

# City of Pflugerville

# Resident Satisfaction Survey

## GIS Maps

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# 2021

**Submitted to the City of Pflugerville, Texas**

by:  
ETC Institute  
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66061

**June 2021**



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

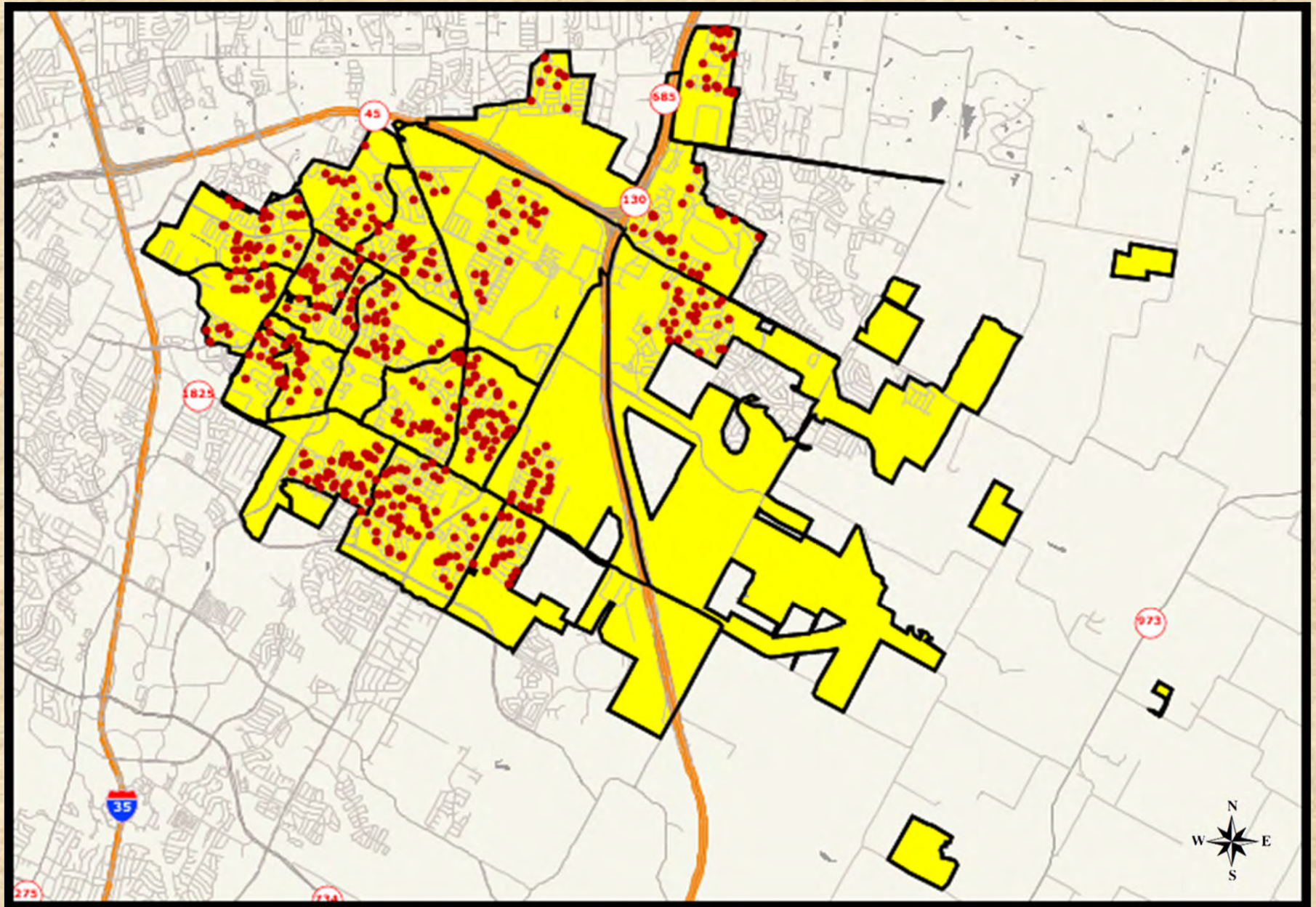
## Interpreting the Maps

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.”

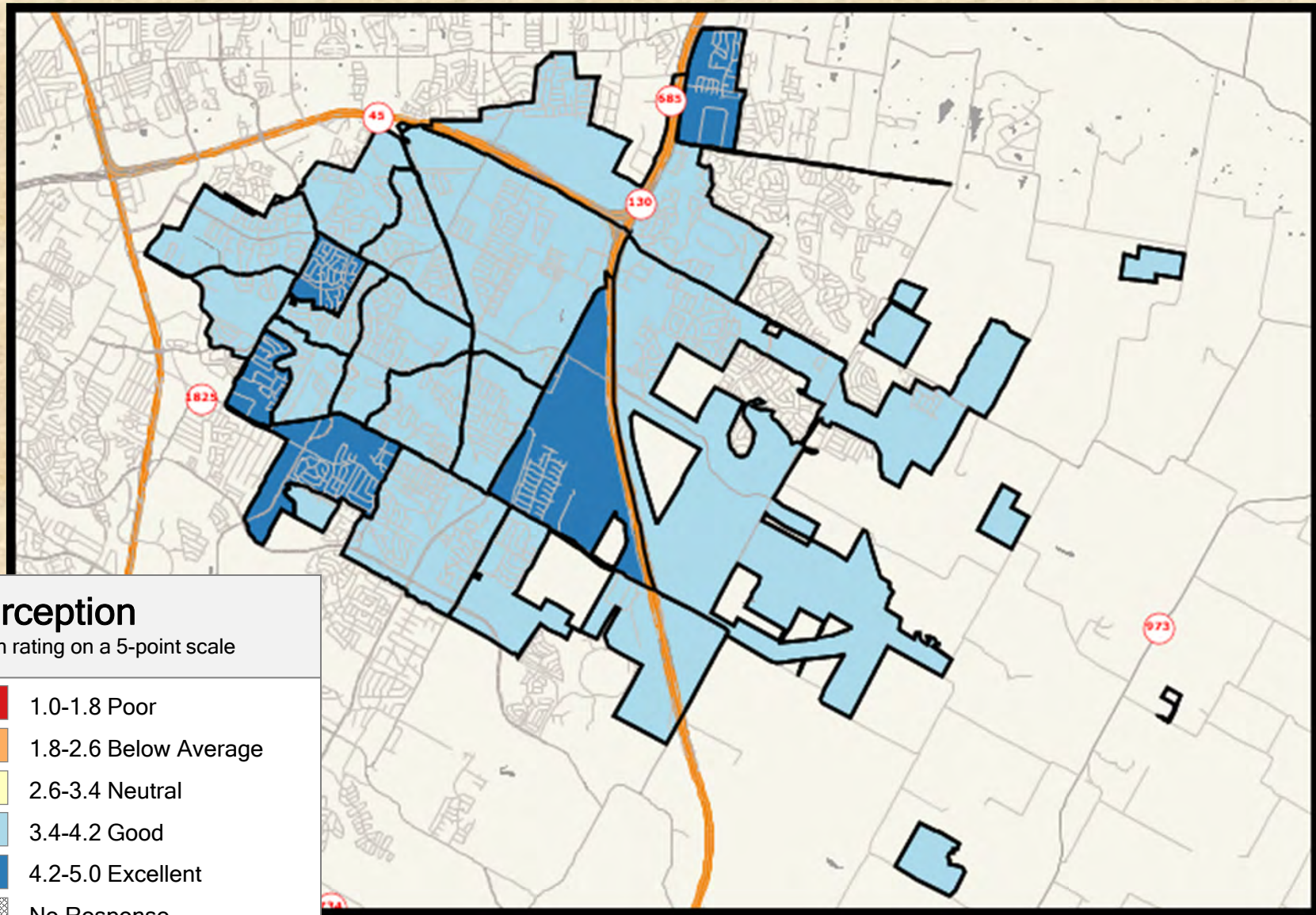
## Location of Survey Respondents



## 2021 City of Pflugerville Resident Satisfaction Survey



# Q1-1 Ratings of the city as a place to live



## Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

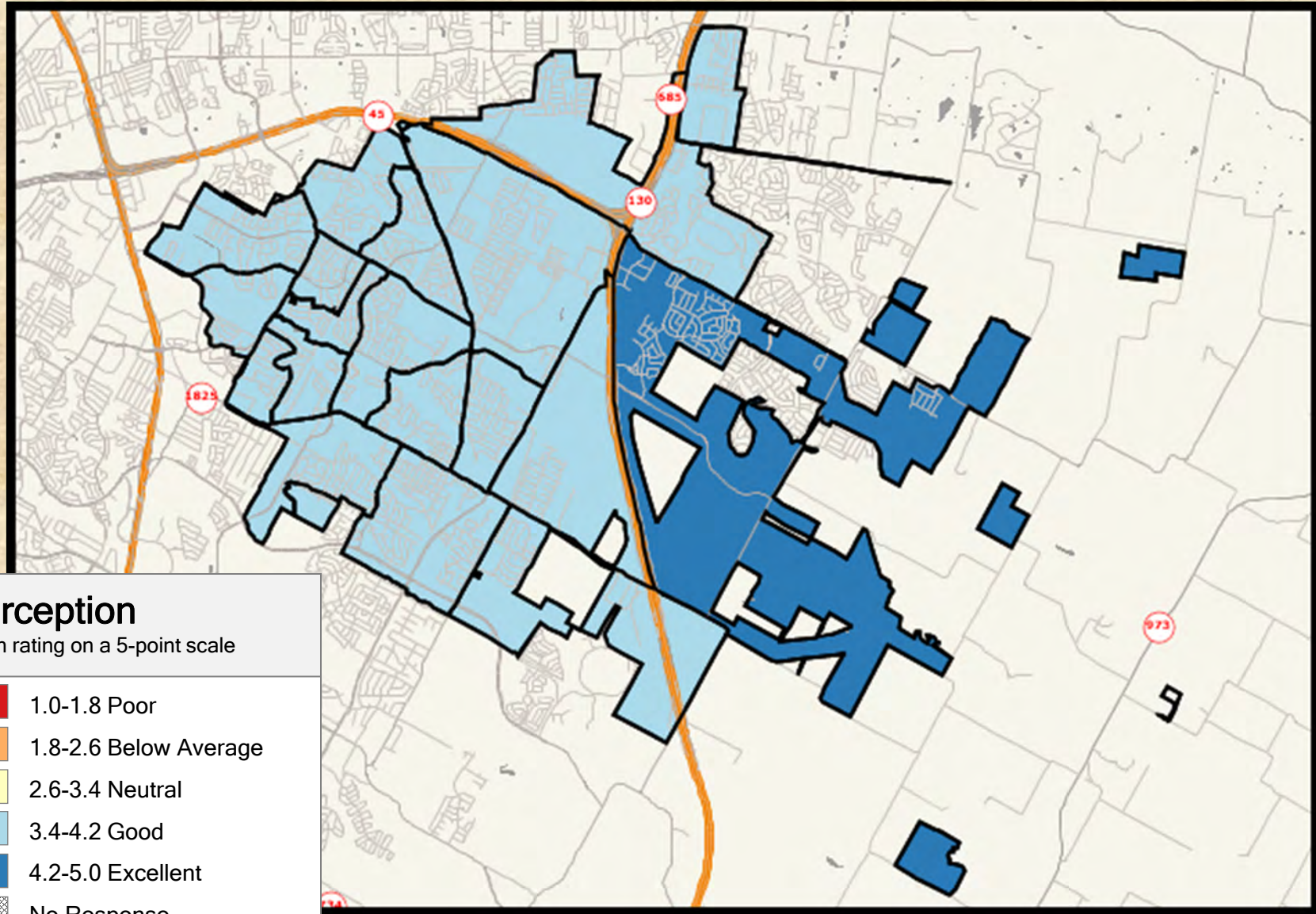


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q1-2 Ratings of the city as a place to raise children



### Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

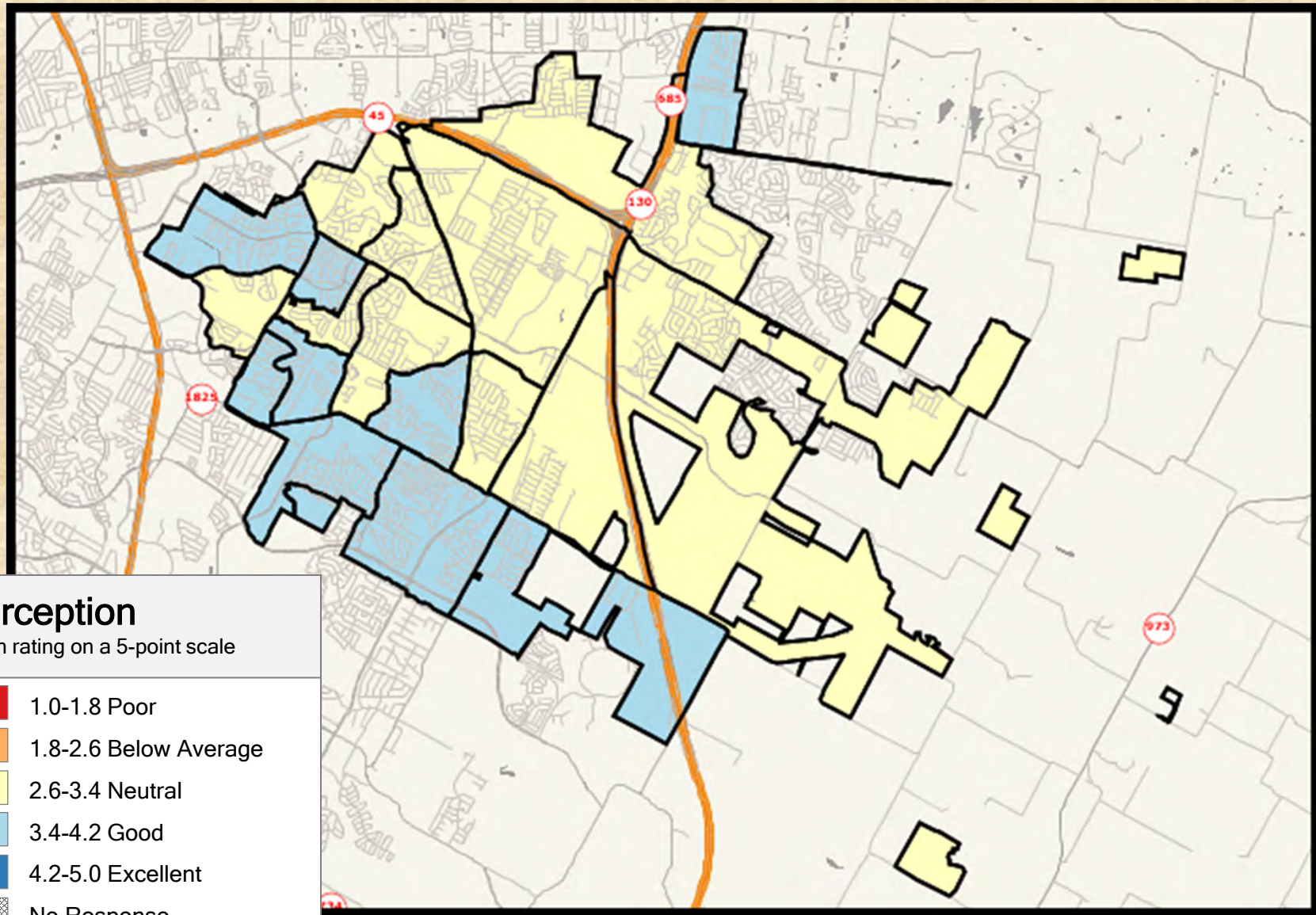


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q1-3 Ratings of the city as a place to work



### Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

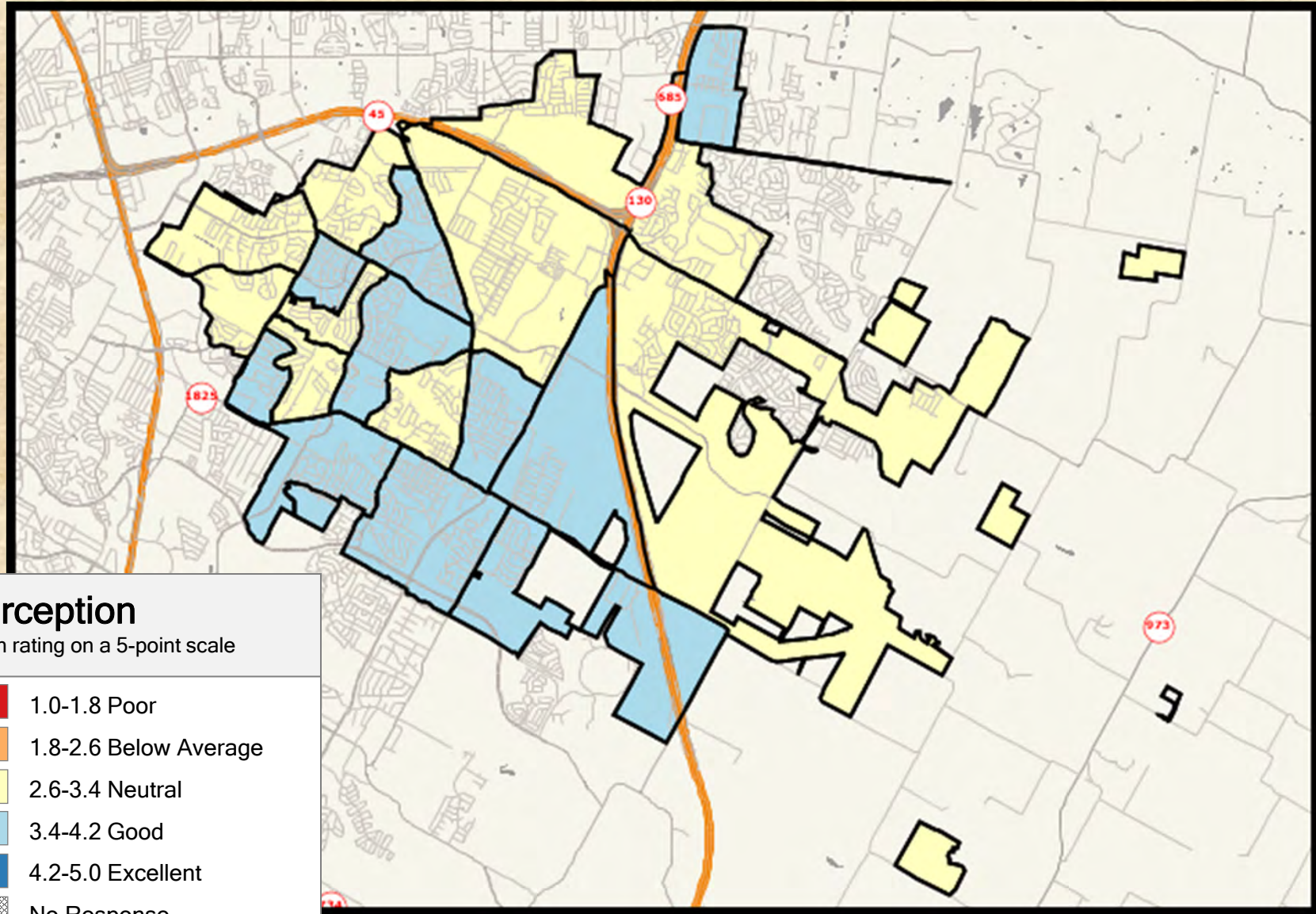


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q1-4 Ratings of the city as a place to retire



### Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

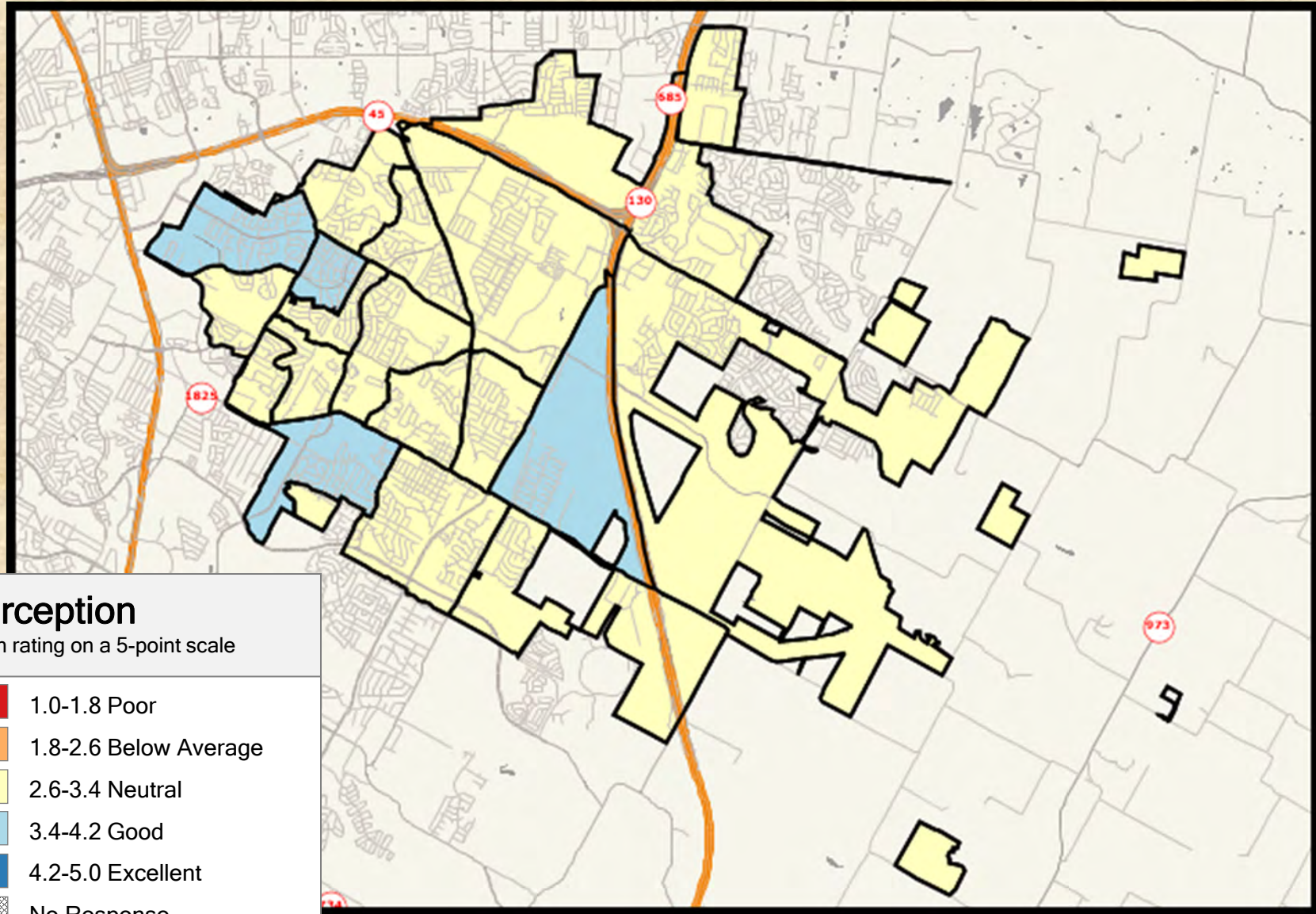


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q1-5 Ratings of the city as a place to visit



### Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

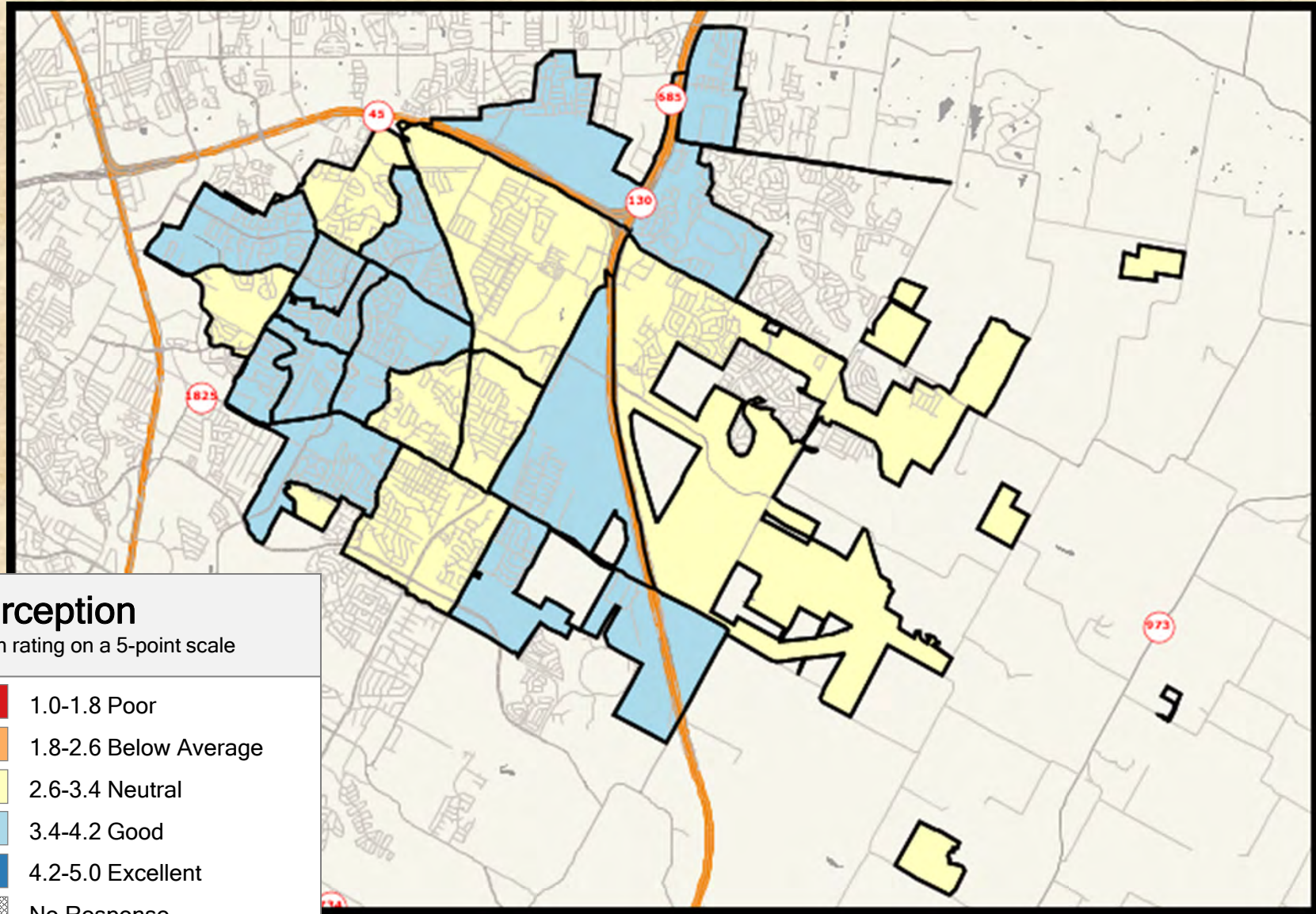


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q1-6 Ratings as a city moving in the right direction



## Perception

Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

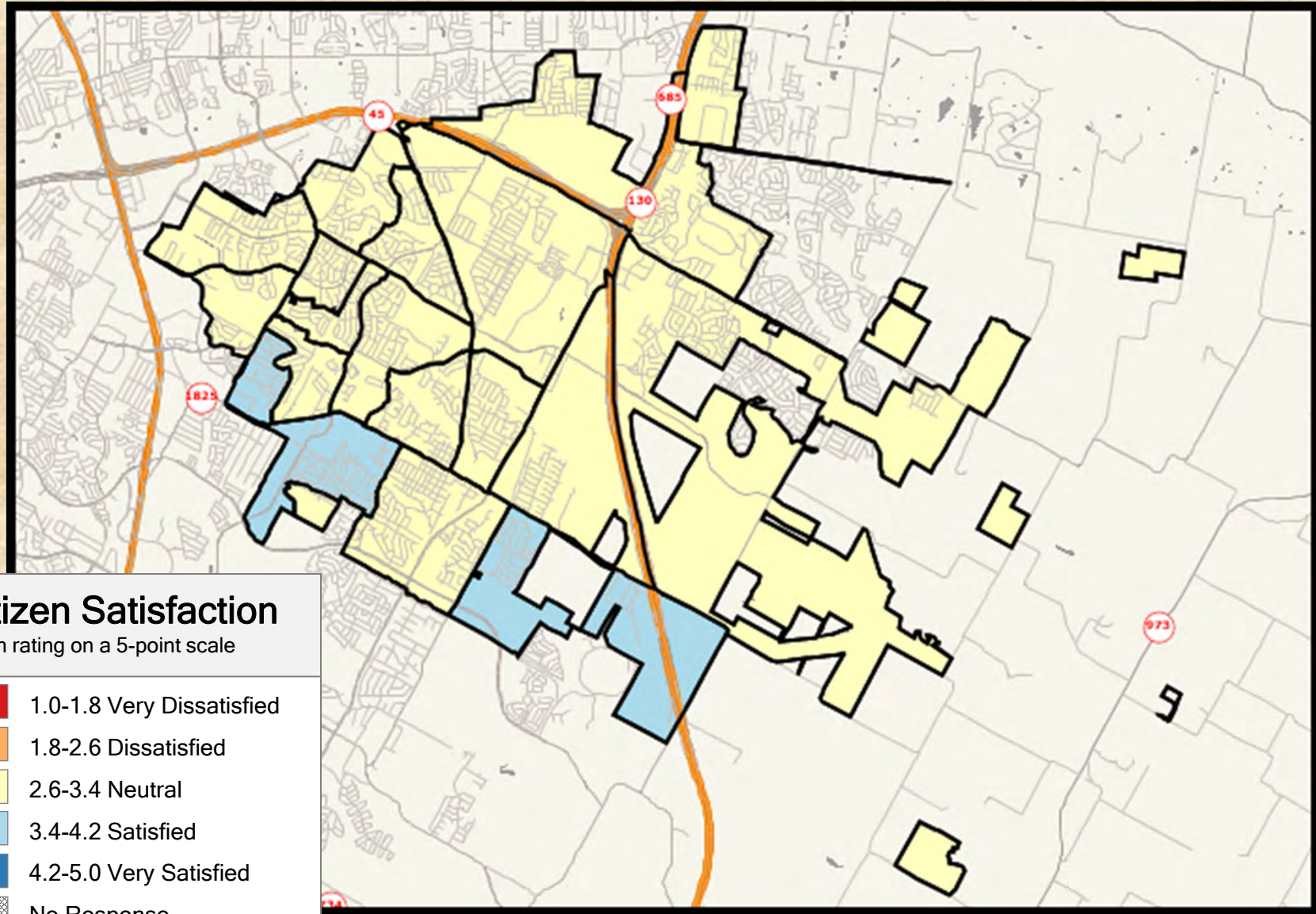


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-1 Satisfaction with overall value received for city tax dollars



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

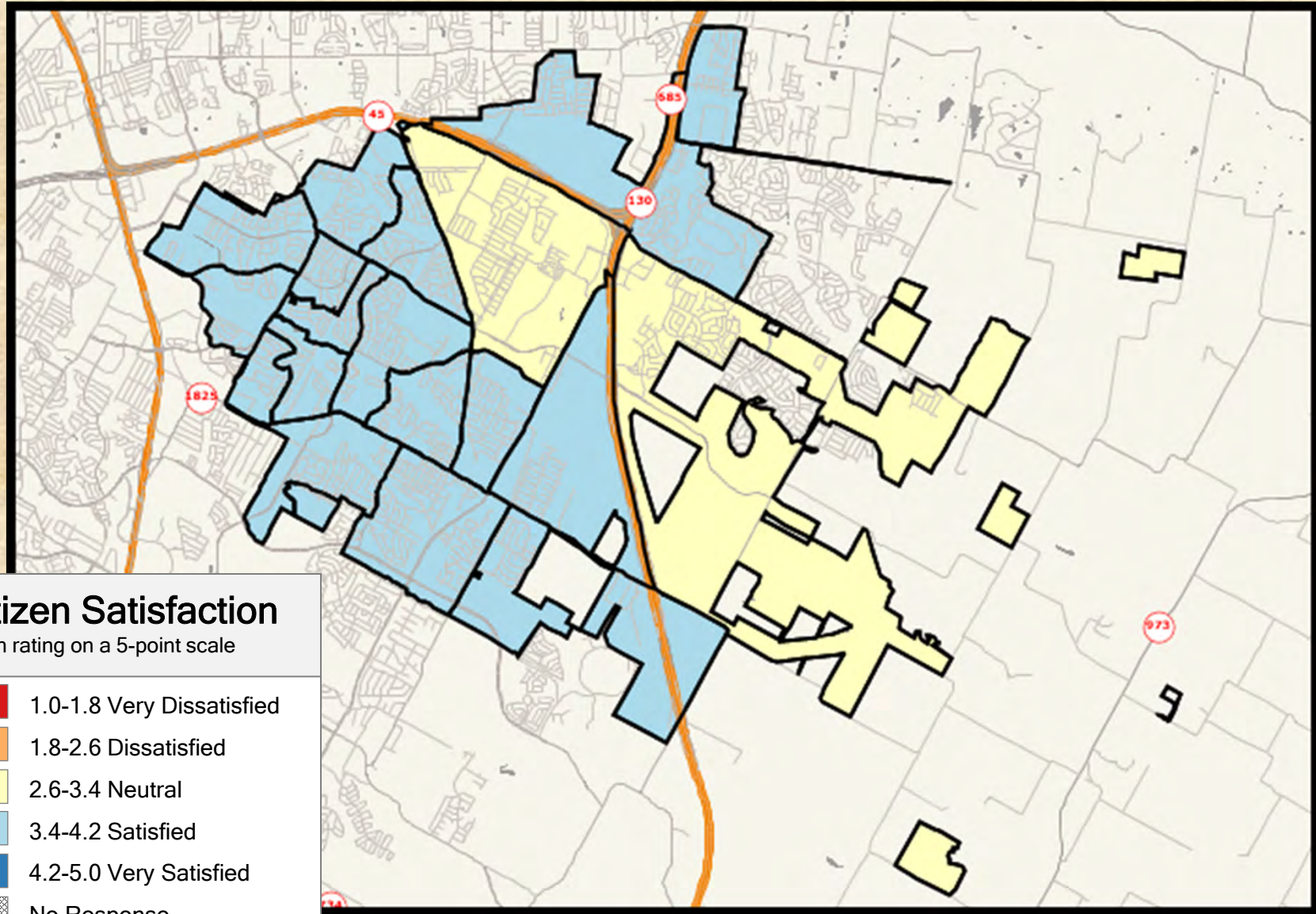


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-2 Satisfaction with the reputation of the city



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

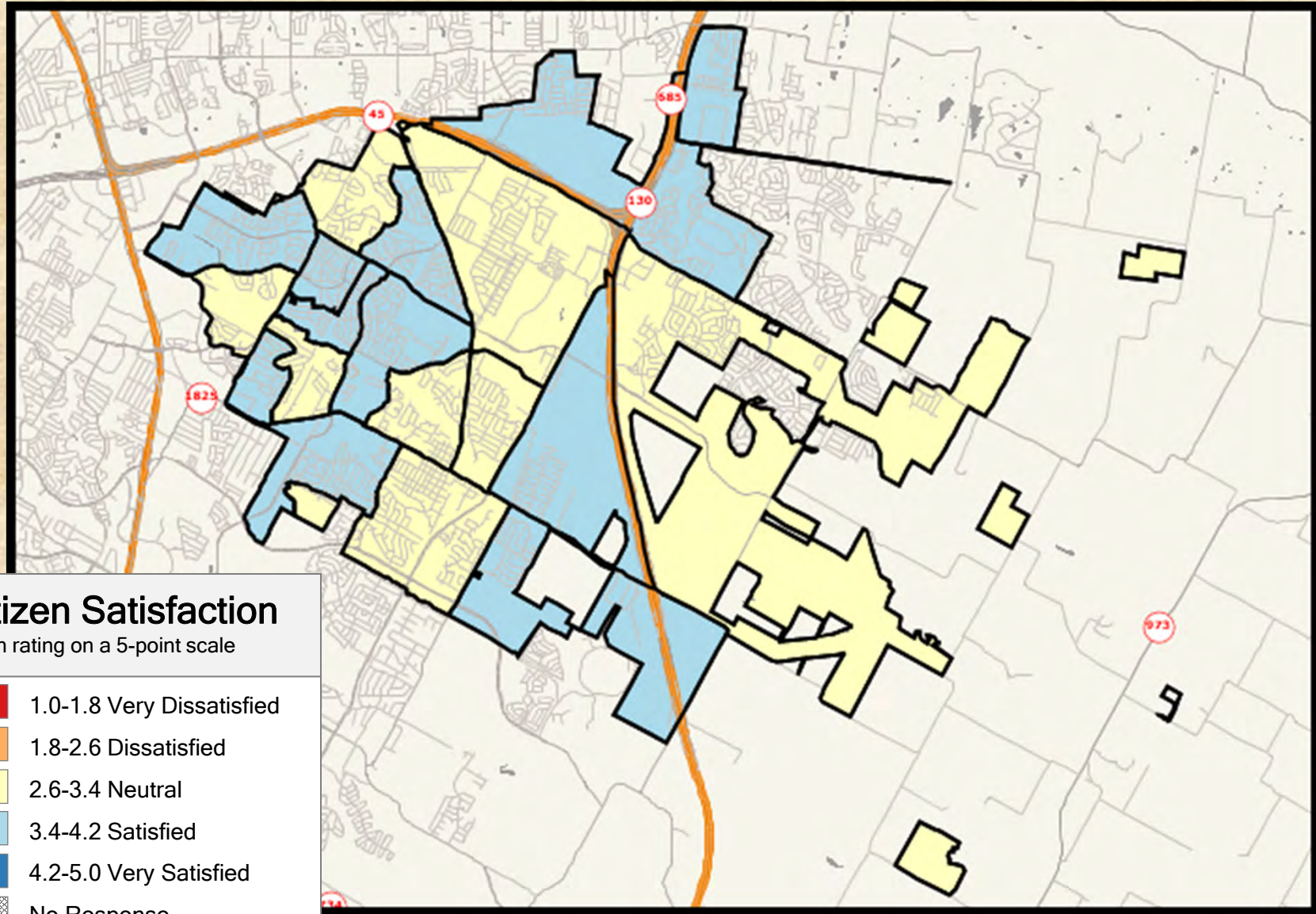


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-3 Satisfaction with the quality of city government services



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

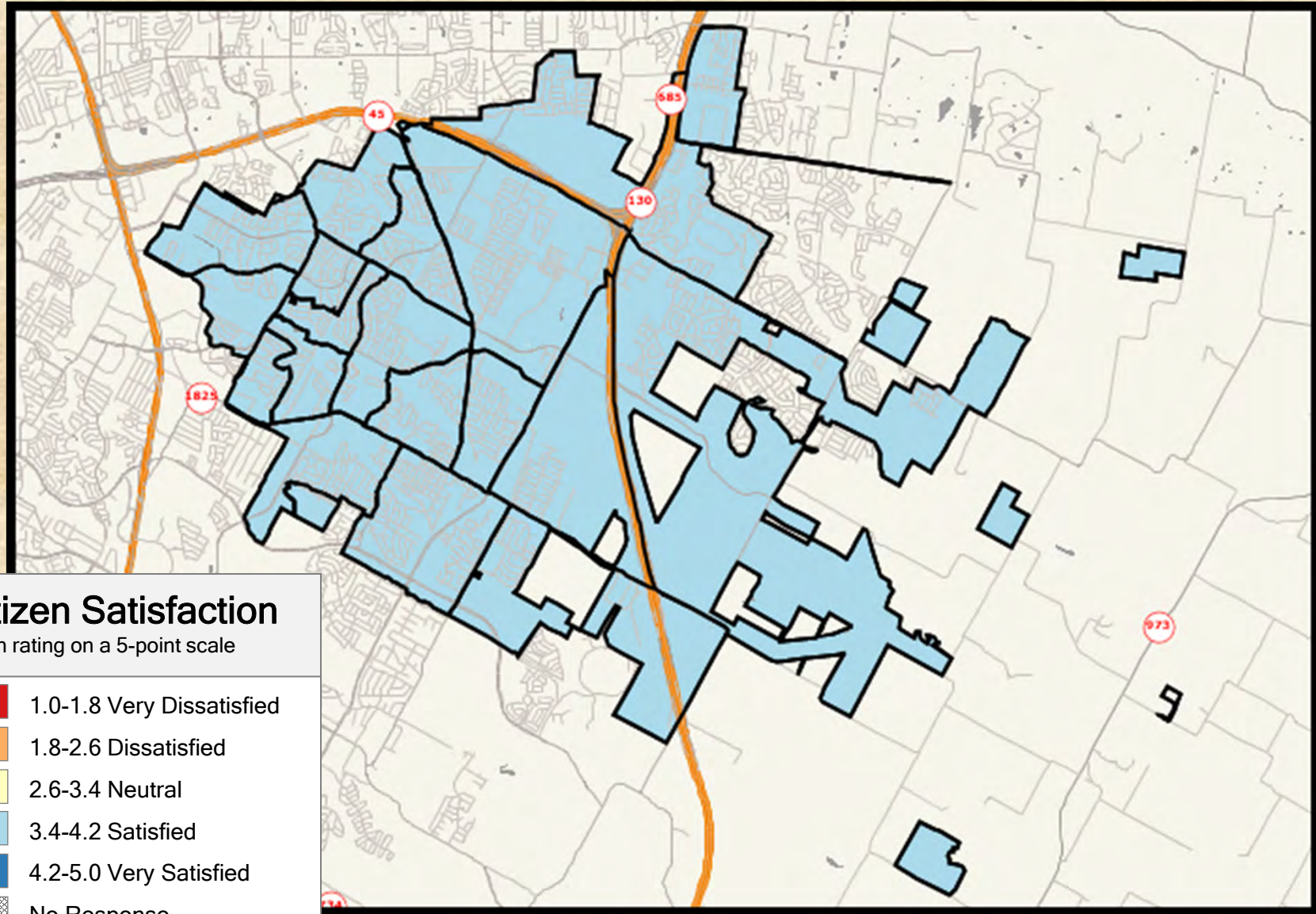


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-4 Satisfaction with the quality of life in the city

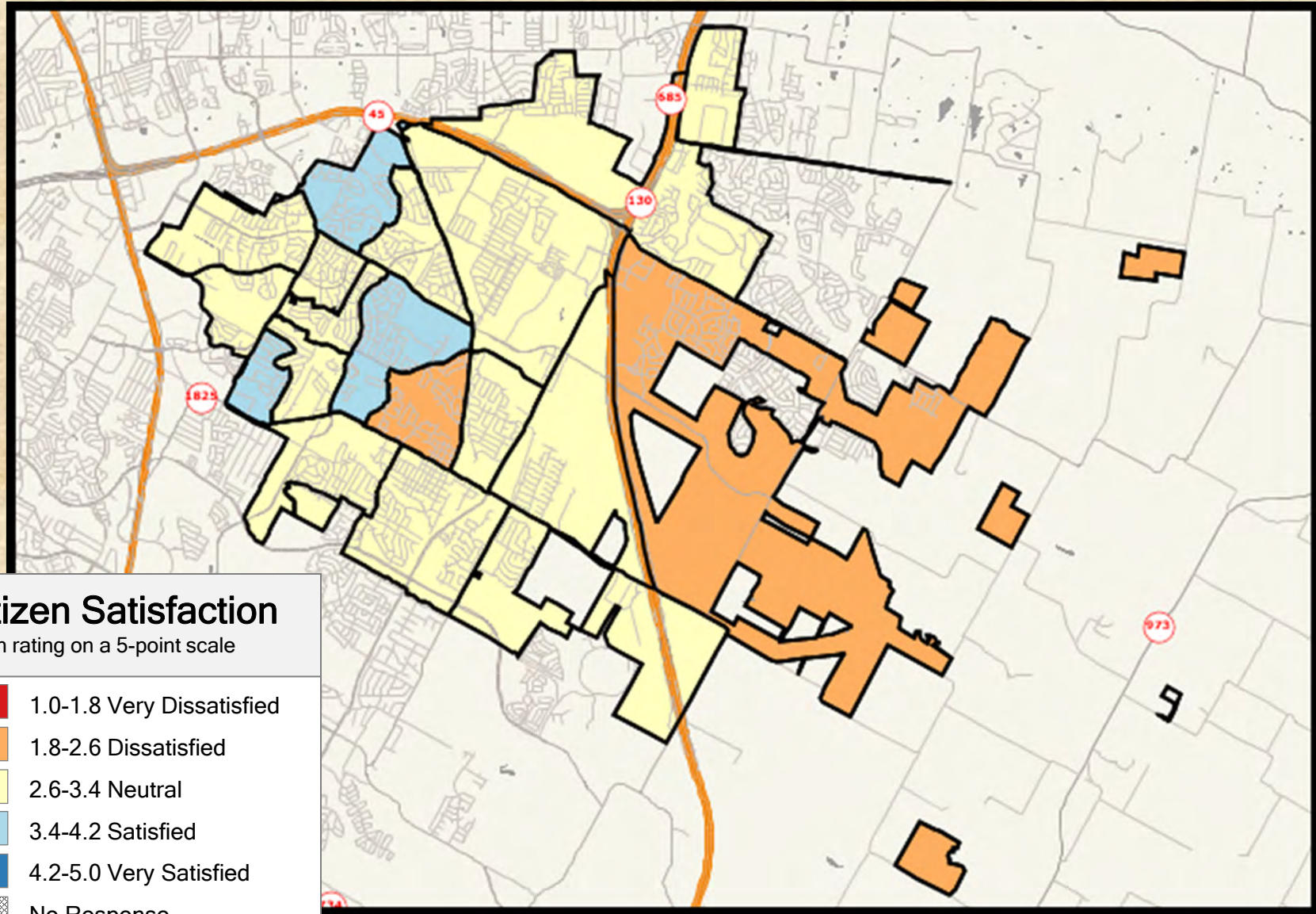


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-5 Satisfaction with how well the city is planning growth



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

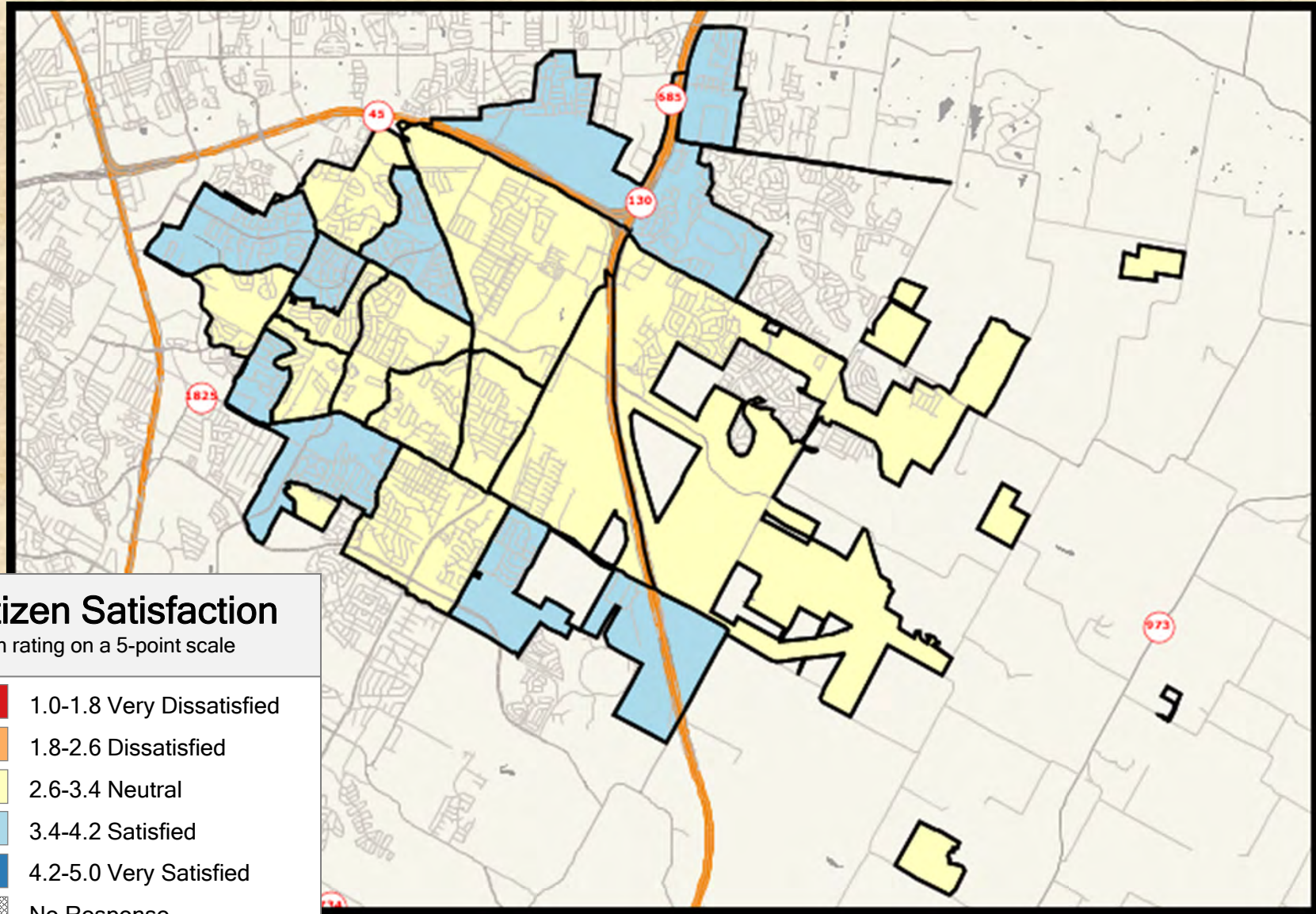


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-6 Satisfaction with the appearance of the city



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

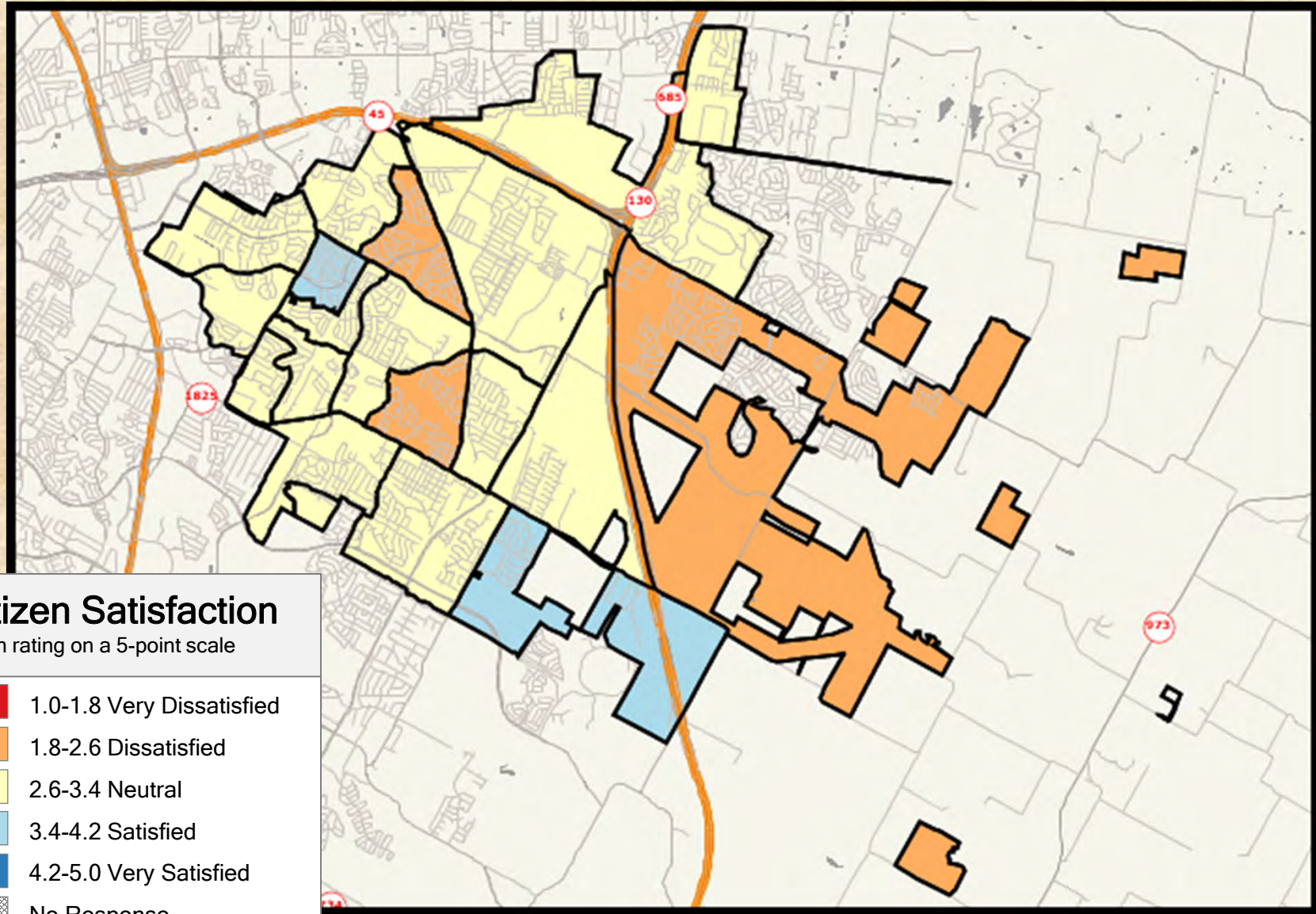


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q2-7 Satisfaction with the quality of downtown Pflugerville



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

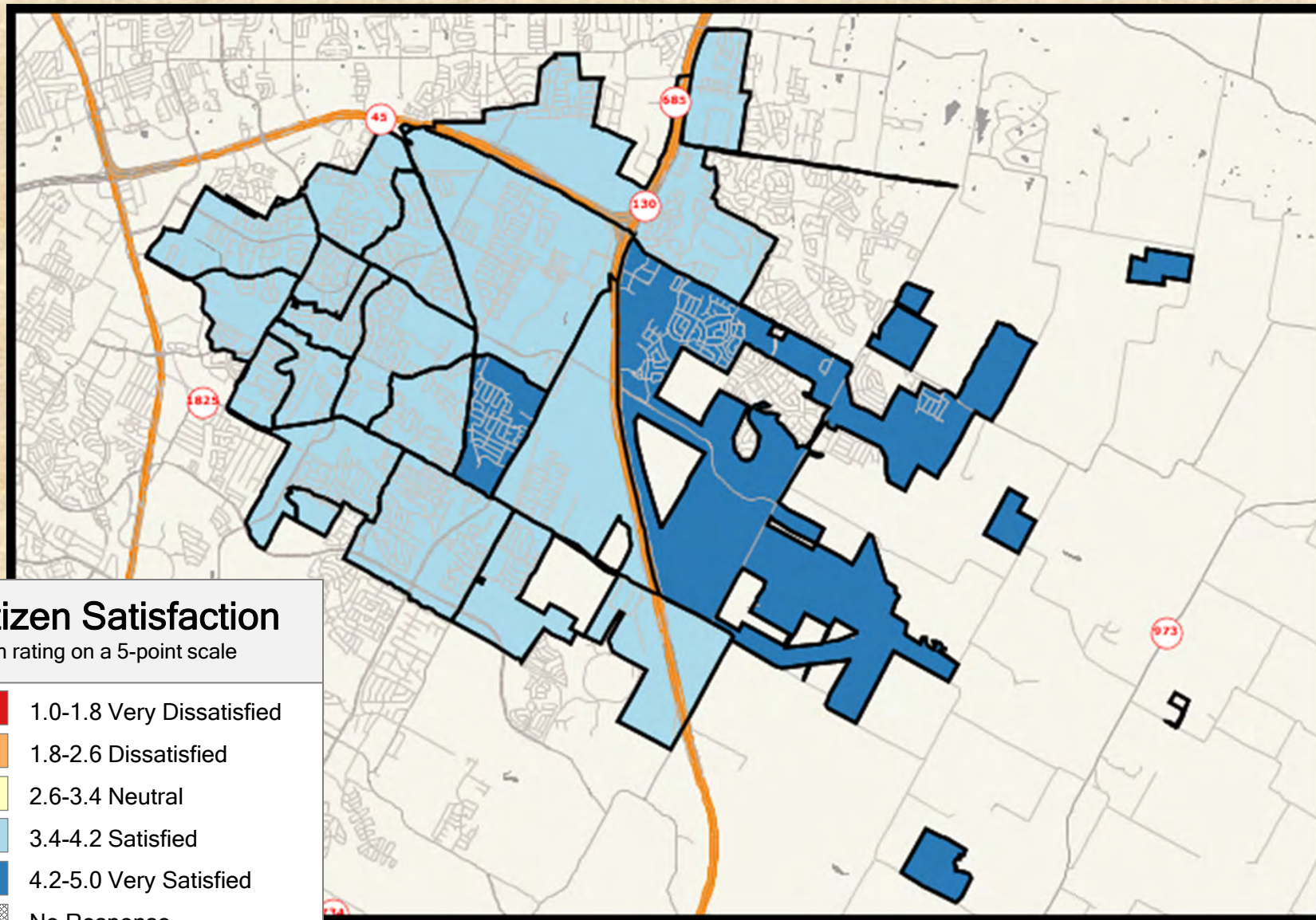


### 2021 City of Pflugerville Resident Satisfaction Survey

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



### Q3-01 Satisfaction with the quality of police service



**Citizen Satisfaction**  
Mean rating on a 5-point scale

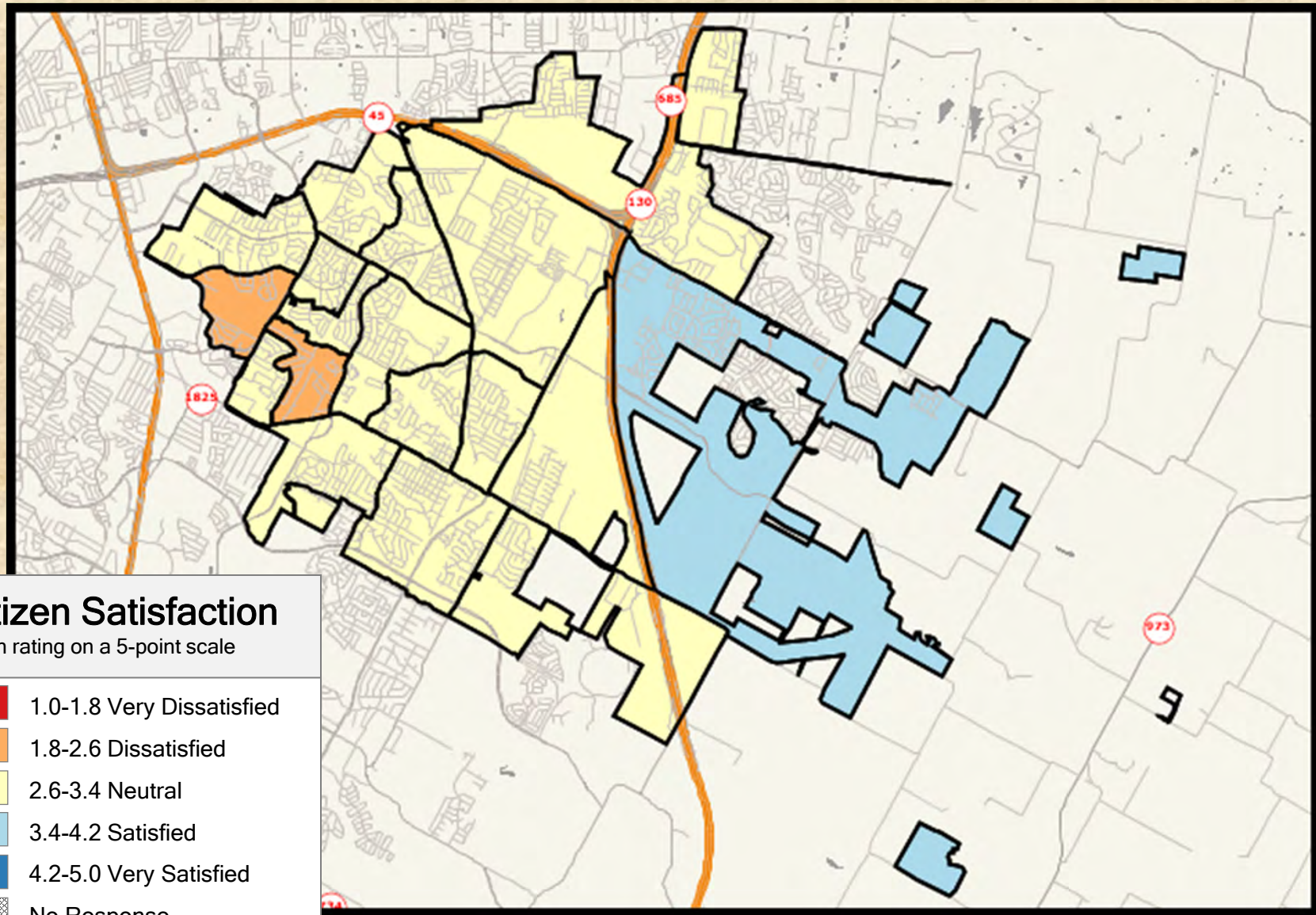
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### 2021 City of Pflugerville Resident Satisfaction Survey

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



### Q3-02 Satisfaction with the maintenance of city streets, drainage and sidewalks



#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

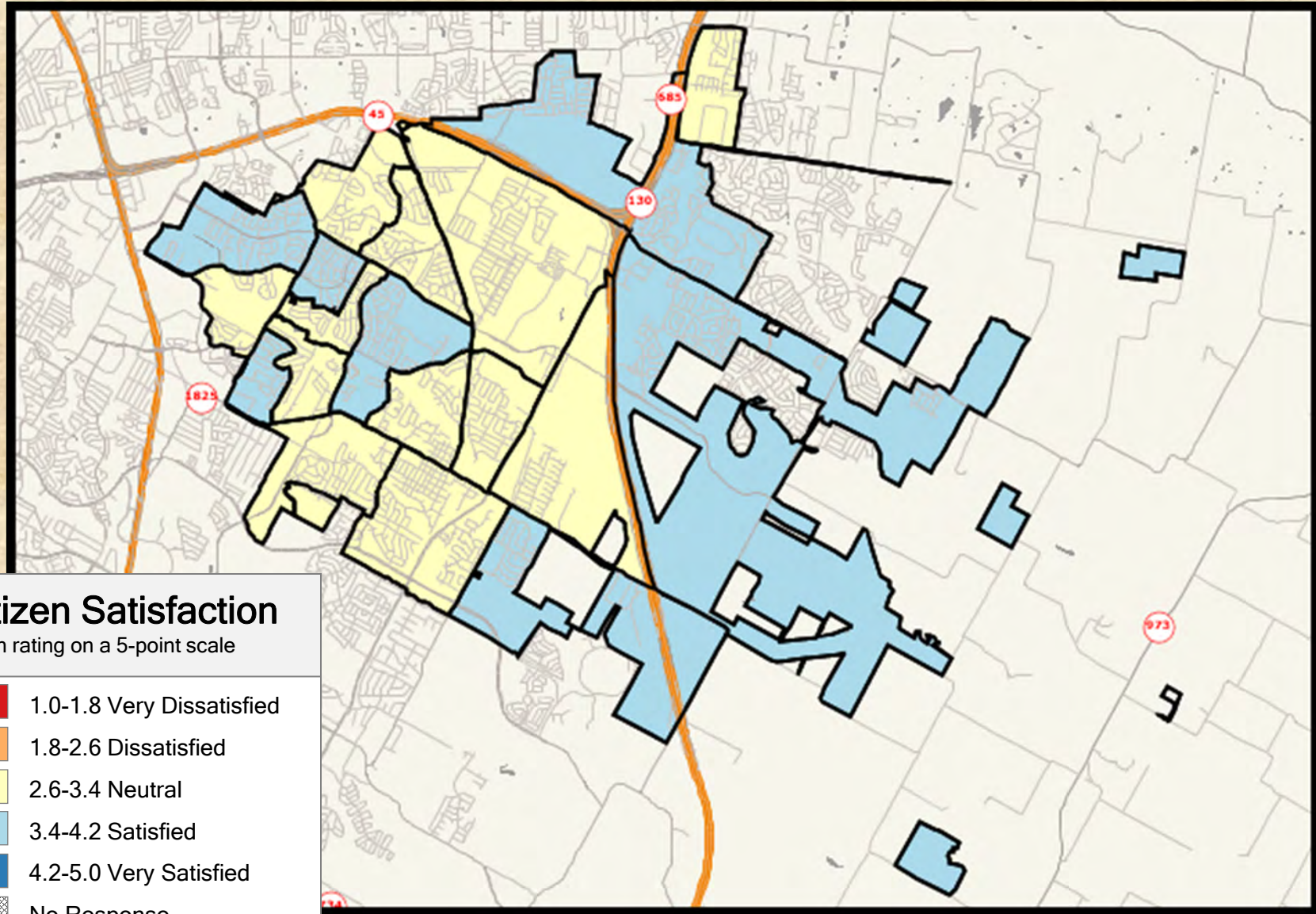


### 2021 City of Pflugerville Resident Satisfaction Survey

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



### Q3-03 Satisfaction with effectiveness of communication by the city



#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

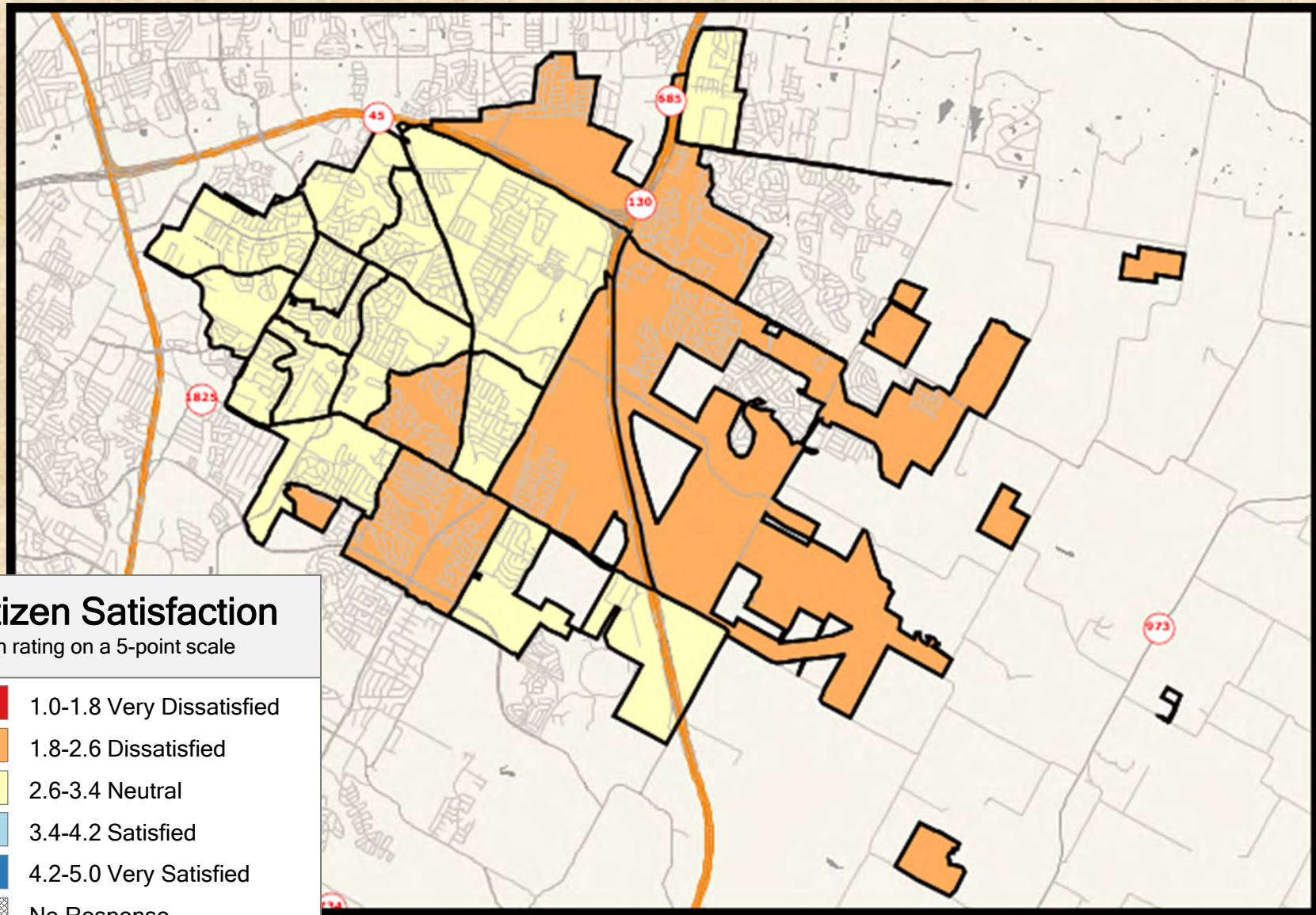


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-04 Satisfaction with the flow of traffic and congestion management on streets



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

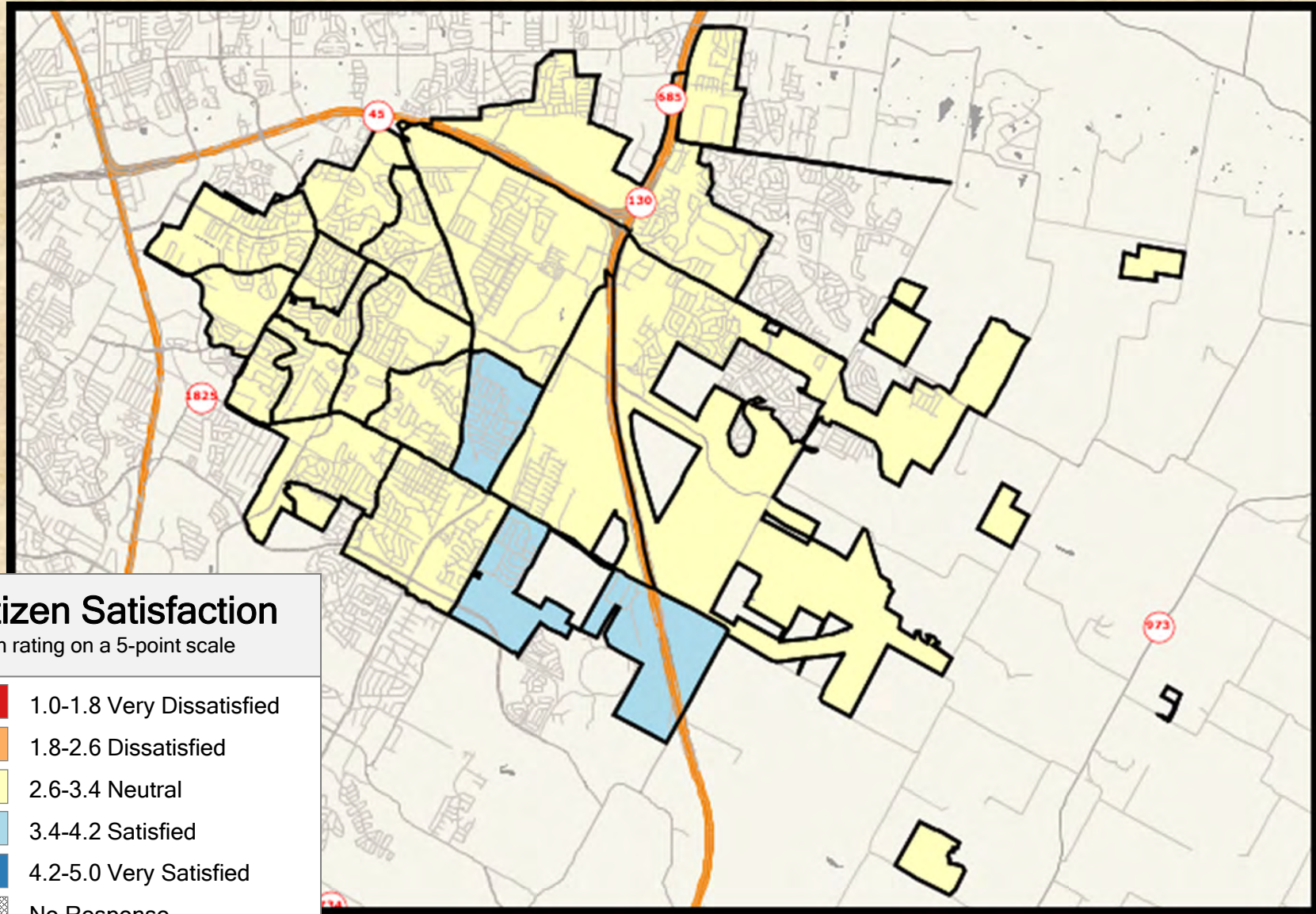


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-05 Satisfaction with the quality of water and wastewater services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

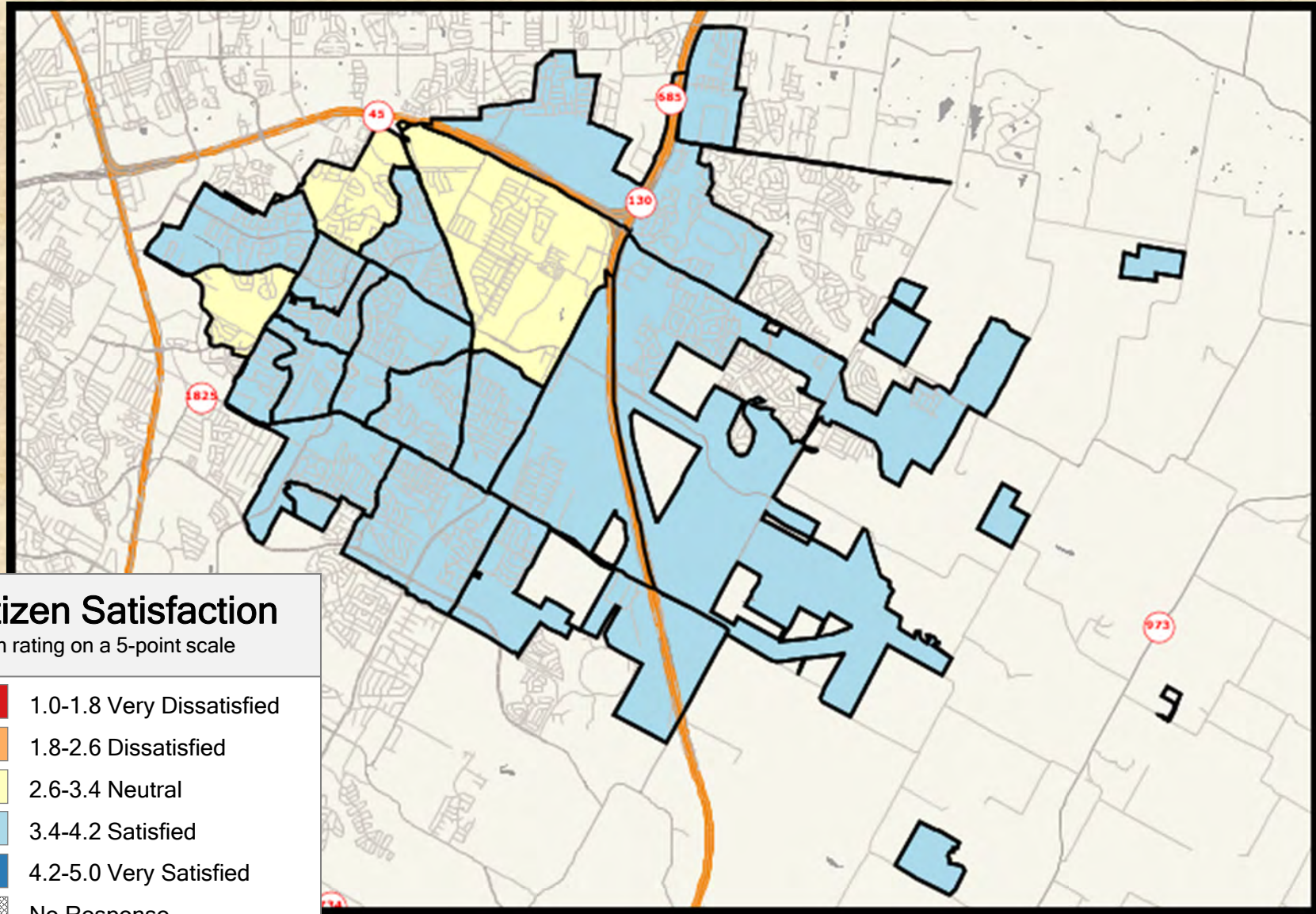


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-06 Satisfaction with the quality of City of Pflugerville utility billing



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

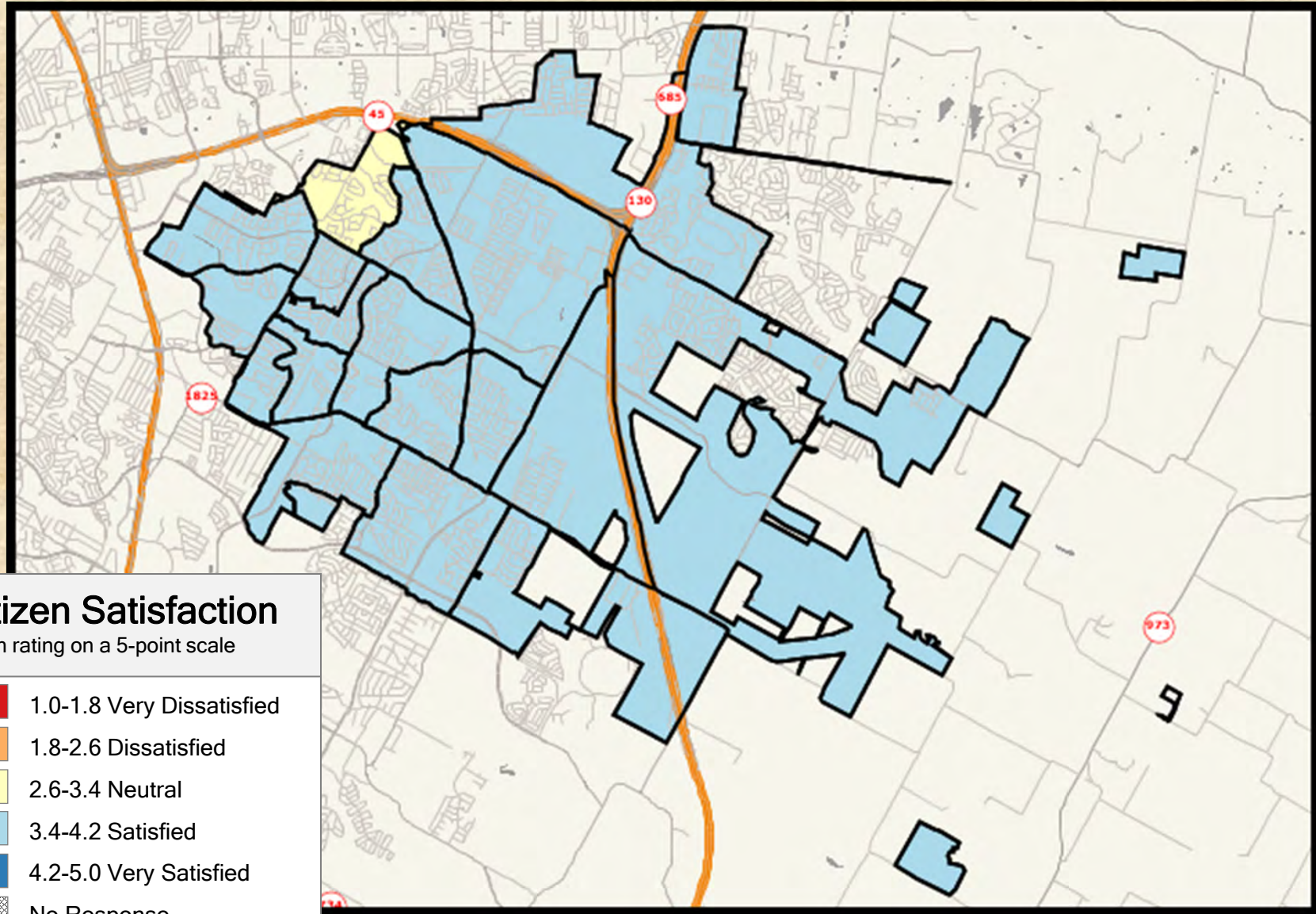


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-07 Satisfaction with the quality of trash and recycling services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

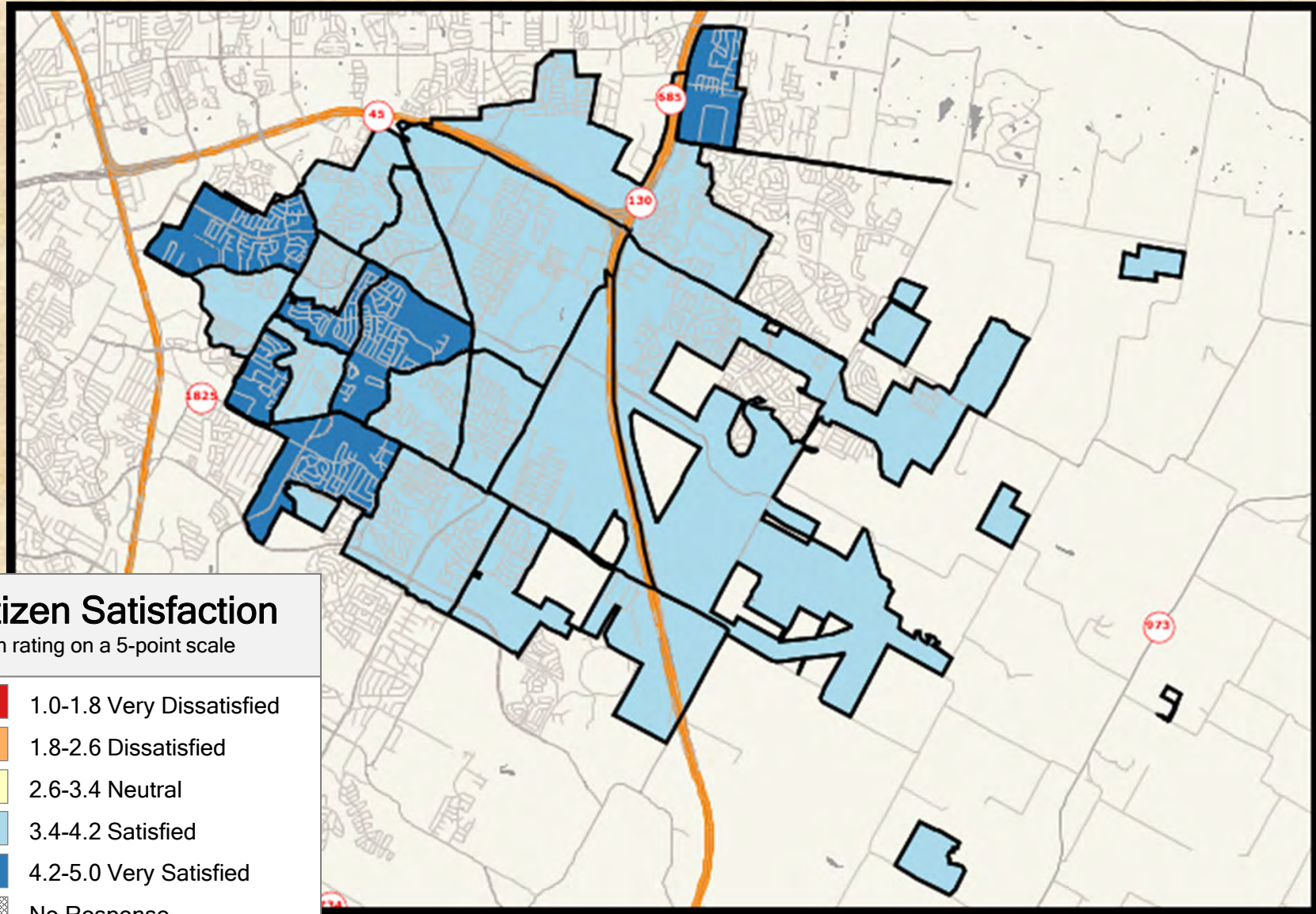


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-08 Satisfaction with the quality of the Pflugerville Public Library



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

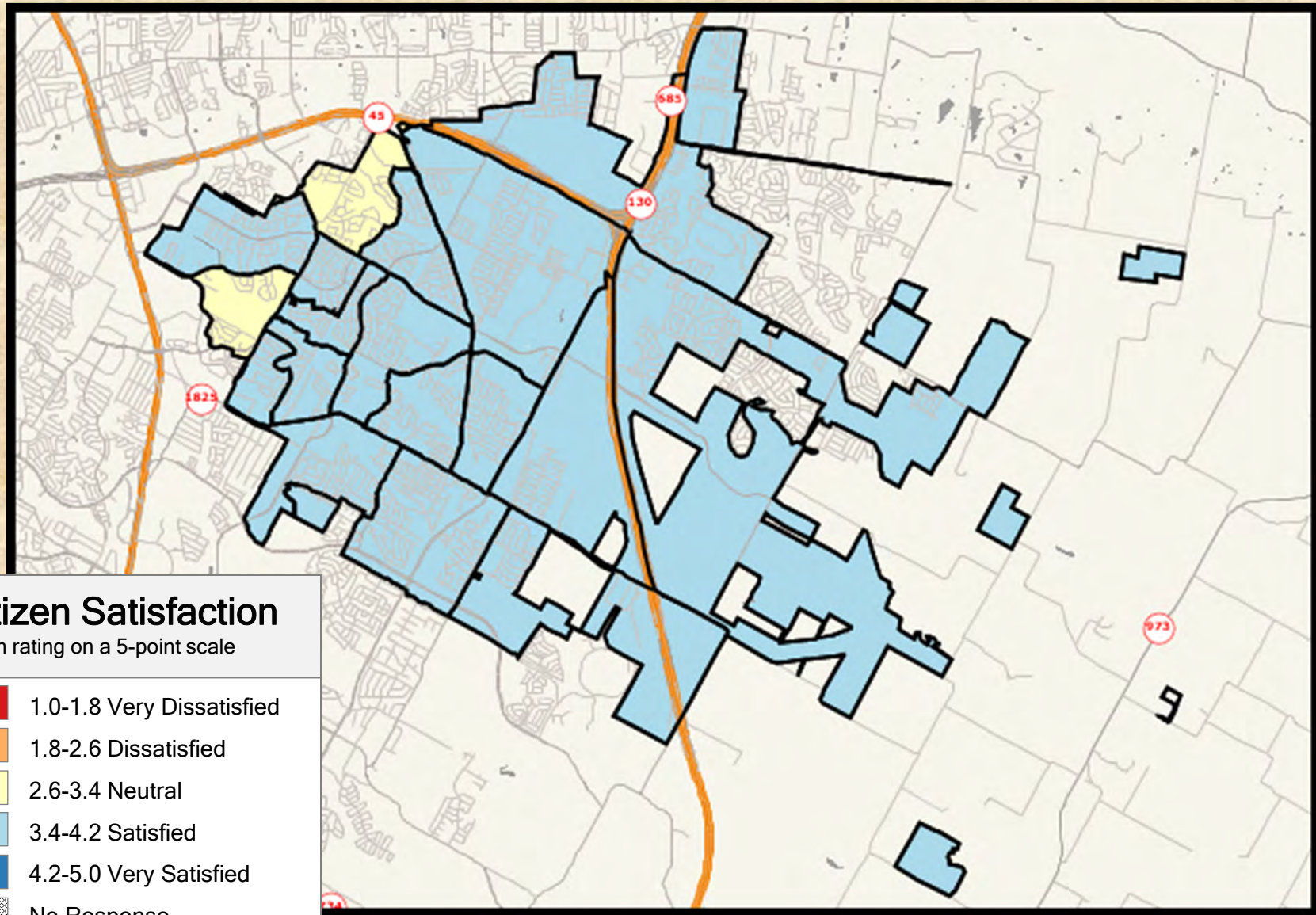


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-09 Satisfaction with the quality of parks and recreation programs and facilities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

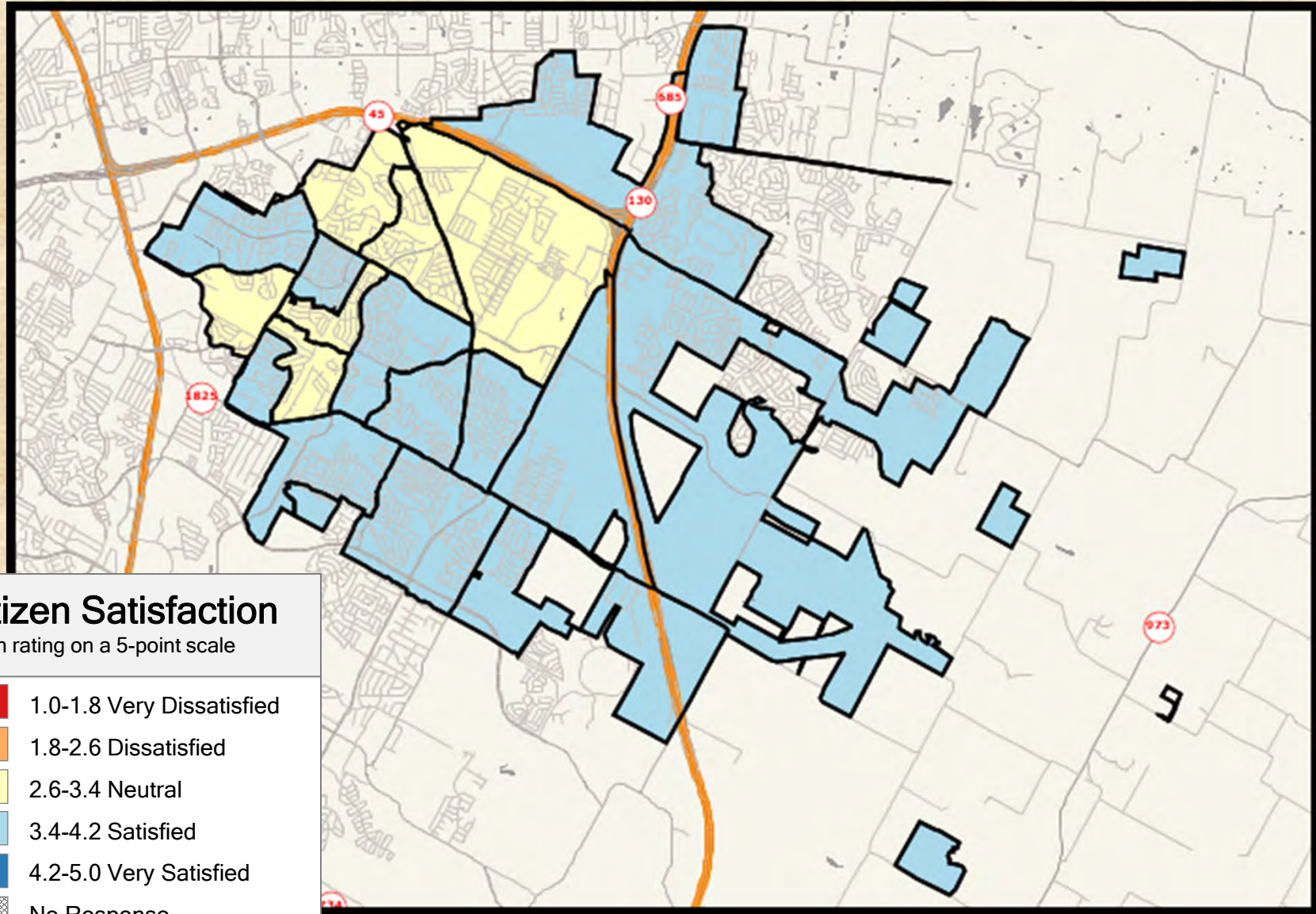


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-10 Satisfaction with the quality of customer service provided by the city



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

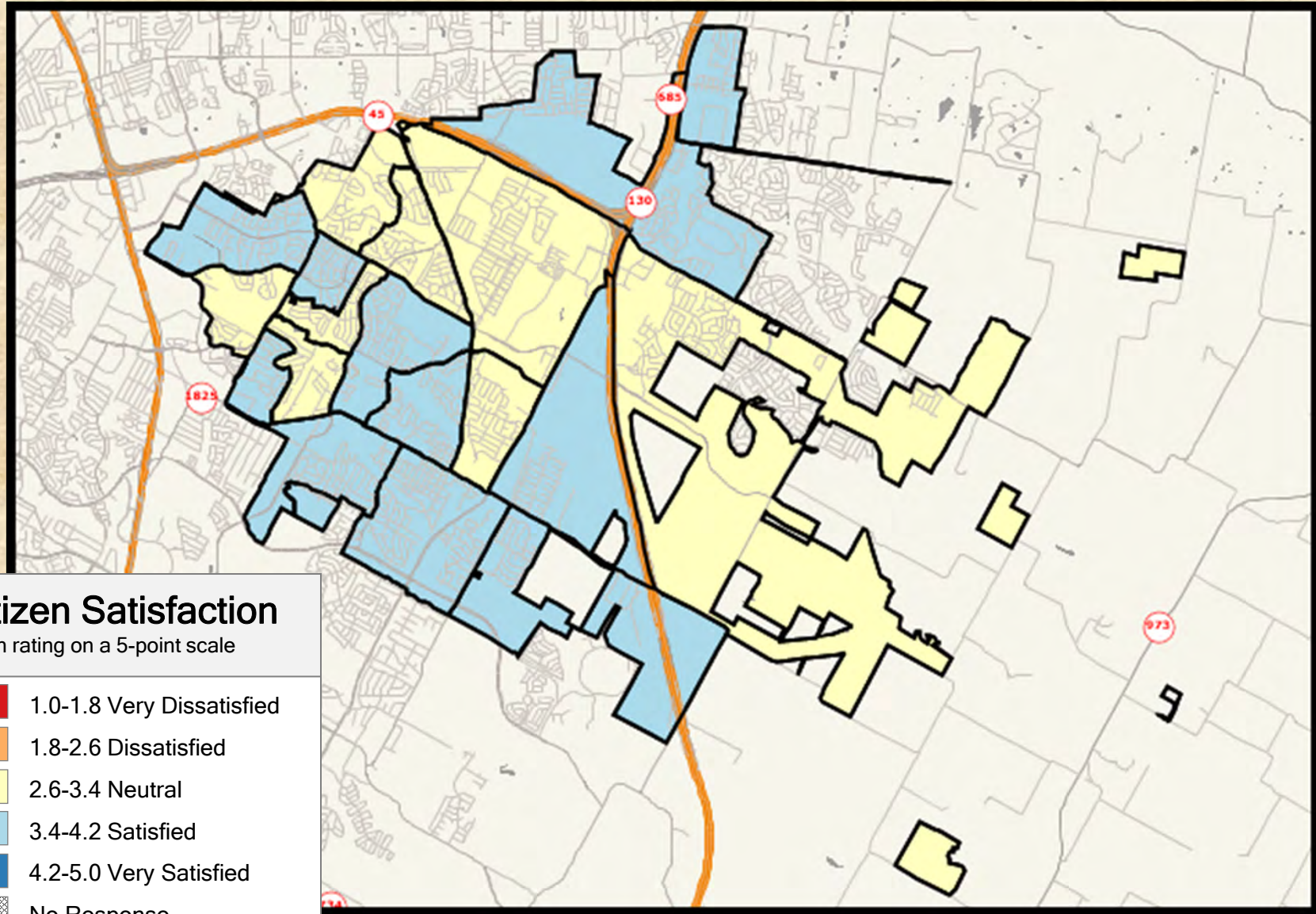


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-11 Satisfaction with the quality of municipal court services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

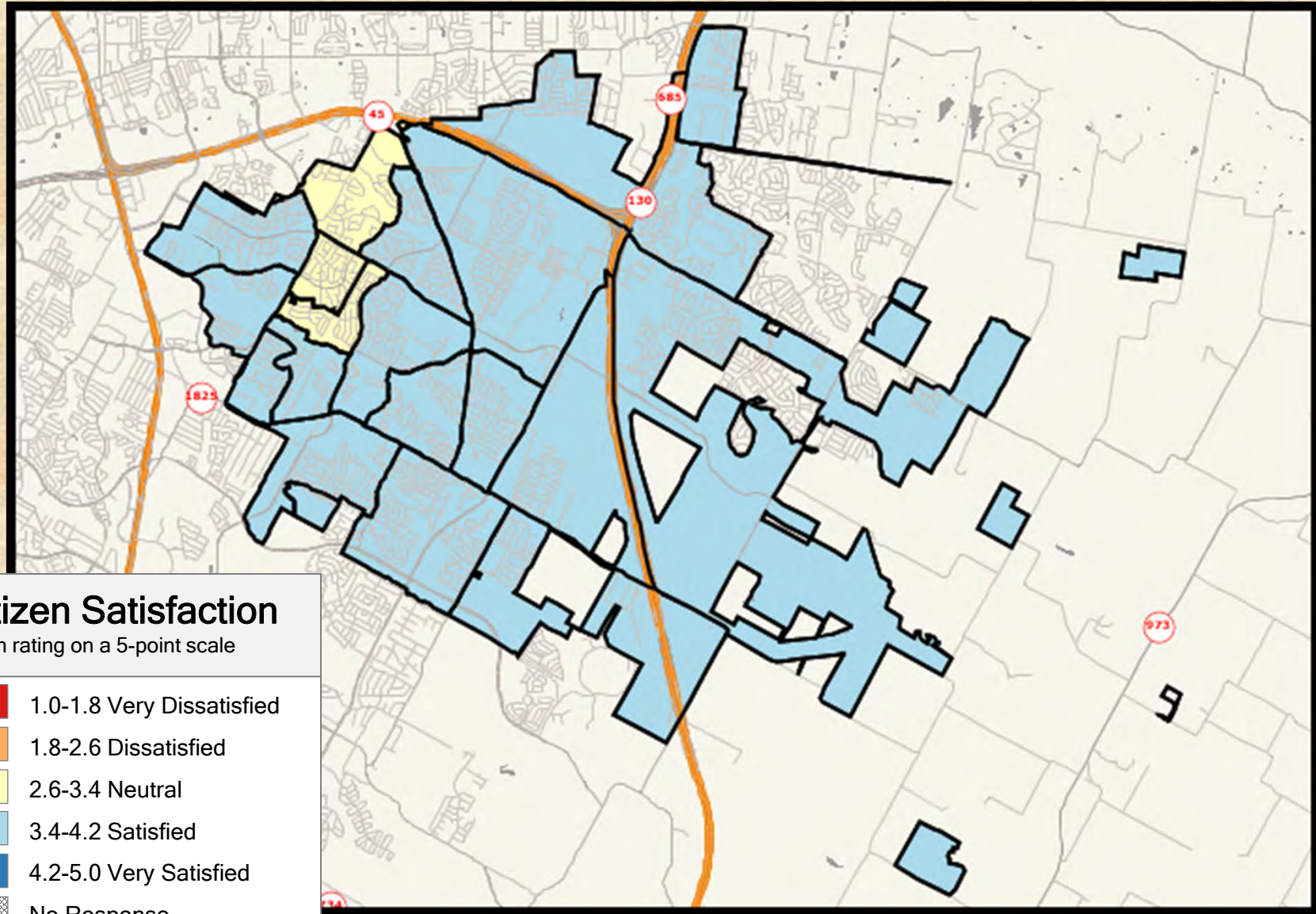


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-12 Satisfaction with the quality of animal welfare services/animal shelter



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

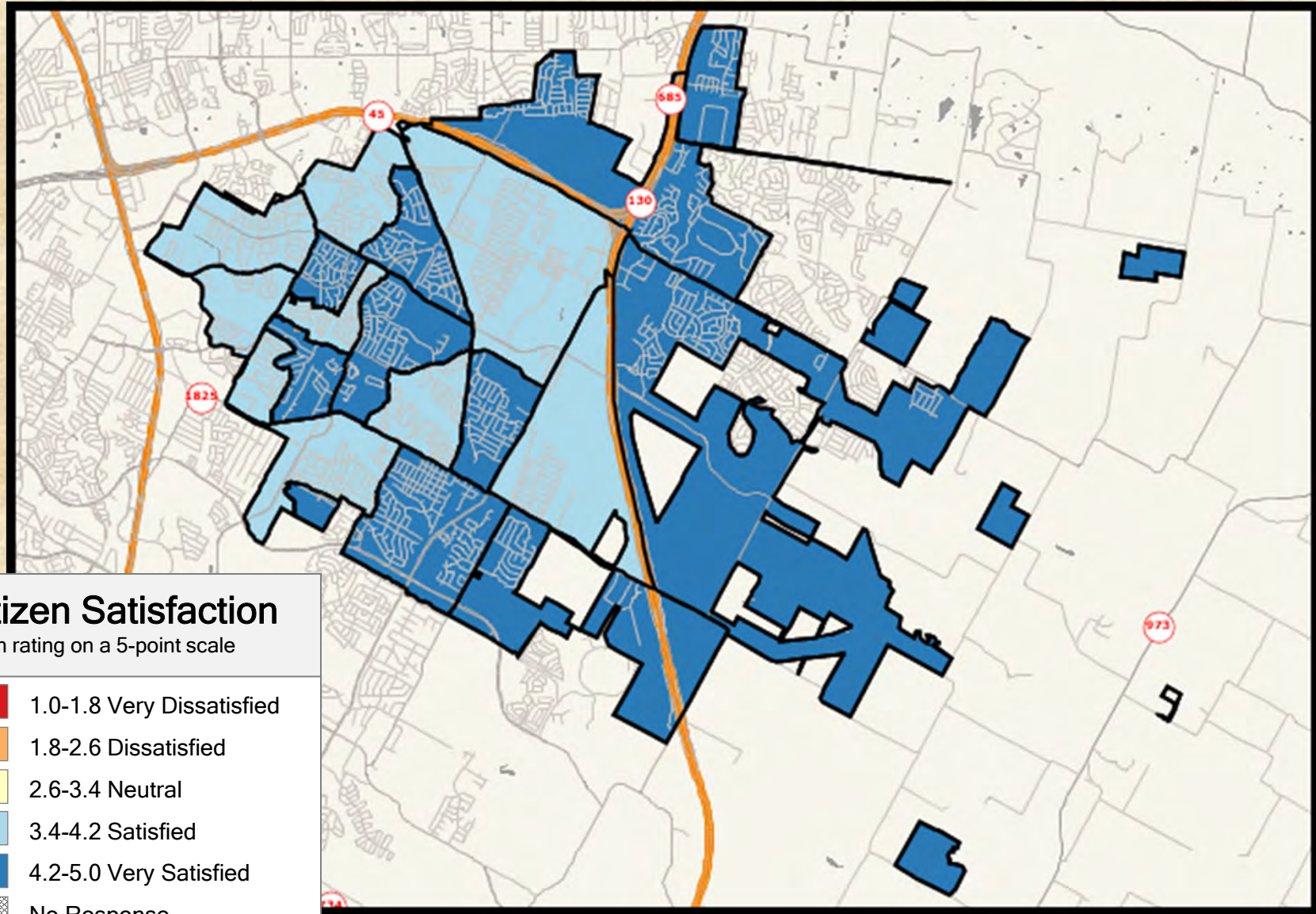


## 2021 City of Pflugerville Resident Satisfaction Survey

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



### Q3-13 Satisfaction with the quality of fire services



#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

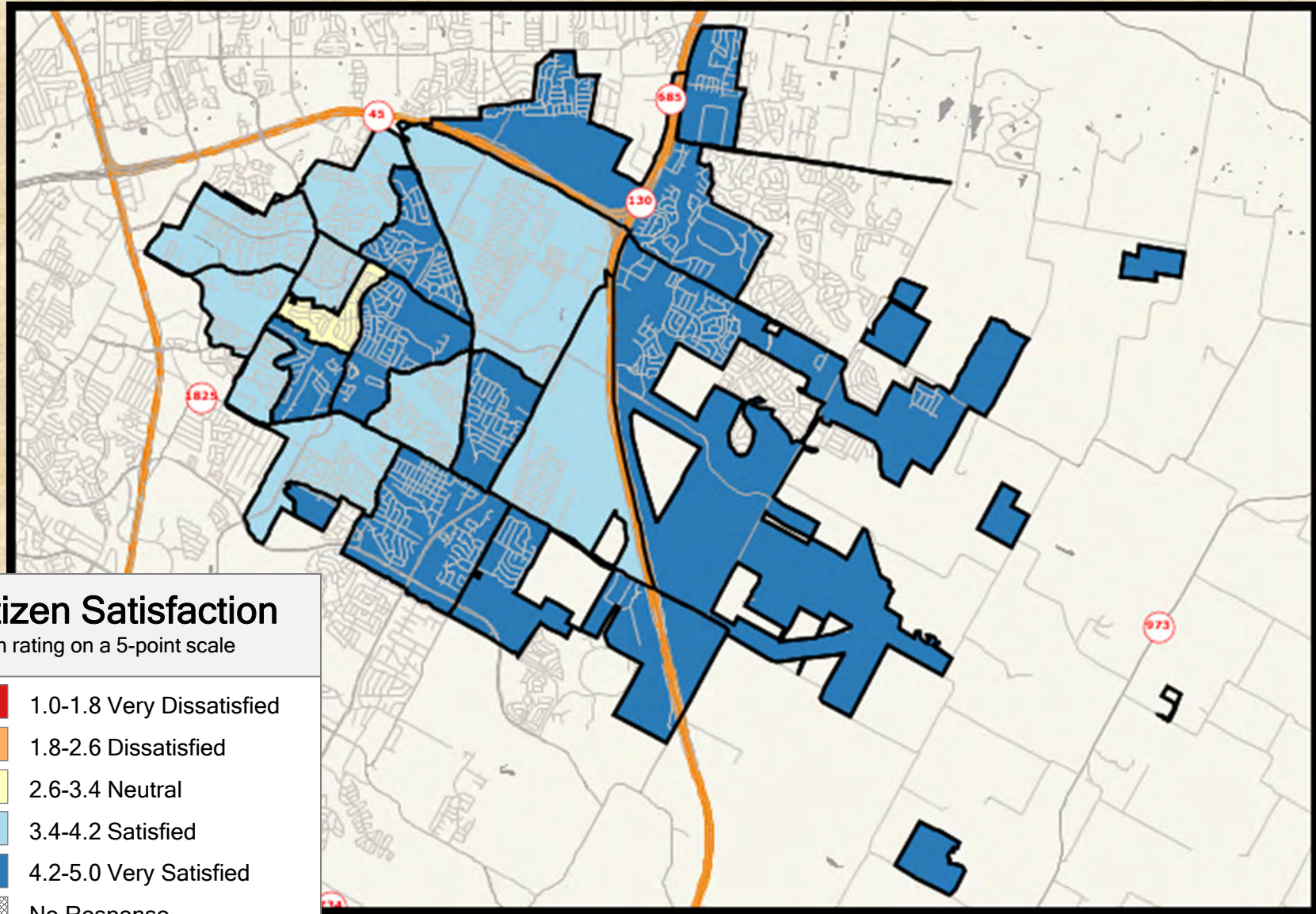


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q3-14 Satisfaction with the quality of EMS and ambulance services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

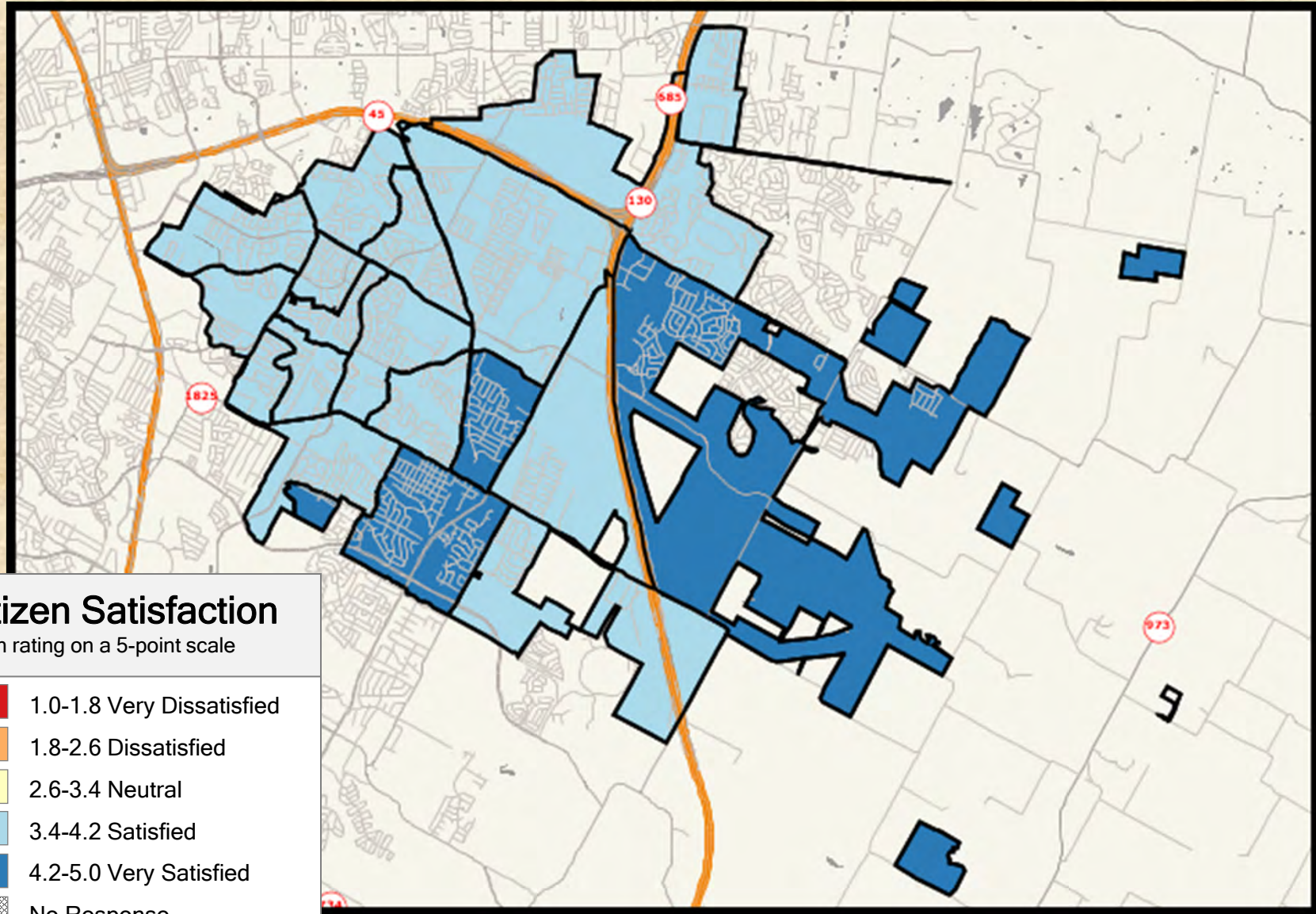


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q5-1 Satisfaction with the overall quality of police protection



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

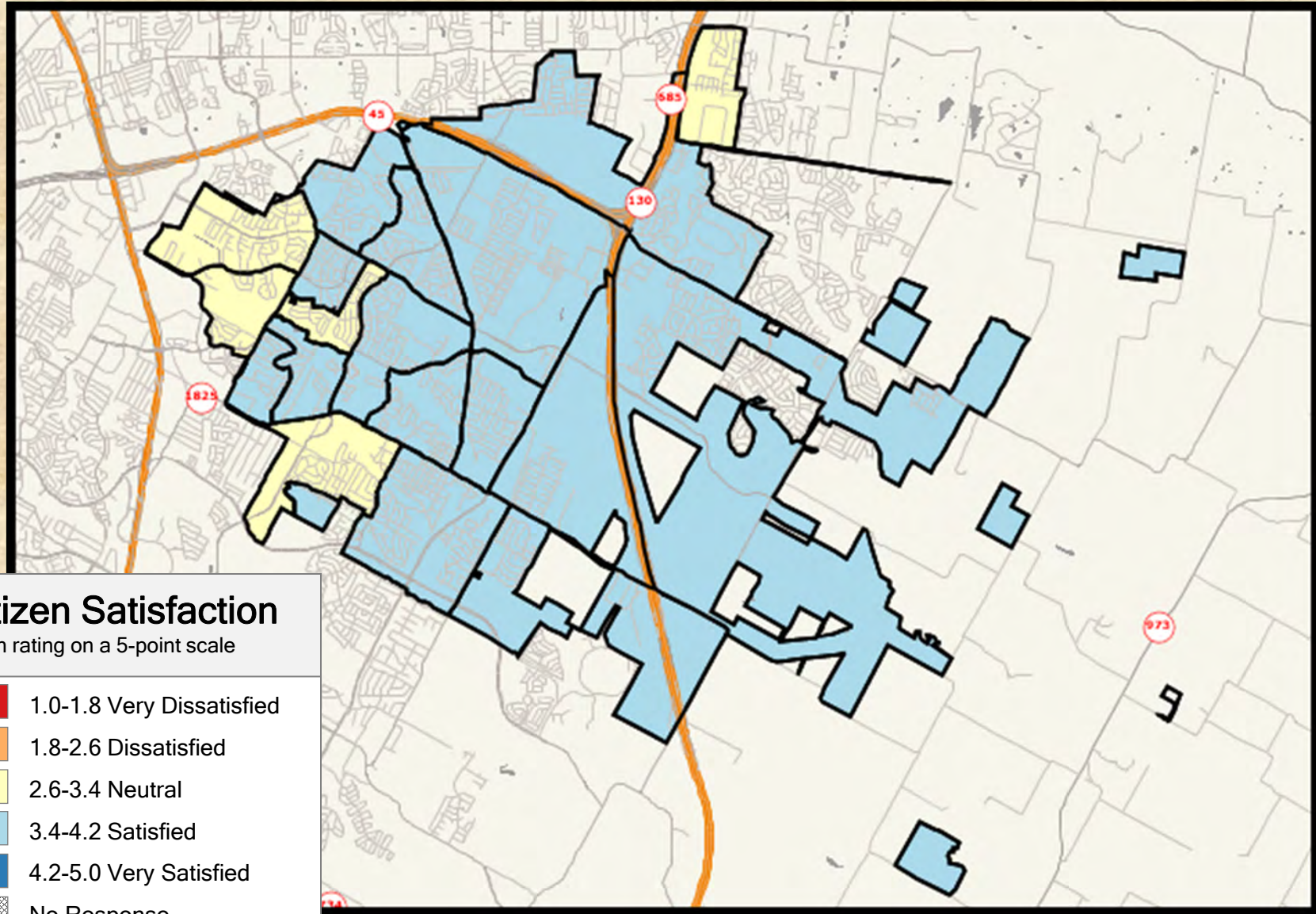


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q5-2 Satisfaction with the visibility of police in neighborhoods



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

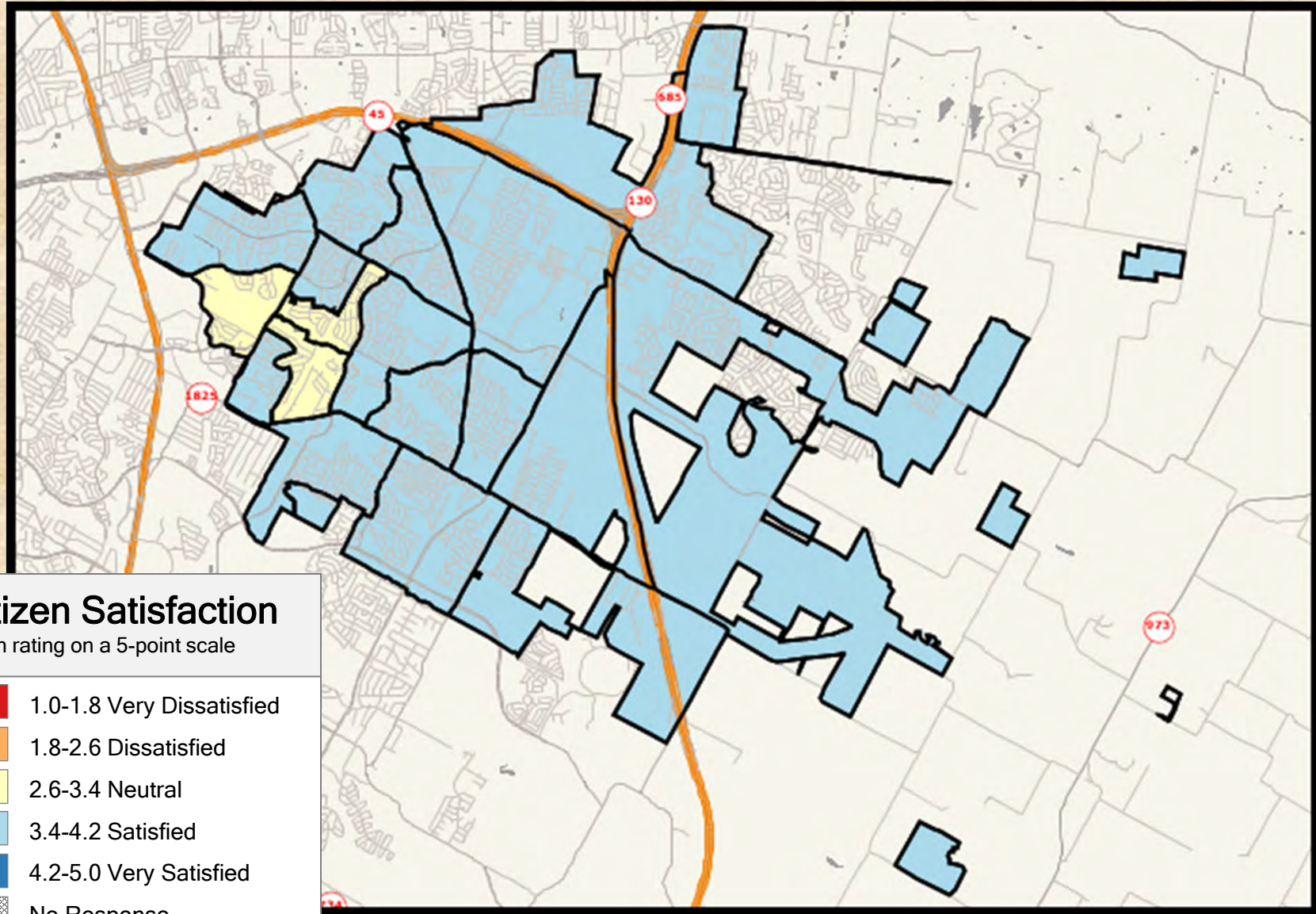


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q5-3 Satisfaction with the visibility of police in commercial and retail areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

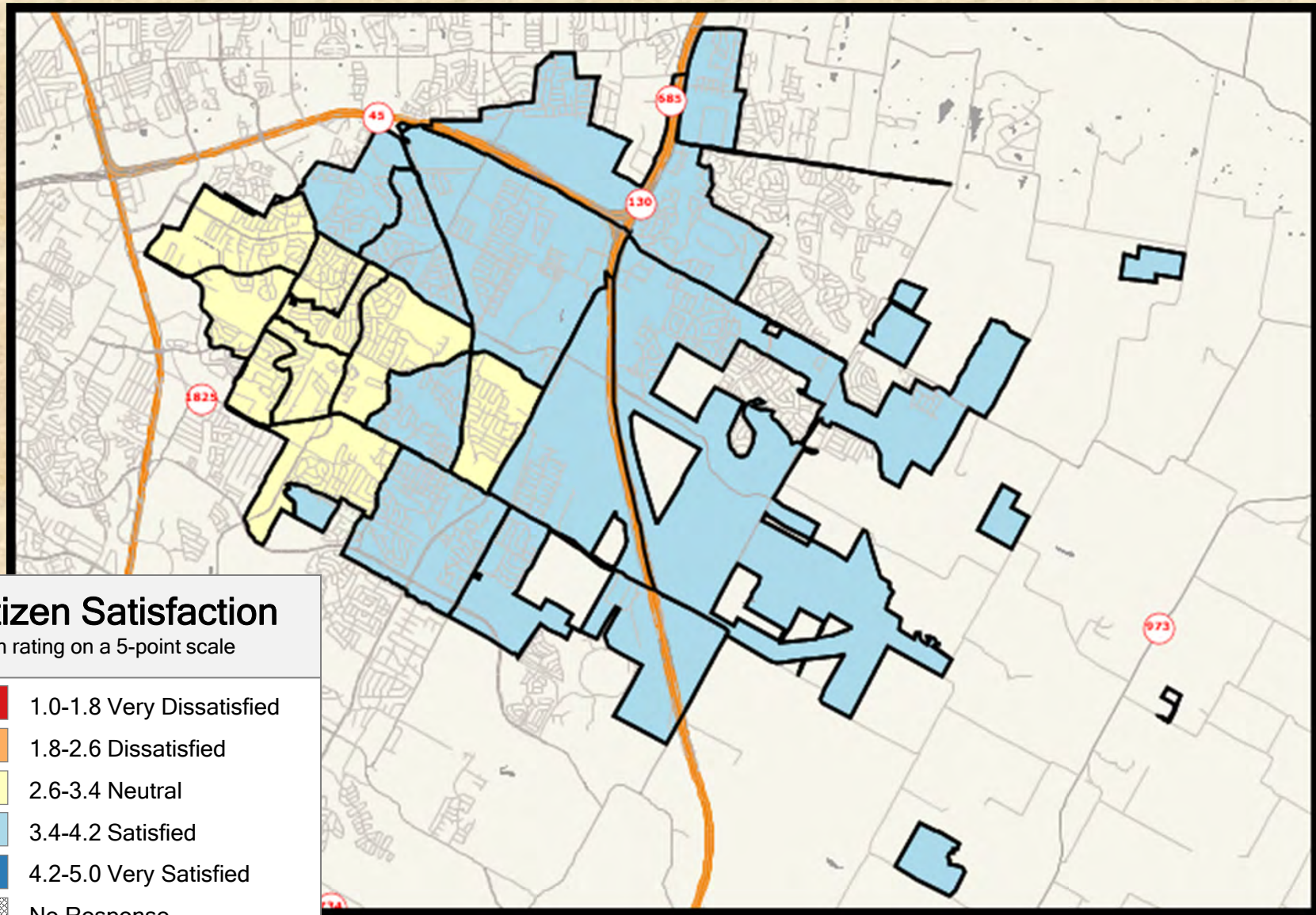


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q5-4 Satisfaction with the visibility of police in city parks, lakes and public areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

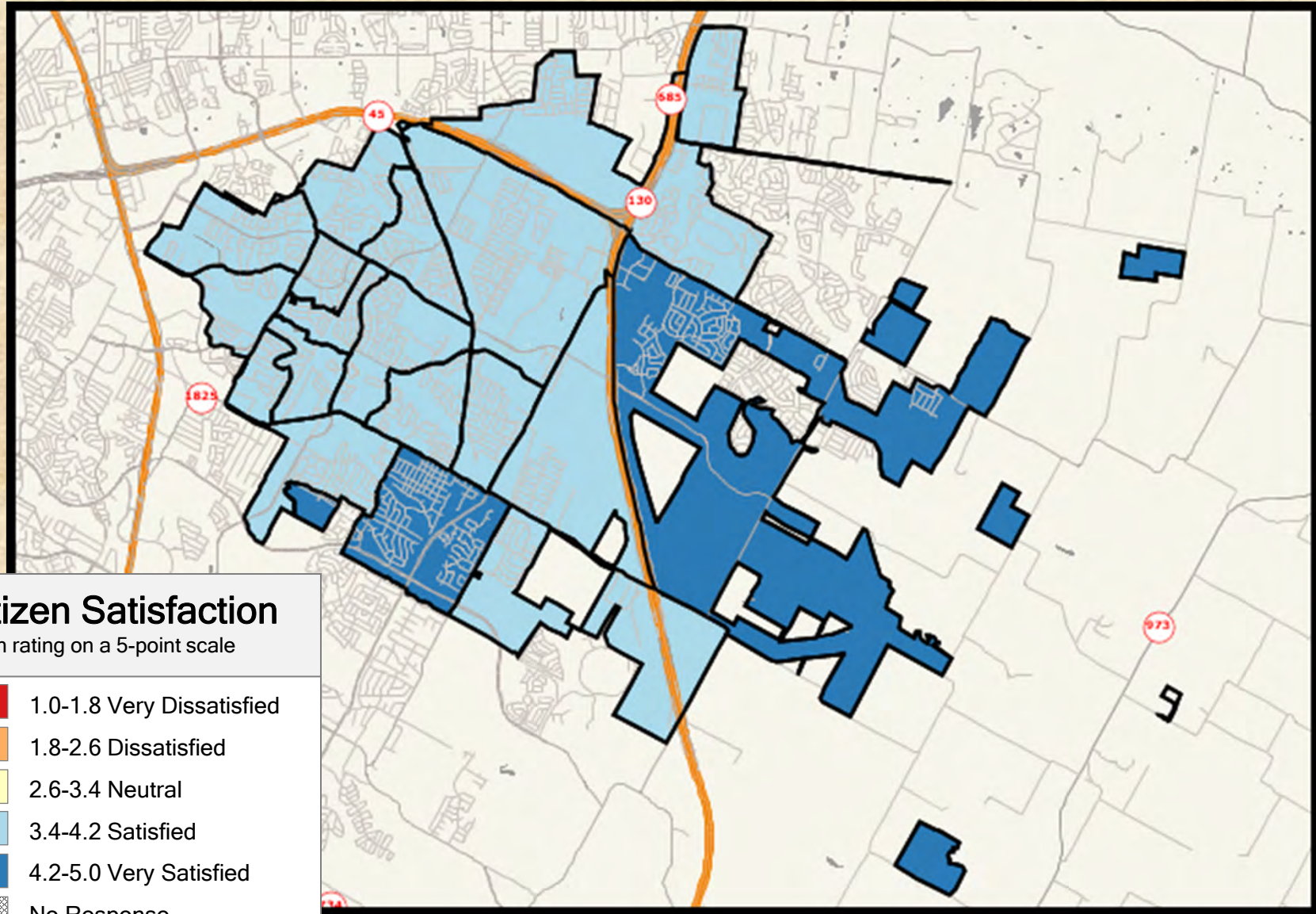


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q5-5 Satisfaction with how quickly police respond to emergencies



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

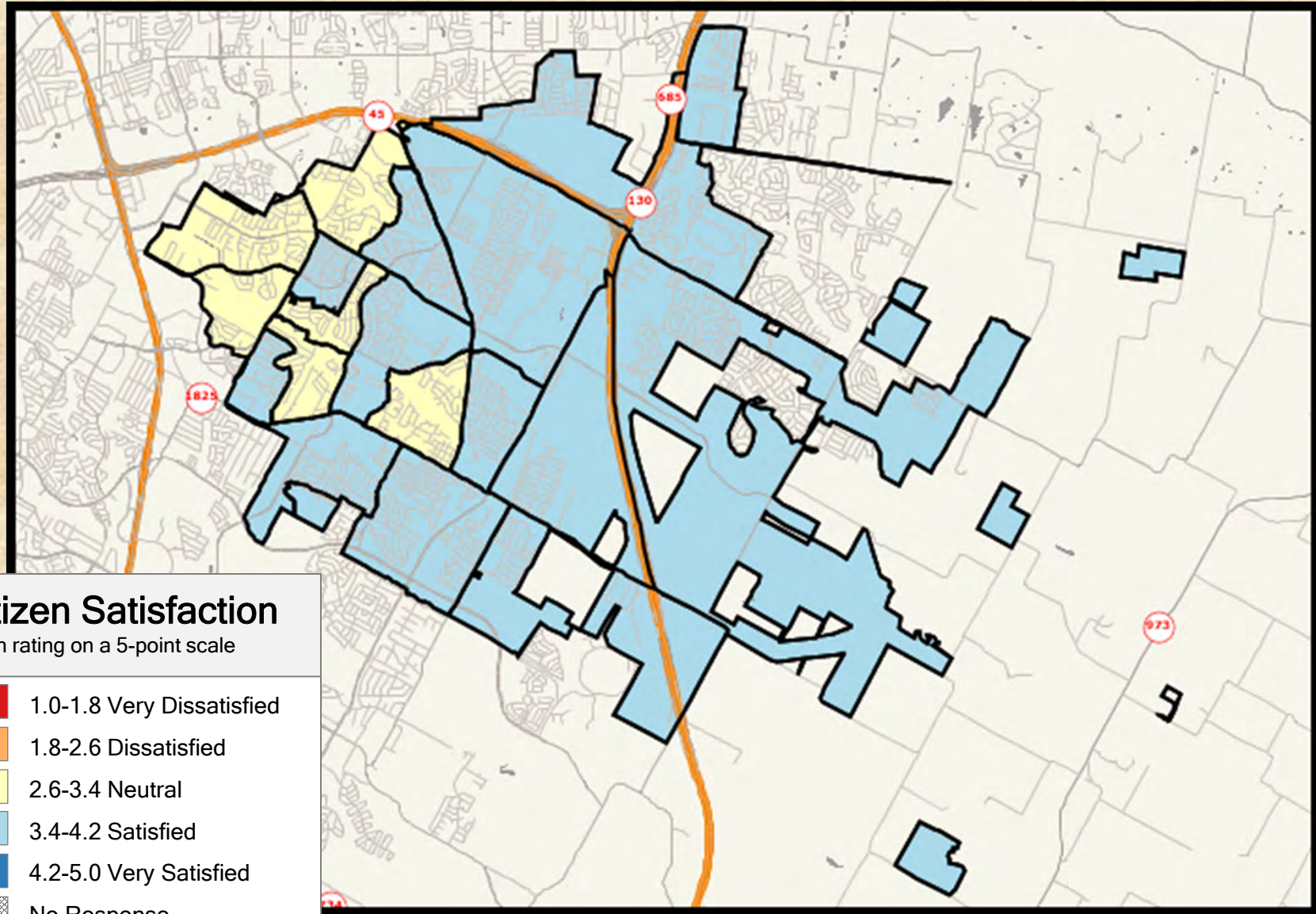


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q5-6 Satisfaction with efforts to prevent crime



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

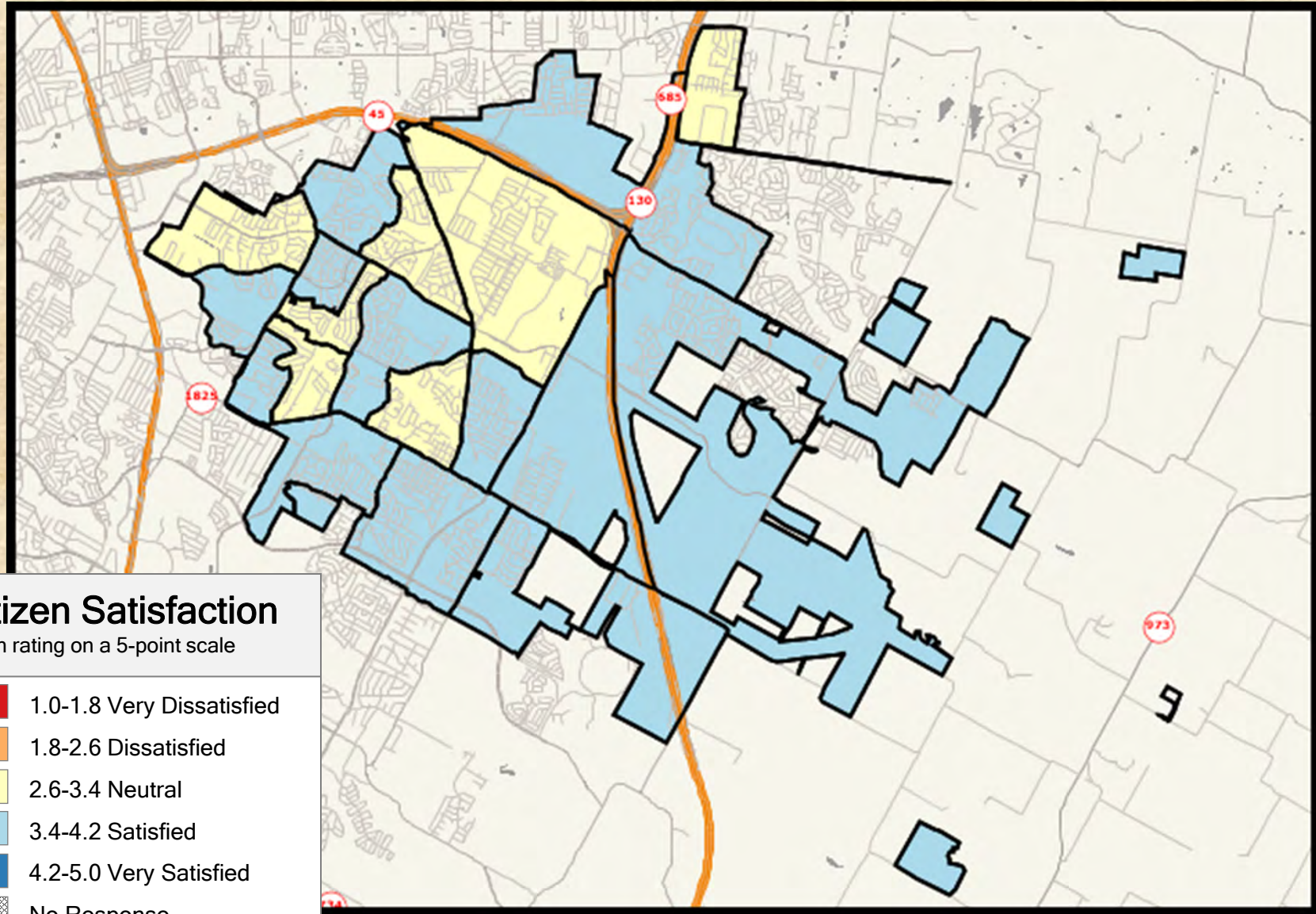


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q5-7 Satisfaction with the enforcement of traffic laws



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

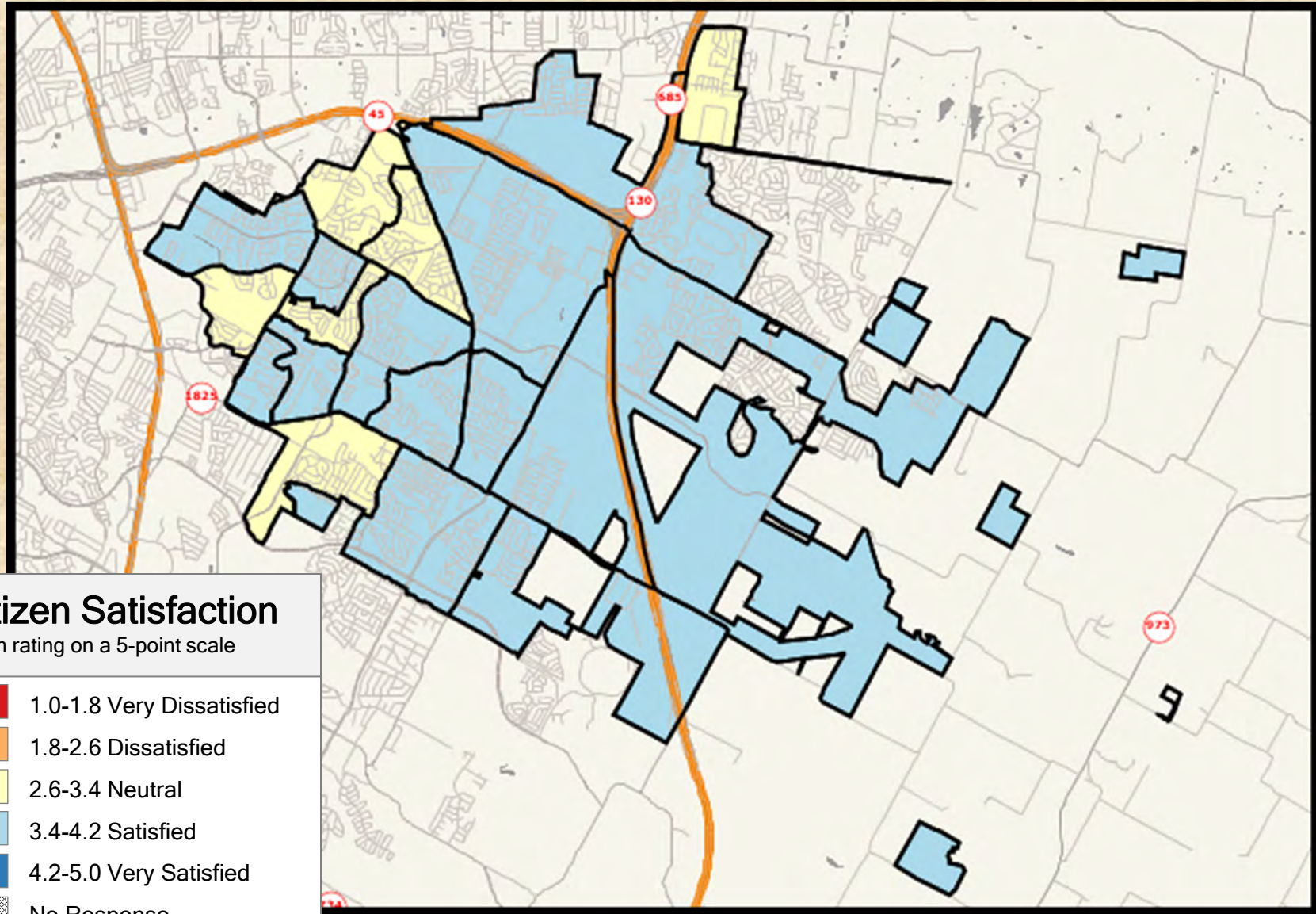


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q5-8 Satisfaction with community engagement efforts



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

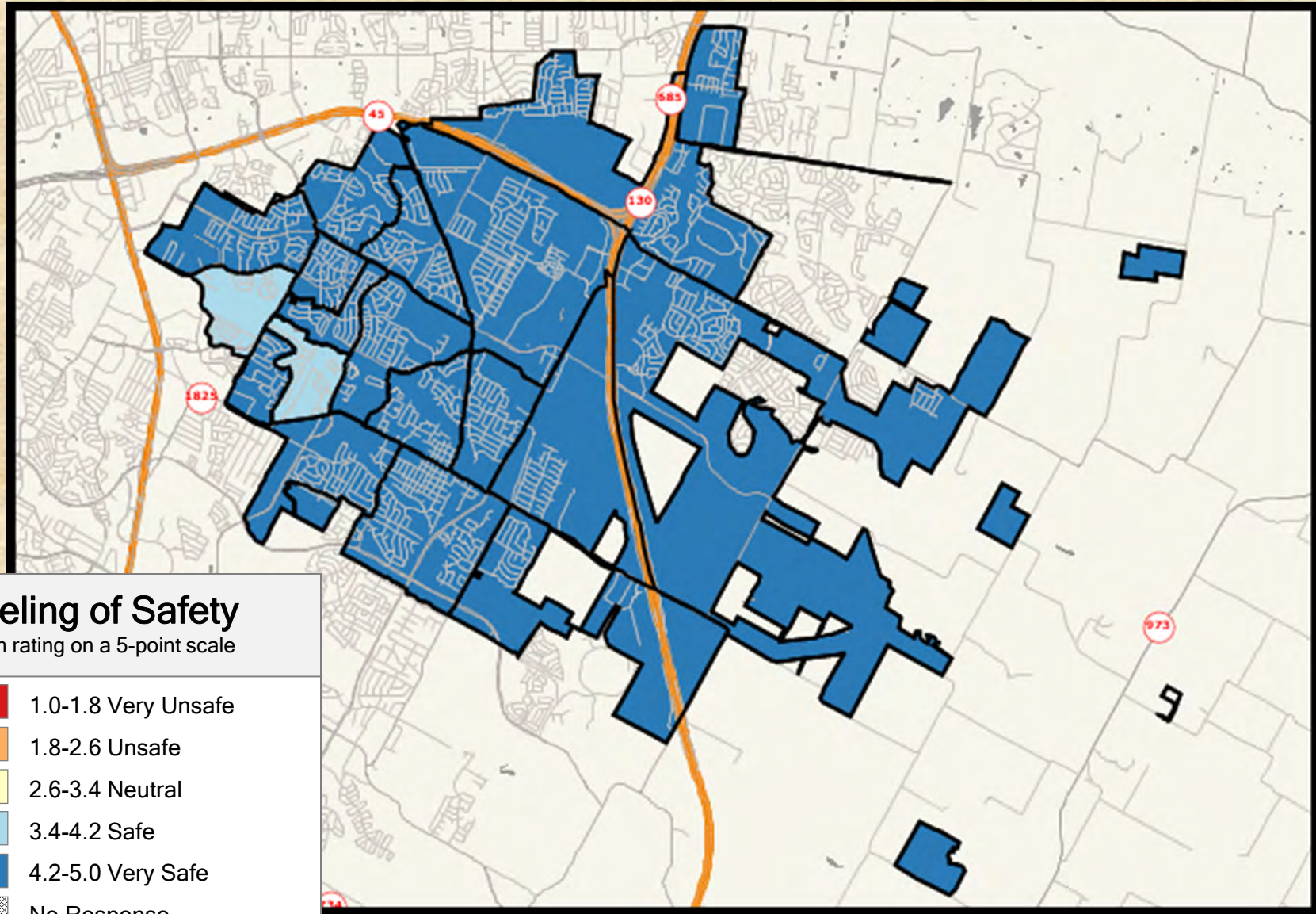


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q7-1 Feeling of safety in neighborhoods during the day



## Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

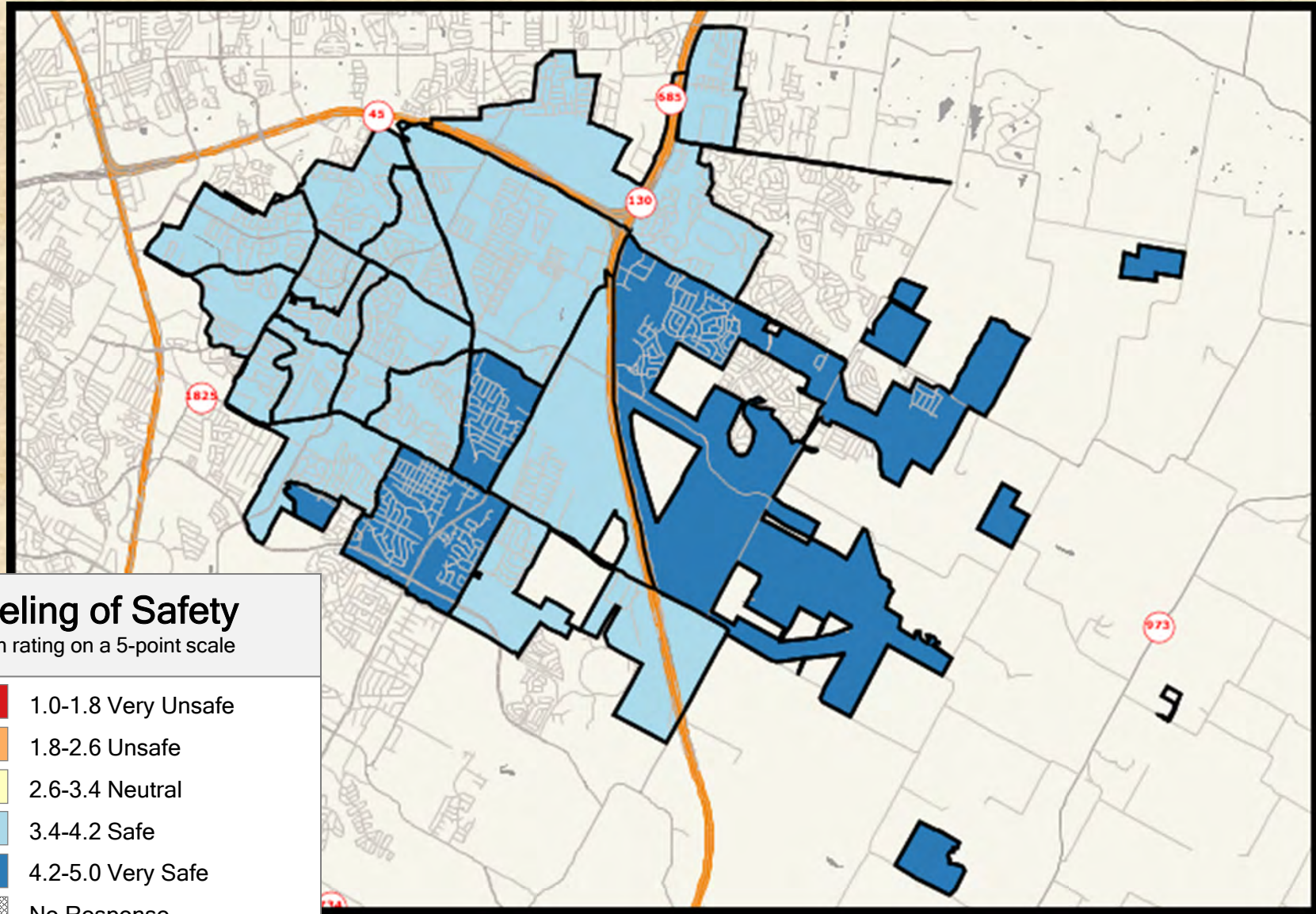


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q7-2 Feeling of safety in neighborhoods after dark



### Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

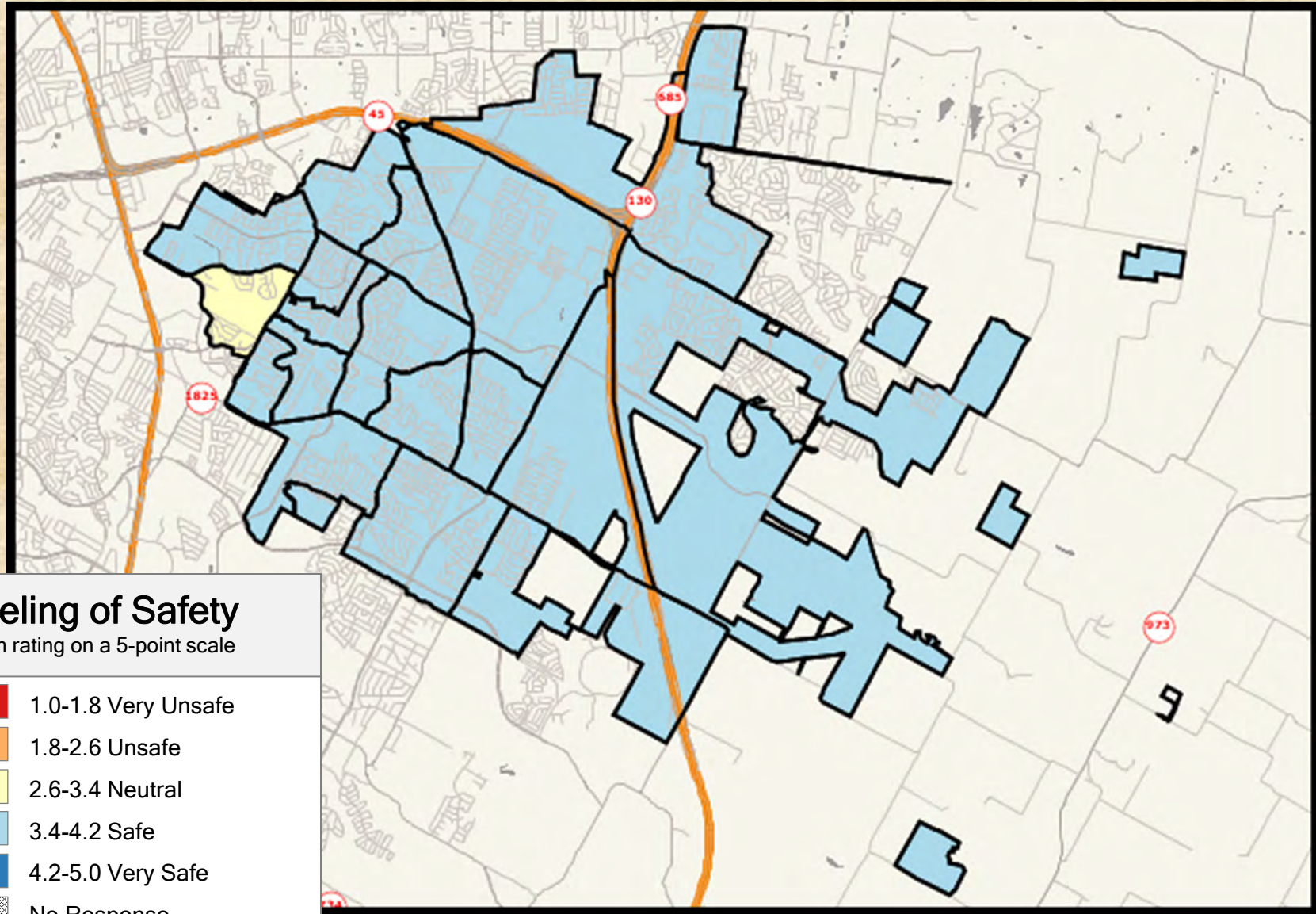


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q7-3 Feeling of safety on city trails/in city parks



### Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

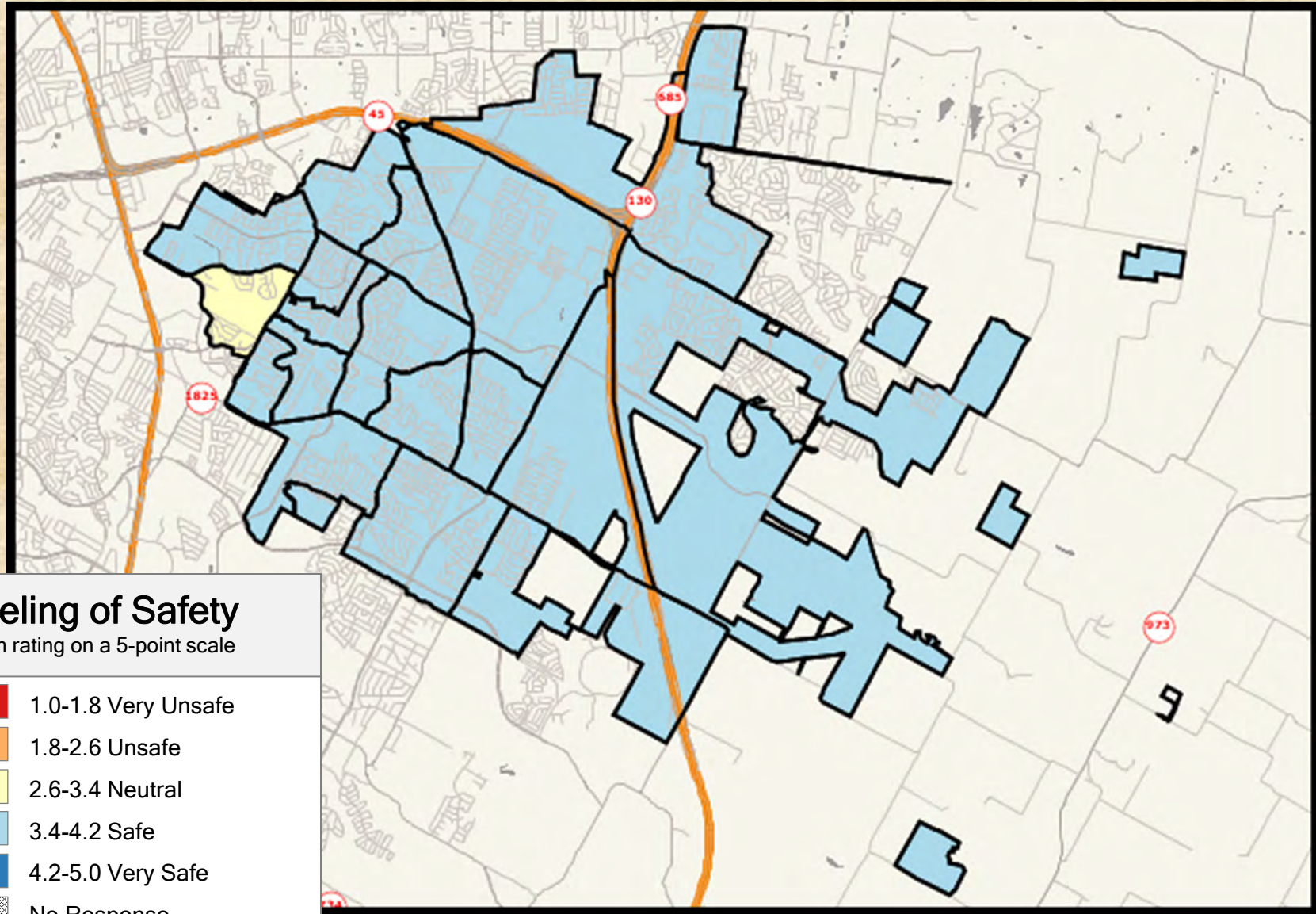


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q7-4 Feeling of safety at Lake Pflugerville



### Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

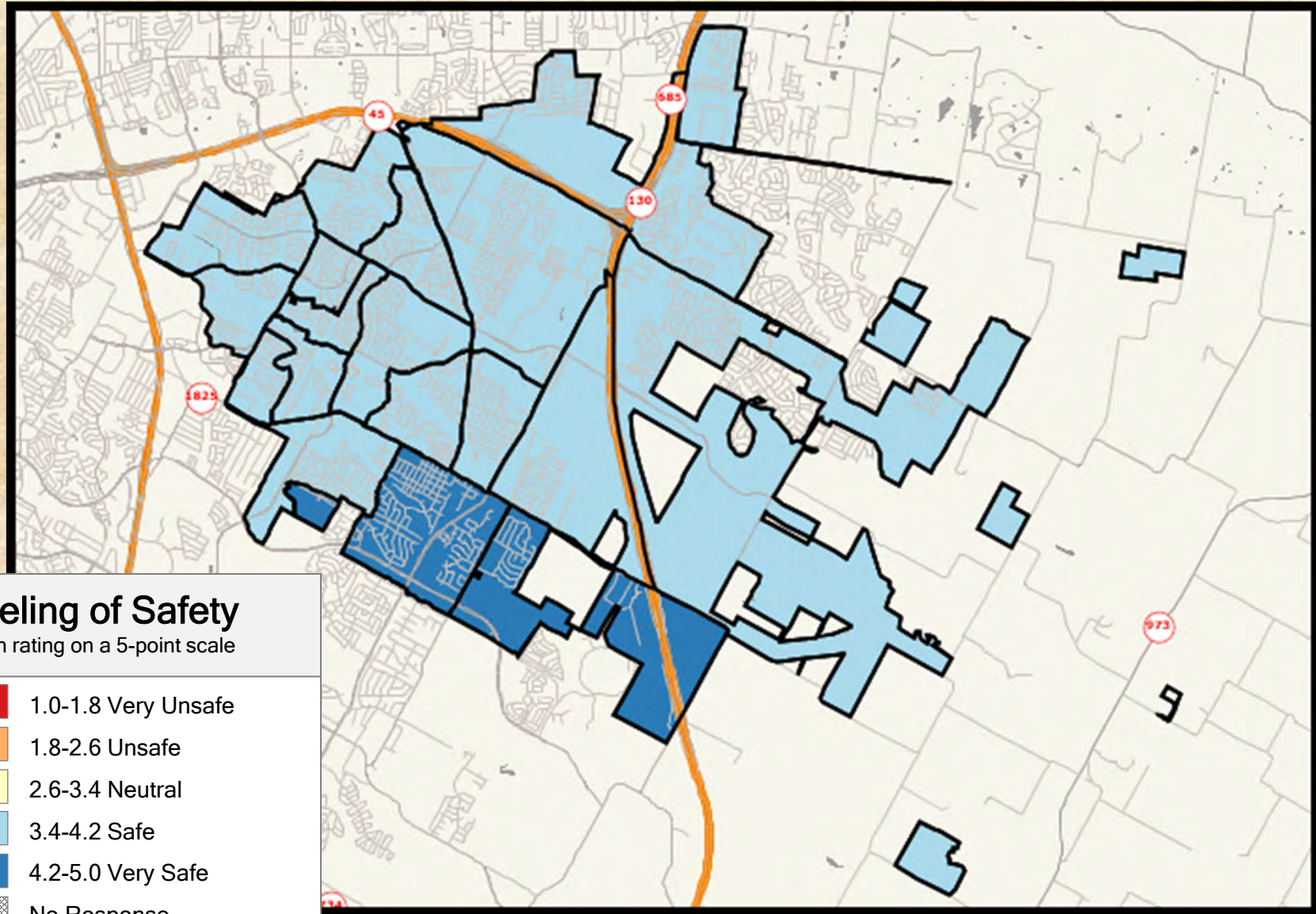


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q7-5 Feeling of safety in retail/shopping areas



### Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

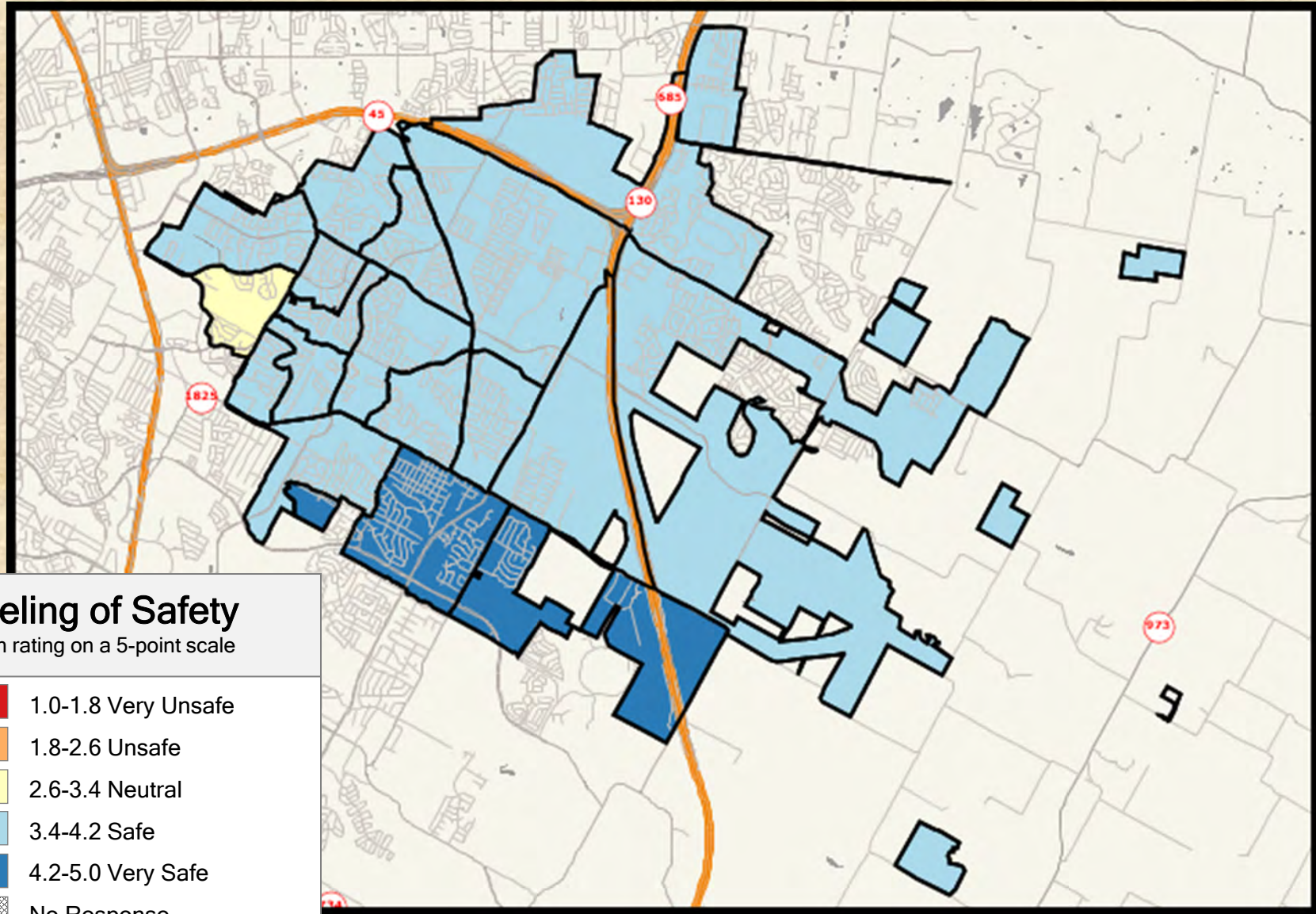


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q7-6 Feeling of safety in downtown Pflugerville



### Feeling of Safety

Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

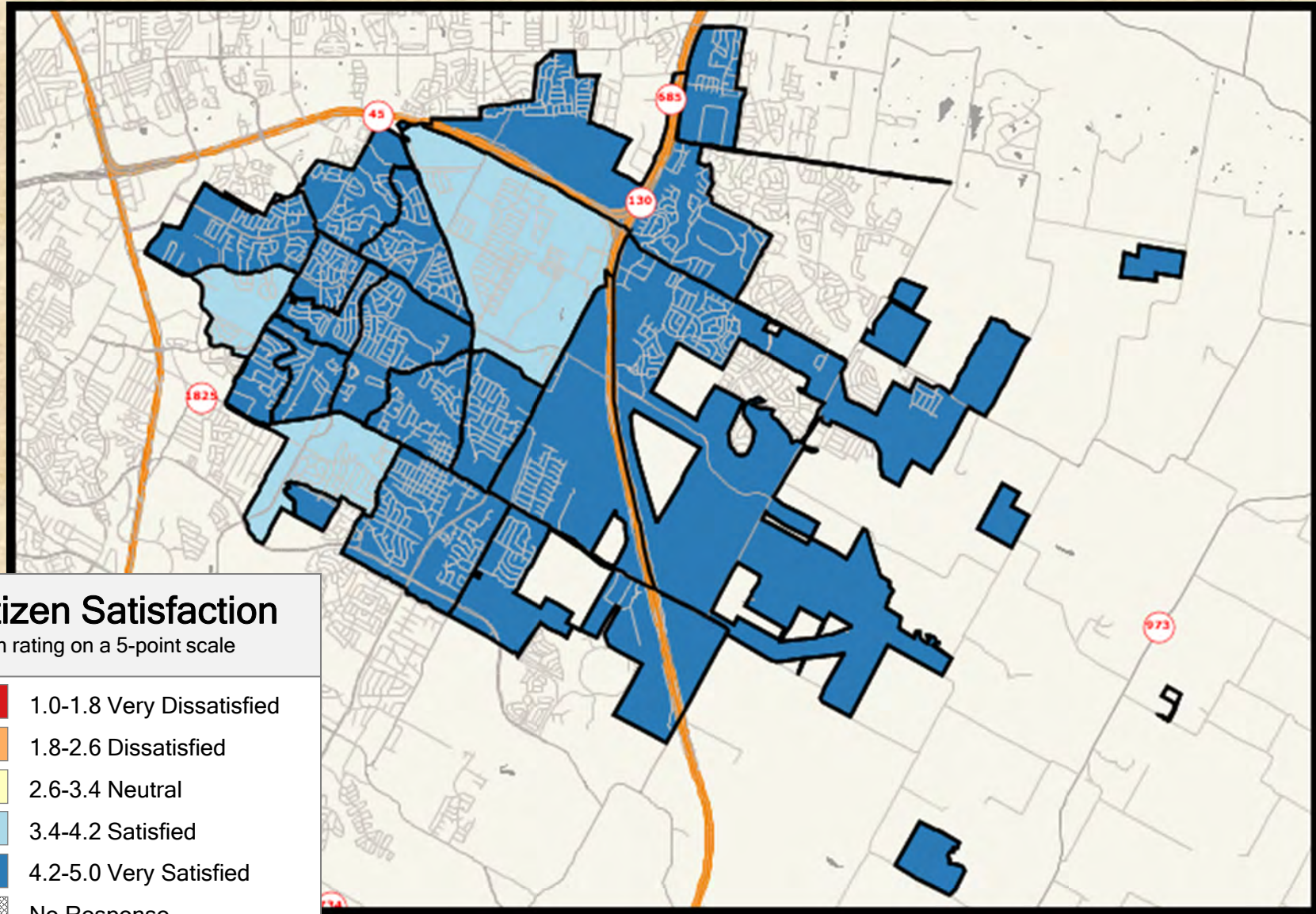


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q8-1 Satisfaction with how quickly fire personnel respond



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

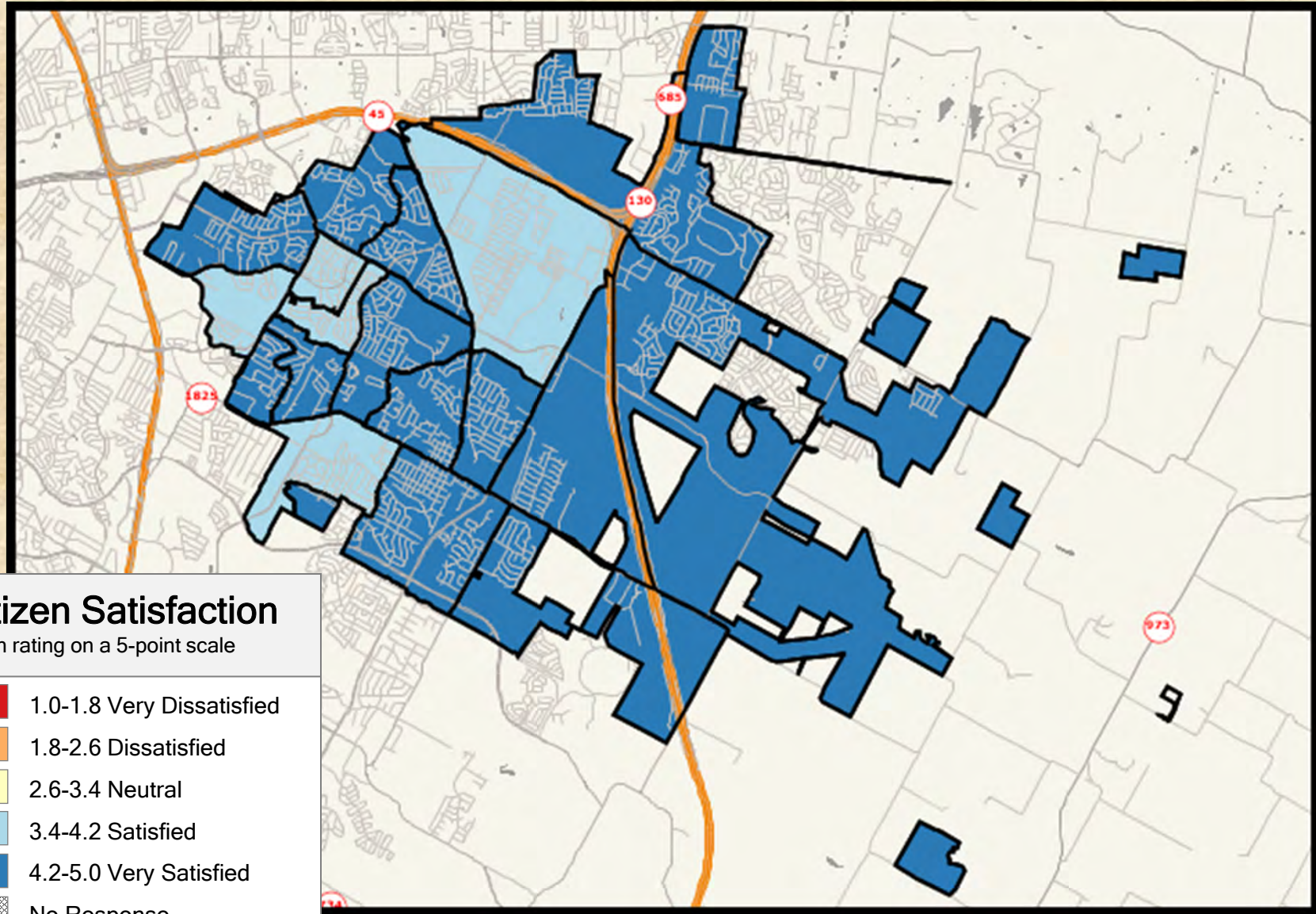


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q8-2 Satisfaction with how quickly EMS and ambulance services respond



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

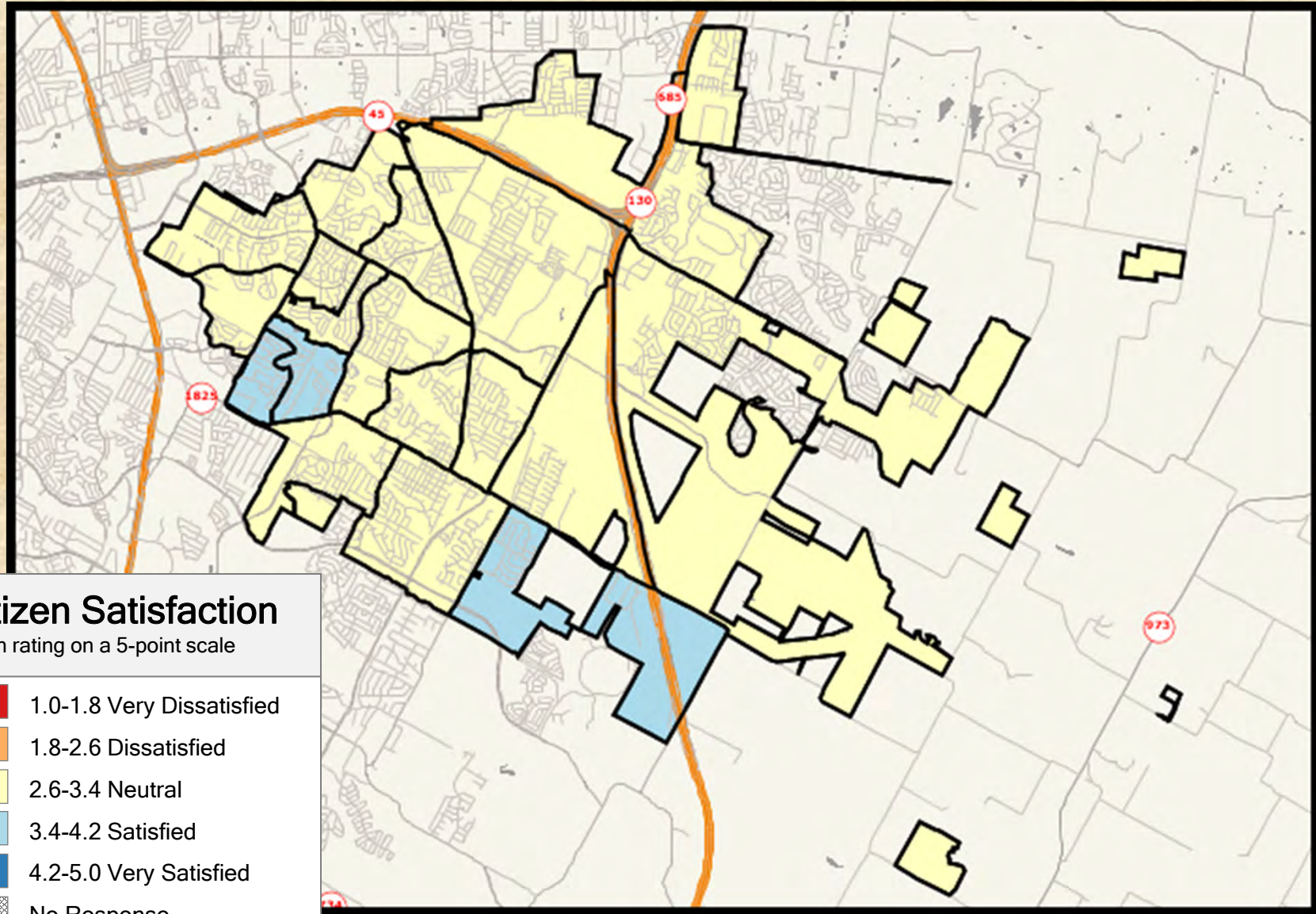


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q9-1 Satisfaction with overall efforts to ensure the community is prepared for emergencies



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

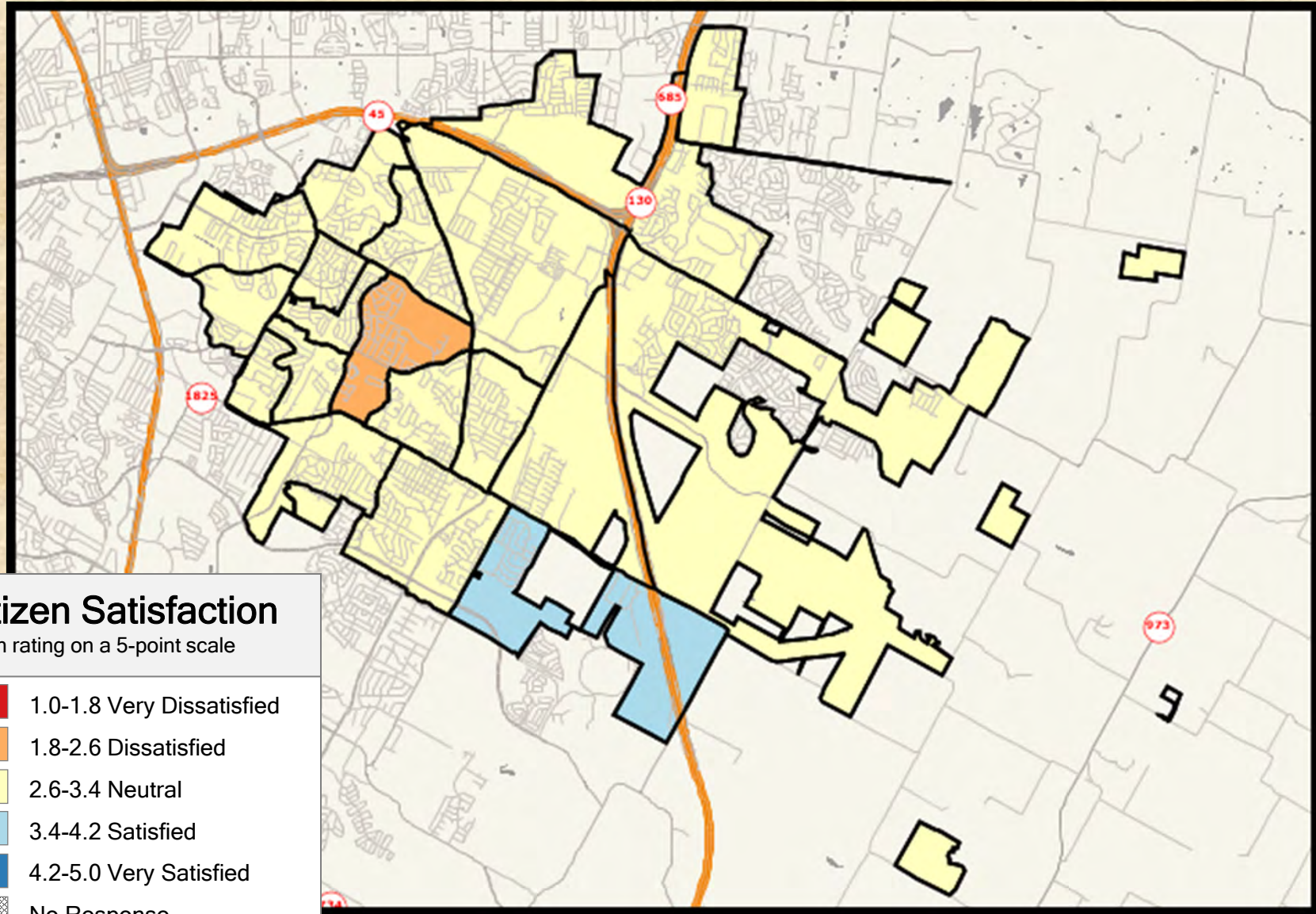


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q9-2 Satisfaction with disaster preparedness public education



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

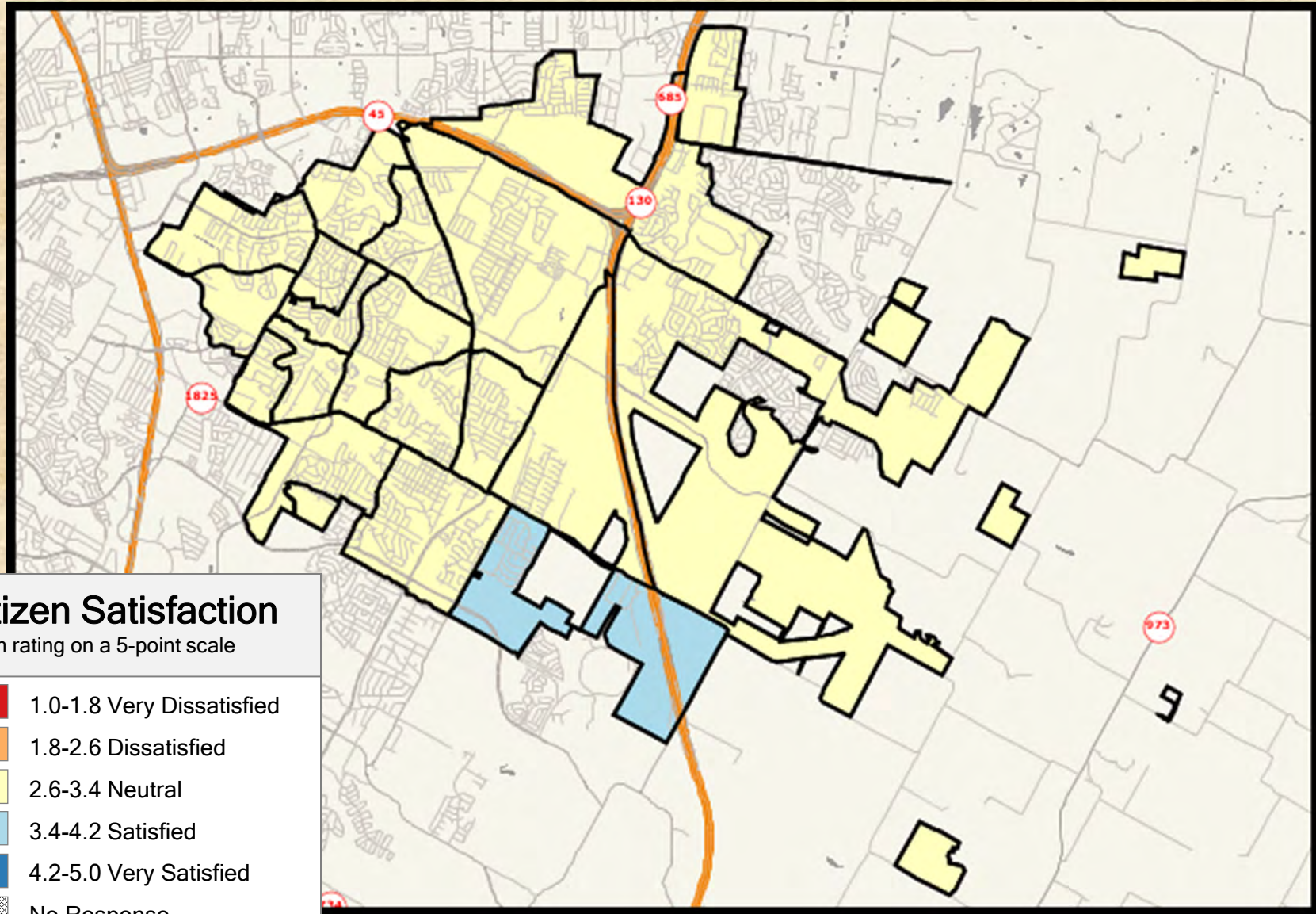


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q9-3 Satisfaction with ability to locate information needed from the city during an emergency



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

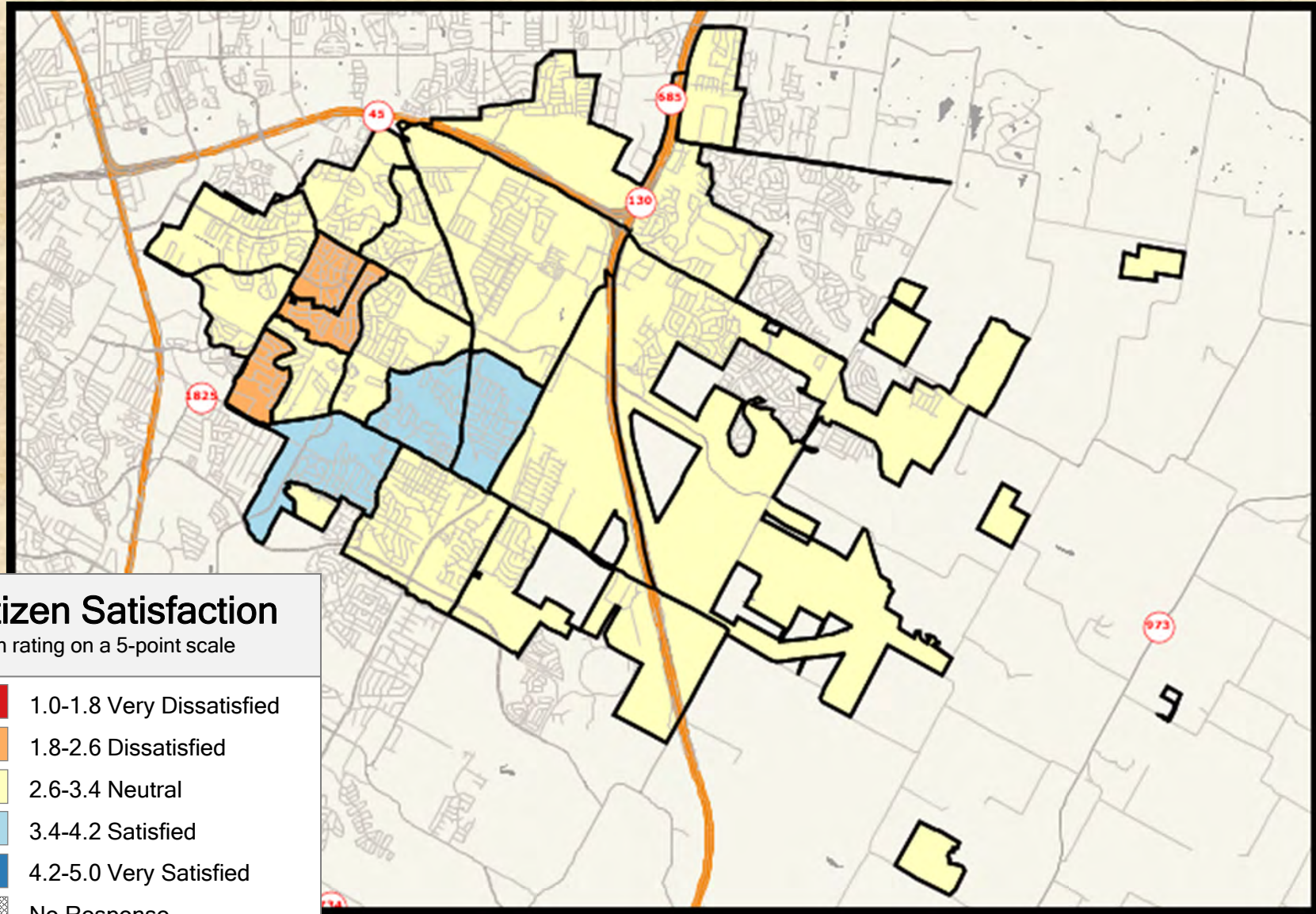


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-1 Satisfaction with condition of major streets in Pflugerville



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

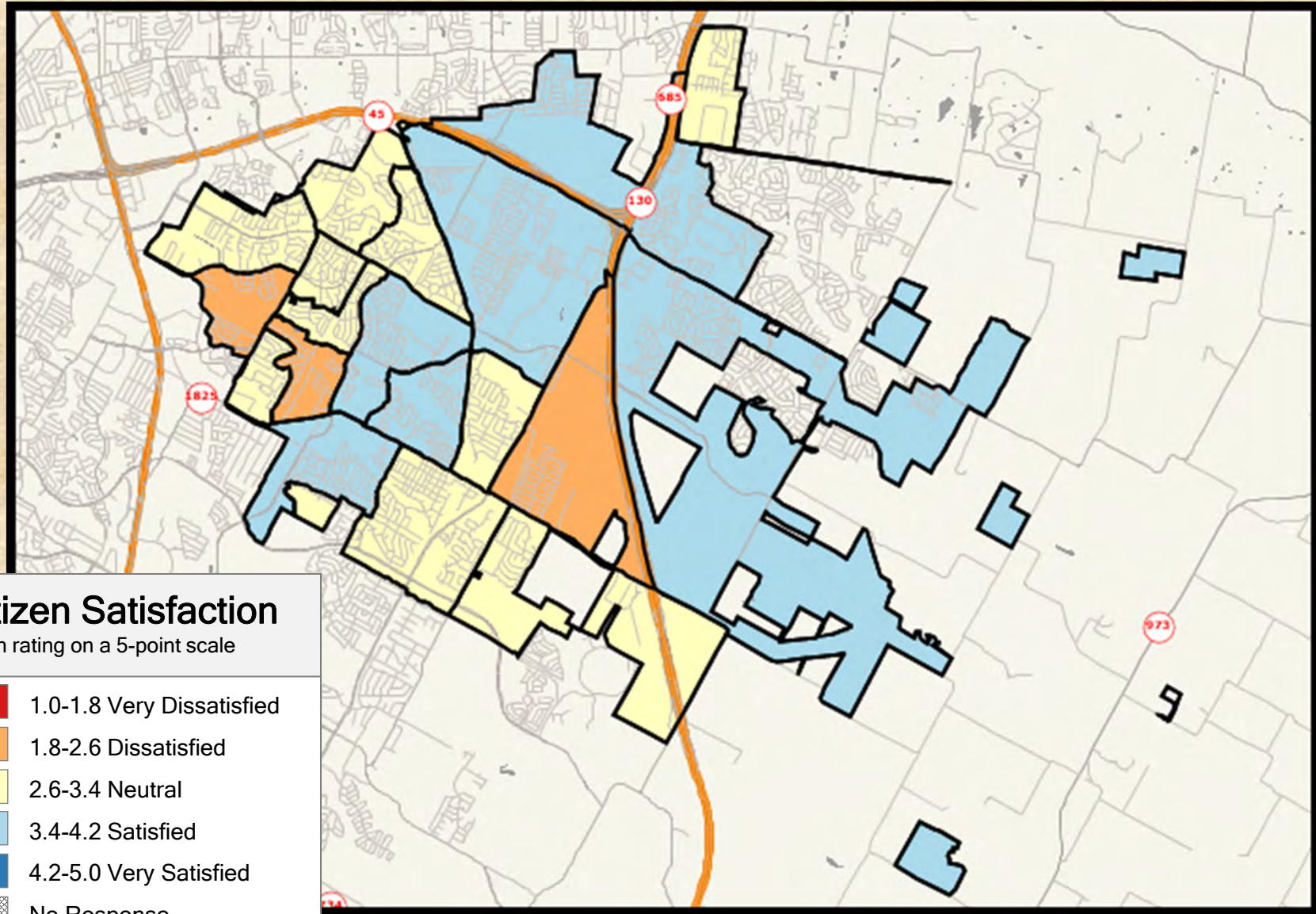


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q10-2 Satisfaction with condition of neighborhood streets



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

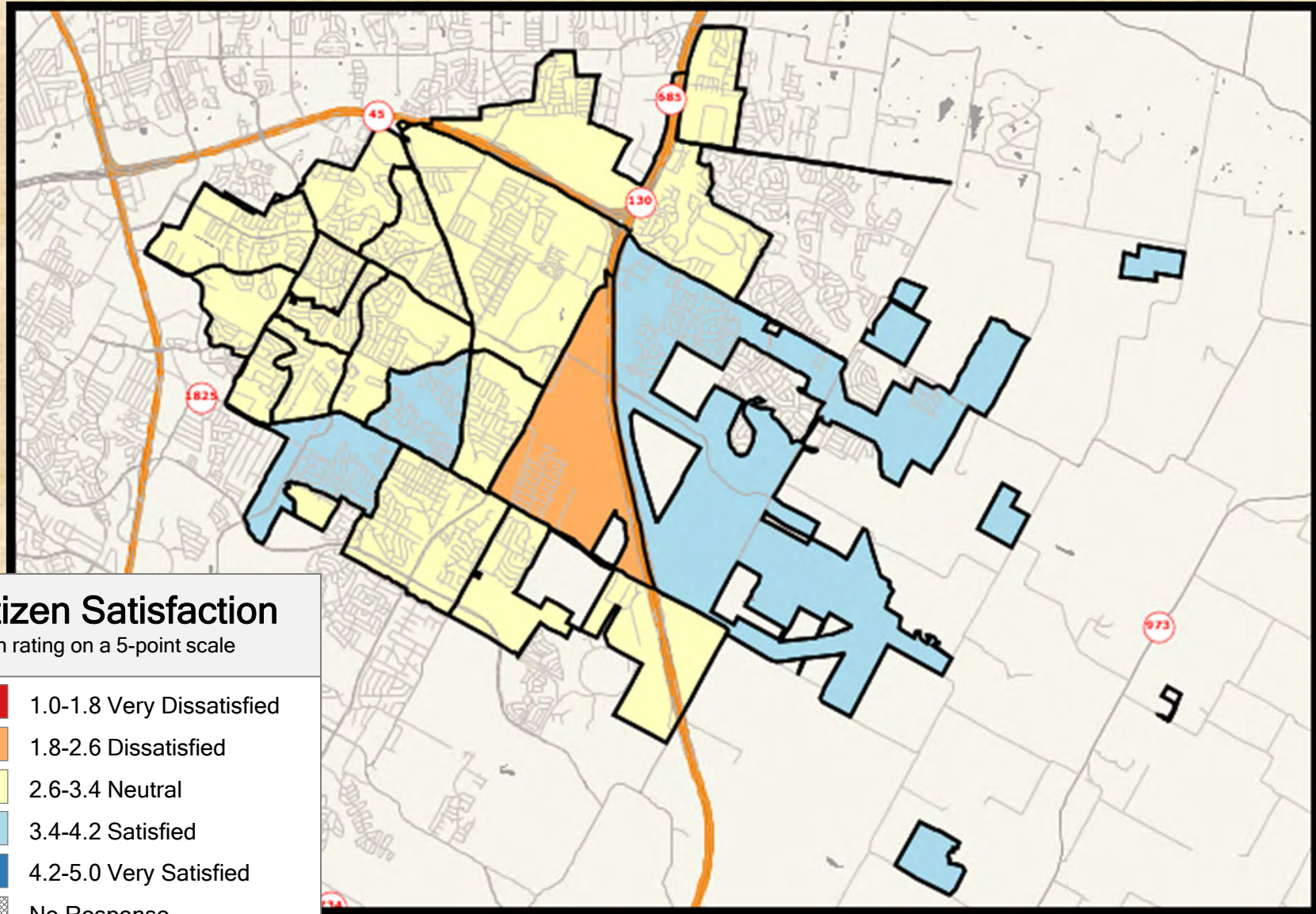


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-3 Satisfaction with condition of neighborhood sidewalks



**Citizen Satisfaction**  
Mean rating on a 5-point scale

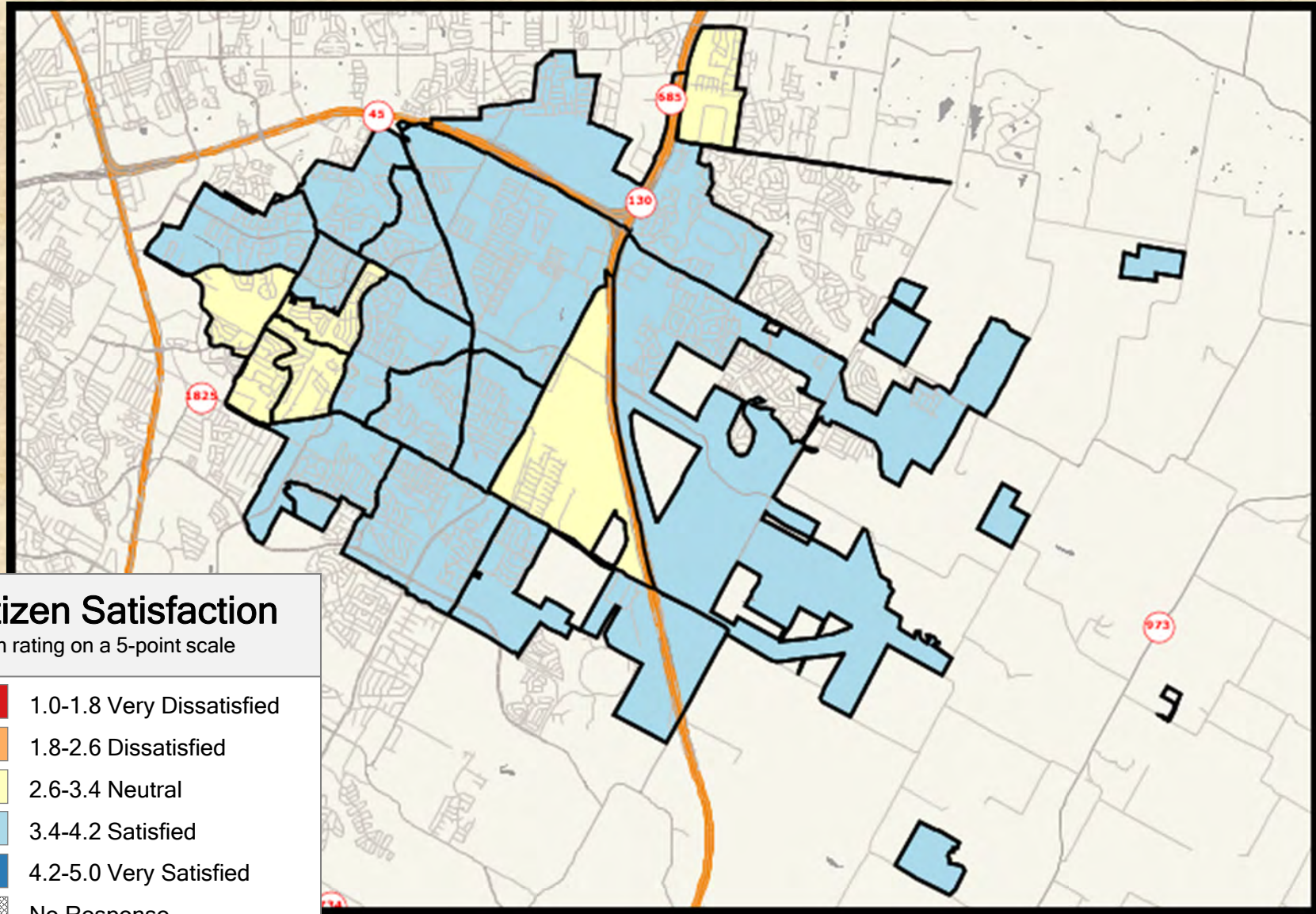
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-4 Satisfaction with condition of street drainage/water drainage



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

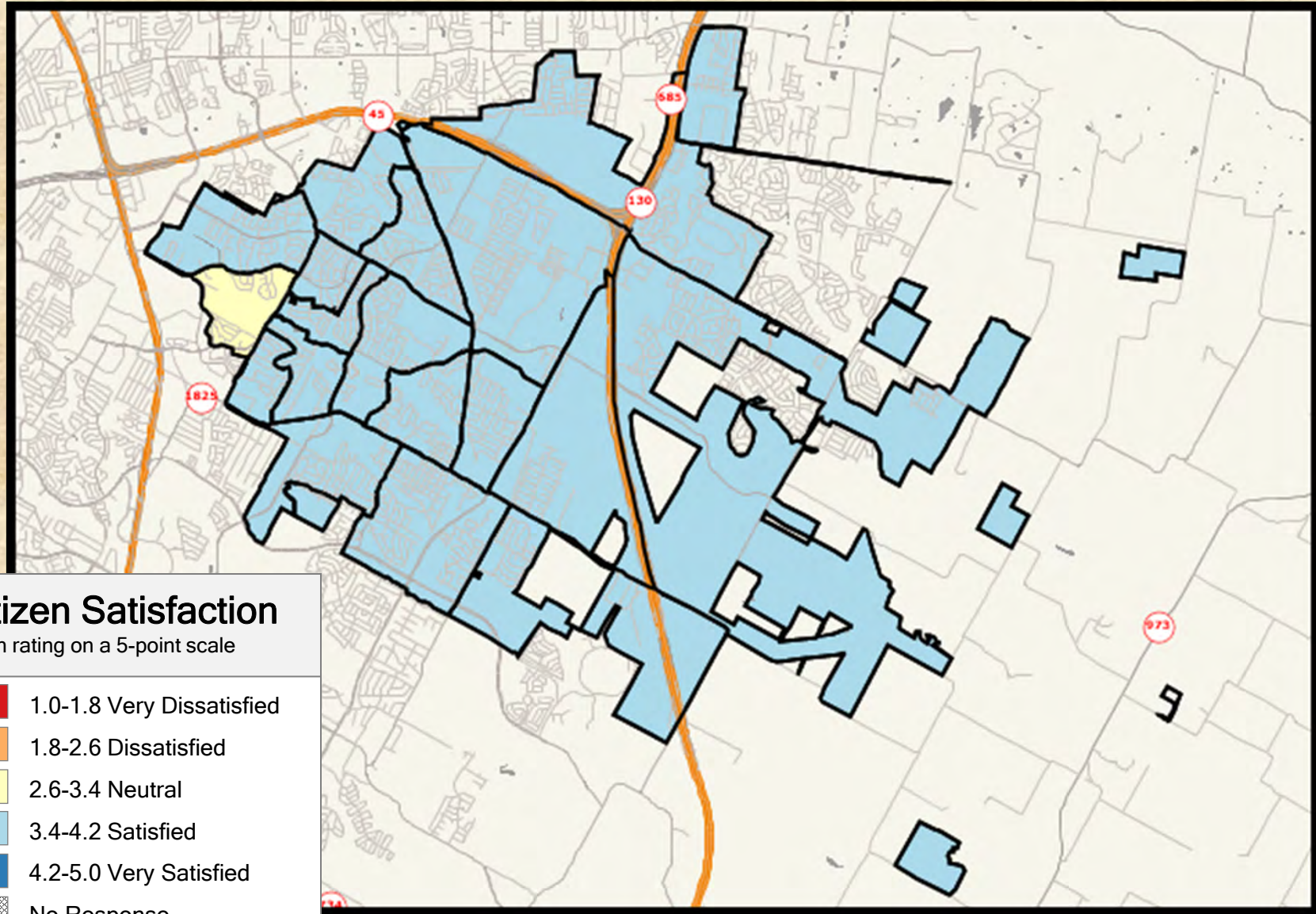


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-5 Satisfaction with condition of street signs and traffic signals



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

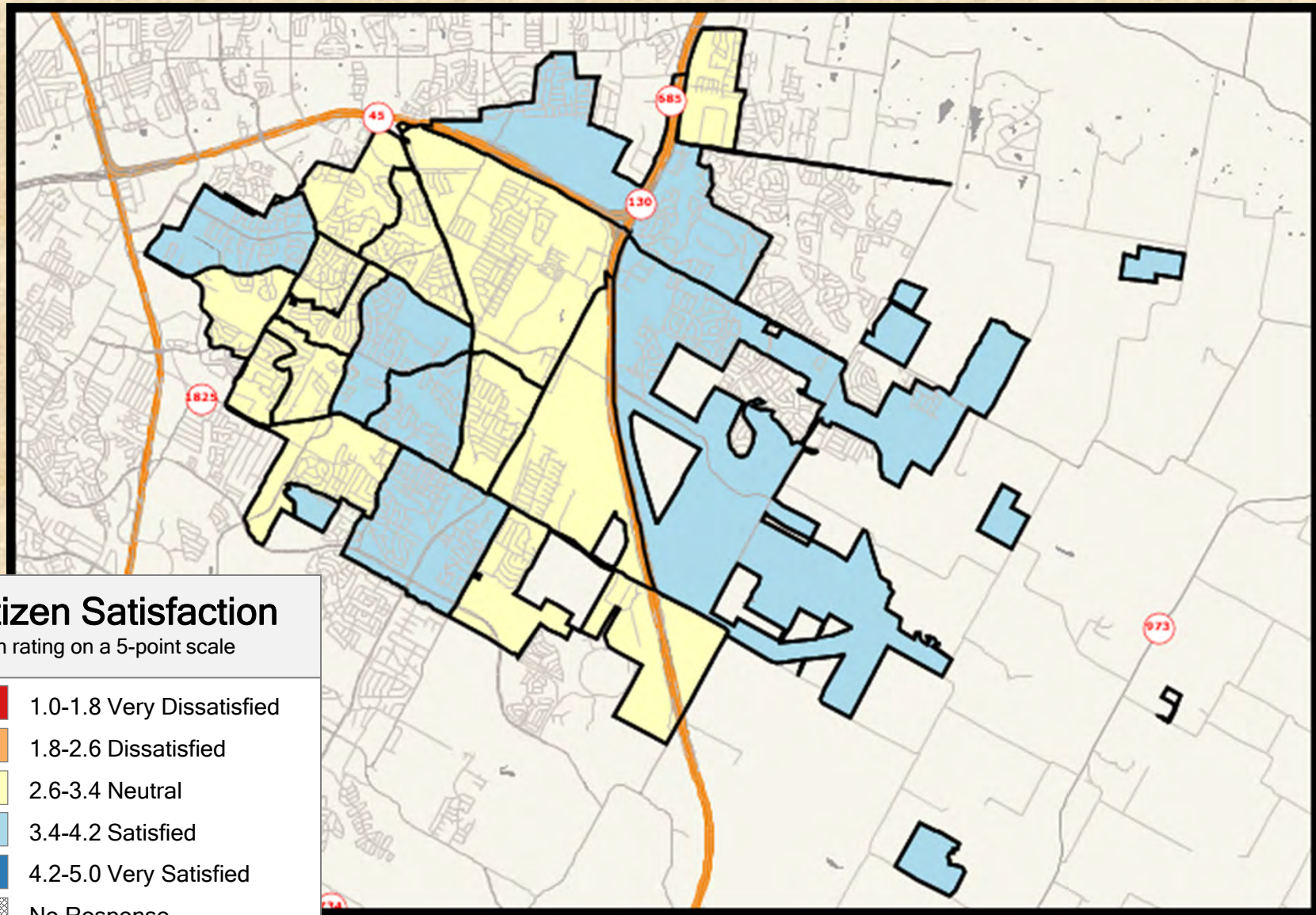


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-6 Satisfaction with adequacy of street lighting in Pflugerville



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

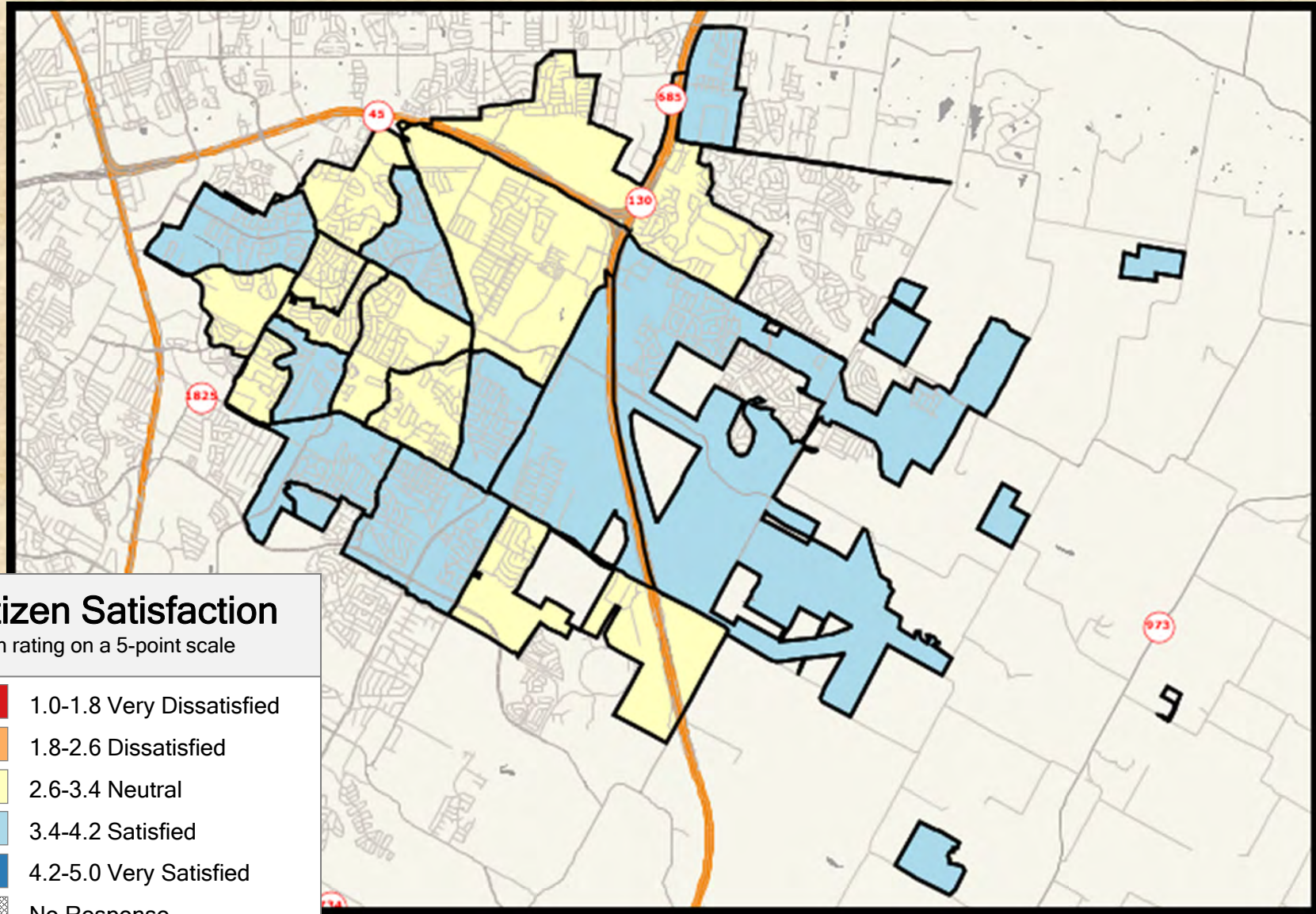


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-7 Satisfaction with mowing/tree trimming along streets and public areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

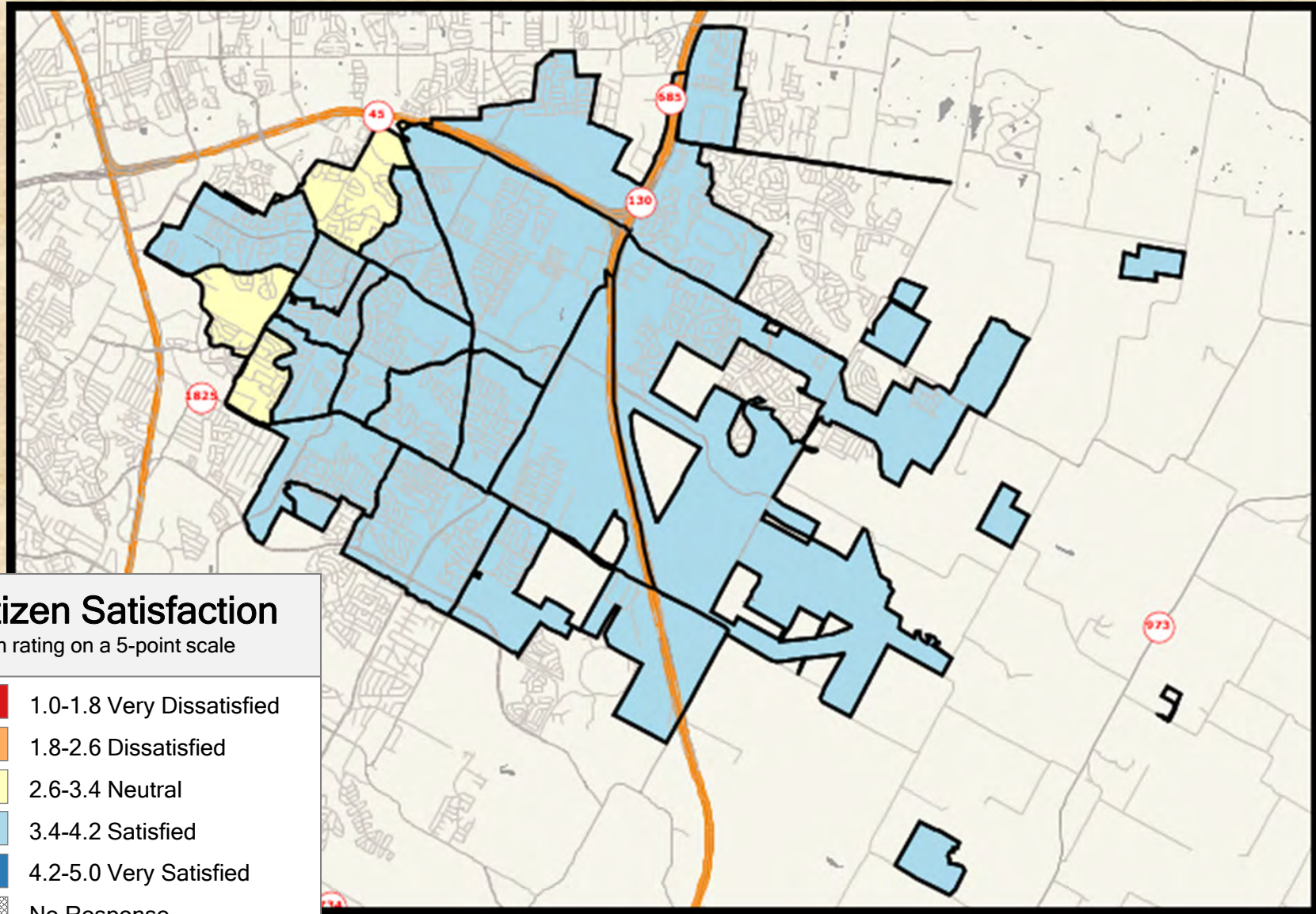


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q10-8 Satisfaction with cleanliness of streets and other public areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

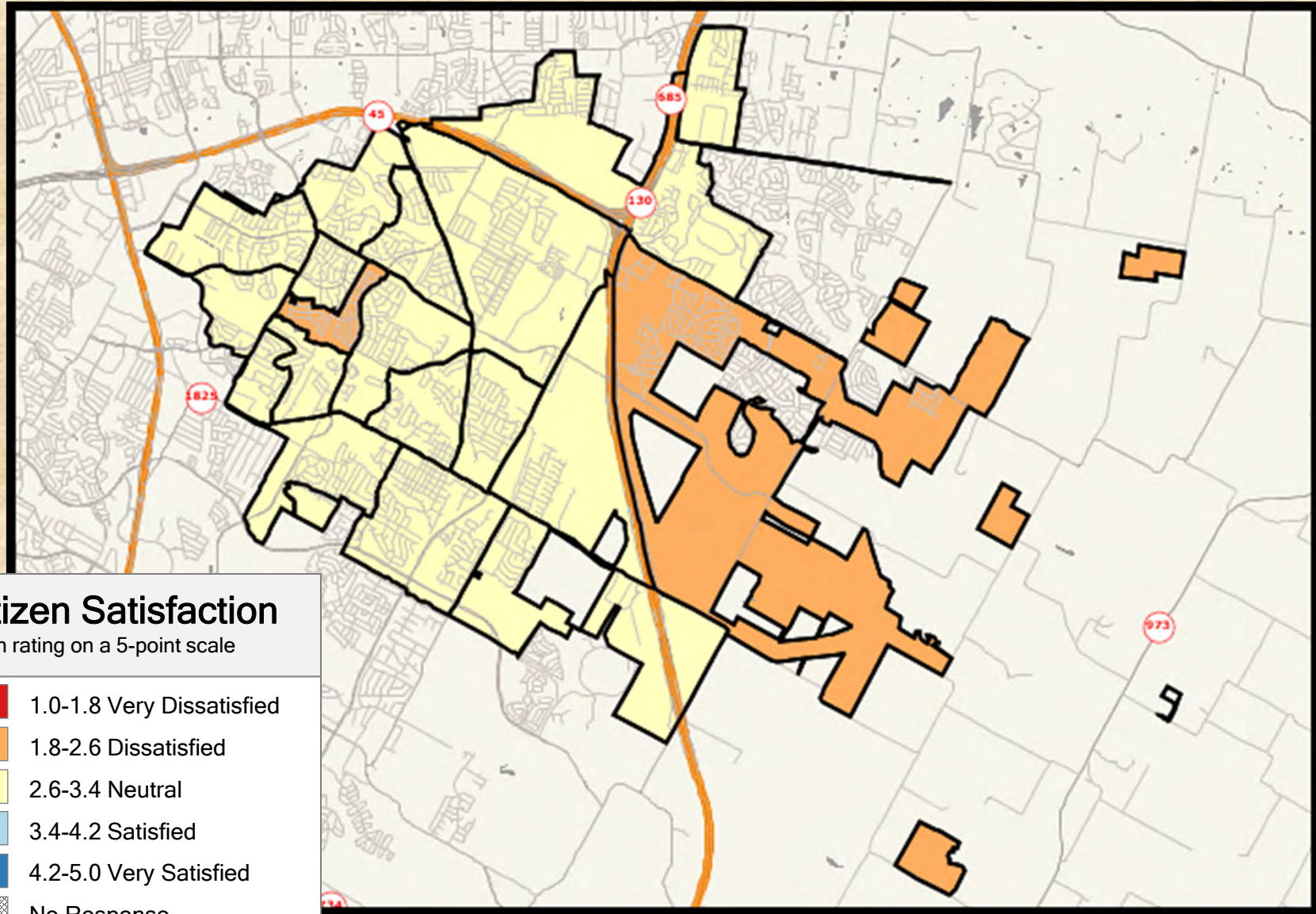


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q12-1 Satisfaction with enforcing the cleanup of junk and debris on private property



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

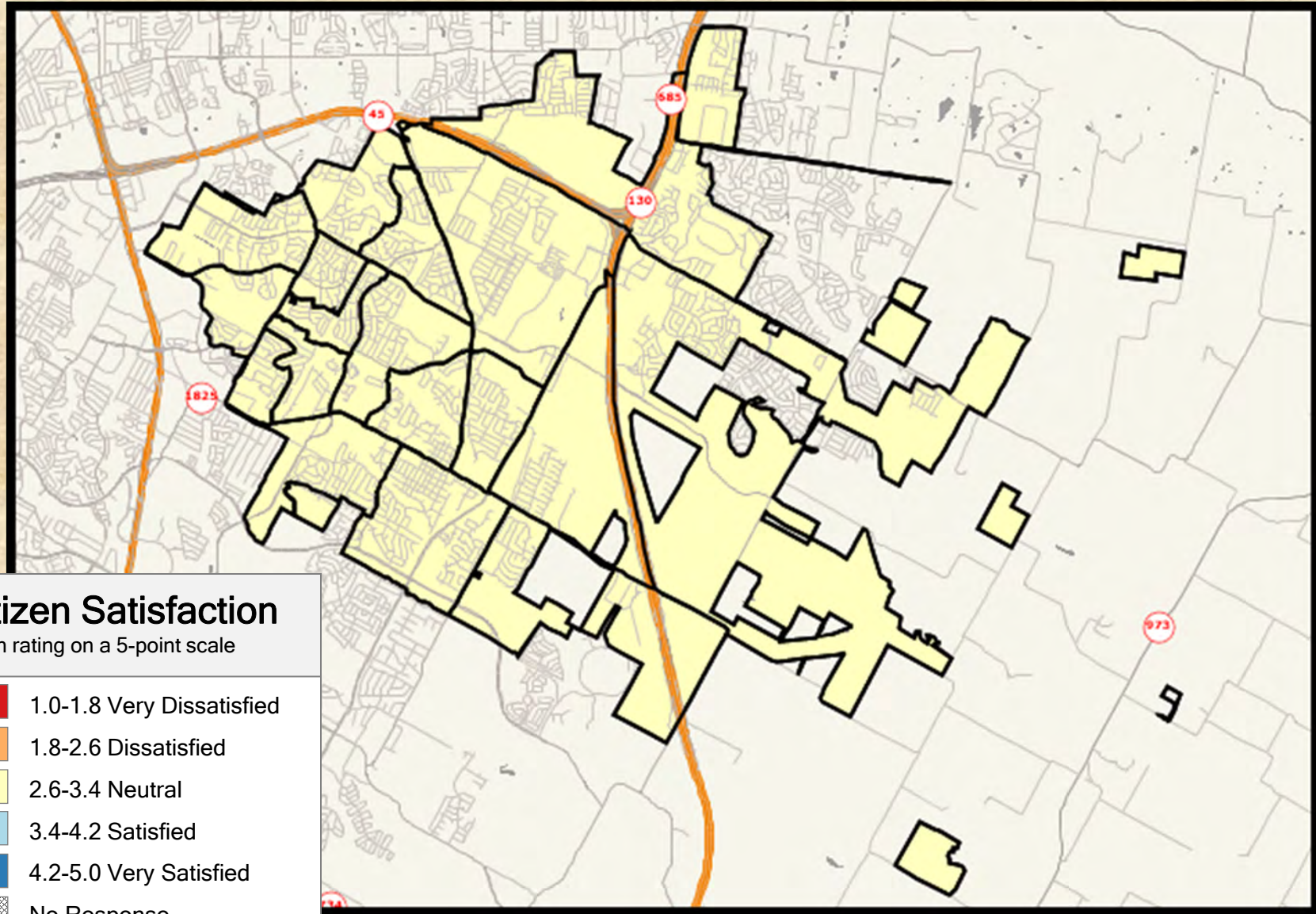


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q12-2 Satisfaction with enforcing the mowing and cutting of overgrown weeds and grass on private property



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

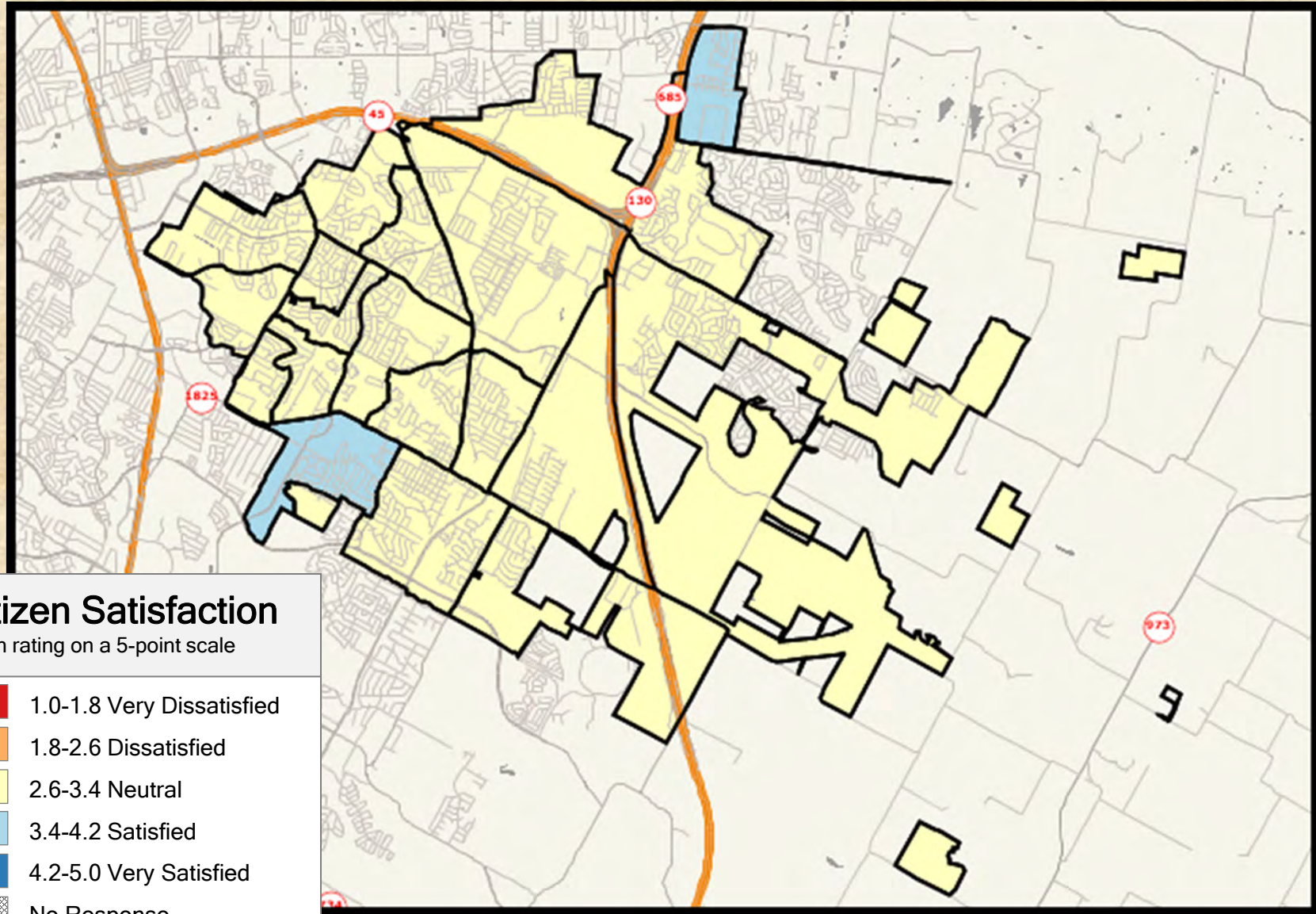


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q12-3 Satisfaction with enforcing sign regulations and bandit sign pickup



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

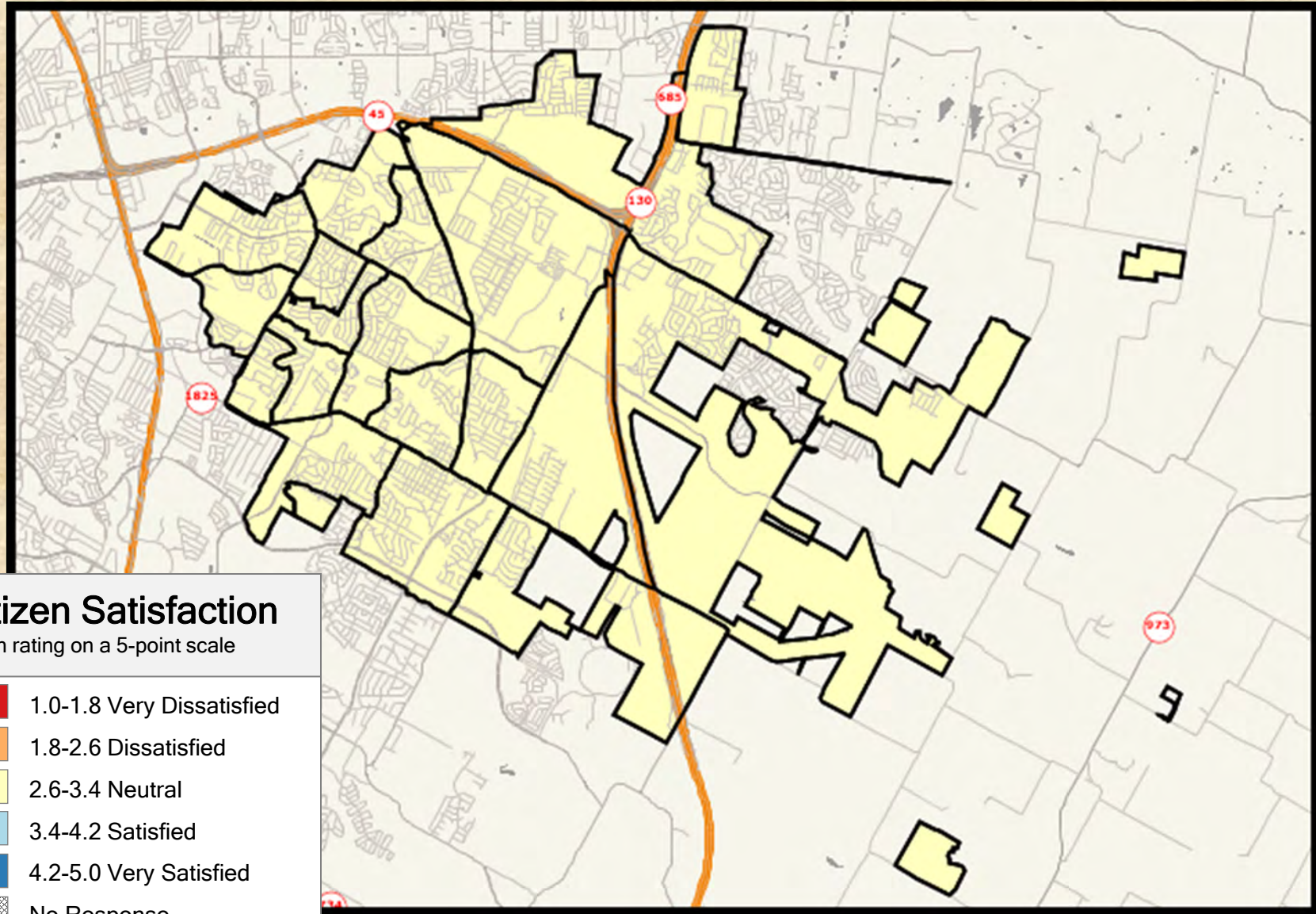


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q12-4 Satisfaction with City efforts to address vehicle-related complaints including abandoned/inoperative vehicles



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

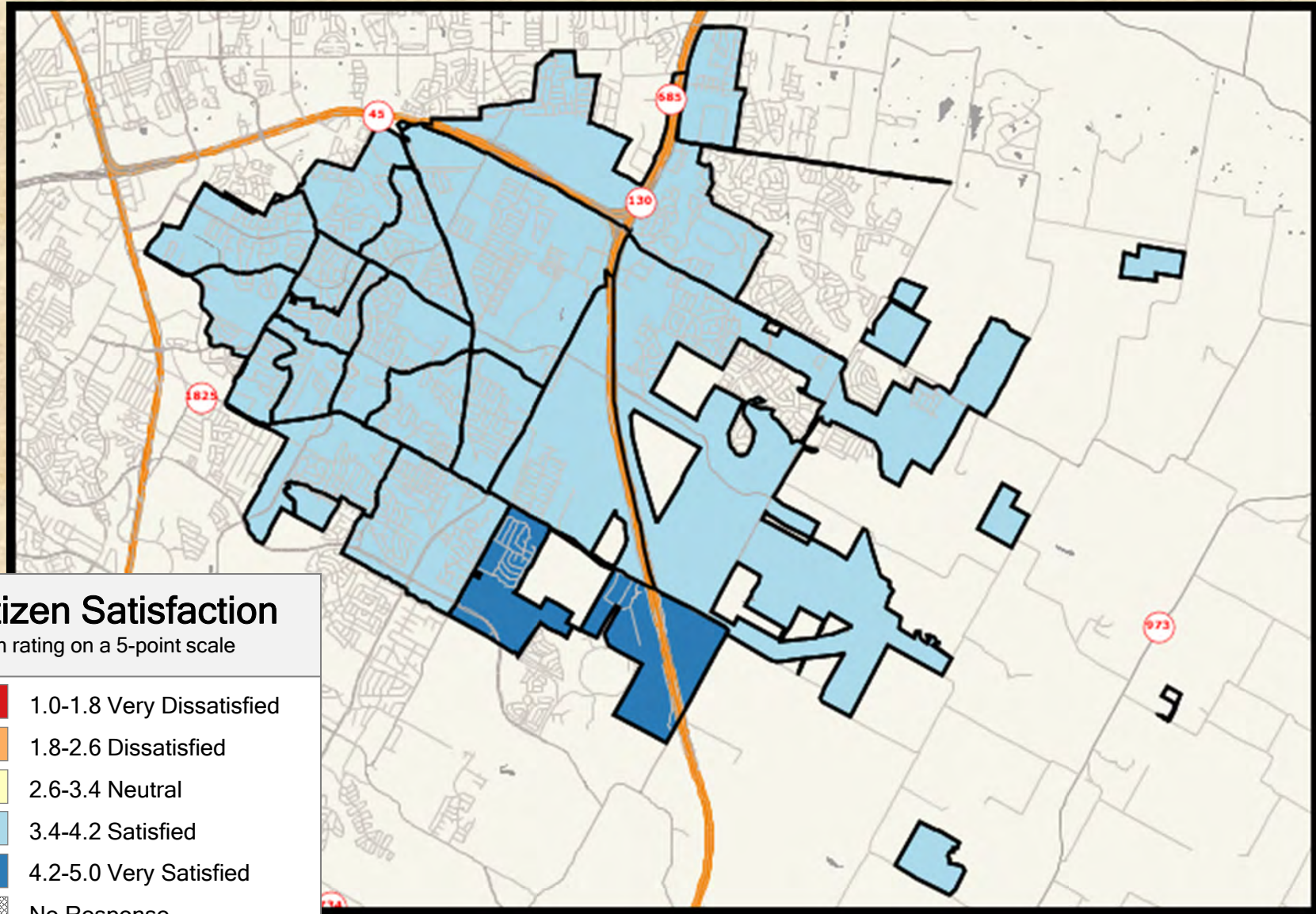


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-01 Satisfaction with maintenance of local parks



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

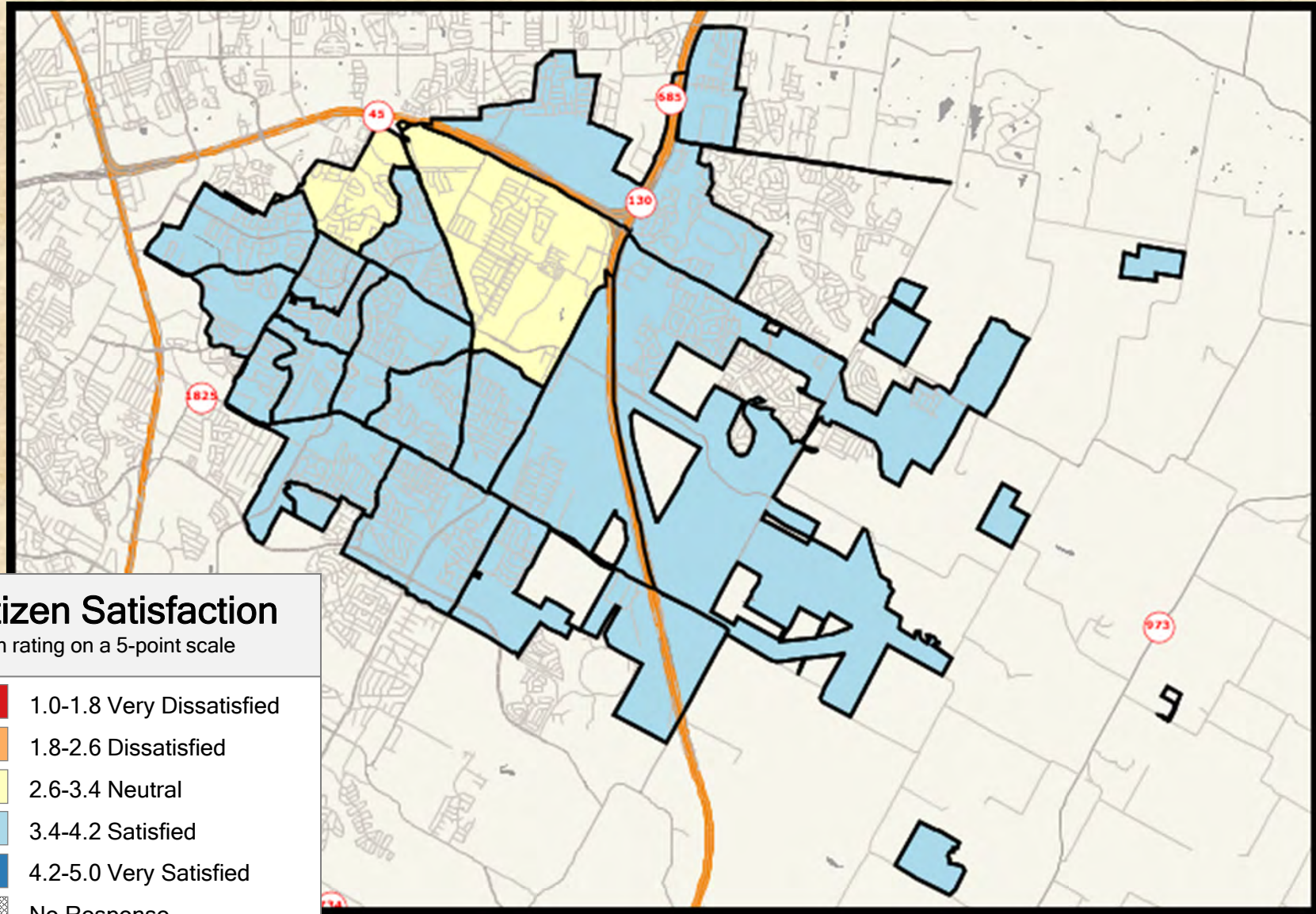


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q14-02 Satisfaction with quality of facilities at city parks



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

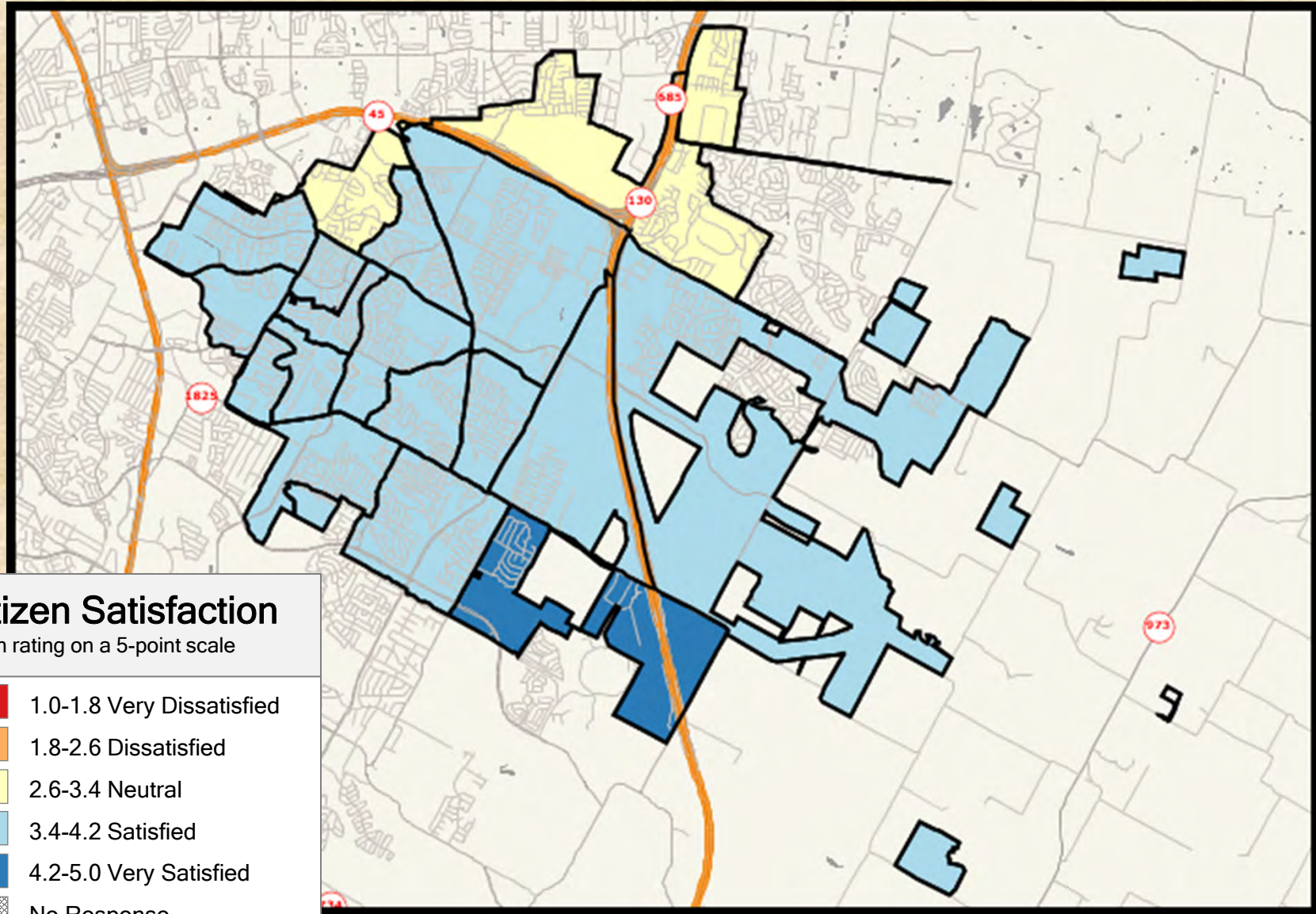


## 2021 City of Pflugerville Resident Satisfaction Survey

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



### Q14-03 Satisfaction with number of parks



#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

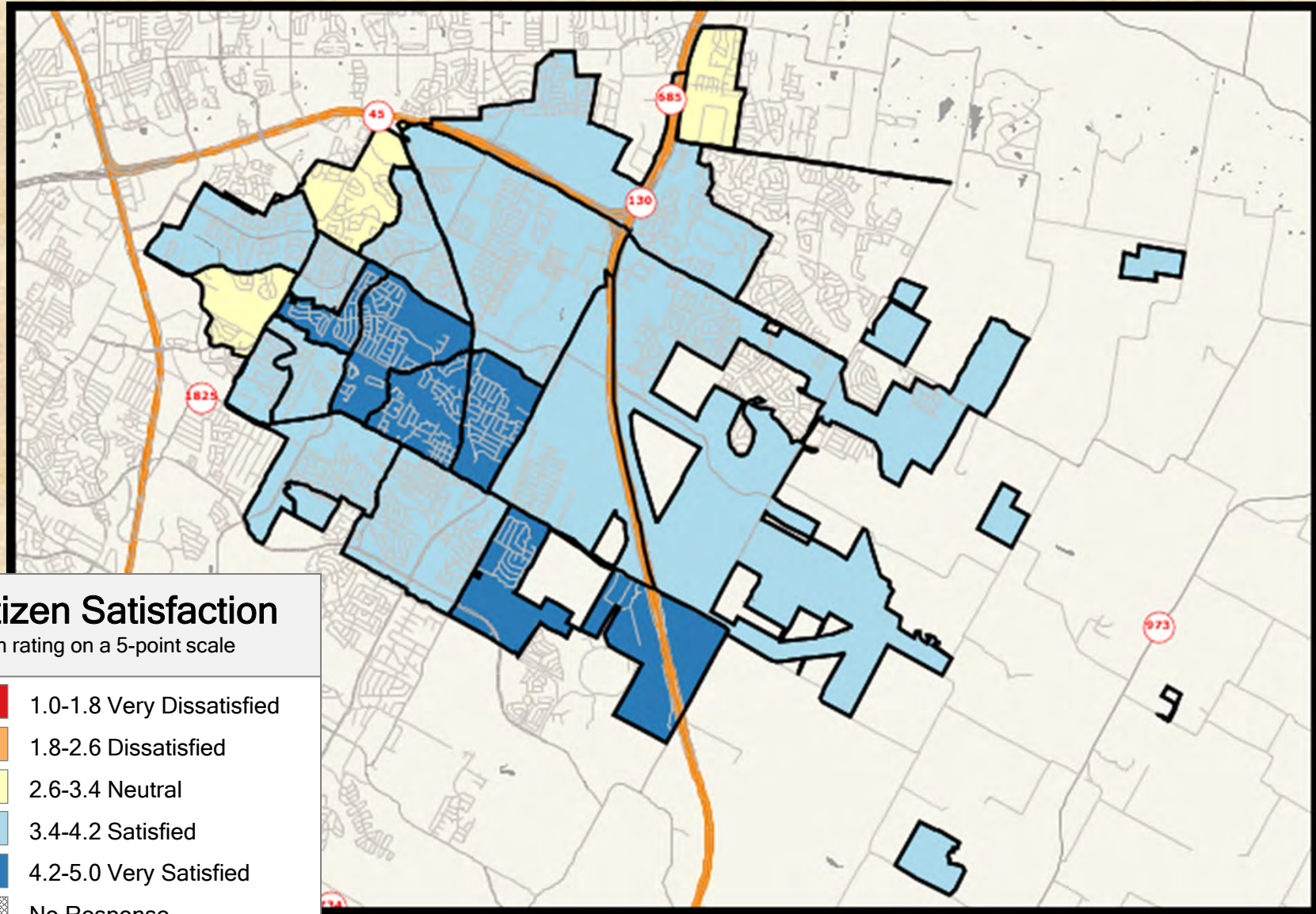


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-04 Satisfaction with proximity of parks to neighborhood



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

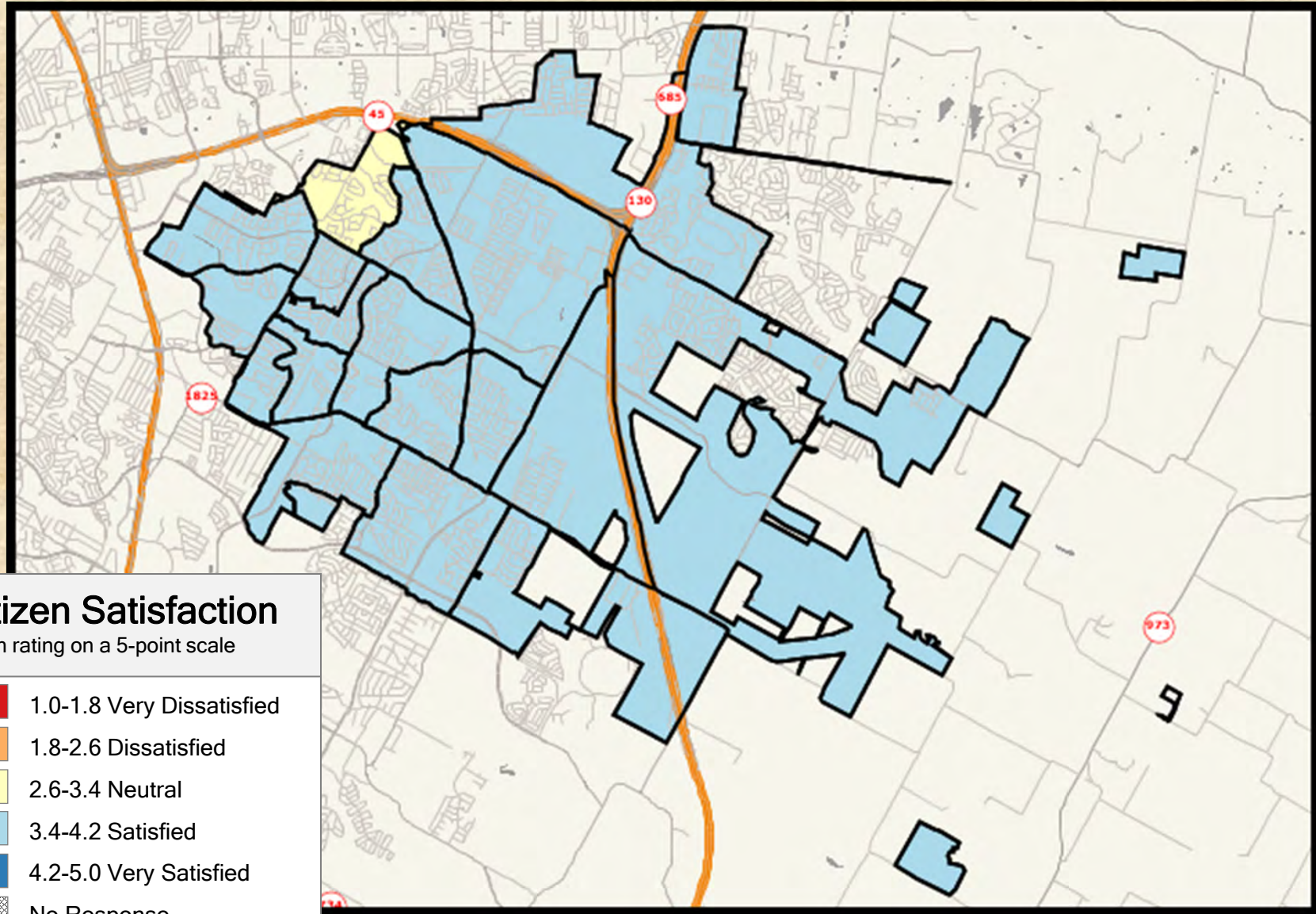


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-05 Satisfaction with maintenance and appearance of Pflugerville Recreation Center

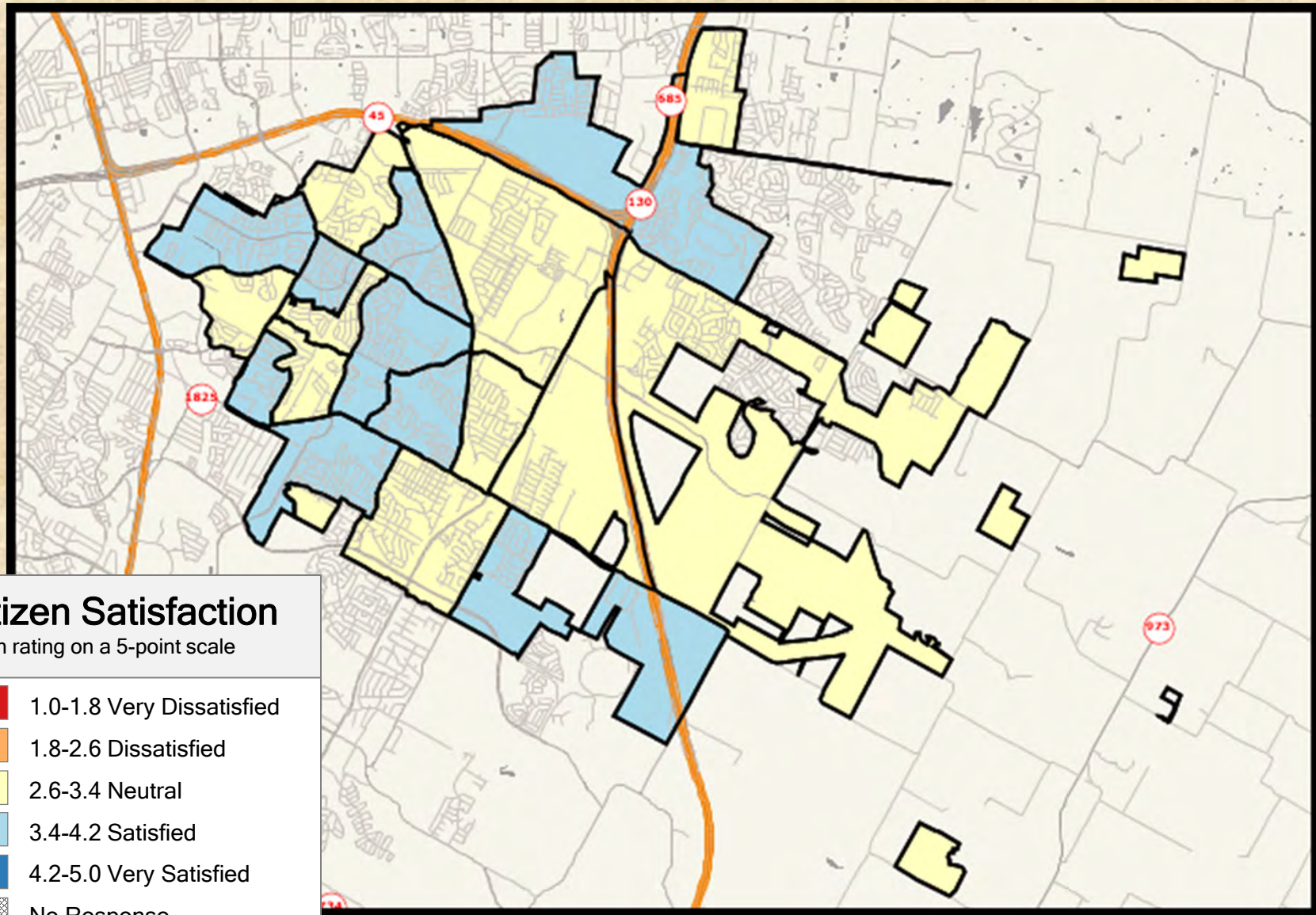


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-06 Satisfaction with the quality of classes and virtual programs offered



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

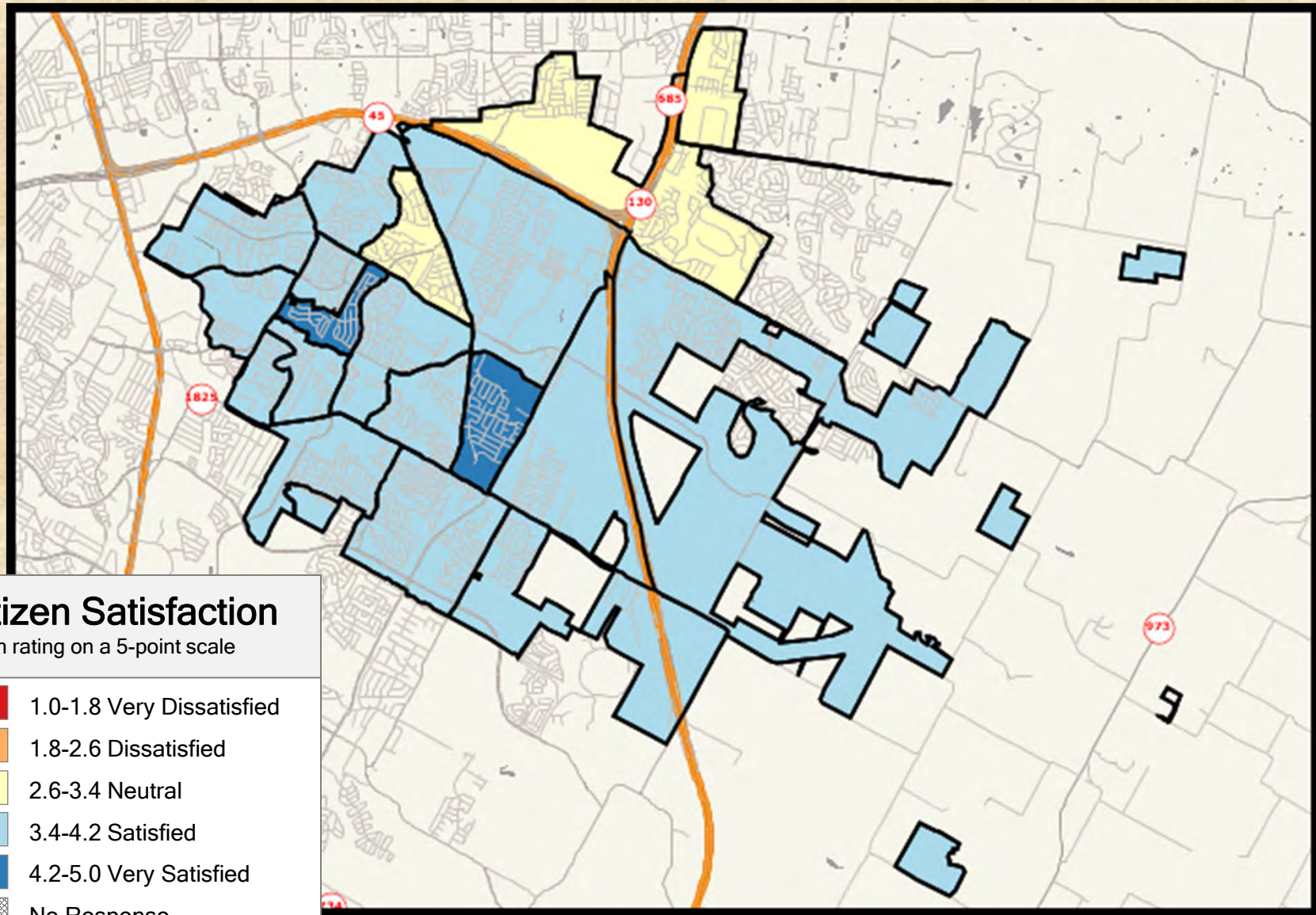


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-07 Satisfaction with the number of walking/biking trails



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

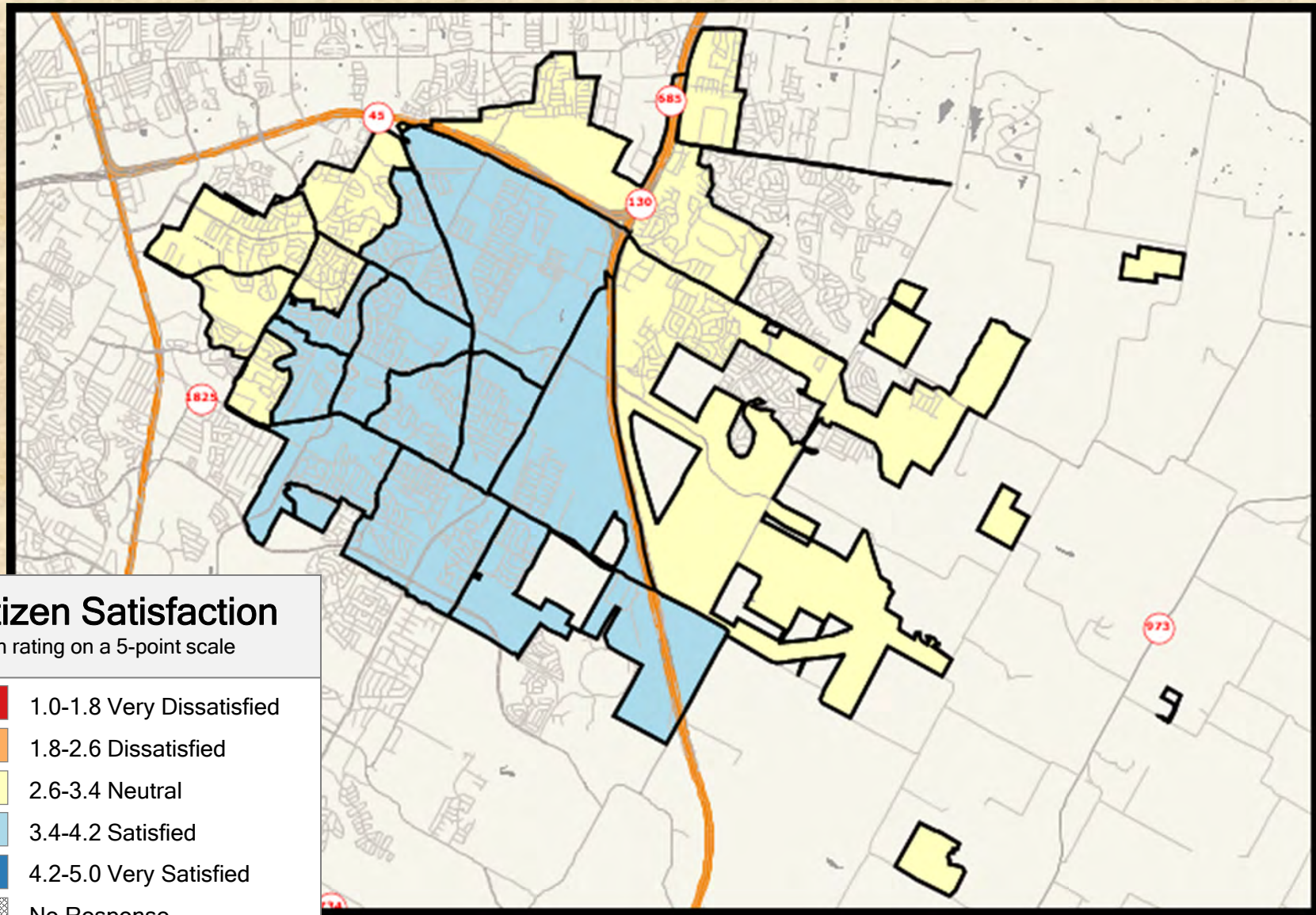


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-08 Satisfaction with the quality of outdoor swimming pools



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

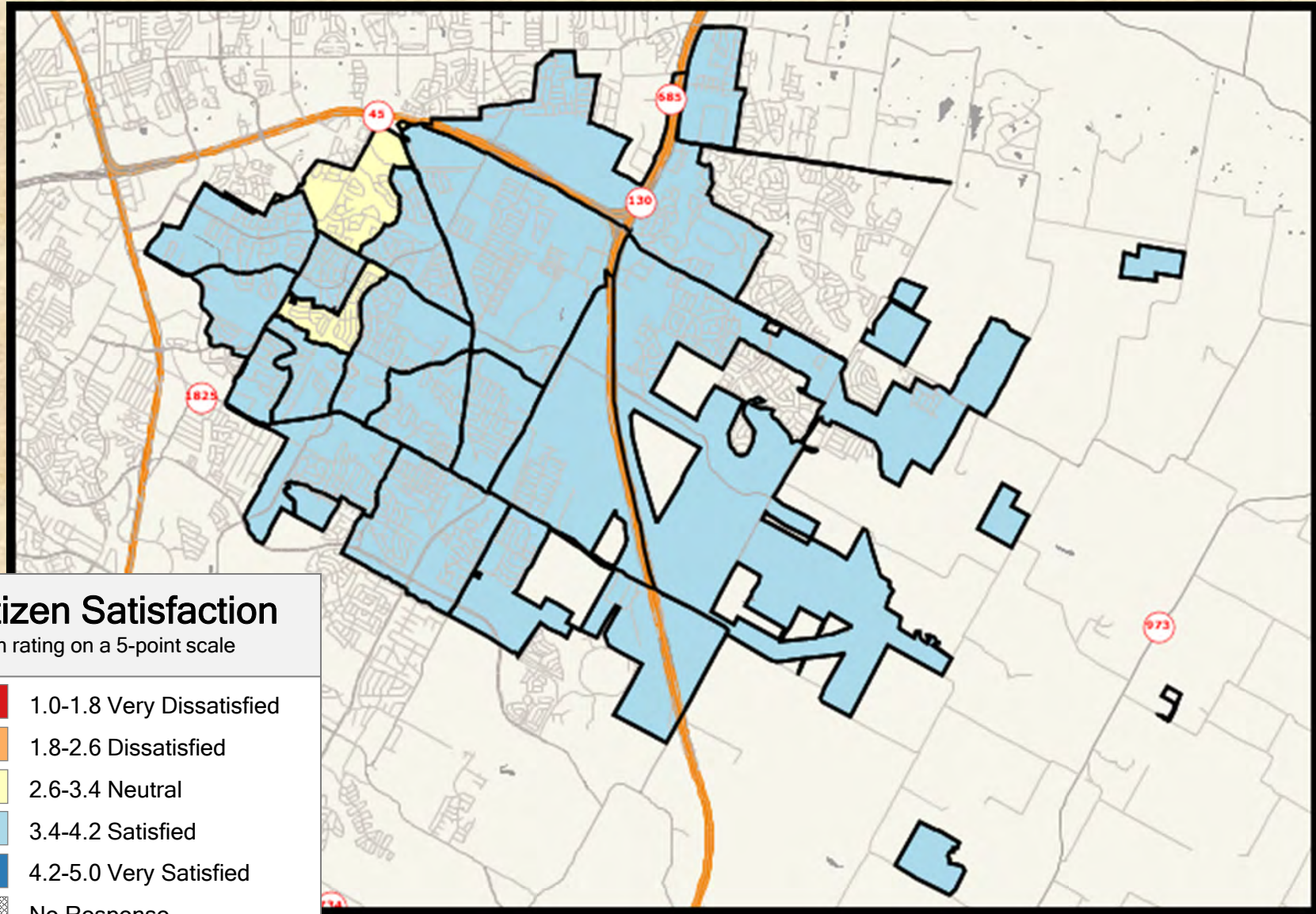


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-09 Satisfaction with the quality of outdoor athletic fields



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

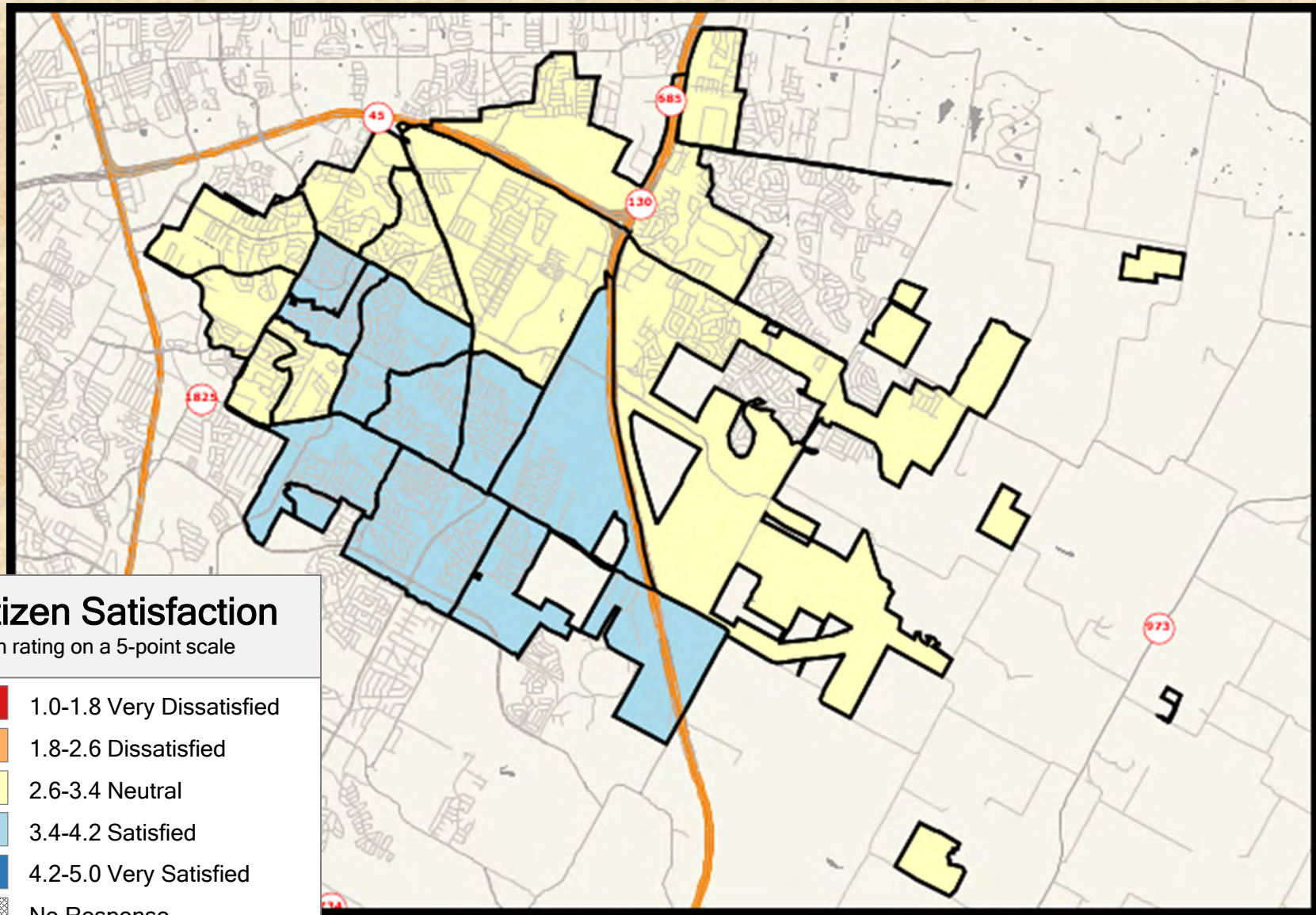


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-10 Satisfaction with athletic programs in the area



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

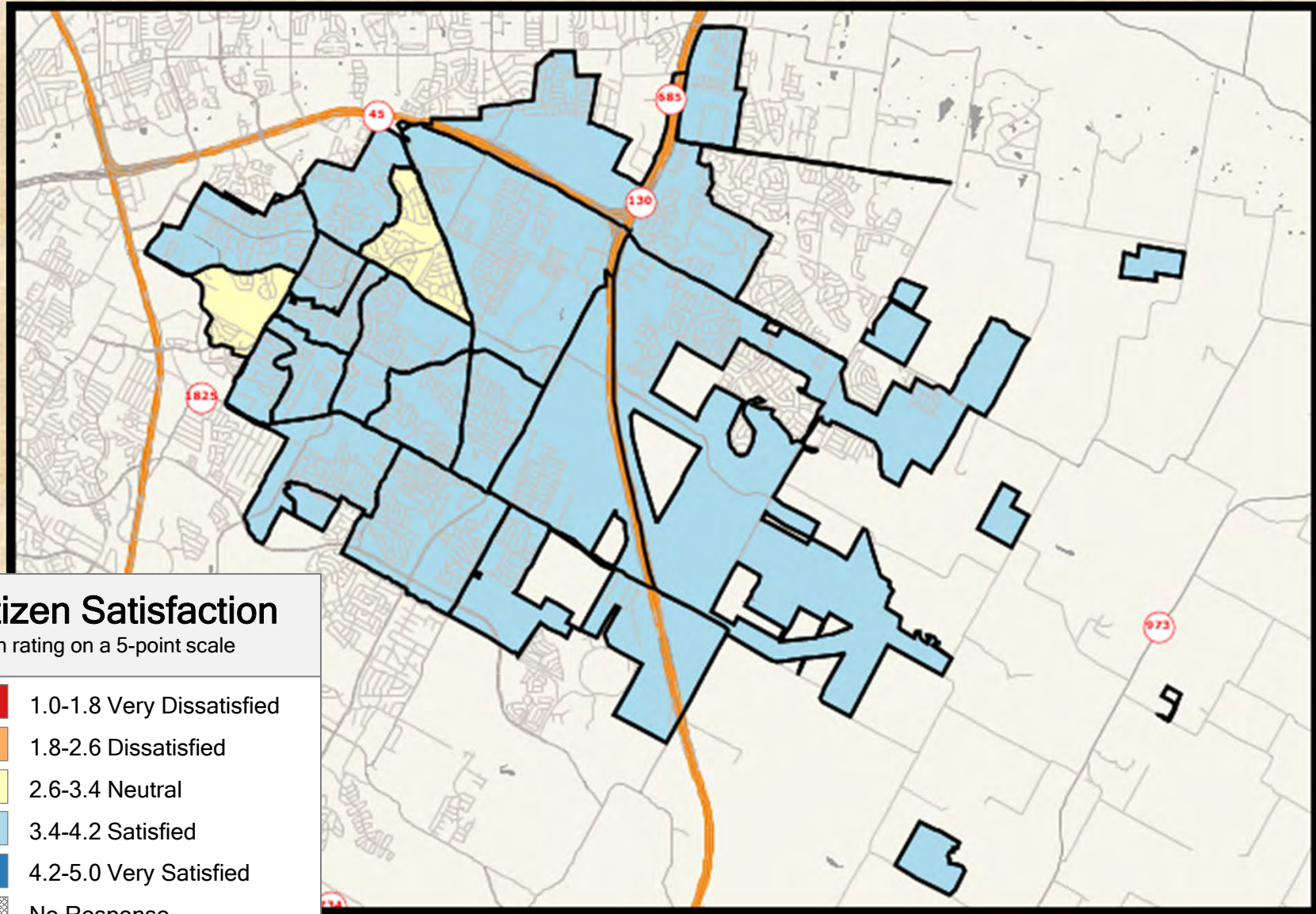


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-11 Satisfaction with Lake Pflugerville (park, trails, amenities)



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

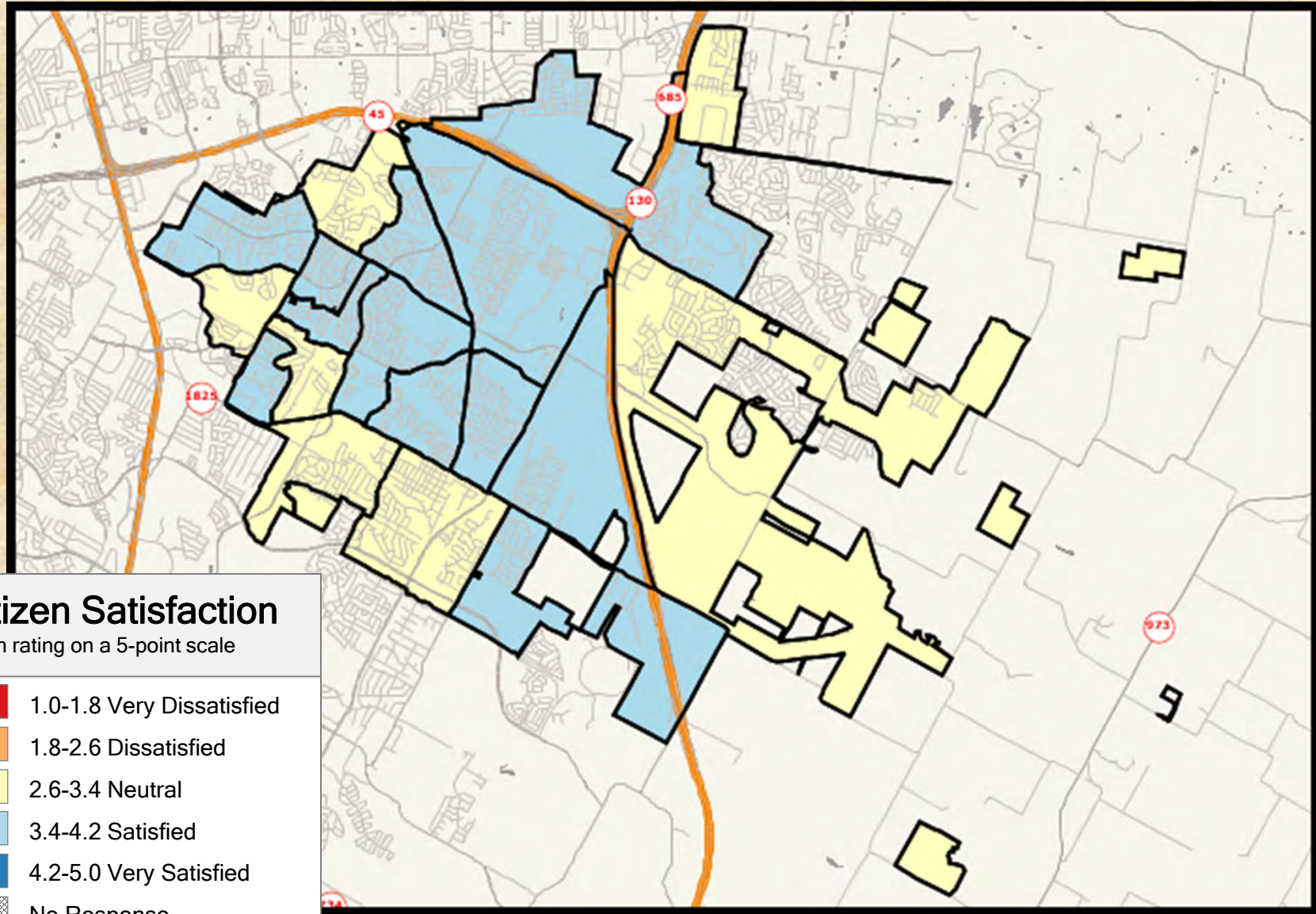


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q14-12 Ease of registering for city programs



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

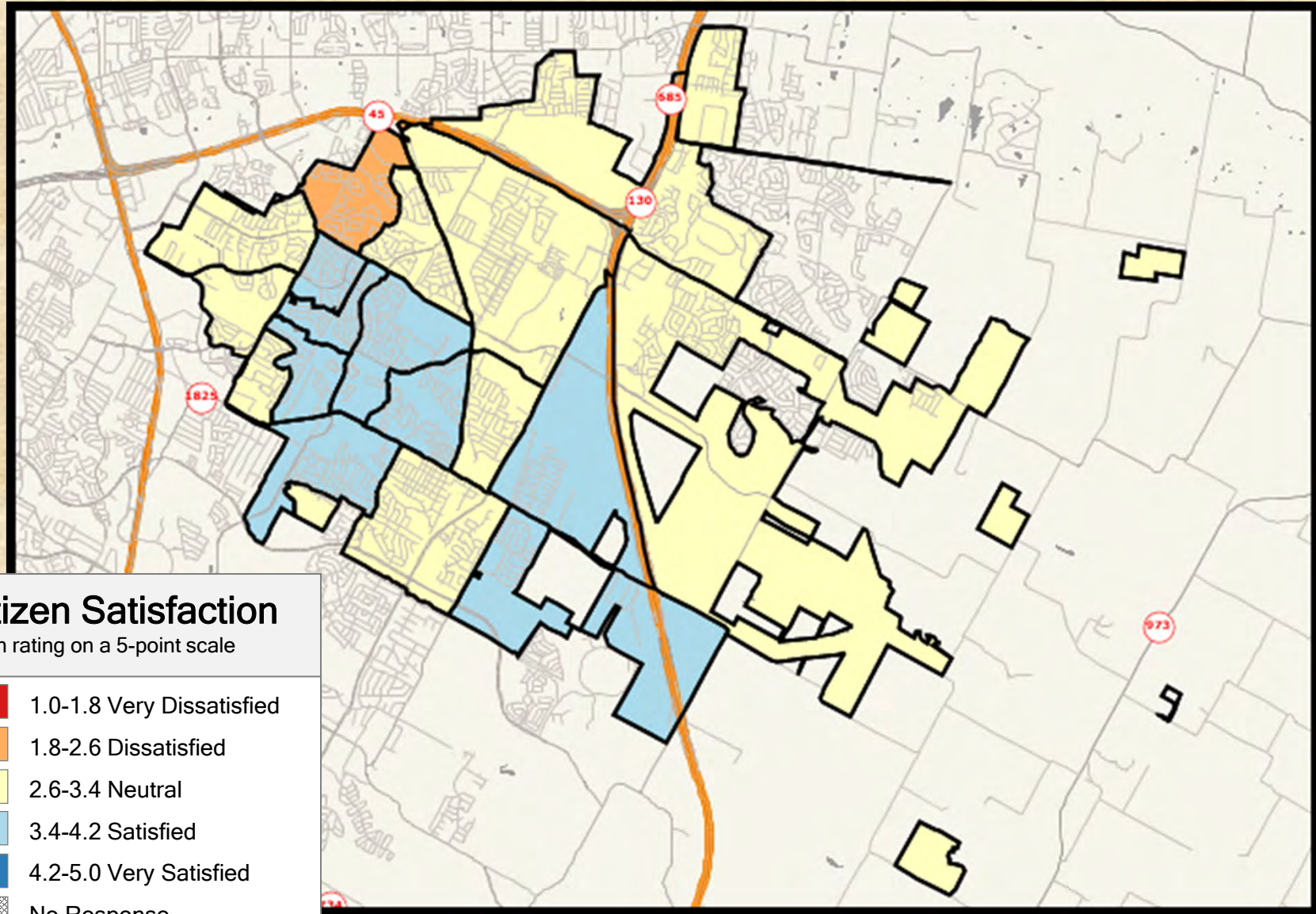


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q14-13 Satisfaction with senior citizen programs



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

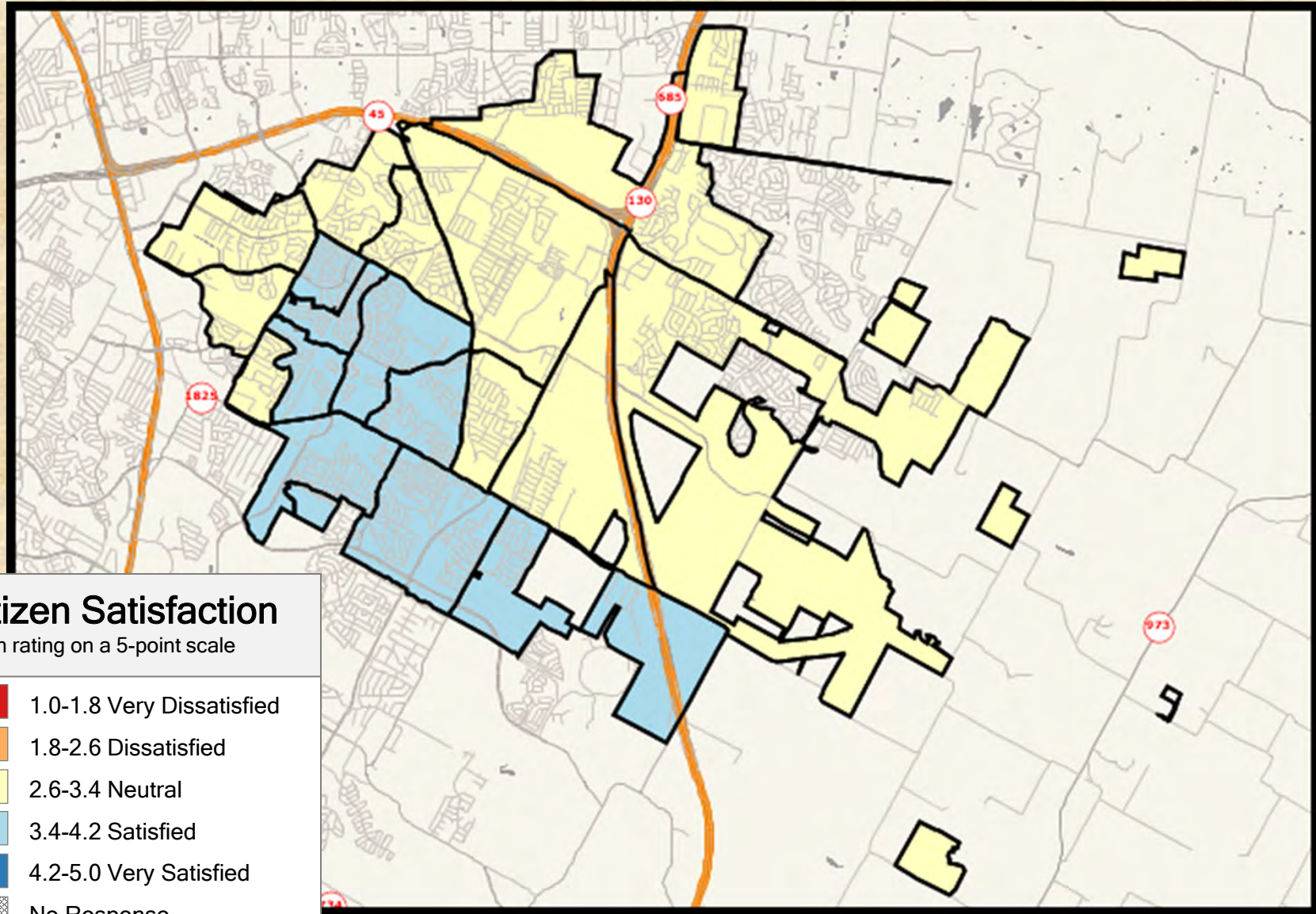


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q14-14 Satisfaction with the variety of special events and festivals



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

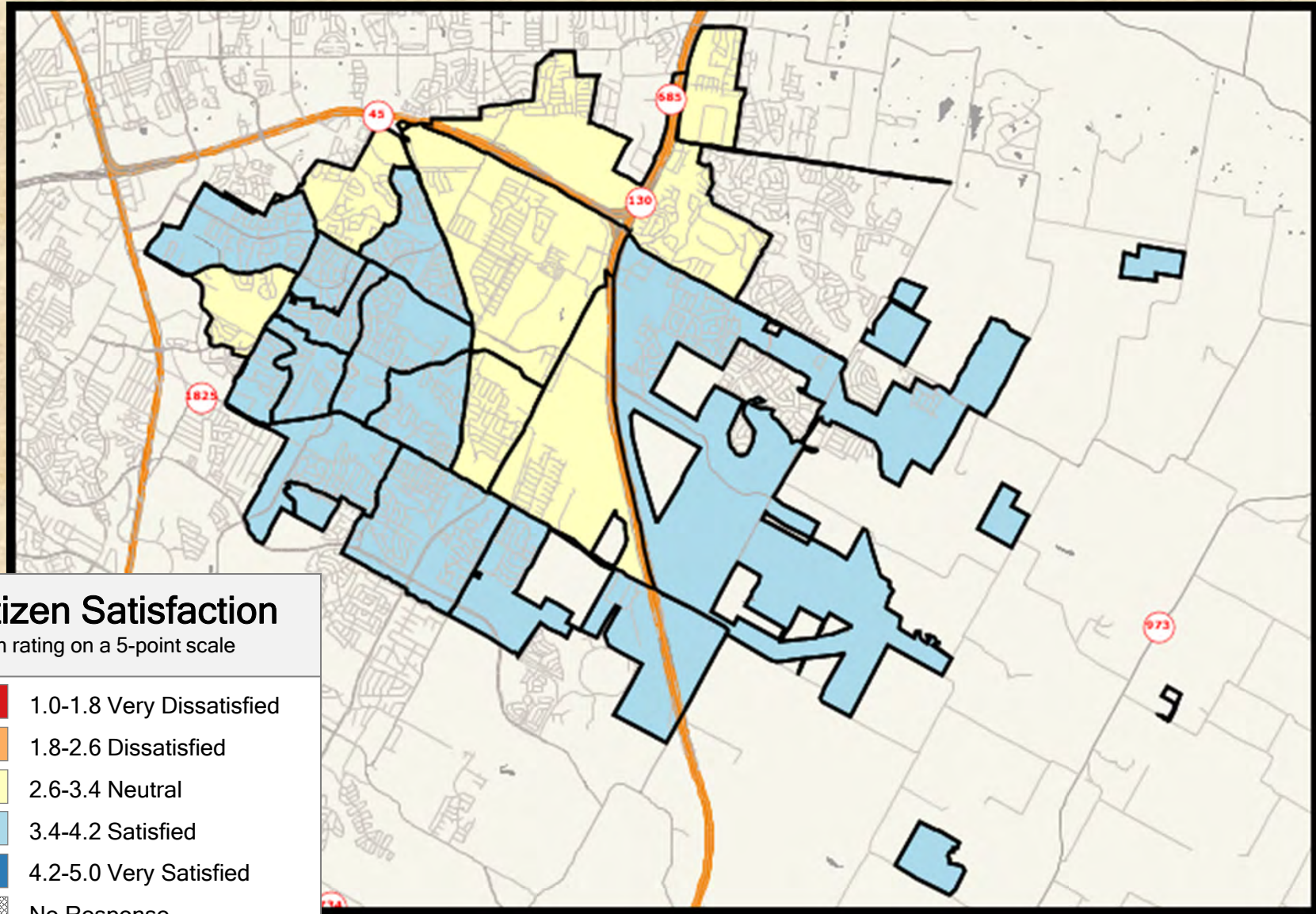


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q16-1 Satisfaction with outdoor city events and festivals



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

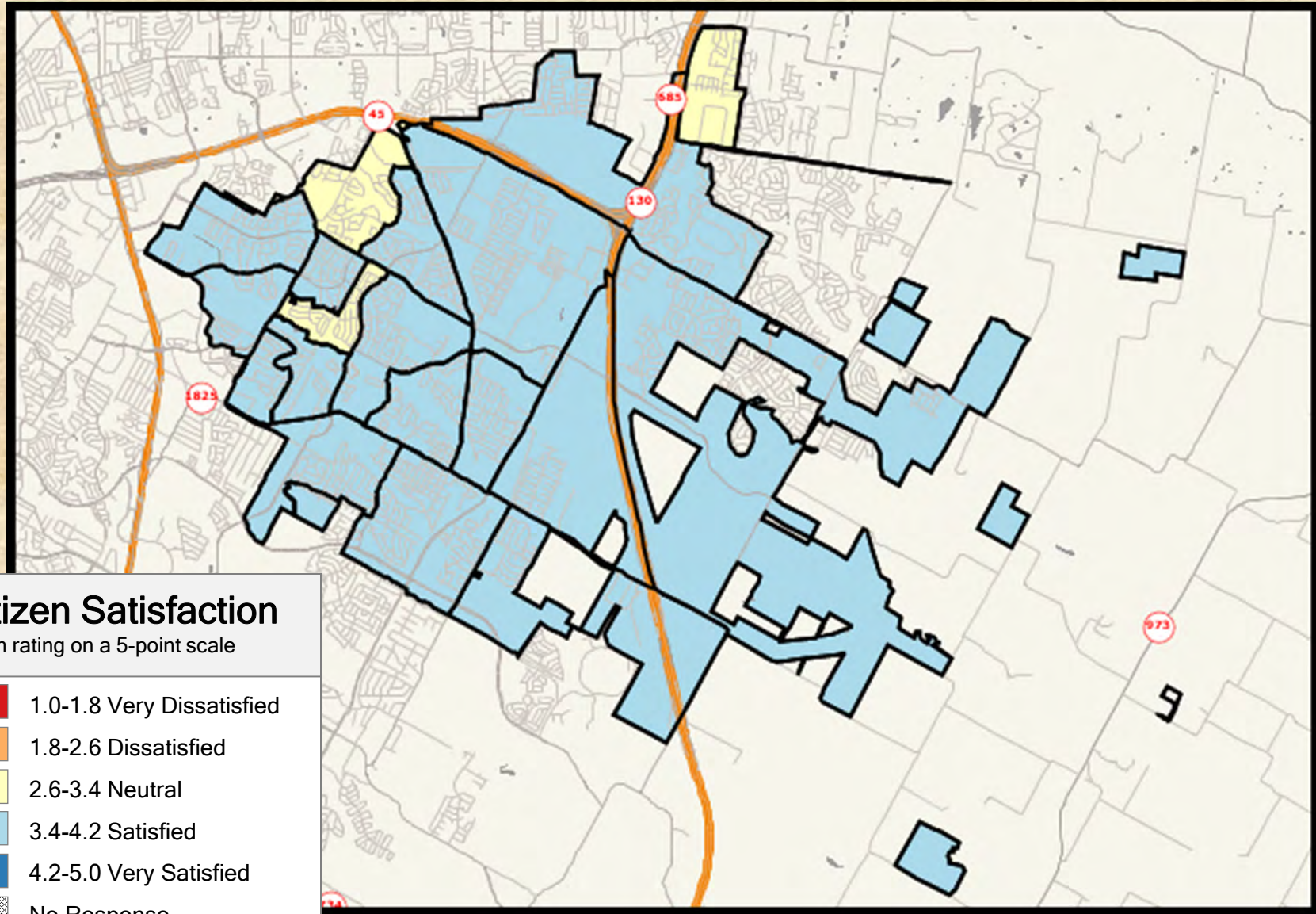


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q16-2 Satisfaction with management of city events



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

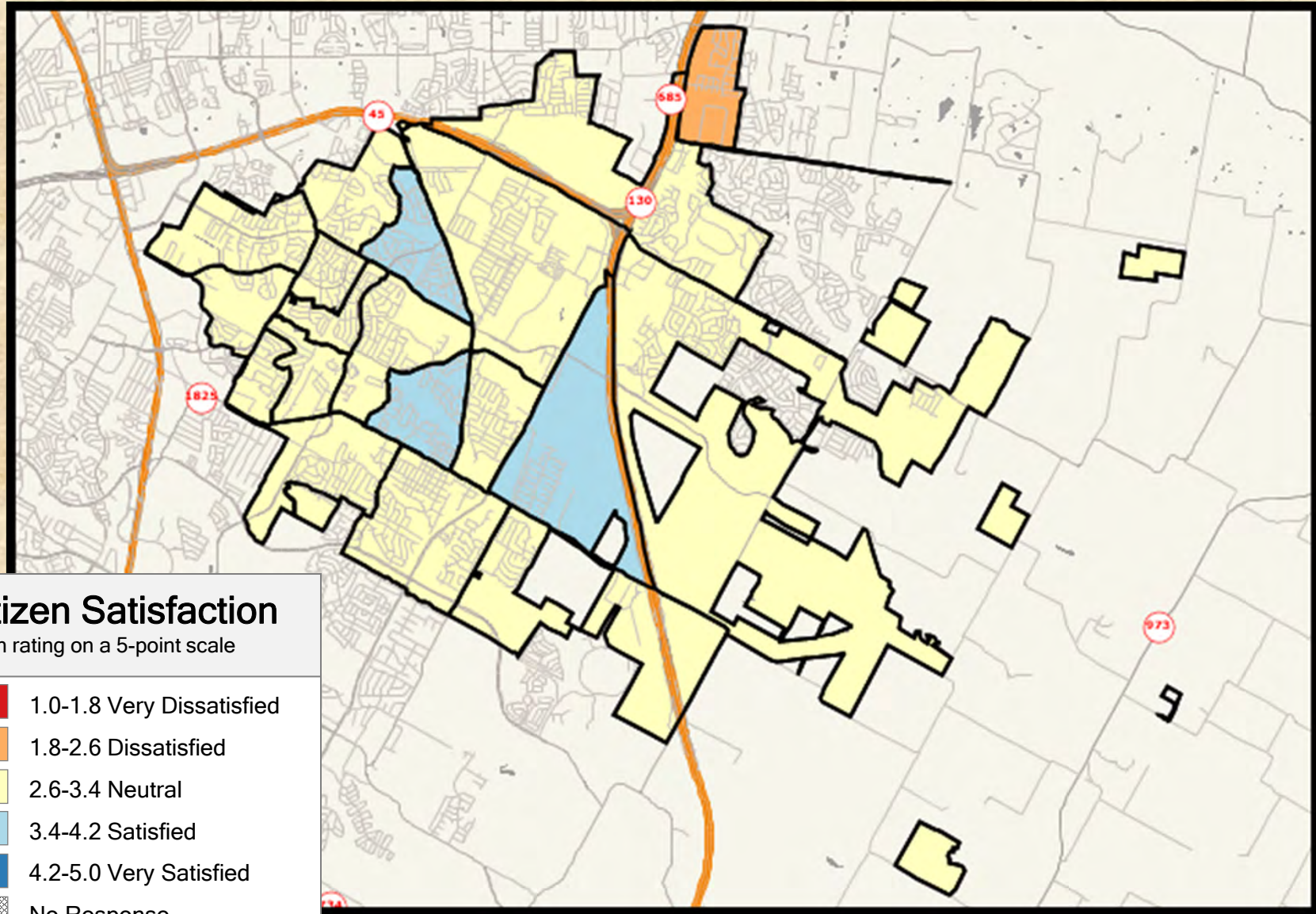


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q16-3 Parking and event accessibility



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

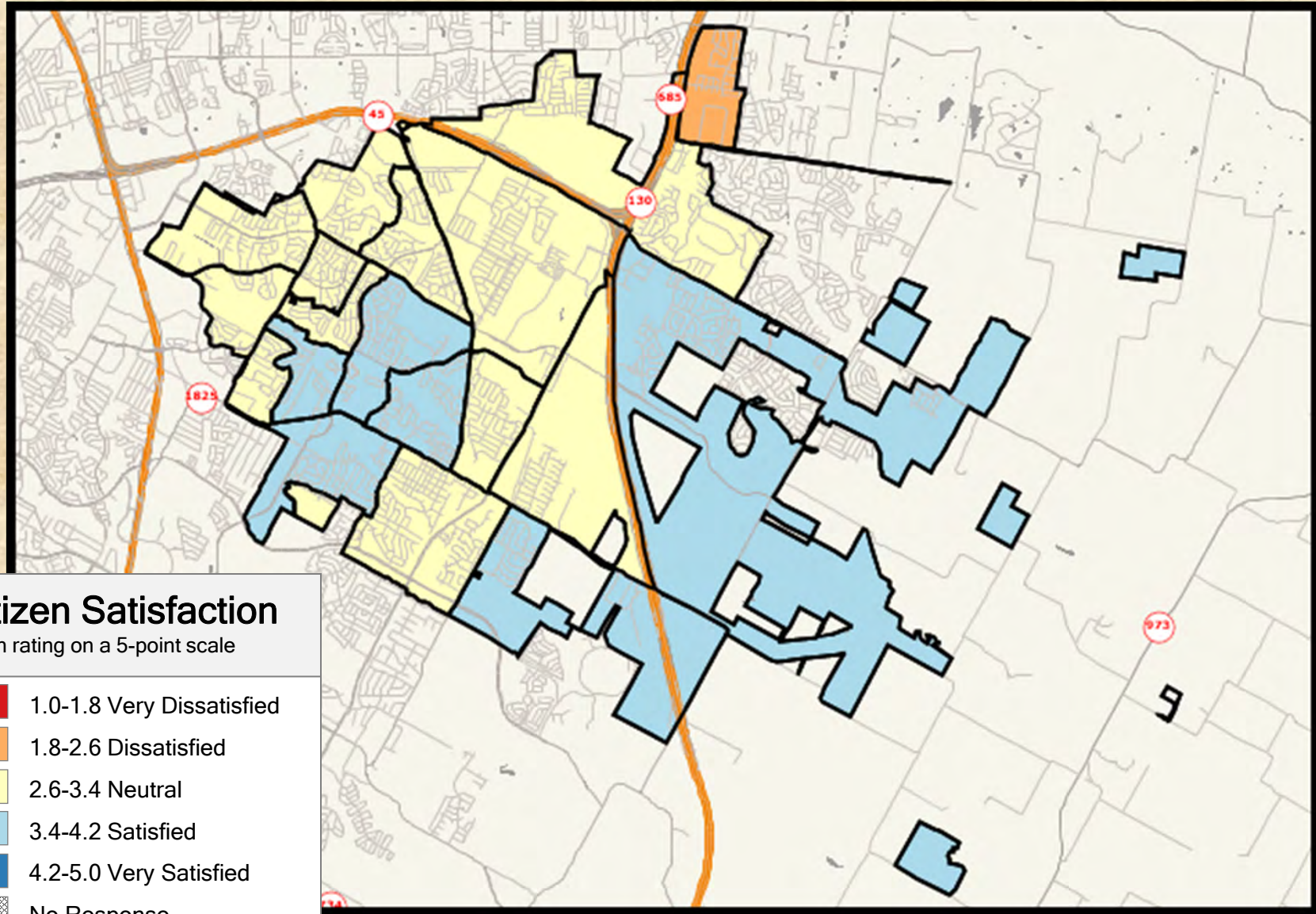


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q16-4 Satisfaction with diversity of event offerings by the city



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

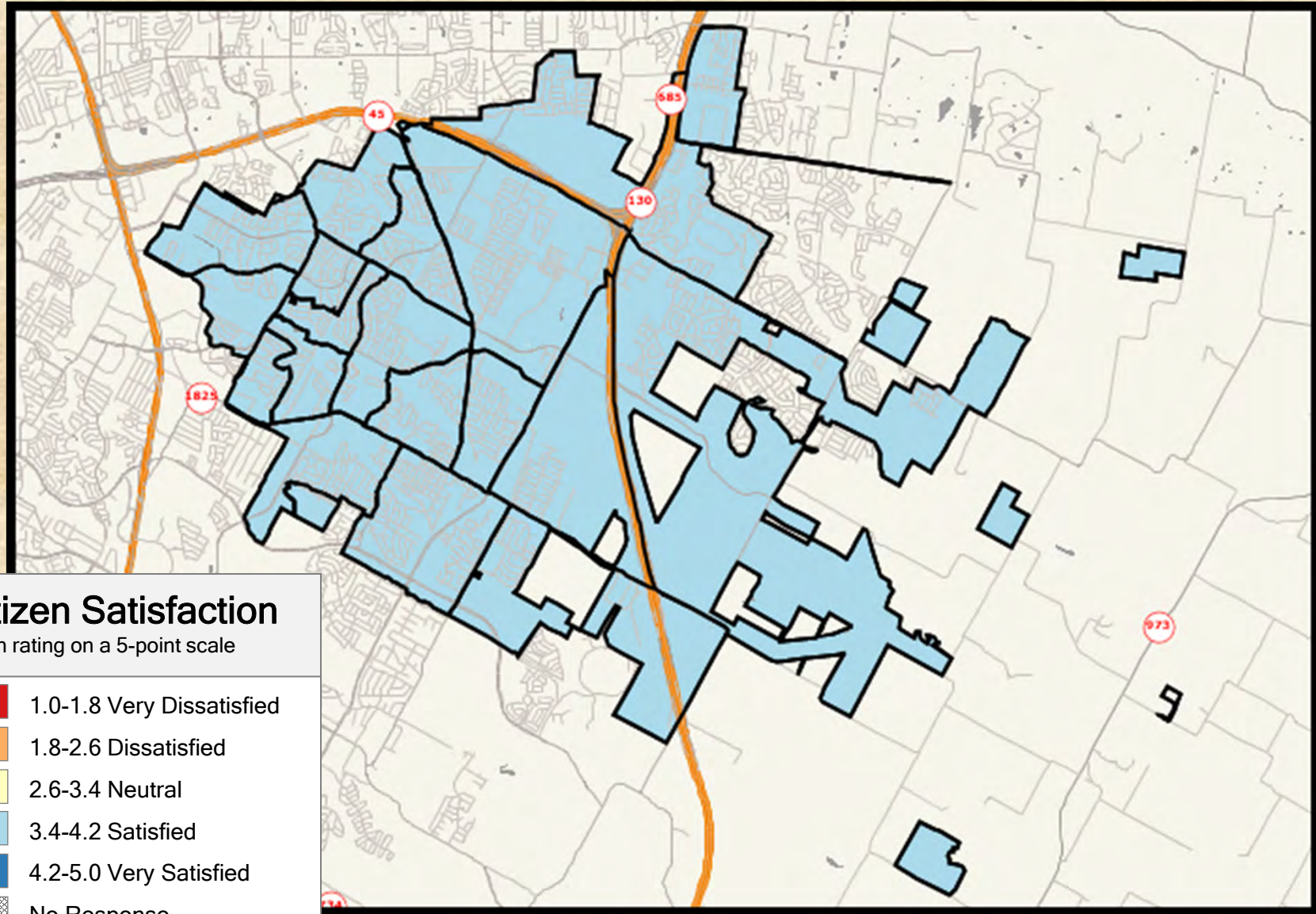


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q17-01 Satisfaction with library hours of operation

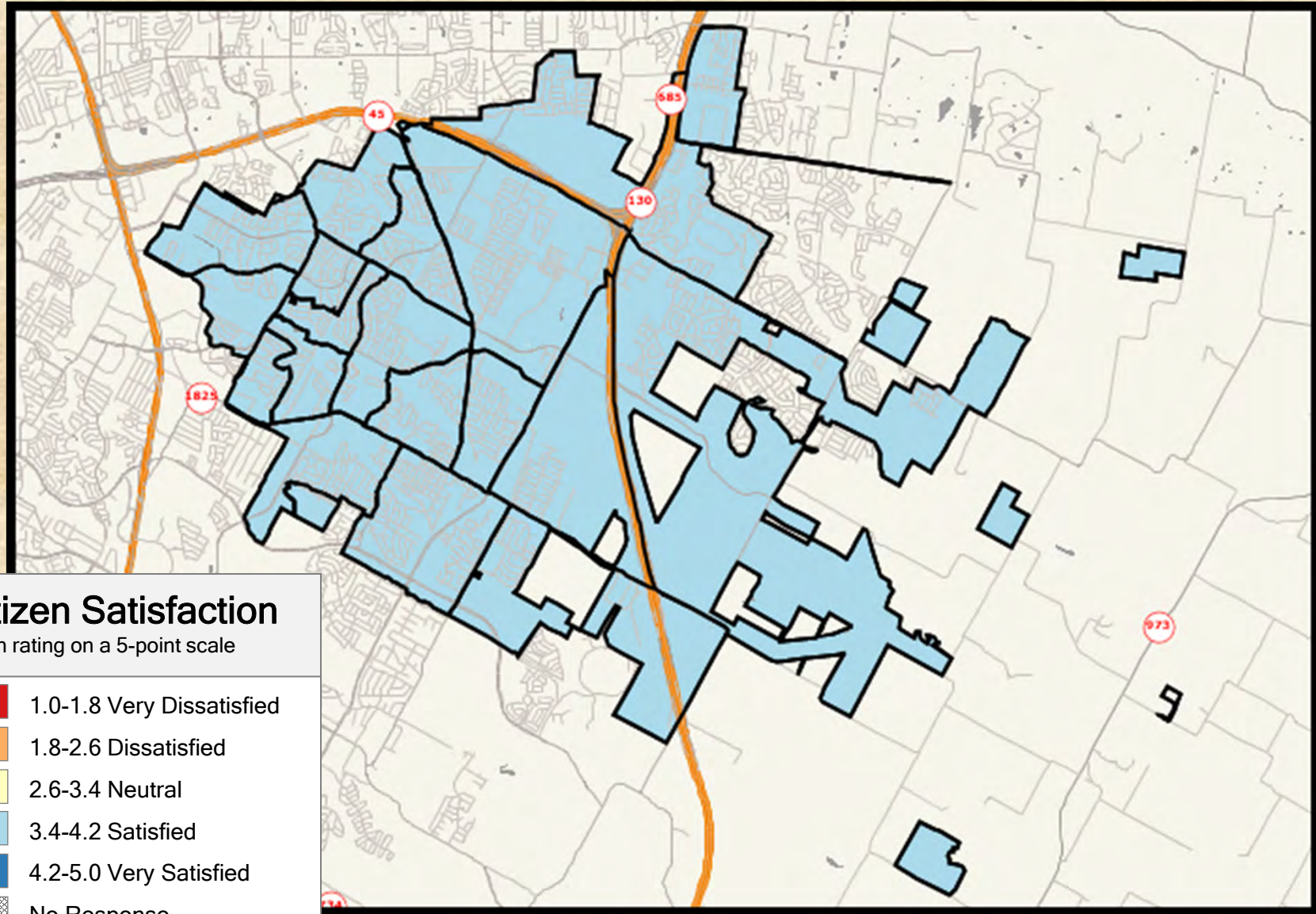


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-02 Satisfaction with adult collection and materials



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

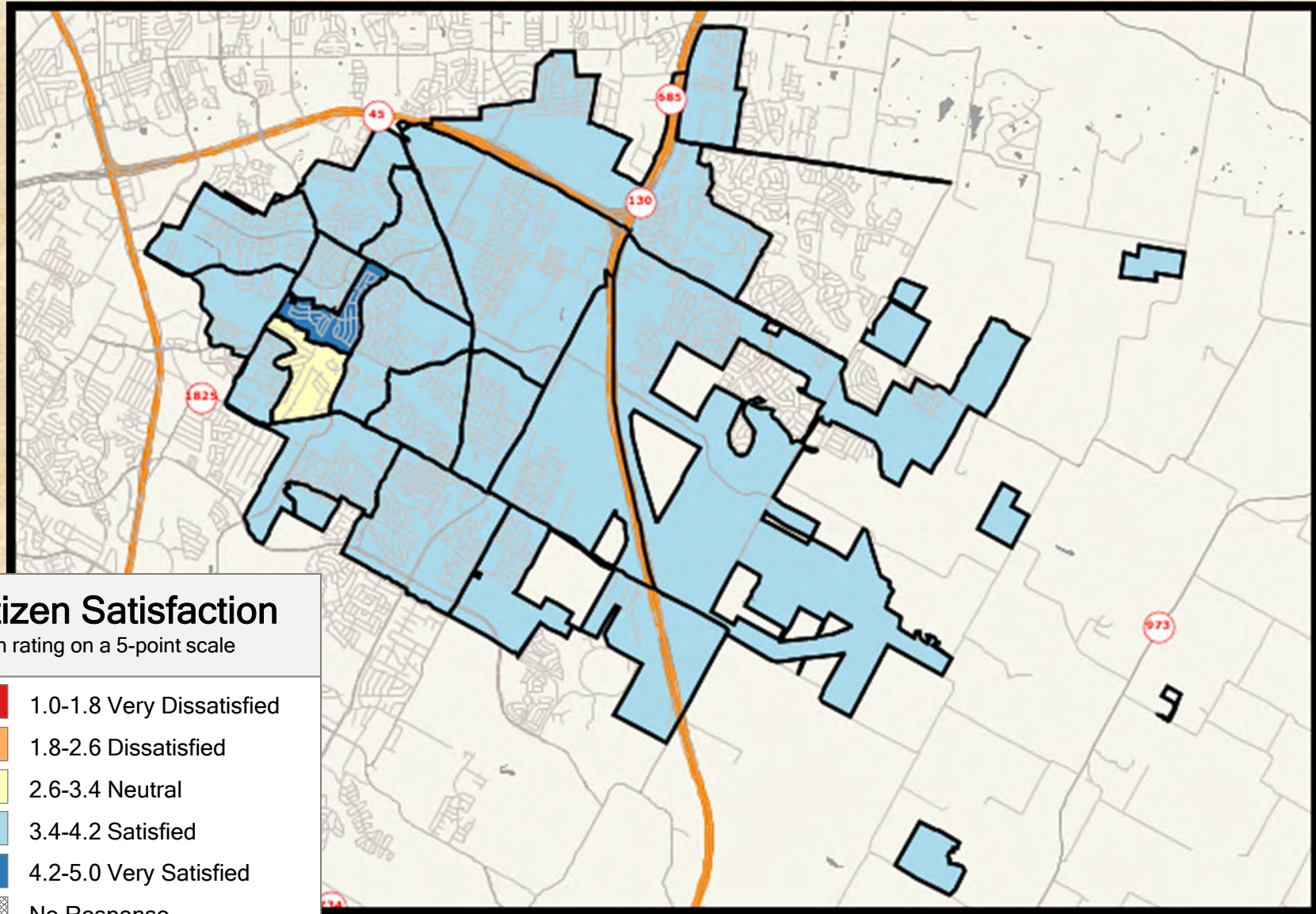


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-03 Satisfaction with teen collection and materials



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

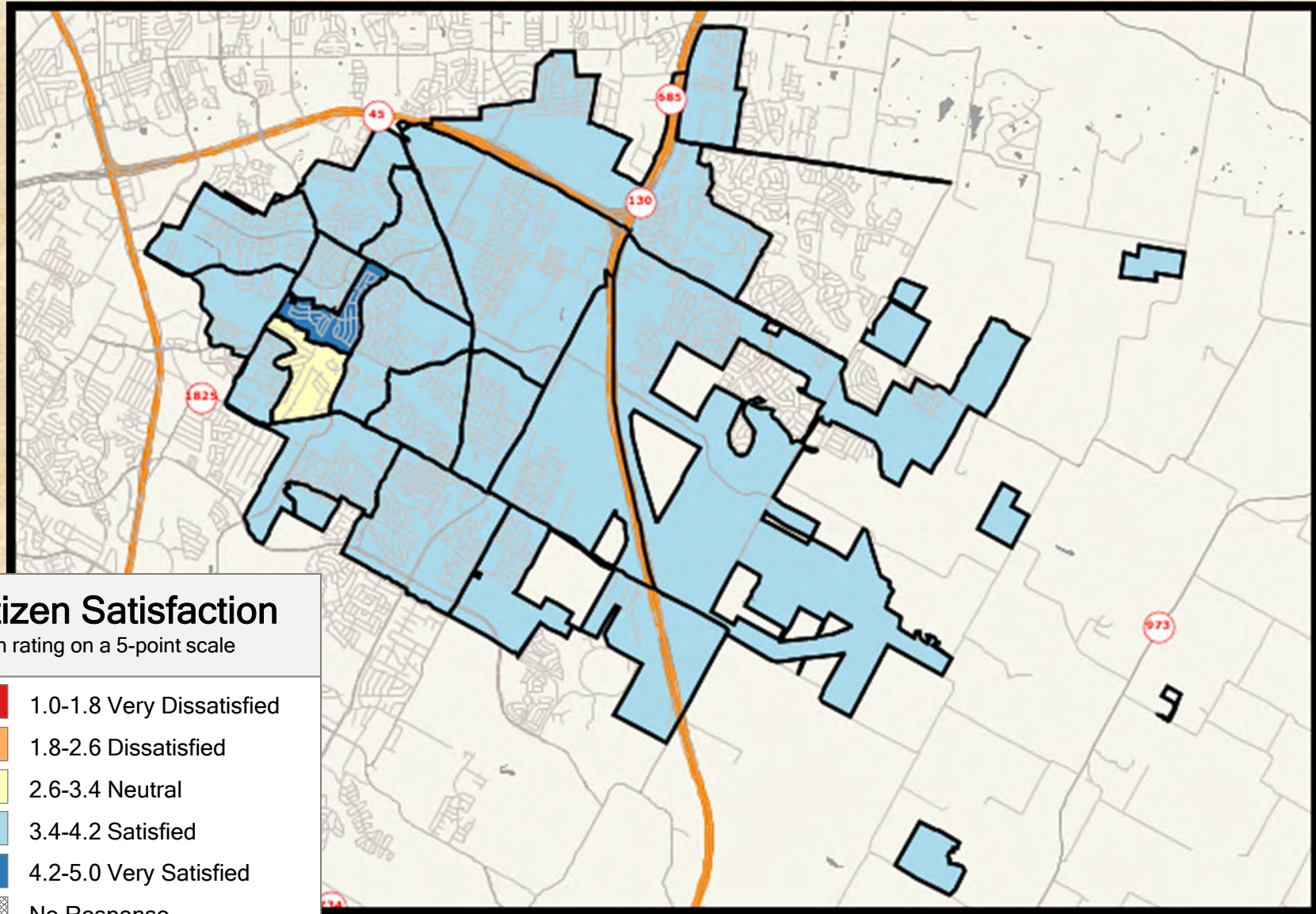


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-04 Satisfaction with children collection and materials



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

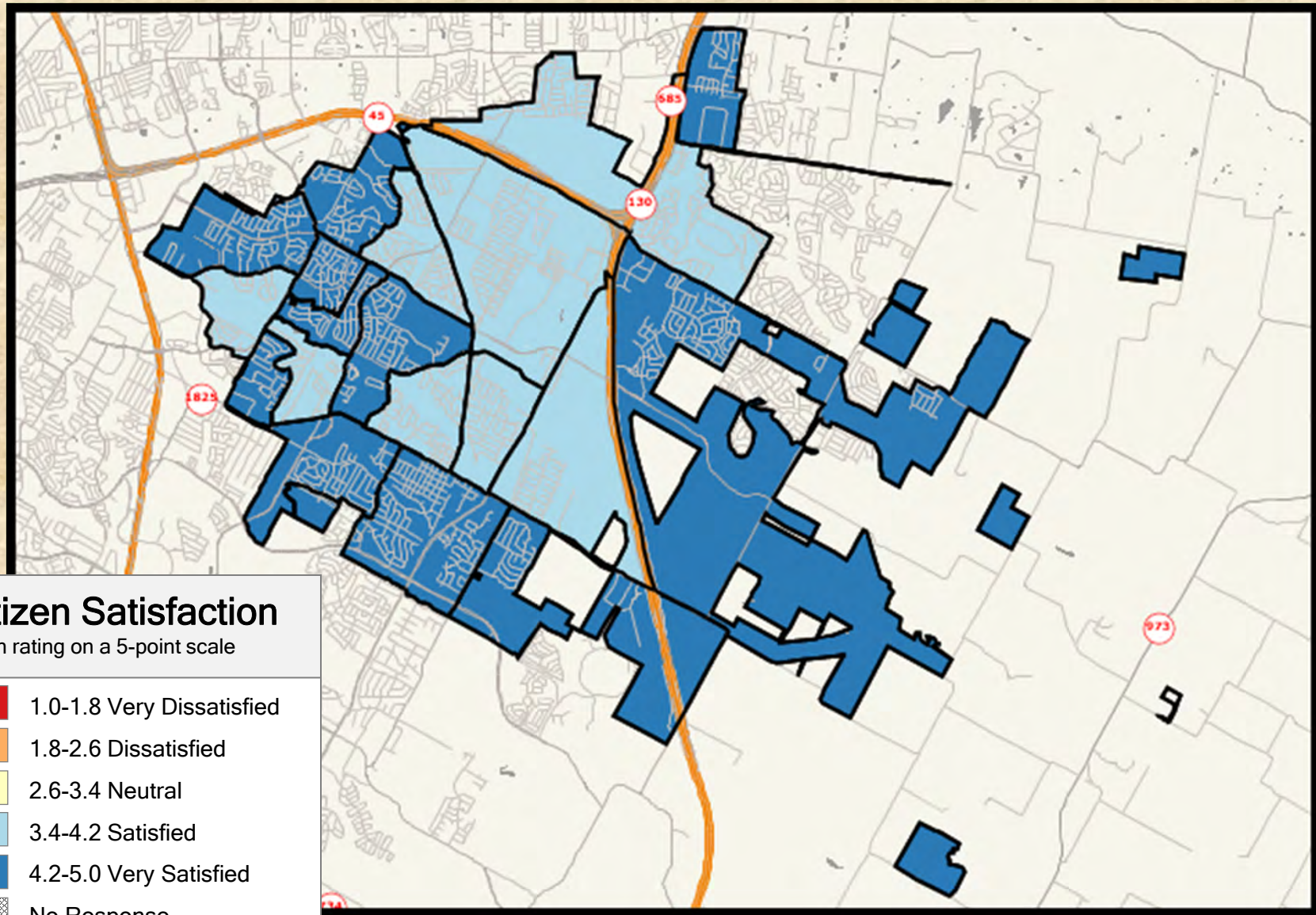


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-05 Satisfaction with maintenance and appearance of the Pflugerville Library



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

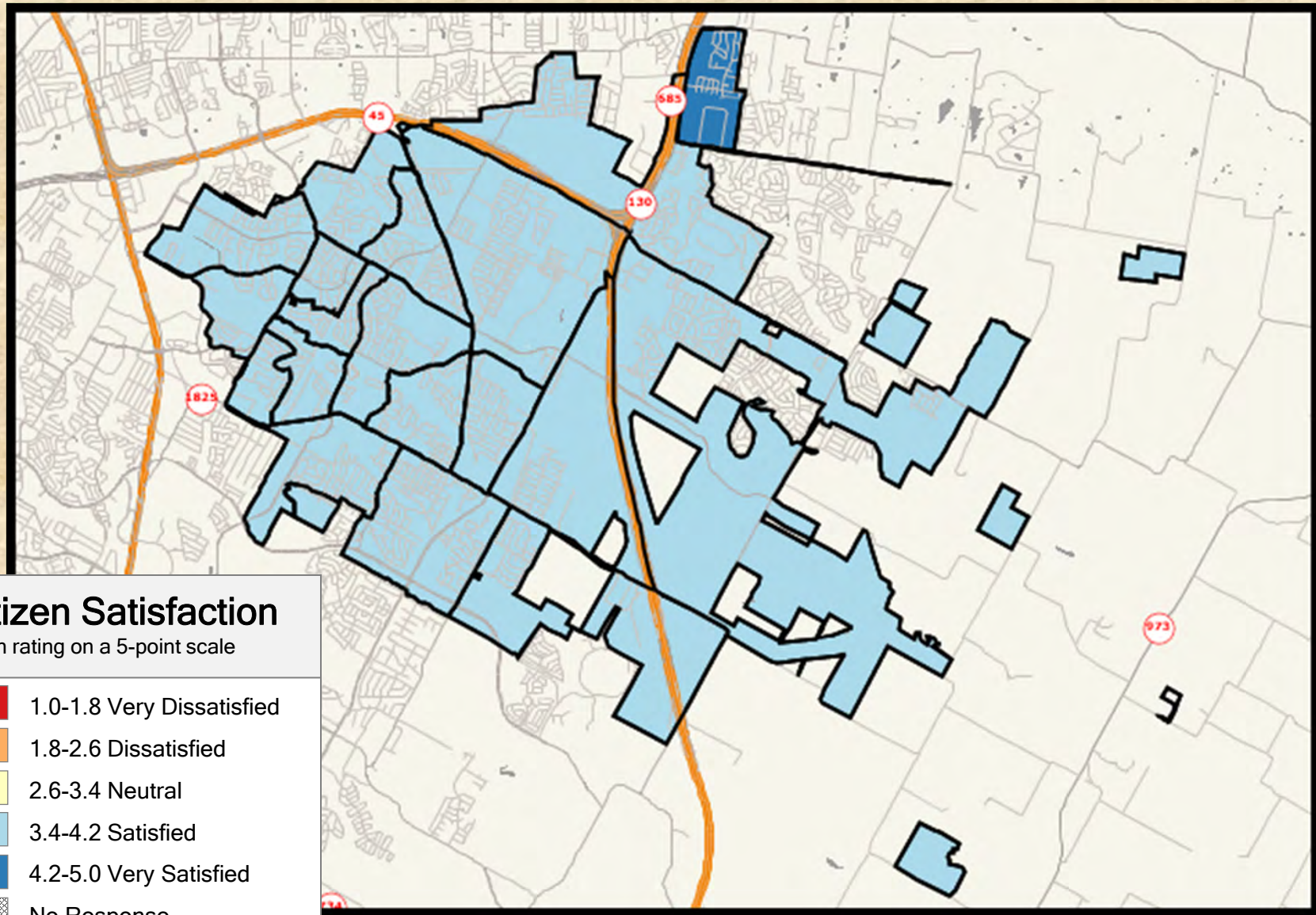


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-06 Satisfaction with the quality of the library digital and online resources



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

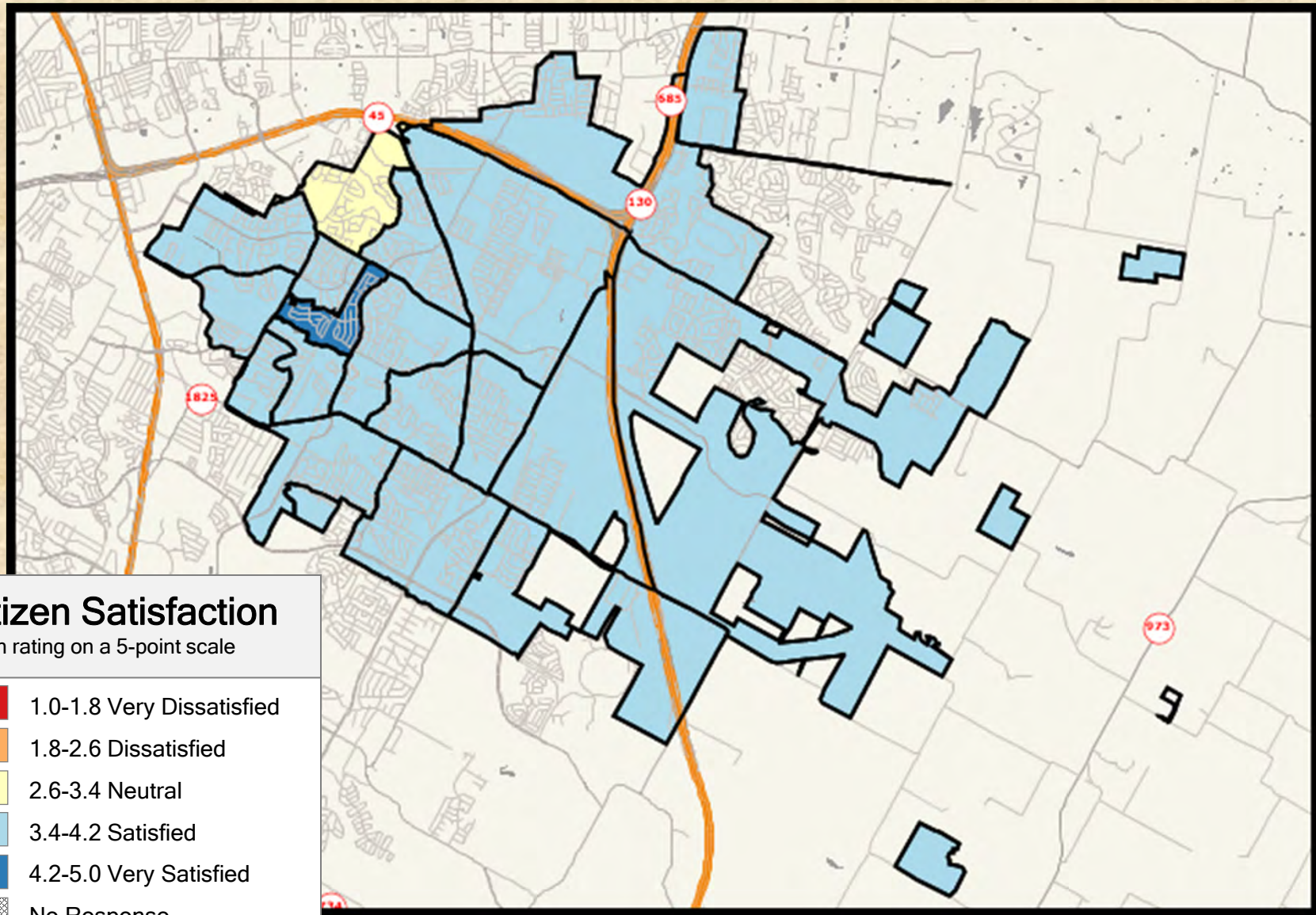


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-07 Satisfaction with library programs for adults



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

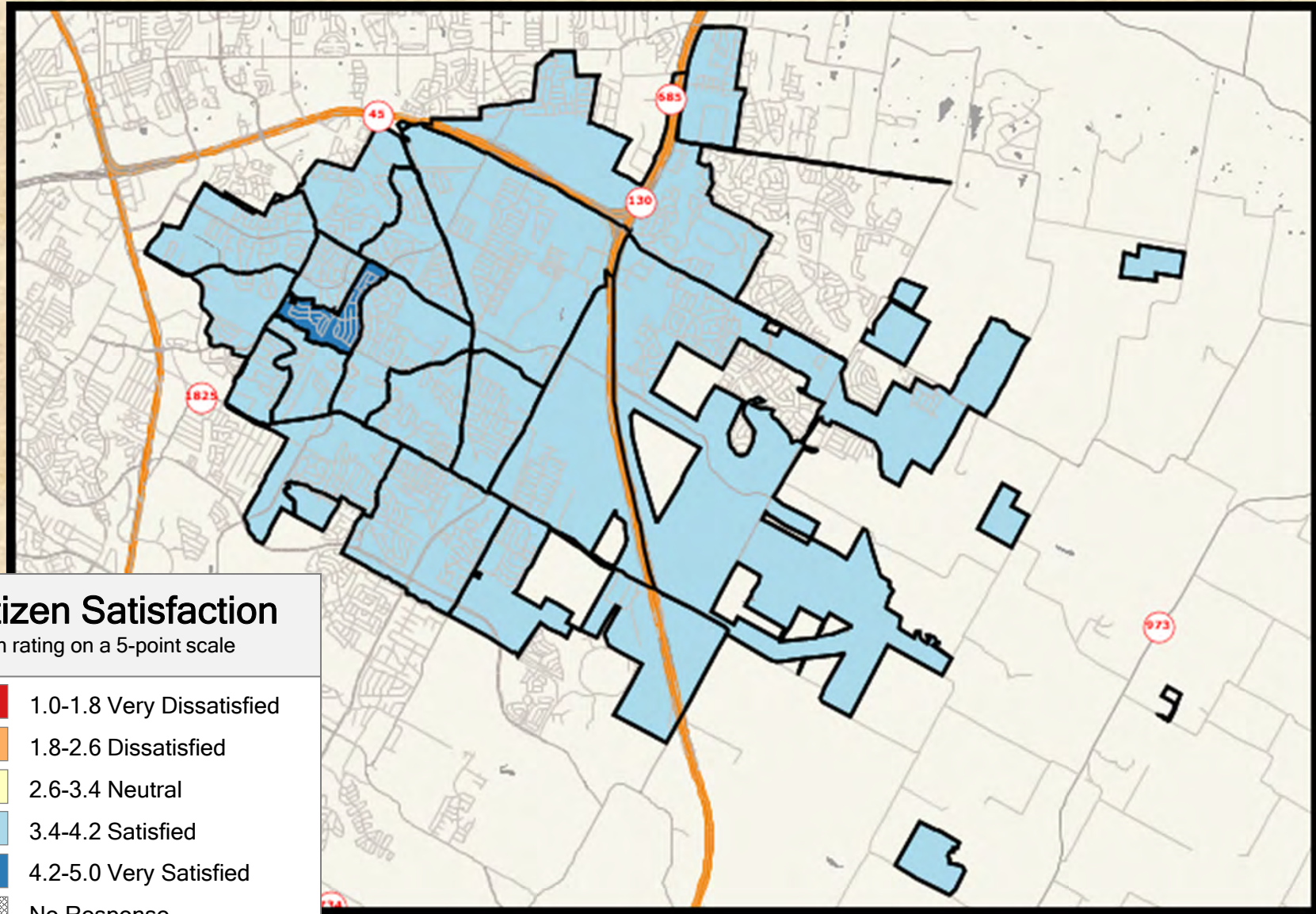


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-08 Satisfaction with library programs for youth



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

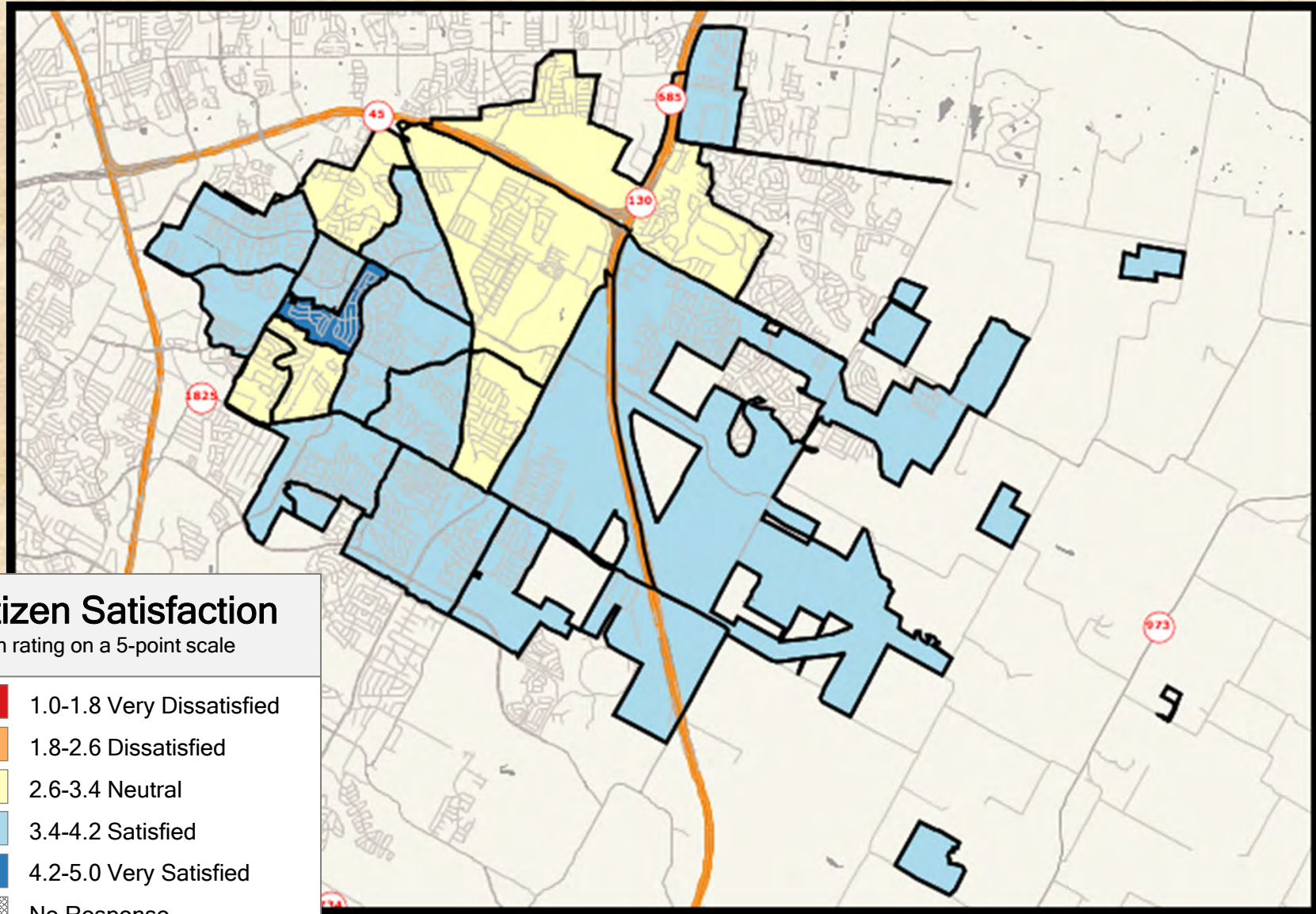


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-09 Satisfaction with senior citizen programs



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

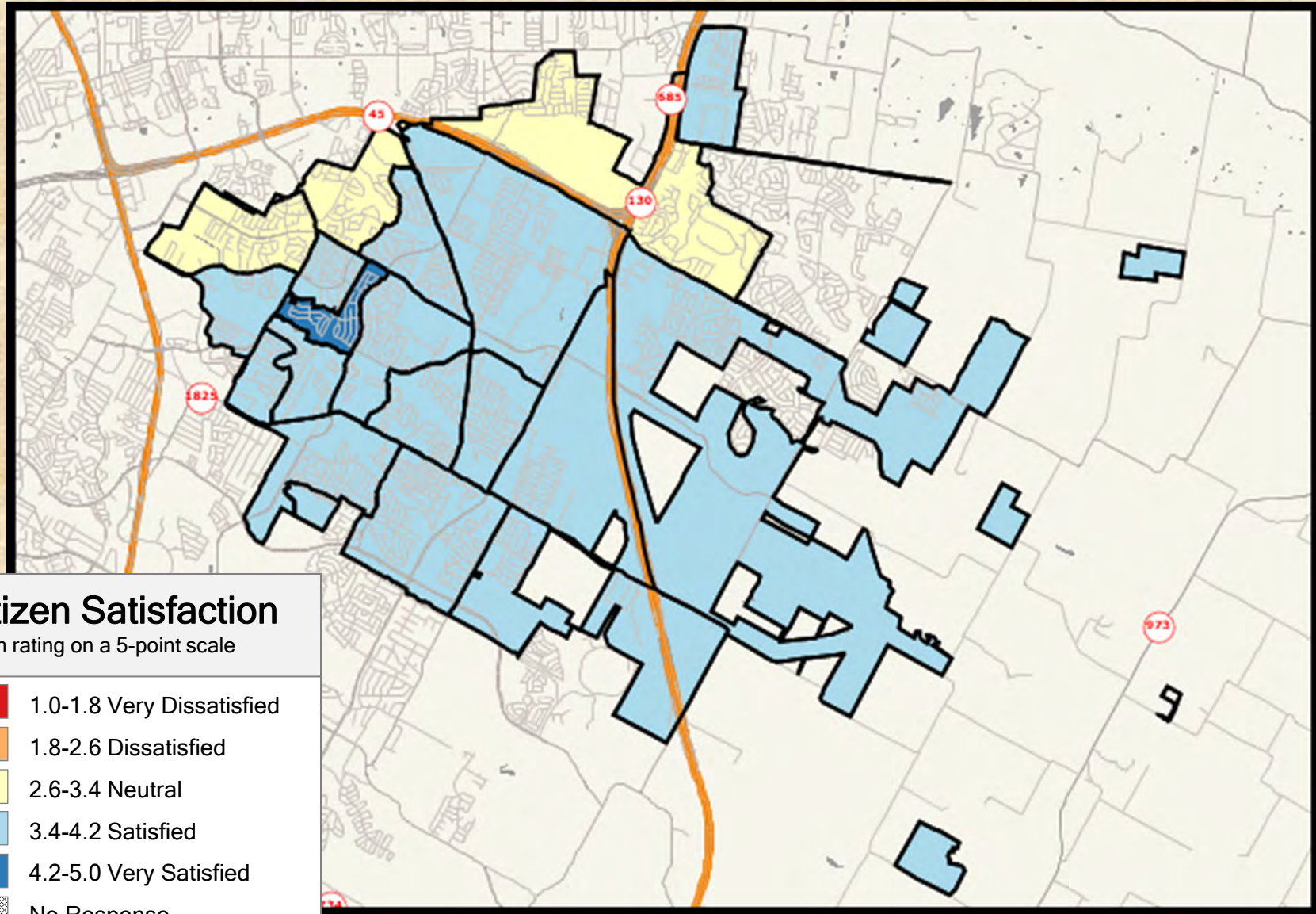


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-10 Satisfaction with the quality of special events and virtual programs



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

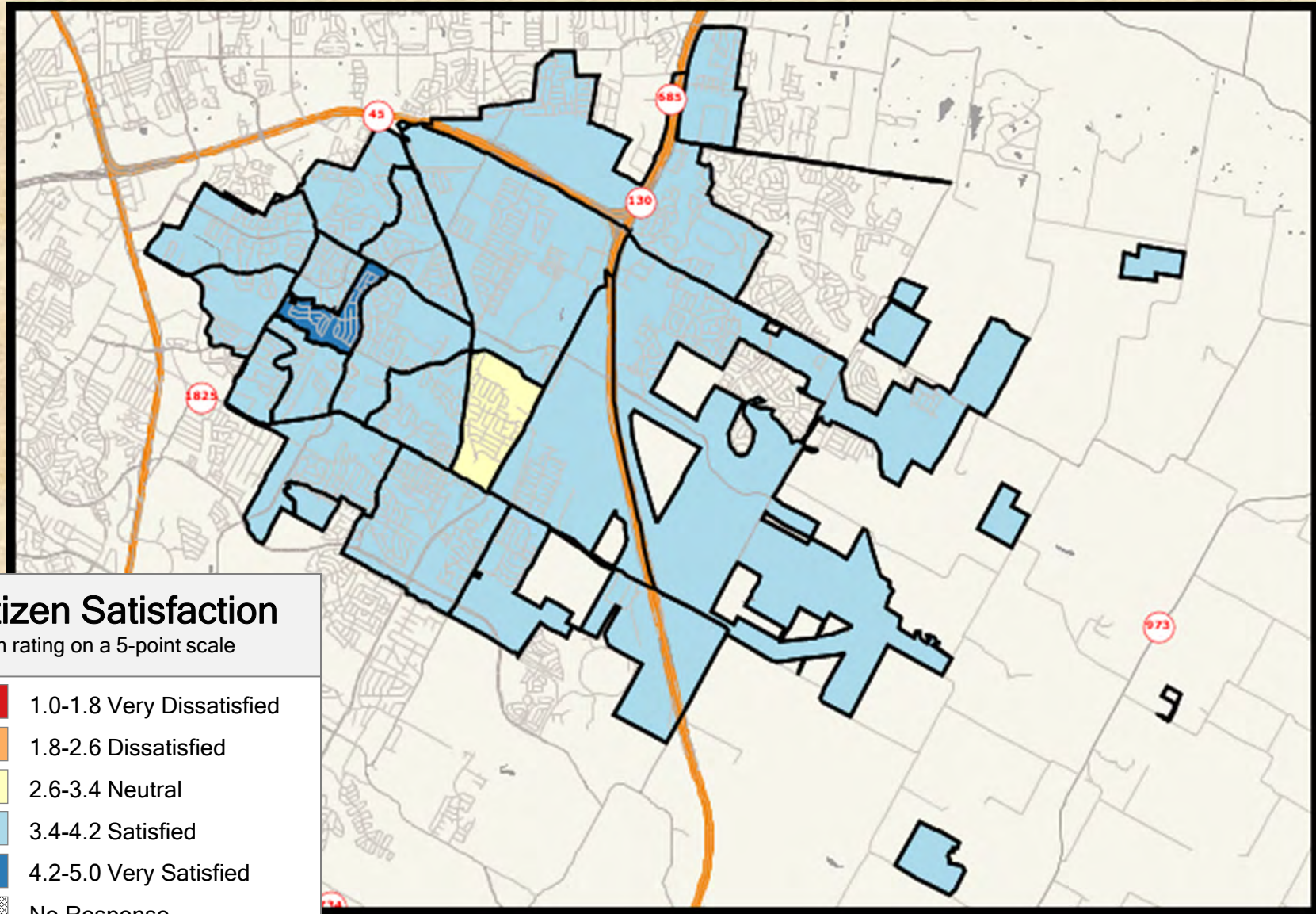


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-11 Satisfaction with accessibility for those with special needs or disabilities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

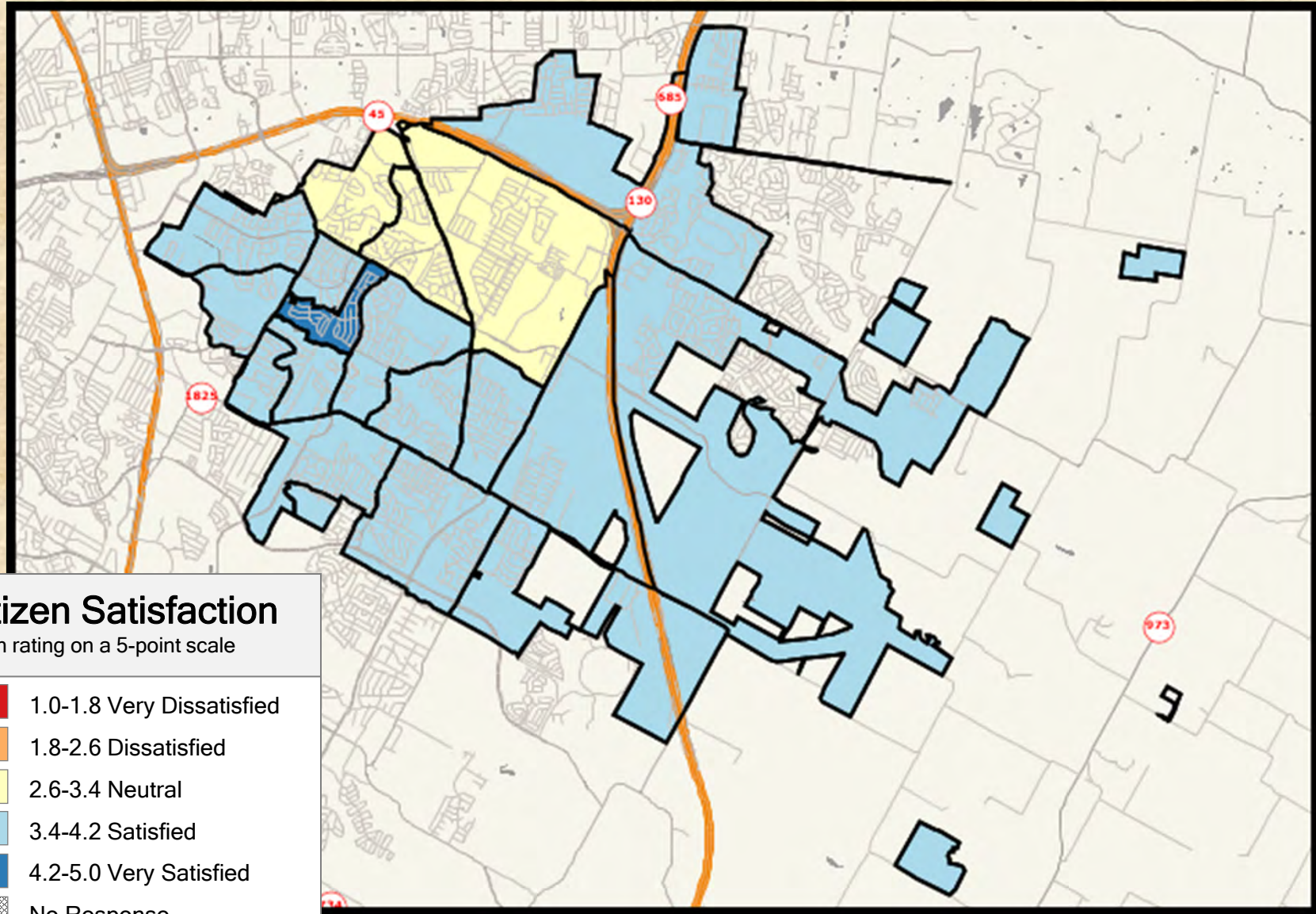


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q17-12 Satisfaction with cultural diversity in library programs, events, collections



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

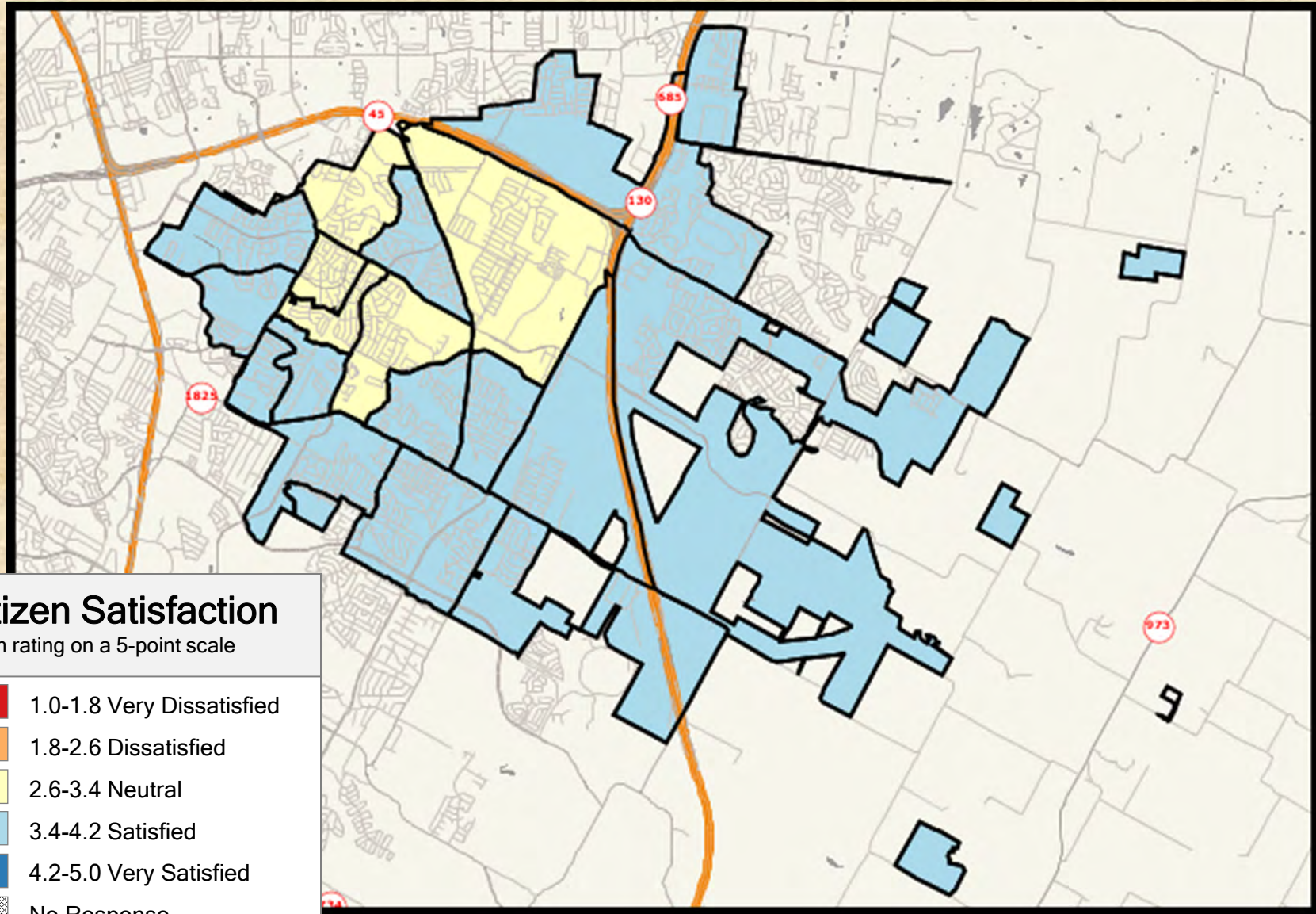


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-1 Satisfaction with the quality of the city's animal shelter facility



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

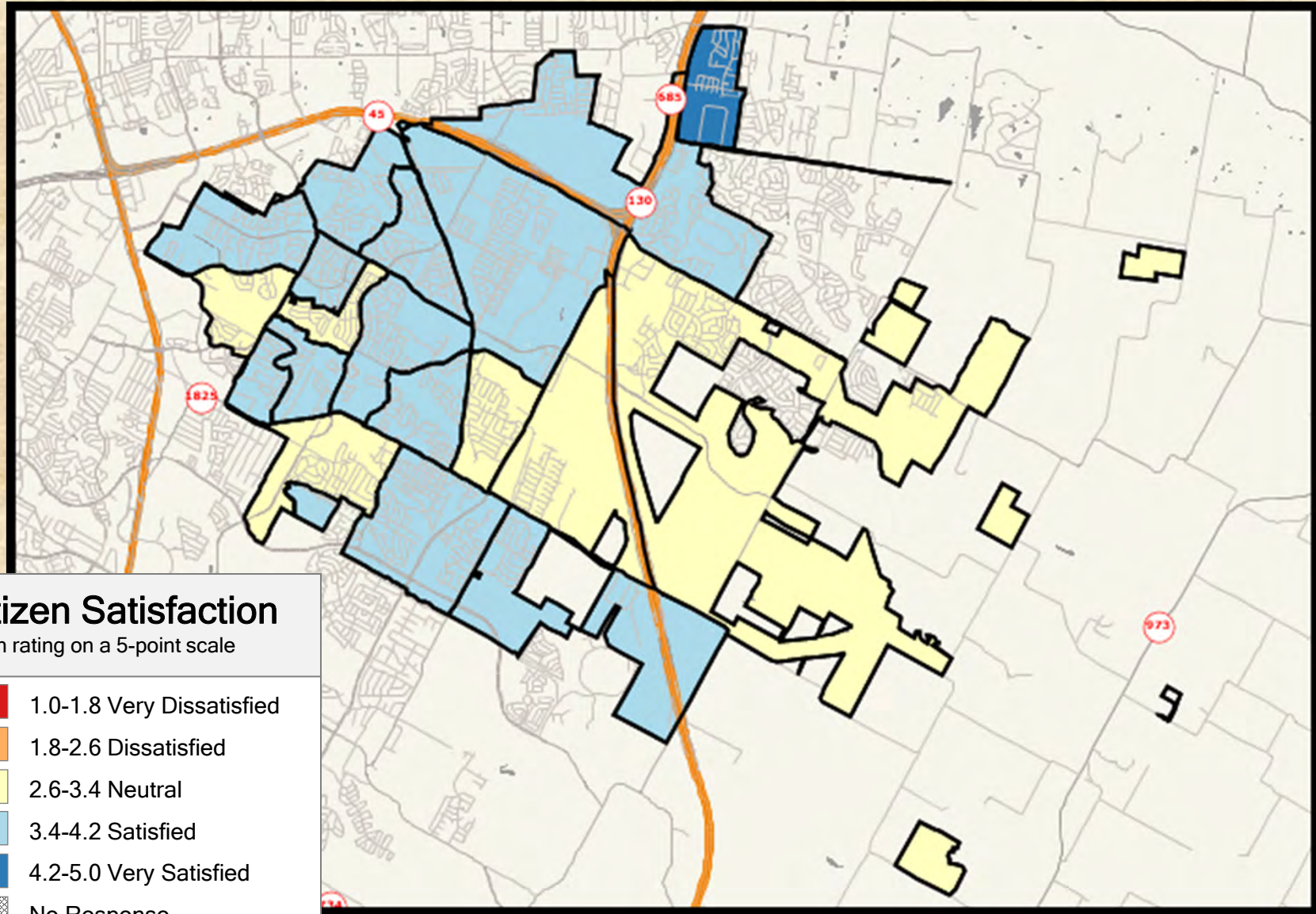


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q19-2 Satisfaction with the ease of the pet adoption process



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

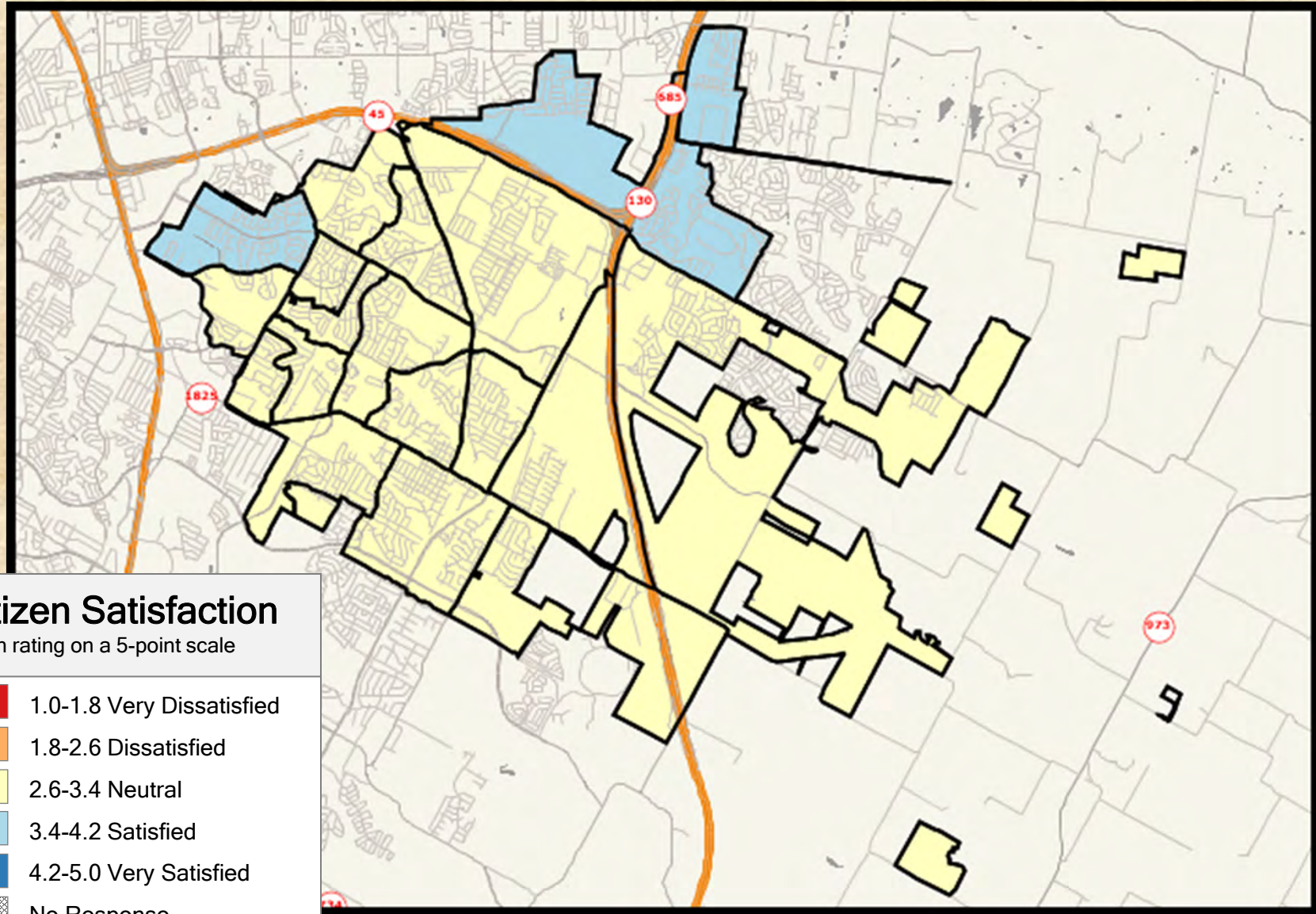


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-3 Satisfaction with awareness and information available on the animal shelter



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

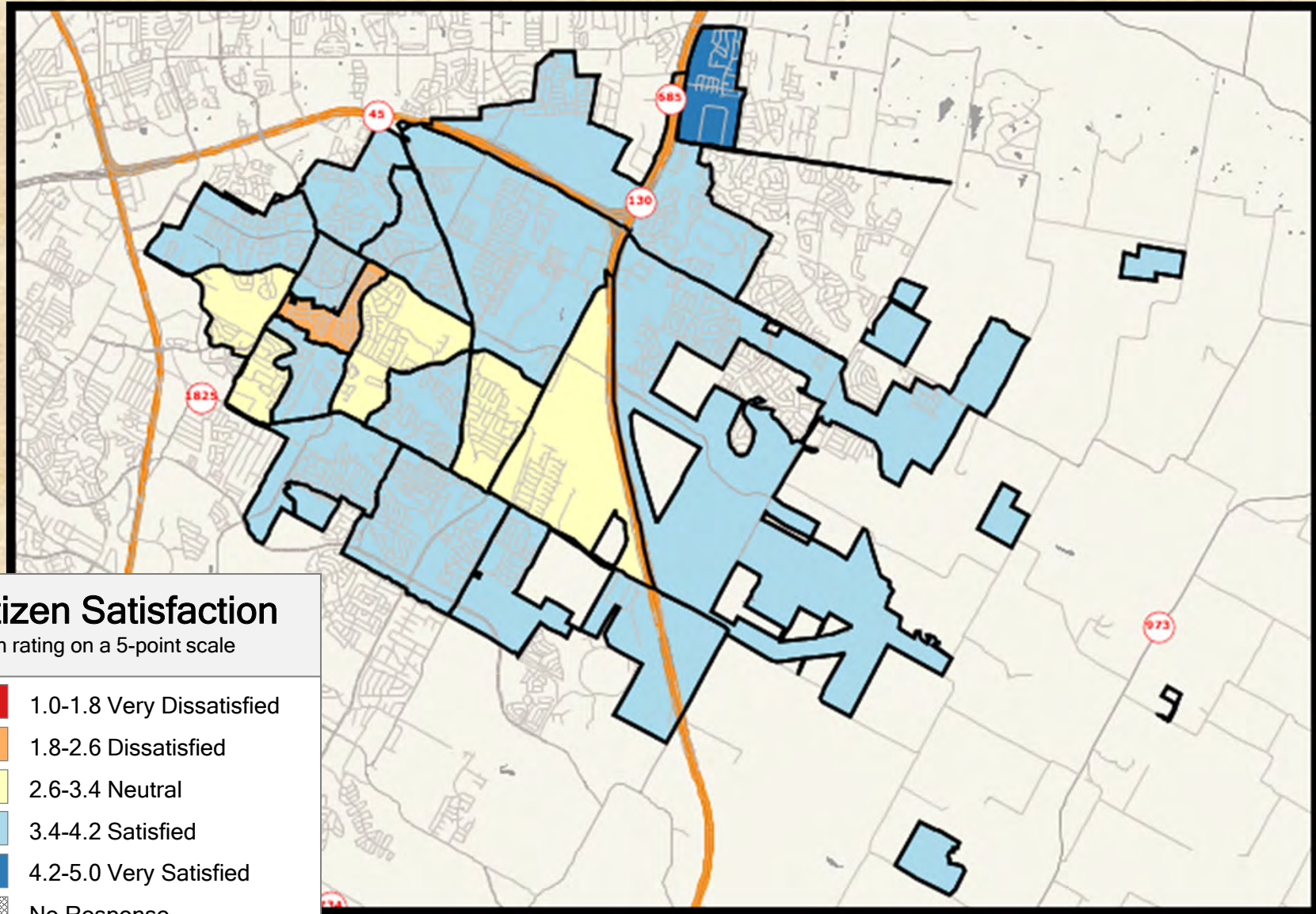


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-4 Satisfaction with animal adoption, foster programs and services offered



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

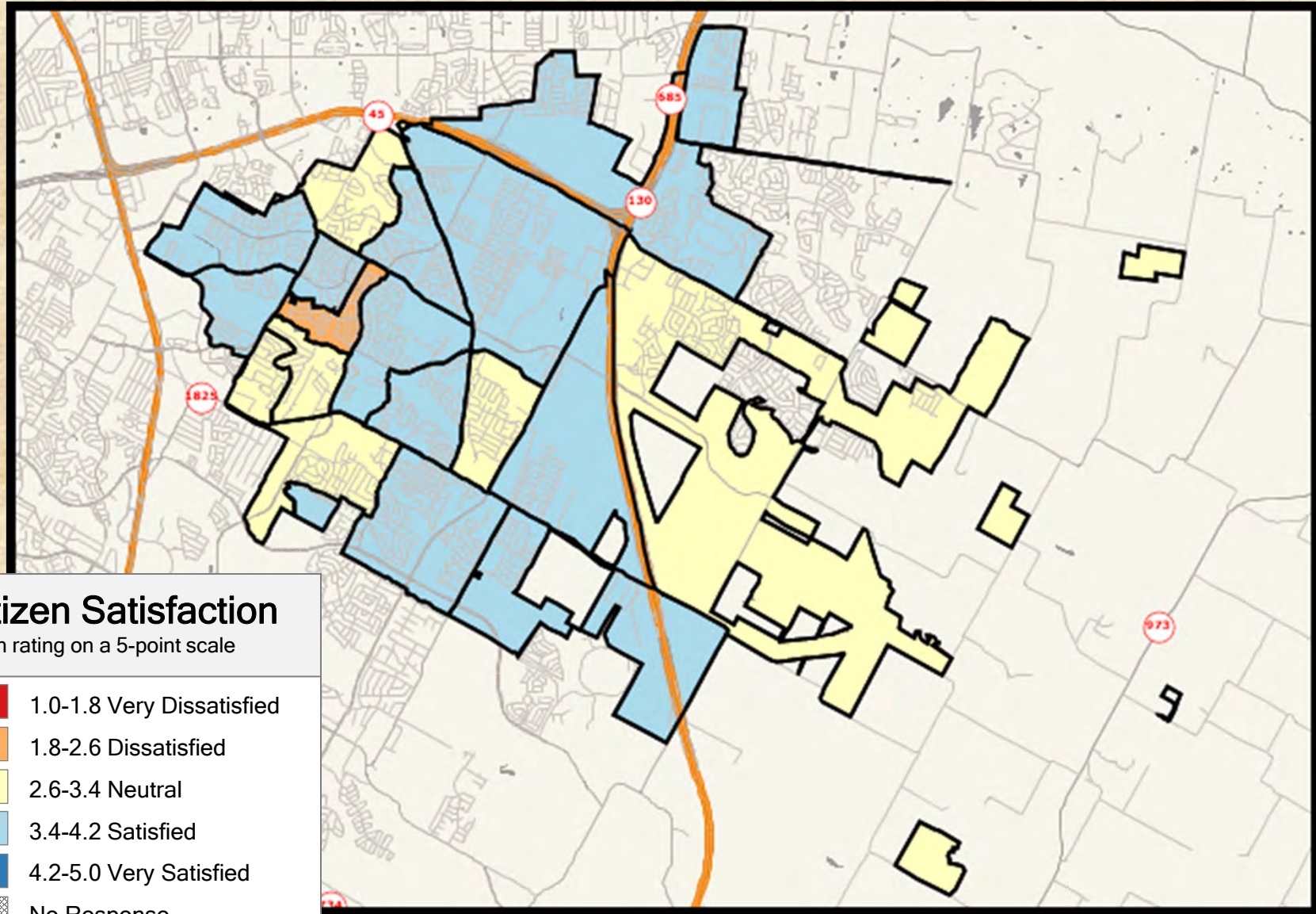


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-5 Satisfaction with retrieval of stray or injured animals citywide



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

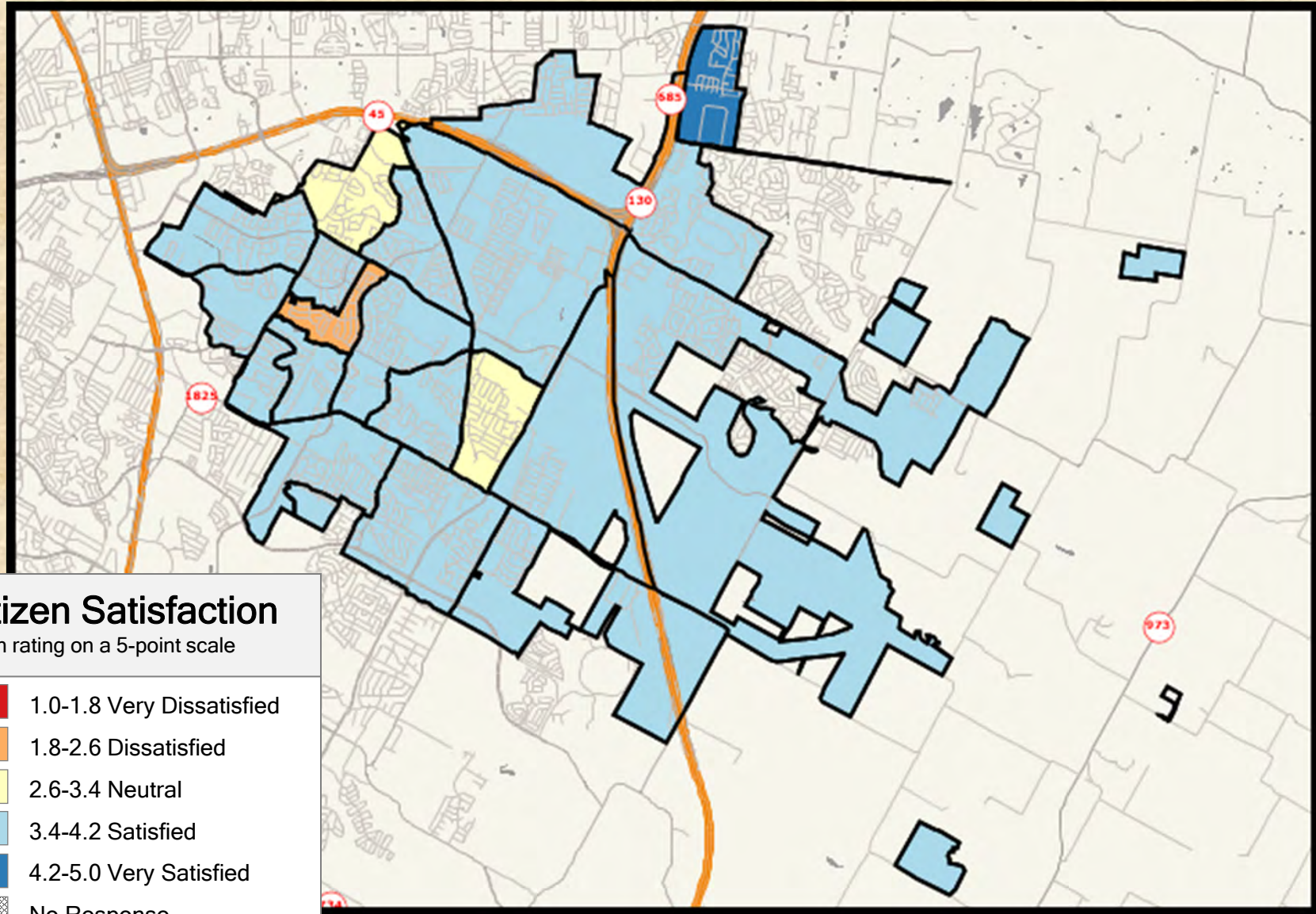


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-6 Satisfaction with physical and emotional handling of animals



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

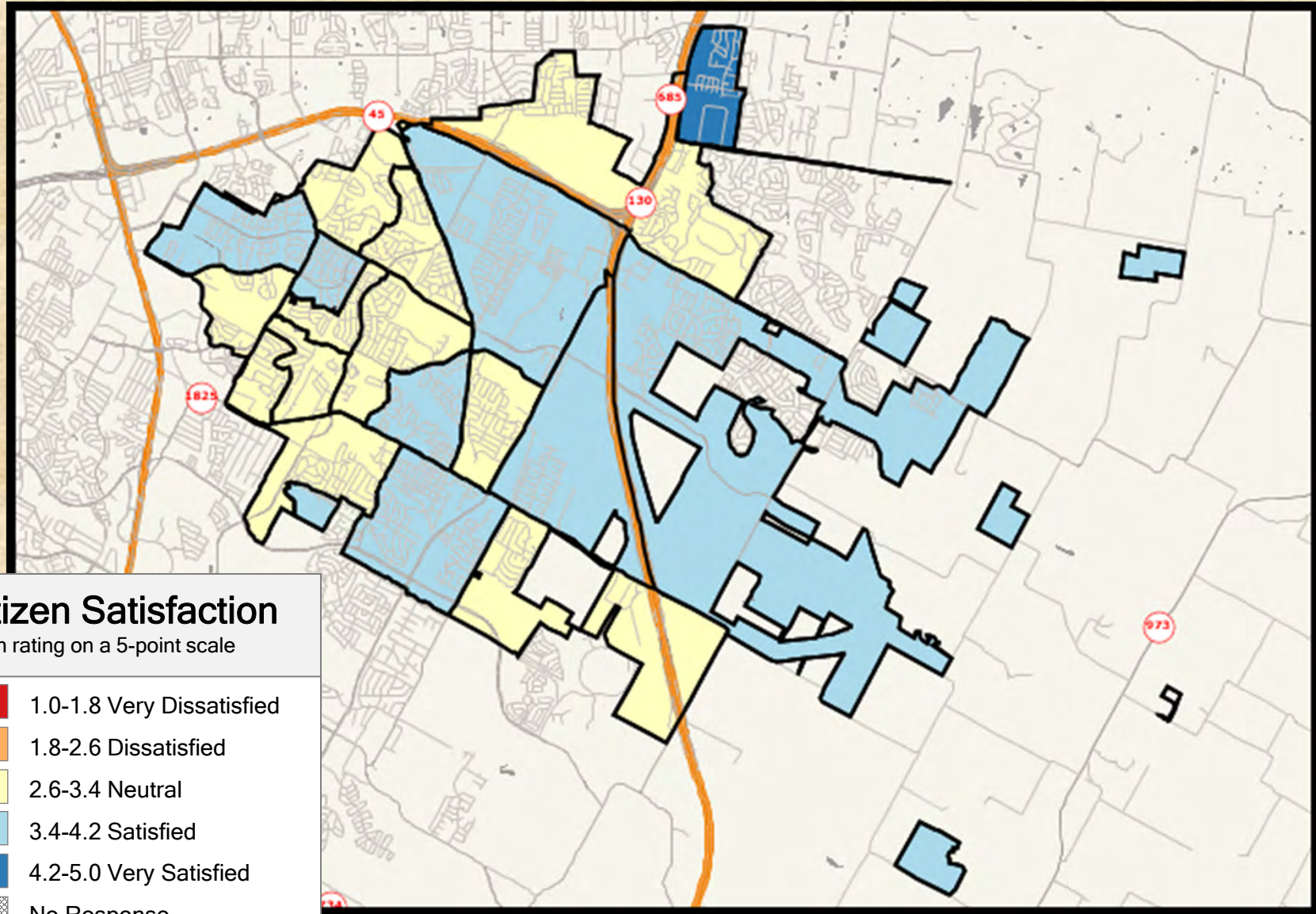


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q19-07 Satisfaction with convenience of shelter operation hours for animal adoptions, pickup and retrieval



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

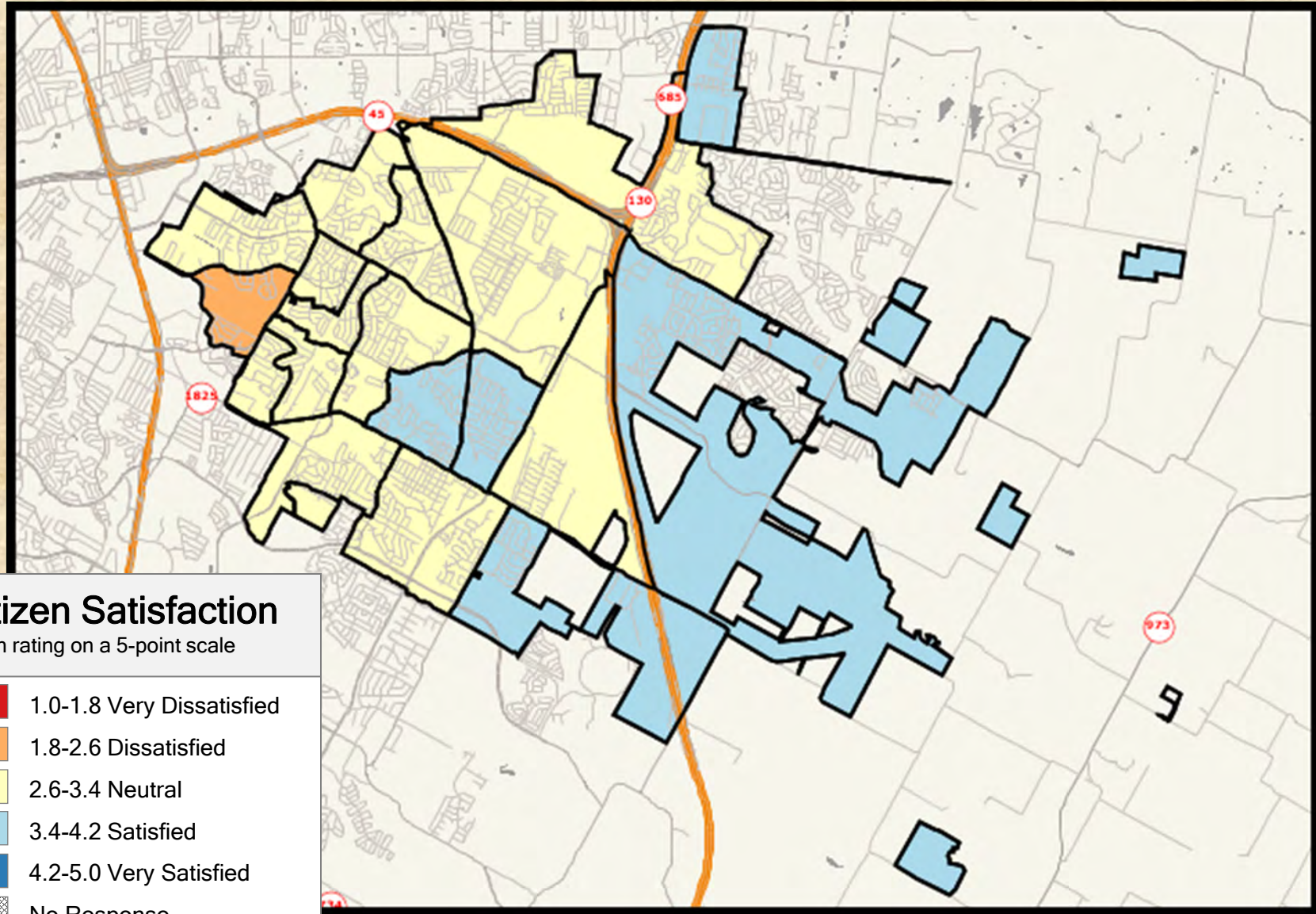


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q22-1 Satisfaction with water service



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

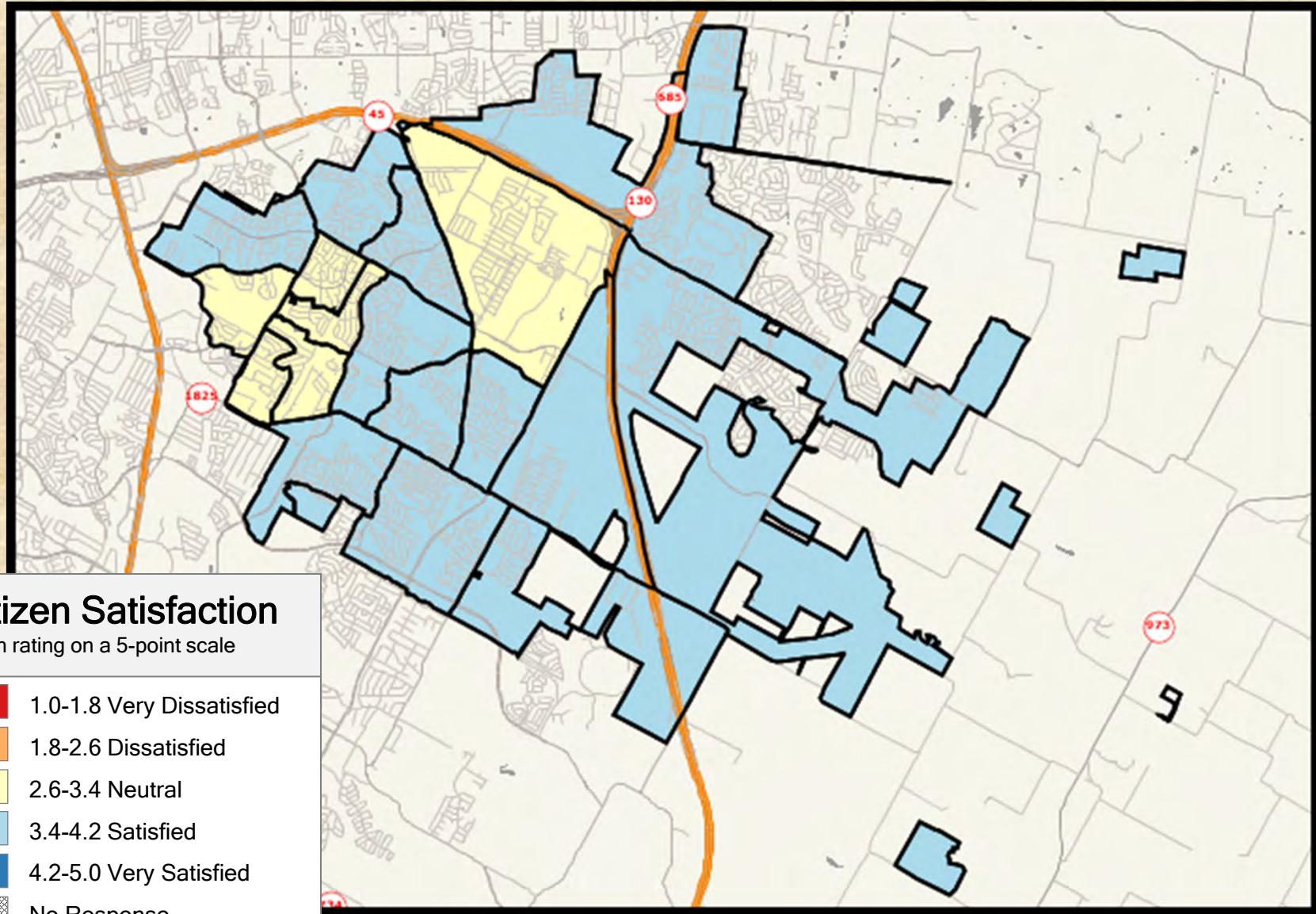


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q22-2 Satisfaction with wastewater service



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

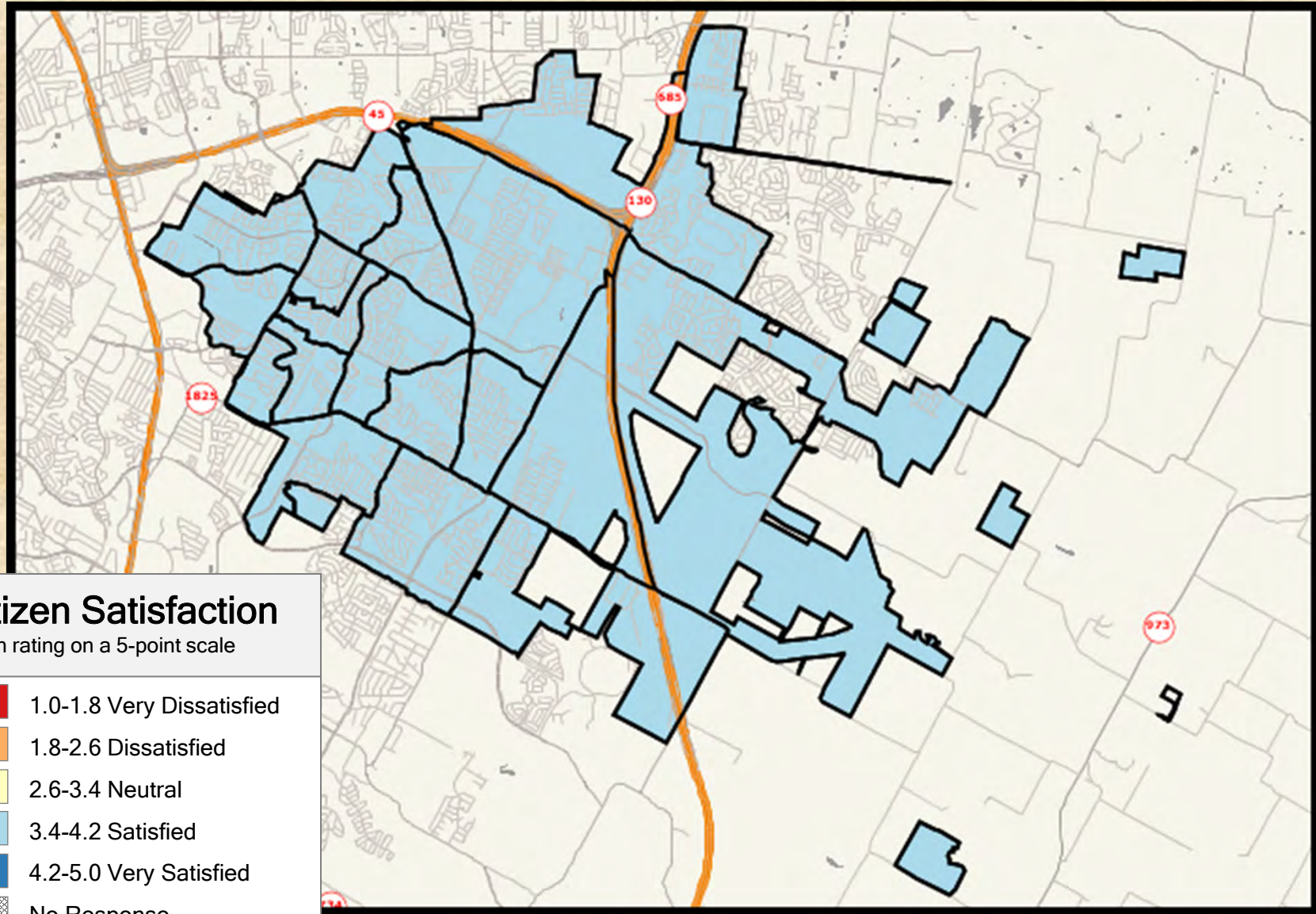


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q22-3 Satisfaction with residential trash and curbside recycling collection



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

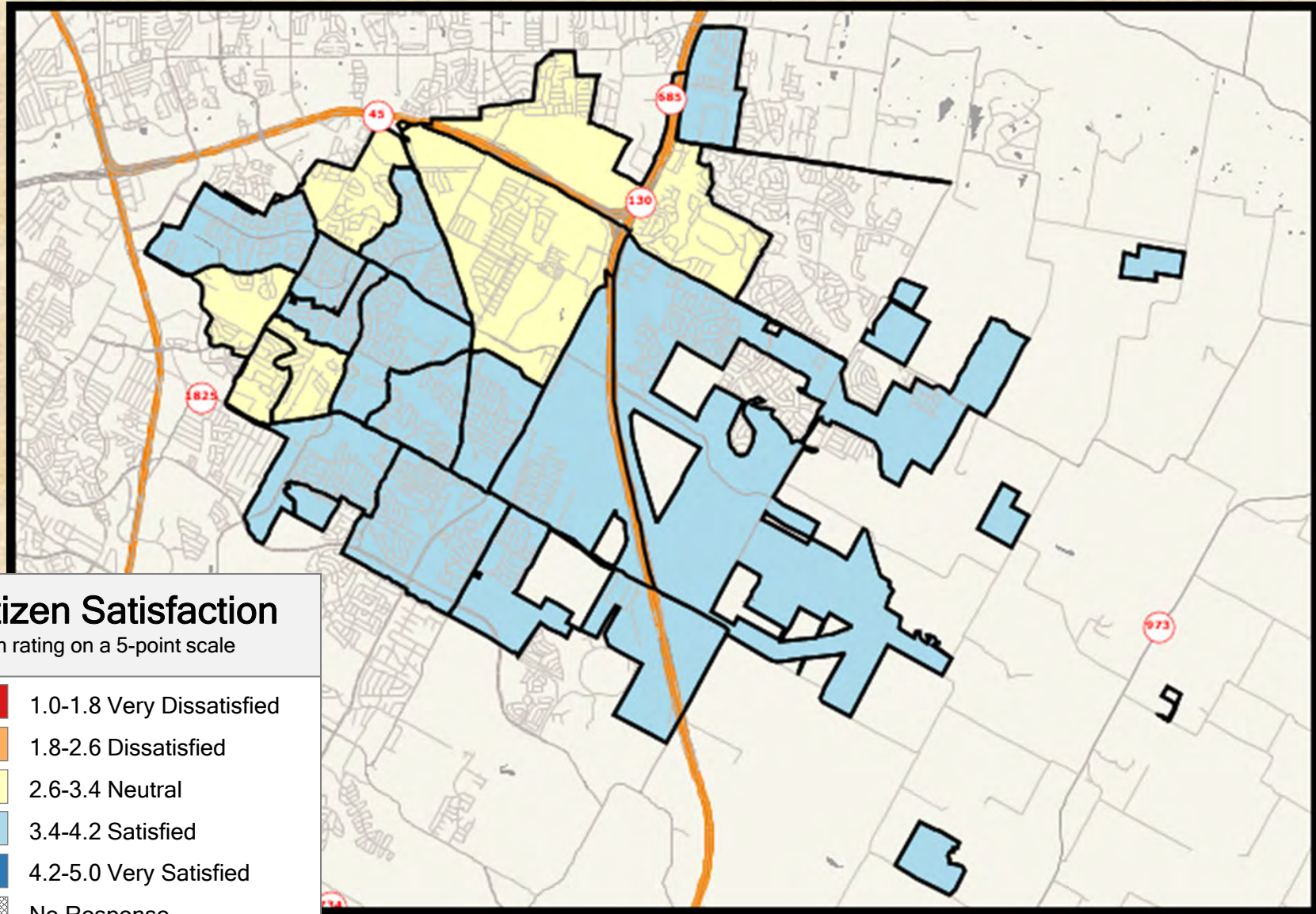


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q22-4 Satisfaction with curbside bulk item pick up/removal (furniture, appliances)



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

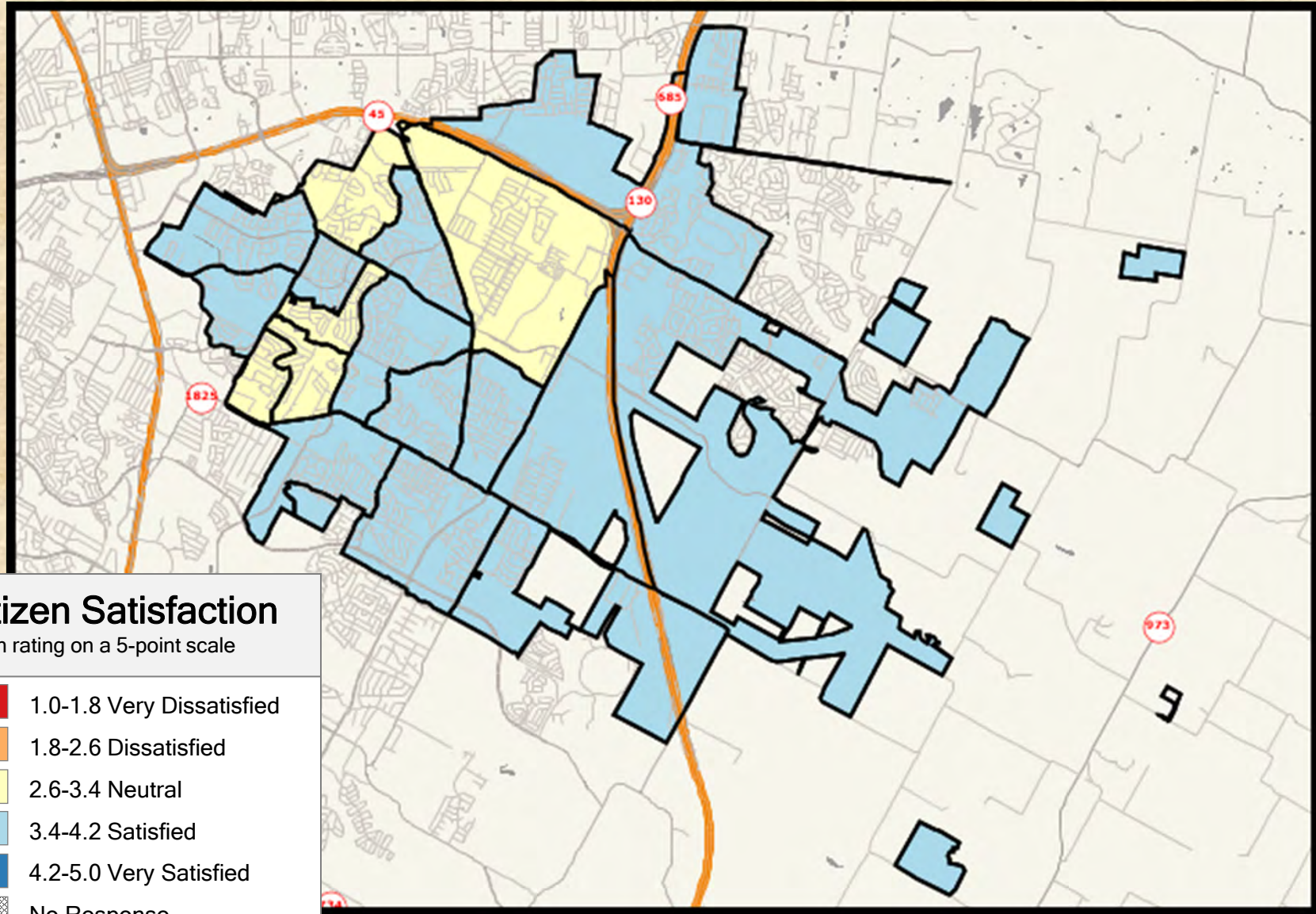


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q22-5 Satisfaction with Recycle Center/Household waste disposal (oil, etc.)



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

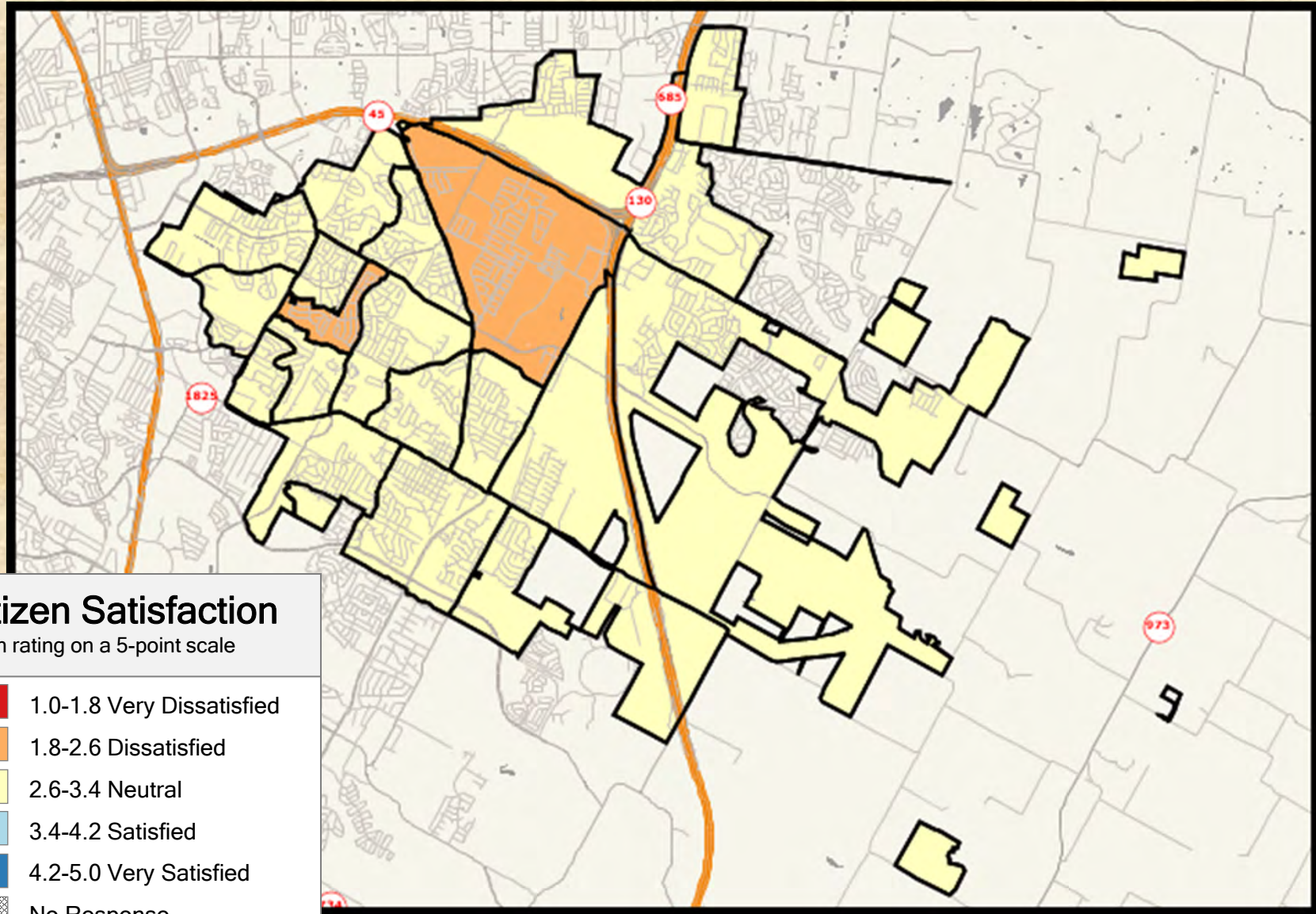


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q22-6 Satisfaction with limb/yard waste collection services



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

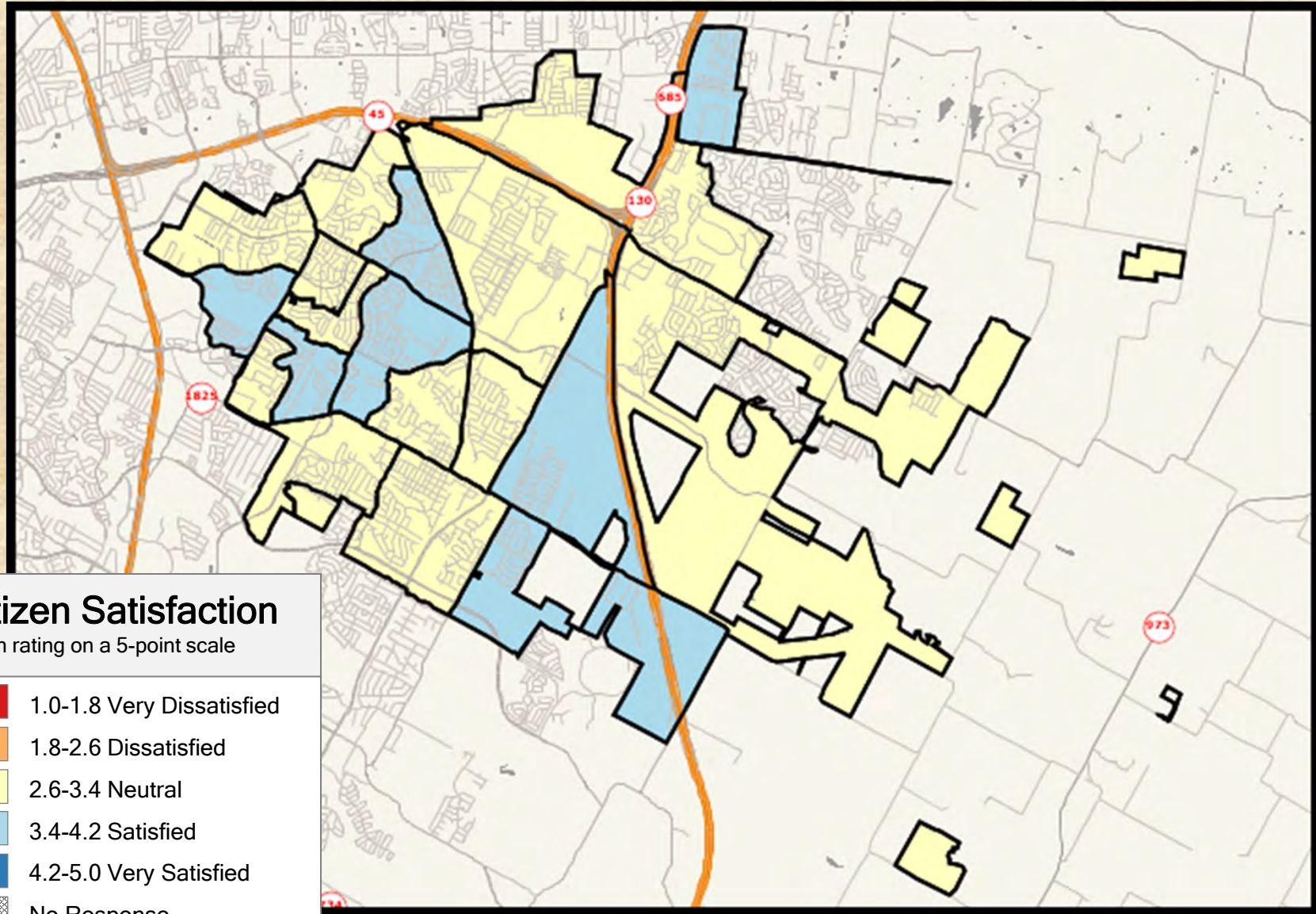


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q23-1 Satisfaction with availability of information about Pflugerville services and activities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

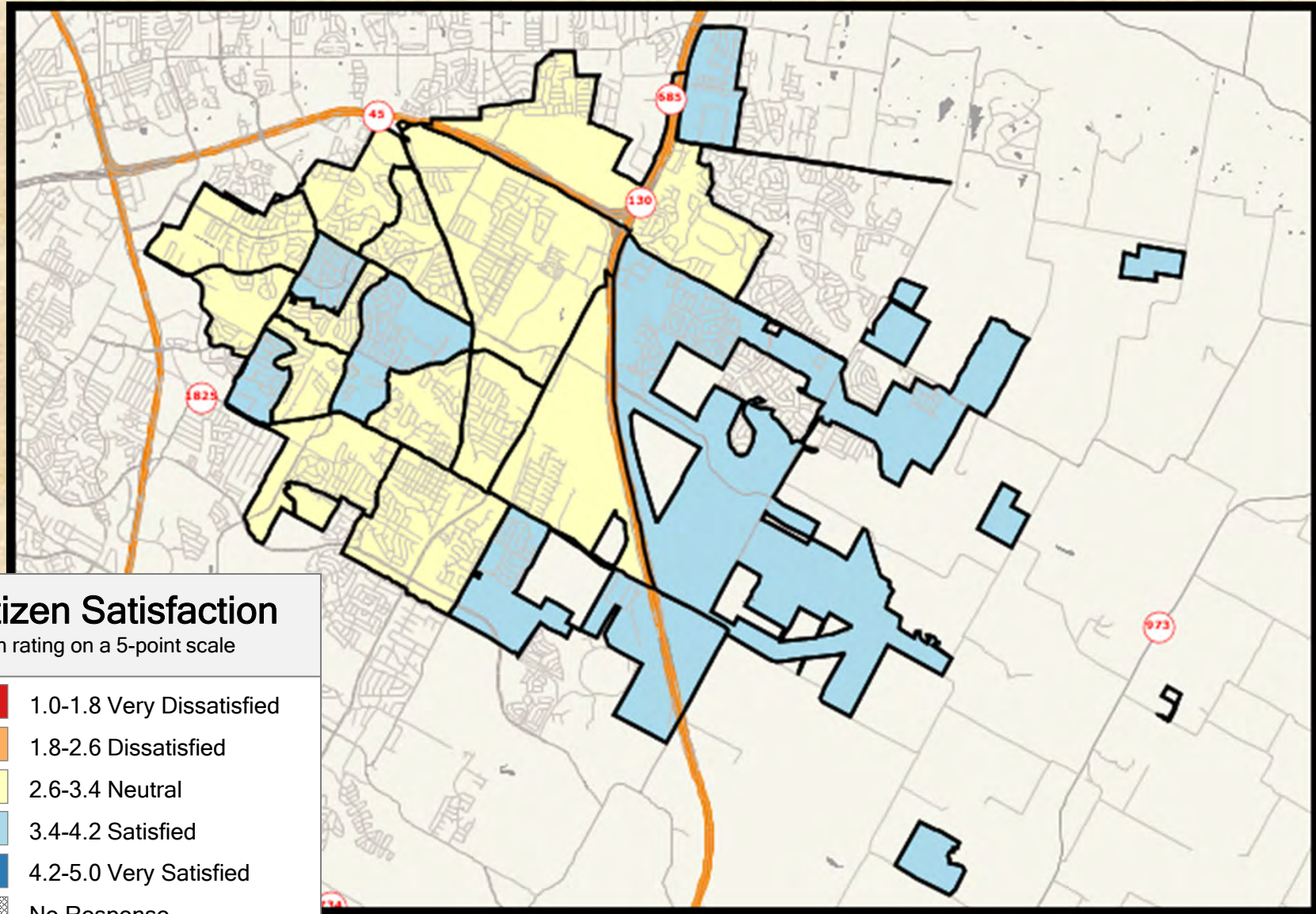


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q23-2 Satisfaction with timeliness of information provided by the city



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

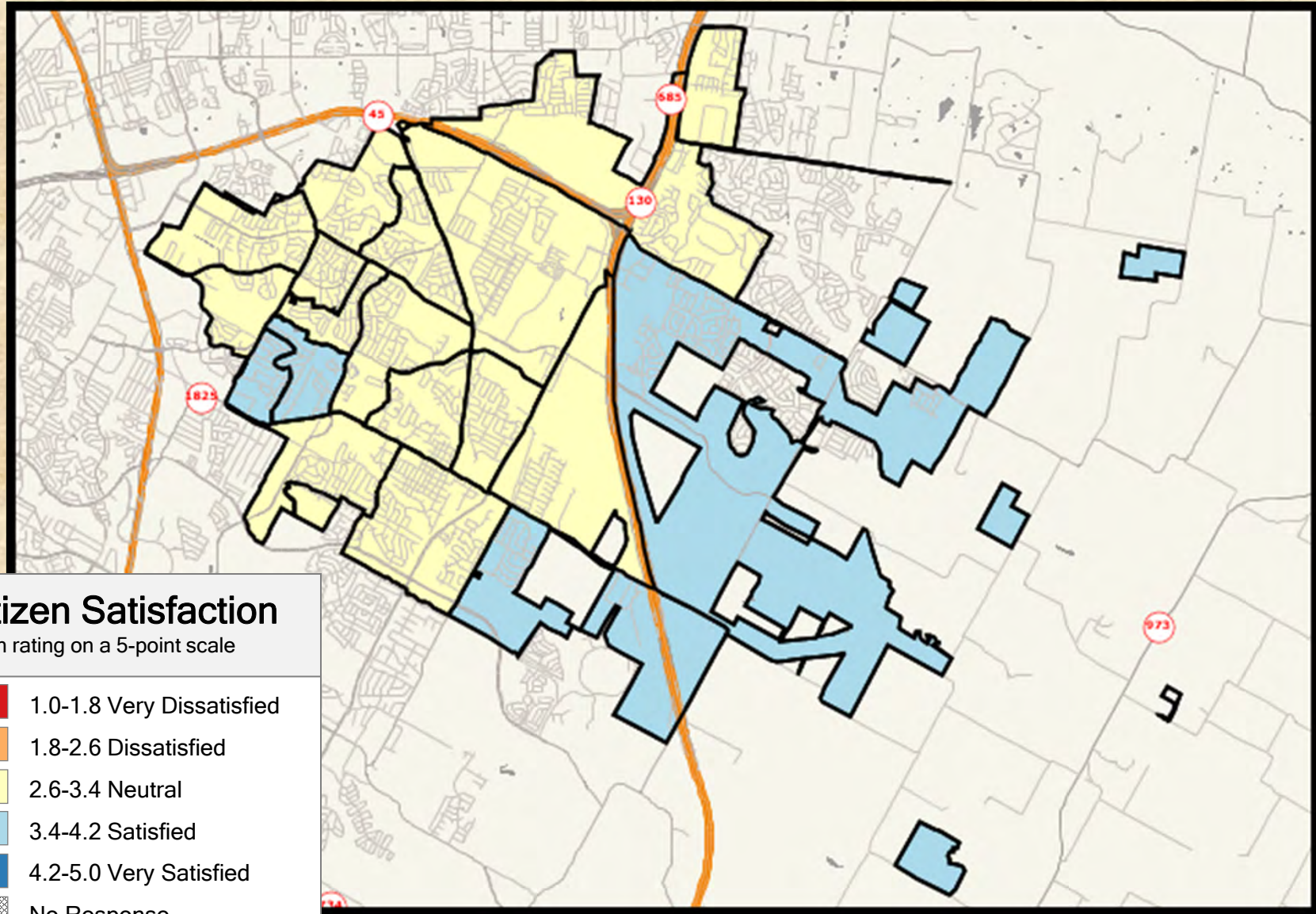


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q23-3 Satisfaction with efforts by the City to inform



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

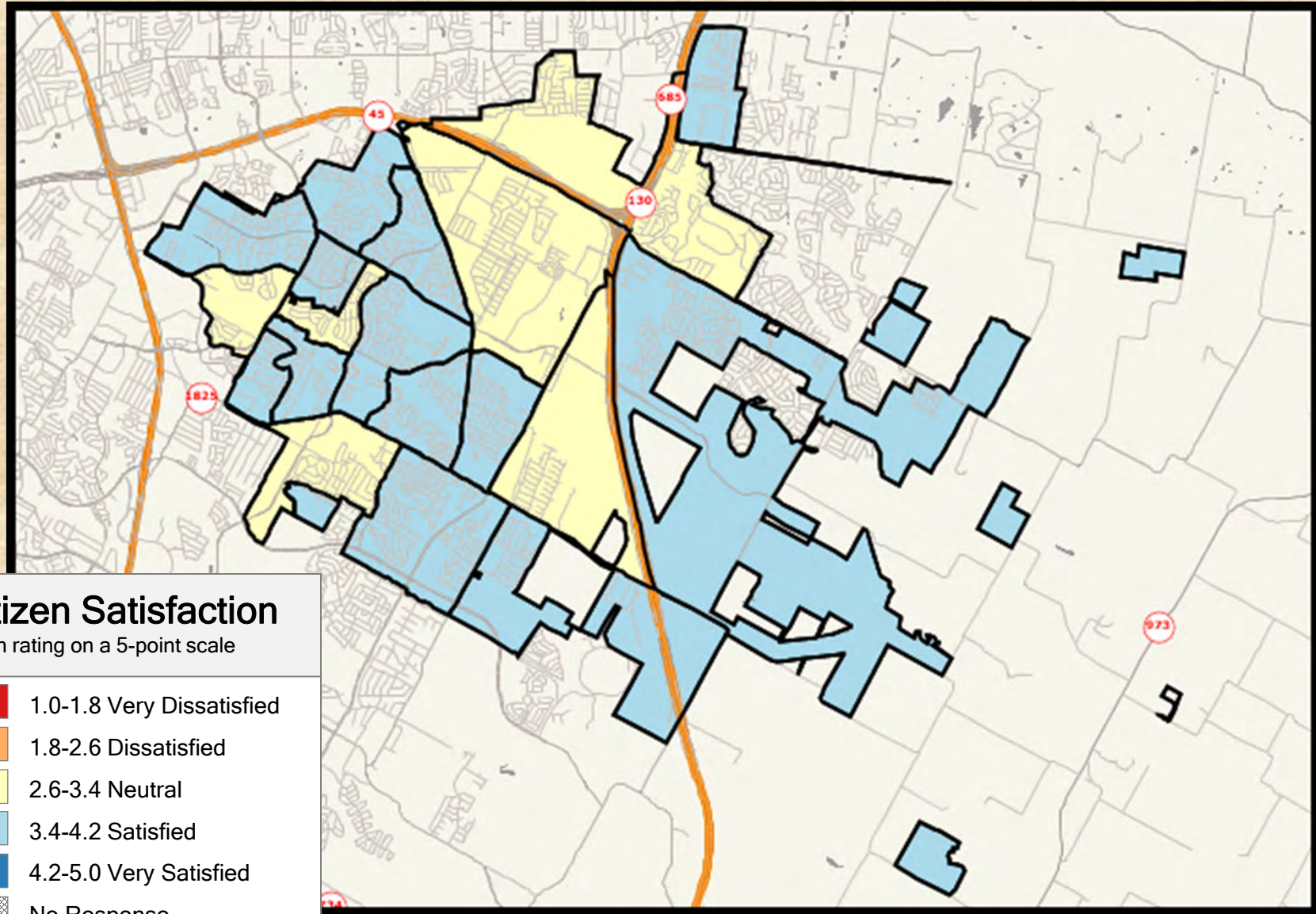


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q23-4 Satisfaction with the quality of the City website, pflugervilletx.gov



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

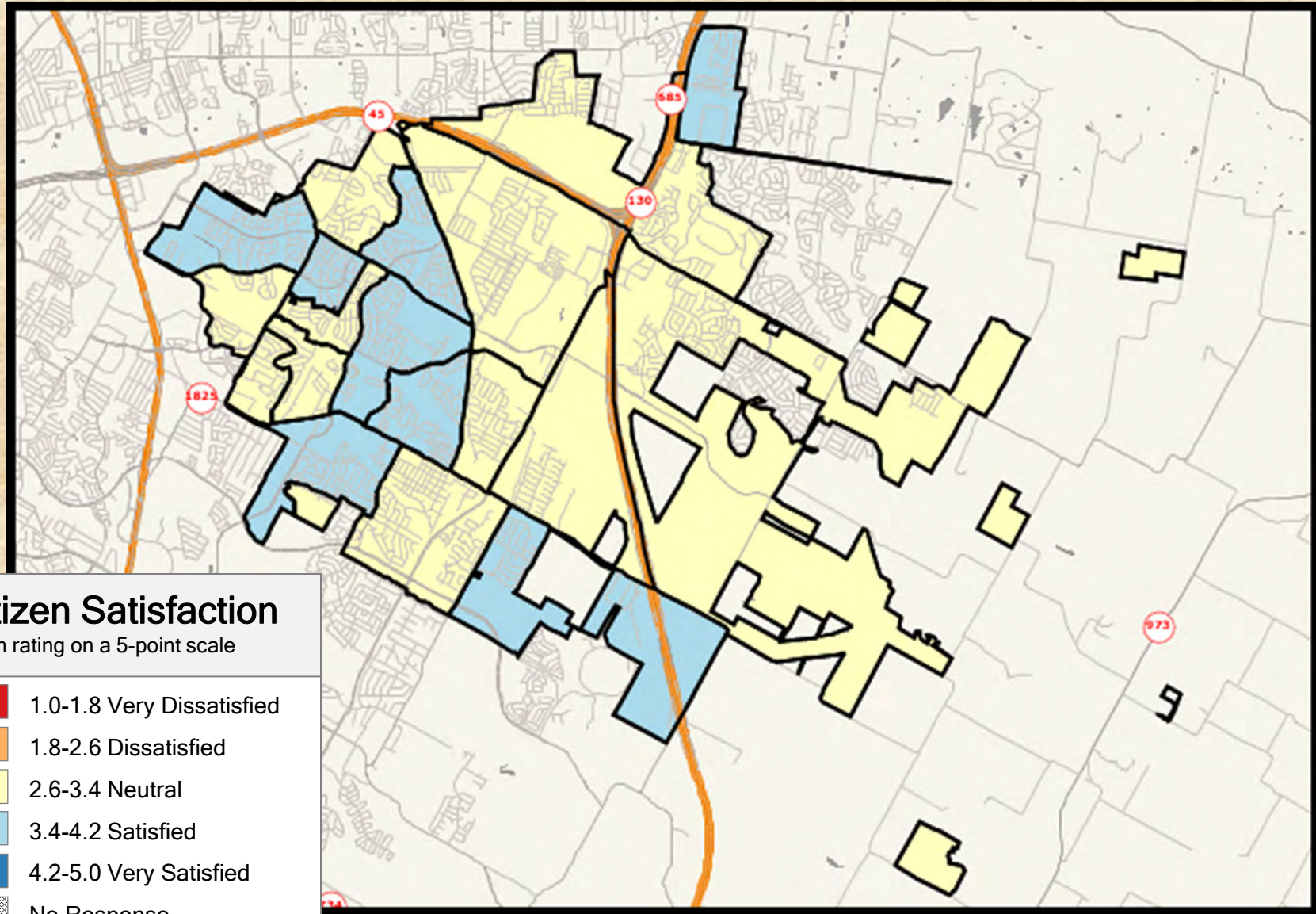


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q23-5 Satisfaction with responsiveness to requests for information on city social media accounts



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

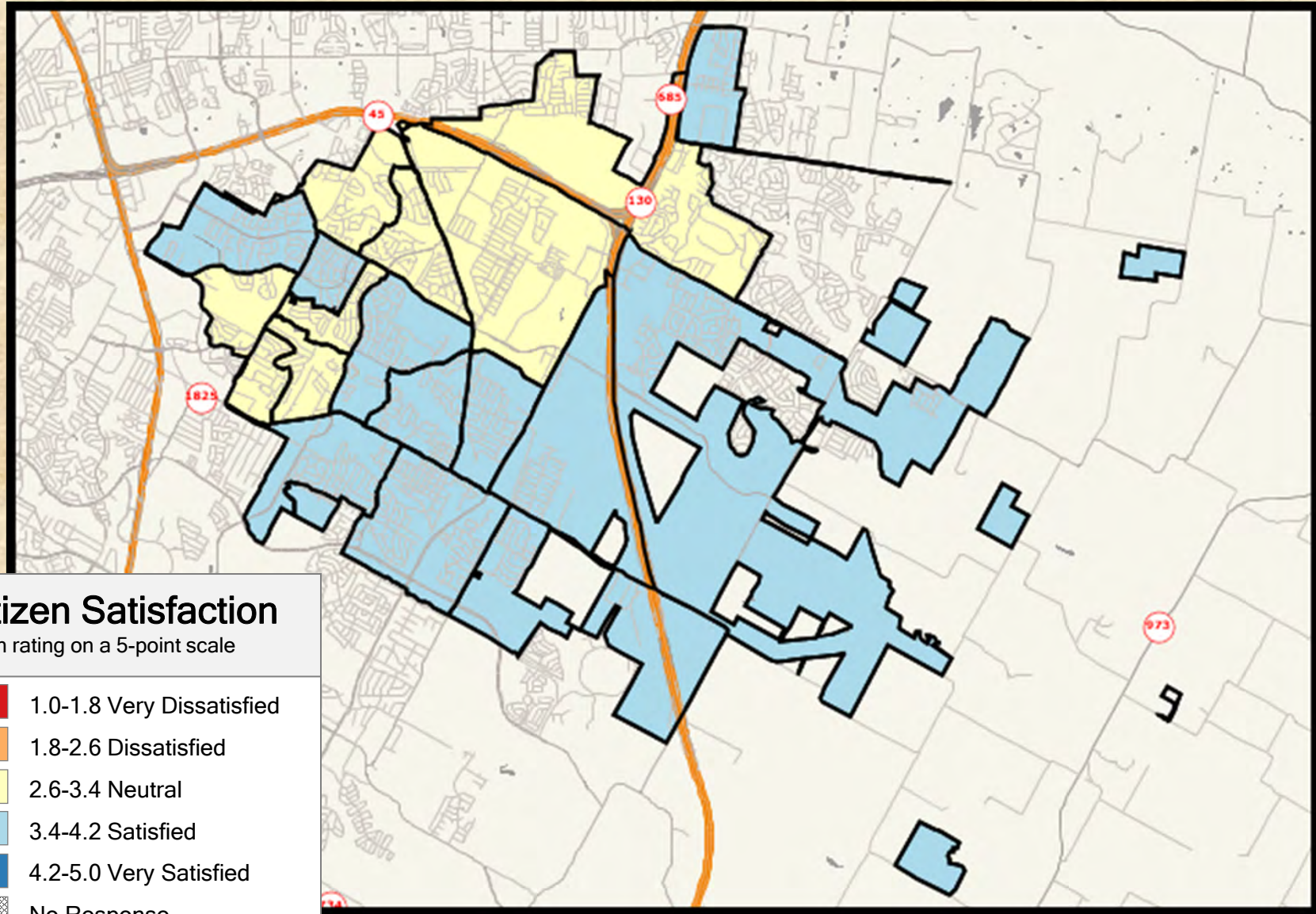


## 2021 City of Pflugerville Resident Satisfaction Survey

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

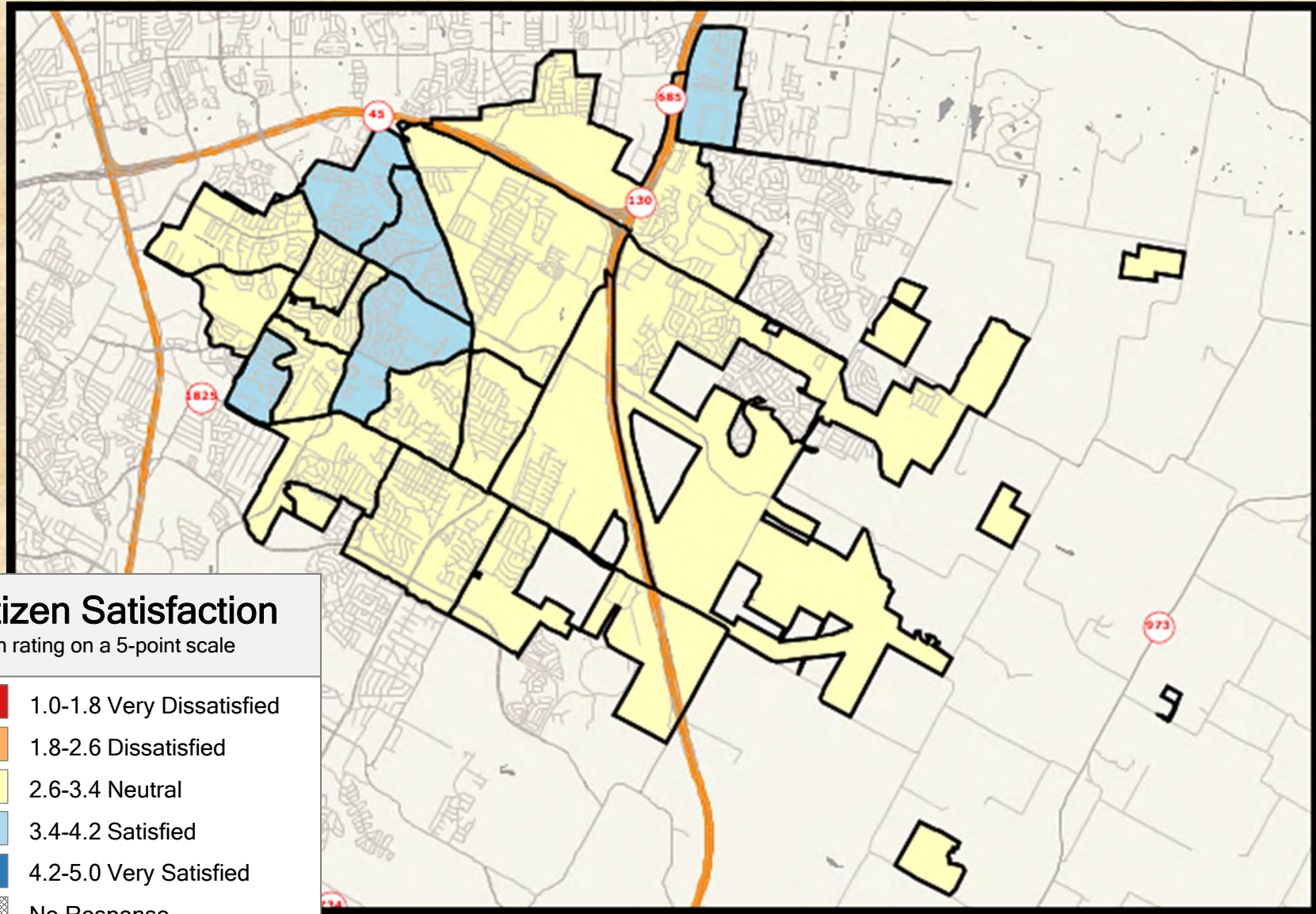


## Q23-6 Satisfaction with the clarity of information and messaging





# Q26-1 Satisfaction with the quality of leadership provided by the city's elected officials



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

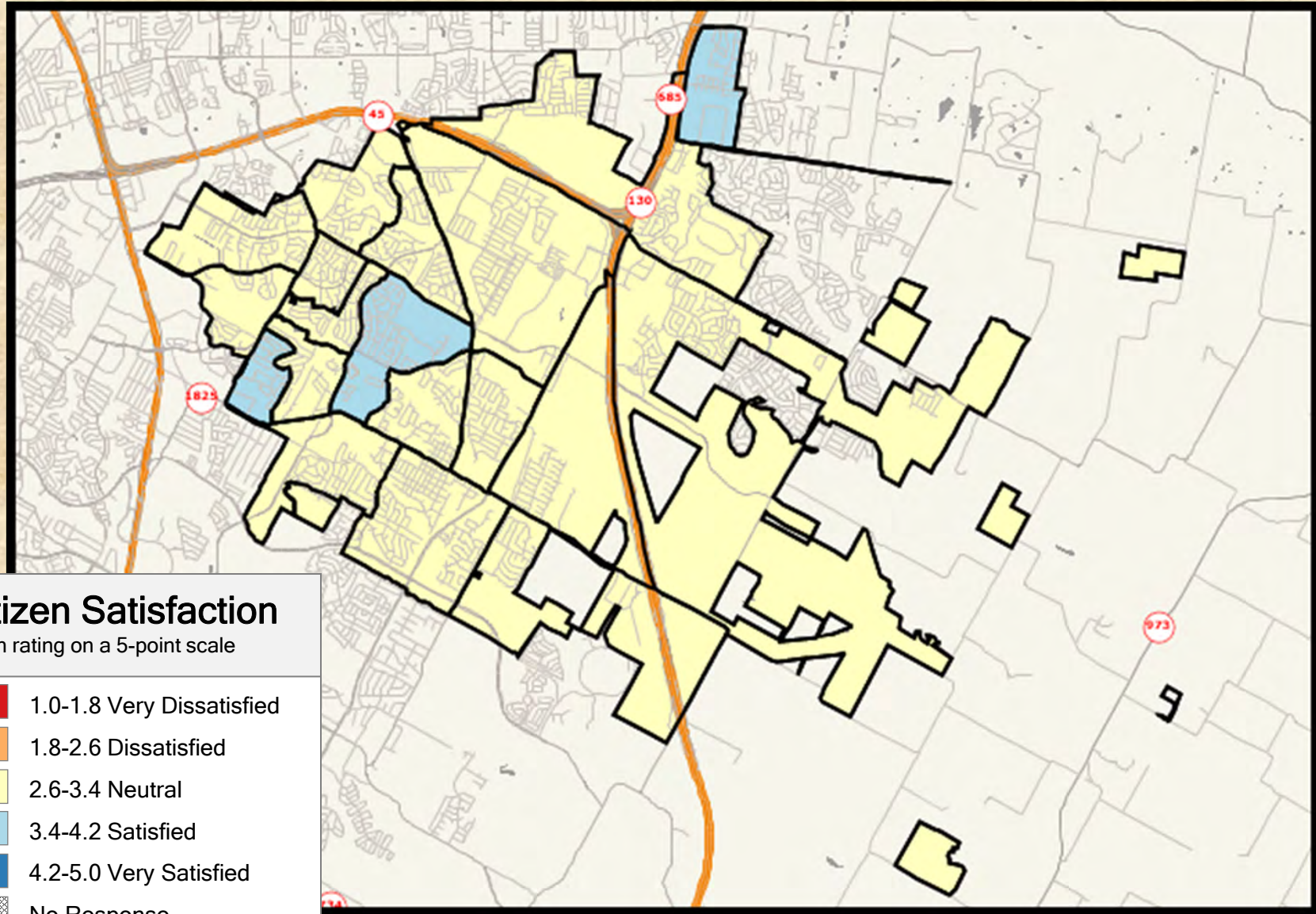


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q26-2 Satisfaction with effectiveness of appointed boards and commissions



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

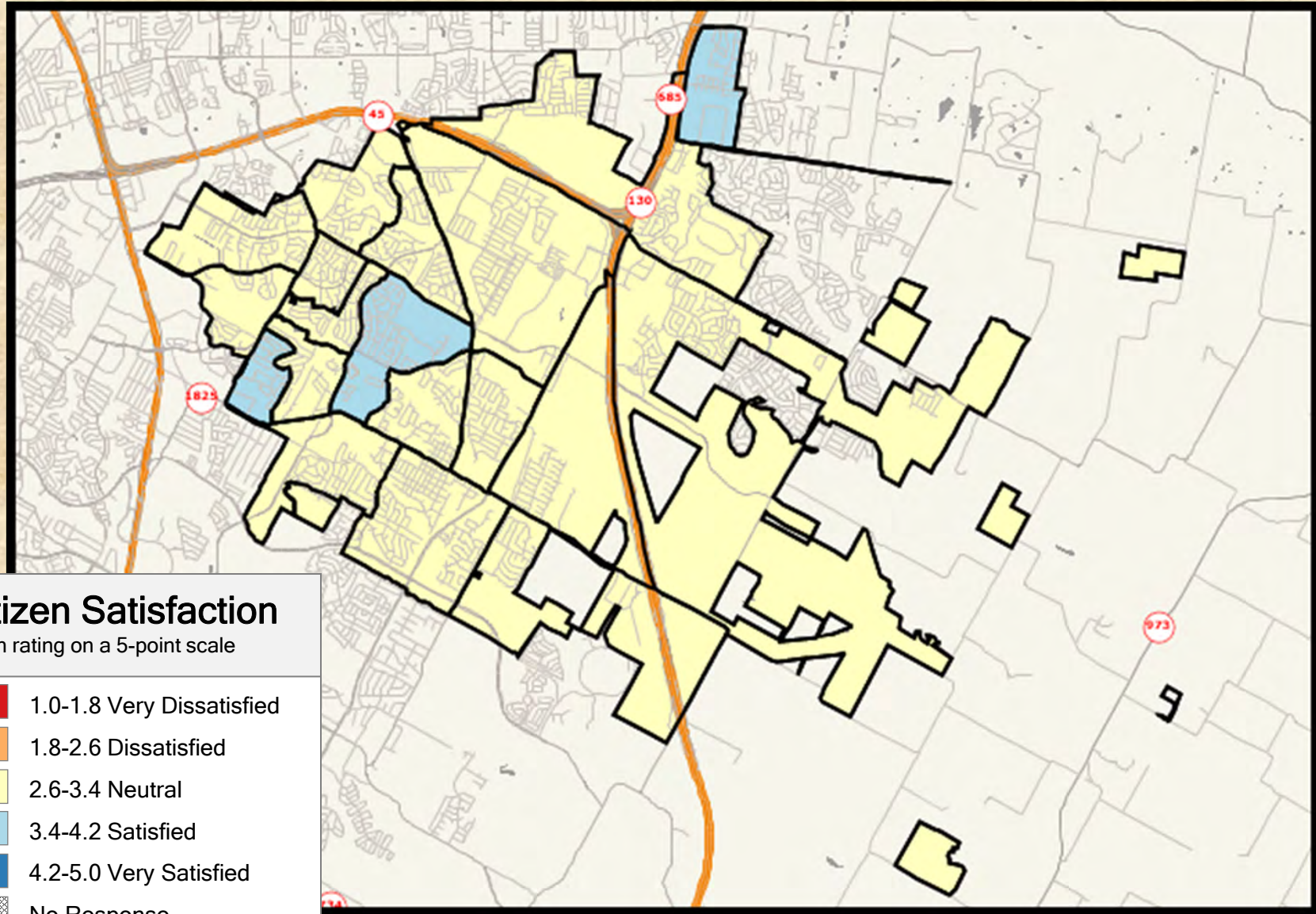


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q26-3 Satisfaction with effectiveness of city management



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

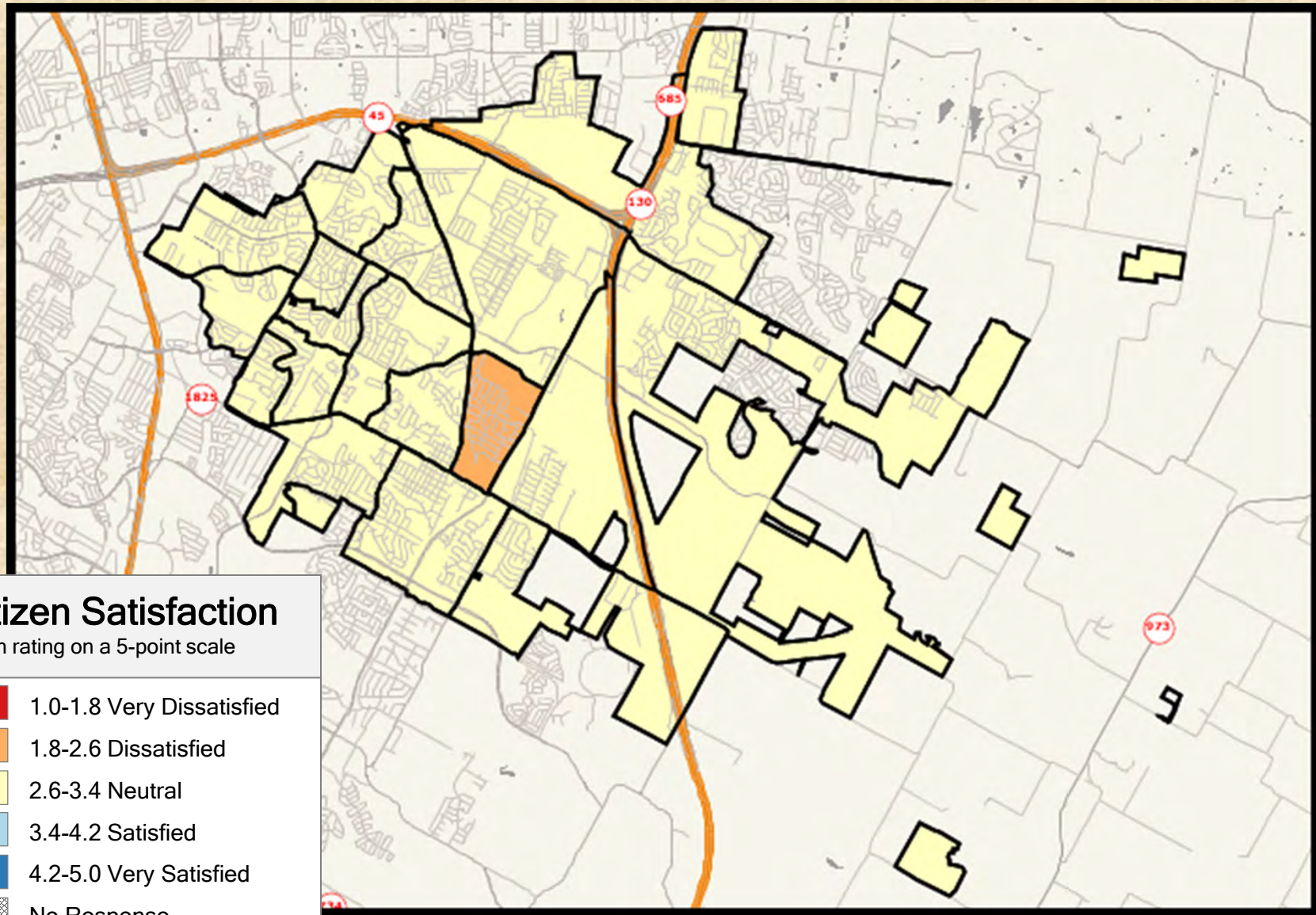


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q26-4 Satisfaction with transparency of city government



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

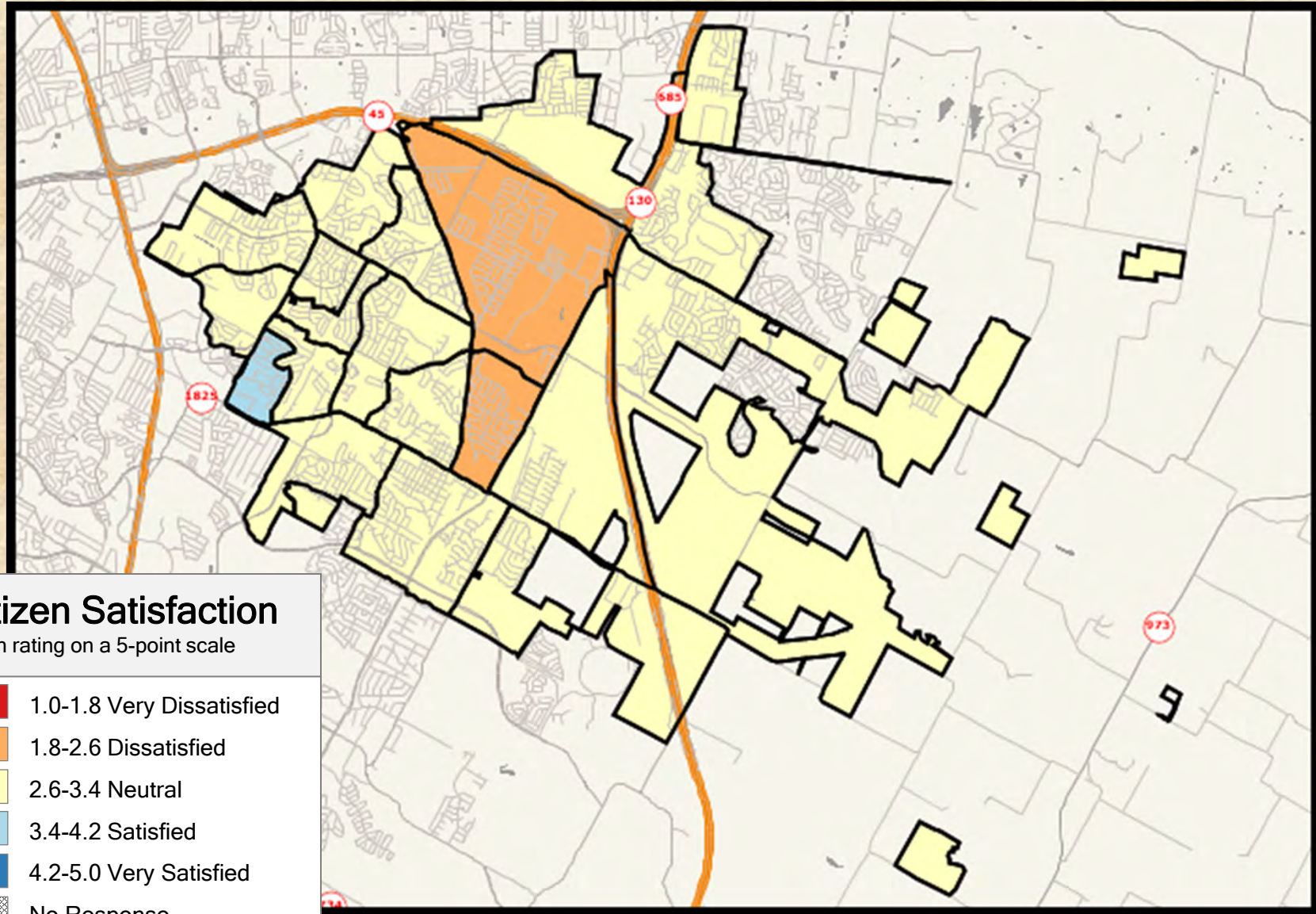


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q26-5 Satisfaction with how well the city listens and responds to citizen's needs



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

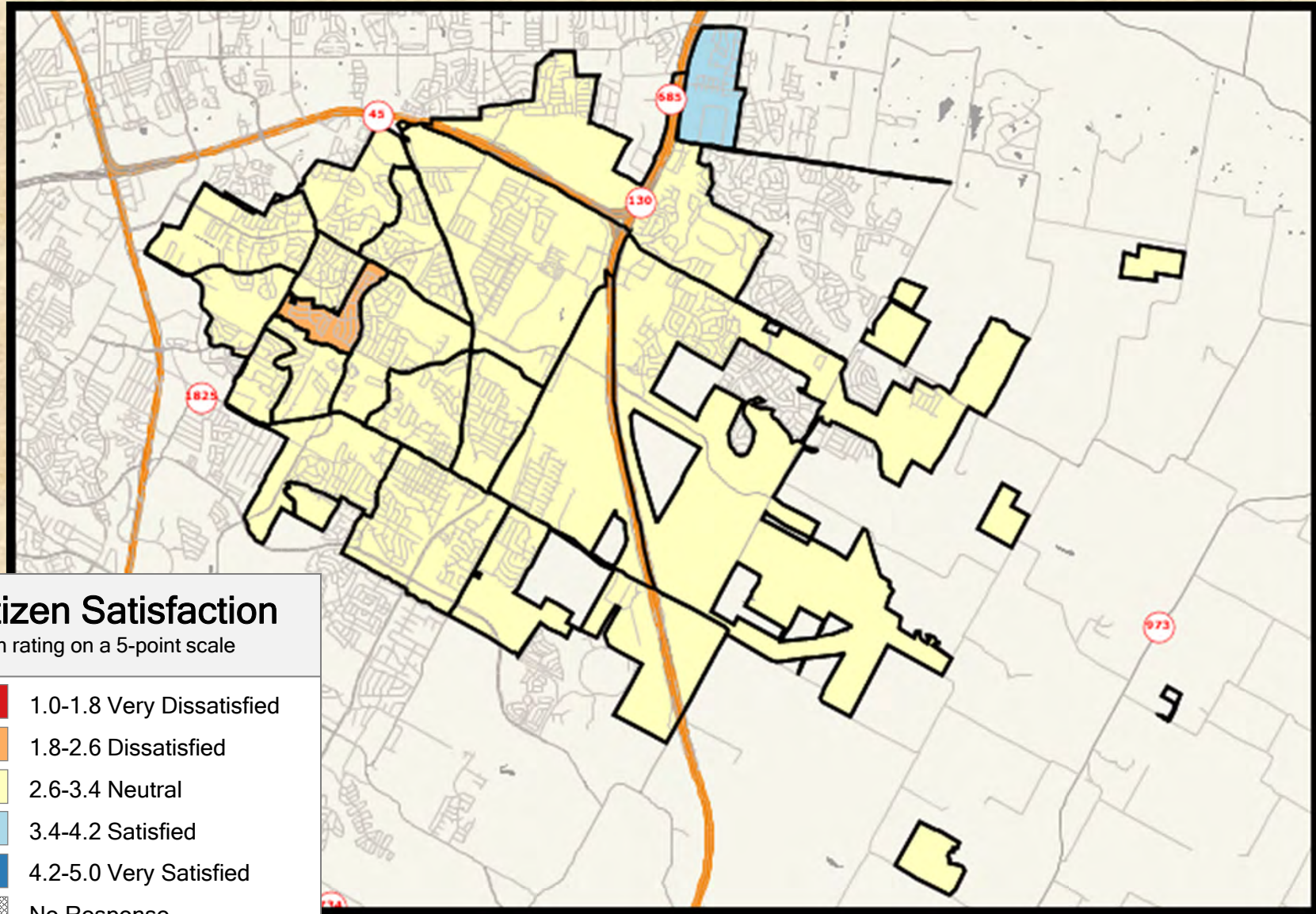


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q26-6 Satisfaction with the ability to engage or participate in government processes



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

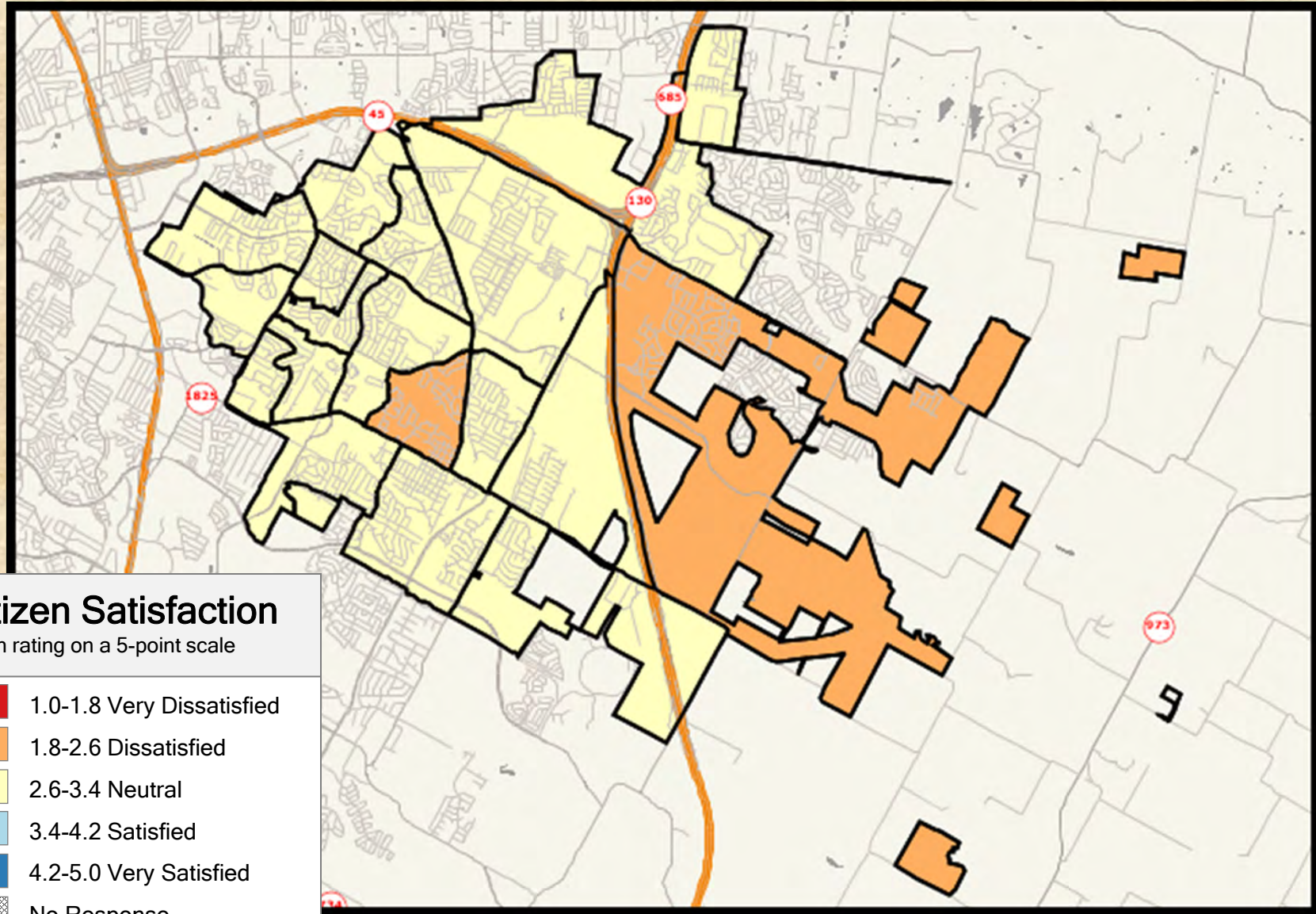


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q27-1 Satisfaction with preparedness for growth



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

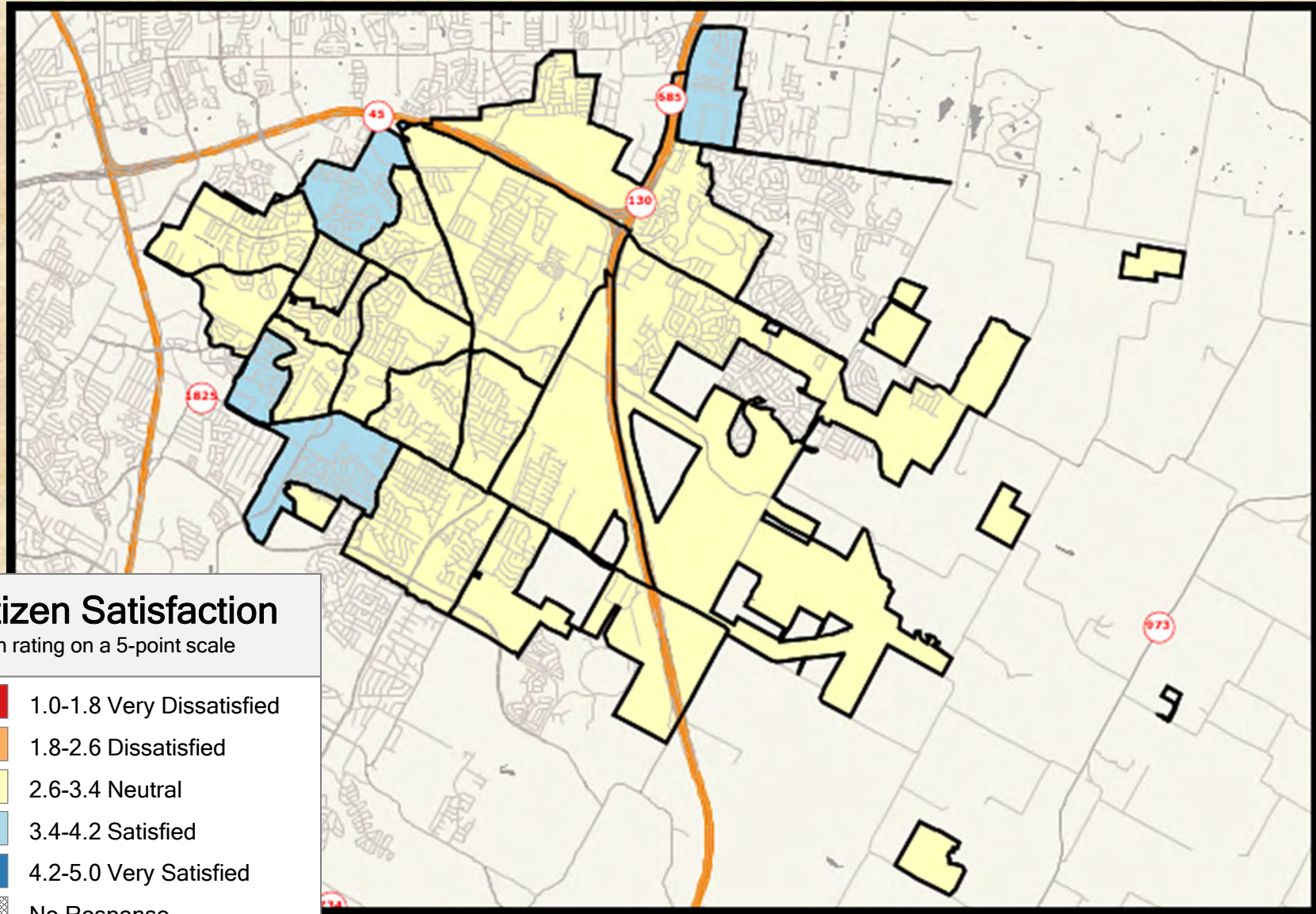


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q27-2 Satisfaction with the quality of commercial development



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

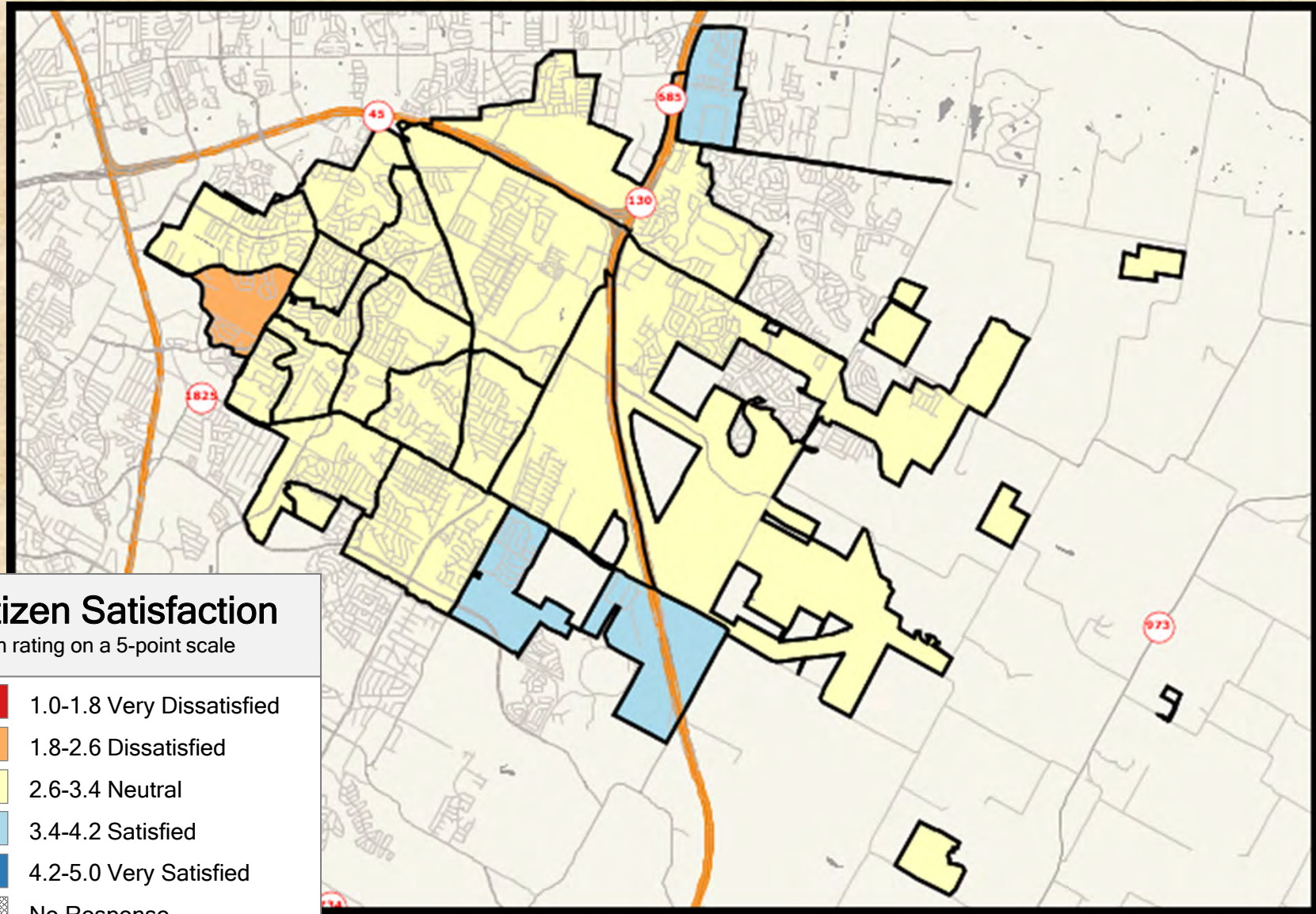


### 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q27-3 Satisfaction with the quality of residential development



### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

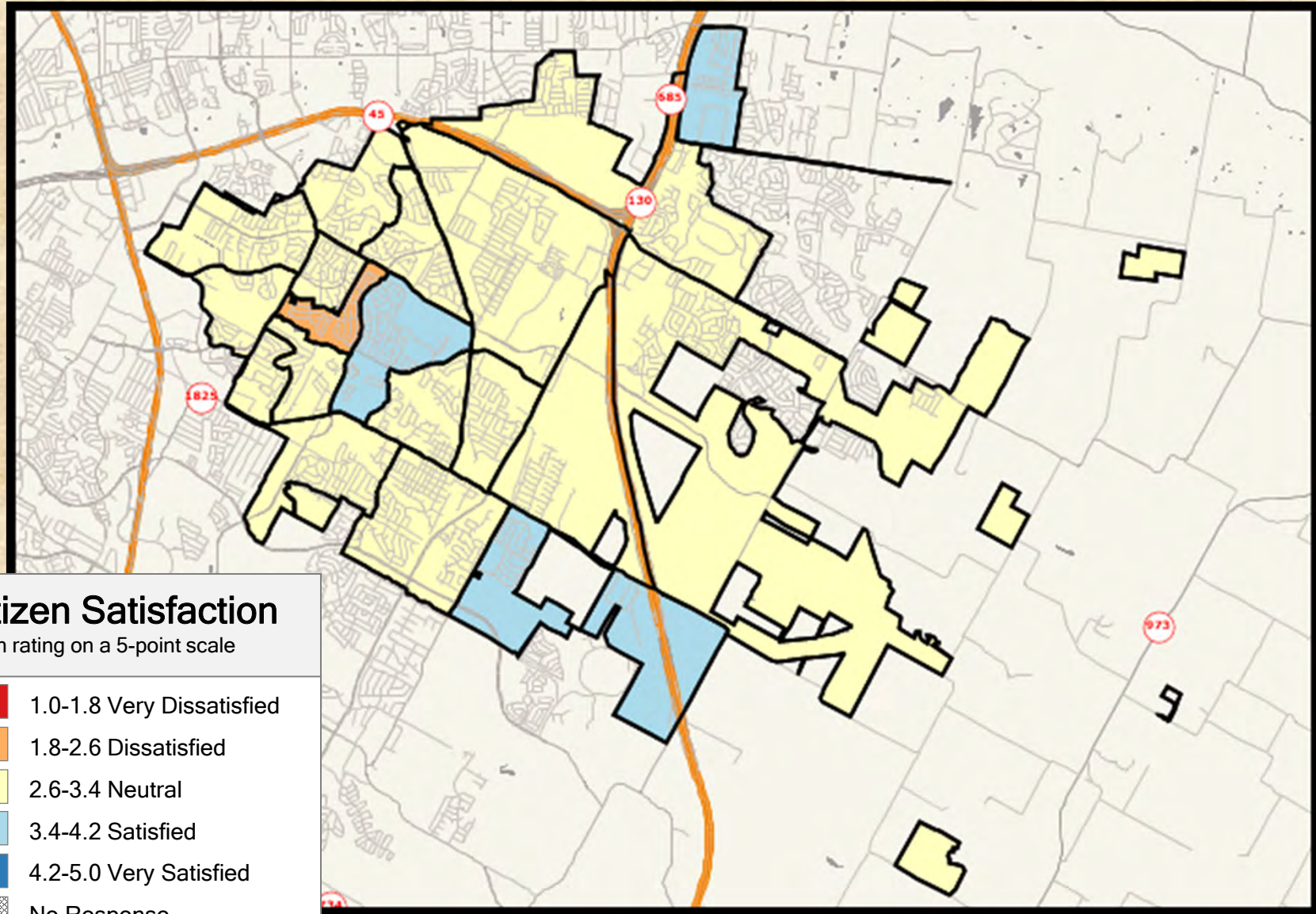


### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q27-4 Satisfaction with the diversity of residential development



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

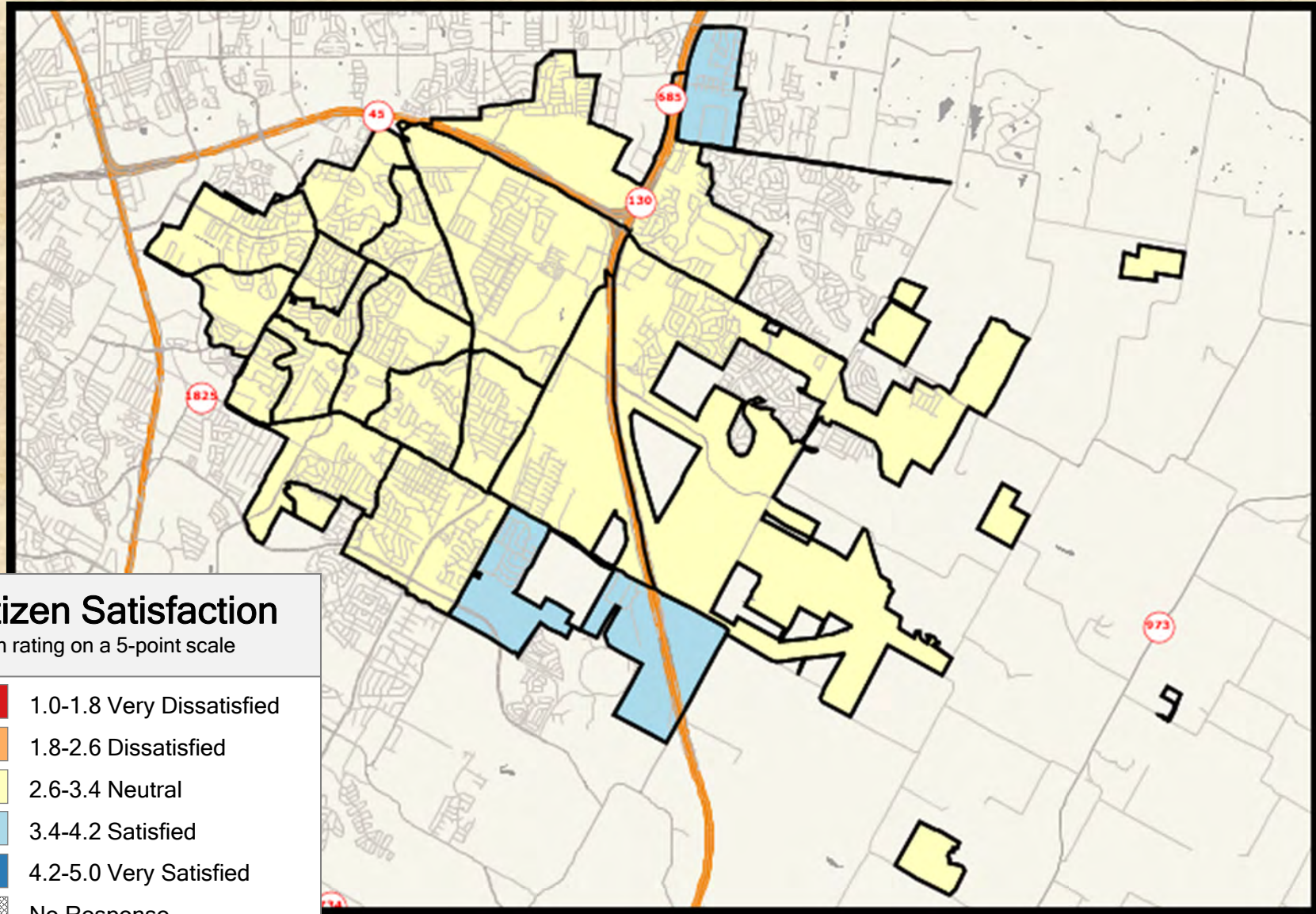


## 2021 City of Pflugerville Resident Satisfaction Survey

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



## Q27-5 Satisfaction with the diversity of commercial development



**Citizen Satisfaction**  
Mean rating on a 5-point scale

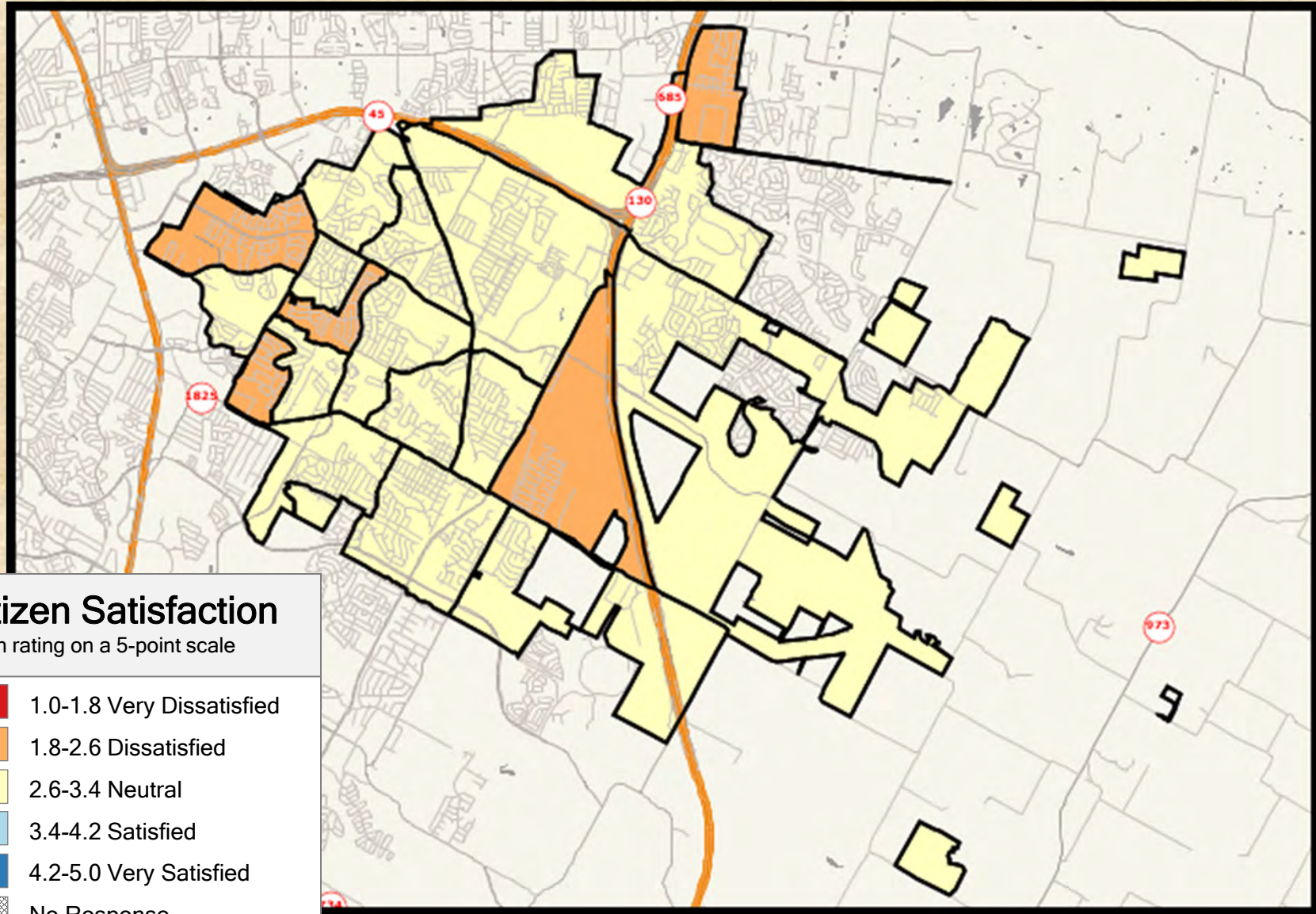
1.0-1.8 Very Dissatisfied  
1.8-2.6 Dissatisfied  
2.6-3.4 Neutral  
3.4-4.2 Satisfied  
4.2-5.0 Very Satisfied  
No Response

### 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q27-6 Satisfaction with the availability of affordable housing for sale



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

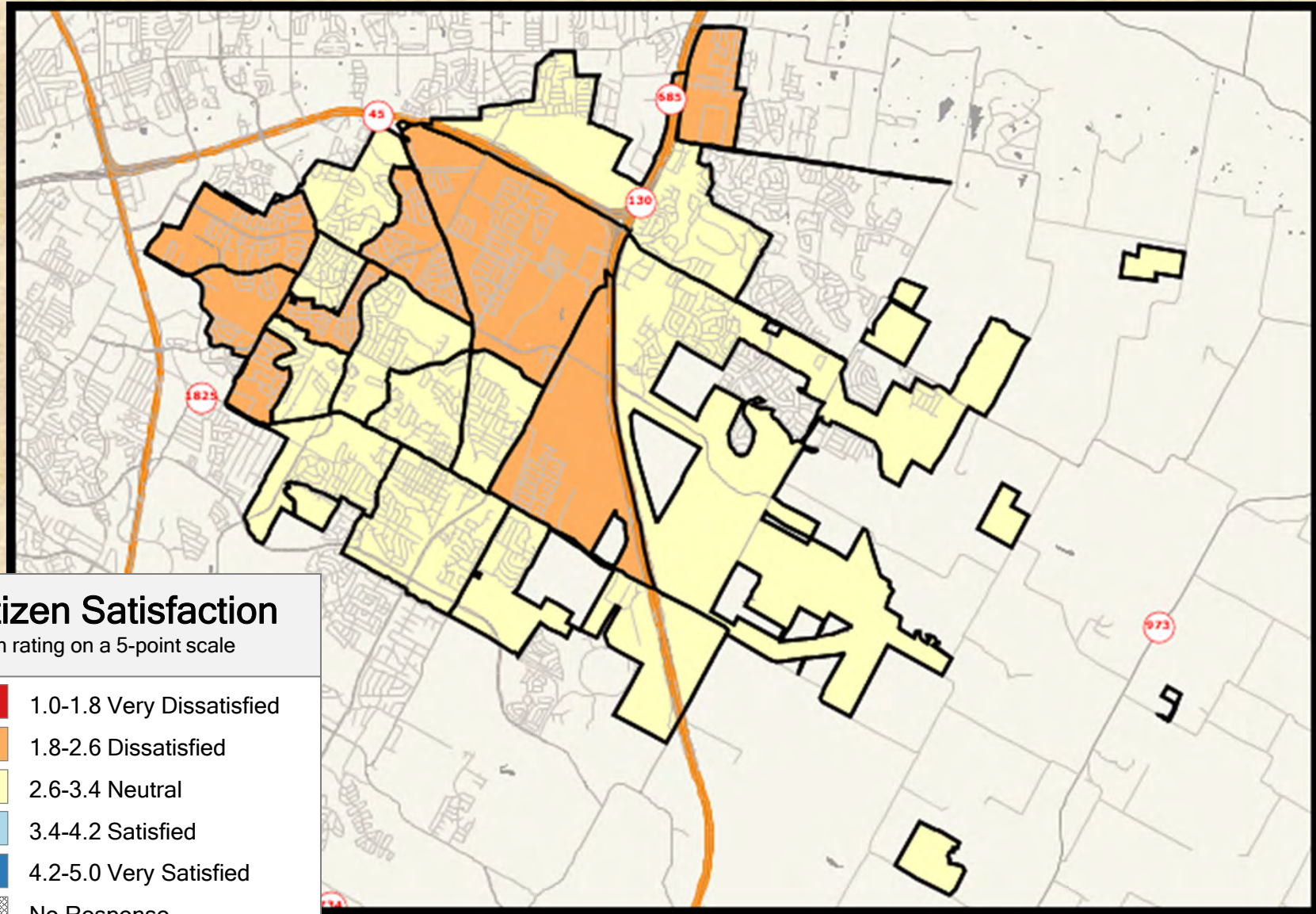


## 2021 City of Pflugerville Resident Satisfaction Survey

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



# Q27-7 Satisfaction with the availability of affordable housing for rent



## Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## 2021 City of Pflugerville Resident Satisfaction Survey

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