

# City of Pflugerville

# Resident Satisfaction Survey

## Findings Report

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# 2021

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

by:  
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**June 2021**



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

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# City of Pflugerville Community Survey

## Executive Summary

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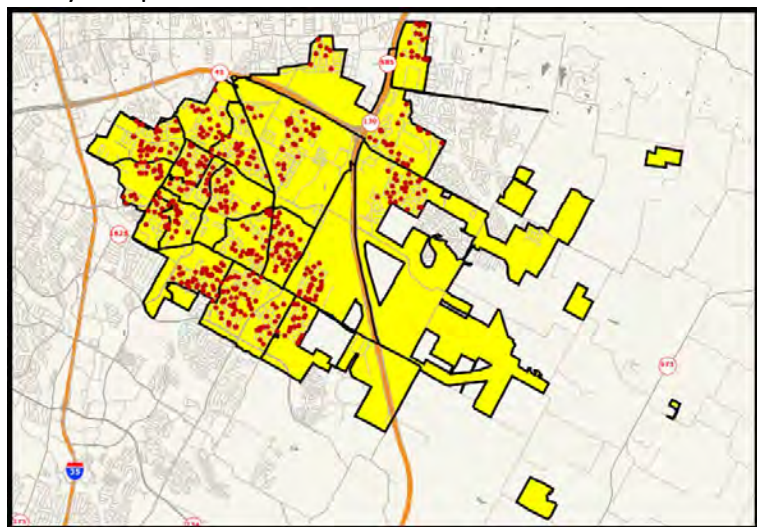
### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Pflugerville during the spring of 2021. The purpose of the survey was to allow residents the opportunity to tell City leadership how they are doing, where to invest tax dollars, rate the levels of service the City provides, and provide input on key decisions for the City.

The eight-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Pflugerville. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Pflugerville from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was exceeded, with a total of 537 residents completing the survey. The overall results for the sample of 537 households have a precision of at least  $\pm 4.2\%$  at the 95% level of confidence. The map to the right shows the location of all survey respondents.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Pflugerville with the results from other communities in ETC Institute’s *DirectionFinder*® database. 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.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey
- benchmarking data that show how the results for Pflugerville compare to other communities nationally and state-wide,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Major Findings

- **How Pflugerville Rates with Residents.** Eighty-eight percent (88%) of the residents surveyed who had an opinion rated the City as an “excellent” or “good” place to live; 80% rated it highly as a place to raise children, and 58% rated the City highly as a place to retire.
- **Perceptions of the City.** Three-fourths (75%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of life in their City; 63% were satisfied with the reputation of their City, and 54% were satisfied with the quality of City government services.
- **Services Residents Indicated Should Receive the Most Increase in Emphasis Over the Next Two Years.** The areas that residents thought should receive the most increase in emphasis from the City of Pflugerville over the next two years were: (1) the flow of traffic and congestion management, (2) the maintenance of city streets, drainage and sidewalks, and (3) the quality of water and wastewater services.

- **Police Services.** Seventy-eight percent (78%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of local police protection; 76% were satisfied with how quickly police respond to emergencies, and 60% were satisfied with the overall visibility of police in neighborhoods.
- **Overall Feeling of Safety.** Ninety-three percent (93%) of the residents who had an opinion felt safe (rating of 4 or 5 on a 5-point scale) walking in their neighborhood during the day; 83% felt safe walking in retail and shopping areas, and 79% felt safe in their neighborhood after dark.
- **Fire Services.** Eighty-seven percent (87%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with how quickly fire personnel respond, and 86% were satisfied with how quickly EMS and ambulance services respond.
- **City Maintenance Services.** Seventy-six percent (76%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the condition of street signs and traffic signals; 66% were satisfied with the cleanliness of streets and other public areas, and 66% were satisfied with the condition of street drainage/water drainage.
- **Parks and Recreation Services.** Seventy-six percent (76%) of the residents who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of local parks; 76% were satisfied with the proximity of parks in their neighborhood, and 72% were satisfied with the number of walking and biking trails.
- **Special Events.** Fifty-seven percent (57%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the management of City events, and 56% were satisfied with outdoor City events and festivals.
- **Library Services.** Eighty-three percent (83%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance and appearance of the City library; 72% were satisfied with library hours of operation, 72% were satisfied with the quality of library digital and online resources, and 66% were satisfied with adult collection and materials.
- **Animal Welfare Services.** Sixty percent (60%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the physical and emotional handling of animals in the care of the City, and 56% were satisfied with the retrieval of stray or injured animals citywide.
- **Utility Services.** Seventy-eight percent (78%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash/curbside recycling collection; 64% were satisfied with wastewater service, and 62% were satisfied with the Recycle Center/household waste disposal.

- **Public Information Services.** Fifty-four percent (54%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City website, and 53% were satisfied with the clarity of information and messaging.

### **Additional Findings**

- The majority of residents find out information about the City of Pflugerville through Community Impact newsletter (69%) or the City website (62%).
- The most used facilities in Pflugerville are Downtown Pflugerville, Pflugerville’s trail system, Lake Pflugerville, and Pflugerville outdoor festivals or special events.
- More than one-third (39%) of respondents indicated they have called the City of Pflugerville or approached a city employee with a question, problem or complaint during the past year.
  - Overall, respondents were satisfied with City Employee interactions. Respondents were most satisfied with the courteousness of staff, the ease of contacting staff, and their overall interaction with City employees.
- Seventy-two percent (72%) of respondents, who had an opinion, agreed (rating of 4 or 5 on a 5-point scale) the follow statement: *“Based on quality of schools, parks, housing, and police Pflugerville is a high-value community.”*
- Nearly all (97%) of residents surveyed, who had an opinion, indicated traffic management and road widening and improvements were most important (rating of 3 or 4 on a 4-point scale) for the City to invest in; 80% thought recreational programming and events were most important, and 78% thought enhancements to downtown Pflugerville were most important for the City to invest in. Based on respondent’s top three choices, the items that should receive the most emphasis over the next two years are: (1) traffic management and road widening and improvements, (2) enhancements to downtown Pflugerville, and (3) transit system development.

## How the City of Pflugerville Compares to the State of Texas

Satisfaction ratings for the City of Pflugerville rated the same or above the average for Texas in 39 of the 53 areas that were assessed. The City of Pflugerville rated significantly higher than this average (difference of 5% or more) in 30 of these areas. Listed below are some of the comparisons between the City of Pflugerville and the average for Texas:

Service	Pflugerville	Texas	Difference	Category
Overall quality of police protection	79%	44%	35%	Police Services
As a place to live	88%	56%	32%	Overall Ratings of the City
Quality of parks & recreation programs/facilities	70%	40%	30%	Overall City Services
Condition of street drainage/water drainage	65%	36%	29%	City Maintenance
Maintenance & appearance of City Recreation Center	67%	41%	26%	Parks and Recreation
As a place to raise children	80%	54%	26%	Overall Ratings of the City
How quickly EMS & ambulance services respond	86%	61%	25%	Fire Services
Quality of trash & recycling services	77%	52%	25%	Overall City Services
Quality of customer service provided by City	59%	34%	25%	Overall City Services
Quality of Public Library	77%	53%	24%	Overall City Services
Maintenance of City streets, drainage & sidewalks	47%	23%	24%	Overall City Services
On City trails/in City parks	65%	42%	23%	Feeling of Safety
Effectiveness of communication by the City	49%	28%	21%	Overall City Services
Quality of facilities at City parks	70%	49%	21%	Parks and Recreation
How quickly police respond to emergencies	76%	56%	20%	Police Services
In neighborhoods after dark	79%	60%	19%	Feeling of Safety
In downtown	78%	62%	16%	Feeling of Safety
How quickly fire personnel respond	88%	72%	16%	Fire Services
Wastewater service	64%	50%	14%	City Utility Services
Overall value received for tax dollars	42%	29%	13%	Overall Perceptions of the City
Cleanliness of streets & other public areas	66%	53%	13%	City Maintenance
In neighborhoods during the day	93%	81%	12%	Feeling of Safety
Visibility of police in neighborhoods	60%	48%	12%	Police Services
Quality of City government services	53%	43%	10%	Overall Perceptions of the City
Curbside bulk item pick up/removal	57%	49%	8%	City Utility Services
Water service	52%	45%	7%	City Utility Services
Ease of registering for City programs	51%	44%	7%	Parks and Recreation
Condition of street signs & traffic signals	76%	70%	6%	City Maintenance
Enforcement of traffic laws	57%	52%	5%	Police Services
Appearance of the City	52%	47%	5%	Overall Perceptions of the City
Efforts to prevent crime	55%	51%	4%	Police Services
Responsiveness to requests on social media accounts	45%	41%	4%	Public Information Services
Quality of outdoor swimming pools	56%	53%	3%	Parks and Recreation
Condition of neighborhood sidewalks	50%	47%	3%	City Maintenance
Quality of City website	53%	51%	2%	Public Information Services
As a place to work	50%	48%	2%	Overall Ratings of the City
Visibility of police in commercial & retail areas	56%	55%	1%	Police Services
Quality of outdoor athletic fields	62%	61%	1%	Parks and Recreation
As a place to retire	58%	58%	0%	Overall Ratings of the City
How well the City is planning growth	39%	41%	-2%	Overall Perceptions of the City
Condition of neighborhood streets	52%	55%	-3%	City Maintenance
Timeliness of information provided	47%	51%	-4%	Public Information Services
Mowing/tree trimming along streets & public areas	54%	58%	-4%	City Maintenance
Availability of info. about services/activities	50%	55%	-5%	Public Information Services
Flow of traffic & congestion management on streets	31%	37%	-6%	Overall City Services
Efforts by City to keep residents informed	45%	51%	-6%	Public Information Services
Condition of major streets	46%	53%	-7%	City Maintenance
Adequacy of street lighting	53%	65%	-12%	City Maintenance
Limb/yard waste collection services	37%	50%	-13%	City Utility Services
Enforcing mowing/cutting of overgrown weeds/grass	38%	51%	-13%	Code Compliance
Enforcing cleanup of junk/debris- private property	35%	51%	-16%	Code Compliance
As a place to visit	42%	59%	-17%	Overall Ratings of the City
Enforcing sign regulations/bandit sign pickup	38%	60%	-22%	Code Compliance

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City’s overall satisfaction rating are listed below:

- Flow of traffic and congestion management on streets (IS Rating=0.3916)
- Maintenance of City streets, drainage & sidewalks (IS Rating=0.2782)
- Quality of water and wastewater services (IS Rating=0.1567)

The table below shows the importance-satisfaction rating for all 14 major categories of City services that were rated.

2021 Importance-Satisfaction Rating City of Pflugerville, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Flow of traffic & congestion management on streets	57%	1	31%	14	0.3916	1
Maintenance of City streets, drainage & sidewalks	52%	2	47%	12	0.2782	2
<b>High Priority (IS .10-.20)</b>						
Quality of water & wastewater services	32%	3	50%	10	0.1567	3
<b>Medium Priority (IS &lt;.10)</b>						
Effectiveness of communication by the City	12%	6	49%	11	0.0629	4
Quality of parks & recreation programs/facilities	20%	5	70%	6	0.0601	5
Quality of police service	23%	4	76%	5	0.0542	6
Quality of animal welfare services/animal shelter	6%	9	56%	9	0.0285	7
Quality of trash & recycling services	11%	7	77%	3	0.0242	8
Quality of customer service provided by City	5%	12	59%	8	0.0191	9
Quality of utility billing	5%	10	67%	7	0.0177	10
Quality of EMS & ambulance services	9%	8	84%	2	0.0144	11
Quality of Pflugerville Public Library	4%	13	77%	4	0.0088	12
Quality of fire services	5%	11	87%	1	0.0070	13
Quality of municipal court services	1%	14	45%	13	0.0033	14



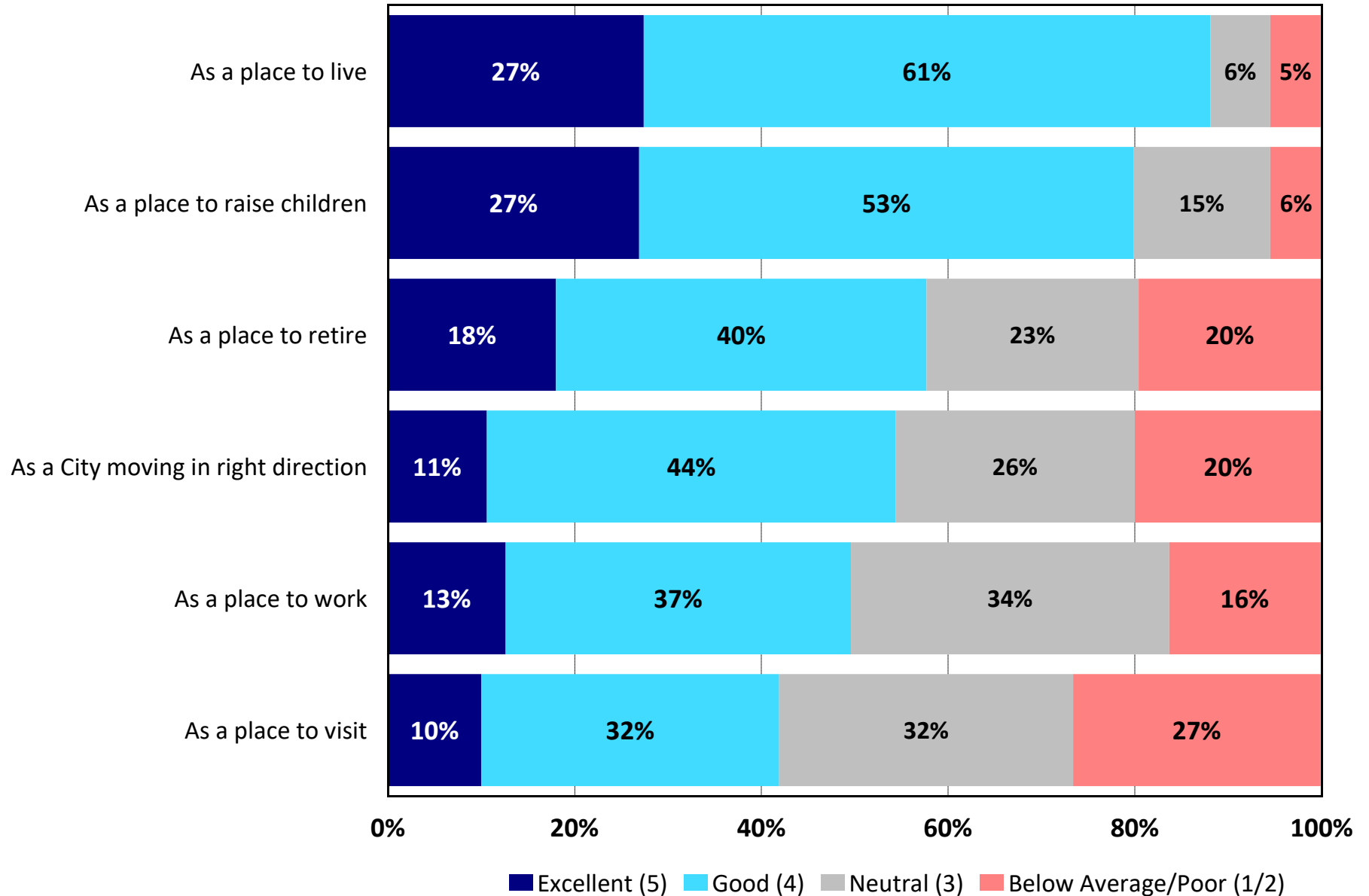
# **Section 1**

## ***Charts and Graphs***

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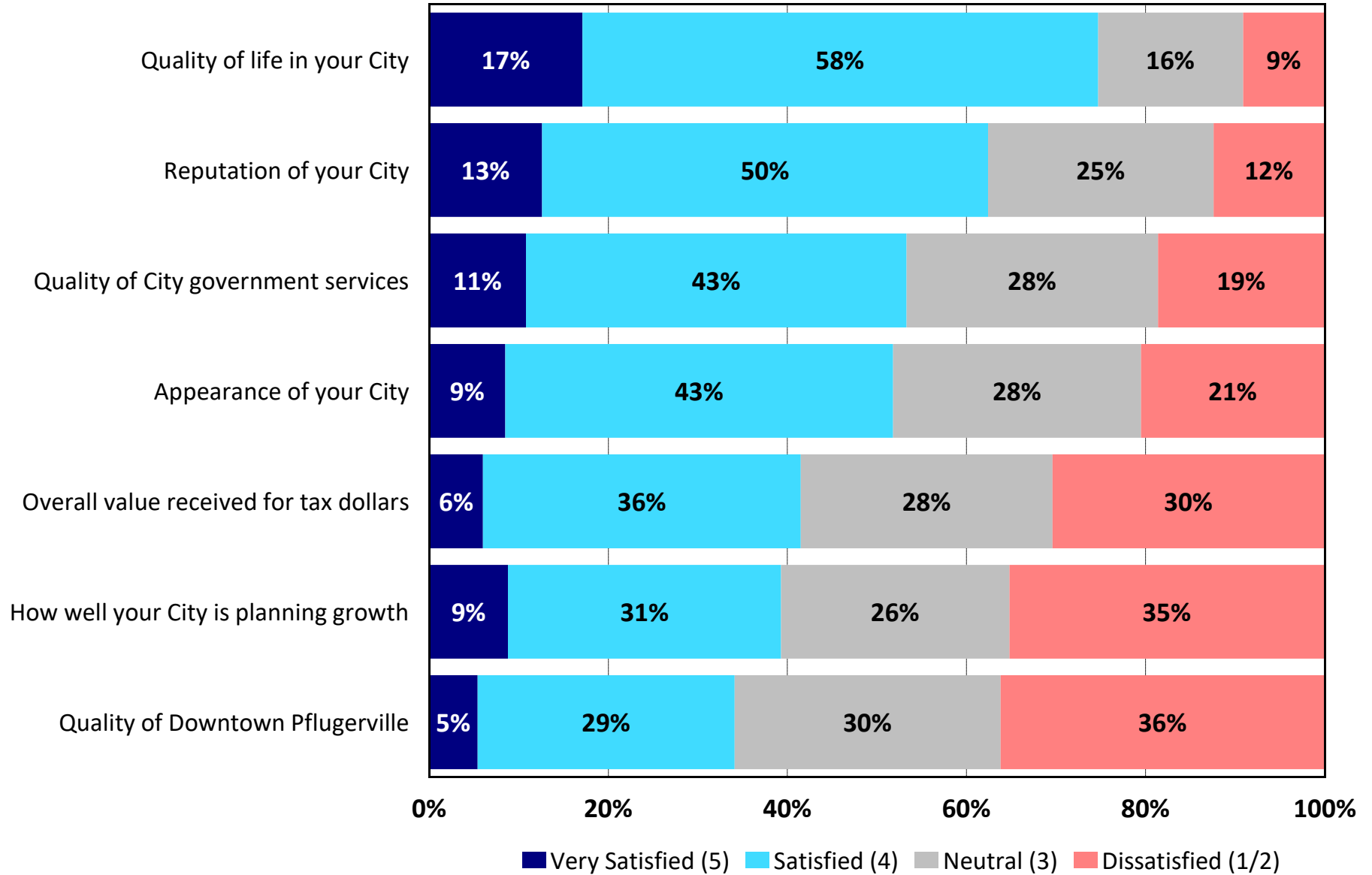
# Q1. Overall Ratings of Pflugerville

by percentage of respondents (excluding don't knows)



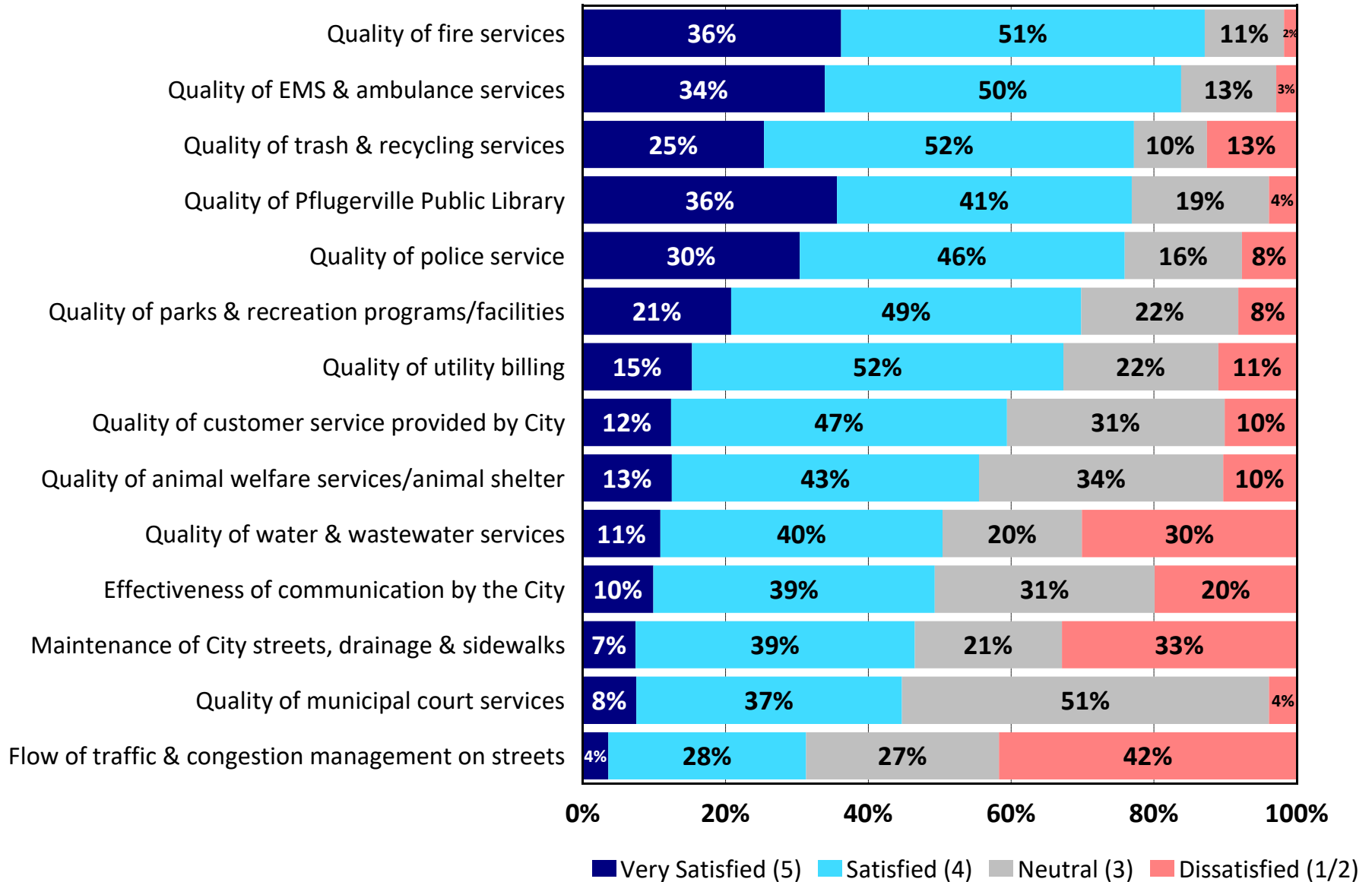
## Q2. Overall Satisfaction with Pflugerville

by percentage of respondents (excluding don't knows)



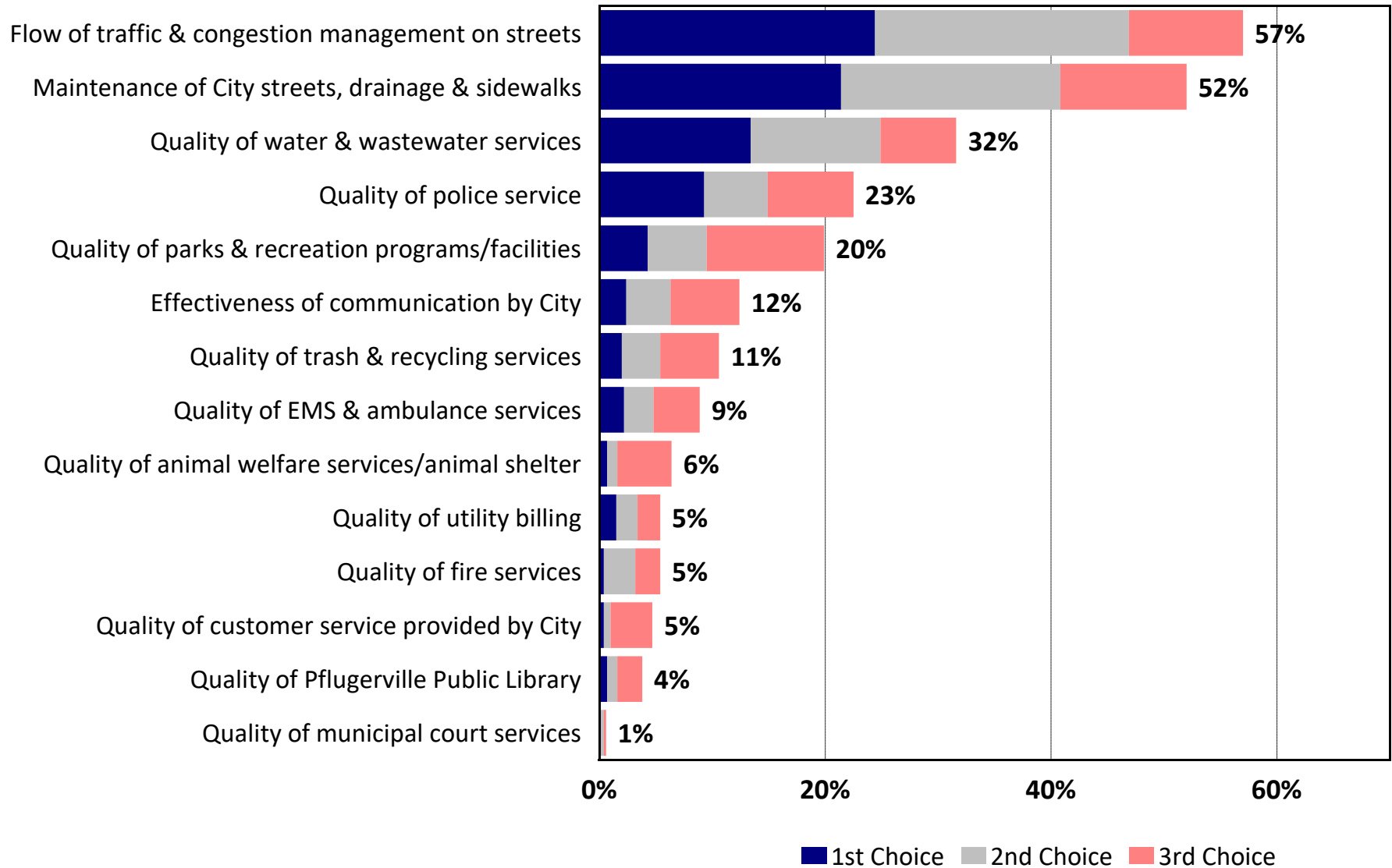
# Q3. Overall Satisfaction with City Services

by percentage of respondents (excluding don't knows)



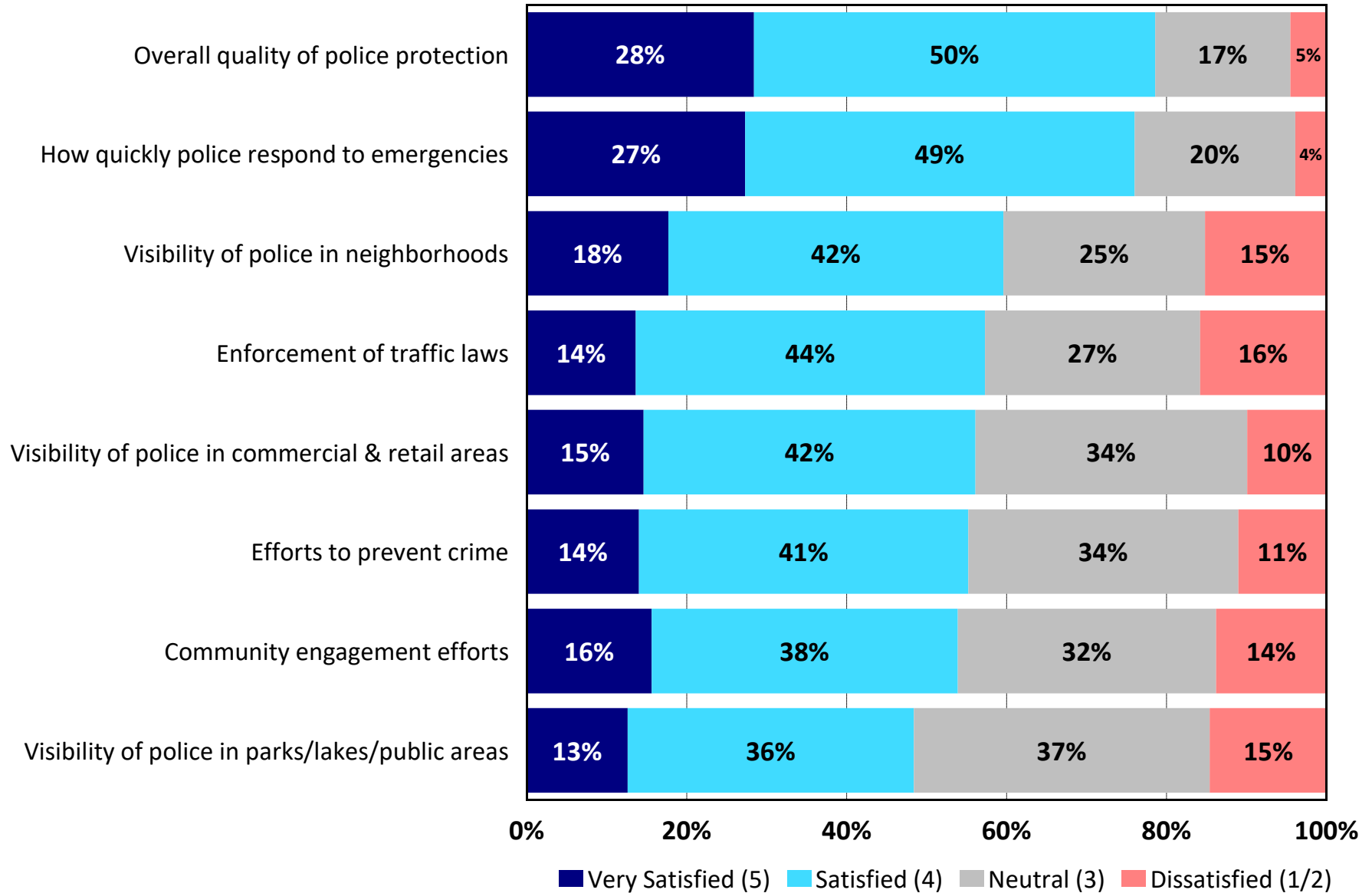
# Q4. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



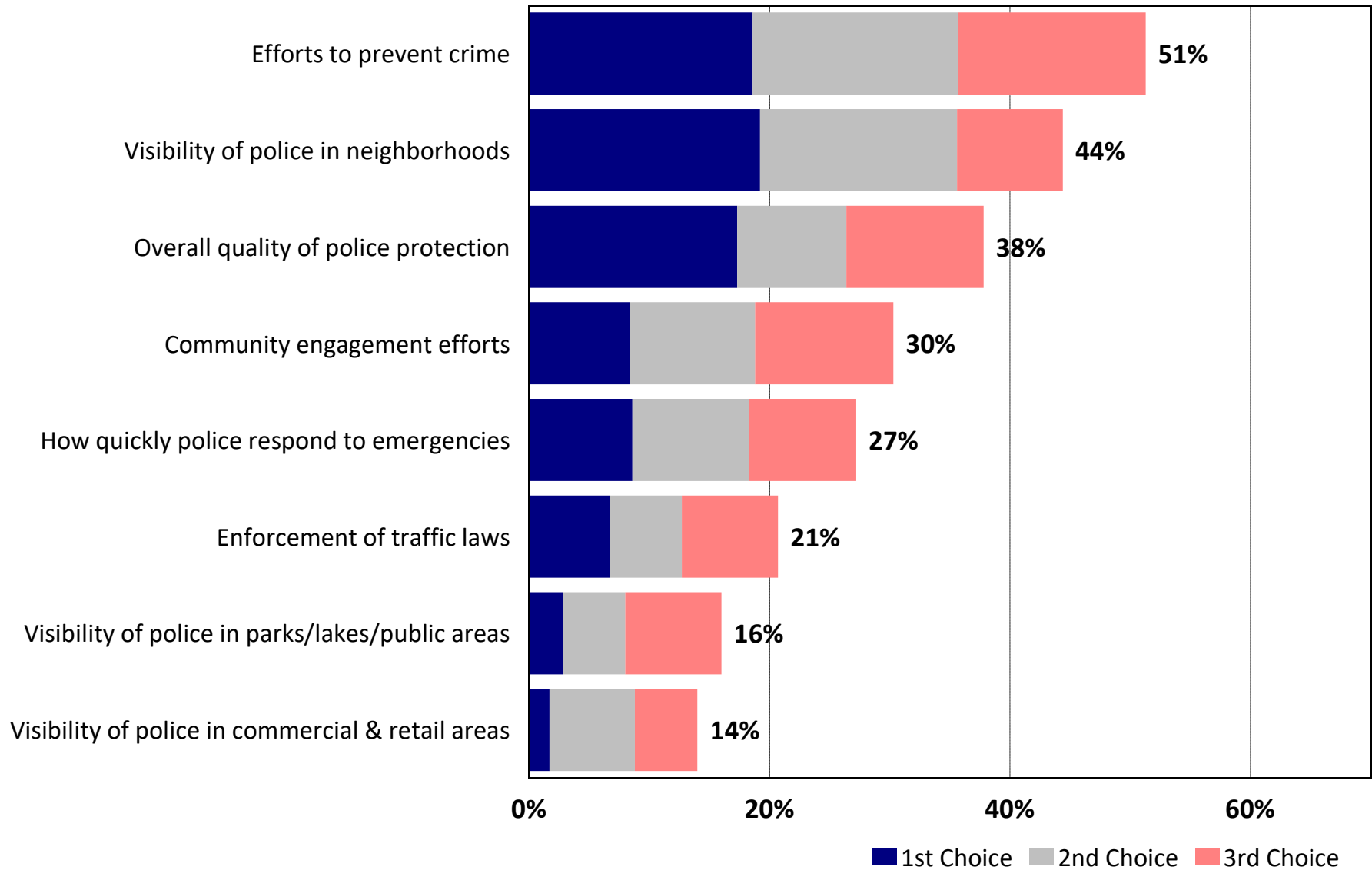
# Q5. Overall Satisfaction with Police Services

by percentage of respondents (excluding don't knows)



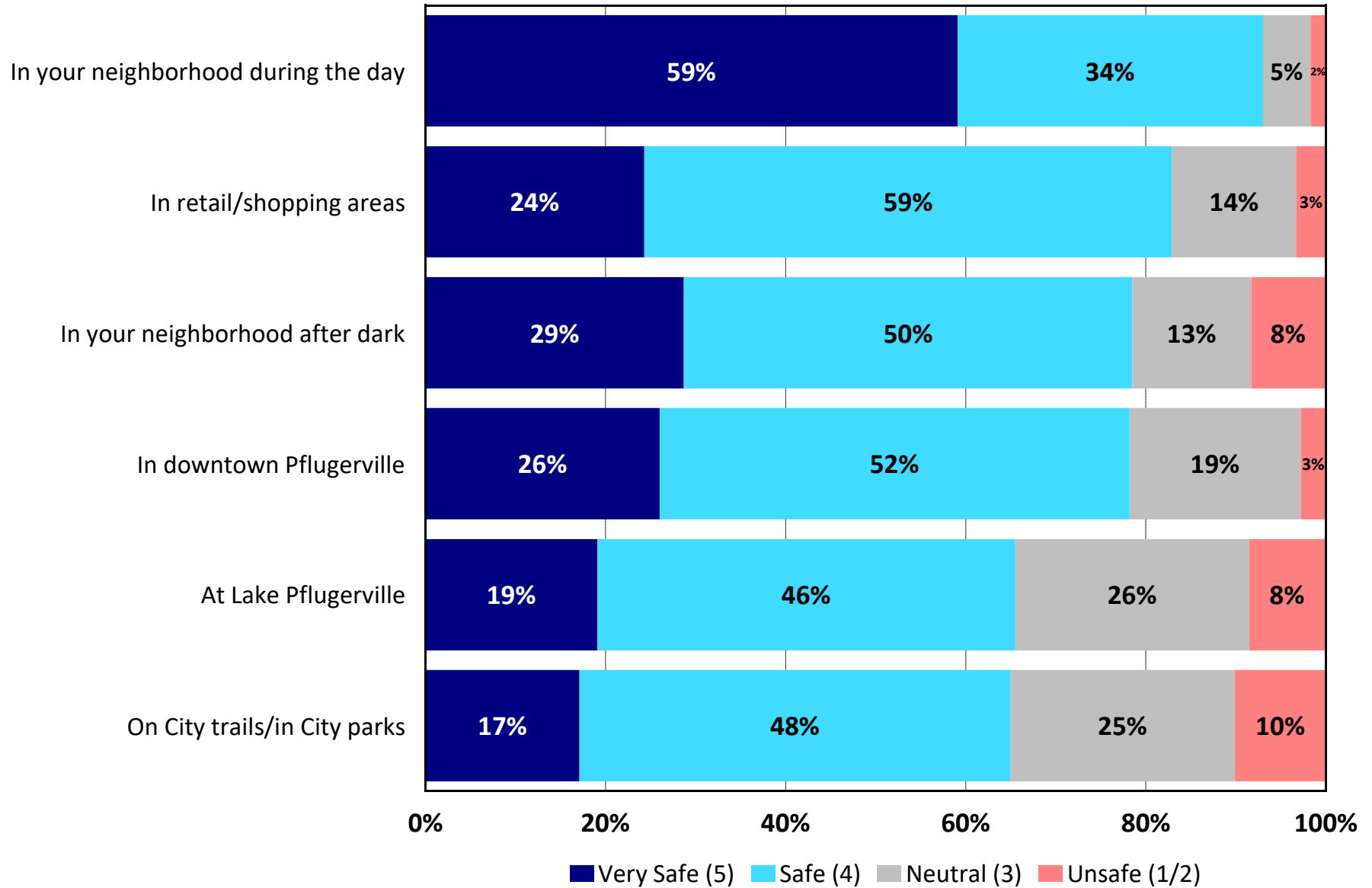
# Q6. Police Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q7. Overall Feeling of Safety in the Following Situations

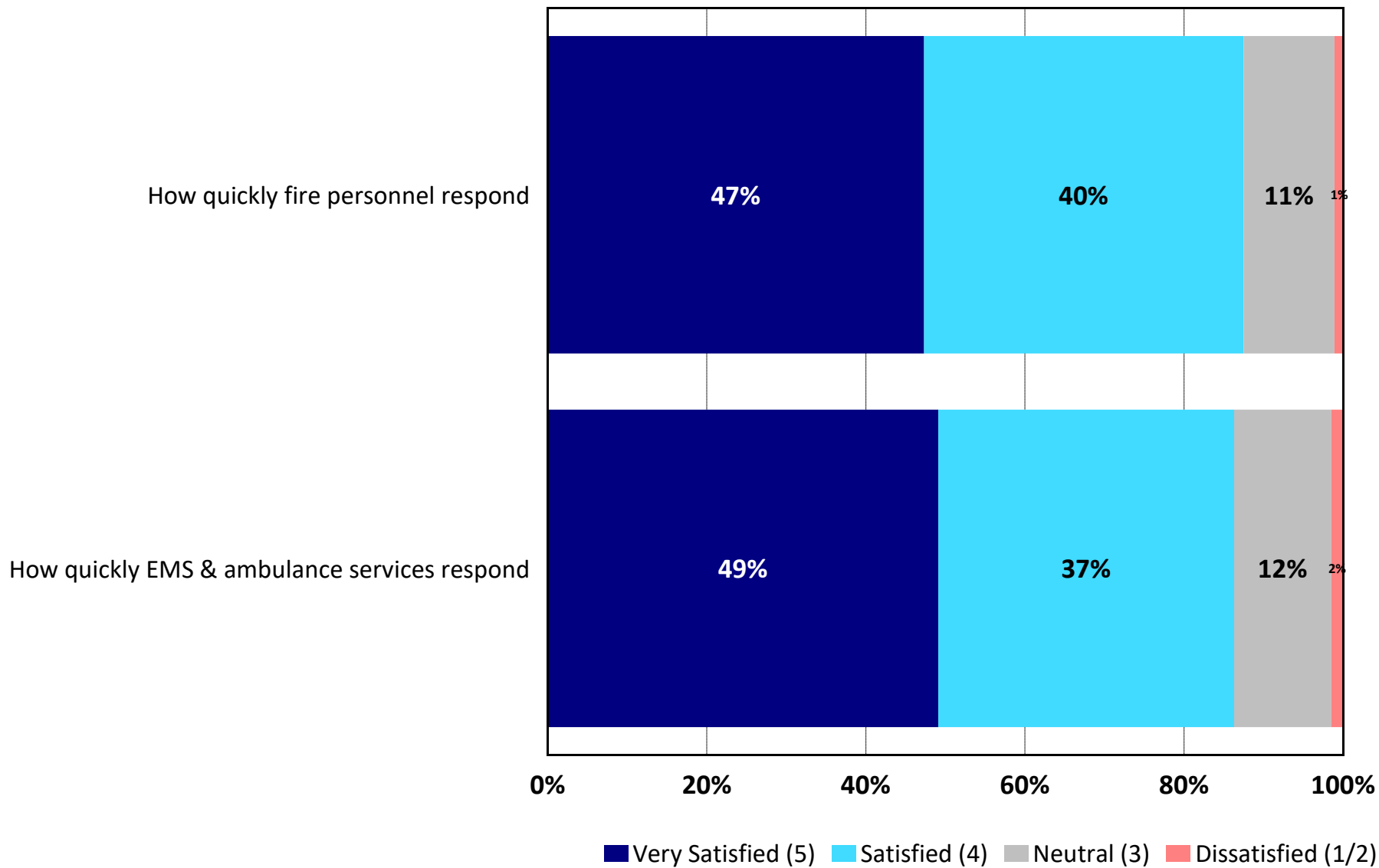
by percentage of respondents (excluding don't knows)





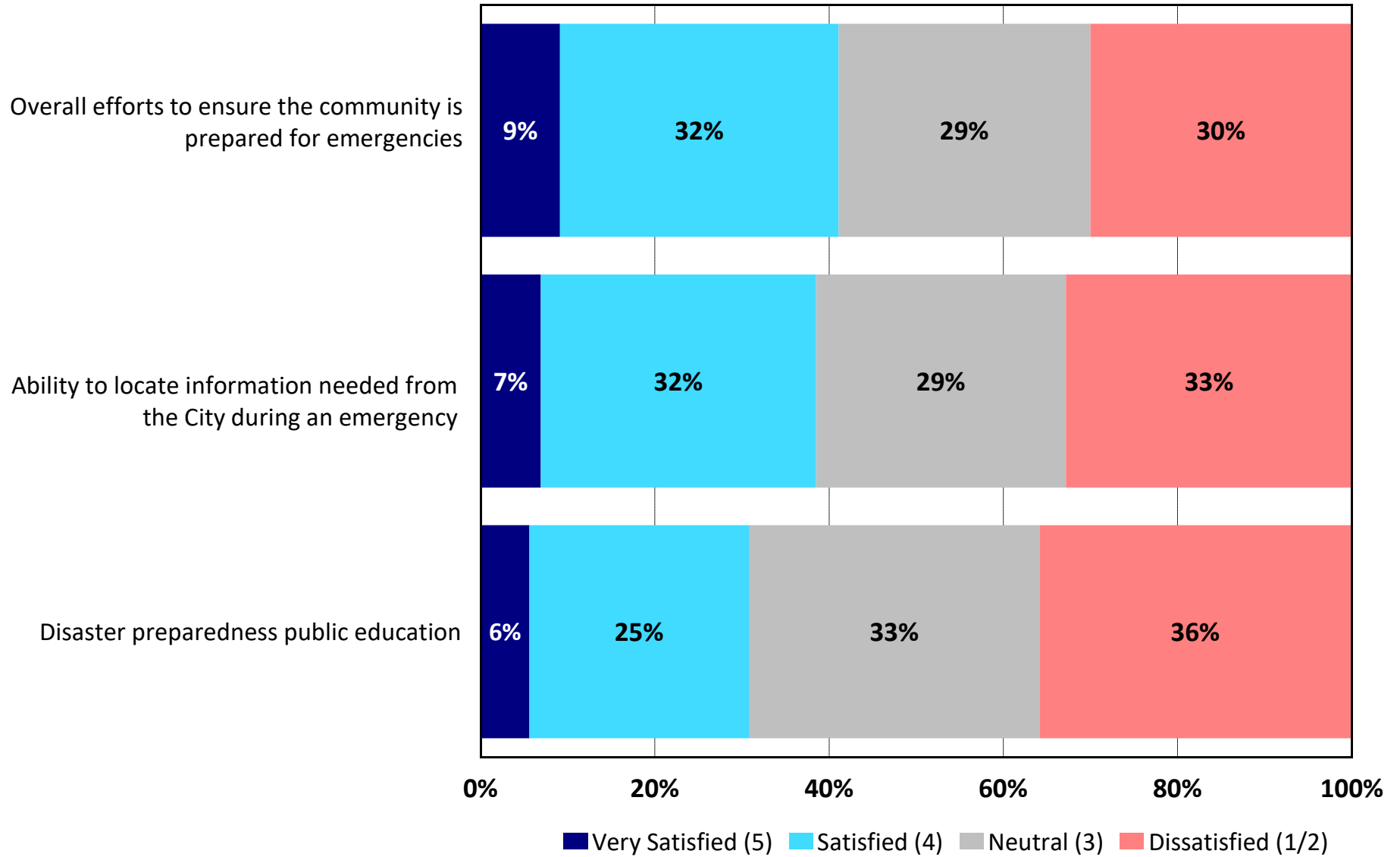
## Q8. Overall Satisfaction with Fire Services

by percentage of respondents (excluding don't knows)



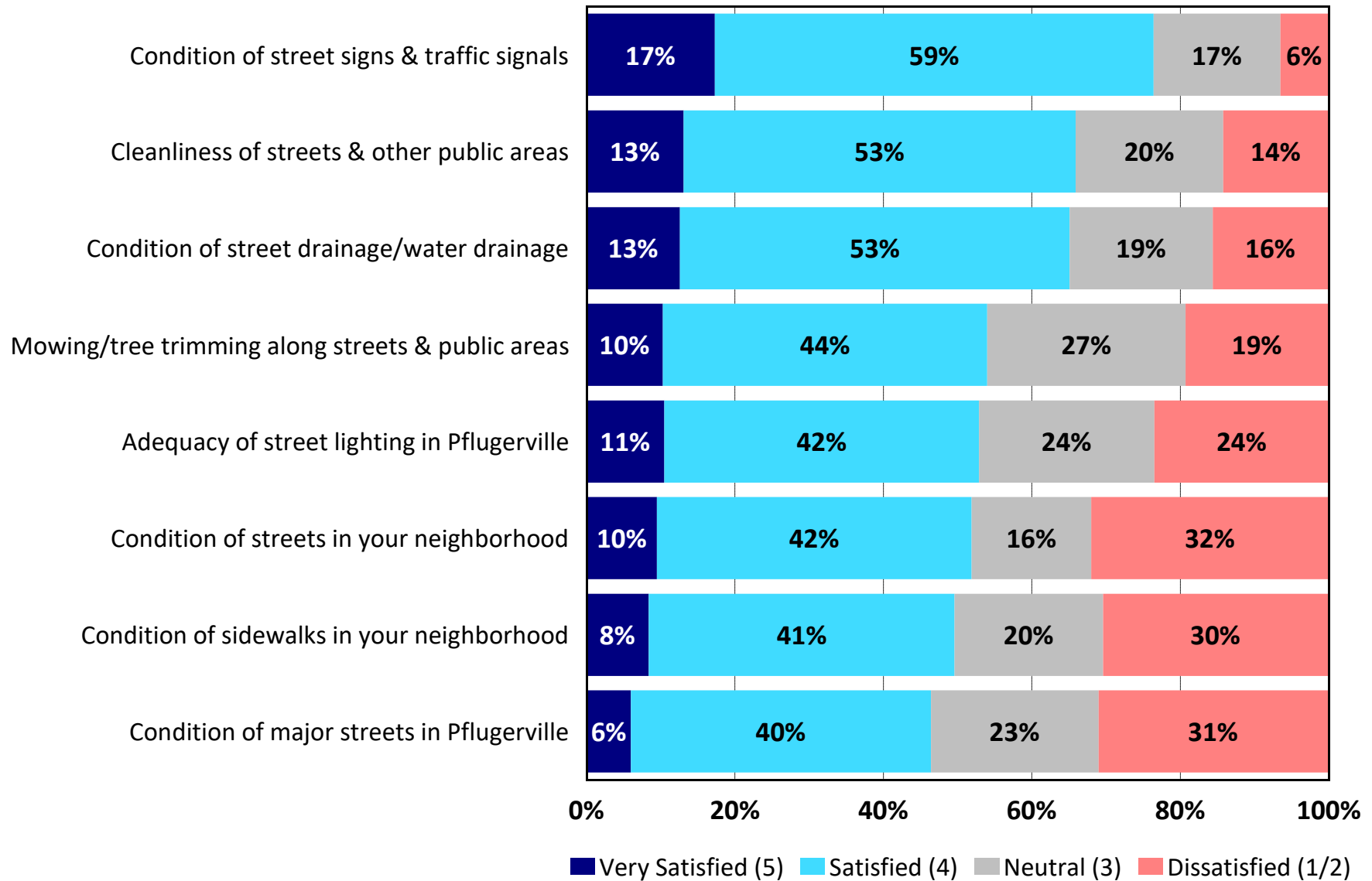
# Q9. Overall Satisfaction with Emergency Preparedness

by percentage of respondents (excluding don't knows)



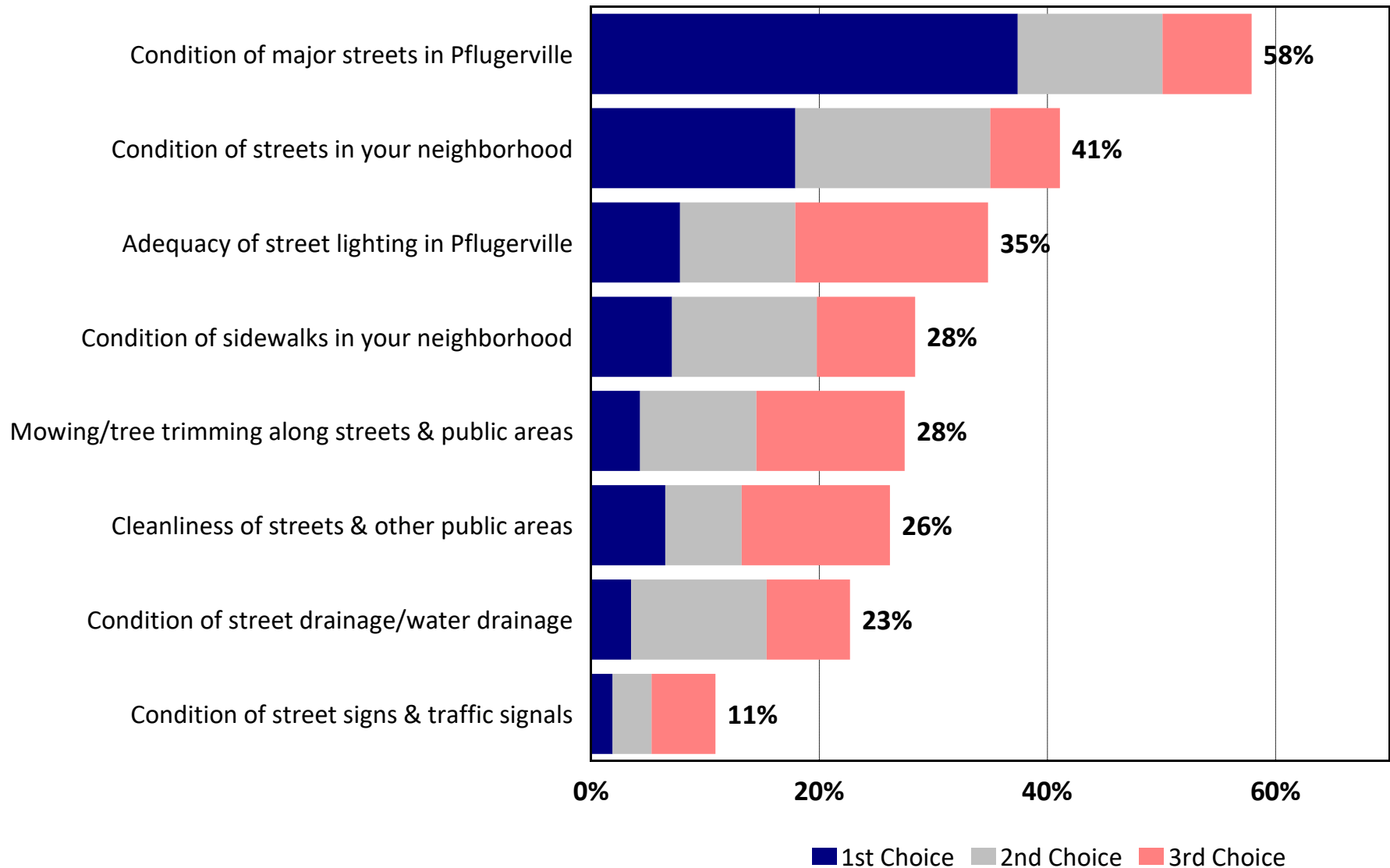
# Q10. Overall Satisfaction with City Maintenance Services

by percentage of respondents (excluding don't knows)



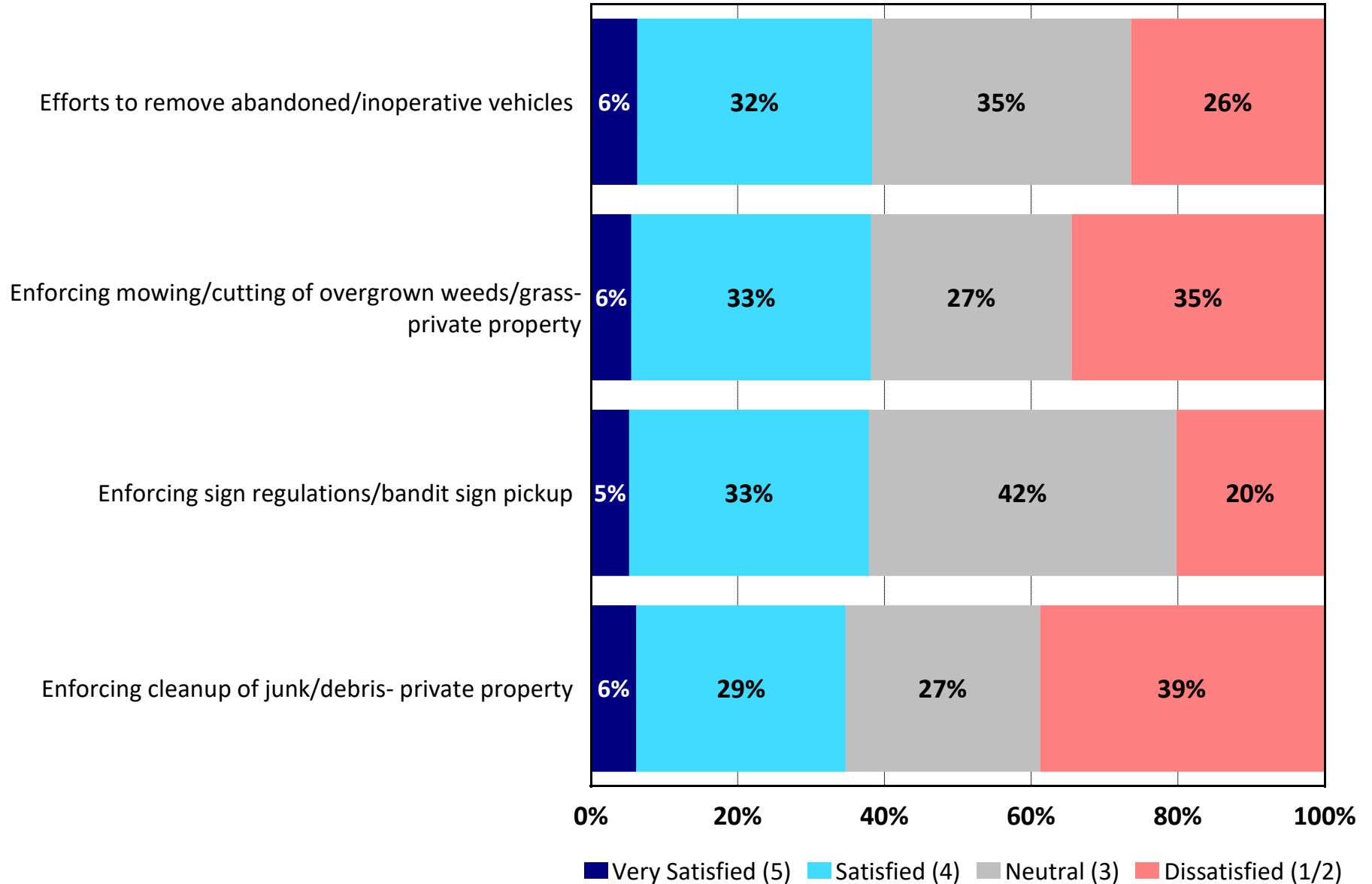
# Q11. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



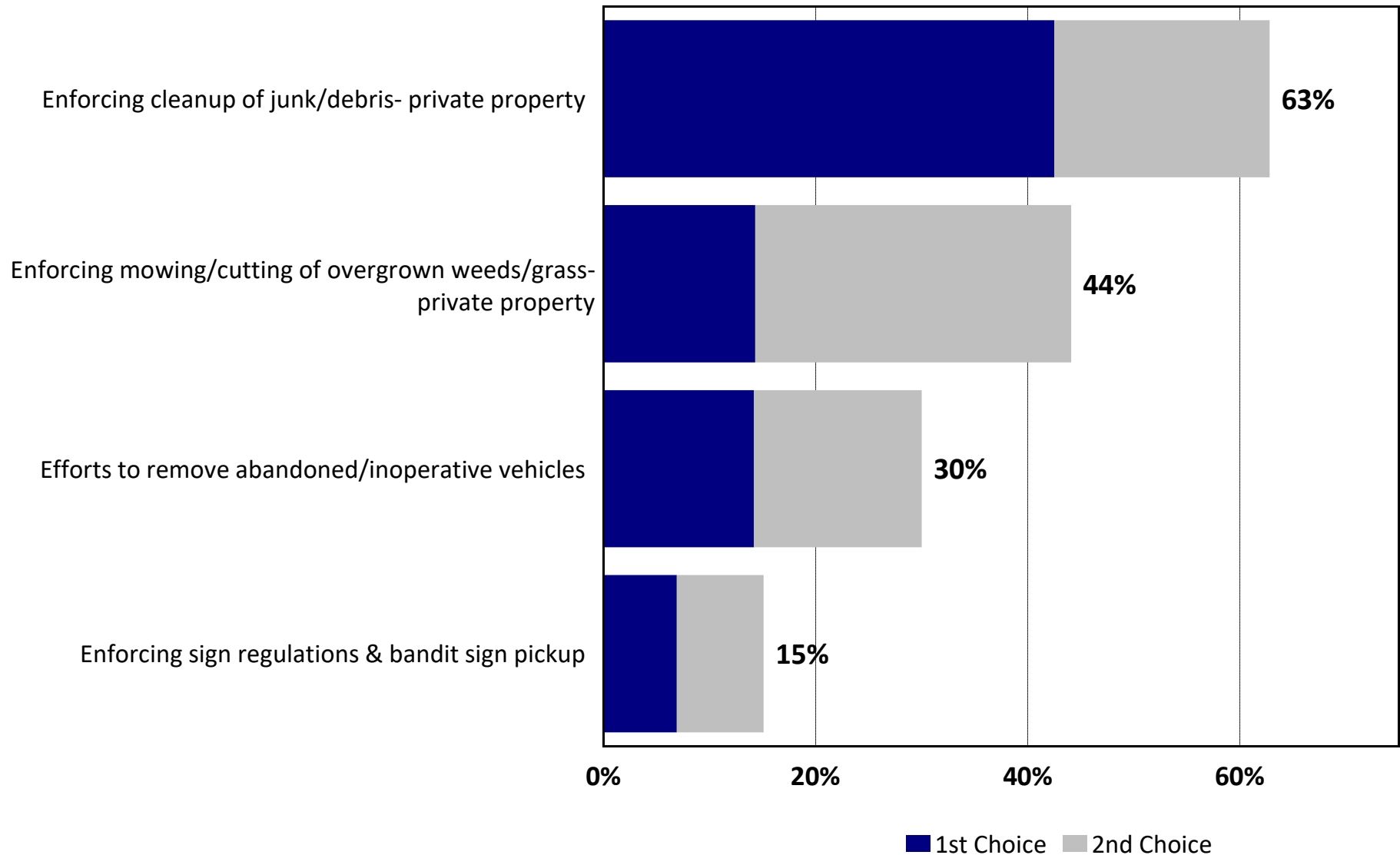
# Q12. Overall Satisfaction with Code Compliance

by percentage of respondents (excluding don't knows)



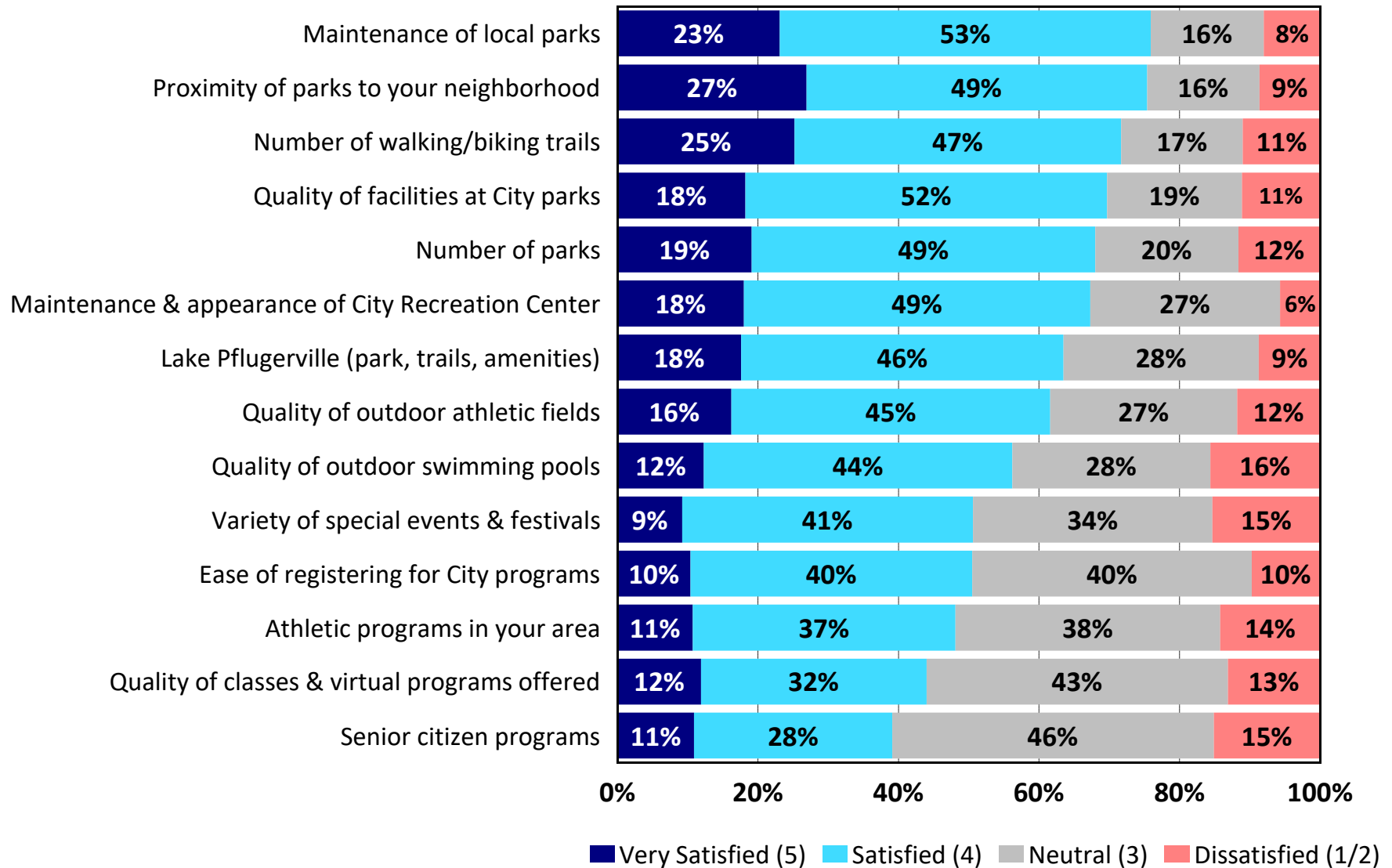
# Q13. Code Compliance Services That Should Receive the Most Emphasis Over the Next Two Years

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



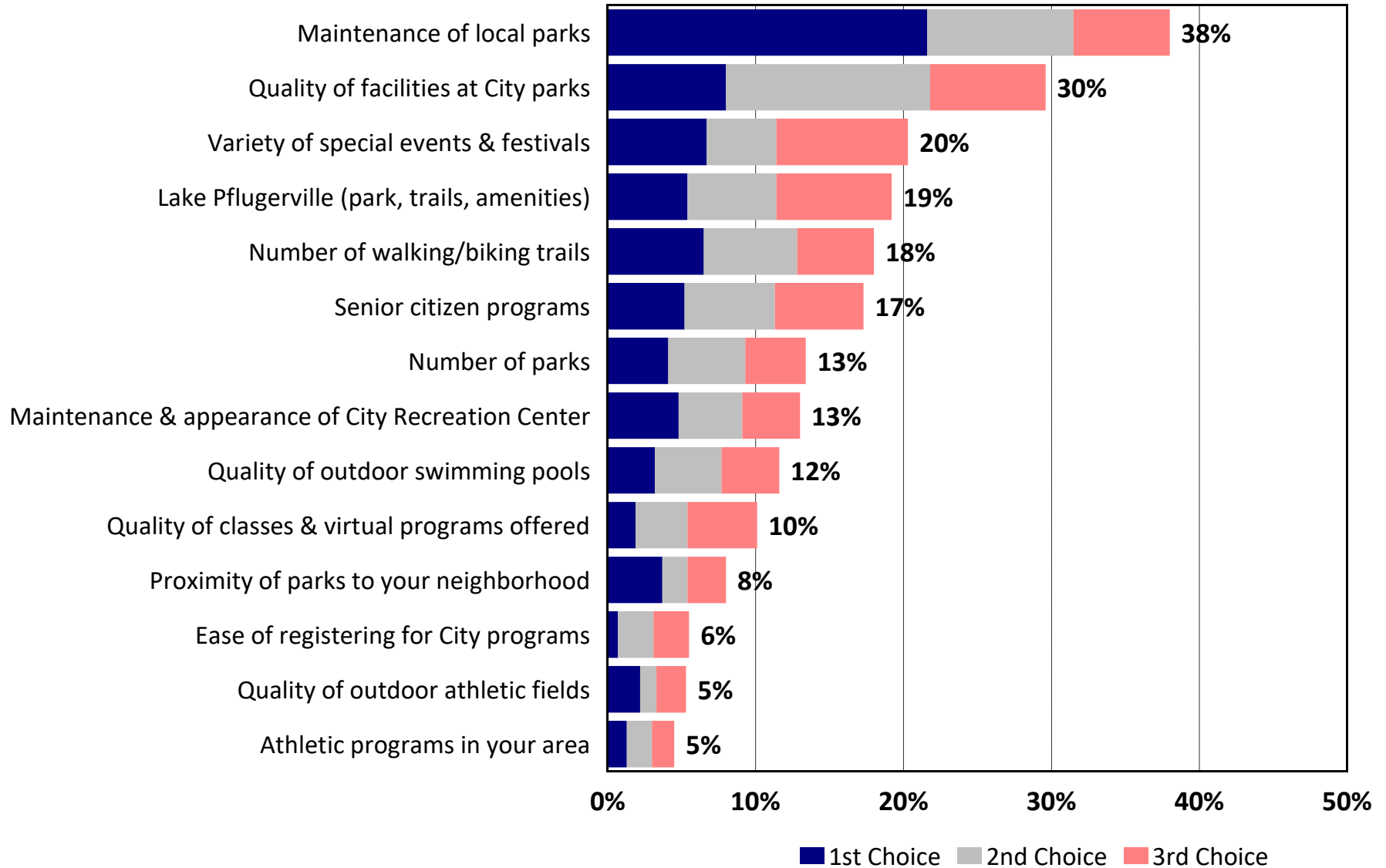
# Q14. Overall Satisfaction with City Parks and Recreation Services

by percentage of respondents (excluding don't knows)



# Q15. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

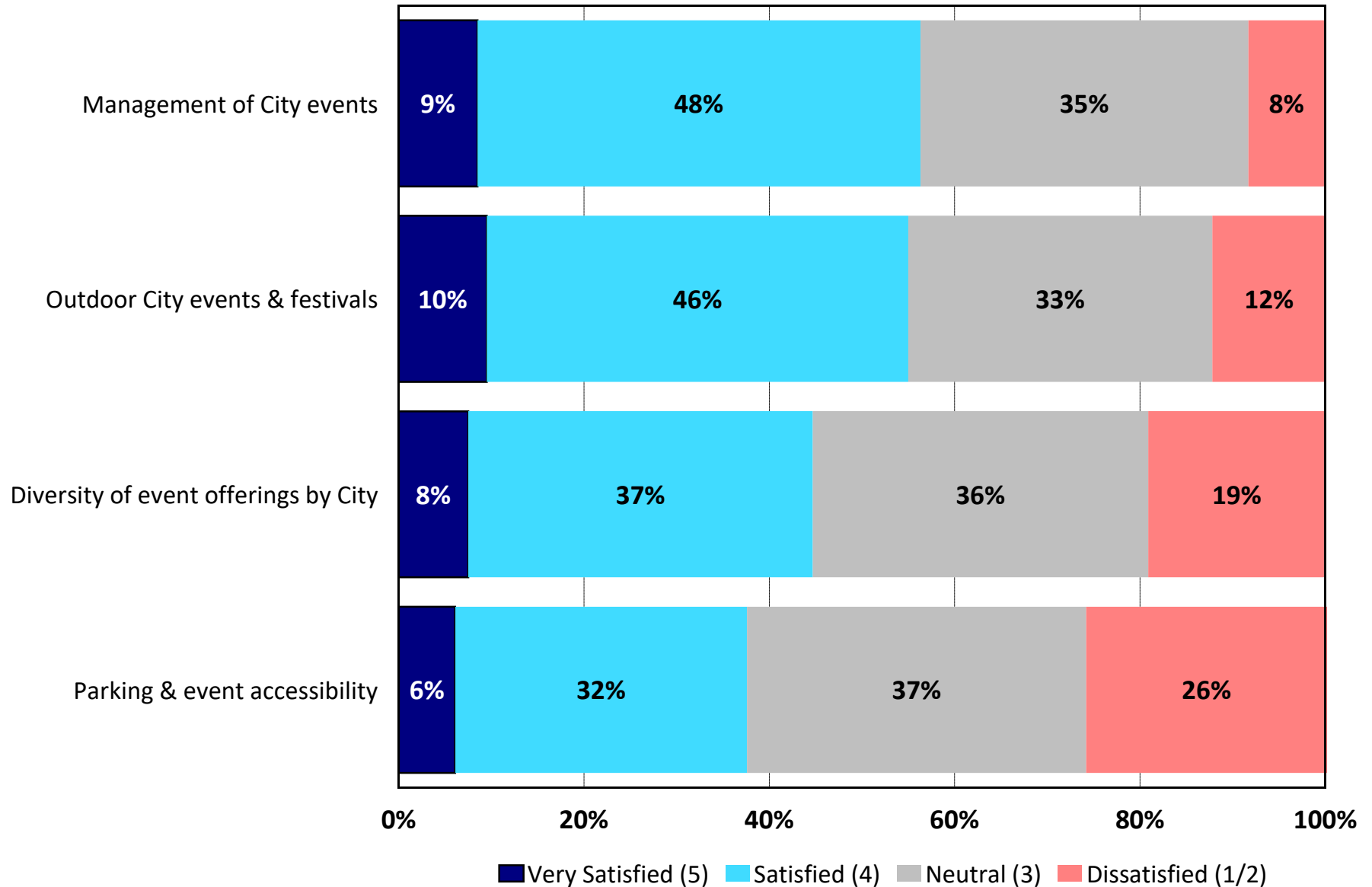
by percentage of respondents who selected the item as one of their top three choices





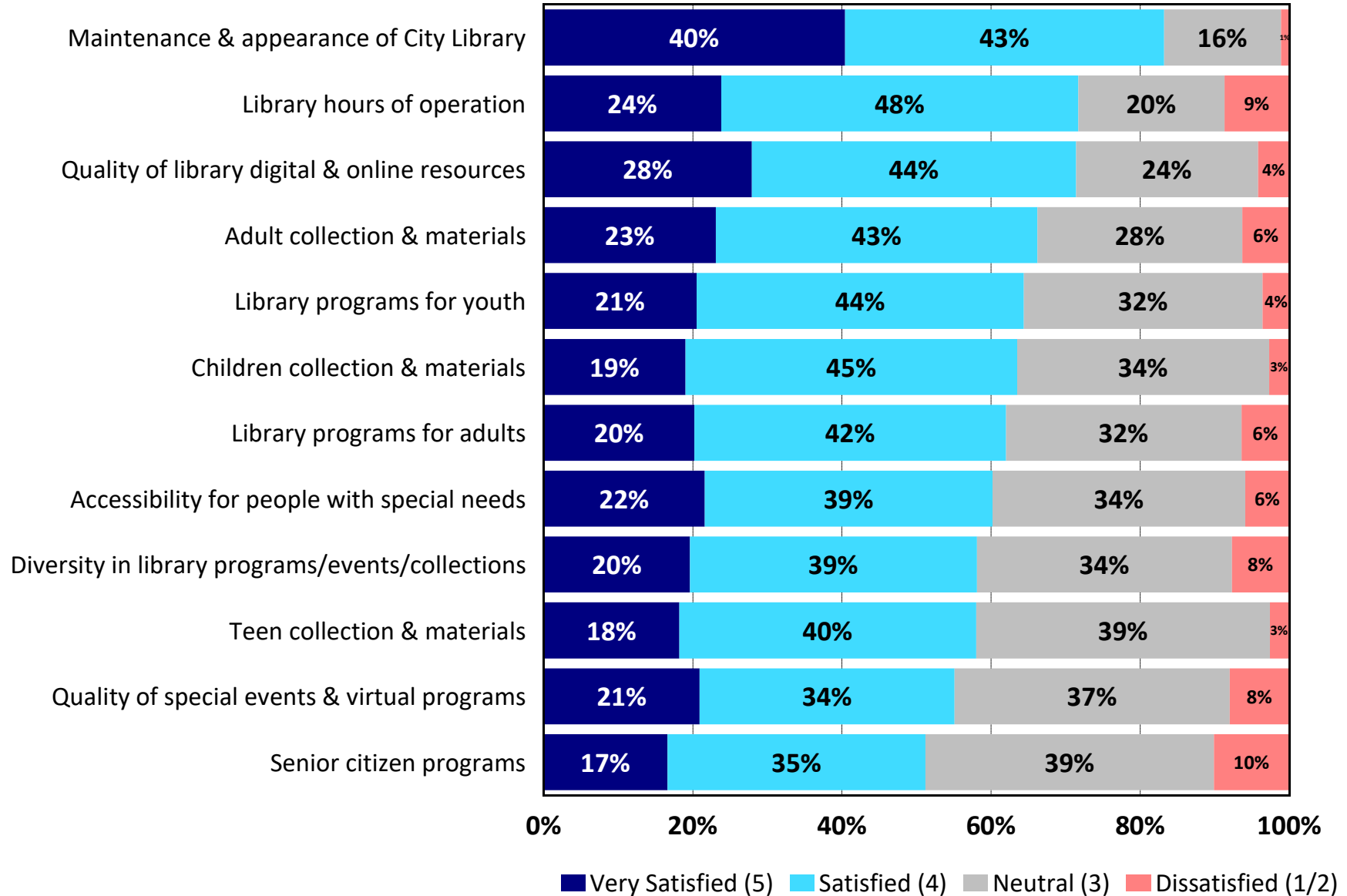
# Q16. Overall Satisfaction with City Special Events

by percentage of respondents (excluding don't knows)



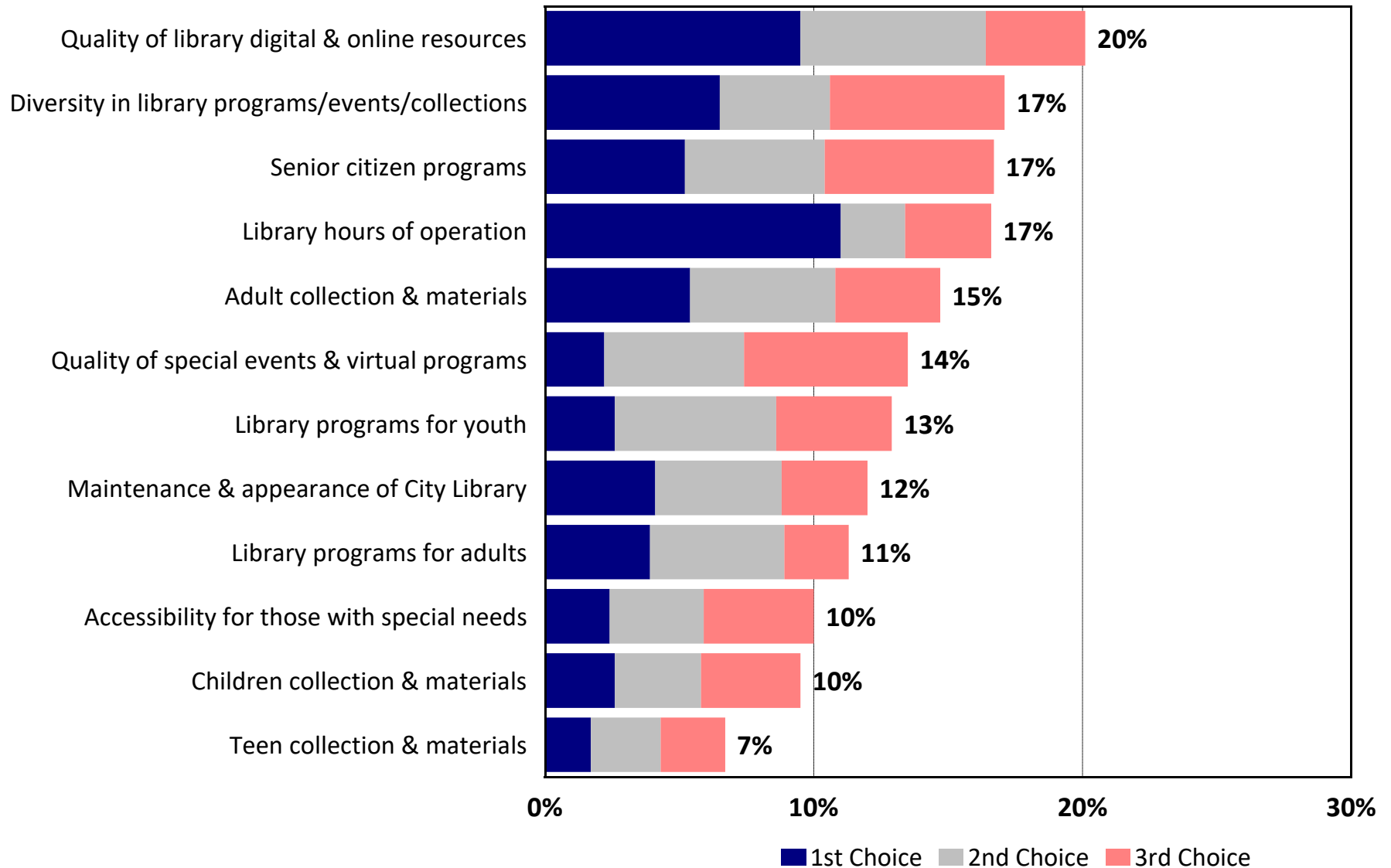
# Q17. Overall Satisfaction with City Library Services

by percentage of respondents (excluding don't knows)



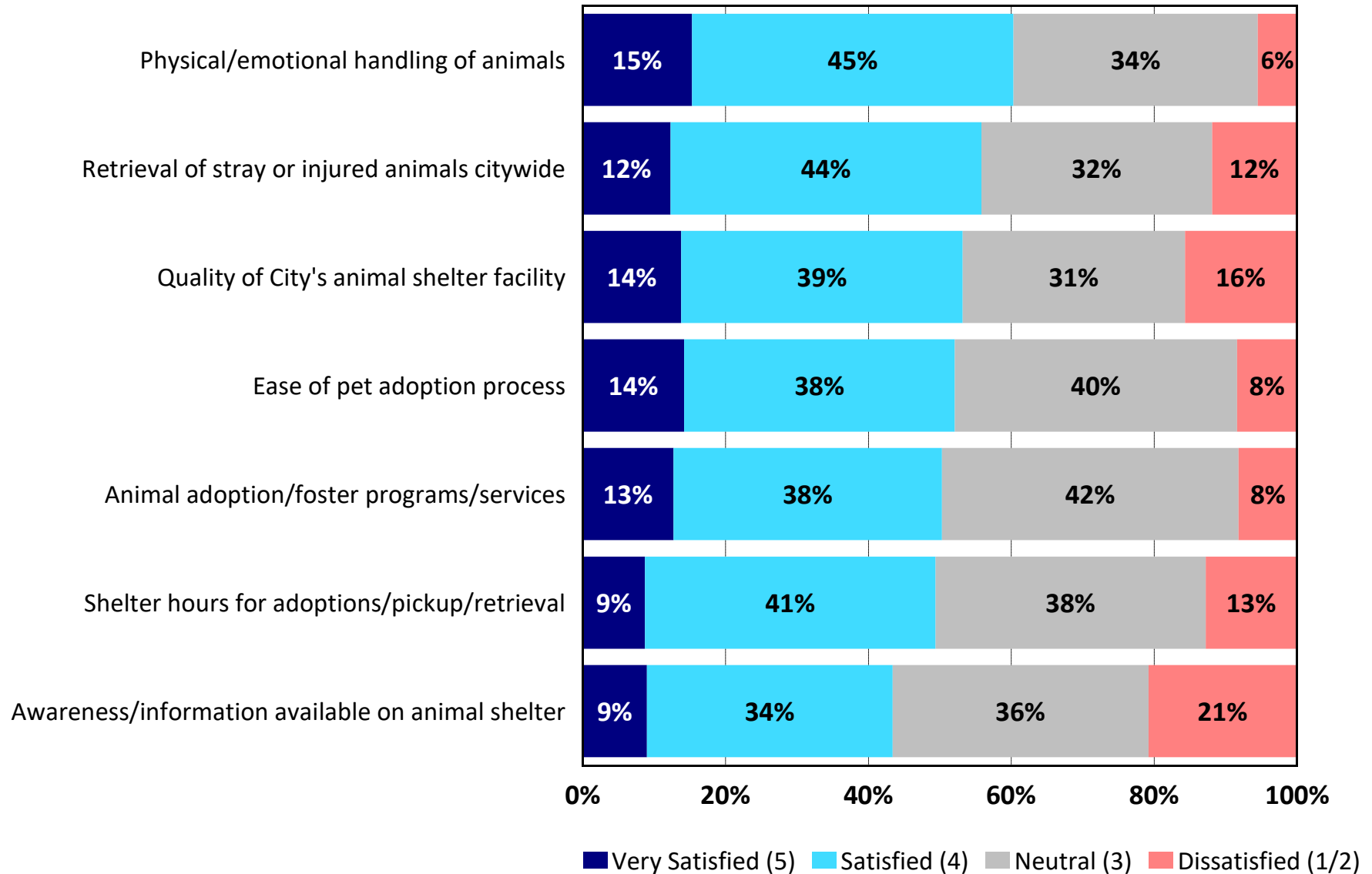
# Q18. City Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



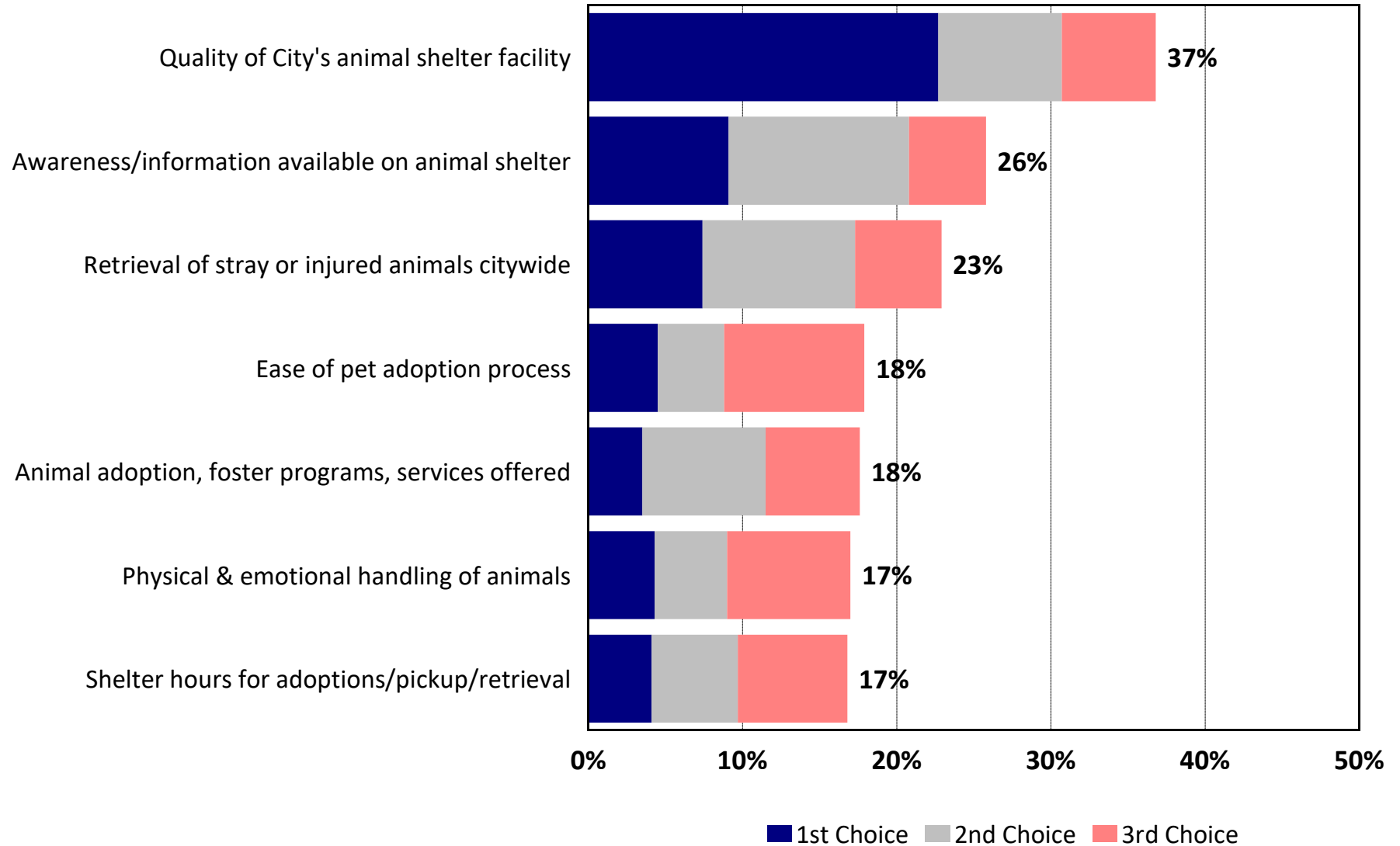
# Q19. Overall Satisfaction with Animal Welfare Services

by percentage of respondents (excluding don't knows)



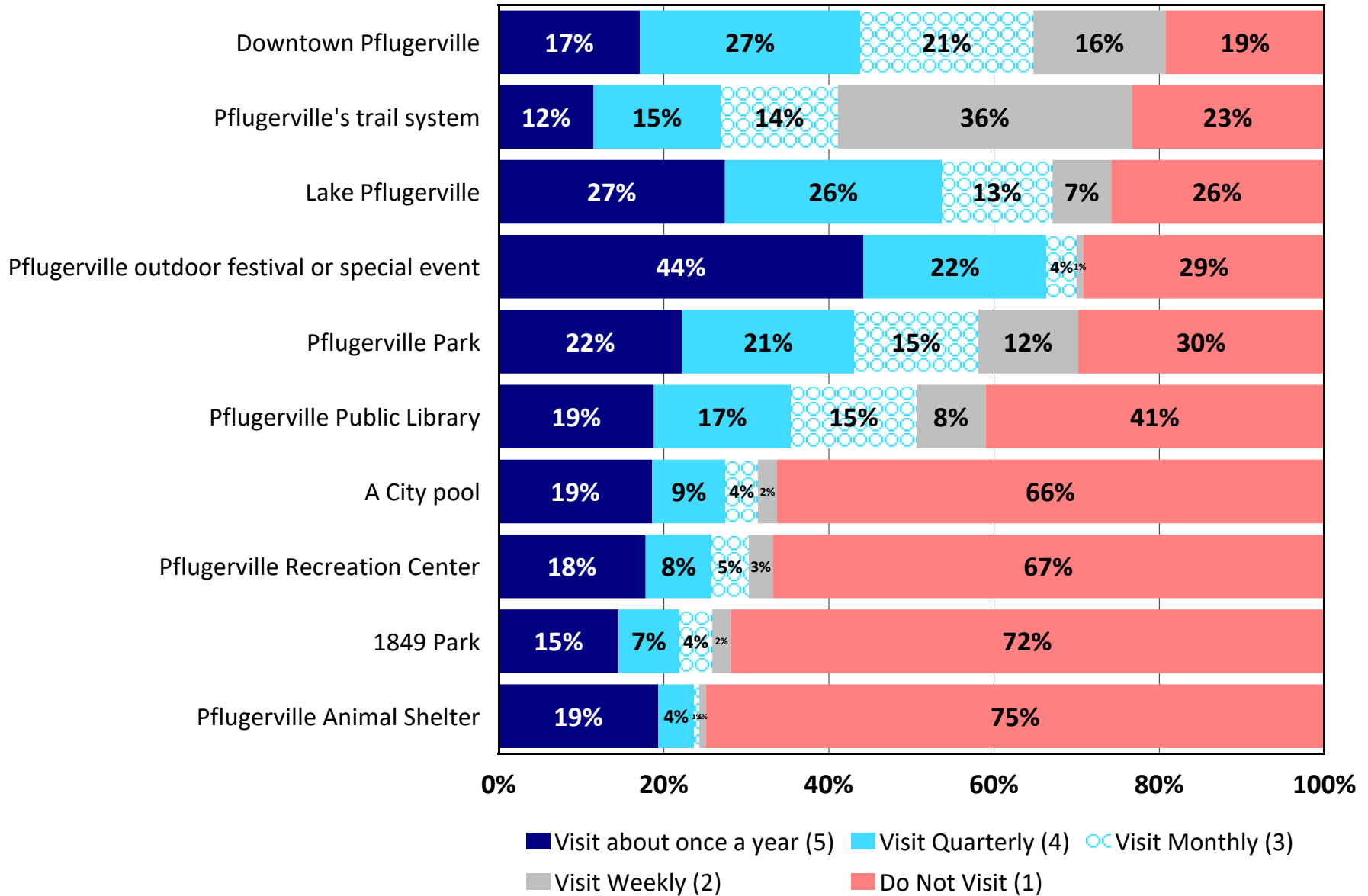
# Q20. Animal Welfare Services That Should Receive the Most Emphasis Over the Next Two Years

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



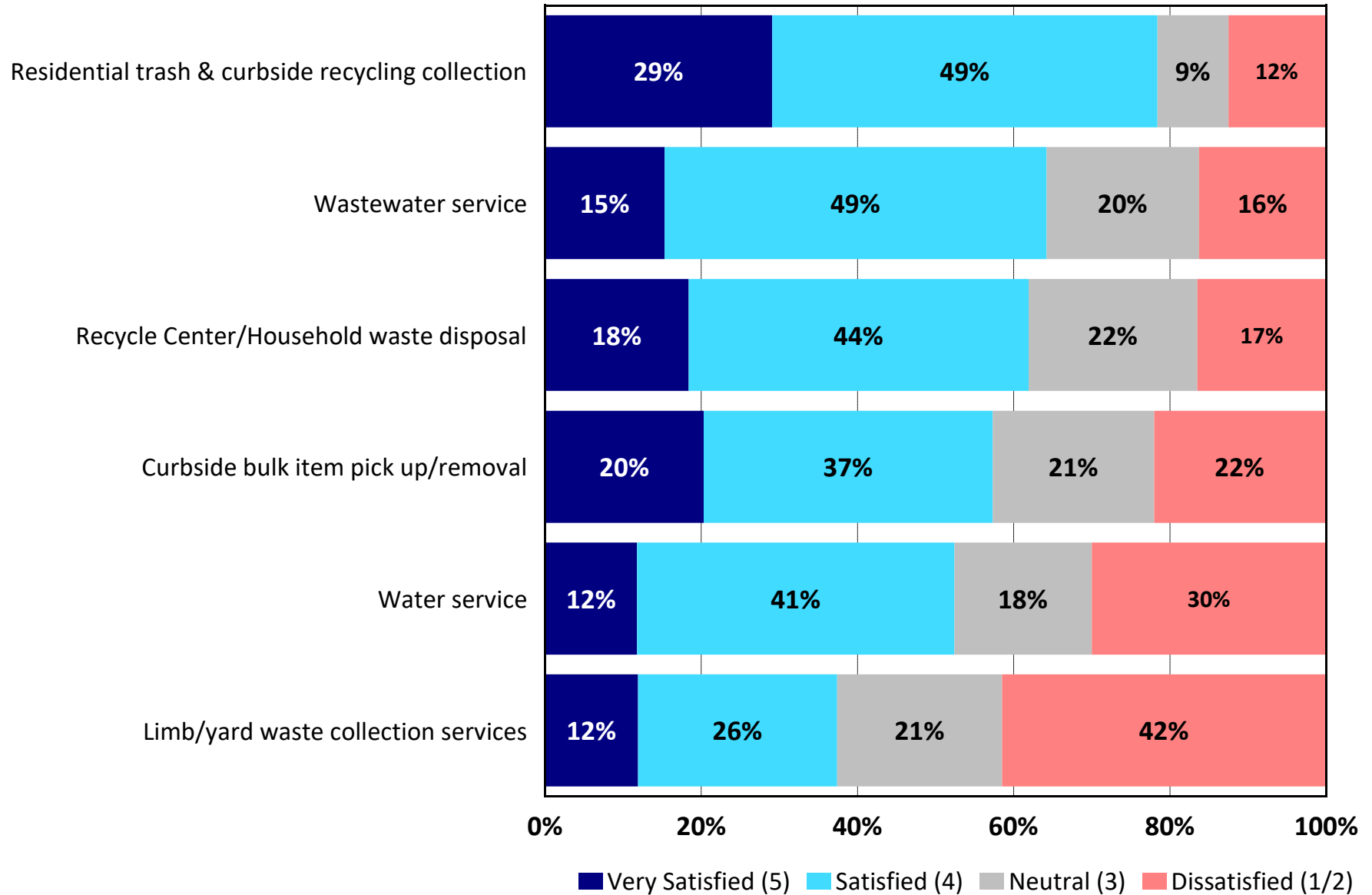
# Q21. How Often Respondents Use Facilities or Services

by percentage of respondents (excluding not provided)



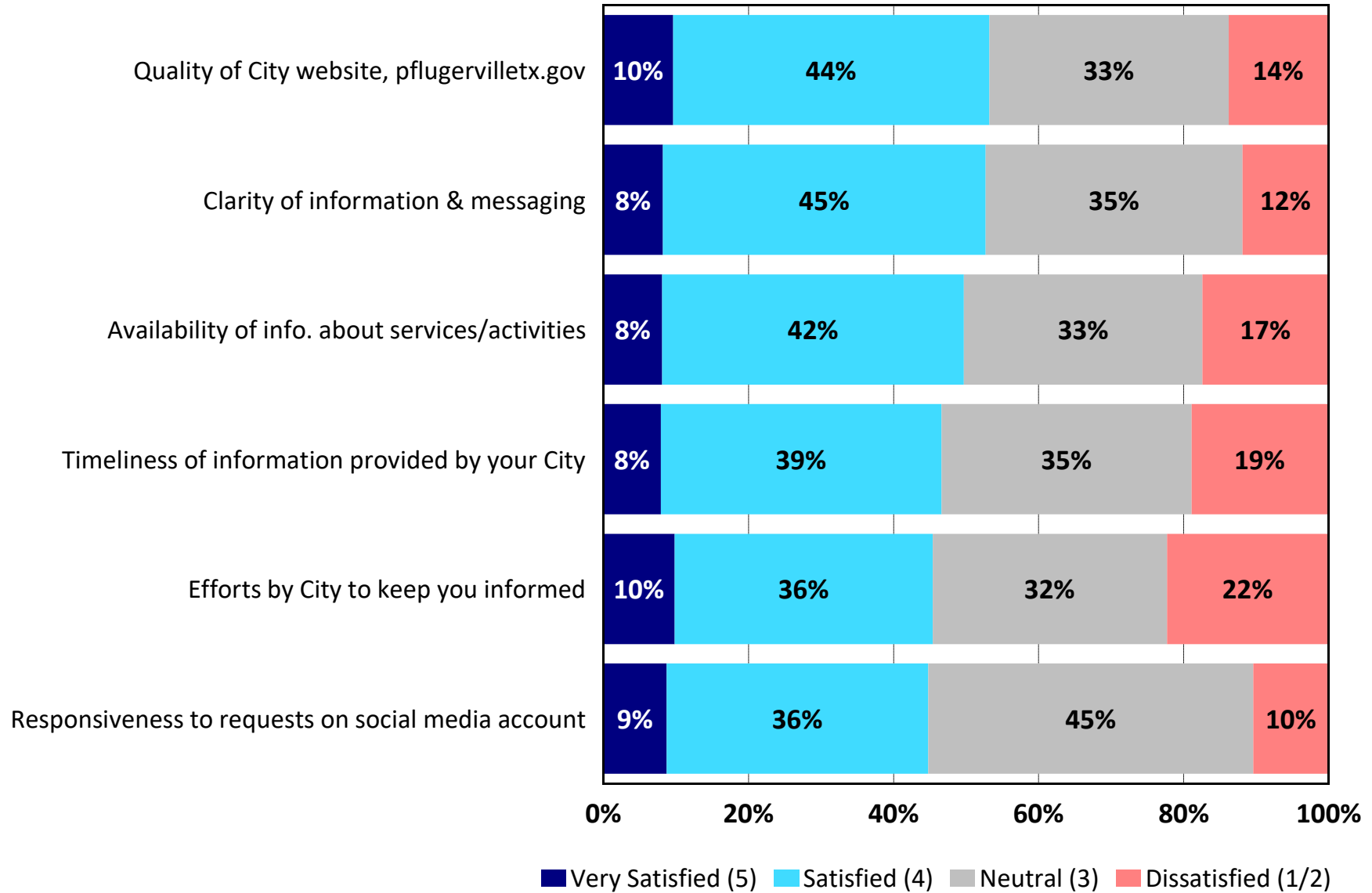
## Q22. Overall Satisfaction with City Utility Services

by percentage of respondents (excluding don't knows)



# Q23. Overall Satisfaction with Public Information Services

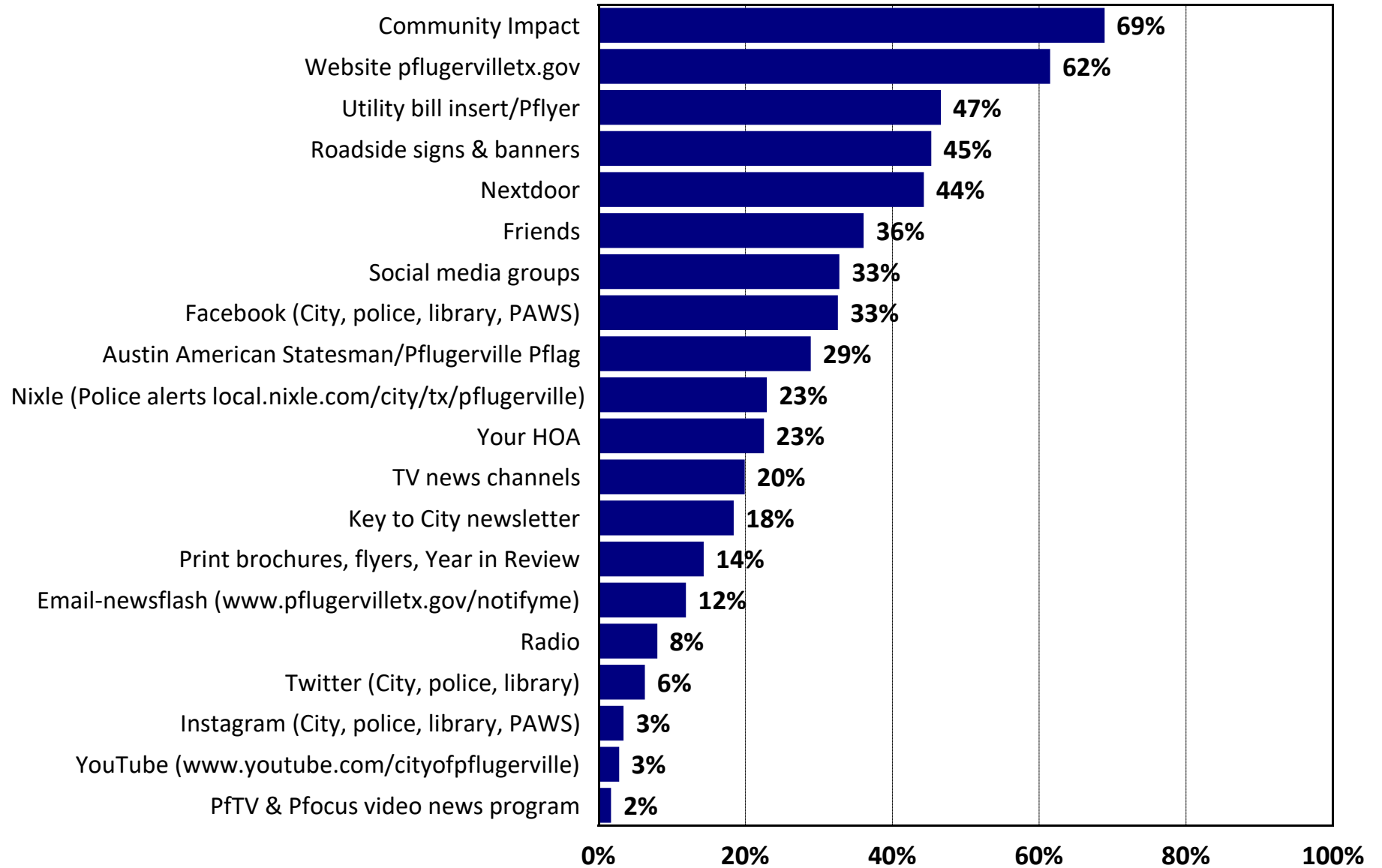
by percentage of respondents (excluding don't knows)





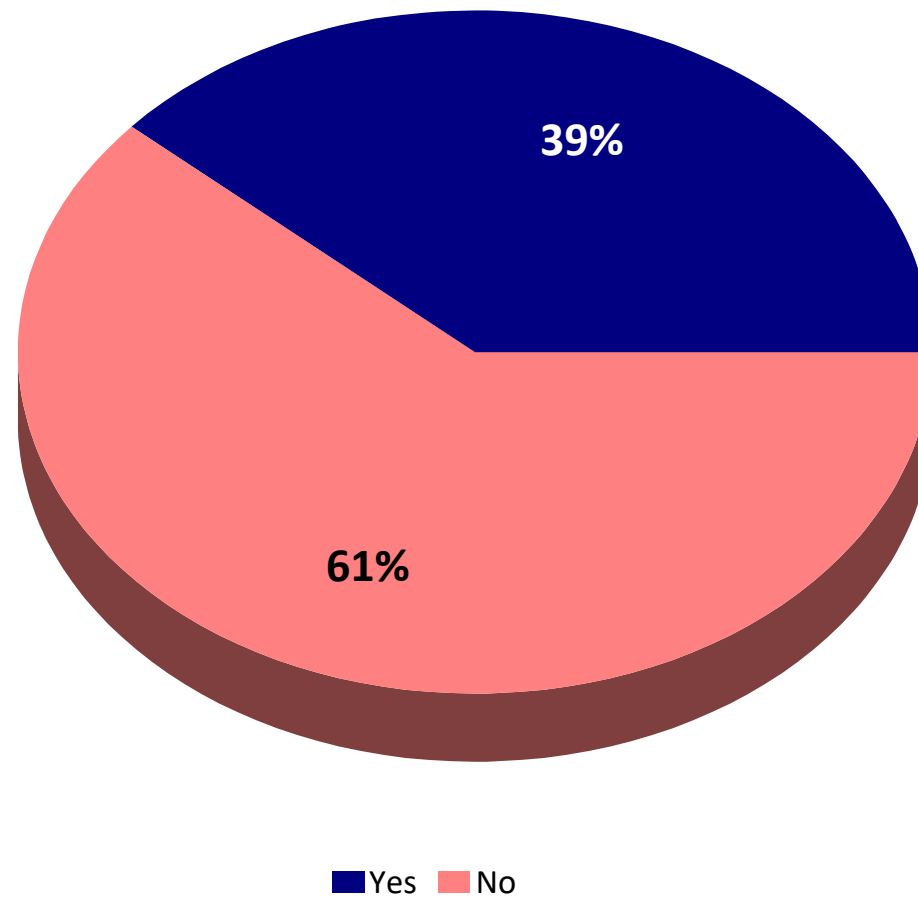
# Q24. Sources Respondents Use to Get City Information

by percentage of respondents (multiple selections could be made)



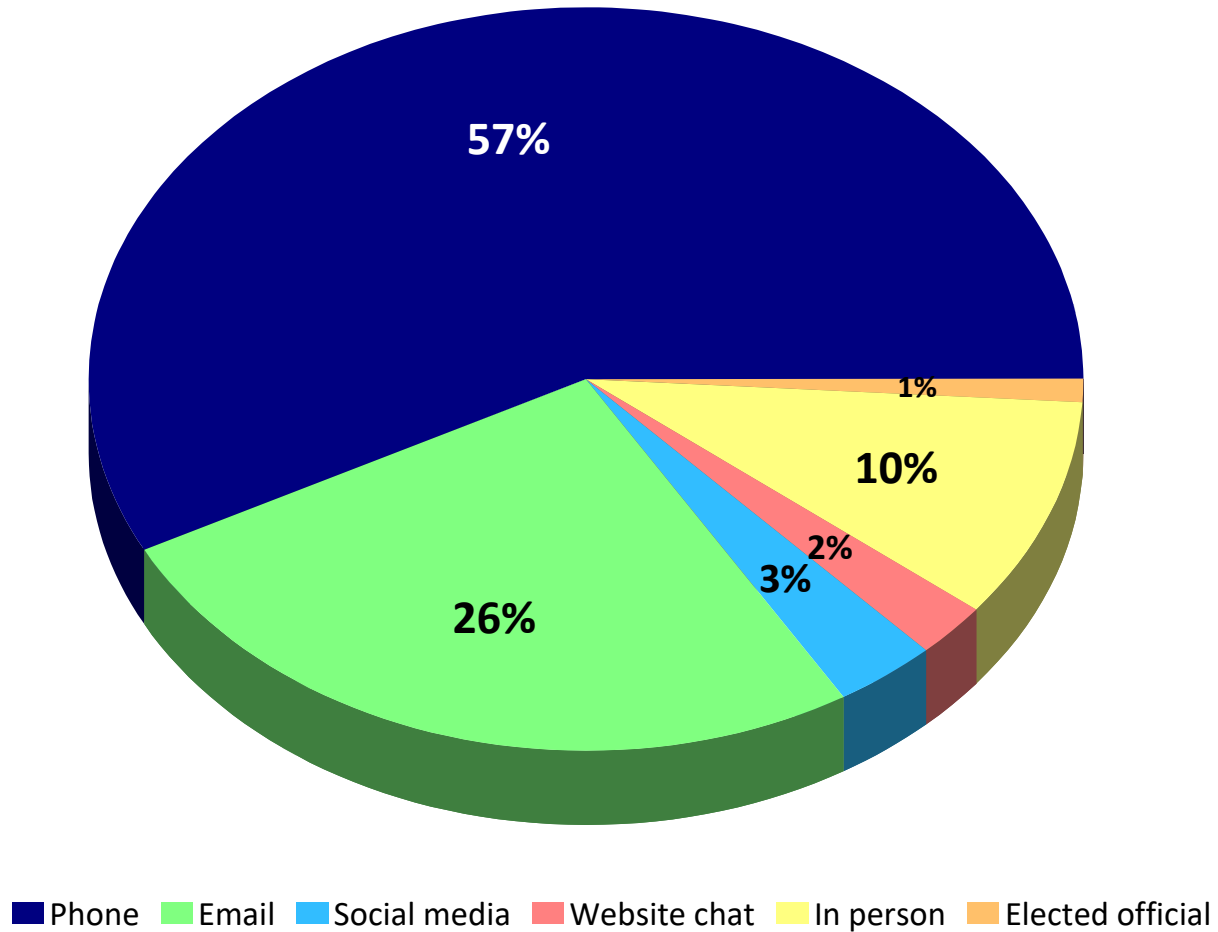
# Q25. Have you called the City of Pflugerville or approached a city employee with a question, problem, or complaint during the past year?

by percentage of respondents



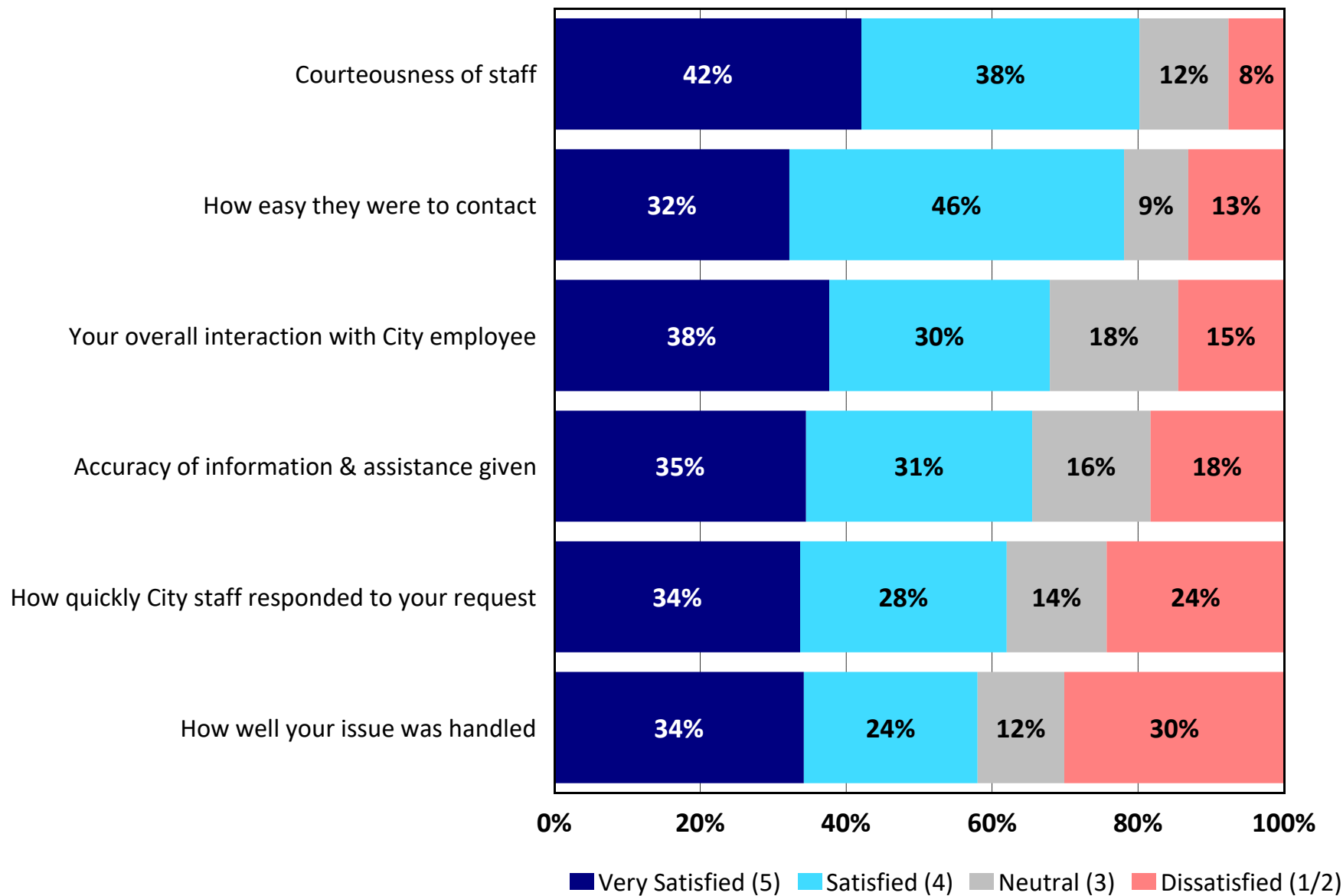
## Q25a. How did you contact the City?

by percentage of respondents who contacted the City during the past year



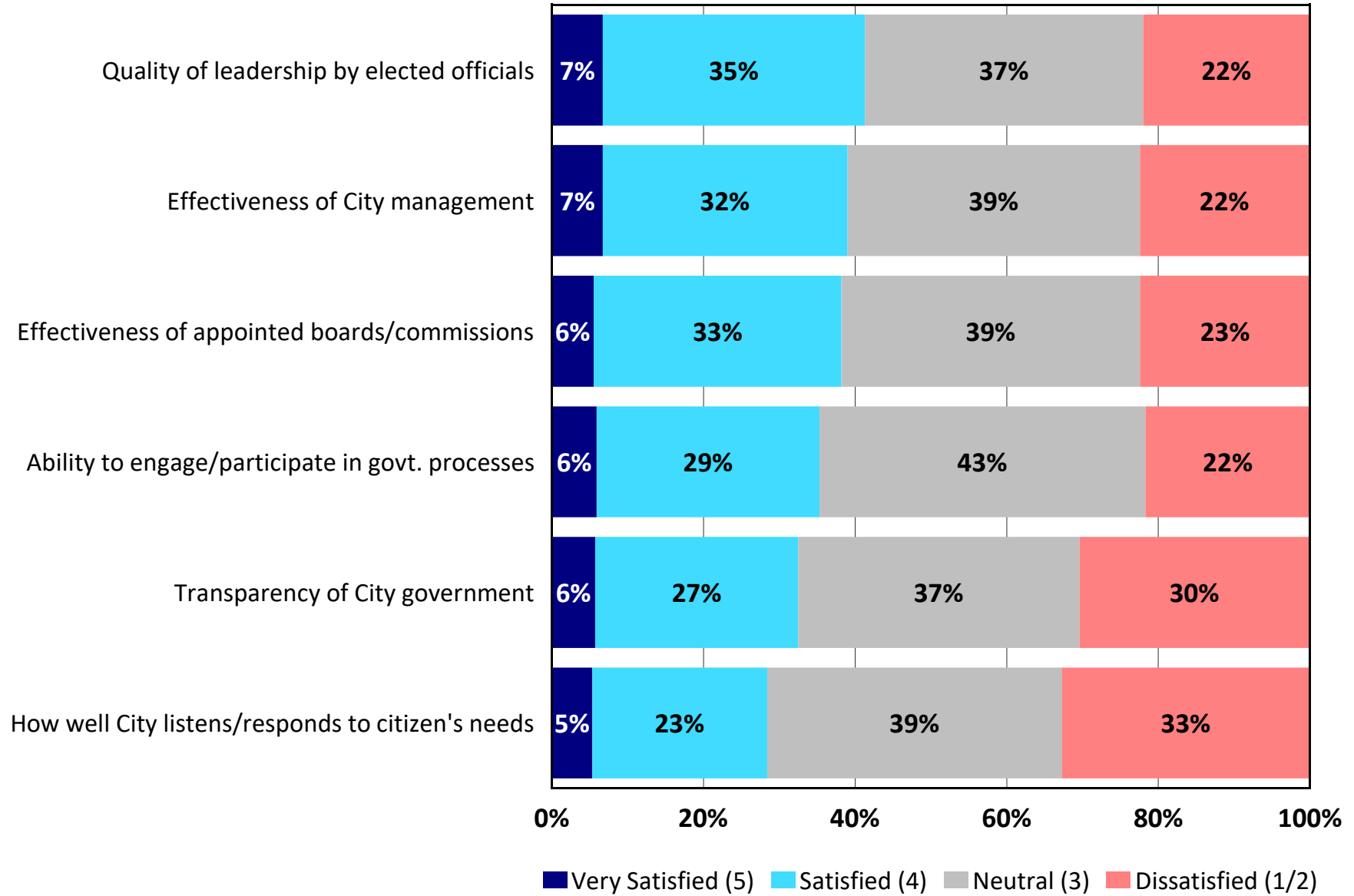
# Q25a. Overall Satisfaction with City Employee Interactions

by percentage of respondents who have interacted with a City Employee during the past year (excluding don't knows)



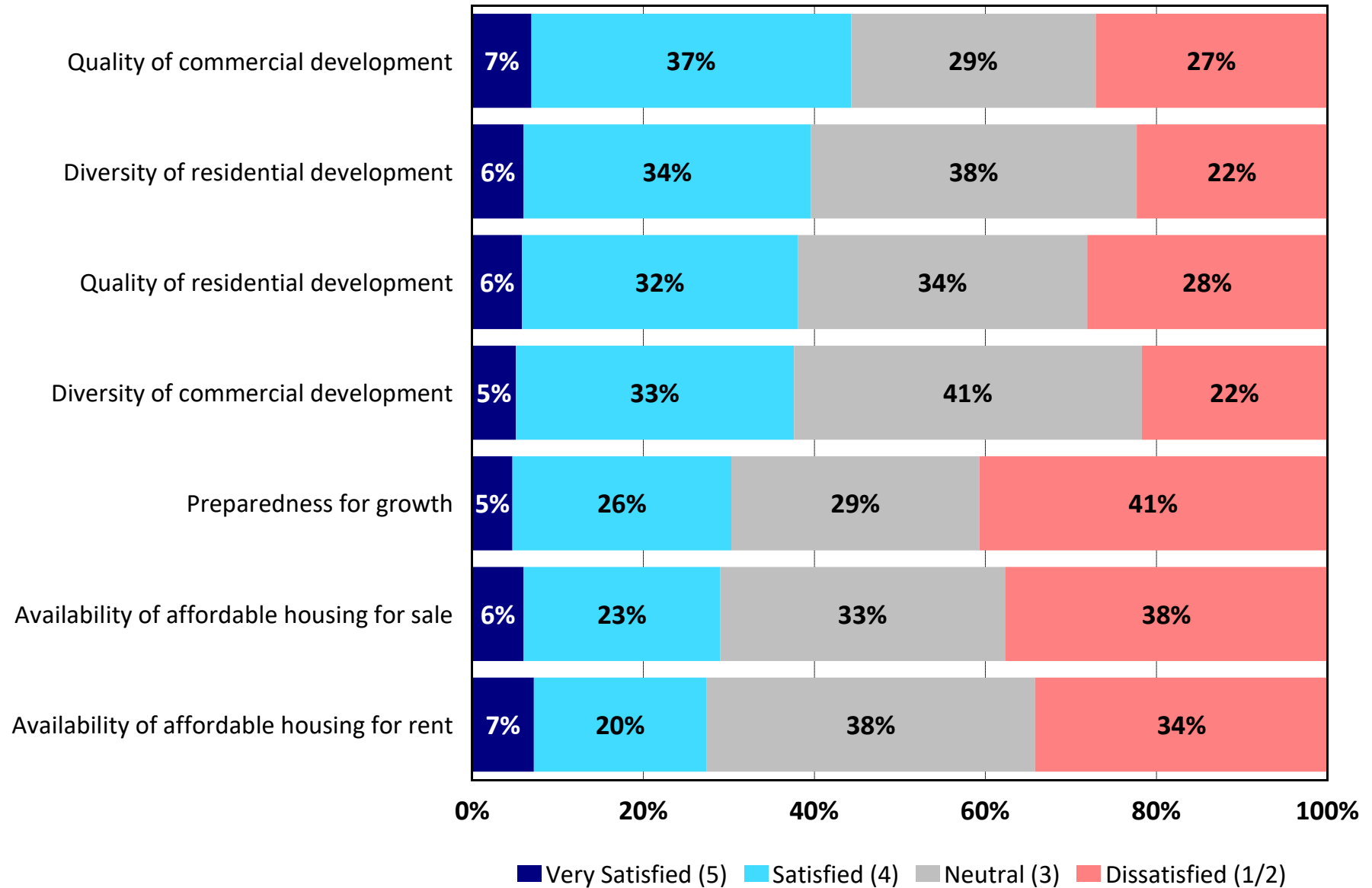
## Q26. Overall Satisfaction with City Leadership

by percentage of respondents (excluding don't knows)



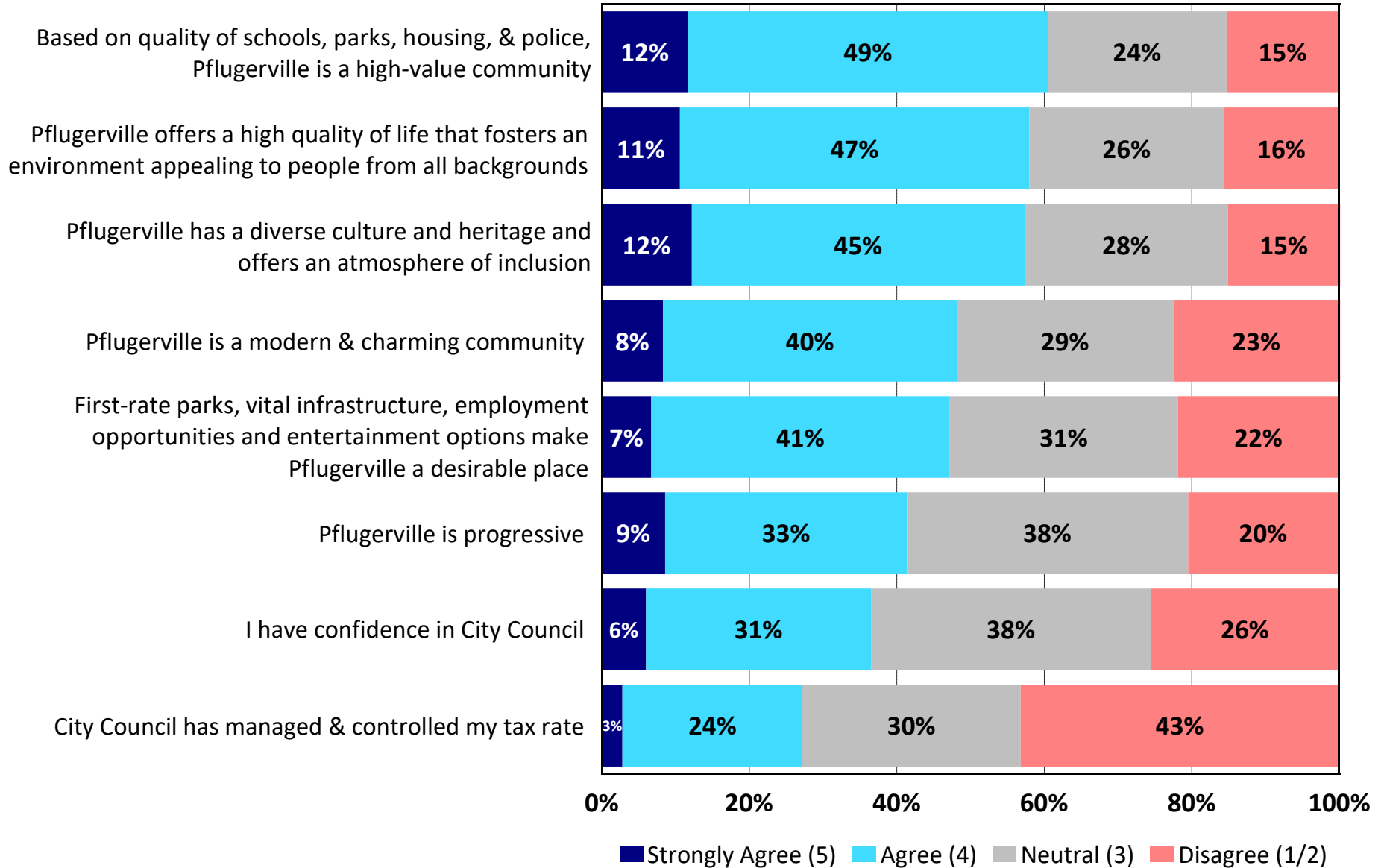
## Q27. Overall Satisfaction with City Growth

by percentage of respondents (excluding don't knows)



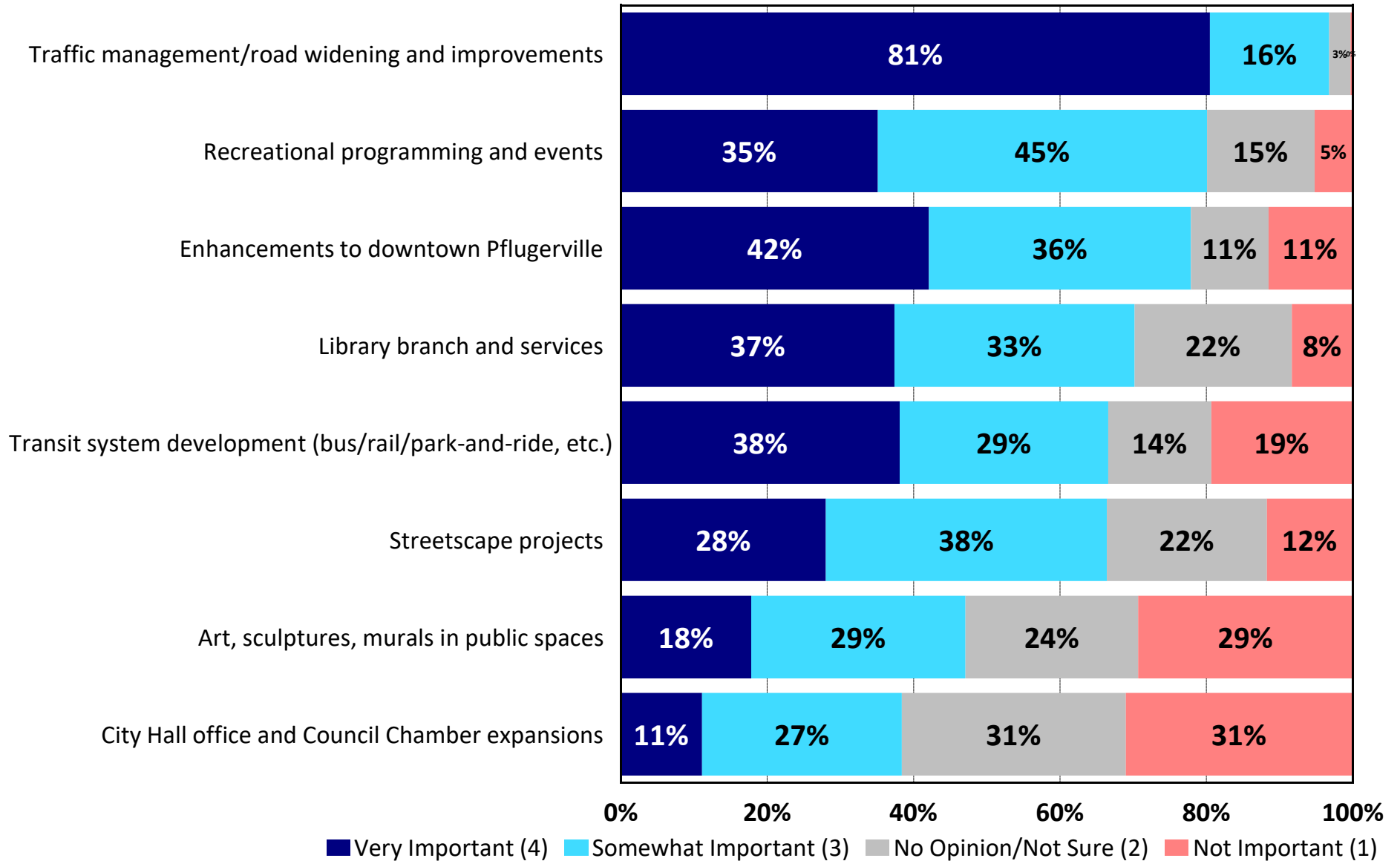
# Q28. Agreement with Statements about Pflugerville

by percentage of respondents (excluding don't knows)



# Q29. Project Improvements That Are Most Important for the City to Invest In

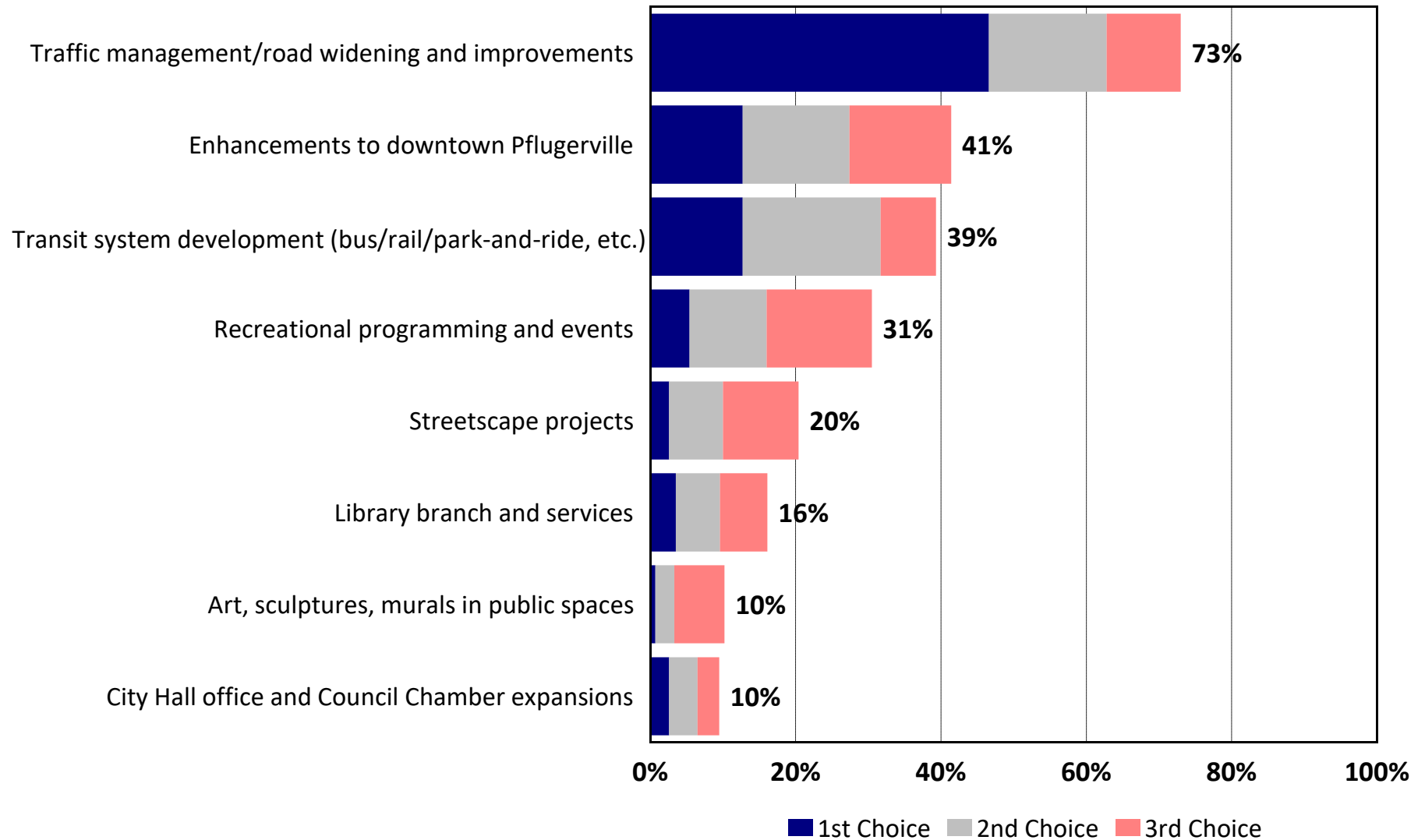
by percentage of respondents (excluding don't knows)





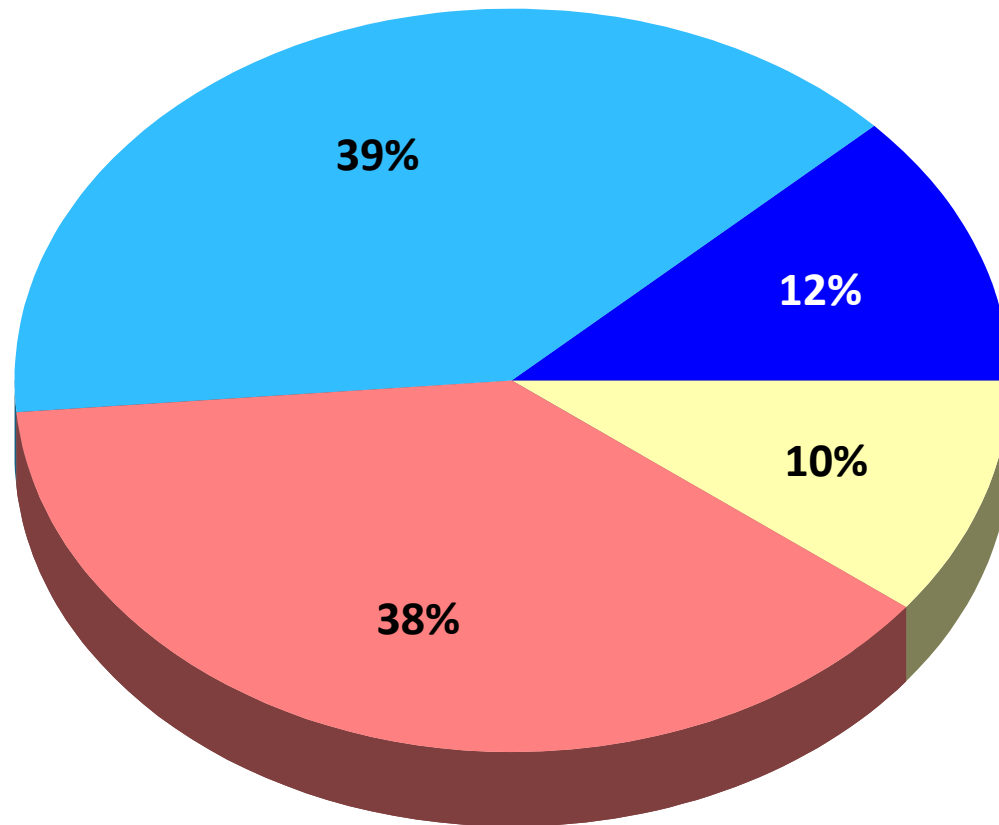
# Q30. Project Improvements That Should Receive the Most Emphasis Over the Next Two Years

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



# Q31. Support for Using Fees for Services or Imposing Additional Fees for Services Not Used by the Community as a Whole

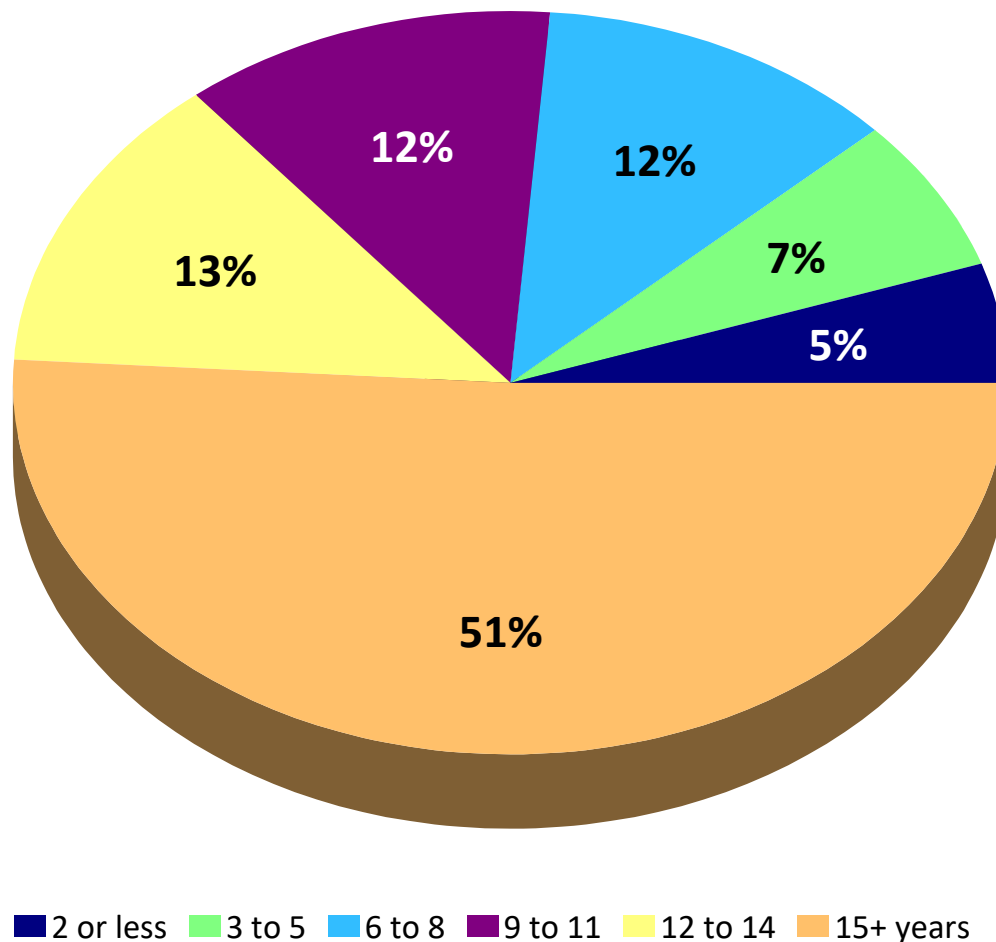
by percentage of respondents (excluding not provided)



■ Very supportive ■ Supportive ■ Not supportive ■ Not sure

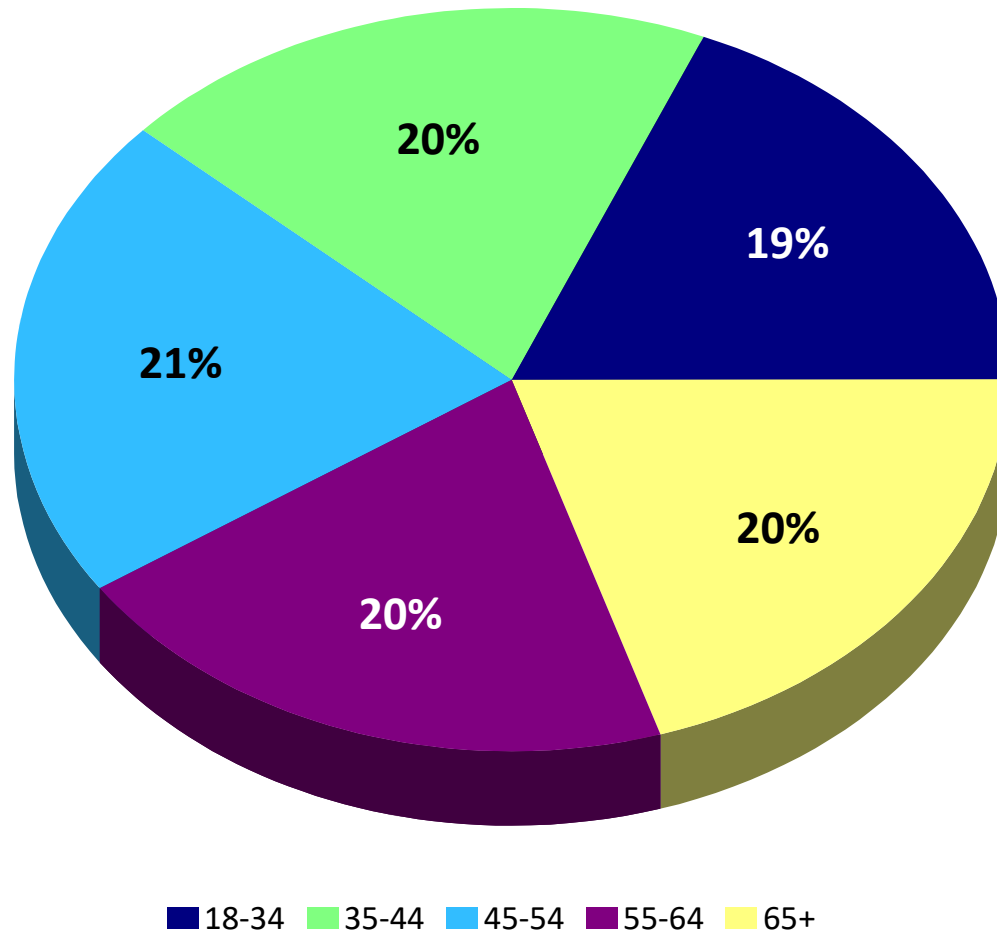
# Q33. Approximately how many years have you lived in Pflugerville?

by percentage of respondents (excluding not provided)



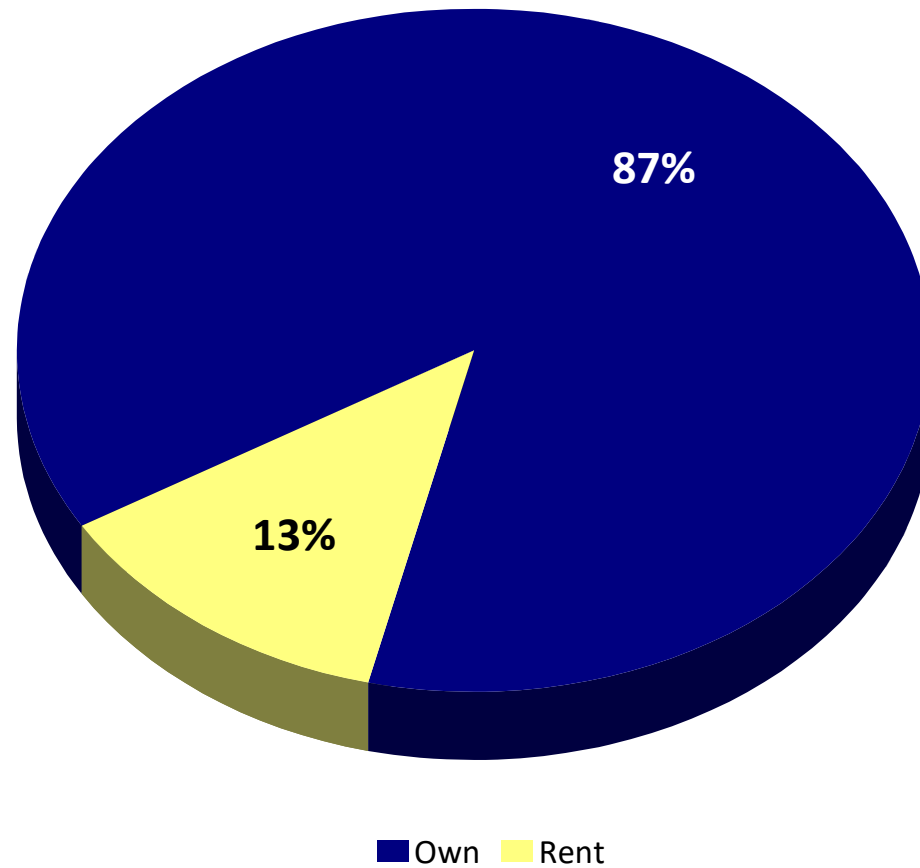
## Q34. What is your age?

by percentage of respondents (excluding not provided)



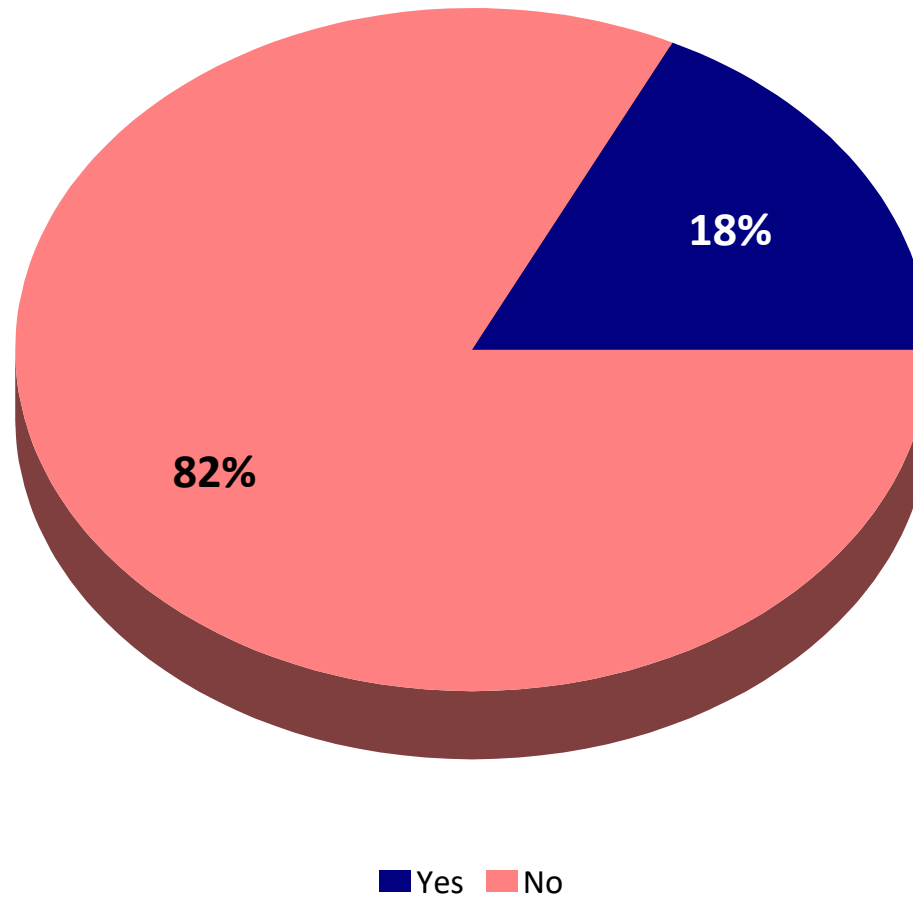
## Q35. Do you own or rent your current residence?

by percentage of respondents (excluding not provided)



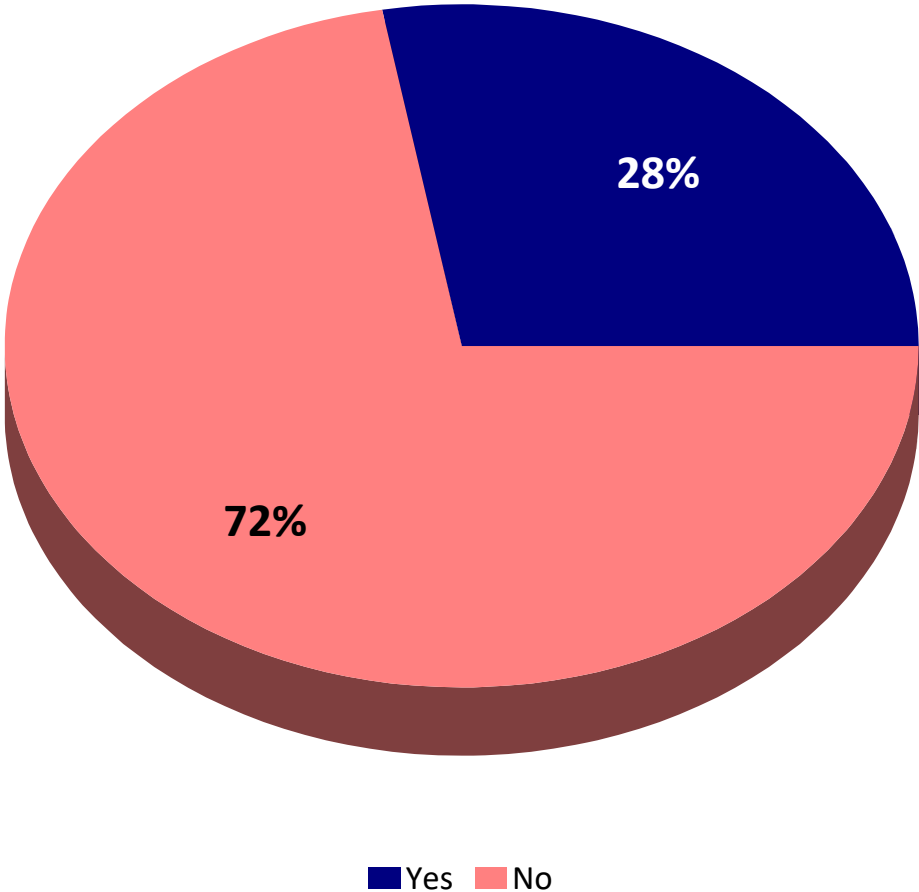
## Q36. Do you work in Pflugerville?

by percentage of respondents (excluding not provided)



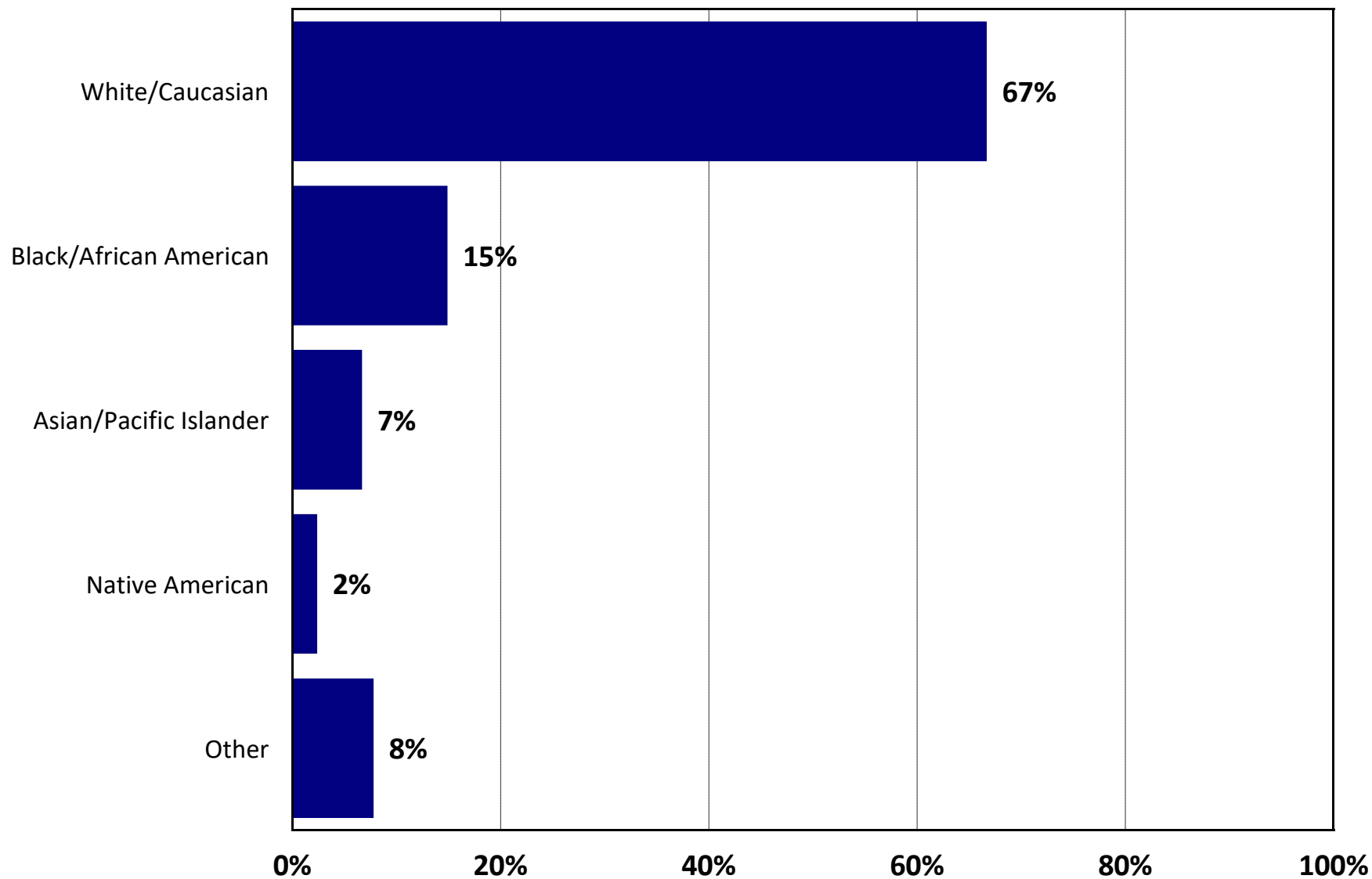
# Q37. Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents (excluding not provided)



## Q38. Race/Ethnicity

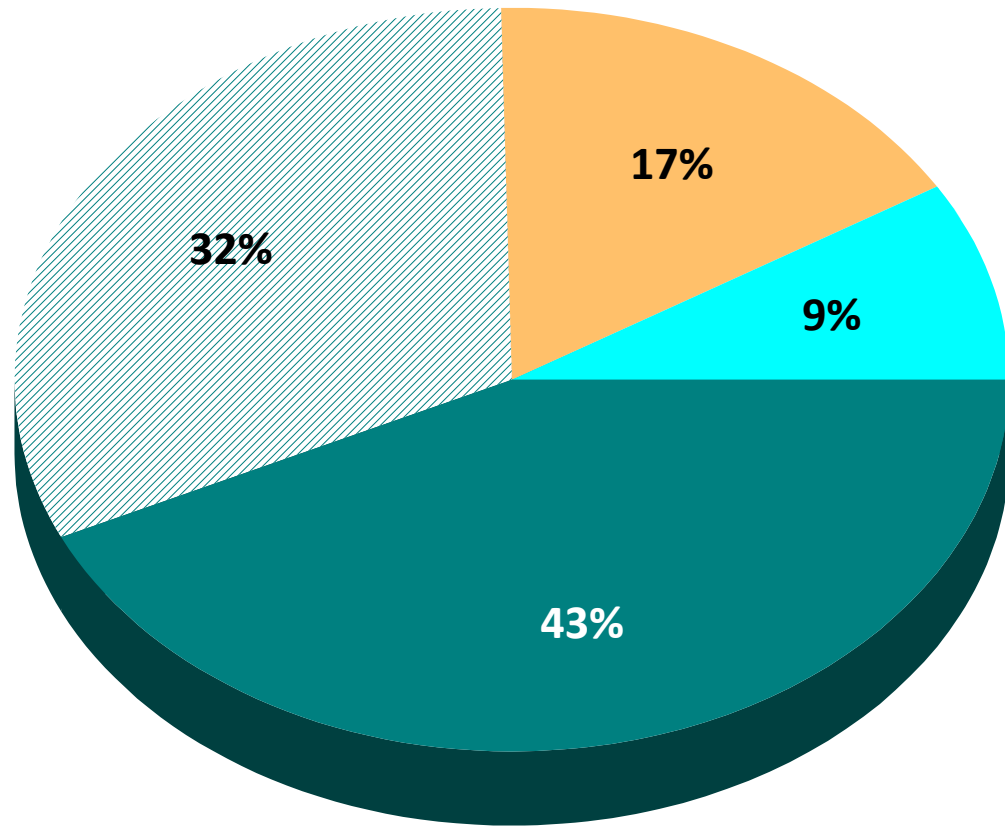
by percentage of respondents (multiple selections could be made)





# Q39. Would you say your total household income is:

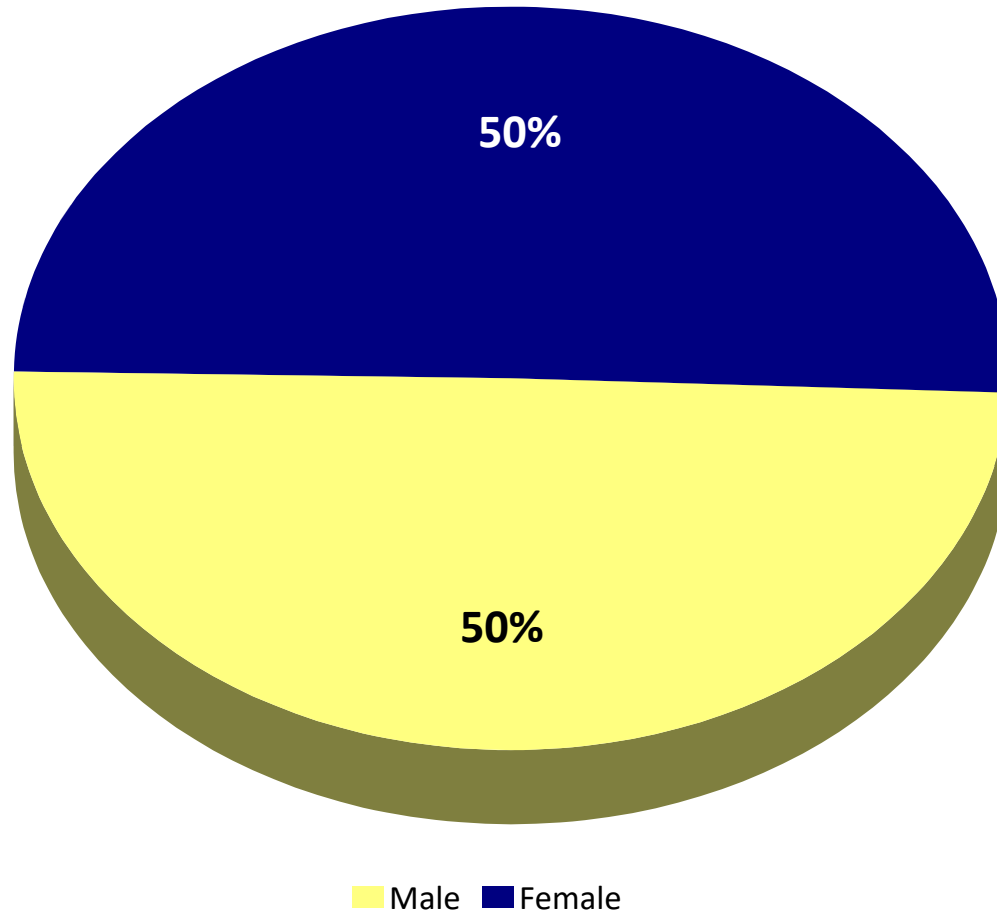
by percentage of respondents (excluding not provided)



Under \$30K    \$30K to \$59,999    \$60K to \$99,999    \$100K+

## Q40. Gender

by percentage of respondents (excluding “prefer not to answer”)



## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## City of Pflugerville, Texas

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### 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 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.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Fifty-seven percent (57%) of respondents selected *flow of traffic and congestion management on streets* as one of the most important services for the City to provide.

With regard to satisfaction, 31.3% of respondents surveyed rated the City's overall performance in the *flow of traffic and congestion management on streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 57% was multiplied by 68.7% (1-0.313). This calculation yielded an I-S rating of 0.3916, which ranked first out of 14 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for the three most important areas for the City to emphasize over the next two years.

## 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 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 results for the City of Pflugerville are provided on the following pages.

## 2021 Importance-Satisfaction Rating City of Pflugerville, Texas Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Flow of traffic & congestion management on streets	57%	1	31%	14	0.3916	1
Maintenance of City streets, drainage & sidewalks	52%	2	47%	12	0.2782	2
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of water & wastewater services	32%	3	50%	10	0.1567	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Effectiveness of communication by the City	12%	6	49%	11	0.0629	4
Quality of parks & recreation programs/facilities	20%	5	70%	6	0.0601	5
Quality of police service	23%	4	76%	5	0.0542	6
Quality of animal welfare services/animal shelter	6%	9	56%	9	0.0285	7
Quality of trash & recycling services	11%	7	77%	3	0.0242	8
Quality of customer service provided by City	5%	12	59%	8	0.0191	9
Quality of utility billing	5%	10	67%	7	0.0177	10
Quality of EMS & ambulance services	9%	8	84%	2	0.0144	11
Quality of Pflugerville Public Library	4%	13	77%	4	0.0088	12
Quality of fire services	5%	11	87%	1	0.0070	13
Quality of municipal court services	1%	14	45%	13	0.0033	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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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2021 Importance-Satisfaction Rating City of Pflugerville, Texas Police Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Efforts to prevent crime	51%	1	55%	6	0.2298	1
<b><u>High Priority (IS .10-.20)</u></b>						
Visibility of police in neighborhoods	44%	2	60%	3	0.1794	2
Community engagement efforts	30%	4	54%	7	0.1397	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of traffic laws	21%	6	57%	4	0.0884	4
Visibility of police in parks/lakes/public areas	16%	7	48%	8	0.0826	5
Overall quality of police protection	38%	3	79%	1	0.0809	6
How quickly police respond to emergencies	27%	5	76%	2	0.0653	7
Visibility of police in commercial & retail areas	14%	8	56%	5	0.0615	8

**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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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2021 Importance-Satisfaction Rating City of Pflugerville, Texas Maintenance Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of major streets in Pflugerville	58%	1	46%	8	0.3103	1
<b>High Priority (IS .10-.20)</b>						
Condition of streets in your neighborhood	41%	2	52%	6	0.1977	2
Adequacy of street lighting in Pflugerville	35%	3	53%	5	0.1639	3
Condition of sidewalks in your neighborhood	28%	4	50%	7	0.1431	4
Mowing/tree trimming along streets & public areas	28%	5	54%	4	0.1265	5
<b>Medium Priority (IS &lt;.10)</b>						
Cleanliness of streets & other public areas	26%	6	66%	2	0.0893	6
Condition of street drainage/water drainage	23%	7	65%	3	0.0792	7
Condition of street signs & traffic signals	11%	8	76%	1	0.0257	8

**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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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## 2021 Importance-Satisfaction Rating City of Pflugerville, Texas Code Compliance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing cleanup of junk/debris- private property	63%	1	35%	4	0.4101	1
Enforcing mowing & cutting of overgrown weeds & grass on private property	44%	2	38%	2	0.2725	2
<b><u>High Priority (IS .10-.20)</u></b>						
Efforts to remove abandoned/inoperative vehicles	30%	3	38%	1	0.1851	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing sign regulations/bandit sign pickup	15%	4	38%	3	0.0938	4

**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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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## 2021 Importance-Satisfaction Rating City of Pflugerville, Texas Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Senior citizen programs	17%	6	39%	14	0.1054	1
Variety of special events & festivals	20%	3	51%	10	0.1003	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of local parks	38%	1	76%	1	0.0916	3
Quality of facilities at City parks	30%	2	70%	4	0.0897	4
Lake Pflugerville (park, trails, amenities)	19%	4	64%	7	0.0701	5
Quality of classes & virtual programs offered	10%	10	44%	13	0.0566	6
Number of walking/biking trails	18%	5	72%	3	0.0509	7
Quality of outdoor swimming pools	12%	9	56%	9	0.0508	8
Number of parks	13%	7	68%	5	0.0429	9
Maintenance & appearance of City Recreation Center	13%	8	67%	6	0.0425	10
Ease of registering for City programs	6%	12	51%	11	0.0272	11
Athletic programs in your area	5%	14	48%	12	0.0234	12
Quality of outdoor athletic fields	5%	13	62%	8	0.0204	13
Proximity of parks to your neighborhood	8%	11	75%	2	0.0197	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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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## 2021 Importance-Satisfaction Rating

### City of Pflugerville, Texas

#### Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; .10)</b>						
Senior citizen programs	17%	3	51%	12	0.0815	1
Diversity in library programs/events/collections	17%	2	58%	9	0.0716	2
Quality of special events & virtual programs	14%	6	55%	11	0.0606	3
Quality of library digital & online resources	20%	1	71%	3	0.0575	4
Adult collection & materials	15%	5	66%	4	0.0497	5
Library hours of operation	17%	4	72%	2	0.0470	6
Library programs for youth	13%	7	64%	5	0.0459	7
Library programs for adults	11%	9	62%	7	0.0429	8
Accessibility for people with special needs	10%	10	60%	8	0.0398	9
Children collection & materials	10%	11	64%	6	0.0347	10
Teen collection & materials	7%	12	58%	10	0.0281	11
Maintenance & appearance of City Library	12%	8	83%	1	0.0202	12

**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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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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## 2021 Importance-Satisfaction Rating City of Pflugerville, Texas Animal Welfare Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Quality of City's animal shelter facility	37%	1	53%	3	0.1722	1
Awareness/information available on animal shelter	26%	2	43%	7	0.1460	2
Retrieval of stray or injured animals citywide	23%	3	56%	2	0.1012	3
<b>Medium Priority (IS &lt;.10)</b>						
Animal adoption/foster programs/services	18%	5	50%	5	0.0875	4
Ease of pet adoption process	18%	4	52%	4	0.0857	5
Shelter hours for adoptions/pickup/retrieval	17%	7	49%	6	0.0850	6
Physical/emotional handling of animals	17%	6	60%	1	0.0675	7

**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 should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" 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 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.

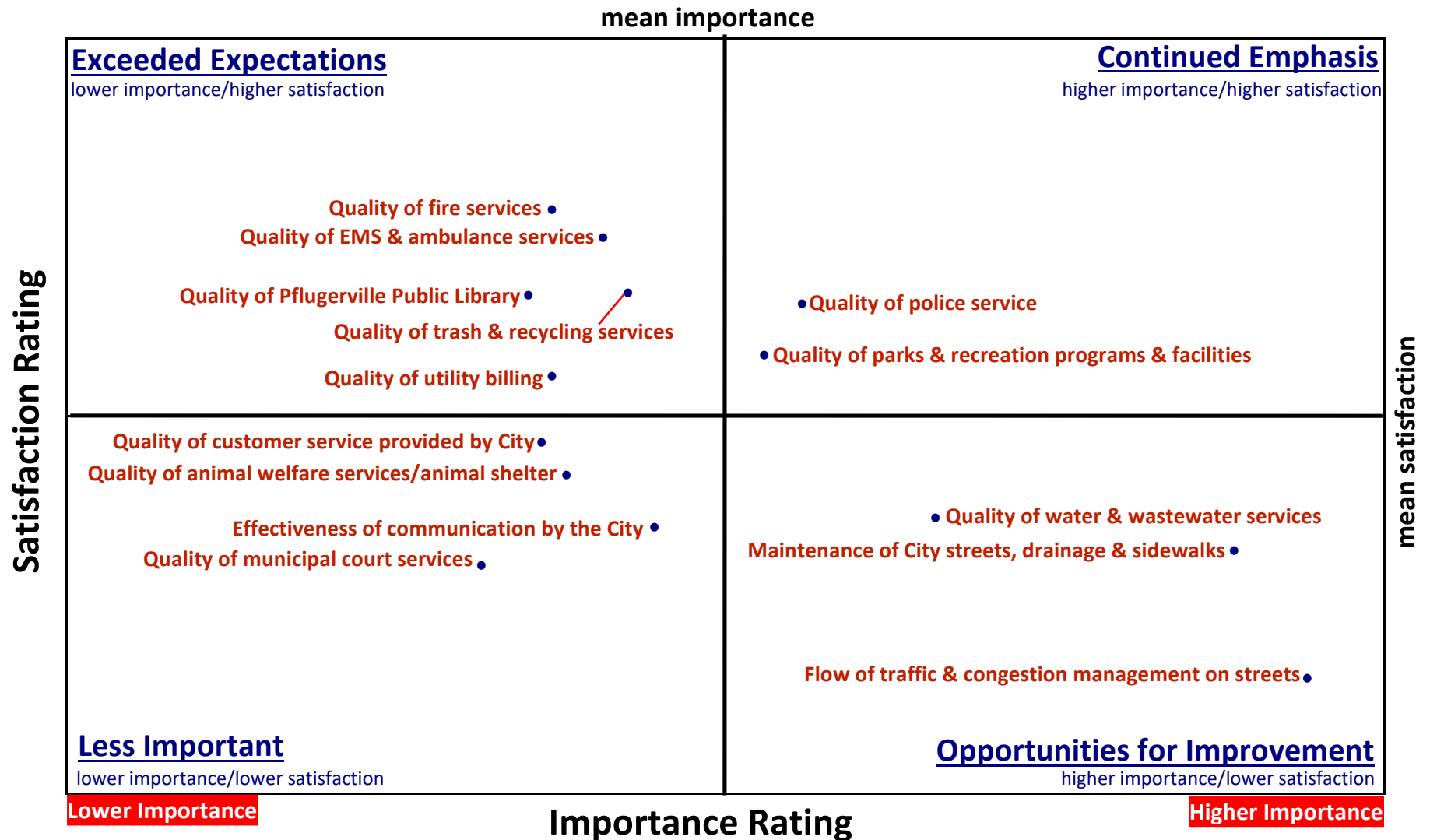
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix

## -Overall Services-

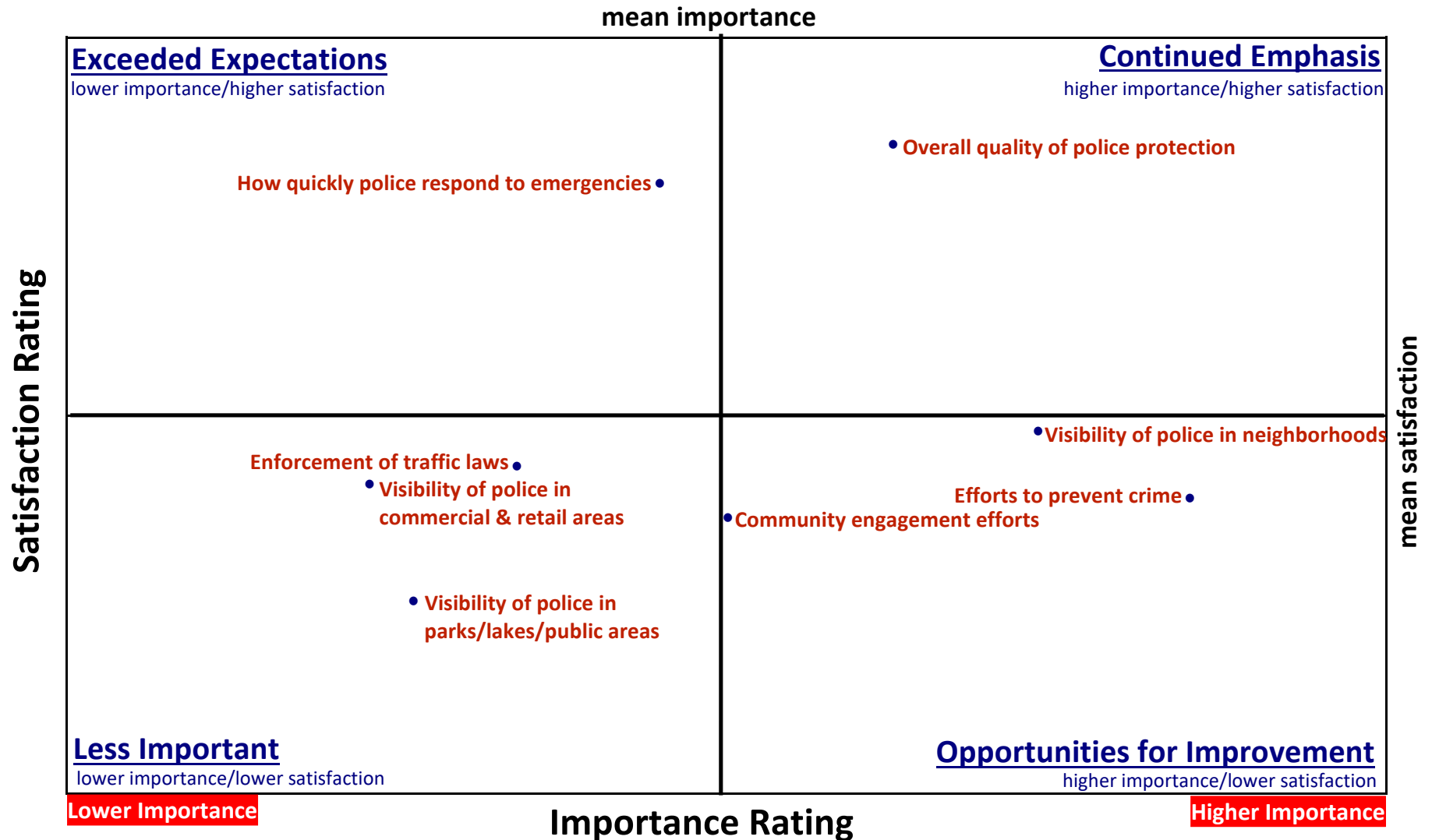
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix

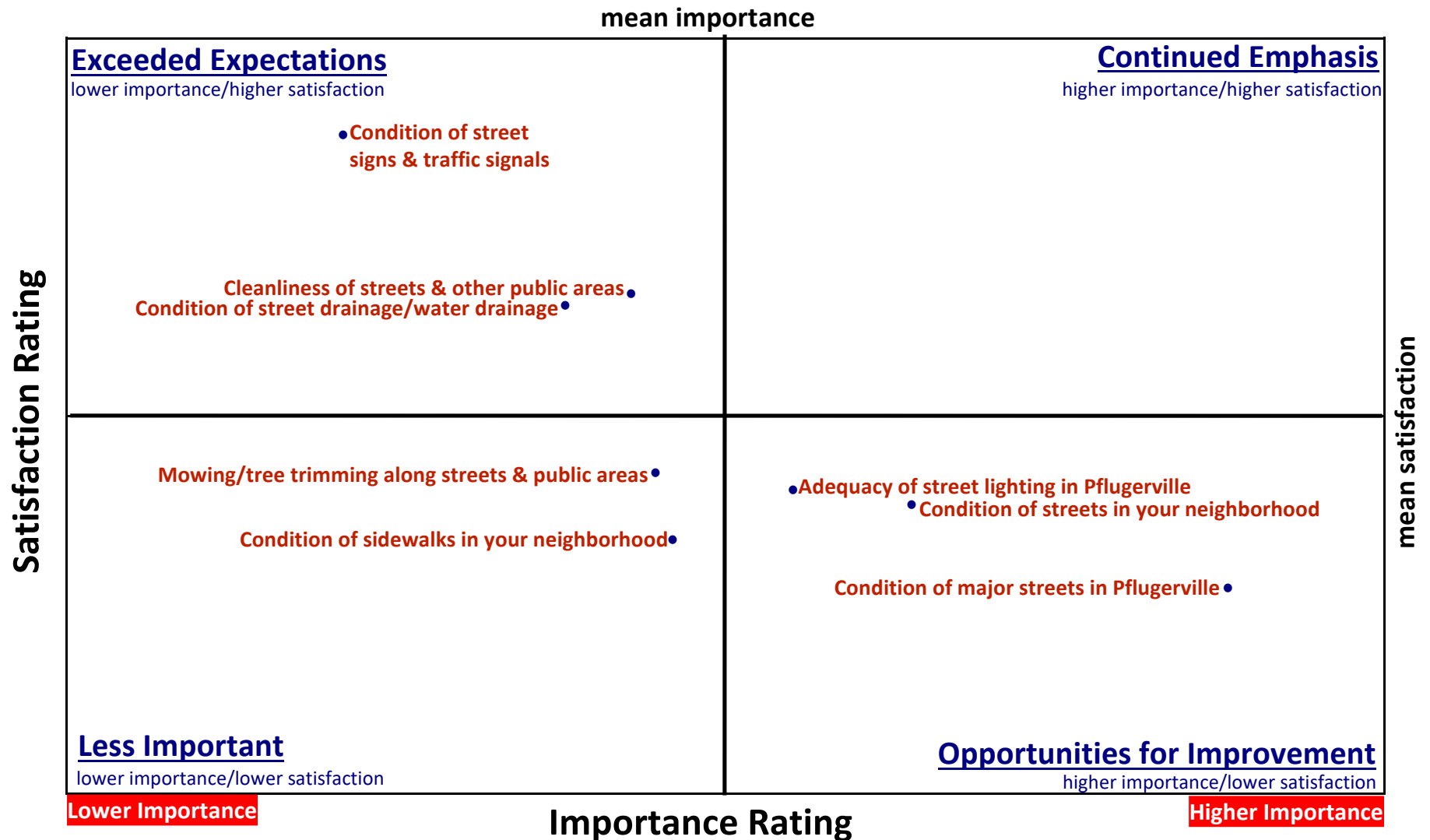
## -Police Services-

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



# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix -Maintenance Services-

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

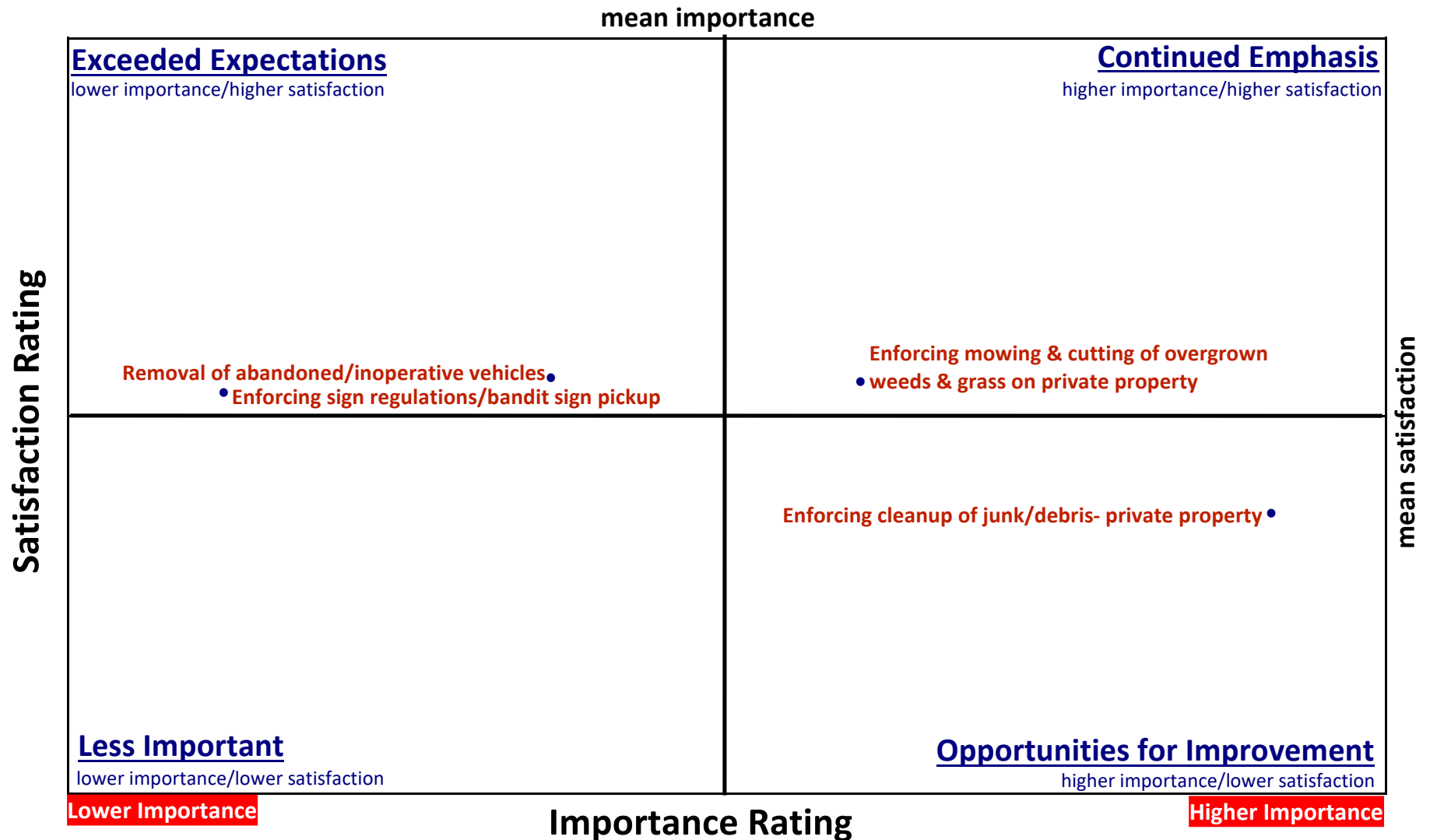




# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix

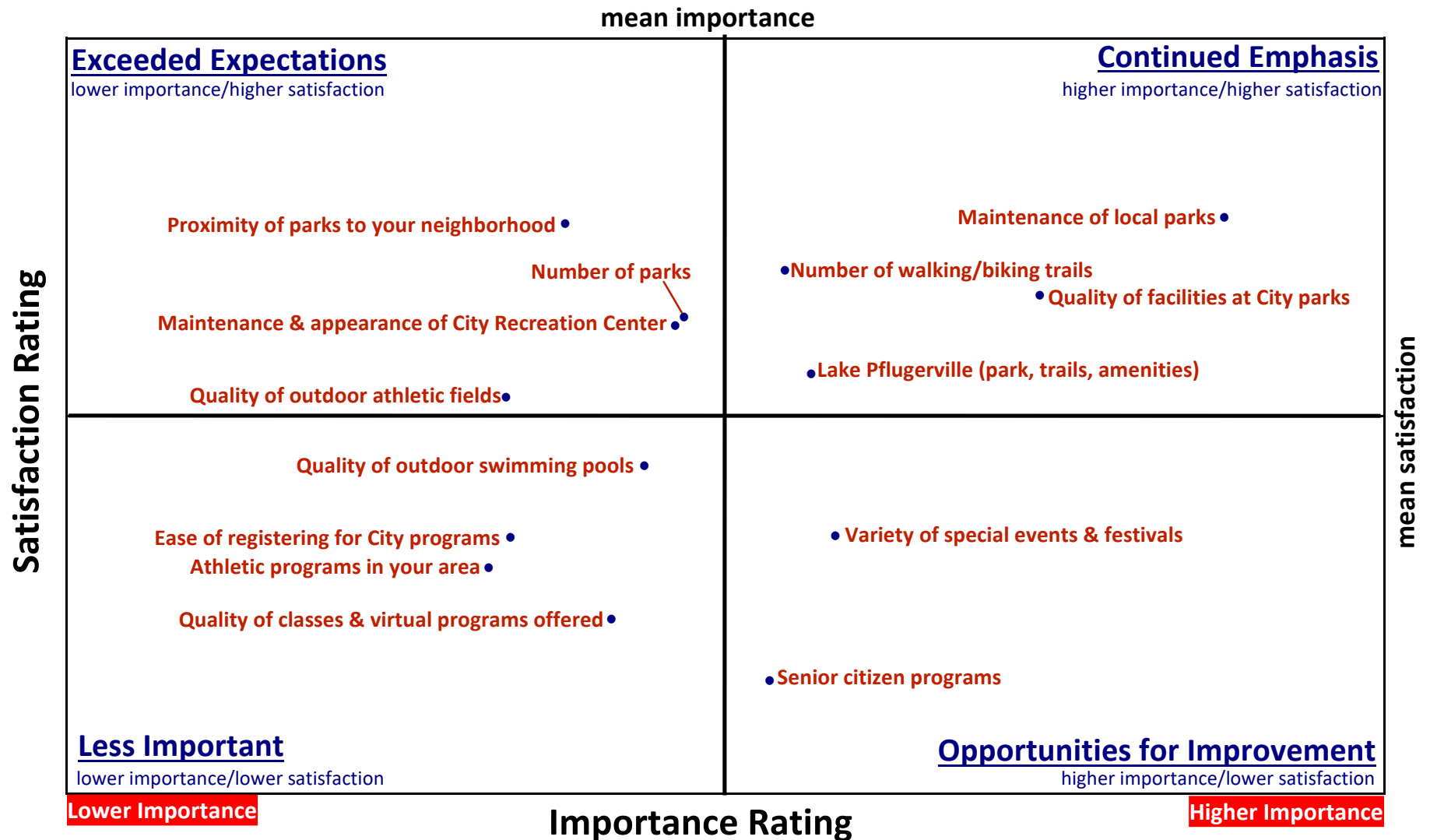
## -Code Enforcement-

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



# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix -Parks and Recreation-

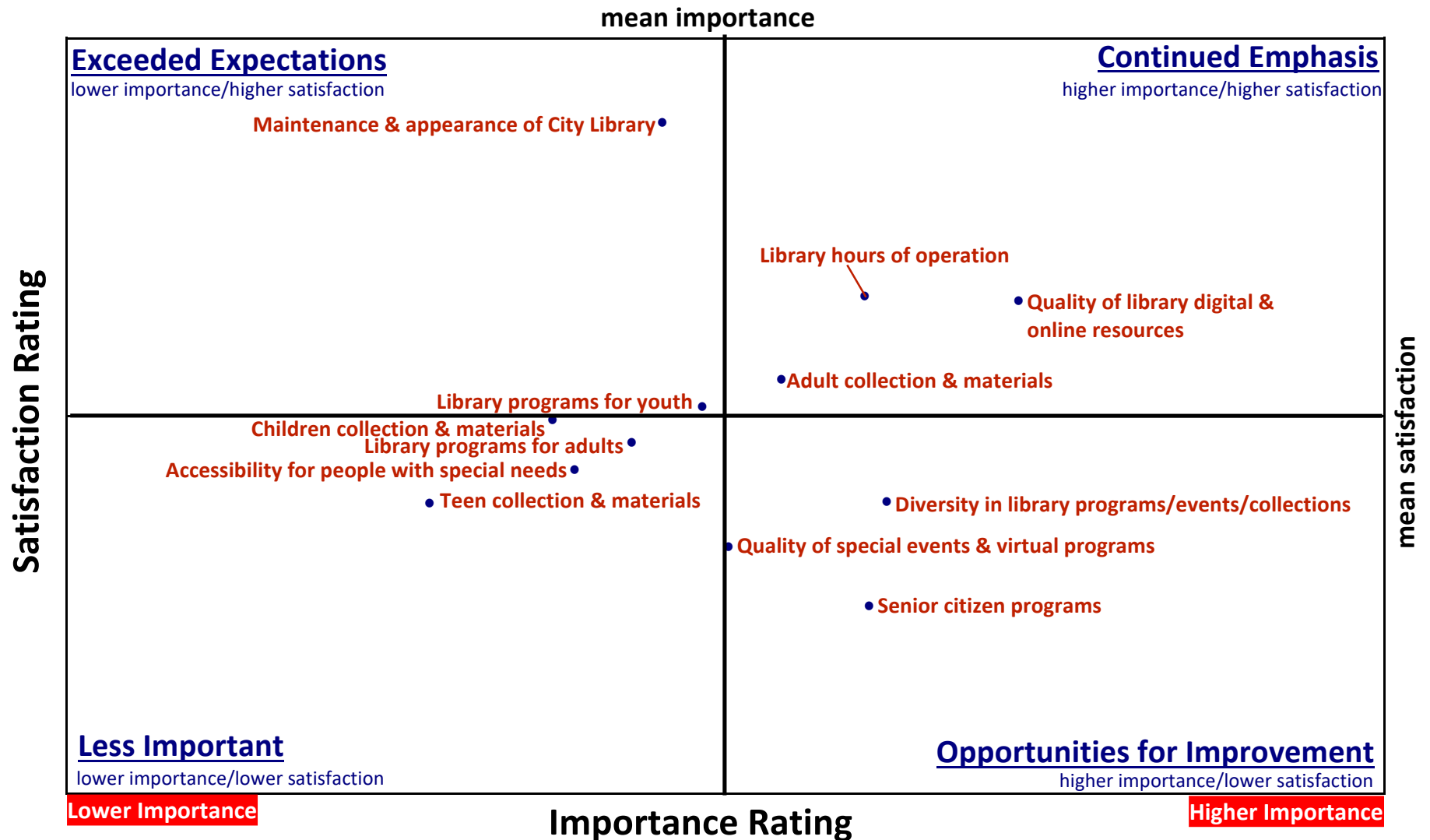
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix

## -City Library-

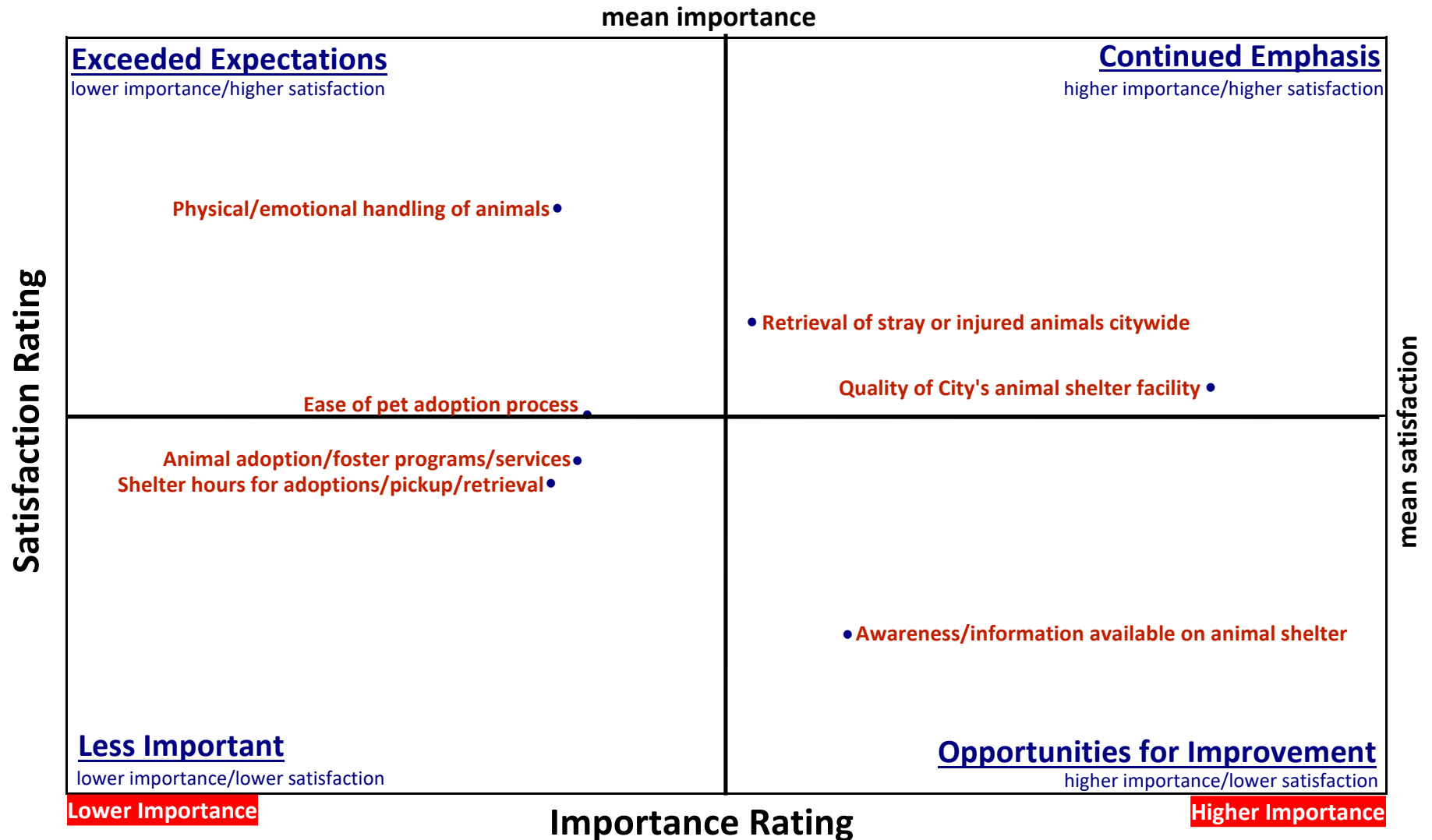
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2021 City of Pflugerville Importance-Satisfaction Assessment Matrix

## -Animal Welfare-

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



## **Section 3**

# ***Benchmarking Data***

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# Benchmarking Summary Report

## City of Pflugerville, Texas

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### 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 of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2020 to a random sample of more than 5,000 residents across the United States, (2) a state-wide survey administered to residents living in Texas during the fall of 2020.

### Interpreting the Charts

**National Benchmarks.** The charts on the following pages show how the overall results for Pflugerville compare to the national average and Texas average based on the results of an annual survey administered by ETC Institute to a random sample of more than 5,000 U.S. residents and State of Texas residents.

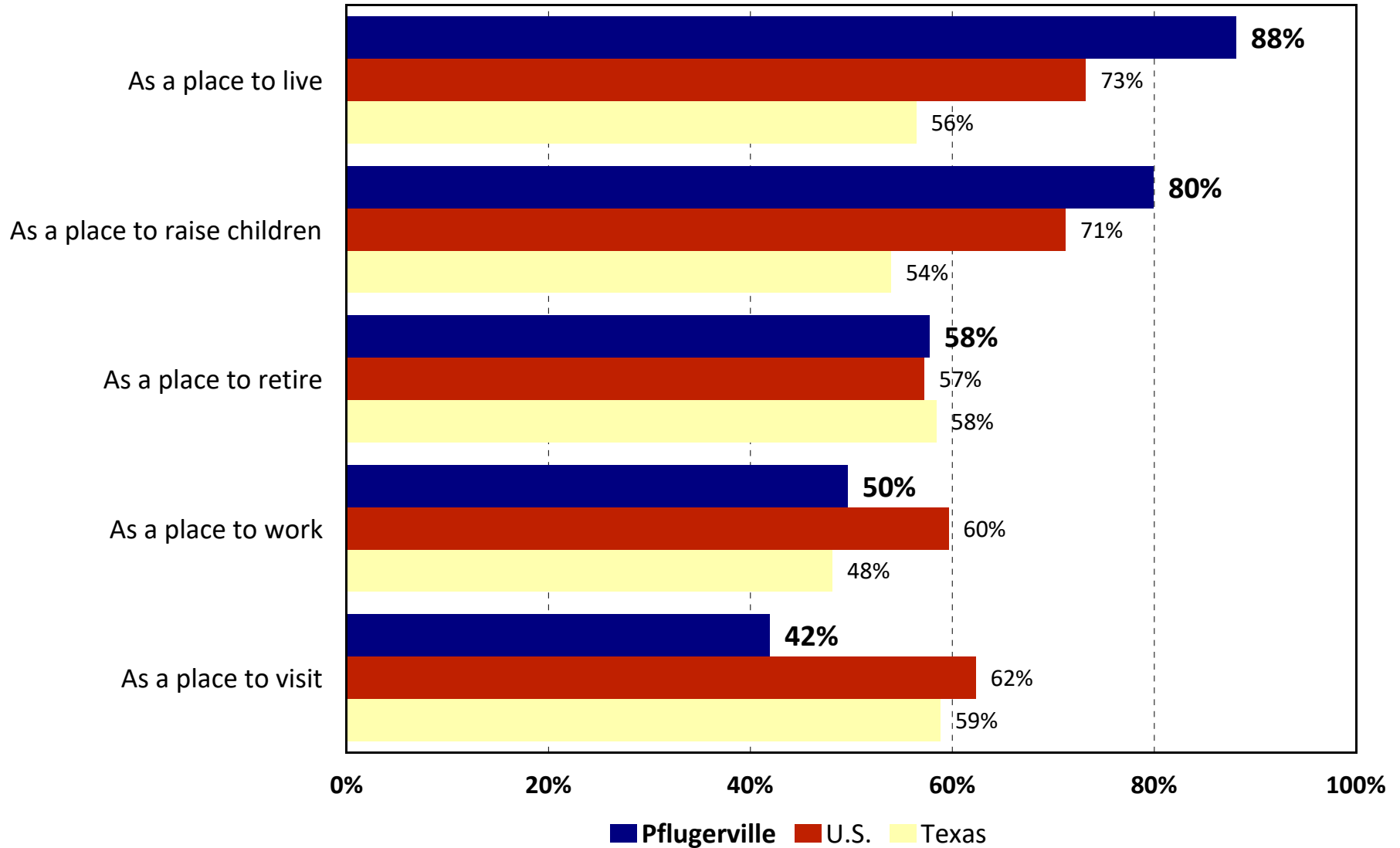
# National Benchmarks

**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 Pflugerville is not authorized without written consent from ETC Institute.**

# Overall Ratings of the City

## Pflugerville vs. the U.S. vs. Texas

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)

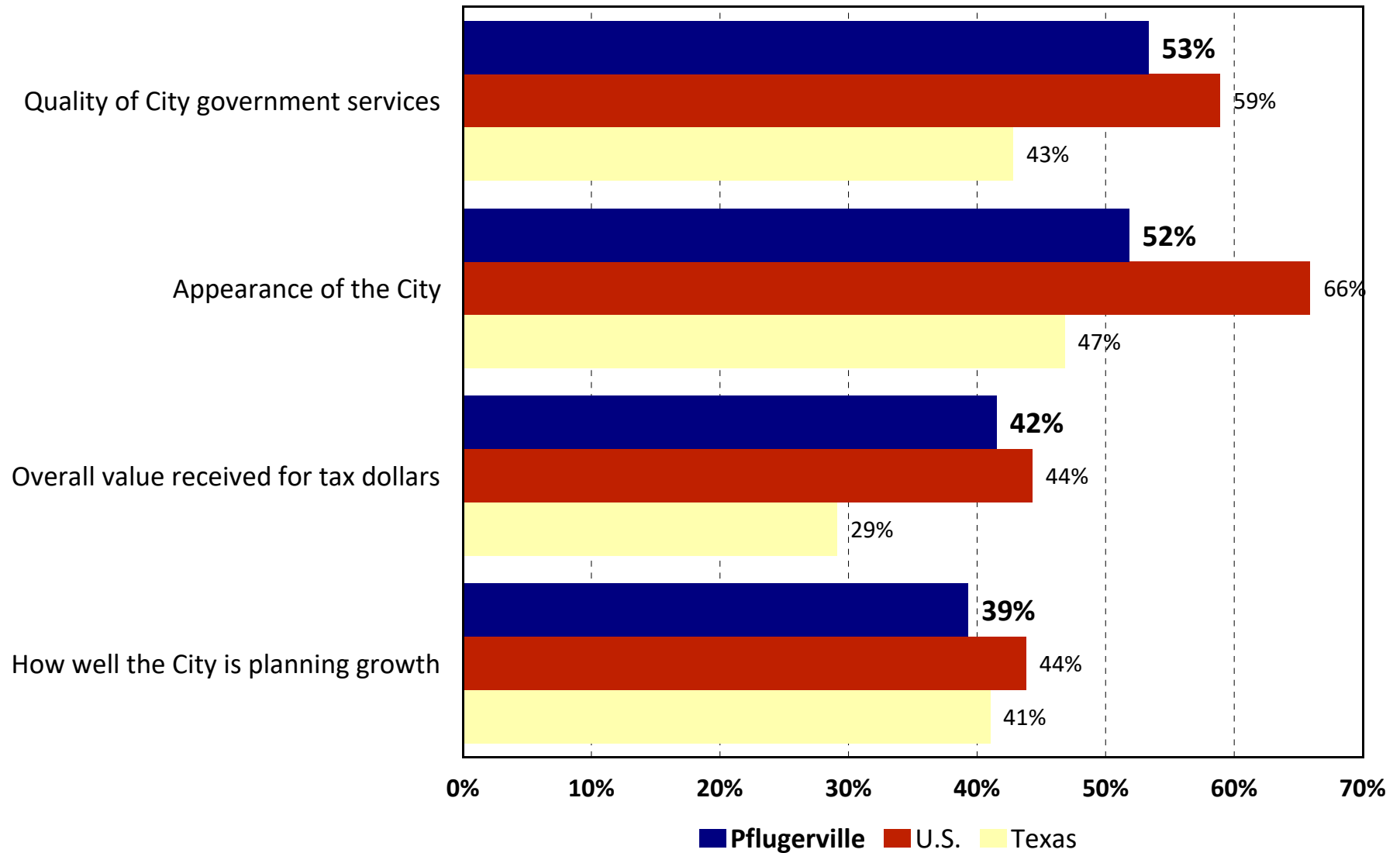




# Overall Perceptions of the City

## Pflugerville vs. the U.S. vs. Texas

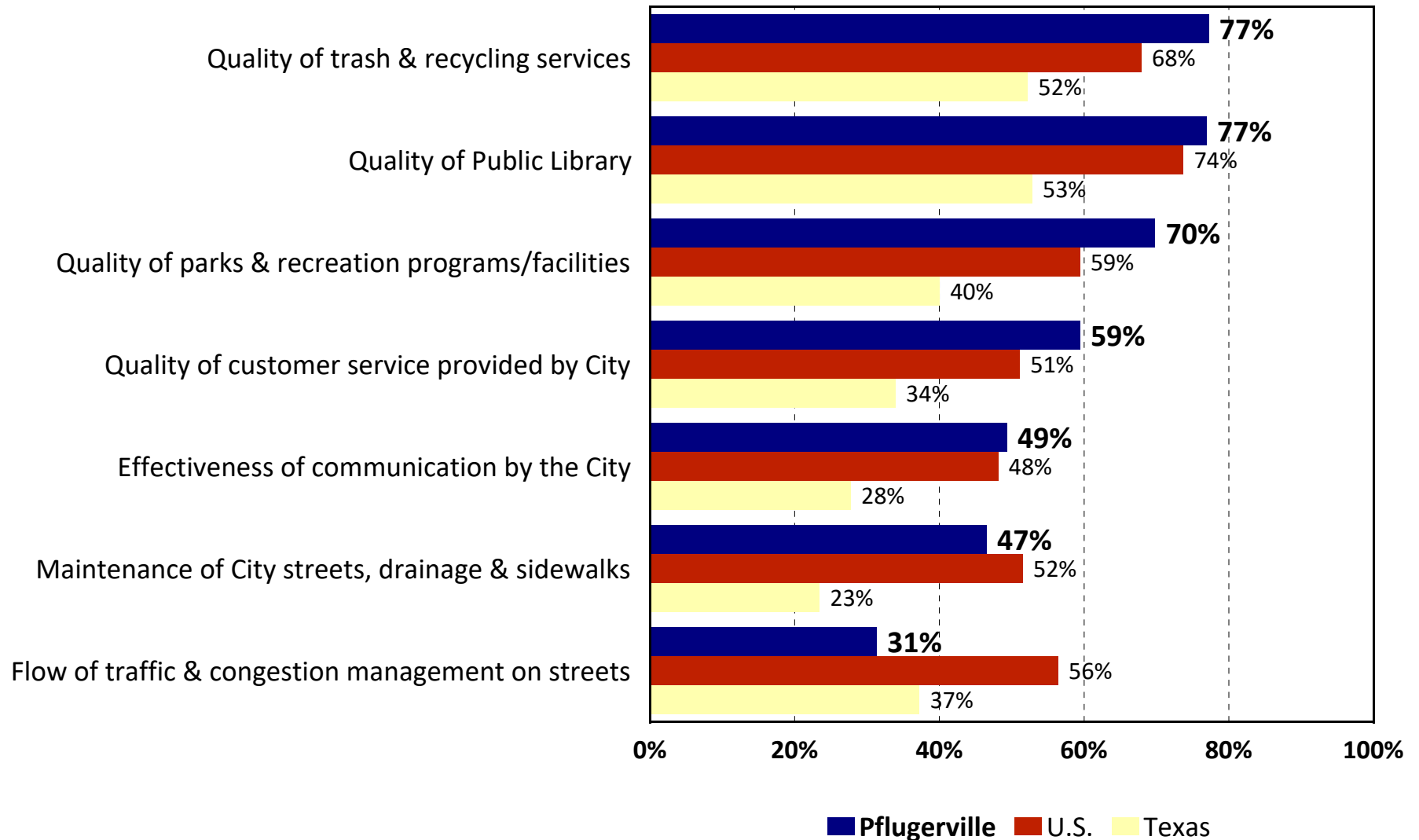
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with City Services

## Pflugerville vs. the U.S. vs. Texas

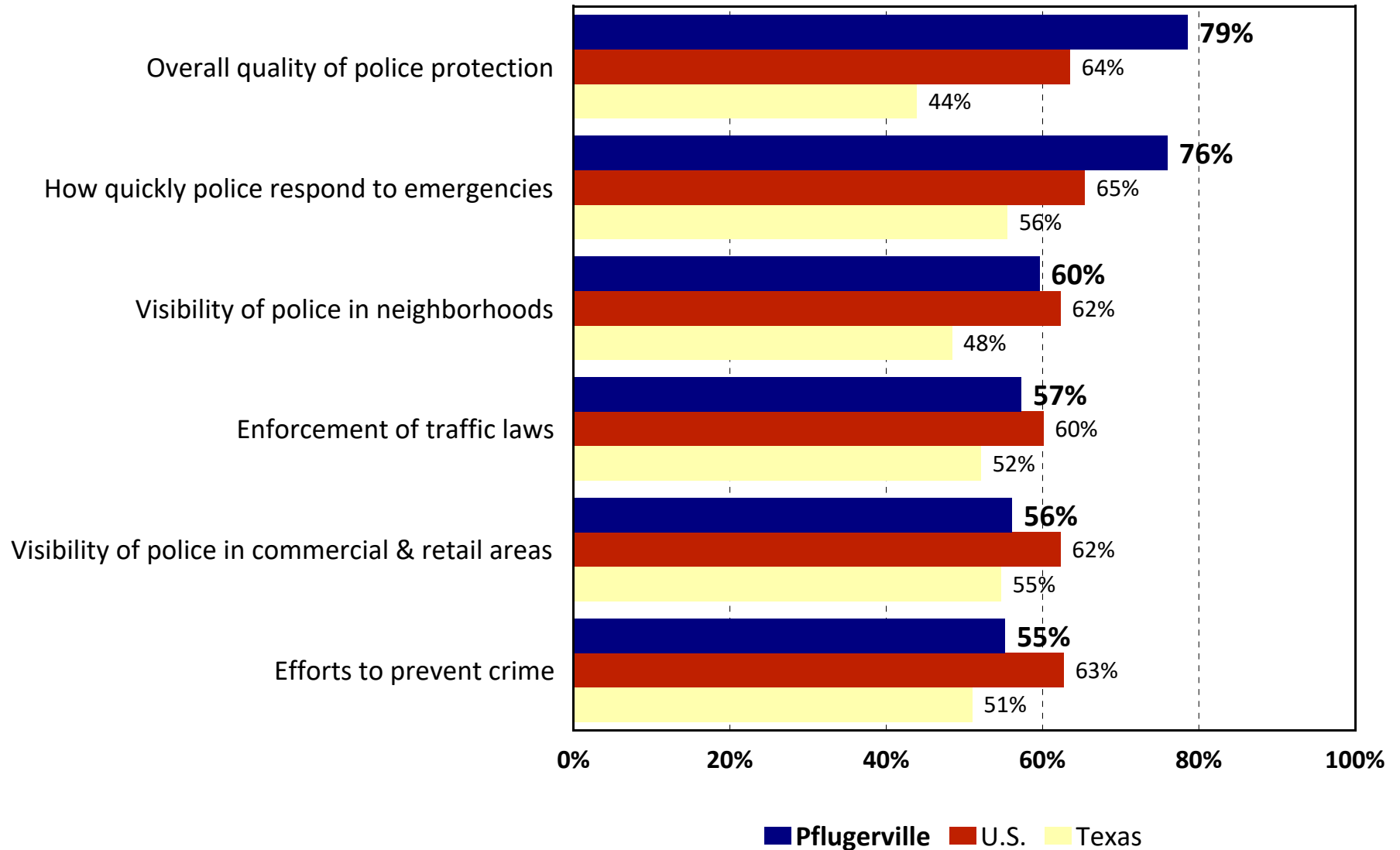
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Police Services

## Pflugerville vs. the U.S. vs. Texas

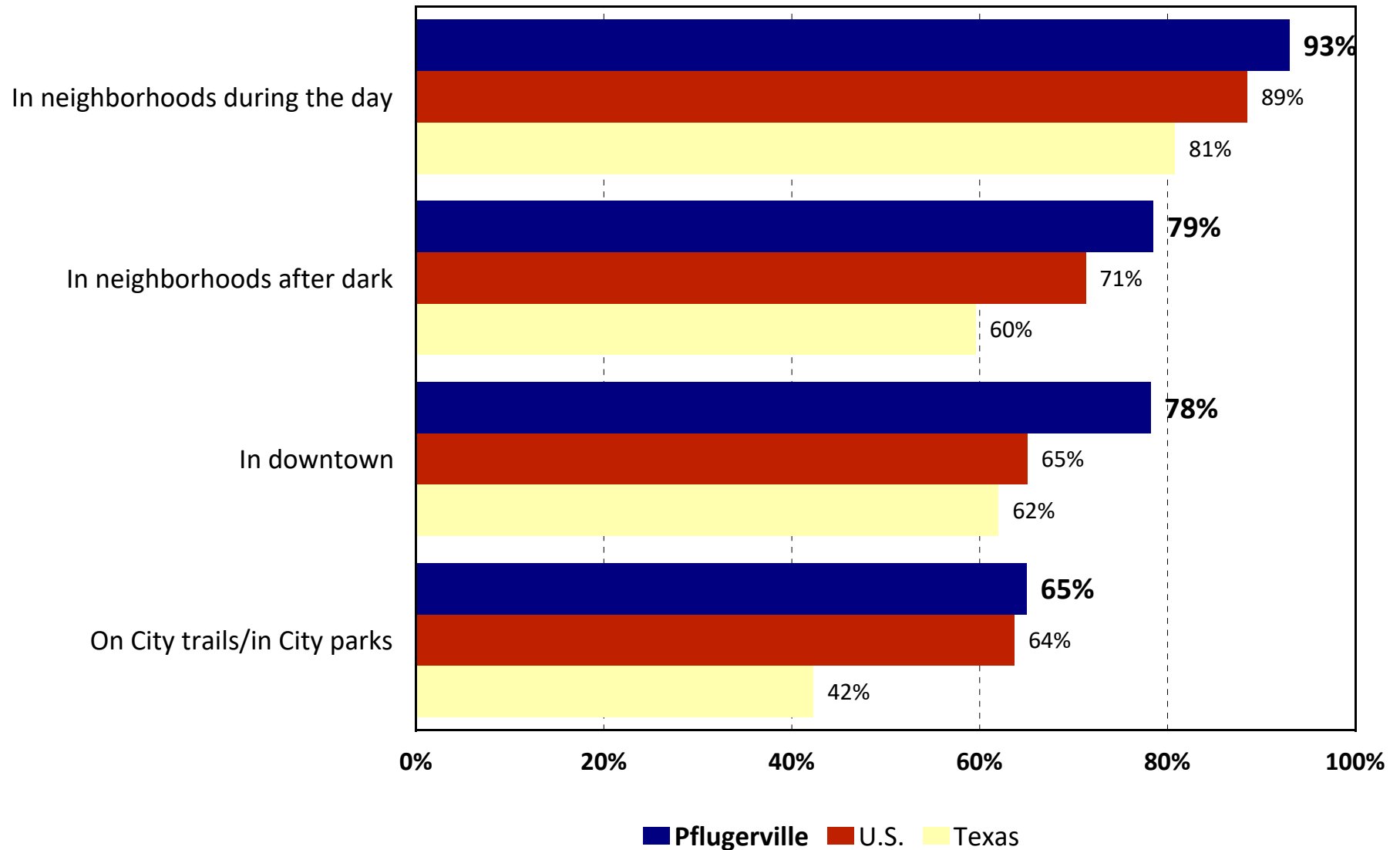
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Feeling of Safety

## Pflugerville vs. the U.S. vs. Texas

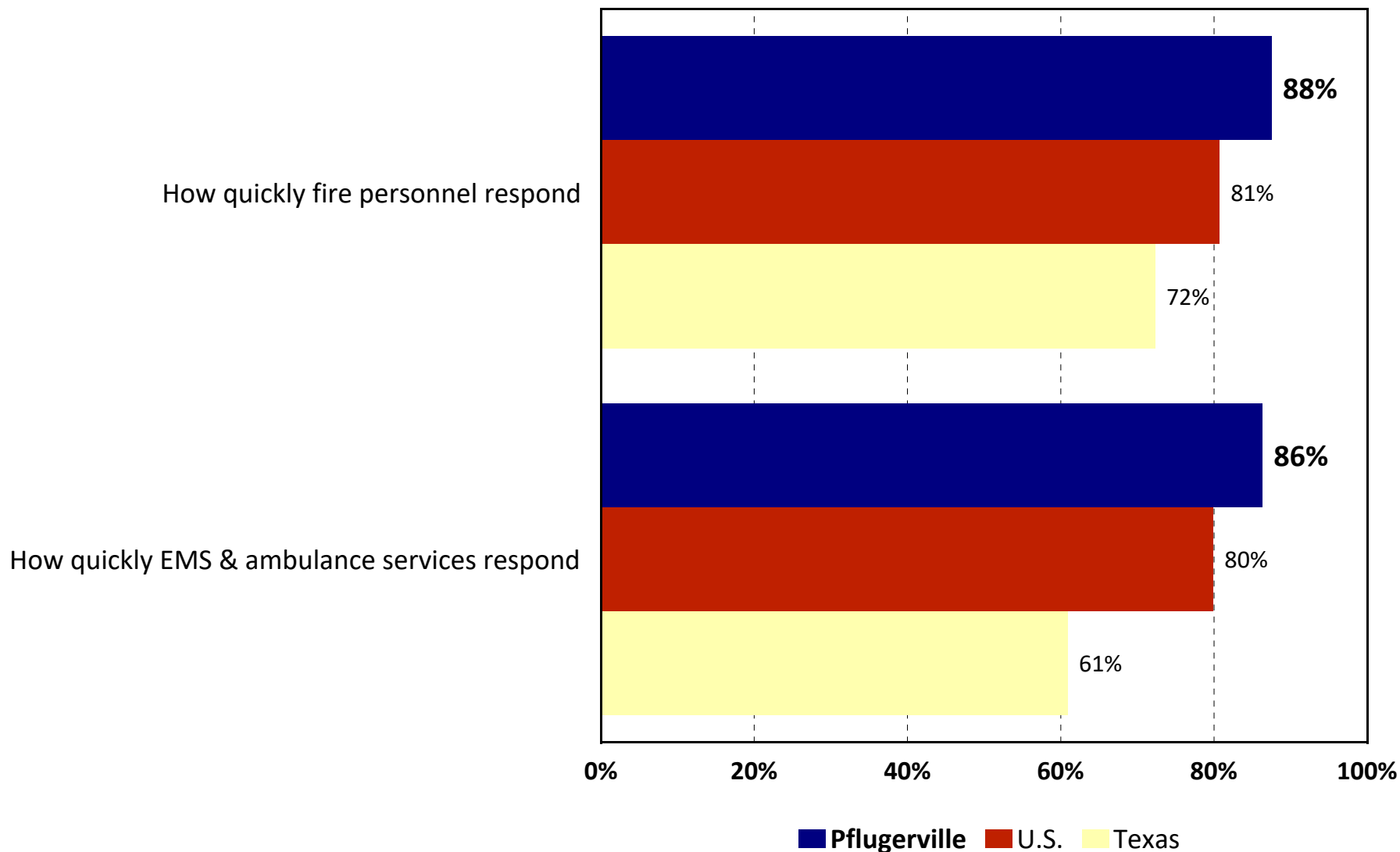
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Fire Services

## Pflugerville vs. the U.S. vs. Texas

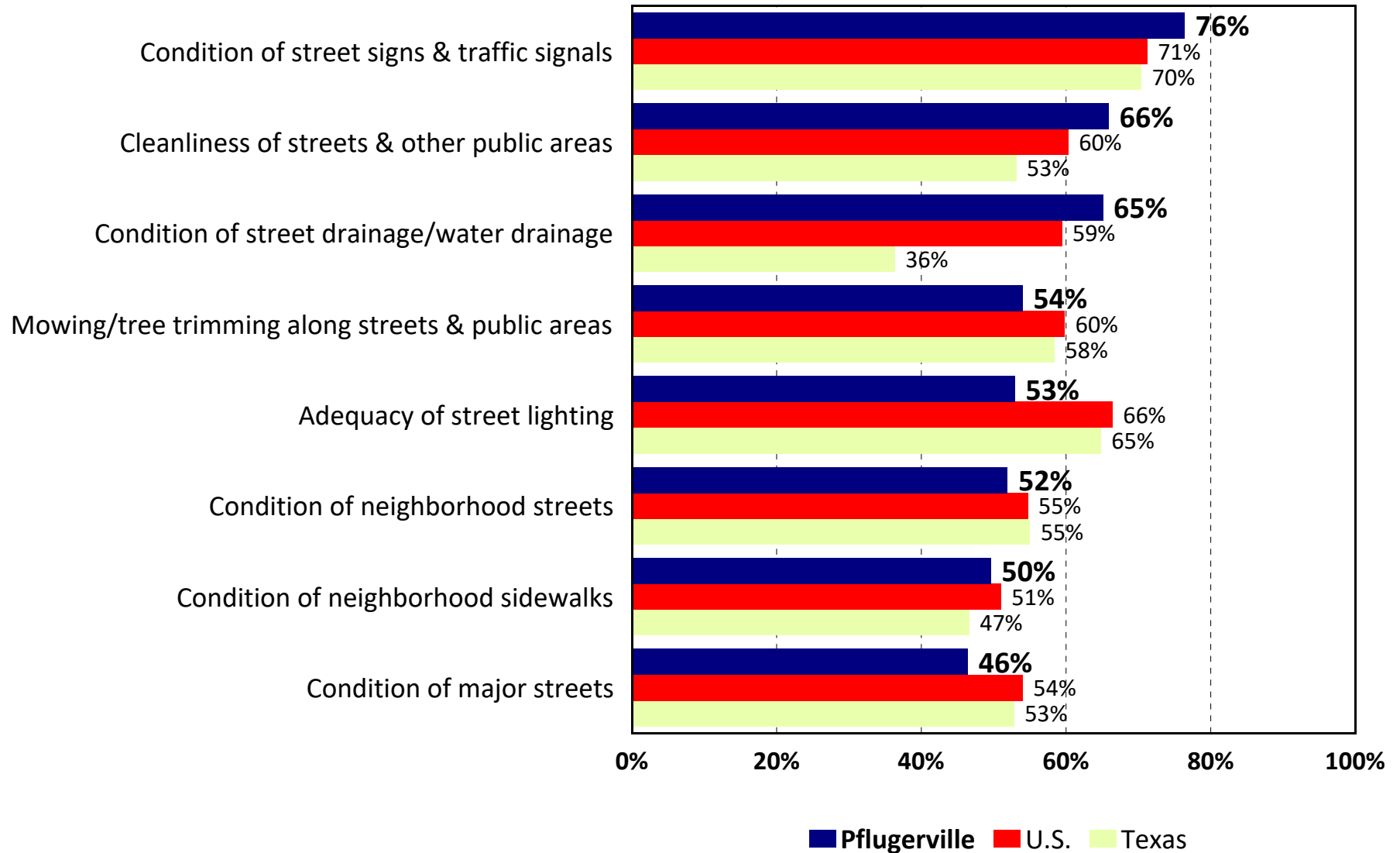
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with City Maintenance

## Pflugerville vs. the U.S. vs. Texas

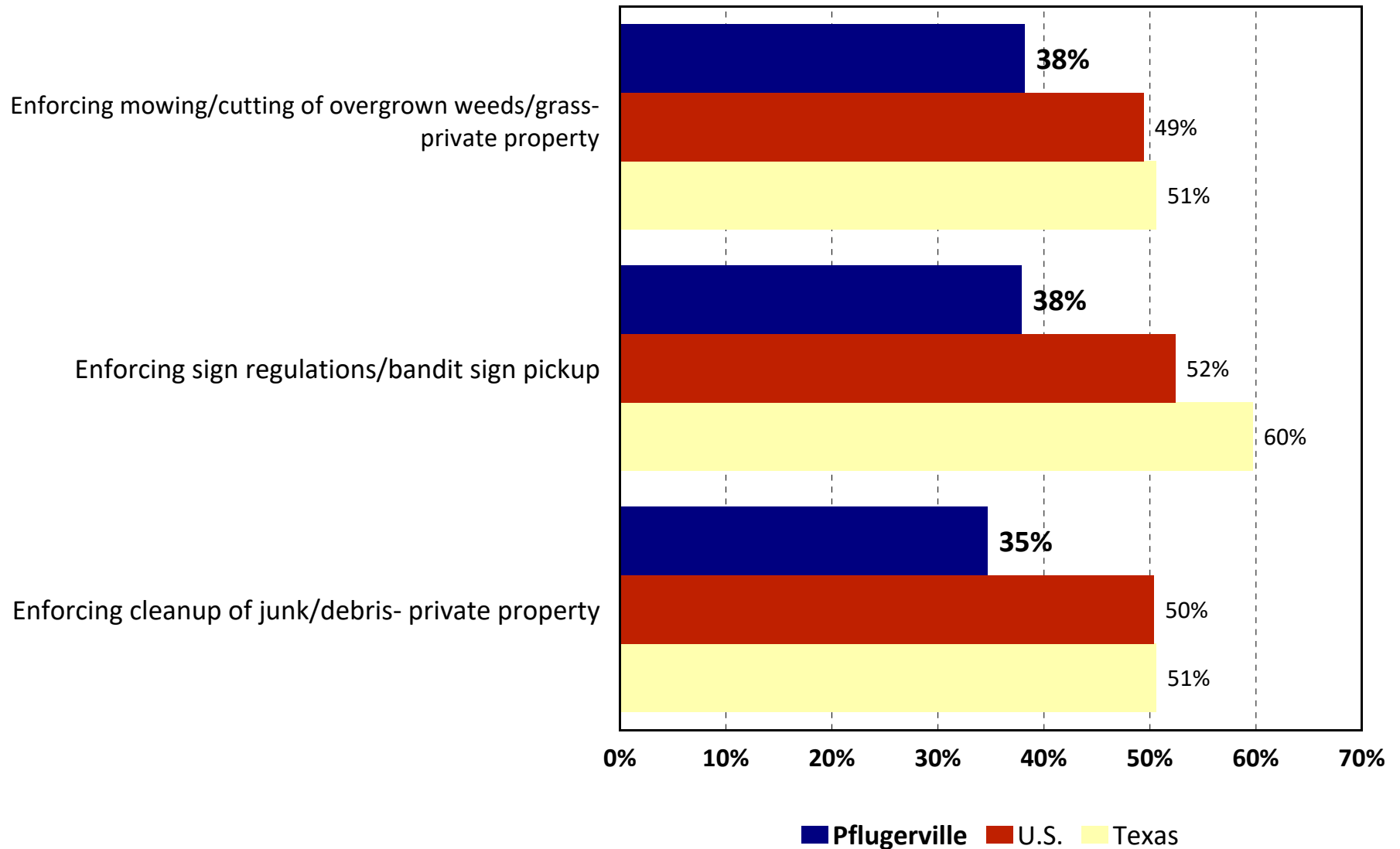
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Code Compliance

## Pflugerville vs. the U.S. vs. Texas

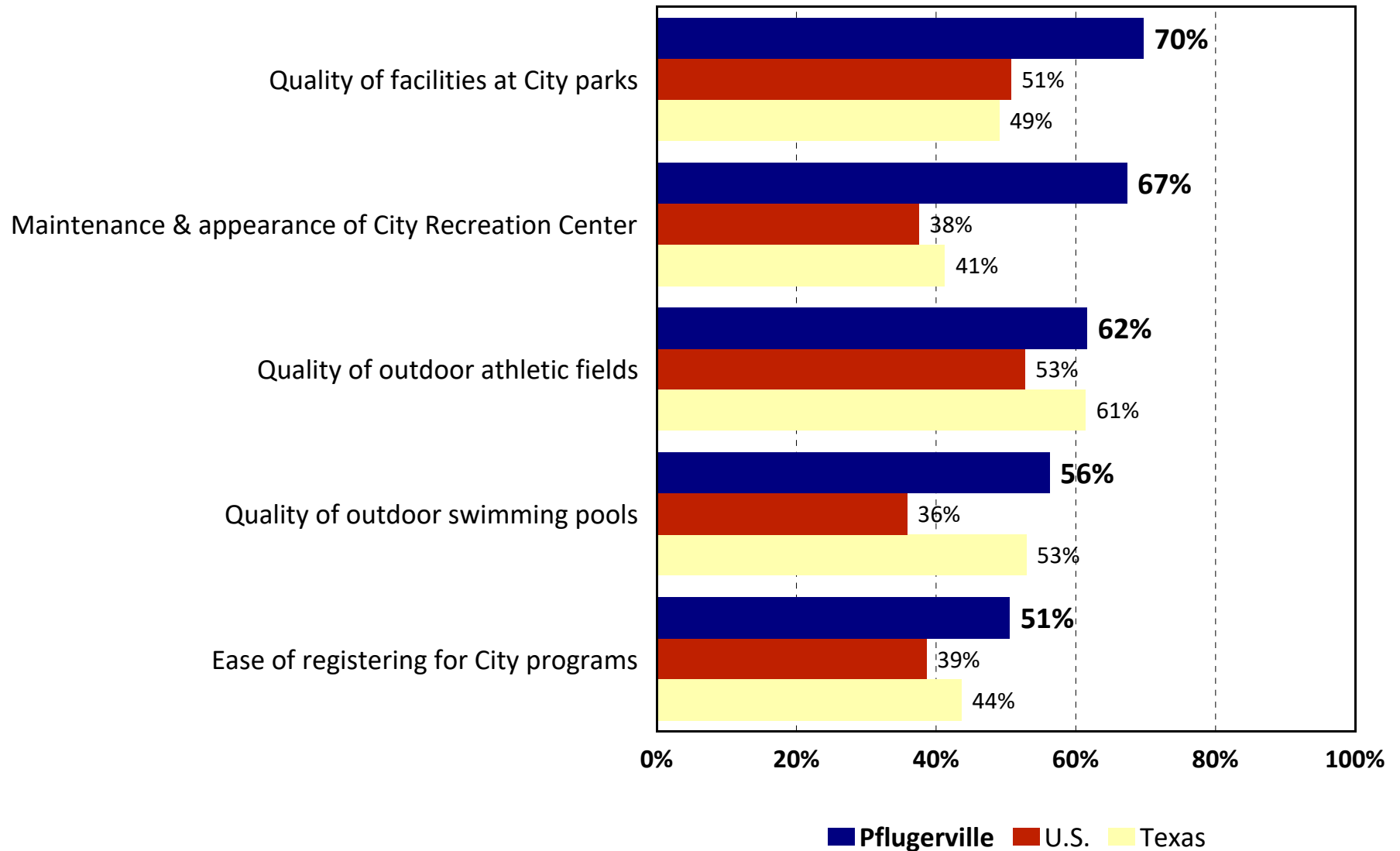
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Parks and Recreation Services

## Pflugerville vs. the U.S. vs. Texas

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)

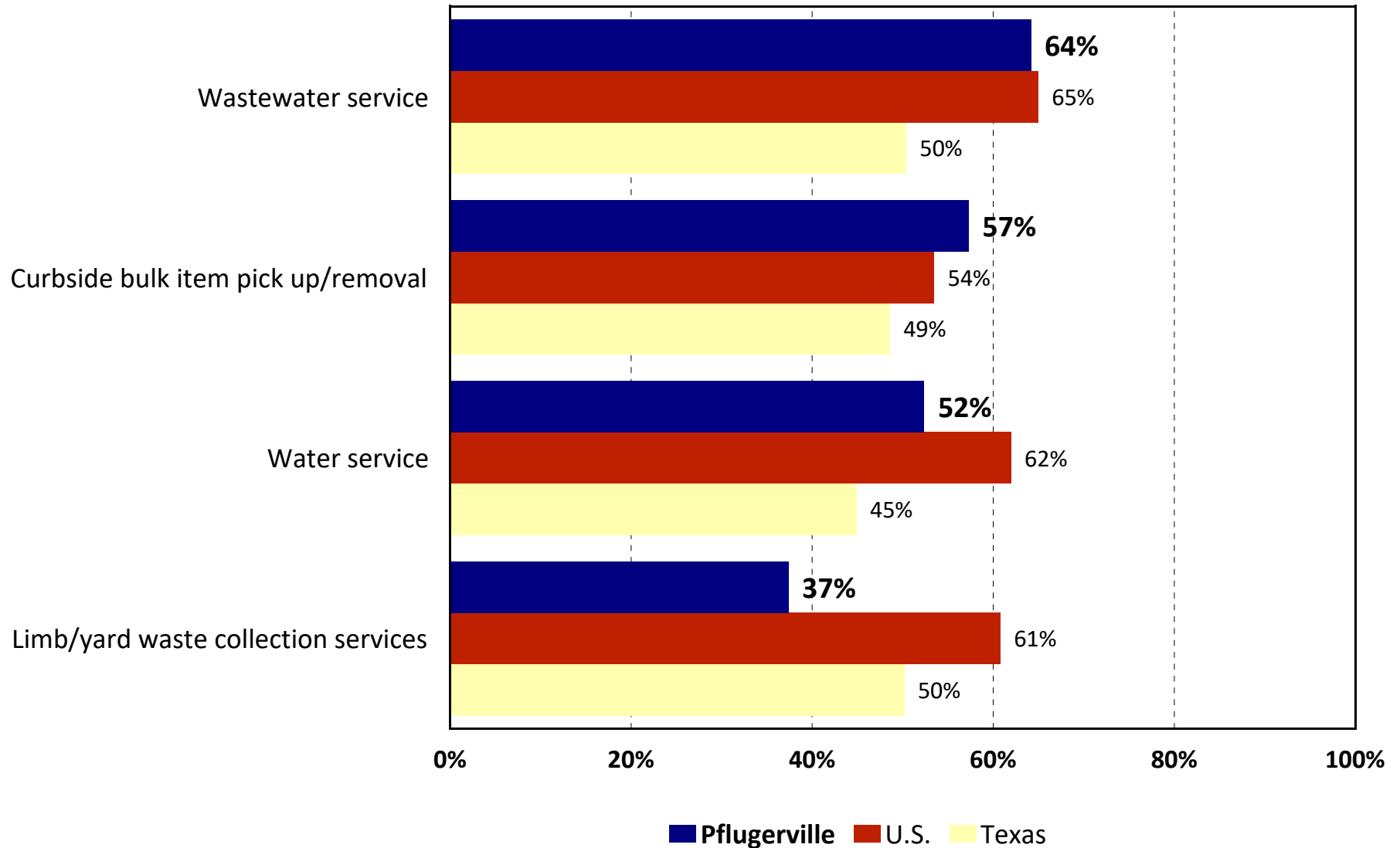




# Overall Satisfaction with City Utility Services

## Pflugerville vs. the U.S. vs. Texas

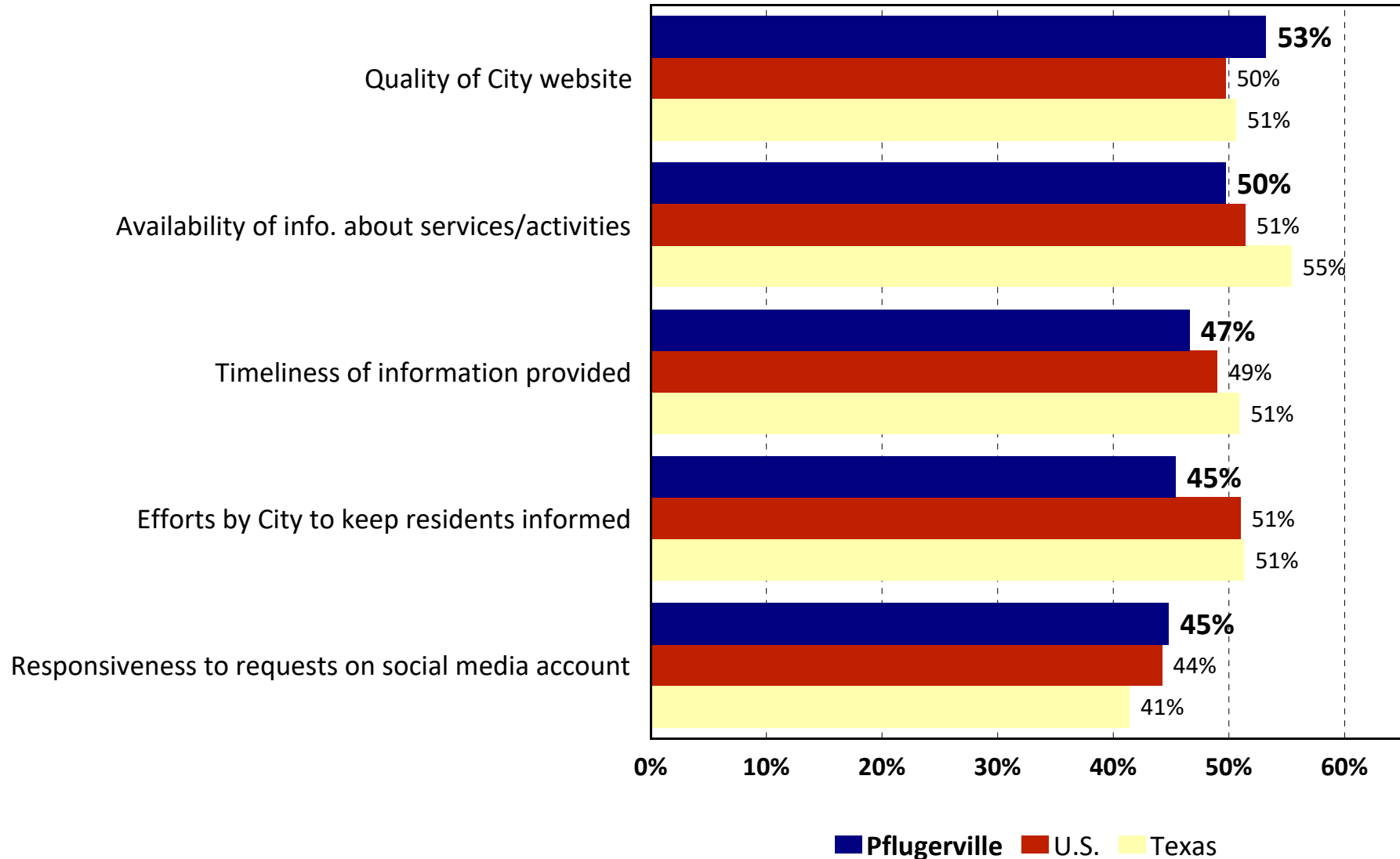
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Public Information Services

## Pflugerville vs. the U.S. vs. Texas

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 4

## *Tabular Data*

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**Q1. Using a scale of 1 to 5, where 5 means "Excellent," 1 means "Poor," and 9 means "I don't know," please provide feedback on how you rate Pflugerville.**

(N=537)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	27.2%	60.1%	6.3%	4.3%	1.1%	0.9%
Q1-2. As a place to raise children	22.7%	44.7%	12.3%	4.1%	0.6%	15.6%
Q1-3. As a place to work	8.9%	26.3%	24.2%	8.8%	2.8%	29.1%
Q1-4. As a place to retire	15.6%	34.5%	19.7%	9.9%	7.1%	13.2%
Q1-5. As a place to visit	9.3%	29.6%	29.2%	17.9%	6.7%	7.3%
Q1-6. As a City moving in right direction	10.2%	42.5%	24.8%	11.5%	7.8%	3.2%

**WITHOUT "DON'T KNOW"**

**Q1. Using a scale of 1 to 5, where 5 means "Excellent," 1 means "Poor," and 9 means "I don't know," please provide feedback on how you rate Pflugerville. (without "don't know")**

(N=537)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	27.4%	60.7%	6.4%	4.3%	1.1%
Q1-2. As a place to raise children	26.9%	53.0%	14.6%	4.9%	0.7%
Q1-3. As a place to work	12.6%	37.0%	34.1%	12.3%	3.9%
Q1-4. As a place to retire	18.0%	39.7%	22.7%	11.4%	8.2%
Q1-5. As a place to visit	10.0%	31.9%	31.5%	19.3%	7.2%
Q1-6. As a City moving in right direction	10.6%	43.8%	25.6%	11.9%	8.1%

**Q2. Please rate your SATISFACTION with Pflugerville on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall value that you receive for your City tax dollars	5.8%	34.1%	27.0%	20.7%	8.6%	3.9%
Q2-2. Reputation of your City	12.1%	47.9%	24.2%	10.1%	1.9%	3.9%
Q2-3. Quality of City government services	10.4%	41.2%	27.2%	14.2%	3.9%	3.2%
Q2-4. Quality of life in your City	16.8%	56.4%	15.8%	7.4%	1.5%	2.0%
Q2-5. How well your City is planning growth	8.2%	28.3%	23.6%	21.8%	11.0%	7.1%
Q2-6. Appearance of your City	8.4%	42.5%	27.2%	15.1%	5.0%	1.9%
Q2-7. Quality of downtown Pflugerville	5.2%	27.6%	28.5%	24.0%	10.8%	3.9%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate your SATISFACTION with Pflugerville on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall value that you receive for your City tax dollars	6.0%	35.5%	28.1%	21.5%	8.9%
Q2-2. Reputation of your City	12.6%	49.8%	25.2%	10.5%	1.9%
Q2-3. Quality of City government services	10.8%	42.5%	28.1%	14.6%	4.0%
Q2-4. Quality of life in your City	17.1%	57.6%	16.2%	7.6%	1.5%
Q2-5. How well your City is planning growth	8.8%	30.5%	25.5%	23.4%	11.8%
Q2-6. Appearance of your City	8.5%	43.3%	27.7%	15.4%	5.1%
Q2-7. Quality of downtown Pflugerville	5.4%	28.7%	29.7%	25.0%	11.2%

**Q3. Major categories of services provided by the City of Pflugerville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of police service	28.7%	42.8%	15.5%	6.1%	1.1%	5.8%
Q3-2. Maintenance of City streets, drainage & sidewalks	7.3%	38.5%	20.3%	21.2%	11.2%	1.5%
Q3-3. Effectiveness of communication by City	9.7%	38.4%	30.0%	13.4%	6.0%	2.6%
Q3-4. Flow of traffic & congestion management on streets	3.5%	27.4%	26.6%	25.9%	15.3%	1.3%
Q3-5. Quality of water & wastewater services	10.4%	37.8%	18.6%	15.1%	13.8%	4.3%
Q3-6. Quality of City of Pflugerville utility billing	14.7%	49.9%	20.9%	6.7%	3.7%	4.1%
Q3-7. Quality of trash & recycling services	25.0%	50.8%	10.1%	7.6%	4.7%	1.9%
Q3-8. Quality of Pflugerville Public Library	27.9%	32.4%	15.1%	1.7%	1.3%	21.6%
Q3-9. Quality of parks & recreation programs & facilities	18.8%	44.3%	19.9%	5.6%	1.9%	9.5%
Q3-10. Quality of customer service provided by City	10.2%	38.7%	25.1%	7.1%	1.3%	17.5%
Q3-11. Quality of municipal court services	3.5%	17.5%	24.2%	1.3%	0.6%	52.9%
Q3-12. Quality of animal welfare services/animal shelter	8.2%	28.1%	22.3%	4.8%	1.9%	34.6%
Q3-13. Quality of fire services	26.6%	37.4%	8.2%	0.6%	0.7%	26.4%
Q3-14. Quality of EMS & ambulance services	24.2%	35.6%	9.5%	1.1%	0.9%	28.7%

**WITHOUT "DON'T KNOW"**

**Q3. Major categories of services provided by the City of Pflugerville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of police service	30.4%	45.5%	16.4%	6.5%	1.2%
Q3-2. Maintenance of City streets, drainage & sidewalks	7.4%	39.1%	20.6%	21.6%	11.3%
Q3-3. Effectiveness of communication by City	9.9%	39.4%	30.8%	13.8%	6.1%
Q3-4. Flow of traffic & congestion management on streets	3.6%	27.7%	27.0%	26.2%	15.5%
Q3-5. Quality of water & wastewater services	10.9%	39.5%	19.5%	15.8%	14.4%
Q3-6. Quality of City of Pflugerville utility billing	15.3%	52.0%	21.7%	7.0%	3.9%
Q3-7. Quality of trash & recycling services	25.4%	51.8%	10.2%	7.8%	4.7%
Q3-8. Quality of Pflugerville Public Library	35.6%	41.3%	19.2%	2.1%	1.7%
Q3-9. Quality of parks & recreation programs & facilities	20.8%	49.0%	22.0%	6.2%	2.1%
Q3-10. Quality of customer service provided by City	12.4%	47.0%	30.5%	8.6%	1.6%
Q3-11. Quality of municipal court services	7.5%	37.2%	51.4%	2.8%	1.2%
Q3-12. Quality of animal welfare services/ animal shelter	12.5%	43.0%	34.2%	7.4%	2.8%
Q3-13. Quality of fire services	36.2%	50.9%	11.1%	0.8%	1.0%
Q3-14. Quality of EMS & ambulance services	33.9%	49.9%	13.3%	1.6%	1.3%

**Q4. From the items in Question 3, which THREE of the major categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q4. Top choice	Number	Percent
Quality of police service	50	9.3 %
Maintenance of City streets, drainage & sidewalks	115	21.4 %
Effectiveness of communication by City	13	2.4 %
Flow of traffic & congestion management on streets	131	24.4 %
Quality of water & wastewater services	72	13.4 %
Quality of City of Pflugerville utility billing	8	1.5 %
Quality of trash & recycling services	11	2.0 %
Quality of Pflugerville Public Library	4	0.7 %
Quality of parks & recreation programs & facilities	23	4.3 %
Quality of customer service provided by City	2	0.4 %
Quality of animal welfare services/animal shelter	4	0.7 %
Quality of fire services	2	0.4 %
Quality of EMS & ambulance services	12	2.2 %
None chosen	90	16.8 %
Total	537	100.0 %

**Q4. From the items in Question 3, which THREE of the major categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q4. 2nd choice	Number	Percent
Quality of police service	30	5.6 %
Maintenance of City streets, drainage & sidewalks	104	19.4 %
Effectiveness of communication by City	21	3.9 %
Flow of traffic & congestion management on streets	121	22.5 %
Quality of water & wastewater services	62	11.5 %
Quality of City of Pflugerville utility billing	10	1.9 %
Quality of trash & recycling services	18	3.4 %
Quality of Pflugerville Public Library	5	0.9 %
Quality of parks & recreation programs & facilities	28	5.2 %
Quality of customer service provided by City	3	0.6 %
Quality of municipal court services	2	0.4 %
Quality of animal welfare services/animal shelter	5	0.9 %
Quality of fire services	15	2.8 %
Quality of EMS & ambulance services	14	2.6 %
None chosen	99	18.4 %
Total	537	100.0 %



**Q4. From the items in Question 3, which THREE of the major categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q4. 3rd choice	Number	Percent
Quality of police service	41	7.6 %
Maintenance of City streets, drainage & sidewalks	60	11.2 %
Effectiveness of communication by City	33	6.1 %
Flow of traffic & congestion management on streets	54	10.1 %
Quality of water & wastewater services	36	6.7 %
Quality of City of Pflugerville utility billing	11	2.0 %
Quality of trash & recycling services	28	5.2 %
Quality of Pflugerville Public Library	12	2.2 %
Quality of parks & recreation programs & facilities	56	10.4 %
Quality of customer service provided by City	20	3.7 %
Quality of municipal court services	1	0.2 %
Quality of animal welfare services/animal shelter	26	4.8 %
Quality of fire services	12	2.2 %
Quality of EMS & ambulance services	22	4.1 %
None chosen	125	23.3 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q4. From the items in Question 3, which THREE of the major categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

Q4. Sum of top 3 choices	Number	Percent
Quality of police service	121	22.5 %
Maintenance of City streets, drainage & sidewalks	279	52.0 %
Effectiveness of communication by City	67	12.5 %
Flow of traffic & congestion management on streets	306	57.0 %
Quality of water & wastewater services	170	31.7 %
Quality of City of Pflugerville utility billing	29	5.4 %
Quality of trash & recycling services	57	10.6 %
Quality of Pflugerville Public Library	21	3.9 %
Quality of parks & recreation programs & facilities	107	19.9 %
Quality of customer service provided by City	25	4.7 %
Quality of municipal court services	3	0.6 %
Quality of animal welfare services/animal shelter	35	6.5 %
Quality of fire services	29	5.4 %
Quality of EMS & ambulance services	48	8.9 %
None chosen	90	16.8 %
Total	1387	

**Q5. Police Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of police protection	25.9%	45.8%	15.5%	3.2%	0.9%	8.8%
Q5-2. Visibility of police in neighborhoods	16.9%	40.2%	24.2%	11.5%	3.0%	4.1%
Q5-3. Visibility of police in commercial & retail areas	13.0%	37.1%	30.4%	6.9%	2.0%	10.6%
Q5-4. Visibility of police in City parks, lakes & public areas	10.1%	28.7%	29.6%	9.1%	2.6%	19.9%
Q5-5. How quickly police respond to emergencies	19.6%	34.8%	14.3%	1.3%	1.5%	28.5%
Q5-6. Efforts to prevent crime	10.6%	31.3%	25.7%	5.0%	3.4%	24.0%
Q5-7. Enforcement of traffic laws	11.9%	38.2%	23.5%	9.7%	4.1%	12.7%
Q5-8. Community engagement efforts	12.1%	29.8%	25.1%	8.4%	2.4%	22.2%

**WITHOUT "DON'T KNOW"**

**Q5. Police Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of police protection	28.4%	50.2%	16.9%	3.5%	1.0%
Q5-2. Visibility of police in neighborhoods	17.7%	41.9%	25.2%	12.0%	3.1%
Q5-3. Visibility of police in commercial & retail areas	14.6%	41.5%	34.0%	7.7%	2.3%
Q5-4. Visibility of police in City parks, lakes & public areas	12.6%	35.8%	37.0%	11.4%	3.3%
Q5-5. How quickly police respond to emergencies	27.3%	48.7%	20.1%	1.8%	2.1%
Q5-6. Efforts to prevent crime	14.0%	41.2%	33.8%	6.6%	4.4%
Q5-7. Enforcement of traffic laws	13.6%	43.7%	26.9%	11.1%	4.7%
Q5-8. Community engagement efforts	15.6%	38.3%	32.3%	10.8%	3.1%

**Q6. From the list of items in Question 5, which THREE of the major categories of Police Services should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	93	17.3 %
Visibility of police in neighborhoods	103	19.2 %
Visibility of police in commercial & retail areas	9	1.7 %
Visibility of police in City parks, lakes & public areas	15	2.8 %
How quickly police respond to emergencies	46	8.6 %
Efforts to prevent crime	100	18.6 %
Enforcement of traffic laws	36	6.7 %
Community engagement efforts	45	8.4 %
None chosen	90	16.8 %
Total	537	100.0 %

**Q6. From the list of items in Question 5, which THREE of the major categories of Police Services should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	49	9.1 %
Visibility of police in neighborhoods	88	16.4 %
Visibility of police in commercial & retail areas	38	7.1 %
Visibility of police in City parks, lakes & public areas	28	5.2 %
How quickly police respond to emergencies	52	9.7 %
Efforts to prevent crime	92	17.1 %
Enforcement of traffic laws	32	6.0 %
Community engagement efforts	56	10.4 %
None chosen	102	19.0 %
Total	537	100.0 %

**Q6. From the list of items in Question 5, which THREE of the major categories of Police Services should receive the MOST EMPHASIS from City leaders over the next two years?**

Q6. 3rd choice	Number	Percent
Overall quality of police protection	61	11.4 %
Visibility of police in neighborhoods	47	8.8 %
Visibility of police in commercial & retail areas	28	5.2 %
Visibility of police in City parks, lakes & public areas	43	8.0 %
How quickly police respond to emergencies	48	8.9 %
Efforts to prevent crime	84	15.6 %
Enforcement of traffic laws	43	8.0 %
Community engagement efforts	62	11.5 %
None chosen	121	22.5 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q6. From the list of items in Question 5, which THREE of the major categories of Police Services should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

Q6. Sum of top 3 choices	Number	Percent
Overall quality of police protection	203	37.8 %
Visibility of police in neighborhoods	238	44.3 %
Visibility of police in commercial & retail areas	75	14.0 %
Visibility of police in City parks, lakes & public areas	86	16.0 %
How quickly police respond to emergencies	146	27.2 %
Efforts to prevent crime	276	51.4 %
Enforcement of traffic laws	111	20.7 %
Community engagement efforts	163	30.4 %
None chosen	90	16.8 %
Total	1388	

**Q7. Using a scale of 1 to 5, where 5 means "Very Safe," 1 means "Very Unsafe," and 9 means "I don't know," please rate how safe you feel in the following situations.**

(N=537)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	58.5%	33.5%	5.2%	1.5%	0.2%	1.1%
Q7-2. In your neighborhood after dark	27.9%	48.4%	12.8%	6.7%	1.3%	2.8%
Q7-3. On City trails/in City parks	14.2%	39.7%	20.7%	6.7%	1.7%	17.1%
Q7-4. At Lake Pflugerville	14.0%	33.9%	19.0%	5.0%	1.1%	27.0%
Q7-5. In retail/shopping areas	23.3%	56.1%	13.2%	3.0%	0.2%	4.3%
Q7-6. In downtown Pflugerville	22.3%	44.9%	16.4%	2.2%	0.2%	14.0%

**WITHOUT "DON'T KNOW"**

**Q7. Using a scale of 1 to 5, where 5 means "Very Safe," 1 means "Very Unsafe," and 9 means "I don't know," please rate how safe you feel in the following situations. (without "don't know")**

(N=537)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. In your neighborhood during the day	59.1%	33.9%	5.3%	1.5%	0.2%
Q7-2. In your neighborhood after dark	28.7%	49.8%	13.2%	6.9%	1.3%
Q7-3. On City trails/in City parks	17.1%	47.9%	24.9%	8.1%	2.0%
Q7-4. At Lake Pflugerville	19.1%	46.4%	26.0%	6.9%	1.5%
Q7-5. In retail/shopping areas	24.3%	58.6%	13.8%	3.1%	0.2%
Q7-6. In downtown Pflugerville	26.0%	52.2%	19.0%	2.6%	0.2%

**Q8. Fire Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How quickly fire personnel respond	30.9%	26.3%	7.4%	0.6%	0.2%	34.6%
Q8-2. How quickly EMS & ambulance services respond	31.5%	23.8%	7.8%	0.7%	0.2%	35.9%

**WITHOUT "DON'T KNOW"**

**Q8. Fire Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How quickly fire personnel respond	47.3%	40.2%	11.4%	0.9%	0.3%
Q8-2. How quickly EMS & ambulance services respond	49.1%	37.2%	12.2%	1.2%	0.3%

**Q9. Emergency Preparedness. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall efforts to ensure the community is prepared for emergencies	7.4%	26.3%	23.6%	16.8%	7.8%	18.1%
Q9-2. Disaster preparedness public education	4.5%	19.9%	26.4%	21.2%	7.1%	20.9%
Q9-3. Ability to locate information I need from City during an emergency	5.8%	26.4%	24.0%	18.4%	9.1%	16.2%

**WITHOUT "DON'T KNOW"**

**Q9. Emergency Preparedness. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall efforts to ensure the community is prepared for emergencies	9.1%	32.0%	28.9%	20.5%	9.5%
Q9-2. Disaster preparedness public education	5.6%	25.2%	33.4%	26.8%	8.9%
Q9-3. Ability to locate information I need from City during an emergency	6.9%	31.6%	28.7%	22.0%	10.9%



**Q10. Maintenance Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of major streets in Pflugerville	6.0%	39.9%	22.3%	22.5%	8.0%	1.3%
Q10-2. Condition of streets in your neighborhood	9.3%	41.7%	15.8%	18.8%	12.7%	1.7%
Q10-3. Condition of sidewalks in your neighborhood	8.2%	40.2%	19.6%	19.9%	9.7%	2.4%
Q10-4. Condition of street drainage/water drainage	12.3%	51.0%	18.8%	10.8%	4.3%	2.8%
Q10-5. Condition of street signs & traffic signals	16.9%	57.9%	16.8%	5.2%	1.1%	2.0%
Q10-6. Adequacy of street lighting in Pflugerville	10.2%	41.5%	23.1%	19.0%	4.1%	2.0%
Q10-7. Mowing/tree trimming along streets & public areas	10.1%	42.6%	26.1%	14.5%	4.3%	2.4%
Q10-8. Cleanliness of streets & other public areas	12.8%	52.0%	19.6%	11.0%	3.0%	1.7%

**WITHOUT "DON'T KNOW"**

**Q10. Maintenance Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of major streets in Pflugerville	6.0%	40.4%	22.6%	22.8%	8.1%
Q10-2. Condition of streets in your neighborhood	9.5%	42.4%	16.1%	19.1%	12.9%
Q10-3. Condition of sidewalks in your neighborhood	8.4%	41.2%	20.0%	20.4%	9.9%
Q10-4. Condition of street drainage/water drainage	12.6%	52.5%	19.3%	11.1%	4.4%
Q10-5. Condition of street signs & traffic signals	17.3%	59.1%	17.1%	5.3%	1.1%
Q10-6. Adequacy of street lighting in Pflugerville	10.5%	42.4%	23.6%	19.4%	4.2%
Q10-7. Mowing/tree trimming along streets & public areas	10.3%	43.7%	26.7%	14.9%	4.4%
Q10-8. Cleanliness of streets & other public areas	13.1%	52.8%	19.9%	11.2%	3.0%

**Q11. From the list of items in Question 10, which THREE of the major categories of Maintenance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Pflugerville	201	37.4 %
Condition of streets in your neighborhood	96	17.9 %
Condition of sidewalks in your neighborhood	38	7.1 %
Condition of street drainage/water drainage	19	3.5 %
Condition of street signs & traffic signals	10	1.9 %
Adequacy of street lighting in Pflugerville	42	7.8 %
Mowing/tree trimming along streets & public areas	23	4.3 %
Cleanliness of streets & other public areas	35	6.5 %
None chosen	73	13.6 %
Total	537	100.0 %

**Q11. From the list of items in Question 10, which THREE of the major categories of Maintenance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Pflugerville	68	12.7 %
Condition of streets in your neighborhood	92	17.1 %
Condition of sidewalks in your neighborhood	68	12.7 %
Condition of street drainage/water drainage	64	11.9 %
Condition of street signs & traffic signals	18	3.4 %
Adequacy of street lighting in Pflugerville	54	10.1 %
Mowing/tree trimming along streets & public areas	55	10.2 %
Cleanliness of streets & other public areas	36	6.7 %
None chosen	82	15.3 %
Total	537	100.0 %

**Q11. From the list of items in Question 10, which THREE of the major categories of Maintenance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Pflugerville	42	7.8 %
Condition of streets in your neighborhood	33	6.1 %
Condition of sidewalks in your neighborhood	46	8.6 %
Condition of street drainage/water drainage	39	7.3 %
Condition of street signs & traffic signals	30	5.6 %
Adequacy of street lighting in Pflugerville	91	16.9 %
Mowing/tree trimming along streets & public areas	70	13.0 %
Cleanliness of streets & other public areas	70	13.0 %
None chosen	116	21.6 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q11. From the list of items in Question 10, which THREE of the major categories of Maintenance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Pflugerville	311	57.9 %
Condition of streets in your neighborhood	221	41.2 %
Condition of sidewalks in your neighborhood	152	28.3 %
Condition of street drainage/water drainage	122	22.7 %
Condition of street signs & traffic signals	58	10.8 %
Adequacy of street lighting in Pflugerville	187	34.8 %
Mowing/tree trimming along streets & public areas	148	27.6 %
Cleanliness of streets & other public areas	141	26.3 %
None chosen	73	13.6 %
Total	1413	

**Q12. Code Compliance. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing cleanup of junk & debris on private property	5.2%	24.0%	22.3%	21.0%	11.5%	15.8%
Q12-2. Enforcing mowing & cutting of overgrown weeds & grass on private property	4.7%	27.7%	23.1%	19.6%	9.7%	15.3%
Q12-3. Enforcing sign regulations & bandit sign pickup	4.1%	25.7%	33.0%	10.6%	5.2%	21.4%
Q12-4. City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	4.7%	23.5%	25.9%	12.5%	6.9%	26.6%

**WITHOUT "DON'T KNOW"**

**Q12. Code Compliance. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing cleanup of junk & debris on private property	6.2%	28.5%	26.5%	25.0%	13.7%
Q12-2. Enforcing mowing & cutting of overgrown weeds & grass on private property	5.5%	32.7%	27.3%	23.1%	11.4%
Q12-3. Enforcing sign regulations & bandit sign pickup	5.2%	32.7%	41.9%	13.5%	6.6%
Q12-4. City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	6.3%	32.0%	35.3%	17.0%	9.4%

**Q13. From the list of items in Question 12, which TWO of the major categories of Code Compliance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q13. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property	228	42.5 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	77	14.3 %
Enforcing sign regulations & bandit sign pickup	37	6.9 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	76	14.2 %
None chosen	119	22.2 %
Total	537	100.0 %

**Q13. From the list of items in Question 12, which TWO of the major categories of Code Compliance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q13. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property	109	20.3 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	160	29.8 %
Enforcing sign regulations & bandit sign pickup	44	8.2 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	85	15.8 %
None chosen	139	25.9 %
Total	537	100.0 %

**SUM OF TOP 2 CHOICES**

**Q13. From the list of items in Question 12, which TWO of the major categories of Code Compliance Services do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

Q13. Sum of top 2 choices	Number	Percent
Enforcing cleanup of junk & debris on private property	337	62.8 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	237	44.1 %
Enforcing sign regulations & bandit sign pickup	81	15.1 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	161	30.0 %
None chosen	119	22.2 %
Total	935	

**Q14. Parks and Recreation. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of local parks	20.3%	46.4%	14.2%	6.0%	1.1%	12.1%
Q14-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	15.8%	44.9%	16.8%	7.1%	2.6%	12.8%
Q14-3. Number of parks	16.9%	43.4%	18.1%	8.6%	1.7%	11.4%
Q14-4. Proximity of parks to your neighborhood	25.0%	45.1%	14.9%	6.7%	1.3%	7.1%
Q14-5. Maintenance & appearance of Pflugerville Recreation Center	11.5%	31.7%	17.3%	3.2%	0.6%	35.8%
Q14-6. Quality of classes & virtual programs offered	5.6%	15.1%	20.1%	4.5%	1.7%	53.1%
Q14-7. Number of walking/biking trails	22.0%	40.6%	15.1%	8.6%	1.1%	12.7%
Q14-8. Quality of outdoor swimming pools	8.2%	29.2%	18.8%	6.9%	3.5%	33.3%
Q14-9. Quality of outdoor athletic fields	10.4%	29.2%	17.1%	5.4%	2.2%	35.6%
Q14-10. Athletic programs in your area	5.8%	20.1%	20.3%	6.0%	1.7%	46.2%
Q14-11. Lake Pflugerville (park, trails, amenities)	13.4%	35.0%	21.2%	5.6%	1.1%	23.6%
Q14-12. Ease of registering for City programs	5.4%	20.9%	20.7%	3.7%	1.3%	48.0%
Q14-13. Senior citizen programs	4.8%	12.5%	20.3%	5.4%	1.3%	55.7%
Q14-14. Variety of special events & festivals	7.4%	33.7%	27.7%	9.5%	3.0%	18.6%

**WITHOUT "DON'T KNOW"**

**Q14. Parks and Recreation. 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=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of local parks	23.1%	52.8%	16.1%	6.8%	1.3%
Q14-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	18.2%	51.5%	19.2%	8.1%	3.0%
Q14-3. Number of parks	19.1%	48.9%	20.4%	9.7%	1.9%
Q14-4. Proximity of parks to your neighborhood	26.9%	48.5%	16.0%	7.2%	1.4%
Q14-5. Maintenance & appearance of Pflugerville Recreation Center	18.0%	49.3%	27.0%	4.9%	0.9%
Q14-6. Quality of classes & virtual programs offered	11.9%	32.1%	42.9%	9.5%	3.6%
Q14-7. Number of walking/biking trails	25.2%	46.5%	17.3%	9.8%	1.3%
Q14-8. Quality of outdoor swimming pools	12.3%	43.9%	28.2%	10.3%	5.3%
Q14-9. Quality of outdoor athletic fields	16.2%	45.4%	26.6%	8.4%	3.5%
Q14-10. Athletic programs in your area	10.7%	37.4%	37.7%	11.1%	3.1%
Q14-11. Lake Pflugerville (park, trails, amenities)	17.6%	45.9%	27.8%	7.3%	1.5%
Q14-12. Ease of registering for City programs	10.4%	40.1%	39.8%	7.2%	2.5%
Q14-13. Senior citizen programs	10.9%	28.2%	45.8%	12.2%	2.9%
Q14-14. Variety of special events & festivals	9.2%	41.4%	34.1%	11.7%	3.7%



**Q15. From the list of items in Question 14, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q15. Top choice	Number	Percent
Maintenance of local parks	116	21.6 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	43	8.0 %
Number of parks	22	4.1 %
Proximity of parks to your neighborhood	20	3.7 %
Maintenance & appearance of Pflugerville Recreation Center	26	4.8 %
Quality of classes & virtual programs offered	10	1.9 %
Number of walking/biking trails	35	6.5 %
Quality of outdoor swimming pools	17	3.2 %
Quality of outdoor athletic fields	12	2.2 %
Athletic programs in your area	7	1.3 %
Lake Pflugerville (park, trails, amenities)	29	5.4 %
Ease of registering for City programs	4	0.7 %
Senior citizen programs	28	5.2 %
Variety of special events & festivals	36	6.7 %
None chosen	132	24.6 %
Total	537	100.0 %

**Q15. From the list of items in Question 14, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q15. 2nd choice	Number	Percent
Maintenance of local parks	53	9.9 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	74	13.8 %
Number of parks	28	5.2 %
Proximity of parks to your neighborhood	9	1.7 %
Maintenance & appearance of Pflugerville Recreation Center	23	4.3 %
Quality of classes & virtual programs offered	19	3.5 %
Number of walking/biking trails	34	6.3 %
Quality of outdoor swimming pools	24	4.5 %
Quality of outdoor athletic fields	6	1.1 %
Athletic programs in your area	9	1.7 %
Lake Pflugerville (park, trails, amenities)	32	6.0 %
Ease of registering for City programs	13	2.4 %
Senior citizen programs	33	6.1 %
Variety of special events & festivals	25	4.7 %
None chosen	155	28.9 %
Total	537	100.0 %

**Q15. From the list of items in Question 14, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of local parks	35	6.5 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	42	7.8 %
Number of parks	22	4.1 %
Proximity of parks to your neighborhood	14	2.6 %
Maintenance & appearance of Pflugerville Recreation Center	21	3.9 %
Quality of classes & virtual programs offered	25	4.7 %
Number of walking/biking trails	28	5.2 %
Quality of outdoor swimming pools	21	3.9 %
Quality of outdoor athletic fields	11	2.0 %
Athletic programs in your area	8	1.5 %
Lake Pflugerville (park, trails, amenities)	42	7.8 %
Ease of registering for City programs	13	2.4 %
Senior citizen programs	32	6.0 %
Variety of special events & festivals	48	8.9 %
None chosen	175	32.6 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q15. From the list of items in Question 14, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q15. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of local parks	204	38.0 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	159	29.6 %
Number of parks	72	13.4 %
Proximity of parks to your neighborhood	43	8.0 %
Maintenance & appearance of Pflugerville Recreation Center	70	13.0 %
Quality of classes & virtual programs offered	54	10.1 %
Number of walking/biking trails	97	18.1 %
Quality of outdoor swimming pools	62	11.5 %
Quality of outdoor athletic fields	29	5.4 %
Athletic programs in your area	24	4.5 %
Lake Pflugerville (park, trails, amenities)	103	19.2 %
Ease of registering for City programs	30	5.6 %
Senior citizen programs	93	17.3 %
Variety of special events & festivals	109	20.3 %
None chosen	132	24.6 %
Total	1281	

**Q16. City Special Events. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Outdoor City events & festivals	7.8%	37.4%	27.0%	8.2%	1.9%	17.7%
Q16-2. Management of City events	6.5%	36.5%	27.0%	5.0%	1.3%	23.6%
Q16-3. Parking & event accessibility	4.7%	24.2%	28.1%	15.3%	4.7%	23.1%
Q16-4. Diversity of event offerings by City	5.8%	28.7%	27.9%	11.7%	3.0%	22.9%

**WITHOUT "DON'T KNOW"**

**Q16. City Special Events. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Outdoor City events & festivals	9.5%	45.5%	32.8%	10.0%	2.3%
Q16-2. Management of City events	8.5%	47.8%	35.4%	6.6%	1.7%
Q16-3. Parking & event accessibility	6.1%	31.5%	36.6%	19.9%	6.1%
Q16-4. Diversity of event offerings by City	7.5%	37.2%	36.2%	15.2%	3.9%

**Q17. Library Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Library hours of operation	15.8%	31.8%	13.0%	4.1%	1.7%	33.5%
Q17-2. Adult collection & materials	14.3%	26.8%	17.1%	2.8%	1.1%	37.8%
Q17-3. Teen collection & materials	8.0%	17.5%	17.3%	0.7%	0.4%	56.1%
Q17-4. Children collection & materials	9.3%	21.8%	16.6%	0.9%	0.4%	51.0%
Q17-5. Maintenance & appearance of Pflugerville Library	28.7%	30.4%	11.2%	0.4%	0.4%	29.1%
Q17-6. Quality of library digital & online resources	16.0%	25.0%	14.0%	1.7%	0.7%	42.6%
Q17-7. Library programs for adults	10.6%	22.0%	16.6%	2.6%	0.7%	47.5%
Q17-8. Library programs for youth	9.3%	19.9%	14.5%	1.1%	0.6%	54.6%
Q17-9. Senior citizen programs	6.7%	14.0%	15.6%	2.8%	1.3%	59.6%
Q17-10. Quality of special events & virtual programs	10.2%	16.8%	18.1%	2.8%	1.1%	51.0%
Q17-11. Accessibility for those with special needs or disabilities	9.5%	16.9%	14.9%	1.9%	0.7%	56.1%
Q17-12. Cultural diversity in library programs, events, & collections	9.5%	18.6%	16.6%	2.6%	1.1%	51.6%

**WITHOUT "DON'T KNOW"**

**Q17. Library Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Library hours of operation	23.8%	47.9%	19.6%	6.2%	2.5%
Q17-2. Adult collection & materials	23.1%	43.1%	27.5%	4.5%	1.8%
Q17-3. Teen collection & materials	18.2%	39.8%	39.4%	1.7%	0.8%
Q17-4. Children collection & materials	19.0%	44.5%	33.8%	1.9%	0.8%
Q17-5. Maintenance & appearance of Pflugerville Library	40.4%	42.8%	15.7%	0.5%	0.5%
Q17-6. Quality of library digital & online resources	27.9%	43.5%	24.4%	2.9%	1.3%
Q17-7. Library programs for adults	20.2%	41.8%	31.6%	5.0%	1.4%
Q17-8. Library programs for youth	20.5%	43.9%	32.0%	2.5%	1.2%
Q17-9. Senior citizen programs	16.6%	34.6%	38.7%	6.9%	3.2%
Q17-10. Quality of special events & virtual programs	20.9%	34.2%	36.9%	5.7%	2.3%
Q17-11. Accessibility for those with special needs or disabilities	21.6%	38.6%	33.9%	4.2%	1.7%
Q17-12. Cultural diversity in library programs, events, & collections	19.6%	38.5%	34.2%	5.4%	2.3%

**Q18. From the list of items in Question 17, which THREE of the major categories of Library Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Library hours of operation	59	11.0 %
Adult collection & materials	29	5.4 %
Teen collection & materials	9	1.7 %
Children collection & materials	14	2.6 %
Maintenance & appearance of Pflugerville Library	22	4.1 %
Quality of library digital & online resources	51	9.5 %
Library programs for adults	21	3.9 %
Library programs for youth	14	2.6 %
Senior citizen programs	28	5.2 %
Quality of special events & virtual programs	12	2.2 %
Accessibility for those with special needs or disabilities	13	2.4 %
Cultural diversity in library programs, events, & collections	35	6.5 %
None chosen	230	42.8 %
Total	537	100.0 %

**Q18. From the list of items in Question 17, which THREE of the major categories of Library Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Library hours of operation	13	2.4 %
Adult collection & materials	29	5.4 %
Teen collection & materials	14	2.6 %
Children collection & materials	17	3.2 %
Maintenance & appearance of Pflugerville Library	25	4.7 %
Quality of library digital & online resources	37	6.9 %
Library programs for adults	27	5.0 %
Library programs for youth	32	6.0 %
Senior citizen programs	28	5.2 %
Quality of special events & virtual programs	28	5.2 %
Accessibility for those with special needs or disabilities	19	3.5 %
Cultural diversity in library programs, events, & collections	22	4.1 %
None chosen	246	45.8 %
Total	537	100.0 %

**Q18. From the list of items in Question 17, which THREE of the major categories of Library Services do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Library hours of operation	17	3.2 %
Adult collection & materials	21	3.9 %
Teen collection & materials	13	2.4 %
Children collection & materials	20	3.7 %
Maintenance & appearance of Pflugerville Library	17	3.2 %
Quality of library digital & online resources	20	3.7 %
Library programs for adults	13	2.4 %
Library programs for youth	23	4.3 %
Senior citizen programs	34	6.3 %
Quality of special events & virtual programs	33	6.1 %
Accessibility for those with special needs or disabilities	22	4.1 %
Cultural diversity in library programs, events, & collections	35	6.5 %
None chosen	269	50.1 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q18. From the list of items in Question 17, which THREE of the major categories of Library Services do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Library hours of operation	89	16.6 %
Adult collection & materials	79	14.7 %
Teen collection & materials	36	6.7 %
Children collection & materials	51	9.5 %
Maintenance & appearance of Pflugerville Library	64	11.9 %
Quality of library digital & online resources	108	20.1 %
Library programs for adults	61	11.4 %
Library programs for youth	69	12.8 %
Senior citizen programs	90	16.8 %
Quality of special events & virtual programs	73	13.6 %
Accessibility for those with special needs or disabilities	54	10.1 %
Cultural diversity in library programs, events, & collections	92	17.1 %
None chosen	230	42.8 %
Total	1096	

**Q19. Animal Welfare Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Quality of City's animal shelter facility	7.4%	21.2%	16.8%	6.7%	1.7%	46.2%
Q19-2. Ease of pet adoption process	5.0%	13.4%	14.0%	2.2%	0.7%	64.6%
Q19-3. Awareness & information available on animal shelter	4.8%	18.4%	19.2%	7.6%	3.5%	46.4%
Q19-4. Animal adoption, foster programs & services offered	5.4%	16.0%	17.7%	2.4%	1.1%	57.4%
Q19-5. Retrieval of stray or injured animals citywide	6.0%	21.0%	15.6%	3.9%	1.9%	51.6%
Q19-6. Physical & emotional handling of animals in our care	5.8%	16.9%	12.8%	1.9%	0.2%	62.4%
Q19-7. Convenience of shelter operation hours for animal adoptions, pickup & retrieval	3.9%	18.2%	16.9%	4.3%	1.5%	55.1%



**WITHOUT "DON'T KNOW"**

**Q19. Animal Welfare Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Quality of City's animal shelter facility	13.8%	39.4%	31.1%	12.5%	3.1%
Q19-2. Ease of pet adoption process	14.2%	37.9%	39.5%	6.3%	2.1%
Q19-3. Awareness & information available on animal shelter	9.0%	34.4%	35.8%	14.2%	6.6%
Q19-4. Animal adoption, foster programs & services offered	12.7%	37.6%	41.5%	5.7%	2.6%
Q19-5. Retrieval of stray or injured animals citywide	12.3%	43.5%	32.3%	8.1%	3.8%
Q19-6. Physical & emotional handling of animals in our care	15.3%	45.0%	34.2%	5.0%	0.5%
Q19-7. Convenience of shelter operation hours for animal adoptions, pickup & retrieval	8.7%	40.7%	37.8%	9.5%	3.3%

**Q20. From the list of items in Question 19, which THREE of the major categories of ANIMAL WELFARE SERVICES do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's animal shelter facility	122	22.7 %
Ease of pet adoption process	24	4.5 %
Awareness & information available on animal shelter	49	9.1 %
Animal adoption, foster programs & services offered	19	3.5 %
Retrieval of stray or injured animals citywide	40	7.4 %
Physical & emotional handling of animals in our care	23	4.3 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	22	4.1 %
None chosen	238	44.3 %
Total	537	100.0 %

**Q20. From the list of items in Question 19, which THREE of the major categories of ANIMAL WELFARE SERVICES do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's animal shelter facility	43	8.0 %
Ease of pet adoption process	23	4.3 %
Awareness & information available on animal shelter	63	11.7 %
Animal adoption, foster programs & services offered	43	8.0 %
Retrieval of stray or injured animals citywide	53	9.9 %
Physical & emotional handling of animals in our care	25	4.7 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	30	5.6 %
None chosen	257	47.9 %
Total	537	100.0 %

**Q20. From the list of items in Question 19, which THREE of the major categories of ANIMAL WELFARE SERVICES do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's animal shelter facility	33	6.1 %
Ease of pet adoption process	27	5.0 %
Awareness & information available on animal shelter	30	5.6 %
Animal adoption, foster programs & services offered	33	6.1 %
Retrieval of stray or injured animals citywide	38	7.1 %
Physical & emotional handling of animals in our care	43	8.0 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	49	9.1 %
None chosen	284	52.9 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. From the list of items in Question 19, which THREE of the major categories of ANIMAL WELFARE SERVICES do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City's animal shelter facility	198	36.9 %
Ease of pet adoption process	74	13.8 %
Awareness & information available on animal shelter	142	26.4 %
Animal adoption, foster programs & services offered	95	17.7 %
Retrieval of stray or injured animals citywide	131	24.4 %
Physical & emotional handling of animals in our care	91	16.9 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	101	18.8 %
None chosen	238	44.3 %
Total	1070	

**Q21. Use of Services. Please let us know the frequency at which you've used or visited the following facilities or services in the past year.**

(N=537)

	About once a year	Visit quarterly	Visit monthly	Visit weekly	Do not visit	Not provided
Q21-1. Lake Pflugerville	26.6%	25.5%	13.0%	6.9%	25.0%	3.0%
Q21-2. Pflugerville's trail system	11.2%	14.9%	13.8%	34.5%	22.5%	3.2%
Q21-3. A City pool (Scott Mentzer, Gilleland Creek or Windermere)	17.9%	8.6%	3.7%	2.2%	63.9%	3.7%
Q21-4. Pflugerville Recreation Center	16.9%	7.6%	4.3%	2.8%	63.7%	4.7%
Q21-5. Pfluger Park	21.2%	19.9%	14.3%	11.5%	28.5%	4.5%
Q21-6. 1849 Park	13.4%	6.9%	3.7%	2.0%	66.7%	7.3%
Q21-7. Pflugerville Public Library	17.9%	15.8%	14.5%	8.0%	39.1%	4.7%
Q21-8. Pflugerville Animal Shelter	18.1%	4.1%	0.6%	0.7%	70.2%	6.3%
Q21-9. Pflugerville outdoor festival or special event	41.5%	20.9%	3.4%	0.7%	27.6%	6.0%
Q21-10. Downtown Pflugerville	16.4%	25.5%	20.1%	15.3%	18.4%	4.3%

**WITHOUT "NOT PROVIDED"**

**Q21. Use of Services. Please let us know the frequency at which you've used or visited the following facilities or services in the past year. (without "not provided")**

(N=537)

	About once a year	Visit quarterly	Visit monthly	Visit weekly	Do not visit
Q21-1. Lake Pflugerville	27.4%	26.3%	13.4%	7.1%	25.7%
Q21-2. Pflugerville's trail system	11.5%	15.4%	14.2%	35.6%	23.3%
Q21-3. A City pool (Scott Mentzer, Gilleland Creek or Windermere)	18.6%	8.9%	3.9%	2.3%	66.3%
Q21-4. Pflugerville Recreation Center	17.8%	8.0%	4.5%	2.9%	66.8%
Q21-5. Pfluger Park	22.2%	20.9%	15.0%	12.1%	29.8%
Q21-6. 1849 Park	14.5%	7.4%	4.0%	2.2%	71.9%
Q21-7. Pflugerville Public Library	18.8%	16.6%	15.2%	8.4%	41.0%
Q21-8. Pflugerville Animal Shelter	19.3%	4.4%	0.6%	0.8%	75.0%
Q21-9. Pflugerville outdoor festival or special event	44.2%	22.2%	3.6%	0.8%	29.3%
Q21-10. Downtown Pflugerville	17.1%	26.7%	21.0%	16.0%	19.3%

**Q22. Utility Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Water service	11.0%	37.8%	16.4%	15.1%	12.8%	6.9%
Q22-2. Wastewater service	14.2%	45.3%	18.1%	8.0%	7.1%	7.4%
Q22-3. Residential trash & curbside recycling collection	28.5%	48.2%	8.9%	8.6%	3.5%	2.2%
Q22-4. Curbside bulk item pick up/removal (furniture, appliances)	18.6%	33.9%	19.0%	13.6%	6.5%	8.4%
Q22-5. Recycle center/household waste disposal (oil, etc.)	14.7%	34.8%	17.3%	8.8%	4.5%	19.9%
Q22-6. Limb/yard waste collection services	11.0%	23.5%	19.4%	20.3%	17.9%	8.0%

**WITHOUT "DON'T KNOW"**

**Q22. Utility Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Water service	11.8%	40.6%	17.6%	16.2%	13.8%
Q22-2. Wastewater service	15.3%	48.9%	19.5%	8.7%	7.6%
Q22-3. Residential trash & curbside recycling collection	29.1%	49.3%	9.1%	8.8%	3.6%
Q22-4. Curbside bulk item pick up/removal (furniture, appliances)	20.3%	37.0%	20.7%	14.8%	7.1%
Q22-5. Recycle center/household waste disposal (oil, etc.)	18.4%	43.5%	21.6%	10.9%	5.6%
Q22-6. Limb/yard waste collection services	11.9%	25.5%	21.1%	22.1%	19.4%

**Q23. Public Information Services. Please rate your satisfaction by using a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of information about Pflugerville services & activities	7.1%	36.5%	28.9%	10.6%	4.7%	12.3%
Q23-2. Timeliness of information provided by your City	7.1%	34.5%	30.7%	12.5%	4.3%	11.0%
Q23-3. Efforts by City to keep you informed	8.9%	32.4%	29.4%	15.5%	4.8%	8.9%
Q23-4. Quality of City website pflugervilletx.gov	8.6%	38.9%	29.4%	9.5%	2.8%	10.8%
Q23-5. Responsiveness to requests for information on City social media accounts	4.5%	18.6%	23.1%	4.1%	1.3%	48.4%
Q23-6. Clarity of information & messaging	6.5%	35.4%	28.1%	7.1%	2.4%	20.5%

**WITHOUT "DON'T KNOW"**

**Q23. Public Information Services. Please rate your satisfaction by using a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of information about Pflugerville services & activities	8.1%	41.6%	32.9%	12.1%	5.3%
Q23-2. Timeliness of information provided by your City	7.9%	38.7%	34.5%	14.0%	4.8%
Q23-3. Efforts by City to keep you informed	9.8%	35.6%	32.3%	17.0%	5.3%
Q23-4. Quality of City website pflugervilletx.gov	9.6%	43.6%	33.0%	10.6%	3.1%
Q23-5. Responsiveness to requests for information on City social media accounts	8.7%	36.1%	44.8%	7.9%	2.5%
Q23-6. Clarity of information & messaging	8.2%	44.5%	35.4%	8.9%	3.0%

**Q24. Which of the following sources have you used to get information about the City of Pflugerville?**

Q24. Which following sources have you used to get information about City

	Number	Percent
Austin American Statesman/Pflugerville Pflag	155	28.9 %
Radio	43	8.0 %
TV news channels	107	19.9 %
Community Impact	370	68.9 %
Your HOA	121	22.5 %
Social media groups	176	32.8 %
Friends	194	36.1 %
Nextdoor	238	44.3 %
Facebook (City, police, library, PAWS)	175	32.6 %
Key to City newsletter	99	18.4 %
Utility bill insert/Pflyer	250	46.6 %
Website pflugervilletx.gov	330	61.5 %
Twitter (City, police, library)	34	6.3 %
YouTube (www.youtube.com/cityofpflugerville)	15	2.8 %
Instagram (City, police, library, PAWS)	18	3.4 %
PfTV & Pfocus video news program	9	1.7 %
Nixle (Police alerts local.nixle.com/city/tx/pflugerville)	123	22.9 %
Email-newsflash (www.pflugervilletx.gov/notifyme)	64	11.9 %
Print brochures, flyers, Year in Review	77	14.3 %
Roadside signs & banners	243	45.3 %
Total	2841	

**Q25. Have you called your local government or approached a City employee with a question, problem, or complaint during the past year?**

Q25. Have you called your local government or approached a City employee with a question, problem, or complaint during past year

	Number	Percent
Yes	207	38.5 %
No	330	61.5 %
Total	537	100.0 %

**Q25a. How did you contact the City?**

Q25a. How did you contact City

	Number	Percent
Phone	119	57.5 %
Email	54	26.1 %
Social media	7	3.4 %
Website chat	5	2.4 %
In person	20	9.7 %
Elected official	2	1.0 %
Total	207	100.0 %



**Q25c. 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 you contacted with regard to the following.**

(N=207)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25c-1. How easy they were to contact	31.9%	45.4%	8.7%	6.3%	6.8%	1.0%
Q25c-2. Courteousness of staff	40.1%	36.2%	11.6%	3.9%	3.4%	4.8%
Q25c-3. Accuracy of information & assistance given	32.9%	29.5%	15.5%	11.1%	6.3%	4.8%
Q25c-4. How quickly City staff responded to your request	33.3%	28.0%	13.5%	15.5%	8.7%	1.0%
Q25c-5. How well your issue was handled	33.3%	23.2%	11.6%	15.5%	14.0%	2.4%
Q25c-6. Your overall interaction with City employee	36.2%	29.0%	16.9%	5.8%	8.2%	3.9%

**WITHOUT "DON'T KNOW"**

**Q25c. 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 you contacted with regard to the following. (without "don't know")**

(N=207)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25c-1. How easy they were to contact	32.2%	45.9%	8.8%	6.3%	6.8%
Q25c-2. Courteousness of staff	42.1%	38.1%	12.2%	4.1%	3.6%
Q25c-3. Accuracy of information & assistance given	34.5%	31.0%	16.2%	11.7%	6.6%
Q25c-4. How quickly City staff responded to your request	33.7%	28.3%	13.7%	15.6%	8.8%
Q25c-5. How well your issue was handled	34.2%	23.8%	11.9%	15.8%	14.4%
Q25c-6. Your overall interaction with City employee	37.7%	30.2%	17.6%	6.0%	8.5%

**Q26. City Leadership. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Quality of leadership provided by City's elected officials	5.4%	28.1%	29.8%	12.1%	5.8%	18.8%
Q26-2. Effectiveness of appointed boards & commissions	4.1%	24.4%	29.4%	11.5%	5.2%	25.3%
Q26-3. Effectiveness of City management	5.4%	25.9%	30.9%	11.9%	6.0%	19.9%
Q26-4. Transparency of City government	4.5%	20.9%	28.9%	14.5%	9.1%	22.2%
Q26-5. How well City listens & responds to citizen's needs	4.1%	17.9%	30.2%	16.6%	8.8%	22.5%
Q26-6. Ability to engage or participate in government processes	4.3%	21.4%	31.3%	10.6%	5.2%	27.2%

**WITHOUT "DON'T KNOW"**

**Q26. City Leadership. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Quality of leadership provided by City's elected officials	6.7%	34.6%	36.7%	14.9%	7.1%
Q26-2. Effectiveness of appointed boards & commissions	5.5%	32.7%	39.4%	15.5%	7.0%
Q26-3. Effectiveness of City management	6.7%	32.3%	38.6%	14.9%	7.4%
Q26-4. Transparency of City government	5.7%	26.8%	37.1%	18.7%	11.7%
Q26-5. How well City listens & responds to citizen's needs	5.3%	23.1%	38.9%	21.4%	11.3%
Q26-6. Ability to engage or participate in government processes	5.9%	29.4%	43.0%	14.6%	7.2%

**Q27. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Preparedness for growth	4.1%	22.5%	25.5%	25.3%	10.4%	12.1%
Q27-2. Quality of commercial development	6.1%	33.3%	25.5%	17.7%	6.5%	10.8%
Q27-3. Quality of residential development	5.2%	28.9%	30.2%	17.7%	7.4%	10.6%
Q27-4. Diversity of residential development	5.0%	28.1%	31.8%	12.8%	5.8%	16.4%
Q27-5. Diversity of commercial development	4.3%	27.4%	34.3%	13.8%	4.5%	15.8%
Q27-6. Availability of affordable housing for sale	4.7%	17.9%	25.9%	15.8%	13.6%	22.2%
Q27-7. Availability of affordable housing for rent	4.8%	13.6%	25.9%	11.9%	11.2%	32.6%

**WITHOUT "DON'T KNOW"**

**Q27. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=537)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Preparedness for growth	4.7%	25.6%	29.0%	28.8%	11.9%
Q27-2. Quality of commercial development	6.9%	37.4%	28.6%	19.8%	7.3%
Q27-3. Quality of residential development	5.8%	32.3%	33.8%	19.8%	8.3%
Q27-4. Diversity of residential development	6.0%	33.6%	38.1%	15.4%	6.9%
Q27-5. Diversity of commercial development	5.1%	32.5%	40.7%	16.4%	5.3%
Q27-6. Availability of affordable housing for sale	6.0%	23.0%	33.3%	20.3%	17.5%
Q27-7. Availability of affordable housing for rent	7.2%	20.2%	38.4%	17.7%	16.6%

**Q28. Statements about Pflugerville. What is your level of agreement with the following statements with 5 being "Strongly Agree," 1 being "Strongly Disagree," and 9 means "Don't Know."**

(N=537)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28-1. I have confidence in City Council	5.2%	26.6%	33.1%	14.7%	7.6%	12.7%
Q28-2. City Council has managed & controlled my tax rate	2.4%	21.2%	25.7%	20.1%	17.5%	13.0%
Q28-3. Pflugerville is progressive	7.6%	29.1%	33.7%	13.2%	4.8%	11.5%
Q28-4. Based on quality of schools, parks, housing, & police, Pflugerville is a high-value community	10.8%	45.1%	22.3%	10.2%	3.9%	7.6%
Q28-5. Pflugerville is a modern & charming community	7.8%	37.8%	27.7%	16.9%	4.5%	5.2%
Q28-6. Pflugerville has diverse culture & heritage & offers an atmosphere of inclusion	10.8%	40.0%	24.4%	10.4%	3.0%	11.4%
Q28-7. First-rate parks, vital infrastructure, employment opportunities & entertainment options make Pflugerville a desirable place	6.1%	36.9%	28.1%	14.7%	5.2%	8.9%
Q28-8. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	9.5%	42.5%	23.6%	11.0%	3.0%	10.4%

**WITHOUT "DON'T KNOW"**

**Q28. Statements about Pflugerville. What is your level of agreement with the following statements with 5 being "Strongly Agree," 1 being "Strongly Disagree," and 9 means "Don't Know." (without "don't know")**

(N=537)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28-1. I have confidence in City Council	6.0%	30.5%	38.0%	16.8%	8.7%
Q28-2. City Council has managed & controlled my tax rate	2.8%	24.4%	29.6%	23.1%	20.1%
Q28-3. Pflugerville is progressive	8.6%	32.8%	38.1%	14.9%	5.5%
Q28-4. Based on quality of schools, parks, housing, & police, Pflugerville is a high-value community	11.7%	48.8%	24.2%	11.1%	4.2%
Q28-5. Pflugerville is a modern & charming community	8.3%	39.9%	29.3%	17.9%	4.7%
Q28-6. Pflugerville has diverse culture & heritage & offers an atmosphere of inclusion	12.2%	45.2%	27.5%	11.8%	3.4%
Q28-7. First-rate parks, vital infrastructure, employment opportunities & entertainment options make Pflugerville a desirable place	6.7%	40.5%	30.9%	16.2%	5.7%
Q28-8. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	10.6%	47.4%	26.4%	12.3%	3.3%

**Q29. Living in Pflugerville. What project improvements do you want to see the City of Pflugerville invest in? Please rate on a scale of 4 to 1, with 4 being "Very important" and 1 "Not important."**

(N=537)

	Very important	Somewhat important	No opinion/ unsure	Not important	Not provided
Q29-1. Recreational programming & events	33.0%	42.3%	13.8%	4.8%	6.1%
Q29-2. Enhancements to downtown Pflugerville	39.9%	33.9%	10.1%	10.8%	5.4%
Q29-3. Library branch & services	35.0%	30.7%	20.1%	7.8%	6.3%
Q29-4. City Hall office & Council Chamber expansions	10.2%	25.1%	28.1%	28.5%	8.0%
Q29-5. Transit system development (bus/rail/park-and-ride, etc.)	36.1%	27.0%	13.4%	18.2%	5.2%
Q29-6. Streetscape projects	26.3%	35.9%	20.5%	11.0%	6.3%
Q29-7. Art, sculptures, murals in public spaces	16.8%	27.6%	22.2%	27.6%	6.0%
Q29-8. Traffic management/road widening & improvements	77.1%	15.6%	2.8%	0.2%	4.3%

**WITHOUT "NOT PROVIDED"**

**Q29. Living in Pflugerville. What project improvements do you want to see the City of Pflugerville invest in? Please rate on a scale of 4 to 1, with 4 being "Very important" and 1 "Not important." (without "not provided")**

(N=537)

	Very important	Somewhat important	No opinion/unsure	Not important
Q29-1. Recreational programming & events	35.1%	45.0%	14.7%	5.2%
Q29-2. Enhancements to downtown Pflugerville	42.1%	35.8%	10.6%	11.4%
Q29-3. Library branch & services	37.4%	32.8%	21.5%	8.3%
Q29-4. City Hall office & Council Chamber expansions	11.1%	27.3%	30.6%	31.0%
Q29-5. Transit system development (bus/rail/park-and-ride, etc.)	38.1%	28.5%	14.1%	19.3%
Q29-6. Streetscape projects	28.0%	38.4%	21.9%	11.7%
Q29-7. Art, sculptures, murals in public spaces	17.8%	29.3%	23.6%	29.3%
Q29-8. Traffic management/road widening & improvements	80.5%	16.3%	2.9%	0.2%

**Q30. From the list of items in Question 29, which three items do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q30. Top choice</u>	<u>Number</u>	<u>Percent</u>
Recreational programming & events	29	5.4 %
Enhancements to downtown Pflugerville	68	12.7 %
Library branch & services	19	3.5 %
City Hall office & Council Chamber expansions	14	2.6 %
Transit system development (bus/rail/park-and-ride, etc.)	68	12.7 %
Streetscape projects	14	2.6 %
Art, sculptures, murals in public spaces	4	0.7 %
Traffic management/road widening & improvements	250	46.6 %
None chosen	71	13.2 %
Total	537	100.0 %

**Q30. From the list of items in Question 29, which three items do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q30. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Recreational programming & events	57	10.6 %
Enhancements to downtown Pflugerville	79	14.7 %
Library branch & services	33	6.1 %
City Hall office & Council Chamber expansions	21	3.9 %
Transit system development (bus/rail/park-and-ride, etc.)	102	19.0 %
Streetscape projects	40	7.4 %
Art, sculptures, murals in public spaces	14	2.6 %
Traffic management/road widening & improvements	87	16.2 %
None chosen	104	19.4 %
Total	537	100.0 %



**Q30. From the list of items in Question 29, which three items do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

<u>Q30. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Recreational programming & events	78	14.5 %
Enhancements to downtown Pflugerville	75	14.0 %
Library branch & services	35	6.5 %
City Hall office & Council Chamber expansions	16	3.0 %
Transit system development (bus/rail/park-and-ride, etc.)	41	7.6 %
Streetscape projects	56	10.4 %
Art, sculptures, murals in public spaces	37	6.9 %
Traffic management/road widening & improvements	55	10.2 %
None chosen	144	26.8 %
Total	537	100.0 %

**SUM OF TOP 3 CHOICES**

**Q30. From the list of items in Question 29, which three items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q30. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Recreational programming & events	164	30.5 %
Enhancements to downtown Pflugerville	222	41.3 %
Library branch & services	87	16.2 %
City Hall office & Council Chamber expansions	51	9.5 %
Transit system development (bus/rail/park-and-ride, etc.)	211	39.3 %
Streetscape projects	110	20.5 %
Art, sculptures, murals in public spaces	55	10.2 %
Traffic management/road widening & improvements	392	73.0 %
None chosen	71	13.2 %
Total	1363	

**Q31. Demand for Services. Property and sales taxes are used to ensure infrastructure is established and maintained to provide basic service. As demand for various city services continues to increase, the City may use user fees to cover the costs of specific services including but not limited to recycling, alarm permits, curbside tree limb chipping, and city facility rentals. In order to maintain service levels, please indicate your support for using fees for services or imposing additional fees for services not used by the community as a whole.**

Q31. Your support for using fees for services or imposing additional fees for services not used by community as a whole

	Number	Percent
Very supportive	60	11.2 %
Supportive	197	36.7 %
Not supportive	192	35.8 %
Not sure	52	9.7 %
Not provided	36	6.7 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. Demand for Services. Property and sales taxes are used to ensure infrastructure is established and maintained to provide basic service. As demand for various city services continues to increase, the City may use user fees to cover the costs of specific services including but not limited to recycling, alarm permits, curbside tree limb chipping, and city facility rentals. In order to maintain service levels, please indicate your support for using fees for services or imposing additional fees for services not used by the community as a whole. (without "not provided")**

Q31. Your support for using fees for services or imposing additional fees for services not used by community as a whole

	Number	Percent
Very supportive	60	12.0 %
Supportive	197	39.3 %
Not supportive	192	38.3 %
Not sure	52	10.4 %
Total	501	100.0 %

**Q33. Approximately how many years have you lived in Pflugerville?**

Q33. How many years have you lived in Pflugerville	Number	Percent
2 or less	27	5.0 %
3 to 5	36	6.7 %
6 to 8	63	11.7 %
9 to 11	64	11.9 %
12 to 14	70	13.0 %
15+ years	271	50.5 %
Not provided	6	1.1 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Approximately how many years have you lived in Pflugerville? (without "not provided")**

Q33. How many years have you lived in Pflugerville	Number	Percent
2 or less	27	5.1 %
3 to 5	36	6.8 %
6 to 8	63	11.9 %
9 to 11	64	12.1 %
12 to 14	70	13.2 %
15+ years	271	51.0 %
Total	531	100.0 %

**Q34. What is your age?**

Q34. Your age	Number	Percent
18-34	96	17.9 %
35-44	100	18.6 %
45-54	108	20.1 %
55-64	104	19.4 %
65+	104	19.4 %
Not provided	25	4.7 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q34. What is your age? (without "not provided")**

Q34. Your age	Number	Percent
18-34	96	18.8 %
35-44	100	19.5 %
45-54	108	21.1 %
55-64	104	20.3 %
65+	104	20.3 %
Total	512	100.0 %

**Q35. Do you own or rent your current residence?**

Q35. Do you own or rent your current residence	Number	Percent
Own	466	86.8 %
Rent	69	12.8 %
Not provided	2	0.4 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q35. Do you own or rent your current residence? (without "not provided")**

Q35. Do you own or rent your current residence	Number	Percent
Own	466	87.1 %
Rent	69	12.9 %
Total	535	100.0 %

**Q36. Do you work in Pflugerville?**

Q36. Do you work in Pflugerville	Number	Percent
Yes	94	17.5 %
No	431	80.3 %
Not provided	12	2.2 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q36. Do you work in Pflugerville? (without "not provided")**

Q36. Do you work in Pflugerville	Number	Percent
Yes	94	17.9 %
No	431	82.1 %
Total	525	100.0 %

**Q37. Are you or other members of your household of Hispanic or Latino ancestry?**

Q37. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	148	27.6 %
No	387	72.1 %
Not provided	2	0.4 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q37. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q37. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	148	27.7 %
No	387	72.3 %
Total	535	100.0 %

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

Q38. Which following best describes your race	Number	Percent
Asian/Pacific Islander	36	6.7 %
Black/African American	80	14.9 %
Native American	13	2.4 %
White/Caucasian	358	66.7 %
Other	42	7.8 %
Total	529	

**Q38-5. Other**

Q38-5. Other	Number	Percent
Hispanic	32	76.2 %
Mixed	3	7.1 %
Texan	2	4.8 %
Mexican	1	2.4 %
Creole	1	2.4 %
Italian	1	2.4 %
Asian/Caucasian	1	2.4 %
Inter-racial	1	2.4 %
Total	42	100.0 %

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

Q39. Your total household income	Number	Percent
Under \$30K	40	7.4 %
\$30K to \$59,999	78	14.5 %
\$60K to \$99,999	147	27.4 %
\$100K+	201	37.4 %
Not provided	71	13.2 %
Total	537	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q39. Your total household income	Number	Percent
Under \$30K	40	8.6 %
\$30K to \$59,999	78	16.7 %
\$60K to \$99,999	147	31.5 %
\$100K+	201	43.1 %
Total	466	100.0 %

**Q40. Your gender:**

Q40. Your gender	Number	Percent
Male	257	47.9 %
Female	260	48.4 %
Transgender female	1	0.2 %
Gender variant/non-conforming	1	0.2 %
Prefer not to answer	18	3.4 %
Total	537	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"**

**Q40. Your gender: (without "prefer not to answer")**

Q40. Your gender	Number	Percent
Male	257	49.5 %
Female	260	50.1 %
Transgender female	1	0.2 %
Gender variant/non-conforming	1	0.2 %
Total	519	100.0 %

**Section 5**  
***Survey Instrument***

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## **Pflugerville Resident Satisfaction Survey 2021**

Your City wants to hear from you! The City of Pflugerville asks for your input on City services and programs. This survey is an opportunity to tell us how we are doing, rate our current services and provide input on key decisions for the City of Pflugerville.

The Pflugerville Resident Satisfaction Survey is conducted every two years, and this year the City has chosen ETC Institute to conduct this survey to keep your responses anonymous and confidential.

Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. The address information printed on your survey identifies responses from a broad geographic area which helps ETC ensure that responses are representative of all areas of Pflugerville. After surveys are collected and analyzed, the City will receive a consolidated report from ETC Institute identifying overall trends and needs. The report will be presented to City Council and posted on the City's website at [pflugervilletx.gov](http://pflugervilletx.gov).

Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Sereniah Breland", is written over a light blue horizontal line.

Sereniah Breland  
City Manager  
City of Pflugerville

**Connect with the City of Pflugerville: Are you connected?** For notification about survey results and other City news, we encourage you to connect. We use social media sites (Facebook, Twitter, Nextdoor, Instagram), the City website, Nixle for emergency text alerts from the Police Department and send weekly e-newsletters to keep you informed. Please visit [www.pflugervilletx.gov/connect](http://www.pflugervilletx.gov/connect) to sign up.



Please complete this resident satisfaction survey. Your input is part of the city's ongoing effort to involve citizens in long-range planning and decisions. If you have questions, contact Terri Toledo at 512-990-6115 or [territ@pflugervilletx.gov](mailto:territ@pflugervilletx.gov). If you would prefer to complete this survey online, you may do so at [pflugervillesurvey.org](http://pflugervillesurvey.org).

**1. Using a scale of 1 to 5, where 5 means "Excellent," 1 means "Poor," and 9 means "I don't know," please provide feedback on how you rate Pflugerville.**

How would you rate Pflugerville...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9

**2. Please rate your SATISFACTION with Pflugerville on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars	5	4	3	2	1	9
2. Reputation of your city	5	4	3	2	1	9
3. Quality of city government services	5	4	3	2	1	9
4. Quality of life in your city	5	4	3	2	1	9
5. How well your city is planning growth	5	4	3	2	1	9
6. Appearance of your city	5	4	3	2	1	9
7. Quality of downtown Pflugerville	5	4	3	2	1	9

**3. Major categories of services provided by the City of Pflugerville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police service	5	4	3	2	1	9
02. Maintenance of city streets, drainage and sidewalks	5	4	3	2	1	9
03. Effectiveness of communication by the city	5	4	3	2	1	9
04. Flow of traffic and congestion management on streets	5	4	3	2	1	9
05. Quality of water and wastewater services	5	4	3	2	1	9
06. Quality of City of Pflugerville utility billing	5	4	3	2	1	9
07. Quality of trash and recycling services	5	4	3	2	1	9
08. Quality of the Pflugerville Public Library	5	4	3	2	1	9
09. Quality of parks and recreation programs and facilities	5	4	3	2	1	9
10. Quality of customer service provided by the city	5	4	3	2	1	9
11. Quality of municipal court services	5	4	3	2	1	9
12. Quality of animal welfare services/animal shelter	5	4	3	2	1	9
13. Quality of fire services*	5	4	3	2	1	9
14. Quality of EMS and ambulance services*	5	4	3	2	1	9

\*Fire, EMS, and ambulance service are provided by Travis County Emergency Services District #2.

4. From the items in Question 3, which **THREE** of the major categories of City Services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 3.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

5. **Police Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police protection	5	4	3	2	1	9
2. Visibility of police in neighborhoods	5	4	3	2	1	9
3. Visibility of police in commercial and retail areas	5	4	3	2	1	9
4. Visibility of police in city parks, lakes and public areas	5	4	3	2	1	9
5. How quickly police respond to emergencies	5	4	3	2	1	9
6. Efforts to prevent crime	5	4	3	2	1	9
7. Enforcement of traffic laws	5	4	3	2	1	9
8. Community engagement efforts	5	4	3	2	1	9

6. From the list of items in Question 5, which **THREE** of the major categories of Police Services should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

7. Using a scale of 1 to 5, where 5 means "Very Safe," 1 means "Very Unsafe," and 9 means "I don't know," please rate 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 your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood after dark	5	4	3	2	1	9
3. On city trails/in city parks	5	4	3	2	1	9
4. At Lake Pflugerville	5	4	3	2	1	9
5. In retail/shopping areas	5	4	3	2	1	9
6. In downtown Pflugerville	5	4	3	2	1	9

8. **Fire Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How quickly fire personnel respond*	5	4	3	2	1	9
2. How quickly EMS and ambulance services respond*	5	4	3	2	1	9

\*Fire, EMS, and ambulance service are provided by Travis County Emergency Services District #2.

9. **Emergency Preparedness.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall efforts to ensure the community is prepared for emergencies	5	4	3	2	1	9
2. Disaster preparedness public education	5	4	3	2	1	9
3. Ability to locate information I need from the city during an emergency	5	4	3	2	1	9

**10. Maintenance Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of major streets in Pflugerville	5	4	3	2	1	9
2. Condition of streets in your neighborhood	5	4	3	2	1	9
3. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
4. Condition of street drainage/water drainage	5	4	3	2	1	9
5. Condition of street signs and traffic signals	5	4	3	2	1	9
6. Adequacy of street lighting in Pflugerville	5	4	3	2	1	9
7. Mowing/Tree trimming along streets and public areas	5	4	3	2	1	9
8. Cleanliness of streets and other public areas	5	4	3	2	1	9

**11. From the list of items in Question 10, which THREE of the major categories of Maintenance Services do you think should receive the MOST EMPHASIS from city leaders over the next two years?** [Write in your answers below using the numbers from the list in Question 10.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**12. Code Compliance.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of junk and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of overgrown weeds and grass on private property	5	4	3	2	1	9
3. Enforcing sign regulations and bandit sign pickup	5	4	3	2	1	9
4. City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	5	4	3	2	1	9

**13. From the list of items in Question 12, which TWO of the major categories of Code Compliance Services do you think should receive the MOST EMPHASIS from city leaders over the next two years?** [Write in your answers below using the numbers from the list in Question 12.]

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

**14. Parks and Recreation.** 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
01. Maintenance of local parks	5	4	3	2	1	9
02. Quality of facilities at city parks (e.g., picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Proximity of parks to your neighborhood	5	4	3	2	1	9
05. Maintenance and appearance of Pflugerville Recreation Center	5	4	3	2	1	9
06. Quality of classes and virtual programs offered	5	4	3	2	1	9
07. Number of walking/biking trails	5	4	3	2	1	9
08. Quality of outdoor swimming pools	5	4	3	2	1	9
09. Quality of outdoor athletic fields	5	4	3	2	1	9
10. Athletic programs in your area	5	4	3	2	1	9
11. Lake Pflugerville (park, trails, amenities)	5	4	3	2	1	9
12. Ease of registering for city programs	5	4	3	2	1	9
13. Senior citizen programs	5	4	3	2	1	9
14. Variety of special events and festivals	5	4	3	2	1	9

15. From the list of items in Question 14, which **THREE** of the major categories of Parks and Recreation Services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 14.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

16. **City Special Events.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Outdoor city events and festivals	5	4	3	2	1	9
2. Management of city events	5	4	3	2	1	9
3. Parking and event accessibility	5	4	3	2	1	9
4. Diversity of event offerings by the city	5	4	3	2	1	9

17. **Library Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Library hours of operation	5	4	3	2	1	9
02. Adult collection and materials	5	4	3	2	1	9
03. Teen collection and materials	5	4	3	2	1	9
04. Children collection and materials	5	4	3	2	1	9
05. Maintenance and appearance of the Pflugerville Library	5	4	3	2	1	9
06. Quality of the library digital and online resources	5	4	3	2	1	9
07. Library programs for adults	5	4	3	2	1	9
08. Library programs for youth	5	4	3	2	1	9
09. Senior citizen programs	5	4	3	2	1	9
10. Quality of special events and virtual programs	5	4	3	2	1	9
11. Accessibility for those with special needs or disabilities	5	4	3	2	1	9
12. Cultural diversity in library programs, events, collections	5	4	3	2	1	9

18. From the list of items in Question 17, which **THREE** of the major categories of Library Services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 17.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

19. **Animal Welfare Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of the city's animal shelter facility	5	4	3	2	1	9
2. Ease of the pet adoption process	5	4	3	2	1	9
3. Awareness and information available on the animal shelter	5	4	3	2	1	9
4. Animal adoption, foster programs and services offered	5	4	3	2	1	9
5. Retrieval of stray or injured animals citywide	5	4	3	2	1	9
6. Physical and emotional handling of animals in our care	5	4	3	2	1	9
7. Convenience of shelter operation hours for animal adoptions, pickup and retrieval	5	4	3	2	1	9

20. From the list of items in Question 19, which **THREE** of the major categories of ANIMAL WELFARE SERVICES do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 19.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**21. Use of Services.** Please let us know the frequency at which you've used or visited the following facilities or services in the past year.

Frequency of visits to...	About once a year	Visit quarterly	Visit monthly	Visit weekly	Do Not Visit
01. Lake Pflugerville	5	4	3	2	1
02. Pflugerville's trail system	5	4	3	2	1
03. A city pool (Scott Mentzer, Gilleland Creek or Windermere)	5	4	3	2	1
04. Pflugerville Recreation Center	5	4	3	2	1
05. Pfluger Park	5	4	3	2	1
06. 1849 Park	5	4	3	2	1
07. Pflugerville Public Library	5	4	3	2	1
08. Pflugerville Animal Shelter	5	4	3	2	1
09. Pflugerville outdoor festival or special event	5	4	3	2	1
10. Downtown Pflugerville	5	4	3	2	1

**22. Utility Services.** Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Water service	5	4	3	2	1	9
2. Wastewater service	5	4	3	2	1	9
3. Residential trash and curbside recycling collection	5	4	3	2	1	9
4. Curbside bulk item pick up/removal (furniture, appliances)	5	4	3	2	1	9
5. Recycle Center/Household waste disposal (oil, etc.)	5	4	3	2	1	9
6. Limb/Yard waste collection services	5	4	3	2	1	9

**23. Public Information Services.** Please rate your satisfaction by using a scale of 1 to 5, where 5 means "Very Satisfied," 1 means "Very Dissatisfied," and 9 means "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about Pflugerville services and activities	5	4	3	2	1	9
2. Timeliness of information provided by your city	5	4	3	2	1	9
3. Efforts by the city to keep you informed	5	4	3	2	1	9
4. The quality of the city website pflugervilletx.gov	5	4	3	2	1	9
5. Responsiveness to requests for information on city social media accounts	5	4	3	2	1	9
6. Clarity of information and messaging	5	4	3	2	1	9

**24. Which of the following sources have you used to get information about the City of Pflugerville?**  
[Check all that apply.]

**External media**

- \_\_\_(01) Austin American Statesman/Pflugerville Pflag
- \_\_\_(02) Radio
- \_\_\_(03) TV news channels
- \_\_\_(04) Community Impact
- \_\_\_(05) Your HOA
- \_\_\_(06) Social media groups
- \_\_\_(07) Friends

- \_\_\_(10) Key to the City newsletter
- \_\_\_(11) Utility bill insert/Pflyer
- \_\_\_(12) Website [Pflugervilletx.gov](http://Pflugervilletx.gov)
- \_\_\_(13) Twitter (city, police, library)
- \_\_\_(14) YouTube ([www.youtube.com/cityofpflugerville](http://www.youtube.com/cityofpflugerville))
- \_\_\_(15) Instagram (city, police, library, PAWS)
- \_\_\_(16) PflTV and Pfocus video news program
- \_\_\_(17) Nixle (Police alerts [local.nixle.com/city/tx/pflugerville](http://local.nixle.com/city/tx/pflugerville))
- \_\_\_(18) Email-newsflash ([www.pflugervilletx.gov/notifyme](http://www.pflugervilletx.gov/notifyme))
- \_\_\_(19) Print brochures, flyers, Year in Review
- \_\_\_(20) Roadside signs and banners

**City information sources**

- \_\_\_(08) Nextdoor
- \_\_\_(09) Facebook (city, police, library, PAWS)

**25. Have you called your local government or approached a city employee with a question, problem, or complaint during the past year?**

\_\_\_\_(1) Yes [Answer Q25a-c.]      \_\_\_\_ (2) No [Skip to Q26.]

**25a. How did you contact the city?**

\_\_\_\_(1) Phone                      \_\_\_\_ (3) Social media                      \_\_\_\_ (5) In person  
 \_\_\_\_ (2) E-mail                      \_\_\_\_ (4) Website chat                      \_\_\_\_ (6) Elected Official

**25b. What department(s) did you contact?** \_\_\_\_\_

**25c. 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 you contacted 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. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance 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
6. Your overall interaction with the city employee	5	4	3	2	1	9

**26. City Leadership. Please rate your satisfaction 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. Quality of leadership provided by the city's elected officials	5	4	3	2	1	9
2. Effectiveness of appointed boards and commissions	5	4	3	2	1	9
3. Effectiveness of city management	5	4	3	2	1	9
4. Transparency of city government	5	4	3	2	1	9
5. How well the city listens and responds to citizen's needs	5	4	3	2	1	9
6. Ability to engage or participate in government processes	5	4	3	2	1	9

**27. City Growth. Please rate your satisfaction with each of the following items using 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. Preparedness for growth	5	4	3	2	1	9
2. Quality of commercial development	5	4	3	2	1	9
3. Quality of residential development	5	4	3	2	1	9
4. Diversity of residential development	5	4	3	2	1	9
5. Diversity of commercial development	5	4	3	2	1	9
6. Availability of affordable housing for sale	5	4	3	2	1	9
7. Availability of affordable housing for rent	5	4	3	2	1	9

**28. Statements about Pflugerville. What is your level of agreement with the following statements with 5 being "Strongly Agree," 1 being "Strongly Disagree," and 9 means "Don't Know."**

Statements about Pflugerville:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. I have confidence in the City Council	5	4	3	2	1	9
2. The City Council has managed and controlled my tax rate	5	4	3	2	1	9
3. Pflugerville is progressive	5	4	3	2	1	9
4. Based on the quality of schools, parks, housing, and police, Pflugerville is a high-value community	5	4	3	2	1	9
5. Pflugerville is a modern and charming community	5	4	3	2	1	9
6. Pflugerville has diverse culture and heritage and offers an atmosphere of inclusion	5	4	3	2	1	9
7. First-rate parks, vital infrastructure, employment opportunities and entertainment options make Pflugerville a desirable place	5	4	3	2	1	9
8. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	5	4	3	2	1	9

**29. Living in Pflugerville. What project improvements do you want to see the City of Pflugerville invest in? Please rate on a scale of 4 to 1, with 4 being "Very important" and 1 "Not important."**

Investing in...	Very Important	Somewhat Important	No opinion/Unsure	Not Important
1. Recreational programming and events	4	3	2	1
2. Enhancements to downtown Pflugerville	4	3	2	1
3. Library branch and services	4	3	2	1
4. City Hall office and Council Chamber expansions	4	3	2	1
5. Transit system development (bus/rail/park-and-ride, etc.)	4	3	2	1
6. Streetscape projects	4	3	2	1
7. Art, sculptures, murals in public spaces	4	3	2	1
8. Traffic management/road widening and improvements	4	3	2	1

**30. From the list of items in Question 29, which three items, do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 29.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**31. Demand for Services. Property and sales taxes are used to ensure infrastructure is established and maintained to provide basic service. As demand for various city services continues to increase, the City may use user fees to cover the costs of specific services including but not limited to recycling, alarm permits, curbside tree limb chipping, and city facility rentals.**

**In order to maintain service levels, please indicate your support for using fees for services or imposing additional fees for services not used by the community as a whole.**

\_\_\_\_(1) Very Supportive      \_\_\_\_ (2) Supportive      \_\_\_\_ (3) Not Supportive      \_\_\_\_ (4) Not Sure

**32. If you could improve one thing about your City, what would it be?**

\_\_\_\_\_

**33. Approximately how many years have you lived in Pflugerville?**

\_\_\_\_(1) 2 or less      \_\_\_\_ (2) 3 to 5      \_\_\_\_ (3) 6 to 8      \_\_\_\_ (4) 9 to 11      \_\_\_\_ (5) 12 to 14      \_\_\_\_ (6) Over 15 years

**34. What is your age? \_\_\_\_\_ years**

**35. Do you own or rent your current residence?      \_\_\_\_ (1) Own      \_\_\_\_ (2) Rent**

**36. Do you work in Pflugerville?      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No**

**37. Are you or other members of your household of Hispanic or Latino ancestry?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**38. Which of the following best describes your race?**

\_\_\_\_(01) Asian/Pacific Islander      \_\_\_\_ (03) Native American      \_\_\_\_ (99) Other: \_\_\_\_\_  
\_\_\_\_(02) Black/African American      \_\_\_\_ (04) White/Caucasian

**39. Would you say your total household income is...**

\_\_\_\_(1) Under \$30,000      \_\_\_\_ (2) \$30,000 to \$59,999      \_\_\_\_ (3) \$60,000 to \$99,999      \_\_\_\_ (4) \$100,000 or more

**40. Your gender:**

\_\_\_\_(1) Male      \_\_\_\_ (3) Transgender female      \_\_\_\_ (5) Gender variant/non-conforming  
\_\_\_\_(2) Female      \_\_\_\_ (4) Transgender male      \_\_\_\_ (6) Prefer not to answer

**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 the level of satisfaction with City services in your area. If your address is not correct, please provide the correct information.  
Thank you.