



# City of Pflugerville

## Legislation Details (With Text)

**File #:** 2021-0573    **Version:** 1    **Name:**  
**Type:** Presentation    **Status:** Presentation  
**File created:** 5/25/2021    **In control:** City Manager Office  
**On agenda:** 6/22/2021    **Final action:**  
**Title:** Presentation of the findings of the 2021 resident survey conducted by ETC Institute.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 2021 Pflugerville DF Survey\_Report - June 8, 2021, 2. 2021 Pflugerville Survey\_Maps

Date	Ver.	Action By	Action	Result
6/22/2021	1	City Council		

Presentation of the findings of the 2021 resident survey conducted by ETC Institute.

The City of Pflugerville selected ETC Institute to conduct a statistically-valid survey for feedback from Pflugerville residents. The survey is a complement to the 2012, 2015, 2017 and 2019 resident surveys the City has performed to measure attitudes and opinions of residents about the City and its direction.

The survey was sent to a random sample of residents until 500 surveys were received. For additional feedback, the survey was shared online and on social media for additional feedback from the community.

The report helps to track customer satisfaction with city services and priorities for our residents. ETC Institute will give an overview of the comprehensive report that will be available online after the City Council meeting at [www.pflugervilletx.gov/residentsurvey](http://www.pflugervilletx.gov/residentsurvey).

### Deadline for City Council Action

No action to be taken

**Funding Expected:** Revenue  Expenditure  N/A

**Budgeted Item:** Yes  No  N/A

**Amount:** \$25000

**1295 Form Required?** Yes  No

**Legal Review Required:** N/A  Required  Date Completed: \_\_\_\_\_

### Supporting documents attached:

Pflugerville Survey Report 2021

Survey Maps

### Recommended Action

Conduct the presentation. No action to be taken.

