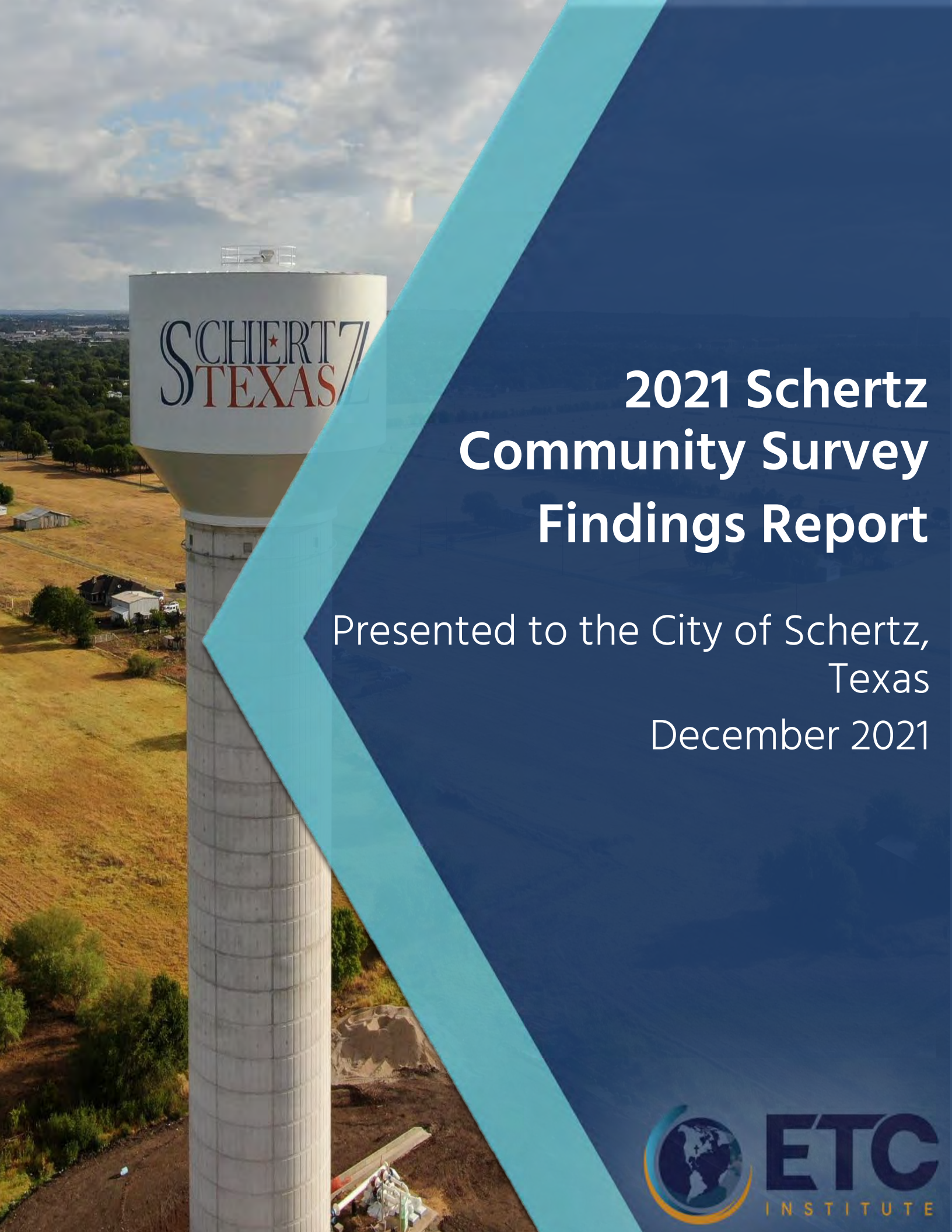
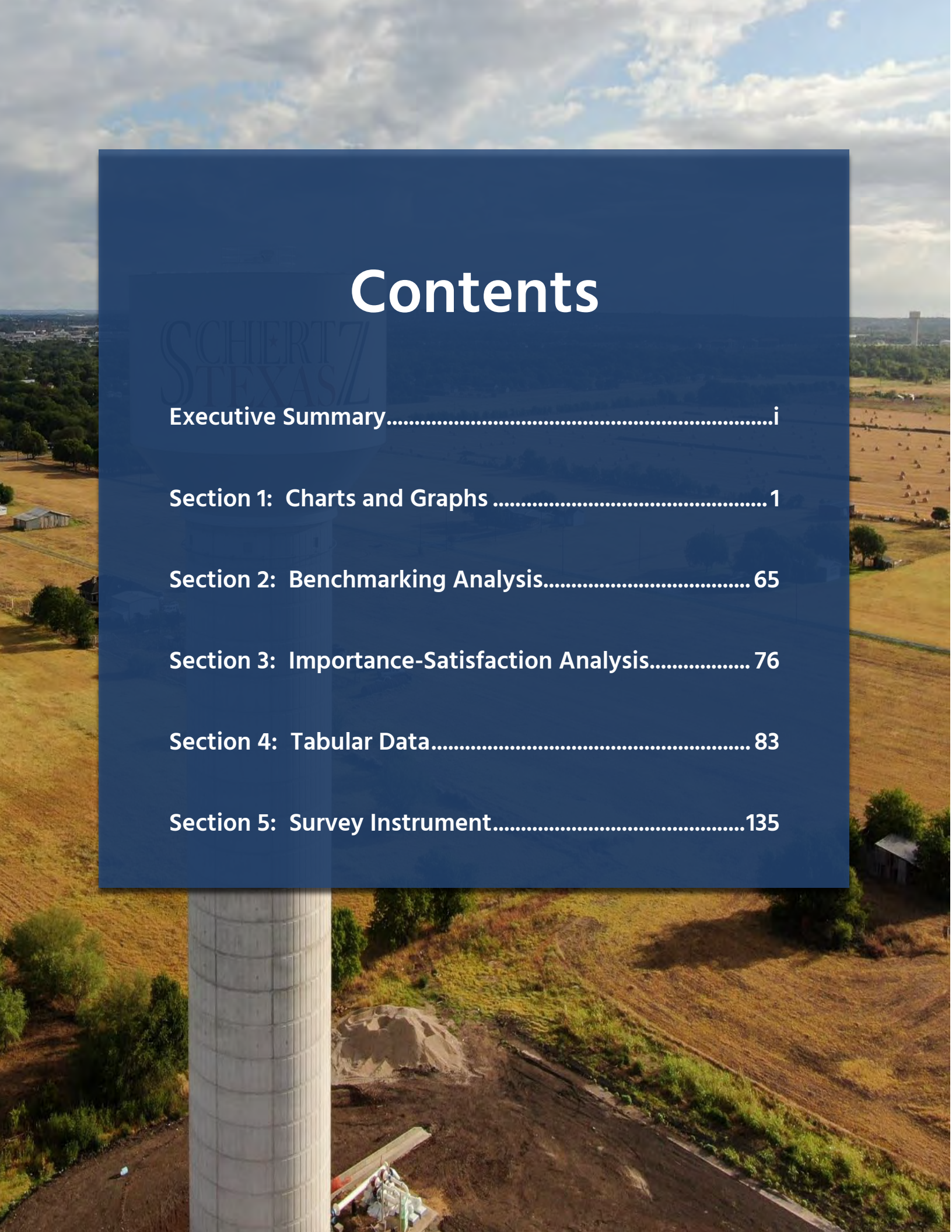




SCHERTZ
TEXAS

2021 Schertz Community Survey Findings Report

Presented to the City of Schertz,
Texas
December 2021



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Executive Summary

2021 Schertz Community Survey

Executive Summary



Purpose and Methodology

ETC Institute administered a community survey for the City of Schertz during the fall of 2021. The survey was designed to gather resident input and produce feedback on City programs and services. The City wanted to provide residents the opportunity to give City leaders valuable feedback regarding city services and overall satisfaction with service delivery. The information collected will be used to help shape future decisions and ensure they are aligned with the needs of residents.

The seven-page survey was mailed to a random sample of households throughout the City of Schertz. The survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Schertz from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 436 households completing a survey. The results for the random sample of 436 households have a 95% level of confidence with a precision of at least $\pm 4.7\%$.

Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase *“who had an opinion.”*

2021 Schertz Community Survey

Executive Summary



This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey, including comparisons to the 2016 and 2019 survey results (Section 1)
- benchmarking data that show how the results for the City of Schertz compare to results in other communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Overall Perceptions of the City

Most of the residents surveyed (90%) *who had an opinion* indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Eighty-nine percent (89%) of those surveyed *who had an opinion* indicated they were “very satisfied” or “satisfied” with the overall quality of life in the City of Schertz.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (94%), emergency medical services (91%), library services (89%), and trash, recycling, and yard waste collection services (87%).

Overall Feelings of Safety

Nearly all residents (99%) *who had an opinion* felt either “very safe” or “somewhat safe” when rating their overall feeling of safety in their neighborhood during the day. Ninety-four percent (94%) of residents *who had an opinion* indicated they felt “very safe” or “somewhat safe” in the City of Schertz, and 89% of residents *who had an opinion* indicated they felt “very safe” or “somewhat safe” in their neighborhood at night.

Satisfaction with Specific City Services

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance and appearance of existing City parks (83%), the mowing and trimming of City parks (80%), and the number of City parks (73%).

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The three parks and recreation services respondents indicated should receive the most emphasis over the next two years include: walking and biking trails in the City, the maintenance and appearance of City parks, and the availability of youth recreation programs.

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the enforcement of graffiti regulations (75%) and the enforcement of sign regulations (62%).

The two code enforcement services respondents indicated should receive the most emphasis over the next two years were the enforcement of the clean-up of junk and debris and the mowing of weeds and grass on private property.

- **Public Works Services.** The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: cleanliness of City streets and other public areas (76%), mowing and trimming along City streets (72%), and the condition of sidewalks in the City (60%).

The three public works services respondents indicated should receive the most emphasis over the next two years include: the maintenance of major City streets, the maintenance of major TXDOT roadways, and the maintenance of neighborhood streets..

- **City Communication.** The highest levels of satisfaction with City communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Schertz Magazine (86%), the City’s social media pages (68%), and the usefulness of information available on the City’s web site (67%).

- Eighty-seven percent (87%) of respondents indicated Schertz Magazine is their primary source of information about the City; 63% indicated they primarily use the City website. These were also respondents’ most preferred sources to get information about the City.

- **Solid Waste and Utility Services.** The highest levels of satisfaction with solid waste and utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: water services (91%), residential trash collection services (90%), and sewer services (89%).
- **Strategic Initiatives.** The highest levels of agreement with statements regarding the City’s strategic initiatives, based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*, were: the City is ensuring that there is adequate long-term affordable water (73%), the City is doing a good job of beautification within the community (71%), and the City is committed to the health and wellness of citizens (71%).

2021 Schertz Community Survey

Executive Summary



Additional Findings

- Most respondents (85%) either “strongly agreed” (61%) or “somewhat agreed” (24%) with the statement, *“I trust City of Schertz police officers to do the right thing.”* Nine percent (9%) were neutral, 4% “somewhat disagreed,” and 2% “strongly disagreed” with the statement.
- Nearly half (47%) of the respondents surveyed indicated they are aware the City has an Emergency Notification System (CivicReady). Of those who are aware of CivicReady, 76% are currently enrolled to receive notifications.
- More than two-thirds (68%) of the respondents surveyed indicated they are “very prepared” (16%) or “somewhat prepared” (52%) to seek and obtain the necessary resources for their household and/or business if they were to experience a disaster. Fourteen percent (14%) were “neutral,” 15% feel they are “unprepared,” and 2% feel they are “very unprepared” for a disaster.

The areas in which respondents feel the least prepared for a disaster include: debris removal (55%), alternative sheltering options (46%), and securing the home (34%).

- Respondents were asked to indicate what electronic sources of information they are currently using. Seventy-five percent (75%) of respondents indicated they use the Internet, 75% use email, 70% use text messages, and 62% use Facebook. Although Schertz Magazine is the primary source of City information for most respondents (87%), nearly two-thirds (63%) use the City website. Because a majority of respondents use the Internet, email, text messages, and Facebook as electronic sources of information, the City should continue to explore electronic communication methods.
- Half of the respondents (50%) indicated they have contacted the City of Schertz during the past year. When asked to describe the service they received, 80% of respondents indicated the service received was either “excellent” (46%) or “good” (34%). Only 7% of respondents who contacted the City during the past year indicated the service they received was “poor”.
 - The highest levels of satisfaction with City employees, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion and who contacted the City within the past year*, were: the way they were treated (87%), how easy they were to contact (85%), and the how quickly staff responded their request (79%).

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Executive Summary



- The City asked respondents to indicate their expectations for various services provided by the City. Respondents were asked to indicate whether the level services should higher or lower on a 5-point scale. The services residents thought should see the most increase in the level of service provided, based upon the combined percentage of “should be much higher” and “should be a little higher” responses among residents *who had an opinion*, were: maintenance of streets and sidewalks (76%), law enforcement (52%), and parks and open space (49%).
- Seventy-nine percent (79%) of respondents indicated that traffic will be the biggest issue that the City of Schertz will face within the next five years. Other issues that respondents indicated will be issues the City will face within the next five years include: planning for rapid growth (52%) and road repair, maintenance, and expansion (51%).
- When asked to indicate the primary reasons residents choose to live in Schertz, a majority of respondents indicated it was the location (77%); 62% indicated that the City of Schertz is a safe community, and 61% indicated it was the quality of life.
- More than one-third (35%) of respondents indicated they received the COVID-19 vaccine at the City of Schertz Vaccine Clinic. Of those, less than 1% were dissatisfied with the level of service they received.

During the height of the pandemic, 78% of respondents found the City’s website “very informative” (47%) or “somewhat informative” (31%). Other communication channels that respondents found “very informative” or “somewhat informative” include: social media (70%) and CivicReady notifications via text or phone call (61%).

2021 Schertz Community Survey

Executive Summary



How the City of Schertz Compares to Other Communities Nationally

Satisfaction ratings for the City of Schertz **rated above the U.S. average in 41 of the 45 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 38 of these areas. Listed below are the comparisons between the City of Schertz and the U.S. average:

Service	Schertz	U.S.	Difference	Category
Overall quality of services provided by the City	90%	59%	31%	Perceptions of the City
Recreation Center	68%	38%	31%	Parks and Recreation
Water services	91%	62%	29%	Solid Waste/Utility Services
Customer service provided by City employees	79%	51%	28%	Major Categories of City Services
City communication with the public	75%	48%	27%	Major Categories of City Services
City swimming pools	61%	36%	25%	Parks and Recreation
Animal Services	79%	55%	25%	Major Categories of City Services
How well the City is keeping up with growth	68%	44%	24%	Perceptions of the City
City water and sewer services	86%	62%	24%	Major Categories of City Services
Sewer services	89%	65%	24%	Solid Waste/Utility Services
City's social media pages	68%	44%	24%	City Communication
Police services	87%	64%	24%	Major Categories of City Services
City parks and recreation programs	79%	59%	20%	Major Categories of City Services
Trash, recycling, & yard waste collection services	87%	68%	19%	Major Categories of City Services
Overall feeling of safety in the City	94%	75%	19%	Feeling of Safety
Overall value you receive for City taxes and fees	63%	44%	19%	Perceptions of the City
Feeling of safety in City parks	82%	64%	18%	Feeling of Safety
Feeling of safety in your neighborhood at night	89%	71%	18%	Feeling of Safety
Usefulness of information available on web site	67%	50%	17%	City Communication
Availability of adult recreation programs	51%	34%	17%	Parks and Recreation
Overall appearance of the City	83%	66%	17%	Perceptions of the City
Recycling services	80%	63%	17%	Solid Waste/Utility Services
Cleanliness of City streets and other public areas	76%	60%	16%	Public Works
Management of stormwater runoff & flood prevention	75%	59%	16%	Major Categories of City Services
Library services	89%	74%	15%	Major Categories of City Services
Residential trash collection services	90%	75%	15%	Solid Waste/Utility Services
Availability of youth recreation programs	54%	39%	15%	Parks and Recreation
Bulky item pick up/removal services	68%	54%	15%	Solid Waste/Utility Services
Efforts to keep residents informed about issues	64%	51%	13%	City Communication
Quality of outdoor athletic facilities	65%	53%	12%	Parks and Recreation
Mowing/trimming along City streets	72%	60%	12%	Public Works
Feeling of safety in your neighborhood during the day	99%	89%	11%	Feeling of Safety
Emergency medical services	91%	81%	10%	Major Categories of City Services
Enforcement of sign regulations	62%	52%	10%	Code Enforcement
Availability of information about operations	61%	51%	10%	City Communication
Fire services	94%	85%	9%	Major Categories of City Services
Enforcement of city codes and ordinances	61%	52%	9%	Major Categories of City Services
Condition of sidewalks in the City	60%	51%	9%	Public Works
Level of public involvement in decision-making	42%	38%	4%	City Communication
Enforcement of the clean-up of junk & debris	53%	50%	3%	Code Enforcement
Enforcement of mowing of weeds & grass	50%	49%	1%	Code Enforcement
Maintenance of streets in your neighborhood	55%	55%	0%	Public Works
Maintenance of major City streets	51%	54%	-3%	Public Works
Walking and biking trails in the City	58%	63%	-5%	Parks and Recreation
Adequacy of City street lighting	57%	66%	-9%	Public Works

2021 Schertz Community Survey

Executive Summary



How the City of Schertz Compares to Other Communities in Texas

Satisfaction ratings for the City of Schertz **rated above the Texas average in 40 of the 45 areas** that were assessed. The City rated significantly higher than the Texas average (difference of 5% or more) in 36 of these areas. Listed below are the comparisons between the City of Schertz and the Texas average:

Service	Schertz	Texas	Difference	Category
City communication with the public	75%	28%	47%	Major Categories of City Services
Overall quality of services provided by the City	90%	43%	47%	Perceptions of the City
Water services	91%	45%	46%	Solid Waste/Utility Services
Customer service provided by City employees	79%	34%	45%	Major Categories of City Services
Police services	87%	44%	43%	Major Categories of City Services
City water and sewer services	86%	45%	41%	Major Categories of City Services
Feeling of safety in City parks	82%	42%	40%	Feeling of Safety
City parks and recreation programs	79%	40%	39%	Major Categories of City Services
Management of stormwater runoff & flood prevention	75%	36%	39%	Major Categories of City Services
Sewer services	89%	50%	39%	Solid Waste/Utility Services
Library services	89%	53%	36%	Major Categories of City Services
Overall appearance of the City	83%	47%	36%	Perceptions of the City
Trash, recycling, & yard waste collection services	87%	52%	35%	Major Categories of City Services
Overall value you receive for City taxes and fees	63%	29%	34%	Perceptions of the City
Overall feeling of safety in the City	94%	62%	33%	Feeling of Safety
Fire services	94%	63%	31%	Major Categories of City Services
Feeling of safety in your neighborhood at night	89%	60%	29%	Feeling of Safety
Emergency medical services	91%	63%	28%	Major Categories of City Services
Animal Services	79%	51%	28%	Major Categories of City Services
How well the City is keeping up with growth	68%	41%	27%	Perceptions of the City
Recreation Center	68%	41%	27%	Parks and Recreation
City's social media pages	68%	41%	27%	City Communication
Enforcement of city codes and ordinances	61%	38%	23%	Major Categories of City Services
Cleanliness of City streets and other public areas	76%	53%	23%	Public Works
Bulky item pick up/removal services	68%	49%	19%	Solid Waste/Utility Services
Feeling of safety in your neighborhood during the day	99%	81%	18%	Feeling of Safety
Residential trash collection services	90%	73%	17%	Solid Waste/Utility Services
Usefulness of information available on web site	67%	51%	16%	City Communication
Recycling services	80%	64%	16%	Solid Waste/Utility Services
Mowing/trimming along City streets	72%	58%	14%	Public Works
Condition of sidewalks in the City	60%	47%	13%	Public Works
Efforts to keep residents informed about issues	64%	51%	13%	City Communication
Availability of adult recreation programs	51%	39%	12%	Parks and Recreation
Availability of youth recreation programs	54%	45%	9%	Parks and Recreation
City swimming pools	61%	53%	8%	Parks and Recreation
Availability of information about operations	61%	55%	6%	City Communication
Quality of outdoor athletic facilities	65%	61%	4%	Parks and Recreation
Enforcement of the clean-up of junk & debris	53%	51%	2%	Code Enforcement
Enforcement of sign regulations	62%	60%	2%	Code Enforcement
Level of public involvement in decision-making	42%	41%	1%	City Communication
Maintenance of streets in your neighborhood	55%	55%	0%	Public Works
Enforcement of mowing of weeds & grass	50%	51%	-1%	Code Enforcement
Maintenance of major City streets	51%	53%	-2%	Public Works
Walking and biking trails in the City	58%	64%	-6%	Parks and Recreation
Adequacy of City street lighting	57%	65%	-8%	Public Works

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Trends

Satisfaction ratings for the City of Schertz **stayed the same or improved in 64 of the 69 areas** that were assessed in 2019 and 2021. The City showed significant increases (difference of 5% or more) in 33 of these areas. Listed below and on the following page are the comparisons between the 2019 and 2021 results:

Service	2019	2021	Difference	Category
Water services	80%	91%	11%	Solid Waste/Utility Services
Municipal court services	64%	74%	10%	Major Categories of City Services
Feeling of safety in City parks	72%	82%	10%	Feeling of Safety
Usefulness of information available on web site	58%	67%	9%	City Communication
Bulky item pick up/removal services	59%	68%	9%	Solid Waste/Utility Services
Sewer services	81%	89%	8%	Solid Waste/Utility Services
Utility Billing	78%	86%	8%	Solid Waste/Utility Services
How quickly staff responded to your request	72%	79%	7%	Customer Service
Overall value you receive for City taxes and fees	56%	63%	7%	Perceptions of the City
Enforcement of sign regulations	55%	62%	7%	Code Enforcement
City's biweekly electronic newsletter	52%	59%	7%	City Communication
The way you were treated	80%	87%	7%	Customer Service
Animal Services	73%	79%	6%	Major Categories of City Services
Feeling of safety in your neighborhood at night	83%	89%	6%	Feeling of Safety
Appearance of commercial property in the City	70%	76%	6%	Perceptions of the City
City's social media pages	62%	68%	6%	City Communication
Fire services	88%	94%	6%	Major Categories of City Services
Trash, recycling, & yard waste collection services	81%	87%	6%	Major Categories of City Services
Feeling of safety in your neighborhood during the day	93%	99%	6%	Feeling of Safety
Overall feeling of safety in Schertz	88%	94%	6%	Feeling of Safety
Overall quality of new development	55%	61%	6%	Perceptions of the City
Number of City parks	67%	73%	6%	Parks and Recreation
Walking and biking trails in the City	52%	58%	6%	Parks and Recreation
Adequacy of City street lighting	51%	57%	6%	Public Works
Emergency medical services	86%	91%	5%	Major Categories of City Services
Police services	82%	87%	5%	Major Categories of City Services
Enforcement of graffiti regulations	70%	75%	5%	Code Enforcement
Maintenance of major TxDOT roadways	49%	54%	5%	Public Works
Level of fiscal transparency	46%	51%	5%	City Communication
City water and sewer services	81%	86%	5%	Major Categories of City Services
Overall appearance of the City	78%	83%	5%	Perceptions of the City
City swimming pools	56%	61%	5%	Parks and Recreation
Availability of information about operations	56%	61%	5%	City Communication
Feeling of safety in commercial and retail areas	84%	88%	4%	Feeling of Safety

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Trends (cont.)

Service	2019	2021	Difference	Category
Overall quality of services provided by the City	86%	90%	4%	Perceptions of the City
Appearance of residential property in the City	70%	74%	4%	Perceptions of the City
How well the City is keeping up with growth	64%	68%	4%	Perceptions of the City
Recreation Center	64%	68%	4%	Parks and Recreation
Residential trash collection services	86%	90%	4%	Solid Waste/Utility Services
Recycling services	76%	80%	4%	Solid Waste/Utility Services
Mowing/trimming along City streets	68%	72%	4%	Public Works
How easy they were to contact	81%	85%	4%	Customer Service
City communication with the public	72%	75%	3%	Major Categories of City Services
Enforcement of city codes and ordinances	58%	61%	3%	Major Categories of City Services
Overall quality of life in the City	86%	89%	3%	Perceptions of the City
Mowing and trimming of City parks	77%	80%	3%	Parks and Recreation
Quality of outdoor athletic facilities	62%	65%	3%	Parks and Recreation
Availability of adult recreation programs	48%	51%	3%	Parks and Recreation
Efforts to keep residents informed about issues	61%	64%	3%	City Communication
How well City listens and responds to needs	44%	47%	3%	City Communication
How well your issue was handled	68%	71%	3%	Customer Service
Enforcement of mowing of weeds & grass	48%	50%	2%	Code Enforcement
Maintenance of major City streets	49%	51%	2%	Public Works
Availability of bike lanes	35%	37%	2%	Public Works
Schertz Magazine	84%	86%	2%	City Communication
Maintenance and appearance of existing City parks	81%	83%	2%	Parks and Recreation
Customer service provided by City employees	78%	79%	1%	Major Categories of City Services
Enforcement of the clean-up of junk & debris	52%	53%	1%	Code Enforcement
Cleanliness of City streets and other public areas	75%	76%	1%	Public Works
Accuracy of information & assistance given	76%	77%	1%	Customer Service
Civic and community centers	81%	82%	1%	Major Categories of City Services
Library services	89%	89%	0%	Major Categories of City Services
Management of stormwater runoff & flood prevention	75%	75%	0%	Major Categories of City Services
Availability of youth recreation programs	54%	54%	0%	Parks and Recreation
Maintenance of creeks and open channels	58%	56%	-2%	Public Works
Level of public involvement in decision-making	44%	42%	-2%	City Communication
Maintenance of streets in your neighborhood	58%	55%	-3%	Public Works
Condition of sidewalks in the City	63%	60%	-3%	Public Works
City parks and recreation programs	83%	79%	-4%	Major Categories of City Services

2021 Schertz Community Survey

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, the services that are recommended as the top priorities over the next two years are listed below:

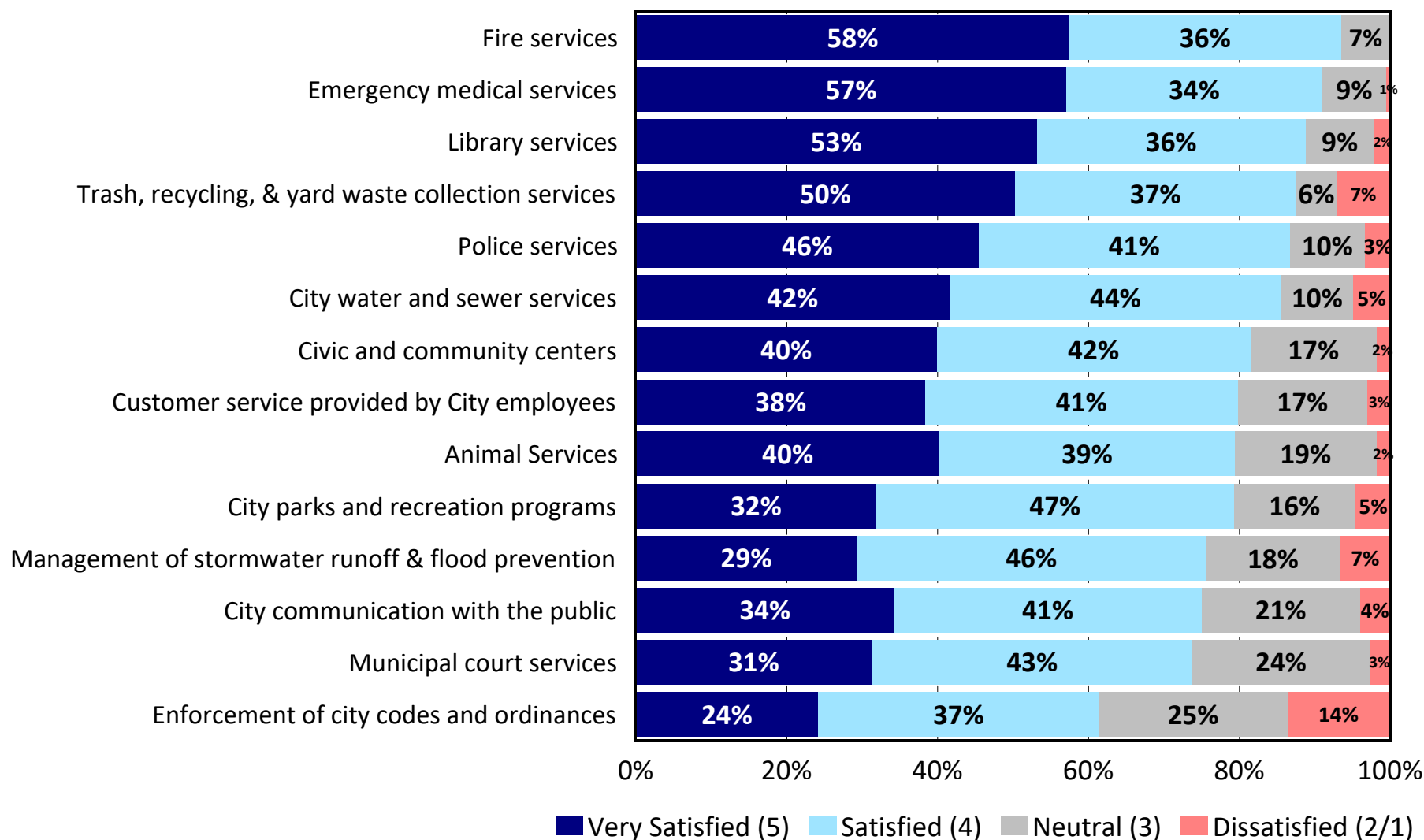
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the City's overall satisfaction rating is listed below:
 - Enforcement of city codes and ordinances (IS Rating = 0.1361)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:
 - **Parks and Recreation:** walking and biking trails in the City, availability of youth recreation programs, and availability of adult recreation programs
 - **Code Enforcement:** enforcement of the clean-up of junk and debris and enforcement of mowing of weeds and grass on private property
 - **Public Works:** maintenance of major City streets and maintenance of major TXDOT roadways



Charts and Graphs

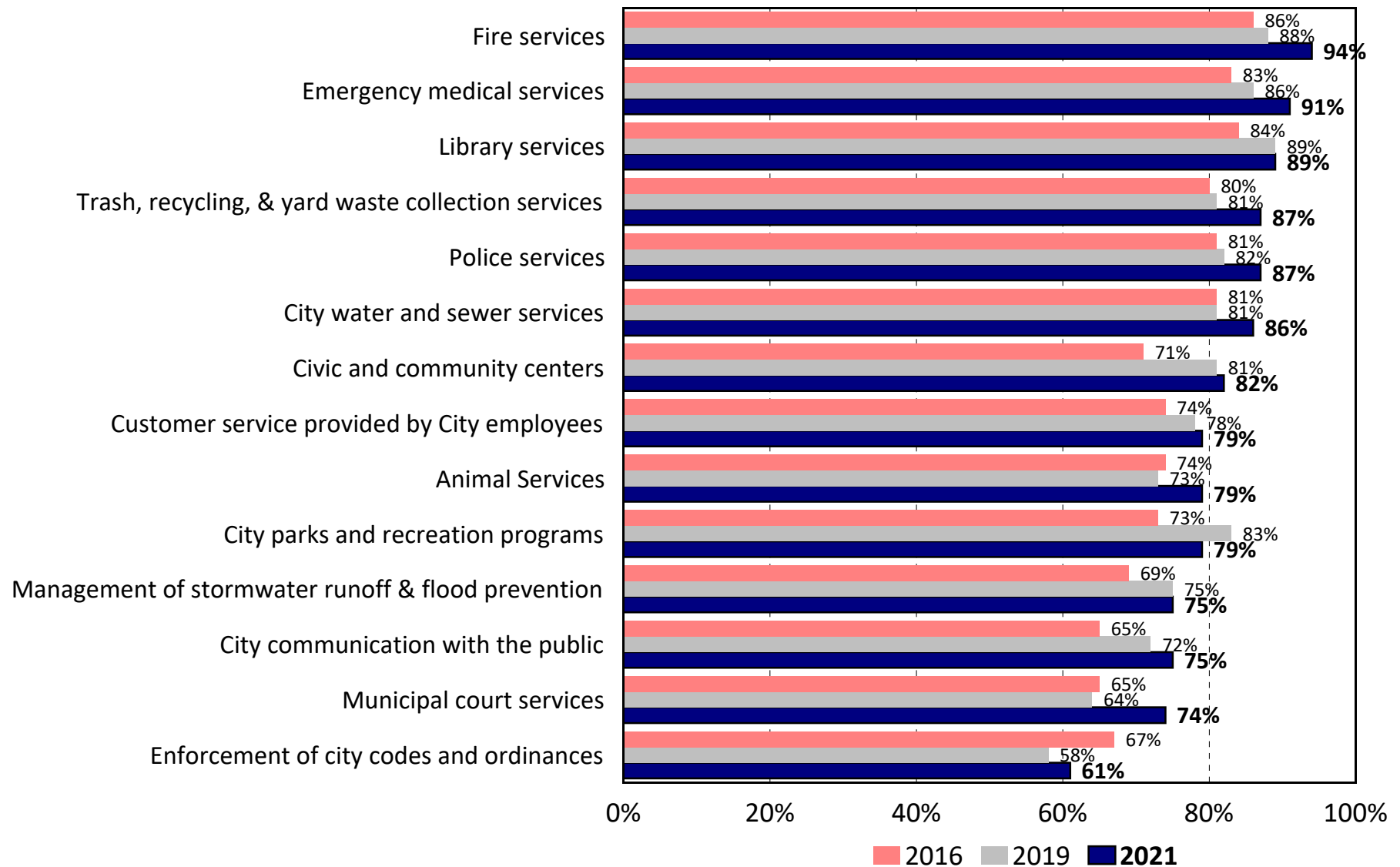
Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



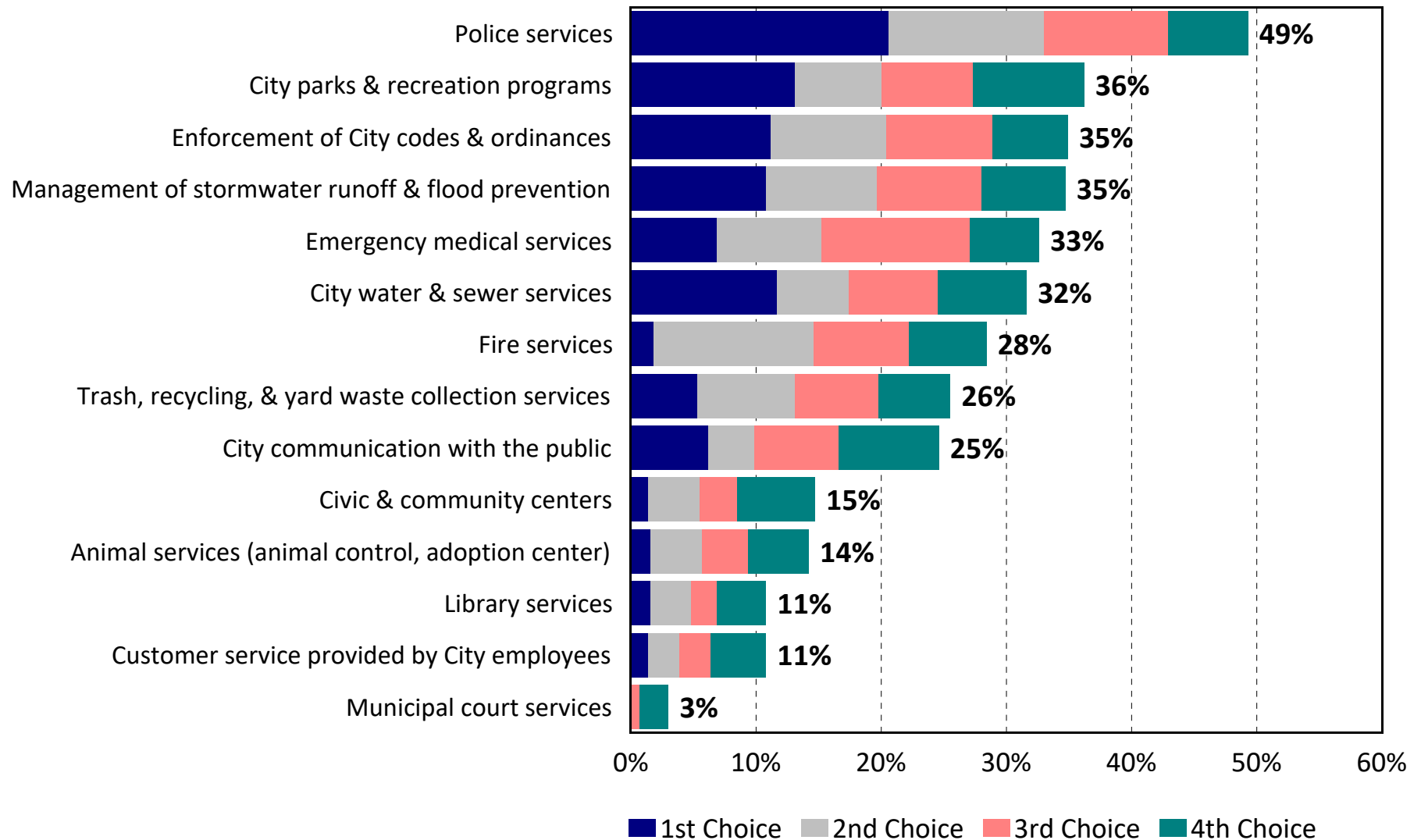
TRENDS: Overall Satisfaction with City Services by Major Category - 2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



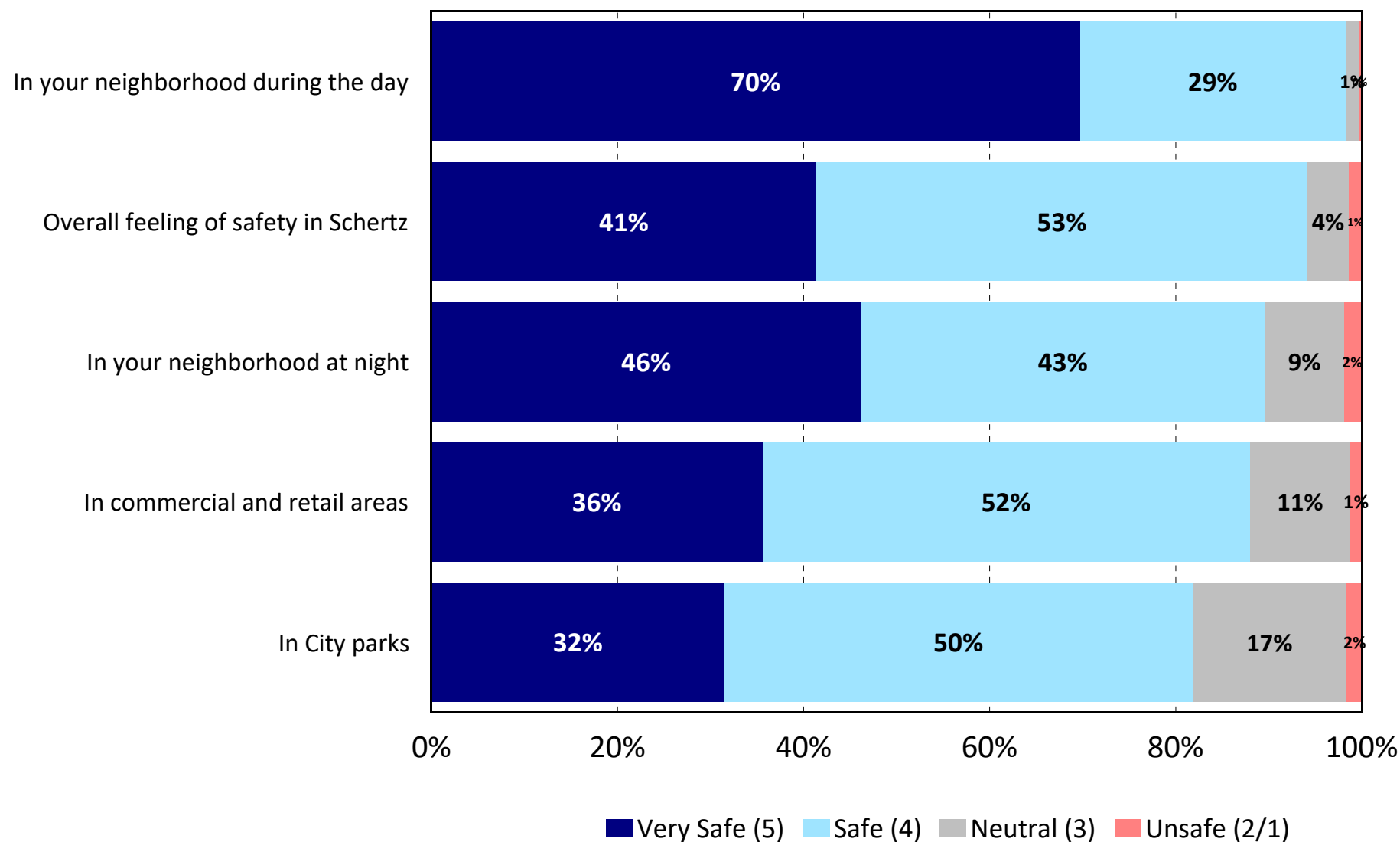
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top four choices



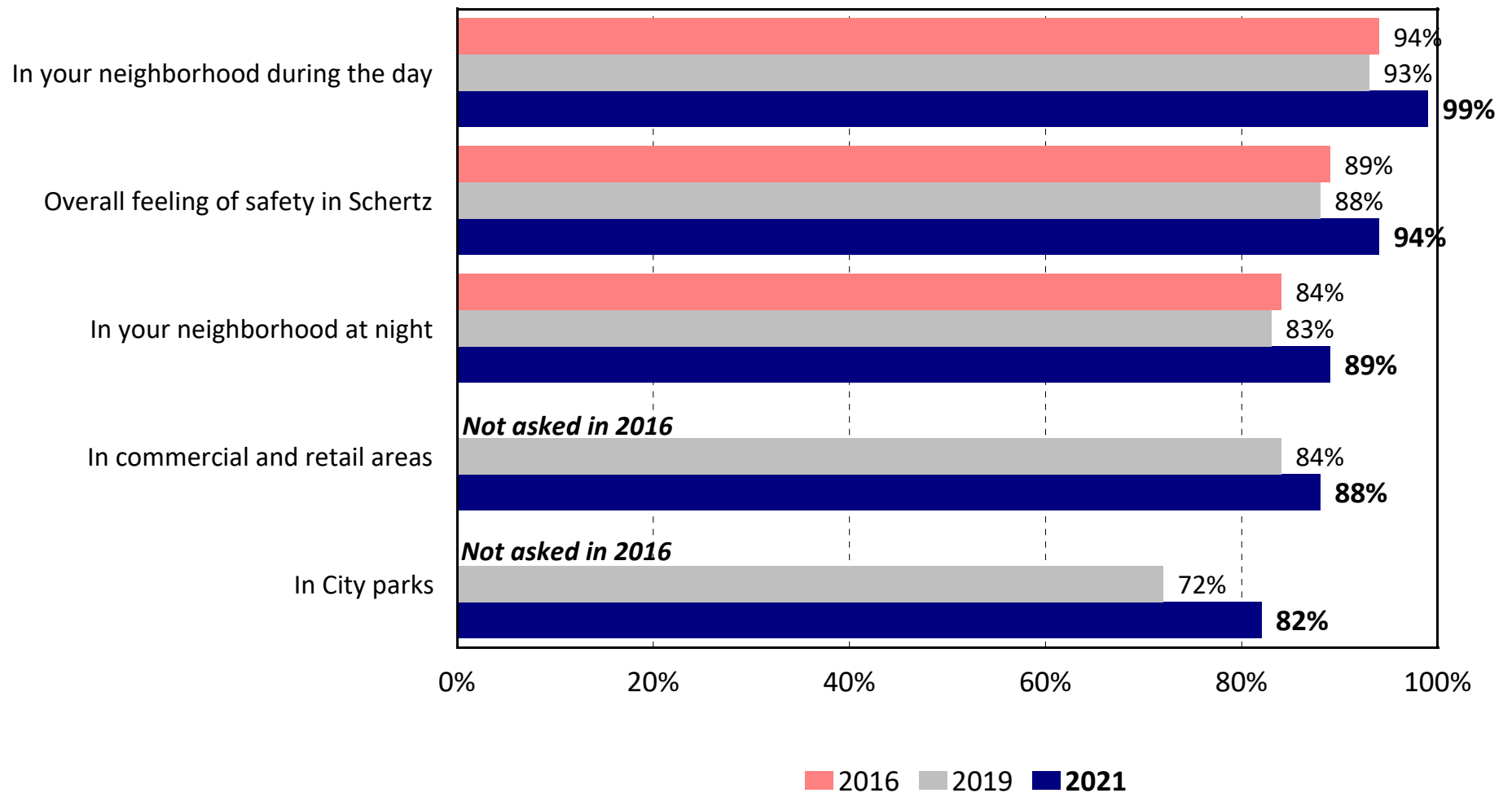
Q3. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



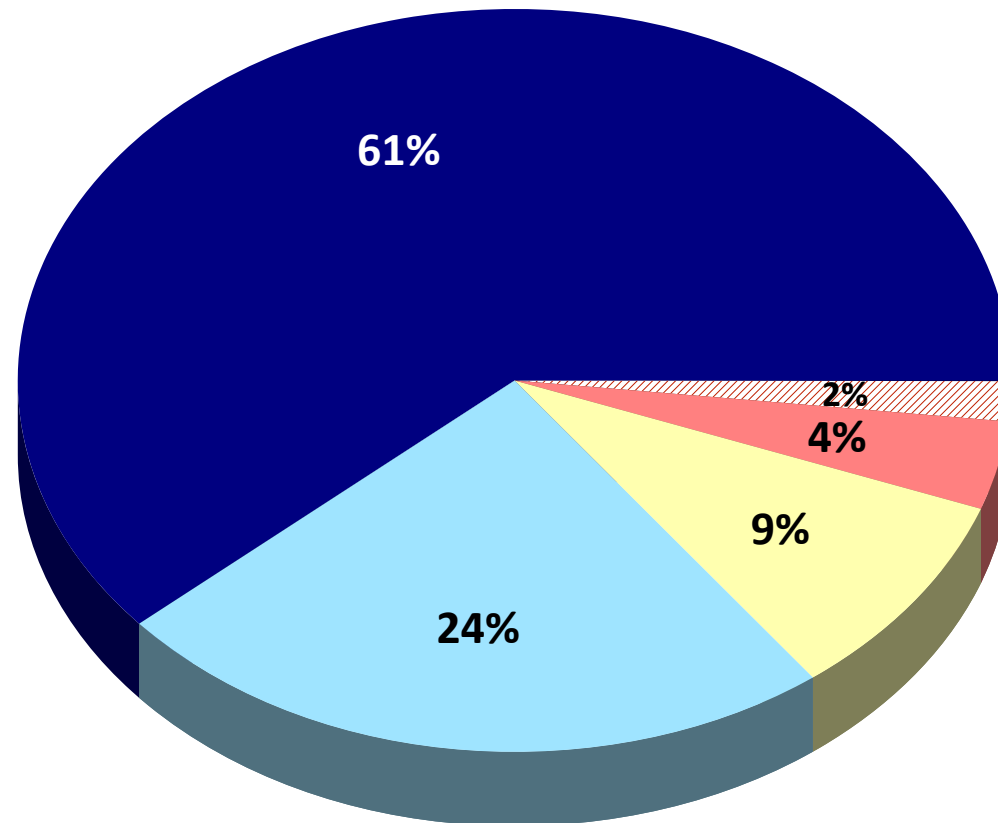
TRENDS: Feeling of Safety in Various Situations 2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q4. Level of Agreement With the Statement, “I trust City of Schertz police officers to do the right thing”

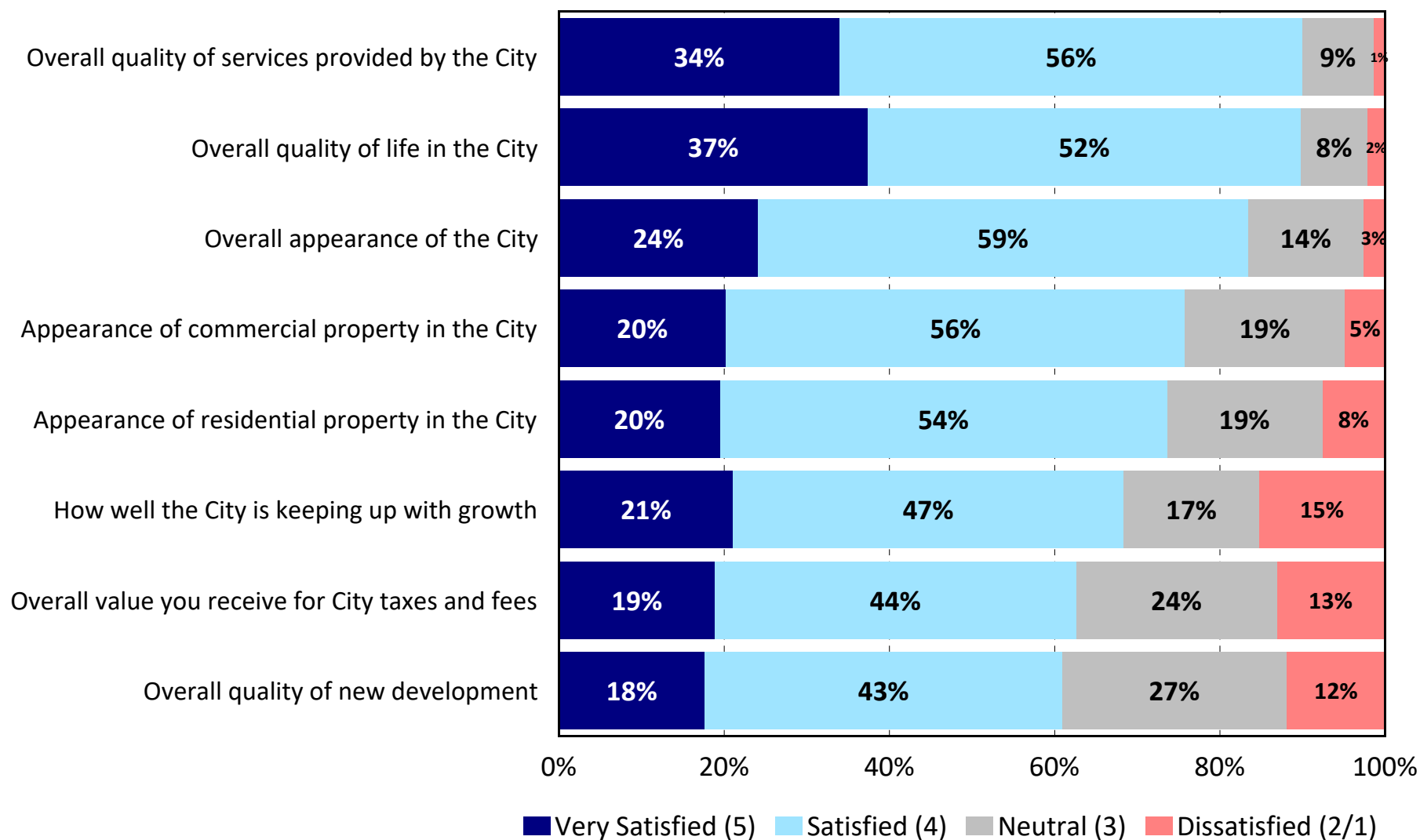
by percentage of respondents (excluding don't knows)



Strongly agree Somewhat agree Neutral
Somewhat disagree Strongly disagree

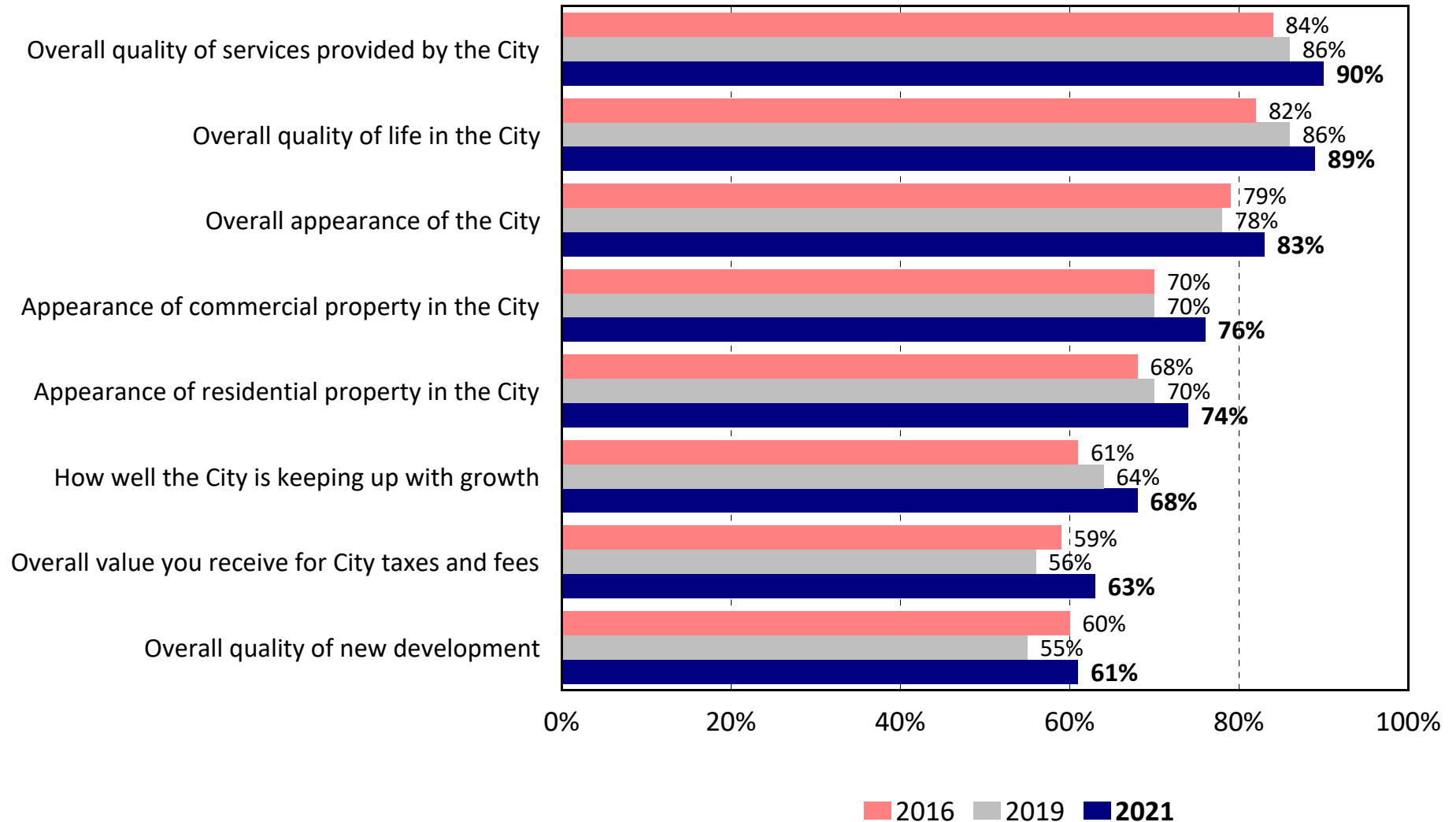
Q5. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



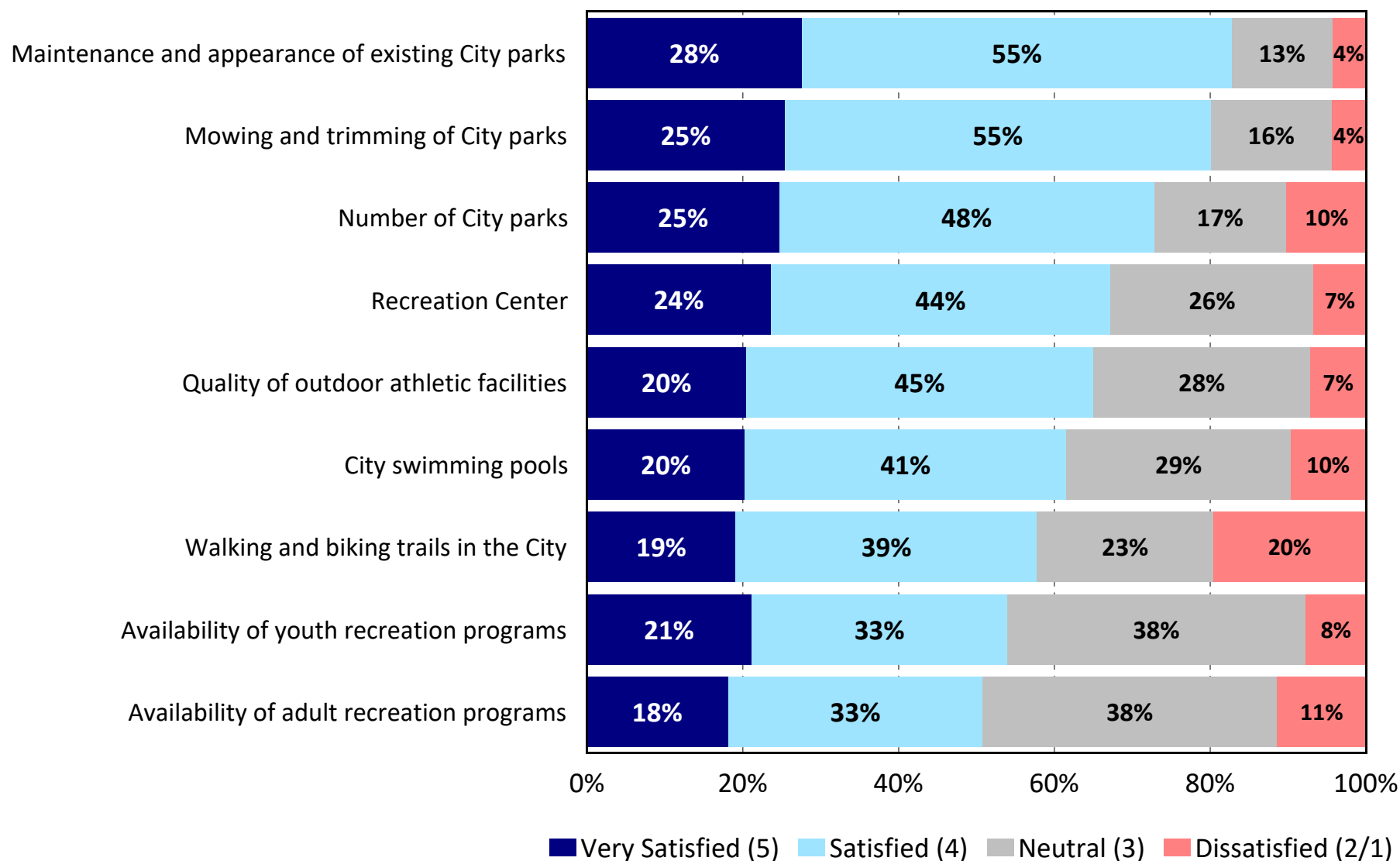
TRENDS: Satisfaction with Items That Influence **Perceptions of the City - 2016 to 2021**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q6. Satisfaction with Parks and Recreation Services

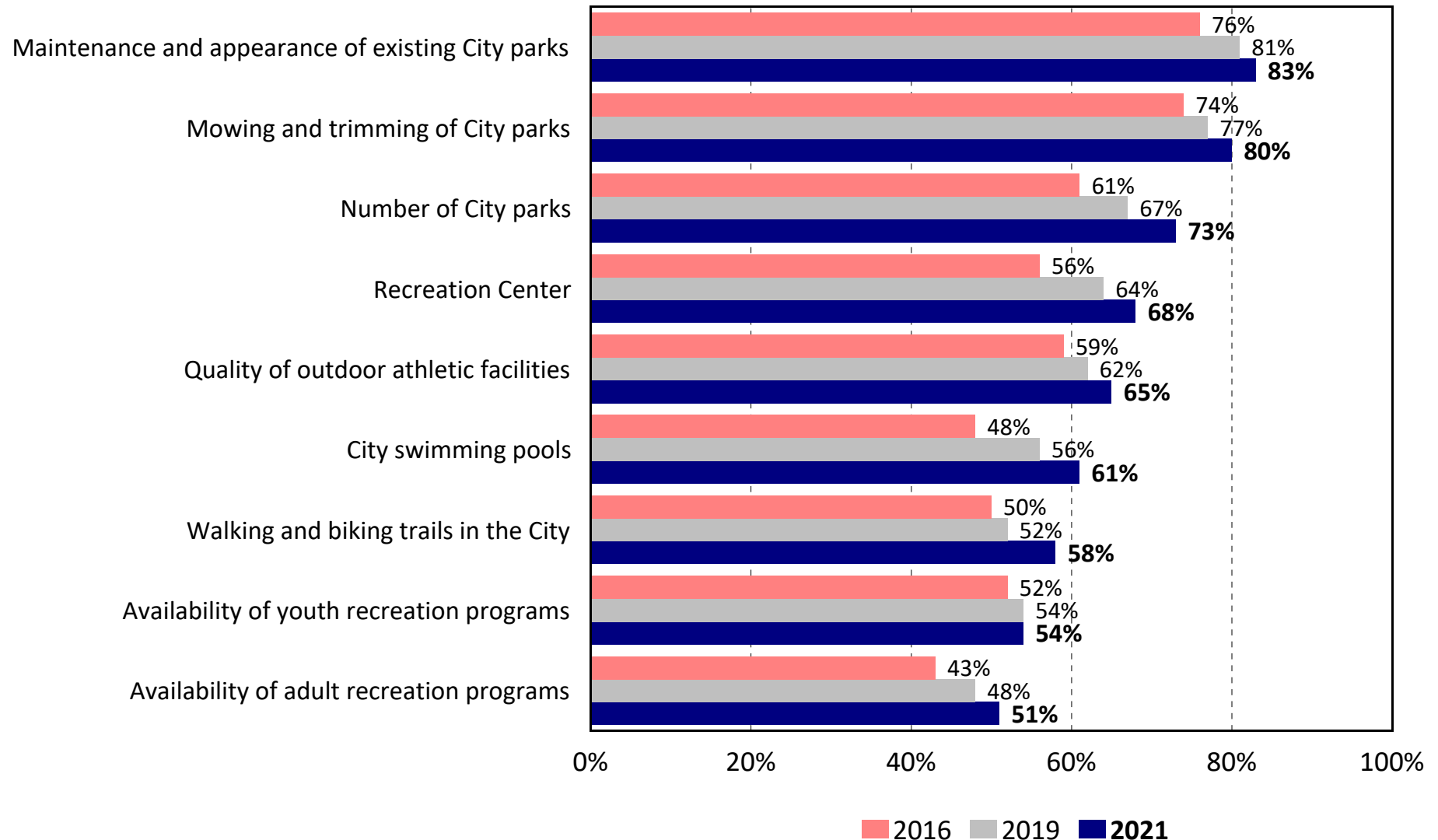
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Parks and Recreation

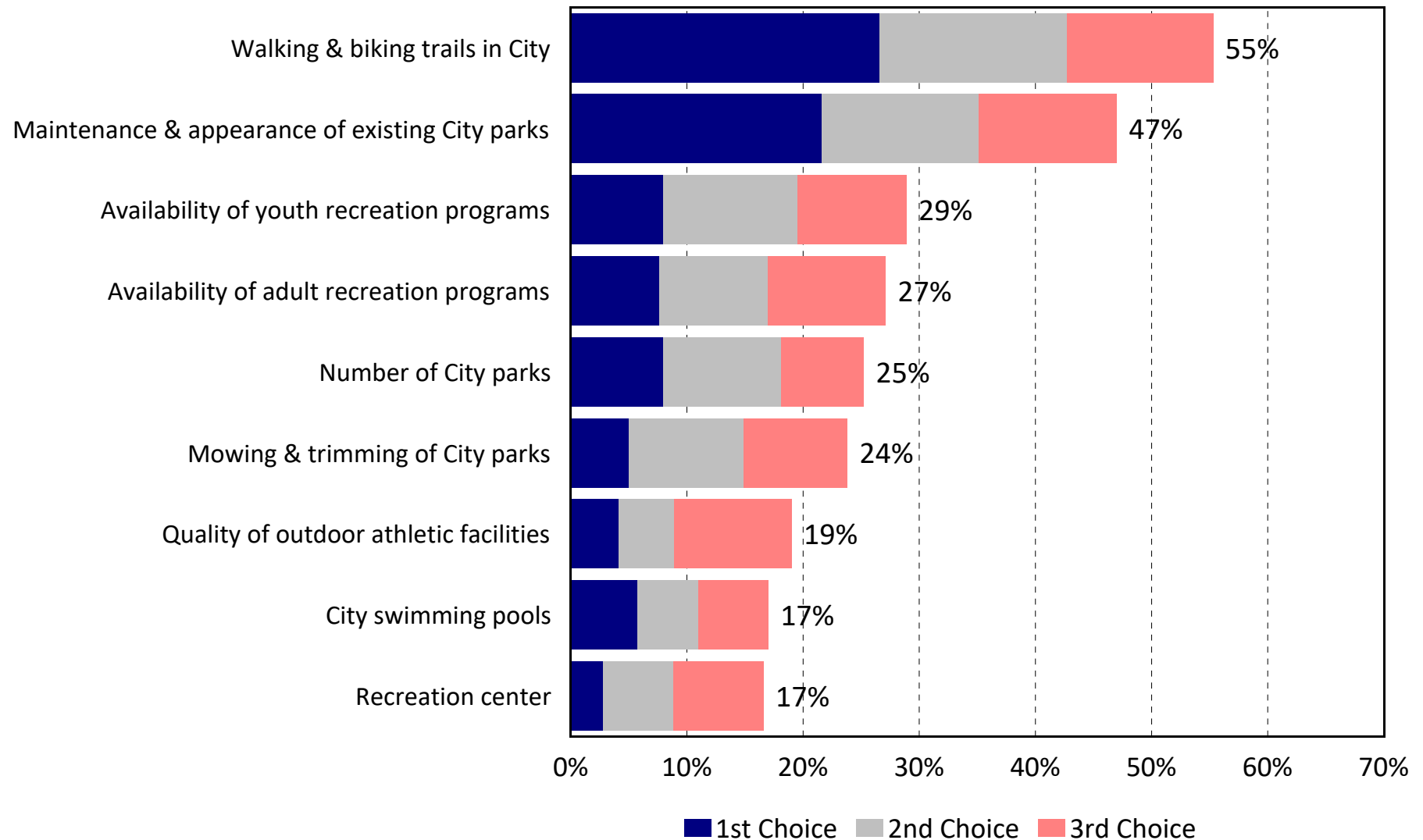
2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



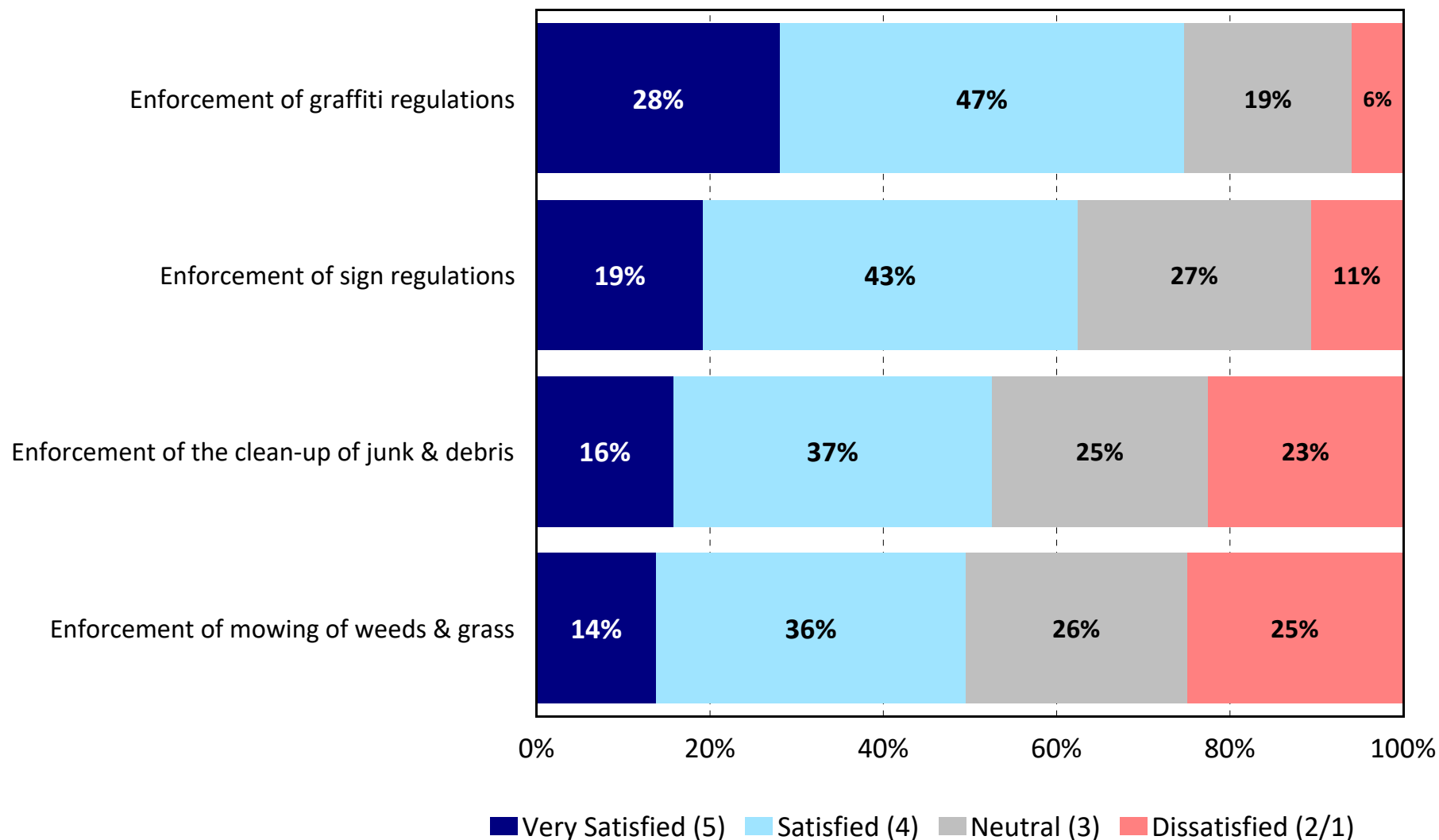
Q7. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



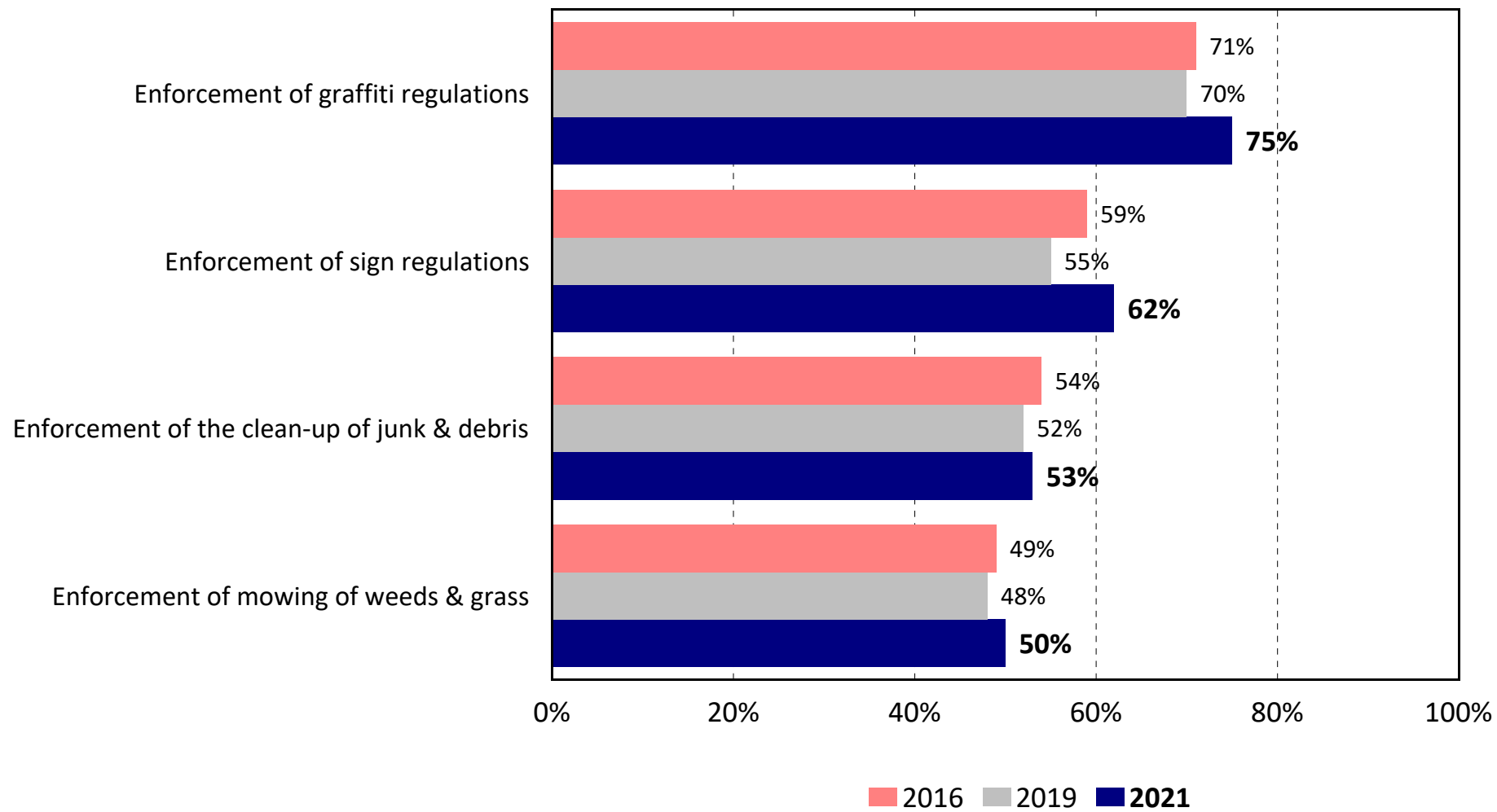
Q8. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



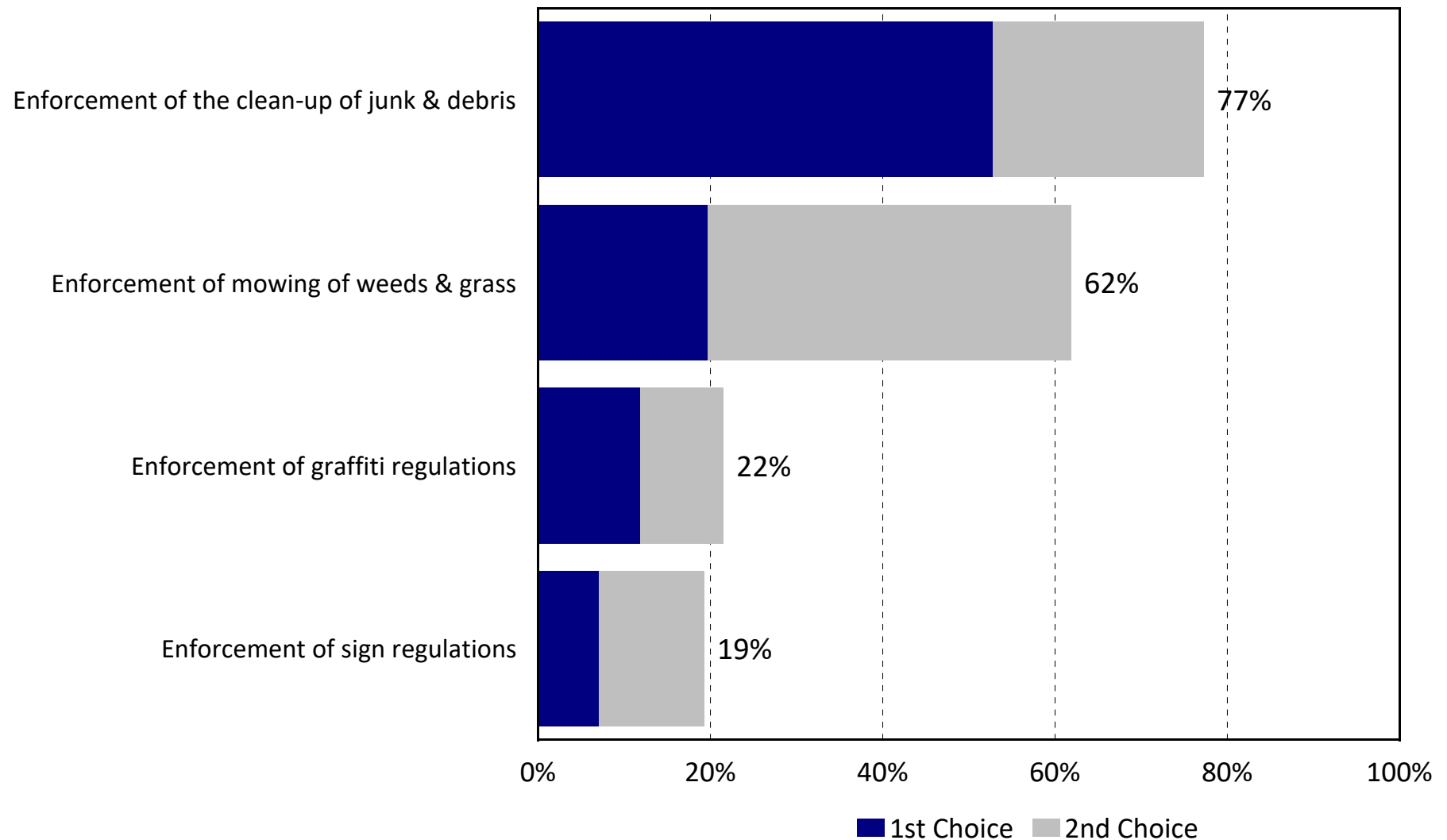
TRENDS: Satisfaction with Code Enforcement **2016 to 2021**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



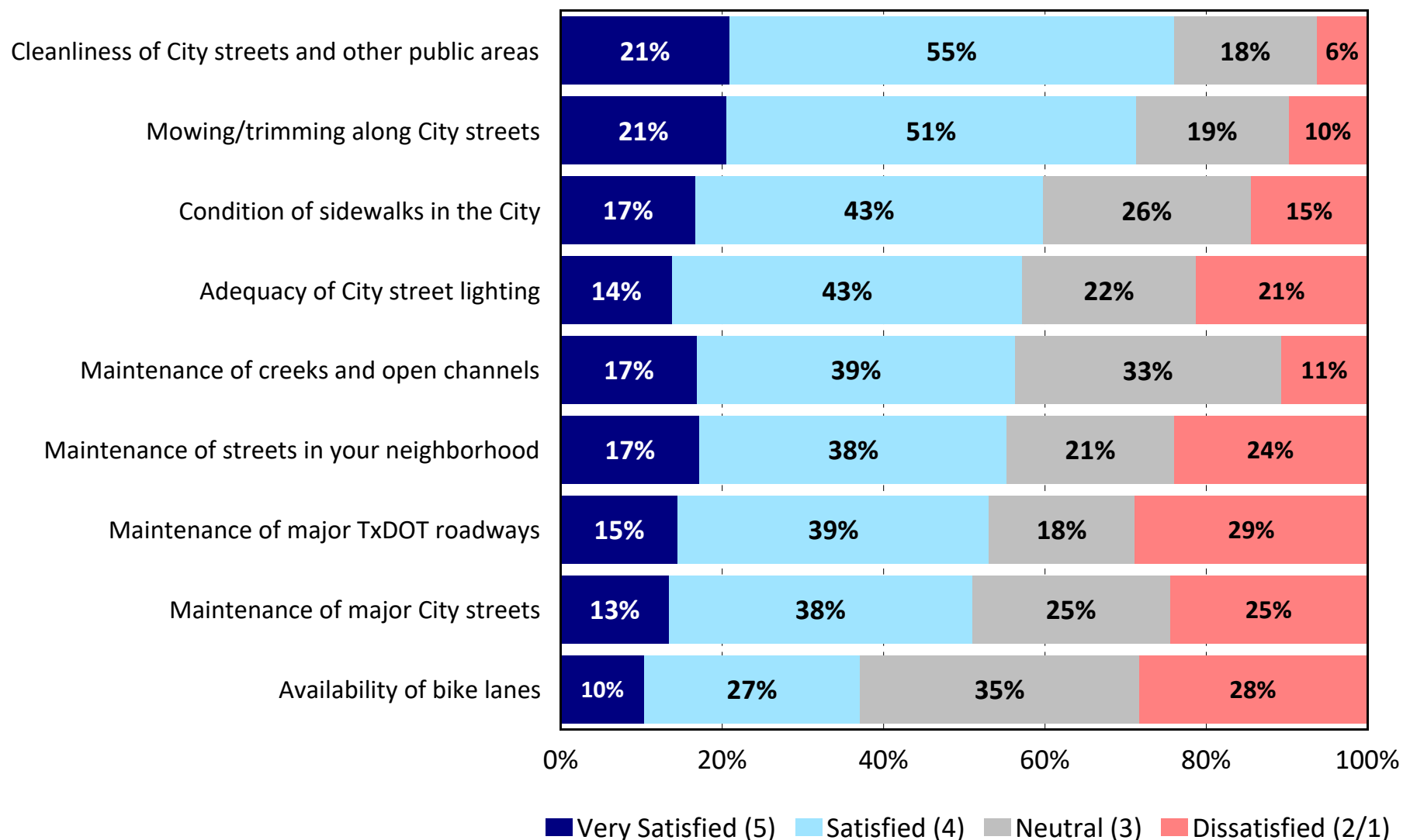
Q9. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



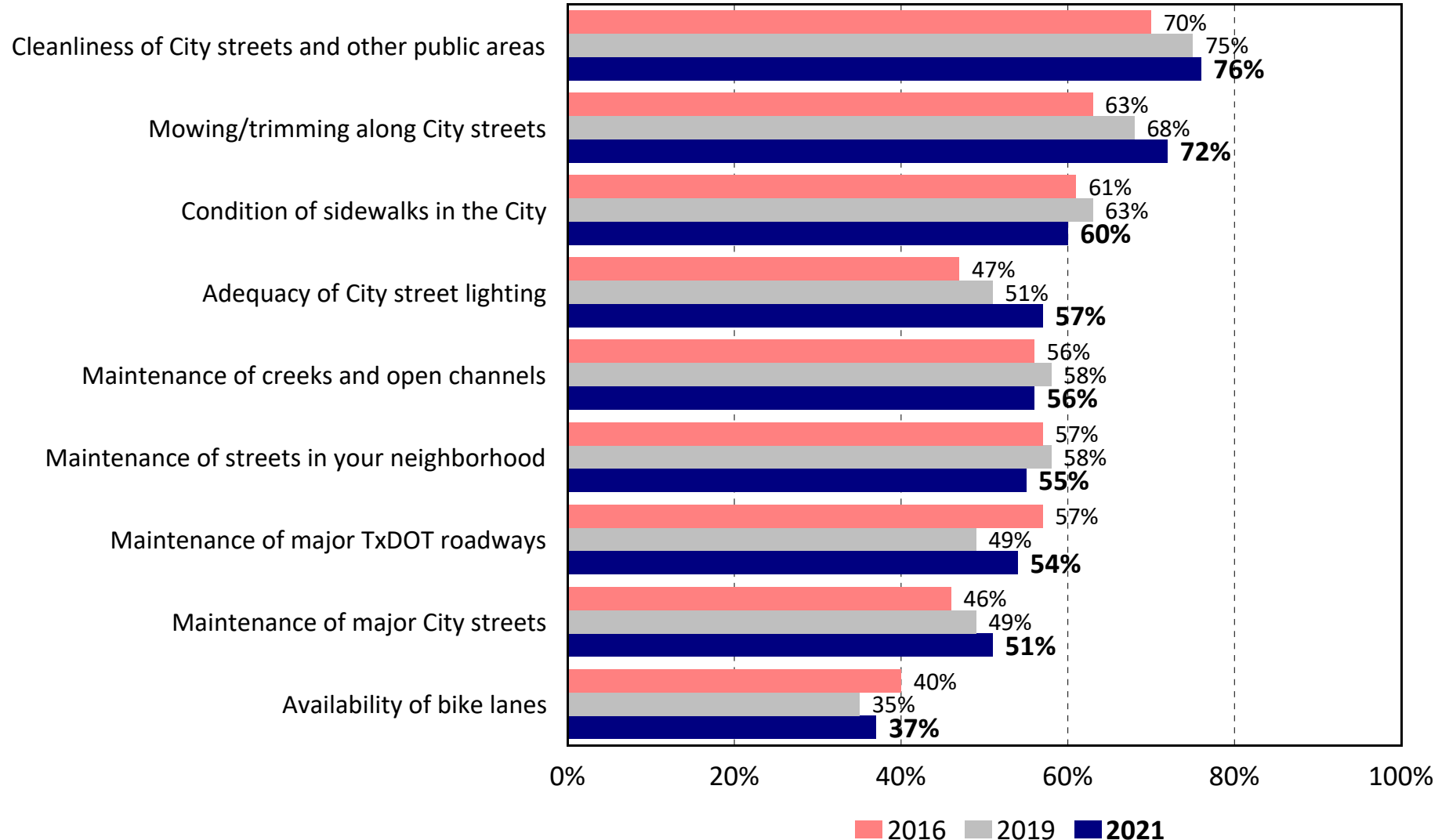
Q10. Satisfaction with Public Works Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



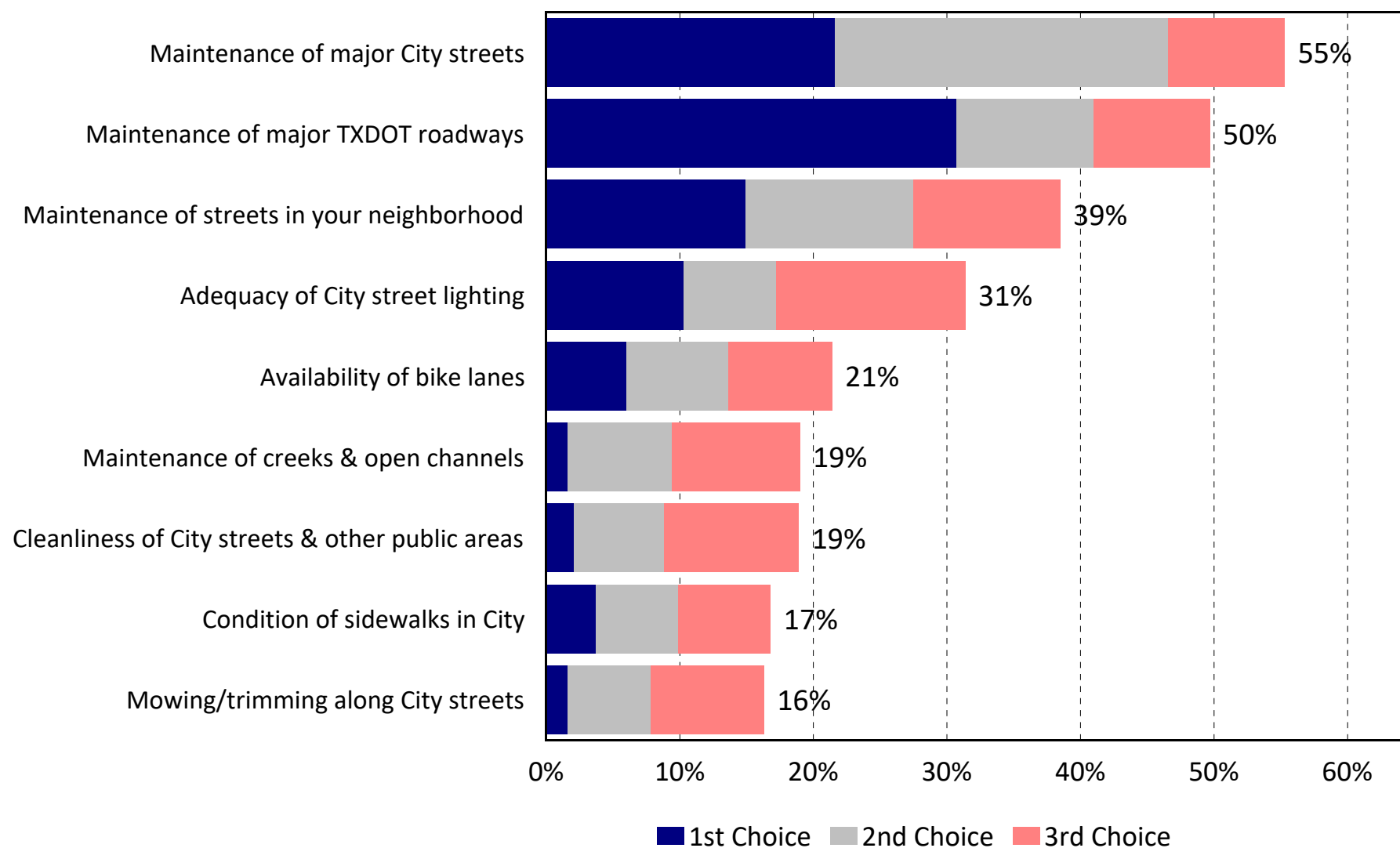
TRENDS: Satisfaction with Public Works Services 2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



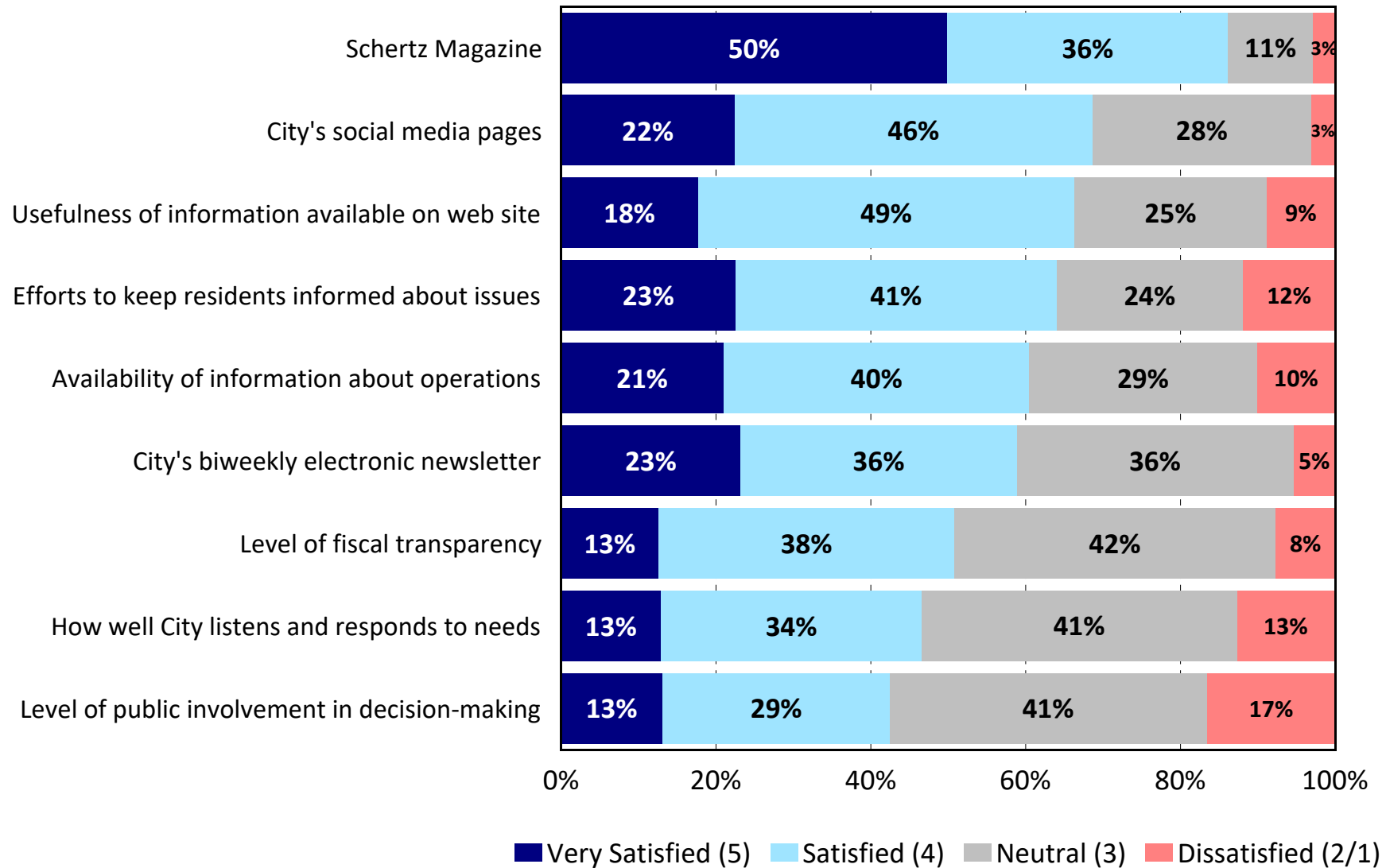
Q11. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



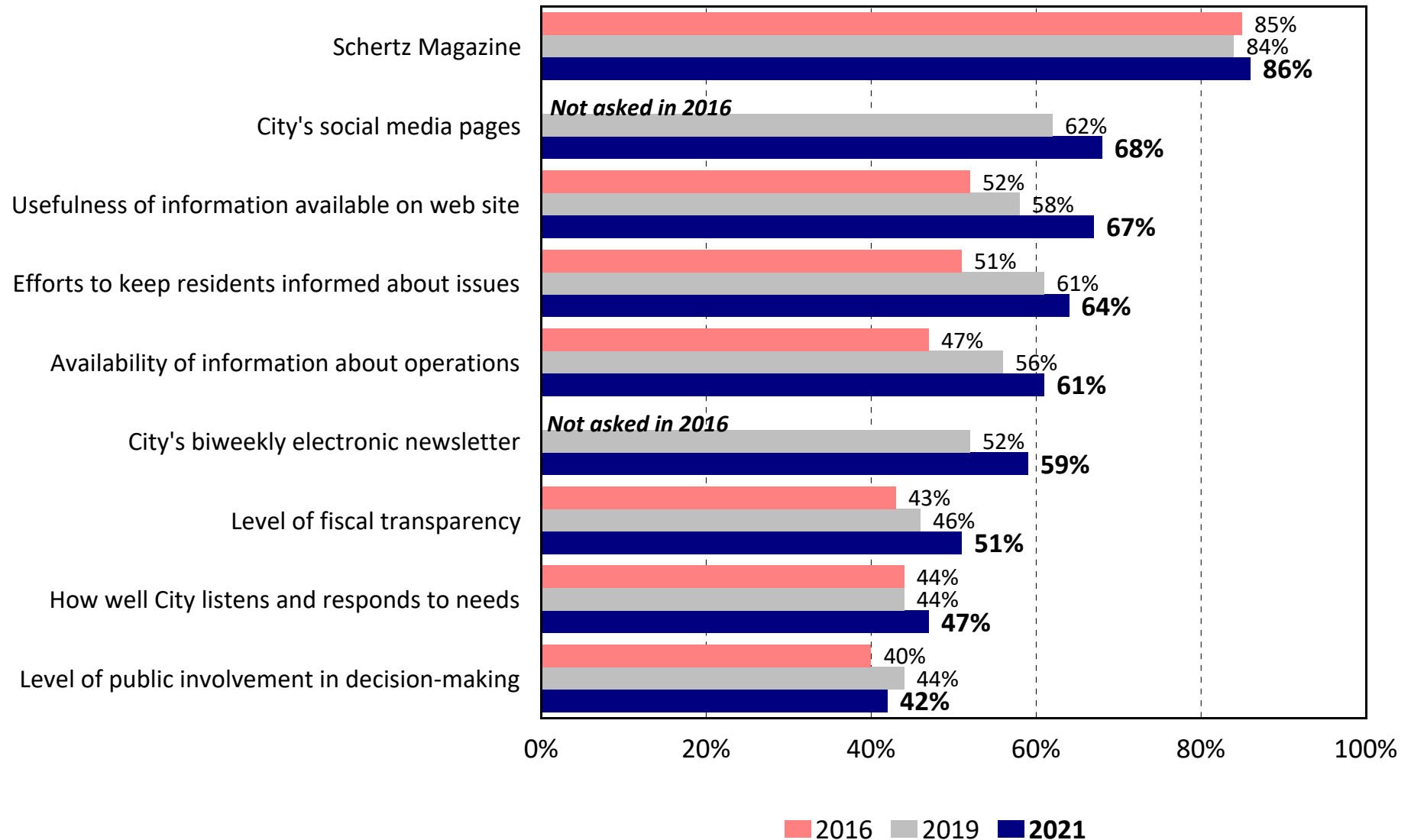
Q12. Satisfaction with Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



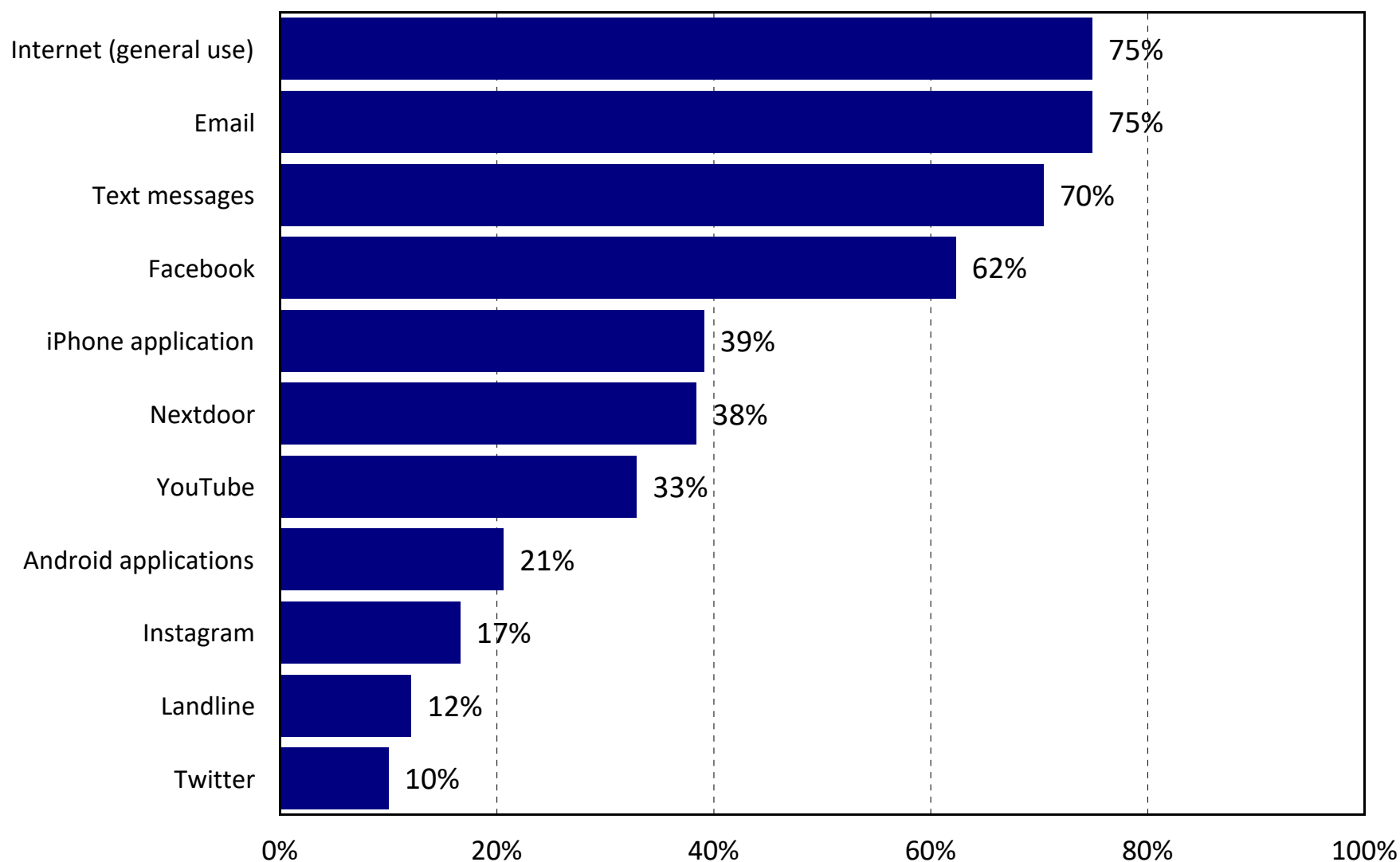
TRENDS: Satisfaction with Communication 2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



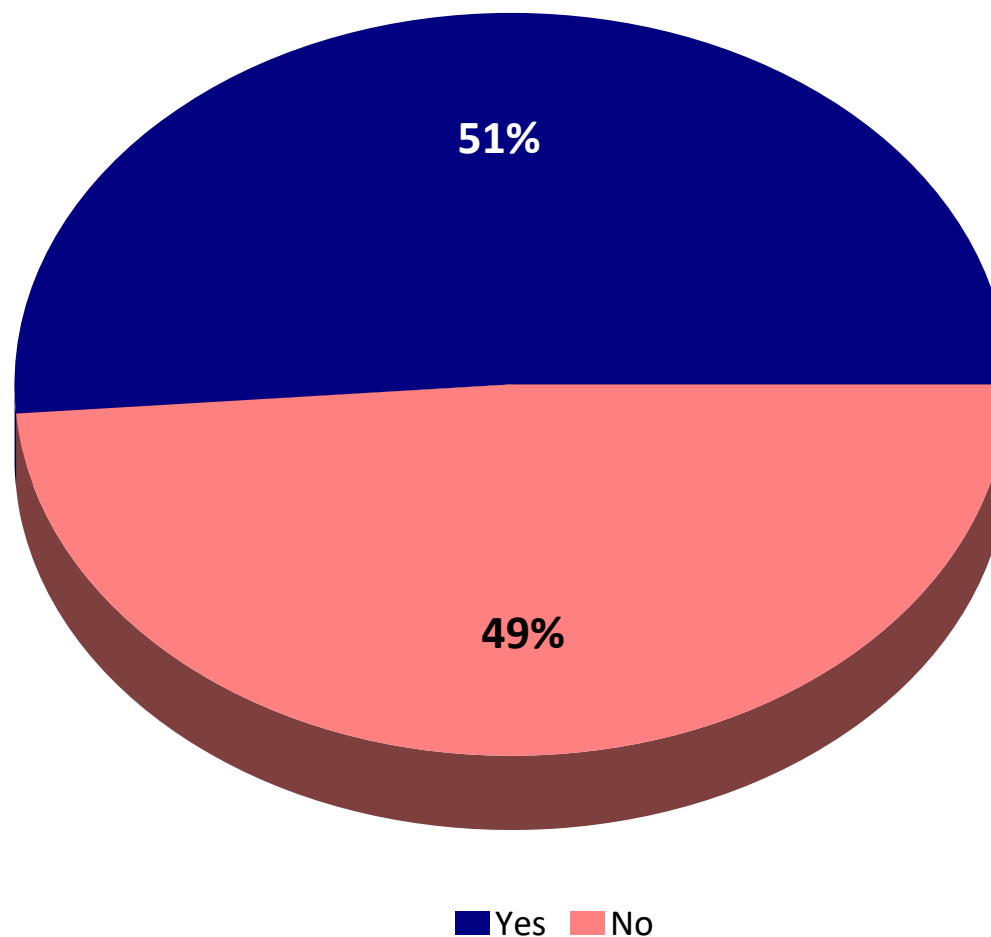
Q13. Which of the following electronic sources of information are you currently using?

by percentage of respondents (multiple choices could be made)



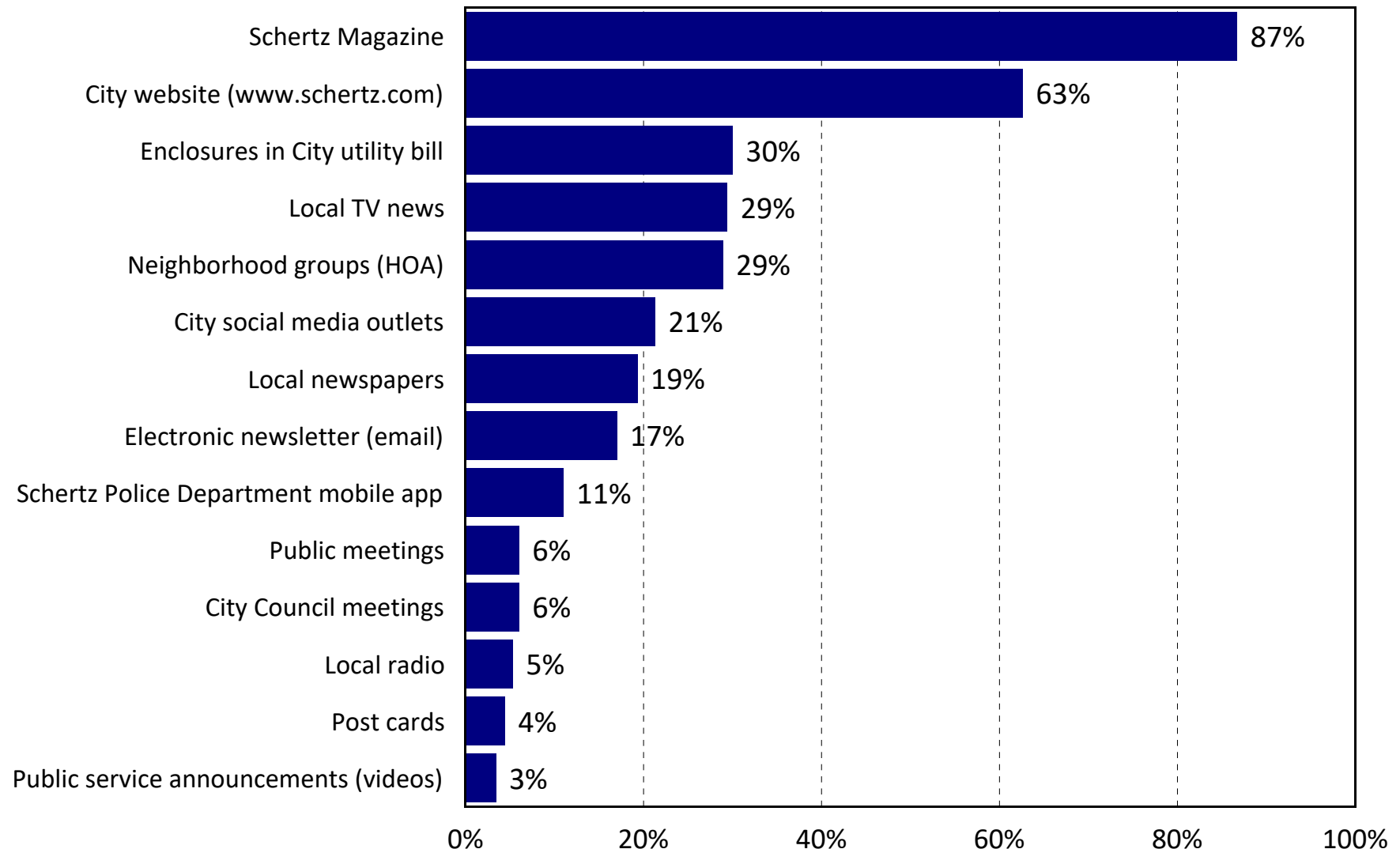
Q13a. Do you follow any of the City's accounts on social media outlets?

by percentage of respondents who answered "Facebook," "Twitter," "YouTube" or "Instagram" on Question 13
(excluding not provided)



Q14. From which of the following sources do you currently get information about the City of Schertz?

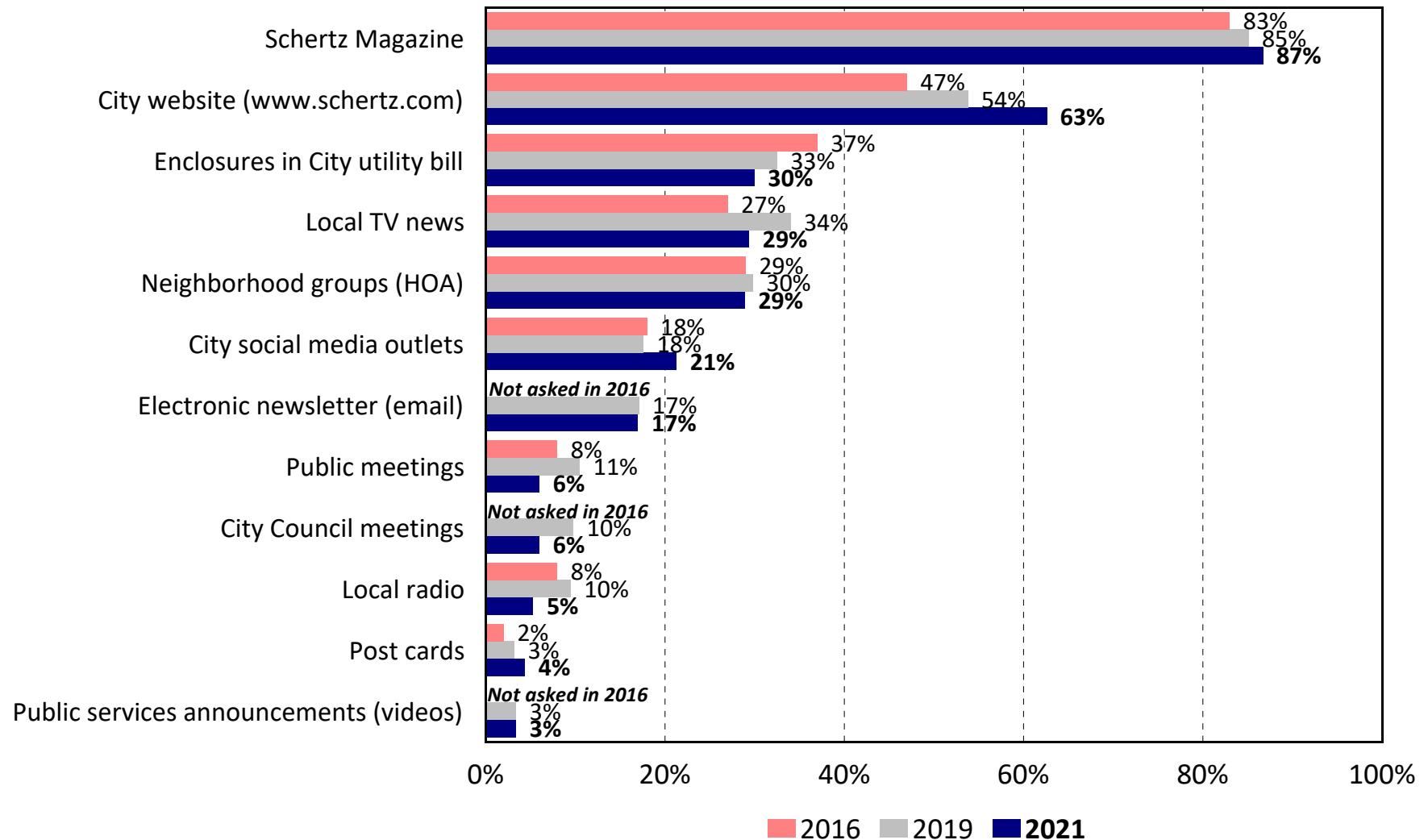
by percentage of respondents (multiple choices could be made)



TRENDS: From which of the following sources do you currently get information about the City of Schertz?

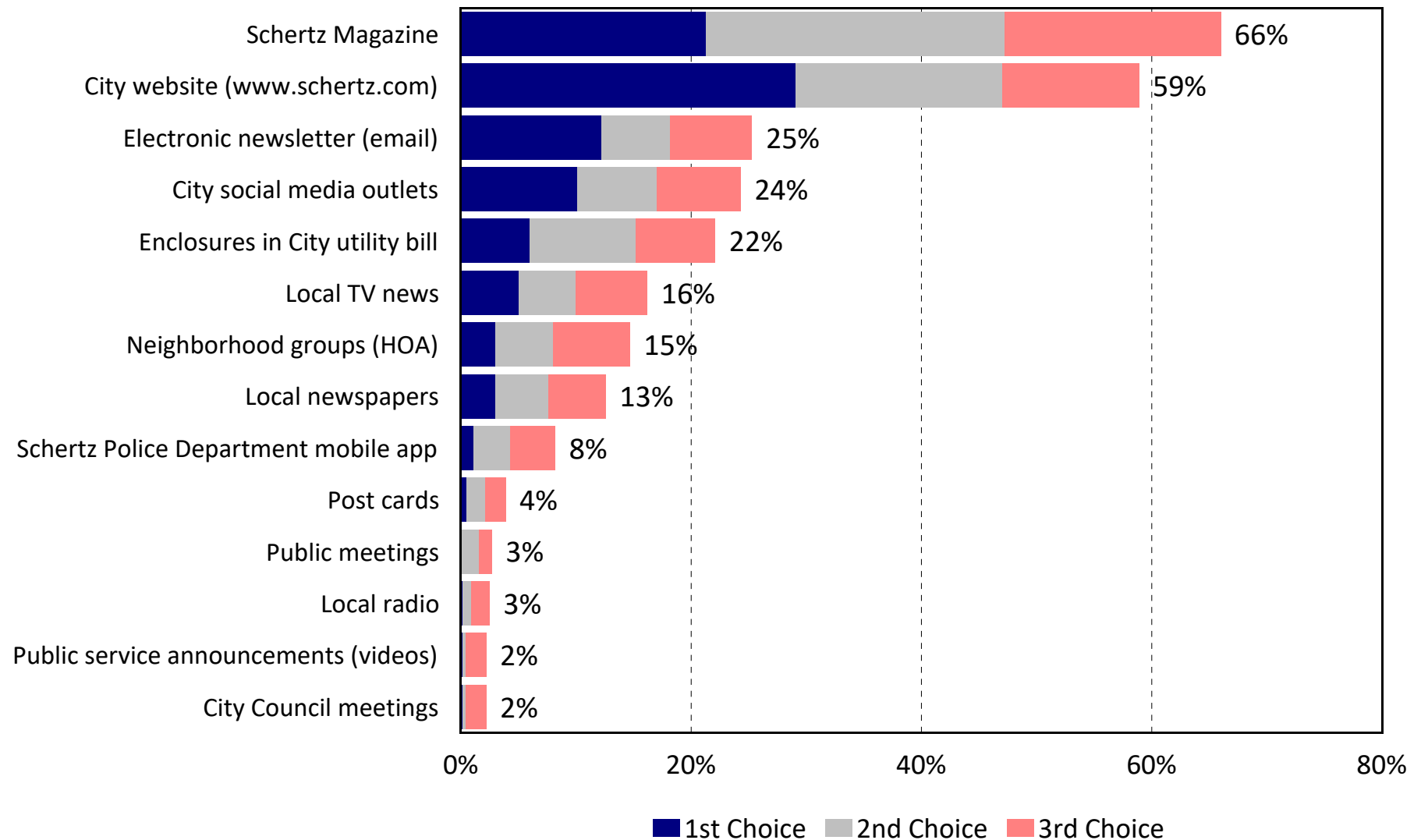
2016 to 2021

by percentage of respondents (multiple choices could be made)



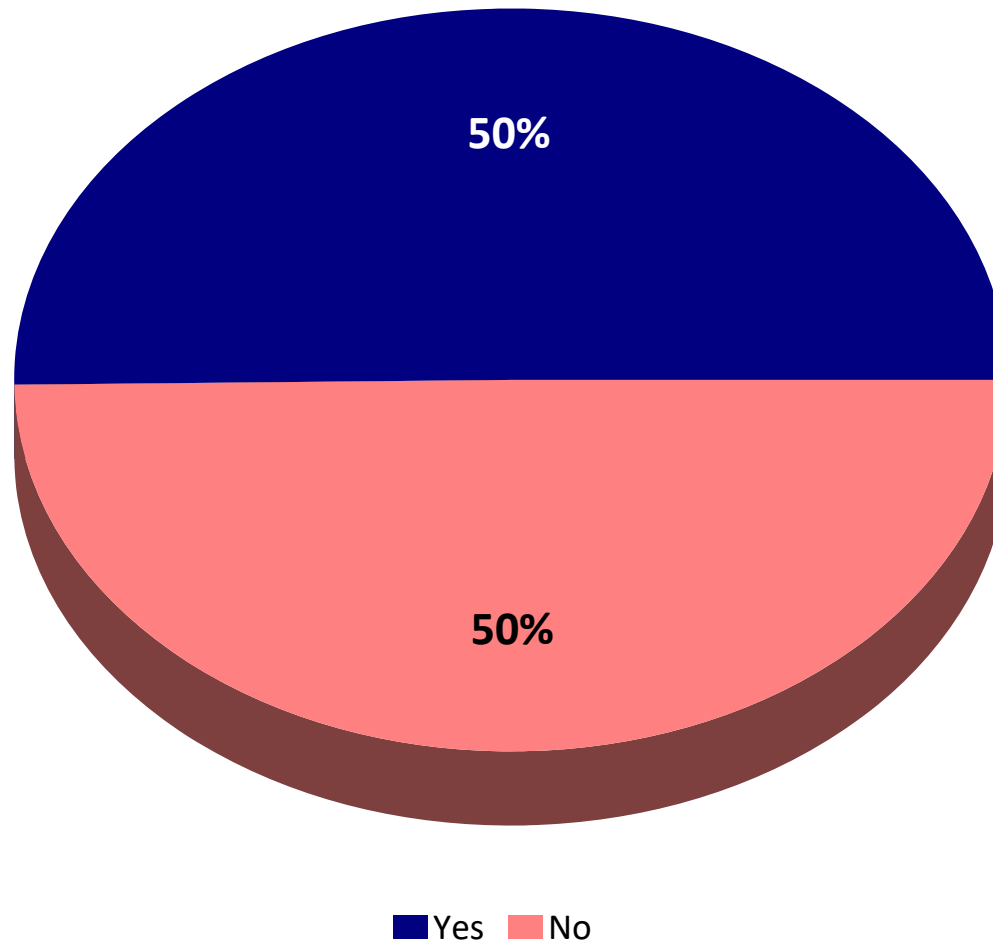
Q15. Sources From Which Residents Would Most Prefer to Get Information About the City

by percentage of respondents who selected the item as one of their top three choices



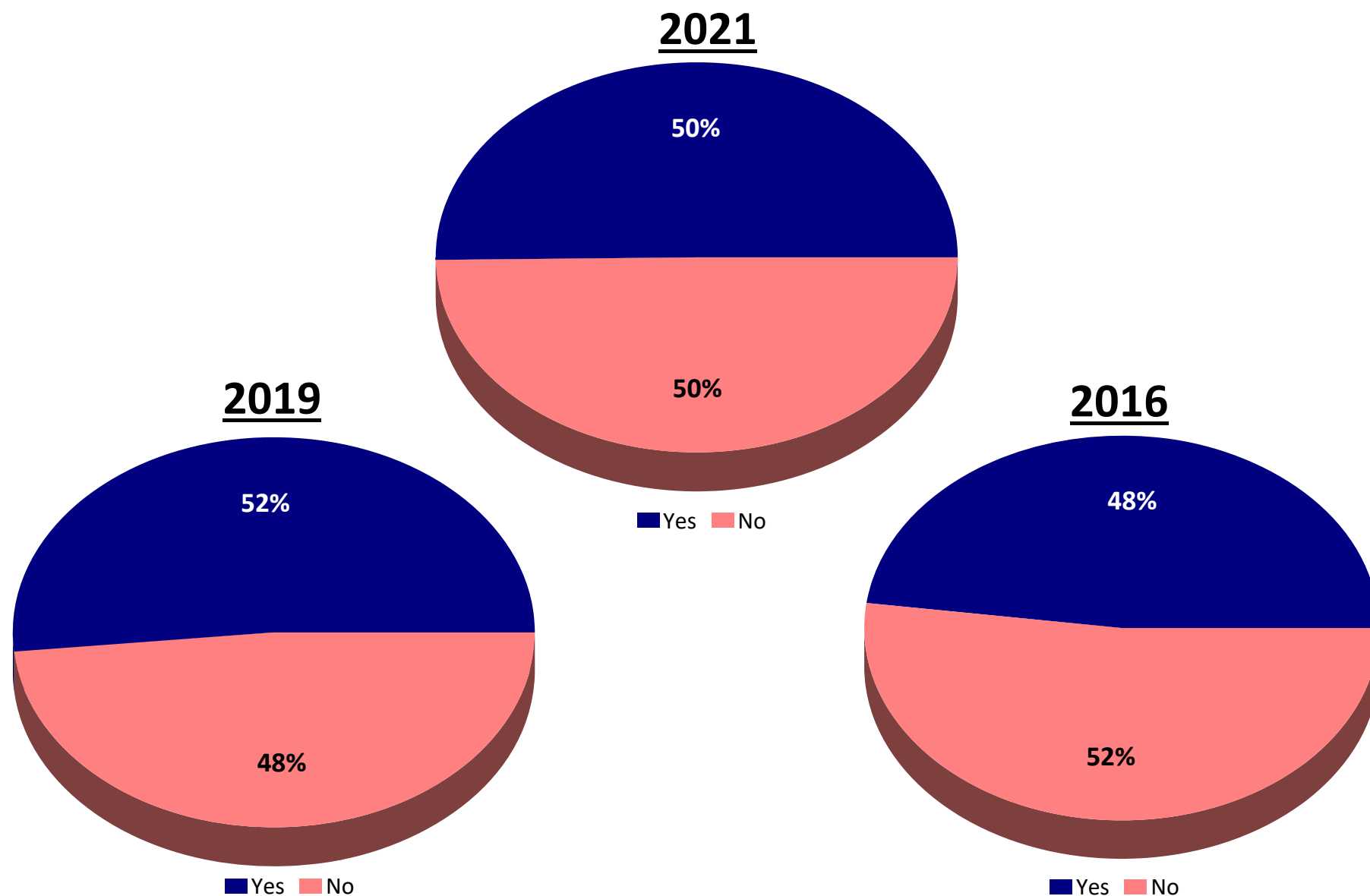
Q16. Have you contacted the City of Schertz during the past year?

by percentage of respondents



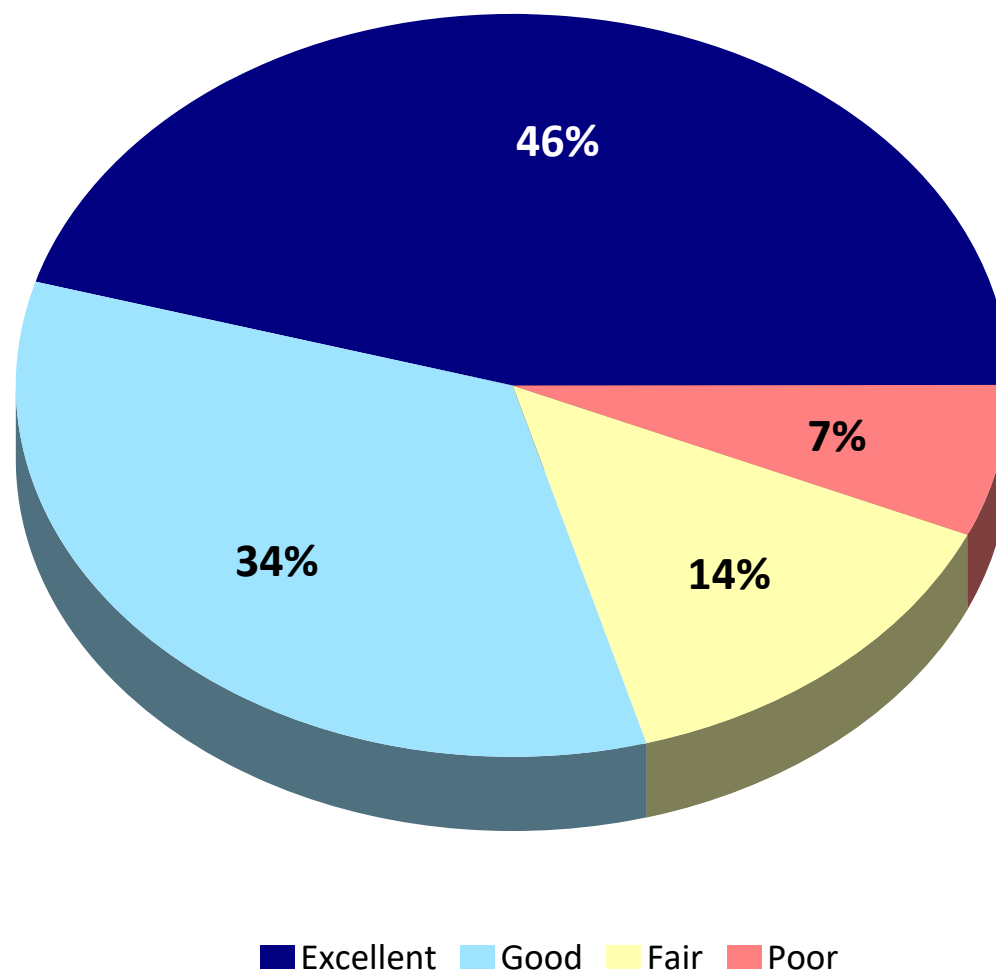
TRENDS: Have you contacted the City of Schertz during the past year? 2016 to 2021

by percentage of respondents



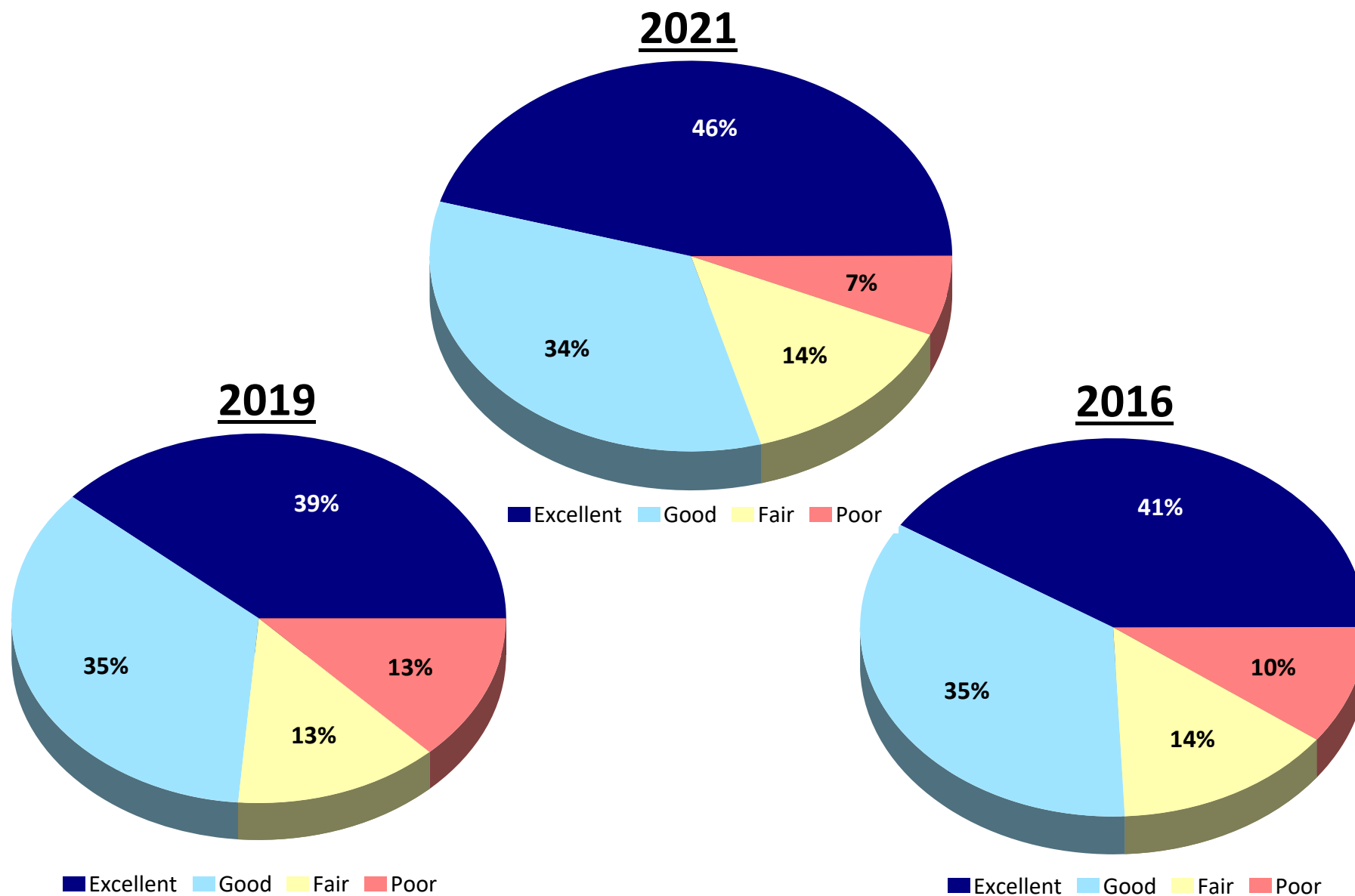
Q16a. How would you describe the service you received?

by percentage of respondents who had contacted the City during the past year (excluding don't knows)



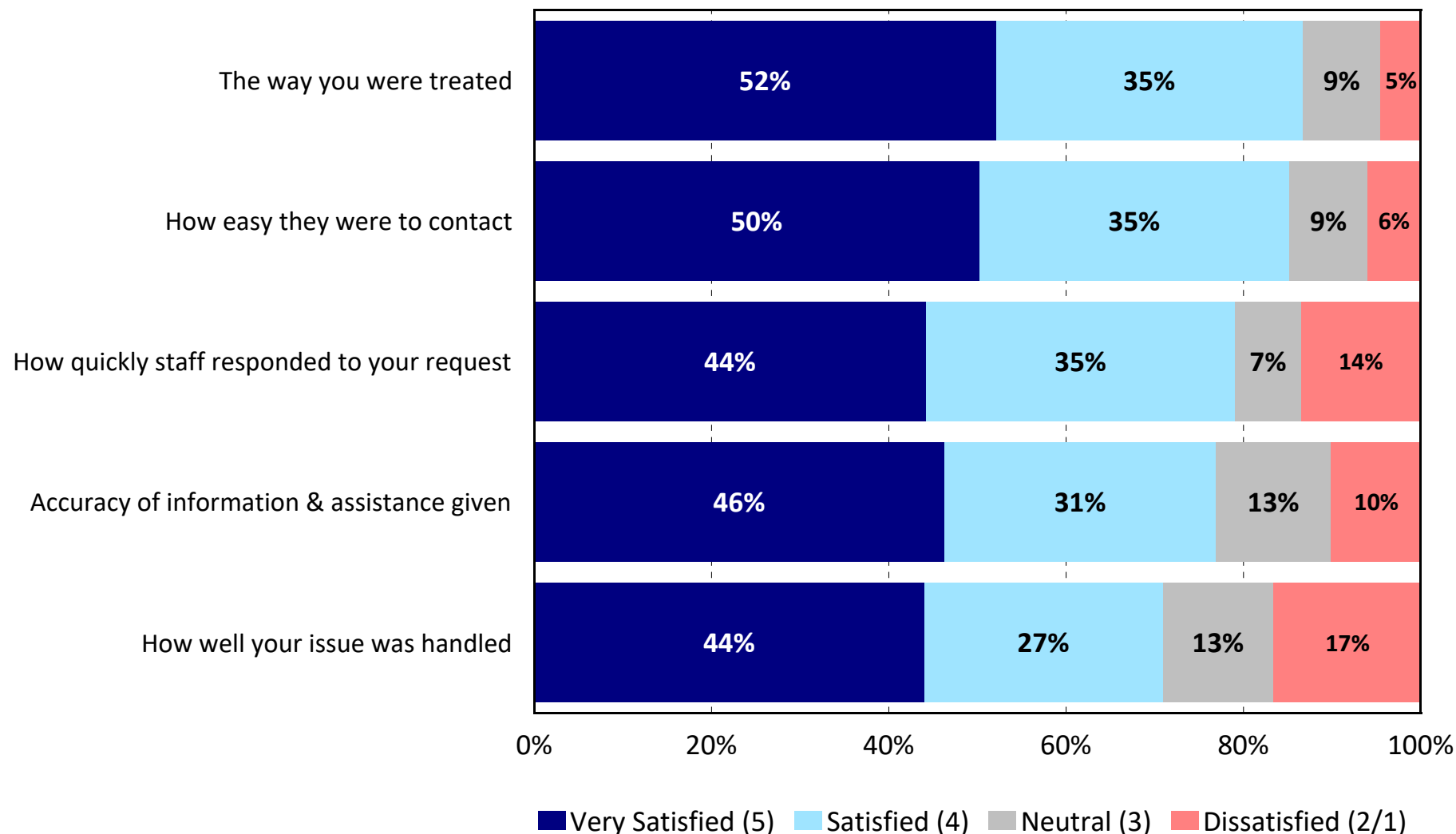
TRENDS: How would you describe the service you received? 2016 to 2021

by percentage of respondents who had contacted the City during the past year (excluding don't knows)



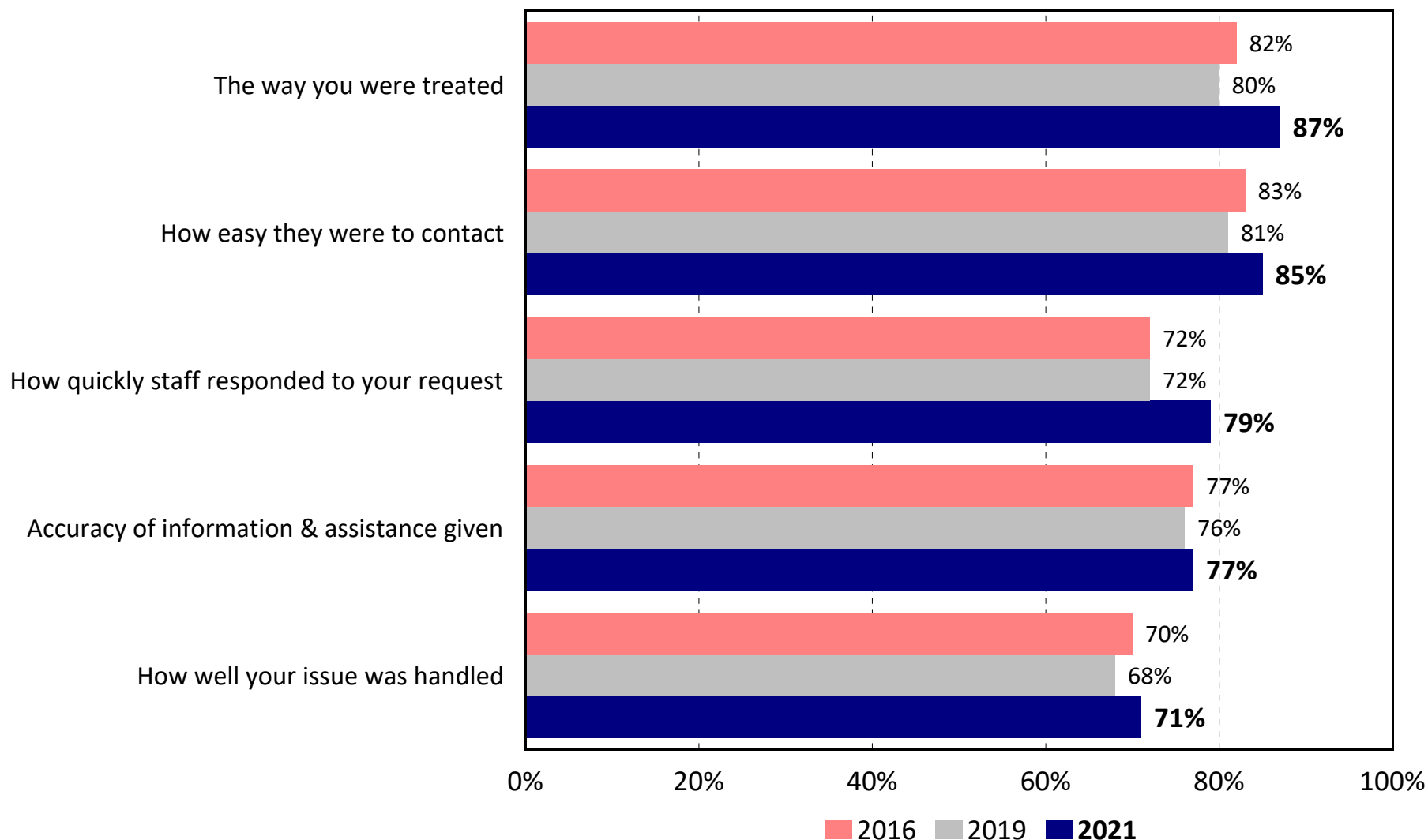
Q16b. Satisfaction with City Employees in Department Contacted Most Recently

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



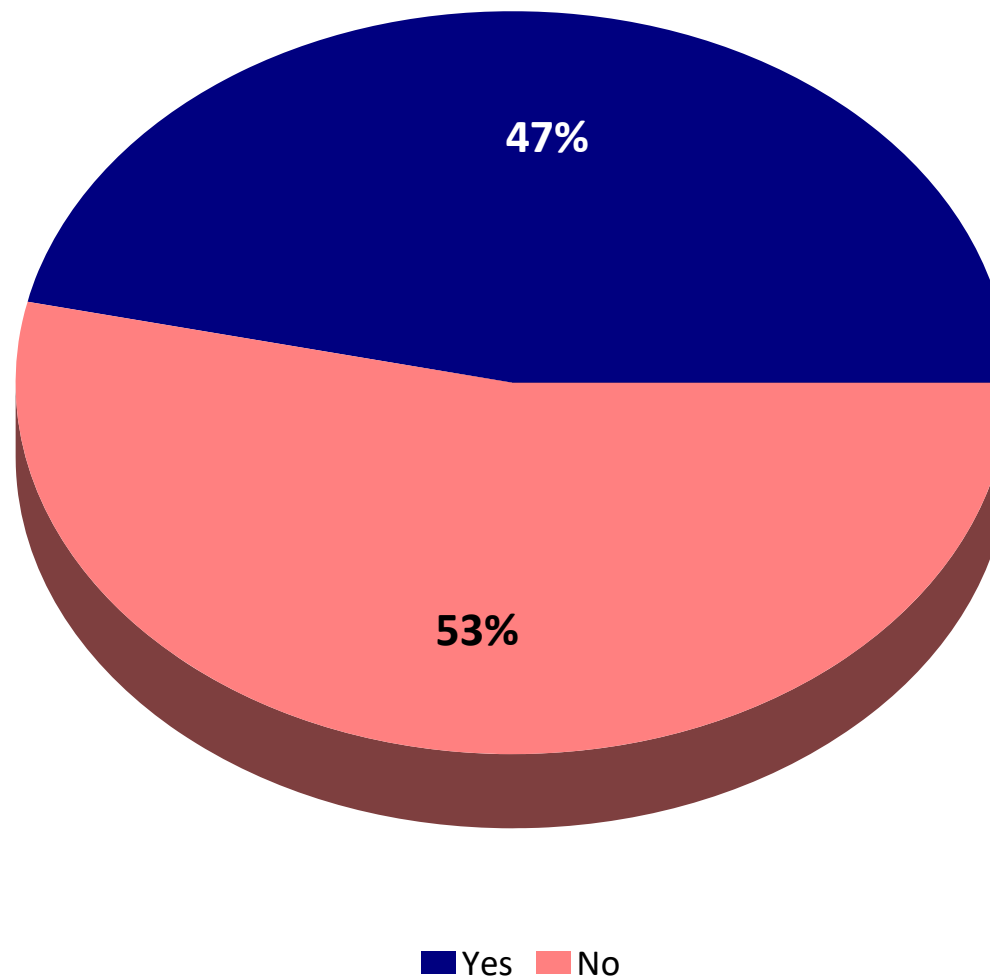
TRENDS: Satisfaction with City Employees in Department Contacted Most Recently 2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



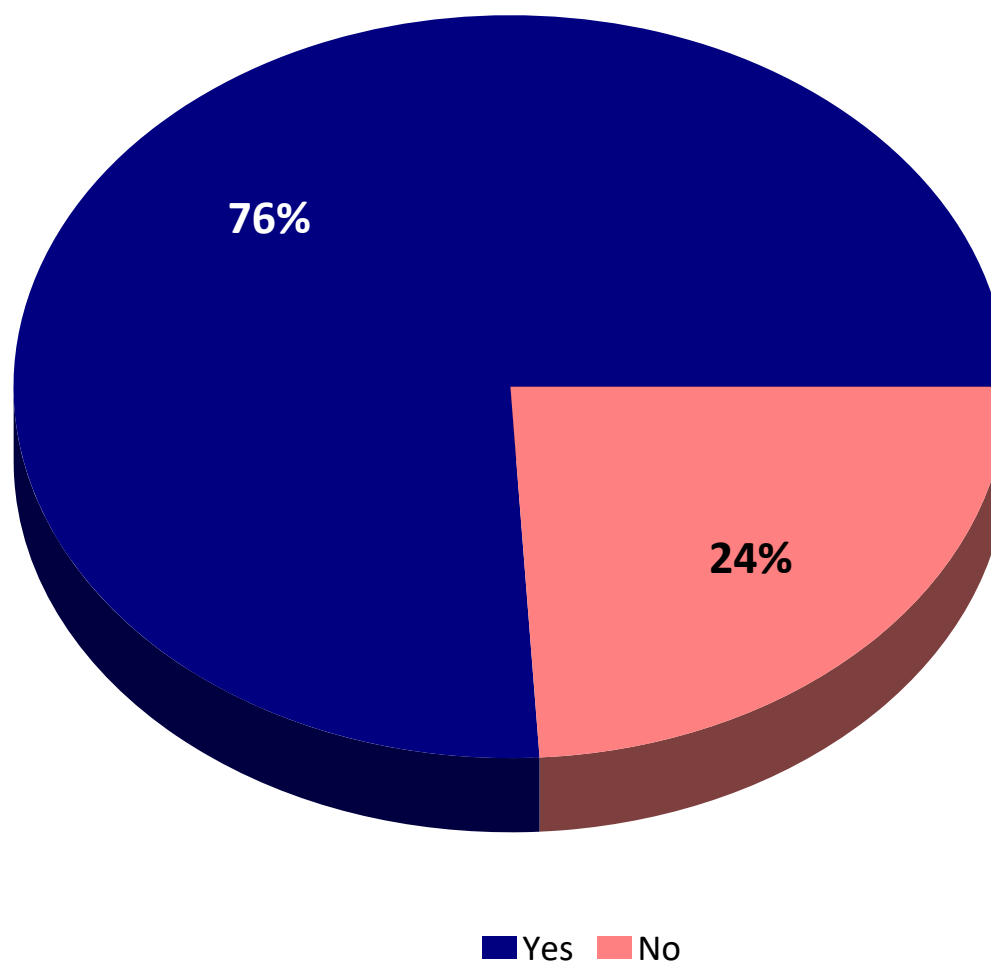
Q17. Are you aware the City has an Emergency Notification System (CivicReady)?

by percentage of respondents



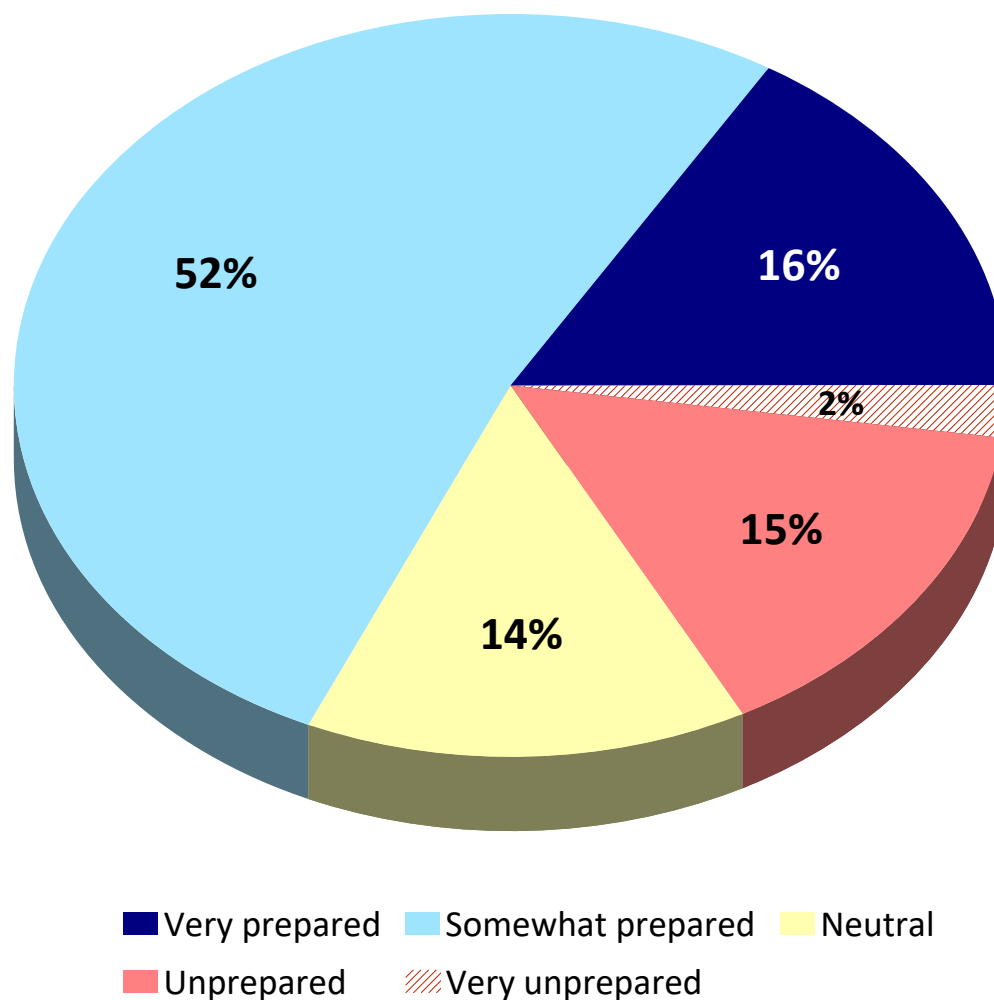
Q17a. Are you currently enrolled to receive notifications?

by percentage of respondents who are aware of CivicReady



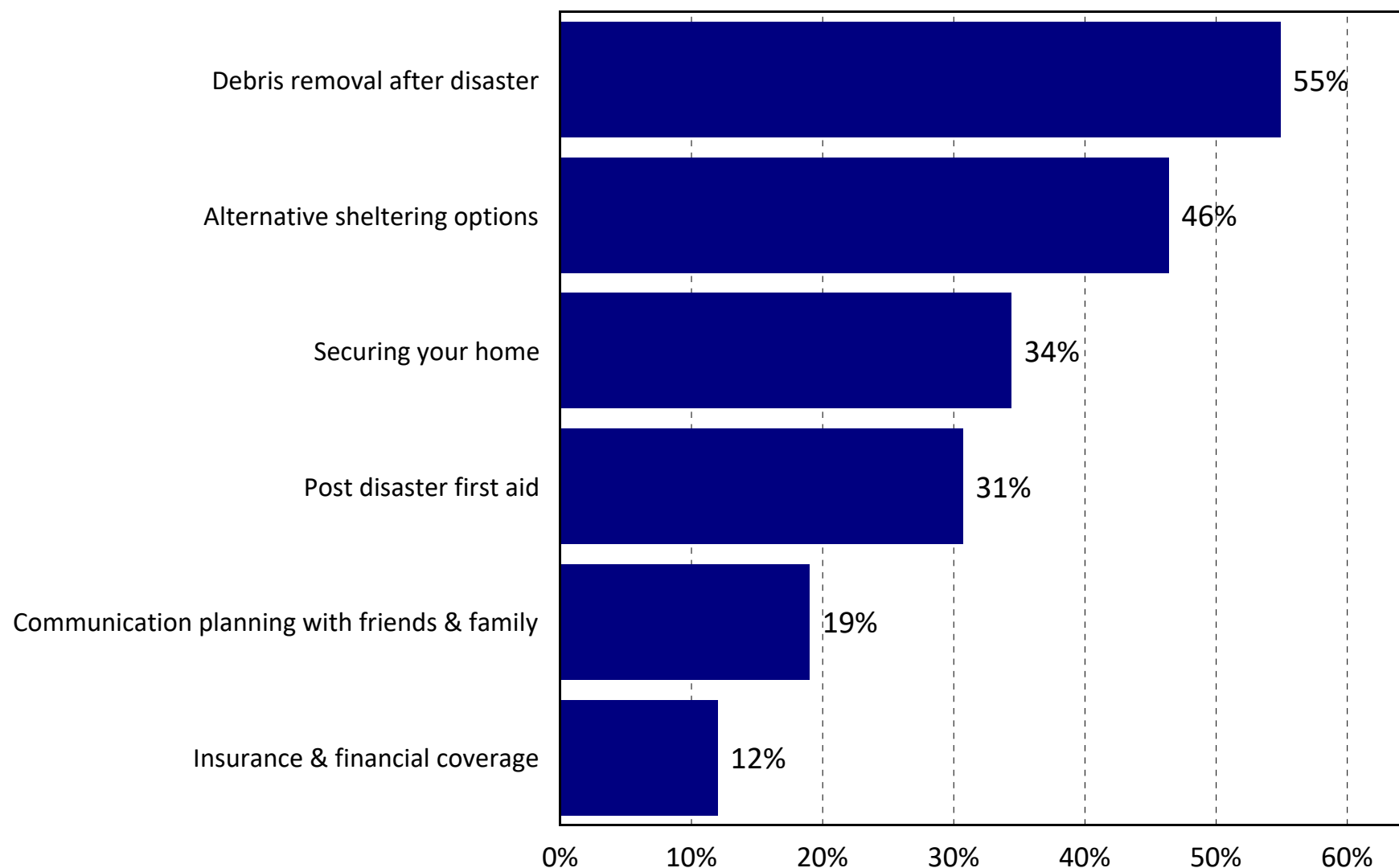
Q18. If you were to experience a disaster, how prepared are you to seek and obtain the necessary resources for your household and/or business?

by percentage of respondents (excluding don't knows)



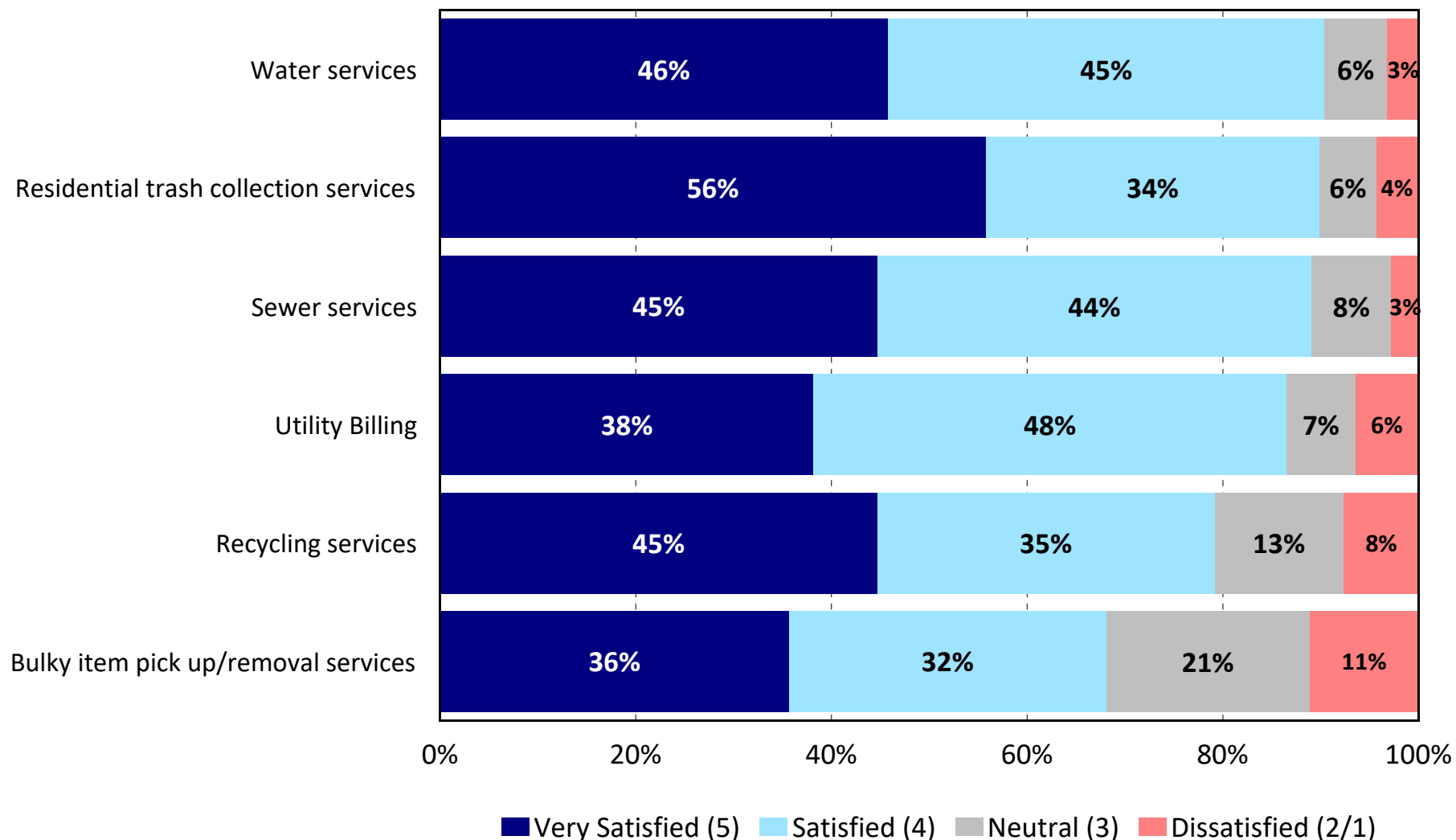
Q19. In what areas do you feel the least prepared for a disaster?

by percentage of respondents (excluding “none of these” - multiple choices could be made)



Q20. Satisfaction with Solid Waste/Utility Services

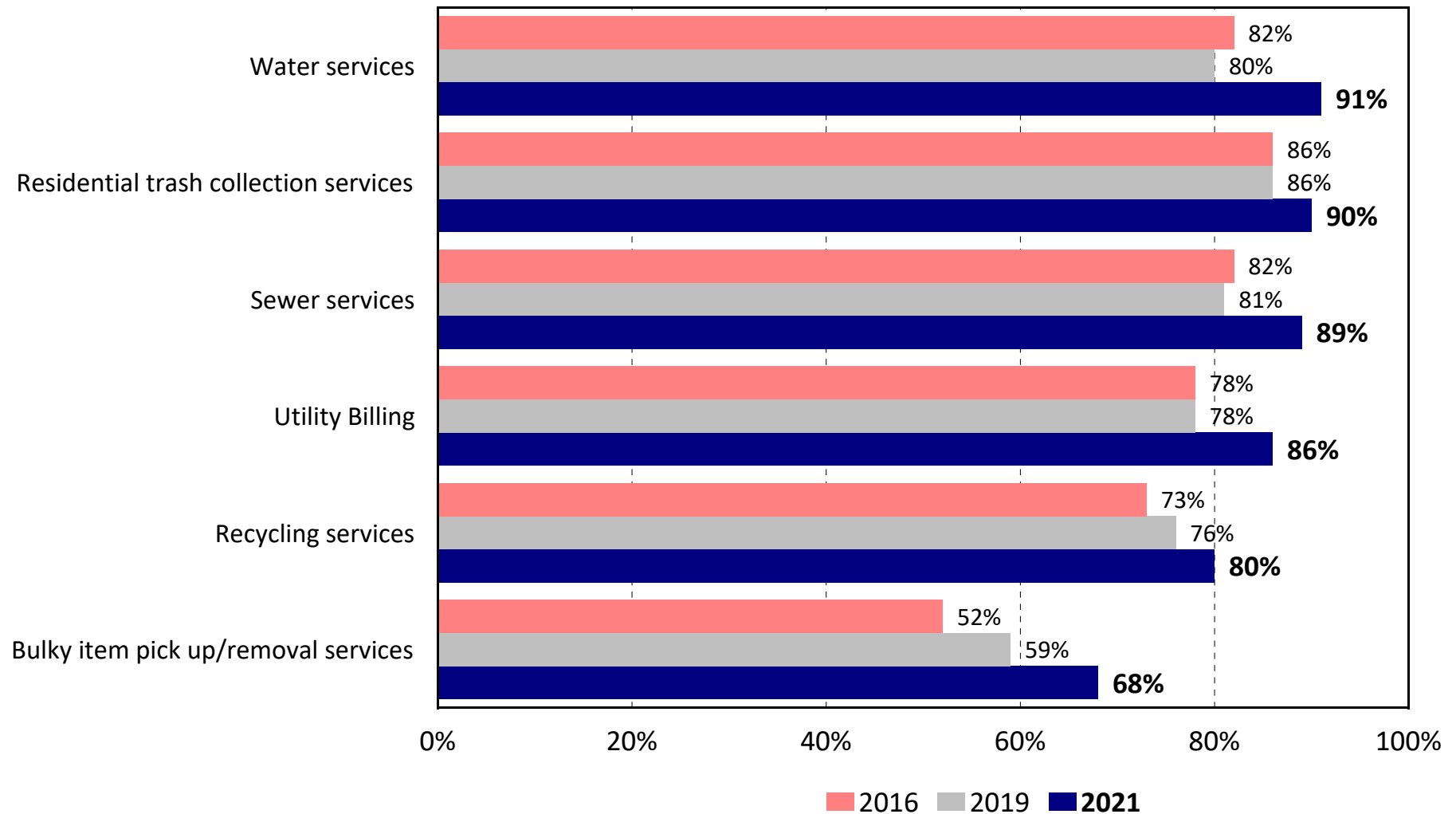
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Solid Waste/Utility Services

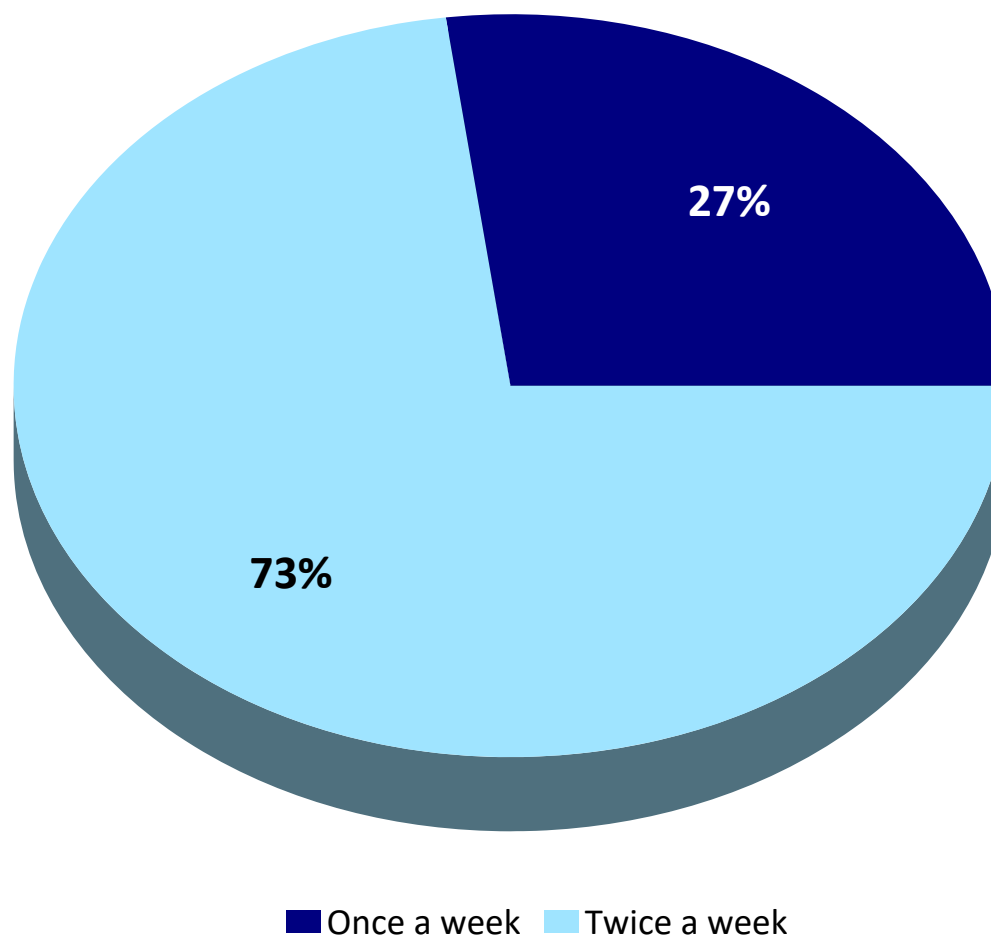
2016 to 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



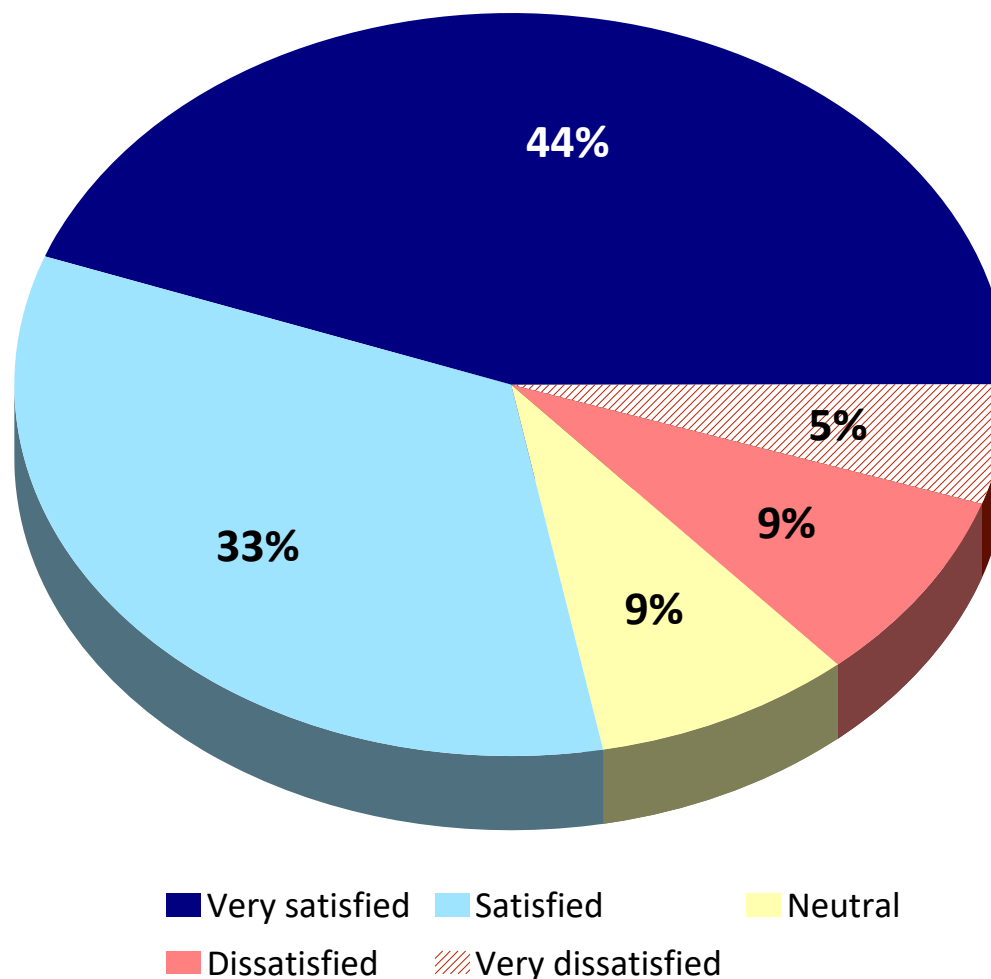
Q21. Are you currently receiving once a week or twice a week trash pickup?

by percentage of respondents (excluding not provided)



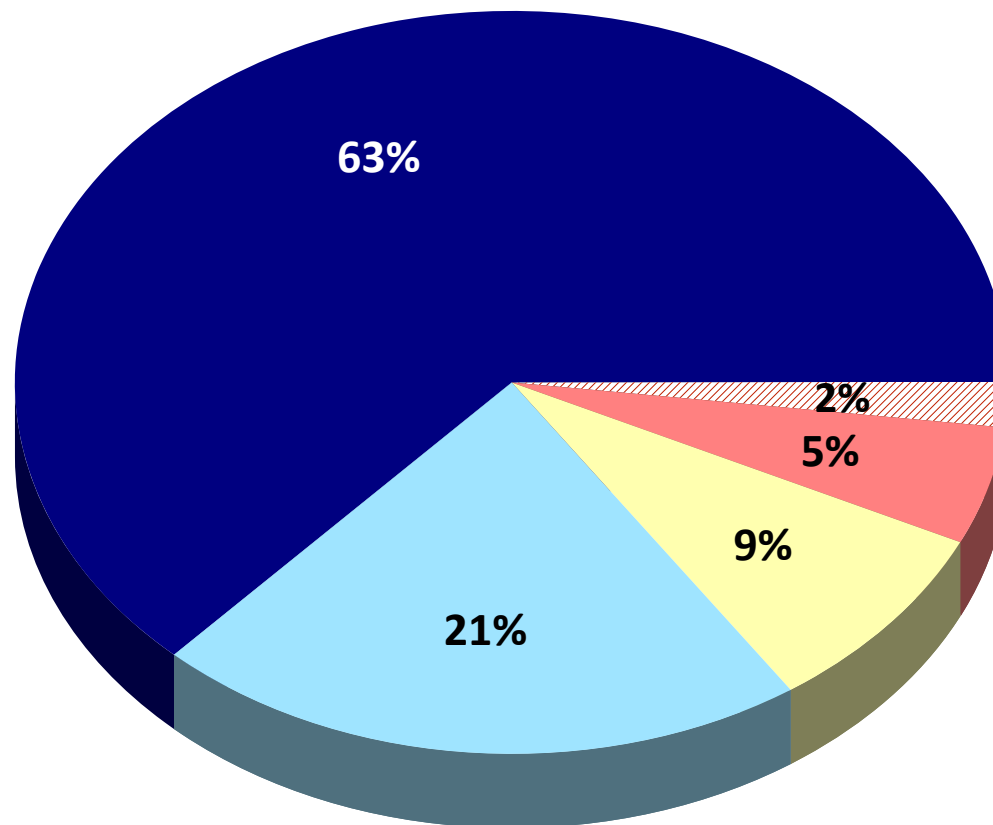
Q21a. If you receive once a week trash pickup, how satisfied are you with your service?

by percentage of respondents who receive trash pickup once a week



Q21b. How important is it for you to continue receiving twice a week pickup?

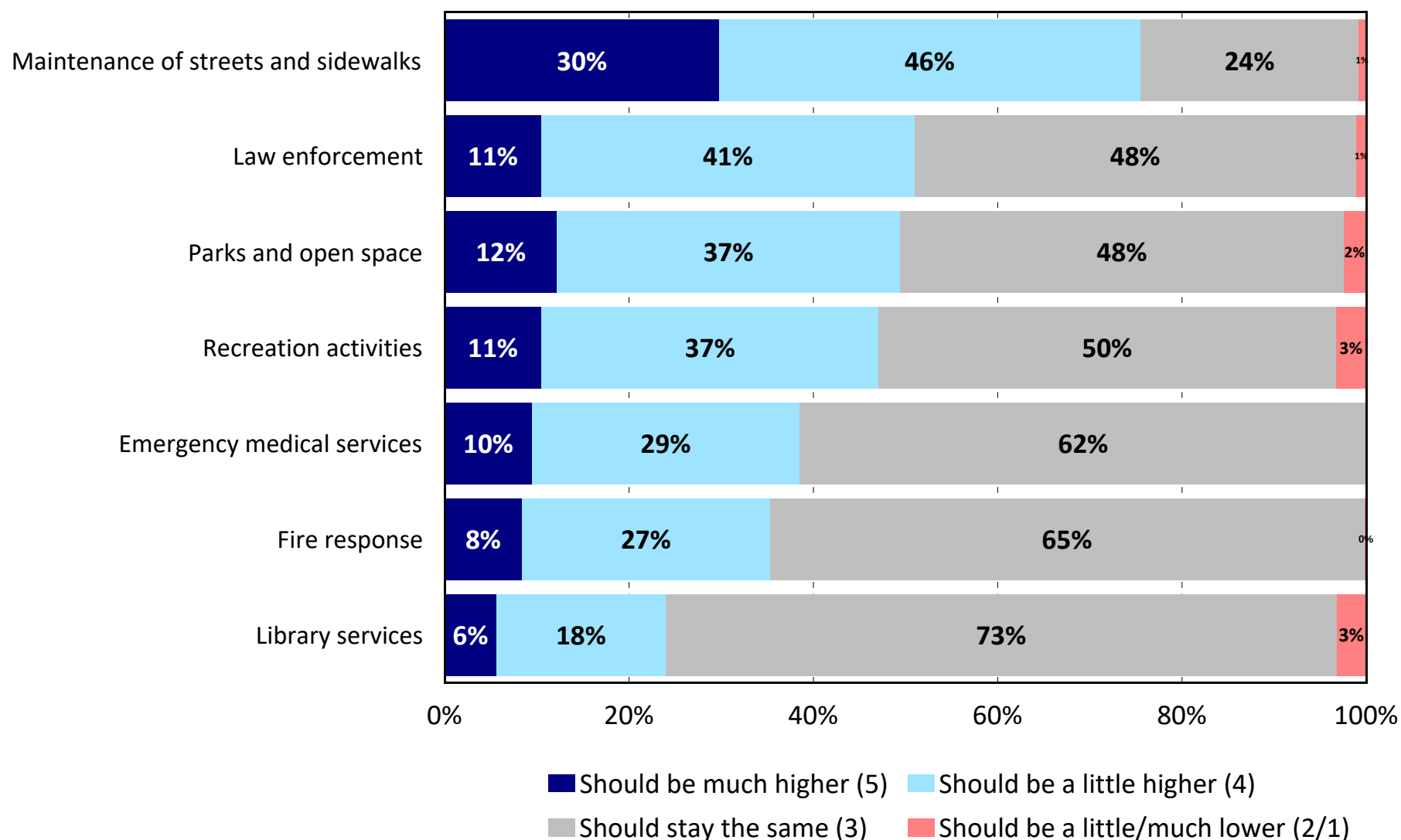
by percentage of respondents who receive trash pickup twice a week



■ Very important ■ Somewhat important ■ Neutral
■ Not important ▨ Not at all important

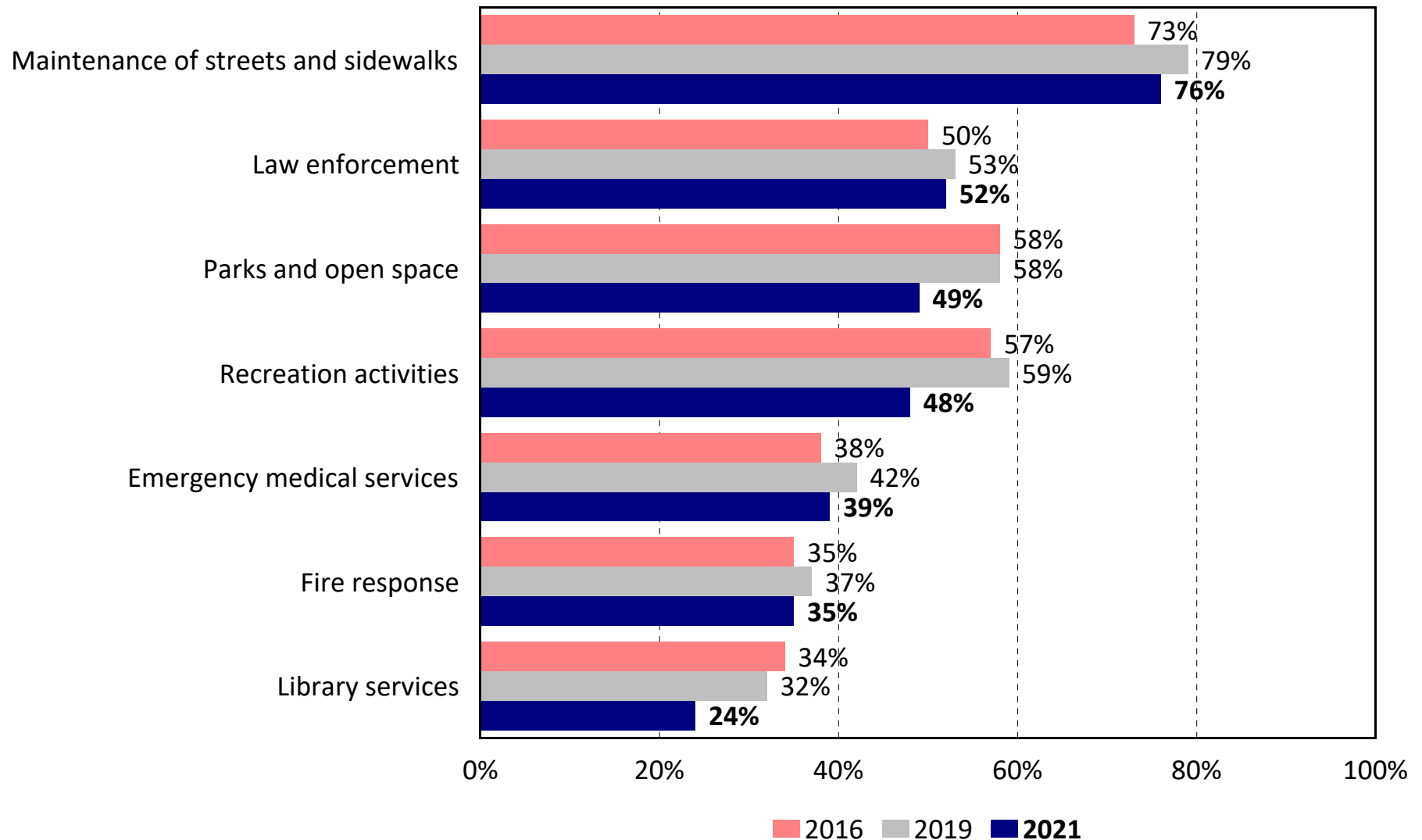
Q22. How Respondents Feel the Level of Various Services Meet Expectations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



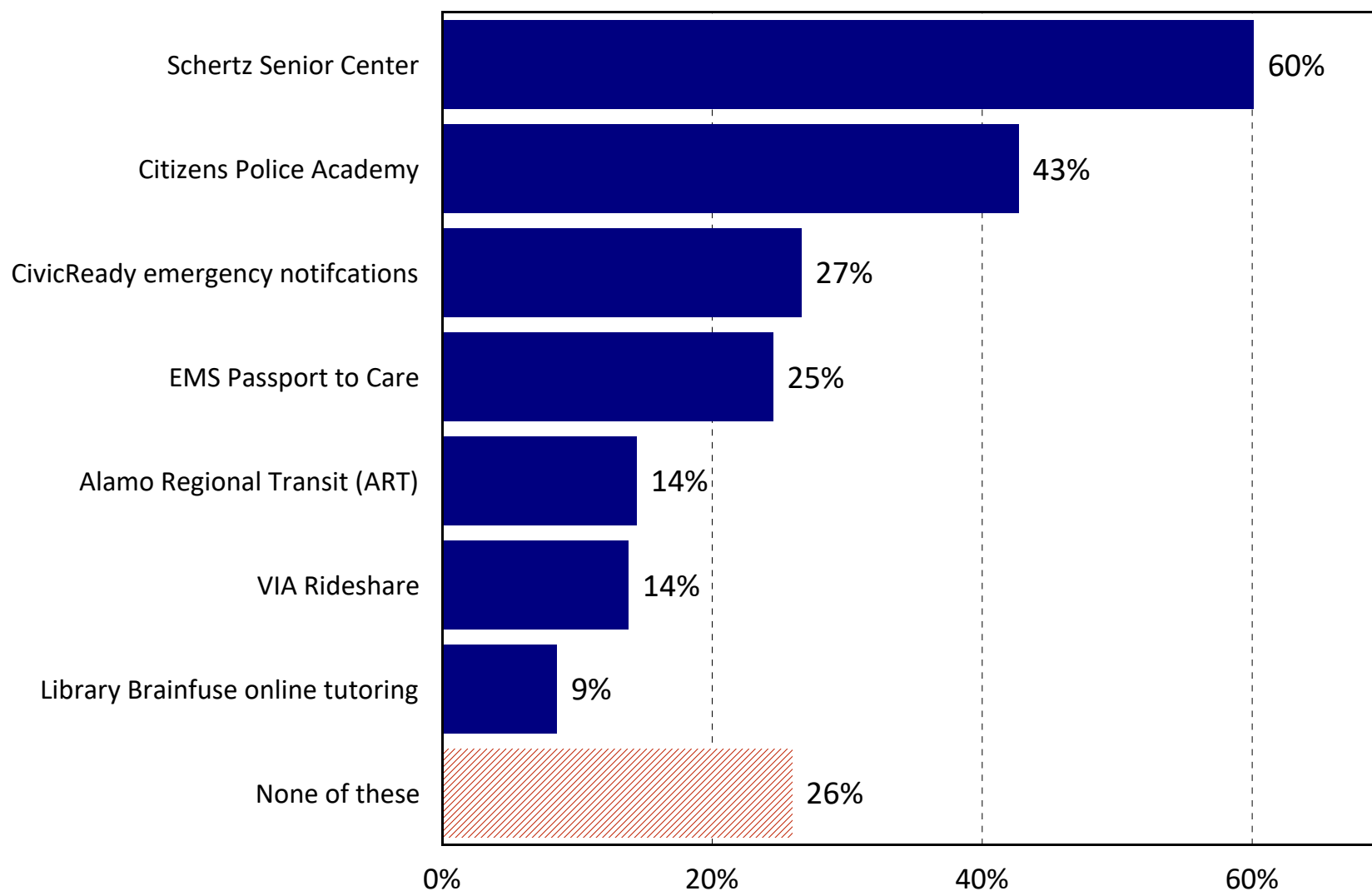
TRENDS: How Respondents Feel the Level of Various Services Meet Expectations - 2016 to 2021

by percentage of respondents who felt the level of service should be “much higher” or “a little higher”



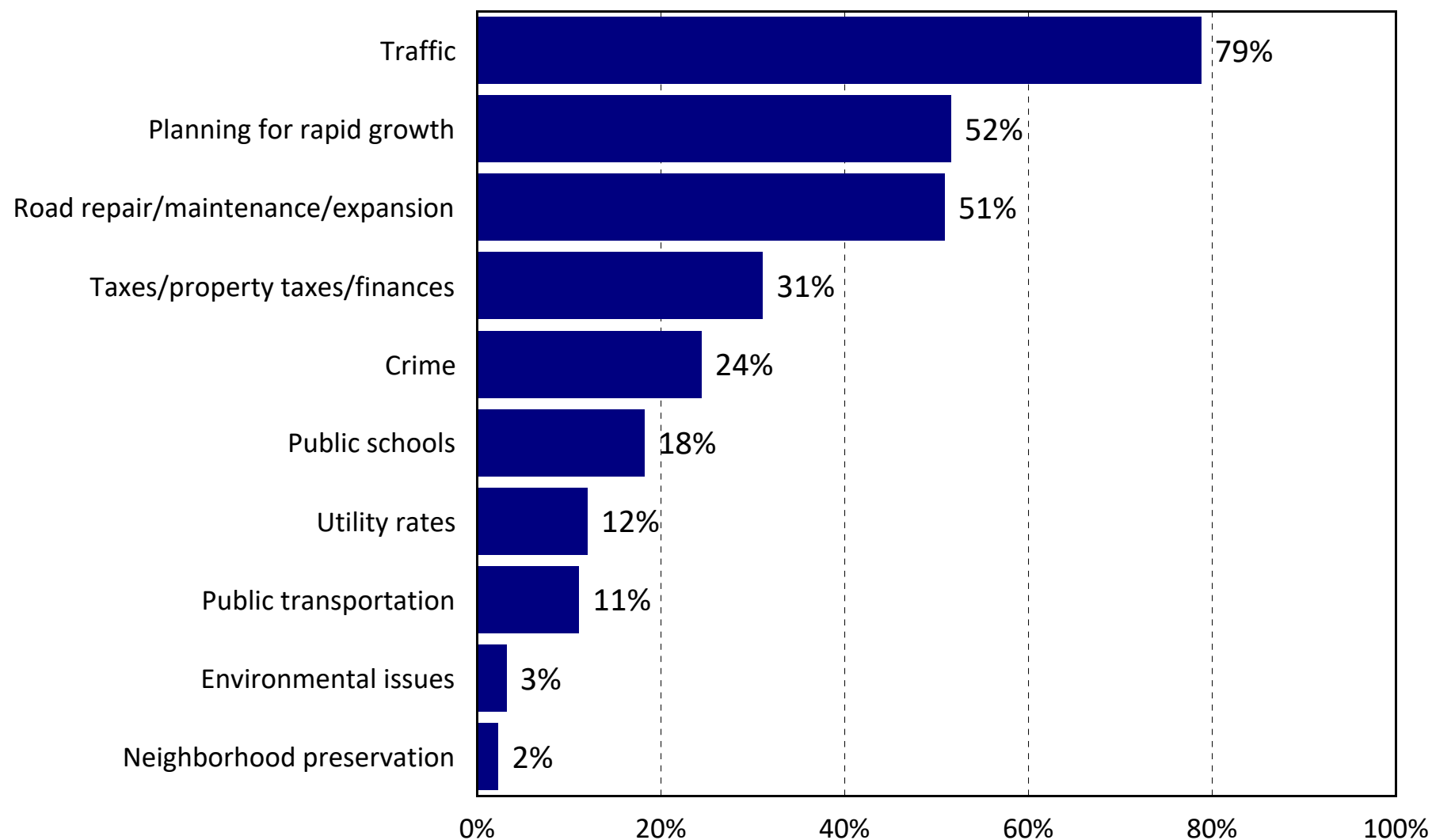
Q23. Familiarity With Various Programs Offered by the City of Schertz

by percentage of respondents (multiple choices could be made)



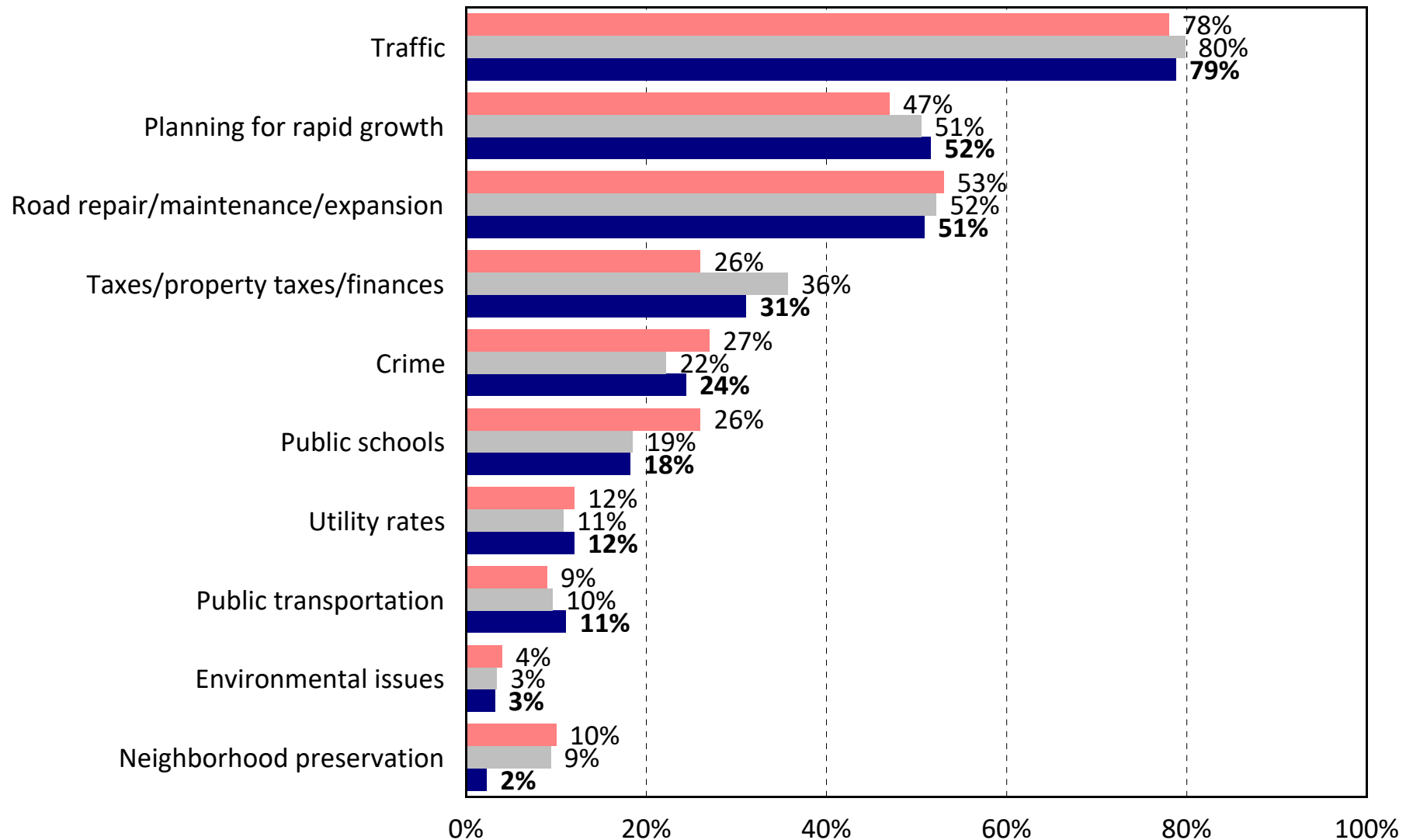
Q24. Biggest Issues Schertz Will Face Within the Next Five Years

by percentage of respondents who selected the item as one of their top three choices (excluding don't knows)



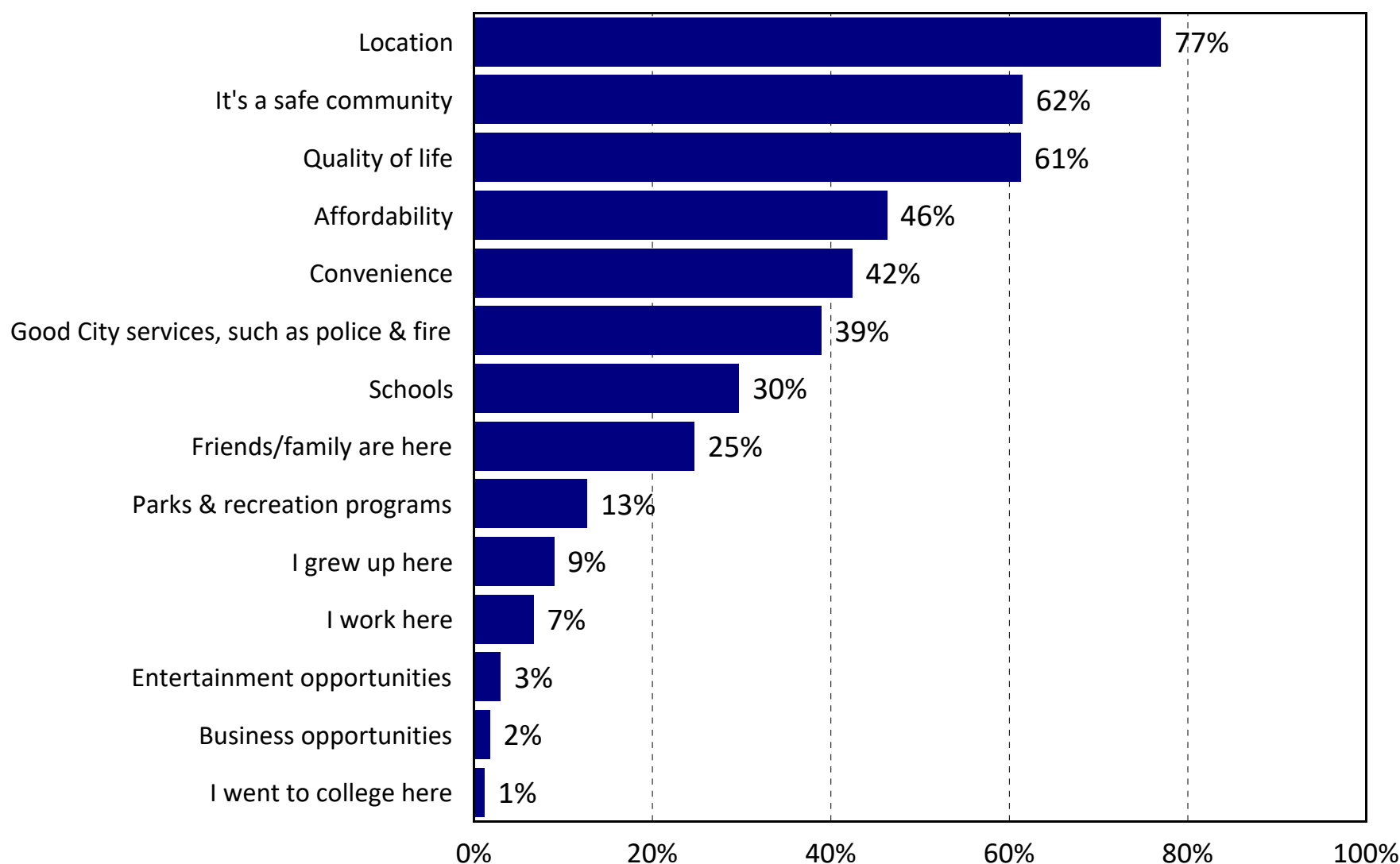
TRENDS: Biggest Issues Schertz Will Face Within the Next Five Years - 2016 to 2021

by percentage of respondents who selected the item as one of their top three choices



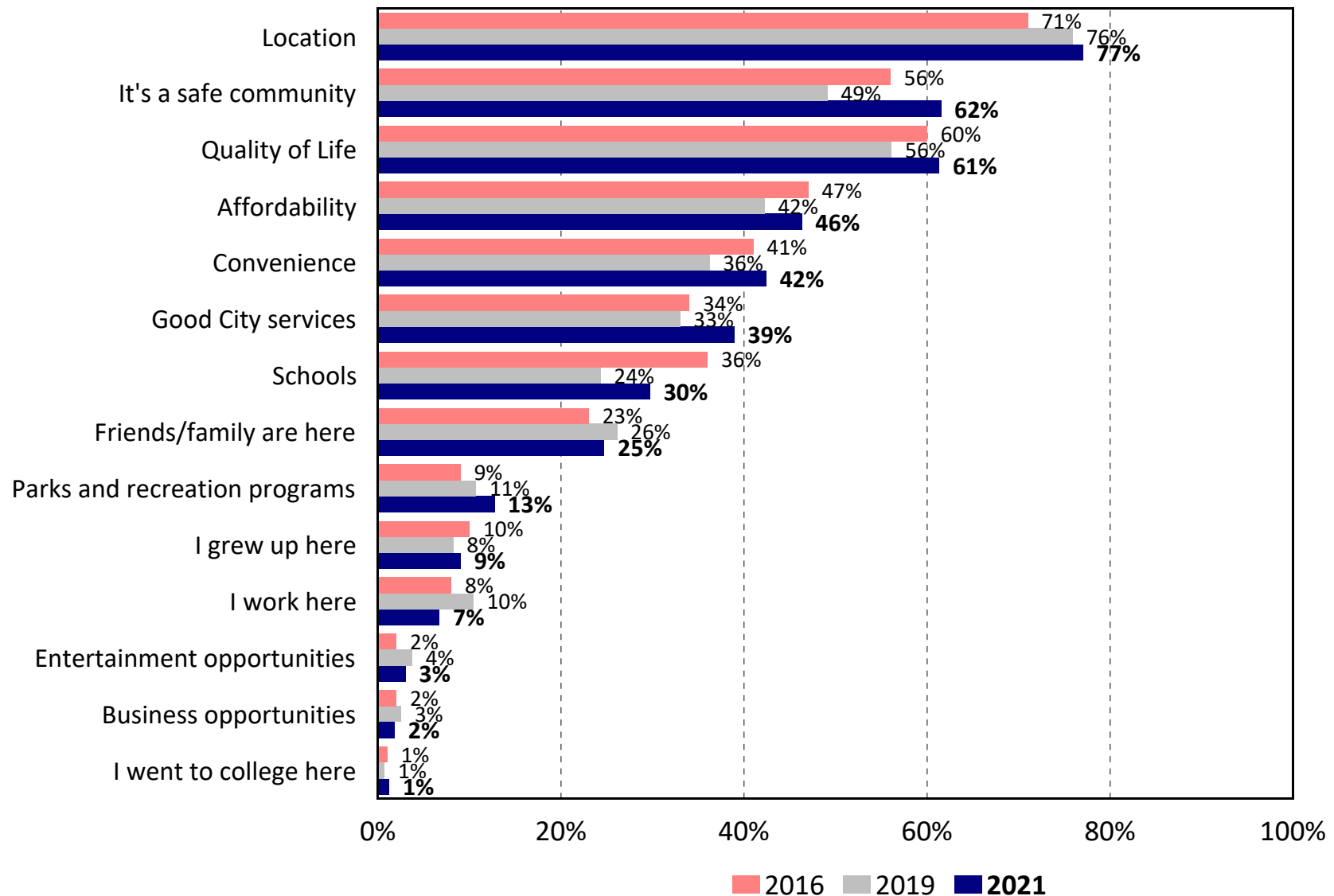
Q25. Primary Reasons Respondents Choose to Live in Schertz

by percentage of respondents (excluding don't knows - multiple choices could be made)



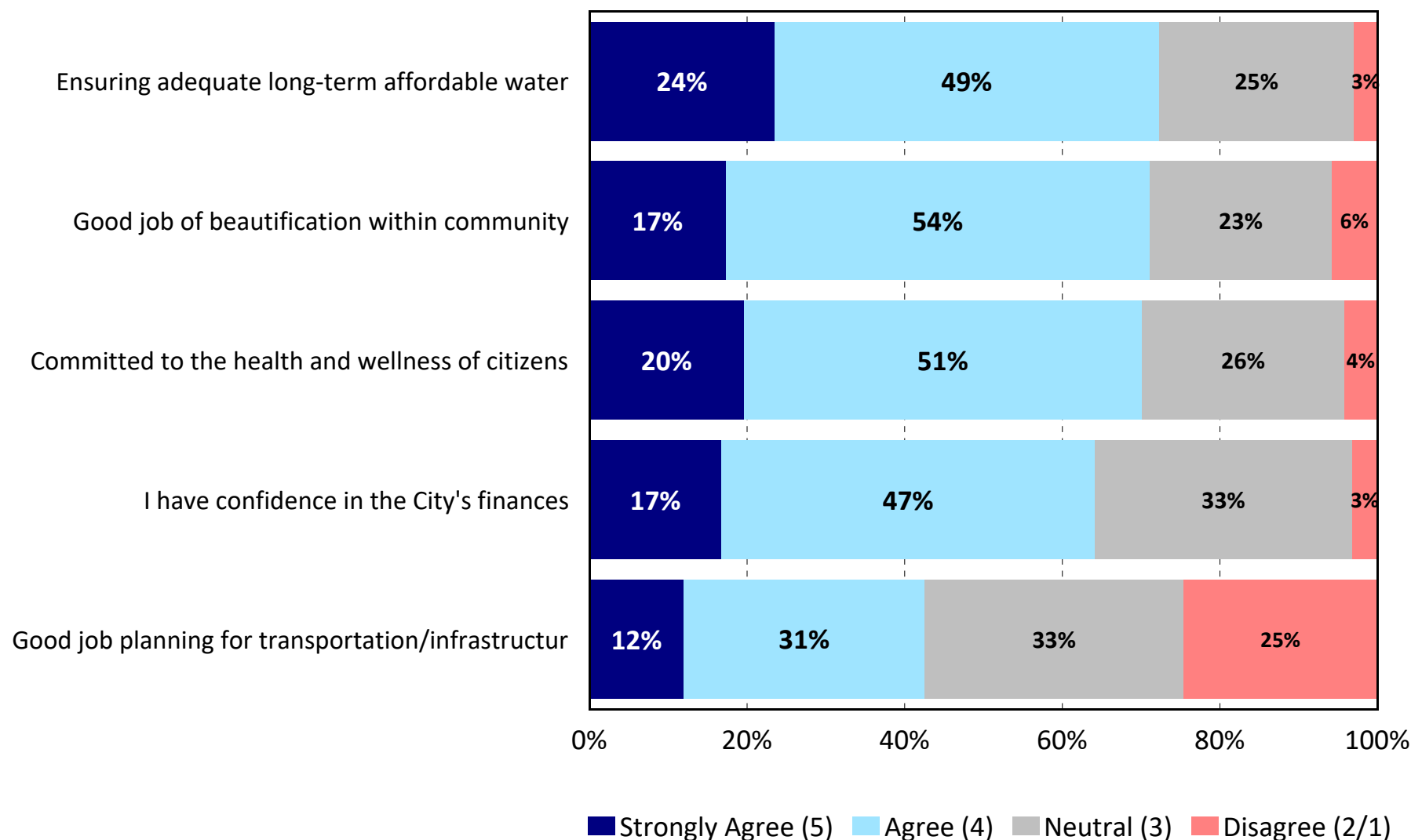
TRENDS: Primary Reasons Respondents Choose to Live in Schertz - 2016 to 2021

by percentage of respondents (excluding don't knows - multiple choices could be made)



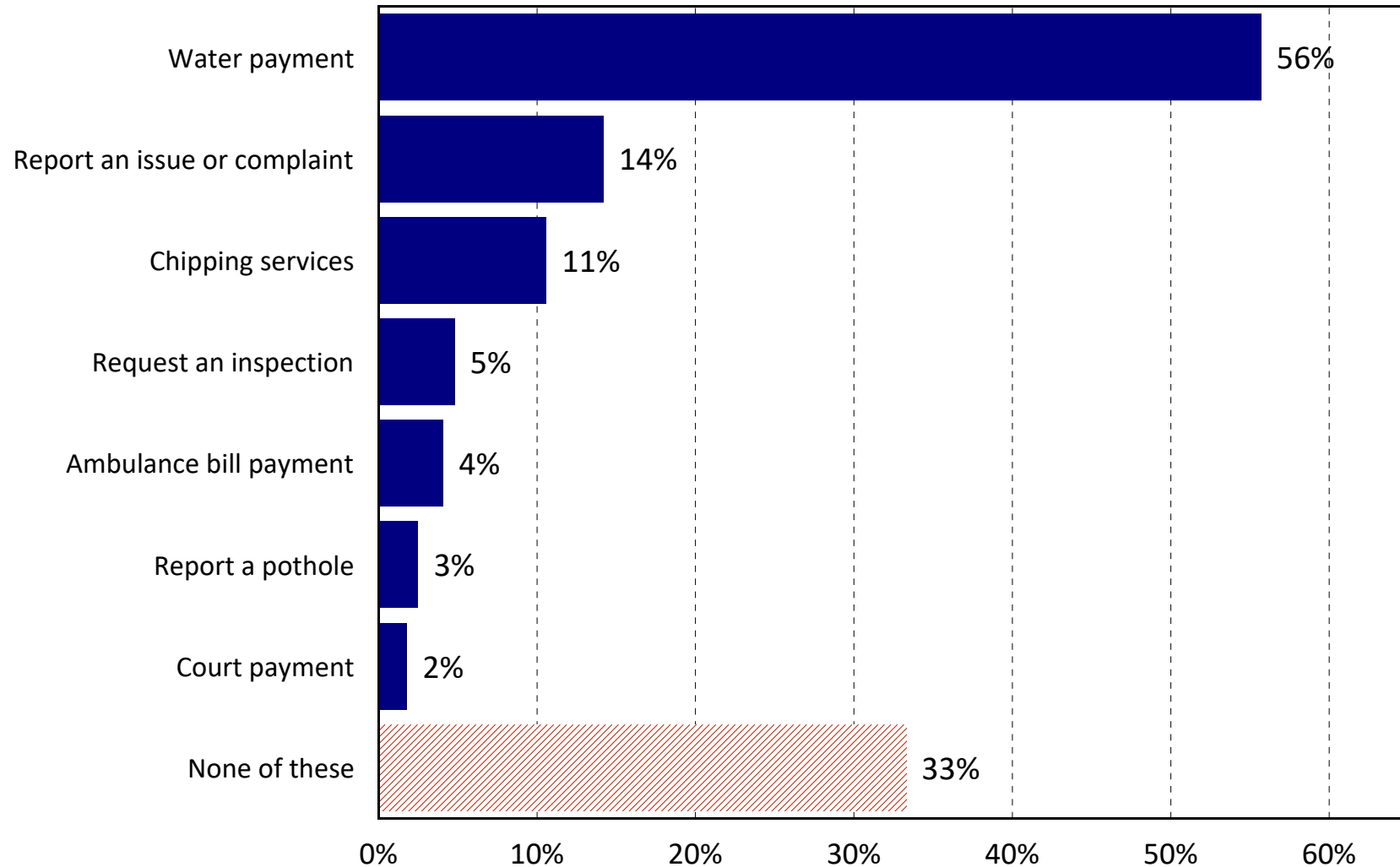
Q26. Agreement With Various Statements Regarding Strategic Initiatives

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



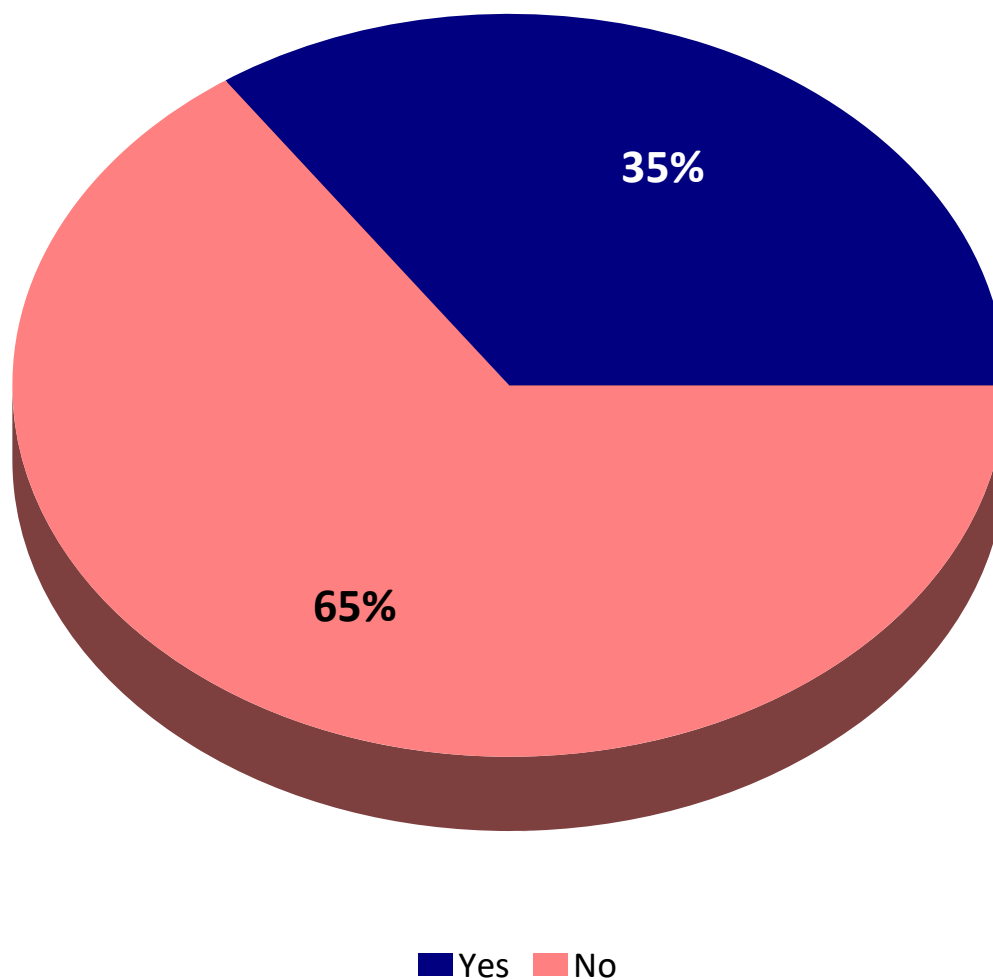
Q27. Online City Services Used on Schertz.com During the Past Year

by percentage of respondents (multiple choices could be made)



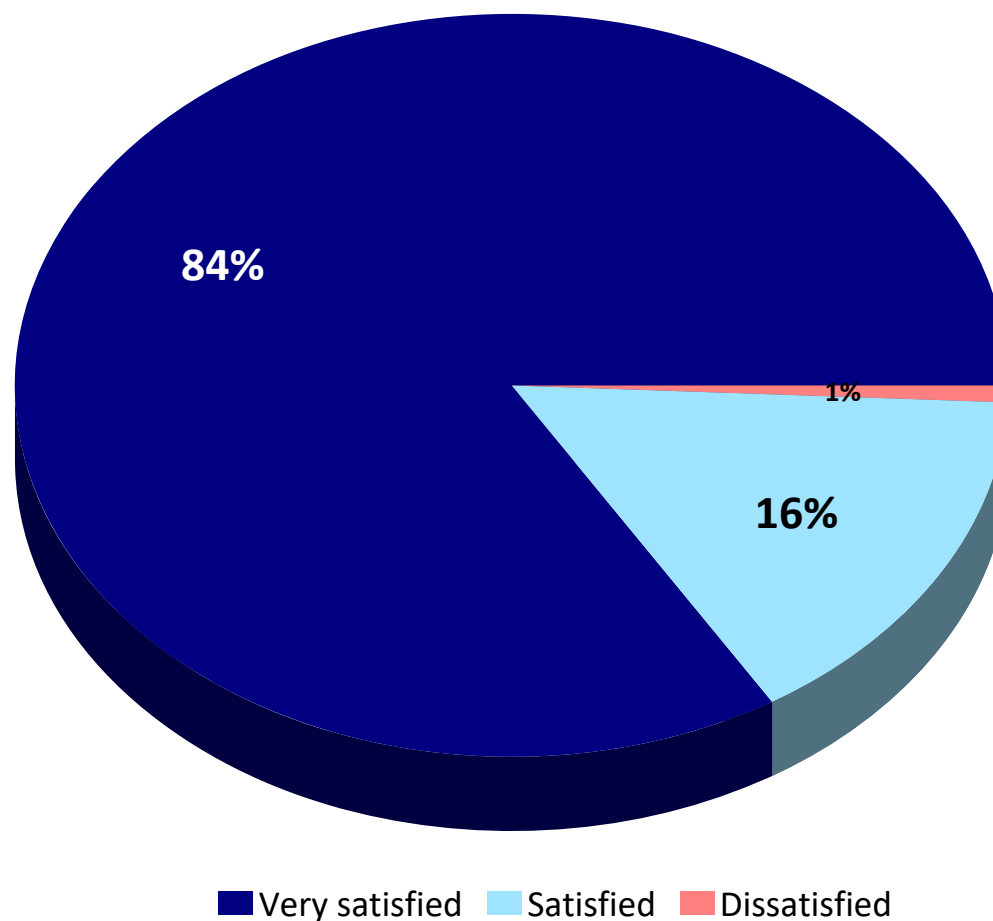
Q28. Have you received the COVID-19 vaccine at the City of Schertz Vaccine Clinic?

by percentage of respondents (excluding not provided)



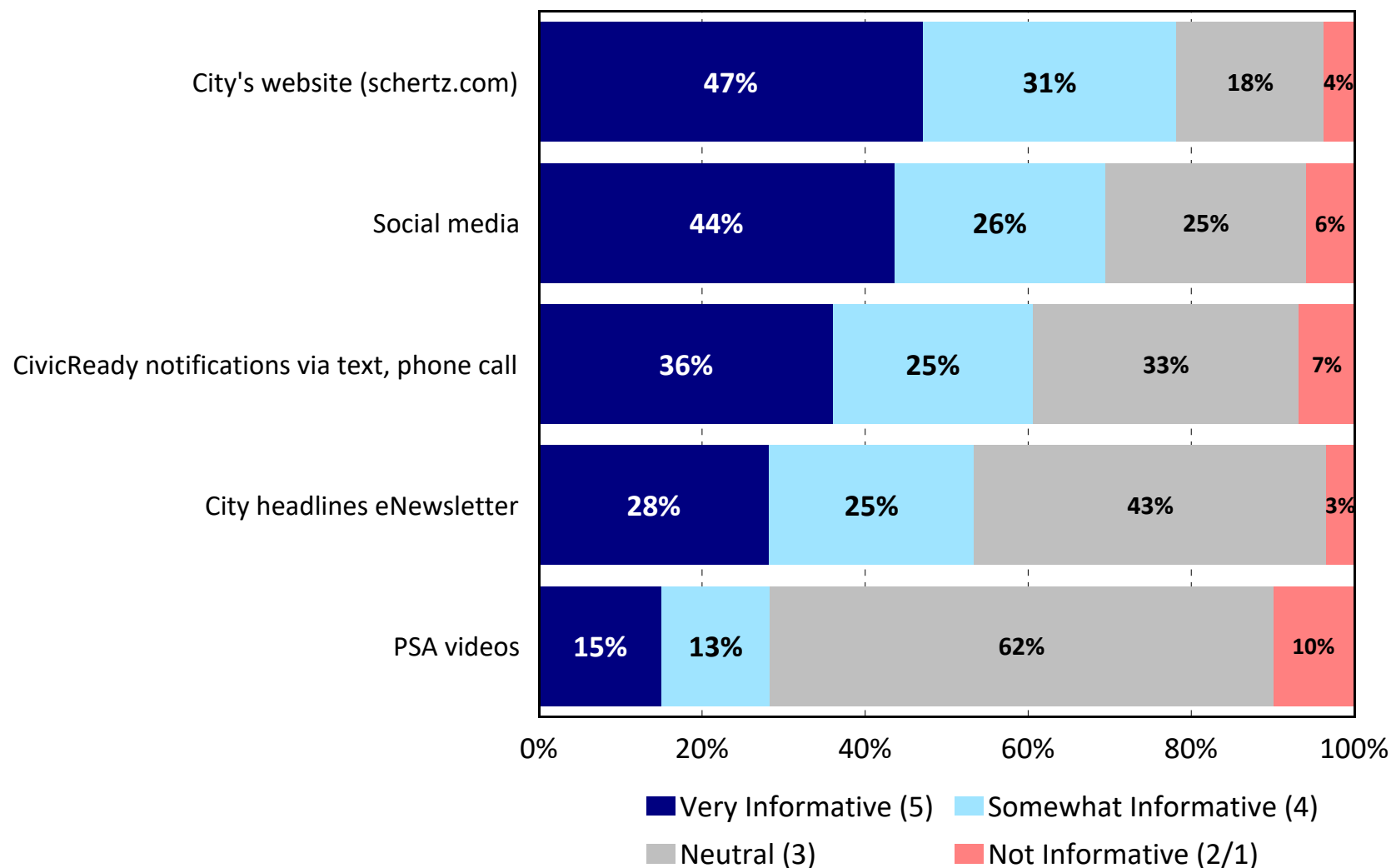
Q28a. How satisfied were you with the level of service you received?

by percentage of respondents who received the COVID-19 vaccine at City of Schertz Vaccine Clinic (excluding don't knows)



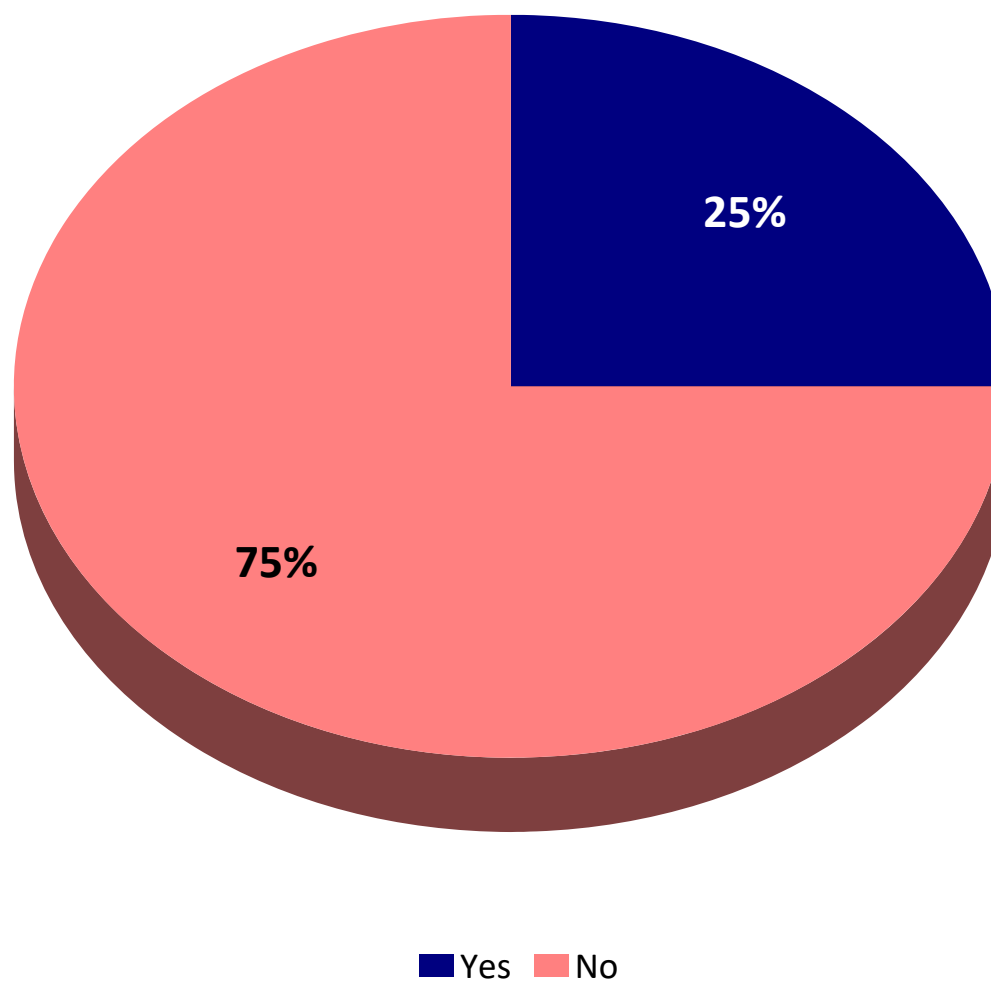
Q29. During the height of the COVID-19 pandemic, how informative did you find the following communication channels?

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



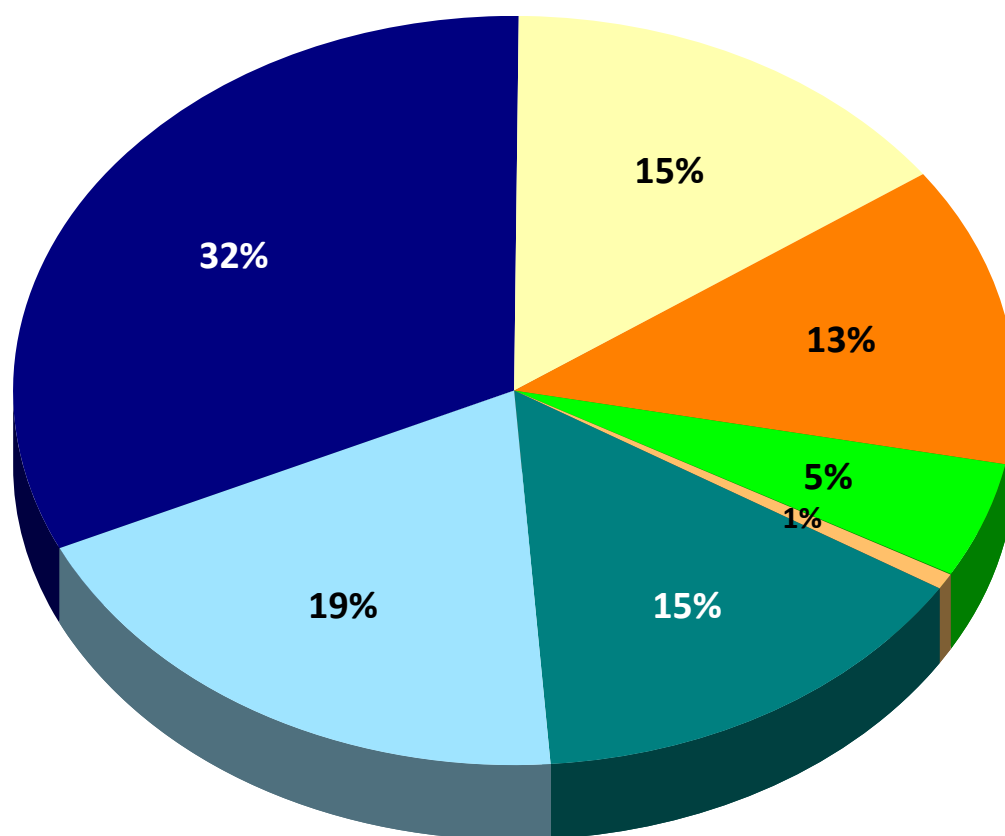
Q30. Do you work in Schertz?

by percentage of respondents



Q31. Approximately how many years have you lived in Schertz?

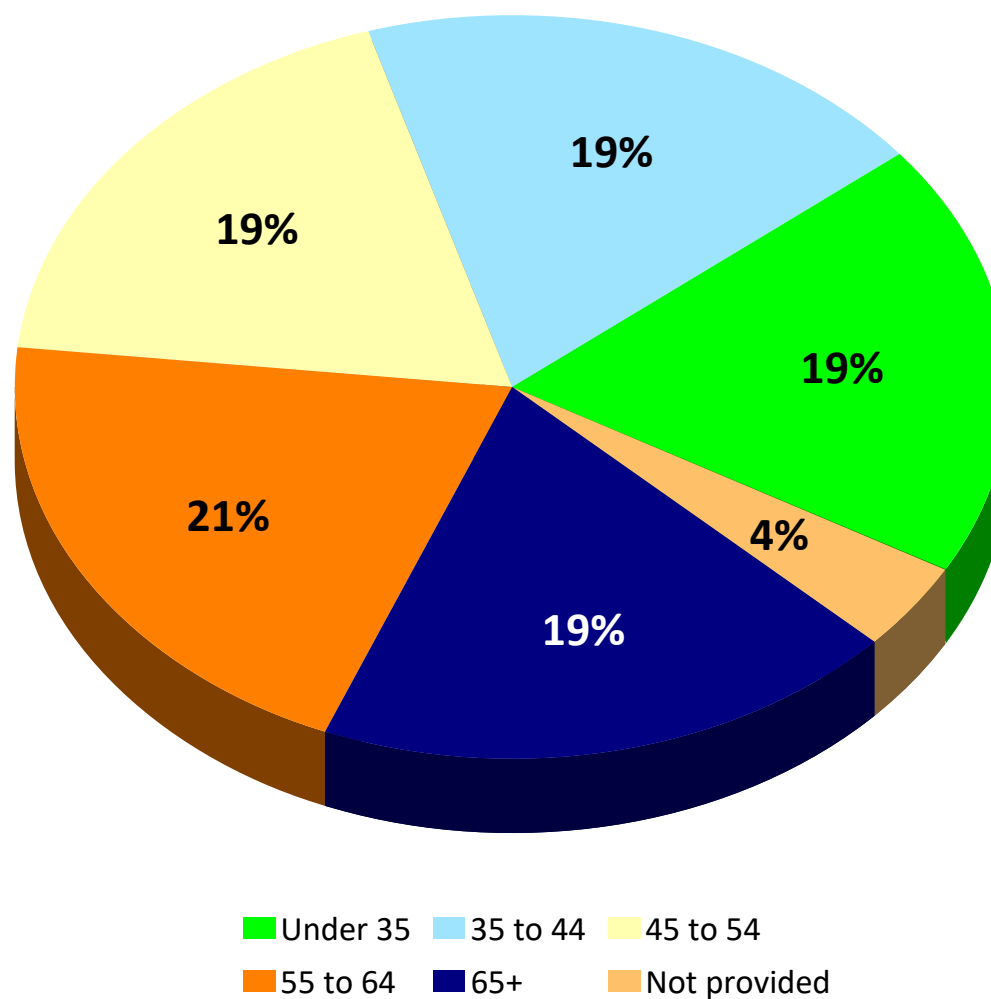
by percentage of respondents



■ Less than 2 years ■ 2 to 5 years ■ 6 to 9 years ■ 10 to 19 years
■ 20 to 29 years ■ 30+ years ■ Don't know

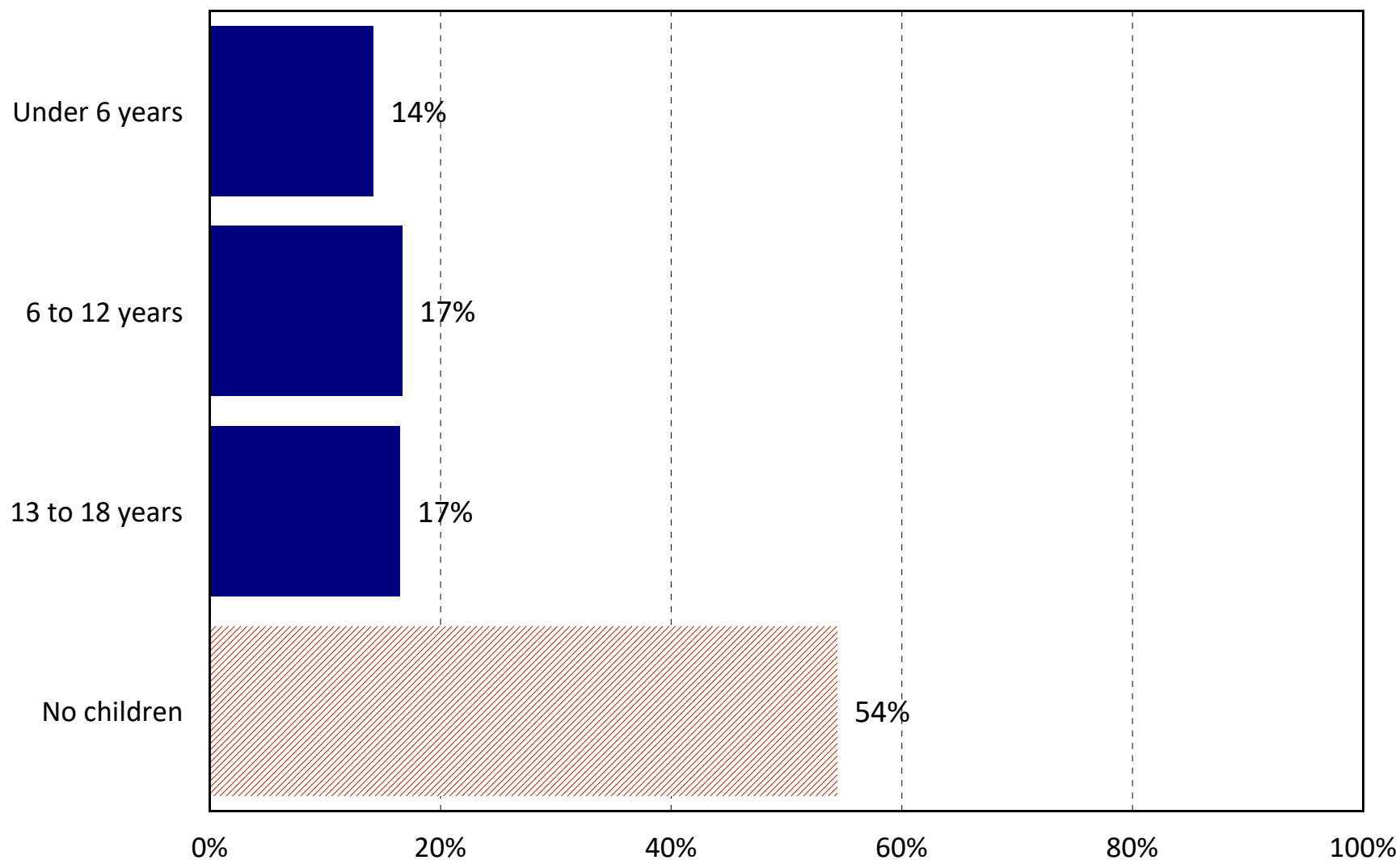
Q32. What is your age?

by percentage of respondents



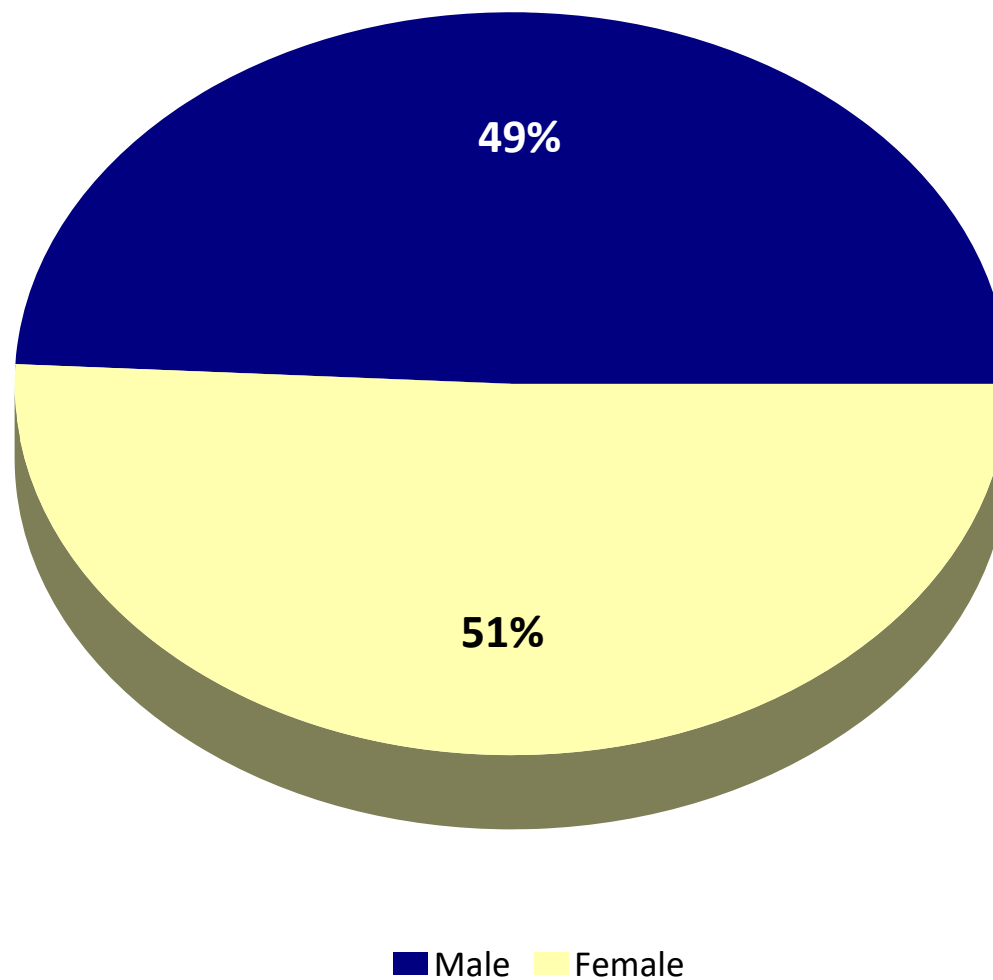
Q33. Do you have children living at home in the following age ranges?

by percentage of respondents (multiple choices could be made)



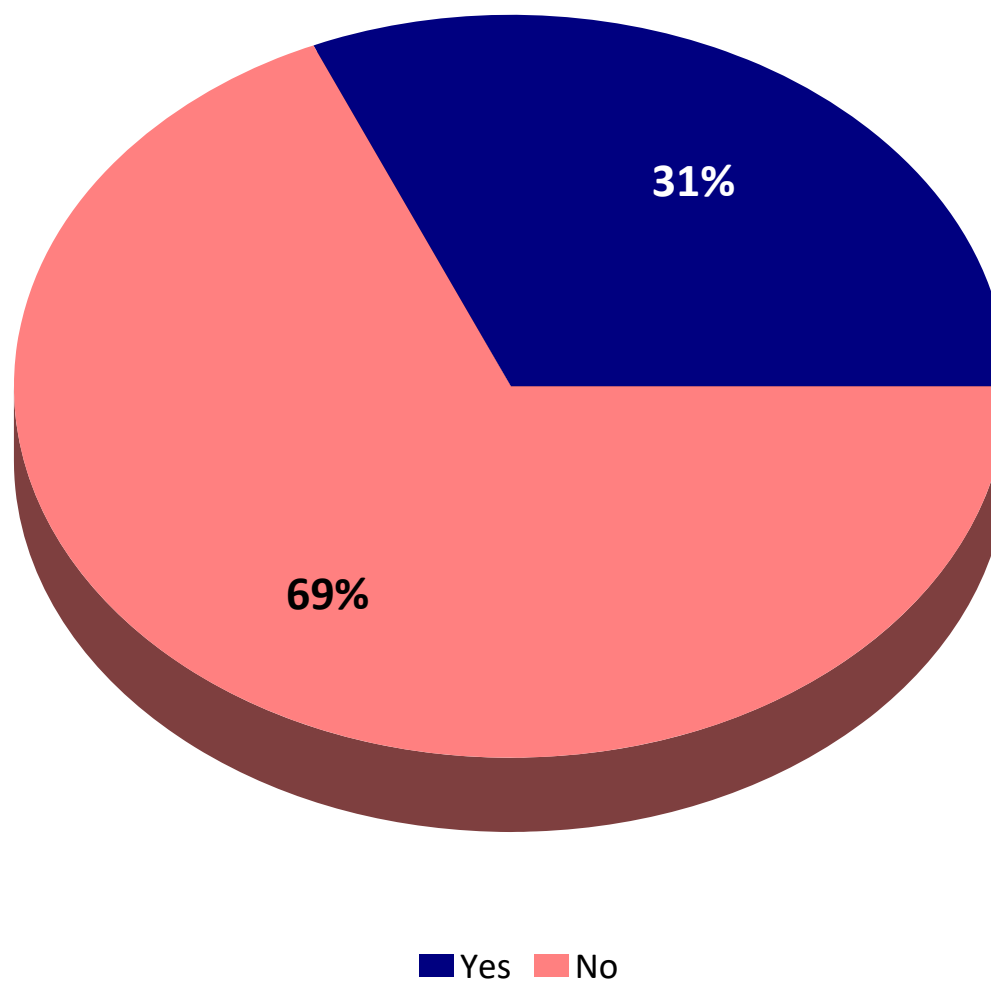
Q34. What is your gender?

by percentage of respondents



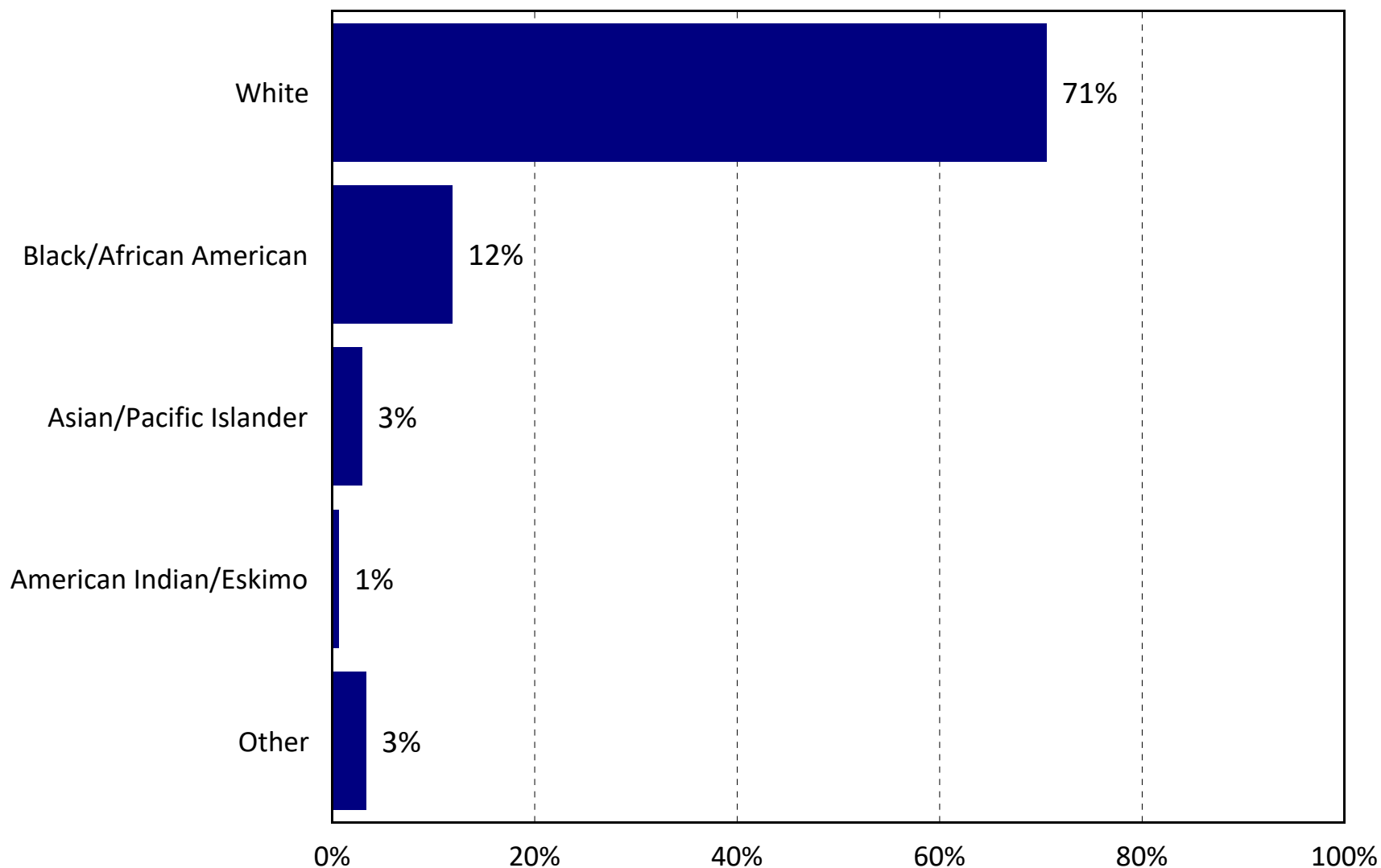
Q35. Are you of Hispanic, Latino or other Spanish origin?

by percentage of respondents



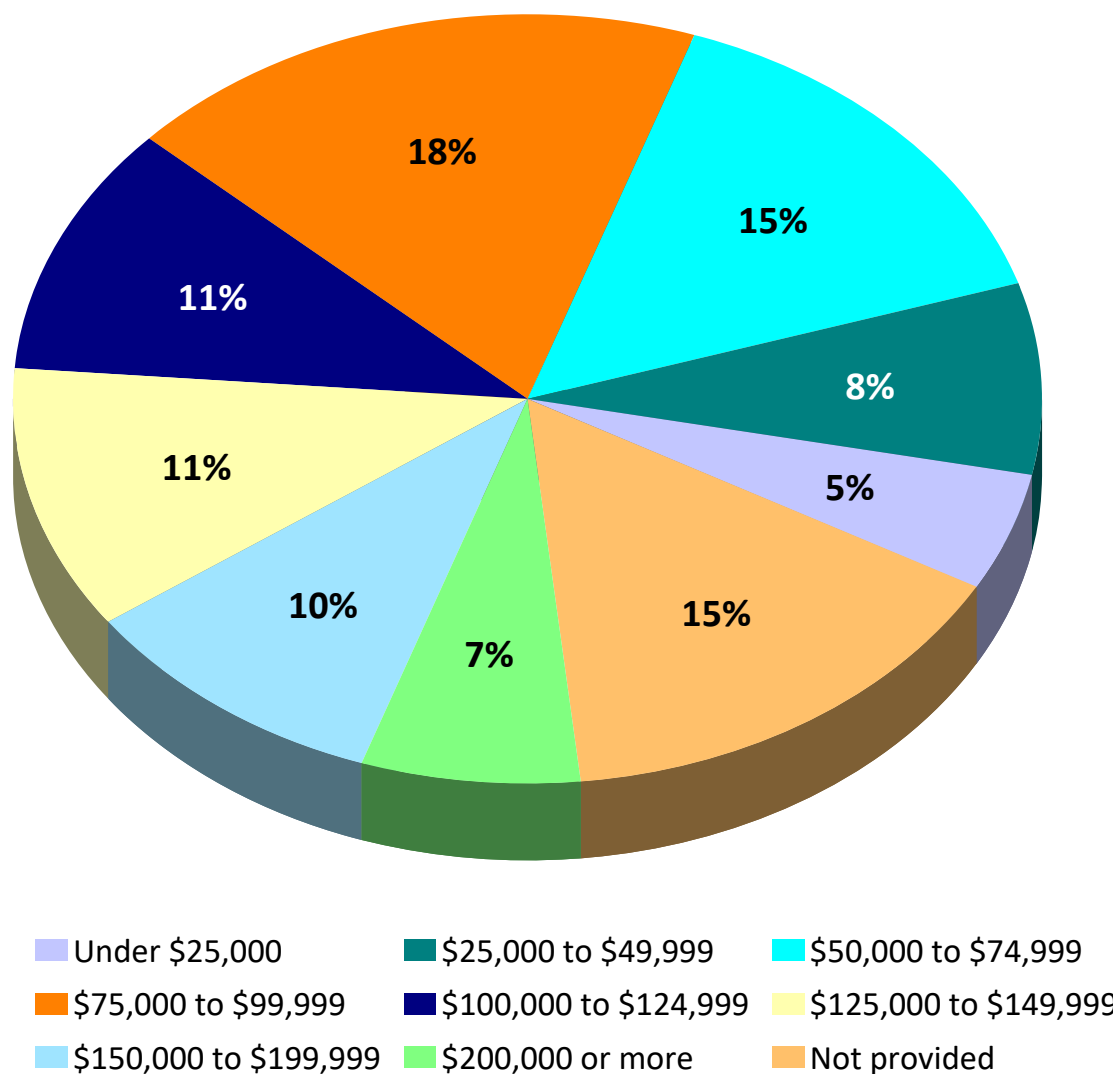
Q36. Which of the following best describes your race?

by percentage of respondents (multiple choices could be made)



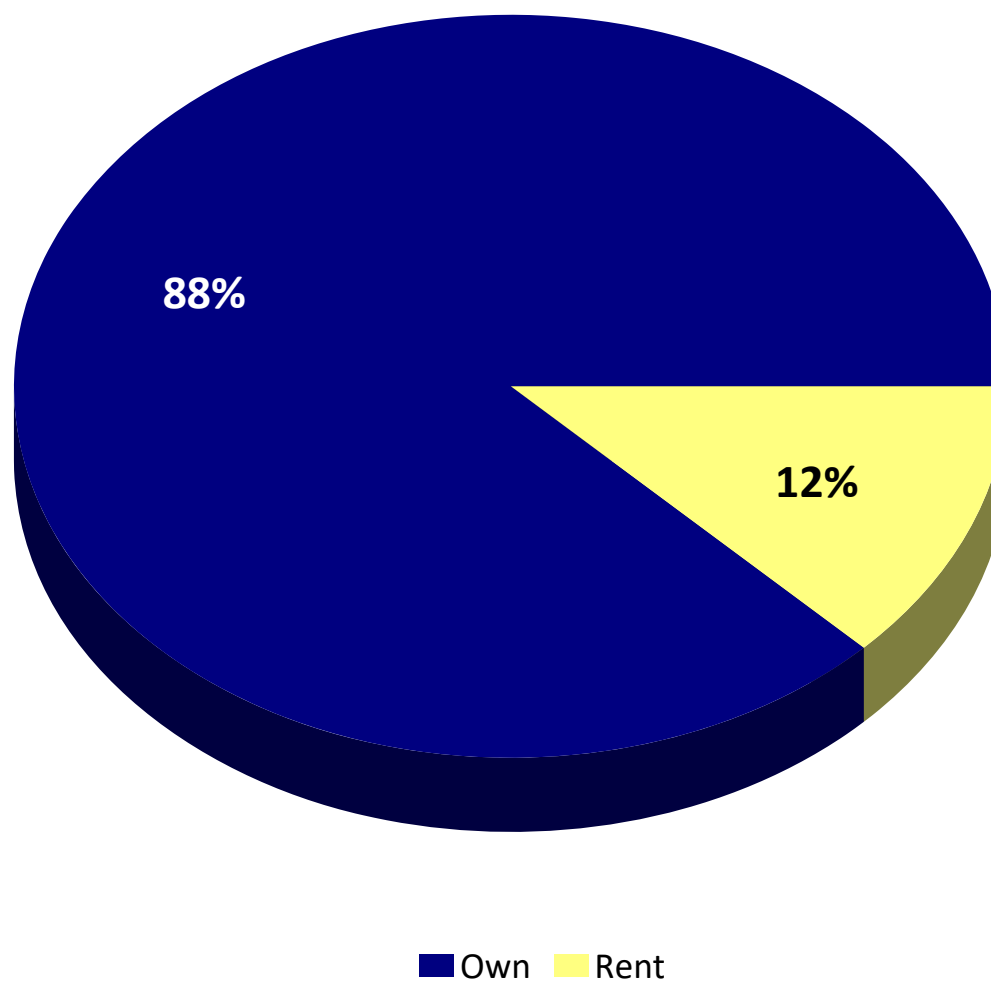
Q37. What is your total annual household income?

by percentage of respondents



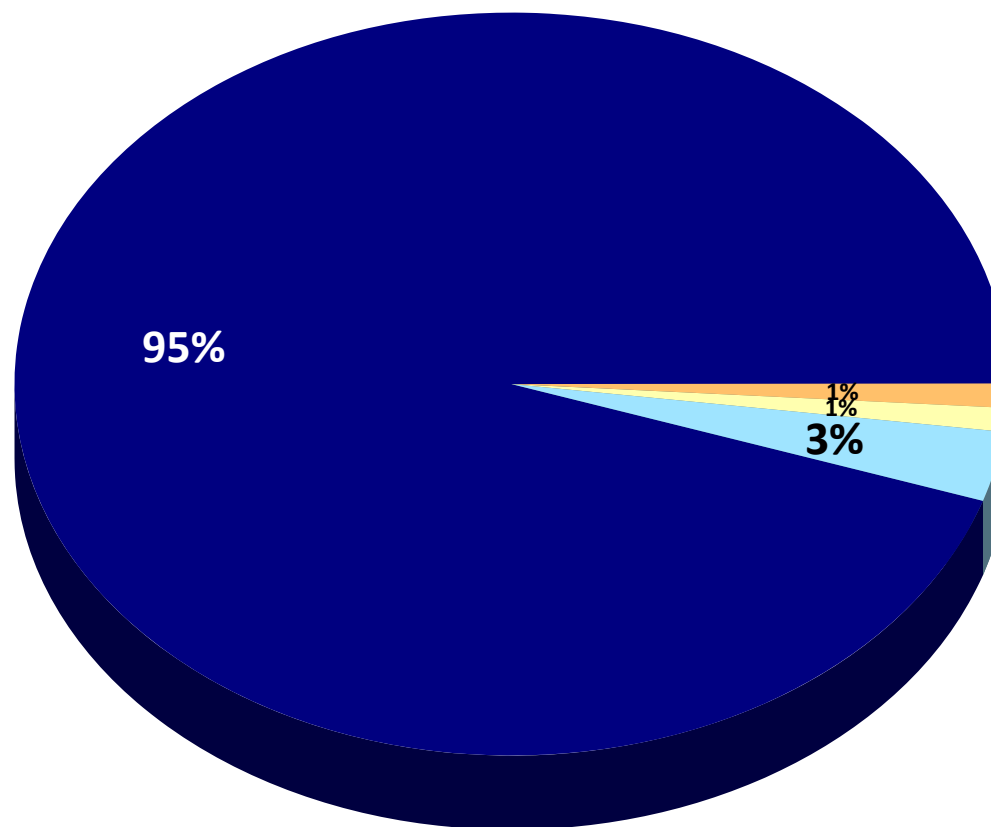
Q38. Do you own or rent your home?

by percentage of respondents



Q39. Do you live in a single family home or an apartment/condominium?

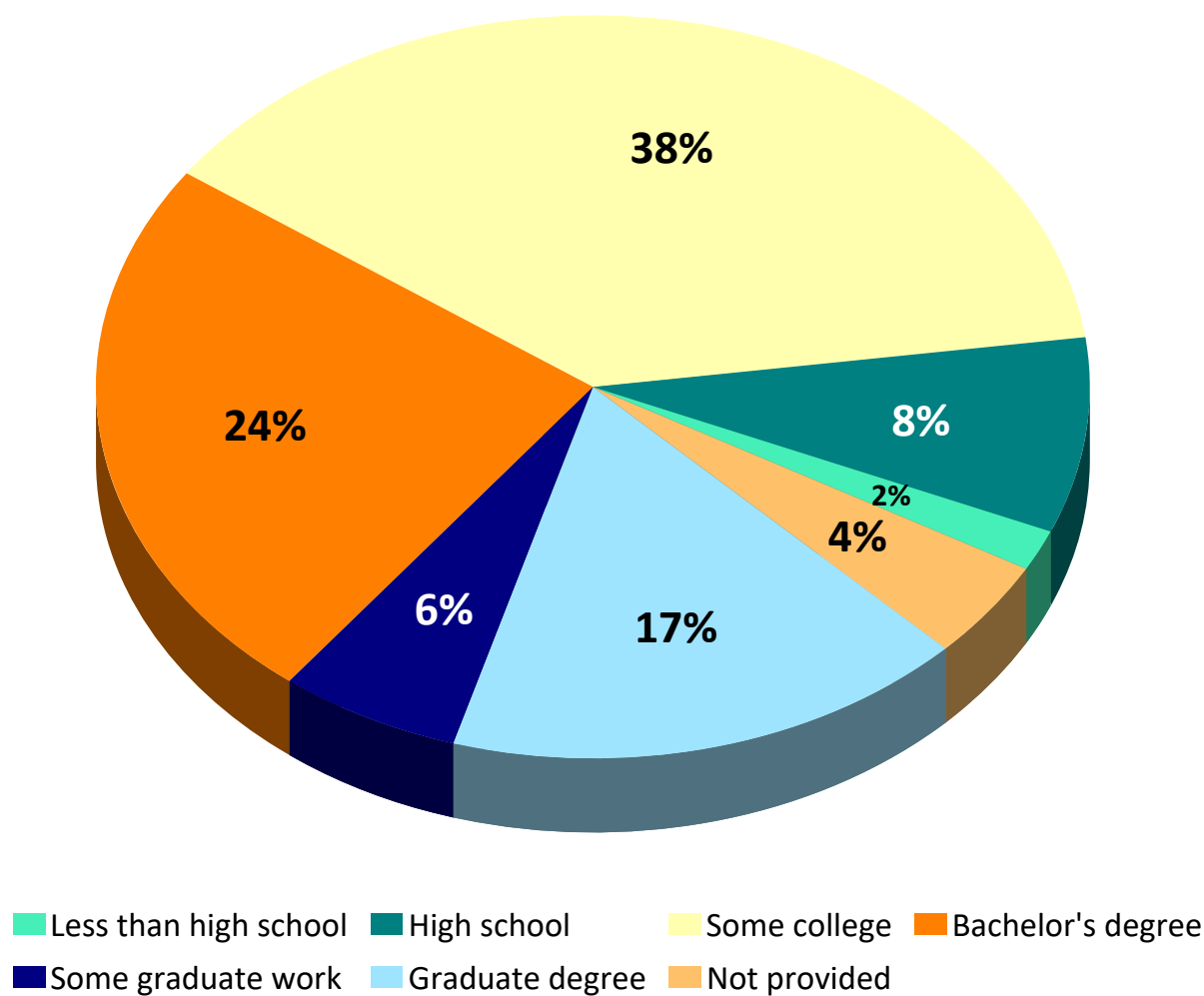
by percentage of respondents



■ Single family home ■ Apartment/condominium ■ Other ■ Not provided

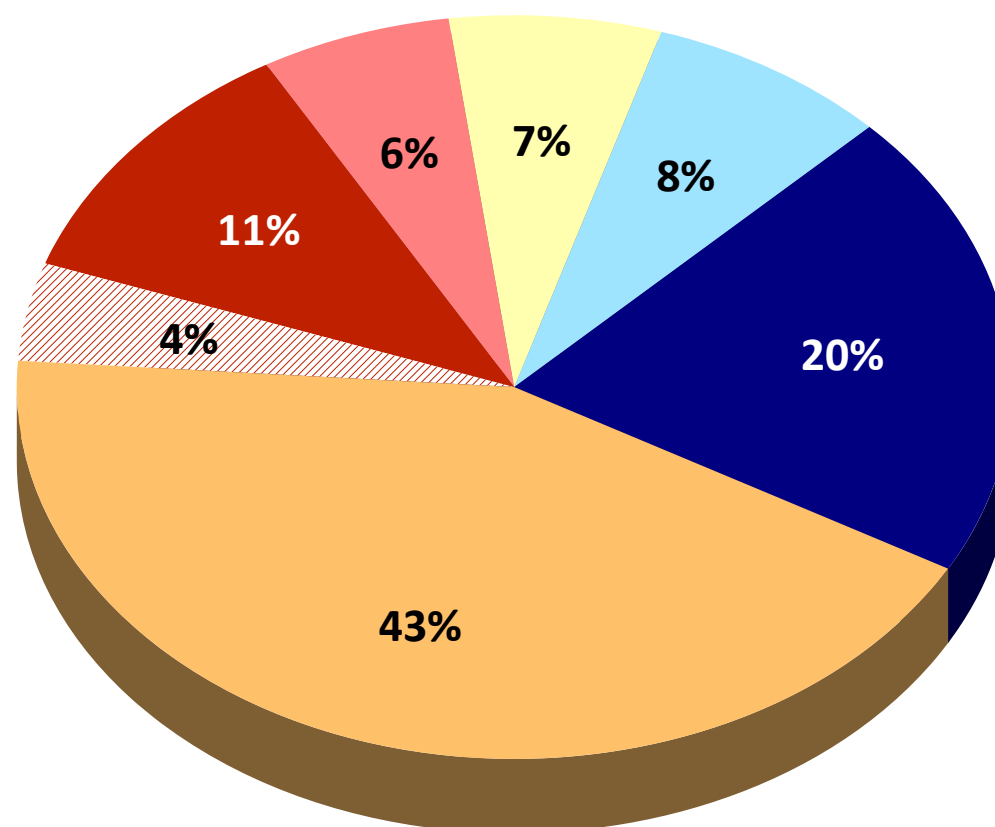
Q40. What is the highest level of formal education you completed?

by percentage of respondents



Q41. How far do you commute for work?

by percentage of respondents



■ 5 miles or less ■ 6 to 10 miles ■ 11 to 15 miles ■ 16 to 20 miles
■ 21 to 30 miles ■ 31+ miles ■ Not provided



Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of over 5,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2020 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of Schertz compare to the national average and the Texas regional average. The blue bar shows the results for the City of Schertz. The red bar shows the Texas regional average from communities that administered the *DirectionFinder*® survey during the summer of 2020. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2020.

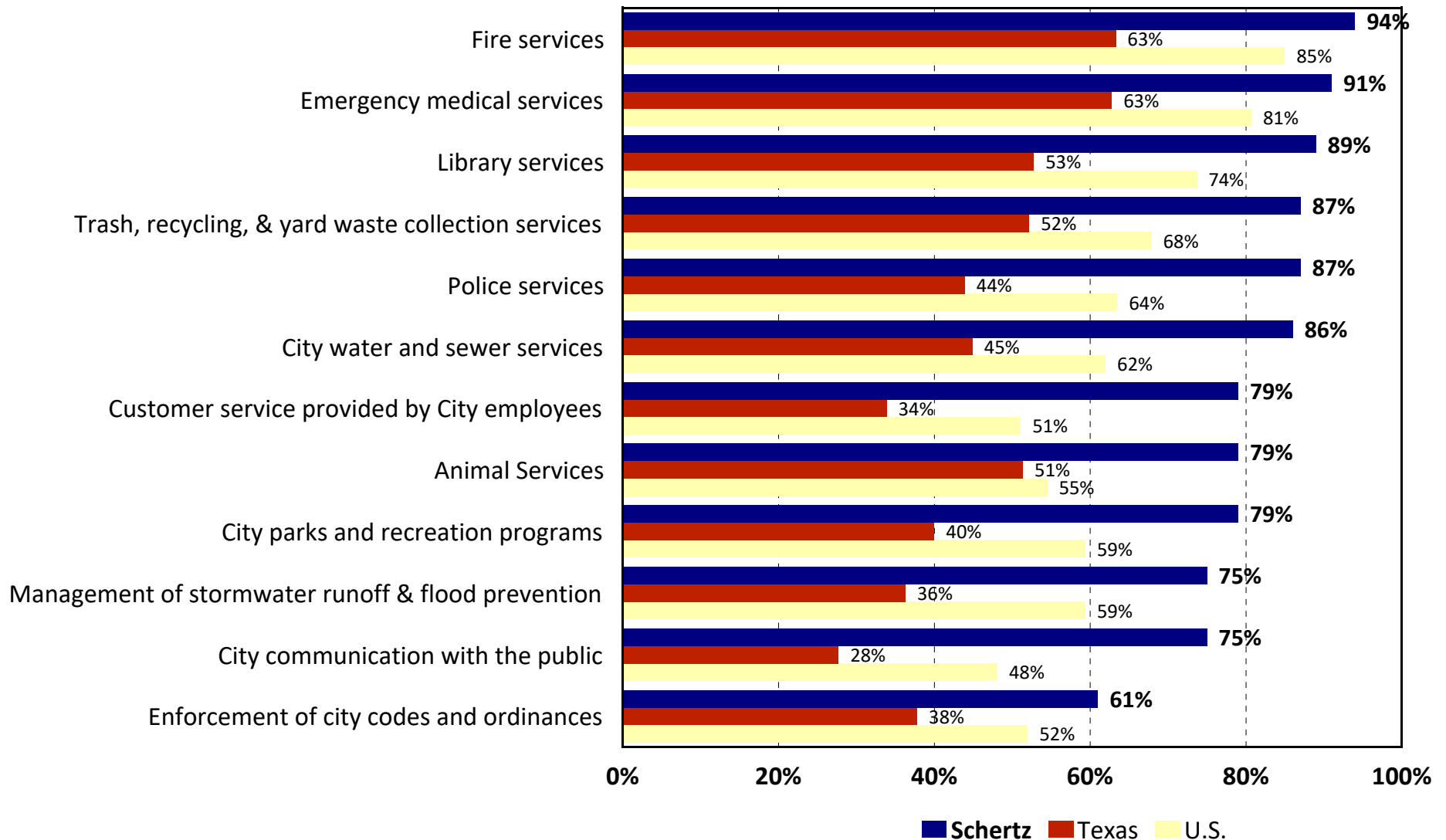
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Schertz, Texas is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major City Services

Schertz vs. Texas vs. the U.S.

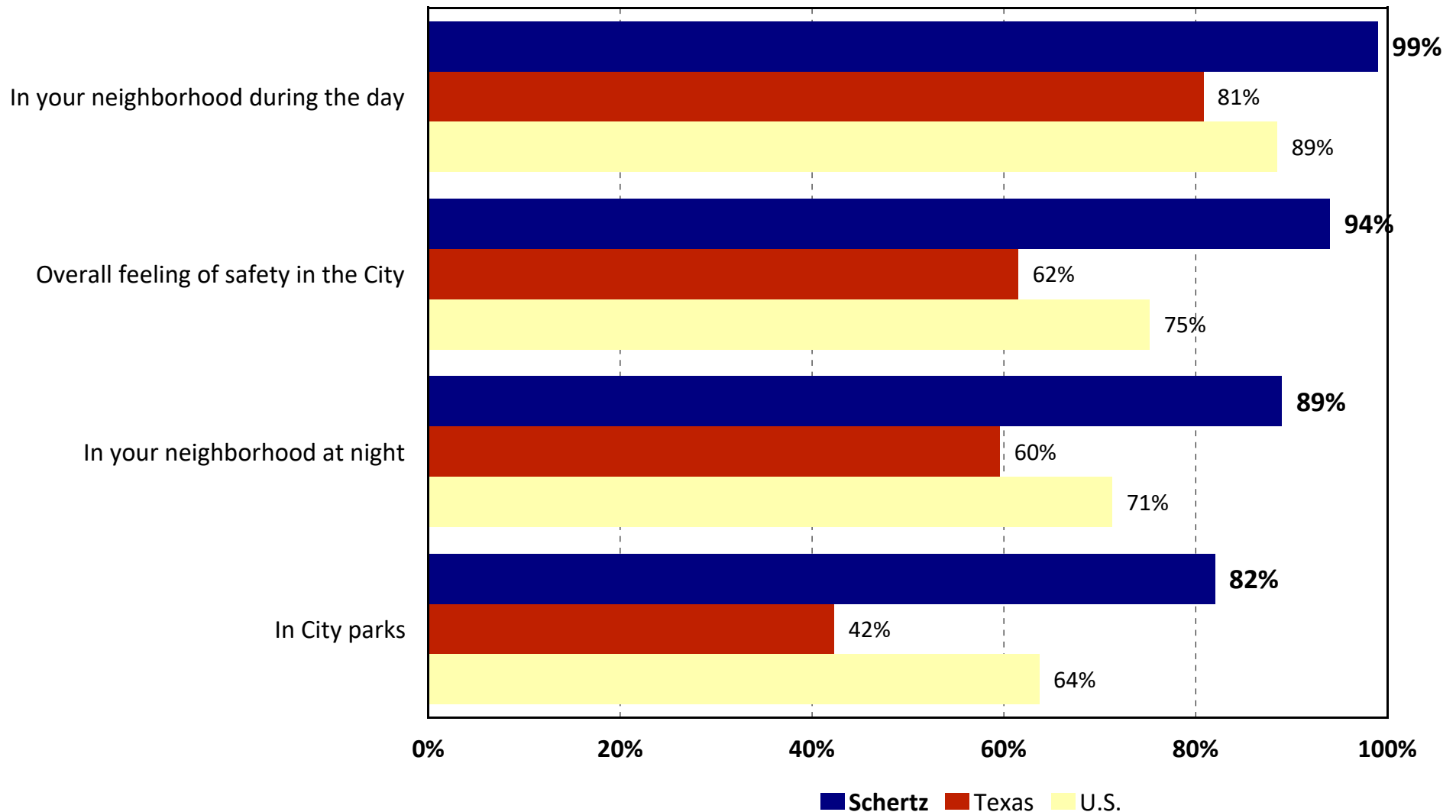
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety in Various Situations

Schertz vs. Texas vs. the U.S.

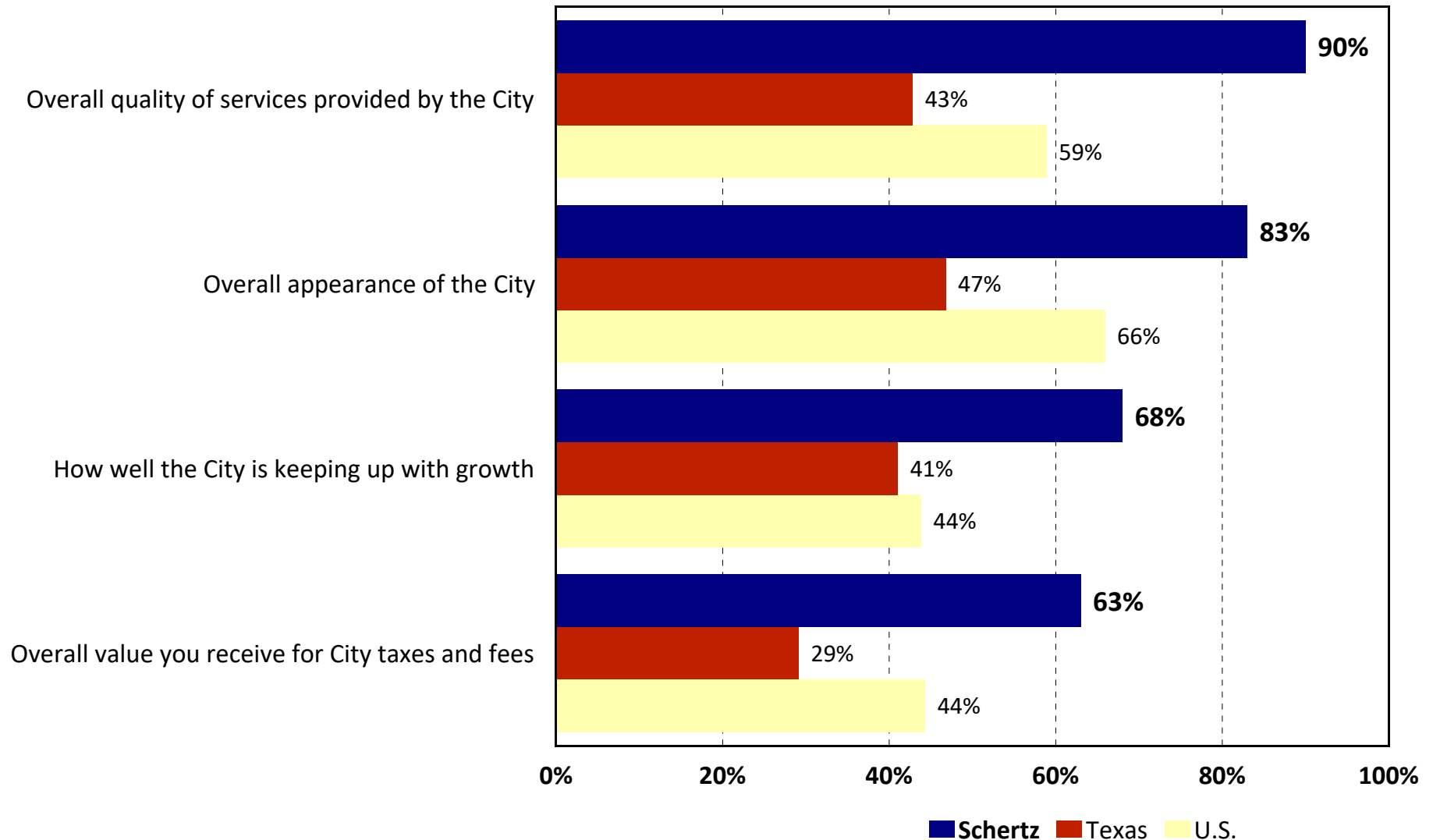
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Perceptions of the City

Schertz vs. Texas vs. the U.S.

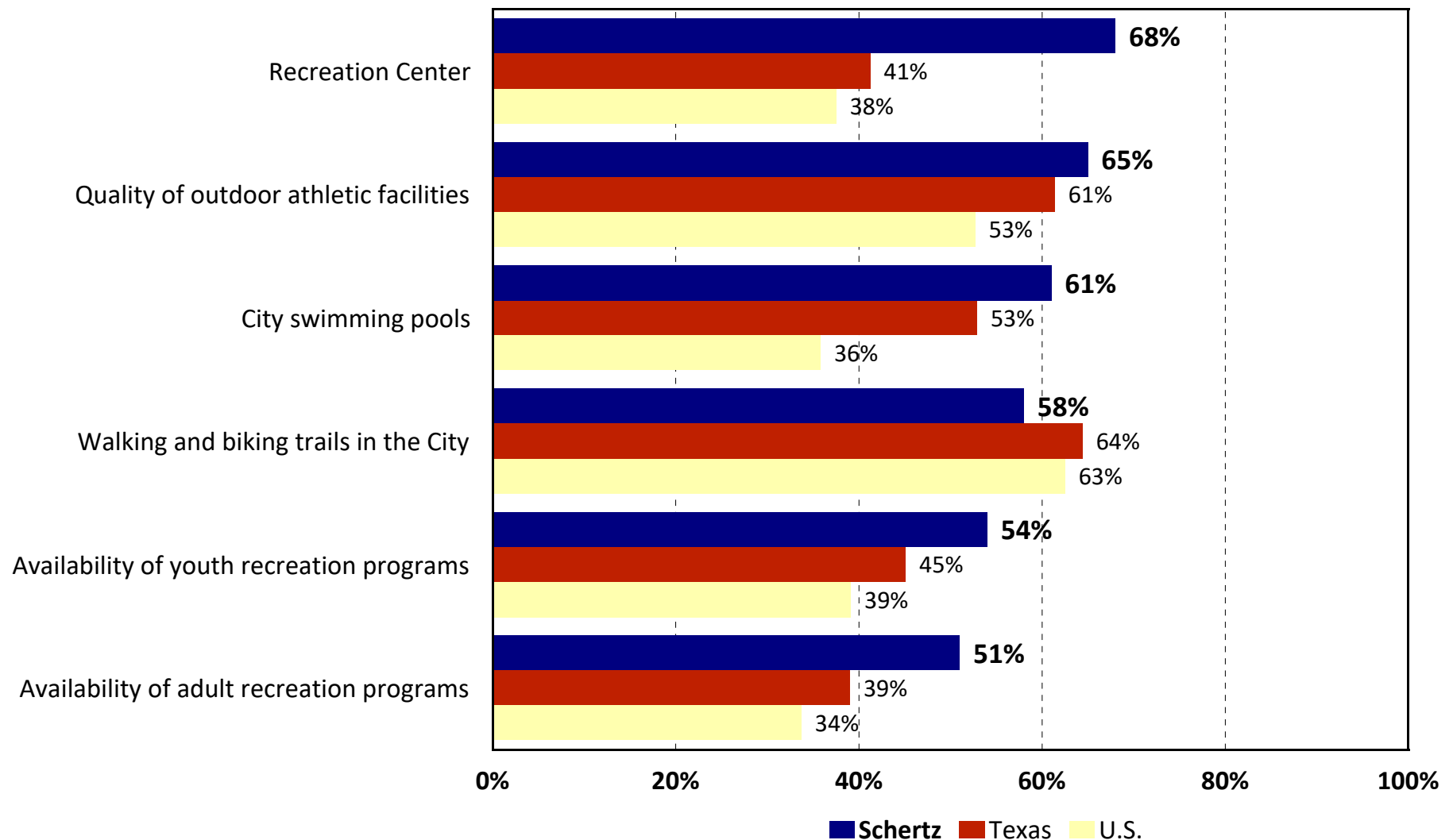
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Parks and Recreation Services

Schertz vs. Texas vs. the U.S.

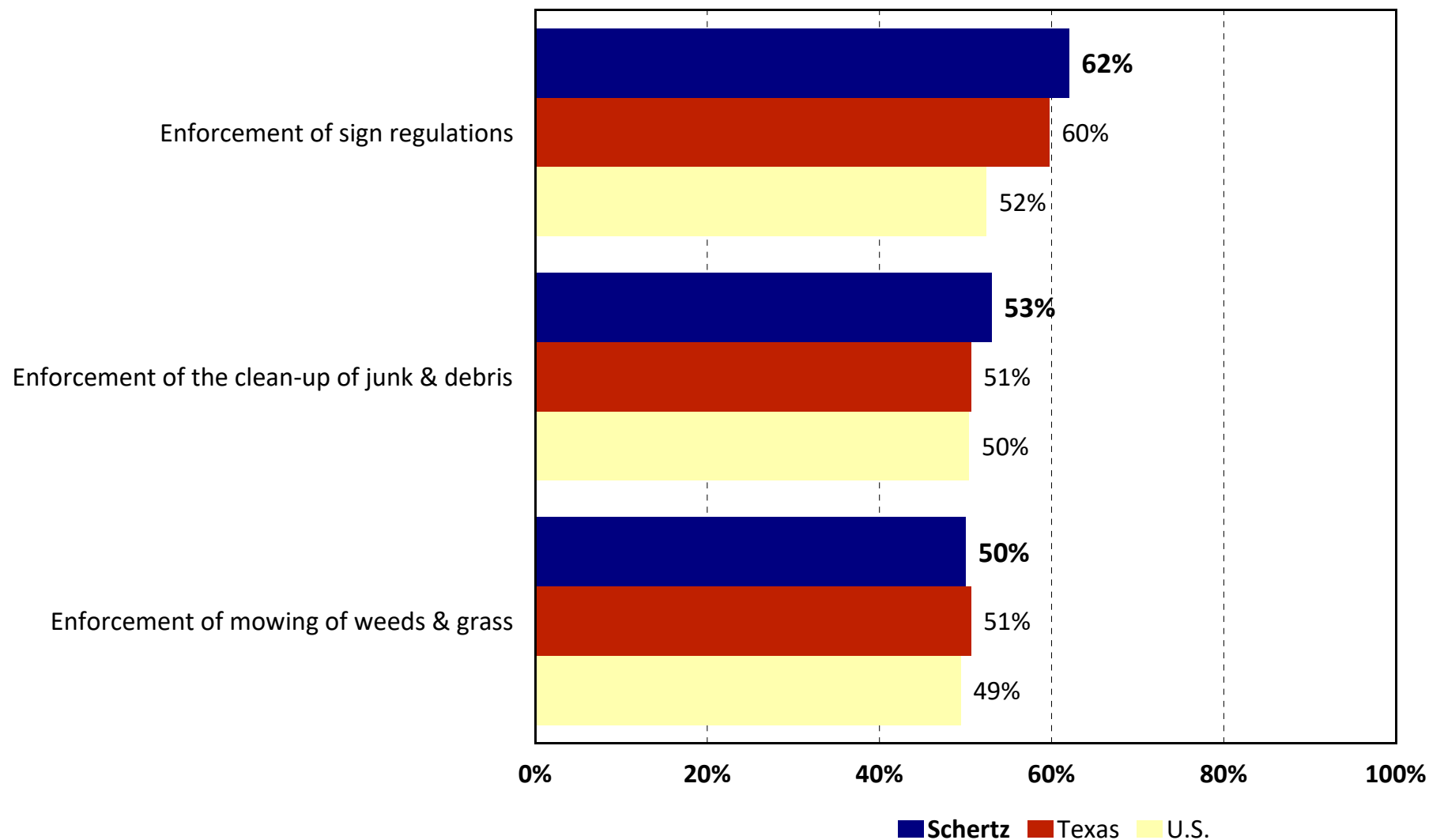
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Enforcement

Schertz vs. Texas vs. the U.S.

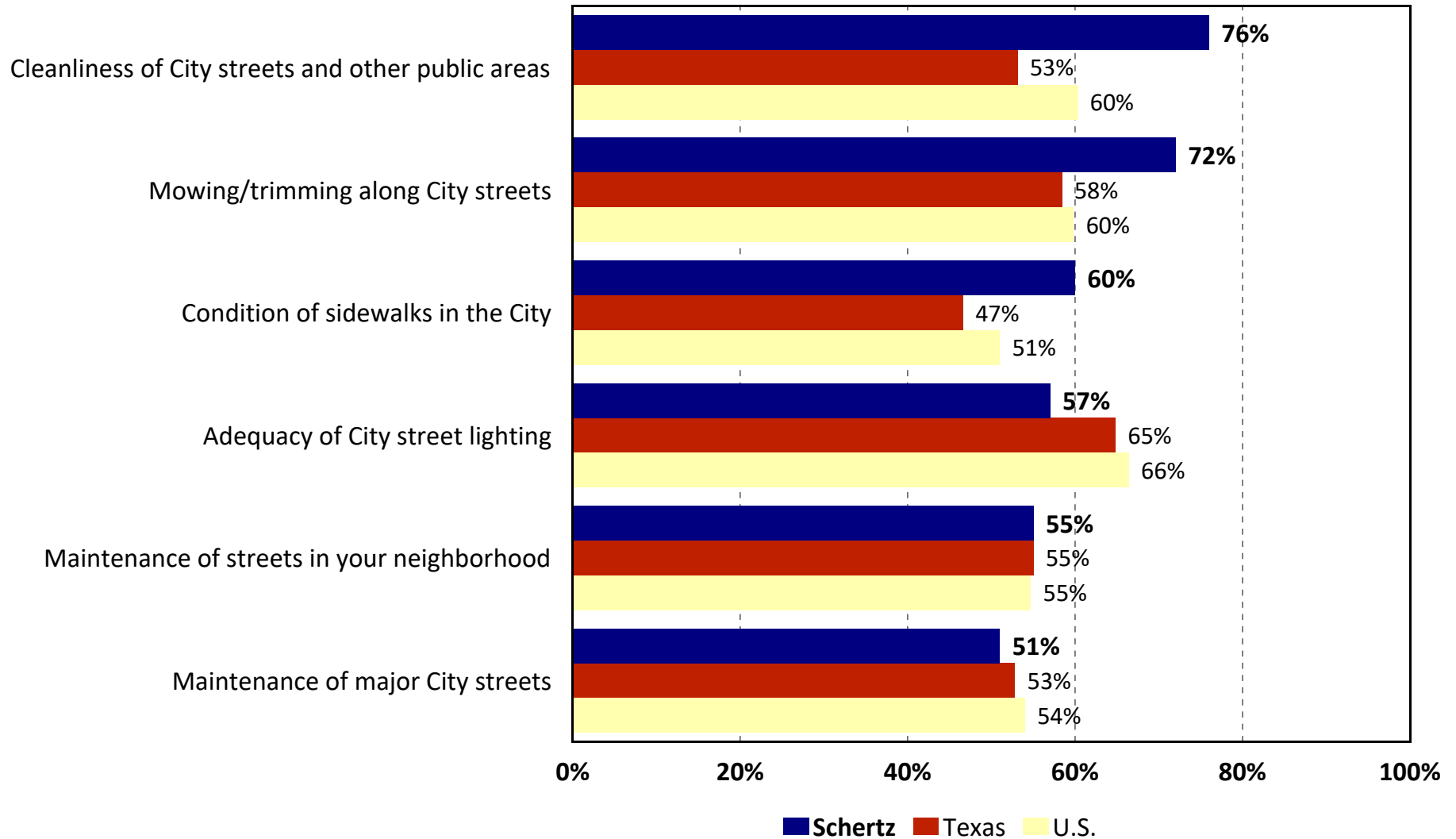
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Works Services

Schertz vs. Texas vs. the U.S.

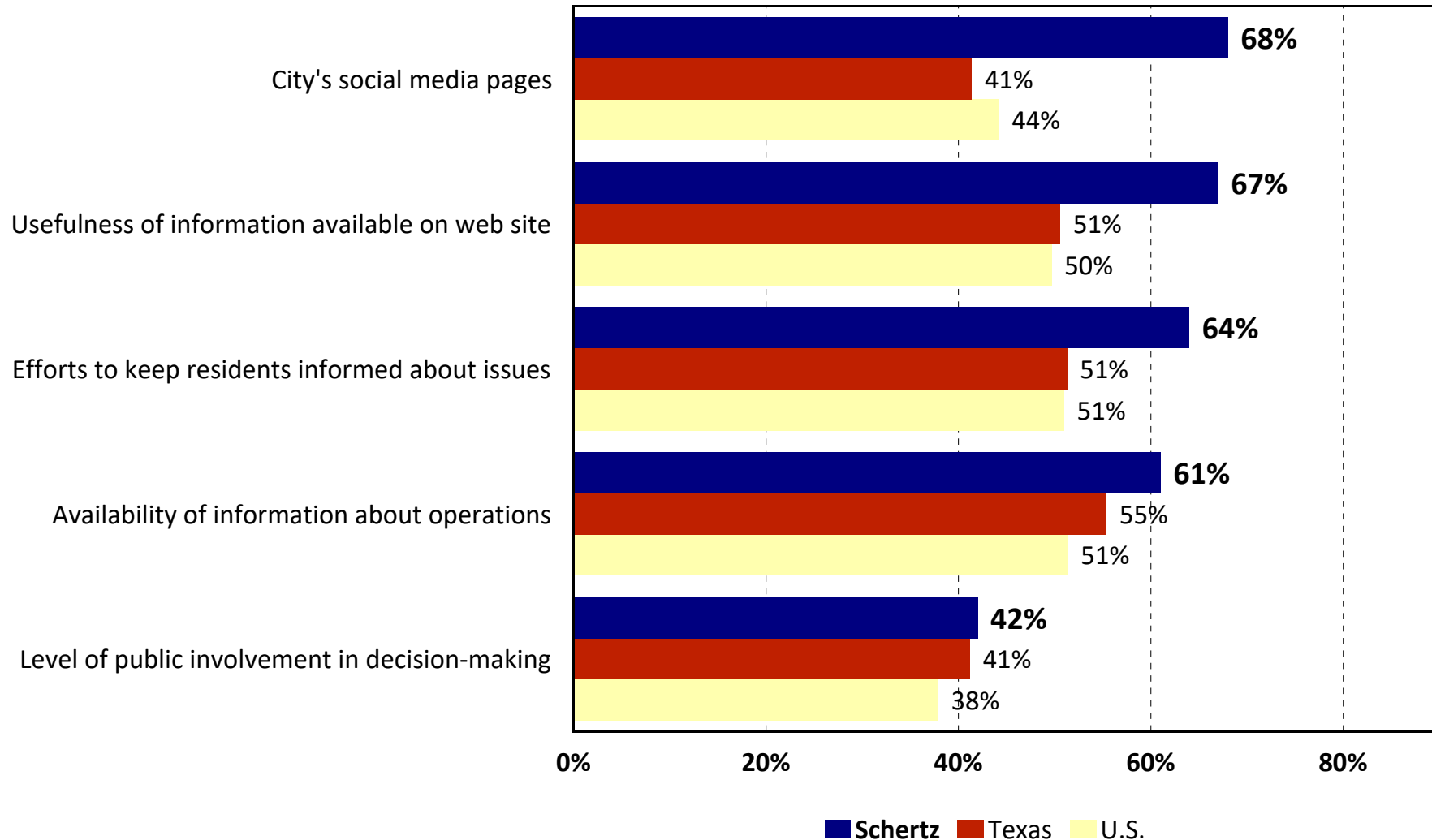
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Schertz vs. Texas vs. the U.S.

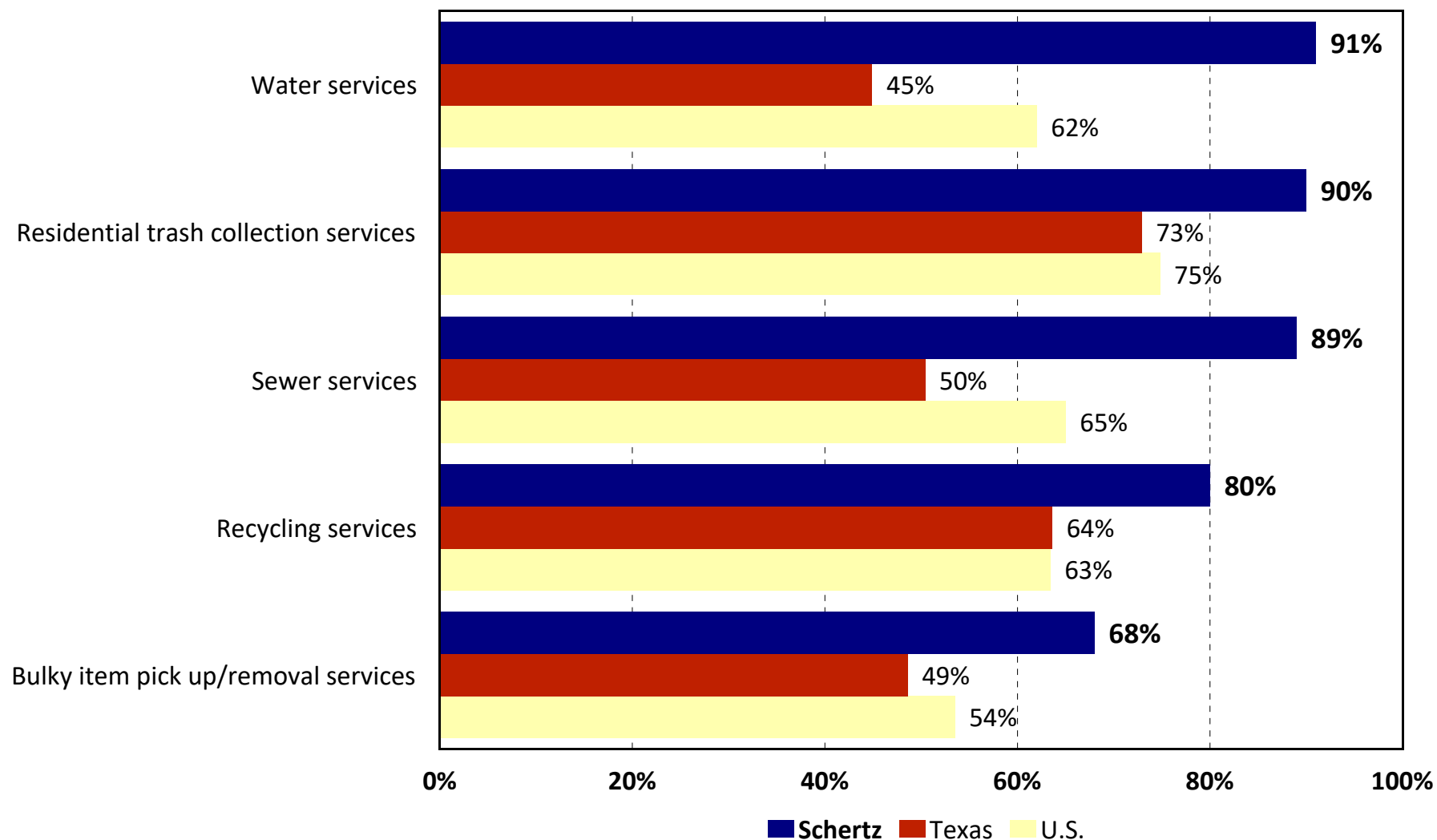
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Solid Waste/Utility Services

Schertz vs. Texas vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. More than one-third (34.9%) of households selected *"enforcement of city codes and ordinances"* as one of the most important services for the City to emphasize.

With regard to satisfaction, 61% of respondents surveyed rated *"enforcement of city codes and ordinances"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 34.9% was multiplied by 39% (1-0.61). This calculation yielded an I-S rating of 0.1361, which ranked first out of fourteen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Schertz are provided on the following pages.

2021 Importance-Satisfaction Rating

City of Schertz

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	35%	3	61%	14	0.1361	1
Medium Priority (IS <.10)						
Management of stormwater runoff & flood prevention	35%	4	75%	11	0.0868	2
City parks and recreation programs	36%	2	79%	10	0.0760	3
Police services	49%	1	87%	5	0.0641	4
City communication with the public	25%	9	75%	12	0.0615	5
City water and sewer services	32%	6	86%	6	0.0442	6
Trash, recycling, & yard waste collection services	26%	8	87%	4	0.0332	7
Animal Services	14%	11	79%	9	0.0298	8
Emergency medical services	33%	5	91%	2	0.0293	9
Civic and community centers	15%	10	82%	7	0.0265	10
Customer service provided by City employees	11%	13	79%	8	0.0227	11
Fire services	28%	7	94%	1	0.0170	12
Library services	11%	12	89%	3	0.0119	13
Municipal court services	3%	14	74%	13	0.0078	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

City of Schertz

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Walking and biking trails in the City	55%	1	58%	7	0.2323	1
<u>High Priority (IS .10-.20)</u>						
Availability of youth recreation programs	29%	3	54%	8	0.1329	2
Availability of adult recreation programs	27%	4	51%	9	0.1328	3
<u>Medium Priority (IS <.10)</u>						
Maintenance and appearance of existing City parks	47%	2	83%	1	0.0799	4
Number of City parks	25%	5	73%	3	0.0680	5
Quality of outdoor athletic facilities	19%	7	65%	5	0.0665	6
City swimming pools	17%	8	61%	6	0.0663	7
Recreation Center	17%	9	68%	4	0.0531	8
Mowing and trimming of City parks	24%	6	80%	2	0.0476	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

City of Schertz

Code Enforcement Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcement of the clean-up of junk & debris	77%	1	53%	3	0.3633	1
Enforcement of mowing of weeds & grass	62%	2	50%	4	0.3095	2
<u>High Priority (IS .10-.20)</u>						
None						
<u>Medium Priority (IS <.10)</u>						
Enforcement of sign regulations	19%	4	62%	2	0.0733	3
Enforcement of graffiti regulations	22%	3	75%	1	0.0538	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2021 Importance-Satisfaction Rating

City of Schertz

Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	55%	1	51%	8	0.2710	1
Maintenance of major TxDOT roadways	50%	2	54%	7	0.2286	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of streets in your neighborhood	39%	3	55%	6	0.1733	3
Adequacy of City street lighting	31%	4	57%	4	0.1350	4
Availability of bike lanes	21%	5	37%	9	0.1348	5
<u>Medium Priority (IS <.10)</u>						
Maintenance of creeks and open channels	19%	6	56%	5	0.0836	6
Condition of sidewalks in the City	17%	8	60%	3	0.0672	7
Mowing/trimming along City streets	16%	9	72%	2	0.0456	8
Cleanliness of City streets and other public areas	19%	7	76%	1	0.0454	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Overall Quality of City Services: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Schertz.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. City parks & recreation programs	28.2%	42.0%	14.2%	3.4%	0.7%	11.5%
Q1-2. City water & sewer services	41.1%	43.3%	9.4%	4.6%	0.2%	1.4%
Q1-3. Emergency medical services	46.3%	27.5%	6.9%	0.5%	0.0%	18.8%
Q1-4. Enforcement of City codes & ordinances	21.8%	33.5%	22.5%	8.7%	3.4%	10.1%
Q1-5. Fire services	46.6%	29.1%	5.3%	0.0%	0.0%	19.0%
Q1-6. Library services	45.6%	30.5%	7.8%	1.6%	0.2%	14.2%
Q1-7. Management of stormwater runoff & flood prevention	26.4%	41.7%	16.1%	4.6%	1.4%	9.9%
Q1-8. Municipal court services	19.3%	26.1%	14.4%	1.6%	0.0%	38.5%
Q1-9. Police services	40.8%	36.9%	8.9%	2.3%	0.7%	10.3%
Q1-10. Trash, recycling, & yard waste collection services	50.2%	37.2%	5.5%	5.5%	1.4%	0.2%
Q1-11. City communication with the public	33.3%	39.4%	20.4%	3.4%	0.5%	3.0%
Q1-12. Customer service provided by City employees	34.9%	37.6%	15.6%	2.5%	0.2%	9.2%
Q1-13. Animal services (animal control, adoption center)	30.5%	29.6%	14.2%	0.9%	0.5%	24.3%
Q1-14. Civic & community centers	32.3%	33.7%	13.5%	0.7%	0.7%	19.0%

WITHOUT "DON'T KNOW"

Q1. Overall Quality of City Services: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Schertz. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City parks & recreation programs	31.9%	47.4%	16.1%	3.9%	0.8%
Q1-2. City water & sewer services	41.6%	44.0%	9.5%	4.7%	0.2%
Q1-3. Emergency medical services	57.1%	33.9%	8.5%	0.6%	0.0%
Q1-4. Enforcement of City codes & ordinances	24.2%	37.2%	25.0%	9.7%	3.8%
Q1-5. Fire services	57.5%	36.0%	6.5%	0.0%	0.0%
Q1-6. Library services	53.2%	35.6%	9.1%	1.9%	0.3%
Q1-7. Management of stormwater runoff & flood prevention	29.3%	46.3%	17.8%	5.1%	1.5%
Q1-8. Municipal court services	31.3%	42.5%	23.5%	2.6%	0.0%
Q1-9. Police services	45.5%	41.2%	10.0%	2.6%	0.8%
Q1-10. Trash, recycling, & yard waste collection services	50.3%	37.2%	5.5%	5.5%	1.4%
Q1-11. City communication with the public	34.3%	40.7%	21.0%	3.5%	0.5%
Q1-12. Customer service provided by City employees	38.4%	41.4%	17.2%	2.8%	0.3%
Q1-13. Animal services (animal control, adoption center)	40.3%	39.1%	18.8%	1.2%	0.6%
Q1-14. Civic & community centers	39.9%	41.6%	16.7%	0.8%	0.8%

Q2. Which FOUR of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
City parks & recreation programs	57	13.1 %
City water & sewer services	51	11.7 %
Emergency medical services	30	6.9 %
Enforcement of City codes & ordinances	49	11.2 %
Fire services	8	1.8 %
Library services	7	1.6 %
Management of stormwater runoff & flood prevention	47	10.8 %
Police services	90	20.6 %
Trash, recycling, & yard waste collection services	23	5.3 %
City communication with the public	27	6.2 %
Customer service provided by City employees	6	1.4 %
Animal services (animal control, adoption center)	7	1.6 %
Civic & community centers	6	1.4 %
None chosen	28	6.4 %
Total	436	100.0 %

Q2. Which FOUR of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City parks & recreation programs	30	6.9 %
City water & sewer services	25	5.7 %
Emergency medical services	36	8.3 %
Enforcement of City codes & ordinances	40	9.2 %
Fire services	56	12.8 %
Library services	14	3.2 %
Management of stormwater runoff & flood prevention	39	8.9 %
Police services	54	12.4 %
Trash, recycling, & yard waste collection services	34	7.8 %
City communication with the public	16	3.7 %
Customer service provided by City employees	11	2.5 %
Animal services (animal control, adoption center)	18	4.1 %
Civic & community centers	18	4.1 %
None chosen	45	10.3 %
Total	436	100.0 %

Q2. Which FOUR of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
City parks & recreation programs	32	7.3 %
City water & sewer services	31	7.1 %
Emergency medical services	52	11.9 %
Enforcement of City codes & ordinances	37	8.5 %
Fire services	33	7.6 %
Library services	9	2.1 %
Management of stormwater runoff & flood prevention	36	8.3 %
Municipal court services	3	0.7 %
Police services	43	9.9 %
Trash, recycling, & yard waste collection services	29	6.7 %
City communication with the public	29	6.7 %
Customer service provided by City employees	11	2.5 %
Animal services (animal control, adoption center)	16	3.7 %
Civic & community centers	13	3.0 %
None chosen	62	14.2 %
Total	436	100.0 %

Q2. Which FOUR of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 4th choice	Number	Percent
City parks & recreation programs	39	8.9 %
City water & sewer services	31	7.1 %
Emergency medical services	24	5.5 %
Enforcement of City codes & ordinances	26	6.0 %
Fire services	27	6.2 %
Library services	17	3.9 %
Management of stormwater runoff & flood prevention	29	6.7 %
Municipal court services	10	2.3 %
Police services	28	6.4 %
Trash, recycling, & yard waste collection services	25	5.7 %
City communication with the public	35	8.0 %
Customer service provided by City employees	19	4.4 %
Animal services (animal control, adoption center)	21	4.8 %
Civic & community centers	27	6.2 %
None chosen	78	17.9 %
Total	436	100.0 %

SUM OF TOP 4 CHOICES**Q2. Which FOUR of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 4)**

<u>Q2. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
City parks & recreation programs	158	36.2 %
City water & sewer services	138	31.7 %
Emergency medical services	142	32.6 %
Enforcement of City codes & ordinances	152	34.9 %
Fire services	124	28.4 %
Library services	47	10.8 %
Management of stormwater runoff & flood prevention	151	34.6 %
Municipal court services	13	3.0 %
Police services	215	49.3 %
Trash, recycling, & yard waste collection services	111	25.5 %
City communication with the public	107	24.5 %
Customer service provided by City employees	47	10.8 %
Animal services (animal control, adoption center)	62	14.2 %
Civic & community centers	64	14.7 %
None chosen	28	6.4 %
Total	1559	

Q3. Public Safety: Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations.

(N=436)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q3-1. In your neighborhood during the day	69.3%	28.4%	1.4%	0.0%	0.2%	0.7%
Q3-2. In your neighborhood at night	45.9%	43.1%	8.5%	1.6%	0.2%	0.7%
Q3-3. Overall feeling of safety in Schertz	41.1%	52.3%	4.4%	1.4%	0.0%	0.9%
Q3-4. In City parks	26.1%	41.7%	13.8%	1.4%	0.0%	17.0%
Q3-5. In commercial & retail areas	34.6%	50.9%	10.6%	1.1%	0.0%	2.8%

WITHOUT "DON'T KNOW"

Q3. Public Safety: Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

(N=436)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q3-1. In your neighborhood during the day	69.7%	28.6%	1.4%	0.0%	0.2%
Q3-2. In your neighborhood at night	46.2%	43.4%	8.5%	1.6%	0.2%
Q3-3. Overall feeling of safety in Schertz	41.4%	52.8%	4.4%	1.4%	0.0%
Q3-4. In City parks	31.5%	50.3%	16.6%	1.7%	0.0%
Q3-5. In commercial & retail areas	35.6%	52.4%	10.8%	1.2%	0.0%

Q4. Please rate your level of agreement with the following statement: "I trust City of Schertz police officers to do the right thing."

Q4. I trust City of Schertz police officers to do the right thing	Number	Percent
Strongly agree	257	58.9 %
Somewhat agree	100	22.9 %
Neutral	39	8.9 %
Somewhat disagree	16	3.7 %
Strongly disagree	7	1.6 %
Don't know	17	3.9 %
Total	436	100.0 %

WITHOUT "DON'T KNOW"

Q4. Please rate your level of agreement with the following statement: "I trust City of Schertz police officers to do the right thing." (without "don't know")

Q4. I trust City of Schertz police officers to do the right thing	Number	Percent
Strongly agree	257	61.3 %
Somewhat agree	100	23.9 %
Neutral	39	9.3 %
Somewhat disagree	16	3.8 %
Strongly disagree	7	1.7 %
Total	419	100.0 %

Q5. Perceptions of the City: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of services provided by City	33.5%	55.3%	8.5%	1.1%	0.2%	1.4%
Q5-2. How well City is keeping up with growth	20.2%	45.2%	15.8%	12.4%	2.1%	4.4%
Q5-3. Overall quality of life in City	37.2%	52.1%	8.0%	2.1%	0.0%	0.7%
Q5-4. Overall value you receive for City taxes & fees	18.3%	42.4%	23.6%	9.4%	3.2%	3.0%
Q5-5. Overall quality of new development	16.7%	40.8%	25.7%	9.9%	1.4%	5.5%
Q5-6. Appearance of residential property in City	19.3%	53.4%	18.6%	6.7%	0.9%	1.1%
Q5-7. Appearance of commercial property in City	20.0%	54.8%	19.0%	4.6%	0.2%	1.4%
Q5-8. Overall appearance of City	24.1%	59.2%	14.0%	2.5%	0.0%	0.2%

WITHOUT "DON'T KNOW"

Q5. Perceptions of the City: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of services provided by City	34.0%	56.0%	8.6%	1.2%	0.2%
Q5-2. How well City is keeping up with growth	21.1%	47.2%	16.5%	12.9%	2.2%
Q5-3. Overall quality of life in City	37.4%	52.4%	8.1%	2.1%	0.0%
Q5-4. Overall value you receive for City taxes & fees	18.9%	43.7%	24.3%	9.7%	3.3%
Q5-5. Overall quality of new development	17.7%	43.2%	27.2%	10.4%	1.5%
Q5-6. Appearance of residential property in City	19.5%	54.1%	18.8%	6.7%	0.9%
Q5-7. Appearance of commercial property in City	20.2%	55.6%	19.3%	4.7%	0.2%
Q5-8. Overall appearance of City	24.1%	59.3%	14.0%	2.5%	0.0%

Q6. Parks and Recreation: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Maintenance & appearance of existing City parks	25.5%	50.9%	11.9%	3.4%	0.5%	7.8%
Q6-2. Number of City parks	22.0%	42.9%	15.1%	8.0%	1.1%	10.8%
Q6-3. Walking & biking trails in City	16.1%	32.6%	19.0%	14.0%	2.5%	15.8%
Q6-4. Recreation Center	17.0%	31.4%	18.8%	4.4%	0.5%	28.0%
Q6-5. City swimming pools	15.1%	30.7%	21.6%	6.0%	1.1%	25.5%
Q6-6. Availability of youth recreation programs	13.5%	21.1%	24.5%	4.8%	0.2%	35.8%
Q6-7. Availability of adult recreation programs	13.1%	23.6%	27.3%	7.1%	1.1%	27.8%
Q6-8. Quality of outdoor athletic facilities (e.g., baseball, soccer)	15.1%	33.0%	20.6%	4.6%	0.7%	25.9%
Q6-9. Mowing & trimming of City parks	22.9%	49.3%	14.0%	3.2%	0.7%	9.9%

WITHOUT "DON'T KNOW"

Q6. Parks and Recreation: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Maintenance & appearance of existing City parks	27.6%	55.2%	12.9%	3.7%	0.5%
Q6-2. Number of City parks	24.7%	48.1%	17.0%	9.0%	1.3%
Q6-3. Walking & biking trails in City	19.1%	38.7%	22.6%	16.6%	3.0%
Q6-4. Recreation Center	23.6%	43.6%	26.1%	6.1%	0.6%
Q6-5. City swimming pools	20.3%	41.2%	28.9%	8.0%	1.5%
Q6-6. Availability of youth recreation programs	21.1%	32.9%	38.2%	7.5%	0.4%
Q6-7. Availability of adult recreation programs	18.1%	32.7%	37.8%	9.8%	1.6%
Q6-8. Quality of outdoor athletic facilities (e.g. , baseball, soccer)	20.4%	44.6%	27.9%	6.2%	0.9%
Q6-9. Mowing & trimming of City parks	25.4%	54.7%	15.5%	3.6%	0.8%

Q7. Which THREE of the parks and recreation services listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	94	21.6 %
Number of City parks	35	8.0 %
Walking & biking trails in City	116	26.6 %
Recreation center	12	2.8 %
City swimming pools	25	5.7 %
Availability of youth recreation programs	35	8.0 %
Availability of adult recreation programs	33	7.6 %
Quality of outdoor athletic facilities (e.g., baseball, soccer)	18	4.1 %
Mowing & trimming of City parks	22	5.0 %
None chosen	46	10.6 %
Total	436	100.0 %

Q7. Which THREE of the parks and recreation services listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	59	13.5 %
Number of City parks	44	10.1 %
Walking & biking trails in City	70	16.1 %
Recreation center	26	6.0 %
City swimming pools	23	5.3 %
Availability of youth recreation programs	50	11.5 %
Availability of adult recreation programs	41	9.4 %
Quality of outdoor athletic facilities (e.g., baseball, soccer)	21	4.8 %
Mowing & trimming of City parks	43	9.9 %
None chosen	59	13.5 %
Total	436	100.0 %

Q7. Which THREE of the parks and recreation services listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q7. 3rd choice	Number	Percent
Maintenance & appearance of existing City parks	52	11.9 %
Number of City parks	31	7.1 %
Walking & biking trails in City	55	12.6 %
Recreation center	34	7.8 %
City swimming pools	26	6.0 %
Availability of youth recreation programs	41	9.4 %
Availability of adult recreation programs	44	10.1 %
Quality of outdoor athletic facilities (e.g., baseball, soccer)	44	10.1 %
Mowing & trimming of City parks	39	8.9 %
None chosen	70	16.1 %
Total	436	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the parks and recreation services listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q7. Sum of top 3 choices	Number	Percent
Maintenance & appearance of existing City parks	205	47.0 %
Number of City parks	110	25.2 %
Walking & biking trails in City	241	55.3 %
Recreation center	72	16.5 %
City swimming pools	74	17.0 %
Availability of youth recreation programs	126	28.9 %
Availability of adult recreation programs	118	27.1 %
Quality of outdoor athletic facilities (e.g., baseball, soccer)	83	19.0 %
Mowing & trimming of City parks	104	23.9 %
None chosen	46	10.6 %
Total	1179	

Q8. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcement of cleanup of junk & debris on private property	14.2%	33.0%	22.5%	14.9%	5.3%	10.1%
Q8-2. Enforcement of mowing of weeds & grass on private property	12.6%	32.6%	23.4%	17.2%	5.5%	8.7%
Q8-3. Enforcement of sign regulations	16.3%	36.7%	22.9%	6.7%	2.3%	15.1%
Q8-4. Enforcement of graffiti regulations	22.9%	38.1%	15.8%	4.1%	0.7%	18.3%

WITHOUT "DON'T KNOW"

Q8. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcement of cleanup of junk & debris on private property	15.8%	36.7%	25.0%	16.6%	5.9%
Q8-2. Enforcement of mowing of weeds & grass on private property	13.8%	35.7%	25.6%	18.8%	6.0%
Q8-3. Enforcement of sign regulations	19.2%	43.2%	27.0%	7.8%	2.7%
Q8-4. Enforcement of graffiti regulations	28.1%	46.6%	19.4%	5.1%	0.8%

Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. Top choice	Number	Percent
Enforcement of clean-up of junk & debris on private property	230	52.8 %
Enforcement of mowing of weeds & grass on private property	86	19.7 %
Enforcement of sign regulations	31	7.1 %
Enforcement of graffiti regulations	52	11.9 %
None chosen	37	8.5 %
Total	436	100.0 %

Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. 2nd choice	Number	Percent
Enforcement of clean-up of junk & debris on private property	107	24.5 %
Enforcement of mowing of weeds & grass on private property	184	42.2 %
Enforcement of sign regulations	53	12.2 %
Enforcement of graffiti regulations	42	9.6 %
None chosen	50	11.5 %
Total	436	100.0 %

SUM OF TOP 2 CHOICES

Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q9. Sum of top 2 choices	Number	Percent
Enforcement of clean-up of junk & debris on private property	337	77.3 %
Enforcement of mowing of weeds & grass on private property	270	61.9 %
Enforcement of sign regulations	84	19.3 %
Enforcement of graffiti regulations	94	21.6 %
None chosen	37	8.5 %
Total	822	

Q10. Public Works: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	14.2%	37.8%	17.7%	19.7%	8.7%	1.8%
Q10-2. Maintenance of major City streets (non-TXDOT roadways)	13.1%	36.7%	23.9%	17.4%	6.4%	2.5%
Q10-3. Maintenance of streets in your neighborhood	17.0%	37.6%	20.4%	16.3%	7.3%	1.4%
Q10-4. Mowing/trimming along City streets	20.2%	50.0%	18.6%	6.9%	2.8%	1.6%
Q10-5. Cleanliness of City streets & other public areas	20.6%	54.4%	17.4%	5.0%	1.1%	1.4%
Q10-6. Maintenance of creeks & open channels	14.4%	33.7%	28.2%	7.6%	1.6%	14.4%
Q10-7. Condition of sidewalks in City	15.8%	40.8%	24.3%	11.2%	2.5%	5.3%
Q10-8. Availability of bike lanes	8.5%	22.0%	28.4%	17.2%	6.0%	17.9%
Q10-9. Adequacy of City street lighting	13.3%	41.7%	20.6%	16.5%	3.9%	3.9%

WITHOUT "DON'T KNOW"

Q10. Public Works: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	14.5%	38.6%	18.0%	20.1%	8.9%
Q10-2. Maintenance of major City streets (non-TXDOT roadways)	13.4%	37.6%	24.5%	17.9%	6.6%
Q10-3. Maintenance of streets in your neighborhood	17.2%	38.1%	20.7%	16.5%	7.4%
Q10-4. Mowing/trimming along City streets	20.5%	50.8%	18.9%	7.0%	2.8%
Q10-5. Cleanliness of City streets & other public areas	20.9%	55.1%	17.7%	5.1%	1.2%
Q10-6. Maintenance of creeks & open channels	16.9%	39.4%	33.0%	8.8%	1.9%
Q10-7. Condition of sidewalks in City	16.7%	43.1%	25.7%	11.9%	2.7%
Q10-8. Availability of bike lanes	10.3%	26.8%	34.6%	20.9%	7.3%
Q10-9. Adequacy of City street lighting	13.8%	43.4%	21.5%	17.2%	4.1%

Q11. Which THREE of the public works services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	134	30.7 %
Maintenance of major City streets (non-TXDOT roadways)	94	21.6 %
Maintenance of streets in your neighborhood	65	14.9 %
Mowing/trimming along City streets	7	1.6 %
Cleanliness of City streets & other public areas	9	2.1 %
Maintenance of creeks & open channels	7	1.6 %
Condition of sidewalks in City	16	3.7 %
Availability of bike lanes	26	6.0 %
Adequacy of City street lighting	45	10.3 %
None chosen	33	7.6 %
Total	436	100.0 %

Q11. Which THREE of the public works services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	45	10.3 %
Maintenance of major City streets (non-TXDOT roadways)	109	25.0 %
Maintenance of streets in your neighborhood	55	12.6 %
Mowing/trimming along City streets	27	6.2 %
Cleanliness of City streets & other public areas	29	6.7 %
Maintenance of creeks & open channels	34	7.8 %
Condition of sidewalks in City	27	6.2 %
Availability of bike lanes	33	7.6 %
Adequacy of City street lighting	30	6.9 %
None chosen	47	10.8 %
Total	436	100.0 %

Q11. Which THREE of the public works services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	38	8.7 %
Maintenance of major City streets (non-TXDOT roadways)	38	8.7 %
Maintenance of streets in your neighborhood	48	11.0 %
Mowing/trimming along City streets	37	8.5 %
Cleanliness of City streets & other public areas	44	10.1 %
Maintenance of creeks & open channels	42	9.6 %
Condition of sidewalks in City	30	6.9 %
Availability of bike lanes	34	7.8 %
Adequacy of City street lighting	62	14.2 %
None chosen	63	14.4 %
Total	436	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the public works services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major TXDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	217	49.8 %
Maintenance of major City streets (non-TXDOT roadways)	241	55.3 %
Maintenance of streets in your neighborhood	168	38.5 %
Mowing/trimming along City streets	71	16.3 %
Cleanliness of City streets & other public areas	82	18.8 %
Maintenance of creeks & open channels	83	19.0 %
Condition of sidewalks in City	73	16.7 %
Availability of bike lanes	93	21.3 %
Adequacy of City street lighting	137	31.4 %
None chosen	33	7.6 %
Total	1198	

Q12. Communication: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Availability of information about government operations	19.0%	35.8%	26.6%	7.3%	1.8%	9.4%
Q12-2. City efforts to keep residents informed about local issues	21.3%	39.0%	22.7%	9.2%	2.1%	5.7%
Q12-3. Level of public involvement in City decision-making	11.0%	24.8%	34.4%	9.9%	4.1%	15.8%
Q12-4. Usefulness of information that is available on City's website	15.8%	43.3%	22.2%	6.4%	1.4%	10.8%
Q12-5. How well City listens & responds to the needs of citizens	10.6%	27.5%	33.3%	8.0%	2.3%	18.3%
Q12-6. Level of fiscal transparency	9.9%	29.8%	32.3%	4.4%	1.6%	22.0%
Q12-7. Schertz Magazine	47.0%	34.2%	10.3%	1.6%	1.1%	5.7%
Q12-8. City's social media pages	16.7%	34.6%	21.1%	1.6%	0.7%	25.2%
Q12-9. City's biweekly electronic newsletter	14.0%	21.6%	21.6%	2.8%	0.5%	39.7%

WITHOUT "DON'T KNOW"

Q12. Communication: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Availability of information about government operations	21.0%	39.5%	29.4%	8.1%	2.0%
Q12-2. City efforts to keep residents informed about local issues	22.6%	41.4%	24.1%	9.7%	2.2%
Q12-3. Level of public involvement in City decision-making	13.1%	29.4%	40.9%	11.7%	4.9%
Q12-4. Usefulness of information that is available on City's website	17.7%	48.6%	24.9%	7.2%	1.5%
Q12-5. How well City listens & responds to the needs of citizens	12.9%	33.7%	40.7%	9.8%	2.8%
Q12-6. Level of fiscal transparency	12.6%	38.2%	41.5%	5.6%	2.1%
Q12-7. Schertz Magazine	49.9%	36.3%	10.9%	1.7%	1.2%
Q12-8. City's social media pages	22.4%	46.3%	28.2%	2.1%	0.9%
Q12-9. City's biweekly electronic newsletter	23.2%	35.7%	35.7%	4.6%	0.8%

Q13. Which of the following electronic sources of information are you currently using?

Q13. Which following electronic sources of information are you currently using	Number	Percent
Facebook	263	60.3 %
Twitter	42	9.6 %
YouTube	139	31.9 %
Instagram	70	16.1 %
iPhone application	165	37.8 %
Android applications	87	20.0 %
Nextdoor	162	37.2 %
Landline	51	11.7 %
Text messages	297	68.1 %
Internet (general use)	316	72.5 %
Email	316	72.5 %
Other	5	1.1 %
None of the above	14	3.2 %
Total	1927	

WITHOUT "NONE OF THE ABOVE"**Q13. Which of the following electronic sources of information are you currently using? (without "none of the above")**

Q13. Which following electronic sources of information are you currently using	Number	Percent
Facebook	263	62.3 %
Twitter	42	10.0 %
YouTube	139	32.9 %
Instagram	70	16.6 %
iPhone application	165	39.1 %
Android applications	87	20.6 %
Nextdoor	162	38.4 %
Landline	51	12.1 %
Text messages	297	70.4 %
Internet (general use)	316	74.9 %
Email	316	74.9 %
Other	5	1.2 %
Total	1913	

Q13-12. Other

Q13-12. Other	Number	Percent
Schertz Magazine and KSAT 12 news on TV	1	20.0 %
Tv	1	20.0 %
Mail	1	20.0 %
Police website	1	20.0 %
Schertz Police department app	1	20.0 %
Total	5	100.0 %

Q13a. If you use Facebook, Twitter, YouTube, or Instagram, do you follow any of the City's accounts on these social media outlets?

Q13a. Do you follow any of City's accounts on these social media outlets

	Number	Percent
Yes	150	49.7 %
No	143	47.4 %
Not provided	9	3.0 %
Total	302	100.0 %

WITHOUT "NOT PROVIDED"

Q13a. If you use Facebook, Twitter, YouTube, or Instagram, do you follow any of the City's accounts on these social media outlets? (without "not provided")

Q13a. Do you follow any of City's accounts on these social media outlets

	Number	Percent
Yes	150	51.2 %
No	143	48.8 %
Total	293	100.0 %

Q14. From which of the following sources do you currently get information about the City of Schertz?

Q14. From which following sources do you currently
get information about City of Schertz

	Number	Percent
City website (www.schertz.com)	273	62.6 %
Enclosures in City utility bill	131	30.0 %
Local TV news	128	29.4 %
Neighborhood groups (HOA)	126	28.9 %
Local newspapers	84	19.3 %
Local radio	23	5.3 %
City social media outlets	93	21.3 %
Public meetings	26	6.0 %
Schertz Magazine	378	86.7 %
Post cards	19	4.4 %
Public service announcements (videos)	15	3.4 %
Electronic newsletter (email)	74	17.0 %
City Council meetings	26	6.0 %
Schertz Police Department mobile app	48	11.0 %
Other	15	3.4 %
Total	1459	

Q14-15. Other

Q14-15. Other	Number	Percent
Facebook	3	20.0 %
Neighbors	3	20.0 %
Text messages	2	13.3 %
Cibolo/Schertz One Community Facebook page	1	6.7 %
Brother	1	6.7 %
Chamber luncheon	1	6.7 %
Local street signage or business electric signage	1	6.7 %
Social media	1	6.7 %
News on the web	1	6.7 %
Northside Herald	1	6.7 %
Total	15	100.0 %

Q15. From which THREE of the sources listed in Question 14 would you most prefer to get information about the City?

Q15. Top choice	Number	Percent
City website (www.schertz.com)	127	29.1 %
Enclosures in City utility bill	26	6.0 %
Local TV news	22	5.0 %
Neighborhood groups (HOA)	13	3.0 %
Local newspapers	13	3.0 %
Local radio	1	0.2 %
City social media outlets	44	10.1 %
Schertz Magazine	93	21.3 %
Post cards	2	0.5 %
Public service announcements (videos)	1	0.2 %
Electronic newsletter (email)	53	12.2 %
City Council meetings	1	0.2 %
Schertz Police Department mobile app	5	1.1 %
Other	3	0.7 %
None chosen	32	7.3 %
Total	436	100.0 %

Q15. From which THREE of the sources listed in Question 14 would you most prefer to get information about the City?

Q15. 2nd choice	Number	Percent
City website (www.schertz.com)	78	17.9 %
Enclosures in City utility bill	40	9.2 %
Local TV news	22	5.0 %
Neighborhood groups (HOA)	22	5.0 %
Local newspapers	20	4.6 %
Local radio	3	0.7 %
City social media outlets	30	6.9 %
Public meetings	7	1.6 %
Schertz Magazine	113	25.9 %
Post cards	7	1.6 %
Public service announcements (videos)	1	0.2 %
Electronic newsletter (email)	26	6.0 %
City Council meetings	1	0.2 %
Schertz Police Department mobile app	14	3.2 %
None chosen	52	11.9 %
Total	436	100.0 %

Q15. From which THREE of the sources listed in Question 14 would you most prefer to get information about the City?

Q15. 3rd choice	Number	Percent
City website (www.schertz.com)	52	11.9 %
Enclosures in City utility bill	30	6.9 %
Local TV news	27	6.2 %
Neighborhood groups (HOA)	29	6.7 %
Local newspapers	22	5.0 %
Local radio	7	1.6 %
City social media outlets	32	7.3 %
Public meetings	5	1.1 %
Schertz Magazine	82	18.8 %
Post cards	8	1.8 %
Public service announcements (videos)	8	1.8 %
Electronic newsletter (email)	31	7.1 %
City Council meetings	8	1.8 %
Schertz Police Department mobile app	17	3.9 %
Other	6	1.4 %
None chosen	72	16.5 %
Total	436	100.0 %

SUM OF TOP 3 CHOICES

From which THREE of the sources listed in Question 14 would you most prefer to get information about the City? (top 3)

Q15. Sum of top 3 choices	Number	Percent
City website (www.schertz.com)	257	58.9 %
Enclosures in City utility bill	96	22.0 %
Local TV news	71	16.3 %
Neighborhood groups (HOA)	64	14.7 %
Local newspapers	55	12.6 %
Local radio	11	2.5 %
City social media outlets	106	24.3 %
Public meetings	12	2.8 %
Schertz Magazine	288	66.1 %
Post cards	17	3.9 %
Public service announcements (videos)	10	2.3 %
Electronic newsletter (email)	110	25.2 %
City Council meetings	10	2.3 %
Schertz Police Department mobile app	36	8.3 %
Other	9	2.1 %
None chosen	32	7.3 %
Total	1184	

Q16. Have you contacted the City of Schertz during the past year?

Q16. Have you contacted City of Schertz during past

year	Number	Percent
Yes	219	50.2 %
No	217	49.8 %
Total	436	100.0 %

Q16a. (Only if "YES" to Question 16) How would you describe the service you received?

Q16a. How would you describe the service you received	Number	Percent
Excellent	99	45.2 %
Good	73	33.3 %
Fair	31	14.2 %
Poor	14	6.4 %
Don't know	2	0.9 %
Total	219	100.0 %

WITHOUT "DON'T KNOW"**Q16a. (Only if "YES" to Question 16) How would you describe the service you received? (without "don't know")**

Q16a. How would you describe the service you received	Number	Percent
Excellent	99	45.6 %
Good	73	33.6 %
Fair	31	14.3 %
Poor	14	6.5 %
Total	217	100.0 %

Q16b. (Only if "YES" to Question 16) Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following.

(N=219)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16b-1. How easy they were to contact	49.8%	34.7%	8.7%	4.6%	1.4%	0.9%
Q16b-2. The way you were treated	51.6%	34.2%	8.7%	3.7%	0.9%	0.9%
Q16b-3. Accuracy of the information & assistance you were given	45.7%	30.1%	12.8%	7.8%	2.3%	1.4%
Q16b-4. How quickly City staff responded to your request	43.4%	34.2%	7.3%	9.1%	4.1%	1.8%
Q16b-5. How well your issue was handled	43.4%	26.5%	12.3%	8.7%	7.8%	1.4%

WITHOUT "DON'T KNOW"

Q16b. (Only if "YES" to Question 16) Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following. (without "don't know")

(N=219)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16b-1. How easy they were to contact	50.2%	35.0%	8.8%	4.6%	1.4%
Q16b-2. The way you were treated	52.1%	34.6%	8.8%	3.7%	0.9%
Q16b-3. Accuracy of the information & assistance you were given	46.3%	30.6%	13.0%	7.9%	2.3%
Q16b-4. How quickly City staff responded to your request	44.2%	34.9%	7.4%	9.3%	4.2%
Q16b-5. How well your issue was handled	44.0%	26.9%	12.5%	8.8%	7.9%

Q17. Are you aware the City has an Emergency Notification System (CivicReady)?

Q17. Are you aware City has an Emergency Notification System (CivicReady)

	Number	Percent
Yes	203	46.6 %
No	233	53.4 %
Total	436	100.0 %

Q17a. Are you currently enrolled to receive notifications?

Q17a. Are you currently enrolled to receive notifications

	Number	Percent
Yes	154	75.9 %
No	49	24.1 %
Total	203	100.0 %

Q18. If you were to experience a disaster (flood, tornado, fire, etc.), how prepared are you to seek and obtain the necessary resources for your household and/or business?

Q18. How prepared are you to seek & obtain necessary resources for your household and/or business

	Number	Percent
Very prepared	67	15.4 %
Somewhat prepared	213	48.9 %
Neutral	58	13.3 %
Unprepared	62	14.2 %
Very unprepared	9	2.1 %
Don't know	27	6.2 %
Total	436	100.0 %

WITHOUT "DON'T KNOW"**Q18. If you were to experience a disaster (flood, tornado, fire, etc.), how prepared are you to seek and obtain the necessary resources for your household and/or business? (without "don't know")**

Q18. How prepared are you to seek & obtain necessary resources for your household and/or business

	Number	Percent
Very prepared	67	16.4 %
Somewhat prepared	213	52.1 %
Neutral	58	14.2 %
Unprepared	62	15.2 %
Very unprepared	9	2.2 %
Total	409	100.0 %

Q19. In what areas do you feel the least prepared for a disaster?

Q19. In what areas do you feel the least prepared for a disaster

	Number	Percent
Post disaster first aid	118	27.1 %
Securing your home	132	30.3 %
Insurance & financial coverage	46	10.6 %
Alternative sheltering options	178	40.8 %
Communication planning with friends & family	73	16.7 %
Debris removal after disaster	211	48.4 %
Other	7	1.6 %
None of these	52	11.9 %
Total	817	

WITHOUT "NONE OF THESE"**Q19. In what areas do you feel the least prepared for a disaster? (without "none of these")**

Q19. In what areas do you feel the least prepared for a disaster

	Number	Percent
Post disaster first aid	118	30.7 %
Securing your home	132	34.4 %
Insurance & financial coverage	46	12.0 %
Alternative sheltering options	178	46.4 %
Communication planning with friends & family	73	19.0 %
Debris removal after disaster	211	54.9 %
Other	7	1.8 %
Total	765	

Q19-7. Other

Q19-7. Other	Number	Percent
Flood or any disaster	1	14.3 %
Flood	1	14.3 %
Loss of power	1	14.3 %
Handicap and elderly assistance	1	14.3 %
Water and electricity	1	14.3 %
Availability of emergency services	1	14.3 %
Transportation	1	14.3 %
Total	7	100.0 %

Q20. Solid Waste/Utility Services: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 Means "very dissatisfied," please rate your satisfaction with each of the following.

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Residential trash (garbage) collection services	54.8%	33.5%	5.7%	3.0%	1.1%	1.8%
Q20-2. Bulky item pickup/removal services (old furniture, appliances)	30.3%	27.5%	17.7%	7.1%	2.3%	15.1%
Q20-3. Recycling services	42.2%	32.6%	12.4%	4.8%	2.5%	5.5%
Q20-4. Water services	44.5%	43.3%	6.2%	2.8%	0.5%	2.8%
Q20-5. Sewer services	43.1%	42.9%	7.8%	2.3%	0.5%	3.4%
Q20-6. Utility billing	37.2%	47.0%	6.9%	5.3%	0.9%	2.8%

WITHOUT "DON'T KNOW"

Q20. Solid Waste/Utility Services: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 Means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=436)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Residential trash (garbage) collection services	55.8%	34.1%	5.8%	3.0%	1.2%
Q20-2. Bulky item pickup/removal services (old furniture, appliances)	35.7%	32.4%	20.8%	8.4%	2.7%
Q20-3. Recycling services	44.7%	34.5%	13.1%	5.1%	2.7%
Q20-4. Water services	45.8%	44.6%	6.4%	2.8%	0.5%
Q20-5. Sewer services	44.7%	44.4%	8.1%	2.4%	0.5%
Q20-6. Utility billing	38.2%	48.3%	7.1%	5.4%	0.9%

Q21. Are you currently receiving once a week or twice a week trash pickup?

Q21. Are you currently receiving once a week or twice a week trash pickup

	Number	Percent
Once a week	117	26.8 %
Twice a week	317	72.7 %
Not provided	2	0.5 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Are you currently receiving once a week or twice a week trash pickup? (without "not provided")**

Q21. Are you currently receiving once a week or twice a week trash pickup

	Number	Percent
Once a week	117	27.0 %
Twice a week	317	73.0 %
Total	434	100.0 %

Q21a. If you receive once a week trash pickup, how satisfied are you with your service?

Q21a. How satisfied are you with your once a week trash pickup service

	Number	Percent
Very satisfied	52	44.4 %
Satisfied	39	33.3 %
Neutral	10	8.5 %
Dissatisfied	10	8.5 %
Very dissatisfied	6	5.1 %
Total	117	100.0 %

Q21b. If you receive twice a week trash pickup, how important is it for you to continue receiving twice a week pickup?

Q21b. How important is it for you to continue receiving twice a week pickup service	Number	Percent
Very important	198	62.5 %
Somewhat important	67	21.1 %
Neutral	27	8.5 %
Not important	16	5.0 %
Not at all important	6	1.9 %
Don't know	3	0.9 %
Total	317	100.0 %

WITHOUT "DON'T KNOW"

Q21b. If you receive twice a week trash pickup, how important is it for you to continue receiving twice a week pickup? (without "don't know")

Q21b. How important is it for you to continue receiving twice a week pickup service	Number	Percent
Very important	198	63.1 %
Somewhat important	67	21.3 %
Neutral	27	8.6 %
Not important	16	5.1 %
Not at all important	6	1.9 %
Total	314	100.0 %

Q22. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "should be much higher" than it is now and 1 means it "should be much lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=436)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower	Don't know
Q22-1. Library services	4.4%	14.4%	57.1%	1.6%	0.9%	21.6%
Q22-2. Law enforcement	9.2%	35.3%	41.7%	0.9%	0.0%	12.8%
Q22-3. Fire response	6.7%	21.3%	51.1%	0.2%	0.0%	20.6%
Q22-4. Emergency medical services	7.8%	23.9%	50.7%	0.0%	0.0%	17.7%
Q22-5. Parks & open space	10.8%	32.8%	42.4%	1.6%	0.5%	11.9%
Q22-6. Recreation activities	8.7%	30.5%	41.3%	1.8%	0.9%	16.7%
Q22-7. Maintenance of streets & sidewalks	28.0%	42.9%	22.2%	0.2%	0.5%	6.2%

WITHOUT "DON'T KNOW"

Q22. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "should be much higher" than it is now and 1 means it "should be much lower," please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

(N=436)

	Should be much higher	Should be a little higher	Should stay the same	Should be a little lower	Should be much lower
Q22-1. Library services	5.6%	18.4%	72.8%	2.0%	1.2%
Q22-2. Law enforcement	10.5%	40.5%	47.9%	1.1%	0.0%
Q22-3. Fire response	8.4%	26.9%	64.5%	0.3%	0.0%
Q22-4. Emergency medical services	9.5%	29.0%	61.6%	0.0%	0.0%
Q22-5. Parks & open space	12.2%	37.2%	48.2%	1.8%	0.5%
Q22-6. Recreation activities	10.5%	36.6%	49.6%	2.2%	1.1%
Q22-7. Maintenance of streets & sidewalks	29.8%	45.7%	23.7%	0.2%	0.5%

Q23. Are you familiar with the following programs offered by the City of Schertz?

Q23. Are you familiar with following programs offered

by City of Schertz	Number	Percent
Citizens Police Academy	186	42.7 %
Schertz Senior Center	262	60.1 %
EMS Passport to Care	107	24.5 %
VIA Rideshare	60	13.8 %
Alamo Regional Transit (ART)	63	14.4 %
Library Brainfuse online tutoring	37	8.5 %
CivicReady emergency notifications	116	26.6 %
None of these	113	25.9 %
Total	944	

WITHOUT "NONE OF THESE"**Q23. Are you familiar with the following programs offered by the City of Schertz? (without "none of these")**

Q23. Are you familiar with following programs offered

by City of Schertz	Number	Percent
Citizens Police Academy	186	57.6 %
Schertz Senior Center	261	80.8 %
EMS Passport to Care	107	33.1 %
VIA Rideshare	60	18.6 %
Alamo Regional Transit (ART)	63	19.5 %
Library Brainfuse online tutoring	37	11.5 %
CivicReady emergency notifications	116	35.9 %
Total	830	

Q24. What do you think are the THREE biggest issues Schertz will face within the next FIVE years?

Q24. What are the biggest issues Schertz will face
within next five years

	Number	Percent
Traffic	342	78.4 %
Planning for rapid growth	224	51.4 %
Public schools	79	18.1 %
Road repair/maintenance/expansion	221	50.7 %
Taxes/property taxes/finances	135	31.0 %
Public transportation	48	11.0 %
Crime	106	24.3 %
Environmental issues	14	3.2 %
Utility rates	52	11.9 %
Neighborhood preservation	10	2.3 %
Other	7	1.6 %
Don't know	2	0.5 %
Total	1240	

WITHOUT "DON'T KNOW"**Q24. What do you think are the THREE biggest issues Schertz will face within the next FIVE years? (without "don't know")**

Q24. What are the biggest issues Schertz will face
within next five years

	Number	Percent
Traffic	342	78.8 %
Planning for rapid growth	224	51.6 %
Road repair/maintenance/expansion	221	50.9 %
Taxes/property taxes/finances	135	31.1 %
Crime	106	24.4 %
Public schools	79	18.2 %
Utility rates	52	12.0 %
Public transportation	48	11.1 %
Environmental issues	14	3.2 %
Neighborhood preservation	10	2.3 %
Other	7	1.6 %
Total	1238	

Q24-11. Other

<u>Q24-11. Other</u>	<u>Number</u>	<u>Percent</u>
You need to do something about noise and hot rodding	1	14.3 %
The city may become over populated which may cause more traffic	1	14.3 %
CRIME FROM OUTSIDE	1	14.3 %
ROADS	1	14.3 %
MAJOR ROAD CONGESTION	1	14.3 %
Covid and freeze weather-related/environmental emergencies	1	14.3 %
Business development	1	14.3 %
Total	7	100.0 %

Q25. Which of the following are the primary reasons you choose to live in Schertz?

Q25. Which following are the primary reasons you choose to live in Schertz

	Number	Percent
Location	334	76.6 %
Convenience	184	42.2 %
Affordability	201	46.1 %
Quality of life	266	61.0 %
I grew up here	39	8.9 %
I went to college here	5	1.1 %
Schools	129	29.6 %
It's a safe community	267	61.2 %
Good City services, such as police & fire	169	38.8 %
Parks & recreation programs	55	12.6 %
Friends/family are here	107	24.5 %
Entertainment opportunities	13	3.0 %
Business opportunities	8	1.8 %
I work here	29	6.7 %
I don't know	2	0.5 %
Total	1808	

WITHOUT "DON'T KNOW"**Q25. Which of the following are the primary reasons you choose to live in Schertz? (without "don't know")**

Q25. Which following are the primary reasons you choose to live in Schertz

	Number	Percent
Location	334	77.0 %
Convenience	184	42.4 %
Affordability	201	46.3 %
Quality of life	266	61.3 %
I grew up here	39	9.0 %
I went to college here	5	1.2 %
Schools	129	29.7 %
It's a safe community	267	61.5 %
Good City services, such as police & fire	169	38.9 %
Parks & recreation programs	55	12.7 %
Friends/family are here	107	24.7 %
Entertainment opportunities	13	3.0 %
Business opportunities	8	1.8 %
I work here	29	6.7 %
Total	1806	

Q26. Strategic Initiatives: Using a scale from 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree", please rate your level of agreement with the following statements.

(N=436)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-1. I have confidence in City's finances	14.2%	40.1%	27.8%	2.3%	0.5%	15.1%
Q26-2. City is ensuring that there is adequate long-term affordable water	18.1%	37.6%	19.0%	2.3%	0.0%	22.9%
Q26-3. City is doing a good job of beautification within the community	16.5%	51.4%	22.0%	5.0%	0.5%	4.6%
Q26-4. City is doing a good job planning for current & future transportation & infrastructure needs	9.2%	23.4%	25.2%	15.8%	3.0%	23.4%
Q26-5. City is committed to the health & wellness of its citizens	17.0%	43.8%	22.2%	3.0%	0.7%	13.3%

WITHOUT "DON'T KNOW"

Q26. Strategic Initiatives: Using a scale from 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree", please rate your level of agreement with the following statements. (without "don't know")

(N=436)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. I have confidence in City's finances	16.8%	47.3%	32.7%	2.7%	0.5%
Q26-2. City is ensuring that there is adequate long-term affordable water	23.5%	48.8%	24.7%	3.0%	0.0%
Q26-3. City is doing a good job of beautification within the community	17.3%	53.8%	23.1%	5.3%	0.5%
Q26-4. City is doing a good job planning for current & future transportation & infrastructure needs	12.0%	30.5%	32.9%	20.7%	3.9%
Q26-5. City is committed to the health & wellness of its citizens	19.6%	50.5%	25.7%	3.4%	0.8%

Q27. Have you used any of the following online City services on schertz.com during the past year?

Q27. What following online City services on schertz.com have you used during past year

	Number	Percent
Water payment	243	55.7 %
Court payment	8	1.8 %
Chipping services	46	10.6 %
Ambulance bill payment	18	4.1 %
Request an inspection	21	4.8 %
Report a pothole	11	2.5 %
Report an issue or complaint	62	14.2 %
None of these	145	33.3 %
Total	554	

WITHOUT "NONE OF THESE"**Q27. Have you used any of the following online City services on schertz.com during the past year?****(without "none of these")**

Q27. What following online City services on schertz.com have you used during past year

	Number	Percent
Water payment	243	83.5 %
Court payment	8	2.7 %
Chipping services	46	15.8 %
Ambulance bill payment	18	6.2 %
Request an inspection	21	7.2 %
Report a pothole	11	3.8 %
Report an issue or complaint	62	21.3 %
Total	409	

Q28. Have you received the COVID-19 vaccine at the City of Schertz Vaccine Clinic?

Q28. Have you received COVID-19 vaccine at City of
Schertz Vaccine Clinic

	Number	Percent
Yes	149	34.2 %
No	282	64.7 %
Not provided	5	1.1 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Have you received the COVID-19 vaccine at the City of Schertz Vaccine Clinic? (without "not provided")**

Q28. Have you received COVID-19 vaccine at City of
Schertz Vaccine Clinic

	Number	Percent
Yes	149	34.6 %
No	282	65.4 %
Total	431	100.0 %

Q28a. How satisfied were you with the level of service you received?

Q28a. How satisfied were you with the level of service
you received

	Number	Percent
Very satisfied	123	82.6 %
Satisfied	23	15.4 %
Dissatisfied	1	0.7 %
Don't know	2	1.3 %
Total	149	100.0 %

WITHOUT "DON'T KNOW"**Q28a. How satisfied were you with the level of service you received? (without "don't know")**

Q28a. How satisfied were you with the level of service
you received

	Number	Percent
Very satisfied	123	83.7 %
Satisfied	23	15.6 %
Dissatisfied	1	0.7 %
Total	147	100.0 %

Q29. During the height of the COVID-19 Pandemic, the City utilized multiple communication channels to provide timely information. How informative did you find the following communication channels?

(N=436)

	Very informative	Somewhat informative	Neutral	Not informative	Not at all informative	Don't know
Q29-1. Social media	30.5%	18.1%	17.2%	1.8%	2.3%	30.0%
Q29-2. City's website (schertz.com)	35.8%	23.6%	13.8%	1.8%	0.9%	24.1%
Q29-3. City headlines eNewsletter	13.3%	11.9%	20.4%	0.7%	0.9%	52.8%
Q29-4. PSA videos	5.3%	4.6%	21.6%	1.4%	2.1%	65.1%
Q29-5. CivicReady notifications via text, phone call	19.3%	13.1%	17.4%	2.3%	1.4%	46.6%

WITHOUT "DON'T KNOW"

Q29. During the height of the COVID-19 Pandemic, the City utilized multiple communication channels to provide timely information. How informative did you find the following communication channels? (without "don't know")

(N=436)

	Very informative	Somewhat informative	Neutral	Not informative	Not at all informative
Q29-1. Social media	43.6%	25.9%	24.6%	2.6%	3.3%
Q29-2. City's website (schertz.com)	47.1%	31.1%	18.1%	2.4%	1.2%
Q29-3. City headlines eNewsletter	28.2%	25.2%	43.2%	1.5%	1.9%
Q29-4. PSA videos	15.1%	13.2%	61.8%	3.9%	5.9%
Q29-5. CivicReady notifications via text, phone call	36.1%	24.5%	32.6%	4.3%	2.6%

Q30. Do you work in Schertz?

Q30. Do you work in Schertz	Number	Percent
Yes	107	24.5 %
No	321	73.6 %
Not provided	8	1.8 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Do you work in Schertz? (without "not provided")**

Q30. Do you work in Schertz	Number	Percent
Yes	107	25.0 %
No	321	75.0 %
Total	428	100.0 %

Q31. Approximately how many years have you lived in Schertz?

Q31. How many years have you lived in Schertz	Number	Percent
Less than 2 years	22	5.0 %
2-5 years	56	12.8 %
6-9 years	66	15.1 %
10-19 years	139	31.9 %
20-29 years	84	19.3 %
30+ years	66	15.1 %
Don't know	3	0.7 %
Total	436	100.0 %

WITHOUT "DON'T KNOW"**Q31. Approximately how many years have you lived in Schertz? (without "don't know")**

Q31. How many years have you lived in Schertz	Number	Percent
Less than 2 years	22	5.1 %
2-5 years	56	12.9 %
6-9 years	66	15.2 %
10-19 years	139	32.1 %
20-29 years	84	19.4 %
30+ years	66	15.2 %
Total	433	100.0 %

Q32. What is your age?

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	82	18.8 %
35-44	82	18.8 %
45-54	82	18.8 %
55-64	90	20.6 %
65+	83	19.0 %
Not provided	17	3.9 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q32. What is your age? (without "not provided")**

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	82	19.6 %
35-44	82	19.6 %
45-54	82	19.6 %
55-64	90	21.5 %
65+	83	19.8 %
Total	419	100.0 %

Q33. Do you have children living at home in the following age ranges?

<u>Q33. What children of following age ranges do you have living at home</u>	<u>Number</u>	<u>Percent</u>
Under 6 years	62	14.2 %
6 to 12 years	73	16.7 %
13 to 18 years	72	16.5 %
No children	237	54.4 %
Total	444	

Q34. What is your gender?

Q34. Your gender	Number	Percent
Male	213	48.9 %
Female	220	50.5 %
Not provided	3	0.7 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q34. What is your gender? (without "not provided")**

Q34. Your gender	Number	Percent
Male	213	49.2 %
Female	220	50.8 %
Total	433	100.0 %

Q35. Are you of Hispanic, Latino, or other Spanish origin?

Q35. Are you of Hispanic, Latino, or other Spanish origin	Number	Percent
Yes	136	31.2 %
No	297	68.1 %
Not provided	3	0.7 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Are you of Hispanic, Latino, or other Spanish origin? (without "not provided")**

Q35. Are you of Hispanic, Latino, or other Spanish origin	Number	Percent
Yes	136	31.4 %
No	297	68.6 %
Total	433	100.0 %

Q36. Which of the following best describes your race?

Q36. Your race	Number	Percent
Asian/Pacific Islander	13	3.0 %
American Indian/Eskimo	3	0.7 %
Black/African American	52	11.9 %
White	308	70.6 %
Other	15	3.4 %
Total	391	

Q36-5. Other

Q36-5. Other	Number	Percent
Latino	6	40.0 %
Mexican	2	13.3 %
More than one	2	13.3 %
Hispanic	1	6.7 %
Jewish	1	6.7 %
Mixed race	1	6.7 %
5 nationalities	1	6.7 %
Mixed Latino and Philippino	1	6.7 %
Total	15	100.0 %

Q37. What is your total annual household income?

Q37. Your total annual household income	Number	Percent
Under \$25K	22	5.0 %
\$25K to \$49,999	34	7.8 %
\$50K to \$74,999	66	15.1 %
\$75K to \$99,999	80	18.3 %
\$100K to \$124,999	46	10.6 %
\$125K to \$149,999	48	11.0 %
\$150K to \$199,999	44	10.1 %
\$200K+	29	6.7 %
Not provided	67	15.4 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q37. What is your total annual household income? (without "not provided")**

Q37. Your total annual household income	Number	Percent
Under \$25K	22	6.0 %
\$25K to \$49,999	34	9.2 %
\$50K to \$74,999	66	17.9 %
\$75K to \$99,999	80	21.7 %
\$100K to \$124,999	46	12.5 %
\$125K to \$149,999	48	13.0 %
\$150K to \$199,999	44	11.9 %
\$200K+	29	7.9 %
Total	369	100.0 %

Q38. Do you own or rent your home?

Q38. Do you own or rent your home	Number	Percent
Own	381	87.4 %
Rent	54	12.4 %
Not provided	1	0.2 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Do you own or rent your home? (without "not provided")**

Q38. Do you own or rent your home	Number	Percent
Own	381	87.6 %
Rent	54	12.4 %
Total	435	100.0 %

Q39. Do you live in a single family home or an apartment/condominium?

Q39. Do you live in a single-family home or an
apartment/condominium

	Number	Percent
Single family home	416	95.4 %
Apartment/condominium	14	3.2 %
Other	2	0.5 %
Not provided	4	0.9 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Do you live in a single family home or an apartment/condominium? (without "not provided")**

Q39. Do you live in a single-family home or an
apartment/condominium

	Number	Percent
Single family home	416	96.3 %
Apartment/condominium	14	3.2 %
Other	2	0.5 %
Total	432	100.0 %

Q39-3. Other

Q39-3. Other	Number	Percent
Mobile home	2	100.0 %
Total	2	100.0 %

Q40. What is the highest level of formal education you completed?

<u>Q40. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	8	1.8 %
High school	36	8.3 %
Some college	167	38.3 %
Bachelor's degree (4 years of college)	106	24.3 %
Some graduate work	26	6.0 %
Graduate degree	74	17.0 %
Not provided	19	4.4 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q40. What is the highest level of formal education you completed? (without "not provided")**

<u>Q40. Highest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school	8	1.9 %
High school	36	8.6 %
Some college	167	40.0 %
Bachelor's degree (4 years of college)	106	25.4 %
Some graduate work	26	6.2 %
Graduate degree	74	17.7 %
Total	417	100.0 %

Q41. How far do you commute for work?

Q41. How far do you commute for work	Number	Percent
0-5	89	20.4 %
6-10	35	8.0 %
11-15	29	6.7 %
16-20	27	6.2 %
21-30	50	11.5 %
31-40	12	2.8 %
41+	6	1.4 %
Not provided	188	43.1 %
Total	436	100.0 %

WITHOUT "NOT PROVIDED"**Q41. How far do you commute for work? (without "not provided")**

Q41. How far do you commute for work	Number	Percent
0-5	89	35.9 %
6-10	35	14.1 %
11-15	29	11.7 %
16-20	27	10.9 %
21-30	50	20.2 %
31-40	12	4.8 %
41+	6	2.4 %
Total	248	100.0 %



Survey Instrument

October 2021

Dear Schertz City Resident:

You have been **randomly** selected to participate in the 2021 Schertz Community Survey.

Your input on the enclosed survey is extremely important. This is an opportunity for you to provide City leaders with valuable feedback regarding city services and your overall satisfaction with service delivery. The information collected from this survey will help shape future decisions as we continue to grow and improve our community. To ensure the City's priorities are aligned with the needs of our residents, we need to hear from you.

We appreciate your time. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence many decisions regarding the City's future.

Please return your survey sometime during the next week to ETC Institute using the enclosed postage-paid envelope. Your responses will remain completely confidential and will be analyzed in conjunction with other Schertz residents. If you prefer, you can take the survey online at schertzsurvey.org.

If you have any questions, please feel free to call my office at 210.619.1000. Thank you again for taking the time to make Schertz a place known for Community, Service and Opportunity.

Respectfully,



Ralph Gutierrez
Mayor

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of city services. If you have questions, please contact Devan Christensen at (210) 619-1634.

1. **Overall Quality of City Services:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Schertz.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. City parks and recreation programs	5	4	3	2	1	9
02. City water and sewer services	5	4	3	2	1	9
03. Emergency medical services	5	4	3	2	1	9
04. Enforcement of city codes and ordinances	5	4	3	2	1	9
05. Fire services	5	4	3	2	1	9
06. Library services	5	4	3	2	1	9
07. Management of stormwater runoff and flood prevention	5	4	3	2	1	9
08. Municipal court services	5	4	3	2	1	9
09. Police services	5	4	3	2	1	9
10. Trash, recycling, and yard waste collection services	5	4	3	2	1	9
11. City communication with the public	5	4	3	2	1	9
12. Customer service provided by City employees	5	4	3	2	1	9
13. Animal Services (Animal Control, Adoption Center)	5	4	3	2	1	9
14. Civic and community centers	5	4	3	2	1	9

2. **Which FOUR of the major categories of city services do you think should receive the MOST EMPHASIS from city leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

3. **Public Safety:** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. Overall feeling of safety in Schertz	5	4	3	2	1	9
4. In City parks	5	4	3	2	1	9
5. In commercial and retail areas	5	4	3	2	1	9

4. **Please rate your level of agreement with the following statement: "I trust City of Schertz police officers to do the right thing."**

____ (1) Strongly agree ____ (3) Neutral ____ (5) Strongly disagree
 ____ (2) Somewhat agree ____ (4) Somewhat disagree ____ (9) Don't know

5. **Perceptions of the City:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. How well the City is keeping up with growth	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall value you receive for City taxes and fees	5	4	3	2	1	9
5. Overall quality of new development	5	4	3	2	1	9
6. Appearance of residential property in the City	5	4	3	2	1	9
7. Appearance of commercial property in the City	5	4	3	2	1	9
8. Overall appearance of the City	5	4	3	2	1	9

6. **Parks and Recreation:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance and appearance of existing City parks	5	4	3	2	1	9
2. Number of City parks	5	4	3	2	1	9
3. Walking and biking trails in the City	5	4	3	2	1	9
4. Recreation Center	5	4	3	2	1	9
5. City swimming pools	5	4	3	2	1	9
6. Availability of youth recreation programs	5	4	3	2	1	9
7. Availability of adult recreation programs	5	4	3	2	1	9
8. Quality of outdoor athletic facilities (e.g., baseball, soccer)	5	4	3	2	1	9
9. Mowing and trimming of City parks	5	4	3	2	1	9

7. Which **THREE** of the parks and recreation services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 6.]*

1st: _____ 2nd: _____ 3rd: _____

8. **Code Enforcement:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of the clean-up of junk and debris on private property	5	4	3	2	1	9
2. Enforcement of mowing of weeds and grass on private property	5	4	3	2	1	9
3. Enforcement of sign regulations	5	4	3	2	1	9
4. Enforcement of graffiti regulations	5	4	3	2	1	9

9. Which **TWO** of the code enforcement services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 8.]*

1st: _____ 2nd: _____

10. **Public Works:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major TxDOT roadways (IH 35, FM78, FM 1518, FM 3009, FM 1103)	5	4	3	2	1	9
2. Maintenance of major City streets (non-TxDOT roadways)	5	4	3	2	1	9
3. Maintenance of streets in your neighborhood	5	4	3	2	1	9
4. Mowing/trimming along City streets	5	4	3	2	1	9
5. Cleanliness of City streets and other public areas	5	4	3	2	1	9
6. Maintenance of creeks and open channels	5	4	3	2	1	9
7. Condition of sidewalks in the City	5	4	3	2	1	9
8. Availability of bike lanes	5	4	3	2	1	9
9. Adequacy of City street lighting	5	4	3	2	1	9

11. Which **THREE** of the public works services do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 10.]*

1st: ____ 2nd: ____ 3rd: ____

12. **Communication:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about government operations	5	4	3	2	1	9
2. City efforts to keep residents informed about local issues	5	4	3	2	1	9
3. The level of public involvement in City decision-making	5	4	3	2	1	9
4. Usefulness of the information that is available on the City's website	5	4	3	2	1	9
5. How well the City listens and responds to the needs of citizens	5	4	3	2	1	9
6. The level of fiscal transparency	5	4	3	2	1	9
7. Schertz Magazine	5	4	3	2	1	9
8. The City's social media pages	5	4	3	2	1	9
9. The City's biweekly electronic newsletter	5	4	3	2	1	9

13. Which of the following electronic sources of information are you currently using? *[Check all that apply.]*

____ (01) Facebook *[Answer Q13a.]*

____ (08) Landline

____ (02) Twitter *[Answer Q13a.]*

____ (09) Text messages

____ (03) YouTube *[Answer Q13a.]*

____ (10) The internet (general use)

____ (04) Instagram *[Answer Q13a.]*

____ (11) E-mail

____ (05) iPhone applications

____ (12) Other: _____

____ (06) Android applications

____ (13) None of the above

____ (07) Nextdoor

- 13a. If you use Facebook, Twitter, YouTube, or Instagram, do you follow any of the City's accounts on these social media outlets?

____ (1) Yes ____ (2) No

14. From which of the following sources do you currently get information about the City of Schertz?
[Check all that apply.]

- | | |
|---|---|
| ☐ (01) City website (www.schertz.com) | ☐ (09) Schertz Magazine |
| ☐ (02) Enclosures in City utility bill | ☐ (10) Post cards |
| ☐ (03) Local TV news | ☐ (11) Public service announcements (videos) |
| ☐ (04) Neighborhood groups (HOA) | ☐ (12) Electronic newsletter (e-mail) |
| ☐ (05) Local newspapers | ☐ (13) City Council meetings |
| ☐ (06) Local radio | ☐ (14) Schertz Police Department mobile app |
| ☐ (07) City social media outlets | ☐ (15) Other: _____ |
| ☐ (08) Public meetings | |

15. From which THREE of the sources listed above in Question 14 would you most prefer to get information about the City? *[Write in your answers below using the numbers from the list in Question 14.]*

1st: _____ 2nd: _____ 3rd: _____

16. Have you contacted the City of Schertz during the past year?

☐ (1) Yes *[Answer Q16a-b.]* ☐ (2) No *[Skip to Q17.]*

16a. How would you describe the service you received?

☐ (1) Excellent ☐ (2) Good ☐ (3) Fair ☐ (4) Poor ☐ (9) Don't know

16b. *[Only if "YES" to Question 16.]* Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the Department you contacted most recently with regard to the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. The way you were treated	5	4	3	2	1	9
3. The accuracy of the information and the assistance you were given	5	4	3	2	1	9
4. How quickly City staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

17. Are you aware the City has an Emergency Notification System (CivicReady)?

☐ (1) Yes *[Answer Q17a.]* ☐ (2) No *[Skip to Q18.]*

17a. Are you currently enrolled to receive notifications? ☐ (1) Yes ☐ (2) No

18. If you were to experience a disaster (flood, tornado, fire, etc.), how prepared are you to seek and obtain the necessary resources for your household and/or business?

☐ (1) Very prepared ☐ (3) Neutral ☐ (5) Very unprepared
☐ (2) Somewhat prepared ☐ (4) Unprepared ☐ (9) Don't know

19. In what areas do you feel the least prepared for a disaster? *[Check all that apply.]*

- | | |
|---|---|
| ☐ (1) Post disaster first aid | ☐ (5) Communication planning with friends and family |
| ☐ (2) Securing your home | ☐ (6) Debris removal after disaster |
| ☐ (3) Insurance and financial coverage | ☐ (7) Other: _____ |
| ☐ (4) Alternative sheltering options | ☐ (8) None of these |

20. **Solid Waste/Utility Services:** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 Means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash (garbage) collection services	5	4	3	2	1	9
2. Bulky item pickup/removal services (old furniture, appliances)	5	4	3	2	1	9
3. Recycling services	5	4	3	2	1	9
4. Water services	5	4	3	2	1	9
5. Sewer services	5	4	3	2	1	9
6. Utility billing	5	4	3	2	1	9

21. **Are you currently receiving once a week or twice a week trash pickup?**

____(1) Once a week [Answer Q21a.] ____ (2) Twice a week [Answer Q21b.]

- 21a. **If you receive once a week trash pickup, how satisfied are you with your service?**

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

- 21b. **If you receive twice a week trash pickup, how important is it for you to continue receiving twice a week pickup?**

____(1) Very important ____ (3) Neutral ____ (5) Not at all important
 ____ (2) Somewhat important ____ (4) Not important ____ (9) Don't know

22. **Expectations for Services:** Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

How should the level of service provided by the City in the following areas change:	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower	Don't Know
1. Library services	5	4	3	2	1	9
2. Law enforcement	5	4	3	2	1	9
3. Fire response	5	4	3	2	1	9
4. Emergency medical services	5	4	3	2	1	9
5. Parks and open space	5	4	3	2	1	9
6. Recreation activities	5	4	3	2	1	9
7. Maintenance of streets and sidewalks	5	4	3	2	1	9

23. **Are you familiar with the following programs offered by the City of Schertz? [Check all that apply.]**

____(1) Citizens Police Academy ____ (5) Alamo Regional Transit (ART)
 ____ (2) Schertz Senior Center ____ (6) Library Brainfuse online tutoring
 ____ (3) EMS Passport to Care ____ (7) CivicReady emergency notifications
 ____ (4) VIA Rideshare ____ (8) None of these

24. **What do you think are the THREE biggest issues Schertz will face within the next FIVE years? [Check up to three.]**

____(01) Traffic ____ (07) Crime
 ____ (02) Planning for rapid growth ____ (08) Environmental Issues
 ____ (03) Public Schools ____ (09) Utility Rates
 ____ (04) Road repair/maintenance/expansion ____ (10) Neighborhood reservation
 ____ (05) Taxes/property taxes/finances ____ (11) Other: _____
 ____ (06) Public transportation ____ (99) Don't Know

25. Which of the following are the primary reasons you choose to live in Schertz? [Check all that apply.]

- | | |
|--|---|
| ☐ (01) Location | ☐ (09) Good city services, such as police and fire |
| ☐ (02) Convenience | ☐ (10) Parks and recreation programs |
| ☐ (03) Affordability | ☐ (11) Friends/family are here |
| ☐ (04) Quality of Life | ☐ (12) Entertainment opportunities |
| ☐ (05) I grew up here | ☐ (13) Business opportunities |
| ☐ (06) I went to college here | ☐ (14) I work here |
| ☐ (07) Schools | ☐ (99) Don't know |
| ☐ (08) It's a safe community | |

26. Strategic Initiatives: Using a scale from 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with the following statements.

Rate your agreement with the following statements		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I have confidence in the City's finances	5	4	3	2	1	9
2.	The City is ensuring that there is adequate long-term affordable water	5	4	3	2	1	9
3.	The City is doing a good job of beautification within the community	5	4	3	2	1	9
4.	The City is doing a good job planning for current and future transportation and infrastructure needs	5	4	3	2	1	9
5.	The City is committed to the health and wellness of its citizens	5	4	3	2	1	9

27. Have you used any of the following online City services on Schertz.com during the past year? [Check all that apply.]

- | | | |
|--|---|---|
| ☐ (1) Water payment | ☐ (4) Ambulance bill payment | ☐ (7) Report an issue or complaint |
| ☐ (2) Court payment | ☐ (5) Request an inspection | ☐ (8) None of these |
| ☐ (3) Chipping services | ☐ (6) Report a pothole | |

28. Have you received the COVID-19 vaccine at the City of Schertz Vaccine Clinic?

- ☐ (1) Yes [Answer Q28a.] ☐ (2) No [Skip to Q29.]

28a. How satisfied were you with the level of service you received?

- | | | |
|---|---|--|
| ☐ (1) Very satisfied | ☐ (3) Neutral | ☐ (5) Very dissatisfied |
| ☐ (2) Satisfied | ☐ (4) Dissatisfied | ☐ (9) Don't know |

29. During the height of the COVID-19 pandemic the city utilized multiple communication channels to provide timely information. How informative did you find the following communication channels?

How informative was...		Very Informative	Somewhat Informative	Neutral	Not Informative	Not at All Informative	Don't Know
1.	Social media	5	4	3	2	1	9
2.	The City's website (Schertz.com)	5	4	3	2	1	9
3.	City Headlines E-Newsletter	5	4	3	2	1	9
4.	PSA Videos	5	4	3	2	1	9
5.	CivicReady notifications via text, phone call	5	4	3	2	1	9

30. Do you work in Schertz? ☐ (1) Yes ☐ (2) No

31. Approximately how many years have you lived in Schertz?

- | | | |
|--|---|---|
| ☐ (1) Less than 2 years | ☐ (4) 10-19 years | ☐ (9) Don't know |
| ☐ (2) 2-5 years | ☐ (5) 20-29 years | |
| ☐ (3) 6-9 years | ☐ (6) 30 years or more | |

32. What is your age? _____ years
33. Do you have children living at home in the following age ranges? *[Check all that apply.]*
 ____ (1) Under 6 years ____ (2) 6 to 12 years ____ (3) 13 to 18 years ____ (4) No children
34. What is your gender? ____ (1) Male ____ (2) Female
35. Are you of Hispanic, Latino, or other Spanish origin? ____ (1) Yes ____ (2) No
36. Which of the following best describes your race? *[Check all that apply.]*
 ____ (1) Asian/Pacific Islander ____ (3) Black/African American ____ (5) Other: _____
 ____ (2) American Indian/Eskimo ____ (4) White
37. What is your total annual household income?
 ____ (1) Under \$25,000 ____ (4) \$75,000 to \$99,999 ____ (7) \$150,000 to \$199,999
 ____ (2) \$25,000 to \$49,999 ____ (5) \$100,000 to \$124,999 ____ (8) \$200,000 or more
 ____ (3) \$50,000 to \$74,999 ____ (6) \$125,000 to \$149,999
38. Do you own or rent your home? ____ (1) Own ____ (2) Rent
39. Do you live in a single-family home or an apartment/condominium?
 ____ (1) Single-family home ____ (2) Apartment/Condominium ____ (3) Other: _____
40. What is the highest level of formal education you completed?
 ____ (1) Less than high school ____ (3) Some college ____ (5) Some graduate work
 ____ (2) High school ____ (4) Bachelor's degree (4 years of college) ____ (6) Graduate degree
41. How far do you commute for work? _____ miles

OPTIONAL: If you have any specific suggestions to improve the quality of city services, please write them in the space provided below.

If you would be willing to participate in a survey or focus group sponsored by the City of Schertz to discuss some of the items addressed in this survey, please provide your contact information.

Email: _____ Phone: _____

This concludes the survey. Thank you for your time!
 Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank You.