



# City of Houston

Annise D. Parker  
City Controller

Steve Schoonover  
City Auditor

## 2009 City-Wide Citizens Survey Houston, Texas

Report No. 2010-02



OFFICE OF THE CITY CONTROLLER  
CITY OF HOUSTON  
TEXAS

ANNISE D. PARKER

October 19, 2009

The Honorable Bill White, Mayor  
City of Houston, Texas

SUBJECT: 2009 City-Wide Citizens Survey – Houston, Texas  
Report No. 2010-02

Dear Mayor White:

In accordance with the City's contract with Jefferson Wells International, (JWI), JWI has completed the 2009 City-Wide Citizens Survey (Survey). They teamed with Decision Information Resources, Inc. (DIR) to conduct the survey.

The purpose of the Survey was to assess the citizens' level of satisfaction with services, maintenance, and facilities provided by the City and with the City's overall image and quality of life. The objectives of the engagement were to prepare, distribute, collect, analyze, and report citizen responses. The JWI team's scope of work included:

- Determining the sample size, including distribution by City Council districts, and purchasing the sample.
- Programming the Web-based instrument and interfacing it with DIR's computer-assisted telephone interviewing (CATI) system, including conducting an internal pre-test and providing a pre-test report.
- Administering the questionnaires after a thorough training and certification of assigned interviewers.
- Coding and cleaning of the data file.
- Analyzing the data collected from respondents.

The report, attached for your review, provides an overview of the survey results in the Executive Summary followed by the detailed results for each area included in the Survey. The appendices contain the methods used to conduct the telephone and Web surveys, the survey questionnaire, and the detailed telephone, Web, and combined results for each survey question. The Survey questionnaire was completed by 1,246 randomly selected citizens by using the CATI technology for the period May 8, 2009 through June 30, 2009. An additional 4,339 citizens completed the Web-based version of the survey between May 15, 2009 and July 17, 2009.

The notable results from the Survey indicate the priority areas that respondents identified, as well as areas with which they were most and least satisfied. They also indicate areas in which awareness about City programs and services needs to be raised, as demonstrated by the high percentage of citizens responding that they did not know about some City offerings.

The Mayor's Office, City Council Members, and department management should work to address the priority areas identified in the Survey, which include those that should receive the most emphasis within the next two years; the overall quality of both the Houston Police Department services and the City's drainage system. Attention should also be given to address the areas that citizens knew the least about, including the local public health services, City libraries, and the City's recreational programs.

The City Controller's Office greatly appreciates all of the Houston citizens who took the time to complete the Survey. This Survey could be used as the benchmark for future surveys to assess the changes that City leadership should consider in areas identified as priority areas.

Respectfully submitted,

A handwritten signature in black ink that reads "Annise D. Parker". The signature is written in a cursive style with a large initial "A".

Annise D. Parker  
City Controller

xc: City Council Members  
Anthony Hall, Chief Administrative Officer  
Michael Moore, Chief of Staff, Mayor's Office  
All Department Directors

October 15, 2009

Controller Annise D. Parker  
City Controller  
City of Houston  
901 Bagby, 8<sup>th</sup> Floor  
Houston, Texas 77002

Dear Controller Parker:

We have completed our engagement to conduct a City-Wide Citizens Survey as outlined in our engagement letter dated February 4, 2009 and in our Additional Authorization for Audit Services dated May 4, 2009 under Contract No. 56545.

In accordance with our contract with Decision Information Resources, Inc. (DIR), we utilized DIR to conduct the 2009 City-Wide Citizens Survey. The scope and objectives of the engagement were to prepare, distribute, collect, analyze, and report citizen responses to a City-Wide Citizens Survey. The survey effort and scope of work included the following:

- Conducting a thorough review of the survey questionnaire and providing feedback to the City Controller's Audit Division to finalize the questions.
- Determining the sample size, including distribution by City Council districts, and purchasing the sample.
- Programming the Web-based instrument and interfacing it with DIR's computer-assisted telephone interviewing (CATI) system, including conducting an internal pre-test and providing a pre-test report.
- Administering the questionnaires after a thorough training and certification of assigned interviewers.
- Coding and cleaning of the data file.
- Analyzing the data collected from respondents.
- Reporting the results of the survey.

A mixed mode of data collection including both CATI and Web-based interviewing was used to conduct the survey. DIR administered the questionnaire to 1,246 randomly selected Houston citizens by using CATI technology between May 8, 2009 and June 30, 2009. An additional 4,339 Houston citizens completed the Web-based version of the survey between May 15, 2009 and July 17, 2009. The report, attached for your review,

provides an overview of the survey results followed by the detailed results for each area included in the survey. The appendices contain the methods used to administer the phone and Web surveys, the questionnaire, and the detailed telephone, Web, and combined results for each survey question.

Jefferson Wells is pleased to have assisted the City Controller, and we appreciate the cooperation received during this engagement from DIR and the City Controller's Office.

This report is intended solely for the information and use of the City and the City Controller's Office, and is not intended to be used for any other purpose.



John Harris  
Director – Risk Advisory Services



Decision Information Resources, Inc.

**2009  
City-Wide Citizens Survey  
Houston, Texas**

**October 2009**

**Submitted by:**

Decision Information Resources, Inc.  
2600 Southwest Freeway, Suite 900  
Houston, TX 77098

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## Executive Summary

Decision Information Resources, Inc. (DIR) conducted the 2009 City-Wide Citizens Survey Houston, Texas (the Survey) under contract with Jefferson Wells International (Jefferson Wells) for the City of Houston Office of the City Controller (the Controller's Office). This report documents results from the Survey, which was administered to citizens living within the City of Houston (the City). The purpose of the Survey was to assess citizens' level of satisfaction with services, maintenance, and facilities provided by the City and with the City's overall image and quality of life. This report provides both an overview of the Survey results and the detailed results for each area included in the Survey.

DIR used computer-assisted telephone interviewing (CATI) and Web-based interviewing to conduct the Survey. The questionnaire was administered to 1,246 randomly selected citizens by using CATI technology over an 8-week period between May and June 2009. An additional 4,339 respondents completed the Web-based version of the survey over a 9-week period between May and July 2009.

The City is divided into nine geographic council districts. Table 1 itemizes the percentage of surveys that were completed in each geographic council district and the method by which respondents completed the Survey. Category X was developed to capture the completed surveys by respondents who did not provide sufficient address information to determine their geographic council district or whose address did not distinctly fall within one of the nine geographic council districts.

**Table 1. Percentage of Surveys Completed by Geographic Council District**

| <b>Council District</b>                     | <b>% by Phone<br/>(n = 1,246)</b> | <b>% by Web<br/>(n = 4,339)</b> | <b>% Combined<br/>(n = 5,585)</b> |
|---|-----------------------------------|---------------------------------|-----------------------------------|
| District A                                  | 7                                 | 14                              | 13                                |
| District B                                  | 12                                | 3                               | 4                                 |
| District C                                  | 11                                | 13                              | 13                                |
| District D                                  | 9                                 | 11                              | 10                                |
| District E                                  | 10                                | 4                               | 6                                 |
| District F                                  | 9                                 | 4                               | 5                                 |
| District G                                  | 11                                | 16                              | 15                                |
| District H                                  | 11                                | 11                              | 11                                |
| District I                                  | 10                                | 6                               | 7                                 |
| Category X (no council district identified) | 10                                | 18                              | 16                                |
| <b>Total Completes</b>                      | <b>100%</b>                       | <b>100%</b>                     | <b>100%</b>                       |

Responses for Category X are included in the aggregate phone and Web totals.

The telephone (phone) portion of the survey was conducted with randomly selected citizens; consequently, the phone respondents' demographics are more representative of the City's demographics than the Web respondents' demographics as illustrated by Table 2. The report presents phone responses across the nine geographic council districts and in aggregate and presents the Web responses only in the aggregate. Approximately 90% of the Web respondents were notified about the survey because they subscribe to the Mayor's Office electronic newsletter, *Citizens Net*, and completed the survey after the Mayor's office emailed the survey link to more than 70,000 subscribers. Additionally, a link was available on the Controller's Office's website for any citizen to complete the survey via the Web. A smaller portion of Web respondents were notified about the survey from the Controller's Office's blog and distribution list.

**Table 2. Demographics of Respondents**  
(Q14)

| <b>Gender<sup>1</sup></b>                | <b>City of Houston<br/>%</b> | <b>Phone<br/>%</b> | <b>Web<br/>%</b> |
|--|------------------------------|--------------------|------------------|
| Male                                     | 50.5                         | 32.1               | 43.4             |
| Female                                   | 49.5                         | 67.9               | 56.6             |
| <b>Ethnic Background<sup>1</sup></b>     |                              |                    |                  |
| Anglo                                    | 28.0                         | 41.7               | 73.4             |
| Asian/Pacific Islander                   | 5.3                          | 2.3                | 3.5              |
| Hispanic, Latino, other Spanish ancestry | 41.7                         | 21.9               | 9.2              |
| Black/African American                   | 24.0                         | 30.7               | 10.2             |
| Other                                    | 1.0                          | 3.5                | 4.9              |
| <b>Home Ownership<sup>1</sup></b>        |                              |                    |                  |
| Own                                      | 61.0                         | 68.7               | 82.4             |
| Rent                                     | 39.0                         | 31.3               | 17.6             |
| <b>Household Income<sup>2</sup></b>      |                              |                    |                  |
| Under \$30,000                           | 31.6                         | 42.4               | 8.0              |
| From \$30,000 to \$59,999                | 30.6                         | 29.4               | 22.6             |
| From \$60,000 to \$99,999                | 19.1                         | 13.7               | 27.9             |
| More than \$100,000                      | 18.7                         | 14.5               | 41.5             |

1. For gender, ethnic background, and home ownership, estimates in the City of Houston column were derived from *American Community Demographic and Housing Estimates: 2005–2007*.

2. For the household income demographic, the City of Houston estimates were derived from [http://www.clrsearch.com/RSS/Demographics/TX/Houston/Household\\_Income](http://www.clrsearch.com/RSS/Demographics/TX/Houston/Household_Income).

Throughout most of the Survey, respondents were asked to rate the City in the specified areas by selecting *Very Satisfied*, *Satisfied*, *Neither Satisfied nor Dissatisfied*, *Dissatisfied*, *Very Dissatisfied*, or *Don't Know*. The Survey results were analyzed on the basis of the geographic council district in which respondents reside and the mode by which they completed the Survey, phone or Web.

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## Notable Results

The notable results from the survey indicate the priority areas that respondents identified, as well as areas with which they were most and least satisfied. They also indicate areas in which awareness about City programs and services needs to be raised, as shown by the high percentage of citizens responding that they did not know about City offerings.

### Current Priorities

Respondents were given a list of eight items and asked to rank the ones that should receive the most emphasis over the next two years. Both phone and Web respondents suggested that City leaders give the most emphasis to the Houston Police Department (HPD) services and the overall quality of the City's drainage system.

Phone respondents were generally more satisfied than Web respondents with the City's services, its offerings, and its overall image. This difference is evident throughout the report. For example, the highest satisfaction rating that phone respondents gave was 88%, which was for the overall quality of Houston Fire Department (HFD) services. However, the highest satisfaction rating that Web respondents gave was 75%, which was for the overall quality of airport facilities. The Survey findings in the following sections were notable.

### High Points

The top three services in which phone respondents reported the highest *satisfaction* ratings were all related to the HFD:

- 88% with the overall quality of HFD services
- 82% with the overall quality of fire protection and rescue services
- 81% with the response time for HFD to respond to emergencies

Web respondents reported *satisfaction* ratings greater than 60% in only two areas:

- 75% with the overall quality of airport facilities
- 74% with the overall quality of HFD services

### Low Points

Phone respondents reported the highest *dissatisfaction* ratings in broader areas:

- 48% with the overall maintenance of City streets
- 44% with the overall air quality
- 42% with the overall quality of the City's drainage system

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No more than 60% of Web respondents reported being *very satisfied* or *satisfied* with any of the other factors being measured; however, at least 50% of Web respondents reported being *dissatisfied* or *very dissatisfied* with four areas:

- 62% with the overall air quality in the City
- 60% with the overall maintenance of City streets
- 56% with the overall quality of the City's drainage system
- 51% with the maintenance of City streets in their neighborhoods

### **Constituent Awareness**

Between 15% and 26% of phone and Web respondents reported not knowing about the:

- similarity of City facilities among neighborhoods
- overall quality of local public health services
- level of zoning within the City
- overall quality of city recreational programs
- City's libraries

Web respondents reported knowing the least about the City's recreational programs:

- 49% don't know about the ease of registering for programs
- 46% don't know about the reasonableness of fees charged for recreation programs
- 45% don't know about the City's youth athletic programs
- 44% don't know about the City's adult athletic programs or other City recreation programs

The City may want to consider implementing a public relations campaign to raise awareness in the areas about which citizens know the least.

### **Lessons Learned**

In addition to providing valuable information about the areas in which City officials should focus their efforts and about citizens' level of satisfaction with the City and its offerings, the Survey provided lessons about the survey administration and data analysis processes that may be useful if the City decides to conduct a similar survey in the future.

One of the primary goals of the Survey was to collect data from a statistically significant, random sample of Houston citizens whose demographics were representative of the demographics of Houston's citizens and who equitably represented the population of each of the City's nine geographic council districts. If a similar study is conducted in the future, it will be beneficial to publicize the survey throughout the City by using a variety of bilingual media outlets, such as television, radio, and newspaper advertisements or public service announcements and advance notifications through the mail and the Internet. In addition to raising awareness about the survey, publicizing the survey throughout the data collection period may increase the number of respondents who complete the survey.

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Similarly, using multiple modes of data collection, such as phone, Web, mail, and fax, should increase the number of citizens who complete the survey and may decrease the existing demographic disparity and the disparity in the satisfaction ratings between the phone and Web responses. Including mail and fax options in future surveys will provide opportunities for citizens without landlines or without Internet access to complete the survey.

If a similar survey is conducted in the future, the existing survey instrument should be revised to incorporate suggestions received throughout data collection. Future surveys should also provide an opportunity for respondents to make open-ended comments and suggestions. It will be useful if the data from future surveys is analyzed according to respondents' demographics in addition to their geographic council district. Finally, the response rate of similar future surveys may be increased if the City addresses the concerns raised in this survey and if they implement positive changes in the areas identified as priority areas and in the areas with the lowest satisfaction ratings and highest dissatisfaction ratings. Citizens will likely be more inclined to complete the survey if they believe that their feedback will make an impact.

## **Report Overview**

The 2009 survey could be used as the benchmark for future surveys to assess the changes that the City makes in the areas identified as priority areas. The report explores the areas identified as priority areas and other results from the Survey in greater detail across each geographic council district. The appendixes contain the methods used to administer the phone and Web surveys, the Survey instrument, and the detailed phone, Web, and combined results for each survey question. The respective survey questions associated with the tables and figures are in parenthesis following the title of the figures and tables, where relevant. This makes it possible to cross-reference the information presented in the figures and tables with the survey questions in Appendix B and with the complete results in Appendix C.

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## Introduction

This report documents results from the 2009 City-Wide Citizens Survey Houston, Texas (the Survey) that Decision Information Resources, Inc. (DIR) conducted under contract with Jefferson Wells International (Jefferson Wells) for the City of Houston Office of the City Controller (the Controller's Office). The purpose of the Survey was to assess citizens' level of satisfaction with services, maintenance, and facilities provided by the City and with the City's overall image and quality of life. The report provides both an overview of the Survey results and the detailed results for each area included in the Survey.

DIR used computer-assisted telephone interviewing (CATI) and Web-based interviewing to conduct the Survey. DIR administered the questionnaire to 1,246 randomly selected citizens by using CATI technology between May 8, 2009 and June 30, 2009. An additional 4,339 respondents completed the Web-based version of the survey between May 15, 2009 and July 17, 2009.

The overall quality of City services, perceptions of the City, public safety, parks and recreation, and maintenance were a few of the areas addressed in the Survey. Respondents were asked to rate the City in the specified areas by selecting *Very Satisfied*, *Satisfied*, *Neither Satisfied nor Dissatisfied*, *Dissatisfied*, *Very Dissatisfied*, or *Don't Know*. The Survey results were analyzed on the basis of the geographic council district in which respondents reside and the mode by which they completed the Survey, phone or Web. The figures in the report are scaled for presentation purposes.

## Notable Results

The notable results from the survey indicate the priority areas that respondents identified, as well as areas with which they were most and least satisfied. They also indicate areas in which awareness about City programs and services needs to be raised, as shown by the high percentage of citizens responding that they did not know about City offerings.

## Current Priorities

Respondents were given a list of eight items and asked to rank the ones that should receive the most emphasis over the next two years. Both phone and Web respondents suggested that City leaders give the most emphasis to the Houston Police Department (HPD) services and the overall quality of the City's drainage system.

Phone respondents were generally more satisfied than Web respondents with the City's services, its offerings, and its overall image. This difference is evident throughout the report. For example, the highest satisfaction rating that phone respondents gave was 88%, which was for the overall quality of Houston Fire Department (HFD) services. However, the highest satisfaction rating that Web respondents gave was 75%, which was for the overall quality of airport facilities.

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## High Points

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Web respondents reported *satisfaction* ratings greater than 60% in only two areas:

- 75% with the overall quality of airport facilities
- 74% with the overall quality of HFD services

## Low Points

Phone respondents reported the highest *dissatisfaction* ratings in broader areas:

- 48% with the overall maintenance of City streets
- 44% with the overall air quality
- 42% with the overall quality of the City's drainage system

No more than 60% of Web respondents reported being *very satisfied* or *satisfied* with any of the other factors being measured; however, at least 50% of Web respondents reported being *dissatisfied* or *very dissatisfied* with four areas:

- 62% with the overall air quality in the City
- 60% with the overall maintenance of City streets
- 56% with the overall quality of the City's drainage system
- 51% with the maintenance of City streets in their neighborhoods

## Constituent Awareness

Between 15% and 26% of phone and Web respondents reported not knowing about the:

- similarity of City facilities among neighborhoods
- overall quality of local public health services
- level of zoning within the City
- overall quality of city recreational programs
- City's libraries

Web respondents reported knowing the least about the City's recreational programs:

- 49% don't know about the ease of registering for programs
- 46% don't know about the reasonableness of fees charged for recreation programs
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- 44% don't know about the City's adult athletic programs or other City recreation programs

The City may want to consider implementing a public relations campaign to raise awareness in the areas about which citizens know the least.

The report provides an overview of the Survey results and the detailed results for each area included in the Survey. The appendixes contain the methods used to administer the phone and Web surveys, the Survey instrument, and the detailed phone, Web, and combined results for each survey question. The respective survey questions associated with the tables and figures are in parenthesis following the title of the figures and tables, where relevant, so that the reader can cross-reference the information presented in the figures and tables with the survey questions in Appendix B and with the complete results in Appendix C.

## Overview of Survey Results

The City is divided into nine geographic council districts (see Figure 1). Table 1 itemizes the percentage of surveys that were completed in each geographic council district and the mode by which respondents completed the Survey. Category X was developed to capture the completed surveys by respondents who did not provide sufficient address information to determine their geographic council district or whose address did not distinctly fall within one of the nine geographic council districts.

**Table 1. Percentage of Surveys Completed by Geographic Council District**

| Council District                            | % by Phone<br>(n = 1,246) | % by Web<br>(n = 4,339) | % Combined<br>(n = 5,585) |
|---|---------------------------|-------------------------|---------------------------|
| District A                                  | 7.5                       | 14.3                    | 12.8                      |
| District B                                  | 12.0                      | 2.6                     | 4.7                       |
| District C                                  | 10.8                      | 13.3                    | 12.8                      |
| District D                                  | 8.8                       | 11.0                    | 10.5                      |
| District E                                  | 10.1                      | 4.4                     | 5.7                       |
| District F                                  | 9.3                       | 3.5                     | 4.8                       |
| District G                                  | 11.1                      | 15.8                    | 14.7                      |
| District H                                  | 10.5                      | 11.0                    | 10.9                      |
| District I                                  | 9.7                       | 5.9                     | 6.7                       |
| Category X (no council district identified) | 10.2                      | 18.2                    | 16.4                      |
| <b>Total Completes</b>                      | <b>100.0%</b>             | <b>100.0%</b>           | <b>100.0%</b>             |

Responses for Category X are included in the aggregate phone and Web totals.



## Demographic Characteristics of Respondents

The phone survey was administered to a random sample of citizens across the nine geographic council districts. Most of the Web respondents were notified about the survey because they subscribe to the Mayor’s Office electronic newsletter, *Citizens Net*. Approximately 90% of the Web respondents completed the survey after the Mayor’s office emailed the survey link to more than 70,000 subscribers. Additionally, a link was available on the Controller’s Office’s website for any citizen to complete the survey via the Web. A smaller portion of Web respondents were notified about the survey from the Controller’s Office’s blog and distribution list.

The phone respondents were more representative of the City’s demographics than the Web respondents’ demographics; therefore, the report presents phone responses across the nine geographic council districts and in aggregate and Web responses only in the aggregate (see Table 2). The largest discrepancies between the demographics of phone and Web respondents occurred in the ethnic background and household income categories. Survey questions related to the ethnic background of respondents allowed respondents to select all ethnicities that applied. This caused the total percentage for ethnic background of both Phone and Web respondents to be in excess of 100%.

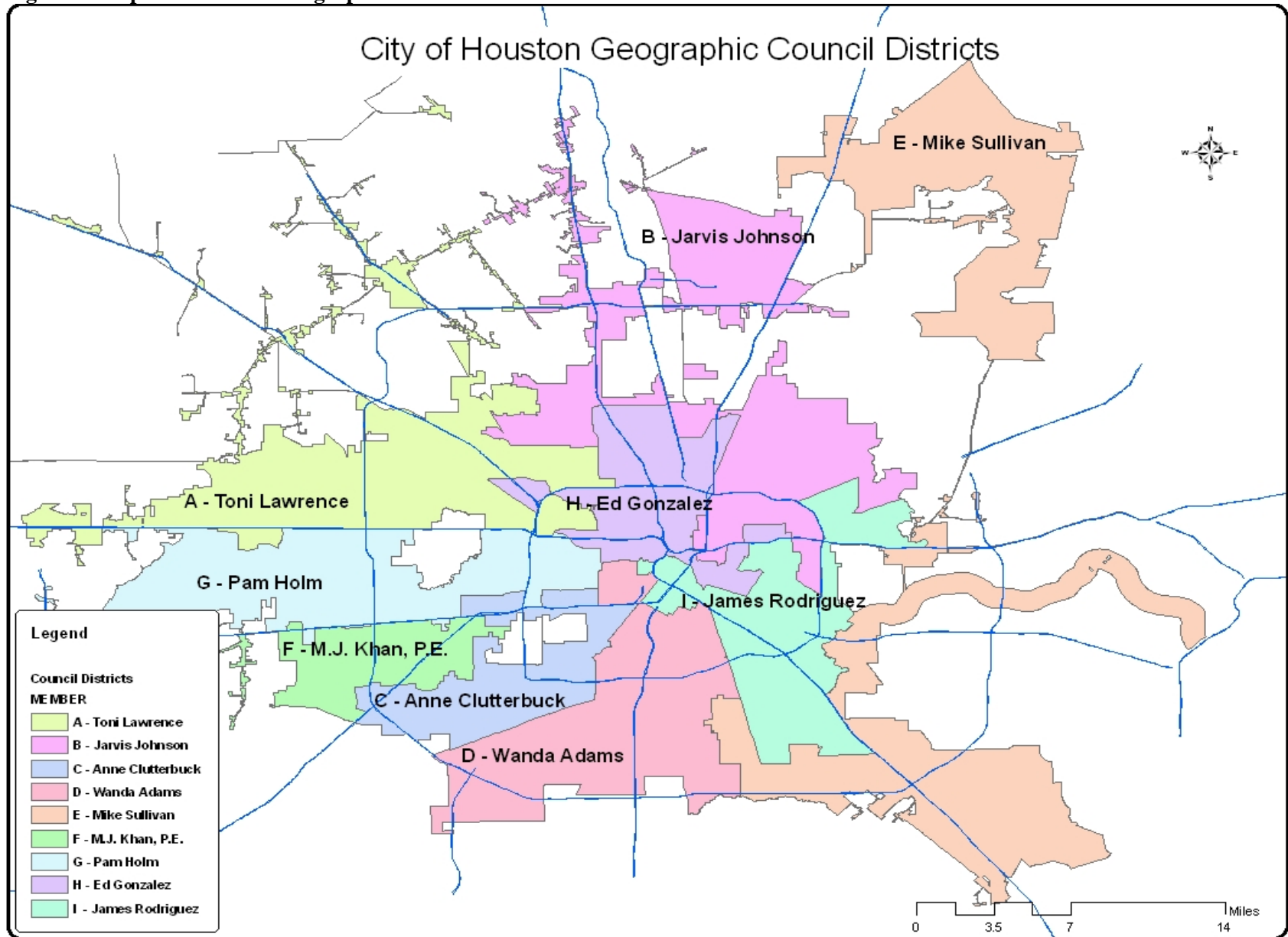
**Table 2. Demographics of Respondents**  
(Q14)

| <b>Gender<sup>1</sup></b>                | <b>City of Houston<br/>%</b> | <b>Phone<br/>%</b> | <b>Web<br/>%</b> |
|--|------------------------------|--------------------|------------------|
| Male                                     | 50.5                         | 32.1               | 43.4             |
| Female                                   | 49.5                         | 67.9               | 56.6             |
| <b>Ethnic Background<sup>1</sup></b>     |                              |                    |                  |
| Anglo                                    | 28.0                         | 41.7               | 73.4             |
| Asian/Pacific Islander                   | 5.3                          | 2.3                | 3.5              |
| Hispanic, Latino, other Spanish ancestry | 41.7                         | 21.9               | 9.2              |
| Black/African American                   | 24.0                         | 30.7               | 10.2             |
| Other                                    | 1.0                          | 3.5                | 4.9              |
| <b>Home Ownership<sup>1</sup></b>        |                              |                    |                  |
| Own                                      | 61.0                         | 68.7               | 82.4             |
| Rent                                     | 39.0                         | 31.3               | 17.6             |
| <b>Household Income<sup>2</sup></b>      |                              |                    |                  |
| Under \$30,000                           | 31.6                         | 42.4               | 8.0              |
| From \$30,000 to \$59,999                | 30.6                         | 29.4               | 22.6             |
| From \$60,000 to \$99,999                | 19.1                         | 13.7               | 27.9             |
| More than \$100,000                      | 18.7                         | 14.5               | 41.5             |

1. For gender, ethnic background, and home ownership, estimates in the City of Houston column were derived from *American Community Demographic and Housing Estimates: 2005–2007*.

2. For the household income demographic, the City of Houston estimates were derived from [http://www.clrsearch.com/RSS/Demographics/TX/Houston/Household\\_Income](http://www.clrsearch.com/RSS/Demographics/TX/Houston/Household_Income)

Figure 1. Map of Houston's Geographic Council Districts



## Satisfaction Ratings

Phone respondents were generally more satisfied with the City's services and its image and offerings than Web respondents. This is evident throughout the report, beginning with Table 3, which lists the City services with which at least 65% of phone respondents were very satisfied or satisfied. The results in this table are presented in descending order on the basis of phone responses.

Phone respondents averaged 20 percentage points higher than Web respondents for the categories listed in Table 3. Phone respondents were most satisfied with services related to the Houston Fire Department (HFD) and emergency medical services.

**Table 3. City Services Receiving at least 65 Percent Very Satisfied or Satisfied Ratings by Phone Respondents**  
(Q1A through Q8H)

| City Service  | AVG. PHONE<br>% | AVG. WEB<br>% |
|---|-----------------|---------------|
| Overall quality of HFD services                                     | 88              | 74            |
| Overall quality of fire protection and rescue services              | 82              | 60            |
| Response time for HFD to respond to emergencies                     | 81              | 56            |
| Overall quality of emergency medical services                       | 80              | 51            |
| Maintenance of traffic signals                                      | 80              | 57            |
| Quality of life in the City   | 78              | 60            |
| Overall quality of City services                                    | 78              | 59            |
| Overall image of the City   | 77              | 49            |
| Overall quality of airport facilities                               | 76              | 75            |
| Quality of trash collection   | 75              | 60            |
| Location of City parks  | 74              | 53            |
| Adequacy of street lighting   | 74              | 51            |
| Overall quality of Houston Police Department (HPD) services         | 73              | 54            |
| Overall quality of City parks                                       | 73              | 53            |
| Maintenance of City parks   | 73              | 53            |
| Response time for ambulances to respond to emergencies              | 72              | 46            |
| Maintenance of street signs   | 71              | 46            |
| Overall quality of convention center facilities                     | 70              | 60            |
| Efforts to enhance fire protection                                  | 70              | 40            |
| Mowing medians and rights of ways                                   | 70              | 50            |
| Maintenance and preservation of downtown Houston                    | 68              | 54            |
| Overall quality of customer service you receive from City employees | 68              | 45            |
| Overall ability to attract national and international businesses    | 67              | 48            |
| Overall effectiveness of the City's communication with the public   | 66              | 51            |
| Availability of City services in your neighborhood                  | 66              | 41            |
| City efforts to keep respondent informed about local issues         | 66              | 49            |
| Overall maintenance of City buildings and facilities                | 66              | 47            |
| Overall quality of leadership provided by City's elected officials  | 65              | 47            |
| <b>Average Rating of Very Satisfied or Satisfied</b>                | <b>73%</b>      | <b>53%</b>    |

Table 4 lists the ten categories with the highest ratings of dissatisfied or very dissatisfied in descending order on the basis of phone responses. Phone and Web respondents were most dissatisfied with the visibility of police in their neighborhoods and the City's use of red-light cameras.

**Table 4. City Services Receiving Highest Ratings of Dissatisfied or Very Dissatisfied**  
(Q1A through Q8H)

| City Service  | AVG. PHONE<br>% | AVG. WEB<br>% |
|---|-----------------|---------------|
| Overall maintenance of City streets                             | 48              | 60            |
| Overall air quality in the City                                 | 44              | 62            |
| Overall quality of the City's drainage system                   | 42              | 56            |
| Maintenance of streets in your neighborhood                     | 39              | 51            |
| Enforcing the clean up of litter and debris on private property | 34              | 46            |
| Enforcing mowing and cutting of weeds on private property       | 33              | 44            |
| Enforcing and prosecuting illegal dumping activities            | 33              | 44            |
| Condition of sidewalks in Houston                               | 32              | 50            |
| City's use of red-light cameras                                 | 29              | 33            |
| Visibility of police in your neighborhood                       | 28              | 38            |

## Houston's Overall Image and Offerings

Both phone and Web respondents reported being generally satisfied with Houston's overall image and the City's offerings. This section highlights results regarding respondents' level of satisfaction with different aspects of Houston's image and offerings.

When asked to rate the City as a place to Work, Live, Raise Children, and Retire, both phone and Web respondents rated the City as a better place to Work (80% and 84%, respectively) and Live (78% and 73%, respectively) than as a place to Raise Children (68% and 50%, respectively) and Retire (61% and 34%, respectively). Table 5 illustrates these results and provides detailed information for phone respondents across each geographic council district.

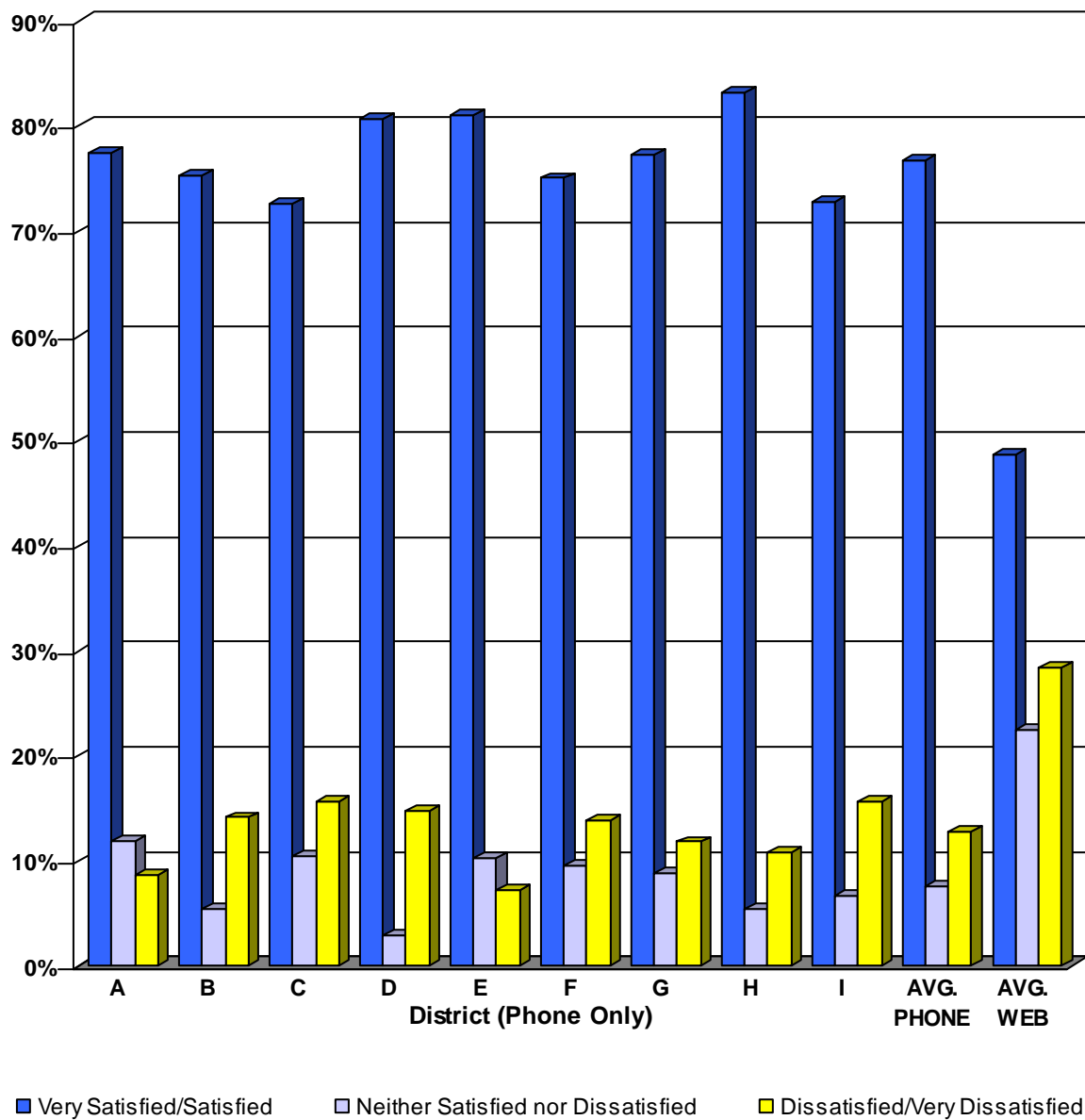
**Table 5. Percent of Respondents Rating the City Good or Excellent as a Place to Work, Live, Raise Children, and Retire**  
(Q10A, Q10B, Q10C, Q10D)

| The City as a Place to | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE<br>% | AVG. WEB<br>% |
|------------------------|-----------------------|----|----|----|----|----|----|----|----|-----------------|---------------|
|                        | A                     | B  | C  | D  | E  | F  | G  | H  | I  |                 |               |
| Work                   | 86                    | 78 | 77 | 80 | 79 | 77 | 88 | 79 | 78 | 80              | 84            |
| Live                   | 86                    | 73 | 76 | 80 | 78 | 75 | 80 | 76 | 75 | 78              | 73            |
| Raise Children         | 73                    | 67 | 63 | 72 | 69 | 86 | 67 | 71 | 69 | 68              | 50            |
| Retire                 | 59                    | 71 | 56 | 68 | 62 | 58 | 53 | 56 | 62 | 61              | 34            |

## Overall Image of the City

Figure 2 illustrates citizens' level of satisfaction with Houston's overall image. Phone respondents from Council District H reported the highest level of satisfaction with Houston's overall image (83%), and Council District I reported the highest level of dissatisfaction (16%). On average, phone respondents reported being 28% more satisfied with Houston's overall image than Web respondents did.

**Figure 2. Overall Image of the City (Q3B)**



The Survey asked respondents about their level of satisfaction with aspects of Houston’s local, national, and international image. Of the phone and Web respondents who said they have visited downtown in the last year, both were markedly satisfied with Houston’s downtown offerings (87% and 68%, respectively).

Web respondents were least satisfied with Houston’s ability to attract tourists. Only 26% of Web respondents were very satisfied or satisfied with Houston’s ability to attract tourists compared to 62% of phone respondents. Web respondents were also less satisfied than phone respondents (48% and 67%, respectively) with the City’s overall ability to attract national and international business.

Table 6 lists the satisfaction ratings for phone respondents for each geographic council district and averages of the phone and Web respondents regarding different aspects of Houston’s image.

**Table 6. Percent Very Satisfied or Satisfied with Different Aspects of Houston**  
(Q9E1, Q3F, Q3E)

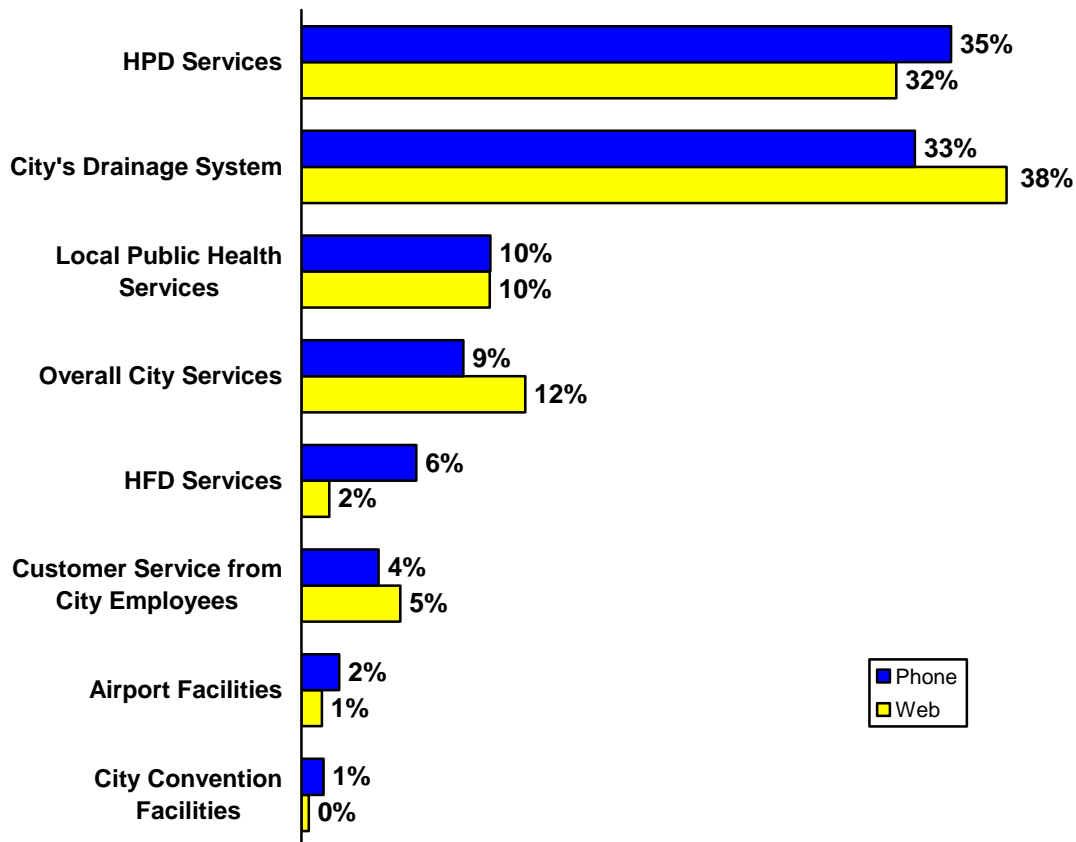
| Aspects of Houston   | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE % | AVG. WEB % |
|--|-----------------------|----|----|----|----|----|----|----|----|--------------|------------|
|  | A                     | B  | C  | D  | E  | F  | G  | H  | I  |              |            |
| Level of satisfaction with downtown offerings                  | 95                    | 80 | 83 | 88 | 87 | 87 | 91 | 89 | 91 | 87           | 68         |
| Overall ability to attract tourists                            | 63                    | 64 | 51 | 62 | 59 | 61 | 58 | 71 | 65 | 62           | 26         |
| Overall ability to attract national and international business | 69                    | 58 | 65 | 72 | 68 | 71 | 68 | 68 | 65 | 67           | 48         |
| <b>Average Rating of Very Satisfied or Satisfied</b>           |                       |    |    |    |    |    |    |    |    | <b>72%</b>   | <b>47%</b> |

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## Detailed Survey Results

Respondents were asked which of the following City services should receive the most emphasis from City leaders over the next two years: overall quality of City services, overall quality of HPD services, overall quality of HFD services, overall quality of customer service received from City employees, overall quality of the City's drainage system, overall quality of local public health services, overall quality of airport facilities, and the overall quality of City convention facilities. Phone respondents suggested that City leaders focus on the overall quality of the HPD services first (35%) and the overall quality of the City's drainage system second (33%), while Web respondents wanted City leaders to focus on the City's drainage system first (38%) and HPD services second (32%). Figure 3 shows a comparison of City services that phone and Web respondents suggest for City leaders to focus their attention.

**Figure 3. Service Areas for Future Focus, Prioritized by Phone Respondents (Q2)**



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The remainder of this report explores the opinions of both phone and Web respondents in the following sections:

- Opinions About City Services
- Public Safety (Including Police, Fire, and Emergency Medical Services)
- Parks and Recreation
- Communication and Leadership
- Maintenance
- Code Enforcement
- Libraries

Each section provides figures and tables to illustrate respondents' opinions in these categories.

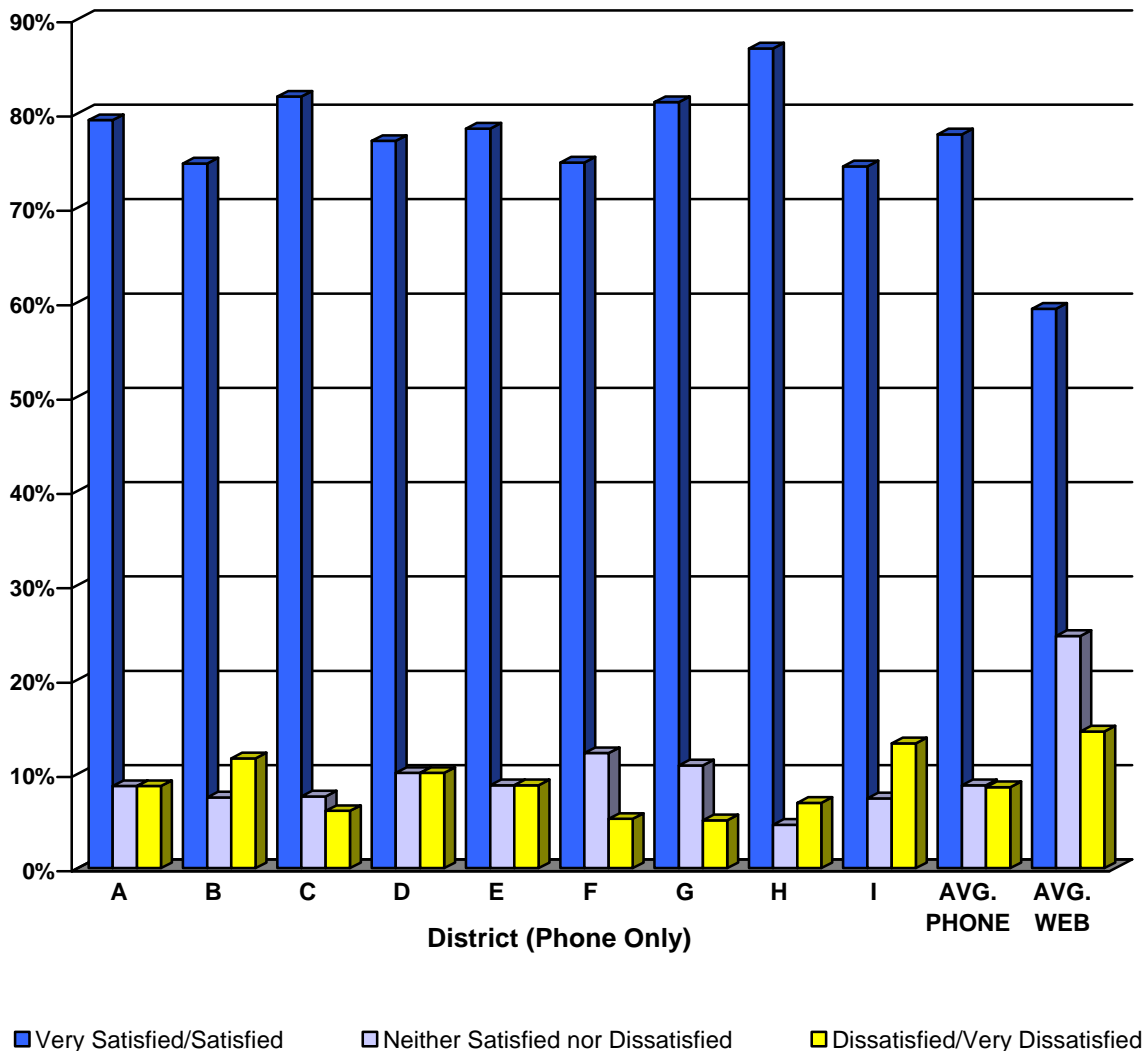
## **Opinions About City Services**

This section provides detailed examples and illustrations of respondents' ratings of the overall quality and availability for a range of City services, including the overall quality of City services, the similarity of City facilities among neighborhoods, and the City's drainage system. As is the case with most categories, randomly selected phone respondents reported being more satisfied with City services, compared to Web respondents.



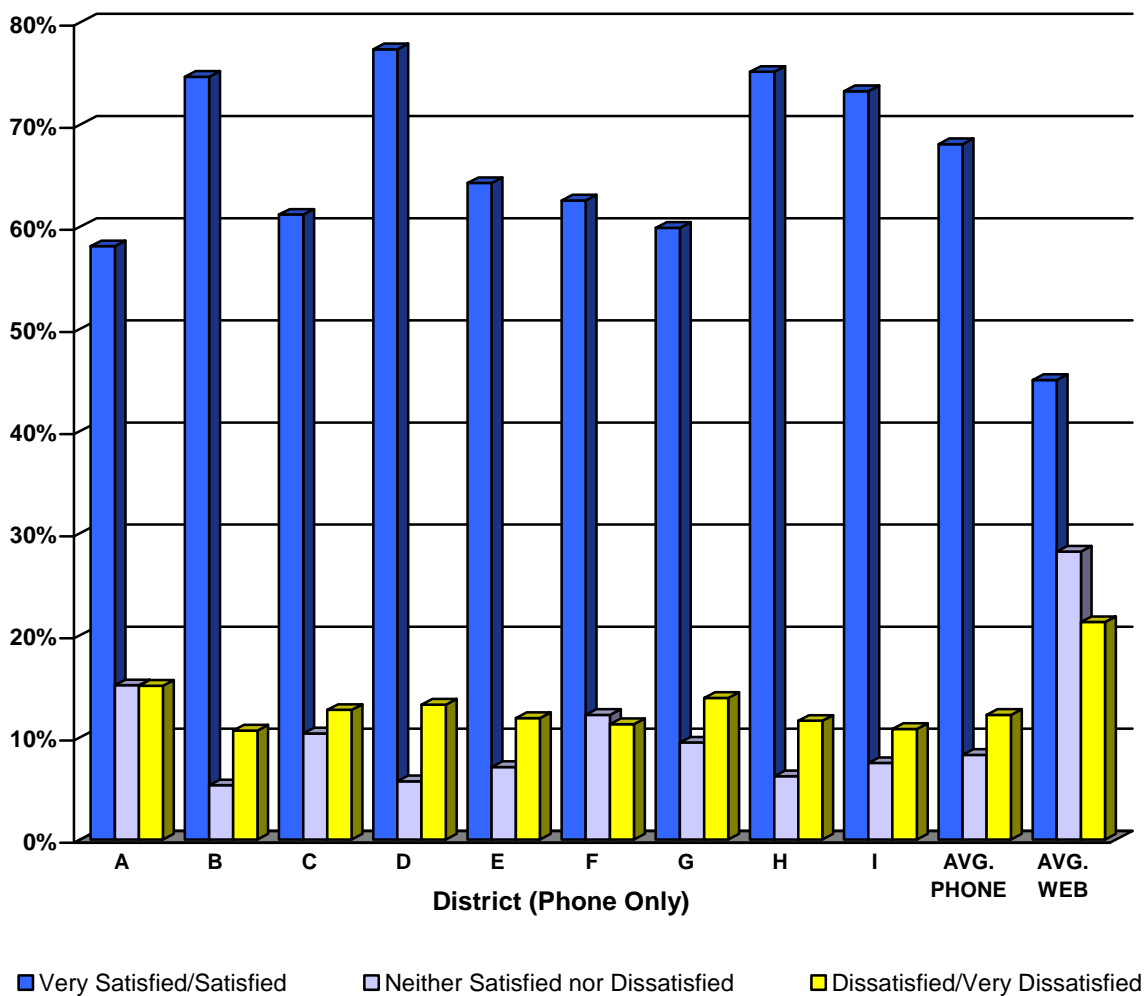
**Overall Quality of City Services.** Figure 4 illustrates the satisfaction ratings for the overall quality of City services. At least 78% of phone respondents reported being very satisfied or satisfied with the overall quality of City services, and slightly less than 60% of Web respondents reported being very satisfied or satisfied with the overall quality of City services. Phone respondents in Council District H reported the highest satisfaction rating (87%), while Council District I reported the highest dissatisfaction rating (13%) among the geographic council districts. Web respondents were over 5 percentage points more dissatisfied than phone respondents. Phone respondents reported nearly 9% dissatisfaction compared to slightly more than 14% of Web respondents.

**Figure 4. Overall Quality of City Services (Q1A)**



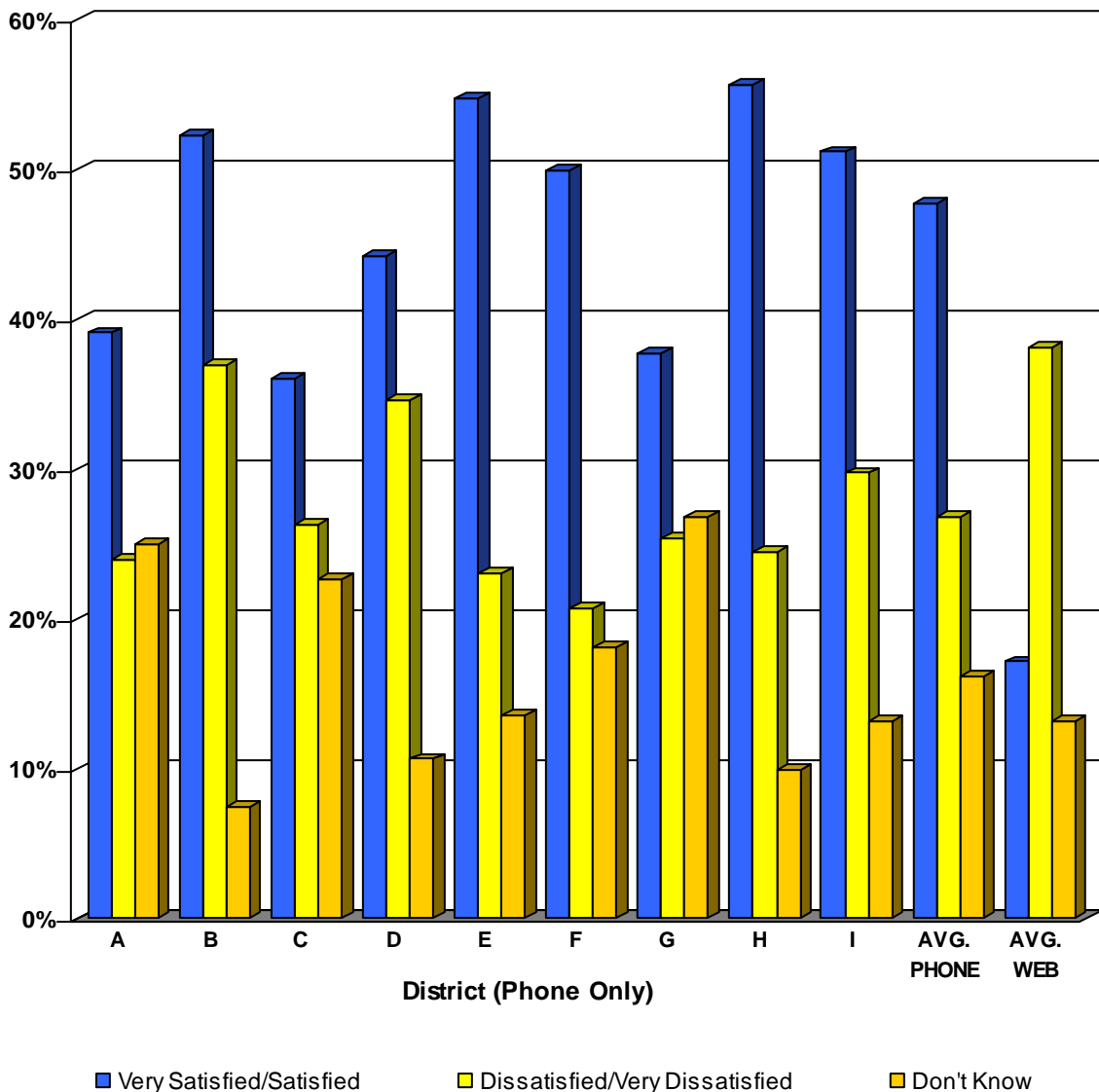
**Overall Quality of Customer Service from City Employees.** Figure 5 presents the detailed results for each geographic council district regarding the overall quality of customer service received from City employees. On average, respondents reported being more satisfied with the overall quality of services provided by the City than with the quality of customer service received from City employees. Approximately 68% of phone respondents reported being very satisfied or satisfied, while only 45% of all Web respondents reported being at least satisfied with the overall quality of customer service provided by city employees. Respondents from Council District A reported the lowest satisfaction rating for the quality of customer service provided by City employees (58%), while Council District D respondents reported the highest satisfaction rating (77%).

**Figure 5. Overall Quality of Customer Service from City Employees (Q1D)**



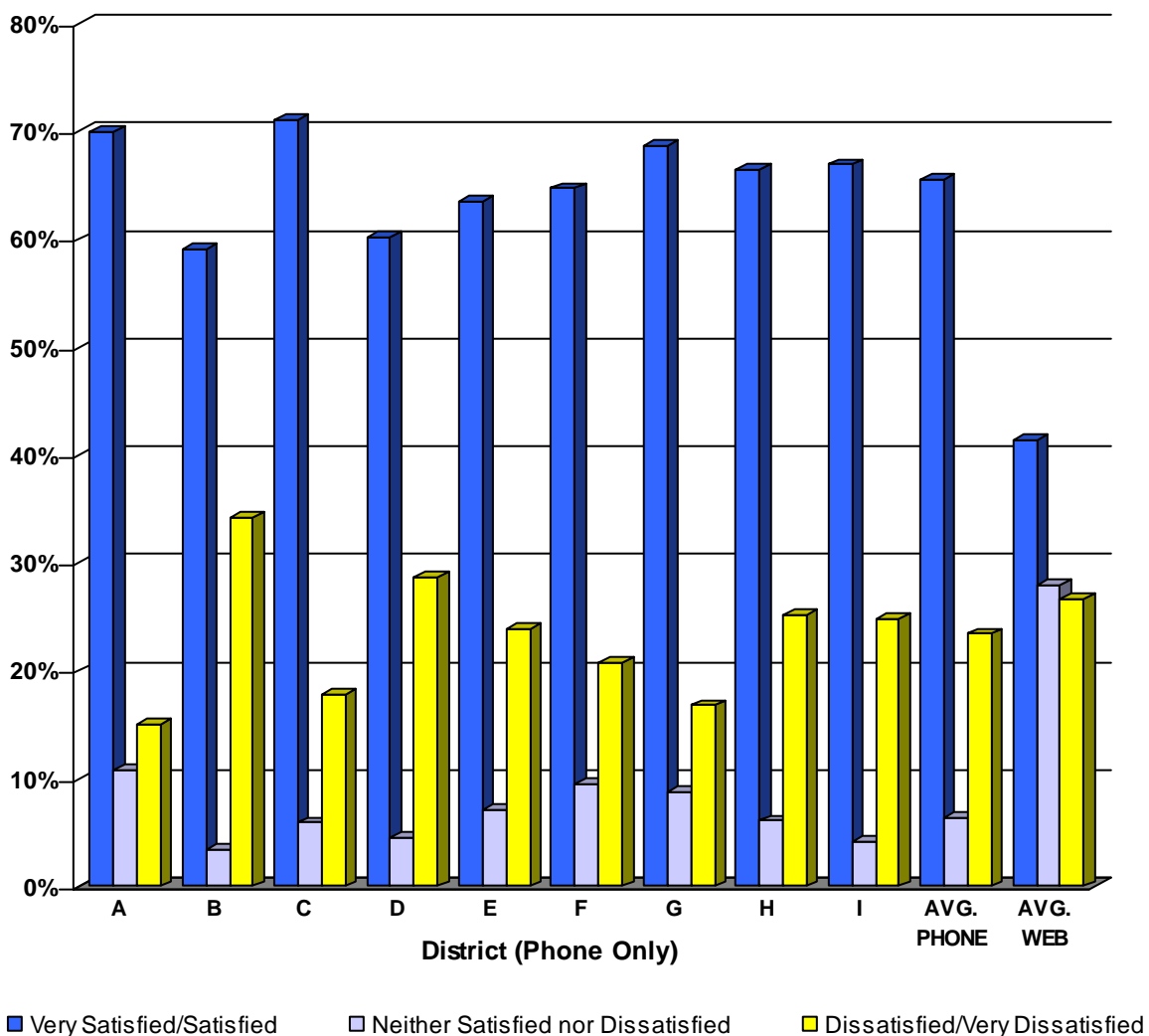
**Similarity of City Facilities Among Neighborhoods.** As Figure 6 illustrates, a large percentage of phone (27%) and Web (38%) respondents reported being dissatisfied or very dissatisfied with the similarity of City facilities among neighborhoods. Council District B reported the highest dissatisfaction rating (37%). Approximately 15% of phone and Web respondents said that they did not know about the similarity of City facilities across neighborhoods, while 48% of phone and 17% of Web respondents reported being very satisfied or satisfied with the similarity of City facilities among neighborhoods.

**Figure 6. Similarity of City Facilities Among Neighborhoods (Q3G)**



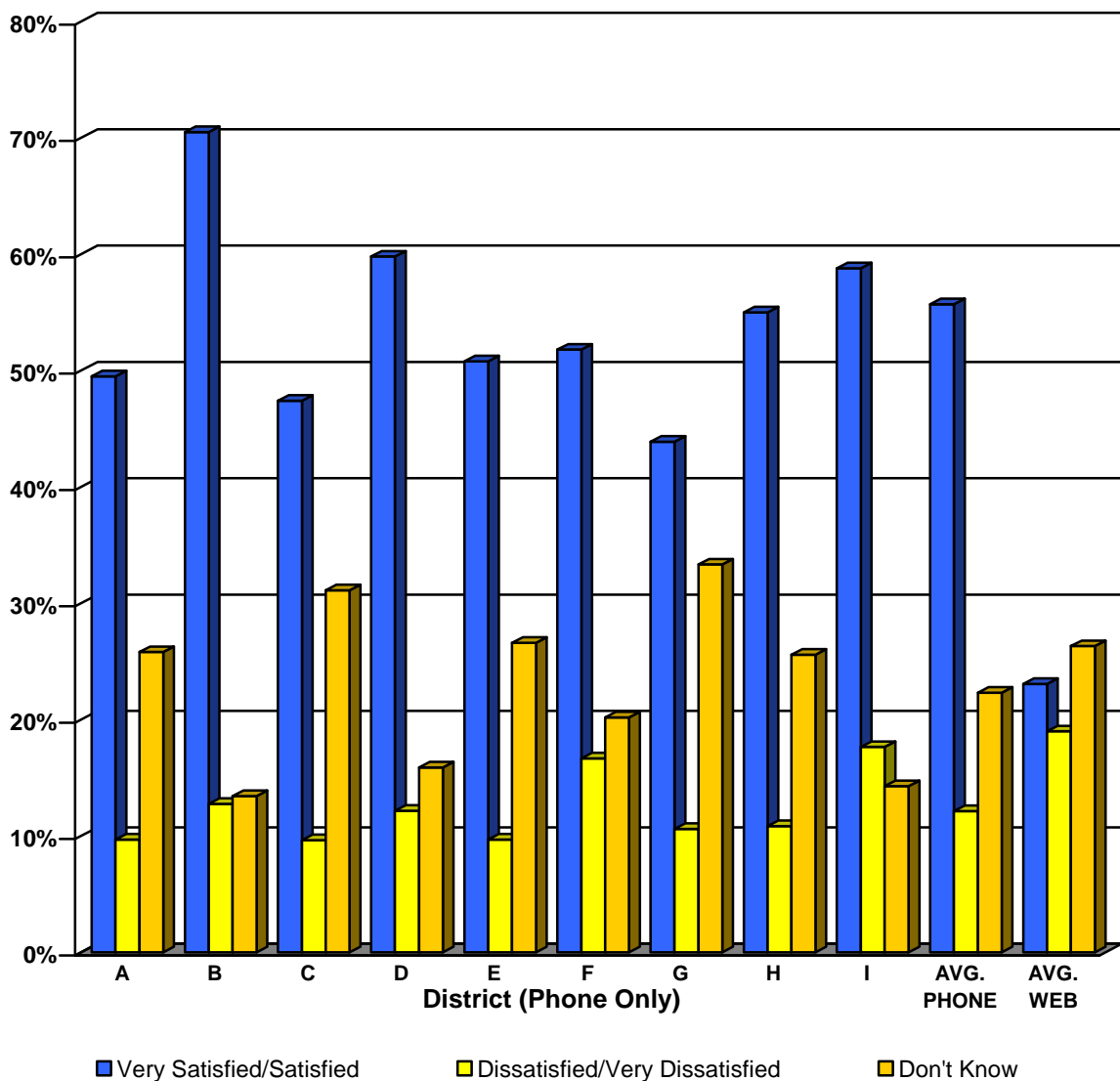
**Availability of City Services in Your Neighborhood.** Figure 7 illustrates the results regarding the availability of City services across neighborhoods. Respondents reported higher satisfaction ratings with the availability of City services in their neighborhoods than with the similarity of City facilities among neighborhoods as shown in Figure 6. Approximately 66% of phone respondents and 41% of Web respondents reported being very satisfied or satisfied with the availability of City services in their neighborhoods; while approximately 25% of both phone and Web respondents reported being dissatisfied or very dissatisfied. As was the case with the question related to the similarity of City facilities among neighborhoods, Council District B reported the highest dissatisfaction rating (34%).

**Figure 7. Availability of City Services in Your Neighborhood (Q3H)**



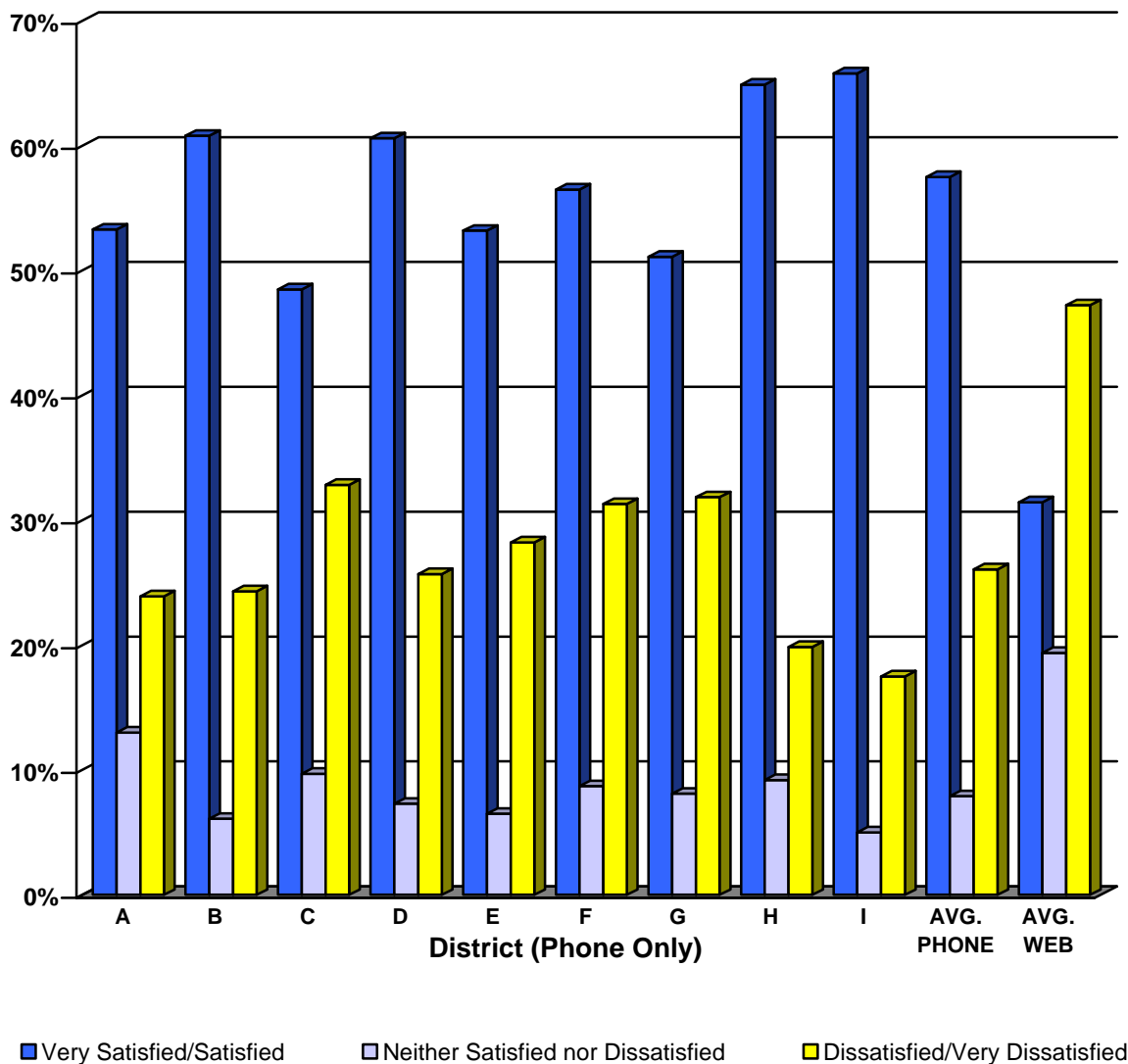
**Overall Quality of Local Public Health Services.** Figure 8 illustrates the satisfaction ratings with the overall quality of local public health services. A substantial percentage of respondents, 22% of phone and 26% of Web, reported not knowing about the quality of local public health services. In fact, more Web respondents reported not knowing about public health services (26%) than being very satisfied or satisfied (23%) or dissatisfied or very dissatisfied (19%). Phone respondents from Council District B reported the highest satisfaction rating (70%), while respondents from Council District G reported the highest percentage that did not know (33%) about the local public health services.

**Figure 8. Overall Quality of Local Public Health Services (Q1F)**



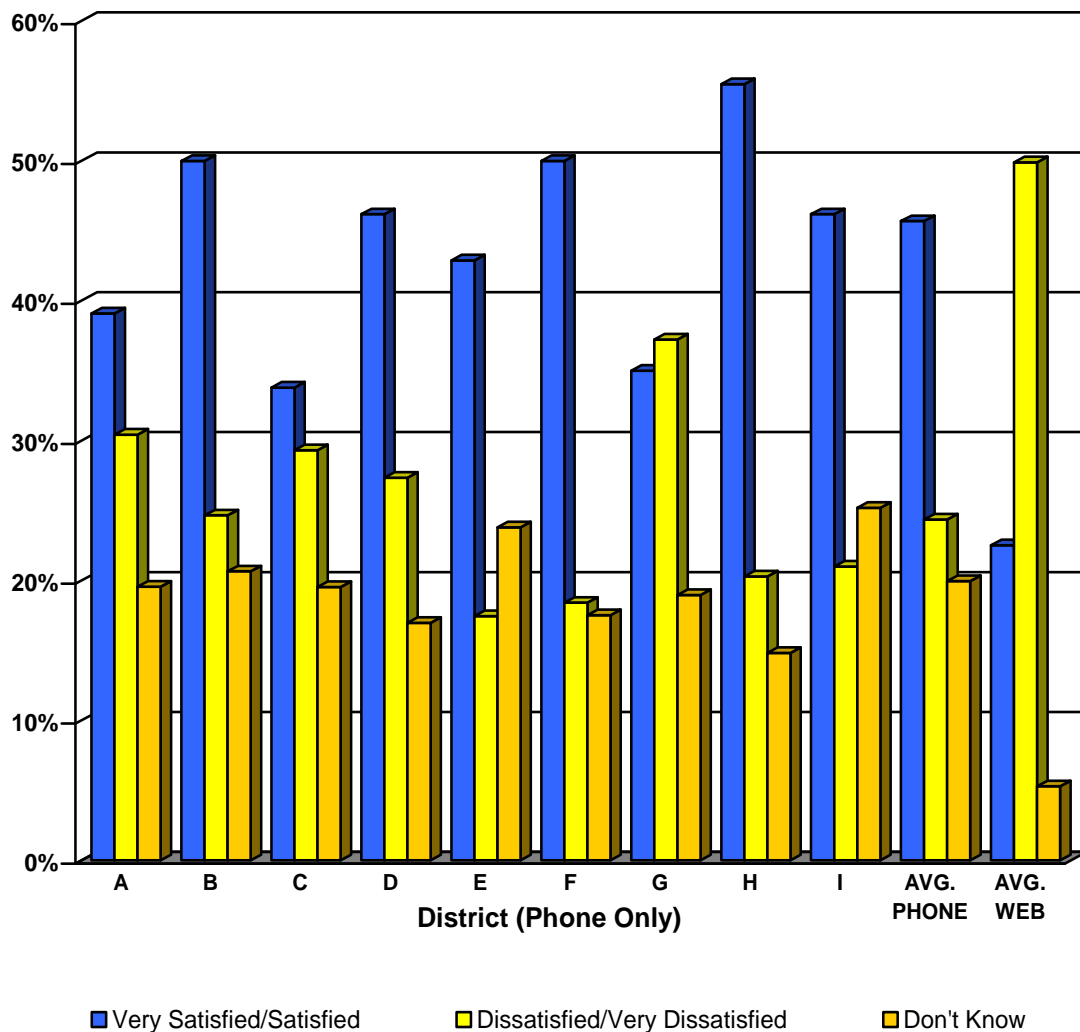
**Overall Ease of Commuting.** Figure 9 illustrates respondents' satisfaction with the overall ease of commuting in the City. Approximately 58% of phone respondents reported being very satisfied or satisfied, and 26% reported being dissatisfied or very dissatisfied. By contrast, 47% of Web respondents reported being dissatisfied or very dissatisfied with the overall ease of commuting in the City while only 31% of Web respondents reported being very satisfied or satisfied. Council Districts H and I reported the highest satisfaction ratings (65% and 66%, respectively).

**Figure 9. Overall Ease of Commuting (Q3I)**



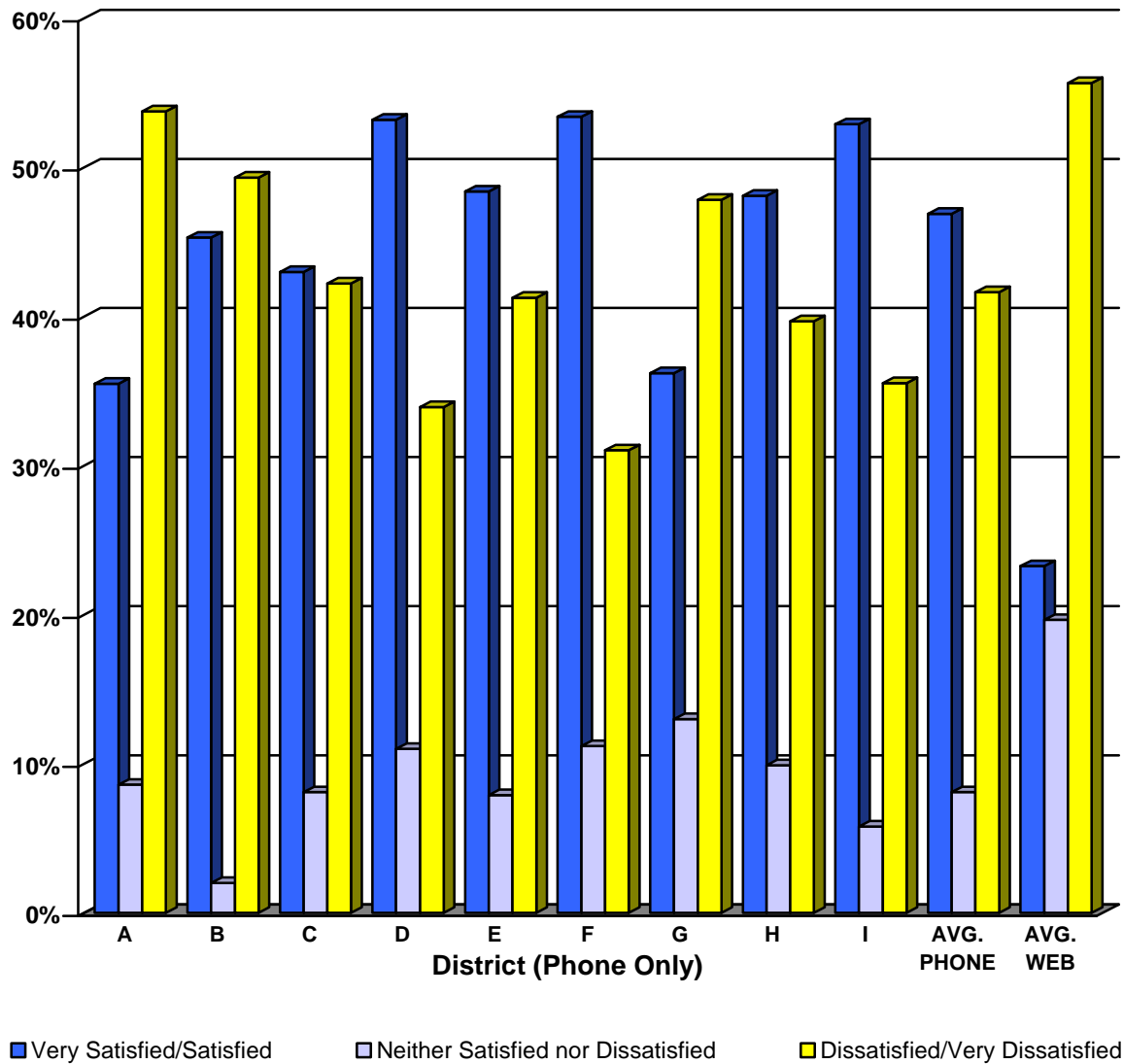
**Level of Zoning Within the City.** Many respondents reported being dissatisfied, very dissatisfied, or not knowing about the level of zoning within the City. Figure 10 illustrates phone respondents' lack of knowledge about and Web respondents' level of dissatisfaction with the City's zoning. Approximately 24% of phone respondents reported being dissatisfied or very dissatisfied with the level of zoning within the City, while nearly 50% of Web respondents reported being dissatisfied or very dissatisfied. However, 20% of phone respondents reported not knowing about the level of zoning in the City compared to only 5% of Web respondents. Council District G was the only geographic council district in which a larger percentage of respondents reported being dissatisfied or very dissatisfied (37%) with the City's zoning than those reporting being very satisfied or satisfied (35%).

**Figure 10. Level of Zoning Within the City (Q3D)**



**Overall Quality of City’s Drainage System.** Respondents reported high dissatisfaction ratings with the overall quality of the City’s drainage system, as illustrated in Figure 11. More than 40% of phone respondents and nearly 56% of Web respondents reported being dissatisfied or very dissatisfied with the overall quality of the City’s drainage system. Phone respondents living in Council District A reported the highest dissatisfaction ratings (54%) while respondents in Council District F reported the highest satisfaction ratings (53%).

**Figure 11. Overall Quality of City’s Drainage System (Q1E)**

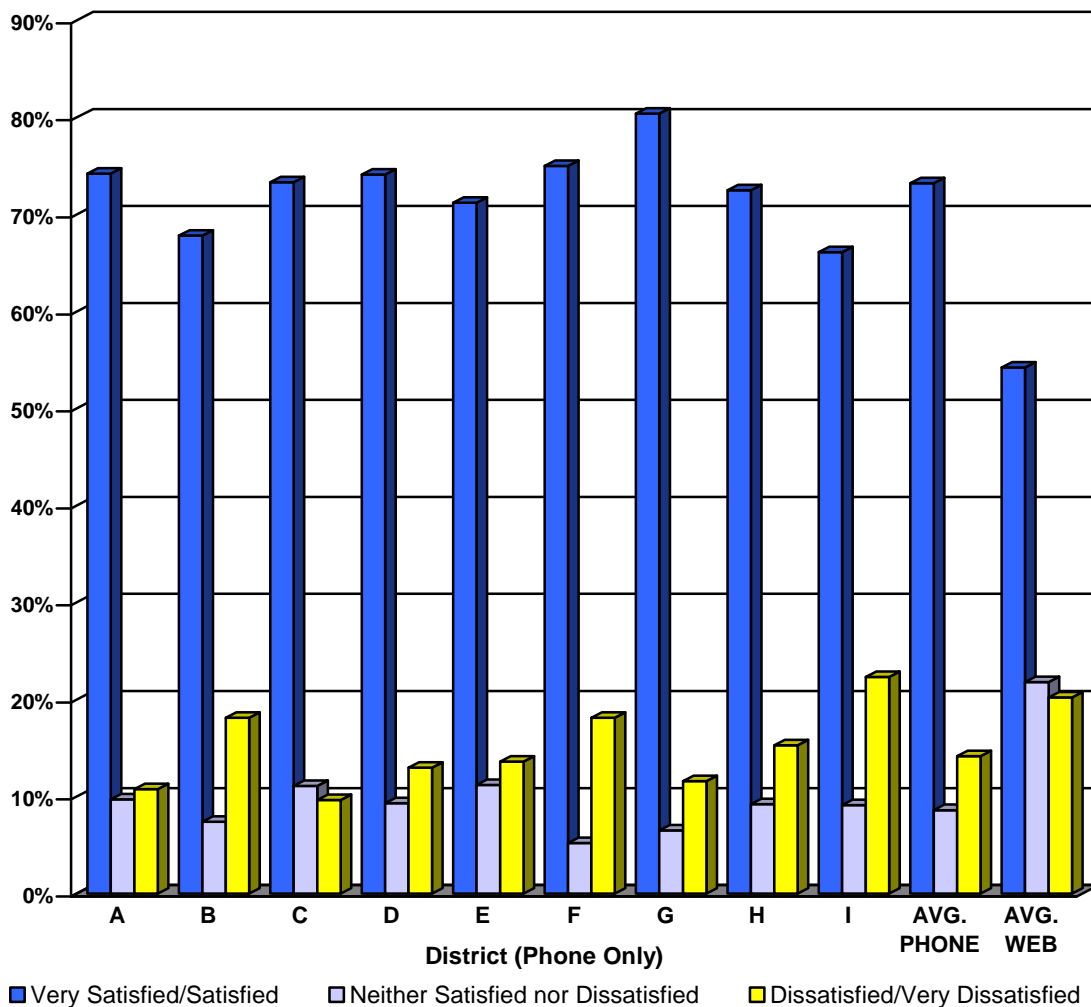




## Public Safety

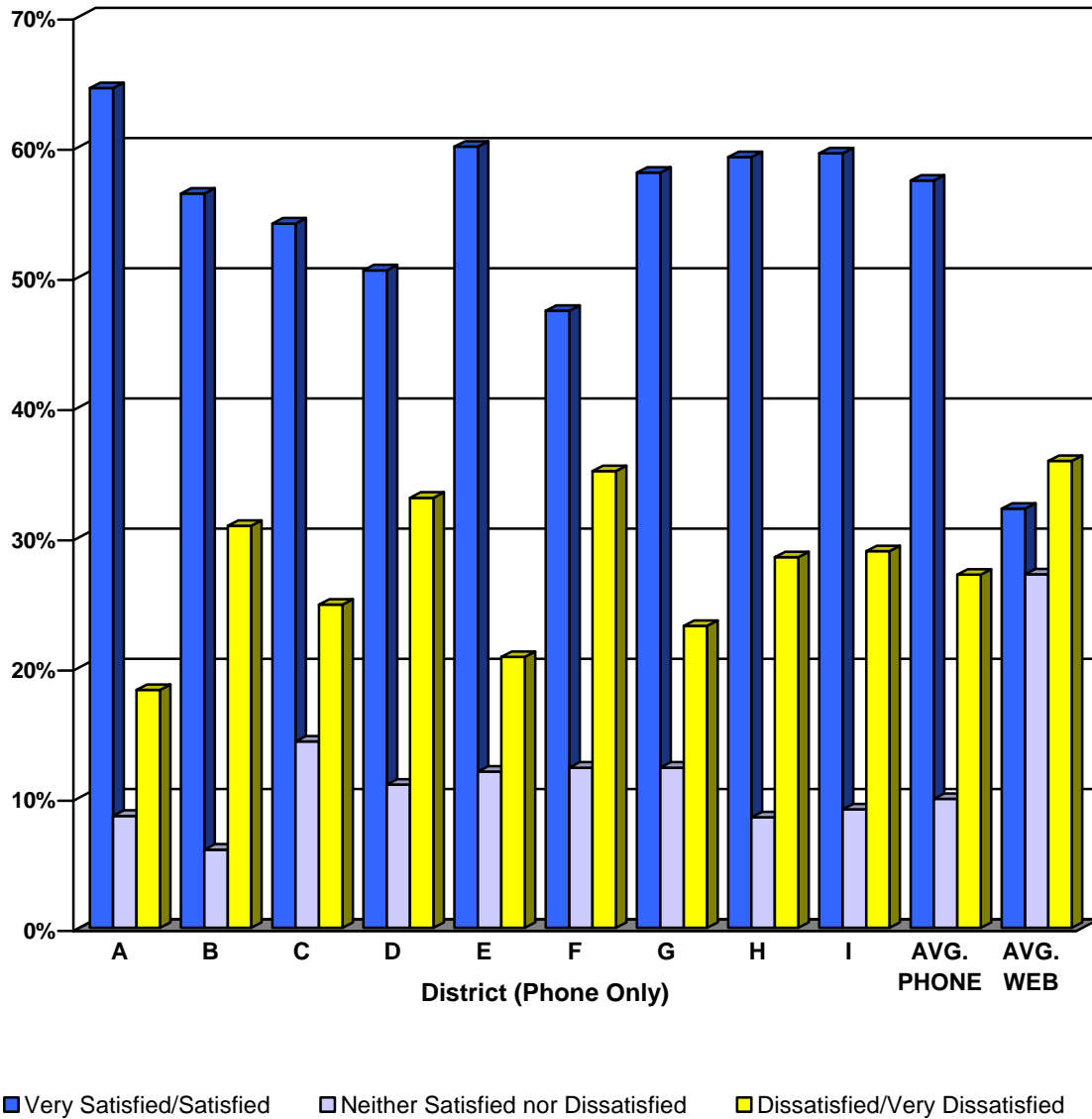
**Overall Quality of HPD Services.** An average of 73% of all phone respondents reported being very satisfied or satisfied with the quality of the HPD. Council District G reported the highest satisfaction level at 80%. Only 54% of Web respondents reported being very satisfied or satisfied with the overall quality of HPD services, while 20% of Web respondents reported being dissatisfied or very dissatisfied. Phone respondents from Council District I reported the highest dissatisfaction rating (22%).

**Figure 12. Overall Quality of HPD Services (Q1B)**



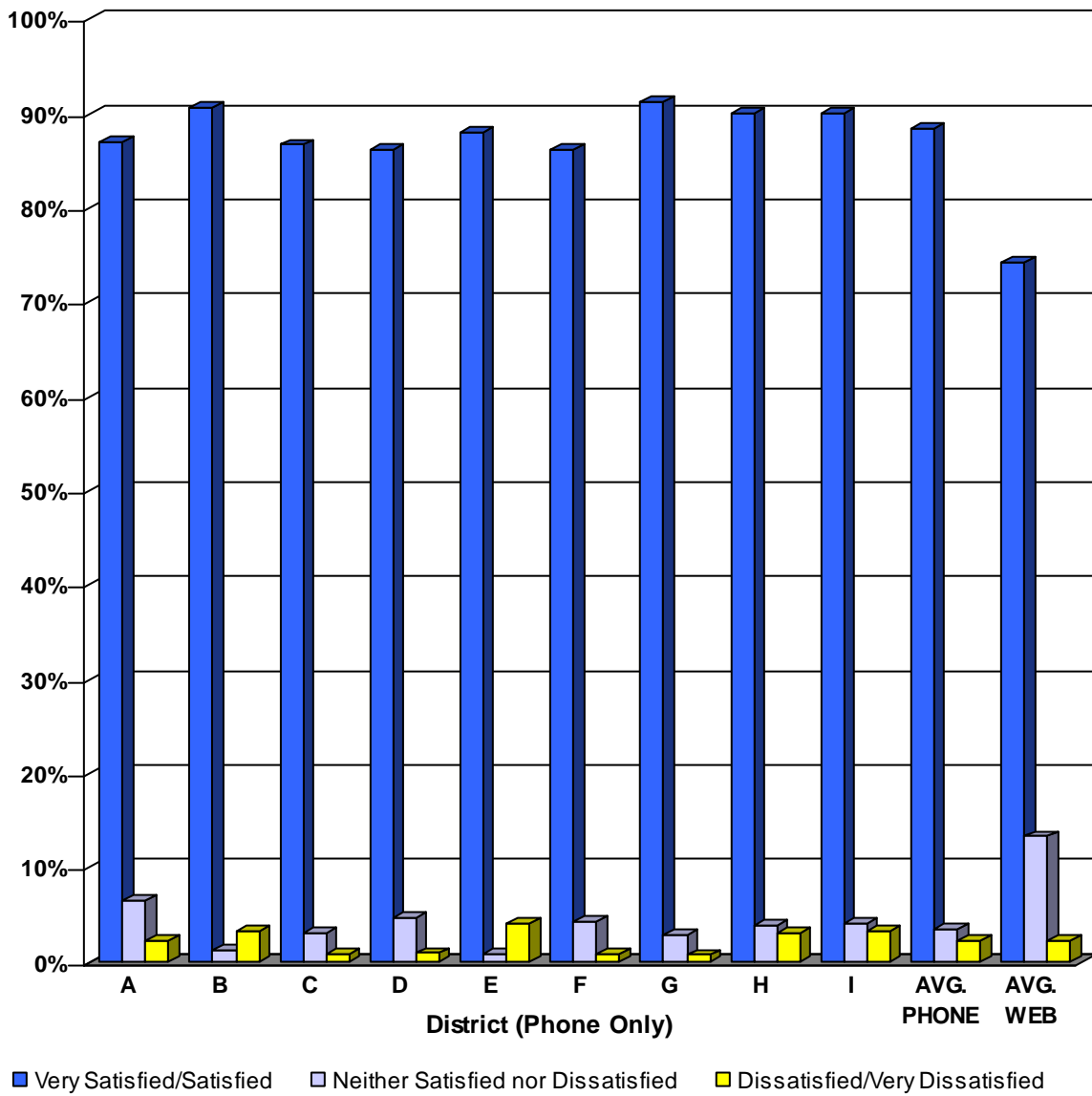
**City's Overall Efforts to Prevent Crime.** As illustrated in Figure 13, approximately 27% of phone respondents and 36% of Web respondents reported being dissatisfied or very dissatisfied with the City's efforts to prevent crime. Except for Council District F, which reported the highest level of dissatisfaction among geographic council districts at 35%, at least 50% of phone respondents from each geographic council district reported being very satisfied or satisfied with the City's efforts to prevent crime.

**Figure 13. City's Overall Efforts to Prevent Crime (Q4C)**



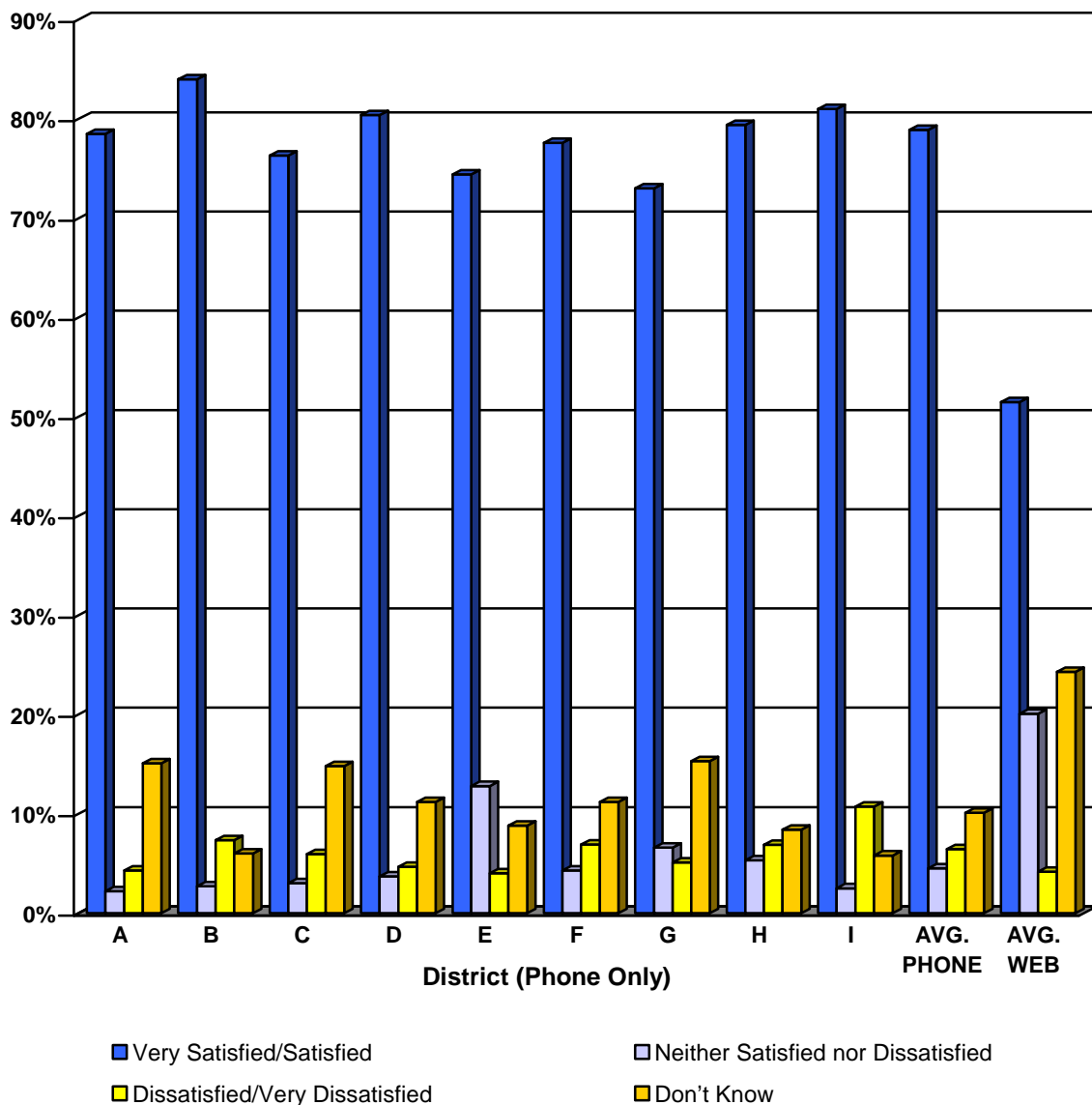
**Overall Quality of HFD Services.** Figure 14 illustrates respondents' satisfaction with the overall quality of HFD services. Both phone and Web respondents were highly satisfied with the overall quality of services provided by the HFD. Over 88% of phone respondents and 74% of Web respondents reported being very satisfied or satisfied with the overall quality of HFD services. All geographic council districts reported satisfaction ratings over 85%.

**Figure 14. Overall Quality of HFD Services (Q1C)**



**Overall Quality of Emergency Medical Services.** Nearly 80% of phone respondents reported being very satisfied or satisfied with the overall quality of emergency medical services, while only 51% of Web respondents reported being very satisfied or satisfied. Additionally, 15% of phone respondents from Council Districts A, C, and G said that they did not know about the quality of emergency medical services, as illustrated in Figure 15, while, 24% of all Web respondents said they did not know about the quality of the overall quality of emergency medical services.

**Figure 15. Overall Quality of Emergency Medical Services (Q4F)**



**Public Safety Services.** Table 7 provides additional details regarding respondents' level of satisfaction with several issues related to the City's public safety. As has been the case throughout this report, Web respondents consistently reported lower satisfaction ratings than phone respondents on the majority of the questions. Responses in Table 7 are presented in descending order, by phone satisfaction.

The Survey asked respondents to rate the City on services that they had used in the last year. Approximately 7% of phone and Web respondents reported calling for fire services in the last year, while 25% of phone respondents and 22% of Web respondents called for police services in the last year. Approximately 46% of phone respondents and 62% of Web respondents reported calling the 311 Houston Service Center in the last year.

Approximately 51% of phone and 24% of Web respondents reported being very satisfied or satisfied with the City's Municipal Courts; however, 22% of phone and 18% of Web respondents said they did not know about the City's Municipal Courts.

**Table 7. Percent Very Satisfied or Satisfied with Selected Public Safety Services**  
(Q4G, Q4I, Q4J, Q4B, Q4A, Q4K)

| Public Safety  | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE % | AVG. WEB % |
|--|-----------------------|----|----|----|----|----|----|----|----|--------------|------------|
|  | A                     | B  | C  | D  | E  | F  | G  | H  | I  |              |            |
| Response time for HFD                                | 75                    | 83 | 74 | 81 | 80 | 84 | 78 | 86 | 85 | 81           | 56         |
| Response time for ambulances in emergencies          | 73                    | 77 | 64 | 72 | 70 | 73 | 64 | 76 | 78 | 72           | 46         |
| City's efforts to enhance fire protection            | 63                    | 73 | 65 | 73 | 67 | 68 | 58 | 75 | 74 | 70           | 40         |
| Visibility of police in your neighborhood            | 71                    | 55 | 59 | 67 | 71 | 58 | 65 | 62 | 56 | 63           | 39         |
| Response time for HPD                                | 62                    | 54 | 53 | 52 | 62 | 53 | 53 | 59 | 58 | 56           | 37         |
| The City's Municipal Courts                          | 49                    | 50 | 40 | 53 | 59 | 51 | 45 | 53 | 53 | 51           | 24         |
| <b>Average Rating of Very Satisfied or Satisfied</b> |                       |    |    |    |    |    |    |    |    | <b>66%</b>   | <b>40%</b> |

Table 8 provides the satisfaction ratings for respondents who called 911 for police and fire services and 311 for service from the City's Helpline. The ratings are listed in descending order based on the average percentage of phone respondents' satisfaction.

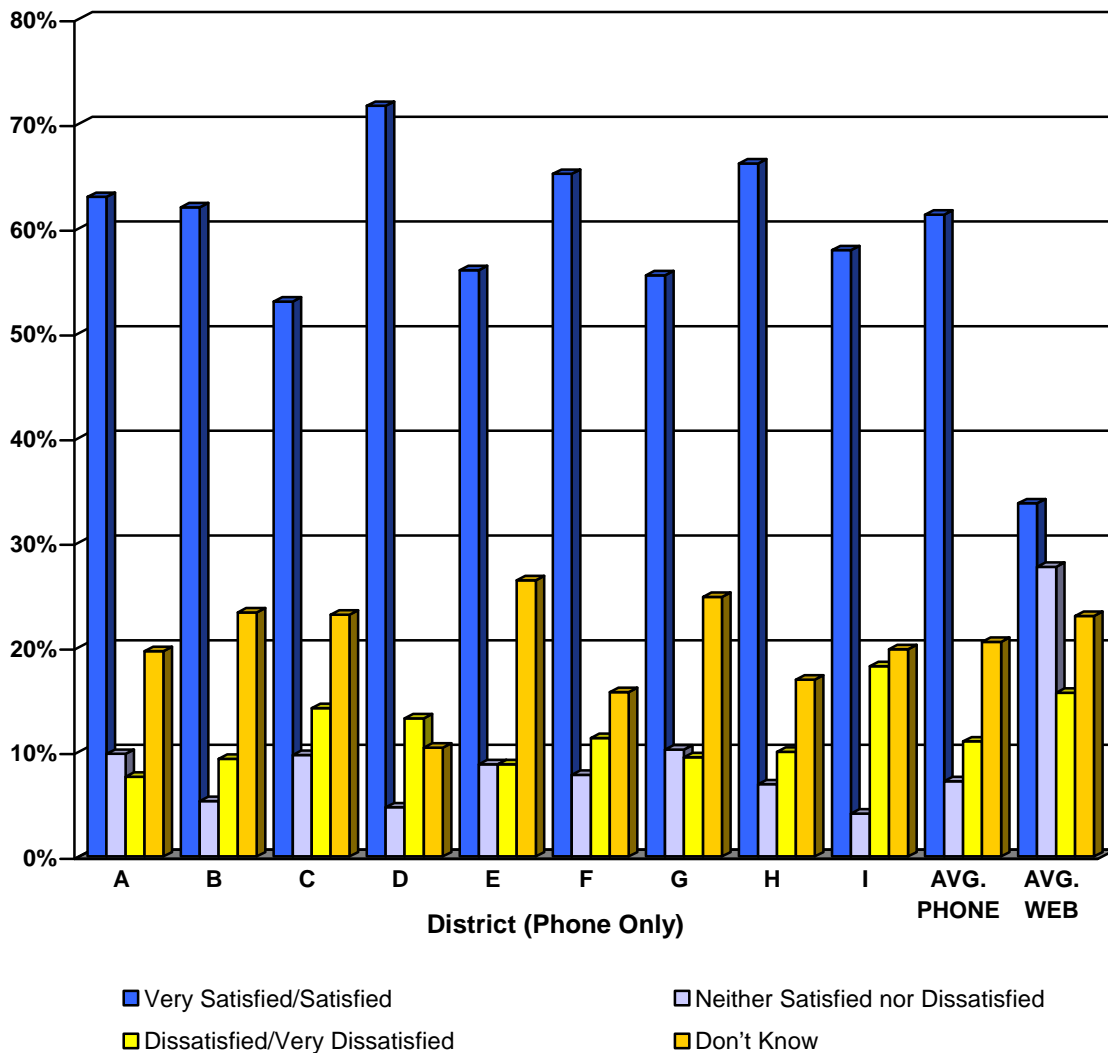
**Table 8. Percent Very Satisfied or Satisfied with City Services**  
(Q9A, Q9A1, Q9C, Q9C1)

| 911 or 311 Calls and Services                        | District (Phone Only) |    |     |     |     |     |    |    |    | AVG. PHONE % | AVG. WEB % |
|--|-----------------------|----|-----|-----|-----|-----|----|----|----|--------------|------------|
|  | A                     | B  | C   | D   | E   | F   | G  | H  | I  |              |            |
| Level of satisfaction with fire 911 call takers      | 80                    | 82 | 100 | 100 | 100 | 100 | 89 | 83 | 90 | 90           | 78         |
| Level of satisfaction with the 311 services          | 79                    | 72 | 78  | 75  | 78  | 80  | 74 | 75 | 70 | 76           | 62         |
| Level of satisfaction with police 911 call takers    | 100                   | 71 | 75  | 75  | 73  | 67  | 74 | 57 | 71 | 72           | 66         |
| <b>Average Rating of Very Satisfied or Satisfied</b> |                       |    |     |     |     |     |    |    |    | <b>79%</b>   | <b>69%</b> |

## Parks and Recreation

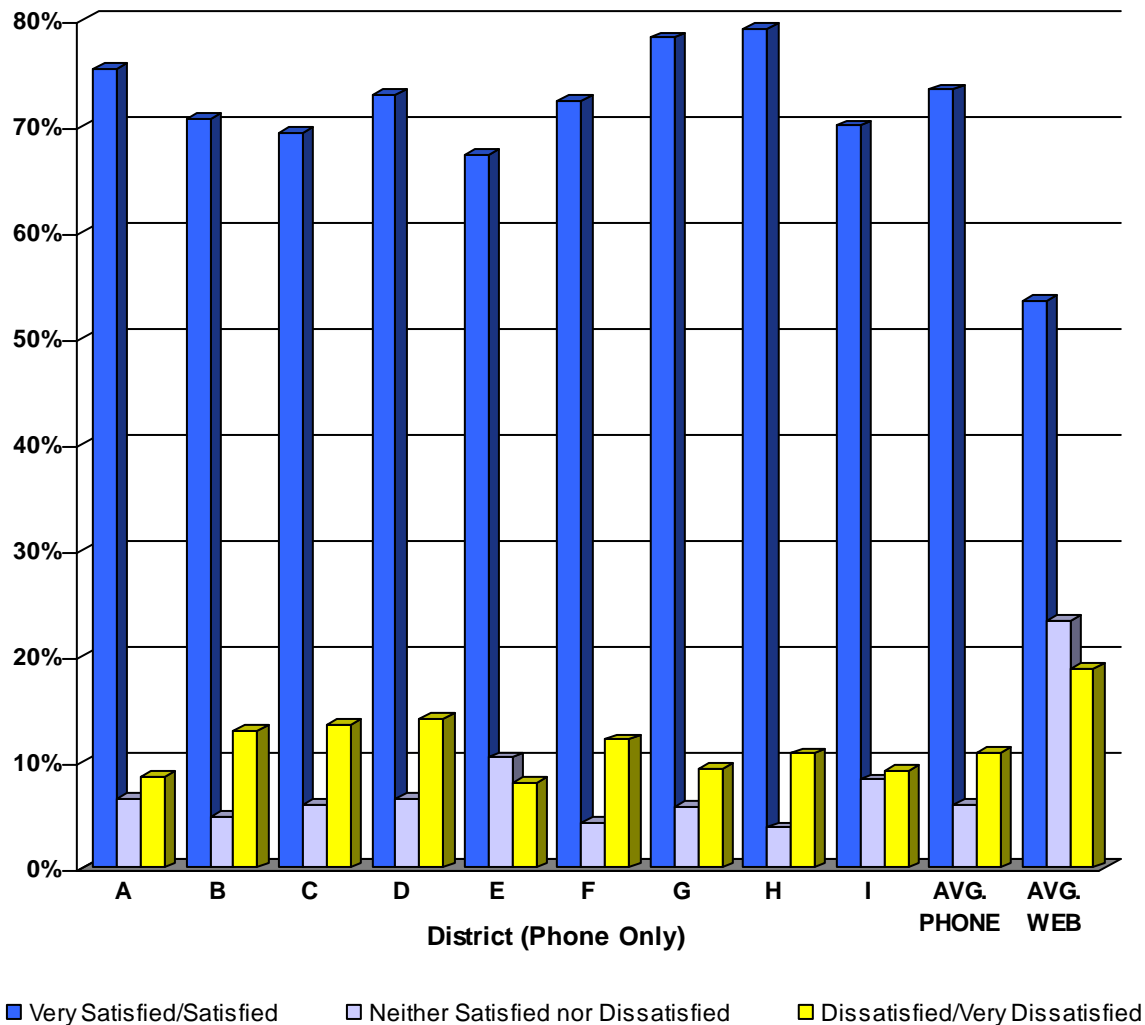
**Overall Quality of City Recreational Programs.** Respondents were asked about different aspects of the City’s parks and recreational programs; however, they often responded that they did not know or that they were neither satisfied nor dissatisfied. Approximately 20% of phone and Web respondents said that they did not know about the quality of the City’s recreational programs. Slightly more than 60% of phone respondents said that they were very satisfied or satisfied with the City’s recreational programs. Slightly more than 60% of phone respondents and nearly 34% of Web respondents reported being very satisfied or satisfied with the City’s recreational programs. Approximately 72% of phone respondents from Council District D reported being very satisfied or satisfied with the City’s recreational programs, while 18% of phone respondents from Council District I reported being dissatisfied or very dissatisfied with the overall quality of the City’s recreation programs. Figure 16 shows the detailed responses regarding the overall quality of the City’s recreational programs.

**Figure 16. Overall Quality of City Recreational Programs (Q5A)**



**Overall Quality of City Parks.** Figure 17 illustrates respondents' level of satisfaction about the overall quality of City parks. Both phone and Web respondents were more informed about the City's parks and reported higher levels of satisfaction with the overall quality of City parks than with the City's recreational programs, as illustrated in Figure 16. Approximately 73% of phone respondents and 53% of Web respondents reported being very satisfied or satisfied with the overall quality of City parks. Respondents in Council Districts G and H reported the highest level of satisfaction at 78% and 79%, respectively. Nearly 20% of Web respondents reported being dissatisfied or very dissatisfied with the overall quality of City parks.

**Figure 17. Overall Quality of City Parks (Q5G)**



**The City's Parks and Recreational Services.** Table 9 lists satisfaction ratings for additional questions related to the City's parks and recreational programs and services. Low satisfaction ratings are often attributed to the high percentage of respondents who stated that they did not know about the City's parks and recreational programs and services. For example, respondents reported relatively low satisfaction and dissatisfaction ratings for City swimming pools and ease of registering for programs; however, relatively large percentages of respondents reported not knowing about these recreational services. Phone respondents gave City swimming pools a 40% satisfaction rating but only an 11% dissatisfaction rating while 39% of the respondents said that they did not know about the City's swimming pools. By the same token, 16% of Web respondents reported being very satisfied or satisfied with the City's swimming pools and 44% reported that they did not know. Both phone and Web respondents gave similar ratings to ease of registering for programs as they did to City swimming pools.

**Table 9. Percent Very Satisfied or Satisfied with the City's Parks and Recreational Services**  
(Q5I, Q5J, Q5P, Q5L, Q5D, Q5O, Q5B, Q5C, Q5E, Q5K, Q5N, Q5F)

| Characteristics of Parks and Recreational Services     | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE | AVG. WEB   |
|--|-----------------------|----|----|----|----|----|----|----|----|------------|------------|
|  | A                     | B  | C  | D  | E  | F  | G  | H  | I  |            |            |
| Location of City parks                                 | 71                    | 77 | 68 | 77 | 68 | 74 | 67 | 80 | 81 | 74         | 53         |
| Safety of City parks during the day                    | 62                    | 55 | 60 | 69 | 70 | 63 | 72 | 65 | 62 | 64         | 55         |
| Outdoor athletic fields                                | 55                    | 62 | 52 | 59 | 56 | 65 | 50 | 70 | 63 | 60         | 27         |
| Walking and biking trails in the City                  | 47                    | 56 | 55 | 61 | 58 | 54 | 61 | 61 | 52 | 57         | 38         |
| Other recreational programs                            | 39                    | 54 | 46 | 50 | 50 | 56 | 32 | 51 | 52 | 48         | 17         |
| City golf courses                                      | 41                    | 41 | 38 | 41 | 38 | 46 | 44 | 47 | 49 | 44         | 25         |
| Youth athletic programs                                | 36                    | 49 | 32 | 47 | 45 | 51 | 33 | 45 | 49 | 44         | 18         |
| Adult athletic programs                                | 36                    | 48 | 34 | 50 | 40 | 46 | 29 | 43 | 46 | 42         | 16         |
| Ease of registering for programs                       | 31                    | 49 | 37 | 44 | 37 | 44 | 29 | 44 | 51 | 42         | 15         |
| Safety of lighted City parks at night                  | 34                    | 40 | 31 | 43 | 39 | 37 | 35 | 43 | 47 | 40         | 25         |
| City swimming pools                                    | 37                    | 43 | 27 | 40 | 40 | 43 | 24 | 47 | 47 | 40         | 16         |
| Reasonableness of fees charged for recreation programs | 33                    | 44 | 36 | 41 | 41 | 40 | 27 | 38 | 43 | 39         | 20         |
| <b>Average Rating of Very Satisfied or Satisfied</b>   |                       |    |    |    |    |    |    |    |    | <b>50%</b> | <b>27%</b> |



## Communication and Leadership

**Different Aspects of the City’s Communication and Leadership.** The Survey included a section that asked respondents to rate the City’s communication and leadership on the basis of issues such as the effectiveness of the City’s communication with the public, collaboration among local governments, and the City’s plan for growth. Across all categories, on average, 59% of phone respondents reported being very satisfied or satisfied with the City’s communication and leadership, while only 37% of Web respondents reported the same.

The categories and ratings of the City’s communication and leadership are presented in descending order by total phone respondents in Table 10.

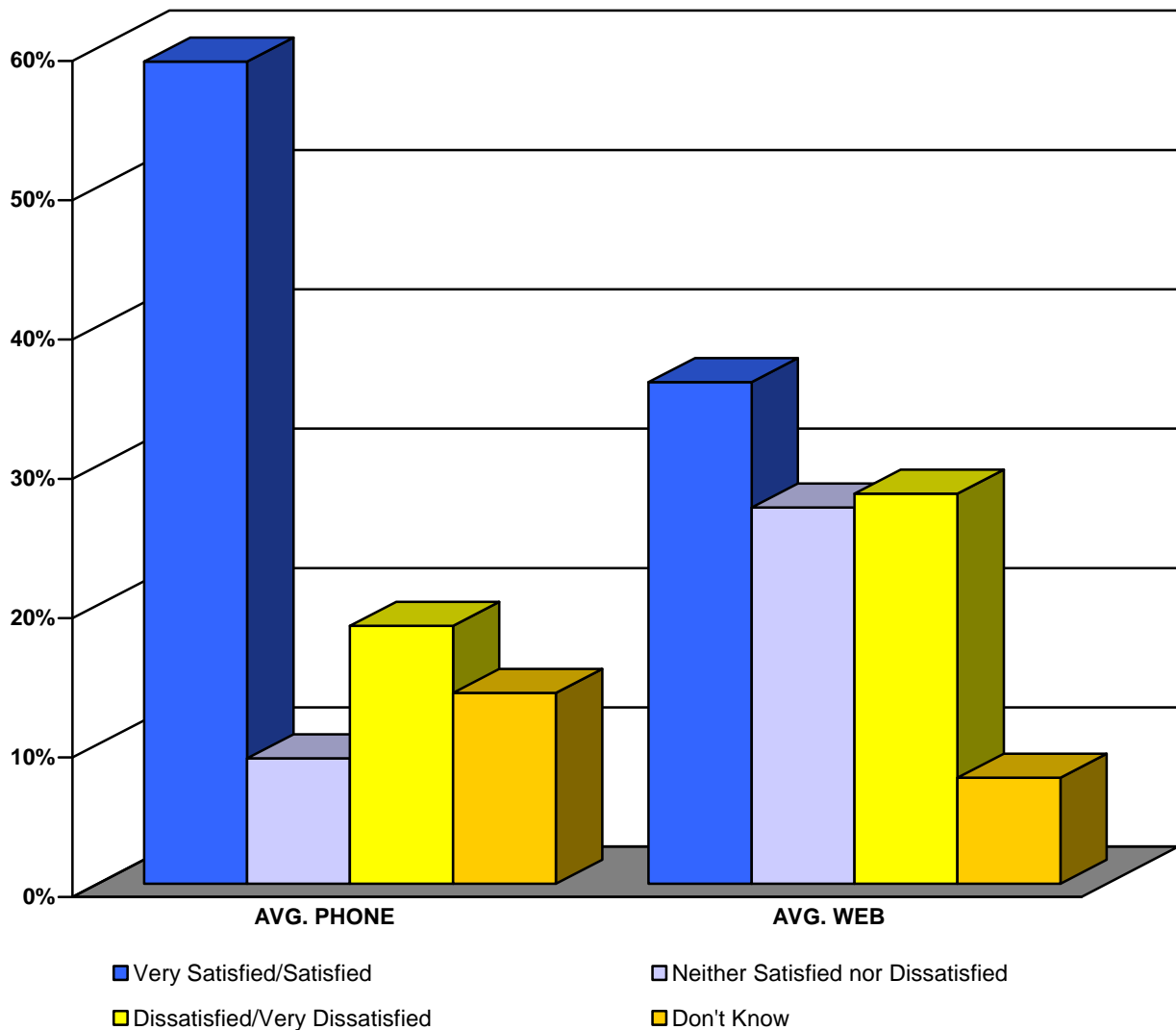
**Table 10. Percent Very Satisfied or Satisfied with Different Aspects of the City’s Communication and Leadership**  
(Q6A, Q6C, Q6E, Q6B, Q3A, Q3C, Q6F, Q6G, Q6D)

| Aspects of Communication and Leadership                                | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE % | AVG. WEB % |
|--|-----------------------|----|----|----|----|----|----|----|----|--------------|------------|
|  | A                     | B  | C  | D  | E  | F  | G  | H  | I  |              |            |
| Overall effectiveness of City’s communication with the public          | 71                    | 55 | 73 | 66 | 62 | 66 | 71 | 67 | 64 | 66           | 51         |
| City efforts to keep you informed about local issues                   | 68                    | 62 | 64 | 66 | 64 | 64 | 61 | 73 | 69 | 66           | 49         |
| Overall quality of leadership provided by the City’s elected officials | 63                    | 61 | 64 | 68 | 61 | 59 | 66 | 76 | 69 | 65           | 47         |
| The availability of information about City programs                    | 60                    | 63 | 62 | 55 | 53 | 66 | 62 | 69 | 65 | 62           | 42         |
| Overall value that you receive for your City tax dollars               | 58                    | 57 | 65 | 67 | 56 | 64 | 69 | 60 | 55 | 61           | 40         |
| City’s plan for growth   | 55                    | 70 | 47 | 64 | 57 | 69 | 49 | 65 | 62 | 60           | 28         |
| Overall effectiveness of appointed boards and commissions              | 40                    | 51 | 46 | 49 | 52 | 53 | 44 | 62 | 60 | 52           | 25         |
| Level and effectiveness of collaboration among local governments       | 52                    | 51 | 51 | 58 | 44 | 45 | 43 | 57 | 56 | 51           | 26         |
| The level of public involvement in local decision making               | 46                    | 51 | 45 | 46 | 46 | 47 | 39 | 59 | 55 | 49           | 26         |
| <b>Average Rating of Very Satisfied or Satisfied</b>                   |                       |    |    |    |    |    |    |    |    | <b>59%</b>   | <b>37%</b> |

**City's Communication and Leadership.** Using the categories identified in Table 10, approximately 19% of phone respondents and 28% of Web respondents reported being dissatisfied or very dissatisfied with the City's communication and leadership. Approximately 27% of Web respondents said that they were neither satisfied nor dissatisfied with the City's communication and leadership compared to only 9% of phone respondents.

Figure 18 illustrates the level of satisfaction with the City's communication and leadership based on the categories listed in Table 10.

**Figure 18. City's Communication and Leadership**  
(Q3A, Q3C, Q6A, Q6B, Q6C, Q6D, Q6E, Q6F, Q6G )



## Maintenance

**Maintenance.** The Survey also included questions related to the City’s maintenance of public places, including City buildings and facilities, City streets, and traffic signals. Phone respondents reported being more satisfied across categories than Web respondents. The largest difference between the satisfaction level of phone and Web respondents was related to the maintenance of the City’s community centers. Approximately 54% of phone respondents reported being very satisfied or satisfied with the maintenance of the City’s community centers compared to only 25% of Web respondents; however, 30% of phone respondents and nearly 36% of Web respondents communicated that they did not know about maintenance of the City’s community centers.

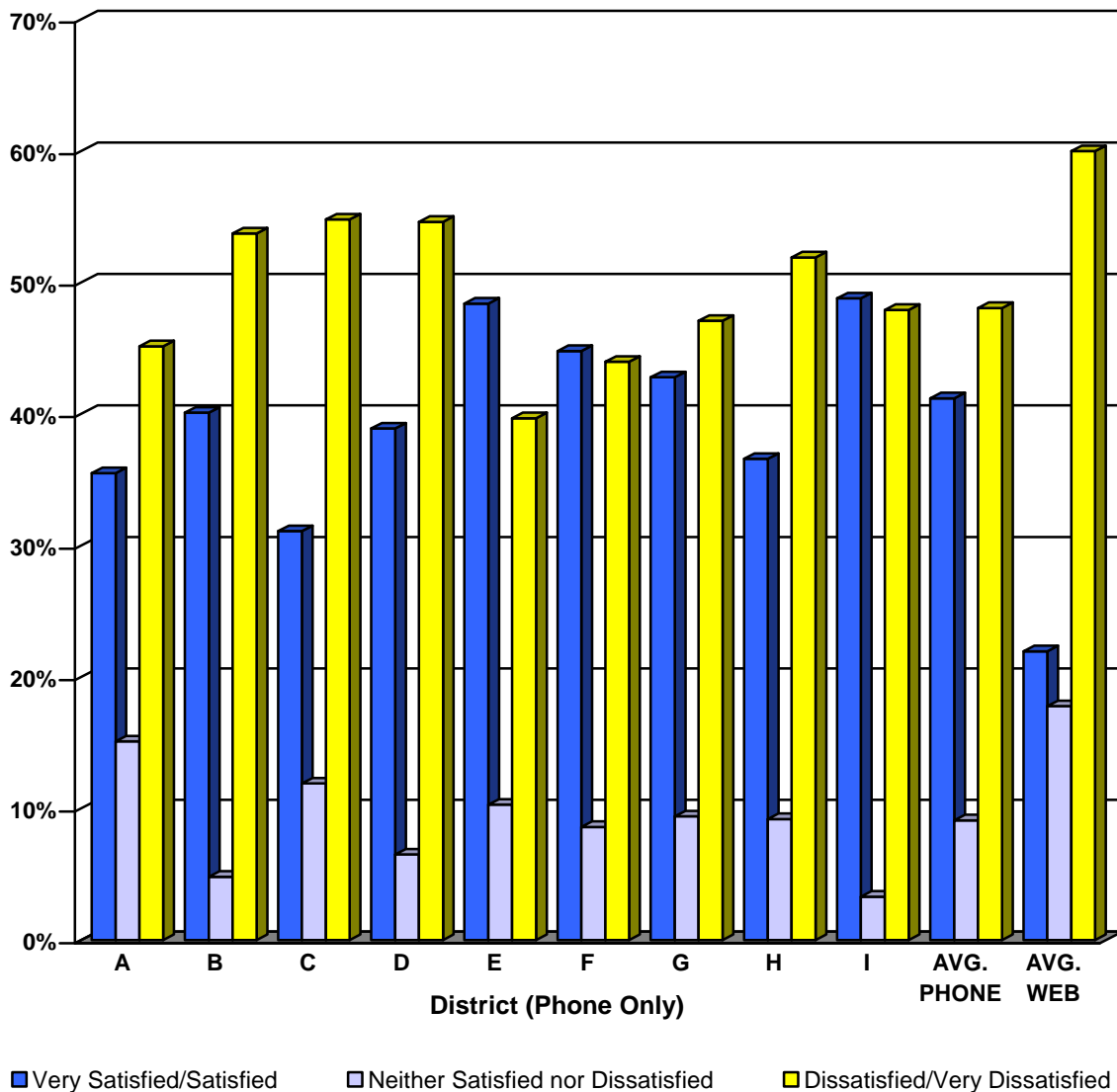
Table 11 lists the categories and results for the questions related to the City’s maintenance. Data is in descending order according to satisfaction ratings of phone respondents.

**Table 11. Percent Very Satisfied or Satisfied with Maintenance**  
(Q7E, Q7L, Q5H, Q7D, Q7H, Q7F, Q7A, Q5M, Q7M, Q7G)

| Maintenance  | District (Phone Only) |    |    |    |    |    |    |    |    | AVG. PHONE % | AVG. WEB % |
|--|-----------------------|----|----|----|----|----|----|----|----|--------------|------------|
|  | A                     | B  | C  | D  | E  | F  | G  | H  | I  |              |            |
| Maintenance of traffic signals                       | 85                    | 78 | 78 | 79 | 87 | 80 | 80 | 82 | 77 | 80           | 57         |
| Adequacy of City street lighting                     | 70                    | 72 | 70 | 74 | 86 | 72 | 77 | 80 | 71 | 74           | 51         |
| Maintenance of City parks                            | 74                    | 71 | 71 | 74 | 69 | 71 | 75 | 78 | 73 | 73           | 53         |
| Maintenance of street signs                          | 76                    | 62 | 69 | 67 | 80 | 69 | 74 | 70 | 72 | 71           | 46         |
| Mowing medians and rights of ways                    | 63                    | 63 | 65 | 75 | 76 | 67 | 72 | 73 | 70 | 70           | 50         |
| Maintenance and preservation of downtown Houston     | 67                    | 66 | 66 | 73 | 61 | 58 | 67 | 78 | 75 | 68           | 54         |
| Maintenance of City buildings and facilities         | 64                    | 57 | 65 | 68 | 64 | 62 | 65 | 72 | 66 | 66           | 47         |
| Maintenance of City’s community centers              | 41                    | 64 | 40 | 55 | 54 | 53 | 42 | 61 | 61 | 54           | 25         |
| Overall removal of graffiti                          | 48                    | 56 | 47 | 57 | 58 | 50 | 52 | 60 | 56 | 54           | 36         |
| Condition of sidewalks                               | 46                    | 51 | 45 | 46 | 54 | 55 | 49 | 61 | 54 | 52           | 26         |
| <b>Average Rating of Very Satisfied or Satisfied</b> |                       |    |    |    |    |    |    |    |    | <b>66%</b>   | <b>45%</b> |

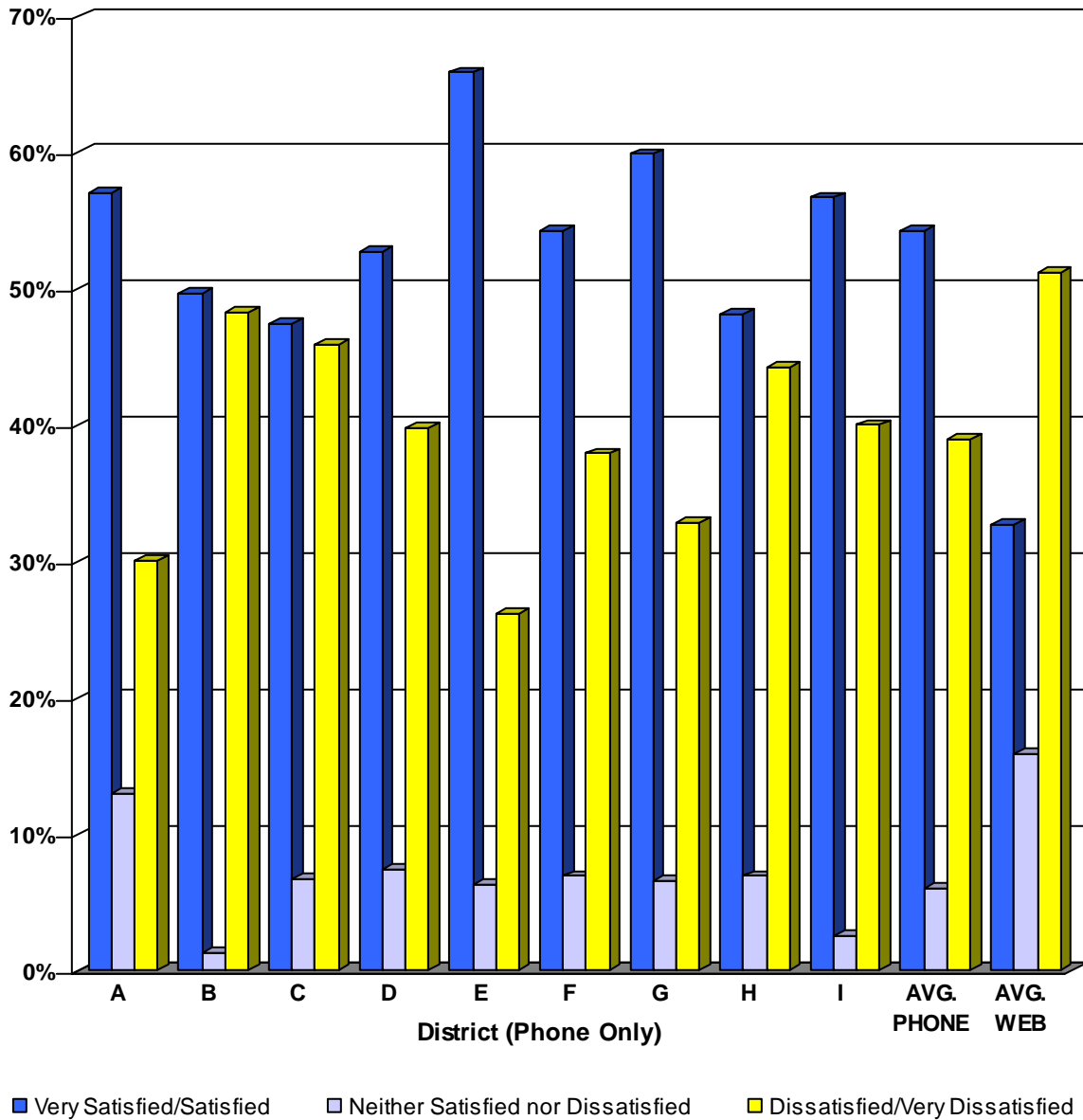
**Overall Maintenance of City Streets.** Respondents were overwhelmingly dissatisfied with the overall maintenance of City streets, as exhibited in Figure 19. Slightly more than 48% of phone respondents and 60% of Web respondents said that they were dissatisfied or very dissatisfied with the maintenance of City streets. Most geographic council districts reported higher dissatisfaction than satisfaction with the maintenance of City streets. Furthermore, more than 50% of respondents from Council Districts B, C, D, and H reported being dissatisfied or very dissatisfied with the overall maintenance of City streets.

**Figure 19. Overall Maintenance of City Streets (Q7B)**



**Overall Maintenance of City Streets in Your Neighborhood.** When asked specifically about the maintenance of streets in their neighborhoods, respondents also reported high dissatisfaction ratings of approximately 40% for phone and slightly over 50% for Web respondents. Figure 20 presents these results.

**Figure 20. Overall Maintenance of City Streets in Your Neighborhood (Q7C)**



## Code Enforcement

**The City's Enforcement of Codes.** A range of code enforcement issues and their corresponding satisfaction ratings are listed in Table 12. The data is presented in descending order on the basis of phone respondents' level of satisfaction. There was no appreciably high level of satisfaction among phone or Web respondents' in any category; however, Web respondents reported being dissatisfied more often than phone respondents did across all categories. Both phone and Web respondents were least satisfied with the City's enforcement and prosecution of illegal dumping activities. Phone respondents reported 43% satisfaction rating in this category compared to only 16% for Web respondents.

**Table 12. Percent Very Satisfied or Satisfied with the City's Enforcement of Codes**  
(Q4D, Q8D, Q8F, Q8G, Q4E, Q8E, Q8A, Q8B, Q8C, Q8H)

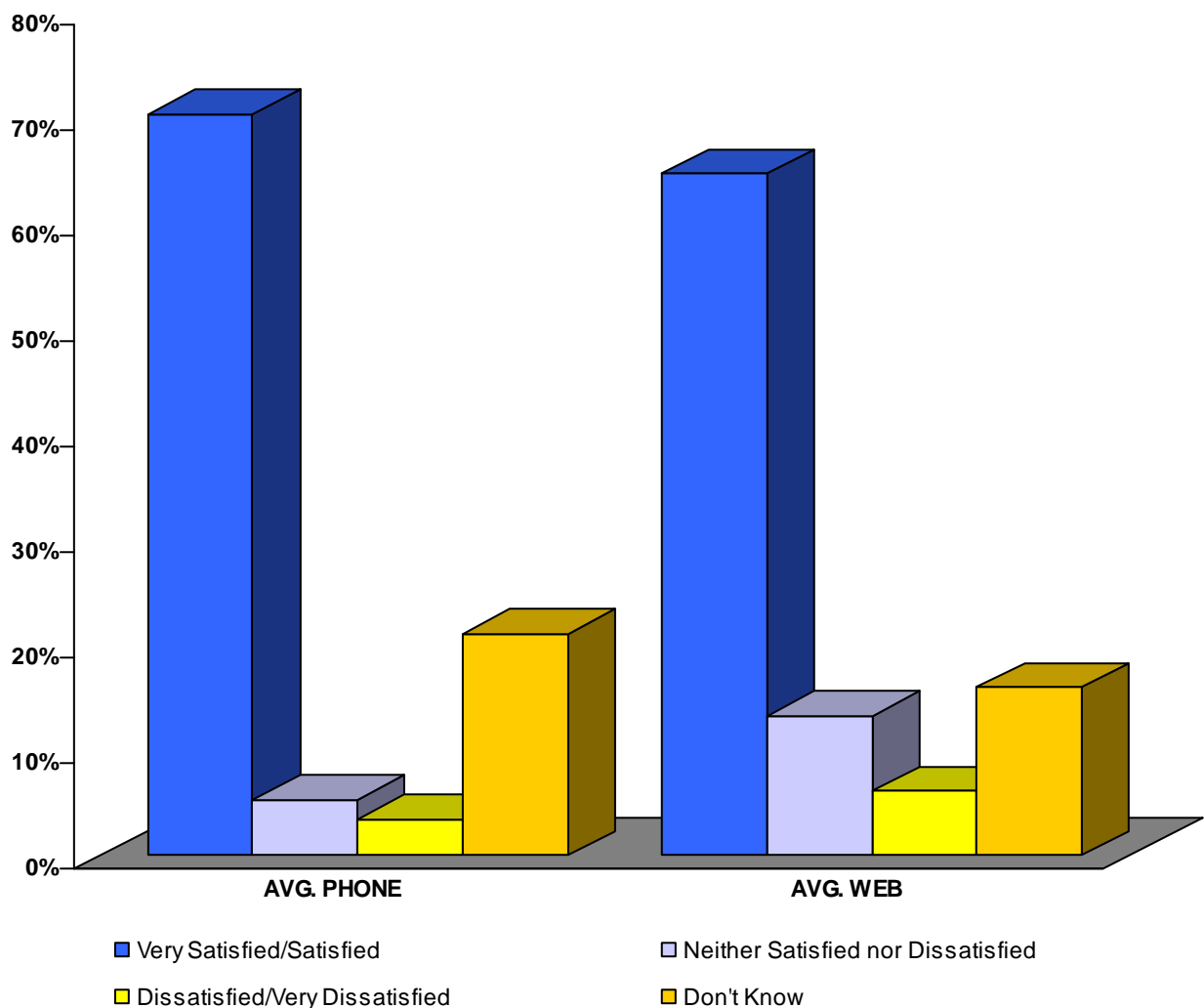
| Code Enforcement  | District (Phone Only) |    |    |    |    |    |    |    |    | AVG.<br>PHONE<br>% | AVG.<br>WEB<br>% |
|---|-----------------------|----|----|----|----|----|----|----|----|--------------------|------------------|
|   | A                     | B  | C  | D  | E  | F  | G  | H  | I  |                    |                  |
| Enforcement of traffic laws                                     | 65                    | 59 | 62 | 64 | 68 | 64 | 60 | 66 | 62 | 64                 | 38               |
| Enforcing codes designed to protect public safety               | 58                    | 54 | 56 | 60 | 70 | 60 | 58 | 57 | 63 | 61                 | 26               |
| Enforcing the exterior maintenance of business property         | 57                    | 58 | 49 | 58 | 65 | 64 | 56 | 61 | 64 | 61                 | 24               |
| Enforcing sign regulations                                      | 59                    | 60 | 54 | 60 | 60 | 64 | 54 | 62 | 69 | 61                 | 25               |
| The City's use of red-light cameras                             | 56                    | 57 | 59 | 55 | 58 | 47 | 60 | 61 | 64 | 58                 | 45               |
| Enforcing the maintenance of residential property               | 48                    | 55 | 45 | 56 | 62 | 58 | 50 | 50 | 63 | 56                 | 22               |
| Overall enforcement of City codes and ordinances                | 47                    | 51 | 43 | 55 | 57 | 54 | 47 | 60 | 53 | 52                 | 29               |
| Enforcing the clean-up of litter and debris on private property | 40                    | 42 | 36 | 40 | 48 | 51 | 43 | 44 | 49 | 45                 | 19               |
| Enforcing the mowing and cutting of weeds                       | 40                    | 37 | 35 | 41 | 52 | 52 | 43 | 48 | 45 | 45                 | 19               |
| Enforcing and prosecuting illegal dumping activities            | 36                    | 42 | 35 | 43 | 48 | 43 | 34 | 46 | 45 | 43                 | 16               |
| <b>Average Rating of Very Satisfied or Satisfied</b>            |                       |    |    |    |    |    |    |    |    | <b>55%</b>         | <b>26%</b>       |

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## Libraries

**Library Facilities, Staff, and Services.** All respondents were asked to rate their overall satisfaction with the City's library facilities, staff, and services. On average, 70% of phone respondents and 65% of Web respondents reported being very satisfied or satisfied with the library facilities, staff, and services. Relatively high percentages of respondents reported that they did not know about the City's library facilities, staff, and services as well. Approximately 21% of phone respondents and 16% of Web respondents reported not knowing about the library facilities, staff, and services. Figure 21 illustrates these findings.

**Figure 21. Library Facilities, Staff, and Services**  
(Q9L, Q9M, Q9N))



**Library Usage in the Last Year.** Of those who reported visiting the library within the last year, 92% of phone respondents and 83% of Web respondents reported being very satisfied or satisfied with the library locations. Phone and Web respondents reported high overall satisfaction with the City's library services, approximately 70% and 64%, respectively. Table 13 lists the categories and satisfaction ratings of respondents reporting library usage in the last year.

**Table 13. Percent Very Satisfied or Satisfied With Library Usage in the Last Year**  
(Q9J1, Q9K1, Q9I1, Q9H1, Q9G1, Q9M, Q9N, Q9L)

| Library Usage   | District (Phone Only) |    |    |     |     |     |     |     |     | AVG. PHONE % | AVG. WEB % |
|---|-----------------------|----|----|-----|-----|-----|-----|-----|-----|--------------|------------|
|   | A                     | B  | C  | D   | E   | F   | G   | H   | I   |              |            |
| Overall satisfaction with library's programs            | 71                    | 90 | 75 | 100 | 100 | 100 | 100 | 86  | 100 | 95           | 90         |
| Children's overall satisfaction with library            | 100                   | 94 | 90 | 100 | 95  | 97  | 93  | 94  | 94  | 95           | 86         |
| Overall satisfaction with library's electronic database | 92                    | 93 | 85 | 95  | 96  | 89  | 94  | 100 | 96  | 94           | 83         |
| Overall satisfaction with library's remote access       | 91                    | 88 | 95 | 90  | 100 | 93  | 95  | 87  | 96  | 93           | 87         |
| Overall satisfaction with library location              | 92                    | 93 | 90 | 93  | 90  | 94  | 94  | 93  | 92  | 92           | 83         |
| Overall satisfaction with library's staff               | 71                    | 70 | 70 | 73  | 71  | 70  | 70  | 66  | 73  | 71           | 66         |
| Overall satisfaction with City's library services       | 71                    | 70 | 71 | 75  | 68  | 72  | 67  | 64  | 71  | 70           | 64         |
| Overall satisfaction with library's facilities          | 68                    | 70 | 70 | 71  | 68  | 69  | 64  | 63  | 73  | 69           | 64         |
| <b>Average Rating of Very Satisfied or Satisfied</b>    |                       |    |    |     |     |     |     |     |     | <b>85%</b>   | <b>78%</b> |



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## Lessons Learned

In addition to providing valuable information about the areas in which City officials should focus their efforts and about citizens' level of satisfaction with the City and its offerings, the Survey provided lessons about the survey administration and data analysis processes that may be useful if the City decides to conduct a similar survey in the future.

One of the primary goals of the Survey was to collect data from a statistically significant, random sample of Houston citizens whose demographics were representative of the demographics of Houston's citizens and who equitably represented the population of each of the City's nine geographic council districts. If a similar study is conducted in the future, it will be beneficial to publicize the survey throughout the City by using a variety of bilingual media outlets, such as television, radio, and newspaper advertisements or public service announcements and advance notifications through the mail and the Internet. In addition to raising awareness about the survey, publicizing the survey throughout the data collection period may increase the number of respondents who complete the survey.

Similarly, using multiple modes of data collection, such as phone, Web, mail, and fax, should increase the number of citizens who complete the survey and may decrease the existing demographic disparity and the disparity in the satisfaction ratings between the phone and Web responses. Including mail and fax options in future surveys will provide opportunities for citizens without landlines or without Internet access to complete the survey.

If a similar survey is conducted in the future, the existing survey instrument should be revised to incorporate suggestions received throughout data collection. Future surveys should also provide an opportunity for respondents to make open-ended comments and suggestions. It will be useful if the data from future surveys is analyzed according to respondents' demographics in addition to their geographic council district. Finally, the response rate of similar future surveys may be increased if the City addresses the concerns raised in this survey and if they implement positive changes in the areas identified as priority areas and in the areas with the lowest satisfaction ratings and highest dissatisfaction ratings. Citizens will likely be more inclined to complete the survey if they believe that their feedback will make an impact.

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## **Appendix A. Survey Methods**

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## **Appendix A. Survey Methods**

This appendix describes the purpose and process for the 2009 City-Wide Citizens Survey Houston, Texas (the Survey).

### **Purpose of Survey**

Under contract to Jefferson Wells International (Jefferson Wells) for the City of Houston's Office of the City Controller (the Controller's Office), Decision Information Resources, Inc. (DIR) conducted a survey of citizens throughout the City of Houston (the City). The Controller's Office requested the Survey to evaluate citizens' satisfaction with programs and services provided by the City and to assess citizens' overall opinions about and satisfaction with the City. The range of areas surveyed included public safety, parks and recreation, communication and leadership, maintenance, code enforcement, libraries, and the overall image of the City.

### **Description of the Survey Process**

This section describes the design and preparation of the Survey, selection of the sample, pretest of the Survey, and administration of the Survey.

#### **Design and Preparation of the Survey**

DIR and Jefferson Wells collaborated with the Controller's Office to design the questionnaire to be used for the Survey. DIR translated the questionnaire into Spanish and programmed the English and Spanish versions of the questionnaire into Vovici, a Web-based survey software that interfaces with its computer-assisted telephone interviewing (CATI) technology.

Initially, the goal was to complete 200 surveys for each of the nine geographic council districts for a total of 1,800 completed surveys City-Wide. Completing 200 surveys in each geographic council district would have achieved a margin of error of +/- 5.8% with a confidence level of 90% at the geographic council district level and a margin of error of +/- 2.3% with a 95% confidence level City-Wide.

#### **Selection of the Sample**

Random-digit dialing (RDD) and a list sample were considered when selecting the sample. There are advantages and disadvantages to using both types of samples. Advantages to using an RDD sample are that it includes both unlisted and newly issued telephone (phone) numbers, neither of which are included in list samples. Disadvantages to using an RDD sample are the high percentage of disconnected phone numbers, the low percentage of records that have addresses associated with the phone numbers, and the increased probability that phone numbers are associated with addresses that fall outside of the study area. A list sample, on the other hand, tends to have a lower percentage of disconnected phone numbers and a larger number of phone numbers associated with addresses, which would allow DIR to confirm that potential respondents reside within the study area before attempting to call them. However, list samples do not include unlisted or newly issued phone numbers.

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On April 10, 2009, Survey Sampling International (SSI) provided the survey staff with 35,500 records. The records contained contact information phone numbers of randomly selected Houston citizens who live in houses and apartments. The primary reason a sample for RDD was selected was to decrease any potential bias by excluding potential respondents who voluntarily unlist their numbers. However, the negative effects of the disadvantages associated with an RDD sample were experienced. Of the 35,500 records that were purchased, SSI prescreened and identified approximately 15,000 phone numbers (42%) as disconnected numbers.

On April 29, 2009, SSI issued 9,000 additional records to compensate for the approximately 15,000 records that they prescreened as disconnected phone numbers. The additional records were a list sample to decrease the percentage of disconnected phone numbers included in the sample. An additional list sample of 20,000 additional records was purchased on June 9, 2009 to increase the number of surveys completed. A list sample was chosen again to obtain a lower percentage of disconnected phone numbers and a higher percentage of records that fell within the study area. The approximately 10,000 ineligible records were removed from the sample. The total sample size for the phone survey consisted of approximately 39,500 eligible records.

For listings that did not have addresses available, a service provided by the National Change of Address registry to locate addresses was used when available. The addresses for the entire sample were then geocoded to ensure that there was a representative sample of potential respondents in each of the City's nine geographic council districts. DIR attempted to call 35,923 (91%) of the total sample and completed 1,246 surveys from this sample.

### **Pretest of the Survey**

The survey instrument was pretested with 23 randomly selected respondents between April 21 and April 27, 2009. After phone interviewers completed the pretest, the data file was reviewed to make sure that the data were captured properly and a memo was submitted outlining the pretest results to Jefferson Wells and the Controller's Office. A few minor changes were made to the questionnaire based on the results of the pretest.

### **Interviewer Training**

DIR trained and certified phone interviewers on the survey instrument before conducting the pretest and the full data collection. Interviewers received a training manual that contained:

- An overview of the project
- A list and organization chart of key project staff and their project roles
- The script for CATI interviewers to use to introduce the survey to potential respondents (in English and Spanish)
- The survey instrument (in English and Spanish)
- Question-by-question ("Q by Q") script, which explained the purpose of each question and included probes and definitions
- A list of frequently asked questions to prepare interviewers for respondent questions

Before the interviewers began calling sample members, the CATI supervisor certified them on the survey instrument to ensure that they administered the survey as trained.

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## Administration of the Survey

When possible, interviewers completed the survey with respondents by phone to maximize the number of completed surveys. The interviewers gave potential respondents the option to complete the survey online only if the respondents requested this option. Between May 8 and June 30, 2009, CATI was used to complete the survey City-Wide with 1,246 randomly selected Houston citizens. An additional 4,339 respondents completed a Web-based version of the survey between May 15 and July 17, 2009. A total of 5,585 respondents completed the Survey.

Most of the Web respondents were notified about the survey because they subscribe to the Mayor's Office electronic newsletter, *Citizens Net*. Approximately 90% of the Web respondents completed the survey after the Mayor's office emailed the survey link to more than 70,000 subscribers. Additionally, a link was available on the Controller's Office's website for any citizen to complete the survey via the Web. A smaller portion of Web respondents were notified about the survey from the Controller's Office blog and distribution list.

At the beginning of the phone survey, interviewers asked respondents for their ZIP code to determine whether they lived within the survey area; however, several ZIP codes fell within overlapping geographic council districts, and several ZIP codes did not fall within any of the nine geographic council districts. Table 14 provides a list of all of the ZIP codes within the City.

**Table 14. ZIP Codes within the City**

|       |       |       |       |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 77002 | 77012 | 77023 | 77033 | 77044 | 77055 | 77066 | 77081 | 77092 | 77345 | 77505 |
| 77003 | 77013 | 77024 | 77034 | 77045 | 77056 | 77071 | 77082 | 77093 | 77346 | 77506 |
| 77004 | 77015 | 77025 | 77035 | 77046 | 77057 | 77072 | 77083 | 77094 | 77390 | 77520 |
| 77005 | 77016 | 77026 | 77036 | 77047 | 77058 | 77074 | 77084 | 77096 | 77396 | 77530 |
| 77006 | 77017 | 77027 | 77037 | 77048 | 77059 | 77075 | 77085 | 77098 | 77450 | 77532 |
| 77007 | 77018 | 77028 | 77039 | 77049 | 77060 | 77076 | 77086 | 77099 | 77477 | 77536 |
| 77008 | 77019 | 77029 | 77040 | 77050 | 77061 | 77077 | 77087 | 77099 | 77487 | 77546 |
| 77009 | 77020 | 77030 | 77041 | 77051 | 77062 | 77078 | 77088 | 77336 | 77489 | 77571 |
| 77010 | 77021 | 77031 | 77042 | 77053 | 77063 | 77079 | 77089 | 77338 | 77503 | 77598 |
| 77011 | 77022 | 77032 | 77043 | 77054 | 77064 | 77080 | 77091 | 77339 | 77504 |       |

The interviewers attempted to contact sample members during different times of the day and night, including weekends, to maximize the number of completed interviews.

The integrity of the data was validated and analyzed using the Statistical Package for the Social Sciences (SPSS). In addition to computing frequencies for all questions, DIR generated cross tabulations for most questions by geographic council district. Appendix C contains a complete listing of the tabulation of Survey results.

Individually or combined, the phone and Web survey results have a confidence level of 95%. The margin of error of was +/- 1.3% for the phone and Web survey, 1.5% for the Web survey, and 2.8% for the phone survey. The Web survey results had a lower margin of error than the phone survey results because more surveys were completed on the Web. A 95% confidence level indicates a 95% certainty that similar results would be obtained within the same margin of error if the Survey were readministered using the same method.

It was important that citizens from each geographic council district receive equal opportunities to complete the Survey. Throughout the data-collection process, the percentage of surveys completed across each geographic council district was monitored. Initially, the phone interviewers placed equal emphasis on all of the geographic council districts. As data collection continued, the survey software prioritized the geographic council districts so that the phone interviewers would call those with the lowest number of completed surveys first. The phone interviewers' emphasis changed frequently throughout data collection to try to ensure that each geographic council district was equally represented.

The phone interviewers documented the result of every phone call they made by assigning a disposition code for each attempted phone call. Assigned disposition codes included completed survey, partially completed survey, no answer, disconnected number, busy signal, answering machine, fax or modem line, respondent requested call back, and refusal. Approximately 80% of the phone interviewers' attempted calls were to disconnected phone numbers (32%), phone numbers that no one answered (27%), or answering machines (22%). Depending on the disposition code assigned, interviewers attempted to call potential respondents more than one time; however, disconnected phone numbers and phone numbers for respondents that requested to be placed on the "Do Not Call" list were called only once.

Table 15 provides the total number of phone and Web completions and the associated percentage of completions by geographic council district as well as the estimated population and the margin of error for each geographic council district. Category X was used to capture results from respondents who did not provide sufficient address information to determine their council district or whose address did not fall into one of Houston's nine geographic council districts.

**Table 15. Completes by Geographic Council District**

| Council District | Total Completed Surveys | Percent of Completed Surveys | Estimated Population <sup>1</sup> | Margin of Error at 95% Confidence Level |
|------------------|-------------------------|------------------------------|-----------------------------------|---|
| District A       | 713                     | 12.8%                        | 218,958                           | 3.66                                    |
| District B       | 264                     | 4.7%                         | 207,068                           | 6.03                                    |
| District C       | 713                     | 12.8%                        | 226,297                           | 3.66                                    |
| District D       | 587                     | 10.5%                        | 222,332                           | 4.04                                    |
| District E       | 316                     | 5.7%                         | 213,609                           | 5.51                                    |
| District F       | 270                     | 4.8%                         | 223,674                           | 5.96                                    |
| District G       | 822                     | 14.7%                        | 226,033                           | 3.41                                    |
| District H       | 609                     | 10.9%                        | 209,143                           | 3.97                                    |
| District I       | 375                     | 6.7%                         | 206,517                           | 5.06                                    |
| Category X       | 916                     | 16.4%                        | 217,070 <sup>2</sup>              | 3.23                                    |
| <b>TOTAL</b>     | <b>5,585</b>            | <b>100.0%</b>                | <b>2,170,701</b>                  | <b>1.31</b>                             |

1. Source: [http://www.houstontx.gov/planning/Demographics/demograph\\_docs/Councilsumm1\\_F\\_Oct03.htm](http://www.houstontx.gov/planning/Demographics/demograph_docs/Councilsumm1_F_Oct03.htm)

2. Population for Category X is an average of the estimated populations for the nine geographic council districts.

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## **Appendix B. 2009 City-Wide Citizens Survey Houston, Texas**

# 2009 City-Wide Citizens Survey Houston, Texas

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and address citizen's concerns. If you have questions, please call the Help Desk at Decision Information Resources, Inc. at 713-980-4408 or send a message to info@dir-online.com.

## 1. Please rate the City on each item below on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

| Overall Quality of City Services  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| (A) Overall quality of services provided by the City                    | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (B) Overall quality of Houston Police Department services               | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (C) Overall quality of Houston Fire Department services                 | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (D) Overall quality of customer service you receive from City employees | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (E) Overall quality of the City's drainage system                       | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (F) Overall quality of local public health services                     | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (G) Overall quality of airport facilities                               | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (H) Overall quality of City convention facilities                       | 5              | 4         | 3                                  | 2            | 1                 | 9          |

## 2. Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list (A-H) in Question 1 above]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

## 3. Your perception of the City. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

| Perceptions of the City   | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| (A) Overall value that you receive for your City tax dollars and fees | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (B) Overall image of the City   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (C) City's plan for growth  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (D) Level of zoning within the City                                   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (E) Overall ability to attract national and international businesses  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (F) Overall ability to attract tourists                               | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (G) Similarity of City facilities among neighborhoods                 | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (H) Availability of City services in your neighborhood                | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (I) Overall ease of commuting   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (J) Overall air quality in the City                                   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (K) Overall quality of the City's drinking water                      | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (L) Overall quality of life in the City                               | 5              | 4         | 3                                  | 2            | 1                 | 9          |



**4. Satisfaction with Houston’s Public Safety. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| Public Safety   | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| (A) Response time for Houston Police Department to respond to emergencies | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (B) The visibility of police in your neighborhood                         | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (C) The City’s overall efforts to prevent crime                           | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (D) Enforcement of local traffic laws                                     | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (E) The City’s use of red-light cameras                                   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (F) Overall quality of emergency medical services (ambulance)             | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (G) Response time for ambulances to respond to emergencies                | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (H) Overall quality of fire protection and rescue services                | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (I) Response time for Houston Fire Department to respond to emergencies   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (J) City efforts to enhance fire protection                               | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (K) The City’s municipal courts   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (L) Quality of animal control   | 5              | 4         | 3                                  | 2            | 1                 | 9          |

**5. Satisfaction with Houston Parks and Recreation. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| Parks and Recreation   | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| (A) Overall quality of City recreational programs  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (B) The City’s youth athletic programs   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (C) The City’s adult athletic programs   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (D) Other City recreation programs, such as classes, trips, and special events   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (E) Ease of registering for programs   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (F) The reasonableness of fees charged for recreation programs   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (G) Overall quality of City parks  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (H) Maintenance of City parks (trash pickup, mowing of grass, maintenance of playground equipment and bleachers, etc.) | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (I) The location of City parks   | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (J) Safety of City parks during the day  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (K) Safety of lighted City parks at night  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (L) Walking and biking trails in the city  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (M) Maintenance of the City’s community centers  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (N) City swimming pools  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (O) City golf courses  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (P) Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)                                       | 5              | 4         | 3                                  | 2            | 1                 | 9          |

**6. Satisfaction with the City’s communication and leadership. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| <b>Communication and Leadership</b>  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> |
|--|-----------------------|------------------|---|---------------------|--------------------------|-------------------|
| (A) Overall effectiveness of the City’s communication with the public      | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (B) The availability of information about City programs and services       | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (C) City efforts to keep you informed about local issues                   | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (D) The level of public involvement in local decision making               | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (E) Overall quality of leadership provided by the City’s elected officials | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (F) Overall effectiveness of appointed boards and commissions              | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (G) Level and effectiveness of collaboration among local governments       | 5                     | 4                | 3   | 2                   | 1                        | 9                 |

**7. Satisfaction with Maintenance. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| <b>Maintenance</b>  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> |
|---|-----------------------|------------------|---|---------------------|--------------------------|-------------------|
| (A) Overall maintenance of City buildings and facilities  | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (B) Overall maintenance of City streets                   | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (C) Maintenance of streets in your neighborhood           | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (D) Maintenance of street signs                           | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (E) Maintenance of traffic signals                        | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (F) Maintenance and preservation of downtown Houston      | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (G) Condition of sidewalks in Houston                     | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (H) Mowing medians and rights of ways                     | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (I) Overall cleanliness of streets and other public areas | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (J) Overall quality of trash collection services          | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (K) Overall quality of recycling centers                  | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (L) Adequacy of City street lighting                      | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (M) Overall removal of graffiti                           | 5                     | 4                | 3   | 2                   | 1                        | 9                 |

**8. Satisfaction with Code Enforcement. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| <b>Code Enforcement</b>   | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> |
|---|-----------------------|------------------|---|---------------------|--------------------------|-------------------|
| (A) Overall enforcement of City codes and ordinances                    | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (B) Enforcing the clean up of litter and debris on private property     | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (C) Enforcing the mowing and cutting of weeds on private property       | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (D) Enforcing codes designed to protect public safety and public health | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (E) Enforcing the maintenance of residential property                   | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (F) Enforcing the exterior maintenance of business property             | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (G) Enforcing sign regulations  | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (H) Enforcing and prosecuting illegal dumping activities                | 5                     | 4                | 3   | 2                   | 1                        | 9                 |

**9. Please answer the following questions by circling YES or NO. If your response is yes, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

| <b>Emergencies, Courts, Libraries</b>   | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> |
|---|-----------------------|------------------|---|---------------------|--------------------------|-------------------|
| (A) Have you called 911 for police services in the last year?<br>YES NO         |                       |                  |   |                     |                          |                   |
| (A1) If yes, what was your level of satisfaction with call taker(s)?            | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (B) Have you called 911 for fire services in the last year?<br>YES NO           |                       |                  |   |                     |                          |                   |
| (B1) If yes, what was your level of satisfaction with the call taker(s)?        | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (C) Have you called the 311 Houston Service Center in the last year?<br>YES NO  |                       |                  |   |                     |                          |                   |
| (C1) If yes, what was your level of satisfaction with the service 311 provided? | 5                     | 4                | 3   | 2                   | 1                        | 9                 |

| <b>Emergencies, Courts, Libraries (cont'd)</b>  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Don't Know</b> |
|---|-----------------------|------------------|---|---------------------|--------------------------|-------------------|
| (D) Have you been to the Municipal Courts in the last year?<br>YES NO   |                       |                  |   |                     |                          |                   |
| (D1) If yes, what was your level of satisfaction with the Municipal Courts?                                   | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (E) Have you visited downtown in the last year?<br>YES NO   |                       |                  |   |                     |                          |                   |
| (E1) If yes, what was your level of satisfaction with the downtown offerings?                                 | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (F) Have you visited the City of Houston website in the last year?<br>YES NO                                  |                       |                  |   |                     |                          |                   |
| (F1) If yes, what was your level of satisfaction with the website?  | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (G) Have you visited any location of the City of Houston Public Library in the last year?<br>YES NO           |                       |                  |   |                     |                          |                   |
| (G1) If yes, what was your level of satisfaction with the Library?  | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (H) Have you remotely accessed the library's services by phone, computer, or both in the last year?<br>YES NO |                       |                  |   |                     |                          |                   |
| (H1) If yes, what was your level of satisfaction with the library's services?                                 | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (I) Have you used the library's electronic databases in the last year?<br>YES NO                              |                       |                  |   |                     |                          |                   |
| (I1) If yes, what was your level of satisfaction with the library's electronic databases?                     | 5                     | 4                | 3   | 2                   | 1                        | 9                 |
| (J) Have you attended library programs in the last year?<br>YES NO  |                       |                  |   |                     |                          |                   |
| (J1) If yes, what was your level of satisfaction with the library's programs?                                 | 5                     | 4                | 3   | 2                   | 1                        | 9                 |

| Emergencies, Courts, Libraries (cont'd)                                      | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| (K) Have you brought children to the library in the last year?<br>YES NO     |                |           |                                    |              |                   |            |
| (K1) If yes, what was the children's level of satisfaction with the library? | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (L) Overall level of satisfaction with the library's facilities?             | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (M) Overall level of satisfaction with the library's staff?                  | 5              | 4         | 3                                  | 2            | 1                 | 9          |
| (N) Overall level of satisfaction with the library's services?               | 5              | 4         | 3                                  | 2            | 1                 | 9          |

**10. Please rate the City on a scale of 1 to 5, where 5 means "excellent" and 1 means "poor" with regard to each of the following:**

| City Environment                 | Excellent | Good | Neutral | Fair | Poor | Don't Know |
|----------------------------------|-----------|------|---------|------|------|------------|
| (A) As a place to live           | 5         | 4    | 3       | 2    | 1    | 9          |
| (B) As a place to raise children | 5         | 4    | 3       | 2    | 1    | 9          |
| (C) As a place to work           | 5         | 4    | 3       | 2    | 1    | 9          |
| (D) As a place to retire         | 5         | 4    | 3       | 2    | 1    | 9          |

**11. Please list the number of people living in your household (including yourself), for each age category.**

Under age 5                       Ages 20–34                       Ages 55–64  
 Ages 5–9                               Ages 35–44                       Ages 65–74  
 Ages 10–19                               Ages 45–54                       Ages 75+

**12. Do you own or rent your current residence?  (1) Own       (2) Rent (select one)**

**13. Approximately how many years have you lived in Houston, Texas? \_\_\_\_\_ years**

**14. Which of the following best describes your race/ethnicity? (select all that apply)**

(1) Anglo               (2) Asian/Pacific Islander               (3) Black/African American  
 (4) Hispanic, Latino, other Spanish ancestry               (5) Other

**15. What is your total annual household income? (select one)**

(1) Under \$30,000                       (2) From \$30,000 to \$59,999  
 (3) From \$60,000 to \$99,999                       (5) More than \$100,000

**16. What is your gender? \_\_\_\_\_ (1) Male                      \_\_\_\_\_ (2) Female (check one)**

**17. What is your street address and zip code? \_\_\_\_\_**

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## **Appendix C. Results of the 2009 City-Wide Citizens Survey**

**Phone Survey Results**

**Web Survey Results**

**Combined Phone and Web Survey Results**

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q1A Overall quality of services provided by the City</b><br>Question: Please rate the overall quality of City services   | Very Satisfied                     | 10%  | 6%   | 7%   | 13%  | 7%   | 5%   | 9%   | 12%  | 10%  | 11%  | 9%    |
|   | Satisfied                          | 70%  | 68%  | 75%  | 64%  | 71%  | 70%  | 72%  | 75%  | 64%  | 58%  | 69%   |
|   | Neither Satisfied nor Dissatisfied | 9%   | 8%   | 8%   | 10%  | 9%   | 12%  | 11%  | 5%   | 7%   | 10%  | 9%    |
|   | Dissatisfied                       | 9%   | 12%  | 5%   | 9%   | 7%   | 4%   | 5%   | 5%   | 11%  | 9%   | 7%    |
|   | Very Dissatisfied                  |      |      |      | 2%   | 1%   | 2%   | 1%   |      | 2%   | 2%   | 1%    |
| <b>Total</b>  |                                    | 3%   | 6%   | 5%   | 3%   | 4%   | 8%   | 3%   | 2%   | 5%   | 10%  | 5%    |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1B Overall quality of Houston Police Department services</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 10%  | 6%   | 11%  | 18%  | 7%   | 22%  | 20%  | 13%  | 12%  | 13%  | 13%   |
|   | Satisfied                          | 65%  | 62%  | 62%  | 56%  | 64%  | 53%  | 61%  | 60%  | 55%  | 65%  | 60%   |
|   | Neither Satisfied nor Dissatisfied | 10%  | 7%   | 11%  | 9%   | 11%  | 5%   | 7%   | 9%   | 9%   | 8%   | 9%    |
|   | Dissatisfied                       | 8%   | 16%  | 7%   | 13%  | 13%  | 15%  | 9%   | 12%  | 17%  | 9%   | 12%   |
|   | Very Dissatisfied                  | 3%   | 2%   | 2%   | 1%   | 3%   | 2%   | 3%   | 6%   | 3%   | 6%   | 2%    |
| <b>Total</b>  |                                    | 5%   | 7%   | 6%   | 4%   | 4%   | 2%   | 1%   | 3%   | 2%   | 6%   | 4%    |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1C Overall quality of Houston Fire Department services</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 33%  | 19%  | 27%  | 34%  | 21%  | 35%  | 41%  | 34%  | 26%  | 25%  | 29%   |
|   | Satisfied                          | 54%  | 71%  | 60%  | 52%  | 67%  | 51%  | 50%  | 56%  | 64%  | 61%  | 59%   |
|   | Neither Satisfied nor Dissatisfied | 7%   | 1%   | 3%   | 5%   | 1%   | 4%   | 3%   | 4%   | 4%   | 4%   | 3%    |
|   | Dissatisfied                       | 2%   | 3%   | 1%   | 4%   | 4%   | 1%   | 1%   | 3%   | 2%   | 2%   | 2%    |
|   | Very Dissatisfied                  |      |      |      | 1%   |      |      |      |      |      |      | 0%    |
| <b>Total</b>  |                                    | 4%   | 5%   | 10%  | 8%   | 7%   | 9%   | 5%   | 3%   | 2%   | 7%   | 6%    |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1D Overall quality of customer service you receive from City employees</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 13%  | 9%   | 6%   | 17%  | 11%  | 10%  | 12%  | 12%  | 10%  | 11%  | 11%   |
|   | Satisfied                          | 45%  | 65%  | 55%  | 60%  | 53%  | 52%  | 48%  | 64%  | 63%  | 61%  | 57%   |
|   | Neither Satisfied nor Dissatisfied | 15%  | 5%   | 10%  | 6%   | 7%   | 12%  | 9%   | 6%   | 8%   | 6%   | 8%    |
|   | Dissatisfied                       | 12%  | 9%   | 9%   | 11%  | 10%  | 9%   | 9%   | 10%  | 9%   | 9%   | 10%   |
|   | Very Dissatisfied                  | 3%   | 1%   | 4%   | 2%   | 2%   | 3%   | 5%   | 2%   | 2%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 12%  | 9%   | 16%  | 4%   | 17%  | 14%  | 17%  | 7%   | 8%   | 9%   | 11%   |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1E Overall quality of the City's drainage system</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 4%   | 3%   | 4%   | 7%   | 5%   | 4%   | 5%   | 5%   | 6%   | 4%   | 5%    |
|   | Satisfied                          | 31%  | 43%  | 39%  | 46%  | 44%  | 49%  | 31%  | 44%  | 47%  | 49%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 9%   | 2%   | 8%   | 11%  | 8%   | 11%  | 13%  | 10%  | 6%   | 5%   | 8%    |
|   | Dissatisfied                       | 34%  | 41%  | 36%  | 24%  | 29%  | 26%  | 31%  | 31%  | 27%  | 29%  | 31%   |
|   | Very Dissatisfied                  | 19%  | 9%   | 7%   | 10%  | 13%  | 5%   | 17%  | 9%   | 8%   | 12%  | 11%   |
| <b>Total</b>  |                                    | 2%   | 3%   | 7%   | 2%   | 2%   | 4%   | 3%   | 2%   | 6%   | 2%   | 3%    |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1F Overall quality of local public health services</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 5%   | 3%   | 5%   | 16%  | 6%   | 8%   | 10%  | 9%   | 4%   | 5%   | 7%    |
|   | Satisfied                          | 44%  | 67%  | 42%  | 44%  | 45%  | 44%  | 34%  | 46%  | 55%  | 62%  | 49%   |
|   | Neither Satisfied nor Dissatisfied | 15%  | 3%   | 12%  | 12%  | 13%  | 11%  | 12%  | 9%   | 9%   | 5%   | 10%   |
|   | Dissatisfied                       | 9%   | 11%  | 8%   | 9%   | 8%   | 15%  | 8%   | 9%   | 16%  | 10%  | 10%   |
|   | Very Dissatisfied                  | 1%   | 1%   | 1%   | 3%   | 2%   | 2%   | 3%   | 2%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 26%  | 13%  | 31%  | 16%  | 27%  | 20%  | 33%  | 26%  | 14%  | 17%  | 22%   |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1G Overall quality of airport facilities</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 23%  | 4%   | 17%  | 16%  | 19%  | 15%  | 25%  | 9%   | 6%   | 9%   | 14%   |
|   | Satisfied                          | 58%  | 59%  | 64%  | 60%  | 68%  | 59%  | 56%  | 67%  | 61%  | 65%  | 62%   |
|   | Neither Satisfied nor Dissatisfied | 3%   | 5%   | 7%   | 4%   | 2%   | 4%   | 5%   | 6%   | 5%   | 5%   | 4%    |
|   | Dissatisfied                       | 2%   | 5%   | 3%   | 3%   | 2%   | 6%   | 5%   | 4%   | 5%   | 2%   | 4%    |
|   | Very Dissatisfied                  |      |      |      | 1%   |      |      | 1%   |      |      |      | 0%    |
| <b>Total</b>  |                                    | 13%  | 26%  | 10%  | 17%  | 8%   | 17%  | 8%   | 21%  | 23%  | 19%  | 16%   |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1H Overall quality of City convention facilities</b><br>Question: Please rate the overall quality of City services  | Very Satisfied                     | 15%  | 6%   | 13%  | 16%  | 12%  | 13%  | 23%  | 9%   | 8%   | 8%   | 12%   |
|   | Satisfied                          | 51%  | 69%  | 57%  | 52%  | 57%  | 58%  | 47%  | 62%  | 63%  | 60%  | 58%   |
|   | Neither Satisfied nor Dissatisfied | 10%  | 3%   | 8%   | 8%   | 5%   | 5%   | 3%   | 5%   | 5%   | 5%   | 6%    |
|   | Dissatisfied                       |      | 3%   | 3%   | 4%   | 2%   | 3%   | 1%   | 3%   | 3%   | 2%   | 2%    |
|   | Very Dissatisfied                  |      | 1%   |      | 1%   |      |      |      |      |      | 1%   | 0%    |
| <b>Total</b>  |                                    | 24%  | 17%  | 19%  | 20%  | 25%  | 21%  | 23%  | 22%  | 22%  | 24%  | 22%   |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 1st: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] | A                                  | 8%   | 9%   | 8%   | 14%  | 7%   | 5%   | 8%   | 10%  | 11%  | 9%   | 9%    |
|   | B                                  | 30%  | 40%  | 35%  | 25%  | 33%  | 46%  | 36%  | 32%  | 36%  | 33%  | 35%   |
|   | C                                  | 8%   | 2%   | 2%   | 7%   | 5%   | 8%   | 5%   | 10%  | 6%   | 9%   | 6%    |
|   | D                                  | 3%   | 1%   | 3%   | 5%   | 7%   | 4%   | 5%   | 5%   | 4%   | 4%   | 4%    |
|   | E                                  | 43%  | 34%  | 39%  | 32%  | 34%  | 26%  | 36%  | 29%  | 27%  | 30%  | 33%   |
|   | F                                  | 7%   | 9%   | 10%  | 13%  | 9%   | 9%   | 8%   | 10%  | 12%  | 13%  | 10%   |
|   | G                                  |      | 2%   | 2%   | 2%   | 3%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|   | H                                  | 1%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 1%    |
|   | <b>Total</b>                       |      | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] | A                                  | 5%   | 12%  | 7%   | 10%  | 8%   | 4%   | 6%   | 8%   | 8%   | 13%  | 8%    |
|   | B                                  | 36%  | 20%  | 27%  | 28%  | 33%  | 24%  | 28%  | 29%  | 26%  | 18%  | 26%   |
|   | C                                  | 23%  | 17%  | 16%  | 24%  | 19%  | 23%  | 22%  | 16%  | 15%  | 20%  | 19%   |
|   | D                                  | 9%   | 11%  | 10%  | 5%   | 4%   | 4%   | 8%   | 7%   | 12%  | 7%   | 8%    |
|   | E                                  | 17%  | 22%  | 18%  | 15%  | 18%  | 19%  | 20%  | 26%  | 25%  | 21%  | 20%   |
|   | F                                  | 5%   | 12%  | 15%  | 13%  | 12%  | 17%  | 9%   | 10%  | 11%  | 14%  | 12%   |
|   | G                                  | 4%   | 2%   | 5%   | 4%   | 6%   | 8%   | 6%   | 3%   | 2%   | 3%   | 4%    |
|   | H                                  | 1%   | 4%   | 2%   | 1%   | 1%   | 1%   | 1%   | 2%   | 2%   | 4%   | 2%    |
|   | <b>Total</b>                       |      | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] | A                                  | 10%  | 8%   | 8%   | 5%   | 12%  | 5%   | 13%  | 16%  | 14%  | 9%   | 10%   |
|   | B                                  | 16%  | 16%  | 14%  | 15%  | 10%  | 9%   | 10%  | 14%  | 18%  | 20%  | 14%   |
|   | C                                  | 23%  | 13%  | 19%  | 15%  | 22%  | 15%  | 16%  | 11%  | 13%  | 15%  | 16%   |
|   | D                                  | 10%  | 10%  | 12%  | 13%  | 14%  | 20%  | 10%  | 15%  | 15%  | 13%  | 13%   |
|   | E                                  | 11%  | 18%  | 12%  | 20%  | 19%  | 19%  | 18%  | 16%  | 12%  | 14%  | 16%   |
|   | F                                  | 23%  | 22%  | 23%  | 18%  | 18%  | 20%  | 20%  | 25%  | 14%  | 16%  | 20%   |
|   | G                                  | 1%   | 6%   | 9%   | 7%   | 2%   | 6%   | 7%   | 3%   | 9%   | 9%   | 6%    |
|   | H                                  | 6%   | 7%   | 5%   | 7%   | 3%   | 6%   | 6%   | 1%   | 6%   | 4%   | 5%    |
|   | <b>Total</b>                       |      | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3A Overall value that you receive for your City tax dollars and fees</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 5%   | 6%   | 6%   | 11%  | 8%   | 7%   | 9%   | 8%   | 2%   | 6%   | 7%    |
|   | Satisfied                          | 52%  | 51%  | 59%  | 56%  | 48%  | 57%  | 60%  | 52%  | 53%  | 56%  | 54%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 11%  | 15%  | 6%   | 15%  | 10%  | 12%  | 10%  | 11%  | 3%   | 11%   |
|   | Dissatisfied                       | 9%   | 14%  | 13%  | 17%  | 21%  | 14%  | 10%  | 18%  | 20%  | 21%  | 16%   |
|   | Very Dissatisfied                  | 9%   | 5%   | 2%   | 4%   | 3%   | 2%   | 3%   | 2%   | 4%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 8%   | 14%  | 5%   | 6%   | 5%   | 10%  | 6%   | 11%  | 10%  | 12%  | 9%    |
|   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q3B Overall image of the City</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 22%  | 9%   | 13%  | 22%  | 13%  | 13%  | 19%  | 12%  | 11%  | 16%  | 15%   |
|   | Satisfied                          | 56%  | 66%  | 59%  | 59%  | 68%  | 62%  | 58%  | 71%  | 62%  | 57%  | 62%   |
|   | Neither Satisfied nor Dissatisfied | 12%  | 5%   | 10%  | 3%   | 10%  | 9%   | 9%   | 5%   | 7%   | 6%   | 8%    |
|   | Dissatisfied                       | 8%   | 14%  | 15%  | 12%  | 5%   | 13%  | 9%   | 9%   | 12%  | 14%  | 11%   |
|   | Very Dissatisfied                  | 1%   | 1%   | 1%   | 3%   | 2%   | 1%   | 3%   | 2%   | 3%   | 2%   | 2%    |
|   | Don't Know                         | 2%   | 5%   | 1%   | 2%   | 2%   | 2%   | 2%   | 1%   | 5%   | 6%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3C City's plan for growth</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 9%   | 9%   | 7%   | 12%  | 6%   | 9%   | 8%   | 8%   | 12%  | 8%   | 9%    |
|   | Satisfied                          | 47%  | 60%  | 39%  | 52%  | 50%  | 60%  | 40%  | 58%  | 50%  | 54%  | 51%   |
|   | Neither Satisfied nor Dissatisfied | 10%  | 3%   | 12%  | 10%  | 11%  | 6%   | 11%  | 9%   | 9%   | 8%   | 9%    |
|   | Dissatisfied                       | 11%  | 15%  | 15%  | 11%  | 17%  | 12%  | 10%  | 12%  | 17%  | 17%  | 14%   |
|   | Very Dissatisfied                  | 2%   | 1%   | 5%   | 4%   | 4%   | 4%   | 1%   | 4%   | 1%   | 2%   | 2%    |
|   | Don't Know                         | 22%  | 11%  | 21%  | 11%  | 15%  | 13%  | 26%  | 13%  | 11%  | 14%  | 16%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3D Level of zoning within the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 7%   | 3%   | 2%   | 5%   | 3%   | 4%   | 4%   | 6%   | 5%   | 3%   | 4%    |
|   | Satisfied                          | 33%  | 47%  | 32%  | 42%  | 40%  | 46%  | 31%  | 49%  | 41%  | 54%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 11%  | 5%   | 17%  | 9%   | 16%  | 14%  | 9%   | 9%   | 8%   | 3%   | 10%   |
|   | Dissatisfied                       | 17%  | 23%  | 23%  | 23%  | 17%  | 16%  | 28%  | 16%  | 18%  | 17%  | 20%   |
|   | Very Dissatisfied                  | 13%  | 1%   | 6%   | 5%   | 3%   | 9%   | 4%   | 4%   | 3%   | 4%   | 4%    |
|   | Don't Know                         | 20%  | 21%  | 20%  | 17%  | 24%  | 18%  | 19%  | 15%  | 25%  | 22%  | 20%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3E Overall ability to attract national and international businesses</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 13%  | 4%   | 12%  | 14%  | 7%   | 16%  | 15%  | 12%  | 8%   | 11%  | 11%   |
|   | Satisfied                          | 55%  | 54%  | 53%  | 58%  | 61%  | 54%  | 52%  | 56%  | 56%  | 56%  | 56%   |
|   | Neither Satisfied nor Dissatisfied | 11%  | 5%   | 8%   | 9%   | 8%   | 6%   | 3%   | 13%  | 7%   | 3%   | 7%    |
|   | Dissatisfied                       | 5%   | 17%  | 17%  | 10%  | 11%  | 15%  | 11%  | 9%   | 12%  | 16%  | 13%   |
|   | Very Dissatisfied                  | 1%   | 1%   | 2%   | 1%   | 1%   | 4%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|   | Don't Know                         | 14%  | 19%  | 7%   | 7%   | 13%  | 9%   | 14%  | 8%   | 14%  | 14%  | 12%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3F Overall ability to attract tourists</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 8%   | 7%   | 6%   | 9%   | 6%   | 8%   | 10%  | 13%  | 8%   | 8%   | 8%    |
|   | Satisfied                          | 56%  | 56%  | 45%  | 53%  | 54%  | 53%  | 47%  | 58%  | 57%  | 61%  | 54%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 7%   | 19%  | 7%   | 13%  | 9%   | 9%   | 10%  | 8%   | 7%   | 11%   |
|   | Dissatisfied                       | 13%  | 16%  | 23%  | 17%  | 19%  | 20%  | 21%  | 12%  | 14%  | 15%  | 17%   |
|   | Very Dissatisfied                  | 1%   | 1%   | 3%   | 5%   | 2%   | 2%   | 5%   | 3%   | 4%   | 2%   | 3%    |
|   | Don't Know                         | 5%   | 13%  | 4%   | 9%   | 7%   | 8%   | 7%   | 4%   | 8%   | 7%   | 7%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3G Similarity of City facilities among neighborhoods</b><br>Question: Please rate your perceptions of the City.                 | Very Satisfied                     | 4%   | 5%   | 1%   | 3%   | 2%   | 5%   | 4%   | 6%   | 2%   | 3%   | 4%    |
|   | Satisfied                          | 35%  | 48%  | 35%  | 41%  | 53%  | 45%  | 33%  | 50%  | 49%  | 52%  | 44%   |
|   | Neither Satisfied nor Dissatisfied | 12%  | 3%   | 15%  | 11%  | 9%   | 11%  | 10%  | 10%  | 6%   | 8%   | 9%    |
|   | Dissatisfied                       | 21%  | 34%  | 23%  | 28%  | 18%  | 19%  | 23%  | 24%  | 28%  | 19%  | 24%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 3%   | 7%   | 5%   | 2%   | 2%   | 1%   | 2%   | 2%   | 3%    |
|   | Don't Know                         | 25%  | 7%   | 23%  | 11%  | 13%  | 18%  | 27%  | 10%  | 13%  | 16%  | 16%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3H Availability of City services in your neighborhood</b><br>Question: Please rate your perceptions of the City.                | Very Satisfied                     | 16%  | 7%   | 7%   | 6%   | 9%   | 7%   | 12%  | 10%  | 7%   | 8%   | 9%    |
|   | Satisfied                          | 54%  | 52%  | 64%  | 54%  | 55%  | 58%  | 56%  | 56%  | 60%  | 57%  | 57%   |
|   | Neither Satisfied nor Dissatisfied | 11%  | 3%   | 6%   | 5%   | 7%   | 9%   | 9%   | 6%   | 4%   | 6%   | 6%    |
|   | Dissatisfied                       | 13%  | 30%  | 15%  | 22%  | 21%  | 16%  | 16%  | 23%  | 21%  | 23%  | 20%   |
|   | Very Dissatisfied                  | 2%   | 4%   | 3%   | 6%   | 2%   | 4%   | 1%   | 2%   | 3%   | 2%   | 3%    |
|   | Don't Know                         | 4%   | 3%   | 5%   | 6%   | 6%   | 5%   | 6%   | 2%   | 4%   | 5%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3I Overall ease of commuting</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 10%  | 8%   | 6%   | 6%   | 6%   | 7%   | 8%   | 8%   | 8%   | 6%   | 7%    |
|   | Satisfied                          | 43%  | 53%  | 43%  | 54%  | 48%  | 50%  | 44%  | 57%  | 58%  | 54%  | 50%   |
|   | Neither Satisfied nor Dissatisfied | 13%  | 6%   | 10%  | 7%   | 6%   | 9%   | 8%   | 9%   | 5%   | 7%   | 8%    |
|   | Dissatisfied                       | 20%  | 20%  | 28%  | 22%  | 22%  | 23%  | 23%  | 17%  | 17%  | 22%  | 21%   |
|   | Very Dissatisfied                  | 4%   | 5%   | 4%   | 4%   | 6%   | 8%   | 9%   | 3%   | 1%   | 2%   | 5%    |
|   | Don't Know                         | 10%  | 9%   | 9%   | 6%   | 12%  | 3%   | 9%   | 6%   | 12%  | 9%   | 9%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3J Overall air quality in the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 5%   | 3%   | 2%   | 2%   | 2%   | 3%   | 2%   | 5%   | 3%   | 3%   | 3%    |
|   | Satisfied                          | 39%  | 40%  | 38%  | 42%  | 41%  | 46%  | 40%  | 40%  | 36%  | 44%  | 41%   |
|   | Neither Satisfied nor Dissatisfied | 12%  | 7%   | 11%  | 6%   | 12%  | 9%   | 16%  | 10%  | 9%   | 4%   | 10%   |
|   | Dissatisfied                       | 29%  | 38%  | 39%  | 39%  | 37%  | 31%  | 29%  | 31%  | 45%  | 35%  | 35%   |
|   | Very Dissatisfied                  | 9%   | 6%   | 10%  | 7%   | 7%   | 9%   | 13%  | 10%  | 5%   | 9%   | 8%    |
|   | Don't Know                         | 5%   | 6%   | 3%   | 4%   | 1%   | 3%   | 4%   | 3%   | 6%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3K Overall quality of the City's drinking water</b><br>Question: Please rate your perceptions of the City.                      | Very Satisfied                     | 10%  | 4%   | 3%   | 8%   | 4%   | 12%  | 8%   | 8%   | 3%   | 5%   | 6%    |
|   | Satisfied                          | 57%  | 46%  | 62%  | 55%  | 60%  | 55%  | 58%  | 58%  | 60%  | 56%  | 57%   |
|   | Neither Satisfied nor Dissatisfied | 7%   | 9%   | 8%   | 3%   | 9%   | 6%   | 5%   | 4%   | 7%   | 6%   | 6%    |
|   | Dissatisfied                       | 14%  | 28%  | 16%  | 24%  | 15%  | 17%  | 19%  | 24%  | 21%  | 28%  | 21%   |
|   | Very Dissatisfied                  | 7%   | 6%   | 4%   | 6%   | 6%   | 6%   | 5%   | 5%   | 6%   | 3%   | 5%    |
|   | Don't Know                         | 7%   | 7%   | 6%   | 5%   | 6%   | 3%   | 5%   | 2%   | 3%   | 2%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3L Overall quality of life in the City</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 15%  | 6%   | 10%  | 10%  | 9%   | 9%   | 16%  | 11%  | 9%   | 10%  | 10%   |
|   | Satisfied                          | 63%  | 66%  | 71%  | 69%  | 77%  | 71%  | 68%  | 70%  | 61%  | 56%  | 67%   |
|   | Neither Satisfied nor Dissatisfied | 5%   | 5%   | 8%   | 5%   | 4%   | 7%   | 7%   | 5%   | 10%  | 17%  | 7%    |
|   | Dissatisfied                       | 9%   | 16%  | 9%   | 12%  | 8%   | 9%   | 7%   | 12%  | 13%  | 13%  | 11%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 1%   | 2%   | 2%   | 3%   | 2%   | 1%   | 3%   | 1%   | 2%    |
|   | Don't Know                         | 4%   | 5%   | 1%   | 2%   | 1%   | 1%   | 2%   | 2%   | 3%   | 3%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4A Response time for Houston Police Department to respond to emergencies</b><br>Question: Please rate the City's public safety. | Very Satisfied                     | 6%   | 7%   | 13%  | 12%  | 9%   | 7%   | 10%  | 11%  | 10%  | 12%  | 10%   |
|   | Satisfied                          | 56%  | 47%  | 40%  | 40%  | 54%  | 46%  | 43%  | 48%  | 48%  | 46%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 13%  | 7%   | 10%  | 11%  | 7%   | 11%  | 12%  | 11%  | 9%   | 5%   | 10%   |
|   | Dissatisfied                       | 9%   | 24%  | 18%  | 17%  | 15%  | 21%  | 12%  | 12%  | 19%  | 24%  | 17%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 3%   | 8%   | 2%   | 7%   | 3%   | 6%   | 5%   | 2%   | 4%    |
|   | Don't Know                         | 13%  | 11%  | 16%  | 11%  | 13%  | 9%   | 21%  | 11%  | 9%   | 12%  | 13%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4B The visibility of police in your neighborhood</b><br>Question: Please rate the City's public safety.                         | Very Satisfied                     | 15%  | 9%   | 6%   | 14%  | 12%  | 9%   | 9%   | 8%   | 9%   | 12%  | 10%   |
|   | Satisfied                          | 56%  | 47%  | 53%  | 53%  | 59%  | 49%  | 57%  | 54%  | 47%  | 53%  | 53%   |
|   | Neither Satisfied nor Dissatisfied | 5%   | 5%   | 5%   | 7%   | 10%  | 10%  | 7%   | 4%   | 5%   | 5%   | 6%    |
|   | Dissatisfied                       | 17%  | 31%  | 28%  | 22%  | 15%  | 26%  | 19%  | 27%  | 34%  | 26%  | 25%   |
|   | Very Dissatisfied                  | 5%   | 4%   | 3%   | 4%   | 4%   | 3%   | 5%   | 5%   | 5%   | 2%   | 4%    |
|   | Don't Know                         | 1%   | 5%   | 5%   | 1%   | 1%   | 5%   | 3%   | 3%   | 3%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4C The City's overall efforts to prevent crime</b><br>Question: Please rate the City's public safety.                           | Very Satisfied                     | 8%   | 5%   | 3%   | 6%   | 3%   | 7%   | 12%  | 7%   | 4%   | 10%  | 6%    |
|   | Satisfied                          | 57%  | 52%  | 51%  | 45%  | 57%  | 40%  | 46%  | 52%  | 55%  | 55%  | 51%   |
|   | Neither Satisfied nor Dissatisfied | 9%   | 6%   | 14%  | 11%  | 12%  | 12%  | 12%  | 8%   | 9%   | 5%   | 10%   |
|   | Dissatisfied                       | 13%  | 28%  | 20%  | 29%  | 20%  | 32%  | 20%  | 26%  | 26%  | 27%  | 24%   |
|   | Very Dissatisfied                  | 5%   | 3%   | 5%   | 4%   | 1%   | 4%   | 3%   | 2%   | 3%   | 3%   | 3%    |
|   | Don't Know                         | 9%   | 7%   | 7%   | 6%   | 7%   | 5%   | 7%   | 4%   | 2%   | 3%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |



| DISTRICT   |                                    | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|--|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
| N=   |                                    | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q4D Enforcement of local traffic laws</b><br>Question: Please rate the City's public safety.  | Very Satisfied                     | 6%   | 5%   | 4%   | 6%   | 10%  | 5%   | 8%   | 6%   | 3%   | 9%   | 6%    |
|  | Satisfied                          | 58%  | 54%  | 59%  | 58%  | 59%  | 59%  | 52%  | 60%  | 59%  | 60%  | 57%   |
|  | Neither Satisfied nor Dissatisfied | 8%   | 7%   | 6%   | 12%  | 10%  | 5%   | 9%   | 10%  | 8%   | 3%   | 8%    |
|  | Dissatisfied                       | 16%  | 21%  | 21%  | 18%  | 17%  | 21%  | 25%  | 16%  | 21%  | 20%  | 20%   |
|  | Very Dissatisfied                  | 3%   | 3%   | 4%   | 3%   | 3%   | 4%   | 3%   | 4%   | 4%   | 4%   | 3%    |
| <b>Total</b>   | Don't Know                         | 9%   | 9%   | 7%   | 3%   | 5%   | 6%   | 3%   | 5%   | 4%   | 8%   | 6%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4E The City's use of red-light cameras</b><br>Question: Please rate the City's public safety.  | Very Satisfied                     | 13%  | 5%   | 8%   | 9%   | 12%  | 10%  | 13%  | 12%  | 7%   | 9%   | 10%   |
|  | Satisfied                          | 43%  | 52%  | 50%  | 45%  | 46%  | 37%  | 47%  | 49%  | 57%  | 51%  | 48%   |
|  | Neither Satisfied nor Dissatisfied | 5%   | 4%   | 4%   | 6%   | 6%   | 12%  | 12%  | 8%   | 3%   | 4%   | 7%    |
|  | Dissatisfied                       | 18%  | 23%  | 23%  | 19%  | 25%  | 27%  | 16%  | 16%  | 19%  | 23%  | 21%   |
|  | Very Dissatisfied                  | 9%   | 5%   | 8%   | 11%  | 5%   | 10%  | 4%   | 10%  | 7%   | 9%   | 8%    |
| <b>Total</b>   | Don't Know                         | 12%  | 11%  | 6%   | 8%   | 6%   | 4%   | 8%   | 5%   | 7%   | 4%   | 7%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4F Overall quality of emergency medical services (ambulance)</b><br>Question: Please rate the City's public safety.                        | Very Satisfied                     | 20%  | 16%  | 13%  | 22%  | 14%  | 22%  | 23%  | 17%  | 9%   | 17%  | 17%   |
|  | Satisfied                          | 58%  | 68%  | 64%  | 58%  | 60%  | 55%  | 50%  | 63%  | 72%  | 67%  | 62%   |
|  | Neither Satisfied nor Dissatisfied | 2%   | 3%   | 3%   | 4%   | 13%  | 4%   | 7%   | 5%   | 2%   | 2%   | 5%    |
|  | Dissatisfied                       | 3%   | 6%   | 6%   | 5%   | 3%   | 7%   | 4%   | 6%   | 11%  | 7%   | 6%    |
|  | Very Dissatisfied                  | 1%   | 1%   |      |      | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>   | Don't Know                         | 15%  | 6%   | 15%  | 11%  | 9%   | 11%  | 15%  | 8%   | 6%   | 6%   | 10%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4G Response time for ambulances to respond to emergencies</b><br>Question: Please rate the City's public safety.                           | Very Satisfied                     | 18%  | 19%  | 13%  | 25%  | 18%  | 21%  | 21%  | 17%  | 11%  | 16%  | 18%   |
|  | Satisfied                          | 55%  | 58%  | 51%  | 47%  | 52%  | 52%  | 43%  | 60%  | 68%  | 54%  | 54%   |
|  | Neither Satisfied nor Dissatisfied | 4%   | 3%   | 7%   | 7%   | 9%   | 7%   | 8%   | 5%   | 4%   | 6%   | 5%    |
|  | Dissatisfied                       | 2%   | 8%   | 4%   | 7%   | 4%   | 3%   | 3%   | 2%   | 7%   | 7%   | 6%    |
|  | Very Dissatisfied                  |      |      | 1%   |      | 1%   | 1%   | 1%   | 1%   |      | 1%   | 1%    |
| <b>Total</b>   | Don't Know                         | 20%  | 11%  | 24%  | 14%  | 16%  | 16%  | 24%  | 16%  | 11%  | 17%  | 17%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4H Overall quality of fire protection and rescue services</b><br>Question: Please rate the City's public safety.                           | Very Satisfied                     | 30%  | 15%  | 13%  | 23%  | 17%  | 27%  | 28%  | 19%  | 12%  | 15%  | 20%   |
|  | Satisfied                          | 52%  | 64%  | 68%  | 60%  | 66%  | 59%  | 55%  | 64%  | 67%  | 68%  | 63%   |
|  | Neither Satisfied nor Dissatisfied | 3%   | 1%   | 2%   | 6%   | 3%   | 3%   | 4%   | 5%   | 4%   | 4%   | 3%    |
|  | Dissatisfied                       | 1%   | 5%   | 2%   | 2%   | 1%   | 3%   |      | 2%   | 5%   | 5%   | 3%    |
|  | Very Dissatisfied                  |      | 1%   |      |      | 2%   | 1%   |      |      | 1%   |      | 0%    |
| <b>Total</b>   | Don't Know                         | 14%  | 14%  | 14%  | 9%   | 12%  | 9%   | 12%  | 11%  | 11%  | 9%   | 12%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4I Response time for Houston Fire Department to respond to emergencies</b><br>Question: Please rate the City's public safety.              | Very Satisfied                     | 28%  | 21%  | 16%  | 22%  | 19%  | 30%  | 33%  | 20%  | 17%  | 17%  | 22%   |
|  | Satisfied                          | 47%  | 62%  | 58%  | 59%  | 61%  | 53%  | 44%  | 66%  | 68%  | 61%  | 58%   |
|  | Neither Satisfied nor Dissatisfied | 6%   | 3%   | 4%   | 6%   | 3%   | 7%   | 7%   | 4%   | 2%   | 4%   | 4%    |
|  | Dissatisfied                       | 1%   | 5%   | 2%   | 2%   | 2%   | 1%   |      |      | 3%   | 6%   | 2%    |
|  | Very Dissatisfied                  |      |      |      |      | 1%   | 2%   |      |      |      |      | 0%    |
| <b>Total</b>   | Don't Know                         | 17%  | 9%   | 20%  | 11%  | 13%  | 7%   | 15%  | 10%  | 10%  | 13%  | 12%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4J City efforts to enhance fire protection</b><br>Question: Please rate the City's public safety.  | Very Satisfied                     | 13%  | 13%  | 6%   | 10%  | 3%   | 10%  | 9%   | 11%  | 7%   | 11%  | 9%    |
|  | Satisfied                          | 50%  | 59%  | 59%  | 63%  | 64%  | 58%  | 48%  | 65%  | 67%  | 67%  | 60%   |
|  | Neither Satisfied nor Dissatisfied | 10%  | 7%   | 8%   | 8%   | 5%   | 10%  | 12%  | 6%   | 7%   | 3%   | 7%    |
|  | Dissatisfied                       |      | 7%   | 2%   | 3%   | 6%   | 6%   | 4%   | 5%   | 6%   | 7%   | 5%    |
|  | Very Dissatisfied                  |      |      |      |      | 1%   | 1%   |      |      |      |      | 0%    |
| <b>Total</b>   | Don't Know                         | 27%  | 13%  | 26%  | 16%  | 22%  | 15%  | 26%  | 14%  | 13%  | 12%  | 18%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4K The City's municipal courts</b><br>Question: Please rate the City's public safety.  | Very Satisfied                     | 4%   | 5%   | 1%   | 8%   | 4%   | 5%   | 5%   | 6%   | 1%   | 8%   | 5%    |
|  | Satisfied                          | 45%  | 45%  | 38%  | 45%  | 55%  | 46%  | 40%  | 47%  | 53%  | 48%  | 46%   |
|  | Neither Satisfied nor Dissatisfied | 17%  | 5%   | 14%  | 9%   | 7%   | 11%  | 10%  | 9%   | 10%  | 8%   | 10%   |
|  | Dissatisfied                       | 11%  | 19%  | 14%  | 14%  | 10%  | 16%  | 13%  | 13%  | 14%  | 17%  | 14%   |
|  | Very Dissatisfied                  | 1%   | 3%   | 4%   | 6%   | 2%   | 4%   | 4%   | 4%   | 3%   | 2%   | 3%    |
| <b>Total</b>   | Don't Know                         | 22%  | 23%  | 28%  | 18%  | 21%  | 21%  | 28%  | 21%  | 19%  | 17%  | 22%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4L Quality of animal control</b><br>Question: Please rate the City's public safety.  | Very Satisfied                     | 5%   | 4%   | 5%   | 9%   | 3%   | 9%   | 11%  | 5%   | 2%   | 8%   | 6%    |
|  | Satisfied                          | 51%  | 50%  | 50%  | 42%  | 57%  | 44%  | 45%  | 53%  | 49%  | 51%  | 49%   |
|  | Neither Satisfied nor Dissatisfied | 15%  | 6%   | 15%  | 7%   | 9%   | 9%   | 11%  | 8%   | 3%   | 5%   | 9%    |
|  | Dissatisfied                       | 16%  | 28%  | 14%  | 27%  | 13%  | 23%  | 15%  | 21%  | 31%  | 25%  | 21%   |
|  | Very Dissatisfied                  | 3%   | 5%   | 3%   | 6%   | 5%   | 4%   | 2%   | 7%   | 7%   | 6%   | 5%    |
| <b>Total</b>   | Don't Know                         | 10%  | 6%   | 14%  | 8%   | 13%  | 10%  | 16%  | 6%   | 7%   | 6%   | 10%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5A Overall quality of City recreational programs</b><br>Question: Please rate the City's parks and recreation                              | Very Satisfied                     | 15%  | 9%   | 4%   | 18%  | 8%   | 12%  | 9%   | 12%  | 7%   | 9%   | 10%   |
|  | Satisfied                          | 48%  | 53%  | 49%  | 54%  | 48%  | 53%  | 46%  | 55%  | 51%  | 56%  | 51%   |
|  | Neither Satisfied nor Dissatisfied | 10%  | 5%   | 10%  | 5%   | 9%   | 8%   | 10%  | 7%   | 4%   | 5%   | 7%    |
|  | Dissatisfied                       | 7%   | 8%   | 14%  | 11%  | 9%   | 10%  | 8%   | 8%   | 17%  | 7%   | 10%   |
|  | Very Dissatisfied                  | 1%   | 1%   |      | 2%   | 2%   | 1%   | 2%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>   | Don't Know                         | 20%  | 23%  | 23%  | 10%  | 26%  | 16%  | 25%  | 17%  | 20%  | 22%  | 21%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5B The City's youth athletic programs</b><br>Question: Please rate the City's parks and recreation   | Very Satisfied                     | 8%   | 5%   | 3%   | 8%   | 6%   | 9%   | 7%   | 5%   | 3%   | 5%   | 6%    |
|  | Satisfied                          | 29%  | 43%  | 29%  | 39%  | 40%  | 43%  | 26%  | 40%  | 46%  | 43%  | 38%   |
|  | Neither Satisfied nor Dissatisfied | 9%   | 6%   | 13%  | 13%  | 10%  | 11%  | 13%  | 12%  | 8%   | 8%   | 10%   |
|  | Dissatisfied                       | 5%   | 12%  | 11%  | 12%  | 7%   | 8%   | 9%   | 9%   | 11%  | 6%   | 9%    |
|  | Very Dissatisfied                  | 1%   | 1%   |      | 2%   | 1%   | 1%   | 2%   | 1%   | 1%   |      | 1%    |
| <b>Total</b>   | Don't Know                         | 48%  | 33%  | 43%  | 25%  | 37%  | 29%  | 45%  | 33%  | 31%  | 38%  | 36%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5C The City's adult athletic programs</b><br>Question: Please rate the City's parks and recreation   | Very Satisfied                     | 7%   | 5%   | 1%   | 6%   | 4%   | 6%   | 4%   | 7%   | 4%   | 6%   | 5%    |
|  | Satisfied                          | 30%  | 43%  | 34%  | 44%  | 36%  | 39%  | 25%  | 36%  | 42%  | 44%  | 37%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 5%   | 13%  | 14%  | 10%  | 11%  | 12%  | 12%  | 11%  | 9%   | 11%   |
|  | Dissatisfied                       | 7%   | 12%  | 9%   | 11%  | 10%  | 11%  | 7%   | 7%   | 8%   | 6%   | 9%    |
|  | Very Dissatisfied                  |      | 1%   | 1%   | 2%   | 2%   | 1%   | 1%   |      |      |      | 1%    |
| <b>Total</b>   | Don't Know                         | 45%  | 35%  | 43%  | 23%  | 41%  | 32%  | 51%  | 37%  | 35%  | 37%  | 38%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5D Other City recreation programs, such as classes, trips, and special events</b><br>Question: Please rate the City's parks and recreation | Very Satisfied                     | 5%   | 6%   | 5%   | 6%   | 5%   | 9%   | 8%   | 8%   | 5%   | 9%   | 6%    |
|  | Satisfied                          | 33%  | 48%  | 41%  | 44%  | 45%  | 47%  | 24%  | 43%  | 47%  | 42%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | 11%  | 5%   | 13%  | 11%  | 9%   | 8%   | 10%  | 12%  | 9%   | 9%   | 10%   |
|  | Dissatisfied                       | 3%   | 7%   | 3%   | 10%  | 9%   | 6%   | 8%   | 6%   | 9%   | 3%   | 6%    |
|  | Very Dissatisfied                  |      | 1%   |      |      | 1%   | 1%   | 1%   |      | 1%   |      | 0%    |
| <b>Total</b>   | Don't Know                         | 47%  | 33%  | 38%  | 28%  | 33%  | 30%  | 49%  | 30%  | 29%  | 38%  | 36%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5E Ease of registering for programs</b><br>Question: Please rate the City's parks and recreation   | Very Satisfied                     | 5%   | 5%   | 2%   | 7%   | 2%   | 5%   | 4%   | 5%   | 3%   | 5%   | 4%    |
|  | Satisfied                          | 25%  | 44%  | 34%  | 37%  | 36%  | 39%  | 24%  | 38%  | 48%  | 45%  | 37%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 3%   | 15%  | 14%  | 10%  | 11%  | 10%  | 12%  | 8%   | 8%   | 10%   |
|  | Dissatisfied                       | 3%   | 10%  | 5%   | 11%  | 9%   | 6%   | 6%   | 9%   | 9%   | 6%   | 8%    |
|  | Very Dissatisfied                  |      | 1%   |      | 1%   | 2%   | 1%   | 1%   |      |      | 1%   | 1%    |
| <b>Total</b>   | Don't Know                         | 54%  | 37%  | 43%  | 30%  | 44%  | 37%  | 53%  | 35%  | 33%  | 36%  | 40%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  |                                    | DISTRICT<br>N= | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|--|------------------------------------|----------------|------|------|------|------|------|------|------|------|------|------|-------|
|  |                                    |                | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q5F The reasonableness of fees charged for recreation programs</b><br>Question: Please rate the City's parks and recreation   | Very Satisfied                     |                | 10%  | 6%   | 2%   | 5%   | 1%   | 7%   | 3%   | 4%   | 5%   | 4%   | 4%    |
|  | Satisfied                          |                | 23%  | 38%  | 35%  | 36%  | 40%  | 32%  | 24%  | 34%  | 38%  | 42%  | 34%   |
|  | Neither Satisfied nor Dissatisfied |                | 12%  | 7%   | 10%  | 13%  | 9%   | 11%  | 12%  | 15%  | 11%  | 10%  | 11%   |
|  | Dissatisfied                       |                | 7%   | 13%  | 8%   | 13%  | 9%   | 9%   | 5%   | 11%  | 9%   | 8%   | 9%    |
|  | Very Dissatisfied                  |                | 1%   |      |      | 1%   |      |      | 1%   |      | 1%   |      | 0%    |
|  | Don't Know                         |                | 47%  | 36%  | 47%  | 32%  | 42%  | 41%  | 55%  | 36%  | 36%  | 37%  | 41%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5G Overall quality of City parks</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 19%  | 13%  | 8%   | 10%  | 8%   | 16%  | 18%  | 17%  | 6%   | 9%   | 12%   |
|  | Satisfied                          |                | 56%  | 58%  | 61%  | 63%  | 59%  | 56%  | 60%  | 62%  | 64%  | 70%  | 61%   |
|  | Neither Satisfied nor Dissatisfied |                | 6%   | 5%   | 6%   | 7%   | 10%  | 4%   | 6%   | 4%   | 8%   | 4%   | 6%    |
|  | Dissatisfied                       |                | 9%   | 12%  | 12%  | 12%  | 7%   | 9%   | 8%   | 9%   | 6%   | 9%   | 9%    |
|  | Very Dissatisfied                  |                | 1%   | 1%   | 2%   | 1%   | 2%   | 1%   | 2%   | 3%   | 3%   | 2%   | 2%    |
|  | Don't Know                         |                | 10%  | 12%  | 11%  | 7%   | 14%  | 11%  | 7%   | 6%   | 13%  | 8%   | 10%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5H Maintenance of City parks (trash pickup, mowing of grass, maintenance of playground equipment and bleachers, etc.)</b><br>Question: Please rate the City's parks and recreation | Very Satisfied                     |                | 12%  | 11%  | 8%   | 12%  | 4%   | 13%  | 15%  | 14%  | 6%   | 9%   | 10%   |
|  | Satisfied                          |                | 62%  | 61%  | 62%  | 61%  | 65%  | 58%  | 59%  | 64%  | 67%  | 71%  | 63%   |
|  | Neither Satisfied nor Dissatisfied |                | 4%   | 3%   | 5%   | 5%   | 9%   | 6%   | 7%   | 4%   | 6%   | 5%   | 5%    |
|  | Dissatisfied                       |                | 9%   | 11%  | 11%  | 14%  | 10%  | 9%   | 8%   | 11%  | 8%   | 10%  | 10%   |
|  | Very Dissatisfied                  |                | 1%   | 1%   | 2%   | 1%   | 2%   | 4%   | 1%   | 2%   | 3%   | 2%   | 2%    |
|  | Don't Know                         |                | 13%  | 13%  | 11%  | 7%   | 11%  | 10%  | 9%   | 5%   | 10%  | 6%   | 9%    |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5I The location of City parks</b><br>Question: Please rate the City's parks and recreation   | Very Satisfied                     |                | 12%  | 9%   | 4%   | 10%  | 2%   | 10%  | 12%  | 11%  | 7%   | 6%   | 8%    |
|  | Satisfied                          |                | 59%  | 68%  | 64%  | 66%  | 66%  | 63%  | 55%  | 69%  | 74%  | 74%  | 66%   |
|  | Neither Satisfied nor Dissatisfied |                | 5%   | 3%   | 7%   | 2%   | 8%   | 5%   | 8%   | 5%   | 4%   | 6%   | 5%    |
|  | Dissatisfied                       |                | 9%   | 9%   | 12%  | 11%  | 9%   | 10%  | 12%  | 8%   | 8%   | 9%   | 10%   |
|  | Very Dissatisfied                  |                | 2%   |      | 1%   | 2%   | 1%   | 2%   | 2%   | 2%   | 1%   | 1%   | 1%    |
|  | Don't Know                         |                | 13%  | 11%  | 12%  | 8%   | 14%  | 10%  | 10%  | 5%   | 8%   | 5%   | 10%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5J Safety of City parks during the day</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 12%  | 6%   | 5%   | 8%   | 6%   | 10%  | 12%  | 12%  | 4%   | 3%   | 8%    |
|  | Satisfied                          |                | 51%  | 49%  | 56%  | 60%  | 64%  | 53%  | 61%  | 52%  | 58%  | 64%  | 57%   |
|  | Neither Satisfied nor Dissatisfied |                | 9%   | 9%   | 8%   | 5%   | 6%   | 10%  | 8%   | 9%   | 7%   | 7%   | 8%    |
|  | Dissatisfied                       |                | 11%  | 17%  | 11%  | 11%  | 8%   | 10%  | 4%   | 11%  | 8%   | 13%  | 10%   |
|  | Very Dissatisfied                  |                |      | 1%   | 1%   | 3%   |      | 2%   | 1%   | 4%   | 3%   | 1%   | 1%    |
|  | Don't Know                         |                | 18%  | 17%  | 20%  | 12%  | 16%  | 17%  | 15%  | 12%  | 20%  | 13%  | 16%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5K Safety of lighted City parks at night</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 3%   | 2%   | 2%   | 5%   | 3%   | 4%   | 5%   | 3%   | 4%   | 3%   | 4%    |
|  | Satisfied                          |                | 31%  | 37%  | 29%  | 38%  | 36%  | 34%  | 30%  | 38%  | 44%  | 43%  | 36%   |
|  | Neither Satisfied nor Dissatisfied |                | 13%  | 7%   | 14%  | 12%  | 8%   | 11%  | 16%  | 13%  | 10%  | 9%   | 11%   |
|  | Dissatisfied                       |                | 22%  | 22%  | 23%  | 17%  | 18%  | 21%  | 16%  | 19%  | 17%  | 17%  | 19%   |
|  | Very Dissatisfied                  |                |      | 4%   | 3%   | 5%   | 2%   | 3%   | 1%   | 4%   | 3%   | 2%   | 3%    |
|  | Don't Know                         |                | 31%  | 27%  | 30%  | 23%  | 33%  | 27%  | 32%  | 22%  | 24%  | 25%  | 27%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5L Walking and biking trails in the city</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 5%   | 4%   | 5%   | 7%   | 10%  | 11%  | 8%   | 10%  | 3%   | 4%   | 7%    |
|  | Satisfied                          |                | 42%  | 52%  | 49%  | 55%  | 48%  | 44%  | 53%  | 51%  | 48%  | 58%  | 50%   |
|  | Neither Satisfied nor Dissatisfied |                | 9%   | 3%   | 13%  | 6%   | 6%   | 9%   | 7%   | 6%   | 10%  | 3%   | 7%    |
|  | Dissatisfied                       |                | 19%  | 21%  | 13%  | 17%  | 13%  | 14%  | 14%  | 17%  | 14%  | 17%  | 16%   |
|  | Very Dissatisfied                  |                | 1%   | 1%   | 2%   | 1%   | 1%   | 4%   | 1%   | 4%   | 1%   | 2%   | 2%    |
|  | Don't Know                         |                | 24%  | 20%  | 18%  | 15%  | 23%  | 19%  | 17%  | 12%  | 23%  | 16%  | 19%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5M The maintenance of City's community centers</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 3%   | 6%   | 1%   | 5%   | 1%   | 8%   | 5%   | 8%   | 4%   | 6%   | 5%    |
|  | Satisfied                          |                | 37%  | 58%  | 38%  | 50%  | 53%  | 45%  | 36%  | 53%  | 57%  | 59%  | 49%   |
|  | Neither Satisfied nor Dissatisfied |                | 13%  | 5%   | 9%   | 8%   | 6%   | 15%  | 14%  | 13%  | 5%   | 4%   | 9%    |
|  | Dissatisfied                       |                | 2%   | 14%  | 7%   | 8%   | 6%   | 3%   | 2%   | 3%   | 10%  | 6%   | 6%    |
|  | Very Dissatisfied                  |                |      |      | 1%   | 1%   | 1%   | 1%   | 1%   | 4%   |      | 1%   | 1%    |
|  | Don't Know                         |                | 44%  | 18%  | 43%  | 27%  | 34%  | 28%  | 41%  | 19%  | 24%  | 25%  | 30%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5N City swimming pools</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 3%   | 5%   | 4%   | 3%   | 2%   | 8%   | 2%   | 7%   | 1%   | 2%   | 4%    |
|  | Satisfied                          |                | 34%  | 38%  | 23%  | 37%  | 38%  | 35%  | 21%  | 40%  | 46%  | 50%  | 36%   |
|  | Neither Satisfied nor Dissatisfied |                | 15%  | 7%   | 13%  | 9%   | 8%   | 10%  | 14%  | 9%   | 10%  | 5%   | 10%   |
|  | Dissatisfied                       |                | 7%   | 15%  | 9%   | 15%  | 4%   | 9%   | 8%   | 10%  | 10%  | 9%   | 10%   |
|  | Very Dissatisfied                  |                |      | 2%   | 1%   | 2%   |      | 2%   | 1%   | 2%   | 2%   | 2%   | 1%    |
|  | Don't Know                         |                | 41%  | 33%  | 50%  | 34%  | 48%  | 37%  | 53%  | 31%  | 31%  | 32%  | 39%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5O City golf courses</b><br>Question: Please rate the City's parks and recreation  | Very Satisfied                     |                | 5%   | 6%   | 4%   | 6%   | 3%   | 6%   | 5%   | 4%   | 2%   | 2%   | 4%    |
|  | Satisfied                          |                | 35%  | 35%  | 34%  | 35%  | 35%  | 39%  | 39%  | 43%  | 47%  | 49%  | 39%   |
|  | Neither Satisfied nor Dissatisfied |                | 11%  | 6%   | 13%  | 14%  | 7%   | 13%  | 9%   | 13%  | 7%   | 6%   | 10%   |
|  | Dissatisfied                       |                | 2%   | 5%   | 4%   | 5%   | 3%   | 2%   | 1%   | 3%   | 6%   | 2%   | 3%    |
|  | Very Dissatisfied                  |                | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%    |
|  | Don't Know                         |                | 44%  | 47%  | 43%  | 40%  | 52%  | 40%  | 45%  | 36%  | 38%  | 39%  | 42%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)</b><br>Question: Please rate the City's parks and recreation                                       | Very Satisfied                     |                | 4%   | 7%   | 7%   | 6%   | 3%   | 8%   | 5%   | 12%  | 2%   | 5%   | 6%    |
|  | Satisfied                          |                | 51%  | 55%  | 45%  | 53%  | 52%  | 57%  | 45%  | 59%  | 62%  | 60%  | 54%   |
|  | Neither Satisfied nor Dissatisfied |                | 12%  | 5%   | 11%  | 10%  | 9%   | 5%   | 7%   | 8%   | 5%   | 7%   | 8%    |
|  | Dissatisfied                       |                |      | 7%   | 4%   | 7%   | 3%   | 3%   | 3%   | 4%   | 5%   | 6%   | 4%    |
|  | Very Dissatisfied                  |                |      | 1%   | 1%   |      |      | 1%   | 2%   | 2%   | 1%   | 1%   | 1%    |
|  | Don't Know                         |                | 33%  | 26%  | 31%  | 23%  | 32%  | 26%  | 38%  | 16%  | 26%  | 22%  | 27%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6A Overall effectiveness of the City's communication with the public</b><br>Question: Please rate the City's communication and leadership.   | Very Satisfied                     |                | 16%  | 3%   | 7%   | 13%  | 5%   | 9%   | 14%  | 11%  | 7%   | 10%  | 9%    |
|  | Satisfied                          |                | 55%  | 52%  | 65%  | 53%  | 57%  | 57%  | 57%  | 56%  | 58%  | 59%  | 57%   |
|  | Neither Satisfied nor Dissatisfied |                | 13%  | 5%   | 10%  | 4%   | 13%  | 9%   | 7%   | 6%   | 5%   | 5%   | 8%    |
|  | Dissatisfied                       |                | 8%   | 20%  | 10%  | 22%  | 18%  | 16%  | 14%  | 15%  | 18%  | 15%  | 16%   |
|  | Very Dissatisfied                  |                | 3%   | 1%   | 1%   | 3%   | 2%   | 1%   | 2%   | 2%   | 3%   | 2%   | 2%    |
|  | Don't Know                         |                | 5%   | 18%  | 7%   | 6%   | 6%   | 8%   | 6%   | 10%  | 11%  | 11%  | 9%    |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6B The availability of information about City programs and services</b><br>Question: Please rate the City's communication and leadership.  | Very Satisfied                     |                | 9%   | 7%   | 7%   | 9%   | 3%   | 7%   | 9%   | 11%  | 7%   | 8%   | 8%    |
|  | Satisfied                          |                | 52%  | 55%  | 54%  | 45%  | 50%  | 59%  | 54%  | 58%  | 58%  | 58%  | 55%   |
|  | Neither Satisfied nor Dissatisfied |                | 13%  | 3%   | 10%  | 9%   | 13%  | 11%  | 7%   | 5%   | 3%   | 6%   | 8%    |
|  | Dissatisfied                       |                | 18%  | 22%  | 18%  | 20%  | 21%  | 15%  | 16%  | 17%  | 18%  | 14%  | 18%   |
|  | Very Dissatisfied                  |                | 2%   | 1%   | 1%   | 6%   | 2%   | 2%   | 2%   | 2%   | 5%   | 1%   | 2%    |
|  | Don't Know                         |                | 6%   | 11%  | 9%   | 10%  | 11%  | 7%   | 13%  | 8%   | 9%   | 13%  | 10%   |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6C City efforts to keep you informed about local issues</b><br>Question: Please rate the City's communication and leadership.  | Very Satisfied                     |                | 15%  | 7%   | 6%   | 10%  | 3%   | 9%   | 8%   | 13%  | 6%   | 9%   | 8%    |
|  | Satisfied                          |                | 53%  | 54%  | 58%  | 56%  | 61%  | 56%  | 53%  | 60%  | 63%  | 57%  | 57%   |
|  | Neither Satisfied nor Dissatisfied |                | 9%   | 6%   | 8%   | 6%   | 10%  | 9%   | 9%   | 5%   | 3%   | 4%   | 7%    |
|  | Dissatisfied                       |                | 15%  | 24%  | 18%  | 19%  | 18%  | 20%  | 20%  | 11%  | 14%  | 21%  | 18%   |
|  | Very Dissatisfied                  |                | 3%   | 1%   | 2%   | 5%   | 2%   | 3%   | 2%   | 2%   | 4%   | 2%   | 3%    |
|  | Don't Know                         |                | 5%   | 7%   | 8%   | 5%   | 6%   | 3%   | 8%   | 9%   | 10%  | 7%   | 7%    |
| <b>Total</b>   |                                    |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q6D The level of public involvement in local decision making</b><br>Question: Please rate the City's communication and leadership.]              | Very Satisfied                     | 2%   | 4%   | 4%   | 7%   | 2%   | 6%   | 4%   | 8%   | 3%   | 8%   | 5%    |
|   | Satisfied                          | 43%  | 47%  | 40%  | 39%  | 44%  | 40%  | 35%  | 51%  | 52%  | 49%  | 44%   |
|   | Neither Satisfied nor Dissatisfied | 12%  | 6%   | 11%  | 9%   | 13%  | 15%  | 10%  | 10%  | 9%   | 9%   | 11%   |
|   | Dissatisfied                       | 16%  | 29%  | 26%  | 27%  | 27%  | 22%  | 23%  | 13%  | 16%  | 20%  | 22%   |
|   | Very Dissatisfied                  | 5%   | 3%   | 3%   | 6%   | 2%   | 2%   | 3%   | 2%   | 5%   | 2%   | 3%    |
|   | Don't Know                         | 21%  | 14%  | 15%  | 12%  | 12%  | 15%  | 20%  | 15%  | 15%  | 12%  | 15%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6E Overall quality of leadership provided by the City's elected officials</b><br>Question: Please rate the City's communication and leadership. | Very Satisfied                     | 10%  | 4%   | 10%  | 7%   | 6%   | 9%   | 11%  | 11%  | 8%   | 9%   | 8%    |
|   | Satisfied                          | 54%  | 57%  | 53%  | 61%  | 55%  | 51%  | 55%  | 65%  | 62%  | 50%  | 56%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 5%   | 14%  | 7%   | 9%   | 12%  | 6%   | 5%   | 8%   | 9%   | 9%    |
|   | Dissatisfied                       | 6%   | 20%  | 9%   | 17%  | 19%  | 13%  | 16%  | 11%  | 12%  | 17%  | 14%   |
|   | Very Dissatisfied                  | 3%   | 1%   | 5%   | 2%   | 2%   | 3%   | 2%   | 2%   | 2%   | 3%   | 3%    |
|   | Don't Know                         | 10%  | 12%  | 8%   | 6%   | 9%   | 13%  | 10%  | 5%   | 9%   | 12%  | 9%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6F Overall effectiveness of appointed boards and commissions</b><br>Question: Please rate the City's communication and leadership.              | Very Satisfied                     | 3%   | 3%   | 3%   | 4%   | 1%   | 5%   | 5%   | 9%   | 4%   | 5%   | 4%    |
|   | Satisfied                          | 37%  | 49%  | 43%  | 45%  | 51%  | 48%  | 39%  | 52%  | 56%  | 55%  | 48%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 9%   | 14%  | 12%  | 9%   | 13%  | 9%   | 6%   | 8%   | 9%   | 10%   |
|   | Dissatisfied                       | 13%  | 14%  | 12%  | 13%  | 13%  | 11%  | 11%  | 15%  | 9%   | 8%   | 12%   |
|   | Very Dissatisfied                  | 2%   | 1%   | 4%   | 4%   | 2%   | 2%   | 3%   | 2%   | 3%   | 2%   | 2%    |
|   | Don't Know                         | 27%  | 26%  | 24%  | 22%  | 25%  | 21%  | 33%  | 16%  | 19%  | 21%  | 23%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6G Level and effectiveness of collaboration among local governments</b><br>Question: Please rate the City's communication and leadership.       | Very Satisfied                     | 1%   | 4%   | 4%   | 6%   | 2%   | 6%   | 5%   | 7%   | 2%   | 5%   | 4%    |
|   | Satisfied                          | 51%  | 47%  | 46%  | 52%  | 42%  | 39%  | 37%  | 50%  | 54%  | 48%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 9%   | 7%   | 10%  | 11%  | 11%  | 13%  | 13%  | 10%  | 8%   | 10%  | 10%   |
|   | Dissatisfied                       | 12%  | 20%  | 19%  | 15%  | 19%  | 18%  | 13%  | 15%  | 11%  | 13%  | 16%   |
|   | Very Dissatisfied                  | 2%   | 2%   | 2%   | 3%   | 2%   | 2%   | 2%   | 2%   | 3%   | 2%   | 2%    |
|   | Don't Know                         | 25%  | 20%  | 19%  | 13%  | 23%  | 23%  | 28%  | 16%  | 23%  | 23%  | 21%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7A Overall maintenance of City buildings and facilities</b><br>Question: Please rate the City's maintenance.                                    | Very Satisfied                     | 3%   | 4%   | 2%   | 6%   | 3%   | 8%   | 5%   | 5%   | 5%   | 5%   | 5%    |
|   | Satisfied                          | 61%  | 53%  | 63%  | 61%  | 61%  | 54%  | 59%  | 67%  | 61%  | 74%  | 61%   |
|   | Neither Satisfied nor Dissatisfied | 11%  | 7%   | 12%  | 9%   | 7%   | 14%  | 10%  | 7%   | 3%   | 6%   | 9%    |
|   | Dissatisfied                       | 8%   | 22%  | 8%   | 13%  | 7%   | 5%   | 8%   | 11%  | 13%  | 7%   | 10%   |
|   | Very Dissatisfied                  |      |      | 1%   | 1%   |      | 3%   | 2%   |      |      | 1%   | 1%    |
|   | Don't Know                         | 17%  | 13%  | 14%  | 9%   | 21%  | 16%  | 15%  | 10%  | 18%  | 8%   | 14%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7B Overall maintenance of City streets</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 1%   | 2%   | 1%   | 3%   | 3%   | 5%   | 2%   | 4%   | 6%   | 6%   | 3%    |
|   | Satisfied                          | 34%  | 38%  | 30%  | 36%  | 45%  | 40%  | 41%  | 33%  | 43%  | 39%  | 38%   |
|   | Neither Satisfied nor Dissatisfied | 15%  | 5%   | 12%  | 6%   | 10%  | 9%   | 9%   | 9%   | 3%   | 13%  | 9%    |
|   | Dissatisfied                       | 35%  | 51%  | 38%  | 44%  | 34%  | 35%  | 38%  | 44%  | 41%  | 31%  | 39%   |
|   | Very Dissatisfied                  | 10%  | 3%   | 17%  | 11%  | 6%   | 9%   | 9%   | 8%   | 7%   | 9%   | 9%    |
|   | Don't Know                         | 4%   | 1%   | 2%   | 2%   | 3%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7C Maintenance of streets in your neighborhood</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 8%   | 4%   | 4%   | 5%   | 9%   | 7%   | 9%   | 3%   | 5%   | 6%   | 6%    |
|   | Satisfied                          | 49%  | 46%  | 43%  | 48%  | 57%  | 47%  | 50%  | 45%  | 52%  | 48%  | 48%   |
|   | Neither Satisfied nor Dissatisfied | 13%  | 1%   | 7%   | 7%   | 6%   | 7%   | 7%   | 6%   | 3%   | 6%   | 6%    |
|   | Dissatisfied                       | 22%  | 40%  | 33%  | 31%  | 21%  | 28%  | 25%  | 31%  | 31%  | 33%  | 30%   |
|   | Very Dissatisfied                  | 9%   | 9%   | 13%  | 9%   | 5%   | 9%   | 8%   | 13%  | 9%   | 7%   | 9%    |
|   | Don't Know                         |      | 1%   |      | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7D Maintenance of street signs</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 3%   | 4%   | 7%   | 5%   | 7%   | 8%   | 5%   | 3%   | 7%   | 5%    |
|   | Satisfied                          | 71%  | 59%  | 66%  | 60%  | 75%  | 62%  | 66%  | 65%  | 69%  | 63%  | 65%   |
|   | Neither Satisfied nor Dissatisfied | 5%   | 2%   | 7%   | 6%   | 6%   | 7%   | 10%  | 7%   | 7%   | 5%   | 6%    |
|   | Dissatisfied                       | 13%  | 30%  | 20%  | 23%  | 13%  | 21%  | 9%   | 17%  | 15%  | 24%  | 19%   |
|   | Very Dissatisfied                  | 5%   | 3%   | 2%   | 4%   | 1%   | 1%   | 4%   | 5%   | 5%   | 3%   | 3%    |
|   | Don't Know                         |      | 3%   | 1%   | 1%   | 2%   | 3%   | 3%   | 2%   | 2%   | 1%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7E Maintenance of traffic signals</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 5%   | 3%   | 3%   | 8%   | 2%   | 10%  | 8%   | 5%   | 5%   | 6%   | 6%    |
|   | Satisfied                          | 80%  | 74%  | 75%  | 71%  | 85%  | 70%  | 72%  | 78%  | 72%  | 71%  | 75%   |
|   | Neither Satisfied nor Dissatisfied | 8%   | 1%   | 9%   | 6%   | 3%   | 6%   | 9%   | 5%   | 3%   | 8%   | 6%    |
|   | Dissatisfied                       | 4%   | 19%  | 11%  | 15%  | 8%   | 11%  | 7%   | 8%   | 14%  | 14%  | 11%   |
|   | Very Dissatisfied                  | 3%   | 1%   | 1%   |      | 2%   | 3%   | 4%   | 4%   | 4%   | 2%   | 2%    |
|   | Don't Know                         |      | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7F Maintenance and preservation of downtown Houston</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 12%  | 9%   | 4%   | 13%  | 5%   | 14%  | 9%   | 10%  | 7%   | 7%   | 9%    |
|   | Satisfied                          | 55%  | 57%  | 61%  | 60%  | 56%  | 44%  | 58%  | 67%  | 68%  | 62%  | 59%   |
|   | Neither Satisfied nor Dissatisfied | 10%  | 7%   | 9%   | 5%   | 10%  | 9%   | 10%  | 4%   | 3%   | 9%   | 8%    |
|   | Dissatisfied                       | 8%   | 7%   | 10%  | 7%   | 6%   | 10%  | 9%   | 6%   | 8%   | 9%   | 8%    |
|   | Very Dissatisfied                  | 1%   | 1%   | 1%   | 3%   | 2%   | 2%   | 4%   | 2%   | 1%   | 1%   | 1%    |
|   | Don't Know                         | 15%  | 18%  | 13%  | 13%  | 22%  | 22%  | 15%  | 9%   | 12%  | 13%  | 15%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7G Condition of sidewalks in Houston</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 4%   | 2%   | 3%   | 2%   | 5%   | 4%   | 5%   | 2%   | 6%   | 4%    |
|   | Satisfied                          | 41%  | 47%  | 43%  | 43%  | 53%  | 50%  | 45%  | 55%  | 53%  | 53%  | 48%   |
|   | Neither Satisfied nor Dissatisfied | 12%  | 5%   | 8%   | 9%   | 13%  | 8%   | 10%  | 5%   | 5%   | 6%   | 8%    |
|   | Dissatisfied                       | 29%  | 31%  | 34%  | 28%  | 15%  | 26%  | 25%  | 24%  | 31%  | 25%  | 27%   |
|   | Very Dissatisfied                  | 5%   | 3%   | 8%   | 9%   | 2%   | 4%   | 5%   | 6%   | 2%   | 5%   | 5%    |
|   | Don't Know                         | 8%   | 10%  | 6%   | 7%   | 15%  | 7%   | 12%  | 5%   | 4%   | 6%   | 8%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7H Mowing medians and rights of ways</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 4%   | 2%   | 6%   | 2%   | 6%   | 7%   | 6%   | 3%   | 6%   | 5%    |
|   | Satisfied                          | 58%  | 59%  | 63%  | 70%  | 75%  | 61%  | 64%  | 67%  | 67%  | 65%  | 65%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 6%   | 9%   | 4%   | 7%   | 10%  | 7%   | 12%  | 6%   | 7%   | 8%    |
|   | Dissatisfied                       | 9%   | 21%  | 13%  | 14%  | 9%   | 16%  | 11%  | 10%  | 16%  | 17%  | 14%   |
|   | Very Dissatisfied                  | 4%   | 3%   | 2%   | 3%   | 3%   | 3%   | 2%   | 3%   | 3%   | 2%   | 2%    |
|   | Don't Know                         | 6%   | 7%   | 11%  | 5%   | 8%   | 4%   | 7%   | 3%   | 6%   | 3%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7I Overall cleanliness of streets and other public areas</b><br>Question: Please rate the City's maintenance.                                   | Very Satisfied                     | 2%   | 3%   | 4%   | 6%   | 4%   | 6%   | 9%   | 5%   | 5%   | 6%   | 5%    |
|   | Satisfied                          | 66%  | 45%  | 53%  | 53%  | 65%  | 49%  | 57%  | 60%  | 61%  | 58%  | 56%   |
|   | Neither Satisfied nor Dissatisfied | 11%  | 8%   | 13%  | 6%   | 13%  | 9%   | 12%  | 7%   | 4%   | 10%  | 9%    |
|   | Dissatisfied                       | 17%  | 35%  | 23%  | 28%  | 13%  | 27%  | 16%  | 22%  | 20%  | 24%  | 23%   |
|   | Very Dissatisfied                  | 3%   | 2%   | 4%   | 4%   | 2%   | 8%   | 3%   | 5%   | 5%   | 1%   | 4%    |
|   | Don't Know                         | 1%   | 6%   | 3%   | 2%   | 2%   | 3%   | 2%   | 3%   | 5%   | 1%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7J Overall quality of trash collection services</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 15%  | 7%   | 12%  | 10%  | 6%   | 17%  | 11%  | 14%  | 7%   | 10%  | 11%   |
|   | Satisfied                          | 69%  | 65%  | 60%  | 67%  | 74%  | 51%  | 54%  | 68%  | 69%  | 70%  | 64%   |
|   | Neither Satisfied nor Dissatisfied | 5%   | 4%   | 7%   | 3%   | 4%   | 8%   | 7%   | 4%   | 5%   | 5%   | 5%    |
|   | Dissatisfied                       | 6%   | 21%  | 13%  | 17%  | 8%   | 17%  | 7%   | 10%  | 15%  | 13%  | 13%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 4%   | 3%   | 2%   | 3%   | 2%   | 3%   | 2%   | 1%   | 2%    |
|   | Don't Know                         | 1%   | 2%   | 4%   | 1%   | 7%   | 3%   | 20%  | 2%   | 3%   | 2%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  |                                    | DISTRICT |      |      |      |      |      |      |      |      |      | Total |
|--|------------------------------------|----------|------|------|------|------|------|------|------|------|------|-------|
|  |                                    | A        | B    | C    | D    | E    | F    | G    | H    | I    | X    |       |
|  |                                    | 93       | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| <b>Q7K Overall quality of recycling centers</b><br>Question: Please rate the City's maintenance.                                     | Very Satisfied                     | 8%       | 4%   | 9%   | 6%   | 5%   | 11%  | 9%   | 9%   | 3%   | 7%   | 7%    |
|  | Satisfied                          | 57%      | 49%  | 54%  | 48%  | 48%  | 51%  | 39%  | 57%  | 61%  | 63%  | 53%   |
|  | Neither Satisfied nor Dissatisfied | 10%      | 4%   | 8%   | 7%   | 6%   | 4%   | 9%   | 3%   | 6%   | 6%   | 6%    |
|  | Dissatisfied                       | 8%       | 18%  | 13%  | 21%  | 19%  | 14%  | 20%  | 13%  | 11%  | 6%   | 14%   |
|  | Very Dissatisfied                  | 6%       | 1%   | 3%   | 3%   | 2%   | 3%   | 4%   | 4%   | 2%   | 3%   | 3%    |
|  | Don't Know                         | 12%      | 24%  | 12%  | 16%  | 20%  | 17%  | 19%  | 14%  | 19%  | 16%  | 17%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7L Adequacy of City street lighting</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 8%       | 5%   | 4%   | 8%   | 5%   | 11%  | 9%   | 6%   | 2%   | 7%   | 6%    |
|  | Satisfied                          | 62%      | 68%  | 66%  | 66%  | 81%  | 61%  | 69%  | 74%  | 69%  | 61%  | 68%   |
|  | Neither Satisfied nor Dissatisfied | 11%      | 4%   | 8%   | 6%   | 5%   | 6%   | 6%   | 4%   | 7%   | 8%   | 6%    |
|  | Dissatisfied                       | 15%      | 19%  | 16%  | 14%  | 7%   | 18%  | 9%   | 11%  | 16%  | 20%  | 15%   |
|  | Very Dissatisfied                  | 2%       | 1%   | 1%   | 5%   | 1%   | 1%   | 4%   | 3%   | 2%   | 2%   | 2%    |
|  | Don't Know                         | 2%       | 3%   | 4%   | 1%   | 2%   | 3%   | 4%   | 2%   | 4%   | 1%   | 3%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7M Overall removal of graffiti</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 5%       | 5%   | 2%   | 6%   | 4%   | 7%   | 7%   | 5%   | 4%   | 7%   | 5%    |
|  | Satisfied                          | 42%      | 51%  | 45%  | 50%  | 54%  | 43%  | 46%  | 56%  | 52%  | 44%  | 48%   |
|  | Neither Satisfied nor Dissatisfied | 15%      | 1%   | 14%  | 7%   | 10%  | 10%  | 13%  | 7%   | 8%   | 7%   | 9%    |
|  | Dissatisfied                       | 16%      | 27%  | 22%  | 22%  | 18%  | 26%  | 12%  | 23%  | 21%  | 31%  | 22%   |
|  | Very Dissatisfied                  | 4%       | 3%   | 5%   | 4%   | 1%   | 10%  | 1%   | 5%   | 5%   | 5%   | 4%    |
|  | Don't Know                         | 16%      | 13%  | 13%  | 10%  | 13%  | 5%   | 22%  | 5%   | 10%  | 6%   | 11%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8A Overall enforcement of City codes and ordinances</b><br>Question: Please rate the City's code enforcement.                    | Very Satisfied                     | 4%       | 4%   | 2%   | 6%   | 2%   | 5%   | 4%   | 7%   | 4%   | 5%   | 4%    |
|  | Satisfied                          | 47%      | 46%  | 41%  | 49%  | 54%  | 49%  | 43%  | 53%  | 49%  | 55%  | 48%   |
|  | Neither Satisfied nor Dissatisfied | 14%      | 6%   | 17%  | 14%  | 10%  | 14%  | 14%  | 5%   | 7%   | 9%   | 11%   |
|  | Dissatisfied                       | 11%      | 15%  | 14%  | 13%  | 9%   | 9%   | 8%   | 12%  | 14%  | 10%  | 11%   |
|  | Very Dissatisfied                  | 4%       | 3%   | 3%   | 3%   | 4%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|  | Don't Know                         | 24%      | 30%  | 25%  | 17%  | 25%  | 19%  | 29%  | 20%  | 24%  | 20%  | 23%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8B Enforcing the clean up of litter and debris on private property</b><br>Question: Please rate the City's code enforcement.     | Very Satisfied                     | 5%       | 3%   | 1%   | 6%   | 2%   | 9%   | 6%   | 4%   | 3%   | 5%   | 4%    |
|  | Satisfied                          | 35%      | 39%  | 34%  | 34%  | 46%  | 41%  | 38%  | 40%  | 47%  | 53%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | 10%      | 6%   | 16%  | 7%   | 9%   | 9%   | 14%  | 5%   | 8%   | 7%   | 9%    |
|  | Dissatisfied                       | 28%      | 40%  | 27%  | 32%  | 28%  | 27%  | 23%  | 33%  | 28%  | 26%  | 29%   |
|  | Very Dissatisfied                  | 7%       | 3%   | 4%   | 10%  | 2%   | 3%   | 5%   | 5%   | 3%   | 2%   | 4%    |
|  | Don't Know                         | 15%      | 10%  | 17%  | 10%  | 13%  | 10%  | 15%  | 12%  | 12%  | 7%   | 12%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8C Enforcing the mowing and cutting of weeds on private property</b><br>Question: Please rate the City's code enforcement.       | Very Satisfied                     | 1%       | 4%   | 1%   | 6%   | 2%   | 8%   | 4%   | 2%   | 3%   | 4%   | 4%    |
|  | Satisfied                          | 39%      | 33%  | 35%  | 36%  | 49%  | 44%  | 39%  | 42%  | 43%  | 56%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | 10%      | 7%   | 18%  | 8%   | 6%   | 7%   | 13%  | 3%   | 10%  | 9%   | 9%    |
|  | Dissatisfied                       | 27%      | 42%  | 29%  | 38%  | 28%  | 24%  | 23%  | 32%  | 29%  | 22%  | 29%   |
|  | Very Dissatisfied                  | 6%       | 5%   | 2%   | 6%   | 2%   | 3%   | 3%   | 5%   | 3%   | 2%   | 4%    |
|  | Don't Know                         | 17%      | 9%   | 16%  | 6%   | 13%  | 15%  | 18%  | 13%  | 13%  | 8%   | 13%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8D Enforcing codes designed to protect public safety and public health</b><br>Question: Please rate the City's code enforcement. | Very Satisfied                     | 2%       | 5%   | 2%   | 4%   | 3%   | 9%   | 6%   | 5%   | 3%   | 4%   | 4%    |
|  | Satisfied                          | 56%      | 49%  | 54%  | 56%  | 66%  | 52%  | 53%  | 53%  | 60%  | 69%  | 57%   |
|  | Neither Satisfied nor Dissatisfied | 11%      | 6%   | 13%  | 8%   | 7%   | 10%  | 15%  | 8%   | 5%   | 6%   | 9%    |
|  | Dissatisfied                       | 12%      | 26%  | 13%  | 17%  | 10%  | 16%  | 12%  | 16%  | 13%  | 10%  | 14%   |
|  | Very Dissatisfied                  | 2%       | 2%   | 2%   | 3%   | 1%   | 2%   | 2%   | 2%   | 3%   | 1%   | 2%    |
|  | Don't Know                         | 17%      | 13%  | 16%  | 13%  | 13%  | 12%  | 15%  | 18%  | 17%  | 9%   | 14%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8E Enforcing the maintenance of residential property</b><br>Question: Please rate the City's code enforcement.                   | Very Satisfied                     | 3%       | 3%   | 2%   | 6%   | 2%   | 6%   | 3%   | 4%   | 4%   | 5%   | 4%    |
|  | Satisfied                          | 45%      | 51%  | 43%  | 50%  | 59%  | 52%  | 47%  | 46%  | 59%  | 69%  | 52%   |
|  | Neither Satisfied nor Dissatisfied | 15%      | 5%   | 16%  | 10%  | 7%   | 11%  | 13%  | 7%   | 6%   | 6%   | 9%    |
|  | Dissatisfied                       | 18%      | 30%  | 21%  | 23%  | 14%  | 18%  | 15%  | 23%  | 17%  | 15%  | 20%   |
|  | Very Dissatisfied                  | 3%       | 3%   | 2%   | 5%   | 3%   | 2%   | 4%   | 3%   | 3%   | 3%   | 3%    |
|  | Don't Know                         | 15%      | 7%   | 16%  | 6%   | 14%  | 11%  | 20%  | 16%  | 12%  | 6%   | 12%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8F Enforcing the exterior maintenance of business property</b><br>Question: Please rate the City's code enforcement.             | Very Satisfied                     | 3%       | 3%   | 1%   | 6%   | 3%   | 8%   | 4%   | 4%   | 3%   | 2%   | 4%    |
|  | Satisfied                          | 54%      | 55%  | 48%  | 52%  | 62%  | 57%  | 52%  | 57%  | 61%  | 71%  | 57%   |
|  | Neither Satisfied nor Dissatisfied | 18%      | 4%   | 18%  | 8%   | 8%   | 7%   | 14%  | 9%   | 7%   | 8%   | 10%   |
|  | Dissatisfied                       | 10%      | 22%  | 13%  | 18%  | 13%  | 16%  | 7%   | 12%  | 14%  | 12%  | 14%   |
|  | Very Dissatisfied                  | 3%       | 3%   | 2%   | 4%   | 1%   | 1%   | 3%   | 1%   | 3%   | 1%   | 1%    |
|  | Don't Know                         | 12%      | 16%  | 17%  | 12%  | 13%  | 12%  | 21%  | 14%  | 14%  | 7%   | 14%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8G Enforcing sign regulations</b><br>Question: Please rate the City's code enforcement.  | Very Satisfied                     | 2%       | 3%   | 1%   | 6%   | 3%   | 8%   | 6%   | 2%   | 3%   | 5%   | 4%    |
|  | Satisfied                          | 57%      | 56%  | 53%  | 55%  | 57%  | 56%  | 48%  | 60%  | 65%  | 61%  | 57%   |
|  | Neither Satisfied nor Dissatisfied | 9%       | 6%   | 13%  | 8%   | 8%   | 10%  | 12%  | 9%   | 3%   | 12%  | 9%    |
|  | Dissatisfied                       | 10%      | 15%  | 12%  | 12%  | 14%  | 16%  | 12%  | 12%  | 12%  | 10%  | 13%   |
|  | Very Dissatisfied                  | 4%       | 2%   | 1%   | 3%   | 2%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|  | Don't Know                         | 18%      | 17%  | 20%  | 17%  | 15%  | 9%   | 20%  | 15%  | 16%  | 11%  | 16%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8H Enforcing and prosecuting illegal dumping activities</b><br>Question: Please rate the City's code enforcement.                | Very Satisfied                     | 1%       | 3%   | 2%   | 7%   | 2%   | 10%  | 7%   | 4%   | 4%   | 10%  | 5%    |
|  | Satisfied                          | 34%      | 39%  | 34%  | 36%  | 47%  | 33%  | 28%  | 42%  | 41%  | 46%  | 38%   |
|  | Neither Satisfied nor Dissatisfied | 12%      | 5%   | 11%  | 5%   | 9%   | 9%   | 13%  | 8%   | 4%   | 5%   | 8%    |
|  | Dissatisfied                       | 24%      | 39%  | 24%  | 34%  | 24%  | 32%  | 21%  | 30%  | 32%  | 22%  | 28%   |
|  | Very Dissatisfied                  | 5%       | 6%   | 5%   | 7%   | 2%   | 2%   | 4%   | 4%   | 5%   | 5%   | 4%    |
|  | Don't Know                         | 24%      | 9%   | 25%  | 12%  | 17%  | 15%  | 28%  | 13%  | 13%  | 13%  | 17%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A Have you called 9-1-1 for police services in the last year?</b>   | YES                                | 12%      | 30%  | 24%  | 18%  | 17%  | 34%  | 20%  | 27%  | 34%  | 30%  | 25%   |
|  | NO                                 | 88%      | 70%  | 76%  | 82%  | 83%  | 66%  | 80%  | 73%  | 66%  | 70%  | 75%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A1 If yes, what was your level of satisfaction with call taker(s)?</b>  | Very Satisfied                     | 27%      | 33%  | 31%  | 30%  | 27%  | 31%  | 37%  | 29%  | 32%  | 29%  | 31%   |
|  | Satisfied                          | 73%      | 38%  | 44%  | 45%  | 45%  | 36%  | 37%  | 29%  | 39%  | 50%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | -        | 2%   | -    | 10%  | 14%  | 5%   | -    | 11%  | 2%   | -    | 4%    |
|  | Dissatisfied                       | -        | 11%  | 13%  | 15%  | 14%  | 15%  | 15%  | 20%  | 12%  | 11%  | 13%   |
|  | Very Dissatisfied                  | -        | 13%  | 13%  | -    | -    | 10%  | 11%  | 11%  | 12%  | 11%  | 10%   |
|  | Don't Know                         | -        | 2%   | -    | -    | -    | 3%   | -    | -    | 2%   | -    | 1%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B Have you called 9-1-1 for fire services in the last year?</b>   | YES                                | 11%      | 7%   | 4%   | 6%   | 5%   | 6%   | 7%   | 9%   | 8%   | 9%   | 7%    |
|  | NO                                 | 89%      | 93%  | 96%  | 94%  | 95%  | 94%  | 93%  | 91%  | 92%  | 91%  | 93%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B1 If yes, what was your level of satisfaction with call taker(s)?</b>  | Very Satisfied                     | 50%      | 64%  | 60%  | 67%  | 67%  | 71%  | 78%  | 58%  | 50%  | 36%  | 59%   |
|  | Satisfied                          | 30%      | 18%  | 40%  | 33%  | 33%  | 29%  | 11%  | 25%  | 40%  | 55%  | 31%   |
|  | Neither Satisfied nor Dissatisfied | 10%      | -    | -    | -    | -    | -    | -    | 8%   | -    | 9%   | 3%    |
|  | Dissatisfied                       | 10%      | 9%   | -    | -    | -    | -    | 11%  | 8%   | 10%  | -    | 6%    |
|  | Very Dissatisfied                  | -        | -    | -    | -    | -    | -    | -    | -    | -    | -    | 1%    |
|  | Don't Know                         | -        | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  |                                    | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|--|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
| DISTRICT   |                                    | 93   | 150  | 135  | 109  | 126  | 116  | 138  | 131  | 121  | 127  | 1,246 |
| N=   |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Q9C Have you called the 3-1-1 Houston Service Center in the last year?                             | YES                                | 52%  | 54%  | 47%  | 54%  | 37%  | 43%  | 36%  | 51%  | 50%  | 39%  | 46%   |
|  | NO                                 | 48%  | 46%  | 53%  | 46%  | 63%  | 57%  | 64%  | 49%  | 50%  | 61%  | 54%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9C1 If yes, what was your level of satisfaction with the service 3-1-1 provided?                  | Very Satisfied                     | 35%  | 32%  | 35%  | 37%  | 24%  | 32%  | 32%  | 34%  | 27%  | 24%  | 32%   |
|  | Satisfied                          | 44%  | 40%  | 43%  | 37%  | 54%  | 48%  | 42%  | 40%  | 43%  | 60%  | 44%   |
|  | Neither Satisfied nor Dissatisfied | 8%   | 2%   | 2%   | 2%   | 2%   | 6%   | 4%   | 4%   | 7%   | 2%   | 4%    |
|  | Dissatisfied                       | 13%  | 17%  | 14%  | 14%  | 9%   | 8%   | 16%  | 15%  | 12%  | 12%  | 13%   |
|  | Very Dissatisfied                  |      | 7%   | 6%   | 10%  | 11%  | 6%   | 6%   | 4%   | 10%  | 2%   | 6%    |
|  | Don't Know                         |      | 1%   |      |      |      |      |      | 1%   | 2%   |      | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9D Have you been to the Municipal Courts in the last year?  | YES                                | 17%  | 24%  | 21%  | 24%  | 28%  | 26%  | 21%  | 30%  | 25%  | 31%  | 25%   |
|  | NO                                 | 83%  | 76%  | 79%  | 76%  | 72%  | 74%  | 79%  | 70%  | 75%  | 69%  | 75%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9D1 If yes, what was your level of satisfaction with the Municipal Courts?                        | Very Satisfied                     | 6%   | 6%   | 14%  | 19%  | 11%  | 7%   | 14%  | 13%  | 23%  | 23%  | 14%   |
|  | Satisfied                          | 50%  | 61%  | 59%  | 38%  | 60%  | 53%  | 52%  | 51%  | 43%  | 49%  | 52%   |
|  | Neither Satisfied nor Dissatisfied | 6%   | 6%   | 14%  | 9%   | 20%  | 7%   | 5%   | 5%   | 7%   | 5%   | 7%    |
|  | Dissatisfied                       | 25%  | 25%  | 7%   | 27%  | 14%  | 13%  | 17%  | 15%  | 20%  | 18%  | 18%   |
|  | Very Dissatisfied                  | 19%  | 3%   | 7%   | 15%  | 6%   | 3%   | 7%   | 13%  | 10%  | 3%   | 8%    |
|  | Don't Know                         |      |      |      |      |      | 3%   | 3%   | 3%   | 3%   | 3%   | 2%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9E Have you visited downtown in the last year?  | YES                                | 66%  | 66%  | 79%  | 69%  | 79%  | 68%  | 83%  | 69%  | 74%  | 71%  | 72%   |
|  | NO                                 | 34%  | 34%  | 21%  | 31%  | 21%  | 32%  | 17%  | 31%  | 26%  | 29%  | 28%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9E1 If yes, what was your level of satisfaction with the downtown offerings?                      | Very Satisfied                     | 38%  | 22%  | 22%  | 31%  | 23%  | 30%  | 32%  | 26%  | 19%  | 29%  | 27%   |
|  | Satisfied                          | 57%  | 58%  | 61%  | 57%  | 64%  | 57%  | 59%  | 63%  | 72%  | 56%  | 61%   |
|  | Neither Satisfied nor Dissatisfied | 3%   | 9%   | 8%   | 1%   | 8%   | 5%   | 6%   | 5%   | 2%   | 4%   | 5%    |
|  | Dissatisfied                       | 2%   | 10%  | 6%   | 9%   | 5%   | 5%   | 3%   | 2%   | 7%   | 10%  | 6%    |
|  | Very Dissatisfied                  |      |      | 1%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 1%    |
|  | Don't Know                         |      | 1%   | 3%   |      |      | 1%   | 1%   | 1%   |      |      | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9F Have you visited the City of Houston website in the last year?                                 | YES                                | 38%  | 19%  | 30%  | 30%  | 33%  | 28%  | 35%  | 29%  | 27%  | 28%  | 29%   |
|  | NO                                 | 62%  | 81%  | 70%  | 70%  | 67%  | 72%  | 65%  | 71%  | 73%  | 72%  | 71%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9F1 If yes, what was your level of satisfaction with the website?                                 | Very Satisfied                     | 20%  | 24%  | 17%  | 24%  | 22%  | 16%  | 29%  | 16%  | 15%  | 25%  | 21%   |
|  | Satisfied                          | 54%  | 66%  | 66%  | 55%  | 63%  | 56%  | 50%  | 68%  | 70%  | 64%  | 61%   |
|  | Neither Satisfied nor Dissatisfied | 11%  | 7%   | 10%  | 9%   | 5%   | 19%  | 8%   | 3%   | 9%   | 8%   | 9%    |
|  | Dissatisfied                       | 14%  |      | 7%   | 12%  | 7%   | 9%   | 10%  | 11%  | 3%   | 3%   | 8%    |
|  | Very Dissatisfied                  |      |      |      |      | 2%   |      | 2%   |      | 3%   |      | 1%    |
|  | Don't Know                         |      | 3%   |      |      |      |      |      | 3%   |      |      | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9G Have you visited any location of the City of Houston Public Library in the last year?          | YES                                | 57%  | 46%  | 58%  | 63%  | 56%  | 53%  | 60%  | 45%  | 58%  | 52%  | 55%   |
|  | NO                                 | 43%  | 54%  | 42%  | 37%  | 44%  | 47%  | 40%  | 55%  | 42%  | 48%  | 45%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9G1 If yes, what was your level of satisfaction with the library?                                 | Very Satisfied                     | 47%  | 32%  | 41%  | 51%  | 38%  | 44%  | 42%  | 37%  | 39%  | 36%  | 41%   |
|  | Satisfied                          | 45%  | 61%  | 49%  | 42%  | 52%  | 50%  | 52%  | 56%  | 54%  | 55%  | 52%   |
|  | Neither Satisfied nor Dissatisfied |      | 4%   |      | 1%   | 4%   |      | 1%   | 3%   | 3%   | 5%   | 2%    |
|  | Dissatisfied                       | 6%   | 1%   | 9%   | 1%   | 6%   | 6%   | 4%   | 3%   | 3%   | 3%   | 4%    |
|  | Very Dissatisfied                  |      | 1%   |      | 1%   |      |      | 1%   |      | 1%   | 2%   | 1%    |
|  | Don't Know                         | 2%   |      | 1%   | 3%   |      |      |      |      |      |      | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9H Have you remotely accessed the library's services by phone, computer or both in the last year? | YES                                | 25%  | 16%  | 32%  | 28%  | 31%  | 24%  | 31%  | 18%  | 22%  | 24%  | 25%   |
|  | NO                                 | 75%  | 84%  | 68%  | 72%  | 69%  | 76%  | 69%  | 82%  | 78%  | 76%  | 75%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9H1 If yes, what was your level of satisfaction with the library's services?                      | Very Satisfied                     | 52%  | 38%  | 35%  | 45%  | 41%  | 64%  | 44%  | 52%  | 44%  | 42%  | 45%   |
|  | Satisfied                          | 39%  | 50%  | 60%  | 45%  | 59%  | 29%  | 51%  | 35%  | 52%  | 48%  | 48%   |
|  | Neither Satisfied nor Dissatisfied | 4%   | 4%   | 2%   |      |      |      | 2%   |      | 4%   | 6%   | 2%    |
|  | Dissatisfied                       | 4%   | 8%   | 2%   | 10%  |      | 7%   | 2%   | 9%   | 3%   | 3%   | 4%    |
|  | Very Dissatisfied                  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     |
|  | Don't Know                         |      |      |      |      |      |      |      | 4%   |      |      | 0%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9I Have you used the library's electronic databases in the last year?                             | YES                                | 23%  | 22%  | 26%  | 28%  | 39%  | 31%  | 39%  | 25%  | 34%  | 32%  | 30%   |
|  | NO                                 | 77%  | 78%  | 74%  | 72%  | 61%  | 69%  | 61%  | 75%  | 66%  | 68%  | 70%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9I1 If yes, what was your level of satisfaction with the library's electronic databases?          | Very Satisfied                     | 42%  | 27%  | 20%  | 37%  | 29%  | 53%  | 44%  | 60%  | 38%  | 33%  | 38%   |
|  | Satisfied                          | 50%  | 67%  | 65%  | 58%  | 68%  | 37%  | 50%  | 40%  | 58%  | 62%  | 56%   |
|  | Neither Satisfied nor Dissatisfied |      | 7%   | 5%   |      | 4%   |      | 3%   |      | 5%   | 2%   | 2%    |
|  | Dissatisfied                       | 8%   |      | 10%  | 5%   |      | 11%  | 3%   |      | 4%   |      | 4%    |
|  | Very Dissatisfied                  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     |
|  | Don't Know                         | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9J Have you attended library programs in the last year?   | YES                                | 13%  | 14%  | 5%   | 9%   | 23%  | 11%  | 10%  | 12%  | 23%  | 15%  | 13%   |
|  | NO                                 | 87%  | 86%  | 95%  | 91%  | 77%  | 89%  | 90%  | 88%  | 77%  | 85%  | 87%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9J1 If yes, what was your level of satisfaction with the library's programs?                      | Very Satisfied                     | 29%  | 30%  | 25%  | 17%  | 38%  | 43%  | 38%  | 29%  | 31%  | 10%  | 30%   |
|  | Satisfied                          | 43%  | 60%  | 50%  | 83%  | 63%  | 57%  | 63%  | 57%  | 69%  | 90%  | 65%   |
|  | Neither Satisfied nor Dissatisfied | 14%  |      | 25%  |      |      |      |      | 14%  |      |      | 3%    |
|  | Dissatisfied                       | 14%  |      |      |      |      |      |      |      |      |      | 1%    |
|  | Very Dissatisfied                  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     |
|  | Don't Know                         |      | 10%  |      |      |      |      |      |      |      |      | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  |                                    | A  | B           | C           | D           | E           | F           | G           | H           | I           | X           | Total       |
|--|------------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|  |                                    | 93   | 150         | 135         | 109         | 126         | 116         | 138         | 131         | 121         | 127         | 1,246       |
| Q9K Have you brought children to the library in the last year?   | YES                                | 32%  | 49%         | 38%         | 46%         | 54%         | 47%         | 35%         | 31%         | 50%         | 47%         | 43%         |
|  | NO                                 | 68%  | 51%         | 62%         | 54%         | 46%         | 53%         | 65%         | 69%         | 50%         | 53%         | 57%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q9K1 If yes, what was the children's level of satisfaction with the library?                               | Very Satisfied                     | 53%  | 32%         | 47%         | 47%         | 45%         | 52%         | 48%         | 39%         | 54%         | 39%         | 45%         |
|  | Satisfied                          | 47%  | 62%         | 43%         | 53%         | 50%         | 45%         | 45%         | 56%         | 40%         | 58%         | 50%         |
|  | Neither Satisfied nor Dissatisfied |  | 3%          |             |             | 5%          |             |             |             | 3%          |             | 1%          |
|  | Dissatisfied                       |  | 3%          | 7%          |             |             |             | 3%          | 6%          | 3%          |             | 2%          |
|  | Very Dissatisfied                  |  |             |             |             |             |             | 3%          |             |             |             | 0%          |
|  | Don't Know                         |  |             | 3%          |             |             |             |             |             |             | 3%          | 1%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q9L Overall level of satisfaction with the City's library facilities                                       | Very Satisfied                     | 26%  | 18%         | 23%         | 23%         | 23%         | 19%         | 24%         | 19%         | 21%         | 22%         | 22%         |
| Question: Please rate the City's library facilities, staff, and services                                   | Satisfied                          | 42%  | 52%         | 47%         | 48%         | 45%         | 50%         | 41%         | 44%         | 52%         | 54%         | 48%         |
|  | Neither Satisfied nor Dissatisfied | 8%   | 2%          | 7%          | 3%          | 5%          | 8%          | 7%          | 9%          | 5%          | 5%          | 6%          |
|  | Dissatisfied                       | 3%   | 3%          | 7%          | 5%          | 5%          | 3%          | 4%          | 4%          | 1%          | 4%          | 4%          |
|  | Very Dissatisfied                  | 1%   | 1%          | 1%          | 1%          | 2%          | 3%          | 1%          | 1%          |             |             | 1%          |
|  | Don't Know                         | 20%  | 24%         | 16%         | 21%         | 22%         | 19%         | 21%         | 24%         | 21%         | 15%         | 20%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q9M Overall level of satisfaction with the City's library staff  | Very Satisfied                     | 27%  | 19%         | 21%         | 30%         | 21%         | 20%         | 26%         | 19%         | 23%         | 22%         | 23%         |
| Question: Please rate the City's library facilities, staff, and services                                   | Satisfied                          | 44%  | 51%         | 49%         | 42%         | 51%         | 50%         | 44%         | 47%         | 49%         | 55%         | 49%         |
|  | Neither Satisfied nor Dissatisfied | 9%   | 2%          | 6%          | 3%          | 4%          | 6%          | 6%          | 8%          | 4%          | 3%          | 5%          |
|  | Dissatisfied                       | 2%   | 4%          | 4%          | 4%          |             | 4%          | 1%          | 1%          | 2%          | 2%          | 2%          |
|  | Very Dissatisfied                  |  |             | 1%          | 1%          | 2%          | 1%          | 1%          |             |             |             | 0%          |
|  | Don't Know                         | 18%  | 24%         | 19%         | 24%         | 25%         | 18%         | 22%         | 24%         | 22%         | 18%         | 21%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q9N Overall level of satisfaction with the City's library services   | Very Satisfied                     | 28%  | 18%         | 22%         | 31%         | 21%         | 22%         | 24%         | 18%         | 21%         | 23%         | 22%         |
| Question: Please rate the City's library facilities, staff, and services                                   | Satisfied                          | 43%  | 52%         | 49%         | 44%         | 48%         | 50%         | 43%         | 45%         | 50%         | 54%         | 48%         |
|  | Neither Satisfied nor Dissatisfied | 6%   | 2%          | 5%          | 3%          | 7%          | 4%          | 7%          | 10%         | 4%          | 3%          | 5%          |
|  | Dissatisfied                       | 3%   | 4%          | 5%          | 1%          | 1%          | 4%          | 1%          | 2%          | 3%          | 2%          | 3%          |
|  | Very Dissatisfied                  |  |             | 1%          |             |             | 1%          |             |             |             |             | 0%          |
|  | Don't Know                         | 19%  | 24%         | 18%         | 21%         | 24%         | 19%         | 23%         | 25%         | 21%         | 17%         | 21%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q10A Topic: (A) As a place to live   | Excellent                          | 34%  | 30%         | 32%         | 32%         | 31%         | 27%         | 32%         | 26%         | 18%         | 32%         | 29%         |
| Question: Please rate the City in each of the following areas:   | Good                               | 52%  | 43%         | 44%         | 47%         | 47%         | 48%         | 48%         | 50%         | 57%         | 46%         | 48%         |
|  | Neutral                            | 4%   | 8%          | 10%         | 6%          | 11%         | 10%         | 7%          | 13%         | 13%         | 12%         | 10%         |
|  | Fair                               | 5%   | 11%         | 9%          | 10%         | 10%         | 9%          | 9%          | 8%          | 7%          | 6%          | 9%          |
|  | Poor                               | 4%   | 7%          | 5%          | 3%          | 1%          | 4%          | 2%          | 2%          | 3%          | 2%          | 3%          |
|  | Don't Know                         |  | 1%          |             | 1%          |             | 1%          | 1%          | 1%          | 1%          | 2%          | 1%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q10B Topic: (B) As a place to raise children   | Excellent                          | 26%  | 24%         | 24%         | 28%         | 27%         | 22%         | 24%         | 18%         | 17%         | 26%         | 23%         |
| Question: Please rate the City in each of the following areas:   | Good                               | 47%  | 43%         | 39%         | 43%         | 42%         | 45%         | 43%         | 53%         | 52%         | 43%         | 45%         |
|  | Neutral                            | 10%  | 7%          | 13%         | 8%          | 12%         | 11%         | 10%         | 11%         | 9%          | 11%         | 10%         |
|  | Fair                               | 10%  | 15%         | 12%         | 15%         | 14%         | 9%          | 15%         | 11%         | 10%         | 10%         | 12%         |
|  | Poor                               | 3%   | 9%          | 6%          | 3%          | 5%          | 7%          | 5%          | 5%          | 7%          | 7%          | 6%          |
|  | Don't Know                         | 4%   | 1%          | 6%          | 2%          | 6%          | 3%          | 2%          | 5%          | 3%          | 3%          | 3%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q10C Topic: (C) As a place to work   | Excellent                          | 34%  | 32%         | 36%         | 31%         | 34%         | 35%         | 38%         | 26%         | 22%         | 35%         | 32%         |
| Question: Please rate the City in each of the following areas:   | Good                               | 52%  | 46%         | 41%         | 48%         | 45%         | 41%         | 51%         | 53%         | 55%         | 44%         | 47%         |
|  | Neutral                            | 6%   | 7%          | 7%          | 5%          | 9%          | 7%          | 1%          | 6%          | 9%          | 7%          | 6%          |
|  | Fair                               | 6%   | 7%          | 10%         | 9%          | 10%         | 6%          | 2%          | 10%         | 7%          | 6%          | 7%          |
|  | Poor                               |  | 6%          | 2%          | 5%          |             | 6%          | 4%          | 3%          | 5%          | 5%          | 4%          |
|  | Don't Know                         | 1%   | 1%          | 4%          | 2%          | 2%          | 4%          | 4%          | 2%          | 2%          | 4%          | 3%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q10D Topic: (D) As a place to retire   | Excellent                          | 18%  | 25%         | 19%         | 25%         | 22%         | 16%         | 24%         | 15%         | 17%         | 26%         | 21%         |
| Question: Please rate the City in each of the following areas:   | Good                               | 41%  | 46%         | 36%         | 43%         | 40%         | 41%         | 29%         | 40%         | 45%         | 36%         | 40%         |
|  | Neutral                            | 12%  | 10%         | 14%         | 6%          | 11%         | 12%         | 14%         | 11%         | 12%         | 9%          | 11%         |
|  | Fair                               | 15%  | 10%         | 15%         | 18%         | 12%         | 12%         | 13%         | 16%         | 9%          | 10%         | 13%         |
|  | Poor                               | 12%  | 9%          | 11%         | 7%          | 9%          | 15%         | 17%         | 13%         | 13%         | 13%         | 12%         |
|  | Don't Know                         | 2%   | 1%          | 4%          | 1%          | 6%          | 3%          | 4%          | 4%          | 4%          | 6%          | 3%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q11 Please list the number of people living in your household (including yourself), for each age category. | Under age 5                        |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 6-9                           |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 10-19                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 20-34                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 35-44                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 45-54                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 55-64                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 65-74                         |  |             |             |             |             |             |             |             |             |             |             |
|  | Ages 75+                           |  |             |             |             |             |             |             |             |             |             |             |
|  |                                    | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |             |             |             |             |             |             |             |             |             |             |
| Q12 Do you own or rent your current residence?   | Own                                | 74%  | 59%         | 67%         | 75%         | 86%         | 63%         | 68%         | 68%         | 61%         | 69%         | 69%         |
|  | Rent                               | 26%  | 41%         | 33%         | 25%         | 14%         | 37%         | 32%         | 32%         | 39%         | 31%         | 31%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q13 Approximately how many years have you lived in Houston, Texas?   | 0 to 5 years                       | 9%   | 5%          | 8%          | 5%          | 6%          | 10%         | 11%         | 6%          | 8%          | 10%         | 7%          |
|  | 6 to 15 years                      | 16%  | 5%          | 16%         | 13%         | 22%         | 19%         | 19%         | 11%         | 14%         | 24%         | 16%         |
|  | 16 years to 25 years               | 10%  | 11%         | 14%         | 15%         | 21%         | 25%         | 15%         | 14%         | 9%          | 22%         | 16%         |
|  | 26 to 40 years                     | 30%  | 25%         | 36%         | 29%         | 30%         | 26%         | 30%         | 26%         | 24%         | 27%         | 28%         |
|  | 41 to 55 years                     | 12%  | 29%         | 14%         | 22%         | 11%         | 12%         | 15%         | 23%         | 22%         | 7%          | 17%         |
|  | 56 to 70 years                     | 15%  | 21%         | 11%         | 11%         | 8%          | 7%          | 9%          | 16%         | 17%         | 9%          | 12%         |
|  | more than 70 years                 | 8%   | 5%          | 2%          | 6%          | 3%          | 2%          | 3%          | 3%          | 6%          | 2%          | 4%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>99%</b>  |
| Q14 Anglo  | Not Selected                       | 31%  | 90%         | 38%         | 72%         | 42%         | 61%         | 30%         | 60%         | 78%         | 82%         | 59%         |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 69%  | 10%         | 62%         | 28%         | 58%         | 39%         | 70%         | 40%         | 22%         | 18%         | 41%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q14 Asian/Pacific Islander   | Not Selected                       | 97%  | 100%        | 98%         | 99%         | 98%         | 97%         | 99%         | 99%         | 98%         | 93%         | 98%         |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 3%   |             | 2%          | 1%          | 2%          | 3%          | 1%          | 1%          | 2%          | 7%          | 2%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q14 Black/African American   | Not Selected                       | 88%  | 23%         | 81%         | 41%         | 87%         | 77%         | 92%         | 78%         | 72%         | 66%         | 70%         |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 12%  | 77%         | 19%         | 59%         | 13%         | 23%         | 8%          | 22%         | 28%         | 34%         | 30%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q14 Hispanic, Latino, other Spanish ancestry   | Not Selected                       | 87%  | 90%         | 90%         | 94%         | 77%         | 71%         | 88%         | 67%         | 52%         | 68%         | 78%         |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 13%  | 10%         | 10%         | 6%          | 23%         | 29%         | 12%         | 33%         | 48%         | 32%         | 22%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q14 Other  | Not Selected                       | 97%  | 98%         | 97%         | 97%         | 96%         | 97%         | 94%         | 97%         | 99%         | 94%         | 97%         |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 3%   | 2%          | 3%          | 3%          | 4%          | 3%          | 6%          | 3%          | 1%          | 6%          | 3%          |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q15 What is your total annual household income?  | Under \$30,000                     | 27%  | 68%         | 25%         | 51%         | 30%         | 41%         | 17%         | 52%         | 60%         | 45%         | 42%         |
|  | From \$30,000 to \$59,999          | 32%  | 21%         | 32%         | 24%         | 32%         | 31%         | 36%         | 25%         | 28%         | 36%         | 29%         |
|  | From \$60,000 to \$99,999          | 20%  | 10%         | 16%         | 10%         | 16%         | 23%         | 20%         | 9%          | 6%          | 11%         | 14%         |
|  | More than \$100,000                | 21%  | 2%          | 27%         | 16%         | 22%         | 6%          | 28%         | 14%         | 6%          | 9%          | 15%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| Q16 What is your gender?   | Male                               | 31%  | 24%         | 31%         | 35%         | 35%         | 41%         | 39%         | 32%         | 26%         | 30%         | 32%         |
|  | Female                             | 69%  | 76%         | 69%         | 65%         | 65%         | 59%         | 61%         | 68%         | 74%         | 70%         | 68%         |
| <b>Total</b>   |                                    | <b>100%</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

|   | DISTRICT<br>N=  | A              | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |      |
|---|---|----------------|------|------|------|------|------|------|------|------|------|-------|------|
|   |   | 620            | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |      |
| <b>Q1A Overall quality of services provided by the City</b><br>Question: Please rate the overall quality of City services.  | Very Satisfied  | 8%             | 7%   | 8%   | 5%   | 6%   | 7%   | 6%   | 7%   | 4%   | 6%   | 6%    |      |
|   | Satisfied   | 53%            | 46%  | 57%  | 50%  | 57%  | 54%  | 55%  | 53%  | 54%  | 49%  | 53%   |      |
|   | Neither Satisfied nor Dissatisfied  | 25%            | 28%  | 20%  | 27%  | 22%  | 26%  | 25%  | 26%  | 22%  | 26%  | 25%   |      |
|   | Dissatisfied  | 11%            | 13%  | 11%  | 12%  | 10%  | 9%   | 10%  | 11%  | 14%  | 12%  | 11%   |      |
|   | Very Dissatisfied   | 2%             | 4%   | 3%   | 3%   | 4%   | 3%   | 3%   | 3%   | 5%   | 4%   | 3%    |      |
|   | Don't Know  | 2%             | 2%   | 2%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 3%   | 2%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1B Overall quality of Houston Police Department services</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 13%            | 7%   | 11%  | 8%   | 16%  | 8%   | 12%  | 9%   | 11%  | 9%   | 11%   |      |
|   | Satisfied   | 44%            | 44%  | 47%  | 42%  | 42%  | 51%  | 49%  | 41%  | 40%  | 39%  | 44%   |      |
|   | Neither Satisfied nor Dissatisfied  | 21%            | 25%  | 20%  | 23%  | 19%  | 19%  | 21%  | 24%  | 22%  | 23%  | 22%   |      |
|   | Dissatisfied  | 15%            | 14%  | 14%  | 14%  | 10%  | 16%  | 10%  | 16%  | 17%  | 17%  | 14%   |      |
|   | Very Dissatisfied   | 4%             | 7%   | 3%   | 7%   | 8%   | 5%   | 5%   | 7%   | 8%   | 8%   | 6%    |      |
|   | Don't Know  | 4%             | 3%   | 5%   | 5%   | 4%   | 3%   | 3%   | 3%   | 2%   | 5%   | 4%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1C Overall quality of Houston Fire Department services</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 29%            | 29%  | 28%  | 24%  | 28%  | 21%  | 27%  | 25%  | 23%  | 23%  | 26%   |      |
|   | Satisfied   | 47%            | 48%  | 46%  | 47%  | 46%  | 55%  | 50%  | 47%  | 48%  | 51%  | 49%   |      |
|   | Neither Satisfied nor Dissatisfied  | 11%            | 12%  | 12%  | 14%  | 14%  | 15%  | 12%  | 12%  | 18%  | 15%  | 13%   |      |
|   | Dissatisfied  | 1%             | 2%   | 2%   | 1%   | 3%   | 1%   | 1%   | 3%   | 1%   | 1%   | 2%    |      |
|   | Very Dissatisfied   | 0%             | 3%   | 1%   | 1%   | 2%   | 1%   | 1%   | 0%   | 0%   | 0%   | 1%    |      |
|   | Don't Know  | 12%            | 7%   | 10%  | 12%  | 7%   | 8%   | 10%  | 12%  | 9%   | 9%   | 10%   |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1D Overall quality of customer service you receive from City employees</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 8%             | 7%   | 6%   | 5%   | 8%   | 5%   | 7%   | 8%   | 7%   | 6%   | 7%    |      |
|   | Satisfied   | 35%            | 36%  | 43%  | 40%  | 41%  | 46%  | 37%  | 42%  | 39%  | 33%  | 38%   |      |
|   | Neither Satisfied nor Dissatisfied  | 31%            | 32%  | 27%  | 30%  | 26%  | 22%  | 29%  | 29%  | 23%  | 28%  | 28%   |      |
|   | Dissatisfied  | 17%            | 14%  | 11%  | 14%  | 10%  | 15%  | 14%  | 11%  | 21%  | 18%  | 15%   |      |
|   | Very Dissatisfied   | 4%             | 5%   | 6%   | 7%   | 8%   | 6%   | 6%   | 8%   | 8%   | 8%   | 7%    |      |
|   | Don't Know  | 5%             | 5%   | 6%   | 4%   | 7%   | 4%   | 7%   | 5%   | 3%   | 6%   | 5%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1E Overall quality of the City's drainage system</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 2%             | 4%   | 2%   | 1%   | 3%   | 4%   | 2%   | 3%   | 2%   | 2%   | 2%    |      |
|   | Satisfied   | 19%            | 19%  | 24%  | 19%  | 18%  | 22%  | 19%  | 19%  | 30%  | 21%  | 21%   |      |
|   | Neither Satisfied nor Dissatisfied  | 17%            | 21%  | 19%  | 21%  | 28%  | 24%  | 18%  | 21%  | 16%  | 20%  | 20%   |      |
|   | Dissatisfied  | 37%            | 34%  | 37%  | 38%  | 34%  | 34%  | 35%  | 36%  | 34%  | 34%  | 36%   |      |
|   | Very Dissatisfied   | 24%            | 21%  | 16%  | 19%  | 13%  | 15%  | 24%  | 19%  | 18%  | 21%  | 20%   |      |
|   | Don't Know  | 0%             | 1%   | 1%   | 2%   | 3%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1F Overall quality of local public health services</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 3%             | 4%   | 3%   | 3%   | 2%   | 5%   | 3%   | 3%   | 2%   | 3%   | 3%    |      |
|   | Satisfied   | 19%            | 26%  | 20%  | 21%  | 19%  | 20%  | 20%  | 19%  | 23%  | 20%  | 20%   |      |
|   | Neither Satisfied nor Dissatisfied  | 30%            | 31%  | 30%  | 31%  | 37%  | 35%  | 33%  | 33%  | 26%  | 32%  | 32%   |      |
|   | Dissatisfied  | 11%            | 12%  | 13%  | 14%  | 11%  | 8%   | 10%  | 12%  | 15%  | 14%  | 12%   |      |
|   | Very Dissatisfied   | 5%             | 13%  | 6%   | 10%  | 5%   | 4%   | 4%   | 6%   | 7%   | 8%   | 7%    |      |
|   | Don't Know  | 31%            | 15%  | 28%  | 23%  | 26%  | 27%  | 29%  | 26%  | 27%  | 23%  | 26%   |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1G Overall quality of airport facilities</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 17%            | 16%  | 19%  | 20%  | 24%  | 18%  | 23%  | 17%  | 17%  | 20%  | 19%   |      |
|   | Satisfied   | 57%            | 52%  | 57%  | 54%  | 60%  | 55%  | 57%  | 57%  | 57%  | 54%  | 56%   |      |
|   | Neither Satisfied nor Dissatisfied  | 16%            | 19%  | 15%  | 16%  | 9%   | 21%  | 12%  | 17%  | 15%  | 14%  | 15%   |      |
|   | Dissatisfied  | 5%             | 6%   | 5%   | 6%   | 4%   | 4%   | 5%   | 5%   | 7%   | 6%   | 5%    |      |
|   | Very Dissatisfied   | 1%             | 2%   | 2%   | 2%   | 1%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |      |
|   | Don't Know  | 3%             | 5%   | 3%   | 3%   | 2%   | 3%   | 1%   | 3%   | 2%   | 4%   | 3%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q1H Overall quality of City convention facilities</b><br>Question: Please rate the overall quality of City services.   | Very Satisfied  | 15%            | 17%  | 15%  | 18%  | 22%  | 18%  | 18%  | 14%  | 13%  | 17%  | 16%   |      |
|   | Satisfied   | 43%            | 42%  | 44%  | 42%  | 42%  | 45%  | 44%  | 43%  | 49%  | 43%  | 44%   |      |
|   | Neither Satisfied nor Dissatisfied  | 21%            | 28%  | 19%  | 18%  | 17%  | 22%  | 16%  | 22%  | 16%  | 22%  | 20%   |      |
|   | Dissatisfied  | 2%             | 2%   | 3%   | 3%   | 3%   | 3%   | 2%   | 3%   | 4%   | 2%   | 3%    |      |
|   | Very Dissatisfied   | 0%             | 2%   | 2%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%   | 1%   | 1%    |      |
|   | Don't Know  | 19%            | 10%  | 18%  | 17%  | 15%  | 12%  | 19%  | 17%  | 16%  | 15%  | 17%   |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |
| <b>Q2 [Topic: 1st: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] | A   | 10%            | 16%  | 10%  | 15%  | 11%  | 15%  | 9%   | 13%  | 17%  | 11%  | 12%   |      |
|   | B   | 29%            | 29%  | 31%  | 27%  | 40%  | 37%  | 32%  | 35%  | 32%  | 33%  | 32%   |      |
|   | C   | 2%             | 2%   | 1%   | 1%   | 3%   | 1%   | 2%   | 3%   |      | 1%   | 1%    |      |
|   | D   | 4%             | 6%   | 5%   | 7%   | 3%   | 5%   | 5%   | 5%   | 6%   | 7%   | 5%    |      |
|   | E   | 46%            | 30%  | 39%  | 35%  | 33%  | 31%  | 43%  | 35%  | 35%  | 34%  | 38%   |      |
|   | F   | 7%             | 15%  | 13%  | 12%  | 9%   | 8%   | 8%   | 8%   | 8%   | 9%   | 10%   |      |
|   | G   | 1%             | 1%   | 1%   | 2%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%   | 1%    |      |
|   | H   | 0%             | 0%   | 0%   | 1%   | 1%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%    |      |
|   | <b>Total</b>  |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100% |
|   | <b>Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] | A              | 11%  | 11%  | 6%   | 12%  | 9%   | 11%  | 9%   | 12%  | 14%  | 11%   | 10%  |
| B   |   | 26%            | 23%  | 28%  | 25%  | 25%  | 21%  | 26%  | 25%  | 21%  | 25%  | 25%   |      |
| C   |   | 9%             | 8%   | 12%  | 10%  | 17%  | 9%   | 10%  | 9%   | 8%   | 9%   | 10%   |      |
| D   |   | 12%            | 14%  | 11%  | 10%  | 9%   | 11%  | 11%  | 12%  | 16%  | 11%  | 12%   |      |
| E   |   | 23%            | 26%  | 22%  | 24%  | 24%  | 26%  | 26%  | 26%  | 23%  | 25%  | 24%   |      |
| F   |   | 13%            | 12%  | 15%  | 14%  | 12%  | 16%  | 13%  | 13%  | 12%  | 16%  | 14%   |      |
| G   |   | 3%             | 4%   | 4%   | 3%   | 2%   | 4%   | 4%   | 3%   | 5%   | 3%   | 3%    |      |
| H   |   | 1%             | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |      |
| <b>Total</b>  |   |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100% |
| <b>Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years?]</b><br>[Type the letters below using the letters from the list (A-H) in Question 1 above] |   | A              | 17%  | 18%  | 14%  | 16%  | 17%  | 14%  | 18%  | 16%  | 14%  | 17%   | 16%  |
|   | B   | 16%            | 15%  | 18%  | 16%  | 13%  | 17%  | 14%  | 13%  | 16%  | 14%  | 15%   |      |
|   | C   | 14%            | 10%  | 13%  | 10%  | 17%  | 15%  | 14%  | 13%  | 11%  | 15%  | 13%   |      |
|   | D   | 16%            | 19%  | 14%  | 16%  | 15%  | 17%  | 16%  | 15%  | 16%  | 17%  | 16%   |      |
|   | E   | 13%            | 17%  | 17%  | 15%  | 13%  | 16%  | 14%  | 14%  | 13%  | 14%  | 14%   |      |
|   | F   | 17%            | 16%  | 13%  | 19%  | 14%  | 14%  | 15%  | 15%  | 18%  | 15%  | 16%   |      |
|   | G   | 5%             | 2%   | 7%   | 5%   | 6%   | 3%   | 5%   | 8%   | 5%   | 4%   | 5%    |      |
|   | H   | 3%             | 2%   | 3%   | 4%   | 4%   | 3%   | 4%   | 5%   | 6%   | 3%   | 4%    |      |
|   | <b>Total</b>  |                | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100% |
|   | <b>Q3A Overall value that you receive for your City tax dollars and fees</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied | 4%   | 4%   | 5%   | 4%   | 5%   | 3%   | 4%   | 3%   | 5%   | 3%    | 4%   |
| Satisfied   |   | 38%            | 31%  | 39%  | 32%  | 39%  | 37%  | 39%  | 34%  | 36%  | 34%  | 36%   |      |
| Neither Satisfied nor Dissatisfied  |   | 26%            | 39%  | 29%  | 32%  | 24%  | 31%  | 27%  | 34%  | 26%  | 25%  | 28%   |      |
| Dissatisfied  |   | 23%            | 20%  | 17%  | 21%  | 19%  | 20%  | 22%  | 21%  | 24%  | 26%  | 22%   |      |
| Very Dissatisfied   |   | 8%             | 6%   | 9%   | 10%  | 12%  | 7%   | 7%   | 7%   | 8%   | 8%   | 9%    |      |
| Don't Know  |   | 2%             | 1%   | 1%   | 2%   | 1%   | 1%   | 1%   | 2%   | 2%   | 2%   | 1%    |      |
| <b>Total</b>  |   | 100%           | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |      |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |
| <b>Q3B Overall image of the City</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 7%   | 6%   | 6%   | 7%   | 9%   | 6%   | 7%   | 6%   | 7%   | 6%   | 7%    |
|   | Satisfied                          | 42%  | 45%  | 45%  | 43%  | 37%  | 46%  | 44%  | 38%  | 40%  | 40%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 22%  | 25%  | 21%  | 21%  | 25%  | 25%  | 24%  | 22%  | 18%  | 24%  | 23%   |
|   | Dissatisfied                       | 23%  | 17%  | 21%  | 22%  | 22%  | 19%  | 20%  | 27%  | 26%  | 22%  | 22%   |
|   | Very Dissatisfied                  | 4%   | 7%   | 6%   | 7%   | 6%   | 4%   | 5%   | 6%   | 8%   | 7%   | 6%    |
|   | Don't Know                         | 1%   | 0%   | 0%   | 1%   | 1%   | 0%   | 0%   | 0%   | 1%   | 1%   | 0%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3C City's plan for growth</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 3%   | 6%   | 3%   | 3%   | 5%   | 3%   | 4%   | 5%   | 6%   | 4%   | 4%    |
|   | Satisfied                          | 23%  | 34%  | 23%  | 28%  | 23%  | 29%  | 21%  | 20%  | 24%  | 23%  | 23%   |
|   | Neither Satisfied nor Dissatisfied | 30%  | 32%  | 25%  | 21%  | 34%  | 32%  | 29%  | 24%  | 25%  | 27%  | 27%   |
|   | Dissatisfied                       | 22%  | 10%  | 23%  | 24%  | 17%  | 15%  | 24%  | 26%  | 21%  | 22%  | 22%   |
|   | Very Dissatisfied                  | 8%   | 9%   | 8%   | 10%  | 7%   | 5%   | 8%   | 12%  | 14%  | 12%  | 10%   |
|   | Don't Know                         | 13%  | 9%   | 18%  | 14%  | 14%  | 16%  | 13%  | 12%  | 11%  | 12%  | 13%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3D Level of zoning within the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 5%   | 3%   | 6%   | 7%   | 6%   | 4%   | 5%   | 4%   | 5%   | 5%   | 5%    |
|   | Satisfied                          | 15%  | 18%  | 17%  | 20%  | 18%  | 20%  | 20%  | 13%  | 16%  | 18%  | 17%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 31%  | 17%  | 20%  | 27%  | 27%  | 20%  | 25%  | 17%  | 23%  | 22%   |
|   | Dissatisfied                       | 24%  | 28%  | 29%  | 26%  | 26%  | 25%  | 27%  | 25%  | 32%  | 26%  | 27%   |
|   | Very Dissatisfied                  | 25%  | 15%  | 27%  | 22%  | 17%  | 19%  | 23%  | 28%  | 24%  | 21%  | 23%   |
|   | Don't Know                         | 6%   | 5%   | 5%   | 4%   | 5%   | 5%   | 5%   | 4%   | 6%   | 6%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3E Overall ability to attract national and international businesses</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 9%   | 8%   | 9%   | 11%  | 6%   | 6%   | 8%   | 8%   | 10%  | 7%   | 8%    |
|   | Satisfied                          | 37%  | 34%  | 39%  | 41%  | 44%  | 38%  | 41%  | 38%  | 40%  | 40%  | 39%   |
|   | Neither Satisfied nor Dissatisfied | 30%  | 32%  | 27%  | 23%  | 30%  | 32%  | 26%  | 28%  | 24%  | 27%  | 27%   |
|   | Dissatisfied                       | 16%  | 17%  | 13%  | 16%  | 14%  | 16%  | 14%  | 14%  | 17%  | 14%  | 15%   |
|   | Very Dissatisfied                  | 3%   | 6%   | 4%   | 4%   | 3%   | 2%   | 4%   | 5%   | 5%   | 6%   | 4%    |
|   | Don't Know                         | 6%   | 4%   | 8%   | 5%   | 4%   | 6%   | 7%   | 6%   | 4%   | 6%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3F Overall ability to attract tourists</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 4%   | 5%   | 4%   | 4%   | 4%   | 1%   | 3%   | 5%   | 3%   | 3%   | 4%    |
|   | Satisfied                          | 22%  | 24%  | 23%  | 23%  | 28%  | 24%  | 24%  | 20%  | 23%  | 21%  | 23%   |
|   | Neither Satisfied nor Dissatisfied | 30%  | 25%  | 28%  | 25%  | 29%  | 29%  | 26%  | 24%  | 23%  | 30%  | 27%   |
|   | Dissatisfied                       | 31%  | 28%  | 28%  | 30%  | 23%  | 34%  | 30%  | 30%  | 32%  | 30%  | 30%   |
|   | Very Dissatisfied                  | 9%   | 12%  | 13%  | 15%  | 12%  | 9%   | 12%  | 16%  | 15%  | 12%  | 13%   |
|   | Don't Know                         | 4%   | 5%   | 4%   | 4%   | 3%   | 2%   | 5%   | 5%   | 3%   | 4%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3G Similarity of City facilities among neighborhoods</b><br>Question: Please rate your perceptions of the City.                 | Very Satisfied                     | 2%   | 1%   | 1%   | 2%   | 3%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%    |
|   | Satisfied                          | 16%  | 18%  | 18%  | 14%  | 20%  | 13%  | 17%  | 14%  | 16%  | 15%  | 16%   |
|   | Neither Satisfied nor Dissatisfied | 35%  | 22%  | 32%  | 25%  | 28%  | 32%  | 34%  | 32%  | 28%  | 34%  | 32%   |
|   | Dissatisfied                       | 27%  | 35%  | 24%  | 28%  | 29%  | 31%  | 24%  | 28%  | 29%  | 27%  | 27%   |
|   | Very Dissatisfied                  | 7%   | 18%  | 9%   | 18%  | 9%   | 14%  | 9%   | 11%  | 15%  | 13%  | 11%   |
|   | Don't Know                         | 14%  | 7%   | 17%  | 14%  | 11%  | 11%  | 14%  | 13%  | 12%  | 10%  | 13%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3H Availability of City services in your neighborhood</b><br>Question: Please rate your perceptions of the City.                | Very Satisfied                     | 5%   | 2%   | 8%   | 4%   | 8%   | 2%   | 5%   | 5%   | 2%   | 3%   | 5%    |
|   | Satisfied                          | 37%  | 19%  | 43%  | 33%  | 39%  | 33%  | 41%  | 36%  | 33%  | 34%  | 37%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 32%  | 27%  | 25%  | 26%  | 29%  | 30%  | 31%  | 23%  | 29%  | 28%   |
|   | Dissatisfied                       | 20%  | 26%  | 15%  | 23%  | 16%  | 24%  | 13%  | 16%  | 27%  | 19%  | 18%   |
|   | Very Dissatisfied                  | 6%   | 20%  | 5%   | 9%   | 9%   | 9%   | 6%   | 8%   | 13%  | 10%  | 8%    |
|   | Don't Know                         | 4%   | 2%   | 3%   | 5%   | 3%   | 3%   | 4%   | 4%   | 2%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3I Overall ease of commuting</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 4%   | 3%   | 4%   | 5%   | 3%   | 6%   | 4%   | 4%   | 4%   | 2%   | 4%    |
|   | Satisfied                          | 30%  | 22%  | 26%  | 26%  | 24%  | 26%  | 30%  | 29%  | 25%  | 27%  | 28%   |
|   | Neither Satisfied nor Dissatisfied | 18%  | 23%  | 21%  | 19%  | 24%  | 20%  | 18%  | 21%  | 17%  | 19%  | 19%   |
|   | Dissatisfied                       | 27%  | 33%  | 26%  | 25%  | 28%  | 31%  | 24%  | 21%  | 25%  | 27%  | 26%   |
|   | Very Dissatisfied                  | 19%  | 17%  | 21%  | 22%  | 20%  | 16%  | 21%  | 21%  | 26%  | 23%  | 21%   |
|   | Don't Know                         | 1%   | 2%   | 1%   | 2%   | 1%   | 1%   | 3%   | 4%   | 3%   | 1%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3J Overall air quality in the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 1%   | 1%   | 2%   | 1%   | 2%   | 1%   | 2%   | 1%   | 2%   | 2%   | 1%    |
|   | Satisfied                          | 17%  | 17%  | 12%  | 17%  | 22%  | 21%  | 18%  | 13%  | 14%  | 16%  | 16%   |
|   | Neither Satisfied nor Dissatisfied | 21%  | 23%  | 22%  | 16%  | 19%  | 23%  | 19%  | 19%  | 18%  | 21%  | 20%   |
|   | Dissatisfied                       | 34%  | 35%  | 30%  | 34%  | 30%  | 31%  | 37%  | 37%  | 33%  | 32%  | 34%   |
|   | Very Dissatisfied                  | 26%  | 23%  | 34%  | 31%  | 25%  | 23%  | 24%  | 29%  | 32%  | 28%  | 28%   |
|   | Don't Know                         | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3K Overall quality of the City's drinking water</b><br>Question: Please rate your perceptions of the City.                      | Very Satisfied                     | 8%   | 6%   | 10%  | 7%   | 12%  | 10%  | 11%  | 9%   | 9%   | 6%   | 9%    |
|   | Satisfied                          | 42%  | 37%  | 45%  | 42%  | 45%  | 38%  | 45%  | 43%  | 39%  | 41%  | 43%   |
|   | Neither Satisfied nor Dissatisfied | 21%  | 21%  | 20%  | 21%  | 24%  | 27%  | 21%  | 24%  | 17%  | 23%  | 22%   |
|   | Dissatisfied                       | 17%  | 18%  | 14%  | 16%  | 12%  | 19%  | 15%  | 13%  | 23%  | 18%  | 16%   |
|   | Very Dissatisfied                  | 9%   | 14%  | 10%  | 11%  | 6%   | 6%   | 6%   | 10%  | 10%  | 9%   | 9%    |
|   | Don't Know                         | 3%   | 4%   | 1%   | 3%   | 1%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3L Overall quality of life in the City</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 8%   | 5%   | 9%   | 8%   | 9%   | 6%   | 9%   | 8%   | 8%   | 7%   | 8%    |
|   | Satisfied                          | 52%  | 48%  | 55%  | 51%  | 51%  | 54%  | 54%  | 50%  | 51%  | 50%  | 52%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 29%  | 22%  | 24%  | 25%  | 23%  | 23%  | 23%  | 23%  | 24%  | 24%   |
|   | Dissatisfied                       | 11%  | 10%  | 11%  | 13%  | 11%  | 10%  | 10%  | 13%  | 10%  | 14%  | 12%   |
|   | Very Dissatisfied                  | 3%   | 8%   | 3%   | 3%   | 4%   | 6%   | 4%   | 5%   | 7%   | 4%   | 4%    |
|   | Don't Know                         | 0%   | 1%   | 0%   | 0%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4A Response time for Houston Police Department to respond to emergencies</b><br>Question: Please rate the City's public safety. | Very Satisfied                     | 7%   | 6%   | 6%   | 6%   | 9%   | 8%   | 8%   | 7%   | 8%   | 5%   | 7%    |
|   | Satisfied                          | 32%  | 34%  | 30%  | 31%  | 33%  | 32%  | 31%  | 26%  | 29%  | 28%  | 30%   |
|   | Neither Satisfied nor Dissatisfied | 22%  | 20%  | 19%  | 20%  | 19%  | 22%  | 18%  | 20%  | 18%  | 19%  | 20%   |
|   | Dissatisfied                       | 18%  | 17%  | 17%  | 15%  | 14%  | 21%  | 14%  | 20%  | 19%  | 19%  | 17%   |
|   | Very Dissatisfied                  | 5%   | 13%  | 5%   | 6%   | 5%   | 7%   | 6%   | 8%   | 8%   | 10%  | 7%    |
|   | Don't Know                         | 16%  | 10%  | 22%  | 22%  | 21%  | 11%  | 22%  | 19%  | 17%  | 19%  | 19%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4B The visibility of police in your neighborhood</b><br>Question: Please rate the City's public safety.                         | Very Satisfied                     | 7%   | 5%   | 6%   | 5%   | 10%  | 5%   | 7%   | 7%   | 8%   | 5%   | 6%    |
|   | Satisfied                          | 32%  | 34%  | 35%  | 34%  | 42%  | 36%  | 35%  | 25%  | 33%  | 30%  | 33%   |
|   | Neither Satisfied nor Dissatisfied | 20%  | 14%  | 25%  | 21%  | 20%  | 18%  | 21%  | 20%  | 19%  | 23%  | 21%   |
|   | Dissatisfied                       | 29%  | 39%  | 25%  | 27%  | 18%  | 30%  | 26%  | 30%  | 29%  | 25%  | 27%   |
|   | Very Dissatisfied                  | 10%  | 8%   | 8%   | 11%  | 9%   | 11%  | 10%  | 16%  | 10%  | 14%  | 11%   |
|   | Don't Know                         | 2%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4C The City's overall efforts to prevent crime</b><br>Question: Please rate the City's public safety.                           | Very Satisfied                     | 4%   | 7%   | 2%   | 3%   | 5%   | 4%   | 3%   | 3%   | 6%   | 3%   | 3%    |
|   | Satisfied                          | 29%  | 29%  | 32%  | 29%  | 34%  | 26%  | 31%  | 25%  | 26%  | 26%  | 29%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 23%  | 31%  | 29%  | 25%  | 25%  | 26%  | 26%  | 23%  | 27%  | 27%   |
|   | Dissatisfied                       | 24%  | 26%  | 23%  | 24%  | 22%  | 34%  | 25%  | 25%  | 28%  | 26%  | 25%   |
|   | Very Dissatisfied                  | 10%  | 15%  | 8%   | 10%  | 10%  | 8%   | 10%  | 13%  | 13%  | 13%  | 11%   |
|   | Don't Know                         | 5%   | 5%   | 5%   | 5%   | 4%   | 4%   | 5%   | 7%   | 4%   | 5%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |



|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |
| <b>Q4D Enforcement of local traffic laws</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 5%   | 4%   | 3%   | 4%   | 5%   | 6%   | 3%   | 4%   | 5%   | 4%   | 4%    |
|   | Satisfied                          | 32%  | 32%  | 37%  | 32%  | 37%  | 30%  | 40%  | 30%  | 28%  | 34%  | 34%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 27%  | 28%  | 26%  | 27%  | 23%  | 24%  | 29%  | 25%  | 26%  | 26%   |
|   | Dissatisfied                       | 20%  | 25%  | 19%  | 21%  | 20%  | 28%  | 20%  | 21%  | 23%  | 22%  | 21%   |
|   | Very Dissatisfied                  | 15%  | 11%  | 12%  | 13%  | 10%  | 12%  | 11%  | 14%  | 17%  | 12%  | 13%   |
|   | Don't Know                         | 2%   | 1%   | 1%   | 3%   | 2%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4E The City's use of red-light cameras</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 17%  | 10%  | 16%  | 13%  | 15%  | 18%  | 17%  | 12%  | 16%  | 11%  | 14%   |
|   | Satisfied                          | 27%  | 27%  | 36%  | 31%  | 24%  | 30%  | 33%  | 27%  | 27%  | 32%  | 30%   |
|   | Neither Satisfied nor Dissatisfied | 20%  | 17%  | 18%  | 19%  | 20%  | 22%  | 19%  | 25%  | 19%  | 20%  | 20%   |
|   | Dissatisfied                       | 13%  | 21%  | 13%  | 13%  | 15%  | 11%  | 14%  | 12%  | 15%  | 15%  | 14%   |
|   | Very Dissatisfied                  | 20%  | 20%  | 15%  | 21%  | 24%  | 16%  | 16%  | 21%  | 22%  | 20%  | 19%   |
|   | Don't Know                         | 3%   | 6%   | 2%   | 3%   | 2%   | 3%   | 2%   | 3%   | 3%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4F Overall quality of emergency medical services (ambulance)</b><br>Question: Please rate the City's public safety.                         | Very Satisfied                     | 16%  | 16%  | 14%  | 13%  | 15%  | 13%  | 12%  | 11%  | 13%  | 11%  | 13%   |
|   | Satisfied                          | 40%  | 41%  | 39%  | 38%  | 39%  | 45%  | 40%  | 33%  | 38%  | 38%  | 39%   |
|   | Neither Satisfied nor Dissatisfied | 19%  | 24%  | 17%  | 18%  | 21%  | 21%  | 18%  | 23%  | 19%  | 24%  | 20%   |
|   | Dissatisfied                       | 2%   | 1%   | 3%   | 3%   | 4%   | 3%   | 1%   | 3%   | 4%   | 5%   | 3%    |
|   | Very Dissatisfied                  | 1%   | 4%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%    |
|   | Don't Know                         | 23%  | 14%  | 26%  | 28%  | 21%  | 16%  | 27%  | 29%  | 26%  | 21%  | 24%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4G Response time for ambulances to respond to emergencies</b><br>Question: Please rate the City's public safety.                            | Very Satisfied                     | 14%  | 18%  | 14%  | 13%  | 15%  | 13%  | 12%  | 12%  | 11%  | 11%  | 13%   |
|   | Satisfied                          | 35%  | 35%  | 35%  | 32%  | 31%  | 34%  | 33%  | 29%  | 36%  | 31%  | 33%   |
|   | Neither Satisfied nor Dissatisfied | 20%  | 26%  | 15%  | 20%  | 18%  | 21%  | 19%  | 22%  | 18%  | 24%  | 20%   |
|   | Dissatisfied                       | 3%   | 1%   | 2%   | 3%   | 5%   | 4%   | 2%   | 2%   | 3%   | 5%   | 3%    |
|   | Very Dissatisfied                  | 1%   | 4%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 0%   | 2%   | 1%    |
|   | Don't Know                         | 28%  | 16%  | 33%  | 31%  | 29%  | 27%  | 32%  | 35%  | 32%  | 27%  | 30%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4H Overall quality of fire protection and rescue services</b><br>Question: Please rate the City's public safety.                            | Very Satisfied                     | 17%  | 20%  | 16%  | 15%  | 18%  | 17%  | 16%  | 15%  | 14%  | 16%  | 16%   |
|   | Satisfied                          | 45%  | 44%  | 46%  | 44%  | 44%  | 47%  | 47%  | 39%  | 43%  | 45%  | 45%   |
|   | Neither Satisfied nor Dissatisfied | 16%  | 21%  | 14%  | 14%  | 19%  | 20%  | 13%  | 17%  | 16%  | 19%  | 16%   |
|   | Dissatisfied                       | 0%   | 2%   | 2%   | 2%   | 2%   | 1%   | 2%   | 2%   | 3%   | 3%   | 2%    |
|   | Very Dissatisfied                  | 0%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
|   | Don't Know                         | 21%  | 13%  | 22%  | 23%  | 17%  | 15%  | 21%  | 25%  | 23%  | 19%  | 21%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4I Response time for Houston Fire Department to respond to emergencies</b><br>Question: Please rate the City's public safety.               | Very Satisfied                     | 19%  | 19%  | 18%  | 16%  | 20%  | 17%  | 17%  | 17%  | 15%  | 15%  | 17%   |
|   | Satisfied                          | 36%  | 45%  | 40%  | 40%  | 37%  | 40%  | 41%  | 35%  | 39%  | 40%  | 39%   |
|   | Neither Satisfied nor Dissatisfied | 16%  | 18%  | 12%  | 14%  | 14%  | 20%  | 13%  | 15%  | 17%  | 18%  | 15%   |
|   | Dissatisfied                       | 1%   | 1%   | 1%   | 2%   | 4%   | 1%   | 1%   | 2%   | 3%   | 2%   | 2%    |
|   | Very Dissatisfied                  | 0%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 0%   | 1%   | 1%    |
|   | Don't Know                         | 28%  | 16%  | 28%  | 28%  | 24%  | 21%  | 27%  | 31%  | 25%  | 24%  | 26%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4J City efforts to enhance fire protection</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 8%   | 13%  | 6%   | 7%   | 10%  | 9%   | 8%   | 8%   | 7%   | 8%   | 8%    |
|   | Satisfied                          | 32%  | 36%  | 35%  | 34%  | 31%  | 30%  | 31%  | 32%  | 31%  | 33%  | 33%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 25%  | 21%  | 24%  | 27%  | 34%  | 25%  | 22%  | 24%  | 28%  | 25%   |
|   | Dissatisfied                       | 3%   | 5%   | 4%   | 4%   | 3%   | 3%   | 3%   | 4%   | 6%   | 5%   | 4%    |
|   | Very Dissatisfied                  | 2%   | 2%   | 2%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%   | 1%   | 2%    |
|   | Don't Know                         | 29%  | 19%  | 32%  | 29%  | 27%  | 24%  | 32%  | 32%  | 28%  | 26%  | 29%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4K The City's municipal courts</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 2%   | 4%   | 1%   | 2%   | 6%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|   | Satisfied                          | 22%  | 17%  | 24%  | 21%  | 26%  | 22%  | 24%  | 19%  | 23%  | 18%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 33%  | 30%  | 31%  | 28%  | 27%  | 37%  | 32%  | 32%  | 28%  | 31%  | 31%   |
|   | Dissatisfied                       | 17%  | 17%  | 17%  | 16%  | 12%  | 13%  | 17%  | 15%  | 19%  | 15%  | 16%   |
|   | Very Dissatisfied                  | 10%  | 16%  | 7%   | 11%  | 11%  | 13%  | 7%   | 12%  | 13%  | 14%  | 11%   |
|   | Don't Know                         | 17%  | 15%  | 20%  | 21%  | 18%  | 13%  | 19%  | 20%  | 16%  | 18%  | 18%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4L Quality of animal control</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 2%   | 4%   | 2%   | 3%   | 4%   | 4%   | 3%   | 1%   | 3%   | 1%   | 2%    |
|   | Satisfied                          | 21%  | 14%  | 22%  | 20%  | 16%  | 18%  | 24%  | 18%  | 19%  | 18%  | 20%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 27%  | 24%  | 22%  | 27%  | 24%  | 25%  | 22%  | 21%  | 29%  | 24%   |
|   | Dissatisfied                       | 21%  | 17%  | 19%  | 16%  | 23%  | 26%  | 16%  | 20%  | 19%  | 18%  | 19%   |
|   | Very Dissatisfied                  | 19%  | 27%  | 17%  | 22%  | 14%  | 20%  | 14%  | 22%  | 25%  | 19%  | 19%   |
|   | Don't Know                         | 15%  | 11%  | 16%  | 16%  | 15%  | 9%   | 19%  | 17%  | 12%  | 14%  | 16%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5A Overall quality of City recreational programs</b><br>Question: Please rate the City's parks and recreation.                              | Very Satisfied                     | 3%   | 4%   | 4%   | 4%   | 4%   | 5%   | 5%   | 3%   | 4%   | 3%   | 4%    |
|   | Satisfied                          | 30%  | 24%  | 26%  | 32%  | 32%  | 29%  | 32%  | 28%  | 32%  | 31%  | 30%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 34%  | 29%  | 25%  | 32%  | 34%  | 24%  | 31%  | 27%  | 27%  | 28%   |
|   | Dissatisfied                       | 13%  | 11%  | 11%  | 14%  | 6%   | 13%  | 9%   | 12%  | 15%  | 12%  | 12%   |
|   | Very Dissatisfied                  | 3%   | 10%  | 3%   | 4%   | 4%   | 5%   | 3%   | 4%   | 4%   | 5%   | 4%    |
|   | Don't Know                         | 24%  | 17%  | 26%  | 20%  | 22%  | 15%  | 27%  | 23%  | 18%  | 22%  | 23%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5B The City's youth athletic programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 2%   | 5%   | 2%   | 3%   | 2%   | 3%   | 4%   | 2%   | 0%   | 2%   | 2%    |
|   | Satisfied                          | 15%  | 17%  | 13%  | 14%  | 18%  | 16%  | 18%  | 12%  | 18%  | 16%  | 15%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 32%  | 27%  | 24%  | 27%  | 33%  | 23%  | 27%  | 28%  | 27%  | 26%   |
|   | Dissatisfied                       | 8%   | 9%   | 6%   | 10%  | 7%   | 10%  | 5%   | 9%   | 11%  | 9%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 9%   | 2%   | 2%   | 4%   | 3%   | 2%   | 3%   | 3%   | 5%   | 3%    |
|   | Don't Know                         | 47%  | 29%  | 51%  | 48%  | 42%  | 35%  | 48%  | 48%  | 40%  | 40%  | 45%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5C The City's adult athletic programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 1%   | 3%   | 1%   | 1%   | 2%   | 3%   | 4%   | 3%   | 2%   | 1%   | 2%    |
|   | Satisfied                          | 13%  | 18%  | 12%  | 14%  | 15%  | 13%  | 17%  | 10%  | 15%  | 15%  | 14%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 36%  | 26%  | 25%  | 31%  | 34%  | 24%  | 28%  | 31%  | 28%  | 27%   |
|   | Dissatisfied                       | 10%  | 7%   | 7%   | 12%  | 8%   | 10%  | 6%   | 11%  | 12%  | 11%  | 9%    |
|   | Very Dissatisfied                  | 4%   | 9%   | 2%   | 5%   | 4%   | 5%   | 2%   | 3%   | 3%   | 6%   | 4%    |
|   | Don't Know                         | 47%  | 27%  | 51%  | 43%  | 41%  | 36%  | 47%  | 44%  | 38%  | 40%  | 44%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5D Other City recreation programs, such as classes, trips, and special events</b><br>Question: Please rate the City's parks and recreation. | Very Satisfied                     | 2%   | 1%   | 2%   | 1%   | 2%   | 3%   | 3%   | 0%   | 2%   | 2%   | 2%    |
|   | Satisfied                          | 14%  | 26%  | 13%  | 15%  | 15%  | 13%  | 16%  | 12%  | 17%  | 15%  | 15%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 32%  | 26%  | 26%  | 32%  | 34%  | 25%  | 27%  | 28%  | 30%  | 28%   |
|   | Dissatisfied                       | 8%   | 8%   | 6%   | 10%  | 6%   | 9%   | 6%   | 10%  | 9%   | 9%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 8%   | 2%   | 3%   | 3%   | 5%   | 2%   | 3%   | 2%   | 5%   | 3%    |
|   | Don't Know                         | 47%  | 25%  | 50%  | 44%  | 41%  | 36%  | 49%  | 46%  | 42%  | 39%  | 44%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5E Ease of registering for programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 3%   | 2%   | 2%   | 2%   | 2%   | 2%   | 3%   | 2%   | 0%   | 1%   | 2%    |
|   | Satisfied                          | 11%  | 21%  | 12%  | 13%  | 11%  | 15%  | 12%  | 11%  | 13%  | 15%  | 13%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 34%  | 25%  | 22%  | 29%  | 29%  | 27%  | 25%  | 27%  | 31%  | 27%   |
|   | Dissatisfied                       | 6%   | 6%   | 5%   | 9%   | 7%   | 6%   | 4%   | 7%   | 9%   | 7%   | 6%    |
|   | Very Dissatisfied                  | 2%   | 11%  | 2%   | 4%   | 3%   | 5%   | 2%   | 3%   | 4%   | 4%   | 3%    |
|   | Don't Know                         | 51%  | 27%  | 56%  | 50%  | 48%  | 43%  | 52%  | 51%  | 47%  | 42%  | 49%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |
| <b>Q5F The reasonableness of fees charged for recreation programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 2%   | 3%   | 3%   | 3%   | 2%   | 3%   | 3%   | 2%   | 1%   | 2%   | 3%    |
|   | Satisfied                          | 17%  | 25%  | 16%  | 17%  | 17%  | 15%  | 17%  | 16%  | 17%  | 18%  | 17%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 32%  | 25%  | 25%  | 29%  | 32%  | 27%  | 27%  | 30%  | 31%  | 28%   |
|   | Dissatisfied                       | 5%   | 3%   | 3%   | 4%   | 4%   | 6%   | 3%   | 5%   | 4%   | 5%   | 4%    |
|   | Very Dissatisfied                  | 1%   | 8%   | 1%   | 2%   | 2%   | 2%   | 2%   | 3%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5G Overall quality of City parks</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 7%   | 7%   | 7%   | 8%   | 6%   | 6%   | 9%   | 6%   | 8%   | 6%   | 7%    |
|   | Satisfied                          | 44%  | 41%  | 49%  | 45%  | 41%  | 41%  | 51%  | 44%  | 44%  | 47%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 22%  | 21%  | 23%  | 31%  | 29%  | 18%  | 24%  | 23%  | 23%  | 23%   |
|   | Dissatisfied                       | 13%  | 18%  | 14%  | 16%  | 12%  | 14%  | 13%  | 16%  | 18%  | 14%  | 14%   |
|   | Very Dissatisfied                  | 4%   | 6%   | 4%   | 5%   | 2%   | 5%   | 4%   | 5%   | 4%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5H Maintenance of City parks (trash pickup, mowing of grass, maintenance of playground equipment and bleachers, etc.)</b><br>Question: Please rate the City's parks and recreation. | Very Satisfied                     | 6%   | 10%  | 8%   | 8%   | 8%   | 7%   | 10%  | 7%   | 9%   | 6%   | 8%    |
|   | Satisfied                          | 44%  | 38%  | 45%  | 46%  | 45%  | 45%  | 51%  | 46%  | 41%  | 47%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 22%  | 23%  | 22%  | 23%  | 27%  | 19%  | 25%  | 21%  | 23%  | 23%   |
|   | Dissatisfied                       | 14%  | 14%  | 14%  | 14%  | 12%  | 11%  | 11%  | 14%  | 19%  | 13%  | 13%   |
|   | Very Dissatisfied                  | 4%   | 9%   | 3%   | 5%   | 3%   | 5%   | 3%   | 4%   | 6%   | 6%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5I The location of City parks</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 7%   | 5%   | 7%   | 7%   | 4%   | 8%   | 9%   | 7%   | 8%   | 5%   | 7%    |
|   | Satisfied                          | 45%  | 44%  | 48%  | 47%  | 40%  | 38%  | 47%  | 48%  | 44%  | 47%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 31%  | 24%  | 24%  | 33%  | 29%  | 24%  | 26%  | 25%  | 26%  | 26%   |
|   | Dissatisfied                       | 13%  | 7%   | 12%  | 15%  | 11%  | 16%  | 11%  | 12%  | 15%  | 12%  | 13%   |
|   | Very Dissatisfied                  | 2%   | 9%   | 4%   | 4%   | 5%   | 6%   | 5%   | 4%   | 4%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5J Safety of City parks during the day</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 6%   | 7%   | 7%   | 8%   | 4%   | 8%   | 7%   | 8%   | 9%   | 5%   | 7%    |
|   | Satisfied                          | 45%  | 36%  | 51%  | 50%  | 40%  | 47%  | 50%  | 51%  | 52%  | 48%  | 48%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 33%  | 21%  | 20%  | 28%  | 25%  | 20%  | 24%  | 18%  | 25%  | 23%   |
|   | Dissatisfied                       | 9%   | 10%  | 7%   | 9%   | 10%  | 10%  | 7%   | 7%   | 11%  | 10%  | 9%    |
|   | Very Dissatisfied                  | 3%   | 5%   | 2%   | 3%   | 4%   | 1%   | 3%   | 3%   | 2%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5K Safety of lighted City parks at night</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 2%   | 4%   | 2%   | 3%   | 2%   | 3%   | 4%   | 3%   | 4%   | 2%   | 3%    |
|   | Satisfied                          | 22%  | 25%  | 18%  | 23%  | 17%  | 20%  | 24%  | 20%  | 27%  | 22%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 30%  | 26%  | 28%  | 28%  | 25%  | 26%  | 29%  | 22%  | 28%  | 27%   |
|   | Dissatisfied                       | 20%  | 19%  | 18%  | 18%  | 23%  | 23%  | 14%  | 19%  | 20%  | 19%  | 19%   |
|   | Very Dissatisfied                  | 6%   | 10%  | 6%   | 7%   | 7%   | 5%   | 5%   | 7%   | 8%   | 8%   | 7%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5L Walking and biking trails in the city</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 7%   | 4%   | 4%   | 5%   | 3%   | 7%   | 9%   | 7%   | 6%   | 4%   | 6%    |
|   | Satisfied                          | 32%  | 39%  | 29%  | 29%  | 35%  | 27%  | 39%  | 29%  | 30%  | 32%  | 32%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 28%  | 24%  | 19%  | 25%  | 26%  | 16%  | 24%  | 17%  | 24%  | 22%   |
|   | Dissatisfied                       | 20%  | 12%  | 24%  | 24%  | 19%  | 27%  | 20%  | 23%  | 27%  | 21%  | 22%   |
|   | Very Dissatisfied                  | 7%   | 11%  | 12%  | 15%  | 10%  | 7%   | 9%   | 12%  | 13%  | 10%  | 11%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5M The maintenance of City's community centers</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 3%   | 4%   | 2%   | 2%   | 2%   | 3%   | 4%   | 3%   | 1%   | 2%   | 3%    |
|   | Satisfied                          | 20%  | 28%  | 20%  | 23%  | 20%  | 21%  | 22%  | 19%  | 27%  | 24%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 29%  | 33%  | 28%  | 28%  | 34%  | 32%  | 26%  | 29%  | 21%  | 32%  | 29%   |
|   | Dissatisfied                       | 9%   | 6%   | 8%   | 11%  | 7%   | 11%  | 4%   | 11%  | 11%  | 7%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 8%   | 2%   | 3%   | 2%   | 3%   | 2%   | 3%   | 4%   | 4%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5N City swimming pools</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 2%   | 5%   | 3%   | 2%   | 2%   | 2%   | 2%   | 3%   | 0%   | 2%   | 2%    |
|   | Satisfied                          | 15%  | 19%  | 13%  | 13%  | 14%  | 13%  | 12%  | 13%  | 16%  | 16%  | 14%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 32%  | 25%  | 25%  | 31%  | 34%  | 25%  | 28%  | 25%  | 29%  | 27%   |
|   | Dissatisfied                       | 9%   | 6%   | 6%   | 10%  | 4%   | 12%  | 5%   | 8%   | 9%   | 9%   | 8%    |
|   | Very Dissatisfied                  | 3%   | 6%   | 4%   | 4%   | 3%   | 2%   | 4%   | 6%   | 6%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5O City golf courses</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 3%   | 2%   | 3%   | 5%   | 3%   | 3%   | 5%   | 4%   | 3%   | 4%   | 4%    |
|   | Satisfied                          | 19%  | 23%  | 22%  | 21%  | 20%  | 17%  | 23%  | 18%  | 22%  | 21%  | 21%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 34%  | 25%  | 24%  | 25%  | 35%  | 23%  | 29%  | 25%  | 30%  | 27%   |
|   | Dissatisfied                       | 5%   | 4%   | 3%   | 4%   | 3%   | 5%   | 3%   | 4%   | 4%   | 4%   | 4%    |
|   | Very Dissatisfied                  | 2%   | 5%   | 2%   | 3%   | 2%   | 1%   | 1%   | 1%   | 3%   | 1%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)</b><br>Question: Please rate the City's parks and recreation.                                       | Very Satisfied                     | 3%   | 4%   | 3%   | 3%   | 2%   | 3%   | 4%   | 4%   | 2%   | 2%   | 3%    |
|   | Satisfied                          | 25%  | 29%  | 23%  | 23%  | 22%  | 22%  | 25%  | 23%  | 29%  | 25%  | 24%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 30%  | 25%  | 26%  | 35%  | 28%  | 23%  | 31%  | 26%  | 29%  | 27%   |
|   | Dissatisfied                       | 7%   | 5%   | 5%   | 7%   | 2%   | 14%  | 4%   | 6%   | 7%   | 8%   | 6%    |
|   | Very Dissatisfied                  | 1%   | 7%   | 3%   | 2%   | 4%   | 3%   | 3%   | 3%   | 4%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6A Overall effectiveness of the City's communication with the public</b><br>Question: Please rate the City's communication and leadership.  | Very Satisfied                     | 9%   | 12%  | 11%  | 6%   | 8%   | 5%   | 9%   | 8%   | 7%   | 5%   | 8%    |
|   | Satisfied                          | 43%  | 33%  | 46%  | 45%  | 41%  | 47%  | 47%  | 42%  | 40%  | 37%  | 43%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 30%  | 23%  | 25%  | 31%  | 26%  | 24%  | 26%  | 25%  | 27%  | 26%   |
|   | Dissatisfied                       | 16%  | 18%  | 14%  | 16%  | 13%  | 16%  | 14%  | 16%  | 18%  | 21%  | 16%   |
|   | Very Dissatisfied                  | 4%   | 5%   | 4%   | 6%   | 6%   | 5%   | 5%   | 6%   | 7%   | 7%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6B The availability of information about City programs and services</b><br>Question: Please rate the City's communication and leadership.   | Very Satisfied                     | 6%   | 9%   | 8%   | 4%   | 5%   | 5%   | 7%   | 6%   | 6%   | 5%   | 6%    |
|   | Satisfied                          | 36%  | 32%  | 39%  | 38%  | 37%  | 41%  | 37%  | 37%  | 36%  | 31%  | 36%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 26%  | 24%  | 23%  | 23%  | 24%  | 28%  | 24%  | 23%  | 27%  | 25%   |
|   | Dissatisfied                       | 22%  | 27%  | 19%  | 24%  | 21%  | 24%  | 18%  | 23%  | 25%  | 25%  | 22%   |
|   | Very Dissatisfied                  | 5%   | 6%   | 5%   | 7%   | 7%   | 5%   | 6%   | 6%   | 8%   | 8%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6C City efforts to keep you informed about local issues</b><br>Question: Please rate the City's communication and leadership.   | Very Satisfied                     | 8%   | 12%  | 11%  | 7%   | 8%   | 5%   | 9%   | 8%   | 8%   | 6%   | 8%    |
|   | Satisfied                          | 39%  | 35%  | 44%  | 44%  | 38%  | 46%  | 43%  | 42%  | 39%  | 35%  | 41%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 23%  | 22%  | 22%  | 29%  | 25%  | 23%  | 22%  | 21%  | 25%  | 24%   |
|   | Dissatisfied                       | 20%  | 19%  | 17%  | 19%  | 17%  | 20%  | 17%  | 19%  | 23%  | 23%  | 19%   |
|   | Very Dissatisfied                  | 5%   | 9%   | 5%   | 7%   | 5%   | 4%   | 6%   | 7%   | 8%   | 8%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   |                                    | DISTRICT |      |      |      |      |      |      |      |      |      | Total |
|---|------------------------------------|----------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | A        | B    | C    | D    | E    | F    | G    | H    | I    | X    |       |
|   |                                    | 620      | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 154  | 789  | 4,339 |
| <b>Q6D The level of public involvement in local decision making</b><br>Question: Please rate the City's communication and leadership.]              | Very Satisfied                     | 3%       | 6%   | 3%   | 3%   | 3%   | 3%   | 4%   | 3%   | 3%   | 3%   | 3%    |
|   | Satisfied                          | 21%      | 26%  | 27%  | 24%  | 22%  | 22%  | 25%  | 19%  | 23%  | 20%  | 23%   |
|   | Neither Satisfied nor Dissatisfied | 28%      | 28%  | 28%  | 25%  | 31%  | 34%  | 29%  | 33%  | 25%  | 27%  | 28%   |
|   | Dissatisfied                       | 29%      | 22%  | 25%  | 28%  | 24%  | 28%  | 22%  | 25%  | 25%  | 29%  | 26%   |
|   | Very Dissatisfied                  | 11%      | 10%  | 8%   | 12%  | 15%  | 9%   | 11%  | 13%  | 16%  | 14%  | 12%   |
| <b>Total</b>  | Don't Know                         | 8%       | 8%   | 9%   | 8%   | 4%   | 5%   | 8%   | 7%   | 9%   | 7%   | 7%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6E Overall quality of leadership provided by the City's elected officials</b><br>Question: Please rate the City's communication and leadership. | Very Satisfied                     | 10%      | 8%   | 13%  | 7%   | 11%  | 7%   | 11%  | 10%  | 9%   | 8%   | 10%   |
|   | Satisfied                          | 37%      | 36%  | 43%  | 39%  | 29%  | 45%  | 40%  | 40%  | 37%  | 32%  | 38%   |
|   | Neither Satisfied nor Dissatisfied | 25%      | 29%  | 21%  | 26%  | 30%  | 26%  | 22%  | 24%  | 27%  | 26%  | 25%   |
|   | Dissatisfied                       | 16%      | 14%  | 13%  | 16%  | 18%  | 13%  | 14%  | 12%  | 12%  | 18%  | 15%   |
|   | Very Dissatisfied                  | 9%       | 10%  | 8%   | 8%   | 11%  | 8%   | 10%  | 9%   | 11%  | 12%  | 10%   |
| <b>Total</b>  | Don't Know                         | 3%       | 4%   | 2%   | 4%   | 2%   | 1%   | 3%   | 4%   | 3%   | 4%   | 3%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6F Overall effectiveness of appointed boards and commissions</b><br>Question: Please rate the City's communication and leadership.              | Very Satisfied                     | 3%       | 6%   | 2%   | 2%   | 3%   | 1%   | 4%   | 3%   | 3%   | 2%   | 3%    |
|   | Satisfied                          | 17%      | 23%  | 26%  | 22%  | 20%  | 27%  | 25%  | 21%  | 20%  | 21%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 34%      | 34%  | 30%  | 28%  | 37%  | 35%  | 30%  | 31%  | 33%  | 29%  | 31%   |
|   | Dissatisfied                       | 18%      | 13%  | 15%  | 19%  | 16%  | 16%  | 13%  | 15%  | 16%  | 19%  | 16%   |
|   | Very Dissatisfied                  | 9%       | 9%   | 7%   | 11%  | 10%  | 7%   | 11%  | 10%  | 12%  | 13%  | 10%   |
| <b>Total</b>  | Don't Know                         | 19%      | 15%  | 20%  | 18%  | 14%  | 14%  | 18%  | 20%  | 16%  | 15%  | 18%   |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6G Level and effectiveness of collaboration among local governments</b><br>Question: Please rate the City's communication and leadership.       | Very Satisfied                     | 4%       | 7%   | 3%   | 3%   | 4%   | 2%   | 4%   | 4%   | 4%   | 3%   | 4%    |
|   | Satisfied                          | 20%      | 24%  | 28%  | 23%  | 21%  | 30%  | 24%  | 22%  | 20%  | 20%  | 23%   |
|   | Neither Satisfied nor Dissatisfied | 30%      | 34%  | 27%  | 27%  | 33%  | 28%  | 27%  | 32%  | 26%  | 30%  | 29%   |
|   | Dissatisfied                       | 18%      | 12%  | 13%  | 17%  | 20%  | 19%  | 13%  | 14%  | 16%  | 18%  | 16%   |
|   | Very Dissatisfied                  | 9%       | 10%  | 7%   | 11%  | 9%   | 7%   | 10%  | 15%  | 13%  | 10%  | 10%   |
| <b>Total</b>  | Don't Know                         | 20%      | 13%  | 23%  | 18%  | 14%  | 14%  | 21%  | 19%  | 19%  | 16%  | 19%   |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7A Overall maintenance of City buildings and facilities</b><br>Question: Please rate the City's maintenance.                                    | Very Satisfied                     | 3%       | 7%   | 3%   | 3%   | 5%   | 3%   | 4%   | 3%   | 3%   | 3%   | 3%    |
|   | Satisfied                          | 41%      | 44%  | 45%  | 45%  | 42%  | 47%  | 47%  | 39%  | 43%  | 43%  | 44%   |
|   | Neither Satisfied nor Dissatisfied | 33%      | 24%  | 29%  | 31%  | 34%  | 35%  | 30%  | 36%  | 28%  | 32%  | 31%   |
|   | Dissatisfied                       | 11%      | 13%  | 11%  | 11%  | 10%  | 10%  | 8%   | 11%  | 15%  | 10%  | 10%   |
|   | Very Dissatisfied                  | 1%       | 5%   | 3%   | 3%   | 3%   | 3%   | 1%   | 3%   | 3%   | 4%   | 3%    |
| <b>Total</b>  | Don't Know                         | 11%      | 7%   | 9%   | 7%   | 7%   | 5%   | 9%   | 8%   | 8%   | 9%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7B Overall maintenance of City streets</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 2%       | 4%   | 1%   | 1%   | 2%   | 1%   | 2%   | 1%   | 2%   | 1%   | 2%    |
|   | Satisfied                          | 23%      | 23%  | 17%  | 19%  | 26%  | 19%  | 23%  | 16%  | 19%  | 20%  | 20%   |
|   | Neither Satisfied nor Dissatisfied | 21%      | 17%  | 18%  | 17%  | 20%  | 18%  | 17%  | 17%  | 15%  | 18%  | 18%   |
|   | Dissatisfied                       | 38%      | 35%  | 36%  | 35%  | 36%  | 42%  | 37%  | 41%  | 40%  | 37%  | 37%   |
|   | Very Dissatisfied                  | 16%      | 22%  | 28%  | 28%  | 14%  | 21%  | 20%  | 25%  | 23%  | 23%  | 23%   |
| <b>Total</b>  | Don't Know                         | 0%       | 0%   | 0%   | 0%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7C Maintenance of streets in your neighborhood</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%       | 5%   | 4%   | 2%   | 9%   | 2%   | 5%   | 1%   | 5%   | 3%   | 4%    |
|   | Satisfied                          | 37%      | 21%  | 28%  | 23%  | 36%  | 21%  | 33%  | 22%  | 21%  | 32%  | 29%   |
|   | Neither Satisfied nor Dissatisfied | 18%      | 12%  | 14%  | 14%  | 14%  | 19%  | 15%  | 19%  | 12%  | 17%  | 16%   |
|   | Dissatisfied                       | 28%      | 27%  | 29%  | 32%  | 24%  | 36%  | 27%  | 29%  | 34%  | 28%  | 29%   |
|   | Very Dissatisfied                  | 13%      | 34%  | 25%  | 29%  | 17%  | 22%  | 19%  | 29%  | 27%  | 19%  | 22%   |
| <b>Total</b>  | Don't Know                         | 0%       | 1%   | 0%   | 0%   | 0%   | 0%   | 0%   | 1%   | 0%   | 0%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7D Maintenance of street signs</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 4%       | 7%   | 3%   | 2%   | 6%   | 5%   | 5%   | 3%   | 4%   | 4%   | 4%    |
|   | Satisfied                          | 48%      | 36%  | 41%  | 36%  | 41%  | 39%  | 48%  | 37%  | 36%  | 43%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 25%      | 22%  | 27%  | 24%  | 28%  | 18%  | 23%  | 27%  | 20%  | 26%  | 25%   |
|   | Dissatisfied                       | 16%      | 18%  | 18%  | 25%  | 16%  | 25%  | 14%  | 19%  | 25%  | 18%  | 18%   |
|   | Very Dissatisfied                  | 7%       | 15%  | 10%  | 13%  | 8%   | 13%  | 9%   | 13%  | 14%  | 9%   | 10%   |
| <b>Total</b>  | Don't Know                         | 0%       | 2%   | 0%   | 0%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7E Maintenance of traffic signals</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 5%       | 9%   | 5%   | 4%   | 7%   | 5%   | 6%   | 4%   | 6%   | 5%   | 5%    |
|   | Satisfied                          | 57%      | 44%  | 52%  | 50%  | 48%  | 51%  | 56%  | 51%  | 47%  | 50%  | 52%   |
|   | Neither Satisfied nor Dissatisfied | 25%      | 23%  | 25%  | 24%  | 25%  | 22%  | 22%  | 26%  | 26%  | 26%  | 25%   |
|   | Dissatisfied                       | 9%       | 14%  | 11%  | 15%  | 13%  | 14%  | 12%  | 10%  | 12%  | 12%  | 12%   |
|   | Very Dissatisfied                  | 4%       | 10%  | 6%   | 6%   | 5%   | 7%   | 5%   | 9%   | 8%   | 6%   | 6%    |
| <b>Total</b>  | Don't Know                         | 1%       | 1%   | 0%   | 0%   | 1%   | 0%   | 0%   | 1%   | 1%   | 1%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7F Maintenance and preservation of downtown Houston</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 9%       | 12%  | 8%   | 11%  | 6%   | 7%   | 9%   | 6%   | 8%   | 7%   | 8%    |
|   | Satisfied                          | 47%      | 42%  | 48%  | 42%  | 47%  | 49%  | 48%  | 41%  | 42%  | 46%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 25%      | 32%  | 23%  | 23%  | 29%  | 25%  | 23%  | 27%  | 23%  | 24%  | 25%   |
|   | Dissatisfied                       | 10%      | 5%   | 9%   | 12%  | 11%  | 11%  | 10%  | 11%  | 13%  | 11%  | 11%   |
|   | Very Dissatisfied                  | 3%       | 6%   | 5%   | 8%   | 3%   | 3%   | 4%   | 11%  | 10%  | 7%   | 6%    |
| <b>Total</b>  | Don't Know                         | 5%       | 3%   | 7%   | 3%   | 4%   | 5%   | 6%   | 3%   | 4%   | 5%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7G Condition of sidewalks in Houston</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 3%       | 3%   | 1%   | 1%   | 4%   | 2%   | 2%   | 1%   | 2%   | 2%   | 2%    |
|   | Satisfied                          | 30%      | 28%  | 16%  | 22%  | 26%  | 20%  | 26%  | 22%  | 24%  | 25%  | 24%   |
|   | Neither Satisfied nor Dissatisfied | 24%      | 19%  | 21%  | 17%  | 28%  | 20%  | 23%  | 23%  | 17%  | 24%  | 22%   |
|   | Dissatisfied                       | 30%      | 30%  | 40%  | 33%  | 30%  | 37%  | 30%  | 30%  | 33%  | 30%  | 32%   |
|   | Very Dissatisfied                  | 12%      | 18%  | 20%  | 25%  | 10%  | 19%  | 17%  | 22%  | 22%  | 18%  | 18%   |
| <b>Total</b>  | Don't Know                         | 2%       | 2%   | 1%   | 1%   | 2%   | 3%   | 1%   | 2%   | 3%   | 2%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7H Mowing medians and rights of ways</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%       | 5%   | 4%   | 4%   | 7%   | 5%   | 5%   | 4%   | 6%   | 3%   | 4%    |
|   | Satisfied                          | 45%      | 34%  | 51%  | 42%  | 42%  | 46%  | 47%  | 47%  | 44%  | 44%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 28%      | 23%  | 27%  | 28%  | 30%  | 24%  | 27%  | 28%  | 23%  | 27%  | 27%   |
|   | Dissatisfied                       | 15%      | 18%  | 11%  | 16%  | 13%  | 17%  | 12%  | 12%  | 16%  | 15%  | 14%   |
|   | Very Dissatisfied                  | 6%       | 16%  | 6%   | 8%   | 7%   | 7%   | 7%   | 7%   | 10%  | 8%   | 8%    |
| <b>Total</b>  | Don't Know                         | 2%       | 5%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7I Overall cleanliness of streets and other public areas</b><br>Question: Please rate the City's maintenance.                                   | Very Satisfied                     | 2%       | 4%   | 3%   | 3%   | 7%   | 3%   | 4%   | 2%   | 3%   | 3%   | 3%    |
|   | Satisfied                          | 37%      | 28%  | 39%  | 34%  | 35%  | 38%  | 41%  | 36%  | 29%  | 36%  | 37%   |
|   | Neither Satisfied nor Dissatisfied | 28%      | 23%  | 25%  | 23%  | 29%  | 15%  | 24%  | 29%  | 22%  | 25%  | 25%   |
|   | Dissatisfied                       | 24%      | 27%  | 23%  | 27%  | 21%  | 32%  | 20%  | 22%  | 30%  | 24%  | 24%   |
|   | Very Dissatisfied                  | 9%       | 16%  | 10%  | 12%  | 5%   | 13%  | 10%  | 11%  | 15%  | 12%  | 11%   |
| <b>Total</b>  | Don't Know                         | 1%       | 2%   | 0%   | 0%   | 3%   | 1%   | 0%   | 0%   | 1%   | 1%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7J Overall quality of trash collection services</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 15%      | 12%  | 14%  | 8%   | 12%  | 14%  | 9%   | 10%  | 10%  | 8%   | 11%   |
|   | Satisfied                          | 48%      | 38%  | 51%  | 50%  | 43%  | 49%  | 48%  | 51%  | 52%  | 48%  | 49%   |
|   | Neither Satisfied nor Dissatisfied | 17%      | 21%  | 16%  | 19%  | 21%  | 16%  | 22%  | 17%  | 14%  | 21%  | 19%   |
|   | Dissatisfied                       | 10%      | 13%  | 9%   | 11%  | 13%  | 10%  | 8%   | 12%  | 12%  | 10%  | 10%   |
|   | Very Dissatisfied                  | 7%       | 11%  | 5%   | 7%   | 4%   | 8%   | 4%   | 6%   | 6%   | 7%   | 6%    |
| <b>Total</b>  | Don't Know                         | 2%       | 5%   | 4%   | 4%   | 8%   | 2%   | 10%  | 3%   | 5%   | 6%   |       |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|--|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|  |                                    | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |
| <b>Q7K Overall quality of recycling centers</b>                                |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's maintenance.                                  | Very Satisfied                     | 8%   | 4%   | 13%  | 7%   | 7%   | 8%   | 6%   | 9%   | 8%   | 6%   | 8%    |
|  | Satisfied                          | 33%  | 29%  | 38%  | 34%  | 31%  | 33%  | 34%  | 33%  | 32%  | 30%  | 33%   |
|  | Neither Satisfied nor Dissatisfied | 21%  | 20%  | 18%  | 18%  | 23%  | 24%  | 21%  | 19%  | 19%  | 23%  | 20%   |
|  | Dissatisfied                       | 14%  | 20%  | 10%  | 16%  | 14%  | 11%  | 14%  | 15%  | 14%  | 17%  | 15%   |
|  | Very Dissatisfied                  | 10%  | 11%  | 8%   | 13%  | 9%   | 11%  | 9%   | 14%  | 15%  | 12%  | 11%   |
|  | Don't Know                         | 13%  | 17%  | 13%  | 12%  | 15%  | 13%  | 15%  | 10%  | 12%  | 13%  | 13%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7L Adequacy of City street lighting</b>                                    |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's maintenance.                                  | Very Satisfied                     | 5%   | 4%   | 5%   | 4%   | 8%   | 7%   | 6%   | 4%   | 4%   | 4%   | 5%    |
|  | Satisfied                          | 50%  | 35%  | 47%  | 45%  | 46%  | 42%  | 50%  | 47%  | 47%  | 43%  | 46%   |
|  | Neither Satisfied nor Dissatisfied | 23%  | 25%  | 26%  | 20%  | 26%  | 22%  | 25%  | 26%  | 22%  | 29%  | 25%   |
|  | Dissatisfied                       | 17%  | 18%  | 16%  | 22%  | 14%  | 21%  | 12%  | 14%  | 17%  | 15%  | 16%   |
|  | Very Dissatisfied                  | 5%   | 16%  | 5%   | 8%   | 5%   | 8%   | 7%   | 8%   | 8%   | 7%   | 7%    |
|  | Don't Know                         | 1%   | 2%   | 1%   | 1%   | 1%   | 1%   | 2%   | 2%   | 2%   | 2%   | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7M Overall removal of graffiti</b>   |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's maintenance.                                  | Very Satisfied                     | 3%   | 3%   | 4%   | 2%   | 4%   | 5%   | 5%   | 4%   | 6%   | 4%   | 4%    |
|  | Satisfied                          | 33%  | 24%  | 33%  | 32%  | 31%  | 20%  | 37%  | 32%  | 30%  | 30%  | 32%   |
|  | Neither Satisfied nor Dissatisfied | 27%  | 27%  | 27%  | 28%  | 27%  | 26%  | 28%  | 25%  | 22%  | 27%  | 27%   |
|  | Dissatisfied                       | 22%  | 23%  | 16%  | 20%  | 19%  | 28%  | 15%  | 22%  | 20%  | 22%  | 20%   |
|  | Very Dissatisfied                  | 9%   | 15%  | 9%   | 12%  | 6%   | 14%  | 7%   | 11%  | 16%  | 12%  | 11%   |
|  | Don't Know                         | 6%   | 7%   | 9%   | 5%   | 13%  | 7%   | 8%   | 5%   | 6%   | 5%   | 7%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8A Overall enforcement of City codes and ordinances</b>                    |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 5%   | 2%   | 2%   | 4%   | 3%   | 2%   | 1%   | 3%   | 1%   | 2%    |
|  | Satisfied                          | 26%  | 31%  | 29%  | 27%  | 28%  | 27%  | 28%  | 24%  | 23%  | 25%  | 27%   |
|  | Neither Satisfied nor Dissatisfied | 26%  | 24%  | 27%  | 27%  | 34%  | 28%  | 30%  | 31%  | 29%  | 28%  | 28%   |
|  | Dissatisfied                       | 23%  | 19%  | 16%  | 18%  | 14%  | 20%  | 16%  | 18%  | 18%  | 20%  | 19%   |
|  | Very Dissatisfied                  | 7%   | 11%  | 6%   | 10%  | 9%   | 9%   | 7%   | 10%  | 13%  | 9%   | 9%    |
|  | Don't Know                         | 16%  | 10%  | 20%  | 16%  | 12%  | 13%  | 17%  | 16%  | 14%  | 17%  | 16%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8B Enforcing the clean up of litter and debris on private property</b>     |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 1%   | 5%   | 1%   | 2%   | 3%   | 3%   | 2%   | 2%   | 3%   | 1%   | 2%    |
|  | Satisfied                          | 14%  | 11%  | 18%  | 19%  | 18%  | 16%  | 18%  | 17%  | 14%  | 18%  | 17%   |
|  | Neither Satisfied nor Dissatisfied | 20%  | 14%  | 24%  | 19%  | 29%  | 22%  | 24%  | 19%  | 14%  | 22%  | 21%   |
|  | Dissatisfied                       | 36%  | 39%  | 28%  | 34%  | 28%  | 34%  | 27%  | 29%  | 34%  | 30%  | 31%   |
|  | Very Dissatisfied                  | 15%  | 24%  | 12%  | 15%  | 12%  | 15%  | 11%  | 19%  | 24%  | 14%  | 15%   |
|  | Don't Know                         | 14%  | 7%   | 17%  | 11%  | 11%  | 10%  | 18%  | 14%  | 10%  | 15%  | 14%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8C Enforcing the mowing and cutting of weeds on private property</b>       |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 5%   | 1%   | 1%   | 3%   | 3%   | 2%   | 2%   | 3%   | 1%   | 2%    |
|  | Satisfied                          | 14%  | 9%   | 18%  | 20%  | 19%  | 17%  | 18%  | 19%  | 16%  | 19%  | 17%   |
|  | Neither Satisfied nor Dissatisfied | 22%  | 14%  | 25%  | 20%  | 31%  | 25%  | 25%  | 21%  | 16%  | 25%  | 23%   |
|  | Dissatisfied                       | 32%  | 37%  | 28%  | 31%  | 27%  | 32%  | 26%  | 29%  | 33%  | 27%  | 29%   |
|  | Very Dissatisfied                  | 15%  | 27%  | 11%  | 15%  | 10%  | 12%  | 11%  | 17%  | 22%  | 14%  | 14%   |
|  | Don't Know                         | 15%  | 8%   | 17%  | 12%  | 11%  | 12%  | 19%  | 13%  | 11%  | 14%  | 14%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8D Enforcing codes designed to protect public safety and public health</b> |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 5%   | 2%   | 2%   | 3%   | 5%   | 2%   | 2%   | 3%   | 1%   | 2%    |
|  | Satisfied                          | 21%  | 22%  | 26%  | 28%  | 18%  | 23%  | 25%  | 25%  | 21%  | 24%  | 24%   |
|  | Neither Satisfied nor Dissatisfied | 29%  | 28%  | 30%  | 23%  | 38%  | 25%  | 29%  | 30%  | 25%  | 31%  | 29%   |
|  | Dissatisfied                       | 19%  | 18%  | 14%  | 17%  | 20%  | 22%  | 14%  | 14%  | 21%  | 16%  | 16%   |
|  | Very Dissatisfied                  | 8%   | 15%  | 7%   | 12%  | 8%   | 10%  | 8%   | 11%  | 15%  | 10%  | 10%   |
|  | Don't Know                         | 19%  | 13%  | 21%  | 18%  | 13%  | 15%  | 22%  | 18%  | 15%  | 17%  | 18%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8E Enforcing the maintenance of residential property</b>                   |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 5%   | 2%   | 2%   | 4%   | 3%   | 1%   | 2%   | 2%   | 1%   | 2%    |
|  | Satisfied                          | 17%  | 16%  | 21%  | 22%  | 18%  | 14%  | 21%  | 21%  | 18%  | 20%  | 20%   |
|  | Neither Satisfied nor Dissatisfied | 27%  | 23%  | 26%  | 23%  | 29%  | 30%  | 28%  | 27%  | 23%  | 28%  | 27%   |
|  | Dissatisfied                       | 28%  | 28%  | 25%  | 25%  | 27%  | 28%  | 19%  | 23%  | 26%  | 23%  | 24%   |
|  | Very Dissatisfied                  | 11%  | 21%  | 9%   | 13%  | 11%  | 12%  | 10%  | 14%  | 18%  | 12%  | 12%   |
|  | Don't Know                         | 16%  | 8%   | 17%  | 15%  | 11%  | 13%  | 20%  | 13%  | 12%  | 16%  | 16%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8F Enforcing the exterior maintenance of business property</b>             |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 4%   | 2%   | 1%   | 3%   | 3%   | 1%   | 2%   | 2%   | 1%   | 2%    |
|  | Satisfied                          | 20%  | 19%  | 23%  | 24%  | 21%  | 21%  | 24%  | 21%  | 18%  | 21%  | 22%   |
|  | Neither Satisfied nor Dissatisfied | 29%  | 31%  | 28%  | 28%  | 37%  | 33%  | 30%  | 31%  | 24%  | 31%  | 30%   |
|  | Dissatisfied                       | 24%  | 17%  | 20%  | 20%  | 19%  | 23%  | 16%  | 19%  | 26%  | 20%  | 20%   |
|  | Very Dissatisfied                  | 9%   | 19%  | 8%   | 11%  | 10%  | 8%   | 9%   | 11%  | 17%  | 10%  | 10%   |
|  | Don't Know                         | 16%  | 11%  | 19%  | 15%  | 11%  | 13%  | 20%  | 15%  | 13%  | 17%  | 16%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8G Enforcing sign regulations</b>  |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 4%   | 2%   | 2%   | 4%   | 4%   | 2%   | 3%   | 3%   | 2%   | 2%    |
|  | Satisfied                          | 20%  | 25%  | 24%  | 27%  | 23%  | 22%  | 25%  | 21%  | 18%  | 24%  | 23%   |
|  | Neither Satisfied nor Dissatisfied | 29%  | 30%  | 26%  | 28%  | 34%  | 32%  | 28%  | 31%  | 28%  | 30%  | 29%   |
|  | Dissatisfied                       | 20%  | 10%  | 18%  | 16%  | 16%  | 21%  | 14%  | 15%  | 20%  | 18%  | 17%   |
|  | Very Dissatisfied                  | 10%  | 18%  | 10%  | 9%   | 10%  | 7%   | 11%  | 13%  | 17%  | 10%  | 11%   |
|  | Don't Know                         | 19%  | 14%  | 20%  | 18%  | 13%  | 14%  | 19%  | 17%  | 14%  | 16%  | 18%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8H Enforcing and prosecuting illegal dumping activities</b>                |                                    |      |      |      |      |      |      |      |      |      |      |       |
| Question: Please rate the City's code enforcement.                             | Very Satisfied                     | 2%   | 4%   | 2%   | 1%   | 2%   | 3%   | 1%   | 2%   | 2%   | 2%   | 2%    |
|  | Satisfied                          | 11%  | 14%  | 16%  | 16%  | 16%  | 16%  | 14%  | 14%  | 12%  | 15%  | 14%   |
|  | Neither Satisfied nor Dissatisfied | 17%  | 14%  | 20%  | 17%  | 25%  | 18%  | 22%  | 20%  | 18%  | 19%  | 19%   |
|  | Dissatisfied                       | 29%  | 26%  | 22%  | 24%  | 24%  | 24%  | 21%  | 25%  | 27%  | 25%  | 25%   |
|  | Very Dissatisfied                  | 18%  | 32%  | 16%  | 20%  | 19%  | 18%  | 16%  | 20%  | 27%  | 20%  | 19%   |
|  | Don't Know                         | 23%  | 11%  | 24%  | 21%  | 14%  | 21%  | 25%  | 20%  | 14%  | 20%  | 21%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A Have you called 9-1-1 for police services in the last year?</b>         |                                    |      |      |      |      |      |      |      |      |      |      |       |
|  | YES                                | 21%  | 31%  | 19%  | 25%  | 17%  | 26%  | 19%  | 26%  | 26%  | 22%  | 22%   |
|  | NO                                 | 79%  | 69%  | 81%  | 75%  | 83%  | 74%  | 81%  | 74%  | 74%  | 78%  | 78%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A1 If yes, what was your level of satisfaction with call taker(s)?</b>    |                                    |      |      |      |      |      |      |      |      |      |      |       |
|  | Very Satisfied                     | 19%  | 28%  | 37%  | 28%  | 30%  | 33%  | 27%  | 29%  | 23%  | 26%  | 28%   |
|  | Satisfied                          | 46%  | 17%  | 39%  | 41%  | 36%  | 48%  | 44%  | 35%  | 33%  | 35%  | 39%   |
|  | Neither Satisfied nor Dissatisfied | 15%  | 17%  | 9%   | 7%   | 9%   | 5%   | 11%  | 10%  | 17%  | 15%  | 12%   |
|  | Dissatisfied                       | 12%  | 31%  | 12%  | 14%  | 15%  | 15%  | 11%  | 10%  | 15%  | 13%  | 13%   |
|  | Very Dissatisfied                  | 8%   | 8%   | 4%   | 10%  | 9%   | 7%   | 15%  | 11%  | 11%  | 9%   | 9%    |
|  | Don't Know                         | 1%   |      |      |      |      | 1%   |      |      |      | 2%   | 0%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B Have you called 9-1-1 for fire services in the last year?</b>           |                                    |      |      |      |      |      |      |      |      |      |      |       |
|  | YES                                | 6%   | 7%   | 7%   | 9%   | 5%   | 5%   | 4%   | 7%   | 7%   | 7%   | 6%    |
|  | NO                                 | 94%  | 93%  | 93%  | 91%  | 95%  | 95%  | 96%  | 93%  | 93%  | 93%  | 94%   |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B1 If yes, what was your level of satisfaction with call taker(s)?</b>    |                                    |      |      |      |      |      |      |      |      |      |      |       |
|  | Very Satisfied                     | 57%  | 22%  | 47%  | 40%  | 20%  | 57%  | 41%  | 45%  | 33%  | 45%  | 44%   |
|  | Satisfied                          | 26%  | 33%  | 28%  | 40%  | 30%  | 29%  | 41%  | 30%  | 56%  | 36%  | 35%   |
|  | Neither Satisfied nor Dissatisfied | 9%   | 11%  | 7%   | 7%   | 7%   | 14%  | 10%  | 12%  | 11%  | 5%   | 8%    |
|  | Dissatisfied                       | 3%   | 33%  | 7%   | 7%   | 30%  |      | 3%   | 6%   |      | 5%   | 7%    |
|  | Very Dissatisfied                  | 6%   |      | 9%   | 7%   | 20%  |      | 3%   | 6%   |      | 5%   | 6%    |
|  | Don't Know                         |      |      | 2%   |      |      |      |      |      |      | 2%   | 1%    |
| <b>Total</b>   |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   |                                    | DISTRICT |      |      |      |      |      |      |      |      |      | Total |       |
|---|------------------------------------|----------|------|------|------|------|------|------|------|------|------|-------|-------|
|   |                                    | A        | B    | C    | D    | E    | F    | G    | H    | I    | X    |       |       |
|   |                                    | N=       | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789   | 4,339 |
| Q9C Have you called the 3-1-1 Houston Service Center in the last year?                              | YES                                |          | 67%  | 66%  | 59%  | 63%  | 51%  | 65%  | 57%  | 72%  | 69%  | 54%   | 62%   |
|   | NO                                 |          | 33%  | 34%  | 41%  | 37%  | 49%  | 35%  | 43%  | 28%  | 31%  | 46%   | 38%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9C1 If yes, what was your level of satisfaction with the service 3-1-1 provided?                   | Very Satisfied                     |          | 24%  | 25%  | 27%  | 20%  | 29%  | 27%  | 24%  | 25%  | 21%  | 19%   | 23%   |
|   | Satisfied                          |          | 39%  | 33%  | 37%  | 40%  | 35%  | 33%  | 42%  | 40%  | 37%  | 38%   | 39%   |
|   | Neither Satisfied nor Dissatisfied |          | 11%  | 16%  | 12%  | 13%  | 11%  | 12%  | 15%  | 12%  | 12%  | 11%   | 12%   |
|   | Dissatisfied                       |          | 16%  | 15%  | 16%  | 15%  | 15%  | 20%  | 10%  | 14%  | 16%  | 19%   | 15%   |
|   | Very Dissatisfied                  |          | 10%  | 11%  | 8%   | 13%  | 9%   | 8%   | 9%   | 8%   | 14%  | 13%   | 10%   |
|   | Don't Know                         |          |      |      | 0%   |      |      |      |      | 0%   |      |       | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9D Have you been to the Municipal Courts in the last year?   | YES                                |          | 30%  | 39%  | 31%  | 37%  | 33%  | 35%  | 31%  | 35%  | 39%  | 37%   | 34%   |
|   | NO                                 |          | 70%  | 61%  | 69%  | 63%  | 67%  | 65%  | 69%  | 65%  | 61%  | 63%   | 66%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9D1 If yes, what was your level of satisfaction with the Municipal Courts?                         | Very Satisfied                     |          | 8%   | 11%  | 10%  | 6%   | 11%  | 13%  | 9%   | 6%   | 10%  | 7%    | 8%    |
|   | Satisfied                          |          | 29%  | 31%  | 38%  | 34%  | 38%  | 31%  | 36%  | 26%  | 36%  | 32%   | 33%   |
|   | Neither Satisfied nor Dissatisfied |          | 30%  | 18%  | 14%  | 21%  | 21%  | 13%  | 22%  | 26%  | 20%  | 21%   | 21%   |
|   | Dissatisfied                       |          | 22%  | 29%  | 21%  | 19%  | 14%  | 22%  | 20%  | 23%  | 19%  | 19%   | 21%   |
|   | Very Dissatisfied                  |          | 11%  | 11%  | 16%  | 20%  | 16%  | 19%  | 13%  | 18%  | 14%  | 21%   | 16%   |
|   | Don't Know                         |          | 1%   |      |      |      |      | 2%   |      | 1%   |      | 0%    | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9E Have you visited downtown in the last year?   | YES                                |          | 90%  | 89%  | 94%  | 96%  | 93%  | 93%  | 95%  | 94%  | 95%  | 94%   | 94%   |
|   | NO                                 |          | 10%  | 11%  | 6%   | 4%   | 7%   | 7%   | 5%   | 6%   | 5%   | 6%    | 6%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9E1 If yes, what was your level of satisfaction with the downtown offerings?                       | Very Satisfied                     |          | 14%  | 16%  | 18%  | 19%  | 14%  | 17%  | 17%  | 16%  | 15%  | 15%   | 16%   |
|   | Satisfied                          |          | 53%  | 50%  | 50%  | 51%  | 57%  | 43%  | 55%  | 51%  | 51%  | 53%   | 52%   |
|   | Neither Satisfied nor Dissatisfied |          | 21%  | 22%  | 20%  | 19%  | 20%  | 26%  | 18%  | 18%  | 17%  | 17%   | 19%   |
|   | Dissatisfied                       |          | 10%  | 10%  | 10%  | 9%   | 7%   | 10%  | 8%   | 11%  | 14%  | 11%   | 10%   |
|   | Very Dissatisfied                  |          | 1%   | 2%   | 1%   | 2%   | 2%   | 3%   | 2%   | 4%   | 3%   | 4%    | 2%    |
|   | Don't Know                         |          | 0%   |      | 0%   | 0%   |      | 1%   | 0%   | 1%   |      | 1%    | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9F Have you visited the City of Houston website in the last year?                                  | YES                                |          | 79%  | 88%  | 75%  | 79%  | 76%  | 76%  | 71%  | 82%  | 80%  | 77%   | 77%   |
|   | NO                                 |          | 21%  | 12%  | 25%  | 21%  | 24%  | 24%  | 29%  | 18%  | 20%  | 23%   | 23%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9F1 If yes, what was your level of satisfaction with the website?                                  | Very Satisfied                     |          | 12%  | 19%  | 14%  | 12%  | 11%  | 13%  | 13%  | 12%  | 12%  | 9%    | 12%   |
|   | Satisfied                          |          | 53%  | 47%  | 50%  | 45%  | 54%  | 55%  | 51%  | 44%  | 48%  | 50%   | 50%   |
|   | Neither Satisfied nor Dissatisfied |          | 22%  | 18%  | 26%  | 22%  | 19%  | 23%  | 24%  | 25%  | 23%  | 24%   | 23%   |
|   | Dissatisfied                       |          | 12%  | 15%  | 8%   | 18%  | 14%  | 8%   | 10%  | 15%  | 14%  | 13%   | 12%   |
|   | Very Dissatisfied                  |          | 2%   | 1%   | 2%   | 2%   | 1%   | 1%   | 2%   | 4%   | 3%   | 4%    | 2%    |
|   | Don't Know                         |          |      |      |      | 0%   |      | 1%   |      |      |      | 0%    | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9G Have you visited any location of the City of Houston Public Library in the last year?           | YES                                |          | 68%  | 66%  | 72%  | 76%  | 63%  | 71%  | 70%  | 71%  | 72%  | 66%   | 70%   |
|   | NO                                 |          | 32%  | 34%  | 28%  | 24%  | 37%  | 29%  | 30%  | 29%  | 28%  | 34%   | 30%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9G1 If yes, what was your level of satisfaction with the library?                                  | Very Satisfied                     |          | 32%  | 35%  | 40%  | 33%  | 44%  | 21%  | 37%  | 30%  | 33%  | 32%   | 34%   |
|   | Satisfied                          |          | 48%  | 52%  | 40%  | 50%  | 41%  | 61%  | 47%  | 55%  | 49%  | 51%   | 49%   |
|   | Neither Satisfied nor Dissatisfied |          | 10%  | 11%  | 9%   | 9%   | 8%   | 7%   | 7%   | 7%   | 9%   | 7%    | 8%    |
|   | Dissatisfied                       |          | 8%   | 3%   | 7%   | 7%   | 5%   | 6%   | 7%   | 7%   | 7%   | 8%    | 7%    |
|   | Very Dissatisfied                  |          | 2%   | 4%   | 1%   | 2%   | 4%   | 1%   | 1%   | 4%   | 2%   | 1%    | 2%    |
|   | Don't Know                         |          | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     | -     |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9H Have you remotely accessed the library's services by phone, computer, or both in the last year? | YES                                |          | 42%  | 44%  | 46%  | 46%  | 40%  | 44%  | 44%  | 42%  | 39%  | 40%   | 43%   |
|   | NO                                 |          | 58%  | 56%  | 54%  | 54%  | 60%  | 56%  | 56%  | 58%  | 61%  | 60%   | 57%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9H1 If yes, what was your level of satisfaction with the library's services?                       | Very Satisfied                     |          | 42%  | 40%  | 43%  | 42%  | 53%  | 28%  | 43%  | 39%  | 43%  | 42%   | 42%   |
|   | Satisfied                          |          | 45%  | 44%  | 42%  | 46%  | 34%  | 63%  | 45%  | 44%  | 46%  | 47%   | 45%   |
|   | Neither Satisfied nor Dissatisfied |          | 9%   | 12%  | 8%   | 5%   | 5%   | 7%   | 5%   | 8%   | 9%   | 7%    | 7%    |
|   | Dissatisfied                       |          | 4%   | 4%   | 6%   | 7%   | 8%   | 1%   | 6%   | 4%   | 2%   | 3%    | 5%    |
|   | Very Dissatisfied                  |          |      |      | 2%   | 1%   |      |      | 1%   | 4%   |      | 1%    | 1%    |
|   | Don't Know                         |          | -    | -    | -    | -    | -    | -    | -    | -    | -    | -     | -     |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9I Have you used the library's electronic databases in the last year?                              | YES                                |          | 47%  | 48%  | 47%  | 47%  | 45%  | 51%  | 48%  | 51%  | 41%  | 48%   | 47%   |
|   | NO                                 |          | 53%  | 52%  | 53%  | 53%  | 55%  | 49%  | 52%  | 49%  | 59%  | 52%   | 53%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9I1 If yes, what was your level of satisfaction with the library's electronic databases?           | Very Satisfied                     |          | 34%  | 28%  | 40%  | 36%  | 43%  | 23%  | 37%  | 36%  | 41%  | 35%   | 36%   |
|   | Satisfied                          |          | 47%  | 47%  | 44%  | 44%  | 43%  | 61%  | 47%  | 45%  | 52%  | 51%   | 47%   |
|   | Neither Satisfied nor Dissatisfied |          | 14%  | 22%  | 9%   | 11%  | 7%   | 11%  | 7%   | 13%  | 5%   | 9%    | 10%   |
|   | Dissatisfied                       |          | 5%   | 3%   | 6%   | 7%   | 6%   | 5%   | 7%   | 4%   | 1%   | 5%    | 5%    |
|   | Very Dissatisfied                  |          | 1%   |      | 1%   | 2%   |      |      | 2%   | 2%   |      | 1%    | 1%    |
|   | Don't Know                         |          |      |      |      |      | 2%   |      | 0%   |      |      |       | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9J Have you attended library programs in the last year?  | YES                                |          | 14%  | 25%  | 16%  | 17%  | 16%  | 15%  | 16%  | 19%  | 24%  | 18%   | 17%   |
|   | NO                                 |          | 86%  | 75%  | 84%  | 83%  | 84%  | 85%  | 84%  | 81%  | 76%  | 82%   | 83%   |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |
| Q9J1 If yes, what was your level of satisfaction with the library's programs?                       | Very Satisfied                     |          | 33%  | 53%  | 54%  | 48%  | 47%  | 31%  | 47%  | 34%  | 33%  | 45%   | 43%   |
|   | Satisfied                          |          | 53%  | 42%  | 39%  | 46%  | 32%  | 63%  | 45%  | 53%  | 56%  | 46%   | 47%   |
|   | Neither Satisfied nor Dissatisfied |          | 12%  | 5%   | 4%   | 5%   | 11%  | 6%   | 3%   | 9%   | 9%   | 4%    | 6%    |
|   | Dissatisfied                       |          | 2%   |      |      | 2%   | 11%  |      | 3%   | 2%   | 2%   | 5%    | 3%    |
|   | Very Dissatisfied                  |          |      |      | 3%   |      |      |      |      | 2%   |      | 1%    | 1%    |
|   | Don't Know                         |          |      |      |      |      |      |      | 1%   |      |      |       | 0%    |
| Total   |                                    |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  | 100%  |

|  |                                    | DISTRICT   |      |      |      |      |      |      |      |      |      | Total |
|--|------------------------------------|--|------|------|------|------|------|------|------|------|------|-------|
|  |                                    | A  | B    | C    | D    | E    | F    | G    | H    | I    | X    |       |
|  |                                    | 620  | 114  | 578  | 478  | 190  | 154  | 684  | 478  | 254  | 789  | 4,339 |
| Q9K Have you brought children to the library in the last year?   | YES                                | 32%  | 43%  | 31%  | 25%  | 26%  | 40%  | 28%  | 29%  | 24%  | 31%  | 30%   |
|  | NO                                 | 68%  | 57%  | 69%  | 75%  | 74%  | 60%  | 72%  | 71%  | 76%  | 69%  | 70%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9K1 If yes, what was the children's level of satisfaction with the library?                               | Very Satisfied                     | 37%  | 56%  | 47%  | 42%  | 48%  | 27%  | 33%  | 41%  | 40%  | 40%  | 40%   |
|  | Satisfied                          | 50%  | 31%  | 38%  | 42%  | 35%  | 57%  | 55%  | 40%  | 49%  | 45%  | 45%   |
|  | Neither Satisfied nor Dissatisfied | 10%  | 13%  | 7%   | 9%   | 10%  | 2%   | 5%   | 11%  | 12%  | 9%   | 8%    |
|  | Dissatisfied                       | 2%   |      | 3%   | 7%   | 3%   | 14%  | 4%   | 4%   |      | 4%   | 4%    |
|  | Very Dissatisfied                  |  |      | 4%   |      | 3%   |      | 2%   | 2%   |      | 1%   | 1%    |
|  | Don't Know                         | 1%   | 1%   |      |      |      |      | 1%   | 1%   |      |      | 0%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9L Overall level of satisfaction with the City's library facilities                                       | Very Satisfied                     | 21%  | 26%  | 22%  | 24%  | 28%  | 14%  | 22%  | 22%  | 21%  | 21%  | 22%   |
| Question: Please rate the City's library facilities, staff, and services.                                  | Satisfied                          | 41%  | 36%  | 43%  | 43%  | 34%  | 52%  | 44%  | 42%  | 46%  | 42%  | 42%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 18%  | 12%  | 13%  | 15%  | 10%  | 11%  | 13%  | 12%  | 13%  | 12%   |
|  | Dissatisfied                       | 8%   | 5%   | 6%   | 7%   | 4%   | 6%   | 6%   | 4%   | 4%   | 6%   | 6%    |
|  | Very Dissatisfied                  | 1%   | 1%   | 3%   | 0%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|  | Don't Know                         | 17%  | 14%  | 14%  | 13%  | 18%  | 16%  | 15%  | 14%  | 15%  | 17%  | 15%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9M Overall level of satisfaction with the City's library staff  | Very Satisfied                     | 25%  | 26%  | 25%  | 27%  | 31%  | 20%  | 26%  | 25%  | 22%  | 21%  | 25%   |
| Question: Please rate the City's library facilities, staff, and services.                                  | Satisfied                          | 41%  | 39%  | 42%  | 42%  | 32%  | 47%  | 41%  | 41%  | 44%  | 41%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 15%  | 13%  | 13%  | 15%  | 9%   | 13%  | 14%  | 13%  | 15%  | 13%   |
|  | Dissatisfied                       | 3%   | 4%   | 3%   | 3%   | 1%   | 5%   | 3%   | 3%   | 2%   | 4%   | 3%    |
|  | Very Dissatisfied                  | 0%   | 1%   | 2%   | 1%   | 2%   | 2%   | 1%   | 2%   | 1%   | 1%   | 1%    |
|  | Don't Know                         | 18%  | 15%  | 15%  | 14%  | 20%  | 17%  | 16%  | 15%  | 18%  | 18%  | 17%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9N Overall level of satisfaction with the City's library services   | Very Satisfied                     | 22%  | 24%  | 25%  | 25%  | 29%  | 17%  | 24%  | 22%  | 21%  | 21%  | 23%   |
| Question: Please rate the City's library facilities, staff, and services.                                  | Satisfied                          | 41%  | 35%  | 40%  | 41%  | 32%  | 49%  | 41%  | 42%  | 45%  | 40%  | 41%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 19%  | 13%  | 14%  | 19%  | 13%  | 13%  | 15%  | 11%  | 16%  | 14%   |
|  | Dissatisfied                       | 6%   | 5%   | 5%   | 7%   | 1%   | 3%   | 6%   | 5%   | 4%   | 5%   | 5%    |
|  | Very Dissatisfied                  | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%   | 2%   | 2%   | 1%   | 1%    |
|  | Don't Know                         | 18%  | 15%  | 15%  | 13%  | 19%  | 16%  | 15%  | 15%  | 16%  | 17%  | 16%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q10A Topic: (A) As a place to live   | Excellent                          | 21%  | 23%  | 28%  | 23%  | 21%  | 18%  | 24%  | 23%  | 20%  | 22%  | 23%   |
| Question: Please rate the City in each of the following areas:   | Good                               | 51%  | 50%  | 49%  | 53%  | 50%  | 53%  | 49%  | 51%  | 52%  | 50%  | 51%   |
|  | Neutral                            | 11%  | 17%  | 8%   | 10%  | 13%  | 13%  | 10%  | 10%  | 11%  | 10%  | 10%   |
|  | Fair                               | 14%  | 7%   | 10%  | 9%   | 12%  | 10%  | 11%  | 13%  | 9%   | 12%  | 11%   |
|  | Poor                               | 4%   | 3%   | 6%   | 4%   | 4%   | 6%   | 5%   | 3%   | 7%   | 5%   | 5%    |
|  | Don't Know                         |  |      |      |      | 1%   |      |      |      | 1%   | 0%   | 0%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q10B Topic: (B) As a place to raise children   | Excellent                          | 13%  | 14%  | 15%  | 12%  | 14%  | 8%   | 13%  | 12%  | 10%  | 13%  | 13%   |
| Question: Please rate the City in each of the following areas:   | Good                               | 36%  | 40%  | 39%  | 40%  | 36%  | 38%  | 38%  | 34%  | 35%  | 36%  | 37%   |
|  | Neutral                            | 18%  | 19%  | 17%  | 18%  | 16%  | 22%  | 19%  | 18%  | 17%  | 16%  | 18%   |
|  | Fair                               | 17%  | 14%  | 14%  | 12%  | 20%  | 16%  | 14%  | 16%  | 20%  | 17%  | 16%   |
|  | Poor                               | 10%  | 10%  | 8%   | 10%  | 8%   | 12%  | 9%   | 9%   | 13%  | 11%  | 10%   |
|  | Don't Know                         | 7%   | 3%   | 7%   | 9%   | 6%   | 5%   | 8%   | 11%  | 5%   | 6%   | 7%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q10C Topic: (C) As a place to work   | Excellent                          | 36%  | 35%  | 39%  | 34%  | 34%  | 24%  | 37%  | 34%  | 34%  | 31%  | 34%   |
| Question: Please rate the City in each of the following areas:   | Good                               | 49%  | 46%  | 50%  | 50%  | 49%  | 58%  | 50%  | 48%  | 49%  | 49%  | 50%   |
|  | Neutral                            | 7%   | 7%   | 5%   | 6%   | 9%   | 7%   | 6%   | 7%   | 6%   | 7%   | 7%    |
|  | Fair                               | 6%   | 7%   | 5%   | 6%   | 5%   | 6%   | 5%   | 8%   | 5%   | 8%   | 6%    |
|  | Poor                               | 2%   | 4%   | 1%   | 2%   | 1%   | 4%   | 1%   | 2%   | 4%   | 3%   | 2%    |
|  | Don't Know                         | 0%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   |      | 1%   | 0%   | 1%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q10D Topic: (D) As a place to retire   | Excellent                          | 10%  | 13%  | 12%  | 10%  | 13%  | 7%   | 11%  | 9%   | 9%   | 8%   | 10%   |
| Question: Please rate the City in each of the following areas:   | Good                               | 22%  | 31%  | 25%  | 24%  | 29%  | 25%  | 25%  | 19%  | 20%  | 24%  | 24%   |
|  | Neutral                            | 21%  | 17%  | 19%  | 23%  | 14%  | 20%  | 21%  | 19%  | 18%  | 21%  | 20%   |
|  | Fair                               | 20%  | 14%  | 18%  | 17%  | 20%  | 22%  | 18%  | 24%  | 20%  | 21%  | 20%   |
|  | Poor                               | 24%  | 18%  | 22%  | 23%  | 20%  | 22%  | 23%  | 24%  | 28%  | 24%  | 23%   |
|  | Don't Know                         | 2%   | 6%   | 3%   | 3%   | 3%   | 3%   | 3%   | 5%   | 6%   | 3%   | 3%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q11 Please list the number of people living in your household (including yourself), for each age category. | Under age 5                        |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 6-9                           |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 10-19                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 20-34                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 35-44                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 45-54                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 55-64                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 65-74                         |  |      |      |      |      |      |      |      |      |      |       |
|  | Ages 75+                           |  |      |      |      |      |      |      |      |      |      |       |
|  |                                    | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
| Q12 Do you own or rent your current residence?   | Own                                | 87%  | 83%  | 85%  | 72%  | 89%  | 81%  | 85%  | 80%  | 77%  | 82%  | 82%   |
|  | Rent                               | 13%  | 17%  | 15%  | 28%  | 11%  | 19%  | 15%  | 20%  | 23%  | 18%  | 18%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q13 Approximately how many years have you lived in Houston, Texas?   | 0 to 5 years                       | 6%   | 7%   | 9%   | 16%  | 12%  | 8%   | 11%  | 15%  | 20%  | 10%  | 12%   |
|  | 6 to 15 years                      | 17%  | 14%  | 14%  | 20%  | 15%  | 13%  | 16%  | 20%  | 13%  | 19%  | 17%   |
|  | 16 years to 25 years               | 16%  | 12%  | 20%  | 16%  | 23%  | 22%  | 16%  | 13%  | 15%  | 17%  | 17%   |
|  | 26 to 40 years                     | 36%  | 26%  | 31%  | 29%  | 28%  | 31%  | 32%  | 30%  | 26%  | 32%  | 31%   |
|  | 41 to 55 years                     | 16%  | 29%  | 17%  | 13%  | 15%  | 20%  | 17%  | 13%  | 17%  | 16%  | 16%   |
|  | 56 to 70 years                     | 8%   | 11%  | 7%   | 4%   | 5%   | 6%   | 6%   | 7%   | 7%   | 6%   | 6%    |
|  | more than 70 years                 | 1%   | 1%   | 1%   | 1%   | 2%   | 0%   | 2%   | 1%   | 2%   | 1%   | 1%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q14 Anglo  | Not Selected                       | 20%  | 61%  | 17%  | 33%  | 24%  | 31%  | 21%  | 26%  | 34%  | 34%  | 27%   |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 80%  | 39%  | 83%  | 67%  | 76%  | 69%  | 79%  | 74%  | 66%  | 66%  | 73%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q14 Asian/Pacific Islander   | Not Selected                       | 96%  | 97%  | 97%  | 96%  | 95%  | 95%  | 96%  | 99%  | 97%  | 96%  | 96%   |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 4%   | 3%   | 3%   | 4%   | 5%   | 5%   | 4%   | 1%   | 3%   | 4%   | 4%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q14 Black/African American   | Not Selected                       | 95%  | 58%  | 94%  | 81%  | 95%  | 88%  | 95%  | 93%  | 89%  | 90%  | 91%   |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 5%   | 42%  | 6%   | 19%  | 5%   | 12%  | 5%   | 7%   | 11%  | 10%  | 9%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q14 Hispanic, Latino, other Spanish ancestry   | Not Selected                       | 91%  | 89%  | 94%  | 94%  | 86%  | 88%  | 91%  | 87%  | 82%  | 88%  | 90%   |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 9%   | 11%  | 6%   | 6%   | 14%  | 12%  | 9%   | 13%  | 18%  | 12%  | 10%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q14 Other  | Not Selected                       | 95%  | 96%  | 95%  | 94%  | 96%  | 96%  | 96%  | 95%  | 97%  | 94%  | 95%   |
| Question: Which of the following best describes your race/ethnicity?                                       | Selected                           | 5%   | 4%   | 5%   | 6%   | 4%   | 4%   | 4%   | 5%   | 3%   | 6%   | 5%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q15 What is your total annual household income?  | Under \$30,000                     | 8%   | 20%  | 5%   | 9%   | 7%   | 14%  | 5%   | 10%  | 10%  | 7%   | 8%    |
|  | From \$30,000 to \$59,999          | 22%  | 35%  | 19%  | 26%  | 29%  | 19%  | 20%  | 26%  | 23%  | 23%  |       |
|  | From \$60,000 to \$99,999          | 31%  | 26%  | 27%  | 25%  | 28%  | 30%  | 24%  | 26%  | 34%  | 30%  | 28%   |
|  | More than \$100,000                | 39%  | 19%  | 48%  | 39%  | 39%  | 26%  | 52%  | 44%  | 31%  | 40%  | 42%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q16 What is your gender?   | Male                               | 47%  | 33%  | 41%  | 42%  | 45%  | 39%  | 46%  | 46%  | 38%  | 43%  | 43%   |
|  | Female                             | 53%  | 67%  | 59%  | 58%  | 55%  | 61%  | 54%  | 54%  | 62%  | 57%  | 57%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   |                                    | DISTRICT |      |      |      |      |      |      |      |      |      | Total |
|---|------------------------------------|----------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | A        | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|   |                                    | 713      | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q1A Overall quality of services provided by the City</b>   | Very Satisfied                     | 8%       | 7%   | 8%   | 7%   | 7%   | 6%   | 6%   | 8%   | 6%   | 6%   | 7%    |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 55%      | 59%  | 61%  | 53%  | 63%  | 60%  | 58%  | 57%  | 57%  | 50%  | 56%   |
|   | Neither Satisfied nor Dissatisfied | 23%      | 16%  | 17%  | 24%  | 17%  | 20%  | 22%  | 21%  | 18%  | 24%  | 21%   |
|   | Dissatisfied                       | 10%      | 12%  | 10%  | 12%  | 9%   | 7%   | 9%   | 9%   | 13%  | 12%  | 10%   |
|   | Very Dissatisfied                  | 2%       | 2%   | 2%   | 3%   | 3%   | 2%   | 2%   | 3%   | 4%   | 4%   | 3%    |
|   | Don't Know                         | 2%       | 4%   | 2%   | 2%   | 2%   | 4%   | 2%   | 1%   | 2%   | 4%   | 2%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1B Overall quality of Houston Police Department services</b>  | Very Satisfied                     | 13%      | 7%   | 11%  | 10%  | 13%  | 14%  | 13%  | 10%  | 11%  | 9%   | 11%   |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 46%      | 54%  | 50%  | 45%  | 51%  | 52%  | 51%  | 45%  | 45%  | 43%  | 47%   |
|   | Neither Satisfied nor Dissatisfied | 19%      | 15%  | 18%  | 20%  | 16%  | 13%  | 19%  | 20%  | 18%  | 21%  | 19%   |
|   | Dissatisfied                       | 14%      | 15%  | 13%  | 14%  | 11%  | 15%  | 10%  | 15%  | 17%  | 16%  | 14%   |
|   | Very Dissatisfied                  | 4%       | 4%   | 3%   | 6%   | 5%   | 4%   | 4%   | 6%   | 7%   | 7%   | 5%    |
|   | Don't Know                         | 4%       | 5%   | 5%   | 5%   | 4%   | 2%   | 3%   | 2%   | 5%   | 4%   | 4%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1C Overall quality of Houston Fire Department services</b>  | Very Satisfied                     | 29%      | 23%  | 28%  | 26%  | 25%  | 27%  | 29%  | 27%  | 24%  | 23%  | 26%   |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 48%      | 61%  | 49%  | 48%  | 55%  | 53%  | 50%  | 49%  | 53%  | 53%  | 51%   |
|   | Neither Satisfied nor Dissatisfied | 11%      | 6%   | 10%  | 12%  | 9%   | 10%  | 10%  | 11%  | 13%  | 14%  | 11%   |
|   | Dissatisfied                       | 1%       | 2%   | 2%   | 1%   | 3%   | 1%   | 1%   | 3%   | 1%   | 2%   | 2%    |
|   | Very Dissatisfied                  | 0%       | 2%   | 1%   | 1%   | 1%   | 0%   | 0%   | 0%   | 1%   | 0%   | 1%    |
|   | Don't Know                         | 11%      | 6%   | 10%  | 11%  | 7%   | 8%   | 9%   | 10%  | 7%   | 9%   | 9%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1D Overall quality of customer service you receive from City employees</b>  | Very Satisfied                     | 9%       | 8%   | 6%   | 7%   | 9%   | 7%   | 7%   | 9%   | 8%   | 7%   | 8%    |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 36%      | 53%  | 45%  | 44%  | 46%  | 49%  | 39%  | 47%  | 47%  | 37%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 29%      | 16%  | 24%  | 25%  | 18%  | 18%  | 26%  | 24%  | 18%  | 25%  | 24%   |
|   | Dissatisfied                       | 17%      | 11%  | 11%  | 13%  | 10%  | 12%  | 13%  | 11%  | 17%  | 17%  | 14%   |
|   | Very Dissatisfied                  | 4%       | 3%   | 6%   | 6%   | 5%   | 6%   | 6%   | 5%   | 6%   | 7%   | 6%    |
|   | Don't Know                         | 6%       | 8%   | 8%   | 4%   | 11%  | 8%   | 9%   | 5%   | 5%   | 7%   | 7%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1E Overall quality of the City's drainage system</b>  | Very Satisfied                     | 2%       | 3%   | 3%   | 2%   | 4%   | 4%   | 3%   | 3%   | 3%   | 2%   | 3%    |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 21%      | 32%  | 27%  | 24%  | 29%  | 34%  | 21%  | 25%  | 35%  | 25%  | 26%   |
|   | Neither Satisfied nor Dissatisfied | 16%      | 10%  | 17%  | 19%  | 20%  | 19%  | 17%  | 19%  | 12%  | 17%  | 17%   |
|   | Dissatisfied                       | 36%      | 38%  | 37%  | 36%  | 32%  | 31%  | 35%  | 35%  | 32%  | 33%  | 35%   |
|   | Very Dissatisfied                  | 23%      | 14%  | 14%  | 17%  | 13%  | 11%  | 22%  | 17%  | 15%  | 19%  | 18%   |
|   | Don't Know                         | 1%       | 2%   | 2%   | 2%   | 3%   | 2%   | 1%   | 2%   | 3%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1F Overall quality of local public health services</b>  | Very Satisfied                     | 3%       | 3%   | 3%   | 5%   | 4%   | 6%   | 4%   | 5%   | 3%   | 3%   | 4%    |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 23%      | 50%  | 24%  | 25%  | 30%  | 30%  | 23%  | 25%  | 33%  | 26%  | 27%   |
|   | Neither Satisfied nor Dissatisfied | 28%      | 15%  | 27%  | 27%  | 27%  | 25%  | 30%  | 28%  | 21%  | 28%  | 27%   |
|   | Dissatisfied                       | 11%      | 12%  | 12%  | 13%  | 10%  | 11%  | 10%  | 12%  | 15%  | 14%  | 12%   |
|   | Very Dissatisfied                  | 5%       | 6%   | 6%   | 8%   | 4%   | 3%   | 4%   | 5%   | 7%   | 7%   | 6%    |
|   | Don't Know                         | 30%      | 14%  | 28%  | 21%  | 26%  | 24%  | 30%  | 26%  | 23%  | 22%  | 25%   |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1G Overall quality of airport facilities</b>  | Very Satisfied                     | 18%      | 9%   | 19%  | 19%  | 22%  | 16%  | 23%  | 15%  | 13%  | 18%  | 18%   |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 57%      | 56%  | 58%  | 55%  | 63%  | 56%  | 57%  | 59%  | 58%  | 56%  | 57%   |
|   | Neither Satisfied nor Dissatisfied | 14%      | 11%  | 13%  | 14%  | 6%   | 13%  | 11%  | 13%  | 12%  | 13%  | 13%   |
|   | Dissatisfied                       | 5%       | 6%   | 5%   | 5%   | 3%   | 5%   | 5%   | 4%   | 6%   | 6%   | 5%    |
|   | Very Dissatisfied                  | 1%       | 1%   | 1%   | 2%   | 1%   | 0%   | 2%   | 1%   | 1%   | 2%   | 1%    |
|   | Don't Know                         | 5%       | 17%  | 4%   | 5%   | 4%   | 9%   | 2%   | 6%   | 9%   | 6%   | 6%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q1H Overall quality of City convention facilities</b>  | Very Satisfied                     | 15%      | 10%  | 15%  | 18%  | 18%  | 16%  | 19%  | 13%  | 11%  | 15%  | 15%   |
| <b>Question: Please rate the overall quality of City services.</b>  | Satisfied                          | 44%      | 58%  | 46%  | 44%  | 48%  | 51%  | 45%  | 47%  | 54%  | 46%  | 47%   |
|   | Neither Satisfied nor Dissatisfied | 20%      | 14%  | 17%  | 16%  | 12%  | 15%  | 14%  | 18%  | 12%  | 20%  | 17%   |
|   | Dissatisfied                       | 2%       | 3%   | 3%   | 3%   | 2%   | 3%   | 2%   | 3%   | 4%   | 2%   | 3%    |
|   | Very Dissatisfied                  | 0%       | 1%   | 1%   | 1%   | 1%   | 0%   | 1%   | 1%   | 2%   | 1%   | 1%    |
|   | Don't Know                         | 20%      | 14%  | 18%  | 18%  | 19%  | 16%  | 19%  | 18%  | 18%  | 16%  | 18%   |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 1st: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years? [Type the letters below using the letters from the list (A-H) in Question 1 above]</b> | A                                  | 10%      | 12%  | 10%  | 15%  | 9%   | 11%  | 9%   | 13%  | 15%  | 11%  | 11%   |
|   | B                                  | 29%      | 35%  | 31%  | 27%  | 37%  | 41%  | 33%  | 34%  | 34%  | 33%  | 33%   |
|   | C                                  | 3%       | 2%   | 2%   | 2%   | 4%   | 4%   | 2%   | 4%   | 2%   | 2%   | 3%    |
|   | D                                  | 4%       | 4%   | 4%   | 6%   | 4%   | 5%   | 5%   | 5%   | 6%   | 6%   | 5%    |
|   | E                                  | 46%      | 32%  | 39%  | 35%  | 33%  | 29%  | 41%  | 34%  | 33%  | 34%  | 37%   |
|   | F                                  | 7%       | 12%  | 13%  | 12%  | 9%   | 9%   | 8%   | 9%   | 10%  | 12%  | 10%   |
|   | G                                  | 1%       | 2%   | 1%   | 2%   | 2%   | 2%   | 1%   | 1%   | 1%   | 2%   | 1%    |
|   | H                                  | 0%       | 1%   | 1%   | 1%   | 1%   | 0%   | 0%   | 1%   | 0%   | 0%   | 1%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years? [Type the letters below using the letters from the list (A-H) in Question 1 above]</b> | A                                  | 11%      | 11%  | 6%   | 12%  | 9%   | 8%   | 9%   | 11%  | 12%  | 11%  | 10%   |
|   | B                                  | 28%      | 22%  | 28%  | 26%  | 28%  | 23%  | 26%  | 26%  | 23%  | 24%  | 26%   |
|   | C                                  | 11%      | 13%  | 13%  | 12%  | 18%  | 15%  | 12%  | 11%  | 10%  | 10%  | 12%   |
|   | D                                  | 12%      | 12%  | 11%  | 10%  | 7%   | 8%   | 10%  | 11%  | 15%  | 11%  | 11%   |
|   | E                                  | 22%      | 24%  | 21%  | 23%  | 22%  | 23%  | 25%  | 26%  | 24%  | 24%  | 23%   |
|   | F                                  | 12%      | 12%  | 15%  | 14%  | 12%  | 17%  | 12%  | 12%  | 12%  | 15%  | 14%   |
|   | G                                  | 3%       | 3%   | 4%   | 3%   | 3%   | 6%   | 4%   | 3%   | 4%   | 3%   | 4%    |
|   | H                                  | 1%       | 3%   | 1%   | 1%   | 1%   | 0%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should receive the most emphasis from City leaders over the next two years? [Type the letters below using the letters from the list (A-H) in Question 1 above]</b> | A                                  | 16%      | 13%  | 13%  | 14%  | 15%  | 11%  | 17%  | 16%  | 14%  | 16%  | 15%   |
|   | B                                  | 16%      | 16%  | 17%  | 16%  | 12%  | 14%  | 14%  | 13%  | 16%  | 15%  | 15%   |
|   | C                                  | 15%      | 12%  | 14%  | 11%  | 19%  | 15%  | 14%  | 12%  | 12%  | 15%  | 14%   |
|   | D                                  | 15%      | 14%  | 14%  | 15%  | 15%  | 18%  | 15%  | 15%  | 16%  | 17%  | 15%   |
|   | E                                  | 13%      | 18%  | 16%  | 16%  | 15%  | 17%  | 14%  | 15%  | 12%  | 14%  | 15%   |
|   | F                                  | 17%      | 19%  | 15%  | 18%  | 16%  | 16%  | 17%  | 17%  | 17%  | 15%  | 16%   |
|   | G                                  | 4%       | 4%   | 8%   | 5%   | 4%   | 5%   | 6%   | 7%   | 7%   | 5%   | 6%    |
|   | H                                  | 3%       | 4%   | 4%   | 4%   | 4%   | 5%   | 4%   | 5%   | 6%   | 3%   | 4%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3A Overall value that you receive for your City tax dollars and fees</b>  | Very Satisfied                     | 5%       | 5%   | 6%   | 5%   | 6%   | 5%   | 4%   | 4%   | 4%   | 3%   | 5%    |
| <b>Question: Please rate your perceptions of the City.</b>  | Satisfied                          | 39%      | 42%  | 43%  | 37%  | 42%  | 46%  | 5%   | 38%  | 42%  | 37%  | 40%   |
|   | Neither Satisfied nor Dissatisfied | 25%      | 23%  | 26%  | 27%  | 20%  | 22%  | 24%  | 28%  | 21%  | 22%  | 24%   |
|   | Dissatisfied                       | 21%      | 17%  | 16%  | 20%  | 19%  | 17%  | 20%  | 21%  | 22%  | 25%  | 20%   |
|   | Very Dissatisfied                  | 8%       | 5%   | 8%   | 8%   | 9%   | 4%   | 7%   | 6%   | 7%   | 9%   | 7%    |
|   | Don't Know                         | 3%       | 8%   | 2%   | 3%   | 3%   | 5%   | 2%   | 3%   | 4%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q3B Overall image of the City</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 9%   | 8%   | 8%   | 10%  | 10%  | 9%   | 8%   | 8%   | 8%   | 8%   | 9%    |
|   | Satisfied                          | 44%  | 57%  | 48%  | 46%  | 50%  | 53%  | 46%  | 45%  | 47%  | 43%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 21%  | 14%  | 19%  | 18%  | 19%  | 18%  | 21%  | 19%  | 14%  | 22%  | 19%   |
|   | Dissatisfied                       | 21%  | 15%  | 20%  | 20%  | 15%  | 16%  | 18%  | 23%  | 22%  | 21%  | 20%   |
|   | Very Dissatisfied                  | 4%   | 3%   | 5%   | 6%   | 5%   | 3%   | 5%   | 6%   | 6%   | 6%   | 5%    |
|   | Don't Know                         | 1%   | 3%   | 0%   | 0%   | 1%   | 1%   | 1%   | 0%   | 2%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3C City's plan for growth</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 4%   | 8%   | 4%   | 5%   | 5%   | 6%   | 5%   | 6%   | 8%   | 5%   | 5%    |
|   | Satisfied                          | 27%  | 49%  | 26%  | 32%  | 34%  | 43%  | 25%  | 28%  | 32%  | 27%  | 30%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 16%  | 23%  | 19%  | 25%  | 21%  | 26%  | 21%  | 20%  | 25%  | 23%   |
|   | Dissatisfied                       | 21%  | 13%  | 21%  | 21%  | 17%  | 13%  | 22%  | 23%  | 20%  | 21%  | 20%   |
|   | Very Dissatisfied                  | 8%   | 4%   | 8%   | 9%   | 4%   | 3%   | 8%   | 10%  | 10%  | 10%  | 8%    |
|   | Don't Know                         | 14%  | 10%  | 19%  | 13%  | 14%  | 15%  | 15%  | 12%  | 11%  | 13%  | 14%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3D Level of zoning within the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 5%   | 3%   | 5%   | 7%   | 5%   | 4%   | 5%   | 5%   | 5%   | 5%   | 5%    |
|   | Satisfied                          | 17%  | 35%  | 20%  | 24%  | 27%  | 32%  | 22%  | 21%  | 24%  | 23%  | 23%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 16%  | 17%  | 18%  | 23%  | 21%  | 18%  | 22%  | 14%  | 21%  | 20%   |
|   | Dissatisfied                       | 23%  | 25%  | 28%  | 26%  | 23%  | 21%  | 27%  | 23%  | 28%  | 25%  | 25%   |
|   | Very Dissatisfied                  | 23%  | 7%   | 23%  | 19%  | 10%  | 12%  | 20%  | 23%  | 17%  | 18%  | 19%   |
|   | Don't Know                         | 8%   | 14%  | 8%   | 7%   | 13%  | 10%  | 8%   | 7%   | 12%  | 9%   | 9%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3E Overall ability to attract national and international businesses</b><br>Question: Please rate your perceptions of the City.  | Very Satisfied                     | 10%  | 6%   | 9%   | 12%  | 7%   | 11%  | 9%   | 9%   | 9%   | 8%   | 9%    |
|   | Satisfied                          | 39%  | 46%  | 42%  | 44%  | 50%  | 45%  | 43%  | 42%  | 45%  | 42%  | 43%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 16%  | 24%  | 21%  | 21%  | 21%  | 22%  | 25%  | 18%  | 23%  | 23%   |
|   | Dissatisfied                       | 14%  | 17%  | 13%  | 15%  | 13%  | 16%  | 13%  | 13%  | 16%  | 14%  | 14%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 4%   | 3%   | 2%   | 1%   | 4%   | 4%   | 4%   | 5%   | 4%    |
|   | Don't Know                         | 7%   | 12%  | 8%   | 6%   | 7%   | 7%   | 8%   | 6%   | 7%   | 7%   | 7%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3F Overall ability to attract tourists</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 5%   | 7%   | 4%   | 5%   | 5%   | 4%   | 4%   | 7%   | 5%   | 4%   | 5%    |
|   | Satisfied                          | 26%  | 42%  | 27%  | 28%  | 39%  | 37%  | 28%  | 28%  | 34%  | 27%  | 30%   |
|   | Neither Satisfied nor Dissatisfied | 28%  | 15%  | 26%  | 22%  | 23%  | 21%  | 23%  | 21%  | 19%  | 27%  | 24%   |
|   | Dissatisfied                       | 28%  | 21%  | 27%  | 27%  | 22%  | 28%  | 28%  | 26%  | 26%  | 28%  | 27%   |
|   | Very Dissatisfied                  | 8%   | 5%   | 11%  | 13%  | 8%   | 6%   | 11%  | 13%  | 11%  | 10%  | 10%   |
|   | Don't Know                         | 4%   | 10%  | 4%   | 5%   | 5%   | 4%   | 6%   | 5%   | 5%   | 4%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3G Similarity of City facilities among neighborhoods</b><br>Question: Please rate your perceptions of the City.                 | Very Satisfied                     | 2%   | 3%   | 1%   | 2%   | 2%   | 3%   | 2%   | 2%   | 1%   | 2%   | 2%    |
|   | Satisfied                          | 18%  | 35%  | 21%  | 19%  | 34%  | 26%  | 20%  | 22%  | 27%  | 20%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 32%  | 11%  | 29%  | 22%  | 20%  | 23%  | 30%  | 28%  | 21%  | 30%  | 27%   |
|   | Dissatisfied                       | 26%  | 34%  | 24%  | 28%  | 25%  | 26%  | 24%  | 27%  | 29%  | 26%  | 26%   |
|   | Very Dissatisfied                  | 6%   | 10%  | 8%   | 16%  | 7%   | 9%   | 8%   | 9%   | 11%  | 12%  | 9%    |
|   | Don't Know                         | 15%  | 7%   | 18%  | 13%  | 12%  | 14%  | 17%  | 13%  | 12%  | 11%  | 14%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3H Availability of City services in your neighborhood</b><br>Question: Please rate your perceptions of the City.                | Very Satisfied                     | 7%   | 5%   | 8%   | 5%   | 8%   | 4%   | 6%   | 6%   | 4%   | 4%   | 6%    |
|   | Satisfied                          | 39%  | 38%  | 47%  | 37%  | 46%  | 44%  | 44%  | 40%  | 42%  | 37%  | 41%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 15%  | 23%  | 21%  | 18%  | 20%  | 27%  | 26%  | 17%  | 25%  | 23%   |
|   | Dissatisfied                       | 19%  | 28%  | 15%  | 23%  | 18%  | 21%  | 13%  | 17%  | 25%  | 20%  | 19%   |
|   | Very Dissatisfied                  | 6%   | 11%  | 5%   | 9%   | 6%   | 7%   | 5%   | 7%   | 10%  | 9%   | 7%    |
|   | Don't Know                         | 4%   | 3%   | 4%   | 5%   | 4%   | 4%   | 5%   | 4%   | 3%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3I Overall ease of commuting</b><br>Question: Please rate your perceptions of the City.   | Very Satisfied                     | 5%   | 6%   | 5%   | 5%   | 4%   | 6%   | 5%   | 5%   | 6%   | 2%   | 5%    |
|   | Satisfied                          | 32%  | 39%  | 29%  | 31%  | 34%  | 36%  | 32%  | 35%  | 35%  | 31%  | 33%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 14%  | 19%  | 17%  | 17%  | 15%  | 16%  | 18%  | 13%  | 17%  | 17%   |
|   | Dissatisfied                       | 26%  | 25%  | 27%  | 24%  | 25%  | 28%  | 24%  | 20%  | 23%  | 27%  | 25%   |
|   | Very Dissatisfied                  | 17%  | 10%  | 18%  | 19%  | 15%  | 13%  | 19%  | 17%  | 18%  | 20%  | 18%   |
|   | Don't Know                         | 3%   | 6%   | 3%   | 3%   | 3%   | 2%   | 4%   | 4%   | 6%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3J Overall air quality in the City</b><br>Question: Please rate your perceptions of the City.                                   | Very Satisfied                     | 2%   | 2%   | 1%   | 1%   | 2%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|   | Satisfied                          | 20%  | 30%  | 17%  | 22%  | 29%  | 31%  | 21%  | 19%  | 21%  | 20%  | 22%   |
|   | Neither Satisfied nor Dissatisfied | 19%  | 14%  | 20%  | 15%  | 16%  | 17%  | 19%  | 17%  | 15%  | 18%  | 18%   |
|   | Dissatisfied                       | 33%  | 37%  | 31%  | 35%  | 33%  | 31%  | 35%  | 35%  | 37%  | 33%  | 34%   |
|   | Very Dissatisfied                  | 24%  | 13%  | 29%  | 33%  | 18%  | 17%  | 22%  | 25%  | 23%  | 25%  | 24%   |
|   | Don't Know                         | 1%   | 4%   | 1%   | 1%   | 1%   | 3%   | 1%   | 1%   | 1%   | 2%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3K Overall quality of the City's drinking water</b><br>Question: Please rate your perceptions of the City.                      | Very Satisfied                     | 8%   | 5%   | 9%   | 8%   | 9%   | 11%  | 11%  | 9%   | 7%   | 6%   | 8%    |
|   | Satisfied                          | 44%  | 42%  | 48%  | 45%  | 51%  | 45%  | 47%  | 46%  | 46%  | 43%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 19%  | 14%  | 18%  | 17%  | 18%  | 18%  | 18%  | 20%  | 14%  | 21%  | 18%   |
|   | Dissatisfied                       | 17%  | 24%  | 14%  | 18%  | 13%  | 19%  | 16%  | 15%  | 23%  | 19%  | 17%   |
|   | Very Dissatisfied                  | 8%   | 10%  | 9%   | 10%  | 6%   | 6%   | 6%   | 8%   | 8%   | 9%   | 8%    |
|   | Don't Know                         | 3%   | 5%   | 2%   | 3%   | 3%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q3L Overall quality of life in the City</b><br>Question: Please rate your perceptions of the City.                               | Very Satisfied                     | 9%   | 5%   | 9%   | 8%   | 9%   | 8%   | 10%  | 8%   | 9%   | 8%   | 8%    |
|   | Satisfied                          | 54%  | 58%  | 58%  | 55%  | 61%  | 61%  | 56%  | 55%  | 54%  | 50%  | 55%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 15%  | 20%  | 20%  | 16%  | 16%  | 20%  | 19%  | 19%  | 23%  | 20%   |
|   | Dissatisfied                       | 11%  | 13%  | 10%  | 13%  | 10%  | 10%  | 9%   | 13%  | 11%  | 14%  | 12%   |
|   | Very Dissatisfied                  | 3%   | 5%   | 3%   | 3%   | 3%   | 4%   | 4%   | 4%   | 6%   | 4%   | 4%    |
|   | Don't Know                         | 1%   | 3%   | 0%   | 1%   | 1%   | 1%   | 0%   | 0%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4A Response time for Houston Police Department to respond to emergencies</b><br>Question: Please rate the City's public safety. | Very Satisfied                     | 7%   | 7%   | 7%   | 7%   | 9%   | 7%   | 8%   | 7%   | 9%   | 6%   | 7%    |
|   | Satisfied                          | 35%  | 41%  | 32%  | 33%  | 41%  | 38%  | 33%  | 31%  | 35%  | 31%  | 34%   |
|   | Neither Satisfied nor Dissatisfied | 21%  | 13%  | 18%  | 18%  | 14%  | 17%  | 17%  | 18%  | 15%  | 17%  | 17%   |
|   | Dissatisfied                       | 16%  | 21%  | 17%  | 16%  | 15%  | 21%  | 14%  | 18%  | 19%  | 20%  | 17%   |
|   | Very Dissatisfied                  | 5%   | 7%   | 5%   | 6%   | 4%   | 7%   | 6%   | 8%   | 7%   | 9%   | 6%    |
|   | Don't Know                         | 16%  | 11%  | 21%  | 20%  | 18%  | 10%  | 22%  | 17%  | 14%  | 18%  | 18%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4B The visibility of police in your neighborhood</b><br>Question: Please rate the City's public safety.                         | Very Satisfied                     | 8%   | 7%   | 6%   | 6%   | 11%  | 7%   | 8%   | 7%   | 8%   | 6%   | 7%    |
|   | Satisfied                          | 35%  | 41%  | 39%  | 38%  | 49%  | 42%  | 39%  | 31%  | 38%  | 33%  | 37%   |
|   | Neither Satisfied nor Dissatisfied | 18%  | 9%   | 21%  | 19%  | 16%  | 15%  | 19%  | 16%  | 14%  | 20%  | 18%   |
|   | Dissatisfied                       | 27%  | 34%  | 25%  | 26%  | 17%  | 28%  | 24%  | 30%  | 31%  | 25%  | 26%   |
|   | Very Dissatisfied                  | 10%  | 6%   | 7%   | 10%  | 7%   | 8%   | 9%   | 14%  | 8%   | 13%  | 10%   |
|   | Don't Know                         | 2%   | 3%   | 2%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   | 2%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4C The City's overall efforts to prevent crime</b><br>Question: Please rate the City's public safety.                           | Very Satisfied                     | 4%   | 6%   | 2%   | 3%   | 4%   | 5%   | 4%   | 6%   | 4%   | 4%   | 4%    |
|   | Satisfied                          | 33%  | 42%  | 35%  | 32%  | 43%  | 32%  | 34%  | 31%  | 36%  | 30%  | 34%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 13%  | 28%  | 26%  | 20%  | 20%  | 24%  | 22%  | 19%  | 24%  | 23%   |
|   | Dissatisfied                       | 23%  | 27%  | 22%  | 25%  | 21%  | 23%  | 24%  | 26%  | 27%  | 26%  | 25%   |
|   | Very Dissatisfied                  | 9%   | 8%   | 7%   | 9%   | 6%   | 6%   | 9%   | 11%  | 10%  | 12%  | 9%    |
|   | Don't Know                         | 5%   | 4%   | 5%   | 5%   | 5%   | 5%   | 5%   | 6%   | 3%   | 5%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |



|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q4D Enforcement of local traffic laws</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 5%   | 7%   | 3%   | 4%   | 7%   | 6%   | 4%   | 5%   | 5%   | 5%   | 4%    |
|   | Satisfied                          | 36%  | 45%  | 41%  | 37%  | 46%  | 42%  | 42%  | 37%  | 38%  | 38%  | 39%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 16%  | 24%  | 24%  | 20%  | 15%  | 21%  | 25%  | 20%  | 23%  | 22%   |
|   | Dissatisfied                       | 20%  | 23%  | 20%  | 21%  | 19%  | 25%  | 21%  | 20%  | 23%  | 22%  | 21%   |
|   | Very Dissatisfied                  | 13%  | 6%   | 11%  | 11%  | 6%   | 8%   | 10%  | 12%  | 13%  | 10%  | 11%   |
|   | Don't Know                         | 3%   | 6%   | 2%   | 3%   | 3%   | 3%   | 2%   | 2%   | 2%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4E The City's use of red-light cameras</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 17%  | 7%   | 14%  | 12%  | 14%  | 15%  | 16%  | 12%  | 13%  | 11%  | 13%   |
|   | Satisfied                          | 29%  | 41%  | 39%  | 34%  | 33%  | 33%  | 35%  | 32%  | 37%  | 35%  | 34%   |
|   | Neither Satisfied nor Dissatisfied | 18%  | 10%  | 16%  | 17%  | 15%  | 18%  | 18%  | 21%  | 14%  | 17%  | 17%   |
|   | Dissatisfied                       | 14%  | 22%  | 15%  | 14%  | 19%  | 18%  | 14%  | 13%  | 16%  | 16%  | 15%   |
|   | Very Dissatisfied                  | 19%  | 11%  | 14%  | 19%  | 16%  | 13%  | 14%  | 18%  | 17%  | 18%  | 16%   |
|   | Don't Know                         | 4%   | 9%   | 3%   | 4%   | 4%   | 3%   | 4%   | 4%   | 3%   | 3%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4F Overall quality of emergency medical services (ambulance)</b><br>Question: Please rate the City's public safety.                         | Very Satisfied                     | 16%  | 16%  | 13%  | 15%  | 15%  | 17%  | 14%  | 13%  | 12%  | 12%  | 14%   |
|   | Satisfied                          | 42%  | 56%  | 44%  | 41%  | 47%  | 50%  | 42%  | 40%  | 49%  | 42%  | 44%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 12%  | 15%  | 15%  | 18%  | 14%  | 16%  | 19%  | 14%  | 21%  | 17%   |
|   | Dissatisfied                       | 2%   | 4%   | 3%   | 3%   | 4%   | 5%   | 2%   | 3%   | 6%   | 5%   | 4%    |
|   | Very Dissatisfied                  | 1%   | 2%   | 1%   | 1%   | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%    |
|   | Don't Know                         | 22%  | 10%  | 24%  | 25%  | 16%  | 14%  | 25%  | 24%  | 19%  | 19%  | 21%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4G Response time for ambulances to respond to emergencies</b><br>Question: Please rate the City's public safety.                            | Very Satisfied                     | 15%  | 18%  | 13%  | 15%  | 17%  | 17%  | 14%  | 13%  | 11%  | 12%  | 14%   |
|   | Satisfied                          | 37%  | 48%  | 38%  | 35%  | 40%  | 42%  | 35%  | 36%  | 46%  | 34%  | 38%   |
|   | Neither Satisfied nor Dissatisfied | 18%  | 13%  | 13%  | 17%  | 14%  | 15%  | 17%  | 18%  | 13%  | 21%  | 17%   |
|   | Dissatisfied                       | 3%   | 5%   | 3%   | 4%   | 5%   | 4%   | 2%   | 2%   | 4%   | 5%   | 3%    |
|   | Very Dissatisfied                  | 1%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 0%   | 2%   | 1%    |
|   | Don't Know                         | 27%  | 13%  | 31%  | 28%  | 24%  | 22%  | 31%  | 31%  | 25%  | 26%  | 27%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4H Overall quality of fire protection and rescue services</b><br>Question: Please rate the City's public safety.                            | Very Satisfied                     | 18%  | 17%  | 16%  | 17%  | 17%  | 21%  | 18%  | 17%  | 14%  | 14%  | 17%   |
|   | Satisfied                          | 46%  | 55%  | 50%  | 47%  | 53%  | 52%  | 48%  | 44%  | 51%  | 48%  | 49%   |
|   | Neither Satisfied nor Dissatisfied | 14%  | 10%  | 12%  | 13%  | 12%  | 13%  | 12%  | 14%  | 12%  | 17%  | 13%   |
|   | Dissatisfied                       | 1%   | 4%   | 2%   | 2%   | 1%   | 1%   | 1%   | 2%   | 4%   | 3%   | 2%    |
|   | Very Dissatisfied                  | 0%   | 1%   | 1%   | 1%   | 1%   | 0%   | 1%   | 0%   | 0%   | 0%   | 1%    |
|   | Don't Know                         | 20%  | 13%  | 20%  | 20%  | 15%  | 12%  | 20%  | 22%  | 19%  | 17%  | 19%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4I Response time for Houston Fire Department to respond to emergencies</b><br>Question: Please rate the City's public safety.               | Very Satisfied                     | 20%  | 20%  | 18%  | 17%  | 19%  | 23%  | 19%  | 18%  | 16%  | 15%  | 18%   |
|   | Satisfied                          | 38%  | 55%  | 43%  | 44%  | 47%  | 46%  | 42%  | 42%  | 48%  | 43%  | 43%   |
|   | Neither Satisfied nor Dissatisfied | 15%  | 9%   | 10%  | 13%  | 10%  | 14%  | 12%  | 13%  | 12%  | 16%  | 13%   |
|   | Dissatisfied                       | 1%   | 3%   | 1%   | 2%   | 4%   | 1%   | 1%   | 2%   | 3%   | 3%   | 2%    |
|   | Very Dissatisfied                  | 0%   | 1%   | 1%   | 1%   | 1%   | 1%   | 0%   | 0%   | 0%   | 0%   | 1%    |
|   | Don't Know                         | 26%  | 12%  | 27%  | 25%  | 20%  | 15%  | 25%  | 26%  | 20%  | 22%  | 23%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4J City efforts to enhance fire protection</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 9%   | 13%  | 6%   | 8%   | 7%   | 10%  | 8%   | 8%   | 8%   | 8%   | 8%    |
|   | Satisfied                          | 34%  | 49%  | 40%  | 40%  | 44%  | 42%  | 33%  | 39%  | 43%  | 38%  | 39%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 15%  | 19%  | 21%  | 18%  | 24%  | 22%  | 19%  | 18%  | 24%  | 21%   |
|   | Dissatisfied                       | 3%   | 6%   | 3%   | 4%   | 4%   | 4%   | 3%   | 4%   | 6%   | 5%   | 4%    |
|   | Very Dissatisfied                  | 2%   | 1%   | 1%   | 1%   | 1%   | 0%   | 1%   | 1%   | 1%   | 1%   | 1%    |
|   | Don't Know                         | 29%  | 15%  | 31%  | 27%  | 25%  | 20%  | 31%  | 28%  | 23%  | 24%  | 27%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4K The City's municipal courts</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 2%   | 5%   | 1%   | 3%   | 5%   | 3%   | 3%   | 3%   | 1%   | 3%   | 3%    |
|   | Satisfied                          | 25%  | 33%  | 27%  | 26%  | 38%  | 32%  | 27%  | 25%  | 32%  | 23%  | 27%   |
|   | Neither Satisfied nor Dissatisfied | 31%  | 16%  | 28%  | 25%  | 19%  | 26%  | 28%  | 27%  | 23%  | 28%  | 26%   |
|   | Dissatisfied                       | 16%  | 18%  | 17%  | 16%  | 11%  | 14%  | 16%  | 15%  | 17%  | 16%  | 16%   |
|   | Very Dissatisfied                  | 9%   | 9%   | 6%   | 10%  | 7%   | 8%   | 6%   | 10%  | 10%  | 13%  | 9%    |
|   | Don't Know                         | 17%  | 20%  | 21%  | 20%  | 19%  | 17%  | 20%  | 20%  | 17%  | 18%  | 19%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q4L Quality of animal control</b><br>Question: Please rate the City's public safety.   | Very Satisfied                     | 2%   | 4%   | 3%   | 4%   | 4%   | 6%   | 4%   | 2%   | 3%   | 2%   | 3%    |
|   | Satisfied                          | 25%  | 35%  | 27%  | 24%  | 33%  | 29%  | 27%  | 26%  | 29%  | 23%  | 27%   |
|   | Neither Satisfied nor Dissatisfied | 22%  | 15%  | 22%  | 19%  | 20%  | 18%  | 22%  | 19%  | 15%  | 26%  | 21%   |
|   | Dissatisfied                       | 20%  | 23%  | 18%  | 18%  | 19%  | 25%  | 16%  | 20%  | 23%  | 19%  | 19%   |
|   | Very Dissatisfied                  | 17%  | 15%  | 14%  | 19%  | 10%  | 13%  | 12%  | 19%  | 19%  | 17%  | 16%   |
|   | Don't Know                         | 14%  | 8%   | 16%  | 15%  | 14%  | 9%   | 19%  | 15%  | 11%  | 13%  | 14%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5A Overall quality of City recreational programs</b><br>Question: Please rate the City's parks and recreation.                              | Very Satisfied                     | 5%   | 7%   | 4%   | 6%   | 5%   | 8%   | 6%   | 5%   | 4%   | 4%   | 5%    |
|   | Satisfied                          | 32%  | 40%  | 30%  | 36%  | 38%  | 39%  | 34%  | 34%  | 38%  | 35%  | 35%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 18%  | 25%  | 22%  | 23%  | 23%  | 22%  | 25%  | 20%  | 24%  | 23%   |
|   | Dissatisfied                       | 12%  | 9%   | 12%  | 14%  | 7%   | 12%  | 9%   | 11%  | 16%  | 11%  | 11%   |
|   | Very Dissatisfied                  | 3%   | 5%   | 3%   | 4%   | 3%   | 3%   | 2%   | 3%   | 3%   | 4%   | 3%    |
|   | Don't Know                         | 24%  | 21%  | 26%  | 18%  | 24%  | 15%  | 27%  | 21%  | 19%  | 22%  | 22%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5B The City's youth athletic programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 3%   | 5%   | 2%   | 4%   | 3%   | 5%   | 4%   | 3%   | 1%   | 2%   | 3%    |
|   | Satisfied                          | 17%  | 32%  | 16%  | 19%  | 26%  | 27%  | 19%  | 18%  | 27%  | 20%  | 20%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 17%  | 24%  | 22%  | 21%  | 24%  | 21%  | 24%  | 22%  | 24%  | 23%   |
|   | Dissatisfied                       | 8%   | 11%  | 7%   | 10%  | 7%   | 9%   | 6%   | 9%   | 11%  | 9%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 4%   | 1%   | 2%   | 3%   | 2%   | 2%   | 3%   | 2%   | 5%   | 3%    |
|   | Don't Know                         | 47%  | 31%  | 49%  | 44%  | 40%  | 32%  | 48%  | 45%  | 37%  | 40%  | 43%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5C The City's adult athletic programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 2%   | 4%   | 1%   | 2%   | 3%   | 4%   | 4%   | 4%   | 2%   | 2%   | 3%    |
|   | Satisfied                          | 15%  | 33%  | 16%  | 20%  | 23%  | 25%  | 18%  | 16%  | 24%  | 19%  | 19%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 18%  | 24%  | 23%  | 23%  | 24%  | 22%  | 25%  | 24%  | 25%  | 24%   |
|   | Dissatisfied                       | 9%   | 10%  | 8%   | 12%  | 8%   | 10%  | 7%   | 10%  | 10%  | 10%  | 9%    |
|   | Very Dissatisfied                  | 3%   | 4%   | 2%   | 4%   | 2%   | 3%   | 2%   | 3%   | 2%   | 5%   | 3%    |
|   | Don't Know                         | 47%  | 31%  | 49%  | 39%  | 41%  | 34%  | 48%  | 43%  | 37%  | 40%  | 42%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5D Other City recreation programs, such as classes, trips, and special events</b><br>Question: Please rate the City's parks and recreation. | Very Satisfied                     | 3%   | 4%   | 3%   | 2%   | 3%   | 6%   | 4%   | 4%   | 2%   | 3%   | 3%    |
|   | Satisfied                          | 16%  | 39%  | 18%  | 20%  | 27%  | 28%  | 17%  | 19%  | 27%  | 19%  | 21%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 16%  | 24%  | 24%  | 23%  | 22%  | 22%  | 24%  | 22%  | 27%  | 24%   |
|   | Dissatisfied                       | 7%   | 7%   | 6%   | 10%  | 7%   | 8%   | 6%   | 9%   | 9%   | 8%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 4%   | 1%   | 3%   | 2%   | 3%   | 2%   | 2%   | 2%   | 4%   | 2%    |
|   | Don't Know                         | 47%  | 30%  | 48%  | 41%  | 38%  | 34%  | 49%  | 43%  | 38%  | 39%  | 42%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5E Ease of registering for programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 3%   | 3%   | 2%   | 3%   | 2%   | 3%   | 3%   | 3%   | 1%   | 2%   | 2%    |
|   | Satisfied                          | 13%  | 34%  | 16%  | 18%  | 21%  | 25%  | 14%  | 17%  | 24%  | 19%  | 18%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 16%  | 23%  | 21%  | 21%  | 22%  | 24%  | 22%  | 20%  | 28%  | 23%   |
|   | Dissatisfied                       | 5%   | 8%   | 5%   | 9%   | 8%   | 6%   | 5%   | 8%   | 9%   | 7%   | 7%    |
|   | Very Dissatisfied                  | 2%   | 5%   | 1%   | 3%   | 2%   | 3%   | 2%   | 3%   | 2%   | 3%   | 3%    |
|   | Don't Know                         | 51%  | 32%  | 53%  | 46%  | 47%  | 40%  | 52%  | 47%  | 42%  | 41%  | 47%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   | DISTRICT<br>N=                     | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q5F The reasonableness of fees charged for recreation programs</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 3%   | 5%   | 3%   | 3%   | 1%   | 5%   | 3%   | 3%   | 2%   | 3%   | 3%    |
|   | Satisfied                          | 18%  | 32%  | 20%  | 20%  | 26%  | 23%  | 18%  | 20%  | 24%  | 21%  | 21%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 17%  | 22%  | 23%  | 21%  | 23%  | 24%  | 24%  | 24%  | 28%  | 24%   |
|   | Dissatisfied                       | 5%   | 8%   | 4%   | 6%   | 6%   | 7%   | 3%   | 6%   | 5%   | 6%   | 5%    |
|   | Very Dissatisfied                  | 1%   | 3%   | 1%   | 2%   | 1%   | 1%   | 2%   | 2%   | 2%   | 2%   | 2%    |
|   | Don't Know                         | 48%  | 34%  | 51%  | 46%  | 44%  | 42%  | 50%  | 45%  | 43%  | 40%  | 45%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5G Overall quality of City parks</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 8%   | 11%  | 7%   | 8%   | 7%   | 10%  | 10%  | 9%   | 7%   | 7%   | 8%    |
|   | Satisfied                          | 46%  | 51%  | 51%  | 49%  | 49%  | 47%  | 53%  | 48%  | 51%  | 50%  | 50%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 12%  | 19%  | 20%  | 23%  | 19%  | 16%  | 20%  | 18%  | 21%  | 19%   |
|   | Dissatisfied                       | 13%  | 14%  | 14%  | 15%  | 10%  | 12%  | 12%  | 14%  | 14%  | 13%  | 13%   |
|   | Very Dissatisfied                  | 3%   | 4%   | 4%   | 4%   | 2%   | 4%   | 4%   | 3%   | 5%   | 4%   | 4%    |
|   | Don't Know                         | 6%   | 9%   | 6%   | 4%   | 10%  | 7%   | 5%   | 5%   | 6%   | 4%   | 6%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5H Maintenance of City parks (trash pickup, mowing of grass, maintenance of playground equipment and bleachers, etc.)</b><br>Question: Please rate the City's parks and recreation. | Very Satisfied                     | 7%   | 10%  | 8%   | 9%   | 6%   | 10%  | 11%  | 8%   | 8%   | 6%   | 8%    |
|   | Satisfied                          | 46%  | 51%  | 48%  | 49%  | 53%  | 51%  | 52%  | 50%  | 49%  | 50%  | 50%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 11%  | 20%  | 19%  | 18%  | 18%  | 17%  | 20%  | 16%  | 20%  | 19%   |
|   | Dissatisfied                       | 13%  | 13%  | 14%  | 14%  | 11%  | 10%  | 10%  | 13%  | 16%  | 13%  | 13%   |
|   | Very Dissatisfied                  | 3%   | 5%   | 3%   | 4%   | 2%   | 4%   | 2%   | 4%   | 5%   | 5%   | 4%    |
|   | Don't Know                         | 7%   | 10%  | 8%   | 6%   | 10%  | 7%   | 7%   | 5%   | 6%   | 6%   | 7%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5I The location of City parks</b><br>Question: Please rate the City's parks and recreation.   | Very Satisfied                     | 7%   | 8%   | 7%   | 7%   | 3%   | 9%   | 9%   | 8%   | 8%   | 5%   | 7%    |
|   | Satisfied                          | 47%  | 58%  | 51%  | 51%  | 50%  | 49%  | 48%  | 53%  | 53%  | 51%  | 51%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 15%  | 21%  | 20%  | 23%  | 19%  | 21%  | 22%  | 19%  | 24%  | 21%   |
|   | Dissatisfied                       | 13%  | 8%   | 12%  | 14%  | 10%  | 13%  | 12%  | 11%  | 12%  | 12%  | 12%   |
|   | Very Dissatisfied                  | 2%   | 4%   | 3%   | 3%   | 3%   | 4%   | 5%   | 3%   | 3%   | 4%   | 4%    |
|   | Don't Know                         | 6%   | 8%   | 6%   | 4%   | 10%  | 6%   | 5%   | 4%   | 5%   | 4%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5J Safety of City parks during the day</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 7%   | 6%   | 6%   | 8%   | 4%   | 9%   | 8%   | 9%   | 7%   | 5%   | 7%    |
|   | Satisfied                          | 46%  | 44%  | 52%  | 52%  | 49%  | 50%  | 52%  | 51%  | 54%  | 50%  | 50%   |
|   | Neither Satisfied nor Dissatisfied | 22%  | 19%  | 18%  | 17%  | 20%  | 18%  | 18%  | 21%  | 14%  | 23%  | 19%   |
|   | Dissatisfied                       | 10%  | 14%  | 8%   | 9%   | 9%   | 10%  | 6%   | 8%   | 10%  | 10%  | 9%    |
|   | Very Dissatisfied                  | 3%   | 3%   | 1%   | 3%   | 1%   | 3%   | 3%   | 2%   | 3%   | 3%   | 3%    |
|   | Don't Know                         | 13%  | 14%  | 15%  | 10%  | 15%  | 13%  | 13%  | 9%   | 12%  | 10%  | 12%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5K Safety of lighted City parks at night</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 2%   | 3%   | 2%   | 3%   | 2%   | 3%   | 4%   | 3%   | 4%   | 2%   | 3%    |
|   | Satisfied                          | 23%  | 32%  | 20%  | 26%  | 25%  | 26%  | 25%  | 24%  | 32%  | 25%  | 25%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 17%  | 24%  | 25%  | 20%  | 19%  | 24%  | 25%  | 18%  | 25%  | 23%   |
|   | Dissatisfied                       | 21%  | 21%  | 19%  | 18%  | 21%  | 22%  | 15%  | 19%  | 19%  | 19%  | 19%   |
|   | Very Dissatisfied                  | 6%   | 7%   | 6%   | 7%   | 5%   | 4%   | 5%   | 6%   | 6%   | 7%   | 6%    |
|   | Don't Know                         | 25%  | 20%  | 30%  | 21%  | 27%  | 25%  | 27%  | 22%  | 21%  | 21%  | 24%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5L Walking and biking trails in the city</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 6%   | 4%   | 4%   | 5%   | 5%   | 9%   | 9%   | 7%   | 5%   | 4%   | 6%    |
|   | Satisfied                          | 34%  | 46%  | 33%  | 34%  | 40%  | 34%  | 42%  | 34%  | 36%  | 36%  | 36%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 14%  | 22%  | 16%  | 17%  | 19%  | 15%  | 20%  | 15%  | 21%  | 19%   |
|   | Dissatisfied                       | 20%  | 17%  | 22%  | 22%  | 16%  | 22%  | 19%  | 21%  | 23%  | 21%  | 20%   |
|   | Very Dissatisfied                  | 6%   | 5%   | 10%  | 13%  | 6%   | 5%   | 7%   | 10%  | 9%   | 9%   | 9%    |
|   | Don't Know                         | 11%  | 14%  | 9%   | 9%   | 15%  | 11%  | 8%   | 7%   | 12%  | 10%  | 10%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5M The maintenance of City's community centers</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 3%   | 5%   | 2%   | 2%   | 2%   | 5%   | 5%   | 4%   | 2%   | 2%   | 3%    |
|   | Satisfied                          | 23%  | 45%  | 24%  | 28%  | 33%  | 31%  | 24%  | 27%  | 37%  | 29%  | 28%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 17%  | 24%  | 24%  | 23%  | 24%  | 24%  | 25%  | 16%  | 28%  | 24%   |
|   | Dissatisfied                       | 8%   | 10%  | 8%   | 11%  | 6%   | 8%   | 4%   | 9%   | 11%  | 7%   | 8%    |
|   | Very Dissatisfied                  | 2%   | 3%   | 2%   | 3%   | 2%   | 2%   | 2%   | 3%   | 3%   | 3%   | 2%    |
|   | Don't Know                         | 37%  | 19%  | 40%  | 32%  | 35%  | 29%  | 41%  | 32%  | 32%  | 31%  | 34%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5N City swimming pools</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 2%   | 5%   | 3%   | 2%   | 2%   | 4%   | 2%   | 4%   | 1%   | 2%   | 3%    |
|   | Satisfied                          | 17%  | 30%  | 15%  | 17%  | 23%  | 22%  | 14%  | 19%  | 26%  | 21%  | 19%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 18%  | 23%  | 22%  | 22%  | 24%  | 23%  | 24%  | 20%  | 26%  | 23%   |
|   | Dissatisfied                       | 9%   | 11%  | 7%   | 11%  | 4%   | 11%  | 5%   | 9%   | 9%   | 9%   | 8%    |
|   | Very Dissatisfied                  | 3%   | 4%   | 3%   | 4%   | 2%   | 2%   | 3%   | 5%   | 4%   | 5%   | 4%    |
|   | Don't Know                         | 42%  | 33%  | 49%  | 44%  | 47%  | 37%  | 53%  | 41%  | 40%  | 38%  | 43%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5O City golf courses</b><br>Question: Please rate the City's parks and recreation.  | Very Satisfied                     | 4%   | 4%   | 4%   | 5%   | 3%   | 4%   | 5%   | 4%   | 3%   | 4%   | 4%    |
|   | Satisfied                          | 21%  | 30%  | 24%  | 23%  | 26%  | 26%  | 26%  | 23%  | 30%  | 25%  | 25%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 18%  | 23%  | 22%  | 18%  | 25%  | 21%  | 25%  | 19%  | 26%  | 23%   |
|   | Dissatisfied                       | 5%   | 4%   | 4%   | 4%   | 3%   | 3%   | 2%   | 4%   | 5%   | 4%   | 4%    |
|   | Very Dissatisfied                  | 2%   | 3%   | 1%   | 2%   | 1%   | 0%   | 1%   | 1%   | 2%   | 1%   | 2%    |
|   | Don't Know                         | 44%  | 41%  | 45%  | 44%  | 49%  | 40%  | 45%  | 43%  | 41%  | 39%  | 43%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)</b><br>Question: Please rate the City's parks and recreation.                                       | Very Satisfied                     | 4%   | 6%   | 4%   | 3%   | 3%   | 5%   | 4%   | 5%   | 2%   | 3%   | 4%    |
|   | Satisfied                          | 28%  | 44%  | 27%  | 28%  | 34%  | 37%  | 28%  | 31%  | 39%  | 30%  | 31%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 16%  | 22%  | 23%  | 24%  | 19%  | 21%  | 26%  | 19%  | 26%  | 23%   |
|   | Dissatisfied                       | 6%   | 7%   | 5%   | 7%   | 2%   | 9%   | 4%   | 6%   | 6%   | 7%   | 6%    |
|   | Very Dissatisfied                  | 1%   | 3%   | 2%   | 2%   | 2%   | 2%   | 3%   | 3%   | 3%   | 3%   | 2%    |
|   | Don't Know                         | 36%  | 25%  | 39%  | 37%  | 35%  | 29%  | 40%  | 30%  | 31%  | 31%  | 34%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6A Overall effectiveness of the City's communication with the public</b><br>Question: Please rate the City's communication and leadership.  | Very Satisfied                     | 10%  | 7%   | 10%  | 7%   | 7%   | 7%   | 10%  | 9%   | 7%   | 6%   | 8%    |
|   | Satisfied                          | 44%  | 44%  | 50%  | 46%  | 48%  | 51%  | 48%  | 45%  | 46%  | 40%  | 46%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 16%  | 21%  | 21%  | 23%  | 19%  | 21%  | 22%  | 19%  | 24%  | 22%   |
|   | Dissatisfied                       | 15%  | 19%  | 13%  | 17%  | 15%  | 16%  | 14%  | 16%  | 18%  | 20%  | 16%   |
|   | Very Dissatisfied                  | 4%   | 3%   | 4%   | 5%   | 4%   | 3%   | 5%   | 5%   | 6%   | 6%   | 5%    |
|   | Don't Know                         | 1%   | 11%  | 3%   | 2%   | 3%   | 4%   | 2%   | 2%   | 5%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6B The availability of information about City programs and services</b><br>Question: Please rate the City's communication and leadership.   | Very Satisfied                     | 7%   | 8%   | 8%   | 5%   | 4%   | 6%   | 7%   | 7%   | 6%   | 5%   | 6%    |
|   | Satisfied                          | 38%  | 45%  | 42%  | 39%  | 42%  | 49%  | 40%  | 41%  | 43%  | 35%  | 40%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 13%  | 22%  | 20%  | 19%  | 18%  | 25%  | 20%  | 16%  | 24%  | 21%   |
|   | Dissatisfied                       | 22%  | 24%  | 19%  | 23%  | 21%  | 20%  | 18%  | 22%  | 23%  | 23%  | 21%   |
|   | Very Dissatisfied                  | 5%   | 3%   | 4%   | 6%   | 5%   | 3%   | 5%   | 7%   | 7%   | 5%   | 5%    |
|   | Don't Know                         | 4%   | 7%   | 6%   | 6%   | 9%   | 4%   | 6%   | 4%   | 5%   | 5%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6C City efforts to keep you informed about local issues</b><br>Question: Please rate the City's communication and leadership.   | Very Satisfied                     | 9%   | 10%  | 10%  | 8%   | 6%   | 7%   | 9%   | 9%   | 7%   | 7%   | 8%    |
|   | Satisfied                          | 41%  | 46%  | 46%  | 46%  | 47%  | 50%  | 45%  | 46%  | 47%  | 38%  | 44%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 13%  | 19%  | 19%  | 21%  | 18%  | 20%  | 19%  | 15%  | 22%  | 20%   |
|   | Dissatisfied                       | 20%  | 22%  | 17%  | 19%  | 18%  | 20%  | 17%  | 17%  | 20%  | 23%  | 19%   |
|   | Very Dissatisfied                  | 4%   | 4%   | 5%   | 7%   | 4%   | 4%   | 5%   | 6%   | 7%   | 7%   | 6%    |
|   | Don't Know                         | 3%   | 5%   | 3%   | 2%   | 3%   | 1%   | 3%   | 3%   | 4%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

| DISTRICT<br>N=  |                                    | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q6D The level of public involvement in local decision making</b><br>Question: Please rate the City's communication and leadership.]              | Very Satisfied                     | 3%   | 5%   | 3%   | 3%   | 3%   | 4%   | 4%   | 4%   | 3%   | 4%   | 3%    |
|   | Satisfied                          | 24%  | 38%  | 30%  | 27%  | 31%  | 30%  | 27%  | 26%  | 32%  | 24%  | 28%   |
|   | Neither Satisfied nor Dissatisfied | 26%  | 15%  | 25%  | 22%  | 24%  | 26%  | 27%  | 28%  | 20%  | 24%  | 24%   |
|   | Dissatisfied                       | 27%  | 26%  | 25%  | 28%  | 26%  | 26%  | 23%  | 22%  | 22%  | 28%  | 25%   |
|   | Very Dissatisfied                  | 10%  | 4%   | 7%   | 11%  | 10%  | 6%   | 10%  | 11%  | 12%  | 13%  | 10%   |
|   | Don't Know                         | 9%   | 11%  | 10%  | 9%   | 7%   | 9%   | 10%  | 9%   | 11%  | 7%   | 9%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6E Overall quality of leadership provided by the City's elected officials</b><br>Question: Please rate the City's communication and leadership. | Very Satisfied                     | 10%  | 6%   | 13%  | 7%   | 9%   | 8%   | 11%  | 10%  | 8%   | 8%   | 9%    |
|   | Satisfied                          | 39%  | 48%  | 45%  | 43%  | 39%  | 47%  | 42%  | 46%  | 45%  | 35%  | 42%   |
|   | Neither Satisfied nor Dissatisfied | 24%  | 15%  | 20%  | 23%  | 22%  | 20%  | 19%  | 20%  | 21%  | 23%  | 21%   |
|   | Dissatisfied                       | 15%  | 18%  | 12%  | 16%  | 18%  | 13%  | 14%  | 12%  | 12%  | 18%  | 15%   |
|   | Very Dissatisfied                  | 8%   | 5%   | 7%   | 7%   | 7%   | 6%   | 9%   | 8%   | 8%   | 11%  | 8%    |
|   | Don't Know                         | 4%   | 8%   | 3%   | 4%   | 5%   | 6%   | 4%   | 4%   | 5%   | 5%   | 4%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6F Overall effectiveness of appointed boards and commissions</b><br>Question: Please rate the City's communication and leadership.              | Very Satisfied                     | 3%   | 4%   | 3%   | 3%   | 2%   | 3%   | 4%   | 4%   | 3%   | 3%   | 3%    |
|   | Satisfied                          | 19%  | 38%  | 29%  | 26%  | 32%  | 36%  | 27%  | 28%  | 31%  | 26%  | 28%   |
|   | Neither Satisfied nor Dissatisfied | 32%  | 20%  | 27%  | 25%  | 26%  | 25%  | 26%  | 26%  | 25%  | 26%  | 26%   |
|   | Dissatisfied                       | 18%  | 13%  | 14%  | 18%  | 15%  | 14%  | 12%  | 15%  | 14%  | 17%  | 15%   |
|   | Very Dissatisfied                  | 8%   | 4%   | 6%   | 9%   | 7%   | 4%   | 10%  | 8%   | 9%   | 12%  | 8%    |
|   | Don't Know                         | 20%  | 21%  | 20%  | 19%  | 18%  | 17%  | 21%  | 19%  | 17%  | 16%  | 19%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q6G Level and effectiveness of collaboration among local governments</b><br>Question: Please rate the City's communication and leadership.       | Very Satisfied                     | 4%   | 5%   | 3%   | 3%   | 3%   | 4%   | 4%   | 4%   | 3%   | 3%   | 4%    |
|   | Satisfied                          | 24%  | 37%  | 31%  | 29%  | 29%  | 34%  | 26%  | 28%  | 31%  | 24%  | 28%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 19%  | 24%  | 24%  | 24%  | 21%  | 25%  | 27%  | 20%  | 27%  | 25%   |
|   | Dissatisfied                       | 17%  | 16%  | 14%  | 17%  | 20%  | 18%  | 13%  | 14%  | 15%  | 17%  | 16%   |
|   | Very Dissatisfied                  | 8%   | 5%   | 6%   | 10%  | 6%   | 5%   | 9%   | 8%   | 11%  | 11%  | 8%    |
|   | Don't Know                         | 20%  | 17%  | 22%  | 17%  | 18%  | 18%  | 22%  | 18%  | 20%  | 17%  | 19%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7A Overall maintenance of City buildings and facilities</b><br>Question: Please rate the City's maintenance.                                    | Very Satisfied                     | 3%   | 5%   | 3%   | 4%   | 4%   | 5%   | 4%   | 3%   | 4%   | 3%   | 4%    |
|   | Satisfied                          | 44%  | 49%  | 49%  | 48%  | 50%  | 50%  | 49%  | 45%  | 49%  | 48%  | 48%   |
|   | Neither Satisfied nor Dissatisfied | 30%  | 15%  | 26%  | 27%  | 23%  | 26%  | 27%  | 29%  | 20%  | 28%  | 26%   |
|   | Dissatisfied                       | 10%  | 18%  | 11%  | 11%  | 9%   | 8%   | 8%   | 11%  | 14%  | 9%   | 10%   |
|   | Very Dissatisfied                  | 1%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 2%   | 4%   | 2%    |
|   | Don't Know                         | 12%  | 10%  | 10%  | 8%   | 13%  | 10%  | 10%  | 9%   | 12%  | 8%   | 10%   |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7B Overall maintenance of City streets</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 2%   | 3%   | 1%   | 2%   | 3%   | 3%   | 2%   | 2%   | 4%   | 2%   | 2%    |
|   | Satisfied                          | 25%  | 32%  | 20%  | 22%  | 34%  | 28%  | 26%  | 20%  | 27%  | 23%  | 24%   |
|   | Neither Satisfied nor Dissatisfied | 20%  | 10%  | 17%  | 15%  | 16%  | 14%  | 15%  | 15%  | 11%  | 17%  | 16%   |
|   | Dissatisfied                       | 38%  | 44%  | 36%  | 37%  | 35%  | 39%  | 37%  | 42%  | 40%  | 36%  | 38%   |
|   | Very Dissatisfied                  | 15%  | 11%  | 26%  | 25%  | 11%  | 16%  | 19%  | 21%  | 18%  | 21%  | 19%   |
|   | Don't Know                         | 1%   | 1%   | 0%   | 0%   | 1%   | 1%   | 0%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7C Maintenance of streets in your neighborhood</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 5%   | 4%   | 2%   | 9%   | 4%   | 6%   | 2%   | 5%   | 3%   | 4%    |
|   | Satisfied                          | 38%  | 35%  | 31%  | 28%  | 45%  | 33%  | 36%  | 27%  | 31%  | 34%  | 33%   |
|   | Neither Satisfied nor Dissatisfied | 17%  | 6%   | 13%  | 13%  | 11%  | 14%  | 14%  | 16%  | 9%   | 15%  | 14%   |
|   | Dissatisfied                       | 27%  | 34%  | 30%  | 32%  | 23%  | 33%  | 27%  | 30%  | 33%  | 29%  | 29%   |
|   | Very Dissatisfied                  | 12%  | 19%  | 23%  | 25%  | 12%  | 17%  | 18%  | 25%  | 22%  | 18%  | 19%   |
|   | Don't Know                         | 0%   | 1%   | 0%   | 0%   | 1%   | 0%   | 0%   | 0%   | 1%   | 0%   | 0%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7D Maintenance of street signs</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 5%   | 3%   | 3%   | 6%   | 6%   | 5%   | 3%   | 4%   | 4%   | 4%    |
|   | Satisfied                          | 51%  | 49%  | 46%  | 41%  | 55%  | 49%  | 51%  | 43%  | 47%  | 46%  | 47%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 10%  | 23%  | 21%  | 19%  | 13%  | 21%  | 23%  | 16%  | 23%  | 21%   |
|   | Dissatisfied                       | 15%  | 25%  | 18%  | 24%  | 15%  | 23%  | 13%  | 19%  | 22%  | 19%  | 19%   |
|   | Very Dissatisfied                  | 6%   | 8%   | 9%   | 11%  | 5%   | 8%   | 8%   | 11%  | 11%  | 8%   | 9%    |
|   | Don't Know                         | 0%   | 3%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7E Maintenance of traffic signals</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 5%   | 6%   | 4%   | 5%   | 5%   | 7%   | 6%   | 4%   | 6%   | 5%   | 5%    |
|   | Satisfied                          | 60%  | 62%  | 57%  | 54%  | 63%  | 59%  | 58%  | 57%  | 55%  | 53%  | 57%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 10%  | 22%  | 20%  | 17%  | 15%  | 20%  | 21%  | 18%  | 23%  | 20%   |
|   | Dissatisfied                       | 9%   | 17%  | 11%  | 15%  | 11%  | 13%  | 11%  | 10%  | 13%  | 12%  | 12%   |
|   | Very Dissatisfied                  | 4%   | 5%   | 5%   | 5%   | 3%   | 5%   | 4%   | 8%   | 7%   | 5%   | 5%    |
|   | Don't Know                         | 1%   | 1%   | 1%   | 1%   | 1%   | 0%   | 0%   | 0%   | 1%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7F Maintenance and preservation of downtown Houston</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 9%   | 10%  | 7%   | 11%  | 6%   | 10%  | 9%   | 7%   | 8%   | 7%   | 8%    |
|   | Satisfied                          | 48%  | 51%  | 51%  | 46%  | 50%  | 47%  | 50%  | 47%  | 50%  | 49%  | 49%   |
|   | Neither Satisfied nor Dissatisfied | 23%  | 18%  | 21%  | 20%  | 22%  | 18%  | 21%  | 22%  | 17%  | 22%  | 21%   |
|   | Dissatisfied                       | 10%  | 6%   | 9%   | 11%  | 9%   | 11%  | 10%  | 10%  | 12%  | 10%  | 10%   |
|   | Very Dissatisfied                  | 3%   | 3%   | 4%   | 7%   | 2%   | 2%   | 3%   | 10%  | 7%   | 6%   | 5%    |
|   | Don't Know                         | 6%   | 11%  | 8%   | 5%   | 11%  | 12%  | 8%   | 4%   | 6%   | 6%   | 7%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7G Condition of sidewalks in Houston</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 3%   | 3%   | 1%   | 2%   | 3%   | 3%   | 3%   | 2%   | 2%   | 3%   | 2%    |
|   | Satisfied                          | 31%  | 39%  | 21%  | 26%  | 37%  | 33%  | 29%  | 29%  | 34%  | 29%  | 29%   |
|   | Neither Satisfied nor Dissatisfied | 22%  | 11%  | 18%  | 16%  | 22%  | 14%  | 21%  | 19%  | 13%  | 21%  | 19%   |
|   | Dissatisfied                       | 30%  | 31%  | 39%  | 32%  | 24%  | 32%  | 29%  | 29%  | 32%  | 29%  | 31%   |
|   | Very Dissatisfied                  | 11%  | 9%   | 18%  | 22%  | 7%   | 13%  | 15%  | 19%  | 16%  | 16%  | 15%   |
|   | Don't Know                         | 3%   | 7%   | 2%   | 2%   | 7%   | 5%   | 3%   | 3%   | 3%   | 3%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7H Mowing medians and rights of ways</b><br>Question: Please rate the City's maintenance.   | Very Satisfied                     | 5%   | 4%   | 3%   | 4%   | 5%   | 6%   | 5%   | 5%   | 5%   | 4%   | 4%    |
|   | Satisfied                          | 46%  | 48%  | 53%  | 47%  | 55%  | 52%  | 50%  | 52%  | 52%  | 47%  | 50%   |
|   | Neither Satisfied nor Dissatisfied | 27%  | 13%  | 24%  | 23%  | 21%  | 18%  | 23%  | 24%  | 17%  | 25%  | 23%   |
|   | Dissatisfied                       | 14%  | 20%  | 12%  | 16%  | 11%  | 16%  | 12%  | 11%  | 16%  | 16%  | 14%   |
|   | Very Dissatisfied                  | 6%   | 8%   | 6%   | 7%   | 4%   | 5%   | 7%   | 6%   | 7%   | 8%   | 6%    |
|   | Don't Know                         | 2%   | 6%   | 3%   | 3%   | 4%   | 2%   | 3%   | 2%   | 3%   | 2%   | 3%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7I Overall cleanliness of streets and other public areas</b><br>Question: Please rate the City's maintenance.                                   | Very Satisfied                     | 2%   | 4%   | 3%   | 3%   | 6%   | 4%   | 5%   | 2%   | 4%   | 3%   | 4%    |
|   | Satisfied                          | 41%  | 38%  | 42%  | 38%  | 47%  | 43%  | 44%  | 41%  | 40%  | 39%  | 41%   |
|   | Neither Satisfied nor Dissatisfied | 25%  | 15%  | 22%  | 20%  | 22%  | 12%  | 22%  | 24%  | 16%  | 23%  | 21%   |
|   | Dissatisfied                       | 23%  | 32%  | 23%  | 28%  | 18%  | 29%  | 20%  | 22%  | 27%  | 24%  | 24%   |
|   | Very Dissatisfied                  | 8%   | 8%   | 9%   | 11%  | 4%   | 10%  | 9%   | 9%   | 12%  | 11%  | 9%    |
|   | Don't Know                         | 1%   | 4%   | 1%   | 1%   | 3%   | 1%   | 1%   | 0%   | 2%   | 1%   | 1%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7J Overall quality of trash collection services</b><br>Question: Please rate the City's maintenance.  | Very Satisfied                     | 15%  | 9%   | 14%  | 9%   | 9%   | 16%  | 9%   | 11%  | 9%   | 8%   | 11%   |
|   | Satisfied                          | 51%  | 54%  | 53%  | 53%  | 55%  | 50%  | 49%  | 55%  | 58%  | 51%  | 52%   |
|   | Neither Satisfied nor Dissatisfied | 16%  | 11%  | 14%  | 16%  | 14%  | 13%  | 19%  | 14%  | 11%  | 19%  | 16%   |
|   | Dissatisfied                       | 10%  | 18%  | 10%  | 12%  | 11%  | 13%  | 7%   | 12%  | 13%  | 10%  | 11%   |
|   | Very Dissatisfied                  | 7%   | 5%   | 5%   | 7%   | 3%   | 6%   | 4%   | 5%   | 5%   | 6%   | 5%    |
|   | Don't Know                         | 2%   | 3%   | 4%   | 3%   | 8%   | 3%   | 11%  | 3%   | 5%   | 6%   | 5%    |
| <b>Total</b>  |                                    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|  |                                    | DISTRICT |      |      |      |      |      |      |      |      |      | Total |
|--|------------------------------------|----------|------|------|------|------|------|------|------|------|------|-------|
|  |                                    | A        | B    | C    | D    | E    | F    | G    | H    | I    | X    |       |
|  |                                    | 713      | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q7K Overall quality of recycling centers</b>                                | Very Satisfied                     | 8%       | 4%   | 12%  | 7%   | 6%   | 9%   | 7%   | 9%   | 6%   | 6%   | 8%    |
| <b>Question: Please rate the City's maintenance.</b>                           | Satisfied                          | 36%      | 40%  | 42%  | 37%  | 38%  | 41%  | 35%  | 38%  | 42%  | 34%  | 37%   |
|  | Neither Satisfied nor Dissatisfied | 20%      | 11%  | 16%  | 16%  | 16%  | 15%  | 19%  | 16%  | 14%  | 20%  | 17%   |
|  | Dissatisfied                       | 14%      | 18%  | 10%  | 17%  | 16%  | 12%  | 15%  | 15%  | 13%  | 16%  | 15%   |
|  | Very Dissatisfied                  | 9%       | 5%   | 7%   | 11%  | 6%   | 7%   | 8%   | 12%  | 10%  | 10%  | 9%    |
|  | Don't Know                         | 13%      | 21%  | 12%  | 12%  | 17%  | 15%  | 16%  | 11%  | 14%  | 13%  | 14%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7L Adequacy of City street lighting</b>                                    | Very Satisfied                     | 5%       | 5%   | 5%   | 5%   | 6%   | 9%   | 6%   | 5%   | 3%   | 4%   | 5%    |
| <b>Question: Please rate the City's maintenance.</b>                           | Satisfied                          | 51%      | 53%  | 51%  | 49%  | 60%  | 50%  | 53%  | 53%  | 54%  | 46%  | 51%   |
|  | Neither Satisfied nor Dissatisfied | 22%      | 13%  | 22%  | 18%  | 18%  | 15%  | 21%  | 21%  | 17%  | 26%  | 21%   |
|  | Dissatisfied                       | 17%      | 19%  | 16%  | 21%  | 11%  | 20%  | 12%  | 13%  | 17%  | 16%  | 16%   |
|  | Very Dissatisfied                  | 5%       | 7%   | 4%   | 7%   | 3%   | 5%   | 6%   | 7%   | 6%   | 6%   | 6%    |
|  | Don't Know                         | 1%       | 3%   | 2%   | 1%   | 2%   | 1%   | 2%   | 3%   | 1%   | 2%   | 2%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q7M Overall removal of graffiti</b>   | Very Satisfied                     | 4%       | 4%   | 4%   | 3%   | 4%   | 6%   | 5%   | 4%   | 5%   | 4%   | 4%    |
| <b>Question: Please rate the City's maintenance.</b>                           | Satisfied                          | 35%      | 39%  | 36%  | 36%  | 41%  | 30%  | 38%  | 37%  | 37%  | 32%  | 36%   |
|  | Neither Satisfied nor Dissatisfied | 25%      | 13%  | 25%  | 24%  | 20%  | 19%  | 25%  | 21%  | 18%  | 24%  | 23%   |
|  | Dissatisfied                       | 21%      | 25%  | 17%  | 20%  | 19%  | 27%  | 15%  | 23%  | 21%  | 24%  | 20%   |
|  | Very Dissatisfied                  | 9%       | 8%   | 9%   | 11%  | 4%   | 12%  | 6%   | 10%  | 12%  | 11%  | 9%    |
|  | Don't Know                         | 7%       | 11%  | 10%  | 6%   | 13%  | 6%   | 10%  | 5%   | 7%   | 5%   | 8%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8A Overall enforcement of City codes and ordinances</b>                    | Very Satisfied                     | 2%       | 5%   | 2%   | 2%   | 3%   | 4%   | 2%   | 3%   | 3%   | 2%   | 2%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 29%      | 39%  | 31%  | 31%  | 38%  | 37%  | 30%  | 31%  | 32%  | 29%  | 31%   |
|  | Neither Satisfied nor Dissatisfied | 24%      | 14%  | 25%  | 25%  | 24%  | 22%  | 28%  | 25%  | 22%  | 25%  | 24%   |
|  | Dissatisfied                       | 21%      | 17%  | 16%  | 17%  | 12%  | 15%  | 16%  | 16%  | 17%  | 19%  | 17%   |
|  | Very Dissatisfied                  | 7%       | 5%   | 5%   | 8%   | 5%   | 7%   | 6%   | 9%   | 9%   | 8%   | 7%    |
|  | Don't Know                         | 17%      | 21%  | 21%  | 16%  | 17%  | 16%  | 19%  | 17%  | 17%  | 17%  | 18%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8B Enforcing the clean up of litter and debris on private property</b>     | Very Satisfied                     | 2%       | 3%   | 1%   | 3%   | 2%   | 6%   | 2%   | 2%   | 3%   | 1%   | 2%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 17%      | 27%  | 21%  | 22%  | 29%  | 27%  | 21%  | 22%  | 25%  | 23%  | 22%   |
|  | Neither Satisfied nor Dissatisfied | 19%      | 10%  | 22%  | 17%  | 21%  | 16%  | 23%  | 16%  | 12%  | 20%  | 19%   |
|  | Dissatisfied                       | 35%      | 40%  | 28%  | 34%  | 28%  | 31%  | 26%  | 30%  | 32%  | 29%  | 31%   |
|  | Very Dissatisfied                  | 14%      | 12%  | 10%  | 14%  | 8%   | 10%  | 10%  | 16%  | 17%  | 12%  | 12%   |
|  | Don't Know                         | 14%      | 9%   | 17%  | 11%  | 12%  | 10%  | 17%  | 13%  | 11%  | 14%  | 14%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8C Enforcing the mowing and cutting of weeds on private property</b>       | Very Satisfied                     | 2%       | 4%   | 1%   | 2%   | 3%   | 5%   | 2%   | 3%   | 2%   | 1%   | 2%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 17%      | 23%  | 21%  | 23%  | 31%  | 29%  | 21%  | 24%  | 24%  | 23%  | 23%   |
|  | Neither Satisfied nor Dissatisfied | 20%      | 10%  | 23%  | 18%  | 21%  | 17%  | 23%  | 17%  | 14%  | 23%  | 20%   |
|  | Dissatisfied                       | 32%      | 40%  | 28%  | 32%  | 27%  | 28%  | 25%  | 29%  | 32%  | 27%  | 29%   |
|  | Very Dissatisfied                  | 14%      | 15%  | 9%   | 13%  | 6%   | 8%   | 10%  | 14%  | 16%  | 12%  | 12%   |
|  | Don't Know                         | 15%      | 8%   | 17%  | 11%  | 12%  | 13%  | 19%  | 13%  | 12%  | 13%  | 14%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8D Enforcing codes designed to protect public safety and public health</b> | Very Satisfied                     | 2%       | 5%   | 2%   | 2%   | 3%   | 6%   | 3%   | 3%   | 3%   | 2%   | 3%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 26%      | 37%  | 31%  | 33%  | 37%  | 35%  | 30%  | 31%  | 34%  | 31%  | 32%   |
|  | Neither Satisfied nor Dissatisfied | 27%      | 15%  | 27%  | 20%  | 26%  | 19%  | 26%  | 25%  | 19%  | 27%  | 24%   |
|  | Dissatisfied                       | 18%      | 22%  | 14%  | 17%  | 16%  | 19%  | 13%  | 14%  | 18%  | 15%  | 16%   |
|  | Very Dissatisfied                  | 8%       | 7%   | 6%   | 10%  | 5%   | 6%   | 7%   | 9%   | 11%  | 9%   | 8%    |
|  | Don't Know                         | 19%      | 13%  | 20%  | 17%  | 13%  | 14%  | 21%  | 18%  | 15%  | 16%  | 17%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8E Enforcing the maintenance of residential property</b>                   | Very Satisfied                     | 2%       | 4%   | 2%   | 2%   | 3%   | 5%   | 1%   | 3%   | 2%   | 2%   | 2%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 20%      | 36%  | 26%  | 27%  | 35%  | 30%  | 26%  | 26%  | 31%  | 27%  | 27%   |
|  | Neither Satisfied nor Dissatisfied | 25%      | 13%  | 24%  | 21%  | 20%  | 21%  | 25%  | 23%  | 18%  | 25%  | 23%   |
|  | Dissatisfied                       | 27%      | 29%  | 24%  | 25%  | 21%  | 24%  | 19%  | 23%  | 23%  | 22%  | 23%   |
|  | Very Dissatisfied                  | 10%      | 11%  | 8%   | 12%  | 8%   | 8%   | 12%  | 13%  | 10%  | 10%  | 10%   |
|  | Don't Know                         | 16%      | 7%   | 17%  | 13%  | 12%  | 12%  | 20%  | 14%  | 12%  | 15%  | 15%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8F Enforcing the exterior maintenance of business property</b>             | Very Satisfied                     | 2%       | 3%   | 2%   | 2%   | 3%   | 5%   | 2%   | 3%   | 3%   | 1%   | 2%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 24%      | 40%  | 28%  | 29%  | 37%  | 36%  | 28%  | 29%  | 32%  | 28%  | 30%   |
|  | Neither Satisfied nor Dissatisfied | 27%      | 16%  | 26%  | 25%  | 25%  | 22%  | 28%  | 26%  | 18%  | 27%  | 25%   |
|  | Dissatisfied                       | 22%      | 20%  | 18%  | 19%  | 17%  | 20%  | 15%  | 18%  | 22%  | 19%  | 19%   |
|  | Very Dissatisfied                  | 8%       | 8%   | 7%   | 10%  | 6%   | 5%   | 7%   | 9%   | 12%  | 8%   | 8%    |
|  | Don't Know                         | 16%      | 14%  | 19%  | 15%  | 12%  | 12%  | 20%  | 15%  | 14%  | 15%  | 16%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8G Enforcing sign regulations</b>  | Very Satisfied                     | 2%       | 3%   | 2%   | 3%   | 4%   | 6%   | 3%   | 3%   | 3%   | 2%   | 3%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 25%      | 43%  | 29%  | 32%  | 37%  | 37%  | 29%  | 29%  | 33%  | 30%  | 31%   |
|  | Neither Satisfied nor Dissatisfied | 26%      | 16%  | 23%  | 24%  | 24%  | 22%  | 25%  | 26%  | 20%  | 27%  | 24%   |
|  | Dissatisfied                       | 18%      | 13%  | 17%  | 15%  | 15%  | 19%  | 14%  | 15%  | 17%  | 17%  | 16%   |
|  | Very Dissatisfied                  | 10%      | 9%   | 8%   | 8%   | 7%   | 4%   | 10%  | 11%  | 11%  | 9%   | 9%    |
|  | Don't Know                         | 19%      | 16%  | 20%  | 18%  | 14%  | 12%  | 19%  | 17%  | 15%  | 15%  | 17%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q8H Enforcing and prosecuting illegal dumping activities</b>                | Very Satisfied                     | 2%       | 3%   | 2%   | 2%   | 2%   | 6%   | 2%   | 2%   | 3%   | 3%   | 3%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 14%      | 28%  | 19%  | 20%  | 28%  | 23%  | 17%  | 20%  | 21%  | 19%  | 20%   |
|  | Neither Satisfied nor Dissatisfied | 16%      | 8%   | 18%  | 15%  | 18%  | 14%  | 21%  | 17%  | 14%  | 17%  | 17%   |
|  | Dissatisfied                       | 28%      | 33%  | 23%  | 26%  | 24%  | 27%  | 21%  | 26%  | 29%  | 25%  | 25%   |
|  | Very Dissatisfied                  | 16%      | 17%  | 14%  | 18%  | 12%  | 11%  | 14%  | 17%  | 20%  | 18%  | 16%   |
|  | Don't Know                         | 23%      | 10%  | 24%  | 20%  | 16%  | 18%  | 26%  | 19%  | 14%  | 19%  | 20%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A Have you called 9-1-1 for police services in the last year?</b>         | YES                                | 19%      | 30%  | 20%  | 24%  | 17%  | 29%  | 19%  | 26%  | 29%  | 23%  | 23%   |
| <b>Question: Please rate the City's code enforcement.</b>                      | NO                                 | 81%      | 70%  | 80%  | 76%  | 83%  | 71%  | 81%  | 74%  | 71%  | 77%  | 77%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9A1 If yes, what was your level of satisfaction with call taker(s)?</b>    | Very Satisfied                     | 20%      | 31%  | 36%  | 29%  | 29%  | 32%  | 29%  | 29%  | 26%  | 27%  | 28%   |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 48%      | 28%  | 40%  | 42%  | 40%  | 42%  | 43%  | 34%  | 36%  | 38%  | 39%   |
|  | Neither Satisfied nor Dissatisfied | 14%      | 9%   | 7%   | 7%   | 11%  | 5%   | 9%   | 11%  | 11%  | 12%  | 10%   |
|  | Dissatisfied                       | 11%      | 20%  | 12%  | 14%  | 15%  | 15%  | 11%  | 13%  | 14%  | 12%  | 13%   |
|  | Very Dissatisfied                  | 7%       | 11%  | 6%   | 8%   | 5%   | 5%   | 8%   | 14%  | 11%  | 11%  | 9%    |
|  | Don't Know                         | 1%       | 1%   |      |      |      | 1%   | 1%   |      | 2%   |      | 0%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B Have you called 9-1-1 for fire services in the last year?</b>           | YES                                | 6%       | 7%   | 7%   | 8%   | 5%   | 5%   | 5%   | 7%   | 7%   | 7%   | 7%    |
| <b>Question: Please rate the City's code enforcement.</b>                      | NO                                 | 94%      | 93%  | 93%  | 92%  | 95%  | 95%  | 95%  | 93%  | 93%  | 93%  | 93%   |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9B1 If yes, what was your level of satisfaction with call taker(s)?</b>    | Very Satisfied                     | 56%      | 45%  | 48%  | 43%  | 38%  | 64%  | 50%  | 49%  | 39%  | 44%  | 47%   |
| <b>Question: Please rate the City's code enforcement.</b>                      | Satisfied                          | 27%      | 25%  | 29%  | 39%  | 31%  | 29%  | 34%  | 29%  | 50%  | 39%  | 34%   |
|  | Neither Satisfied nor Dissatisfied | 9%       | 5%   | 6%   | 6%   | 7%   | 7%   | 8%   | 11%  | 7%   | 6%   | 7%    |
|  | Dissatisfied                       | 4%       | 20%  | 6%   | 6%   | 19%  | 5%   | 7%   | 4%   | 5%   | 7%   | 7%    |
|  | Very Dissatisfied                  | 4%       | 5%   | 8%   | 6%   | 13%  | 3%   | 4%   |      | 5%   | 5%   | 5%    |
|  | Don't Know                         |          |      | 2%   |      |      |      |      |      | 2%   |      | 1%    |
| <b>Total</b>   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |

|   |                                    | DISTRICT | A    | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|---|------------------------------------|----------|------|------|------|------|------|------|------|------|------|------|-------|
|   |                                    | N=       | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| Q9C Have you called the 3-1-1 Houston Service Center in the last year?                              | YES                                |          | 65%  | 59%  | 57%  | 61%  | 45%  | 56%  | 53%  | 68%  | 63%  | 52%  | 58%   |
|   | NO                                 |          | 35%  | 41%  | 43%  | 39%  | 55%  | 44%  | 47%  | 32%  | 37%  | 48%  | 42%   |
|   | Total                              |          | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| Q9C1 If yes, what was your level of satisfaction with the service 3-1-1 provided?                   | Very Satisfied                     |          | 25%  | 29%  | 28%  | 23%  | 27%  | 29%  | 25%  | 26%  | 22%  | 20%  | 25%   |
|   | Satisfied                          |          | 40%  | 37%  | 38%  | 39%  | 41%  | 38%  | 42%  | 40%  | 39%  | 41%  | 40%   |
|   | Neither Satisfied nor Dissatisfied |          | 11%  | 9%   | 10%  | 11%  | 8%   | 10%  | 13%  | 11%  | 11%  | 10%  | 11%   |
|   | Dissatisfied                       |          | 16%  | 16%  | 16%  | 14%  | 13%  | 16%  | 11%  | 14%  | 15%  | 18%  | 15%   |
|   | Very Dissatisfied                  |          | 9%   | 9%   | 8%   | 13%  | 10%  | 7%   | 9%   | 8%   | 13%  | 12%  | 10%   |
|   | Don't Know                         |          | 1%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9D Have you been to the Municipal Courts in the last year?   | YES                                |          | 28%  | 31%  | 30%  | 34%  | 31%  | 31%  | 29%  | 34%  | 34%  | 36%  | 32%   |
|   | NO                                 |          | 72%  | 69%  | 70%  | 66%  | 69%  | 69%  | 71%  | 66%  | 66%  | 64%  | 68%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9D1 If yes, what was your level of satisfaction with the Municipal Courts?                         | Very Satisfied                     |          | 8%   | 9%   | 11%  | 8%   | 11%  | 11%  | 9%   | 7%   | 13%  | 9%   | 9%    |
|   | Satisfied                          |          | 31%  | 44%  | 41%  | 34%  | 46%  | 39%  | 38%  | 31%  | 38%  | 34%  | 36%   |
|   | Neither Satisfied nor Dissatisfied |          | 27%  | 12%  | 14%  | 18%  | 16%  | 15%  | 20%  | 22%  | 16%  | 19%  | 19%   |
|   | Dissatisfied                       |          | 22%  | 27%  | 19%  | 20%  | 14%  | 19%  | 20%  | 22%  | 19%  | 19%  | 20%   |
|   | Very Dissatisfied                  |          | 11%  | 7%   | 15%  | 19%  | 12%  | 13%  | 13%  | 17%  | 13%  | 19%  | 15%   |
|   | Don't Know                         |          | 0%   | 0%   | 0%   | 0%   | 2%   | 0%   | 1%   | 1%   | 1%   | 1%   | 1%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9E Have you visited downtown in the last year?   | YES                                |          | 87%  | 76%  | 91%  | 91%  | 87%  | 82%  | 93%  | 89%  | 88%  | 91%  | 89%   |
|   | NO                                 |          | 13%  | 24%  | 9%   | 9%   | 13%  | 18%  | 7%   | 11%  | 12%  | 9%   | 11%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9E1 If yes, what was your level of satisfaction with the downtown offerings?                       | Very Satisfied                     |          | 17%  | 19%  | 19%  | 21%  | 17%  | 22%  | 19%  | 17%  | 16%  | 17%  | 18%   |
|   | Satisfied                          |          | 53%  | 54%  | 52%  | 52%  | 59%  | 48%  | 55%  | 53%  | 57%  | 53%  | 54%   |
|   | Neither Satisfied nor Dissatisfied |          | 20%  | 16%  | 18%  | 17%  | 16%  | 18%  | 16%  | 16%  | 13%  | 15%  | 17%   |
|   | Dissatisfied                       |          | 9%   | 10%  | 9%   | 9%   | 7%   | 9%   | 8%   | 10%  | 12%  | 11%  | 9%    |
|   | Very Dissatisfied                  |          | 1%   | 1%   | 1%   | 2%   | 1%   | 3%   | 2%   | 4%   | 2%   | 3%   | 2%    |
|   | Don't Know                         |          | 0%   | 1%   | 1%   | 0%   | 0%   | 1%   | 0%   | 1%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9F Have you visited the City of Houston website in the last year?                                  | YES                                |          | 74%  | 49%  | 66%  | 70%  | 59%  | 55%  | 65%  | 71%  | 63%  | 70%  | 67%   |
|   | NO                                 |          | 26%  | 51%  | 34%  | 30%  | 41%  | 45%  | 35%  | 29%  | 37%  | 30%  | 33%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9F1 If yes, what was your level of satisfaction with the website?                                  | Very Satisfied                     |          | 12%  | 20%  | 14%  | 13%  | 13%  | 13%  | 14%  | 12%  | 12%  | 10%  | 13%   |
|   | Satisfied                          |          | 53%  | 51%  | 52%  | 46%  | 56%  | 55%  | 51%  | 47%  | 51%  | 51%  | 51%   |
|   | Neither Satisfied nor Dissatisfied |          | 22%  | 16%  | 24%  | 21%  | 16%  | 22%  | 23%  | 23%  | 21%  | 23%  | 22%   |
|   | Dissatisfied                       |          | 12%  | 12%  | 8%   | 17%  | 13%  | 8%   | 10%  | 15%  | 13%  | 12%  | 12%   |
|   | Very Dissatisfied                  |          | 2%   | 1%   | 2%   | 2%   | 1%   | 1%   | 2%   | 3%   | 3%   | 4%   | 2%    |
|   | Don't Know                         |          | 0%   | 1%   | 0%   | 0%   | 0%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9G Have you visited any location of the City of Houston Public Library in the last year?           | YES                                |          | 66%  | 55%  | 69%  | 73%  | 60%  | 63%  | 68%  | 65%  | 67%  | 64%  | 66%   |
|   | NO                                 |          | 34%  | 45%  | 31%  | 27%  | 40%  | 37%  | 32%  | 35%  | 33%  | 36%  | 34%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9G1 If yes, what was your level of satisfaction with the library?                                  | Very Satisfied                     |          | 34%  | 33%  | 40%  | 36%  | 42%  | 29%  | 38%  | 31%  | 35%  | 33%  | 35%   |
|   | Satisfied                          |          | 48%  | 56%  | 42%  | 49%  | 45%  | 57%  | 48%  | 55%  | 51%  | 52%  | 49%   |
|   | Neither Satisfied nor Dissatisfied |          | 9%   | 8%   | 8%   | 8%   | 7%   | 5%   | 6%   | 7%   | 7%   | 7%   | 7%    |
|   | Dissatisfied                       |          | 8%   | 2%   | 7%   | 6%   | 5%   | 6%   | 7%   | 6%   | 6%   | 7%   | 6%    |
|   | Very Dissatisfied                  |          | 1%   | 1%   | 3%   | 1%   | 1%   | 2%   | 1%   | 1%   | 2%   | 1%   | 2%    |
|   | Don't Know                         |          | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9H Have you remotely accessed the library's services by phone, computer, or both in the last year? | YES                                |          | 40%  | 28%  | 43%  | 43%  | 36%  | 35%  | 42%  | 37%  | 34%  | 38%  | 39%   |
|   | NO                                 |          | 60%  | 72%  | 57%  | 57%  | 64%  | 65%  | 58%  | 63%  | 66%  | 62%  | 61%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9H1 If yes, what was your level of satisfaction with the library's services?                       | Very Satisfied                     |          | 43%  | 39%  | 42%  | 42%  | 49%  | 39%  | 44%  | 40%  | 43%  | 42%  | 42%   |
|   | Satisfied                          |          | 44%  | 46%  | 44%  | 46%  | 43%  | 53%  | 46%  | 43%  | 47%  | 47%  | 46%   |
|   | Neither Satisfied nor Dissatisfied |          | 9%   | 9%   | 7%   | 4%   | 3%   | 5%   | 5%   | 8%   | 8%   | 7%   | 6%    |
|   | Dissatisfied                       |          | 4%   | 5%   | 5%   | 7%   | 5%   | 3%   | 5%   | 5%   | 2%   | 3%   | 5%    |
|   | Very Dissatisfied                  |          | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 4%   | 1%   | 1%   | 1%    |
|   | Don't Know                         |          | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9I Have you used the library's electronic databases in the last year?                              | YES                                |          | 44%  | 35%  | 43%  | 44%  | 43%  | 44%  | 47%  | 47%  | 39%  | 46%  | 44%   |
|   | NO                                 |          | 56%  | 65%  | 57%  | 56%  | 57%  | 56%  | 53%  | 53%  | 61%  | 54%  | 56%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9I1 If yes, what was your level of satisfaction with the library's electronic databases?           | Very Satisfied                     |          | 34%  | 27%  | 38%  | 36%  | 38%  | 31%  | 37%  | 38%  | 40%  | 35%  | 36%   |
|   | Satisfied                          |          | 47%  | 53%  | 46%  | 46%  | 51%  | 55%  | 48%  | 45%  | 54%  | 51%  | 48%   |
|   | Neither Satisfied nor Dissatisfied |          | 13%  | 18%  | 8%   | 10%  | 6%   | 8%   | 6%   | 12%  | 4%   | 9%   | 9%    |
|   | Dissatisfied                       |          | 5%   | 2%   | 6%   | 7%   | 4%   | 7%   | 6%   | 4%   | 2%   | 4%   | 5%    |
|   | Very Dissatisfied                  |          | 0%   | 0%   | 1%   | 2%   | 1%   | 0%   | 2%   | 2%   | 1%   | 1%   | 1%    |
|   | Don't Know                         |          | 0%   | 0%   | 0%   | 0%   | 1%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9J Have you attended library programs in the last year?  | YES                                |          | 14%  | 20%  | 14%  | 16%  | 18%  | 13%  | 15%  | 18%  | 23%  | 17%  | 16%   |
|   | NO                                 |          | 86%  | 80%  | 86%  | 84%  | 82%  | 87%  | 85%  | 82%  | 77%  | 83%  | 84%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9J1 If yes, what was your level of satisfaction with the library's programs?                       | Very Satisfied                     |          | 32%  | 45%  | 52%  | 45%  | 43%  | 35%  | 46%  | 34%  | 32%  | 41%  | 41%   |
|   | Satisfied                          |          | 52%  | 48%  | 39%  | 49%  | 46%  | 61%  | 47%  | 54%  | 59%  | 50%  | 50%   |
|   | Neither Satisfied nor Dissatisfied |          | 12%  | 3%   | 6%   | 4%   | 6%   | 4%   | 2%   | 10%  | 7%   | 4%   | 6%    |
|   | Dissatisfied                       |          | 3%   |      |      | 1%   | 6%   |      | 2%   | 1%   | 2%   | 5%   | 2%    |
|   | Very Dissatisfied                  |          |      |      | 3%   |      |      |      | 1%   | 1%   |      | 1%   | 1%    |
|   | Don't Know                         |          |      | 3%   |      |      |      |      | 1%   | 1%   |      |      | 0%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9K Have you brought children to the library in the last year?                                      | YES                                |          | 32%  | 46%  | 32%  | 29%  | 36%  | 43%  | 29%  | 29%  | 31%  | 33%  | 32%   |
|   | NO                                 |          | 68%  | 54%  | 68%  | 71%  | 64%  | 57%  | 71%  | 71%  | 69%  | 67%  | 68%   |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |
| Q9K1 If yes, what was the children's level of satisfaction with the library?                        | Very Satisfied                     |          | 39%  | 44%  | 47%  | 44%  | 46%  | 37%  | 35%  | 41%  | 46%  | 40%  | 41%   |
|   | Satisfied                          |          | 50%  | 47%  | 39%  | 45%  | 43%  | 52%  | 53%  | 43%  | 45%  | 47%  | 47%   |
|   | Neither Satisfied nor Dissatisfied |          | 9%   | 8%   | 6%   | 6%   | 7%   | 1%   | 4%   | 10%  | 8%   | 7%   | 7%    |
|   | Dissatisfied                       |          | 2%   | 2%   | 4%   | 5%   | 1%   | 10%  | 4%   | 4%   | 1%   | 4%   | 4%    |
|   | Very Dissatisfied                  |          |      |      | 3%   |      | 1%   |      | 2%   | 2%   | 2%   | 1%   | 1%    |
|   | Don't Know                         |          | 1%   | 1%   | 1%   |      |      |      | 1%   | 1%   | 1%   | 1%   | 1%    |
| Total   |                                    | 100%     | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |       |

| DISTRICT   |                                    | A  | B    | C    | D    | E    | F    | G    | H    | I    | X    | Total |
|--|------------------------------------|--|------|------|------|------|------|------|------|------|------|-------|
| N=   |                                    | 713  | 264  | 713  | 587  | 316  | 270  | 822  | 609  | 375  | 916  | 5,585 |
| <b>Q9L Overall level of satisfaction with the City's library facilities</b><br>Question: Please rate the City's library facilities, staff, and services. | Very Satisfied                     | 21%  | 21%  | 22%  | 24%  | 26%  | 16%  | 23%  | 21%  | 21%  | 21%  | 22%   |
|  | Satisfied                          | 41%  | 45%  | 44%  | 44%  | 38%  | 51%  | 43%  | 43%  | 48%  | 43%  | 44%   |
|  | Neither Satisfied nor Dissatisfied | 11%  | 9%   | 11%  | 11%  | 11%  | 9%   | 10%  | 13%  | 10%  | 12%  | 11%   |
|  | Dissatisfied                       | 7%   | 4%   | 7%   | 6%   | 4%   | 4%   | 6%   | 6%   | 3%   | 5%   | 6%    |
|  | Very Dissatisfied                  | 1%   | 1%   | 3%   | 1%   | 1%   | 2%   | 2%   | 2%   | 1%   | 1%   | 2%    |
|  | Don't Know                         | 18%  | 20%  | 14%  | 14%  | 20%  | 17%  | 16%  | 16%  | 17%  | 17%  | 16%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9M Overall level of satisfaction with the City's library staff</b><br>Question: Please rate the City's library facilities, staff, and services.      | Very Satisfied                     | 25%  | 22%  | 25%  | 27%  | 27%  | 20%  | 26%  | 24%  | 23%  | 21%  | 24%   |
|  | Satisfied                          | 42%  | 46%  | 43%  | 42%  | 39%  | 49%  | 42%  | 42%  | 46%  | 43%  | 43%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 8%   | 11%  | 11%  | 10%  | 8%   | 12%  | 13%  | 10%  | 13%  | 11%   |
|  | Dissatisfied                       | 3%   | 4%   | 3%   | 3%   | 1%   | 4%   | 3%   | 3%   | 2%   | 4%   | 3%    |
|  | Very Dissatisfied                  | 0%   | 0%   | 2%   | 1%   | 1%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%    |
|  | Don't Know                         | 18%  | 20%  | 16%  | 16%  | 22%  | 17%  | 17%  | 17%  | 19%  | 18%  | 18%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q9N Overall level of satisfaction with the City's library services</b><br>Question: Please rate the City's library facilities, staff, and services.   | Very Satisfied                     | 22%  | 21%  | 24%  | 26%  | 25%  | 19%  | 24%  | 21%  | 21%  | 21%  | 23%   |
|  | Satisfied                          | 42%  | 45%  | 42%  | 41%  | 38%  | 50%  | 42%  | 43%  | 47%  | 42%  | 42%   |
|  | Neither Satisfied nor Dissatisfied | 12%  | 10%  | 12%  | 12%  | 14%  | 9%   | 12%  | 14%  | 9%   | 14%  | 12%   |
|  | Dissatisfied                       | 5%   | 5%   | 5%   | 6%   | 1%   | 3%   | 5%   | 4%   | 4%   | 4%   | 4%    |
|  | Very Dissatisfied                  | 1%   | 0%   | 2%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%   | 1%    |
|  | Don't Know                         | 18%  | 20%  | 15%  | 14%  | 21%  | 17%  | 17%  | 17%  | 18%  | 17%  | 17%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q10A Topic: (A) As a place to live</b><br>Question: Please rate the City in each of the following areas:  | Excellent                          | 23%  | 27%  | 29%  | 25%  | 25%  | 21%  | 26%  | 24%  | 19%  | 23%  | 24%   |
|  | Good                               | 51%  | 46%  | 48%  | 52%  | 49%  | 51%  | 49%  | 50%  | 53%  | 50%  | 50%   |
|  | Neutral                            | 10%  | 12%  | 9%   | 10%  | 12%  | 12%  | 10%  | 11%  | 12%  | 11%  | 10%   |
|  | Fair                               | 13%  | 9%   | 9%   | 9%   | 11%  | 10%  | 11%  | 12%  | 9%   | 12%  | 11%   |
|  | Poor                               | 4%   | 5%   | 5%   | 4%   | 3%   | 6%   | 4%   | 3%   | 6%   | 5%   | 4%    |
|  | Don't Know                         |  | 1%   |      | 0%   | 0%   | 0%   | 0%   | 0%   | 1%   | 0%   | 0%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q10B Topic: (B) As a place to raise children</b><br>Question: Please rate the City in each of the following areas:                                    | Excellent                          | 14%  | 20%  | 17%  | 15%  | 19%  | 14%  | 15%  | 13%  | 12%  | 15%  | 15%   |
|  | Good                               | 37%  | 42%  | 39%  | 40%  | 38%  | 41%  | 39%  | 38%  | 41%  | 37%  | 39%   |
|  | Neutral                            | 17%  | 12%  | 16%  | 16%  | 15%  | 17%  | 17%  | 16%  | 14%  | 16%  | 16%   |
|  | Fair                               | 16%  | 15%  | 13%  | 12%  | 18%  | 13%  | 14%  | 15%  | 17%  | 16%  | 15%   |
|  | Poor                               | 9%   | 10%  | 8%   | 8%   | 7%   | 10%  | 8%   | 8%   | 11%  | 11%  | 9%    |
|  | Don't Know                         | 6%   | 2%   | 7%   | 8%   | 4%   | 5%   | 7%   | 9%   | 5%   | 6%   | 6%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q10C Topic: (C) As a place to work</b><br>Question: Please rate the City in each of the following areas:  | Excellent                          | 36%  | 33%  | 38%  | 33%  | 34%  | 29%  | 37%  | 33%  | 30%  | 32%  | 34%   |
|  | Good                               | 49%  | 46%  | 48%  | 50%  | 48%  | 51%  | 50%  | 49%  | 51%  | 49%  | 49%   |
|  | Neutral                            | 7%   | 7%   | 5%   | 6%   | 9%   | 7%   | 6%   | 7%   | 7%   | 7%   | 7%    |
|  | Fair                               | 6%   | 7%   | 6%   | 7%   | 7%   | 6%   | 5%   | 8%   | 5%   | 8%   | 7%    |
|  | Poor                               | 2%   | 5%   | 1%   | 3%   | 1%   | 5%   | 2%   | 2%   | 5%   | 4%   | 3%    |
|  | Don't Know                         | 0%   | 1%   | 1%   | 1%   | 2%   | 2%   | 1%   | 0%   | 1%   | 1%   | 1%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q10D Topic: (D) As a place to retire</b><br>Question: Please rate the City in each of the following areas:  | Excellent                          | 11%  | 20%  | 14%  | 13%  | 17%  | 11%  | 13%  | 10%  | 11%  | 11%  | 13%   |
|  | Good                               | 25%  | 39%  | 28%  | 28%  | 33%  | 32%  | 25%  | 24%  | 28%  | 26%  | 27%   |
|  | Neutral                            | 20%  | 13%  | 18%  | 20%  | 13%  | 16%  | 19%  | 17%  | 16%  | 18%  | 18%   |
|  | Fair                               | 19%  | 12%  | 17%  | 17%  | 17%  | 18%  | 17%  | 22%  | 16%  | 19%  | 18%   |
|  | Poor                               | 23%  | 13%  | 20%  | 20%  | 16%  | 19%  | 22%  | 22%  | 23%  | 22%  | 21%   |
|  | Don't Know                         | 2%   | 3%   | 4%   | 2%   | 4%   | 3%   | 3%   | 5%   | 5%   | 4%   | 3%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q11 Please list the number of people living in your household (including yourself), for each age category.</b>  | Under age 5                        | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 6-9                           | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 10-19                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 20-34                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 35-44                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 45-54                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 55-64                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 65-74                         | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
|  | Ages 75+                           | DATA FOR THIS QUESTION CANNOT BE PRESENTED IN THIS FORMAT. |      |      |      |      |      |      |      |      |      |       |
| <b>Q12 Do you own or rent your current residence?</b>  | Own                                | 85%  | 70%  | 81%  | 73%  | 88%  | 73%  | 82%  | 78%  | 72%  | 81%  | 79%   |
|  | Rent                               | 15%  | 30%  | 19%  | 27%  | 12%  | 27%  | 18%  | 22%  | 28%  | 19%  | 21%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q13 Approximately how many years have you lived in Houston, Texas?</b>  | 0 to 5 years                       | 7%   | 6%   | 8%   | 10%  | 9%   | 9%   | 11%  | 11%  | 14%  | 10%  | 10%   |
|  | 6 to 15 years                      | 17%  | 10%  | 15%  | 16%  | 18%  | 16%  | 17%  | 16%  | 14%  | 21%  | 16%   |
|  | 16 years to 25 years               | 13%  | 11%  | 17%  | 15%  | 22%  | 24%  | 15%  | 14%  | 12%  | 19%  | 16%   |
|  | 26 to 40 years                     | 33%  | 25%  | 34%  | 29%  | 29%  | 29%  | 31%  | 28%  | 25%  | 29%  | 29%   |
|  | 41 to 55 years                     | 14%  | 29%  | 15%  | 18%  | 13%  | 16%  | 16%  | 18%  | 20%  | 12%  | 16%   |
|  | 56 to 70 years                     | 12%  | 16%  | 9%   | 8%   | 7%   | 7%   | 7%   | 12%  | 12%  | 7%   | 9%    |
|  | more than 70 years                 | 4%   | 3%   | 1%   | 3%   | 2%   | 1%   | 2%   | 2%   | 4%   | 2%   | 2%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q14 Anglo</b><br>Question: Which of the following best describes your race/ethnicity?   | Not Selected                       | 21%  | 77%  | 21%  | 40%  | 31%  | 44%  | 22%  | 33%  | 48%  | 40%  | 34%   |
|  | Selected                           | 79%  | 23%  | 79%  | 60%  | 69%  | 56%  | 78%  | 67%  | 52%  | 60%  | 66%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q14 Asian/Pacific Islander</b><br>Question: Which of the following best describes your race/ethnicity?  | Not Selected                       | 96%  | 99%  | 97%  | 97%  | 96%  | 96%  | 97%  | 99%  | 97%  | 95%  | 97%   |
|  | Selected                           | 4%   | 1%   | 3%   | 3%   | 4%   | 4%   | 3%   | 1%   | 3%   | 5%   | 3%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q14 Black/African American</b><br>Question: Which of the following best describes your race/ethnicity?  | Not Selected                       | 95%  | 38%  | 92%  | 74%  | 92%  | 83%  | 95%  | 90%  | 84%  | 86%  | 86%   |
|  | Selected                           | 5%   | 62%  | 8%   | 26%  | 8%   | 17%  | 5%   | 10%  | 16%  | 14%  | 14%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q14 Hispanic, Latino, other Spanish ancestry</b><br>Question: Which of the following best describes your race/ethnicity?                              | Not Selected                       | 90%  | 89%  | 93%  | 94%  | 83%  | 80%  | 91%  | 82%  | 73%  | 85%  | 87%   |
|  | Selected                           | 10%  | 11%  | 7%   | 6%   | 17%  | 20%  | 9%   | 18%  | 27%  | 15%  | 13%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q14 Other</b><br>Question: Which of the following best describes your race/ethnicity?   | Not Selected                       | 95%  | 97%  | 95%  | 95%  | 96%  | 96%  | 96%  | 95%  | 98%  | 94%  | 95%   |
|  | Selected                           | 5%   | 3%   | 5%   | 5%   | 4%   | 4%   | 4%   | 5%   | 2%   | 6%   | 5%    |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q15 What is your total annual household income?</b>   | Under \$30,000                     | 10%  | 45%  | 8%   | 16%  | 15%  | 24%  | 7%   | 18%  | 24%  | 12%  | 15%   |
|  | From \$30,000 to \$59,999          | 24%  | 28%  | 21%  | 26%  | 28%  | 30%  | 22%  | 21%  | 26%  | 24%  | 24%   |
|  | From \$60,000 to \$99,999          | 30%  | 17%  | 26%  | 23%  | 24%  | 28%  | 23%  | 23%  | 26%  | 28%  | 25%   |
|  | More than \$100,000                | 37%  | 10%  | 45%  | 36%  | 33%  | 19%  | 49%  | 38%  | 24%  | 36%  | 36%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |
| <b>Q16 What is your gender?</b>  | Male                               | 45%  | 28%  | 40%  | 41%  | 41%  | 40%  | 44%  | 43%  | 34%  | 41%  | 41%   |
|  | Female                             | 55%  | 72%  | 60%  | 59%  | 59%  | 60%  | 56%  | 57%  | 66%  | 59%  | 59%   |
| <b>Total</b>   |                                    | 100%   | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%  |