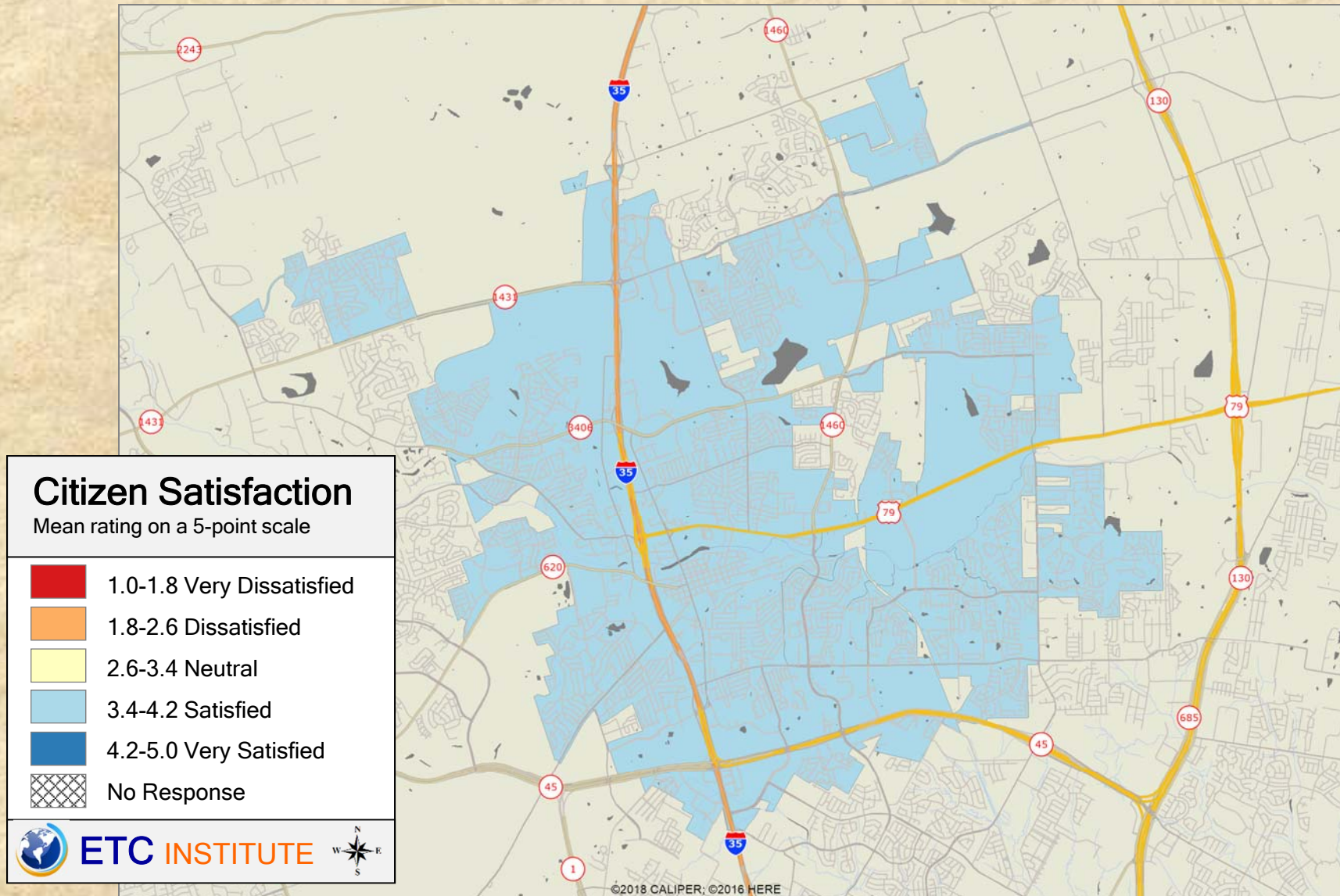
Q8-08 Satisfaction with appearance of commercial property in the city



2018 City of Round Rock Citizen Survey

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

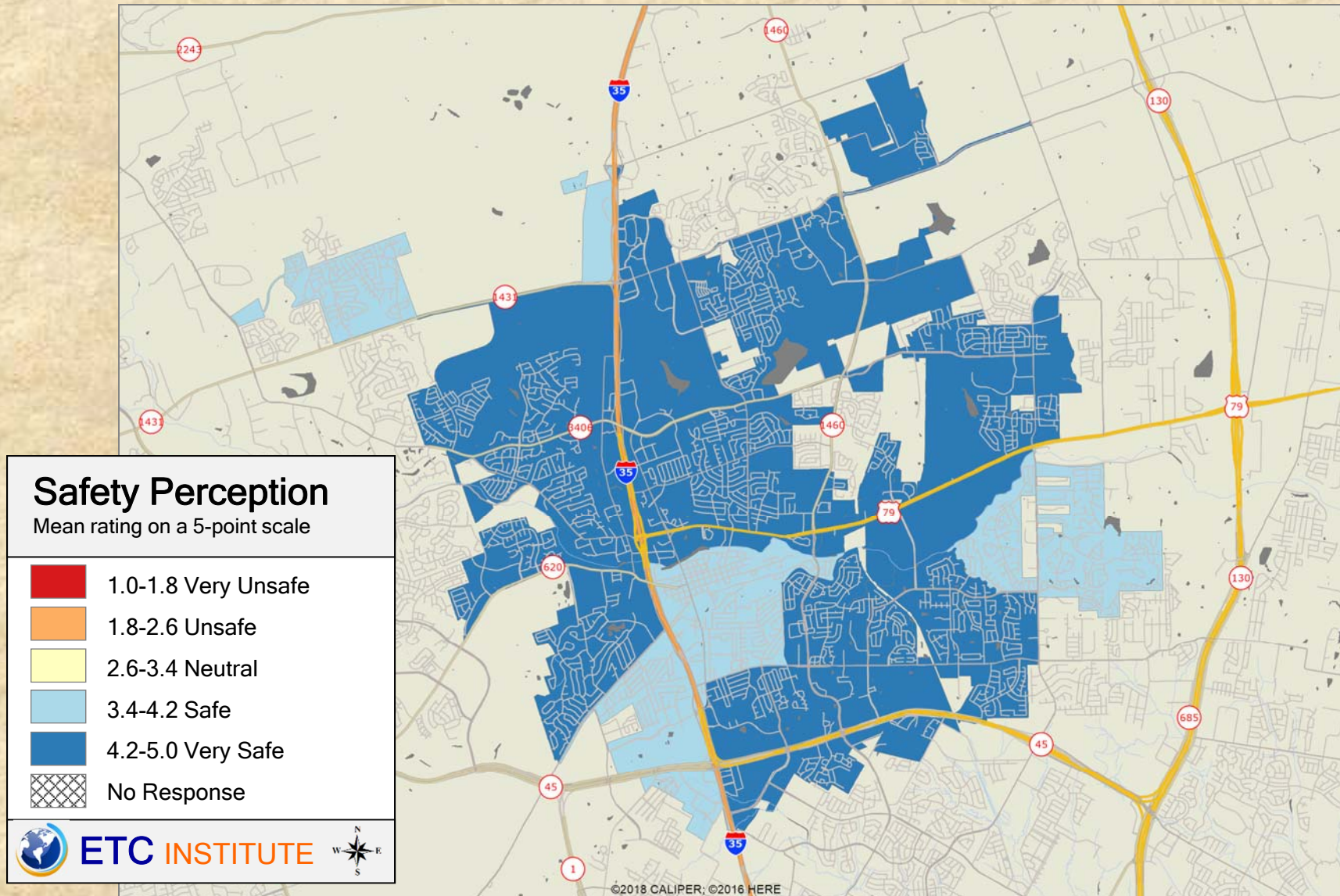
Q8-09 Satisfaction with overall appearance of the city



2018 City of Round Rock Citizen Survey

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

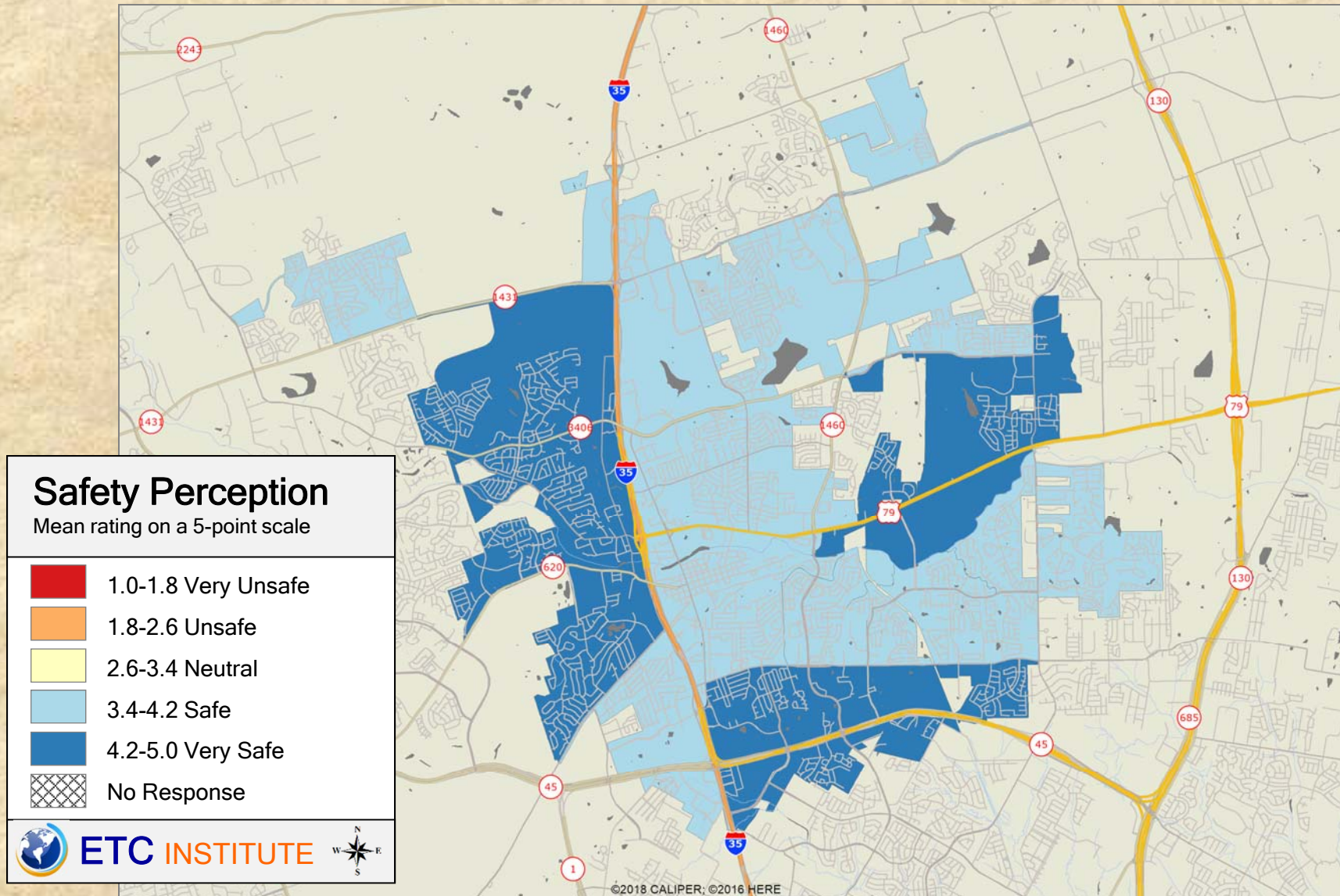
Q9-01 Feeling of safety in Downtown Round Rock



2018 City of Round Rock Citizen Survey

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

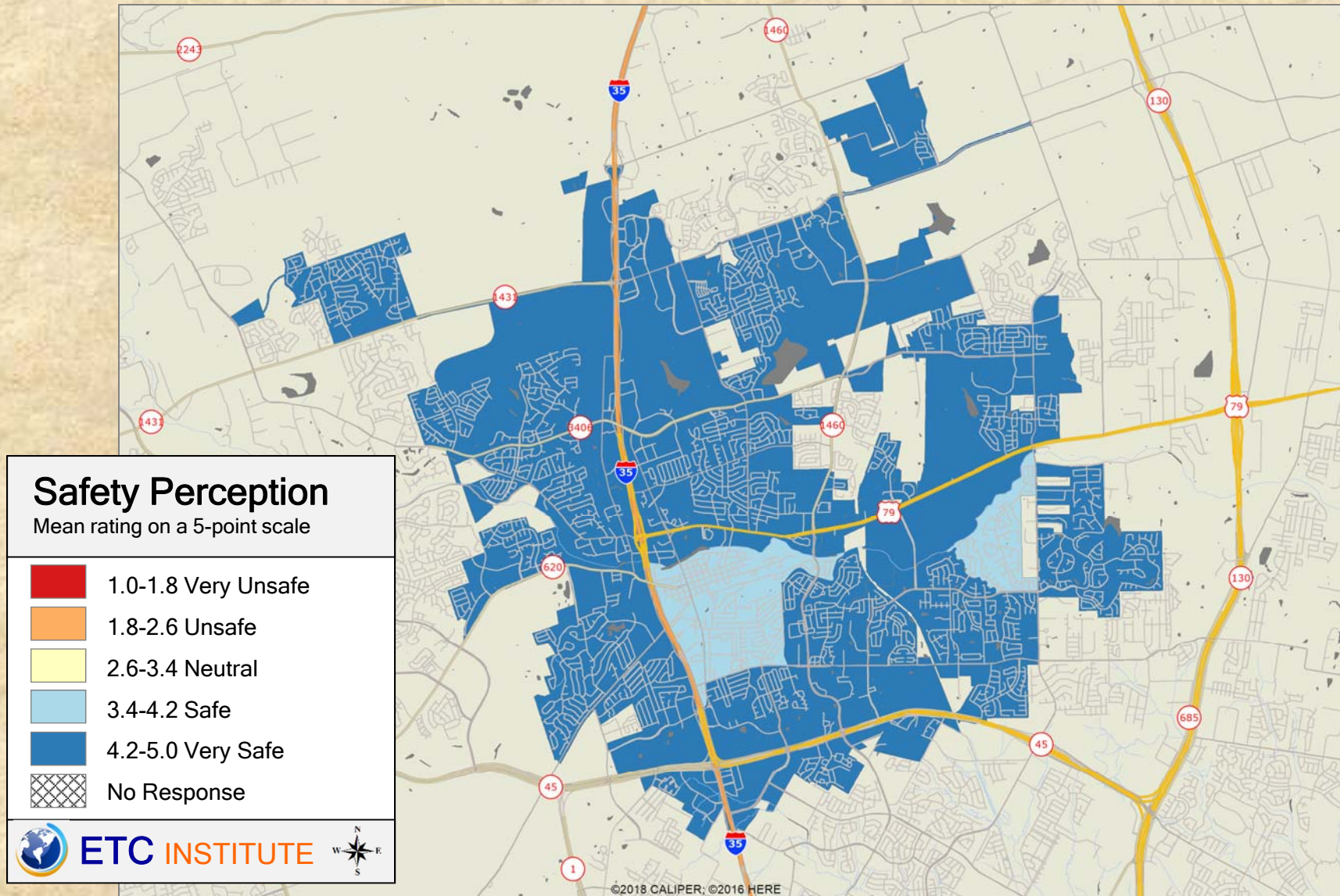
Q9-02 Feeling of safety in city parks



2018 City of Round Rock Citizen Survey

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

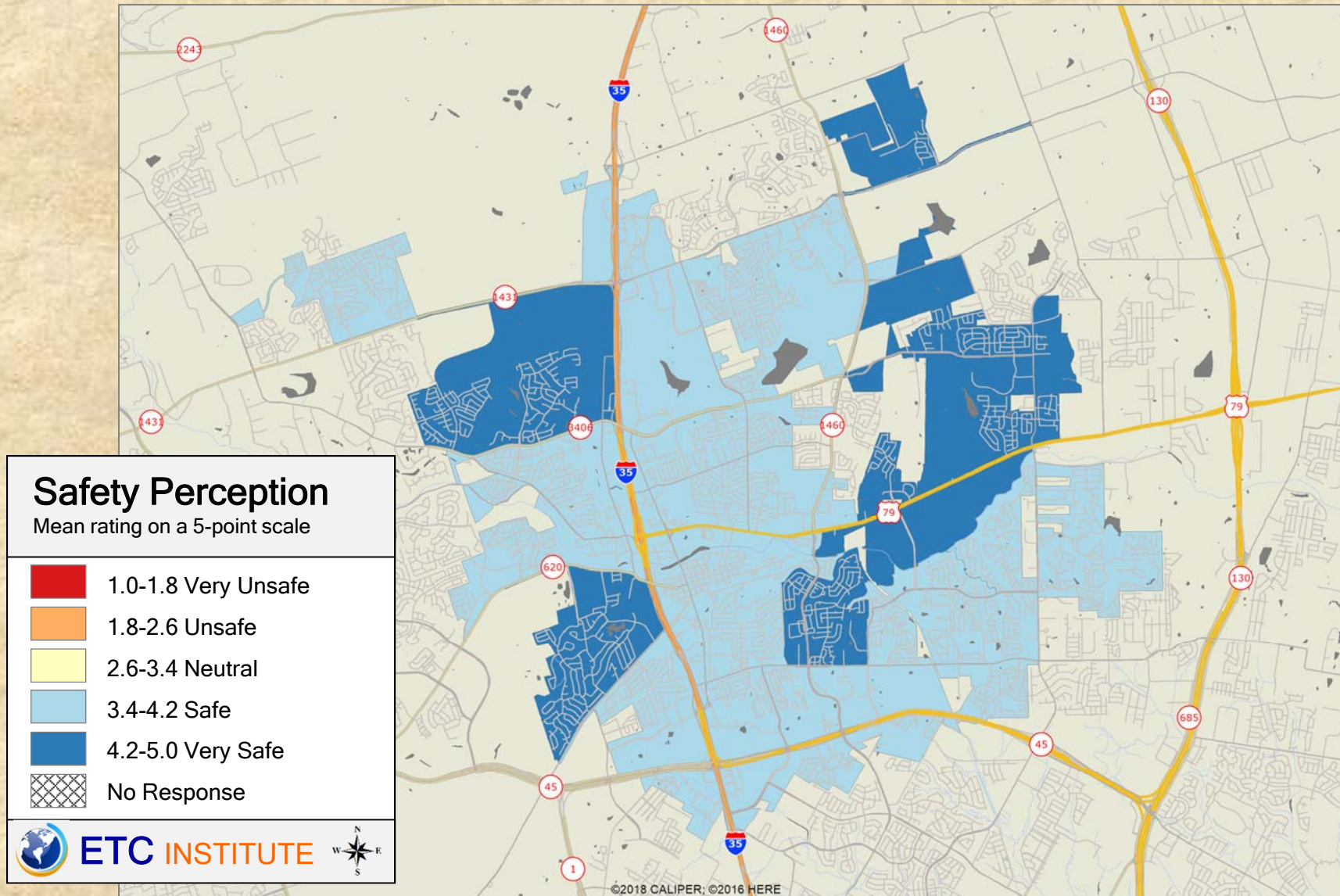
Q9-03 Feeling of safety in neighborhoods during the day



2018 City of Round Rock Citizen Survey

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

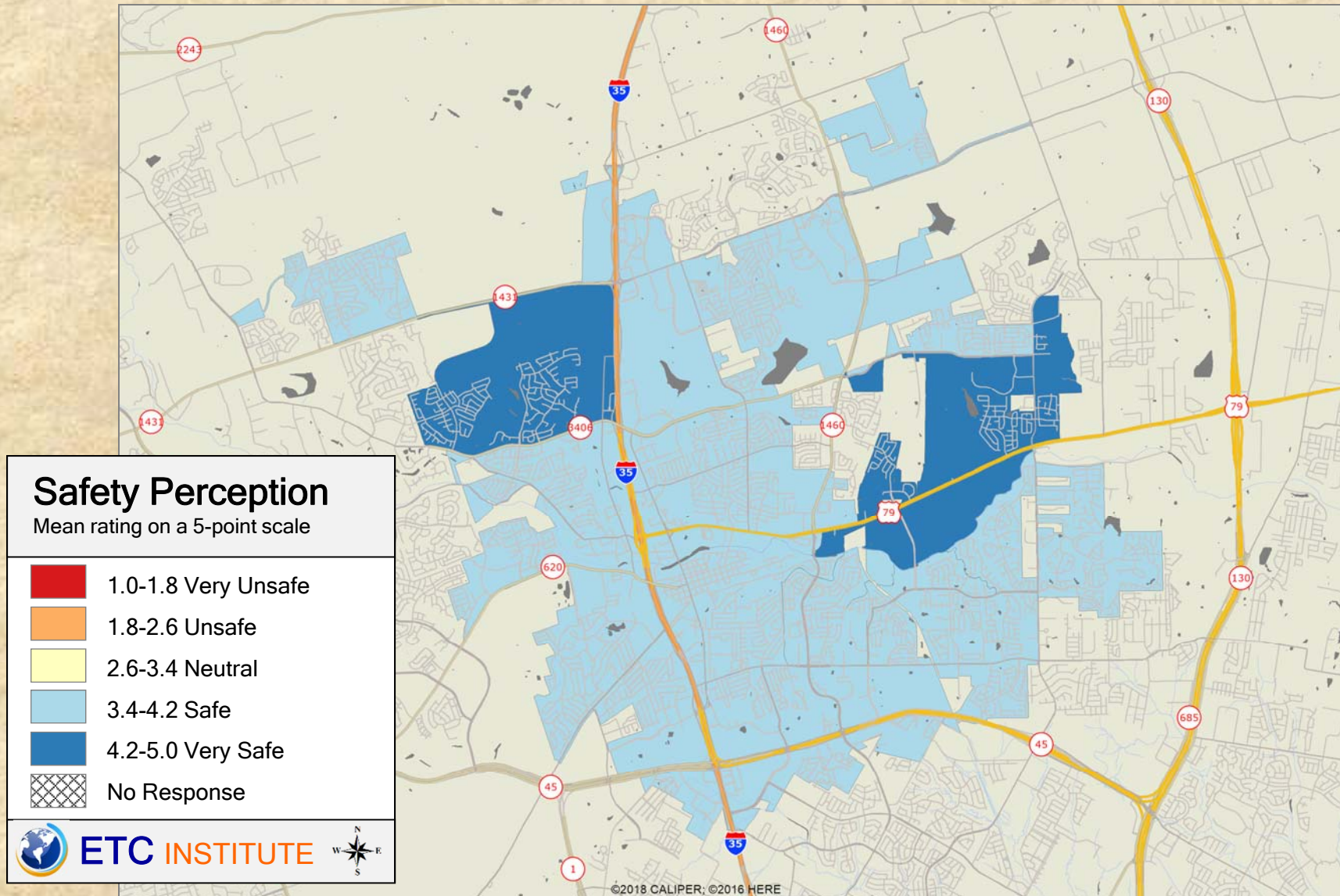
Q9-04 Feeling of safety in neighborhoods at night



2018 City of Round Rock Citizen Survey

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

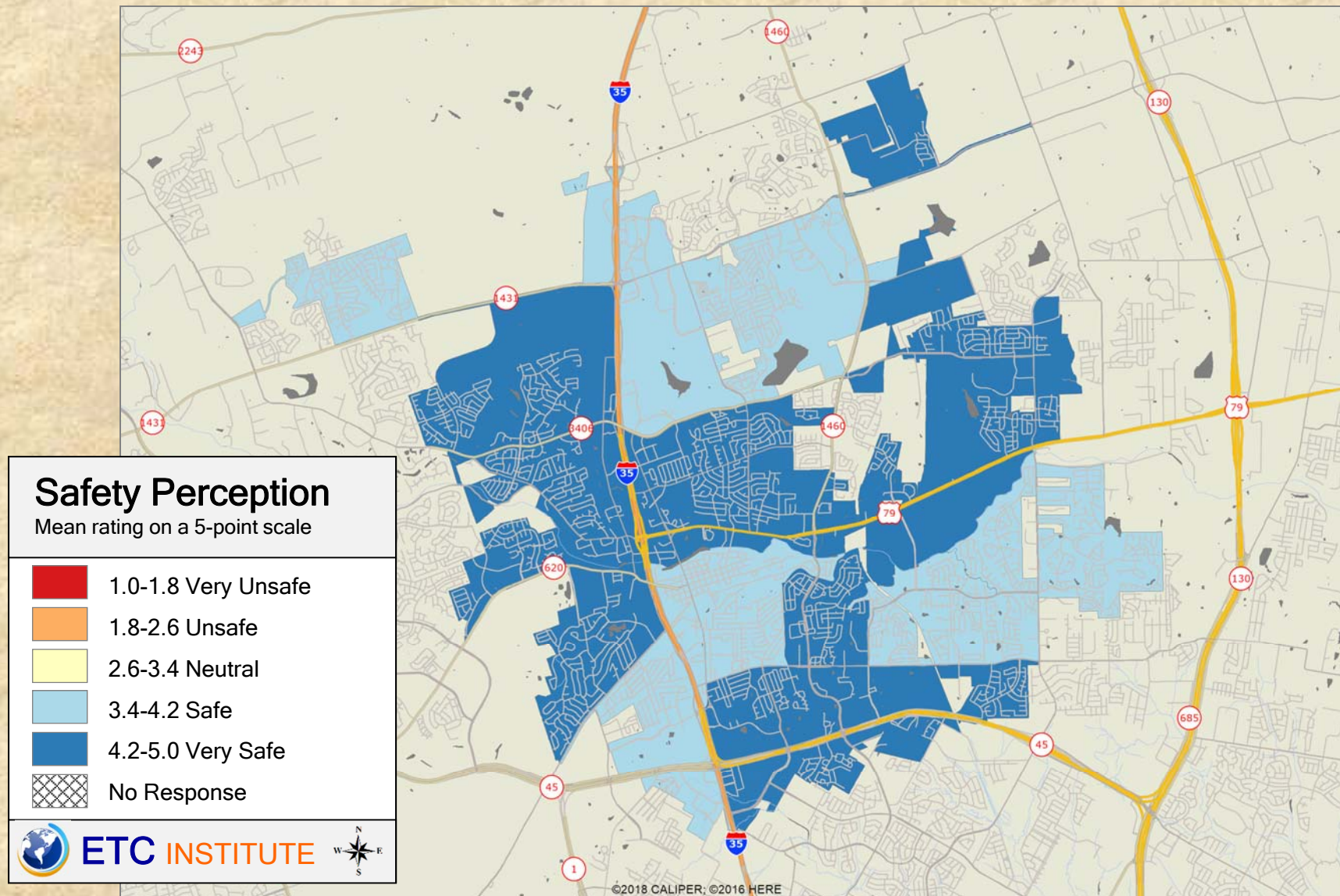
Q9-05 Feeling of safety in commercial and retail areas



2018 City of Round Rock Citizen Survey

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

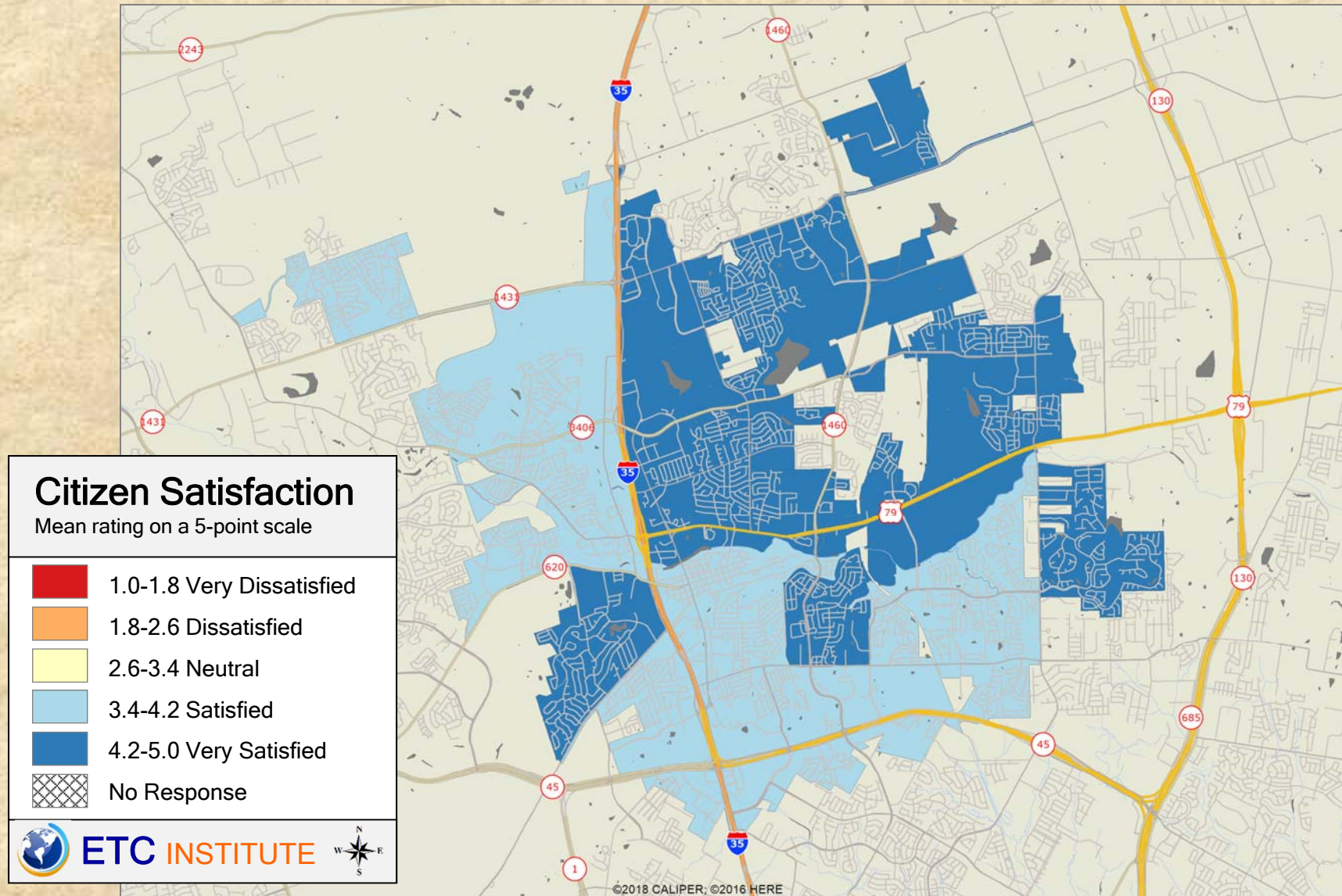
Q9-06 Overall feeling of safety in Round Rock



2018 City of Round Rock Citizen Survey

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

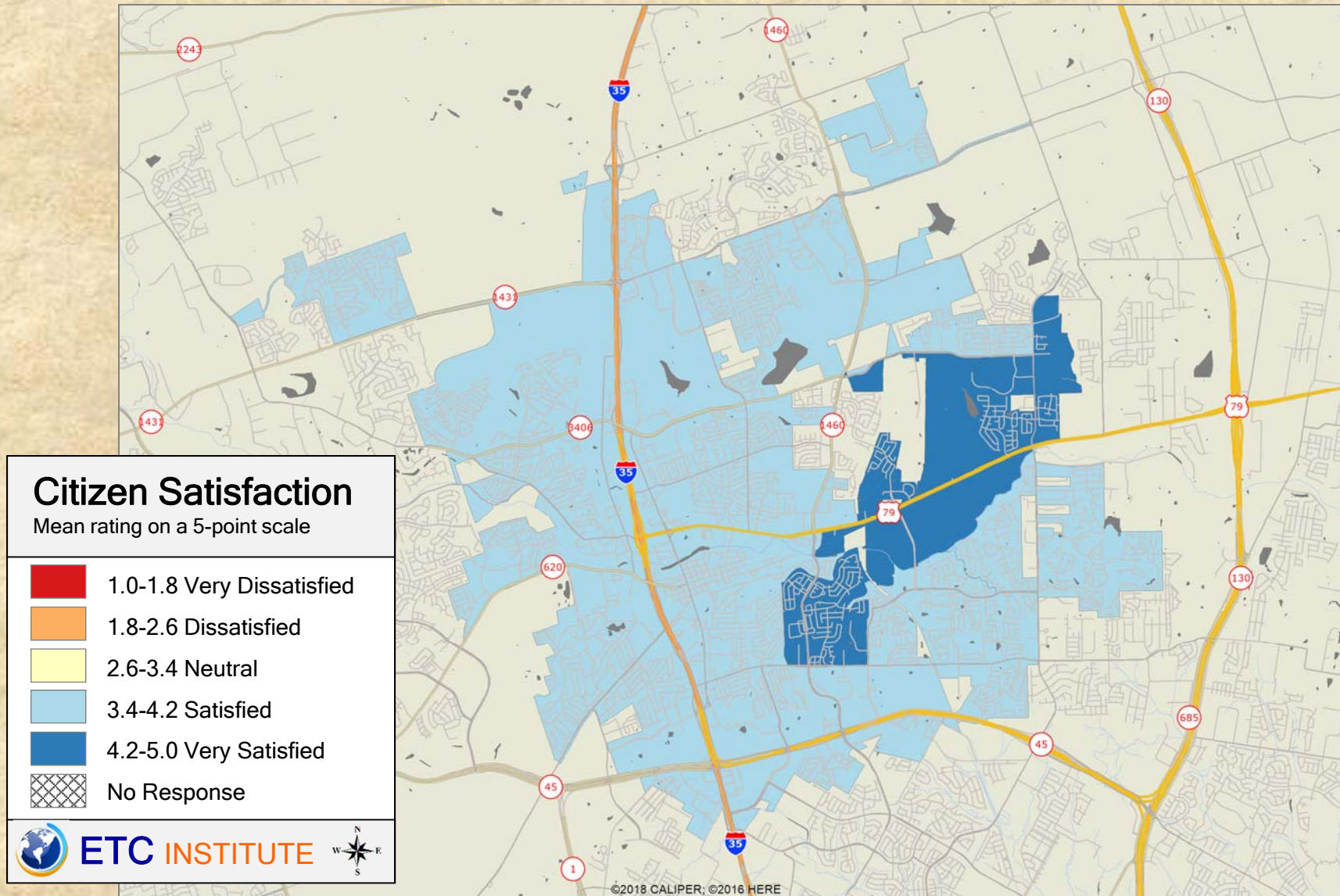
Q10-01 Satisfaction with appearance and maintenance of existing city parks



2018 City of Round Rock Citizen Survey

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

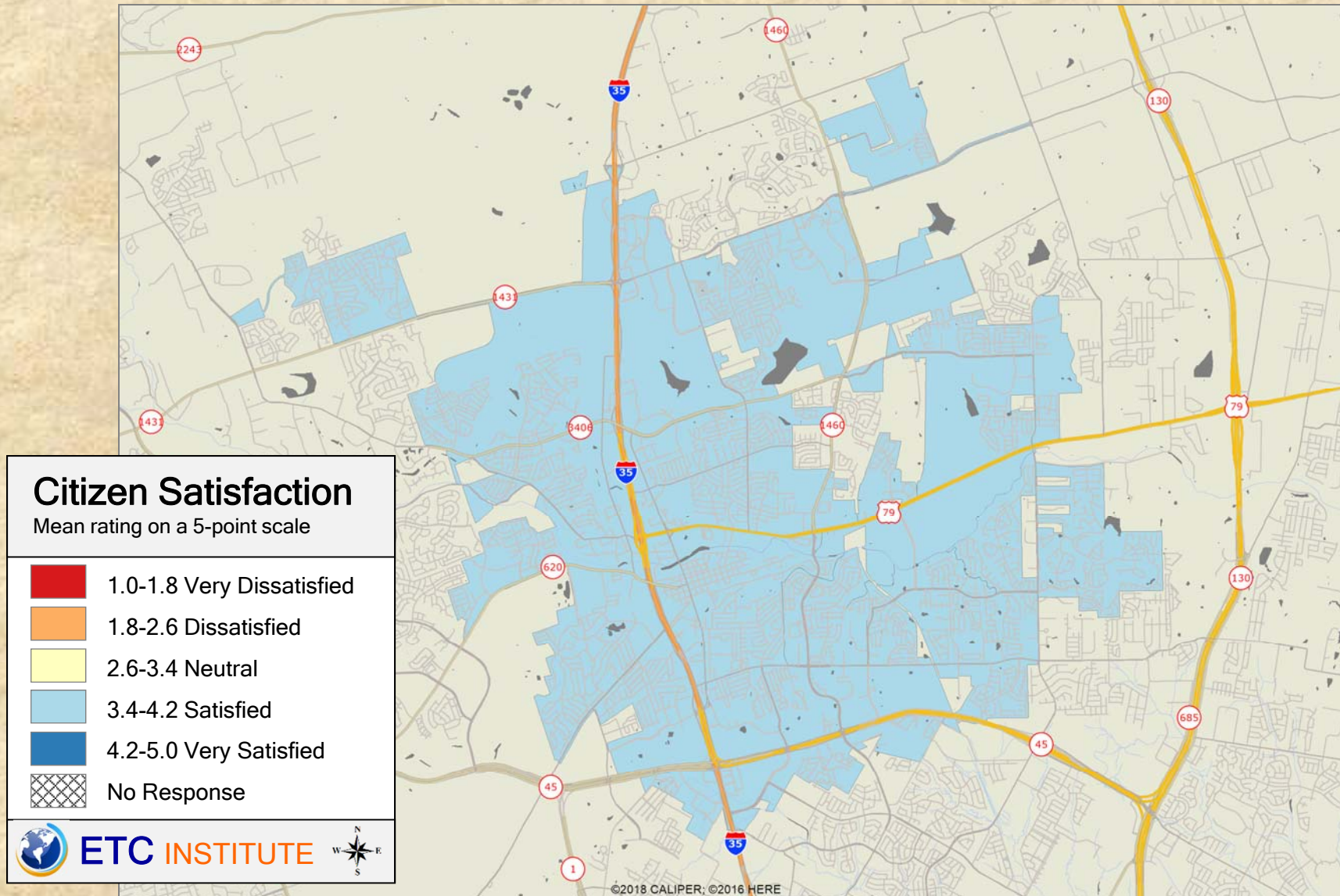
Q10-02 Satisfaction with number of city parks



2018 City of Round Rock Citizen Survey

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

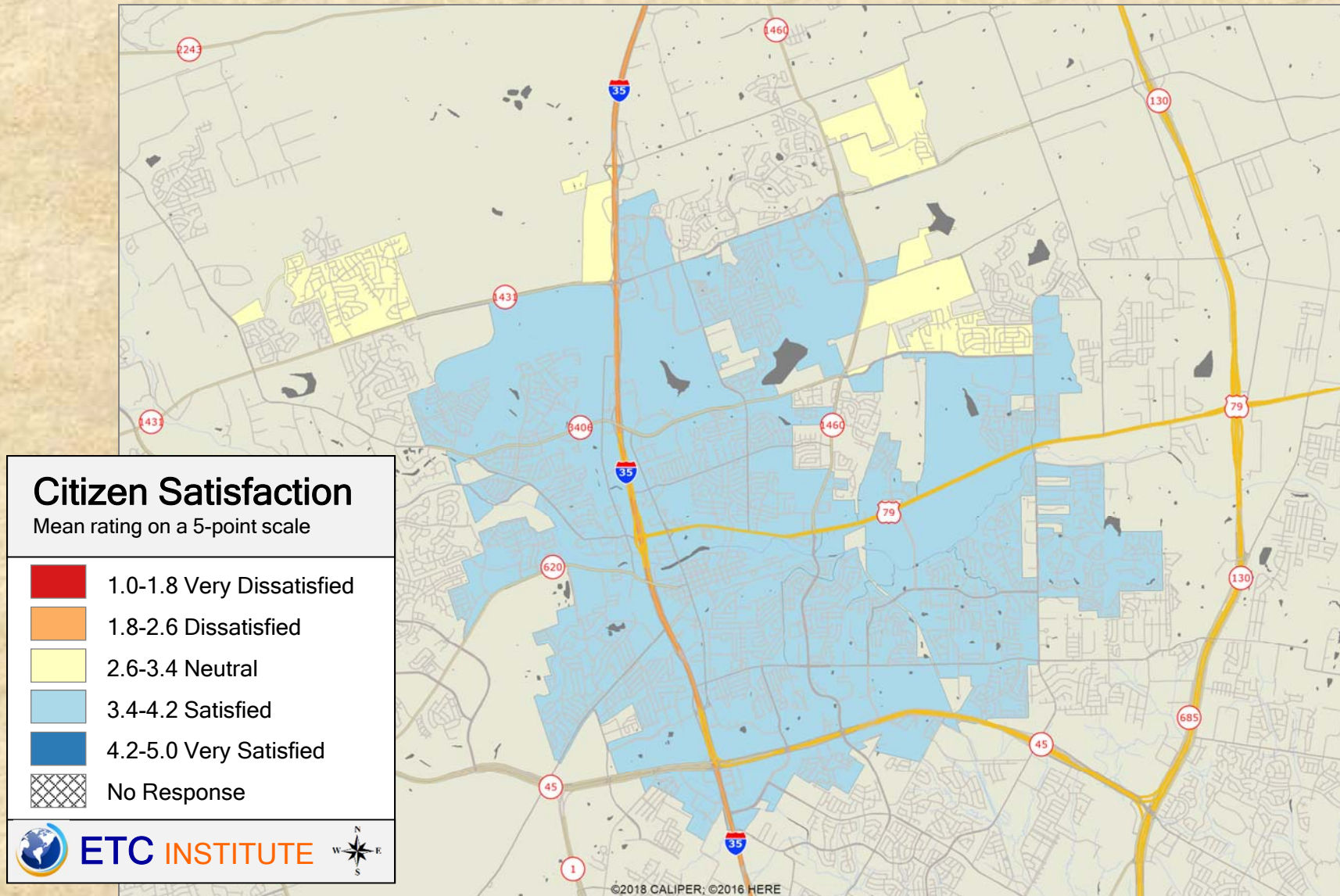
Q10-03 Satisfaction with hike and bike trails in the city



2018 City of Round Rock Citizen Survey

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

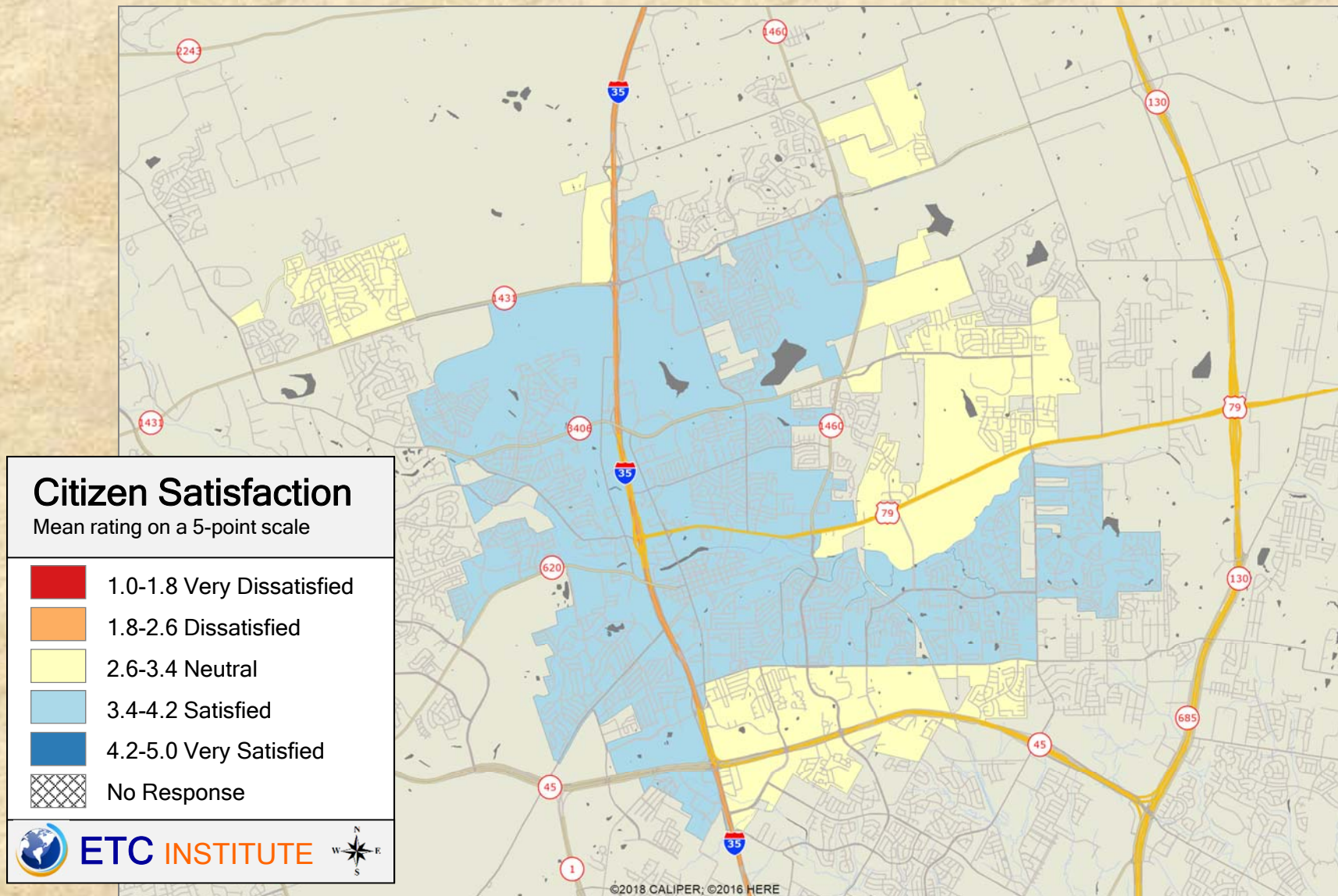
Q10-04 Satisfaction with city recreation centers



2018 City of Round Rock Citizen Survey

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

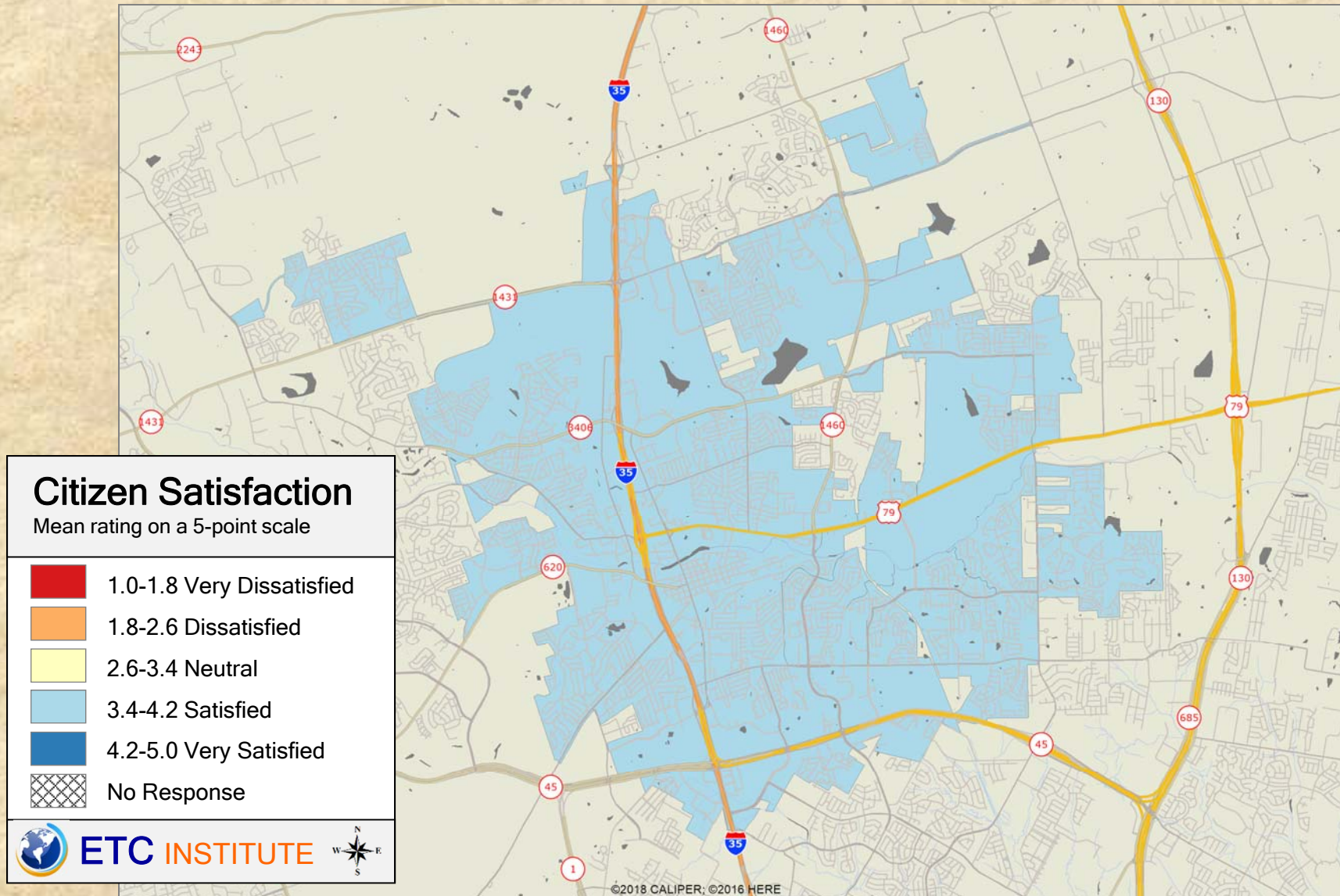
Q10-05 Satisfaction with City swimming pools



2018 City of Round Rock Citizen Survey

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

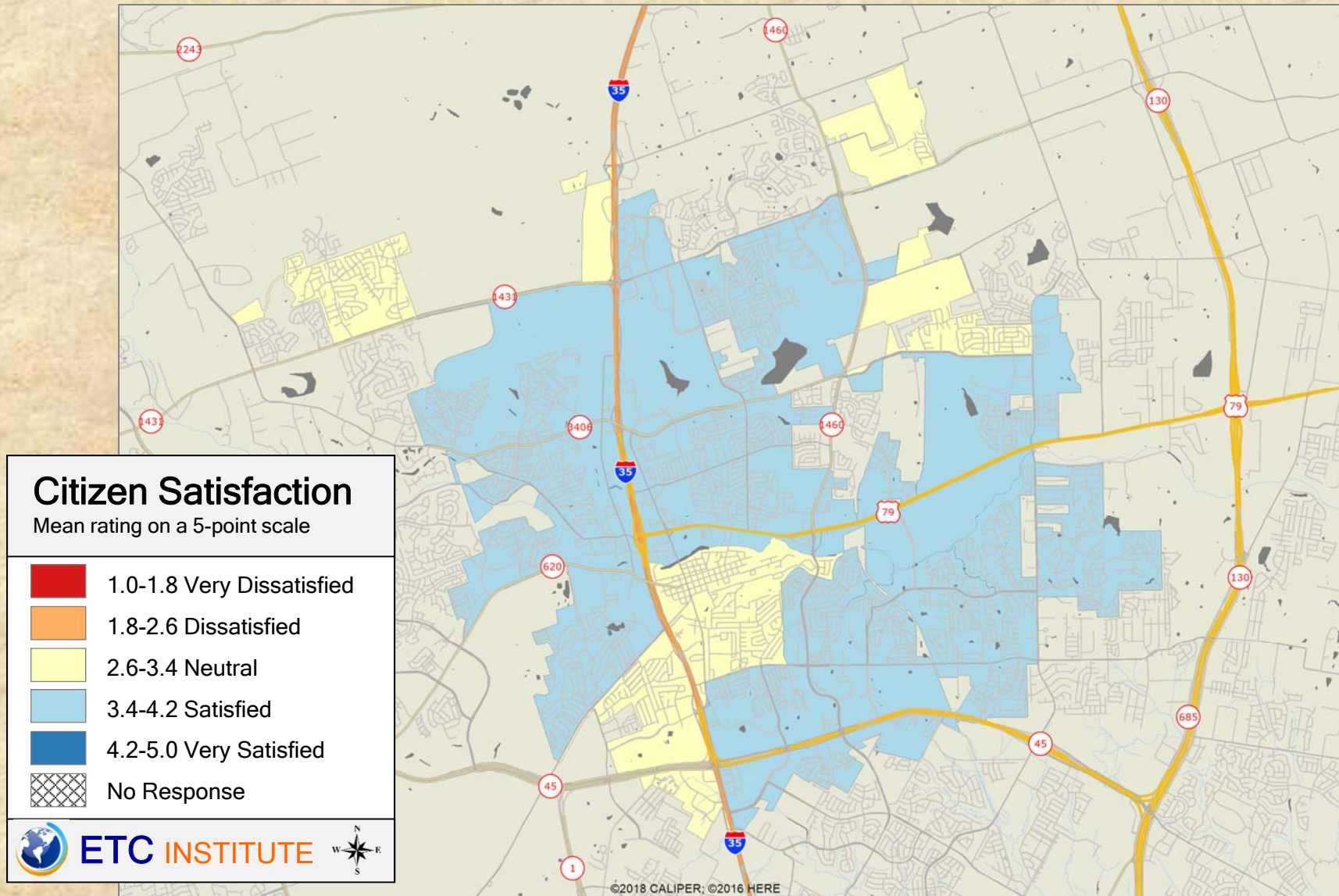
Q10-06 Satisfaction with quality of youth recreation programs



2018 City of Round Rock Citizen Survey

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

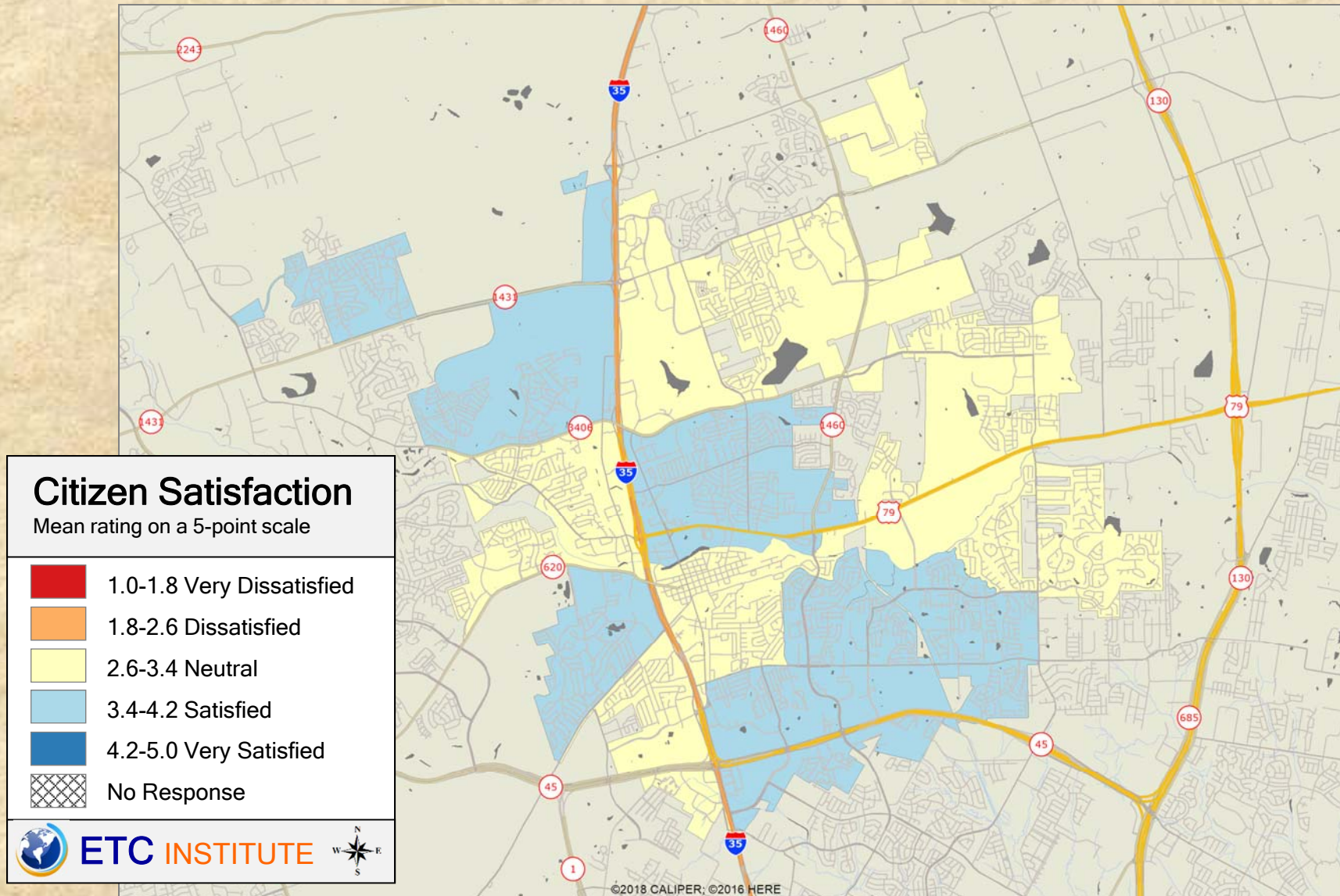
Q10-07 Satisfaction with quality of adult recreation programs



2018 City of Round Rock Citizen Survey

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

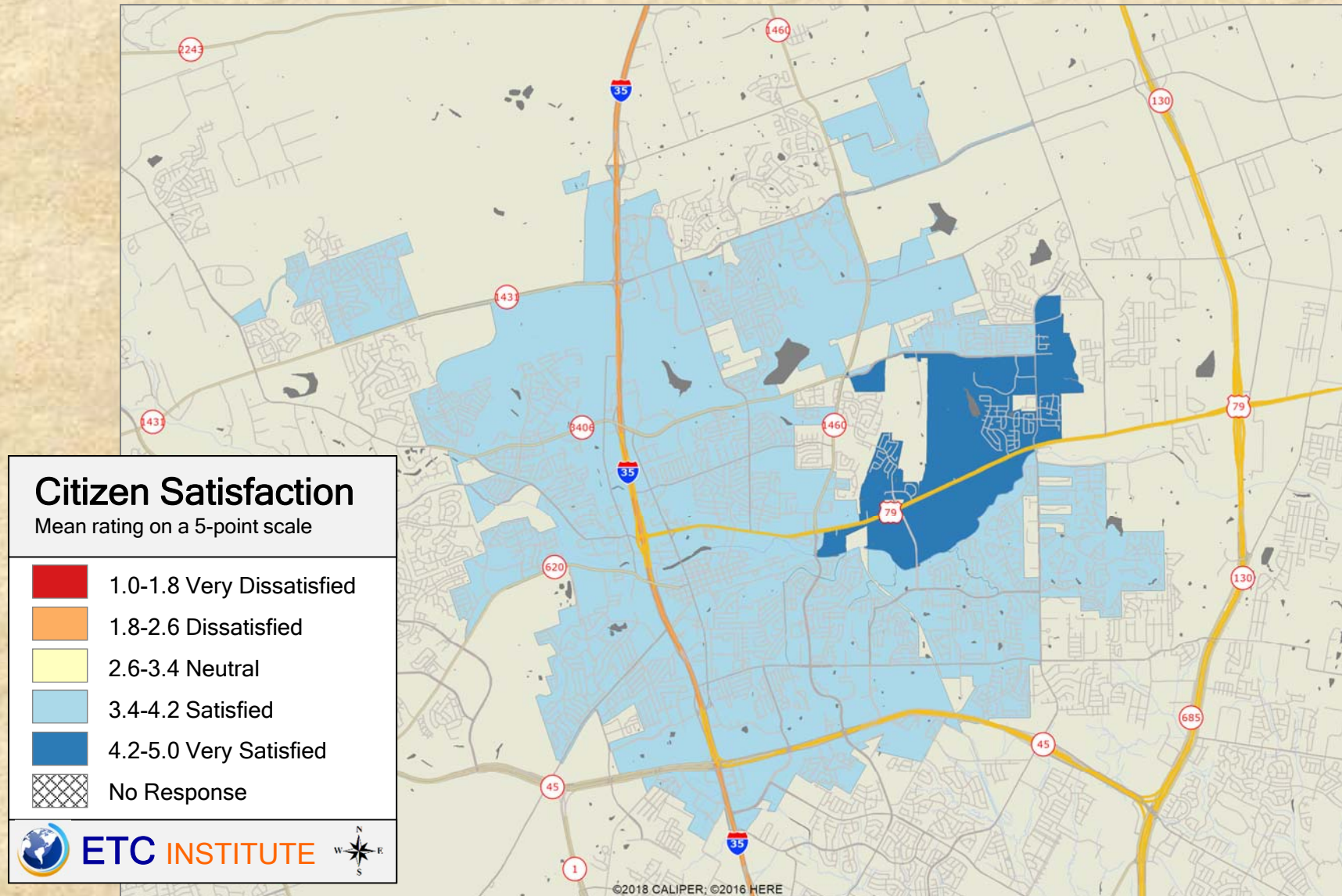
Q10-08 Satisfaction with Forest Creek Golf Course



2018 City of Round Rock Citizen Survey

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

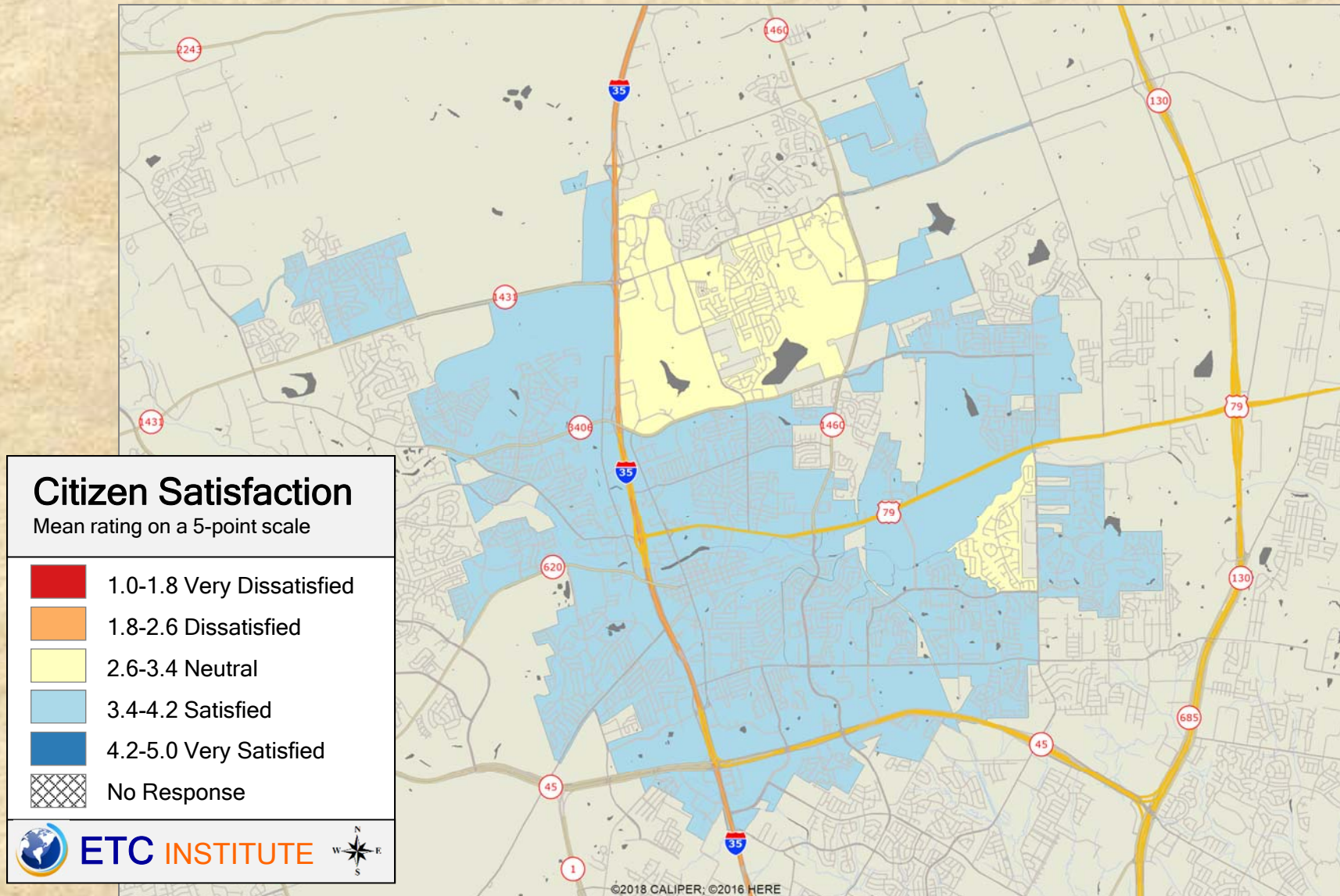
Q10-09 Satisfaction with quality of outdoor athletic facilities



2018 City of Round Rock Citizen Survey

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

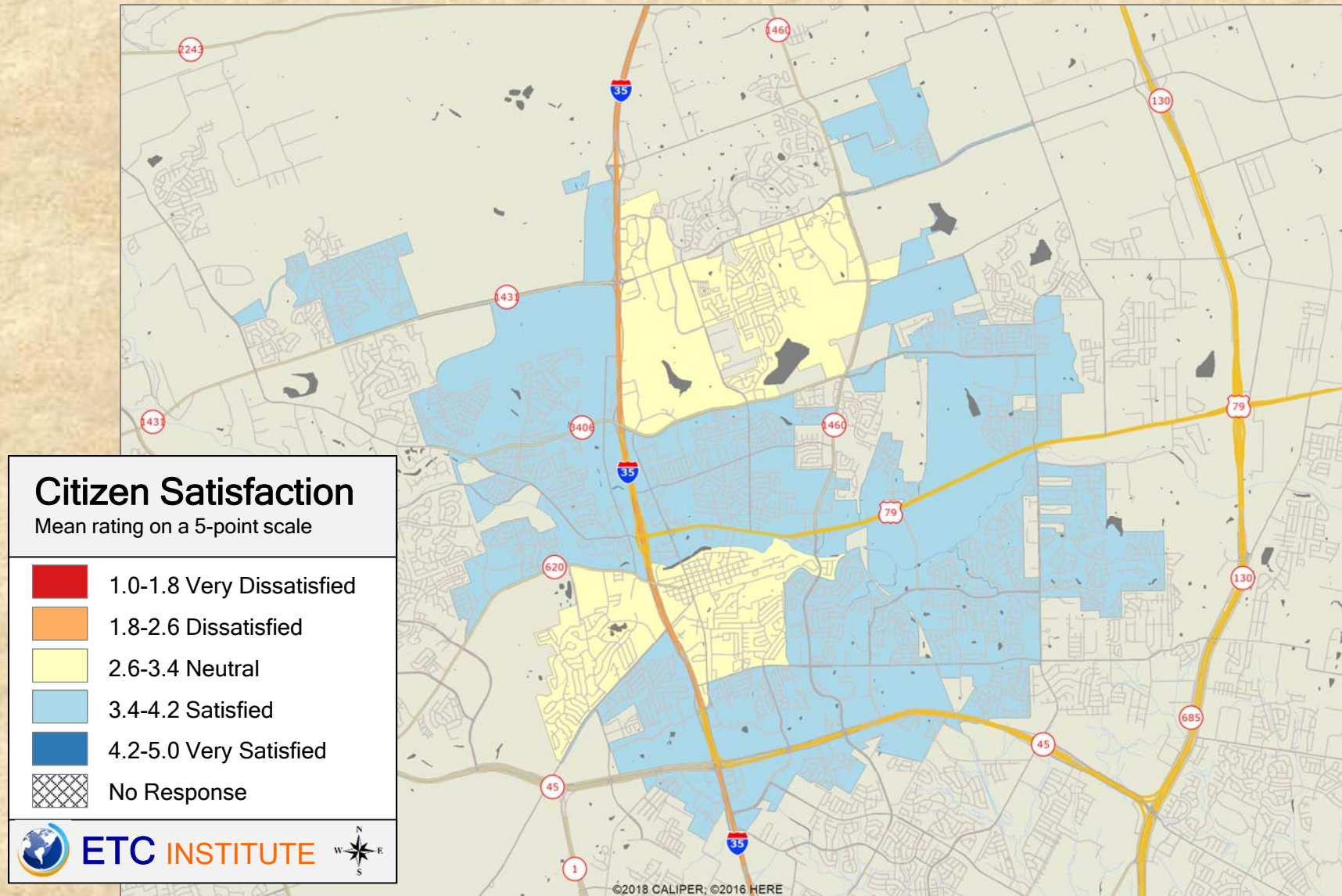
Q12-01 Satisfaction with maintenance of major city streets



2018 City of Round Rock Citizen Survey

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

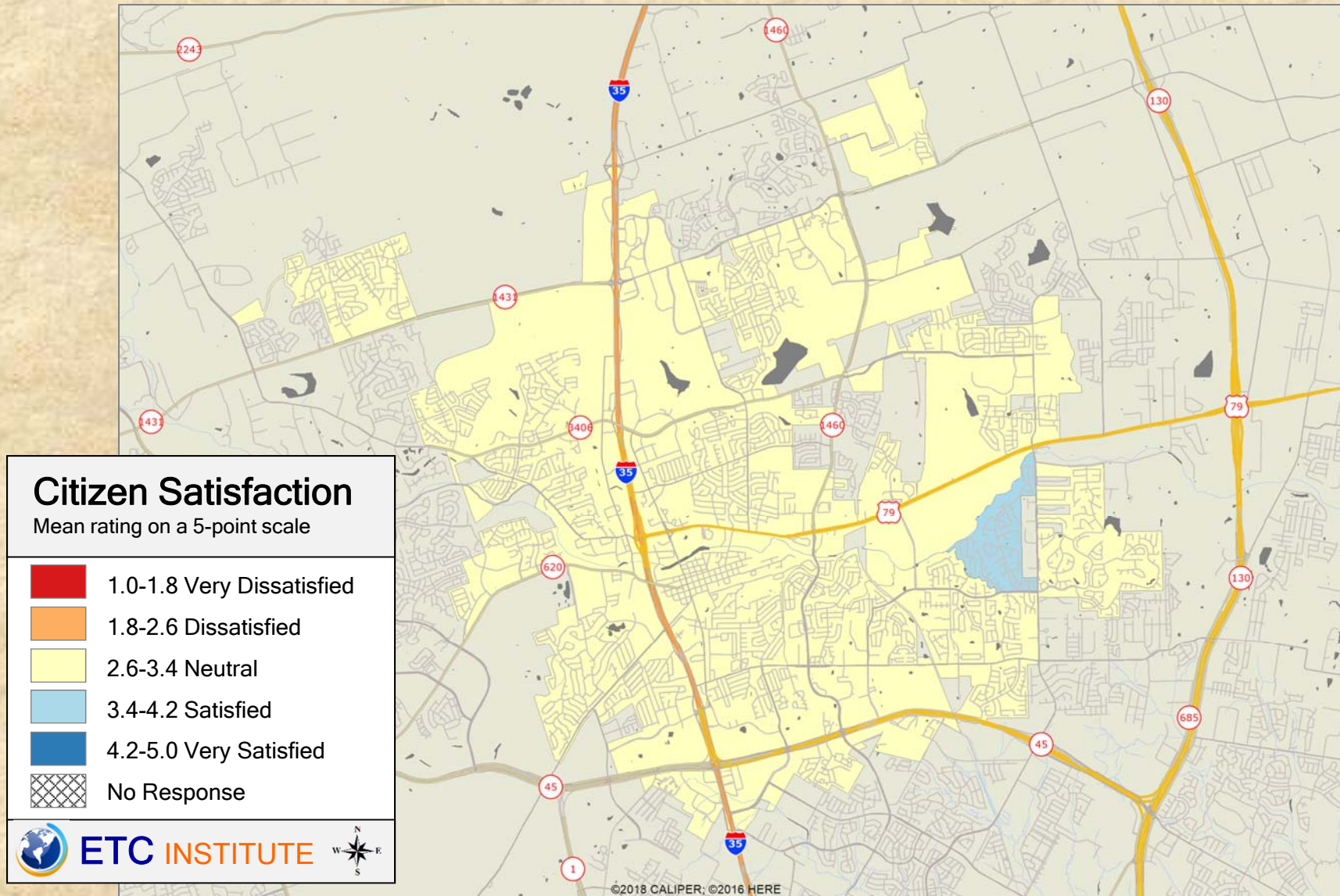
Q12-02 Satisfaction with maintenance of neighborhood streets



2018 City of Round Rock Citizen Survey

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

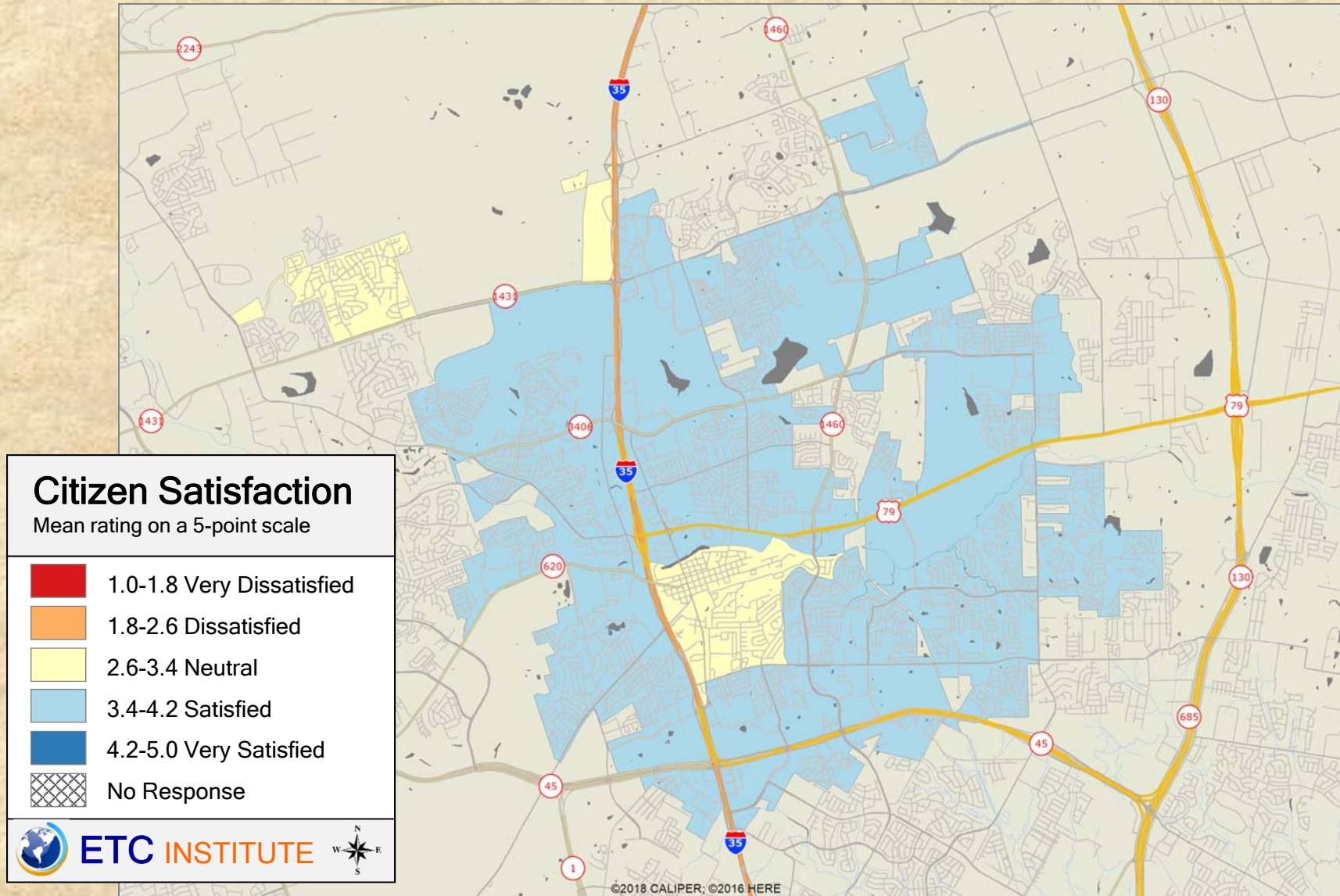
Q12-03 Satisfaction with timing of traffic signals in the city



2018 City of Round Rock Citizen Survey

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

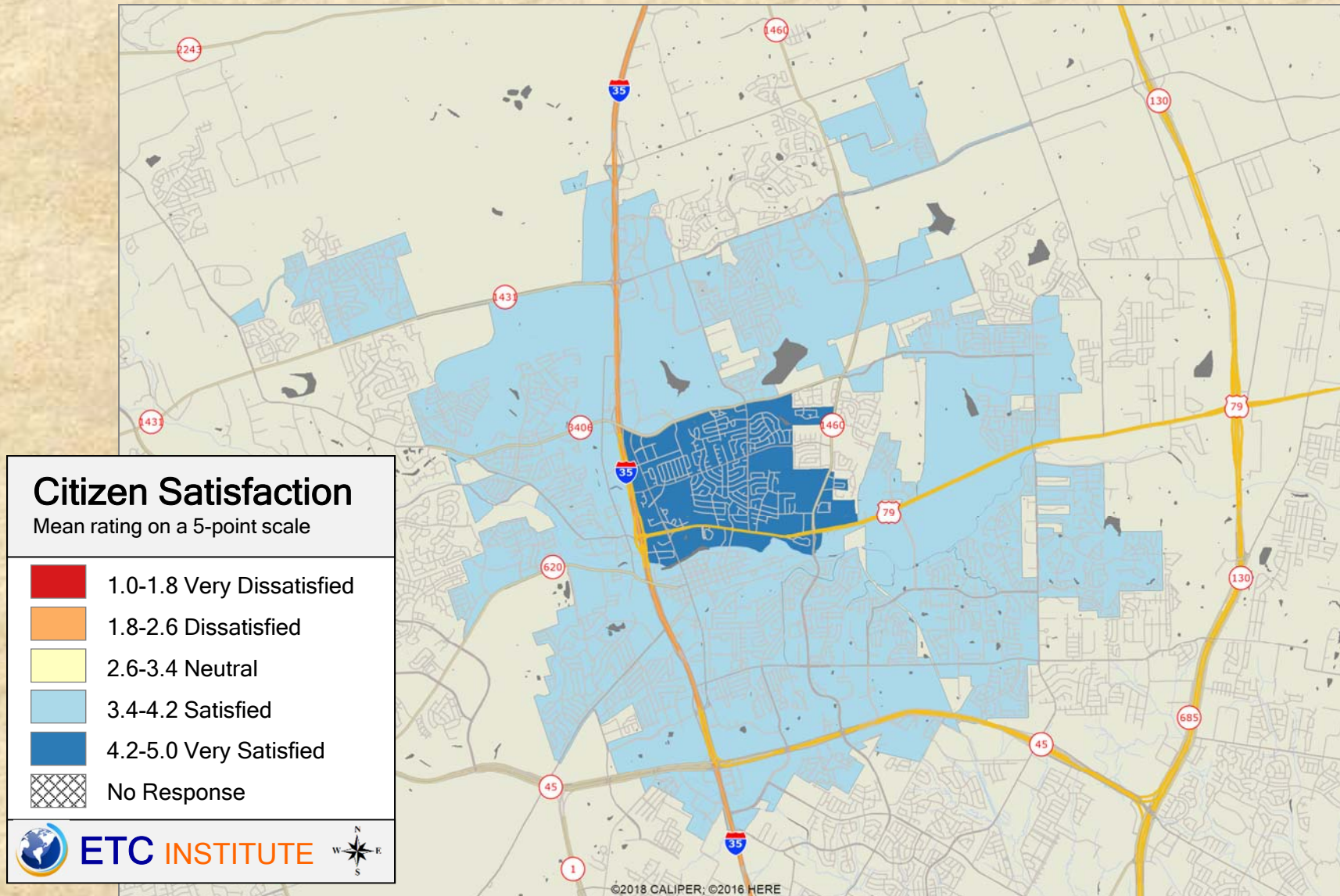
Q12-04 Satisfaction with mowing and trimming along city streets and other public areas



2018 City of Round Rock Citizen Survey

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

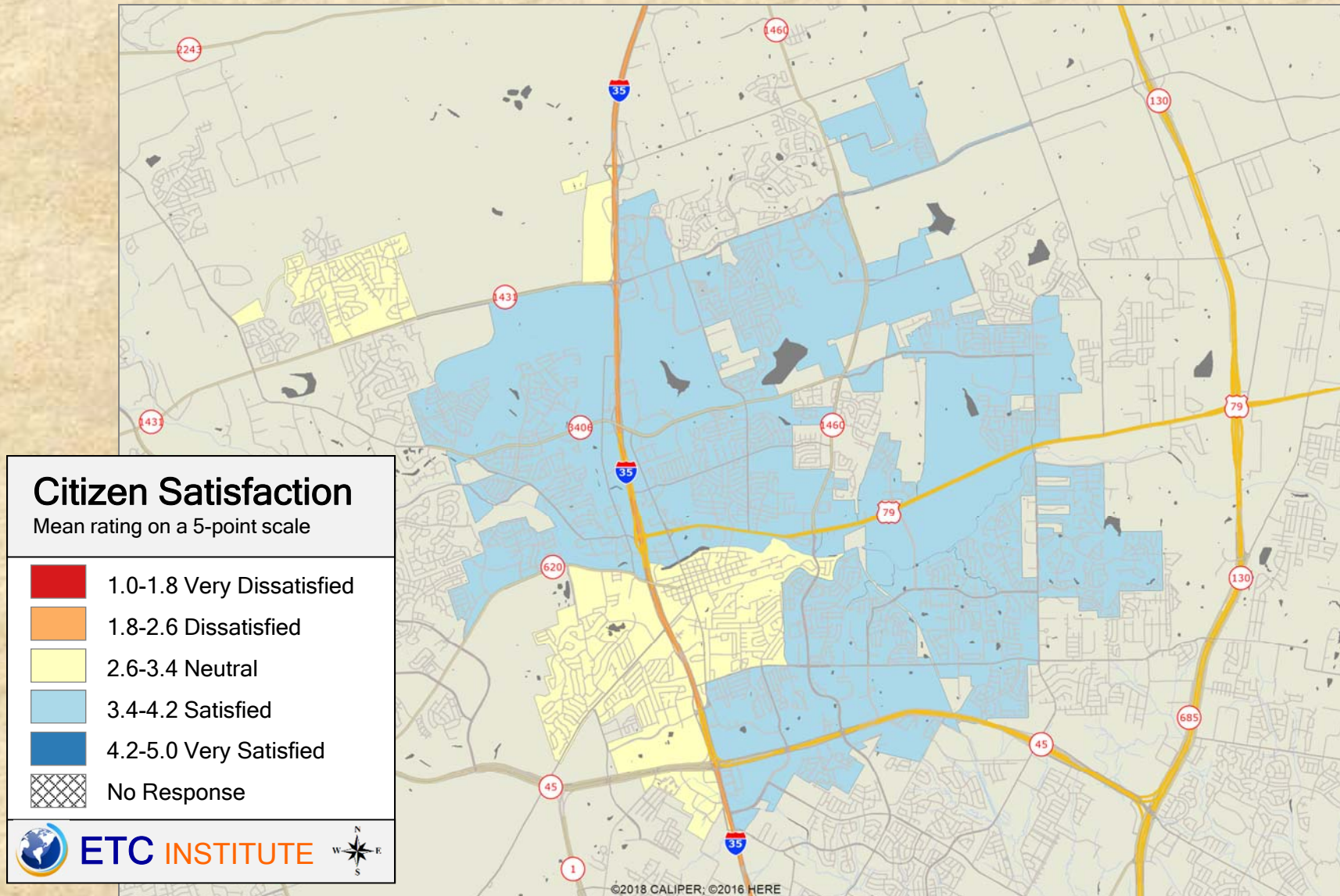
Q12-05 Satisfaction with cleanliness of city streets and other public areas



2018 City of Round Rock Citizen Survey

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

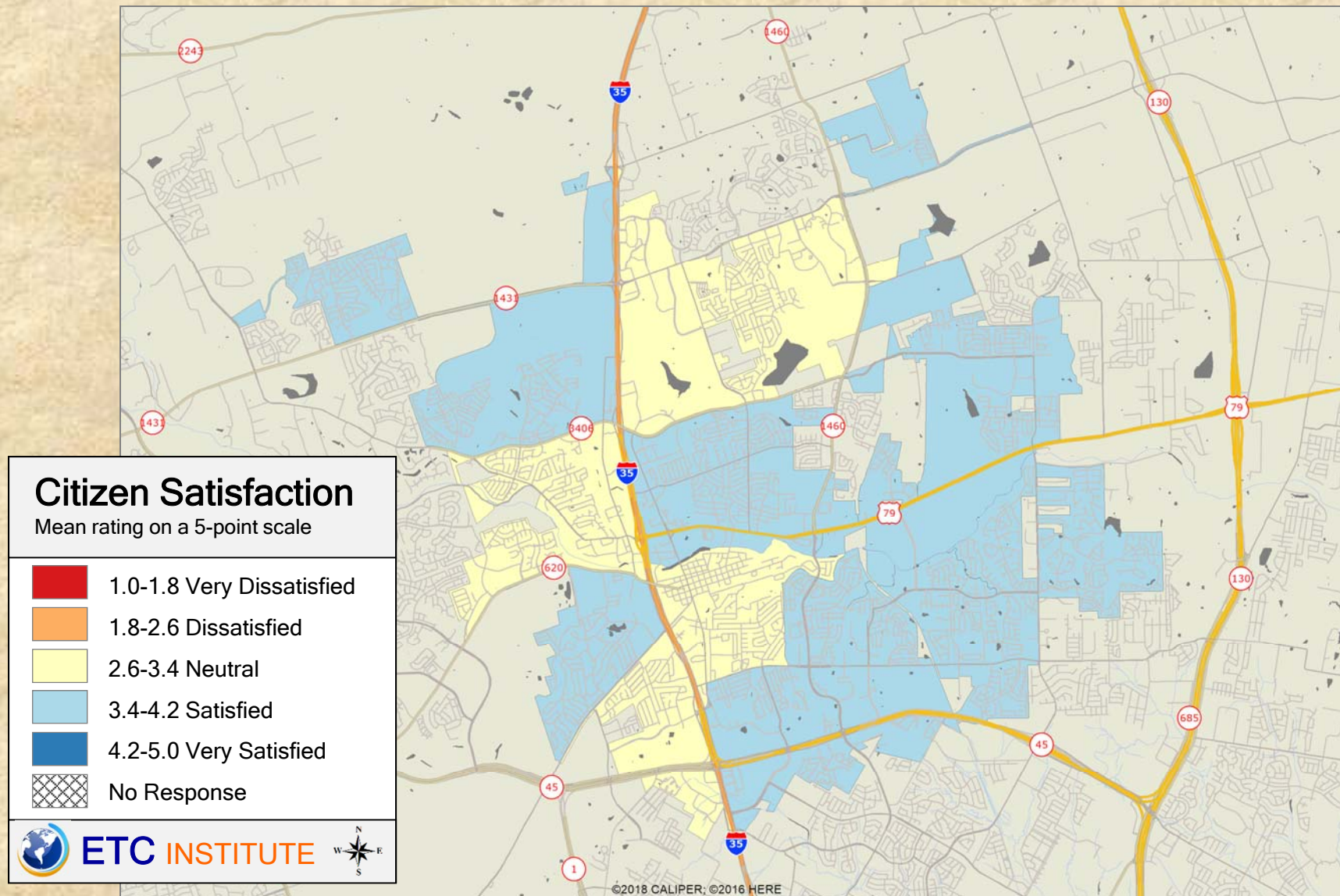
Q12-06 Satisfaction with cleanliness of creeks and open channels



2018 City of Round Rock Citizen Survey

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

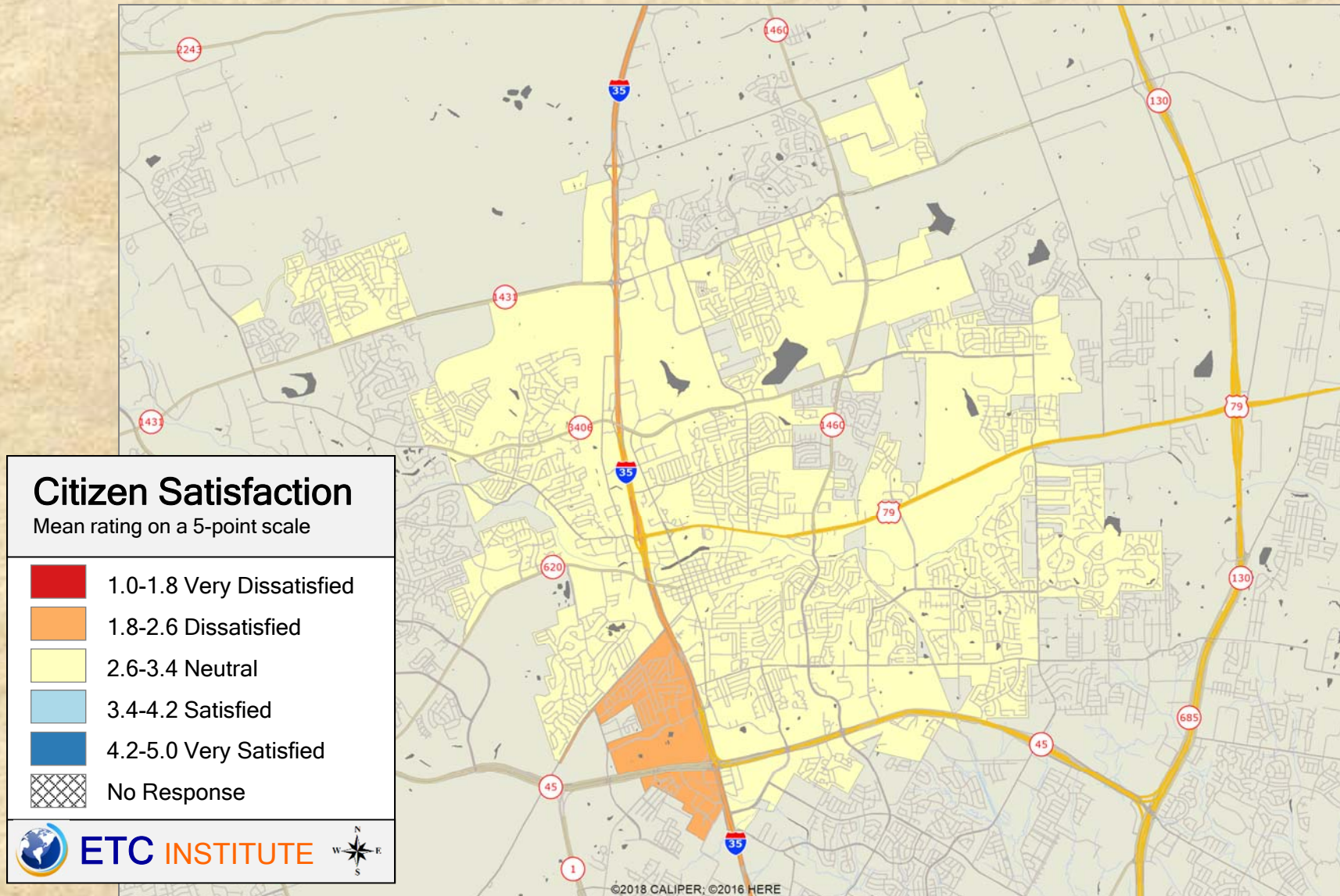
Q12-07 Satisfaction with condition of sidewalks in the city



2018 City of Round Rock Citizen Survey

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

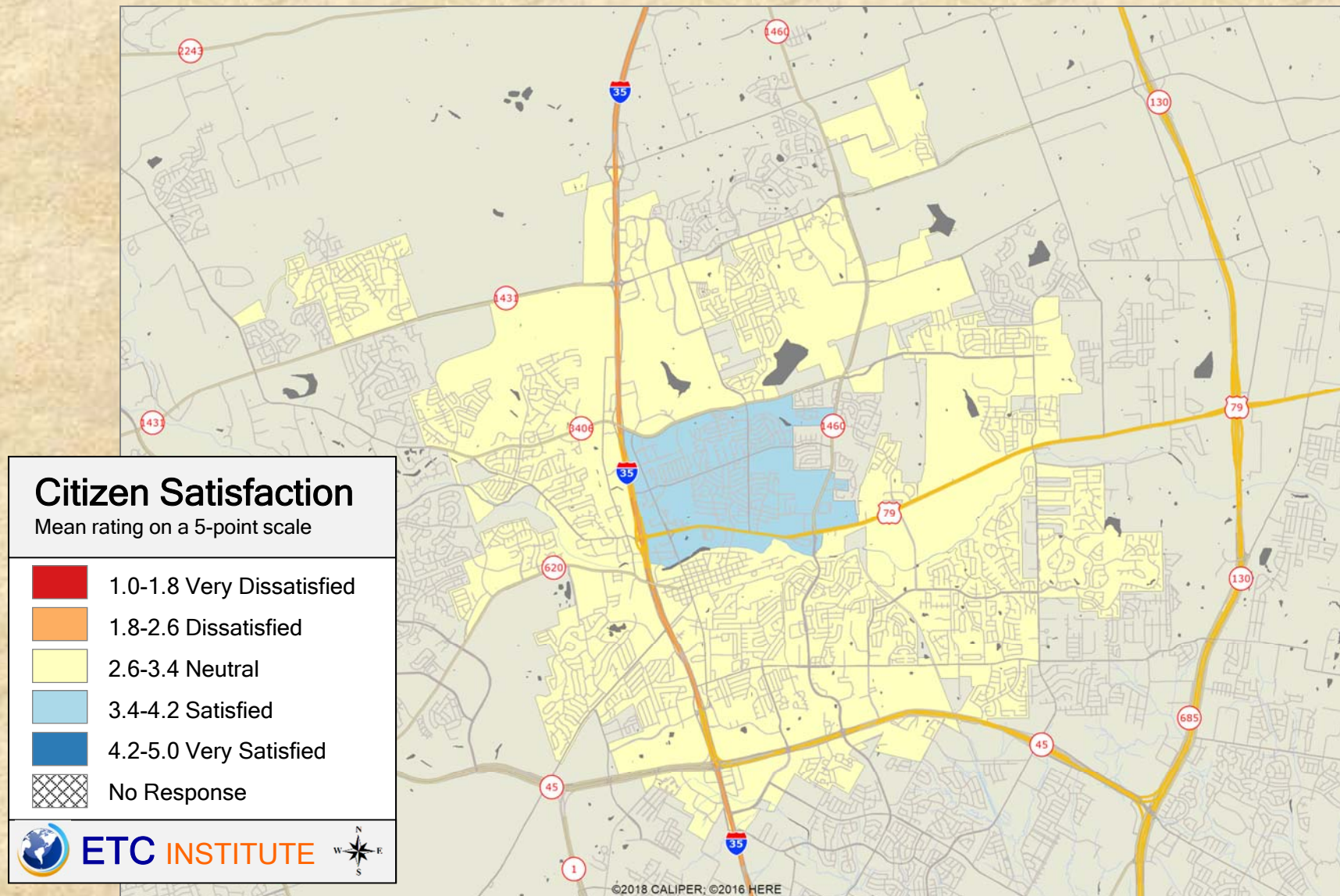
Q12-08 Satisfaction with availability of bike lanes



2018 City of Round Rock Citizen Survey

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

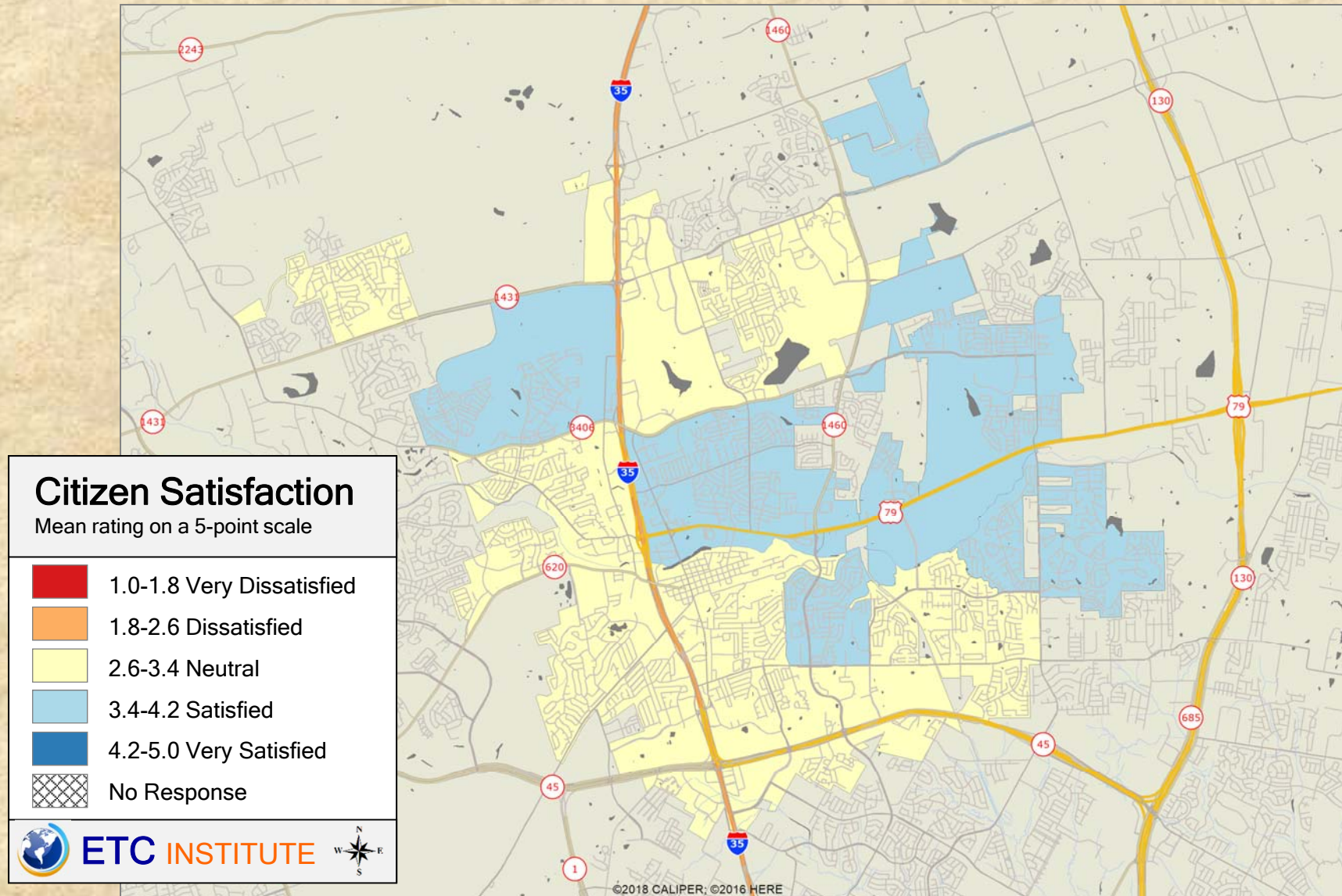
Q12-09 Satisfaction with transit services



2018 City of Round Rock Citizen Survey

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

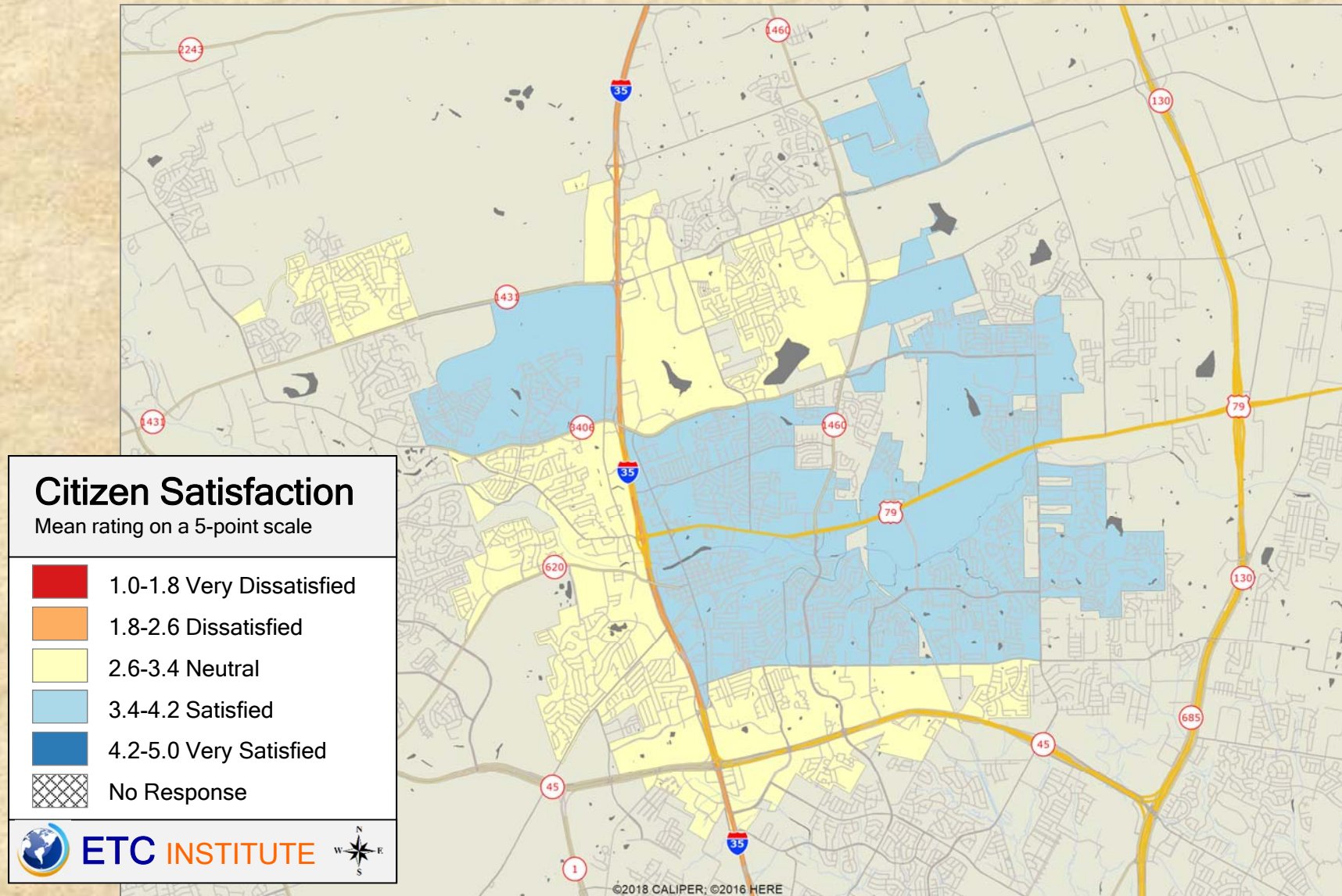
Q14-01 Satisfaction with enforcement of the clean up of junk and debris on private property



2018 City of Round Rock Citizen Survey

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

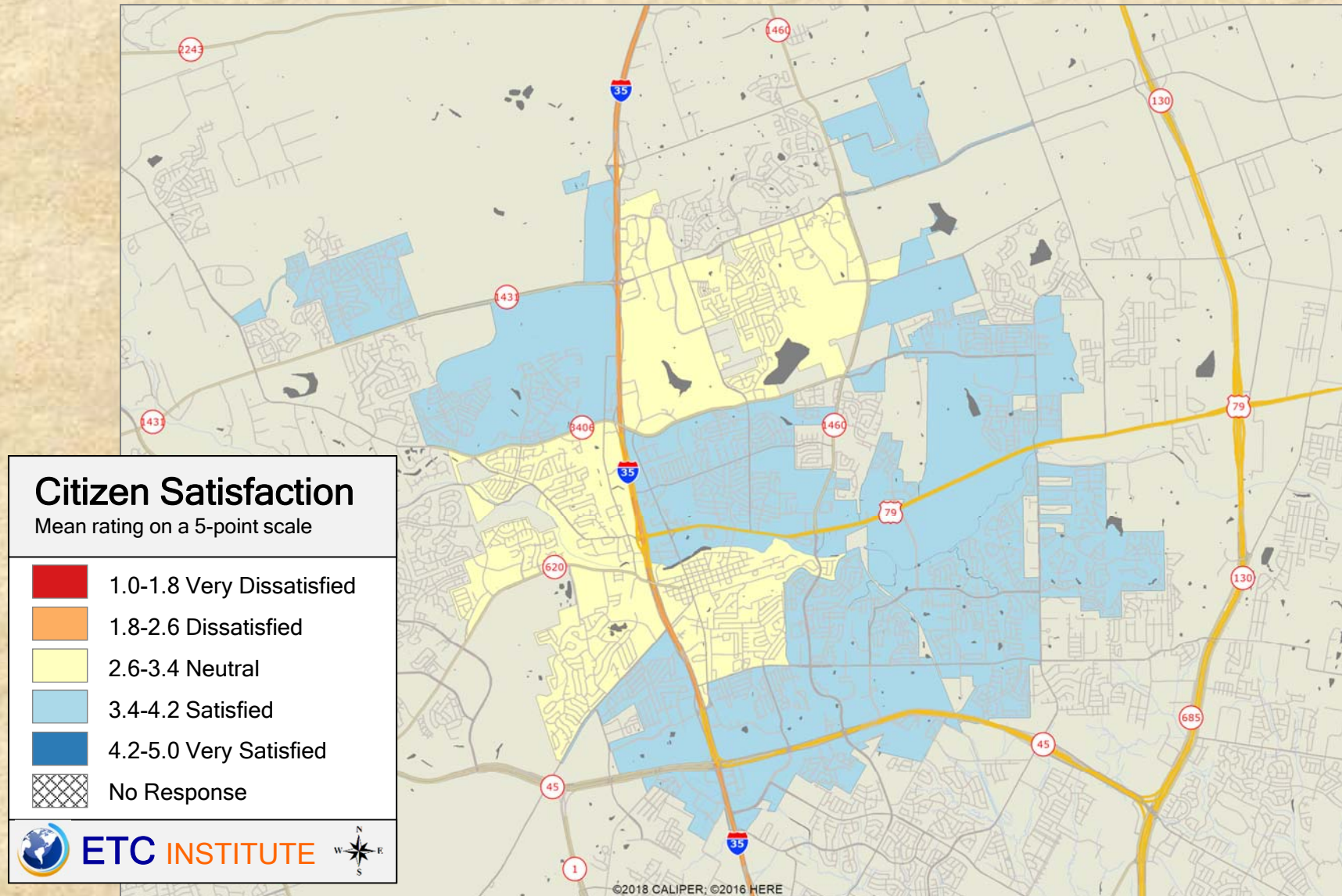
Q14-02 Satisfaction with enforcement of mowing of weeds and grass on private property



2018 City of Round Rock Citizen Survey

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

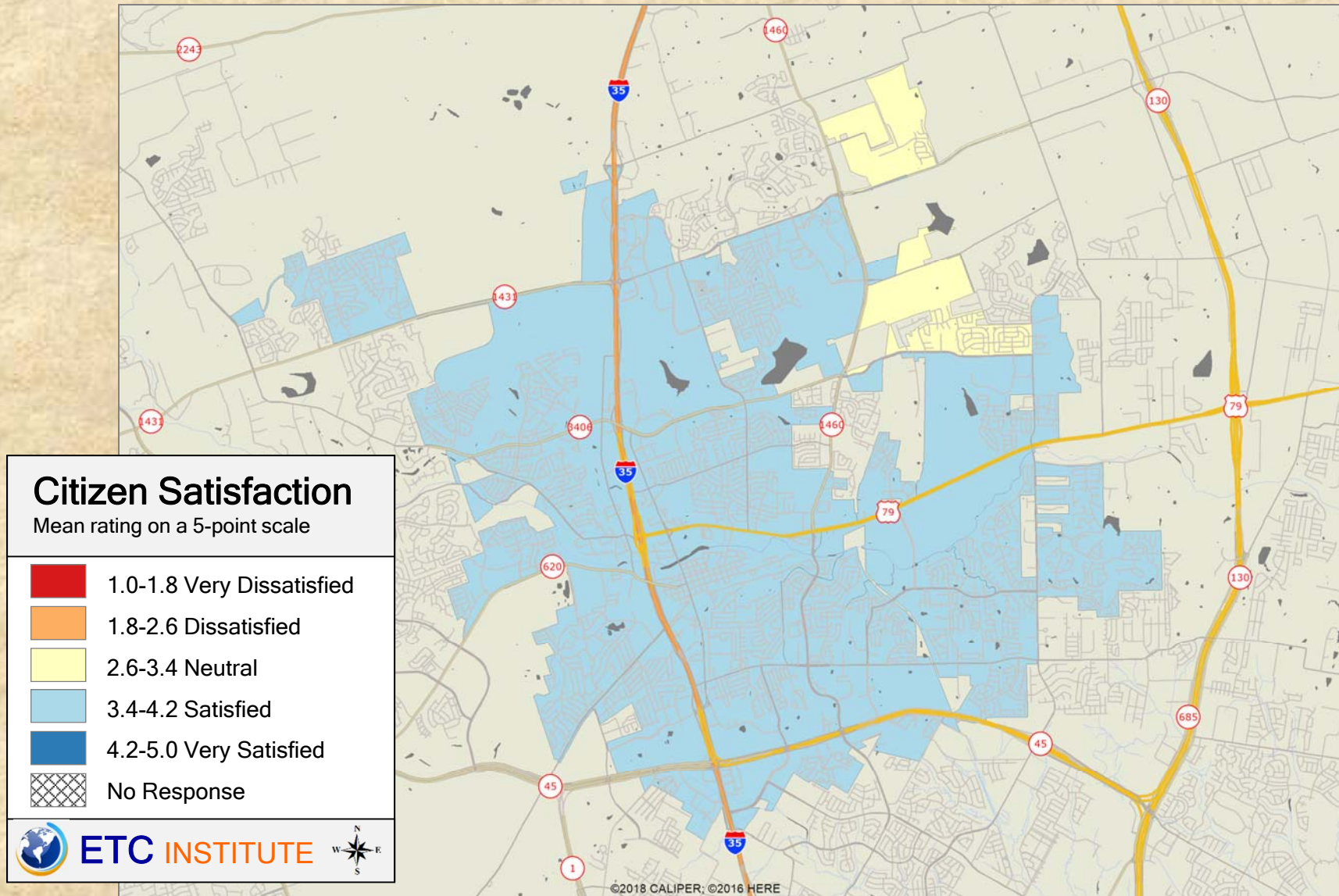
Q14-03 Satisfaction with enforcement of sign regulations



2018 City of Round Rock Citizen Survey

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

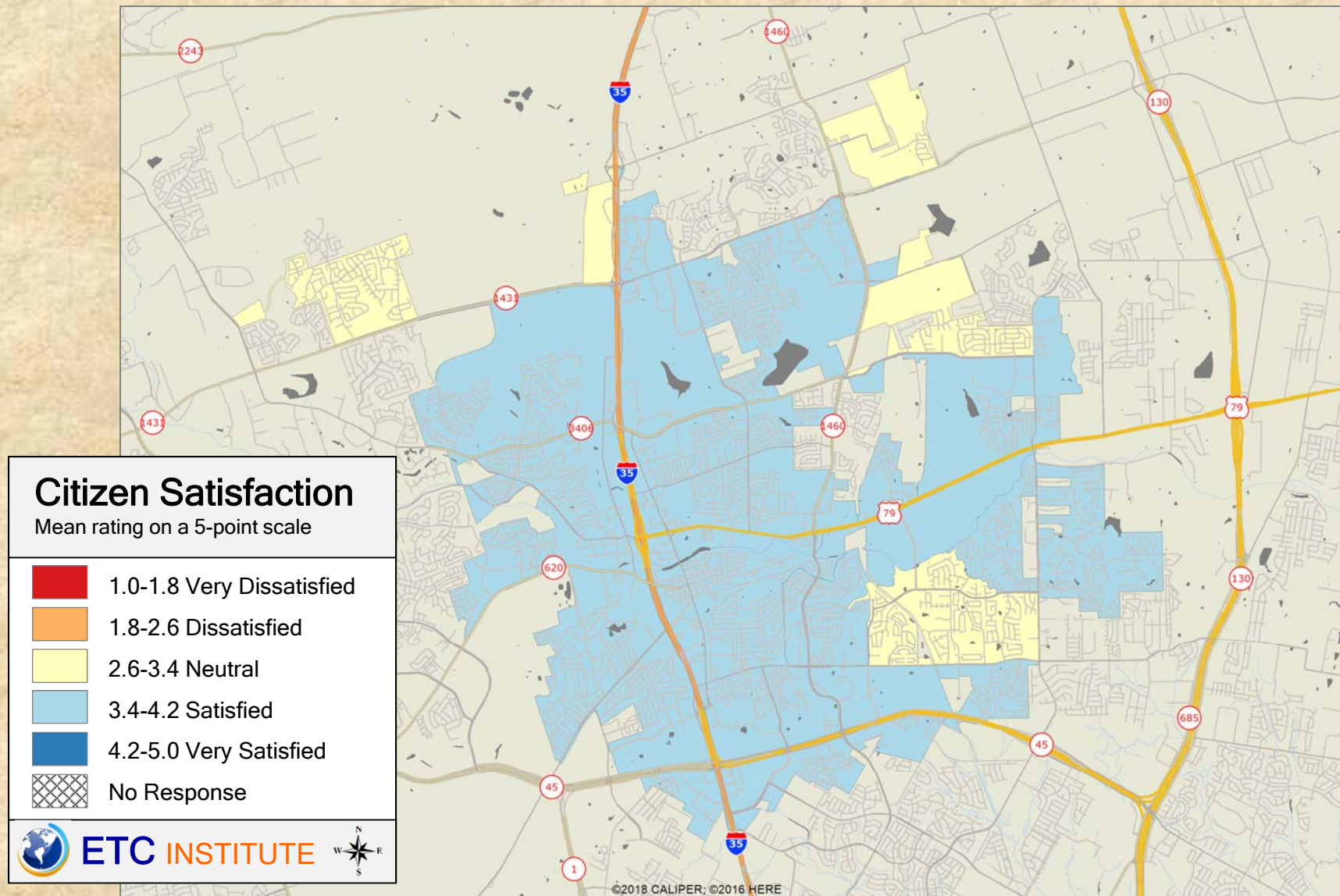
Q16-01 Satisfaction with the availability of information about city programs and services



2018 City of Round Rock Citizen Survey

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

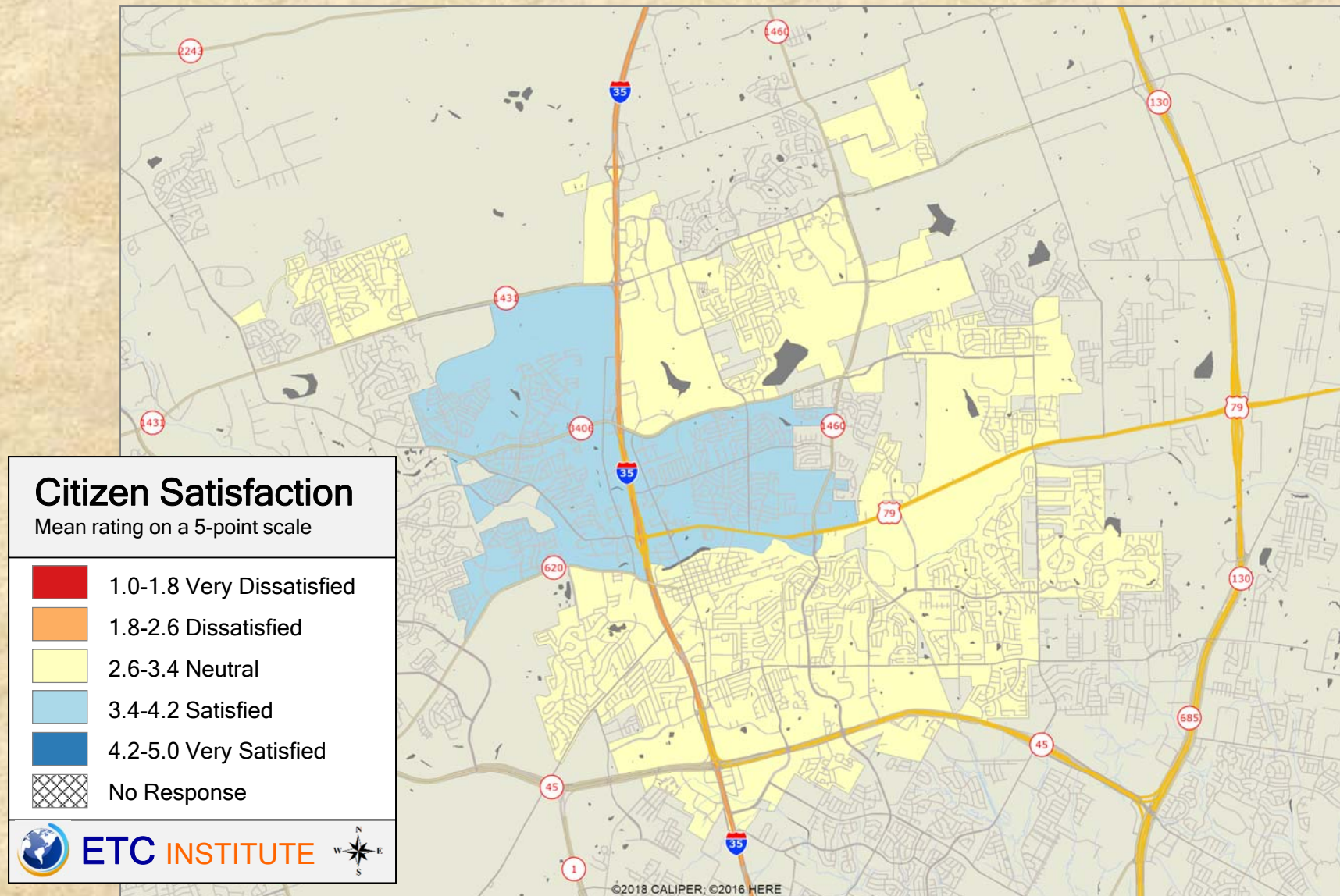
Q16-02 Satisfaction with City efforts to keep residents informed about local issues



2018 City of Round Rock Citizen Survey

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

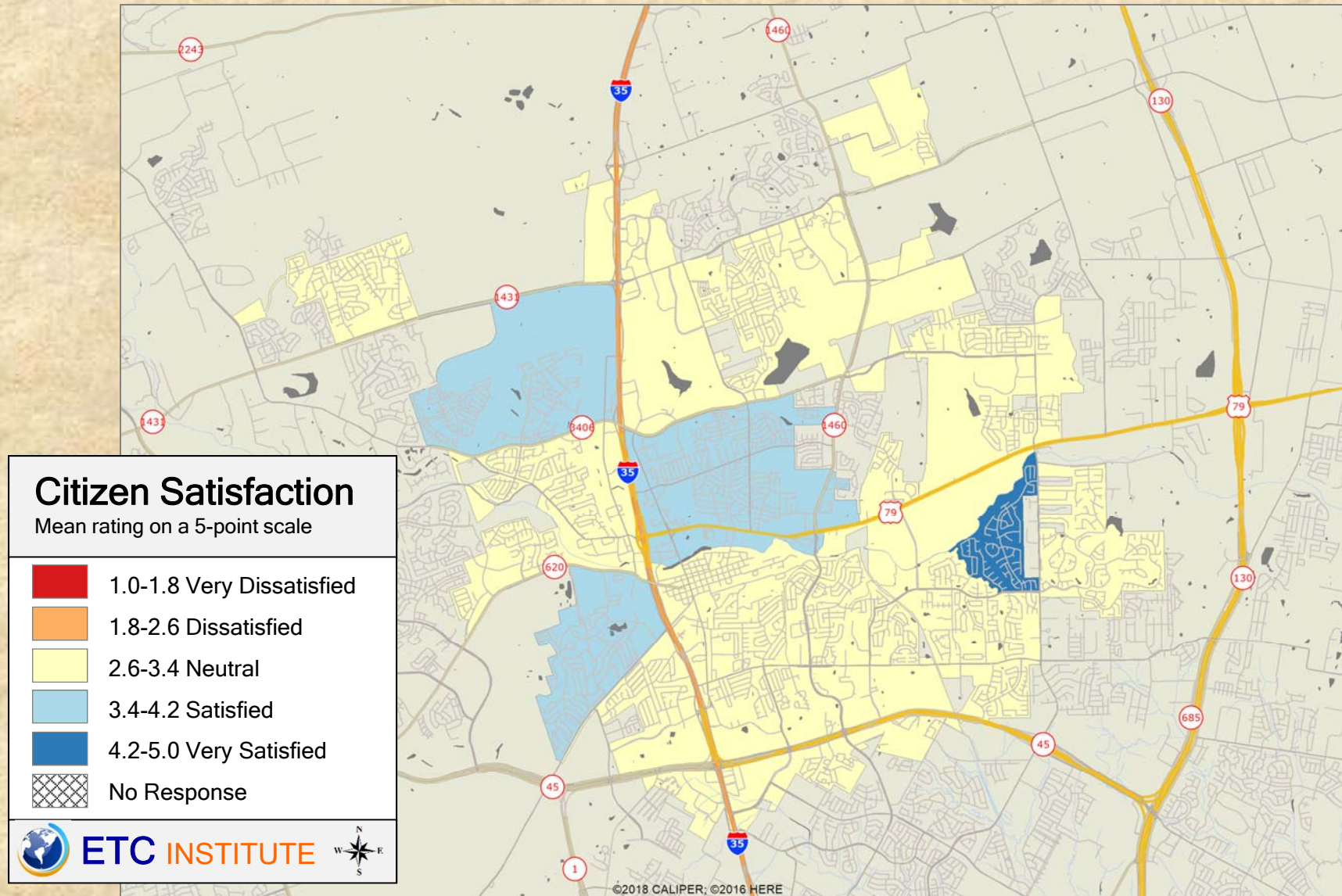
Q16-03 Satisfaction with the level of public involvement in city decision-making



2018 City of Round Rock Citizen Survey

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

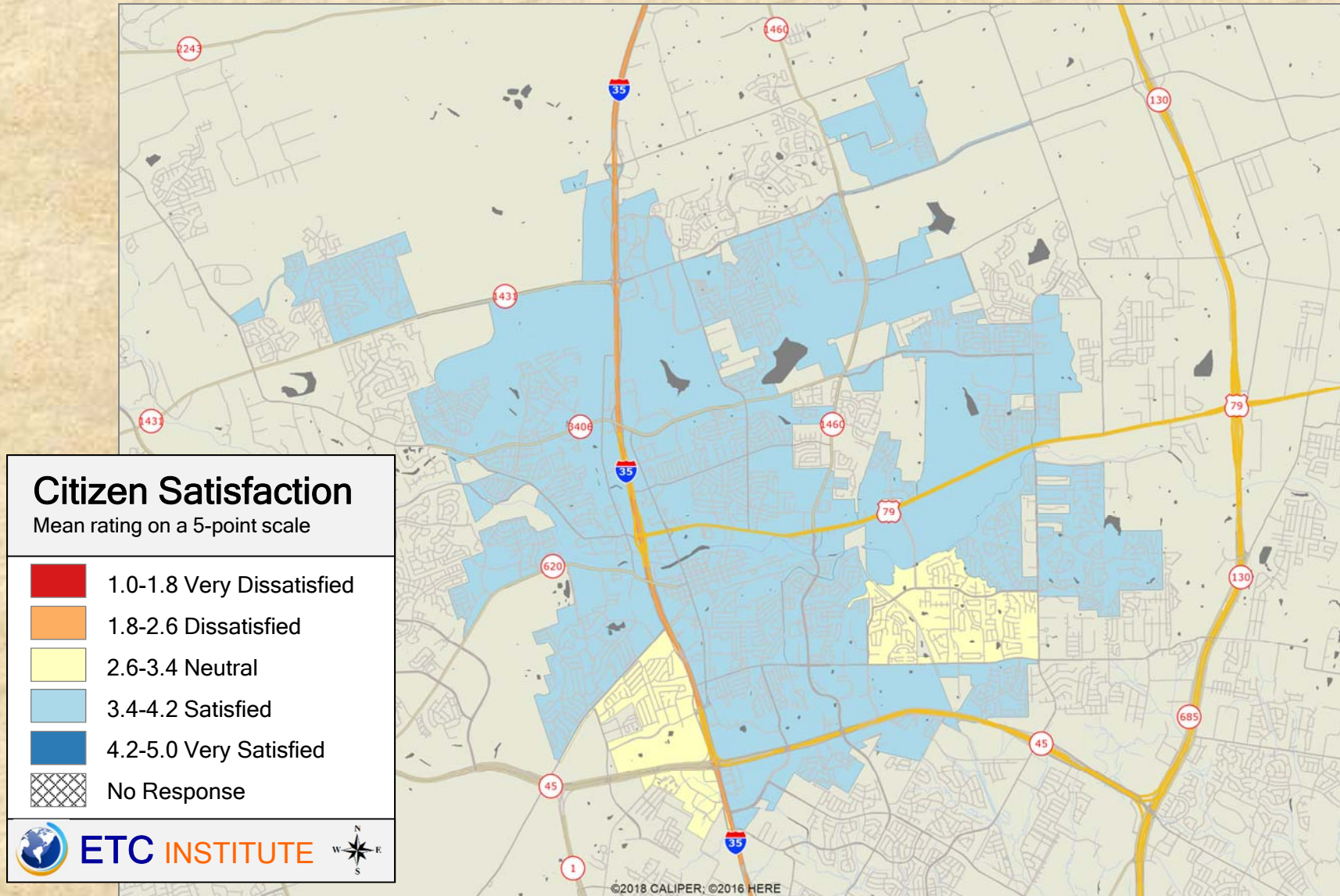
Q16-04 Satisfaction with the city's cable television channel/video production



2018 City of Round Rock Citizen Survey

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

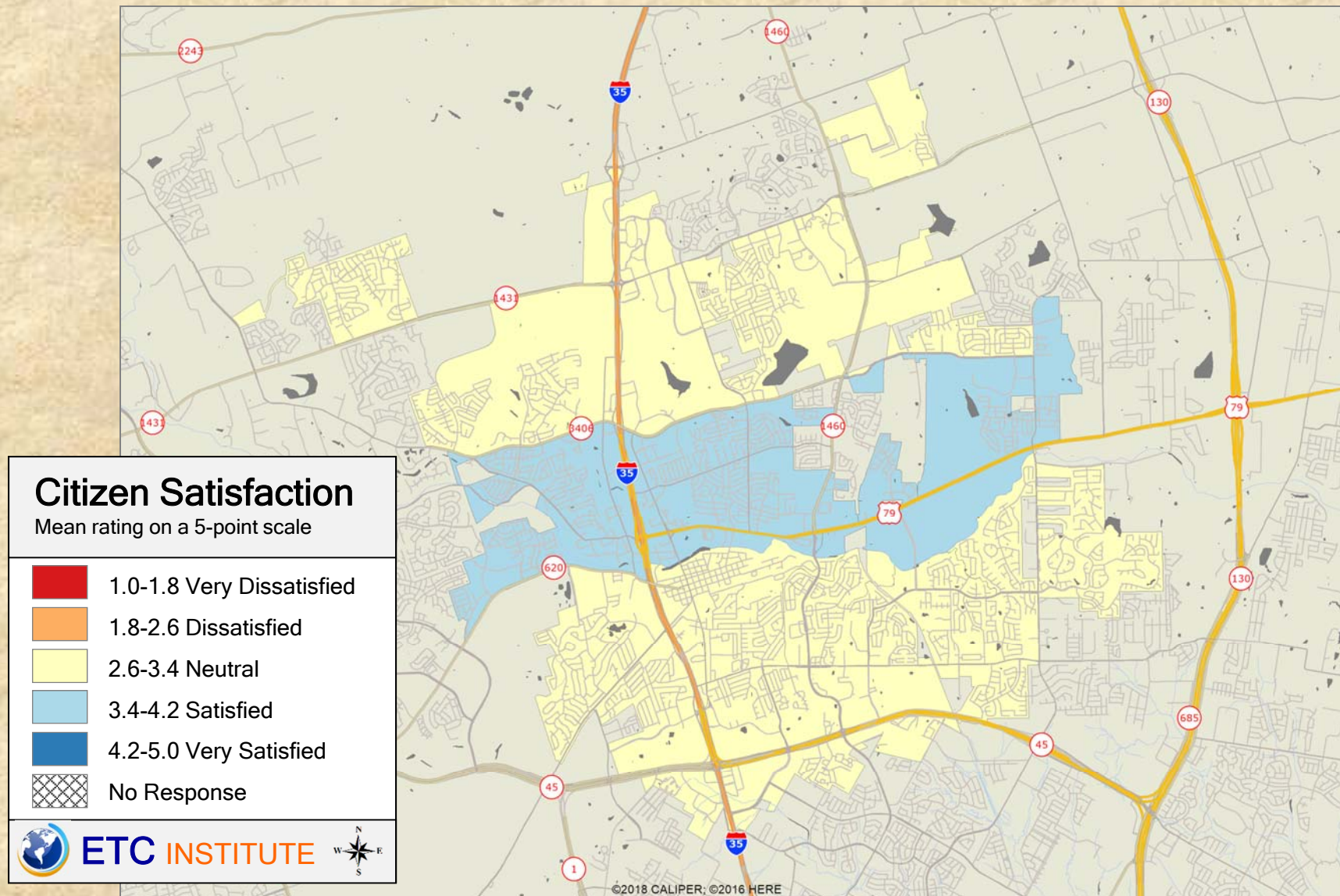
Q16-05 Satisfaction with usefulness of the information that is available on the city's website



2018 City of Round Rock Citizen Survey

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

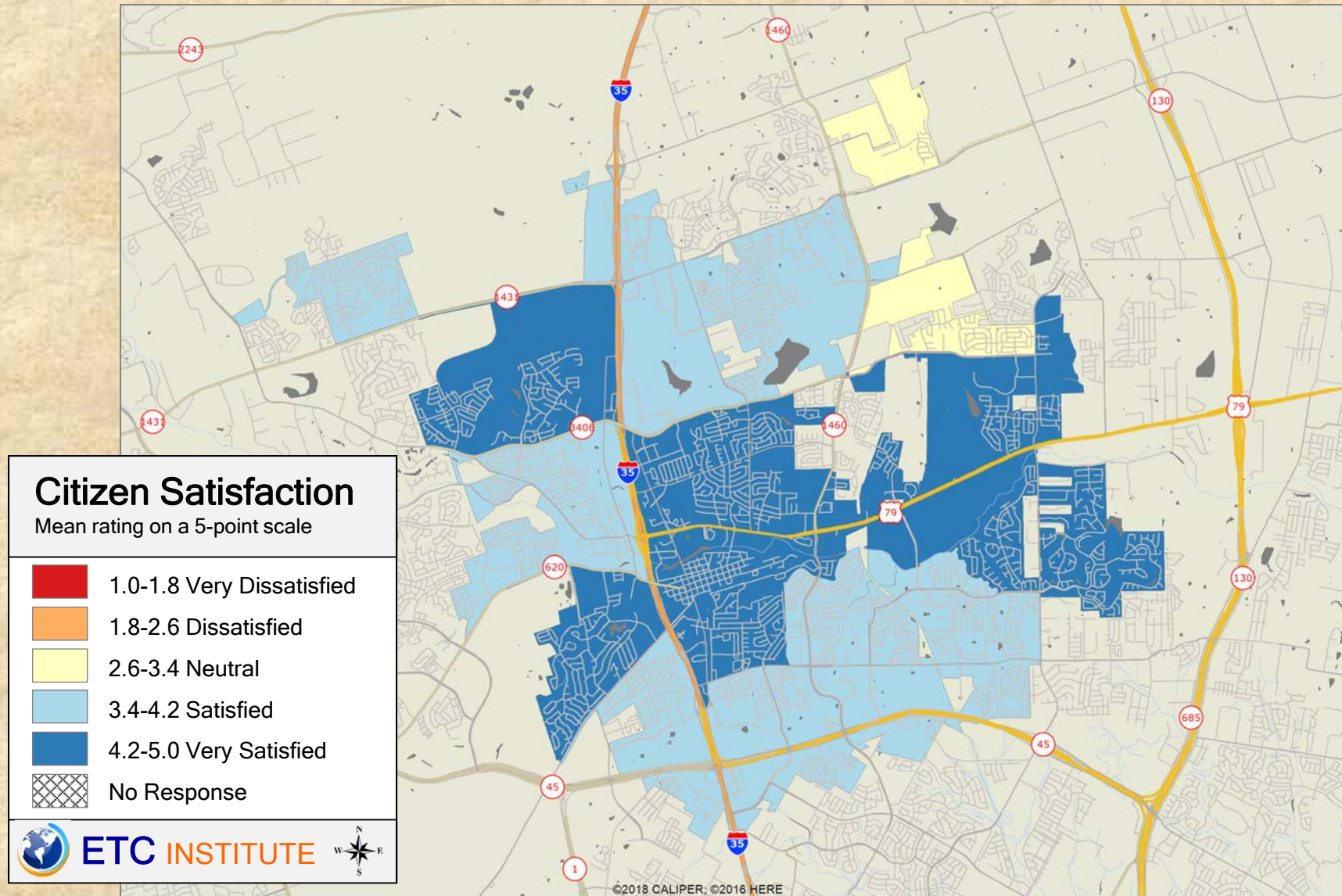
Q16-07 Satisfaction with City storm water education and outreach efforts



2018 City of Round Rock Citizen Survey

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

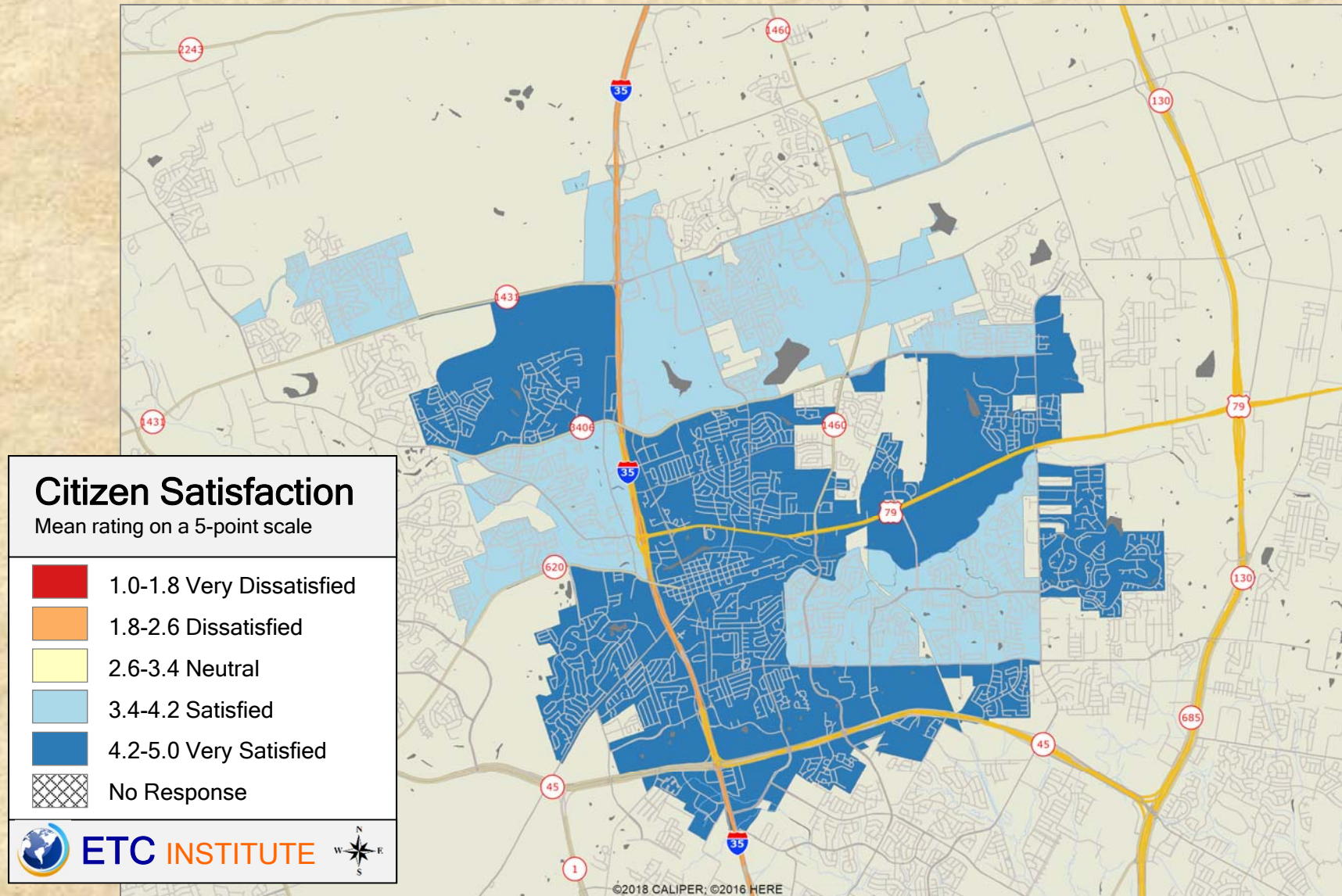
Q20b-01 Satisfaction with how easy city employees were to contact



2018 City of Round Rock Citizen Survey

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

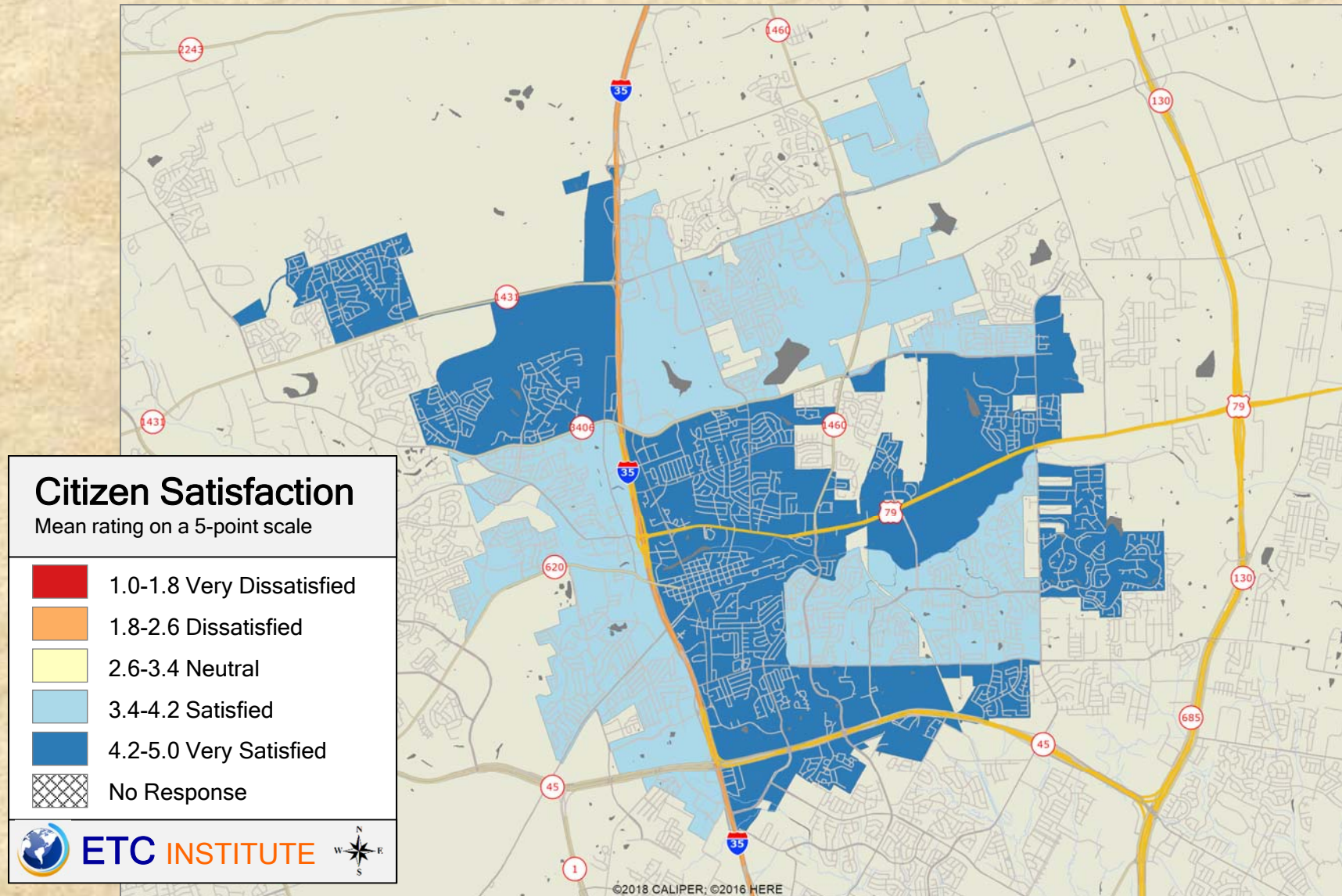
Q20b-02 Satisfaction with the way city employees treated customers



2018 City of Round Rock Citizen Survey

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

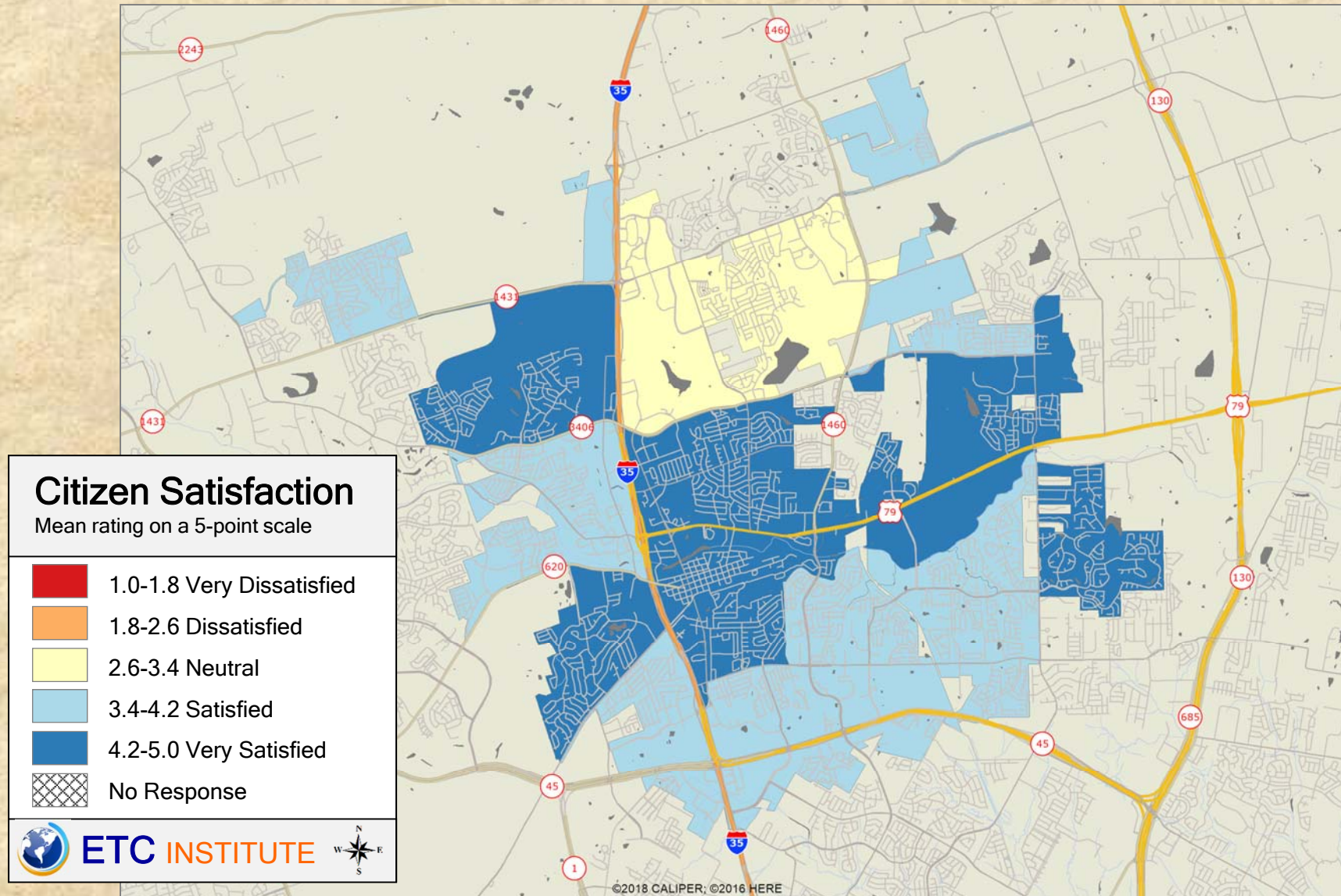
Q20b-03 Satisfaction with the accuracy of the information and the assistance given by city employees



2018 City of Round Rock Citizen Survey

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

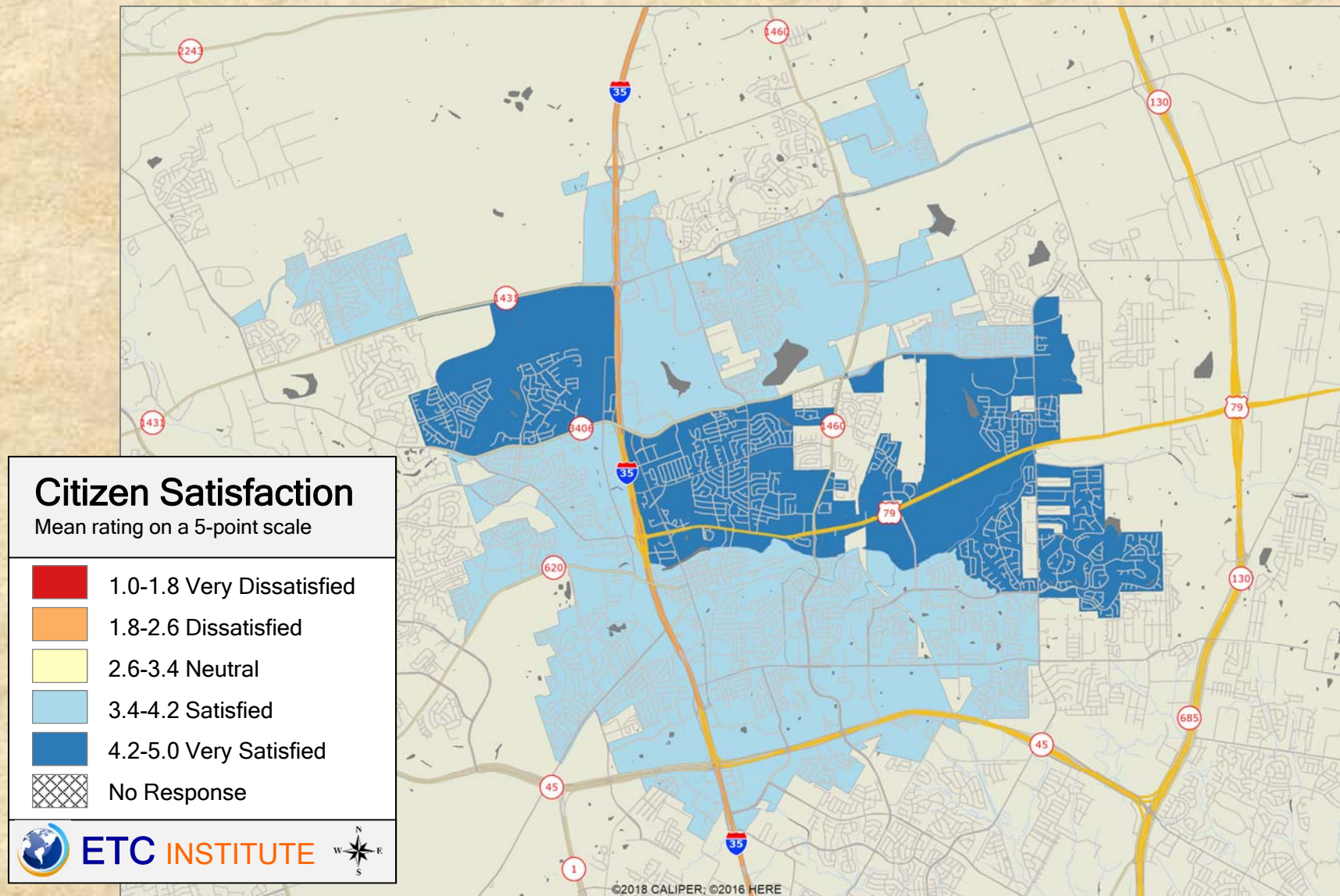
Q20b-04 Satisfaction with how quickly city staff responded to requests



2018 City of Round Rock Citizen Survey

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

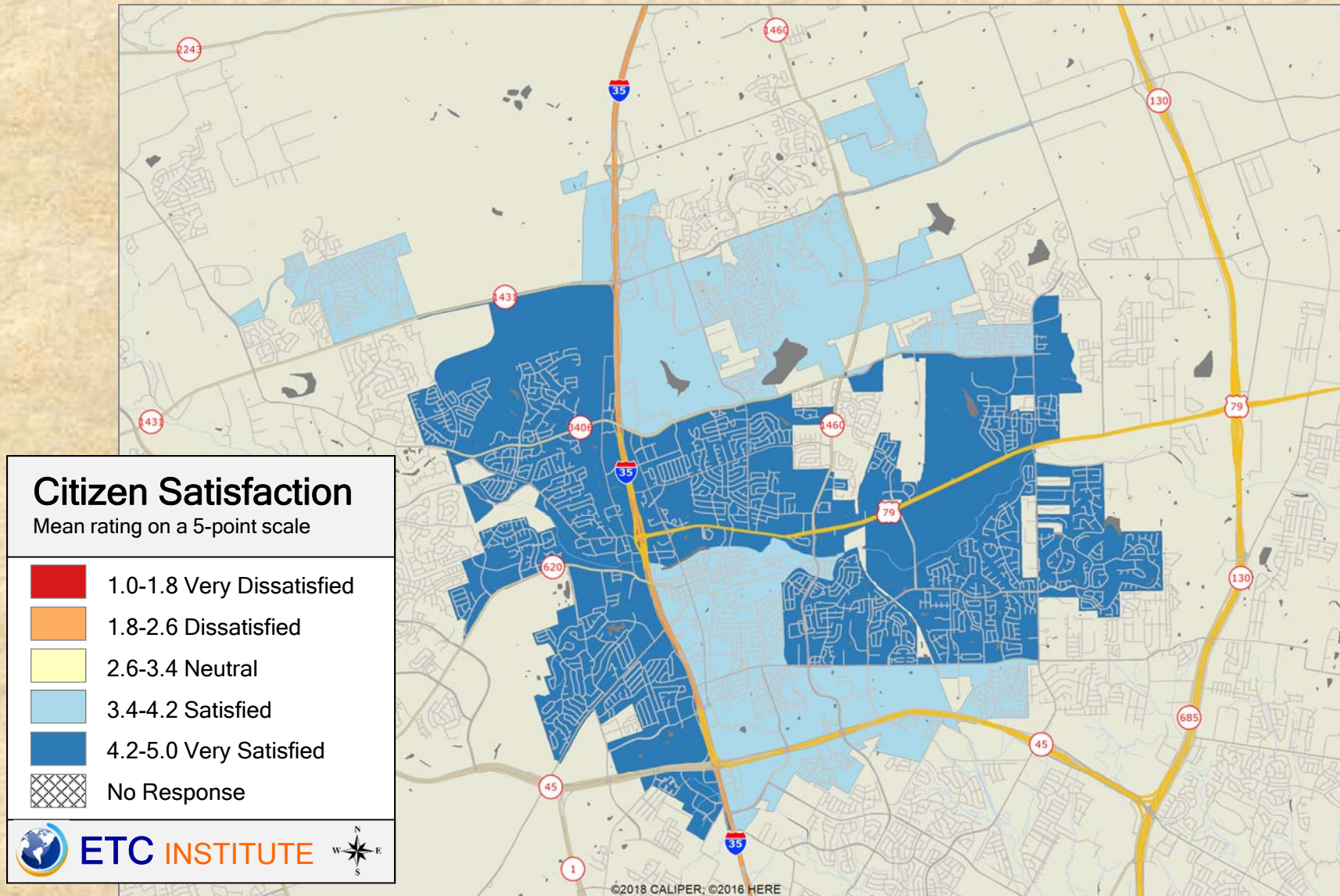
Q20b-05 Satisfaction with how well issue was handled by city employees



2018 City of Round Rock Citizen Survey

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

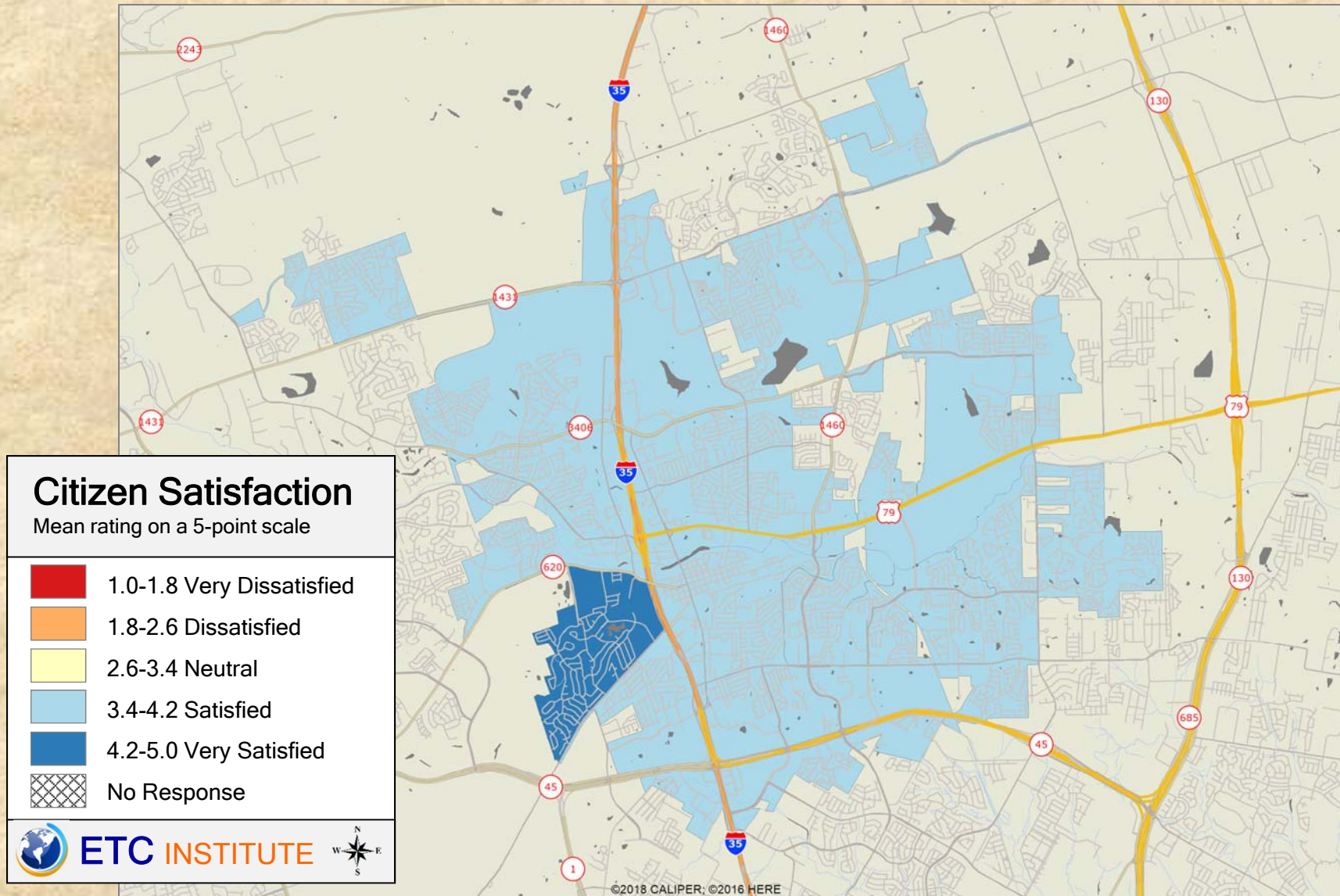
Q21-01 Satisfaction with residential trash garbage collection services



2018 City of Round Rock Citizen Survey

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

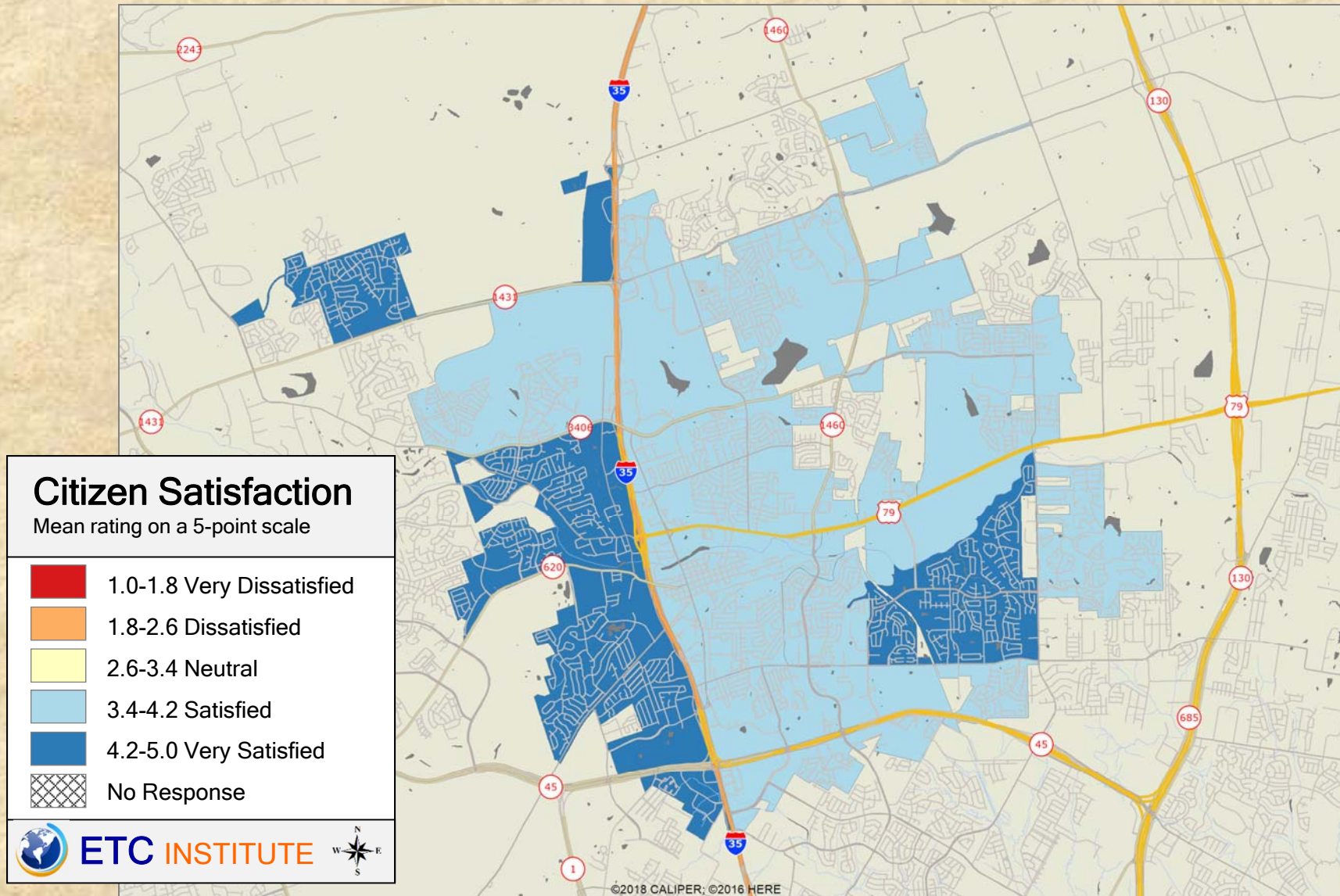
Q21-02 Satisfaction with bulky item pick up/removal services



2018 City of Round Rock Citizen Survey

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

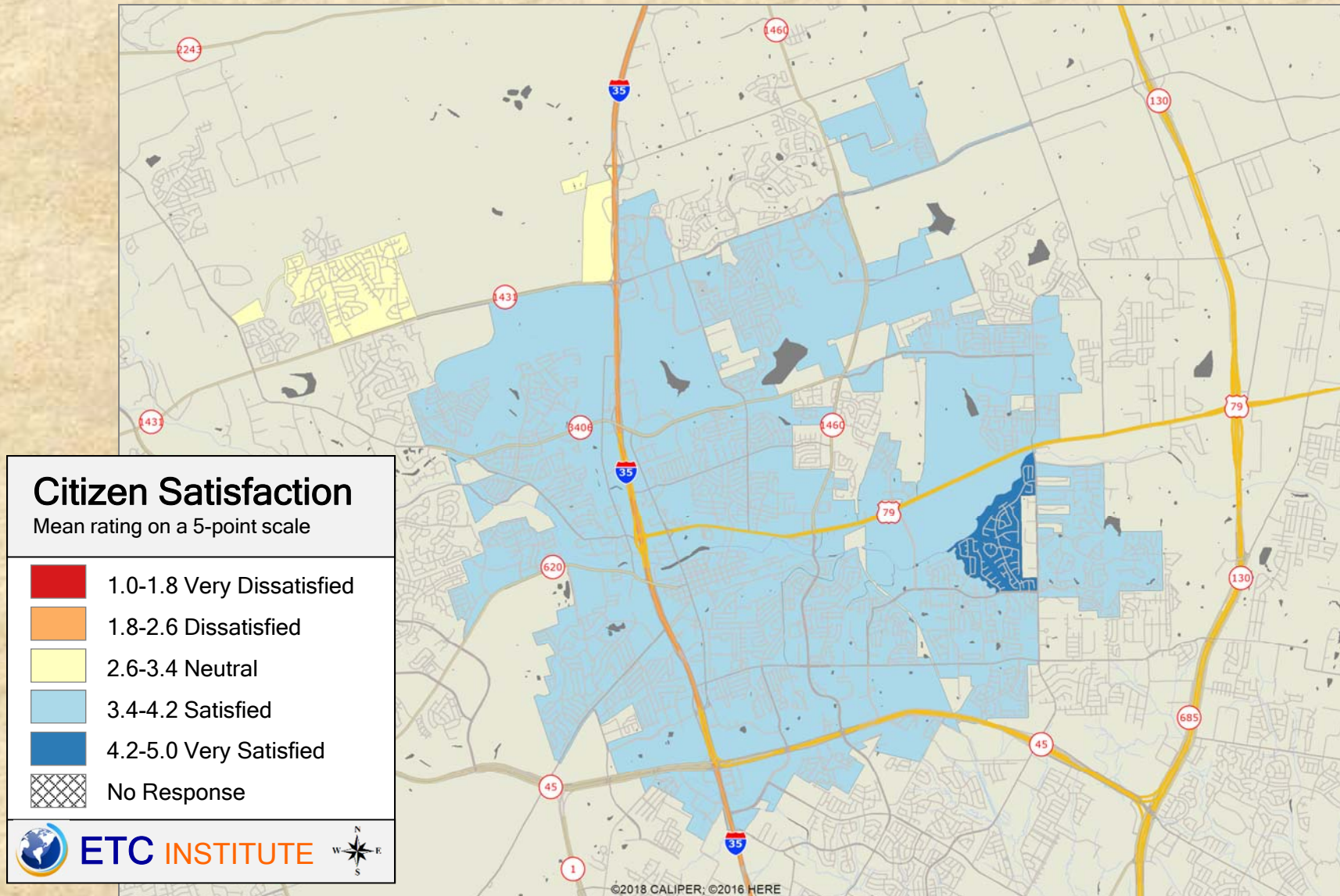
Q21-03 Satisfaction with recycling services



2018 City of Round Rock Citizen Survey

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

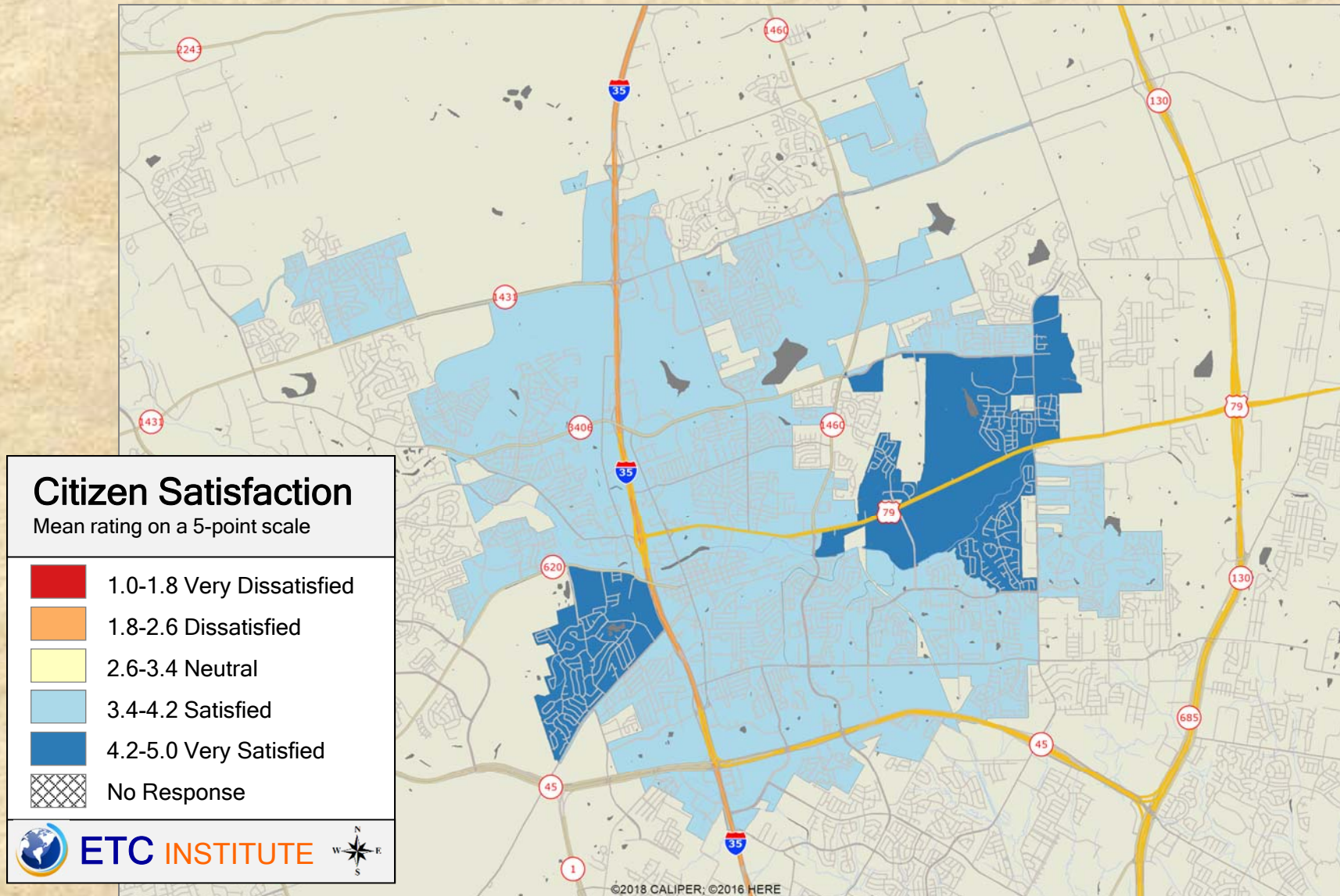
Q21-04 Satisfaction with yard waste collection services



2018 City of Round Rock Citizen Survey

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

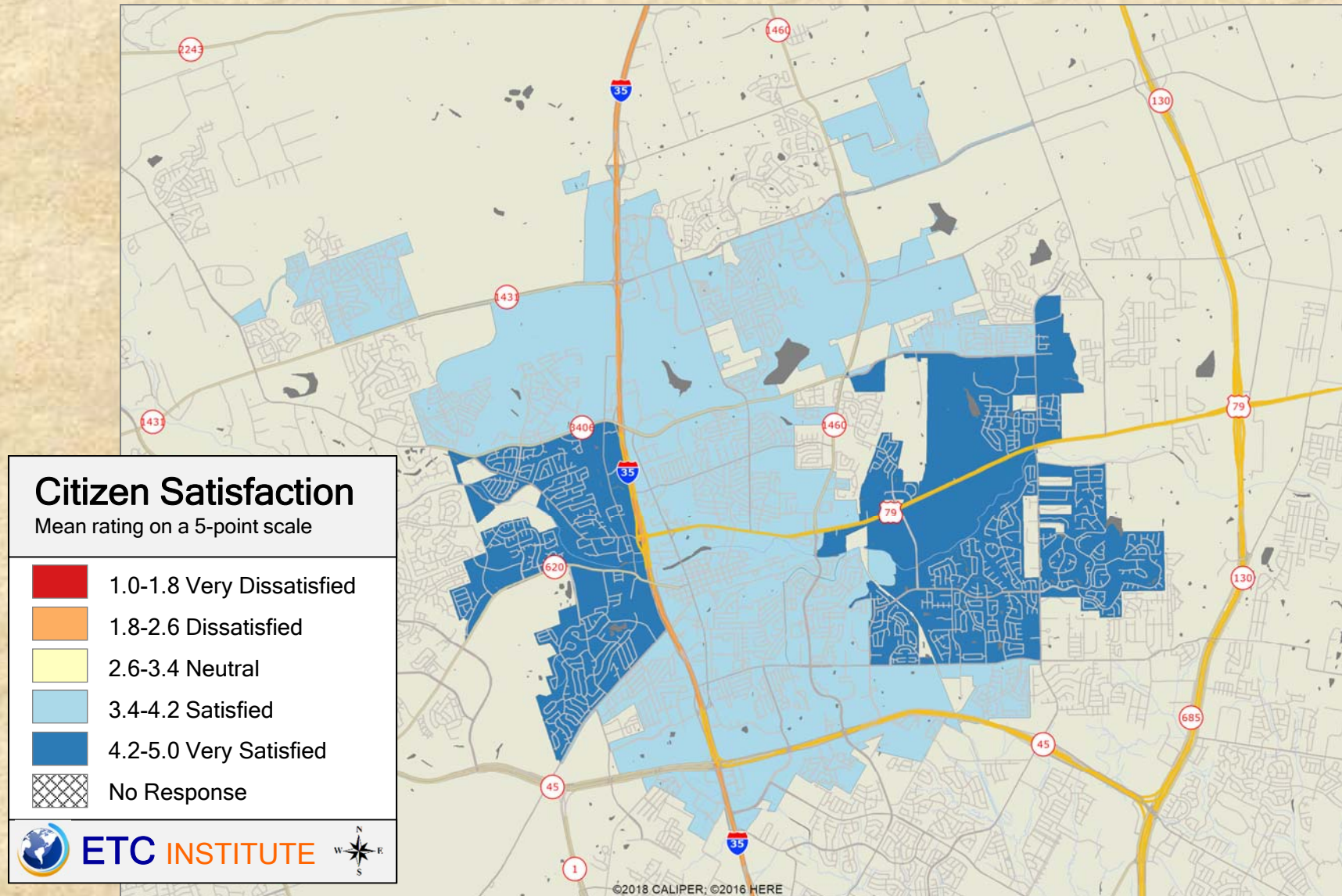
Q21-05 Satisfaction with drinking water services



2018 City of Round Rock Citizen Survey

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

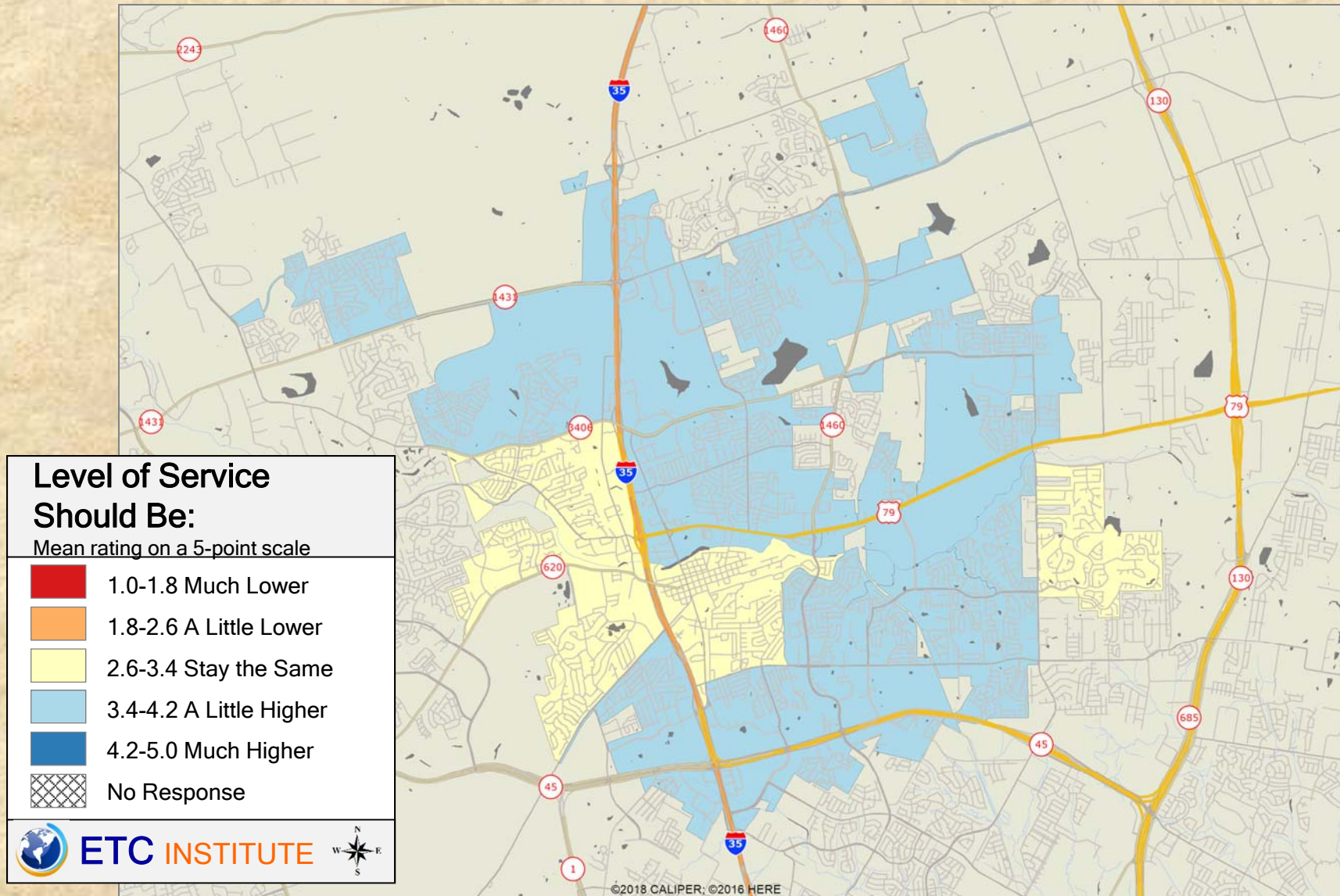
Q21-06 Satisfaction with wastewater (sewer) services



2018 City of Round Rock Citizen Survey

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

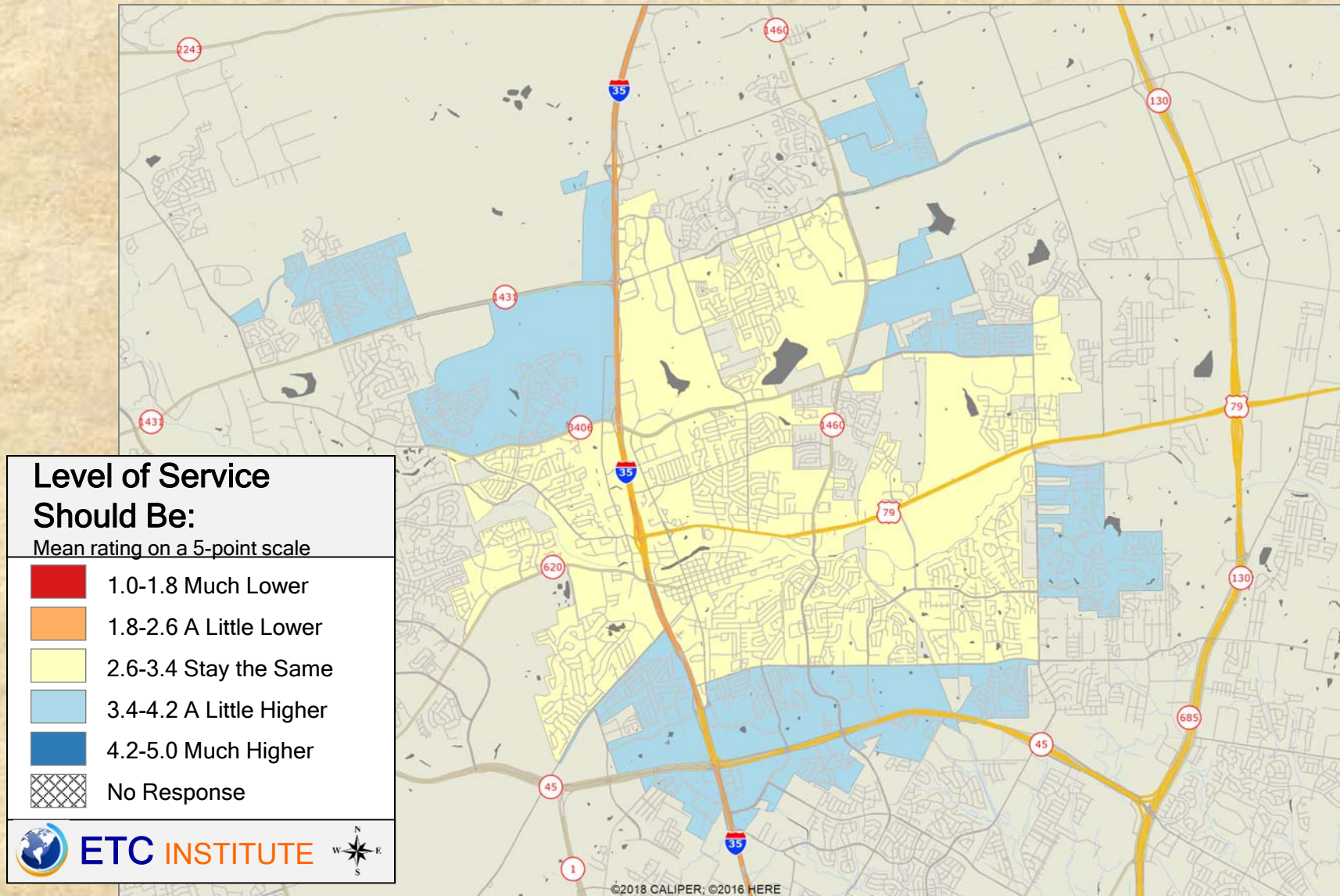
Q22-01 Level of library services



2018 City of Round Rock Citizen Survey

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

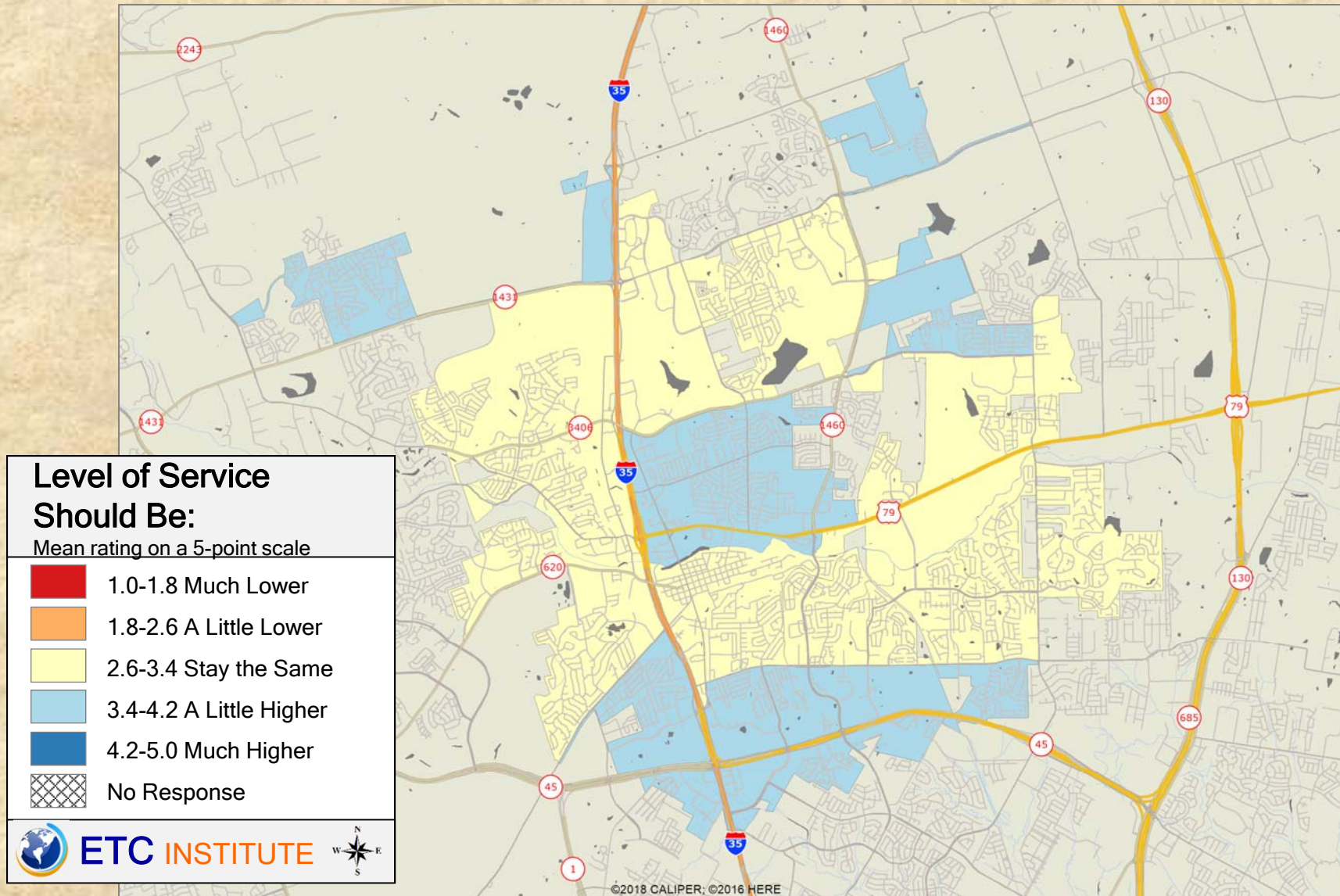
Q22-02 Level of law enforcement



2018 City of Round Rock Citizen Survey

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

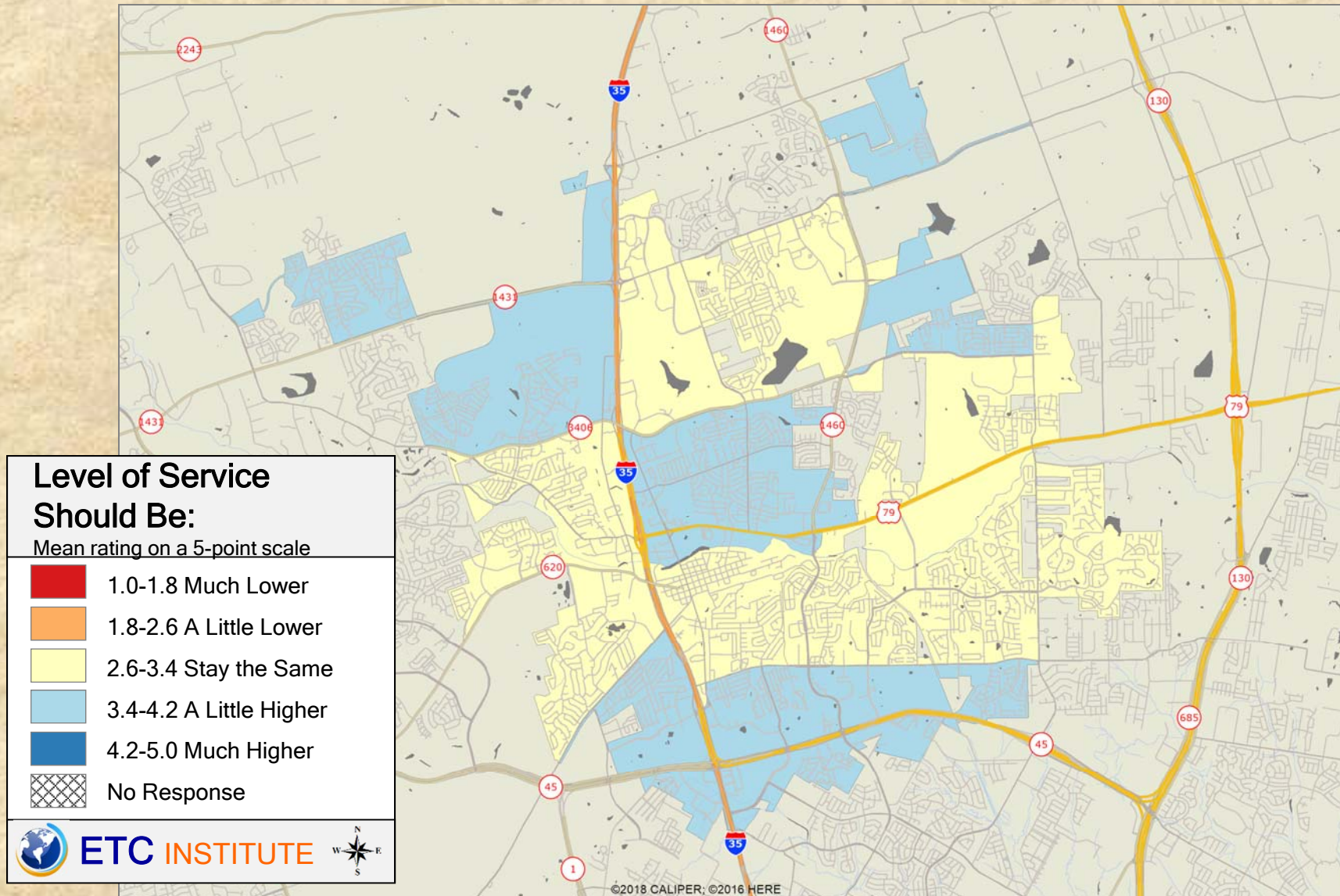
Q22-03 Level of fire response



2018 City of Round Rock Citizen Survey

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

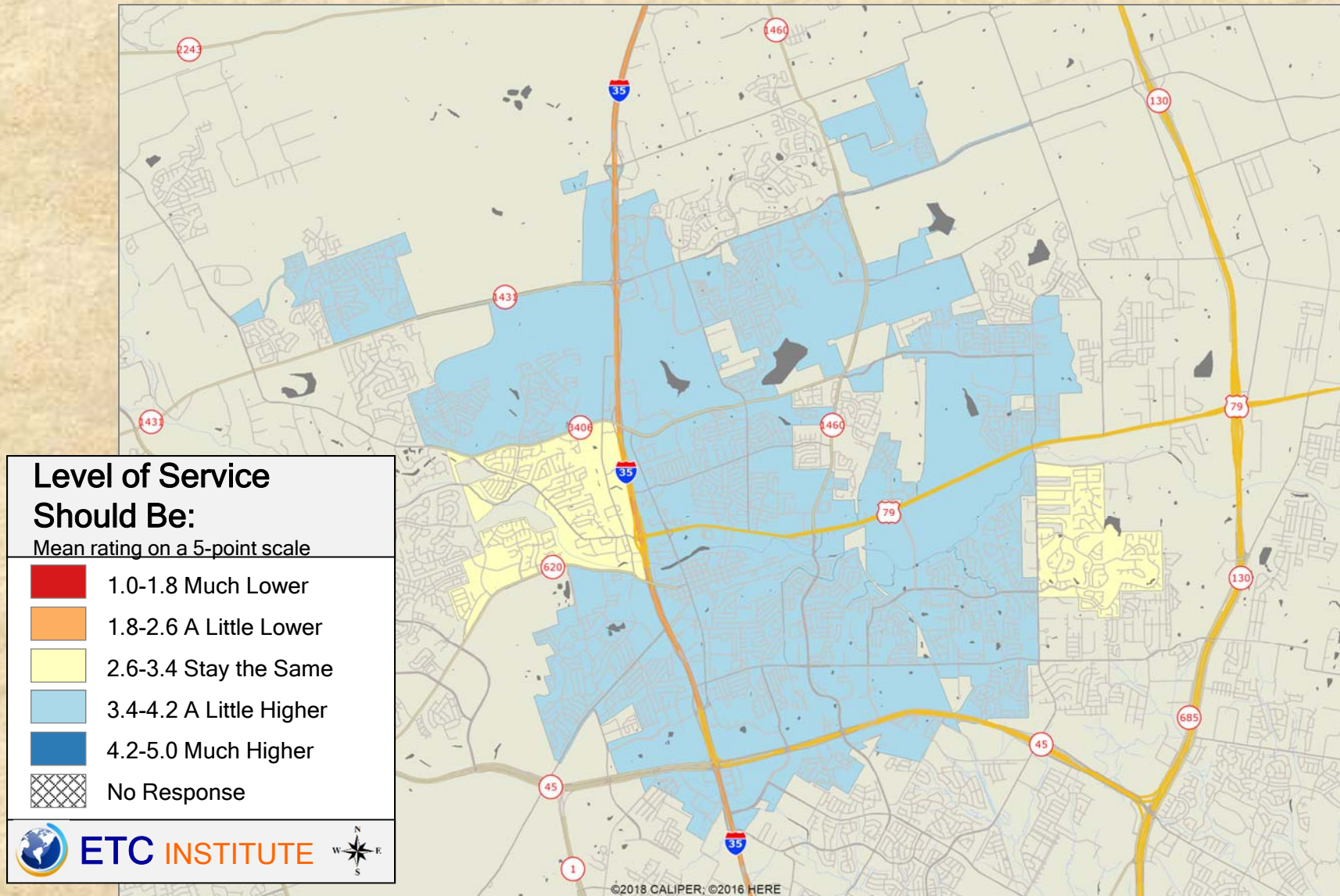
Q22-04 Level of emergency medical services



2018 City of Round Rock Citizen Survey

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

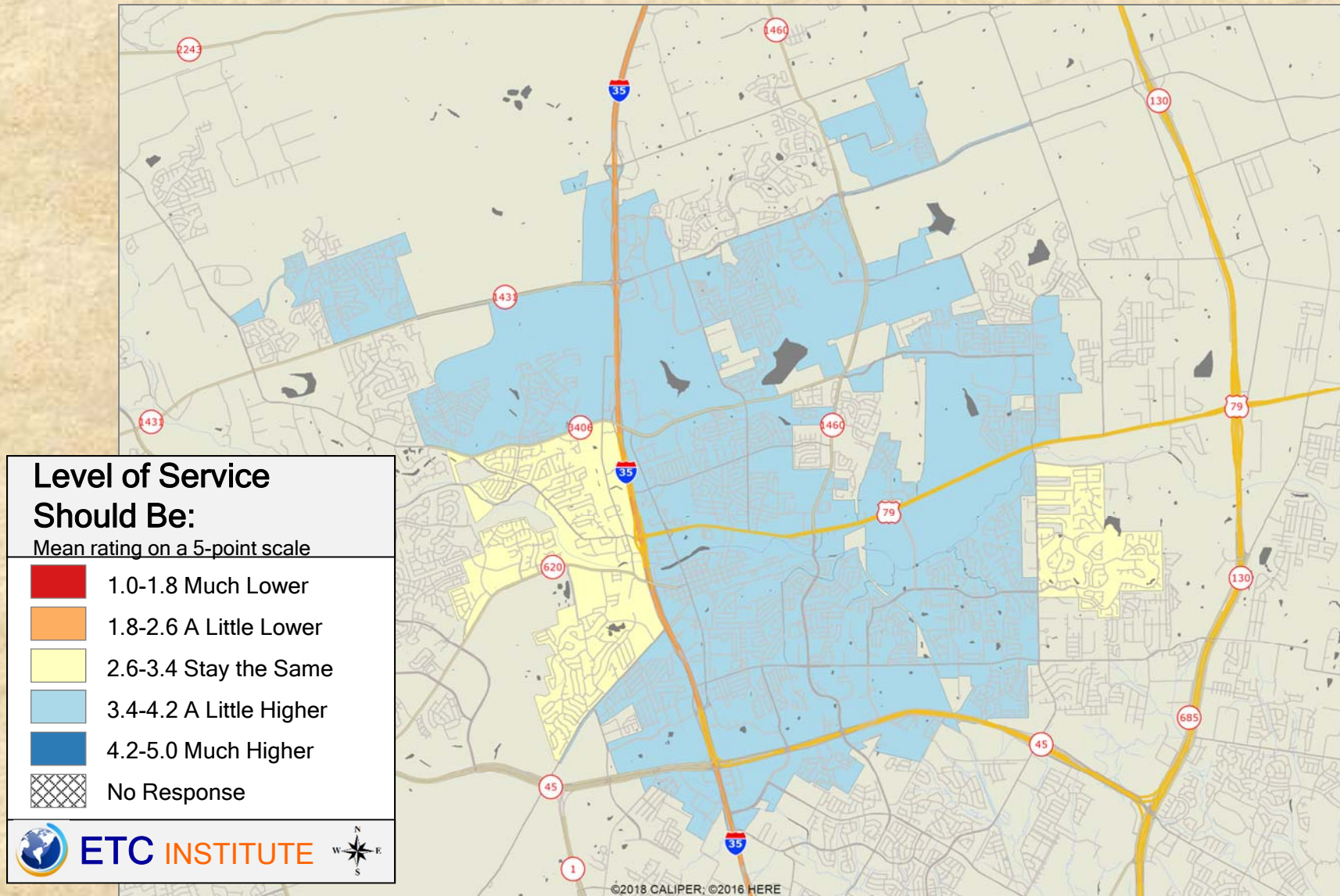
Q22-05 Level of parks and open space



2018 City of Round Rock Citizen Survey

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

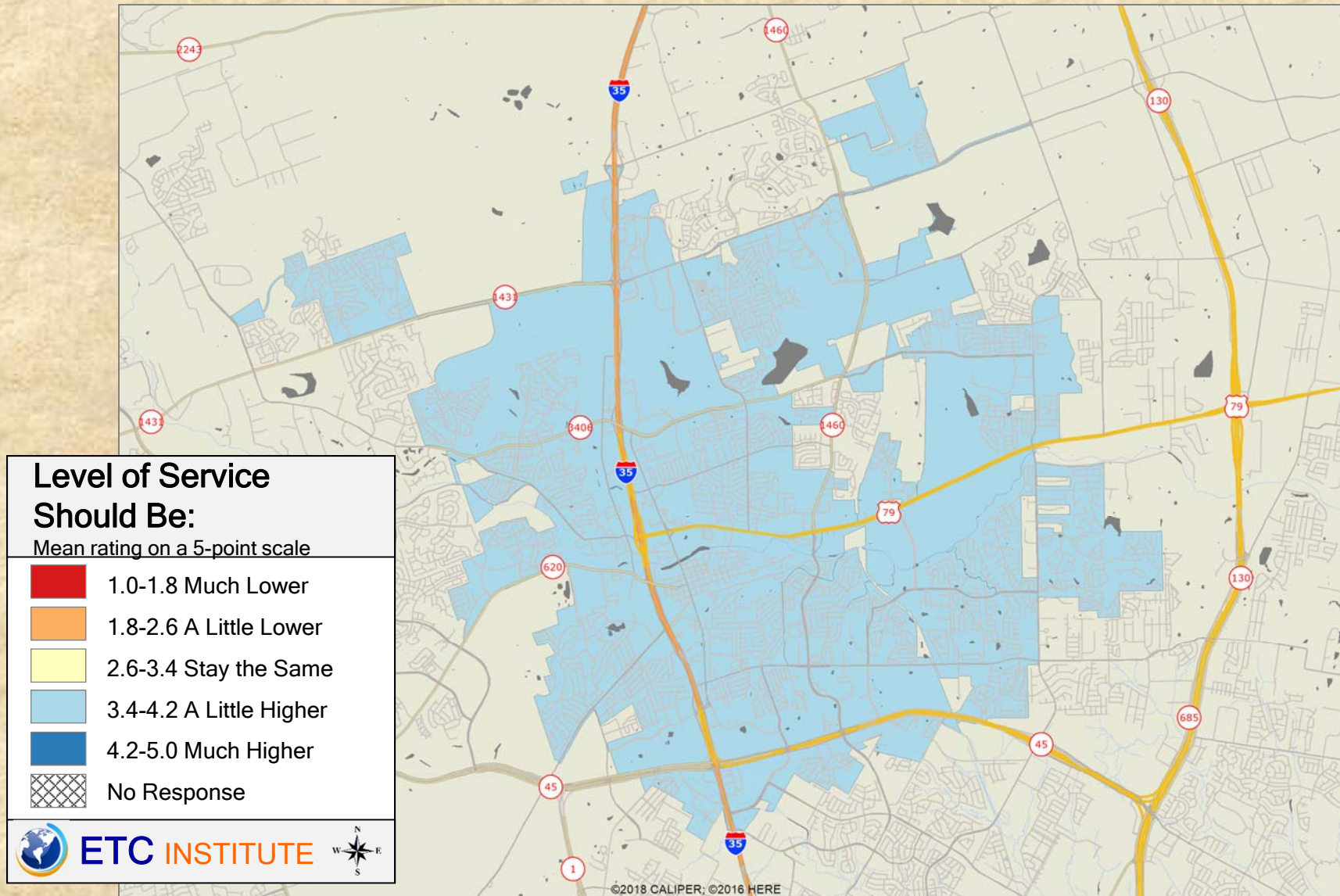
Q22-06 Level of recreation activities



2018 City of Round Rock Citizen Survey

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

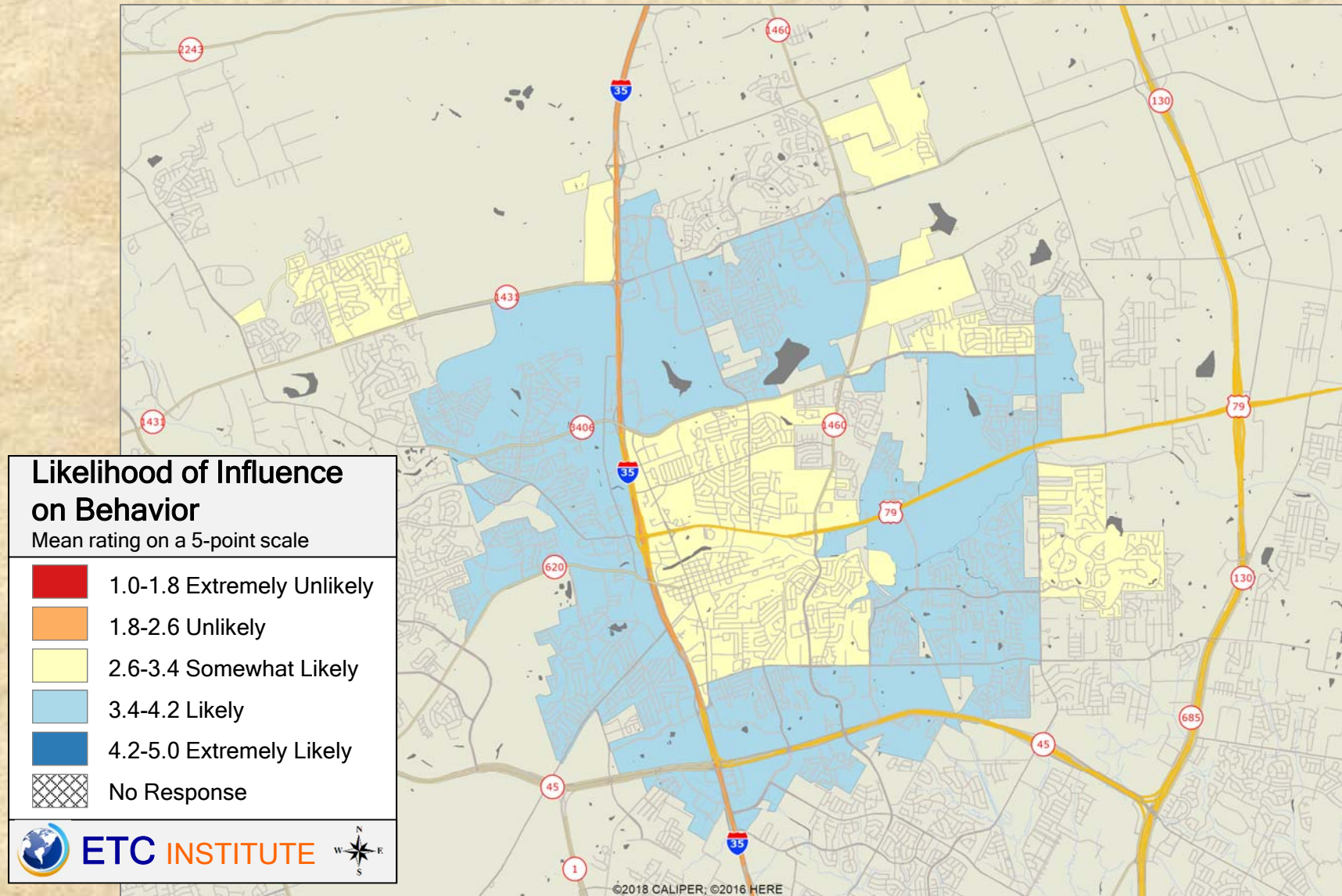
Q22-07 Level of maintenance of infrastructure



2018 City of Round Rock Citizen Survey

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

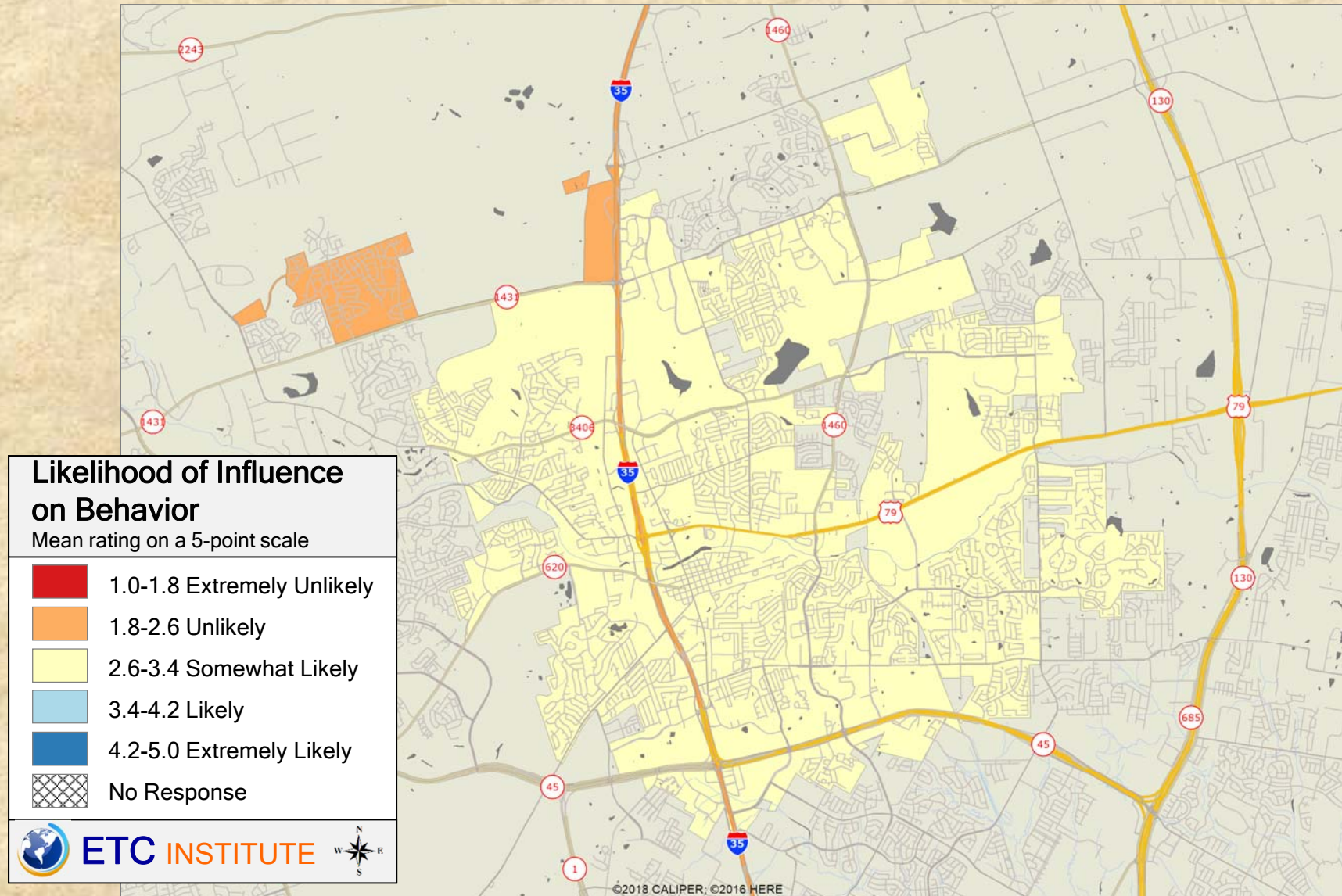
Q23-01 Likelihood that on-line shopping will influence behavior



2018 City of Round Rock Citizen Survey

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

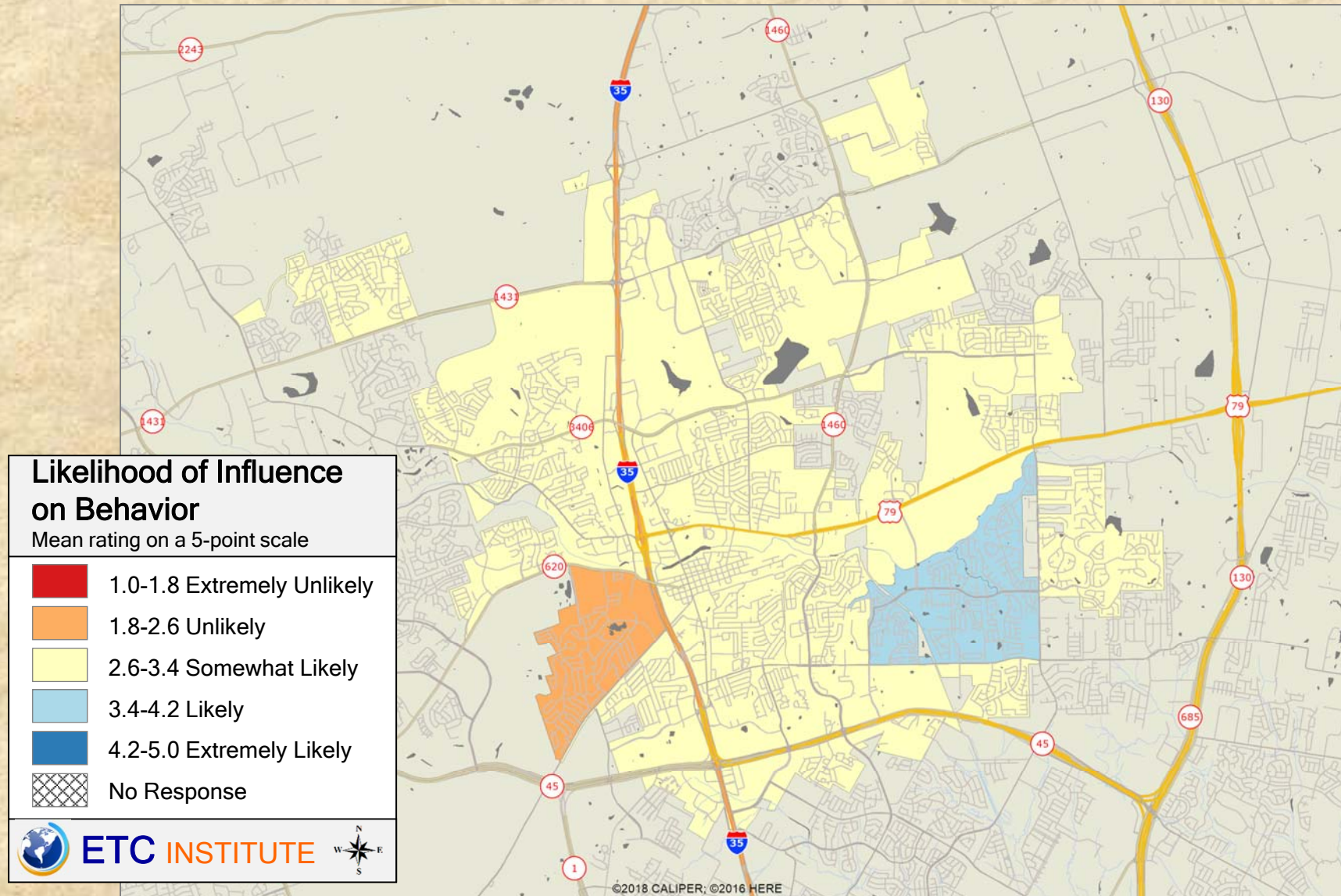
Q23-02 Likelihood that delivery services such as food/grocery delivery will influence behavior



2018 City of Round Rock Citizen Survey

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

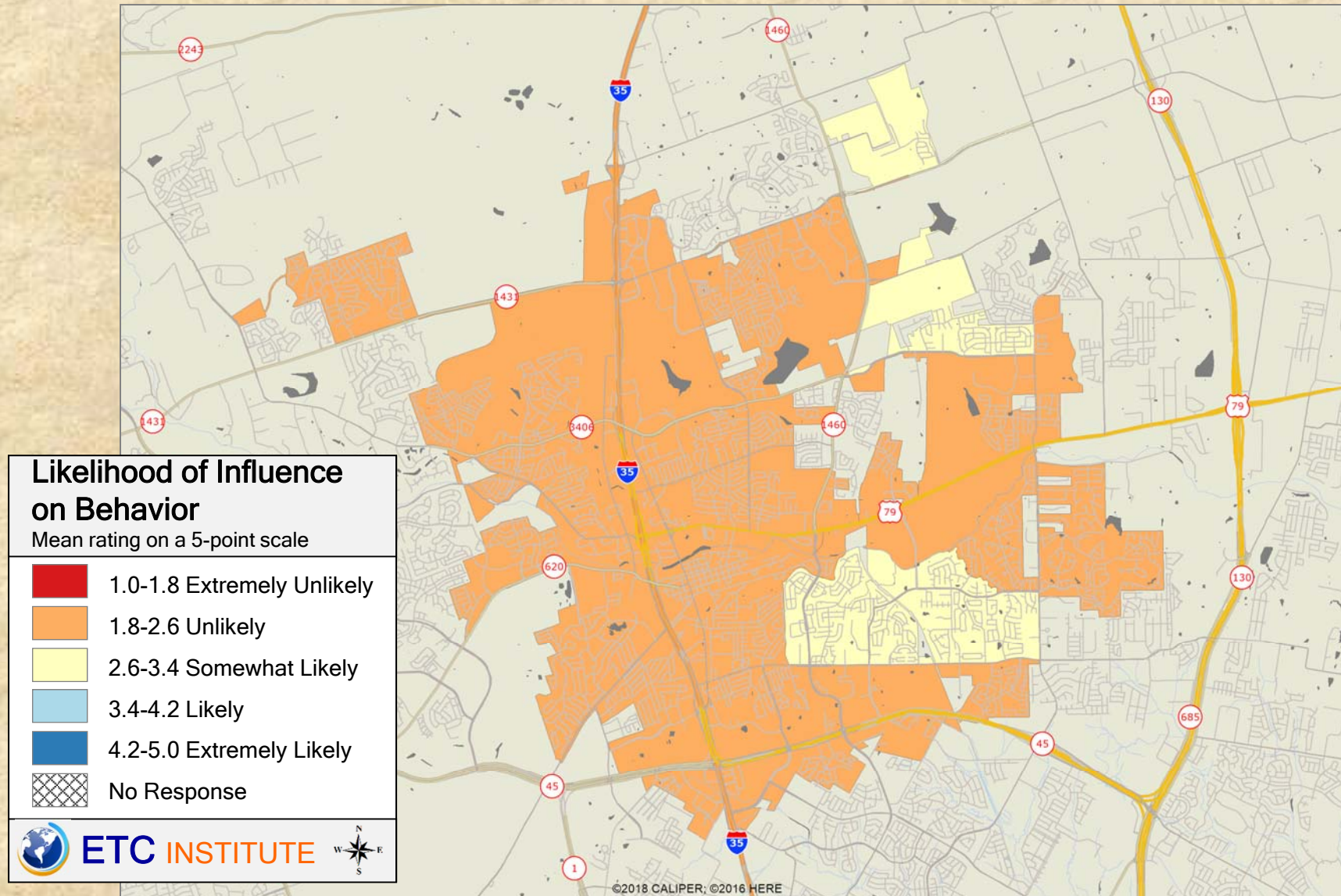
Q23-03 Likelihood that pre-order and pick-up at retail stores will influence behavior



2018 City of Round Rock Citizen Survey

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

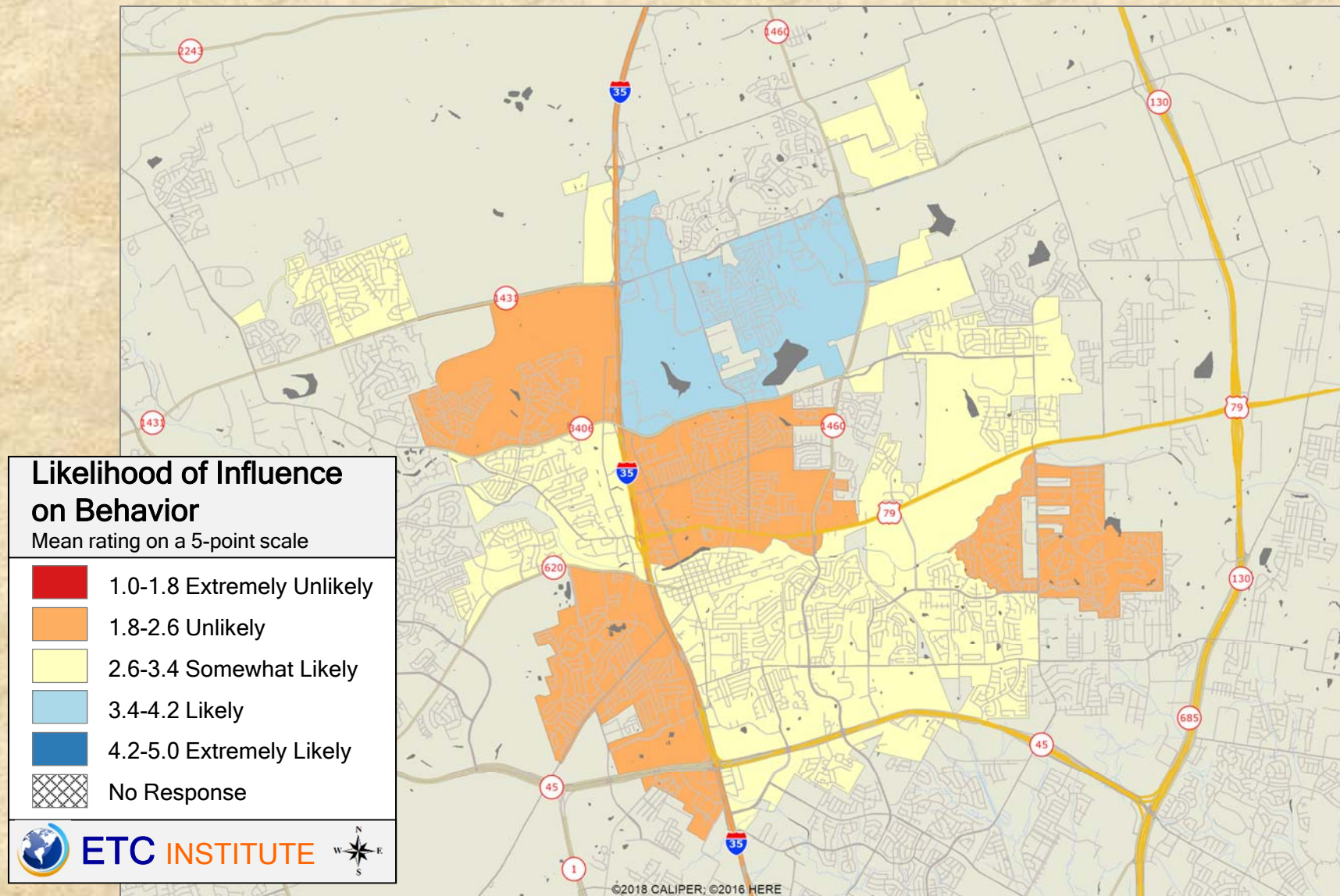
Q23-04 Likelihood that ride sharing will influence behavior



2018 City of Round Rock Citizen Survey

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

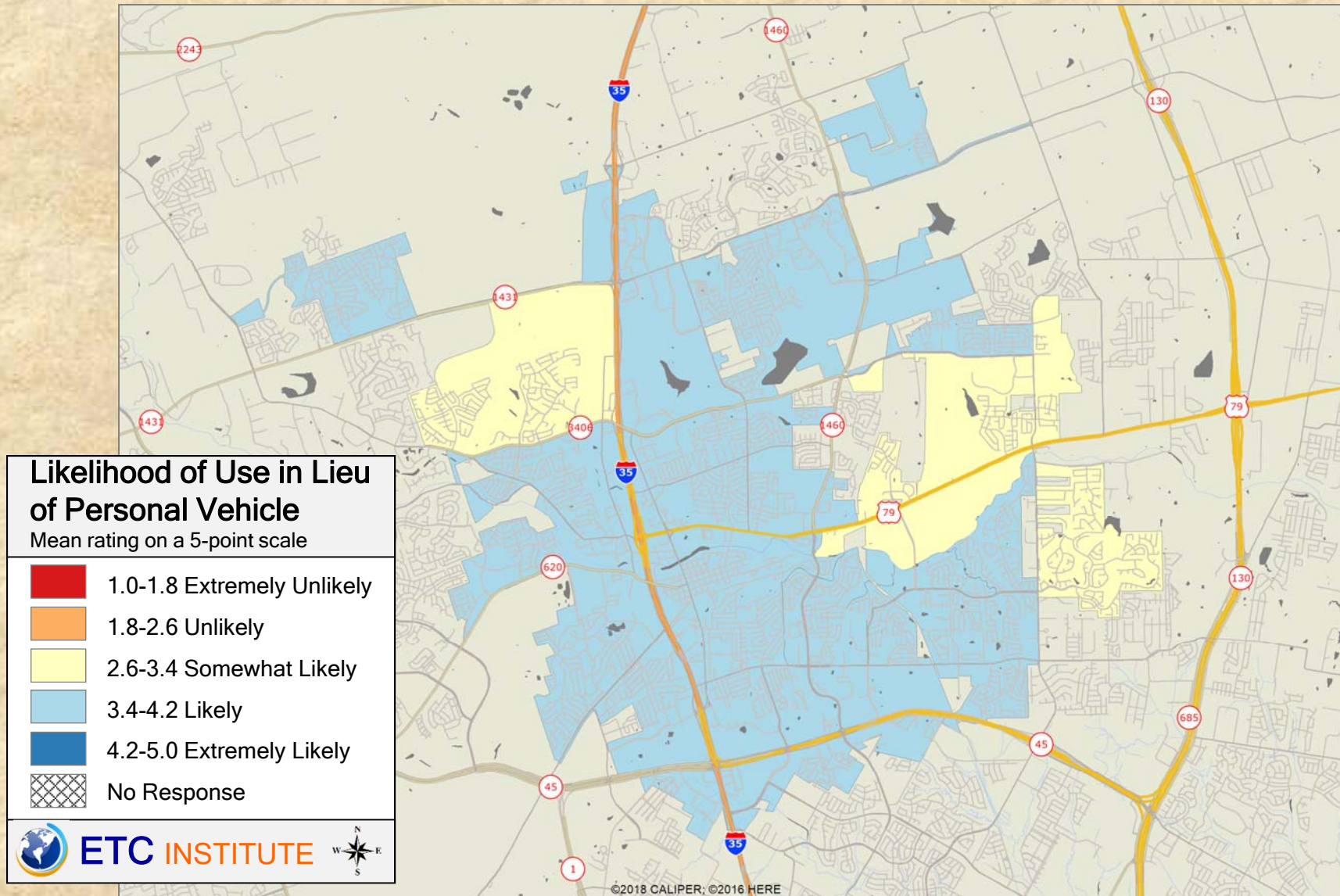
Q23-05 Likelihood that telecommuting for work will influence behavior



2018 City of Round Rock Citizen Survey

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

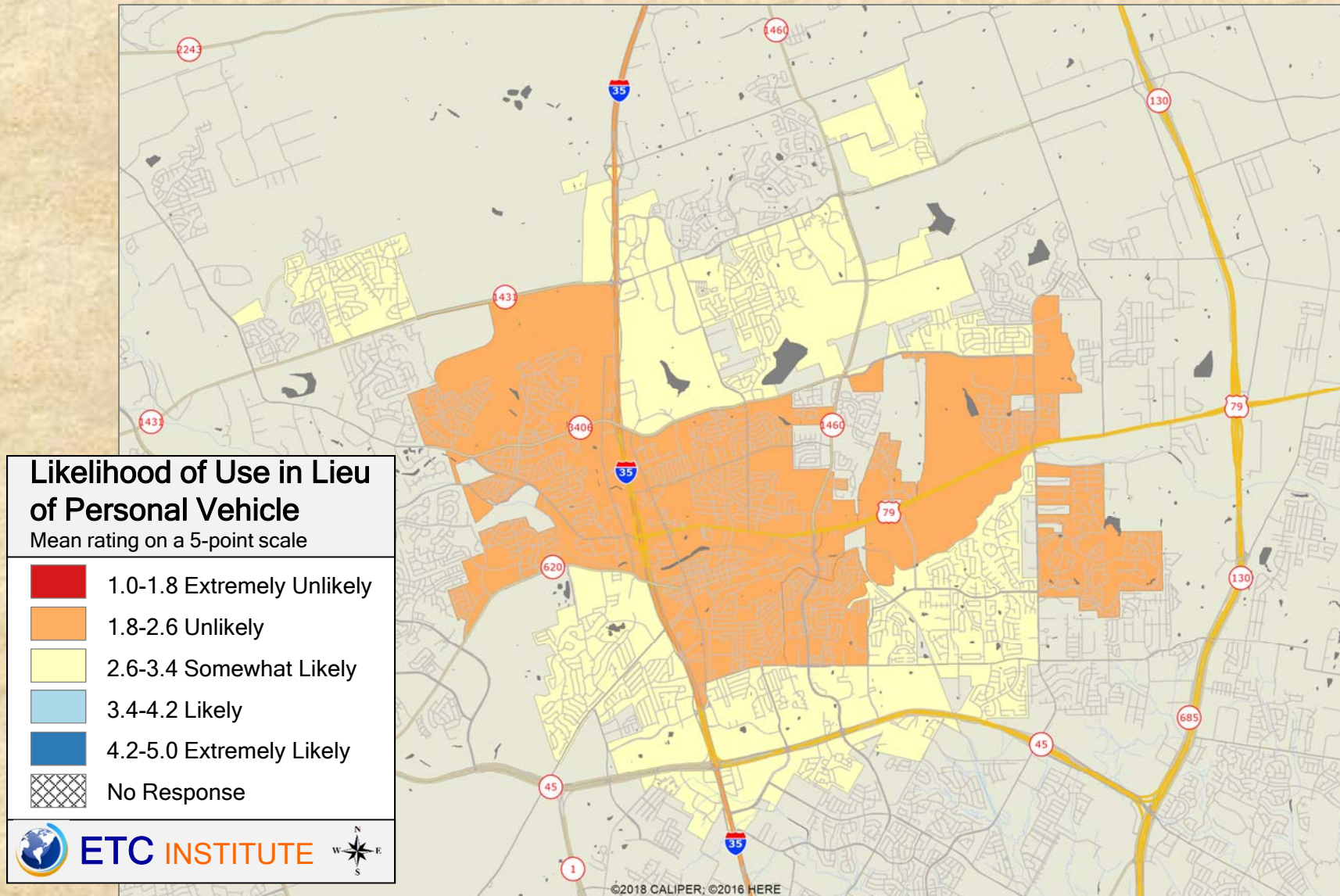
Q26-01 Likelihood of walking on sidewalks and trails



2018 City of Round Rock Citizen Survey

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

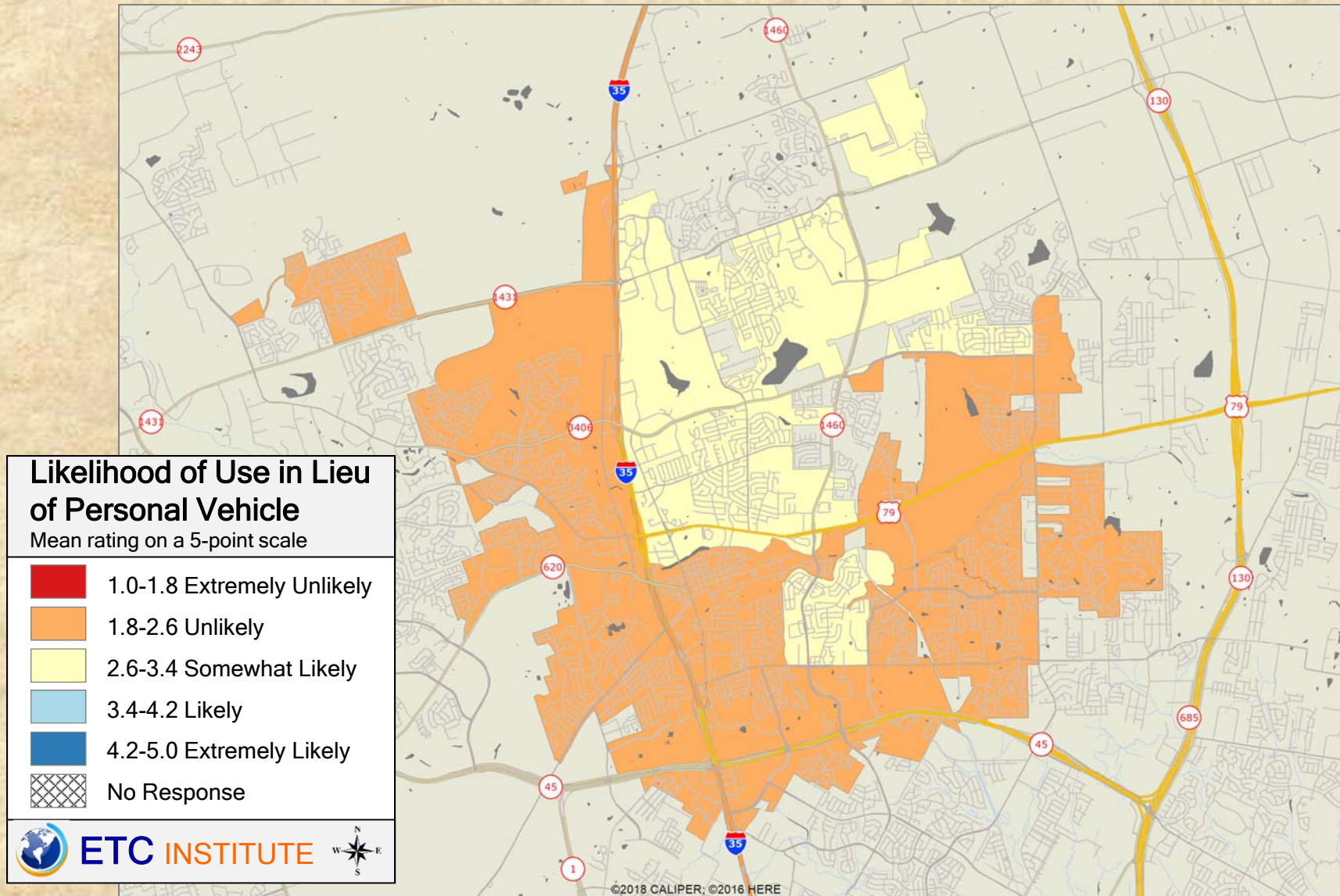
Q26-02 Likelihood of cycling in bike lanes



2018 City of Round Rock Citizen Survey

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

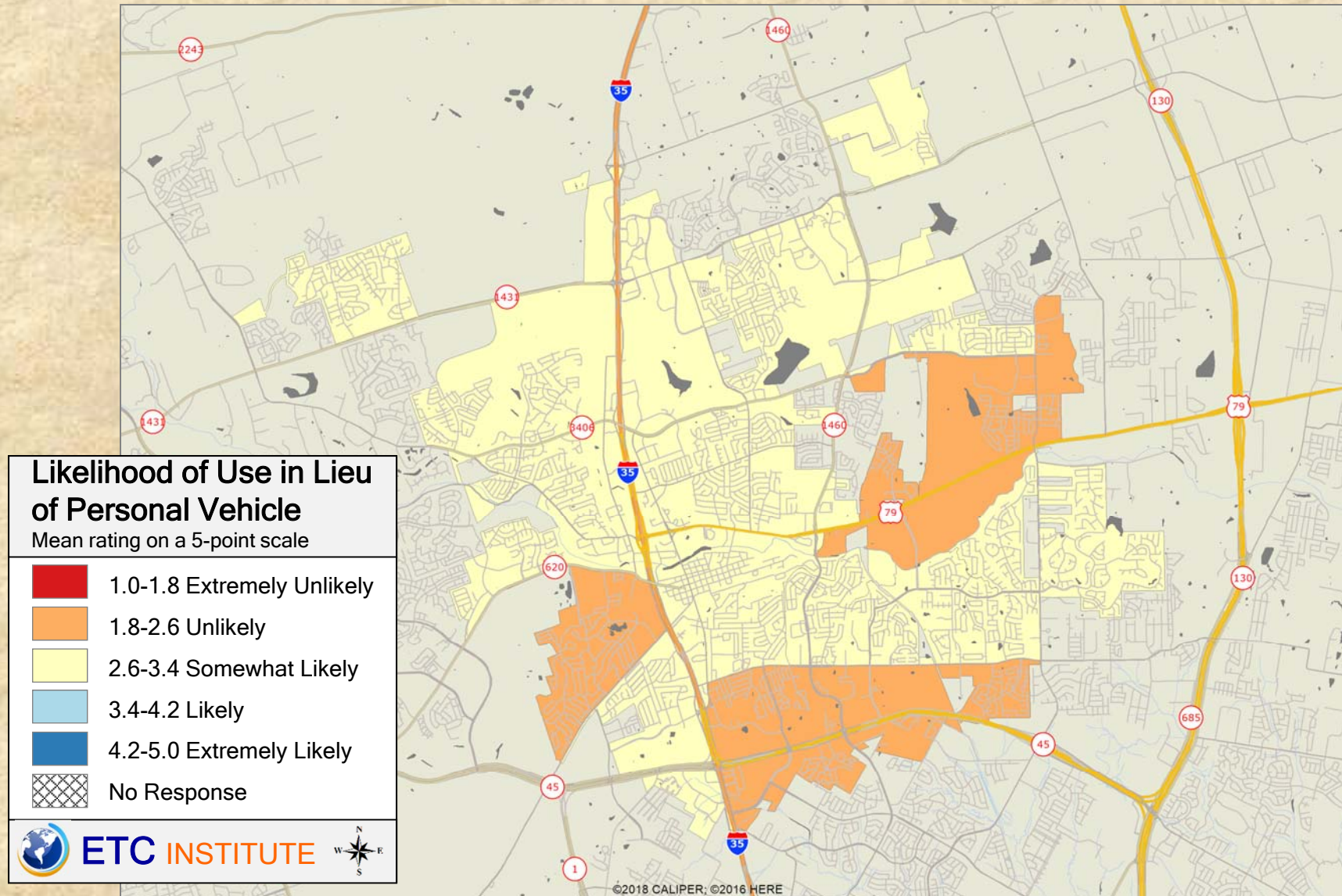
Q26-03 Likelihood of using public transit (buses)



2018 City of Round Rock Citizen Survey

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

Q26-04 Likelihood of using car share/ride share (e.g. Uber, Lyft, Car2Go)



2018 City of Round Rock Citizen Survey

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

Section 6:

Tabular Data

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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Parks & Recreation programs	35.2%	39.7%	13.0%	1.7%	1.0%	9.5%
Q1-2. Water & wastewater services	28.9%	44.6%	14.5%	5.7%	3.2%	3.0%
Q1-3. Emergency medical services	30.9%	31.4%	13.0%	0.7%	0.5%	23.4%
Q1-4. Enforcement of City codes & ordinances	20.0%	28.9%	27.2%	7.2%	1.5%	15.2%
Q1-5. Fire services	37.4%	33.9%	8.2%	0.7%	0.5%	19.2%
Q1-6. Library services	30.9%	33.9%	15.7%	3.2%	1.2%	15.0%
Q1-7. Maintenance of City streets & sidewalks	18.7%	40.9%	19.2%	14.2%	5.0%	2.0%
Q1-8. Management of storm water runoff & flood prevention	19.5%	44.1%	19.2%	4.7%	2.2%	10.2%
Q1-9. Municipal court services	12.7%	23.9%	23.9%	1.2%	2.0%	36.2%
Q1-10. Police services	37.9%	36.4%	11.0%	3.2%	1.2%	10.2%
Q1-11. Transportation planning in City	12.0%	25.7%	25.2%	16.5%	8.5%	12.2%
Q1-12. Trash, recycling, & yard waste collection services	33.4%	45.4%	11.5%	5.7%	2.7%	1.2%
Q1-13. City communication with the public	22.2%	38.4%	23.2%	7.5%	2.5%	6.2%
Q1-14. Customer service provided by City employees	20.9%	32.7%	24.7%	4.2%	1.5%	16.0%

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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Parks & Recreation programs	38.8%	43.8%	14.3%	1.9%	1.1%
Q1-2. Water & wastewater services	29.8%	46.0%	14.9%	5.9%	3.3%
Q1-3. Emergency medical services	40.4%	41.0%	16.9%	1.0%	0.7%
Q1-4. Enforcement of City codes & ordinances	23.5%	34.1%	32.1%	8.5%	1.8%
Q1-5. Fire services	46.3%	42.0%	10.2%	0.9%	0.6%
Q1-6. Library services	36.4%	39.9%	18.5%	3.8%	1.5%
Q1-7. Maintenance of City streets & sidewalks	19.1%	41.7%	19.6%	14.5%	5.1%
Q1-8. Management of storm water runoff & flood prevention	21.7%	49.2%	21.4%	5.3%	2.5%
Q1-9. Municipal court services	19.9%	37.5%	37.5%	2.0%	3.1%
Q1-10. Police services	42.2%	40.6%	12.2%	3.6%	1.4%
Q1-11. Transportation planning in City	13.6%	29.3%	28.7%	18.8%	9.7%
Q1-12. Trash, recycling, & yard waste collection services	33.8%	46.0%	11.6%	5.8%	2.8%
Q1-13. City communication with the public	23.7%	41.0%	24.7%	8.0%	2.7%
Q1-14. Customer service provided by City employees	24.9%	38.9%	29.4%	5.0%	1.8%

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

Q2. Top choice	Number	Percent
Parks & Recreation programs	26	6.5 %
Water & wastewater services	43	10.7 %
Emergency medical services	51	12.7 %
Enforcement of City codes & ordinances	7	1.7 %
Fire services	19	4.7 %
Library services	5	1.2 %
Maintenance of City streets & sidewalks	30	7.5 %
Management of storm water runoff & flood prevention	7	1.7 %
Police services	135	33.7 %
Transportation planning in City	47	11.7 %
Trash, recycling, & yard waste collection services	9	2.2 %
City communication with the public	11	2.7 %
Customer service provided by City employees	2	0.5 %
None chosen	9	2.2 %
Total	401	100.0 %

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

Q2. 2nd choice	Number	Percent
Parks & Recreation programs	16	4.0 %
Water & wastewater services	27	6.7 %
Emergency medical services	43	10.7 %
Enforcement of City codes & ordinances	11	2.7 %
Fire services	95	23.7 %
Library services	10	2.5 %
Maintenance of City streets & sidewalks	38	9.5 %
Management of storm water runoff & flood prevention	6	1.5 %
Municipal court services	2	0.5 %
Police services	72	18.0 %
Transportation planning in City	41	10.2 %
Trash, recycling, & yard waste collection services	19	4.7 %
City communication with the public	8	2.0 %
Customer service provided by City employees	2	0.5 %
None chosen	11	2.7 %
Total	401	100.0 %

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

Q2. 3rd choice	Number	Percent
Parks & Recreation programs	30	7.5 %
Water & wastewater services	26	6.5 %
Emergency medical services	47	11.7 %
Enforcement of City codes & ordinances	12	3.0 %
Fire services	49	12.2 %
Library services	17	4.2 %
Maintenance of City streets & sidewalks	39	9.7 %
Management of storm water runoff & flood prevention	14	3.5 %
Municipal court services	4	1.0 %
Police services	52	13.0 %
Transportation planning in City	38	9.5 %
Trash, recycling, & yard waste collection services	18	4.5 %
City communication with the public	28	7.0 %
Customer service provided by City employees	13	3.2 %
None chosen	14	3.5 %
Total	401	100.0 %

SUM OF TOP 3 CHOICES

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

Q2. Sum of top 3 choices	Number	Percent
Parks & Recreation programs	72	18.0 %
Water & wastewater services	96	23.9 %
Emergency medical services	141	35.2 %
Enforcement of City codes & ordinances	30	7.5 %
Fire services	163	40.6 %
Library services	32	8.0 %
Maintenance of City streets & sidewalks	107	26.7 %
Management of storm water runoff & flood prevention	27	6.7 %
Municipal court services	6	1.5 %
Police services	259	64.6 %
Transportation planning in City	126	31.4 %
Trash, recycling, & yard waste collection services	46	11.5 %
City communication with the public	47	11.7 %
Customer service provided by City employees	17	4.2 %
None chosen	9	2.2 %
Total	1178	

Q3. 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=401)

	Excellent	Good	Average	Poor	Don't know
Q3-1. Traffic flow on state roads & highways in Round Rock (e.g. I-35, US 79, RM 620)	1.7%	11.5%	30.9%	55.1%	0.7%
Q3-2. Traffic flow in & around your neighborhood	11.5%	33.2%	35.4%	19.5%	0.5%
Q3-3. The job City of Round Rock is doing managing traffic	4.2%	23.7%	42.1%	26.2%	3.7%

WITHOUT "DON'T KNOW"

Q3. 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=401)

	Excellent	Good	Average	Poor
Q3-1. Traffic flow on state roads & highways in Round Rock (e.g. I-35, US 79, RM 620)	1.8%	11.6%	31.2%	55.5%
Q3-2. Traffic flow in & around your neighborhood	11.5%	33.3%	35.6%	19.5%
Q3-3. The job City of Round Rock is doing managing traffic	4.4%	24.6%	43.8%	27.2%

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

Q4. What do you think traffic in Round Rock has become compared to two years ago?

	Number	Percent
Getting better	33	8.2 %
Staying the same	44	11.0 %
Getting worse	306	76.3 %
Don't know	18	4.5 %
Total	401	100.0 %

WITHOUT "DON'T KNOW"

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

Q4. What do you think traffic in Round Rock has become compared to two years ago?

	Number	Percent
Getting better	33	8.6 %
Staying the same	44	11.5 %
Getting worse	306	79.9 %
Total	383	100.0 %

Q5. The City of Round Rock could ask voters to approve an increase in property taxes to fund transportation improvements in the City. Please indicate how supportive you would be of a future bond issue if the funds were used to complete the following projects.

(N=401)

	Very supportive	Supportive	Not supportive	Not supportive at all	Don't know
Q5-1. Kenney Fort Blvd extension from Old Settlers to SH45	15.7%	27.4%	15.5%	18.0%	23.4%
Q5-2. Gattis School Road widening from AW Grimes to Round Rock Ranch	20.0%	29.9%	18.0%	13.5%	18.7%
Q5-3. Gattis School Road widening from Via Sonoma to Red Bud	17.5%	28.2%	19.5%	14.0%	20.9%
Q5-4. North Red Bud widening from US 79 to County Road 110	14.2%	31.4%	18.5%	14.5%	21.4%
Q5-5. University Blvd widening from AW Grimes to CR 110	16.5%	30.9%	20.0%	14.2%	18.5%
Q5-6. Design Wyoming Springs Blvd extension from Brightwater to FM 3406	16.7%	22.9%	14.7%	14.7%	30.9%

WITHOUT "DON'T KNOW"

Q5. The City of Round Rock could ask voters to approve an increase in property taxes to fund transportation improvements in the City. Please indicate how supportive you would be of a future bond issue if the funds were used to complete the following projects. (without "don't know")

(N=401)

	Very supportive	Supportive	Not supportive	Not supportive at all
Q5-1. Kenney Fort Blvd extension from Old Settlers to SH45	20.5%	35.8%	20.2%	23.5%
Q5-2. Gattis School Road widening from AW Grimes to Round Rock Ranch	24.5%	36.8%	22.1%	16.6%
Q5-3. Gattis School Road widening from Via Sonoma to Red Bud	22.1%	35.6%	24.6%	17.7%
Q5-4. North Red Bud widening from US 79 to County Road 110	18.1%	40.0%	23.5%	18.4%
Q5-5. University Blvd widening from AW Grimes to CR 110	20.2%	37.9%	24.5%	17.4%
Q5-6. Design Wyoming Springs Blvd extension from Brightwater to FM 3406	24.2%	33.2%	21.3%	21.3%

Q6. Which TWO of the projects listed in Question 5 above do you SUPPORT MOST?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Kenney Fort Blvd extension from Old Settlers to SH45	62	15.5 %
Gattis School Road widening from AW Grimes to Round Rock Ranch	79	19.7 %
Gattis School Road widening from Via Sonoma to Red Bud	30	7.5 %
North Red Bud widening from US 79 to County Road 110	31	7.7 %
University Blvd widening from AW Grimes to CR 110	54	13.5 %
Design Wyoming Springs Blvd extension from Brightwater to FM 3406	53	13.2 %
None chosen	92	22.9 %
Total	401	100.0 %

Q6. Which TWO of the projects listed in Question 5 above do you SUPPORT MOST?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Kenney Fort Blvd extension from Old Settlers to SH45	38	9.5 %
Gattis School Road widening from AW Grimes to Round Rock Ranch	52	13.0 %
Gattis School Road widening from Via Sonoma to Red Bud	63	15.7 %
North Red Bud widening from US 79 to County Road 110	41	10.2 %
University Blvd widening from AW Grimes to CR 110	55	13.7 %
Design Wyoming Springs Blvd extension from Brightwater to FM 3406	25	6.2 %
None chosen	127	31.7 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES**Q6. Which TWO of the projects listed in Question 5 above do you SUPPORT MOST? (top 2)**

<u>Q6. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Kenney Fort Blvd extension from Old Settlers to SH45	100	24.9 %
Gattis School Road widening from AW Grimes to Round Rock Ranch	131	32.7 %
Gattis School Road widening from Via Sonoma to Red Bud	93	23.2 %
North Red Bud widening from US 79 to County Road 110	72	18.0 %
University Blvd widening from AW Grimes to CR 110	109	27.2 %
Design Wyoming Springs Blvd extension from Brightwater to FM 3406	78	19.5 %
None chosen	92	22.9 %
Total	675	

Q7. If the City of Round Rock were to ask voters to approve a bond issue to fund the types of transportation improvements listed in Question 5, please indicate how likely you would be to vote in favor of the following.

(N=401)

	Very likely	Likely	Not likely	Not likely at all	Don't know
Q7-1. A \$150 million dollar bond issue that would fund all projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$12 per month in additional property taxes after four years.	14.7%	21.9%	25.9%	29.4%	8.0%
Q7-2. A \$100 million dollar bond issue that would fund some projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$8 per month in additional property taxes after four years.	18.5%	27.9%	20.2%	24.4%	9.0%
Q7-3. A \$50 million dollar bond issue that would fund two or three projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$4 per month in additional property taxes after four years.	28.2%	36.4%	10.7%	15.7%	9.0%

WITHOUT "DON'T KNOW"

Q7. If the City of Round Rock were to ask voters to approve a bond issue to fund the types of transportation improvements listed in Question 5, please indicate how likely you would be to vote in favor of the following. (without "don't know")

(N=401)

	Very likely	Likely	Not likely	Not likely at all
Q7-1. A \$150 million dollar bond issue that would fund all projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$12 per month in additional property taxes after four years.	16.0%	23.8%	28.2%	32.0%
Q7-2. A \$100 million dollar bond issue that would fund some projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$8 per month in additional property taxes after four years.	20.3%	30.7%	22.2%	26.8%
Q7-3. A \$50 million dollar bond issue that would fund two or three projects listed in Question 5. Cost to average home owner in City would increase gradually to approximately \$4 per month in additional property taxes after four years.	31.0%	40.0%	11.8%	17.3%

Q7a. If you are “Not Likely” or “Not Likely at All” to vote in favor of all three options above, why are you not likely to support any of these options?

- Not interested in raising my Property taxes
- Road improvements should be paid by new development.
- Property tax rate too high already
- Two of the proposed streets have been approved already. It seem the city is asking for us to approve a bond on things that are approved to help funded the new water park.
- You left the older part of town out of the bond. Mc Neil Dr? How about the Rail Road horns? How about real paving of our Round Rock West streets? I have lived in Round Rock for 28 years and my wife is from Round Rock.
- I feel that the people that plan projects really don't have all the people that they govern in mind. Help all not just part!!
- New development should be pay for itself especially given the lucrative market for housing developers of all kinds in booming Central Texas.
- Senior citizen on fixed income
- No sleep...trains blasting every night. Where are the McNeil quiet zones?
- if there is an increase of the taxes \$4, \$8 or \$12 it doesn't state for how long there is going that increasing will last. one year, 4 years 10 years?
- Property Taxes are already very expensive (I know it's primarily the school tax, but my bank account doesn't care).
- There have been sufficient bond elections. Money never gets to where it was intended to go.
- Our taxes are already too high look for grants they are out there. Higher good purchasing negotiators for better pricing.
- burden homeowners
- THE PROJECTS SEEM TO BENEFIT ONLY THE RICHER AREAS OF ROUND ROCK
- COST OF LIVING TOO HIGH/HOUSING
- Senior Citizen (retired, fixed income).
- Real estate taxes are already too high.
- Not part of my commute.
- I AM BEING TAXED EXCESSIVELY NOW,USE OTHER TRAFFIC CAUSING SOURCES I.E. KALAHARI ETC INSTEAD
- Doesn't address largest congestion.
- PROPERT HAS BEEN INCREASE A LOT EVERYYEAR I CAN'T AFFORD FOR HAVING OTHER INCREASE FOR OTHER PROJECTS, IHAVE BEEN PROTESTING FOR THE PROPERTY TAX INCREASE
- Way too much traffic already, as well as high taxes.
- Fix University from I35 to Awgrimes!!
- Property taxes should be used to improve schools first and fixing the roads.
- Taxes are already going up because home values are rising fast.
- would love to se the Mayor and others in office take pay cut
- MOVED OUT OF LAKE WAY OVER POPULATION TOURIST TRASH, ILLEGAL ALIENS
- YOU NEED TO BUDGET BETTER

Q7a. If you are “Not Likely” or “Not Likely at All” to vote in favor of all three options above, why are you not likely to support any of these options? (cont.)

- TOO MUCH TAXES
- YOU NEED TO DO MORE RESEARCH AND NOT BY STAFF.
- COSTS OUT WEIGHT THE BENEFITS.
- I-35 ISSUES ARE MOST IMPORTANT
- TOO MUCH MONEY
- WE PAY ENOUGH IN PROPERTY TAXES.
- I DON'T DRIVE IN ANY OF THESE AREAS.
- TAXES
- IT'S NOT NEEDED CAN'T AFFORD INCREASE NOW.
- Too much money. Stop wasting money on pavers and useless roundabouts downtown that don't help traffic. Stop repaving Dell Way when other city and neighborhood streets are in terrible shape. Stop approving new massive developments without building traffic infrastructure first.
- The people moving here are causing the traffic! The reason people keep moving here is because we are putting cheap housing plots and apartments on every square inch of land and grass! Our wildlife is being destroyed for money and many of us that have lived here most of our lives do not agree with this! When you raise property taxes and costs of living, the original people that lived here in peace are displaced by rich Californians. Our small town charm and tradition is being turned into mini Austin.
- What is being done with funds already allocated? Make it easy to see this and learn about process improvements and how funds are allocated. We need change as the city expands, but that must not always be tax increase to constituents. Private Public Partnerships could be possible, pay for use, etc. Finding other ways to generate revenue for the city would be time well spent.
- I PAY ENOUGH TAXES. MY TAXES ARE ALL READY TOO HIGH.
- I am against the resorts being built and all the growth that has occurred in Round Rock. NEVER wanted and won't support a city who overrides people here who have been trying to keep Round Rock a sweet quaint small town. This town had become VERY greedy and money hungry. Many sweet people are leaving and this town will never be the same. The officials also should have built roads before bringing in more people and resorts like Kalahari. I am not the only one frustrated about this.
- Bonds are approved and zero action taken for several years. I feel RFP and bidding process shouldn't take years.
- I believe taxes would increase more than indicated in any option listed above.
- Taxes are already high enough
- if greedy people didn't promote growth and provide corporate welfare this wouldn't be needed
- don't see a need traffic issue at I-35
- don't use those roads
- these roads do not affect me
- ROADS CAN BE PRIVATELY FUNDED
- We do not need to pay more taxes.
- None of the proposals impact me.
- I pay enough already. There are enough dollars to fund this growth.
- don't see how they are helpful
- taxes are too high already

Q7a. If you are “Not Likely” or “Not Likely at All” to vote in favor of all three options above, why are you not likely to support any of these options? (cont.)

- taxes are outrageous enough
- taxes are out of control
- because you should use funds you have already budget
- TAXATION IS IMMORAL. NO CIVILIZED SOCIETY SHOULD USE THREAT OF DEATH OR INCARCERATION TO STEAL MONEY.
- Taxes are burdensome. Our property taxes are already outrageous and difficult to keep up with.
- Property taxes are too high currently
- Taxes already to high for seniors on fixed income
- Someone should let the Sapp Family know this isn't their email address.
- taxes are out of control, should cut current projects to fund
- DON'T ADDRESS WHWHERE IMPROVMENETS ACTUALLY NEEDED
- DON'T USE ANY OF THESE
- never wanted this sweet small town to grow this busy

Q8. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall quality of services provided by City	25.2%	54.4%	13.2%	3.7%	0.5%	3.0%
Q8-2. How well City is planning for growth	11.2%	33.9%	25.7%	17.0%	6.0%	6.2%
Q8-3. Overall quality of life in City	30.2%	52.4%	10.2%	4.7%	0.7%	1.7%
Q8-4. Availability of job opportunities	13.0%	29.4%	25.2%	8.2%	2.2%	21.9%
Q8-5. Overall value you receive for City taxes & fees	11.0%	35.4%	27.4%	15.7%	6.0%	4.5%
Q8-6. Overall quality of new development]	11.5%	37.9%	30.4%	7.5%	4.5%	8.2%
Q8-7. Appearance of residential property in City	14.2%	51.6%	21.7%	8.2%	2.0%	2.2%
Q8-8. Appearance of commercial property in City	14.0%	50.9%	24.2%	7.0%	1.2%	2.7%
Q8-9. Overall appearance of City	20.0%	57.9%	15.7%	4.5%	1.0%	1.0%

WITHOUT "DON'T KNOW"

Q8. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall quality of services provided by City	26.0%	56.0%	13.6%	3.9%	0.5%
Q8-2. How well City is planning for growth	12.0%	36.2%	27.4%	18.1%	6.4%
Q8-3. Overall quality of life in City	30.7%	53.3%	10.4%	4.8%	0.8%
Q8-4. Availability of job opportunities	16.6%	37.7%	32.3%	10.5%	2.9%
Q8-5. Overall value you receive for City taxes & fees	11.5%	37.1%	28.7%	16.4%	6.3%
Q8-6. Overall quality of new development]	12.5%	41.3%	33.2%	8.2%	4.9%
Q8-7. Appearance of residential property in City	14.5%	52.8%	22.2%	8.4%	2.0%
Q8-8. Appearance of commercial property in City	14.4%	52.3%	24.9%	7.2%	1.3%
Q8-9. Overall appearance of City	20.2%	58.4%	15.9%	4.5%	1.0%

Q9. 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=401)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In Downtown Round Rock	41.6%	43.6%	7.5%	3.2%	0.5%	3.5%
Q9-2. In City parks	33.2%	45.1%	11.5%	3.0%	0.7%	6.5%
Q9-3. In your neighborhood during the day	56.1%	37.2%	4.0%	1.2%	0.5%	1.0%
Q9-4. In your neighborhood at night	37.7%	43.6%	11.5%	5.0%	0.7%	1.5%
Q9-5. In commercial & retail areas	27.9%	51.6%	13.7%	3.0%	0.2%	3.5%
Q9-6. Overall feeling of safety in Round Rock	34.9%	54.6%	7.7%	1.7%	0.2%	0.7%

WITHOUT "DON'T KNOW"

Q9. 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=401)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In Downtown Round Rock	43.2%	45.2%	7.8%	3.4%	0.5%
Q9-2. In City parks	35.5%	48.3%	12.3%	3.2%	0.8%
Q9-3. In your neighborhood during the day	56.7%	37.5%	4.0%	1.3%	0.5%
Q9-4. In your neighborhood at night	38.2%	44.3%	11.6%	5.1%	0.8%
Q9-5. In commercial & retail areas	28.9%	53.5%	14.2%	3.1%	0.3%
Q9-6. Overall feeling of safety in Round Rock	35.2%	55.0%	7.8%	1.8%	0.3%

Q10. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Appearance & maintenance of existing City parks	30.7%	50.6%	9.0%	1.7%	0.5%	7.5%
Q10-2. Number of City parks	27.4%	40.4%	15.7%	6.5%	1.2%	8.7%
Q10-3. Hike & bike trails in City	20.4%	36.4%	19.2%	10.0%	2.2%	11.7%
Q10-4. City recreation centers	18.5%	31.4%	21.7%	5.7%	2.5%	20.2%
Q10-5. City swimming pools	11.2%	28.4%	22.4%	8.0%	2.2%	27.7%
Q10-6. Quality of youth recreation programs	13.0%	26.2%	20.2%	4.2%	1.5%	34.9%
Q10-7. Quality of adult recreation programs	11.7%	22.9%	23.7%	6.0%	2.7%	32.9%
Q10-8. Forest Creek Golf Course	6.5%	11.5%	24.2%	3.5%	2.0%	52.4%
Q10-9. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	19.2%	30.7%	17.7%	4.0%	1.7%	26.7%

WITHOUT "DON'T KNOW"

Q10. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Appearance & maintenance of existing City parks	33.2%	54.7%	9.7%	1.9%	0.5%
Q10-2. Number of City parks	30.1%	44.3%	17.2%	7.1%	1.4%
Q10-3. Hike & bike trails in City	23.2%	41.2%	21.8%	11.3%	2.5%
Q10-4. City recreation centers	23.1%	39.4%	27.2%	7.2%	3.1%
Q10-5. City swimming pools	15.5%	39.3%	31.0%	11.0%	3.1%
Q10-6. Quality of youth recreation programs	19.9%	40.2%	31.0%	6.5%	2.3%
Q10-7. Quality of adult recreation programs	17.5%	34.2%	35.3%	8.9%	4.1%
Q10-8. Forest Creek Golf Course	13.6%	24.1%	50.8%	7.3%	4.2%
Q10-9. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	26.2%	41.8%	24.1%	5.4%	2.4%

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

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	126	31.4 %
Number of City parks	38	9.5 %
Hike & bike trails in City	77	19.2 %
City recreation centers	22	5.5 %
City swimming pools	19	4.7 %
Quality of youth recreation programs	38	9.5 %
Quality of adult recreation programs	16	4.0 %
Forest Creek Golf Course	16	4.0 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	17	4.2 %
<u>None chosen</u>	<u>32</u>	<u>8.0 %</u>
Total	401	100.0 %

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

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	72	18.0 %
Number of City parks	47	11.7 %
Hike & bike trails in City	63	15.7 %
City recreation centers	41	10.2 %
City swimming pools	30	7.5 %
Quality of youth recreation programs	37	9.2 %
Quality of adult recreation programs	25	6.2 %
Forest Creek Golf Course	10	2.5 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	42	10.5 %
<u>None chosen</u>	<u>34</u>	<u>8.5 %</u>
Total	401	100.0 %

SUM OF TOP 2 CHOICES**Q11. Which TWO of the Parks and Recreation services listed in Question 10 above do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q11. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of existing City parks	198	49.4 %
Number of City parks	85	21.2 %
Hike & bike trails in City	140	34.9 %
City recreation centers	63	15.7 %
City swimming pools	49	12.2 %
Quality of youth recreation programs	75	18.7 %
Quality of adult recreation programs	41	10.2 %
Forest Creek Golf Course	26	6.5 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	59	14.7 %
None chosen	32	8.0 %
Total	768	

Q12. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of major City streets	12.2%	54.4%	19.0%	9.7%	3.2%	1.5%
Q12-2. Maintenance of streets in your neighborhood	18.2%	46.9%	18.0%	8.7%	7.2%	1.0%
Q12-3. Timing of traffic signals in City	7.5%	34.9%	26.2%	22.4%	7.7%	1.2%
Q12-4. Mowing & trimming along City streets & other public areas	14.5%	50.1%	19.5%	11.2%	2.5%	2.2%
Q12-5. Cleanliness of City streets & other public areas	18.7%	55.1%	18.5%	4.0%	1.2%	2.5%
Q12-6. Cleanliness of creeks & open channels	12.5%	43.9%	22.9%	9.0%	3.2%	8.5%
Q12-7. Condition of sidewalks in City	11.0%	49.9%	23.2%	8.5%	2.7%	4.7%
Q12-8. Availability of bike lanes	6.2%	18.0%	32.2%	16.7%	6.2%	20.7%
Q12-9. Transit services	4.7%	17.7%	30.4%	15.5%	5.0%	26.7%

WITHOUT "DON'T KNOW"

Q12. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of major City streets	12.4%	55.2%	19.2%	9.9%	3.3%
Q12-2. Maintenance of streets in your neighborhood	18.4%	47.4%	18.1%	8.8%	7.3%
Q12-3. Timing of traffic signals in City	7.6%	35.4%	26.5%	22.7%	7.8%
Q12-4. Mowing & trimming along City streets & other public areas	14.8%	51.3%	19.9%	11.5%	2.6%
Q12-5. Cleanliness of City streets & other public areas	19.2%	56.5%	18.9%	4.1%	1.3%
Q12-6. Cleanliness of creeks & open channels	13.6%	48.0%	25.1%	9.8%	3.5%
Q12-7. Condition of sidewalks in City	11.5%	52.4%	24.3%	8.9%	2.9%
Q12-8. Availability of bike lanes	7.9%	22.6%	40.6%	21.1%	7.9%
Q12-9. Transit services	6.5%	24.1%	41.5%	21.1%	6.8%

Q13. Which TWO of the transportation services listed in Question 12 above do you think are MOST IMPORTANT for the City to provide?

Q13. Top choice	Number	Percent
Maintenance of major City streets	175	43.6 %
Maintenance of streets in your neighborhood	34	8.5 %
Timing of traffic signals in City	69	17.2 %
Mowing & trimming along City streets & other public areas	16	4.0 %
Cleanliness of City streets & other public areas	19	4.7 %
Cleanliness of creeks & open channels	10	2.5 %
Condition of sidewalks in City	6	1.5 %
Availability of bike lanes	9	2.2 %
Transit services	42	10.5 %
None chosen	21	5.2 %
Total	401	100.0 %

Q13. Which TWO of the transportation services listed in Question 12 above do you think are MOST IMPORTANT for the City to provide?

Q13. 2nd choice	Number	Percent
Maintenance of major City streets	66	16.5 %
Maintenance of streets in your neighborhood	58	14.5 %
Timing of traffic signals in City	80	20.0 %
Mowing & trimming along City streets & other public areas	31	7.7 %
Cleanliness of City streets & other public areas	55	13.7 %
Cleanliness of creeks & open channels	23	5.7 %
Condition of sidewalks in City	15	3.7 %
Availability of bike lanes	15	3.7 %
Transit services	34	8.5 %
None chosen	24	6.0 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES**Q13. Which TWO of the transportation services listed in Question 12 above do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q13. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	241	60.1 %
Maintenance of streets in your neighborhood	92	22.9 %
Timing of traffic signals in City	149	37.2 %
Mowing & trimming along City streets & other public areas	47	11.7 %
Cleanliness of City streets & other public areas	74	18.5 %
Cleanliness of creeks & open channels	33	8.2 %
Condition of sidewalks in City	21	5.2 %
Availability of bike lanes	24	6.0 %
Transit services	76	19.0 %
<u>None chosen</u>	<u>21</u>	<u>5.2 %</u>
Total	778	

Q14. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Enforcement of clean-up of junk & debris on private property	11.2%	30.4%	21.4%	15.5%	3.5%	18.0%
Q14-2. Enforcement of mowing of weeds & grass on private property	11.2%	31.7%	24.4%	14.0%	3.2%	15.5%
Q14-3. Enforcement of sign regulations	11.5%	31.4%	26.4%	9.0%	2.2%	19.5%

WITHOUT "DON'T KNOW"

Q14. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcement of clean-up of junk & debris on private property	13.7%	37.1%	26.1%	18.8%	4.3%
Q14-2. Enforcement of mowing of weeds & grass on private property	13.3%	37.5%	28.9%	16.5%	3.8%
Q14-3. Enforcement of sign regulations	14.2%	39.0%	32.8%	11.1%	2.8%

Q15. Which ONE of the code enforcement services listed in Question 14 above do you think is MOST IMPORTANT for the City to provide?

Q15. Most important service	Number	Percent
Enforcement of clean-up of junk & debris on private property	232	57.9 %
Enforcement of mowing of weeds & grass on private property	50	12.5 %
Enforcement of sign regulations	69	17.2 %
None chosen	50	12.5 %
Total	401	100.0 %

Q16. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City programs & services	18.7%	42.4%	21.7%	8.7%	2.5%	6.0%
Q16-2. City efforts to keep residents informed about local issues	17.2%	43.1%	19.7%	10.5%	3.7%	5.7%
Q16-3. Level of public involvement in City decision-making	8.7%	30.9%	26.2%	9.7%	8.0%	16.5%
Q16-4. City's cable television channel/video production	5.2%	17.2%	24.7%	4.2%	3.7%	44.9%
Q16-5. Usefulness of information that is available on City's website	11.7%	37.4%	29.9%	5.7%	1.2%	14.0%
Q16-6. How well City listens & responds to needs of citizens	8.7%	26.7%	30.7%	8.7%	4.2%	20.9%
Q16-7. City storm water education & outreach efforts	7.2%	20.2%	24.7%	8.0%	3.2%	36.7%

WITHOUT "DON'T KNOW"

Q16. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City programs & services	19.9%	45.1%	23.1%	9.3%	2.7%
Q16-2. City efforts to keep residents informed about local issues	18.3%	45.8%	20.9%	11.1%	4.0%
Q16-3. Level of public involvement in City decision-making	10.4%	37.0%	31.3%	11.6%	9.6%
Q16-4. City's cable television channel/video production	9.5%	31.2%	44.8%	7.7%	6.8%
Q16-5. Usefulness of information that is available on City's website	13.6%	43.5%	34.8%	6.7%	1.4%
Q16-6. How well City listens & responds to needs of citizens	11.0%	33.8%	38.8%	11.0%	5.4%
Q16-7. City storm water education & outreach efforts	11.4%	31.9%	39.0%	12.6%	5.1%

Q17. From which of the following sources do you currently get information about the City of Round Rock?

Q17. What sources do you currently get information about City of Round Rock?	Number	Percent
Austin American-Statesman or statesman.com	98	24.4 %
Round Rock Leader	123	30.7 %
Community Impact, the monthly publication	274	68.3 %
Local TV news	201	50.1 %
Round Rock Cable Channel (10 for Spectrum, 99 for Uverse)	32	8.0 %
Local radio	58	14.5 %
Enclosure in your City utility bill, Newsflash	181	45.1 %
Friends	127	31.7 %
City website (RoundRockTexas.gov)	169	42.1 %
Public meetings	15	3.7 %
Parks & Recreation email newsletter	52	13.0 %
Your Homeowner/Neighborhood Association (via newsletter, website, social media site, etc.)	133	33.2 %
City's Facebook pages (e.g. City, Police, Parks, Library)	88	21.9 %
City's Twitter accounts (e.g. City, Police, Parks, Library)	31	7.7 %
Nextdoor (neighborhood social network)	141	35.2 %
Total	1723	

Q18. Prior to receiving this survey, did you know that 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.)

Q18. Did you know that City has a "Tiered" rate structure to encourage water conservation year-round prior to receiving this survey?	Number	Percent
Yes	240	59.9 %
No	161	40.1 %
Total	401	100.0 %

Q19. Water Conservation and Awareness. Do you know when your household's designated watering days are?

Q19. Do you know when your household's designated watering days are?	Number	Percent
Yes	209	52.1 %
No	192	47.9 %
Total	401	100.0 %

Q19a. (If answered YES to Question 19) Which of the following best describes how often you follow the watering schedule for your household?

Q19a. How often do you follow the watering schedule for your household?	Number	Percent
Always	125	59.8 %
Usually	75	35.9 %
Sometimes	7	3.3 %
Never	1	0.5 %
Don't know	1	0.5 %
Total	209	100.0 %

WITHOUT "DON'T KNOW"**Q19a. (If answered YES to Question 19) Which of the following best describes how often you follow the watering schedule for your household? (without "don't know")**

Q19a. How often do you follow the watering schedule for your household?	Number	Percent
Always	125	60.1 %
Usually	75	36.1 %
Sometimes	7	3.4 %
Never	1	0.5 %
Total	208	100.0 %

Q19b. (If answered NO to Question 19) Do you know how to get information about the watering schedule for your household?

Q19b. Do you know how to get information about watering schedule for your household?	Number	Percent
Yes	53	27.6 %
No	124	64.6 %
Not provided	15	7.8 %
Total	192	100.0 %

WITHOUT "NOT PROVIDED"**Q19b. (If answered NO to Question 19) Do you know how to get information about the watering schedule for your household? (without "not provided")**

Q19b. Do you know how to get information about watering schedule for your household?	Number	Percent
Yes	53	29.9 %
No	124	70.1 %
Total	177	100.0 %

Q20. Customer Service. Have you contacted the City of Round Rock during the past year?

Q20. Have you contacted City of Round Rock during past year?	Number	Percent
Yes	192	47.9 %
No	209	52.1 %
Total	401	100.0 %

Q20a. (If answered YES to Question 20) How would you describe the service you received?

Q20a. How would you describe service you received?	Number	Percent
Excellent	76	39.6 %
Good	77	40.1 %
Fair	20	10.4 %
Poor	14	7.3 %
Don't know	5	2.6 %
Total	192	100.0 %

WITHOUT "DON'T KNOW"**Q20a. (If answered YES to Question 20) How would you describe the service you received? (without "don't know")**

Q20a. How would you describe service you received?	Number	Percent
Excellent	76	40.6 %
Good	77	41.2 %
Fair	20	10.7 %
Poor	14	7.5 %
Total	187	100.0 %

Q20b. (If answered YES to Question 20) 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=192)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20b-1. How easy they were to contact	32.8%	34.4%	9.9%	5.2%	3.6%	14.1%
Q20b-2. The way you were treated	40.6%	30.7%	8.3%	3.6%	2.1%	14.6%
Q20b-3. Accuracy of information & assistance you were given	35.4%	29.7%	12.0%	5.7%	2.6%	14.6%
Q20b-4. How quickly City staff responded to your request	37.5%	26.6%	11.5%	4.2%	5.2%	15.1%
Q20b-5. How well your issue was handled	36.5%	27.6%	12.0%	5.2%	4.2%	14.6%

WITHOUT "DON'T KNOW"

Q20b. (If answered YES to Question 20) 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=192)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20b-1. How easy they were to contact	38.2%	40.0%	11.5%	6.1%	4.2%
Q20b-2. The way you were treated	47.6%	36.0%	9.8%	4.3%	2.4%
Q20b-3. Accuracy of information & assistance you were given	41.5%	34.8%	14.0%	6.7%	3.0%
Q20b-4. How quickly City staff responded to your request	44.2%	31.3%	13.5%	4.9%	6.1%
Q20b-5. How well your issue was handled	42.7%	32.3%	14.0%	6.1%	4.9%

Q21. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Residential trash (garbage) collection services	43.9%	40.4%	5.5%	3.7%	2.0%	4.5%
Q21-2. Bulky item pick up/removal services (e.g. old furniture, appliances)	27.4%	33.2%	12.7%	10.0%	2.2%	14.5%
Q21-3. Recycling services	37.2%	40.1%	9.7%	6.0%	1.5%	5.5%
Q21-4. Yard waste collection services	24.4%	30.4%	17.2%	5.7%	3.5%	18.7%
Q21-5. Drinking water services	31.7%	36.2%	14.7%	4.7%	2.7%	10.0%
Q21-6. Wastewater (sewer) services	32.4%	40.4%	14.2%	2.2%	1.0%	9.7%

WITHOUT "DON'T KNOW"

Q21. 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=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Residential trash (garbage) collection services	46.0%	42.3%	5.7%	3.9%	2.1%
Q21-2. Bulky item pick up/removal services (e.g. old furniture, appliances)	32.1%	38.8%	14.9%	11.7%	2.6%
Q21-3. Recycling services	39.3%	42.5%	10.3%	6.3%	1.6%
Q21-4. Yard waste collection services	30.1%	37.4%	21.2%	7.1%	4.3%
Q21-5. Drinking water services	35.2%	40.2%	16.3%	5.3%	3.0%
Q21-6. Wastewater (sewer) services	35.9%	44.8%	15.7%	2.5%	1.1%

Q22. 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=401)

	Much higher	A little higher	Stay the same	A little lower	Much lower	Don't know
Q22-1. Library services	10.7%	25.4%	41.9%	1.2%	2.2%	18.5%
Q22-2. Law enforcement	9.0%	25.9%	50.9%	3.0%	1.0%	10.2%
Q22-3. Fire response	7.7%	16.2%	58.1%	0.5%	0.5%	17.0%
Q22-4. Emergency medical services	7.0%	18.5%	53.9%	0.7%	0.7%	19.2%
Q22-5. Parks & open space	9.7%	32.9%	43.6%	1.5%	1.0%	11.2%
Q22-6. Recreation activities	8.7%	31.2%	43.9%	1.2%	1.0%	14.0%
Q22-7. Maintenance of infrastructure (e.g. streets, sidewalks)	20.7%	41.4%	30.4%	1.5%	0.7%	5.2%

WITHOUT "DON'T KNOW"

Q22. 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=401)

	Much higher	A little higher	Stay the same	A little lower	Much lower
Q22-1. Library services	13.1%	31.2%	51.4%	1.5%	2.8%
Q22-2. Law enforcement	10.0%	28.9%	56.7%	3.3%	1.1%
Q22-3. Fire response	9.3%	19.5%	70.0%	0.6%	0.6%
Q22-4. Emergency medical services	8.6%	22.8%	66.7%	0.9%	0.9%
Q22-5. Parks & open space	11.0%	37.1%	49.2%	1.7%	1.1%
Q22-6. Recreation activities	10.1%	36.2%	51.0%	1.4%	1.2%
Q22-7. Maintenance of infrastructure (e.g. streets, sidewalks)	21.8%	43.7%	32.1%	1.6%	0.8%

Q23. How likely do you think it is that the following consumer trends will influence your behavior?

(N=401)

	Extremely likely	Likely	Somewhat likely	Unlikely	Extremely unlikely	Don't know
Q23-1. On-line shopping	25.2%	26.7%	16.7%	18.2%	6.2%	7.0%
Q23-2. Delivery services such as food delivery, grocery delivery	14.0%	21.7%	19.2%	25.9%	11.5%	7.7%
Q23-3. Pre-order & pick-up at retail stores	11.2%	23.9%	24.2%	24.2%	7.5%	9.0%
Q23-4. Ride sharing	7.2%	10.7%	12.7%	34.7%	22.7%	12.0%
Q23-5. Telecommuting for work	14.2%	14.7%	11.2%	23.9%	18.7%	17.2%
Q23-6. Other	62.5%	12.5%	25.0%	0.0%	0.0%	0.0%

WITHOUT "DON'T KNOW"**Q23. How likely do you think it is that the following consumer trends will influence your behavior? (without "don't know")**

(N=401)

	Extremely likely	Likely	Somewhat likely	Unlikely	Extremely unlikely
Q23-1. On-line shopping	27.1%	28.7%	18.0%	19.6%	6.7%
Q23-2. Delivery services such as food delivery, grocery delivery	15.1%	23.5%	20.8%	28.1%	12.4%
Q23-3. Pre-order & pick-up at retail stores	12.3%	26.3%	26.6%	26.6%	8.2%
Q23-4. Ride sharing	8.2%	12.2%	14.4%	39.4%	25.8%
Q23-5. Telecommuting for work	17.2%	17.8%	13.6%	28.9%	22.6%
Q23-6. Other	62.5%	12.5%	25.0%	0.0%	0.0%

Q23-6. Other

Q23-6. Other	Number	Percent
Public transportation	1	12.5 %
Bicycles are around in traffic very dangerous	1	12.5 %
GET RID OF THEFT OF ILLEGAL ALIENS	1	12.5 %
Change gun laws	1	12.5 %
ELDERLY TRANSPORTATION	1	12.5 %
Working from home	1	12.5 %
VOLUNTARY FUNDING OF ALL PUBLIC SERVICES	1	12.5 %
Mass transit	1	12.5 %
Total	8	100.0 %

Q24. What do you think are the THREE biggest issues Round Rock will face in the next FIVE years?

Q24. What are the biggest issues Round Rock will face in next five years?	Number	Percent
Traffic	337	84.0 %
Controlling rapid growth	197	49.1 %
School related issues (e.g. overcrowding, lack of schools, system improvements)	133	33.2 %
Road repair/maintenance/expansion	121	30.2 %
High taxes/property taxes/finances	248	61.8 %
Public transportation	51	12.7 %
Crime (e.g. inadequate police, gangs)	69	17.2 %
Other	3	0.7 %
Don't know	2	0.5 %
Total	1161	

WITHOUT "DON'T KNOW"**Q24. What do you think are the THREE biggest issues Round Rock will face in the next FIVE years? (without "don't know")**

Q24. What are the biggest issues Round Rock will face in next five years?	Number	Percent
Traffic	337	84.5 %
Controlling rapid growth	197	49.4 %
School related issues (e.g. overcrowding, lack of schools, system improvements)	133	33.3 %
Road repair/maintenance/expansion	121	30.3 %
High taxes/property taxes/finances	248	62.2 %
Public transportation	51	12.8 %
Crime (e.g. inadequate police, gangs)	69	17.3 %
Other	3	0.8 %
Total	1159	

Q24. Other

<u>Q24. Other</u>	<u>Number</u>	<u>Percent</u>
Preserving archeological sites	1	33.3 %
ELDERLY TRANSPORTATION	1	33.3 %
<u>Zoning & code enforcement</u>	<u>1</u>	<u>33.3 %</u>
Total	3	100.0 %

Q25. Land Use. Please indicate whether you think there should be more, about the same, or fewer of the following types of places in Round Rock.

(N=401)

	More	About the same	Fewer	Don't know
Q25-1. Single-family detached houses	35.2%	44.1%	10.7%	10.0%
Q25-2. Traditional apartments	11.2%	36.9%	43.1%	8.7%
Q25-3. Urban-style mid-rise apartments	20.4%	28.9%	39.4%	11.2%
Q25-4. Townhouses	22.4%	39.9%	25.7%	12.0%
Q25-5. Accessory dwelling units (e.g. granny flats, garage apartments, tiny houses)	23.7%	24.4%	33.4%	18.5%
Q25-6. Senior housing (including independent living, assisted living, & long term care facilities)	39.4%	42.6%	8.2%	9.7%
Q25-7. Grocery store, pharmacy, & other shops for necessities	31.7%	56.9%	4.7%	6.7%
Q25-8. Specialty/boutique/independent retail	28.4%	51.1%	9.0%	11.5%
Q25-9. Restaurant, coffee shop, bakery, etc.	44.9%	42.9%	6.0%	6.2%
Q25-10. Bars	17.7%	45.1%	28.9%	8.2%
Q25-11. Food trucks	30.7%	36.7%	17.0%	15.7%
Q25-12. Entertainment establishments (e.g. movie theaters, music venues, arcades)	34.7%	47.4%	9.2%	8.7%
Q25-13. Microbreweries/distilleries	23.2%	38.9%	22.2%	15.7%
Q25-14. High-density mixed-use (like the Domain in Austin)	36.2%	28.9%	24.7%	10.2%
Q25-15. Offices/business parks for large employers	24.4%	46.1%	19.5%	10.0%
Q25-16. Professional services (e.g. attorneys, financial advisors)	15.7%	59.4%	12.5%	12.5%
Q25-17. Medical/dental offices	22.4%	60.1%	8.2%	9.2%
Q25-18. Fitness related such as a gym, yoga studio	17.7%	57.6%	14.0%	10.7%

Q25. Land Use. Please indicate whether you think there should be more, about the same, or fewer of the following types of places in Round Rock.

	More	About the same	Fewer	Don't know
Q25-19. Personal services (e.g. hair salons, nail salons)	13.0%	62.6%	13.5%	11.0%
Q25-20. Daycare or school	26.4%	54.9%	5.0%	13.7%
Q25-21. Public park, plaza or open space	38.9%	49.1%	4.2%	7.7%
Q25-22. Other	81.0%	9.5%	9.5%	0.0%

WITHOUT “DON’T KNOW”**Q25. Land Use. Please indicate whether you think there should be more, about the same, or fewer of the following types of places in Round Rock. (without "don't know")**

(N=401)

	More	About the same	Fewer
Q25-1. Single-family detached houses	39.1%	49.0%	11.9%
Q25-2. Traditional apartments	12.3%	40.4%	47.3%
Q25-3. Urban-style mid-rise apartments	23.0%	32.6%	44.4%
Q25-4. Townhouses	25.5%	45.3%	29.2%
Q25-5. Accessory dwelling units (e.g. granny flats, garage apartments, tiny houses)	29.1%	30.0%	41.0%
Q25-6. Senior housing (including independent living, assisted living, & long term care facilities)	43.6%	47.2%	9.1%
Q25-7. Grocery store, pharmacy, & other shops for necessities	34.0%	61.0%	5.1%
Q25-8. Specialty/boutique/independent retail	32.1%	57.7%	10.1%
Q25-9. Restaurant, coffee shop, bakery, etc.	47.9%	45.7%	6.4%
Q25-10. Bars	19.3%	49.2%	31.5%
Q25-11. Food trucks	36.4%	43.5%	20.1%
Q25-12. Entertainment establishments (e.g. movie theaters, music venues, arcades)	38.0%	51.9%	10.1%
Q25-13. Microbreweries/distilleries	27.5%	46.2%	26.3%
Q25-14. High-density mixed-use (like the Domain in Austin)	40.3%	32.2%	27.5%
Q25-15. Offices/business parks for large employers	27.1%	51.2%	21.6%
Q25-16. Professional services (e.g. attorneys, financial advisors)	17.9%	67.8%	14.2%
Q25-17. Medical/dental offices	24.7%	66.2%	9.1%
Q25-18. Fitness related such as a gym, yoga studio	19.8%	64.5%	15.6%

WITHOUT “DON’T KNOW”

Q25. Land Use. Please indicate whether you think there should be more, about the same, or fewer of the following types of places in Round Rock. (without "don't know")

	More	About the same	Fewer
Q25-19. Personal services (e.g. hair salons, nail salons)	14.6%	70.3%	15.1%
Q25-20. Daycare or school	30.6%	63.6%	5.8%
Q25-21. Public park, plaza or open space	42.2%	53.2%	4.6%
Q25-22. Other	81.0%	9.5%	9.5%

Q25-22. Other

Q25-22. Other	Number	Percent
Public transportation	1	4.8 %
ENLARGE CLAY MADSON	1	4.8 %
PARKING GARAGE	1	4.8 %
AFFORDABLE HOUSING LIKE MUELLER IN AUSTIN	1	4.8 %
Public swimming pool and soccer field	1	4.8 %
Recreation Center	1	4.8 %
Water Park, City Run	1	4.8 %
BUILDING PROJECTS	1	4.8 %
Improve traffic lights and make them safer for drivers	1	4.8 %
Strip malls	1	4.8 %
Churches	1	4.8 %
ELDERLY TRANSPORTATION	1	4.8 %
Retail stores	1	4.8 %
New animal shelter closer to Round Rock	1	4.8 %
No more low income housing	1	4.8 %
YOUTH SPORTS	1	4.8 %
Clothing stores, high end salons	1	4.8 %
Bike lanes on more roads	1	4.8 %
Bike trails	1	4.8 %
Downtown parking options	1	4.8 %
Sporting events	1	4.8 %
Total	21	100.0 %

Q26. Please rate how likely you would be to use each of the following modes of transportation in lieu of your personal vehicle.

(N=401)

	Extremely likely	Likely	Somewhat likely	Unlikely	Extremely unlikely	Don't know
Q26-1. Walking on sidewalks & trails	29.9%	27.7%	20.7%	10.5%	7.2%	4.0%
Q26-2. Cycling in bike lanes	12.2%	15.7%	13.5%	28.9%	22.9%	6.7%
Q26-3. Public transit (buses)	9.0%	13.2%	21.2%	28.9%	22.9%	4.7%
Q26-4. Car share/ride share (e.g. Uber, Lyft, Car2Go)	11.0%	15.0%	22.9%	25.9%	19.2%	6.0%
Q26-5. Other	61.5%	15.4%	15.4%	0.0%	7.7%	0.0%

WITHOUT "DON'T KNOW"**Q26. Please rate how likely you would be to use each of the following modes of transportation in lieu of your personal vehicle. (without "don't know")**

(N=401)

	Extremely likely	Likely	Somewhat likely	Unlikely	Extremely unlikely
Q26-1. Walking on sidewalks & trails	31.2%	28.8%	21.6%	10.9%	7.5%
Q26-2. Cycling in bike lanes	13.1%	16.8%	14.4%	31.0%	24.6%
Q26-3. Public transit (buses)	9.4%	13.9%	22.3%	30.4%	24.1%
Q26-4. Car share/ride share (e.g. Uber, Lyft, Car2Go)	11.7%	15.9%	24.4%	27.6%	20.4%
Q26-5. Other	61.5%	15.4%	15.4%	0.0%	7.7%

Q26-5. Other

Q26-5. Other	Number	Percent
Metro Rail	4	30.8 %
Rail	1	7.7 %
ELECTRIC GOLF CARTS	1	7.7 %
MY CAR	1	7.7 %
Light rail train	1	7.7 %
Carpooling	1	7.7 %
ELDERLY TRANSPORTATION	1	7.7 %
Taxi	1	7.7 %
Light rail train to downtown	1	7.7 %
Train	1	7.7 %
Total	13	100.0 %

Q27. Would you prefer that new neighborhoods in the City are developed as typical suburban subdivisions like Forest Creek, or would you prefer new homes be built in a mixed-use development like the Mueller Development in Austin? (Mixed-use is a term which describes several different land uses within one area/building.)

Q27. Would you prefer that new neighborhoods in City are developed as typical suburban subdivisions or new homes be built in a mixed-use development?

	Number	Percent
Typical suburban subdivisions	166	41.4 %
Mixed use development	141	35.2 %
No preference	78	19.5 %
Not provided	16	4.0 %
Total	401	100.0 %

WITHOUT "DON'T KNOW"

Q27. Would you prefer that new neighborhoods in the City are developed as typical suburban subdivisions like Forest Creek, or would you prefer new homes be built in a mixed-use development like the Mueller Development in Austin? (Mixed-use is a term which describes several different land uses within one area/building.) (without "not provided")

Q27. Would you prefer that new neighborhoods in City are developed as typical suburban subdivisions or new homes be built in a mixed-use development?

	Number	Percent
Typical suburban subdivisions	166	43.1 %
Mixed use development	141	36.6 %
No preference	78	20.3 %
Total	385	100.0 %

Q28. How satisfied are you with the quality/appearance of recent commercial development in the City?

Q28. How satisfied are you with quality/appearance of recent commercial development in City?	Number	Percent
Very satisfied	52	13.0 %
Satisfied	191	47.6 %
Neutral	113	28.2 %
Dissatisfied	27	6.7 %
Very dissatisfied	9	2.2 %
Don't know	9	2.2 %
Total	401	100.0 %

WITHOUT "DON'T KNOW"**Q28. How satisfied are you with the quality/appearance of recent commercial development in the City? (without "don't know")**

Q28. How satisfied are you with quality/appearance of recent commercial development in City?	Number	Percent
Very satisfied	52	13.3 %
Satisfied	191	48.7 %
Neutral	113	28.8 %
Dissatisfied	27	6.9 %
Very dissatisfied	9	2.3 %
Total	392	100.0 %

Q29. How satisfied are you with the quality/appearance of recent residential development in the City?

Q29. How satisfied are you with quality/appearance of recent residential development in City?	Number	Percent
Very satisfied	49	12.2 %
Satisfied	188	46.9 %
Neutral	116	28.9 %
Dissatisfied	34	8.5 %
Very dissatisfied	5	1.2 %
Don't know	9	2.2 %
Total	401	100.0 %

WITHOUT "DON'T KNOW"**Q29. How satisfied are you with the quality/appearance of recent residential development in the City? (without "don't know")**

Q29. How satisfied are you with quality/appearance of recent residential development in City?	Number	Percent
Very satisfied	49	12.5 %
Satisfied	188	48.0 %
Neutral	116	29.6 %
Dissatisfied	34	8.7 %
Very dissatisfied	5	1.3 %
Total	392	100.0 %

Q30. Approximately how many years have you lived in Round Rock?

Q30. How many years have you lived in Round Rock?	Number	Percent
0-5	90	22.4 %
6-10	53	13.2 %
11-15	70	17.5 %
16-20	68	17.0 %
21-30	61	15.2 %
31+	50	12.5 %
Not provided	9	2.2 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Approximately how many years have you lived in Round Rock? (without "not provided")**

Q30. How many years have you lived in Round Rock?	Number	Percent
0-5	90	23.0 %
6-10	53	13.5 %
11-15	70	17.9 %
16-20	68	17.3 %
21-30	61	15.6 %
31+	50	12.8 %
Total	392	100.0 %

Q31. What is your age?

Q31. Your age	Number	Percent
18-34	79	19.7 %
35-44	87	21.7 %
45-54	75	18.7 %
55-64	77	19.2 %
65+	72	18.0 %
Not provided	11	2.7 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your age? (without "not provided")**

Q31. Your age	Number	Percent
18-34	79	20.3 %
35-44	87	22.3 %
45-54	75	19.2 %
55-64	77	19.7 %
65+	72	18.5 %
Total	390	100.0 %

Q32. What is the highest level of formal education you completed?

Q32. Highest level of formal education you completed	Number	Percent
Grade school	3	0.7 %
High school	30	7.5 %
Some college	90	22.4 %
College graduate	152	37.9 %
Graduate work	19	4.7 %
Graduate degree	100	24.9 %
Not provided	7	1.7 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q32. What is the highest level of formal education you completed? (without "not provided")**

Q32. Highest level of formal education you completed	Number	Percent
Grade school	3	0.8 %
High school	30	7.6 %
Some college	90	22.8 %
College graduate	152	38.6 %
Graduate work	19	4.8 %
Graduate degree	100	25.4 %
Total	394	100.0 %

Q33. Do you work in the City of Round Rock?

Q33. Do you work in City of Round Rock?	Number	Percent
Yes	133	33.2 %
No	262	65.3 %
Not provided	6	1.5 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Do you work in the City of Round Rock? (without "not provided")**

Q33. Do you work in City of Round Rock?	Number	Percent
Yes	133	33.7 %
No	262	66.3 %
Total	395	100.0 %

Q34. Do you have children living at home in the following age ranges?

Q34. What age range children are living at home?	Number	Percent
Under 6 years	79	19.7 %
6 to 12 years	83	20.7 %
13 to 18 years	92	22.9 %
No children	202	50.4 %
Total	456	

Q35. What is your gender?

Q35. Your gender	Number	Percent
Male	206	51.4 %
Female	193	48.1 %
Not provided	2	0.5 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is your gender? (without "not provided")**

Q35. Your gender	Number	Percent
Male	206	51.6 %
Female	193	48.4 %
Total	399	100.0 %

Q36. Are you of Hispanic, Latino, or other Spanish heritage?

Q36. Are you of Hispanic, Latino, or other Spanish heritage?	Number	Percent
Yes	110	27.4 %
No	286	71.3 %
Not provided	5	1.2 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q36. Are you of Hispanic, Latino, or other Spanish heritage?	Number	Percent
Yes	110	27.8 %
No	286	72.2 %
Total	396	100.0 %

Q37. Which of the following best describes your race/ethnicity?

<u>Q37. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	27	6.7 %
American Indian/Eskimo	5	1.2 %
Black/African American	39	9.7 %
White	296	73.8 %
Other	23	5.7 %
Total	390	

Q37. Other

<u>Q37. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	12	54.5 %
Mixed race	3	13.6 %
Spanish	2	9.1 %
Cherokee/Irish	1	4.5 %
Native American, Spanish	1	4.5 %
Italian	1	4.5 %
Hispanic/Latino	1	4.5 %
Mexican	1	4.5 %
Total	22	100.0 %

Q38. Would you say your total annual household income is...

<u>Q38. What is your total annual household income?</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	15	3.7 %
\$25K to \$49,999	49	12.2 %
\$50K to \$74,999	45	11.2 %
\$75K to \$99,999	67	16.7 %
\$100K to \$124,999	64	16.0 %
\$125K to \$149,999	37	9.2 %
\$150K to \$199,999	42	10.5 %
\$200K+	35	8.7 %
Not provided	47	11.7 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Would you say your total annual household income is... (without "not provided")**

<u>Q38. What is your total annual household income?</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	15	4.2 %
\$25K to \$49,999	49	13.8 %
\$50K to \$74,999	45	12.7 %
\$75K to \$99,999	67	18.9 %
\$100K to \$124,999	64	18.1 %
\$125K to \$149,999	37	10.5 %
\$150K to \$199,999	42	11.9 %
\$200K+	35	9.9 %
Total	354	100.0 %

Q39. If you have any other comments to improve city services, please enter them below.

- Continue to focus on parks and outdoor areas
- Include new bike lanes in road projects (instead of after the road projects have been completed)
- With the new addition of the Kalahari resort, the traffic that is going to flow through Kenney Forth will increase significantly, taxpayers shouldn't be penalized for this (or at least not completely). Ideally Kalahari would contribute resource to fund the expansion of Kenney Forth but a fair compromise would be to split it between taxpayers and the resort.
- Road projects should anticipate growth and design for traffic service
- I just want to say I think the city is doing a great job with planning for the future. I see you guys get a lot of flack on your Facebook pages about people complaining that this isn't a small town anymore but honestly it hasn't been for years. It's great that the city is really looking towards the future and I appreciate all the changes I've seen from the vibrant downtown area to the addition of sorely needed buses. Change and adaptability is good, keep it up and thank you Round Rock. I'm glad to call this city home.
- Reduce speed limits. I don't want to be driving through stop and go lights at 60 to 65 mph even if they are synced. Intersections are simply dangerous. 1431, Parmer, Service Roads, Ronald Reagan, etc. should have a speed limit of 50 or less. It is such a waste to go and stop and go and stop, race to the red, hurry up and stop. And you get nowhere faster with fast speeds because of red lights and traffic. That goes for I-35 through Austin, too. a 55 mph limit from north of Georgetown to Buda would work wonders, but I know that's not Round Rock's call. Speed kills, set reasonable safe speed limits like Avery Ranch, Brushy Creek, and new road E New Hope. Kudos there.
- Would be nice to have a city owned water park with the Texas heat.
- It would be nice if recycle pick up was weekly instead of bi-weekly. I would also like to see better public transit on the west side of the city
- Round Rock is the best city in central Texas. City services are good. Maintaining and improving existing roads should improve.
- When we were looking for a new house 2 yrs ago, one of the reasons we stayed in RR was the love for it and lower property taxes. With this years rise of taxes we are almost being pushed out of a neighborhood we love. The taxes rising and keep rising are going to make the people who helped build RR into what it is today move away
- Listen to the people not just pretend to listen
- Round Rock totally reminds me of where I grew up as a kid love it!!!!!!(Spring TX.)
- Some lights at the volleyball courts in Old Settlers Park would be nice
- Parking on the street in our neighborhood makes driving difficult and dangerous. I think there should be an ordinance that forbids parking that narrows passage of vehicles (for example on curves) and creates blind spots. I also think there should be enforcement so that people can't leave inoperable cars on the street. I live on Lorson Loop and would appreciate it if the police would drive on our street once in a while. Thanks.
- Better support for Mark Remmert.
- Get rid of libraries or do something that is beneficial for all and not just a place for homeless to poop.
- Address the lights at McNeil and the track.
- I think Round Rock has smart and responsive government. The city is highly desirable place to live and we have witnessed it blossom over the past decade. Stay smart, hold the line, and use our market's positive attributes to leverage community-endorsed growth and financing plans.

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- down town is a disaster area. Too many bars. There is no reason for it. I have lived here for 30+ years, and now I have to deal with drunk drivers cutting through my neighborhood and loud music from outdoor patio style venues every weekend. Closing streets to reroute traffic into this disaster area is ridiculous. Open the road under the Mays street bridge back up so people can actually get around down town. Some of us do not wish to endure the bar scene that has become downtown Round Rock.
- Encourage builders to build on the west side of I-35 between 45 and 1431 (master planned communities with both lower end and higher end single family homes plus a few condo/town home communities. (2) Create a one elevated exit lane on FM-620 near the intersection of I-35 (elevation starts around Brentwood, over the tracks and merging I-35 south bound. (3) Create one elevated exit lane on I-35 near FM-620 that would take west bound route on FM-620, over the tracks and merge with FM-620 near Brentwood. (4) Long-term planning wise, make space for a passenger train station on both west side and east side of Round Rock for city commuter trains.
- Traffic!!!! Thanks for working on it! More trails connecting south west round rock. Mc Neil area. We need an H-E-B in south west RR!!!!!!!!!! Nearer to Chisholm Valley!!!!!!
- Water to be less hard.
- The number of apartments and low income apartments has to decrease. Or we must be more strategic about where they are erected. 7 apartment complexes or more have been built in a 3 mile radius in North RR. Traffic issues should have been foreseen. Especially near the shopping, university and medical district?
- Please look into controlling bicycles riding early in the morning people driving in the dark with very small roads all traffic has to slow down and can cause an accident .
- There is a lot of streets and avenues that night more light at night, if you could increase the number of lights for street will bring more security and pleasure to walk and run around ours subdivisions.
- also the time is given to the main streets like Gatti school or others is good but not to the convergent streets. it takes a long time to the light to change from red to green some places around 2 minutes.
- Police, schools, roads, and transportation should be the priority. Something needs to be done on university between sunrise and I-35. That isn't even mentioned in the project planning. I won't even shop over there any more because of the horrible traffic.
- Need to expand city sponsored youth after school programs be on free to sliding scale.
- Intersection of Chisolm Trail and Sam Bass is ridiculous. Constantly blocked by cars (illegally) Timing of signal is terrible
- Stop giving tax incentives to large business or sports teams.
- I really hate to see all the beautiful land disappear to development that's really NOT needed. Ends up sitting there empty after a few years.
- I do get that 35 in RR is a pain, something to fix that. Also, all the private property that's not being taken care of, needs to be. It's a huge eye sore to see land just not being cleaned up by pulling all the dead limbs/leaves and trimming everything. I really wish things would be more enforced in the city to keep all of us safe. I wouldn't mind a raise in the property taxes by \$4 a month, if that means neighborhoods are safer and properties are cleaned up.
- currently, our company is moving away from this area and deeper in to Austin because the commercial buildings for lease are just too much. So sad because we live in round rock ranch and work just right at 45 and 35 and now we are looking a 35 minute commute.
- With the recent attack on the brushy creek trail, maybe have some bicycle cops riding the trail occasionally.

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- APPEARANCE AND MAINTENANCE ON INTERSECTION OF 79 & MAYS. BETTER CONDITIONS ON SIDEWALKS . MORE CROSSWALKS AND SAVE ONES TO GET TO DOWNTOWN RR.
- Public transportation is good for Round Rock but would prefer to see smaller buses with scheduled bus stops within the city and the large CapMetro buses be used only to travel to Austin.
- stop limiting trash pick up if you only have one day per week
- We do not want RR to turn out like Austin. The demographics you are recruiting to live here are going to turn into a liberal extension of Austin. (or you could say, California).
- EMS HAS BILLING ISSUES,THEY NEED TO LEARN TO CODE AND BILL CLIENTS CORRECTLY. THE CITY OF ROUND ROCK NEEDS TO HIRE EMPLOYEES WHO WILL LIVE IN THE ROUND ROCK CITY LIMITS, THIS WILL MAKE THEIR DECISIONS BETTER WHEN THEY ARE PART OF THE CITY, ALSO WE NEED MORE OVERSIGHT ON CITY FUNDS AND CITY PROPERTY. TOO MUCH CORRUPTIONS GOING ON
- Enforce drug trafficking in schools. Round Rock high school has dealers that are Freshman, sophomore, juniors, and seniors. The sign of Drug free school zone, is a joke. The officers in the schools are just eating donuts and not paying attention as how many kids are buying drugs IN school.
- DON'T MAKE RR INTO LARGER CITY THAN IT IS, SLOW NEW HOUSING DEVELOPMENTS TO KEEP TRAFFIC FROM INCREASING AND HELP KEEP TAXES DOWN
- RECYCLING EVERY WEEK INSTEAD OF BI-WEEKLY, SEWERS NEED MUCH REPAIR, BACKFLOWS AND FLOODS OF SEWAGE INTO HOME HAPPEN VERY REGULARLY IN SOUTH CREEK
- PLEASE LIMIT ADDITIONAL AFFORDABLE HOUSING ON THE EAST SIDE OF RR WE'RE MORE THAN ABSORBED OUR SHARE
- Route 79 needs another lane.
- I love Round Rock. It reminds me of my hometown in Tennessee. We are growing too big too fast. Put a cap on growth please or the beauty of what it is will be gone.
- WEST SIDE WAS PROMISED A RECREATION CENTER FOR THE CITY TO DIVERT THAT MONEY AFTER THE VOTERS FOR THE RECREATION CENTER WAS AS CLOSE TO FRAUD AS YOU CAN GET. GROWTH IS NOT ALWAYS GOOD, REALLY TIRED OF THE CHAMNER OF COMMERCE RUNNING THIS CITY
- I think the sidewalks along Grattis School Rd should be moved to the street. Many kids use the sidewalks.
- WHEN A TRAIN GOES BY AT 79TH & REDBUD THE LIGHTS CEASE TO BE SYNCHRONIZED, TRAFFIC AT A STAND STILL LONG AFTER TRAIN HAS LEFT, TRAIN HORN EXCESSIVELY LOUD AND LONG LASTING
- TRAFFIC IS HUGE ISSUE ON THE WEST SIDE OF TOWN, HIGH SCHOOL DISTRICT TAXES/PROPERTY WILL LIKELY FACILITATE A MOVE OUT OF RR IN THE NEAR FUTURE, TAX OFFICE PERSONNEL AREN'T HELPFUL WILL EMPLOY A COMPANY TO PROTEST TAXES NEXT YEAR IF WE ARE STILL HERE AND HAVEN'T SOLD THIS HOUSE
- CONSIDER TO REVISIT PROPERTY TAX RATE REDUCTION OR TO REDUCE TRAFFIC
- It is a shame how many people have to sell their land because of high taxes and all that is built are subdivisions and roads. The country disappears.
- No Apartments!!! Fix our roads!!!
- WOULD BE NICE TO HAVE ONE TO THREE ADDITIONAL DISC GOLF COURSES

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- KINNINGHAM PARK NEEDS AN UPGRADE, LIBRARY SHOULD SYBSCRIBE TOHOOPLA, GRIMES AND GATTIS INTERSECTION IS DANGEROUS, POLICE OVER ENFORCE LOITERING LAWS, POTENTIAL RACISM HAS BEEN ENCOUNTERED
- NO CONSTRUCTIVE SUGGESTIONS
- We need more public swimming pools, soccer fields, and more places for children to play together. Thank you!!!
- I would like to see more street sweepers cleaning neighborhoods, especially cul-de-sacs.
- paint/update water tower in downtown, write round rock on it, it would be great to have more tails for walking/biking. Thanks for all you do. the city could use more healthy organic type restaurants i.e., gluten market instead of chains
- We are not impressed with Round Rock being Sports Capitol of Texas. Please, we do NOT want a public bus system here, keep it in Austin only. We do not want any more bars or drinking establishments in Round Rock.
- I ASKED THAT YOU KEEP ROUND ROCK AFFORDABLE AND NOT INCREASE THE LIVING SITUATION NOT ALL PEOPLE ARE GIVEN A SILVER SPOON
- MORE POLICE WITH BETTER PROTECTION NO TASERS, LAW GETS THEM OFF THE STREETS I HAVE TO PUT THEM DOWN ON MY PROPERTY, PAY OUR POLICE BETTER PLEASE STRENGTHEN ARE CASTLE LAWS. GET THE ILLEGAL ALIENS OUT OF THE USA
- More patrols in neighborhoods to catch speeders and stop sign runners. South-creek subdivision and Turtle Creek have a lot of people who hardly slow down for stop signs.
- Provide information and or discounts on solar panels for houses, maybe with an incentive program? Also, neighborhood gardens put in, so that people, families, and children can use and learn. Thank you!
- HAVE CITY STAFF TALK FACE TO FACE TO THE PEOPLE IN THE AREA WHERE WORK IS BEING DONE. AND SEE WHAT THEY THINK.
- NOT LIKING THAT ALL THE OLDER HOMES SEEM TO BE GOING COMMERCIAL.
- THE MAIN CITY STREETS SHOULD BE 3 LANES AND TRAFFIC SIGNALS. THE RISING PRICES OF HOMES ARE PUSHING MIDDLE CLASS AND RETIREES OUT OF THE CITY.
- TRAFFIC IS WORSE IN ROUND ROCK THEN IT IS IN AUSTIN PLEASE FIX IT!
- BETTER COMMUNICATION WITH RESIDENTS FLYERS.
- TRAFFIC IS THE BIGGEST ISSUE.
- MY FAMILY WOULD NOT LIVE IN ANY OTHER PART OF AUSTIN.
- WE NEED MORE AFFORDABLE HOUSING ON THE WEST SIDE OF ROUND ROCK.
- CITY NEEDS TO BE MORE CONSISTENT ESPECIALLY WATER WITH THEIR ISSUES.
- Please stop providing low income housing like apartments, section 8 housing etc. as it increases crime.
- More police services (SRO's)within EACH school on a daily basis! Kids are not safe in schools in today's day and age and Round Rock is a similar community to the communities we see on the news. Instead of officers waiting to catch a speeder, I'd prefer them foot patrolling schools and reverting back to community policing (i.e. people/the community knows your name and feels comfortable sharing information!) I'd like our children to feel completely comfortable going up to our officers, having a chat, taking a picture with them, and truly looking up to them as heroes!

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- Also, policies in schools need to change as a whole. A 5th grader in my son's school was not suspended after bringing a knife to school and threatening children! He did not get in trouble because the policy states the knife needed to be more than 5 inches, last time I checked you could puncture a decent wound on someone with a small (less than 5 inch) pocket knife. This school was known for brushing dirt under rugs instead of addressing issues with the community!
- The timing of lights along SH45 could be adjusted to help relieve stranded traffic. IE: When west bound traffic on Louis Henna (SH45) is turning north bound on A.W. Grimes and the light changes to allow south bound Grimes traffic to go under SH45, there should be an extended green light time for North bound traffic to continue thru instead of making them stop and wait. The West bound traffic isn't going anywhere yet so why make traffic stop. Let them continue on. Same goes for Greenlawn. And this goes for West to South turning options at both intersections as well.
- Complete the frontage road, or Louis Henna, between the Donnell underpass and Heatherwild/RedBud east bound. I see so many people Stop and backup because they are not aware they are entering the Toll road until too late. There is not enough signage to warn people. Someday there will be accidents with injuries. I'd also like to see the west bound frontage from RedBud to Donnell completed with at least one west bound lane.
- EXCELLENT QUESTIONS!
- I have spoken to several people who though old settlers implementing a designated off leash area. Auditorium shores in Austin has one that is really nice section great for families and pet owners.
- My main issue is Chandler Road east of AW Grimes. It must be expanded to include two lanes in each direction, along with adequate turning lanes. The light at CR110 gets backed up for miles going east because there is no turn lane. Also, I've seen several vehicles blow past the stop sign coming off 130 to turn left on Chandler. I believe we recently had a fatality there. The cops are eager to pull folks over for going 5MPH over the speed limit, but they don't do anything to control traffic.
- McNeil road between Oak Ridge and 45 has become a raceway. Traffic needs to be better controlled there.
- Please stop the growth and build road before ever considering any more resorts. Please don't run all the good people out. So many locals are upset. Please take time to listen to the heart cries of the people who made round rock what it was and not this crazy place it has become
- I would like to see Speed Bumps installed on Lake Forest Drive, people drive too fast on this road
- I think we need more destinations that people from outside of Round Rock come to see.
- We could recycle more than what we are doing now!
- Business street signs not to exceed 10' from ground.
- PLEASE DO NOT BUILD THE WATERPARK/RESORT ACROSS FROM THE DELL DIAMOND. IT IS GOING TO BE A NIGHTMARE.
- Check over and update the Department phone numbers on your web site. I called the number listed for the recycle center on Deepwood and got a message it was disconnected.
- There is an area off Louis Henna between AW Grimes/Grand and Shultz with a green belt that is a potential for urban farming or natural butterfly/bee wild flower area where zen gardens, reflective pool, etc. could be a nice park for nature lovers. A possible Dog Park area too. It is not large enough to be developed and is maintained by the city anyway, why not make it a usable space for area?
- Our main concern is the traffic on hwy79 once the new hotel across from Dell Diamond is complete.

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- Traffic is always getting worse, and we need to stay ahead of it. Schools. I think we are investing too much in the quality of the facilities.
- stop promoting growth let it happen naturally stop corporate welfare I have lived here 35 yrs. but I don't get tax breaks, newcomers do that is wrong
- round rock is a great place to live, you all are doing a good job just a few things our garbage people are sloppy stuff goes everywhere, stop street sweepers dust foos everywhere and its a waste of money, spray for mosquitos
- taxes too constant used of bonds are way too high also the appraisal of home values is skewed
- like to open a homeless shelter for veterans
- I WORRY MOST ABOUT AN INCREASE IN CRIME IN A CITY SUCH AS RR THAT IS GROWING SO RAPIDLY, I WOULD ALSO PREFER THAT THE HOUSING BE MORE HOMES AND LESS APTS, WE HAVE TOO MANY APTS HENCE AN INCREASE IN CRIME
- DOING A GOOD JOB
- ENJOY THE IMPROVEMENTS TO DOWNTOWN ROUND ROCK AS WELL AS THE AMOUNT AND QUALITY OF PARKS IN THE AREA. THANK YOU
- ALL KINDS OF HOUSING IS TOO EXPENSIVE NEED MORE MICRO-HOUSING FOR INDEPENDENT SENIORS PROPERTY TAXES ARE OUTRAGEOUS
- EXPAND GATTIS ITS DANGEROUS, EXTEND THE BRUCHY CREEK TRAIL SYSTEM CONNECT THEM
- OVER DEVELOPMENT NOT ENOUGH PUBLIC TRANSPORT TRAFFIC IS BIG CONCERN
- LIVE IN RR HO AUTH DUPLEX I NEED RIDES TO DOCTOR APPTS, I AM CRIPPLED
- COMPUTER BILLING SYSTEM CHANGE THAT DOESN'T WORK AND AFFECTS HOW I PAY MY BILL ON TIME
- Overall this is an AWESOME place to live. Can't imagine living anywhere else.
- There are just SO MANY people and SO MUCH traffic. And with those things - we've become more susceptible to crime increases.
- I do feel VERY comfortable and always appreciate our police department and their involvement in keeping us safe and informed.
- I just moved back into Round Rock. I'm new to this part of Old Settlers. So much of my info is limited for now. I like these surveys. Keep them coming.
- Do not allow adult businesses to be located within city limits.
- Enough taxes spent on youth (soccer facilities, etc.)/ Freeze property taxes for retired/over 65, like Georgetown and Cedar Park.
- Fix the traffic on I35.
- In general, RRTX is a great place to live. Most things are working well.
- The growth in Round Rock is phenomenal but planning is short sighted because of the populous. Everyone wanted more downtown. Now all you hear is there are too many bars downtown. A never ending battle with no real solution.
- had issue with limb pick up after code enforcement city should coordinate and provide free service if code enforcement requires resident to trim tree limbs, inquire with emsud horozovic fell free to contact me 512-656-6560

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- improve city services to improve lives of residents
- I used to love Round Rock before growth, I understand we needed some growth but do we really want to be like Austin
- disappointed in limits of garbage pickup. need lower cost for utilities, stop raising tax rates use budget friendly
- cars parking in my neighborhood, right across side by side street from east other you can't pass through. A fire truck had to back out on canter because could not reach a fire in house and go around
- sidewalks in the neighborhood are horrible uneven
- street light needed in eggacres subdivision
- have been extremely satisfied when I called and asked for help it was immediate and thorough
- more emphasis on veterans service, recruiting efforts
- communities of concord and brushy creek, round rock ranch, turtle creek and soty creek do not have direct access to brushy creek trail without going to aw grimes or kenny fort adding access from the south side will improve accessibility usage and make that section more secure
- finish 45 feeder to get traffic off high country. back ups everyday at prime times, dangerous and noise is terrible
- It would be great to have more city operated gun ranges as part of Adult Recreational activities.
- I HAD A ZONING VIOLATION IN MY BACK YARD. THE TECH DID NOT WANT TO CHARGE ME WANTED TO FIX THE PROBLEM AND GAVE ME TIME TO DO THAT.
- I WOULD LIKE TO SEE POLICE DEPARTMENT MAKE PUBLIC AND EXPLICIT STATEMENTS THAT THEY WILL PROTECT THE 2ND AMENDMENT RIGHTS OF ALL ROUND ROCK CITIZENS.
- More public transportation, bus from Round Rock to Austin and back at least once a day. More shopping choices, Whole Foods please! Travel to Austin for everything RR does not have, Whole Foods, clothing and re sale stores like The Buffalo Exchange.
- Property taxes too high
- Fix McNeil With All That Traffic. Also Check On Some Street That Need Improvement
- Someone should let the Sapp Family know this isn't their email address. And if you continue to email me I will continue to answer these questions. How accurate is that?
- Please do something signal light of A.w.grimes and Gattis school road. Too many accident.
- more family events in downtown round rock
- to pick up recycle every week
- traffic signal at aw grimes and gattis is unsafe
- please don't turn us into Austin where all development is for investors and rich people, that's what mueller style developments do, ordinary folks are allowed in only on charity it this happens organically ok but fore the city to do it is wrong
- thank you for sending and allowing us to have input in the continuance work that will be done
- city of round rock doing great job under your leadership and your great team. thank you sir, best regards Jeffery
- do not become Austin, the bike lanes are ridiculous to put a person on a bike next to a vehicle. expand downtown or fix parking there. Encourage local business
- lower taxes should be #1 priority
- CONTROL GROWTH THEN THER EST WILL FOLLOW
- when it comes to future commercial/residential development just don't create a domain situation up here and leave the yuppies and soaring rents down south

Q39. If you have any other comments to improve city services, please enter them below (cont.).

- need rail service
- Wish the bus system would run on a daily basis. Would really love to ride the bus to church
- please stop the growth
- consideration of homestead property within downtown round rock needs to be give attention

Section 7:

Survey Instrument



June 2018

Dear Round Rock City Resident:

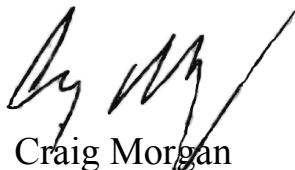
Your input on the enclosed survey is extremely important. During the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement, and others. To ensure the City's priorities are aligned with the needs of our residents,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



2018 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.

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. **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

4. **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

5. The City of Round Rock could ask voters to approve an increase in property taxes to fund transportation improvements in the city. Please indicate how supportive you would be of a future bond issue if the funds were used to complete the following projects.

How supportive would you be of using funds to...		Very Supportive	Supportive	Not Supportive	Not Supportive at All	Don't Know
1.	Kenney Fort Blvd extension from Old Settlers to SH45	4	3	2	1	9
2.	Gattis School Road widening from AW Grimes to Round Rock Ranch	4	3	2	1	9
3.	Gattis School Road widening from Via Sonoma to Red Bud	4	3	2	1	9
4.	North Red Bud widening from US 79 to County Road 110	4	3	2	1	9
5.	University Blvd widening from AW Grimes to CR 110	4	3	2	1	9
6.	Design Wyoming Springs Blvd extension from Brightwater to FM 3406	4	3	2	1	9

6. Which TWO of the projects listed above do you SUPPORT MOST? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE" if you do not support any of the projects being considered.]

1st: _____ 2nd: _____ NONE

7. If the City of Round Rock were to ask voters to approve a bond issue to fund the types of transportation improvements listed in Question 5, please indicate how likely you would be to vote in favor of the following.

How likely would you be to vote in favor of...		Very Likely	Likely	Not Likely	Not Likely at All	Don't Know
1.	A \$150 million dollar bond issue that would fund ALL the projects listed in Question 5. The cost to the average home owner in the City would increase gradually to approximately \$12 per month in additional property taxes after four years.	4	3	2	1	9
2.	A \$100 million dollar bond issue that would fund SOME of the projects listed in Question 5. The cost to the average home owner in the City would increase gradually to approximately \$8 per month in additional property taxes after four years.	4	3	2	1	9
3.	A \$50 million dollar bond issue that would fund TWO OR THREE of the projects listed in Question 5. The cost to the average home owner in the City would increase gradually to approximately \$4 per month in additional property taxes after four years.	4	3	2	1	9

- 7a. If you are "Not Likely" or "Not Likely at All" to vote in favor of all three options above, why are you not likely to support any of these options?

8. **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

9. **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

10. **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

11. 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 10.]

1st: _____ 2nd: _____

12. **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
01. Maintenance of major city streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Timing of traffic signals in the city	5	4	3	2	1	9
04. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
05. Cleanliness of city streets and other public areas	5	4	3	2	1	9
06. Cleanliness of creeks and open channels	5	4	3	2	1	9
07. Condition of sidewalks in the city	5	4	3	2	1	9
08. Availability of bike lanes	5	4	3	2	1	9
09. Transit services	5	4	3	2	1	9

13. 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 12.]

1st: _____ 2nd: _____

14. **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

15. 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 14.]

Most important: _____

16. **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

17. 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) Public Meetings |
| ____(02) Round Rock Leader | ____(11) Parks and Recreation email newsletter |
| ____(03) Community Impact, the monthly publication | ____(12) Your Homeowner/Neighborhood Association (via newsletter, website, social media site, etc.) |
| ____(04) Local TV News | ____(13) The city's Facebook pages (e.g. city, Police, Parks, Library) |
| ____(05) Round Rock Cable Channel (10 for Spectrum, 99 for Uverse) | ____(14) The city's Twitter accounts (e.g. city, Police, Parks, Library) |
| ____(06) Local Radio | ____(15) Nextdoor (the neighborhood social network) |
| ____(07) Enclosure in your city utility bill, Newsflash | |
| ____(08) Friends | |
| ____(09) City website (RoundRockTexas.gov) | |

18. Prior to receiving this survey, did you know that 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

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

____(1) Yes [Answer Q19a.] ____ (2) No [Answer Q19b.]

- 19a. Which of the following best describes how often you follow the watering schedule for your household?

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

- 19b. Do you know how to get information about the watering schedule for your household?

____(1) Yes ____ (2) No

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

____(1) Yes [Answer Q20a-b.] ____ (2) No [Skip to Q21.]

20a. How would you describe the service you received?

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

20b. 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

21. 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

22. 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

23. How likely do you think it is that the following consumer trends will influence your behavior?

Consumer Trends	Extremely Likely	Likely	Somewhat Likely	Unlikely	Extremely Unlikely	Don't Know
1. On-line shopping	5	4	3	2	1	9
2. Delivery services such as food delivery, grocery delivery	5	4	3	2	1	9
3. Pre-order and pick-up at retail stores	5	4	3	2	1	9
4. Ride sharing	5	4	3	2	1	9
5. Telecommuting for work	5	4	3	2	1	9
6. Other: _____	5	4	3	2	1	9

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

- ____ (1) Traffic
 ____ (2) Controlling rapid growth
 ____ (3) School related issues (e.g. overcrowding, lack of schools, system improvements)
 ____ (4) Road repair/Maintenance/Expansion
 ____ (5) High taxes/Property taxes/Finances
 ____ (6) Public transportation
 ____ (7) Crime (e.g. inadequate police, gangs)
 ____ (8) Other: _____
 ____ (9) Don't know

25. Land Use. Please indicate whether you think there should be 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.	Other: _____	3	2	1	9

26. Please rate how likely you would be to use each of the following modes of transportation in lieu of your personal vehicle.

Mode of Transportation:	Extremely Likely	Likely	Somewhat Likely	Unlikely	Extremely Unlikely	Don't Know
1. Walking on sidewalks and trails	5	4	3	2	1	9
2. Cycling in bike lanes	5	4	3	2	1	9
3. Public transit (buses)	5	4	3	2	1	9
4. Car share/ride share (e.g. Uber, Lyft, Car2Go)	5	4	3	2	1	9
5. Other: _____	5	4	3	2	1	9

27. Would you prefer that new neighborhoods in the city are developed as typical suburban subdivisions like Forest Creek, or would you prefer new homes be built in a mixed-use development like the Mueller development in Austin? (Mixed-use is a term which describes several different land uses within one area/building.)

- ____ (1) Typical suburban subdivision
 ____ (2) Mixed use development
 ____ (3) No preference

- 28. How satisfied are you with the quality/appearance of recent commercial development in the city?**
 ____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied
- 29. How satisfied are you with the quality/appearance of recent residential development in the city?**
 ____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied
- 30. Approximately how many years have you lived in Round Rock?** ____ years
- 31. What is your age?** ____ years
- 32. 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
- 33. Do you work in the City of Round Rock?** ____ (1) Yes ____ (2) No
- 34. 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
- 35. What is your gender?** ____ (1) Male ____ (2) Female
- 36. Are you of Hispanic, Latino, or other Spanish heritage?** ____ (1) Yes ____ (2) No
- 37. 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
- 38. 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
- 39. 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.