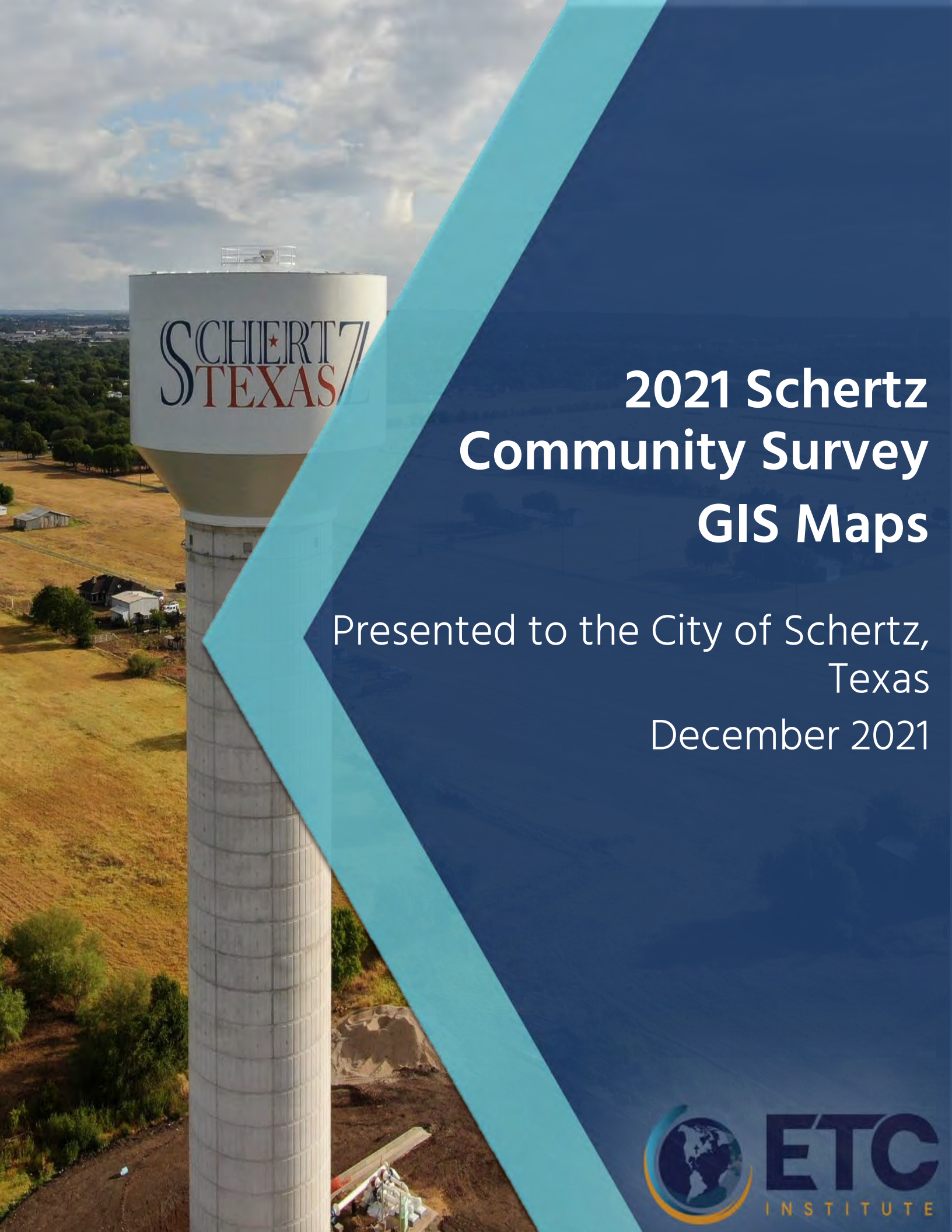




SCHERTZ
TEXAS

2021 Schertz Community Survey GIS Maps

Presented to the City of Schertz,
Texas
December 2021



ETC
INSTITUTE

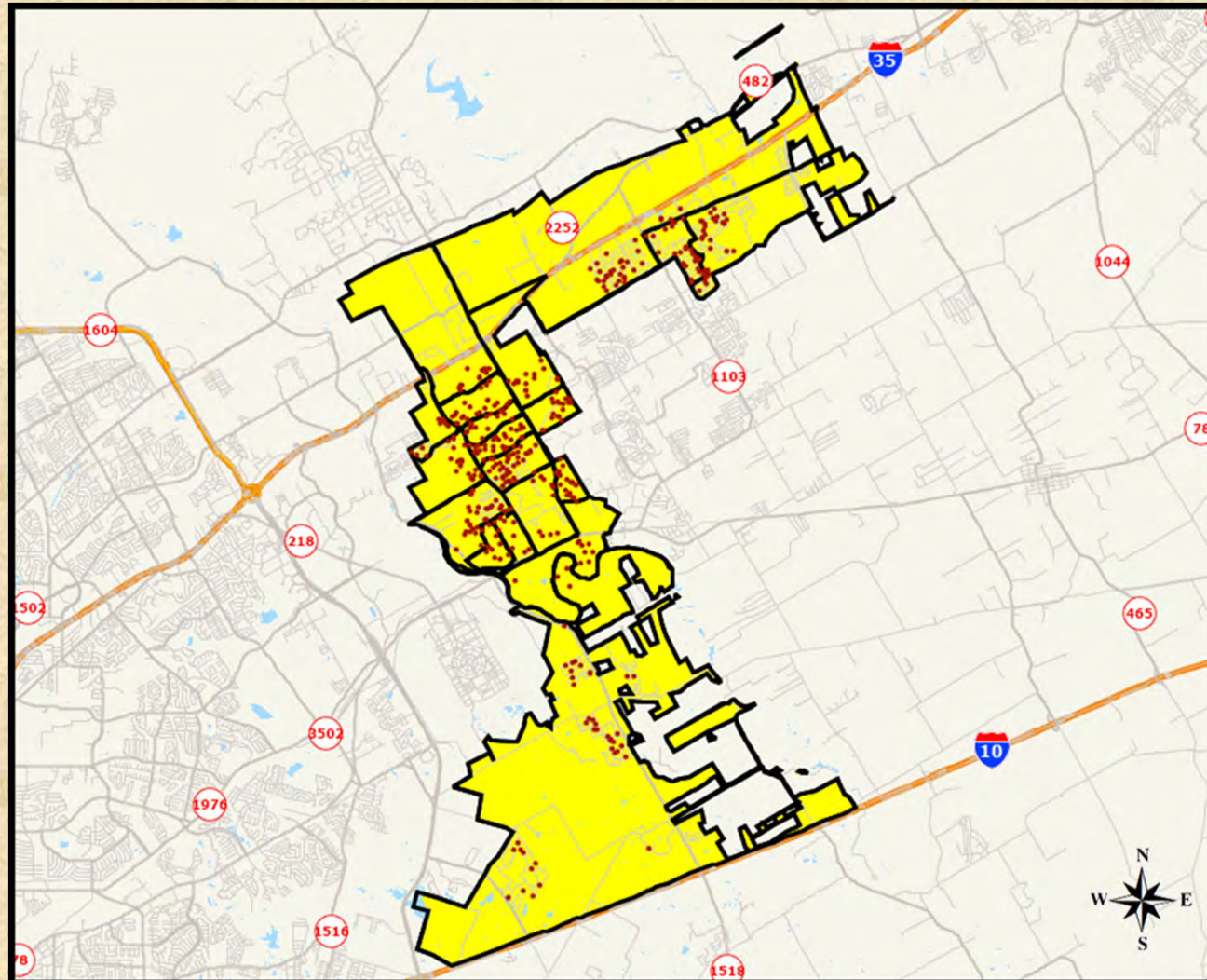
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

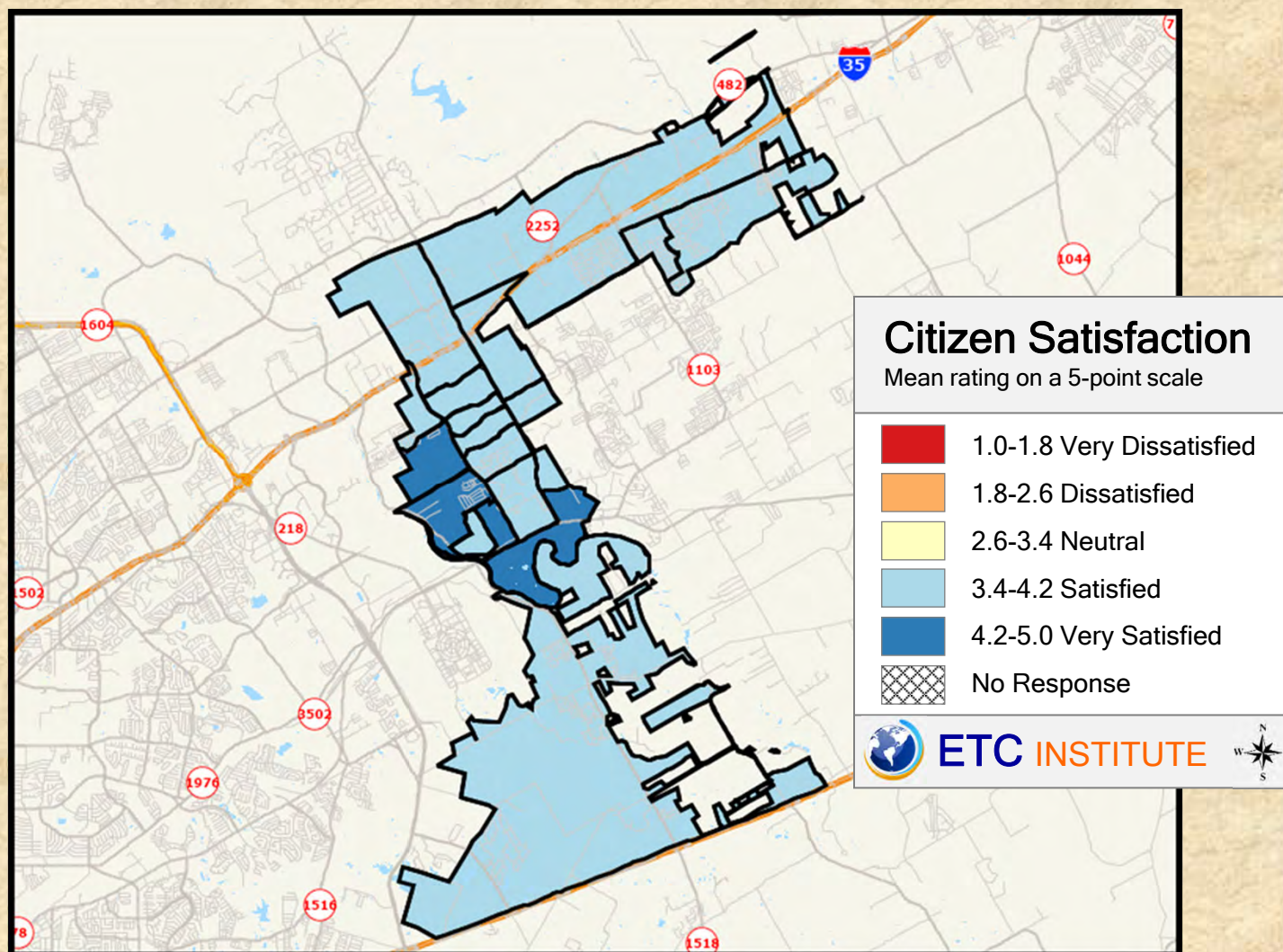
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



2021 City of Schertz Community Survey

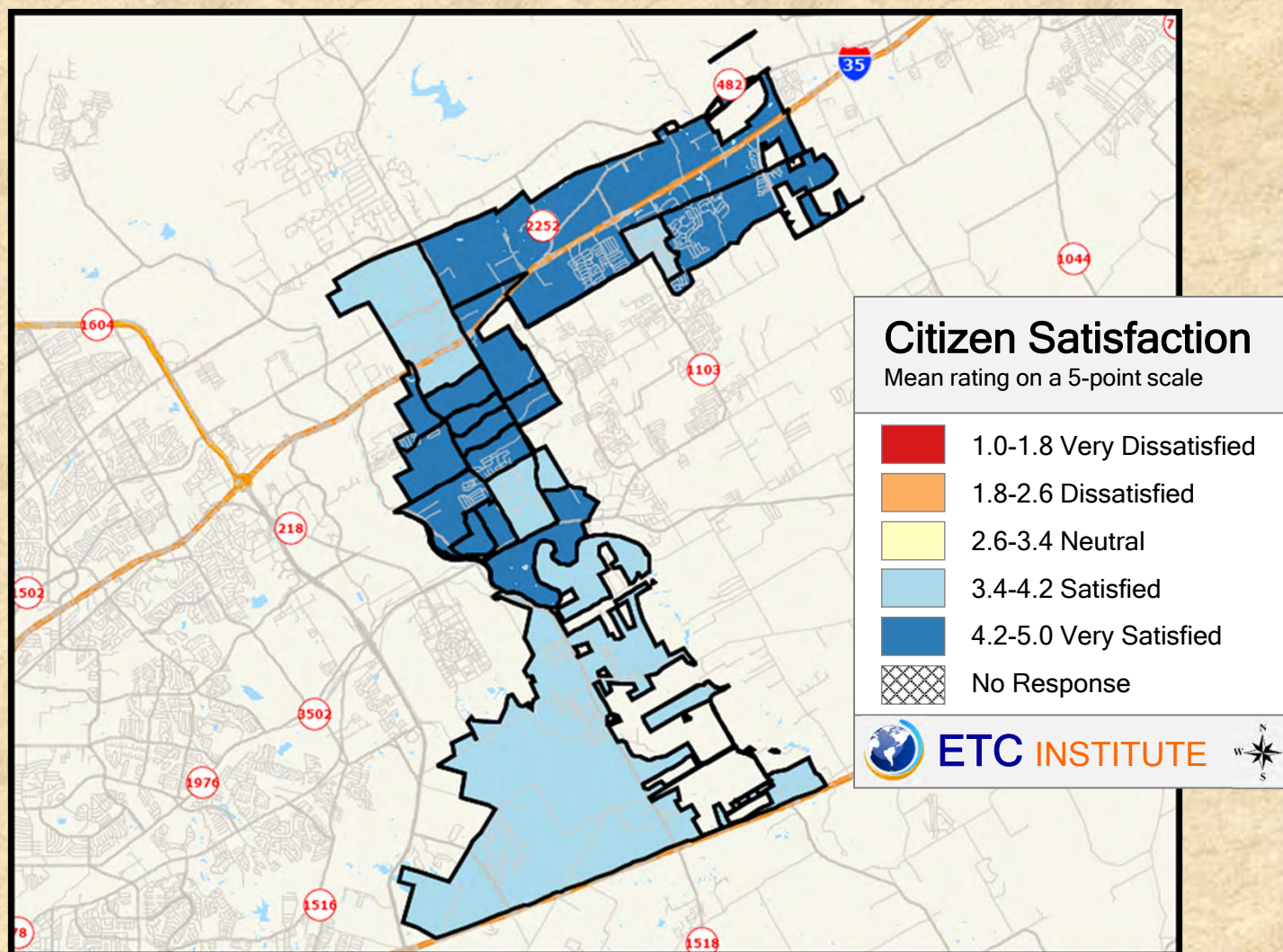
Q1-01 Satisfaction with City parks and recreation programs



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

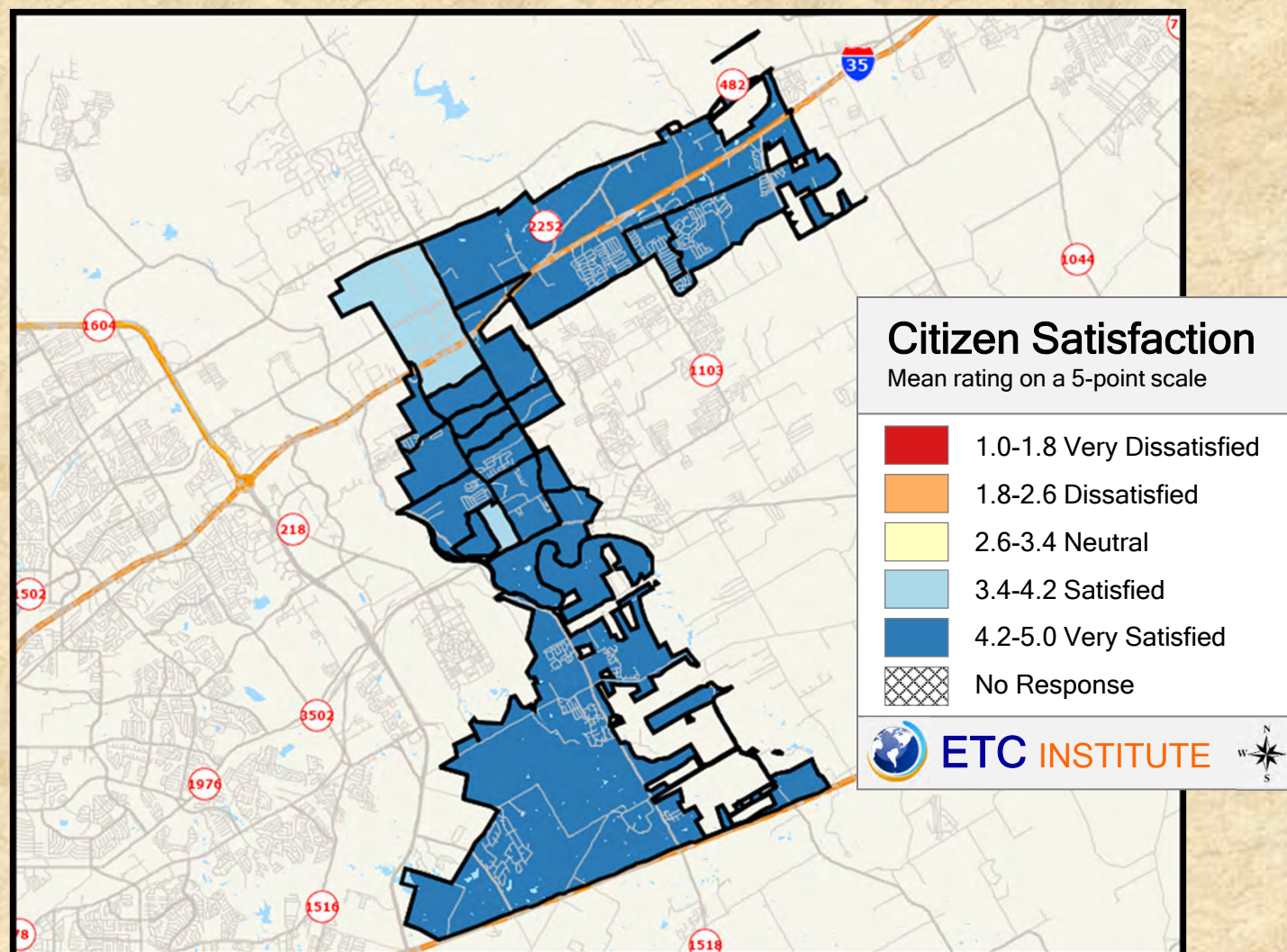
Q1-02 Satisfaction with City water and sewer services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

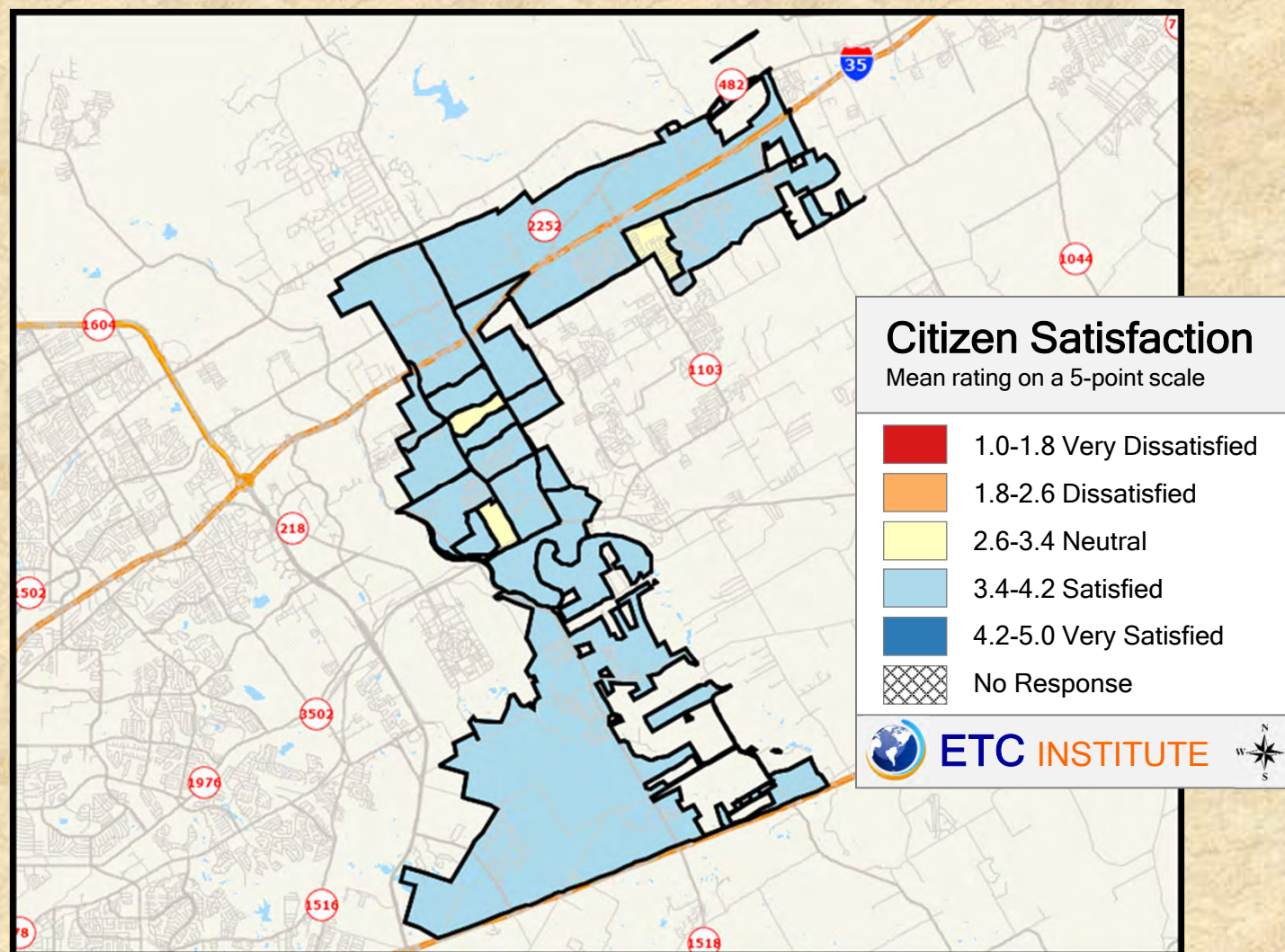
Q1-03 Satisfaction with emergency medical services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

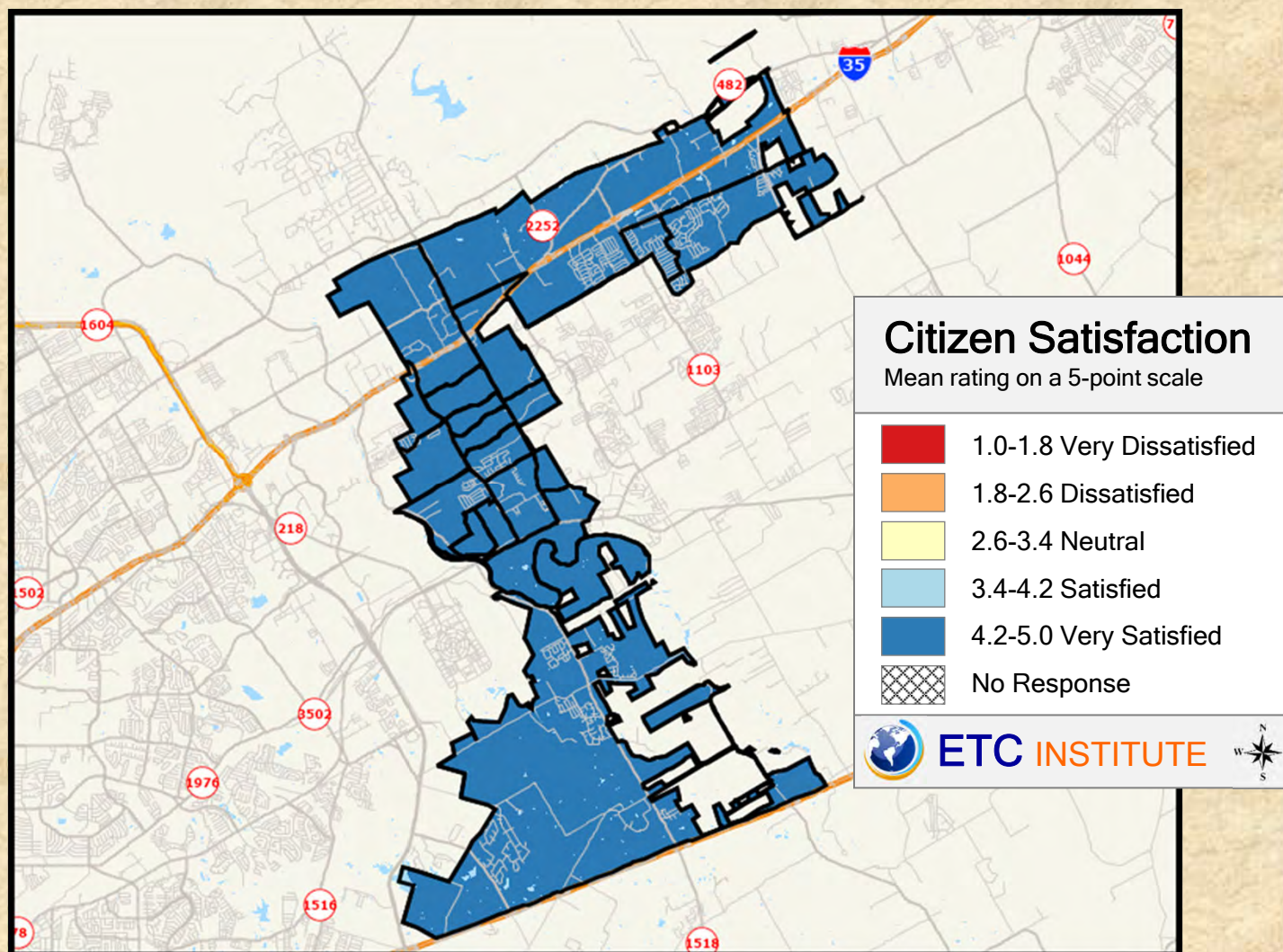
Q1-04 Satisfaction with enforcement of city codes and ordinances



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

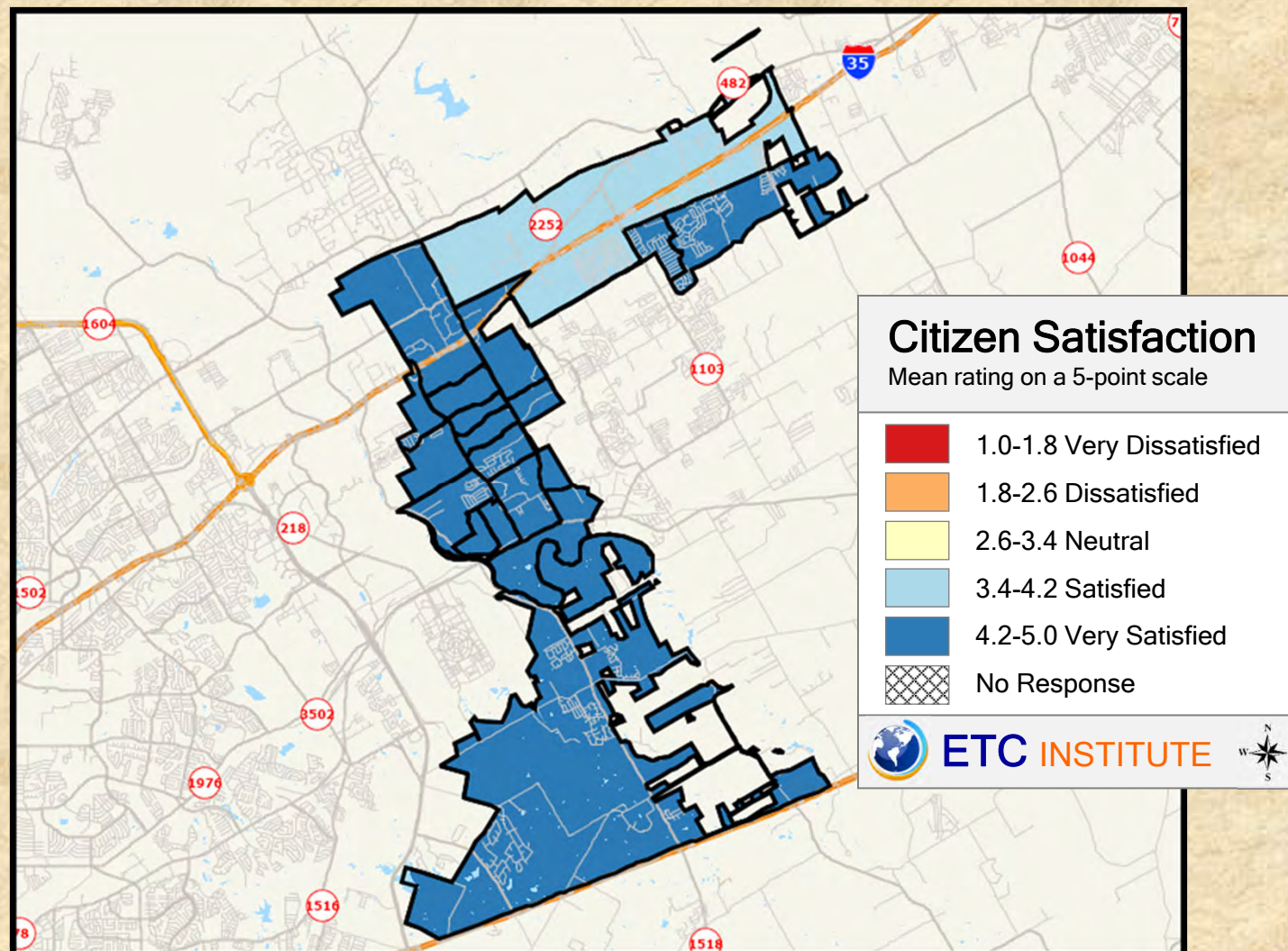
Q1-05 Satisfaction with fire services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

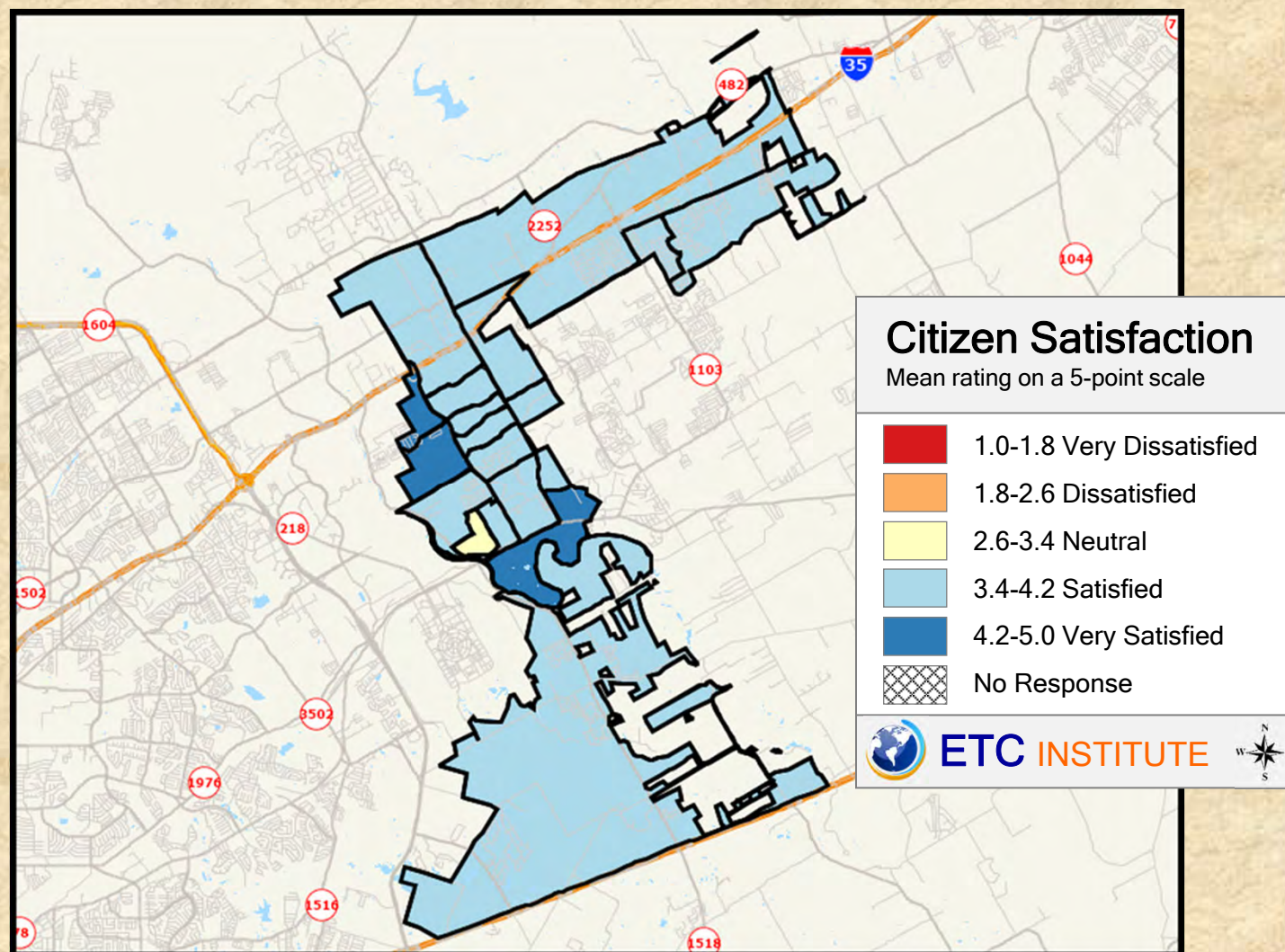
Q1-06 Satisfaction with library services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

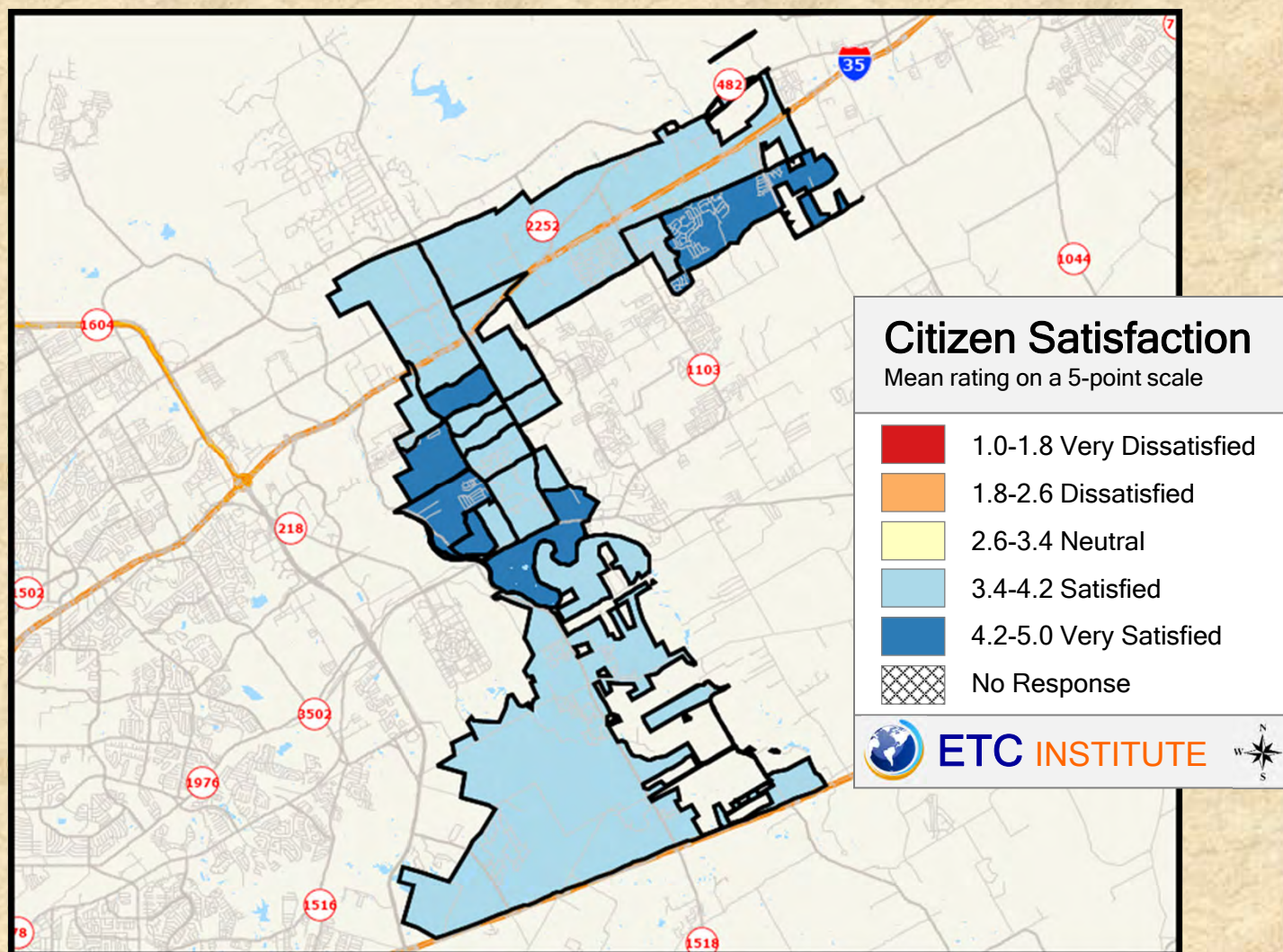
Q1-07 Satisfaction with management of stormwater runoff and flood prevention



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

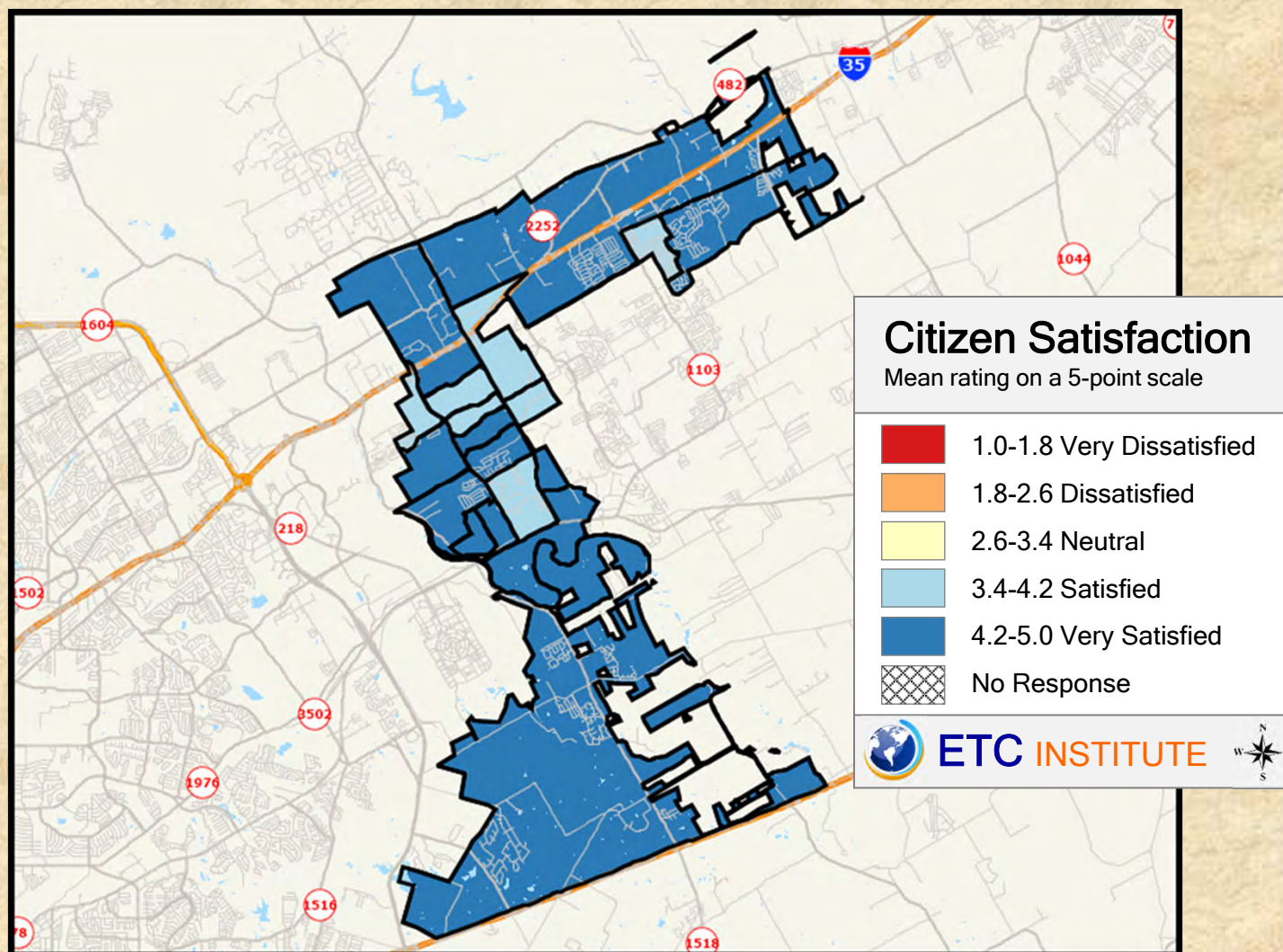
Q1-08 Satisfaction with municipal court services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

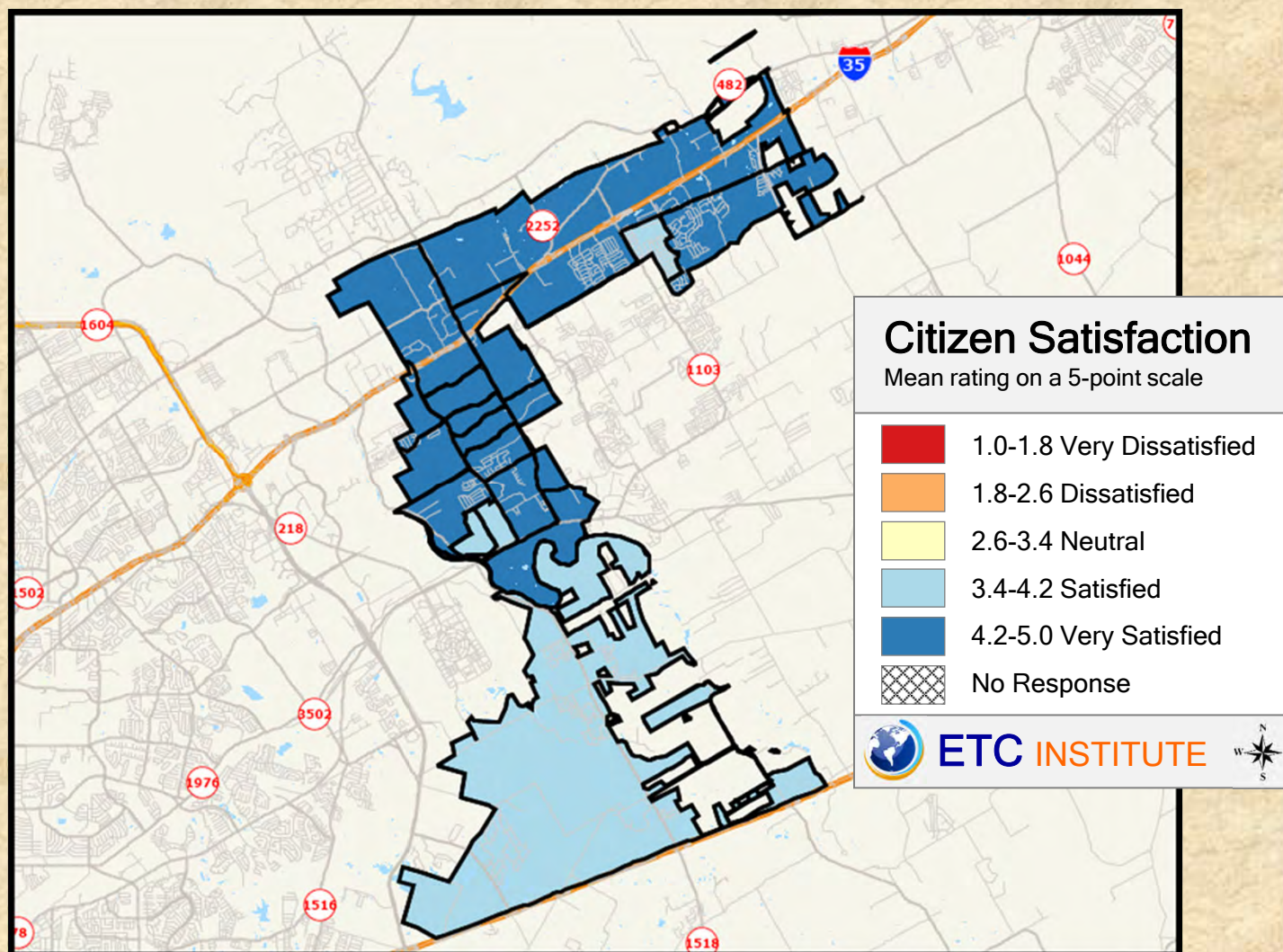
Q1-09 Satisfaction with police services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

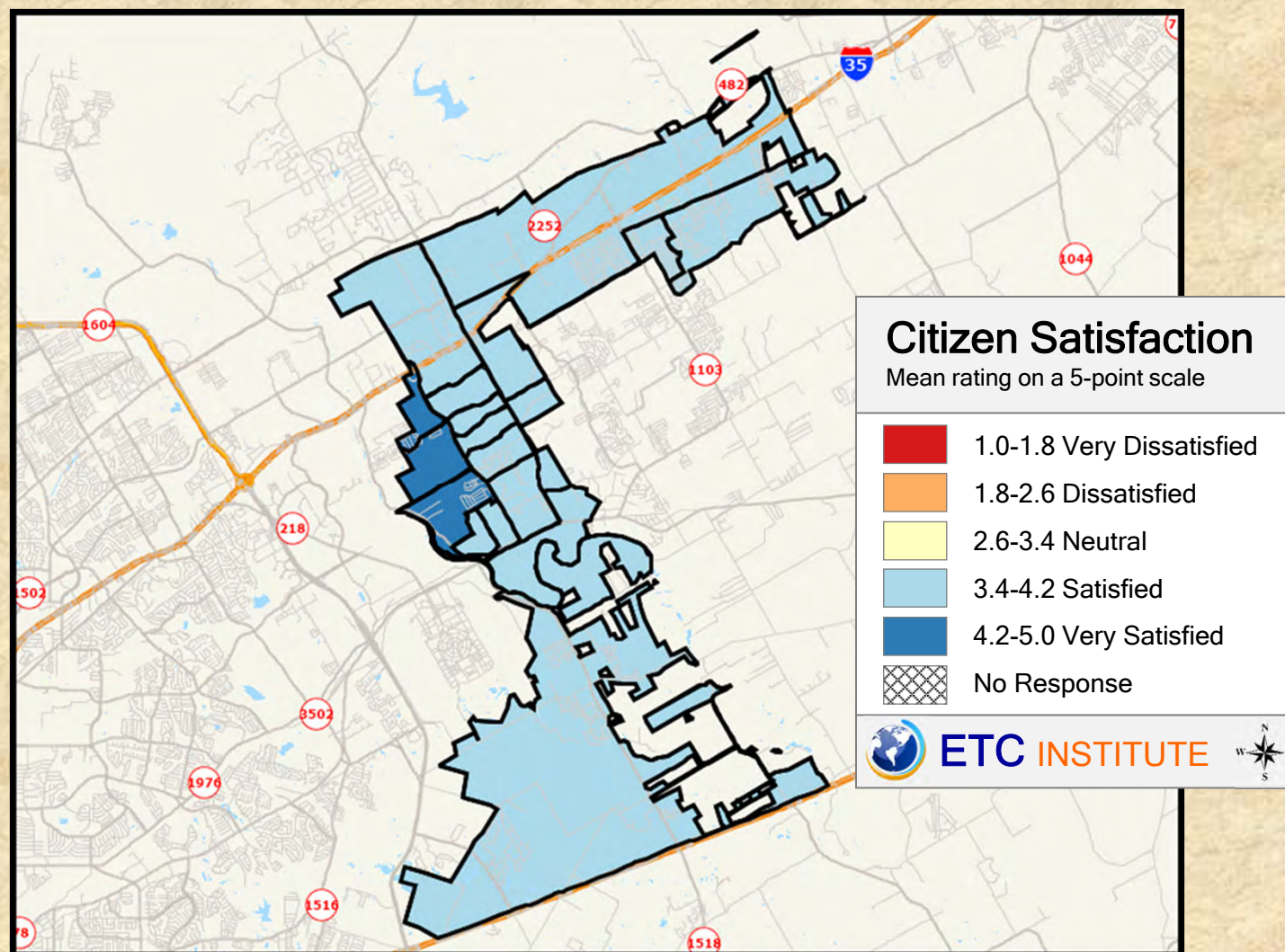
Q1-10 Satisfaction with trash, recycling, and yard waste collection services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

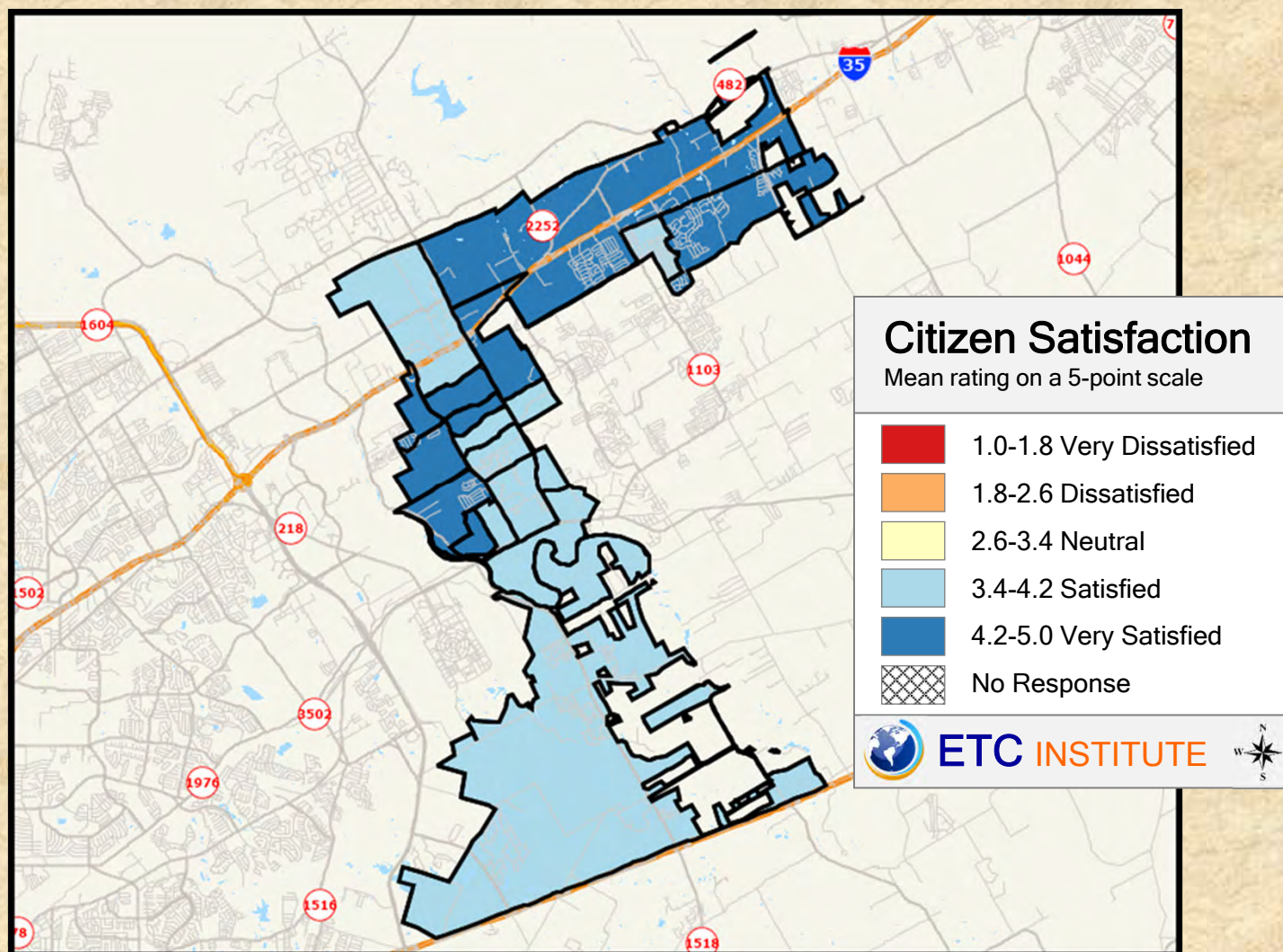
Q1-11 Satisfaction with City communication with the public



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

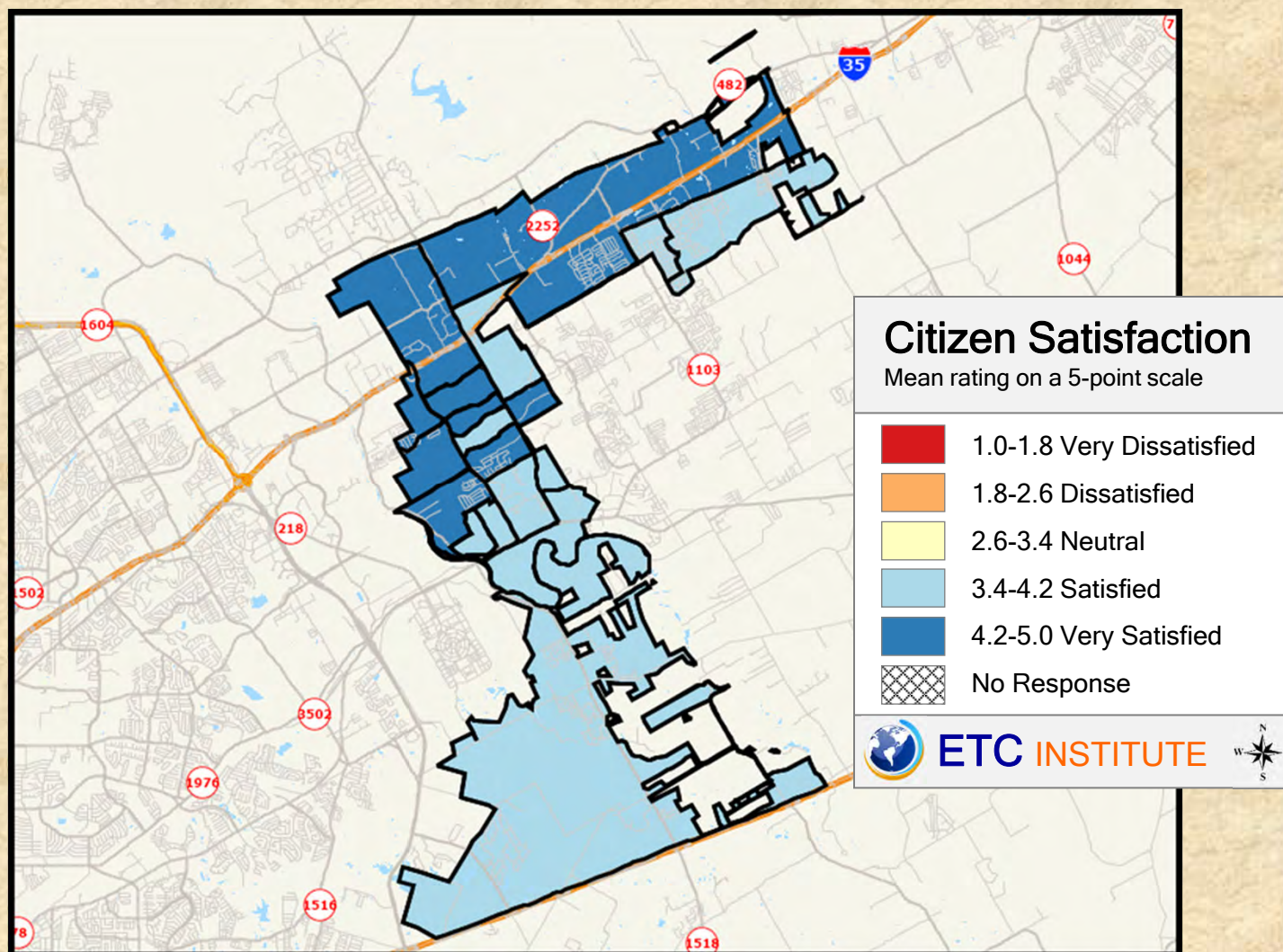
Q1-12 Satisfaction with customer service provided by City employees



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

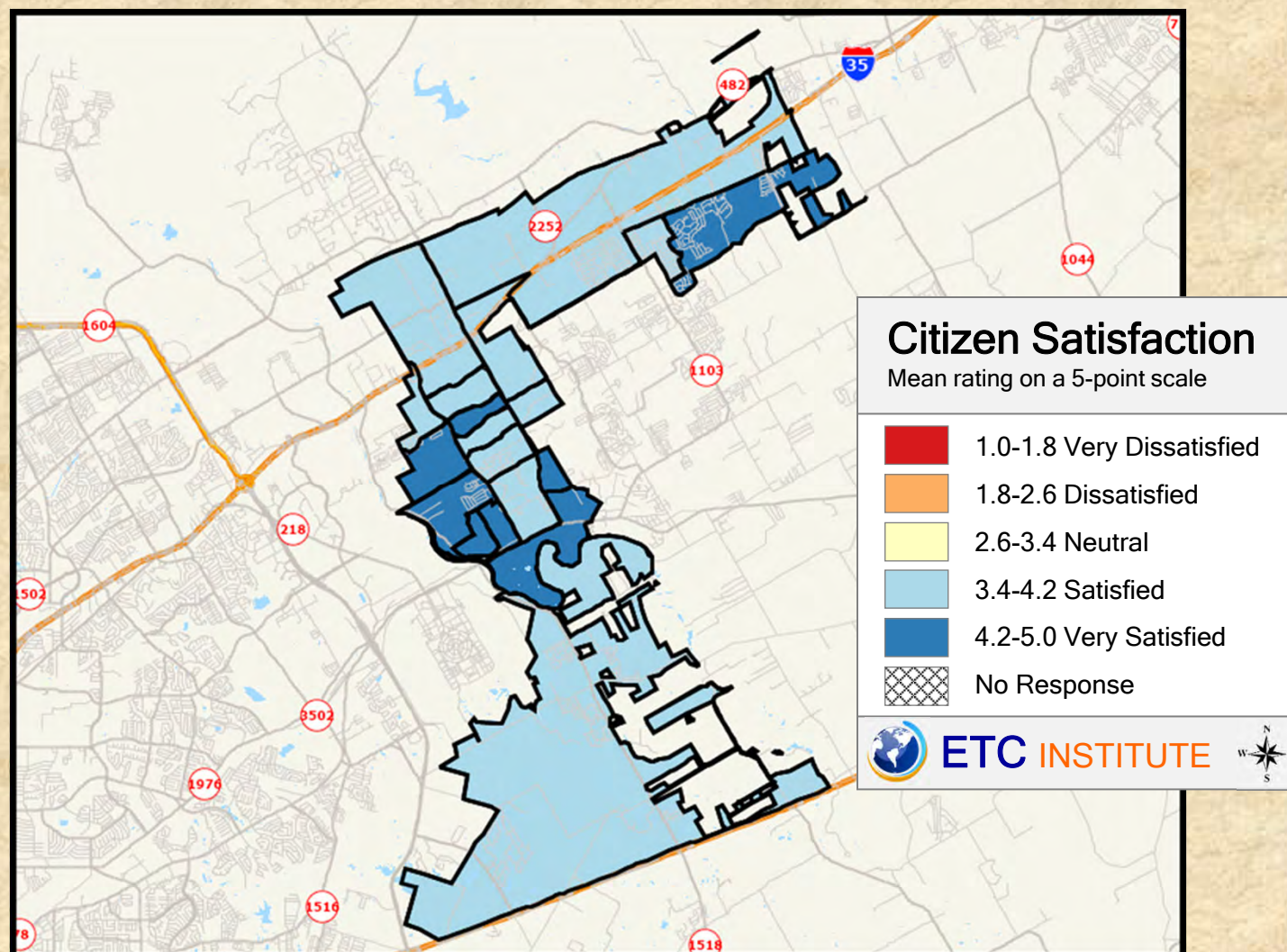
Q1-13 Satisfaction with Animal Services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

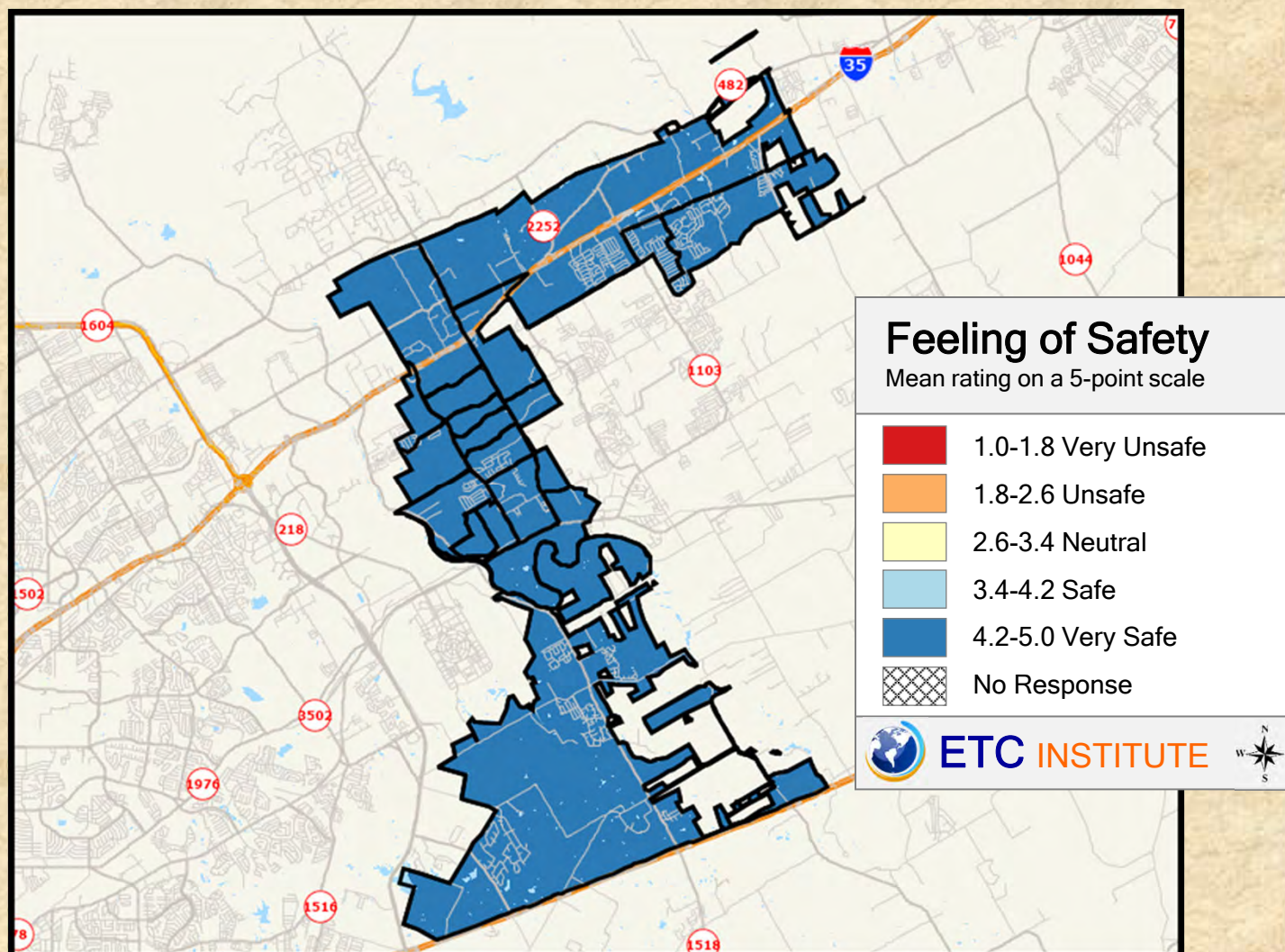
Q1-14 Satisfaction with civic and community centers



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

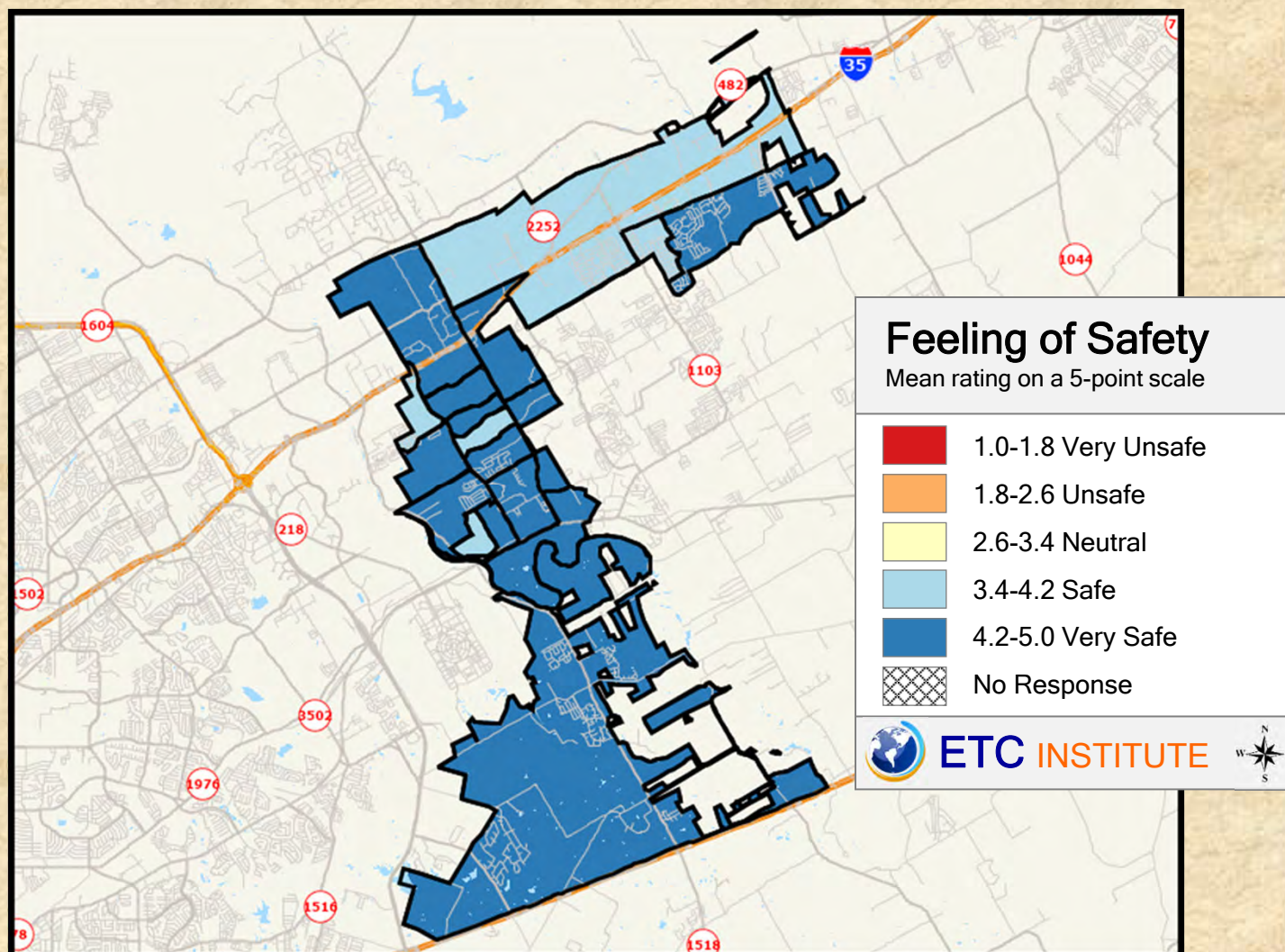
Q3-1 Feeling of safety in your neighborhood during the day



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

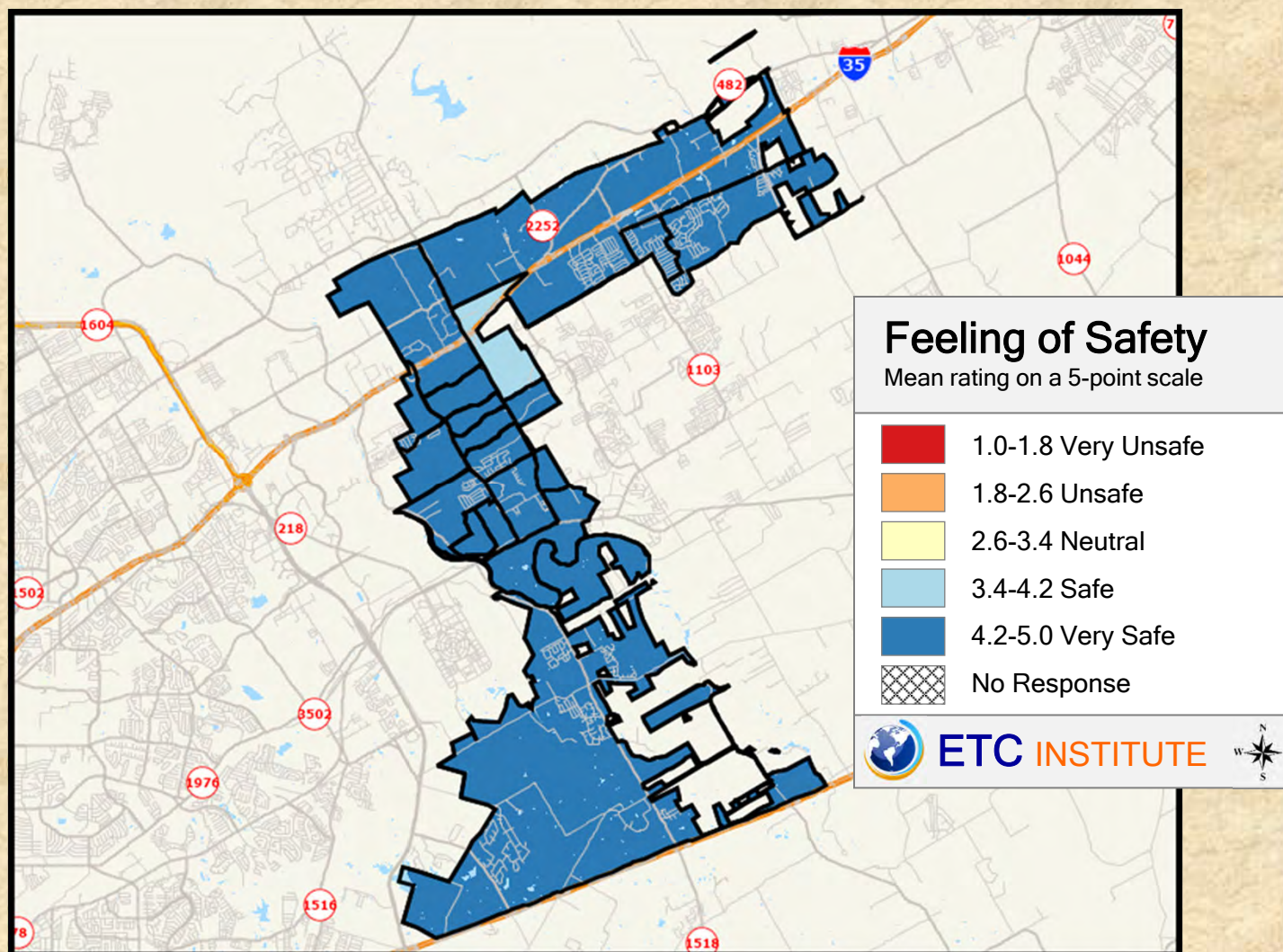
Q3-2 Feeling of safety in your neighborhood at night



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

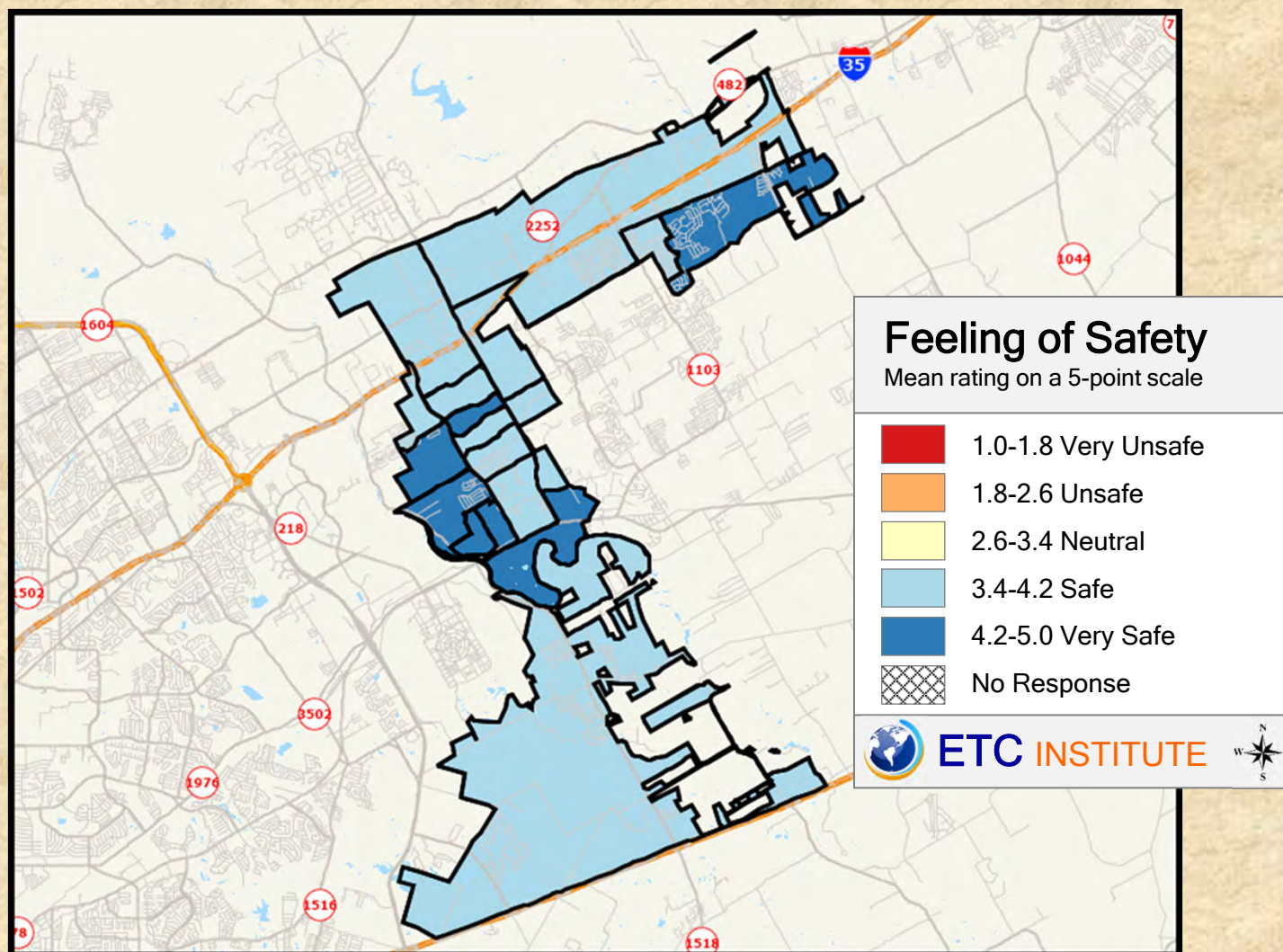
Q3-3 Overall feeling of safety in Schertz



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

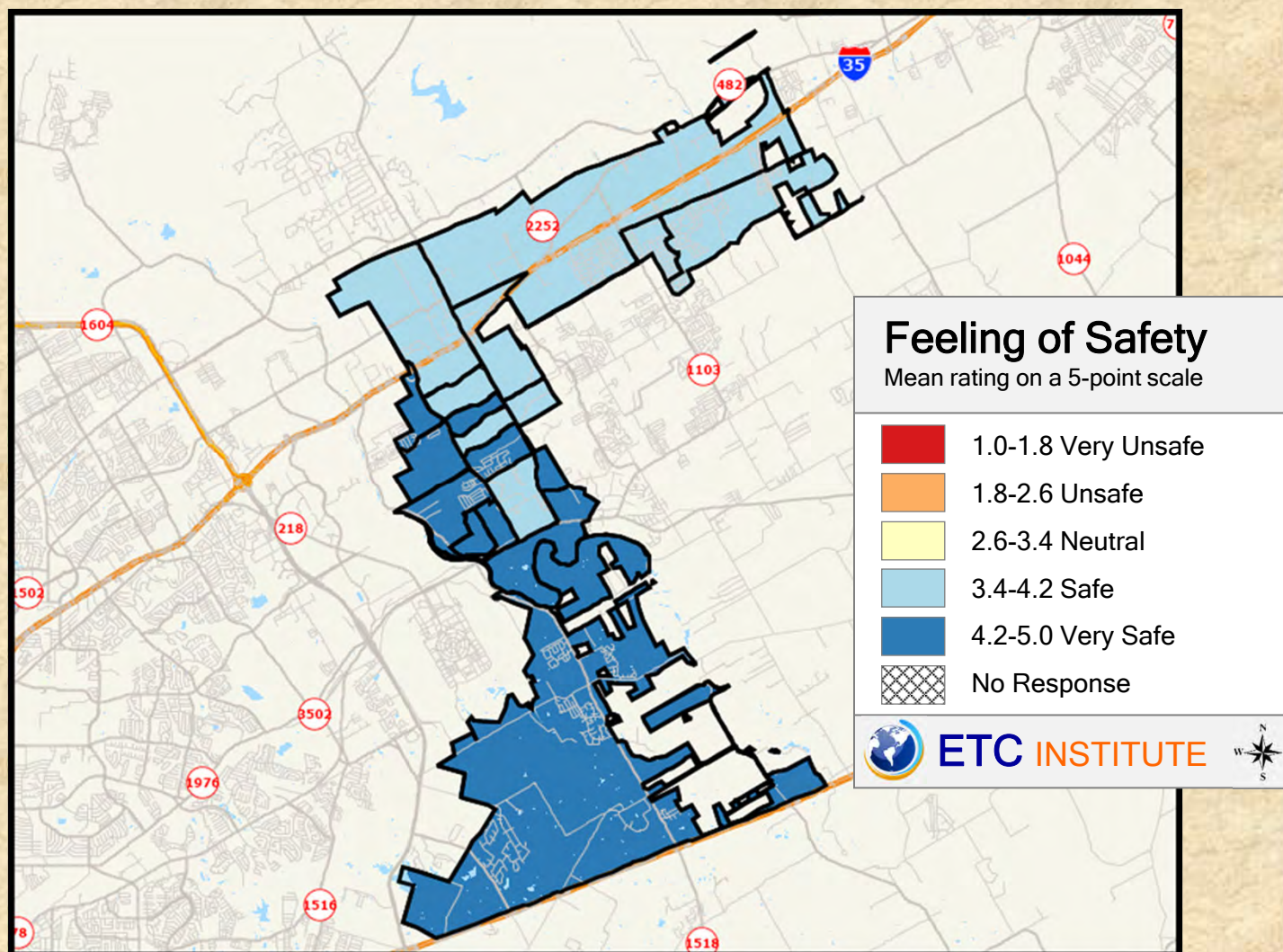
Q3-4 Feeling of safety in City parks



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

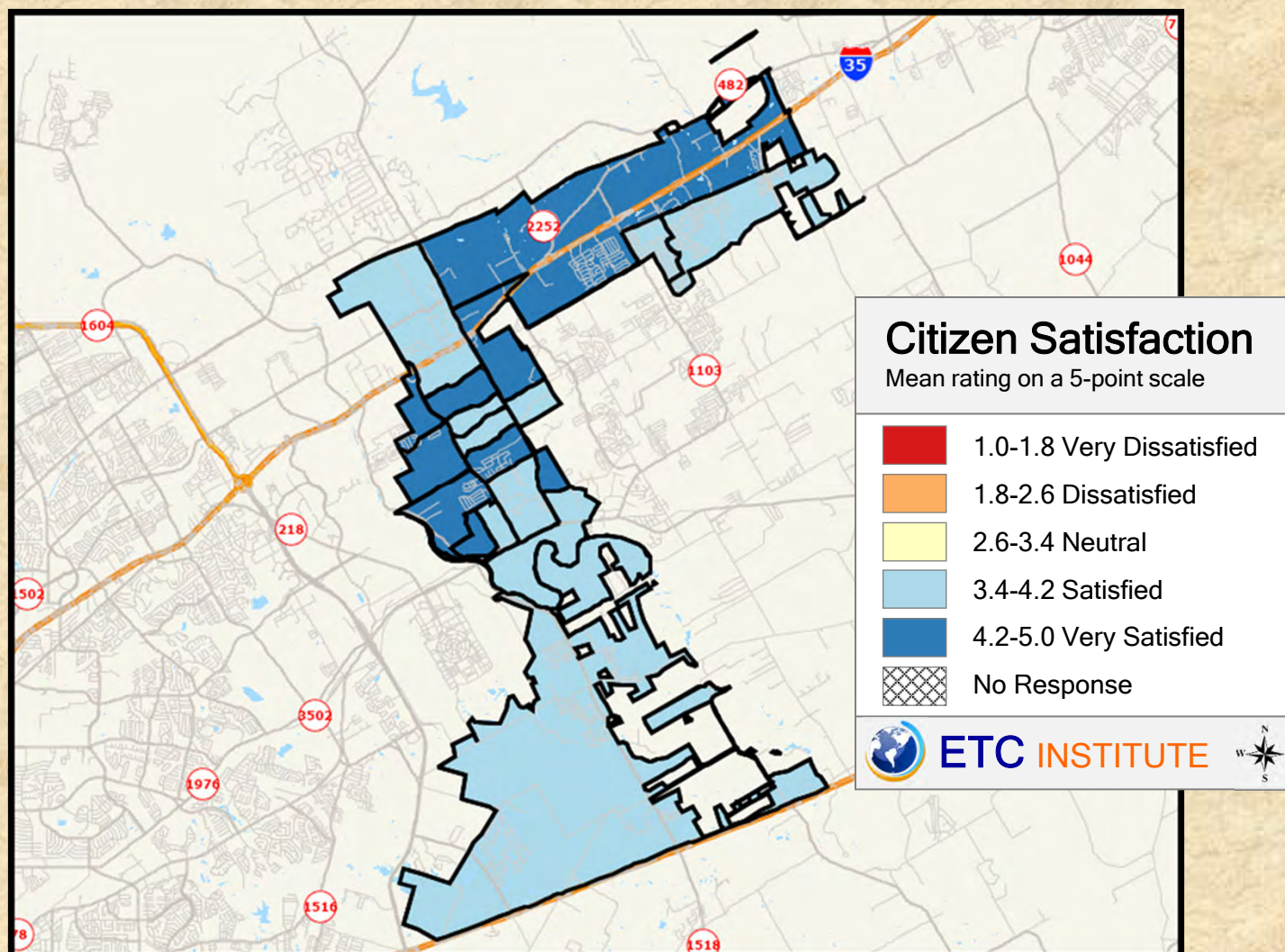
Q3-5 Feeling of safety in commercial and retail areas



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

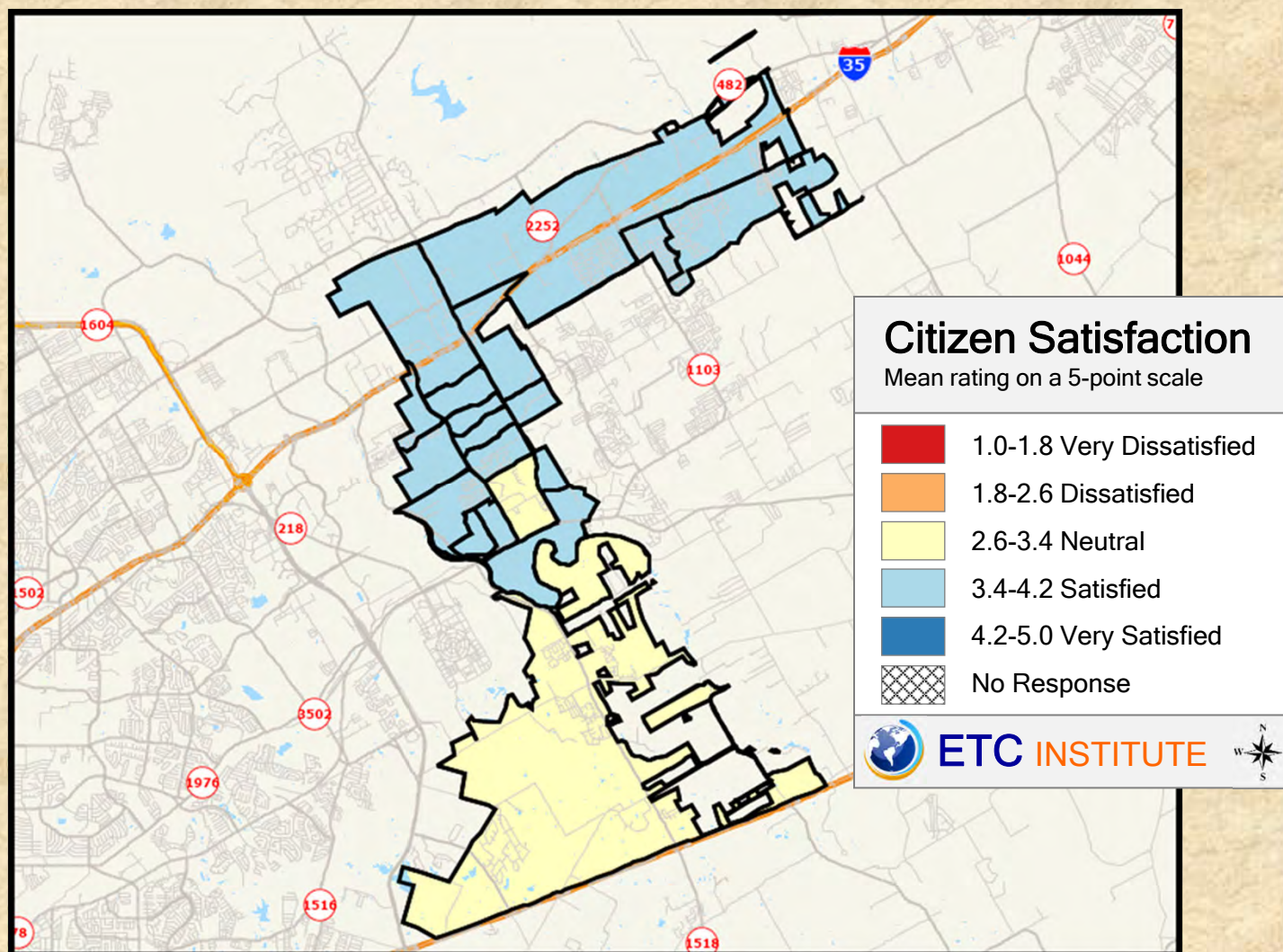
Q5-1 Satisfaction with overall quality of services provided by the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

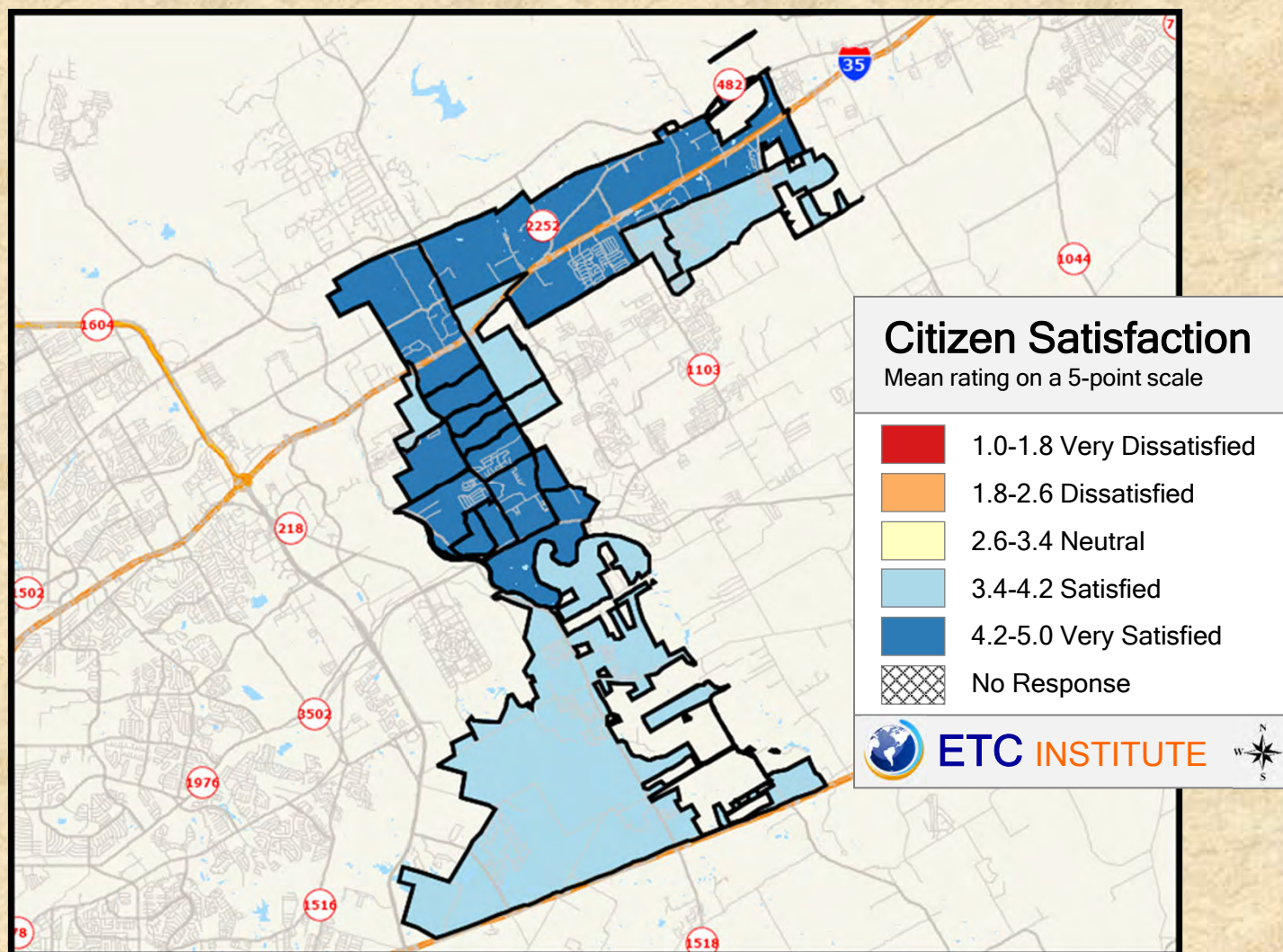
Q5-2 Satisfaction with how well the City is keeping up with growth



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

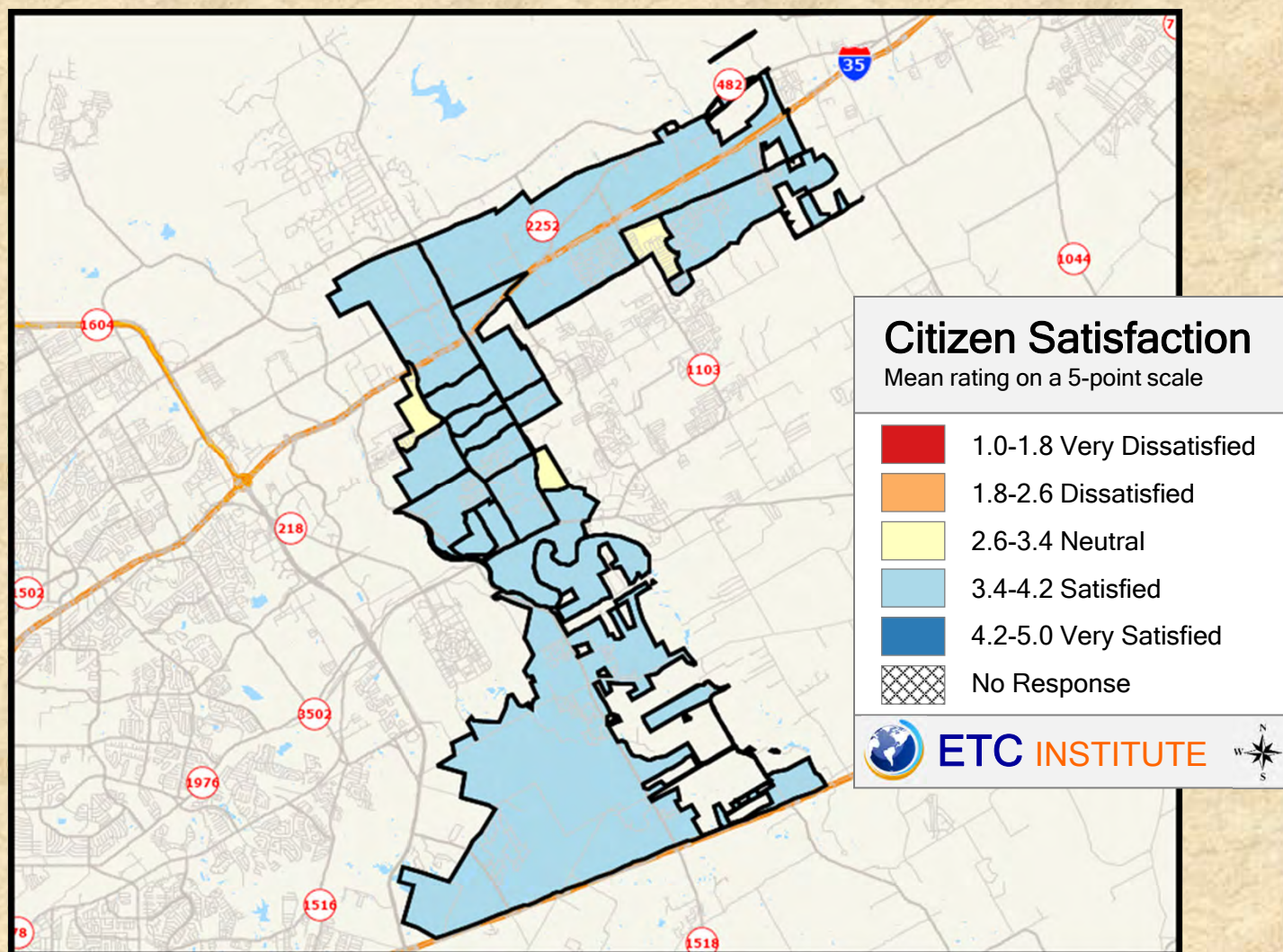
Q5-3 Satisfaction with overall quality of life in the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

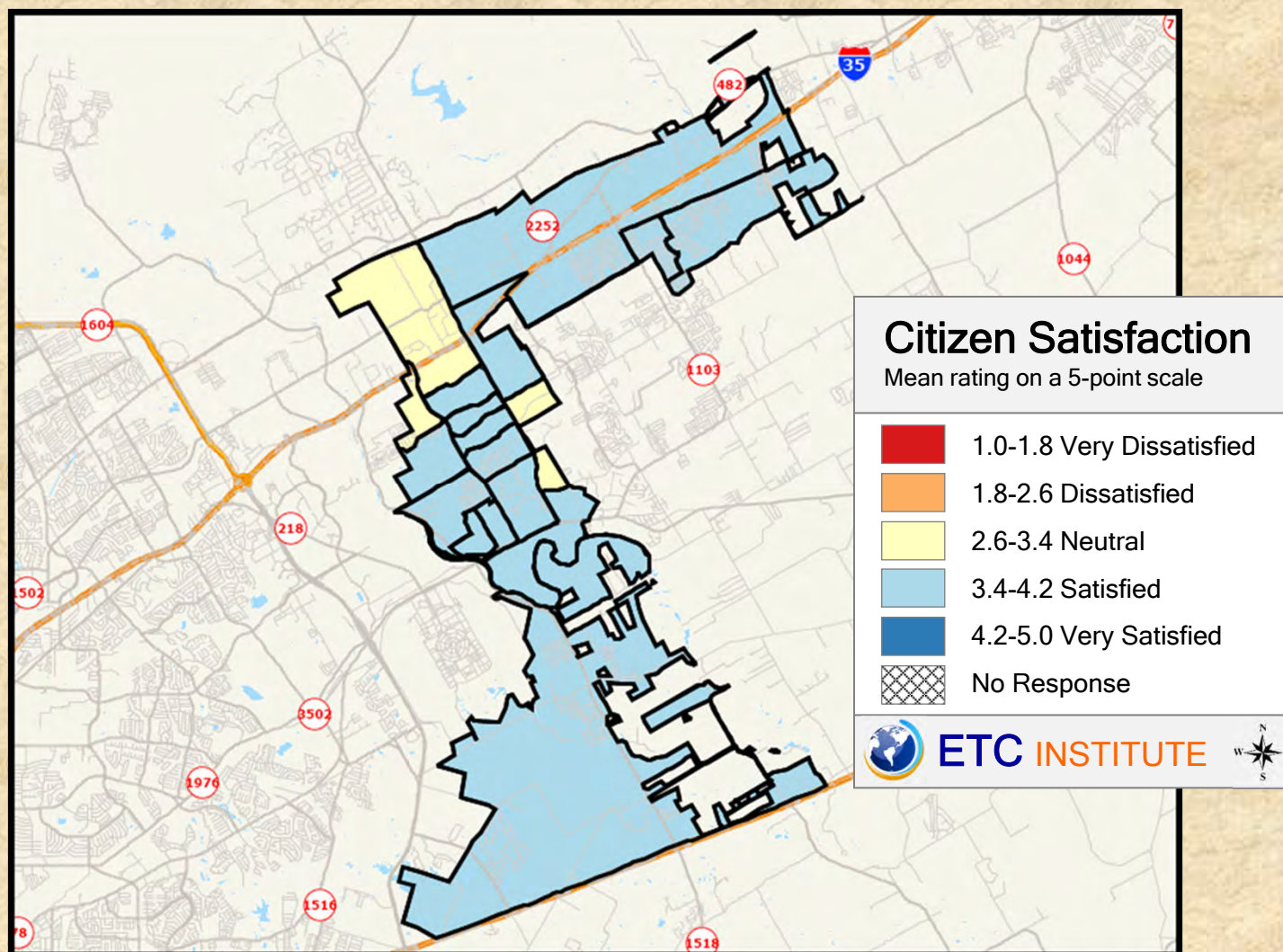
Q5-4 Satisfaction with overall value you receive for City taxes and fees



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

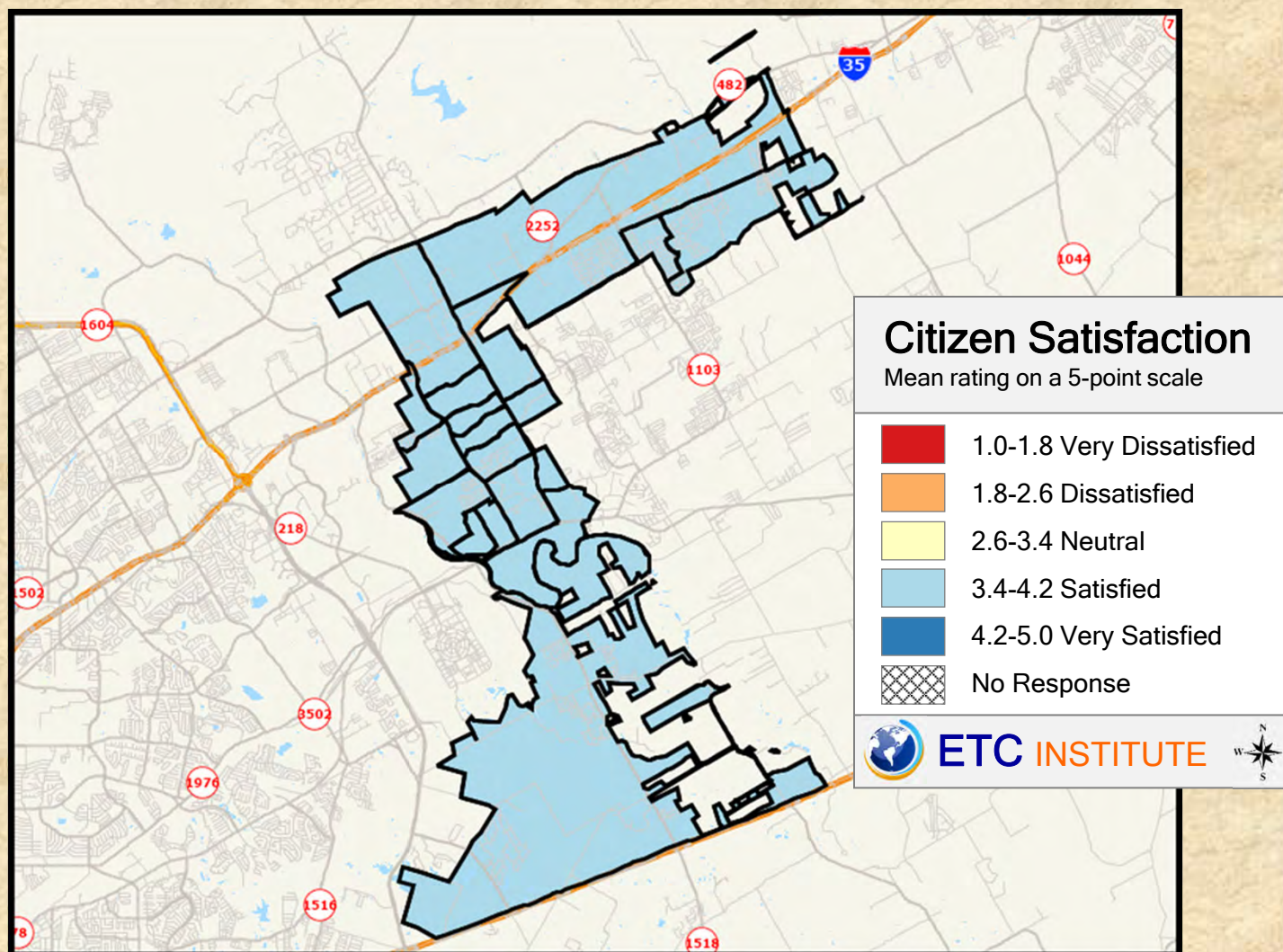
Q5-5 Satisfaction with overall quality of new development



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

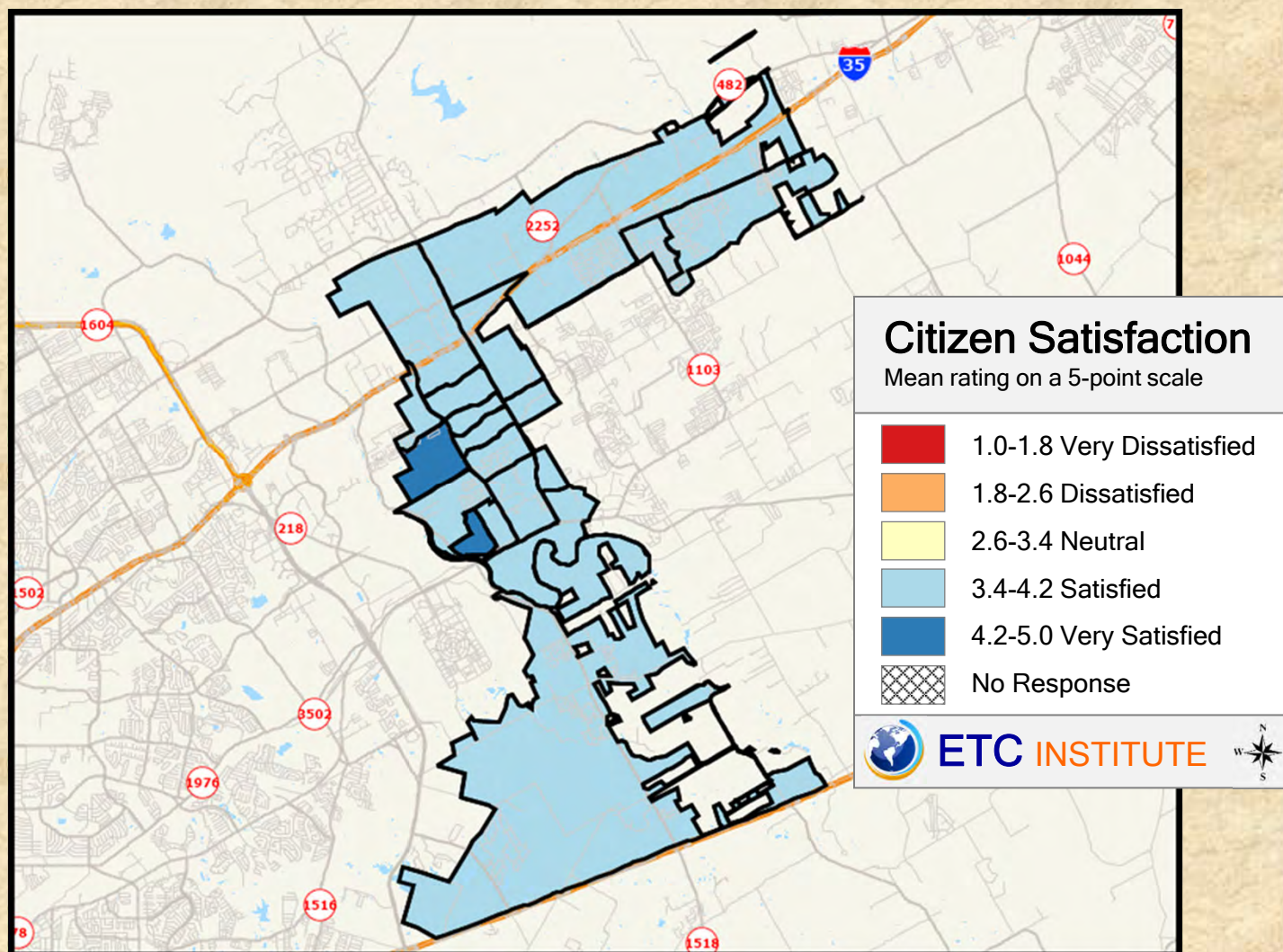
Q5-6 Satisfaction with appearance of residential property in the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

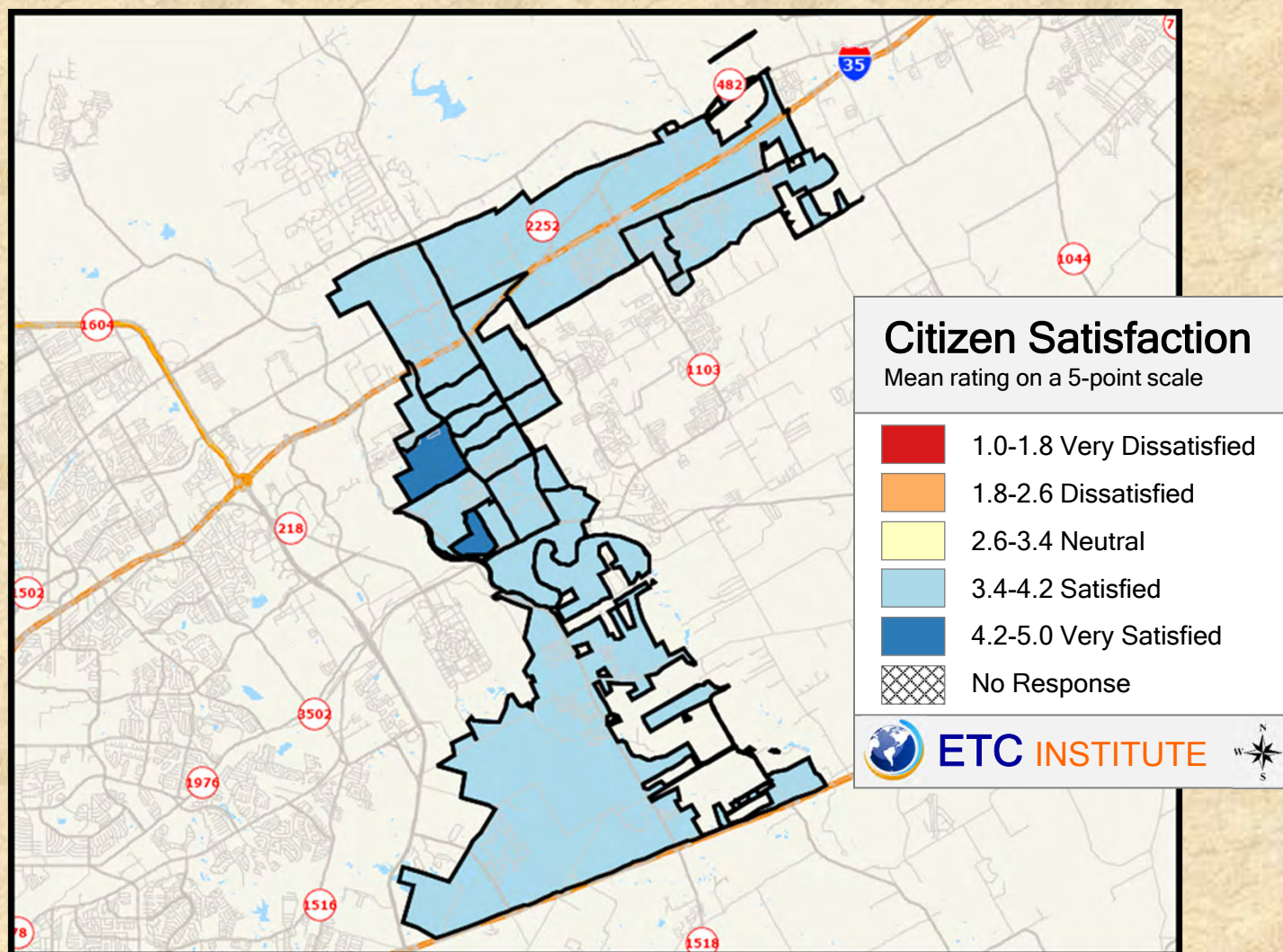
Q5-7 Satisfaction with appearance of commercial property in the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

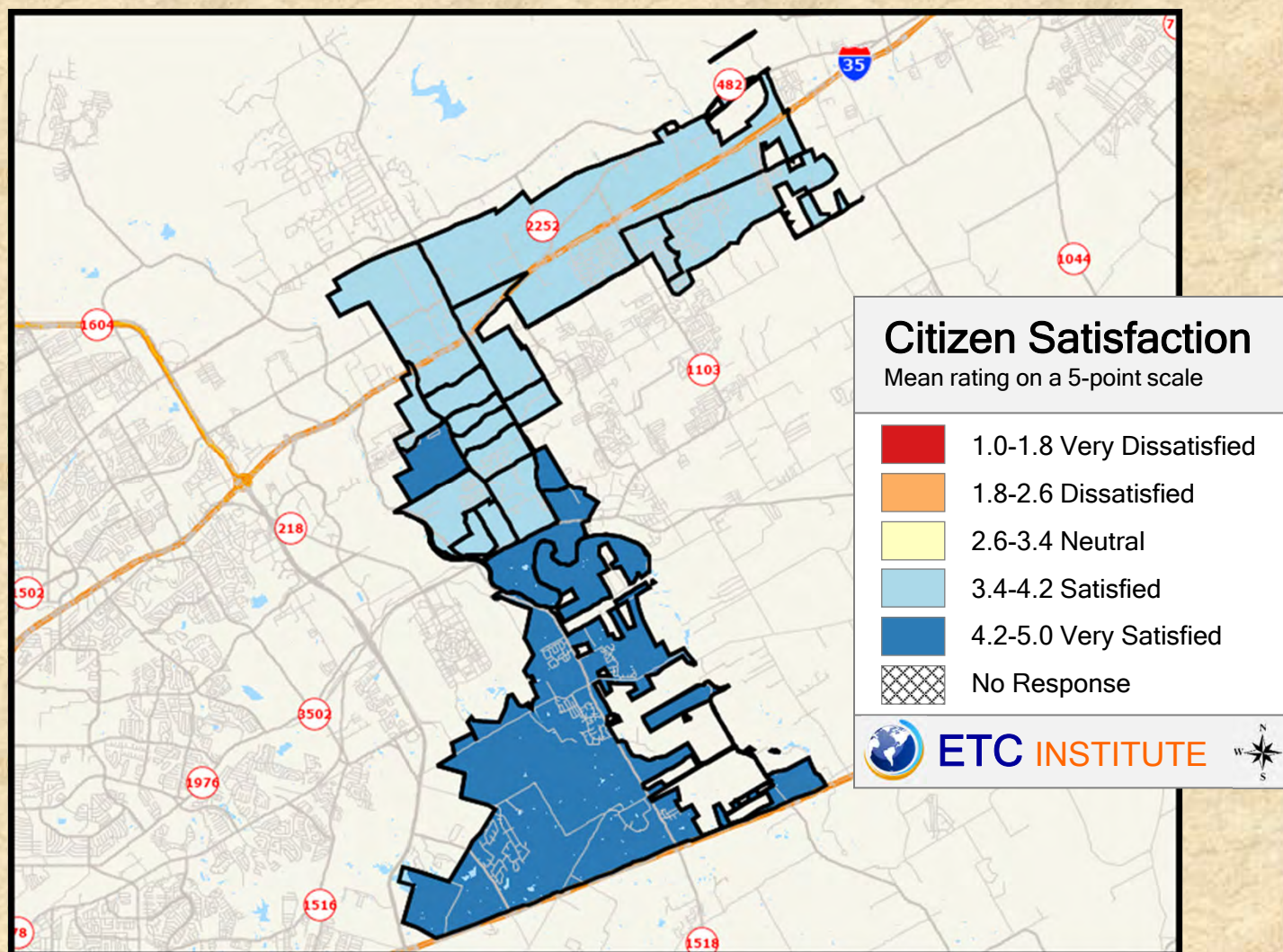
Q5-8 Satisfaction with overall appearance of the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

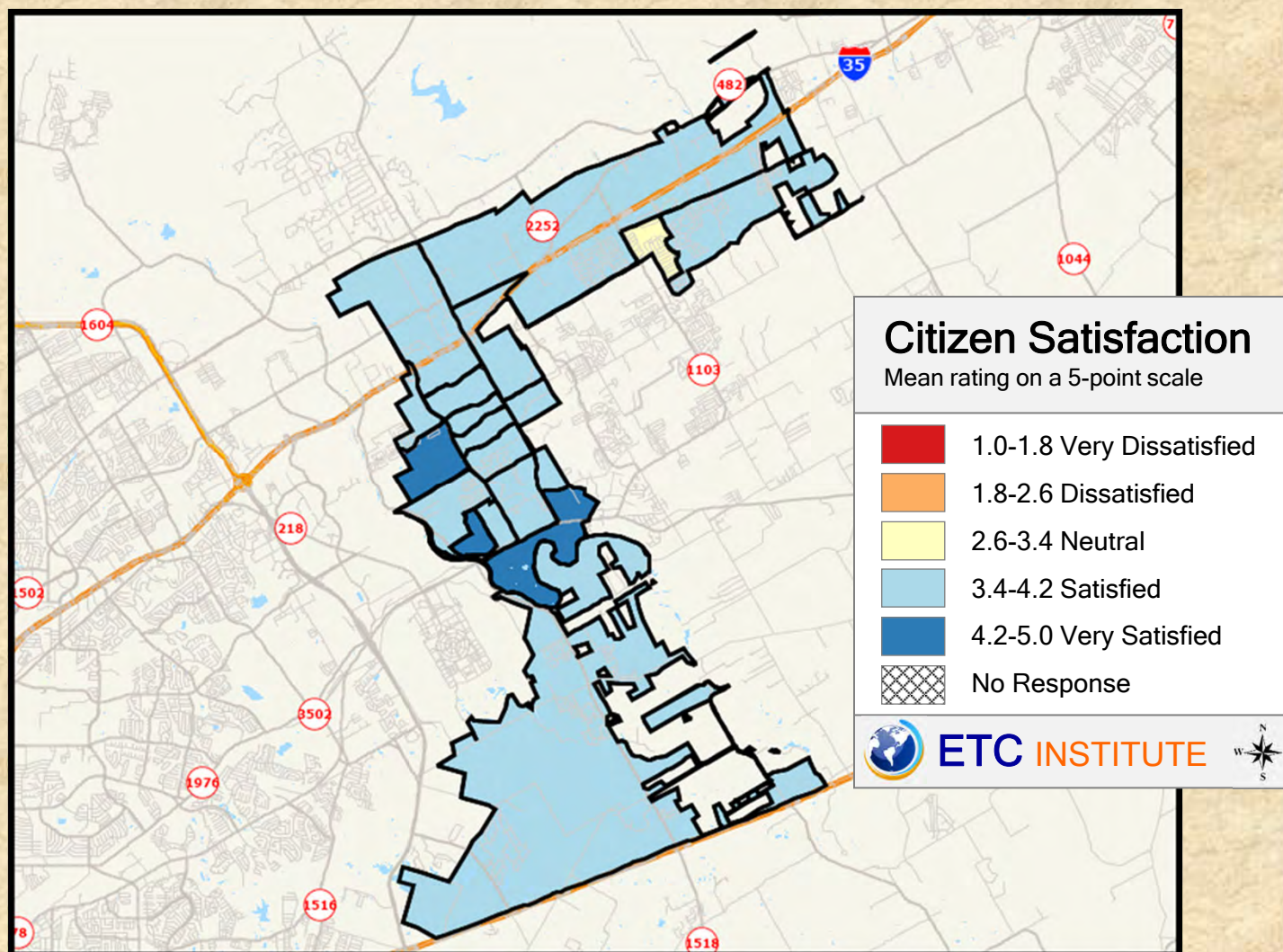
Q6-1 Satisfaction with maintenance and appearance of existing City parks



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

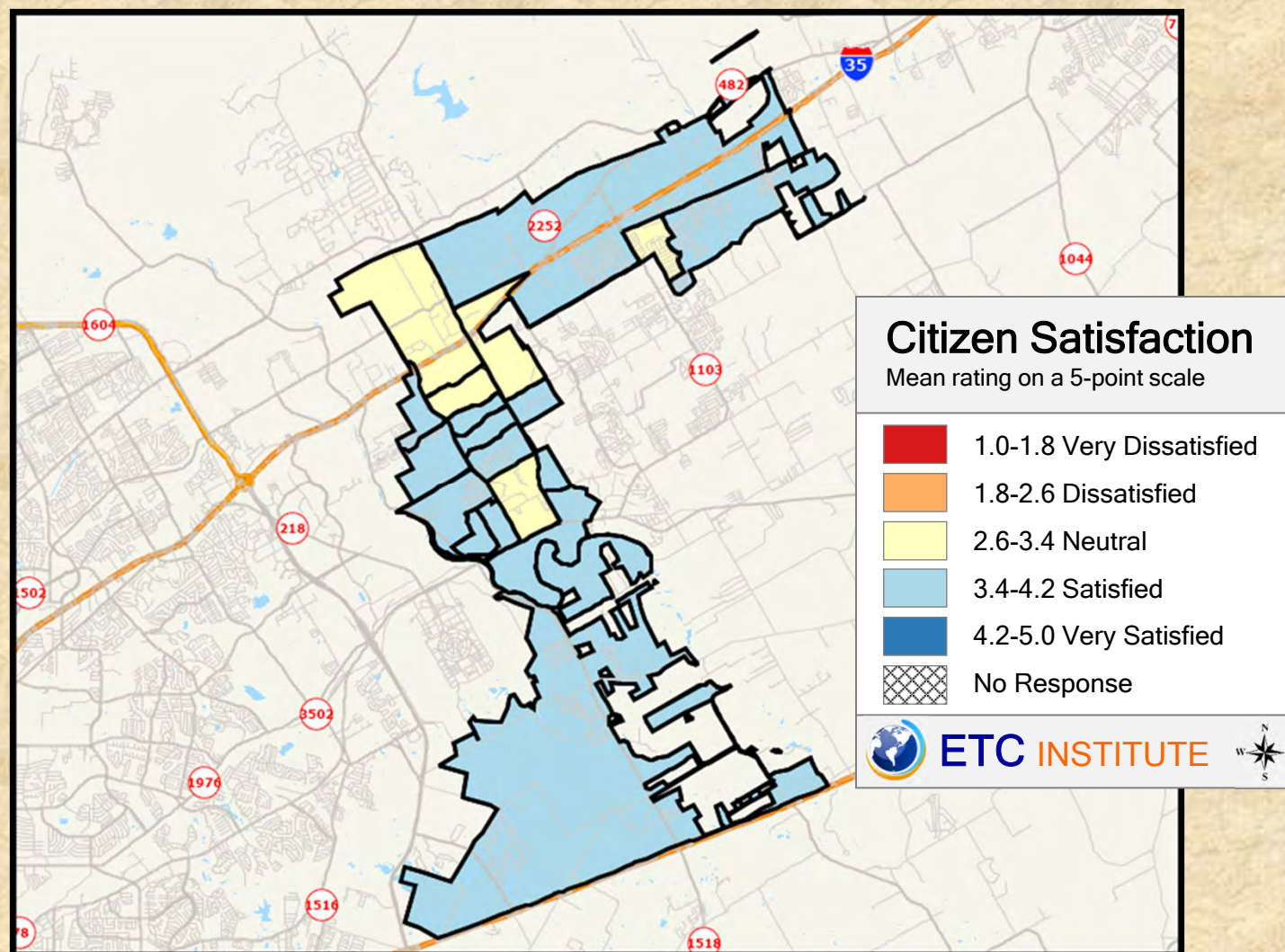
Q6-2 Satisfaction with number of City parks



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

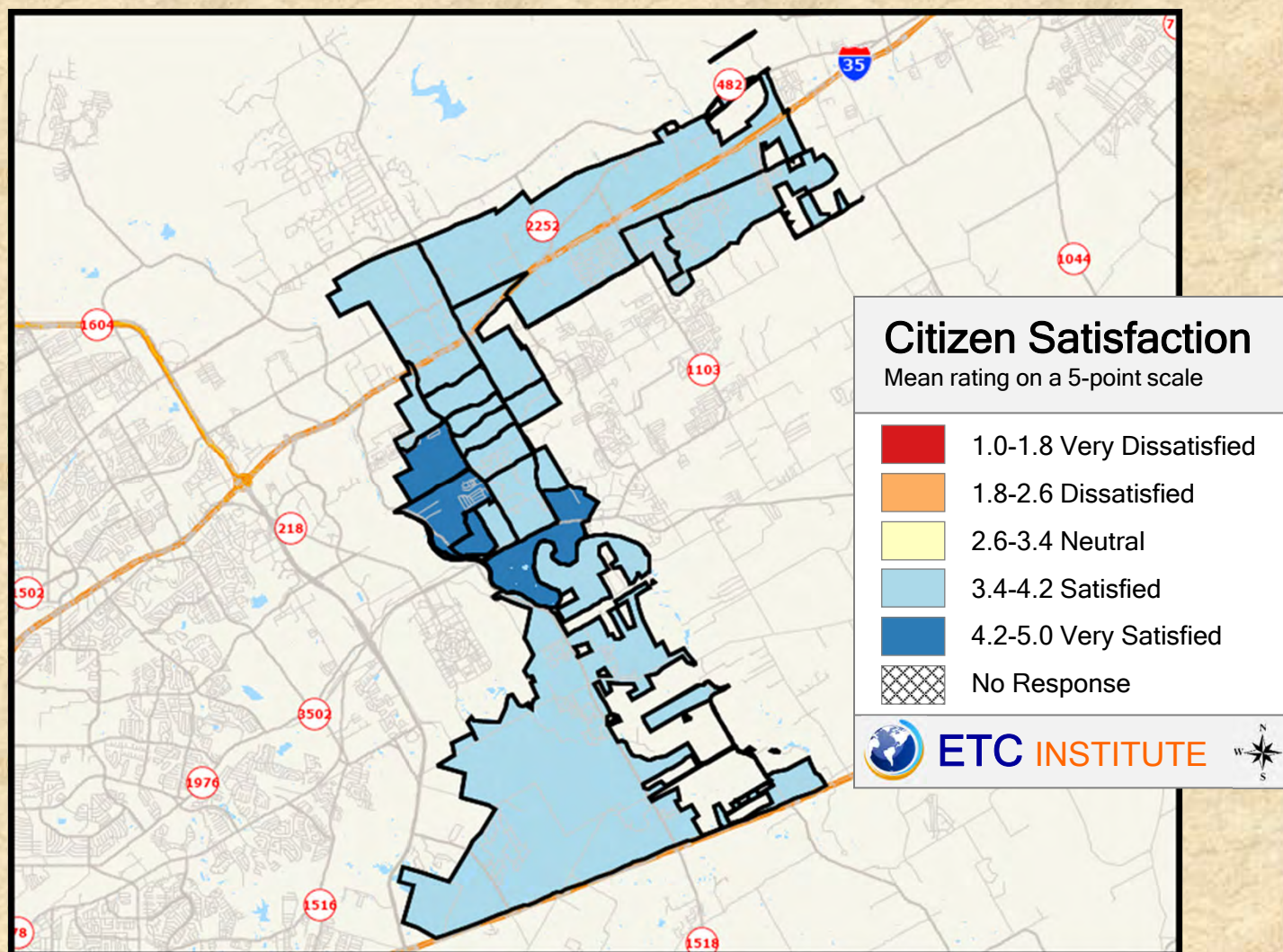
Q6-3 Satisfaction with walking and biking trails in the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

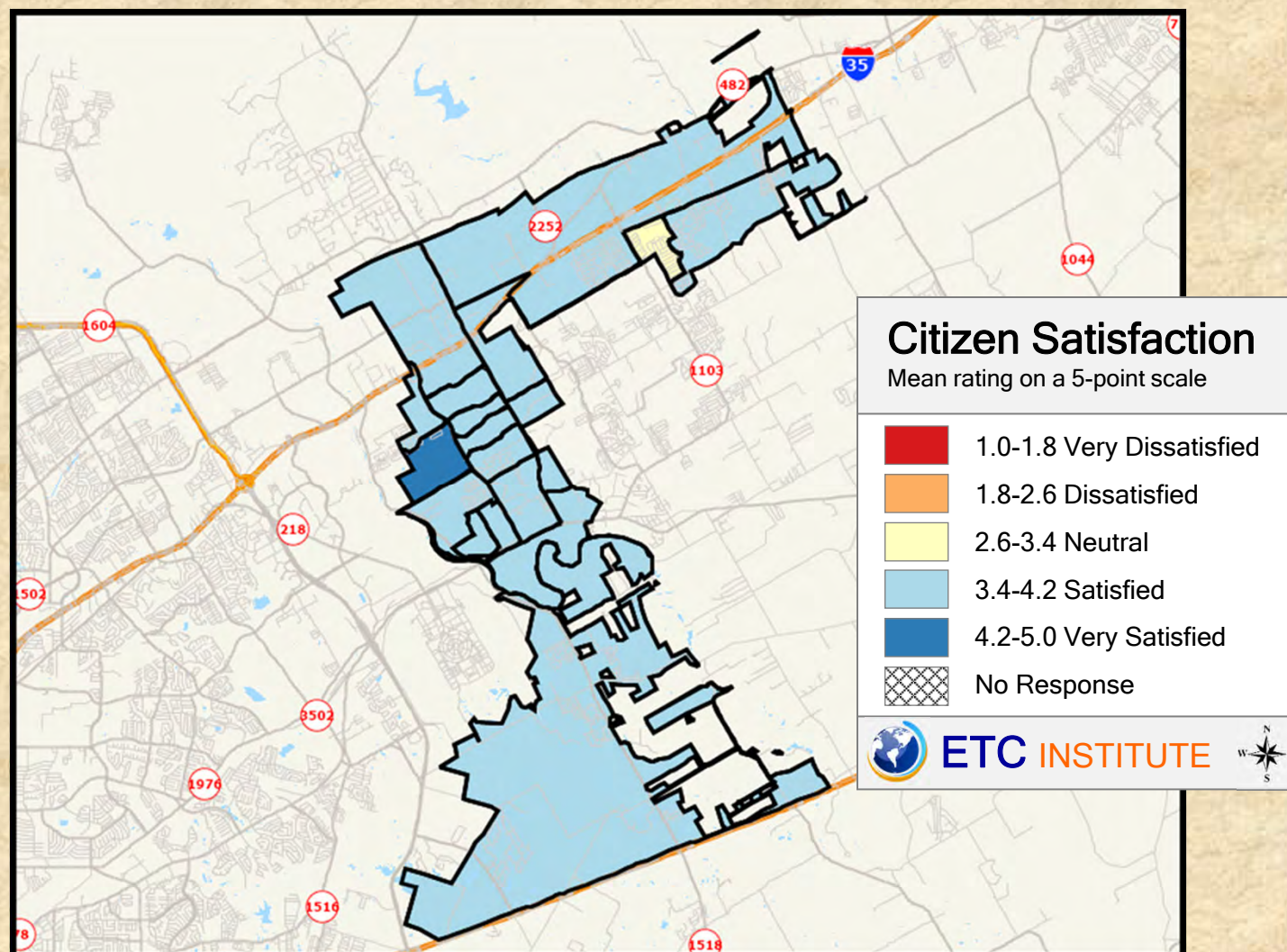
Q6-4 Satisfaction with Recreation Center



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

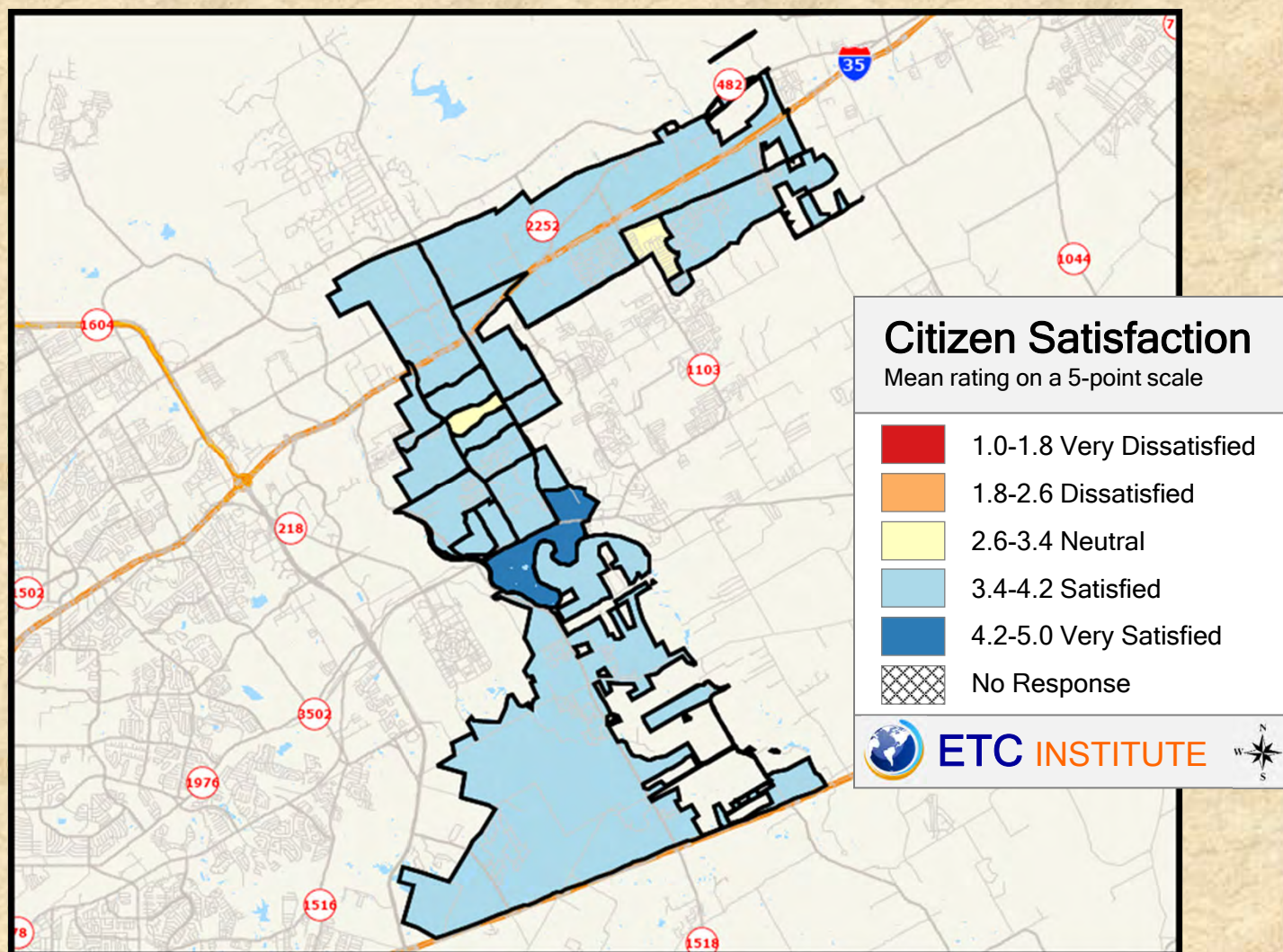
Q6-5 Satisfaction with City swimming pools



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

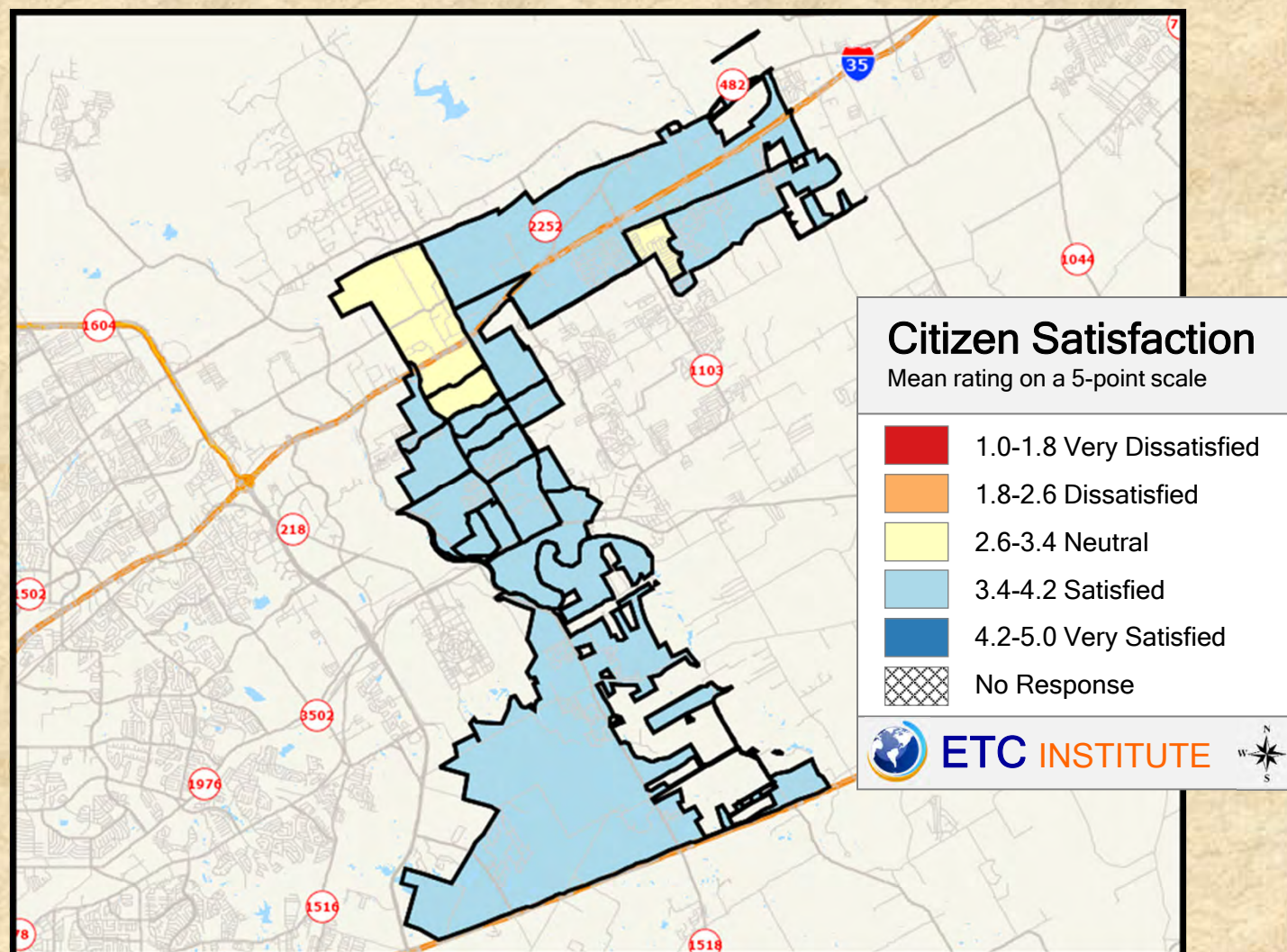
Q6-6 Satisfaction with availability of youth recreation programs



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

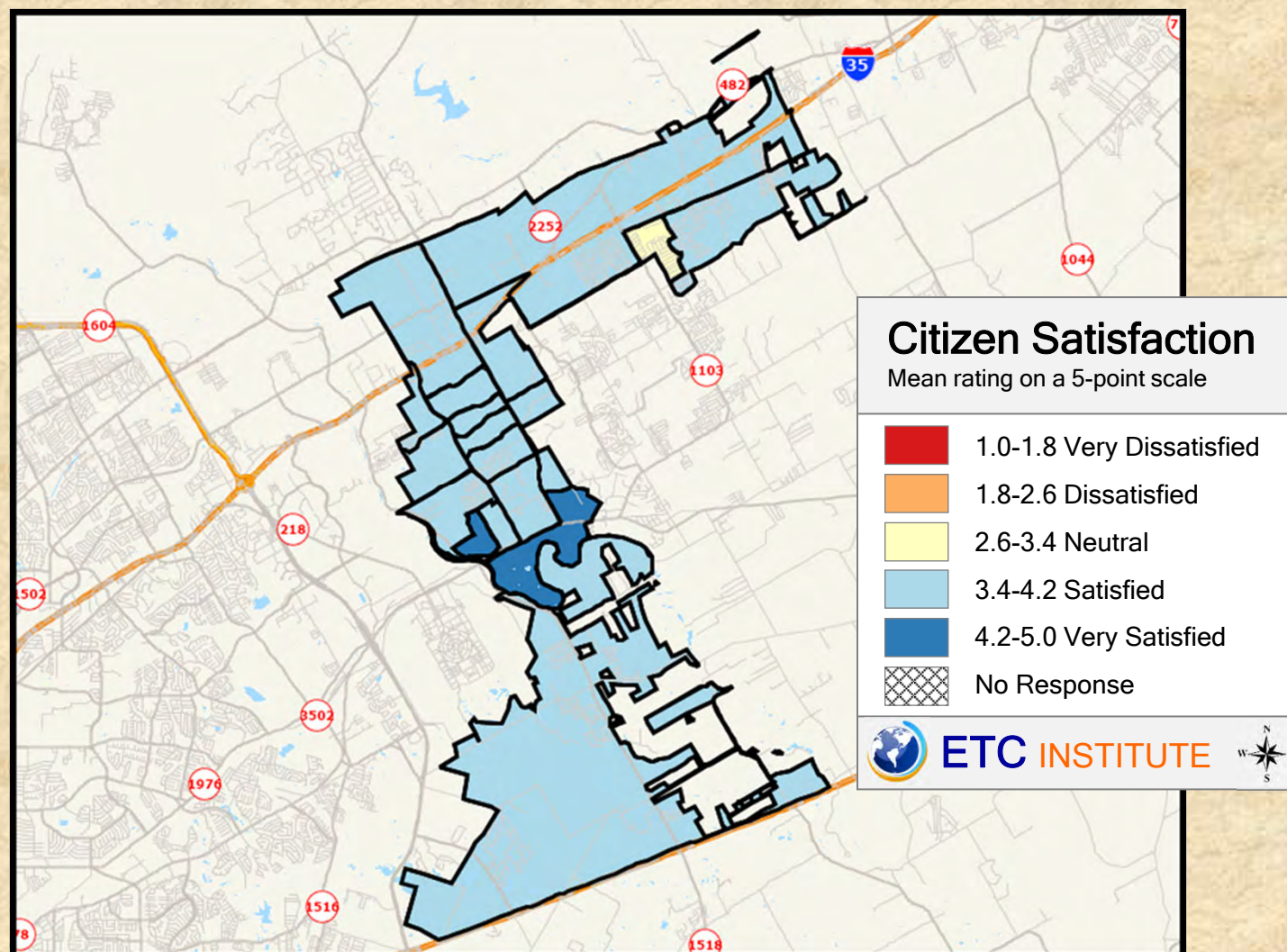
Q6-7 Satisfaction with availability of adult recreation preprograms



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

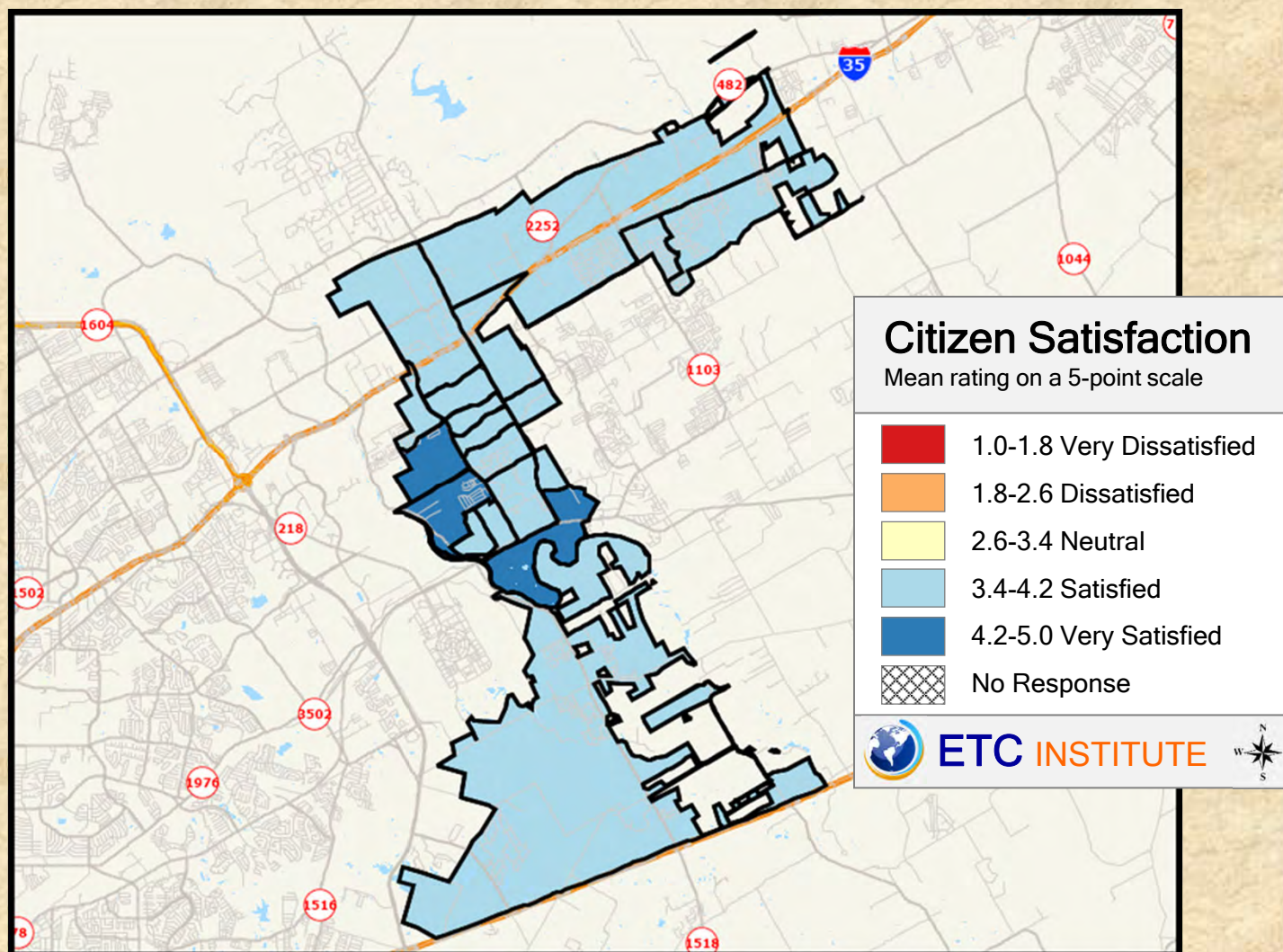
Q6-8 Satisfaction with quality of outdoor athletic facilities



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

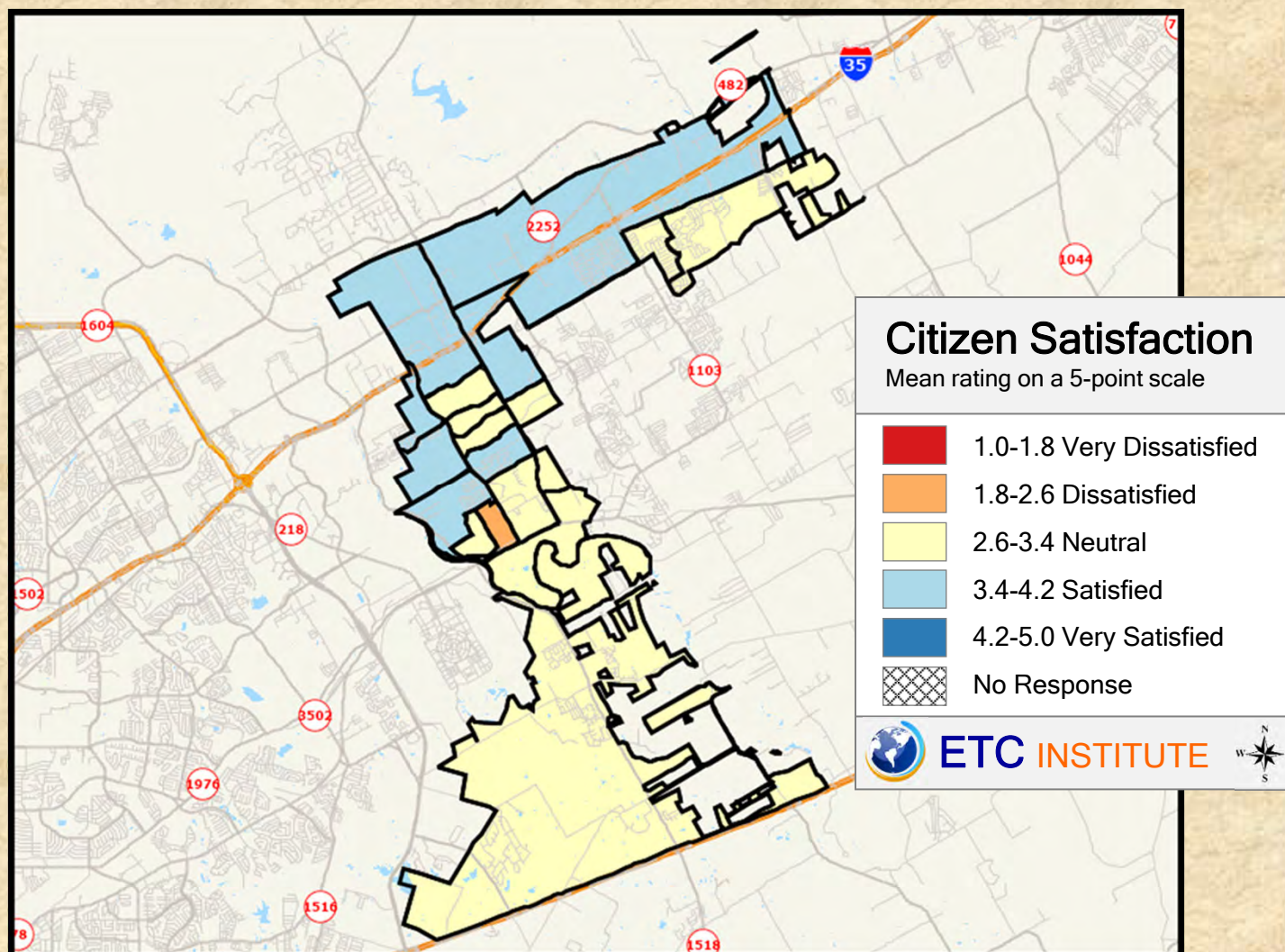
Q6-9 Satisfaction with mowing and trimming of City parks



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

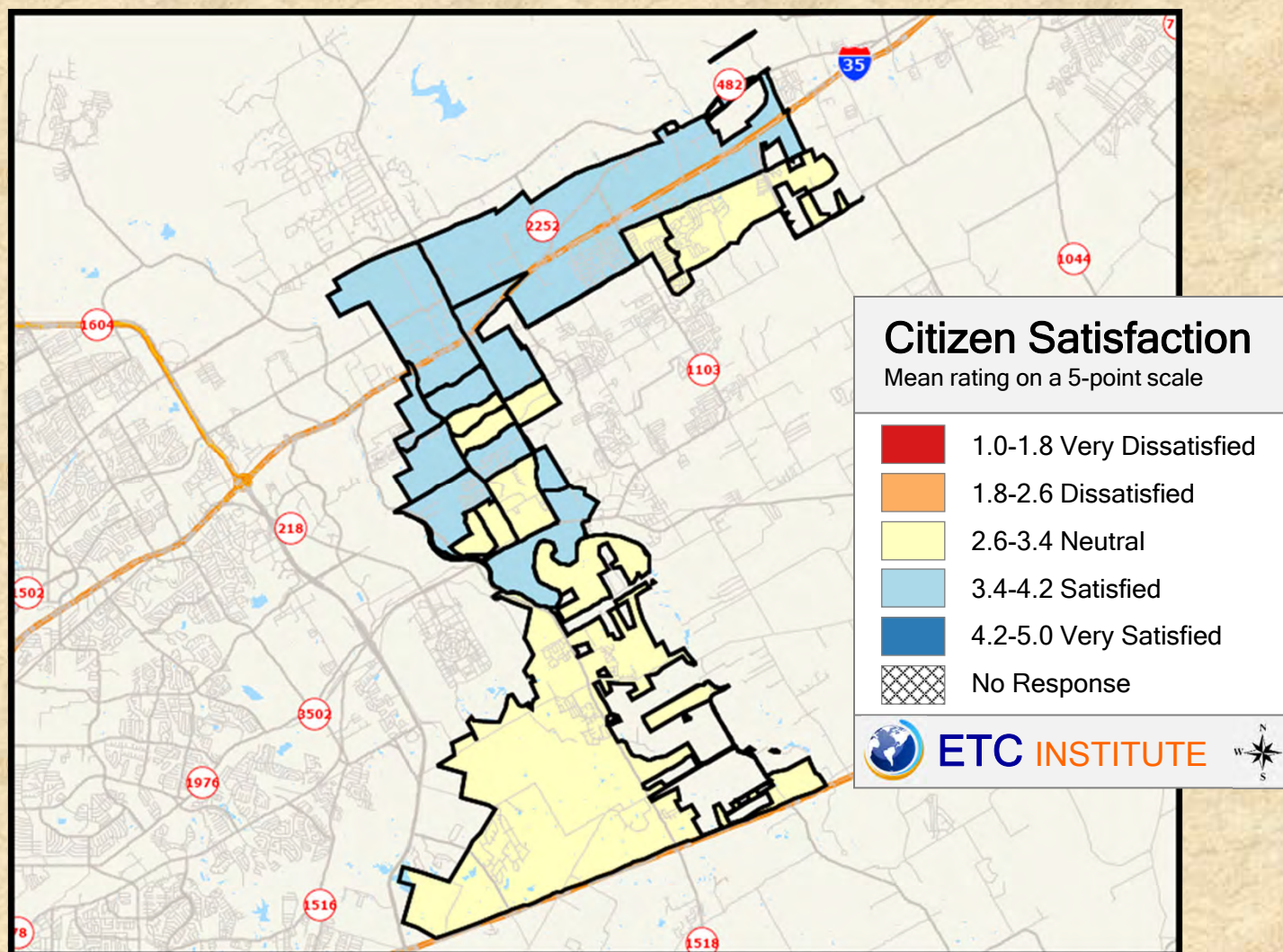
Q8-1 Satisfaction with enforcement of clean-up of junk/debris on private property



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

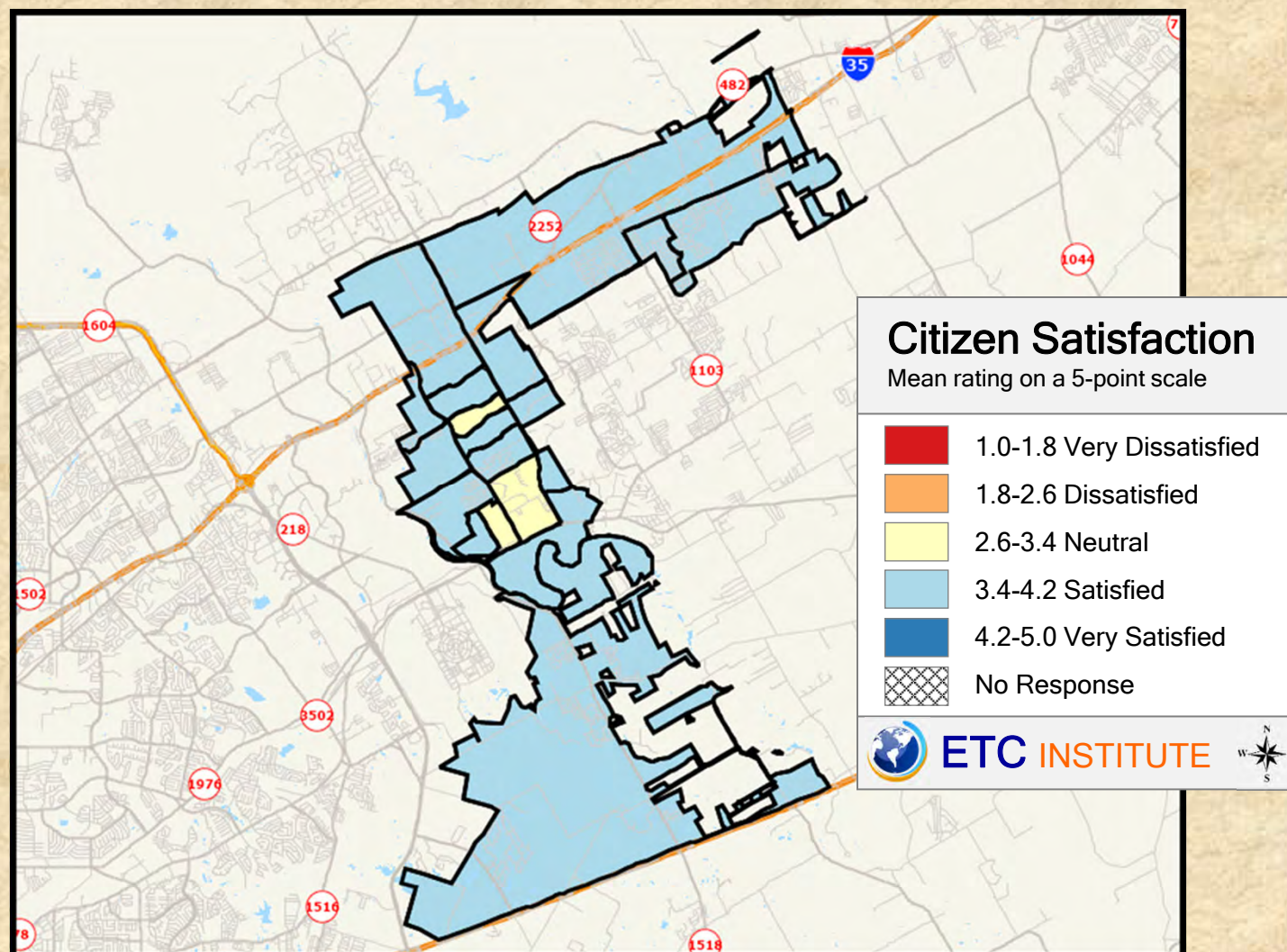
Q8-2 Satisfaction with enforcement of mowing of weeds/grass on private property



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

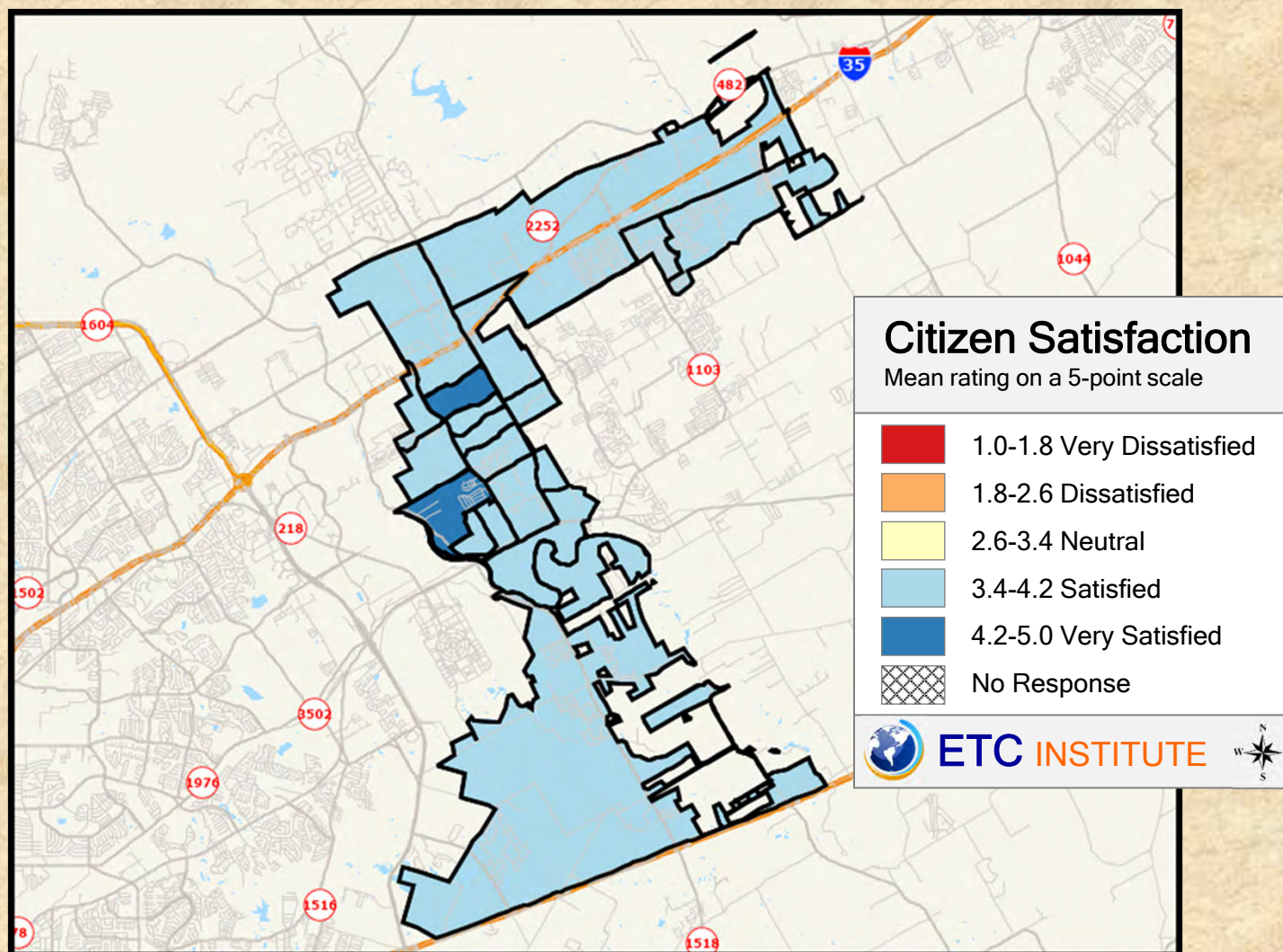
Q8-3 Satisfaction with enforcement of sign regulations



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

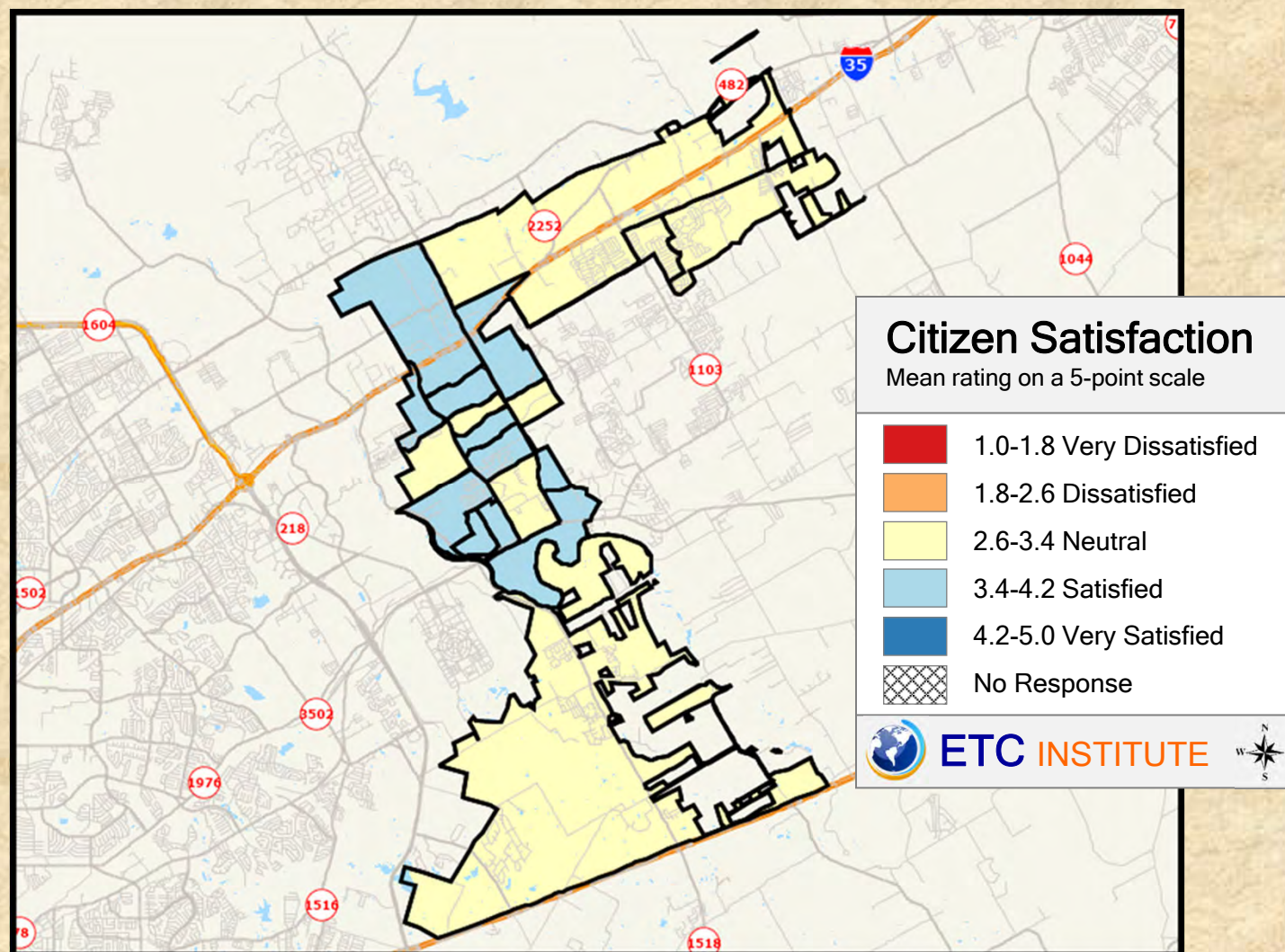
Q8-4 Satisfaction with enforcement of graffiti regulations



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

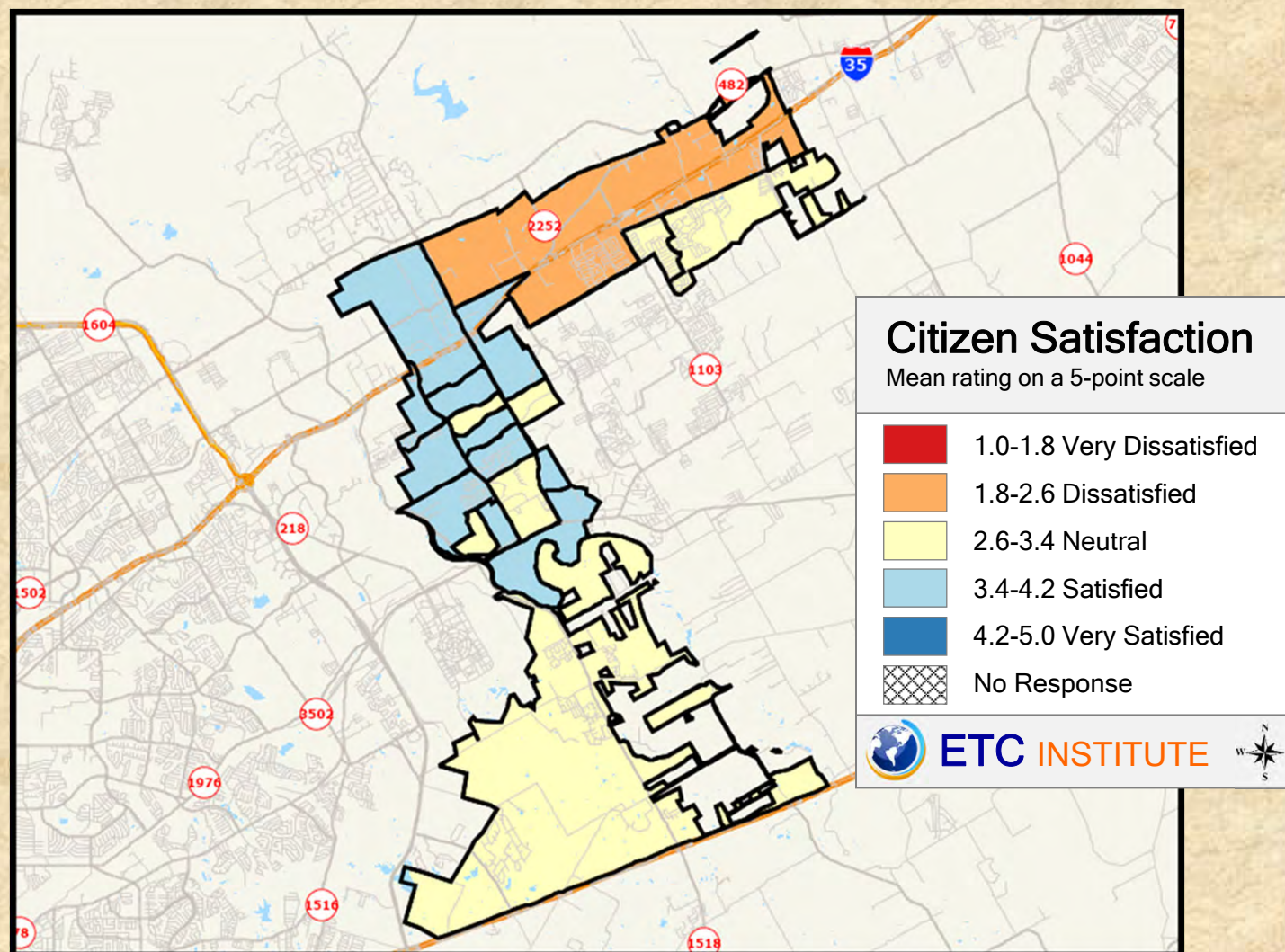
Q10-1 Satisfaction with maintenance of major TxDOT roadways



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

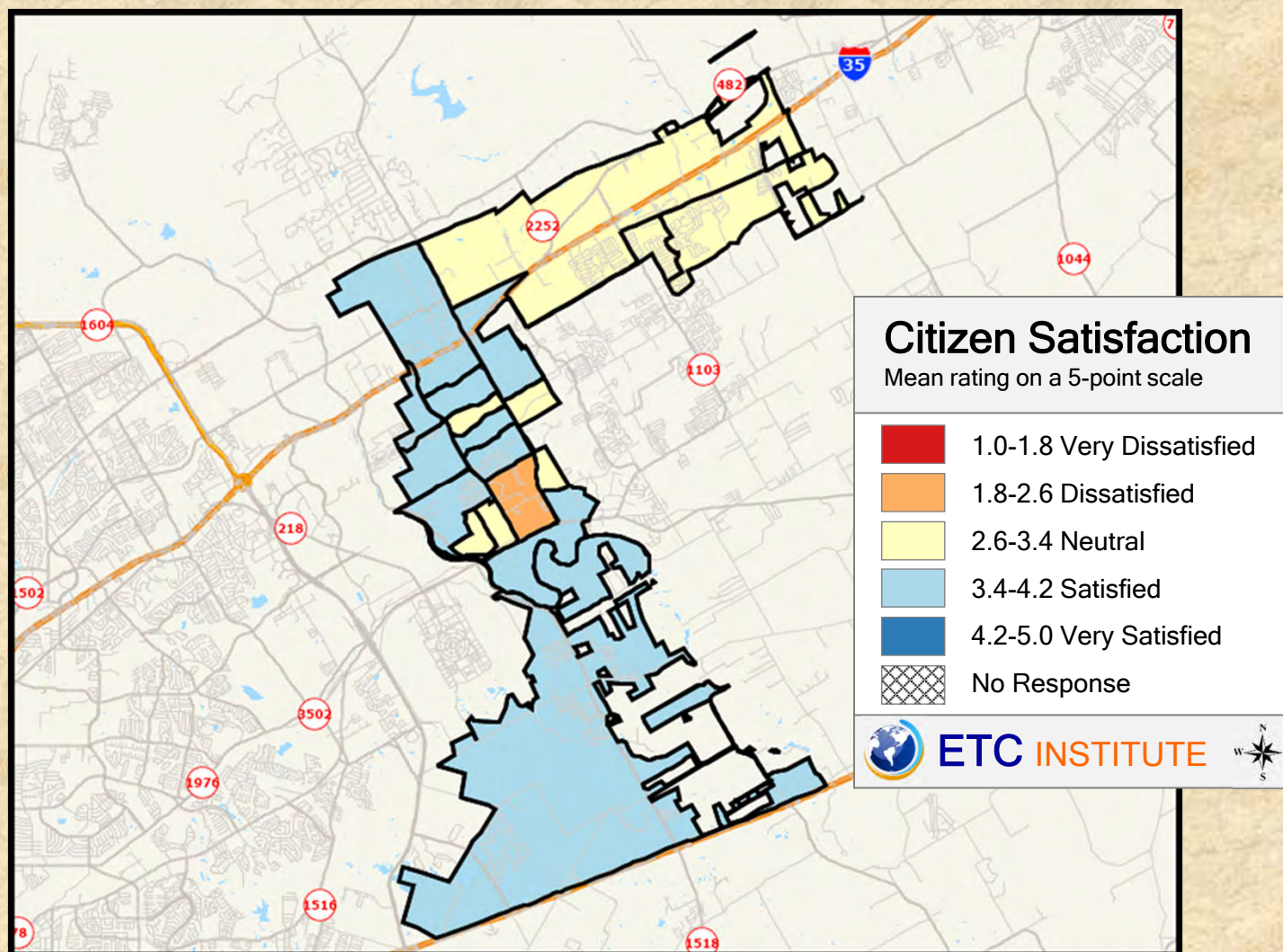
Q10-2 Satisfaction with maintenance of major City streets



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

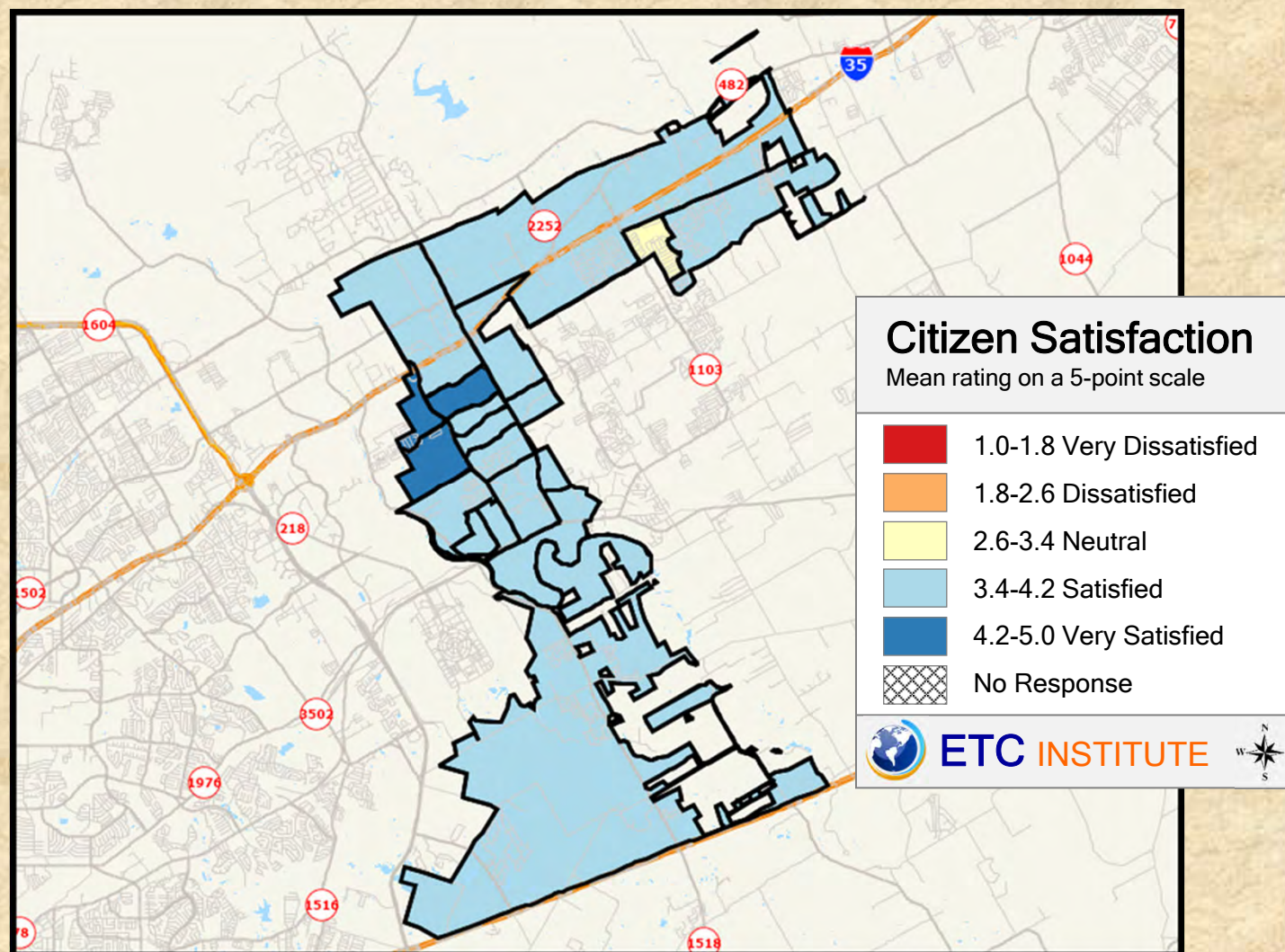
Q10-3 Satisfaction with maintenance of streets in your neighborhood



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

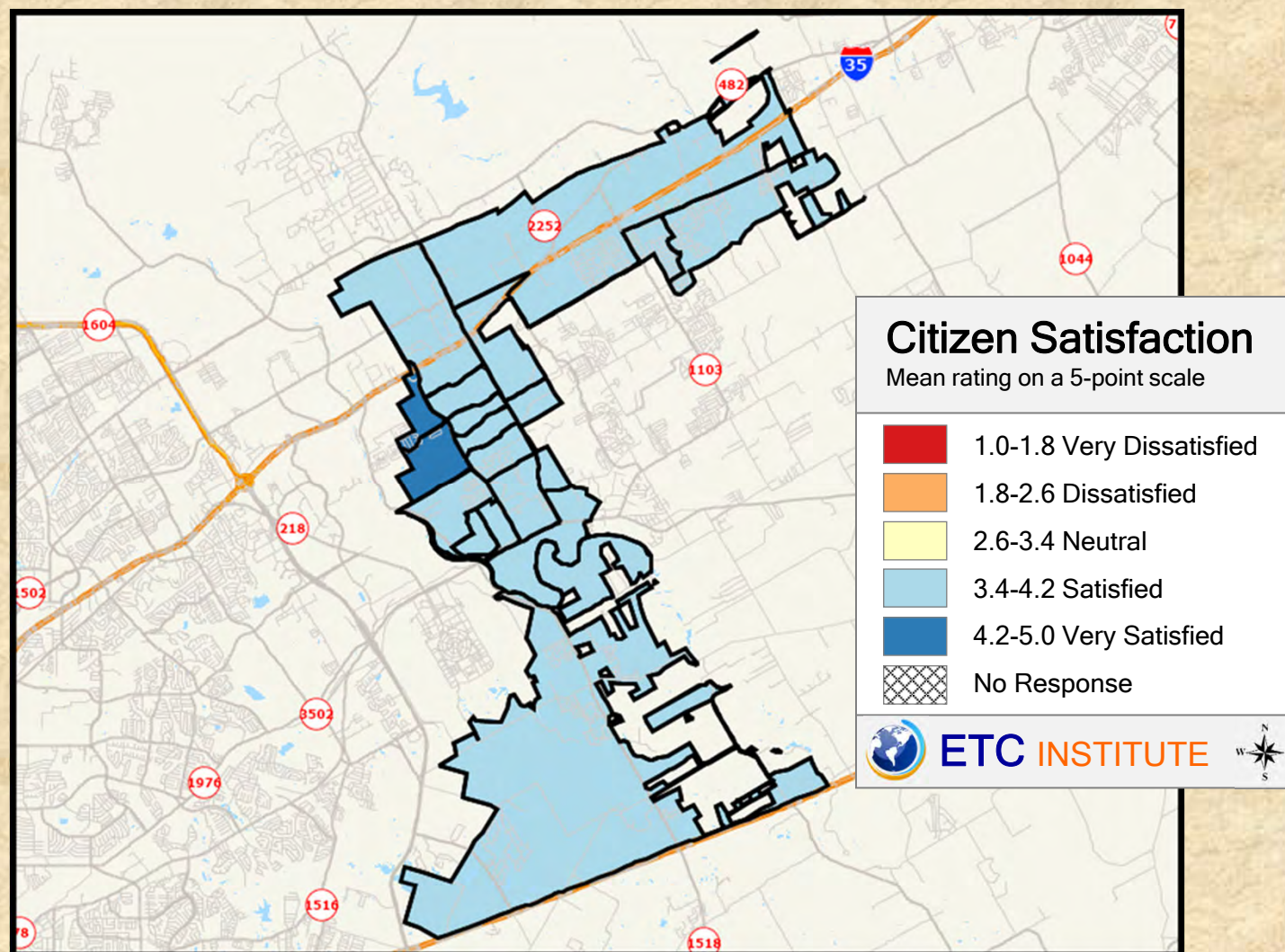
Q10-4 Satisfaction with mowing/trimming along City streets



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

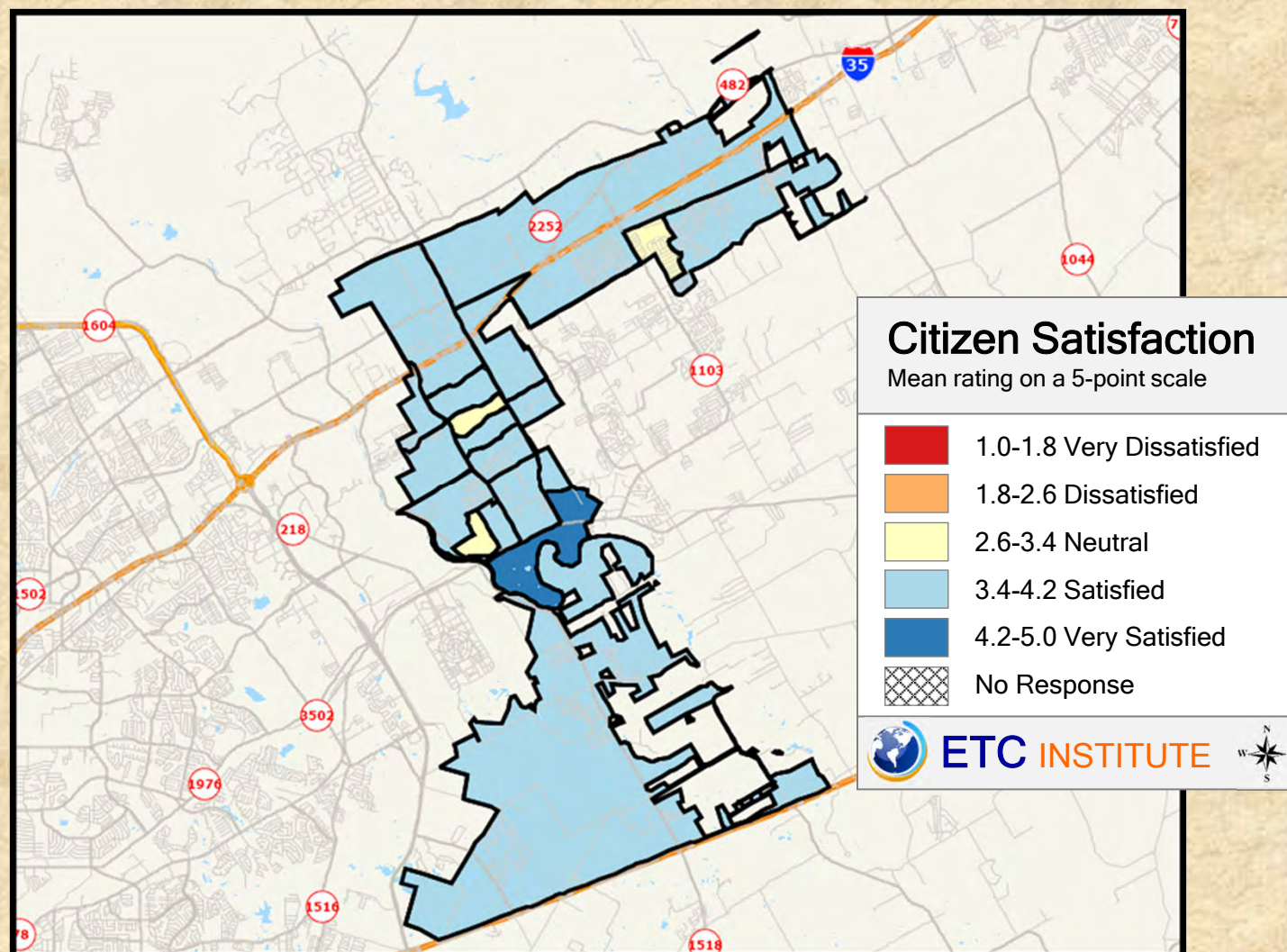
Q10-5 Satisfaction with cleanliness of City streets



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

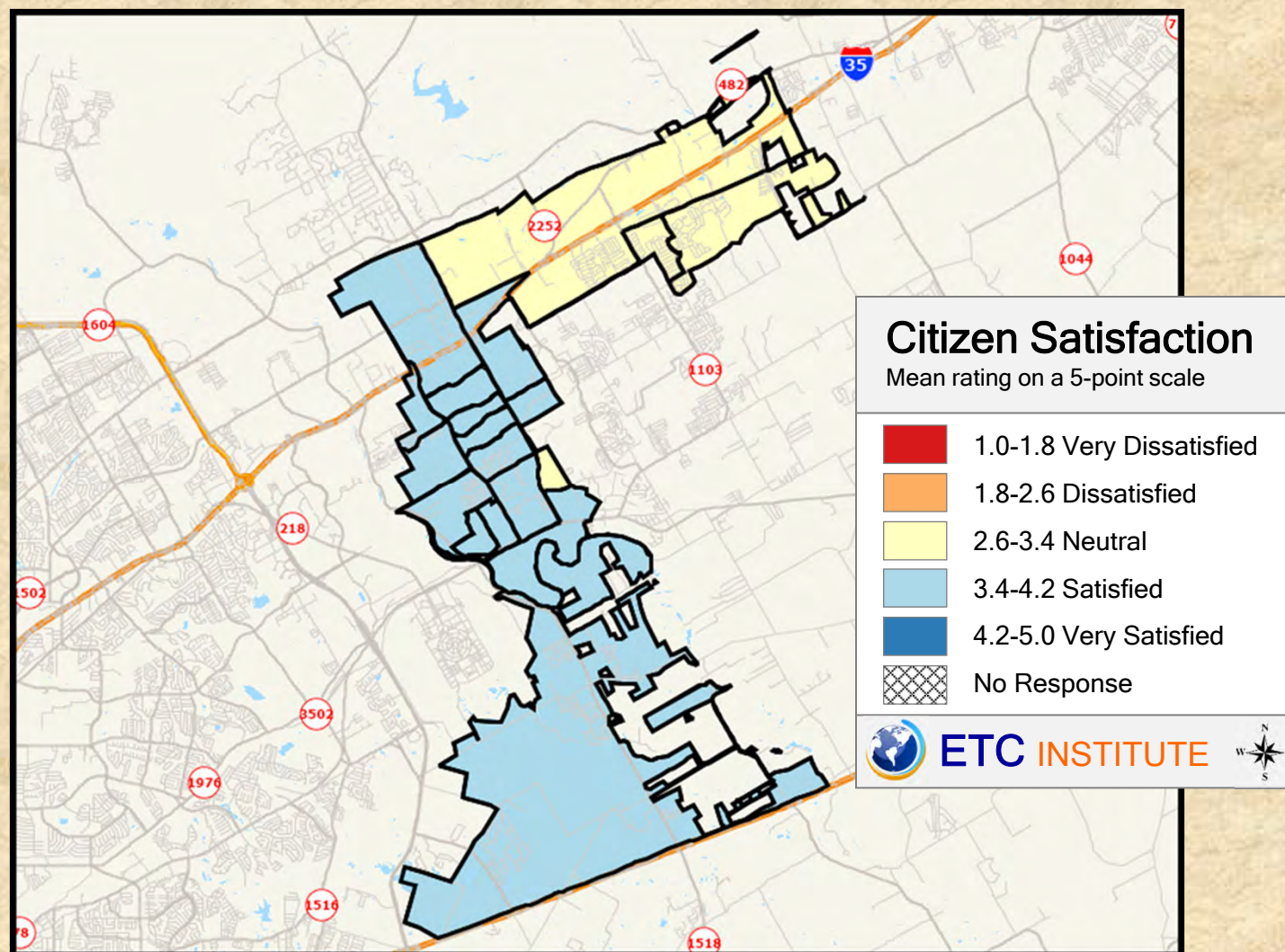
Q10-6 Satisfaction with maintenance of creeks and open channels



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

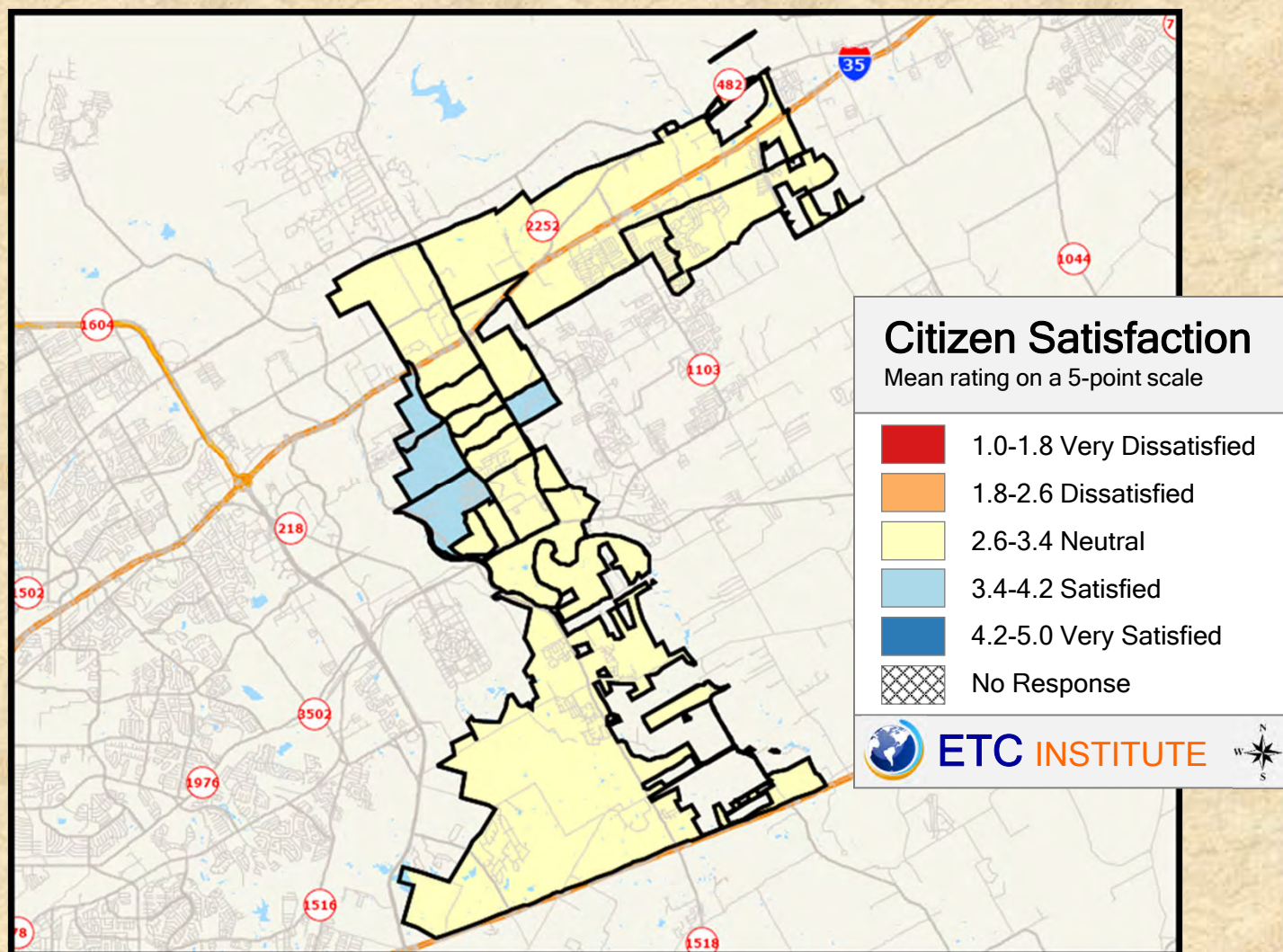
Q10-7 Satisfaction with condition of sidewalks in the City



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

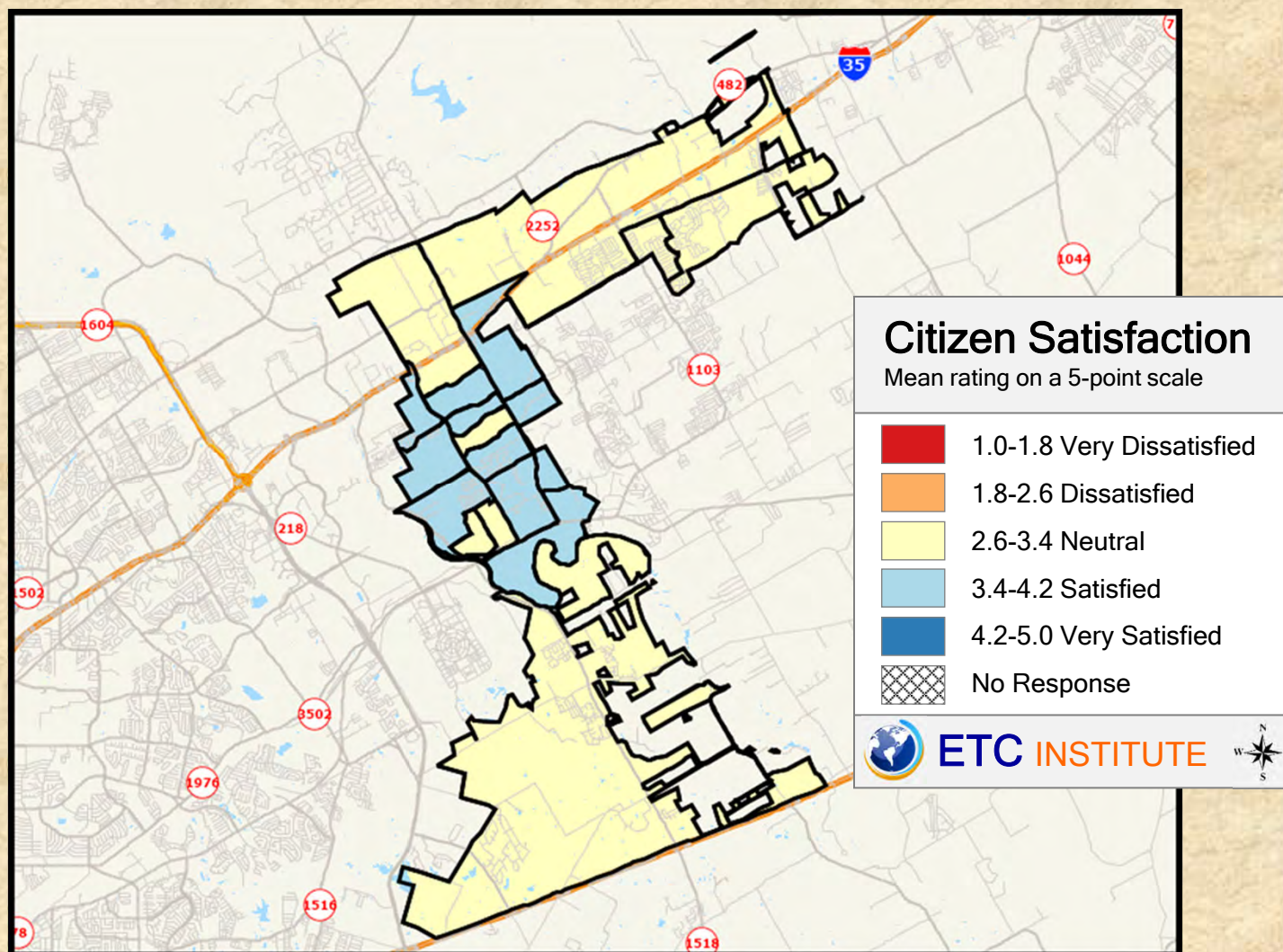
Q10-8 Satisfaction with availability of bike lanes



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

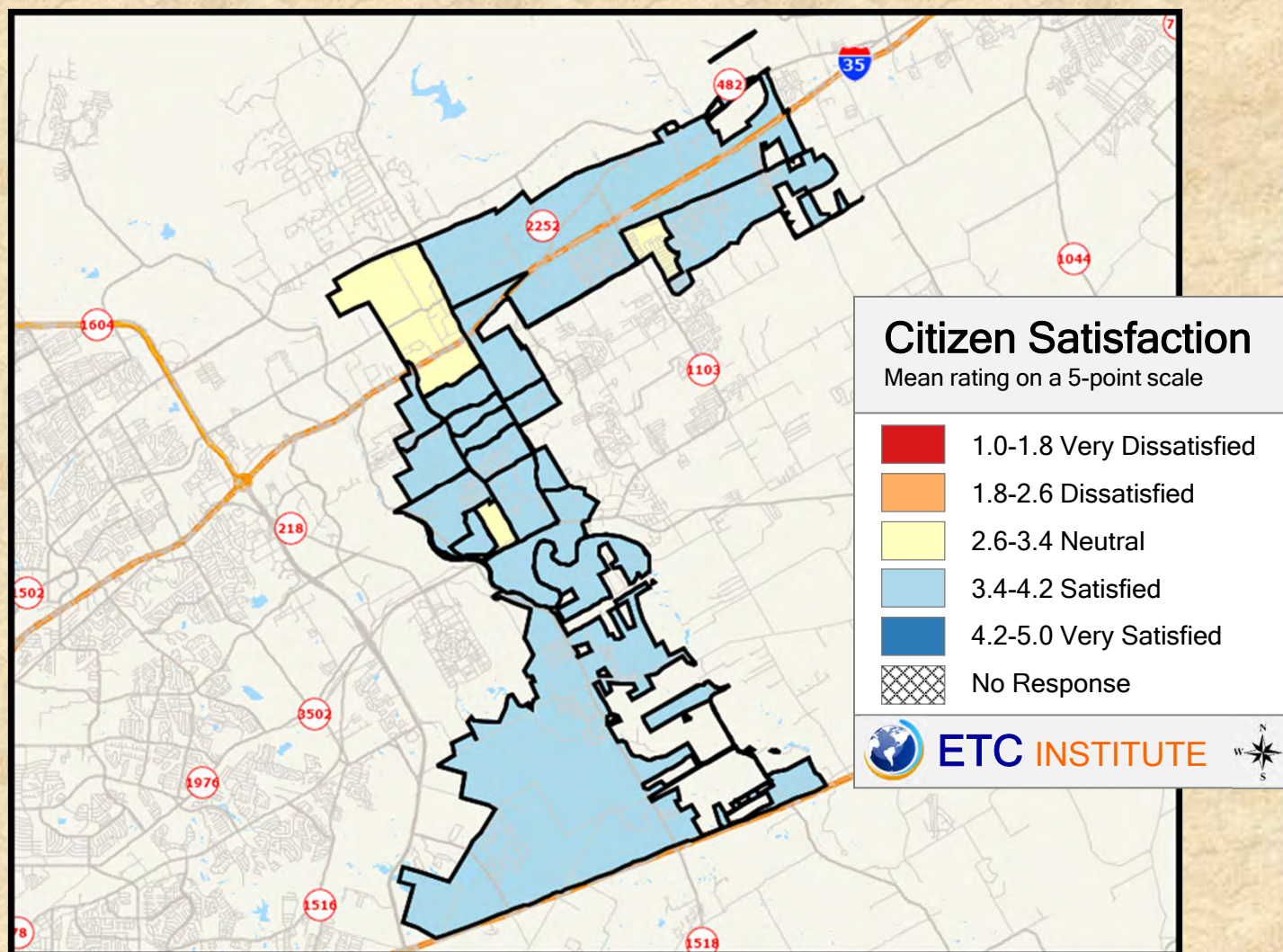
Q10-9 Satisfaction with adequacy of City street lighting



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

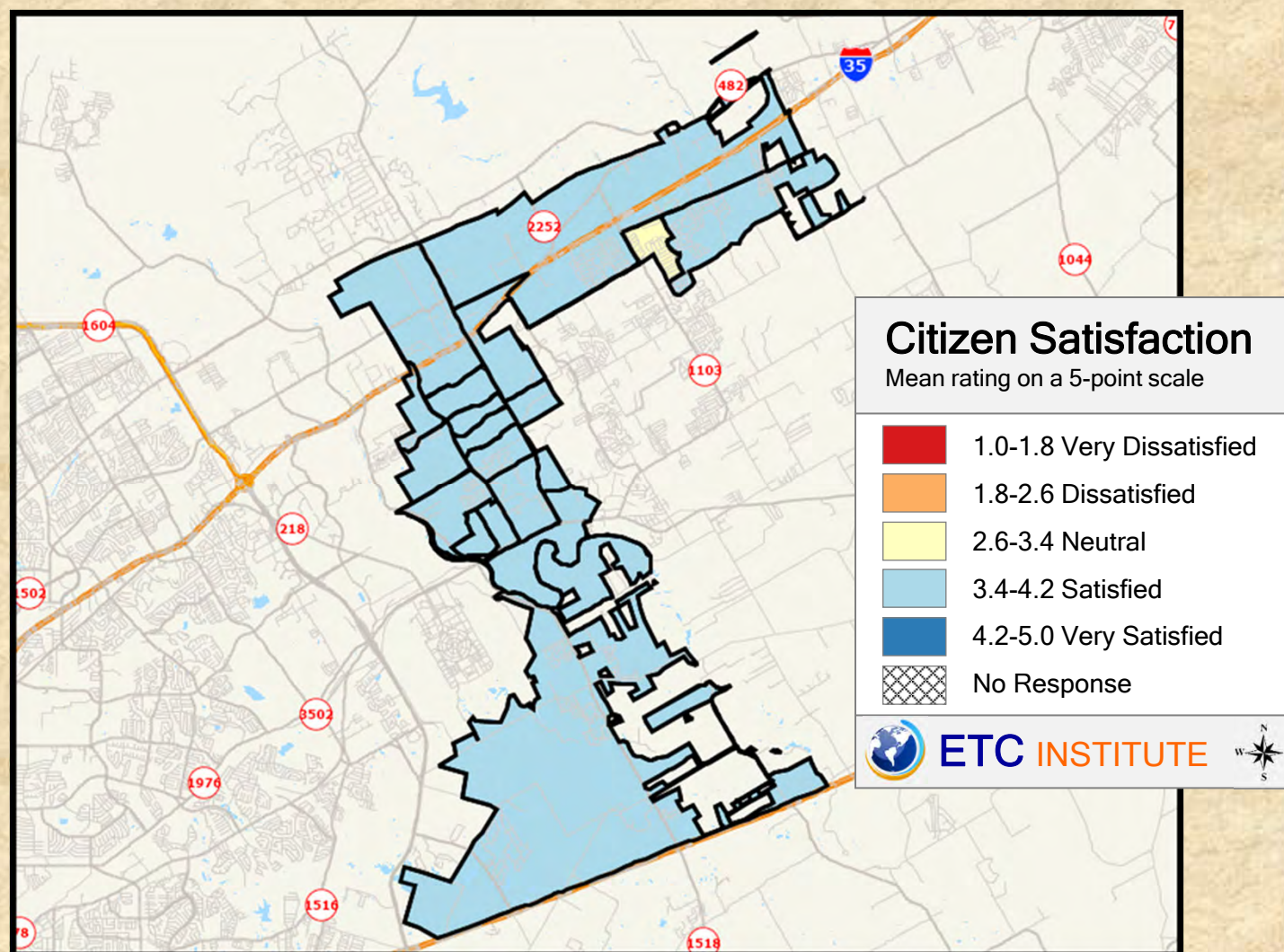
Q12-1 Satisfaction with availability of information about government operations



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

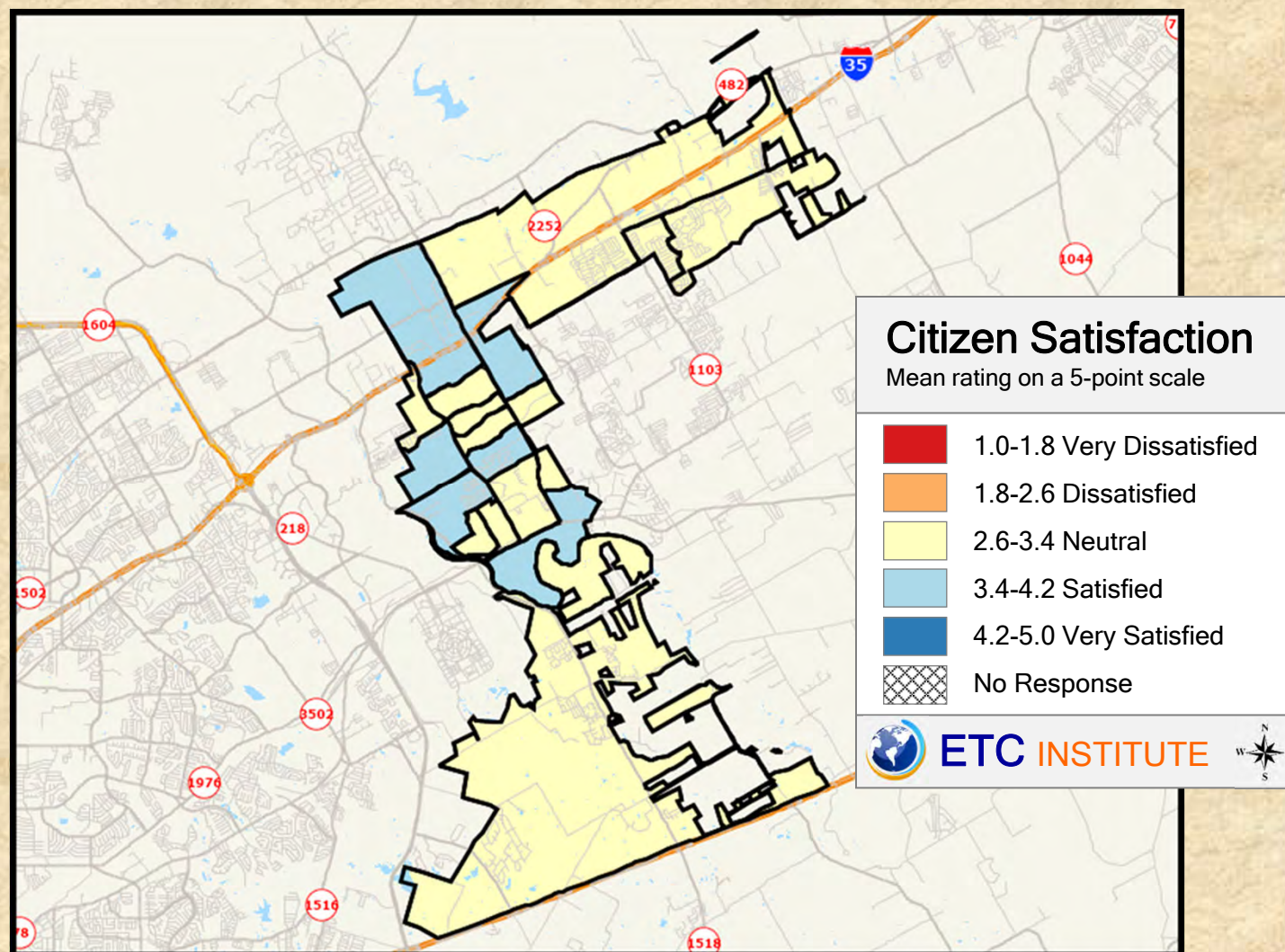
Q12-2 Satisfaction with City efforts to keep residents informed about local issues



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

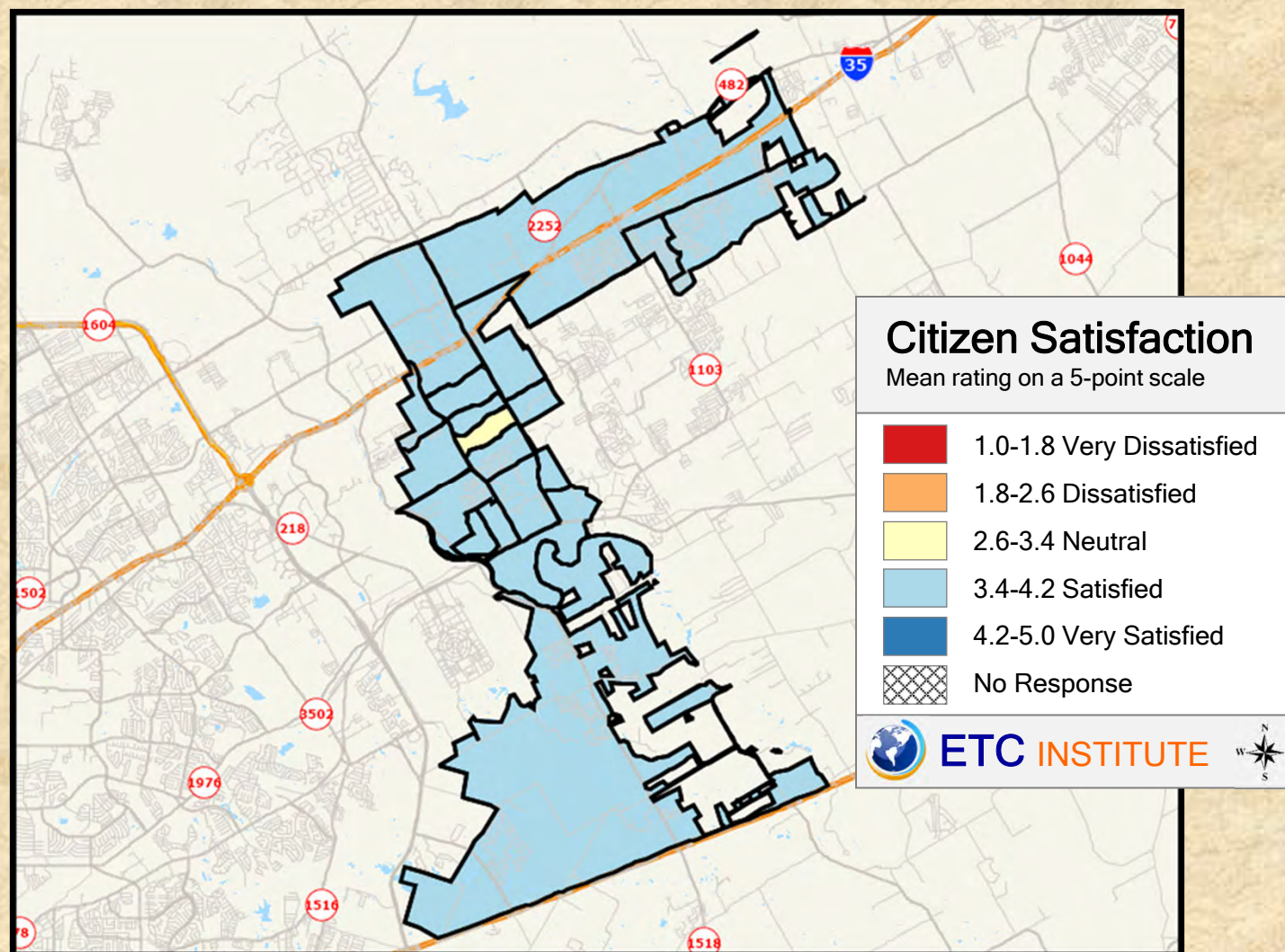
Q12-3 Satisfaction with the level of public involvement in City decision-making



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

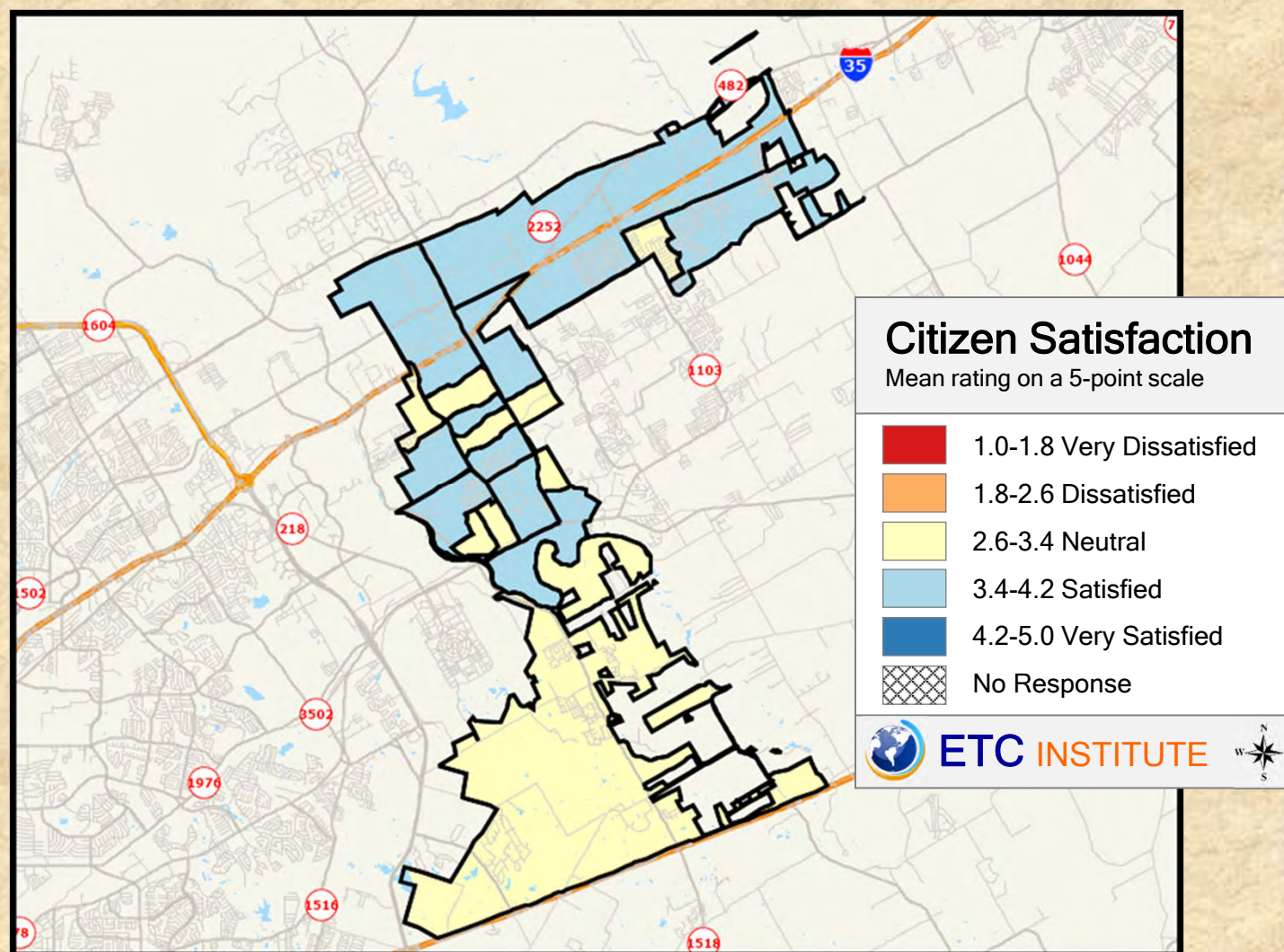
Q12-4 Satisfaction with usefulness of information available on the City's website



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

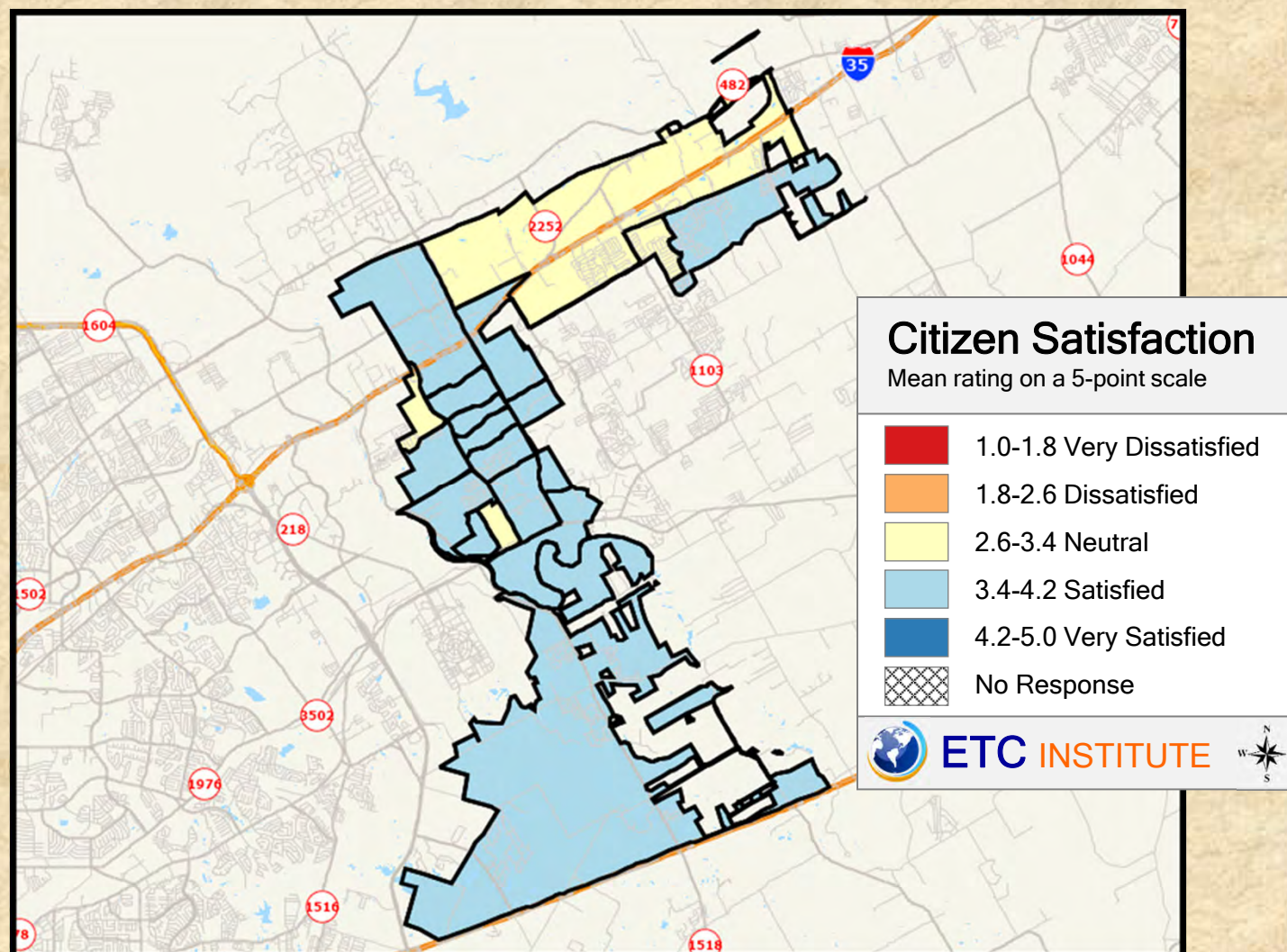
Q12-5 Satisfaction with how well City listens and responds to the needs of citizens



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

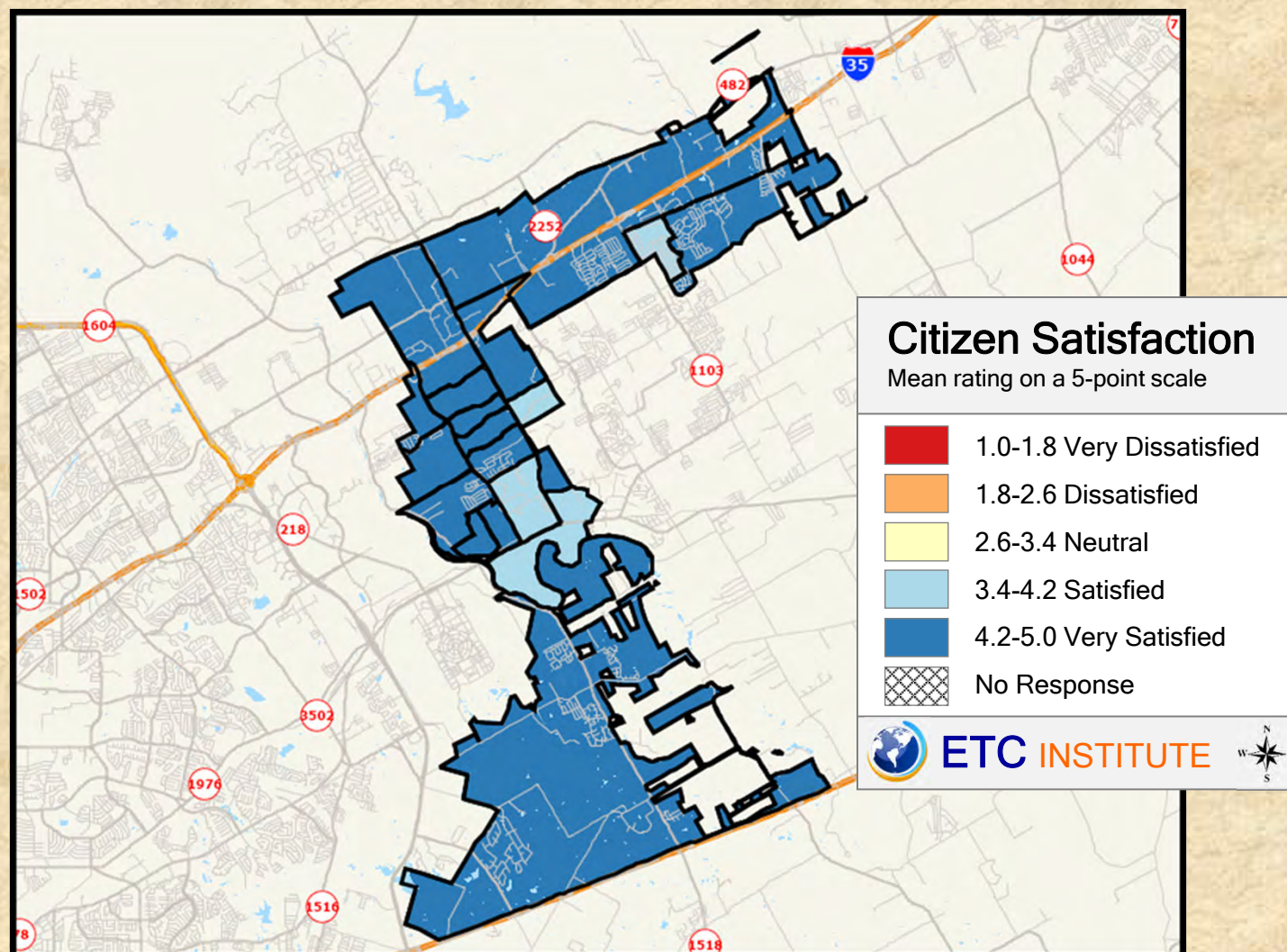
Q12-6 Satisfaction with the level of fiscal transparency



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

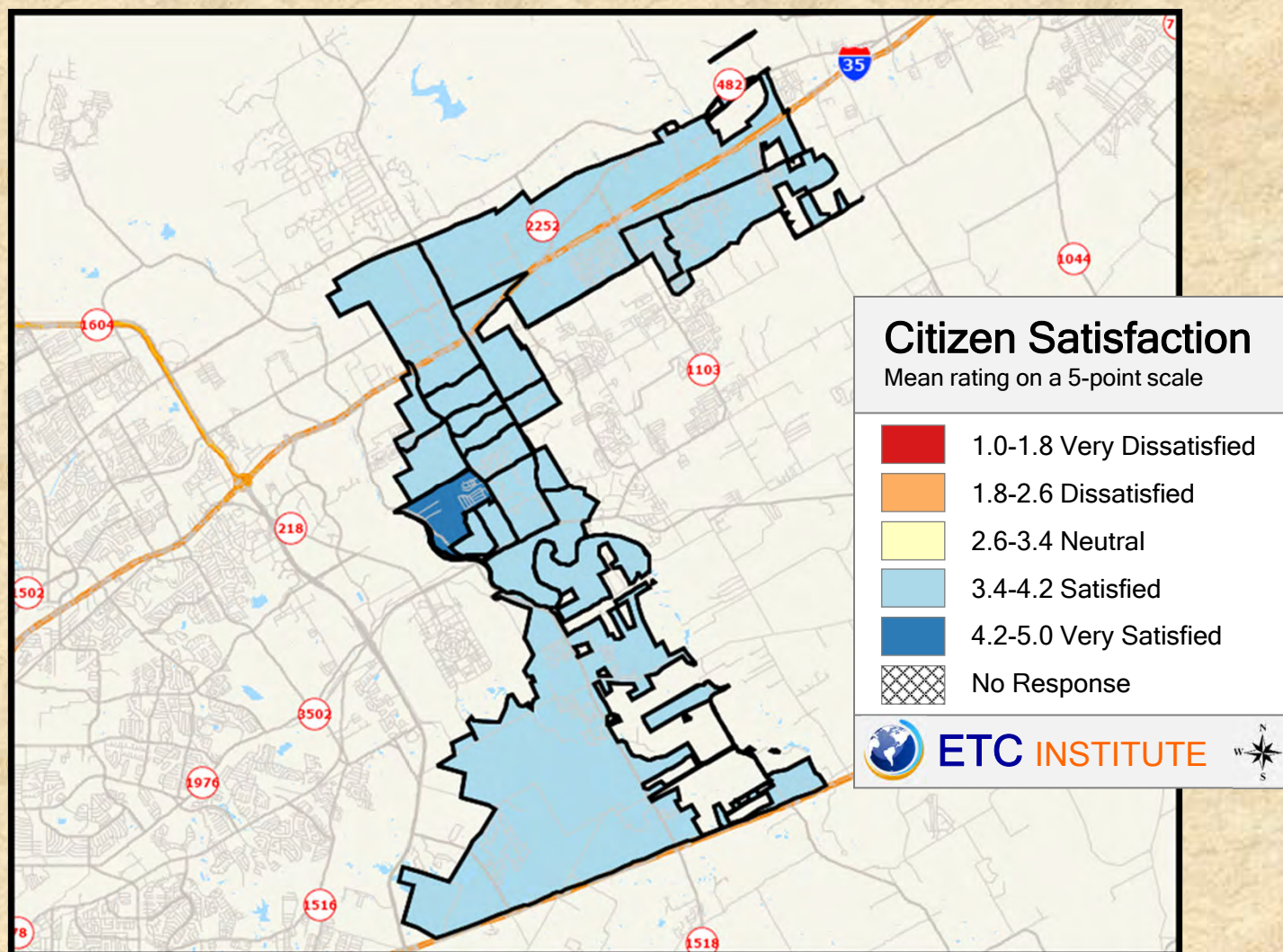
Q12-7 Satisfaction with Schertz Magazine



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

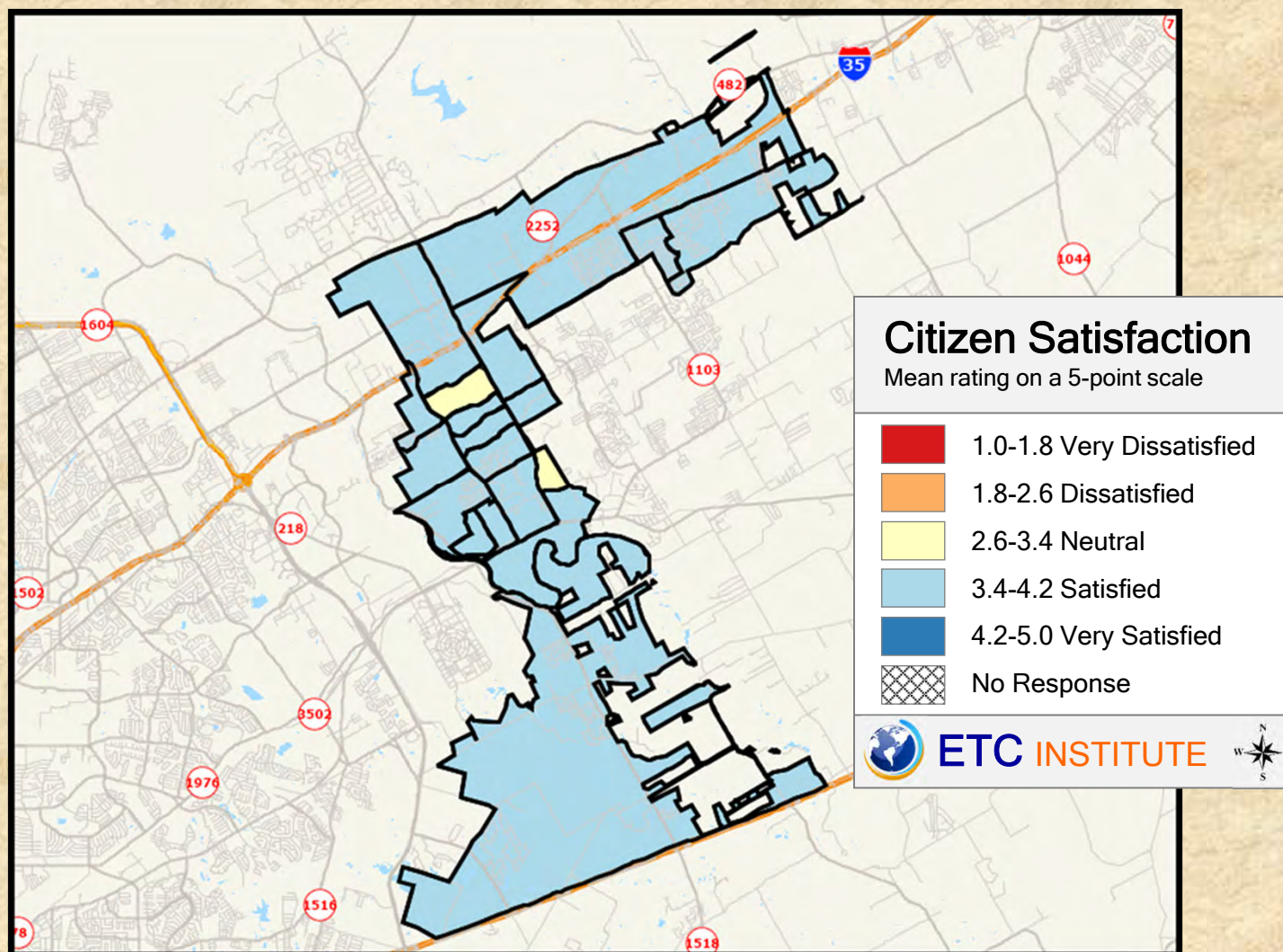
Q12-8 Satisfaction with the City's social media pages



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

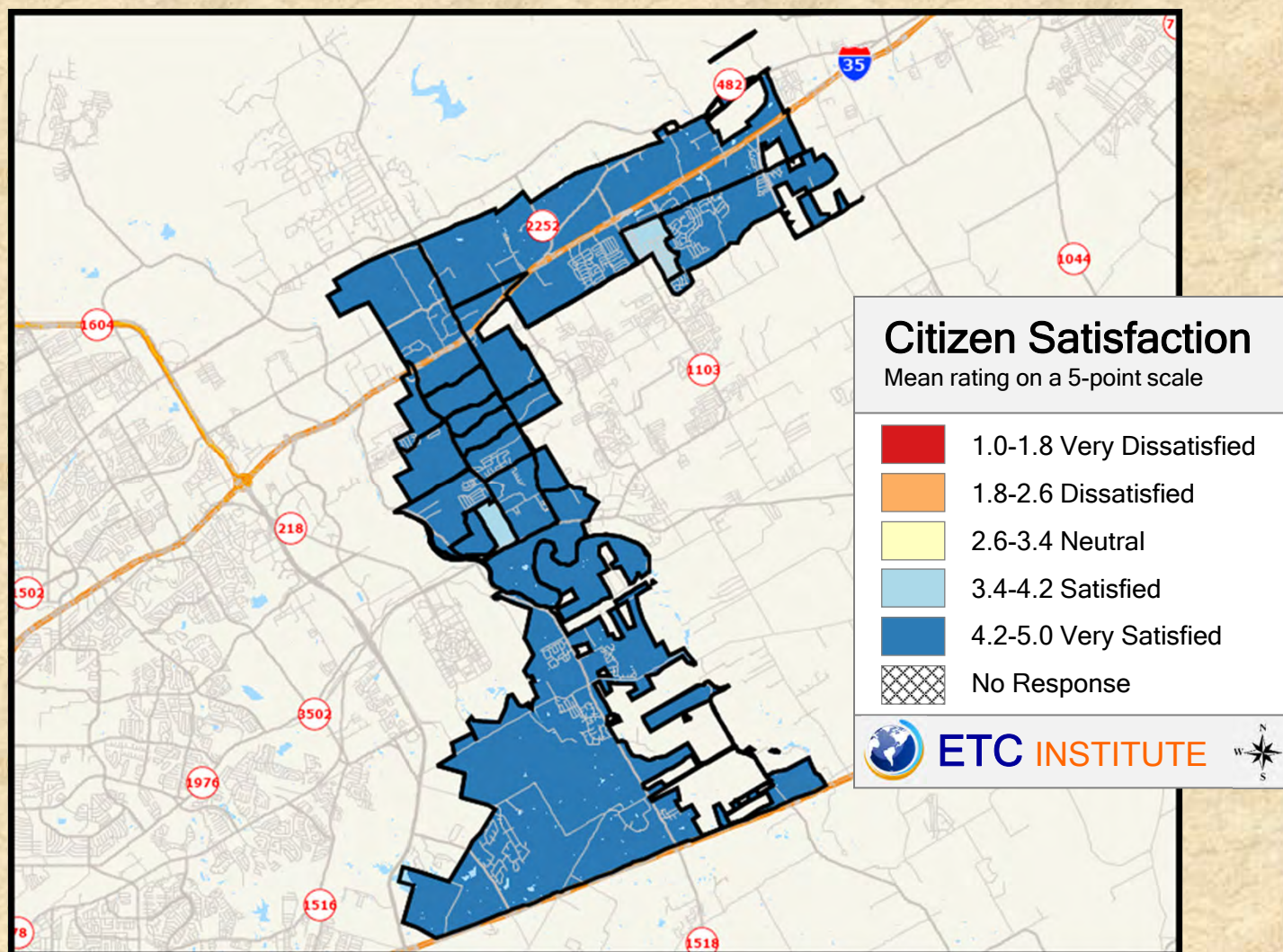
Q12-9 Satisfaction with the City's biweekly electronic newsletter



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

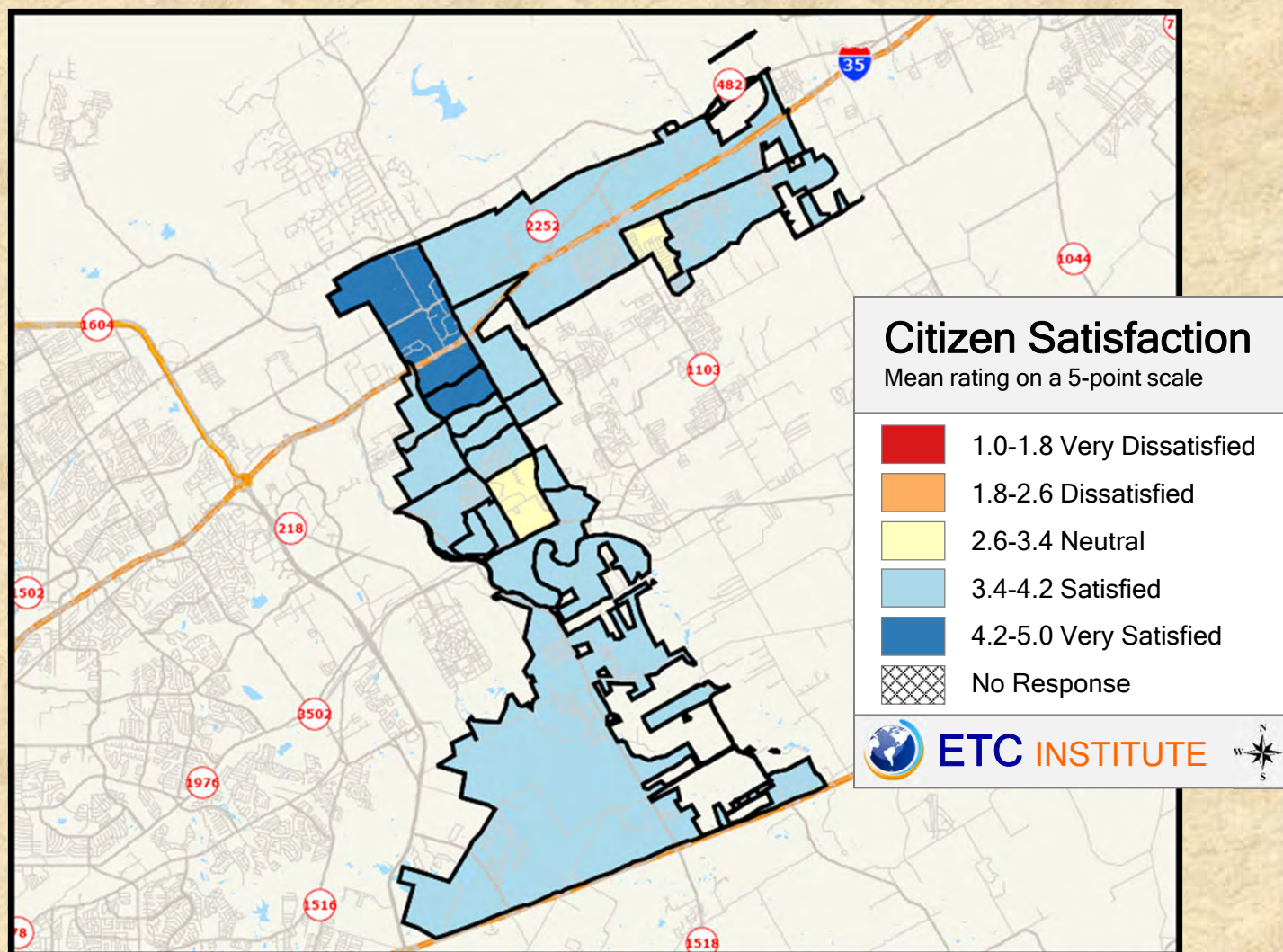
Q20-1 Satisfaction with residential trash (garbage) collection services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

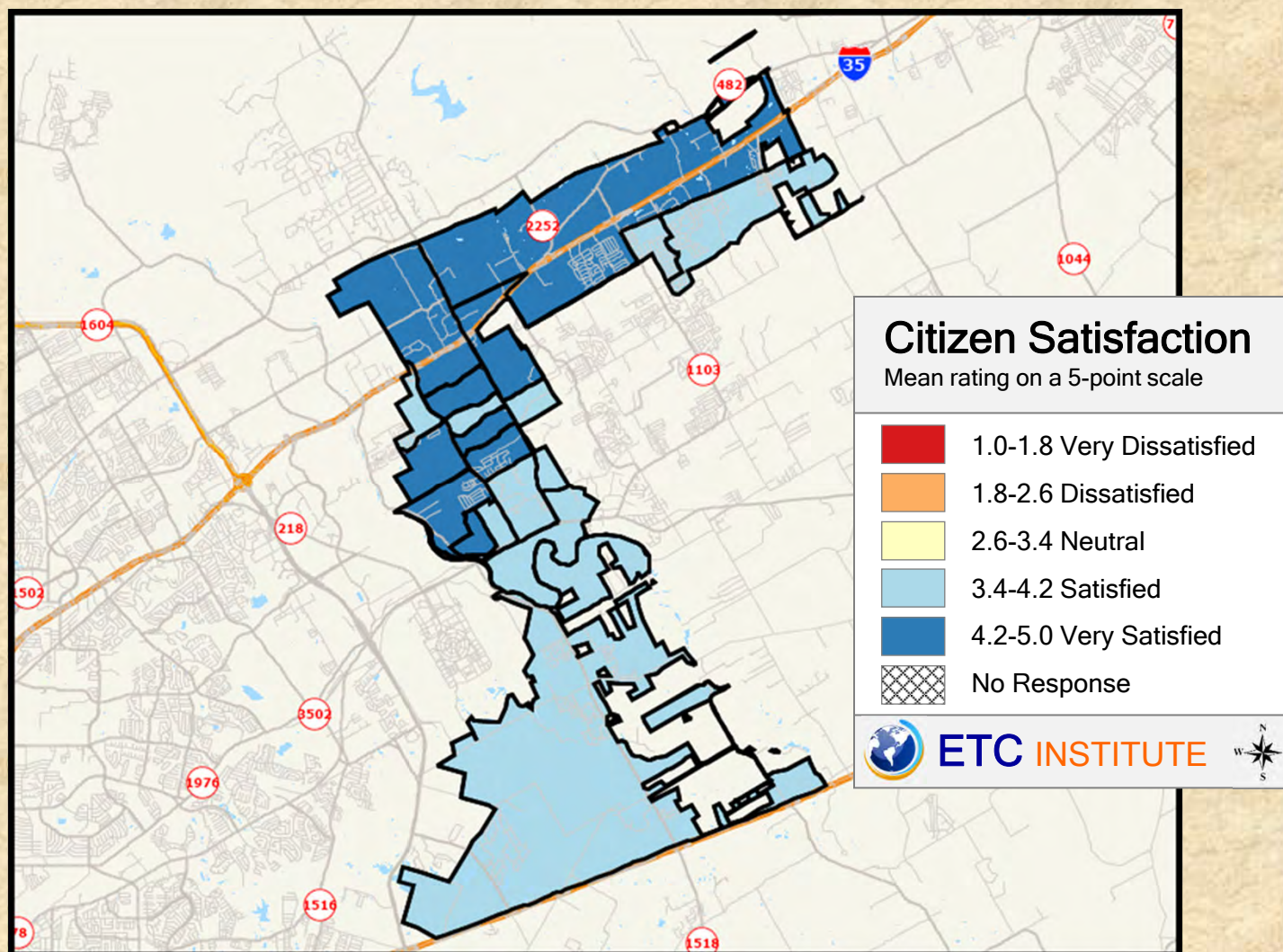
Q20-2 Satisfaction with bulky item pick up/removal services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

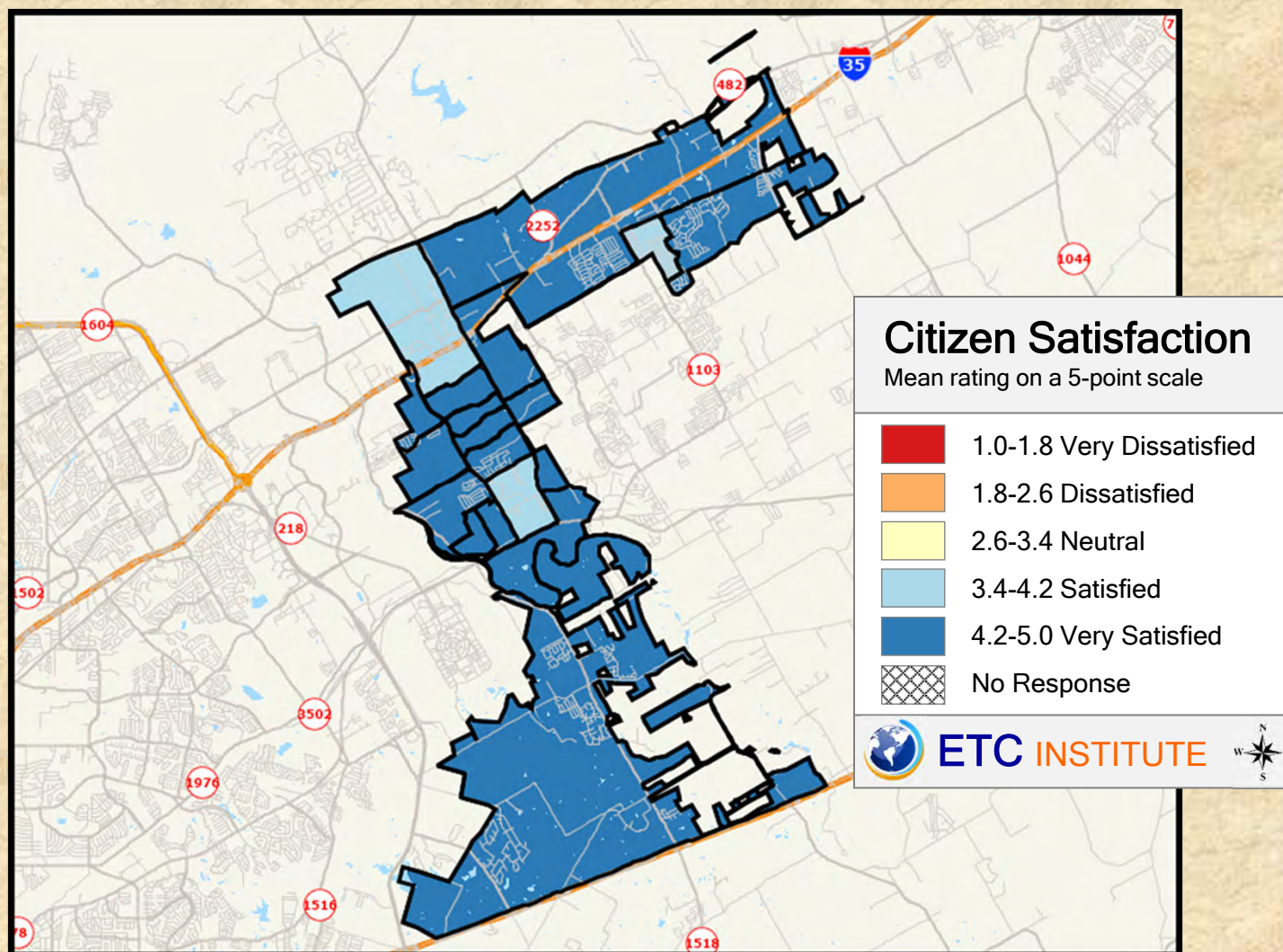
Q20-3 Satisfaction with recycling services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

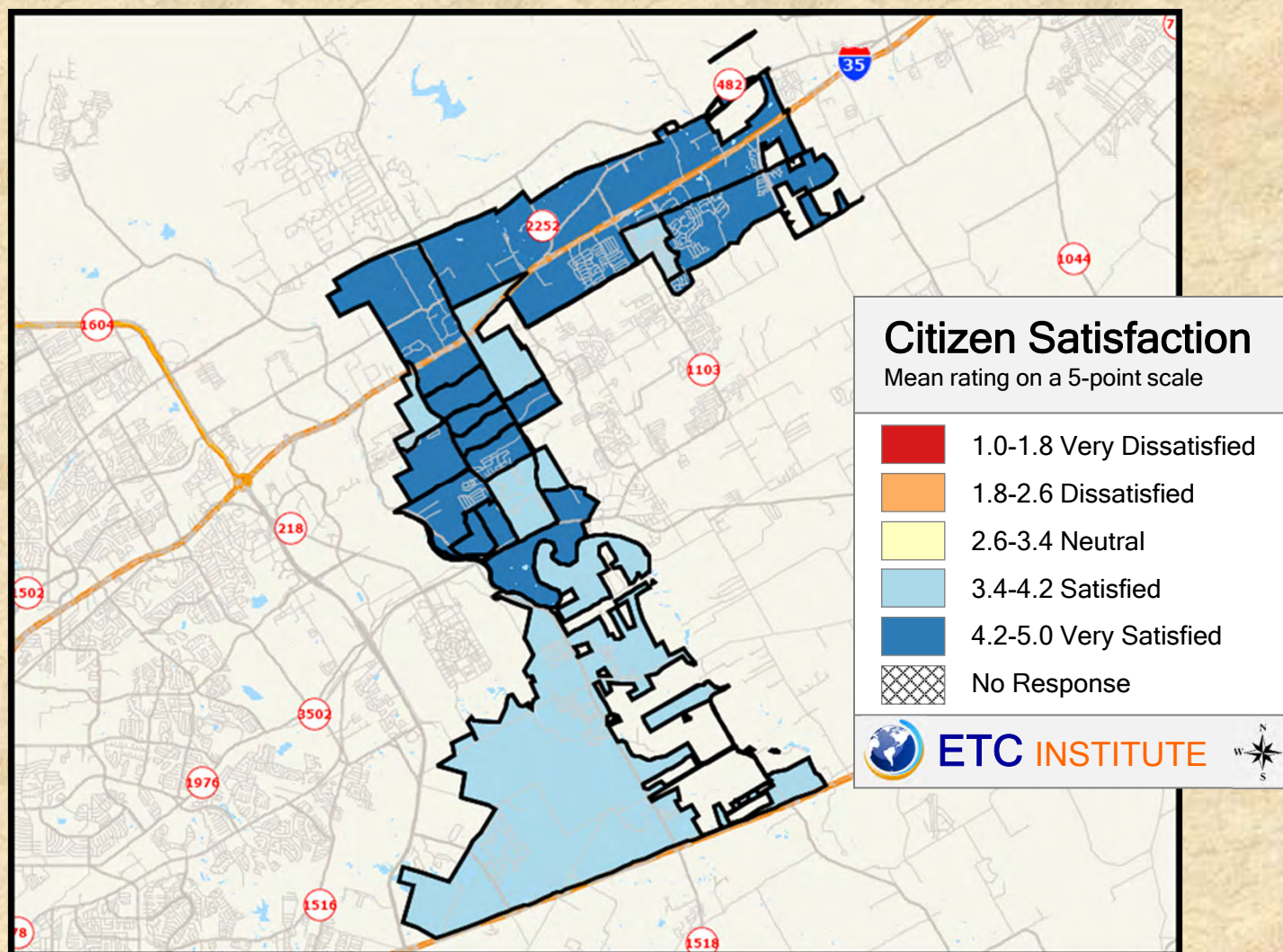
Q20-4 Satisfaction with water services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

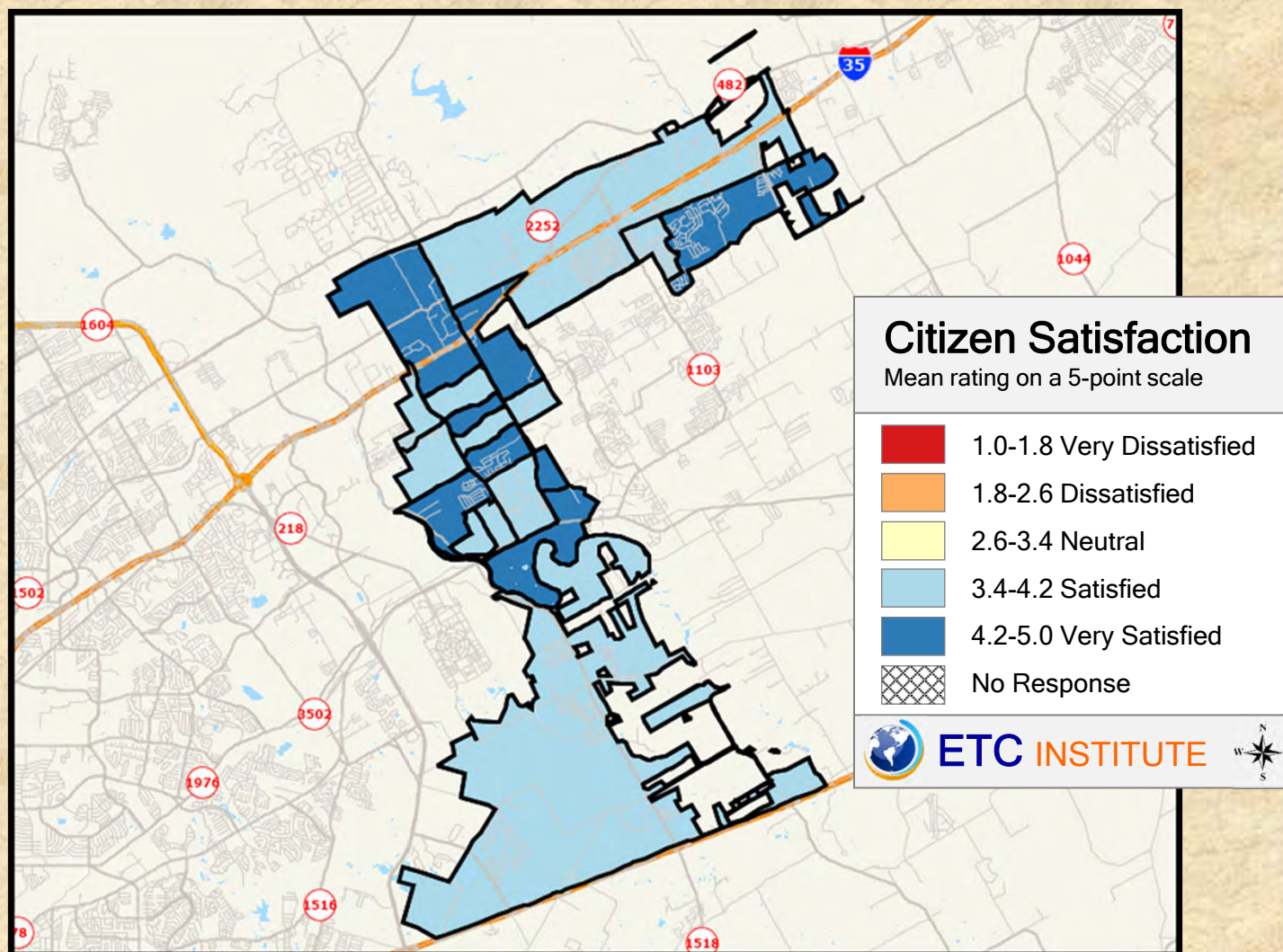
Q20-5 Satisfaction with sewer services



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

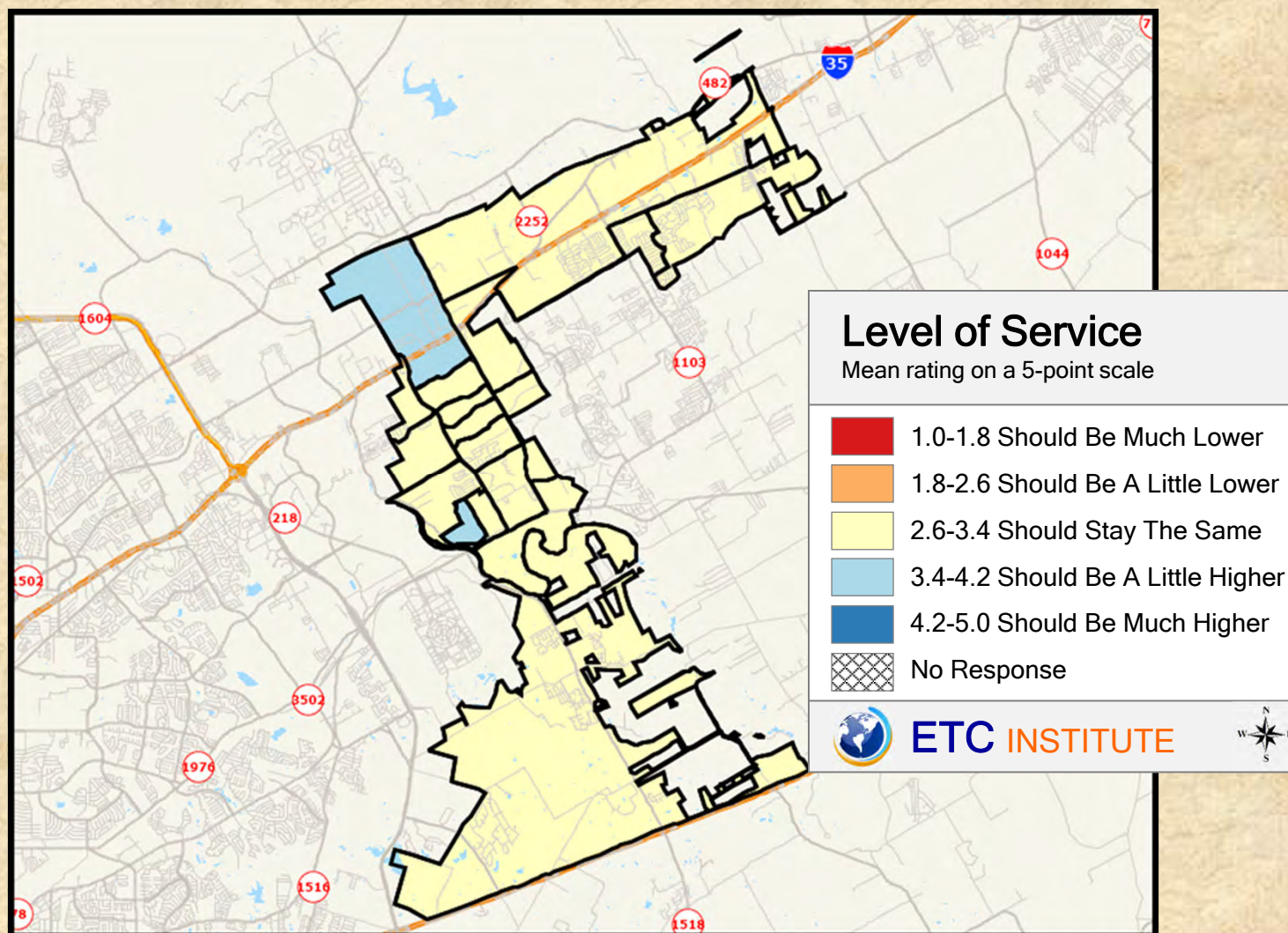
Q20-6 Satisfaction with utility billing



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

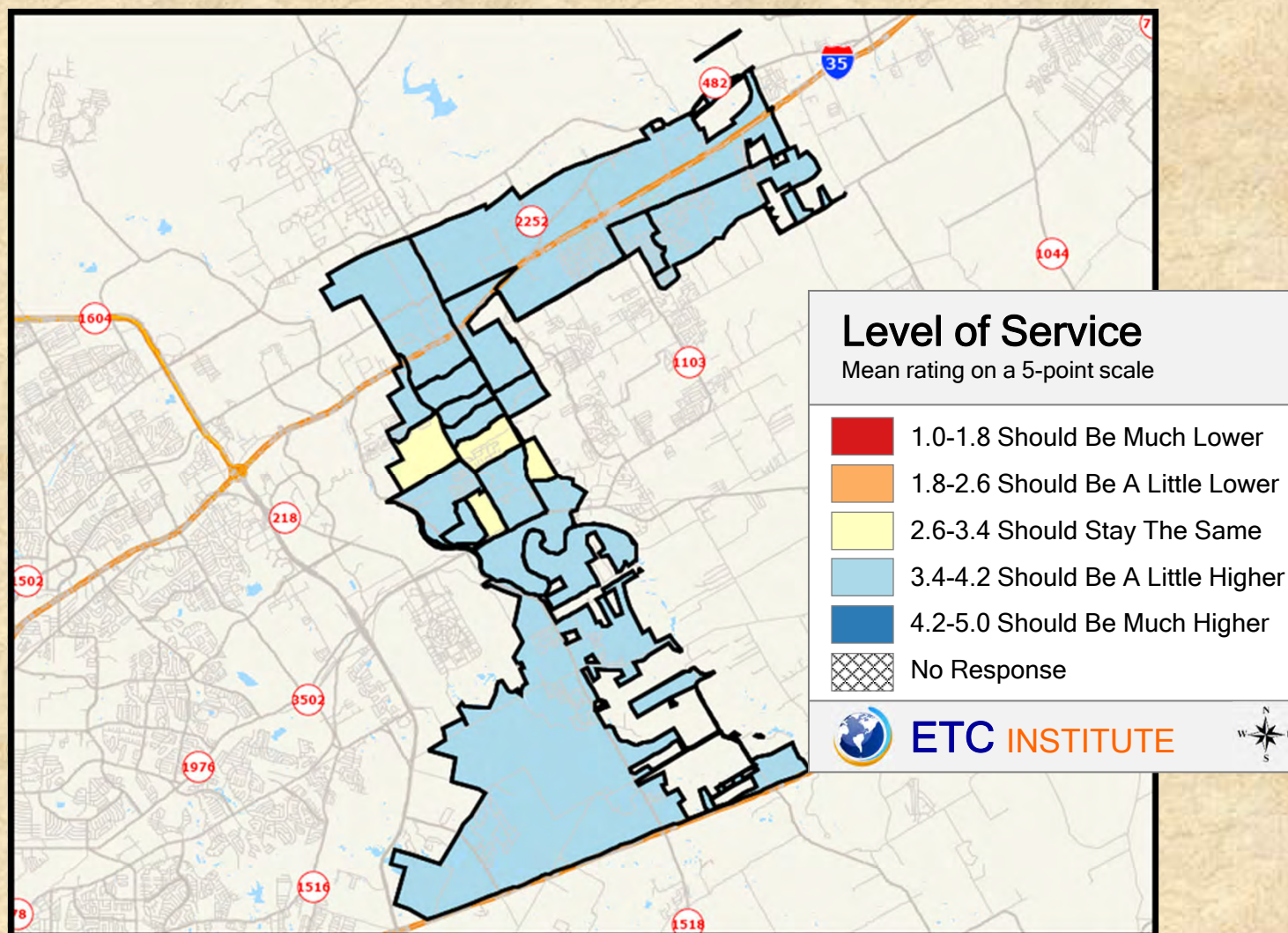
Q22-1 How the level of library services should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

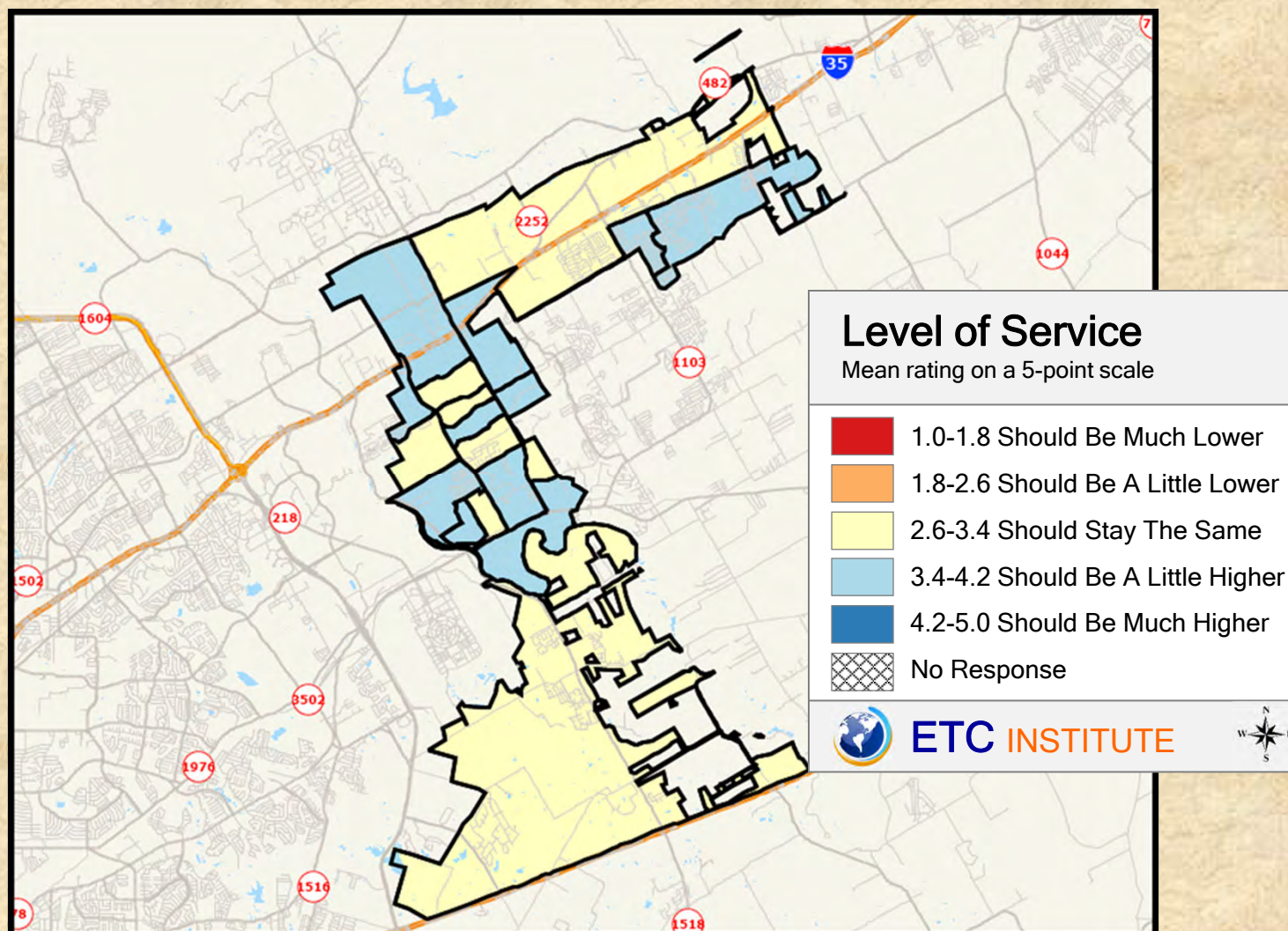
Q22-2 How the level of law enforcement should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

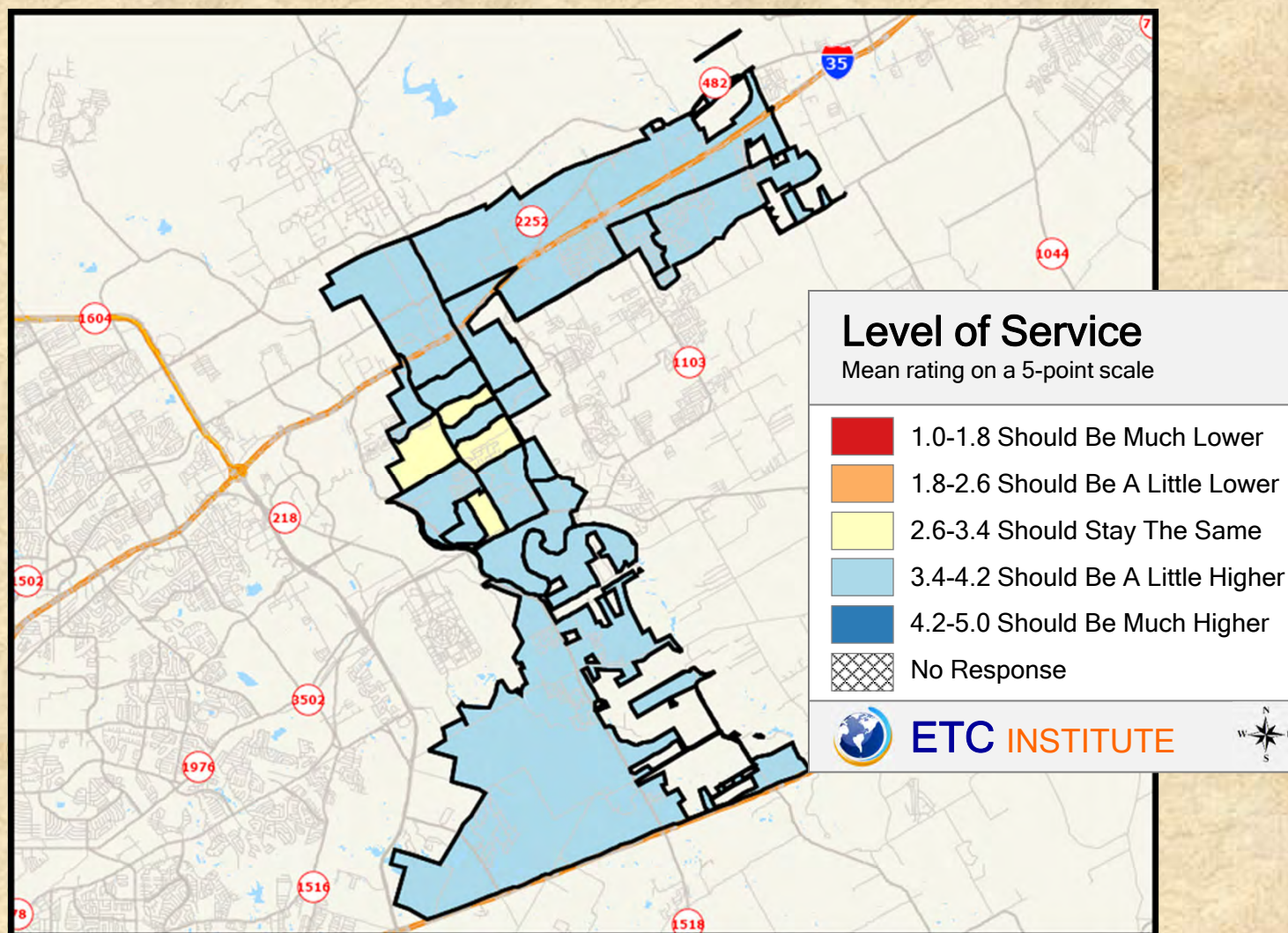
Q22-3 How the level of fire response should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

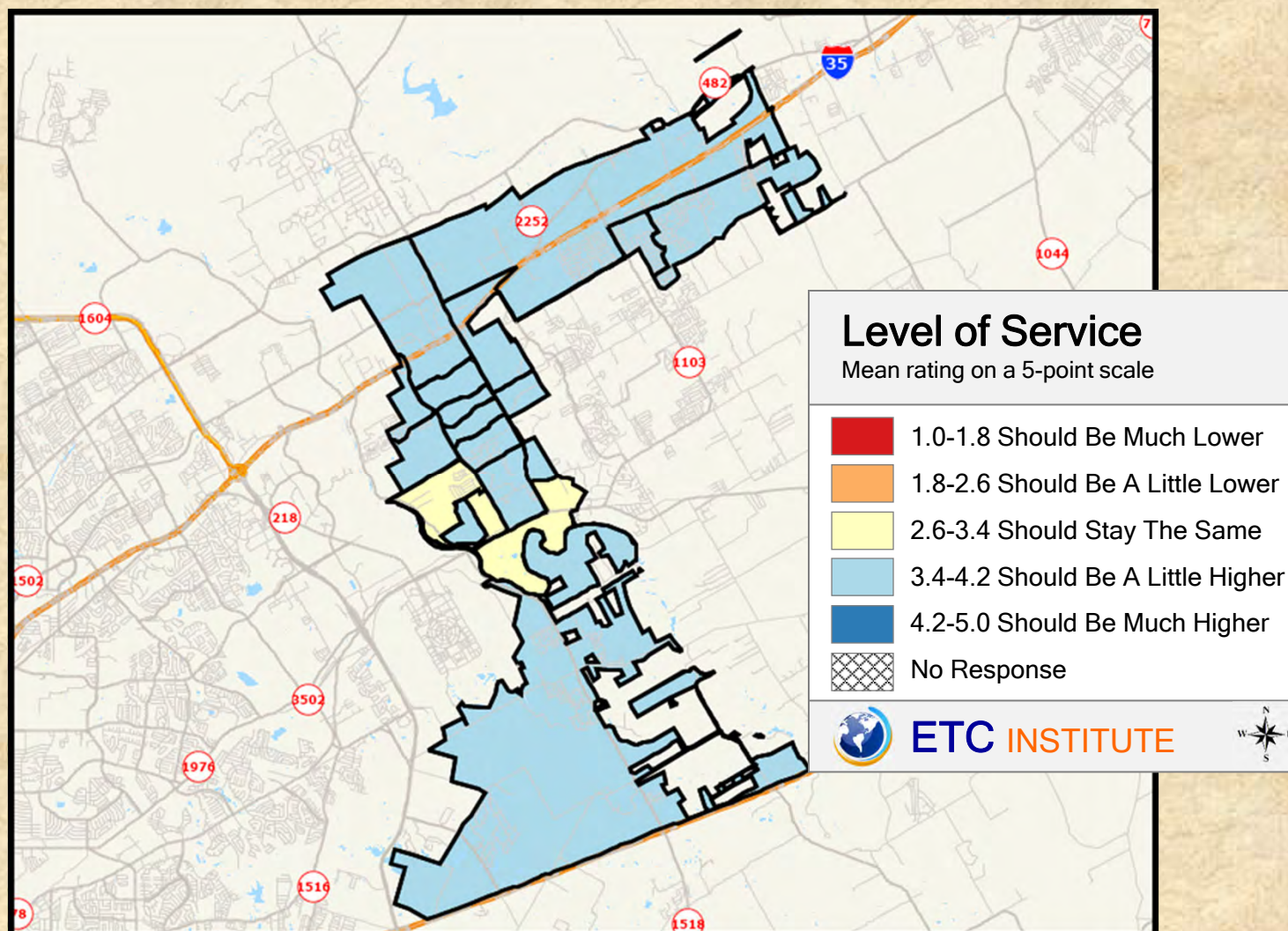
Q22-4 How the level of emergency medical services should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

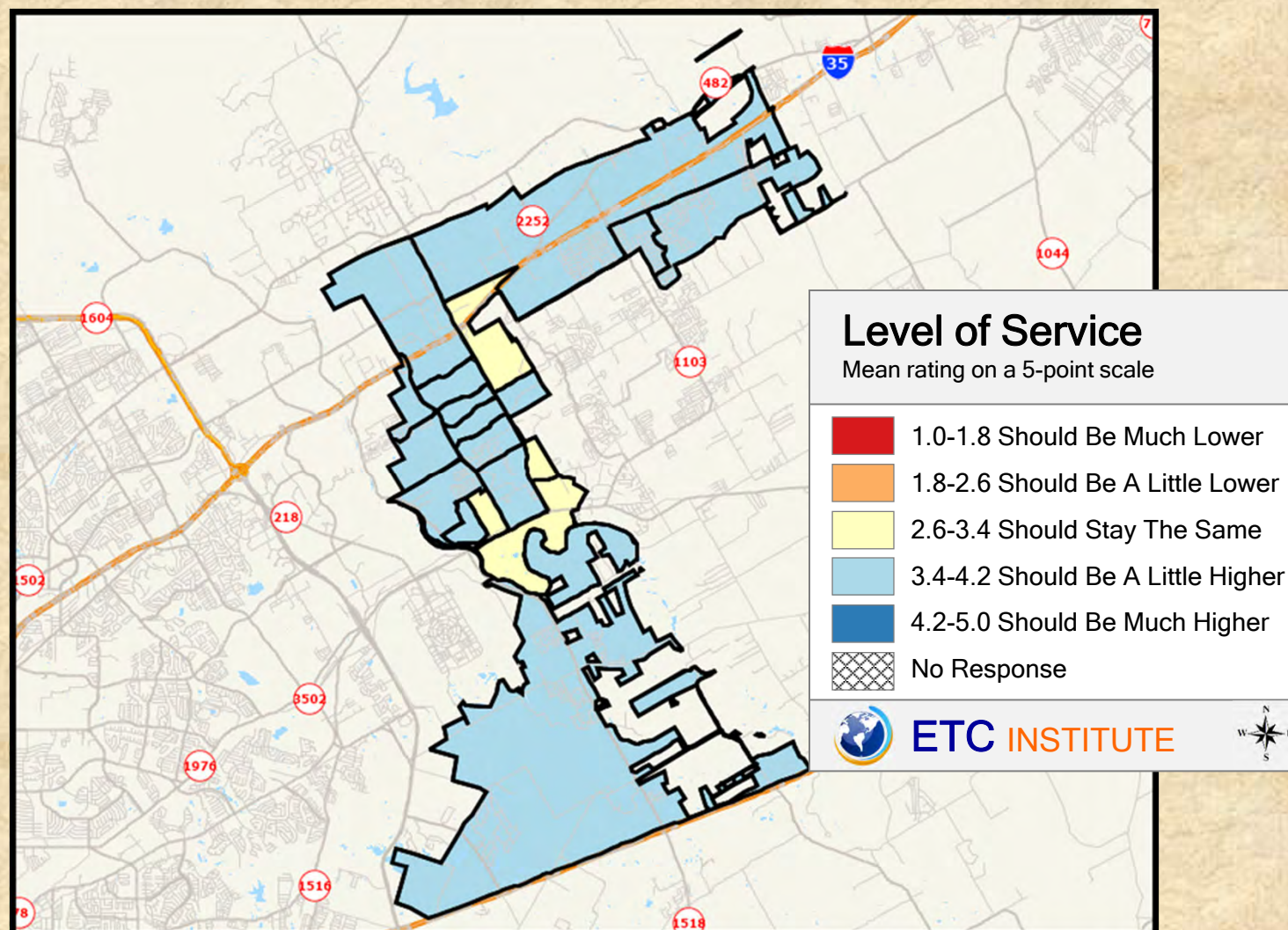
Q22-5 How the level of parks and open space should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

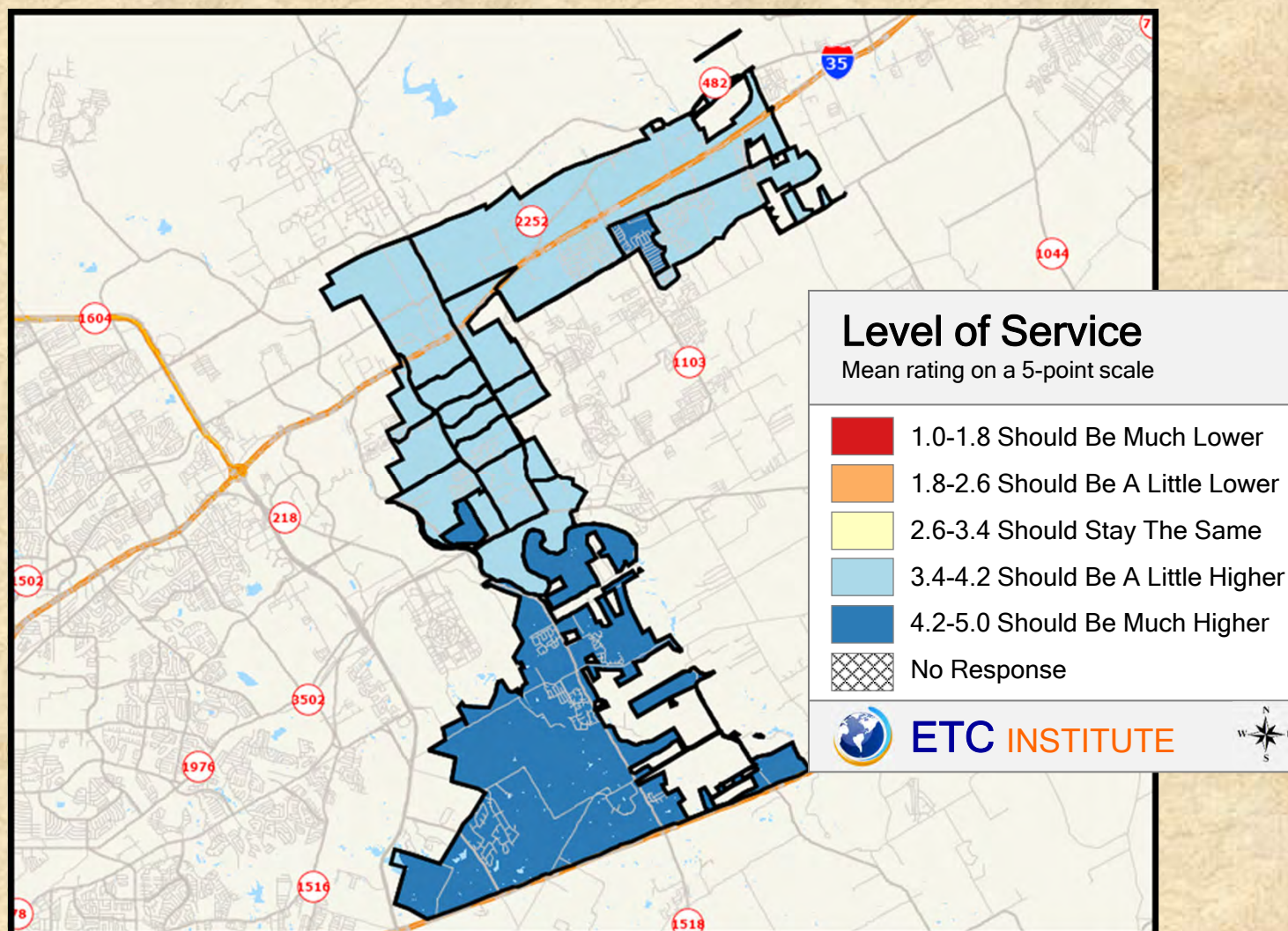
Q22-6 How the level of recreation activities should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

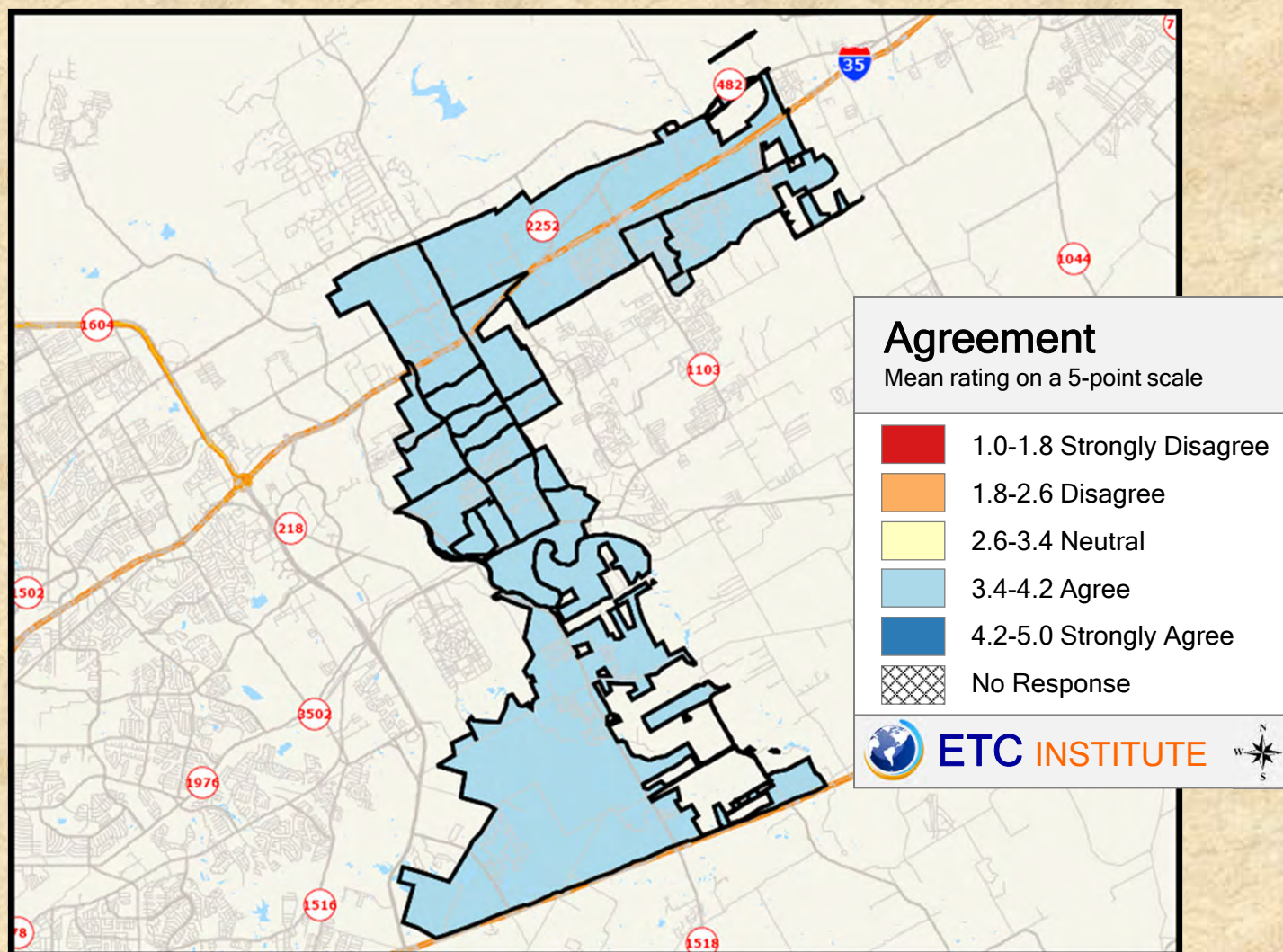
Q22-7 How the level of maintenance of streets and sidewalks should change



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

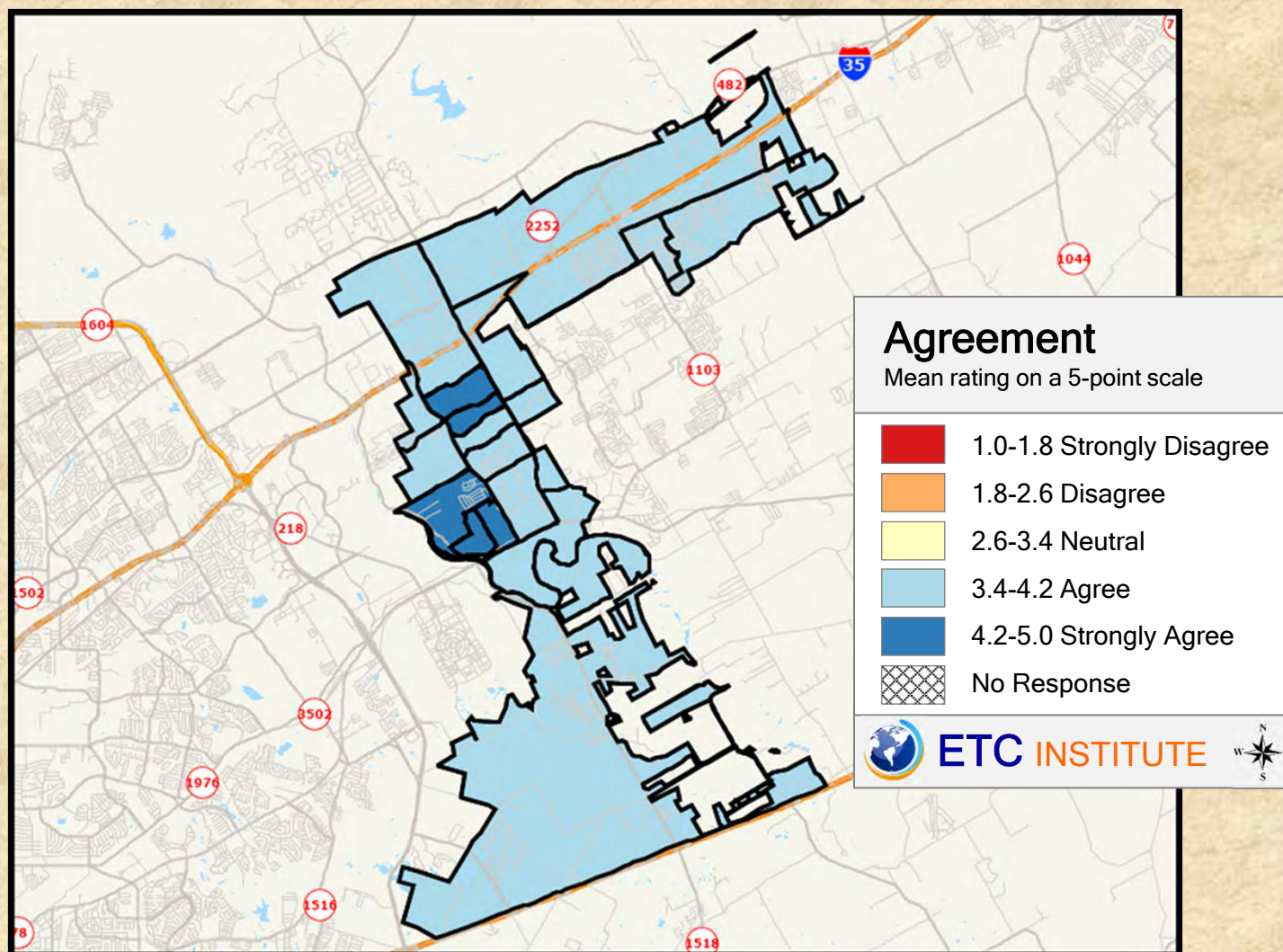
Q26-1 Agreement with the statement, “I have confidence in the City’s finances”



2021 City of Schertz Community Survey

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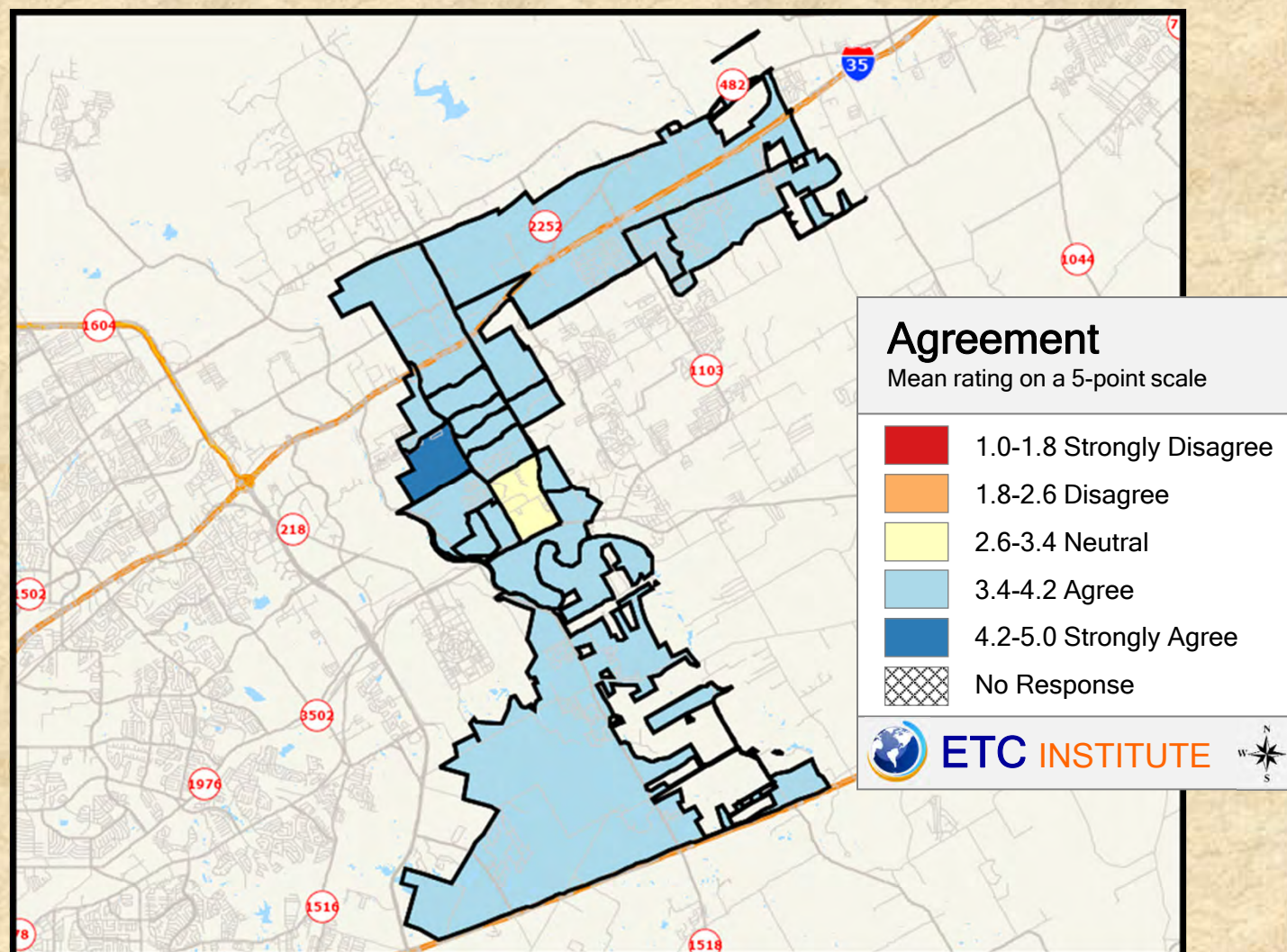
Q26-2 Agreement with the statement, “The City is ensuring that there is adequate long-term affordable water”



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

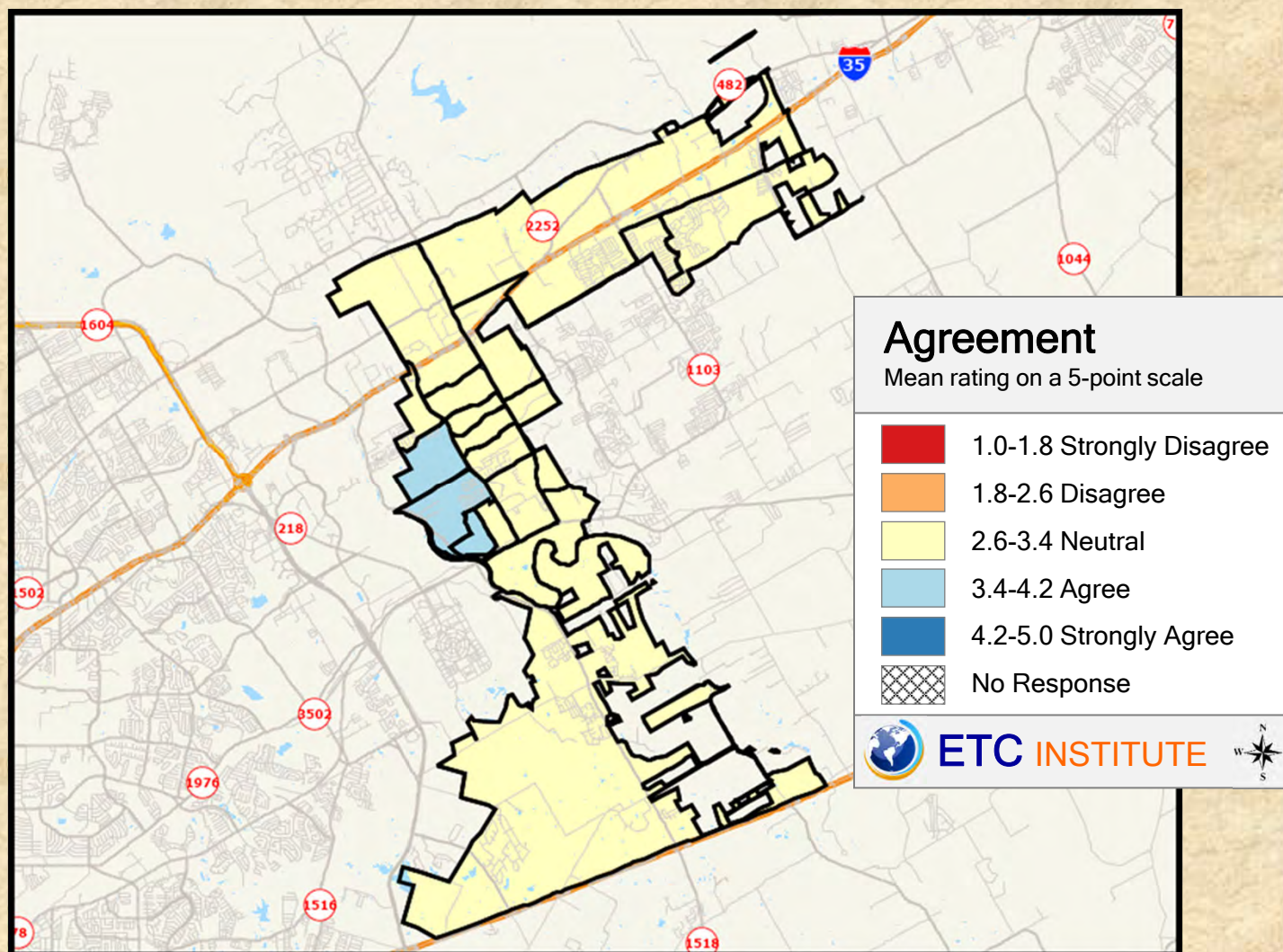
Q26-3 Agreement with the statement, “The City is doing a good job of beautification within the community”



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

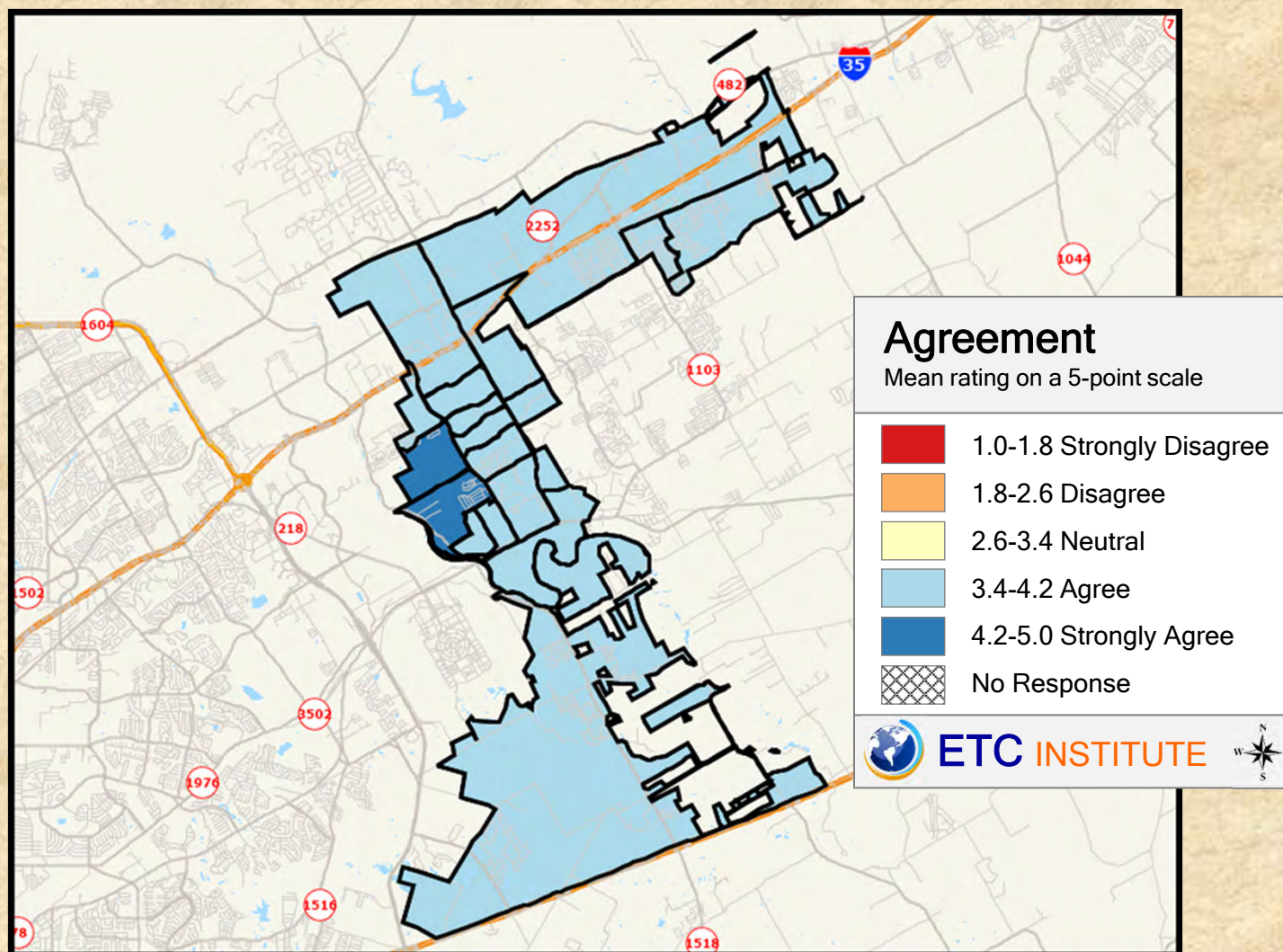
Q26-4 Agreement with the statement, “The City is doing a good job planning for current and future transportation and infrastructure needs”



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

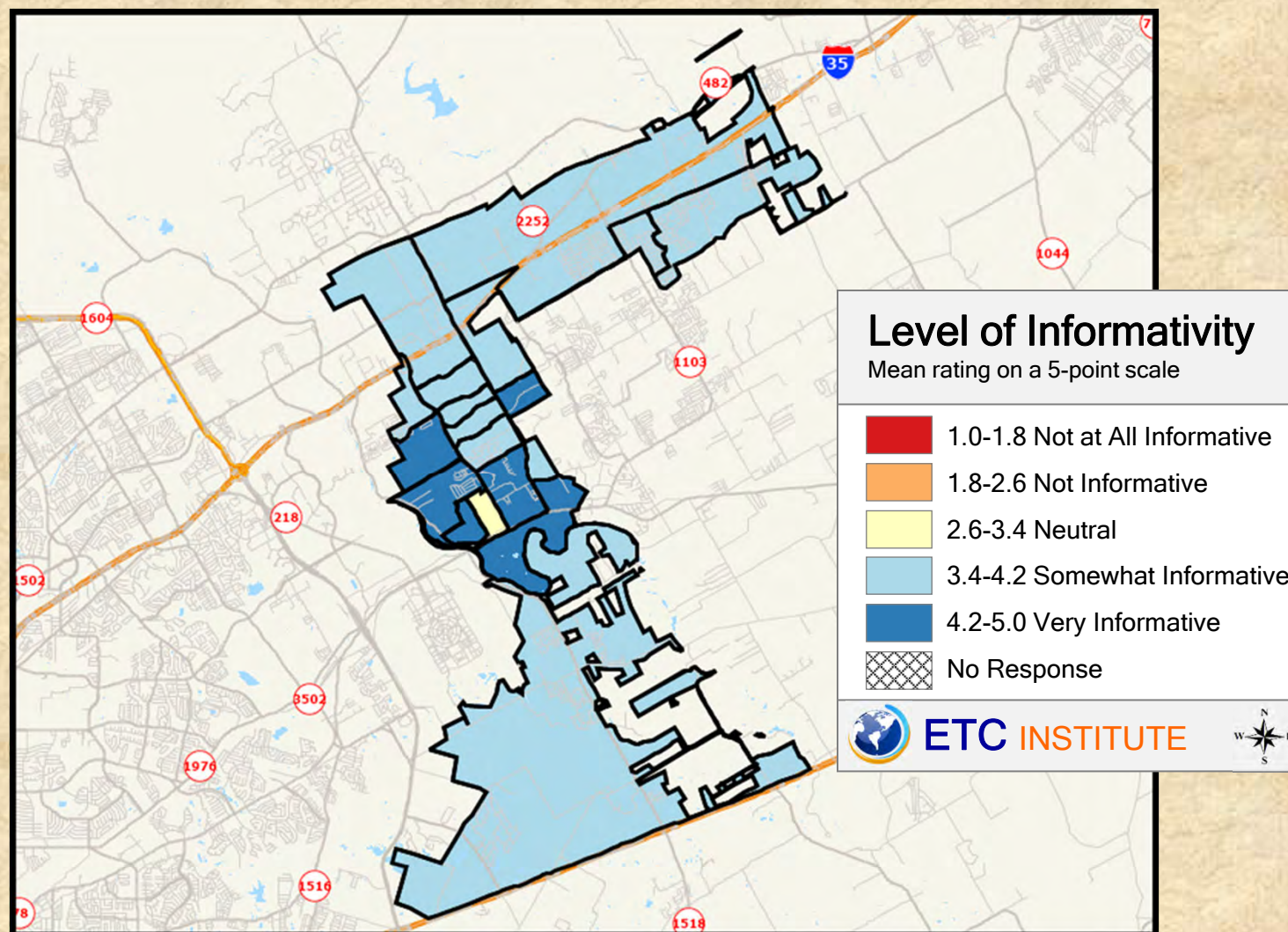
Q26-5 Agreement with the statement, “The City is committed to the health and wellness of its citizens”



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

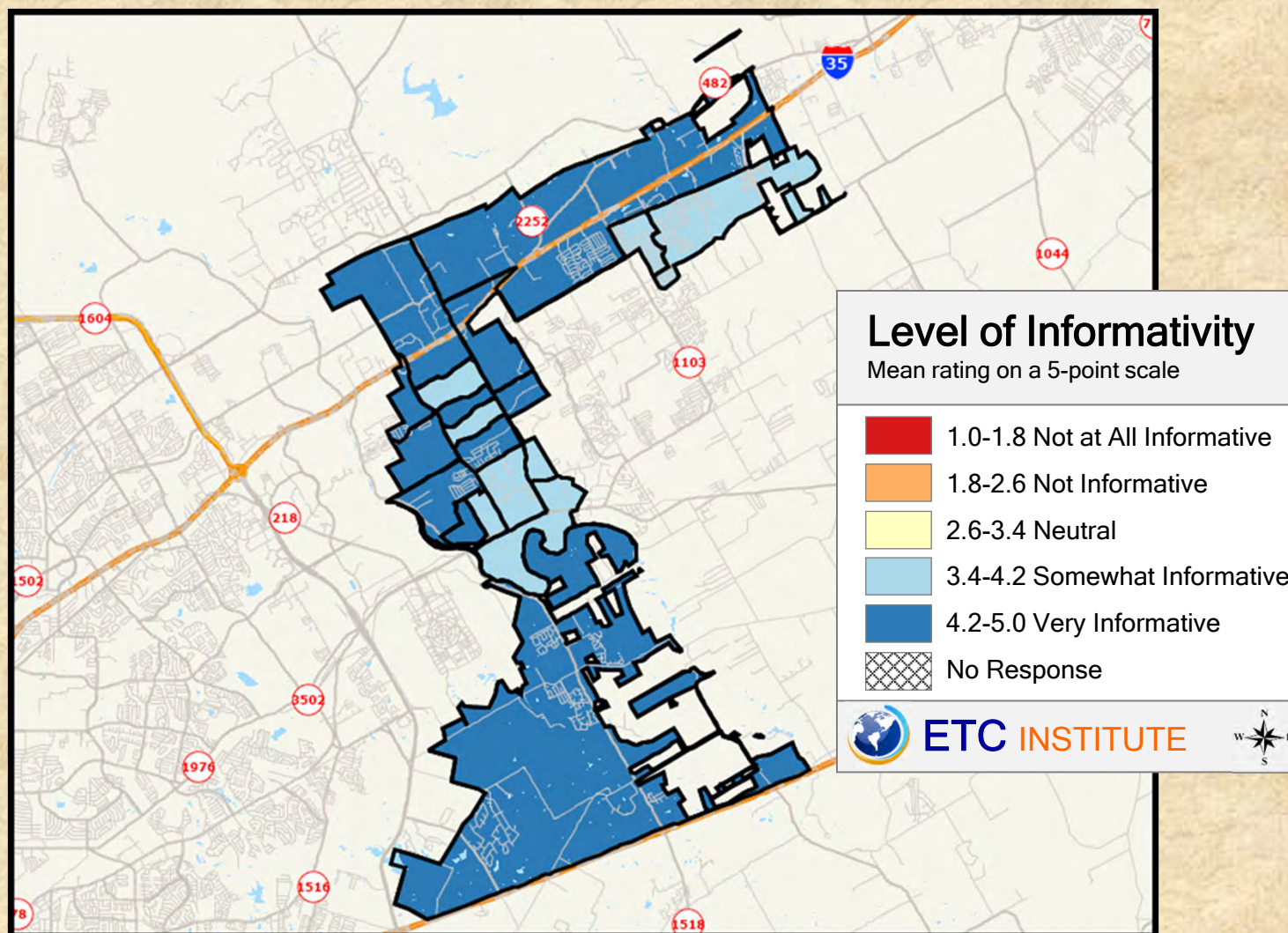
Q29-1 How informative social media was during the height of COVID-19



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

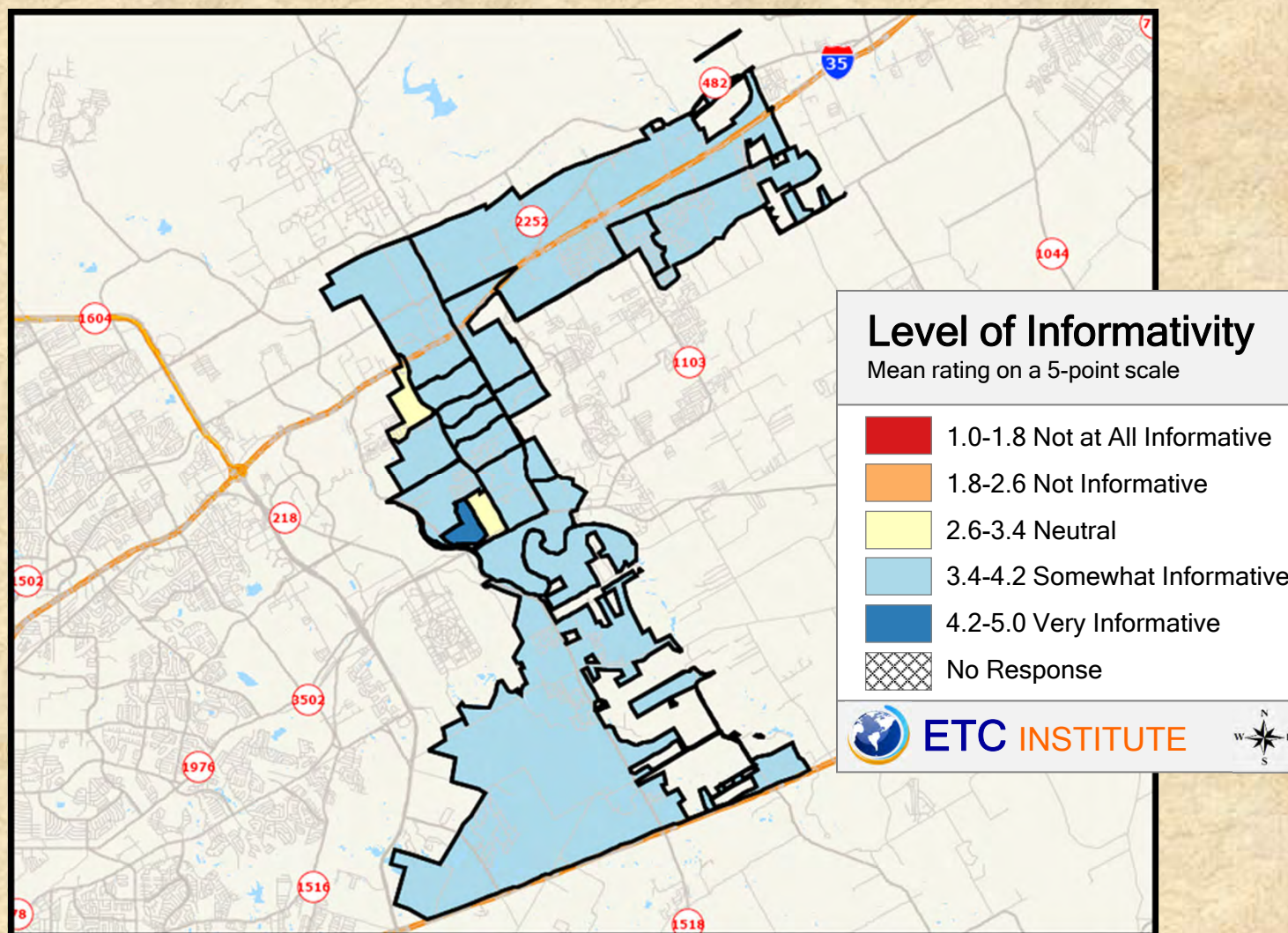
Q29-2 How informative the City's website was during the height of COVID-19



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

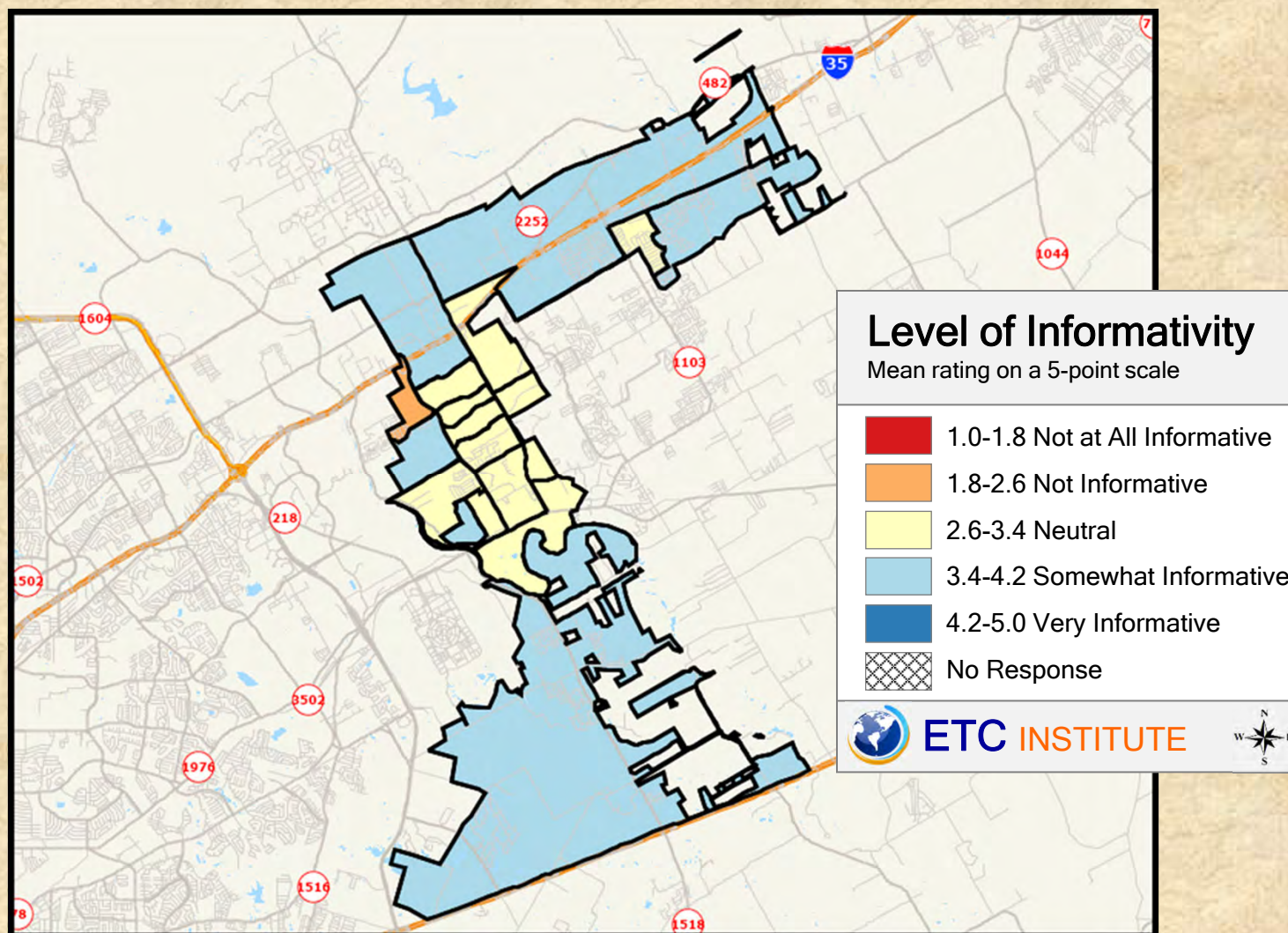
Q29-3 How informative the City Headlines E-Newsletter was during the height of COVID-19



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

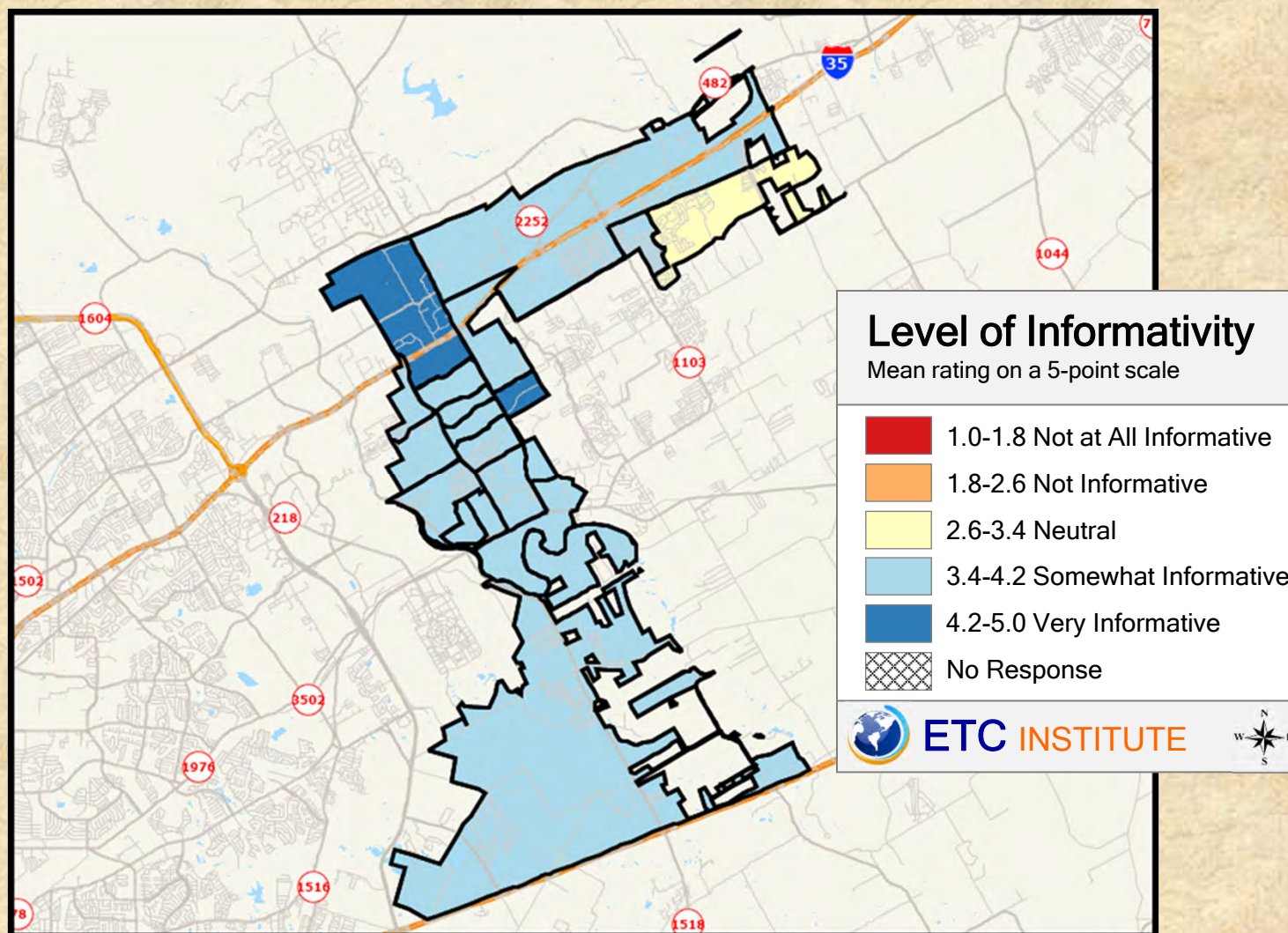
Q29-4 How informative PSA Videos were during the height of COVID-19



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q29-5 How informative CivicReady notifications were during the height of COVID-19



2021 City of Schertz Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)