

Pflugerville Community Satisfaction Survey 2025 Findings Report

Presented to the City of
Pflugerville, Texas

May 2025



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Executive Summary

Pflugerville Community Satisfaction Survey 2025 Executive Summary



Purpose

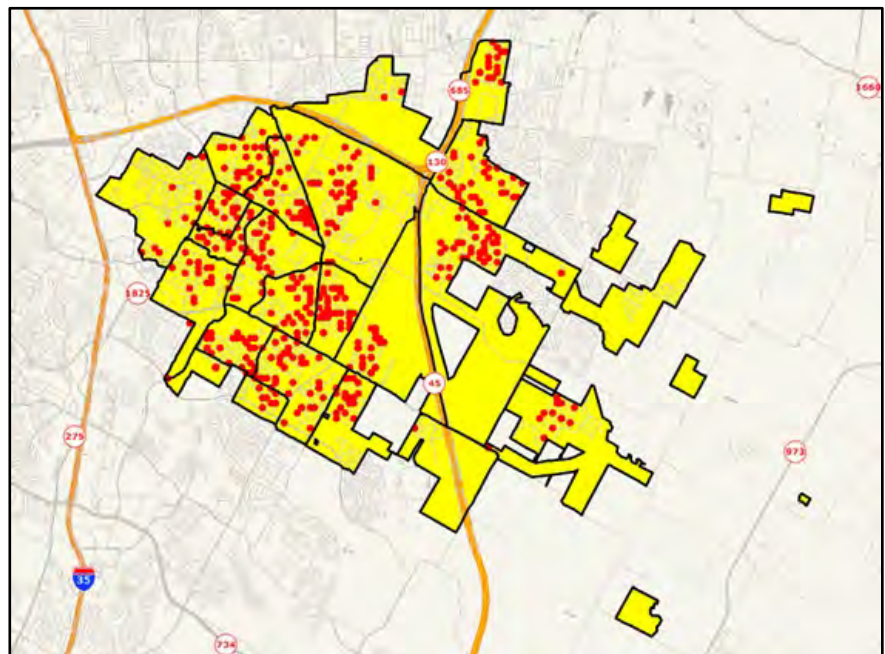
ETC Institute administered a survey to residents of the City of Pflugerville during the spring of 2025. The purpose of the survey was to allow the community an opportunity to tell City leadership how they are doing, where to invest tax dollars, rate the levels of service the City provides, and provide input on key decisions for the City.

Methodology

The seven-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 recipients to either return their survey by mail or complete the survey online. At the end of the online survey, respondents 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 text messages to the households that received the survey to encourage participation. The texts contained a link to the online 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 online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was met, with a total of 509 residents completing the survey. The overall results for the sample of 509 households have a precision of at least $\pm 4.3\%$ at the 95% level of confidence. The map to the right shows the location of all survey respondents.



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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,
- trends from the 2023 and 2021 surveys,
- 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

Overall Ratings of Pflugerville. Three-fourths (75%) of the residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to live; 69% rated it highly as a place to raise children, and 45% rated the City highly as a place to retire.

Perceptions of the City. Sixty percent (60%) 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; 47% were satisfied with the reputation of their City, and 44% were satisfied with the quality of City government services.

Satisfaction with City services. Eighty percent (80%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the Pflugerville Public Library; 80% were satisfied with the quality of fire services; 78% were satisfied with the quality of parks and trails, and 74% were satisfied with the quality of police service.

Services Residents Indicated Should Receive the Most Emphasis Over the Next Two Years. The areas that residents thought should receive the most emphasis from the City of Pflugerville over the next two years, based on the sum of their top three choices, were: (1) the flow of traffic and congestion management, (2) the maintenance of City streets, drainage and sidewalks, and (3) the quality of Downtown Pflugerville.

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Police Services. Sixty-seven percent (67%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with how quickly police respond to emergencies; 54% were satisfied with the overall visibility of police in commercial and retail areas, and 53% were satisfied with the visibility of police in neighborhoods.

Overall Feeling of Safety. Ninety-three percent (93%) of the residents surveyed, who had an opinion, felt safe (rating of 4 or 5 on a 5-point scale) in their neighborhood during the day; 74% felt safe in their neighborhood after dark, and 70% felt safe in Downtown Pflugerville.

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 73% were satisfied with how quickly EMS and ambulance services respond.

Parks and Recreation Services. Eighty percent (80%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of local parks; 74% were satisfied with the number of walking/biking trails, and 74% were satisfied with the proximity of parks to their neighborhood.

City Maintenance Services. Seventy percent (70%) 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; 67% were satisfied with the condition of street drainage/water drainage, and 64% were satisfied with the cleanliness of streets and other public areas.

Library Services. Eighty-five percent (85%) of the 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; 83% were satisfied with hours of operation, 77% were satisfied with the location of the library, and 76% were satisfied with the quality of library digital and online resources.

Animal Welfare Services. Sixty percent (60%) of the 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 ease of the pet adoption process.

Utility Services. Seventy-five percent (75%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash/curbside recycling collection; 57% were satisfied with curbside bulk item pick up/removal, and 54% were satisfied with Recycle Center/household waste disposal.

Public Information Services. Fifty percent (50%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with efforts by the City to keep them informed, and 47% were satisfied with the clarity of information and messaging.

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Additional Findings

- The majority of residents find out information about the City of Pflugerville through Community Impact newsletter (62%) or the City website (53%).
- The most used facilities in the City are Downtown Pflugerville, Pflugerville's trail system, Lake Pflugerville, and Pflugerville outdoor festivals or special events.
- One-third (33%) 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, their overall interaction with City employees, and the ease of contacting staff.
- Most (94%) of the residents surveyed, who had an opinion, indicated traffic management/traffic signal timing was most important (rating of 3 or 4 on a 4-point scale) for the City to invest in; 90% thought new roads/road widening was most important, and 90% thought water and wastewater for the future was most important for the City to invest in. These same items were respondents' top three choices for improvements that should receive the most emphasis over the next two years.

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How the City of Pflugerville Compares to Communities in the State of Texas

The City of Pflugerville rated the same as or higher than the Texas average in 33 of the 55 areas that were assessed. The City **rated significantly higher than the Texas average (5% or more above) in 24 of these areas**. Tables comparing Pflugerville to the Texas average are shown below and on the following page.

Service	Pflugerville	Texas	Difference	Category
As a place to live	74.5%	44.1%	30.4%	Ratings of the City
Quality of police service	74.2%	44.1%	30.1%	City Services
Quality of Public Library	80.0%	51.3%	28.7%	City Services
Quality of trash & recycling services	73.4%	46.2%	27.2%	City Services
Condition of street drainage/water drainage	66.6%	40.5%	26.1%	City Maintenance
Effectiveness of communication by the City	52.3%	27.1%	25.2%	City Services
How quickly fire personnel respond	86.6%	64.6%	22.0%	Fire Services
Maintenance of City streets, drainage & sidewalks	44.9%	25.3%	19.6%	City Services
On City trails/in City parks	63.6%	44.3%	19.3%	Feeling of Safety
How quickly police respond to emergencies	67.0%	49.6%	17.4%	Police Services
In your neighborhood after dark	73.5%	56.1%	17.4%	Feeling of Safety
In downtown	69.9%	54.3%	15.6%	Feeling of Safety
Quality of fire services	79.6%	64.1%	15.5%	City Services
As a place to raise children	68.6%	53.5%	15.1%	Ratings of the City
Quality of customer service provided by City	44.9%	29.9%	15.0%	City Services
In your neighborhood during the day	92.6%	78.5%	14.1%	Feeling of Safety
How quickly EMS & ambulance services respond	73.0%	61.1%	11.9%	Fire Services
Recycle Center/Household waste disposal	54.1%	44.7%	9.4%	City Utility Services
Visibility of police in neighborhoods	53.3%	44.8%	8.5%	Police Services
Cleanliness of streets & other public areas	63.7%	55.4%	8.3%	City Maintenance
Visibility of police in commercial & retail areas	53.8%	47.0%	6.8%	Police Services
Overall value received for tax dollars	36.6%	30.4%	6.2%	Perceptions of the City
Quality of animal welfare services/animal shelter	55.3%	50.0%	5.3%	City Services
Wastewater service	51.4%	46.4%	5.0%	City Utility Services

Pflugerville Community Satisfaction Survey 2025 Executive Summary



How the City of Pflugerville Compares to Communities in the State of Texas (Cont.)

Service	Pflugerville	Texas	Difference	Category
Efforts to prevent crime	48.7%	44.4%	4.3%	Police Services
Curbside bulk item pick up/removal	57.3%	53.1%	4.2%	City Utility Services
In retail/shopping areas	68.6%	64.6%	4.0%	Feeling of Safety
Residential trash & curbside recycling collection	74.8%	70.8%	4.0%	City Utility Services
Reputation of your City	46.7%	43.0%	3.7%	Perceptions of the City
Condition of street signs & traffic signals	70.3%	67.5%	2.8%	City Maintenance
Condition of sidewalks in your neighborhood	52.9%	50.7%	2.2%	City Maintenance
Enforcement of traffic laws	45.0%	44.9%	0.1%	Police Services
Efforts by City to keep you informed	49.5%	49.5%	0.0%	Public Information Services
Condition of major streets	53.0%	53.5%	-0.5%	City Maintenance
Water service	43.6%	45.2%	-1.6%	City Utility Services
Quality of City website	46.0%	47.8%	-1.8%	Public Information Services
Condition of streets in your neighborhood	51.3%	53.3%	-2.0%	City Maintenance
Mowing/tree trimming along streets & public areas	57.4%	59.7%	-2.3%	City Maintenance
Quality of EMS & ambulance services	58.6%	61.1%	-2.5%	City Services
Responsiveness to requests on social media accounts	43.2%	46.9%	-3.7%	Public Information Services
Appearance of your City	42.6%	46.8%	-4.2%	Perceptions of the City
Timeliness of information provided by your City	47.0%	51.2%	-4.2%	Public Information Services
Limb/yard waste collection services	48.4%	54.8%	-6.4%	City Utility Services
Quality of City government services	43.5%	50.3%	-6.8%	Perceptions of the City
As a place to retire	44.7%	56.2%	-11.5%	Ratings of the City
Availability of info. about services/activities	44.1%	55.6%	-11.5%	Public Information Services
Flow of traffic & congestion management on streets	21.1%	32.8%	-11.7%	City Services
Adequacy of street lighting	45.7%	60.6%	-14.9%	City Maintenance
How well your City is planning growth	28.5%	44.2%	-15.7%	Perceptions of the City
As a place to work	35.1%	51.2%	-16.1%	Ratings of the City
Cleanup of junk/debris on private property	35.0%	51.7%	-16.7%	Code Compliance
Mowing/cutting of weeds/grass on private property	34.8%	52.7%	-17.9%	Code Compliance
Sign regulations and bandit sign pickup	34.8%	54.9%	-20.1%	Code Compliance
As a place to visit	29.6%	58.9%	-29.3%	Ratings of the City
Quality of downtown	26.5%	57.1%	-30.6%	City Services

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How the City of Pflugerville Compares to the National Average

The City of Pflugerville rated higher than the national average in 35 of the 55 areas that were assessed. The City **rated significantly higher than the national average (5% or more above) in 22 of these areas.** Tables comparing Pflugerville to the national average are shown below and on the following page.

Service	Pflugerville	U.S.	Difference	Category
As a place to live	74.5%	48.5%	26.0%	Ratings of the City
Quality of police service	74.2%	53.0%	21.2%	City Services
Quality of trash & recycling services	73.4%	55.1%	18.3%	City Services
Condition of street drainage/water drainage	66.6%	49.5%	17.1%	City Maintenance
Quality of Public Library	80.0%	63.9%	16.1%	City Services
In downtown	69.9%	53.9%	16.0%	Feeling of Safety
Effectiveness of communication by the City	52.3%	36.9%	15.4%	City Services
How quickly fire personnel respond	86.6%	71.7%	14.9%	Fire Services
Recycle Center/Household waste disposal	54.1%	41.2%	12.9%	City Utility Services
In your neighborhood after dark	73.5%	61.4%	12.1%	Feeling of Safety
In your neighborhood during the day	92.6%	81.2%	11.4%	Feeling of Safety
How quickly police respond to emergencies	67.0%	56.1%	10.9%	Police Services
Curbside bulk item pick up/removal	57.3%	46.6%	10.7%	City Utility Services
Cleanliness of streets & other public areas	63.7%	53.3%	10.4%	City Maintenance
On City trails/in City parks	63.6%	54.6%	9.0%	Feeling of Safety
Residential trash & curbside recycling collection	74.8%	67.5%	7.3%	City Utility Services
As a place to raise children	68.6%	61.4%	7.2%	Ratings of the City
Condition of street signs & traffic signals	70.3%	63.1%	7.2%	City Maintenance
Quality of animal welfare services/animal shelter	55.3%	48.6%	6.7%	City Services
Condition of sidewalks in your neighborhood	52.9%	46.7%	6.2%	City Maintenance
Efforts by City to keep you informed	49.5%	43.3%	6.2%	Public Information Services
Quality of customer service provided by City	44.9%	39.4%	5.5%	City Services
In retail/shopping areas	68.6%	63.7%	4.9%	Feeling of Safety
Timeliness of information provided by your City	47.0%	42.5%	4.5%	Public Information Services

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How the City of Pflugerville Compares to the National Average (Cont.)

Service	Pflugerville	U.S.	Difference	Category
Maintenance of City streets, drainage & sidewalks	44.9%	40.5%	4.4%	City Services
Responsiveness to requests on social media accounts	43.2%	39.3%	3.9%	Public Information Services
Overall value received for tax dollars	36.6%	32.9%	3.7%	Perceptions of the City
Quality of City website	46.0%	42.4%	3.6%	Public Information Services
Quality of fire services	79.6%	76.2%	3.4%	City Services
Visibility of police in commercial & retail areas	53.8%	50.6%	3.2%	Police Services
Condition of major streets	53.0%	50.1%	2.9%	City Maintenance
How quickly EMS & ambulance services respond	73.0%	70.5%	2.5%	Fire Services
Condition of streets in your neighborhood	51.3%	49.3%	2.0%	City Maintenance
Mowing/tree trimming along streets & public areas	57.4%	55.4%	2.0%	City Maintenance
Efforts to prevent crime	48.7%	48.6%	0.1%	Police Services
Visibility of police in neighborhoods	53.3%	54.1%	-0.8%	Police Services
Wastewater service	51.4%	52.8%	-1.4%	City Utility Services
Availability of info. about services/activities	44.1%	46.4%	-2.3%	Public Information Services
Enforcement of traffic laws	45.0%	49.6%	-4.6%	Police Services
Limb/yard waste collection services	48.4%	53.8%	-5.4%	City Utility Services
Quality of City government services	43.5%	49.0%	-5.5%	Perceptions of the City
Reputation of your City	46.7%	53.4%	-6.7%	Perceptions of the City
As a place to retire	44.7%	51.6%	-6.9%	Ratings of the City
Water service	43.6%	51.9%	-8.3%	City Utility Services
Cleanup of junk/debris on private property	35.0%	45.1%	-10.1%	Code Compliance
Sign regulations and bandit sign pickup	34.8%	44.9%	-10.1%	Code Compliance
How well your City is planning growth	28.5%	38.9%	-10.4%	Perceptions of the City
Mowing/cutting of weeds/grass on private property	34.8%	46.1%	-11.3%	Code Compliance
Quality of EMS & ambulance services	58.6%	70.5%	-11.9%	City Services
Appearance of your City	42.6%	54.7%	-12.1%	Perceptions of the City
Adequacy of street lighting	45.7%	58.5%	-12.8%	City Maintenance
Quality of downtown	26.5%	47.7%	-21.2%	City Services
As a place to work	35.1%	57.1%	-22.0%	Ratings of the City
Flow of traffic & congestion management on streets	21.1%	44.8%	-23.7%	City Services
As a place to visit	29.6%	57.7%	-28.1%	Ratings of the City

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Investment Priorities

Recommended Priorities for the Next Two years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major 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 in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic and congestion management on streets (I-S Rating = 0.5010)
- Quality of Downtown Pflugerville (I-S Rating = 0.2720)
- Maintenance of City streets, drainage and sidewalks (I-S Rating = 0.2309)

The table on the following page shows the Importance-Satisfaction rating for all 17 major City services that were rated.

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2025 Importance-Satisfaction Rating

City of Pflugerville, Texas

Major Categories of City Services

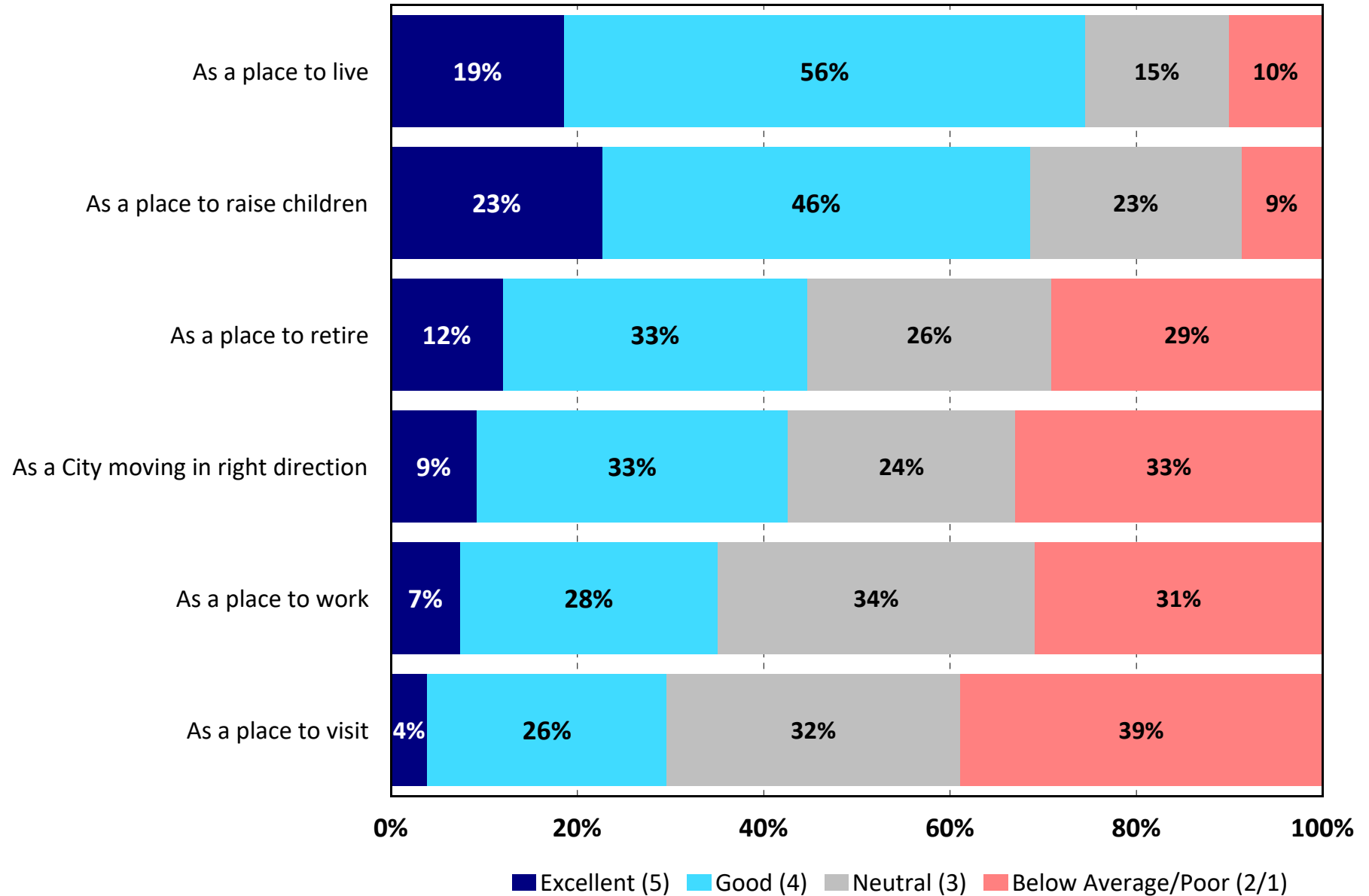
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic & congestion management on streets	64%	1	21%	17	0.5010	1
Quality of Downtown Pflugerville	37%	3	27%	16	0.2720	2
Maintenance of City streets, drainage & sidewalks	42%	2	45%	11	0.2309	3
High Priority (IS .10-.20)						
Quality of water & wastewater services	29%	4	45%	12	0.1604	4
Medium Priority (IS <.10)						
Quality of utility billing	14%	7	39%	14	0.0848	5
Quality of recreation programs & facilities	14%	6	50%	9	0.0711	6
Quality of EMS & ambulance services	14%	8	59%	6	0.0567	7
Effectiveness of communication by the City	9%	10	52%	8	0.0434	8
Quality of parks and trails	19%	5	78%	3	0.0409	9
Quality of animal welfare services/animal shelter	7%	11	55%	7	0.0326	10
Quality of customer service provided by City	6%	14	45%	10	0.0309	11
Quality of police service	11%	9	74%	4	0.0284	12
Quality of Public Art program	4%	15	43%	13	0.0205	13
Quality of trash & recycling services	6%	12	73%	5	0.0162	14
Quality of Pflugerville Public Library	6%	13	80%	1	0.0112	15
Quality of fire services	3%	16	80%	2	0.0057	16
Quality of municipal court services	0.4%	17	31%	15	0.0028	17



Charts and Graphs

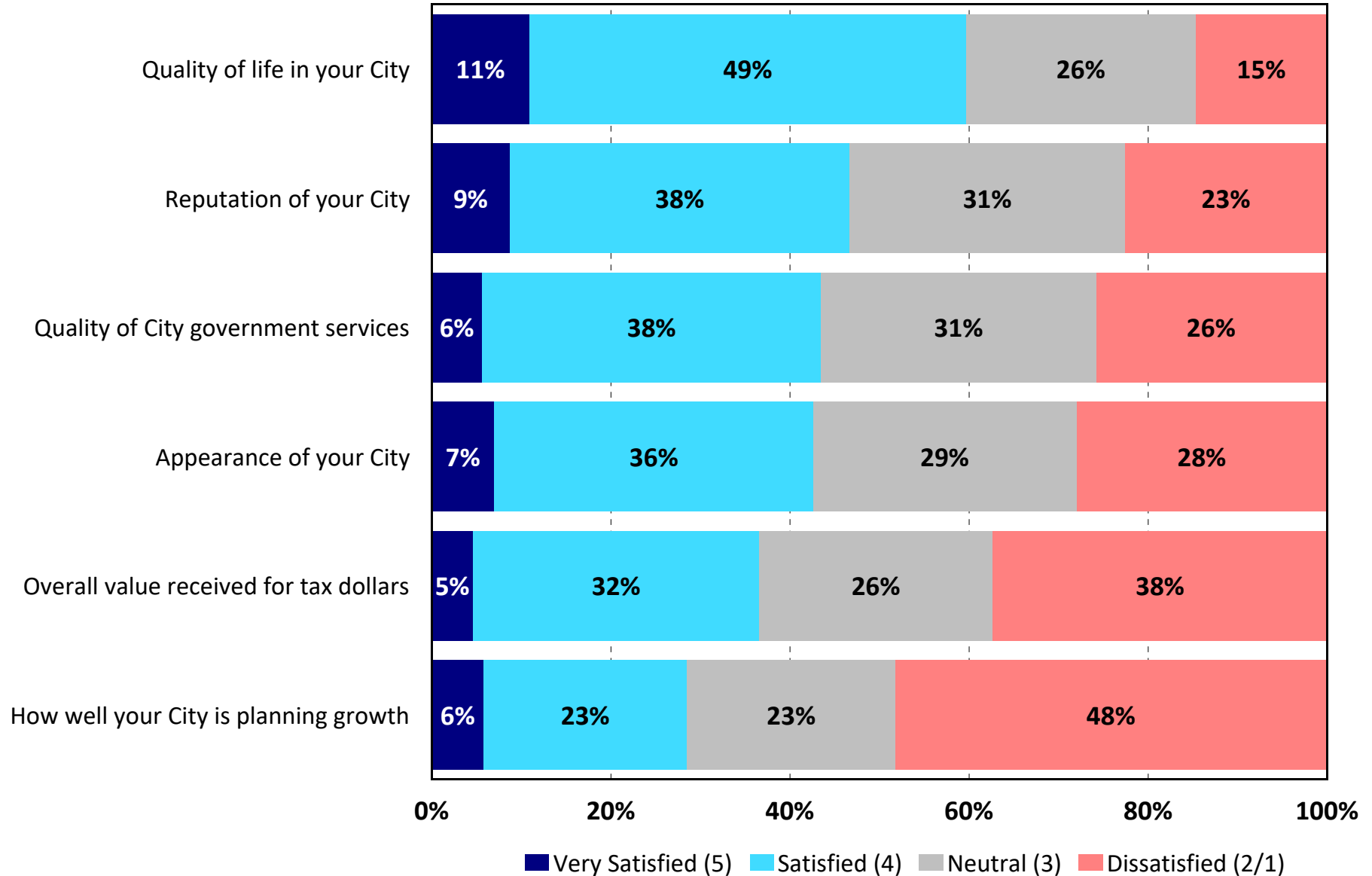
Q1. Overall Ratings of Pflugerville

by percentage of respondents (excluding "don't know")



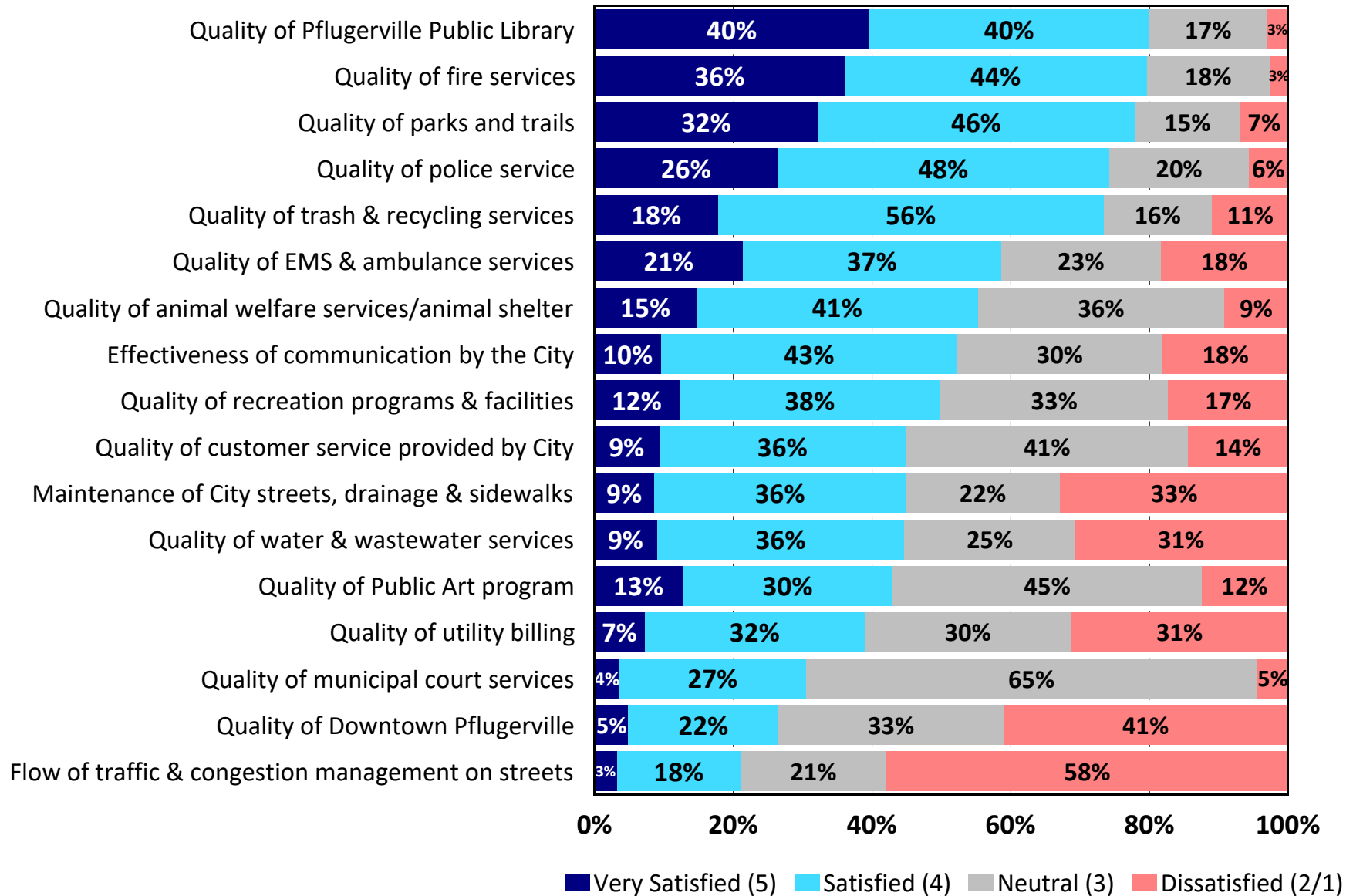
Q2. Overall Satisfaction with Perceptions of Pflugerville

by percentage of respondents (excluding “don't know”)



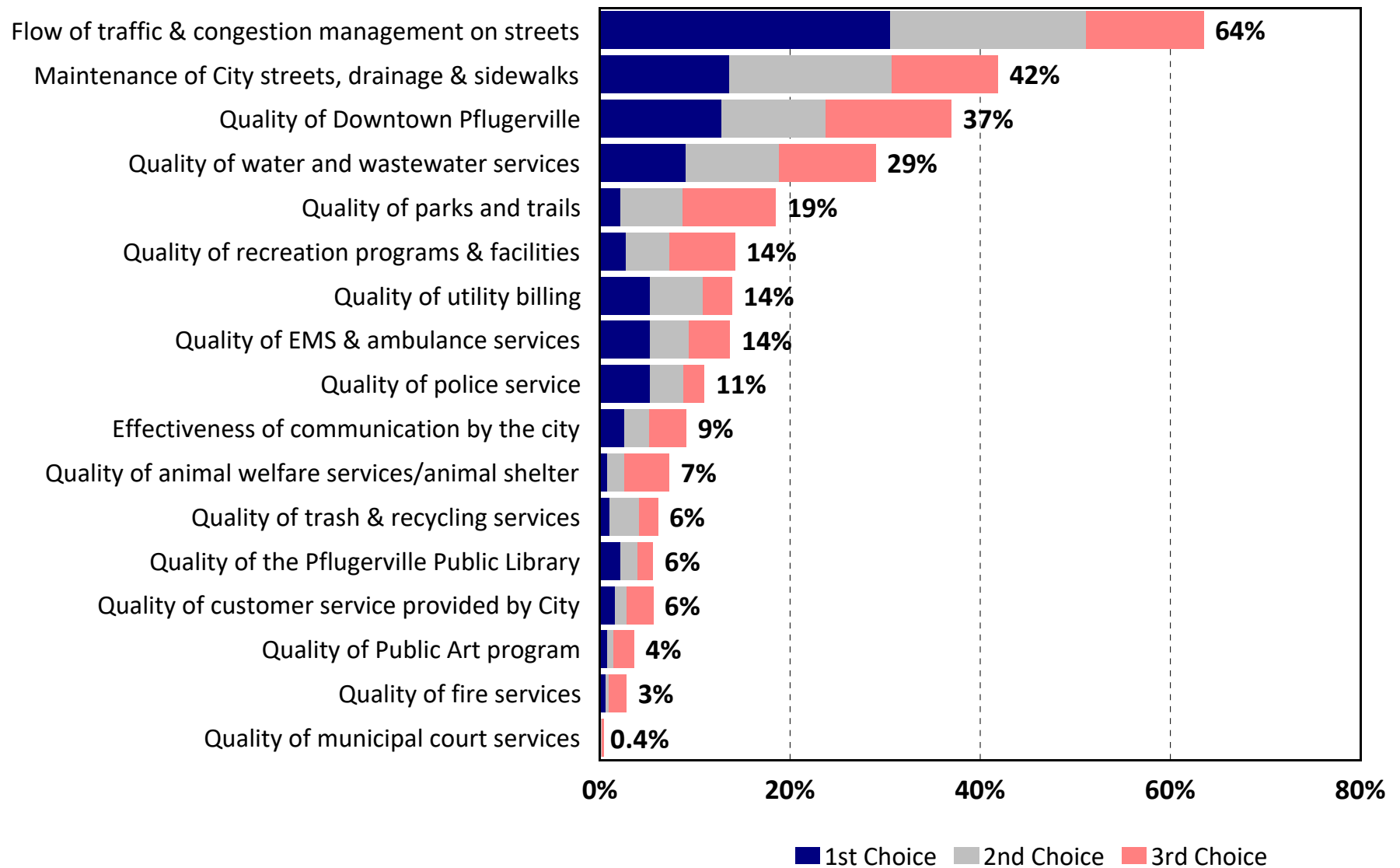
Q3. Overall Satisfaction with City Services

by percentage of respondents (excluding “don't know”)



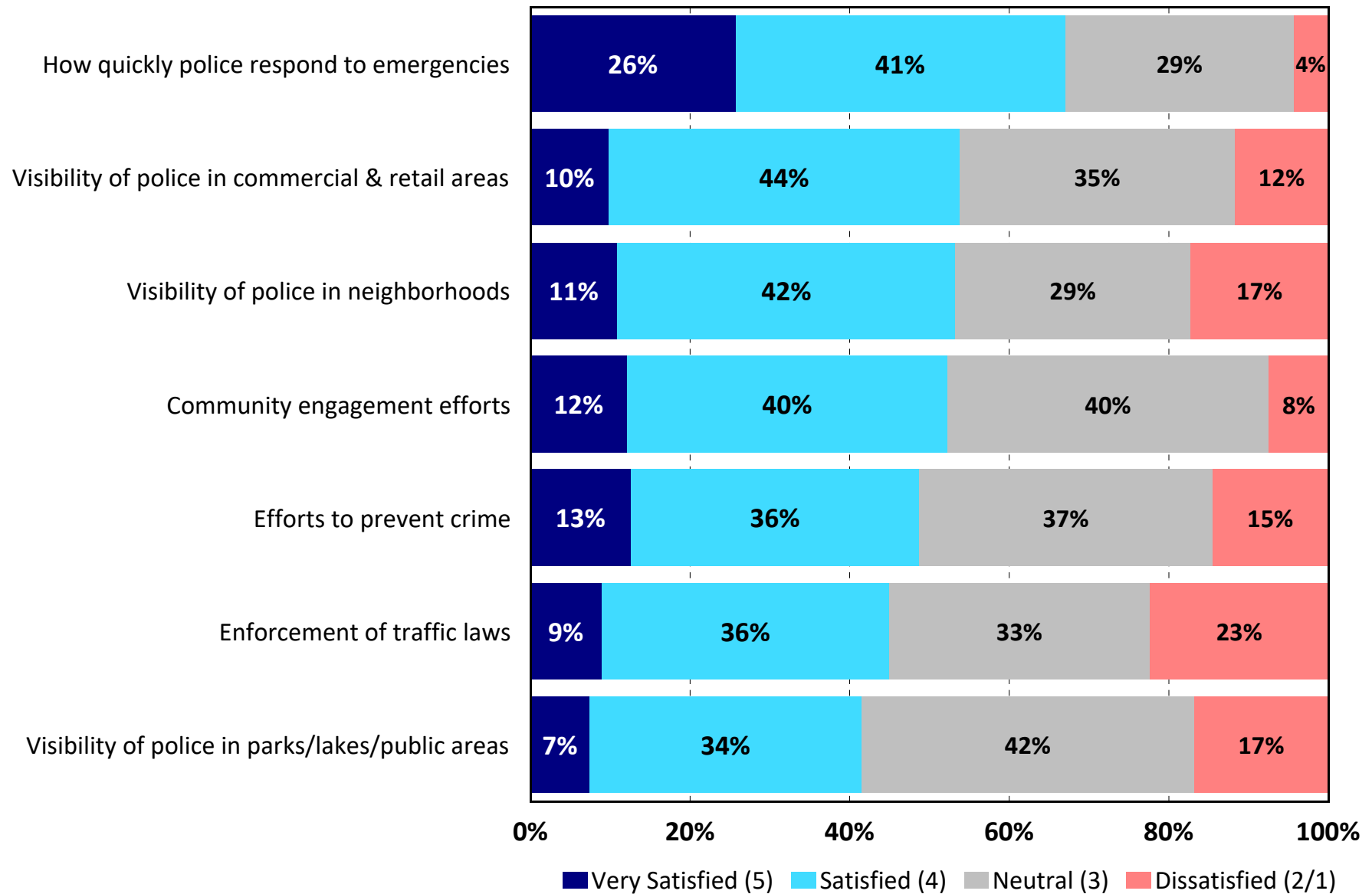
Q4. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



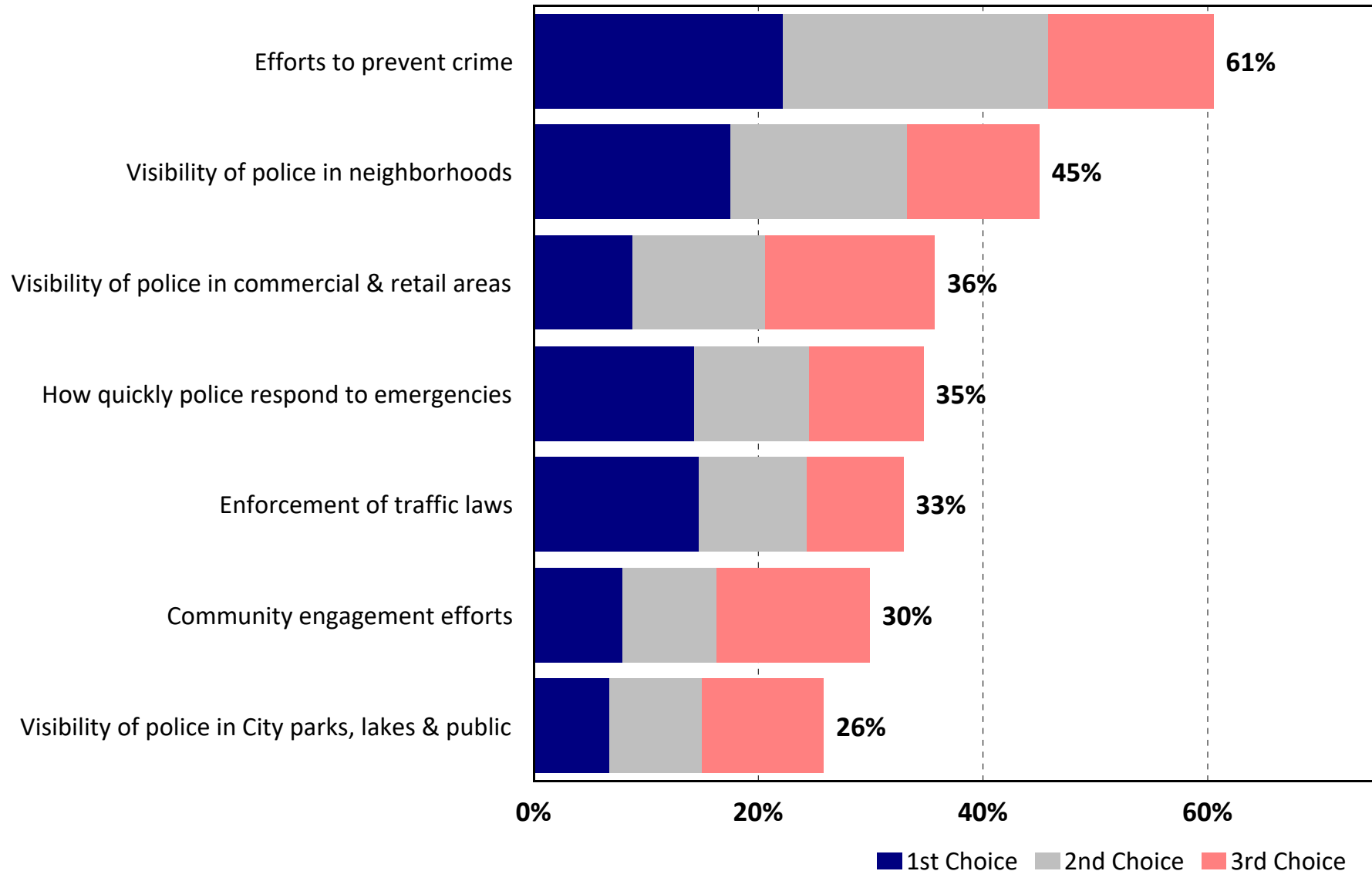
Q5. Overall Satisfaction with Police Services

by percentage of respondents (excluding "don't know")



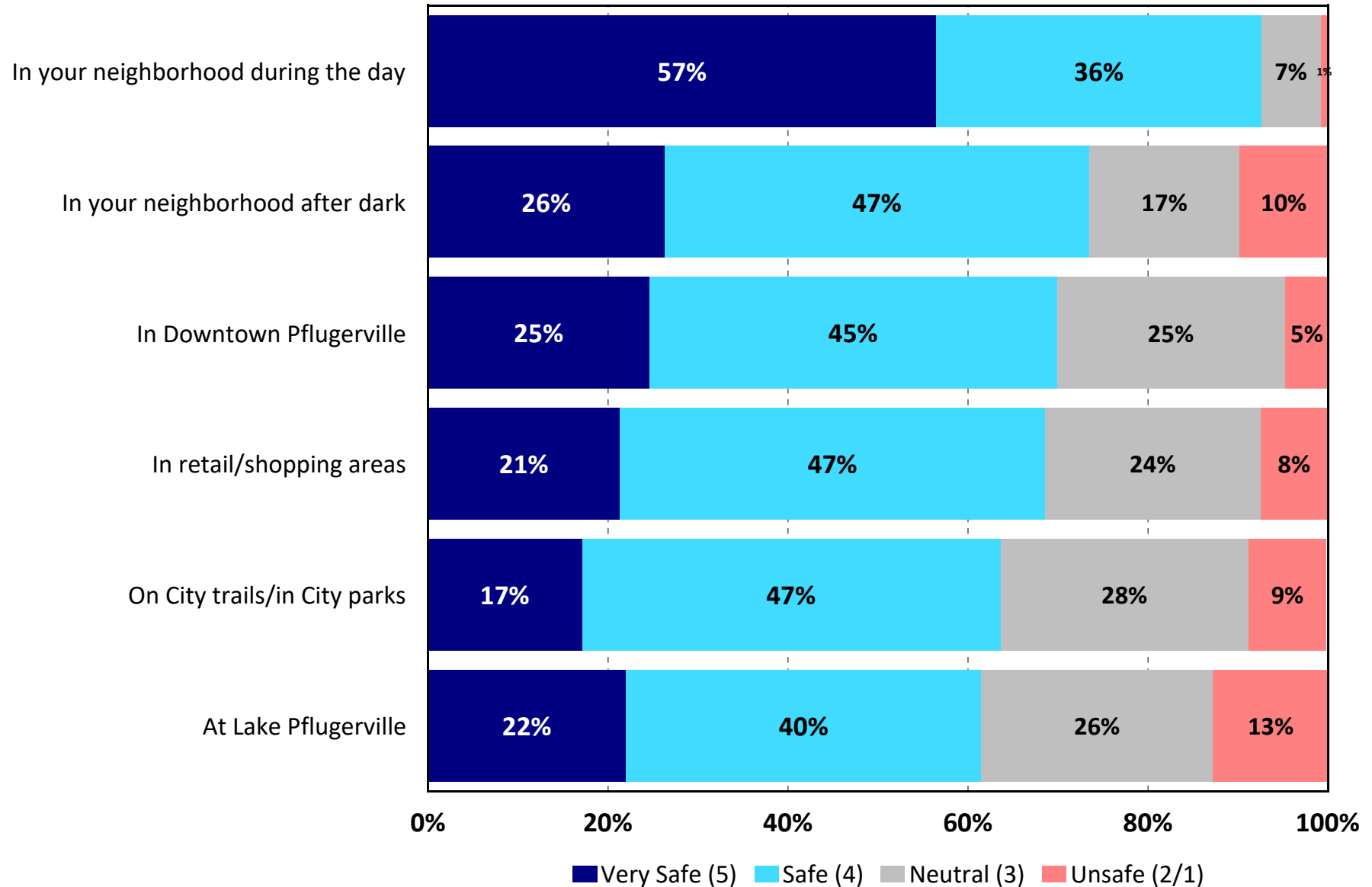
Q6. Police Services That Should Receive the Most Emphasis Over the Next Two Years

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



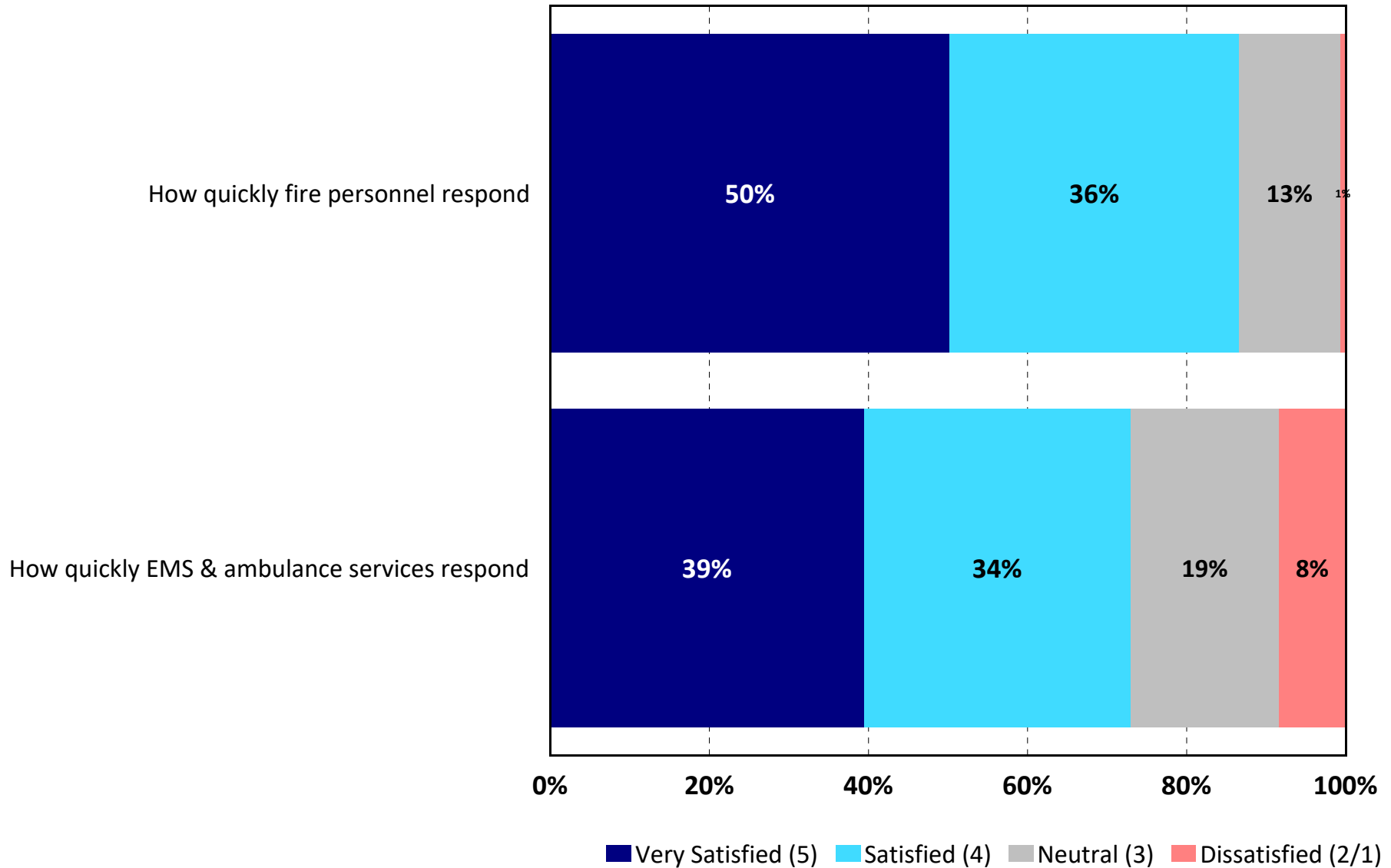
Q7. Overall Feeling of Safety in the Following Situations

by percentage of respondents (excluding "don't know")



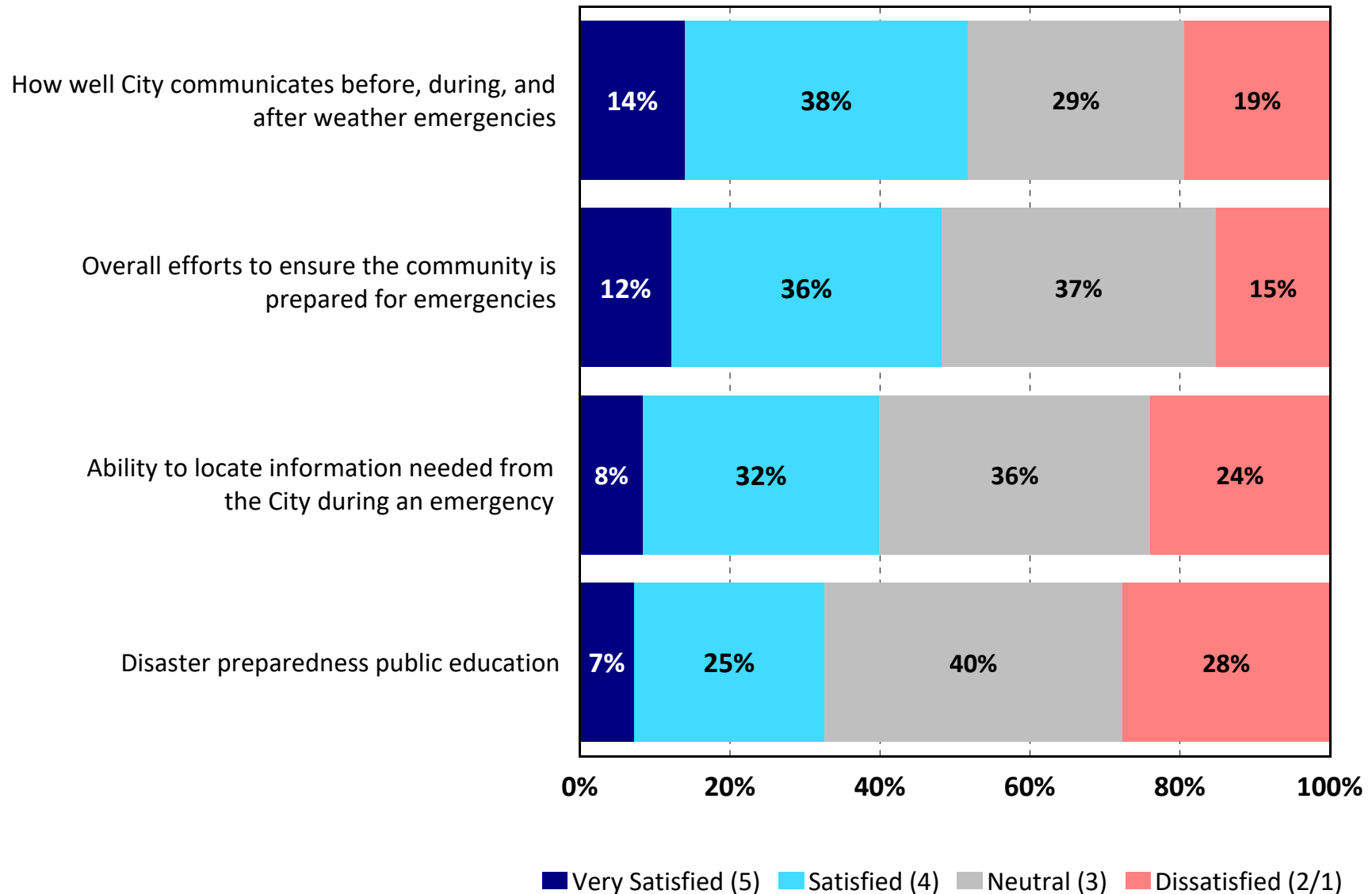
Q8. Overall Satisfaction with Fire Services

by percentage of respondents (excluding “don't know”)



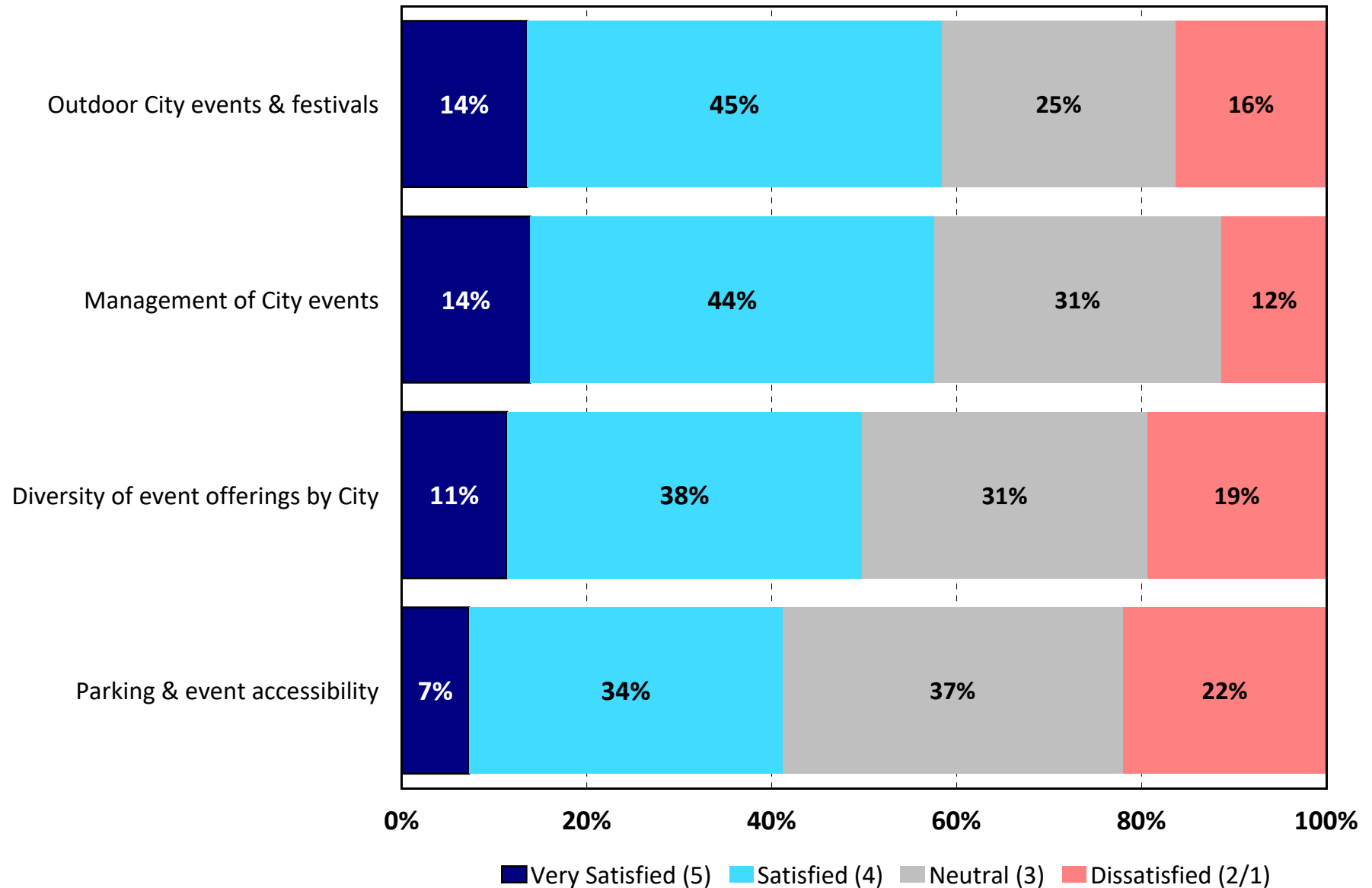
Q9. Overall Satisfaction with Emergency Preparedness

by percentage of respondents (excluding “don't know”)



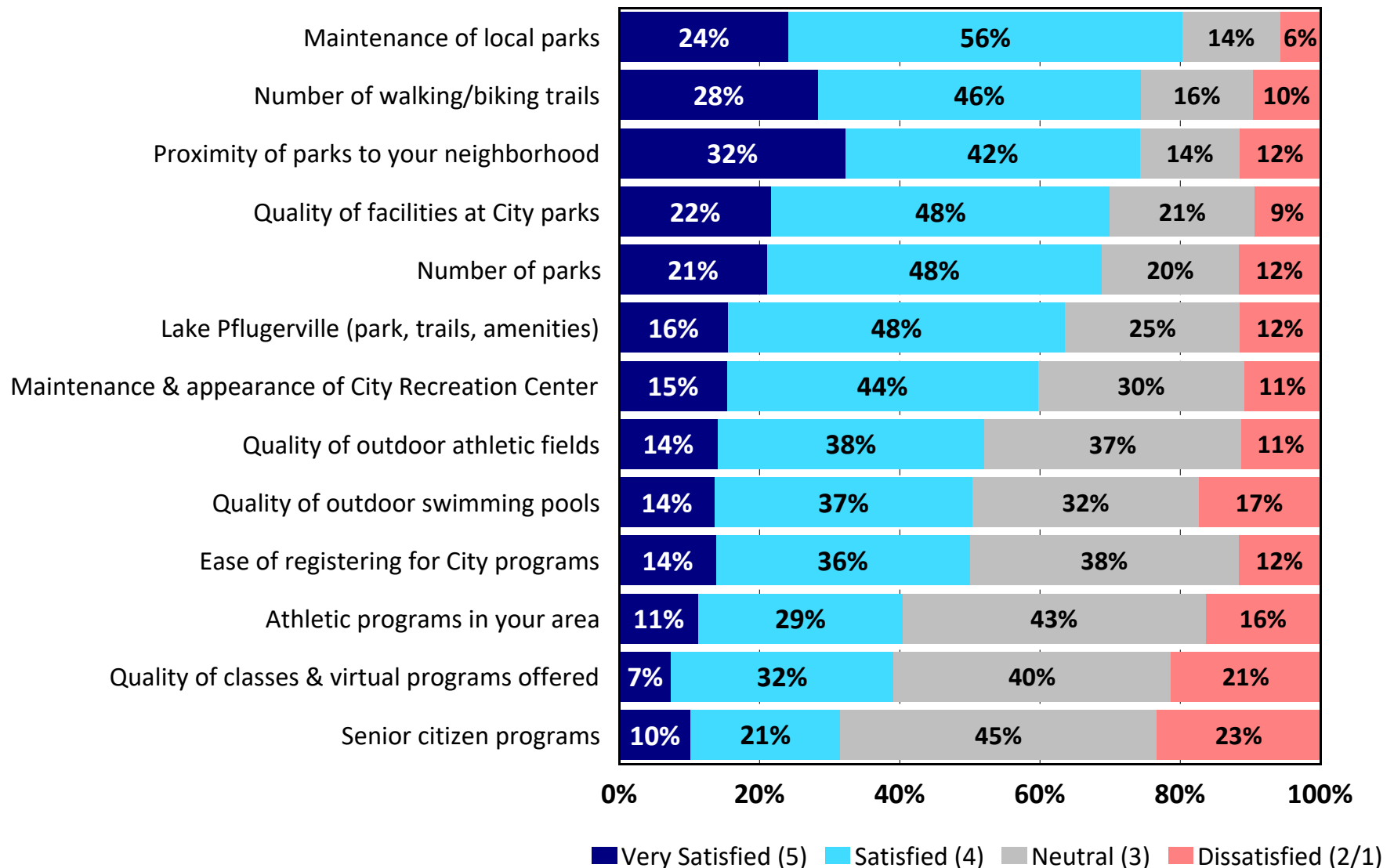
Q10. Overall Satisfaction with City Special Events

by percentage of respondents (excluding “don't know”)



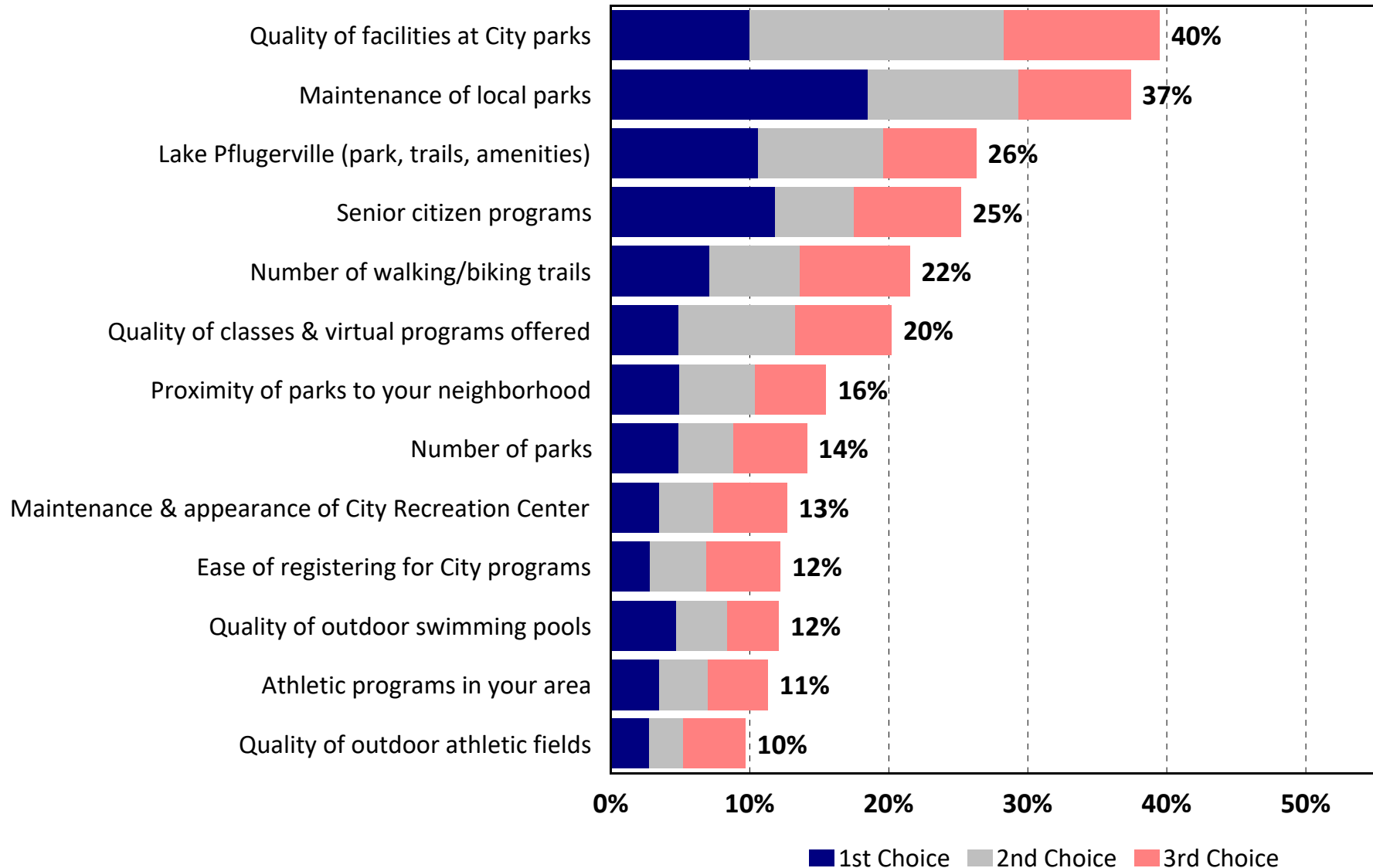
Q11. Overall Satisfaction with City Parks and Recreation Services

by percentage of respondents (excluding "don't know")



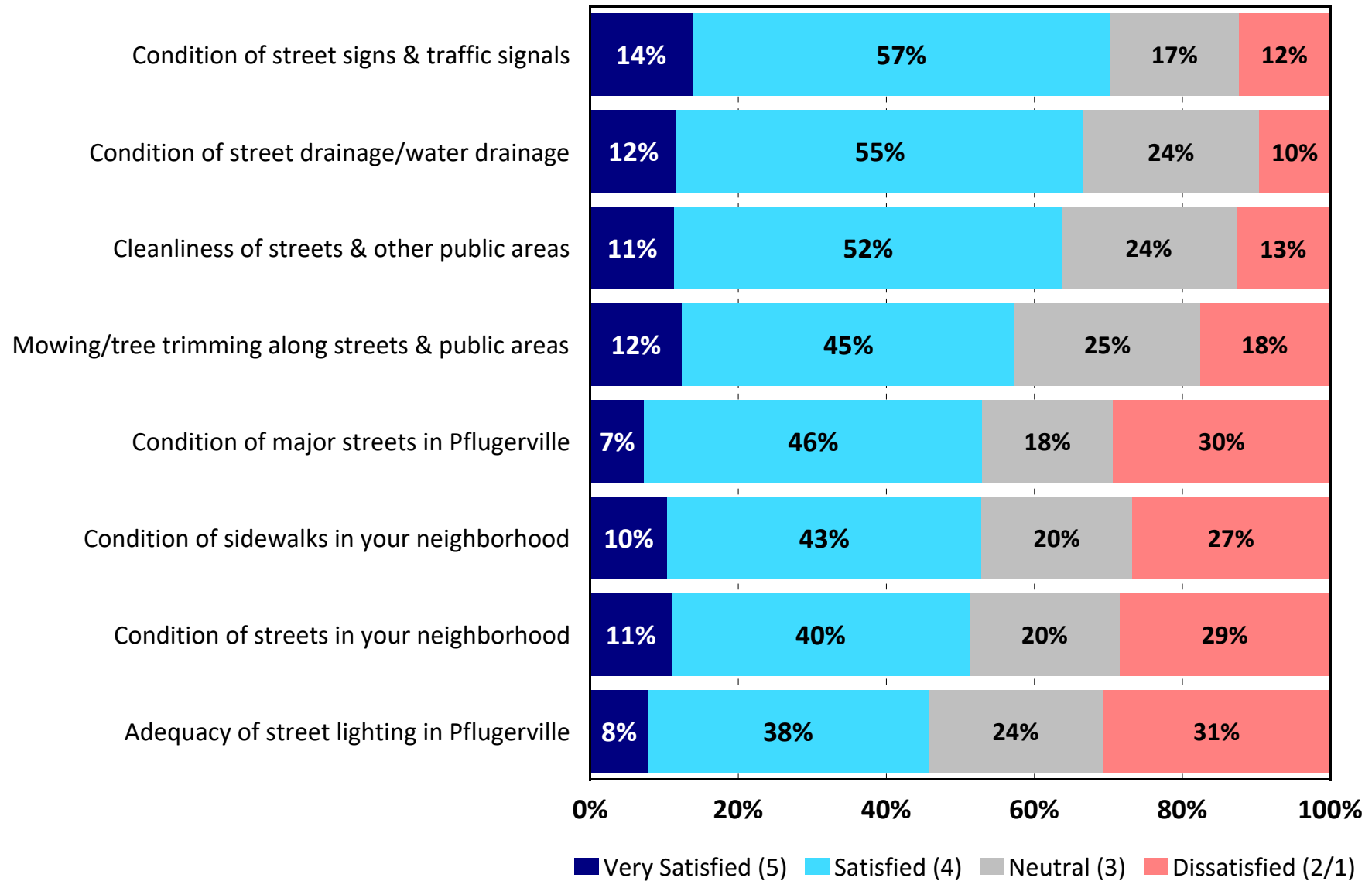
Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



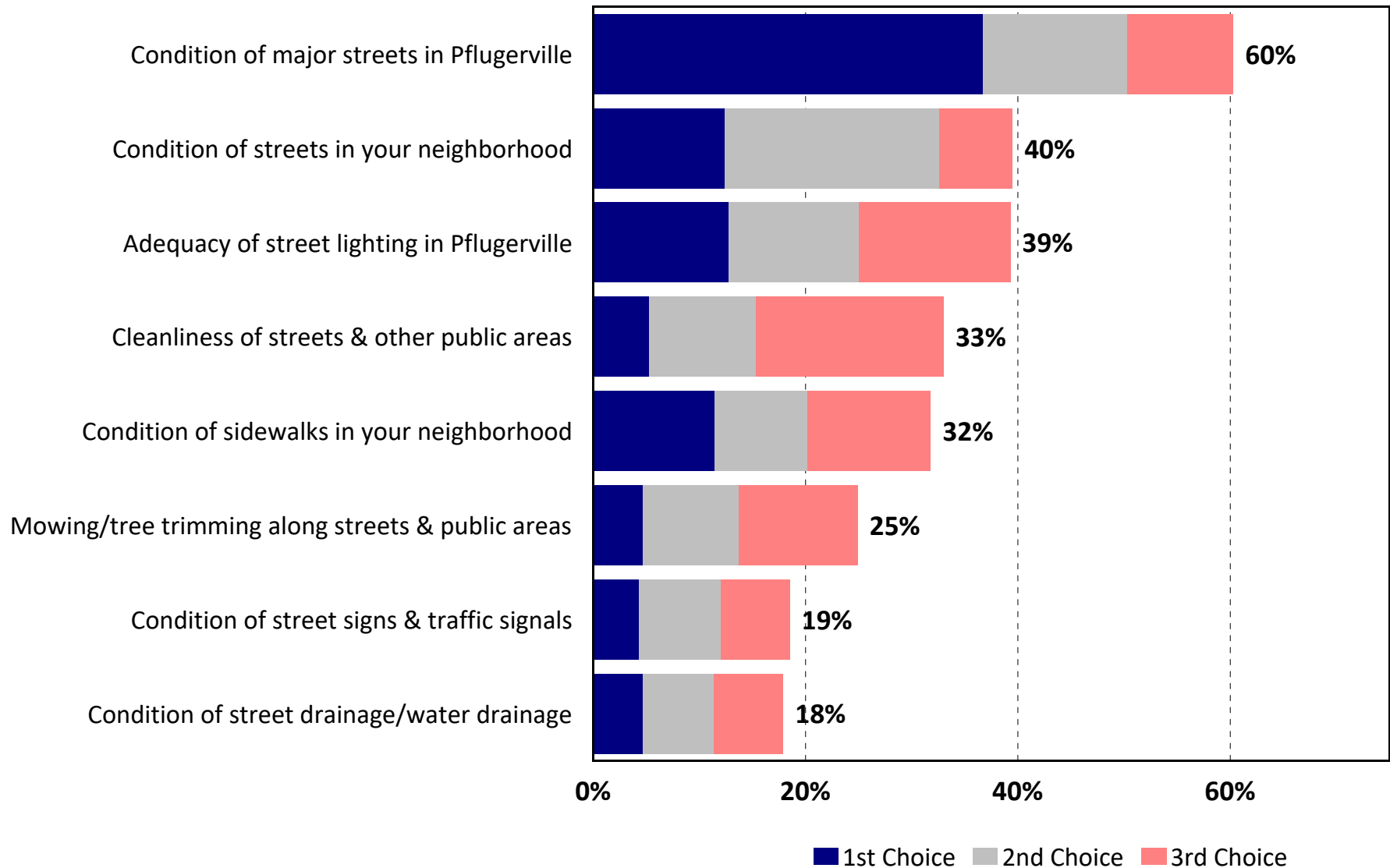
Q13. Overall Satisfaction with City Maintenance Services

by percentage of respondents (excluding “don't know”)



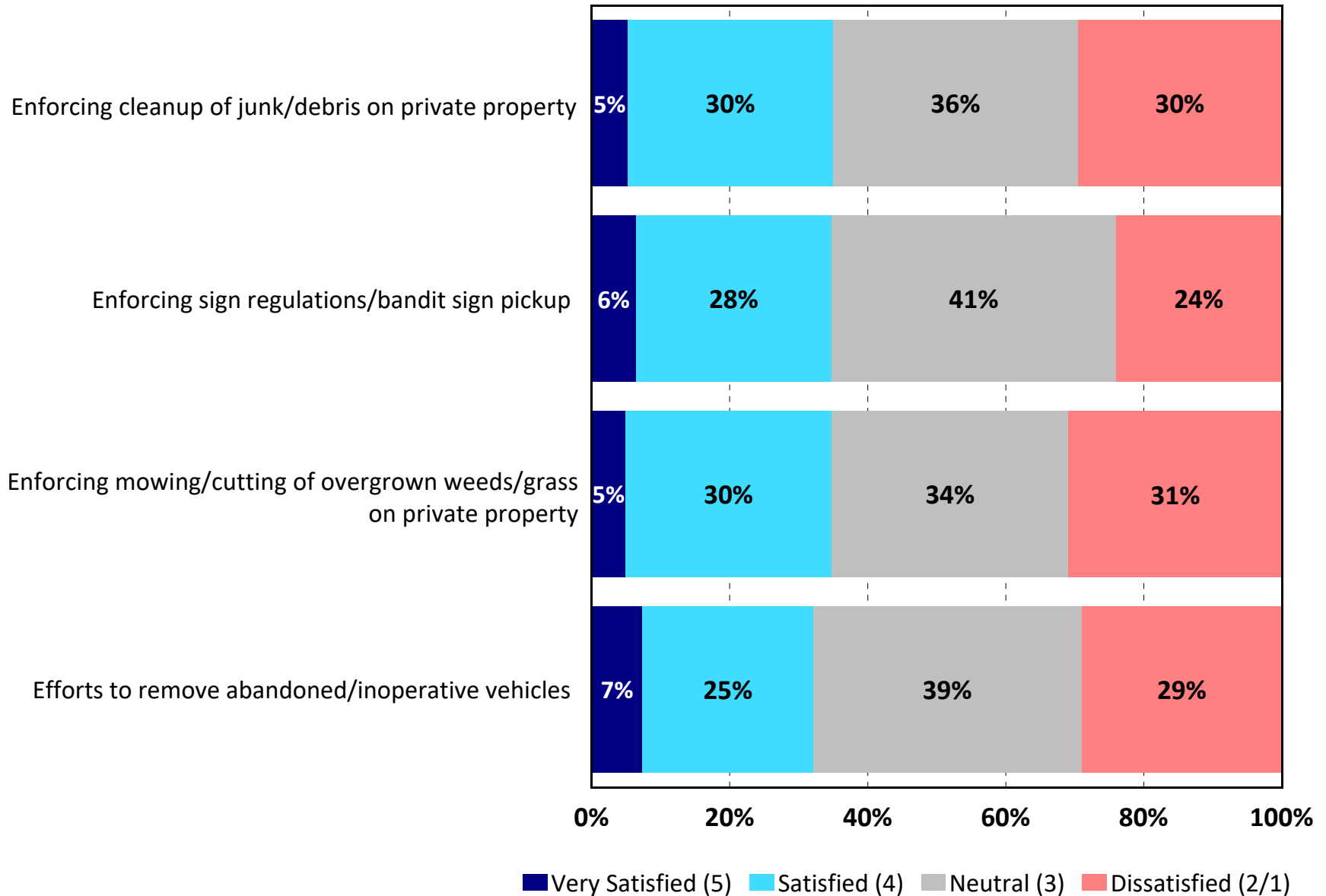
Q14. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



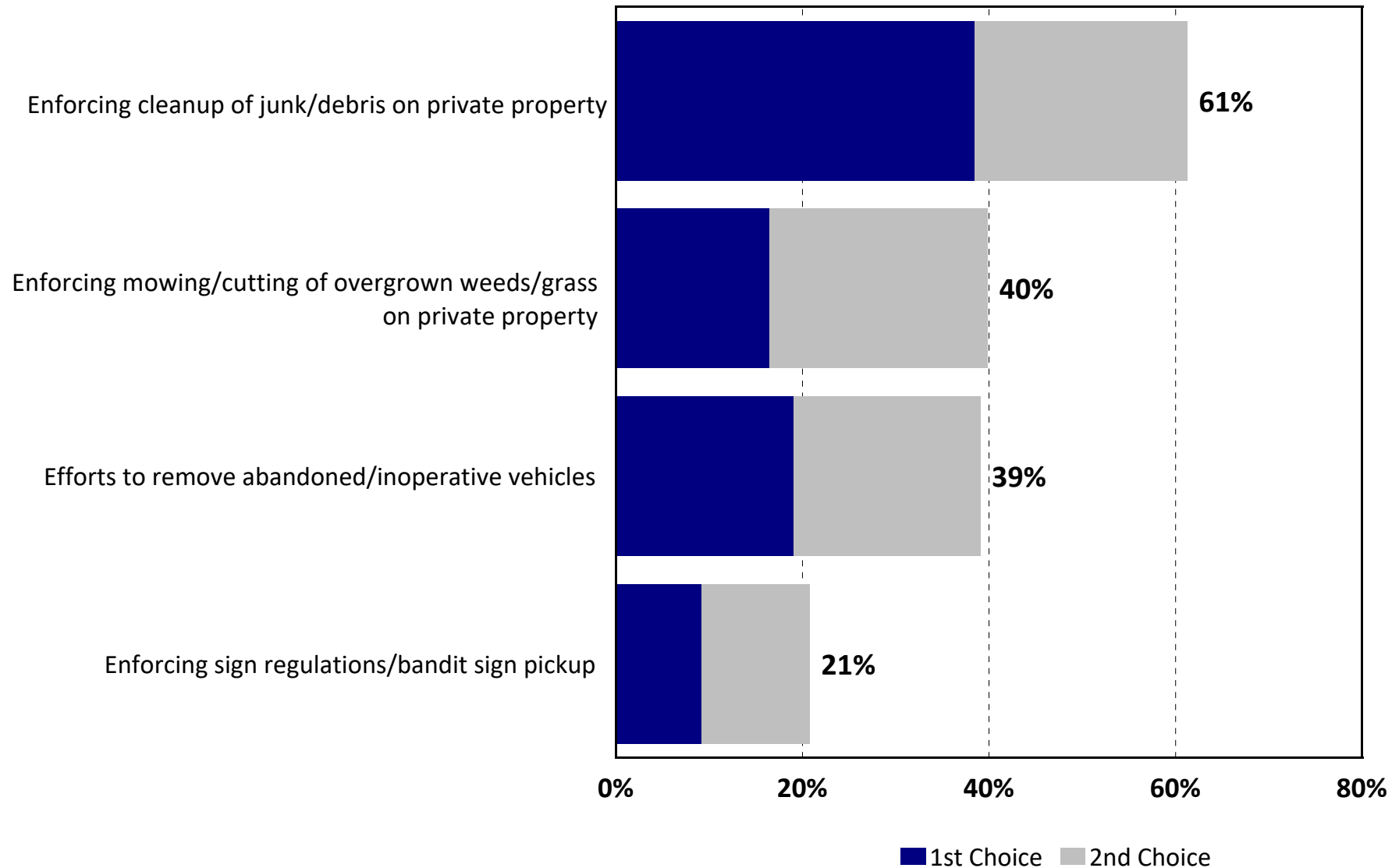
Q15. Overall Satisfaction with Code Compliance

by percentage of respondents (excluding “don't know”)



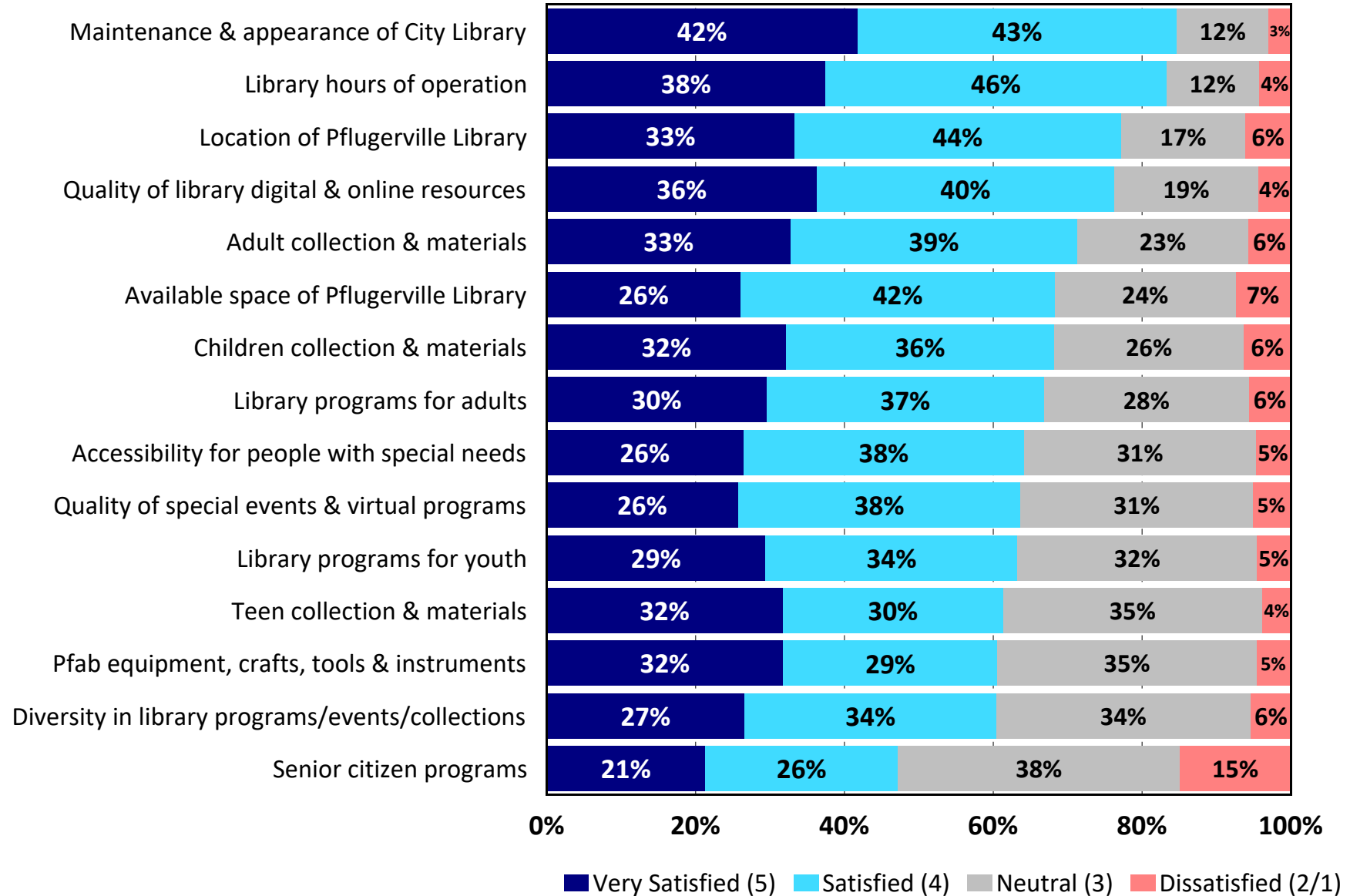
Q16. Code Compliance Services That Should Receive the Most Emphasis Over the Next Two Years

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



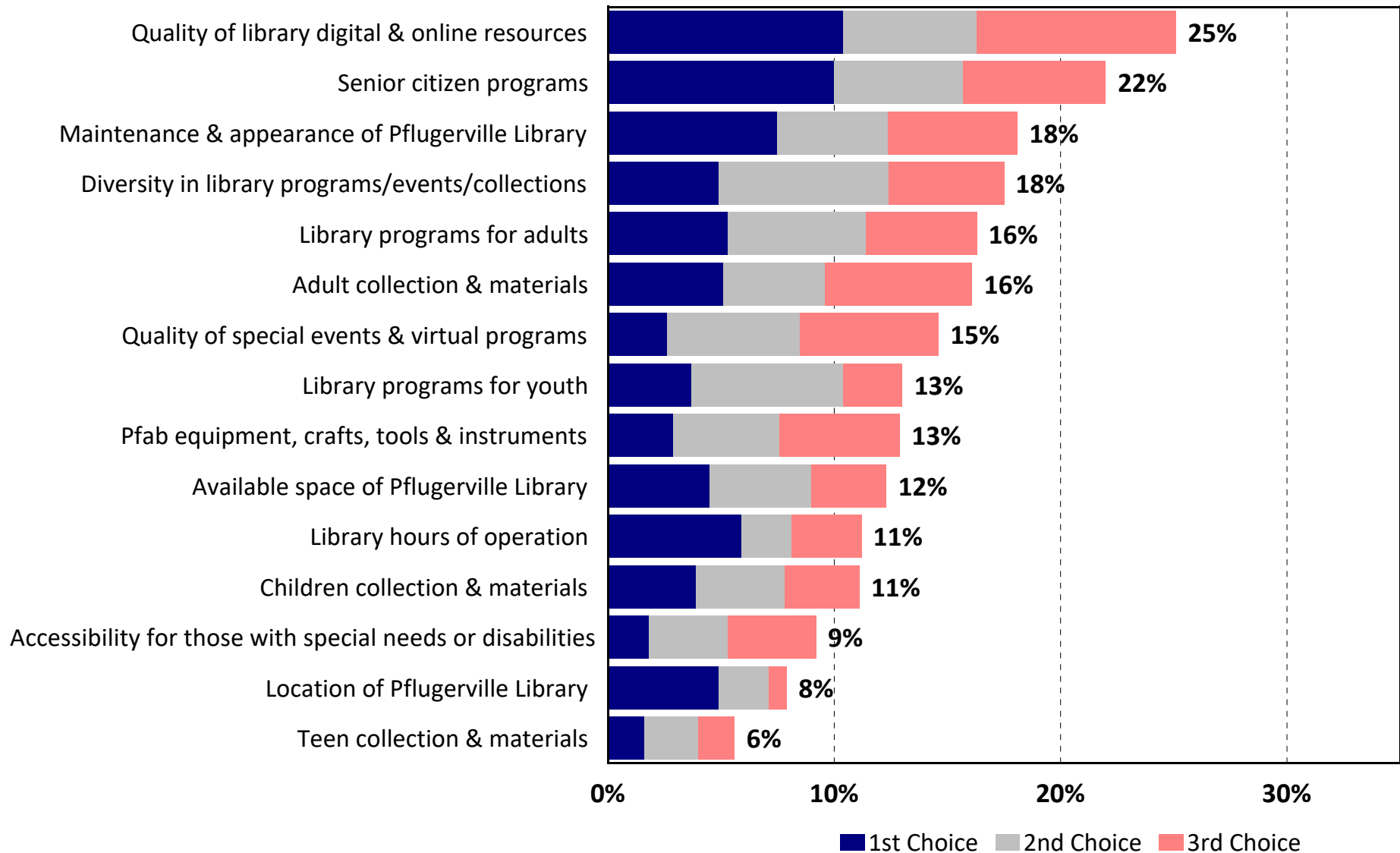
Q17. Overall Satisfaction with City Library Services

by percentage of respondents (excluding "don't know")



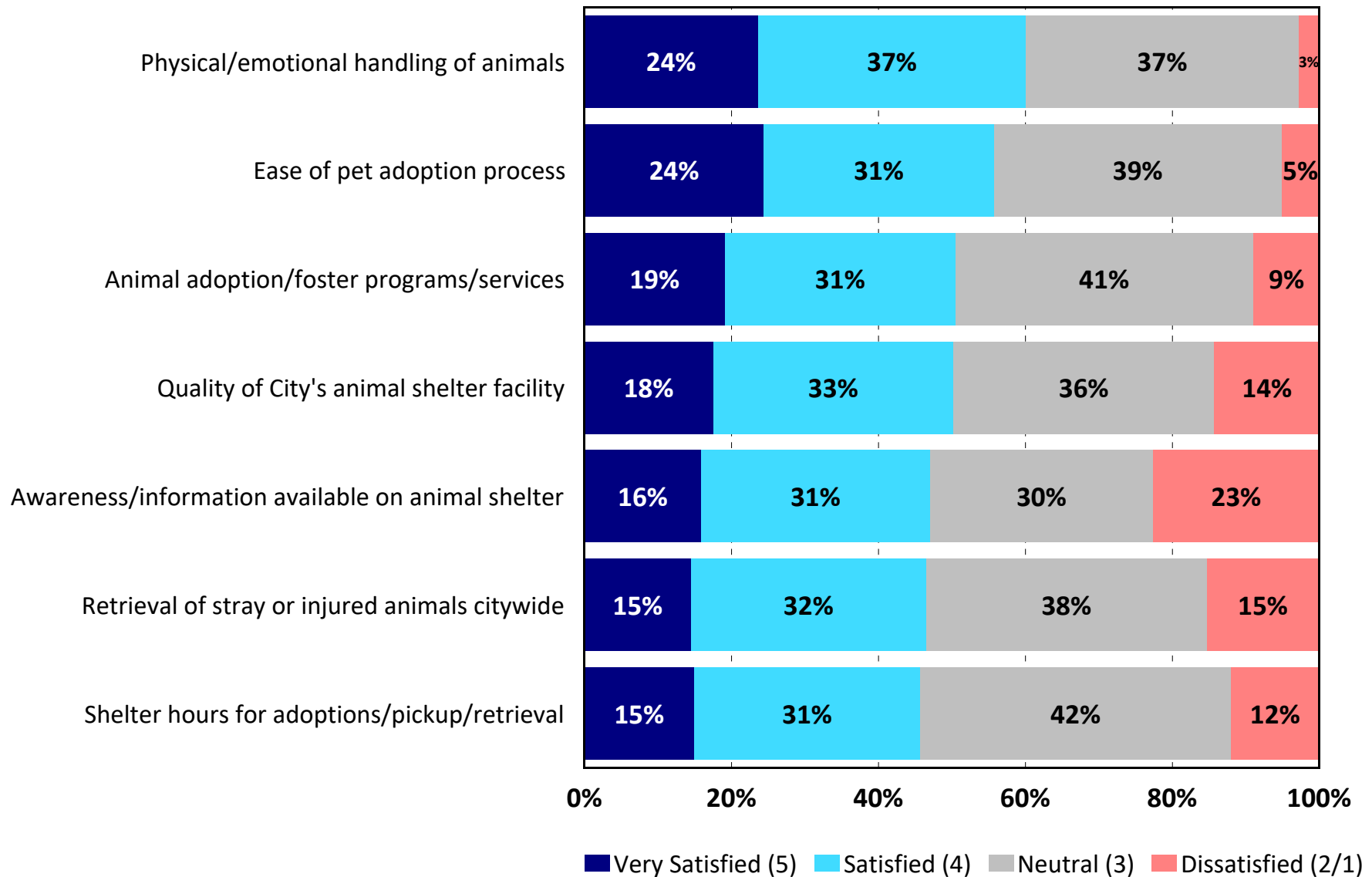
Q18. City Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



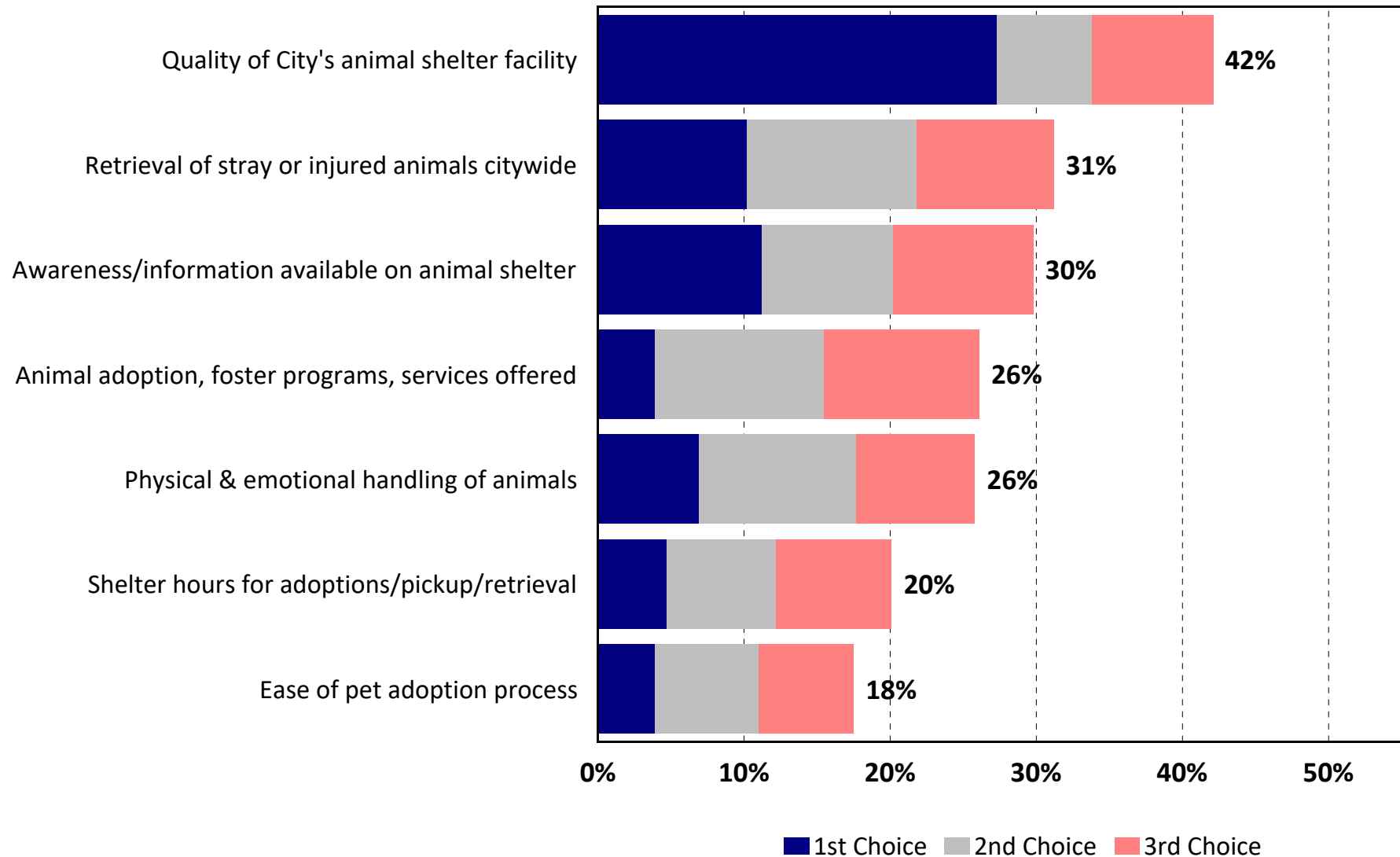
Q19. Overall Satisfaction with Animal Welfare Services

by percentage of respondents (excluding "don't know")



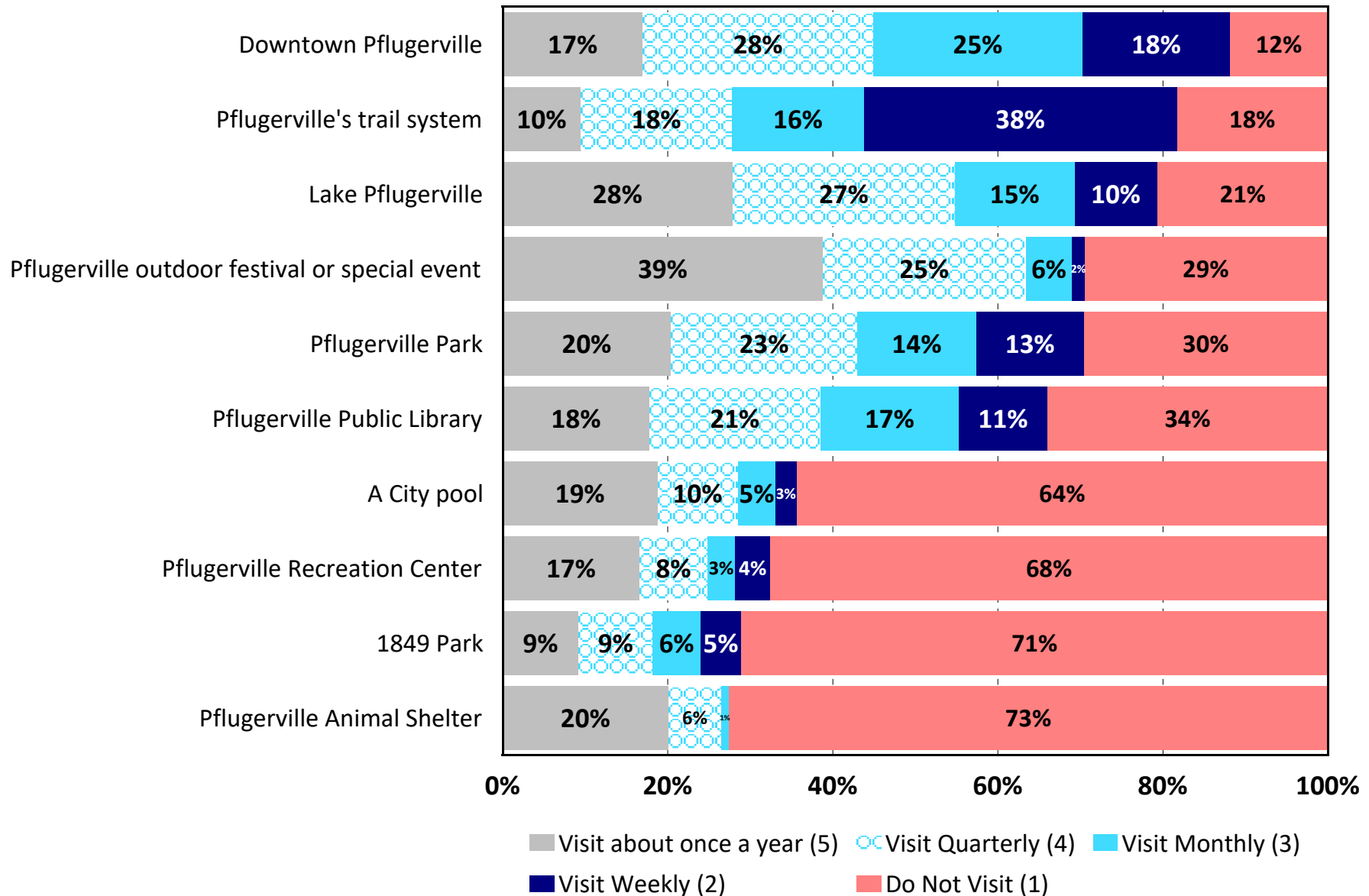
Q20. Animal Welfare Services That Should Receive the Most Emphasis Over the Next Two Years

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



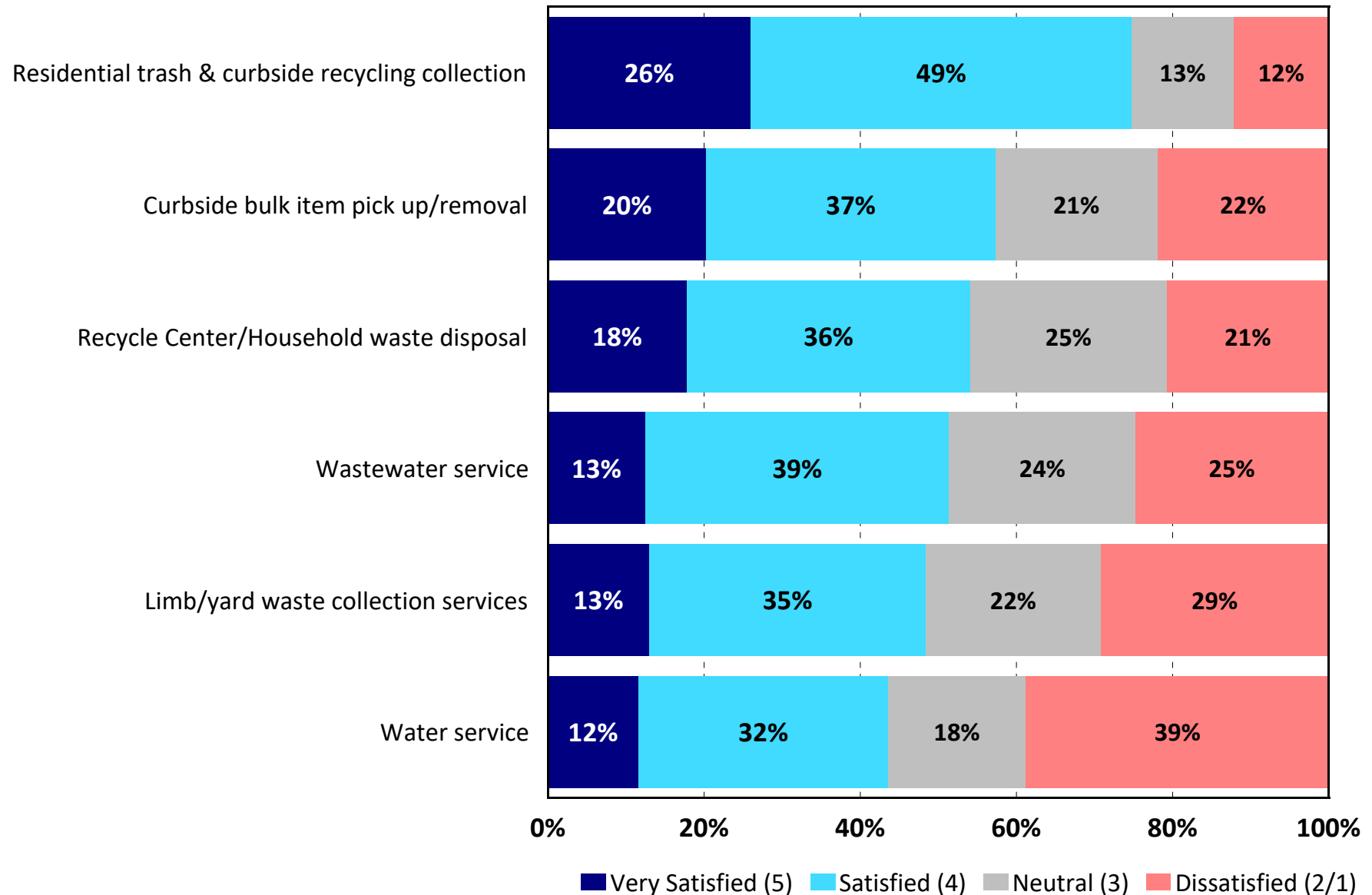
Q21. How Often Respondents Use Facilities or Services

by percentage of respondents (excluding “not provided”)



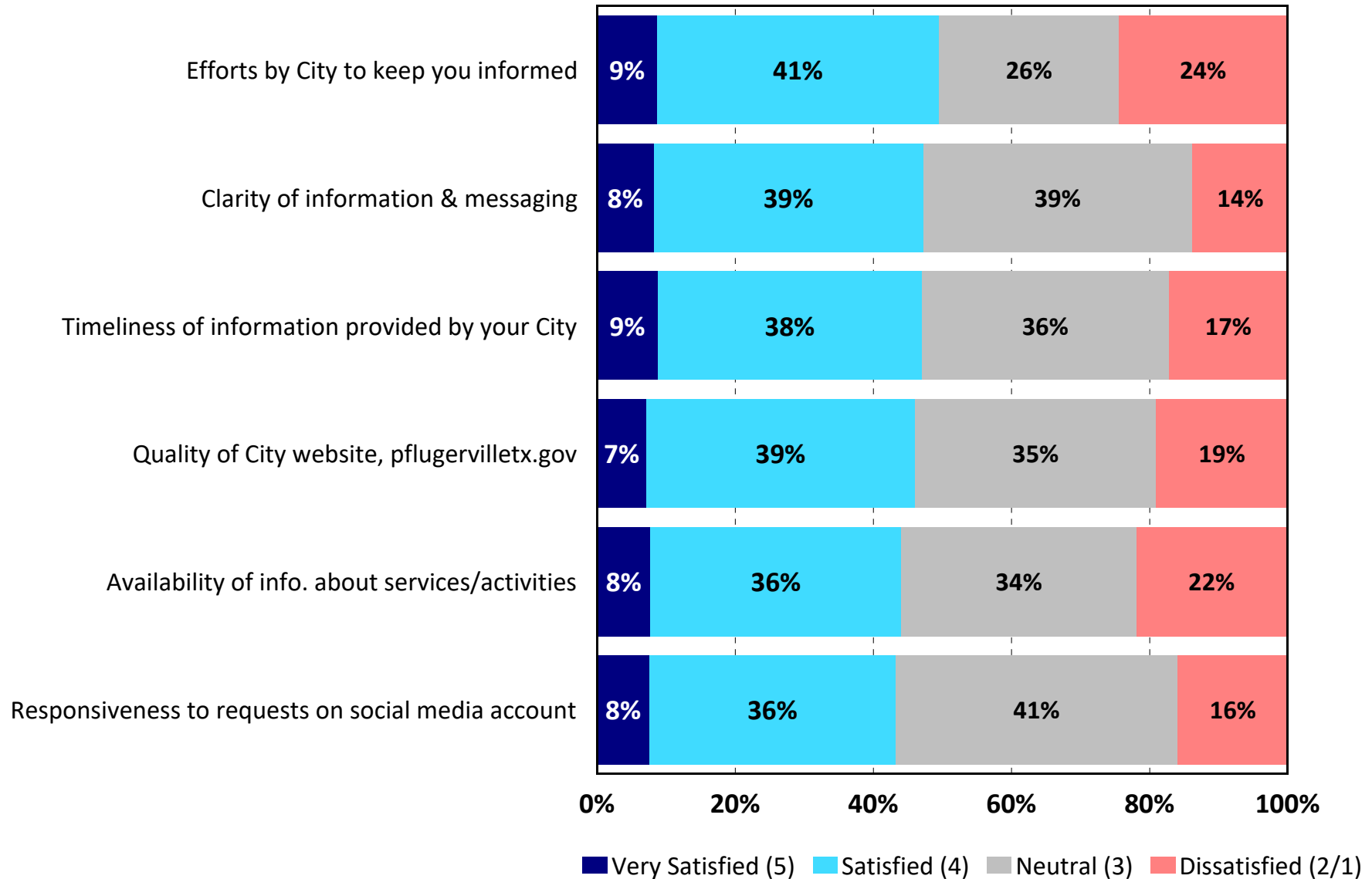
Q22. Overall Satisfaction with City Utility Services

by percentage of respondents (excluding “don't know”)



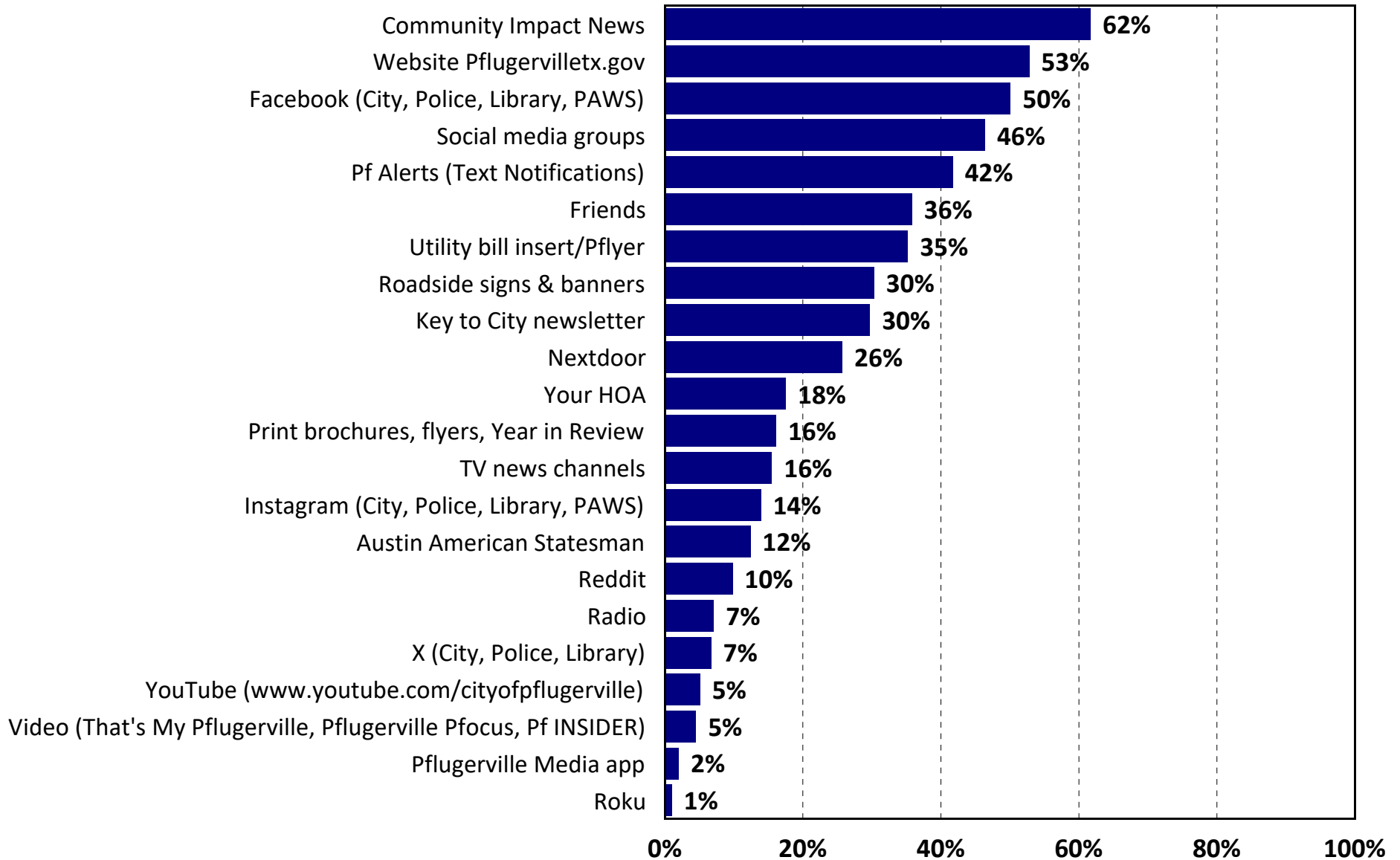
Q23. Overall Satisfaction with Public Information Services

by percentage of respondents (excluding “don't know”)



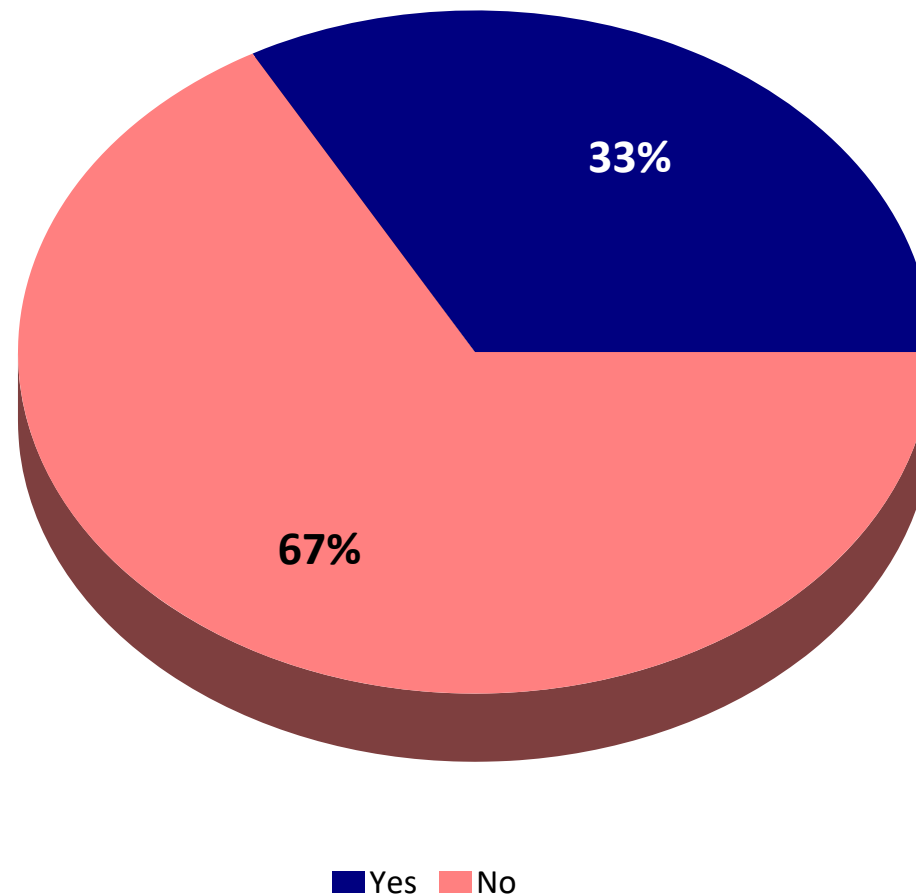
Q24. Sources That Respondents Use to Get City Information

by percentage of respondents (multiple selections could be made)



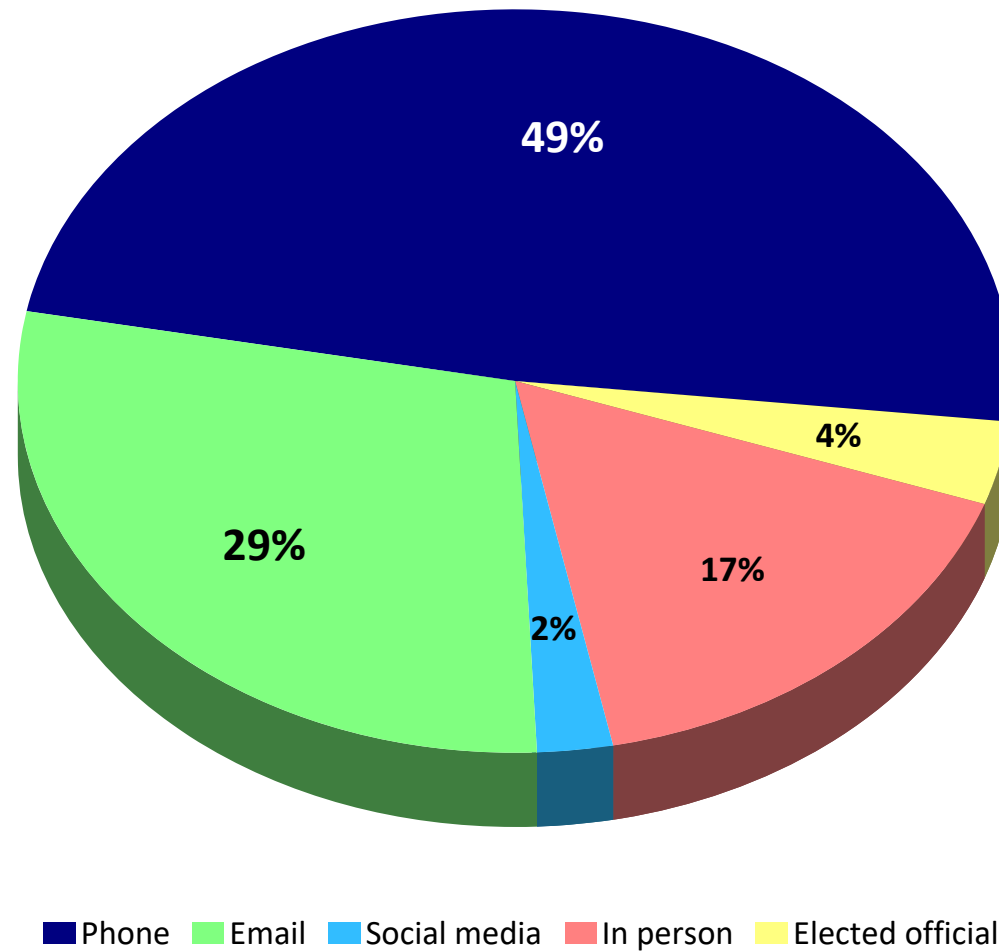
Q25. Have you called the City of Pflugerville or approached a city employee with a question, problem, or complaint during the past year?

by percentage of respondents



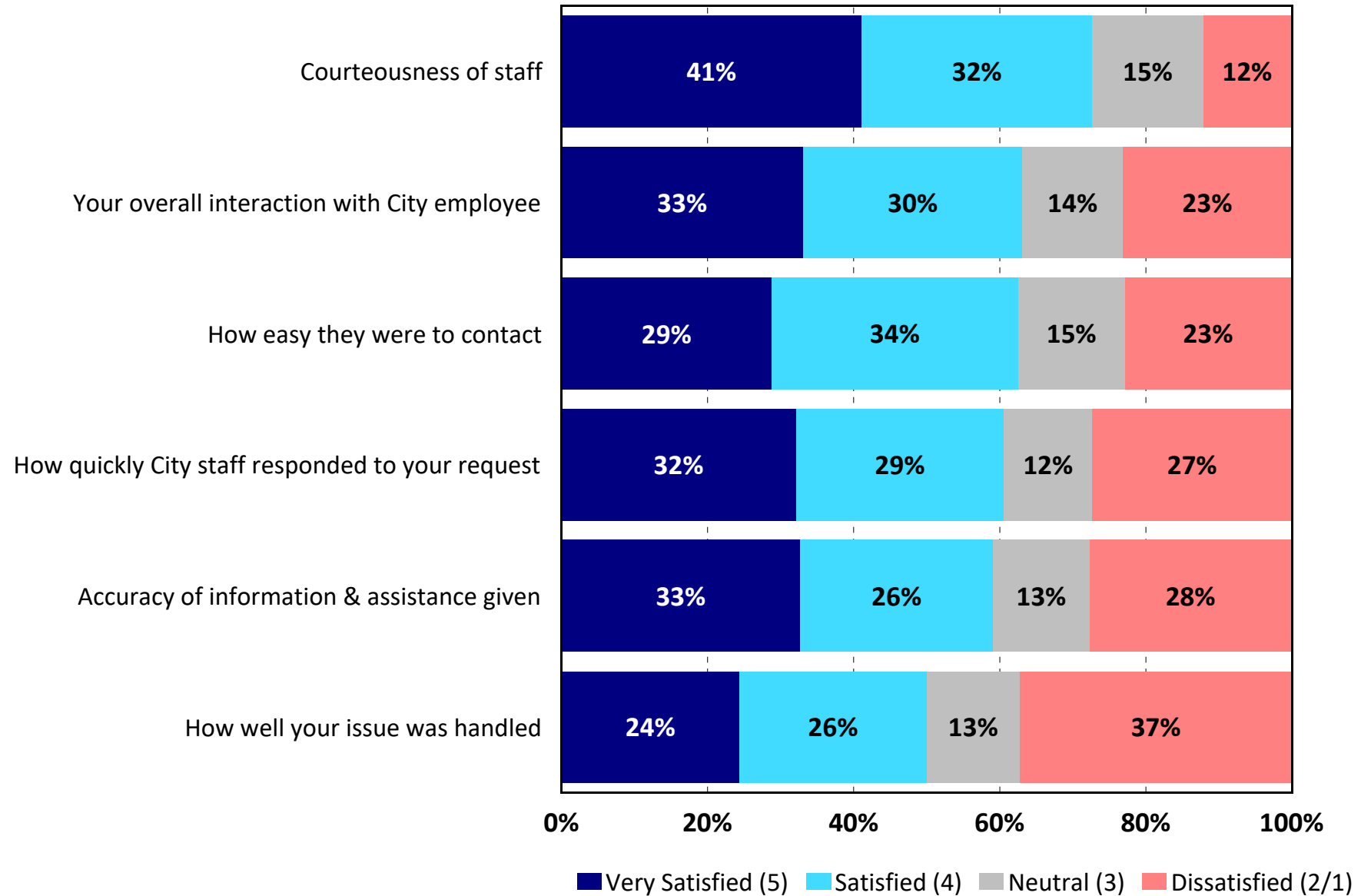
Q25a. How did you contact the City?

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



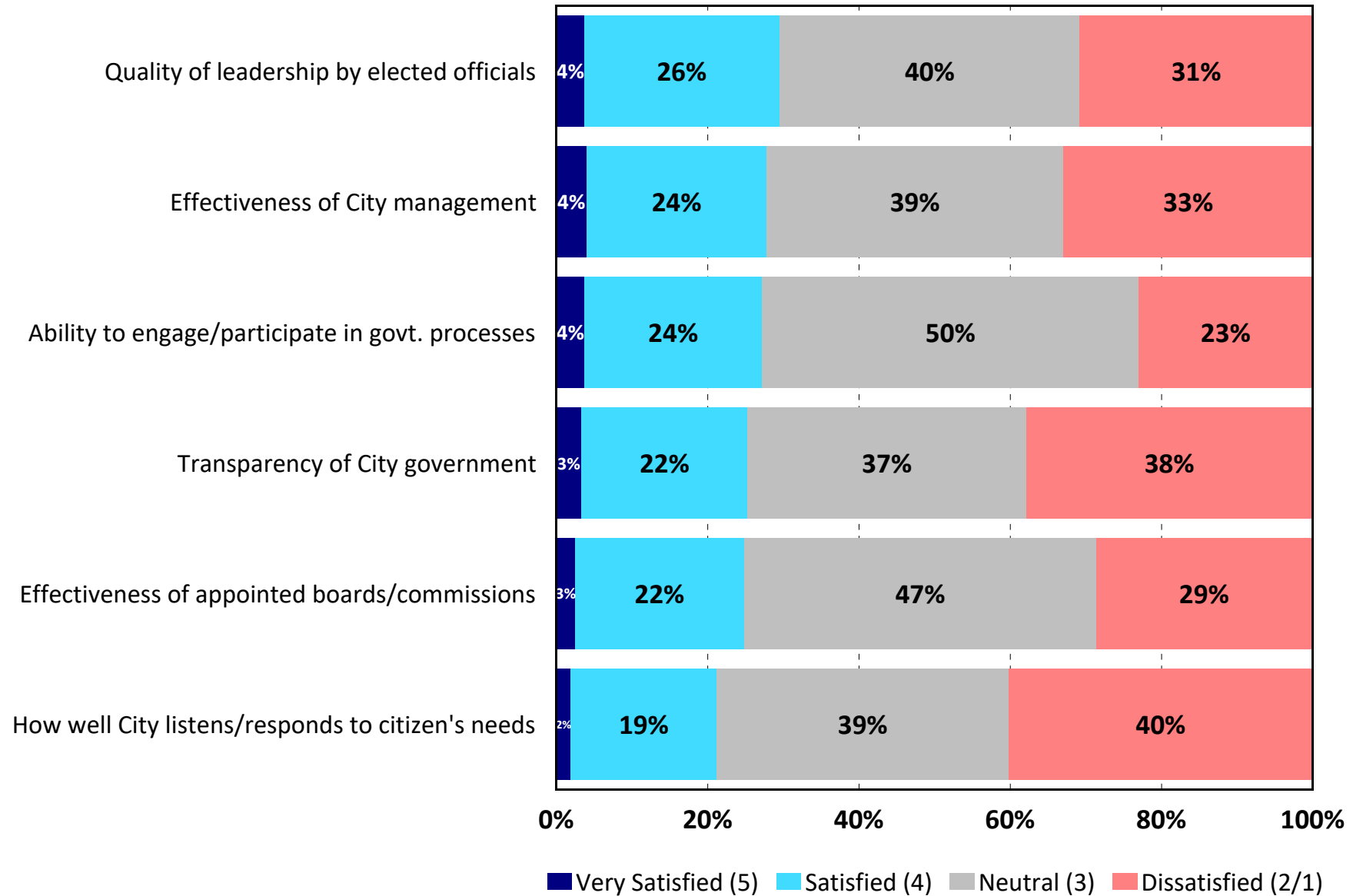
Q25c. Overall Satisfaction with City Employee Interactions

by percentage of respondents who have interacted with a City employee during the past year (excluding “don't know”)



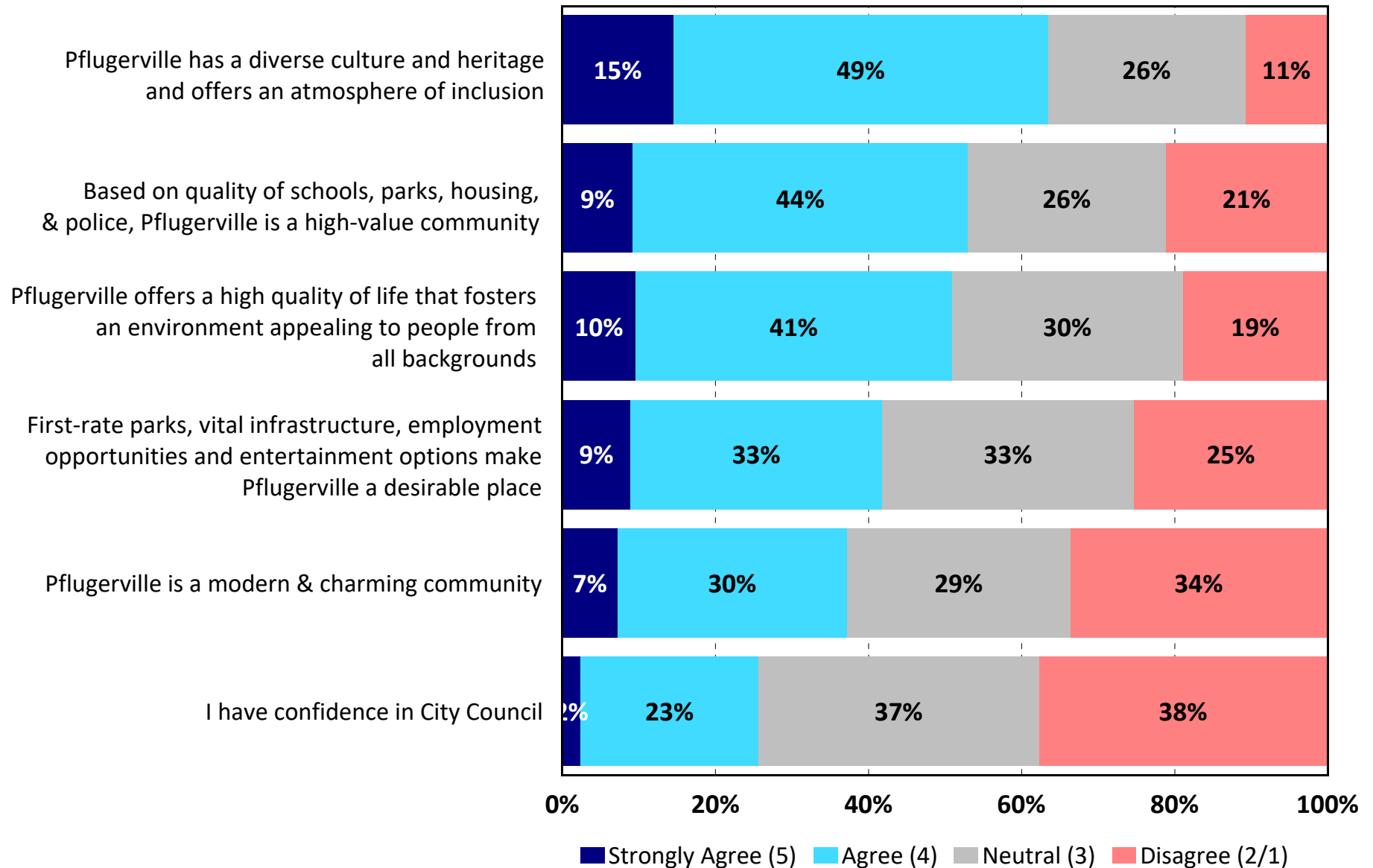
Q26. Overall Satisfaction with City Leadership

by percentage of respondents (excluding "don't know")



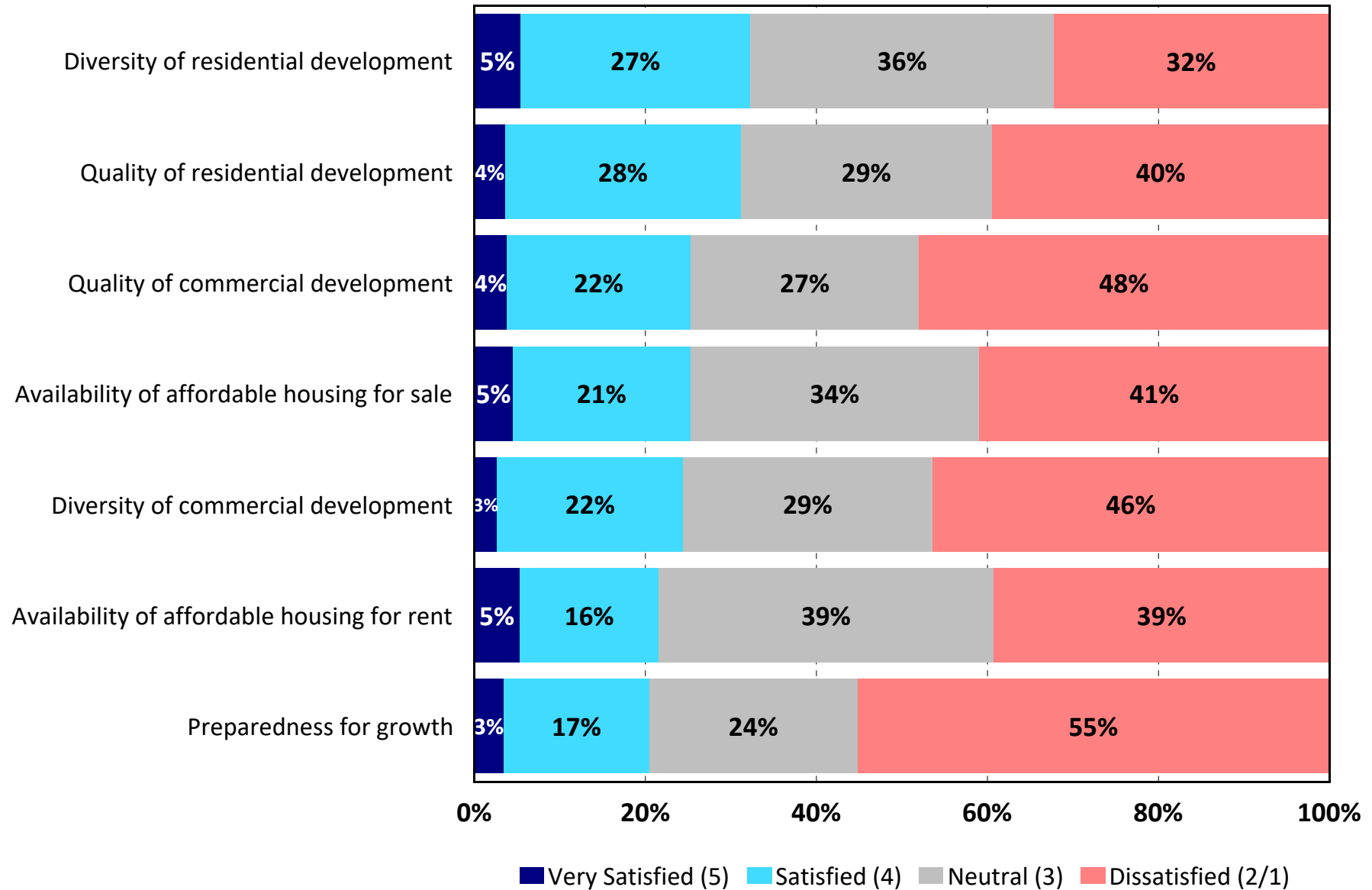
Q27. Agreement with Statements about Pflugerville

by percentage of respondents (excluding "don't know")



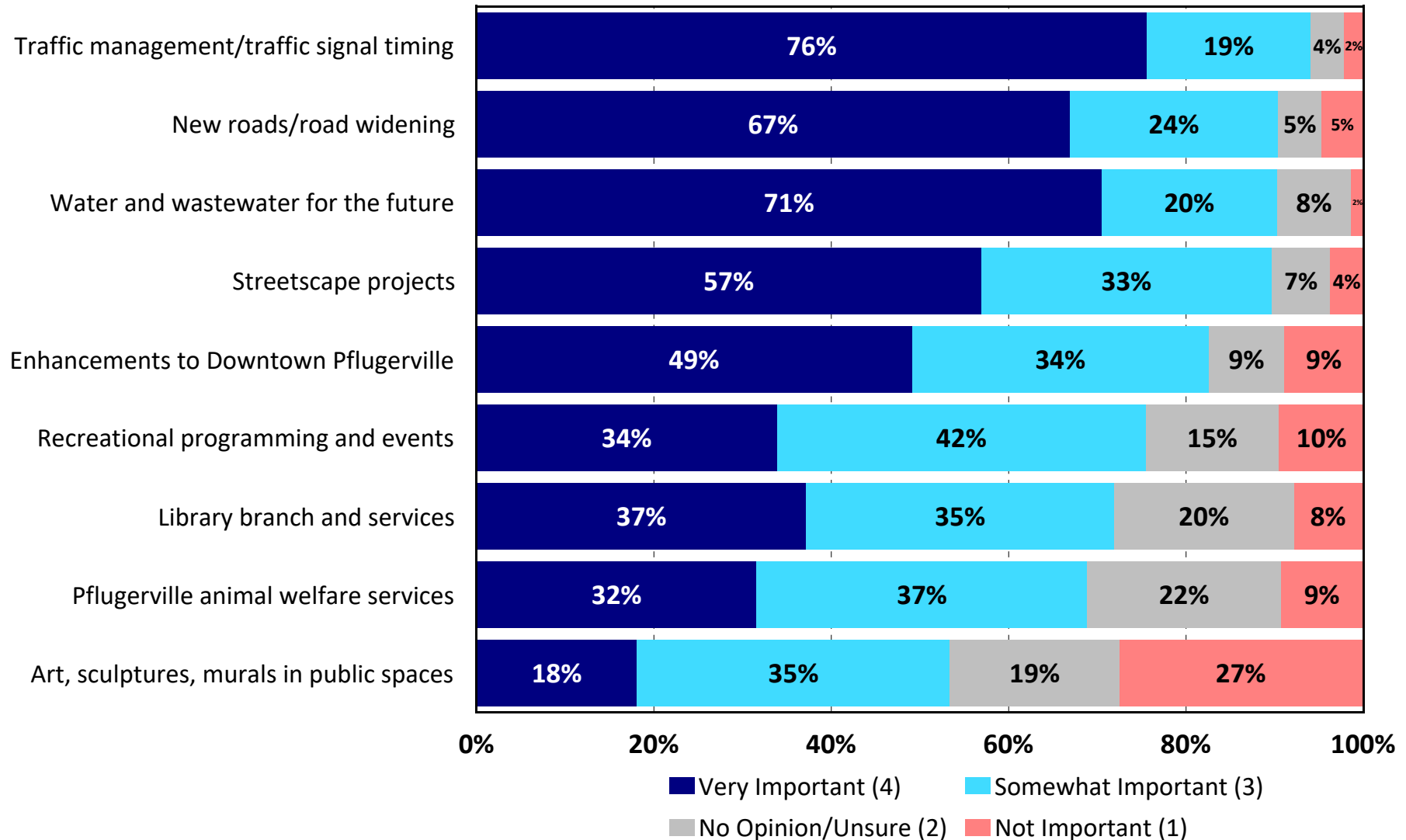
Q28. Overall Satisfaction with City Growth

by percentage of respondents (excluding “don't know”)



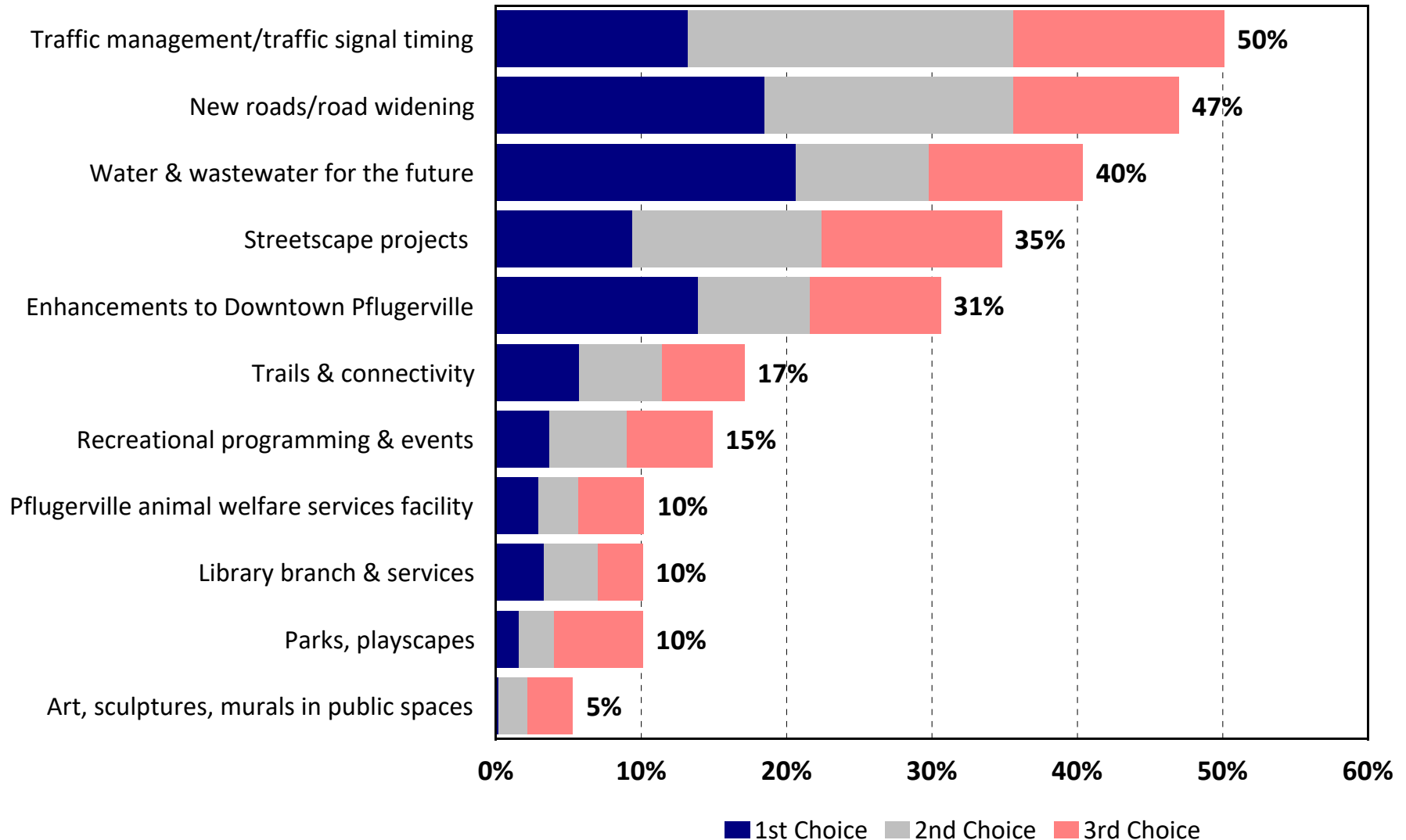
Q29. Project Improvements That Are Most Important for the City to Invest In

by percentage of respondents (excluding “don't know”)



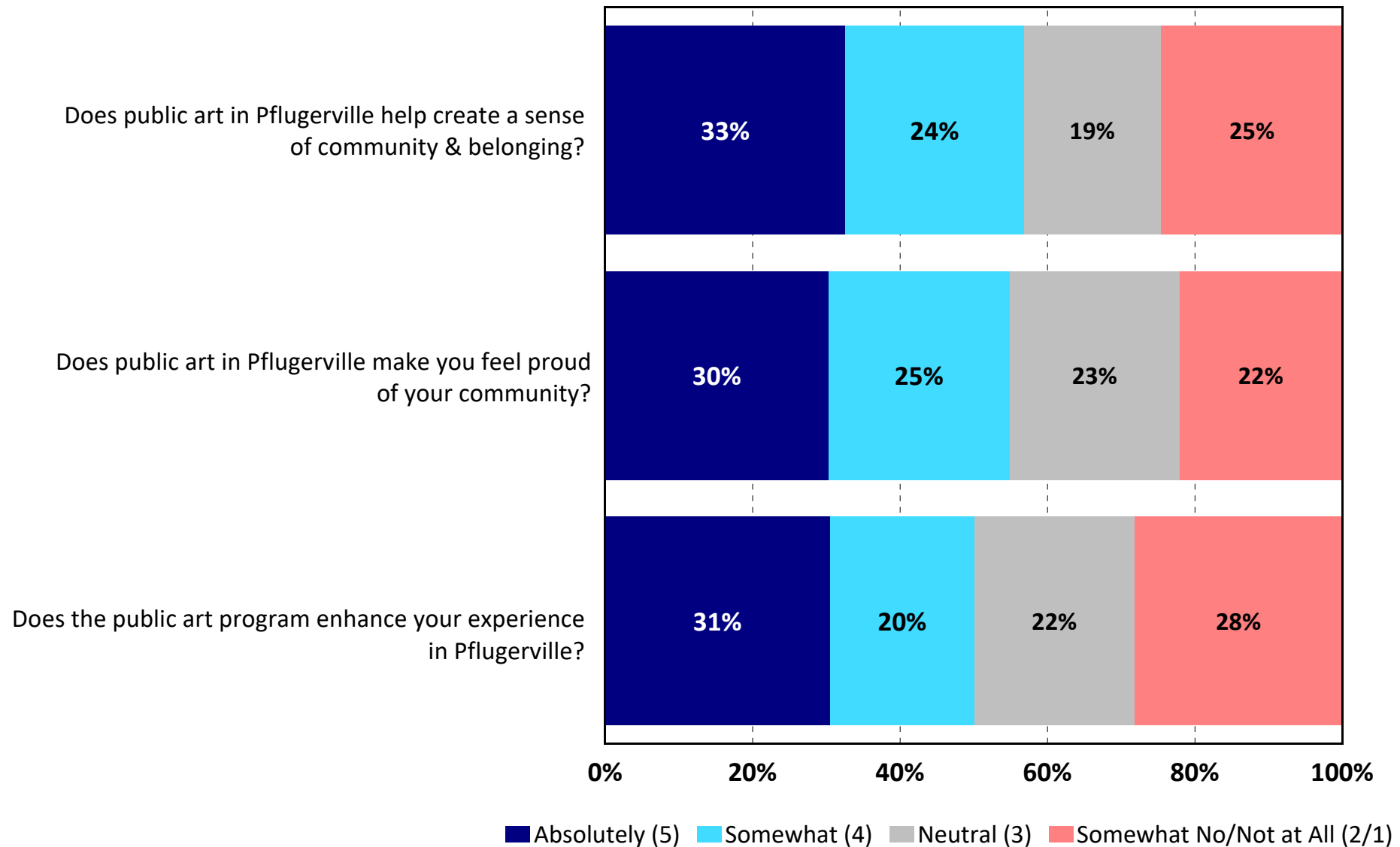
Q30. Project Improvements That Should Receive the Most Emphasis Over the Next Two Years

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



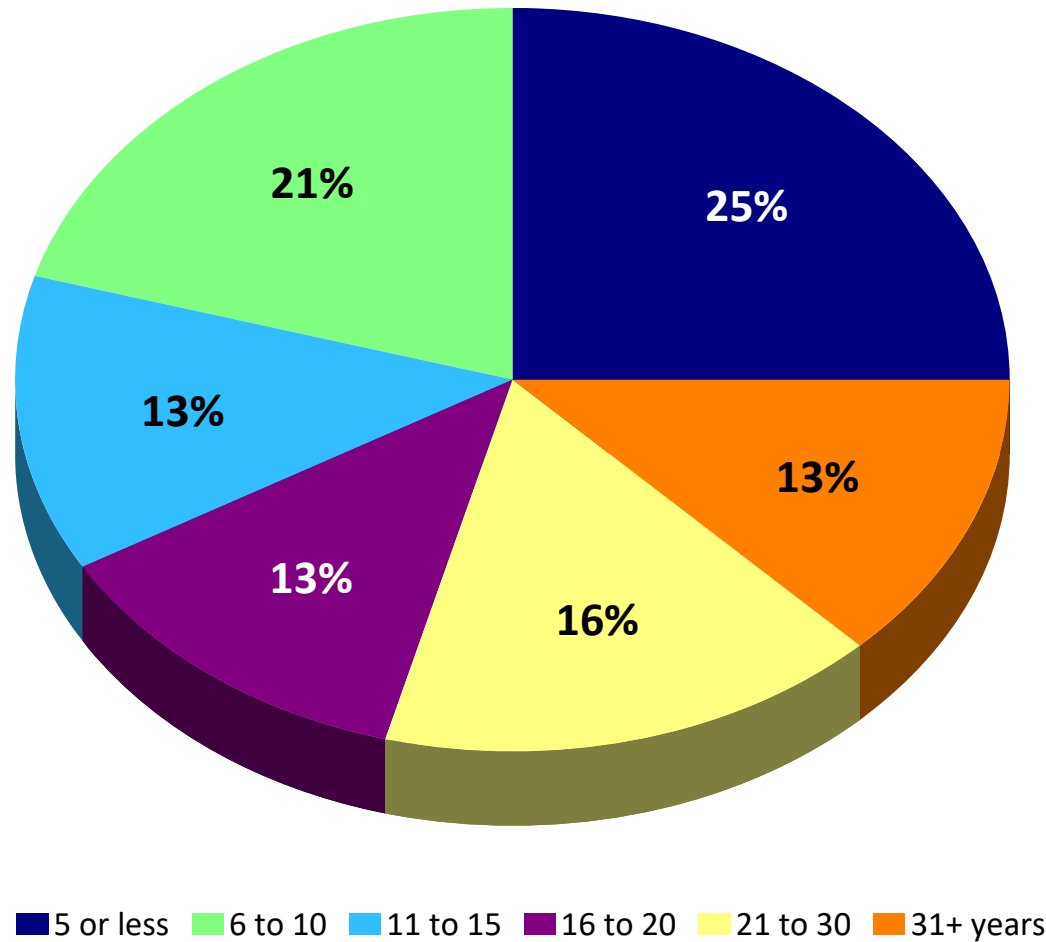
Q31. Responses to the Following Statements About Public Art in Pflugerville

by percentage of respondents (excluding "don't know")



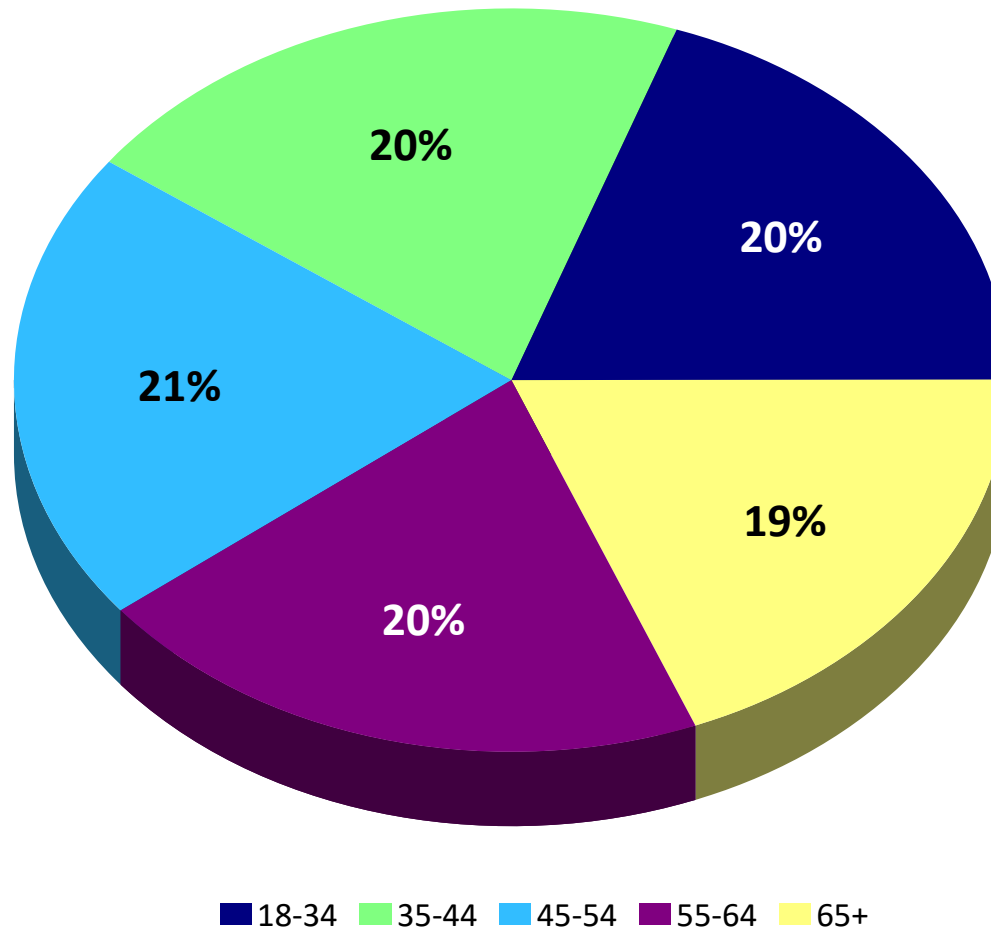
Q33. Approximately how many years have you lived in Pflugerville?

by percentage of respondents (excluding “not provided”)



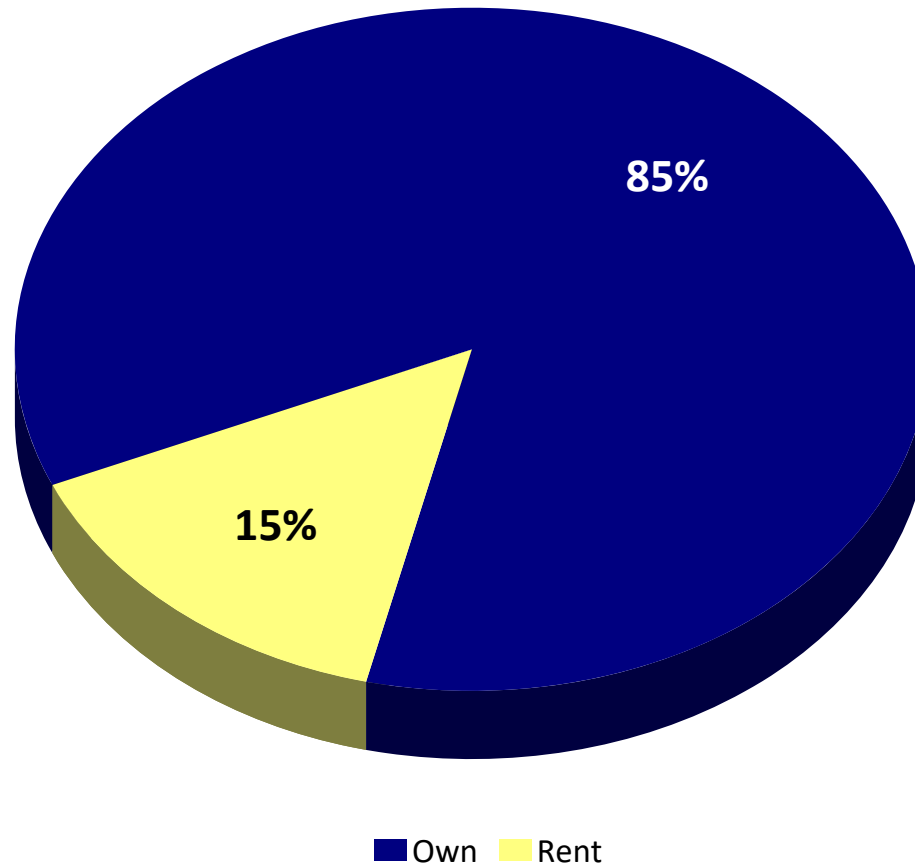
Q34. What is your age?

by percentage of respondents (excluding “not provided”)



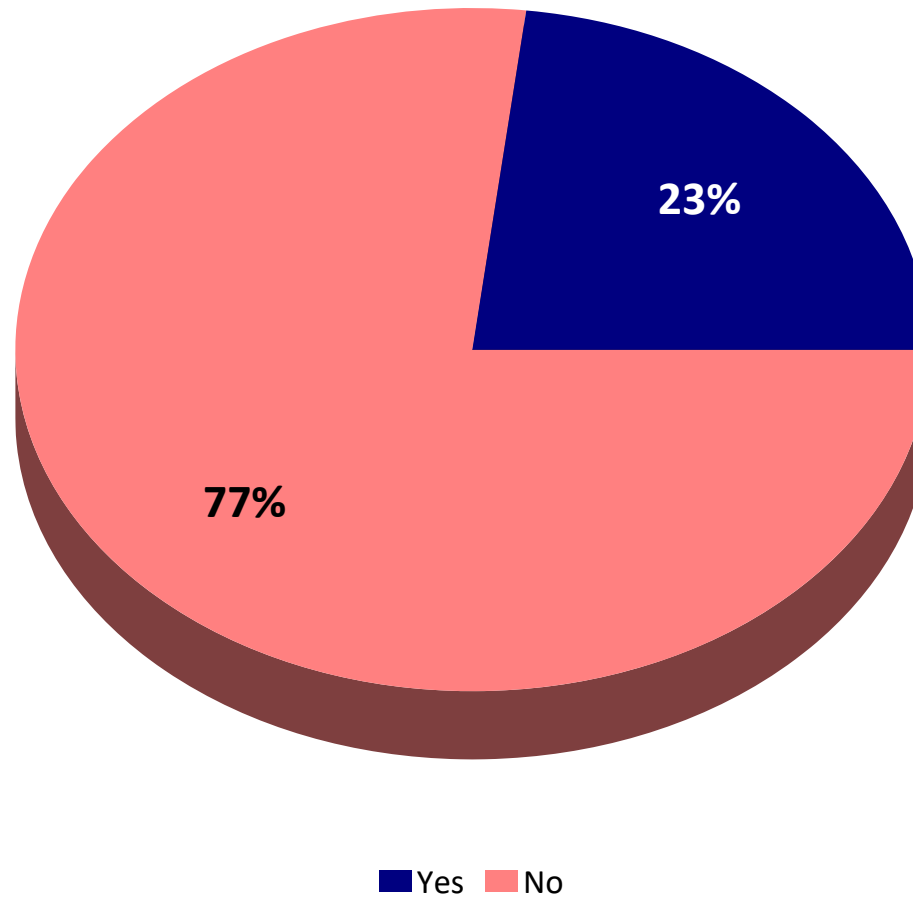
Q35. Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



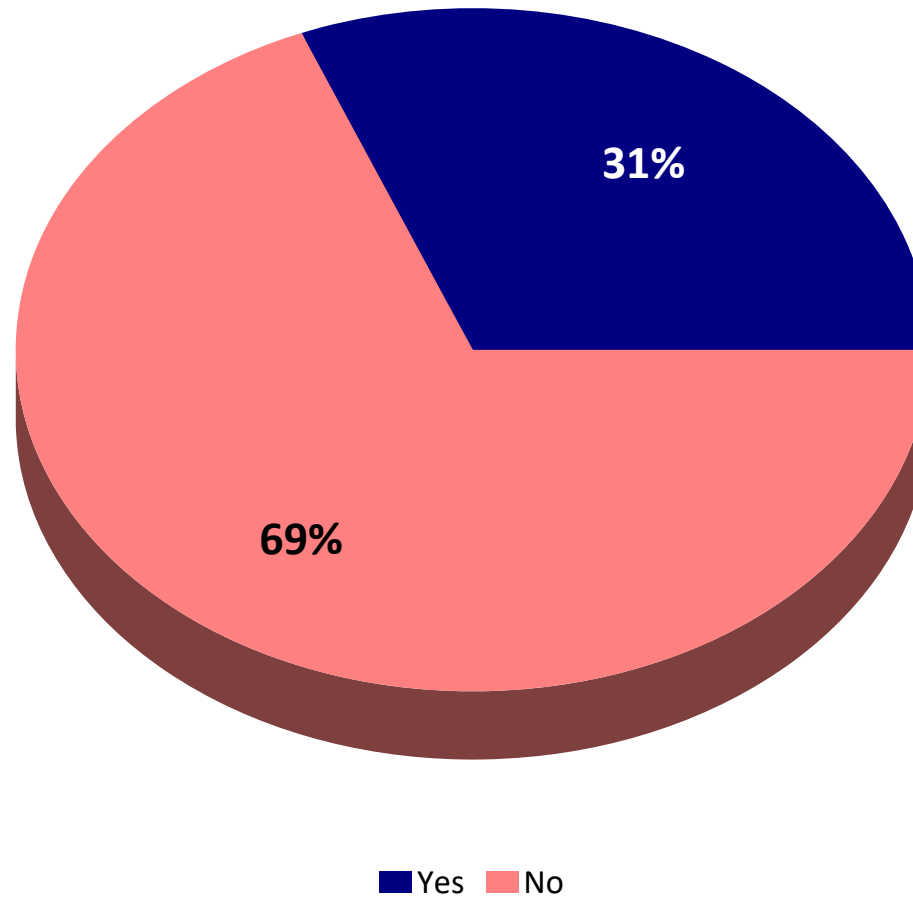
Q36. Do you work in Pflugerville?

by percentage of respondents (excluding “not provided”)



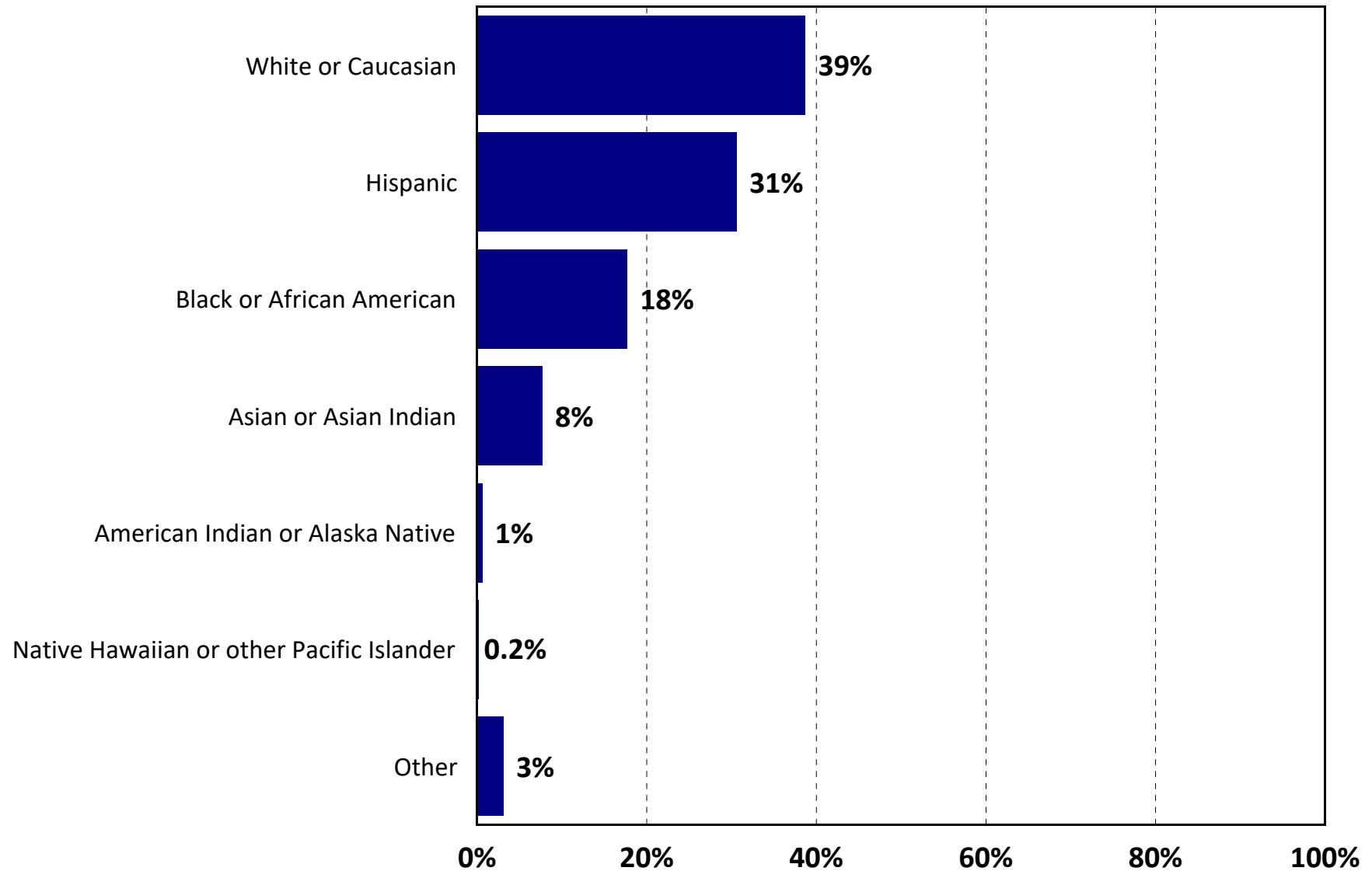
Q37. Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents (excluding “not provided”)



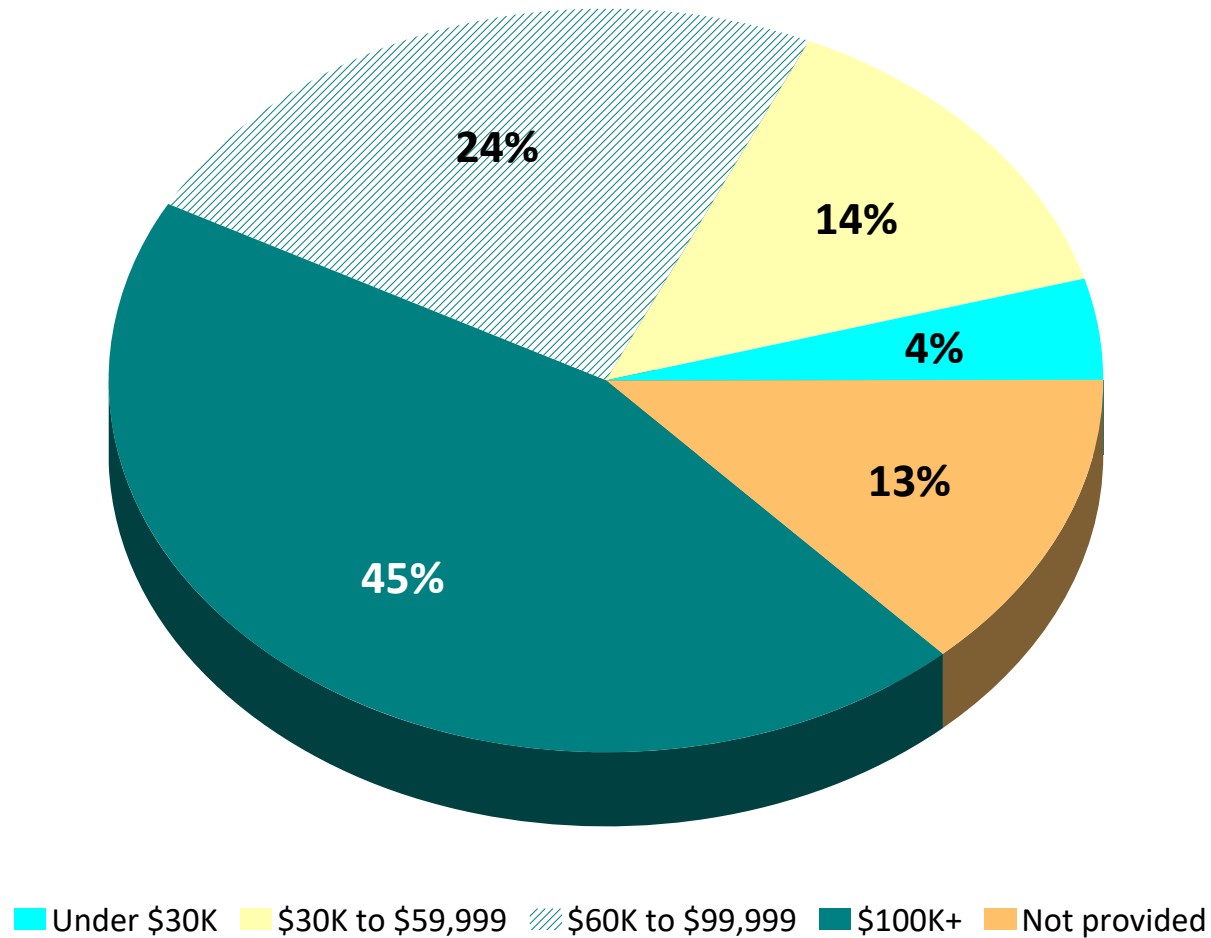
Q38. Race

by percentage of respondents (multiple selections could be made)



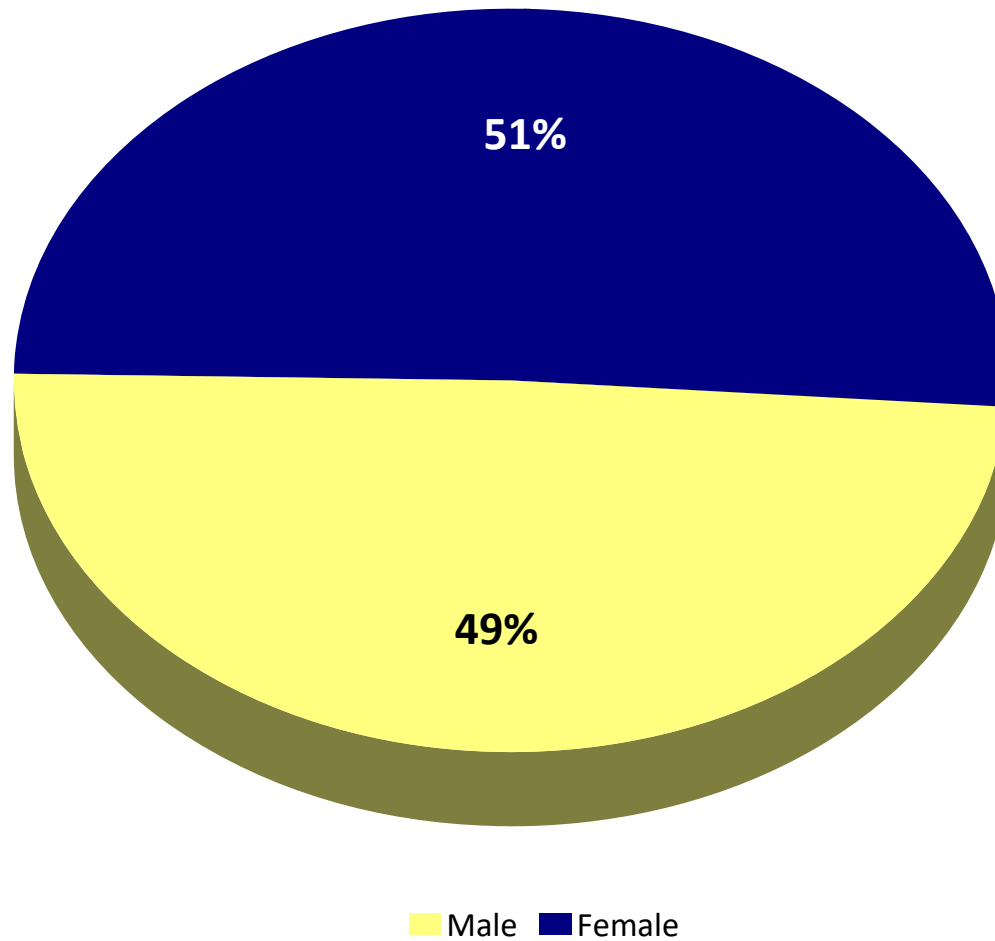
Q40. Would you say your total household income is:

by percentage of respondents



Q40. Gender

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



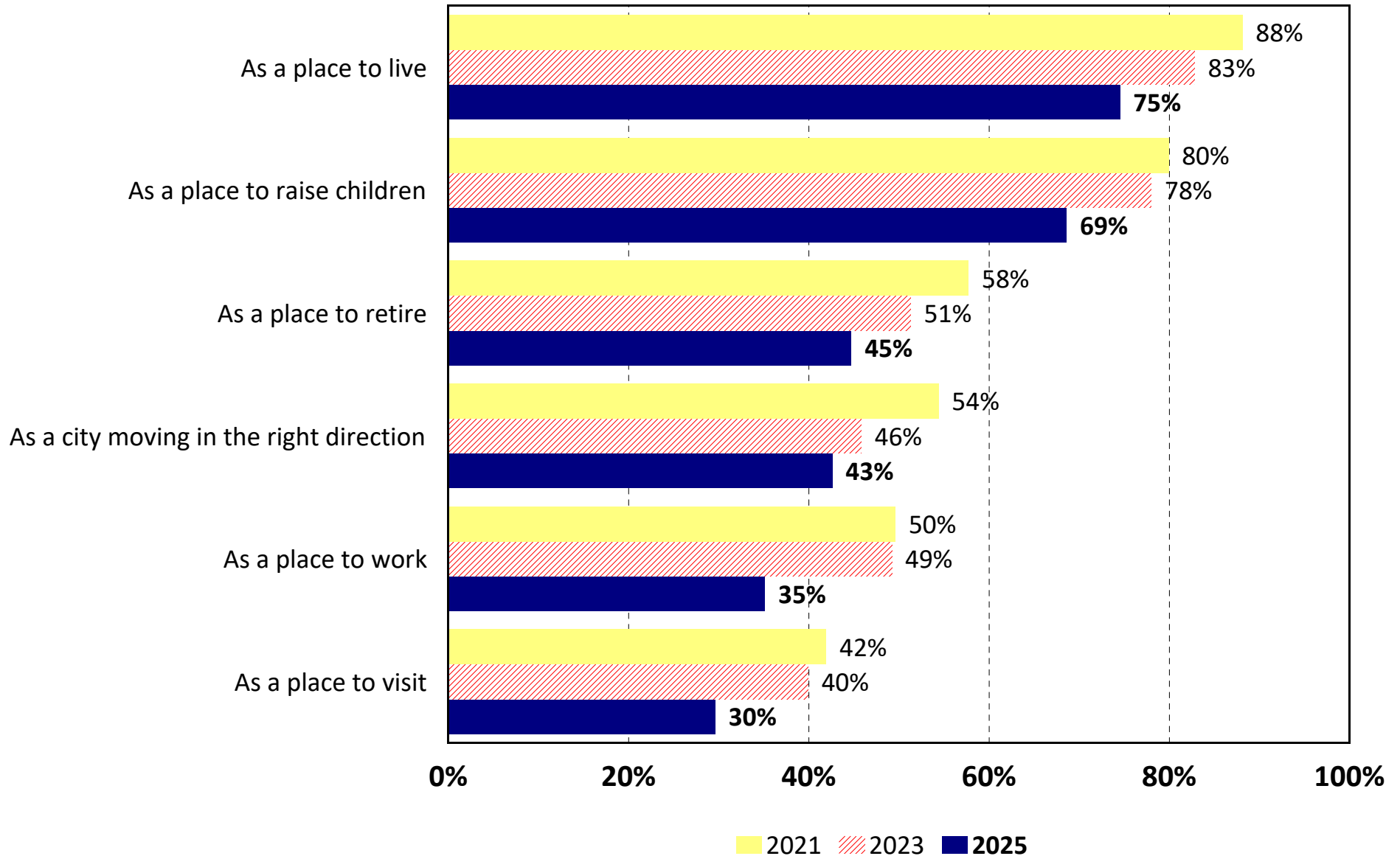
0.2% selected “gender variant/non-conforming”

2

Trend Charts

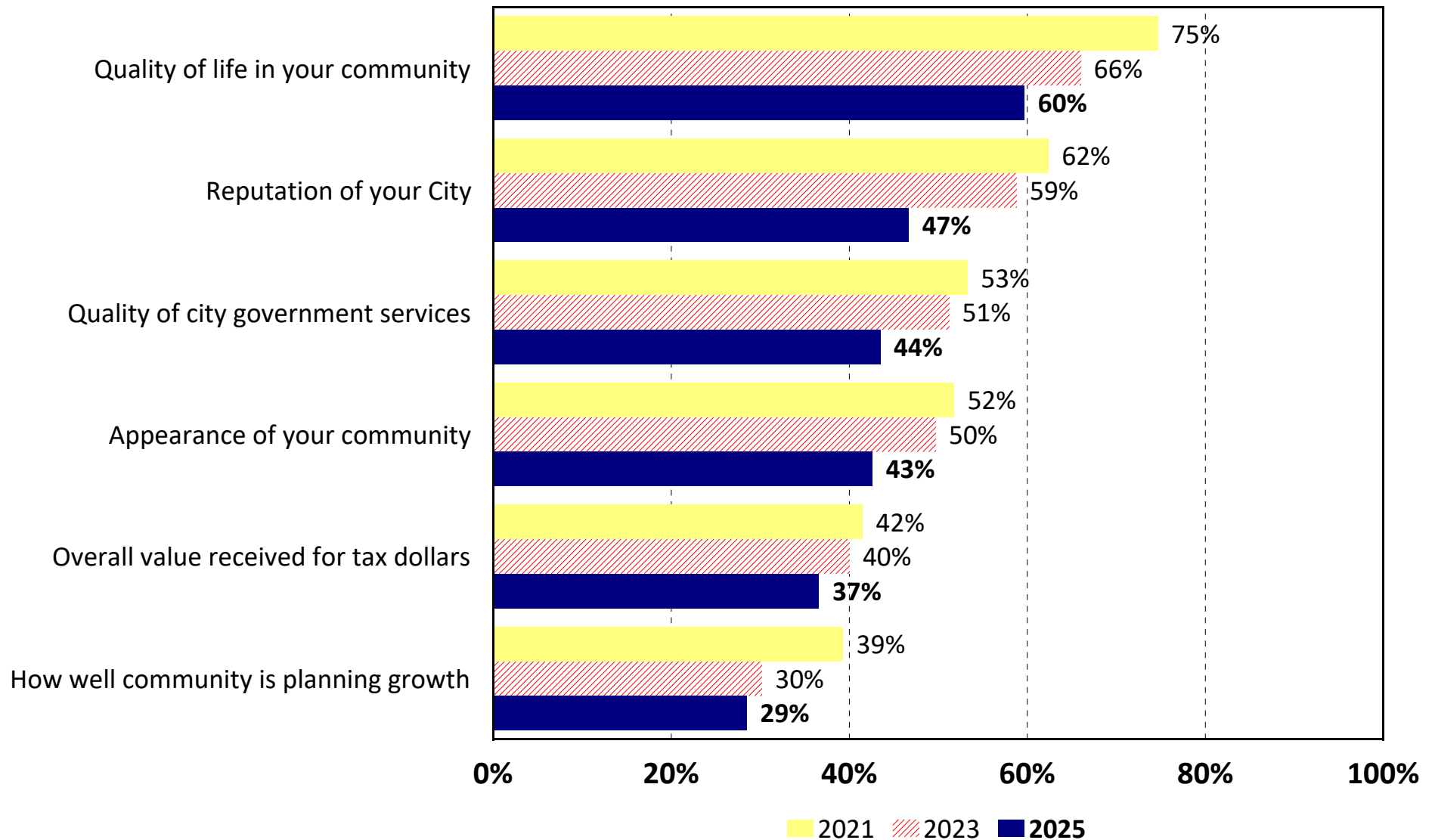
Ratings of the City in the Following Areas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



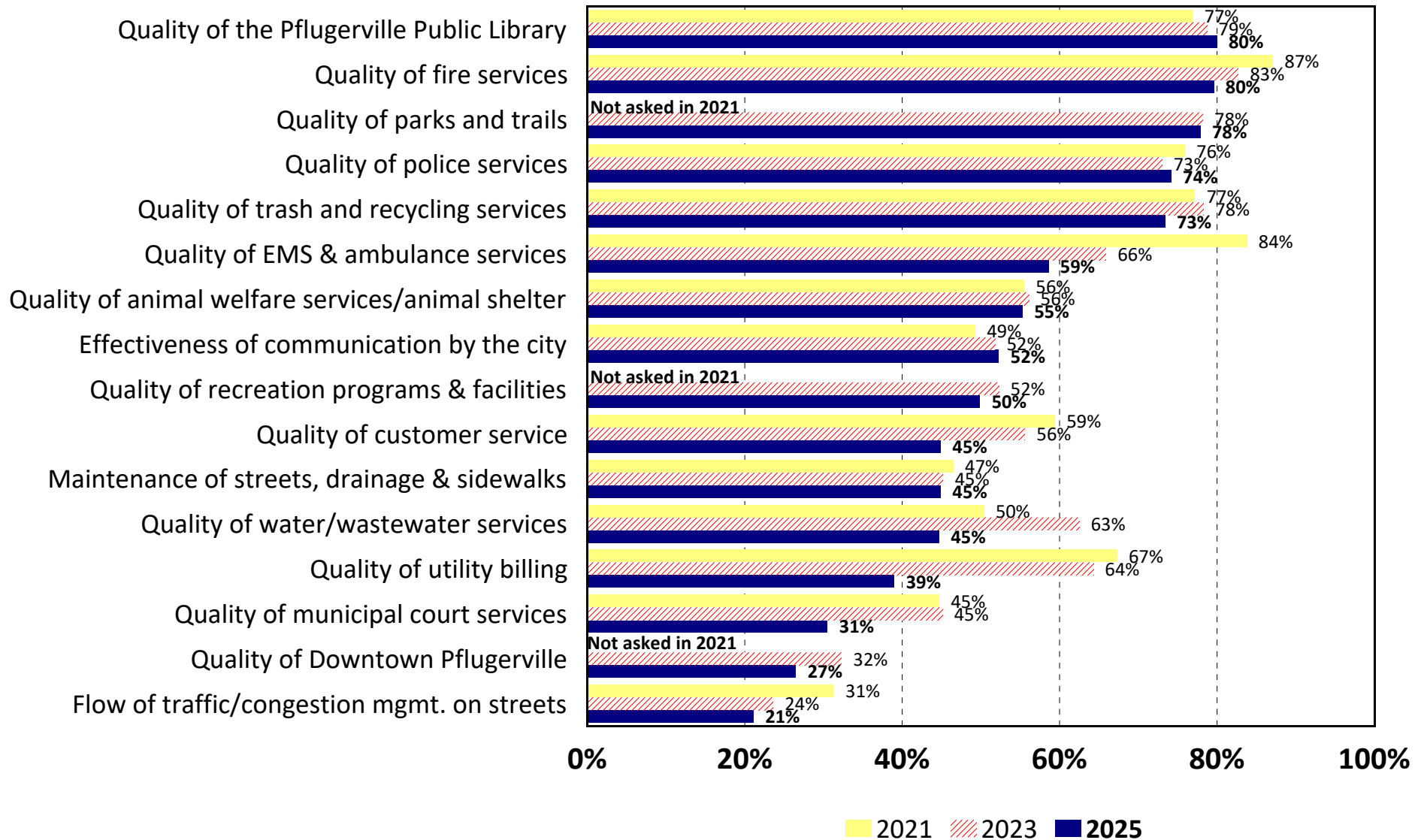
Satisfaction with Items that Influence the Perception of the City of Pflugerville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



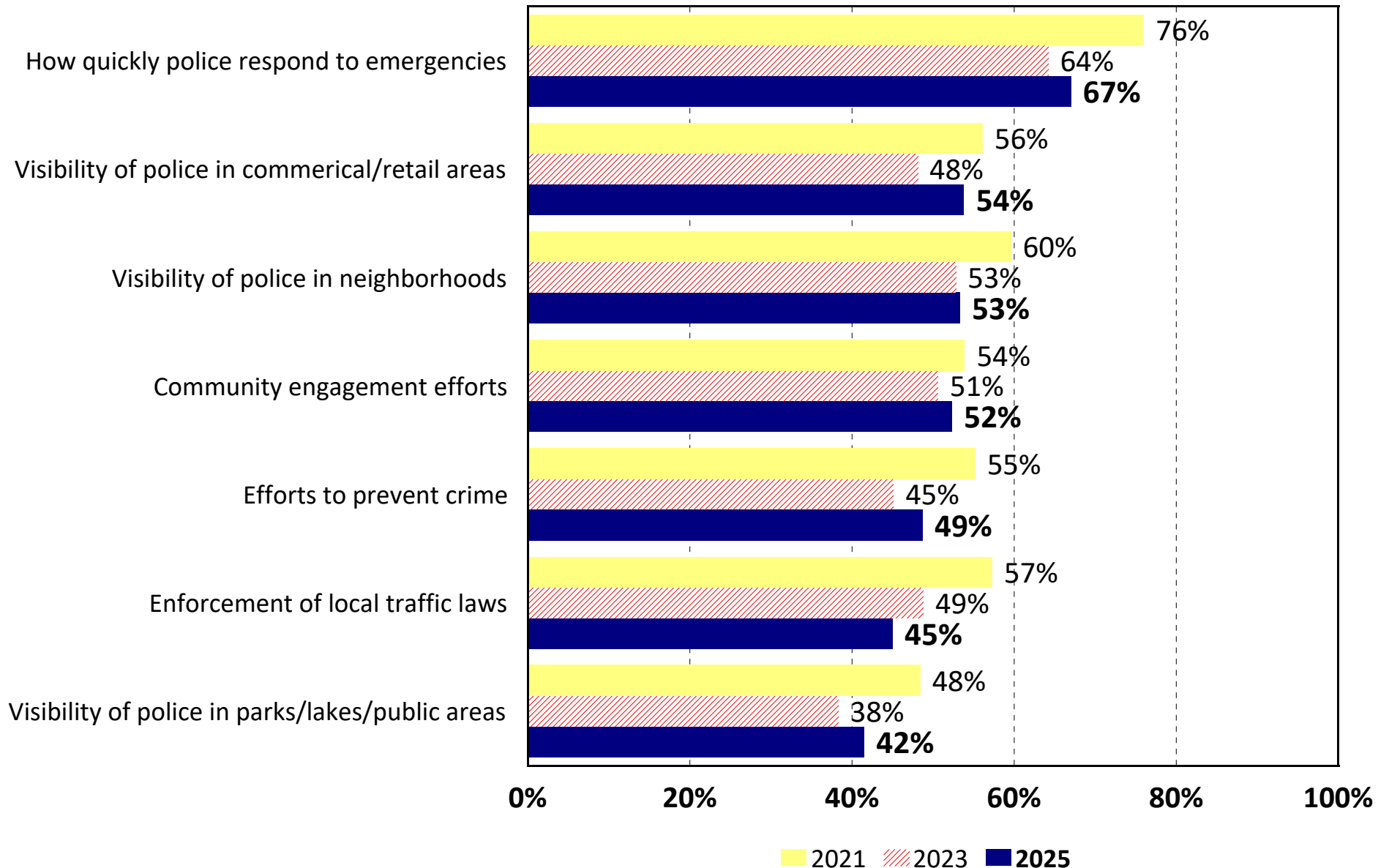
Satisfaction with Services Provided by the City of Pflugerville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



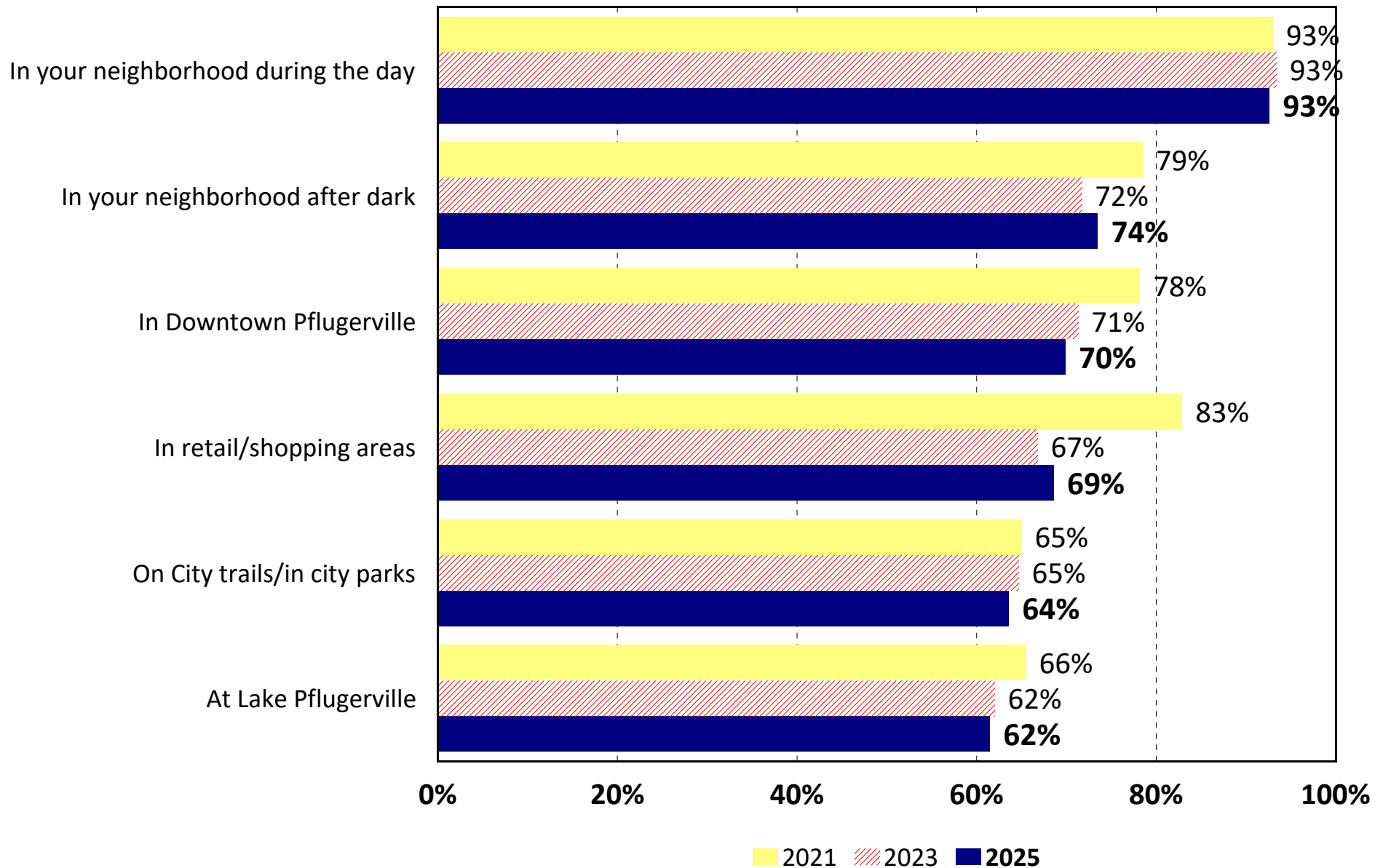
Satisfaction with Police Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



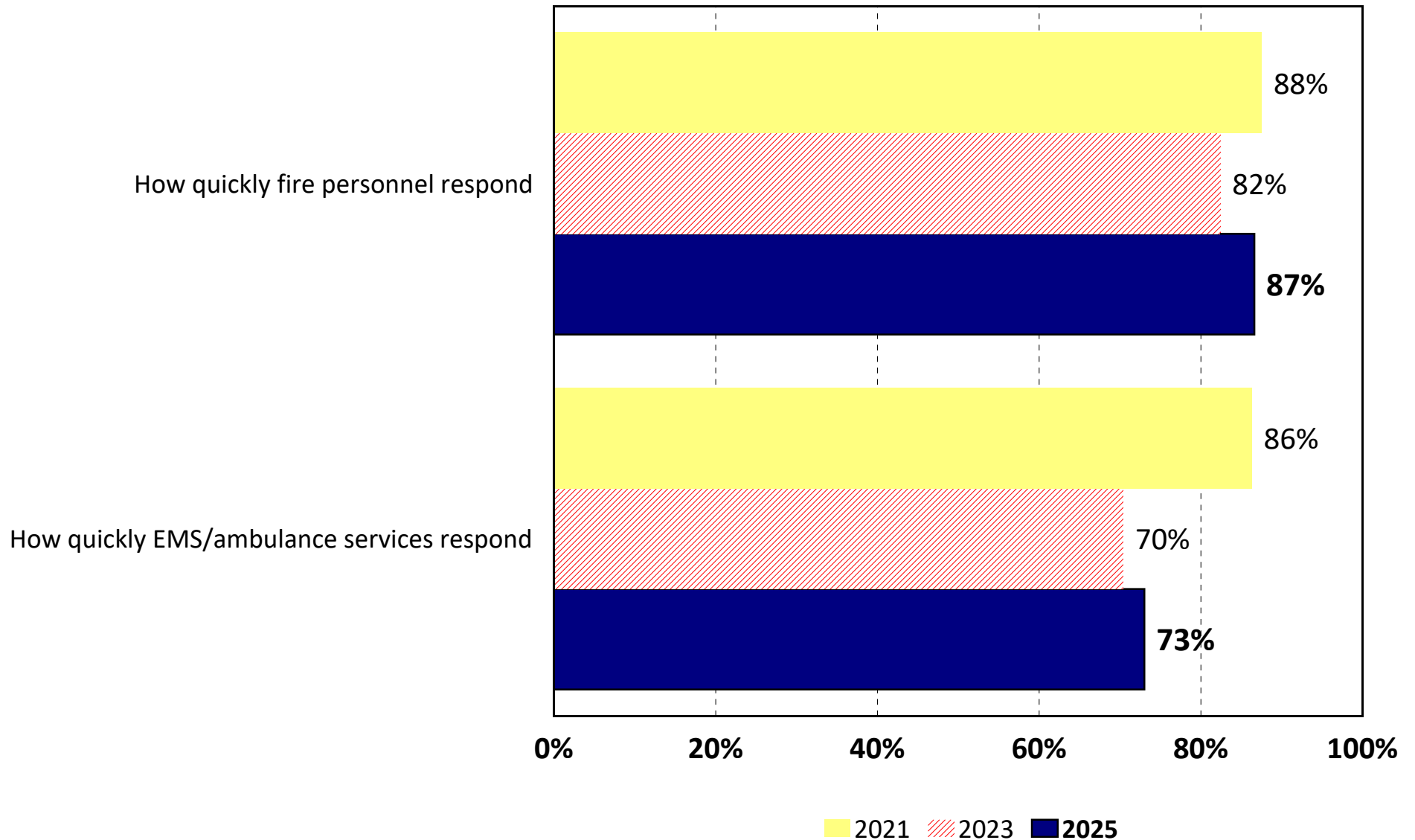
Feeling of Safety in the Following Situations

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



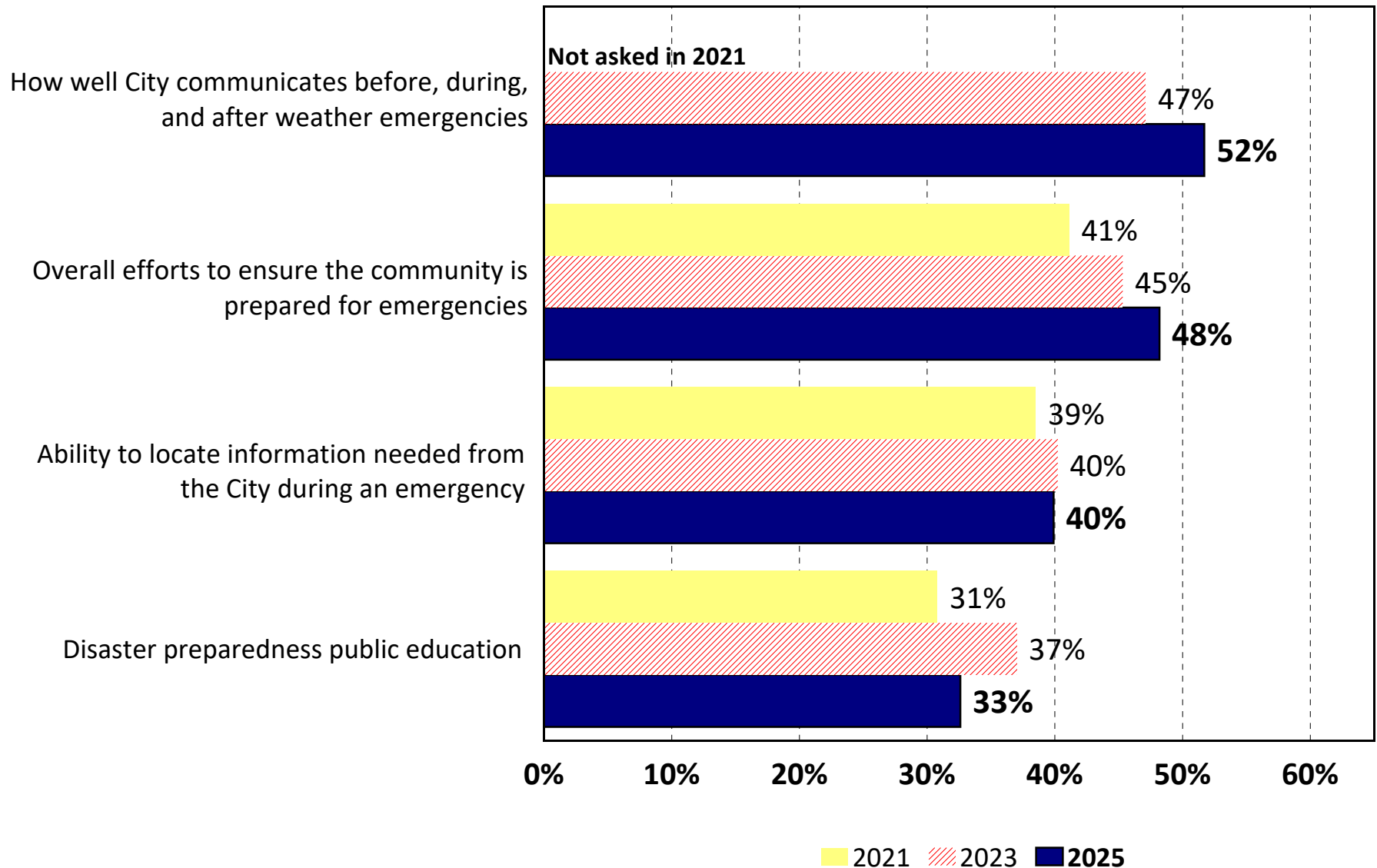
Satisfaction with Fire Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



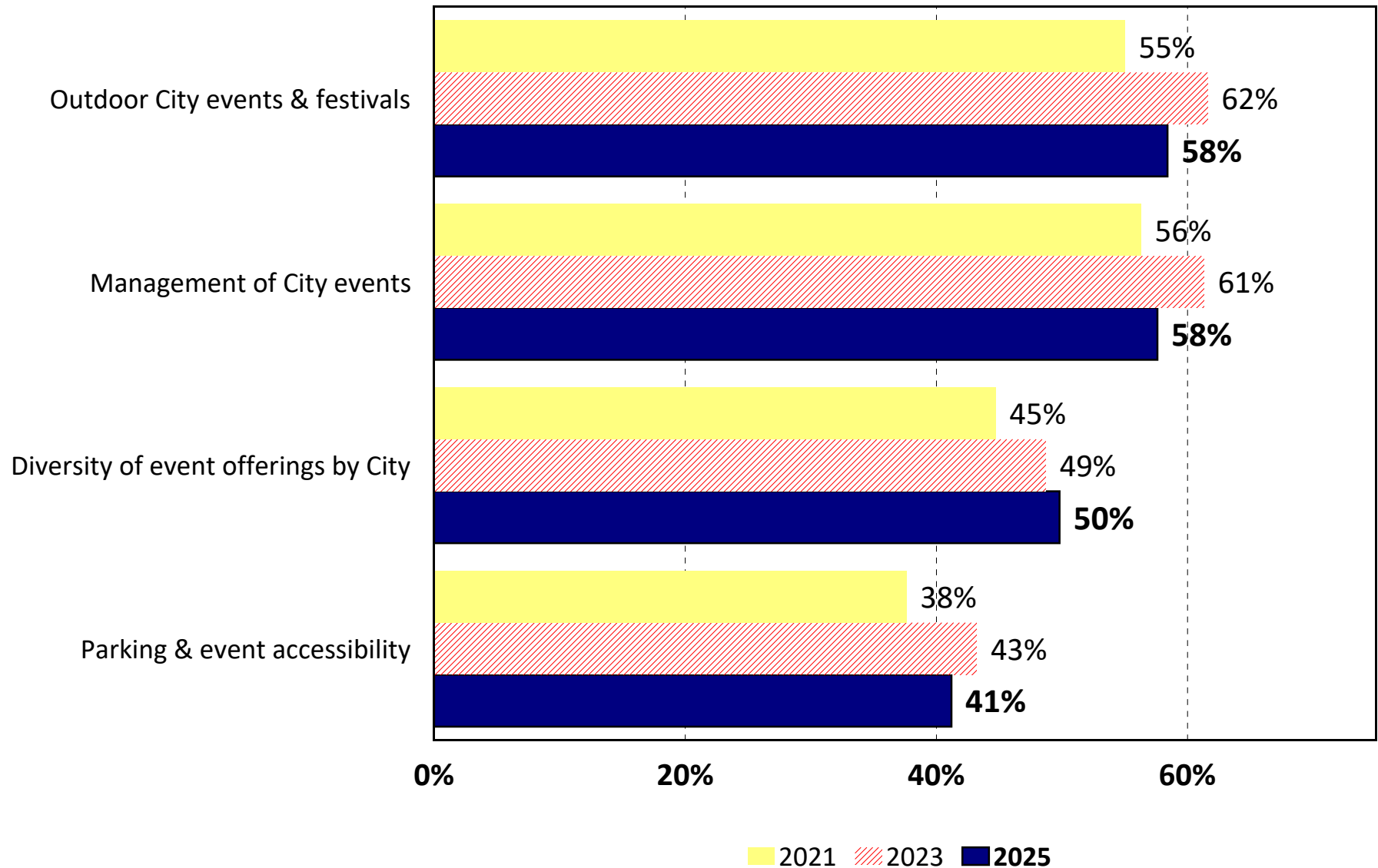
Satisfaction with Emergency Preparedness

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



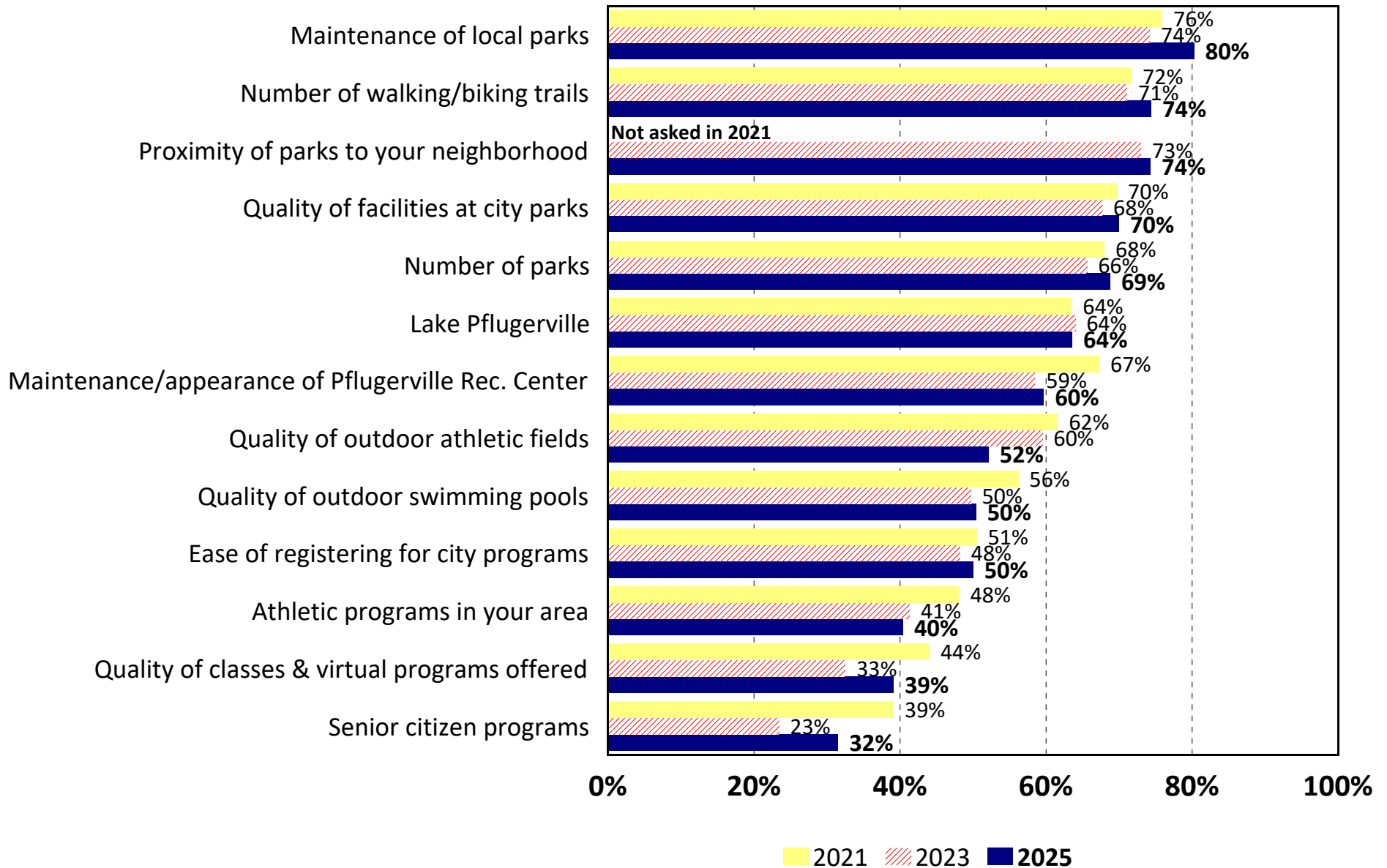
Satisfaction with City Special Events

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



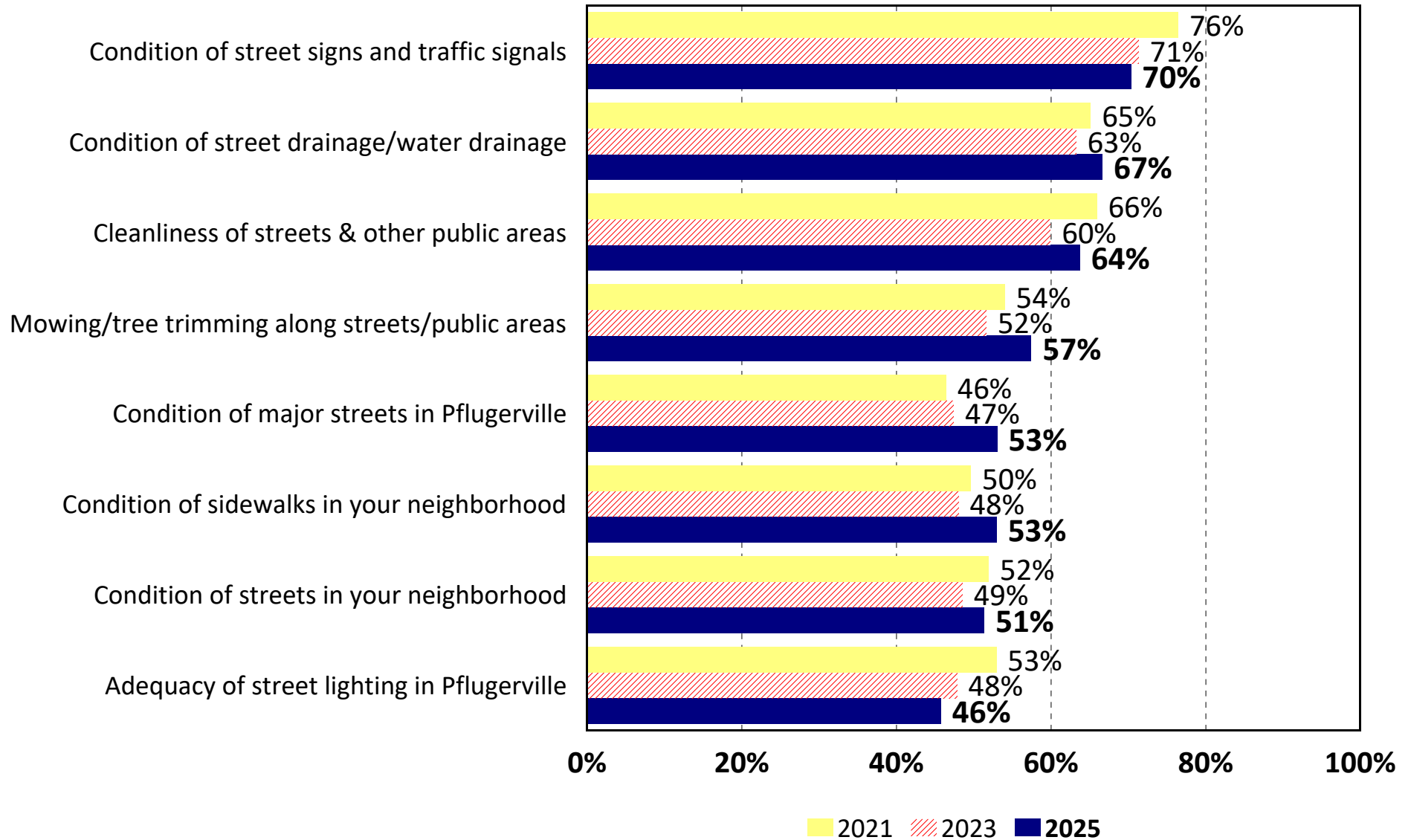
Satisfaction with Parks and Recreation Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



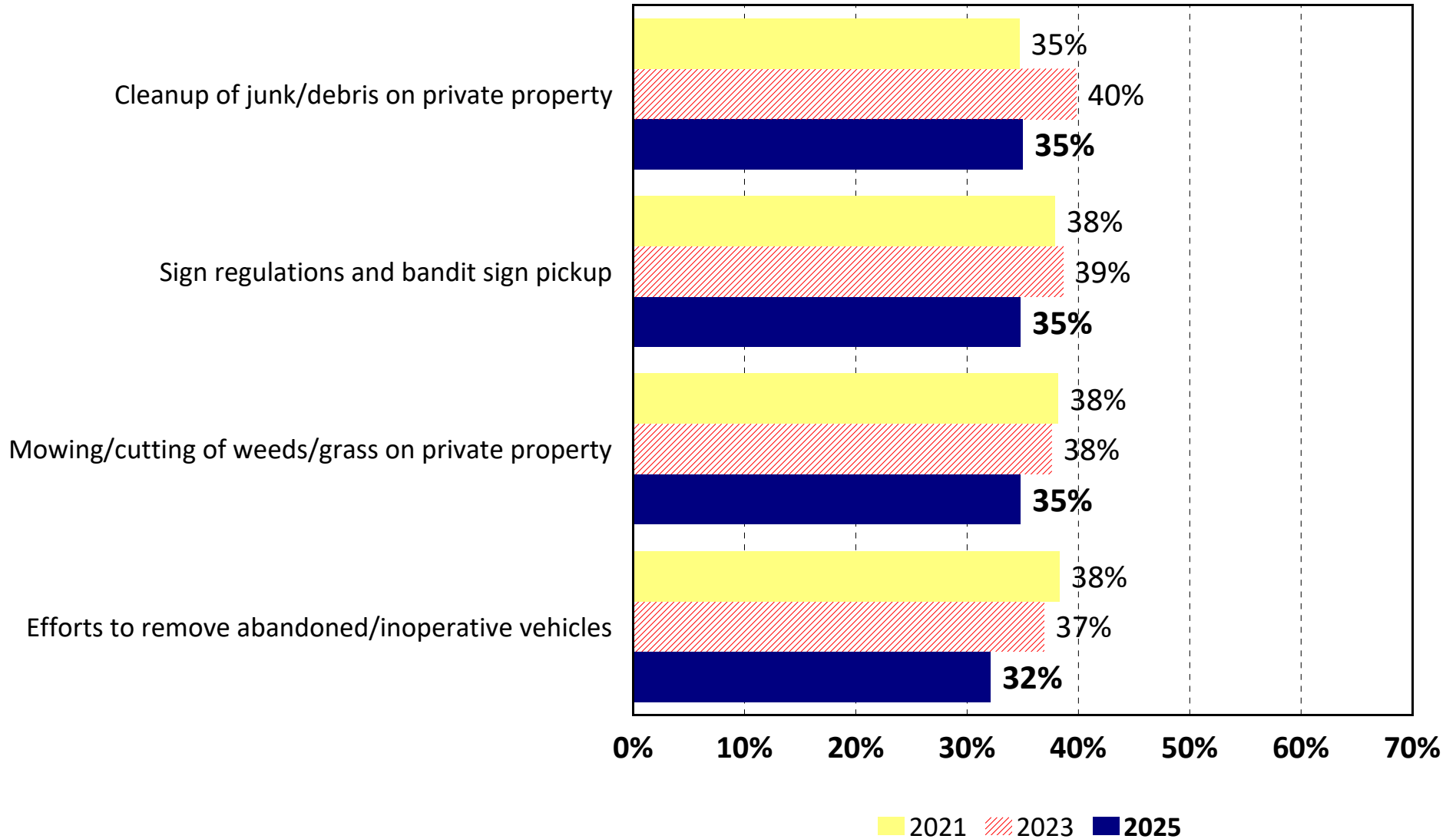
Satisfaction with City Maintenance Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



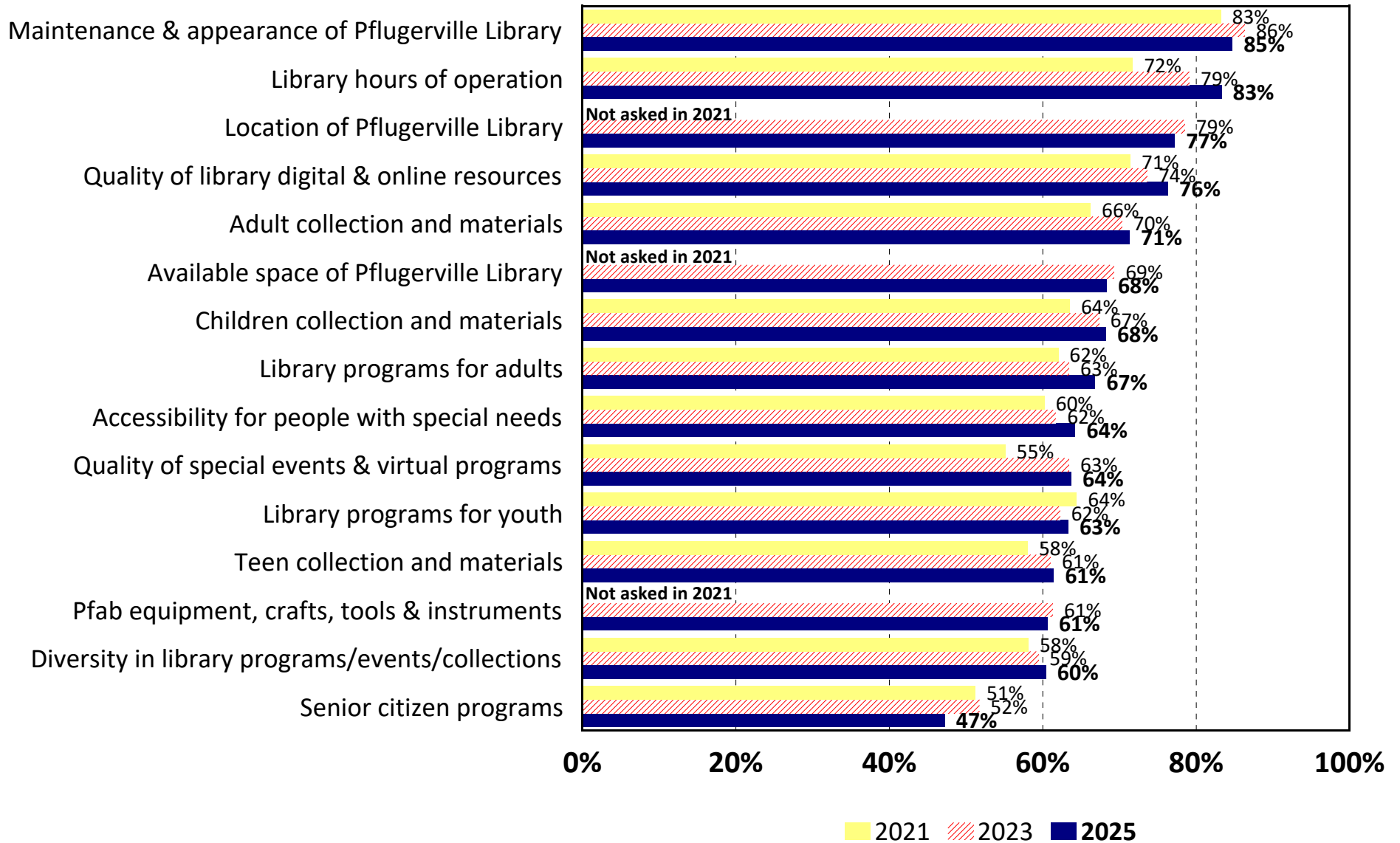
Satisfaction with Code Compliance

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



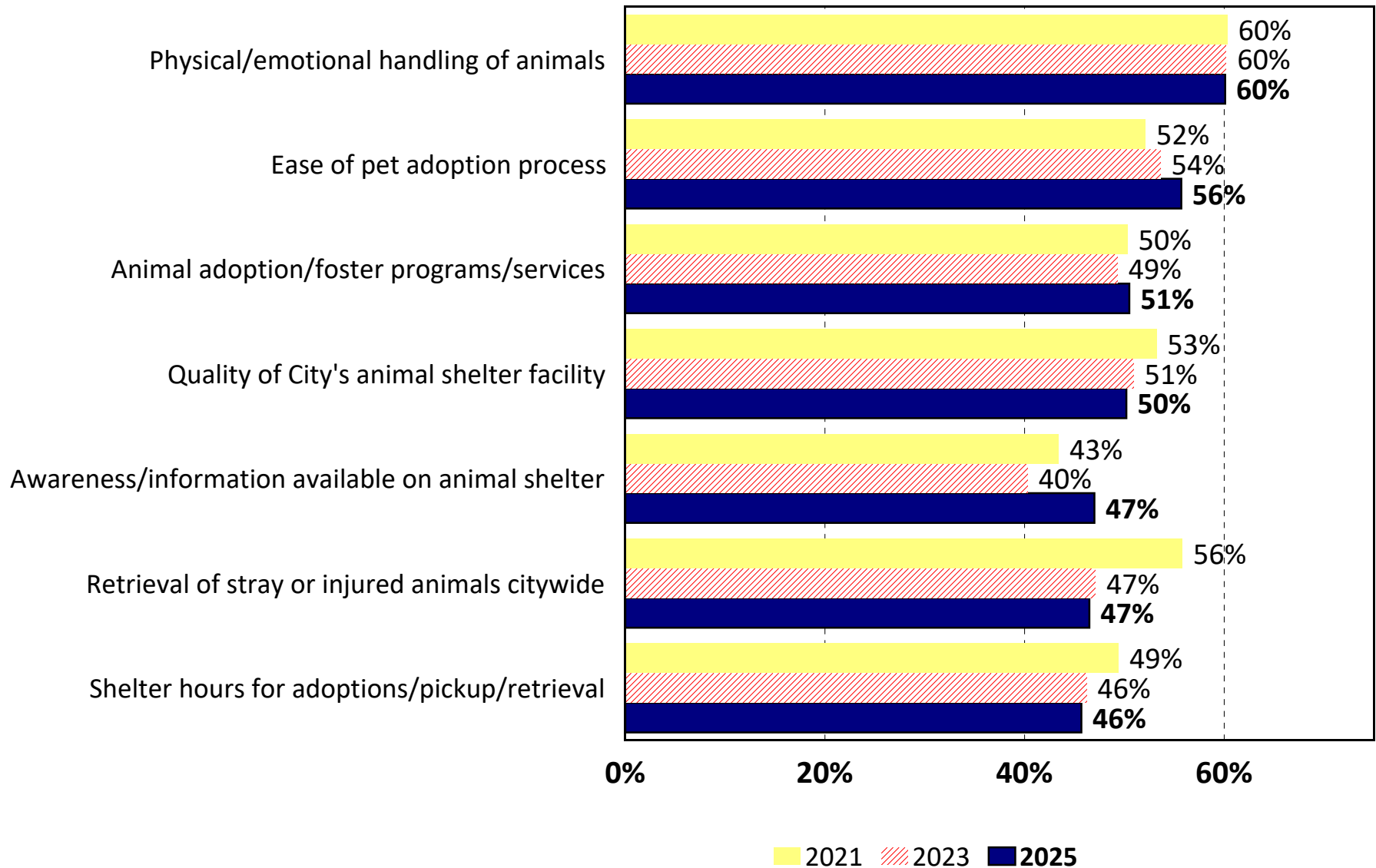
Satisfaction with Library Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



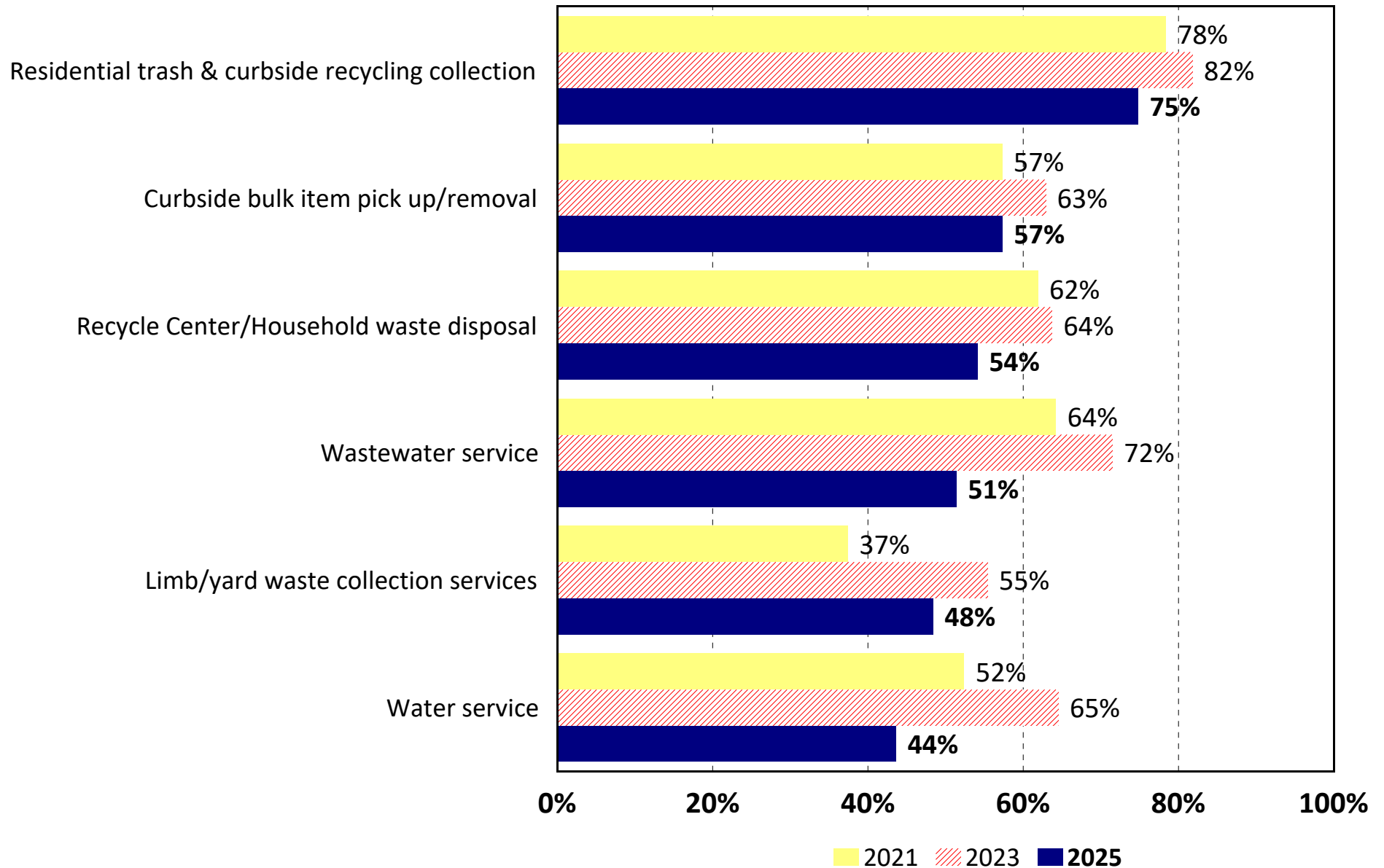
Satisfaction with Animal Welfare Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



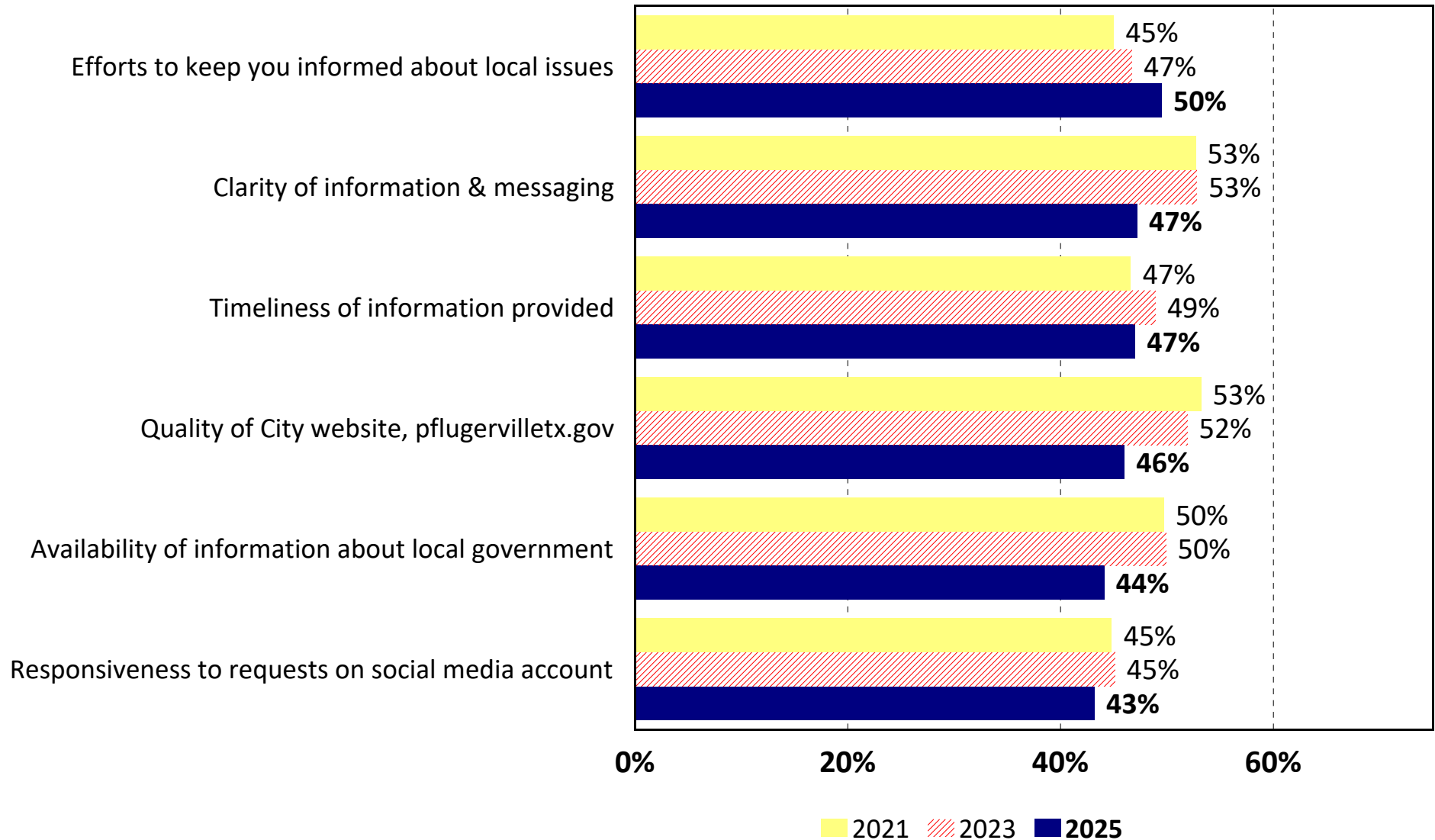
Satisfaction with Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



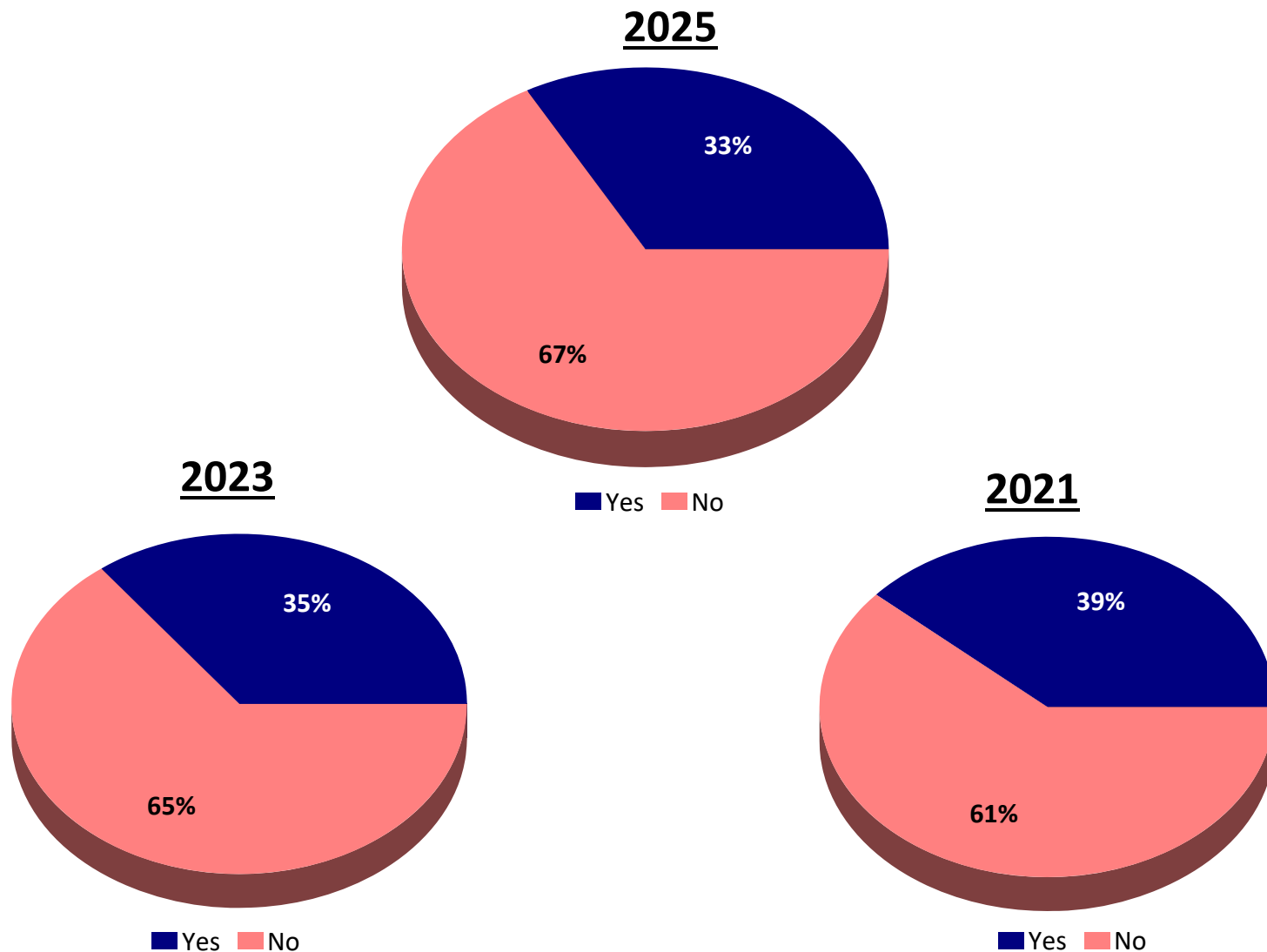
Satisfaction with Public Information Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



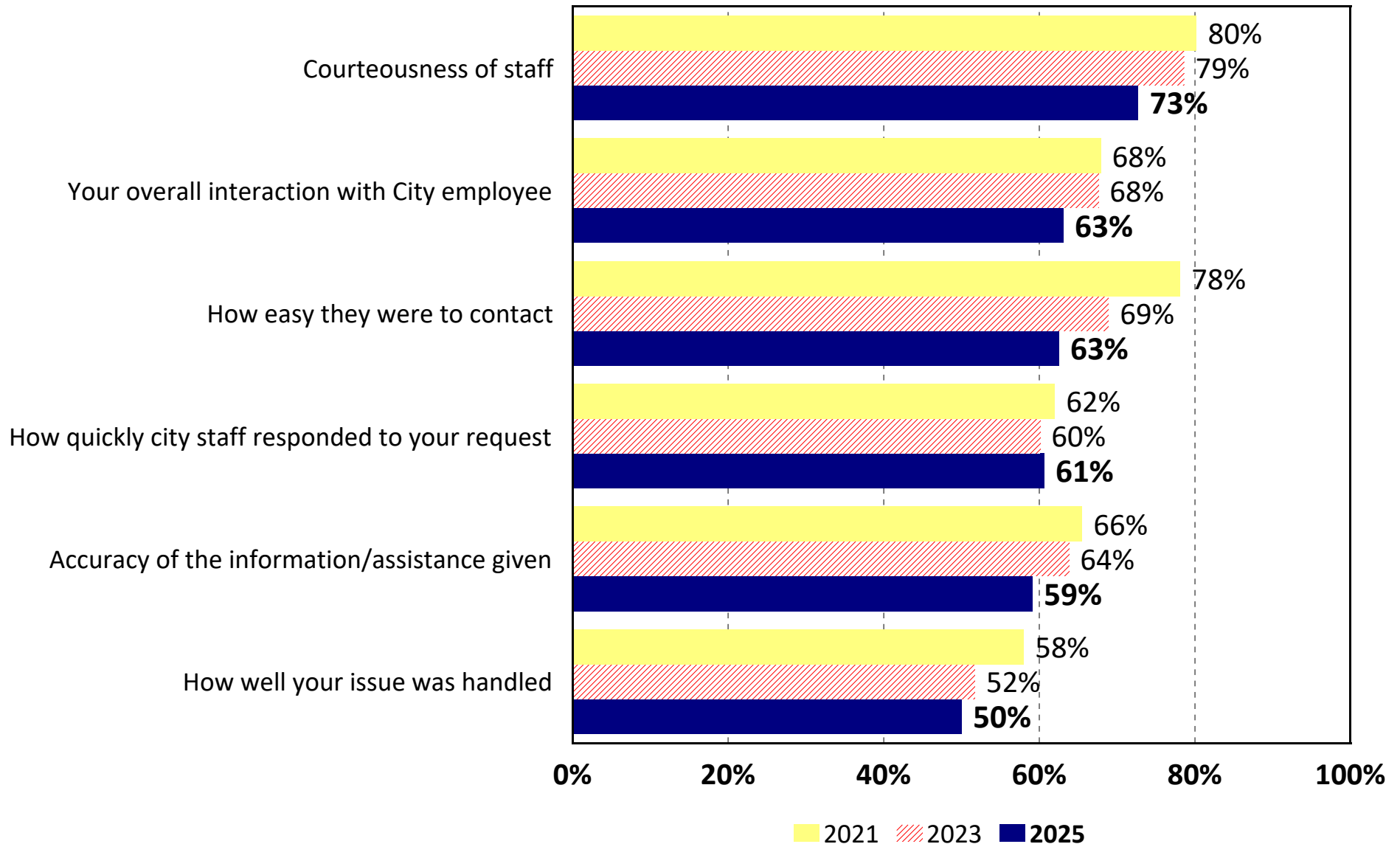
Percentage of Respondents Who Have Interacted with a City Employee During the Past Year

by percentage of respondents (excluding "don't know")



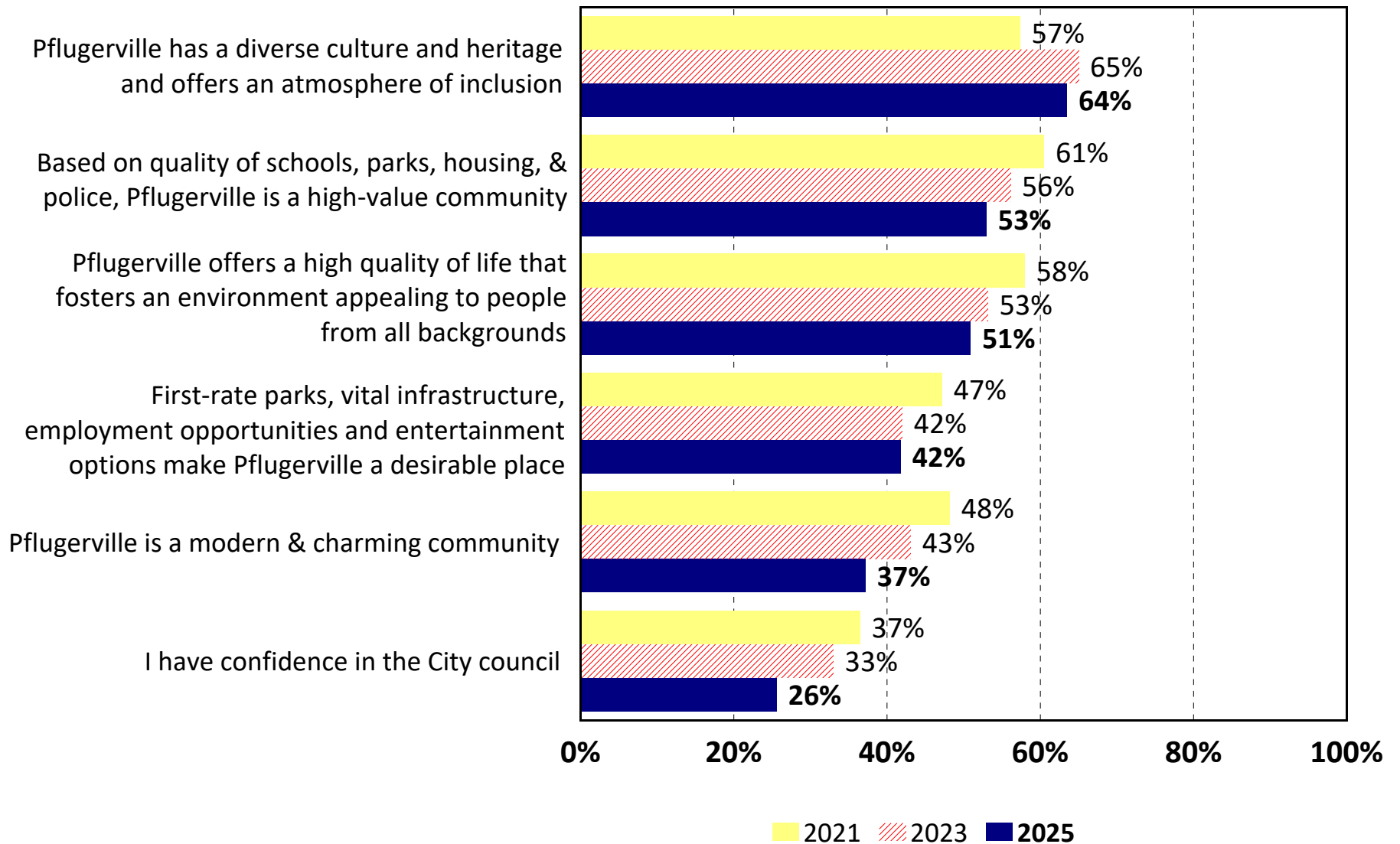
Satisfaction With City Employee Contact

by percentage of respondents who contacted the City in the past year and rated the item as a 4 or 5 on a 5-point scale
(excluding “don't know”)



Level of Agreement with the Following Statements

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a state-wide survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in Texas.

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 10,000 U.S. residents and State of Texas residents.

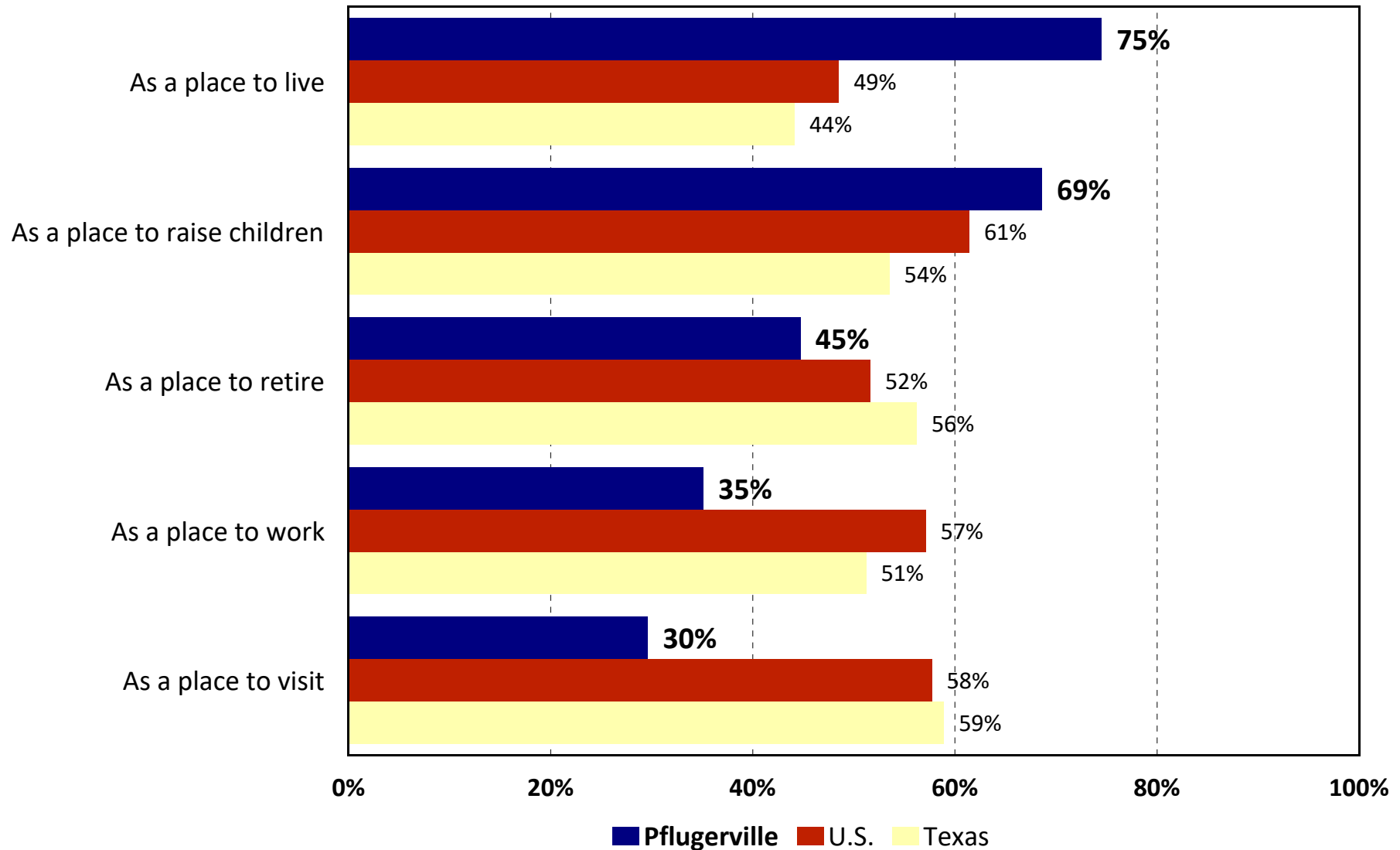
National Benchmarks

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

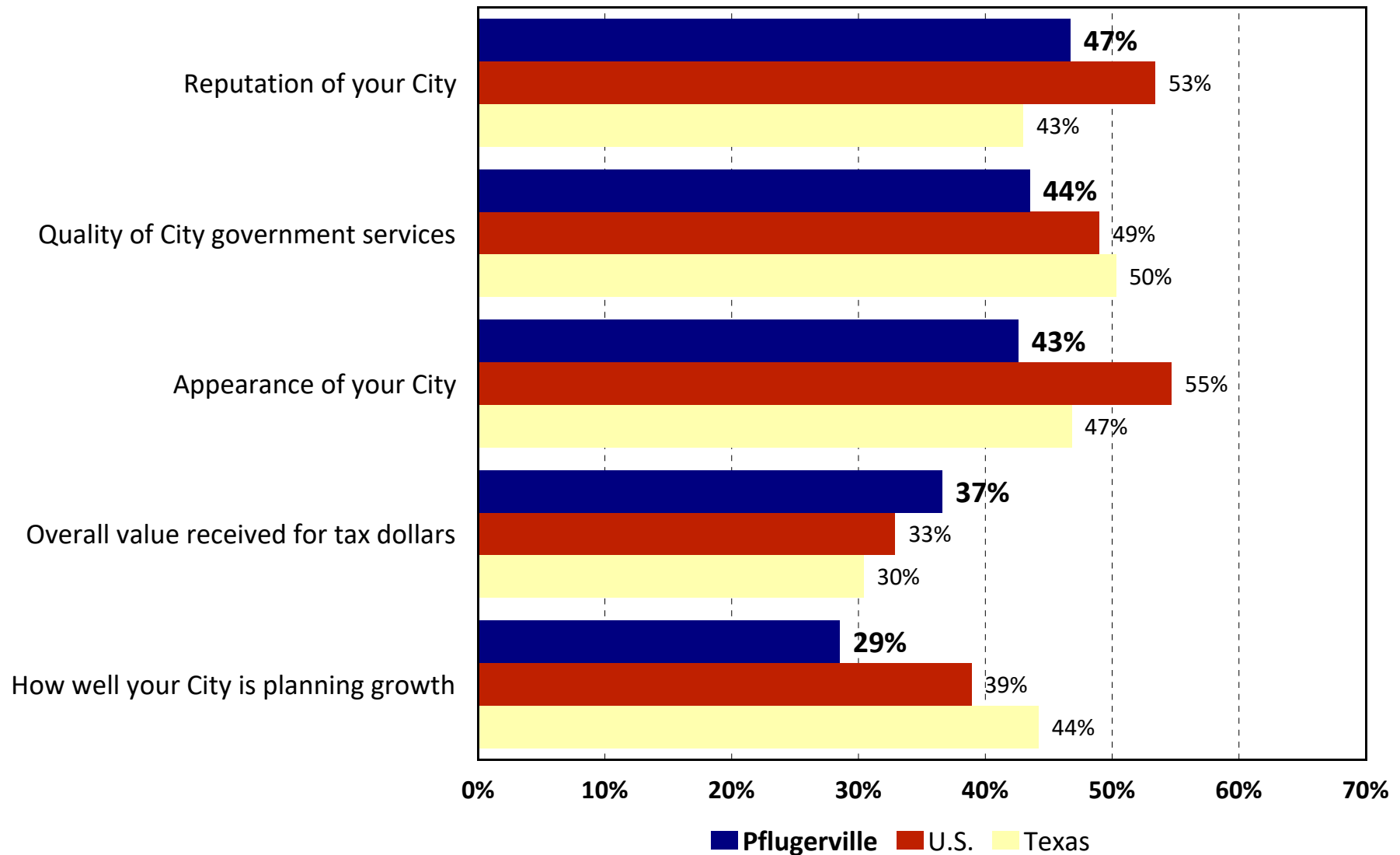
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Perceptions of the City

Pflugerville vs. the U.S. vs. Texas

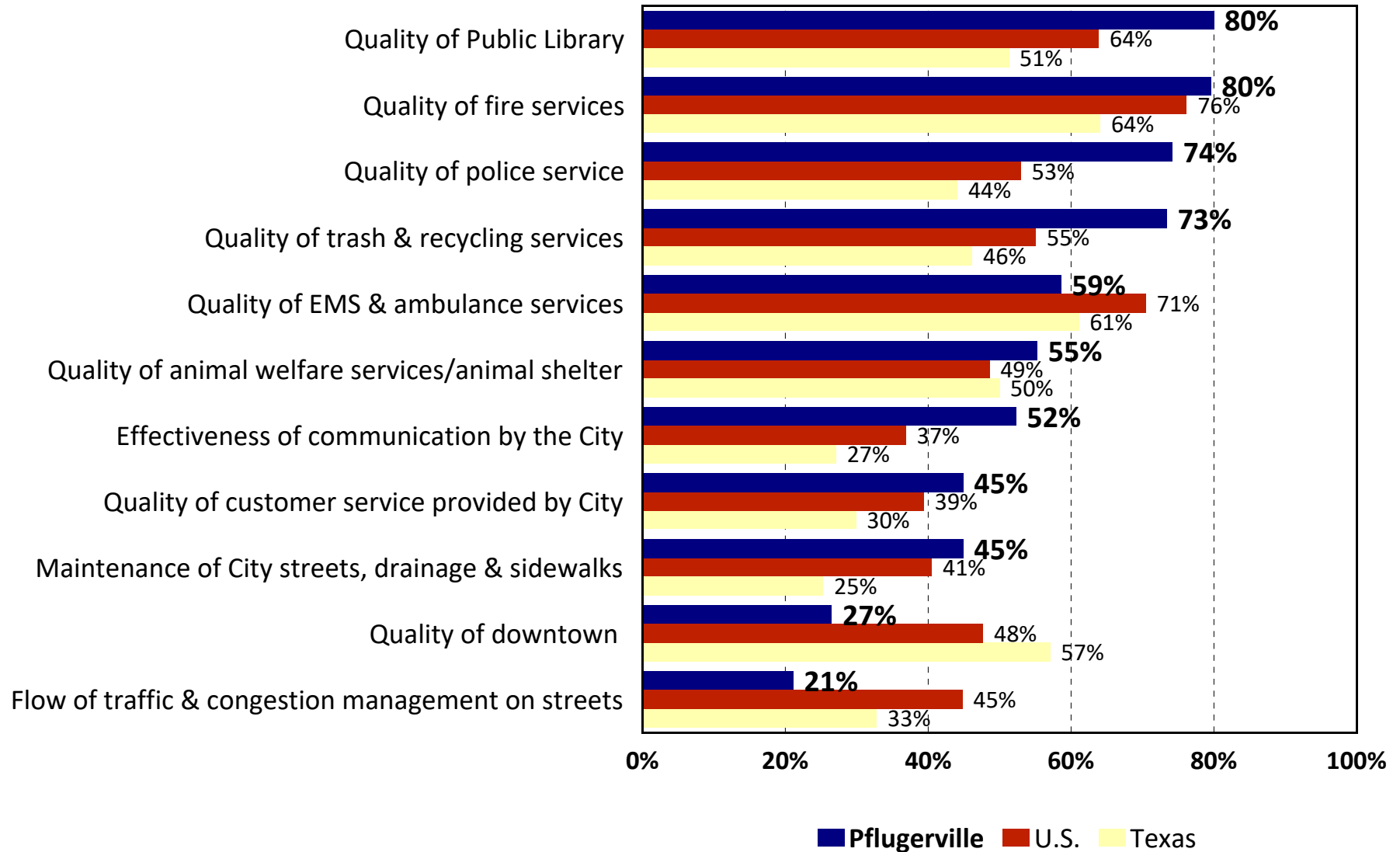
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with City Services

Pflugerville vs. the U.S. vs. Texas

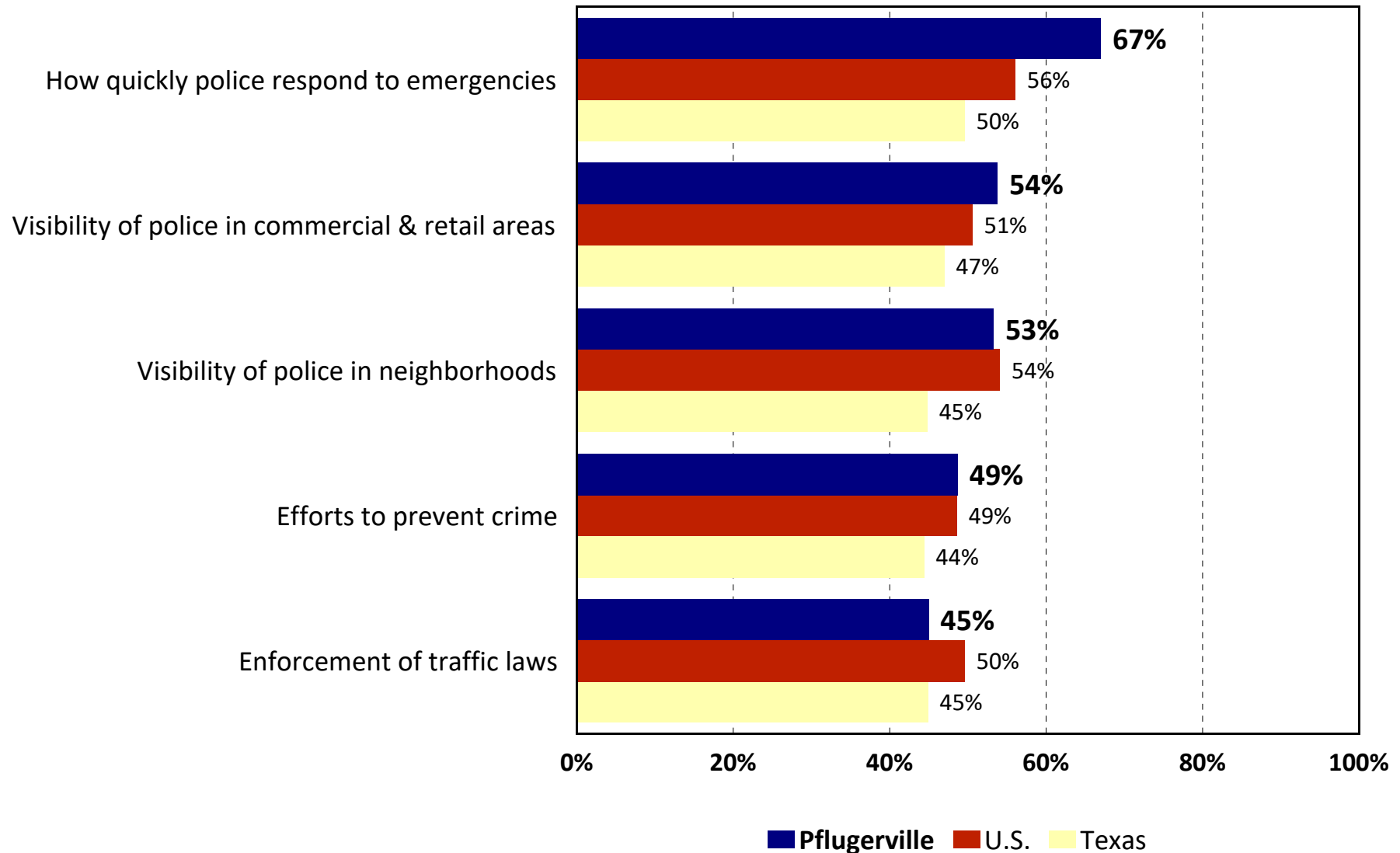
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Police Services

Pflugerville vs. the U.S. vs. Texas

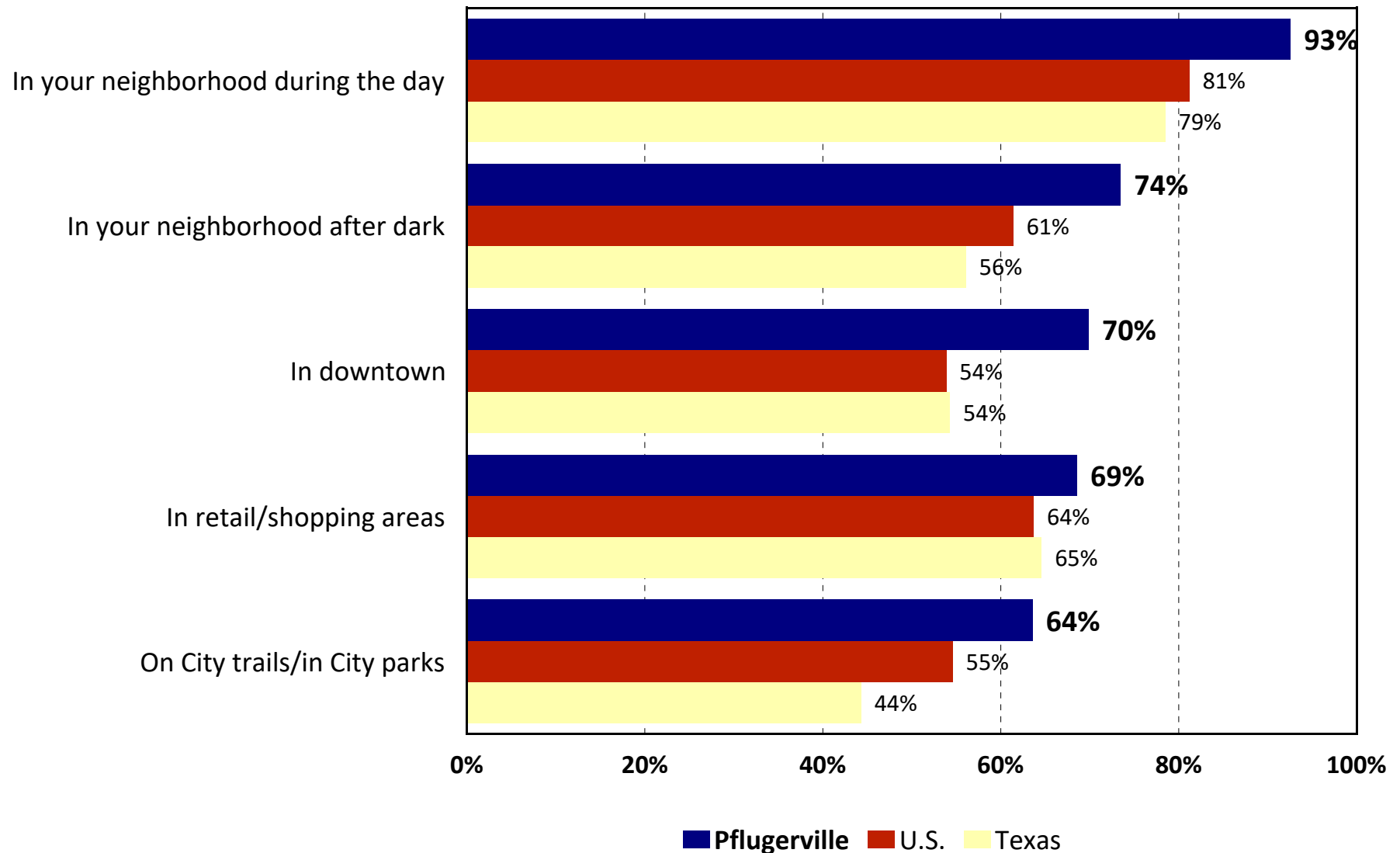
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Feeling of Safety

Pflugerville vs. the U.S. vs. Texas

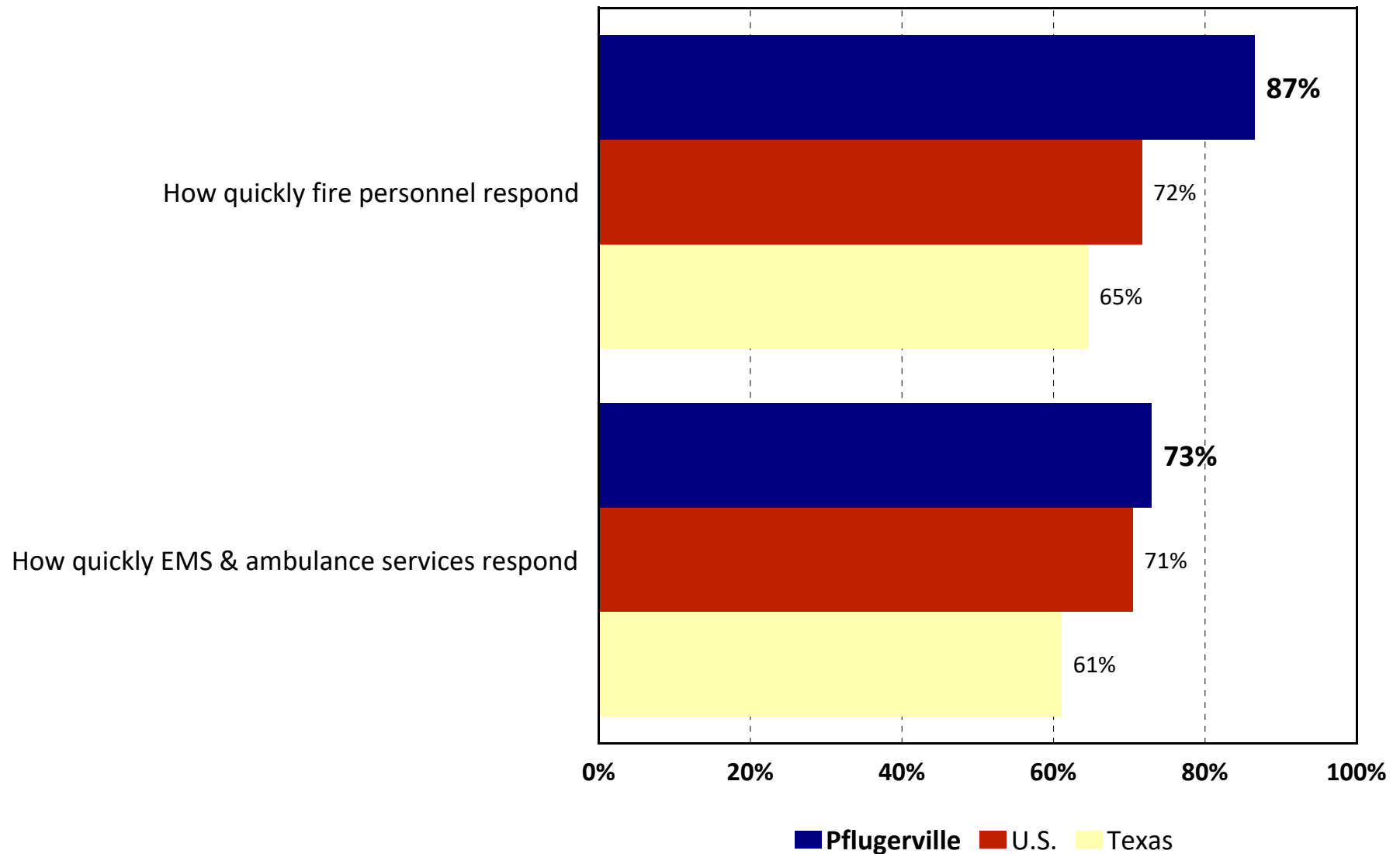
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Fire Services

Pflugerville vs. the U.S. vs. Texas

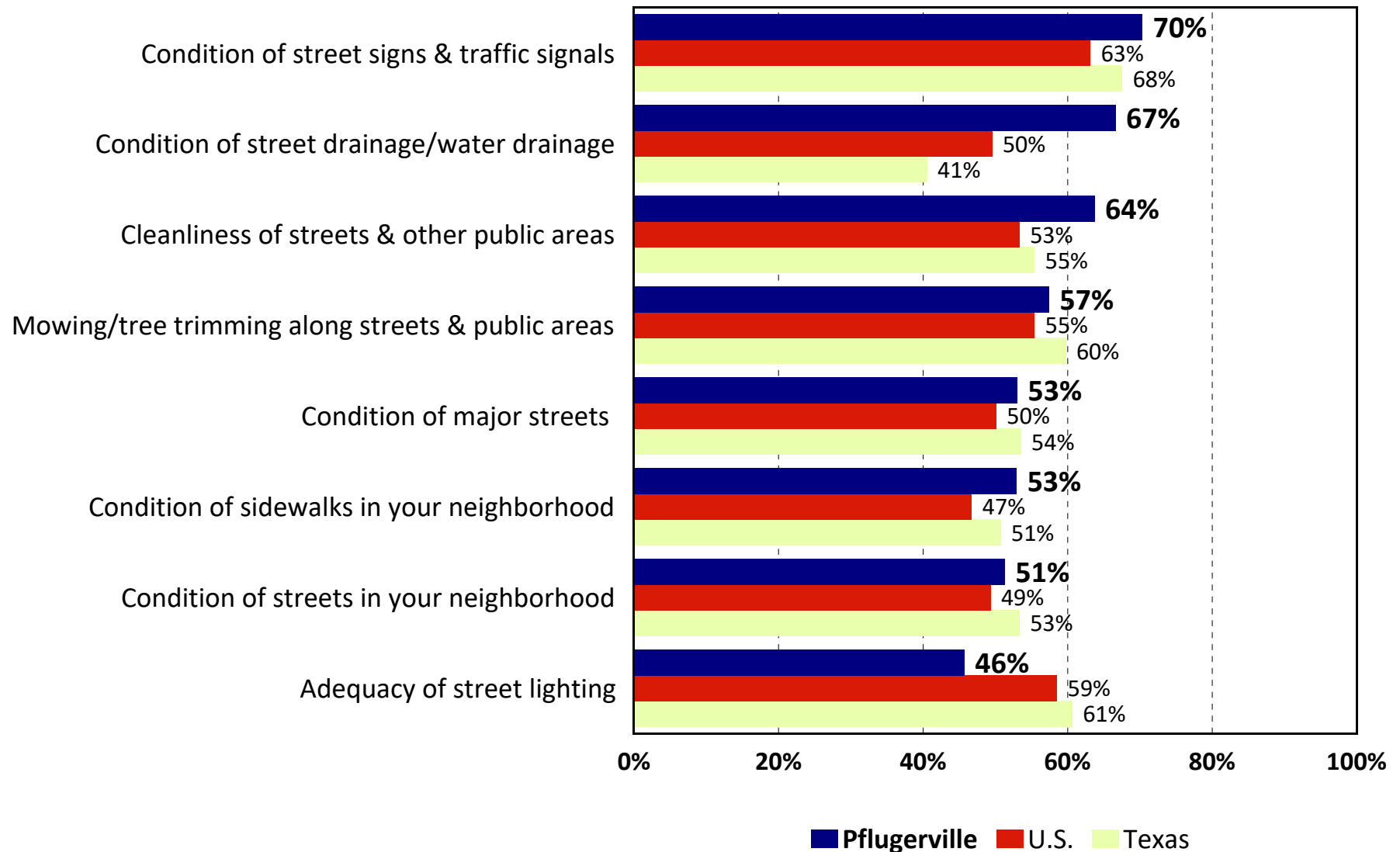
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with City Maintenance

Pflugerville vs. the U.S. vs. Texas

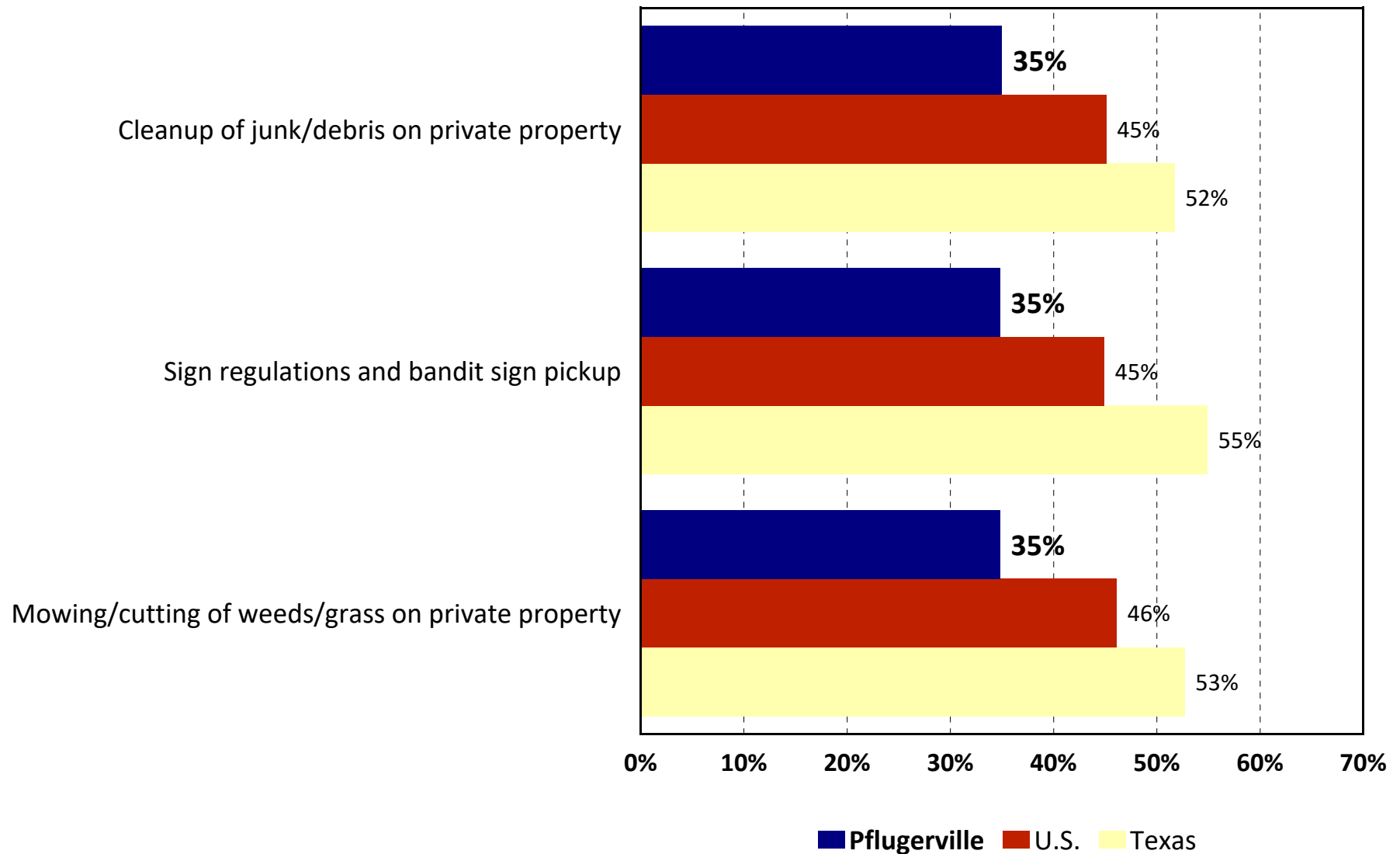
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Code Compliance

Pflugerville vs. the U.S. vs. Texas

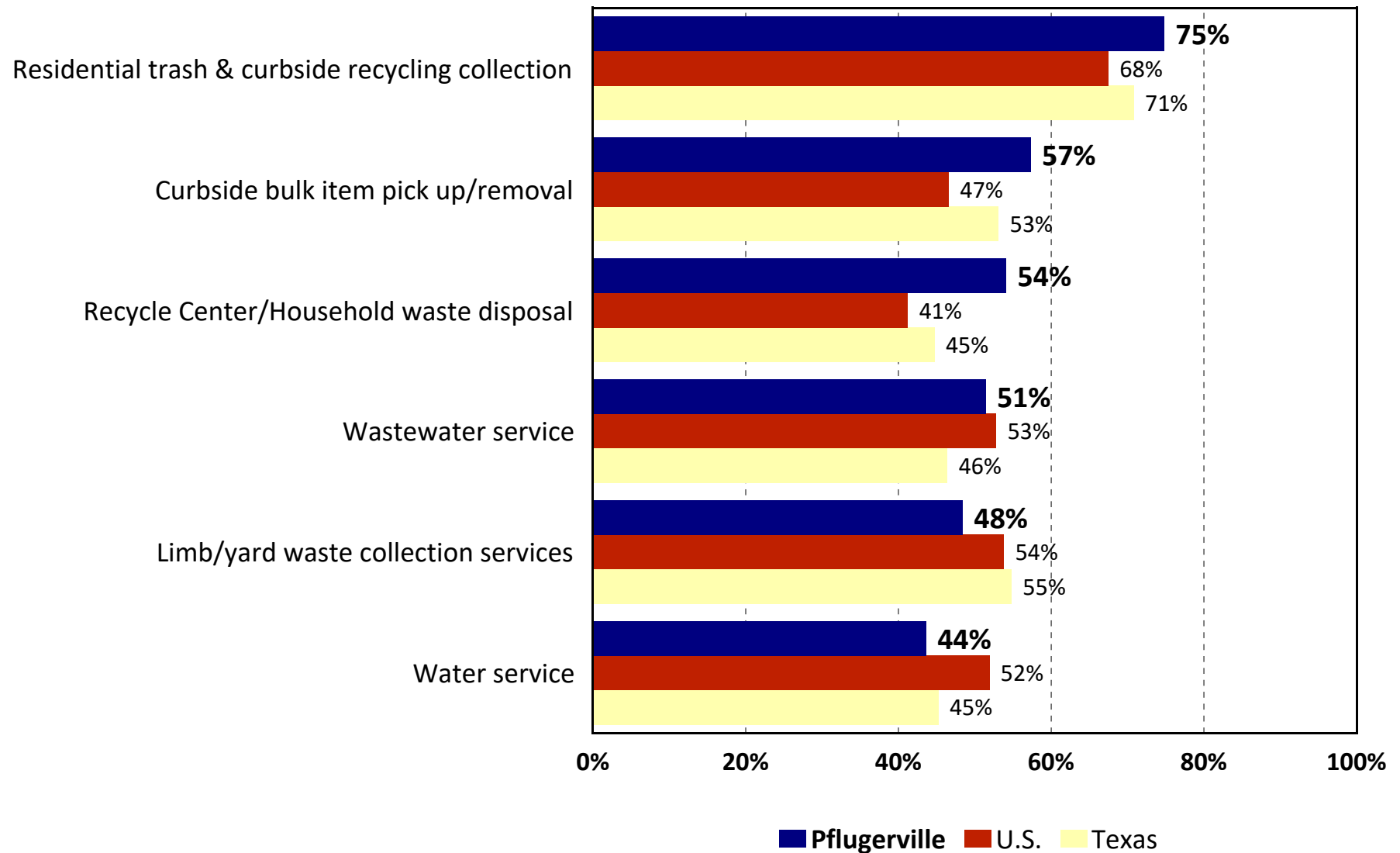
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with City Utility Services

Pflugerville vs. the U.S. vs. Texas

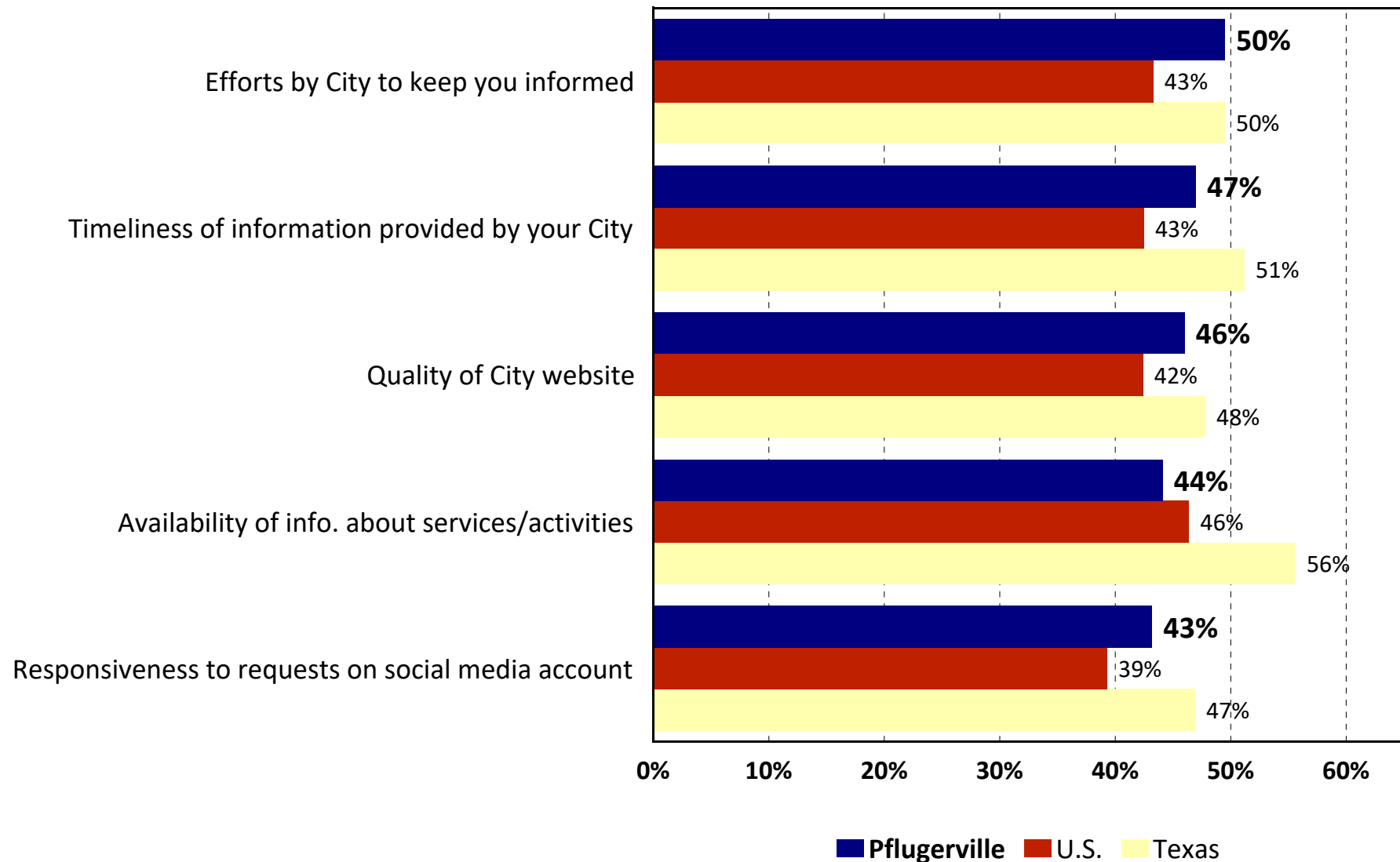
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



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 know")





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

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 emphasize over the next two years. 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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that were most important to emphasize over the next two years. Thirty-seven percent (37%) of the respondent households selected "*quality of Downtown Pflugerville*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 26.5% of respondents surveyed rated "*quality of Downtown Pflugerville*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 37% was multiplied by 73.5% (1-0.265). This calculation yielded an I-S rating of 0.2720, which ranked second out of seventeen major City services analyzed.

Importance-Satisfaction Analysis



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 of importance 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 of the three most important areas.

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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Pflugerville are provided on the following pages.

2025 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
<u>Very High Priority (IS >.20)</u>						
Flow of traffic & congestion management on streets	64%	1	21%	17	0.5010	1
Quality of Downtown Pflugerville	37%	3	27%	16	0.2720	2
Maintenance of City streets, drainage & sidewalks	42%	2	45%	11	0.2309	3
<u>High Priority (IS .10-.20)</u>						
Quality of water & wastewater services	29%	4	45%	12	0.1604	4
<u>Medium Priority (IS <.10)</u>						
Quality of utility billing	14%	7	39%	14	0.0848	5
Quality of recreation programs & facilities	14%	6	50%	9	0.0711	6
Quality of EMS & ambulance services	14%	8	59%	6	0.0567	7
Effectiveness of communication by the City	9%	10	52%	8	0.0434	8
Quality of parks and trails	19%	5	78%	3	0.0409	9
Quality of animal welfare services/animal shelter	7%	11	55%	7	0.0326	10
Quality of customer service provided by City	6%	14	45%	10	0.0309	11
Quality of police service	11%	9	74%	4	0.0284	12
Quality of Public Art program	4%	15	43%	13	0.0205	13
Quality of trash & recycling services	6%	12	73%	5	0.0162	14
Quality of Pflugerville Public Library	6%	13	80%	1	0.0112	15
Quality of fire services	3%	16	80%	2	0.0057	16
Quality of municipal court services	0.4%	17	31%	15	0.0028	17

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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2025 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
<u>Very High Priority (IS >.20)</u>						
Efforts to prevent crime	61%	1	49%	5	0.3104	1
Visibility of police in neighborhoods	45%	2	53%	3	0.2102	2
<u>High Priority (IS .10-.20)</u>						
Enforcement of traffic laws	33%	5	45%	6	0.1810	3
Visibility of police in commercial & retail areas	36%	3	54%	2	0.1649	4
Visibility of police in parks/lakes/public areas	26%	7	42%	7	0.1509	5
Community engagement efforts	30%	6	52%	4	0.1426	6
How quickly police respond to emergencies	35%	4	67%	1	0.1145	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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2025 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
Very High Priority (IS >.20)						
Condition of major streets in Pflugerville	60%	1	53%	5	0.2834	1
Adequacy of street lighting in Pflugerville	39%	3	46%	8	0.2134	2
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	40%	2	51%	7	0.1924	3
Condition of sidewalks in your neighborhood	32%	5	53%	6	0.1498	4
Cleanliness of streets & other public areas	33%	4	64%	3	0.1198	5
Mowing/tree trimming along streets & public areas	25%	6	57%	4	0.1061	6
Medium Priority (IS <.10)						
Condition of street drainage/water drainage	18%	8	67%	2	0.0598	7
Condition of street signs & traffic signals	19%	7	70%	1	0.0549	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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2025 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
<u>Very High Priority (IS >.20)</u>						
Enforcing cleanup of junk/debris on private property	61%	1	35%	1	0.3985	1
Efforts to remove abandoned/inoperative vehicles	39%	3	32%	4	0.2655	2
Enforcing mowing/cutting of overgrown weeds/grass on private property	40%	2	35%	3	0.2601	3
<u>High Priority (IS .10-.20)</u>						
Enforcing sign regulations/bandit sign pickup	21%	4	35%	2	0.1356	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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2025 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
High Priority (IS .10-.20)						
Senior citizen programs	25%	4	32%	13	0.1726	1
Quality of classes & virtual programs offered	20%	6	39%	12	0.1230	2
Quality of facilities at City parks	40%	1	70%	4	0.1185	3
Medium Priority (IS <.10)						
Lake Pflugerville (park, trails, amenities)	26%	3	64%	6	0.0957	4
Maintenance of local parks	37%	2	80%	1	0.0737	5
Athletic programs in your area	11%	12	40%	11	0.0673	6
Ease of registering for City programs	12%	10	50%	10	0.0610	7
Quality of outdoor swimming pools	12%	11	50%	9	0.0600	8
Number of walking/biking trails	22%	5	74%	2	0.0550	9
Maintenance & appearance of City Recreation Center	13%	9	60%	7	0.0512	10
Quality of outdoor athletic fields	10%	13	52%	8	0.0465	11
Number of parks	14%	8	69%	5	0.0440	12
Proximity of parks to your neighborhood	16%	7	74%	3	0.0398	13

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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2025 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
<u>High Priority (IS .10-.20)</u>						
Senior citizen programs	22%	2	47%	15	0.1162	1
<u>Medium Priority (IS <.10)</u>						
Diversity in library programs/events/collections	18%	4	60%	14	0.0693	2
Quality of library digital & online resources	25%	1	76%	4	0.0595	3
Library programs for adults	16%	5	67%	8	0.0541	4
Quality of special events & virtual programs	15%	7	64%	10	0.0530	5
Pfab equipment, crafts, tools & instruments	13%	9	61%	13	0.0508	6
Library programs for youth	13%	8	63%	11	0.0477	7
Adult collection & materials	16%	6	71%	5	0.0462	8
Available space of Pflugerville Library	12%	10	68%	6	0.0390	9
Children collection & materials	11%	12	68%	7	0.0353	10
Accessibility for people with special needs	9%	13	64%	9	0.0329	11
Maintenance & appearance of City Library	18%	3	85%	1	0.0277	12
Teen collection & materials	6%	15	61%	12	0.0216	13
Library hours of operation	11%	11	83%	2	0.0187	14
Location of Pflugerville Library	8%	14	77%	3	0.0180	15

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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2025 Importance-Satisfaction Rating City of Pflugerville, Texas <u>Animal Welfare Services</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of City's animal shelter facility	42%	1	50%	4	0.2097	1
<u>High Priority (IS .10-.20)</u>						
Retrieval of stray or injured animals citywide	31%	2	47%	6	0.1669	2
Awareness/information available on animal shelter	30%	3	47%	5	0.1579	3
Animal adoption/foster programs/services	26%	4	51%	3	0.1292	4
Shelter hours for adoptions/pickup/retrieval	20%	6	46%	7	0.1091	5
Physical/emotional handling of animals	26%	5	60%	1	0.1029	6
<u>Medium Priority (IS <.10)</u>						
Ease of pet adoption process	18%	7	56%	2	0.0775	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 Analysis



I-S 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 y-axis, vertical axis, represents **satisfaction** and the x-axis, horizontal axis, represents the relative **importance**. The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

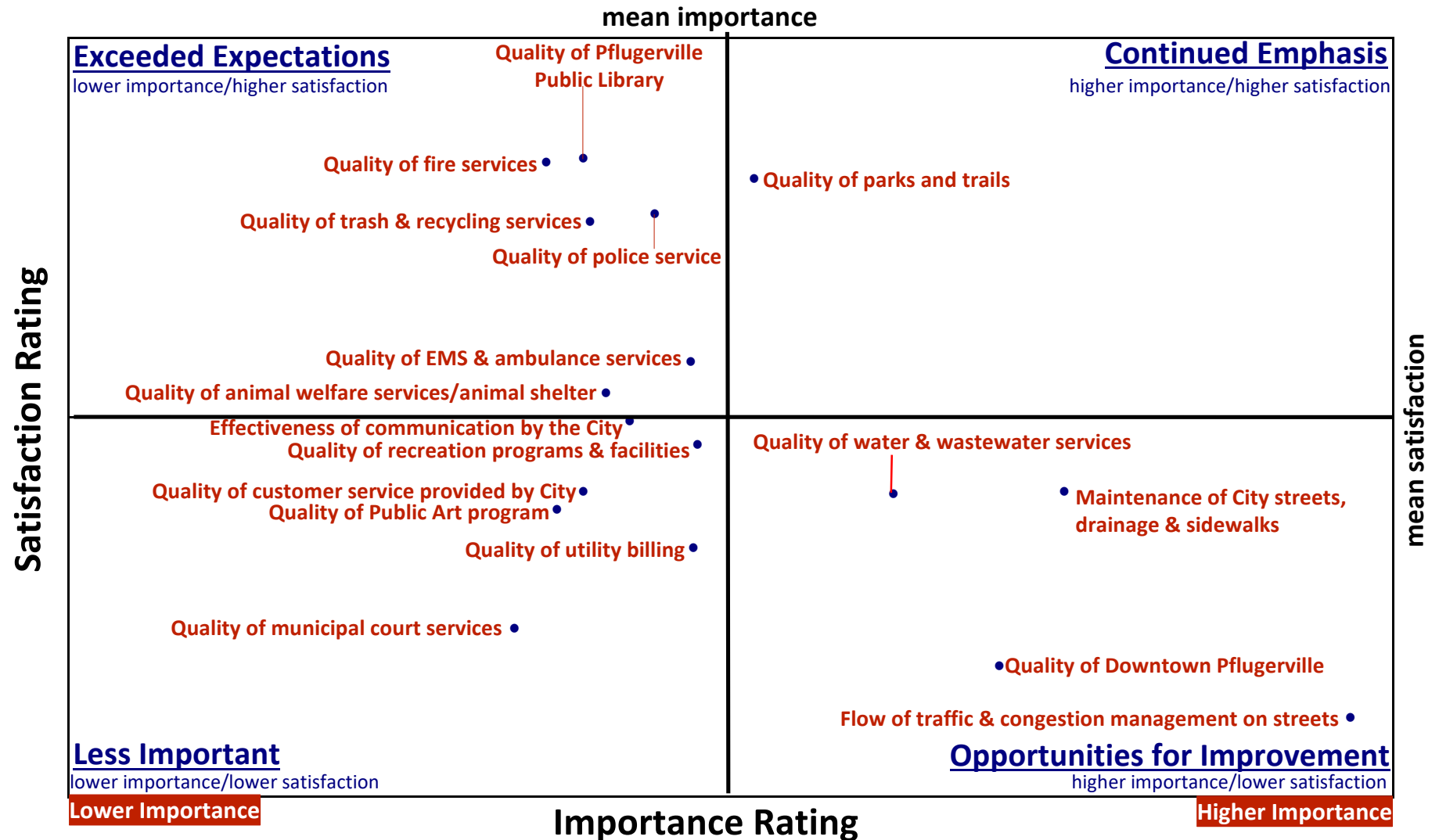
- **Continued Emphasis** (above average importance and above average satisfaction). This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should **maintain** (or slightly increase) emphasis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

2025 City of Pflugerville Importance-Satisfaction Assessment Matrix

-Overall Services-

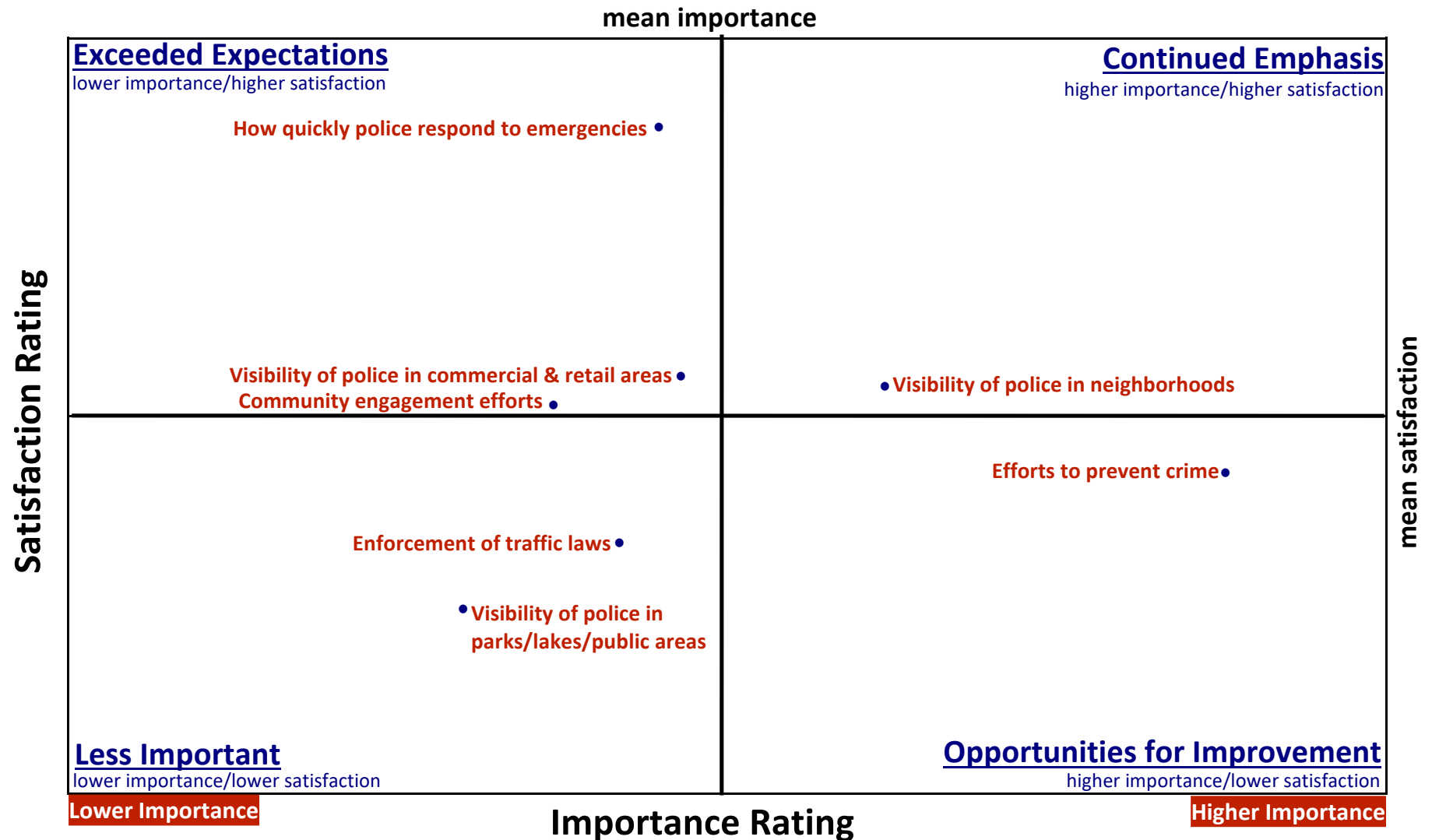
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2025 City of Pflugerville Importance-Satisfaction Assessment Matrix

-Police Services-

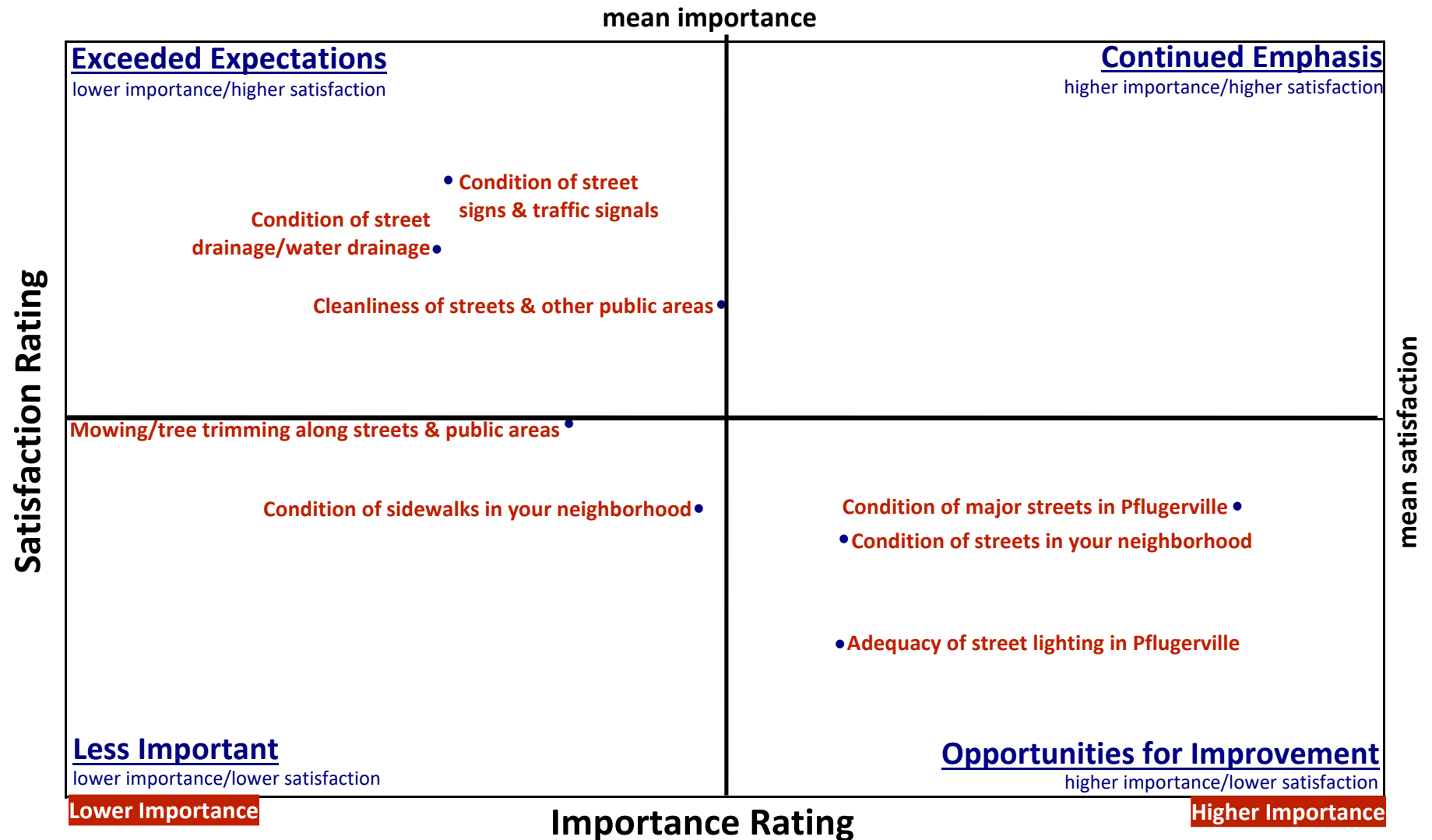
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2025 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)

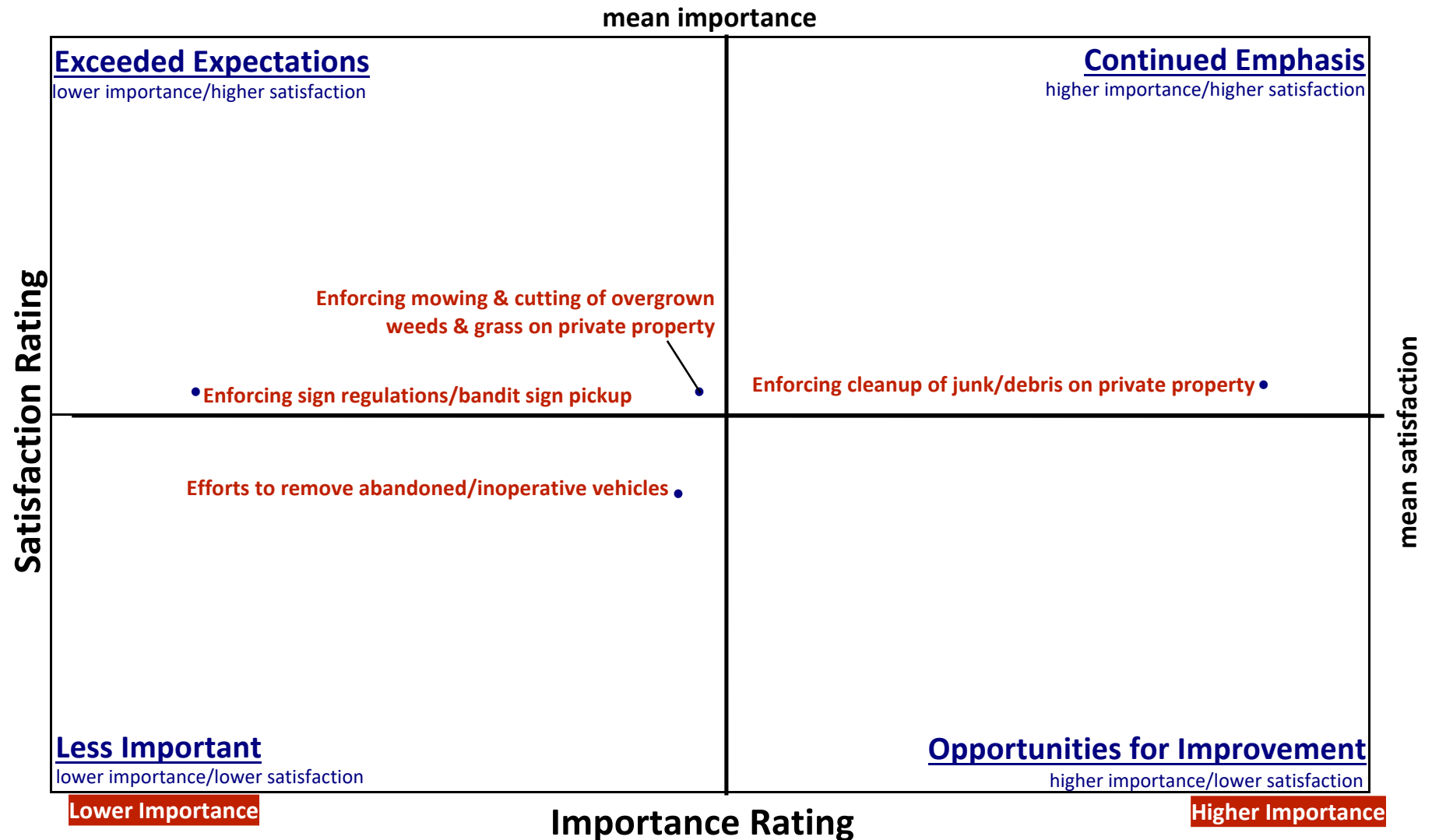


2025 City of Pflugerville

Importance-Satisfaction Assessment Matrix

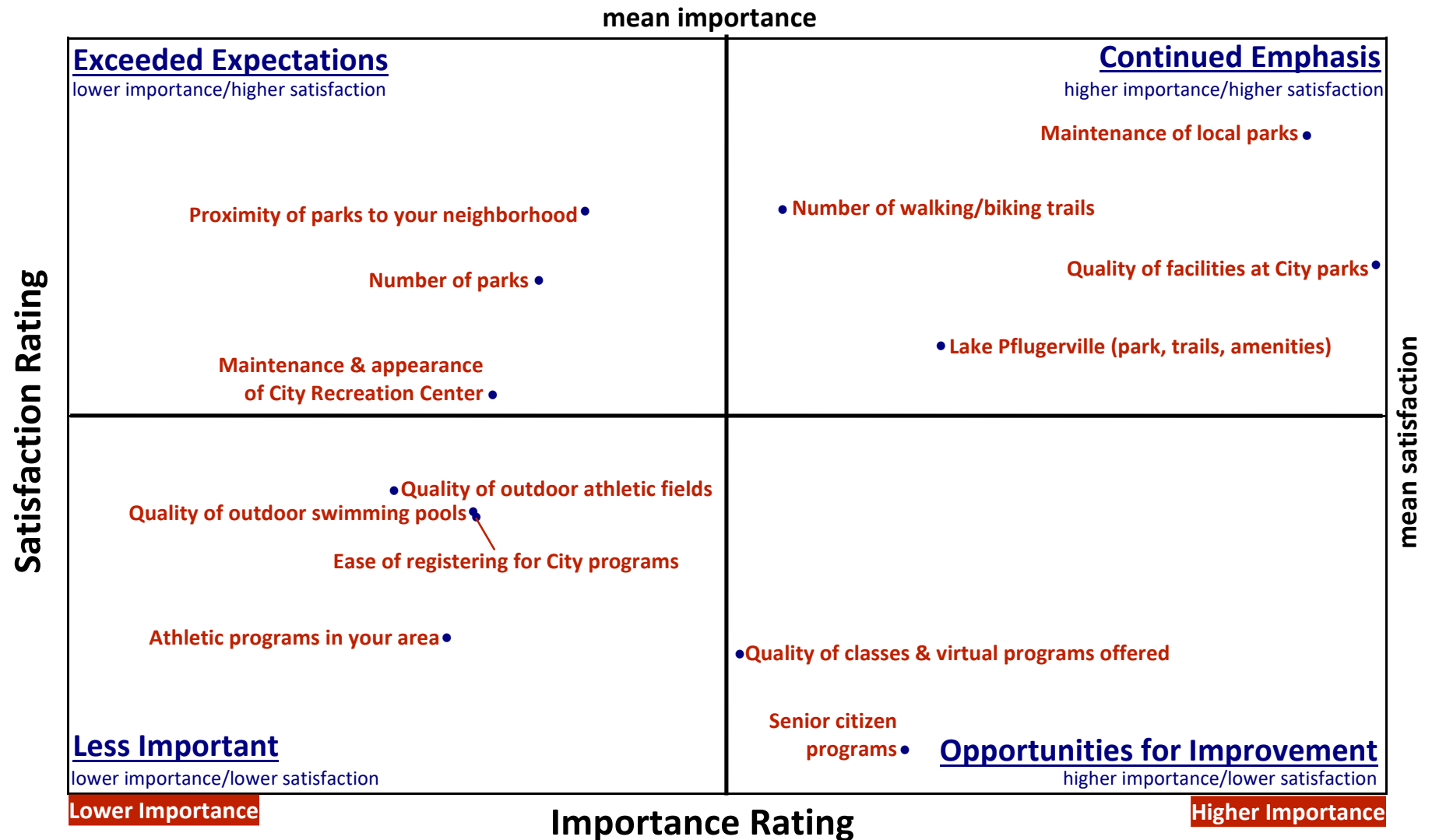
-Code Enforcement-

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



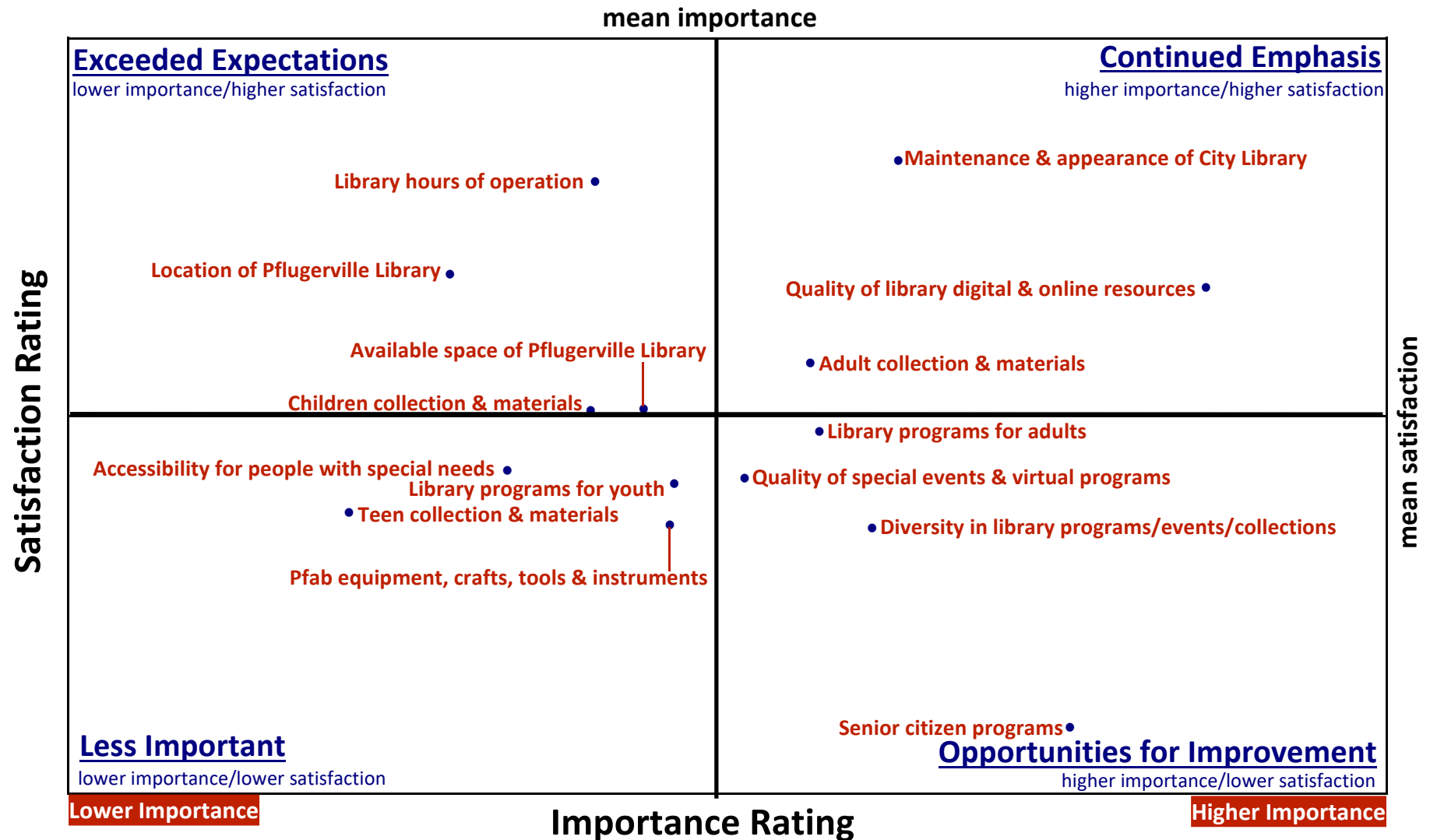
2025 City of Pflugerville Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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



2025 City of Pflugerville Importance-Satisfaction Assessment Matrix -City Library-

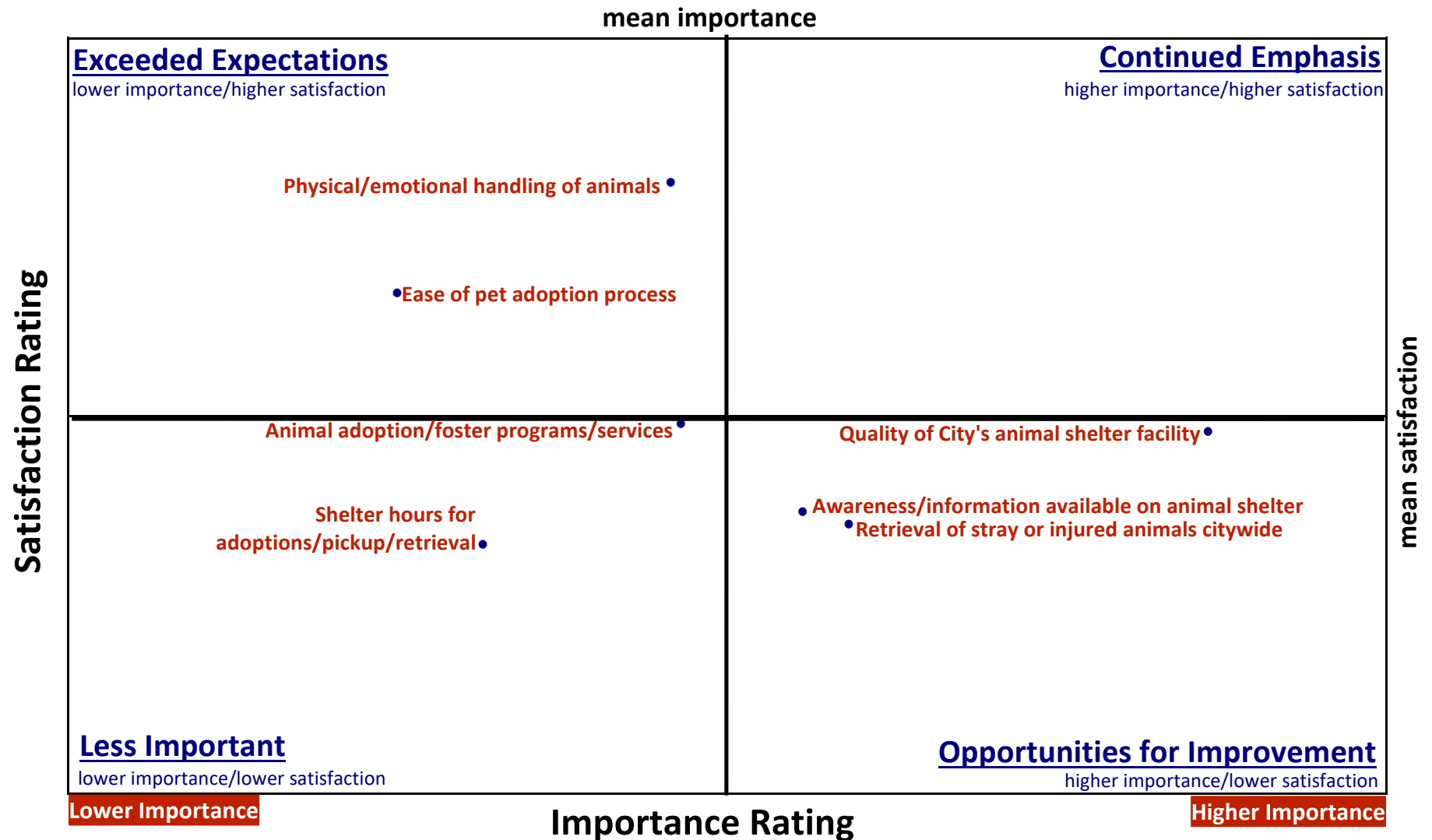
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2025 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)





Tabular Data

Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please provide feedback on how you rate Pflugerville.

(N=509)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	18.5%	55.6%	15.3%	9.4%	0.6%	0.6%
Q1-2. As a place to raise children	19.6%	39.7%	19.6%	5.9%	1.6%	13.6%
Q1-3. As a place to work	5.5%	20.6%	25.3%	16.5%	6.5%	25.5%
Q1-4. As a place to retire	10.6%	28.9%	23.2%	14.9%	10.8%	11.6%
Q1-5. As a place to visit	3.7%	24.6%	30.1%	23.2%	13.9%	4.5%
Q1-6. As a City moving in the right direction	8.8%	32.2%	23.6%	18.3%	13.6%	3.5%

WITHOUT "DON'T KNOW"

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

(N=509)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	18.6%	55.9%	15.4%	9.5%	0.6%
Q1-2. As a place to raise children	22.7%	45.9%	22.7%	6.8%	1.8%
Q1-3. As a place to work	7.4%	27.7%	34.0%	22.2%	8.7%
Q1-4. As a place to retire	12.0%	32.7%	26.2%	16.9%	12.2%
Q1-5. As a place to visit	3.9%	25.7%	31.5%	24.3%	14.6%
Q1-6. As a City moving in the right direction	9.2%	33.4%	24.4%	18.9%	14.1%

Q2. Please rate your SATISFACTION with Pflugerville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall value that you receive for your City tax dollars	4.5%	31.2%	25.3%	25.9%	10.6%	2.4%
Q2-2. Reputation of your City	8.4%	36.9%	29.9%	18.9%	3.1%	2.8%
Q2-3. Quality of City government services	5.3%	36.1%	29.3%	17.1%	7.5%	4.7%
Q2-4. Quality of life in your City	10.8%	48.3%	25.3%	12.6%	2.0%	1.0%
Q2-5. How well your City is planning growth	5.5%	21.6%	22.2%	24.2%	21.6%	4.9%
Q2-6. Appearance of your City	6.9%	35.0%	28.9%	20.6%	6.9%	1.8%

WITHOUT "DON'T KNOW"

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

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall value that you receive for your City tax dollars	4.6%	32.0%	26.0%	26.6%	10.9%
Q2-2. Reputation of your City	8.7%	38.0%	30.7%	19.4%	3.2%
Q2-3. Quality of City government services	5.6%	37.9%	30.7%	17.9%	7.8%
Q2-4. Quality of life in your City	10.9%	48.8%	25.6%	12.7%	2.0%
Q2-5. How well your City is planning growth	5.8%	22.7%	23.3%	25.4%	22.7%
Q2-6. Appearance of your City	7.0%	35.6%	29.4%	21.0%	7.0%

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" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Quality of police service	23.4%	42.2%	17.9%	3.9%	1.0%	11.6%
Q3-2. Maintenance of City streets, drainage & sidewalks	8.4%	35.8%	21.8%	21.0%	11.4%	1.6%
Q3-3. Effectiveness of communication by City	9.2%	41.1%	28.5%	12.2%	5.3%	3.7%
Q3-4. Flow of traffic & congestion management on streets	3.1%	17.7%	20.6%	34.0%	23.4%	1.2%
Q3-5. Quality of water & wastewater services	8.6%	34.2%	23.6%	15.3%	13.9%	4.3%
Q3-6. Quality of City of Pflugerville utility billing	6.7%	29.7%	27.7%	17.5%	11.8%	6.7%
Q3-7. Quality of trash & recycling services	17.3%	54.0%	15.1%	8.1%	2.8%	2.8%
Q3-8. Quality of Pflugerville Public Library	31.0%	31.6%	13.4%	2.0%	0.4%	21.6%
Q3-9. Quality of parks & trails	30.8%	43.8%	14.5%	5.9%	0.8%	4.1%
Q3-10. Quality of recreation programs & facilities	9.6%	29.9%	25.9%	10.2%	3.5%	20.8%
Q3-11. Quality of customer service provided by City	7.5%	28.7%	32.8%	8.4%	3.1%	19.4%
Q3-12. Quality of municipal court services	1.4%	10.4%	25.1%	1.4%	0.4%	61.3%
Q3-13. Quality of animal welfare services/animal shelter	9.0%	25.0%	21.8%	4.5%	1.2%	38.5%
Q3-14. Quality of fire services	27.1%	32.6%	13.4%	0.8%	1.2%	25.0%

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" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-15. Quality of EMS & ambulance services	14.9%	25.9%	16.1%	7.7%	5.1%	30.3%
Q3-16. Quality of Public Art program	7.7%	18.3%	26.9%	5.7%	1.8%	39.7%
Q3-17. Quality of Downtown Pflugerville	4.7%	20.6%	31.0%	24.6%	14.5%	4.5%

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" and 1 means "Very Dissatisfied." (without "don't know")

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Quality of police service	26.4%	47.8%	20.2%	4.4%	1.1%
Q3-2. Maintenance of City streets, drainage & sidewalks	8.6%	36.3%	22.2%	21.4%	11.6%
Q3-3. Effectiveness of communication by City	9.6%	42.7%	29.6%	12.7%	5.5%
Q3-4. Flow of traffic & congestion management on streets	3.2%	17.9%	20.9%	34.4%	23.7%
Q3-5. Quality of water & wastewater services	9.0%	35.7%	24.6%	16.0%	14.6%
Q3-6. Quality of City of Pflugerville utility billing	7.2%	31.8%	29.7%	18.7%	12.6%
Q3-7. Quality of trash & recycling services	17.8%	55.6%	15.6%	8.3%	2.8%
Q3-8. Quality of Pflugerville Public Library	39.6%	40.4%	17.0%	2.5%	0.5%
Q3-9. Quality of parks & trails	32.2%	45.7%	15.2%	6.1%	0.8%
Q3-10. Quality of recreation programs & facilities	12.2%	37.7%	32.8%	12.9%	4.5%
Q3-11. Quality of customer service provided by City	9.3%	35.6%	40.7%	10.5%	3.9%
Q3-12. Quality of municipal court services	3.6%	26.9%	65.0%	3.6%	1.0%
Q3-13. Quality of animal welfare services/ animal shelter	14.7%	40.6%	35.5%	7.3%	1.9%

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" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-14. Quality of fire services	36.1%	43.5%	17.8%	1.0%	1.6%
Q3-15. Quality of EMS & ambulance services	21.4%	37.2%	23.1%	11.0%	7.3%
Q3-16. Quality of Public Art program	12.7%	30.3%	44.6%	9.4%	2.9%
Q3-17. Quality of Downtown Pflugerville	4.9%	21.6%	32.5%	25.7%	15.2%

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	27	5.3 %
Maintenance of City streets, drainage & sidewalks	69	13.6 %
Effectiveness of communication by City	13	2.6 %
Flow of traffic & congestion management on streets	155	30.5 %
Quality of water & wastewater services	46	9.0 %
Quality of City of Pflugerville utility billing	27	5.3 %
Quality of trash & recycling services	5	1.0 %
Quality of Pflugerville Public Library	11	2.2 %
Quality of parks & trails	11	2.2 %
Quality of recreation programs & facilities	14	2.8 %
Quality of customer service provided by City	8	1.6 %
Quality of animal welfare services/animal shelter	4	0.8 %
Quality of fire services	3	0.6 %
Quality of EMS & ambulance services	27	5.3 %
Quality of Public Art program	4	0.8 %
Quality of Downtown Pflugerville	65	12.8 %
None chosen	20	3.9 %
Total	509	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	18	3.5 %
Maintenance of City streets, drainage & sidewalks	87	17.1 %
Effectiveness of communication by City	13	2.6 %
Flow of traffic & congestion management on streets	105	20.6 %
Quality of water & wastewater services	50	9.8 %
Quality of City of Pflugerville utility billing	28	5.5 %
Quality of trash & recycling services	16	3.1 %
Quality of Pflugerville Public Library	9	1.8 %
Quality of parks & trails	33	6.5 %
Quality of recreation programs & facilities	23	4.5 %
Quality of customer service provided by City	6	1.2 %
Quality of municipal court services	1	0.2 %
Quality of animal welfare services/animal shelter	9	1.8 %
Quality of fire services	2	0.4 %
Quality of EMS & ambulance services	21	4.1 %
Quality of Public Art program	3	0.6 %
Quality of Downtown Pflugerville	56	11.0 %
None chosen	29	5.7 %
Total	509	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	11	2.2 %
Maintenance of City streets, drainage & sidewalks	57	11.2 %
Effectiveness of communication by City	20	3.9 %
Flow of traffic & congestion management on streets	63	12.4 %
Quality of water & wastewater services	52	10.2 %
Quality of City of Pflugerville utility billing	16	3.1 %
Quality of trash & recycling services	10	2.0 %
Quality of Pflugerville Public Library	8	1.6 %
Quality of parks & trails	50	9.8 %
Quality of recreation programs & facilities	35	6.9 %
Quality of customer service provided by City	14	2.8 %
Quality of municipal court services	1	0.2 %
Quality of animal welfare services/animal shelter	24	4.7 %
Quality of fire services	9	1.8 %
Quality of EMS & ambulance services	22	4.3 %
Quality of Public Art program	11	2.2 %
Quality of Downtown Pflugerville	67	13.2 %
None chosen	39	7.7 %
Total	509	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	56	11.0 %
Maintenance of City streets, drainage & sidewalks	213	41.8 %
Effectiveness of communication by City	46	9.0 %
Flow of traffic & congestion management on streets	323	63.5 %
Quality of water & wastewater services	148	29.1 %
Quality of City of Pflugerville utility billing	71	13.9 %
Quality of trash & recycling services	31	6.1 %
Quality of Pflugerville Public Library	28	5.5 %
Quality of parks & trails	94	18.5 %
Quality of recreation programs & facilities	72	14.1 %
Quality of customer service provided by City	28	5.5 %
Quality of municipal court services	2	0.4 %
Quality of animal welfare services/animal shelter	37	7.3 %
Quality of fire services	14	2.8 %
Quality of EMS & ambulance services	70	13.8 %
Quality of Public Art program	18	3.5 %
Quality of Downtown Pflugerville	188	36.9 %
None chosen	20	3.9 %
Total	1459	

Q5. Police Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of police in neighborhoods	10.2%	39.9%	27.7%	14.7%	1.6%	5.9%
Q5-2. Visibility of police in commercial & retail areas	8.8%	39.9%	31.2%	9.2%	1.4%	9.4%
Q5-3. Visibility of police in City parks, lakes & public areas	6.1%	27.9%	34.2%	11.4%	2.4%	18.1%
Q5-4. How quickly police respond to emergencies	16.9%	27.1%	18.9%	1.4%	1.4%	34.4%
Q5-5. Efforts to prevent crime	9.4%	26.9%	27.5%	8.3%	2.6%	25.3%
Q5-6. Enforcement of traffic laws	7.5%	30.3%	27.3%	12.2%	6.7%	16.1%
Q5-7. Community engagement efforts	9.4%	31.2%	31.2%	3.7%	2.2%	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" and 1 means "Very Dissatisfied." (without "don't know")

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in neighborhoods	10.9%	42.4%	29.4%	15.7%	1.7%
Q5-2. Visibility of police in commercial & retail areas	9.8%	44.0%	34.5%	10.2%	1.5%
Q5-3. Visibility of police in City parks, lakes & public areas	7.4%	34.1%	41.7%	13.9%	2.9%
Q5-4. How quickly police respond to emergencies	25.7%	41.3%	28.7%	2.1%	2.1%
Q5-5. Efforts to prevent crime	12.6%	36.1%	36.8%	11.1%	3.4%
Q5-6. Enforcement of traffic laws	8.9%	36.1%	32.6%	14.5%	8.0%
Q5-7. Community engagement efforts	12.1%	40.2%	40.2%	4.8%	2.8%

Q6. From the list of items in Question 5, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q6. Top choice	Number	Percent
Visibility of police in neighborhoods	89	17.5 %
Visibility of police in commercial & retail areas	45	8.8 %
Visibility of police in City parks, lakes & public areas	34	6.7 %
How quickly police respond to emergencies	73	14.3 %
Efforts to prevent crime	113	22.2 %
Enforcement of traffic laws	75	14.7 %
Community engagement efforts	40	7.9 %
None chosen	40	7.9 %
Total	509	100.0 %

Q6. From the list of items in Question 5, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q6. 2nd choice	Number	Percent
Visibility of police in neighborhoods	80	15.7 %
Visibility of police in commercial & retail areas	60	11.8 %
Visibility of police in City parks, lakes & public areas	42	8.3 %
How quickly police respond to emergencies	52	10.2 %
Efforts to prevent crime	120	23.6 %
Enforcement of traffic laws	49	9.6 %
Community engagement efforts	43	8.4 %
None chosen	63	12.4 %
Total	509	100.0 %

Q6. From the list of items in Question 5, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q6. 3rd choice	Number	Percent
Visibility of police in neighborhoods	60	11.8 %
Visibility of police in commercial & retail areas	77	15.1 %
Visibility of police in City parks, lakes & public areas	55	10.8 %
How quickly police respond to emergencies	52	10.2 %
Efforts to prevent crime	75	14.7 %
Enforcement of traffic laws	44	8.6 %
Community engagement efforts	69	13.6 %
None chosen	77	15.1 %
Total	509	100.0 %

SUM OF TOP 3 CHOICES

Q6. From the list of items in Question 5, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	229	45.0 %
Visibility of police in commercial & retail areas	182	35.8 %
Visibility of police in City parks, lakes & public areas	131	25.7 %
How quickly police respond to emergencies	177	34.8 %
Efforts to prevent crime	308	60.5 %
Enforcement of traffic laws	168	33.0 %
Community engagement efforts	152	29.9 %
None chosen	40	7.9 %
Total	1387	

Q7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=509)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	55.4%	35.4%	6.5%	0.6%	0.2%	2.0%
Q7-2. In your neighborhood after dark	25.7%	46.2%	16.3%	9.2%	0.4%	2.2%
Q7-3. On City trails/in City parks	15.1%	41.1%	24.4%	6.5%	1.2%	11.8%
Q7-4. At Lake Pflugerville	17.5%	31.4%	20.4%	8.6%	1.6%	20.4%
Q7-5. In retail/shopping areas	20.6%	45.8%	23.2%	6.3%	1.0%	3.1%
Q7-6. In Downtown Pflugerville	22.0%	40.5%	22.6%	3.5%	0.8%	10.6%

WITHOUT "DON'T KNOW"

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

(N=509)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. In your neighborhood during the day	56.5%	36.1%	6.6%	0.6%	0.2%
Q7-2. In your neighborhood after dark	26.3%	47.2%	16.7%	9.4%	0.4%
Q7-3. On City trails/in City parks	17.1%	46.5%	27.6%	7.3%	1.3%
Q7-4. At Lake Pflugerville	22.0%	39.5%	25.7%	10.9%	2.0%
Q7-5. In retail/shopping areas	21.3%	47.3%	23.9%	6.5%	1.0%
Q7-6. In Downtown Pflugerville	24.6%	45.3%	25.3%	4.0%	0.9%

Q8. Fire Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How quickly fire personnel respond	28.7%	20.8%	7.3%	0.0%	0.4%	42.8%
Q8-2. How quickly EMS & ambulance services respond	21.2%	18.1%	10.0%	2.2%	2.4%	46.2%

WITHOUT "DON'T KNOW"

Q8. Fire Services. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How quickly fire personnel respond	50.2%	36.4%	12.7%	0.0%	0.7%
Q8-2. How quickly EMS & ambulance services respond	39.4%	33.6%	18.6%	4.0%	4.4%

Q9. Emergency Preparedness. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall efforts to ensure the community is prepared for emergencies	8.6%	25.5%	25.9%	9.6%	1.2%	29.1%
Q9-2. Disaster preparedness public education	4.9%	17.3%	27.1%	16.1%	2.8%	31.8%
Q9-3. Ability to locate information I need from City during an emergency	5.9%	22.0%	25.3%	12.8%	3.9%	30.1%
Q9-4. How well City communicates before, during, & after weather emergencies	11.6%	31.2%	24.0%	13.4%	2.8%	17.1%

WITHOUT "DON'T KNOW"**Q9. Emergency Preparedness. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall efforts to ensure the community is prepared for emergencies	12.2%	36.0%	36.6%	13.6%	1.7%
Q9-2. Disaster preparedness public education	7.2%	25.4%	39.8%	23.6%	4.0%
Q9-3. Ability to locate information I need from City during an emergency	8.4%	31.5%	36.2%	18.3%	5.6%
Q9-4. How well City communicates before, during, & after weather emergencies	14.0%	37.7%	28.9%	16.1%	3.3%

Q10. City Special Events. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Outdoor City events & festivals	11.8%	38.9%	22.0%	11.4%	2.8%	13.2%
Q10-2. Management of City events	11.2%	35.2%	25.0%	7.1%	2.2%	19.4%
Q10-3. Parking & event accessibility	5.9%	27.5%	29.9%	13.8%	4.1%	18.9%
Q10-4. Diversity of event offerings by City	9.4%	31.8%	25.5%	12.4%	3.7%	17.1%

WITHOUT "DON'T KNOW"

Q10. City Special Events. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Outdoor City events & festivals	13.6%	44.8%	25.3%	13.1%	3.2%
Q10-2. Management of City events	13.9%	43.7%	31.0%	8.8%	2.7%
Q10-3. Parking & event accessibility	7.3%	33.9%	36.8%	16.9%	5.1%
Q10-4. Diversity of event offerings by City	11.4%	38.4%	30.8%	14.9%	4.5%

Q11. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of local parks	22.4%	51.9%	13.0%	4.5%	0.8%	7.5%
Q11-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	19.8%	44.2%	18.9%	7.3%	1.4%	8.4%
Q11-3. Number of parks	19.6%	44.4%	18.3%	9.2%	1.6%	6.9%
Q11-4. Proximity of parks to your neighborhood	30.8%	40.1%	13.6%	8.1%	2.9%	4.5%
Q11-5. Maintenance & appearance of Pflugerville Recreation Center	9.0%	25.9%	17.3%	5.9%	0.4%	41.5%
Q11-6. Quality of classes & virtual programs offered	3.3%	14.3%	17.9%	7.7%	2.0%	54.8%
Q11-7. Number of walking/biking trails	25.5%	41.3%	14.3%	7.5%	1.2%	10.2%
Q11-8. Quality of outdoor swimming pools	9.0%	24.4%	21.4%	9.2%	2.2%	33.8%
Q11-9. Quality of outdoor athletic fields	9.0%	24.6%	23.6%	6.3%	1.0%	35.6%
Q11-10. Athletic programs in your area	6.1%	15.7%	23.4%	7.5%	1.4%	46.0%
Q11-11. Lake Pflugerville (park, trails, amenities)	13.0%	40.3%	20.8%	7.5%	2.2%	16.3%
Q11-12. Ease of registering for City programs	7.5%	19.6%	20.8%	5.1%	1.2%	45.8%
Q11-13. Senior citizen programs	3.9%	8.3%	17.5%	5.9%	3.1%	61.3%

WITHOUT "DON'T KNOW"

Q11. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of local parks	24.2%	56.1%	14.0%	4.9%	0.8%
Q11-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	21.7%	48.3%	20.6%	7.9%	1.5%
Q11-3. Number of parks	21.1%	47.7%	19.6%	9.9%	1.7%
Q11-4. Proximity of parks to your neighborhood	32.3%	42.0%	14.2%	8.4%	3.1%
Q11-5. Maintenance & appearance of Pflugerville Recreation Center	15.4%	44.3%	29.5%	10.1%	0.7%
Q11-6. Quality of classes & virtual programs offered	7.4%	31.7%	39.6%	17.0%	4.3%
Q11-7. Number of walking/biking trails	28.4%	46.0%	16.0%	8.3%	1.3%
Q11-8. Quality of outdoor swimming pools	13.6%	36.8%	32.3%	13.9%	3.3%
Q11-9. Quality of outdoor athletic fields	14.0%	38.1%	36.6%	9.8%	1.5%
Q11-10. Athletic programs in your area	11.3%	29.1%	43.3%	13.8%	2.5%
Q11-11. Lake Pflugerville (park, trails, amenities)	15.5%	48.1%	24.9%	8.9%	2.6%
Q11-12. Ease of registering for City programs	13.8%	36.2%	38.4%	9.4%	2.2%
Q11-13. Senior citizen programs	10.2%	21.3%	45.2%	15.2%	8.1%

Q12. From the list of items in Question 11, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. Top choice	Number	Percent
Maintenance of local parks	94	18.5 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	51	10.0 %
Number of parks	25	4.9 %
Proximity of parks to your neighborhood	25	4.9 %
Maintenance & appearance of Pflugerville Recreation Center	18	3.5 %
Quality of classes & virtual programs offered	25	4.9 %
Number of walking/biking trails	36	7.1 %
Quality of outdoor swimming pools	24	4.7 %
Quality of outdoor athletic fields	14	2.8 %
Athletic programs in your area	18	3.5 %
Lake Pflugerville (park, trails, amenities)	54	10.6 %
Ease of registering for City programs	14	2.8 %
Senior citizen programs	60	11.8 %
None chosen	51	10.0 %
Total	509	100.0 %

Q12. From the list of items in Question 11, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 2nd choice	Number	Percent
Maintenance of local parks	55	10.8 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	93	18.3 %
Number of parks	20	3.9 %
Proximity of parks to your neighborhood	28	5.5 %
Maintenance & appearance of Pflugerville Recreation Center	20	3.9 %
Quality of classes & virtual programs offered	43	8.4 %
Number of walking/biking trails	33	6.5 %
Quality of outdoor swimming pools	19	3.7 %
Quality of outdoor athletic fields	12	2.4 %
Athletic programs in your area	18	3.5 %
Lake Pflugerville (park, trails, amenities)	46	9.0 %
Ease of registering for City programs	21	4.1 %
Senior citizen programs	29	5.7 %
None chosen	72	14.1 %
Total	509	100.0 %

Q12. From the list of items in Question 11, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 3rd choice	Number	Percent
Maintenance of local parks	41	8.1 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	57	11.2 %
Number of parks	27	5.3 %
Proximity of parks to your neighborhood	26	5.1 %
Maintenance & appearance of Pflugerville Recreation Center	27	5.3 %
Quality of classes & virtual programs offered	35	6.9 %
Number of walking/biking trails	40	7.9 %
Quality of outdoor swimming pools	19	3.7 %
Quality of outdoor athletic fields	23	4.5 %
Athletic programs in your area	22	4.3 %
Lake Pflugerville (park, trails, amenities)	34	6.7 %
Ease of registering for City programs	27	5.3 %
Senior citizen programs	39	7.7 %
None chosen	92	18.1 %
Total	509	100.0 %

SUM OF TOP 3 CHOICES

Q12. From the list of items in Question 11, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q12. Sum of top 3 choices	Number	Percent
Maintenance of local parks	190	37.3 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	201	39.5 %
Number of parks	72	14.1 %
Proximity of parks to your neighborhood	79	15.5 %
Maintenance & appearance of Pflugerville Recreation Center	65	12.8 %
Quality of classes & virtual programs offered	103	20.2 %
Number of walking/biking trails	109	21.4 %
Quality of outdoor swimming pools	62	12.2 %
Quality of outdoor athletic fields	49	9.6 %
Athletic programs in your area	58	11.4 %
Lake Pflugerville (park, trails, amenities)	134	26.3 %
Ease of registering for City programs	62	12.2 %
Senior citizen programs	128	25.1 %
None chosen	51	10.0 %
Total	1363	

Q13. Maintenance Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major streets in Pflugerville	7.1%	44.4%	17.1%	21.6%	7.1%	2.8%
Q13-2. Condition of streets in your neighborhood	10.6%	38.9%	19.4%	16.7%	10.8%	3.5%
Q13-3. Condition of sidewalks in your neighborhood	9.8%	40.3%	19.3%	16.1%	9.2%	5.3%
Q13-4. Condition of street drainage/water drainage	11.0%	51.7%	22.4%	5.9%	3.1%	5.9%
Q13-5. Condition of street signs & traffic signals	13.2%	53.8%	16.5%	8.8%	2.9%	4.7%
Q13-6. Adequacy of street lighting in Pflugerville	7.5%	36.3%	22.6%	21.2%	8.3%	4.1%
Q13-7. Mowing/tree trimming along streets & public areas	11.8%	42.8%	23.8%	12.8%	3.9%	4.9%
Q13-8. Cleanliness of streets & other public areas	11.0%	50.5%	22.8%	8.4%	3.7%	3.5%

WITHOUT "DON'T KNOW"

Q13. Maintenance Services. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major streets in Pflugerville	7.3%	45.7%	17.6%	22.2%	7.3%
Q13-2. Condition of streets in your neighborhood	11.0%	40.3%	20.2%	17.3%	11.2%
Q13-3. Condition of sidewalks in your neighborhood	10.4%	42.5%	20.3%	17.0%	9.8%
Q13-4. Condition of street drainage/water drainage	11.7%	54.9%	23.8%	6.3%	3.3%
Q13-5. Condition of street signs & traffic signals	13.8%	56.5%	17.3%	9.3%	3.1%
Q13-6. Adequacy of street lighting in Pflugerville	7.8%	37.9%	23.6%	22.1%	8.6%
Q13-7. Mowing/tree trimming along streets & public areas	12.4%	45.0%	25.0%	13.4%	4.1%
Q13-8. Cleanliness of streets & other public areas	11.4%	52.3%	23.6%	8.8%	3.9%

Q14. From the list of items in Question 13, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q14. Top choice	Number	Percent
Condition of major streets in Pflugerville	187	36.7 %
Condition of streets in your neighborhood	63	12.4 %
Condition of sidewalks in your neighborhood	58	11.4 %
Condition of street drainage/water drainage	24	4.7 %
Condition of street signs & traffic signals	22	4.3 %
Adequacy of street lighting in Pflugerville	65	12.8 %
Mowing/tree trimming along streets & public areas	24	4.7 %
Cleanliness of streets & other public areas	27	5.3 %
None chosen	39	7.7 %
Total	509	100.0 %

Q14. From the list of items in Question 13, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q14. 2nd choice	Number	Percent
Condition of major streets in Pflugerville	69	13.6 %
Condition of streets in your neighborhood	103	20.2 %
Condition of sidewalks in your neighborhood	45	8.8 %
Condition of street drainage/water drainage	34	6.7 %
Condition of street signs & traffic signals	39	7.7 %
Adequacy of street lighting in Pflugerville	62	12.2 %
Mowing/tree trimming along streets & public areas	46	9.0 %
Cleanliness of streets & other public areas	51	10.0 %
None chosen	60	11.8 %
Total	509	100.0 %

Q14. From the list of items in Question 13, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q14. 3rd choice	Number	Percent
Condition of major streets in Pflugerville	51	10.0 %
Condition of streets in your neighborhood	35	6.9 %
Condition of sidewalks in your neighborhood	59	11.6 %
Condition of street drainage/water drainage	33	6.5 %
Condition of street signs & traffic signals	33	6.5 %
Adequacy of street lighting in Pflugerville	73	14.3 %
Mowing/tree trimming along streets & public areas	57	11.2 %
Cleanliness of streets & other public areas	90	17.7 %
None chosen	78	15.3 %
Total	509	100.0 %

SUM OF TOP 3 CHOICES

Q14. From the list of items in Question 13, which THREE do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Pflugerville	307	60.3 %
Condition of streets in your neighborhood	201	39.5 %
Condition of sidewalks in your neighborhood	162	31.8 %
Condition of street drainage/water drainage	91	17.9 %
Condition of street signs & traffic signals	94	18.5 %
Adequacy of street lighting in Pflugerville	200	39.3 %
Mowing/tree trimming along streets & public areas	127	25.0 %
Cleanliness of streets & other public areas	168	33.0 %
None chosen	39	7.7 %
Total	1389	

Q15. Code Compliance. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Enforcing cleanup of junk & debris on private property	3.9%	22.6%	26.9%	16.1%	6.3%	24.2%
Q15-2. Enforcing mowing & cutting of overgrown weeds & grass on private property	3.7%	23.0%	26.3%	14.7%	9.0%	23.2%
Q15-3. Enforcing sign regulations & bandit sign pickup	4.3%	19.3%	27.9%	11.0%	5.3%	32.2%
Q15-4. City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	4.7%	15.7%	24.8%	10.4%	8.1%	36.3%

WITHOUT "DON'T KNOW"

Q15. Code Compliance. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcing cleanup of junk & debris on private property	5.2%	29.8%	35.5%	21.2%	8.3%
Q15-2. Enforcing mowing & cutting of overgrown weeds & grass on private property	4.9%	29.9%	34.3%	19.2%	11.8%
Q15-3. Enforcing sign regulations & bandit sign pickup	6.4%	28.4%	41.2%	16.2%	7.8%
Q15-4. City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	7.4%	24.7%	38.9%	16.4%	12.7%

Q16. From the list of items in Question 15, which TWO do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property	196	38.5 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	84	16.5 %
Enforcing sign regulations & bandit sign pickup	47	9.2 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	97	19.1 %
None chosen	85	16.7 %
Total	509	100.0 %

Q16. From the list of items in Question 15, which TWO do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property	116	22.8 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	119	23.4 %
Enforcing sign regulations & bandit sign pickup	59	11.6 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	102	20.0 %
None chosen	113	22.2 %
Total	509	100.0 %

SUM OF TOP 2 CHOICES

Q16. From the list of items in Question 15, which TWO do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q16. Sum of top 2 choices	Number	Percent
Enforcing cleanup of junk & debris on private property	312	61.3 %
Enforcing mowing & cutting of overgrown weeds & grass on private property	203	39.9 %
Enforcing sign regulations & bandit sign pickup	106	20.8 %
City efforts to address vehicle-related complaints including abandoned/inoperative vehicles	199	39.1 %
None chosen	85	16.7 %
Total	905	

Q17. Library Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Library hours of operation	25.5%	31.2%	8.4%	2.0%	1.0%	31.8%
Q17-2. Adult collection & materials	19.1%	22.4%	13.4%	2.8%	0.6%	41.8%
Q17-3. Teen collection & materials	12.6%	11.8%	13.8%	1.6%	0.0%	60.3%
Q17-4. Children collection & materials	15.1%	16.9%	12.0%	2.8%	0.2%	53.0%
Q17-5. Maintenance & appearance of Pflugerville Library	29.5%	30.3%	8.6%	1.8%	0.4%	29.5%
Q17-6. Quality of library digital & online resources	21.0%	23.2%	11.2%	2.4%	0.2%	42.0%
Q17-7. Library programs for adults	14.5%	18.3%	13.6%	2.6%	0.2%	50.9%
Q17-8. Library programs for youth	12.6%	14.5%	13.8%	1.6%	0.4%	57.2%
Q17-9. Senior citizen programs	7.3%	8.8%	13.0%	4.3%	0.8%	65.8%
Q17-10. Quality of special events & virtual programs	12.0%	17.7%	14.5%	2.0%	0.4%	53.4%
Q17-11. Accessibility for those with special needs or disabilities	10.0%	14.3%	11.8%	1.4%	0.4%	62.1%
Q17-12. Cultural diversity in library programs, events, collections	12.4%	15.7%	15.9%	1.4%	1.2%	53.4%
Q17-13. Location of Pflugerville Library	25.9%	34.2%	13.0%	3.7%	1.0%	22.2%
Q17-14. Available space of Pflugerville Library	16.9%	27.3%	15.7%	3.9%	0.8%	35.4%

Q17. Library Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-15. Pfab equipment, crafts, tools & instruments	12.4%	11.2%	13.6%	1.4%	0.4%	61.1%

WITHOUT "DON'T KNOW"

Q17. Library Services. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Library hours of operation	37.5%	45.8%	12.4%	2.9%	1.4%
Q17-2. Adult collection & materials	32.8%	38.5%	23.0%	4.7%	1.0%
Q17-3. Teen collection & materials	31.7%	29.7%	34.7%	4.0%	0.0%
Q17-4. Children collection & materials	32.2%	36.0%	25.5%	5.9%	0.4%
Q17-5. Maintenance & appearance of Pflugerville Library	41.8%	42.9%	12.3%	2.5%	0.6%
Q17-6. Quality of library digital & online resources	36.3%	40.0%	19.3%	4.1%	0.3%
Q17-7. Library programs for adults	29.6%	37.2%	27.6%	5.2%	0.4%
Q17-8. Library programs for youth	29.4%	33.9%	32.1%	3.7%	0.9%
Q17-9. Senior citizen programs	21.3%	25.9%	37.9%	12.6%	2.3%
Q17-10. Quality of special events & virtual programs	25.7%	38.0%	31.2%	4.2%	0.8%
Q17-11. Accessibility for those with special needs or disabilities	26.4%	37.8%	31.1%	3.6%	1.0%
Q17-12. Cultural diversity in library programs, events, collections	26.6%	33.8%	34.2%	3.0%	2.5%
Q17-13. Location of Pflugerville Library	33.3%	43.9%	16.7%	4.8%	1.3%

WITHOUT "DON'T KNOW"

Q17. Library Services. 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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-14. Available space of Pflugerville Library	26.1%	42.2%	24.3%	6.1%	1.2%
Q17-15. Pfab equipment, crafts, tools & instruments	31.8%	28.8%	34.8%	3.5%	1.0%

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

Q18. Top choice	Number	Percent
Library hours of operation	30	5.9 %
Adult collection & materials	26	5.1 %
Teen collection & materials	8	1.6 %
Children collection & materials	20	3.9 %
Maintenance & appearance of Pflugerville Library	38	7.5 %
Quality of library digital & online resources	53	10.4 %
Library programs for adults	27	5.3 %
Library programs for youth	19	3.7 %
Senior citizen programs	51	10.0 %
Quality of special events & virtual programs	13	2.6 %
Accessibility for those with special needs or disabilities	9	1.8 %
Cultural diversity in library programs, events, collections	25	4.9 %
Location of Pflugerville Library	25	4.9 %
Available space of Pflugerville Library	23	4.5 %
Pfab equipment, crafts, tools & instruments	15	2.9 %
None chosen	127	25.0 %
Total	509	100.0 %

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

Q18. 2nd choice	Number	Percent
Library hours of operation	11	2.2 %
Adult collection & materials	23	4.5 %
Teen collection & materials	12	2.4 %
Children collection & materials	20	3.9 %
Maintenance & appearance of Pflugerville Library	25	4.9 %
Quality of library digital & online resources	30	5.9 %
Library programs for adults	31	6.1 %
Library programs for youth	34	6.7 %
Senior citizen programs	29	5.7 %
Quality of special events & virtual programs	30	5.9 %
Accessibility for those with special needs or disabilities	18	3.5 %
Cultural diversity in library programs, events, collections	38	7.5 %
Location of Pflugerville Library	11	2.2 %
Available space of Pflugerville Library	23	4.5 %
Pfab equipment, crafts, tools & instruments	24	4.7 %
None chosen	150	29.5 %
Total	509	100.0 %

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

Q18. 3rd choice	Number	Percent
Library hours of operation	16	3.1 %
Adult collection & materials	33	6.5 %
Teen collection & materials	8	1.6 %
Children collection & materials	17	3.3 %
Maintenance & appearance of Pflugerville Library	29	5.7 %
Quality of library digital & online resources	45	8.8 %
Library programs for adults	25	4.9 %
Library programs for youth	13	2.6 %
Senior citizen programs	32	6.3 %
Quality of special events & virtual programs	31	6.1 %
Accessibility for those with special needs or disabilities	20	3.9 %
Cultural diversity in library programs, events, collections	26	5.1 %
Location of Pflugerville Library	4	0.8 %
Available space of Pflugerville Library	17	3.3 %
Pfab equipment, crafts, tools & instruments	27	5.3 %
None chosen	166	32.6 %
Total	509	100.0 %

SUM OF TOP 3 CHOICES

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

Q18. Sum of top 3 choices	Number	Percent
Library hours of operation	57	11.2 %
Adult collection & materials	82	16.1 %
Teen collection & materials	28	5.5 %
Children collection & materials	57	11.2 %
Maintenance & appearance of Pflugerville Library	92	18.1 %
Quality of library digital & online resources	128	25.1 %
Library programs for adults	83	16.3 %
Library programs for youth	66	13.0 %
Senior citizen programs	112	22.0 %
Quality of special events & virtual programs	74	14.5 %
Accessibility for those with special needs or disabilities	47	9.2 %
Cultural diversity in library programs, events, collections	89	17.5 %
Location of Pflugerville Library	40	7.9 %
Available space of Pflugerville Library	63	12.4 %
Pfab equipment, crafts, tools & instruments	66	13.0 %
None chosen	127	25.0 %
Total	1211	

Q19. Animal Welfare Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Quality of City's animal shelter facility	8.6%	16.1%	17.5%	5.5%	1.6%	50.7%
Q19-2. Ease of pet adoption process	8.4%	10.8%	13.6%	1.0%	0.8%	65.4%
Q19-3. Awareness & information available on animal shelter	8.4%	16.5%	16.1%	9.8%	2.2%	47.0%
Q19-4. Animal adoption, foster programs & services offered	8.3%	13.6%	17.5%	2.9%	1.0%	56.8%
Q19-5. Retrieval of stray or injured animals citywide	6.5%	14.3%	17.1%	5.1%	1.8%	55.2%
Q19-6. Physical & emotional handling of animals in our care	8.3%	12.8%	13.0%	0.8%	0.2%	65.0%
Q19-7. Convenience of shelter operation hours for animal adoptions, pickup & retrieval	6.1%	12.6%	17.3%	3.7%	1.2%	59.1%

WITHOUT "DON'T KNOW"

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

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Quality of City's animal shelter facility	17.5%	32.7%	35.5%	11.2%	3.2%
Q19-2. Ease of pet adoption process	24.4%	31.3%	39.2%	2.8%	2.3%
Q19-3. Awareness & information available on animal shelter	15.9%	31.1%	30.4%	18.5%	4.1%
Q19-4. Animal adoption, foster programs & services offered	19.1%	31.4%	40.5%	6.8%	2.3%
Q19-5. Retrieval of stray or injured animals citywide	14.5%	32.0%	38.2%	11.4%	3.9%
Q19-6. Physical & emotional handling of animals in our care	23.6%	36.5%	37.1%	2.2%	0.6%
Q19-7. Convenience of shelter operation hours for animal adoptions, pickup & retrieval	14.9%	30.8%	42.3%	9.1%	2.9%

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

Q20. Top choice	Number	Percent
Quality of City's animal shelter facility	139	27.3 %
Ease of pet adoption process	20	3.9 %
Awareness & information available on animal shelter	57	11.2 %
Animal adoption, foster programs & services offered	20	3.9 %
Retrieval of stray or injured animals citywide	52	10.2 %
Physical & emotional handling of animals in our care	35	6.9 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	24	4.7 %
None chosen	162	31.8 %
Total	509	100.0 %

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

Q20. 2nd choice	Number	Percent
Quality of City's animal shelter facility	33	6.5 %
Ease of pet adoption process	36	7.1 %
Awareness & information available on animal shelter	46	9.0 %
Animal adoption, foster programs & services offered	59	11.6 %
Retrieval of stray or injured animals citywide	59	11.6 %
Physical & emotional handling of animals in our care	55	10.8 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	38	7.5 %
None chosen	183	36.0 %
Total	509	100.0 %

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

Q20. 3rd choice	Number	Percent
Quality of City's animal shelter facility	42	8.3 %
Ease of pet adoption process	33	6.5 %
Awareness & information available on animal shelter	49	9.6 %
Animal adoption, foster programs & services offered	54	10.6 %
Retrieval of stray or injured animals citywide	48	9.4 %
Physical & emotional handling of animals in our care	41	8.1 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	40	7.9 %
None chosen	202	39.7 %
Total	509	100.0 %

SUM OF TOP 3 CHOICES

Q20. From the list of items in Question 19, which THREE 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	214	42.0 %
Ease of pet adoption process	89	17.5 %
Awareness & information available on animal shelter	152	29.9 %
Animal adoption, foster programs & services offered	133	26.1 %
Retrieval of stray or injured animals citywide	159	31.2 %
Physical & emotional handling of animals in our care	131	25.7 %
Convenience of shelter operation hours for animal adoptions, pickup & retrieval	102	20.0 %
None chosen	162	31.8 %
Total	1142	

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=509)

	About once a year	Visit quarterly	Visit monthly	Visit weekly	Do not visit	Not provided
Q21-1. Lake Pflugerville	26.9%	25.9%	13.9%	9.6%	20.0%	3.5%
Q21-2. Pflugerville's trail system	9.2%	17.7%	15.5%	36.7%	17.7%	3.1%
Q21-3. A City pool (Scott Mentzer, Gilleland Creek or Windermere)	17.9%	9.2%	4.3%	2.4%	61.1%	5.1%
Q21-4. Pflugerville Recreation Center	15.5%	7.7%	3.1%	3.9%	63.3%	6.5%
Q21-5. Pfluger Park	19.4%	21.6%	13.8%	12.4%	28.3%	4.5%
Q21-6. 1849 Park	8.4%	8.3%	5.3%	4.5%	65.2%	8.3%
Q21-7. Pflugerville Public Library	17.1%	19.8%	16.1%	10.2%	32.6%	4.1%
Q21-8. Pflugerville Animal Shelter	18.5%	5.9%	0.8%	0.0%	66.6%	8.3%
Q21-9. Pflugerville outdoor festival or special event	36.5%	23.2%	5.3%	1.4%	27.7%	5.9%
Q21-10. Downtown Pflugerville	16.3%	26.7%	24.4%	17.1%	11.4%	4.1%

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=509)

	About once a year	Visit quarterly	Visit monthly	Visit weekly	Do not visit
Q21-1. Lake Pflugerville	27.9%	26.9%	14.5%	10.0%	20.8%
Q21-2. Pflugerville's trail system	9.5%	18.3%	16.0%	37.9%	18.3%
Q21-3. A City pool (Scott Mentzer, Gilleland Creek or Windermere)	18.8%	9.7%	4.6%	2.5%	64.4%
Q21-4. Pflugerville Recreation Center	16.6%	8.2%	3.4%	4.2%	67.6%
Q21-5. Pfluger Park	20.4%	22.6%	14.4%	13.0%	29.6%
Q21-6. 1849 Park	9.2%	9.0%	5.8%	4.9%	71.1%
Q21-7. Pflugerville Public Library	17.8%	20.7%	16.8%	10.7%	34.0%
Q21-8. Pflugerville Animal Shelter	20.1%	6.4%	0.9%	0.0%	72.6%
Q21-9. Pflugerville outdoor festival or special event	38.8%	24.6%	5.6%	1.5%	29.4%
Q21-10. Downtown Pflugerville	17.0%	27.9%	25.4%	17.8%	11.9%

Q22. Utility Services. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Water service	10.2%	28.3%	15.5%	18.9%	15.5%	11.6%
Q22-2. Wastewater service	11.0%	34.2%	21.0%	12.4%	9.2%	12.2%
Q22-3. Residential trash & curbside recycling collection	24.8%	46.4%	12.4%	9.2%	2.4%	4.9%
Q22-4. Curbside bulk item pick up/removal (furniture, appliances)	16.7%	30.5%	17.1%	13.4%	4.7%	17.7%
Q22-5. Recycle Center/ Household Waste Disposal (oil, etc.)	12.4%	25.1%	17.5%	10.8%	3.5%	30.6%
Q22-6. Limb/yard waste collection services	10.4%	28.3%	17.9%	16.1%	7.3%	20.0%

WITHOUT "DON'T KNOW"

Q22. Utility Services. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Water service	11.6%	32.0%	17.6%	21.3%	17.6%
Q22-2. Wastewater service	12.5%	38.9%	23.9%	14.1%	10.5%
Q22-3. Residential trash & curbside recycling collection	26.0%	48.8%	13.0%	9.7%	2.5%
Q22-4. Curbside bulk item pick up/removal (furniture, appliances)	20.3%	37.0%	20.8%	16.2%	5.7%
Q22-5. Recycle Center/ Household Waste Disposal (oil, etc.)	17.8%	36.3%	25.2%	15.6%	5.1%
Q22-6. Limb/yard waste collection services	13.0%	35.4%	22.4%	20.1%	9.1%

Q23. Public Information Services. Please rate your satisfaction by using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of information about Pflugerville services & activities	6.5%	30.5%	28.5%	14.7%	3.5%	16.3%
Q23-2. Timeliness of information provided by your City	7.3%	31.4%	29.5%	10.8%	3.3%	17.7%
Q23-3. Efforts by City to keep you informed	7.5%	35.0%	22.4%	16.3%	4.5%	14.3%
Q23-4. Quality of City website pflugervilletx.gov	5.7%	31.4%	28.3%	11.6%	3.7%	19.3%
Q23-5. Responsiveness to requests for information on City social media accounts	3.3%	15.7%	18.1%	5.3%	1.8%	55.8%
Q23-6. Clarity of information & messaging	5.9%	28.1%	28.1%	7.7%	2.4%	27.9%

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" and 1 means "Very Dissatisfied." (without "don't know")

(N=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of information about Pflugerville services & activities	7.7%	36.4%	34.0%	17.6%	4.2%
Q23-2. Timeliness of information provided by your City	8.8%	38.2%	35.8%	13.1%	4.1%
Q23-3. Efforts by City to keep you informed	8.7%	40.8%	26.1%	19.0%	5.3%
Q23-4. Quality of City website pflugervilletx.gov	7.1%	38.9%	35.0%	14.4%	4.6%
Q23-5. Responsiveness to requests for information on City social media accounts	7.6%	35.6%	40.9%	12.0%	4.0%
Q23-6. Clarity of information & messaging	8.2%	39.0%	39.0%	10.6%	3.3%

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

Q24. Sources you have used to get information about

City of Pflugerville	Number	Percent
Austin American Statesman	63	12.4 %
Radio	36	7.1 %
TV news channels	79	15.5 %
Community Impact News	314	61.7 %
Your HOA	89	17.5 %
Social media groups	236	46.4 %
Friends	182	35.8 %
Reddit	50	9.8 %
Nextdoor	131	25.7 %
Facebook (City, Police, Library, PAWS)	255	50.1 %
Key to City newsletter	151	29.7 %
Utility bill insert/Pflyer	179	35.2 %
Website Pflugervilletx.gov	269	52.8 %
X (City, Police, Library)	34	6.7 %
YouTube (www.youtube.com/cityofpflugerville)	26	5.1 %
Instagram (City, Police, Library, PAWS)	71	13.9 %
Video (That's My Pflugerville, Pflugerville Pfocus, Pf INSIDER: Frontline work, Heart of the City)	23	4.5 %
Pf Alerts (Text Notifications)	212	41.7 %
Print brochures, flyers, Year in Review	82	16.1 %
Roadside signs & banners	154	30.3 %
Pflugerville Media app	10	2.0 %
Roku	5	1.0 %
Total	2651	

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

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

	Number	Percent
Yes	168	33.0 %
No	341	67.0 %
Total	509	100.0 %

Q25a. How did you contact the City?

Q25a. How did you contact City	Number	Percent
Phone	82	48.8 %
Email	48	28.6 %
Social media	4	2.4 %
In person	28	16.7 %
Elected official	6	3.6 %
Total	168	100.0 %

Q25c. Please rate your satisfaction with the City employees you contacted with regard to the following.

(N=168)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25c-1. How easy they were to contact	28.0%	32.7%	14.3%	13.1%	8.9%	3.0%
Q25c-2. Courteousness of staff	38.7%	29.8%	14.3%	7.7%	3.6%	6.0%
Q25c-3. Accuracy of information & assistance given	31.0%	25.0%	12.5%	15.5%	10.7%	5.4%
Q25c-4. How quickly City staff responded to your request	31.5%	28.0%	11.9%	11.3%	15.5%	1.8%
Q25c-5. How well your issue was handled	23.8%	25.0%	12.5%	11.3%	25.0%	2.4%
Q25c-6. Your overall interaction with City employee	31.5%	28.6%	13.1%	11.9%	10.1%	4.8%

WITHOUT "DON'T KNOW"**Q25c. Please rate your satisfaction with the City employees you contacted with regard to the following.
(without "don't know")**

(N=168)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25c-1. How easy they were to contact	28.8%	33.7%	14.7%	13.5%	9.2%
Q25c-2. Courteousness of staff	41.1%	31.6%	15.2%	8.2%	3.8%
Q25c-3. Accuracy of information & assistance given	32.7%	26.4%	13.2%	16.4%	11.3%
Q25c-4. How quickly City staff responded to your request	32.1%	28.5%	12.1%	11.5%	15.8%
Q25c-5. How well your issue was handled	24.4%	25.6%	12.8%	11.6%	25.6%
Q25c-6. Your overall interaction with City employee	33.1%	30.0%	13.8%	12.5%	10.6%

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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Quality of leadership provided by City's elected officials	2.8%	19.3%	29.7%	14.9%	8.1%	25.3%
Q26-2. Effectiveness of appointed boards & commissions	1.8%	15.5%	32.4%	12.2%	7.7%	30.5%
Q26-3. Effectiveness of City management	2.9%	17.7%	29.1%	15.5%	9.0%	25.7%
Q26-4. Transparency of City government	2.4%	15.7%	26.3%	17.1%	10.0%	28.5%
Q26-5. How well City listens & responds to community needs	1.4%	13.8%	27.5%	17.7%	11.0%	28.7%
Q26-6. Ability to engage or participate in government processes	2.4%	15.1%	32.0%	8.8%	5.9%	35.8%

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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Quality of leadership provided by City's elected officials	3.7%	25.8%	39.7%	20.0%	10.8%
Q26-2. Effectiveness of appointed boards & commissions	2.5%	22.3%	46.6%	17.5%	11.0%
Q26-3. Effectiveness of City management	4.0%	23.8%	39.2%	20.9%	12.2%
Q26-4. Transparency of City government	3.3%	22.0%	36.8%	23.9%	14.0%
Q26-5. How well City listens & responds to community needs	1.9%	19.3%	38.6%	24.8%	15.4%
Q26-6. Ability to engage or participate in government processes	3.7%	23.5%	49.8%	13.8%	9.2%

Q27. Statements about Pflugerville. What is your level of agreement with the following statements with 5 being "Strongly Agree" and 1 being "Strongly Disagree."

(N=509)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q27-1. I have confidence in City Council	2.0%	18.9%	29.9%	18.7%	12.0%	18.7%
Q27-2. Based on quality of schools, parks, housing, & police, Pflugerville is a high-value community	8.6%	41.1%	24.2%	15.7%	4.1%	6.3%
Q27-3. Pflugerville is a modern & charming community	6.9%	28.7%	27.9%	27.3%	4.7%	4.5%
Q27-4. Pflugerville has diverse culture & heritage & offers an atmosphere of inclusion	13.0%	43.8%	23.0%	7.1%	2.6%	10.6%
Q27-5. First-rate parks, vital infrastructure, employment opportunities & entertainment options make Pflugerville a desirable place	8.3%	30.5%	30.5%	17.5%	5.9%	7.5%
Q27-6. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	8.8%	37.9%	27.7%	13.8%	3.5%	8.3%

WITHOUT "DON'T KNOW"**Q27. Statements about Pflugerville. What is your level of agreement with the following statements with 5 being "Strongly Agree" and 1 being "Strongly Disagree" (without "don't know")**

(N=509)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q27-1. I have confidence in City Council	2.4%	23.2%	36.7%	22.9%	14.7%
Q27-2. Based on quality of schools, parks, housing, & police, Pflugerville is a high-value community	9.2%	43.8%	25.8%	16.8%	4.4%
Q27-3. Pflugerville is a modern & charming community	7.2%	30.0%	29.2%	28.6%	4.9%
Q27-4. Pflugerville has diverse culture & heritage & offers an atmosphere of inclusion	14.5%	49.0%	25.7%	7.9%	2.9%
Q27-5. First-rate parks, vital infrastructure, employment opportunities & entertainment options make Pflugerville a desirable place	8.9%	32.9%	32.9%	18.9%	6.4%
Q27-6. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	9.6%	41.3%	30.2%	15.0%	3.9%

Q28. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Preparedness for growth	3.1%	15.9%	22.6%	34.6%	16.9%	6.9%
Q28-2. Quality of commercial development	3.5%	20.2%	25.1%	27.9%	17.3%	5.9%
Q28-3. Quality of residential development	3.3%	25.7%	27.3%	22.8%	14.1%	6.7%
Q28-4. Diversity of residential development	4.7%	23.4%	30.8%	17.5%	10.4%	13.2%
Q28-5. Diversity of commercial development	2.4%	18.9%	25.3%	24.2%	16.1%	13.2%
Q28-6. Availability of affordable housing for sale	3.5%	16.5%	26.7%	19.8%	12.8%	20.6%
Q28-7. Availability of affordable housing for rent	3.3%	10.2%	24.6%	15.1%	9.6%	37.1%

WITHOUT "DON'T KNOW"

Q28. 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=509)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Preparedness for growth	3.4%	17.1%	24.3%	37.1%	18.1%
Q28-2. Quality of commercial development	3.8%	21.5%	26.7%	29.6%	18.4%
Q28-3. Quality of residential development	3.6%	27.6%	29.3%	24.4%	15.2%
Q28-4. Diversity of residential development	5.4%	26.9%	35.5%	20.1%	12.0%
Q28-5. Diversity of commercial development	2.7%	21.7%	29.2%	27.8%	18.6%
Q28-6. Availability of affordable housing for sale	4.5%	20.8%	33.7%	25.0%	16.1%
Q28-7. Availability of affordable housing for rent	5.3%	16.3%	39.1%	24.1%	15.3%

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=509)

	Very important	Somewhat important	No opinion/ unsure	Not important	Not provided
Q29-1. Recreational programming & events	32.0%	39.3%	14.1%	9.0%	5.5%
Q29-2. Trails & connectivity	45.0%	35.0%	9.4%	5.9%	4.7%
Q29-3. Enhancements to Downtown Pflugerville	46.4%	31.6%	8.1%	8.4%	5.5%
Q29-4. Library branch & services	35.0%	32.6%	19.1%	7.3%	6.1%
Q29-5. Pflugerville animal welfare services facility	29.3%	34.6%	20.2%	8.6%	7.3%
Q29-6. Water & wastewater for the future	66.6%	18.7%	7.9%	1.4%	5.5%
Q29-7. Streetscape projects (streetlights, wider sidewalks, benches, plantings)	54.2%	31.2%	6.3%	3.5%	4.7%
Q29-8. Art, sculptures, murals in public spaces	17.1%	33.4%	18.1%	25.9%	5.5%
Q29-9. New roads/road widening	64.2%	22.6%	4.7%	4.5%	3.9%
Q29-10. Traffic management/traffic signal timing	72.3%	17.7%	3.5%	2.2%	4.3%
Q29-11. Parks, playscapes	36.7%	44.0%	9.0%	5.1%	5.1%

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=509)

	Very important	Somewhat important	No opinion/unsure	Not important
Q29-1. Recreational programming & events	33.9%	41.6%	15.0%	9.6%
Q29-2. Trails & connectivity	47.2%	36.7%	9.9%	6.2%
Q29-3. Enhancements to Downtown Pflugerville	49.1%	33.5%	8.5%	8.9%
Q29-4. Library branch & services	37.2%	34.7%	20.3%	7.7%
Q29-5. Pflugerville animal welfare services facility	31.6%	37.3%	21.8%	9.3%
Q29-6. Water & wastewater for the future	70.5%	19.8%	8.3%	1.5%
Q29-7. Streetscape projects (streetlights, wider sidewalks, benches, plantings)	56.9%	32.8%	6.6%	3.7%
Q29-8. Art, sculptures, murals in public spaces	18.1%	35.3%	19.1%	27.4%
Q29-9. New roads/road widening	66.9%	23.5%	4.9%	4.7%
Q29-10. Traffic management/traffic signal timing	75.6%	18.5%	3.7%	2.3%
Q29-11. Parks, playscapes	38.7%	46.4%	9.5%	5.4%

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	19	3.7 %
Trails & connectivity	29	5.7 %
Enhancements to Downtown Pflugerville	71	13.9 %
Library branch & services	17	3.3 %
Pflugerville animal welfare services facility	15	2.9 %
Water & wastewater for the future	105	20.6 %
Streetscape projects (streetlights, wider sidewalks, benches, plantings)	48	9.4 %
Art, sculptures, murals in public spaces	1	0.2 %
New roads/road widening	94	18.5 %
Traffic management/traffic signal timing	67	13.2 %
Parks, playscapes	8	1.6 %
None chosen	35	6.9 %
Total	509	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	27	5.3 %
Trails & connectivity	29	5.7 %
Enhancements to Downtown Pflugerville	39	7.7 %
Library branch & services	19	3.7 %
Pflugerville animal welfare services facility	14	2.8 %
Water & wastewater for the future	47	9.2 %
Streetscape projects (streetlights, wider sidewalks, benches, plantings)	66	13.0 %
Art, sculptures, murals in public spaces	10	2.0 %
New roads/road widening	87	17.1 %
Traffic management/traffic signal timing	114	22.4 %
Parks, playscapes	12	2.4 %
None chosen	45	8.8 %
Total	509	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?

Q30. 3rd choice	Number	Percent
Recreational programming & events	30	5.9 %
Trails & connectivity	29	5.7 %
Enhancements to Downtown Pflugerville	46	9.0 %
Library branch & services	16	3.1 %
Pflugerville animal welfare services facility	23	4.5 %
Water & wastewater for the future	54	10.6 %
Streetscape projects (streetlights, wider sidewalks, benches, plantings)	63	12.4 %
Art, sculptures, murals in public spaces	16	3.1 %
New roads/road widening	58	11.4 %
Traffic management/traffic signal timing	74	14.5 %
Parks, playscapes	31	6.1 %
None chosen	69	13.6 %
Total	509	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)

Q30. Sum of top 3 choices	Number	Percent
Recreational programming & events	76	14.9 %
Trails & connectivity	87	17.1 %
Enhancements to Downtown Pflugerville	156	30.6 %
Library branch & services	52	10.2 %
Pflugerville animal welfare services facility	52	10.2 %
Water & wastewater for the future	206	40.5 %
Streetscape projects (streetlights, wider sidewalks, benches, plantings)	177	34.8 %
Art, sculptures, murals in public spaces	27	5.3 %
New roads/road widening	239	47.0 %
Traffic management/traffic signal timing	255	50.1 %
Parks, playscapes	51	10.0 %
None chosen	35	6.9 %
Total	1413	

Q31. Public Art in Pflugerville. Please rate on a scale of 5 to 1, with 5 being "Absolutely" and 1 "Not At All."

(N=509)

	Absolutely	Somewhat	Neutral	Somewhat no	Not at all	Don't know
Q31-1. Does public art in Pflugerville make you feel proud of your community	25.9%	21.0%	19.6%	6.3%	12.6%	14.5%
Q31-2. Does public art in Pflugerville help create a sense of community & belonging	28.3%	21.0%	16.1%	7.3%	14.1%	13.2%
Q31-3. Does public art program enhance your experience in Pflugerville	25.7%	16.5%	18.3%	7.1%	16.7%	15.7%

WITHOUT "DON'T KNOW"**Q31. Public Art in Pflugerville. Please rate on a scale of 5 to 1, with 5 being "Absolutely" and 1 "Not At All." (without "don't know")**

(N=509)

	Absolutely	Somewhat	Neutral	Somewhat no	Not at all
Q31-1. Does public art in Pflugerville make you feel proud of your community	30.3%	24.6%	23.0%	7.4%	14.7%
Q31-2. Does public art in Pflugerville help create a sense of community & belonging	32.6%	24.2%	18.6%	8.4%	16.3%
Q31-3. Does public art program enhance your experience in Pflugerville	30.5%	19.6%	21.7%	8.4%	19.8%

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

Q33. How many years have you lived in Pflugerville	Number	Percent
0-5	124	24.4 %
6-10	102	20.0 %
11-15	63	12.4 %
16-20	63	12.4 %
21-30	81	15.9 %
31+	63	12.4 %
Not provided	13	2.6 %
Total	509	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
0-5	124	25.0 %
6-10	102	20.6 %
11-15	63	12.7 %
16-20	63	12.7 %
21-30	81	16.3 %
31+	63	12.7 %
Total	496	100.0 %

Q34. What is your age?

Q34. Your age	Number	Percent
18-34	98	19.3 %
35-44	101	19.8 %
45-54	102	20.0 %
55-64	101	19.8 %
65+	95	18.7 %
Not provided	12	2.4 %
Total	509	100.0 %

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

Q34. Your age	Number	Percent
18-34	98	19.7 %
35-44	101	20.3 %
45-54	102	20.5 %
55-64	101	20.3 %
65+	95	19.1 %
Total	497	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence	Number	Percent
Own	429	84.3 %
Rent	76	14.9 %
Not provided	4	0.8 %
Total	509	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	429	85.0 %
Rent	76	15.0 %
Total	505	100.0 %

Q36. Do you work in Pflugerville?

Q36. Do you work in Pflugerville	Number	Percent
Yes	113	22.2 %
No	374	73.5 %
Not provided	22	4.3 %
Total	509	100.0 %

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

Q36. Do you work in Pflugerville	Number	Percent
Yes	113	23.2 %
No	374	76.8 %
Total	487	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	156	30.6 %
No	347	68.2 %
Not provided	6	1.2 %
Total	509	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	156	31.0 %
No	347	69.0 %
Total	503	100.0 %

Q38. Which of the following best describes your race?

Q38. Your race	Number	Percent
Asian or Asian Indian	39	7.7 %
Black or African American	90	17.7 %
American Indian or Alaska Native	3	0.6 %
White or Caucasian	197	38.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic	156	30.6 %
Other	16	3.1 %
Total	502	

Q38-7. Self-describe your race:

Q38-7. Self-describe your race	Number	Percent
Hispanic	7	43.8 %
Mexican	3	18.8 %
Latino	2	12.5 %
Mixed	1	6.3 %
White & Hispanic	1	6.3 %
Multi-ethnic	1	6.3 %
Filipino	1	6.3 %
Total	16	100.0 %

Q39. What would you say your total annual household income is...

Q39. Your total household income	Number	Percent
Under \$30K	22	4.3 %
\$30K to \$59,999	72	14.1 %
\$60K to \$99,999	121	23.8 %
\$100K+	227	44.6 %
Not provided	67	13.2 %
Total	509	100.0 %

WITHOUT "NOT PROVIDED"**Q39. What would you say your total annual household income is... (without "not provided")**

Q39. Your total household income	Number	Percent
Under \$30K	22	5.0 %
\$30K to \$59,999	72	16.3 %
\$60K to \$99,999	121	27.4 %
\$100K+	227	51.4 %
Total	442	100.0 %

Q40. Your gender:

Q40. Your gender	Number	Percent
Male	245	48.1 %
Female	253	49.7 %
Gender variant/non-conforming	1	0.2 %
Prefer not to answer	10	2.0 %
Total	509	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q40. Your gender: (without "prefer not to answer")**

Q40. Your gender	Number	Percent
Male	245	49.1 %
Female	253	50.7 %
Gender variant/non-conforming	1	0.2 %
Total	499	100.0 %



Survey Instrument



Pflugerville Community Satisfaction Survey 2025

Your Voice Matters! Share Your Input on Pflugerville's Services

The City of Pflugerville wants to hear from you! Every two years, we conduct the Pflugerville Community Satisfaction Survey to gather input on City services and programs, which help guide long-term planning, key decisions and budget prioritization.

We partner with ETC Institute to ensure your responses remain anonymous and confidential.

How to Participate:

- ✓ Fill out the survey and return it in the postage-paid envelope provided (addressed to ETC Institute).
- ✓ Prefer online? Take the survey at **pflugervillesurvey.org**.

Your survey includes a unique address identifier, ensuring we receive feedback from all areas of Pflugerville. Once responses are collected and analyzed, the final comprehensive report is shared with City Council in April and posted on the City website at pflugervilletx.gov.

Thank you for taking the time to provide feedback to help make Pflugerville a better place!

Sincerely,

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, X, Nextdoor, Instagram), the City website, Pf Alerts for emergency text alerts and send weekly e-newsletters to keep you informed. Please visit www.pflugervilletx.gov/connect to sign up.

Si desea realizar la encuesta en español, visite pflugervillesurvey.org.

Please complete this satisfaction survey. Your input is part of the city's ongoing effort to involve our community in long-range planning and decisions. If you would prefer to complete this survey online, you may do so at pflugervillesurvey.org.

1. **Using a scale of 1 to 5, where 5 means "Excellent," 1 means "Poor," and 9 means "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

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 trails	5	4	3	2	1	9
10. Quality of recreation programs and facilities	5	4	3	2	1	9
11. Quality of customer service provided by the city	5	4	3	2	1	9
12. Quality of municipal court services	5	4	3	2	1	9
13. Quality of animal welfare services / animal shelter	5	4	3	2	1	9
14. Quality of fire services*	5	4	3	2	1	9
15. Quality of EMS and ambulance services*	5	4	3	2	1	9
16. Quality of Public Art program	5	4	3	2	1	9
17. Quality of Downtown Pflugerville	5	4	3	2	1	9

*Fire services provided by Travis County Emergency Services District 2. EMS and ambulances provided by Allegiance Mobile Health.

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. Visibility of police in neighborhoods	5	4	3	2	1	9
2. Visibility of police in commercial and retail areas	5	4	3	2	1	9
3. Visibility of police in city parks, lakes and public areas	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Efforts to prevent crime	5	4	3	2	1	9
6. Enforcement of traffic laws	5	4	3	2	1	9
7. Community engagement efforts	5	4	3	2	1	9

6. From the list of items in Question 5, which **THREE** 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 5.]

1st: _____ 2nd: _____ 3rd: _____

7. Using a scale of 1 to 5, where 5 means "Very Safe," 1 means "Very Unsafe," and 9 means "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 services provided by Travis County Emergency Services District 2. EMS and ambulances provided by Allegiance Mobile Health.

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
4. How well the City communicates before, during, and after weather emergencies	5	4	3	2	1	9

10. **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

11. **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

12. **From the list of items in Question 11, which THREE 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 11.]*

1st: _____ 2nd: _____ 3rd: _____

13. **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

14. **From the list of items in Question 13, which THREE 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 13.]*

1st: _____ 2nd: _____ 3rd: _____

15. **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

16. **From the list of items in Question 15, which TWO 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 15.]*

1st: _____ 2nd: _____

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
13. Location of the Pflugerville Library	5	4	3	2	1	9
14. Available space of the Pflugerville Library	5	4	3	2	1	9
15. Pfab equipment, crafts, tools and instruments	5	4	3	2	1	9

18. From the list of items in Question 17, which **THREE** 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** 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

____(02) Radio

____(03) TV news channels

____(04) Community Impact News

____(05) Your HOA

____(06) Social media groups

____(07) Friends

____(08) Reddit

City Information sources

____(09) Nextdoor

____(10) Facebook (city, police, library, PAWS)

____(11) Key to the City newsletter

____(12) Utility bill insert/Pflyer

____(13) Website Pflugervilletx.gov

____(14) X (city, police, library)

____(15) YouTube (www.youtube.com/cityofpflugerville)

____(16) Instagram (city, police, library, PAWS)

____(17) Video (That's My Pflugerville, Pflugerville Pfocus, Pf INSIDER: Frontline work, Heart of the City)

____(18) Pf Alerts (Text Notifications)

____(19) Print brochures, flyers, Year in Review

____(20) Roadside signs and banners

____(21) Pflugerville Media App

____(22) Roku

- 25. Have you contacted 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 ____ (2) E-mail ____ (3) Social media ____ (4) In person ____ (5) Elected Official

- 25b. What department did you contact?** _____

- 25c. 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 community needs	5	4	3	2	1	9
6. Ability to engage or participate in government processes	5	4	3	2	1	9

27. 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. Based on the quality of schools, parks, housing, and police, Pflugerville is a high-value community	5	4	3	2	1	9
3. Pflugerville is a modern and charming community	5	4	3	2	1	9
4. Pflugerville has diverse culture and heritage and offers an atmosphere of inclusion	5	4	3	2	1	9
5. First-rate parks, vital infrastructure, employment opportunities and entertainment options make Pflugerville a desirable place	5	4	3	2	1	9
6. Pflugerville offers a high quality of life that fosters an environment appealing to people from all backgrounds	5	4	3	2	1	9

28. 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," and 9 means "Don't Know."

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

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
01. Recreational programming and events	4	3	2	1
02. Trails and connectivity	4	3	2	1
03. Enhancements to Downtown Pflugerville	4	3	2	1
04. Library branch and services	4	3	2	1
05. Pflugerville Animal Welfare Services facility	4	3	2	1
06. Water and wastewater for the future	4	3	2	1
07. Streetscape projects (streetlights, wider sidewalks, benches, plantings)	4	3	2	1
08. Art, sculptures, murals in public spaces	4	3	2	1
09. New roads/road widening	4	3	2	1
10. Traffic management/traffic signal timing	4	3	2	1
11. Parks, playscapes	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. Public Art in Pflugerville. Please rate on a scale of 5 to 1, with 5 being "Absolutely" and 1 "Not At All," and 9 means "Don't Know."

Statements about Public Art in Pflugerville		Absolutely	Somewhat	Neutral	Somewhat No	Not at All	Don't Know
1.	Does public art in Pflugerville make you feel proud of your community?	5	4	3	2	1	9
2.	Does public art in Pflugerville help create a sense of community and belonging?	5	4	3	2	1	9
3.	Does the public art program enhance your experience in Pflugerville?	5	4	3	2	1	9

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

33. Approximately how many years have you lived in Pflugerville? _____ 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 or Asian Indian

____(04) White or Caucasian

____(02) Black or African American

____(05) Native Hawaiian or other Pacific Islander

____(03) American Indian or Alaska Native

____(99) Other: _____

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

41. Would you be willing to participate in future surveys sponsored by the City of Pflugerville?

____(1) Yes [Please answer Q41a.]

____(2) No

41a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

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.