



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 computerassisted 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,

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, 8th 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

John M. Hami



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

Council District	% by Phone (n = 1,246)	% by Web (n = 4,339)	% Combined (n = 5,585)
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
Total Completes	100%	100%	100%

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)

Gender ¹	City of Houston	Phone %	Web %
Male	50.5	32.1	43.4
Female	49.5	67.9	56.6
Ethnic Background ¹			
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
Home Ownership ¹			
Own	61.0	68.7	82.4
Rent	39.0	31.3	17.6
Household Income ²			
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.

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.

^{2.} For the household income demographic, the City of Houston estimates were derived from http://www.clrsearch.com/RSS/Demographics/TX/Houston/Household_Income.

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

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.

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.

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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- 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

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- similarity of City facilities among neighborhoods
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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 (n = 1,246)	% by Web (n = 4,339)	% Combined (n = 5,585)
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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
Total Completes	100.0%	100.0%	100.0%

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.

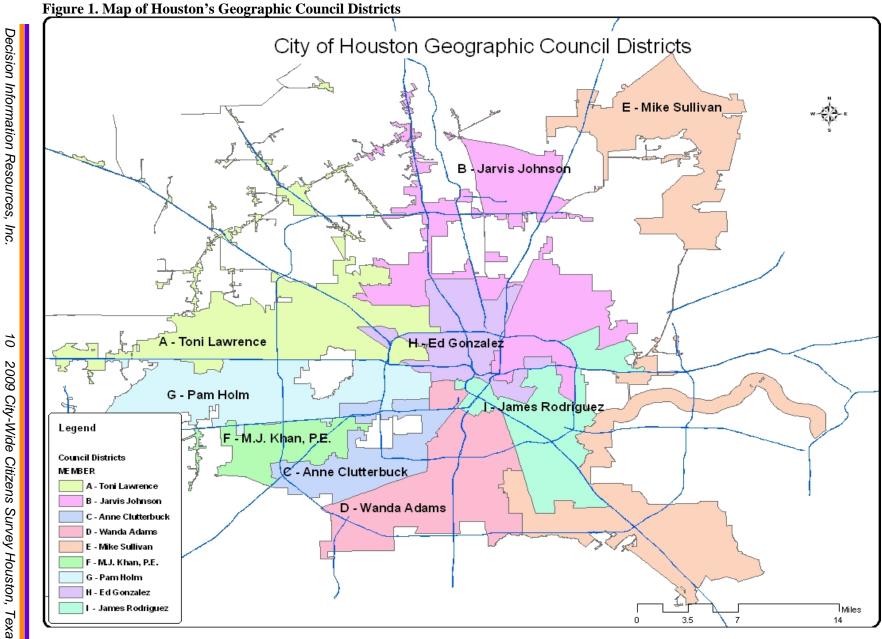
The phone respondents were more representative of the City's demographics than the Web respondents' demographics; therefore, the report presents phone responses across the nine geographic council districts and in aggregate and Web responses only in the aggregate (see Table 2). The largest discrepancies 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)

Gender ¹	City of Houston	Phone %	Web %
Male	50.5	32.1	43.4
Female	49.5	67.9	56.6
Ethnic Background ¹			
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
Home Ownership ¹			
Own	61.0	68.7	82.4
Rent	39.0	31.3	17.6
Household Income ²			
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



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	AVG. WEB
	%	%
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
Average Rating of Very Satisfied or Satisfied	73%	53%

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 though Q8H)

City Service	AVG. PHONE	AVG. WEB
	%	%
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.

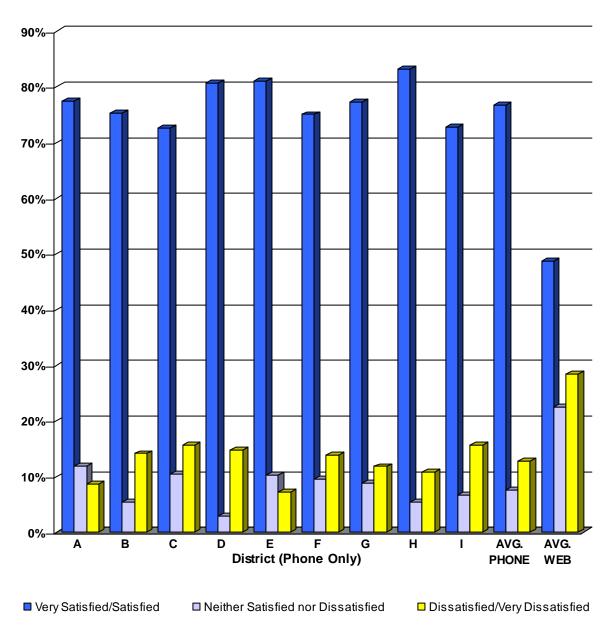
Table 5. Percent of Respondents Rating the City Good or Excellent as a Place to Work, Live, Raise Children, and Retire (Q10A, Q10B, Q10C, Q10D)

The City as a	District (Phone Only)										AVG.
Place to	Α	В	С	D	Е	F	G	Н	ı	PHONE %	WEB %
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.

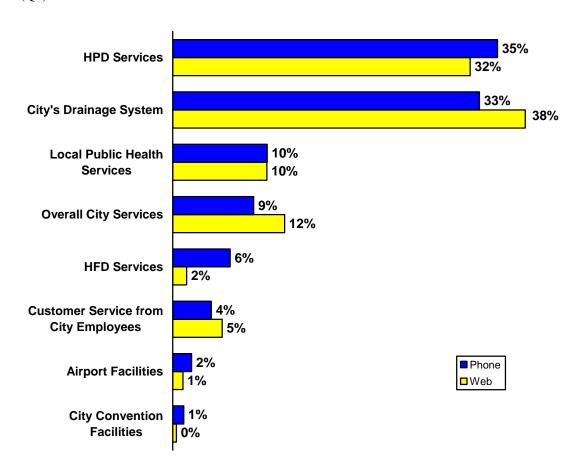
Table 6. Percent Very Satisfied or Satisfied with Different Aspects of Houston (Q9E1, Q3F, Q3E)

Aspects of Houston	of Houston District (Phone Only)								AVG.	AVG.	
	Α	В	С	D	Е	F	G	Н	- 1	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied 72% 47											47%

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 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)



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

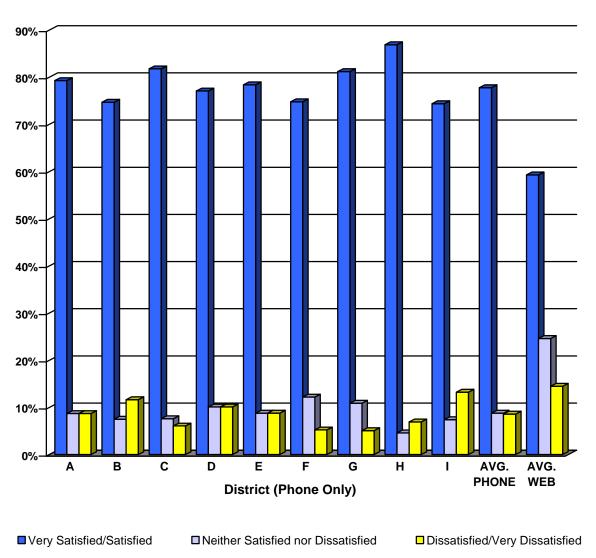
Each section provides figures and tables to illustrate respondents' opinions in these categories.

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.

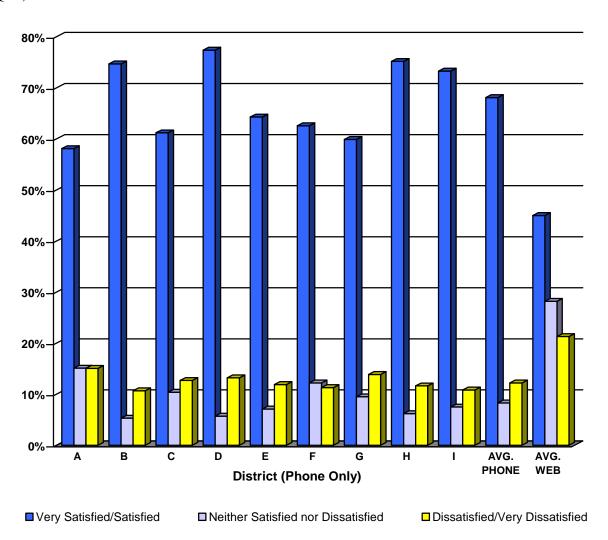
Overall Quality of City Services. Figure 4 illustrates the satisfaction ratings for the overall quality of City services. At least 78% of phone respondents reported being very satisfied or satisfied with the overall quality of City services, and slightly less than 60% of Web respondents reported being 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)



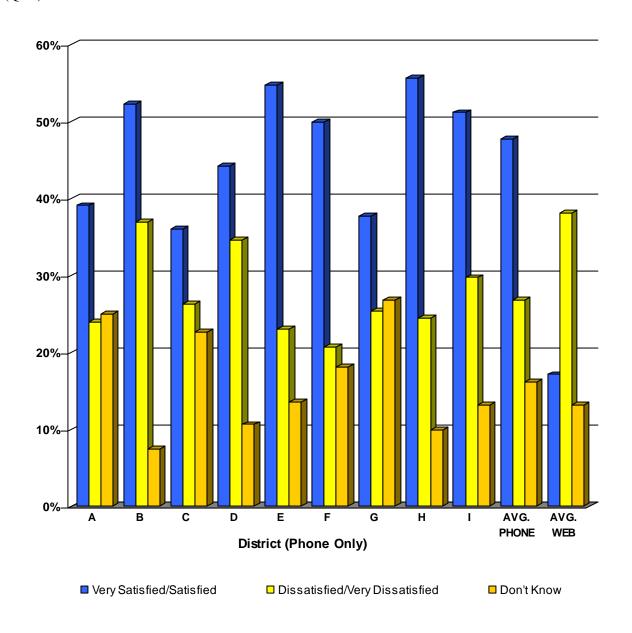
Overall Quality of Customer Service from City Employees. Figure 5 presents the detailed results for each geographic council district regarding the overall quality of customer service received from City employees. On average, respondents reported being more satisfied with the overall quality of services 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)



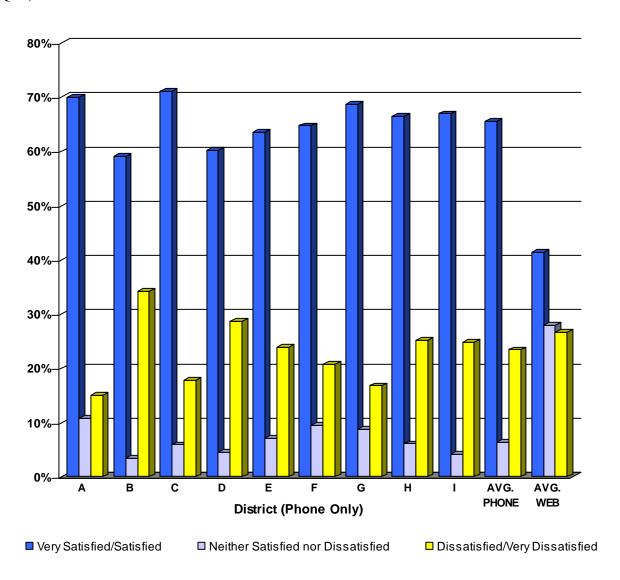
Similarity of City Facilities Among Neighborhoods. As Figure 6 illustrates, a large percentage of phone (27%) and Web (38%) respondents reported being dissatisfied or very dissatisfied with the similarity of City facilities among neighborhoods. Council District B reported the highest dissatisfaction 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)



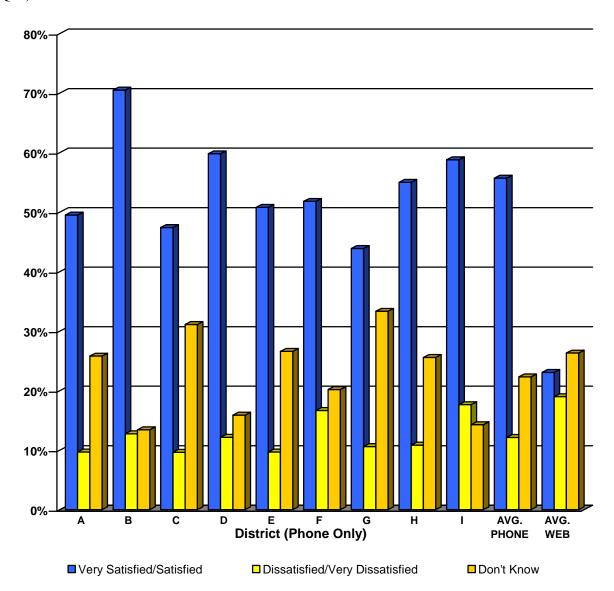
Availability of City Services in Your Neighborhood. Figure 7 illustrates the results regarding the availability of City services across neighborhoods. Respondents reported higher satisfaction ratings with the availability of City services in their neighborhoods than with the similarity of City facilities 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)



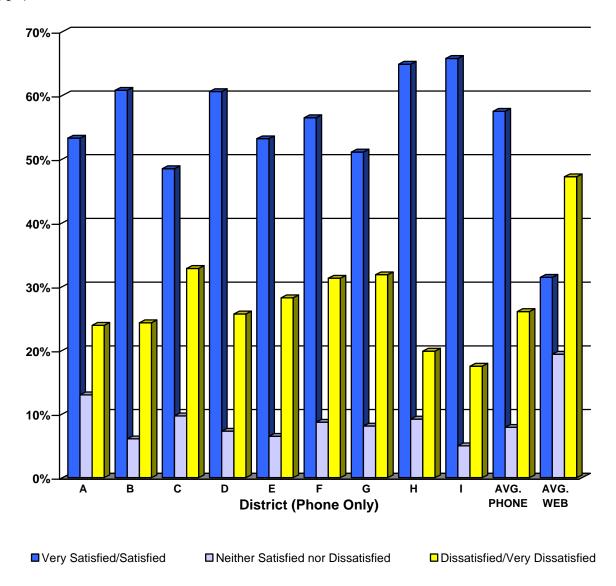
Overall Quality of Local Public Health Services. Figure 8 illustrates the satisfaction ratings with the overall quality of local public health services. A substantial percentage of respondents, 22% of phone and 26% of Web, reported not knowing about the quality of local public health services. In fact, 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)



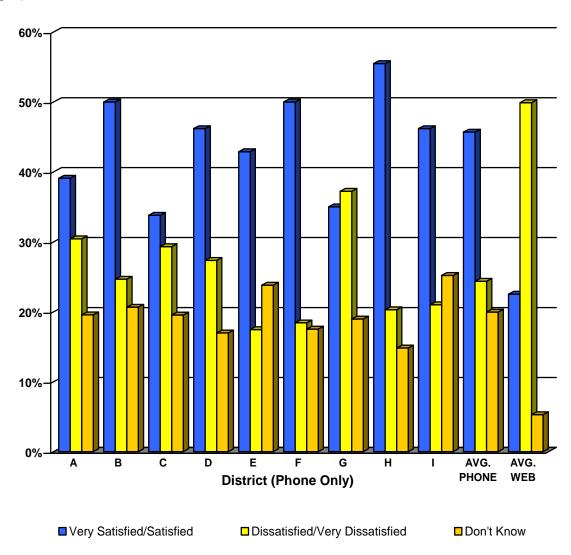
Overall Ease of Commuting. Figure 9 illustrates respondents' satisfaction with the overall ease of commuting in the City. Approximately 58% of phone respondents reported being very satisfied or satisfied, and 26% reported being dissatisfied or very dissatisfied. By contrast, 47% of Web respondents reported 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)



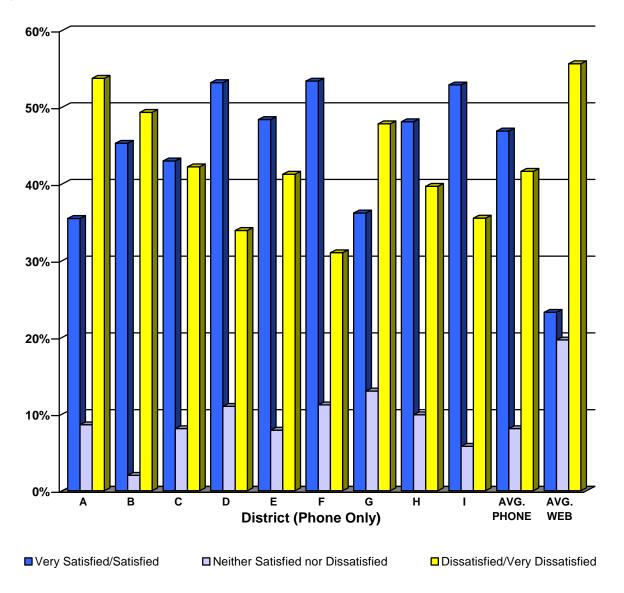
Level of Zoning Within the City. Many respondents reported being dissatisfied, very dissatisfied, or not knowing about the level of zoning within the City. Figure 10 illustrates phone respondents' lack of knowledge about and Web respondents' level of dissatisfaction with the City's zoning. Approximately 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%).

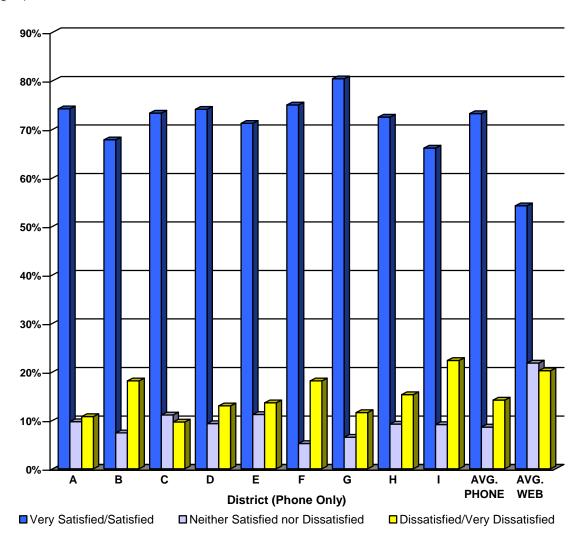
Figure 11. Overall Quality of City's Drainage System (Q1E)



Public Safety

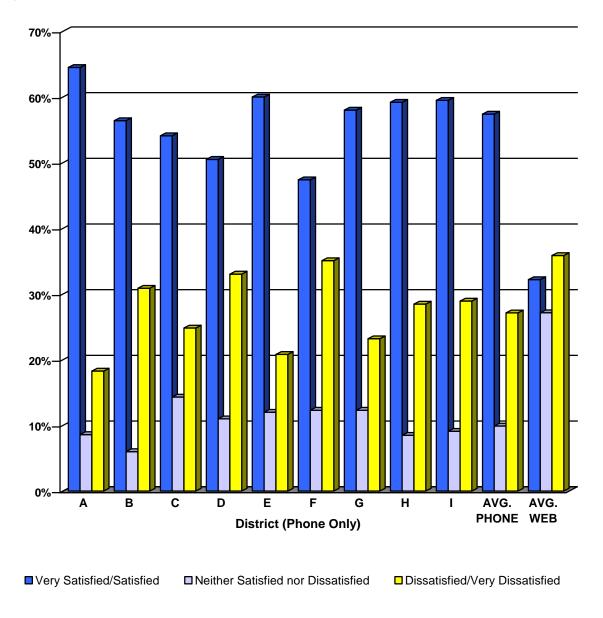
Overall Quality of HPD Services. An average of 73% of all phone respondents reported being very satisfied or satisfied with the quality of the HPD. Council District G reported the highest satisfaction level at 80%. Only 54% of Web respondents reported being very satisfied or satisfied with the overall 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)



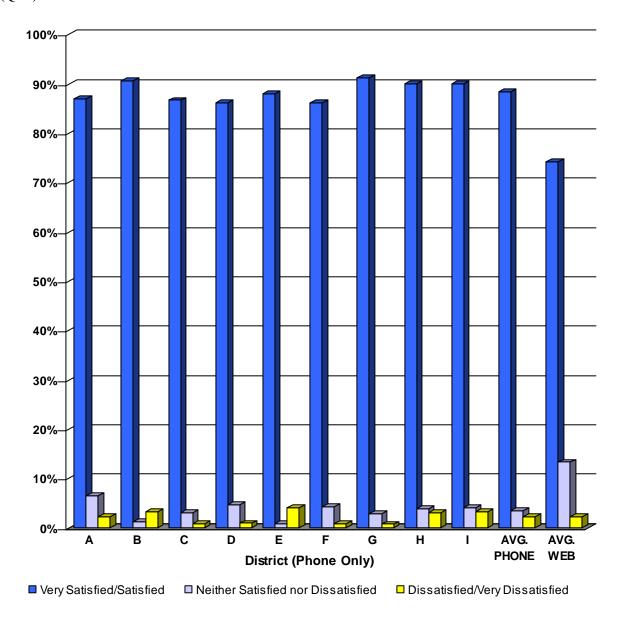
City's Overall Efforts to Prevent Crime. As illustrated in Figure 13, approximately 27% of phone respondents and 36% of Web respondents reported being dissatisfied or very dissatisfied with the City's efforts to prevent crime. Except for Council District F, which reported the highest level of dissatisfaction 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)



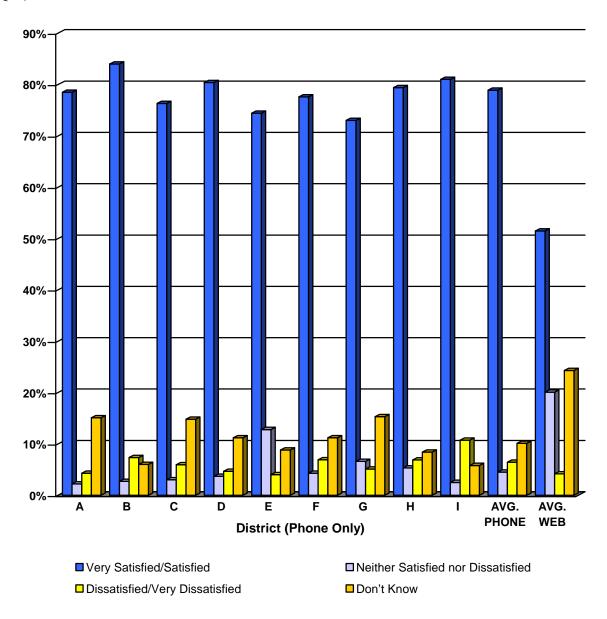
Overall Quality of HFD Services. Figure 14 illustrates respondents' satisfaction with the overall quality of HFD services. Both phone and Web respondents were highly satisfied with the overall quality of services provided by the HFD. Over 88% of phone respondents and 74% of Web respondents reported being 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			Di		AVG.	AVG.					
	Α	В	С	D	Е	F	G	Н	ı	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied											40%

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.

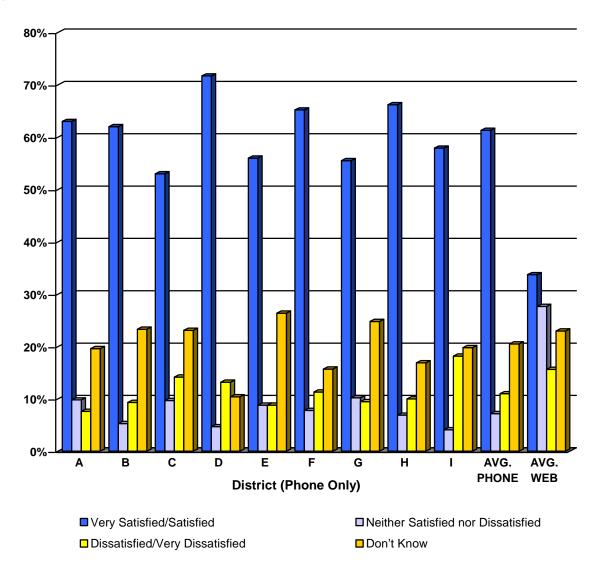
Table 8. Percent Very Satisfied or Satisfied with City Services (Q9A, Q9A1, Q9C, Q9C1)

911 or 311 Calls and Services	District (Phone Only)									AVG.	AVG.
	Α	В	С	D	Ε	F	G	Н	I	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied									79%	69%	

Parks and Recreation

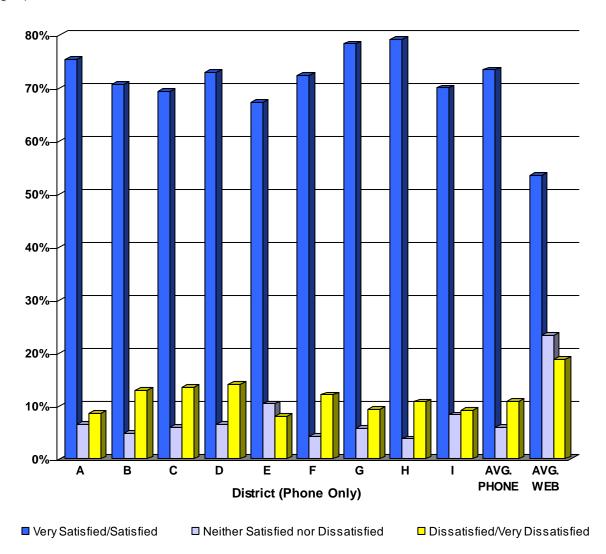
Overall Quality of City Recreational Programs. Respondents were asked about different aspects of the City's parks and recreational programs; however, they often responded that they did not know or that they were neither satisfied nor dissatisfied. Approximately 20% of phone and Web respondents said that they did not know about the quality of the City's recreational programs. Slightly more than 60% of phone respondents 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				District	(Phon	e Only)			AVG.	AVG.
Parks and Recreational Services	Α	В	С	D	E	F	G	Н	ı	PHONE	WEB
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
Average Rating of Very	Satis	fied o	r Satisf	ied						50%	27%

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

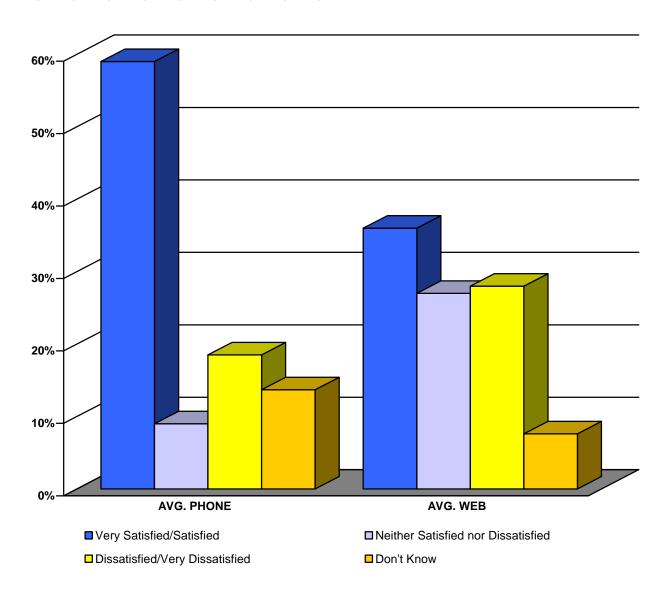
(Q6A, Q6C, Q6E, Q6B, Q3A, Q3C, Q6F, Q6G, Q6D)

Aspects of District (Phone Only)								AVG.	AVG.		
Communication and Leadership	Α	В	С	D	Е	F	G	Н	ı	PHONE %	WEB %
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
Average Rating of Very S	atisfie	d or S	atisfie	d						59%	37%

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.

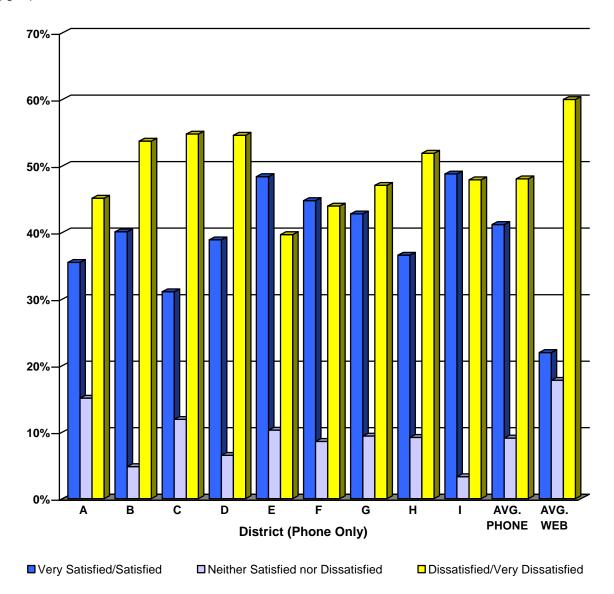
Table 11 lists the categories and results for the questions related to the City's maintenance. Data is in descending order according to satisfaction ratings of phone respondents.

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

Maintenance			Di	strict		AVG.	AVG.				
	Α	В	С	D	Ε	F	G	Н	1	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied											45%

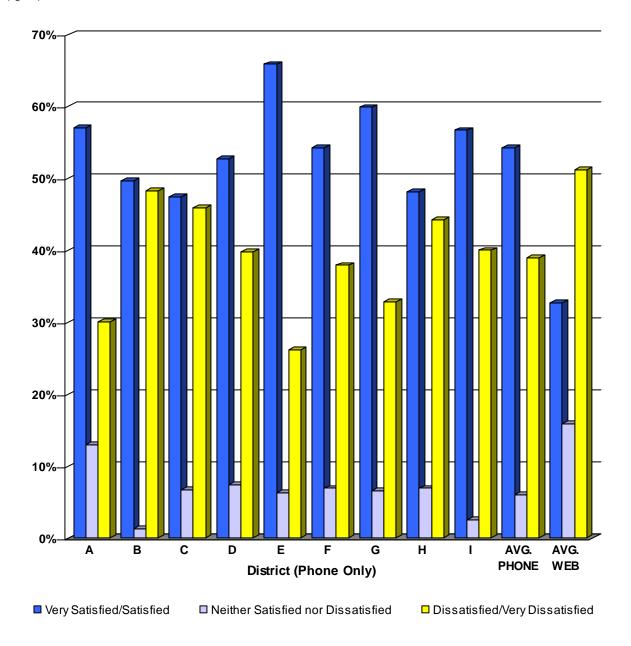
Overall Maintenance of City Streets. Respondents were overwhelmingly dissatisfied with the overall maintenance of City streets, as exhibited in Figure 19. Slightly more than 48% of phone respondents and 60% of Web respondents said that they were dissatisfied or very dissatisfied with the maintenance 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 $\left(\text{Q7C} \right)$



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.

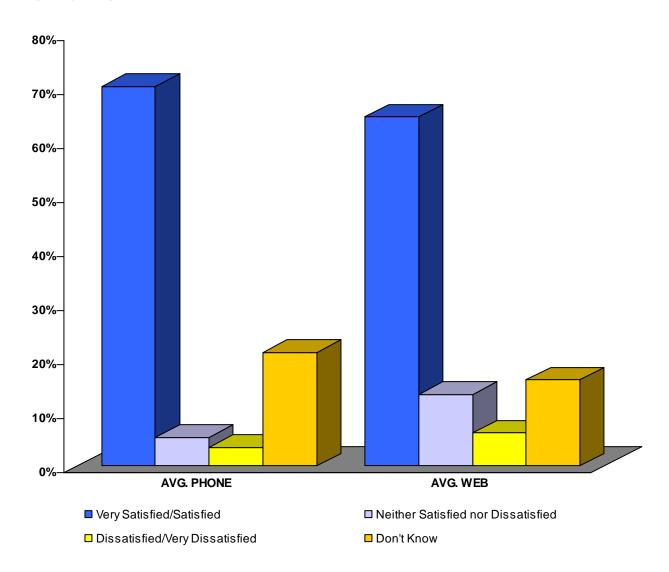
Table 12. Percent Very Satisfied or Satisfied with the City's Enforcement of Codes (Q4D, Q8D, Q8F, Q8G, Q4E, Q8E, Q8A, Q8B, Q8C, Q8H)

Code Enforcement			Di	strict			AVG.	AVG.			
	Α	В	С	D	Е	F	G	Н	ı	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied 55% 26%											26%

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, Q9H1, Q9H1, Q9M, Q9M, Q9N, Q9L)

Library Usage			D		AVG.	AVG.					
	Α	В	С	D	Ε	F	G	Н	ı	PHONE %	WEB %
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
Average Rating of Very Satisfied or Satisfied 85%										85%	78%

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.

Appendix A. Survey	Methods		

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.

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.

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 ¹	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 ²	3.23
TOTAL	5,585	100.0%	2,170,701	1.31

 $^{1.\} Source: http://www.houstontx.gov/planning/Demographics/demograph_docs/Councilsumm1_F_Oct03.htm$

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

ppendix B.	2009 City-	Wide Citiz	ens Surve	y 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-onlne.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 ite	ms above do you think sho	ould receive the most emp	hasis 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 st :	2 nd :	3 rd :	

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."

Publi	c Safety	Satistied			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."

Communication and Leadership	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
(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."

Maint	tenance	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
(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
(1)	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."

Code	Enforcement	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
(A)	Overall enforcement of City codes and	5	4	3	2	1	9
	ordinances	3			2		3
(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."

Emergencies, Courts, Libraries	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
(A) Have you called 911 for police services in the last year?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? 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? YES NO						
(C1) If yes, what was your level of satisfaction with the service 311 provided?	5	4	3	2	1	9

Emergencies, Courts, Libraries (cont'd)	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
(D) Have you been to the Municipal Courts in the last year? 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? 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? 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? 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? 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? 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? YES NO						
(J1) If yes, what was your level of satisfaction with the library's programs?	5	4	3	2	1	9

mergencies, 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? 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
(A) As a place to live		ellent G	ood Neutral	Fair 2	Poor 1	Kno
(A) As a place to live		 5	4 3	2	1	
						_
` ,		5	4 3	2	1	9
(B) As a place to raise children		5	4 3 4 3	2 2	1	
(B) As a place to raise children (C) As a place to work (D) As a place to retire		5	4 3 4 3	2	1	9
(B) As a place to raise children (C) As a place to work (D) As a place to retire Please list the number of people livin Under age 5 Ages 5–9 Ages 10–19	ng in your	household Ages 20–3 Ages 35–4 Ages 45–5	4 3 4 3 (including yo 4 4 4	2 2 urself), for eac Ages 55— Ages 65— Ages 75+	1 1 ch age categor 54 74	9
(B) As a place to raise children (C) As a place to work (D) As a place to retire . Please list the number of people livin Under age 5 Ages 5-9 Ages 10-19 2. Do you own or rent your current res	ng in your ————————————————————————————————————	household Ages 20–3 Ages 35–4 Ages 45–5	4 3 4 3 (including yo 4 4 4 4 vm(2)	2 2 urself), for eac Ages 55–6 Ages 65–7 Ages 75+	1 1 ch age categor 54 74	9
(B) As a place to raise children (C) As a place to work (D) As a place to retire 1. Please list the number of people livin Under age 5 Ages 5–9	ag in your ————————————————————————————————————	household Ages 20–3 Ages 35–4 Ages 45–5 (1) Ov	4 3 4 3 4 3 (including yo 4 4 4 4 vn (2) on, Texas? 7? (select all th _(3) Black/Afr	2 2 urself), for each Ages 55— Ages 65— Ages 75+ Rent (select of years)	1 1 ch age categor 54 74 one)	9
(B) As a place to raise children (C) As a place to work (D) As a place to retire 1. Please list the number of people livin Under age 5 Ages 5–9 Ages 10–19 2. Do you own or rent your current res 3. Approximately how many years have [A. Which of the following best describes (1) Anglo (2) Asian/Pacit (4) Hispanic, Latino, other Spanish 5. What is your total annual household	ag in your ————————————————————————————————————	household Ages 20–3 Ages 35–4 Ages 45–5 (1) Ov l in Houst e/ethnicity (select one	4 3 4 3 4 3 (including yo 4 4 4 4 vn (2) on, Texas? 7? (select all th _(3) Black/Afr _(5) Other	2 2 urself), for each Ages 55–6 Ages 65–7 Ages 75+ Rent (select of years at apply) ican American	1 1 ch age categor 54 74 one)	9
(B) As a place to raise children (C) As a place to work (D) As a place to retire . Please list the number of people livin Under age 5 Ages 5–9 Ages 10–19 2. Do you own or rent your current res 3. Approximately how many years have 4. Which of the following best describes (1) Anglo (2) Asian/Pacit (4) Hispanic, Latino, other Spanish	ag in your ————————————————————————————————————	household Ages 20–3 Ages 35–4 Ages 45–5 (1) Ov l in Houst e/ethnicity r (select one(2) From	4 3 4 3 4 3 (including yo 4 4 4 4 vn (2) on, Texas? 7? (select all th _(3) Black/Afr _(5) Other e) m \$30,000 to \$5	2 2 urself), for each Ages 55-6 Ages 65-7 Ages 75+ Rent (select of years at apply) ican American	1 1 ch age categor 54 74 one)	9

17. What is your street address and zip code? _____

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

Phone Survey Results

Web Survey Results

Combined Phone and Web Survey Results

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT		_		_	_		_				ey Resu
	DISTRICT N=	93	150	C 135	D 109	126	F 116	G 138	H 131	1 121	X 127	Total 1,246
Q1A Overall quality of services provided by the City Question: Please rate the overall quality of City services	Very Satisfied Satisfied	10% 70%	6% 68%	7% 75%	13% 64%	7% 71%	5% 70%	9% 72%	12% 75%	10% 64%	11% 58%	9% 69%
Question. Flease rate the overall quality of City Services	Neither Satisfied nor Dissatisfied	9%	8%	8%	10%	9%	12%	11%	5%	7%	10%	9%
	Dissatisfied Very Dissatisfied	9%	12%	5% 2%	9% 1%	7% 2%	4% 1%	5%	5% 2%	11% 2%	9% 2%	7% 1%
	Don't Know	3%	6%	5%	3%	4%	8%	3%	2%	5%	10%	5%
Total Q1B Overall quality of Houston Police Department services	Very Satisfied	100%	100% 6%	100%	100%	100% 7%	100% 22%	100% 20%	100% 13%	100% 12%	100% 13%	100% 13%
Question: Please rate the overall quality of City services	Satisfied	65%	62%	62%	56%	64%	53%	61%	60%	55%	65%	60%
	Neither Satisfied nor Dissatisfied Dissatisfied	10% 8%	7% 16%	11% 7%	9% 13%	11% 13%	5% 15%	7% 9%	9% 12%	9% 17%	8% 9%	9% 12%
	Very Dissatisfied	3%	2%	2%		1%	3%	2%	3%	6%		2%
Total	Don't Know	5% 100%	7% 100%	6% 100%	4% 100%	4% 100%	2% 100%	1% 100%	3% 100%	2% 100%	6% 100%	4% 100%
Q1C Overall quality of Houston Fire Department services	Very Satisfied	33%	19%	27%	34%	21%	35%	41%	34%	26%	25%	29%
Question: Please rate the overall quality of City services	Satisfied Neither Satisfied nor Dissatisfied	54% 7%	71% 1%	60% 3%	52% 5%	67% 1%	51% 4%	50% 3%	56% 4%	64% 4%	61% 4%	59% 3%
	Dissatisfied	2%	3%	1%	401	4%	1%	1%	3%	2%	2%	2%
	Very Dissatisfied Don't Know	4%	1% 5%	10%	1% 8%	7%	9%	5%	3%	2% 2%	7%	0% 6%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1D Overall quality of customer service you receive from City employees Question: Please rate the overall quality of City services	Very Satisfied Satisfied	13% 45%	9% 65%	6% 55%	17% 60%	11% 53%	10% 52%	12% 48%	12% 64%	10% 63%	11% 61%	11% 57%
, ,	Neither Satisfied nor Dissatisfied	15%	5%	10%	6%	7%	12%	9%	6%	8%	6%	8%
	Dissatisfied Very Dissatisfied	12% 3%	9% 1%	9% 4%	11% 2%	10% 2%	9% 3%	9% 5%	10% 2%	9% 2%	9% 2%	10% 3%
T-1-1	Don't Know	12%	9%	16%	4%	17%	14%	17%	7%	8%	9%	11%
Total Q1E Overall quality of the City's drainage system	Very Satisfied	100% 4%	100%	100%	100% 7%	100% 5%	100% 4%	100% 5%	100% 5%	100% 6%	100% 4%	100% 5%
Question: Please rate the overall quality of City services	Satisfied	31%	43%	39%	46%	44%	49%	31%	44%	47%	49%	42%
	Neither Satisfied nor Dissatisfied Dissatisfied	9% 34%	2% 41%	8% 36%	11% 24%	8% 29%	11% 26%	13% 31%	10% 31%	6% 27%	5% 29%	8% 31%
	Very Dissatisfied	19%	9%	7%	10%	13%	5%	17%	9%	8%	12%	11%
Total	Don't Know	2% 100%	3% 100%	7% 100%	2% 100%	2% 100%	4% 100%	3% 100%	2% 100%	6% 100%	2% 100%	3% 100%
Q1F Overall quality of local public health services	Very Satisfied	5%	3%	5%	16%	6%	8%	10%	9%	4%	5%	7%
Question: Please rate the overall quality of City services	Satisfied Neither Satisfied nor Dissatisfied	44% 15%	67% 3%	42% 12%	44% 12%	45% 13%	44% 11%	34% 12%	46% 9%	55% 9%	62% 5%	49% 10%
	Dissatisfied	9%	11%	8%	9%	8%	15%	8%	9%	16%	10%	10%
	Very Dissatisfied Don't Know	1% 26%	1% 13%	1% 31%	3% 16%	2% 27%	2% 20%	3% 33%	2% 26%	2% 14%	2% 17%	2% 22%
Total	Mana Ontintia d	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1G Overall quality of airport facilities Question: Please rate the overall quality of City services	Very Satisfied Satisfied	23% 58%	4% 59%	17% 64%	16% 60%	19% 68%	15% 59%	25% 56%	9% 67%	6% 61%	9% 65%	14% 62%
. , .	Neither Satisfied nor Dissatisfied	3%	5%	7%	4%	2%	4%	5%	407	6%	5%	4%
	Dissatisfied Very Dissatisfied	2%	5%	3%	3% 1%	2%	6%	5% 1%	4%	5%	2% 2%	4% 0%
Total	Don't Know	13%	26%	10%	17%	8%	17%	8%	21%	23%	19%	16%
Q1H Overall quality of City convention facilities	Very Satisfied	100% 15%	100% 6%	100%	100% 16%	100% 12%	100% 13%	100% 23%	100% 9%	100% 8%	100% 8%	100% 12%
Question: Please rate the overall quality of City services	Satisfied Neither Satisfied nor Dissatisfied	51% 10%	69% 3%	57% 8%	52% 8%	57% 5%	58% 5%	47% 5%	62% 3%	63% 5%	60% 5%	58% 6%
	Dissatisfied	1078	3%	3%	4%	2%	3%	1%	3%	3%	2%	2%
	Very Dissatisfied Don't Know	24%	1% 17%	19%	1% 20%	25%	21%	23%	22%	22%	1% 24%	0% 22%
Total	Don't Wilde	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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?	A B	8% 30%	9% 40%	8% 35%	14% 25%	7% 33%	5% 46%	8% 36%	10% 32%	11% 36%	9% 33%	9% 35%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	C	8%	2%	2%	7%	5%	8%	5%	10%	6%	9%	6%
	D	3%	1%	3%	5%		4%	5%	5%	4%	4%	4%
	E	43%	34%	39%	32%	34%	26%	36%	29%	27%	30%	33%
	F G	7%	9% 2%	10% 2%	13% 2%	9% 3%	9% 2%	8% 2%	10% 2%	12% 3%	13% 2%	10% 2%
	Н	1%	2%	2%	2%	2%		2%	2%			1%
Total Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
receive the most emphasis from City leaders over the next two years?	В	5% 36%	12% 20%	7% 27%	10% 28%	8% 33%	4% 24%	6% 28%	8% 29%	8% 26%	13% 18%	8% 26%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	C	23%	17%	16%	24%		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 G	5% 4%	12% 2%	15% 5%	13% 4%	12% 6%	17% 8%	9% 6%	10% 3%	11% 2%	14% 3%	12% 4%
Total	Н	1%	4%	2%	1%	1%		1%	2%	2%	4%	2%
Total Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should	A	100%	100% 8%	100%	100% 5%	100% 12%	100% 5%	100%	100% 16%	100% 14%	100% 9%	100% 10%
receive the most emphasis from City leaders over the next two years?	В	16%	16%	14%	15%		9%	10%	14%	18%	20%	14%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	С	23%	13%	19%	15%	22%	15%	16%	11%	13%	15%	16%
	D	10%	10%	12%	13%		20%	10%	15%	15%	13%	13%
	E F	11% 23%	18% 22%	12% 23%	20% 18%	19% 18%	19% 20%	18% 20%	16% 25%	12% 14%	14% 16%	16% 20%
	G	1%	6%	9%	7%	2%	6%	7%	3%	9%	9%	6%
Total	Н	6% 100%	7% 100%	5% 100%	7% 100%	3% 100%	6% 100%	6% 100%	1% 100%	6% 100%	4% 100%	5% 100%
Q3A Overall value that you receive for your City tax dollars and fees	Very Satisfied	5%	6%	6%	11%	8%	7%	9%	8%	2%	6%	7%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	52% 17%	51% 11%	59% 15%	56% 6%	48% 15%	57% 10%	60% 12%	52% 10%	53% 11%	56% 3%	54% 11%
	Dissatisfied	9%	14%	13%	17%	21%	14%	10%	18%	20%	21%	16%
	Very Dissatisfied Don't Know	9% 8%	5% 14%	2% 5%	4% 6%	3% 5%	2% 10%	3% 6%	2% 11%	4% 10%	2% 12%	3% 9%
Total		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas												ey Resul
	DISTRICT N=	93	150	C 135	D 109	126	F 116	G 138	H 131	1 121	X 127	Total 1,246
Q3B Overall image of the City	Very Satisfied	22%	9%	13%	22%	13%	13%	19%	12%	11%	16%	15%
Question: Please rate your perceptions of the City.	Satisfied	56%	66%	59%	59%	68%	62%	58%	71%	62%	57%	62%
	Neither Satisfied nor Dissatisfied Dissatisfied	12% 8%	5% 14%	10% 15%	3% 12%	10% 5%	9% 13%	9% 9%	5% 9%	7% 12%	6% 14%	8% 11%
	Very Dissatisfied	1%	1470	1%	3%	2%	1%	3%	2%	3%	1470	2%
	Don't Know	2%	5%	1%	2%	2%	2%	2%	1%	5%	6%	3%
Total Q3C City's plan for growth	Very Satisfied	100%	100% 9%	100% 7%	100% 12%	100% 6%	100% 9%	100% 8%	100% 8%	100% 12%	100% 8%	100% 9%
Question: Please rate your perceptions of the City.	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 Don't Know	2% 22%	1% 11%	5% 21%	4% 11%	15%	13%	4% 26%	1% 13%	2% 11%	14%	2% 16%
Total	Bont Mow	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3D Level of zoning within the City	Very Satisfied	7%	3%	2%	5%	3%	4%	4%	6%	5%	3%	4%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	33% 11%	47% 5%	32% 17%	42% 9%	40% 16%	46% 14%	31% 9%	49% 9%	41% 8%	54% 3%	42% 10%
	Dissatisfied	17%	23%	23%	23%	17%	16%	28%	16%	18%	17%	20%
	Very Dissatisfied	13%	1%	6%	5%		3%	9%	4%	3%		4%
Tatal	Don't Know	20% 100%	21% 100%	20% 100%	17% 100%	24% 100%	18% 100%	19% 100%	15% 100%	25% 100%	22% 100%	20% 100%
Total Q3E Overall ability to attract national and international businesses	Very Satisfied	13%	4%	12%	14%	7%	16%	15%	12%	8%	11%	11%
Question: Please rate your perceptions of the City.	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% 1%	17% 1%	17%	10% 1%	11%	15%	11% 4%	9% 2%	12% 2%	16%	13% 2%
	Very Dissatisfied Don't Know	14%	19%	2% 7%	7%	13%	9%	14%	2% 8%	14%	14%	12%
Total	20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3F Overall ability to attract tourists	Very Satisfied	8%	7%	6%	9%	6%	8%	10%	13%	8%	8%	8%
Question: Please rate your perceptions of the City.	Satisfied	56%	56%	45%	53%	54%	53%	47%	58%	57%	61%	54%
	Neither Satisfied nor Dissatisfied Dissatisfied	17% 13%	7% 16%	19% 23%	7% 17%	13% 19%	9% 20%	9% 21%	10% 12%	8% 14%	7% 15%	11% 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%
Total	Mari Ostistia d	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3G Similarity of City facilities among neighborhoods Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	4% 35%	5% 48%	1% 35%	3% 41%	2% 53%	5% 45%	4% 33%	6% 50%	2% 49%	3% 52%	4% 44%
aucston. I lease take your perceptions of the only.	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%
Total	Don't Know	25% 100%	7% 100%	23% 100%	11% 100%	13% 100%	18% 100%	27% 100%	10% 100%	13% 100%	16% 100%	16% 100%
Q3H Availability of City services in your neighborhood	Very Satisfied	16%	7%	7%	6%	9%	7%	12%	10%	7%	8%	9%
Question: Please rate your perceptions of the City.	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 Very Dissatisfied	13% 2%	30% 4%	15% 3%	22% 6%	21% 2%	16% 4%	16% 1%	23% 2%	21% 3%	23% 2%	20% 3%
	Don't Know	4%	3%	5%	6%	6%	5%	6%	2%	4%	5%	5%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3I Overall ease of commuting	Very Satisfied	10%	8%	6%	6%	6%	6%	7%	8%	8%	6%	7%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	43% 13%	53% 6%	43% 10%	54% 7%	48% 6%	50% 9%	44% 8%	57% 9%	58% 5%	54% 7%	50% 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%
Total	Don't Know	10%	9%	9%	6%	12%	3%	9%	6%	12%	9%	9%
Total Q3J Overall air quality in the City	Very Satisfied	100%	100%	100%	100% 2%	100% 2%	100% 3%	100% 2%	100% 5%	100% 3%	100% 3%	100% 3%
Question: Please rate your perceptions of the City.	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 Don't Know	9% 5%	6% 6%	10% 3%	7% 4%	7% 1%	9% 3%	13%	10% 4%	5% 3%	9% 6%	8% 3%
Total	Bentralen	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3K Overall quality of the City's drinking water	Very Satisfied	10%	4%	3%	8%	4%	12%	8%	8%	3%	5%	6%
Question: Please rate your perceptions of the City.	Satisfied	57%	46%	62%	55%	60%	55%	58%	58%	60%	56%	57%
	Neither Satisfied nor Dissatisfied Dissatisfied	7% 14%	9% 28%	8% 16%	3% 24%	9% 15%	6% 17%	5% 19%	4% 24%	7% 21%	6% 28%	6% 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%
Total	V 0 0 0 0	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3L Overall quality of life in the City Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	15% 63%	6% 66%	10% 71%	10% 69%	9% 77%	9% 71%	16% 68%	11% 70%	9% 61%	10% 56%	10% 67%
aucston. I lease rate your perceptions of the only.	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%
Total	Don't Know	4% 100%	5% 100%	1% 100%	2% 100%	1% 100%	1% 100%	100%	2% 100%	3% 100%	3% 100%	2% 100%
Q4A Response time for Houston Police Department to respond to emergencies	Very Satisfied											
	•	6%	7%	13%	12%	9%	7%	10%	11%	10%	12%	10%
Question: Please rate the City's public safety.	Satisfied	56%	47%	40%	40%	54%	46%	43%	48%	48%	46%	46%
	Neither Satisfied nor Dissatisfied Dissatisfied	13% 9%	7% 24%	10% 18%	11% 17%	7% 15%	11% 21%	12% 12%	11% 12%	9% 19%	5% 24%	10% 17%
	Very Dissatisfied	3%	3%	3%	8%	2%	7%	3%	6%	5%	24%	4%
	Don't Know	13%	11%	16%	11%	13%	9%	21%	11%	9%	12%	13%
Total	Very Catiofi	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4B The visibility of police in your neighborhood Question: Please rate the City's public safety.	Very Satisfied Satisfied	15% 56%	9% 47%	6% 53%	14% 53%	12% 59%	9% 49%	9% 57%	8% 54%	9% 47%	12% 53%	10% 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%	3%	5%	5%	2%	4%
Total	Don't Know	1% 100%	5% 100%	5% 100%	100%	1% 100%	3% 100%	5% 100%	3% 100%	100%	3% 100%	3% 100%
Q4C The City's overall efforts to prevent crime	Very Satisfied	100%	100%	3%	100%	3%	7%	100%	7%	100%	100%	6%
Question: Please rate the City's public safety.	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 Very Dissatisfied	13% 5%	28% 3%	20% 5%	29% 4%	20% 1%	32% 4%	20% 3%	26% 2%	26% 3%	27%	24% 3%
	Don't Know	5% 9%	3% 7%	5% 7%	4% 6%	1% 7%	4% 5%	3% 7%	2% 4%	3% 2%	3%	3% 6%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		_		_	_	_	_					

2009 City-Wide Citizens Survey Houston, Texas										Phor	ne Surv	ey Resul
	DISTRICT N=	93	B 150	C 135	D 109	126	F 116	G 138	H 131	1 121	X 127	Total 1,246
Q4D Enforcement of local traffic laws	Very Satisfied	6%	5%	4%	6%	10%	5%	8%	6%	3%	9%	6%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	58% 8%	54% 7%	59% 6%	58% 12%	59% 10%	59% 5%	52% 9%	60% 10%	59% 8%	60% 3%	57% 8%
	Dissatisfied	16%	21%	21%	18%	17%	21%	25%	16%	21%	20%	20%
	Very Dissatisfied Don't Know	3% 9%	3% 9%	4% 7%	3% 3%	5%	4% 6%	3% 3%	4% 5%	4% 4%	1% 8%	3% 6%
Total	Van Catiofiad	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4E The City's use of red-light cameras Question: Please rate the City's public safety.	Very Satisfied Satisfied	13% 43%	5% 52%	8% 50%	9% 45%	12% 46%	10% 37%	13% 47%	12% 49%	7% 57%	9% 51%	10% 48%
	Neither Satisfied nor Dissatisfied	5%	4%	4%	6%	6%	12%	12%	8%	3%	4%	7%
	Dissatisfied Very Dissatisfied	18% 9%	23% 5%	23% 8%	19% 11%	25% 5%	27% 10%	16% 4%	16% 10%	19% 7%	23% 9%	21% 8%
Tatal	Don't Know	12%	11%	6%	8%	6%	4%	8%	5%	7%	4% 100%	7%
Total Q4F Overall quality of emergency medical services (ambulance)	Very Satisfied	100% 20%	100% 16%	100%	100% 22%	100% 14%	100% 22%	100% 23%	100% 17%	100% 9%	17%	100% 17%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	58%	68% 3%	64% 3%	58% 4%	60%	55% 4%	50% 7%	63% 5%	72% 2%	67% 2%	62% 5%
	Dissatisfied	2% 3%	5% 6%	5% 6%	4% 5%	13% 3%	4% 7%	4%	5% 6%	11%	2% 7%	5% 6%
	Very Dissatisfied Don't Know	1% 15%	1% 6%	15%	11%	1% 9%	11%	1% 15%	1% 8%	6%	1% 6%	1% 10%
Total	Dont Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4G Response time for ambulances to respond to emergencies	Very Satisfied Satisfied	18%	19% 58%	13%	25%	18% 52%	21%	21%	17% 60%	11% 68%	16%	18%
Question: Please rate the City's public safety.	Neither Satisfied nor Dissatisfied	55% 4%	3%	51% 7%	47% 7%	9%	52% 7%	43% 8%	5%	4%	54% 6%	54% 6%
	Dissatisfied	2%	8%	4%	7%	4%	3%	3%	2%	7%	7%	5%
	Very Dissatisfied Don't Know	20%	1% 11%	24%	14%	1% 16%	1% 16%	1% 24%	1% 16%	11%	1% 17%	1% 17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4H Overall quality of fire protection and rescue services Question: Please rate the City's public safety.	Very Satisfied Satisfied	30% 52%	15% 64%	13% 68%	23% 60%	17% 66%	27% 59%	28% 55%	19% 64%	12% 67%	15% 68%	20% 63%
• • • • •	Neither Satisfied nor Dissatisfied	3%	1%	2%	6%	3%	3%	4%	5%	4%	4%	3%
	Dissatisfied Very Dissatisfied	1%	5% 1%	2%	2%	1% 2%	3% 1%		2%	5% 1%	5%	3% 0%
	Don't Know	14%	14%	14%	9%	12%	9%	12%	11%	11%	9%	12%
Total Q4I Response time for Houston Fire Department to respond to emergencies	Very Satisfied	100% 28%	100% 21%	100% 16%	100% 22%	100% 19%	100% 30%	100% 33%	100% 20%	100% 17%	100% 17%	100% 22%
Question: Please rate the City's public safety.	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 Very Dissatisfied	1%	5%	2%	2%	2% 1%	1% 2%			3%	6%	2% 0%
	Don't Know	17%	9%	20%	11%	13%	7%	15%	10%	10%	13%	12%
Total Q4J City efforts to enhance fire protection	Very Satisfied	100% 13%	100%	100% 6%	100%	100% 3%	100% 10%	100%	100% 11%	100% 7%	100% 11%	100% 9%
Question: Please rate the City's public safety.	Satisfied	50%	59%	59%	63%	64%	58%	48%	65%	67%	67%	60%
	Neither Satisfied nor Dissatisfied Dissatisfied	10%	7% 7%	8% 2%	8% 3%	5% 6%	10% 6%	12% 4%	6% 5%	7% 6%	3% 7%	7% 5%
	Very Dissatisfied		1 70	270	3 /6	1%	1%	4 70	376	0 /8		0%
Total	Don't Know	27% 100%	13% 100%	26% 100%	16% 100%	22% 100%	15% 100%	26% 100%	14% 100%	13% 100%	12% 100%	18% 100%
Q4K The City's municipal courts	Very Satisfied	4%	5%	1%	8%	4%	5%	5%	6%	1%	8%	5%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	45% 17%	45% 5%	38% 14%	45% 9%	55% 7%	46% 11%	40% 10%	47% 9%	53% 10%	48% 8%	46% 10%
	Dissatisfied	11%	19%	14%	14%	10%	16%	13%	13%	14%	17%	14%
	Very Dissatisfied	1%	3% 23%	4%	6%	2% 21%	2% 21%	4%	4% 21%	3%	2% 17%	3%
Total	Don't Know	22% 100%	100%	28% 100%	18% 100%	100%	100%	28% 100%	100%	19% 100%	100%	22% 100%
Q4L Quality of animal control	Very Satisfied	5%	4%	5%	9%	3%	9%	11%	5%	2%	8%	6%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	51% 15%	50% 6%	50% 15%	42% 7%	57% 9%	44% 9%	45% 11%	53% 8%	49% 3%	51% 5%	49% 9%
	Dissatisfied	16%	28%	14%	27%	13%	23%	15%	21%	31%	25%	21%
	Very Dissatisfied Don't Know	3% 10%	5% 6%	3% 14%	6% 8%	5% 13%	4% 10%	2% 16%	7% 6%	7% 7%	6% 6%	5% 10%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5A Overall quality of City recreational programs Question: Please rate the City's parks and recreation	Very Satisfied Satisfied	15% 48%	9% 53%	4% 49%	18% 54%	8% 48%	12% 53%	9% 46%	12% 55%	7% 51%	9% 56%	10% 51%
aucston. I lease fate the only a parks and reoreation	Neither Satisfied nor Dissatisfied	10%	5%	10%	5%	9%	8%	10%	7%	4%	5%	7%
	Dissatisfied Very Dissatisfied	7% 1%	8% 1%	14%	11% 2%	9%	10% 2%	8% 1%	8% 2%	17% 1%	7% 1%	10% 1%
	Don't Know	20%	23%	23%	10%	26%	16%	25%	17%	20%	22%	21%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5B The City's youth athletic programs Question: Please rate the City's parks and recreation	Very Satisfied Satisfied	8% 29%	5% 43%	3% 29%	8% 39%	6% 40%	9% 43%	7% 26%	5% 40%	3% 46%	5% 43%	6% 38%
	Neither Satisfied nor Dissatisfied	9%	6%	13%	13%	10%	11%	13%	12%	8%	8%	10%
	Dissatisfied Very Dissatisfied	5% 1%	12% 1%	11% 1%	12% 2%	7%	8% 1%	9% 1%	9% 2%	11% 1%	6%	9% 1%
	Don't Know	48%	33%	43%	25%	37%	29%	45%	33%	31%	38%	36%
Total Q5C The City's adult athletic programs	Very Satisfied	100% 7%	100% 5%	100%	100%	100% 4%	100% 6%	100% 4%	100% 7%	100% 4%	100% 6%	100% 5%
Question: Please rate the City's parks and recreation	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 Very Dissatisfied	7%	12% 1%	9% 1%	11% 2%	10%	11% 2%	7% 1%	7% 1%	8%	6%	9% 1%
Tatal	Don't Know	45%	35%	43%	23%	41%	32%	51%	37%	35%	37%	38%
Total Q5D Other City recreation programs, such as classes, trips, and special events	Very Satisfied	100% 5%	100% 6%	100% 5%	100%	100% 5%	100% 9%	100%	100% 8%	100% 5%	100% 9%	100% 6%
Question: Please rate the City's parks and recreation	Satisfied	33%	48%	41%	44%	45%	47%	24%	43%	47%	42%	41%
	Neither Satisfied nor Dissatisfied Dissatisfied	11% 3%	5% 7%	13% 3%	11% 10%	9% 9%	8% 6%	10% 8%	12% 6%	9% 9%	9% 3%	10% 6%
	Very Dissatisfied	3%	7% 1%	3%	10%	9%	1%	8% 1%	0%	9% 1%	3%	0%
T-1-1	Don't Know	47%	33%	38%	28%	33%	30%	49%	30%	29%	38%	36%
Total Q5E Ease of registering for programs	Very Satisfied	100% 5%	100% 5%	100% 2%	100% 7%	100% 2%	100% 5%	100% 4%	100% 5%	100% 3%	100% 5%	100% 4%
Question: Please rate the City's parks and recreation	Satisfied	25%	44%	34%	37%	36%	39%	24%	38%	48%	45%	37%
	Neither Satisfied nor Dissatisfied Dissatisfied	12% 3%	3% 10%	15% 5%	14% 11%	10% 9%	11% 6%	10% 6%	12% 9%	8% 9%	8% 6%	10% 8%
	Very Dissatisfied		1%		1%		2%	1%			1%	1%
Total	Don't Know	54% 100%	37% 100%	43% 100%	30% 100%	44% 100%	37% 100%	53% 100%	35% 100%	33% 100%	36%	40% 100%
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	۸	В	_	D	Е	F	G	-	FIIO	X	/ey Resu Total
	N=	93	150	135	109	126	116	138	131	121	127	1,246
Q5F The reasonableness of fees charged for recreation programs	Very Satisfied	10%	6%	2%	5%	1%	7%	3%	4%	5%	4%	4%
Question: Please rate the City's parks and recreation	Satisfied Neither Satisfied nor Dissatisfied	23% 12%	38% 7%	35% 10%	36% 13%	40% 9%	32% 11%	24% 12%	34% 15%	38% 11%	42% 10%	34% 11%
	Dissatisfied	7%	13%	8%	13%	9%	9%	5%	11%	9%	8%	9%
	Very Dissatisfied	1%			1%			1%		1%		0%
T-1-1	Don't Know	47%	36%	47%	32%	42%	41%	55%	36%	36%	37%	41%
Total Q5G Overall quality of City parks	Very Satisfied	100% 19%	100%	100% 8%	100% 10%	100% 8%	100% 16%	100% 18%	100% 17%	100%	100% 9%	100% 12%
Question: Please rate the City's parks and recreation	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 Very Dissatisfied	9%	12% 1%	12% 1%	12% 2%	7% 1%	9% 3%	8% 1%	9% 2%	6% 3%	9%	9% 2%
	Don't Know	10%	12%	11%	7%	14%	11%	7%	6%	13%	8%	10%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5H Maintenance of City parks (trash pickup, mowing of grass,	Very Satisfied	12%	11%	8%	12%	4%	13%	15%	14%	6%	9%	10%
maintenance of playground equipment and bleachers, etc.) Question: Please rate the City's parks and recreation	Satisfied	62%	61%	62%	61% 5%	65%	58%	59%	64%	67%	71%	63%
Question: Please rate the City's parks and recreation	Neither Satisfied nor Dissatisfied Dissatisfied	4% 9%	3% 11%	5% 11%	14%	9% 10%	6% 9%	7% 8%	4% 11%	6% 8%	5% 10%	5% 10%
	Very Dissatisfied		1%	2%	1%	2%	4%	1%	2%	3%		2%
	Don't Know	13%	13%	11%	7%	11%	10%	9%	5%	10%	6%	9%
Total Q5I The location of City parks	Very Satisfied	100% 12%	100%	100%	100% 10%	100% 2%	100%	100% 12%	100%	100% 7%	100% 6%	100% 8%
Question: Please rate the City's parks and recreation	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 Don't Know	2% 13%	11%	1% 12%	2% 8%	1% 14%	2% 10%	2% 10%	2% 5%	8%	1% 5%	1% 10%
Total	DOLLINION	100%	100%	100%	8% 100%	100%	10%	100%	100%	100%	5% 100%	10%
Q5J Safety of City parks during the day	Very Satisfied	12%	6%	5%	8%	6%	10%	12%	12%	4%	3%	8%
Question: Please rate the City's parks and recreation	Satisfied	51%	49%	56%	60%	64%	53%	61%	52%	58%	64%	57%
	Neither Satisfied nor Dissatisfied Dissatisfied	9% 11%	9% 17%	8% 11%	5% 11%	6% 8%	10% 10%	8% 4%	9% 11%	7% 8%	7% 13%	8% 10%
	Very Dissatisfied	1170	1/%	1%	3%	0 70	2%	1%	4%	3%	1370	10%
	Don't Know	18%	17%	20%	12%	16%	17%	15%	12%	20%	13%	16%
Total	V 0 :: 5 !	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5K Safety of lighted City parks at night Question: Please rate the City's parks and recreation	Very Satisfied Satisfied	3% 31%	2% 37%	2% 29%	5% 38%	3% 36%	3% 34%	4% 30%	5% 38%	3% 44%	4% 43%	3% 36%
adostron. I loade rate the only a parks and reoreation	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%
Total	Don't Know	31% 100%	27% 100%	30% 100%	23% 100%	33% 100%	27% 100%	32% 100%	22% 100%	24% 100%	25% 100%	27% 100%
Q5L Walking and biking trails in the city	Very Satisfied	5%	4%	5%	7%	100%	11%	8%	100%	3%	4%	7%
Question: Please rate the City's parks and recreation	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 Very Dissatisfied	19% 1%	21%	13% 2%	17% 1%	13% 1%	14% 4%	14% 1%	17% 4%	14% 1%	17% 2%	16% 2%
	Don't Know	24%	20%	18%	15%	23%	19%	17%	12%	23%	16%	19%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5M The maintenance of City's community centers	Very Satisfied	3%	6%	1%	5%	1%	8%	5%	8%	4%	6%	5%
Question: Please rate the City's parks and recreation	Satisfied Neither Satisfied nor Dissatisfied	37% 13%	58% 5%	38% 9%	50% 8%	53% 6%	45% 15%	36% 14%	53% 13%	57% 5%	59% 4%	49% 9%
	Dissatisfied	2%	14%	7%	8%	6%	3%	2%	3%	10%	6%	6%
	Very Dissatisfied			1%	1%	1%	1%	1%	4%			1%
-	Don't Know	44%	18%	43%	27%	34%	28%	41%	19%	24%	25%	30%
Total Q5N City swimming pools	Very Satisfied	100% 3%	100% 5%	100% 4%	100% 3%	100% 2%	100% 8%	100% 2%	100% 7%	100%	100% 2%	100% 4%
Question: Please rate the City's parks and recreation	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 Don't Know	41%	2% 33%	1% 50%	2% 34%	48%	2% 37%	1% 53%	2% 31%	2% 31%	2% 32%	1% 39%
Total	Don't Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q50 City golf courses	Very Satisfied	5%	6%	4%	6%	3%	6%	5%	4%	2%	2%	4%
Question: Please rate the City's parks and recreation	Satisfied	35%	35%	34%	35%	35%	39%	39%	43%	47%	49%	39%
	Neither Satisfied nor Dissatisfied Dissatisfied	11% 2%	6% 5%	13% 4%	14% 5%	7% 3%	13% 2%	9% 1%	13% 3%	7% 6%	6% 2%	10% 3%
	Very Dissatisfied	2%	1%	1%	1%	370	270	1%	1%	1%	2%	1%
	Don't Know	44%	47%	43%	40%	52%	40%	45%	36%	38%	39%	42%
Total	V 0-6 7	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football) Question: Please rate the City's parks and recreation	Very Satisfied Satisfied	4% 51%	7% 55%	7% 45%	6% 53%	3% 52%	8% 57%	5% 45%	12% 59%	2% 62%	5% 60%	6% 54%
question. I lease rate the only a parks allu recreation	Neither Satisfied nor Dissatisfied	12%	55%	11%	10%	52% 9%	5%	45% 7%	8%	5%	7%	54% 8%
	Dissatisfied		7%	4%	7%	3%	3%	3%	4%	5%	6%	4%
	Very Dissatisfied		1%	1%			1%	2%	2%		1%	1%
	Don't Know	33% 100%	26% 100%	31% 100%	23% 100%	32% 100%	26% 100%	38% 100%	16% 100%	26% 100%	22% 100%	27% 100%
Total		10070		7%	100%	100%	9%	100%	1100%	7%	100%	9%
	Very Satisfied	16%	3%	1.70								
Q6A Overall effectiveness of the City's communication with the public	Very Satisfied Satisfied	55%	52%	65%	53%	57%	57%	57%	56%	58%	59%	57%
Q6A Overall effectiveness of the City's communication with the public	Satisfied Neither Satisfied nor Dissatisfied	55% 13%	52% 5%	65% 10%	53% 4%	57% 13%	9%	7%	6%	5%	5%	8%
Q6A Overall effectiveness of the City's communication with the public	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	55% 13% 8%	52% 5% 20%	65% 10% 10%	53% 4% 22%	57% 13% 18%	9% 16%	7% 14%	6% 15%	5% 18%		8% 16%
Q6A Overall effectiveness of the City's communication with the public	Satisfied Neither Satisfied nor Dissatisfied	55% 13%	52% 5%	65% 10%	53% 4%	57% 13%	9%	7%	6%	5%	5%	8%
Q6A Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	55% 13% 8% 3% 5% 100%	52% 5% 20% 1% 18% 100%	65% 10% 10% 1% 7% 100%	53% 4% 22% 3% 6% 100%	57% 13% 18% 2% 6% 100%	9% 16% 1% 8% 100%	7% 14% 2% 6% 100%	6% 15% 2% 10% 100%	5% 18% 3% 11% 100%	5% 15% 11% 100%	8% 16% 2% 9% 100%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	55% 13% 8% 3% 5% 100% 9%	52% 5% 20% 1% 18% 100%	65% 10% 10% 1% 7% 100%	53% 4% 22% 3% 6% 100%	57% 13% 18% 2% 6% 100% 3%	9% 16% 1% 8% 100%	7% 14% 2% 6% 100%	6% 15% 2% 10% 100%	5% 18% 3% 11% 100% 7%	5% 15% 11% 100% 8%	8% 16% 2% 9% 100% 8%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied	55% 13% 8% 3% 5% 100% 9% 52%	52% 5% 20% 1% 18% 100% 7% 55%	65% 10% 10% 1% 7% 100% 7% 54%	53% 4% 22% 3% 6% 100% 9% 45%	57% 13% 18% 2% 6% 100% 3% 50%	9% 16% 1% 8% 100% 7% 59%	7% 14% 2% 6% 100% 9% 54%	6% 15% 2% 10% 100% 11% 58%	5% 18% 3% 11% 100% 7% 58%	5% 15% 11% 100% 8% 58%	8% 16% 2% 9% 100% 8% 55%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	55% 13% 8% 3% 5% 100% 9% 52% 13%	52% 5% 20% 1% 18% 100%	65% 10% 10% 1% 7% 100% 7% 54% 10%	53% 4% 22% 3% 6% 100% 9% 45% 9%	57% 13% 18% 2% 6% 100% 3%	9% 16% 1% 8% 100% 7% 59% 11%	7% 14% 2% 6% 100% 9% 54% 7%	6% 15% 2% 10% 100%	5% 18% 3% 11% 100% 7% 58% 3%	5% 15% 11% 100% 8%	8% 16% 2% 9% 100% 8% 55% 8%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Very Dissatisfied	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2%	52% 5% 20% 1% 18% 100% 7% 55% 3% 22% 1%	65% 10% 10% 7% 100% 78 54% 10% 18% 1%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2%	9% 16% 1% 8% 100% 7% 59% 11% 15% 2%	7% 14% 2% 6% 100% 9% 54% 7% 16% 2%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5%	5% 15% 11% 100% 8% 58% 6% 14% 1%	8% 16% 2% 9% 100% 8% 55% 8% 18% 2%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2% 6%	52% 5% 20% 1% 18% 100% 7% 55% 3% 22% 1%	65% 10% 10% 1% 7% 100% 54% 10% 18% 1%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11%	9% 16% 1% 8% 100% 7% 59% 11% 15% 2% 7%	7% 14% 2% 6% 100% 9% 54% 7% 16% 2% 13%	6% 15% 2% 10% 100% 58% 5% 17% 2% 8%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5% 9%	5% 15% 11% 100% 8% 58% 6% 14% 1% 13%	8% 16% 2% 9% 100% 8% 55% 8% 18% 2%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Fotal QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2% 6% 100%	52% 5% 20% 1% 18% 100% 55% 3% 22% 1% 11%	65% 10% 10% 7% 100% 7% 54% 10% 18% 1% 9% 100%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11% 100%	9% 16% 1% 8% 100% 7% 59% 11% 2% 7% 100%	7% 14% 2% 6% 100% 9% 54% 7% 16% 2% 13% 100%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5% 9%	5% 15% 11% 100% 8% 58% 6% 14% 1% 13% 100%	8% 16% 2% 9% 100% 8% 55% 8% 18% 2% 10%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QGC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Very Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	55% 13% 8% 3% 5% 100% 52% 13% 18% 2% 6% 100%	52% 5% 20% 1% 18% 100% 55% 3% 22% 1% 11% 100%	65% 10% 10% 1% 7% 100% 54% 10% 18% 9% 100%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10% 100%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11% 100% 3%	9% 16% 1% 8% 100% 7% 59% 11% 2% 7% 100%	7% 14% 2% 6% 100% 9% 54% 7% 16% 2% 13% 100%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5% 9% 100%	5% 15% 11% 100% 8% 58% 6% 14% 1% 13% 100%	8% 16% 2% 9% 100% 8% 55% 8% 18% 2% 10% 100%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QGC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2% 6% 100%	52% 5% 20% 18% 100% 7% 55% 3% 22% 11% 100% 54% 6%	65% 10% 10% 7% 100% 7% 54% 10% 18% 1% 9% 100%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 11% 100% 3% 61% 10%	9% 16% 1% 8% 100% 7% 59% 11% 15% 2% 7% 100% 9% 56% 9%	7% 14% 2% 6% 100% 54% 7% 16% 2% 13% 100% 8% 53% 9%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100% 13% 60% 5%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5% 9%	5% 15% 11% 100% 8% 58% 6% 14% 13% 100% 9% 57% 4%	8% 16% 2% 9% 100% 55% 8% 18% 2% 10% 100% 57% 7%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QGC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Neither Satisfied nor Dissatisfied Dissatisfied	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2% 6% 100% 53% 9% 15%	52% 5% 20% 18% 100% 7% 55% 3% 22% 11% 100% 54% 6% 24%	65% 10% 10% 17% 100% 54% 10% 18% 100% 6% 58% 8% 18%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10% 56% 6% 19%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11% 100% 3% 61% 10% 18%	9% 16% 1% 8% 100% 7% 59% 11% 2% 7% 100% 9% 56% 9% 20%	7% 14% 2% 6% 100% 54% 7% 16% 2% 13% 100% 8% 53% 9% 20%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100% 60% 5% 11%	5% 18% 3% 11% 100% 58% 3% 18% 5% 100% 63% 33% 14%	5% 15% 11% 100% 8% 58% 6% 14% 13% 100% 57% 4% 21%	8% 16% 2% 9% 100% 55% 8% 18% 2% 10% 100% 8% 57% 18%
Total QEA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QEB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QEC City efforts to keep you informed about local issues Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied Very Dissatisfied nor Dissatisfied Dissatisfied Very Dissatisfied Very Dissatisfied Very Satisfied Neither Satisfied nor Dissatisfied Neither Satisfied Neither Satisfied nor Dissatisfied Very Dissatisfied Very Dissatisfied	55% 13% 8% 3% 100% 52% 13% 12% 6% 100% 15% 53% 15% 3%	52% 5% 20% 18% 100% 55% 3% 22% 1% 11% 100% 54% 6% 24%	65% 10% 10% 1% 7% 100% 54% 10% 18% 100% 6% 58% 8% 18% 2%	53% 4% 22% 3% 6% 100% 45% 9% 20% 6% 100% 100% 56% 6% 19%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11% 100% 3% 61% 10% 18% 2%	9% 16% 1% 8% 100% 59% 11% 15% 2% 7% 100% 9% 56% 9% 20% 3%	7% 14% 2% 6% 100% 54% 54% 16% 2% 13% 100% 8% 53% 9% 20% 2%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100% 5% 11% 5%	5% 18% 3% 11% 100% 7% 58% 3% 18% 5% 9% 63% 3% 14% 4%	5% 15% 11% 100% 8% 6% 14% 1% 13% 100% 9% 57% 4% 21% 2%	8% 16% 2% 90 100% 8% 55% 8% 10% 10% 100% 57% 7% 18% 3%
QGA Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership. Total QGB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QGC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Neither Satisfied nor Dissatisfied Dissatisfied	55% 13% 8% 3% 5% 100% 9% 52% 13% 18% 2% 6% 100% 53% 9% 15%	52% 5% 20% 18% 100% 7% 55% 3% 22% 11% 100% 54% 6% 24%	65% 10% 10% 17% 100% 54% 10% 18% 100% 6% 58% 8% 18%	53% 4% 22% 3% 6% 100% 9% 45% 9% 20% 6% 10% 56% 6% 19%	57% 13% 18% 2% 6% 100% 3% 50% 13% 21% 2% 11% 100% 3% 61% 10% 18%	9% 16% 1% 8% 100% 7% 59% 11% 2% 7% 100% 9% 56% 9% 20%	7% 14% 2% 6% 100% 54% 7% 16% 2% 13% 100% 8% 53% 9% 20%	6% 15% 2% 10% 100% 11% 58% 5% 17% 2% 8% 100% 60% 5% 11%	5% 18% 3% 11% 100% 58% 3% 18% 5% 100% 63% 33% 14%	5% 15% 11% 100% 8% 58% 6% 14% 13% 100% 57% 4% 21%	8% 16% 2% 9% 100% 55% 8% 18% 2% 10% 100% 8% 57% 18%

2009 City-Wide Citizens Survey Houston, Texas										Phor		ey Resul
	DISTRICT N=	93	150	C 135	D 109	126	F 116	G 138	131	1 121	127	Total 1,246
Q6D The level of public involvement in local decision making	Very Satisfied	2%	4%	4%	7%	2%	6%	4%	8%	3%	8%	5%
Question: Please rate the City's communication and leadership.]	Satisfied Neither Satisfied nor Dissatisfied	43% 12%	47% 6%	40% 11%	39% 9%	44% 13%	40% 15%	35% 15%	51% 10%	52% 9%	49% 9%	44% 11%
	Dissatisfied	16%	29%	26%	27%	27%	22%	23%	13%	16%	20%	22%
	Very Dissatisfied Don't Know	5% 21%	14%	3% 15%	6% 12%	2% 12%	2% 15%	2% 20%	3% 15%	5% 15%	2% 12%	3% 15%
Total	Bont Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q6E Overall quality of leadership provided by the City's elected officials	Very Satisfied	10%	4%	10%	7%	6%	9%	11%	11%	8%	9%	8%
Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied	54% 17%	57% 5%	53% 14%	61% 7%	55% 9%	51% 12%	55% 6%	65% 5%	62% 8%	50% 9%	56% 9%
	Dissatisfied	6%	20%	9%	17%	19%	13%	16%	11%	12%	17%	14%
	Very Dissatisfied Don't Know	3% 10%	1% 12%	5% 8%	2% 6%	2% 9%	3% 13%	2% 10%	2% 5%	2% 9%	3% 12%	3% 9%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q6F Overall effectiveness of appointed boards and commissions Question: Please rate the City's communication and leadership.	Very Satisfied Satisfied	3% 37%	3% 49%	3% 43%	4% 45%	1% 51%	5% 48%	5% 39%	9% 52%	4% 56%	5% 55%	4% 48%
	Neither Satisfied nor Dissatisfied	17%	9%	14%	12%	9%	13%	9%	6%	8%	9%	10%
	Dissatisfied Very Dissatisfied	13% 2%	14% 1%	12% 4%	13% 4%	13% 2%	11% 2%	11% 3%	15% 2%	9% 3%	8% 2%	12% 2%
	Don't Know	27%	26%	24%	22%	25%	21%	33%	16%	19%	21%	23%
Total Q6G Level and effectiveness of collaboration among local governments	Very Satisfied	100% 1%	100%	100%	100%	100%	100% 6%	100% 5%	100% 7%	100% 2%	100% 5%	100% 4%
Question: Please rate the City's communication and leadership.	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 Very Dissatisfied	12% 2%	20% 2%	19% 2%	15% 3%	19% 2%	18% 2%	13% 2%	15% 2%	11% 3%	13% 2%	16% 2%
	Don't Know	25%	20%	19%	13%	23%	23%	28%	16%	23%	23%	21%
Total Q7A Overall maintenance of City buildings and facilities	Very Satisfied	100% 3%	100%	100% 2%	100%	100% 3%	100% 8%	100% 5%	100% 5%	100% 5%	100% 5%	100% 5%
Question: Please rate the City's maintenance.	Satisfied	61%	53%	63%	61%	61%	54%	59%	67%	61%	74%	61%
	Neither Satisfied nor Dissatisfied Dissatisfied	11% 8%	7% 22%	12% 8%	9% 13%	7% 7%	14% 5%	10% 8%	7% 11%	3% 13%	6% 7%	9% 10%
	Very Dissatisfied	0 70	2270	1%	1%	1 70	3%	2%	1170	1370	1%	1%
Total	Don't Know	17%	13%	14%	9%	21%	16%	15%	10%	18%	8%	14%
Total Q7B Overall maintenance of City streets	Very Satisfied	100% 1%	100%	100%	100% 3%	100%	100% 5%	100% 2%	100% 4%	100% 6%	100% 6%	100% 3%
Question: Please rate the City's maintenance.	Satisfied	34%	38%	30%	36%	45%	40%	41%	33%	43%	39%	38%
	Neither Satisfied nor Dissatisfied Dissatisfied	15% 35%	5% 51%	12% 38%	6% 44%	10% 34%	9% 35%	9% 38%	9% 44%	3% 41%	13% 31%	9% 39%
	Very Dissatisfied	10%	3%	17%	11%	6%	9%	9%	8%	7%	9%	9%
Total	Don't Know	4% 100%	1% 100%	2% 100%	100%	2% 100%	3% 100%	1% 100%	2% 100%	100%	2% 100%	2% 100%
Q7C Maintenance of streets in your neighborhood	Very Satisfied	8%	4%	4%	5%	9%	7%	9%	3%	5%	6%	6%
Question: Please rate the City's maintenance.	Satisfied	49%	46%	43%	48%	57%	47%	50%	45%	52%	48%	48%
	Neither Satisfied nor Dissatisfied Dissatisfied	13% 22%	1% 40%	7% 33%	7% 31%	6% 21%	7% 28%	7% 25%	7% 31%	3% 31%	6% 33%	6% 30%
	Very Dissatisfied	9%	9%	13%	9%	5%	9%	8%	13%	9%	7%	9%
Total	Don't Know	100%	1% 100%	100%	100%	2% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%
Q7D Maintenance of street signs	Very Satisfied	5%	3%	4%	7%	5%	7%	8%	5%	3%	7%	5%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	71% 5%	59% 2%	66% 7%	60% 6%	75% 6%	62% 7%	66% 10%	65% 7%	69% 7%	63% 5%	65% 6%
	Dissatisfied	13%	30%	20%	23%	13%	21%	9%	17%	15%	24%	19%
	Very Dissatisfied Don't Know	5%	3% 3%	2% 1%	4% 1%	2%	1% 3%	4% 3%	5% 2%	5% 2%	1%	3% 2%
Total	DOIT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7E Maintenance of traffic signals	Very Satisfied	5%	3%	3%	8%	2%	10%	8%	5%	5%	6%	6%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	80% 8%	74% 1%	75% 9%	71% 6%	85% 3%	70% 6%	72% 9%	78% 5%	72% 3%	71% 8%	75% 6%
	Dissatisfied	4%	19%	11%	15%	8%	11%	7%	8%	14%	14%	11%
	Very Dissatisfied Don't Know	3%	1% 1%	1% 1%	1%	2%	2% 1%	3% 1%	4% 1%	4% 2%	1%	2% 1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7F Maintenance and preservation of downtown Houston Question: Please rate the City's maintenance.	Very Satisfied Satisfied	12% 55%	9% 57%	4% 61%	13% 60%	5% 56%	14% 44%	9% 58%	10% 67%	7% 68%	7% 62%	9% 59%
wiestion. Flease rate the only 5 maintenance.	Neither Satisfied nor Dissatisfied	10%	7%	9%	5%	10%	9%	10%	4%	3%	9%	8%
	Dissatisfied Very Dissatisfied	8% 1%	7% 1%	10% 1%	7% 3%	6%	10% 2%	9%	6% 4%	8% 2%	9% 1%	8% 1%
	Don't Know	15%	18%	13%	13%	22%	22%	15%	4% 9%	12%	13%	15%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7G Condition of sidewalks in Houston Question: Please rate the City's maintenance.	Very Satisfied Satisfied	5% 41%	4% 47%	2% 43%	3% 43%	2% 53%	5% 50%	4% 45%	5% 55%	2% 53%	6% 53%	4% 48%
	Neither Satisfied nor Dissatisfied	12%	5%	8%	9%	13%	8%	10%	5%	5%	6%	8%
	Dissatisfied Very Dissatisfied	29% 5%	31% 3%	34% 8%	28% 9%	15% 2%	26% 4%	25% 4%	24% 5%	31% 6%	25% 2%	27% 5%
	Don't Know	8%	10%	6%	7%	15%	7%	12%	5%	4%	6%	8%
Total Q7H Mowing medians and rights of ways	Van Satisfied	100%	100% 4%	100%	100%	100%	100% 6%	100%	100% 6%	100%	100%	100% 5%
Q/H Mowing medians and rights of ways Question: Please rate the City's maintenance.	Very Satisfied Satisfied	5% 58%	4% 59%	2% 63%	70%	2% 75%	61%	7% 64%	67%	3% 67%	6% 65%	5% 65%
	Neither Satisfied nor Dissatisfied	17%	6%	9%	4%	7%	10%	7%	12%	6%	7%	8%
	Dissatisfied Very Dissatisfied	9% 4%	21% 3%	13% 2%	14% 3%	9%	16% 3%	11% 3%	10% 2%	16% 3%	17% 2%	14% 2%
T-1-1	Don't Know	6%	7%	11%	5%	8%	4%	7%	3%	6%	3%	6%
Total Q7I Overall cleanliness of streets and other public areas	Very Satisfied	100%	100%	100%	100% 6%	100% 4%	100% 6%	100% 9%	100% 5%	100% 5%	100% 6%	100% 5%
Question: Please rate the City's maintenance.	Satisfied	66%	45%	53%	53%	65%	49%	57%	60%	61%	58%	56%
	Neither Satisfied nor Dissatisfied	11%	8% 35%	13%	6% 28%	13% 13%	9% 27%	12% 16%	7% 22%	4% 20%	10% 24%	9% 23%
	Dissatisfied Very Dissatisfied	17% 3%	35% 2%	23% 4%	28% 4%	13% 2%	27% 8%	16% 3%	5%	20% 5%	24% 1%	23% 4%
	Don't Know	1%	6%	3%	2%	2%	2%	3%	2%	5%	1%	3%
Total Q7J Overall quality of trash collection services	Very Satisfied	100% 15%	100% 7%	100% 12%	100%	100%	100% 17%	100%	100% 14%	100% 7%	100% 10%	100% 11%
Question: Please rate the City's maintenance.	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 Very Dissatisfied	6% 3%	21%	13% 4%	17% 3%	8% 2%	17% 3%	7% 2%	10% 3%	15% 2%	13% 1%	13% 2%
T-1-1	Don't Know	1%	2%	4%	1%	7%	3%	20%	2%	3%	2%	5%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Ι Λ	В	^	n 1	_	F	G		FIIOI		vey Res
	N=	93	150	C 135	D 109	126	т 116	G 138	H 131	121	127	Total 1,246
Q7K Overall quality of recycling centers	Very Satisfied	8%	4%	9%	6%	5%	11%	9%	9%	3% 61%	7% 63%	7%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	57% 10%	49% 4%	54% 8%	48% 7%	48% 6%	51% 4%	39% 9%	57% 3%	6%	6%	53% 6%
	Dissatisfied	8%	18%	13%	21%	19%	14%	20%	13%	11%	6%	14%
	Very Dissatisfied Don't Know	6% 12%	1% 24%	3% 12%	3% 16%	2% 20%	3% 17%	4% 19%	4% 14%	19%	2% 16%	3% 17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7L Adequacy of City street lighting Question: Please rate the City's maintenance.	Very Satisfied Satisfied	8% 62%	5% 68%	4% 66%	8% 66%	5% 81%	11% 61%	9% 69%	6% 74%	2% 69%	7% 61%	6% 68%
edestion. I lease rate the only 3 mannerance.	Neither Satisfied nor Dissatisfied	11%	4%	8%	6%	5%	6%	6%	4%	7%	8%	6%
	Dissatisfied	15%	19%	16%	14% 5%	7%	18%	9%	11%	16%	20%	15%
	Very Dissatisfied Don't Know	2% 2%	1% 3%	1% 4%	1%	2%	1% 3%	4% 4%	4% 2%	3% 4%	2% 1%	2% 3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7M Overall removal of graffiti Question: Please rate the City's maintenance.	Very Satisfied Satisfied	5% 42%	5% 51%	2% 45%	6% 50%	4% 54%	7% 43%	7% 46%	5% 56%	4% 52%	7% 44%	5% 48%
	Neither Satisfied nor Dissatisfied	15%	1%	14%	7%	10%	10%	13%	7%	8%	7%	9%
	Dissatisfied Very Dissatisfied	16% 4%	27% 3%	22% 5%	22% 4%	18% 1%	26% 10%	12% 1%	23% 5%	21% 5%	31% 5%	22% 4%
	Don't Know	16%	13%	13%	10%	13%	5%	22%	5%	10%	6%	11%
Total	Vans Catiofical	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8A Overall enforcement of City codes and ordinances Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	47%	4% 46%	2% 41%	6% 49%	2% 54%	5% 49%	4% 43%	7% 53%	4% 49%	5% 55%	4% 48%
	Neither Satisfied nor Dissatisfied	14%	6%	17%	14%	10%	14%	14%	5%	7%	9%	11%
	Dissatisfied Very Dissatisfied	11% 4%	15%	14% 3%	13% 3%	9%	9% 4%	8% 2%	12% 2%	14% 2%	10% 2%	11% 2%
	Don't Know	24%	30%	25%	17%	25%	19%	29%	20%	24%	20%	23%
Total Control of the state of t	V 0 0 0 0	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8B Enforcing the clean up of litter and debris on private property Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	5% 35%	3% 39%	1% 34%	6% 34%	2% 46%	9% 41%	6% 38%	4% 40%	3% 47%	5% 53%	4% 41%
, ,	Neither Satisfied nor Dissatisfied	10%	6%	16%	7%	9%	9%	14%	5%	8%	7%	9%
	Dissatisfied Very Dissatisfied	28% 7%	40% 3%	27% 4%	32% 10%	28% 2%	27% 3%	23% 5%	33% 5%	28% 3%	26% 2%	29% 4%
	Don't Know	15%	10%	17%	10%	13%	10%	15%	12%	12%	7%	12%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8C Enforcing the mowing and cutting of weeds on private property Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	1% 39%	4% 33%	1% 35%	6% 36%	2% 49%	8% 44%	4% 39%	5% 42%	2% 43%	3% 56%	4% 41%
addition. I lease rate the only 3 dode emoroement.	Neither Satisfied nor Dissatisfied	10%	7%	18%	8%	6%	7%	13%	3%	10%	9%	9%
	Dissatisfied	27% 6%	42% 5%	29% 2%	38% 6%	28% 2%	24% 3%	23% 3%	32% 5%	29% 3%	22% 2%	29% 4%
	Very Dissatisfied Don't Know	17%	9%	16%	6%	13%	15%	18%	13%	13%	8%	13%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8D Enforcing codes designed to protect public safety and public health Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	2% 56%	5% 49%	2% 54%	4% 56%	3% 66%	9% 52%	6% 53%	5% 53%	3% 60%	4% 69%	4% 57%
adestion. I lease rate the only a code emorcement.	Neither Satisfied nor Dissatisfied	11%	6%	13%	8%	7%	10%	15%	8%	5%	6%	9%
	Dissatisfied	12%	26% 2%	13% 2%	17% 3%	10%	16% 2%	12%	16%	13% 3%	10%	14% 2%
	Very Dissatisfied Don't Know	2% 17%	13%	16%	13%	1% 13%	12%	15%	2% 18%	17%	1% 9%	14%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8E Enforcing the maintenance of residential property Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	3% 45%	3% 51%	2% 43%	6% 50%	2% 59%	6% 52%	3% 47%	4% 46%	4% 59%	5% 69%	4% 52%
Quodisin Floure falls and only o bode officers and the	Neither Satisfied nor Dissatisfied	15%	5%	16%	10%	7%	11%	13%	7%	6%	6%	9%
	Dissatisfied	18%	30% 3%	21% 2%	23%	14% 3%	18% 2%	15% 2%	23%	17%	15%	20%
	Very Dissatisfied Don't Know	3% 15%	3% 7%	16%	5% 6%	14%	11%	20%	4% 16%	3% 12%	6%	3% 12%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8F Enforcing the exterior maintenance of business property Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	3% 54%	3% 55%	1% 48%	6% 52%	3% 62%	8% 57%	4% 52%	4% 57%	3% 61%	2% 71%	4% 57%
	Neither Satisfied nor Dissatisfied	18%	4%	18%	8%	8%	7%	14%	9%	7%	8%	10%
	Dissatisfied Very Dissatisfied	10%	22%	13% 2%	18% 4%	13%	16% 1%	7% 1%	12% 3%	14% 1%	12%	14% 1%
	Don't Know	12%	16%	17%	12%	13%	12%	21%	14%	14%	7%	14%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8G Enforcing sign regulations Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	2% 57%	3% 56%	1% 53%	6% 55%	3% 57%	8% 56%	6% 48%	2% 60%	3% 65%	5% 61%	4% 57%
Quodisin Floure falls and only o bode officers and the	Neither Satisfied nor Dissatisfied	9%	6%	13%	8%	8%	10%	12%	9%	3%	12%	9%
	Dissatisfied	10%	15%	12%	12%	14%	16%	12% 2%	12%	12%	10%	13%
	Very Dissatisfied Don't Know	4% 18%	2% 17%	1% 20%	3% 17%	2% 15%	1% 9%	20%	2% 15%	16%	2% 11%	2% 16%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8H Enforcing and prosecuting illegal dumping activities Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	1% 34%	3% 39%	2% 34%	7% 36%	2% 47%	10% 33%	7% 28%	4% 42%	4% 41%	10% 46%	5% 38%
adestron. I rease rate the only 3 dode emoreciment.	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 Don't Know	5% 24%	6% 9%	5% 25%	7% 12%	2% 17%	2% 15%	4% 28%	4% 13%	5% 13%	5% 13%	4% 17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9A Have you called 9-1-1 for police services in the last year?	YES NO	12% 88%	30% 70%	24% 76%	18% 82%	17% 83%	34% 66%	20% 80%	27% 73%	34% 66%	30% 70%	25% 75%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9A1 If yes, what was your level of satisfaction with call taker(s)?	Very Satisfied	27%	33%	31%	30%	27%	31%	37%	29%	32%	29%	31%
	Satisfied Neither Satisfied nor Dissatisfied	73%	38% 2%	44%	45% 10%	45% 14%	36% 5%	37%	29% 11%	39% 2%	50%	41% 4%
	Dissatisfied		11%	13%	15%	14%	15%	15%	20%	12%	11%	13%
	Very Dissatisfied		13%	13%			10%	11%	11%	12%	11%	10%
Total	Don't Know	100%	2% 100%	100%	100%	100%	3% 100%	100%	100%	2% 100%	100%	1% 100%
Q9B Have you called 9-1-1 for fire services in the last year?	YES	11%	7%	4%	6%	5%	6%	7%	9%	8%	9%	7%
Total	NO	89% 100%	93% 100%	96% 100%	94% 100%	95% 100%	94% 100%	93% 100%	91% 100%	92% 100%	91% 100%	93% 100%
Q9B1 If yes, what was your level of satisfaction with call taker(s)?	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 Dissatisfied	10%	9%					11%	8% 8%	10%	9%	3% 6%
		10/0	3 /0				1	1 1 70	J /0	10 /0		
	Very Dissatisfied		9%									1%
Total		- 100%	9% - 100%	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%	100%	- 100%	1% - 100%

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	DISTRICT N=	93	150	135	D 109	126	F 116	G 138	H 131	1 121	X 127	Total 1,246
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%
Tatal	NO	48%	46%	53%	46%	63%	57%	64%	49%	50%	61%	54%
Total Q9C1 If yes, what was your level of satisfaction with the service 3-1-1 provided?	Very Satisfied	100% 35%	100% 32%	100% 35%	100% 37%	100% 24%	100% 32%	100% 32%	100% 34%	100% 27%	100% 24%	100% 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 Very Dissatisfied	13%	17% 7%	14% 6%	14% 10%	9% 11%	8% 6%	16% 6%	15% 4%	12% 10%	12% 2%	13% 6%
	Don't Know		1%						1%	2%		1%
Total	VEO	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9D Have you been to the Municipal Courts in the last year?	YES NO	17% 83%	24% 76%	21% 79%	24% 76%	28% 72%	26% 74%	21% 79%	30% 70%	25% 75%	31% 69%	25% 75%
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 Satisfied	6%	6%	14%	19%	11%	7%	14%	13%	23%	23%	14%
	Neither Satisfied nor Dissatisfied	50%	61% 6%	59% 14%	38%	60% 9%	53% 20%	52% 7%	51% 5%	43%	49% 5%	52% 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%
Total	Don't Know	100%	100%	100%	100%	100%	3% 100%	3% 100%	3% 100%	3% 100%	3% 100%	2% 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%
Total Q9E1 If yes, what was your level of satisfaction with the downtown offerings?	Very Satisfied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
QOE 1 11 you, what was your level of satisfaction with the downtown Offerings?	vory dationed	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 Dissatisfied	3% 2%	9% 10%	8% 6%	1% 9%	8% 5%	5% 5%	5% 3%	6% 2%	2% 7%	4% 10%	5% 6%
	Very Dissatisfied	270	1076	1%	1%	370	1%	1%	2%	1 70	1%	1%
	Don't Know		1%	3%			1%	1%	1%			1%
Total Q9F Have you visited the City of Houston website in the last year?	YES	100% 38%	100% 19%	100% 30%	100%	100% 33%	100% 28%	100% 35%	100% 29%	100% 27%	100% 28%	100% 29%
Q9F have you visited the City of houston website in the last year?	NO	62%	81%	70%	70%	67%	72%	65%	71%	73%	72%	71%
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	20%	24%	17%	24%	22%	16%	29%	16%	15%	25%	21%
	Satisfied Neither Satisfied nor Dissatisfied	54% 11%	66% 7%	66% 10%	55% 9%	63% 5%	56% 19%	50% 8%	68% 3%	70% 9%	64% 8%	61% 9%
	Dissatisfied	14%	. ,0	7%	12%	7%	9%	10%	11%	3%	3%	8%
	Very Dissatisfied					2%		2%		3%		1%
Total	Don't Know	100%	3% 100%	100%	100%	100%	100%	100%	3% 100%	100%	100%	1% 100%
Q9G Have you visited any location of the City of Houston Public Library	YES	57%	46%	58%	63%	56%	53%	60%	45%	58%	52%	55%
in the last year?	NO	43%	54%	42%	37%	44%	47%	40%	55%	42%	48%	45%
Total Q9G1 If yes, what was your level of satisfaction with the library?	Very Satisfied	100% 47%	100% 32%	100% 41%	100% 51%	100% 38%	100% 44%	100% 42%	100% 37%	100% 39%	100% 36%	100% 41%
Q301 II yes, what was your level of Satisfaction with the library?	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 Very Dissatisfied	6%	1% 1%	9%	1% 1%	6%	6%	4% 1%	3%	3% 1%	3% 2%	4% 1%
	Don't Know	2%	1 70	1%	3%			170		170	270	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9H Have you remotely accessed the library's services by phone, computer	YES	25%	16%	32%	28%	31%	24%	31%	18%	22%	24%	25%
or both in the last year? Total	NO	75% 100%	84% 100%	68% 100%	72% 100%	69% 100%	76% 100%	69% 100%	82% 100%	78% 100%	76% 100%	75% 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 Dissatisfied	4% 4%	4% 8%	2% 2%	10%		7%	2% 2%	9%	4%	6% 3%	2% 4%
	Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
T-1-1	Don't Know	4000/	4000/	4000/	4000/	4000/	4000/	4000/	4% 100%	4000/	4000/	0%
Total Q9I Have you used the library's electronic databases in the last year:	YES	100% 23%	100% 22%	100% 26%	100% 28%	100% 39%	100% 31%	100% 39%	25%	100% 34%	100% 32%	100% 30%
	NO	77%	78%	74%	72%	61%	69%	61%	75%	66%	68%	70%
Total	V 0 0 0 0	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 Satisfied	42% 50%	27% 67%	20% 65%	37% 58%	29% 68%	53% 37%	44% 50%	60% 40%	38% 58%	33% 62%	38% 56%
uatabases .	Neither Satisfied nor Dissatisfied	5070	7%	5%	5070	4%	01 70	3%	40 /0	5070	5%	2%
	Dissatisfied	8%		10%	5%		11%	3%		4%		4%
	Very Dissatisfied Don't Know				-				-			
Total		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%
Total	NO	87% 100%	86% 100%	95% 100%	91% 100%	77% 100%	89% 100%	90% 100%	88% 100%	77% 100%	85% 100%	87% 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%	100%	30%
	Satisfied	43%	60%	50%	83%	63%	57%	63%	57%	69%	90%	65%
	Neither Satisfied nor Dissatisfied	14%		25%					14%			3%
	Dissatisfied Very Dissatisfied	14%	_	_	-	_	_	_	-	_	_	1%
	Don't Know		10%									1%
				100%	100%		100%	100%	100%	100%	100%	100%

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	DISTRICT N=	93	150	C 135	D 109	126	F 116	G 138	131	1 121	X 127	Total 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%
Total	NO	68% 100%	51% 100%	62% 100%	54% 100%	46% 100%	53% 100%	65% 100%	69% 100%	50% 100%	53% 100%	57% 100%
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 Neither Satisfied nor Dissatisfied	47%	62% 3%	43%	53%	50% 5%	45%	45%	56%	40% 3%	58%	50% 1%
	Dissatisfied Very Dissatisfied		3%	7%			3%	3% 3%	6%	3%		2% 0%
	Don't Know			3%				3 /6			3%	1%
Total Q9L Overall level of satisfaction with the City's library facilities	Very Satisfied	100% 26%	100% 18%	100% 23%	100%	100%	100% 19%	100% 24%	100% 19%	100% 21%	100% 22%	100% 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 Dissatisfied	8% 3%	2% 3%	7% 7%	3% 5%	5% 5%	8% 3%	7% 4%	9% 4%	5% 1%	5% 4%	6% 4%
	Very Dissatisfied	1%	1%	1%	1%		2%	3%	1%			1%
Total	Don't Know	20% 100%	24% 100%	16% 100%	21% 100%	22% 100%	19% 100%	21% 100%	24% 100%	21% 100%	15% 100%	20% 100%
Q9M Overall level of satisfaction with the City's library staff	Very Satisfied Satisfied	27%	19%	21%	30%	21%	20%	26%	19%	23%	22%	23%
Question: Please rate the City's library facilities, staff, and services	Neither Satisfied nor Dissatisfied	44% 9%	51% 2%	49% 6%	42% 3%	51% 4%	50% 6%	44% 6%	47% 8%	49% 4%	55% 3%	49% 5%
	Dissatisfied	2%	4%	4%	407		4%	1%	1%	2%	2%	2%
	Very Dissatisfied Don't Know	18%	24%	1% 19%	1% 24%	25%	2% 18%	1% 22%	1% 24%	22%	18%	0% 21%
Total Q9N Overall level of satisfaction with the City's library services	Very Satisfied	100% 28%	100% 18%	100% 22%	100% 31%	100% 21%	100% 22%	100% 24%	100% 18%	100% 21%	100% 23%	100% 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 Dissatisfied	6% 3%	2% 4%	5% 5%	3% 1%	7% 1%	4% 4%	7% 1%	10% 2%	4% 3%	3% 2%	5% 3%
	Very Dissatisfied			1%				1%				0%
Total	Don't Know	19% 100%	24% 100%	18% 100%	21% 100%	24% 100%	19% 100%	23% 100%	25% 100%	21% 100%	17% 100%	21% 100%
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 Neutral	52% 4%	43% 8%	44% 10%	47% 6%	47% 11%	48% 10%	48% 7%	50% 13%	57% 13%	46% 12%	48% 10%
	Fair	5%	11%	9%	10%	10%	9%	9%	8%	7%	6%	9%
	Poor Don't Know	4%	7% 1%	5%	3% 1%	1%	4% 1%	2% 1%	2% 1%	3% 1%	2% 2%	3% 1%
Total	E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10B Topic: (B) As a place to raise children Question: Please rate the City in each of the following areas:	Excellent Good	26% 47%	24% 43%	24% 39%	28% 43%	27% 42%	22% 45%	24% 43%	18% 53%	17% 52%	26% 43%	23% 45%
	Neutral Fair	10% 10%	7% 15%	13% 12%	8% 15%	12% 14%	11% 9%	10% 15%	11% 11%	9% 10%	11% 10%	10% 12%
	Poor	3%	9%	6%	3%	5%	7%	5%	5%	7%	7%	6%
Total	Don't Know	4% 100%	1% 100%	6% 100%	2% 100%	100%	6% 100%	3% 100%	2% 100%	5% 100%	3% 100%	3% 100%
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 Neutral	52% 6%	46% 7%	41% 7%	48% 5%	45% 9%	41% 7%	51% 1%	53% 6%	55% 9%	44% 7%	47% 6%
	Fair	6%	7%	10%	9%	10%	6%	2%	10%	7%	6%	7%
	Poor Don't Know	1%	6% 1%	2% 4%	5% 2%	2%	6% 4%	4% 4%	3% 2%	5% 2%	5% 4%	4% 3%
Total	Forest	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10D Topic: (D) As a place to retire Question: Please rate the City in each of the following areas:	Excellent Good	18% 41%	25% 46%	19% 36%	25% 43%	22% 40%	16% 41%	24% 29%	15% 40%	17% 45%	26% 36%	21% 40%
-	Neutral Fair	12% 15%	10%	14%	6%	11%	12%	14%	11%	12%	9%	11%
	Poor	15%	10% 9%	15% 11%	18% 7%	12% 9%	12% 15%	13% 17%	16% 13%	9% 13%	10% 13%	13% 12%
Total	Don't Know	2% 100%	1% 100%	4% 100%	1% 100%	6% 100%	3% 100%	4% 100%	4% 100%	4% 100%	6% 100%	3% 100%
Q11 Please list the number of people living in your household	Under age 5	10078	10078	10070	10076	10070	10078	10076	10070	10076	10076	10078
(including yourself), for each age category.	Ages 6-9 Ages 10-19											
	Ages 20-34	D. 1.T.	-05 TI		071011		- DE D			T. 110 F		
	Ages 35-44 Ages 45-54	DATA	FOR TH	IIS QUE	STION	CANNO	T BE PI	RESEN	TED IN	THIS FO	DRMAT.	
	Ages 55-64											
	Ages 65-74 Ages 75+											
Q12 Do you own or rent your current residence?	Own Rent	74% 26%	59% 41%	67% 33%	75% 25%	86% 14%	63% 37%	68% 32%	68% 32%	61% 39%	69% 31%	69% 31%
Total		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 to 15 years	9% 16%	5% 5%	8% 16%	5% 13%	6% 22%	10% 19%	11% 19%	6% 11%	8% 14%	10% 24%	7% 16%
	16 years to 25 years	10%	11%	14%	15%	21%	25%	15%	14%	9%	22%	16%
	26 to 40 years 41 to 55 years	30% 12%	25% 29%	36% 14%	29% 22%	30% 11%	26% 12%	30% 15%	26% 23%	24% 22%	27% 7%	28% 17%
	56 to 70 years	15%	21%	11%	11%	8%	7%	9%	16%	17%	9%	12%
	more than 70 years	8% 100%	5% 100%	2% 100%	6% 100%	3% 100%	2% 100%	3% 100%	3% 100%	6% 100%	2% 100%	4% 99%
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? Total	Selected	69% 100%	10% 100%	62% 100%	28% 100%	58% 100%	39% 100%	70% 100%	40% 100%	22% 100%	18% 100%	41% 100%
Q14 Asian/Pacific Islander Question: Which of the following best describes your race/ethnicity?	Not Selected Selected	97% 3%	100%	98% 2%	99% 1%	98% 2%	97% 3%	99% 1%	99% 1%	98% 2%	93% 7%	98% 2%
Total	Selected	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q14 Black/African American Question: Which of the following best describes your race/ethnicity?	Not Selected Selected	88% 12%	23% 77%	81% 19%	41% 59%	87% 13%	77% 23%	92% 8%	78% 22%	72% 28%	66% 34%	70% 30%
Total	Selected	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q14 Hispanic, Latino, other Spanish ancestry Question: Which of the following best describes your race/ethnicity?	Not Selected Selected	87%	90% 10%	90% 10%	94% 6%	77% 23%	71% 29%	88% 12%	67% 33%	52% 48%	68% 32%	78% 22%
Total	Selected	13% 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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? Total	Selected	3% 100%	2% 100%	3% 100%	3% 100%	4% 100%	3% 100%	6% 100%	3% 100%	1% 100%	6% 100%	3% 100%
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% 20%	21% 10%	32% 16%	24% 10%	32% 16%	31% 23%	36% 20%	25% 9%	28% 6%	36% 11%	29% 14%
	From \$60,000 to \$99,999	2070										
Tarel	From \$60,000 to \$99,999 More than \$100,000	21%	2%	27%	16%	22%	6%	28%	14%	6%	9%	15%
Total Q16 What is your gender?					16% 100% 35%		6% 100% 41%	28% 100% 39%	14% 100% 32%	6% 100% 26%	9% 100% 30%	100%
	More than \$100,000	21% 100%	2% 100%	27% 100%	100%	22% 100%	100%	100%	100%	100%	100%	

2009 City-Wide Citizens Survey Houston, Texas										We		ey Resul
	DISTRICT N=	620	114	578	D 478	190	F 154	G 684	H 478	254	789	Total 4,339
Q1A Overall quality of services provided by the City Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	8% 53%	7% 46%	8% 57%	5% 50%	6% 57%	7% 54%	6% 55%	7% 53%	4% 54%	6% 49%	6% 53%
adestion. Flease rate the overall quality of only services.	Neither Satisfied nor Dissatisfied	25%	28%	20%	27%	22%	26%	25%	26%	22%	26%	25%
	Dissatisfied Very Dissatisfied	11% 2%	13% 4%	11% 3%	12% 3%	10% 4%	9% 3%	10% 3%	11% 3%	14% 5%	12% 4%	11% 3%
T-1-1	Don't Know	2%	2%	2%	1%	1%	1%	2%	1%	1%	3%	2%
Total Q1B Overall quality of Houston Police Department services	Very Satisfied	100% 13%	100% 7%	100% 11%	100% 8%	100% 16%	100% 8%	100% 12%	100% 9%	100%	100% 9%	100% 11%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	44% 21%	44% 25%	47% 20%	42% 23%	42% 19%	51% 19%	49% 21%	41% 24%	40% 22%	39% 23%	44% 22%
	Dissatisfied	15%	14%	14%	14%	10%	16%	10%	16%	17%	17%	14%
	Very Dissatisfied Don't Know	4% 4%	7% 3%	3% 5%	7% 5%	8% 4%	5% 3%	5% 3%	7% 3%	8% 2%	8% 5%	6% 4%
Total Q1C Overall quality of Houston Fire Department services	Very Satisfied	100% 29%	100% 29%	100% 28%	100% 24%	100% 28%	100% 21%	100% 27%	100% 25%	100%	100%	100% 26%
Question: Please rate the overall quality of City services.	Satisfied	47%	48%	46%	47%	46%	55%	50%	47%	48%	51%	49%
	Neither Satisfied nor Dissatisfied Dissatisfied	11% 1%	12% 2%	12% 2%	14% 1%	14% 3%	15% 1%	12% 1%	12% 3%	18% 1%	15% 1%	13% 2%
	Very Dissatisfied	0%	3%	1% 10%	1%	2%	1%	1%	0%	0%	0% 9%	1% 10%
Total	Don't Know	12% 100%	7% 100%	100%	12% 100%	7% 100%	8% 100%	10% 100%	12% 100%	9% 100%	100%	10%
Q1D Overall quality of customer service you receive from City employees Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	8% 35%	7% 36%	6% 43%	5% 40%	8% 41%	5% 46%	7% 37%	8% 42%	7% 39%	6% 33%	7% 38%
accion. I lease rate the overall quality of only services.	Neither Satisfied nor Dissatisfied	31%	32%	27%	30%	26%	22%	29%	29%	23%	28%	28%
	Dissatisfied Very Dissatisfied	17% 4%	14% 5%	11% 6%	14% 7%	10% 8%	15% 8%	14% 6%	11% 6%	21% 8%	18% 8%	15% 7%
Tatal	Don't Know	5%	5%	6%	4%	7%	4%	7%	5%	3%	6%	5%
Total Q1E Overall quality of the City's drainage system	Very Satisfied	100% 2%	100% 4%	100% 2%	100% 1%	100% 3%	100% 4%	100% 2%	100% 3%	100% 2%	100% 2%	100% 2%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	19% 17%	19% 21%	24% 19%	19% 21%	18% 28%	22% 24%	19% 18%	19% 21%	30% 16%	21% 20%	21% 20%
	Dissatisfied	37%	34%	37%	38%	34%	34%	35%	36%	34%	34%	36%
	Very Dissatisfied Don't Know	24% 0%	21% 1%	16% 1%	19% 2%	13% 3%	15% 1%	24% 1%	19% 1%	18% 1%	21% 2%	20% 1%
Total		100% 3%	100% 4%	100%	100%	100%	100% 5%	100%	100%	100% 2%	100%	100% 3%
Q1F Overall quality of local public health services Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	19%	26%	20%	21%	2% 19%	20%	20%	19%	23%	20%	20%
	Neither Satisfied nor Dissatisfied Dissatisfied	30% 11%	31% 12%	30% 13%	31% 14%	37% 11%	35% 8%	33% 10%	33% 12%	26% 15%	32% 14%	32% 12%
	Very Dissatisfied	5%	13%	6%	10%	5%	4%	4%	6%	7%	8%	7%
Total	Don't Know	31% 100%	15% 100%	28% 100%	23% 100%	26% 100%	27% 100%	29% 100%	26% 100%	27% 100%	23% 100%	26% 100%
Q1G Overall quality of airport facilities	Very Satisfied	17%	16%	19%	20%	24%	18%	23%	17%	17%	20%	19%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	57% 16%	52% 19%	57% 15%	54% 16%	60% 9%	55% 21%	57% 12%	57% 17%	57% 15%	54% 14%	56% 15%
	Dissatisfied Very Dissatisfied	5% 1%	6% 2%	5% 2%	6% 2%	4% 1%	4% 1%	5% 2%	5% 2%	7% 2%	6% 2%	5% 2%
	Don't Know	3%	5%	3%	3%	2%	3%	1%	3%	2%	4%	3%
Total Q1H Overall quality of City convention facilities	Very Satisfied	100% 15%	100% 17%	100% 15%	100% 18%	100% 22%	100% 18%	100% 18%	100% 14%	100%	100% 17%	100% 16%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	43% 21%	42% 28%	44% 19%	42% 18%	42% 17%	45% 22%	44% 16%	43% 22%	49% 16%	43% 22%	44% 20%
	Dissatisfied	2%	2%	3%	3%	3%	3%	2%	3%	4%	2%	3%
	Very Dissatisfied Don't Know	0% 19%	2% 10%	2% 18%	1% 17%	2% 15%	1% 12%	1% 19%	1% 17%	2% 16%	1% 15%	1% 17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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?	A B	10% 29%	16% 29%	10% 31%	15% 27%	11% 40%	15% 37%	9% 32%	13% 35%	17% 32%	11% 33%	12% 32%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	C	2%	2%	1%	1%	3%	1%	2%	3%		1%	1%
	D E	4% 46%	6% 30%	5% 39%	7% 35%	3% 33%	5% 31%	5% 43%	5% 35%	6% 35%	7% 34%	5% 38%
	F G	7% 1%	15% 1%	13% 1%	12% 2%	9% 1%	8% 2%	8% 1%	8% 1%	9%	11% 2%	10% 1%
	Н	0%		0%	1%	1%	1%	0%	0%	0%	0%	0%
Total Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should	A	100% 11%	100%	100% 6%	100% 12%	100% 9%	100% 11%	100% 9%	100% 12%	100%	100%	100% 10%
receive the most emphasis from City leaders over the next two years?	В	26%	23%	28%	25%	25%	21%	26%	25%	21%	25%	25%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	С	9%	8%	12%	10%	17%	9%	10%	9%	8%	9%	10%
	D E	12% 23%	14% 26%	11% 22%	10% 24%	9% 24%	11% 26%	11% 26%	12% 26%	16% 23%	11% 25%	12% 24%
	F G	13% 3%	12% 4%	15% 4%	14% 3%	12% 2%	16% 4%	13% 4%	13% 3%	12% 5%	16% 3%	14% 3%
	Н	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Total Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should	A	100% 17%	100% 18%	100% 14%	100% 16%	100% 17%	100% 14%	100% 18%	100% 16%	100% 14%	100% 17%	100% 16%
receive the most emphasis from City leaders over the next two years?	В	16%	15%	18%	16%	13%	17%	14%	13%	16%	14%	15%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	C D	14% 16%	10% 19%	13% 14%	10% 16%	17% 15%	15% 17%	14% 16%	13% 15%	11% 16%	15% 17%	13% 16%
	E	13%	17%	17%	15%	13%	16%	14%	14%	13%	14%	14%
	F G	17% 5%	16% 2%	13% 7%	19% 5%	14% 6%	14% 3%	15% 5%	15% 8%	18% 5%	15% 4%	16% 5%
T-111	Н	3%	2%	3%	4%	4%	3%	4%	5%	6%	3%	4%
Total Q3A Overall value that you receive for your City tax dollars and fees	Very Satisfied	100% 4%	100% 4%	100% 5%	100% 4%	100% 5%	100% 3%	100% 4%	100%	100% 5%	100%	100% 4%
Question: Please rate your perceptions of the City.	Satisfied	38%	31%	39%	32%	39%	37%	39%	34%	36%	34%	36%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 23%	39% 20%	29% 17%	32% 21%	24% 19%	31% 20%	27% 22%	34% 21%	26% 24%	25% 26%	28% 22%
	Very Dissatisfied Don't Know	8% 2%	6%	9%	10%	12%	7%	7%	7%	8%	10%	9%
		27/0		1%	2%	1%	1%	1%	1%	2%	2%	1%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Α	В	С	D	E	F	G	н		X	rey Resul
	N=	620	114	578	478	190	154	684	478	254	789	4,339
Q3B Overall image of the City Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	7% 42%	6% 45%	6% 45%	7% 43%	9% 37%	6% 46%	7% 44%	6% 38%	7% 40%	6% 40%	7% 42%
ausonom risado rato your porospriono or uno only.	Neither Satisfied nor Dissatisfied	22%	25%	21%	21%	25%	25%	24%	22%	18%	24%	23%
	Dissatisfied Very Dissatisfied	23% 4%	17% 7%	21% 6%	22% 7%	22% 6%	19% 4%	20% 5%	27% 6%	26% 8%	22% 7%	22% 6%
	Don't Know	1%		0%		1%		0%	0%	1%	1%	0%
Total	Van. Catiofied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3C City's plan for growth Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	3% 23%	6% 34%	3% 23%	3% 28%	5% 23%	3% 29%	4% 21%	5% 20%	6% 24%	4% 23%	4% 23%
	Neither Satisfied nor Dissatisfied	30%	32%	25%	21%	34%	32%	29%	24%	25%	27%	27%
	Dissatisfied Very Dissatisfied	22% 8%	10% 9%	23% 8%	24% 10%	17% 7%	15% 5%	24% 8%	26% 12%	21% 14%	22% 12%	22% 10%
	Don't Know	13%	9%	18%	14%	14%	16%	13%	12%	11%	12%	13%
Total Q3D Level of zoning within the City	Very Satisfied	100% 5%	100% 3%	100%	100% 7%	100% 6%	100% 4%	100% 5%	100% 4%	100% 5%	100% 5%	100% 5%
Question: Please rate your perceptions of the City.	Satisfied	15%	18%	17%	20%	18%	20%	20%	13%	16%	18%	17%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 24%	31% 28%	17% 29%	20% 26%	27% 26%	27% 25%	20% 27%	25% 25%	17% 32%	23% 26%	22% 27%
	Very Dissatisfied	25%	15%	27%	22%	17%	19%	23%	28%	24%	21%	23%
Total	Don't Know	6%	5%	5%	4%	5%	5%	5%	4%	6%	6%	5%
Total Q3E Overall ability to attract national and international businesses	Very Satisfied	100% 9%	100% 8%	100%	100% 11%	100% 6%	100% 6%	100% 8%	100% 8%	100%	100% 7%	100% 8%
Question: Please rate your perceptions of the City.	Satisfied	37%	34%	39%	41%	44%	38%	41%	38%	40%	40%	39%
	Neither Satisfied nor Dissatisfied Dissatisfied	30% 16%	32% 17%	27% 13%	23% 16%	30% 14%	32% 16%	26% 14%	28% 14%	24% 17%	27% 14%	27% 15%
	Very Dissatisfied	3%	6%	4%	4%	3%	2%	4%	5%	5%	6%	4%
Total	Don't Know	6%	4%	8%	5%	4%	6%	7%	6%	4%	6%	6%
Total Q3F Overall ability to attract tourists	Very Satisfied	100%	100% 5%	100%	100% 4%	100% 4%	100% 1%	100% 3%	100% 5%	100%	100%	100% 4%
Question: Please rate your perceptions of the City.	Satisfied	22%	24%	23%	23%	28%	24%	24%	20%	23%	21%	23%
	Neither Satisfied nor Dissatisfied Dissatisfied	30% 31%	25% 28%	28% 28%	25% 30%	29% 23%	29% 34%	26% 30%	24% 30%	23% 32%	30% 30%	27% 30%
	Very Dissatisfied	9%	12%	13%	15%	12%	9%	12%	16%	15%	12%	13%
Total	Don't Know	4%	5%	4%	4%	3%	2%	5%	5%	3%	4%	4%
Total Q3G Similarity of City facilities among neighborhoods	Very Satisfied	100% 2%	100%	100%	100% 2%	100% 3%	100% 1%	100% 2%	100% 1%	100% 1%	100% 2%	100% 1%
Question: Please rate your perceptions of the City.	Satisfied	16%	18%	18%	14%	20%	13%	17%	14%	16%	15%	16%
	Neither Satisfied nor Dissatisfied Dissatisfied	35% 27%	22% 35%	32% 24%	25% 28%	28% 29%	32% 31%	34% 24%	32% 28%	28% 29%	34% 27%	32% 27%
	Very Dissatisfied	7%	18%	9%	18%	9%	14%	9%	11%	15%	13%	11%
Total	Don't Know	14%	7%	17%	14%	11%	11%	14%	13%	12%	10%	13%
Total Q3H Availability of City services in your neighborhood	Very Satisfied	100% 5%	100% 2%	100%	100% 4%	100% 8%	100% 2%	100% 5%	100% 5%	100% 2%	100%	100% 5%
Question: Please rate your perceptions of the City.	Satisfied	37%	19%	43%	33%	39%	33%	41%	36%	33%	34%	37%
	Neither Satisfied nor Dissatisfied Dissatisfied	28% 20%	32% 26%	27% 15%	25% 23%	26% 16%	29% 24%	30% 13%	31% 16%	23% 27%	29% 19%	28% 18%
	Very Dissatisfied	6%	20%	5%	9%	9%	9%	6%	8%	13%	10%	8%
Total	Don't Know	4%	2%	3%	5%	3%	3%	4%	4%	2%	5%	4%
Total Q3I Overall ease of commuting	Very Satisfied	100% 4%	100% 3%	100%	100% 5%	100% 3%	100% 6%	100% 4%	100% 4%	100% 4%	100% 2%	100% 4%
Question: Please rate your perceptions of the City.	Satisfied	30%	22%	26%	26%	24%	26%	30%	29%	25%	27%	28%
	Neither Satisfied nor Dissatisfied Dissatisfied	18% 27%	23% 33%	21% 26%	19% 25%	24% 28%	20% 31%	18% 24%	21% 21%	17% 25%	19% 27%	19% 26%
	Very Dissatisfied	19%	17%	21%	22%	20%	16%	21%	21%	26%	23%	21%
Total	Don't Know	1% 100%	2% 100%	1% 100%	2% 100%	1% 100%	1% 100%	3% 100%	4% 100%	3% 100%	1% 100%	2% 100%
Q3J Overall air quality in the City	Very Satisfied	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%
Question: Please rate your perceptions of the City.	Satisfied	17%	17% 23%	12% 22%	17%	22% 19%	21%	18% 19%	13% 19%	14%	16%	16% 20%
	Neither Satisfied nor Dissatisfied Dissatisfied	21% 34%	25% 35%	30%	16% 34%	30%	23% 31%	37%	37%	18% 33%	21% 32%	34%
	Very Dissatisfied	26%	23%	34%	31%	25%	23%	24%	29%	32%	28%	28%
Total	Don't Know	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	2% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%
Q3K Overall quality of the City's drinking water	Very Satisfied	8%	6%	10%	7%	12%	10%	11%	9%	9%	6%	9%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	42% 21%	37% 21%	45% 20%	42% 21%	45% 24%	38% 27%	45% 21%	43% 24%	39% 17%	41% 23%	43% 22%
	Dissatisfied	17%	18%	14%	16%	12%	19%	15%	13%	23%	18%	16%
	Very Dissatisfied	9%	14%	10%	11%	6%	6%	6%	10%	10%	10%	9%
Total	Don't Know	3% 100%	4% 100%	1% 100%	3% 100%	1% 100%	1% 100%	2% 100%	2% 100%	2% 100%	2% 100%	2% 100%
Q3L Overall quality of life in the City	Very Satisfied	8%	5%	9%	8%	9%	6%	9%	8%	8%	7%	8%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	52% 25%	48% 29%	55% 22%	51% 24%	51% 25%	54% 23%	54% 23%	50% 23%	51% 23%	50% 24%	52% 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%
Total	Don't Know	0% 100%	1% 100%	100%	0% 100%	1% 100%	1% 100%	0% 100%	100%	0% 100%	0% 100%	0% 100%
Q4A Response time for Houston Police Department to respond to emergencies	Very Satisfied	7%	6%	6%	6%	9%	8%	8%	7%	8%	5%	7%
Question: Please rate the City's public safety.	Satisfied	32%	34%	30%	31%	33%	32%	31%	26%	29%	28%	30%
	Neither Satisfied nor Dissatisfied Dissatisfied	22% 18%	20% 17%	19% 17%	20% 15%	19% 14%	22% 21%	18% 14%	20% 20%	18% 19%	19% 19%	20% 17%
	Very Dissatisfied	5%	13%	5%	6%	5%	7%	6%	8%	8%	10%	7%
Total	Don't Know	16% 100%	10% 100%	22% 100%	22% 100%	21% 100%	11% 100%	22% 100%	19% 100%	17% 100%	19% 100%	19% 100%
Q4B The visibility of police in your neighborhood	Very Satisfied	7%	5%	6%	5%	10%	5%	7%	7%	8%	5%	6%
Question: Please rate the City's public safety.	Satisfied	32%	34%	35%	34%	42%	36%	35%	25%	33%	30%	33%
	Neither Satisfied nor Dissatisfied Dissatisfied	20% 29%	14% 39%	25% 25%	21% 27%	20% 18%	18% 30%	21% 26%	20% 30%	19% 29%	23% 25%	21% 27%
	Very Dissatisfied	10%	8%	8%	11%	9%	11%	10%	16%	10%	14%	11%
Total	Don't Know	2% 100%	100%	2% 100%	1% 100%	1% 100%	100%	1% 100%	1% 100%	1% 100%	2% 100%	1% 100%
Q4C The City's overall efforts to prevent crime	Very Satisfied	100%	7%	100%	3%	100%	4%	3%	3%	100%	3%	3%
W40 The Oily 5 Overall elloits to prevent crime	Satisfied	29%	29%	32%	29%	34%	26%	31%	25%	26%	26%	29%
							250/					27%
Question: Please rate the City's public safety.	Neither Satisfied nor Dissatisfied	28% 24%	23% 26%	31% 23%	29% 24%	25% 22%	25% 34%	26% 25%	26% 25%	23% 28%	27% 26%	
	Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	24% 10%	23% 26% 15%	23% 8%	24% 10%	22% 10%	34% 8%	25% 10%	25% 13%	28% 13%	26% 13%	25% 11%
	Neither Satisfied nor Dissatisfied Dissatisfied	24%	26%	23%	24%	22%	34%	25%	25%	28%	26%	25%

2009 City-wide Citizens Survey Houston, Texas	DISTRICT	Α	В	С	D	Е	F	G	н	1 1	X	ey Resul
	N=	620	114	578	478	190	154	684	478	254	789	4,339
Q4D Enforcement of local traffic laws Question: Please rate the City's public safety.	Very Satisfied Satisfied	5% 32%	4% 32%	3% 37%	4% 32%	5% 37%	6% 30%	3% 40%	4% 30%	5% 28%	4% 34%	4% 34%
wiestion. Flease rate the City's public safety.	Neither Satisfied nor Dissatisfied	26%	27%	28%	26%	27%	23%	24%	29%	25%	26%	26%
	Dissatisfied Very Dissatisfied	20% 15%	25% 11%	19% 12%	21% 13%	20% 10%	28% 12%	20% 11%	21% 14%	23% 17%	22% 12%	21% 13%
	Don't Know	2%	1%	1%	3%	2%	1%	2%	2%	2%	2%	2%
Total	Van. Catiofied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100% 14%
Q4E The City's use of red-light cameras Question: Please rate the City's public safety.	Very Satisfied Satisfied	17% 27%	10% 27%	16% 36%	13% 31%	15% 24%	18% 30%	17% 33%	12% 27%	16% 27%	11% 32%	30%
,	Neither Satisfied nor Dissatisfied	20%	17%	18%	19%	20%	22%	19%	25%	19%	20%	20%
	Dissatisfied Very Dissatisfied	13% 20%	21% 20%	13% 15%	13% 21%	15% 24%	11% 16%	14% 16%	12% 21%	15% 22%	15% 20%	14% 19%
	Don't Know	3%	6%	2%	3%	2%	3%	2%	3%	2%	3%	3%
Total Q4F Overall quality of emergency medical services (ambulance)	Very Satisfied	100% 16%	100% 16%	100% 14%	100% 13%	100% 15%	100% 13%	100% 12%	100% 11%	100% 13%	100%	100% 13%
Question: Please rate the City's public safety.	Satisfied	40%	41%	39%	38%	39%	45%	40%	33%	38%	38%	39%
	Neither Satisfied nor Dissatisfied Dissatisfied	19% 2%	24% 1%	17% 3%	18% 3%	21% 4%	21% 3%	18% 1%	23% 3%	19% 4%	24% 5%	20% 3%
	Very Dissatisfied	1%	4%	1%	1%	1%	1%	2%	1%	1%	2%	1%
Total	Don't Know	23% 100%	14% 100%	26% 100%	28% 100%	21% 100%	16% 100%	27% 100%	29% 100%	26% 100%	21% 100%	24% 100%
Q4G Response time for ambulances to respond to emergencies	Very Satisfied	14%	18%	14%	13%	15%	13%	12%	12%	11%	11%	13%
Question: Please rate the City's public safety.	Satisfied	35%	35%	35%	32%	31%	34%	33%	29%	36%	31%	33%
	Neither Satisfied nor Dissatisfied Dissatisfied	20% 3%	26% 1%	15% 2%	20% 3%	18% 5%	21% 4%	19% 2%	22% 2%	18% 3%	24% 5%	20% 3%
	Very Dissatisfied	1%	4%	1%	1%	1%	1%	1%	1%	0%	2%	1%
Total	Don't Know	28% 100%	16% 100%	33% 100%	31% 100%	29% 100%	27% 100%	32% 100%	35% 100%	32% 100%	27% 100%	30% 100%
Q4H Overall quality of fire protection and rescue services	Very Satisfied	17%	20%	16%	15%	18%	17%	16%	16%	15%	14%	16%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	45% 16%	44% 21%	46% 14%	44% 14%	44% 19%	47% 20%	47% 13%	39% 17%	43% 16%	45% 19%	45% 16%
	Dissatisfied	0%	2%	2%	2%	2%	1%	2%	2%	3%	3%	2%
	Very Dissatisfied	0%	2%	1%	1%	1% 17%	450/	1%	1% 25%	220/	1%	1%
Total	Don't Know	21% 100%	13% 100%	22% 100%	23% 100%	100%	15% 100%	21% 100%	100%	23% 100%	19% 100%	21% 100%
Q4I Response time for Houston Fire Department to respond to emergencies	Very Satisfied	19%	19%	18%	16%	20%	17%	17%	17%	15%	15%	17%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	36% 16%	45% 18%	40% 12%	40% 14%	37% 14%	40% 20%	41% 13%	35% 15%	39% 17%	40% 18%	39% 15%
	Dissatisfied	1%	1%	1%	2%	4%	1%	1%	2%	3%	2%	2%
	Very Dissatisfied Don't Know	0% 28%	2% 16%	1% 28%	1% 28%	1% 24%	1% 21%	1% 27%	1% 31%	0% 25%	1% 24%	1% 26%
Total	DOIT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4J City efforts to enhance fire protection	Very Satisfied	8%	13%	6%	7%	10%	9%	8%	8%	8%	7%	8%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	32% 27%	36% 25%	35% 21%	34% 24%	31% 27%	30% 34%	31% 25%	32% 22%	31% 24%	33% 28%	33% 25%
	Dissatisfied	3%	5%	4%	4%	3%	3%	3%	4%	6%	5%	4%
	Very Dissatisfied Don't Know	2% 29%	2% 19%	2% 32%	1% 29%	2% 27%	24%	2% 32%	2% 32%	2% 28%	1% 26%	2% 29%
Total	Bontialow	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4K The City's municipal courts	Very Satisfied	2%	4% 17%	1% 24%	2%	6%	2% 22%	2% 24%	2%	2% 23%	2%	2% 22%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	22% 33%	30%	31%	21% 28%	26% 27%	37%	32%	19% 32%	28%	18% 31%	31%
	Dissatisfied	17%	17%	17%	16%	12%	13%	17%	15%	19%	15%	16%
	Very Dissatisfied Don't Know	10% 17%	16% 15%	7% 20%	11% 21%	11% 18%	13% 13%	7% 19%	12% 20%	13% 16%	14% 18%	11% 18%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4L Quality of animal control Question: Please rate the City's public safety.	Very Satisfied Satisfied	2% 21%	4% 14%	2% 22%	3% 20%	4% 16%	4% 18%	3% 24%	1% 18%	3% 19%	1% 18%	2% 20%
audition. I lease rate the only 3 public salety.	Neither Satisfied nor Dissatisfied	23%	27%	24%	22%	27%	24%	25%	22%	21%	29%	24%
	Dissatisfied Very Dissatisfied	21% 19%	17% 27%	19% 17%	16% 22%	23% 14%	26% 20%	16% 14%	20% 22%	19% 25%	18% 19%	19% 19%
	Don't Know	15%	11%	16%	16%	15%	9%	19%	17%	12%	14%	16%
Total	Van. Catiofied	100%	100%	100%	100% 4%	100%	100%	100%	100%	100% 4%	100%	100%
Q5A Overall quality of City recreational programs Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	3% 30%	4% 24%	4% 26%	32%	4% 32%	5% 29%	5% 32%	3% 28%	32%	3% 31%	4% 30%
	Neither Satisfied nor Dissatisfied	27%	34%	29%	25%	32%	34%	24%	31%	27%	27%	28%
	Dissatisfied Very Dissatisfied	13% 3%	11% 10%	11% 3%	14% 4%	6% 4%	13% 5%	9% 3%	12% 4%	15% 4%	12% 5%	12% 4%
	Don't Know	24%	17%	26%	20%	22%	15%	27%	23%	18%	22%	23%
Total Q5B The City's youth athletic programs	Very Satisfied	100% 2%	100% 5%	100% 2%	100% 3%	100%	100% 3%	100% 4%	100%	100%	100%	100% 2%
Question: Please rate the City's parks and recreation.	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 Very Dissatisfied	8% 2%	9% 9%	6% 2%	10% 2%	7% 4%	10% 3%	5% 2%	9% 3%	11% 3%	9% 5%	8% 3%
	Don't Know	47%	29%	51%	48%	42%	35%	48%	48%	40%	40%	45%
Total Q5C The City's adult athletic programs	Very Satisfied	100% 1%	100% 3%	100% 1%	100% 1%	100% 2%	100% 3%	100% 4%	100%	100% 2%	100%	100% 2%
Question: Please rate the City's parks and recreation.	Satisfied	13%	18%	12%	14%	15%	13%	17%	10%	15%	15%	14%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 10%	36% 7%	26% 7%	25% 12%	31% 8%	34% 10%	24% 6%	28% 11%	31% 12%	28% 11%	27% 9%
	Very Dissatisfied	4%	9%	2%	5%	4%	5%	2%	3%	3%	6%	4%
Total	Don't Know	47% 100%	27% 100%	51% 100%	43% 100%	41% 100%	36% 100%	47% 100%	44% 100%	38% 100%	40% 100%	44% 100%
Q5D Other City recreation programs, such as classes, trips, and special events	Very Satisfied	2%	1%	2%	1%	2%	3%	3%	3%	0%	2%	2%
Question: Please rate the City's parks and recreation.	Satisfied	14%	26%	13%	15%	15%	13%	16%	12%	17%	15%	15%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 8%	32% 8%	26% 6%	26% 10%	32% 6%	34% 9%	25% 6%	27% 10%	28% 9%	30% 9%	28% 8%
	Very Dissatisfied	2%	8%	2%	3%	3%	5%	2%	3%	2%	5%	3%
Total	Don't Know	47% 100%	25% 100%	50% 100%	44% 100%	41% 100%	36%	49% 100%	46% 100%	42% 100%	39% 100%	44% 100%
Total Q5E Ease of registering for programs	Very Satisfied	100%	100%	100%	100%	100%	100% 2%	100%	100%	100%	100%	100%
Question: Please rate the City's parks and recreation.	Satisfied	11%	21%	12%	13%	11%	15%	12%	11%	13%	15%	13%
	Neither Satisfied nor Dissatisfied Dissatisfied	28% 6%	34% 6%	25% 5%	22% 9%	29% 7%	29% 6%	27% 4%	25% 7%	27% 9%	31% 7%	27% 6%
	Very Dissatisfied	2%	11%	2%	4%	3%	5%	2%	3%	4%	4%	3%
Tatal	Don't Know	51%	27%	56%	50%	48%	43%	52%	51%	47%	42%	49%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas										WE		ey Result
	DISTRICT N=	620	114	578	D 478	190	F 154	G 684	H 478	254	789	Total 4,339
Q5F The reasonableness of fees charged for recreation programs	Very Satisfied	2%	3%	3%	3%	2%	3%	3%	2%	1%	2%	3%
Question: Please rate the City's parks and recreation.	Satisfied	17%	25%	16%	17%	17%	15%	17%	16%	17%	18%	17%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 5%	32% 3%	25% 3%	25% 4%	29% 4%	32% 6%	27% 3%	27% 5%	30% 4%	31% 5%	28% 4%
	Very Dissatisfied	1%	8%	1%	2%	2%	2%	2%	3%	2%	2%	2%
Total	Don't Know	48% 100%	30% 100%	52% 100%	49% 100%	46% 100%	42% 100%	49% 100%	47% 100%	46% 100%	41% 100%	46% 100%
Q5G Overall quality of City parks	Very Satisfied	7%	7%	7%	8%	6%	6%	9%	6%	8%	6%	7%
Question: Please rate the City's parks and recreation.	Satisfied	44%	41%	49%	45%	41%	41%	51%	44%	44%	47%	46%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 13%	22% 18%	21% 14%	23% 16%	31% 12%	29% 14%	18% 13%	24% 16%	23% 18%	23% 14%	23% 14%
	Very Dissatisfied	4%	6%	4%	5%	2%	5%	4%	5%	4%	5%	4%
Total	Don't Know	5% 100%	5% 100%	5% 100%	3% 100%	6% 100%	5% 100%	5% 100%	4% 100%	4% 100%	4% 100%	4% 100%
Q5H Maintenance of City parks (trash pickup, mowing of grass,	Very Satisfied	6%	100%	8%	8%	8%	7%	100%	7%	9%	6%	8%
maintenance of playground equipment and bleachers, etc.)	Satisfied	44%	38%	45%	46%	45%	45%	51%	46%	41%	47%	46%
Question: Please rate the City's parks and recreation.	Neither Satisfied nor Dissatisfied Dissatisfied	26% 14%	22% 14%	23% 14%	22% 14%	23% 12%	27% 11%	19% 11%	25% 14%	21% 19%	23% 13%	23% 13%
	Very Dissatisfied	4%	9%	3%	5%	3%	5%	3%	4%	6%	6%	4%
Tatal	Don't Know	7%	7%	7%	5%	9%	5%	7%	4%	5%	6%	6%
Total Q5I The location of City parks	Very Satisfied	100% 7%	100% 5%	100% 7%	100% 7%	100% 4%	100% 8%	100% 9%	100% 7%	100%	100% 5%	100% 7%
Question: Please rate the City's parks and recreation.	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 Very Dissatisfied	13% 2%	7% 9%	12% 4%	15% 4%	11% 5%	16% 6%	11% 5%	12% 4%	15% 4%	12% 5%	13% 4%
	Don't Know	5%	4%	5%	3%	7%	3%	4%	3%	4%	4%	4%
Total Q5J Safety of City parks during the day	Maria Ontintia d	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q53 Safety of City parks during the day Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	6% 45%	7% 36%	7% 51%	8% 50%	4% 40%	8% 47%	7% 50%	8% 51%	9% 52%	5% 48%	7% 48%
	Neither Satisfied nor Dissatisfied	24%	33%	21%	20%	28%	25%	20%	24%	18%	25%	23%
	Dissatisfied	9% 3%	10% 5%	7% 2%	9% 3%	10% 4%	10% 1%	7% 3%	7% 3%	11% 2%	10% 3%	9% 3%
	Very Dissatisfied Don't Know	13%	5% 9%	13%	10%	14%	10%	12%	3% 8%	2% 8%	3% 9%	11%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5K Safety of lighted City parks at night Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	2% 22%	4% 25%	2% 18%	3% 23%	2% 17%	3% 20%	4% 24%	3% 20%	4% 27%	2% 22%	3% 22%
Question. Flease rate the City's parks and recreation.	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 Don't Know	6% 24%	10% 13%	6% 29%	7% 20%	7% 24%	5% 24%	5% 26%	7% 22%	8% 20%	8% 20%	7% 23%
Total	Don't Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5L Walking and biking trails in the city	Very Satisfied	7%	4%	4%	5%	3%	7%	9%	7%	6%	4%	6%
Question: Please rate the City's parks and recreation.	Satisfied Neither Satisfied nor Dissatisfied	32% 25%	39% 28%	29% 24%	29% 19%	35% 25%	27% 26%	39% 16%	29% 24%	30% 17%	32% 24%	32% 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%
Total	Don't Know	10% 100%	7% 100%	7% 100%	8% 100%	9% 100%	5% 100%	7% 100%	6% 100%	7% 100%	9% 100%	8% 100%
Q5M The maintenance of City's community centers	Very Satisfied	3%	4%	2%	2%	2%	3%	4%	3%	1%	2%	3%
Question: Please rate the City's parks and recreation.	Satisfied	20%	28%	20%	23%	20%	21%	22%	19%	27%	24%	22%
	Neither Satisfied nor Dissatisfied Dissatisfied	29% 9%	33% 6%	28% 8%	28% 11%	34% 7%	32% 11%	26% 4%	29% 11%	21% 11%	32% 7%	29% 8%
	Very Dissatisfied	2%	8%	2%	3%	2%	3%	2%	3%	4%	4%	3%
	Don't Know	36%	21%	39%	33%	35%	30%	42%	35%	36%	32%	36%
Total Q5N City swimming pools	Very Satisfied	100% 2%	100% 5%	100%	100% 2%	100% 2%	100% 2%	100% 2%	100% 3%	100%	100% 2%	100% 2%
Question: Please rate the City's parks and recreation.	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 Very Dissatisfied	9% 3%	6% 6%	6% 4%	10% 4%	4% 3%	12% 2%	5% 4%	8% 6%	9% 6%	9% 5%	8% 4%
	Don't Know	42%	31%	49%	46%	46%	37%	53%	43%	44%	38%	44%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5O City golf courses Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	3% 19%	2% 23%	3% 22%	5% 21%	3% 20%	3% 17%	5% 23%	4% 18%	3% 22%	4% 21%	4% 21%
australia i louis i luis siri, s parite ana i sor sansin	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 Don't Know	2% 44%	5% 33%	2% 46%	3% 44%	2% 48%	1% 41%	1% 45%	1% 45%	3% 43%	1% 39%	2% 43%
Total	2011111011	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)	Very Satisfied	3%	4%	3%	3%	2%	3%	4%	4%	2%	2%	3%
Question: Please rate the City's parks and recreation.	Satisfied Neither Satisfied nor Dissatisfied	25% 27%	29% 30%	23% 25%	23% 26%	22% 35%	22% 28%	25% 23%	23% 31%	29% 26%	25% 29%	24% 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%
Total	Don't Know	37% 100%	23% 100%	41% 100%	40% 100%	36% 100%	30% 100%	41% 100%	33% 100%	33% 100%	33% 100%	36% 100%
	Very Satisfied	9%	12%	11%	6%	8%	5%	9%	8%	7%	5%	8%
Q6A Overall effectiveness of the City's communication with the public			33%	46%	45%	41%	47%	47%	42%	40%	37%	43%
Q6A Overall effectiveness of the City's communication with the public Question: Please rate the City's communication and leadership.	Satisfied	43%			050/	040/		0.407	000/			
		43% 27% 16%	30% 18%	23% 14%	25% 16%	31% 13%	26% 16%	24% 14%	26% 16%	25% 18%	27% 21%	26% 16%
	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	27% 16% 4%	30% 18% 5%	23% 14% 4%	16% 6%	13% 6%	16% 5%	14% 5%	16% 6%	25% 18% 7%	21% 7%	16% 6%
Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	27% 16% 4% 1%	30% 18% 5% 2%	23% 14% 4% 2%	16% 6% 1%	13% 6% 2%	16% 5% 1%	14% 5% 1%	16% 6% 0%	25% 18% 7% 2%	21% 7% 2%	16% 6% 1%
Question: Please rate the City's communication and leadership. Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	27% 16% 4%	30% 18% 5%	23% 14% 4%	16% 6%	13% 6%	16% 5%	14% 5%	16% 6%	25% 18% 7%	21% 7%	16% 6%
Question: Please rate the City's communication and leadership. Total Q6B The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied	27% 16% 4% 1% 100% 6% 36%	30% 18% 5% 2% 100% 9% 32%	23% 14% 4% 2% 100% 8% 39%	16% 6% 1% 100% 4% 38%	13% 6% 2% 100% 5% 37%	16% 5% 1% 100% 5% 41%	14% 5% 1% 100% 7% 37%	16% 6% 0% 100% 6% 37%	25% 18% 7% 2% 100% 6% 36%	21% 7% 2% 100% 5% 31%	16% 6% 1% 100% 6% 36%
Question: Please rate the City's communication and leadership. Total Q6B The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied	27% 16% 4% 1% 100% 6% 36% 27%	30% 18% 5% 2% 100% 9% 32% 26%	23% 14% 4% 2% 100% 8% 39% 24%	16% 6% 1% 100% 4% 38% 23%	13% 6% 2% 100% 5% 37% 23%	16% 5% 1% 100% 5% 41% 24%	14% 5% 1% 100% 7% 37% 28%	16% 6% 0% 100% 6% 37% 24%	25% 18% 7% 2% 100% 6% 36% 23%	21% 7% 2% 100% 5% 31% 27%	16% 6% 1% 100% 6% 36% 25%
Question: Please rate the City's communication and leadership. Total Q6B The availability of information about City programs and services	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied	27% 16% 4% 1% 100% 6% 36%	30% 18% 5% 2% 100% 9% 32%	23% 14% 4% 2% 100% 8% 39%	16% 6% 1% 100% 4% 38%	13% 6% 2% 100% 5% 37%	16% 5% 1% 100% 5% 41%	14% 5% 1% 100% 7% 37%	16% 6% 0% 100% 6% 37%	25% 18% 7% 2% 100% 6% 36%	21% 7% 2% 100% 5% 31%	16% 6% 1% 100% 6% 36%
Question: Please rate the City's communication and leadership. Total QBB The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 1%	23% 14% 4% 2% 100% 8% 39% 24% 19% 5%	16% 6% 1% 100% 4% 38% 23% 24% 7% 5%	13% 6% 2% 100% 5% 37% 23% 21% 7%	16% 5% 1% 100% 5% 41% 24% 24% 5% 2%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3%	25% 18% 7% 2% 100% 6% 36% 23% 25% 8% 2%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4%
Question: Please rate the City's communication and leadership. Total Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4% 100%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 1%	23% 14% 4% 2% 100% 8% 39% 24% 19% 5% 5%	16% 6% 1% 100% 4% 38% 23% 24% 7% 5% 100%	13% 6% 2% 100% 5% 37% 23% 21% 7% 7% 100%	16% 5% 1% 100% 5% 41% 24% 24% 5% 2% 100%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4% 100%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3% 100%	25% 18% 7% 2% 100% 6% 36% 23% 25% 8% 2% 100%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4% 100%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4% 100%
Question: Please rate the City's communication and leadership. Total GEB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total GEC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Very Dissatisfied	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 1%	23% 14% 4% 2% 100% 8% 39% 24% 19% 5%	16% 6% 1% 100% 4% 38% 23% 24% 7% 5%	13% 6% 2% 100% 5% 37% 23% 21% 7%	16% 5% 1% 100% 5% 41% 24% 24% 5% 2%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3%	25% 18% 7% 2% 100% 6% 36% 23% 25% 8% 2%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4%
Question: Please rate the City's communication and leadership. Total QBB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QBC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Very Satisfied Neither Satisfied Neither Satisfied Neither Satisfied	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4% 100% 8% 39% 26%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 1% 100% 12% 35% 23%	23% 14% 4% 2% 100% 8% 39% 24% 5% 5% 100% 11% 44% 22%	16% 6% 1% 100% 4% 38% 23% 24% 7% 5% 100% 7% 44% 22%	13% 6% 2% 100% 5% 37% 23% 21% 7% 100% 8% 38% 29%	16% 5% 100% 5% 41% 24% 24% 5% 200 100% 5% 46% 25%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4% 100% 9% 43% 23%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3% 100% 8% 42% 22%	25% 18% 7% 2% 100% 6% 36% 25% 8% 25% 100% 8% 39% 21%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4% 100% 6% 35% 25%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4% 100% 8% 41% 24%
Question: Please rate the City's communication and leadership.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Neither Satisfied nor Dissatisfied Dissatisfied	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4% 100% 8% 39% 26% 20%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 10% 12% 35% 23% 19%	23% 14% 4% 2% 100% 8% 39% 24% 19% 5% 100% 11% 44% 22% 17%	16% 6% 100% 4% 38% 23% 24% 7% 5% 100% 7% 44% 22% 19%	13% 6% 2% 100% 5% 37% 23% 21% 7% 100% 8% 38% 29% 17%	16% 5% 100% 5% 41% 24% 5% 20% 100%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4% 100% 9% 43% 23% 17%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3% 100% 8% 42% 22% 19%	25% 18% 7% 2% 100% 6% 36% 25% 8% 2% 100% 8% 39% 21% 23%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4% 100% 6% 35% 25% 23%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4% 100% 8% 41% 24% 19%
Question: Please rate the City's communication and leadership. Total QBB The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total QBC City efforts to keep you informed about local issues	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Very Satisfied Neither Satisfied Neither Satisfied Neither Satisfied	27% 16% 4% 1% 100% 6% 36% 27% 22% 5% 4% 100% 8% 39% 26%	30% 18% 5% 2% 100% 9% 32% 26% 27% 6% 1% 100% 12% 35% 23%	23% 14% 4% 2% 100% 8% 39% 24% 5% 5% 100% 11% 44% 22%	16% 6% 1% 100% 4% 38% 23% 24% 7% 5% 100% 7% 44% 22%	13% 6% 2% 100% 5% 37% 23% 21% 7% 100% 8% 38% 29%	16% 5% 100% 5% 41% 24% 24% 5% 200 100% 5% 46% 25%	14% 5% 1% 100% 7% 37% 28% 18% 6% 4% 100% 9% 43% 23%	16% 6% 0% 100% 6% 37% 24% 23% 6% 3% 100% 8% 42% 22%	25% 18% 7% 2% 100% 6% 36% 25% 8% 25% 100% 8% 39% 21%	21% 7% 2% 100% 5% 31% 27% 25% 8% 4% 100% 6% 35% 25%	16% 6% 1% 100% 6% 36% 25% 22% 6% 4% 100% 8% 41% 24%

	DISTRICT	Α	В	С	D	Е	F	G	н		eb Surv	Total
	N=	620	114	578	478	190	154	684	478	254	789	4,339
Q6D The level of public involvement in local decision making Question: Please rate the City's communication and leadership.]	Very Satisfied Satisfied	3% 21%	6% 26%	3% 27%	3% 24%	3% 22%	3% 22%	4% 25%	3% 19%	3% 23%	3% 20%	3% 23%
	Neither Satisfied nor Dissatisfied	28%	28%	28%	25%	31%	34%	29%	33%	25%	27%	28%
	Dissatisfied Very Dissatisfied	29% 11%	22% 10%	25% 8%	28% 12%	24% 15%	28% 9%	22% 11%	25% 13%	25% 16%	29% 14%	26% 12%
Total	Don't Know	8%	8%	9%	8%	4%	5%	8%	7%	9%	7% 100%	7%
Q6E Overall quality of leadership provided by the City's elected officials	Very Satisfied	100%	100% 8%	100% 13%	100% 7%	100% 11%	100% 7%	100% 11%	100%	100% 9%	100%	100% 10%
Question: Please rate the City's communication and leadership.	Satisfied	37%	36%	43%	39%	29%	45%	40%	40%	37%	32%	38%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 16%	29% 14%	21% 13%	26% 16%	30% 18%	26% 13%	22% 14%	24% 12%	27% 12%	26% 18%	25% 15%
	Very Dissatisfied	9%	10%	8%	8%	11%	8%	10%	9%	11%	12%	10%
Total	Don't Know	3% 100%	4% 100%	2% 100%	4% 100%	2% 100%	1% 100%	3% 100%	4% 100%	3% 100%	4% 100%	3% 100%
Q6F Overall effectiveness of appointed boards and commissions	Very Satisfied Satisfied	3% 17%	6% 23%	2% 26%	2% 22%	3% 20%	1% 27%	4% 25%	3% 21%	3% 20%	2% 21%	3% 22%
Question: Please rate the City's communication and leadership.	Neither Satisfied nor Dissatisfied	34%	34%	30%	28%	37%	35%	30%	31%	33%	29%	31%
	Dissatisfied Very Dissatisfied	18% 9%	13% 9%	15% 7%	19% 11%	16% 10%	16% 7%	13% 11%	15% 10%	16% 12%	19% 13%	16% 10%
	Don't Know	19%	15%	20%	18%	14%	14%	18%	20%	16%	15%	18%
Total Q6G Level and effectiveness of collaboration among local governments	Very Satisfied	100% 4%	100% 7%	100% 3%	100% 3%	100% 4%	100% 2%	100% 4%	100% 4%	100% 4%	100% 3%	100% 4%
Question: Please rate the City's communication and leadership.	Satisfied	20%	24%	28%	23%	21%	30%	24%	22%	20%	20%	23%
	Neither Satisfied nor Dissatisfied Dissatisfied	30% 18%	34% 12%	27% 13%	27% 17%	33% 20%	28% 19%	27% 13%	32% 14%	26% 16%	30% 18%	29% 16%
	Very Dissatisfied	9%	10%	7%	11%	9%	7%	10%	10%	15%	13%	10%
Total	Don't Know	20% 100%	13% 100%	23% 100%	18% 100%	14% 100%	14% 100%	21% 100%	19% 100%	19% 100%	16% 100%	19% 100%
Q7A Overall maintenance of City buildings and facilities	Very Satisfied	3%	7%	3%	3%	5%	3%	4%	3%	3%	3%	3%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	41% 33%	44% 24%	45% 29%	45% 31%	42% 34%	47% 35%	47% 30%	39% 36%	43% 28%	43% 32%	44% 31%
	Dissatisfied	11%	13%	11%	11%	10%	10%	8%	11%	15%	10%	10%
	Very Dissatisfied	1%	5% 7%	3%	3%	3%	5 0/	1%	3% 8%	3%	4%	3%
Total	Don't Know	11% 100%	100%	9% 100%	7% 100%	7% 100%	5% 100%	9% 100%	100%	8% 100%	8% 100%	9% 100%
Q7B Overall maintenance of City streets Question: Please rate the City's maintenance.	Very Satisfied	2%	4%	1%	1%	2%	1%	2%	1%	2%	1%	2%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	23% 21%	23% 17%	17% 18%	19% 17%	26% 20%	19% 18%	23% 17%	16% 17%	19% 15%	20% 18%	20% 18%
	Dissatisfied	38%	35%	36%	35%	36%	42%	37%	41%	40%	37%	37%
	Very Dissatisfied Don't Know	16%	22%	28%	28% 0%	14% 1%	21%	20% 0%	25% 0%	23% 1%	23% 0%	23% 0%
Total	Varia Oatlaffa d	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7C Maintenance of streets in your neighborhood Question: Please rate the City's maintenance.	Very Satisfied Satisfied	5% 37%	5% 21%	4% 28%	2% 23%	9% 36%	2% 21%	5% 33%	1% 22%	5% 21%	3% 32%	4% 29%
• • • • • • • • • • • • • • • • • • • •	Neither Satisfied nor Dissatisfied	18%	12%	14%	14%	14%	19%	15%	19%	12%	17%	16%
	Dissatisfied Very Dissatisfied	28% 13%	27% 34%	29% 25%	32% 29%	24% 17%	36% 22%	27% 19%	29% 29%	34% 27%	28% 19%	29% 22%
	Don't Know	0%	1%	0%	0%			0%		1%	0%	0%
Total Q7D Maintenance of street signs	Very Satisfied	100% 4%	100% 7%	100% 3%	100% 2%	100% 6%	100% 5%	100% 5%	100%	100% 4%	100% 4%	100% 4%
Question: Please rate the City's maintenance.	Satisfied	48%	36%	41%	36%	41%	39%	48%	37%	36%	43%	42%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 16%	22% 18%	27% 18%	24% 25%	28% 16%	18% 25%	23% 14%	27% 19%	20% 25%	26% 18%	25% 18%
	Very Dissatisfied	7%	15%	10%	13%	8%	13%	9%	13%	14%	9%	10%
Total	Don't Know	0% 100%	2% 100%	0% 100%	0% 100%	1% 100%	100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%
Q7E Maintenance of traffic signals	Very Satisfied Satisfied	5%	9% 44%	5%	4% 50%	7% 48%	5%	6% 56%	4% 51%	6% 47%	5% 50%	5%
Question: Please rate the City's maintenance.	Neither Satisfied nor Dissatisfied	57% 25%	23%	52% 25%	24%	25%	51% 22%	22%	26%	26%	26%	52% 25%
	Dissatisfied	9%	14% 10%	11%	15%	13%	14%	12%	10%	12%	12%	12%
	Very Dissatisfied Don't Know	4% 1%	10%	6% 1%	6% 0%	5% 1%	7%	5% 0%	9% 0%	8% 1%	6% 1%	6% 1%
Total Q7F Maintenance and preservation of downtown Houston	Very Satisfied	100%	100%	100%	100%	100%	100%			1 70	. , ,	
			120/	00/		60/	70/	100%	100%	100%	100%	100%
Question: Please rate the City's maintenance.	Satisfied	9% 47%	12% 42%	8% 48%	11% 42%	6% 47%	7% 49%	9% 48%	100% 6% 41%			
Question. Flease rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	47% 25%	42% 32%	48% 23%	42% 23%	47% 29%	49% 25%	9% 48% 23%	6% 41% 27%	100% 8% 42% 23%	100% 7% 46% 24%	100% 8% 46% 25%
wueshon. Flease fate the Oity's maintenance.	Satisfied	47%	42%	48%	42%	47%	49%	9% 48%	6% 41%	100% 8% 42%	100% 7% 46%	100% 8% 46%
	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	47% 25% 10% 3% 5%	42% 32% 5% 6% 3%	48% 23% 9% 5% 7%	42% 23% 12% 8% 3%	47% 29% 11% 3% 4%	49% 25% 11% 3% 5%	9% 48% 23% 10% 4% 6%	6% 41% 27% 11% 11% 3%	100% 8% 42% 23% 13% 10% 4%	100% 7% 46% 24% 11% 7% 5%	100% 8% 46% 25% 11% 6% 5%
Question: Please rate the City's maintenance. Total Q7G Condition of sidewalks in Houston	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	47% 25% 10% 3% 5% 100%	42% 32% 5% 6% 3% 100%	48% 23% 9% 5% 7% 100%	42% 23% 12% 8% 3% 100%	47% 29% 11% 3% 4% 100%	49% 25% 11% 3% 5% 100%	9% 48% 23% 10% 4%	6% 41% 27% 11% 11% 3% 100%	100% 8% 42% 23% 13% 10% 4% 100%	100% 7% 46% 24% 11% 7% 5% 100%	100% 8% 46% 25% 11% 6%
Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied	47% 25% 10% 3% 5% 100% 3% 30%	42% 32% 5% 6% 3% 100% 3% 28%	48% 23% 9% 5% 7% 100% 1% 16%	42% 23% 12% 8% 3% 100% 1% 22%	47% 29% 11% 3% 4% 100% 4% 26%	49% 25% 11% 3% 5% 100% 2% 20%	9% 48% 23% 10% 4% 6% 100% 2% 26%	6% 41% 27% 11% 11% 3% 100% 1% 22%	100% 8% 42% 23% 13% 10% 4% 100% 2% 24%	100% 7% 46% 24% 11% 7% 5% 100% 2% 25%	100% 8% 46% 25% 11% 6% 5% 100% 2% 24%
Total Q76 Condition of sidewalks in Houston	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	47% 25% 10% 3% 5% 100%	42% 32% 5% 6% 3% 100%	48% 23% 9% 5% 7% 100%	42% 23% 12% 8% 3% 100%	47% 29% 11% 3% 4% 100%	49% 25% 11% 3% 5% 100%	9% 48% 23% 10% 4% 6% 100%	6% 41% 27% 11% 11% 3% 100%	100% 8% 42% 23% 13% 10% 4% 100%	100% 7% 46% 24% 11% 7% 5% 100%	100% 8% 46% 25% 11% 6% 5% 100%
Total Q76 Condition of sidewalks in Houston	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied Dissatisfied Very Dissatisfied	47% 25% 10% 3% 5% 100% 30% 24% 30% 12%	42% 32% 5% 6% 3% 100% 28% 19% 30% 18%	48% 23% 9% 5% 7% 100% 16% 21% 40% 20%	42% 23% 12% 8% 3% 100% 17% 22% 17% 33% 25%	47% 29% 11% 3% 4% 100% 4% 26% 28% 30% 10%	49% 25% 11% 3% 5% 100% 2% 20% 20% 37% 19%	9% 48% 23% 10% 4% 6% 100% 2% 26% 23% 30% 17%	6% 41% 27% 11% 11% 3% 100% 1% 22% 23% 30% 22%	100% 8% 42% 23% 13% 10% 4% 100% 24% 17% 33% 22%	100% 7% 46% 24% 11% 7% 5% 100% 25% 24% 30% 18%	100% 8% 46% 25% 11% 6% 5% 100% 24% 22% 32% 18%
Total Q76 Condition of sidewalks in Houston	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	47% 25% 10% 3% 5% 100% 3% 30% 24% 30%	42% 32% 5% 6% 3% 100% 28% 19% 30%	48% 23% 9% 5% 7% 100% 1% 16% 21% 40%	42% 23% 12% 8% 3% 100% 1% 22% 17% 33%	47% 29% 11% 3% 4% 100% 4% 26% 28% 30%	49% 25% 11% 3% 5% 100% 2% 20% 20% 37%	9% 48% 23% 10% 4% 6% 100% 2% 26% 23% 30%	6% 41% 27% 11% 11% 3% 100% 1% 22% 23% 30%	100% 8% 42% 23% 13% 10% 4% 100% 24% 33% 22% 33% 100%	100% 7% 46% 24% 11% 7% 5% 100% 25% 24% 30%	100% 8% 46% 25% 11% 6% 5% 100% 24% 22% 32% 18% 2% 100%
Total Q7G Condition of sidewalks in Houston Question: Please rate the City's maintenance. Total Q7H Mowing medians and rights of ways	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied Neither Satisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	47% 25% 10% 3% 5% 100% 30% 24% 30% 12% 2% 100%	42% 32% 5% 6% 3% 100% 28% 19% 30% 18% 2% 100%	48% 23% 9% 5% 7% 100% 1% 21% 40% 20% 1% 100%	42% 23% 12% 8% 3% 100% 17% 22% 17% 33% 25% 1% 100%	47% 29% 11% 3% 4% 100% 4% 26% 28% 30% 10% 2% 100%	49% 25% 11% 3% 5% 100% 20% 20% 37% 19% 3% 100%	9% 48% 23% 10% 4% 6% 100% 2% 26% 23% 30% 17% 1% 100%	6% 41% 27% 11% 11% 3% 100% 22% 23% 30% 22% 22% 100%	100% 8% 42% 23% 13% 10% 4% 100% 24% 33% 322% 38 100% 6%	100% 7% 46% 24% 11% 7% 5% 100% 25% 24% 30% 18% 2% 100%	100% 8% 46% 25% 11% 6% 5% 100% 24% 22% 32% 18% 2% 4%
Total Q7G Condition of sidewalks in Houston Question: Please rate the City's maintenance. Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	47% 25% 10% 3% 5% 100% 30% 24% 30% 12% 2% 100%	42% 32% 5% 6% 3% 100% 28% 19% 30% 18% 2% 100%	48% 23% 9% 5% 7% 100% 1% 40% 21% 40% 20% 1%	42% 23% 12% 8% 30% 100% 17% 22% 17% 33% 25% 1%	47% 29% 111% 3% 4% 100% 4% 26% 28% 30% 10% 2%	49% 25% 11% 3% 5% 100% 20% 20% 37% 19% 3% 100%	9% 48% 23% 10% 4% 6% 100% 2% 26% 23% 30% 17% 1%	6% 41% 27% 11% 11% 3% 100% 22% 23% 30% 22% 2% 100%	100% 8% 42% 23% 13% 10% 4% 100% 24% 33% 22% 33% 100%	100% 7% 46% 24% 11% 7% 5% 100% 2% 25% 24% 30% 18% 2% 100%	100% 8% 46% 25% 11% 6% 5% 100% 24% 22% 32% 18% 2% 100%
Total Q7G Condition of sidewalks in Houston Question: Please rate the City's maintenance. Total Q7H Mowing medians and rights of ways	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied Don't Know	47% 25% 10% 3% 5% 100% 30% 30% 24% 30% 22% 100% 5% 45% 45% 45%	42% 32% 5% 6% 3% 100% 28% 19% 30% 18% 2% 100% 5% 34% 23% 18%	48% 23% 9% 5% 7% 100% 16% 21% 40% 20% 100% 51% 51% 27% 11%	42% 23% 12% 8% 30% 100% 17% 33% 25% 1% 100% 42% 42% 42% 42% 16%	47% 29% 11% 3% 4% 100% 4% 26% 28% 30% 10% 2% 100% 7% 42% 30% 13%	49% 25% 11% 3% 5% 100% 20% 20% 37% 19% 30% 100% 5% 46% 24% 17%	9% 48% 23% 10% 4% 60% 100% 26% 23% 30% 17% 10% 50% 47% 27% 12%	6% 41% 27% 11% 11% 3% 100% 22% 23% 30% 22% 22% 47% 47% 47% 47% 12%	100% 8% 42% 23% 13% 10% 2% 24% 33% 22% 3% 100% 6% 44% 23% 16%	100% 7% 46% 24% 11% 5% 100% 25% 24% 30% 18% 29 100% 33% 44% 427% 15%	100% 8% 46% 25% 11% 6% 5% 100% 22% 32% 18% 22% 4% 20% 4% 46% 47% 47% 47%
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2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Α	В	С	D	E	F	G	Н	ı	Х	Total
Q7K Overall quality of recycling centers	N= Very Satisfied	620 8%	114 4%	578 13%	478 7%	190 7%	154 8%	684 6%	478 9%	254 8%	789 6%	4,339
Question: Please rate the City's maintenance.	Satisfied	33%	29%	38%	34%	31%	33%	34%	33%	32%	30%	33%
	Neither Satisfied nor Dissatisfied Dissatisfied	21% 14%	20% 20%	18% 10%	18% 16%	23% 14%	24% 11%	21% 14%	19% 15%	19% 14%	23% 17%	20% 15%
	Very Dissatisfied	10%	11%	8%	13%	9%	11%	9%	14%	15%	12%	11%
Total	Don't Know	13% 100%	17% 100%	13% 100%	12% 100%	15% 100%	13% 100%	15% 100%	10% 100%	12% 100%	13% 100%	13% 100%
Q7L Adequacy of City street lighting	Very Satisfied	5%	4%	5%	4%	8%	7%	6%	4%	4%	4%	5%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	50% 23%	35% 25%	47% 26%	45% 20%	46% 26%	42% 22%	50% 25%	47% 26%	47% 22%	43% 29%	46% 25%
	Dissatisfied	17%	18%	16%	22%	14%	21%	12%	14%	17%	15%	16%
	Very Dissatisfied Don't Know	5% 1%	16% 2%	5% 1%	8% 1%	5% 1%	8%	7% 1%	8% 2%	8% 2%	7% 2%	7% 1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7M Overall removal of graffiti Question: Please rate the City's maintenance.	Very Satisfied Satisfied	3% 33%	3% 24%	4% 33%	2% 32%	4% 31%	5% 20%	5% 37%	4% 32%	6% 30%	4% 30%	4% 32%
	Neither Satisfied nor Dissatisfied	27%	27%	27%	28%	27%	26%	28%	25%	22%	27%	27%
	Dissatisfied Very Dissatisfied	22% 9%	23% 15%	16% 9%	20% 12%	19% 6%	28% 14%	15% 7%	22% 11%	20% 16%	22% 12%	20% 11%
	Don't Know	6%	7%	9%	5%	13%	7%	8%	5%	6%	5%	7%
Total Q8A Overall enforcement of City codes and ordinances	Very Satisfied	100% 2%	100% 5%	100% 2%	100% 2%	100% 4%	100%	100% 2%	100% 1%	100%	100% 1%	100%
Question: Please rate the City's code enforcement.	Satisfied	26%	31%	29%	27%	28%	27%	28%	24%	23%	25%	27%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 23%	24% 19%	27% 16%	27% 18%	34% 14%	28% 20%	30% 16%	31% 18%	29% 18%	28% 20%	28% 19%
	Very Dissatisfied	7%	11%	6%	10%	9%	9%	7%	10%	13%	9%	9%
Total	Don't Know	16% 100%	10% 100%	20% 100%	16% 100%	12% 100%	13% 100%	17% 100%	16% 100%	14% 100%	17% 100%	16% 100%
Q8B Enforcing the clean up of litter and debris on private property	Very Satisfied	1%	5%	1%	2%	3%	3%	2%	2%	3%	1%	2%
Question: Please rate the City's code enforcement.	Satisfied Neither Satisfied nor Dissatisfied	14% 20%	11% 14%	18% 24%	19% 19%	18% 29%	16% 22%	18% 24%	17% 19%	14% 14%	18% 22%	17% 21%
	Dissatisfied	36%	39%	28%	34%	28%	34%	27%	29%	34%	30%	31%
	Very Dissatisfied Don't Know	15% 14%	24% 7%	12% 17%	15% 11%	12% 11%	15% 10%	11% 18%	19% 14%	24% 10%	14% 15%	15% 14%
Total	DOTT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8C Enforcing the mowing and cutting of weeds on private property Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	2% 14%	5% 9%	1% 18%	1% 20%	3% 19%	3% 17%	2% 18%	2% 19%	3% 16%	1% 19%	2% 17%
iquestion. Flease rate the City's code enforcement.	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 Don't Know	15% 15%	27% 8%	11% 17%	15% 12%	10% 11%	12% 12%	11% 19%	17% 13%	22% 11%	14% 14%	14% 14%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8D Enforcing codes designed to protect public safety and public health Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	2% 21%	5% 22%	2% 26%	2% 28%	3% 18%	5% 23%	2% 25%	2% 25%	3% 21%	1% 24%	2% 24%
	Neither Satisfied nor Dissatisfied	29%	28%	30%	23%	38%	25%	29%	30%	25%	31%	29%
	Dissatisfied Very Dissatisfied	19% 8%	18% 15%	14% 7%	17% 12%	20% 8%	22% 10%	14% 8%	14% 11%	21% 15%	16% 10%	16% 10%
	Don't Know	19%	13%	21%	18%	13%	15%	22%	18%	15%	17%	18%
Total Q8E Enforcing the maintenance of residential property	Very Satisfied	100% 2%	100% 5%	100% 2%	100% 2%	100% 4%	100%	100% 1%	100% 2%	100%	100% 1%	100%
Question: Please rate the City's code enforcement.	Satisfied	17%	16%	21%	22%	18%	14%	21%	21%	18%	20%	20%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 28%	23% 28%	26% 25%	23% 25%	29% 27%	30% 28%	28% 19%	27% 23%	23% 26%	28% 23%	27% 24%
	Very Dissatisfied	11%	21%	9%	13%	11%	12%	10%	14%	18%	12%	12%
Total	Don't Know	16% 100%	8% 100%	17% 100%	15% 100%	11% 100%	13% 100%	20% 100%	13% 100%	12% 100%	16% 100%	16% 100%
Q8F Enforcing the exterior maintenance of business property	Very Satisfied	2%	4%	2%	1%	3%	3%	1%	2%	2%	1%	2%
Question: Please rate the City's code enforcement.	Satisfied Neither Satisfied nor Dissatisfied	20% 29%	19% 31%	23% 28%	24% 28%	21% 37%	21% 33%	24% 30%	21% 31%	18% 24%	21% 31%	22% 30%
	Dissatisfied	24%	17%	20%	20%	19%	23%	16%	19%	26%	20%	20%
	Very Dissatisfied Don't Know	9% 16%	19% 11%	8% 19%	11% 15%	10% 11%	8% 13%	9% 20%	11% 15%	17% 13%	10% 17%	10% 16%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q8G Enforcing sign regulations	Very Satisfied Satisfied	2% 20%	4% 25%	2% 24%	2% 27%	4% 23%	4% 22%	2% 25%	3% 21%	3% 18%	2% 24%	2% 23%
Question: Please rate the City's code enforcement.	Neither Satisfied nor Dissatisfied	29%	30%	26%	28%	34%	32%	28%	31%	28%	30%	29%
	Dissatisfied	20%	10%	18%	16% 9%	16% 10%	21% 7%	14%	15%	20%	18% 10%	17%
	Very Dissatisfied Don't Know	10% 19%	18% 14%	10% 20%	18%	13%	14%	11% 19%	13% 17%	17% 14%	16%	11% 18%
Total			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	M 0-11-61	100%		00/		2%	3%	1%	2% 14%	2% 12%	2% 15%	2% 14%
Q8H Enforcing and prosecuting illegal dumping activities Question: Please rate the City's code enforcement.	Very Satisfied Satisfied	2%	4%	2% 16%	1% 16%			14%	14%			
Q8H Enforcing and prosecuting illegal dumping activities Question: Please rate the City's code enforcement.	Satisfied Neither Satisfied nor Dissatisfied	2% 11% 17%	4% 14% 14%	16% 20%	16% 17%	16% 25%	16% 18%	14% 22%	20%	18%	19%	19%
	Satisfied	2% 11%	4% 14%	16%	16%	16%	16%					
Question: Please rate the City's code enforcement.	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	2% 11% 17% 29% 18% 23%	4% 14% 14% 26% 32% 11%	16% 20% 22% 16% 24%	16% 17% 24% 20% 21%	16% 25% 24% 19% 14%	16% 18% 24% 18% 21%	22% 21% 16% 25%	20% 25% 20% 20%	18% 27% 27% 14%	19% 25% 20% 20%	19% 25% 19% 21%
	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	2% 11% 17% 29% 18%	4% 14% 14% 26% 32%	16% 20% 22% 16%	16% 17% 24% 20%	16% 25% 24% 19%	16% 18% 24% 18%	22% 21% 16%	20% 25% 20%	18% 27% 27%	19% 25% 20%	19% 25% 19%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year?	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	2% 11% 17% 29% 18% 23% 100% 21% 79%	4% 14% 14% 26% 32% 11% 100% 31% 69%	16% 20% 22% 16% 24% 100% 19% 81%	16% 17% 24% 20% 21% 100% 25% 75%	16% 25% 24% 19% 14% 100% 17% 83%	16% 18% 24% 18% 21% 100% 26% 74%	22% 21% 16% 25% 100% 19% 81%	20% 25% 20% 20% 100% 26% 74%	18% 27% 27% 14% 100% 26% 74%	19% 25% 20% 20% 100% 22% 78%	19% 25% 19% 21% 100% 22% 78%
Question: Please rate the City's code enforcement. Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES	2% 11% 17% 29% 18% 23% 100%	4% 14% 14% 26% 32% 11% 100% 31%	16% 20% 22% 16% 24% 100%	16% 17% 24% 20% 21% 100% 25%	16% 25% 24% 19% 14% 100%	16% 18% 24% 18% 21% 100%	22% 21% 16% 25% 100%	20% 25% 20% 20% 100%	18% 27% 27% 14% 100% 26%	19% 25% 20% 20% 100% 22%	19% 25% 19% 21% 100% 22%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied	2% 11% 17% 29% 18% 23% 100% 21% 79% 100%	4% 14% 14% 26% 32% 11% 100% 31% 69% 100% 28% 17%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41%	16% 25% 24% 19% 14% 100% 83% 100% 30% 36%	16% 18% 24% 18% 21% 100% 26% 74% 100% 33% 48%	22% 21% 16% 25% 100% 19% 81% 100% 27% 44%	20% 25% 20% 20% 100% 26% 74% 100% 29% 35%	18% 27% 27% 14% 100% 26% 74% 100% 23% 33%	19% 25% 20% 20% 100% 22% 78% 100% 26% 35%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 19% 46% 15%	4% 14% 14% 26% 32% 11% 100% 69% 100% 28% 17%	16% 20% 22% 16% 24% 100% 81% 100% 37% 39% 9%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41% 7%	16% 25% 24% 19% 14% 100% 17% 83% 100% 36% 9%	16% 18% 24% 18% 21% 100% 26% 74% 100% 33%	22% 21% 16% 25% 100% 19% 81% 100% 27% 44% 11%	20% 25% 20% 20% 100% 26% 74% 100% 29% 35% 10%	18% 27% 27% 14% 100% 26% 74% 100% 23% 33% 17%	19% 25% 20% 20% 100% 22% 78% 100% 26% 35% 15%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 46% 45% 15% 8%	4% 14% 14% 26% 32% 11% 100% 31% 69% 100% 28% 17%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41%	16% 25% 24% 19% 14% 100% 83% 100% 30% 36%	16% 18% 24% 18% 21% 100% 74% 100% 33% 48% 5%	22% 21% 16% 25% 100% 81% 100% 27% 44% 11% 7%	20% 25% 20% 20% 100% 26% 74% 100% 29% 35%	18% 27% 27% 14% 100% 26% 74% 100% 23% 33% 17% 15% 11%	19% 25% 20% 20% 100% 22% 78% 100% 26% 35%	19% 25% 19% 21% 100% 22% 78% 100% 39% 12% 39% 12% 9%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	2% 11% 17% 29% 18% 23% 100% 79% 100% 15% 15% 12% 8%	4% 14% 14% 26% 32% 11% 100% 31% 69% 100% 17% 31% 8%	16% 20% 22% 16% 24% 100% 81% 100% 37% 39% 9% 12% 4%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41% 7% 14% 10%	16% 25% 24% 19% 14% 100% 17% 83% 100% 36% 9% 15% 9%	16% 18% 24% 18% 21% 100% 74% 100% 33% 48% 5%	22% 21% 16% 25% 100% 81% 100% 27% 44% 11% 7% 11%	20% 25% 20% 100% 26% 74% 100% 35% 10% 15%	18% 27% 27% 14% 100% 26% 74% 100% 23% 33% 17% 15% 11% 2%	19% 25% 20% 20% 100% 22% 78% 100% 26% 35% 15% 13%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12% 13% 9% 0%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)?	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 46% 15% 12% 8% 100%	4% 14% 14% 26% 32% 11% 100% 59% 17% 31% 8% 100% 7%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39% 9% 12% 4% 100%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41% 7% 14% 10%	16% 25% 24% 19% 14% 100% 17% 83% 100% 36% 9% 15% 9%	16% 18% 24% 18% 21% 100% 26% 74% 100% 33% 48% 5% 15%	22% 21% 16% 25% 100% 19% 81% 100% 27% 44% 11% 7% 11% 100% 40%	20% 25% 20% 20% 100% 26% 74% 100% 15% 10% 10%	18% 27% 14% 100% 26% 74% 100% 23% 33% 17% 15% 11% 2% 100%	19% 25% 20% 20% 100% 22% 78% 100% 26% 35% 15% 11% 11%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12% 13% 9% 0% 6%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)?	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 15% 15% 12% 8% 1%	4% 14% 14% 26% 32% 11% 100% 31% 69% 100% 17% 31% 8%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39% 9% 12% 4% 100% 7% 93%	16% 17% 24% 20% 21% 100% 25% 75% 100% 28% 41% 14% 10%	16% 25% 24% 19% 14% 100% 17% 83% 100% 36% 9% 15% 9%	16% 18% 24% 18% 21% 100% 74% 100% 33% 48% 5% 15%	22% 21% 16% 25% 100% 19% 81% 100% 44% 11% 11% 11% 10% 40% 96%	20% 25% 20% 100% 74% 100% 35% 10% 15%	18% 27% 27% 14% 100% 26% 74% 100% 33% 37% 17% 11% 2% 100%	19% 25% 20% 100% 22% 78% 100% 26% 35% 15% 13% 11%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12% 13% 9% 0% 100%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)? Total Q9B Have you called 9-1-1 for fire services in the last year?	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 46% 46% 46% 15% 12% 8% 100% 64 100% 57%	4% 14% 26% 32% 11% 100% 31% 69% 17% 31% 8% 17% 31% 8% 100% 28% 17% 31% 31% 8% 20% 22%	16% 20% 22% 16% 24% 100% 19% 81% 37% 39% 9% 12% 4% 100% 7% 93% 100% 47%	16% 17% 24% 20% 21% 100% 25% 75% 100% 41% 7% 14% 10% 100% 9% 910 100% 40%	16% 25% 24% 19% 14% 100% 30% 30% 36% 9% 15% 9% 100% 5% 95% 100% 20%	16% 18% 24% 18% 21% 100% 26% 74% 100% 5% 15%	22% 21% 16% 25% 100% 81% 100% 27% 44% 11% 7% 100% 400 400 100% 100%	20% 25% 20% 100% 26% 74% 100% 35% 10% 15% 100% 45%	18% 27% 14% 100% 74% 100% 23% 33% 17% 15% 11% 2% 100% 7% 100% 33%	19% 25% 20% 20% 100% 78% 100% 26% 35% 15% 11% 11% 100% 789 93% 100%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12% 13% 9% 94% 100% 44%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)? Total Q9B Have you called 9-1-1 for fire services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Satisfied Very Dissatisfied Dissatisfied Very Dissatisfied Very Dissatisfied Very Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Satisfied	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 46% 15% 12% 8% 14% 100% 57% 26%	4% 14% 26% 32% 11% 100% 31% 69% 17% 31% 8% 17% 31% 8% 100% 7% 93% 100% 22% 33%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39% 4% 12% 4% 100% 7% 93% 100% 47% 28%	16% 17% 24% 20% 100% 25% 75% 100% 28% 41% 7% 14% 10% 100% 9% 91% 100% 40%	16% 25% 24% 19% 14% 100% 17% 83% 100% 36% 9% 15% 9% 100% 5% 95% 100%	16% 18% 24% 18% 21% 100% 26% 74% 100% 33% 48% 5% 15% 100% 55% 95% 29%	22% 21% 16% 25% 100% 81% 100% 27% 44% 11% 7% 100% 48% 96% 100% 41% 41%	20% 25% 20% 20% 100% 74% 100% 35% 10% 15% 100% 73% 100% 45% 30%	18% 27% 14% 100% 74% 100% 23% 17% 15% 11% 22% 100% 7% 93% 100% 33%	19% 25% 20% 100% 100% 78% 100% 26% 35% 15% 11% 11% 100% 73% 93% 100% 45% 36%	19% 25% 21% 21% 210% 22% 78% 100% 28% 39% 13% 9% 0% 100% 6% 94% 100% 44% 35%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)? Total Q9B Have you called 9-1-1 for fire services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Very Dissatisfied Very Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied Dissatisfied Neither Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	2% 11% 17% 29% 18% 29% 100% 21% 79% 100% 46% 12% 8% 100% 6% 94% 100% 57% 26% 94%	4% 14% 26% 32% 11% 100% 31% 69% 17% 31% 8% 17% 31% 8% 100% 28% 17% 31% 31% 8% 20% 22%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39% 9% 12% 4% 100% 7% 93% 100% 47% 28% 7%	16% 17% 24% 20% 21% 100% 25% 75% 41% 7% 14% 90% 100% 40% 40% 7% 7%	16% 25% 24% 19% 19% 100% 17% 83% 36% 95% 100% 5% 100% 20% 30% 30%	16% 18% 24% 18% 21% 100% 26% 74% 100% 5% 15%	22% 21% 16% 25% 100% 19% 81% 100% 44% 11% 100% 40% 100% 41% 41% 10% 3%	20% 25% 20% 20% 100% 74% 100% 35% 10% 15% 100% 45% 30% 100% 45% 30% 6%	18% 27% 14% 100% 74% 100% 23% 33% 17% 15% 11% 2% 100% 7% 100% 33%	19% 25% 20% 100% 22% 78% 100% 35% 15% 13% 11% 100% 7% 93% 100% 45% 36% 5%	19% 25% 19% 21% 100% 22% 78% 100% 28% 39% 12% 13% 9% 100% 44% 35% 8%% 7%
Question: Please rate the City's code enforcement. Total Q9A Have you called 9-1-1 for police services in the last year? Total Q9A1 If yes, what was your level of satisfaction with call taker(s)? Total Q9B Have you called 9-1-1 for fire services in the last year? Total	Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know YES NO Very Satisfied Satisfied Very Dissatisfied Don't Know	2% 11% 17% 29% 18% 23% 100% 21% 79% 100% 15% 15% 15% 100% 6% 100% 57% 26% 94%	4% 14% 26% 32% 11% 100% 28% 17% 31% 8% 100% 22% 33% 11%	16% 20% 22% 16% 24% 100% 19% 81% 100% 37% 39% 9% 12% 4% 100% 100% 47% 28% 7%	16% 17% 24% 20% 21% 100% 25% 75% 100% 41% 10% 10% 10% 9% 91% 100% 40% 40% 40%	16% 25% 24% 19% 14% 100% 30% 30% 36% 9% 15% 9% 100% 5% 95% 100% 30%	16% 18% 24% 18% 21% 100% 26% 74% 100% 33% 48% 5% 15% 100% 55% 95% 29%	22% 21% 16% 25% 100% 19% 81% 100% 44% 11% 11% 11% 10% 496% 100% 41% 100%	20% 25% 20% 100% 74% 100% 29% 10% 15% 10% 776 93% 100% 45% 35%	18% 27% 14% 100% 74% 100% 23% 17% 15% 11% 22% 100% 7% 93% 100% 33%	19% 25% 20% 100% 78% 100% 26% 35% 15% 13% 11% 100% 7% 93% 100% 45% 36% 5%	19% 25% 19% 21% 100% 22% 78% 1000 28% 39% 100% 6% 90% 100% 44% 35% 8%

2009 City-Wide Citizens Survey Houston, Texas										We	b Surv	ey Result
	DISTRICT N=	A 620	B 114	C 578	D 478	E 190	F 154	G 684	H 478	1 254	X 789	Total 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%
Total	NO	33% 100%	34% 100%	41% 100%	37% 100%	49% 100%	35% 100%	43% 100%	28% 100%	31% 100%	46% 100%	38% 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 Very Dissatisfied	16% 10%	15% 11%	16% 8%	15% 13%	15% 9%	20% 8%	10% 9%	14% 8%	16% 14%	19% 13%	15% 10%
	Don't Know			0%					0%			0%
Total Q9D Have you been to the Municipal Courts in the last year?	YES	100% 30%	100% 39%	100% 31%	100% 37%	100%	100% 35%	100% 31%	100% 35%	100% 39%	100% 37%	100% 34%
and have you been to the manierpar boarts in the last year.	NO	70%	61%	69%	63%	67%	65%	69%	65%	61%	63%	66%
Total	Very Satisfied	100% 8%	100%	100%	100% 6%	100% 11%	100% 13%	100% 9%	100% 6%	100%	100% 7%	100% 8%
Q9D1 If yes, what was your level of satisfaction with the Municipal Courts?	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 Very Dissatisfied	22% 11%	29% 11%	21% 16%	19% 20%	14% 16%	22% 19%	20% 13%	23% 18%	19% 14%	19% 21%	21% 16%
	Don't Know	1%					2%		1%		0%	0%
Total	YES	100% 90%	100% 89%	100% 94%	100% 96%	100% 93%	100% 93%	100% 95%	100% 94%	100% 95%	100% 94%	100% 94%
Q9E Have you visited downtown in the last year?	NO	10%	11%	94% 6%	4%	93% 7%	93% 7%	95% 5%	94% 6%	95% 5%	94% 6%	94% 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 Very Dissatisfied	10% 1%	10% 2%	10% 1%	9% 2%	7% 2%	10% 3%	8% 2%	11% 4%	14% 3%	11% 4%	10% 2%
	Don't Know	0%		0%	0%		1%	0%	1%		1%	0%
Total Q9F Have you visited the City of Houston website in the last year?	YES	100% 79%	100% 88%	100% 75%	100% 79%	100% 76%	100% 76%	100% 71%	100% 82%	100%	100% 77%	100% 77%
was nave you visited the City of houston website in the last year?	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 Satisfied	12% 53%	19% 47%	14% 50%	12% 45%	11% 54%	13% 55%	13% 51%	12% 44%	12% 48%	9% 50%	12% 50%
	Neither Satisfied nor Dissatisfied	22%	18%	26%	22%	19%	23%	24%	25%	23%	24%	23%
	Dissatisfied	12% 2%	15% 1%	8%	18% 2%	14% 1%	8% 1%	10% 2%	15% 4%	14% 3%	13% 4%	12%
	Very Dissatisfied Don't Know	2%	176	2%	2% 0%	1%	1%	2%	4%	3%	4% 0%	2% 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 NO	68% 32%	66% 34%	72% 28%	76% 24%	63% 37%	71% 29%	70% 30%	71% 29%	72% 28%	66% 34%	70% 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 Neither Satisfied nor Dissatisfied	48% 10%	52% 11%	40% 9%	50% 9%	41% 8%	61% 7%	47% 7%	55% 7%	49% 9%	51% 7%	49% 8%
	Dissatisfied	8%	3%	7%	7%	5%	6%	7%	7%	7%	8%	7%
	Very Dissatisfied Don't Know	2%	_	4%	1%	2%	4%	1%	1%	2%	1%	2%
Total	Southwest	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9H Have you remotely accessed the library's services by phone, computer, or bo	oth YES	42%	44%	46%	46%	40%	44%	44%	42%	39%	40%	43%
in the last year?	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 Satisfied	42% 45%	40% 44%	43% 42%	42% 46%	53% 34%	28% 63%	43% 45%	39% 44%	43% 46%	42% 47%	42% 45%
	Neither Satisfied nor Dissatisfied	9%	12%	8%	5%	5%	7%	5%	8%	9%	7%	7%
	Dissatisfied Very Dissatisfied	4%	4%	6% 2%	7% 1%	8%	1%	6% 1%	4% 4%	2%	3% 1%	5% 1%
	Don't Know	-	-	-	- 1 70	-	-	-	- 470	-	-	-
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 NO	47% 53%	48% 52%	47% 53%	47% 53%	45% 55%	51% 49%	48% 52%	51% 49%	41% 59%	48% 52%	47% 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 Satisfied	34% 47%	28% 47%	40% 44%	36% 44%	43% 43%	23% 61%	37% 47%	36% 45%	41% 52%	35% 51%	36% 47%
uatabases :	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 Don't Know	1%		1%	2%	2%		2% 0%	2%		1%	1% 0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9J Have you attended library programs in the last year?	YES NO	14%	25% 75%	16% 84%	17%	16% 84%	15% 85%	16% 84%	19% 81%	24%	18% 82%	17%
Total	INU	86% 100%	75% 100%	84% 100%	83% 100%	100%	85% 100%	100%	81% 100%	76% 100%	100%	83% 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 Neither Satisfied nor Dissatisfied	53% 12%	42% 5%	39% 4%	46% 5%	32% 11%	63% 6%	45% 3%	53% 9%	56% 9%	46% 4%	47% 6%
	Dissatisfied	2%	3/0		2%	11%	U /0	3%	2%	2%	5%	3%
	Very Dissatisfied			3%				1%	2%			1%
Total	Don't Know	100%	100%	100%	100%	100%	100%	1% 100%	100%	100%	100%	0% 100%
		0	0	0		0	0		0	0	. 4 . 0	

	DISTRICT	Α	В	С	D	Е	F	G	Н	We	Х	Total
	N=	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 NO	32% 68%	43% 57%	31% 69%	25% 75%	26% 74%	40% 60%	28% 72%	29% 71%	24% 76%	31% 69%	30% 70%
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 Satisfied	37% 50%	56% 31%	47% 38%	42% 42%	48% 35%	27% 57%	33% 55%	41% 40%	40% 49%	40% 45%	40% 45%
	Neither Satisfied nor Dissatisfied Dissatisfied	10% 2%	13%	7% 3%	9% 7%	10% 3%	2% 14%	5% 4%	11% 4%	12%	9% 4%	8% 4%
	Very Dissatisfied			4%	1 70	3%	1470	2%	2%		1%	1%
Total	Don't Know	1% 100%	100%	1% 100%	100%	100%	100%	1% 100%	1% 100%	100%	100%	0% 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 Neither Satisfied nor Dissatisfied	41% 12%	36% 18%	43% 12%	43% 13%	34% 15%	52% 10%	44% 11%	42% 13%	46% 12%	42% 13%	42% 12%
	Dissatisfied Very Dissatisfied	8% 1%	5% 1%	6% 3%	7% 0%	4% 1%	6% 2%	6% 2%	6% 2%	4% 2%	6% 2%	6% 2%
	Don't Know	17%	14%	14%	13%	18%	16%	15%	14%	15%	17%	15%
Total Q9M Overall level of satisfaction with the City's library staff	Very Satisfied	100% 25%	100% 26%	100% 25%	100% 27%	100% 31%	100% 20%	100% 26%	100% 25%	100% 22%	100% 21%	100% 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 Dissatisfied	12% 3%	15% 4%	13% 3%	13% 3%	15% 1%	9% 5%	13% 3%	14% 3%	13% 2%	15% 4%	13% 3%
	Very Dissatisfied Don't Know	0% 18%	1% 15%	2% 15%	1% 14%	2% 20%	2% 17%	1% 16%	2% 15%	1% 18%	1% 18%	1% 17%
Total	DOIT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9N Overall level of satisfaction with the City's library services Question: Please rate the City's library facilities, staff, and services.	Very Satisfied Satisfied	22% 41%	24% 35%	25% 40%	25% 41%	29% 32%	17% 49%	24% 41%	22% 42%	21% 45%	21% 40%	23% 41%
question. I lease face the only 3 horary facilities, stair, and services.	Neither Satisfied nor Dissatisfied	12%	19%	13%	14%	19%	13%	13%	15%	11%	16%	14%
	Dissatisfied Very Dissatisfied	6% 1%	5% 1%	5% 2%	7% 1%	1% 1%	3% 2%	6% 1%	5% 2%	4% 2%	5% 1%	5% 1%
	Don't Know	18%	15%	15%	13%	19%	16%	15%	15%	16%	17%	16%
Total Q10A Topic: (A) As a place to live	Excellent	100% 21%	100% 23%	100% 28%	100% 23%	100% 21%	100% 18%	100% 24%	100% 23%	100% 20%	100% 22%	100%
Question: Please rate the City in each of the following areas:	Good	51%	50%	49%	53%	50%	53%	49%	51%	52%	50%	51%
	Neutral Fair	11% 14%	17% 7%	8% 10%	10% 9%	13% 12%	13% 10%	10% 11%	10% 13%	11% 9%	10% 12%	10% 11%
	Poor Don't Know	4%	3%	6%	4%	4% 1%	6%	5%	3%	7% 1%	5% 0%	5% 0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10B Topic: (B) As a place to raise children Question: Please rate the City in each of the following areas:	Excellent Good	13% 36%	14% 40%	15% 39%	12% 40%	14% 36%	8% 38%	13% 38%	12% 34%	10% 35%	13% 36%	13% 37%
question i rouse rate and only in outsiles and tenoring around	Neutral	18%	19%	17%	18%	16%	22%	19%	18%	17%	16%	18%
	Fair Poor	17% 10%	14% 10%	14% 8%	12% 10%	20% 8%	16% 12%	14% 9%	16% 9%	20% 13%	17% 11%	16% 10%
T-1-1	Don't Know	7%	3%	7%	9%	6%	5%	8%	11%	5%	6%	7%
Total Q10C Topic: (C) As a place to work	Excellent	100% 36%	100% 35%	100% 39%	100% 34%	100% 34%	100% 24%	100% 37%	100% 34%	100% 34%	100% 31%	100% 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 Fair	7% 6%	7% 7%	5% 5%	6% 6%	9% 5%	7% 6%	6% 5%	7% 8%	6% 5%	7% 8%	7% 6%
	Poor Don't Know	2% 0%	4% 1%	1% 1%	2% 1%	1% 2%	4% 1%	1% 1%	2%	4% 1%	3% 0%	2% 1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10D Topic: (D) As a place to retire Question: Please rate the City in each of the following areas:	Excellent Good	10% 22%	13% 31%	12% 25%	10% 24%	13% 29%	7% 25%	11% 25%	9% 19%	9% 20%	8% 24%	10% 24%
,	Neutral	21%	17%	19%	23%	14%	20%	21%	19%	18%	19%	20%
	Fair Poor	20% 24%	14% 18%	18% 22%	17% 23%	20% 20%	22% 22%	18% 23%	24% 24%	20% 28%	21% 24%	20% 23%
Total	Don't Know	2% 100%	6% 100%	3% 100%	3% 100%	3% 100%	3% 100%	3% 100%	5% 100%	6% 100%	3% 100%	3% 100%
Q11 Please list the number of people living in your household (including yourself),	Under age 5	10070	10070	10070	10070	10070	10070	10070	10070	10070	10070	10070
for each age category.												
	Ages 6-9											
	Ages 10-19											
		DATA F	OR THI	S QUES	STION C	ANNOT	BE PRE	SENTE	D IN TH	HIS FOF	lMAT.	
	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54	DATA F	OR THI	S QUES	STION C	ANNOT	BE PRE	SENTE	D IN TH	HIS FOF	RMAT.	
	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 65-64 Ages 65-74	DATA F	OR THI	S QUES	STION C	ANNOT	BE PRE	ESENTE	ED IN TH	HIS FOF	RMAT.	
Q12 Do you own or rent your current residence?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+											82%
Q12 Do you own or rent your current residence?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 65-64 Ages 65-74	87% 13%	83% 17%	85% 15%	72% 28%	89% 11%	81% 19%	85% 15%	80% 20%	77% 23%	82% 18%	82% 18%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own	87%	83% 17% 100% 7%	85%	72%	89%	81%	85%	80% 20% 100% 15%	77%	82%	
Total	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years	87% 13% 100% 6% 17%	83% 17% 100% 7% 14%	85% 15% 100% 9% 14%	72% 28% 100% 16% 20%	89% 11% 100% 12% 15%	81% 19% 100% 8% 13%	85% 15% 100% 11% 16%	80% 20% 100% 15% 20%	77% 23% 100% 20% 13%	82% 18% 100% 10% 19%	18% 100% 12% 17%
Total	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years	87% 13% 100% 6%	83% 17% 100% 7%	85% 15% 100% 9%	72% 28% 100% 16%	89% 11% 100% 12%	81% 19% 100% 8%	85% 15% 100% 11%	80% 20% 100% 15%	77% 23% 100% 20%	82% 18% 100% 10%	18% 100% 12%
Total	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years	87% 13% 100% 6% 17% 16% 36% 16%	83% 17% 100% 7% 14% 12% 26% 29%	85% 15% 100% 9% 14% 20% 31% 17%	72% 28% 100% 16% 20% 16% 29% 13%	89% 11% 100% 12% 15% 23% 28% 15%	81% 19% 100% 8% 13% 22% 31% 20%	85% 15% 100% 11% 16% 16% 32% 17%	80% 20% 100% 15% 20% 13% 30% 13%	77% 23% 100% 20% 13% 15% 26% 17%	82% 18% 100% 10% 19% 17% 32% 16%	18% 100% 12% 17% 17% 31% 16%
Total	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years	87% 13% 100% 6% 17% 16% 36% 16% 8%	83% 17% 100% 7% 14% 12% 26% 29% 11% 1%	85% 15% 100% 9% 14% 20% 31% 17% 7% 1%	72% 28% 100% 16% 20% 16% 29% 13% 4% 1%	89% 11% 100% 12% 15% 23% 28% 15% 5% 2%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0%	85% 15% 100% 11% 16% 16% 32% 17% 6% 2%	80% 20% 100% 15% 20% 13% 30% 13% 7% 1%	77% 23% 100% 20% 13% 15% 26% 17% 7% 2%	82% 18% 100% 10% 19% 17% 32% 16% 6% 1%	18% 100% 12% 17% 17% 31% 16% 6%
Total Q13 Approximately how many years have you lived in Houston, Texas?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years	87% 13% 100% 6% 17% 16% 36% 16% 8% 1%	83% 17% 100% 7% 14% 12% 26% 29% 11% 1%	85% 15% 100% 9% 14% 20% 31% 17% 7% 1%	72% 28% 100% 16% 20% 16% 29% 13% 4% 1%	89% 11% 100% 12% 15% 23% 28% 15% 5% 2% 100%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0%	85% 15% 100% 11% 16% 32% 17% 6% 2% 100%	80% 20% 100% 15% 20% 13% 30% 13% 7% 1%	77% 23% 100% 20% 13% 15% 26% 17% 7% 2% 100%	82% 18% 100% 10% 17% 32% 16% 6% 1%	18% 100% 12% 17% 17% 31% 16% 6% 1%
Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years	87% 13% 100% 6% 17% 36% 16% 36% 100% 20% 80%	83% 17% 100% 7% 14% 12% 26% 29% 11% 1% 100% 61% 39%	85% 15% 100% 9% 14% 20% 31% 17% 7% 1% 100% 17% 83%	72% 28% 100% 16% 20% 16% 29% 4% 1% 100% 33% 67%	89% 11% 100% 12% 15% 23% 28% 15% 5% 2% 100% 76%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0% 100%	85% 15% 100% 11% 16% 32% 17% 6% 2% 100% 21% 79%	80% 20% 100% 15% 20% 13% 30% 13% 7% 1% 100% 26% 74%	77% 23% 100% 20% 13% 15% 26% 7% 2% 100% 34% 66%	82% 18% 100% 19% 17% 32% 16% 6% 100%	18% 100% 12% 17% 17% 31% 16% 6% 1% 100% 27% 73%
Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected	87% 13% 100% 6% 17% 16% 36% 16% 8% 1% 100%	83% 17% 100% 7% 14% 12% 26% 29% 11% 1% 100% 61%	85% 15% 100% 9% 14% 20% 31% 17% 7% 1% 100%	72% 28% 100% 16% 20% 16% 29% 13% 4% 1% 100%	89% 11% 100% 12% 15% 23% 28% 15% 5% 2% 100% 24%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0% 100% 31%	85% 15% 100% 11% 16% 32% 17% 6% 2% 100% 21%	80% 20% 100% 15% 20% 13% 30% 13% 7% 1% 100%	77% 23% 100% 20% 13% 15% 26% 17% 7% 2% 100%	82% 18% 100% 10% 17% 32% 6% 6% 1% 100% 34%	18% 100% 12% 17% 17% 31% 16% 6% 1% 100%
Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity? Total Q14 Asian/Pacific Islander Question: Which of the following best describes your race/ethnicity?	Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected Selected	87% 13% 100% 6% 17% 16% 36% 16% 8% 100% 20% 80% 100% 96% 4%	83% 17% 100% 7% 12% 26% 29% 11% 100% 61% 39% 100% 97% 3%	85% 15% 100% 9% 14% 20% 31% 17% 1% 100% 17% 83% 100% 97% 3%	72% 28% 100% 16% 20% 16% 29% 13% 4% 100% 67% 100% 96% 4%	89% 11% 100% 12% 23% 28% 15% 5% 2% 100% 24% 76% 100% 95%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0% 100% 31% 69% 100% 5%	85% 100% 11% 16% 16% 32% 17% 6% 2% 100% 21% 79% 100% 96% 4%	80% 20% 100% 15% 20% 13% 30% 13% 1% 100% 26% 74% 100% 99%	77% 23% 100% 13% 15% 26% 7% 20% 100% 34% 66% 100% 97% 3%	82% 18% 100% 10% 17% 32% 16% 6% 100% 34% 66% 100% 96% 4%	18% 100% 12% 17% 17% 31% 6% 100% 27% 73% 100% 96% 4%
Total	Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected Selected Not Selected	87% 13% 100% 6% 17% 36% 16% 8% 1% 100% 20% 80% 100%	83% 17% 100% 7% 14% 26% 29% 11% 100% 61% 39% 100%	85% 15% 100% 9% 14% 20% 31% 17% 7% 100% 100% 83% 100%	72% 28% 100% 16% 20% 13% 4% 13% 100% 33% 67% 100%	89% 11% 100% 12% 15% 23% 28% 15% 2% 100% 24% 76% 100%	81% 19% 100% 8% 13% 22% 31% 20% 6% 0% 100% 31% 69% 100%	85% 15% 100% 11% 16% 32% 17% 6% 2% 100% 21% 79% 100%	80% 20% 100% 15% 20% 13% 30% 13% 10% 100% 26% 74% 100% 99%	77% 23% 100% 20% 15% 26% 17% 7% 2% 100% 34% 66% 100%	82% 18% 100% 10% 17% 32% 16% 6% 100% 34% 66% 100% 96%	18% 100% 12% 17% 17% 31% 6% 1% 100% 27% 73% 100% 40%
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2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Α	В	С	D	Е	F	G	Н		X	Total
	N=	713	264	713	587	316	270	822	609	375	916	5,585
Q1A Overall quality of services provided by the City Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	8% 55%	7% 59%	8% 61%	7% 53%	7% 63%	6% 60%	6% 58%	8% 57%	6% 57%	6% 50%	7% 56%
equestion. Please rate the overall quality of City services.	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 Don't Know	2% 2%	2% 4%	2% 2%	3% 2%	3% 2%	2% 4%	2% 2%	3% 1%	4% 2%	4% 4%	3% 2%
Total	DOTT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1B Overall quality of Houston Police Department services	Very Satisfied	13%	7%	11%	10%	13%	14%	13%	10%	11%	9%	11%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	46% 19%	54% 15%	50% 18%	45% 20%	51% 16%	52% 13%	51% 19%	45% 20%	45% 18%	43% 21%	47% 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%
Total	Don't Know	4%	5%	5% 100%	5%	4%	2% 100%	3%	3% 100%	2%	5% 100%	4% 100%
Q1C Overall quality of Houston Fire Department services	Very Satisfied	100% 29%	100% 23%	28%	100% 26%	100% 25%	27%	100% 29%	27%	100% 24%	23%	26%
Question: Please rate the overall quality of City services.	Satisfied	48%	61%	49%	48%	55%	53%	50%	49%	53%	53%	51%
	Neither Satisfied nor Dissatisfied Dissatisfied	11% 1%	6% 2%	10% 2%	12% 1%	9% 3%	10% 1%	10% 1%	11% 3%	13% 1%	14% 2%	11% 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%
Total	Var. Satisfied	100%	100%	100%	100%	100%	100% 7%	100%	100% 9%	100%	100%	100% 8%
Q1D Overall quality of customer service you receive from City employees Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	36%	53%	6% 45%	7% 44%	9% 46%	49%	7% 39%	47%	8% 47%	7% 37%	42%
4 ,,	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 Don't Know	4% 6%	3% 8%	6% 8%	6% 4%	5% 11%	6% 8%	6% 9%	5% 5%	6% 5%	7% 7%	6% 7%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1E Overall quality of the City's drainage system	Very Satisfied	2%	3%	3%	2%	4%	4%	3%	3%	3%	2%	3%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	21% 16%	32% 10%	27% 17%	24% 19%	29% 20%	34% 19%	21% 17%	25% 19%	35% 12%	25% 17%	26% 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%
Total	Don't Know	1% 100%	2% 100%	2% 100%	2% 100%	3% 100%	2% 100%	1% 100%	2% 100%	3% 100%	2% 100%	2% 100%
Q1F Overall quality of local public health services	Very Satisfied	3%	3%	3%	5%	4%	6%	4%	5%	3%	3%	4%
Question: Please rate the overall quality of City services.	Satisfied	23%	50%	24%	25%	30%	30%	23%	25%	33%	26%	27%
	Neither Satisfied nor Dissatisfied	28%	15%	27%	27%	27% 10%	25%	30%	28%	21%	28%	27%
	Dissatisfied Very Dissatisfied	11% 5%	12% 6%	12% 6%	13% 8%	4%	11% 3%	10% 4%	12% 5%	15% 5%	14% 7%	12% 6%
	Don't Know	30%	14%	28%	21%	26%	24%	30%	26%	23%	22%	25%
Total	V - 0.6.6.1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1G Overall quality of airport facilities Question: Please rate the overall quality of City services.	Very Satisfied Satisfied	18% 57%	9% 56%	19% 58%	19% 55%	22% 63%	16% 56%	23% 57%	15% 59%	13% 58%	18% 56%	18% 57%
Laconomic roado rato ano ovoran quanty or only convictor	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 Don't Know	1% 5%	1% 17%	1% 4%	2% 5%	1% 4%	0% 9%	2% 2%	1% 6%	1% 9%	2% 6%	1% 6%
Total	20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q1H Overall quality of City convention facilities	Very Satisfied	15%	10%	15%	18%	18%	16%	19%	13%	11%	15%	15%
Question: Please rate the overall quality of City services.	Satisfied Neither Satisfied nor Dissatisfied	44% 20%	58% 14%	46% 17%	44% 16%	48% 12%	51% 15%	45% 14%	47% 18%	54% 12%	46% 20%	47% 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%
Total	Don't Know	20% 100%	14% 100%	18% 100%	18% 100%	19% 100%	16% 100%	19% 100%	18% 100%	18% 100%	16% 100%	18% 100%
Q2 [Topic: 1st: Question: Which THREE of the items above do you think should	A	10%	12%	10%	15%	9%	11%	9%	13%	15%	11%	11%
receive the most emphasis from City leaders over the next two years?	В	29%	35%	31%	27%	37%	41%	33%	34%	34%	33%	33%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	С	3%	2%	2%	2%	4%	4%	2%	4%	2%	2%	3%
	D	4%	4%	4%	6%	4%	5%	5%	5%	6%	6%	5%
	E F	46% 7%	32% 12%	39% 13%	35% 12%	33% 9%	29% 9%	41% 8%	34% 9%	33% 10%	34% 12%	37% 10%
	G	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%	1%
L	Н	0%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%
Total Q2 [Topic: 2nd: Question: Which THREE of the items above do you think should	A	100%	100%	100%	100% 12%	100%	100%	100%	100%	100% 12%	100%	100% 10%
receive the most emphasis from City leaders over the next two years?	В	11% 28%	11% 22%	6% 28%	12% 26%	9% 28%	8% 23%	9% 26%	11% 26%	12% 23%	11% 24%	10% 26%
[Type the letters below using the letters from the list (A-H) in Question 1 above]	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 G	12%	12%	15%	14%	12% 3%	17%	12% 4%	12%	12%	15% 3%	14%
	H	3% 1%	3% 3%	4% 1%	3% 1%	3% 1%	6% 0%	4% 1%	3% 1%	4% 1%	3% 1%	4% 1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q2 [Topic: 3rd: Question: Which THREE of the items above do you think should	A	16%	13%	13%	14%	15%	11%	17%	16%	14%	16%	15%
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 C	16%	16%	17%	16%	12%	14%	14%	13%	16%	15%	15%
1.750 me locale polon doing the letters from the list (A-fr) in question i above	D	15% 15%	12% 14%	14% 14%	11% 15%	19% 15%	15% 18%	14% 15%	12% 15%	12% 16%	15% 17%	14% 15%
	E	13%	18%	16%	16%	15%	17%	14%	15%	12%	14%	15%
	F	17%	19%	15%	18%	16%	16%	16%	17%	17%	15%	16%
	G H	4% 3%	4% 4%	8% 4%	5% 4%	4% 4%	5% 5%	6% 4%	7% 5%	7% 6%	5% 3%	6% 4%
Total	11	3% 100%	4% 100%	100%	4% 100%	4% 100%	5% 100%	4% 100%	5% 100%	100%	3% 100%	4% 100%
Q3A Overall value that you receive for your City tax dollars and fees	Very Satisfied	5%	5%	6%	5%	6%	5%	5%	4%	4%	3%	5%
Question: Please rate your perceptions of the City.	Satisfied	39%	42%	43%	37%	42%	46%	42%	38%	42%	37%	40%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 21%	23% 17%	26% 16%	27% 20%	20% 19%	22% 17%	24% 20%	28% 21%	21% 22%	22% 25%	24% 20%
	Very Dissatisfied	8%	5%	8%	8%	9%	4%	7%	6%	7%	9%	7%
L	Don't Know	3%	8%	2%	3%	3%	5%	2%	3%	4%	3%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT		В	С	D	E	F		a web			Total
	N=	713	264	713	587	316	270	G 822	H 609	375	916	5,585
Q3B Overall image of the City	Very Satisfied	9%	8%	8%	10%	10%	9%	9%	8%	8%	8%	9%
Question: Please rate your perceptions of the City.	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 Very Dissatisfied	21% 4%	15% 3%	20% 5%	20% 6%	15% 5%	16% 3%	18% 5%	23% 5%	22% 6%	21% 6%	20% 5%
	Don't Know	1%	3%	0%	0%	1%	1%	1%	0%	2%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3C City's plan for growth	Very Satisfied	4%	8%	4%	5%	5%	6%	5%	6%	8%	5%	5%
Question: Please rate your perceptions of the City.	Satisfied	27%	49%	26%	32%	34%	43%	25%	28%	32%	27%	30%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 21%	16% 13%	23% 21%	19% 21%	25% 17%	21% 13%	26% 22%	21% 23%	20% 20%	25% 21%	23% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3D Level of zoning within the City	Very Satisfied	5%	3%	5%	7%	5%	4%	5%	5%	5%	5%	5%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	17%	35%	20%	24%	27%	32%	22%	21%	24%	23%	23%
	Dissatisfied	23% 23%	16% 25%	17% 28%	18% 26%	23% 23%	21% 21%	18% 27%	22% 23%	14% 28%	21% 25%	20% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3E Overall ability to attract national and international businesses	Very Satisfied	10%	6%	9%	12%	7%	11%	9%	9%	9%	8%	9%
Question: Please rate your perceptions of the City.	Satisfied	39%	46%	42%	44%	50%	45%	43%	42%	45%	42%	43%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 14%	16% 17%	24% 13%	21% 15%	21% 13%	21% 16%	22% 13%	25% 13%	18% 16%	23% 14%	23% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3F Overall ability to attract tourists	Very Satisfied	5%	7%	4%	5%	5%	4%	4%	7%	5%	4%	5%
Question: Please rate your perceptions of the City.	Satisfied	26%	42%	27%	28%	39%	37%	28%	28%	34%	27%	30%
	Neither Satisfied nor Dissatisfied Dissatisfied	28% 28%	15% 21%	26% 27%	22% 27%	23% 22%	21% 28%	23% 28%	21% 26%	19% 26%	27% 28%	24% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3G Similarity of City facilities among neighborhoods	Very Satisfied	2%	3%	1%	2%	2%	3%	2%	2%	1%	2%	2%
Question: Please rate your perceptions of the City.	Satisfied	18%	35%	21%	19%	34%	26%	20%	22%	27%	20%	22%
	Neither Satisfied nor Dissatisfied Dissatisfied	32% 26%	11% 34%	29% 24%	22% 28%	20% 25%	23% 26%	30% 24%	28% 27%	21% 29%	30% 26%	27% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3H Availability of City services in your neighborhood	Very Satisfied	7%	5%	8%	5%	8%	4%	6%	6%	4%	4%	6%
Question: Please rate your perceptions of the City.	Satisfied	39%	38%	47%	37%	46%	44%	44%	40%	42%	37%	41%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 19%	15% 28%	23% 15%	21% 23%	18% 18%	20% 21%	27% 13%	26% 17%	17% 25%	25% 20%	23% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3I Overall ease of commuting	Very Satisfied	5%	6%	5%	5%	4%	6%	5%	5%	6%	2%	5%
Question: Please rate your perceptions of the City.	Satisfied Neither Satisfied nor Dissatisfied	32% 17%	39% 14%	29% 19%	31% 17%	34% 17%	36% 15%	32% 16%	35% 18%	35% 13%	31% 17%	33% 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%	5%	2%	4%	4%	6%	2%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3J Overall air quality in the City Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	2% 20%	2% 30%	1% 17%	1% 22%	2% 29%	1% 31%	2% 21%	2% 19%	2% 21%	2% 20%	2% 22%
equestion. Flease rate your perceptions of the City.	Neither Satisfied nor Dissatisfied	19%	14%	20%	15%	16%	17%	19%	17%	15%	18%	18%
	Dissatisfied	33%	37%		35%		31%		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%
Total	Vany Satisfied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q3K Overall quality of the City's drinking water Question: Please rate your perceptions of the City.	Very Satisfied Satisfied	8% 44%	5% 42%	9% 48%	8% 45%	9% 51%	11% 45%	11% 47%	9% 46%	7% 46%	6% 43%	8% 46%
adestion. I lease rate your perceptions of the oity.	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%
Total	Don't Know	3%	5%	2%	3%	3%	2%	2%	2%	2%	2%	2%
Total Q3L Overall quality of life in the City	Very Satisfied	100% 9%	100% 5%	100% 9%	100% 8%	100% 9%	100% 8%	100%	100% 8%	100% 9%	100% 8%	100%
Question: Please rate your perceptions of the City.	Satisfied	54%	58%	58%	55%	61%	61%	56%	55%	54%	50%	55%
, , , p , , , , , , , , , , , , , ,	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%
Total	Don't Know	1%	3% 100%	100%	100%	100%	1%	0% 100%	100%	1% 100%	1% 100%	100%
Q4A Response time for Houston Police Department to respond to emergencies	Very Satisfied	100% 7%	100% 7%	100% 7%	100% 7%	100%	100% 7%	100%	100% 7%	100%	100%	100% 7%
Question: Please rate the City's public safety.	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%
Total	Don't Know	16%	11% 100%	21% 100%	20% 100%	18% 100%	10% 100%	22% 100%	17% 100%	14% 100%	18% 100%	18% 100%
Q4B The visibility of police in your neighborhood	Very Satisfied	100%	7%	100%	100%	100%	100% 7%	100%	7%	100%	100%	7%
Question: Please rate the City's public safety.	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%
Total	Don't Know	2% 100%	3% 100%	2% 100%	1%	1% 100%	1% 100%	2% 100%	1% 100%	1% 100%	2% 100%	2% 100%
Total Q4C The City's overall efforts to prevent crime	Very Satisfied	100% 4%	100%	100%	100% 3%	100%	100%	100%	100%	100%	100%	100%
Question: Please rate the City's public safety.	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%	33%	24%	26%	27%	26%	25%
	Very Dissatisfied	9%	8%	7%	9%	6%	6%	9%	11%	10%	12%	9%
			4%	5%	5%	5%	5%	5%	6%	3%	5%	5%
Total	Don't Know	5% 100%	100%	100%	100%	100%	100%		100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Α.	В	С	D	E	F		a web			Total
	N=	713	264	713	587	316	270	G 822	H 609	375	916	5,585
Q4D Enforcement of local traffic laws	Very Satisfied	5%	5%	3%	4%	7%	6%	4%	5%	5%	5%	4%
Question: Please rate the City's public safety.	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 Very Dissatisfied	20% 13%	23% 6%	20% 11%	21% 11%	19% 6%	25% 8%	21% 10%	20% 12%	23% 13%	22% 10%	21% 11%
	Don't Know	3%	6%	2%	3%	3%	3%	2%	2%	2%	3%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4E The City's use of red-light cameras	Very Satisfied	17%	7%	14%	12%	14%	15%	16%	12%	13%	11%	13%
Question: Please rate the City's public safety.	Satisfied	29%	41%	39%	34%	33%	33%	35%	32%	37%	35%	34%
	Neither Satisfied nor Dissatisfied Dissatisfied	18% 14%	10% 22%	16% 15%	17% 14%	15% 19%	18% 18%	18% 14%	21% 13%	14% 16%	17% 16%	17% 15%
	Very Dissatisfied	19%	11%	14%	19%	16%	13%	14%	18%	17%	18%	16%
	Don't Know	4%	9%	3%	4%	4%	3%	3%	4%	3%	3%	4%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4F Overall quality of emergency medical services (ambulance)	Very Satisfied	16%	16%	13%	15%	15%	17%	14%	13%	12%	12%	14%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	42%	56%	44% 15%	41% 15%	47% 18%	50% 14%	42% 16%	40% 19%	49% 14%	42% 21%	44% 17%
	Dissatisfied	17% 2%	12% 4%	3%	3%	4%	5%	2%	3%	6%	21% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4G Response time for ambulances to respond to emergencies	Very Satisfied	15%	18%	13%	15%	17%	17%	14%	13%	11%	12%	14%
Question: Please rate the City's public safety.	Satisfied	37%	48%	38%	35%	40%	42%	35%	36%	46%	34%	38%
	Neither Satisfied nor Dissatisfied Dissatisfied	18% 3%	13% 5%	13% 3%	17% 4%	14% 5%	15% 4%	17% 2%	18% 2%	13% 4%	21% 5%	17% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4H Overall quality of fire protection and rescue services	Very Satisfied	18%	17%	16%	17%	17%	21%	18%	17%	14%	14%	17%
Question: Please rate the City's public safety.	Satisfied	46%	55%	50%	47%	53%	52%	48%	44%	51%	48%	49%
	Neither Satisfied nor Dissatisfied Dissatisfied	14% 1%	10% 4%	12% 2%	13% 2%	12% 1%	13% 1%	12% 1%	14% 2%	12% 4%	17% 3%	13% 2%
	Very Dissatisfied	0%	1%	1%	2% 1%	1%	0%	1%	0%	0%	3% 0%	1%
	Don't Know	20%	13%	20%	20%	15%	12%	20%	22%	19%	17%	19%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4I Response time for Houston Fire Department to respond to emergencies	Very Satisfied	20%	20%	18%	17%	19%	23%	19%	18%	16%	15%	18%
Question: Please rate the City's public safety.	Satisfied	38%	55%	43%	44%	47%	46%	42%	42%	48%	43%	43%
	Neither Satisfied nor Dissatisfied Dissatisfied	15% 1%	9% 3%	10% 1%	13% 2%	10% 4%	14% 1%	12% 1%	13% 2%	12% 3%	16% 3%	13% 2%
	Very Dissatisfied	0%	1%	1%	2% 1%	1%	1%	0%	0%	0%	3% 0%	1%
	Don't Know	26%	12%	27%	25%	20%	15%	25%	26%	20%	22%	23%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4J City efforts to enhance fire protection	Very Satisfied	9%	13%	6%	8%	7%	10%	8%	8%	8%	8%	8%
Question: Please rate the City's public safety.	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 Very Dissatisfied	3% 2%	6% 1%	3% 1%	4% 1%	4% 1%	4% 0%	3% 1%	4% 1%	6% 1%	5% 1%	4% 1%
	Don't Know	29%	15%	31%	27%	25%	20%	31%	28%	23%	24%	27%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4K The City's municipal courts	Very Satisfied	2%	5%	1%	3%	5%	3%	3%	3%	1%	3%	3%
Question: Please rate the City's public safety.	Satisfied	25%	33%	27%	26%	38%	32%	27%	25%	32%	23%	27%
	Neither Satisfied nor Dissatisfied Dissatisfied	31% 16%	16% 18%	28% 17%	25% 16%	19% 11%	26% 14%	28% 16%	27% 15%	23% 17%	28% 16%	26% 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%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q4L Quality of animal control	Very Satisfied	2%	4%	3%	4%	4%	6%	4%	2%	3%	2%	3%
Question: Please rate the City's public safety.	Satisfied Neither Satisfied nor Dissatisfied	25% 22%	35% 15%	27% 22%	24% 19%	33% 20%	29% 18%	27% 22%	26% 19%	29% 15%	23% 26%	27% 21%
	Dissatisfied	20%	23%	18%	18%	19%	25%		20%		19%	19%
	Very Dissatisfied	17%	15%	14%	19%	10%	13%		19%	19%	17%	16%
	Don't Know	14%	8%	16%	15%	14%	9%	19%	15%	11%	13%	14%
Total	V 0 11 11	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5A Overall quality of City recreational programs Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	5% 32%	7% 40%	4% 30%	6% 36%	5% 38%	8% 39%	6% 34%	5% 34%	5% 38%	4% 35%	5% 35%
Question: Please rate the City's parks and recreation.	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%
L	Don't Know	24%	21%	26%	18%	24%	15%	27%	21%	19%	22%	22%
Total	Var. Catlefied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5B The City's youth athletic programs	Very Satisfied Satisfied	3% 17%	5% 32%	2% 16%	4% 19%	3% 26%	5% 27%	4% 19%	3% 18%	1% 27%	2% 20%	3% 20%
Question: Please rate the City's parks and recreation.	Neither Satisfied nor Dissatisfied	24%	32% 17%	24%	22%	26%	24%	21%	24%	22%	20%	20%
	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%
			31%	49%	44%	40%	32%	48%	45%	37%	40%	43%
	Don't Know	47%		4000	400-				100%	100%		
Total		100%	100%	100%	100%	100%	100%	100%			100%	100%
Q5C The City's adult athletic programs	Very Satisfied	100% 2%	100% 4%	1%	2%	3%	4%	4%	4%	2%	2%	3%
		100%	100%									
Q5C The City's adult athletic programs	Very Satisfied Satisfied	100% 2% 15%	100% 4% 33%	1% 16% 24% 8%	2% 20%	3% 23% 23% 8%	4% 25%	4% 18% 22% 7%	4% 16%	2% 24% 24% 10%	2% 19% 25% 10%	3% 19% 24% 9%
Q5C The City's adult athletic programs	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	100% 2% 15% 24% 9% 3%	100% 4% 33% 18% 10% 4%	1% 16% 24% 8% 2%	2% 20% 23% 12% 4%	3% 23% 23% 8% 2%	4% 25% 24% 10% 3%	4% 18% 22% 7% 2%	4% 16% 25% 10% 3%	2% 24% 24% 10% 2%	2% 19% 25% 10% 5%	3% 19% 24% 9% 3%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	100% 2% 15% 24% 9% 3% 47%	100% 4% 33% 18% 10% 4% 31%	1% 16% 24% 8% 2% 49%	2% 20% 23% 12% 4% 39%	3% 23% 23% 8% 2% 41%	4% 25% 24% 10% 3% 34%	4% 18% 22% 7% 2% 48%	4% 16% 25% 10% 3% 43%	2% 24% 24% 10% 2% 37%	2% 19% 25% 10% 5% 40%	3% 19% 24% 9% 3% 42%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	100% 2% 15% 24% 9% 3% 47% 100%	100% 4% 33% 18% 10% 4% 31% 100%	1% 16% 24% 8% 2% 49% 100%	2% 20% 23% 12% 4% 39% 100%	3% 23% 23% 8% 2% 41% 100%	4% 25% 24% 10% 3% 34% 100%	4% 18% 22% 7% 2% 48% 100%	4% 16% 25% 10% 3% 43% 100%	2% 24% 24% 10% 2% 37% 100%	2% 19% 25% 10% 5% 40% 100%	3% 19% 24% 9% 3% 42% 100%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	100% 2% 15% 24% 9% 3% 47% 100%	100% 4% 33% 18% 10% 4% 31% 100%	1% 16% 24% 8% 2% 49% 100%	2% 20% 23% 12% 4% 39% 100%	3% 23% 23% 8% 2% 41% 100%	4% 25% 24% 10% 3% 34% 100%	4% 18% 22% 7% 2% 48% 100%	4% 16% 25% 10% 3% 43% 100%	2% 24% 24% 10% 2% 37% 100%	2% 19% 25% 10% 5% 40% 100%	3% 19% 24% 9% 3% 42% 100%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied	100% 2% 15% 24% 9% 3% 47% 100% 3%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39%	1% 16% 24% 8% 2% 49% 100% 3% 18%	2% 20% 23% 12% 4% 39% 100% 2% 20%	3% 23% 23% 8% 2% 41% 100% 3% 27%	4% 25% 24% 10% 3% 34% 100% 6% 28%	4% 18% 22% 7% 2% 48% 100% 4%	4% 16% 25% 10% 3% 43% 100% 4%	2% 24% 24% 10% 2% 37% 100% 2% 27%	2% 19% 25% 10% 5% 40% 100% 3% 19%	3% 19% 24% 9% 3% 42% 100% 3% 21%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	100% 2% 15% 24% 9% 3% 47% 100% 3% 16% 25%	100% 4% 33% 18% 10% 4% 31% 100%	1% 16% 24% 8% 2% 49% 100%	2% 20% 23% 12% 4% 39% 100%	3% 23% 23% 8% 2% 41% 100% 3% 27% 23%	4% 25% 24% 10% 3% 34% 100%	4% 18% 22% 7% 2% 48% 100%	4% 16% 25% 10% 3% 43% 100% 4% 19% 24%	2% 24% 24% 10% 2% 37% 100%	2% 19% 25% 10% 5% 40% 100%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied	100% 2% 15% 24% 9% 3% 47% 100% 3%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1%	2% 20% 23% 12% 4% 39% 100% 2% 20% 24%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 2%	4% 25% 24% 10% 3% 34% 100% 6% 28% 22%	4% 18% 22% 7% 2% 48% 100% 47% 22% 6% 2%	4% 16% 25% 10% 3% 43% 100% 4% 19% 24% 9% 2%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 2%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 2%
QSC The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	100% 2% 15% 24% 9% 3% 47% 100% 3% 16% 25% 7% 2% 47%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 7% 4% 30%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1% 48%	2% 20% 23% 12% 4% 39% 100% 20% 24% 10% 3% 41%	3% 23% 23% 8% 2% 41% 100% 37% 27% 23% 7% 28	4% 25% 24% 10% 3% 34% 100% 6% 22% 8% 3% 34%	4% 18% 22% 7% 2% 48% 100% 47% 22% 6% 2% 49%	4% 16% 25% 10% 3% 43% 100% 4% 19% 24% 9% 2% 43%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 2% 38%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4% 39%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 42%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	100% 2% 15% 24% 9% 37% 100% 3% 16% 25% 7% 2% 47% 100%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 7% 4% 30% 100%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1% 48% 100%	2% 20% 23% 12% 4% 39% 100% 2% 20% 24% 10% 3% 41%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 2% 38% 100%	4% 25% 24% 10% 3% 34% 100% 6% 22% 8% 3% 34% 100%	4% 18% 22% 7% 2% 48% 100% 4% 17% 22% 6% 2% 49% 100%	4% 16% 25% 10% 3% 43% 100% 4% 24% 9% 24% 43% 100%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 2% 38% 100%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4% 39% 100%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 2% 42% 100%
QSC The City's adult athletic programs Question: Please rate the City's parks and recreation. Total QSD Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation. Total QSE Ease of registering for programs	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied	100% 2% 15% 24% 9% 37% 100% 3% 16% 25% 47% 100% 3%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 4% 30% 40% 30% 30%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 1% 48% 100%	2% 20% 23% 12% 4% 39% 100% 2% 20% 24% 10% 3% 41% 100%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 2% 38% 100%	4% 25% 24% 10% 3% 34% 100% 6% 22% 8% 34% 100% 3%	4% 18% 22% 7% 248% 100% 47% 22% 6% 249% 100% 3%	4% 16% 25% 10% 3% 43% 100% 4% 24% 24% 24% 43% 100% 3%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 22% 38% 100%	2% 19% 25% 10% 5% 40% 100% 3% 27% 8% 4% 39% 100%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 42% 100%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied Satisfied Satisfied	100% 2% 15% 24% 9% 3% 100% 16% 25% 7% 2% 47% 100% 3% 13%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 7% 4% 30% 100% 30% 34%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1% 48% 100% 2% 16%	2% 20% 23% 12% 4% 39% 100% 20% 24% 10% 3% 100% 100%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 2% 38% 100% 2% 21%	4% 25% 24% 10% 3% 34% 100% 6% 22% 3% 34% 100% 30% 25%	4% 18% 22% 7% 2% 48% 100% 47% 22% 6% 29% 49% 100% 3% 14%	4% 16% 25% 10% 3% 43% 100% 4% 24% 9% 24% 23% 100% 300 17%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 28 38% 100% 1% 24%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4% 39% 100% 2% 19%	3% 19% 24% 9% 3% 42% 100% 21% 24% 8% 22% 42% 100% 18%
Q5C The City's adult athletic programs Question: Please rate the City's parks and recreation. Total Q5D Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation. Total Q5E Ease of registering for programs	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied Neither Satisfied Neither Satisfied nor Dissatisfied Neither Satisfied nor Dissatisfied	100% 2% 15% 24% 9% 3% 47% 100% 25% 7% 2% 47% 100% 33% 16% 25% 347% 13% 26%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 4% 30% 100% 44% 30% 100%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1% 48% 100% 2% 16% 23%	2% 20% 23% 12% 4% 39% 100% 20% 24% 10% 3% 110% 100% 18% 21%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 24% 38% 100% 21% 21%	4% 25% 24% 10% 3% 34% 100% 6% 22% 8% 34% 34% 100% 25% 22%	4% 18% 22% 7% 2% 48% 100% 17% 22% 6% 2% 49% 100% 3% 14% 24%	4% 16% 25% 10% 3% 43% 100% 24% 9% 22% 43% 100% 17% 22%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 28% 100% 10% 24% 20%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4% 39% 100% 100%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 2% 42% 100% 2% 188% 23%
QSC The City's adult athletic programs Question: Please rate the City's parks and recreation. Total QSD Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation. Total QSE Ease of registering for programs	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied Satisfied Satisfied	100% 2% 15% 24% 9% 3% 100% 16% 25% 7% 2% 47% 100% 3% 13%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 7% 4% 30% 100% 30% 34%	1% 16% 24% 8% 2% 49% 100% 3% 18% 24% 6% 1% 48% 100% 2% 16%	2% 20% 23% 12% 4% 39% 100% 20% 24% 10% 3% 100% 100%	3% 23% 8% 2% 41% 100% 3% 27% 23% 7% 2% 38% 100% 2% 21%	4% 25% 24% 10% 3% 34% 100% 6% 22% 3% 34% 100% 30% 25%	4% 18% 22% 7% 2% 48% 100% 47% 22% 6% 29% 49% 100% 3% 14%	4% 16% 25% 10% 3% 43% 100% 4% 24% 9% 24% 23% 100% 300 17%	2% 24% 24% 10% 2% 37% 100% 27% 22% 9% 28 38% 100% 1% 24%	2% 19% 25% 10% 5% 40% 100% 3% 19% 27% 8% 4% 39% 100% 2% 19%	3% 19% 24% 9% 3% 42% 100% 3% 21% 24% 8% 2% 42% 100%
QSC The City's adult athletic programs Question: Please rate the City's parks and recreation. Total QSD Other City recreation programs, such as classes, trips, and special events Question: Please rate the City's parks and recreation. Total QSE Ease of registering for programs	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Dissatisfied	100% 2% 15% 24% 9% 47% 100% 3% 16% 25% 47% 100% 3% 47% 47% 26% 5%	100% 4% 33% 18% 10% 4% 31% 100% 4% 39% 16% 4% 30% 100% 34% 16% 8%	1% 16% 24% 8% 2% 49% 100% 18% 24% 6% 1% 48% 100% 24% 5%	2% 20% 23% 12% 4% 39% 100% 24% 10% 3% 41% 100% 38% 110% 9%	3% 23% 8% 24% 41% 100% 27% 23% 7% 24% 38% 100% 21% 21% 8%	4% 25% 24% 10% 34% 100% 28% 22% 8% 34% 100% 25% 25% 6%	4% 18% 22% 7% 28% 48% 100% 17% 22% 6% 22% 49% 100% 14% 24% 52%	4% 16% 25% 10% 3% 43% 100% 4% 24% 9% 22% 43% 100% 3% 17% 22% 8%	2% 24% 10% 27% 100% 27% 22% 9% 28% 100% 100% 24% 20% 9%	2% 19% 25% 10% 5% 40% 100% 27% 8% 4% 39% 100% 28% 19%	3% 19% 24% 9% 34% 42% 100% 3% 21% 24% 8% 42% 100% 2% 18% 2% 7%

2009 City-Wide Citizens Survey Houston, Texas	DISTRICT	Α	В	С	D	E	F	G	a vveb H	Juive	X	Total
	N=	713	264	713	587	316	270	822	609	375	916	5,585
Q5F The reasonableness of fees charged for recreation programs	Very Satisfied Satisfied	3% 18%	5% 32%	3% 20%	3% 20%	1% 26%	5% 23%	3% 18%	3% 20%	2% 24%	3% 21%	3% 21%
Question: Please rate the City's parks and recreation.	Neither Satisfied nor Dissatisfied	25%	17%	20%	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%
Total	Don't Know	48% 100%	34% 100%	51% 100%	46% 100%	44% 100%	42% 100%	50% 100%	45% 100%	43% 100%	40% 100%	45% 100%
Q5G Overall quality of City parks	Very Satisfied	8%	11%	7%	8%	7%	10%	10%	9%	7%	7%	8%
Question: Please rate the City's parks and recreation.	Satisfied	46%	51%	51%	49%	49%	47%	53%	48%	51%	50%	50%
	Neither Satisfied nor Dissatisfied Dissatisfied	24% 13%	12% 14%	19% 14%	20% 15%	23% 10%	19% 12%	16% 12%	20% 14%	18% 14%	21% 13%	19% 13%
	Very Dissatisfied	3%	4%	4%	4%	2%	4%	4%	4%	3%	5%	4%
	Don't Know	6%	9%	6%	4%	10%	7%	5%	5%	6%	4%	6%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5H Maintenance of City parks (trash pickup, mowing of grass, maintenance of playground equipment and bleachers, etc.)	Very Satisfied Satisfied	7% 46%	10% 51%	8% 48%	9% 49%	6% 53%	10% 51%	11% 52%	8% 50%	8% 49%	6% 50%	8% 50%
Question: Please rate the City's parks and recreation.	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% 7%
Total	Don't Know	7% 100%	10% 100%	8% 100%	6% 100%	10% 100%	7% 100%	7% 100%	5% 100%	6% 100%	6% 100%	100%
Q5I The location of City parks	Very Satisfied	7%	8%	7%	7%	3%	9%	9%	8%	8%	5%	7%
Question: Please rate the City's parks and recreation.	Satisfied	47%	58%	51%	51%	50%	49%	48%	53%	53%	51%	51%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 13%	15% 8%	21% 12%	20% 14%	23% 10%	19% 13%	21% 12%	22% 11%	19% 12%	24% 12%	21% 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%
Total Q5J Safety of City parks during the day	Very Satisfied	100%	100%	100%	100% 8%	100% 4%	100% 9%	100% 8%	100%	100% 7%	100% 5%	100% 7%
Question: Please rate the City's parks and recreation.	Satisfied	7% 46%	6% 44%	52%	52%	4% 49%	50%	52%	51%	7% 54%	5% 50%	7% 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 Don't Know	3% 13%	3% 14%	1% 15%	3% 10%	3% 15%	1% 13%	3% 13%	3% 9%	2% 12%	3% 10%	3% 12%
Total	DOTTINOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5K Safety of lighted City parks at night	Very Satisfied	2%	3%	2%	3%	2%	3%	4%	3%	4%	2%	3%
Question: Please rate the City's parks and recreation.	Satisfied	23%	32%	20%	26%	25%	26%	25%	24%	32%	25%	25%
	Neither Satisfied nor Dissatisfied Dissatisfied	23% 21%	17% 21%	24% 19%	25% 18%	20% 21%	19% 22%	24% 15%	25% 19%	18% 19%	25% 19%	23% 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%
Total	Very Corr. Co. I	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5L Walking and biking trails in the city Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	6% 34%	4% 46%	4% 33%	5% 34%	5% 40%	9% 34%	9% 42%	7% 34%	5% 36%	4% 36%	6% 36%
addition. I leade rate the only a parks and recreation.	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 Don't Know	6% 11%	5%	10% 9%	13% 9%	6%	5% 11%	7% 8%	10%	9%	9% 10%	9% 10%
Total	Don't Know	100%	14% 100%	100%	100%	15% 100%	100%	100%	7% 100%	12% 100%	100%	100%
Q5M The maintenance of City's community centers	Very Satisfied	3%	5%	2%	2%	2%	5%	5%	4%	2%	2%	3%
Question: Please rate the City's parks and recreation.	Satisfied Neither Satisfied nor Dissatisfied	23% 27%	45% 17%	24% 24%	28% 24%	33% 23%	31% 24%	24% 24%	27% 25%	37% 16%	29% 28%	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%
Total	Don't Know	37% 100%	19% 100%	40% 100%	32% 100%	35% 100%	29% 100%	41% 100%	32% 100%	32% 100%	31% 100%	34% 100%
Q5N City swimming pools	Very Satisfied	2%	5%	3%	2%	2%	4%	2%	4%	1%	2%	3%
Question: Please rate the City's parks and recreation.	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 Very Dissatisfied	9% 3%	11% 4%	7% 3%	11% 4%	4% 2%	11% 2%	5% 3%	9% 5%	9% 4%	9% 5%	8% 4%
	Don't Know	42%	33%	49%	44%	47%	37%	53%	41%	40%	38%	43%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5O City golf courses Question: Please rate the City's parks and recreation.	Very Satisfied Satisfied	4% 21%	4% 30%	4% 24%	5% 23%	3% 26%	4% 26%	5% 26%	4% 23%	3% 30%	4% 25%	4% 25%
addition. I leade rate the only a parks and recreation.	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 Don't Know	2% 44%	3% 41%	1% 45%	2% 44%	1% 49%	0% 40%	1% 45%	1% 43%	2% 41%	1% 39%	2% 43%
Total	DOIT I KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q5P Outdoor athletic fields (i.e. baseball, softball, soccer, and flag football)	Very Satisfied	4%	6%	4%	3%	3%	5%	4%	5%	2%	3%	4%
Question: Please rate the City's parks and recreation.	Satisfied	28%	44%	27%	28%	34%	37%	28%	31%	39%	30%	31%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 6%	16% 7%	22% 5%	23% 7%	24% 2%	19% 9%	21% 4%	26% 6%	19% 6%	26% 7%	23% 6%
	Very Dissatisfied	1%	3%	2%	2%	2%	2%	3%	3%	3%	3%	2%
L	Don't Know	36%	25%	39%	37%	35%	29%	40%	30%	31%	31%	34%
Total Q6A Overall effectiveness of the City's communication with the public	Very Satisfied	100%	100% 7%	100%	100% 7%	100% 7%	100% 7%	100%	100% 9%	100% 7%	100% 6%	100%
Question: Please rate the City's communication and leadership.	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% 3%	13% 4%	17% 5%	15% 4%	16% 3%	14% 5%	16% 5%	18% 6%	20% 6%	16% 5%
				4% 3%	5% 2%	4% 3%	3% 4%	5% 2%	5% 2%	6% 5%	6% 3%	5% 3%
	Very Dissatisfied Don't Know	4% 1%	11%	J /n	2 /0							100%
Total	Very Dissatisfied Don't Know	1% 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Q6B The availability of information about City programs and services	Very Dissatisfied Don't Know Very Satisfied	1% 100% 7%	100% 8%	100% 8%	100% 5%	100% 4%	6%	7%	7%	6%	5%	6%
* * * * * * * * * * * * * * * * * * * *	Very Dissatisfied Don't Know	1% 100%	100%	100%	100%	100% 4% 42%				6% 43%		6% 40%
Q6B The availability of information about City programs and services	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	1% 100% 7% 38%	100% 8% 45% 13% 24%	100% 8% 42% 22% 19%	100% 5% 39% 20% 23%	100% 4% 42% 19% 21%	6% 49% 18% 20%	7% 40% 25% 18%	7% 41% 20% 22%	6% 43% 16% 23%	5% 35% 24% 23%	6% 40% 21% 21%
Q6B The availability of information about City programs and services	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	1% 100% 7% 38% 25% 22% 5%	100% 8% 45% 13% 24% 3%	100% 8% 42% 22% 19% 4%	100% 5% 39% 20% 23% 6%	100% 4% 42% 19% 21% 5%	6% 49% 18% 20% 3%	7% 40% 25% 18% 5%	7% 41% 20% 22% 5%	6% 43% 16% 23% 7%	5% 35% 24% 23% 7%	6% 40% 21% 21% 5%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	1% 100% 7% 38% 25% 22% 5% 4%	100% 8% 45% 13% 24% 3% 7%	100% 8% 42% 22% 19% 4% 6%	100% 5% 39% 20% 23% 6% 6%	100% 4% 42% 19% 21% 5% 9%	6% 49% 18% 20% 3% 4%	7% 40% 25% 18% 5% 6%	7% 41% 20% 22% 5% 4%	6% 43% 16% 23% 7% 5%	5% 35% 24% 23% 7% 5%	6% 40% 21% 21% 5% 5%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know	1% 100% 7% 38% 25% 22% 5%	100% 8% 45% 13% 24% 3%	100% 8% 42% 22% 19% 4%	100% 5% 39% 20% 23% 6%	100% 4% 42% 19% 21% 5%	6% 49% 18% 20% 3%	7% 40% 25% 18% 5%	7% 41% 20% 22% 5%	6% 43% 16% 23% 7%	5% 35% 24% 23% 7%	6% 40% 21% 21% 5% 5% 100%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership.	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Satisfied	1% 100% 7% 38% 25% 22% 5% 4% 100% 9% 41%	100% 8% 45% 13% 24% 3% 7% 100% 46%	100% 8% 42% 22% 19% 4% 6% 100% 46%	100% 5% 39% 20% 23% 6% 6% 100% 8% 46%	100% 4% 42% 19% 21% 5% 9% 100% 6% 47%	6% 49% 18% 20% 3% 4% 100% 7% 50%	7% 40% 25% 18% 5% 6% 100% 9% 45%	7% 41% 20% 22% 5% 4% 100% 9% 46%	6% 43% 16% 23% 7% 5% 100% 7% 47%	5% 35% 24% 23% 7% 5% 100% 7% 38%	6% 40% 21% 21% 5% 5% 100% 8% 44%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total Q6C City efforts to keep you informed about local issues	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Neither Satisfied nor Dissatisfied	1% 100% 7% 38% 25% 22% 5% 4% 100% 9% 41% 24%	100% 8% 45% 13% 24% 3% 7% 100% 46% 13%	100% 8% 42% 22% 19% 4% 6% 100% 46% 19%	100% 5% 39% 20% 23% 6% 6% 100% 8% 46% 19%	100% 4% 42% 19% 21% 5% 9% 100% 6% 47% 21%	6% 49% 18% 20% 3% 4% 100% 7% 50% 18%	7% 40% 25% 18% 5% 6% 100% 9% 45% 20%	7% 41% 20% 22% 5% 4% 100% 9% 46% 19%	6% 43% 16% 23% 7% 5% 100% 7% 47% 15%	5% 35% 24% 23% 7% 5% 100% 7% 38% 22%	6% 40% 21% 21% 5% 5% 100% 8% 44% 20%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total Q6C City efforts to keep you informed about local issues	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied	1% 100% 7% 38% 25% 22% 5% 4% 100% 9% 41% 24% 20%	100% 8% 45% 13% 24% 7% 100% 46% 13% 22%	100% 8% 42% 22% 19% 6% 100% 10% 46% 19%	100% 5% 39% 20% 23% 6% 100% 8% 46% 19%	100% 4% 42% 19% 21% 5% 9% 100% 6% 47% 21% 18%	6% 49% 18% 20% 3% 4% 100% 7% 50% 18% 20%	7% 40% 25% 18% 5% 6% 100% 9% 45% 20%	7% 41% 20% 22% 5% 4% 100% 9% 46% 19% 17%	6% 43% 16% 23% 5% 100% 7% 47% 15% 20%	5% 35% 24% 23% 7% 5% 100% 7% 38% 22% 23%	6% 40% 21% 21% 5% 5% 100% 8% 44% 20%
Q6B The availability of information about City programs and services Question: Please rate the City's communication and leadership. Total Q6C City efforts to keep you informed about local issues	Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Neither Satisfied nor Dissatisfied	1% 100% 7% 38% 25% 22% 5% 4% 100% 9% 41% 24%	100% 8% 45% 13% 24% 3% 7% 100% 46% 13%	100% 8% 42% 22% 19% 4% 6% 100% 46% 19%	100% 5% 39% 20% 23% 6% 100% 8% 46% 19%	100% 4% 42% 19% 21% 5% 9% 100% 6% 47% 21%	6% 49% 18% 20% 3% 4% 100% 7% 50% 18%	7% 40% 25% 18% 5% 6% 100% 9% 45% 20%	7% 41% 20% 22% 5% 4% 100% 9% 46% 19%	6% 43% 16% 23% 7% 5% 100% 7% 47% 15%	5% 35% 24% 23% 7% 5% 100% 7% 38% 22%	6% 40% 21% 21% 5% 5% 100% 8% 44% 20%

2003 Oily-Wide Oilizens Guivey Houston, Texas	DISTRICT	A	В	C	D .	E	F	G	Н	ı	Х	Total
Q6D The level of public involvement in local decision making	N= Very Satisfied	713 3%	264 5%	713 3%	587 3%	316 3%	270 4%	822 4%	609 4%	375 3%	916 4%	5,585
Question: Please rate the City's communication and leadership.]	Satisfied	24%	38%	30%	27%	31%	30%	27%	26%	32%	24%	28%
	Neither Satisfied nor Dissatisfied Dissatisfied	26% 27%	15% 26%	25% 25%	22% 28%	24% 26%	26% 26%	27% 23%	28% 22%	20% 22%	24% 28%	24% 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%
Total Q6E Overall quality of leadership provided by the City's elected officials	Very Satisfied	100%	100% 6%	100%	100% 7%	100% 9%	100% 8%	100% 11%	100% 10%	100% 8%	100% 8%	100% 9%
Question: Please rate the City's communication and leadership.	Satisfied	39%	48%	45%	43%	39%	47%	42%	46%	45%	35%	42%
	Neither Satisfied nor Dissatisfied Dissatisfied	24%	15%	20%	23%	22%	20%	19%	20%	21%	23%	21%
	Very Dissatisfied	15% 8%	18% 5%	12% 7%	16% 7%	18% 7%	13% 6%	14% 9%	12% 8%	12% 8%	18% 11%	15% 8%
	Don't Know	4%	8%	3%	4%	5%	6%	4%	4%	5%	5%	4%
Total Q6F Overall effectiveness of appointed boards and commissions	Very Satisfied	100%	100% 4%	100%	100% 3%	100%	100%	100% 4%	100% 4%	100%	100% 3%	100% 3%
Question: Please rate the City's communication and leadership.	Satisfied	19%	38%	29%	26%	32%	36%	27%	28%	31%	26%	28%
	Neither Satisfied nor Dissatisfied Dissatisfied	32% 18%	20% 13%	27% 14%	25% 18%	26% 15%	25% 14%	26% 12%	26% 15%	25% 14%	26% 17%	26% 15%
	Very Dissatisfied	8%	4%	6%	9%	7%	4%	10%	8%	9%	12%	8%
L	Don't Know	20%	21%	20%	19%	18%	17%	21%	19%	17%	16%	19%
Total Q6G Level and effectiveness of collaboration among local governments	Very Satisfied	100% 4%	100% 5%	100%	100% 3%	100%	100% 4%	100% 4%	100% 4%	100%	100% 3%	100% 4%
Question: Please rate the City's communication and leadership.	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 Very Dissatisfied	17% 8%	16% 5%	14% 6%	17% 10%	20% 6%	18% 5%	13% 9%	14% 8%	15% 11%	17% 11%	16% 8%
	Don't Know	20%	17%	22%	17%	18%	18%	22%	18%	20%	17%	19%
Total	V - 0 - C - C - 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7A Overall maintenance of City buildings and facilities Question: Please rate the City's maintenance.	Very Satisfied Satisfied	3% 44%	5% 49%	3% 49%	4% 48%	4% 50%	5% 50%	4% 49%	3% 45%	4% 49%	3% 48%	4% 48%
,	Neither Satisfied nor Dissatisfied	30%	15%	26%	27%	23%	26%	27%	29%	20%	28%	26%
	Dissatisfied Very Dissatisfied	10% 1%	18% 2%	11% 2%	11% 2%	9% 2%	8% 2%	8% 2%	11% 2%	14% 2%	9% 4%	10% 2%
	Don't Know	12%	10%	10%	2% 8%	13%	10%	10%	2% 9%	12%	4% 8%	10%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7B Overall maintenance of City streets Question: Please rate the City's maintenance.	Very Satisfied Satisfied	2% 25%	3% 32%	1% 20%	2% 22%	3% 34%	3% 28%	2% 26%	2% 20%	4% 27%	2% 23%	2% 24%
addition. I leade rate the only 5 mannerance.	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 Don't Know	15% 1%	11% 1%	26% 0%	25% 0%	11% 1%	16% 1%	19% 0%	21% 1%	18% 1%	21% 1%	19% 1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7C Maintenance of streets in your neighborhood	Very Satisfied	5%	5%	4%	2%	9%	4%	6%	2%	5%	3%	4%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	38% 17%	35% 6%	31% 13%	28% 13%	45% 11%	33% 14%	36% 14%	27% 16%	31% 9%	34% 15%	33% 14%
	Dissatisfied	27%	34%	30%	32%	23%	33%	27%	30%	33%	29%	29%
	Very Dissatisfied Don't Know	12% 0%	19% 1%	23% 0%	25% 0%	12% 1%	17% 0%	18% 0%	25% 0%	22% 1%	18% 0%	19% 0%
Total	DOIT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7D Maintenance of street signs	Very Satisfied	5%	5%	3%	3%	6%	6%	5%	3%	4%	4%	4%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	51% 23%	49% 10%	46% 23%	41% 21%	55% 19%	49% 13%	51% 21%	43% 23%	47% 16%	46% 23%	47% 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%
Total	Don't Know	0% 100%	3% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%
Q7E Maintenance of traffic signals	Very Satisfied	5%	6%	4%	5%	5%	7%	6%	4%	6%	5%	5%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	60% 23%	62% 10%	57% 22%	54% 20%	63% 17%	59% 15%	58% 20%	57% 21%	55% 18%	53% 23%	57% 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%
Total	Don't Know	1% 100%	1% 100%	1% 100%	1% 100%	1% 100%	0% 100%	0% 100%	0% 100%	1% 100%	1% 100%	1% 100%
Q7F Maintenance and preservation of downtown Houston	Very Satisfied	9%	10%	7%	11%	6%	10%	9%	7%	8%	7%	8%
Question: Please rate the City's maintenance.	Satisfied Neither Satisfied nor Dissatisfied	48% 23%	51% 18%	51% 21%	46% 20%	50% 22%	47% 18%	50% 21%	47% 22%	50% 17%	49% 22%	49% 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%
Total	Don't Know	6% 100%	11% 100%	8% 100%	5% 100%	11% 100%	12% 100%	8% 100%	4% 100%	6% 100%	6% 100%	7% 100%
Q7G Condition of sidewalks in Houston	Very Satisfied	3%	3%	1%	2%	3%	3%	3%	2%	2%	3%	2%
Question: Please rate the City's maintenance.	Satisfied	31%	39%	21%	26%	37%	33%	29%	29%	34%	29%	29%
	Neither Satisfied nor Dissatisfied Dissatisfied	22% 30%	11% 31%	18% 39%	16% 32%	22% 24%	14% 32%	21% 29%	19% 29%	13% 32%	21% 29%	19% 31%
	Very Dissatisfied	11%	9%	18%	22%	7%	13%	15%	19%	16%	16%	15%
Total	Don't Know	3% 100%	7% 100%	2% 100%	2% 100%	7% 100%	5% 100%	3% 100%	3% 100%	3% 100%	3% 100%	3% 100%
Q7H Mowing medians and rights of ways	Very Satisfied	5%	4%	3%	4%	5%	6%	5%	5%	5%	4%	4%
Question: Please rate the City's maintenance.	Satisfied	46%	48%	53%	47%	55%	52%	50%	52%	52%	47%	50%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 14%	13% 20%	24% 12%	23% 16%	21% 11%	18% 16%	23% 12%	24% 11%	17% 16%	25% 16%	23% 14%
	Very Dissatisfied	6%	8%	6%	7%	4%	5%	7%	6%	7%	8%	6%
Total	Don't Know	2% 100%	6% 100%	3% 100%	3% 100%	4% 100%	2% 100%	3% 100%	2% 100%	3% 100%	2% 100%	3% 100%
Q7I Overall cleanliness of streets and other public areas	Very Satisfied	2%	4%	3%	3%	6%	4%	5%	2%	4%	3%	4%
Question: Please rate the City's maintenance.	Satisfied	41%	38%	42%	38%	47%	43%	44%	41%	40%	39%	41%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 23%	15% 32%	22% 23%	20% 28%	22% 18%	12% 29%	22% 20%	24% 22%	16% 27%	23% 24%	21% 24%
	Very Dissatisfied	8%	8%	9%	11%	4%	10%	9%	9%	12%	11%	9%
Total	Don't Know	1%	4%	1%	1%	3%	1%	1%	0%	2%	1%	1%
Total Q7J Overall quality of trash collection services	Very Satisfied	100% 15%	100% 9%	100%	100% 9%	100% 9%	100% 16%	100% 9%	100% 11%	100% 9%	100% 8%	100% 11%
Question: Please rate the City's maintenance.	Satisfied	51%	54%	53%	53%	55%	50%	49%	55%	58%	51%	52%
	Neither Satisfied nor Dissatisfied Dissatisfied	16%	11%	14%	16%	14%	13%	19%	14%	11% 13%	19%	16%
	Very Dissatisfied	10% 7%	18% 5%	10% 5%	12% 7%	11% 3%	13% 6%	7% 4%	12% 5%	13% 5%	10% 6%	11% 5%
L	Don't Know	2%	3%	4%	3%	8%	3%	11%	3%	5%	6%	5%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2009 City-Wide Citizens Survey Houston, Texas										Survey	y Resul	
	DISTRICT N=	713	B 264	713	D 587	316	F 270	G 822	H 609	375	916	Total 5,585
Q7K Overall quality of recycling centers	Very Satisfied	8%	4%	12%	7%	6%	9%	7%	9%	6%	6%	8%
Question: Please rate the City's maintenance.	Satisfied	36%	40%	42%	37%	38%	41%	35%	38%	42%	34%	37%
	Neither Satisfied nor Dissatisfied Dissatisfied	20% 14%	11% 18%	16% 10%	16% 17%	16%	15% 12%	19% 15%	16% 15%	14% 13%	20% 16%	17%
	Very Dissatisfied	9%	18% 5%	7%	11%	16% 6%	7%	8%	12%	10%	10%	15% 9%
	Don't Know	13%	21%	12%	12%	17%	15%	16%	11%	14%	13%	14%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q7L Adequacy of City street lighting Question: Please rate the City's maintenance.	Very Satisfied Satisfied	5% 51%	5% 53%	5% 51%	5% 49%	6% 60%	9% 50%	6% 53%	5% 53%	3% 54%	4% 46%	5% 51%
Question. Please rate the City's maintenance.	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%
Total	Don't Know	1% 100%	3% 100%	2% 100%	1% 100%	2% 100%	1% 100%	1% 100%	2% 100%	3% 100%	1% 100%	2% 100%
Q7M Overall removal of graffiti	Very Satisfied	4%	4%	4%	3%	4%	6%	5%	4%	5%	4%	4%
Question: Please rate the City's maintenance.	Satisfied	35%	39%	36%	36%	41%	30%	38%	37%	37%	32%	36%
	Neither Satisfied nor Dissatisfied Dissatisfied	25% 21%	13% 25%	25% 17%	24% 20%	20% 19%	19% 27%	25% 15%	21% 23%	18% 21%	24% 24%	23% 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%
Total	V 9 1 5 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very Satisfied Satisfied	2% 29%	5% 39%	2% 31%	2% 31%	3% 38%	4% 37%	2% 30%	3% 31%	3% 32%	2% 29%	2% 31%
adestron. I lease rate the only 3 code emolement.	Neither Satisfied nor Dissatisfied	24%	14%	25%	25%	24%	22%	28%	25%	22%	25%	24%
	Dissatisfied	21%	17%	16%	17%	12%	15%	15%	16%	17%	19%	17%
	Very Dissatisfied	7%	5%	5%	8%	5%	7%	6%	9%	9%	8%	7%
Total	Don't Know	17% 100%	21% 100%	21% 100%	16% 100%	17% 100%	16% 100%	19% 100%	17% 100%	17% 100%	17% 100%	18% 100%
Q8B Enforcing the clean up of litter and debris on private property	Very Satisfied	2%	3%	1%	3%	2%	6%	2%	2%	3%	1%	2%
Question: Please rate the City's code enforcement.	Satisfied	17%	27%	21%	22%	29%	27%	21%	22%	25%	23%	22%
	Neither Satisfied nor Dissatisfied Dissatisfied	19% 35%	10% 40%	22% 28%	17% 34%	21% 28%	16% 31%	23% 26%	16% 30%	12% 32%	20% 29%	19% 31%
	Very Dissatisfied	14%	12%	10%	14%	20% 8%	10%	10%	16%	17%	12%	12%
	Don't Know	14%	9%	17%	11%	12%	10%	17%	13%	11%	14%	14%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very Satisfied Satisfied	2% 17%	4% 23%	1% 21%	2% 23%	3% 31%	5% 29%	2% 21%	3% 24%	2% 24%	1% 24%	2% 23%
Question: Flease rate the City's code emorcement.	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%
Total	Don't Know	15% 100%	8% 100%	17% 100%	11% 100%	12% 100%	13% 100%	19% 100%	13% 100%	12% 100%	13% 100%	14% 100%
	Very Satisfied	2%	5%	2%	2%	3%	6%	3%	3%	3%	2%	3%
Question: Please rate the City's code enforcement.	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 Very Dissatisfied	18% 8%	22% 7%	14% 6%	17% 10%	16% 5%	19% 6%	13% 7%	14% 9%	18% 11%	15% 9%	16% 8%
	Don't Know	19%	13%	20%	17%	13%	14%	21%	18%	15%	16%	17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very Satisfied Satisfied	2% 20%	4% 36%	2% 26%	2% 27%	3% 35%	5% 30%	1% 26%	3% 26%	3% 31%	2% 27%	2% 27%
Question: Flease rate the City's code emorcement.	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%	8%	12%	13%	10%	10%
Total	Don't Know	16% 100%	7% 100%	17% 100%	13% 100%	12% 100%	12% 100%	20% 100%	14% 100%	12% 100%	15% 100%	15% 100%
Q8F Enforcing the exterior maintenance of business property	Very Satisfied	2%	3%	2%	2%	3%	5%	2%	3%	3%	1%	2%
Question: Please rate the City's code enforcement.	Satisfied	24%	40%	28%	29%	37%	36%	28%	29%	32%	28%	30%
M Overall removal of graffiti restion: Please rate the City's maintenance. Intal IA Overall enforcement of City codes and ordinances restion: Please rate the City's code enforcement. Intal IB Enforcing the clean up of litter and debris on private property restion: Please rate the City's code enforcement. Intal IC Enforcing the mowing and cutting of weeds on private property restion: Please rate the City's code enforcement. Intal ID Enforcing codes designed to protect public safety and public health restion: Please rate the City's code enforcement. Intal ID Enforcing the maintenance of residential property restion: Please rate the City's code enforcement. Intal ID Enforcing the exterior maintenance of business property restion: Please rate the City's code enforcement. Intal ID Enforcing sign regulations restion: Please rate the City's code enforcement.	Neither Satisfied nor Dissatisfied	27%	16%	26%	25%	25%	22%	28%	26%	18%	27%	25%
BA Overall enforcement of City codes and ordinances uestion: Please rate the City's code enforcement. Batal BB Enforcing the clean up of litter and debris on private property uestion: Please rate the City's code enforcement. BB Enforcing the mowing and cutting of weeds on private property uestion: Please rate the City's code enforcement. BB Enforcing codes designed to protect public safety and public health uestion: Please rate the City's code enforcement. BB Enforcing the maintenance of residential property uestion: Please rate the City's code enforcement. BB Enforcing the exterior maintenance of business property uestion: Please rate the City's code enforcement. BB Enforcing sign regulations uestion: Please rate the City's code enforcement. BB Enforcing sign regulations uestion: Please rate the City's code enforcement.	Dissatisfied Very Dissatisfied	22% 8%	20% 8%	18% 7%	19% 10%	17% 6%	20% 5%	15% 7%	18% 9%	22% 12%	19% 8%	19% 8%
	Don't Know	16%	14%	19%	15%	12%	12%	20%	15%	14%	15%	16%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Very Satisfied Satisfied	2% 25%	3% 43%	2% 29%	3% 32%	4% 37%	6% 37%	3% 29%	3% 29%	3% 33%	2% 30%	3% 31%
Question: Please rate the City's code enforcement.	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%
Total	Don't Know	19% 100%	16% 100%	20% 100%	18% 100%	14% 100%	12% 100%	19% 100%	17% 100%	15% 100%	15% 100%	17% 100%
Q8H Enforcing and prosecuting illegal dumping activities	Very Satisfied	2%	3%	2%	2%	2%	6%	2%	2%	3%	3%	3%
Question: Please rate the City's code enforcement.	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 Very Dissatisfied	28% 16%	33% 17%	23% 14%	26% 18%	24% 12%	27% 11%	21% 14%	26% 17%	29% 20%	25% 18%	25% 16%
	Don't Know	23%	10%	24%	20%	16%	18%	26%	17%	14%	19%	20%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9A Have you called 9-1-1 for police services in the last year?	YES	19%	30%	20%	24%	17%	29%	19%	26%	29%	23%	23%
Total	NO	81% 100%	70% 100%	80% 100%	76% 100%	83% 100%	71% 100%	81% 100%	74% 100%	71% 100%	77% 100%	77% 100%
Q9A1 If yes, what was your level of satisfaction with call taker(s)?	Very Satisfied	20%	31%	36%	29%	29%	32%	29%	29%	26%	27%	28%
· ·	Satisfied	48%	28%	40%	42%	40%	42%	43%	34%	36%	38%	39%
	Neither Satisfied nor Dissatisfied Dissatisfied	14%	9% 20%	7% 12%	7% 14%	11%	5% 15%	9% 11%	11% 13%	11% 14%	12% 12%	10% 13%
	Very Dissatisfied	11% 7%	11%	12% 6%	14% 8%	15% 5%	15% 5%	11% 8%	13% 14%	14%	12% 11%	
	Don't Know	1%	1%			3,0	1%	1%		2%		0%
Total	V50	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9B Have you called 9-1-1 for fire services in the last year?	YES NO	6% 94%	7% 93%	7% 93%	8% 92%	5% 95%	5% 95%	5% 95%	7% 93%	7% 93%	7% 93%	7% 93%
Total	NO	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9B1 If yes, what was your level of satisfaction with call taker(s)?	Very Satisfied	56%	45%	48%	43%	38%	64%	50%	49%	39%	44%	47%
···	Satisfied	27%	25%	29%	39%	31%	29%	34%	29%	50%	39%	34%
			5%	6%	6%		7%	8%	11%	7%	6%	7%
	Neither Satisfied nor Dissatisfied	9%				400/						
	Dissatisfied	4%	20%	6%	6%	19% 13%		5%	7%	4%	5%	7%
						19% 13%	100%	5% 3%				

2009 City-wide Chizens Survey Houston, Texas	DISTRICT	Α	В	С	D	Е	F	G	Н	ı	Х	Total
Q9C Have you called the 3-1-1 Houston Service Center in the last year?	N= YES	713 65%	264 59%	713 57%	587 61%	316 45%	270 56%	822 53%	609 68%	375 63%	916 52%	5,585 58%
Total	NO	35% 100%	41% 100%	43% 100%	39% 100%	55% 100%	44% 100%	47% 100%	32% 100%	37% 100%	48% 100%	42% 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 Dissatisfied	11% 16%	9% 16%	10% 16%	11% 14%	8% 13%	10% 16%	13% 11%	11% 14%	11% 15%	10% 18%	11% 15%
	Very Dissatisfied	9%	9%	8%	13%	10%	7%	9%	8%	13%	12%	10%
Total	Don't Know	100%	1% 100%	0% 100%	100%	100%	100%	100%	0% 100%	0% 100%	100%	0% 100%
Q9D Have you been to the Municipal Courts in the last year?	YES NO	28% 72%	31% 69%	30% 70%	34% 66%	31% 69%	31% 69%	29% 71%	34% 66%	34% 66%	36% 64%	32% 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 Satisfied	8% 31%	9% 44%	11% 41%	8% 34%	11% 46%	11% 39%	9% 38%	7% 31%	13% 38%	9% 34%	9% 36%
	Neither Satisfied nor Dissatisfied Dissatisfied	27% 22%	12% 27%	14% 19%	18% 20%	16% 14%	15% 19%	20% 20%	22% 22%	16% 19%	19% 19%	19% 20%
	Very Dissatisfied	11%	7%	15%	19%	12%	13%	13%	17%	13%	19%	15%
Total	Don't Know	0% 100%	100%	100%	100%	100%	2% 100%	0% 100%	1% 100%	1% 100%	1% 100%	1% 100%
Q9E Have you visited downtown in the last year?	YES NO	87% 13%	76% 24%	91% 9%	91% 9%	87% 13%	82% 18%	93% 7%	89% 11%	88% 12%	91% 9%	89% 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 Neither Satisfied nor Dissatisfied	53% 20%	54% 16%	52% 18%	52% 17%	59% 16%	48% 18%	55% 16%	53% 16%	57% 13%	53% 15%	54% 17%
	Dissatisfied	9%	10%	9%	9%	7%	9%	8%	10%	12%	11%	9%
	Very Dissatisfied Don't Know	1% 0%	1% 1%	1% 1%	2% 0%	1%	3% 1%	2% 0%	4% 1%	2%	3% 0%	2% 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 NO	74% 26%	49% 51%	66% 34%	70% 30%	59% 41%	55% 45%	65% 35%	71% 29%	63% 37%	70% 30%	67% 33%
Total Q9F1 If yes, what was your level of satisfaction with the website?	Very Satisfied	100% 12%	100% 20%	100% 14%	100% 13%	100%	100% 13%	100% 14%	100% 12%	100% 12%	100% 10%	100% 13%
eor i il yes, milit mas your level of satisfaction with the messive.	Satisfied	53%	51%	52%	46%	56%	55%	51%	47%	51%	51%	51%
	Neither Satisfied nor Dissatisfied Dissatisfied	22% 12%	16% 12%	24% 8%	21% 17%	16% 13%	22% 8%	23% 10%	23% 15%	21% 13%	23% 12%	22% 12%
	Very Dissatisfied Don't Know	2%	1% 1%	2%	2% 0%	1%	1% 1%	2%	3% 0%	3%	4% 0%	2% 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 NO	66% 34%	55% 45%	69% 31%	73% 27%	60% 40%	63% 37%	68% 32%	65% 35%	67% 33%	64% 36%	66% 34%
Total Q9G1 If yes, what was your level of satisfaction with the library?	Vany Catiofied	100% 34%	100%	100% 40%	100% 36%	100%	100% 29%	100% 38%	100% 31%	100% 35%	100% 33%	100% 35%
Q961 if yes, what was your level of satisfaction with the library?	Very Satisfied Satisfied	48%	56%	42%	49%	42% 45%	57%	48%	55%	51%	52%	49%
	Neither Satisfied nor Dissatisfied Dissatisfied	9% 8%	8% 2%	8% 7%	8% 6%	7% 5%	5% 6%	6% 7%	7% 6%	7% 6%	7% 7%	7% 6%
	Very Dissatisfied	1%	1%	3% 0%	1%	1%	2%	1%	1%	2%	1%	2% 0%
Total	Don't Know	0% 100%	100%	100%	0% 100%	100%	100%	0% 100%	100%	100%	100%	100%
Q9H Have you remotely accessed the library's services by phone, computer, or both in the last year?	YES NO	40% 60%	28% 72%	43% 57%	43% 57%	36% 64%	35% 65%	42% 58%	37% 63%	34% 66%	38% 62%	39% 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 Satisfied	43% 44%	39% 46%	42% 44%	42% 46%	49% 43%	39% 53%	44% 46%	40% 43%	43% 47%	42% 47%	42% 46%
	Neither Satisfied nor Dissatisfied Dissatisfied	9% 4%	9% 5%	7% 5%	4% 7%	3% 5%	5% 3%	5% 5%	8% 5%	8% 2%	7% 3%	6% 5%
	Very Dissatisfied	1,0	0,0	1%	1%	0,0	0,0	1%	4%	270	1%	1%
Total	Don't Know	100%	100%	100%	100%	100%	100%	100%	0% 100%	100%	100%	0% 100%
Q9I Have you used the library's electronic databases in the last year?	YES NO	44% 56%	35% 65%	43% 57%	44% 56%	43% 57%	44% 56%	47% 53%	47% 53%	39% 61%	46% 54%	44% 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 Satisfied	34% 47%	27% 53%	38% 46%	36% 46%	38% 51%	31% 55%	37% 48%	38% 45%	40% 54%	35% 51%	36% 48%
	Neither Satisfied nor Dissatisfied Dissatisfied	13% 5%	18% 2%	8% 6%	10% 7%	6% 4%	8% 7%	6% 6%	12% 4%	4% 2%	9% 4%	9% 5%
	Very Dissatisfied	0%	270	1%	2%		7 70	2%	2%	270	1%	1%
Total	Don't Know	100%	100%	100%	100%	1% 100%	100%	0% 100%	100%	100%	100%	0% 100%
Q9J Have you attended library programs in the last year?	YES NO	14% 86%	20% 80%	14% 86%	16% 84%	18% 82%	13% 87%	15% 85%	18% 82%	23% 77%	17% 83%	16% 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 Satisfied	32% 52%	45% 48%	52% 39%	45% 49%	43% 46%	35% 61%	46% 47%	34% 54%	32% 59%	41% 50%	41% 50%
	Neither Satisfied nor Dissatisfied	12%	3%	6%	4%	6%	4%	2%	10%	7%	4% 5%	6%
	Dissatisfied Very Dissatisfied	3%		3%	1%	6%		2% 1%	1% 1%	2%	5%	2% 1%
Total	Don't Know	100%	3% 100%	100%	100%	100%	100%	1% 100%	100%	100%	100%	0% 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%
Total	NO	68% 100%	54% 100%	68% 100%	71% 100%	64% 100%	57% 100%	71% 100%	71% 100%	69% 100%	67% 100%	68% 100%
Q9K1 If yes, what was the children's level of satisfaction with the library?	Very Satisfied Satisfied	39% 50%	44% 47%	47% 39%	44% 45%	46% 43%	37% 52%	35% 53%	41% 43%	46% 45%	40% 47%	41% 47%
	Neither Satisfied nor Dissatisfied	9%	8%	6%	6%	7%	1%	4%	10%	8%	7%	7%
	Dissatisfied Very Dissatisfied	2%	2%	4% 3%	5%	1% 1%	10%	4% 2%	4% 2%	1%	4% 1%	4% 1%
Total	Don't Know	1% 100%	100%	1% 100%	100%	100%	100%	1% 100%	1% 100%	100%	1% 100%	1% 100%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

	DISTRICT	Α	В	С	D	Е	F	G	Н		Х	Total
	N=	713	264	713	587	316	270	822	609	375	916	5,585
Q9L Overall level of satisfaction with the City's library facilities Question: Please rate the City's library facilities, staff, and services.	Very Satisfied Satisfied	21% 41%	21% 45%	22% 44%	24% 44%	26% 38%	16% 51%	23% 43%	21% 43%	21% 48%	21% 43%	22% 44%
	Neither Satisfied nor Dissatisfied	11%	9%	11%	11%	11%	9%	10%	13%	10%	12%	11%
	Dissatisfied Very Dissatisfied	7% 1%	4% 1%	7% 3%	6% 1%	4% 1%	4% 2%	6% 2%	6% 2%	3% 1%	5% 1%	6% 2%
	Don't Know	18%	20%	14%	14%	20%	17%	16%	16%	17%	17%	16%
Total	Van Catiofied	100%	100%	100%	100%	100%	100% 20%	100%	100%	100%	100%	100%
Q9M Overall level of satisfaction with the City's library staff Question: Please rate the City's library facilities, staff, and services.	Very Satisfied Satisfied	25% 42%	22% 46%	25% 43%	27% 42%	27% 39%	20% 49%	26% 42%	24% 42%	23% 46%	21% 43%	24% 43%
,,,	Neither Satisfied nor Dissatisfied	12%	8%	11%	11%	10%	8%	12%	13%	10%	13%	11%
	Dissatisfied Very Dissatisfied	3% 0%	4% 0%	3% 2%	3% 1%	1% 1%	4% 2%	3% 1%	3% 1%	2% 1%	4% 1%	3% 1%
	Don't Know	18%	20%	16%	16%	22%	17%	17%	17%	19%	18%	18%
Total	V 0 5 5 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q9N Overall level of satisfaction with the City's library services Question: Please rate the City's library facilities, staff, and services.	Very Satisfied Satisfied	22% 42%	21% 45%	24% 42%	26% 41%	25% 38%	19% 50%	24% 42%	21% 43%	21% 47%	21% 42%	23% 42%
	Neither Satisfied nor Dissatisfied	12%	10%	12%	12%	14%	9%	12%	14%	9%	14%	12%
	Dissatisfied Very Dissatisfied	5% 1%	5% 0%	5% 2%	6% 1%	1% 1%	3% 1%	5% 1%	4% 1%	4% 1%	4% 1%	4% 1%
	Don't Know	18%	20%	15%	14%	21%	17%	17%	17%	18%	17%	17%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10A Topic: (A) As a place to live Question: Please rate the City in each of the following areas:	Excellent Good	23% 51%	27% 46%	29% 48%	25% 52%	25% 49%	21% 51%	26% 49%	24% 50%	19% 53%	23% 50%	24% 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 Don't Know	4%	5% 1%	5%	4% 0%	3% 0%	6% 0%	4% 0%	3% 0%	6% 1%	5% 0%	4% 0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10B Topic: (B) As a place to raise children	Excellent	14%	20%	17%	15%	19%	14%	15%	13%	12%	15%	15%
Question: Please rate the City in each of the following areas:	Good Neutral	37% 17%	42% 12%	39% 16%	40% 16%	38% 15%	41% 17%	39% 17%	38% 16%	41% 14%	37% 16%	39% 16%
	Fair	16%	15%	13%	12%	18%	13%	14%	15%	17%	16%	15%
	Poor Don't Know	9% 6%	10% 2%	8% 7%	8% 8%	7% 4%	10% 5%	8% 7%	8% 9%	11% 5%	11% 6%	9% 6%
Total	DOIT KNOW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Q10C Topic: (C) As a place to work	Excellent	36%	33%	38%	33%	34%	29%	37%	33%	30%	32%	34%
Question: Please rate the City in each of the following areas:	Good Neutral	49% 7%	46% 7%	48% 5%	50% 6%	48% 9%	51% 7%	50% 6%	49% 7%	51% 7%	49% 7%	49% 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%
Total	Don't Know	0% 100%	1% 100%	1% 100%	1% 100%	2% 100%	2% 100%	1% 100%	0% 100%	1% 100%	1% 100%	1% 100%
Q10D Topic: (D) As a place to retire	Excellent	11%	20%	14%	13%	17%	11%	13%	100%	11%	11%	13%
Question: Please rate the City in each of the following areas:	Good	25%	39%	28%	28%	33%	32%	25%	24%	28%	26%	27%
	Neutral Fair	20% 19%	13% 12%	18% 17%	20% 17%	13% 17%	16% 18%	19% 17%	17% 22%	16% 16%	18% 19%	18% 18%
	Poor	23%	13%	20%	20%	16%	19%	22%	22%	23%	22%	21%
T	Don't Know	2%	3%	4%	2%	4%	3%	3%	5%	5%	4%	3%
Total Q11 Please list the number of people living in your household (including yourself	f), Under age 5	100%	100%	100%	100%	100%	100%	100%			100%	
	i), Ulidel age 3								100%	100%		100%
for each age category.	-								100%	10078		100%
	Ages 6-9								100 /8	10076		100%
	-	DATA	OP TH	IS OUE	STION C	NINO	T RE DE					100%
	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44	DATA I	FOR TH	IS QUES	STION (CANNO	T BE PR			THIS FO		100%
	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54	DATA I	FOR TH	IS QUES	STION (CANNO	T BE PR					100%
	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44	DATA I	FOR TH	IS QUES	STION (CANNO	T BE PR					100%
for each age category.	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+							RESENT	ED IN T	'HIS FO	RMAT.	
	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+	85%	70%	81%	73%	88%	73%	RESENT	ED IN T	THIS FO	RMAT.	79%
for each age category.	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+							RESENT	ED IN T	'HIS FO	RMAT.	
for each age category. Q12 Do you own or rent your current residence?	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years	85% 15% 100% 7%	70% 30% 100% 6%	81% 19% 100% 8%	73% 27% 100% 10%	88% 12% 100% 9%	73% 27% 100% 9%	82% 18% 100%	78% 22% 100%	72% 28% 100% 14%	81% 19% 100%	79% 21% 100% 10%
for each age category. Q12 Do you own or rent your current residence? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years	85% 15% 100% 7% 17%	70% 30% 100% 6% 10%	81% 19% 100% 8% 15%	73% 27% 100% 10% 16%	88% 12% 100% 9% 18%	73% 27% 100% 9% 16%	82% 18% 100% 11% 17%	78% 22% 100% 11% 16%	72% 28% 100% 14% 14%	81% 19% 100% 10% 21%	79% 21% 100% 10% 16%
for each age category. Q12 Do you own or rent your current residence? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years	85% 15% 100% 7%	70% 30% 100% 6%	81% 19% 100% 8%	73% 27% 100% 10%	88% 12% 100% 9%	73% 27% 100% 9%	82% 18% 100%	78% 22% 100%	72% 28% 100% 14%	81% 19% 100%	79% 21% 100% 10% 16% 29%
for each age category. Q12 Do you own or rent your current residence? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years	85% 15% 100% 7% 17% 13% 33% 14%	70% 30% 100% 6% 10% 11% 25% 29%	81% 19% 100% 8% 15% 17% 34% 15%	73% 27% 100% 10% 16% 15% 29% 18%	88% 12% 100% 9% 18% 22% 29% 13%	73% 27% 100% 9% 16% 24% 29% 16%	82% 18% 100% 11% 17% 31% 31%	78% 22% 100% 11% 16% 28% 18%	72% 28% 100% 14% 14% 25% 20%	81% 19% 100% 10% 21% 29% 12%	79% 21% 100% 10% 16% 16% 29% 16%
for each age category. Q12 Do you own or rent your current residence? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years	85% 15% 100% 7% 17% 13% 33% 14%	70% 30% 100% 6% 10% 11% 25% 29% 16%	81% 19% 100% 8% 15% 17% 34% 15% 9%	73% 27% 100% 10% 16% 15% 29% 18% 8%	88% 12% 100% 9% 18% 22% 29% 13% 7%	73% 27% 100% 9% 16% 24% 29% 16% 7%	82% 18% 100% 11% 15% 31% 16% 7%	78% 22% 100% 11% 16% 14% 28% 18% 12%	72% 28% 100% 14% 14% 12% 25% 20% 12%	81% 19% 100% 10% 21% 19% 29% 12% 7%	79% 21% 100% 16% 16% 29% 16% 9%
for each age category. Q12 Do you own or rent your current residence? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years	85% 15% 100% 7% 17% 13% 33% 14%	70% 30% 100% 6% 10% 11% 25% 29%	81% 19% 100% 8% 15% 17% 34% 15%	73% 27% 100% 10% 16% 15% 29% 18%	88% 12% 100% 9% 18% 22% 29% 13%	73% 27% 100% 9% 16% 24% 29% 16%	82% 18% 100% 11% 17% 31% 31%	78% 22% 100% 11% 16% 28% 18%	72% 28% 100% 14% 14% 25% 20%	81% 19% 100% 10% 21% 29% 12%	79% 21% 100% 10% 16% 16% 29% 16%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas?	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-64 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected	85% 15% 100% 7% 17% 13% 33% 14% 12% 4% 100%	70% 30% 100% 6% 10% 11% 25% 16% 3% 100%	81% 19% 100% 8% 15% 17% 34% 15% 9% 100%	73% 27% 100% 10% 15% 29% 18% 8% 3% 100%	88% 12% 100% 9% 18% 22% 29% 13% 7% 2% 100%	73% 27% 100% 9% 16% 24% 29% 16% 7% 1% 100%	82% 18% 100% 11% 17% 31% 16% 7% 20%	78% 22% 100% 11% 16% 28% 18% 12% 20% 33%	72% 28% 100% 14% 14% 25% 20% 12% 4% 100% 48%	81% 19% 100% 10% 21% 19% 12% 7% 22% 100%	79% 21% 100% 16% 16% 29% 9% 2% 100% 34%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas?	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 65-74 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years	85% 15% 100% 7% 17% 13% 33% 14% 12% 4% 100% 21% 79%	70% 30% 100% 6% 10% 11% 25% 16% 3% 100% 77% 23%	81% 19% 100% 8% 15% 17% 34% 15% 9% 9% 100% 21% 79%	73% 27% 100% 10% 15% 29% 18% 8% 3% 100% 40%	88% 12% 100% 9% 18% 22% 29% 7% 7% 2% 100% 31% 69%	73% 27% 100% 9% 16% 24% 29% 16% 7% 1% 100% 44% 56%	82% 18% 100% 11% 17% 31% 31% 36% 20% 100% 78%	78% 22% 100% 11% 16% 14% 28% 12% 2% 100% 67%	72% 28% 100% 14% 12% 25% 25% 4% 100%	81% 19% 100% 10% 21% 19% 29% 7% 2% 100% 40% 60%	79% 21% 100% 16% 16% 29% 16% 2% 34% 66%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity? Total Q14 Asian/Pacific Islander	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-64 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected	85% 15% 100% 7% 17% 13% 33% 14% 40 100% 21% 79% 100% 96%	70% 30% 100% 6% 10% 11% 25% 29% 16% 3% 100% 77% 23% 100%	81% 19% 100% 8% 17% 34% 15% 9% 100% 21% 79%	73% 27% 100% 10% 15% 29% 18% 8% 3% 100% 40% 100%	88% 12% 100% 9% 22% 29% 13% 7% 2% 100% 69%	73% 27% 100% 9% 16% 24% 29% 16% 100% 44% 56% 100%	82% 18% 100% 11% 15% 31% 16% 7% 22% 100% 22% 78%	78% 22% 100% 11% 16% 28% 12% 28% 100% 33% 67% 67% 67% 999%	72% 28% 100% 14% 12% 25% 12% 4% 100% 48% 52% 100% 97%	81% 19% 100% 10% 21% 7% 29% 12% 700 40% 60% 60% 95%	79% 21% 100% 16% 29% 29% 100% 34% 66% 100%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity? Total Q14 Asian/Pacific Islander Question: Which of the following best describes your race/ethnicity?	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 45-54 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected Selected	85% 15% 100% 7% 17% 13% 14% 12% 4% 100% 21% 79% 100% 96% 4%	70% 30% 100% 6% 10% 11% 25% 29% 16% 3% 100% 77% 23% 100% 99%	81% 19% 100% 8% 15% 17% 34% 15% 9% 100% 21% 79% 100% 97% 3%	73% 27% 100% 10% 15% 29% 18% 3% 100% 40% 60% 100% 97% 3%	88% 12% 100% 9% 22% 22% 29% 13% 7% 20% 100% 31% 69% 40%	73% 27% 100% 9% 16% 24% 29% 16% 7% 100% 44% 56% 100% 96% 4%	82% 18% 100% 11% 15% 31% 16% 22% 78% 100% 97% 3%	78% 22% 100% 11% 28% 12% 22% 1000% 1000% 33% 67% 1000% 99% 11%	72% 28% 100% 14% 12% 25% 20% 12% 4% 100% 52% 100% 97% 3%	81% 19% 100% 100% 21% 19% 29% 7% 2% 60% 100% 60% 5% 5%	79% 21% 100% 10% 16% 29% 26 100% 34% 66% 100% 37%
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Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity? Total Q14 Asian/Pacific Islander Question: Which of the following best describes your race/ethnicity? Total Q14 Black/African American Question: Which of the following best describes your race/ethnicity?	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-64 Ages 55-64 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected Not Selected	85% 15% 100% 7% 13% 13% 12% 4% 100% 21% 79% 4% 100% 4% 100% 5%	70% 30% 100% 6% 11% 25% 29% 16% 3% 100% 77% 23% 100% 99% 1% 100% 38% 62%	81% 19% 100% 8% 15% 17% 34% 15% 97% 100% 21% 79% 30% 100% 97% 30% 100% 92% 8%	73% 27% 100% 10% 15% 29% 18% 8% 100% 40% 60% 97% 3% 100% 74% 26%	88% 100% 9% 18% 22% 29% 100% 31% 69% 100% 96% 4% 100% 8%	73% 27% 100% 9% 16% 24% 29% 16% 7% 100% 44% 56% 400% 96% 4000% 100% 83%	82% 18% 100% 11% 17% 31% 16% 22% 78% 100% 97% 30 100% 95% 55%	78% 22% 100% 11% 14% 28% 100% 67% 100% 99% 100% 90% 100%	72% 28% 100% 14% 25% 20% 40% 52% 100% 52% 100% 38 100% 84% 100%	81% 19% 100% 10% 21% 21% 22% 12% 60% 100% 60% 100% 60% 100% 60% 100% 60% 140%	79% 21% 100% 10% 16% 29% 16% 2% 100% 34% 100% 36% 100% 86% 100%
Q12 Do you own or rent your current residence? Total Q13 Approximately how many years have you lived in Houston, Texas? Q14 Anglo Question: Which of the following best describes your race/ethnicity? Total Q14 Asian/Pacific Islander Question: Which of the following best describes your race/ethnicity? Total Q14 Black/African American Question: Which of the following best describes your race/ethnicity? Total Q14 Black/African American Question: Which of the following best describes your race/ethnicity? Total	Ages 6-9 Ages 10-19 Ages 20-34 Ages 35-44 Ages 35-44 Ages 45-54 Ages 65-74 Ages 65-74 Ages 75+ Own Rent 0 to 5 years 6 to 15 years 16 years to 25 years 26 to 40 years 41 to 55 years 56 to 70 years more than 70 years Not Selected Selected Not Selected Selected Selected	85% 15% 100% 7% 13% 33% 14% 40% 100% 100% 96% 40% 100% 55% 100%	70% 30% 100% 6% 11% 25% 29% 3% 16% 37% 77% 23% 100% 100% 38% 62% 100%	81% 19% 100% 8% 15% 17% 34% 15% 9% 100% 21% 300 100% 100% 92% 86% 100%	73% 27% 100% 16% 15% 29% 18% 3% 100% 40% 40% 100% 3% 100% 74% 26% 100%	88% 12% 100% 9% 18% 22% 22% 100% 31% 69% 4% 100% 92% 88%	73% 27% 100% 9% 16% 29% 16% 7% 100% 44% 100% 46% 100% 83% 100%	82% 18% 100% 11% 15% 31% 16% 22% 100% 97% 33% 100% 95% 100%	78% 22% 100% 11% 16% 28% 12% 29% 100% 33% 10% 100% 99% 100% 90% 100% 100% 100% 1	72% 28% 100% 14% 12% 25% 20% 48% 100% 48% 100% 84% 100% 84% 10%	81% 19% 100% 100% 21% 29% 12% 40% 60% 100% 95% 100% 86% 100% 86% 100%	79% 21% 100% 16% 16% 29% 16% 97% 34% 100% 100% 86% 100%
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