
***2015 CITY OF SAN MARCOS
COMMUNITY SURVEY***

**-Appendix E: Crosstabulations by Home
Owners versus Renters and Residents
Living in Single Family Homes
versus Apartments/Condos/Other-**

Submitted to:

San Marcos, Texas

By



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July 2015

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. City parks and recreation programs

Very Satisfied	24.4%	31.6%	26.4%	27.3%
Satisfied	54.2%	49.5%	51.2%	56.1%
Neutral	13.8%	13.7%	15.5%	9.1%
Dissatisfied	6.2%	3.2%	5.3%	6.1%
Very Dissatisfied	1.5%	2.1%	1.7%	1.5%

B. City water and sewer services

Very Satisfied	21.0%	18.6%	22.1%	16.4%
Satisfied	48.0%	37.3%	47.1%	34.2%
Neutral	20.3%	24.5%	18.5%	31.5%
Dissatisfied	7.8%	12.7%	8.8%	12.3%
Very Dissatisfied	2.8%	6.9%	3.6%	5.5%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Emergency medical services

Very Satisfied	24.5%	29.8%	26.3%	28.8%
Satisfied	44.1%	40.5%	44.2%	40.4%
Neutral	29.1%	22.6%	26.7%	26.9%
Dissatisfied	2.3%	6.0%	2.8%	1.9%
Very Dissatisfied	0.0%	1.2%	0.0%	1.9%

D. Enforcement of city codes and ordinances

Very Satisfied	7.9%	18.4%	10.3%	11.9%
Satisfied	24.8%	39.1%	27.1%	33.9%
Neutral	31.6%	29.9%	31.5%	28.8%
Dissatisfied	22.9%	8.0%	20.2%	15.3%
Very Dissatisfied	12.8%	4.6%	11.0%	10.2%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. Fire services

Very Satisfied	38.2%	38.8%	40.0%	36.5%
Satisfied	44.2%	45.9%	43.8%	42.3%
Neutral	15.5%	15.3%	14.7%	19.2%
Dissatisfied	1.3%	0.0%	1.1%	0.0%
Very Dissatisfied	0.9%	0.0%	0.4%	1.9%

F. Library services

Very Satisfied	49.6%	45.3%	48.0%	51.5%
Satisfied	33.3%	30.5%	33.6%	27.3%
Neutral	11.1%	16.8%	12.4%	13.6%
Dissatisfied	4.4%	3.2%	4.0%	4.5%
Very Dissatisfied	1.5%	4.2%	2.0%	3.0%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

G. Mobility in the City

Very Satisfied	7.8%	12.7%	9.7%	5.5%
Satisfied	20.2%	29.4%	21.7%	26.0%
Neutral	29.4%	19.6%	27.2%	30.1%
Dissatisfied	29.1%	27.5%	28.8%	26.0%
Very Dissatisfied	13.5%	10.8%	12.6%	12.3%

H. Maintenance of city streets/sidewalks

Very Satisfied	3.5%	8.7%	5.1%	4.1%
Satisfied	19.2%	28.2%	20.4%	27.4%
Neutral	25.2%	14.6%	23.6%	15.1%
Dissatisfied	36.0%	34.0%	35.0%	39.7%
Very Dissatisfied	16.1%	14.6%	15.9%	13.7%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

I. Management of stormwater runoff and flood prevention

Very Satisfied	5.6%	7.1%	5.4%	8.5%
Satisfied	24.1%	24.2%	26.0%	18.3%
Neutral	30.7%	27.3%	29.1%	32.4%
Dissatisfied	18.1%	24.2%	19.3%	22.5%
Very Dissatisfied	21.5%	17.2%	20.3%	18.3%

J. Municipal court services

Very Satisfied	10.1%	15.8%	12.8%	8.7%
Satisfied	41.1%	30.3%	40.0%	23.9%
Neutral	40.1%	38.2%	37.4%	52.2%
Dissatisfied	6.3%	9.2%	6.8%	8.7%
Very Dissatisfied	2.4%	6.6%	3.0%	6.5%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

K. Police services

Very Satisfied	22.5%	22.7%	22.1%	26.6%
Satisfied	46.1%	36.1%	46.8%	29.7%
Neutral	24.7%	24.7%	24.1%	26.6%
Dissatisfied	4.1%	7.2%	3.3%	12.5%
Very Dissatisfied	2.6%	9.3%	3.7%	4.7%

L. Electric service

Very Satisfied	26.8%	25.0%	27.5%	25.0%
Satisfied	45.7%	42.0%	46.0%	38.9%
Neutral	17.4%	20.0%	15.9%	25.0%
Dissatisfied	8.7%	9.0%	8.3%	9.7%
Very Dissatisfied	1.4%	4.0%	2.3%	1.4%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

M. Trash, recycling, and yard waste collection services

Very Satisfied	22.4%	23.5%	24.5%	16.7%
Satisfied	50.7%	49.0%	49.0%	54.2%
Neutral	16.4%	14.7%	14.6%	20.8%
Dissatisfied	7.3%	11.8%	9.2%	5.6%
Very Dissatisfied	3.1%	1.0%	2.5%	2.8%

N. City communication with the public

Very Satisfied	12.5%	18.2%	14.6%	11.8%
Satisfied	39.8%	36.4%	39.6%	32.4%
Neutral	31.2%	23.2%	28.9%	29.4%
Dissatisfied	12.5%	15.2%	12.0%	20.6%
Very Dissatisfied	3.9%	7.1%	4.9%	5.9%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>

O. Customer service provided by City employees

Very Satisfied	17.6%	20.9%	17.7%	23.2%
Satisfied	40.8%	40.7%	41.0%	39.3%
Neutral	33.7%	29.1%	33.2%	28.6%
Dissatisfied	5.5%	5.8%	5.3%	7.1%
Very Dissatisfied	2.4%	3.5%	2.8%	1.8%

P. City Clerk services (public information requests, passports, birth and death records)

Very Satisfied	18.0%	23.0%	20.6%	15.7%
Satisfied	42.3%	40.5%	42.8%	37.3%
Neutral	36.5%	32.4%	33.3%	43.1%
Dissatisfied	2.3%	2.7%	2.5%	2.0%
Very Dissatisfied	0.9%	1.4%	0.8%	2.0%

Q1. Overall Quality of City Services: Using a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of San Marcos.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q. Environmental Health services (Food Protection)

Very Satisfied	12.2%	18.1%	15.8%	6.3%
Satisfied	41.5%	33.3%	38.6%	41.7%
Neutral	39.0%	43.1%	39.0%	43.8%
Dissatisfied	4.9%	2.8%	3.9%	6.3%
Very Dissatisfied	2.4%	2.8%	2.6%	2.1%

R. Animal Services (Animal Control, Adoption Center)

Very Satisfied	14.0%	18.1%	15.8%	15.8%
Satisfied	43.2%	32.5%	42.5%	29.8%
Neutral	31.4%	32.5%	29.7%	40.4%
Dissatisfied	9.7%	12.0%	9.3%	12.3%
Very Dissatisfied	1.7%	4.8%	2.7%	1.8%

Q2. The sum of the FOUR services listed above do you think are most important for the City to provide?

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q2. Sum of Top 4 Choices

City parks and recreation programs	14.4%	17.9%	15.3%	14.9%
City water and sewer services	37.2%	32.1%	36.4%	33.8%
Emergency medical services	32.6%	28.3%	30.6%	36.5%
Enforcement of city codes and ordinances	15.8%	15.1%	17.4%	9.5%
Fire services	41.6%	26.4%	39.1%	32.4%
Library services	9.1%	8.5%	8.9%	6.8%
Mobility in City	17.8%	29.2%	18.0%	35.1%
Maintenance of city streets/sidewalks	24.5%	24.5%	24.5%	23.0%
Management of stormwater runoff and flood prevention	24.2%	34.9%	25.1%	36.5%
Municipal court services	1.7%	3.8%	2.4%	1.4%
Police services	54.4%	44.3%	55.0%	41.9%

Q2. The sum of the FOUR services listed above do you think are most important for the City to provide? (cont.)

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q2. Sum of Top 4 Choices (Cont.)

Electric service	25.5%	25.5%	24.8%	27.0%
Trash, recycling, and yard waste collection services	14.4%	20.8%	16.5%	14.9%
City communication with the public	12.4%	15.1%	11.9%	20.3%
Customer service provided by City employees	2.7%	2.8%	2.1%	4.1%
City Clerk services (public information requests, passports, birth and death records)	0.7%	0.9%	0.9%	0.0%
Environmental Health services (Food Protection)	5.0%	8.5%	4.9%	10.8%
Animal Services (Animal Control, Adoption Center)	6.0%	4.7%	6.1%	4.1%

Q3. Public Safety: Using a scale of 1 to 5 where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in the following situations:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. In Downtown San Marcos

Very Safe	25.5%	29.0%	26.2%	26.4%
Safe	51.0%	47.0%	51.7%	43.1%
Neutral	13.1%	18.0%	11.7%	26.4%
Unsafe	9.7%	6.0%	9.8%	4.2%
Very Unsafe	0.7%	0.0%	0.6%	0.0%

B. In City parks

Very Safe	18.0%	27.4%	17.9%	30.4%
Safe	44.6%	45.3%	45.7%	42.0%
Neutral	24.5%	20.0%	24.8%	17.4%
Unsafe	11.5%	6.3%	10.6%	7.2%
Very Unsafe	1.4%	1.1%	1.0%	2.9%

Q3. Public Safety: Using a scale of 1 to 5 where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in the following situations:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. In your neighborhood during the day

Very Safe	51.9%	48.5%	50.6%	52.8%
Safe	40.6%	35.0%	39.4%	40.3%
Neutral	5.8%	14.6%	7.8%	6.9%
Unsafe	1.4%	1.9%	1.9%	0.0%
Very Unsafe	0.3%	0.0%	0.3%	0.0%

D. In your neighborhood at night

Very Safe	33.4%	28.8%	33.3%	28.4%
Safe	43.7%	42.3%	41.1%	52.7%
Neutral	15.7%	16.3%	16.2%	14.9%
Unsafe	5.8%	9.6%	7.2%	4.1%
Very Unsafe	1.4%	2.9%	2.2%	0.0%

Q3. Public Safety: Using a scale of 1 to 5 where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in the following situations:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. In commercial and retail areas

Very Safe	25.1%	29.7%	24.6%	32.9%
Safe	50.2%	44.6%	50.8%	42.5%
Neutral	19.6%	22.8%	19.6%	21.9%
Unsafe	4.8%	3.0%	4.7%	2.7%
Very Unsafe	0.3%	0.0%	0.3%	0.0%

F. Overall feeling of safety in San Marcos

Very Safe	25.2%	32.4%	26.5%	29.7%
Safe	56.5%	49.0%	54.8%	54.1%
Neutral	13.6%	14.7%	13.7%	14.9%
Unsafe	4.4%	2.9%	4.7%	1.4%
Very Unsafe	0.3%	1.0%	0.3%	0.0%

Q4. Perceptions of the City: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>
<u>A. Overall quality of services provided by the City</u>				
Very Satisfied	11.5%	10.7%	11.4%	11.0%
Satisfied	58.1%	54.4%	58.3%	52.1%
Neutral	21.9%	25.2%	21.2%	30.1%
Dissatisfied	7.9%	7.8%	8.1%	6.8%
Very Dissatisfied	0.7%	1.9%	1.0%	0.0%
 <u>B. How well the City is planning for growth</u>				
Very Satisfied	3.9%	7.9%	4.9%	5.5%
Satisfied	19.6%	20.8%	20.8%	17.8%
Neutral	25.0%	22.8%	23.1%	28.8%
Dissatisfied	32.1%	32.7%	31.6%	32.9%
Very Dissatisfied	19.3%	15.8%	19.5%	15.1%

Q4. Perceptions of the City: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Overall quality of life in the City

Very Satisfied	14.1%	16.3%	15.4%	12.2%
Satisfied	50.0%	50.0%	50.3%	50.0%
Neutral	24.1%	23.1%	21.7%	29.7%
Dissatisfied	10.3%	9.6%	11.0%	8.1%
Very Dissatisfied	1.4%	1.0%	1.6%	0.0%

D. Availability of job opportunities

Very Satisfied	3.5%	5.3%	4.6%	2.9%
Satisfied	22.8%	22.3%	22.3%	23.5%
Neutral	37.1%	34.0%	36.4%	38.2%
Dissatisfied	27.4%	25.5%	25.8%	27.9%
Very Dissatisfied	9.3%	12.8%	11.0%	7.4%

Q4. Perceptions of the City: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. Overall value you receive for City taxes and fees

Very Satisfied	3.8%	7.6%	4.4%	6.2%
Satisfied	33.4%	31.5%	34.9%	27.7%
Neutral	33.1%	42.4%	32.1%	46.2%
Dissatisfied	21.4%	13.0%	21.0%	12.3%
Very Dissatisfied	8.3%	5.4%	7.6%	7.7%

F. Overall quality of new development

Very Satisfied	2.5%	4.2%	3.0%	2.9%
Satisfied	19.9%	28.1%	22.3%	21.4%
Neutral	27.8%	30.2%	26.6%	37.1%
Dissatisfied	30.2%	21.9%	29.2%	22.9%
Very Dissatisfied	19.6%	15.6%	19.0%	15.7%

Q4. Perceptions of the City: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>

G. Appearance of residential property in the City

Very Satisfied	2.8%	7.7%	4.4%	2.7%
Satisfied	33.2%	36.5%	33.0%	39.7%
Neutral	38.4%	33.7%	37.1%	34.2%
Dissatisfied	19.7%	17.3%	19.8%	17.8%
Very Dissatisfied	5.9%	4.8%	5.7%	5.5%

H. Appearance of commercial property in the City

Very Satisfied	2.8%	7.8%	3.5%	6.8%
Satisfied	34.1%	42.7%	36.0%	36.5%
Neutral	45.5%	30.1%	43.2%	37.8%
Dissatisfied	14.8%	14.6%	13.9%	16.2%
Very Dissatisfied	2.8%	4.9%	3.5%	2.7%

Q4. Perceptions of the City: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

I. Overall appearance of the City

Very Satisfied	5.8%	12.5%	6.9%	10.8%
Satisfied	40.5%	45.2%	42.0%	39.2%
Neutral	36.1%	29.8%	34.2%	37.8%
Dissatisfied	14.4%	8.7%	13.5%	9.5%
Very Dissatisfied	3.1%	3.8%	3.4%	2.7%

Q5. Parks and Recreation: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. Maintenance and appearance of existing City parks

Very Satisfied	14.5%	24.8%	16.8%	22.9%
Satisfied	56.0%	51.5%	52.9%	57.1%
Neutral	23.0%	17.8%	24.2%	12.9%
Dissatisfied	6.4%	5.0%	6.1%	5.7%
Very Dissatisfied	0.0%	1.0%	0.0%	1.4%

B. Number of City parks

Very Satisfied	15.1%	25.7%	17.7%	21.1%
Satisfied	46.4%	37.6%	44.6%	39.4%
Neutral	23.7%	20.8%	21.3%	26.8%
Dissatisfied	10.4%	12.9%	13.1%	5.6%
Very Dissatisfied	4.3%	3.0%	3.3%	7.0%

Q5. Parks and Recreation: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Walking and biking trails in the City

Very Satisfied	13.7%	18.9%	15.0%	15.6%
Satisfied	37.4%	35.8%	37.3%	32.8%
Neutral	28.4%	23.2%	27.8%	25.0%
Dissatisfied	17.3%	21.1%	17.3%	23.4%
Very Dissatisfied	3.2%	1.1%	2.6%	3.1%

D. Activity Center

Very Satisfied	28.7%	30.0%	28.7%	30.2%
Satisfied	45.7%	45.0%	46.0%	39.6%
Neutral	20.4%	20.0%	20.1%	22.6%
Dissatisfied	4.5%	3.8%	4.5%	5.7%
Very Dissatisfied	0.8%	1.3%	0.7%	1.9%

Q5. Parks and Recreation: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. City swimming pools

Very Satisfied	12.8%	14.1%	15.0%	4.8%
Satisfied	33.5%	35.9%	33.3%	31.0%
Neutral	35.2%	40.6%	33.7%	52.4%
Dissatisfied	14.5%	7.8%	14.6%	7.1%
Very Dissatisfied	4.0%	1.6%	3.3%	4.8%

F. Quality of youth recreation programs

Very Satisfied	9.9%	17.2%	12.1%	12.8%
Satisfied	36.1%	34.4%	34.4%	33.3%
Neutral	40.6%	45.3%	42.4%	43.6%
Dissatisfied	11.9%	1.6%	9.8%	7.7%
Very Dissatisfied	1.5%	1.6%	1.3%	2.6%

Q5. Parks and Recreation: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

G. Quality of adult recreation programs

Very Satisfied	11.5%	13.0%	12.2%	10.9%
Satisfied	39.2%	27.5%	36.7%	28.3%
Neutral	35.5%	46.4%	38.0%	43.5%
Dissatisfied	11.1%	7.2%	10.1%	10.9%
Very Dissatisfied	2.8%	5.8%	3.0%	6.5%

H. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)

Very Satisfied	12.9%	11.7%	13.7%	8.2%
Satisfied	39.3%	51.9%	41.0%	42.9%
Neutral	37.1%	29.9%	36.1%	34.7%
Dissatisfied	8.9%	5.2%	8.0%	10.2%
Very Dissatisfied	1.8%	1.3%	1.2%	4.1%

Q5. Parks and Recreation: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

I. Mowing and trimming of public areas and greenspace

Very Satisfied	12.7%	20.4%	13.8%	20.5%
Satisfied	44.7%	38.8%	43.4%	39.7%
Neutral	26.1%	26.2%	26.4%	26.0%
Dissatisfied	12.7%	12.6%	12.5%	12.3%
Very Dissatisfied	3.9%	1.9%	3.9%	1.4%

Q6. The sum of the THREE parks and recreation services listed above do you think are most important for the City to provide?

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q6. Sum of Top 3 Choices

Maintenance and appearance of existing City parks	58.7%	66.0%	61.5%	56.8%
Number of City parks	23.5%	36.8%	25.4%	35.1%
Walking and biking trails in the City	37.9%	52.8%	38.8%	54.1%
Activity Center	32.9%	13.2%	30.0%	17.6%
City swimming pools	11.1%	10.4%	11.6%	6.8%
Quality of youth recreation programs	25.2%	28.3%	25.7%	28.4%
Quality of adult recreation programs	12.4%	10.4%	12.5%	9.5%
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	16.4%	15.1%	16.2%	14.9%
Mowing and trimming of public areas and greenspace	35.9%	30.2%	36.7%	27.0%

Q7. Code Enforcement: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. Enforcement of the clean-up of junk and debris on private property

Very Satisfied	3.3%	5.4%	3.7%	4.7%
Satisfied	24.0%	27.2%	24.6%	25.0%
Neutral	32.0%	32.6%	31.9%	34.4%
Dissatisfied	27.3%	21.7%	27.2%	20.3%
Very Dissatisfied	13.5%	13.0%	12.6%	15.6%

B. Enforcement of mowing of weeds and grass on private property

Very Satisfied	2.9%	6.6%	3.3%	6.3%
Satisfied	23.2%	27.5%	24.2%	25.4%
Neutral	36.2%	31.9%	35.1%	36.5%
Dissatisfied	28.6%	24.2%	27.8%	23.8%
Very Dissatisfied	9.1%	9.9%	9.6%	7.9%

Q7. Code Enforcement: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

N=409

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>
<u>C. Enforcement of sign regulations</u>				
Very Satisfied	4.8%	8.0%	6.1%	3.4%
Satisfied	30.4%	37.9%	31.4%	36.2%
Neutral	43.6%	37.9%	43.0%	39.7%
Dissatisfied	16.0%	10.3%	14.8%	12.1%
Very Dissatisfied	5.2%	5.7%	4.7%	8.6%

<u>D. Enforcement of graffiti regulations</u>				
Very Satisfied	4.5%	13.8%	6.6%	8.9%
Satisfied	33.5%	36.8%	33.9%	39.3%
Neutral	41.7%	32.2%	39.1%	35.7%
Dissatisfied	15.7%	12.6%	16.2%	8.9%
Very Dissatisfied	4.5%	4.6%	4.1%	7.1%

Q8. The sum of the TWO of the code enforcement services listed above do you think is MOST IMPORTANT for the City to provide?

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

Q8. Sum of Top 2 Choices

Enforcement of the clean-up of junk and debris on private property	71.8%	70.8%	73.7%	63.5%
Enforcement of mowing of weeds and grass on private property	46.6%	34.9%	46.5%	29.7%
Enforcement of sign regulations	25.2%	31.1%	25.4%	33.8%
Enforcement of graffiti regulations	31.5%	36.8%	30.6%	43.2%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. Maintenance of major City streets (non-TxDOT roadways)

Very Satisfied	4.9%	2.9%	4.1%	5.6%
Satisfied	23.6%	26.2%	25.2%	18.3%
Neutral	26.4%	31.1%	26.4%	33.8%
Dissatisfied	35.2%	27.2%	33.4%	33.8%
Very Dissatisfied	9.9%	12.6%	10.8%	8.5%

B. Maintenance of streets in your neighborhood

Very Satisfied	10.3%	6.7%	9.7%	9.6%
Satisfied	34.8%	34.3%	35.0%	32.9%
Neutral	23.1%	25.7%	24.1%	24.7%
Dissatisfied	23.4%	22.9%	22.2%	27.4%
Very Dissatisfied	8.3%	10.5%	9.1%	5.5%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Timing of traffic signals in the City

Very Satisfied	2.8%	7.6%	2.8%	11.0%
Satisfied	34.8%	34.3%	35.3%	30.1%
Neutral	26.6%	23.8%	26.6%	24.7%
Dissatisfied	24.1%	24.8%	23.4%	26.0%
Very Dissatisfied	11.7%	9.5%	11.9%	8.2%

D. Mowing/trimming along City streets

Very Satisfied	5.6%	10.6%	6.3%	11.3%
Satisfied	44.2%	45.2%	43.4%	47.9%
Neutral	29.5%	26.9%	29.4%	28.2%
Dissatisfied	16.8%	15.4%	17.1%	12.7%
Very Dissatisfied	3.9%	1.9%	3.8%	0.0%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>

E. Cleanliness of City streets and other public areas

Very Satisfied	6.9%	11.4%	7.2%	12.5%
Satisfied	42.6%	48.6%	43.1%	50.0%
Neutral	31.5%	24.8%	31.3%	23.6%
Dissatisfied	15.2%	14.3%	15.3%	11.1%
Very Dissatisfied	3.8%	1.0%	3.1%	2.8%

F. Cleanliness of creeks and open channels

Very Satisfied	5.6%	11.7%	6.6%	10.1%
Satisfied	36.4%	28.2%	35.9%	24.6%
Neutral	32.7%	29.1%	31.6%	36.2%
Dissatisfied	20.8%	24.3%	20.6%	24.6%
Very Dissatisfied	4.5%	6.8%	5.3%	4.3%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

G. Condition of sidewalks in the City

Very Satisfied	3.8%	4.9%	4.8%	2.8%
Satisfied	28.6%	35.3%	29.5%	33.3%
Neutral	33.1%	31.4%	34.0%	29.2%
Dissatisfied	23.0%	24.5%	21.6%	27.8%
Very Dissatisfied	11.5%	3.9%	10.2%	6.9%

H. Availability of bike lanes

Very Satisfied	8.2%	7.3%	8.8%	6.1%
Satisfied	23.5%	20.8%	23.9%	16.7%
Neutral	38.8%	34.4%	38.7%	31.8%
Dissatisfied	20.8%	30.2%	21.8%	30.3%
Very Dissatisfied	8.6%	7.3%	6.7%	15.2%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

I. The level of usefulness of City e-services such as internet payment

Very Satisfied	14.6%	22.6%	16.3%	20.7%
Satisfied	37.3%	46.4%	37.2%	48.3%
Neutral	38.2%	22.6%	36.4%	24.1%
Dissatisfied	6.0%	6.0%	6.6%	3.4%
Very Dissatisfied	3.9%	2.4%	3.5%	3.4%

J. Reliability of Electric service

Very Satisfied	23.0%	26.3%	23.6%	27.1%
Satisfied	50.0%	53.5%	51.2%	48.6%
Neutral	20.4%	15.2%	19.2%	15.7%
Dissatisfied	3.3%	3.0%	3.4%	4.3%
Very Dissatisfied	3.3%	2.0%	2.7%	4.3%

Q9. Public Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

K. Adequacy of City street lighting

Very Satisfied	9.9%	13.5%	9.6%	16.7%
Satisfied	42.6%	40.4%	42.9%	40.3%
Neutral	25.2%	25.0%	23.1%	31.9%
Dissatisfied	19.1%	14.4%	19.9%	8.3%
Very Dissatisfied	3.2%	6.7%	4.5%	2.8%

Q10. The sum of the THREE public services listed above do you think are MOST IMPORTANT for the City to provide?

N=409	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>Q10. Sum of Top 3 Choices</u>				
Maintenance of major City streets (non-TxDOT roadways)	67.1%	63.2%	66.4%	62.2%
Maintenance of streets in your neighborhood	27.5%	29.2%	29.4%	21.6%
Timing of traffic signals in the City	25.2%	24.5%	24.8%	25.7%
Mowing/trimming along City streets	10.7%	7.5%	10.1%	8.1%
Cleanliness of City streets and other public areas	32.9%	34.9%	34.9%	27.0%
Cleanliness of creeks and open channels	18.5%	24.5%	19.0%	23.0%
Condition of sidewalks in the City	18.8%	16.0%	18.0%	18.9%
Availability of bike lanes	8.4%	17.0%	8.0%	24.3%

Q10. The sum of the THREE public services listed above do you think are MOST IMPORTANT for the City to provide? (cont.)

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q10. Sum of Top 3 Choices (Cont.)

The level of usefulness of City e-services such as internet payment	3.0%	2.8%	3.1%	2.7%
Reliability of Electric service	33.9%	39.6%	35.2%	39.2%
Adequacy of City street lighting	24.8%	26.4%	26.0%	25.7%

Q11. From which of the following sources do you currently get information about the City of San Marcos? (Check all that apply.)

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

Q11. Sources you currently get information

City website (www.sanmarcostx.gov)	54.7%	57.5%	54.7%	60.8%
Enclosures in City utility bill	60.1%	50.0%	57.2%	55.4%
Local TV news	43.0%	39.6%	41.6%	43.2%
Neighborhood groups	26.5%	13.2%	26.0%	8.1%
Friends	53.0%	50.9%	52.9%	48.6%
San Marcos Daily Record	54.0%	43.4%	54.1%	39.2%
University Star Newspaper	9.7%	26.4%	12.5%	20.3%
Community Impact News	45.3%	31.1%	42.2%	40.5%
Local radio	6.7%	9.4%	7.0%	9.5%
City cable channel (Grande/Time Warner)	29.2%	25.5%	29.4%	23.0%
City social media outlets	19.5%	33.0%	21.7%	28.4%
Public meetings	12.8%	13.2%	13.5%	9.5%

Q11. From which of the following sources do you currently get information about the City of San Marcos? (Check all that apply) (cont.)

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

Q11. Sources you currently get information (Cont.)

Austin American Statesman	23.2%	10.4%	20.8%	13.5%
San Marcos Mercury	18.5%	14.2%	18.0%	12.2%
SMTX Magazine	12.1%	12.3%	11.6%	14.9%
Community organizations	12.1%	11.3%	10.7%	13.5%
San Marcos Corridor News	5.7%	4.7%	6.4%	1.4%
Mobile apps	6.7%	13.2%	7.0%	14.9%
Other	4.0%	2.8%	3.7%	5.4%
None chosen	2.7%	1.9%	2.1%	4.1%

Q12. Which of the following electronic sources of information are you currently using? (Check all that apply.)

N=409	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>Q12. Electronic sources of information are you currently using?</u>				
Facebook	53.0%	66.0%	54.7%	66.2%
Twitter	12.1%	19.8%	13.1%	18.9%
YouTube	31.5%	36.8%	30.6%	41.9%
iPhone application	39.3%	35.8%	40.7%	27.0%
Android Applications	15.4%	22.6%	16.5%	24.3%
Land line	46.0%	21.7%	42.2%	28.4%
Text messages	64.4%	66.0%	65.1%	64.9%
The Internet (general use)	84.2%	83.0%	84.7%	85.1%
Other	4.0%	4.7%	3.7%	5.4%
None of above	6.7%	8.5%	6.4%	8.1%

Q13. Transparency. Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>A. The availability of information about government operations</u>				
Very Satisfied	4.5%	9.3%	5.7%	5.6%
Satisfied	31.2%	27.9%	33.1%	14.8%
Neutral	38.3%	43.0%	36.5%	53.7%
Dissatisfied	19.7%	11.6%	18.7%	16.7%
Very Dissatisfied	6.3%	8.1%	6.0%	9.3%
<u>B. City efforts to keep residents informed about local issues</u>				
Very Satisfied	5.7%	10.5%	7.1%	6.3%
Satisfied	32.4%	33.7%	33.9%	26.6%
Neutral	29.9%	29.5%	29.0%	32.8%
Dissatisfied	24.6%	18.9%	22.9%	26.6%
Very Dissatisfied	7.5%	7.4%	7.1%	7.8%

Q13. Transparency. Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. The level of public involvement in City decision-making

Very Satisfied	4.7%	8.0%	5.9%	3.4%
Satisfied	19.7%	20.7%	20.6%	16.9%
Neutral	39.1%	40.2%	38.6%	42.4%
Dissatisfied	22.9%	18.4%	21.9%	22.0%
Very Dissatisfied	13.6%	12.6%	13.1%	15.3%

D. Usefulness of the information that is available on the City's Web site

Very Satisfied	5.5%	12.4%	7.1%	8.5%
Satisfied	33.2%	30.3%	34.4%	25.4%
Neutral	45.5%	44.9%	43.3%	52.5%
Dissatisfied	13.4%	7.9%	12.4%	10.2%
Very Dissatisfied	2.4%	4.5%	2.8%	3.4%

Q13. Transparency. Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. How well the City listens and responds to the needs of citizens

Very Satisfied	3.8%	7.2%	4.4%	5.8%
Satisfied	16.3%	14.5%	17.4%	7.7%
Neutral	37.5%	47.0%	38.2%	51.9%
Dissatisfied	26.1%	13.3%	23.2%	19.2%
Very Dissatisfied	16.3%	18.1%	16.7%	15.4%

F. The level of fiscal transparency

Very Satisfied	3.0%	9.7%	4.6%	4.0%
Satisfied	21.9%	13.9%	22.4%	10.0%
Neutral	45.1%	51.4%	42.9%	62.0%
Dissatisfied	21.5%	13.9%	21.2%	14.0%
Very Dissatisfied	8.4%	11.1%	8.9%	10.0%

Q14. Have you contacted the City of San Marcos during the past year?

N=409	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>
<u>Q14. Have you contacted the City during the past year?</u>				
Yes	60.7%	50.0%	60.2%	47.3%
No	39.3%	50.0%	39.8%	52.7%

Q14a. How would you describe the service you received?

N=237	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>
<u>Q14a. How would you describe the service you received?</u>				
Excellent	23.8%	22.6%	22.3%	31.4%
Good	40.9%	43.4%	42.6%	31.4%
Fair	19.3%	24.5%	19.3%	31.4%
Poor	14.4%	9.4%	14.2%	5.7%
Don't know	1.7%	0.0%	1.5%	0.0%

Q14b. Using a 5-point scale where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following:(Without "Don't Know")

N=237

	<u>Q32. Do you own or rent your home?</u>		<u>Q33. Do you live in a single family home or an apartment/condo/other?</u>	
	<u>Own</u>	<u>Rent</u>	<u>Single family home</u>	<u>Apartment/condo/other</u>
<u>1. How easy they were to contact</u>				
Very Satisfied	25.1%	20.8%	25.1%	20.0%
Satisfied	45.3%	52.8%	47.2%	42.9%
Neutral	19.6%	22.6%	18.5%	28.6%
Dissatisfied	7.3%	1.9%	6.7%	5.7%
Very Dissatisfied	2.8%	1.9%	2.6%	2.9%
 <u>2. The way you were treated</u>				
Very Satisfied	29.1%	20.8%	28.7%	20.0%
Satisfied	44.7%	60.4%	47.7%	51.4%
Neutral	16.2%	9.4%	13.3%	17.1%
Dissatisfied	5.0%	7.5%	5.6%	8.6%
Very Dissatisfied	5.0%	1.9%	4.6%	2.9%

Q14b. Using a 5-point scale where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following:(Without "Don't Know")

N=237

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

3. The accuracy of the information and the assistance you were given

Very Satisfied	26.3%	17.0%	25.0%	20.6%
Satisfied	38.0%	49.1%	38.8%	47.1%
Neutral	19.0%	18.9%	19.9%	14.7%
Dissatisfied	11.7%	11.3%	11.2%	14.7%
Very Dissatisfied	5.0%	3.8%	5.1%	2.9%

4. How quickly City staff responded to your request

Very Satisfied	24.6%	15.1%	24.0%	14.7%
Satisfied	37.4%	45.3%	37.8%	41.2%
Neutral	17.3%	20.8%	16.8%	23.5%
Dissatisfied	11.7%	11.3%	12.2%	11.8%
Very Dissatisfied	8.9%	7.5%	9.2%	8.8%

Q14b. Using a 5-point scale where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following:(Without "Don't Know")

N=237

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

5. How well your issue was handled

Very Satisfied	25.7%	17.0%	25.0%	17.6%
Satisfied	37.4%	37.7%	36.7%	38.2%
Neutral	11.7%	26.4%	15.3%	17.6%
Dissatisfied	15.1%	11.3%	13.3%	17.6%
Very Dissatisfied	10.1%	7.5%	9.7%	8.8%

Q15. Solid Waste/Utility Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. Residential trash (garbage) collection services

Very Satisfied	35.9%	34.0%	37.1%	30.0%
Satisfied	49.3%	53.4%	48.9%	54.3%
Neutral	8.1%	7.8%	7.6%	10.0%
Dissatisfied	5.6%	4.9%	5.4%	5.7%
Very Dissatisfied	1.1%	0.0%	1.0%	0.0%

B. Bulky item pick up/removal services (old furniture, appliances)

Very Satisfied	23.7%	14.8%	24.2%	12.3%
Satisfied	35.1%	37.5%	35.2%	33.3%
Neutral	26.5%	29.5%	26.4%	31.6%
Dissatisfied	10.6%	13.6%	10.3%	17.5%
Very Dissatisfied	4.1%	4.5%	4.0%	5.3%

Q15. Solid Waste/Utility Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Recycling services

Very Satisfied	36.8%	28.4%	35.5%	33.3%
Satisfied	43.2%	48.0%	45.2%	39.1%
Neutral	11.4%	17.6%	11.3%	20.3%
Dissatisfied	5.4%	3.9%	5.2%	4.3%
Very Dissatisfied	3.2%	2.0%	2.9%	2.9%

D. Water services

Very Satisfied	29.5%	28.2%	31.2%	23.9%
Satisfied	49.1%	45.6%	46.9%	49.3%
Neutral	11.0%	14.6%	11.9%	12.7%
Dissatisfied	6.4%	6.8%	6.1%	8.5%
Very Dissatisfied	3.9%	4.9%	3.9%	5.6%

Q15. Solid Waste/Utility Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. Sewer services

Very Satisfied	29.7%	29.1%	30.3%	27.1%
Satisfied	50.6%	46.6%	49.3%	50.0%
Neutral	13.0%	17.5%	13.3%	17.1%
Dissatisfied	3.7%	2.9%	4.0%	1.4%
Very Dissatisfied	3.0%	3.9%	3.0%	4.3%

F. Electric service

Very Satisfied	30.6%	27.7%	30.2%	30.6%
Satisfied	51.9%	46.5%	51.2%	45.8%
Neutral	13.1%	16.8%	12.9%	18.1%
Dissatisfied	2.6%	5.9%	3.4%	4.2%
Very Dissatisfied	1.9%	3.0%	2.4%	1.4%

Q15. Solid Waste/Utility Services: Using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied," please rate your satisfaction with each of the following:(Without "Don't Know")

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

G. Utility Billing

Very Satisfied	29.2%	29.8%	30.4%	27.4%
Satisfied	49.3%	38.5%	46.6%	42.5%
Neutral	12.3%	20.2%	14.1%	16.4%
Dissatisfied	7.4%	7.7%	6.7%	11.0%
Very Dissatisfied	1.8%	3.8%	2.2%	2.7%

Q16. Land Development: Using a five-point scale where "5" means Much Too Slow and "1" means Much Too Fast, please rate the City's current pace of development in each of the following areas. (Without "Don't Know")

N=409	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>A. Office development</u>				
Much too Slow	7.0%	4.3%	7.6%	0.0%
Too Slow	20.6%	24.3%	22.4%	20.0%
Just Right	54.2%	58.6%	51.5%	71.1%
Too Fast	9.8%	7.1%	10.1%	4.4%
Much too Fast	8.4%	5.7%	8.4%	4.4%
<u>B. Industrial development</u>				
Much too Slow	6.7%	5.4%	7.6%	0.0%
Too Slow	37.7%	25.7%	36.5%	24.4%
Just Right	39.5%	48.6%	39.4%	51.1%
Too Fast	8.5%	12.2%	8.4%	17.8%
Much too Fast	7.6%	8.1%	8.0%	6.7%

Q16. Land Development: Using a five-point scale where "5" means Much Too Slow and "1" means Much Too Fast, please rate the City's current pace of development in each of the following areas. (Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Multi-family residential development

Much too Slow	3.8%	4.2%	4.4%	3.3%
Too Slow	3.4%	21.1%	6.1%	20.0%
Just Right	13.4%	25.3%	15.6%	20.0%
Too Fast	27.1%	16.8%	24.7%	20.0%
Much too Fast	52.3%	32.6%	49.2%	36.7%

D. Single-family residential development

Much too Slow	23.8%	12.0%	21.6%	16.9%
Too Slow	29.4%	43.5%	32.1%	40.7%
Just Right	25.7%	29.3%	26.0%	25.4%
Too Fast	12.1%	9.8%	12.2%	6.8%
Much too Fast	9.1%	5.4%	8.1%	10.2%

Q16. Land Development: Using a five-point scale where "5" means Much Too Slow and "1" means Much Too Fast, please rate the City's current pace of development in each of the following areas. (Without "Don't Know")

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

E. Retail development

Much too Slow	7.5%	3.4%	7.1%	3.5%
Too Slow	24.4%	16.1%	22.9%	21.1%
Just Right	50.4%	59.8%	52.5%	50.9%
Too Fast	9.1%	17.2%	8.9%	21.1%
Much too Fast	8.7%	3.4%	8.6%	3.5%

Q17. Expectations for Services. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>A. Library Services</u>				
Much Higher	6.6%	7.0%	6.0%	10.2%
A little Higher	26.3%	24.4%	25.1%	27.1%
Stay the Same	65.3%	68.6%	67.1%	62.7%
A little Lower	1.5%	0.0%	1.4%	0.0%
Much Lower	0.4%	0.0%	0.4%	0.0%
 <u>B. Law enforcement</u>				
Much Higher	9.5%	6.5%	9.9%	5.1%
A little Higher	35.6%	31.5%	36.3%	27.1%
Stay the Same	50.6%	52.2%	50.7%	50.8%
A little Lower	2.4%	6.5%	2.1%	10.2%
Much Lower	2.0%	3.3%	1.1%	6.8%

Q17. Expectations for Services. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. Fire response

Much Higher	6.7%	1.2%	6.4%	1.9%
A little Higher	23.8%	20.7%	24.5%	17.0%
Stay the Same	68.2%	76.8%	67.9%	79.2%
A little Lower	0.8%	1.2%	0.8%	1.9%
Much Lower	0.4%	0.0%	0.4%	0.0%

D. Emergency medical services

Much Higher	7.2%	4.9%	7.7%	3.8%
A little Higher	27.1%	24.7%	26.8%	24.5%
Stay the Same	65.3%	70.4%	65.1%	71.7%
A little Lower	0.4%	0.0%	0.4%	0.0%

Q17. Expectations for Services. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

E. Parks and open space

Much Higher	14.9%	13.7%	15.3%	13.4%
A little Higher	32.1%	42.1%	34.0%	38.8%
Stay the Same	49.3%	42.1%	47.6%	43.3%
A little Lower	3.0%	2.1%	2.4%	4.5%
Much Lower	0.7%	0.0%	0.7%	0.0%

F. Recreation activities

Much Higher	12.5%	13.0%	13.1%	12.1%
A little Higher	32.8%	41.3%	34.9%	37.9%
Stay the Same	51.7%	45.7%	49.5%	48.5%
A little Lower	2.6%	0.0%	2.1%	1.5%
Much Lower	0.4%	0.0%	0.3%	0.0%

Q17. Expectations for Services. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

G. Maintenance of Infrastructure (streets, sidewalks)

Much Higher	35.6%	31.0%	35.4%	30.0%
A little Higher	44.0%	42.0%	43.4%	45.7%
Stay the Same	19.4%	26.0%	20.3%	22.9%
A little Lower	0.4%	0.0%	0.3%	0.0%
Much Lower	0.7%	1.0%	0.6%	1.4%

Q18. What do you think are the THREE biggest issues San Marcos will face within the next FIVE years? (check up to three)

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

Q18. The THREE biggest issues San Marcos will face

Traffic	76.5%	72.6%	75.8%	75.7%
Planning for rapid growth	56.7%	56.6%	56.9%	60.8%
Public schools	23.8%	19.8%	21.7%	27.0%
Road repair/maintenance/expansion	33.2%	43.4%	35.2%	35.1%
Taxes/property taxes/finances	25.2%	17.9%	24.5%	17.6%
Public transportation	11.7%	22.6%	11.3%	28.4%
Crime	20.5%	17.9%	22.9%	6.8%
Environmental issues	17.4%	31.1%	18.7%	29.7%
Utility rates	12.8%	19.8%	12.5%	24.3%
Neighborhood Preservation	29.9%	19.8%	29.1%	17.6%
Other	4.7%	2.8%	4.9%	2.7%

Q19. Which of the following are the primary reasons you chose to live in San Marcos? (Check all that apply.)

N=409	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other
<u>Q19. The primary reasons you chose to live in San Marcos</u>				
Location	71.1%	65.1%	70.0%	67.6%
Convenience	32.6%	32.1%	32.1%	35.1%
Affordability	36.2%	44.3%	36.7%	43.2%
Quality of life	46.0%	38.7%	46.8%	31.1%
I grew up here	19.5%	14.2%	18.7%	14.9%
Went to college here	23.2%	40.6%	24.5%	40.5%
Schools	7.7%	11.3%	8.6%	8.1%
It's Safe community	32.9%	43.4%	33.6%	43.2%
Good city services, such as police and fire	18.8%	18.9%	19.0%	17.6%
Parks and recreation programs	19.1%	34.9%	22.3%	27.0%
Friends/family are here	37.2%	36.8%	37.6%	33.8%
Entertainment opportunities	6.7%	12.3%	8.3%	8.1%
Business opportunities	12.4%	15.1%	13.8%	12.2%
I don't know	3.0%	1.9%	3.1%	2.7%

Q20. Have you done any of the following during the past year? (Check all that apply.)

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

Q20. Have you done any of the following during the past year?

Attended a City Council Meeting or other local public meeting	31.2%	22.6%	30.0%	23.0%
Watched a City Council Meeting or other local public meeting on cable or online	38.6%	21.7%	37.0%	21.6%
Volunteered with the City of San	20.1%	17.9%	19.9%	17.6%
Attended a City social event (concert series, art walk, library or parks classes, holiday event)	67.4%	61.3%	67.3%	58.1%
None of these	22.1%	34.0%	22.6%	36.5%

Q21. Are you familiar with the following programs offered by the City of San Marcos? (Check all that apply.)

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

Q21. Are you familiar with the following programs?

San Marcos Citizens Fire Academy	20.8%	10.4%	21.7%	5.4%
San Marcos Citizens Police Academy	32.6%	16.0%	30.9%	18.9%
Keep San Marcos Beautiful	40.9%	42.5%	41.0%	43.2%
ACT (Achieving Community Together)	13.1%	14.2%	13.5%	13.5%
Parks and Recreation Youth Services	30.9%	20.8%	30.9%	16.2%
Parks and Recreation 50+ Programs	38.3%	17.9%	34.9%	24.3%
None of these	30.2%	38.7%	30.9%	36.5%

Q22. Strategic Initiatives: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements. (Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. I have confidence in the City's finances

Strongly Agree	7.3%	5.7%	7.7%	3.4%
Agree	34.2%	27.6%	33.6%	29.3%
Neutral	41.9%	44.8%	41.3%	46.6%
Disagree	13.1%	17.2%	14.3%	12.1%
Strongly Disagree	3.5%	4.6%	3.1%	8.6%

B. The City is ensuring that there is adequate long-term affordable water

Strongly Agree	9.4%	8.3%	10.0%	5.2%
Agree	27.6%	28.6%	27.6%	27.6%
Neutral	37.0%	32.1%	35.1%	36.2%
Disagree	17.3%	25.0%	19.7%	20.7%
Strongly Disagree	8.7%	6.0%	7.5%	10.3%

Q22. Strategic Initiatives: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements. (Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

C. The City is doing a good job of Beautification within the community

Strongly Agree	7.3%	7.8%	8.6%	2.8%
Agree	38.1%	44.7%	38.7%	43.7%
Neutral	34.3%	32.0%	33.0%	36.6%
Disagree	16.8%	10.7%	15.9%	12.7%
Strongly Disagree	3.5%	4.9%	3.8%	4.2%

D. The City is doing a good job planning for current and future transportation and infrastructure needs

Strongly Agree	4.5%	4.2%	4.4%	4.5%
Agree	15.4%	26.0%	18.4%	16.7%
Neutral	30.8%	30.2%	32.1%	24.2%
Disagree	31.2%	25.0%	27.6%	36.4%
Strongly Disagree	18.0%	14.6%	17.4%	18.2%

Q22. Strategic Initiatives: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements. (Without "Don't Know")

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

E. The City does a good job of protecting and maintaining the river, while providing for recreation on the river

Strongly Agree	11.3%	11.7%	11.9%	10.0%
Agree	34.8%	35.9%	34.9%	34.3%
Neutral	29.8%	25.2%	28.8%	30.0%
Disagree	14.5%	16.5%	14.7%	14.3%
Strongly Disagree	9.6%	10.7%	9.6%	11.4%

F. The City is committed to the health and wellness of its citizens

Strongly Agree	8.8%	5.9%	8.9%	4.5%
Agree	34.1%	40.6%	36.1%	37.9%
Neutral	42.5%	37.6%	39.5%	45.5%
Disagree	10.0%	9.9%	10.0%	9.1%
Strongly Disagree	4.6%	5.9%	5.5%	3.0%

Q22. Strategic Initiatives: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements. (Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

G. The City is committed to economic development, a diversified job base, and more housing options to help grow the middle class

Strongly Agree	6.7%	8.3%	6.8%	9.1%
Agree	19.3%	26.0%	19.6%	27.3%
Neutral	30.7%	27.1%	32.1%	19.7%
Disagree	29.3%	30.2%	29.1%	30.3%
Strongly Disagree	14.1%	8.3%	12.5%	13.6%

Q23. City Investments: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements.(Without "Don't Know")

N=409

	Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
	Own	Rent	Single family home	Apartment/condo/other

A. The City should invest tax dollars in social services funding (to help non-profit organizations)

Strongly Agree	11.6%	17.2%	10.9%	21.4%
Agree	33.6%	42.4%	36.0%	37.1%
Neutral	30.0%	22.2%	28.7%	24.3%
Disagree	15.5%	11.1%	14.9%	11.4%
Strongly Disagree	9.4%	7.1%	9.6%	5.7%

B. The City should invest tax dollars in Downtown revitalization

Strongly Agree	11.0%	15.7%	12.9%	8.2%
Agree	41.7%	32.4%	38.8%	39.7%
Neutral	29.7%	34.3%	29.1%	38.4%
Disagree	13.8%	12.7%	15.9%	5.5%
Strongly Disagree	3.9%	4.9%	3.2%	8.2%

Q23. City Investments: Using a scale from 1 to 5, where "5" means "Strongly Agree" and "1" means "Strongly Disagree", please rate your level of agreement with the following statements.(Without "Don't Know")

N=409

Q32. Do you own or rent your home?		Q33. Do you live in a single family home or an apartment/condo/other?	
Own	Rent	Single family home	Apartment/condo/other

C. The City should invest tax dollars to help create jobs

Strongly Agree	27.3%	28.0%	28.9%	25.4%
Agree	43.3%	47.0%	44.2%	45.1%
Neutral	17.0%	19.0%	15.9%	21.1%
Disagree	7.8%	4.0%	6.8%	7.0%
Strongly Disagree	4.6%	2.0%	4.2%	1.4%