



City of Pflugerville

Legislation Text

File #: 2021-0573, **Version:** 1

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.

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.